

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.755
TO BE ANSWERED ON 20.12.2017**

ILL TREATMENT OF WORKERS

†755. PROF. CHINTAMANI MALVIYA:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the workers staying in the foreign countries especially in Middle East Asia are being ill treated by their employees and the citizens of these countries;**
- (b) if so, the number of complaints received by the Government in this regard;**
- (c) whether the Government has fixed any responsibility in this regard; and**
- (d) if so, the details thereof?**

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]**

(a) & (b) Indian Missions/Posts in the Emigration Check Required (ECR) countries, mostly in the Middle East, from time to time report that complaints have been received from Indian workers, regarding non-payment of salaries and denial of legitimate labour rights and benefits such as non-issuance/renewal of residence permits, non-payment/grant of overtime allowance, weekly holidays, longer working hours, refusal to grant exit/re-entry permits for visit to India, refusal to allow the worker on final exit visa after completion of their contracts and non-provision of medical and insurance facilities etc. Incidents of confinement, abandoning of domestic sector workers by their sponsors have also been reported. A statement showing the number of complaints received by the Indian Missions in the Middle East during the current year, country-wise, is at Annexure.

(c) & (d) Immediately on receipt of such complaints, the same are addressed by the Indian Missions by taking them up with the concerned local government authorities for immediate resolution. The Government has taken several steps to safeguard the interests of Indian emigrants to the Gulf countries. These are:

- (i) The on-line MADAD portal enables the emigrant workers and their family members to register their consular grievances online and track their redressal.**
- (ii) Grievances related to Overseas Employment in notified Emigration Check Required (ECR) countries including gulf countries, can also be logged in directly by emigrants/relatives or through the Overseas Workers Resource Centre (OWRC) on**

eMigrate portal. These grievances are settled by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.

- (iii) Missions in Gulf countries also conduct Open Houses on a regular basis where workers can seek redressal of their grievances.
- (iv) A multi-lingual 24X7 Helpline of Overseas Workers Resource Centre (OWRC) in New Delhi provides information, guidance and grievance redressal on all issues and problems pertaining to overseas employment of Indian nationals.
- (v) Missions in Gulf countries have also established 24x7 helplines and Toll Free help lines for the benefit of Indian workers to seek help.
- (vi) An Indian Workers Resource Centre (IWRC) has been set up at Dubai and four more IWRCs have been approved in Sharjah (UAE), Riyadh and Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia), to provide guidance and counselling on all matters pertaining to overseas Indian workers.
- (vii) Migrant Resource Centres have also been setup in Kochi, Hyderabad, Chennai and Lucknow to assist emigrants or their relatives to redress their problems/complaints regarding overseas employment.
- (viii) The Missions utilise the Indian Community Welfare Fund (ICWF) to provide assistance to overseas Indian nationals in times of distress.
- (ix) Suitable accommodation to temporarily house distressed Indian nationals has been setup in Bahrain, Kingdom of Saudi Arabia, Kuwait, Qatar, UAE and Malaysia.
- (x) Labour and Manpower Cooperation MoUs/Agreements are already in place with the six Gulf Cooperation Council (GCC) countries that provide the institutional framework to comprehensively discuss and review labour related issues.

ANNEXURE

NUMBER OF COMPLAINTS RECEIVED FROM INDIAN WORKERS BY THE GOVERNMENT DURING THE YEAR 2017 (TILL 30.11.2017)

S. No.	Name of Countries	2017 (30.11.17)
1.	Afghanistan	02
2.	Bahrain	8
3.	Indonesia	NIL
4.	Iraq	NA
5.	Jordan	NIL
6.	Kuwait	4126
7.	Lebanon	38
8.	Libya	NA
9.	Malaysia	1210
10.	Oman	3666

11.	Qatar	3205
12.	Kingdom of Saudi Arabia	4807
13.	Syria	NIL
14.	Sudan	12
15.	South Sudan	NIL
16.	Thailand	NIL
17.	UAE	543
18.	Yemen	NIL
