

**GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO.2265  
TO BE ANSWERED ON 29.07.2022**

**REPRESENTATION FROM INDIAN DIASPORA**

**2265. SHRIMATI PRATIMA MONDAL:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has received representations from Indian diaspora regarding problems being faced by them in the countries of their residence;
- (b) if so, the details thereof;
- (c) the number of complaints which came to the notice of the Government during each of the last three years and the current year; and
- (d) the country-wise details of the steps taken by the Government to resolve their problems through channels of embassies?

ANSWER

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

(a) to (c) The Government gets representations from Indian diaspora regarding issues faced by them in the countries of their residence. To enable the diaspora to make representations of their grievances, the Government has provided online portals such as MADAD and e-Migrate. The details of complaints received during each of the last three years and the current year are as follows -

Year	Complaints received	
	MADAD	e-Migrate
2019	12160	1462
2020	12146	2262
2021	7595	1633
2022(until June 2022)	2856	510

(d) The Government has taken several steps to resolve the problems of Indians abroad through the Indian Missions. Any issue pertaining to Indians abroad is dealt by Missions/Posts on priority basis. Grievances are responded through various channels like calls, walk-ins, e-mails, social media, 24x7 Helplines and Open Houses. As required, these issues are taken up with the host government for action on priority basis. If the issue pertains to the State Governments in India, then it is taken up with them for resolution. Pravasi Bharatiya Sahatya Kendras (PBSKs) have been set up at Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur to provide assistance to Indian workers abroad. Shelter homes for distressed

Indian nationals have also been set up at some Missions/Posts. Wherever Indian students are enrolled in universities abroad, the Missions keep in regular touch with them. Wherever required, Mission officials also visit immigration offices and labour camps to address the complaints of Indian workers. Financial assistance to distressed Indians, if necessary, is provided through the Indian Community Welfare Fund (ICWF). During emergency or crisis situations, our Missions/Posts abroad pro-actively help distressed /stranded Indian nationals in terms of providing food, shelter, medicine and return back to India. Indians were brought back to India under various operations such as Vande Bharat Mission, Operation Devi Shakti and Operation Ganga from countries around the world, Afghanistan and Ukraine respectively.

\* \* \* \* \*