

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-3288
ANSWERED ON- 21/08/2025

INDIANS OVERSEAS FACING LEGAL OR HUMANITARIAN DISTRESS

3288 # SHRI BABURAM NISHAD

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

- (a) the mechanisms that exist to identify and assist Indian citizens facing legal or humanitarian crises abroad, especially in high-risk regions;
- (b) the manner in which the Ministry is strengthening missions with large Indian citizens or facing frequent crises through staffing or specialised training;
- (c) whether independent audits will be introduced to assess the effectiveness of assistance provided to Indian citizens facing such issues by Indian missions abroad; and
- (d) if so, the criteria that will be adopted to ensure independent, transparent audits with public reporting?

ANSWER

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

(a) to (d): The safety, security and well-being of Indian nationals living in foreign countries is one of the foremost priorities for the Government of India. Indian Missions/Posts issue advisories as required by developments, especially in high-risk regions, to caution Indian nationals to follow safety guidelines issued by local authorities. Additionally, Indian nationals are advised to remain in touch with the Indian Missions on published helpline numbers. Depending on the situation, the Government launches evacuation operations to safely evacuate any trapped Indian nationals.

Indian Missions/Posts remain vigilant and closely monitor any untoward incidents affecting Indian nationals abroad. Such incidents are immediately taken up with the concerned authorities of the host country to ensure that the cases are properly investigated and the perpetrators are punished as per their domestic laws. These issues are also raised at the political and official level with the countries concerned during bilateral engagements and through institutional dialogue mechanisms, including at the highest levels as appropriate.

Indian Missions/Posts abroad have been strengthened to render all possible consular assistance to the Indian nationals, whenever required. Indian nationals can contact the Indian Missions/Posts abroad via walk-ins, email, social media platforms, 24x7 emergency telephone numbers and Toll Free Helplines established by Missions/Posts abroad, grievance redressal portals like MADAD, CPGRAMS etc, for prompt redressal of their grievances. Indian nationals who are in distress in foreign countries are provided assistance under Indian Community Welfare Fund (ICWF) set up in all Indian Missions/Posts abroad to meet any contingency expenditure incurred by them, on a

means-tested basis. ICWF is audited by the Comptroller and Auditor General of India (CAG) at regular intervals.

Moreover, Open Houses and Consular Camps are regularly organized by Indian Missions/Posts, to render consular services including addressing their grievances and providing assistance. Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in Dubai, Riyadh and Jeddah to provide guidance and counselling to Indian workers on all matters. A dedicated Labour Wing has been established in the Missions/Posts in countries where there are a significant number of Indian migrant workers, which ensures expeditious redressal of labour related grievances. Shelter homes for distressed Indian nationals have been set up in Bahrain, Kuwait, Qatar, Saudi Arabia and United Arab Emirates. These shelter homes provide free boarding and lodging to Indian nationals in distress, pending their repatriation to India.
