

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO.637
TO BE ANSWERED ON 20.11.2019

DEATH OF INDIAN WORKERS ABROAD

637. SHRI UTTAM KUMAR REDDY NALAMADA:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of reported deaths of Indian migrant workers in Kuwait, Saudi Arabia, Bahrain, Qatar, Oman and UAE since 2014 and the details of these deaths;
- (b) the number of complaint received from Indian migrant workers in these countries regarding poor working conditions and mistreatment;
- (c) the details of action taken and the status of these complaints; and
- (d) whether any measures are being considered or have been implemented to ensure decent working conditions for Indian migrant workers in these countries and if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[SHRI V. MURALEEDHARAN]

- (a) As per available information, the number of Indians, including the migrant workers, who have reportedly died in Kuwait, Saudi Arabia, Bahrain, Qatar, Oman and UAE since 2014 is given as below -

S. No.	Name of Country	The number of reported death of Indians in Kuwait, Saudi Arabia, Bahrain, Qatar, Oman and UAE					
		2014	2015	2016	2017	2018	2019 (till October 2019)
1	Bahrain	175	223	186	237	234	180
2	Kuwait	559	611	576	591	659	584
3	Oman	519	520	547	495	526	402
4	Qatar	279	198	281	282	285	286
5	Saudi Arabia	2427	2694	2766	2664	2551	1920
6	United Arab Emirates	1429	1540	1657	1637	1759	1451

- (b) As per information given by our Missions and Posts in the Gulf countries, the number of complaints by Indian workers due to various reasons are as follows -

S. No.	Country	2014	2015	2016	2017	2018	2019
1	Bahrain	821	833	693	792	734	585 (13.11.19)
2	Qatar	3943	3868	2747	3328	3244	1883 (Oct)
3	Saudi Arabia	3732	2921	8912	8447	8272	4286(12.11.19)
4	Oman	1358	1097	2245	4144	3594	2308(Oct)
5	Kuwait	3033	3493	4187	4481	3287	3496(Oct)
6	United	1718	1936	2368	3756	2153	2493(Oct)

Arab Emirates							
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(c) Most of the complaints received from Indian workers are 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 to return to India on final exit visa after completion of their contracts and non-provision of medical and insurance facilities, not being paid compensation upon death etc.

On receipt of complaints from or on behalf of the emigrants, the same are addressed quickly by the Indian Missions by taking them up with the concerned local government authorities for resolution. Complaints pertaining to employment related issues are taken up by the Indian Missions with the concerned foreign employer/ Labour Department and other concerned officials in that country for prompt redressal. Whenever required and possible the embassy officials even contact the employers for resolution of grievances.

(d) The Government has taken several steps to safeguard the interests of Indian emigrants in the Gulf and other ECR countries. These include:

- (i) The on-line MADAD portal enables the emigrant workers and their family members to register their consular grievances on-line and track their redressal.
- (ii) Grievances related to Overseas Employment in notified Emigration Check Required (ECR) countries can also be lodged on e-Migrate portal directly by emigrants/relatives or through the Pravasi Bharatiya Sahayata Kendras (PBSK). These grievances are settled by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.
- (iii) Pravasi Bharatiya Sahayata Kendras (PBSK) have been set up in New Delhi and at Dubai (UAE), Sharjah (UAE), Riyadh, Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia), to provide guidance and counseling on all matters pertaining to overseas Indian workers.
- (iv) Kshetriya Pravasi Sahayata Kendras (KPSK) have also been setup in Kochi, Hyderabad, Chennai and Lucknow to assist emigrants or their relatives to redress their problems/complaints regarding overseas employment.
- (v) Missions have also established 24x7 Helplines and Toll Free Helplines for the benefit of Indian workers to seek help.
- (vi) Grievances brought to the notice of the Ministry and the Missions through social media, including twitter, are also promptly addressed.
- (vii) The Missions utilise the Indian Community Welfare Fund (ICWF) to provide assistance to overseas Indian nationals in times of distress. The guidelines of the Indian community welfare fund have been revised recently to expand the scope of welfare measures and to cover three key areas, namely, assisting overseas Indian nationals in distress situations, community welfare activities and improvement in consular services.
- (viii) Labour and Manpower Cooperation MoUs/Agreements are in place with the six Gulf Cooperation Council (GCC) countries that provide the institutional framework to comprehensively discuss and review labour related issues. In accordance with the Labour and Manpower Cooperation/Agreement, Joint Working Group (JWG) meetings are held on regular basis to discuss various labour related issues.
