

1	2	3	4	5
34.	Guntur	514461	170007	33.05
35.	Hubli Dharwad	786195	108709	13.83
36.	Mysore	755379	74781	9.90
37.	Kochi	595575	7897	1.33
38.	Thiruvananthapuram	744983	11817	1.59
39.	Salem	696760	151577	21.75
40.	Coimbatore	930882	58406	6.27
41.	Tiruchirapalli	752066	178410	23.72
42.	Madurai	928869	221338	23.83

Source: Registrar General of India

#### **24×7 helpline under OWRC**

2528. SHRI ANIL MADHAV DAVE: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

- (a) the number of beneficiaries of the 24×7 helpline established under Overseas Workers Resource Centre (OWRC) since its beginning;
- (b) the number of illegal emigrants who have been stopped due to this helpline; and
- (c) the number of persons/touts who have been punished under this?

THE MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRI VAYALAR RAVI): (a) to (c) From time to time references complaining against registered recruiting agents, unregistered agents and foreign employers are received through OWRC. From the setting of the OWRC in January, 2008 to 21st November, 2010, the OWRC received 61,557 telephonic calls which include 49,706 enquiries, 397 complaints with complete details and 11,454 calls with incomplete details. Out of 397 complaints received, 369 complaints have been redressed and the remaining are in process.

Complaints received by OWRC against agents/touts are referred to the Ministry. The following steps are taken for redressal of such grievances by the Ministry:

#### **(a) complaints against unregistered agents:**

When complaints are received against agents who are not registered with Protector General of Emigrants, Ministry of Overseas Indian Affairs, these are referred to the concerned State Police authorities for investigation and action.

- (b) complaints against registered recruiting agents
- Show-cause notice is served on registered Recruiting Agent against whom complaint is received and the Recruiting Agent is directed to settle/resolve the complaint in the first instance.
  - If the Recruiting Agent fails to respond to the Show-Cause Notice or his reply is not satisfactory, his Registration Certificate is suspended for 30 days under the law. If the complaint still remains unresolved, the Registration Certificate is suspended for an indefinite period and action is initiated for cancellation of the Registration Certificate and forfeiture of Bank Guarantee, as per the law.

#### **Amendment in Emigration Act, 1983**

2529. SHRI MOHAMMED AMIN: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

- (a) whether Government has made any amendment in Emigration Act, 1983 to safeguard the interests of the inter-country migrant workers;
- (b) if so, the details thereof;
- (c) whether Construction Workers Federation of India has requested Government to set up a Committee at the Central level for monitoring the problems of Inter-Country migrant workers; and
- (d) if so, the reactions of Government thereof?

THE MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRI VAYALAR RAVI): (a) and (b) The Government has recently amended the Emigration Rules, 1983 *vide* Emigration (Amendment) Rules, 2009 notified on 09.07.2009. Major highlights of the amended rules are:

- (i) The validity period of a new registration certificate has been increased from the existing 5 years to 10 years maximum.
- (ii) The amount of security to be furnished by the recruiting agent in the form of bank guarantee has been increased to twenty lakh rupees.
- (iii) The application fee for registration certificate has been increased from five thousand rupees to twenty five thousand rupees.
- (iv) The application for registration now will have to be accompanied by a copy of the applicant's bachelor's degree or two years diploma or equivalent, balance sheet of the previous financial year or a statement of accounts showing the assets and liabilities of the applicant, income tax returns for the last three consecutive years and an affidavit in Form-II, executed by the applicant before a Magistrate or Notary Public.