

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 2310
ANSWERED ON 12/03/2026

SAFETY OF INDIANS ABROAD

#2310 SHRI TEJVEER SINGH

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the institutional mechanisms and services currently in place for safety, protection and emergency assistance of Indian citizens residing, employed or studying abroad and the number of complaints and requests for assistance received and the details of disposal thereof during the last three years;
- (b) the number and country-wise details of overseas support centres/helpdesks established by Indian Missions in various countries; and
- (c) the details of legal aid and rehabilitation schemes for vulnerable categories of Indian citizens?

ANSWER

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

(a) to (c) 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 abroad 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 redressal of their grievances. 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. Mission officials 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). During emergency or crisis situations, our Missions/Posts abroad pro-actively help distressed/stranded Indian nationals in terms of providing food, shelter, medicine and facilitating their return to India. Apart from extending all possible consular assistance to Indian nationals, Indian Missions/Posts also assist in providing legal aid wherever needed.

Missions/Posts maintain a local panel of lawyers where Indian community is in sizeable numbers.

The number of grievances received through MADAD portal during the last three years is tabulated below:

Year	Grievance Received	Brought forward from previous year	Total Grievance	Grievance Resolved	Pending
2023	5794	3343	9137	5474	3663
2024	5704	3663	9367	5467	3900
2025	6158	3900	10058	6454	3604
