

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.475
TO BE ANSWERED ON 20.07.2016**

COMPLAINTS / PETITIONS IN INDIAN MISSIONS

475. SHRI JANARDAN SINGH SIGRIWAL:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Indian Missions abroad have received complaints/ petitions/ representations from Indian citizens/ people of Indian origin about the problems/hardships being faced in the countries of their residence;**
- (b) if so, the details thereof along with the number of such complaints/ petitions/ representations reported during each of the last three years and the current year; and**
- (c) the details of the steps taken by the Government to address their problems?**

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[GEN. (DR) V. K. SINGH (RETD)]

(a) to (c) As part of good governance efforts, the Ministry of External Affairs launched an online Consular Grievances Management System named MADAD, on 21st February 2015, to extend a helping hand to Indians abroad requiring consular assistance and to redress their grievances. The MADAD online portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, filing, tracking and escalation until their eventual resolution. In addition to the Ministry, all our Missions and Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad and Kolkata, have been linked to this portal.

A Call Centre has also been launched, in Hindi and English languages, to assist consular grievants by advising them about how to register their grievances on the Madad Portal and if necessary register their grievances on their behalf.

An Overseas Workers Resource Centre (OWRC) with a multi-lingual 24x7 helpline has been operational since 2008 and provides information to intending migrants and overseas workers on all aspects of overseas employment including requirements to obtain a legitimate work permit/visa for employment abroad. Five Migrant Resource Centres (MRCs) have been set up in Kochi, Hyderabad, Gurgaon, Chennai and Lucknow to provide information and counselling for intending migrants about the procedure for legal migration and precautions to be taken while migrating. An Indian Workers Resource Center (IWRC) has been operational in Dubai, UAE since 2010.

So far Madad portal has registered over 11,300 grievances, out of which over 7,360 have been resolved. A table indicating the country-wise status of grievances is attached at Annexure.

Annexure

Mission Location	Grievances Received	Grievances Resolved	Grievances Reopened	Total Pending			
				Deffered	More Information Required	Others	Total
Afghanistan-Herat	30	13	0	0	0	3	3
Afghanistan-Jalalabad	8	7	0	0	0	1	1
Afghanistan- Kabul	6	4	0	0	1	1	2
Afghanistan - Kandahar	1	0	0	0	1	0	1
Afghanistan - Mazar-e-Sharif	2	2	0	0	0	0	0
Algeria-Algiers	6	3	0	0	2	1	3
Angola- Luanda	22	9	3	2	3	11	16
Argentina - Buenos Aires	1	1	0	0	0	0	0
Armenia - Yerevan	1	1	0	0	0	0	0
Australia - Canberra	5	0	0	0	0	5	5
Australia - Melbourne	23	12	1	1	0	11	12
Australia - Pert	7	8	1	0	0	0	0
Australia - Sydney	23	21	0	0	0	2	2
Austria - Vienna	4	3	0	0	0	1	1
Azerbaijan - Baku	3	1	0	0	0	2	2
Bahrain - Manama	103	78	7	2	1	29	32
Bangladesh - Chittagong	1	1	0	0	0	0	0
Bangladesh - Dhaka	30	11	0	0	0	19	19
Bangladesh - Rajshahi	0	0	0	0	0	0	0
Belarus - Minsk	2	2	0	0	0	0	0
Belgium - Brussels	2	1	0	0	0	1	1
Bhutan - Phuentsholing	1	0	0	0	0	1	1
Bhutan - Thimphu	2	1	0	1	0	0	1
Botswana - Gaborone	4	3	0	0	0	1	1
Brazil - Brasilia	1	0	0	0	0	1	1
Brazil - Sao Paulo	3	1	0	0	0	2	2
Brunei Darussalam - Bander Seri Begawa	4	2	0	0	0	2	2
Bulgaria - Sofia	0	0	0	0	0	0	0
Cambodia - Phnom Penh	2	0	0	0	0	0	0
Canada - Ottawa	10	11	1	0	0	0	0
Canada - Toronto	30	24	0	1	0	5	6
Canada - Vancouver	19	9	1	0	0	11	11
Chile - Santiago	0	0	0	0	0	0	0
China - Beijing	13	9	1	0	0	5	5
China - Guangzhou	8	5	0	0	0	3	3
China - Hong Kong	10	7	0	1	1	1	3
China - Shanghai	15	8	0	0	0	7	7
Colombia - Bogota	2	0	0	0	2	0	2
Cote Divoire - Abidjan	8	2	1	0	1	6	7

Croatia - Zagreb	0	0	0	0	0	0	0
Cuba - Havana	0	0	0	0	0	0	0
Cyprus - Nicosia	0	0	0	0	0	0	0
Czech Republic - Prague	0	0	0	0	0	0	0
DPR Korea - Pyongyang	0	0	0	0	0	0	0
Democratic Republic Of Congo - Kinshasa	8	2	0	0	0	6	6
Denmark - Copenhagen	5	3	1	1	0	2	3
Egypt - Cairo	6	1	0	0	0	5	5
Ethiopia - Addis Ababa	5	2	0	0	0	3	3
Fiji - Suva	2	0	0	1	0	1	2
Finland - Heisinki	1	0	0	0	0	1	1
France - Paris	17	11	2	1	1	6	8
France - Saint Denis	0	0	0	0	0	0	0
Germany - Berlin	12	11	0	1	0	0	1
Germany - Frankfurt	8	5	0	0	0	3	3
Germany - Hamburg	2	1	0	0	0	1	1
Germany - Munich	4	4	0	0	0	0	0
Ghana - Accra	14	6	0	1	0	7	8
Greece - Athens	13	7	3	0	0	9	9
Guatemala - Guatemala City	0	0	0	0	0	0	0
Guyana - Georgetown	2	2	0	0	0	0	0
Hungary - Budapest	1	0	0	0	0	0	0
Iceland - Reykjavik	0	0	0	0	0	0	0
India - Chennai-MEABS	4	1	0	0	0	3	3
India - Delhi-CPV	3318	3577	264	0	1	25	26
India - Delhi-OCI Support	16	1	1	0	0	16	16
India - Delhi-OIA-I	7	0	0	1	0	6	7
India - Delhi-OIA-II	111	61	8	4	0	54	58
India - Delhi-PGE	12	0	0	0	0	12	12
India - Guwahati-MEABS	0	0	0	0	0	0	0
India - Hyderabad-MEABS	2	0	0	0	0	2	2
India - Kolkata-MEABS	0	0	0	0	0	0	0
Indonesia - Bali	5	1	0	0	0	4	4
Indonesia - Jakarta	3	0	0	0	0	3	3
Indonesia - Medan	2	0	0	0	0	2	2
Iran - Bandar Abbas	11	5	1	2	0	5	7
Iran - Tehran	28	15	4	1	3	13	17
Iran - Zahidan	2	2	0	0	0	0	0
Iraq - Baghdad	43	13	2	2	0	30	32
Ireland - Dublin	1	0	0	0	1	0	1
Israel - Tel Aviv	7	7	0	0	0	0	0
Italy - Milan	7	4	0	0	0	3	3
Italy - Rome	68	38	6	0	0	36	36
Jamaica - Kingston	2	1	0	0	0	1	1
Japan - Osaka Kobe	6	8	3	0	0	1	1

Japan - Tokyo	6	6	0	0	0	0	0
Jordan - Amman	4	2	0	1	0	1	2
Kazakhstan - Almaty	3	1	0	0	0	2	2
Kazakhstan - Astana	1	0	0	0	0	1	1
Kenya - Mombasa	9	6	4	1	0	6	7
Kenya - Nairobi	6	4	3	0	0	5	5
Kuwait - Kuwait City	452	155	33	3	52	275	330
Kyrgyzstan - Bishkek	0	0	0	0	0	0	0
Lao PDR - Vientiane	0	0	0	0	0	0	0
Lebanon - Beirut	8	9	3	0	0	2	2
Libya - Tripoli	29	9	3	3	1	19	23
Madagascar-Antananrivo	1	0	0	0	0	1	1
Malawi-Lilongwe	2	1	0	0	0	1	1
Malaysia-Kuala Lumpur	337	258	22	17	39	45	101
Maldives-Male	31	21	1	0	0	11	11
Mali-Bamako	1	2	1	0	0	0	0
Mauritius-Port Louis	17	18	6	4	0	1	5
Mexico-Mexico City	10	0	0	1	0	9	10
Mongolia-Ulaanbaatar	1	1	0	0	0	0	0
Morocco-Rabat	1	0	0	0	0	1	1
Mozambique-Maputo	1	1	0	0	0	0	0
Myanmar-Mandalay	5	4	1	0	2	0	2
Myanmar-Sittwe	0	0	0	0	0	0	0
Myanmar-Yangon	6	6	1	0	0	1	1
Namibia-Windhoek	1	1	0	0	0	0	0
Nepal-Biratnagar	1	0	0	0	0	1	1
Nepal-Birgunj	4	1	0	0	0	3	3
Nepal-Kathmandu	19	14	3	8	0	0	8
Netherlands-The Hague	1	1	0	0	0	0	0
New Zealand-Wellington	16	12	1	0	0	5	5
Niger-Niamey	0	0	0	0	0	0	0
Nigeria-Abuja	23	6	1	1	0	17	18
Nigeria-Lagos	59	8	2	3	0	50	53
Norway-Oslo	3	2	0	0	0	1	1
Oman-Muscat	259	142	8	48	13	64	125
Pakistan-Islamabad	32	8	1	20	0	5	25
Palestine-Ramallah City	0	0	0	0	0	0	0
Panama-Panama	1	0	0	0	0	1	1
Papua New Guinea-Port Moresby	3	0	0	0	0	3	3
Peru-Lima	2	1	0	0	0	1	1
Philippines-Manila	21	9	3	2	3	10	15
Poland-Warsaw	1	0	0	0	0	1	1
Portugal-Lisban	7	5	0	0	0	2	2
Qatar-Doha	226	118	8	8	2	106	116
Republic of Korea-Seoul	3	3	0	0	0	0	0
Romania-Bucharest	0	0	0	0	0	0	0

Russian Federation-Moscow	16	13	2	0	0	5	5
Russian Federation-St. Petersburg	3	0	0	0	0	3	3
Russian Federation-Vladivostok	1	1	0	0	0	0	0
Saudia Arabia-Jeddah	764	378	46	29	115	288	432
Saudia Arabia-Riyadh	3004	1107	174	162	87	1822	2071
Senegal-Dakar	6	2	0	0	0	4	4
Serbia-Belgrade	0	0	0	0	0	0	0
Seychelles-Victorial-Mahe	2	1	0	0	0	1	1
Singapore-Singapore	44	44	2	0	1	1	2
Slovakia-Bratislava	0	0	0	0	0	0	0
Slovenia-Ljubljana	0	0	0	0	0	0	0
South Africa-Cape Town	5	1	0	0	1	3	4
South Africa-Durban	6	1	0	0	0	5	5
South Africa - Johannesburg	5	3	1	0	1	2	3
South Africa - Pretoria	7	6	0	0	1	0	1
South Sudan - Juba	1	1	0	0	0	0	0
Spain - Madrid	14	7	3	10	0	0	10
Sri Lanka - Colombo	12	7	0	0	0	5	5
Sri Lanka - Hambantota	0	0	0	0	0	0	0
Sri Lanka - Jaffna	0	0	0	0	0	0	0
Sri Lanka - Kandy	2	1	0	0	0	1	1
Sudan - Khartoum	3	3	0	0	0	0	0
Suriname - Paramaribo	7	2	0	0	0	5	5
Sweden - Stockholm	1	0	0	0	0	1	1
Switzerland - Berne	4	2	0	0	1	1	2
Switzerland - Geneva	2	2	0	0	0	0	0
Syria - Damascus	0	0	0	0	0	0	0
Tajikistan - Dushanbe	2	0	0	1	0	1	2
Tanzania - Dar es salaam	25	13	4	0	0	16	16
Tanzania - Zanzibar	0	0	0	0	0	0	0
Thailand - Bangkok	75	19	1	1	0	56	57
Thailand - Chiangmai	0	0	0	0	0	0	0
Trinidad and Tobago - Port of Spain	1	0	0	0	0	1	1
Tunisia - Tunis	0	0	0	0	0	0	0
Turkey - Ankara	1	0	0	0	0	1	1
Turkey - Istanbul	1	1	0	0	0	0	0
Turkmenistan - Ashgabat	0	0	0	0	0	0	0
USA - Atlanta	37	16	4	0	0	24	24
USA - Chicago	35	22	0	0	0	13	13
USA - Houston	34	12	0	0	2	20	22
USA - New York	67	50	5	0	4	18	22
USA - San Francisco	52	51	5	2	0	4	6
USA - Washington DC	55	16	2	3	1	37	41

Uganda - Kampala	10	7	3	0	0	6	6
Ukraine - Kyiv	10	10	3	0	0	3	3
United Arab Emirates - Abu Dhabi	177	127	15	1	11	53	65
United Arab Emirates - Dubai	784	431	56	66	53	290	409
United Kingdom - Birmingham	24	9	0	0	0	15	15
United Kingdom - Edinburgh	2	2	0	0	0	0	0
United Kingdom - London	34	34	3	1	0	2	3
Uzbekistan - Tashkent	11	3	0	0	0	8	8
Venezuela - Caracas	2	0	0	0	1	1	2
Vietnam - Hanoi	3	2	0	0	0	1	1
Vietnam - Ho Chi Minh City	0	0	0	0	0	0	0
Yemen - Sanaa	23	7	1	1	0	16	17
Zambia - Lusaka	3	2	0	0	1	0	1
Zimbabwe - Harare	3	1	0	0	1	1	2
Total	11160	7301	746	420	411	3777	4608
