

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 2162
ANSWERED ON 06/08/2026

WELFARE OF INDIANS WORKING ABROAD

2162 SHRI DEBASHISH SAMANTARAY

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the measures taken to ensure the welfare of Indian citizens working abroad;
- (b) the assistance provided through Indian Missions during the last three years; and
- (c) the details of steps taken to enhance employment opportunities overseas?

ANSWER

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

(a) to (c) The Government accords highest priority to the safety, security and well-being of all Indian nationals, including Indian emigrant workers, abroad.

The Emigration Act, 1983 provides the regulatory framework for emigration of Indian workers for contractual overseas employment and seeks to safeguard their interests and ensure their welfare. Specifically for ECR countries, the Act provides for regulations on issues such as licensing of Recruiting Agents, processing of Emigration Clearances, registration of Foreign Employers and prevention of exploitation of Indian workers recruited to work overseas. The Protectorate General of India (PGE) is responsible for the welfare and protection of vulnerable emigrant workers. Operating through its 17 offices located across India, the PGE verifies documents, registers complaints and provides assistance to emigrant Indian workers abroad.

Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in New Delhi and at 5 locations overseas, namely Dubai, Riyadh, Jeddah, Kuala Lumpur and London, to provide assistance, guidance and counselling to Indians in distress. Kshetriya Pravasi Sahayata Kendras (KPSKs) in Kochi, Hyderabad, Chennai, Lucknow, Patna and Chandigarh also provide assistance, guidance and counseling to Indian emigrants and their relatives on issues pertaining to overseas employment.

A number of mechanisms have been set up for grievances to be registered and addressed. Indian Missions/Posts can be contacted through various channels like walk-in, email, multilingual 24x7 emergency numbers, grievance redressal portals like MADAD, CPGRAMS, eMigrate, social media, helplines and WhatsApp numbers. Consular camps and Open Houses are also held periodically by Indian Missions/Posts to provide assistance and guidance.

The Indian Community Welfare Fund (ICWF) aims to assist overseas Indian nationals in times of distress on a means-tested basis. Since its inception in 2009, more than INR 774 crores have been utilised for extending assistance to over 3.69 lakh Indians. The scope of welfare support to distressed Indians covers three key areas namely: Assistance to Indian nationals in distress situations (Boarding and lodging; Air passage; Legal Assistance; Emergency Medical Care and Transportation of Mortal

Remains); Community Welfare activities and Improvement in Consular Services. Special attention is given to assisting distressed Indian women abroad.

Further, the Government has taken several initiatives such as Pravasi Bharatiya Bima Yojana and Pre-Departure Orientation Training to facilitate safe migration with decent working and living conditions in destination countries, to build awareness of the workers' rights and to inform them of various Government welfare schemes.

Migration and Mobility Partnership Agreements, Labour Mobility Agreements and Labour Welfare Agreements have been signed with 25 countries, seeking to enhance global employment opportunities for Indian workers while protecting their labour rights, preventing irregular migration and supporting skill development. Based on these agreements, matters related to welfare and protection of workers are regularly taken up through institutional mechanisms with the concerned countries.

The extent of assistance extended by Indian Missions/Posts under ICWF from 2023 to 2025 is given below:

Sr. No.	Year	Number of Beneficiaries	Expenditure in INR
1.	2023	18,960	Rs. 33.91 crore
2.	2024	10,034	Rs. 21.62 crore
3.	2025	10,293	Rs. 21.88 crore
