

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2456

ANSWERED ON 13/02/2026

SINGLE WINDOW SYSTEM FOR DEATH CASES OF INDIANS ABROAD

2456. SHRI SHRI KUNDURU RAGHUVeer

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

(a) whether the Government has established or proposes to establish a Single Window System to assist Indian families in case of death of a citizen abroad, including documentation, repatriation of mortal remains, insurance claims, legal procedures and financial support, if so, the details thereof;

(b) the details of the current mechanism followed by Indian missions abroad to coordinate such cases;

(c) whether there is a centralized portal or dashboard to track the status of death-related assistance, if so, the details thereof;

(d) whether the Government has developed inter-ministerial protocols involving MEA, Ministry of Home Affairs, Civil Aviation and State Governments to ensure time-bound redressal and dignified handling of such deaths, if so, the details thereof; and

(e) whether families have faced challenges in accessing support and compensation due to lack of coordination, specially Nalgonda district of Telangana and if so, the details of corrective steps being taken by the Government?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) to (c) The Government attaches high priority to addressing and resolving issues affecting Indian nationals abroad, including cases of deaths, local cremation/burial and transportation of mortal remains to their home towns in India.

The Ministry has a well-established mechanism/SOPs to coordinate with all Missions /Posts abroad to provide help to Indian nationals abroad in cases of death or transportation of mortal remains to their home towns in India. Transportation of mortal remains of Indians who die abroad, involves completion of certain formalities as per the local laws before local authorities allow such body/bodies to be transported to India. In case the death is unnatural, police investigations will have to be completed. There exists a well established mechanism in all Indian Missions/Posts to handle such cases with utmost priority. As soon as

the information about the death of an Indian national comes to the knowledge of the concerned Indian Mission/Post abroad, they take proactive action by seeking a report from the local Foreign Office and other concerned local authorities regarding the cause of the death of the Indian national. Our Missions/Posts abroad inform the next of kin of the deceased Indian national, and facilitate the transportation of mortal remains to India or the local burial of mortal remains in accordance with the wishes of the family of the deceased.

For transportation of mortal remains, Indian Missions/Posts usually liaise with different authorities in the foreign country, viz., on the following aspects:

- i. Medical report / death certificate issued from the hospital concerned;***
- ii. Police report (with English translation, if the report is in any other language), in case of accidental or unnatural death;***
- iii. Consent letter from the next of kin of the deceased for local cremation / burial / transportation of mortal remains;***
- iv. Issuing of No Objection Certificate (NOC) by the Mission / Post for transportation or local cremation / burial as required;***
- v. Clearance and arrangements for embalming of mortal remains from the authorities concerned in the foreign country;***

vi. Clearance from local immigration/ customs department.

As soon as the authorised person provides relevant documents as per host country's requirement to Missions/Posts abroad, the death of the deceased person is registered and NOC for transportation of mortal remains to India is issued on priority basis, including on holidays. Additionally, 24x7 helpline in Missions/Posts abroad support death registration and transportation of mortal remains to India.

Missions/Posts accord high priority to the issues pertaining to transportation of mortal remains including completion of local documentation work. Issues related to delays in issuance of police report, medical certificate, death certificate etc. by authorities of the host country are taken up during bilateral meetings including Consular Dialogues and High Level Visits. Moreover, the Indian Community Welfare Fund (ICWF) has also been set up in Indian Missions/Posts abroad for assisting overseas Indian nationals in distress situations on a means-tested basis which also includes transportation of mortal remains of Indian nationals at Government expenditure.

Every Indian Mission/Post abroad has a dedicated consular wing equipped with adequate staff to address grievances of distressed Indian nationals abroad. Missions/Posts monitor the cases for timely and smooth documentation for transportation of mortal remains

including guidance to the family and coordination between different agencies. Missions/Posts also have 24x7 Emergency helpline number so that the families can contact them.

(d) Various Ministries of the Government of India coordinate to ensure time-bound transportation of mortal remains. The eCARE Clearance Portal (<https://ecare.mohfw.gov.in>) of the Ministry of Health and Family Welfare is an online platform for providing clearance within 48 hours for transportation of mortal remains to India.

The Portal is aimed at integrating all stakeholders on a single all-in-one interface, including the Consignee, Airport Health Organizations (APHOs) and Airlines. The portal facilitates smooth and timely clearance of documents with automated periodic alerts and live status tracking.

(e) No such instances of challenges in accessing support and compensation due to lack of coordination has been brought to the attention of this Ministry from the families of Nalgonda district of Telangana. Indian Missions/Posts abroad support and provide assistance to family members of deceased Indian nationals in preparation of requisite documentation in death compensation cases. These include documents such as Legal Heirship Certificate (LHC) and

Power of Attorney (POA) which are required for submission in courts in foreign countries on behalf of the legal heirs of the deceased.

Indian Missions/Posts abroad render all necessary assistance to facilitate early settlement of death compensation and insurance claims from local authorities/companies. Missions/Posts abroad have standard operating procedures for the disbursement of compensation of deceased Indian nationals. All death compensation cases are pursued with the employer/ concerned court till the family of the deceased receive the compensation. Missions/Posts abroad also liaise with the concerned foreign governments to ensure early release of the death compensation in case the employer is not cooperating.
