

**05**

**STANDING COMMITTEE  
ON EXTERNAL AFFAIRS**

**(2009-2010)**

**FIFTEENTH LOK SABHA**

**MINISTRY OF OVERSEAS INDIAN AFFAIRS**

*[Action Taken on the recommendations contained in the First Report (15<sup>th</sup> Lok Sabha) on Demands for Grants of the Ministry of Overseas Indian Affairs for the year 2009-10]*

**FIFTH REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

*May 2010/Vaisakha, 1932 (Saka)*

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*[Action Taken on the recommendations contained in the First Report (15<sup>th</sup> Lok Sabha) on Demands for Grants of the Ministry of Overseas Indian Affairs for the year 2009-10]*

***Presented to Lok Sabha on 7<sup>th</sup> May, 2010***  
***Laid in Rajya Sabha on 7<sup>th</sup> May, 2010***



**LOK SABHA SECRETARIAT**  
**NEW DELHI**  
***May, 2010/Vaisakha, 1932 (Saka)***

COEA NO. 82

**Price : Rs. ....**

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Published under Rule 382 of the Rules of Procedure and Conduct  
of Business in Lok Sabha (Twelfth Edition) and Printed by

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## **COMPOSITION OF THE COMMITTEE ON EXTERNAL AFFAIRS (2009-2010)**

### **Chairman**

Shri Yashwant Sinha\*

### **MEMBERS**

#### **Lok Sabha**

2. Shri S. Alagiri (Cuddalore)
3. Shri Anto Antony
4. Shri Devidhan Besra
5. Shri T.K.S. Elangovan
6. Shri Vishwa Mohan Kumar
7. Shri Pradeep Majhi
8. Shri Pinaki Misra
9. Shri Zafar Ali Naqvi
10. Shri Rajendrasinh Rana
11. Shri Digvijay Singh
12. Kunwar Rewati Raman Singh
13. Smt. Supriya Sule
14. Smt. Sushma Swaraj
15. Shri Janardhana Swamy
16. Shri Takam Sanjoy
17. Shri Bhisma Shankar alias Kushal Tiwari
18. Shri Shivkumar Udasi
19. Dr. Shashi Tharoor#
20. Vacant
21. Vacant

#### **Rajya Sabha**

22. Dr. Karan Singh
23. Shri Ashwani Kumar@
24. Dr. (Smt.) Najma A. Heptulla
25. Shri Shreegopal Vyas
26. Smt. Jaya Bachchan
27. Shri Shivanand Tiwari
28. Shri Bharatkumar Raut
29. Shri Arjun Kumar Sengupta
30. Dr. (Smt.) Kapila Vatsyayan
31. Shri H.K. Dua \$

### **SECRETARIAT**

1. Shri U.S. Saxena - Joint Secretary
2. Shri R.K. Jain - Director
3. Dr. Ram Raj Rai - Additional Director
4. Shri K.C. Pandey - Committee Officer
5. Shri Manoj Pahuja - Sr. Exe. Asstt.

\* Shri Yashwant Sinha has been nominated as a Member and appointed as Chairman of the Committee w.e.f. 6.1.2010 vice Smt. Sushma Swaraj resigned from the Chairpersonship of the Committee w.e.f. 1.1.2010.

\$ Nominated w.e.f. 2.3.2010 vice Shri Shivraj V. Patil ceased to be the Member of the Committee due to his resignation w.e.f.21.1.2010

@ Shri Ashwani Kumar ceased to be the Member of the Committee w.e.f. 9.4.2010 and re-nominated as Member of the Committee w.e.f. 26.4.2010

# Dr. Shashi Tharoor has been nominated to the Committee w.e.f. 30.04.2010.

# INTRODUCTION

I, the Chairman, Standing Committee on External Affairs (2009-2010) having been authorized by the Committee to present the Report on their behalf, present this 5th Report (15<sup>th</sup> Lok Sabha) on Action Taken by Government on the recommendations contained in the 1<sup>st</sup> Report (15<sup>th</sup> Lok Sabha) of the Committee on Demands for Grants of the Ministry of Overseas Indian Affairs for the year 2009-10.

2. The 1<sup>st</sup> Report was presented to Parliament on 3<sup>rd</sup> December, 2009. The Action Taken Replies of the Government on all the recommendations/observations contained in the Report were received on 10<sup>th</sup> March, 2010.

3. The Committee considered and adopted this Action Taken Report at their sitting held on 5<sup>th</sup> May, 2010. The Minutes of the sitting of the Committee have been reproduced at Appendix-I to the Report.

4. An analysis of the Action Taken by Government on the recommendations contained in the 1<sup>st</sup> Report of the Standing Committee on External Affairs (15<sup>th</sup> Lok Sabha) is given in Appendix-II.

**NEW DELHI**  
**05 May, 2010**  
**Vaisakha 15, 1932 (Saka)**

**YASHWANT SINHA,**  
**Chairman,**  
**Standing Committee on External Affairs**

## **CHAPTER – I**

### **REPORT**

This Report of the Standing Committee on External Affairs deals with the Action Taken by the Government on the observations/recommendations contained in their First Report on Demands for Grants (2009-2010) of the Ministry of Overseas Indian Affairs which was presented to Lok Sabha on 3<sup>rd</sup> December, 2009.

2. The Action taken notes have been received from the Ministry of Overseas Indian Affairs on all the observations/recommendations contained in the report. These have been categorized as follows: -

**(i) Recommendations/Observations, which have been accepted by the Government.**

Recommendation Nos. 1, 2, 4, 5, 6, 7, 8,11,12,13 and 14

**Total-11**

**(ii) Recommendations/Observations which the Committee do not desire to pursue in view of the Government replies.**

Recommendation Nos. 9 and 10

**Total- 02**

**(iii) Recommendations/Observations in respect of which replies of Government have not been accepted by the Committee and require reiteration.**

-Nil-

**(iv) Recommendations/Observations in respect of which final replies of Government are still awaited.**

Recommendation Nos. 3, 15, 16 and 17

**Total-04**

**3. The Committee desire that final replies to the recommendation/observations for which only interim replies have been given by the government should be furnished within three months of the presentation of this Report.**

4. The Committee will now deal with the action taken by the Government on some of their observations/recommendations.

**A. Budgetary Allocation and Utilization**

**(Recommendation No. 1)**

5. The Committee noted that the Budget Estimates for the year 2008-09 were Rs. 65 crore and provisional Revised Estimates were pegged at Rs. 45 crore, which reflected that Rs. 20 crore remained unutilized during the year 2008-09, while Rs. 14-06 crore was unspent during the year 2007-08 and the position during 2006-07 was no better which showed that under utilization of funds has become a trend during the last 3 years. The Budget Estimates for the year 2009-10 are Rs. 80 crore which was reduced to Rs. 72 crore after the cut. The Ministry has admitted that the shortfall in the financial year 2008-09 was on the capital head of account due to non-utilization of the allocation made for the Pravasi Bharatiya Kendra (PBK). The Committee recommended that the comprehensive action plan prepared by the Ministry should be adhered to properly for optimal utilization of funds. All ground work should have been done before hand such as approvals for building plan, land use etc. to avoid unnecessary delays as has happened in case of PBK. The Committee further recommended that the Ministry should pay focused attention towards ensuring that there were no unutilized funds in future as had been the case during 2006-07 and 2007-08.

6. The Ministry in the action taken reply have stated as under:

“The Budget Estimates for the year 2009-10 are Rs. 80 crore and the RE 2009-10 are Rs. 60 crore. The Ministry is regularly monitoring scheme implementation to ensure optimum utilization of the funds provided.

The anticipated expenditure during the year 2009-10, head-wise and programme/scheme wise is expected to be as follows:



	(Rs. in crore)		
	BE 2009-10	RE 2009-10	Anticipated expenditure
Major Head - 2052	21.00	20.07	19.24
- 2061	38.00	37.70	37.75
-4059(Capital)	21.00	2.23	2.00
<b>Total</b>	<b>80.00</b>	<b>60.00</b>	<b>58.99</b>

**7. The reply of the Ministry goes to prove that things have not improved as far as management of finances of the Ministry of Overseas Indian Affairs are concerned. The Committee are dismayed to find that inspite of putting in place a comprehensive Action Plan, things have not moved in positive direction. The downsizing of the BE of Rs.80 crores by 25% to Rs.60 crores at RE stage indicates that there would have been substantial underutilization of funds at the Ministry's end during the first two quarters of the Annual Plan 2009-10. In the opinion of the Committee mere assurances of the Ministry regarding regular monitoring of scheme implementation to ensure optimum utilization of the funds provided will not suffice but it should be supported with concrete action. The Committee, therefore, once again recommend that the Ministry should stop the ongoing trend and ensure in future years a well planned, judicious and evenly spread allocation of funds so that the drastic cuts at the RE stages and the overall gross underutilization, year after year, does not become never ending trend**

**B. Overseas Indian Facilitation Centre (OIFC)**

**(Recommendation No.3)**

8. The Committee noted the existence of the Overseas Indian Facilitation Centre (OIFC), which was engaged in the field of providing all information related to investing in India that a potential Overseas Indian Investor would need. The queries relating to investments across a wide gamut of sectors were supposed to be replied through the OIFC Website, including those in respect of Infrastructure and social sectors. This could be possible only when the Website was upgraded and updated regularly to provide all kind of information. The Committee felt that OIFC was not working as a single window to all investment related queries. The Website was not updated quite

often. The Committee desired that the OIFC be provided all possible assistance by the Government in developing a Business networking platform and business directory to fulfill its mandate to facilitate Business to Business partnership. The Committee also desired that the Government should evolve a mechanism to collect the information about the actual investment coming to India in collaboration with Ministry of Commerce & Industry (Department of Industrial Promotion and Policy).

9. The Ministry in the action taken reply have stated as under:

“During PBD-2010 held at New Delhi, Prime Minister inaugurated an online portal of OIFC on 8<sup>th</sup> January 2010. The electronic portal comprise of series of online platforms such as an end-to-end information portal for updated information on sector and state specific investment opportunities and forthcoming events to invite diaspora’s participation, a comprehensive networking platform for communication and group formation needs to foster collaborations, an online business directory of verified Indian and diaspora businesses, a customized query and solutions platform and an investment tool-kit to ease the process of investing into India. OIFC also organized a market place at New Delhi during PBD-2010. One to one meetings were held with the prospective investors at the Market place. OIFC is also in the process of developing a mechanism to collect the actual information related to investment by Overseas Indians.

The online networking platform is operational at [www.oifc.in](http://www.oifc.in) and is providing the following services to the Overseas Indians:

- Business to business networking
- Investment guide
- Query redressal through knowledge experts
- Live help centre

To lead the investment and business engagement of the Indian diaspora with India, the Overseas Indian Facilitation Centre (OIFC), organized its 4th interactive Market Place Forum at the PBD-2010 at New Delhi.

Focused discussions held on wide ranging investment issues through

- a) Series of engaged Live Chat sessions
- b) Business meetings between delegates participating the PBD
- c) Business meetings between delegates and OIFC knowledge experts providing host of financial, taxation and legal services and member states
- d) One-to-one interactions and networking”

**10. The Committee note with satisfaction that in pursuance of their recommendation, the Ministry have operationalised an online portal of OIFC recently in January, 2010. The Committee are sure that by its interactive nature, the portal will be of immense help for the Overseas Indians and will be increasingly utilized by them for their various requirements. The Committee also welcome the initiatives taken by the Ministry in the direction of developing the mechanism to collect information relating to investment by Overseas Indians.**

**The Committee, however, desire that the Ministry should fast track the process and complete it in a time bound manner so that it may contribute as an important input in drawing up policies and programmes for Overseas Indians.**

**C. Legal Assistance to Women facing problems in NRI Marriages**

**(Recommendation No.8)**

11. The Committee observed that allocation made for legal and financial assistance to Indian women facing problems in NRI marriages had been increased from Rs. 2 lakh in 2008-09 to Rs. 15 lakh in 2009-10. The Committee noted that the funds under the scheme were allocated to the Indian Missions/Posts abroad based on the projections made by them, but 9 Indian Missions had failed to utilize the allocated funds under the scheme during 2007-08 and 2008-09. The Committee might be apprised of the reasons for under utilization of allocated funds by the Indian Missions under the scheme and the impact of the information campaign to educate prospective brides and their families. The Committee further desired that the Ministry should endeavour to formulate a panel of legal experts for such cases within the Ministry as well as in Indian Missions/Posts abroad who were familiar with the legal systems of other countries since many of the victims were not familiar with legal systems abroad.

12. The Ministry in the action taken reply have stated as under:

**“Reasons for under utilization of allocated funds by Indian Missions under the scheme:**

The concerned Indian Missions/Posts abroad have been requested to explain the reasons for under utilization/ non-utilization of funds allocated under the scheme. The reasons explained by the Missions/Posts differ from country to country. The reasons given by them are summarized below:-

i) The Missions/Posts in Gulf countries have reported that no such request was received by them from deserted Indian women seeking financial /legal assistance under the scheme.

ii) High Commission of India, Canberra , Australia has stated that due to internal wrangling in Federation of Indian Associations of Victoria (FIAV), the only one Women Association empanelled under the scheme in the country , the cases referred to them during the year 2008-09 could not be processed thus resulting in under utilization of fund.

iii) High Commission of India, Ottawa, Canada has stated that they received 15 complaints during the last 18 months and in all these cases, the victims did not make any request for financial or legal assistance vis-à-vis her spouse. In one case, the matter was settled after counseling. Their experience indicates that the deserted wives and her parents are keen about finding the correct/latest whereabouts of the husband with the help of the Mission .Their efforts in locating the husbands are stymied by the strict privacy laws prevailing in Canada.

iv) High Commission of India, London has stated that they have not been able to utilize funds earmarked by the Ministry, due to extremely low ceiling fixed in the budget for handling each case. U.K is one of the most expensive placed in the world and budgetary allocation is barely sufficient even for one hearing of a case. Hence, legal firms and /or NGOs have been reluctant to participate in the scheme.

Consulate General of India, Edinburgh has stated that no NGO has come forward to get themselves empanelled with the Consulate as per the prescribed procedure in order to avail of the grant facility.

v) EOI Washington:

The scheme needs publicity. The eligibility criteria should be relaxed in order to ensure that deserving cases get covered under the scheme.

Consulate General of India, Chicago has stated that all the cases of abuse reported are governed by Illinois Domestic Violence Act and this Act prohibits releasing the name of the person, passport number or other documentation like Social Security Number etc. In view of the restrictions, the NGOs are unable to reveal the names of the beneficiaries to claim for assistance under the scheme.

Consulate General of India, New York has stated that the cases received by them are of consulting nature and the victims has sought their counsel rather than financial assistance.

Consulate General of India, Houston has stated that the NGO empanelled with them could not disclose the name of the victim citing their inability to do so in view of the strict local privacy laws and unwillingness of the victim to allow them to disclose her personal details to the Consulate General of India.

Consulate General of India, San Francisco has stated that in some of the cases women have sought divorce to get rid of abusive relationships and therefore, are not eligible under the scheme as technically they have not been deserted. In some other cases, they are not able to satisfy the requirements of the scheme.

vi) HCI Wellington has stated that only 4 eligible cases were forwarded by the dealing NGOs in 2008-09 and funds were provided.

The strict privacy laws prevailing in countries like Canada and USA, the exorbitant legal expenses involved in dealing with such cases in country like U.K are major obstacles in implementation of the scheme.

## **Impact of information campaign to educate prospective brides and their families:**

The Ministry has brought out information pamphlets in English, Hindi, Punjabi, Malayalam and Telugu to make Indian women aware of their rights and responsibilities and precautions that could be exercised before entering into marital alliance with overseas Indians and about the scheme of the Ministry in this regard.

The Ministry has brought out a guidance booklet on “Marriages to Overseas Indians” in English, Telugu, Hindi, and Punjabi. This booklet contains information on safeguards available to women deserted by their NRI spouses, legal remedies available, authorities that can be approached for redressal of grievances, and NGOs which can provide assistance.

The Ministry has launched the publicity cum awareness campaign through audio visual advertisements on regional T.V network primarily to cover the States of Punjab, Kerala, Andhra Pradesh, Tamil Nadu and Karnataka. The campaign is still continuing in Punjab. Print campaign has also been used.

The pamphlets and Guidance Booklets were circulated to various States from where a larger number of such cases are reported for distribution through Village Panchayats, Aanganwadis, Self Help Groups, Post Offices, Banks, Railway Stations, Airports, Hospitals/Dispensaries etc. to give maximum publicity to the initiative undertaken by the Ministry.

## **MOIA’s endeavour to formulate a panel of legal experts for such cases within the Ministry as well as in Indian Missions/Posts abroad :**

Indian Missions/Posts abroad have intimated as under:

- i) **Consulate General of India, San Francisco:** The NGO’s (empanelled under the scheme) are in a better position as they already have their panel of attorneys whose services are called on a routine basis in times of need. Finding legal experts with approved licences who would consent to work on pro bono basis to deal with such cases is going to be very difficult. We have not received any response.
- ii) **Consulate General of India, Sydney:** There are few lawyers in NSW who provide free initial legal advice to members of the Indian Community requiring such assistance.
- iii) **High Commission of India, Ottawa:** The lawyers fee in Canada are exorbitant for taking up legal cases. They did not have any concrete case needing legal assistance necessitating use of panel of legal experts.
- iv) **Embassy of Kuwait:** The Mission has a panel of five Kuwaiti Lawyers in place to assist the Indian community. The Mission is operating in its premises a “Legal Advice Cell” where to Kuwaiti lawyers and two Indian lawyers provide free legal advice between 3-5 PM on all working days on all issues /cases.
- v) **Embassy of Washington :** Regarding formulation of a panel of legal experts in Indian Missions /Posts abroad, it is stated that CLRN, a community of legal resource network on the east coast has been contacted by the Mission and have agreed to provide a network of 350 lawyers in the USA. It is also stated that some lawyers are willing to provide low bono and pro bono advice to overseas Indians.

vi) **Consulate General of India, New York:** There are five legal experts who work with the consulate on pro-bono basis for these issues.

This Ministry has also asked from the National Legal Services Authority, New Delhi and The Indian Society of International Law, New Delhi for a list of pro-bono lawyers in India who could assist women in cases of transnational abandonment. Some names of lawyers who have shown interest to work on pro bono basis have been forwarded by them.

To facilitate maximum utilization of funds by the Indian Missions/Posts abroad, the Ministry is exploring all possibilities in consultation and co-ordination with Indian Missions/Posts, NGOs, Indian Women's Organization etc to strengthen the "Scheme for giving legal /financial assistance to Indian women deserted by their overseas Indian spouses" and to create a panel of legal experts."

**13. The Committee observe that there are various reasons for the underutilization of funds under the Scheme. The Committee specifically note that in several cases, NGOs have not been showing the interest in participating in the scheme to provide legal and financial Assistance to Indian women facing problems in NRI marriages mainly due to very low budget allocation for handling the cases. In some other cases the scheme has failed to take off due to lack of publicity, while at some other places the procedural constraints have precluded the NGOs from getting enrolled with our Mission concerned. The Committee acknowledge that there are genuine difficulties but not insurmountable. They, therefore, recommend that ceiling for allocation of funds under this scheme should be flexible so that allocations to various Missions are made in a more pragmatic way, keeping in view the location specific cost of living and litigation. The Committee also feel that in view of the global reach and spread of the scheme, there is a need for giving it a very wide publicity so that funds provided to our Missions for this scheme are gainfully utilized by the women in distress. As regards the procedural constraints, the Committee are of the view that the Ministry should obtain from the concerned Mission the specific clauses in the procedure which are coming in the way of empanelment of NGOs and initiate remedial measures, wherever feasible, accordingly. The Committee are not convinced with the information given by the Ministry about the number of lawyers who are willing to provide low bono and pro bono advice to Overseas Indians in USA and Kuwait. The Committee, therefore, desire that the Ministry should check the authenticity of the details given by the Embassies in this regard and apprise them accordingly.**

#### **D. Investors Interactive Meetings**

##### **(Recommendation No.11)**

14. The Committee observed that Overseas Indian Facilitation Centre (OIFC) had planned to organize “Investors interactive meetings” in eight regions showing a range of exclusive products and products from India Corporate to Overseas Indian investment in real estate, wealth management, health care etc. First such meeting was held in November 2008 in Oman. But due to the global financial crisis and sharp decline in investor interest across the world, further investor meets had been deferred for the present. The Committee were of the view that while the global market was recovering from recession, Investor Interactive Meets might be planned in near future so that India could be showcased in better way.

15. The Ministry in the action taken reply have stated as under:  
“The OIFC has planned to organize 4 investor interactive meets during the year 2010-11.

OIFC organized an investment interactive meet at Dubai on 24<sup>th</sup> March 2010. About 120-130 overseas Indian community members participated in the events. The OIFC knowledge partners & IIFCL presented about the opportunities of investing in India.

Four no of investor meets has been planned by the OIFC during 2010-11 as per the following schedule:

- (i) UK – May/June 2010
- (ii) Malaysia – August 2010
- (iii) South Africa – during the mini PBD in Sept/Oct 2010
- (iv) During PBD-2011 at New Delhi”

**16. The Committee find that while honouring their recommendation, the Ministry has planned 4 investment interactive meets during 2010-11 and one meet has already been held recently at Dubai on 24<sup>th</sup> March, 2010. The Committee while commending these initiatives would like the Ministry to plan and execute these events with utmost care and meticulousness so that the objectives of these events are successfully achieved. The Committee would also like to be updated on these events and their outcome at regular intervals.**

## CHAPTER II

### RECOMMENDATIONS/ OBSERVATIONS, WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

#### Recommendation No.1

The Committee note that the Budget Estimates for the year 2008-09 were Rs. 65 crore and provisional Revised Estimates were pegged at Rs. 45 crore, which reflects that Rs. 20 crore remained unutilized during the year 2008-09, while Rs. 14.06 crore was unspent during the year 2007-08 and the position during 2006-07 was no better which shows that under utilization of funds has become a trend during the last 3 years. The Committee are of the view that but for this trend, this unspent amount could have been utilized somewhere else. The Budget Estimates for the year 2009-10 are Rs. 80 crore which has been reduced to Rs. 72 crore after the cut. As per the Ministry's own admission the shortfall in the Financial Year 2008-2009 was on the capital head of account due to non-utilization of the allocation made for the Pravasi Bharatiya Kendra (PBK). The increase in the BE 2009-10 is primarily due to the expansion of the activities of the institutions established for the benefit of the overseas Indian community. The Committee are not happy with such state of affairs. The Committee are of the view that budgetary estimates should be realistic as far as possible. The Committee note that the Ministry has prepared a comprehensive action plan for the purpose. The Committee recommend that the comprehensive action plan prepared by the Ministry should be adhered to properly for optimal utilization of funds. All ground work should have been done before hand such as approvals for building plan, land use etc. to avoid unnecessary delays as has happened in case of PBK. The Committee, therefore, recommend that the Ministry should pay focused attention towards ensuring that there are no unutilized funds in future as has been the case during 2006-07 and 2007-08.

#### Reply of the Government

The Budget Estimates for the year 2009-10 are Rs. 80 crore and the RE 2009-10 are Rs. 60 crore. The Ministry is regularly monitoring scheme implementation to ensure optimum utilization of the funds provided.

The anticipated expenditure during the year 2009-10, head-wise and programme/scheme wise is expected to be as follows:

	BE 2009-10	RE 2009-10	(Rs. in crore) Anticipated expenditure
Major Head - 2052	21.00	20.07	19.24
- 2061	38.00	37.70	37.75
-4059(Capital)	21.00	2.23	2.00
<b>Total</b>	<b>80.00</b>	<b>60.00</b>	<b>58.99</b>

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

#### Comments of the Committee

**(Please see Paragraph No. 7 of Chapter 1 of the Report)**



## **Recommendation No. 2**

The Committee are surprised to find that in spite of their earlier recommendation regarding filling up of vacancies in the Ministry expeditiously, 40 posts in Group 'B' and 'D' and two vacant posts to be filled by Department of Official Languages are still lying vacant. Similar situation persists in PoE Offices also. The Committee find it quite strange that some posts encadred in the Ministry of External Affairs are also vacant & the Ministry of External Affairs has shown inability to provide personnel. The Committee further regret to observe that even four years after the creation of this Ministry, they have to depend on other Ministries for staff strength. The Committee suggest to the Ministry to take up the matter of the vacant posts at the highest level in the Ministry of Home Affairs and MEA as well as in the Department of Official Languages to fill up these vacant posts immediately. The Committee also suggest that pending formal selection of staff and also to cope up with the increased workload, the Ministry may recruit qualified temporary staff in Group 'B' and 'D' on contract basis through local Employment Exchange or on deputation basis. The Committee also recommend to the Ministry to take immediate steps for filling up the required number of vacancies in PoE Offices too.

## **Reply of the Government**

Efforts are on to fill up the vacancies in the Ministry for its smooth functioning. As a result the total number of vacancies of group 'B' and 'D' posts in the Ministry are now 32. Meanwhile, Department of Official Languages has also posted one Jr. Hindi Translator in the Ministry. Out of the existing 32 vacancies; 6 vacancies are against the post of LDC which is now a dying cadre and staff are not available against these post. The matter had also been taken at the higher level with the other Ministries.

The total number of vacancies for group 'B' and 'D' that exist in the PoE offices are 23. Of these 15 vacancies are of LDC which is a dying cadre and no staff are available against these posts. For filling up the remaining vacancies on loan basis applications have already been invited from different Ministries/Departments. Selection Committee will select the persons shortly and offers for joining will be sent after selections are made.

Meanwhile, outsourced staffs have currently been deployed against these vacancies in the Ministry as well as in PoE offices to ensure that work does not suffer.

The matter was taken up with the Secretaries of the concerned Ministries/Departments. As a result, Department of Official Language has sent a nomination for AD(OL) in the Ministry. Secretary, Ministry of Home Affairs (MHA) has apprised that vacancies in the Ministry of Overseas Indian Affairs will be filled up as soon as the DOP&T nominates more staff to MHA cadre for which the matter has been taken up with Secretary (Personnel).

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

## **Recommendation No. 4**

The Committee are happy to note that considering the necessity for establishing an institutional mechanism for promotion of Overseas Employment, better protection and welfare of Overseas Indian Workers and for study of emerging overseas

employment opportunities, Ministry has set up a Council for Promotion of Overseas Employment (CPOE) which has since been renamed as Indian Council of Overseas Employment (ICOE). The activities have been undertaken/planned for this year as developing a labour market assessment in select European Countries by International Organization for Migration (IOM), India – European Union Mobility Cooperation and design of a pension programme for returning workers are attractive and impressive. The Committee are of the view that it should be ensured that activities undertaken by the Council (ICOE) are carried out vigorously and all possible efforts should be made in this direction.

### **Reply of the Government**

The recommendation of the Committee has been noted. The Indian Council of Overseas Employment (ICOE) is carrying out its activities vigorously and all efforts are being made to complete its programmes in a time bound manner.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### **Recommendation No. 5**

The Ministry has admitted that a key issue in addressing the problems and concerns of migrant workers and the Overseas Indian Community is the absence of a data base, empirical research and analysis that can support appropriate policy decisions. The migrant workers do not have access to Helpline numbers provided in the Missions and Posts abroad nor there is any dedicated officer to help them. The Committee are unhappy with sorry state of affairs. The Committee want that Helpline numbers and name and telephone numbers of dedicated officer should be prominently displayed in the Missions/Posts abroad. Within India, the information containing the Helpline numbers and name of nodal officer should be supplied to all State Governments/ Chief Secretaries/ District Collectors besides being circulated among Members of Parliament for dissemination at Block and Panchayat levels. This should also be done through other means of publicity viz. TV/Radio/Newspapers etc. The Committee want to be informed in this regard at periodic intervals. The Committee further recommend that a comprehensive data base may be prepared at the earliest to address the problems and concerns of migrant workers and expectations of the Diaspora.

### **Reply of the Government**

Community Welfare Wings or Labour Wings have been set up in the Indian Missions in the major labour receiving Countries in the Gulf including UAE, Kingdom of Saudi Arabia, Bahrain, Oman, Kuwait and Qatar. The Community Welfare Wings deal with the problems faced by emigrant Indian workers in those Countries. The services provided to the emigrant workers include the following :

- (i) Registration of labour complaints and necessary follow up action thereon.
- (ii) Grievance Redressal through intervention with the sponsors and recruitment agencies, liaison with the local authorities, deportation centres, etc.
- (iii) Provision of accommodation for domestic workers in distress and redressal of the Grievances.
- (iv) Provision of counseling to Indian nationals on their problems relating to matters of employment, legal, financial, medical etc.

Wherever dedicated Community Welfare Wings are not functioning in the Missions, such tasks are attended to by the Consular Wing of the Mission which deals with the Passport, Visa, Consular and other miscellaneous matters.

Ministry of Overseas Indian Affairs has also set up a Community Welfare Wing headed by a Director level Officer at the Indian Embassy at Abu Dhabi to deal with the problems of migrant workers in the region.

The Missions have been asked to set up Indian Workers Resource Centre (IWRC) which would function as Counseling Centre and Help Desk to mitigate the problems of migrant workers and will also operate shelters for distressed emigrants.

The Committee's directions that the Helpline numbers and details of the Officer heading the Wings should be prominently displayed in the Missions/ Posts abroad have been noted. This would be communicated to the Heads of Missions for compliance. This information would also be supplied to all the State Governments and other authorities including Members of Parliament and given wide publicity through Media.

Comprehensive database on emigrants would be developed as a part of the e-Migrate Project for which RFP has already been issued to select the private implementing agency.

The Missions are being asked to display the names, designation and the Tel No. of the officers dealing with the problems of the emigrant workers and intimate the same to the Ministry so that the information may be sent to the State Governments and other authorities including the Members of Parliament.

The Technical Evaluation of the Bids received in response of the RFP is being carried out.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### **Recommendation No. 6**

The allocation for Know India Programme (KIP) has been raised from Rs. 87 lakh in 2008-09 to Rs. 1.25 crore in 2009-10. An increase of 43.68% over BE 2008-09. The Committee regret to observe the low level of participation viz. only 31, 34 and 22 participants joined the programme during the 9<sup>th</sup>, 10<sup>th</sup>, and 11<sup>th</sup> KIP respectively. The Committee note with satisfaction that the Ministry is now organizing 3 KIPs each financial year and up to 40 participants could take part in each of these programmes which was restricted earlier to PIOs from a selected list of 32 countries, has now opened to PIOs from all countries and it has also decided to reimburse 90% of the total cost of air ticket to participants from their country to India and back from 12<sup>th</sup> KIP onwards instead of 50% of air fare reimbursed earlier.

The Committee desire that the Ministry may increase the number of participants in the KIPs to be organized every financial year keeping in view the opening of programme to PIOs from all countries. The Ministry should also think about introduction of more incentives to the participants to make KIP a success in future. The Committee recommend that concrete efforts should be put in place to ensure high level of participation in KIP. A wait list of desirous participants should be made to replace the drop outs.

## **Reply of the Government**

With the opening of the KIP to PIOs from all the countries and due importance in giving publicity to the programme, the Ministry has received an overwhelming response from applicants for the 13<sup>th</sup> Know India Programme held in December 2009 – January 2010. The total number of participants in the program was 40 from 16 countries. A wait list of desirous participants to replace the dropout participants at last minute is already in place.

For the 14<sup>th</sup> KIP, which is going to be held in March-April 2010, MOIA has already received 64 applications.

The Government is bearing 90% of the international airfare and all expenditure of the participants in India. They are also given pre-diem allowance of Rs.100/- per day during their stay in India. The number of participants in one group is limited to 40 keeping in view the limitation of the State Government in hosting huge groups at one time and their resources. The number of KIPs has already been increased to 3 in a year with participation of 2 State Governments for the program of 21 days.

With the efforts made by the Ministry for maximum participation in the Know India Programme (KIP), 39 participants are taking part in the ongoing 14<sup>th</sup> KIP. The maximum capacity in the KIPs is to accommodate 40 participants. This is the highest level of participation so far in the month of March/April.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

## **Recommendation No.7**

The Committee are happy to note that the allocation for the Overseas Workers Resource Centre (OWRC) has been increased, keeping in view the additional services to be provided by the OWRC. The Committee observe that since its inception in January, 2008 till June, 2009, 15716 calls were received by OWRC Helpline which includes 14,684 enquiries, 309 complaints with complete details and 723 complaints with incomplete details. Out of the 309 complaints with complete details, 275 complaints have been redressed. The Committee further observe that the popularity of OWRC and faith of the people in it, is growing for seeking relevant information for their benefit as well as for registering their grievances. The Committee want that the causes for delay, if any, in finally disposing of complaints received by OWRC should be looked into and suitable remedial measures be taken to ensure expeditious action on complaints. The Committee further desire that the Ministry should provide all possible assistance required by the OWRC to make their helpline a State of the Art Resource Centre. For ensuring the success of OWRC helpline, the Committee recommend that the Ministry should make vigorous efforts in educating the immigrants about legal immigration procedures, the pitfalls of illegal immigration and precautions to be taken during the recruitment and overseas employment.

## **Reply of the Government**

Ministry of Overseas Indian Affairs operates the Overseas Workers' Resource Centre (OWRC), a 24/7 toll free helpline (1800 11 3090) to provide need based information and assistance to intending emigrants and the family members of overseas

workers relating to all aspects of overseas employment. The workers can also access the helpline from anywhere in the world at 91-11-40503090. With a view to extend the services to support the Indian emigrants in the middle-east an international toll free line (8 000 911 913) is also available for calls from UAE currently. The complaints or grievances received on the toll free helpline are promptly attended to and feed back provided to the complainant. The helpline numbers are disseminated as a part of the multimedia awareness campaign organised by the Ministry.

2. A total of 18201 calls were received from July 2009 to 15<sup>th</sup> Feb 2010 by the OWRC helpline which included 17664 enquiries, 62 complaints with complete details, 475 complaints with incomplete details. Out of the 62 complaints with complete details, 24 complaints have been solved and the remaining are in the process. The complaints mainly accounted for those against the recruiting agents for not giving promised Job & retaining passport & Visa. The enquiries mainly centered on authenticity of the recruiting agent, foreign employer, procedure to go abroad.

3. Every complaint received at OWRC is given unique identity number which is followed up till it is finally resolved. While responding to complaints and enquiries the OWRC educates the emigrants about legal emigration procedures and also updates them about the status of the recruiting agent i.e. whether such an agent is registered under the Emigration Act and advises the emigrant to deal with the agent accordingly. Besides, through awareness campaigns by MOIA, the unskilled workers are informed to avoid short-cuts and follow legal ways to go for employment abroad.

4. The Ministry has also set up Migrant Resource Centres (MRCs) at Kochi in Kerala and Hyderabad in Andhra Pradesh. The MRCs perform functions similar to that of OWRC. The OWRC trained the personnels from MRC's to make them understand and learn the functioning of the Call Flow System which in turn helped the emigrants. The OWRC team also participated in a conference held by the International Organisation of Migration (IOM), with a view to focus on building up a relationship between the MRCs and OWRC with an aim to provide efficient services to the emigrants.

5. In order to make the OWRC a state of the art helpline the Ministry has issued and RFP for selection of a new service provider for management of the Centre with fresh Terms of Reference (TOR). Under the new TOR the Centre will be transformed to facilitate and provide support services to workers who intend to go abroad for employment and also act as a single point window source broadly with the following objectives:

- Registering, responding and monitoring complaints
- Collection and dissemination of information on matters relating to emigration
- Grievance redressal forum
- Knowledge Centre
- Prepare a strategy along with implementation plan for awareness campaign about the role and activities of OWRC.

The process of selection of the new service provider for management of the OWRC Centre with the new expanded scope of work, is in final stages of negotiations and finalising the contract.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

## **Recommendation No.8**

The Committee observe that allocation made for legal and financial assistance to Indian women facing problems in NRI marriages has been increased from Rs. 2 lakh in 2008-09 to Rs. 15 lakh in 2009-10. The Committee note that the funds under the scheme are allocated to the Indian Missions/Posts abroad based on the projections made by them, but 9 Indian Missions have failed to utilize the allocated funds under the scheme during 2007-08 and 2008-09. The Committee may be apprised of the reasons for under utilization of allocated funds by the Indian Missions under the scheme and the impact of the information campaign to educate prospective brides and their families. The Committee further desire that the Ministry should endeavour to formulate a panel of legal experts for such cases within the Ministry as well as in Indian Missions/Posts abroad who are familiar with the legal systems of other countries since many of the victims are not familiar with legal systems abroad.

### **Reply of the Government**

#### **Reasons for under utilization of allocated funds by Indian Missions under the scheme:**

The concerned Indian Missions/Posts abroad have been requested to explain the reasons for under utilization/ non-utilization of funds allocated under the scheme. The reasons explained by the Missions/Posts differ from country to country. The reasons given by them are summarized below:-

- i) The Missions/Posts in Gulf countries have reported that no such request was received by them from deserted Indian women seeking financial /legal assistance under the scheme.
- ii) High Commission of India, Canberra , Australia has stated that due to internal wrangling in Federation of Indian Associations of Victoria (FIAV), the only one Women Association empanelled under the scheme in the country , the cases referred to them during the year 2008-09 could not be processed thus resulting in under utilization of fund.
- iii) High Commission of India, Ottawa, Canada has stated that they received 15 complaints during the last 18 months and in all these cases, the victims did not make any request for financial or legal assistance vis-à-vis her spouse. In one case, the matter was settled after counseling. Their experience indicates that the deserted wives and her parents are keen about finding the correct/latest whereabouts of the husband with the help of the Mission .Their efforts in locating the husbands are stymied by the strict privacy laws prevailing in Canada.
- iv) High Commission of India, London has stated that they have not been able to utilize funds earmarked by the Ministry, due to extremely low ceiling fixed in the budget for handling each case. U.K is one of the most expensive placed in the world and budgetary allocation is barely sufficient even for one hearing of a case. Hence, legal firms and /or NGOs have been reluctant to participate in the scheme.

Consulate General of India, Edinburgh has stated that no NGO has come forward to get themselves empanelled with the Consulate as per the prescribed procedure in order to avail of the grant facility.

vi) EOI Washington:

The scheme needs publicity. The eligibility criteria should be relaxed in order to ensure that deserving cases get covered under the scheme.

Consulate General of India, Chicago has stated that all the cases of abuse reported are governed by Illinois Domestic Violence Act and this Act prohibits releasing the name of the person, passport number or other documentation like Social Security Number etc. In view of the restrictions, the NGOs are unable to reveal the names of the beneficiaries to claim for assistance under the scheme.

Consulate General of India, New York has stated that the cases received by them are of consulting nature and the victims has sought their counsel rather than financial assistance.

Consulate General of India, Houston has stated that the NGO empanelled with them could not disclose the name of the victim citing their inability to do so in view of the strict local privacy laws and unwillingness of the victim to allow them to disclose her personal details to the Consulate General of India.

Consulate General of India, San Francisco has stated that in some of the cases women have sought divorce to get rid of abusive relationships and therefore, are not eligible under the scheme as technically they have not been deserted. In some other cases, they are not able to satisfy the requirements of the scheme.

vi) HCI Wellington has stated that only 4 eligible cases were forwarded by the dealing NGOs in 2008-09 and funds were provided.

The strict privacy laws prevailing in countries like Canada and USA, the exorbitant legal expenses involved in dealing with such cases in country like U.K are major obstacles in implementation of the scheme.

#### **Impact of information campaign to educate prospective brides and their families:**

The Ministry has brought out information pamphlets in English, Hindi, Punjabi, Malayalam and Telugu to make Indian women aware of their rights and responsibilities and precautions that could be exercised before entering into marital alliance with overseas Indians and about the scheme of the Ministry in this regard.

The Ministry has brought out a guidance booklet on “Marriages to Overseas Indians” in English, Telugu, Hindi, and Punjabi. This booklet contains information on safeguards available to women deserted by their NRI spouses, legal remedies available, authorities that can be approached for redressal of grievances, and NGOs which can provide assistance.

The Ministry has launched the publicity cum awareness campaign through audio visual advertisements on regional T.V network primarily to cover the States of Punjab, Kerala, Andhra Pradesh, Tamil Nadu and Karnataka. The campaign is still continuing in Punjab. Print campaign has also been used.

The pamphlets and Guidance Booklets were circulated to various States from where a larger number of such cases are reported for distribution through Village Panchayats, Aanganwadis, Self Help Groups, Post Offices, Banks, Railway Stations, Airports, Hospitals/Dispensaries etc. to give maximum publicity to the initiative undertaken by the Ministry.

**MOIA's endeavour to formulate a panel of legal experts for such cases within the Ministry as well as in Indian Missions/Posts abroad :**

Indian Missions/Posts abroad have intimated as under:

- i) **Consulate General of India, San Francisco:** The NGO's (empanelled under the scheme) are in a better position as they already have their panel of attorneys whose services are called on a routine basis in times of need. Finding legal experts with approved licences who would consent to work on pro bono basis to deal with such cases is going to be very difficult. We have not received any response.
- ii) **Consulate General of India, Sydney:** There are few lawyers in NSW who provide free initial legal advice to members of the Indian Community requiring such assistance.
- iii) **High Commission of India, Ottawa:** The lawyers fee in Canada are exorbitant for taking up legal cases. They did not have any concrete case needing legal assistance necessitating use of panel of legal experts.
- iv) **Embassy of Kuwait:** The Mission has a panel of five Kuwaiti Lawyers in place to assist the Indian community. The Mission is operating in its premises a "Legal Advice Cell" where to Kuwaiti lawyers and two Indian lawyers provide free legal advice between 3-5 PM on all working days on all issues /cases.
- v) **Embassy of Washington :** Regarding formulation of a panel of legal experts in Indian Missions /Posts abroad, it is stated that CLRN, a community of legal resource network on the east coast has been contacted by the Mission and have agreed to provide a network of 350 lawyers in the USA. It is also stated that some lawyers are willing to provide low bono and pro bono advice to overseas Indians.
- vi) **Consulate General of India, New York:** There are five legal experts who work with the consulate on pro-bono basis for these issues.

This Ministry has also asked from the National Legal Services Authority, New Delhi and The Indian Society of International Law, New Delhi for a list of pro-bono lawyers in India who could assist women in cases of transnational abandonment. Some names of lawyers who have shown interest to work on pro bono basis have been forwarded by them.

To facilitate maximum utilization of funds by the Indian Missions/Posts abroad, the Ministry is exploring all possibilities in consultation and co-ordination with Indian Missions/Posts, NGOs, Indian Women's Organization etc to strengthen the "Scheme for giving legal /financial assistance to Indian women deserted by their overseas Indian spouses" and to create a panel of legal experts.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

**Comments of the Committee**

**(Please see Paragraph No. 13 of Chapter 1 of the Report)**

**Recommendation No.11**

The Committee observe that Overseas Indian Facilitation Centre (OIFC) had planned to organize "Investors interactive meetings" in eight regions showing a range of exclusive products and products from India Corporate to Overseas Indian investment in



real estate, wealth management, health care etc. First such meeting was held in November 2008 in Oman. But due to the global financial crisis and sharp decline in investor interest across the world, further investor meets have been deferred for the present. The Committee are of the view that while the global market is recovering from recession, Investor Interactive Meets may be planned in near future so that India can be showcased in better way.

### **Reply of the Government**

The OIFC has planned to organize 4 investor interactive meets during the year 2010-11.

OIFC organized an investment interactive meet at Dubai on 24<sup>th</sup> March 2010. About 120-130 overseas Indian community members participated in the events. The OIFC knowledge partners & IIFCL presented about the opportunities of investing in India.

Four no of investor meets has been planned by the OIFC during 2010-11 as per the following schedule:

- (v) UK – May/June 2010
- (vi) Malaysia – August 2010
- (vii) South Africa – during the mini PBD in Sept/Oct 2010
- (viii) During PBD-2011 at New Delhi

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### **Comments of the Committee**

**(Please see Paragraph No. 16 of Chapter 1 of the Report)**

### **Recommendation No.12**

The Committee note that a tripartite Project titled 'Administration of Temporary Contractual Employment Cycle from India and the Philippines to the United Arab Emirates' has been approved for implementation among the three Countries. The objective of the pilot Project is to develop best practices in the administration of the Temporary Contractual Employment Cycle leading to a framework for cooperation among Asian countries of origin and destination. The Pilot Project aims to achieve the objectives like improving the quality of recruitment and pre-deployment processes, providing the workers with appropriate working and living conditions and treatment during their employment abroad, preparing the workers for their return at the end of their contract; and facilitating the return and re-integration of the workers into their home countries during the four phases of employment cycle. The Committee consider it a landmark project which can go a long way in ameliorating the plight of Diaspora. The Committee are of the view that such type of projects should not be restricted to only three countries and hence may be undertaken with other countries too. The Committee want that the possibility of such projects being spread to other countries may be explored sincerely.

### **Reply of the Government**

The duration of the tripartite Project titled 'Administration of Temporary Contractual Employment Cycle from India and the Philippines to the United Arab

Emirates' is for two years. The Ministry would like to assess the success of the Pilot Project and the lessons learnt therefrom before embarking on similar projects with other labour receiving Countries in the Gulf region. However, this Ministry is taking up with our Embassies to explore the possibility with other labour receiving Countries.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### **Recommendation No.13**

The Committee note that the information campaign project in six selected States for creation of awareness among the general public about the risk of irregular migration is being implemented. This project will address some of the immediate and urgent concerns arising out of irregular migration, especially in rural areas. The Committee want that such prestigious campaigns should not be limited only to six States. There is no point in ignoring the other areas, so the Committee want that such campaign may be spread over to other States. The Committee want to be apprised of the impact of this campaign among targeted people and the extent of its success.

### **Reply of the Government**

The media campaign of the Ministry actually covers other States as well since it is available on Doordarshan's national network and other prominent private TV channels.

The Ministry had commissioned M/s NFDC to conduct a survey to study the impact of the media campaign on the target audience. The survey was conducted in four States namely Andhra Pradesh, Punjab, Kerala and Tamil Nadu. The key findings are:

- (i) The advertisement campaign has been successful in reaching the target audience. Overall 81% of the target audience in the States surveyed had seen the advertisements says that they have benefited from the advertisements.
- (ii) The advertisement campaign by MOIA had a positive impact in creating awareness about the services offered by the ministry among the target audience. They are now much more informed about the importance of different aspects of immigration like getting services from registered agent, getting work visa and emigration clearance.
- (iii) The advertisement campaign has also been successful in raising the awareness among the target audience about the Ministry of Overseas Indian Affairs (MOIA). On an average only 20% of them were aware of MOIA before the campaign. But after the campaign the awareness level has gone upto 76%
- (iv) Awareness about Pravasi Bhartiya Beema Yojana has also gone up as a result of the campaign. Only 4% of the target audience were aware of the yojana before the campaign, now the figure has gone upto 33%.
- (v) The advertisement campaign has also helped in improving the awareness about the immigration agent. Before the launch of the campaign 76% of the target audience were not aware that the agent has to be registered with MOIA. After the campaign this figure has come down to 37%.
- (vi) The advertisement campaign has also increased the awareness about the fee to be paid to the agent. Before the campaign only 12% were aware

- that the fee to be paid to the agent is fixed by the government. After the campaign the figure has gone upto 67%
- (vii) The awareness about the legal aspects of the immigration have also increased. Before the campaign 62% of the target audience opined that one can manage to work abroad by paying some money to the agent. After the campaign this figure has come down to 27%.

The Ministry launched the awareness campaign during 2009-10 for 70 days on Doordarshan (National & Regional channels), All India Radio and other private national and regional channels. The awareness campaign was also launched in print media through DAVP. The awareness campaign theme was on the following issues:

- i) Problems faced by emigrant workers and legal emigration process;
  - ii) Problems relating to Indian housemaids overseas; and
  - iii) Problem relating to NRI marriages
  - iv) Overseas Workers Resource Centre Helpline
- (H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### Recommendation No.14

The Committee are of the view that deliberations and recommendations of the third annual conference of the Head of the Missions in the major labour receiving countries held in New Delhi to provide an opportunity to the Indian Missions in various labour receiving countries to share their experience in dealing with the labour issues amongst themselves and with the Central Government will certainly help in understanding issues relating to migrant labourers. The Committee hope that problems of workers will be minimized after these recommendations come into force which has resulted in formulating necessary policy framework for handling labour migration matters in these countries. The Committee want to be informed about the status of implementation of the recommendations.

### Reply of the Government

<p>The recommendations of the 3<sup>rd</sup> Annual Conference of the Heads of Missions of Countries, Jordan, Libya, Yemen and Malaysia held on 27<sup>th</sup> -28<sup>th</sup> November,2008 at New Delhi. The Action Taken on the recommendations is indicated as under :</p>	
<b>Recommendations</b>	<b>Action Taken</b>
<p><u>Launching of Indian Community Welfare Fund (ICWF):</u></p>	<p>Ministry had issued sanction for setting up of the ICWF vide letter NO. OI-11-12 /25 /2007 – US (EP-I) dated 27<sup>th</sup></p>

<p>The Scheme for the Indian Community Welfare Fund (ICWF) proposed to be set up in the seventeen ECR Countries was adopted. The ICWF would facilitate our Missions to extend a host of welfare services for overseas Indian workers.</p> <p>The Fund to be operated by the HOM will be as per the scheme document and the sanction orders issued by the MOIA with the concurrence of MEA in this regard. The ICWF would be effective from January 1, 2009.</p>	<p>November, 2008. However, Ministry of External Affairs insisted on obtaining Cabinet approval for setting up of the ICWF before issuing necessary instructions for authorizing the HOMs for charging fees for Consular Services. Subsequently, approval of the Cabinet was obtained for setting up ICWF in the 17 ECR Countries and Maldives and the Fund has been operationalized vide sanction letter dated 12<sup>th</sup> October, 2009.</p>
<p><u>Activating the Joint Working Groups (JWGs):</u></p> <p>The Ministry has signed bilateral Memorandum of Understanding (MoU) on labour with the Governments of UAE, Kuwait and Oman, apart from signing an Additional Protocol with Qatar. An MoU already exists with Jordan signed in 1980. We therefore need to negotiate a fresh agreement. Similar MoUs have been finalized with Bahrain and Malaysia. The Missions concerned may coordinate the dates for signing these MoUs with the respective Governments.</p> <p>The Joint Working Groups (JWG) which have been set up under the MoUs should be activated and regular meetings of the JWG should be organized to sort out bilateral issues on labour such as model contract, minimum wages, documentation requirements, labour</p>	<p>The Labour MOU with Malaysia was signed on 3<sup>rd</sup> January, 2009 and with Bahrain on 17<sup>th</sup> June, 2009. The first Joint Committee Meeting with Malaysia was held on 3<sup>rd</sup> March, 2009 at New Delhi. The Joint Working Group Meeting with Kuwait was held on 13<sup>th</sup> -14<sup>th</sup> January, 2010.</p> <p>The Heads of Missions have been requested to pursue with the host countries for holding the JWG Meetings with the remaining Countries at an early date.</p>

<p>dispute redressal, retention of passports, substitution of contracts, dealing with recalcitrant employers, practical solutions to problems of exploitation and abuse of workers, regulation of intermediaries, sharing of experience in manpower deployment, exchange of information on legislative and administrative measures, exchange of labour market information, providing welfare support services through Indian Workers Resource Centres etc. A calendar of JWG Meetings may be prepared by the HoM's.</p>	
<p><u>Operationalising the Office of Director, Community Affairs (Development) in the GCC Countries:</u></p> <p>The Charter of the duties of Director, Community Affairs (Development), posted in the Overseas Indian Centre (OIC) in the UAE and reporting to the Ambassador will be finalized shortly in consultation with the MEA. This Office would be operationalised in the first week of January, 2009 to render a wide variety of services including counseling to the migrant workers in legal, medical and financial matters. The Centre would act as a Resource Centre for the GCC Countries. A similar Centre would be set up in Kuala Lumpur, shortly.</p>	<p>The Office of Director Community Affairs (Development) in UAE has been operationlized with the posting of a Director level Officer. Setting up a similar Office at Kuala Lumpur will be done after obtaining necessary approvals.</p>

<p><u>Finalization of the Model Contract for universal application by the Missions:</u></p> <p>The model Work Contract may be made applicable to all the ECR countries subject to the local laws. HoM's can customize the model Work Contract to accommodate country specific laws which can be enforced through administrative instructions. Country specific variations in the Work Contract can be discussed and finalized in the meetings of the Joint Working Group set up under the provision of MoUs. This should be made effective from 1 July, 2009.</p>	<p>A model Work Contract was circulated during the 3<sup>rd</sup> HOMs Conference. Heads of Missions were requested to ensure implementation of the model work contract in their respective Countries. This issue will be discussed during the Joint Working Group Meetings and can be implemented with the concurrence of the host Countries.</p>
<p><u>Universal Attestation of the Work Contract through outsourcing.</u></p> <p>The attestation of the Work Contract by the Missions should be universalized. This would ensure creation of a Master Data Register and reinforce the legal migration process. The Kuwaiti model of attestation of work contract through outsourcing can be adopted and the cost of outsourcing can be met from</p>	<p>Kuwait and Oman have already outsourced the attestation work of the Work Contract. Embassy of India, UAE has suggested a Web based Attestation Procedure which is under examination. The ministry is also proposing an E-Governance Project. After approval, the same Model is proposed to be implemented in all the Missions.</p>

<p>the attestation charges to be levied from the workers. This facility should work on an electronic platform so that data collection would be instantaneous and verifiable. This arrangement should be operationalised by 1 April, 2009.</p>	
<p><u>Establishing Indian Workers Resource Centre (IWRC) which includes a Help Desk and a 24 X 7 Help Line in the GCC Countries and Malaysia.</u></p> <p>Indian Workers Resource Centre (IWRC) which includes a Help Desk and a 24 X 7 Helpline may be made functional in the Missions in the GCC Countries and Malaysia. This would facilitate redressal of the grievances of the migrant workers, provide information dissemination to intending migrants and act as a Resource Centre for State Governments to interact with, in times of distress. A model RFP for soliciting proposals for outsourcing the Helpline for the IWRC was circulated. HoM's will take steps to operationalise the IWRC by 1 April, 2009</p>	<p>A Model RFP for soliciting proposals for outsourcing the Helpline for the IWRC was circulated during the HOMs Conference. Kuwait has set up an IWRC (now renamed as Indian Workers Welfare Centre – IWWC) with a 24 X 7 Helpline and a Help Desk w.e.f 09.08.2009. Oman, Bahrain, KSA, Qatar and Jordan are having 24 X 7 Helpline working from the respective Embassies. Approval has been given to the Indian Mission in Malaysia to set up an IWRC in partnership with local NGOs.</p>

<p><u>Operating a Shelter - cum- Counseling Centre in the GCC Countries through Indian Associations / NGOs / Outsourcing:</u></p> <p>The Shelter –cum – Counseling Centre should be given attention by the HoM's. These Centers, apart from providing temporary shelter, food and medical facilities etc. to the runaway workers and housemaids, should also provide counseling services and legal assistance to the distressed workers. The HoM's can consider management of the Shelter Homes in partnership with Indian Associations / NGOs or through outsourcing to reputed agencies on the model of the Shelter Home operated by EOI, Kuwait. HoM's will take steps to operationalise the Shelter-cum-Counselling Centres by 1 July, 2009</p>	<p>A Shelter Home has been set up in Kuwait, manned by the Kuwait Union of Domestic Labour Offices (KUDLO) through outsourcing. CGI, Dubai is running a Shelter to accommodate the run away housemaids and other destitute workers. Similar Shelters have already been set up by our Missions in Oman, Bahrain, Saudi Arabia and Libya.</p>
<p><u>Designing and Implementing an on-site Insurance Programme:</u></p> <p>Since the existing PBBY Scheme has not proved beneficial to a large segment of the migrant workers,</p>	<p>Indian Council of Overseas Employment (ICOE) has been asked to work out the modalities of a Pension Scheme for migrant workers.</p>



<p>awareness about the scheme has to be spread and the procedures simplified. Feasibility of alternative Insurance Schemes may be explored which would be in conformity with the local laws. The Insurance Scheme should, in particular, cover cashless hospitalization. The premium of the Insurance cover can be levied from the employers</p>	
<p><u>Implementation of the Indo-UAE Pilot Project on Temporary Labour Mobility Partnerships and initiating similar Pilot Projects in other GCC Countries:</u></p> <p>A Brief on the Indo-UAE Pilot Project on Temporary Labour Mobility Partnerships in three sectors, viz., Construction, Health Care and Hospitality was circulated. Similar Pilot Projects can be initiated in other countries of the region to adopt best practices in Labour Migration Management. HoM's may explore these possibilities in consultation with the host Government</p>	<p>The Indo - UAE Pilot Project is being implemented over a period of two years. The Ministry would like to assess the success of the Pilot Project and the lessons learnt there from before embarking on similar projects with other labour receiving Countries.</p>
<p><u>Organizing focused India Investor Meets in all the GCC Countries:</u></p> <p>One Investor Interactive Meet was successfully organized at Muscat in partnership with OIFC on 12<sup>th</sup></p>	<p>Due to the intervening economic and financial crisis which affected the global economy, organizing India Investor Meets in the Gulf Countries has been postponed. It is proposed to organize</p>

<p>November, 2008. Similar Investor Meets may be organized in the other GCC countries to attract maximum investment from this region. OIFC to lay emphasis on developing customized products for overseas Indian workers to transform them from being mere savers to becoming investors. OIFC will liaise with HoM's in this regard.</p>	<p>one Investor Meet in Malaysia during the next financial year.</p>	
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(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

## **CHAPTER III**

### **RECOMMENDATIONS/ OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN VIEW OF THE GOVERNMENT REPLIES**

#### **Recommendation No.9**

The construction of PBK in New Delhi is a glaring example of Ministry's ineptitude where inspite of repeated recommendations by the Committee, they have not been able to start the construction work and the ambitious project of PBK in New Delhi has not been materialized as yet. The Committee are not satisfied with the Ministry's explanation in this regard and observe that the Ministry was not serious enough in the matter and the project has been languishing for the last 4 – 5 years.

The Committee desire that all formalities regarding construction of Pravasi Bharatiya Kendra (PBK) should be completed within a time frame and the whole process of necessary approval w.r.t. design/drawing, obtaining necessary clearance of statutory authorities, inviting bids and awarding of contract for the construction of building should be completed at the earliest. The Committee feel that this is paramount to avoid time and cost overruns. The Committee strongly recommend to the Ministry to ensure early construction of PBK by accelerating all the processes involves so that PBK becomes functional within the time limit i.e. by the end of 2011.

#### **Reply of the Government**

Concerted efforts are being made to get the requisite formalities (viz: approvals of the design/drawings by the statutory authorities; inviting bids etc) for the project completed at the earliest. The NDMC, after vetting the drawings, have already forwarded the same to the Delhi Fire Service as well as Delhi Urban Arts Commission.(DUAC) The drawings are required to be cleared first by Delhi fire Service and thereafter, by the DUAC. The Delhi Fire Service, after scrutinizing the drawings, had made certain observations which have been replied to/complied with and the drawings, after carrying certain modifications, were resubmitted by the Consultant to the Delhi Fire Service. The matter is being pursued with authorities concerned for early clearance.

2. It is worthwhile mentioning that the Committee on Non-Plan Expenditure (CNE), in its meeting, held on 6<sup>th</sup> August, 2009, while recommending the PBK proposal at an estimated cost of Rs.107.22 crore has, inter-alia, laid down the condition that MoIA shall review the cost estimates given by the NBCC to ensure that the same are reasonable. The CNE had laid such condition on the basis of a note given by the CPWD which pointed out that the cost estimates of the PBK project are very high and need to be reviewed. . In pursuance of the CNE's directions the matter was examined in consultation with the NBCC and the Ministry of Finance, Department of Expenditure (DoE) was apprised of the detailed justification given by the NBCC on the cost estimation. DoE has, however, advised this Ministry to consult CPWD with their clarification regarding the cost estimates. As advised by the DoE, the Ministry immediately took up the matter with the CPWD with detailed clarifications. The

observations made by the CPWD were examined by the NBCC and necessary clarifications/justification on each observation were sent to the CPWD. The CPWD have however reiterated their earlier stand saying that the cost of construction projected by the NBCC is much more than the cost of construction of various projects being constructed by the CPWD. CPWD has accordingly urged MOIA to review the proposed estimates. To sort out the issues with CPWD, it is proposed to have a meeting at the appropriate level.

3. The Bill of Quantities(BOQ) to invite tender for the main works has already been prepared by NBCC and upon receiving the approvals of estimates of the project, the tender process to award main work will be initiated immediately by NBCC.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

### **Recommendation No.10**

The Committee observe that there are eight PoE offices in the country and none of these offices are functioning from their own premises. The PoE offices of Delhi, Chandigarh and Kolkata are functioning from Government buildings whereas the remaining offices are functioning from rented premises. The Committee also observe that the Ministry has not made any proposal in the Demands for Grants (2009-10) under the Head Capital Outlay on Public Works in this regard. The Committee are not satisfied with the ministry's casual reply in this regard that there is no plan to construct own buildings. The Committee are unable to understand the reasons therefor. This attitude of the Ministry has pained the Committee very much. Therefore, Committee strongly recommend the Ministry to draw a comprehensive and time-bound plan with adequate budgetary support in the coming years and to put regular monitoring mechanism in place to gradually accommodate all PoE offices in their own buildings to save huge rental outgo of the Ministry. The Committee may be apprised of the action taken by the Ministry in this regard on quarterly basis.

### **Reply of the Government**

Ministry of Overseas Indian Affairs fully appreciates the concern of Standing Committee of the Parliament, stressing the need of POE offices functioning from their own premises. To procure the land is the main hurdle. PGE office has made efforts in the past to get land but the State Governments have not responded with enthusiasm.

Ministry of Overseas Indian Affairs believes that POE offices should be evenly distributed in the country. In the event of passing of the proposed Emigration Management Bill and the setting up of the Emigration Management Authority, the role and responsibilities of POE offices will undergo change as they will be increasingly engaged in enforcement and monitoring of the functioning of the various recruiting agencies. As such there is a need to set up POE offices at appropriate locations in the States of UP, Bihar, Assam, Rajasthan, Madhya Pradesh and Karnataka in order to create a nationwide network.

The State Governments will be asked to allot government land for the POE offices – existing as well as proposed one's and MOIA will construct the buildings on the land allotted by the States after finalizing a uniform structural design.

Efforts will be made to get the land allotted within the current financial year and to complete the construction of the POE offices during financial year 2011-12. Therefore, a decision has been taken to constitute an Internal Committee in the Ministry for identifying the exact requirements of the POE offices in the States and their location and space requirement.

An internal committee under the Chairmanship of Secretary (MOIA) has been constituted to identify the space requirements for the POE offices. The first meeting of the internal committee was held on 07.04.2010.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

## **CHAPTER IV**

**RECOMMENDATIONS/ OBSERVATIONS IN RESPECT OF WHICH  
REPLIES OF GOVERNMENT HAVE NOT BEEN ACCEPTED  
BY THE COMMITTEE AND REQUIRE REITERATION**

**NIL**

## CHAPTER V

### RECOMMENDATIONS/ OBSERVATIONS IN RESPECT OF WHICH FINAL REPLIES OF THE GOVERNMENT ARE STILL AWAITED

#### Recommendation No. 3

The Committee note the existence of the Overseas Indian Facilitation Centre (OIFC), which is engaged in the field of providing all information related to investing in India that a potential Overseas Indian Investor would need. The queries relating to investments across a wide gamut of sectors are supposed to be replied through the OIFC Website, including those in respect of Infrastructure and social sectors. OIFC is mandated to serve as a clearing house for investment related information to potential investors besides being a one stop agency for replying queries and providing handholding services. This can be possible only when the Website is upgraded and updated regularly to provide all kind of information. The Committee feel that OIFC is not working as a single window to all investment related queries. The Website is not updated quite often. In such a scenario, the very purpose of setting up of OIFC gets defeated. The Committee desire that the OIFC be provided all possible assistance by the Government in developing a Business networking platform and business directory to fulfill its mandate to facilitate Business to Business partnership. The Committee find it extremely important that the OIFC must encourage potential overseas investors to invest in India and more importantly – by informing them about incentives to do so. The Committee also desire that the Government should evolve a mechanism to collect the information about the actual investment coming to India in collaboration with Ministry of Commerce & Industry (Department of Industrial Promotion and Policy).

#### Reply of the Government

During PBD-2010 held at New Delhi, Prime Minister inaugurated an online portal of OIFC on 8<sup>th</sup> January 2010. The electronic portal comprise of series of online platforms such as an end-to-end information portal for updated information on sector and state specific investment opportunities and forthcoming events to invite diaspora's participation, a comprehensive networking platform for communication and group formation needs to foster collaborations, an online business directory of verified Indian and diaspora businesses, a customized query and solutions platform and an investment tool-kit to ease the process of investing into India. OIFC also organized a market place at New Delhi during PBD-2010. One to one meetings were held with the prospective investors at the Market place. OIFC is also in the process of developing a mechanism to collect the actual information related to investment by Overseas Indians.

The online networking platform is operational at [www.oifc.in](http://www.oifc.in) and is providing the following services to the Overseas Indians:

- Business to business networking
- Investment guide
- Query redressal through knowledge experts
- Live help centre

To lead the investment and business engagement of the Indian diaspora with India, the Overseas Indian Facilitation Centre (OIFC), organized its 4th interactive Market Place Forum at the PBD-2010 at New Delhi.

Focused discussions held on wide ranging investment issues through

- e) Series of engaged Live Chat sessions
- f) Business meetings between delegates participating the PBD
- g) Business meetings between delegates and OIFC knowledge experts providing host of financial, taxation and legal services and member states
- h) One-to-one interactions and networking

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

**Comments of the Committee**  
**(Please see Paragraph No. 10 of Chapter 1 of the Report)**

**Recommendation No.15**

The Committee are not convinced at all with the reply of the Government regarding amendment of the Emigration Act 1983 as the Government is furnishing similar replies for the last 3-4 years and no positive result has come out so far. The dillydallying attitude of the Ministry in this regard is beyond comprehension. The Committee are given to understand that instead of amending the Emigration Act, 1983, a new comprehensive Bill namely the Emigration Management Bill, 2009 is under finalization. The Committee observe that already undue delay has taken place in this regard and there is no point in procrastinating further. The Committee, therefore, strongly recommend that all formalities regarding this Bill should be completed at the earliest and it should be introduced during the next session of the Parliament positively.

**Reply of the Government**

The proposal for introduction of “The Emigration Management Bill” in the Parliament with a view to enact a new law in place of the existing Emigration Act, 1983, has been sent to the Ministry of Law and Justice for vetting and concurrence. The same is awaited. After the vetting and concurrence of the Ministry of Law has been received the proposal will be placed before the Cabinet for approval before introduction of the Bill in the Budget Session of Parliament beginning in February, 2010.

Ministry of Law has concurred to the proposal. The proposal has been submitted for approval of the Cabinet for introduction of the new Emigration Management Bill, 2010 in the current session of Parliament. Approval of Cabinet is awaited.

(H.11021/16/2009-P&C dated 10th dated.....March, 2010)

**Recommendation No.16**

The Committee understand that setting up of PIO/NRI Universities is a prestigious task and the Committee are of the view that the issue should be taken up at the Government level. However, the Committee find that the project has now been assigned to Private Partner Manipal Academy of higher Educational Trust (MAHET) and its advisory board has been constituted to evaluate the Detailed Project Report (DPR). The Committee want the Government should keep close monitoring on it. The MAHET should be advised to prepare a transparent and time bound plan for its completion. A legislation to govern the PIO/NRI University at Bengaluru should be enacted at the earliest to avoid any kind of delay in its establishment. The Committee also want that the PIO University should impart knowledge of all disciplines including arts, culture and literature.

The Committee are also of the view that all formal action for setting up of four more PIO/NRI Universities should be taken up at the earliest to ensure the commissioning of these projects without any delay.



### **Reply of the Government**

As per recommendations of the Advisory Board constituted to evaluate the Detailed Project Report (DPR) submitted by the Manipal Academy of Higher Education Trust (MAHET), work is underway to draft a Bill providing a regulatory framework and the establishment of an empowered authority to licence the setting up of PIO/NRI universities in India.

The subject of establishment of PIO/NRI Universities is under litigation in the Hon'ble High court of Kerala under two Writ Petitions – Writ Petition (Civil) No. 7661 of 2009 and Writ Petition (Civil) No.5450 of 2008. A ruling on the matter by the High Court is awaited after the Court reopens after vacations on 17<sup>th</sup> May, 2010.

H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010

### **Recommendation No.17**

The Committee appreciate the efforts being made by the Government to enter into social security Agreements with the countries having sizable Indian professional workforce to protect the interests of the Indian professionals as well as self employed Indians working in the developing countries. The Committee are of the view that such agreements will benefit our people and the Indian Government as well. It will not only enable workforce to avoid the payment of taxes again and again but will ensure the portability of benefits on relocation to the native country. The Committee recommend that the Government should try to make efforts to sign such agreements with USA and gulf countries where huge number of Indians are working.

### **Reply of the Government**

The Ministry is making efforts to sign Social Security Agreement with USA. Two exploratory meetings had already been held with the US and another meeting has been proposed to be held in June 2010. As regards the Gulf countries, it is stated that Government has already entered into Memorandum of Understanding with the Gulf countries except Kingdom of Saudi Arabia. Efforts are also being made to sign Memorandum of Understanding with the Kingdom of Saudi Arabian through Diplomatic channels.

An Indian delegation from India will be visiting USA on 19th and 20th May 2010 to discuss the SSA with them.

(H.11021/16/2009-P&C dated 10<sup>th</sup> March, 2010)

**NEW DELHI**  
**05 May, 2010**  
***Vaisakha 15, 1932 (Saka)***

**Yashwant Sinha,**  
***Chairman,***  
***Standing Committee on External Affairs***

## Appendix-I

### MINUTES OF THE EIGHTEENTH SITTING OF THE STANDING COMMITTEE ON EXTERNAL AFFAIRS HELD ON 5<sup>TH</sup> MAY, 2010

The Committee sat from 1500 hrs. to 1600 hrs. in Committee Room 'E',  
Parliament House Annexe, New Delhi.

#### PRESENT

Shri Yashwant Sinha – Chairman

#### MEMBERS LOK SABHA

2. Shri Anto Antony
3. Shri Pradeep Majhi
4. Shri Zafar Ali Naqvi
5. Shri Rajendrasinh Rana
6. Kunwar Rewati Raman Singh
7. Smt. Supriya Sule
8. Shri Bhisma Shankar alias Kushal Tiwari
9. Shri Shashi Tharoor

#### RAJYA SABHA

10. Dr. Karan Singh
11. Shri Ashwani Kumar
12. Shri Shreegopal Vyas
13. Shri Bharatkumar B. Raut
14. Shri Arjun Kumar Sengupta
15. Dr. (Smt.) Kapila Vatsyayan
16. Shri H.K. Dua

#### SECRETARIAT

1. Shri U.S. Saxena - Joint Secretary
2. Shri R.K. Jain - Director
3. Dr. Ram Raj Rai - Additional Director

2. At the outset, the Chairman welcomed Members to the sitting of the Committee.

3. The Committee then took up for consideration the draft Report on Action Taken by Govt. on the recommendations contained in the 1<sup>st</sup> Report (15<sup>th</sup> Lok Sabha) of the Committee on Demands for Grants of the Ministry of Overseas Indian Affairs for the year 2009-2010. The Chairman invited the Members to offer their suggestions, if any, for incorporation in the draft Report. The Members suggested some minor modifications.

4. xxx                      xxx                      xxx                      xxx                      xxx

5. The Committee then adopted the draft Report and authorized the Chairman to finalize the Action Taken Report incorporating the suggestions made by the Members and present the same to Parliament.

*The Committee then adjourned.*

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XXX Minutes in respect of other matters kept separately.

**Appendix -II**

*(Vide Para 4 of Introduction of Report)*

**ANALYSIS OF ACTION TAKEN BY GOVERNMENT ON THE  
FIRST REPORT OF THE STANDING COMMITTEE  
ON EXTERNAL AFFAIRS (15<sup>TH</sup> LOK SABHA)**

		<b>17</b>
<b>(i)</b>	<b>Total Number of Recommendations</b>	
<b>(ii)</b>	<b>Recommendations/Observations which have been accepted by the Government.</b>	
	Recommendation Nos. 1, 2, 4, 5, 6, 7, 8,11,12,13 and 14	
		<b>Total-11</b>
		<b>Percentage: 64.71%</b>
<b>(iii)</b>	<b>Recommendations/Observations which the Committee do not desire to pursue in view of the Government replies.</b>	
	Recommendation Nos. 9 and 10	
		<b>Total-02</b>
		<b>Percentage:11.76%</b>
<b>(iv)</b>	<b>Recommendations/Observations in respect of which replies of Government have not been accepted by the Committee and require reiteration.</b>	
	Recommendation No. Nil	
		<b>Total-00</b>
		<b>Percentage: Nil</b>
<b>(v)</b>	<b>Recommendations/Observations in respect of which final replies of Government are still awaited.</b>	
	Recommendation No. 3,15,16 and 17	
		<b>Total-04</b>
		<b>Percentage: 23.53%</b>