GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO.3253
TO BE ANSWERED ON 31.03.2022

COMPLAINTS REGARDING VIOLATION OF LABOUR LAWS

†3253. SHRI NEERAJ DANGI:

Will the Minister of **EXTERNAL AFFAIRS** be pleased to state:-

(a) whether Government has prepared any database of the students and other people living abroad along with the workers employed there;

(b) whether Government has received any complaints from the Indian workers working in various countries regarding the violation of labour laws, if so, the details thereof; and

(c) the role Government has played in providing assistance to the Indians facing difficulties?

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[SHRI V. MURALEEDHARAN]

(a) The government maintains a database of workers of Emigration Check Required (ECR) category proceeding for overseas employment to the 18 notified ECR countries. The Government also maintains details of number of students leaving India for educational purposes. Such data is maintained by Bureau of Immigration, based on students exiting India. Besides, Missions and Posts abroad have made available a registration link on their website for all Indian Nationals to register themselves for having a data base. Student module on the MADAD portal is also available for student registration purpose.

(b) Yes, complaints have been received by our Mission/Posts from Indian emigrant workers, from time to time, on various issues related to violation of contractual terms, adverse working conditions, non-payment of wages, employer related problems, medical and insurance related problems and compensation/death claims.

(c) The Government works in close coordination with foreign governments to address concerns related to employment and welfare and provide assistance to the Indians facing difficulties. Immediately on receipt of such complaints, the same are addressed by the Indian Missions by taking them up with the concerned authorities. It also includes financial assistance to distressed Indian nationals on a means-tested basis. The Government has established various mechanisms such as Indian Community Welfare Fund (ICWF), Pravasi Bharatiya Sahayata Kendras (PBSK), Community Welfare Wings, 24x7 help-lines and Open Houses in the Missions/Posts abroad, e-Migrate system, Pre-Departure Orientation Programme, MADAD portal, Shelter Homes. In addition, the Government has signed Labour Employment and Cooperation agreements with major destination countries including the Gulf countries and holds Joint Working Groups meetings to ensure, inter alia, redressal of grievances and protection of rights of Indian workers.

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