

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

**UNSTARRED QUESTION NO- 1057**

**ANSWERED ON - 25/07/2025**

**HELPLINE FOR INDIAN WORKERS IN GULF COUNTRIES**

**1057. SHRI DHAWAL LAXMANBHAI PATEL**

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

- (a) the number of helplines and grievance redressal mechanisms for Indian workers, particularly from Gujarat, in the Gulf countries;**
- (b) whether any labour welfare MoUs have been signed recently with UAE, Oman or Saudi Arabia, if so, the details thereof; and**
- (c) the steps taken by the Government to promote local language legal aid or consular services for migrant workers?**

**ANSWER**

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

**(SHRI KIRTI VARDHAN SINGH)**

**(a) & (c) The Government of India accords highest priority to the safety, protection and well-being of Indian workers abroad, including in Gulf countries. The Government has established various mechanisms to enable Indian workers abroad, including those from the State of Gujarat, 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 to assist Indian women in distress by providing boarding and lodging, medical treatment and arranging for their repatriation. Female workers, who are stranded or in distress, can approach the Embassies at any time of the day and are provided all necessary facilitation 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.**

**Further, as additional safeguard for protection and safety of Female workers especially those holding ECR category passports (including domestic sector workers) who are vulnerable, Government has authorized only State run Recruiting Agencies (RAs) to recruit Indian female ECR category workers for overseas employment in Gulf and other ECR notified countries through the e-Migrate Portal. Moreover, there is a minimum age criteria of 30 years for female workers holding ECR category passport 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.**

**(b) Labour and Manpower Cooperation Agreements are in place with the Gulf countries including the UAE (2018), Oman (2008) and Saudi Arabia (2016). These MoUs and Agreements have provisions of implementation through a Joint Working Group, where matters related to welfare and protection of workers are taken up during regular meetings with the concerned countries.**

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