

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 1356
ANSWERED ON 30/07/2026

CONSULAR ASSISTANCE FOR INDIANS RESIDING ABROAD

1356. SHRI TARUN CHUGH

SHRI MANAN KUMAR MISHRA

SHRI BABUBHAI JESANGBHAI DESAI

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Ministry has taken initiatives to strengthen welfare, protection and consular assistance for Indians residing, working or travelling abroad and if so, the details thereof;
- (b) the role of e-Migrate ecosystem in ensuring safe, transparent and orderly overseas employment for emigrant workers;
- (c) whether new institutional or technological mechanisms have improved coordination among Indian Missions and Posts during distress situations and if so, the details thereof; and
- (d) the measures taken to enhance outreach and effectiveness of welfare, consular and community support programmes for overseas Indians?

ANSWER

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

(a) to (d) The safety, security and well being of Indian nationals living in foreign countries is one of the foremost priorities of the Government of India. Indian Missions/Posts remain vigilant and closely monitor any untoward incidents affecting Indian nationals abroad. Such incidents are immediately taken up with the concerned authorities of the host country to ensure that the cases are properly investigated and the perpetrators are punished as per their domestic laws.

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 MEA in Aid of Diaspora in Distress (MADAD), Centralised Public Grievance Redress and Monitoring System (CPGRAMS) etc for prompt redressal of their grievances. 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. Indian nationals who are in distress in

foreign countries are provided assistance under Indian Community Welfare Fund (ICWF) set up in all Indian Missions/Posts abroad to meet any contingency expenditure incurred by them, on a means-tested basis. Besides, Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur to provide assistance to distressed Indian nationals abroad. Advisories are issued for Indian nationals from time to time, asking them to exercise due caution and remain vigilant. The Government remains vigilant to developments impacting the lives of Indian nationals abroad and takes all measures to safeguard their interests and welfare. The Ministry also convenes Consular Dialogues with foreign governments for regular exchanges on important consular issues at all levels.

Further, the process of overseas employment of Indian nationals holding Emigration Check Required (ECR) passports and emigrating to notified ECR countries is facilitated through the e-Migrate portal. The web-based application that seamlessly brings all the stakeholders including Foreign Employers (FEs), registered Recruiting Agents (RAs) and the prospective emigrants on a common platform has made the emigration process fully digital, transparent, faster, safe, legal and humane. A dedicated helpline and support system is also available to assist emigrants and other stakeholders to address any query/issue. The advisories/alerts on fake job offers and fraudulent/illegal recruitment agencies are hosted on the portal. Till June 2026, a total of 3505 unauthorized agents have been notified on the portal.

An updated, revamped and user friendly eMigrate-V2.0 portal was inaugurated on 14 October 2024. The revamped portal has been integrated with DigiLocker to provide for storage and access by users of documents across the world; Common Services Centers (CSC) to enable delivery of emigration related services through its network of over 5 lakh centers across the country; Unified Mobile Application for New-age Governance (UMANG) for providing access to pan-India e-Gov services; Bhasha Interface for India (BHASHINI) to enable access to information in regional languages; SBIPay for provisioning of an additional digital payment gateway with zero transaction charges; Bureau of Immigration for seamless and hassle free travel of emigrants; Passport Seva Portal for e-verification of Passports, insurance companies for procurement of mandatory PBBY policy etc., among others. The eMigrate Mobile App has also been developed for the first time which allows the stakeholders to have easy access to major services available on the portal, including tracking of application status, obtaining list of registered as well as unregistered recruiting agents, filing grievances, etc.

The portal also facilitates creating online database. Till date, more than 52 Lakh Emigration Clearances have been granted to the emigrants through eMigrate portal. More than 2400 RAs and more than 3 Lakh FEs are registered on the portal.
