

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 1052**

TO BE ANSWERED ON THE 08TH FEBRUARY, 2022/ MAGHA 19, 1943 (SAKA)

CASES OF FRAUD

†1052. SHRIMATI RANJANBEN DHANANJAY BHATT:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether multiple cases of fraud on pretext of sending youth to gulf countries in various parts of the country have come into notice of the Government;

(b) if so, whether the Government proposes to take any measures to check it;

(c) if so, the details thereof and the time by which it is likely to be implemented; and

(d) if not, the reasons therefor?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI NITYANAND RAI)**

(a) to (d): Complaints are received from time to time by the Ministry of External Affairs from and/or on behalf of Indian emigrants or their relatives, who are sent for study or overseas employment fraudulently by illegal agents/fake agencies or fake institutions and are thereafter subjected to fraud, cheating, denial of jobs, poor working conditions etc.

The complaints are referred to Missions/Post abroad for providing relief/rescue of emigrants in distress and redressal of their grievances with the help of employers/sponsors/local authorities. In India, these complaints, with details of illegal agents and fake agencies, are forwarded to the concerned State/UT Government and Police authorities to take action against illegal agents as per law. The Government has issued Standard Operating Procedure (SOP) in 2016, to be followed by State Governments, on receipt of complaints against fake agencies or fake institutions.

Visual and print media campaign is also launched from time to time, encouraging emigrants to utilize the services of the registered Recruitment Agents and not to go through illegal/fake agents. The State Governments have also been requested to launch periodic visual and print media campaigns for creating awareness in regional languages.

The Government has also launched e-Migrate portal which maintains list and details of legal/registered recruiting agencies, and also the list of illegal/fake agencies and institutions.

Indian Missions conduct Open Houses on a regular basis where Indians can speak on their working conditions and seek redressal of their grievances.

Missions have also established 24x7 Helplines and Toll Free Helplines for

the benefit of Indians to seek help. A multi-lingual 24X7 Helpline 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.

Pravasi Bharatiya Sahayata Kendras (PBSKs) have also been set up at Dubai (UAE), Riyadh, Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia), to provide guidance and counseling on all matters pertaining to overseas Indian workers. Kshetriya Pravasi Sahayata Kendras (KPSKs) have been setup in Kochi, Hyderabad, Chennai, Lucknow and Delhi to assist emigrants or their relatives to redress their problems/complaints regarding overseas employment.
