

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
STARRED QUESTION NO.445
TO BE ANSWERED ON 24.07.2019**

PROBLEMS FACED BY INDIANS LIVING ABROAD

***445. SHRI MOHAMMED FAIZAL P.P.:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of cases which have been brought to the notice of the Ministry/Government concerning the issues of Indians living abroad, particularly from the Gulf countries during the last three years and the current year;
- (b) whether there is any committee or body in the Ministry which regularly reviews the problems being faced by the Indians living abroad;
- (c) if so, the details thereof and;
- (d) if not, the reasons therefor?

**ANSWER
THE MINISTER OF EXTERNAL AFFAIRS
[DR. SUBRAHMANYAM JAISHANKAR]**

- (a) to (d) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) to (D) OF THE LOK SABHA STARRED QUESTION NO. *445 REGARDING “PROBLEMS FACED BY INDIAN LIVING ABROAD” FOR ANSWER ON 24.07.2019.

Government of India attaches high priority to addressing and resolving the issues and grievances of Indian nationals living abroad. Issues and grievances can be brought to the notice of the Government through any means both in India as well as at the Indian Missions and Posts abroad.

Cases concerning issues of Indians living abroad brought to the attention of the Government are systematically registered and monitored on the MADAD portal which was inaugurated in February 2015 with a view to ensuring their disposal in a time-bound, transparent and accountable manner. Tracking and monitoring through MADAD has significantly strengthened the mechanism for addressing and resolving the grievances of all overseas Indians.

Since February 2015 till July 18, 2019, a total of 50,605 grievances have been registered on MADAD out of which 44,360 grievances have been successfully resolved, thus making the resolution rate of grievances registered on MADAD nearly 90%. Out of these, 36,805 grievances pertained to Indians living in the countries of the Gulf region. Year-wise and country-wise details of grievances registered on the MADAD portal are given in **Annexure**.

The grievances registered on MADAD are tracked on a real time basis and reviewed regularly. The platform itself is designed to escalate the grievances to higher levels in case not responded to on time. A special MADAD unit has been created in the Ministry of External Affairs whose task is to monitor the progress of cases on MADAD and ensure their timely redressal. Pending cases on MADAD are reviewed on a regular basis both in the Missions and Posts abroad as well as in the Ministry and efforts made to resolve them.

Apart from review of cases registered on MADAD, relevant issues flagged by our Missions and Posts are taken up from time to time including through inter-Ministerial discussions as appropriate.

To address issues pertaining to Indian Students abroad, an Expert Group, having officials from stakeholder Ministries and government bodies (Ministry of External Affairs, Ministry of Human Resource Development, Ministry of Health and Family Welfare, Medical Council of India) and including representatives of select Embassies based in New Delhi has been established. Two meetings of the Expert Group, on March 13, 2018 and August 9, 2018 respectively, have been organized till now.

Similarly, an Integrated Nodal Agency (INA) has been set up under Ministry of Women & Child Development which is functioning as a single window mechanism to find timely solutions to the problems of Indian women married to overseas Indian spouses.

DETAILS OF COUNTRY WISE GRIEVANCES REGISTERED ON MADAD PORTAL					
Mission Name	2015	2016	2017	2018	2019
Afghanistan	39	34	10	19	5
Algeria	6	8	10	3	3
Angola	13	22	12	10	2
Argentina	1	0	2	1	2
Armenia	2	8	16	31	2
Australia	60	96	112	105	35
Austria	4	7	7	1	5
Azerbaijan	1	3	4	9	0
Bahrain	88	145	323	571	91
Bangladesh	18	28	21	32	7
Belarus	1	0	0	2	0
Belgium	4	6	14	6	4
Bhutan	3	6	7	4	4
Botswana	1	9	1	1	0
Brazil	1	5	4	3	1
Brunei Darussalam	3	4	6	3	7
Bulgaria	0	0	0	1	2
Cambodia	0	13	3	8	34
Canada	64	133	144	104	47
Chile	0	2	3	0	0
China	43	85	97	70	36
Colombia	3	3	3	2	0
Cote d'Ivoire	2	10	11	9	7
Croatia	0	0	1	0	0
Cuba	1	1	1	1	0
Cyprus	1	6	11	8	3
Czech Republic	0	3	5	4	2
Dem Republic of the Cong	11	15	18	6	10
Denmark	4	3	9	2	2
Djibouti	0	0	0	0	1
Egypt	3	9	11	7	3
Ethiopia	4	21	38	24	11
Fiji	2	6	6	1	1
Finland	1	4	7	2	1
France	17	31	45	35	19
Germany	28	56	72	55	25
Ghana	15	25	28	3	4
Greece	10	5	5	10	0
Guatemala	0	2	3	0	0
Guyana	2	3	7	4	1
Hungary	1	2	3	1	0
Iceland	2	2	0	0	1
India	316	116	249	8	18
Indonesia	6	37	42	33	26
Iran	26	62	54	61	27
Iraq	29	68	41	36	21
Ireland	3	11	19	5	7

Israel	8	10	8	8	8
Italy	55	44	42	31	16
Jamaica	3	8	5	1	2
Japan	12	17	8	31	7
Jordan	6	19	9	14	11
Kazakhstan	1	5	4	3	0
Kenya	13	27	14	12	6
Kuwait	253	480	365	305	269
Kyrgyzstan	1	12	2	10	2
Lebanon	10	7	9	12	6
Libya	21	35	33	14	9
Madagascar	2	3	5	2	3
Malawi	1	2	3	2	1
Malaysia	321	926	1024	1103	445
Maldives	24	20	27	10	7
Mali	1	2	0	4	0
Malta	0	0	0	1	0
Mauritius	17	8	7	7	6
Mexico	1	6	7	5	4
Mongolia	1	0	0	0	0
Morocco	0	3	1	0	0
Mozambique	3	11	8	5	4
Myanmar	10	3	5	7	4
Namibia	0	1	0	0	0
Nepal	18	33	37	36	12
Netherlands	4	18	30	20	4
New Zealand	9	40	50	28	11
Niger	0	0	0	0	1
Nigeria	34	87	51	36	24
North Korea	0	0	0	0	1
Norway	4	4	4	3	3
Oman	214	403	444	394	219
Pakistan	9	41	24	19	9
Palestine	0	1	0	0	1
Panama	2	3	4	5	0
Papua New Guinea	2	1	1	0	2
Peru	1	1	1	0	2
Philippines	19	32	38	36	8
Poland	0	10	14	19	6
Portugal	3	21	5	3	3
Qatar	185	278	2868	3244	1629
Romania	0	3	0	3	4
Russia	19	34	25	30	15
Rwanda	0	0	0	0	2
Saudi Arabia	1991	5244	3288	6392	1980
Senegal	3	7	17	5	1
Serbia	0	0	1	0	0

Seychelles	2	2	4	1	2
Singapore	49	79	84	62	30
Slovenia	0	1	0	0	0
South Africa	24	21	29	26	15
South Korea	5	2	6	6	4
Spain	14	14	24	21	4
Sri Lanka	9	43	20	31	9
Sudan	6	11	22	11	4
Suriname	6	2	3	6	2
Sweden	0	12	10	3	4
Switzerland	4	10	14	10	3
Syria	1	1	0	0	1
Tajikistan	0	3	0	1	2
Tanzania	24	29	26	14	6
Thailand	21	84	42	36	24
Trinidad And Tobago	0	2	3	0	0
Turkey	4	5	10	9	4
Uganda	9	16	14	10	3
Ukraine	7	9	14	9	4
United Arab Emirates	680	1203	1340	1151	794
United Kingdom	97	188	217	70	51
USA	225	554	574	360	199
Uzbekistan	10	5	1	1	3
Venezuela	0	2	2	2	0
Vietnam	3	6	8	9	13
Yemen	17	12	18	6	4
Zambia	4	15	6	9	5
Zimbabwe	1	3	0	1	0
Total	5342	11359	12464	15026	6414
Grand Total	50605				
