

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-65
ANSWERED ON- 20/07/2023

PROBLEMS FACED BY INDIANS ABOARD

65. SHRI ABIR RANJAN BISWAS

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

(a) whether Government has received representations from Indian Diaspora regarding problems being faced by them in the countries of their residence;

(b) if so, the details thereof;

(c) the number of complaints which came to the notice of the Government during the last three years and the current year, year-wise; and

(d) the details of the step taken by Government to resolve their problem through channels of embassies, nation-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a & b) The Government of India has received representations from Indian diaspora relating to various issues faced by them in the countries of their residence, which include employment related issues like contract violations, harassment and non-payment of salary/ dues, non-renewal of work visas, unauthorized retention of passport by employers, marital disputes, desertion of Indian women by NRI/PIO spouse(s), student matters etc. through online portals such as MADAD and e-Migrate.

(c) The details of complaints received through MADAD and e-Migrate portals during the last three years and the current year are as follows :-

Year	Complaints received		Total
	MADAD	e-Migrate	
2020	12,141	2,261	14,402
2021	7,558	1,634	9,192
2022	5,784	1,504	7,288
2023 (upto June 2023)	2,864	792	3,656

(d) The Government has taken several steps to resolve the issues faced by Indians abroad through the Indian Missions on priority basis. Grievances are responded through various channels like calls,

walk-ins, e-mails, social media, 24x7 Helplines and Open Houses. As required, these issues are taken up with the employers and the host government as the case may be, for requisite action on priority basis. If the issue pertains to the State Governments in India, then it is taken up with them for resolution. Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur to provide assistance to Indian workers abroad. Shelter homes for distressed Indian nationals have also been set up at some Missions/Posts. Wherever Indian students are enrolled in Universities abroad, the Missions keep in regular touch with them. Wherever required, Mission officials also visit immigration offices and labour camps to address the complaints of Indian workers. Financial assistance to distressed Indians, if necessary, is provided through the Indian Community Welfare Fund (ICWF). Legal and financial assistance is also provided to distressed Indian women deserted/ harassed by their spouses. During emergency or crisis situations, our Missions/Posts abroad pro-actively help distressed /stranded Indian nationals in terms of providing food, shelter, medicine and return back to India. Indians were brought back to India under various operations such as Vande Bharat Mission, Operation Devi Shakti, Operation Ganga and Operation Kaveri from countries around the world.
