

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO.4099
TO BE ANSWERED ON 17.07.2019

SETTING UP OF IWRC

4099. SHRIMATI KIRRON KHER:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has any scheme to set up Indian Workers Resource Centre (IWRC) and if so, the details thereof;
- (b) whether the Government has received any proposal for setting up some more IWRCs; and
- (c) if so, the details thereof and the reaction of the Government thereto?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[SHRI V. MURALEEDHARAN]

(a) Yes. Indian Worker Resource Centres (IWRCs) now renamed as Pravasi Bharatiya Sahayata Kendra (PBSK) have been set up in Dubai and Sharjah (UAE), Riyadh and Jeddah (Saudi Arabia) and Kuala Lumpur to provide guidance and counselling on all matters pertaining to overseas Indian workers. Following are the major activities of PBSKs:

- (i) 24x7 HELP LINES in all 5 centres which have been receiving, registering and monitoring grievance petitions of Indians and providing necessary advice and clarifications to information seeking queries. If not resolved, the cases are escalated to the Embassy/Consulate level for further resolution.
- (ii) Providing counseling sessions on legal, financial, medical and psychological matters.
- (iii) Taking part in awareness campaigns that are conducted in labour camps which educate the workers on various issues they face during their employment, health related information, schemes of Govt. of India for the welfare of the workers.
- (iv) Liaising with help-groups, individuals, social workers and related bodies to provide required assistance to Indian Community Members.
- (v) To verify the genuineness of job offers received by Indians from companies in the respective countries.

(b) & (c) The Government examines and considers requests for setting up of PBSKs in the Missions in ECR countries in case such a need is felt by our Missions, based on local situation. A proposal from our Mission in Qatar for setting up of a PBSK has been accorded in-principle approval.
