

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-1992
ANSWERED ON- 08/08/2024

REDRESSAL OF COMPLAINTS OF DISTRESSED INDIAN STUDENTS ABROAD

1992. SHRI M. MOHAMED ABDULLA

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

- (a) whether Central Government has created a plan to establish One-Stop Centres for distressed Indian students studying abroad;
- (b) if so, the details thereof, if not, the reasons therefor;
- (c) the number of complaints received by Indian Embassies from distressed Indian students abroad in the last five years; and
- (d) the measures taken to address their problems?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(SHRI KIRTI VARDHAN SINGH)

(a & b) No. Indian Missions/Posts abroad deal with Indian overseas students' related issues, including their welfare.

(c) As per information received from Missions/ Posts abroad, a total of 3,472 distressed Indian overseas students had reached out to the Indian Embassies in the last five years.

(d) Safety and welfare of Indian students studying abroad is one of the top most priorities of the Government of India. Indian Missions/Posts abroad maintain regular contacts with Indian students enrolled in Universities abroad. New Indian students, enrolled in foreign Universities, are often invited to participate in events organised by Indian Missions/Posts abroad. Senior Embassy officials also visit foreign Universities and Educational Institutions in their respective countries of accreditation to regularly interact with Indian students and Indian Students' Associations.

Indian Missions/Posts abroad also encourage Indian students travelling abroad for higher studies to register with them as also on the MADAD Portal so that their grievances and outstanding issues can be addressed in a time bound manner. Indian Missions/Posts abroad encourage Indian students to remain connected on a regular basis and make all possible efforts to respond to the outstanding issues faced by them on a priority basis. The grievances of the students are responded to almost on a real time basis through telephone calls, walk-ins, emails, social media, 24x7 emergency helplines, open houses and the MADAD Portal. Any complaint received from the Indian students abroad are taken up with the concerned University/Institution and the host Government, as the case may be for requisite action.

Cases of untoward incidents are immediately taken up by the Indian Missions/Posts abroad with the concerned authorities of the host country. During emergencies or crisis situations, Indian Missions/Posts abroad pro-actively help distressed/stranded Indian students overseas by providing them food, shelter, medicines and ensure their return/evacuation to India as soon as possible. Most recently, stranded Indian students were evacuated to India through the Vande Bharat Mission, Operation Ganga (Ukraine), Operation Kaveri (Sudan) and Operation Ajay (Israel) from countries around the world. The return of many Indian students from Bangladesh was also facilitated by our High Commission.
