

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS

**LOK SABHA**  
**UNSTARRED QUESTION NO.2509**  
TO BE ANSWERED ON 01.08.2018

**NRI MARRIAGES**

2509. DR. MANOJ RAJORIA:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has developed a mechanism for timely disposal and redressal of grievances / complaints of Indian women married to NRIs;
- (b) if so, the details thereof;
- (c) whether the Government has been providing adequate financial and legal help to the distressed Indian women married to NRIs;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

**ANSWER**

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

(a) & (b) Yes. 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.

Between February 2015 and 30<sup>th</sup> June, 2017, 587 grievances under "Marital Disputes" module of MADAD portal have been received and addressed.

Besides, an Integrated Nodal Agency has also been set up under the Chairmanship of Secretary, Ministry of Child & Development to discuss all issues related to NRI marital disputes. The INA is expected to be an effective mechanism to provide a single window timely solution of the problems of deserted Indian women by their NRI spouses. It has so far held 8 meetings.

(c) & (d) 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 Organization /NGO concerned to enable it to take steps to assist the woman in documentation and preparatory work for filing the case.

(e) Does not arise.

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