

**GOVERNMENT OF INDIA  
OVERSEAS INDIAN AFFAIRS  
LOK SABHA**

STARRED QUESTION NO:373  
ANSWERED ON:21.04.2010  
HELP DESK FOR INDIAN WORKERS ABROAD  
Sampath Shri Anirudhan

**Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:**

- (a) whether the Government has established/proposes to establish help desk for the Indian workers working in foreign countries;
- (b) if so, the details thereof; and
- (c) the manner in which it would help the Indian workers abroad?

**Answer**

MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRI VAYALAR RAVI)

(a) to (c): A statement is laid on the Table of the House.

Statement referred to in reply to part (a) to (c) of the Lok Sabha Starred Question No.373 for answer on 21-04-2010

(a) to (c): Ministry of Overseas Indian Affairs has established Overseas Workers Resource Centre (OWRC) as a Helpline for rendering assistance to Indian workers abroad and those who are desirous of going abroad for employment. The objectives of the OWRC include:

- # Information dissemination on matters relating to emigration.
- # Registering, responding to and monitoring complaints received from emigrant workers.
- # Grievance redressal and follow up with stakeholders.

The OWRC has a Helpline with a toll free number 1800 11 3090, accessible from anywhere in India. The Helpline is presently functioning in seven languages viz Hindi, English, Tamil, Malayalam, Punjabi, Kannada and Telugu, 24/7 days a week. An International toll free no. 8000 911 913 is also functioning under the OWRC for the benefit of Indian emigrant workers in the UAE.

The Ministry of Overseas Indian Affairs has also requested our Heads of Missions in the six GCC Countries and Malaysia to establish Indian Workers Resource Centres (IWRC), which include a Help Desk and a 24 x 7 multi-lingual helpline at the Missions. The Centre would facilitate redressal of grievances of the migrant workers, provide information to intending migrants and act as a Resource Centre for State Governments to interact with, in times of distress. The first dedicated IWRC is being set up by the Indian Mission in UAE.