

RTI Act, 2005

Information about Consulate General of India, Cape Town Under Section 4(1)(b) of the Right to Information Act, 2005

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| (i) | The particulars of its organisations, functions and duties | <p>The Consulate General of India in Cape Town is headed by the Consul General and has following three Wings: (i) Economic & Commercial (ii) Chancery (including Administration) & (iii) Consular.</p> <p>Consulate functions within the purview of business allocated to the Ministry of External Affairs under the Government of India Allocation of Business Rules and Transaction of Business Rules.</p> <p>The functions of the Consulate <i>inter alia</i> include economic cooperation, trade and investment promotion, scientific & technological cooperation, cultural interaction, press and media liaison, protocol and consular operations including PIOs/NRIs in bilateral and multilateral contexts in the provinces of Western Cape & Northern Cape.</p> |
| (ii) | The powers and duties of its officers and employees | <p>General Administrative powers are derived from IFS(PLCA) Rules, as amended from time to time.</p> <p>Financial powers of the officers of the Consulate have been detailed in the “<i>Financial Powers of the Government of India’s Representative Abroad</i>”.</p> <p>Consular powers are derived from the Passport Act of India & Visa Manual.</p> <p>Other duties of the officers flow from the ‘Allocation of Business Rules of the Government of India’, ‘<i>Manual of Office Procedure</i>’ and ‘<i>Central Civil Services (CCS) Rules</i>’.</p> <p>The officers of the Consulate function under the guidance and supervision of the Consul General of India.</p> |
| (iii) | The procedure followed in the decision making process, including channels of supervision and accountability | <p>Decisions are taken as per extant rules and guidelines, where applicable and under the instructions and supervision of the Consul General.</p> |

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| (iv) | The norms set by it for the discharge of its functions | <p>Norms are set under the instructions and supervision of the Ministry of External Affairs, Government of India.</p> <p>The Consulate functions within the norms of India's foreign policy formulated by the Ministry of External Affairs.</p> <p>Consular services can be accessed by applying online and/or submitting the documents at the Embassy.</p> <p>The commercial enquiries can be made by e-mail, which are replied to accordingly.</p> <p>The services are rendered and information sought is provided within the prescribed time limits;</p> <p>Apart from traditional channel for redressal of grievances, the aggrieved can make use of the MADAD portal (Consular Services Management System) and through various social media platforms.</p> |
| (v) | The rules, regulations, instructions, manuals and records, held by it or under control or used by its employees for discharging its functions | <p>IFS(PLCA) Rules;</p> <p>Financial Powers of Government of India's Representative Abroad;</p> <p>Passport Act/Manual, Visa Manual, Consular Manual;</p> <p>Manual of Office Procedure;</p> <p>Other Central Government Rules and Manuals.</p> |
| (vi) | A statement of the categories of documents that are held by it or under its control | <p>Passport and Consular services application forms</p> |
| (vii) | The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relations to the formulation of its policy or implementation thereof; | <p>Consulate General of India functions within the norms of India foreign policy formulated by the Ministry of External Affairs. Policy is implemented by the Consulate under the guidance and supervision of the Consul General & HCI, Pretoria</p> |

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| (viii) | A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, of the minutes of such meetings are accessible for public; | Not Applicable as these are not constituted at Consulate's level. Annexure I |
| (ix) | A directory of its officers and employees | A directory is given at |
| (x) | The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations; | The officials are paid in accordance with the pay and allowances fixed by the Government of India from time to time. The pay scales/levels of officers of different ranks as per 7 th Central Pay Commission pay matrix are at Annexure II The system of compensation is also in accordance with the Government of India regulations. |
| (xi) | The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditure and reports on disbursements made; | The BE Allocation figures for the Financial Year (VOA from April-August in FY 2024-25) are given at Annexure III |
| (xii) | The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes; | Consulate does not have any subsidy programme |
| (xiii) | Particulars of recipients of concessions, permits or authorisations granted by it; | No concessions/permits or authorizations are granted by the Consulate. |
| (xiv) | Details in respect of the information available to or held by it, reduced in an electronic format; | Information available at: Website : www.cgicapetown.gov.in Facebook: https://www.facebook.com/ConsulateGeneralOfIndiaCapeTownSA/ Twitter: @indiaincapetown |

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| (xv) | The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use; | While general information is posted on the Consulate's website and other media channels, if there is any specific information other than the information already made available in the public domain, all officers are available at the Consulate during office hours. In case of emergencies, an Emergency contact number is provided on the Consulate's website. |
| (xvi) | The names, designations and other particulars of the Public Information Officers; | <p>Central Public Information Officer</p> <p>Smt. Shama Parveen Asst. Vice Consul Tel No. : 0027-21-4198110/11 E-mail :-cgoffice.capetown@mea.gov.in</p> <p>First Appellate Authority:</p> <p>Shri B. Subba Rao Consul & HOC Tel No. : 0027-21-4198110/11 E-mail :-hoc.capetown@mea.gov.in</p> |
| (xvii) | Such other information as may be prescribed and thereafter update these publications every year | Consulate's website has information which is updated on a regular basis. |
| (xviii) | Receipts & Disposal of RTI applications & appeals | <p>(i) Details of applications received and disposed (during 2023-24) Applications received - 04 Applications disposed - 04</p> <p>(ii) Details of appeals received and orders issued (during 2023-24) Application received - 01 Application disposed – 01</p> |
| (xix) | Such other information as may be prescribed | NA |