

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-1836
ANSWERED ON- 16/03/2023

COMPLAINTS BY INDIANS LIVING IN FOREIGN COUNTRIES

1836. SHRI ABIR RANJAN BISWAS

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

(a) Whether the Government is aware of the fact that the Indian Diaspora, like, Non-Resident Indians and Overseas Citizens of India, are facing multiple problems in the countries of their residence because of Indian identity;

(b) If so, details thereof and reasons therefor;

(c) number of complaints filed by Indians living in foreign countries to the Indian embassy in the last five years, year-wise, country-wise;

(d) Number of such complaints resolved and pending by Indian embassies in last five years, year-wise, country-wise; and

(e) details of the steps taken by the Government to resolve their problems through channels of embassies in the last five years, year-wise, country-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to e) The Government accords the highest priority to the safety, security and well-being of Indians abroad. Our Missions and Posts abroad remain vigilant and closely monitor and actively follow up grievance of any nature received from the diaspora in foreign countries. Grievances are also responded through various channels like calls, walk-ins, e-mails, social media, 24x7 Helplines and Open Houses. To enable the diaspora to register their grievances, the Government has provided online portals such as MADAD and e- Migrate. Year-wise list of complaints received on these portals and resolved during the last five years is appended hereunder:

Year	Complaints Received	Complaints resolved
2018	15180	13606
2019	12491	10835
2020	12465	12186
2021	8033	10412
2022	6232	7042
Total	54401	54081

Missions and Posts abroad take up these grievances with the host governments for action on priority basis. If the issue pertains to the State Governments in India, then it is taken up with them for resolution. Financial and legal assistance to distressed Indians, if necessary, is provided through the Indian Community Welfare Fund (ICWF). These issues are also raised during meetings with the concerned countries, at appropriate level.
