

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS

**LOK SABHA**  
**UNSTARRED QUESTION NO.4259**  
TO BE ANSWERED ON 21.03.2018

**COMPLAINTS FROM NRI BRIDES**

4259. SHRI ASADUDDIN OWAISI:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has started grievance redressal portal 'MADAD' to help women married to NRIs who needs help; and
- (b) if so, the details thereof and the further efforts being made by the Government to help these women?

**ANSWER**

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

(a) In pursuance of "good governance" initiatives, the Ministry of External Affairs has launched an online Consular Grievances Monitoring System, named MADAD, in February 2015, to help Indians abroad, including women married to NRIs. A module titled 'Marital Disputes' has been added to it. The distressed Indian woman married to an NRI or any member of her family/friend can register a complaint under this Module. All Indian Missions and Posts abroad, the Branch Secretariats of the Ministry of External Affairs and States/Union Territories have been linked to this portal for consular grievance tracking and follow-up.

(b) The MADAD online portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, filing, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process all the way until the redressal of the grievance.

Between 21 February 2015 and 31<sup>st</sup> December, 2017, 527 grievances under "Marital Disputes" module of MADAD portal have been received and addressed.

Further, the Government has taken following steps to address such issues:

- (i) Between January, 2015 and December, 2017 this Ministry (including the Indian Missions abroad) has addressed 3492 complaints of distressed Indian women deserted by their NRI spouses by way of providing them counselling, guidance and information about procedures, mechanisms for serving judicial summons on the Overseas Indian husband; filing a case in India, issuing Look Out Circulars; impounding and revocation of Indian

passport of the husband; getting access to lawyers and NGOs empanelled with Indian Missions etc. and legal and financial assistance under ICWF Scheme.

- (ii) With an aim to provide financial and legal assistance to distressed women married to NRI spouses by all Missions and Posts, the Indian Community Welfare Fund (ICWF) Guidelines were revised in September, 2017. The amount of legal & financial assistance to distressed Indian women has also been increased to US\$ 4000 per case. The assistance is released to the empanelled legal counsel of the applicant or Indian Community Association / Women's Organisation/NGO concerned to enable it to take steps to assist the woman in documentation and preparatory work for filing the case.
- (iii) The Government had set up an Expert Committee on NRI Marital disputes, which presented its Report in August, 2017. Some of its recommendations including constitution of an Integrated Nodal Agency (INA) have been accepted and implemented and some are under further examination. The INA is expected to be an effective mechanism to provide a single window timely solution to the problems of affected women and there would be a better monitoring of the welfare measures being undertaken in this regard.

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