

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2503

ANSWERED ON 13/02/2026

SAFETY AND SECURITY OF INDIANS ABROAD

2503. SHRI N K PREMACHANDRAN

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

(a) whether the Government initiated action to ensure safety and security of Indians abroad, if so, the details thereof;

(b) whether the Government has initiated action to prevent human trafficking, forced labour and scams via fake job offers, if so, the details thereof;

(c) whether the Government is ensuring the safety of Indians and make effective system to address during conflicts or political instability, if so, the details thereof; and

(d) whether the Government proposes to establish an effective system for addressing the content violation, unpaid wages, poor working

condition and provide legal aid to the Indian workers abroad, if so, the details thereof and the action taken thereon?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a to d) Government accords highest priority to the safety, security and well-being of Indian nationals proceeding for employment abroad. As and when reports of illegal migration, visa fraud cases and complaints against illegal agents/dubious firms luring Indians in false recruitment offers are received, such matters are referred to the State police for investigation and prosecution under the relevant legal provisions of the Bharatiya Nyaya Sanhita (BNS) and other legislation in place including the ones enacted by some State Governments.

Government of India has taken several steps to prevent such incidents. It has issued regular advisories cautioning Indian nationals

against fraudulent job offers and unauthorized recruiting agents and emphasized the need to verify employment credentials through Indian Missions/Posts abroad in the respective countries.

A list of 3505 (till January 2026) unregistered agents in the country has also been notified on the eMigrate portal to caution prospective emigrants. The awareness campaign on safe and legal migration through eMigrate portal is carried out by the Ministry and 16 Protector of Emigrants (PoE) offices across the country from time to time by conducting workshops, trainings, information sessions, digital campaigns for media groups, police officials and law enforcement agencies, local administration, aspiring recruiting agents, entrepreneurs and general public. During these sessions awareness on emigration regulations, schemes beneficial for emigrants like Pravasi Bharatiya Bima Yojana (PBBY), Pre-Departure Orientation Training (PDOT), eMigrate portal and various advisories issued by Indian Embassies are brought to the notice of all stakeholders to job seekers, and advise them to verify all antecedents of Recruiting Agents before

accepting any kind of employment offer and not be enticed and entrapped in the fraudulent job offers.

There are established channels for the Indian nationals to reach out to the Embassy/Consulate in case they need any assistance. They can contact the Embassy/Consulate through walk-in, email, multilingual 24x7 emergency numbers, WhatsApp number, grievance redressal portal like MADAD/CPGRAMS/eMigrate, and social media etc. There are dedicated Labour Wings in Indian Missions/Posts abroad for handling such matters, where there is a sizeable number of Indian migrant workers. Pravasi Bharatiya Sahayata Kendras have been set up in key locations such as New Delhi, Dubai, Riyadh, Jeddah and Kuala Lumpur to provide guidance and counselling to the Indian workers. In addition, Kshetriya Pravasi Sahayata Kendras (KPSKs) have also been set up in Kochi, Hyderabad, Chennai, Lucknow, Patna and Chandigarh.

On receipt of any complaint or grievance from Indian nationals including labourers, the Embassy/Consulate pro-actively takes it up

with the concerned Foreign Employer and, if needed, the work place of the aggrieved worker is also visited. The issues are also taken up with the local Labour Department and other concerned authority of the host country for redressal.

Indian Missions/Posts regularly organize Open Houses and Consular Camps in remote areas to get feedback from Indian workers residing in such areas and to address their grievances, if any.

Further, as additional safeguard for protection and safety of the Female workers (including domestic sector workers), Government has authorized only State run Recruiting Agencies (RAs) to recruit Indian female workers holding ECR category passports for overseas employment in Gulf and other notified ECR Countries through the e-Migrate Portal. Moreover, there is a minimum age criteria of 30 years for female workers holding ECR category passport for overseas employment to protect them against exploitation.

The Government of India has established several bilateral mechanisms and agreements with key destination countries, including those in the Gulf Cooperation Council (GCC), to safeguard Indian workers and ensure timely grievance redressal. These include Labour and Manpower Cooperation Agreements/MoUs, Agreements/Protocol on Domestic Workers, and Joint Working Groups/Joint Committee Meetings that oversee implementation of worker-protection provisions, streamline recruitment processes, facilitate resolution of complaints, and strengthen legal assistance frameworks.

The Missions/Posts abroad utilize the Indian Community Welfare Fund (ICWF) from time to time to provide financial and legal assistance to Indian nationals in distress abroad on a means-tested basis. Major assistance under ICWF include boarding & lodging, cost of repatriation, legal assistance, emergency medical care, transportation of mortal remains to India, etc.
