

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 3134
ANSWERED ON 19/03/2026

DIGITAL SERVICES FOR GRIEVANCE REDRESSAL

#3134 SHRI MOKARIYA RAMBHAI
SHRI HARSH VARDHAN SHRINGLA

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of Indian citizens registered on MADAD, mPassport Seva and consular service portals;
- (b) the number of complaints and service requests resolved through these platforms during the last three years;
- (c) the average time taken for grievance redressal and service delivery; and
- (d) whether any new digital tools have been introduced to further improve services for NRIs and consular services?

ANSWER

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

(a) & (b) The number of Indian citizens registered on mPassport Seva is 20,70,423 and the number of grievances registered on the MADAD Portal is 1,01,311 (as on 09 March 2026). The volume of grievances and services requests processed through MADAD Portal during the last three years (2023-2025) is as follows:

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

(c) In pursuance of "Good Governance" initiatives, MEA launched an online Consular Grievances Management System named MADAD on 21 February 2015 to extend a helping hand to Indians abroad requiring consular assistance. All applicants, Indian Missions/Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad and Kolkata, are associated with MADAD Portal for consular grievance tracking and follow-up. The MADAD portal allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process thereafter. MADAD incorporates several innovative features such as a flexible architecture to handle a variety of grievances, online filing and linking of similar grievances for easier retrieval and reference, automatic escalation and enhancement of priority, colour-coded dash boards for easy assessment and monitoring, and has an associated call centre to help illiterate grievants. A mobile App for MADAD has also been launched. Grievances registered on the MADAD portal are monitored closely and disposed of expeditiously. However, there is no such mechanism available on MADAD Portal to find out the 'average time taken for redressal of grievances'.

(d) There is a continuous effort for using new digital tools to further improve services for NRIs and consular services. Passport Seva Programme (PSP) 2.0 provides seamless workflow and integration amongst various users for smooth and fast application processing.
