

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 5598

ANSWERED ON 27/03/2026

GRIEVANCE REDRESSAL MECHANISMS

5598. SHRI ARVIND DHARMAPURI

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

(a) whether the Government has any dedicated grievance redressal mechanism or platform, apart from the MADAD portal, through which Members of Parliament can raise issues concerning citizens from their constituencies, including matters related to passport services, overseas employment or distress situations abroad;

(b) if so, the details of such mechanisms including the process for registering grievances and the authorities responsible for handling them;

(c) whether any timelines or service standards have been prescribed for the disposal of grievances submitted through such channels and if so, the details thereof; and

(d) the number of grievances received from Members of Parliament during the last five years and their disposal status, State-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) to (d) Apart from the MADAD portal, the Government has other grievance redressal portals like CPGRAMS (Centralised Public Grievance and Monitoring System) & eMigrate portal, through which Indian nationals, including Members of Parliament, can raise issues related to passport services, overseas employment or distress situations abroad.

The CPGRAMS portal is managed by Department of Administrative Reforms and Public Grievances (DARPG). The grievances on the portal can be raised directly from general public and also references from

various Government offices such as President's Secretariat, Prime Minister's Office, Cabinet Secretariat, etc. Further, such concerns can also be raised via email, post, or telephone.

As per directives given by DARPG, the disposal/redressal/resolution of grievances should be completed in the prescribed timeline of 21 days.

The grievances received by MEA on CPGRAMS portal pertain mainly to Indian Missions/Posts abroad regarding repatriation of Indian nationals stuck in foreign countries, job & payment of pending salary/benefits related issues abroad, stranded Indians in foreign land, Indian nationals facing harassment in foreign countries, lost/stolen passports, visa/immigration issues, death cases and transportation of mortal remains from foreign countries to India. In such cases, our Missions/Posts have to coordinate with the host Government to resolve the issues of Indian nationals. Hence, disposal of such grievances sometimes take longer period of time. However, Ministry regularly monitors and sends reminders on such pending grievances to all the Missions/Posts for timely redressal/disposal at their end.

The details on grievances received on the CPGRAMS portal during the last five years are tabled below:

Year	Grievances Received	Grievances Resolved	Pending
2021	19896	19523	373
2022	18066	16999	1067
2023	21739	20232	1507
2024	17865	17080	785
2025	21602	20476	1126

Indian emigrant workers or intending workers can register their grievances through the eMigrate portal. Family members, friends or any concerned person, including the Members of Parliament from respective constituencies can also register grievances on their behalf on eMigrate portal.

Once the grievance/complaint with all necessary details is registered on the eMigrate portal, a system generated Grievance Reference Number (GR) is communicated to the complainant/grievant for future reference. The grievance is then forwarded online to the jurisdictional

Protector of Emigrants (PoE) office for resolution under the provisions of the Emigration Act, 1983. In case of a complaint/grievance against an unregistered/illegal Recruiting Agent, the matter is forwarded by the jurisdictional PoE to the concerned State Law Enforcement Agency/Police authorities for appropriate action under the provisions of the Bharatiya Nyaya Sanhita. Where the grievance is related to a Foreign Employer the registered GR is forwarded to the concerned Indian Mission/Post for resolution.

The details on grievances received on the eMigrate portal during the last five years are tabled below:

Year	Grievances Received	Grievances Resolved	Pending
2021	2526	2368	158
2022	2364	2108	256
2023	2411	2067	344
2024	2373	1547	826
2025	2719	1236	1483
