

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
**LOK SABHA**  
**UNSTARRED QUESTION NO-306**  
ANSWERED ON- 21/07/2023

**IMMIGRATION CENTRES TO HELP NRIs**

†306. SHRI ARUN KUMAR SAGAR

Will the Minister of EXTERNAL AFFAIRS be pleased to state :-

- (a) whether the Government has any proposal to establish immigration centres in embassies to help resolve the problems being faced by Non-Resident Indians (NRIs); and
- (b) if so, the details thereof along with the tasks likely to be assigned to these Centres?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a & b) There are robust institutional mechanisms in place in Missions and Posts abroad for resolving the problems faced by Non -Resident Indians. Details of these mechanisms are as given below:

- (i) The on-line MADAD portal enables the emigrants 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 can also be logged in directly by emigrants/ relatives or through the Pravasi Bharatiya Sahayata Kendra (PBSK) on e-Migrate portal. These grievances are settled by respective jurisdictional Protectors of Emigrants (PoES) as per laid down procedure.
- (iii) Missions and Posts also conduct Open Houses on a regular basis where workers can seek redressal of their grievances.
- (iv) Separate Labour Wings have been established in Missions and Posts to assist Indian workers / NRIs in countries with large number of Indian workers. Consular / Community Affairs officers have been assigned the task of providing assistance to NRIs in other Missions and Posts.
- (v) Indian Community Welfare Fund (ICWF) has been set up in all Indian Missions and Posts abroad to assist Indian nationals abroad in times of distress and emergency. Fund is used to provide legal assistance, Boarding & Lodging assistance, Emergency medical care, air passage to stranded Indians and transportation of mortal remains of Indian nationals.
- (vi) A multi- lingual 24X7 Helpline of Pravasi Bharatiya Sahayata Kendra (PBSK) in New Delhi provides information, guidance and grievance redressal on all issues and problems pertaining to overseas employment of Indian nationals.
- (vii) Indian Missions/Posts have also established 24X7 helplines and Toll Free help lines for the benefit of Indian workers to seek help.

(viii) Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai (UAE), Sharjah (UAE), Riyadh (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia) to provide guidance and counselling on all matters pertaining to overseas Indian workers.

(ix) Kshetriya Pravasi Sahayata Kendras (KPSK) have also been setup in Kochi, Hyderabad, Chennai and Lucknow to assist emigrants and their relatives to redress their problems/ complaints regarding overseas employment.

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