

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-551
ANSWERED ON- 07/12/2023

COMPLAINTS OF OBJECTIONABLE TREATMENT TOWARDS INDIANS

551. DR.SANTANU SEN

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

- (a) the number of objectionable and unacceptable treatment complaints reported by Indians and Indian origin people across the world in last five years, year-wise, country-wise;
- (b) the number of such complaints resolved and pending in last five years, year-wise, country-wise;
- (c) the steps taken by Government for ensuring safety and security of Indians across the globe during last five years; and
- (d) the year-wise, country-wise details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to d) The Government attaches the highest priority to the safety, security and well-being of Indians in foreign countries. Our Missions and Posts abroad remain vigilant and closely monitor and actively follow up grievance of any nature received from the Indian community in foreign countries. Grievances are also responded through various channels like calls, walk-ins, e-mails, social media, 24x7 Helplines and Open Houses. To enable the diaspora to register their grievances, the Government has provided online portals such as MADAD and e- Migrate. Year-wise list of complaints received on these portals and resolved during the last five years is appended hereunder:

Year	Complaints brought forward (pending from previous year)	Complaints received during the year	Complaints resolved during the year
2018	4532	15180	13606
2019	6106	12491	10835
2020	7762	12465	12186
2021	8041	8033	10412
2022	5662	6232	7042

Missions and Posts abroad take up these grievances with the host governments for action on priority basis. These issues are also raised during meetings with the concerned countries, at appropriate level. If the issue pertains to the State Governments in India, then it is taken up with them for resolution.

Assistance is regularly provided under the Indian Community Welfare Fund (ICWF), which is aimed at assisting Overseas Indian nationals in times of distress and emergency in the 'most deserving cases' on a 'means tested basis'. The ICWF guidelines have been revised further to make them more broad-based and expand the scope of welfare measures to cover three key areas, namely, assisting overseas Indian nationals in distress situations, support for community welfare activities, and improvement in consular services.
