

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
**RAJYA SABHA**  
**UNSTARRED QUESTION DIARY NO - 84**  
ANSWERED ON - 29/01/2026

**PROTECTION OF INDIAN STUDENTS AND WORKERS ABROAD**

84. SHRI RAGHAV CHADHA

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

(a) the number of complaints received from Indian students and migrant workers abroad during the last five years regarding exploitation, unsafe working conditions or visa issues, year-wise and country-wise;

(b) the steps taken by Government in response, including cases resolved, people repatriated and legal action taken, with outcome data;

(c) whether Indian Missions follow a standard emergency response and legal support system and if so, the details of its coverage and response time;

(d) the details of recent trends showing the number of distress calls received compared to cases resolved, with percentage; and

(e) the funds allocated and used by Missions for welfare and outreach services?

**ANSWER**

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

(a) to (e) Year-wise and country-wise details of complaints received from Indian students and migrant workers abroad in the last five years are given in **Annexure-A**.

The Government of India accords highest priority to the safety, protection and wellbeing of Indian workers as well as Indian students abroad. There are established channels to enable them to reach out to the Embassy/Consulate in case they need any assistance. They can contact the Embassy/Consulate through walk-in, email, multilingual 24x7 emergency numbers, WhatsApp number, grievance redressal portal like MADAD/CPGRAMS/eMigrate, and social media etc.

There are dedicated Labour Wings for handling such matters, where there is a sizeable number of Indian migrant workers. Pravasi Bharatiya Sahayata Kendras have been set up in key locations such as New Delhi, Dubai, Riyadh, Jeddah and Kuala Lumpur to provide guidance and

counselling to the Indian workers. In addition, Kshetriya Pravasi Sahayata Kendras (KPSKs) have also been set up in Kochi, Hyderabad, Chennai, Lucknow, Patna and Chandigarh. Similarly, there are dedicated officers handling education/student welfare related matters in the Missions/Posts abroad. Indian Missions/Posts 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.

On receipt of any complaint or grievance from Indian workers, the Embassy/Consulate proactively 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 authority of the host country for redressal.

Further, as additional safeguard for protection and safety of the Female workers (including domestic sector workers), Government has authorized only State run Recruiting Agencies (RAs) to recruit Indian female workers holding ECR category passports for overseas employment in the notified ECR Countries through the e-Migrate Portal. Moreover, there is a minimum age criteria of 30 years for female workers holding ECR category passport for overseas employment to protect them against exploitation.

Indian students travelling abroad are encouraged to reach out to our Missions/Posts both prior to their departure and thereafter upon reaching their Universities with the view to understand the local legal frameworks and the available support systems. Indian Missions/Posts abroad maintain regular contacts with Indian students enrolled in Universities abroad and brief them on challenges and threats, if any, that they may confront during their stay in the foreign lands. Our diplomats also visit foreign Universities and educational institutions in their respective countries of accreditation to interact with Indian students and Indian Students' Associations.

Missions/Posts also reach out to the distressed Indian nationals, including workers and students, who are provided all possible consular assistance, including emergency medical care and boarding/ lodging, whenever required. The Indian Community Welfare Fund (ICWF) has been set up in Indian Missions/ Posts abroad for assisting overseas Indian nationals, including workers and students, in distress on a means tested basis in deserving cases. The support extended under ICWF also includes extending legal assistance, when required. Details of ICWF funds utilized by Missions/Posts abroad in the last five years are given in **Annexure-B**.

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**Annexure-A**

Sl. No.	Name of Country	Name of Mission/Post	Number of complaints received from Indian students abroad					Number of complaints received from Indian Workers abroad				
			2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	Afghanistan	EOI, Kabul	0	0	0	0	0	0	0	0	0	0
2	Albania	EOI, Tirana	0	0	0	0	0	0	0	0	2	4
3	Algeria	EOI, Algiers	0	0	0	0	0	0	0	0	0	0
4	Angola	HCI, Luanda	0	0	0	0	0	0	0	0	0	0
5	Argentina	EOI, Buenos Aires	0	0	0	0	0	0	0	0	0	0
6	Armenia	EOI, Yerevan	0	0	0	0	0	0	0	1	0	2
7	Australia	CGI, Perth	0	0	0	0	0	0	0	0	0	0
8		CGI Sydney	0	0	0	0	0	0	0	0	0	0
9		CGI, Brisbane	0	0	0	0	1	0	0	0	0	0
10		HCI, Canberra	0	0	0	0	0	0	0	0	0	0
11		CGI Melbourne	0	0	0	<u>0</u>	0	0	0	0	0	0
12	Austria	EOI, Vienna	0	0	0	0	0	0	0	0	0	0
13	Azerbaijan	EOI, Baku	0	0	0	0	0	0	0	0	0	0

14	Bangladesh	AHCI, Rajshahi	0	0	0	0	0	0	0	0	0	0
15	Bahrain	EOI, Bahrain	0	0	0	0	0	335	612	711	603	345
16	Bangladesh	AHCI, Khulna	0	0	0	0	0	0	0	0	0	0
17		AHCI, Chittagong	0	0	0	0	0	0	0	0	0	0
18		HCI, Dhaka	0	0	0	0	0	0	0	0	0	0
19	Belarus	EOI, Minsk	0	0	0	0	0	0	0	0	0	1
20	Belgium & Luxembourg	EOI, Brussels	0	0	0	0	0	0	0	0	0	0
21	Belize	EOI, Mexico City	0	0	0	0	0	0	0	0	0	0
22	Bhutan	EOI, Thimphu	0	0	0	0	0	0	0	0	0	0
23		CGI, Phuentsholing	0	0	0	0	0	0	0	0	0	0
24	Bolivia	EOI, La Paz	0	0	0	0	0	0	0	0	0	0
25	Botswana	HCI, Gaborone	0	0	0	0	0	0	0	0	0	0
26	Brazil	EOI, Brasilia & CGI, Sao Paulo	0	0	0	0	0	0	0	0	0	0
27	Bulgaria	EOI, Sofia	0	0	0	0	0	0	0	0	0	0

28	Burkina Faso	EOI, Ouagadougou	0	0	0	0	0	0	0	0	0	1
29	Cabo Verde	EOI, Praia	0	0	0	0	0	0	0	0	0	0
30	Cambodia	EOI, Phnom Penh	0	0	0	0	0	0	44	207	980	1300
31	Cameroon	HCI, Yaounde	0	0	0	0	0	0	0	0	1	1
32	Canada	CGI, Toronto	0	0	0	0	0	0	0	0	0	0
33		HCI, Ottawa	0	0	0	0	0	0	0	0	0	0
34	Chad	EOI, N'Djamena	0	0	0	0	0	0	0	0	0	0
35	Hong Kong	CGI, Hong Kong	0	0	0	0	0	0	0	0	0	0
36	Chile	EOI, Santiago	0	0	0	0	0	0	0	0	0	0
37	Chile	EOI, Santiago	0	0	0	0	0	0	0	0	0	0
38	China	CGI Shanghai	0	0	0	0	0	0	0	0	0	0
39		CGI, Guangzhou	0	0	1	1	1	0	0	0	0	0
40	Colombia	EOI, Bogota	0	0	0	0	0	0	0	0	0	0
41	Cote D'Ivoire	EOI, Abidjan	0	0	0	0	0	0	0	0	0	0

42	Croatia	EOI, Zagreb	0	0	0	0	0	0	0	0	0	0
43	Cuba	EOI, Havana	0	0	0	0	0	0	0	0	0	0
44	Cyprus	HCI Nicosia	0	0	0	0	0	0	0	0	0	0
45	Czech Republic	EOI, Prague	0	0	0	0	0	0	0	0	0	0
46	Djibouti	EOI Djibouti	0	0	0	0	0	0	0	0	0	0
47	Dominican Republic & Haiti	EOI, Santo Domingo	0	0	0	0	0	0	0	0	0	0
48	DR Congo	EOI, Kinshasa	0	0	0	0	0	0	41	66	50	33
49	Ecuador	EOI, Ecuador	0	0	0	0	0	0	0	0	0	0
50		EOI, Quito	0	0	0	0	0	0	0	0	0	0
51	Egypt	EOI, Cairo	0	0	0	0	0	0	0	0	1	1
52	Equatorial Guinea	EOI, Malabo	0	0	0	0	0	0	0	0	0	0
53	Eritrea	EOI, Asmara	0	0	0	0	0	0	0	0	0	0
54	Estonia	EOI, Tallinn	0	0	0	0	0	0	0	0	0	0
55	Eswatini	HCI, Mbabane	0	0	0	0	0	0	0	0	0	0
56	Ethiopia	EOI, Addis Ababa	0	0	0	0	0	6	9	29	73	54
57	Fiji	HCI, Suva	0	0	0	0	0	0	0	0	0	0

58	Finland	EOI, Helsinki	0	0	0	0		0	0	0	0	0
59	France	EOI, Paris	2021-2024: 779				97	0	0	0	0	0
60		CGI, Marseille	0	0	0	0	0	0	0	0	0	
61		CGI, Saint Denis, Reunion Island	0	0	0	0	0	0	0	0	0	
62	Gabon	HCI, Libreville	0	0	0	0	0	0	0	0	0	0
63	Georgia	EOI, Tbilisi	0	0	0	0	20	0	0	0	0	0
64	Germany	CGI, Frankfurt	0	0	0	0	0	0	0	0	0	0
65		CGI, Hamburg	0	0	0	0	0	0	0	0	2	0
66		CGI, Munich	1	8	0	6	6	0	0	0	0	0
67	Greece	EOI, Athens	0	0	0	0	0	0	0	0	0	25
68	Guatemala	EOI, Guatemala City	0	0	0	0	0	0	0	0	0	0
69	Guyana	HCI, Georgetown	0	0	0	0	0	0	0	1	4	14
70	Iceland	EOI, Reykjavik	0	0	0	0	0	0	0	0	0	0
71	Indonesia	CGI, Medan	0	0	0	0	0	0	0	0	0	0
72		CGI, Bali	0	0	0	0	0	0	0	0	0	0

73		EoI, Jakarta	0	0	0	0	0	0	0	0	0	0
74	Iraq	EOI, Baghdad	0	0	0	0	0	0	22	15	5	0
75		CGI, Erbil	0	0	0	0	0	0	0	0	0	4
76	Ireland	EOI, Dublin	0	0	0	0	0	0	0	0	0	0
77	Italy	EOI, Rome	2	4	6	5	1	0	0	0	0	0
78		CGI, Milan	0	0	0	1	1	0	0	0	0	0
79	Jamaica	HCI, Kingston	0	0	0	0	0	0	0	0	0	0
80	Japan	CGI, Fukuoka	0	0	0	0	0	0	0	0	0	0
81		EOI, Tokyo	0	0	0	0	0	0	0	0	0	0
82		CGI, Osaka-Kobe	0	0	0	0	0	0	0	0	0	0
83	Jordan	EOI, Amman	0	0	0	0	0	0	0	0	0	0
84	Kazakhstan	EOI, Astana	0	0	0	0	0	0	0	0	0	0
85		ROI, Almaty	0	0	0	0	0	0	0	0	0	0
86	Kenya	AHCI, Mombasa	0	0	0	0	0	0	0	0	0	0
87		HCI, Nairobi	0	0	0	0	0	0	0	0	0	0
88	Kuwait	EOI, Kuwait	0	0	0	0	0	4339	5660	7820	3728	4081

89	Kyrgyzstan	EOI, Bishkek	0	0	7	5	14	0	0	75	90	105
90	Lao PDR	EOI, Vientiane	0	0	0	0	0	3	81	252	592	1488
91	Latvia	EOI, Riga	0	0	0	0	0	0	0	0	0	4
92	Lebanon	EOI, Beirut	0	0	0	0	0	0	0	0	0	0
93	Liberia	EOI, Monrovia	0	0	0	0	0	0	0	2	3	3
94	Libya	EOI, Tripoli	0	0	0	0	0	0	0	0	21	27
95	Lithuania	EOI, Vilnius	0	0	0	0	0	0	0	0	0	0
96	Madagascar	EoI Antananarivo	0	0	0	0	0	0	0	0	0	0
97	Malawi	HCI, Lolongwe	0	0	0	0	0	1	0	0	1	3
98	Malaysia	HCI, Kuala Lumpur	0	0	0	1	1	947	412	1648	2794	2532
99	Maldives	HCI, Male'	0	0	0	0	0	203	184	549	1190	855
100	Mali	EoI Bamako	0	0	0	0	0	0	0	0	0	0
101	Malta	HCI, Malta	0	0	0	0	0	0	0	0	0	0
102	Mauritania	EoI, Nouakchott	0	0	0	0	0	0	0	0	0	1
103	Mauritius	HCI, Port Louis	0	0	0	0	0	0	0	0	0	0
104	Mexico	EOI, Mexico	0	0	0	0	0	0	0	0	0	0

4		City										
105	Mongolia	EOI, Ulaanbaatar	0	0	0	0	0	0	0	0	0	0
106	Morocco	EOI, Rabat	0	0	0	0	0	0	0	0	0	0
107	Mozambique	HCI, Maputo	0	0	0	0	0	0	0	0	0	0
108	Myanmar	CGI, Sittwe	0	0	0	0	0	0	0	0	0	0
109		CGI, Mandalay	0	0	0	0	0	0	0	0	0	0
110		EOI, Yangon	0	0	0	0	0	0	0	0	0	0
111	Namibia	HCI, Windhoek	0	0	0	0	0	0	0	0	0	0
112	Nepal	CGI, Birgunj	0	0	0	1	0	4	4	1	6	12
113		EOI, Kathmandu	0	0	0	0	0	0	0	0	0	0
114	New Zealand	HCI, Wellington	0	0	0	0	0	0	0	119	0	0
115		CGI, Auckland	0	0	0	0	0	0	0	0	0	0
116	Niger	EOI, Niamey	0	0	0	0	0	0	0	0	0	0

117	Nigeria	HCI, Abuja	0	0	0	0	0	0	0	0	0	0
118		CGI, Lagos	0	0	0	0	0	0	0	0	0	0
119	Norway	EOI, Oslo	0	0	0	0	0	0	0	0	0	0
120	Pakistan	HCI, Islamabad	0	0	0	0	0	0	0	0	0	0
121	Palestine	ROI, Ramallah	0	0	0	0	0	0	0	0	0	0
122	Panama	EOI, Panama	0	0	0	0	0	0	0	0	0	0
123	Papua New Guinea	HCI, Port Moresby	0	0	0	0	0	0	0	0	0	0
124	Paraguay	EOI, Asuncion	0	0	0	0	0	0	0	0	0	0
125	Peru	EOI, Lima	0	0	0	0	0	0	0	0	0	0
126	Poland	EOI, Warsaw	0	0	0	0	0	0	0	0	0	0
127	Qatar	EOI, Doha	0	0	0	0	0	475	525	455	179	186
128	Republic of Congo	EOI, Brazzaville	0	0	0	0	0	0	0	0	0	0
129	Republic of Guinea	EOI, Conakry	0	0	0	0	0	0	0	0	0	11
13	Republic of	EOI, Seoul	0	0	0	0	0	0	0	0	0	0

0	Korea											
13 1	Romana	EOI, Bucharest	0	0	0	0	0	0	0	0	0	0
13 2	Russia	EOI, Moscow	47	33	66	74	196	0	0	0	0	0
13 3		CGI, Vladivostok	0	0	0	0	0	0	0	0	0	0
13 4		CGI, Saint Petersburg	3	1	2	4	5	0	1	1	1	5
13 5	Rwanda	HCI, Kigali	0	0	0	0	0	0	0	0	0	0
13 6	Sao Tome and Principe	EOI, Sao Tome	0	0	0	0	0	0	0	0	0	0
13 7	Saudi Arabia	EOI, Riyadh	0	0	0	0	0	1128	1129	2279	2223	2198
13 8		CGI, Jeddah	0	0	0	0	0	650	456	798	630	679
13 9	Senegal	EOI, Dakar	0	0	0	0	0	0	0	0	0	0
14 0	Serbia	EOI, Belgrade	0	0	0	0	0	1	5	3	12	34
14 1	Seychelles	HCI, Victoria, Mahe	0	0	0	0	0	19	31	58	42	46
14 2	Sierra Leone	HCI, Freetown	0	0	0	0	0	0	4	3	18	27
14	Singapore	HCI,	0	0	0	0	0	0	0	0	0	0

3		Singapore										
14 4	Slovak Republic	EOI, Bratislava	0	0	0	0	0	4	7	8	10	28
14 5	Slovenia	EOI, Ljubljana	0	0	0	0	0	0	0	0	0	0
14 6	South Africa	CGI, Johannesburg	0	0	0	0	0	0	0	0	0	0
14 7		CGI, Cape Town	0	0	0	0	0	0	0	0	0	0
14 8		CGI, Durban	0	0	0	0	0	0	0	0	0	0
14 9		HCI, Pretoria	0	0	0	0	0	0	0	0	0	0
15 0	South Sudan	EOI, Juba	0	0	0	0	0	5	3	0	1	3
15 1	Spain	CGI, Barcelona	0	0	0	0	0	0	0	0	0	0
15 2	Sri Lanka	HCI, Colombo	0	0	0	0	0	121	35	108	221	417
15 3		CGI, Hambantota	0	0	0	0	0	0	0	0	0	0
15 4		AHCI, Kandy	0	0	0	0	0	0	0	0	1	1
15 5		CGI, Jaffna	0	0	0	0	0	0	0	0	0	0

15 6	Sudan	EOI, Khartoum	0	0	0	0	0	0	0	0	0	0
15 7	Sultanate of Oman	EOI, Muscat	0	0	0	0	0	1077	2478	4281	3114	2345
15 8	Suriname	EOI, Paramaribo	0	0	0	0	0	0	0	0	0	0
15 9	Sweden	EOI, Stockholm	0	0	0	0	0	0	0	0	0	0
16 0	Switzerland Principality Liechtenstein	CGI, Geneva	0	0	0	0	0	0	0	0	0	0
16 1		EOI, Berne	0	0	1	0	0	0	0	0	0	0
16 2	Syria	EOI, Damascus	0	0	0	0	0	0	0	0	0	0
16 3	Taiwan	India Taipei Association	0	0	0	0	0	0	0	0	0	0
16 4	Tajikistan	EOI, Dushanbe	0	0	0	0	0	1	1	1	3	10
16 5	Tanzania	CGI, Zanzibar	0	0	0	0	0	0	0	0	0	0
16 6		HCI, Dar-es- salaam	0	0	0	0	0	0	0	0	0	0
16 7	Thailand	EOI, Bangkok	0	0	0	0	0	0	0	0	0	0
16 8		COI, Chiangmai	0	0	0	0	0	0	0	0	0	0
16	The	EOI, The	0	0	0	0	0	0	0	0	0	0

9	Netherlands	Hague										
170	Timor Leste	EOI, Dili	0	0	0	0	0	0	0	0	0	0
171	Togo	EOI, Lome	0	0	0	0	0	0	0	0	0	0
172	Tunisia	EOI, Tunis	0	0	0	0	0	0	0	0	0	48
173	Turkiye	CGI, Istanbul	0	0	0	0	1	0	0	5	2	3
174		EOI, Ankara	0	0	0	1	0	0	0	0	1	0
175	Turkmenistan	EOI, Ashgabat	0	0	0	0	0	0	0	0	0	0
176	UAE	EOI, Abu Dhabi	0	0	0	0	0	755	779	549	387	411
177		CGI, Dubai	0	0	0	0	0	1972	2427	2928	3030	3727
178	Uganda & Burundi	HCI, Kampala	0	0	0	0	0	29	17	6	1	3
179	Ukraine	EOI, Kyiv	0	0	0	0	2	0	0	0	0	6
180	United Kingdom	HCI, London	0	0	0	0	0	0	0	0	0	0
181		CGI, Edinburgh	0	0	0	0	0	0	0	0	0	1

18 2	Uruguay	EOI, Buenos Aires	0	0	0	0	0	0	0	0	0	0
18 3	USA	CGI, Atlanta	0	0	0	0	5	0	0	0	0	0
18 4		CGI, New York	0	20	19	3	1	0	0	0	0	0
18 5		CGI, Los Angeles	0	0	0	0	0	0	0	0	0	0
18 6		CGI, San Francisco	0	0	0	2	7	0	0	0	0	0
18 7		CGI, Chicago	0	0	0	0	0	0	0	0	0	0
18 8		CGI, Houston	0	0	0	0	0	0	0	0	0	0
18 9		PMI, New York	0	0	0	0	0	0	0	0	0	0
19 0		Uzbekistan	EOI, Tashkent	0	0	0	0	0	0	0	0	0
19 1	Venezuela	EOI, Caracas	0	0	0	0	0	0	0	0	0	0
19 2	Vietnam	CGI, Ho Chi Minh City	0	0	0	0	0	0	0	0	0	0
19 3		EOI, Hanoi	0	0	0	0	0	1	2	7	21	4
19 4	Yemen	EOI, Riyadh	0	0	0	0	0	0	0	0	0	0

19 5	Zambia	HCI, Lusaka	0	0	0	0	0	9	2	4	12	9
19 6	Zimbabwe	EOI, Harare	0	0	0	0	0	0	0	0	0	0

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**Annexure-B**

**Details of ICWF fund utilization in the last five years (In INR)**

<b>Heads</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Boarding &amp; Lodging</b>	144,261,549	23,503,822	53,551,115	46,206,535	39,466,311	51,555,562
<b>Emergency Medical Care</b>	11,455,230	17,289,515	11,146,036	16,721,039	8,098,252	1,358,490
<b>Air Passage to Stranded Overseas Indians</b>	115,464,434	106,712,301	65,700,824	48,253,639	33,114,880	13,884,006
<b>Legal Assistance</b>	3,855,195	4,299,285	6,735,508	119,688,527	8,071,904	2,832,409
<b>Air lifting of Mortal Remains</b>	59,487,371	57,095,553	86,544,256	90,638,615	119,650,424	54,250,971
<b>Assistance to Indian women abroad</b>	1,572,528	733,340	284,577	361,733	365,947	704,697
<b>Small fines &amp; penalties</b>	953,759,852	23,110,178	11,776,110	17,268,628	7,475,690	4,984,961
<b>Total</b>	1,289,856,159	232,743,994	235,738,426	339,138,716	216,243,408	129,571,096

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