

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.3123
TO BE ANSWERED ON 16.03.2016**

WORK CONTRACT

3123. SHRI RAM CHARITRA NISHAD:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether complaints regarding employers giving Indian workers short shrift and agents duping them are on the rise in foreign countries, especially in the Middle-East;**
- (b) if so, the details thereof;**
- (c) whether to end such menace, the work contract can now be signed in five Indian languages; and**
- (d) if so, the details in this regard and the additional steps taken by the Government to sensitize the workers regarding their rights abroad?**

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]**

(a) & (b) As per information made available to this Ministry by the Indian Missions/Posts in ten Middle East countries, including six GCC countries, there is no general pattern to indicate an increase in complaints against foreign employers by Indian workers in these countries. Details of complaints received by the Indian Missions/posts in these countries during the last three years are at Annexure-I. There has been no rise in the number of complaints received against recruiting agents also, over the same period. The details of complaints received against registered and unregistered recruiting agents during the last three years are given in Annexure-II.

(c) At present, the work contract is signed only in English in all Middle East countries except United Arab Emirates (UAE). UAE Government has recently approved providing the work contract in nine more foreign

languages, other than Arabic and English, which inter-alia includes Hindi, Malayalam, Tamil & Bengali.

(d) Steps taken by Government to sensitize the workers regarding their rights abroad are as under:-

- (i) As per the Rule 10(xiv) of the Emigration Rules, 1983, the registered Recruiting Agents are inter-alia mandated to provide details of employment, including contract conditions, to the intending emigrants before recruitment.**
- (ii) The Ministry runs Awareness Campaigns in print and electronic media from time to time to educate potential emigrants about benefits or hazards of legal and illegal migration respectively.**
- (iii) A 24X7 toll-free helpline viz. Overseas Workers Resource Centre (OWRC) [No. 1800 11 3090] has been set up in Gurgaon, Haryana, to enable emigrants & prospective emigrants to seek information prior to travel and also file complaints against Recruiting Agents/Foreign Employer, after/before emigrating.**
- (iv) UAE is one of the top destinations for number of Indian workers going to Middle East countries. Additional measures taken by the Indian Mission in UAE to create awareness among Indian emigrants are at Annexure-III.**

ANNEXURE - I

Number of complaints received in the Indian Missions/Posts in ten Middle East countries, including six GCC countries, during the last three years.

No.	Name of Mission	2013	2014	2015	2016 (Upto Feb/March 2016)
1.	Bahrain	820	821	833	92
2.	Iraq	-	18	301	50
3.	Jordan	Nil	Nil	03	Nil
4.	Kuwait	2443	3033	3493	414**
5.	Lebanon	Nil	Nil	Nil	Nil
6.	Qatar	3965	3943	4132	787#
7.	Oman	1748	1358	1097	330
8	UAE	1104	1718	1936	383
9.	Kingdom of Saudi Arabia	2866	3732	2921	630
10.	Sudan	Nil	Nil	Nil	Nil

**upto January, 2016.

upto 7.03.2016

ANNEXURE -II

Number of complaints received against recruiting agents in the last three years

Year	No. of complaints against registered Recruiting Agents	No. of complaints against unregistered Recruiting Agents
2013	220	272
2014	170	170
2015	105	195
2016 (upto 29.02.2016)	25	15

(Source: Overseas Employment Division, MEA)

ANNEXURE-III

ADDITIONAL MEASURES TAKEN BY INDIAN MISSION IN UAE TO CREATE AWARENESS AMONG INDIAN EMIGRANTS

1. A book on “Guidelines for Indians” in UAE is uploaded on the website of the Embassy, which contains all the relevant information to provide enough awareness to the workers regarding assistance offered to them by the Government of India at the time of distress.
2. Apart from this, a series of information, educative and preventive measures have been adopted in India and UAE which are implemented by the Embassy. An “Open House” for all Indian Nationals to meet the concerned officials in the Embassy/Consulate without any appointment between 10.00am - 12.00noon is held on all working days to address their grievances.
3. Prior vetting & attestation of employment documents, enforcement of Emigration Clearance at point of entry, minimum reference wage for employment of various ECR categories of Indian workers, including Indian female workers for whom minimum age for recruitment has been prescribed as 30 years.
4. To ensure payment of dues and proper treatment of ECR female workers, the Embassy/Consulate retain a refundable security deposit of Dhs 9200 (approx US\$ 2500) from foreign employers. This security deposit is refunded only after confirmation of payment of all the dues and safe exit of female worker from the UAE by the mission.
5. Embassy/Consulate also runs a shelter home offering temporary boarding/lodging to distressed Indian women workers pending their repatriation to India. A 24X7 multilingual toll-free helpline at the Indian Workers Resource Centre (IWRC) is in operation since November 2010 for addressing grievances of the Indian workers which also offers free initial legal, psychological and financial counselling to distressed Indians and also organizes awareness campaigns at prominent labour camps to educate the Indian workers. Grievances/complaints received from the Indian workers are appropriately taken up on case-by-case basis with the employers/local authorities for early redressal/resolution.
6. Since 2009, Indian Community Welfare Fund (ICWF) has been funding several other welfare initiatives for Indian emigrants, including offering short term food and accommodation allowance, air-ticket at government cost for their repatriation to India, including transportation of the mortal remains, initial legal assistance and emergency medical help etc.
7. In addition to above, officials from the Embassy/Consulate visit jails, hospitals, police stations, immigration department and labour camps regularly to provide assistance in deserving cases.

(Some of the other Missions in the gulf countries are also taking similar measures to help Indian emigrants in distress)
