

The Phase - IV of Delhi Metro Project is scheduled to be completed in six years from the date of sanction.

(c) An amount of ₹ 8273.85 crore was allocated in Government of India's budget for the Phase-III projects from 2011-12 to 2014-15, out of which ₹ 7654.97 crore has been released to DMRC till date.

(d) DMRC has informed that the following efforts are/have been made to complete the project as per the targeted completion date:-

- (i) Contracts for all major works awarded.
- (ii) Major parts of land made available.
- (iii) Funds are released regularly.
- (iv) Project is monitored at the highest level.

Exploitation of Indian workers abroad

*77. SHRIMATI SASIKALA PUSHPA: Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

- (a) whether Indian workers abroad are being exploited and harassed, if so, the details thereof;
- (b) the number of cases of exploitation of Indian workers working abroad during the last one year and this year, till date, country-wise, year-wise;
- (c) whether assistance is being extended to those workers in distress; if so, the details thereof and if not, the reasons therefor; and
- (d) the steps taken by Government to make their lives secure abroad?

THE MINISTER OF OVERSEAS INDIAN AFFAIRS (SHRIMATI SUSHMA SWARAJ): (a) and (b) Complaints received from Indian workers, from time to time, are generally in the nature of non-payment/ delayed payment or underpayment of salaries, long working hours, inadequate living conditions, physical harassment, non-renewal of visa and labour card on time, refusal to pay for the medical treatment, denial of leave and air-ticket to the hometown on completion of contract period, forcible custody of Passport and Visa, refusal of leave or 'exit/re-entry permits' /'final exit visa' etc.

The Ministry of Overseas Indian Affairs, deals with according emigration clearance to Emigration Check Required (E.C.R.) passport holders going to ECR countries. Country-

wise and year-wise number of complaints received by the Missions of Emigration Check Required (ECR) countries during the last one year and current year, year-wise is as under:

Name of the ECR countries	No. of Complaints	
	2013	2014 (till date)
1. Afghanistan	Nil	Nil
2. Bahrain	838	745
3. Indonesia	Nil	Nil
4. Iraq	Nil	9
5. Jordan	11	13
6. Kuwait	2887	2721
7. Lebanon		5*
8. Libya		1*
9. Malaysia	253	1650
10. Oman	1781	1146
11. Qatar	3221	2991
12. Saudi Arabia	2608	2973
13. Sudan		4*
14. South Sudan	Nil	Nil
15. Syria	Nil	Nil
16. Thailand	Nil	Nil
17. UAE	1104	1346
18. Yemen	17	6

* for both 2013 and 2014.

(c) and (d) Whenever a complaint is received from any Indian worker abroad, action is initiated by the Ministry by asking the concerned Indian Mission to look into the matter. If the complaint is received by the Indian Mission, the Indian Mission also 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, whenever necessary, the complainant is also provided counseling and accordingly referred to concerned labour office/court, Immigration and Police authorities etc. The Missions also provide interpreting services to the Indian complainants.

Indian Community Welfare Fund (ICWF) has been established in all the Indian Missions for on-site welfare of emigrants, which include offering food and accommodation like Shelter for short term to Indian workers in distress, air-ticket at Government cost for repatriation to India, transportation of the mortal remains, initial legal assistance and emergency medical help and organizing awareness camps at prominent worker's accommodation sites.

For redressal of grievances of emigrants, Indian Workers Resource Centre (IWRC) at Dubai, UAE, has been established which is a 24X7 toll free multilingual helpline and also provides free legal, psychological and financial counseling to distressed Indians. Other Missions also have helpline/help desks to attend to grievances of Indian nationals.

The Emigration Act, 1983 and Rules thereof as amended from time-to time and executive instructions provide framework to facilitate safe and legal emigration, check irregular emigration and for providing protection and welfare to the Indian emigrants.

To ensure that only credible persons are enrolled as recruiting agents, various eligibility criteria are imposed, like Police verification of character and antecedents, minimum educational qualification of graduation or 2 year Diploma, financial soundness of the applicant and submission of Bank Guarantee of ₹ 20.00 lakhs etc.

Every application for emigration clearance should accompany the requisite documents like Demand from the Foreign Employer, Power of Attorney given by the Employer to the Recruiting Agent, Employment Agreement to be signed by the foreign employer and the intending emigrant and to be countersigned by the Recruiting Agent (RA) having a provision of Minimum Referral Wages (to ensure reasonable salary), various other conditions of employment (like free accommodation, food, allowances, leave salary, fixed working hours), valid Visa, Insurance Policy under Parvasi Bhartiya Bima Yojna (PBBY). Pre-attestation of employment documents is mandatory in vulnerable cases (unskilled) and Domestic Sector Workers (DSW). In case of women emigrants below 30 years of age, emigration clearance is not accorded, besides attestation of documents by the respective Mission, depositing a security of US \$ 2500 in the Indian Mission by the Foreign Employer has been made mandatory to protect the interests of women emigrants.

Violation of provisions of the Emigration Act/Rules is dealt with seriously. Complaint against unregistered R As are referred to concerned State Governments/Police Authorities for investigation and action for violation of Section 10 and 24 of Emigration Act, 1983, and other laws of the land, as appropriate. The Police authorities, in turn, after investigating

the case and securing adequate evidence, seek approval from Protector General of Emigrants, Ministry of Overseas Indian Affairs/competent authority for prosecuting the accused in the appropriate court of law, under section 27 of the Emigration Act, 1983. Request for such prosecution sanctions are processed and prosecution sanction issued on priority by the office of the Protector General of Emigrants, Ministry of Overseas Indian Affairs. The penal provisions for violation of the Emigration Act, 1983 such as cheating, overcharging, furnishing false information [(Section 24(1) and (2)] are punishable with imprisonment upto 2 years and with a fine upto ₹2,000/-.

In case of complaints against registered RAs, action as stipulated under the Emigration Act, 1983 and Emigration Rules, 1983, by way of issuing Show Cause Notice (SCN), suspension/cancellation of license and forfeiture of Bank Guarantee, are taken.

In case the Foreign Employer (FE) is found to be indulging in exploiting an emigrant, the FE is blacklisted in consultation with the Indian Mission. A blacklisted, FE cannot recruit any Indian worker.

Other measures taken for protection and welfare of emigrants include computerized system for emigration clearance. The complete status of the Registered Recruiting Agent is also available for online checking on the website www.poeonline.gov.in.

The Ministry has established Overseas Workers Resource Centre (OWRC), under which, a 24 hour toll free helpline in eleven listed languages namely, English, Bengali, Hindi, Gujarati, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil and Telugu and to enable Emigrants/prospective Emigrants to seek information and file complaints against Registered/Unregistered Recruiting Agents/Foreign Employers.

The Ministry has also established Migration Resource Centres (MRCs) at Cochin and Hyderabad with facility for walk in counseling/consultation.

To protect the intending emigrants from being duped by the unscrupulous elements, the Ministry conducts a massive nationwide Awareness and Publicity campaign through print and electronic media to inform intending migrants the do's and don'ts of the recruitment and the emigration procedure.

Diplomatic initiatives are also taken with host countries to extend the protection of labour laws to the workers in the informal sector. India has signed Memorandum of Understanding (MoU) on Labour with the major emigrants receiving countries like Qatar, United Arab Emirates, Kuwait, Oman, Malaysia, Bahrain and Saudi Arabia (for Domestic Sector Workers).