

QUESTION DETAILS

MINISTRY OF : EXTERNAL AFFAIRS

RAJYA SABHA

UNSTARRED QUESTION NO 2418

TO BE ANSWERED ON 03.01.2019

Protection of rights of Indian citizens in foreign countries

2418. Shri G.C. Chandrashekhar

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

- (a) whether Government proposes to establish a system for protecting the rights of Indian citizens in foreign countries;
- (b) if so, the details thereof along with MoUs signed in this regard with each country;
- (c) whether the terms and conditions in the visa are being violated by the external agencies due to which, Indian citizens are facing difficulties to continue their employment;
- (d) if so, the details thereof along with the action taken for ensuring the rights of Indian employees abroad; and
- (e) the details of system established for locating Indians abroad?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[GEN. (DR) V. K. SINGH (RETD)]

(a) to (d) The Government under the Emigration Act, 1983 and Rules thereof, has a framework in place through which Indian citizens going abroad for employment, specially to the 18 notified Emigration Check Required or ECR countries are lent protection. Indian workers with ECR passport, who emigrate after obtaining Emigration Clearances (EC) from any of the ten Protector of Emigrants (PoE) offices in the country through the online emigration clearance system (e-migrate portal) of the Ministry of External Affairs, can work legally in the destination country and are covered under their labour laws and provided protection by the Protector General of Emigrants of the Ministry of External Affairs.

The Government has entered into Memorandum of Understandings (MOUs)/Agreements on labour and manpower cooperation with a number of such countries in order to ensure that our workers in these countries work under protective legislation. These MoUs/ Agreements provide the overarching framework for cooperation on Labour and Manpower related issues. Such MoUs/ Agreements have been signed with seven countries, namely, Bahrain, Jordan, Kuwait, Oman, Qatar, Saudi Arabia and UAE.

Whenever our Missions receive complaints regarding violation of the conditions of the contract from Indian nationals/workers, it tries to resolve the matter amicably by contacting the employer. In addition, whenever possible, with the help of local authorities, the Embassy facilitates transfer of employment of the aggrieved Indian workers to other companies where employment is available. The Embassy systematically follows up on such grievances with the local authorities. In addition, such issues are also regularly discussed at the meetings of the Joint Working Group (JWG) on Labour & Manpower Development and other relevant bilateral fora. The other measures put in place are as follows:

(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 can

(ii) Grievances related to Overseas Employment in notified Emigration Check Required (ECR) countries can also be logged in directly by emigrants/relatives or through the Pravasi Bharatiya Sahayata Kendra (PBSK) on e-Migrate portal. These grievances are settled by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.

(iii) Missions also conduct Open Houses on a regular basis where workers can seek redressal of their grievances.

(iv) A multi-lingual 24X7 Helpline of Pravasi Bharatiya Sahayata Kendra (PBSK) in New Delhi provides information, guidance and grievance redressal on all issues and problems pertaining to overseas employment of Indian nationals.

(v) Indian Missions have also established 24x7 helplines and Toll Free help lines for the benefit of Indian workers to seek help.

(vi) Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai (UAE), Sharjah (UAE), Riyadh, Jeddah (Kingdom of Saudi Arabia) and Kuala Lumpur (Malaysia), to provide guidance and counselling on all matters pertaining to overseas Indian workers.

(vii) 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.

(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 distressed Indian nationals has been setup in Bahrain, Kingdom of Saudi Arabia, Kuwait, Qatar, UAE and Malaysia to provide temporary accommodation.

(e) The Government, whenever informed of any missing Indian abroad, immediately through the Indian Missions, tries to locate the missing person with the information available. The concerned Indian Mission gets in touch with the Local Government and follows up periodically till the person is located. Other means, such as contacting Indian associations, who could be helpful, are also taken recourse to on such cases.

Through the efforts mentioned above, during May 2014 to May 2018, the Government has successfully repatriated 2,08,186 stressed Indian nationals including 16,281 rescued from troubled areas in Ukraine, Iraq, Libya, Yemen and South Sudan.

[ENGLISH VERSION](#)

[HINDI VERSION](#)