

Information about the Embassy,
required under Section 4 (1) (b) of the RTI Act, 2005

(i)	The particulars of its organization, functions and duties;	Embassy of India is headed by the Ambassador of India. His deputy is an officer of the rank of First/Second Secretary. The Embassy has Administration, Consular and Commerce Wings. The functions of the Embassy <i>inter alia</i>, include political and economic cooperation, trade and investment promotion, cultural interaction and visa, passport and consular services. Embassy functions within the purview of business allocated to the Ministry of External Affairs under the Government of India's Allocation of Business Rules and Transaction of Business Rules.
(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 Embassy of India have been detailed in the Delegated Financial powers of the Government of India's Representatives Abroad. Other powers are derived from the Passport Act Consular and Visa Manuals of India. The Officers of the Embassy function under the guidance and supervision of Ambassador.
(iii)	The procedure followed in the decision making process, including channels of supervision and accountability;	All substantive decisions are taken under the instructions and overall supervision of the Ambassador.
(iv)	The norms set by it for the discharge of its functions;	The Citizen's Charter of the Embassy of India, Helsinki aims to provide information and guidelines regarding the services offered by the Embassy. It outlines our commitment to serving not only Indian citizens but also foreign nationals and fostering friendly relations between India and Finland. This charter sets out services standards, responsibilities, and measures to enhance transparency, efficiency, and accountability. It also aims to provide prompt, efficient, and courteous services to Indian citizens in Finland, ensuring their welfare, safety, and support. Grievances can be registered through GOI's portal Madad (https://www.indembhelsinki.gov.in/madad.php) or by writing an email to the Embassy. Following norms have been set under the instructions and supervision of the Ambassador:
<u>Citizens' Charter</u> <u>Time limits for disposal of Consular and other work</u>		
Particulars of Consular Service		Period
Visa for Finnish citizens		3-5 working days
Visa for citizens other than Finland		5-7 working days
Passport (Issued under the CIPPS)		3-5 weeks
OCI Card		4-6 weeks
Miscellaneous Consular services (Attestations, Affidavits, Powers of Attorney, etc.) for Indian nationals		1-2 working days

	Response to RTI Queries	Within 30 days																
(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, as amended from time to time. Delegated Financial powers of the Government of India's Representatives Abroad. Passport Act Consular and Visa Manuals of India. 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 external relations. Unclassified documents / files including joint statements, declarations, agreements and MoUs. Passport and consular services application forms. Miscellaneous documents related to its administrative and establishment work.																
(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;	The Embassy functions within the norms of India's foreign policy formulated by the Ministry of External Affairs. Policy is implemented by the Embassy under the guidance and supervision of the Ambassador. Embassy interacts regularly with representatives of think tanks, academic community, Indian Association, Indian Diaspora and others.																
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;	Tender Evaluation Committee: • Shri Mayank Goel, First Secretary • Shri Raju Kumar, Attache • Shri Dinesh Meena, ASO Committee for Administration of the Indian Community Welfare Fund: • Shri Raju Kumar, Attache • Shri Ravi Saini, ACO • Shri Dinesh Meena, ASO																
(ix)	A directory of its officers and employees:																	
	<table><tr><th colspan="2">EMBASSY OF INDIA, Helsinki</th></tr><tr><th colspan="2">OFFICERS' L I S T</th></tr><tr><th>Name &Designation</th><th>Email addresses</th></tr><tr><td>Shri Hemant H. Kotalwar Ambassador</td><td>amb.helsinki@mea.gov.in</td></tr><tr><td>Shri Mayank Goel First Secretary & HOC</td><td>hoc.helsinki@mea.gov.in</td></tr><tr><td>Shri Raju Kumar Attache (Admin, Consular & Community Affairs)</td><td>cons.helsinki@mea.gov.in</td></tr><tr><td>Shri Pawan Kumar Yadav PS</td><td>amboffice.helsinki@mea.gov.in</td></tr><tr><td>Ms. Shivani Bishnoi</td><td>hocoff.helsinki@mea.gov.in</td></tr></table>		EMBASSY OF INDIA, Helsinki		OFFICERS' L I S T		Name &Designation	Email addresses	Shri Hemant H. Kotalwar Ambassador	amb.helsinki@mea.gov.in	Shri Mayank Goel First Secretary & HOC	hoc.helsinki@mea.gov.in	Shri Raju Kumar Attache (Admin, Consular & Community Affairs)	cons.helsinki@mea.gov.in	Shri Pawan Kumar Yadav PS	amboffice.helsinki@mea.gov.in	Ms. Shivani Bishnoi	hocoff.helsinki@mea.gov.in
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	PS		
	Shri Ravi Saini ASO (Consular)	visacons.helsinki@mea.gov.in	
	Shri Dinesh Meena ASO (Administration)	adm.helsinki@mea.gov.in	
	Shri Sanjeev Bishnoi JSA & Accountant	accts.helsinki@mea.gov.in	
	Shri Rupesh Krishnarao Pawar Security Assistant		
(x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations:		
		Designation	Remuneration in Rupees
	Name		Level (Pay Band)
	Shri Hemant H. Kotalwar	Ambassador	Level 15 (182200-224100)
	Shri Mayank Goel	First Secretary	Level 11 (67700-208700)
	Shri Raju Kumar	Attache	Level 10 (56100-177500)
	Shri Pawan Kumar Yadav	PS	Level 10 (56100-177500)
	Ms. Shivani Bishnoi	PS	Level 8 (47600-151100)
	Shri Ravi Saini	ASO	Level 7 (44900-142400)
	Shri Dinesh Meena	ASO	Level 7 (44900-142400)
	Shri Sanjeev Bishnoi	JSA & Accountant	Level 3 (21700-69100)
	Shri Rupesh Krishnarao Pawar	Security Assistant	Level 4 (25500-81100)
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made:		
		Budget	
	Head of Accounts	Approved BE 2026-27 (in Thousand Rupees)	
	Salaries		54000
	Wages		629
	Rewards		1585
	Medical treatment		5568
	Allowances		63228
	LTC		100
	TE (Local Tours)		1800
	TE (Others)		6500
	OE		21000
	RRT		22617

	Digital Equipment	1000
	Fuel & Lubs.	1000
	Adv. & Pub.	1400
	Minor Civil & Elect. works	2500
	Repair & Maintenance	987
	Bank Charges	341
	SAP	137
	Furniture & Fixtures	2000
	ICT	1400
	Total	163955
(xii)	The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;	Embassy of India, Helsinki does not have any subsidy program.
(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it;	No concessions / permits are granted by Embassy of India.
(xiv)	Details in respect of the information, available to or held by it, reduced in an electronic form;	The Embassy's website has the required information. Embassy also makes available to interested individuals various Information Booklets containing various information on India, its people, culture and cuisine
(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 Embassy is open from 8:30 am to 5:00 pm, or 0830 hrs to 1700 hrs, from Monday to Friday. The holidays observed by the Embassy are given on the website www.indembhelsinki.gov.in
(xvi)	The names, designations and other particulars of the Public Information Officers;	Public Information officer: Shri Raju Kumar, Attache Telephone: +358 9 228 99115 Email : cons.helsinki@mea.gov.in
(xvii)	Such other information as may be prescribed and thereafter update these publications every year	The Embassy's website has this information which is updated on a regular basis.
