

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-3279
ANSWERED ON- 21/08/2025

GRIEVANCE REDRESSAL BY THE INDIAN EMBASSIES/HIGH COMMISSIONS

3279. DR. KAVITA PATIDAR
SMT. KIRAN CHOUDHRY

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

- (a) the number of grievances received by the Indian Embassies/High Commissions by tourists, students and migrant labourers etc;
- (b) whether the Indian Embassies/High Commissions have been able to provide assistance to Indian citizens with respect to unlawful detentions and discrimination faced by them;
- (c) the number of calls received on emergency helpline numbers of various Embassies/Consulates and the assistance provided thereof; and
- (d) the steps taken by the Ministry to increase the outreach of Madad portal especially among migrant labourers?

ANSWER

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

(a) Indian Missions/ Posts render all possible consular assistance to Indian citizens abroad through grievance redressal mechanisms including MADAD and CPGRAMS apart from 24/7 helplines. The number of grievances received through MADAD and CPGRAMS in the last one year is given below:

Year	Grievances Received through MADAD Portal	Grievances Received through CPGRAMS Portal
2024	5704	2603

(b) The Government of India attaches the highest priority to the safety, security and well-being of Indians in foreign countries, including those in the foreign jails. Indian Missions/ Posts remain vigilant and closely monitor the incidents of Indian nationals being discriminated or put in jail in foreign countries for violation/ alleged violation of local laws.

As soon as the information about the discrimination/detention of an Indian national is received by an Indian Mission/Post, it immediately gets in touch with the local Foreign Office and other concerned local authorities to get consular access to the aggrieved Indian national to ascertain the facts of the case, confirm his Indian nationality and ensure his welfare. Apart from extending them all possible consular assistance, Indian Missions and Posts also assist in providing legal aid wherever needed. Missions and Posts also maintain a local panel of lawyers where Indian community is in sizeable numbers.

The issues of Indian nationals are regularly pursued by Indian Missions and Posts abroad with the local authorities concerned. The Government also follows up these issues during consular dialogues and other consultations with other countries. In addition, the Government takes up grant of amnesty/commutation of sentences of Indian prisoners in foreign countries through its Missions/Posts abroad and during high-level visits.

(c) The data on the number of calls received on emergency helpline numbers in Embassies/Consulates is not available. However, these helplines are operational 24/7 to address urgent situations, such as medical emergencies, legal issues, or repatriation needs. Each Mission/Post maintains updated contact information, including emergency numbers on their official websites and social media accounts for easy access and Indian citizens are encouraged to reach out to the respective Embassy or Consulate in case of any distress, ensuring timely consular support and guidance.

(d) The Ministry is spreading awareness related to MADAD among migrant Indian workers by way of publicizing MADAD portal through websites of our Missions/Posts and the website of the Ministry, apart from issuing regular advisories urging migrant workers to register themselves on the portal.

The Ministry has also leveraged social media platforms such as X(earlier Twitter) (@MEAIndia, @MeaMadad), Electronic mode of communication such as Email (madad@mea.gov.in), 24x7 Helpline (1800-11-3090) to respond to distress calls and respond to grievances, particularly of the migrant labourers.
