

(b) Whenever this Ministry or Indian Missions receive information of problems faced by Indian workers, the Indian Mission initiates action to resolve the issue by getting in touch with the foreign employer/local authorities and emigrant worker concerned and visiting Indian labour camps, if required, and actively pursuing until their logical conclusion. If necessary, the Indian Mission repatriates the Indian emigrant worker in consultation with the local government authority and the employer. If required, the Indian Mission issue Emergency Certificates for repatriation of the emigrant worker. The Indian Community Welfare Fund (ICWF) has provision for providing air-ticket at Government cost for the repatriation.

(c) Government is working on Emigration Management Bill. The Bill is at the stage of Inter-Ministerial consultation.

#### **Centre to help Indian workers abroad**

1754. SHRI BAISHNAB PARIDA: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

(a) whether Government has opened a centre to guide and help the Indian workers in UAE and other countries, if so, the details with feed back thereof;

(b) whether it is proposed to open such centres for Indian workers in other countries as well; and

(c) whether it is proposed to run the above help-line round the clock to address grievances of Indian workers, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS [GENERAL (RETD.) V.K. SINGH]: (a) Yes, Sir. The Indian Worker Resource Centre (IWRC) at Dubai, UAE was set up in November, 2010. The Centre guides and helps Indian workers by way of disseminating information, registering, responding and monitoring complaints. The Centre has a 24X7 helpline and redresses grievances and provides counseling. According to information received, Indian embassies in Kingdom of Saudi Arabia, Kuwait, Bahrain, Qatar, UAE, Oman, Yemen, and Lebanon have also established 24×7 helpline.

(b) Yes, Sir. The Ministry has advised to Indian Missions in Emigration Check Required (ECR) countries to establish such centres in their Missions.

(c) Yes, Sir. As in reply to part (a) above.

#### **Support to Indian workers overseas**

1755. SHRIMATI KANIMOZHI: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

(a) whether Indian Embassies have been able to register and provide support to overseas Indian workers, the details thereof;