

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO.2560
TO BE ANSWERED ON 03.01.2018

INDIAN NATIONALS WORKING ABROAD

†2560. **SHRIMATI KAMLA DEVI PAATLE:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of Indian nationals working abroad, country-wise;
- (b) the total foreign exchange remitted by them to the country during the last three years, country and year-wise;
- (c) whether Indian nationals are ill-treated in several countries;
- (d) if so the details thereof; and
- (e) the step taken or proposed to be taken to ensure the safety of Indian working abroad?

ANSWER

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

(a) The Government maintains the data in respect of Emigration Check Required (ECR) passport holding Indian workers, emigrating legally to any of the 18 ECR countries for overseas employment. Country-wise Emigration Clearances Granted to such workers during the last three years is at **Annexure-I**.

(b) As per the details provided by the Reserve Bank of India, year-wise inward remittances inflows to India from Indians working across the world are US \$ Billion 70.40, 68.90 and 62.70 in the years 2014, 2015 and 2016 respectively. Country-wise details are not available.

(c) & (d) Indian Missions/Posts in the Emigration Check Required (ECR) countries, from time to time, report about complaints received from Indian workers, regarding non-payment of salaries and denial of legitimate labour rights and benefits such as non-issuance/renewal of residence permits, non-payment/grant of overtime allowance, weekly holidays, longer working hours, refusal to grant exit/re-entry permits for visit to India, refusal to allow the worker on final exit visa after completion of their contracts and non-provision of medical and insurance facilities etc. Occasional incidents of confinement, abandoning of domestic sector workers by their sponsors have also been reported.

(e) Immediately on receipt of such complaints, the same are addressed by the Indian Missions by taking them up with the concerned local government authorities for immediate resolution. The Government has

taken several steps to safeguard the interests of Indian emigrants to the Gulf countries, these are:

- (i) The on-line MADAD portal enables the emigrant workers and their family members to register their consular grievances online and track their redressal.
- (ii) Grievances related to Overseas Employment in notified Emigration Check Required (ECR) countries including gulf countries, can also be logged in directly by emigrants/relatives or through the Overseas Workers Resource Centre (OWRC) on eMigrate portal. These grievances are settled by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.
- (iii) Missions in Gulf countries also conduct Open Houses on a regular basis where workers can seek redressal of their grievances.
- (iv) A multi-lingual 24X7 Helpline of Overseas Workers Resource Centre (OWRC) in New Delhi provides information, guidance and grievance redressal on all issues and problems pertaining to overseas employment of Indian nationals.
- (v) Missions in Gulf countries have also established 24x7 helplines and Toll Free help lines for the benefit of Indian workers to seek help.
- (vi) An Indian Workers Resource Centre (IWRC) has been set up at Dubai (UAE) and four more IWRCs have been set up in Sharjah (UAE), Riyadh and Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia), to provide guidance and counselling on all matters pertaining to overseas Indian workers.
- (vii) Migrant Resource Centres have also been setup in Kochi, Hyderabad, Chennai and Lucknow to assist emigrants or their relatives to redress their problems/complaints regarding overseas employment.
- (viii) The Missions utilise the Indian Community Welfare Fund (ICWF) to provide assistance to overseas Indian nationals in times of distress.
- (ix) Suitable accommodation to temporarily house distressed Indian nationals has been setup in Bahrain, Kingdom of Saudi Arabia, Kuwait, Qatar, UAE and Malaysia.
- (x) Labour and Manpower Cooperation MoUs/Agreements are already in place with the six Gulf Cooperation Council (GCC) countries that provide the institutional framework to comprehensively discuss and review labour related issues.

ANNEXURE-I

**NUMBER OF EMIGRATION CLEARANCES GRANTED TO ECR
PASSPORT HOLDING INDIAN WORKERS, COUNTRY WISE, DURING
THE LAST THREE YEARS**

Sl. No.	Name of Countries	2014	2015	2016	2017 (As on 30-11-2017)
1	Afghanistan	127	70	0	0
2	Bahrain	14207	15623	11964	10461
3	Indonesia	29	06	01	10
4	Iraq	3054	01	0	0
5	Jordan	2133	2047	2742	2122
6	Kuwait	80420	66579	72384	51342
7	Lebanon	313	341	316	105
8	Libya	122	0	0	0
9	Malaysia	22927	20908	10604	12731
10	Oman	51319	85054	63236	49336
11	Qatar	75997	59384	30619	21660
12	S. Arabia	330002	308380	165355	72646
13	Sudan	255	29	0	01
14	South Sudan	0	0	0	0
15	Syria	0	01	0	0
16	Thailand	53	10	01	0
17	U. A. E.	224043	225718	163716	140862
18	Yemen	4	01	0	0
TOTAL		805005	784152	520938	361276

Source: e-Migrate portal.
