

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:1719  
ANSWERED ON:27.07.2016  
Migrant Resource Centres  
Shetty Shri Gopal Chinayya;Tharoor Dr. Shashi

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

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the recently established four Migrant Resource Centres (MRCs) have been successful in providing specialized assistance to migrants for speedy, organised and legal migration;
- (b) if so, the details thereof including the number of complaints received and the number of grievances addressed so far in each of the four MRCs;
- (c) whether the Government will consider establishing MRCs in other cities including Thiruvananthapuram;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS  
(SHRI M. J. AKBAR)

(a) & (b) The Migrant Resource Centres (MRCs) act as facilitation centres for registering, responding to and monitoring grievances; walk-in counselling centres for emigrants; providing information and assistance to intending migrants and overseas workers relating to all aspects of emigration and overseas employment; and handling complaints on recruitment and employment contracts.

This also includes providing advice on the authenticity of recruiting agents; pre-departure and post-departure guidelines; visa status; address of Indian Mission concerned for checking the details of employer and visa; guidance on passport issuance/renewal; authenticity of the foreign employer; guidance on emigration clearance; information on Pravasi Bharatiya Bima Yojna; information about the restriction/advisory for any specific country, etc.

The year-wise number of calls and walk-in enquiries received and addressed so far in each of the MRCs is as under:

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No.	MRC	Service	2011	2012	2013	2014	2015
1.	Hyderabad	Calls	2167	1948	1091	721	1601
		Walk-ins	1401	753	259	318	909
2.	Kochi	Calls	3583	2158	1884	1861	2519
		Walk-ins	818	775	932	721	586
3.	Chennai	* Calls	----	----	122		
		Walk-ins	----	----	49		
4.	Lucknow	* Calls	----	----	61		
		Walk-ins	----	----	11		
5.	Gurgaon	* Calls	-----	-----			
		Walk-ins	-----	-----	207		

(\* Set up only in 2015)

Out of these, 752 refer to complaints. These complaints are forwarded to the Ministry and our Missions/Posts abroad and are in various stages of resolution.

(c) to (e) Currently, there is no such proposal under consideration. There is an Overseas Workers Resource Centre (OWRC) in Gurgaon and an Indian Workers Resource Centre (IWRC) in Dubai. In addition, the Ministry has also approved setting up four new IWRCs in Riyadh, Jeddah, Sharjah and Kuala Lumpur.