

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-2472
ANSWERED ON- 10/08/2023

ONE-STOP CENTRES FOR DISTRESSED WOMEN ABROAD

2472. DR. PRASHANTA NANDA
SMT. SULATA DEO
DR. FAUZIA KHAN

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

- (a) whether Government has devised an action plan for the establishment of One-Stop Centres for distressed Indian women abroad;
- (b) if so, the details thereof, if not, the reasons therefor;
- (c) the number of complaints received by Indian Embassies from distressed women abroad in the last three years; and
- (d) the measures taken to mitigate their problems?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to d) As per available information, Indian Missions/Posts abroad have received a total of **2762** complaints of distressed Indian women from 01st January 2020 to 31st December 2022. The Government has taken a number of steps to implement various mechanisms to address the issues of abandonment, domestic violence, harassment and other matrimonial disputes faced by married NRI women. The Ministry and the Missions/Posts provide appropriate counselling, guidance and information to the aggrieved Indian women about legal procedures & mechanisms in such cases. The Indian Missions and Posts also conduct Walk-in sessions and Open House meetings for the distressed Indians including women to address their grievances. Grievances are also addressed through MADAD and CPGRAM portals. Further, Missions and Posts also maintain a 24x7 Helpline for emergency situations and assistance is also provided through Social Media platforms. Financial and legal assistance is provided under the Indian Community Welfare Fund (ICWF) to distressed NRI women, wherever applicable. Assistance through other mechanisms where applicable such as women organisations, NGOs, Indian Associations are also in place.
