INFORMATION ABOUT THE HIGH COMMISSION OF INDIA, MBABANE REQUIRED UNDER SECTION 4(1)(B) OF THE RIGHT TO INFORMATION ACT, 2005

(i)	The particulars of its organization, functions and duties;	High Commission of India is headed by High Commissioner assisted by 2 Second Secretaries , 1 Attache and an Assistant The functions of the High Commission, inter alia, include political, and economic, and technical cooperation, Development Partnership Administration, trade and investment promotion, cultural interaction, press and media liaison, etc., with the Government of the Kingdom of Eswatini. To enhance linkages with NRIs/PIOs as well local and international communities in Eswatini, apart from rendering consular services to Emaswati, Indian and third country nationals. High Commission 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. The functions of the High Commission *inter alia* include political and economic cooperation, trade and investment promotion, scientific & technological cooperation,cultural interaction, press and media liaison, and consular operations including PIOs/NRIs, in bilateral and multilateral contexts.
(ii)	the powers and duties of its officers and employees;	General Administrative powers are derived from IFS (PLCA) Rules, as amended from time to time. Financial powers of the Officers of the High Commission of India have been detailed in the Delegated Financial powers of the Government of India Representatives Abroad. Other powers are derived from the Passport Act of India. The officers of the High Commission function under the guidance and supervision of the High Commissioner.
(iii)	the procedure followed in the decision-making process, including channels of supervision and accountability;	Decisions are taken as per extant rules and guidelines, where applicable and under the instruction and supervision of the High Commissioner. Decision/Instruction is also sought from the Ministry of External Affairs, New Delhi where required.
(iv)	the norms set by it for the discharge of its functions;	Norms are set under the instruction and supervision of the High Commissioner based on the directions received from the Ministry.

(v)	the rules, regulations, instructions, manuals, and records, held by it or under its control or used by its employees for discharging its functions;	IFS PLCA rules and annexures Delegated Financial Powers of Government of India Representatives abroad Rules Passport Act Visa Manual Manuals of Office Procedures Other Central Government Rules and manuals published by Central Government.
(vi)	a statement of the categories of documents that are held by it or under its control;	Classified documents/files relating to India's relations with the Kingdom of Eswatini Unclassified documents/files including joint statements, declarations, agreements and MoUs between India and the Kingdom of Eswatini Passport and consular services application forms
(vii)	the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;	High Commission of India functions within the norms of India's foreign policy formulated bythe Ministry of External Affairs. Policy is implemented by the High Commission under the guidance and supervision of the High Commissioner.
(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, or the minutes of such meetings are accessible for public;	High Commission interacts regularly with representatives of think tanks, academic community, and others.
(ix)	a directoryof its officers and employees;	May be seen at (https://www.hcimbabane.gov.in/page/high-commission-officials/)

(x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

S. No.	Sanctioned Post	Number of Posts	Entry level of Pay (Rs)
i.	High Commissioner	1	144200-224100
ii.	Second Secretary	1	67700-208700
iii.	Attache	2	47600-151100

(xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

S. No.	Head of Accounts	BE 2025-26	RE 2025-26	FE 2025-26	BE 2026-27
1	**Salary**	7853	9000	9794	9794
2	**Rewards**	5	166	208	208
3	**Allowances**	26266	29884	29438	32000
4	**LTC**	68	93	107	107
5	**Wages**	520	384	283	450
6	**Medical**	482	415	403	403
7	**Local Tours**	334	275	271	271
8	**TE (Others)**	1801	1473	1564	1600
9	**Office Expenses**	2738	3035	3072	3072
10	**Motor Vehicle**	0	0	0	0
11	**Furniture & Fixtures**	48	73	62	150
12	**Fuel & Lubricants**	228	326	347	360
13	**Bank and Agency Charges**	169	218	312	320
14	**Repair & Maintenance**	120	85	81	100
15	**Other Revenue Expenditure**	8	11	10	10
16	**Advertising & Publicity**	350	400	450	200
17	**Rents, Rates & Taxes**	10399	11774	16142	12914
18	**Minor Civil & Electric Works**	66	45	10	80
19	**Info., Comp. & Tech. (ICT)**	293	331	307	307

		20	**Digital Equipment**	293	293	299	299
		21	**Swachhta Action Plan**	28	32	32	50
			Total	**52069**	**58313**	**63192**	**62695**

(xii)	the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;	High Commission of India does not have any subsidy programme.
(xiii)	particulars of recipients of concessions, permits or authorizations granted by it;	No concessions/permitsare granted by High Commission of India
(xiv)	details in respect of the information, available to or held by it, reduced in an electronic form;	The High Commission website has the required information. High Commission also makes available to interested individuals various Brochures, CDs and DVDs containing information on India, its people and culture.
(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;	The High Commission is open from 0800 hrs to1630 hrs from Monday to Friday. The holidays observed by the High Commission are given on the website https://www.hcimbabane.gov.in/. High Commission has a small library (still developing) which is open from 1400 hrs to 1600 hrs, Monday to Friday (except on gazetted holidays).
(xvi)	the names, designations and other particulars of the Public Information Officers;	**Public Information Officer (PIO):** Mr. Prasann Kumar Dubran, Assistant Section Officer Tele: +268 2410 1621 Email: pol.mbabane@mea.gov.in First Appellate Authority Shri Ajay Kumar Sharma Email: hoc.mbabane@mea.gov.in Phone: 268 79068167

(xvii)	Details of previous CPIOs & FAAs	CPIOs: 1. Amrit Paul, Second Secretary 2. Rajesh Bhalla, Attache First Appellate Authority: 1. Susan Joseph, Second Secretary
(xviIi)	such other information as may be prescribed and thereafter update these publications every year;	The High Commission website has information which is updated on a regular basis.

Other Relevant Information

iv.	**Audit of the Mission (CAG/PAC paras pending against the Mission)**	**There are nine CAG/PAC paras pending against this Mission as on 31st March 2026**
v.	Channel of supervision accountability	As per Organizational Chart at Appendix-1
vi.	**Details on STQC certification**	**Mission is following up with the authorized agency for obtaining of STQC certificate. It is currently under process.**
vii.	Process of grievance redressal	**May please See** Appendix-2
viii.	Details of applications received under RTI and information provided	**The details may be seen at** Appendix-3

<table>
<tr><td>ix.</td><td>Details of appeals received and orders issued</td><td>NIL</td></tr>
<tr><td>x.</td><td>Details of work contracts awarded by the Mission</td><td>List of the awarded work is given at Appendix-4</td></tr>
<tr><td>xi.</td><td>Details of Employees against whom disciplinary action has been proposed/ taken</td><td>Nil</td></tr>
<tr><td>xii.</td><td>The procedure followed in the decision-making process, including channels of supervision and accountability;</td><td>Decisions are taken as per extant rules and guidelines, where applicable and under the instruction and supervision of the High Commissioner. Decision/Instruction is also sought from the Ministry of External Affairs, New Delhi as and when required. The guidelines for office procedures have been published by the Government of India (GoI) including our controlling Ministry i.e. Ministry of External Affairs (MEA) which encompasses those items of work that are frequently encountered by our officers. The Mission follows the Procedure as indicated in the Manual of Office Procedure for decision-making</td></tr>
<tr><td>xiii.</td><td>Time limit for taking a decision, if any</td><td>Decisions are taken under the prescribed rules and regulation and guidelines issued by the Govt. of India. On issues of diplomacy, since another sovereign government is involved, the Mission cannot work out here limit for finalisation of actions taken. Mission, however, disposes all correspondence with a week.</td></tr>
<tr><td>xiv.</td><td>Citizen’s Charter</td><td>Timeline for processing applications for consular Services:
<table>
<tr><th>Services</th><th>Timeline</th><th>Actual Timeline</th></tr>
<tr><td>Passport</td><td>3-4 days</td><td>3-4 days</td></tr>
<tr><td>PCC</td><td>1-2 days</td><td>1-2 days</td></tr>
<tr><td>Miscellaneous Consular Services</td><td>Same day</td><td>Same day</td></tr>
<tr><td>Birth Registration</td><td>3-4 days subject to successful uploading of necessary documents on MHA portal</td><td>3-4 days subject to successful uploading of necessary documents on MHA portal</td></tr>
<tr><td>Visas</td><td>3-7 days
The processing of visas may take longer than the above mentioned timeline on case to case basis.</td><td>3-7 days
The processing of visas may take longer than the above mentioned timeline on case to case basis.</td></tr>
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		OCI	10-15 days	10-15 days
		i. The above timeline is subject to the reflection of fees in the Mission's bank account for the services availed. *ii. Kindly note that the above mentioned timeline is for processing in the Mission only. Some services like passports, OCI & PCC take an additional time for processing in India.*		
xv.	Custodian of documents/categories	All Head of Wings (Counsellor/First Secretary/Second Secretary) are the custodian of documents of all categories. Higher classifications		

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