

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:390

ANSWERED ON:25.02.2015

MADAD

Singh Shri Ganesh;Singh Shri Sunil Kumar

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

- (a) whether the Government proposes to establish a call centre named 'MADAD';
- (b) if so, the objectives and functions of 'MADAD' along with the details thereof;
- (c) the time by when 'MADAD' is proposed to be established;
- (d) the names of the departments whose assistance will be taken for the successful operation of 'MADAD'; and
- (e) whether any monitoring will be put in place for the effective functioning of 'MADAD' and if so, the details in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS  
(GEN. (DR) V. K. SINGH (RETD))

(a) to (e) In pursuance of "Good Governance" initiatives, Government has launched a web portal (online Consular Grievances Monitoring System, named MADAD for easy branding) to extend a helping hand to Indians abroad requiring consular assistance. It is a collaborative effort of the Ministry of External Affairs (MEA) and the Ministry of Overseas Indian Affairs (MOIA). All our Missions and Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad and Kolkata, are being associated with this portal for consular grievance tracking and follow-up.

The portal has been officially launched on 21st February 2015.

The MADAD online portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process thereafter.

MADAD incorporates several innovative features such as flexible architecture to handle a variety of grievances, online filing and linking of similar grievances for easier retrieval and reference, automatic escalation and enhancement of priority, colour-coded dash boards for easy assessment and monitoring, and allows connection with a call centre to help illiterate grievants, by linking with MOIA's existing facility.