

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 2951
ANSWERED ON 13/08/2026

COORDINATION COMMITTEE FOR PROTECTION OF INDIAN CITIZENS

2951. SHRI I.S. INBADURAI

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether Government has considered establishing a coordination committee involving Members of Parliament, Government agencies and relevant stakeholders to address issues concerning the safety, welfare and protection of Indian citizens in neighbouring countries;
- (b) the existing mechanisms for coordination with neighbouring countries regarding security, evacuation, legal assistance and welfare of Indian citizens residing or travelling abroad;
- (c) whether Government proposes to strengthen diplomatic coordination, emergency response systems and dedicated grievance mechanisms for Indian citizens facing difficulties in foreign countries; and
- (d) whether a structured framework involving Parliament, State Governments and diplomatic missions is proposed to ensure timely assistance and protection of Indian citizens abroad and if so, the details thereof?

ANSWER

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

(a) to (d) The Government of India utilizes a structured, multi-layered mechanism to closely monitor emergent situations including in neighbouring countries. The grievances raised by Members of Parliament are dealt with by Indian Missions/Posts abroad on priority. The safety, security and well-being of Indian nationals abroad is the foremost priority of the Government.

Indian Missions/Posts abroad have dedicated consular wings to address the grievances of distressed Indian nationals abroad. Missions/Posts maintain robust coordination channels with local government agencies and relevant stakeholders to address issues concerning the safety, welfare and protection of Indian citizens abroad. Indian nationals can contact the Indian Missions/Posts abroad via walk-ins, email, social media platforms, 24x7 emergency telephone numbers and toll free helplines for prompt redressal of their grievances.

Indian nationals in distress in foreign countries are provided assistance under the 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 when required, 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.

The Government actively and continuously reviews the safety and evacuation preparedness for Indian nationals, especially those residing in conflict-affected regions. Based on prevailing circumstances, Government issues advisories to caution Indian nationals to avoid unnecessary travel, follow safety guidelines issued by the local authorities and remain in contact with Indian Missions. Upon any emergent situation, the Government launches evacuation operations, involving multiple stakeholders, to safely evacuate stranded Indian nationals. During evacuation process, 24x7 Control Rooms are operated at headquarters and abroad to provide information and assistance to the stranded Indian nationals. The Government remains in continuous contact with concerned foreign governments through diplomatic channels to ensure the safety and well-being of Indian nationals abroad, as also to coordinate evacuation operations.

Missions and Posts also assist in providing legal aid wherever needed. A local panel of lawyers is maintained by Missions and Posts where the Indian community is sizeable.

The MADAD portal and associated mobile app provides a dedicated grievance redressal mechanism 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 in a timely manner.
