



भारत का राजदूतावास, अबू धाबी
Embassy of India, Abu Dhabi

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MADAD Portal

The Ministry of External Affairs, Government of India has launched an online grievance monitoring system “MADAD”. With the launch of the system, Indian expatriates and their families can now register and track their grievances online through this system which will be addressed by the concerned Embassy/Consulate in a time-bound manner.

This system aims to cut down the delay in addressing the grievances. Until now, it was taking several weeks or months for channelling the complaint to the right hands in the concerned authorities.

With the launch of Madad system the two ministries “Ministry of Overseas Indian Affairs” and “Ministry of External Affairs” have been integrated for the purpose of resolving grievances faced by non-resident Indians (NRIs).

Categories of grievances that can be listed on the Madad portal include compensation, court case, domestic help, imprisoned abroad, marital dispute, mortal remains, repatriation, salaries and dues, whereabouts unknown (missing cases) etc.

The concerned officials will update the status of each grievance to facilitate real time tracking by the applicants and will try to resolve the issues in time bound manner. The death cases (transportation of mortal remains from foreign country to India) will be the highest priority.

The “MADAD” is a separate global initiative of the Government of India. The existing 24x7 toll free helpline 800 46342 (800-INDIA) run by the Indian Workers’ Resource Centre will continue to receive complaints related to psychological, personal and legal concerns and will offer counselling services.

How to file and track complaints on “ MADAD Portal”

> **logon to website:** passportindia.gov.in **and then click on Madad portal “Consular Grievances Monitoring System”**,

> **Create an account** by entering your name, phone, email and a password.

> **Verify account** by clicking on a link sent to your email id.

> **After confirming**, you can log in using the username and password chosen.

> **You can file** your own complaint or on behalf of someone else.

> **The complaint** reference number can be used to track its status and see the history

Direct Admission of NRI/PIO Students in various Indian Institutes

Ministry of Human Resource Development, Government of India has allocated some seats under its Direct Admission of Students Abroad (DASA) Scheme for admission of Foreign Nationals/ Persons of Indian Origin (PIOs)/ Overseas Citizen of India/Non-Resident Indians (NRIs) in Under Graduate and Post Graduate Programmes in Engineering /Architecture /Planning and MBA in National Institutes of Technology (NITs) / School of Planning and Architecture (SPAs) / Indian Institutes of Information and Technology (IIITs) and other premier Centrally Funded Institutions (CFTIs) in India. Ministry of Human Resource Development has entrusted the responsibility of coordination of DASA 2015 admissions to Malviya National Institute of Technology, Jaipur (Rajasthan). The admission under the scheme will be based on the score in SAT Examination conducted by College Board, USA. The last date for submission of online application is 1st April 2015. For more details please visit the online portal for admission www.dasanit.org.

Open House

Embassy in order to make its services more transparent and accessible to Indian nationals in UAE, has a concept of holding of “Open House” at its premises on every working day (Sunday to Thursday from 10.00 to 12.00 hrs). During the Open House, any member of the Indian Community can interact with the concerned officer(s) without any prior appointment.

Public Advisory for Handwritten Passports

Indian citizens living in India and abroad are advised to apply for re-issuance/renewal of their passports in the following cases:-

(i) Handwritten Passports : The International Civil Aviation Organisation (ICAO) has set a deadline of the 24th November, 2015 for globally phasing out of all non-Machine Readable Passports (MRPs). From the 25th November, 2015 onwards, foreign Governments may deny Visa or entry to any person travelling on a non-Machine Readable Passport. The Government of India has been issuing Machine Readable Passports since 2001. The Passports, however, issued before 2001 and particularly those issued during mid 1990s with a validity of 20 years will fall in the category of non-MRPs. **All handwritten passports with pasted photographs are also considered non-MRPs.** Indian citizens residing in UAE and holding such passports with validity beyond the 24th November, 2015 are advised to apply for re-issue of their

passports well before the deadline in order to avoid any inconvenience in obtaining valid visa or international travel.

(ii) Passports Valid For Less Than Six Months : Many international travellers may not realise that having an unexpired passport is sometimes not enough to obtain Visas or to enter certain foreign countries. Indian citizens travelling on Passports which may expire in less than six months should renew their passports before any upcoming international travel. It is especially important to check the passport needs of any minor who may be accompanying their parents as passports for minors have a shorter validity period (5 years) than passports for adults (10 years). The universal practice in vogue now is; “Once your passport crosses the nine-year mark, it is time to get new passport”.

NRI Complaints

All NRIs who have any complaint against an individual or an authority in India can submit a petition detailing their grievances to the Community Affairs Wing of the Embassy. The same is then forwarded to the appropriate authority in India for redressal. Whenever a reply is received from India the same is communicated to the petitioner, who can also get his case followed up through the Embassy at regular intervals.

Embassy Helplines

Indian Workers Resource Centre 24x7 Toll Free Helpline	800 46342 (800 INDIA)
BLS Helpline for Passport and Visa	04 2555530
Women/ Housemaids in Distress	02 4447769
Death Formality During and After Office Hours	02 4492700
IVS Global Helpline for Attestation of Documents/Affidavits	02 4456994
Inquiry on Verification of Academic Certificates	024492700/Ext. 240
Enquiries On Passport/Consular/Marriage/Visa	02 4494982
Labour issues	02 4494975
