

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

**UNSTARRED QUESTION NO- 988**

**ANSWERED ON- 05/12/2025**

**CONSULAR SERVICES**

**988. SHRI BALRAM NAIK PORIKA**

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

- (a) the details of the Indian citizens who were evacuated from conflict zones during the last three years indicating the expenditure incurred thereon;***
- (b) the average waiting time for passport services in Passport Seva Kendra (PSK) and Post Office Passport Seva Kendra (POPSK), categories and location-wise;***
- (c) the measures being taken to protect the rights and welfare of Indian workers in Gulf countries; and***
- (d) the details of cases of distressed Indian nationals abroad handled and assistance being provided to them?***

**ANSWER**

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

**(SHRI PABITRA MARGHERITA)**

**(a) During the last three years, the Government of India has safely evacuated 28169 stranded Indian nationals from conflict zones. During these evacuations, the Government provided logistical support, including safe shelter, food and international transportation by arranging special evacuation flights for the stranded Indian nationals on gratis basis. The country-wise details of evacuation operations, along with expenditure incurred is attached as Annexure-I.**

**(b) RPO-wise details of average waiting time for passport services at PSK and POSK is attached as Annexure-II.**

**(c & d) The Government accords highest priority to the safety, security and well-being of Indian nationals abroad including Indian workers in Gulf Countries and has taken several measures in this endeavour.**

**To ensure safe and orderly emigration for Indian workers, the process of recruitment is done through eMigrate portal. The web-based application makes the process of emigration fully digital, transparent, safe, legal, humane, efficient, convenient and faster.**

**Pravasi Bhartiya Bima Yojna (PBBY), a mandatory insurance scheme for ECR category Indian migrant workers and Pre-Departure Orientation &**

***Training (PDOT), a one-day training programme on soft skills, are in place to ensure that Indian migrant workers undertake safe migration, are aware of their rights and have access to various welfare schemes of the Government.***

***Indian citizens abroad can reach out to the Ministry/Missions/Posts through various channels/mechanisms like walk-in, email, multilingual 24x7 emergency numbers, open houses conducted by the Missions, grievances redressal portals like MADAD, CPGRAMS, eMigrate and social media etc, in case they need any assistance.***

***Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in New Delhi, Dubai (UAE), Riyadh and Jeddah (Saudi Arabia) and Kuala Lumpur (Malaysia) and Kshetriya Pravasi Sahayata Kendras (KPSKs) in Kochi, Hyderabad, Chennai, Lucknow, Patna and Chandigarh to provide assistance, guidance and counselling to Indian nationals in distress.***

***As additional safeguard for Female workers (including domestic sector workers) to protect them against exploitation, Government has authorized only State run Recruiting Agencies (RAs) to recruit Indian female ECR category workers having minimum age of 30 years for overseas employment in Gulf and other ECR Category Countries through the e-Migrate Portal. The Missions in Gulf Countries have provisions for***

***shelter home to assist Indian women in distress by providing boarding and lodging, medical treatment and arranging for their repatriation.***

***Based on MoUs signed with the GCC countries, matters related to welfare and protection of workers are taken up during regular meetings of Joint Working Groups with concerned countries. In addition, such matters are also regularly taken up with respective host governments through diplomatic channels.***

***Furthermore, The Indian Community Welfare Fund (ICWF) has also been set up for assisting overseas Indian nationals in distress, repatriation of mortal remains and for extension of counselling and legal assistance etc on a means tested basis. During the last three years, the Government has extended assistance to 2,38,141 (till June 2025) distressed Indian nationals through ICWF and evacuated 28169 stranded Indian nationals from conflict zones.***

**Annexure-I****Details of Stranded Indian citizens evacuated from conflict zones during  
the last three years**

<b>Year of Evacuation</b>	<b>Country of evacuation &amp; Name of the Operation</b>	<b>Total number of persons evacuated (including foreign nationals)</b>	<b>Total funds utilized (in ₹)</b>
<b>February 2022</b>	<b>Ukraine Operation Ganga</b>	<b>18,282</b>	<b>116.5 Crore</b>
<b>April-May 2023</b>	<b>Sudan Operation Kaveri</b>	<b>4097</b>	<b>45.63 Crore</b>
<b>October 2023</b>	<b>Israel Operation Ajay</b>	<b>1343 (including 14 OCI card holders and 20 foreign nationals)</b>	<b>16.87 Crore</b>
<b>December 2024</b>	<b>Syria</b>	<b>77</b>	<b>39.95 Lakhs</b>
<b>March 2024</b>	<b>Haiti</b>	<b>17</b>	<b>48.34 Lakhs</b>

	<b>Operation Indravati</b>		
<b>June 2025</b>	<b>Operation Sindhu (Iran and Israel)</b>	<b>Iran – 3597 (including 14 OCI Card holders and 14 foreign nationals)  Israel – 818</b>	<b>27.68 Crore (as on date)</b>

**Government of India has evacuated 28169 stranded Indian nationals and 62 foreign nationals from conflict zone during last 3 years.**

**Average appointment cycle/waiting time for Passport Services (RPO Wise)**

		<b>PSK</b>			<b>POPSK</b>	
		<b>Normal</b>	<b>PCC</b>	<b>Tatkaal</b>	<b>Normal</b>	<b>PCC</b>
<b>Sl. No.</b>	<b>RPO</b>	<b>Average of WDAYS</b>	<b>Average of WDAYS</b>	<b>Average of WDAYS</b>	<b>Average of WDAYS</b>	<b>Average of WDAYS</b>
<b>1</b>	<b>Ahmedabad</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>
<b>2</b>	<b>Amritsar</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>
<b>3</b>	<b>Bangalore</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>
<b>4</b>	<b>Bareilly</b>	<b>25</b>	<b>1</b>	<b>1</b>	<b>31</b>	<b>2</b>
<b>5</b>	<b>Bhopal</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>6</b>	<b>Bhubneswar</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>7</b>	<b>Chandigarh</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>8</b>	<b>Chennai</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>
<b>9</b>	<b>Cochin</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>4</b>
<b>10</b>	<b>Coimbatore</b>	<b>10</b>	<b>1</b>	<b>9</b>	<b>4</b>	<b>1</b>
<b>11</b>	<b>Dehradun</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>
<b>12</b>	<b>Delhi</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>33</b>	<b>1</b>
<b>13</b>	<b>Ghaziabad</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>19</b>	<b>1</b>

<b>14</b>	<b>Goa</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>
<b>15</b>	<b>Guwahati</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
<b>16</b>	<b>Hyderabad</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>17</b>	<b>Jaipur</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>
<b>18</b>	<b>Jalandhar</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>19</b>	<b>Jammu</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>7</b>	<b>1</b>
<b>20</b>	<b>Kolkata</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
<b>21</b>	<b>Kota</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>22</b>	<b>Kozhikode</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>
<b>23</b>	<b>Lucknow</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>-</b>
<b>24</b>	<b>Madurai</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>25</b>	<b>Mumbai</b>	<b>16</b>	<b>4</b>	<b>2</b>	<b>21</b>	<b>3</b>
<b>26</b>	<b>Nagpur</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>27</b>	<b>Patna</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
<b>28</b>	<b>Pune</b>	<b>15</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>
<b>29</b>	<b>Raipur</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>30</b>	<b>Ranchi</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>31</b>	<b>Shimla</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>32</b>	<b>Srinagar</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>1</b>
<b>33</b>	<b>Surat</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>



<b>34</b>	<b>Trichy</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>35</b>	<b>Trivandrum</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>2</b>
<b>36</b>	<b>Vijayawada</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>1</b>
<b>37</b>	<b>Visakhapatnam</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>9</b>

**WDAYS = Working Days (as on 21.11.2025)**

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