

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO- 1351
ANSWERED ON- 11/12/2025

COMPLAINTS RECEIVED FROM INDIANS LIVING ABROAD

1351. SMT. RAJANI ASHOKRAO PATIL

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

- (a) the number of complaints received from Indians living abroad during 2024–25;
- (b) the countries reporting maximum distress cases;
- (c) the delays, if any, in grievance resolution;
- (d) the role of embassies in providing legal assistance; and
- (e) the steps to improve migrant-worker protection?

ANSWER

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

(a) The number of complaints received from Indian nationals abroad for the period 01 January 2024 to 30 November 2025 is as follows:

Portal	Number of Complaints Received
MADAD	11195
CPGRAMS	4932
Total	16127

(b) Top ten countries reporting the maximum distress cases during the period 2024-2025 in descending order is given below:

S. No.	Name of the Country	Number of Complaints Received
1	Saudi Arabia	3049
2	United Arab Emirates	1587
3	Malaysia	662
4	USA	620
5	Oman	613
6	Kuwait	549
7	Canada	345
8	Australia	318

9	United Kingdom	299
10	Qatar	289

(c) The Government of India has a robust and multi-channel mechanism to promptly address grievances of Indian nationals abroad. Grievances are received and responded to through emergency helplines, walk-ins, emails, social media, 24x7 multilingual helpline, open houses, and dedicated online portals namely MADAD, CPGRAMS and e-Migrate. These portals enable aggrieved persons to register, track and obtain time-bound, transparent and accountable resolution of their complaints from anywhere in the world.

Cases are resolved speedily through direct communication with the complainant or their relatives, mediation with concerned agencies, regular follow-up with the Ministry of Foreign Affairs of the host country through Note Verbale, and, where required, provision of legal assistance through empanelled lawyers.

Among the very few cases that remain pending final resolution, the delay is invariably due to external factors beyond the control of the Government, such as incomplete information submitted by complainants, non-cooperative attitude of foreign sponsors/employers, limited role of Indian Missions in ongoing court cases, or matters under investigation by local authorities.

Indian Missions/Posts abroad continuously provide counseling, guidance and conduct regular open houses to further strengthen grievance redressal and minimise delay in resolution of complaints.

(d) Apart from extending all possible consular assistance to Indian nationals abroad, 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 Indian Community Welfare Fund (ICWF) is set up in Indian Missions & Posts abroad for assisting overseas Indian nationals in distress situations on a means tested basis in deserving cases.

(e) The Government of India accords highest priority to the safety, security and well-being of Indian workers abroad. On receipt of any complaint or grievance from Indian nationals including labourers, the Indian Embassy/Consulate abroad pro-actively takes it up with the concerned Foreign Employer (FE) and, if needed, the work place of the aggrieved worker is also visited. The issues are also taken up with the local Labour Department and other concerned authorities of the host country for redressal. Pravasi Bharatiya Sahayata Kendra has been set up in key locations such as New Delhi, Dubai, Riyadh, Jeddah, and Kuala Lumpur to provide guidance and counseling to the Indian workers.

Indian Missions/Posts abroad regularly organize Open Houses and Consular Camps in remote areas to get feedback from Indian workers residing in such areas and to address their grievances, if any.
