

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO-693

ANSWERED ON- 26/07/2024

PROTOCOLS FOR INDIAN EMIGRANTS

693. SHRI S JAGATHRATCHAKAN

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

(a) whether the Government subscribes to the view that it must put more comprehensive protocols in place for Indian emigrants for their safety and security;

(b) if so, the details of the initiatives proposed to be taken by the government in this regard; and

(c) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a to c) The Government accords highest priority to the safety, security and well-being of Indians emigrants. Our Missions and Posts abroad remain vigilant and closely monitor and actively follow up any grievances and complaints of mistreatment of Indian emigrants with the

authorities concerned in foreign countries. The Government has taken several steps to safeguard the interests of Indian emigrants, including the following:

(i) To enable Indian Missions/ Posts look after their safety and security and provide them timely assistance, Indian nationals are encouraged to register themselves at the Indian Missions and Posts abroad. Our Missions/Posts abroad can also be approached through various means of communication, including 24 x 7 Help Lines.

(ii) The on-line MADAD portal enables all Indian nationals and their family members to register their consular grievances on-line and track their redressal.

(iii) Ministry of External Affairs launched the 'Surakshit Jayen Prashikshit Jayen' (Go Safe, Go Trained) campaign in 2018 to raise awareness among prospective emigrants. With this motto and to give further impetus on visibility of Ministry's campaign for safe & legal migration, Hon'ble Prime Minister released a postal stamp dedicated to safe and legal migration of our workers on the occasion of 17th Pravasi Bharatiya Divas on 9 January 2023.

(iv) Ministry has taken several initiatives such as Pravasi Bhartiya Bima Yojna (PBBY) and Pre-Departure Orientation & Training (PDOT) in ensuring that migrant workers undertake safe migration, have decent

working and living conditions in destination countries, are aware of their rights and have access to GoI welfare schemes.

(v) The movement of Indian workers overseas for employment is governed by the Emigration Act, 1983. Since 2015, the process of overseas employment is being processed through eMigrate portal, which is a faceless, paperless and cashless digital platform to register Recruitment Agencies, Foreign Employers and issue of Emigration Clearance (EC) to prospective overseas migrant workers.

(vi) Further, the Pravasi Bhartiya Sahayata Kendras (PBSKs) provide a number of services to Indian emigrants by operating a 24x7 helpline; receiving, registering and monitoring grievance petitions of Indian emigrants and providing necessary advice / resolution and clarification to information seeking queries; providing counselling sessions on legal, financial, medical and psychological matters; conducting awareness sessions on various issues they face, safety and security matters, health related talks by experts, various schemes of Government of India for the welfare of the Indian emigrants.
