



विदेश मंत्रालय, नई दिल्ली  
MINISTRY OF EXTERNAL AFFAIRS  
NEW DELHI

No. RTI/551/791/2014

Dated: 25/06/2014

To,

Shri Kishore Kumar Singhal  
Via Torino 42, Rome, RM,  
Italy - 00184

Subject :- Information sought under Right to Information Act, 2005

This is with reference to your RTI application dated 20/06/2014 (received on 24/06/2014).

2. Kindly note that the RTI Act 2005 does not envisage redressal of grievances and is basically meant to seek 'information' defined under section 2 (f) of the RTI Act, 2005, which is held by a public authority. Your application is a complaint and not an RTI application seeking information under RTI Act 2005. Hence, no information can be provided.

3. If you are aggrieved with this response, you may file an appeal with Shri Rajesh Vaishnaw, Director & Appellate Authority, Room No. 4095, A-Wing, Jawaharlal Nehru Bhavan, 23-D, Janpath, New Delhi-110011 (Tel: 011-49015363, Fax: 011-49015364) within 30 days of receipt of this letter.

(Meera Sisodia)  
Under Secretary(RTI)  
Room No. 2021, A – Wing,  
Jawaharlal Nehru Bhawan,  
23-D Janpath, New Delhi-110011  
Tel: 49015226  
Fax: 49015227

792/14

## RTI REQUEST DETAILS

प्राप्त संख्या  
Dy. No. 2378  
दिनांक/Date 24/06/14

<b>Registration No. :</b>	MOEAF/R /2014/60933	<b>Date of Receipt :</b>	20/06/2014
<b>Type of Receipt :</b>	Online Receipt	<b>Language of Request :</b>	English
<b>Name :</b>	Kishore Kumar Singhal	<b>Gender :</b>	Male
<b>Address :</b>	Via Torino 42, Rome, RM, Italy 00184		
<b>State :</b>	Not Provided	<b>Country :</b>	Not Provided
<b>Phone No. :</b>	+39-0648906694	<b>Mobile No. :</b>	+39-3202624518
<b>Email :</b>	globalexpert77@gmail.com		
<b>Status(Rural/Urban) :</b>	Urban	<b>Education Status :</b>	Graduate
<b>Is Requester Below Poverty Line ? :</b>	No	<b>Citizenship Status :</b>	Indian
<b>Amount Paid :</b>	10	<b>Mode of Payment :</b>	Payment Gateway
<b>Mode(s) of information Supply :</b>	Hard Copy	<b>Request Pertains to :</b>	Yet to be assign to CPIO

Ministry of External Affairs  
Public Information officer  
New Delhi India

Subject : Under Right to Information Act request to information regarding the decision of Translation and Visa of the Embassy of India, Rome, Italy

Respectable Sir/Madam

**Information Sought :**

I am the owner of Global Expert Agency, Located in Via Torino 42 Rome Italy (Near the Embassy of India). I established my agency back in 2010 and since then I have provided various services for Indian citizens, such as assistance with forms and all the bureaucratic procedures, visa applications, translations etc. My clients have always been satisfied and my agency is well known by the Indian citizen living in Italy.

Three weeks ago I have been informed by the Embassy of India that my agency is no longer authorized for the submission of visa applications and that they will not accept the translations made by my agency any more. They have not provided a clear motivation for this decision, and after several emails and letters send by registered post. They finally answered with a ambiguous email in which they did not stated a clear reason for this decision.

This is not an RTI.  
It is a grievance  
redressal and  
should be taken up  
to the appropriate  
authority.

Write to the applicant  
on these lines.

What I still dont understand is why did the Embassy would cancel my authorization. I was one of the main providers of translations, and I provided this service with efficiency and at very convenient prices.

Therefore I am humbly asking you to examine this situation and give an answer to all of my questions and resolve this situation as soon as possible.

Also I have attached the following documents:

- 1.A copy of this complete letter with letterhead, signed by me and bearing the stamp of my agency.
- 2.A copy of my passport.
- 3.A copy of the list of signatures of Indian citizens supporting my cause.
- 4.A copy of a letter of an Italian agency that is going through a situation similar to my agency.

Best regards,

Mr. Kishore Kumar Singhal (Indian Citizen)