

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 2284

ANSWERED ON- 12/12/2025

STUDENTS AND WORKERS FROM PUNJAB FACING DISTRESS ABROAD

2284. SHRI AMRINDER SINGH RAJA WARRING

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

(a) the details of complaints related to overseas deaths, visa issues, fraudulent recruitment, workplace exploitation, loss of documents and student-related grievances received from Indian nationals abroad during the last three years, State-wise;

(b) whether the data indicates that persons from Punjab form a significant share of such complaints and if so, the reasons identified by the Ministry for this heightened vulnerability;

(c) the steps taken to strengthen consular services and grievance-redressal mechanisms in countries where students and workers from Punjab are present in large numbers; and

(d) whether the Government proposes to enhance outreach, community engagement and emergency-support measures through Indian Missions

to better assist students and workers from Punjab facing distress abroad?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a & b) The number of complaints received from Indian nationals abroad during the last three years are placed below. State-wise data is not available with this Ministry.

Portal	Number of complaints received		
	2022	2023	2024
MADAD	5774	5794	5704
CPGRAMS	5609	3492	2798
Total	11383	9286	8502

(c) Indian Missions and Posts abroad render all possible consular assistance to the Indian nationals, including students and workers, whenever required. Indian nationals can contact the Indian Missions and Posts abroad via walk-ins, email, social media platforms, 24x7 emergency telephone numbers and Toll Free Helplines established by Missions and Posts abroad and grievance redressal portals like MADAD, CPGRAMS etc for prompt redressal of their grievances. 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. Indian nationals who are in distress in foreign countries are provided assistance under Indian Community Welfare Fund (ICWF) set up in all Indian Missions and 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 remains vigilant to developments impacting the lives of Indian nationals abroad and takes all measures to safeguard their interests and welfare.

(d) The Government of India accords high priority on safeguarding the interests and welfare of Indian nationals, including students and workers abroad. Indian Missions and Posts abroad maintain regular contact with Indian students enrolled in foreign universities. Mission's officials visit universities and educational institutions in their jurisdictions to interact with Indian students and student associations and to assess any issue concerning the credibility or quality of courses being pursued. Several Indian Missions and Posts abroad also issue formal advisories for Indian Students under their jurisdiction aimed towards protecting their interests, welfare and safety in foreign lands.

On receipt of any complaint or grievance from Indian nationals including labourers, Indian Missions and Posts pro-actively take it up with the concerned Foreign Employer (FE) and, if needed, visits the work place of the aggrieved worker. The issues are also taken up with the local Labour Department and other concerned authorities of the host country for redressal.

Indian Missions and Posts abroad also remain vigilant, particularly in countries affected by political instability, economic crises, and where the risk of Indian nationals, including students and workers, being misled or exploited may be higher. Any incident affecting Indian nationals are immediately raised with host governments to ensure their safety and appropriate redressal. Consular assistance, including emergency medical support, temporary accommodation, and other essential services, is extended whenever needed. The Indian Community Welfare Fund (ICWF) further supports Indian nationals in distress and offers assistance for incurring emergency expenses and repatriation of mortal remains on a means- tested basis.

During emergencies, the Government has undertaken large-scale evacuation operations to protect and bring home Indian nationals, including students and workers. Notable recent evacuation operations include Operation Devi Shakti (Afghanistan), Operation Ganga

(Ukraine), Operation Kaveri (Sudan), Operation Ajay (Israel) and Operation Sindhu (Israel and Iran). These efforts demonstrate the Ministry's commitment to ensuring the safety and well-being of Indian nationals abroad and towards protecting them from miscreants and unsafe security situations.
