

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

UNSTARRED QUESTION NO:411
ANSWERED ON:23.02.2011
OVERSEAS WORKERS RESOURCE CENTRE
Singh Shri Jagada Nand

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

- (a) whether Overseas Workers Resource Centres (OWRC) are functioning in foreign countries for the Indian labourers;
- (b) if so, the details thereof;
- (c) whether a large number of complaints have been filed by the migrants through these centres and also whether there have been increase in the number of complaints during the current year;
- (d) if so, the details thereof alongwith the nature of complaints; and
- (e) the steps being taken to protect the migrant people from fraud?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRI VAYALAR RAVI)

(a) to (d) No Overseas Workers Resource Centres (OWRCs) are functioning in foreign countries. However, an Indian Workers Resource Centre (IWRC) was set up on 23.11.2010 at Dubai, UAE.

The objectives of the IWRC are: -

- # Processing for attestation of Work Contracts
- # Information dissemination of matters relating to workers
- # Registering, responding to and monitoring complaints received
- # Grievance Redressal and follow up with stakeholders
- # Operating a shelter for food and accommodation
- # Extending legal, financial and medical counselling to the workers in distress

Since, the Centre has been set up recently relevant details are still to be compiled and reported upon.

(e) The Government has taken several initiatives to protect the Indian emigrant workers and combating illegal recruitment for overseas employment. These initiatives include the following:

(i) Whenever a complaint is received about cheating or exploitation of an emigrant, action is initiated for suspension or cancellation of the registration certificate of the recruiting agent. If the recruiting agent indulges in forgery of documents he is prosecuted through the state police. Complaints against illegal agents are referred to the state police for prosecuting them. If there is a complaint against the employer about exploitation of the worker, proceedings for black listing of the employer are initiated.

(ii) The Ministry has notified the new Emigration (Amendment) Rules 2009 on 9th July, 2009 revising the eligibility criteria of Recruiting Agents (RAs) and enhancing the validity period of the Registration Certificate and increasing the security amount and service charges.

(iii) The Ministry has signed bilateral labour MoUs with all the GCC countries (except Saudi Arabia), Jordan and Malaysia to enhance bilateral cooperation in management of migration. Joint Working Groups have been constituted under these MoUs that meet regularly to resolve labour issues.

(iv) A National Awareness-cum-Publicity Campaign was launched by the Ministry to create wider awareness among the general public and particularly among the potential migrants on the risks of illegal migration and safeguards against illegal practices by unauthorized intermediaries and fraudulent recruiting agencies.

(v) Attestation of work contracts by the Indian mission concerned has been made mandatory in all cases of women workers holding ECR passports, emigrating to ECR countries.