

**GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO.1719  
TO BE ANSWERED ON 27.07.2016**

**MIGRANT RESOURCE CENTRES**

**1719. DR. SHASHI THAROOR:  
SHRI GOPAL SHETTY:**

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

- (a) whether the recently established four Migrant Resource Centres (MRCs) have been successful in providing specialized assistance to migrants for speedy, organised and legal migration;**
- (b) if so, the details thereof including the number of complaints received and the number of grievances addressed so far in each of the four MRCs;**
- (c) whether the Government will consider establishing MRCs in other cities including Thiruvananthapuram;**
- (d) if so, the details thereof; and**
- (e) if not, the reasons therefor?**

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS  
(SHRI M. J. AKBAR)**

**(a) & (b) The Migrant Resource Centres (MRCs) act as facilitation centres for registering, responding to and monitoring grievances; walk-in counselling centres for emigrants; providing information and assistance to intending migrants and overseas workers relating to all aspects of emigration and overseas employment; and handling complaints on recruitment and employment contracts.**

**This also includes providing advice on the authenticity of recruiting agents; pre-departure and post-departure guidelines; visa status; address of Indian Mission concerned for checking the details**

**of employer and visa; guidance on passport issuance/renewal; authenticity of the foreign employer; guidance on emigration clearance; information on Pravasi Bharatiya Bima Yojna; information about the restriction/advisory for any specific country, etc.**

**The year-wise number of calls and walk-in enquiries received and addressed so far in each of the MRCs is as under:**

<b>S. No.</b>	<b>MRC</b>	<b>Service</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>1.</b>	<b>Hyderabad</b>	<b>Calls</b>	<b>2167</b>	<b>1948</b>	<b>1091</b>	<b>721</b>	<b>1601</b>
		<b>Walk-ins</b>	<b>1401</b>	<b>753</b>	<b>259</b>	<b>318</b>	<b>909</b>
<b>2.</b>	<b>Kochi</b>	<b>Calls</b>	<b>3583</b>	<b>2158</b>	<b>1884</b>	<b>1861</b>	<b>2519</b>
		<b>Walk-ins</b>	<b>818</b>	<b>775</b>	<b>932</b>	<b>721</b>	<b>586</b>
<b>3.</b>	<b>Chennai *</b>	<b>Calls</b>	-	-	-	-	<b>122</b>
		<b>Walk-ins</b>	-	-	-	-	<b>49</b>
<b>4.</b>	<b>Lucknow *</b>	<b>Calls</b>	-	-	-	-	<b>61</b>
		<b>Walk-ins</b>	-	-	-	-	<b>11</b>
<b>5.</b>	<b>Gurgaon *</b>	<b>Calls</b>	-	-	-	-	-
		<b>Walk-ins</b>	-	-	-	-	<b>207</b>

**(\* Set up only in 2015)**

**Out of these, 752 refer to complaints. These complaints are forwarded to the Ministry and our Missions/Posts abroad and are in various stages of resolution.**

**(c) to (e) Currently, there is no such proposal under consideration. There is an Overseas Workers Resource Centre (OWRC) in Gurgaon and an Indian Workers Resource Centre (IWRC) in Dubai. In addition, the Ministry has also approved setting up four new IWRCs in Riyadh, Jeddah, Sharjah and Kuala Lumpur.**

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