GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO-1971

ANSWERED ON- 02/08/2024

GRIEVANCES OF INDIAN WORKERS

1971. SHRI RAO RAJENDRA SINGH

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

(a) whether the Government is aware of difficulties being faced by the Indian migrant labour population abroad, especially in Middle Eastern countries such as Kuwait, Qatar etc., if so, the details thereof;

(b) whether the Government has been in contact with the respective Governments in order to represent the interest of the workers and address their grievances, if so, the details thereof and if not, the reasons therefor; and

(c) whether the Government has any existing mechanism/ framework to stay in contact with such workers, if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) It has been noticed that some of the Indian labourers abroad, especially in the Middle Eastern countries, sometimes faces difficulties. Most of the these complaints are regarding delay in payment or non-payment of salaries as well as that of end of service benefits, unauthorized retention of passports, longer working hours, non-provision of leaves, not providing overtime wages, offering jobs different to that promised at the time of recruitment, unemployment due to sudden closure of companies, problem while changing the employers, problem related to accommodation, denial of legitimate labour rights, ill treatment/harassment, non-issuance/renewal of residence permits, non-cancellation of visas, refusal to grant exit/re–entry permits to visit India, refusal to allow return to India on final exit visa after completion of contracts, non-provision of medical and insurance facilities, and not being paid compensation upon death etc.

(b) The Government accords highest priority to the safety, security and well-being of Indian nationals abroad and has robust mechanism to monitor the grievances received from the Indian workers abroad. On receipt of such complaints, our Missions/Posts abroad take

prompt action and appropriate measures to assist and provide relief to the aggrieved Indian worker. The matter is immediately taken up with employers/sponsors, and the Recruiting Agencies in India for amicable resolution. If the dispute is not resolved, the matter is also taken up with the local authorities like labour, immigration, and law enforcement agencies and pursued till its resolution. Missions/Posts also take up these grievances with the local Ministry of Foreign Affairs and other concerned Government agencies during the high level meetings and as and when required.

Labor and Manpower Cooperation MOUs/Agreements that provide the overarching framework for cooperation on labour and manpower related issues are in place with the Gulf Cooperation Council countries (Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, and United Arab Emirates) and Jordan. Further, to safeguard the specific interest of domestic workers in GCC Countries, agreements on Labor Cooperation for Domestic Sector have been signed with Saudi Arabia, UAE and Kuwait.

(c) The Government has established various channels to enable Indian workers abroad to reach out to the Mission/Post in case they need any assistance. The workers can contact the Missions/Posts through walk-in interview, email, multilingual 24x7 emergency

numbers, grievance redressal portal like MADAD, CPGRAMS, and eMigrate, and social media etc. Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in New Delhi and at Dubai (UAE), Riyadh & Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia) to provide assistance, guidance, and counselling to Indian workers in distress.

Missions/Posts in Gulf Countries also have dedicated labour wings which ensure prompt redressal of labour grievances.

Indian Missions/Posts also regularly organize Open House and Consular camps in remote areas as well to interact and get feedback from the Indian workers abroad and address their grievances, if any.

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