

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO-4837
ANSWERED ON- 31/03/2023

COMPLAINTS AGAINST INDIAN EMBASSY

4837. SHRI SUNIL KUMAR MONDAL

Will the Minister of EXTERNAL AFFAIRS be pleased to state :-

(a) whether the Government has received any complaint/adverse report about the working/activity of any of the embassies abroad; and

(b) if so, the details thereof along with the actions taken in this regard?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to b) Indian nationals contact Indian Embassies for assistance, if and when required, through CPGRAM portal, MADAD portal, personal visits/walk-ins, 24x7 emergency phone numbers/helplines, email, social media, by post, SMSs, and open house meetings.

From time to time, Embassies have received some complaints related to consular services and others. The complaints are dealt in a timely manner and are resolved in accordance to relevant rules and guidelines.
