

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 1042

ANSWERED ON- 05/12/2025

CHALLENGES FACED BY INDIANS ABROAD

1042. SHRI ZIA UR REHMAN

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

(a) whether the Government has taken note of the increasing challenges faced by Indian citizens abroad, including issues related to safety, employment conditions and legal assistance; and

(b) if so, the details of the steps being taken to strengthen consular support mechanisms and to safeguard the interests of Indians overseas?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) The safety, security and well being of Indian nationals living in foreign countries is one of the foremost priorities of the Government of India. Indian Missions/Posts abroad remain vigilant and closely monitor

any untoward incidents affecting Indian nationals abroad. Such incidents are immediately taken up with the concerned authorities of the host country to ensure that the cases are properly investigated and the perpetrators are brought to justice as per their domestic laws.

Indian Missions/Posts abroad receive complaints from Indian workers, particularly domestic sector workers, on account of poor working conditions, non-payment or delay in payment of salaries and denial of other benefits such as medical facilities, refusal of leave or denial of exit/re-entry permits for visits to India, denial of final exit visas to the workers to return to India after completion of the contract, ill-treatment by the employers etc. Incidents of confinement, physical abuse, abandoning of housemaids by their sponsors have also been reported. Most of the complaints pertain to workers, who do not have proper employment contracts and have migrated illegally, in violation of Government norms for recruitment of ECR workers from India.

On receipt of complaints of exploitation from Indian workers, the Indian Missions/Posts abroad, including in the Gulf and South-East Asian countries, promptly take action including reaching out to the foreign employers/sponsors/local Government authorities as well as the Recruiting Agents for redressal of the complaint.

(b) Indian Missions/Posts abroad render all possible consular assistance to the Indian nationals, whenever required. Indian nationals can contact the Indian Missions/Posts abroad via walk-ins, email, social media platforms, 24x7 emergency telephone numbers and Toll Free Helplines established by Missions/Posts abroad, grievance redressal portals like MADAD, CPGRAMS etc for prompt redressal of their grievances. Indian Missions/Posts abroad also assist in providing legal aid wherever needed. Missions/Posts also maintain a local panel of lawyers where Indian community is in sizeable numbers. Indian nationals who are in distress in foreign countries, are provided assistance under the Indian Community Welfare Fund (ICWF) set up in all Indian Missions/Posts abroad to meet any contingency expenditure incurred by them, on a means-tested basis. Besides, Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur to provide assistance to distressed Indian nationals abroad. Advisories are issued for Indian nationals from time to time, asking them to exercise due caution and remain vigilant. The Government also remains vigilant to developments impacting the lives of Indian nationals abroad and takes all measures to safeguard their interests and welfare.
