

# NEWSLETTER

Embassy of India, Bangkok



From the Desk of the Ambassador

## Newsletter

**Open House for all Consular and Visa Issues:** Consular and visa services represent an important part of the public interface undertaken by the Embassy of India. It has been our endeavor to ensure that such services are efficient, prompt and respond to the needs of the Indian community and our Thai friends wishing to travel to India. In recent months, we have laid great emphasis on service delivery, specifically, increasing transparency and creating a facilitating environment that is more receptive and friendly. In keeping with the Government of India's emphasis on improving the quality of our consular services and implementing best practices in this regard, the Embassy will start the practice of conducting an 'Open House' session on all working day from 1000-1100 hours.

The inaugural Open House session will be held on Monday, 2 March 2015. Thereafter, the 'Open House' will be conducted by First Secretary Shri Naveen Saxena on a daily basis. He will have full discretionary powers but can also refer matters to Shri Arvind Kumar, Counsellor, Shri G. Balasubramanian, Deputy Chief of Mission and me. As the term 'Open House' suggests, it is intended to respond to any clarification or question that any of the members of the public may have on consular and visa services extended by the Embassy. We may request, however, that to make this effective and to avoid its misuse, to the extent possible, only those whose cases are personally involved should attend the 'Open House'.

**Embassy @ Twitter:** On another note, on an experimental basis, the Embassy proposes to start a Twitter account (**IndiainThailand**) to inform members of the public on all aspects of its functioning and to receive feedback. The Twitter account will be held by me personally and will debut on 2<sup>nd</sup> March, 2015.

**24-Hour Response on Emergencies:** The Embassy will also start a 24-hour cellphone service to enable the public to contact us on emergencies after office hours/weekends. This cell number [0618819218] will be held with an officer of the Embassy on rotational basis. Any member of the public is free to contact this number after hours. We may, however, request that the number is not for use for routine enquiries regarding visa and other issues or information which can routinely be accessed from our website (<http://www.indianembassy.in.th>) or by calling Embassy's regular numbers on a working day.

**Madad website for consular grievances:** Indian citizens living abroad will now be able to file consular grievances online as the Government launched a new web portal to address such complaints promptly with a high degree of "accountability". The portal 'Madad' (Help) was launched by Hon'ble Minister for External Affairs Smt. Sushma Swaraj, who said the grievance monitoring facility would enhance "accessibility" for people and fix greater "accountability and responsibility" on officials. The initial launch will cover only Gulf Cooperation Council countries and Mauritius.

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**Festival of India in Thailand:** Following on the success of the festival last year (March 2014), the Embassy will be hosting the second Festival of India from March to May, 2015 in honour of the 60<sup>th</sup> birthday anniversary of HRH Princess Maha Chakri Sirindhorn. All events are open to the public free of cost on a first come first served basis. For details please go to the festival website [<http://festivalofindiainthailand.com>].

**Circulate Information please:** I would request all those who access the Embassy's social media page to disseminate the above information as widely as possible. Community leaders in Thailand are requested to inform their representatives.

**Newsletter from Ambassador:** I propose to use the Embassy Newsletter to convey our new initiatives / views to all our friends on a regular basis. Any feedback / suggestions are most welcome. I reiterate our welcome at the first session of the 'Open House' on Monday, 2 March 2015 to all those who are interested. To be included in the Embassy's mailing list, please send your contact details to:  
[embassyofindiabangkok@gmail.com](mailto:embassyofindiabangkok@gmail.com)

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(Bangkok - 25 February 2015)