

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO- 714
ANSWERED ON 05/02/2026

GRIEVANCE REDRESSAL THROUGH MADAD PORTAL

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

- (a) the number of grievances registered through MADAD portal and mobile application during the last three years, year-wise and region-wise, along with the major categories of complaints;
- (b) the average grievance redressal time and resolution rate across Missions/Posts, including cases received through the mobile app; and
- (c) whether any technological upgrades, interoperability features or analytics tools have been introduced to integrate and improve the functioning of portal and app and if so, the details thereof ?

ANSWER

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

(a) The number of grievances registered and resolved through MADAD Portal during the last three years (2023-2025) is as follows:

Year	No. of Grievances Received	No. of Grievances Resolved	Pending	Disposal %
2023	5794	5474	3663	94
2024	5704	5467	3900	96
2025	6158	6454	3604	104

The five major categories of grievances received through the MADAD Portal are: Repatriation, Mortal remains, Imprisonment abroad, Passport issues abroad, and Salary/Dues. The MADAD Portal does not support region-wise access to grievance data.

(b) 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 Indian Missions and 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 represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. It 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'.

(c) From time to time, MEA has expanded the portal's functionality. MADAD portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. To enhance effectiveness of MADAD Portal, the government has established other support system, such as the Indian Community Welfare Fund (ICWF) which provide assistance with issues like emergency medical care, air passage, and legal aid. MADAD Portal also incorporates an in-built manual priority marking mechanism. Grievances are categorized into four levels — Normal, Medium, High and Highest based on a case-to-case assessment of the gravity and urgency of the situation. With respect to technological upgrades, a new version of MADAD Portal (version 2.0) with updated user interface and content layout has been launched successfully in December 2025 across all Missions/Posts as well as for citizens with enhanced real time notifications. As regard interoperability with other platforms, the MADAD Portal is already seamlessly linked with the e-Migrate system and the Pravasi Bharatiya Sahayata Kendras (PBSKs).
