

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
**LOK SABHA**  
**UNSTARRED QUESTION NO-331**  
ANSWERED ON- 21/07/2023

**GRIEVANCE REDRESSAL OF INDIAN WORKERS**

331. DR. ALOK KUMAR SUMAN

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

- (a) whether the Government has any mechanism to monitor working conditions and grievance redressal of Indian workers particularly from Bihar working abroad;
- (b) if so, the details thereof;
- (c) whether the ECR category workers and certain categories, such as nurses, going abroad have to register in e-Migrate platform for scrutiny of documents-contracts for clearance, if so, the details thereof;
- (d) whether the Indian Missions and Posts regularly hold Open Houses to get the feedback and address grievances, if so, the details thereof; and
- (e) the steps being taken by the Government to bring back the workers who are stuck abroad due to various reasons, State-wise particularly in Gopalganj district of Bihar?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a & b) Government of India has robust mechanism to monitor and follow all types of grievances received from the Indian nationals including from Bihar in foreign countries. The grievances are received and responded through various channels i.e. Emergency telephone number, Walk-ins, e-Mails, Social Media, 24x7 Multilingual Helpline and Open Houses etc. To enable the aggrieved Indian national to online register his/her grievances, the Government has established Portals such as MADAD and e-Migrate. Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in Dubai (UAE), Riyadh, Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia) to provide guidance and counselling to Indian workers abroad on all matters. There are dedicated Labour Wing in all the Indian Missions in Gulf Countries.

(c) All workers holding ECR passport, including nurses, going abroad have to register on e-Migrate portal for scrutiny of their employment related documents/contracts for grant of mandatory Emigration Clearance, as stipulated in the Emigration Act, 1983. Since 2020, total 35192 nurses have been granted Emigration Clearance and recruited for overseas employment as per the details below:

2020	7915
2021	10123
2022	10968
2023 (upto June)	6186

(d) Indian Missions/Posts regularly organize Open Houses and Consular Camps in remote areas to get the feedback from the Indian workers abroad and address their grievances, if any. On receipt of complaint from or on behalf of the emigrant, the same is taken up pro-actively with the concerned Foreign Employer (FE) and the work place of the aggrieved worker is also visited, if required. The complaints pertaining to employment issues are also taken up with the local Labour Department and other relevant authority of the host country for prompt redressal.

(e) The Missions/Posts utilize the Indian Community Welfare Fund (ICWF) from time to time to provide financial and legal assistance to Indian national in distress abroad on a 'means tested basis'. Under ICWF, the major assistance includes Boarding and Lodging, Air Passage to India, Legal Assistance, Emergency Medical Care, Transportation of Mortal Remains to India, and Payment of Small Fines and Penalties. Since the launch of ICWF, total 3,33,612 Indian nationals including from the state of Bihar have been assisted by Indian Missions/Posts till March 2023.

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