

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 871

ANSWERED ON- 07/02/2025

WELFARE OF INDIAN WORKERS IN THE MIDDLE EAST

871. Shri Appalanaidu Kaliseti

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) The number of individuals from Andhra Pradesh who have repatriated from the Middle East during the last three years along with the measures undertaken to rehabilitate them, year-wise;

(b) The details of helplines and grievance redressal mechanisms available for Indian workers in the Middle East including the number of cases registered and resolved during the last three years, year-wise;

(c) The total allocation and utilization of the Indian Community Welfare Fund (ICWF) during the last five years, with a specific breakdown of the amount utilized for the welfare of workers from Andhra Pradesh in the Middle East along with the details of welfare measures provided, year-wise;
and

(d) The details of skill development or pre-departure orientation programmes conducted for workers seeking employment in the Middle East, including the number of beneficiaries thereof, State-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) State wise breakdown of the number of Indians repatriated from the Middle East in the last three years is not available with the Ministry.

(b) The Government has established various mechanisms to enable Indian workers abroad to reach out in case they need any assistance. The workers can contact the Missions/Posts through various channels like walk-in, email, multilingual 24x7 emergency numbers, grievance redressal portals like MADAD, CPGRAMS, 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) to provide assistance, guidance and counselling to Indian workers in distress.

Indian Missions/Posts abroad have also established 24X7 Helplines including 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. Missions in Gulf countries also have dedicated labour wings which ensure prompt redressal of labor grievances.

Data on Indians who were provided assistance under various categories, is given at Annexure ‘B’.

(c) No budgetary allocation is provided for ICWF. Source of ICWF is fees levied on consular services in Missions abroad. State-wise breakdown of the beneficiaries of ICWF is not available with the Ministry, however, the details of utilization of ICWF during the last five years in the Middle East is given below:

Year	2020	2021	2022	2023	2024
Total utilization of ICWF in INR	8,58,90,543	7,13,63,876	7,46,93,666	8,33,51,742	12,44,41,156

(d) The Pre-Departure Orientation Training Programme was launched by the Ministry of External Affairs in January, 2018 under the Pravasi Kaushal Vikas Yojana (PKVY) with an aim of enhancing soft skills of Indian emigrant workers, going abroad specially to Gulf and other ECR countries. Under this programme, the emigrant workers are given one day free of cost orientation training aiming to help them to understand local rules and regulations of the destination country and their culture, tradition, language etc. The training also provide an opportunity to sensitise the emigrant workers about the pathways to safe and legal migration and to brief them about various welfare schemes and initiatives of the Government of India for their welfare and protection such as ICWF, MADAD, PBBY etc.

Since the inception of the PDOT programme in 2018, a total of 1,72,220 emigrant workers have been imparted orientation training till 31st December 2024. The Centre-wise list of beneficiaries of PDOT is attached at Annexure A.

PDOT data till December 31st , 2024

Sl. No.	Centres	Total no. of Emigrants imparted PDOT
1	Mumbai-Videsh Bhawan	31880
2	Mumbai-Videsh Online	23175
3	Mumbai- Asmacs Skill-B	49326
4	Mumbai- Asmacs Skill-B	3970
5	Delhi- Don Bosco-A	14713
6	Delhi- Don Bosco-A	17
7	Delhi-Orion-B	11022
8	Kochi-Espoir	5088
9	Lucknow-Mahindra	3335
10	Lucknow-Mahindra online	72
11	Jaipur-Rajasthan	1937
12	Jaipur-Rajasthan online	607
13	Hydrabad-Tomcom Overseas Skill	2738
14	Hydrabad-Tomcom Overseas Skill (Online)	105
15	Telangana-Govt ITI College Karimnagar	255
16	Nizamabad-District Employment Exchange	512
17	Rsl dc, Sikar	1376
18	Rsl dc, Sikar online	67
19	Sree, Darbhanga	195
20	Sree, Gaya	445

21	Sree, Muzaffarpur	513
22	Sree, Patna	734
23	Govt ITI Campus, Vijayawada	3280
24	Govt ITI Campus, Vijaywada (Online)	72
25	PDOT Center, Kadapa	391
26	Confed of Indian Industry, Chennai	1682
27	Rsl dc, Nagaur	142
28	RCED Mohali	958
29	IL&FS Skills-PMKK,Gorakhpur	1756
30	Tamil Nadu PDOT Center	592
31	International Migration Center, Karnataka	914
32	Pdot Center, Visakhapatnam	22
33	Pdot Center, Kakinada	14
34	Quivan Skill Empowerment PVT LTD, Kolkata	668
35	Learnnet.I.S, Kowdiar, Thiruvananthapuram	72
36	Asmacs Skill Devp Ltd, Bhubaneshwar	1147
37	Asmacs Skill Devp Ltd, Bhubaneshwar, (Online)	95
38	Learning Institute of Skills, Jalandhar	379
39	Datapro, Amritsar	15
40	CRIPS, Bhopal	0
41	Champaran	7
42	Varanasi	2984

43	Varanasi (Online)	755
44	Hoshiarpur	61
45	Rupnagar	2
46	Ludhiana	11
47	Amritsar	6
48	Jalandhar	11
49	Barnala	2
50	Vfs Global	4057
51	Gmr Foundation	42
52	Vizag	1
	Total no. of Emigrants imparted PDOT	172220

ICWF Beneficiaries Statement
(As per available data from Missions/ Posts abroad)

	2020	2021	2022	2023	2024 (upto September 2024)
Boarding & Lodging	71879	20553	19182	15286	4777
Emergency Medical Care	4804	1117	1162	279	75
Air Passage to Stranded Overseas Indians	3146	2489	2142	1607	813
Legal Assistance	85	161	434	601	823
Air lifting of Mortal Remains	297	422	507	433	350
Assistance to Indian women deserted by their overseas Indian/ foreigner husbands*	38	14	2	5	14
Small fines and penalties	69878	3734	992	747	141
Total	150127	28490	24421	18958	6993
