

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO - 2083

ANSWERED ON - 31/07/2026

ASSISTANCE TO INDIAN NATIONALS IN DISTRESS ABROAD

†2083. SHRI TARIQ ANWAR:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the details of consular services provided, emergency assistance rendered, repatriations handled and grievances redressed through Indian Missions for Indian citizens residing abroad from the year 2023-24 to till date, country-wise;

(b) whether the Government has recently reviewed the existing Standard Operating Procedures (SOPs) for the safety and swift evacuation of Indian citizens residing abroad during times of war, internal strife, natural disasters or other emergency situations, if so, the details thereof; and

(c) whether the Government is contemplating upon any new digital mechanism or other initiatives to enhance the efficiency of consular services, expedite grievance redressal and ensure the safety of Indian citizens abroad through Indian Missions and if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) As per the information available with this Ministry, the number of grievances received and resolved through Indian Missions for Indian citizens residing abroad from the year 2023-24 to till date, country-wise is placed at Annexure A.

(b) The safety, security and well-being of the Indian nationals abroad is the foremost priority of Government of India. To uphold this commitment, the Government actively and continuously reviews the safety and evacuation preparedness for Indian nationals, especially those residing in conflict-affected regions. Based on prevailing circumstances, the Government issues advisories to caution Indian nationals to avoid unnecessary travel, follow safety guidelines issued by the local authorities and remain in contact with Indian Missions. Various communication mechanisms are in place for Indian nationals to reach Indian Missions/Posts, including email, multilingual 24x7 emergency numbers, social media, toll-free helplines & WhatsApp numbers. Upon any emergent situation, the Government could launch operations, where required, involving multiple stakeholders, to safely

evacuate stranded Indian nationals. During such evacuation process, 24x7 Control Rooms are operated at Headquarters and abroad to provide information and assistance to the stranded Indian nationals. The Government remains in continuous contact with concerned foreign governments through diplomatic channels to ensure safety and well-being of the Indian nationals abroad, as also to coordinate evacuation operations.

(c) In pursuance of "Good Governance" initiatives, the Ministry launched an online Consular Grievances Management System named MADAD on 21 February 2015 to assist Indians abroad requiring consular assistance. All stakeholders are associated with MADAD Portal for consular grievance tracking and follow-up. MADAD incorporates flexible architecture to handle a variety of grievances, online filing and linking of similar grievances for easier retrieval and reference, automatic escalation and enhancement of priority, colour-coded dash boards for easy assessment and monitoring, and has an associated call centre to help illiterate grievants. A mobile App for MADAD has also been launched. Grievances registered on the MADAD portal are monitored closely and disposed of expeditiously.

Further, the Ministry has started 'SEWA- Indian Consular Services System' which has enabled Indian Nationals to apply online for various consular services at Indian Missions/Posts abroad.

Annexure A

Country	From 2023-24 to till date	
	Grievances received	Grievances resolved
Afghanistan	54	38
Albania	3	0
Algeria	16	12
Angola	44	39
Argentina	9	8
Armenia	104	99
Australia	604	457
Austria	38	25
Azerbaijan	25	20
Bahrain	337	313
Bangladesh	65	56
Belarus	21	20
Belgium	27	19
Bhutan	7	6
Botswana	3	3
Brazil	12	11
Brunei Darussalam	23	15
Bulgaria	10	7
Burkina Faso	3	3
Cabo Verde	2	2
Cambodia	186	108
Cameroon	14	7
Canada	858	763
Chile	1	0
China	147	129
Colombia	7	6
Cote d ivoire	21	18
Croatia	25	19
Cuba	1	0
Cyprus	13	9
Czech Republic	15	14
Democratic Republic of Congo	80	59
Denmark	19	6
Djibouti	5	4

Dominican Republic	3	1
Egypt	23	19
Equatorial Guinea	5	4
Eritrea	0	0
Estonia	2	2
Ethiopia	44	36
Fiji	6	6
Finland	26	20
France	91	75
Gabon	4	1
Georgia	23	11
Germany	357	316
Ghana	29	23
Greece	26	21
Guatemala	6	6
Guinea	14	9
Guyana	19	9
Hungary	25	25
Iceland	2	2
Indonesia	56	49
Iran	127	113
Iraq	128	121
Ireland	81	55
Israel	60	54
Italy	97	75
Jamaica	25	18
Japan	43	34
Jordan	44	42
Kazakhstan	31	17
Kenya	52	43
Kingdom of Eswatini	4	4
Kuwait	1141	703
Kyrgyzstan	54	48
Laos	29	26
Latvia	8	2
Lebanon	8	7
Liberia	6	0
Libya	50	37
Lithuania	7	7

Madagascar	4	1
Malawi	6	5
Malaysia	1386	1225
Maldives	167	161
Mali	13	11
Malta	28	23
Mauritania	2	1
Mauritius	36	28
Mexico	15	14
Mongolia	0	0
Morocco	6	6
Mozambique	14	14
Myanmar	127	103
Namibia	2	2
Nepal	87	65
Netherlands	113	106
New Zealand	153	124
Niger	3	2
Nigeria	101	85
Norway	15	12
Oman	1226	1031
Pakistan	29	27
Panama	10	8
Papua New Guinea	1	1
Peru	6	5
Philippines	89	74
Poland	85	81
Portugal	136	119
Qatar	596	545
Republic of Congo	2	2
Republic of Korea	33	28
Romania	22	17
Russia	251	223
Rwanda	2	2
Sao Tome and Principe	2	2
Saudi Arabia	5972	4809
Senegal	16	13
Serbia	22	22
Seychelles	12	9

Sierra Leone	13	12
Singapore	390	374
Slovak Republic	14	7
Slovenia	4	3
South Africa	48	28
South Sudan	1	1
Spain	28	19
Sri Lanka	63	46
Sudan	28	24
Suriname	10	8
Sweden	62	56
Switzerland	19	14
Syria	2	2
Tajikistan	6	3
Tanzania	43	21
Thailand	191	172
Timor Leste	0	0
Togo	7	5
Trinidad And Tobago	11	10
Tunisia	4	4
Turkiye	52	50
Turkmenistan	1	1
USA	1479	1284
Uganda	36	25
Ukraine	43	41
United Arab Emirates	3506	3171
United Kingdom	627	565
Uzbekistan	66	50
Venezuela	0	0
Vietnam	47	43
Yemen	19	14
Zambia	25	18
Zimbabwe	7	7
TOTAL	23197	19420
