

**GOVERNMENT OF INDIA**

**MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA**

**UNSTARRED QUESTION NO- 4661**

**ANSWERED ON- 28/03/2025**

**INDIAN WORKERS IN THE GULF COUNTRIES**

**4661. SHRI EATALA RAJENDER**

**SHRI D. K. ARUNA**

**SHRI SURESH KUMAR SHETKAR**

**SHRI CHAMALA KIRAN KUMAR REDDY**

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

- (a) whether dangers faced by Indian workers abroad particularly in Gulf remain a concern and these workers, who lack eligibility for citizenship in their host countries, contribute significantly to India's economy through remittances – about \$111 billion in 2022;**
- (b) if so, the details thereof;**
- (c) whether the Indian Government has made any attempts to regulate labour migration in view of the hardship and exploitative work conditions faced by Indian workers in Gulf countries; and**

**(d) if so, the details and the present status thereof alongwith the help extended in this regard till date?**

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS**

**(SHRI KIRTI VARDHAN SINGH)**

**(a) & (b) The Government of India accords highest priority to the safety, protection and well-being of Indian workers abroad by various mechanisms in place to ensure safety and protection of Indian workers.**

**The Government has established various mechanisms to enable Indian workers abroad to reach out to the Indian Missions in case they need any assistance. Indian workers can contact the Missions/Posts through various channels like walk-in, email, social media, multilingual 24x7 emergency numbers and also grievance redressal portals like MADAD, CPGRAMS etc. In addition, Indian Missions/Posts abroad have established Toll Free Helplines, WhatsApp numbers and have launched mobile Apps to enable Indian nationals contact respective Indian Missions/Posts when in distress or in emergency situation.**

**The Missions in Gulf Countries have provisions for shelter home to assist Indian women in distress by providing boarding and lodging, medical**

**treatment and arranging for their repatriation. Female workers who are stranded and are in distress can approach the Embassies at any time of the day and they are accommodated and provided all facilities till their repatriation to India.**

**Besides, 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 nationals in distress.**

**Further, the Government has taken several initiatives such as Pravasi Bhartiya Bima Yojna (PBBY) and Pre-Departure Orientation & Training (PDOT) in ensuring that Indian migrant workers undertake safe migration, have decent working and living conditions in destination countries, are aware of their rights and have access to various welfare schemes of the Government.**

**(c) & (d) The process of recruitment of Indian nationals holding Emigration Check Required (ECR) passports and emigrating for overseas employment to any of the 18 notified ECR countries, which also include Gulf countries, is regulated under The Emigration Act, 1983. As per this Act, no person/agency can function as a Recruiting Agent without having a**

**valid Registration Certificate (RC) issued by the Registering Authority i.e. Protector General of Emigrants (PGE). Engaging in the business of recruitment of Indian nationals for overseas employment without having obtained valid RC as mandated under Section 10 of the Emigration Act, 1983, is a punishable offence under Section 24 of the Act. It is also mandatory for ECR passport holders proceeding for employment to any of the 18 notified Emigration Check Required (ECR) countries to obtain Emigration Clearance (EC) from any of the 16 Protector of Emigrants (POE) offices across the country.**

**For the blue collared Indian workers, the process of recruitment is done through a web-based application i.e. eMigrate portal. The web-based application makes the process of emigration fully digital, transparent, safe, legal, humane, efficient, convenient, and faster. It seamlessly brings all stakeholders, including Foreign Employers (FEs), registered Recruiting Agents (RAs) and the prospective emigrants on a common platform and enables MEA to capture comprehensive and online database. A dedicated helpline and support system is also available to assist emigrants and other stakeholders to address any query/issue. The advisories/alerts on fake job offers and fraudulent/unregistered recruitment agencies are hosted on the**

**portal. An updated, revamped and user friendly eMigrate-V2.0 portal has jointly been inaugurated by Minister of External Affairs and Minister of Labour & Employment, Youth Affairs & Sports on 14 October 2024.**

**Labour and Manpower Cooperation Agreements are in place with the Gulf countries Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, UAE and Jordan, that provide bilateral framework for cooperation on labour and manpower issues. These MoUs and Agreements have provision of implementation through a Joint Working Group where matters related to welfare and protection of workers are taken up during regular meetings of Joint Working Groups with concerned countries. In addition, such matters are also regularly taken up with respective host governments through diplomatic channels.**

**Further, as additional safeguard for protection and safety of the ECR Category Female workers (including domestic sector workers) who are often in the most vulnerable category, Government has authorized only State run Recruiting Agencies (RAs) to recruit Indian female ECR category workers for overseas employment in Gulf and other ECR Category Countries through the e-Migrate Portal. Moreover, there is a minimum age**

**criteria of 30 years for ECR Category female workers for overseas employment to protect them against exploitation.**

**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 & Lodging, Air Passage to India, Legal Assistance, Emergency Medical Care, Transportation of Mortal Remains to India, and Payment of Small Fines and Penalties. Details of assistance provided through ICWF in the Gulf Countries is given in Annexure A.**

**ANNEXURE A**

<b>Headwise ICWF beneficiaries details from 2022 to 2024</b>								
<b>2022</b>								
<b>SI No.</b>	<b>Country</b>	<b>Boarding &amp; Lodging</b>	<b>Emergency Medical Care</b>	<b>Air Passage to stranded Overseas Indians</b>	<b>Legal Assistance (EXCLUDING assistance to deserted Indian women)</b>	<b>Transportation of Mortal Remains</b>	<b>Assistance to Indian women deserted by their overseas Indian/ foreigner husbands.</b>	<b>Small Fines &amp; Penalties</b>
<b>1</b>	<b>Bahrain</b>	<b>17</b>	<b>1</b>	<b>41</b>	<b>4</b>	<b>11</b>	<b>0</b>	<b>1</b>
<b>2</b>	<b>Iraq</b>	<b>33</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>
<b>3</b>	<b>Jordan</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>4</b>	<b>Kuwait</b>	<b>4911</b>	<b>95</b>	<b>416</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>0</b>
<b>5</b>	<b>Qatar</b>	<b>4843</b>	<b>2</b>	<b>49</b>	<b>114</b>	<b>9</b>	<b>0</b>	<b>2</b>
<b>6</b>	<b>Oman</b>	<b>3947</b>	<b>224</b>	<b>359</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>83</b>
<b>7</b>	<b>Saudi Arabia</b>	<b>83</b>	<b>85</b>	<b>75</b>	<b>0</b>	<b>137</b>	<b>0</b>	<b>1</b>
<b>8</b>	<b>UAE</b>	<b>943</b>	<b>19</b>	<b>748</b>	<b>6</b>	<b>160</b>	<b>0</b>	<b>1173</b>

<b>2023</b>								
<b>SL No.</b>	<b>Country</b>	<b>Boarding &amp; Lodging</b>	<b>Emergency Medical Care</b>	<b>Air Passage to stranded Overseas Indians</b>	<b>Legal Assistance (Excluding assistance to deserted Indian women)</b>	<b>Transportation of Mortal Remains</b>	<b>Assistance to Indian women deserted by their overseas Indian/foreigner husbands.</b>	<b>Small Fines &amp; Penalties</b>
<b>1</b>	<b>Bahrain</b>	<b>7</b>	<b>0</b>	<b>21</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>2</b>
<b>2</b>	<b>Iraq</b>	<b>16</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>6</b>
<b>3</b>	<b>Jordan</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>4</b>	<b>Kuwait</b>	<b>1485</b>	<b>1</b>	<b>44</b>	<b>1</b>	<b>28</b>	<b>0</b>	<b>0</b>
<b>5</b>	<b>Qatar</b>	<b>5592</b>	<b>0</b>	<b>32</b>	<b>156</b>	<b>13</b>	<b>0</b>	<b>0</b>
<b>6</b>	<b>Oman</b>	<b>5825</b>	<b>136</b>	<b>488</b>	<b>138</b>	<b>19</b>	<b>0</b>	<b>189</b>
<b>7</b>	<b>Saudi Arabia</b>	<b>293</b>	<b>74</b>	<b>93</b>	<b>2</b>	<b>87</b>	<b>0</b>	<b>4</b>
<b>8</b>	<b>UAE</b>	<b>444</b>	<b>37</b>	<b>638</b>	<b>6</b>	<b>100</b>	<b>1</b>	<b>518</b>



**2024**

<b>SL No.</b>	<b>Country</b>	<b>Boarding &amp; Lodging</b>	<b>Emergency Medical Care</b>	<b>Air Passage to stranded Overseas Indians</b>	<b>Legal Assistance (EXCLUDING assistance to deserted Indian women)</b>	<b>Transportation of Mortal Remains</b>	<b>Assistance to Indian women deserted by their overseas Indian/foreigner husbands.</b>	<b>Small Fines &amp; Penalties</b>
<b>1</b>	<b>Bahrain</b>	<b>9</b>	<b>0</b>	<b>41</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>0</b>
<b>2</b>	<b>Iraq</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>3</b>	<b>Jordan</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>4</b>	<b>Kuwait</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>4</b>	<b>33</b>	<b>8</b>	<b>0</b>
<b>5</b>	<b>Qatar</b>	<b>548</b>	<b>3</b>	<b>55</b>	<b>72</b>	<b>21</b>	<b>0</b>	<b>0</b>
<b>6</b>	<b>Oman</b>	<b>3922</b>	<b>21</b>	<b>61</b>	<b>36</b>	<b>9</b>	<b>0</b>	<b>107</b>
<b>7</b>	<b>Saudi Arabia</b>	<b>231</b>	<b>20</b>	<b>67</b>	<b>1</b>	<b>98</b>	<b>0</b>	<b>9</b>
<b>8</b>	<b>UAE</b>	<b>213</b>	<b>32</b>	<b>233</b>	<b>0</b>	<b>103</b>	<b>3</b>	<b>76</b>

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