

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO- 2186
ANSWERED ON – 01/08/2025
MADAD PORTAL

2186. SMT. VIJAYLAKSHMI DEVI

SMT. KAMLESH JANGDE

SHRI CHHATRAPAL SINGH GANGWAR

SHRI CHANDRA PRAKASH JOSHI

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of complaints lodged by tourists, students, migrant workers and others with Indian Embassies/High Commissions;

(b) whether Indian Embassies/High Commissions have provided assistance to Indian nationals in cases relating to illegal detention and discriminations, if so, the details thereof;

(c) the number of calls received on emergency helpline numbers of various Embassies/Consulates and the details of the assistance provided; and

(d) the details of the steps taken by the Government to increase the accessibility of 'MADAD' portal among migrant workers?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) Details of grievances registered and resolved on Madad and CPGRAMS Portals during the year 2024 are given below:

MADAD Portal

Year	Grievances Received	Grievance Resolved	Pending	Disposal %
2024	5704	5467	237	96

CPGRAMS Portal

Year	Grievances Received	Grievance Resolved	Pending	Disposal %
2024	2603	2503	100	96

(b) The Government of India attaches the highest priority to the safety, security and well-being of Indians in foreign countries, including those in the foreign jails. Indian Missions / Posts remain vigilant and closely monitor the incidents of Indian nationals being discriminated or put in jail in foreign countries for violation/ alleged violation of local laws.

As soon as the information about the discrimination/detention of an Indian national is received by an Indian Mission/Post, it immediately gets in touch with the local Foreign Office and other concerned local authorities to get consular access to the aggrieved Indian national to ascertain the facts of the case, confirm his Indian nationality and ensure his welfare. Apart from extending them all possible consular assistance, Indian Missions and Posts also assist in providing legal aid wherever needed. Missions and Posts also maintain a local panel of lawyers where Indian community is in sizeable numbers.

These issues of Indian nationals are regularly pursued by Indian Missions and Posts abroad with the local authorities concerned. The Government also follows up this issue during consular and other consultations with other countries. In addition, the Government of India, through its Missions/Posts abroad and

during high-level visits, also takes up and pursues grant of amnesty/commutation of sentences of Indian prisoners in foreign countries.

(c) The Indian Embassies and Consulates worldwide ensure prompt attention to grievances or complaints received through their emergency helplines, prioritizing the safety and well-being of Indian citizens abroad. While specific data on the number of calls or the nature of assistance provided is not publicly available, these helplines are operational 24/7 to address urgent situations, such as medical emergencies, legal issues, or repatriation needs. Each Mission/Post maintains updated contact information, including emergency numbers, on their official websites for easy access. Indian citizens are encouraged to reach out to the respective Embassy or Consulate in case of any distress, ensuring timely consular support and guidance.

(d) The Ministry through its Missions/Posts abroad have been regularly interacting with Indian citizens including migrant workers to register details on MADAD Portal and also encouraging the Indian

migrant 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 to encourage its adoption. Release of regular advisories from Indian Missions/Posts for Indian citizens including migrant workers 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), 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. These high-visibility platforms are some of the efforts in reaching migrant workers in host countries, reinforcing the portal's role.
