

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

**UNSTARRED QUESTION NO-5563**

**ANSWERED ON- 4/4/2025**

**MADAD PORTAL**

**5563. SHRI LAVU SRI KRISHNA DAVARAYALU**

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

**(a) The measures being taken to enhance the accessibility of the MADAD Portal, considering the challenges faced by migrant workers with limited digital literacy;**

**(b) The steps taken/proposed to be taken by the Government to ensure faster response times for complaints registered on the Madad Portal, particularly for Indians in distress in conflict zones;**

**(c) The measures taken/proposed to be taken by the Government to promote awareness about the Portal among Indian migrant workers and students to ensure they can easily seek assistance when needed;**

**(d) Whether the Government has conducted any assessments on the effectiveness of the said Portal; and**

**(e) If so, the details of the improvements being considered based on user feedback and if not, the reasons therefor?**

**ANSWER**

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

**(SHRI KIRTI VARDHAN SINGH)**

**(a) In pursuance of "Good Governance" initiatives, MEA launched an online Consular Grievances Management System named MADAD on 21 February 2015 to extend a helping hand to Indians abroad requiring consular assistance. All Indian Missions and Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad, Mumbai and Kolkata, are associated with this portal for consular grievance tracking and follow-up. The MADAD portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process thereafter. MADAD incorporates several innovative features such as a flexible architecture to handle a variety of grievances, online filing and linking of similar grievances for easier retrieval and reference,**

**automatic escalation and enhancement of priority, colour-coded dash boards for easy assessment and monitoring, and has an associated call centre to help grievants.**

**The interface of the portal is designed to be user-friendly and has minimal steps to log grievances. Moreover, the Madad App is available on Android, iOS and Windows platforms. Twitter Sewa (@meaMadad) was launched in March, 2017 to manage and respond to grievances received on twitter.**

**(b) Madad Portal allows online registration of grievances by Indian citizens abroad, eliminating delays associated with manual processes. Grievances so registered can be tracked in real time as the system is designed to cut down the time required for grievances to be sent to our Missions abroad. An Automated Escalation Mechanism is also employed to monitor response time to automatically escalate un-addressed complaints to higher authorities within a stipulated period ensuring transparency and faster disposal.**

**For all Indians including those in conflict zones, the portal is integrated to all Indian Missions and Posts abroad, along with MEA Branch Secretariats in cities like Chennai, Hyderabad, Guwahati,**

**Mumbai and Kolkata, enabling seamless forwarding of complaints to the relevant authority. This integration ensures that grievances reach the concerned Mission/Post quickly, facilitating immediate coordination with local authorities or rescue operations. Furthermore, the Portal also uses built-in prioritizing mechanism for certain categories of grievances, such as repatriation of mortal remains or cases of extreme distress, which are common in conflict zones. The Madad Mobile App, available on Android, iOS, and Windows, and 24x7 Helpline (1800-11-3090) particularly in conflict zones is critical for Indian citizen stranded abroad.**

**(c) The Ministry through its Missions/Posts abroad have been regularly interacting with Indian students studying abroad to register details on the Students Module voluntarily and also encouraging the Indian students organizations and Indian community associations for the same through social media platforms.**

**The Ministry is also supporting the promotion by publicizing MADAD App through official channels like the MEA website and Mission announcements, aimed to reach Indian migrant workers and students to encourage its adoption. Release of regular advisories**

**from Indian Missions/Posts for students encouraging online registration on Madad to facilitate assistance, thereby targeting a key demographic directly.**

**MEA has also leveraged social networking platform such as Twitter (@MEAIndia, @MeaMadad), Electronic mode of communication such as Email ([madad@mea.gov.in](mailto:madad@mea.gov.in)), 24x7 Helpline (1800-11-3090) to respond to distress calls and promote Madad. Assistance to workers in Gulf countries, have been publicized to demonstrate the portal's utility, indirectly raising awareness among migrant communities who follow these channels or hear about them through word of mouth. As noted in MEA reports from 2016, linking of Indian Workers Resource Centres (IWRCs) in cities like Riyadh and Jeddah, established to support distressed workers, to Madad's ecosystem serve as physical touchpoints where staff likely inform workers about the portal during counseling or aid sessions. Through hosting of events like Pravasi Bharatiya Divas or programmes like diaspora engagements, MEA is spreading awareness dedicated to Madad awareness among migrant Indian workers and students distressed abroad. These high-visibility platforms are some of the efforts in reaching both to workers and students in host countries, reinforcing the portal's role.**

**(d & e) Regular feedbacks from grievants and petitioners are taken under consideration to strive for continuous improvement of MADAD Portal. To enhance effectiveness of MADAD Portal, the government has established other support systems, such as the Indian Community Welfare Fund (ICWF) and the Pravasi Bharatiya Sahayta Kendras (PBSK), which provide assistance with issues like emergency medical care, air passage, and legal aid. From time to time, MEA has expanded the Portal's functionality and promoting its uses in crises. The MADAD portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution.**

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