

No. 13019/34/2015-O/o US (ES-I)
Government of India
Ministry of External Affairs
(PGE & OE Division)

Akbar Bhawan, Chanakyapuri,
New Delhi- 110021
Dated the 2nd June, 2016.

OFFICE MEMORANDUM

Subject: Grievance handling procedure of Overseas Employment Division under Protector General of Emigrants (PGE) through eMigrate portal

The undersigned is directed to say that in order to streamline handling of the grievances related to overseas employment, including those received through Overseas Workers' Resource Centre (OWRC) and Migrants Resource Centre (MRC), necessary instructions had been issued vide OM of even number dated 15.01.2016 clearly laying down the procedure to be adopted by all the stakeholders including Protectors of Emigrants (PoEs).

2. However, it has been observed that such grievances are not being timely redressed or PoEs are not updating the status of grievances forwarded to them online, thereby resulting in a large number of pending grievances and, hence, a poor reflection on our grievance redressal mechanism. This has been viewed seriously by the Protector General of Emigrants (PGE). PoEs are directed to address all grievances in a time bound manner and in no case should they remain unattended for more than 1 week from the date of receipt.

3. All concerned, including the PoEs are, therefore, directed to strictly comply with the instructions contained in the OM dated 15.01.2016 so as to resolve all reported grievances in a time bound manner. In case of grievances involving registered Recruiting Agents, if no satisfactory response is received from the concerned RAs within the stipulated time limit, PoEs may also initiate issue of SCN wherever required using 'Initiate Partner Suspension' function in eMigrate system. **Grievances having wider ramifications or where no response is forthcoming from the concerned RAs may be escalated to the office of PGE for stringent action like suspension/cancellation of RC.**



(Bikash R Mahato)
Under Secretary (OE-III)

बिशाश आर. माहातो
(B. R. MAHATO)
अधर सचिव
अधर सचिव
Under Secretary
बिशाश मंत्रालय, नई दिल्ली
Ministry of External Affairs
New Delhi

To,

1. All POEs
- ✓ 2. Project Director, eMigrate project TCS
3. OWRC/ MRC

Copy to:

1. PSO to Additional Secretary (OIA & CPV)
2. PS to PGE
3. DIR (OE)/DIR (OE-1)/DS (OE-III)
4. US (OE-IA)/ US (OE-IB).