

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

UNSTARRED QUESTION NO:4117
ANSWERED ON:19.02.2014
OVERSEAS WORKERS RESOURCE CENTRE
Vijayan Shri A.K.S.

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

- (a) whether the Overseas Workers Resource Centre (OWRC) has been instrumental in reducing considerably the problems of Indians seeking employment in the foreign countries;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRI VAYALAR RAVI)

(a & b) Overseas Workers Resource Centre is an institutional arrangement to provide information to intending migrants and overseas workers relating to all aspects of overseas employment. It operates round the clock (24x7x365) to provide need based information in 8 languages through the toll free number 1800113090 in India and +91-11-40503090 for Indian emigrants working overseas. It also acts as a single point source for registering, responding to and monitoring complaints. OWRC is linked to the Migrant Resource Centres (MRCs) in Kochi and Hyderabad.

Emigrants overseas can call OWRC for any information required. They can also register complaint against Foreign Employer through call or log their grievances through the web application.

In the year 2011, 2012 and 2013 the Centre received 46227, 85588 and 1,12,176 calls and 24, 9 and 6 complaints respectively. This access to information and redressal of grievances helps to reduce the problems of workers.

- (c) In view of reply above, question does not arise.