

Akbar Bhawan, Chanakyapuri  
New Delhi, Dated the 6<sup>th</sup> July, 2017

**OFFICE ORDER**

**Subject: Inspection of premises of registered Recruiting Agents/prospective Recruiting Agents while considering for renewal of Registration Certificate/fresh Registration Certificate-regarding.**

It has been brought to the notice of the Ministry that the applicants for fresh Registration Certificates (RCs) and registered Recruiting Agents (RAs) are facing several problems in the process of issue/renewal of Registration Certificate (RC) due to delay in inspection and submission of inspection report, non-availability of PoEs for discussions/clarifications etc.

2. In view of the above, the following decisions have been taken by the Competent Authority in respect of inspection of premises of RAs (for renewals)/fresh RC applicants:-

- i) Inspection (fresh as well as renewal cases) will be done at least by an officer of the level of Section Officer or above in the office of Protector of Emigrants (PoEs). In case of re-inspection, the Protector General of Emigrants (PGE) can either direct the PoE concerned or depute any other officer of the level of Under Secretary or above to conduct re-inspection. RA's shall be informed in advance about the date & time of inspection/re-inspection. All PoEs to note that to ensure availability of RA at the premises during inspection, at least 1 week notice in writing/e-mail be sent to the RA.
- ii) The task of inspection must be completed within 45 days from the date of receipt of the application for renewal/fresh RC. If inspection is not completed within this period, then PGE's approval for condoning the delay will be taken by concerned PoE by clearly explaining the reasons for delays.
- iii) Unless sharing of inspection report can result in a security issue, the inspection report of PoEs will be shared in full in the original form, so that RAs can take corrective measures and prepare themselves for re-inspection. Re-inspection should be done within one month of confirmation of compliance of deficiencies by concerned RA, by the Under Secretary level PoE officer, from the same or another PoE office/Ministry.
- iv) If the concerned RA is not satisfied with the inspection or re-inspection report, as the case may be, he/she may prefer an appeal before the PGE within seven days of receipt of the report.





- v) It is reported that some PoEs have not yet set aside time to meet RAs to discuss their cases, despite clear directions from PGE for "Open House" every week. It is re-iterated that henceforth all PoEs must allocate two half days, one in the morning and the other in the evening, in a week for open house for meeting with Emigrants/RAs, without prior appointment. The designated days and timings for open house may be displayed prominently in the PoE office. For the benefit of visitors.
- vi) All the PoEs have already been advised to install CCTV in their respective offices. It is reiterated that all the PoEs must install CCTV with audio facility on priority basis, if not done already, in their offices or the designated room for open house.
- (vii) It is also advised that while carrying out inspection, audio recording should be made from the time the concerned officer enters the premises till the conclusion of the inspection. The audio file should be downloaded and saved in the office computer, and labelled clearly so that these can be retrieved at later stage in case of need.
3. All the above suggestions/recommendations have been made by Director (CNV), who had studied the existing emigration processes in PoE (Mumbai) and PoE (Delhi) during the last few months. Further suggestions w.r.t. "Inspection formats" and "maintenance of records/registers" are being finalized and will be issued separately.
4. All the above recommendations/suggestions [para 2(i) to 2(vii)] have been accepted for immediate implementation by the Protector General of Emigrants & Joint Secretary (OE) in keeping with the External Affairs Minister's vision to provide good governance, effective, transparent and accountable service delivery and the Government's commitment to "Minimum Government, Maximum Governance".
5. This issues with the approval of Protector General of Emigrants & Joint Secretary (OE).



(Bikash R Mahato)

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Distribution:-

1. All the Protector of Emigrants.
2. All the Recruiting Agents through eMigrate website.
3. PMG (eMigrate)/TCS for uploading in the eMigrate system.
4. Director (CNV)

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अवर सचिव,  
Under Secretary  
विदेश मंत्रालय, नए दिल्ली  
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