

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA  
UNSTARRED QUESTION NO.4028  
TO BE ANSWERED ON 17.07.2019

**SAFETY OF INDIAN CITIZENS ABROAD**

4028. MS. LOCKET CHATTERJEE:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has taken initiatives for ensuring the safety of Indian citizens abroad, especially in Gulf Countries;
- (b) if so, the details thereof; and
- (c) the role of Pravasi Bhartiya Seva Kendras in suitably addressing and resolving the issues faced by the Indian workers abroad?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[SHRI V. MURALEEDHARAN]

(a) & (b) The Government attaches the highest priority to the safety, security and well-being of Indian citizens abroad, including in Gulf countries. Our Missions and Posts abroad remain vigilant and closely monitor and actively follow up any grievances and complaints of mistreatment of Indians with the authorities concerned in foreign countries.

The Government has taken several steps to safeguard the interests of Indian citizens, especially in Gulf countries, including the following:

- (i) To enable Indian Missions/ Posts look after their safety and security and provide them timely assistance, Indian nationals are encouraged to register themselves at the Indian Missions and Posts abroad. Our Missions/Posts abroad can also be approached through various means of communication, including 24 x 7 Help Lines.
- (ii) The on-line MADAD portal enables all Indian nationals and their family members to register their consular grievances on-line and track their redressal.
- (iii) Grievances related to Overseas Employment in notified Emigration Check Required (ECR) countries including Gulf countries, can also be logged in directly by or on behalf of emigrants on e-Migrate portal.

These grievances are addressed by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.

- (c) The Pravasi Bhartiya Seva Kendras (PBSKs) provide a number of services, including the following:
- (i) Operating a 24x7 Help Line;
  - (ii) Receiving, registering and monitoring grievance petitions of Indians and providing necessary advice / resolution and clarification to information seeking queries. If not resolved, the cases are escalated to the Embassy /Consulate for further follow up;
  - (iii) Providing counseling sessions on legal, financial, medical and psychological matters;
  - (iv) Conducting awareness sessions in labour camps to educate the workers on various issues they face during their employment, health related talks by experts, various schemes of Government of India for the welfare of the workers;
  - (v) Liaising with help-groups, individuals, social workers and related bodies to offer assistance to Indian Community Members.

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