



Ministry of External Affairs
Government of India

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QUESTION NO.976 LABOURERS FROM POORVANCHAL AND UTTAR PRADESH STUCK IN UAE

November 24, 2016

RAJYA SABHA
UNSTARRED QUESTION NO.976
TO BE ANSWERED ON 24.11.2016

LABOURERS FROM POORVANCHAL AND UTTAR PRADESH STUCK IN UAE

†976. SHRI VISHAMBHAR PRASAD NISHAD:
CH. SUKHRAM SINGH YADAV:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Ministry is aware of the fact that labourers of Poorvanchal and Uttar Pradesh are stuck in UAE;
- (b) if so, the details of the system in place for taking speedy action in such matters and the number of complaints of labourers received on the 'Madad' website of the Ministry; and
- (c) whether it is also a fact that the Indian Labourers being less educated are unable to file complaints on Ministry's website, and if so, the details thereof?

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) Yes, as per information available with the Ministry, 39 requests for repatriation have been received by our Mission and Post in Abu Dhabi and Dubai in United Arab Emirates from persons hailing from Uttar Pradesh; and are registered on the Online Consular Services Management Portal (MADAD).

(b) Consular Officers posted in Indian Missions/Posts abroad are tasked with addressing the difficulties of distressed Indians, including Indian workers, in various countries abroad. In Gulf countries, including UAE,

where there are large numbers of Indian workers, our Missions and Posts have specialised Community Welfare Wings and Labour Wings. In addition, the Government has launched an online portal called 'MADAD' for addressing the grievances of Indian nationals abroad. So far 15431 grievances have been registered on MADAD portal out of which 9502 have been resolved.

(c) Migrant Resource Centres in Chennai, Gurgaon, Kochi, Hyderabad and Lucknow and one MADAD call centre in Pune; and an Indian Workers Resource Centre (IWRC) in Dubai are in operation to assist Indian workers, including illiterate/less educated workers, to register their grievances on the MADAD Portal. The migrant resource centre functions in five languages. The Portal is regularly monitored in our Missions/Posts at various levels, thus giving high priority to addressing grievances of Indian workers abroad.



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Working hours at Headquarters 9:00 A.M. To 5:30 P.M.