

	2012	2013	2014
11. Mauritius	1	Nil	Nil
12. Morocco	Nil	Nil	1
13. Netherlands	Nil	Nil	1
14. South Africa	Nil	1	Nil
15. Thailand	Nil	Nil	1
16. UK	2	1	5
17. Zambia	1	1	Nil
TOTAL	6	10	27

Note : All complaints have been dealt with as per procedures in place.

Suggestion on service by Indian Missions abroad

1279. SHRIMATI RENUKA CHOWDHURY: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether Government has invited suggestions from Indians on the services rendered by our missions abroad, their problems and complaints;

(b) if so, the number of such feedback/input received and the action taken by Government on such feedback/inputs; and

(c) the steps taken by Government to have a proactive approach towards addressing issues relating to the Indians, particularly in the missions in middle east where huge Indian migrants population is stationed for work?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS [GENERAL (RET.D.) V.K. SINGH]: (a) and (b) Government of India has not formally invited suggestions from Indians on services rendered by our Missions abroad, their problems and complaints. However, our Missions/Posts abroad and Ministry of External Affairs receive suggestions on diverse issues from various quarters :

- (i) Suggestions for improving services abroad are received through e-mail and other modes of communication from Non-Resident Indians and also during regular interactions with Indian Associations. These are evaluated and implemented wherever necessary.
- (ii) Suggestions that emanate from the Annual Heads of Missions' Conference are evaluated and noted down for implementation to improve services rendered by our Missions/Posts abroad.
- (iii) Community Welfare Officers posted in our Missions regularly interact with the

NRI and PIO community. Any suggestions arising out of these interactions are also taken into account for improving services rendered by our Missions/Posts abroad.

- (iv) The Ministry of External Affairs and our Missions/Posts abroad also seek details about best practices followed by other countries and their Missions and examine them for adaptation into our system.
- (c) (i) A dedicated Community Welfare Wing has been established in many Indian Missions/Posts abroad, headed by a senior India-based Officer to exclusively cater to Indian nationals in that country. This Wing is responsible for looking after all aspects of welfare of Indian nationals residing abroad.
- (ii) The Government of India, through the Ministry of Overseas Indian Affairs (MOIA), has established an Indian Community Welfare Fund (ICWF) in all Indian Missions/Posts abroad. The Fund benefits overseas Indian workers in distress due to unscrupulous intermediaries in the host countries, ill-treated housemaids, Indian workers who become victims of accidents, deserted spouses of overseas Indians, undocumented Indian workers in need of emergency assistance etc.
- (iii) To redress the grievances of distressed Indian workers, Indian Workers Resource Centres (IWRC) have been established in countries where there are more number of Indian migrant skilled and semi-skilled workers. The Centres have experts in the field of legal, psychological and financial matters.
- (iv) The Ministry of Overseas Indian Affairs has established an Overseas Workers Resource Centre (OWRC) to provide support services to those Indian Emigrant Workers (especially low skilled) going abroad. The OWRC operates a 24x7 helpline to provide need-based information to emigrants and their families through a toll free number.
- (v) In pursuance of "Good Governance" initiatives, Government launched an online Consular Grievances Monitoring Portal named MADAD on 21 February 2015. All our Missions and Posts abroad and the MEA's Branch Secretariats in Chennai, Guwahati, Hyderabad and Kolkata, are linked to this portal to ensure maximum coverage and efficiency. The portal represents a qualitative improvement over existing procedures for handling of consular grievances, through online forwarding, tracking and escalation until their eventual resolution. It allows direct registration of the grievances by the members of the public and effective tracking of the entire grievance handling process thereafter.

- (vi) A designated nodal officer is available in each Mission/Post abroad whose contact details/coordinates are prominently displayed in the concerned website/within the chancery premises to enable Indian Missions/Posts, to contact them during emergencies round the clock.

Talks on issue with Pakistan

†1280. SHRI RAMDAS ATHAWALE: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the total rounds of talk on various issues with Pakistan held so far during last three years, year-wise;
- (b) whether the signed agreements have been implemented; and
- (c) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS [GENERAL (RETD.) V.K. SINGH]: (a) to (c) Consistent with India's long standing desire to build good neighbourly ties with Pakistan on the basis of the Simla Agreement and Lahore Declaration, we have availed of appropriate occasions to hold talks with Pakistan both at the official and political levels. This included the Secretary-level dialogue on various issues held from March 2011-September 2012, the meeting of the Prime Minister of India with his Pakistani counterpart in New Delhi in May 2014 on the occasion of the swearing-in ceremony of the new Government, and the recent visit of Foreign Secretary to Islamabad as a part of 'SAARC Yatra' in March 2015.

In all these meetings, India's desire to build peaceful cooperative ties with Pakistan and resolve all outstanding issues through a peaceful bilateral dialogue in an environment free from violence and terror was reiterated. The importance of Pakistan fulfilling its commitment, given at the highest level, not to allow the use of Pakistani territories and territories under its control to be used for terrorism against India, was also underscored. India's expectation that the Government of Pakistan will bring to justice all those involved in the Mumbai Terror Attacks, including those currently on trial in Pakistan, was repeatedly and forcefully conveyed.

Hindi as official language in UNO

†1281. SHRI PREM CHAND GUPTA: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the criteria for giving status of official language to Hindi in the United Nations Organisation (UNO);

†Original notice of the question was received in Hindi.