

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 973

ANSWERED ON - 25/07/2025

PRAVASI BHARATIYA SEVA KENDRAS

973. SHRI ARVIND DHARMAPURI

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

- (a) the total number of functional Pravasi Bharatiya Sahayata Kendras (PBSKs) nation-wise;**
- (b) the amount of fund allocated and utilized to PBSKs, nation-wise alongwith steps taken to sensitise workers on rights and safety before emigration especially to Gulf countries; and**
- (c) whether the Government maintains a database of the total number of indians stranded abroad and subsequently repatriated, if so, the details thereof along with the reasons of repatriation, State/UT-wise?**

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) & (b) There are four functional Pravasi Bharatiya Seva Kendras (PBSKs) abroad – Kuala Lumpur (Malaysia), Dubai (UAE), Jeddah and Riyadh (Saudi Arabia). Apart from overseas PBSKs, there is a PBSK in Delhi and six Kshetriya Pravasi Bharatiya Seva Kendras (KPBSKs) in Kochi, Hyderabad, Chennai, Lucknow, Patna and Chandigarh.

Expenditure on services/assistance rendered under PBSKs abroad is incurred from the Indian Community Welfare Fund (ICWF) and are on means-tested basis adhering to the guidelines of utilisation of ICWF. No specific budget or funds are allocated towards PBSKs abroad.

In case of PBSK and KPBSKs in India, the amount of fund allocation and utilization in the last year is given below:

Financial year	Allocated funds (in INR)	Expenditure incurred (in INR)
2024-25	2.19 crores	2.11 crores

Nation-wise details of services provided PBSKs abroad are given below:

Sl. No.	PBSK	Core Services
1.	Kuala Lumpur (Malaysia)	<ul style="list-style-type: none"> • Resolution of Indian workers' complaints • Consular assistance to Indian detainees • Death compensation • Assistance in medical cases • Assistance to distressed women • Financial assistance • Regularisation of over stayed Indians
2.	Dubai (UAE)	<ul style="list-style-type: none"> • Support related to verification of job offer letter, employment contract and visa • Sensitization about financial fraud • Grievance redressal mechanism through 24*7 helpline
3.	Jeddah (Saudi Arabia)	<ul style="list-style-type: none"> • 24*7 help desk services for offering assistance, guidance and counseling • Collecting and processing of all documents with regard to final exit, death cases and compensation cases

		<p>etc.</p> <ul style="list-style-type: none"> • It assists Indian workers in filling up different forms and applications
4.	Riyadh (Saudi Arabia)	<ul style="list-style-type: none"> • 24*7 help desk services for offering assistance, guidance and counseling • Collecting and processing of all documents with regard to final exit, death cases and compensation cases etc. • It assists Indian workers in filling up different forms and applications

The Government of India accords highest priority to the safety, protection and well-being of Indian workers intending to work abroad. The process of their recruitment is conducted 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 the Ministry of External Affairs 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.

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. PDOT is aimed at enhancing the soft skills of Indian emigrant workers, in terms of culture, language, tradition and local rules and regulations of the destination country.

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 female workers holding ECR category passport and traveling overseas for employment purposes, in order to protect them against exploitation.

(c) There are various reasons for repatriation which are attributed to inadequate basic amenities, non-payment of salary, denial of emergency leave by the employer, forceful retention of passports by the employer, long working hours, violation of visa norms etc. Whenever Indian Missions abroad receive information regarding stranded Indian nationals due to various reasons efforts are made to repatriate such individuals to India with coordination of the local authorities. Indian Missions abroad facilitate the return of such Indian nationals by issuing Emergency Certificates (ECs) to them on a *gratis* basis.

Data of evacuated Indian nationals under various Government of India operations in the last five years is given in Annexure A.

ANNEXURE A**Operation-wise details of evacuation of stranded Indian nationals**

Year	Country & Name of the Operation	Total number of people evacuated (including foreign nationals)
2021	Afghanistan Operation <i>Devi Shakti</i>	669 (including 15 other foreign nationals and 206 Afghans, which includes members of the Afghan Hindu/Sikh minority)
2022	Ukraine Operation <i>Ganga</i>	18,282
2023	Sudan Operation <i>Kaveri</i>	4,097 (including 136 foreign nationals)

2023	Israel Operation <i>Ajay</i>	1,343 (including 14 OCI card holders and 20 foreign nationals)
2024	Haiti Operation <i>Indravati</i>	17
2024	Syria	77
2025	Iran Operation <i>Sindhu</i>	3597
2025	Israel Operation <i>Sindhu</i>	818

State-wise list of Indian citizens evacuated under Operation Ganga

Sl. No.	State / Union Territory	Number
1	Andaman & Nicobar	4
2	Andhra Pradesh	682
3	Arunachal Pradesh	1
4	Assam	53
5	Bihar	1003

6	Chandigarh	52
7	Chhattisgarh	210
8	Dadar & Nagar Haveli	5
9	Daman & Diu	5
10	Delhi	681
11	Goa	18
12	Gujarat	1020
13	Haryana	1436
14	Himachal Pradesh	289
15	Jammu & Kashmir	128
16	Jharkhand	158
17	Karnataka	615
18	Kerala	3343
19	Lakshadweep	4
20	Madhya Pradesh	412
21	Maharashtra	1025

22	Manipur	23
23	Meghalaya	40
24	Mizoram	1
25	Nagaland	4
26	Odisha	397
27	Puducherry	28
28	Punjab	609
29	Rajasthan	934
30	Sikkim	26
31	Tamil Nadu	1479
32	Telangana	667
33	Tripura	32
34	Uttar Pradesh	1917
35	Uttarakhand	257
36	West Bengal	343
37	State Name not available	272
	TOTAL	18282

State-wise list of Indian citizens evacuated under Operation Kaveri

Sl.No.	State / Union Territory	Number
1.	Andhra Pradesh	106
2.	Assam	13
3.	Bihar	370
4.	Chandigarh	1
5.	Chhattisgarh	3
6.	Delhi	27
7.	Gujarat	492
8.	Haryana	39
9.	Himachal Pradesh	25
10.	Jammu and Kashmir	1
11.	Jharkhand	62
12.	Karnataka	418
13.	Kerala	172
14.	Madhya Pradesh	20

15.	Maharashtra	337
16.	Manipur	1
17.	Nagaland	3
18.	Odisha	86
19.	Punjab	62
20.	Puducherry	7
21.	Rajasthan	87
22.	Tamil Nadu	244
23.	Telangana	129
24.	Uttar Pradesh	800
25.	Uttarakhand	24
26.	West Bengal	52
27.	State Name not available	380
28.	Total Indian Citizens	3961
29.	Foreign Nationals (British- 3 + Sudanese-124 + Nepalese – 9)	136

30.	GRAND TOTAL (3961 + 136)	4097
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State-wise list of Indian citizens evacuated under Operation Ajay

Sl. No.	State	Number
1.	Andhra Pradesh	45
2.	Assam	20
3.	Bihar	29
4.	Chattisgarh	6
5.	Delhi	36
6.	Goa	3
7.	Gujarat	34
8.	Haryana	28
9.	Himachal Pradesh	18
10.	Jammu & Kashmir	9
11.	Jharkhand	13
12.	Karnataka	39
13.	Kerala	121

14.	Madhya Pradesh	14
15.	Maharashtra	108
16.	Manipur	23
17.	Meghalaya	2
18.	Mizoram	1
19.	Nagaland	2
20.	Odisha	20
21.	Punjab	9
22.	Rajasthan	33
23.	Sikkim	11
24.	Tamil Nadu	131
25.	Telangana	70
26.	Uttar Pradesh	145
27.	Uttarakhand	14
28.	West Bengal	248
29.	States not mentioned	77
	<i>TOTAL INDIAN CITIZENS</i>	<i>1309</i>

	OCI Card holders (14) & Nepalese (20)	34
	GRAND TOTAL (1309 + 34)	1343

State-wise list of Indian citizens evacuated under Operation Indravati

Sl. No.	State	Number
1	Madhya Pradesh	1
2	Gujarat	1
3	Maharashtra	1
4	Karnataka	2
5	Tamil Nadu	3
6	Uttar Pradesh	1
7	Telangana	1
8	New Delhi	1
9	Kerala	1
10	Odisha	1
11	Unregistered	4
	Total	17

State-wise list of Indian citizens evacuated from Syria

Sl No.	State/ UT	Number of Evacuees
01	J & K	45
02	Bihar	08
03	Uttar Pradesh	06
04	Andhra Pradesh	05
05	Tamil Nadu	05
06	Odisha	01
07	Rajasthan	01
08	Assam	01
09	Haryana	01
10	Punjab	01
11	West Begal	01
12	Kerala	01
13	Puducherry (UT)	01
TOTAL		77

State-wise list of Indian citizens evacuated from IRAN under Operation**Sindhu**

State/UT	Number of Citizens
Uttar Pradesh	1198
J&K	1521
Laddakh	223
Karnataka	135
Delhi	114
Maharashtra	89
Tamil Nadu	71
Gujarat	56
Bihar	50
Telangana	31
Kerala	21
Andhra Pradesh	26
Madhya Pradesh	15
West Bengal	13
Haryana	8
Rajasthan	6

Uttrakhand	4
Jharkhand	3
Punjab	10
Chattisgarh	2
Odisha	1
TOTAL	3597

State-wise list of Indian citizens evacuated from ISRAEL under Operation

Sindhu

State / UT	No. of Citizens
Andhra Pradesh	50
Arunachal Pradesh	1
Assam	3
Bihar	30
Chandigarh	1
Chhattisgarh	2
Delhi	39
Goa	2

Gujarat	32
Haryana	21
Himachal Pradesh	7
Jammu & Kashmir	6
Jharkhand	7
Karnataka	32
Kerala	62
Madhya Pradesh	4
Maharashtra	93
Manipur	2
Odisha	16
Puducherry	5
Punjab	8
Rajasthan	25
Ranchi	2
Sikkim	2
Tamil Nadu	74
Telangana	37

Uttar Pradesh	92
Uttarakhand	12
West Bengal	151
TOTAL	818
