GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 1004

ANSWERED ON- 05/12/2025

CITIZEN SERVICE CENTERS IN EMBASSIES

†***1004. SHRI SANATAN PANDEY***

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

(a) whether the Citizen Service Centres in Indian Embassies abroad have been digitized by the Government, if so, the number of countries where the facility of 'E-Help Counter' has been started; and

(b) whether the said initiative has reduced the average service time, if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a & b) Ministry in its endeavour to offer online services has started 'SEWA- Indian Consular Services System' (E-SEWA) which is aimed at creating an online platform, enabling Indian nationals to apply online for various consular services at Indian Missions/Posts abroad. So far, Indian Missions/Posts in 117 countries have been onboarded on E-SEWA platform.

Further, MADAD, which is an online comprehensive grievances redressal portal, has led to qualitative improvement in delivery of consular assistance and handling of consular grievances, with success rate of resolution of over 95 percent cases. The MADAD Portal, a key good governance initiative, effectively serves Indian nationals abroad by addressing a wide range of consular grievances, including repatriation, transportation of mortal remains, death compensation, work-related problems, imprisonment, missing persons, passport services, and concerns of students.

*****