

**Ministry of Overseas Indian Affairs
(Media & Grievance Division)**

Overseas Workers Resource Centre & Migrant Resource Centres

Ministry of Overseas Indian Affairs has set up the Overseas workers Resource Centre (OWRC) in Gurgaon. It is a Helpdesk that runs 24x7x365 attending to queries in eleven (11) languages (Hindi, English, Punjabi, Malayalam, Tamil, Telugu, Gujarati, Marathi, Odia, Kannada, and Bengali) through toll free number 1800-11-3090 in India and +91-124-2341002 for Indian emigrants working overseas. OWRC is linked to the Migrant Resource Centres (MRCs) in Kochi, Hyderabad, Gurgaon and Chennai. The Walk in Counseling in these MRCs are available between 1000 hours to 1700 hours (Monday to Friday).

Services of OWRC & MRCs

- Facilitate and provide support services to workers who intend to go abroad for employment. OWRC/MRCs also act as a single point window source for the following:
 - Registering, responding to and monitoring complaints/ Grievances;
 - Collection and dissemination of information on matters relating to emigration;
 - Knowledge Centre & Counseling Center;
 - Walk-in counseling centre for emigrants;
 - Work as institutional arrangement to provide information and assistance to intending migrants and overseas workers relating to all aspects of overseas employment.
- Counseling/Crisis Centre to handle complaints on recruitment and employment contract, first aid remedies to overcome crisis situations involving migrants and their families.

Information provided by OWRC/MRCs

| Type of information | Impact |
|----------------------------------|--|
| Authenticity of Recruiting Agent | Prevention of fraud by unregistered Recruiting agents. |
| Procedure to go Abroad | Pre-departure and post-departure guideline. |
| Objective of OWRC | Information of kind of help/information they can avail |

| Type of information | Impact |
|-------------------------------|--|
| | from OWRC. |
| Visa Status | Visa Status so that caller might not face any trouble in foreign country. |
| Indian Embassy | Addresses of Indian Embassy to check details of employer and visa. |
| Foreign Embassy | Addresses of Foreign Embassy/Missions in case they need local assistance. |
| Regional Passport Office | For the purpose of passport issuance/renewal. |
| Foreign Employer Authenticity | Prevention of fraud by checking whether employer is blacklisted by MOIA. |
| Emigration Clearance | Help caller in getting Emigration clearance. |
| Official Address | Any official address related to MOIA/MEA or foreign embassy. |
| Pravasi Bhartiya Bima Yojna | Information on PBBY initiative. |
| Restriction to go Abroad | Prevention of country specific complication which may arise if caller is looking for any specific country where restriction has been issued. |
| Document Attestation | Prevention of hassle of “how to” –“From Where” kind of queries. |
| Women Emigration | Procedures and precautions to be taken. It prevents future complaint in such cases. |
| Employment Contract Details | This check prevents fraud by RA or Foreign Employer. |
| Employment Visa Related | This check prevents fraud by RA or Foreign Employer. |
| Service Charge of RA | Prevents aspirant paying more and later complaining about the same. |

Contact details of OWRC and MRCs are as under:

| Details | MRC Kochi | MRC Hyderabad | MRC and OWRC, Gurgaon | MRC Chennai | MRC, Lucknow |
|---------------|--|---|---|--|---|
| Address | MRC 3rd Floor Putherickal Building, Market Road, Ernakulam Kerala - 682035 | O/o the Protector of Emigrants (POE) Gruha Kalpa Building, M.J. Road, Hyderabad-500001. | Plot No. 218 2nd Floor, Udyog Vihar Phase IV, Gurgaon, Haryana 122016 | Commissionerate of Réhabilitation & Welfare of Non-resident Tamils, Ezhilagam Annex Building, 4th Floor, Beach Road, Chepauk, Chennai-600005, Tamil Nadu | NRI Cell UPFC-Office, 18 – Madan Mohan Malviya Marg, Lucknow - 226001 |
| Tele: No | 04842372040 | 040-24652557 | 0124-4420215 | 044-32008401 | 0522-4954646 |
| Email address | mrckochi@owrc.in | mrchyd@owrc.in | helpline@owrc.in | helpline@owrc.in | helpline@owrc.in |
| Website | www.moia.gov.in; www.owrc.in | | | | |