

**GOVERNMENT OF INDIA**  
**MINISTRY OF EXTERNAL AFFAIRS**  
**LOK SABHA**

**UNSTARRED QUESTION NO- 2029**

**ANSWERED ON- 06/12/2024**

**INDIAN MIGRANT WORKERS**

**†2029. SHRI CHANDRA PRAKASH CHOUDHARY**

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

**(a) whether the Government is aware of the difficulties being faced by Indian migrant workers working abroad particularly in South Eastern Asian countries like Malaysia, Indonesia etc. if so, the details thereof;**

**(b) whether the Government is in contact with the concerned workers to redress their grievances, if so, the details thereof and if not, the reasons therefor;**

**(c) whether the Government has any existing mechanism to keep in touch with such workers; and**

**(d) 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) The Government from time to time receives various types of complaints from the Indian nationals working abroad, including South-East Asian countries like Malaysia and Indonesia. These complaints include cheating, delay in payment/non-payment of salaries, retention of passports, unfair working conditions, sub-standard accommodation, extended working hours, ill-treatment, harassment, excessive work, denial of entry/exit permit/renewal of visa/final exit permit, non-payment of salary, improper healthcare, and not placing in the job promised etc.**

**(b to d) Government accords utmost priority to the safety, security and well-being of Indian nationals abroad. Our Missions and Posts remain vigilant all the time and actively monitor the working conditions of Indians nationals abroad. The Government has established various channels to enable Indian nationals working abroad to reach out to the Mission/Post in case they need any assistance. They can contact the Missions/Posts through walk-in interview, email, multilingual 24x7 emergency numbers, grievance redressal portals like MADAD, CPGRAMS, and eMigrate, and social media etc. As and when such cases are reported, the Missions/Posts take prompt action in coordination with the employer/sponsor/agent and local authorities and extend all possible assistance to the aggrieved Indian worker including their rescue and repatriation to India. Pravasi Bharatiya Sahayata Kendras (PBSK)**

**have been set up including in Kuala Lumpur (Malaysia) to provide guidance and counseling to Indian workers on all matters.**

**Dedicated labour wing has been established in the Missions/Posts in the countries where there is significant number of Indian migrant workers, which ensures expeditious redressal of labour grievances. Shelter homes for distressed Indian nationals have been set up including in Malaysia. These shelter homes provide free boarding and lodging to Indian nationals in distress pending their repatriation to India.**

**Indian Missions/Posts regularly organize Open Houses and Consular Camps in remote areas for Indian nationals including workers residing in such areas to render consular services including addressing their grievances, if any. The complaints pertaining to employment issues are also taken up with the local labour department and other relevant authorities of the host country for prompt redressal. Based on Memorandum of Understandings (MoUs) signed with the host countries, matters related to welfare and protection of workers are also taken up during regular meetings of Joint Working Groups with host countries. In addition, such matters are also regularly taken up with respective Government through diplomatic channels.**

**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'. The major assistance under the**

**ICWF 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.**

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