

सत्यमेव जयते
Ministry of External Affairs
Government of India



Pre-Departure Orientation for Migrant Workers

“सुरक्षित जाएँ, प्रशिक्षित जाएँ, विश्वास के साथ जाएँ”



विदेश मंत्री
भारत



सुष्मा स्वराज
Sushma Swaraj

Minister of External Affairs
India



MESSAGE

I am very happy that Pre-Departure Orientation training for the benefit of migrant workers going abroad is being rolled-out by the Ministry of External Affairs for the first time in India in a structured manner.

This significant initiative of Ministry is aimed at sensitizing migrant workers about overseas employment, labour laws, customs, language, culture, living conditions and their rights and responsibilities in the destination country. This initiative is also part of our effort to realize Hon'ble Prime Minister's vision of transforming India as 'Skill Capital of the World'.

I am confident that this training would immensely benefit our migrant workers in their journey abroad.

Sushma Swaraj
(Sushma Swara)

New Delhi
June 27, 2018



Objectives of Pre-Departure Orientation (PDO)

Sensitizing migrant workers about



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Objectives of Pre-Departure Orientation (PDO)

Information about framework for welfare and protection of migrant workers



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Acknowledgements

The India Centre For Migration, under the guidance of the Overseas Indian Affairs – I Division and Overseas Employment & Protector General of Emigrants Division of the Ministry of External Affairs (MEA) has brought out this presentation which largely serves as a Manual on Pre-Departure Orientation (PDO) to promote safe, regular and orderly migration. This document aims at training Master Trainers and assisting concerned State Government Departments/Agencies to implement PDO programmes and to create awareness among the prospective migrants regarding benefits of safe, regular and orderly migration and welfare and protection measures of the Government of India. The Indian Missions & Posts in the Gulf Cooperation Council (GCC) Countries, the International Organization for Migration (IOM) & the International Labour Organization (ILO) have provided valuable inputs in preparation of this PDO presentation.

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Design

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Disclaimer

'This document, titled 'Pre-Departure Orientation for Migrant Workers', and the contents therein are for the purposes of training and information only. While ICM has taken the requisite care to ensure the accuracy and completeness of the contents, it does not accept any liability for any loss which may have arisen from the reliance on information contained in this publication.

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“Surakshit Jaaye, Prashikshit Jaaye, Vishwas ke Saath Jaaye”

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Module I

Introduction to Migration



Types of Migration

Orderly and Regular Migration

Movement of a person from his or her usual place of residence to a new place of residence, in accordance with the laws and regulations governing 'Exit' with respect to country of origin, travel and transit and 'Entry' into the destination or host country.

Irregular Migration

Movement of persons outside the regulatory norms of the sending, transit and receiving countries. From the perspective of 'Destination Countries' it is entry, stay or work in that country without necessary authorization or documents required under immigration regulations.

Circular Migration

Fluid movement of people between countries, including temporary or long-term movement, which may be beneficial to all. It is migration for a while and then returning home and is linked to the labour needs of the countries of origin and destination.

Forced Migration

This type of migratory movement is characterized by an element of coercion including threats to life and livelihood, whether arising from natural or man-made reasons. It may also imply human trafficking.

Benefits of Orderly and Regular Migration

- ➔ **Safety, enhanced welfare and support.**
- ➔ **Access to the details of foreign employer** before emigrating to country of employment.
- ➔ Details of the **employment contract** available on eMigrate, through which government support can be availed when required.
- ➔ Can avail insurance under the Pravasi Bharatiya Bima Yojana (**PBBY**) – **Rs.10 Lakhs**
- ➔ **Help from Indian Missions/Posts** and local authorities will be readily available, including to bring you back when in trouble.
- ➔ Can make use of the government funded **skill development programs** (such as Pravasi Kaushal Vikas Yojana - PKVY) to enhance skill levels leading to better job opportunities.

Problems due to Irregular/illegal migration

- ➔ **Liable for prosecution** both in country of employment / India for offences committed. The punishment can range from heavy fine to imprisonment and deportation.
- ➔ **Illegal migrants** are not recognised by sending, transiting and receiving countries. They are not entitled to the facilities which are available to the legal migrants. May be subjected to **travel ban** in Destination countries.
- ➔ **Lack of awareness** about the nature and terms of job, employer details, salary, working conditions and other benefits available to an expatriate worker.
- ➔ Possibility of being **cheated/exploited** by illegal recruiters/employers in country of employment.
- ➔ **Cannot avail** welfare and protection measures.
- ➔ Possibility of being **arrested/jail/lose all savings, passport** etc.

Always Remember for Safe, Orderly and Regular Migration

- ✓ Always travel with legal documents and on work visa.
- ✓ Rules at country of employment shall be applicable.
- ✓ Migrate through RAs registered on e-Migrate.
- ✓ Cannot return without Exit Visa by Employer.
- ✓ Restrictions on change of Employer during period of contract.
- ✓ Keep a copy of the employment contract. It specifies your rights and responsibilities, salary, working conditions and other assured facilities by the foreign employer.
- ✓ You are governed by the laws of country of your employment. Respect local laws, customs and traditions.

Always Remember for Safe, Orderly and Regular Migration

- ❌ Liable for prosecution in the country of employment/ India for offences committed.
- ❌ **No** to protest or right to form association/s.
- ❌ Strict **NO** to carrying of alcohol, religious symbols, narcotics, drugs and smuggling. Never rely on verbal assurances; Insist on proper documentation.
- ❌ **NO** to human trafficking, drugs, alcohol, burglary, theft, pornography, obscene language. These are punishable by death/ life imprisonment.
- ❌ **DO NOT** indulge in strikes and protests; you are liable to be jailed /deported.
- ❌ **DO NOT** change your employer/sponsor without authorization from local authorities.



Module II

Overseas Indian Community



Overseas Indian Community



The size of Overseas Indian community is over **30 million** (with around 13 million Non-Resident Indians (NRIs) and 17 million Persons of Indian Origin (PIOs)).



Over 9 million Overseas Indians are in the **GCC countries***. Other countries with significant overseas Indian presence are US, Malaysia, Myanmar, United Kingdom, Sri Lanka, South Africa, Canada, Mauritius, Singapore and Nepal.



Around 70% of Indian migrants in the GCC are **blue-collared workers (low or semi-skilled workers)**



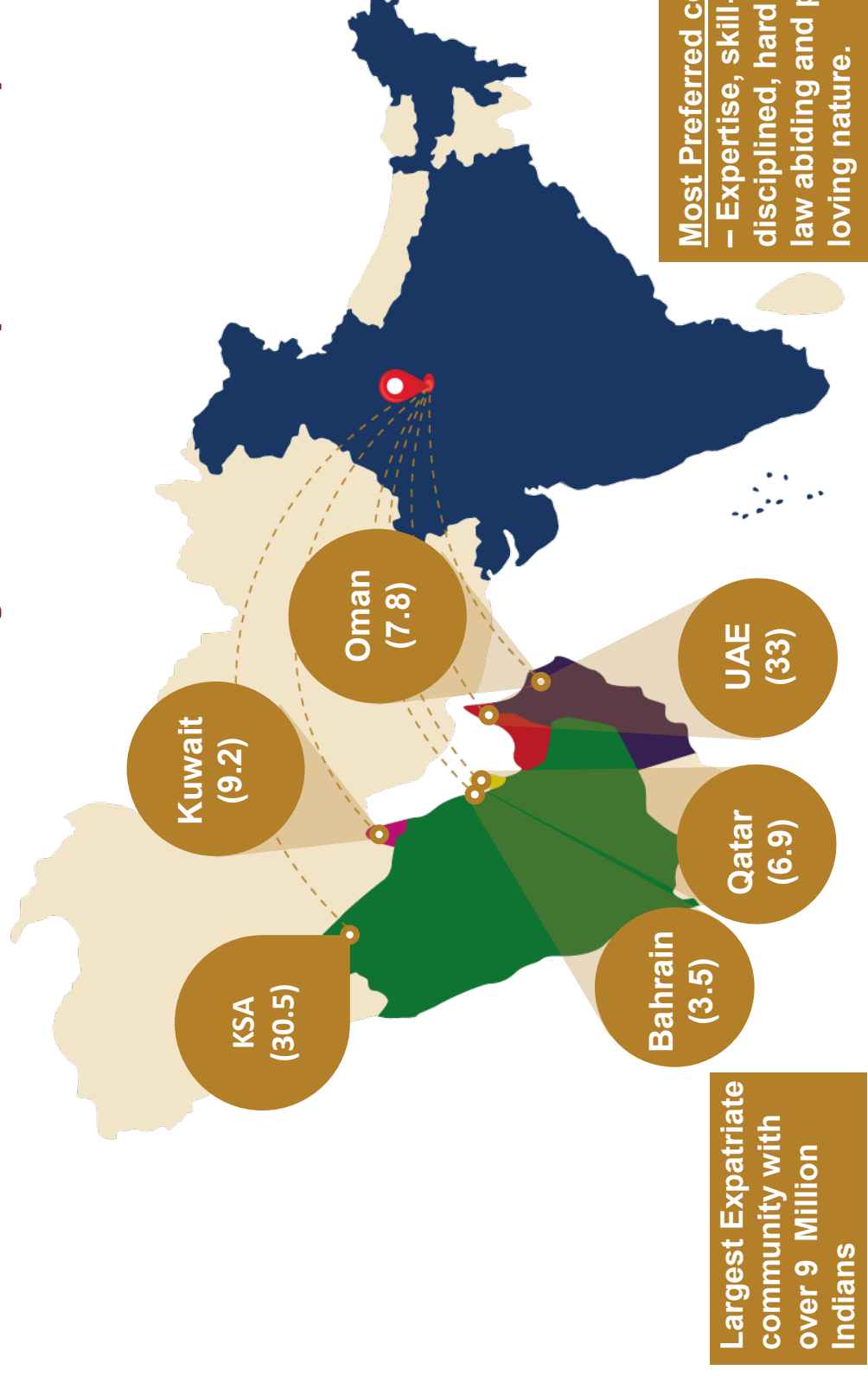
Government of India has special schemes to support their **protection and welfare**.



Visit www.mea.gov.in for updates on **the list of countries where emigration is banned**.

* Saudi Arabia, UAE, Qatar, Oman, Bahrain and Kuwait.

Indian community in GCC (in lakhs)

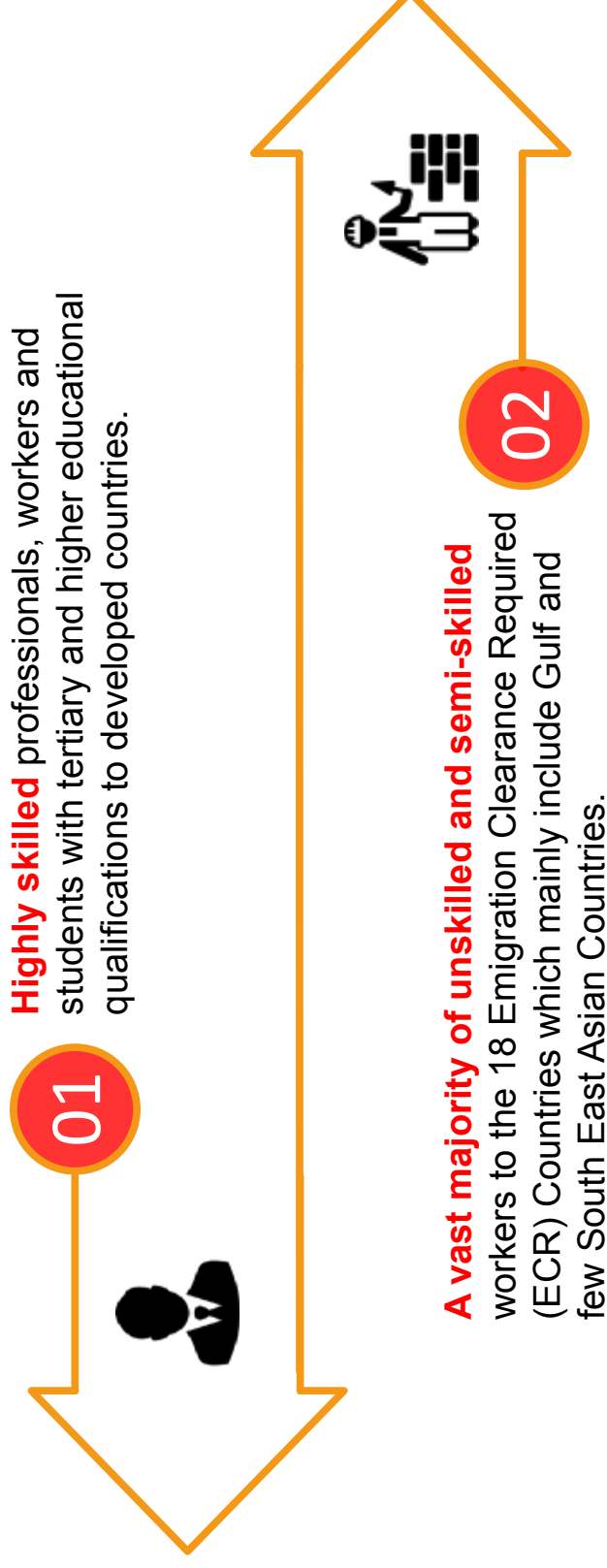


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Time Period	Category of Migrants	Destination of Migrants
Pre-Colonial	Religious/Trade	West Asia, South and South-East Asia and Africa
Colonial	Indenture	West Indies, South Africa, Fiji, Mauritius and other nations
	Kangani	Malaya and Ceylon
	Maistry	Burma
	Free/Passage (merchants and other skilled workers)	Colonies outside British India
Post-Independence (1947)	Professional	Mainly USA, Europe, Australia and Gulf Countries
	Skilled, Semi-Skilled and Low Skilled	Mainly to GCC Countries and Malaysia
	Family Reunion (Dependants of Emigrants)	To all destination countries as permitted by both India and receiving countries
	Students	UAS, UK, Canada, Australia, New Zealand, Russia and others

Migration from India

Contemporary flows of migrants from India can be captured into two broad trends



Module III

Modes of Recruitment: Promoting Safe, Orderly & Regular Migration





Definitions from Emigration Act, 1983

“employment” means **any service, occupation or engagement** (not being service, occupation or engagement under the Central Govt. or a State Govt.), in any kind of work like

any **unskilled work**, including any form of industrial or agricultural labour;

any **domestic service**;

any **service**, not being a service in a managerial capacity, in any hotel, restaurant, tea-house or other place of public resort;

work as a **driver** of a truck or other vehicle, **mechanic**, **technician**, or skilled labourer or artisan;

work as an office assistant or accountant or typist or stenographer or salesman, or nurse or operator of any machine;

work in connection with, or for the purposes of, any cinema, exhibition or entertainment;

any such work of a professional or of any other nature as the Central Govt. may notify with regard to the need for the protection of its citizens employed abroad



Definitions from Emigration Act, 1983

“recruiting agent” (RA) means a person engaged in India in the **business of recruitment for an employer** and representing such employer with respect to any matter in relation to such recruitment...

Note: RAs registered with Protector General of Emigrants (PGE) (1600 approx.) – Details on www.emigrate.gov.in

“recruitment” includes the issuing of any **advertisement** for the purpose of recruitment, the offering by advertisement to secure or assist in **securing any employment** in any country or place outside India...



Definitions from Emigration Act, 1983

“emigrant” means any citizen of India who intends to emigrate, or emigrates, or has emigrated but does not include

a dependent of an emigrant whether such dependent accompanies that emigrant, or departs subsequently for the purpose of joining that emigrant in the country to which that emigrant has lawfully emigrated;

any person who has resided outside India at any time after attaining the age of eighteen years, for not less than three years or the spouse or child of such person;

“emigrate” and **“emigration”** mean the departure out of India of any person with a view to taking up any employment in any country or place outside India.

“employer” means any person providing or offering to provide, employment in any country or place outside India;

Notations in Indian Passport

Notation/endorsement: Emigration Check Required (ECR) & Emigration Check Not Required (ECNR) – as per notation in Passport. Passports with no notation – means ECNR (since 2007).

ECR Passport category – Issued to an applicant who is not Matric/X Class Pass.

ECR Countries– Countries where Emigration Clearance by **Protector of Emigrants (PoE)** is required for Indians with ECR notation on passports, while traveling for employment/work.

List of ECR Countries:- Afghanistan, Bahrain, Kuwait, Indonesia, Iraq, Jordan, Lebanon, Libya, Malaysia, Oman, Qatar, Sudan, South Sudan, Syria, Saudi Arabia, UAE, Thailand & Yemen*

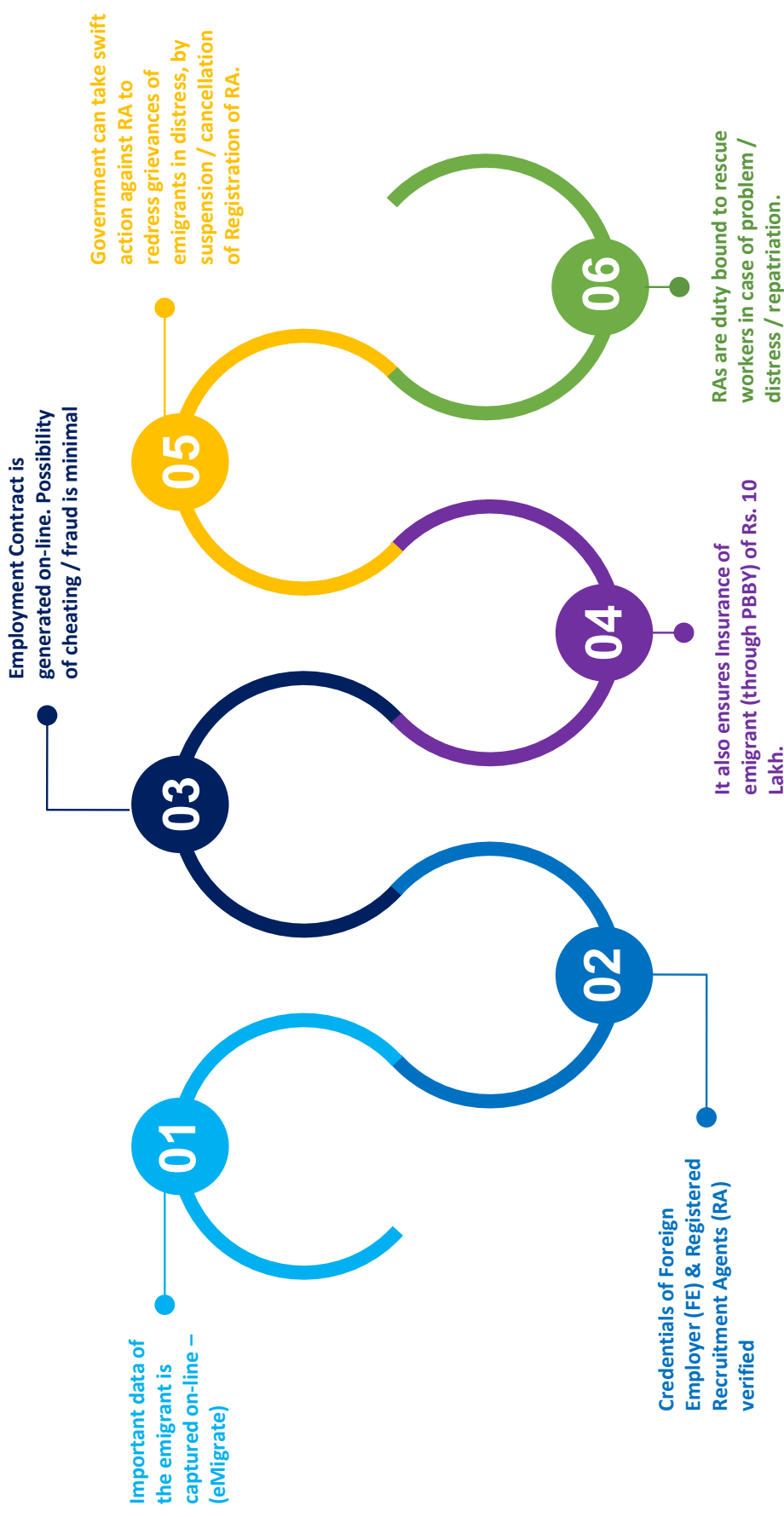
** (Emigration to Iraq, Libya and Yemen is presently banned)*

Don't handover your passport to anybody. Always Keep it in your personal custody.

Requirement of EC for Emigration to ECR Countries

- ➡ **Over 90% of the Indian workers-** semi-skilled and unskilled workers, are in Gulf and Malaysia.
- ➡ The Ministry, through the **Office of Protector General of Emigrants (PGE)** & 10 field offices of **Protectors of Emigrants (POEs)** grants Emigration Clearance (EC) before workers proceed to 18 Emigration Check Required (ECR) countries.
- ➡ The **Bureau of Immigration (BOI)** verifies the Emigration Clearance (EC) before permitting them to travel abroad.
- ➡ Around 1600 **Recruitment Agents** are registered on eMigrate.
- ➡ Around 1,50,000 **Foreign Employers** are registered on eMigrate.

Advantages of emigrating through Registered Agents (RAs) & obtaining Emigration Clearance (EC) before travel





Project Vision & Objectives of eMigrate Portal

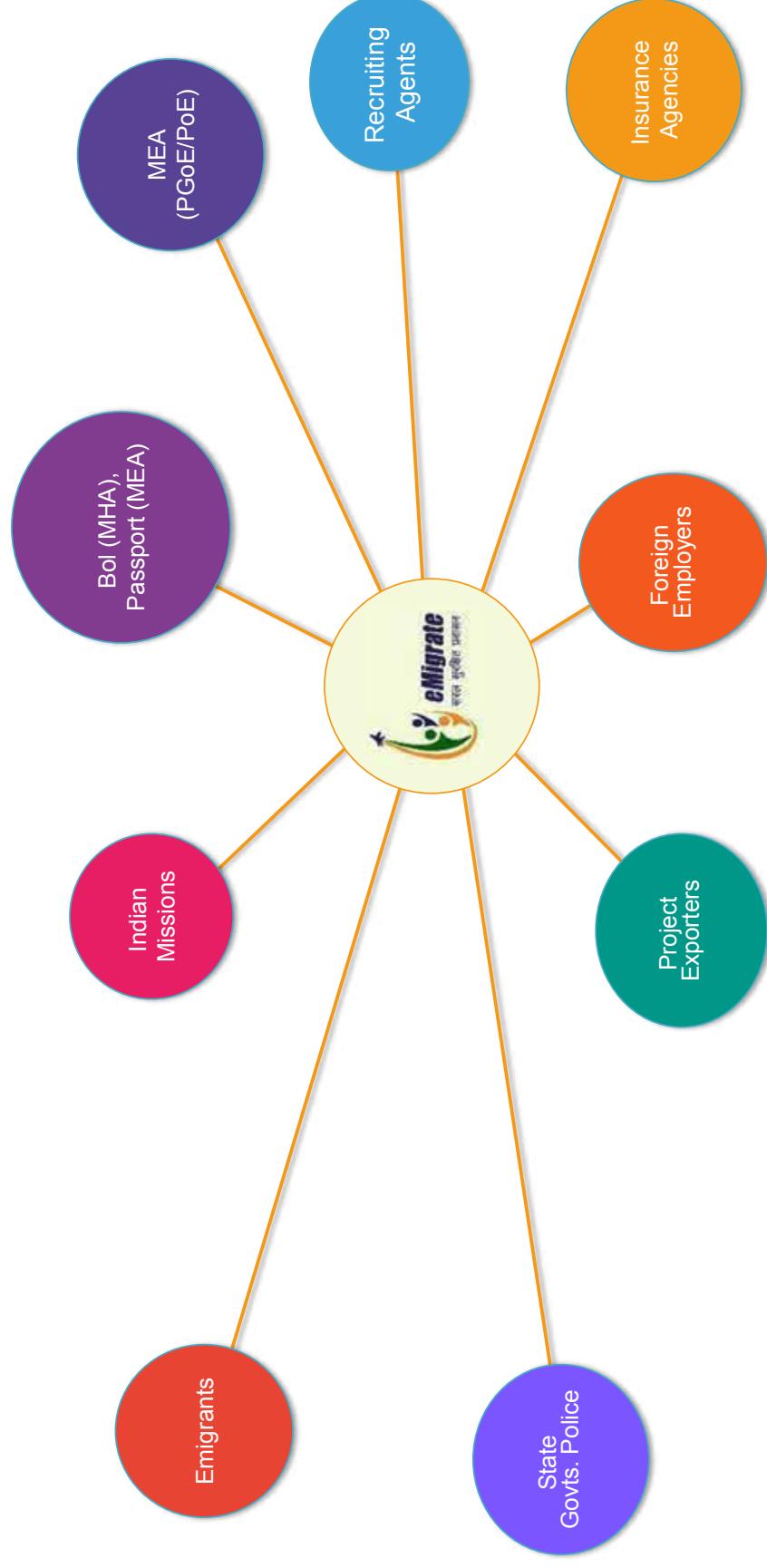
VISION

“To transform emigration into a simple, transparent, orderly and humane process”

OBJECTIVES

- 
- ✓ Design and implement process and applications that help **safe emigration**
 - ✓ Enhance **quality of services to emigrant** workers by process change resulting in significant **“Ease of Doing Business”** & overall experience
 - ✓ **Simplifying processes** in the emigration cycle and **improve** their **effectiveness**
 - ✓ Establish **interfaces among key stakeholders** that are easy to access and interoperable

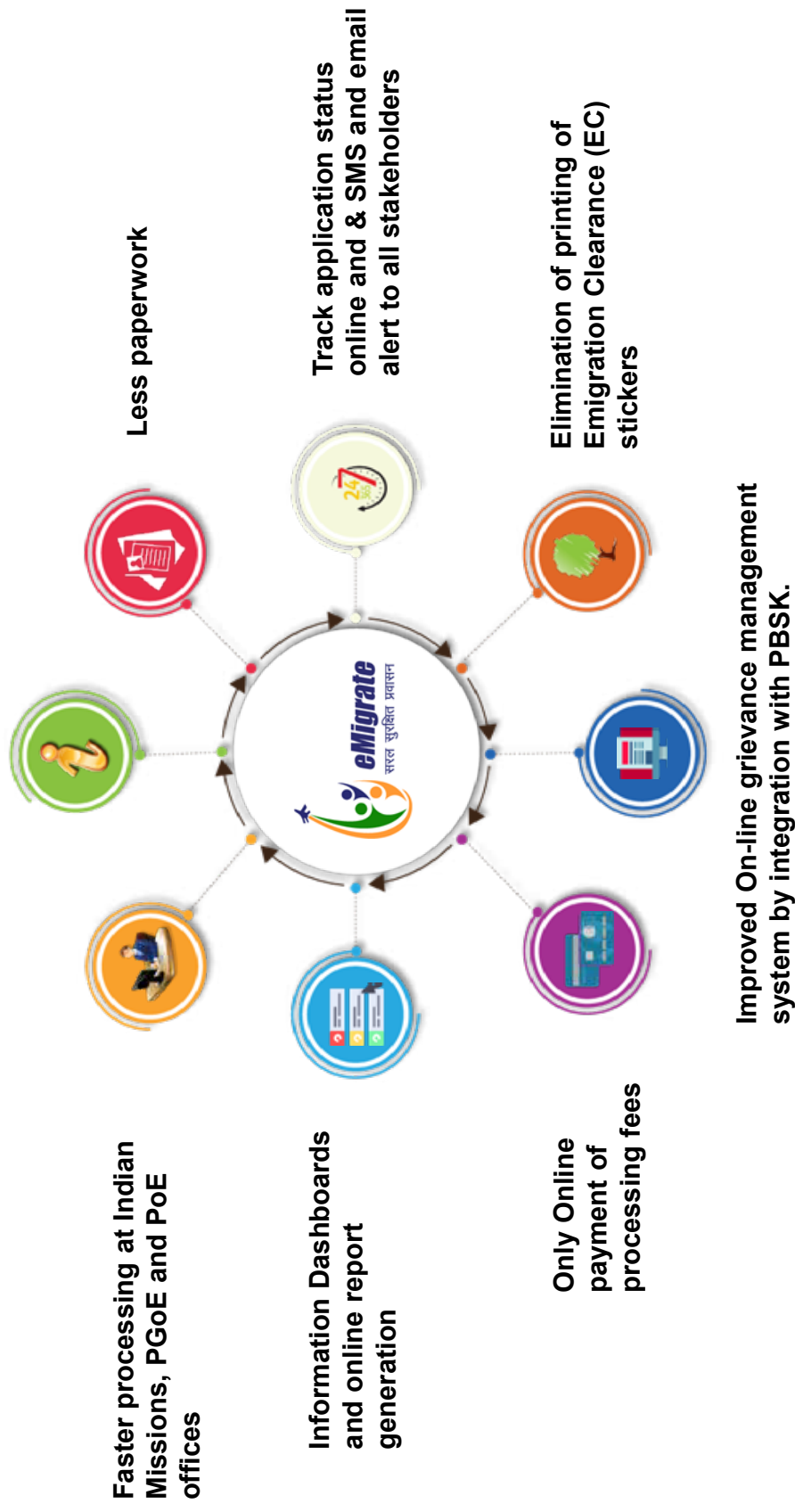
Key Stakeholders in eMigrate



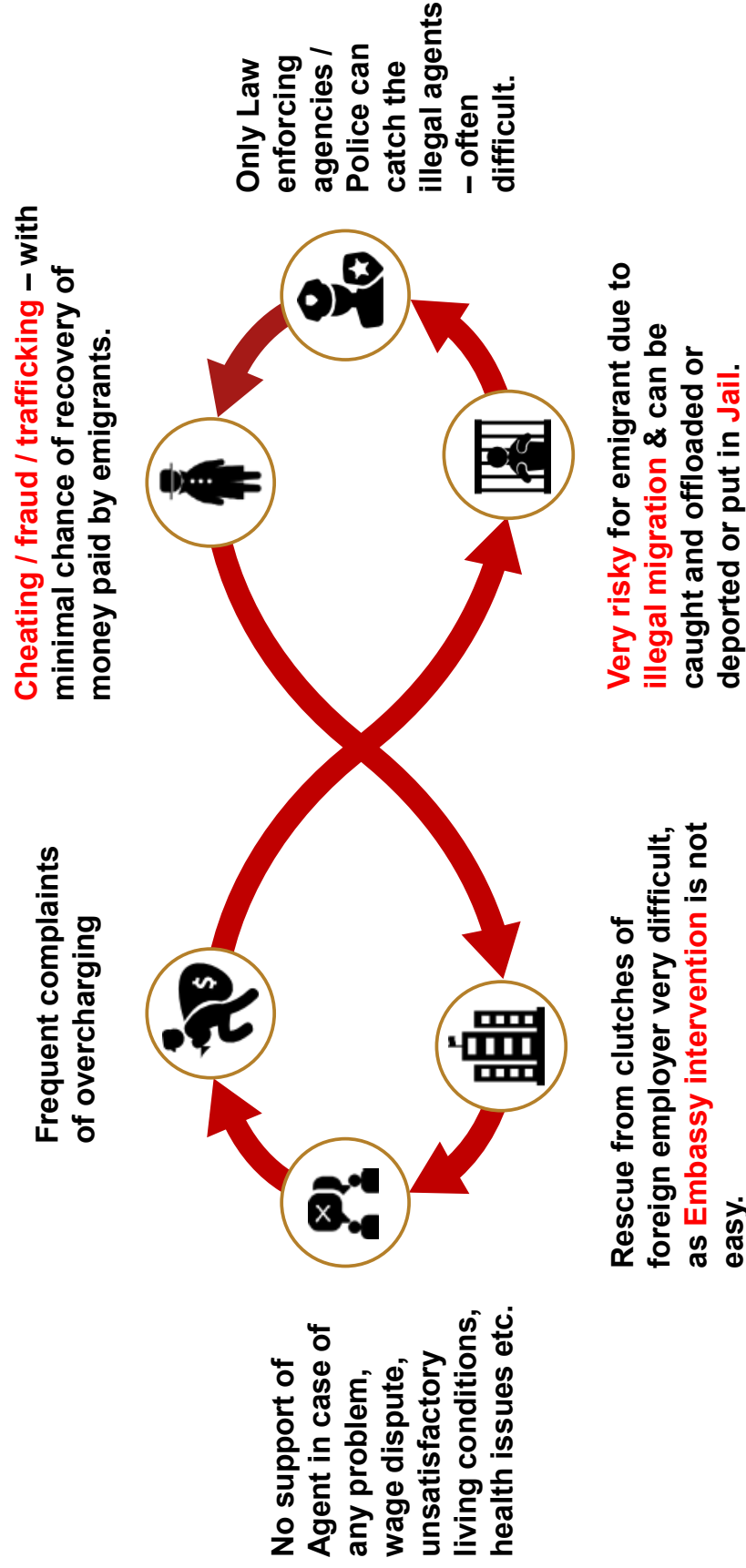
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Benefit for Stakeholders in eMigrate

Validation of Passport by PSP and EC by Bol at Airports



Challenges faced by Irregular Migrants



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Plight of emigrants who emigrated through illegal agents



Plight of emigrants who emigrated through illegal agents

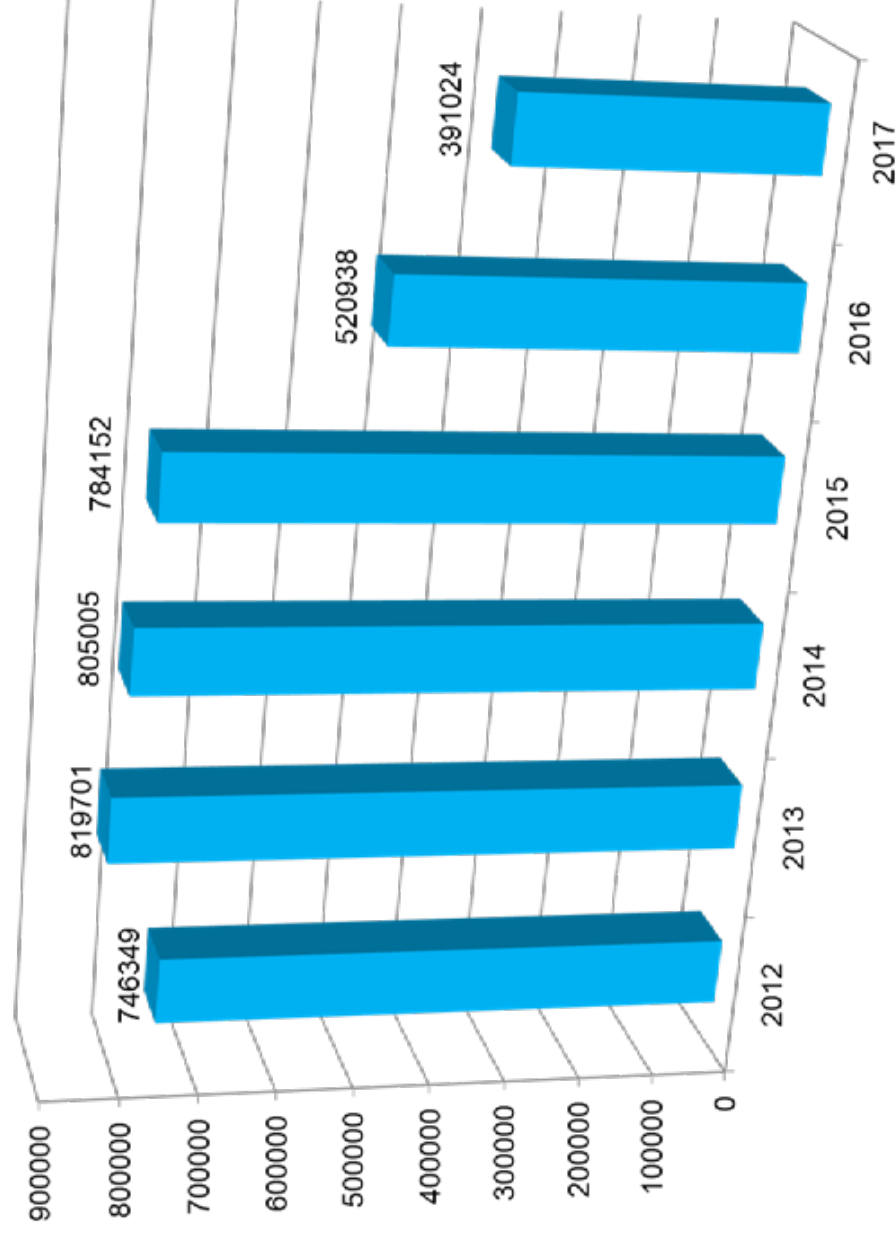


STOP
ILLEGAL
IMMIGRATION

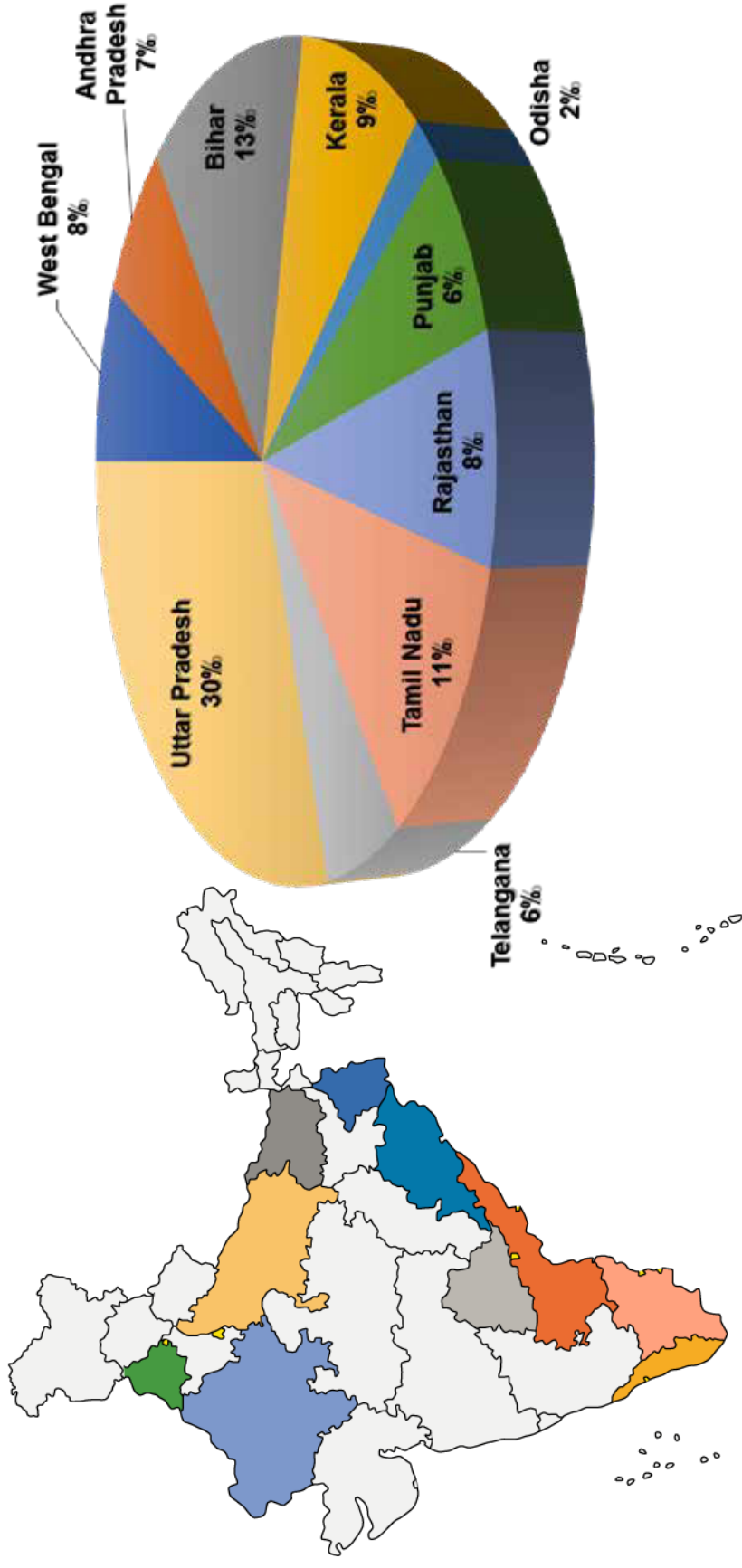


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Emigration Clearances (EC) granted to the ECR category persons from 2012 to 2017

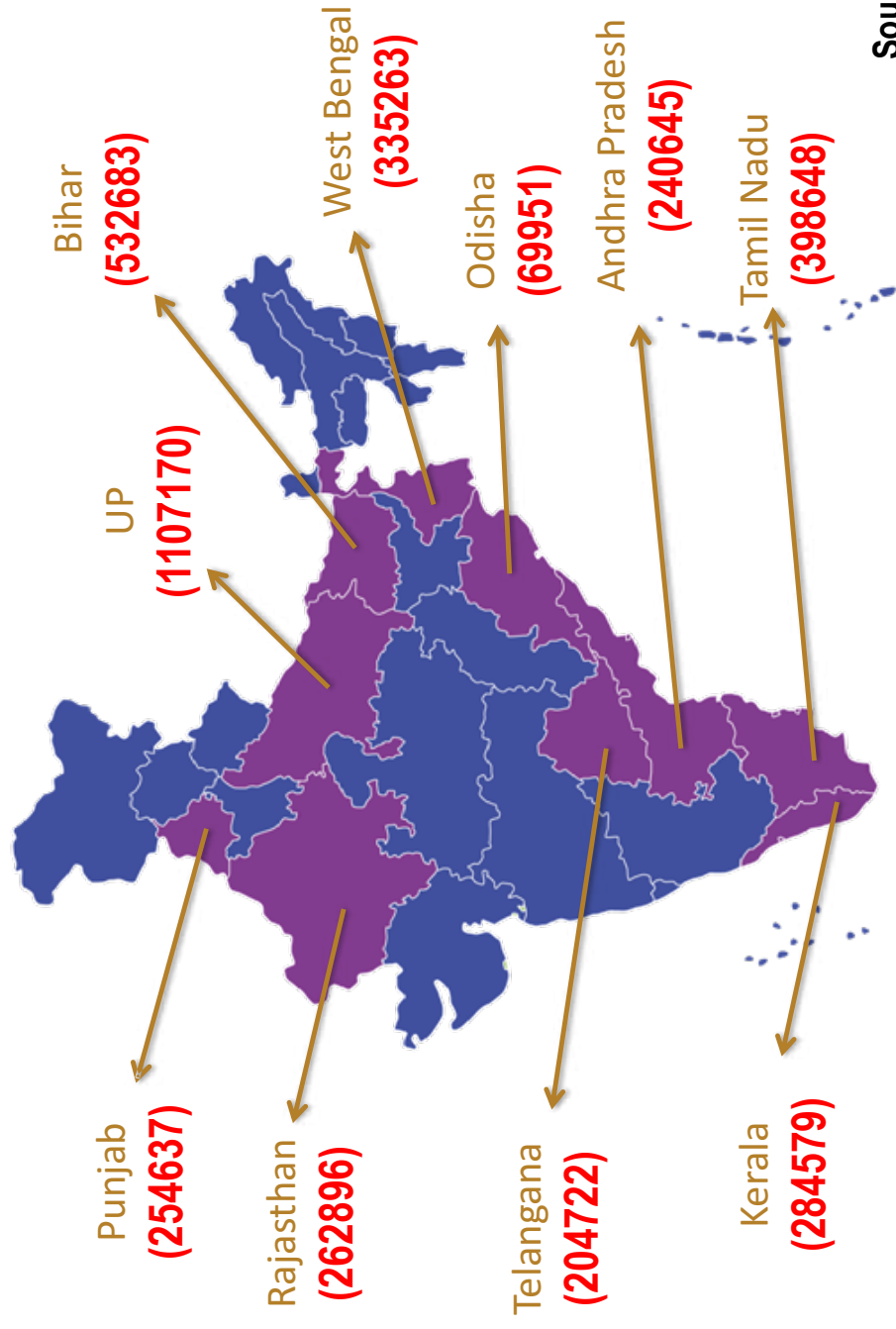


State-wise Emigration Clearances (2012-2017)



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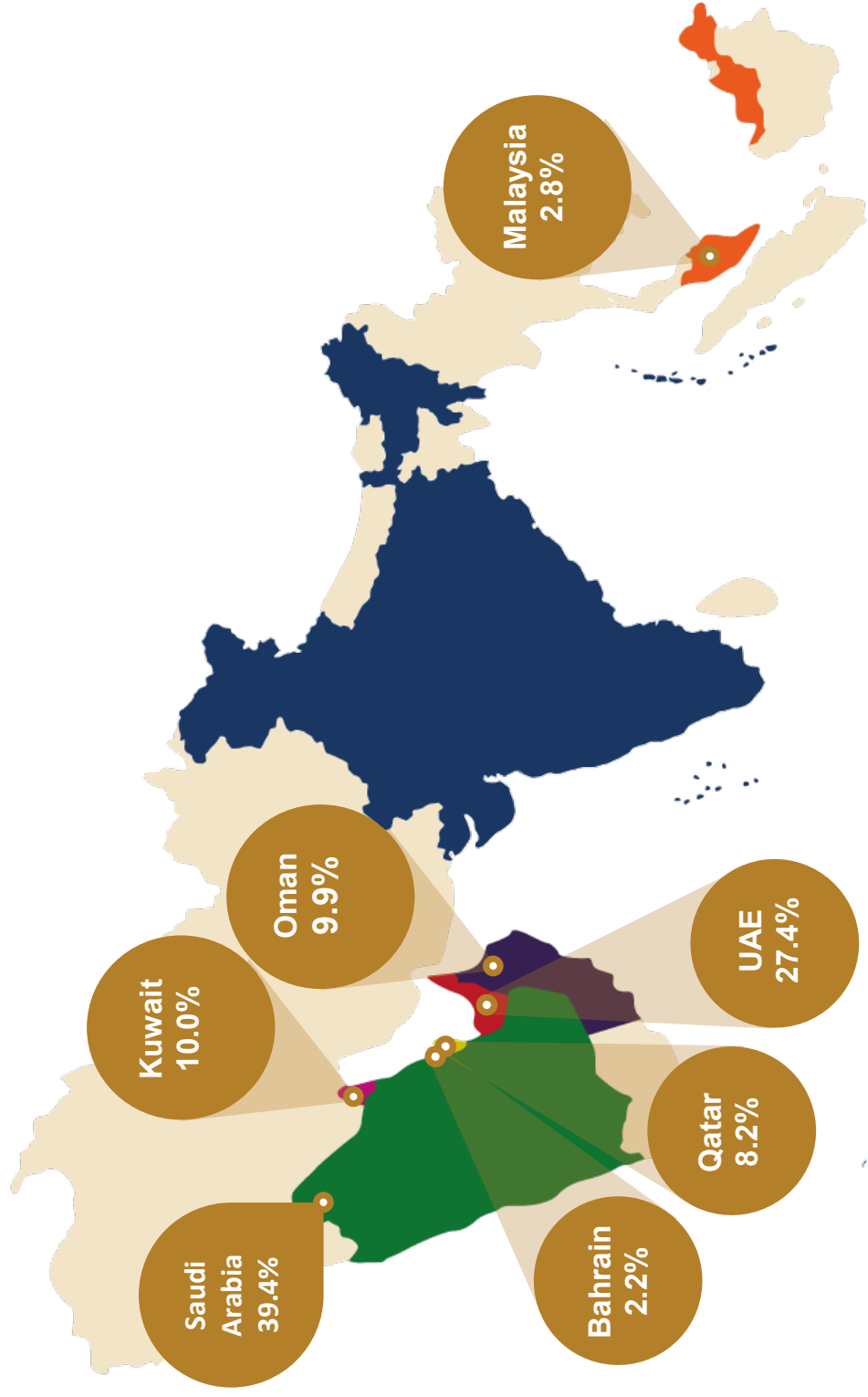
Migration Trend From Top 10 Labour Sending States To ECR Countries (2012-2017)



Source: eMigrate

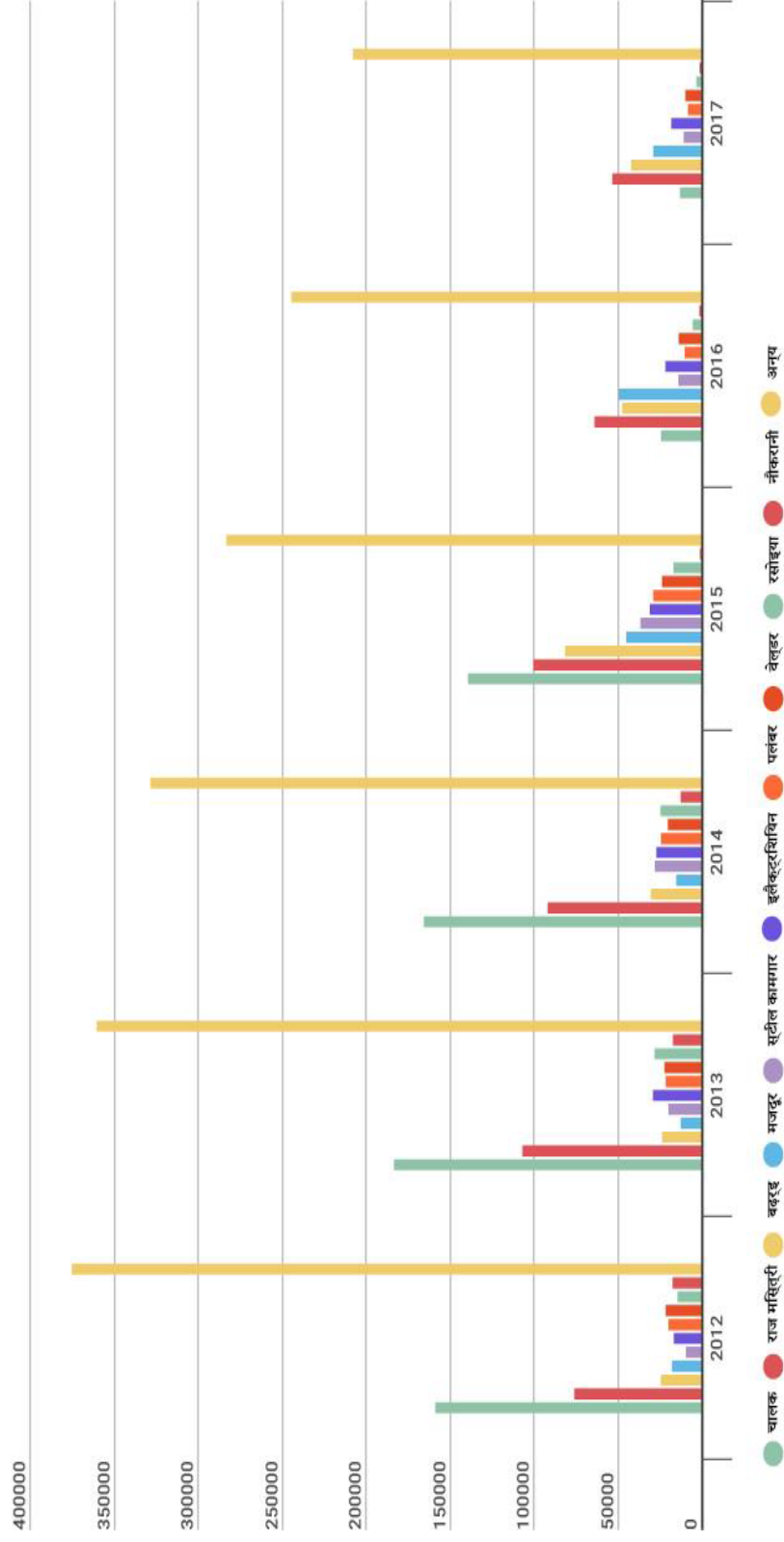
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Country-wise Emigration Clearances (2012-2017)



Source: eMigrate

Top 10 job categories – National Figures During the years 2012 to 2017, maximum emigration clearance were granted to these categories of Workers



Category	2012	2013	2014	2015	2016	2017
Total (All Category)	746326	819701	762740	782082	490485	391020

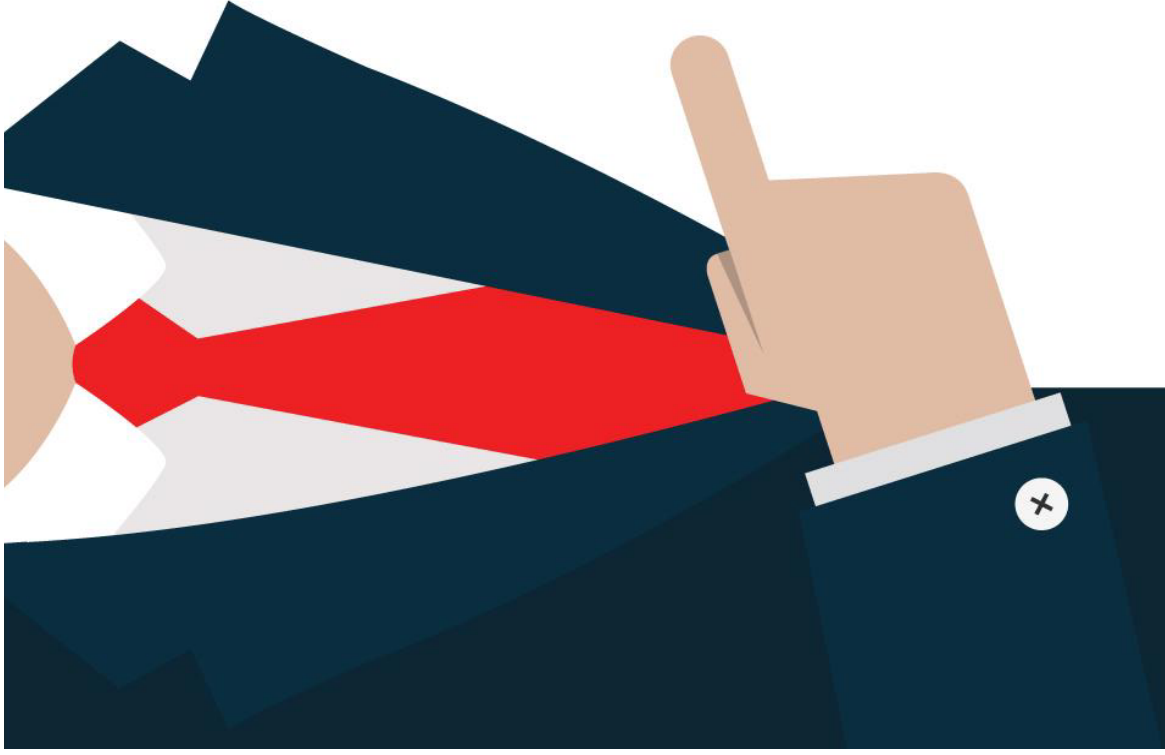
Top 10 job categories – National Figures for 2012 to 2017, maximum emigration clearance were granted to these categories of Workers

S No.	Category	2012	2013	2014	2015	2016	2017
1.	Driver	158262	182938	165024	138823	23745	12481
2.	Mason	75488	106334	91323	99969	63388	52883
3.	Carpenter	24004	23236	29839	80942	47036	41588
4.	Labour	17359	12108	14724	44572	48804	28511
5.	Steel worker	8978	19361	27468	36070	13425	10224
6.	Electrician	16274	28565	26531	30535	21174	17703
7.	Plumber	19302	21025	23787	28380	9717	7596
8.	Welder	21015	21794	19749	23165	13235	9290
9.	Cook	13975	27695	24231	16387	4952	2605
10.	Housemaid	17022	16717	12138	557	1056	859
	Others	374647	359928	327926	282682	243953	207280
	Total	746326	819701	762740	782082	490485	391020

Number of Emigrants Rescued / Redeployed by registered RAs in 2016

S. No	POE	No.of Emigrants rescued / redeployed	Total complaints resolved
1	Delhi	287	287
2	Mumbai	2297	3557
3	Chennai	31	31
4	Kolkata	17	17
5	Jaipur	08	08
6	Chandigarh	01	02
7	Thiruvananthapuram	31	14
8	Cochin	01	05
9	Hyderabad	35	35
10	Raebareli	01	01
	TOTAL	2709*	3959

***These emigrants rescued/ redeployed at the cost of RA**



Critical Issues in Emigration Management



No relief to **victims** of illegal or irregular emigration



Cost of remittances and management



Overcharging and exploitation



Measures for safety and welfare of domestic women workers



Lack of awareness on hazards of travelling on a

Tourist Visa, for overseas employment



Lack of adequate awareness among prospective emigrants



Lack of proper Pre-Departure Orientation Training (PDOT)/ Information dissemination on safe,

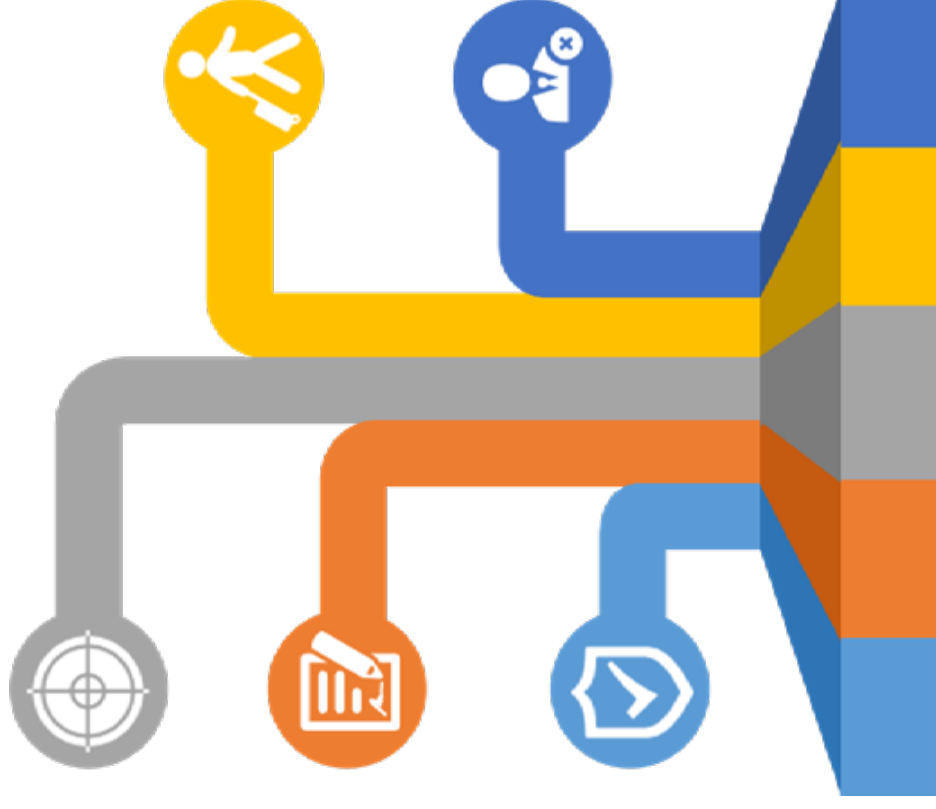
orderly and regular migration

Objectives of Emigration Management

To focus on **transforming emigration system** into a simple, efficient, transparent, orderly, humane and legal migration process

To **regulate the emigration of Indian workers** seeking employment on a contractual basis

To **strengthen protection and welfare of emigrant workers**, and encourage ethical recruitment practices and regulation of licensed Recruitment Agents



To facilitate safe, orderly and regular migration, **prevent irregular migration** and human trafficking

To **prevent emigration through illegal recruitment agents** and to check possible exploitation by unscrupulous agents

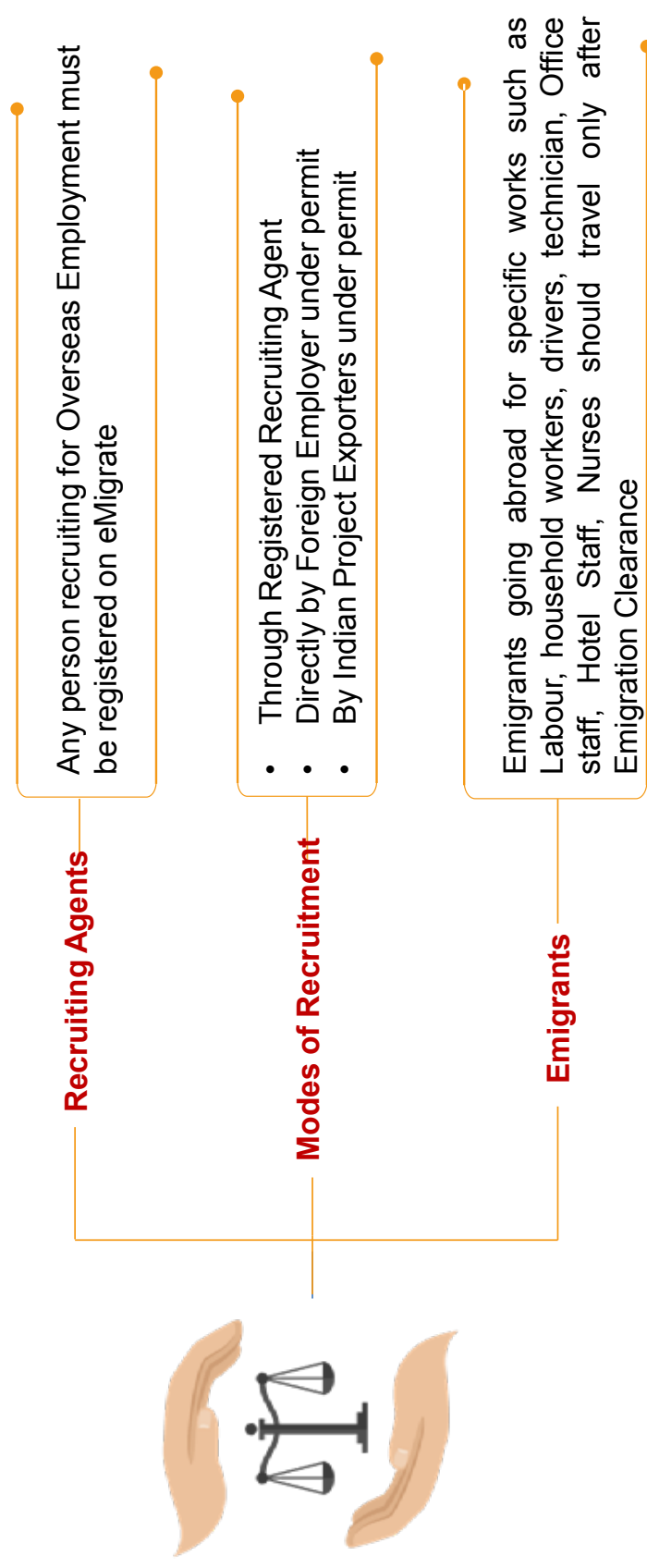
Module IV

Modes of Recruitment: Overseas Employment



Emigration Act, 1983

Provides legal framework for overseas Employment related issues



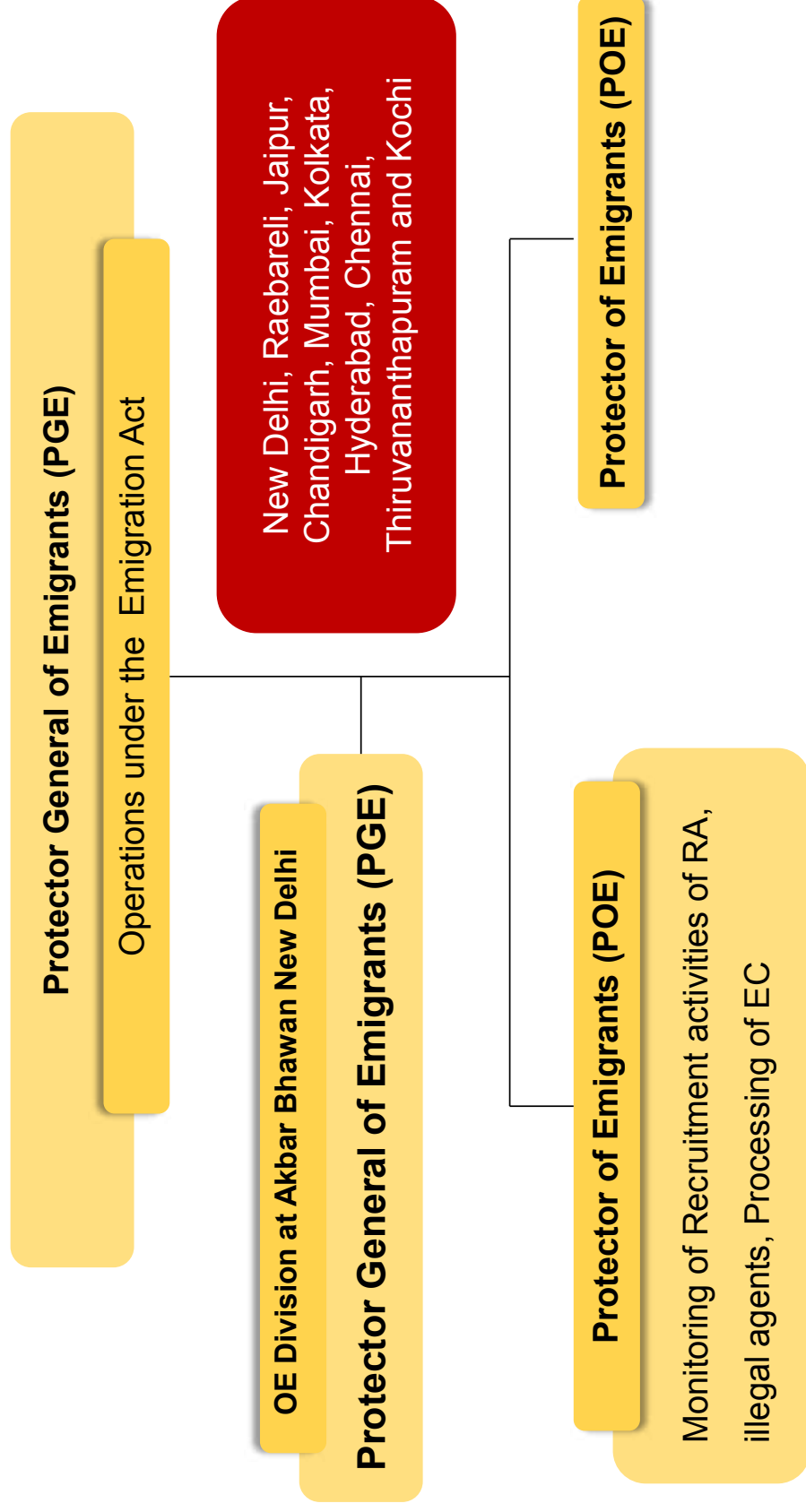
Requirement of Emigration Clearance (EC)

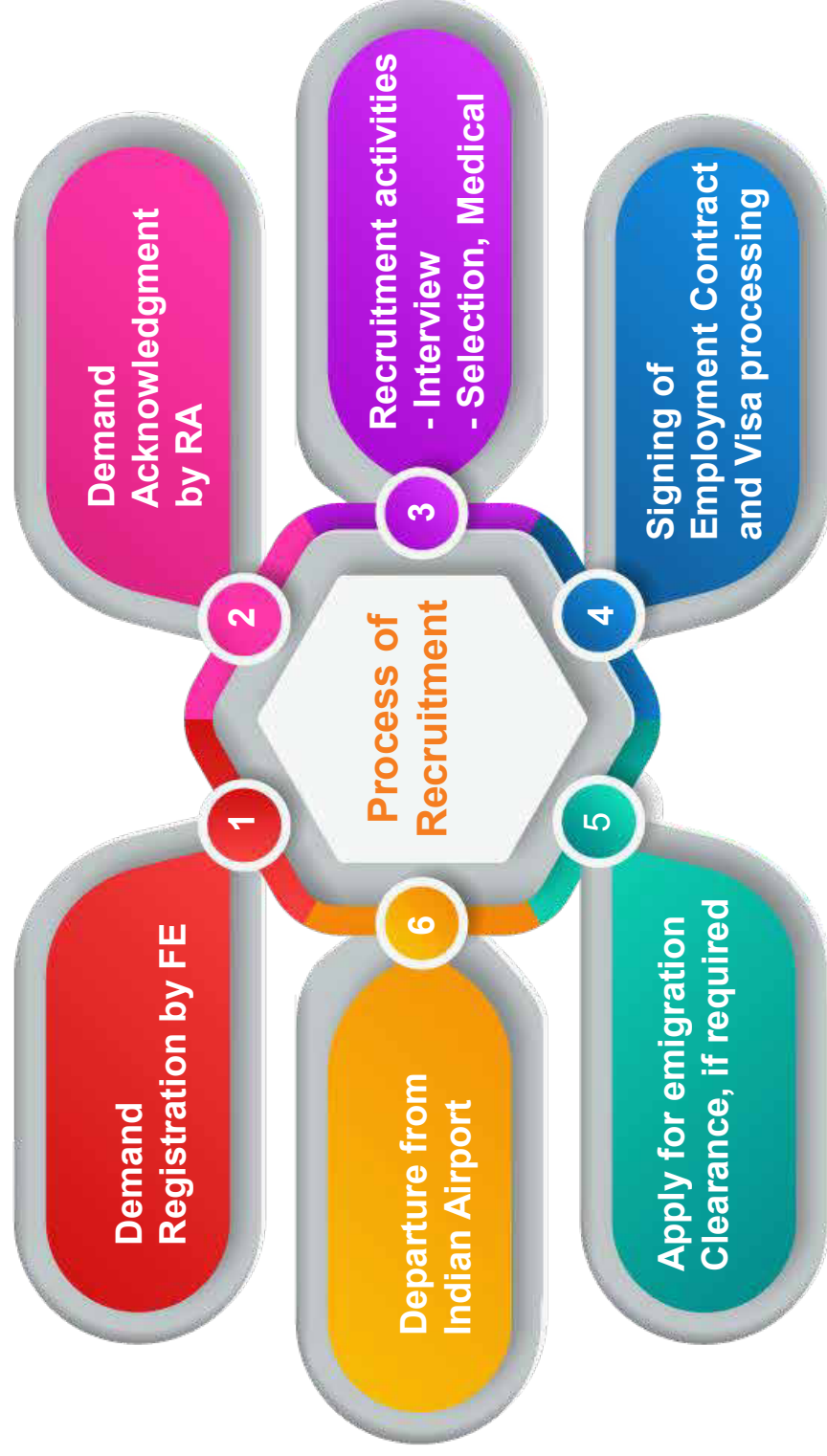
✓ EC is required from Protector of Emigrants (PoE) for prospective emigrants with following conditions:-

- ❖ ECR (Emigration Check Required) passport holders and Nurses
- ❖ Emigrating to one of the 18 ECR countries for work

✓ List of ECR Countries:- United Arab Emirates (UAE), Saudi Arabia, Qatar, Oman, Kuwait, Bahrain, Malaysia, Libya, Jordan, Yemen, Sudan, Afghanistan, Indonesia, Syria, Lebanon, Thailand, Iraq and South Sudan.

Organizational Set-Up of PGE & Overseas Employment (OE) Division





Module V

Pre-Departure Medical Examination for Expatriates



Need to Clear the GCC Approved Medical Centres Association (GAMCA) medical test prior to obtaining of visa

GAMCA Medical Centres

- ➔ Manpower migrating to the GCC & Yemen require to take mandatory medical test
- ➔ Visit GAMCA Office which allots the Medical Centre for the tests – Pay the requisite fee
- ➔ Electronic finger prints and digital photographs may be taken as required
- ➔ Both physical and psychological fitness
- ➔ Consult your RA for country-specific modalities

Need to Clear the GCC Approved Medical Centres Association (GAMCA) medical test prior to obtaining of visa

GAMCA Medical Centres

- ➡ Visa shall not be processed in case of a negative report
- ➡ May have to face a ban for a certain period if the reports indicate infectious disease
- ➡ Medical test report is valid for 3 months for the visa to be stamped and medical reports are to be released no later than 3 days after examination
- ➡ Keep a copy of the medical test and receipt from the test centre

GCC Approved Medical Centres Association (GAMCA) Medical Test

Important Information

- ➡ List of Authorized GAMCA Centres: <https://gccchmc.org/Gcc/Login.aspx>
Mangalore, Ahmedabad, Bengaluru, Lucknow, Mumbai, Chennai, New Delhi, Hyderabad, Jaipur, Thiruvananthapuram, Trichy, Calicut, Manjeri, Tirur, Kochi, Goa and Kolkata
- ➡ Register for Medical Test <https://gccchmc.org/gcc/RegisterForMedicalTest.aspx>
- ➡ Check Medical Status: <https://gccchmc.org/GCC/checkmystatus.aspx>

Need to Clear the GCC Approved Medical Centres Association (GAMCA) medical test prior to obtaining of visa

GAMCA Medical Centres

- ➡ **Infectious Diseases**:- HIV AIDS Reactive; Hepatitis (B) Surface Antigen Positive and Anti HCV; Microfilaria Positive & Malaria Blood Film Positive; Known Leprosy Patient; Tuberculosis any type. **A**- Pulmonary by chest X ray showing active or past evidence of old T.B. Including minimum Fibrosis, calcification and Pleural thickening. **B**- Tuberculous Pleural Effusion. **C**- Tuberculous Lymphadenitis.; Venereal Diseases, VDRL Positive and TPHA Positive.
- ➡ **Non Infectious Diseases**:- Chronic Renal Failure; Chronic Hepatic Failure ; Congestive Heart failure; Uncontrolled Hypertension; Uncontrolled Diabetes Mellitus; Known case of cancer ; Psychiatric Diseases and Neurological Disorders; Physical Disability eg. colour blindness for drivers, deafness etc;
- ➡ Any major operation; Haemoglobin below 10 mg/dl; Pregnancy

Module VI

Case studies



Country Visited	UAE, landed in February, 2017	
Visa Type	Visit Visa	
Issue in Brief	On 13/02/2017 he fell ill and his friends took him to Life Line Hospital ➤ Suspected stroke. ➤ Not in a position to talk to anyone. ➤ Shifted to Cleveland Clinic Abu Dhabi for further treatment.	
Assistance provided by Indian Embassy through ICWF	➤ A one way free Stretcher air ticket and free return air ticket to accompanying nurse. ➤ He was repatriated safely on 21.06.2017.	
Penalties Imposed by Host Country	Visit visa got expired and a fine of AED 5000/- was imposed on him	
Time taken to extract	Four months	

LAKSHMI DEVI

Country Visited	UAE, landed in January 2016	
Visa Type	➤ Traveled on visit visa through an unregistered agent. ➤ Later converted her visit visa to employment visa.	
Issue in Brief	➤ Agent used to send her to work to different locals' house. ➤ Proper salary not paid and exploited ➤ Exit visa was difficult to obtain when she wanted to return.	
Assistance provided by Indian Embassy	➤ Issued an Emergency Certificate & air ticket from ICWF to her home town on 24/06/2017.	
Time taken to extract	One year & five months	

Country Visited	Kuwait, landed in February, 2015	
Visa Type	Work Visa (Visa no. 18)	
Issue in Brief	➤ Came to work as driver for a Car Rental company. ➤ Employment contract was not attested by Embassy. ➤ Both of them filed a complaint as the company was not granting emergency leave and non payment of agreed salary.	✓
Assistance provided by Indian Embassy	➤ Company was non cooperative and unwilling to handover the passports. ➤ Mission issued Emergency certificate but they could not travel owing to local law requirements in case of Visa no. 18. ➤ Matter again pursued with company which agreed to release the passports after clearance of dues.	✓
Penalties Imposed by Host Country	➤ Work visa got expired and a fine of KD 600 was imposed. ➤ Workers were unable to pay the fine. In absence of cooperation from company, the workers were sent to deportation centre for deportation to India.	

Country Visited	UAE, landed in 2012	
Visa Type	Work Visa, Working with Reliance Way Engineering Construction, Abu Dhabi.	✓
Issue in Brief	➤ His visa got expired in 2014. ➤ Company did not renew his visa due to some loan issues. ➤ His passport was also expired in 2016.	
Assistance provided by Indian Embassy	➤ An immediate financial assistance of AED 400/- was provided as per the ICWF guidelines. ➤ He was issued Emergency Certificate and issued air ticket to his home town on 25/05/2017.	✓

Late Quasim

Country Visited	Saudi Arabia	
Visa Type	Was on work visa as a driver of a oil tanker in Riyadh.	✓
Issue in Brief	➤ Died on the spot due to explosion in the tanker on 12.06 2010. ➤ Purchased Insurance policy from Reliance General Insurance under Pravasi Bharatiya Bima Yojana (PBBY). ➤ His wife was entitled to Rs. 10 lakhs from the Insurance company. ➤ Since she did not have copy of the contract, the Insurance company was not accepting her claim. ➤ The matter was brought to the notice of the Ministry on 9th June, 2017 & vigorously pursued with the Insurance company, PoE (Mumbai) and the RA. ➤ Persistent efforts by Ministry made Insurance company settle the insurance claim under PBBY. ➤ Rs. 10 lakhs was transferred to the account of Ms. Sairunnissa, wife of late Quasom on 27th July, 2017. ➤ Ms. Sairunnissa confirmed receipt of the amount.	✓

Child stranded without Parents

- ➡ **Miss Fatima** (15 year old) stranded in Kuwait after death of her father in Dec 2015. Her mother had been deported to India prior to 2015.
- ➡ She did not have residency of **Kuwait** and her birth had also not been registered.
- ➡ With great difficulty, Mission located her as she was living with a Sri Lanka family and not willing to come to India.
- ➡ Her mother has been approaching us for her early repatriation.
- ➡ After discussions and completion of local formalities, she was issued air ticket and documents and travelled on 17 October, 2016 and united with her mother in the presence of local authorities at Chennai airport.



Rescue by government...



Mrs. D'Souza, 40 year old Indian national, employee of a Charitable organization was kidnapped in **Kabul** on 9 June, 2016.



Her sister Agnes D'Souza sends a Twitter message to EAM next day. EAM send a twitter message in response "She is your sister and India's daughter. We are doing everything to rescue her."



Announcing the news, **External Affairs Minister Sushma Swaraj** said "I am happy to inform you that Judith D'souza has been rescued," on her twitter account and will return to India "very soon".



Mrs. D'Souza arrived in Delhi in the evening of July 23, accompanied by India's Ambassador to Afghanistan.



On Vessel for a year

- ➡ The young sailor from Dehradun arrived in Sharjah in July, 2016 on diesel tanker Hamed2.
- ➡ When owner of ship was arrested in Dec, all crew signed off, without pay, except him. He was alone, getting few supplies from passing ships.
- ➡ About 5 months ago, an other ship crashed his into his vessel. After accident he was fast tracked. The Consulate started the process of taking him out.
- ➡ He was repatriated to India on 22 November, 2017.



Repatriation of Ms. Saba Fatima

- ↑ Times of India reports on 22 Nov, 2017 plight of Saba Fatima 24 year old, in **Saudi Arabia**. She was sent by an illegal agent.
- ↑ It was reported that she had complained of torture by her foreign employer to her family in India.
- ↑ Told Embassy officials that hot cooking oil accidentally fell on her.
- ↑ **Embassy of India in Riyadh** rescued her, obtained **exit visa**, and she travelled on 5 December, 2017.

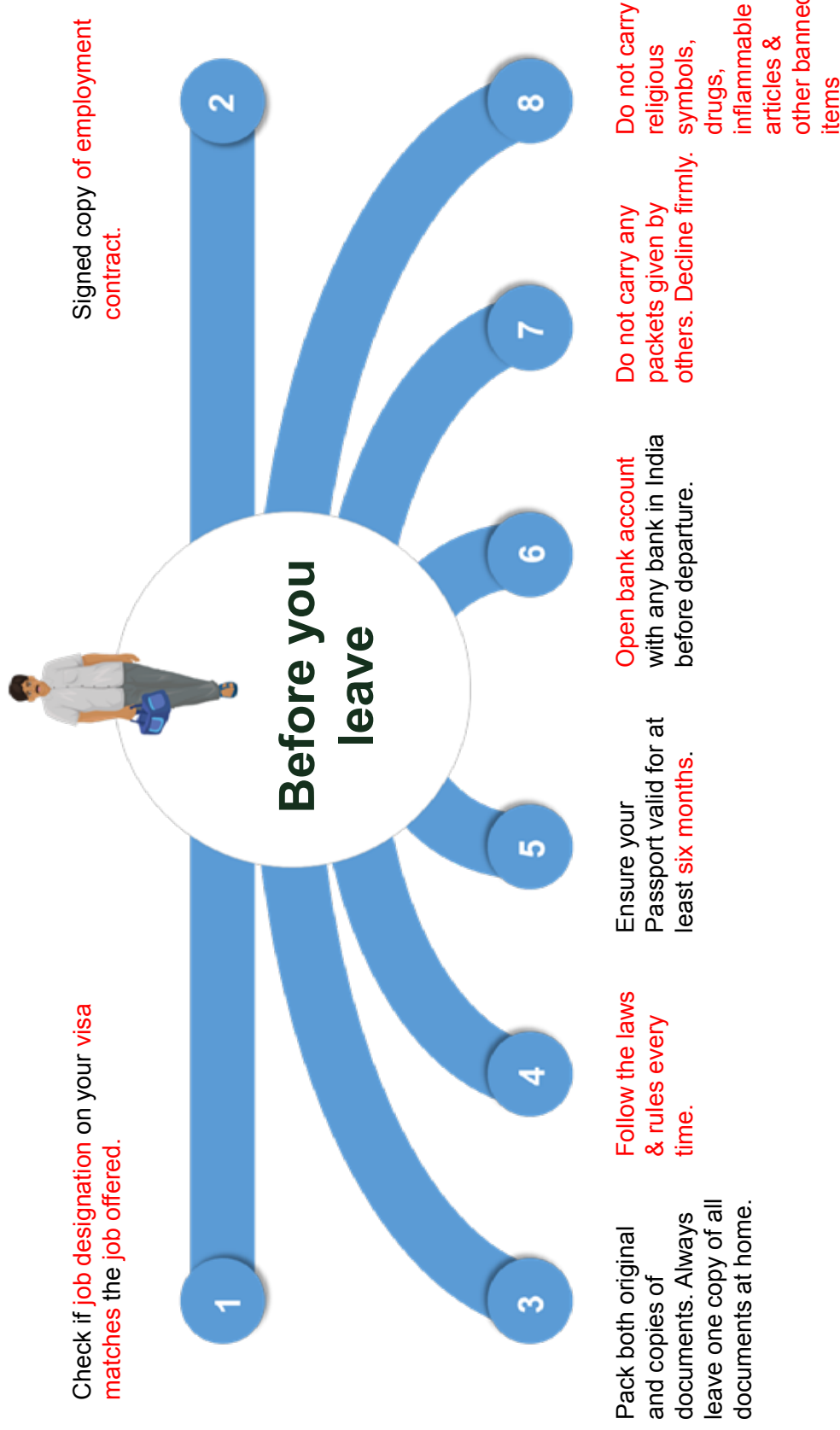


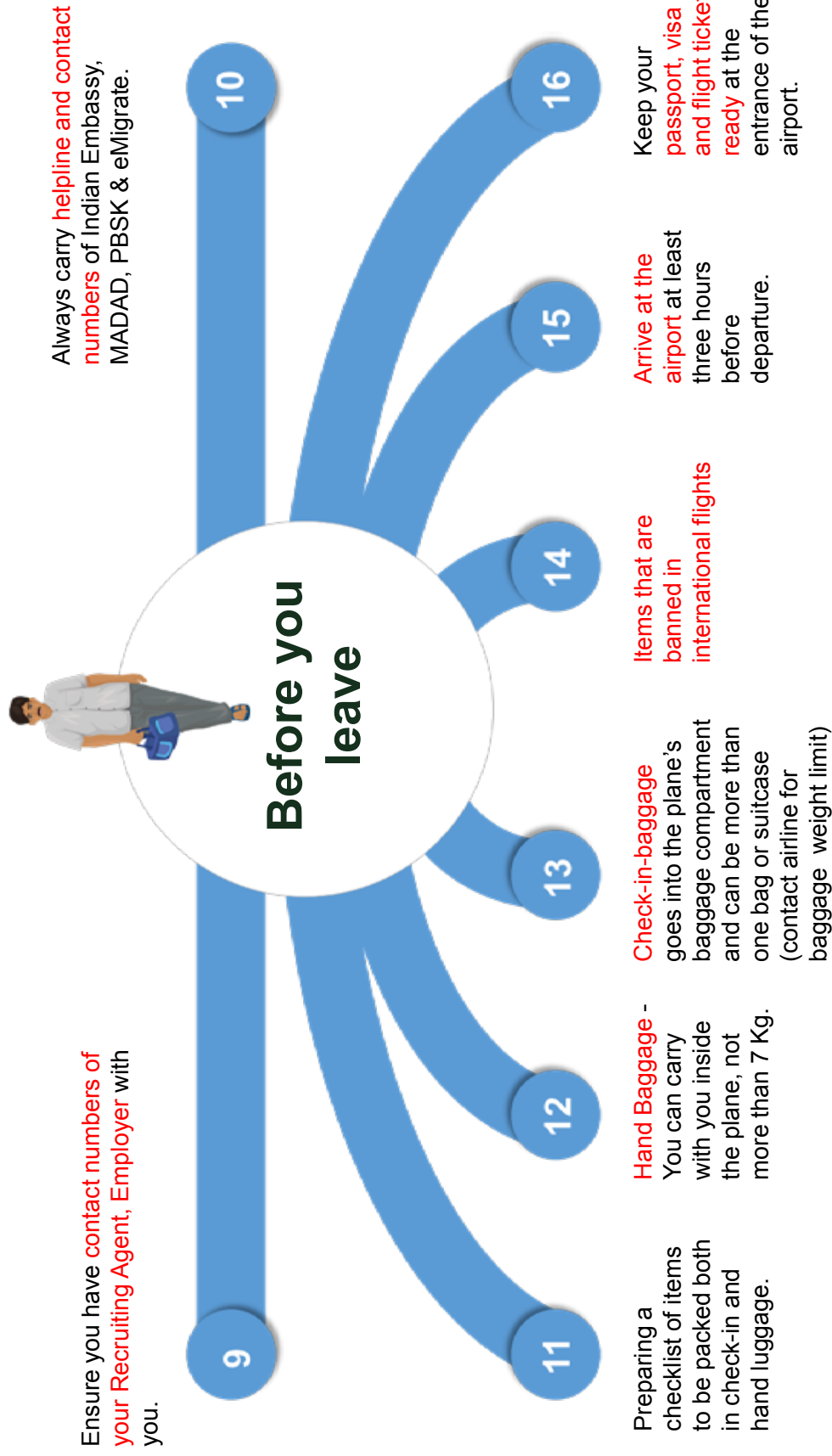


Module VII

Safe Tips for Journey Abroad



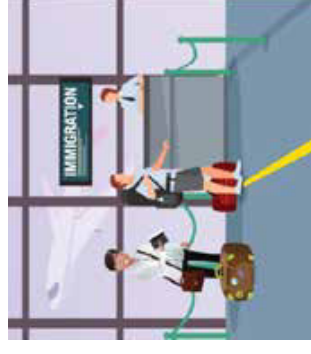




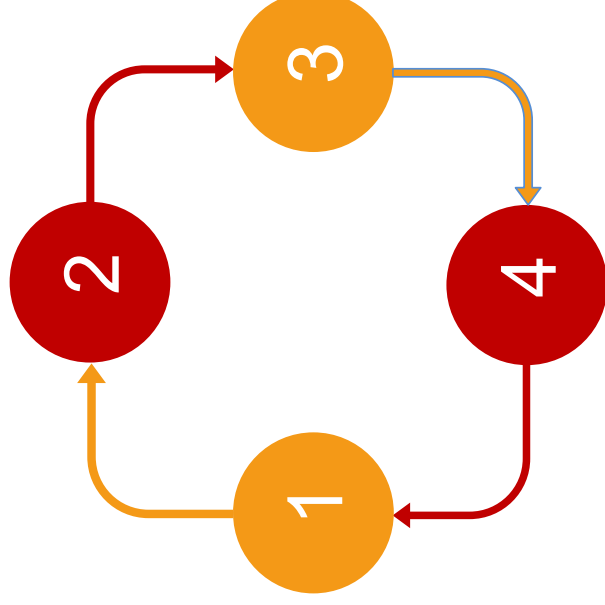
Inside the Airport



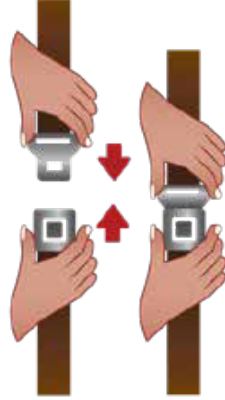
Go to the **check-in counter** of the airline to get your boarding pass



Have your **passport**, **visa** and **boarding pass** in hand and proceed towards immigration & security check



Wait at the **boarding gate** for the flight announcement.
Go through the **boarding gate**, show the airport staff/guards your boarding pass and enter the plane



Put your luggage in the **overhead bin**. Wear your **seat belt**. Switch off **all electronic devices**.



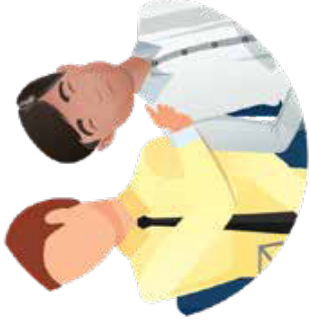
While on Plane



Don't Smoke on the plane.



Don't talk loudly



Don't lean on other person next to you while sleeping



Don't put your feet on the seat of other person



Don't push your seat back causing disturbance to the passenger sitting behind.

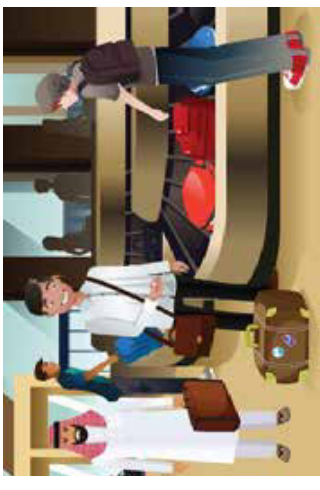
On Arrival



- 1) The air hostess will give you an immigration form or a **Incoming Passenger Card (IPC)** before you land at your destination.
- 2) Ask for details on **landing formalities**.



- 3) Show your passport and visa to the **immigration officer**, who will put an entry stamp on the passport.
- 4) **Answer politely** any questions to the immigration officer.



- 5) Then go to **"Baggage Claim"** to collect your check-in-luggage (if you have any).
- 6) In case you can't find your check-in luggage at Baggage claim, go to the airport staff and ask for help. **Do not hesitate to seek assistance from airport staff.**

Your employer's representative will meet you outside the airport. In case no body comes to receive you, approach airport's help-desk.



Module VIII

Living & Working Abroad



General work related information



General work related information



General work related information



Learn local etiquettes, respect local culture/customs, food habits etc. ***Eating food publicly is not allowed during Ramadan***

Don't carry any packets from any body while going on overseas employment.

Smuggling is strictly prohibited .

May result in **imprisonment/fine/Death Sentence** .



Consumption of alcohol and drug use is a punishable offence Gulf



General work related informationc



It is your responsibility to:
Read & understand
all the documents before signing Safety of documents: Keep all your important documents, contact details, telephone numbers with you.

Learn basic Arabic and common words/greetings

الحبيب Love	الحكمة Wisdom
السلام Peace	الحياة Life

When in trouble

Contact Indian Mission



Lodge complaint on

eMigrate
सरल सुरक्षित प्रवासन



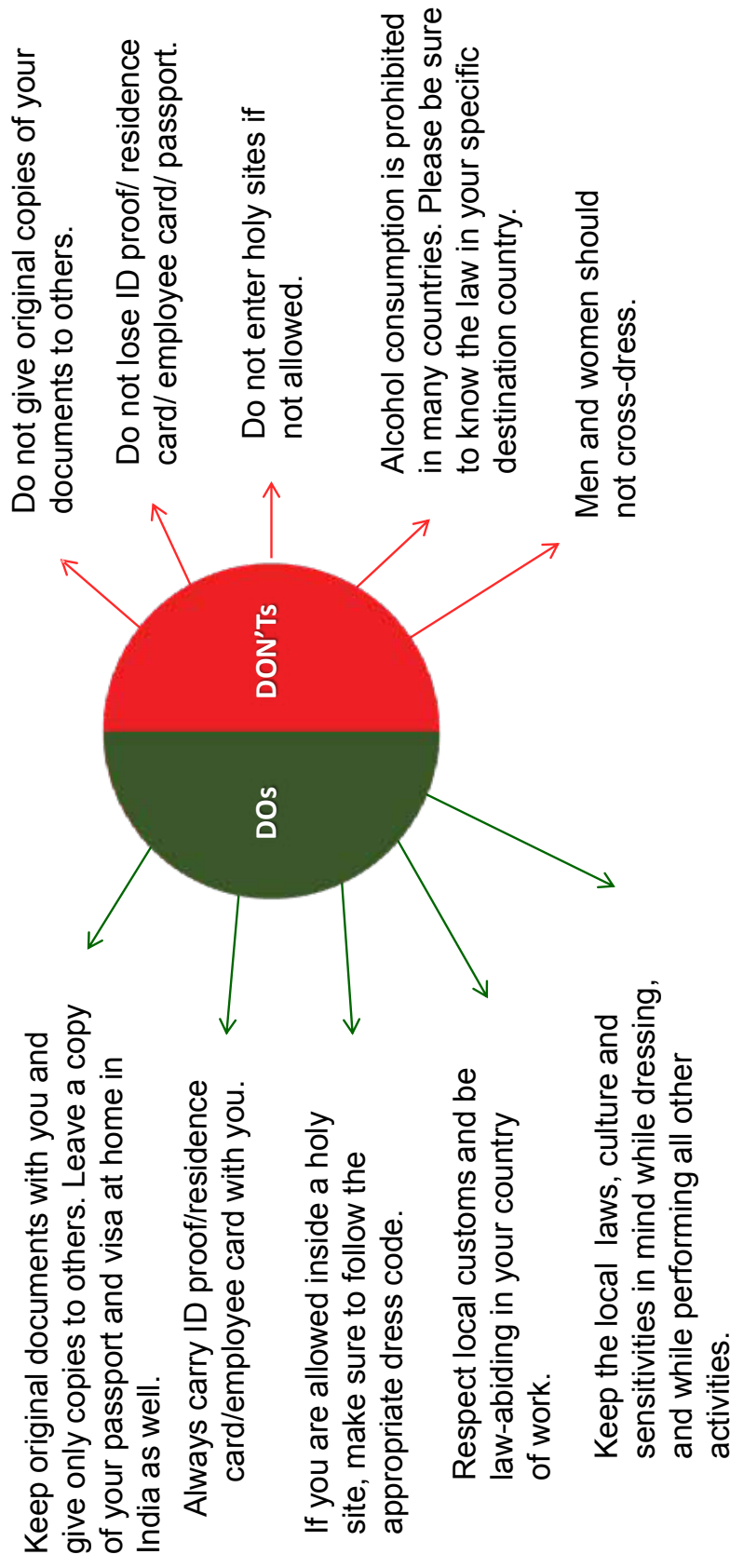
Nature of Complaints

- ➔ **Long hours, night- shifts**, improper working environment, low pay, overtime, no leave, no sick leave pay, risk of ill-health and accident, sexual harassment, difficult to complain to local authorities due to insecurity, locals see emigrants as threat, avoid clashes.
- ➔ **Confiscation of Documents-** by employers, report to police in case of loss of passport or ID.
- ➔ **Lack of legal aid-** contact Indian Mission/Post or PBSK.
- ➔ **Transfer of money-** through legal channels only. Agents may cheat.
- ➔ **Lack of respect for migrant's culture-** religious, colour, creed, discrimination.
- ➔ **Language barriers-** difficult to communicate and exercise rights.
- ➔ **Human Trafficking-** forced involvement by illegal trafficking agents.

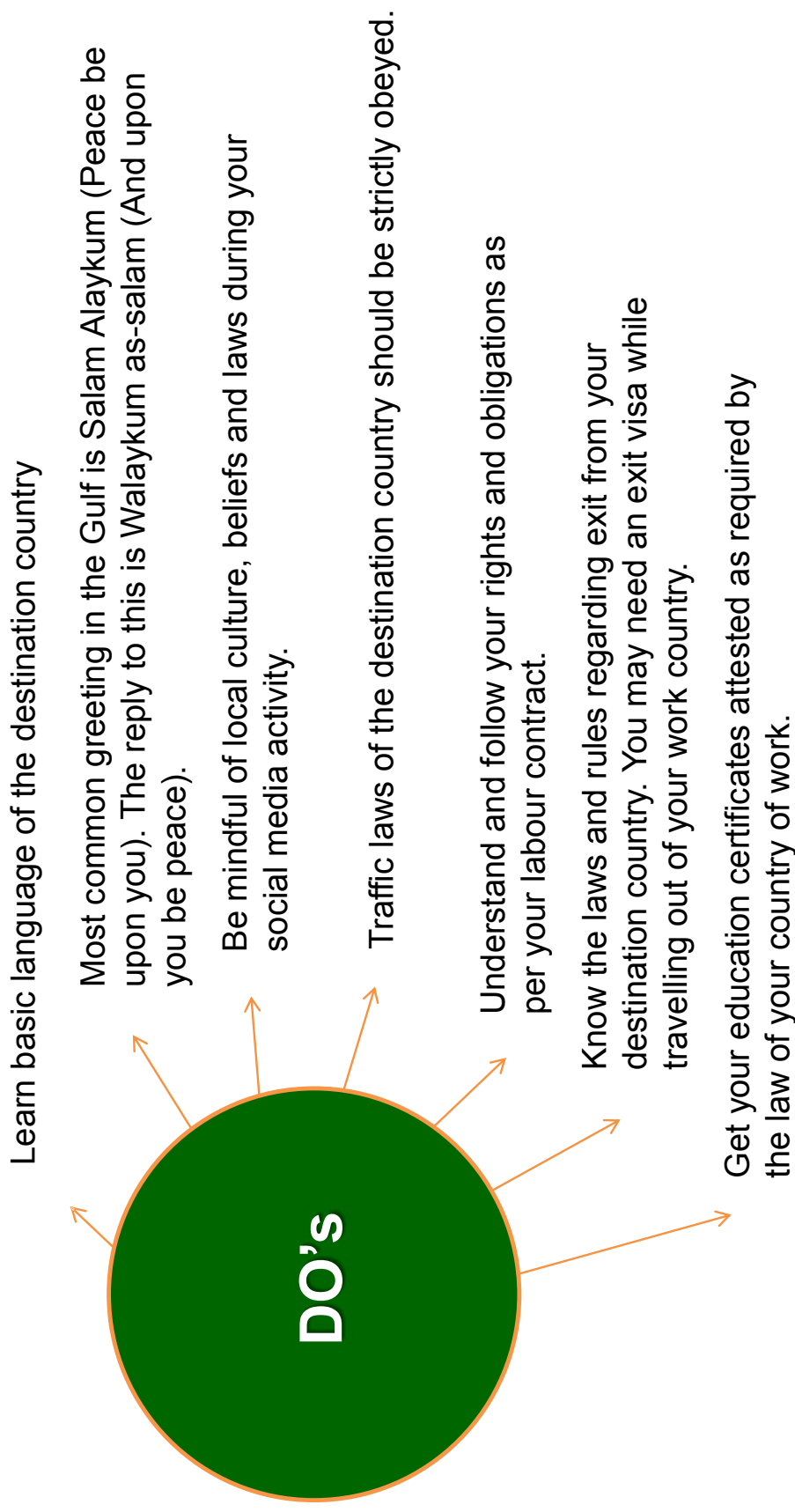


DOS and DON'Ts

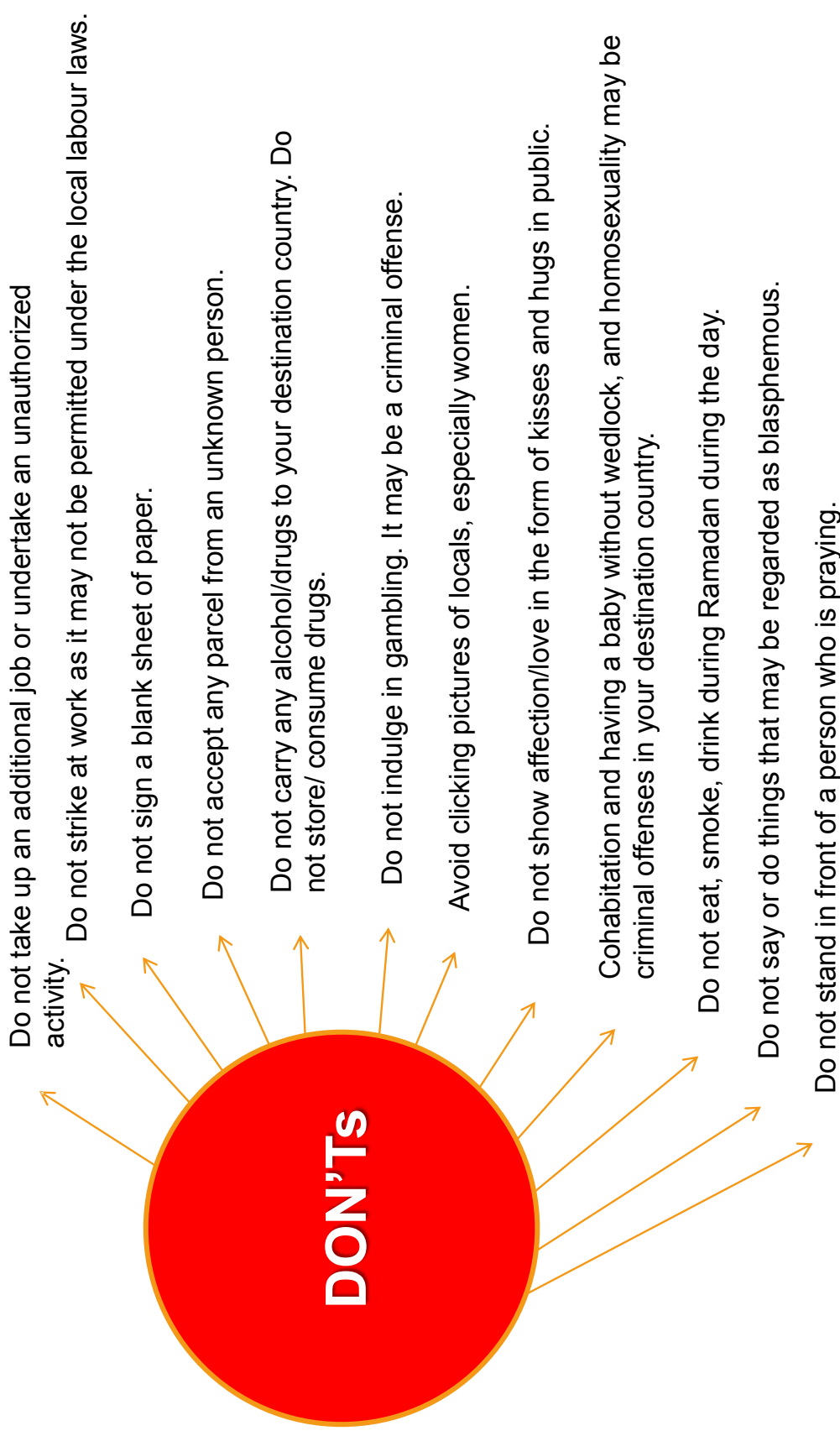
Be responsible for your well being



GCC Countries



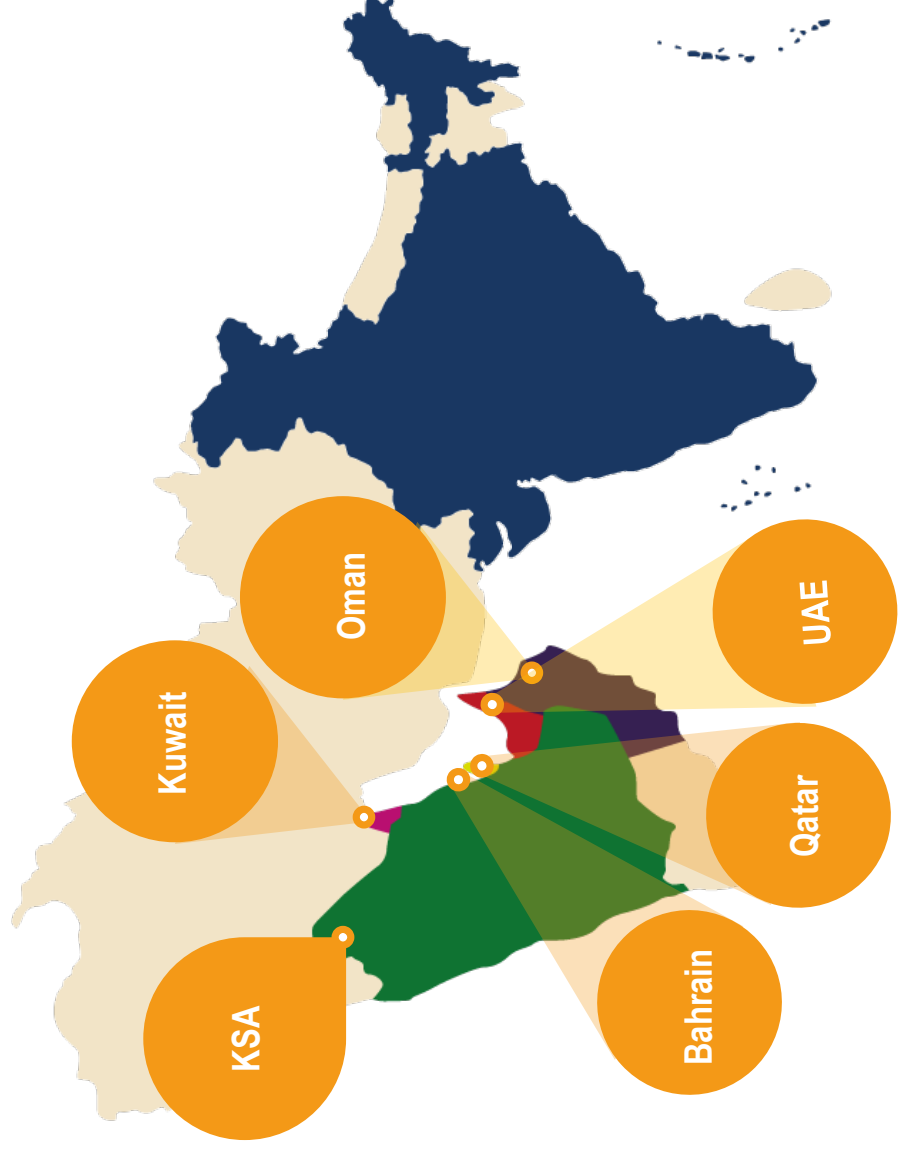
GCC Countries



GCC Countries – Working days and time

Country	Capital	Religion	Language	Currency	Work week	No. of working hours (the schedule of hours & rest in a day may vary from country to country)
Bahrain	Manama	Islam	Arabic	Bahrain Dinar	Sunday - Thursday	8 hrs per day
Kuwait	Kuwait City	Islam	Arabic	Kuwait Dinar	Sunday - Thursday	8 hrs per day with rest period of not less than 1 hr
Oman	Muscat	Islam	Arabic	Omani Rial	Sunday - Thursday	8 hrs per day
Qatar	Doha	Islam	Arabic	Qatari Riyal	Sunday - Thursday	8 hrs per day
Kingdom of Saudi Arabia (KSA)	Riyadh	Islam	Arabic	Riyal	Sunday - Thursday	8 hrs per day
United Arab Emirates (UAE)	Abu Dhabi	Islam	Arabic	UAE Dirham	Sunday - Thursday	8 hrs per day





Module IX

A Brief Introduction of GCC Countries

“Surakshit Jaaye, Prashikshit Jaaye, Vishwas ke Saath Jaaye”



United Arab Emirates (UAE)



Capital: Abu Dhabi
Government Structure: Federal



أبجد

Major Language:
Arabic



Indian Population: 33
lakhs



Religion: Islam



(1 UAE Dirham = 17.52 Indian
Rupee) (as on 28th June 2018)

United Arab Emirates (UAE)

Dress Code

- The UAE has a modest dress code. The dress code is part of Dubai's criminal law.
- Most malls in the UAE have a dress code displayed at entrances.
- At Dubai's malls, females should cover their shoulders and knees;
- People can also wear swimwear at the pools and beaches.
- People are also requested to wear modest clothing when entering mosque.

Public holidays

-  Hijri New Year - 1 day
-  Gregorian New Year - 1 day
-  Eid Al Fitr - 2 days
-  Waqfa day and Eid Al Adha - 3 days
-  Prophet Mohammed's birthday - 1 day
-  Isra and Miraj or the Ascension Day - 1 day
-  Martyr's Day - 1 day
-  National Day - 1 day

Employment in UAE – New Visa Guidelines approved

on 13th June 2018



A new insurance scheme for workers' guarantees has been introduced.

The previous mandatory deposit of AED 3,000 per worker is now replaced by a new insurance that cost only AED 60 annually per worker and covers the workers' entitlements in terms of end of service benefits, vacation allowance, overtime allowance, unpaid wages, worker's return ticket and cases of work injury covered.



Exemption for transit passengers from all entry fees for the first 48 hours.
Transit visa can be extended for up to 96 hours for a fee of only AED 50.

Obtaining transit visa will be facilitated by a number of express counter at the passport-control hall across UAE airports.



Individuals wishing to adjust or renew their visa can now do so for a fee without having to leave and re-enter the country.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

Recruitment

- ➔ The key Ministry dealing with work permits, as well as regulating working conditions (for all workers including domestic workers) is the **Ministry of Human Resources and Emiratization (MOHRE)**.
- ➔ UAE law prohibits charging recruitment fees or charges whether prior or subsequent to a workers' admission to employment (so in the country of origin as well, unless as it is provided for or approved by MOHRE).
- ➔ It is **illegal to confiscate a passport** except by the official authority.
- ➔ Recruitment agencies for domestic workers have been replaced with '**Tadbeer Centres**' that are publicly regulated but privately operated. Services provided by Tadbeer Centres include conducting pre-arrival interviews with domestic workers to ensure that they understand their contractual rights, providing training and education to new workers, resolving disputes between workers and employers, and checking on worker accommodation.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Federal Labour Law 1980.	Federal Law No. 10 of 2017 on Support Service Workers (UAE Domestic Workers Law).
Working Conditions		
CONTRACT	Employment contract must be in accordance with the Approved Standard Employment Contract which is in English and Arabic, which must be registered with the MOHRE.	
MINIMUM WAGE	No minimum wage.	No minimum wage.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
WORKING HOURS	Maximum of 8 hours per day and 48 hours per week (except during Ramadan). Employees shall not be required to work more than 5 consecutive hours per day without a period of time allocated for rest, meals, and prayer. Working hours may be increased to 9 hours per day for those employed in trades, hotels, cafeterias, and as guards.	Up to 12 hours (with daily rest of 12 hours including at least 8 consecutive hours)

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
REST PERIODS	1 day per week (Friday). Workers who complete work on Friday are entitled to request a rest day in lieu which can be taken at a later date or to be paid 150 per cent of their basic wage.	1 day per week.
OVERTIME	Employees who work overtime are entitled to overtime pay equivalent to 125 per cent of their wage. The additional overtime rate increases to a minimum of 150 per cent of the normal wages at night (9:00 pm and 4:00 am). Unless there are extreme circumstances which have occurred, overtime should not exceed 2 hours per day.	Not specified.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
PAYMENT OF WAGES	Workers' wages must be paid once a month at least (or on the dates specified in the work contract if wages are paid more frequently than monthly), via the Wage Protection System.	Wages paid monthly no later than the 10th of the following month and a receipt is signed upon every payment.
ANNUAL LEAVE	30 days per year	30 days per year

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
OTHER REQUIREMENTS	Construction and industrial workers are not permitted to work in direct sunlight during the hottest hours of the day (usually between 12:30 – 3pm) during the summer months (which are set every year between mid-June and mid-September). Workers are entitled to 15 days of paid sick leave and an additional 15 days of sick leave at half-pay (with unpaid sick leave thereafter)	Workers must be given appropriate accommodation, medical care, food and supplies. 15 days of paid sick leave, workers should receive 15 days of unpaid sick leave, and compensation for work-related injuries or illnesses.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
GRIEVANCES AND DISPUTE RESOLUTION		
LODGING/R ESOLVING DISPUTE	An employee can submit a complaint to the MOHRE, which will summon both parties of the dispute and take the necessary measures for the amiable settlement of the dispute. If there is no amiable settlement, the Ministry shall – within 2 weeks from submission of the complaint – refer the dispute to the competent court. The court must, within 3 days from the date it receives the demand, fix a meeting to hear the suit where the 2 parties to the dispute are declared.	This will be determined through Executive Regulations under the Domestic Work law.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
SPONSORSHIP		
SPONSORS HIP AND CHANGING EMPLOYERS	Either party can terminate the employment provided that the notice provisions are complied with, or payment is made in lieu of notice being given (maximum notice of three months). A migrant worker can transfer to a new employer and be issued a new work permit without the permission of their current employer when the current employer has failed to meet their legal or contractual obligations; when the business has closed down; when a worker has brought a successful labour complaint against their current employer; or when the worker settles indemnities with the first employer in line with contract termination clauses (up to three months' salary). In addition, any worker who has completed the first 2 year contract may be transferred to the new employer without conditions, and without their current employer's approval.	Not specified in the domestic workers law. Under existing residency laws, domestic workers have 30 days to find a new employer following completion of their contract and the cancelling of their work permit and residence visa by their employer-sponsor.

UAE – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
	SPONSORSHIP	
LEAVING THE COUNTRY	No exit permit required.	



Important Helpline numbers in UAE

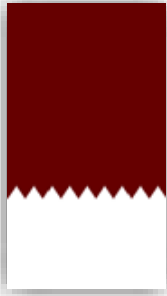
Helpline	Numbers
The 24-hour toll-free number	800 46342 009155870372 (SMS)
Embassy of India in UAE	00-971-2-4492700 971-2-4494975 (Office) 971508120445 (Mobile) 971506805256 (Mobile)
MADAD	1800-258-0222 +91-40-67580222 (International)
PBSK, Abu Dhabi, UAE	0097144302530 Toll Free # 800 India (800 46342) 00971558703725 (SMS)
Police emergency	999
Ambulance	998 or 999
Fire brigade	997 or 999
Ministry of Labour	800 665
Anti-narcotics department	800 400 400
Human trafficking	800 5005
Women and Children shelter	800 7283

Ministry of Human Resources and Emiratization (MOHRE)

UAE Labour Law:
<http://www.mohre.gov.ae/en/labour-law/labour-law.aspx>

23 Customer Happiness Centres over the 7 Emirates.

37 Service Centres over the 7 Emirates.



أخبار

Major Language:
Arabic

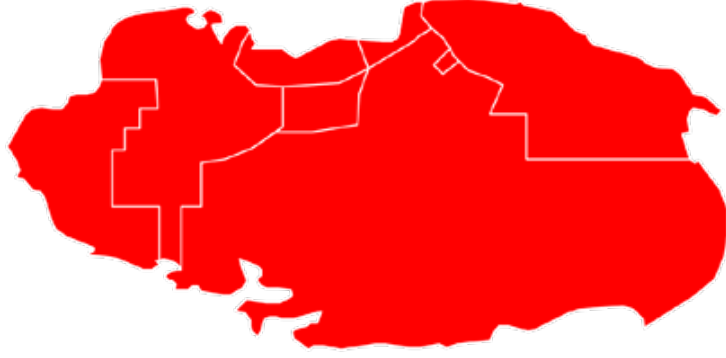


Religion:
Islam

Qatar

Capital: Doha

Major Language:
Arabic



Indian Population: 6.9
lakhs



(1 UAE Dirham = 17.52 Indian
Rupee) (as on 28th June 2018)

Qatar

Dress Code:

Women usually wear



Shayla



Abaya



Bourqa

Men usually wear



Agal



Gutra

Transport:

Taxi & Karwa bus

Doha Metro (2019)

Doha Expressway vital transportation links across Qatar

Qatar Rail offering an effective transportation means for both individuals and cargo across the country

Qatar – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

Recruitment

- ➔ The **Ministry of Interior (MOI)** handles work permits in Qatar. When a migrant worker first enters Qatar, their employer will arrange for a temporary visa which is then converted to a Work Residency Permit – a process that typically takes 2-4 weeks. Applicants may not leave the country during the period of visa-to-permit conversion. The key Ministry dealing with labour issues including contracts is the Ministry of Administrative Development, Labour and Social Affairs.
- ➔ **Payment of recruitment fees by workers is prohibited.** The Domestic Workers Law prohibits employers from deducting a worker's pay to compensate for recruitment fees, but does not require employers to reimburse a worker for recruitment fees already paid. It does not prohibit agents from charging workers such fees either.
- ➔ **Passport confiscation is illegal** and persons engaging in passport confiscation can be subject to fines of up to 50,000 QAR and/or criminal penalties. Employers should design accommodation which includes storage facilities which can be locked (but accessible to workers at any time) in which they can keep their personal belongings and documents including passports.

Qatar – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Law No. 14 of 2004 Regulating Employment.	Domestic Workers Law No. 15 of 2017.
Working Conditions		
CONTRACT	Contracts must be in Arabic and certified by the Ministry of Administrative Development, Labour and Social Affairs. There is no standard form of the contract.	
MINIMUM WAGE	750 QAR (US\$200) per month.	750 QAR (US\$200) per month.

Qatar – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
WORKING HOURS	Working hours are not to exceed 8 hours per day and 48 hours per week except during Ramadan.	10 hours per day (excluding rest breaks) but can be longer if both parties agree.
REST PERIODS	1 day per week.	1 day per week.
OVERTIME	Overtime must be paid at 125 per cent of the wage and cannot exceed 60 hours in a week on average 'unless the overtime work is necessary for the prevention of gross loss or dangerous accident'. Workers who work between 9pm and 6am shall be paid 150 per cent of their basic wage.	The Domestic Workers Law allows for overtime , including on weekly rest days if the domestic worker agrees, but does not require overtime pay.

Qatar – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
PAYMENT OF WAGES	Payment must be made electronically in accordance with the Wage Protection System introduced in November 2015.	The Wage Protection System does not cover domestic workers . Wages must be paid at the end of the month and no later than the third day of the following month
ANNUAL LEAVE	During first 5 years, 3 weeks per year. After this period, at least 4 weeks per year.	3 weeks per year.
OTHER REQUIREMENTS	During the summer (between June and end of August) employers During summer hours (generally between 15 June and 31 August) workers must not work in the sun or in open working places for more than 5 hours, and may not work at all between 11:30 am- 3 pm.	Workers must be given accommodation, food and healthcare , although there are no provisions for sick leave.

Qatar – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
END OF SERVICE GRATUITY	At least 3 weeks of basic salary per year.	At least 3 weeks per year.
GRIEVANCES AND DISPUTE RESOLUTION		
LODGING/RESOLVING DISPUTE	Workers can submit the dispute to the Ministry of Administrative Development, Labour and Social Affairs for amicable settlement. If not settled, the dispute will be referred to a committee specialised in settling workers' disputes. Although not operational as at January 2018, the Ministry of Administrative Development, Labour and Social Affairs has committed to setting up Workers' Dispute Resolution Committees, chaired by a judge from a court of first instance, which will decide within a period of up to 3 weeks on all labour disputes (with either party able to appeal to the court within a month of the Committee's decision).	

Qatar – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
SPONSORSHIP AND CHANGING EMPLOYERS	SPONSORSHIP	
	Workers on fixed duration contracts wishing to terminate a contract and move to a new employer can only do so (a) with the permission of the first employer; (b) if they can demonstrate that there was abuse by the employer; or (c) at the completion of the period of their contract (5 years if an indefinite contract) with an attestation by the previous employer that the employment relationship was amicable. In such cases, the worker must register on the website of the Ministry of Administrative Development, Labour and Social Affairs indicating whether he/she is applying for a change of employer or final departure. The worker must submit a certified copy of the employment contract as well as a copy of a certificate which attests to either the amicable termination of the contract or outlines abuse by the employer. The Ministry of Administrative Development, Labour and Social Affairs makes the final decision on the request by the worker.	Not specified in law (though likely to be the same as for other workers).

Qatar – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
LEAVING THE COUNTRY	Migrant workers wishing to leave Qatar must apply for permission up to 3 days in advance to the Ministry of Interior, though the Government has given some indication that this is soon to be amended. Currently, after the worker's notification, officials contact the sponsor for approval. If such permission is denied, workers can appeal to a Grievance Committee. This Committee includes representatives from the Ministry of Interior, Ministry of Administrative Development, Labour and Social Affairs and the National Human Rights Committee. A decision is made within 3 working days and can be appealed by the worker or a recruiter. Common reasons for rejection are the existence of financial claims against the worker or a travel ban as a result of court proceedings.	



Important Numbers in Qatar

Helpline	Numbers
Missions/Posts Emergency Numbers	00974-33451607 (Mobile Helpline) 00974-44255706, 44255714, 00974-55575086 (Tel Helpline)
Embassy of India, Doha, Qatar	00974-55575086/009744255706
Indian Community Benevolent Forum (ICBF)	00974-5551 2810, 55532367
MADAD	1800-258-0222 +91-40-67580222 (International)
Police emergency/ Ambulance	999
Labour complaint	8006611
Labour Department	4288849/40288888 4440 6406 4450 8111 4440 6537



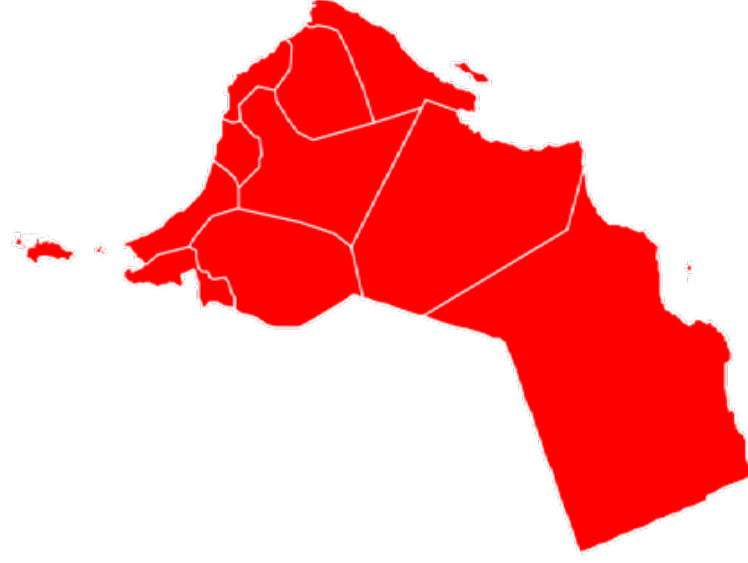
Ministry of
Administrative
Development Labour
and Social Affairs
(ADLSA)

<http://portal.www.gov.qa/wps/portal/directory/agency/ministryoflaborandsocialaffairs>

<http://www.adlsa.gov.qa/AR>



Oman

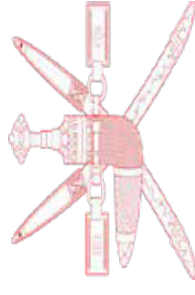


أما
نحو

Major Language:
Arabic



Religion:
Islam



Indian Population: 7.8 lakhs



1OMR = 179 INR (as on 28th
2018)

Oman

DRESS CODE

Dishdasha: The ankle length collarless gown for Men.

Abaya: A long black dress for women.

The khanjar: It's a part of the national dress and men wear the this on all formal public occasions and festivals.



Dishdasha



Hijab



Niqab

Oman– Factsheet on Labour and Domestic Worker Laws

Recruitment

- ➔ The **Ministry of Manpower** is the nodal agency looking after labour and domestic worker laws. This Ministry proposes and implements manpower general policies in line with the State economic and social objectives.
- ➔ The Ministry issues labour cards. **Labour Card** is an official document and you have to carry it with you at all times. A labour card identifies an employee and his/her place of work. Labour Card data registration (first time) service enables employers to register labour card data of their employees.
- ➔ Upon your arrival in the Sultanate of Oman in case you are unable to reach the employer's correct address you can call 80077000 or approach the Ministry of Manpower.

Oman– Factsheet on Labour and Domestic Worker Laws

Labour Card

Labour Card is an official document and you have to carry it with you at all times.

Required documents for Labour Card in Oman:-

- ✓ A photo of the employee.
- ✓ A copy of the establishment's valid license.
- ✓ A copy of entry visa.
- ✓ The employee's valid health certificate.
- ✓ A copy of signature card.
- ✓ Three copies of employment contract, provided that they should bear the signatures of the employee and the employer as well as the establishment seal.
- ✓ If the process for issue of your Labour Card is not completed within one month of your arrival, then you are required to notify your direct supervisor or refer to the nearest Ministry of Manpower's Labour Directorate.

Oman– Factsheet on Labour and Domestic Worker Laws

Tanfeedh initiatives

↑ Training Programme for Workers

↑ To develop and improve the judicial system related to the labour market within the labour market sector and to activate **Tanfeedh initiatives** (the National Programme for Enhancing Economic Diversification) Ministry of Manpower will introduce a specialized Training programme for workers. One of the key proposals is a fast track court to deal with labour laws disputes including specially trained Ministry Staff and Judges.

↑ In a road map of recommendations, Tanfeedh had proposed that dedicated courts should be set up in the country to resolve labour disputes.

Oman– Factsheet on Labour and Domestic Worker Laws

Working Hours and Leave

Employees are entitled for paid leave on the following **public holidays**:

- ↑ Isra'a Wal Mi'raj
- ↑ Eid al-Fitr
- ↑ Renaissance Day
- ↑ Eid al-Adha
- ↑ Islamic New Year
- ↑ National Day
- ↑ Prophet Muhammad's Birthday

Oman– Factsheet on Labour and Domestic Worker Laws

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Royal Decree No.(108/2001), issued on 20/Shah`ban 1422 AH. (6/11/2001)	
Working Conditions		
CONTRACT	A written (or oral) employment contract (in Arabic) must be executed.	
MINIMUM WAGE	325 OMR (US \$ 844) per month.	325 OMR (US \$ 844) per month.

Qatar – Factsheet on Labour and Domestic Worker Laws

	Private Sector Workers (Other than domestic workers)	Domestic Workers
WORKING HOURS	Working hours are not to exceed 8 hours per day and 40-48 hours per week except during Ramadan.	Not specified in the law.
REST PERIODS	1 day per week.	1 day per week.
OVERTIME	Overtime must be paid at 125 per cent of the wage.	Not specified in the law.

Qatar – Factsheet on Labour and Domestic Worker Laws

	Private Sector Workers(Other than domestic workers)	Domestic Workers
PAYMENT OF WAGES	In August, 2017, a new wage Protection Programme has been officially announced by the Ministry of Power. The new Electronic Programme will monitor bank accounts to ensure private sector workers are paid on time.	The Wage Protection System does not cover domestic workers . Wages must be paid at the end of the month.
ANNUAL LEAVE	30 days per year.	Not specified
OTHER REQUIREMENTS	You may not be required to work for more than nine hours a day and to a maximum of 45 hours a week with at least half an hour breaks for taking food and rest.	Workers must be given accommodation, food and healthcare , although there are no provisions for sick leave.

Qatar – Factsheet on Labour and Domestic Worker Laws

	Private Sector Workers(Other than domestic workers)	Domestic Workers
END OF SERVICE GRATUITY	For first 3 years of service, 15 days basic salary and one month for every subsequent years	Not specified
GRIEVANCES AND DISPUTE RESOLUTION		
LODGING/RESOLVING DISPUTE	Can lodge your complaint online at http://www.manpower.gov.om Click on 'Submit Complaints' and register your complaint in English/Arabic. In case you are unable to do so, you can approach the embassy to register the complaint for you.	

Qatar – Factsheet on Labour and Domestic Worker Laws

	Private Sector Workers(Other than domestic workers)	Domestic Workers
	SPONSORSHIP	
SPONSORSHIP AND CHANGING EMPLOYERS	The sponsor or company representative (PRO) has to be present at the ROP office to attest and sign that the company being represented has no objection in releasing the employee to another company.	Not specified in law (though likely to be the same as for other workers).

Support system for Workers at the Embassy of India (Grievances)

In case of **non-payment of salary** or any kind of **harassment by your employer**, you can approach the Indian embassy in Muscat. There are embassy empanelled lawyers to give you free legal counselling on your legal rights.



In case of non-payment of your salary for a long time, you may register a complaint against the employer for your rights either at the embassy or the Ministry of Manpower. The embassy can render you financial help and medical assistance if required, in a deserving case.

There is a **mobile app (MigCall)** available on Android. This App is available in various languages such as Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English so that you can ask for help in your language



Important Helpline numbers in Oman

Helpline name	Number	
24X7 Emergency Helpline	24695981 +968 80071234 (Toll Free) +968 94380319 (Mobile number)	Ministry of Manpower - https://www.manpower.gov.om/portal/index.aspx
Community Welfare Helpline	246845702 / 24684536/ 24684546	Ministry of Health Portal - https://www.moh.gov.om/en/web/dgpadc/resources
Ministry of Manpower	+968 800 77 000	
General Enquiry	24695981	
Passport related issues	24684577	
Consular	24692791	Ministry of Education Portal http://home.moe.gov.om/arabic/index.php
Queries related to Indian Visas	24684599	
Indian Mission	24684500	



Kuwait

Capital: Kuwait City

Major Language:

Arabic



Major Language: Arabic



Religion: Islam



Indian Population: 9.2 lakhs



Currency: Kuwaiti Dinar
1 KD = 227 INR (as on 28 June 2018)

Kuwait

DRESS CODE

Thwab (an ankle-length white cotton shirt for men),

Abaya (for Women).

There is no dress code for expatriates.



TRANSPORTATION

Public Bus Service
cheap and extensive

Private Bus Service
It specializes in transporting individuals materials

Taxi / Cab Hiring
Expatriates depend on taxis for getting around on daily basis.

Air Transport
The Kuwait International Airport is located in Farwaniyah.

Sea Transport
The ferries usually operate from Kuwait City to Failaka Island.

Kuwait – Factsheet on Labour and Domestic Worker Laws

(Courtesy : ILO)

Recruitment

- ➔ The key government agency responsible for work permits for private sector workers, not including domestic workers, is the Public Authority for Manpower (under the Minister for Social Affairs and Labour). The key government agency responsible for domestic workers is the Ministry of Interior.
- ➔ Kuwaiti law currently does not mention recruitment fees and who should pay them, except in the case of domestic workers where the law states that employers are required to pay for agency fees and these cannot be deducted from the worker's remuneration.
- ➔ It is prohibited for an employer to confiscate the passport of the worker, including domestic workers.

Kuwait – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Private Sector Labour Law, No. 6 of 2010.	Law No. 68 on Domestic Workers and Ministerial Decision No. 3294 of 2016.
	Working Conditions	
CONTRACT	A written (or oral) employment contract (in Arabic) must be executed.	Employment contract must be signed in the form prescribed by the Domestic Workers Department (Ministry of Interior) in both English and Arabic.
MINIMUM WAGE	75 KD (US\$250) per month (PAM Ministerial decision 14/17).	60 KD (US\$200) per month.

Kuwait – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
WORKING HOURS	Working hours are 8 hours per day for a total of 48 hours per week; 1 hour rest after 5 hours (with the exception of the month of Ramadan).	Working hours not more than 12 hours per day including breaks.
REST PERIODS	1 day per week. Employers may require a worker to work during a day-off. If this occurs, a worker is entitled to at least 150 per cent of the daily rate, or any other compensation agreement that is more beneficial to the worker.	1 day per week.
OVERTIME	Overtime provisions range from 125 per cent to 200 per cent of basic wage. Overtime limited to 2 hours a day, 6 hours per week and 180 hours a year and should not exceed 90 days in a year.	Overtime cannot exceed two hours in a single day. The domestic worker shall be due compensation equal to the wages of half a day.

Kuwait – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
PAYMENT OF WAGES	Wages must be paid at least on a monthly basis through the Wage Protection System to an accredited bank.	Wages must be paid at the end of the month. The domestic worker must receive a receipt. The employer will be charged a penalty of 10 KD for every month of delay in payment
ANNUAL LEAVE	30 days of annual leave but only after completion of at least 9 months of the contract.	Annual leave is provided in the law but the period is not specifically mentioned.
OTHER REQUIREMENTS	During the summer (between June and end of August) employers must not require their employees to carry out any sort of work under direct sunlight (exceptions for the oil and gas industry).	Provide decent food, clothing and treatment at government hospitals.

Kuwait – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
GRIEVANCES AND DISPUTE RESOLUTION		
LODGING/RESOLVING DISPUTE	Workers must lodge a dispute at a local PAM office (there are 6 in total in Kuwait). A PAM investigator will try to mediate an outcome. If no settlement is reached within a month, the PAM investigator refers the case to the Civil Court (Labour Circuit). All cases will be free of judicial charges (but workers will still need to pay for a legal representative).	Complaints must be lodged with the Domestic Workers Department at the MOI. The Director of the Department must extend the residency of the domestic worker until the complaint is resolved by the department. Cases not resolved amicably can be brought to the Civil Court (Labour Circuit). All cases will be free of judicial charges.
SHELTERS AND PROTECTION SERVICES	There is a women's shelter which was established in December 2014 by the PAM. The shelter typically hosts between 350 and 450 women (the capacity is 500 individuals) and provides accommodation, food, and legal and medical assistance.	

Kuwait – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
ABSCONDING CHARGES	SPONSORSHIP	
	An absconding charge is filed with PAM for 90 days after the employer registers the charge. During this time, the charge can be removed if the worker submits a request to a PAM/Ministry of Interior committee to remove the charge. Once the period expires the absconding charge is registered with the Ministry of Interior and the residency permit is revoked – the worker can then be liable to arrest, detention for up to six months, the payment of fines of up to KD 600 and deportation. If deported, workers may be banned from coming back to Kuwait at least for 6 years.	An absconding charge will be placed on the worker 7 days after the employer registers the charge, unless the worker notifies the Domestic Workers Department or presents him/herself at the PAM shelter. The worker can then be liable to arrest, detention for up to six months, the payment of fines of up to KD 600 and expulsion and deportation. If deported, workers are usually banned from coming back to Kuwait at least for 6 years.

Kuwait – Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
SPONSORSHIP		
SPONSORSHIP AND CHANGING EMPLOYERS	Transfer of sponsorship is permitted one year after the issue date of the work permit, a condition which may be waived for a fee of 300 KD. The worker may petition PAM to request a sponsorship transfer without the consent of the sponsor if three years have passed since the date of issuance of the work permit. If the worker wishes to transfer before 3 years have passed but does not have the consent of the original employer, the worker may file a complaint with the Labor Relations Department of the PAM.	Workers cannot switch to another employer during the period of their contract except with the permission of the Director of the Domestic Workers Department.
LEAVING THE COUNTRY	No exit permit required.	



Important Numbers

Helpline	Numbers	Ministry of Labour and Social Affairs https://www.mpsv.cz/en/
Missions/Post emergency numbers	+96567623639 (Helpline) +965 97229914 (Mobile)	
MADAD	1800-258-0222 +91-40-67580222 (International)	
Police emergency/ Ambulance	112	
Ministry of Social Affairs and Labour MOSAL WhatsApp Number	22480000, ext.: 4850 (Int: 0096522480000) 69009600 (Int: 0096569009600)	



Bahrain

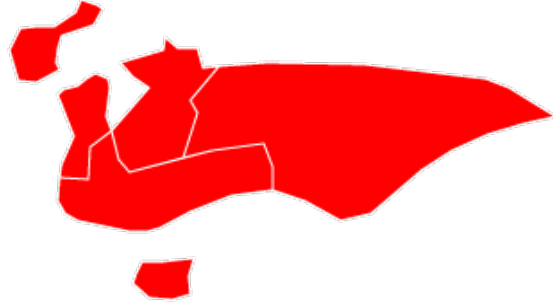
Capital: Manama
Major Language:
Arabic

أبج

Major Language:
Arabic



Religion:
Islam



Indian Population: 3.5
Lakhs



Rate: 1 Bahraini Dinar
equals to 182 INR (as on 28
June 2018)



Bahrain

DRESS CODE

Women:

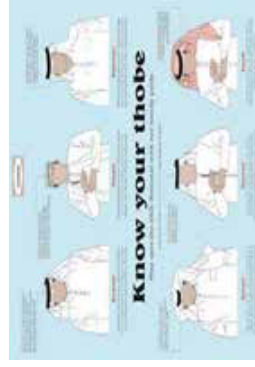
Abaya
Hijab



Abaya

Men:

Thobe
Ghutra



TRANSPORTATION

Transportation

The primary mode of public transport is buses.

Trains

There is currently no railway system in Bahrain. A light-rail system and a subway system have both been proposed as possible future projects.

Taxis

Taxis are not easily available in Bahrain.

Bahrain– Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

Recruitment

- ➔ The government agency responsible for work permits (including transfer of sponsorship and recruitment) is the Labour Market Regulatory Authority (LMRA). In terms of the regulation of working conditions for workers once they have arrived, the relevant government agency is the Ministry of Labour and Social Development (MOLSD).
- ➔ Bahraini law prohibits private employment agencies to collect fees from workers.
- ➔ A ‘flexible’ work permit for eligible migrant workers in an irregular situation was introduced in Bahrain in 2017 (domestic workers not currently eligible). The permit allows workers to work without a sponsor for two years. Under the scheme, workers bear the costs of the issue of the work permit, healthcare, social insurance and deposit for a return flight ticket. Flexible permit holders can work for multiple employers simultaneously, and essentially be self-employed.

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Law No. 36 of 2012 (Labour Law in the Private Sector).	Law No. 36 of 2012 (Labour Law in the Private Sector), however domestic workers can only benefit from certain provisions.
	Working Conditions	
CONTRACT	The contract must be in Arabic with two copies (one copy for each party). If the contract is translated, the translated version must be attached.	Two standard contracts were introduced in October 2017 by the LMRA. One must be signed by the recruitment agency, the employer and worker; and other by the worker and employer.

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
MINIMUM WAGE	None	None
WORKING HOURS	Eight hours per day or 48 hours per week with the exception of Ramadan. There must be a break(s) of at least half an hour for prayer, meals or rest and a worker must not be required to work for more than six consecutive hours.	Not specified in the law.
REST PERIODS	Weekly day of rest (Friday unless otherwise agreed). An employer may require a worker to work on his or her weekly day of rest (or a public holiday), and in this case, the worker has the choice of either receiving an additional wage equivalent to 150 per cent of the normal wage or may choose to have a rest day on another day.	Not specified in the law.

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
GRIEVANCES AND DISPUTE RESOLUTION		
OVERTIME	Overtime is charged at 125 per cent of basic wage per hour during the day and 150 per cent of wage for hours worked during the night.	Not specified in the law.
PAYMENT OF WAGES	Workers on a monthly wage must be paid at least once a month. Payment of wages must be made by transfer to a bank of the worker's request. There must be a signed record of the completion of the transfer. Upon termination of employment, a worker must immediately be paid his or her outstanding wages. The employer has 7 days to pay.	Workers on a monthly wage must be paid at least once a month. According to the standard contract, the employer's payment of the domestic worker's salary shall not be recognized other than through the domestic worker's signature in an account book stating that his/her salary was paid, or his/her signature on a special receipt prepared for this purpose, or through a transfer to his/her bank account at his/her request

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
OTHER REQUIREMENTS	During the summer (between June and end of August) employers must not require workers to carry out any sort of work under direct sunlight (exceptions for oil and gas workers).	Although not specified in the law, the LMRA standard contract specifies that the employer must provide the worker with a decent residence, respect for privacy, food and clothing, occupational safety and health, medical care and enable the domestic worker to communicate with his/her family periodically and regularly.
END OF SERVICE GRATUITY	For the first three years: Half a month for each year of service. One month per year for each subsequent year.	For the first three years: Half a month for each year of service. One month per year for each subsequent year.

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
LODGING/RESOLVING DISPUTE	Problems or disputes that arise between the employee and the employer (non-payment of salaries, leave entitlements, health and safety issues) must be brought to the Individual Labour Disputes Settlement Authority under the MOLSD. Workers are able to seek judicial remedy by filing a claim with the Labour Case Administration Office, and are exempt from court fees. The period between filing the lawsuit and the hearing should be no more than 2 months.	
SHELTERS AND PROTECTION SERVICES	There is a shelter ('Migrant Worker Service Center and Shelter') which was set up in November 2015 by the LMRA, with a capacity of up to 120 victims in separate men's and women's sections. The service center contains the migrant worker protection unit, physical and mental health professionals, and a representative from the police anti-trafficking unit.	

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	घरेलू कामगार
Domestic Workers		
ABSCONDING CHARGES	Workers can lodge applications against absconding charges at the Grievances Unit Counter at LMRA Expatriate Services and Protection Center. It is unclear how quickly the absconding charge is registered and what are the penalties. Workers who overstay their visas also must pay a standard overstay fee of BD15 (US\$40). Workers who take on other employment while “absconding” can also face fines, imprisonment, blacklisting, and deportation. Prior to the expiry date or cancellation of his or her work permit, the worker can change employers without the consent of the first employer but only after completing one year of the contract. The worker must inform (but doesn’t need permission from) the first employer, by a registered mail of the termination of the contract, giving necessary notice.	Workers cannot switch to another employer during the period of their contract except with the permission of the LMRA.
SPONSORSHIP AND CHANGING EMPLOYERS		

Bahrain– Factsheet on Labour and Domestic Worker

Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
LEAVING THE COUNTRY	No exit permit required.	



Important Numbers in Bahrain

Helpline	Numbers
Ministry of Labor & Social development.	17101888
Indian Community Relief Fund	+973-39863008
Emergency numbers	17714209/ 39304346/ 17180529/ 39418071
ICRF 24X7 Helpline	+973 39895971 (Telugu) +39915666 (Tamil) 80001770 (Toll Free) 33495938; 39895971; 38265456
24x7 Contact No. for Emergency Consular Services	+39304346 +39418071
24x7 Helpline	80001770
Indian MISSION	17560360
Labor section	17180529
24*7 helpline for workers	39523969/ 39010782

Ministry of Labour
and Social
Development -
www.social.gov.bh/en



Kingdom of Saudi Arabia

Capital : Riyadh
Govt Structure :
Kingdom

أَلْعَرَبِيَّة

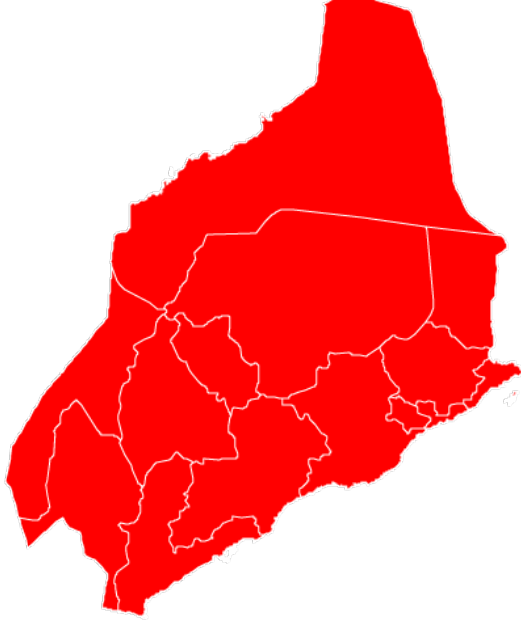
Major Language: Arabic



Religion: Islam



Indian Population: 30.5
Lakhs



1 Saudi Riyal= 18.37 INR
(as on 28 June 2018)

Dress Code of Kingdom of Saudi Arabia

DRESS CODE

Thobe: Mens traditional dress. It is usually white in colour.

Abaya: Women dress which covers entire body and the veil covers their head and hair.



Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

Recruitment

- ➔ The key governmental agency responsible for work permits is the Ministry of Labor and Social Development.
- ➔ It is illegal to charge recruitment fees to workers.
- ➔ Recruitment of domestic workers is being piloted through an online platform called Musaned. This system facilitates an online process where employers can communicate directly with registered recruitment offices in the country of origin.
- ➔ There is a prohibition on confiscating migrant workers' passports.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
KEY LEGISLATION	Labour Law approved by Royal Decree M/51, 2005 (and Implementing Regulations) .	Ministerial Decision No. 310 of 1434 regulating the employment of domestic workers (2013).
	Working Conditions	
CONTRACT	A written employment contract (in Arabic) must be executed.	A written employment contract (in Arabic) must be executed.
MINIMUM WAGE	Not applicable to migrant workers.	Not applicable to migrant workers.
WORKING HOURS	8 hours per day or 48 hours per week with the exception of month of Ramadan. Number of hours may be raised to 9 hours in certain cases however workers cannot be required to work more than 10 hours per day. Rest breaks of 30 minutes for rest, prayer and meal must be permitted at least every 5 hours.	Daily working time is up to 15 hours under the regulations (accounting for 9 hours of daily rest).

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
REST PERIODS	1 day per week on Friday (as well as daily breaks as above). However in remote areas and in jobs where conditions require 'continuous work' weekly rest periods may be consolidated for up to 8 weeks if the employer and workers agree, subject to the Ministry's approval. In some limited cases including 'unusual work pressure' there may be an exception to the rest period requirement.	1 day per week (as well as daily breaks as above).
OVERTIME	Overtime is paid at 150 per cent of basic hourly rate.	Not provided for in the law.
PAYMENT OF WAGES	Wages must be paid monthly through the Wage Protection System to an accredited bank.	Wages must be paid by Islamic calendar month end, unless contractually agreed otherwise.
ANNUAL LEAVE	During the first 5 years: 21 days annual leave; for subsequent years: 30 days leave.	1 month every 2 years.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
OTHER REQUIREMENTS	There is a ban on working outdoors between 12-3pm in summer (usually from June 15 until September 15) (exceptions for oil and gas workers). There is a special hotline where people can report violations of this rule.	Workers must be given suitable accommodation, paid sick leave and healthcare .
END OF SERVICE GRATUITY	For first five years: half a month wage; for subsequent years: 1 month.	1 month wage for every 4 consecutive years of service.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
LODGING/RESOLVING DISPUTE	GRIEVANCES AND DISPUTE RESOLUTION	
	All labour cases have to be brought within 12 months of the dispute arising, before one of the 37 Labour Offices for amicable dispute resolution between the worker and the employer. The allocated time (according to the Ministry of Labour) is approximately 3 weeks. If the matter is not resolved, disputes are referred to the Preliminary Commission for Settlement of Labour Disputes which must try to resolve the dispute within 4 weeks. Either party may appeal the decision of the Preliminary Commission for Settlement of Labour Disputes to the High Commission for Settlement of Labour Disputes within 30 days of the judgment.	Domestic workers can seek amicable resolution of disputes through the staff at the shelter in Riyadh (see below) or lodge a complaint with the Commission for Settlement of Domestic Worker Disputes.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers (Other than domestic workers)	Domestic Workers
GRIEVANCES AND DISPUTE RESOLUTION		
SHELTERS AND PROTECTION SERVICES	None identified.	The Saudi Ministry of Social Affairs, in cooperation with the police operates a shelter in Riyadh to assist domestic workers to claim their wages and return home.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
SPONSORSHIP AND CHANGING EMPLOYERS	SPONSORSHIP	
	A worker can only transfer to another sponsor/employer after having worked with his/her current employer for at least two years. Following changes to the labour law, and the enactment of new Implementing Regulations which came into effect in April 2016 (Ministerial Decree No. 1982), the transfer of sponsor/employer is permitted without the approval of the current sponsor/employer if: The employer has failed to renew the worker's residency permit; The worker's wages have not been paid for three consecutive months and at any time during the year that follows the due date of the third month of delay; or The worker has denounced a commercial cover-up activity involving the employer, with evidence to this effect and without involvement on his/her part. Workers who have an absconding charge registered against them are liable to be arrested, fined and deported. Once deported they are usually banned from ever coming back to Saudi Arabia.	Based on a ministerial decree issued in 2017, a domestic worker may change employers (without the consent of her first employer) in cases including where an employer: - Fails to pay salary for three consecutive or intermittent months. - Is not present to receive the worker when she arrives in the country, or does not 'pick up' the worker within 15 days of arrival. - Fails to obtain a residency permit/renew the expired permit. - Assigns the domestic worker to work for others (non-relatives). - Requires the worker to perform hazardous tasks. - Files an invalid complaint that a worker absconded. - Employer fails to attend two sessions addressing a complaint filed by the worker.

Saudi Arabia – Factsheet on Labour and Domestic Worker Laws (Courtesy : ILO)

	Private Sector Workers(Other than domestic workers)	Domestic Workers
LEAVING THE COUNTRY	An exit permit is required for migrant workers to leave Saudi Arabia.	

Important Numbers in Kingdom of Saudi Arabia

Helpline	Numbers
Emergency (24-hr Help-Line Number (Embassy of India, Riyadh)	00966-11-4884697 8002471234 (Toll Free no)
Mobile Numbers	00966-542126748
Labor issues Helpline	00966-11-4884144 Ext. 103/ 118
Consular Issues Helpline	00966-11-4884144 Ext. 101
General Enquiry 24-hr Helpline number Consulate general of India, Jeddah)	00966-12-6614296 +966556122301 (Whatsapp) 8002440003 (Toll free number)



Ministry of Labor
and Social Development
Kingdom of Saudi Arabia

**Ministry of Labour and
Social Development**
Available at:
<https://mlsd.gov.sa/en/no>
de



Module X

Issues pertaining to Women Migrant Workers



Women Emigrant Workers

Why do women migrate abroad?

- ✓ Better employment opportunities
- ✓ Expectation of high wages
- ✓ Accompany spouses
- ✓ Self-Independence
- ✓ Opportunity to progress for medium-skilled workers

Sectors with high demand for women emigrant workers

- ✓ Semi or low skilled
- ✓ Domestic workers (vulnerable)
- ✓ Nurses/medical care
- ✓ Teaching
- ✓ Sales

Women Emigrant Workers

Documents required

Women >30 Yrs, shall furnish the following:

Valid passport for min 6 months and visa for entire period

Employment contract

Insurance under PBBY



For unskilled women workers

Comprehensive Employment Contract

Emigration Clearance

USD 2500 in case of direct recruitment by FE

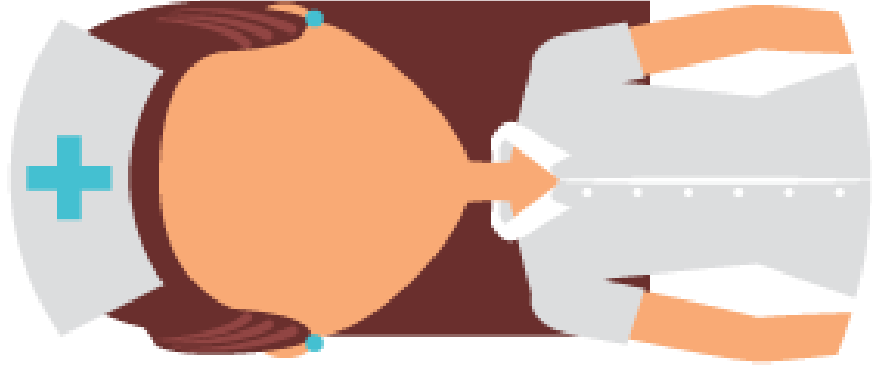
No Bank Guarantee needed if recruited through State RAs

Documents attestation



PBBY-covers maternity benefits of up to Rs. 50,000 on certified documents

Rules for Employing Nurses



Governed by separate orders

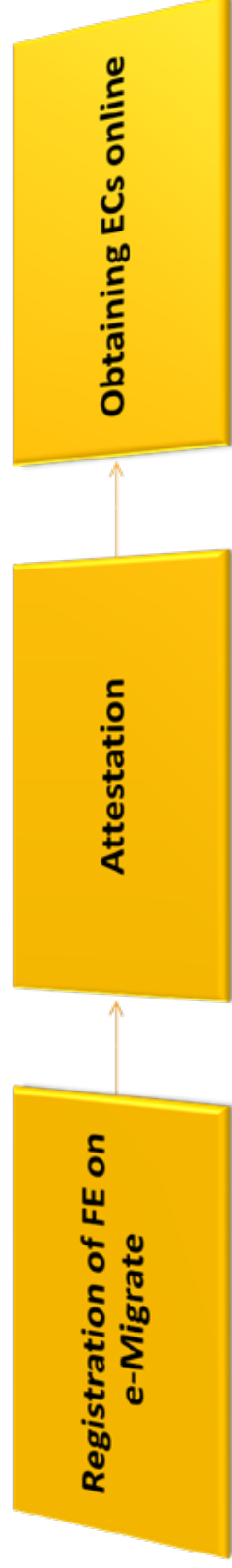
(List available on eMigrate) - PGE

- EC mandatory since 2015
- Recruitment only through country-specific orders from

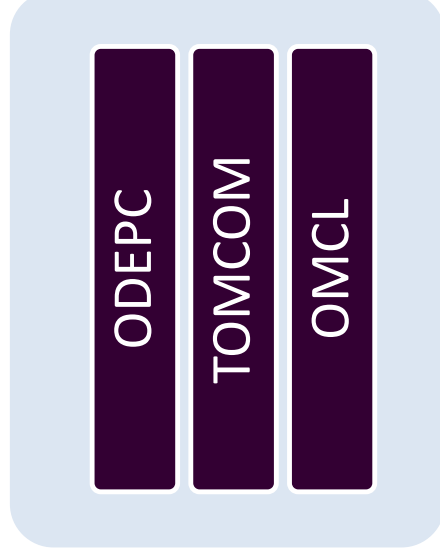
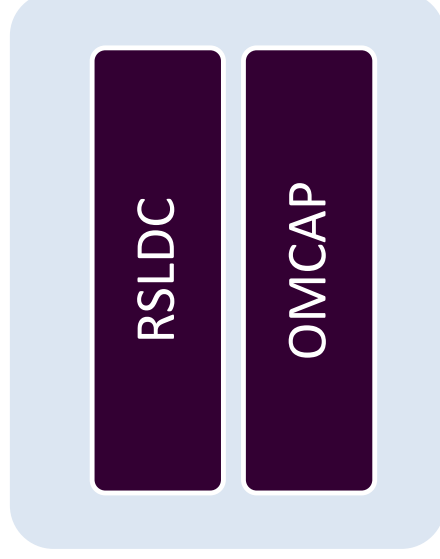
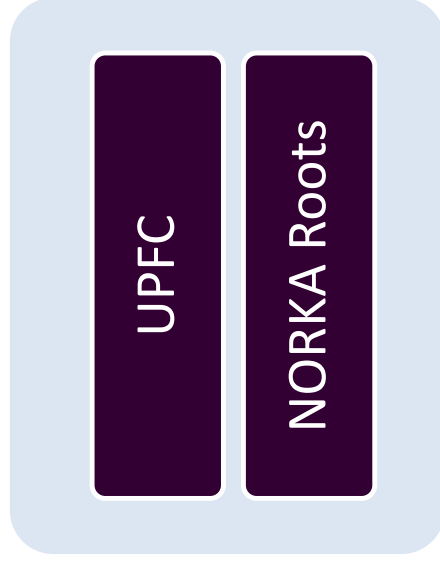
PGE

- No Age restriction
- For ECNR countries, no requirement of EC from PoE offices

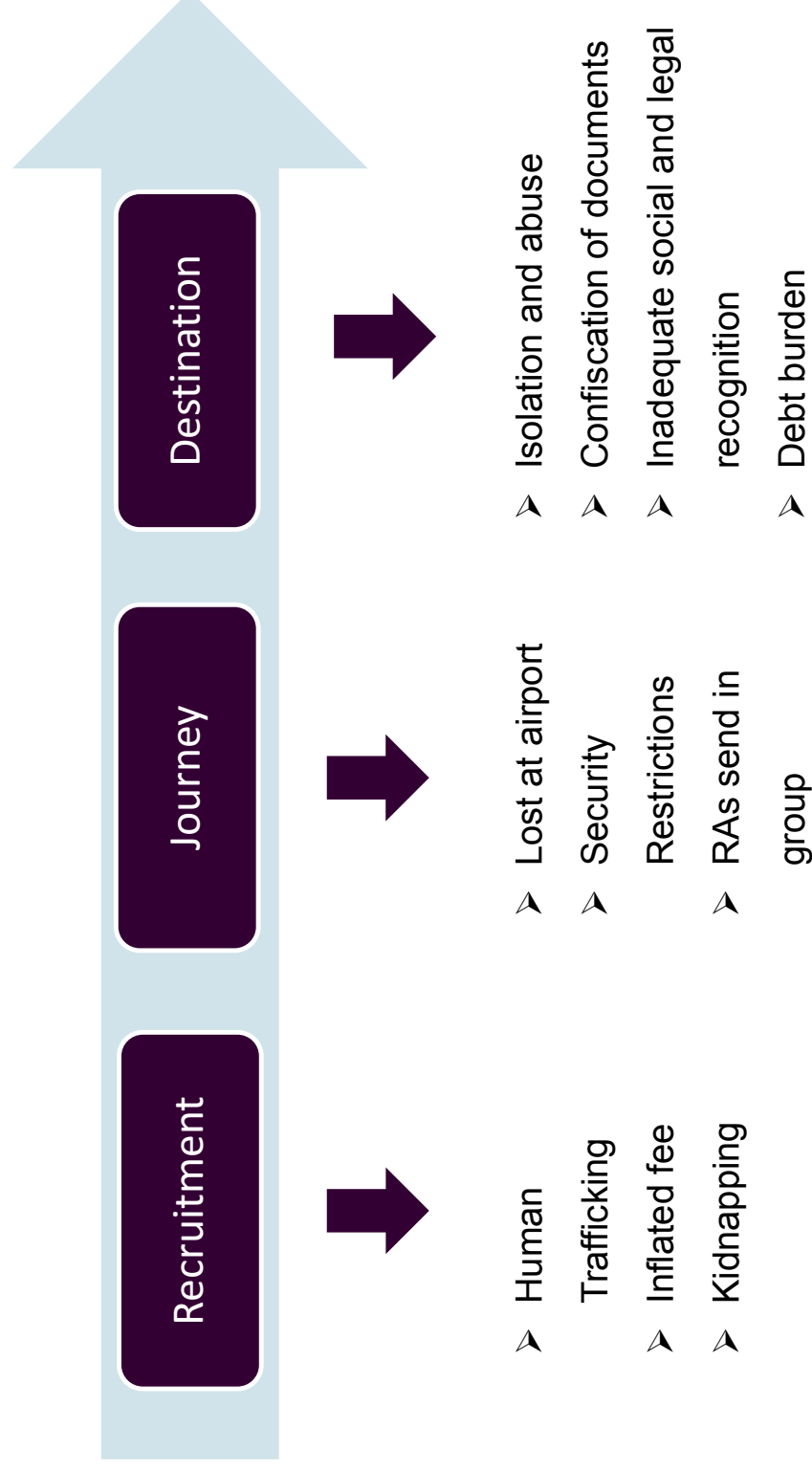
Recruitment of Indian Women Workers



Gol authorised RAs:



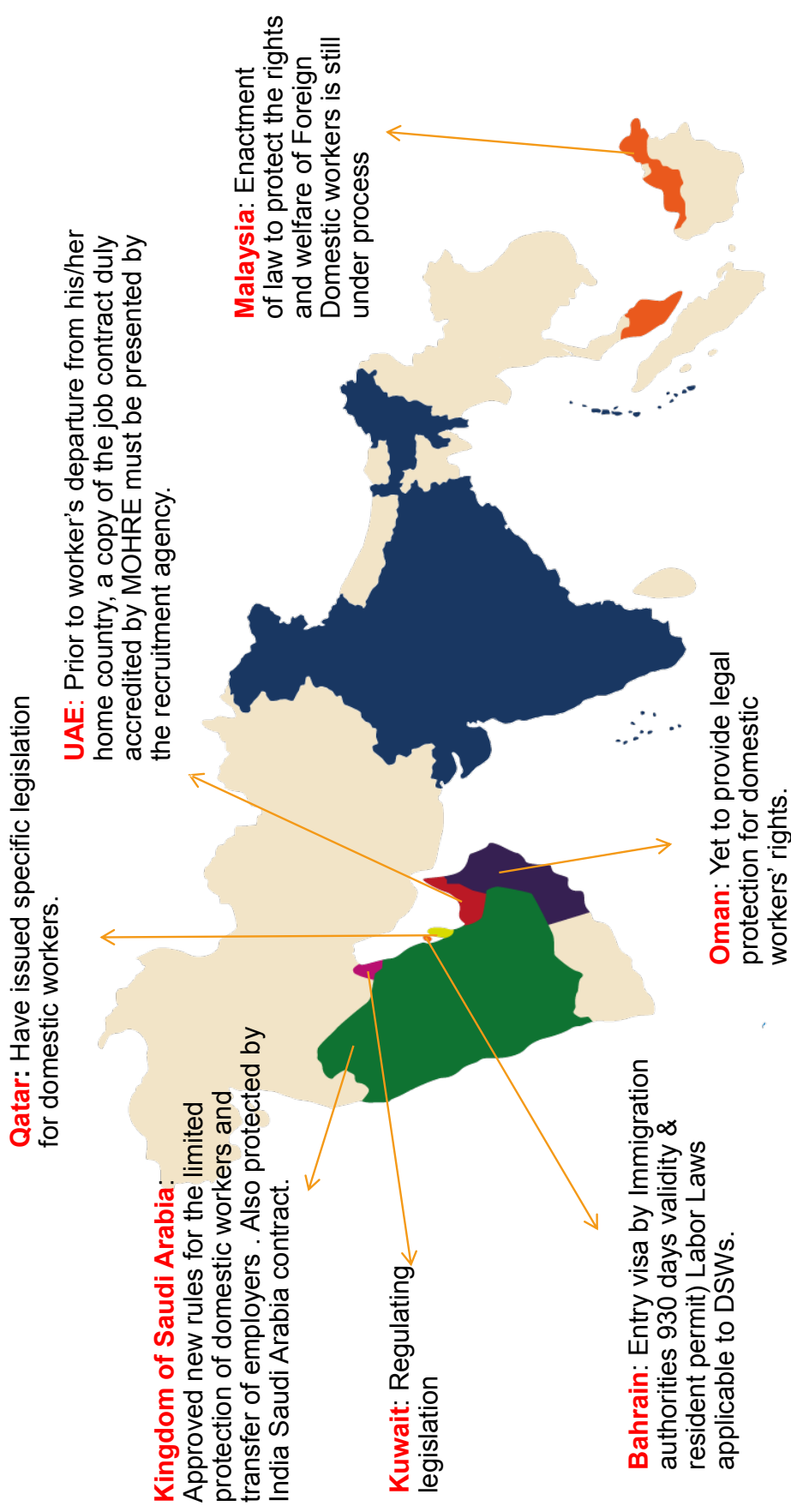
Vulnerabilities specific to Women Migrant Workers



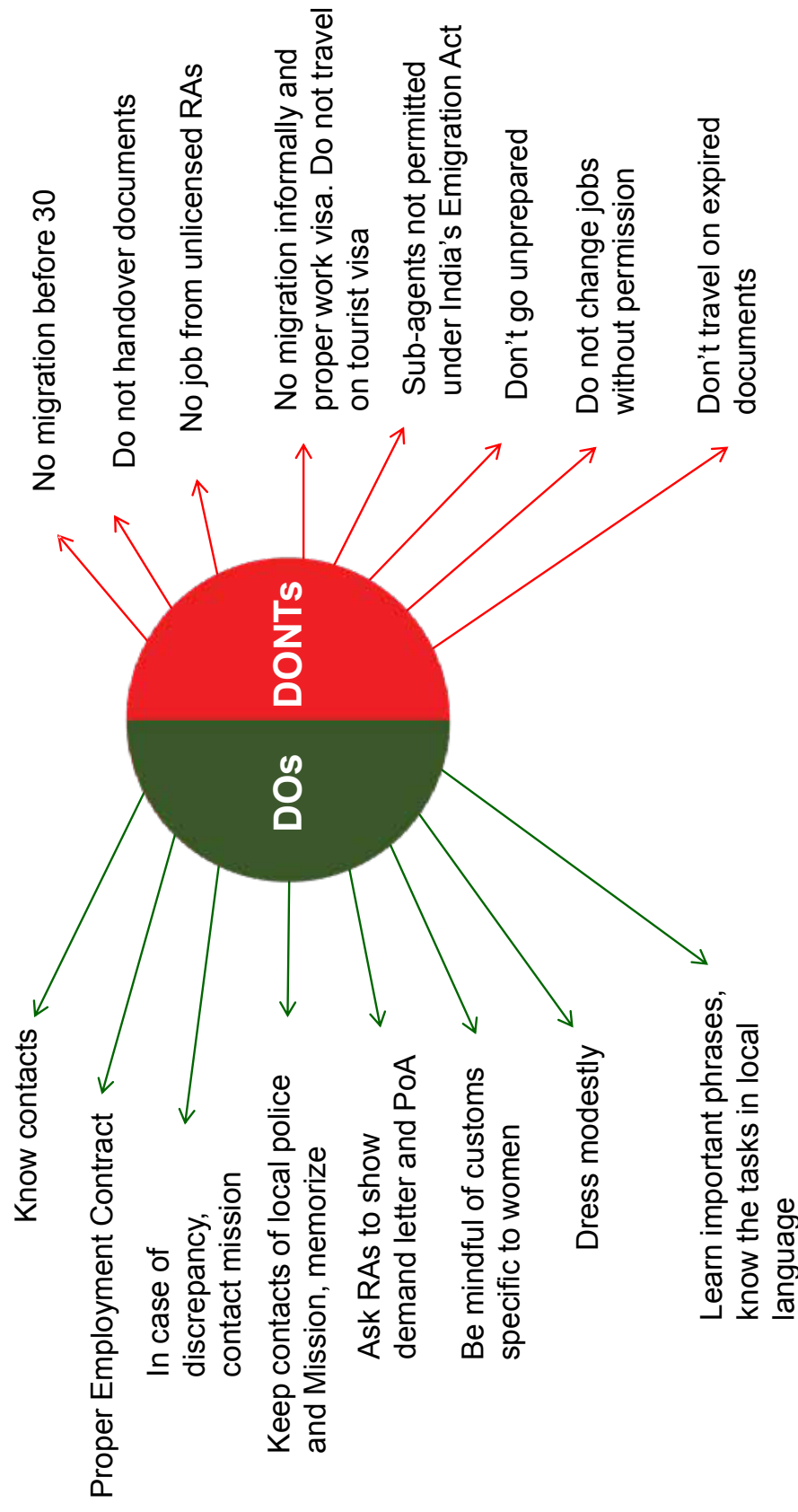
Employment Contract must include:

				
Profession	Contract period	Work hours	Probation	Salary and allowances
				
Leaves	Air passage	Food provisions	Accommodation details] and insurance	
				
Termination of contract, benefits at the end	Nominee	Dispute settlement		

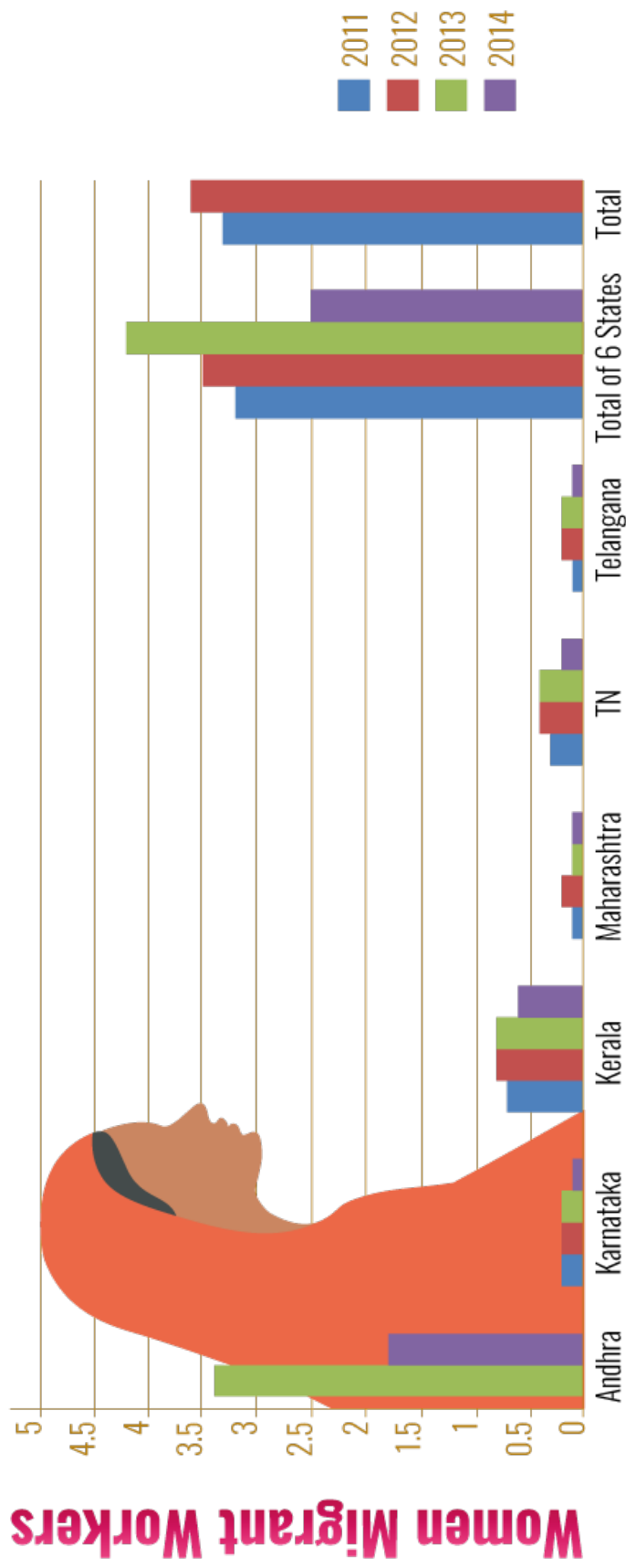
Domestic workers' legal status in GCC and Malaysia



DOs and DONTs for female Domestic Workers



State-wise Women Emigration to ECR Countries



Helpline Numbers for Women Migrants

Kingdom of Saudi Arabia

IWWC (toll free 24 Hours: +96525674163)
For domestic workers: +96522530600&22530612, Ext-236,220,240
Complaints to Domestic Labor Program (Musaned)
Ph: 19911
English version: <http://www.musaned.gov.sa/en>

Oman

Dubai Foundation for Women and Children
Ph: +9714-6060300
Helpline: 800111 | Email: help@dfwac

UAE

National Human Rights Commission
Ph: +96824218900

Module XI

Remittance



Formal channels:

Money transfer companies like Western Union and Money Gram; via banks; transfer using money orders; cheque or a demand draft

Transfer through legal channels limits the cash that you carry when you're going home or that you send through friends or relatives



Channel of Remittance

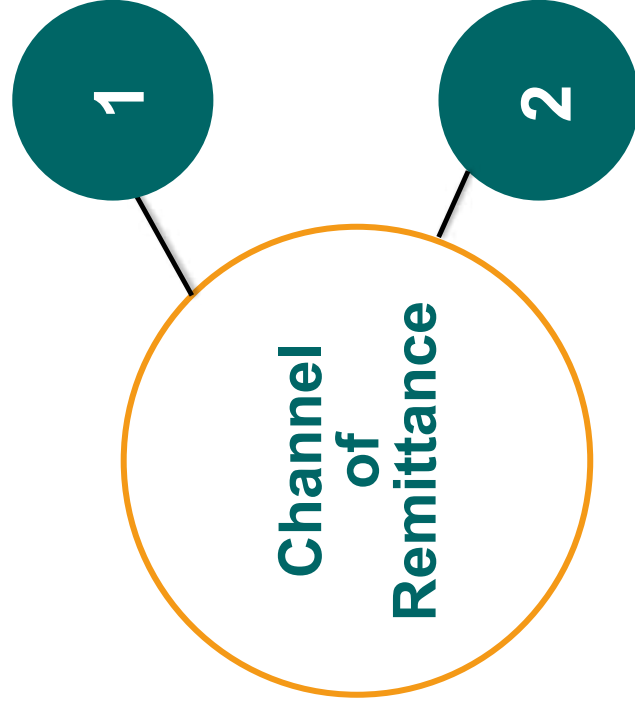


Illegal transfers:

Also known as 'hawala' or 'hundi' transfers.



It is advised that you do not carry too much cash (cash ceiling of \$5000) on you when you return home and it is best to deposit your money in the bank.



There are charges to be paid every time you transfer money (e.g., you have to pay a commission when using an agency like Western Union or even a bank). This can be a fixed fee or a percentage of the amount you are transferring.

There is the cost in the form of the exchange rate. Different options (banks, money transfer companies, etc.) will convert your foreign currency to rupees at different rates when you transfer money. (Hidden Cost).



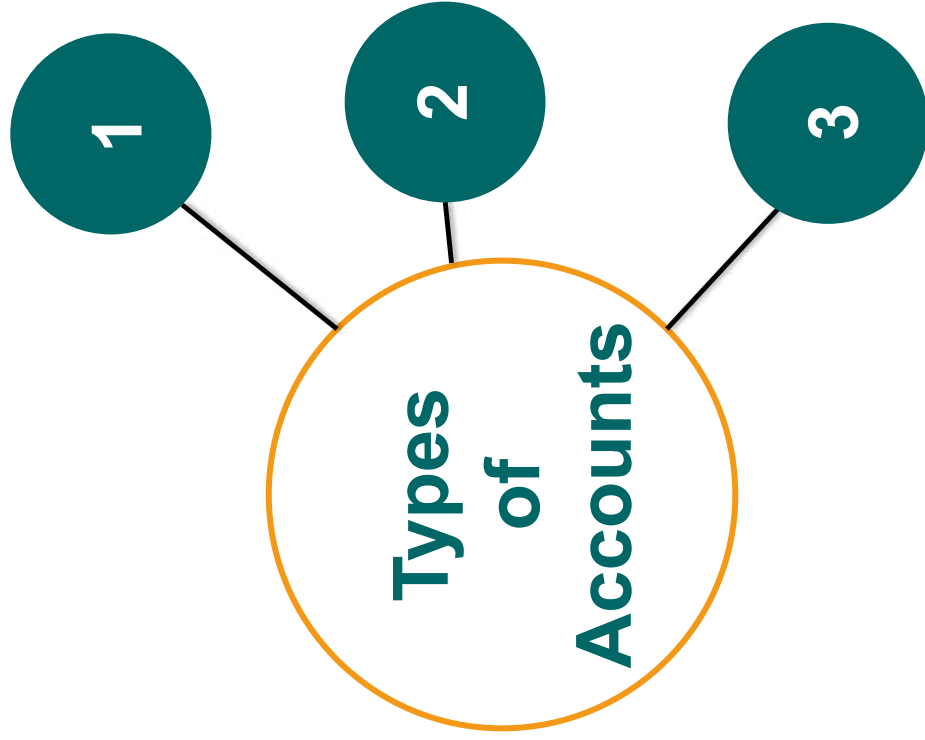
Non-Resident Indians (NRIs), People of Indian Origin (PIOs) and Overseas Citizenship of India (OCIs) are eligible to open Non-Resident External accounts.

Deposits in these accounts are kept in Indian rupees.
These can be savings accounts, current accounts, fixed deposits or recurring deposits.

Foreign exchange can be remitted to these accounts and will be converted to rupees. NRE accounts are not taxable in India.

Funds in NRE accounts can be freely transferred to other NRE/FCNR accounts.

Non-Resident External (NRE) Account



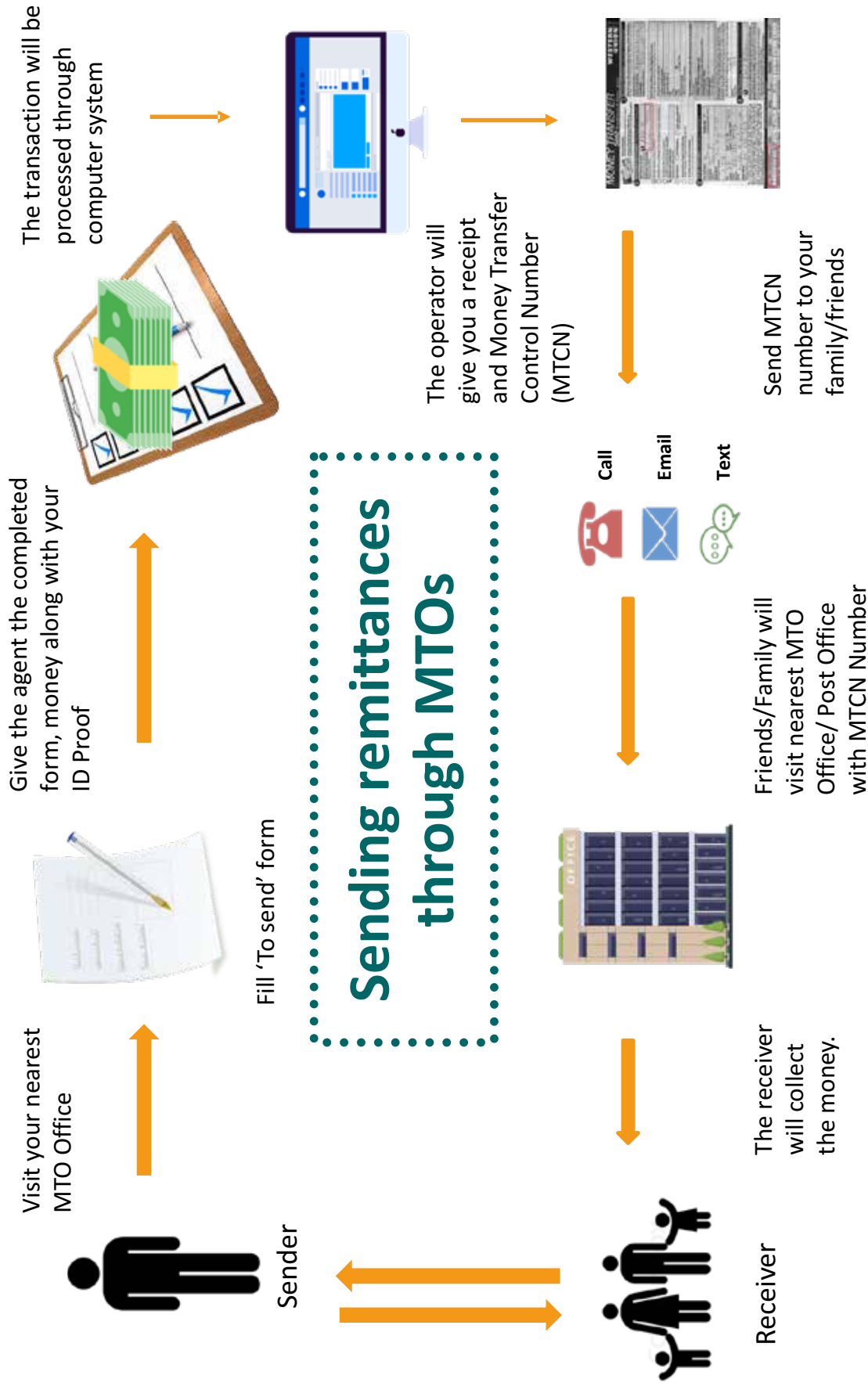
Ordinary Non-Resident Rupee Accounts:

It can be opened by any NRI. Deposits in these accounts are kept in Indian rupees. These can be savings accounts, current accounts, fixed deposits or recurring deposits. Money earned in India can be put into these accounts. NRO accounts are taxable in India.

Foreign Currency Non-Resident Accounts (Banks)

You can deposit money in foreign currencies in these accounts at Indian banks. They will not be converted to rupees. NRIs/PIOs/OCIs are permitted to open such accounts in US dollars, pounds sterling, Japanese yen and Euros. FCNR (B) accounts can be opened for fixed periods of at least one year and up to three years. Interest earned is not taxable in India while you are working abroad.

NRNR Account: These are Non-Resident Non-Repatriable Rupee Deposit Accounts. They are fixed deposits that can be held for a period from six months to three years. Interest earned on NRNR deposits is not taxable in India. NRNR accounts can be opened by transferring funds from existing NRE/FCNR accounts.







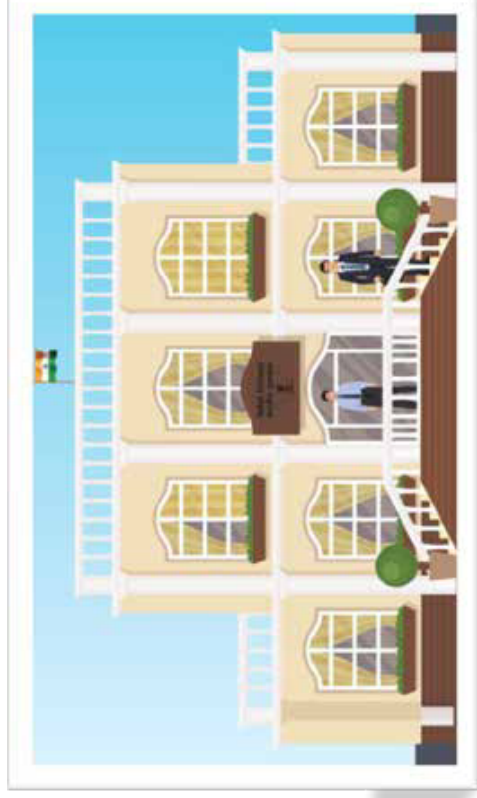
Module XII

Role of Indian Missions

"परदेस में आपका दोस्त : भारतीय दूतावास"



Structure of the Mission



Mission

Ambassador

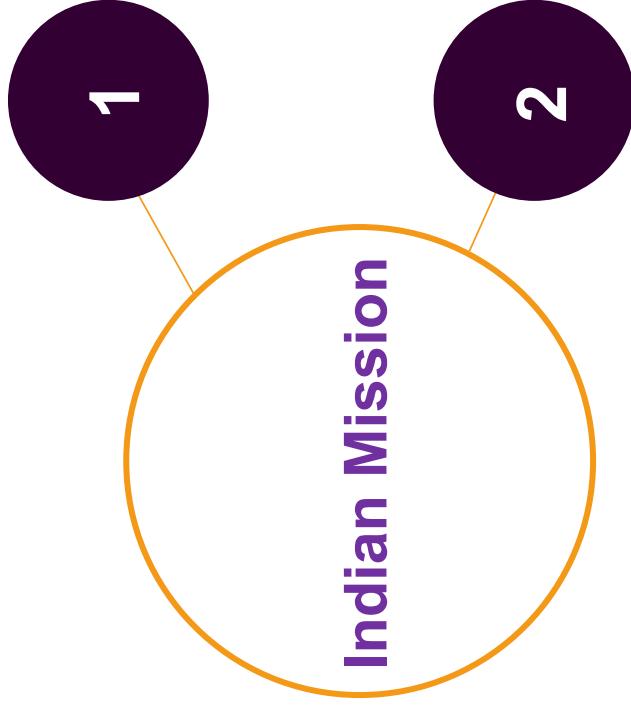
High Commissioner
(to Commonwealth
Country)

Consular Wing of the Mission



Indian Mission (Labour Section)





Passport Wing:

Issue of new Passports, renewal of new passport, booklets, Emergency Certificates, and other travel documents.

Issue of OCI Card, PIO card to be converted to OCI Card
Attestation of documents including Power of Attorney, Employment Contracts, etc. Registration of Birth, Death and Marriages of Indian nationals.

Visa Section

Processing of visa applications of foreign nationals.

Getting clearances from other Indian Missions/Posts of applicants who are not resident of the country.

Maintain List, Issue of Visa. Visa and Consular camps to other cities

Redressal of Grievances of Indian nationals

परदेस में आपका दोस्त

भारतीय दूतावास



Indian Community Welfare Fund

Pravasi Bharatiya Sahayata Kendra

Redressal of Grievances of Indian nationals



**PBSK
Sharjah**



Open House



**Meeting with
Labour
Community**

Evacuation of Indian Nationals



“Surakshit Jaaye, Prashikshit Jaaye, Vishwas ke Saath Jaaye”

Evacuation from Conflict /War Zones by Indian Mission

Travel Advisory: Call all the Indian nationals for an **Open House** meeting in the Mission. Coordination groups in major cities

Approach hospitals, companies, departments to inform emigrants about GOI evacuation plans. Release of their passport from foreign employer. Issue EC if employer does not deliver passport to the worker
Informing the families back in India

Arranging travel documents if not available, Control Room , arrangements for flight, ships, arrangements for transport different far way cities to port of embarkation. Arranging medical, food etc. Getting exit visas for the emigrants.
Coordinating with state authorities on various airports for their onward destinations. Settlement of dues of workers.

Recent Evacuations of Indian Nationals (2014-17)

Ukraine (2014): 1000 approx.

Iraq (2014): 7000

Libya (2014): 3750

Yemen (2015): 6700

South Sudan (2016): 153

Other Functions of the Missions

- Maintain friendly relations with host Government
- Commercial and Economic Relations, promotion of India's economic policies on trade and investment
- Promotion of cultural relations
- ITEC/ ICCR scholarship, Education, culture

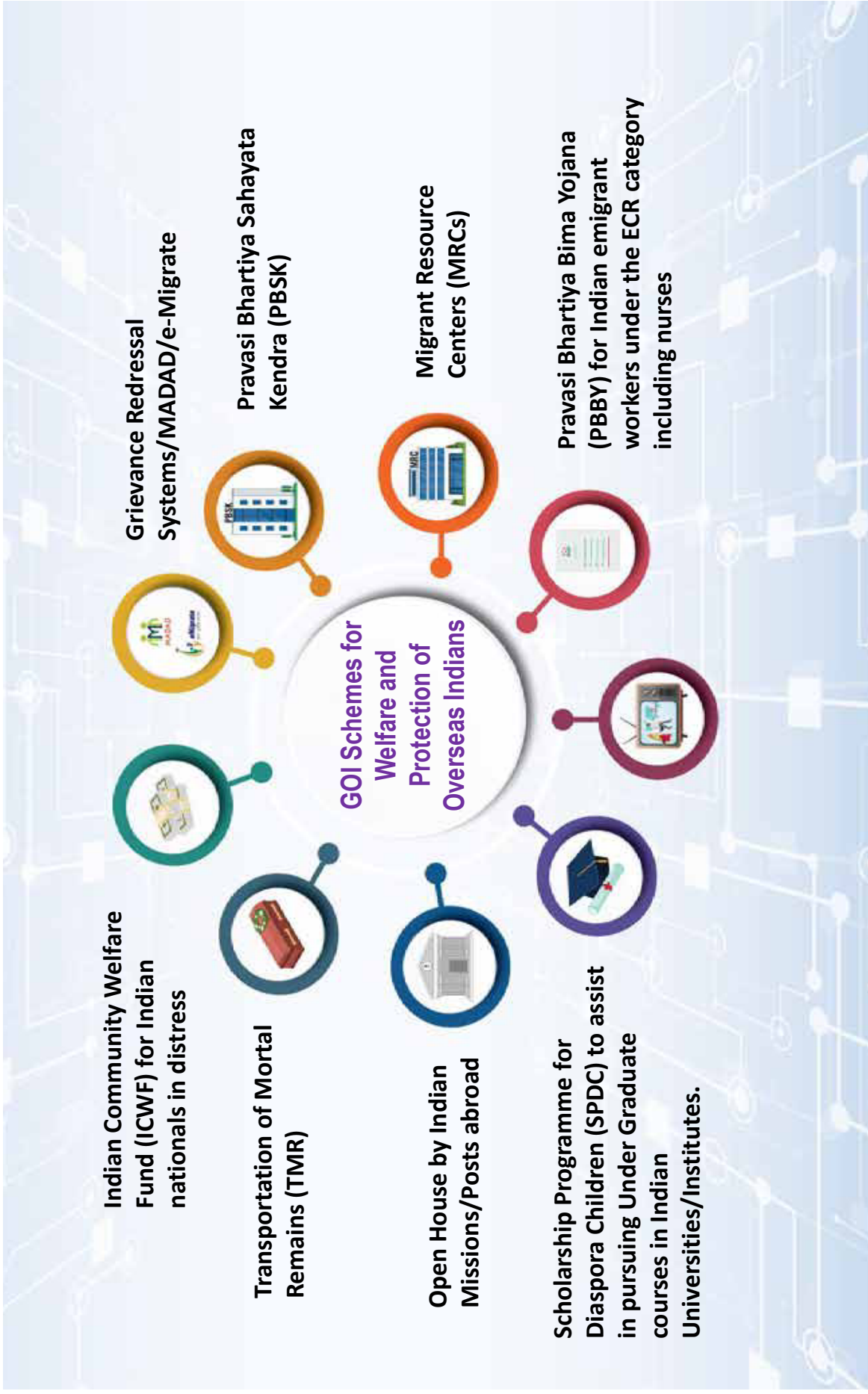




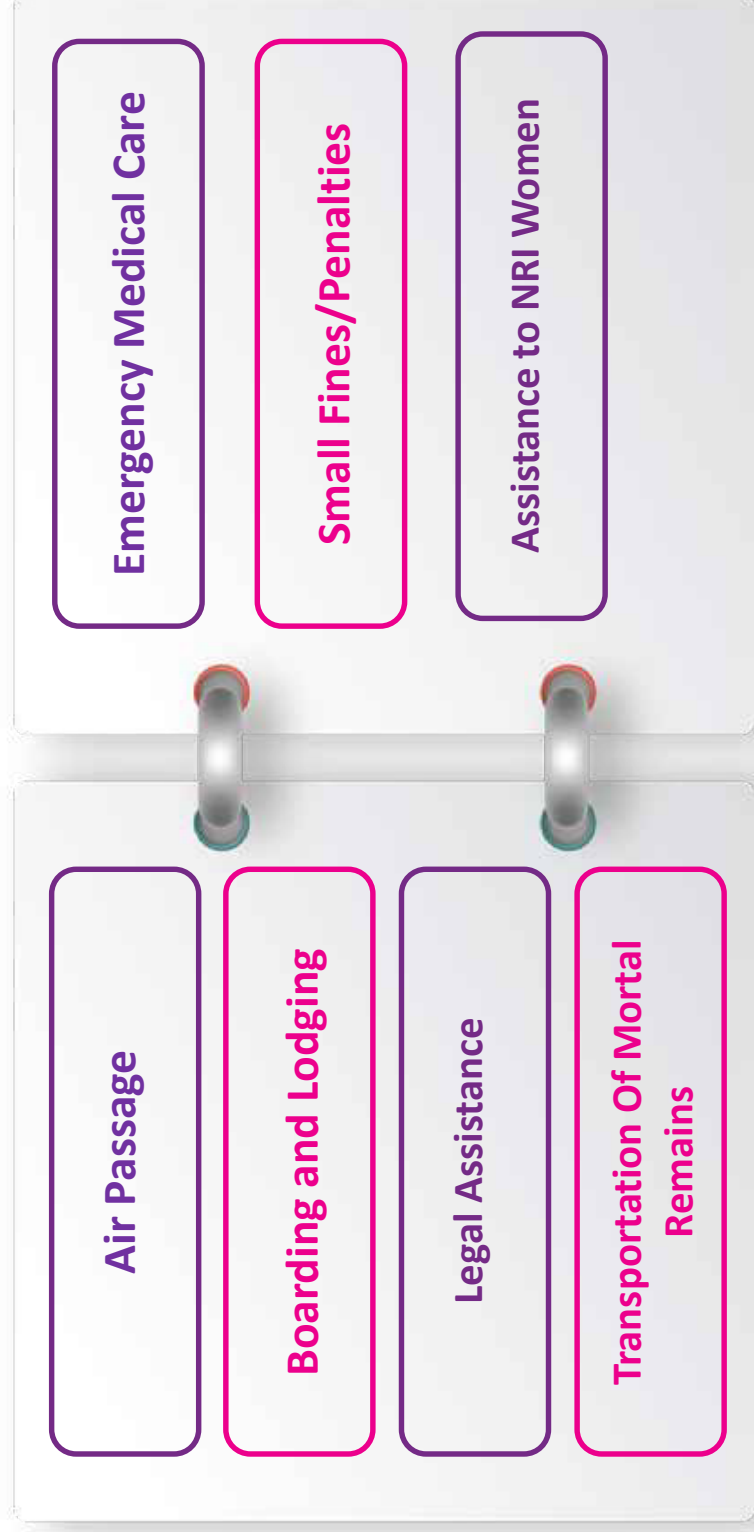
Module XIII

Welfare and Protection Schemes of Government of India





Key Areas of Assistance Through ICWF



Transportation of Mortal Remains

➔ In most of the countries, the mortal remains are required to be repatriated to their home countries. Indian Missions/Posts assist in transportation of mortal remains of the deceased Indian nationals to India.

➔ Documents required for transportation of mortal remains:

- Power of attorney and consent from the legal heir
- Clinical death certificate
- Embalming certificate
- Non-communicable disease certificate
- Passport for cancellation
- NOC from the Indian Mission/Post



In cases of unnatural death, completion of formalities for transport of mortal remains takes longer time.

Benefits under PBBY

- ✓ Before filing for Emigration clearance from e-Migrate it is important to take Pravasi Bharatiya Bima Yojana (PBBY).
- ✓ PBBY premium can be availed for ₹ 275 (for two years Bima) and ₹ 375 (for three years Bima).
- ✓ The link to claim PBBY is given on e-Migrate portal. For pertaining information regarding this contact Pravasi Bhartiya Sahayata Kendra.

Benefits	Rs. 10 lakhs in case of accidental death and permanent disability
Repatriation facilities in case of death	Cost of transportation of the mortal remains to India
Air Fare for Attendant	Economy class return air fare up to the nearest International airport in India
Repatriation expenses	Actual one way economy class air fare up to the nearest International airport in India
Medical cover	Medical cover in case of hospitalization of the Insured worker-up to Rs. 1,00,000 (Rs. 50,000 per hospitalization in each case with maximum upto two)
Hospitalization cover	Hospitalization cover to family in event of death or permanent disability of insured person-Up to Rs. 50,000
Maternity Expenses	Rs. 35,000 in case of normal delivery and Rs. 50000 in case of Caesarean operation
Legal Expenses	Rs. 45,000

MADAD Portal

It is an online Consular Grievances Monitoring System seeks to address grievances on issues related to workers abuse, recruiting agents, sponsorship and contract issues, repatriation of Indian nationals, tracing whereabouts of Indian nationals, death/injury compensation, transportation of mortal remains of deceased Indian nationals and martial dispute issues.

URL: <https://portal2.madad.gov.in>

It enables online forwarding, filing, tracking and escalation of grievances until their eventual resolution. It allows direct registration of grievances by members of the public and effective tracking of the entire grievances. All Indian Missions/ Posts abroad have been linked to this portal for consular grievance tracking and follow-up.



Pravasi Bhartiya Sahayata Kendra (PBSK)



Functional since 2008 Information dissemination to intending migrants and overseas workers. **24*7 hour helpline in 11 Indian languages** (Hindi, English, Punjabi, Malayalam, Tamil, Telugu, Gujarati, Marathi, Oriya, Kannada and Bengali)

Accessible from anywhere in the world

Paid No: +91-11-40503090/45680197/26885021

E-mail: helpline@mea.gov.in)

Toll Free: 1800-11-3090 (From India Only)

Support Structure and Helpline



Pravasi Bharatiya Sahayata Kendra (PBSK)

Operational in Dubai, Sharjah, Jeddah, Riyadh and Kuala Lumpur.

24*7 toll free helpline; register & monitor grievance petitions; and conduct awareness classes and counseling sessions

Kshetriya PBSK:

Walk-in counseling facility as well as grievance registration, tracking of grievance through e-Migrate & MADAD portal of MEA. Emigrants requiring emigration clearance after being recruited directly can visit any of the KPBSKs for assistance in applying online Emigration Clearance.

Timings: 1000 to 1700 hrs (Monday to Friday)

Located in Delhi, Hyderabad, Kochi, Chennai and Lucknow

How to submit grievance?

Situation	Where to submit?
Unregistered/illegal RAs	A complaint could be made to the police or PoE office in the worker's state for investigation and legal action.
Registered RAs	A complaint could be made to the nearest PoE / PGE. The PGE will issue a notice to the registered RA and ask the agent to resolve the complaint and respond to the PGE.
Complaints against FEs	Indian Mission/Post abroad; eMigrate.
Other mechanisms	MADAD & eMigrate Portals; directly writing to the Protector General of Emigrants (PGE) @ eMigrate website.
While in the country of employment	Indian Missions/Posts organize open houses for the benefit of Indian community.

Open House

- **By All Indian Missions/Posts**
- **Daily (during working hours)**
- **No appointment required**
- **Can submit any grievance for immediate redressal**





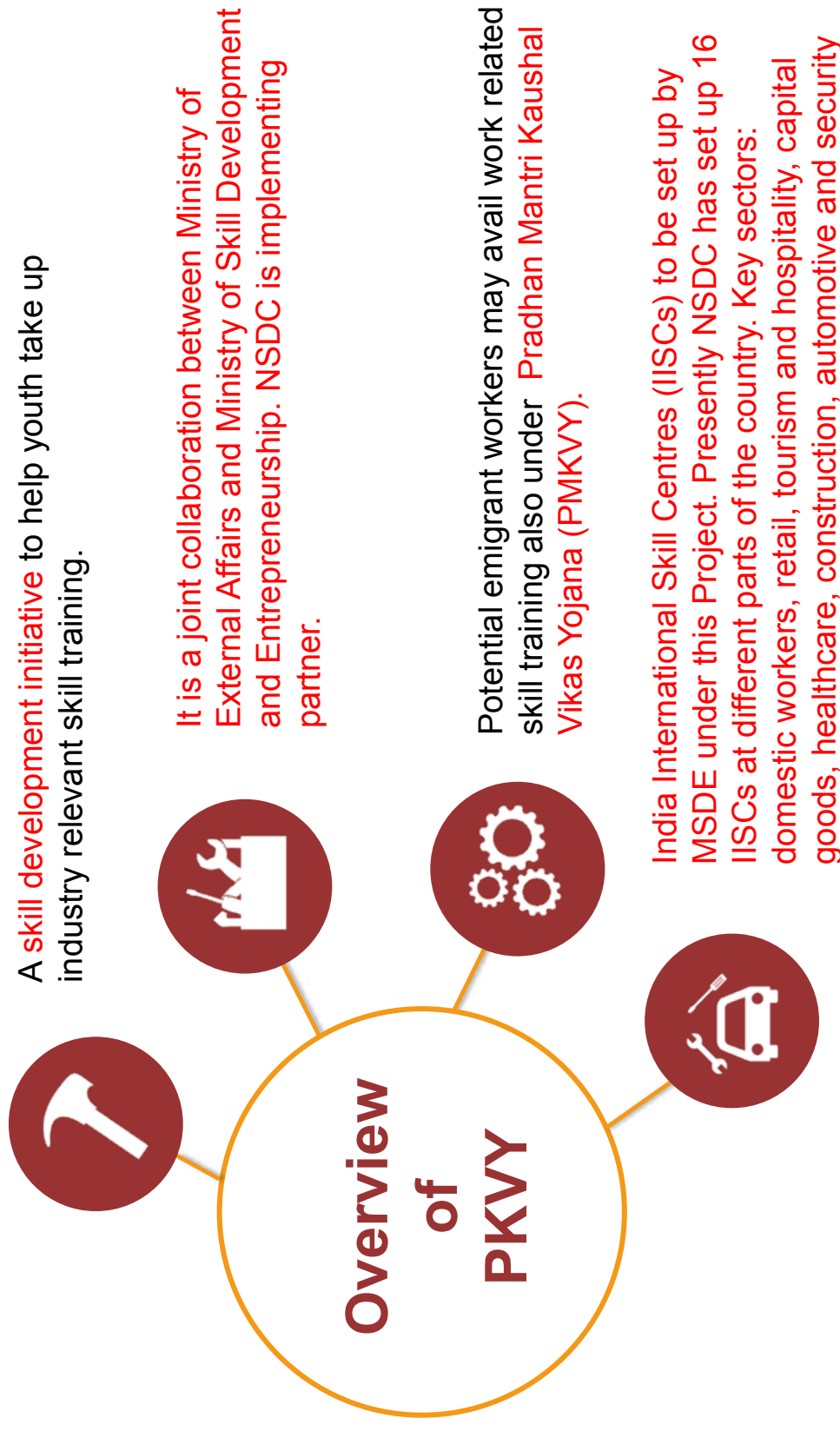
Module XIV

Pravasi Kaushal Vikas Yojana

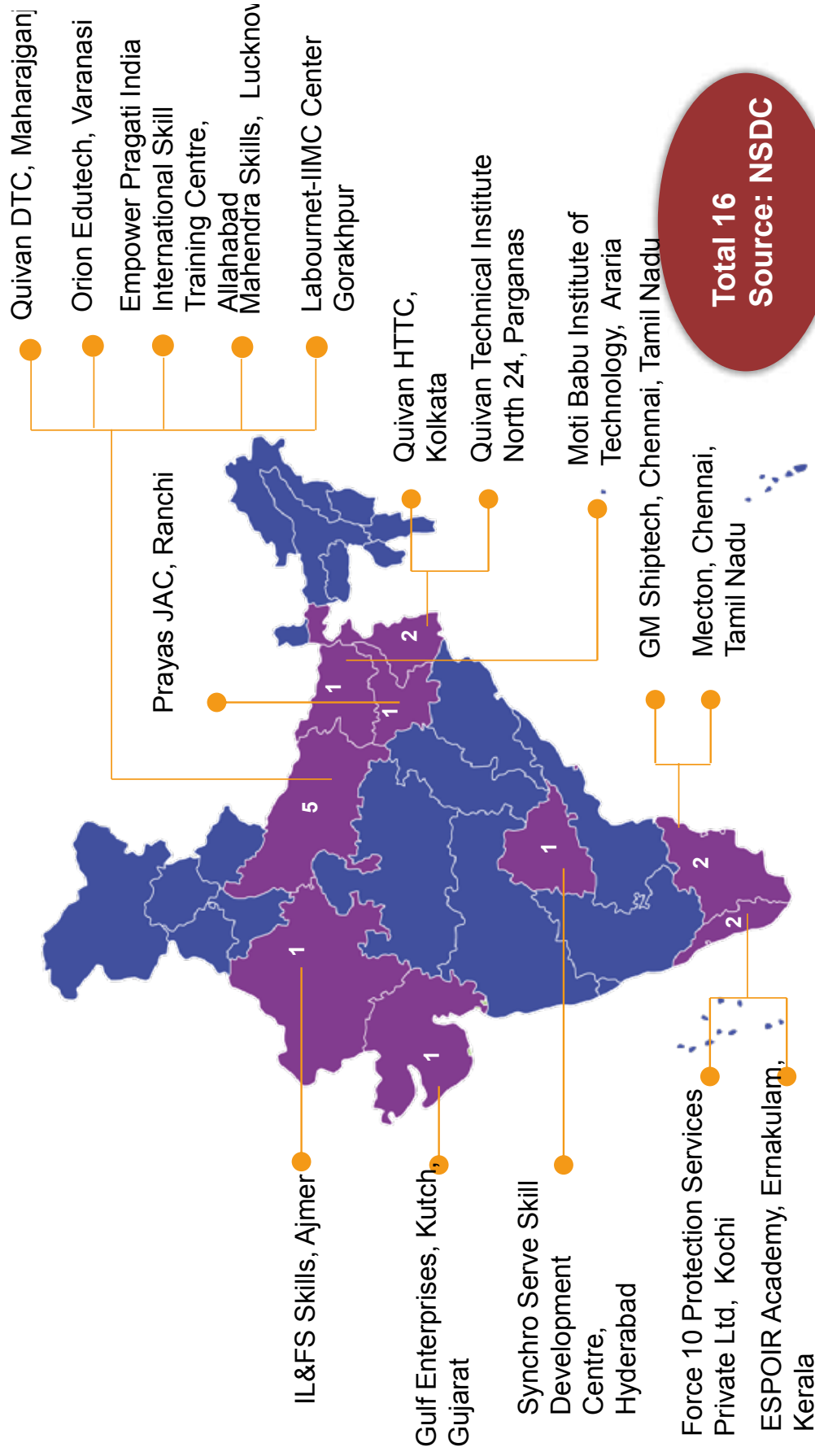
परदेस में नौकरी पाओ, तो सुरक्षित जाओ, प्रशिक्षित जाओ



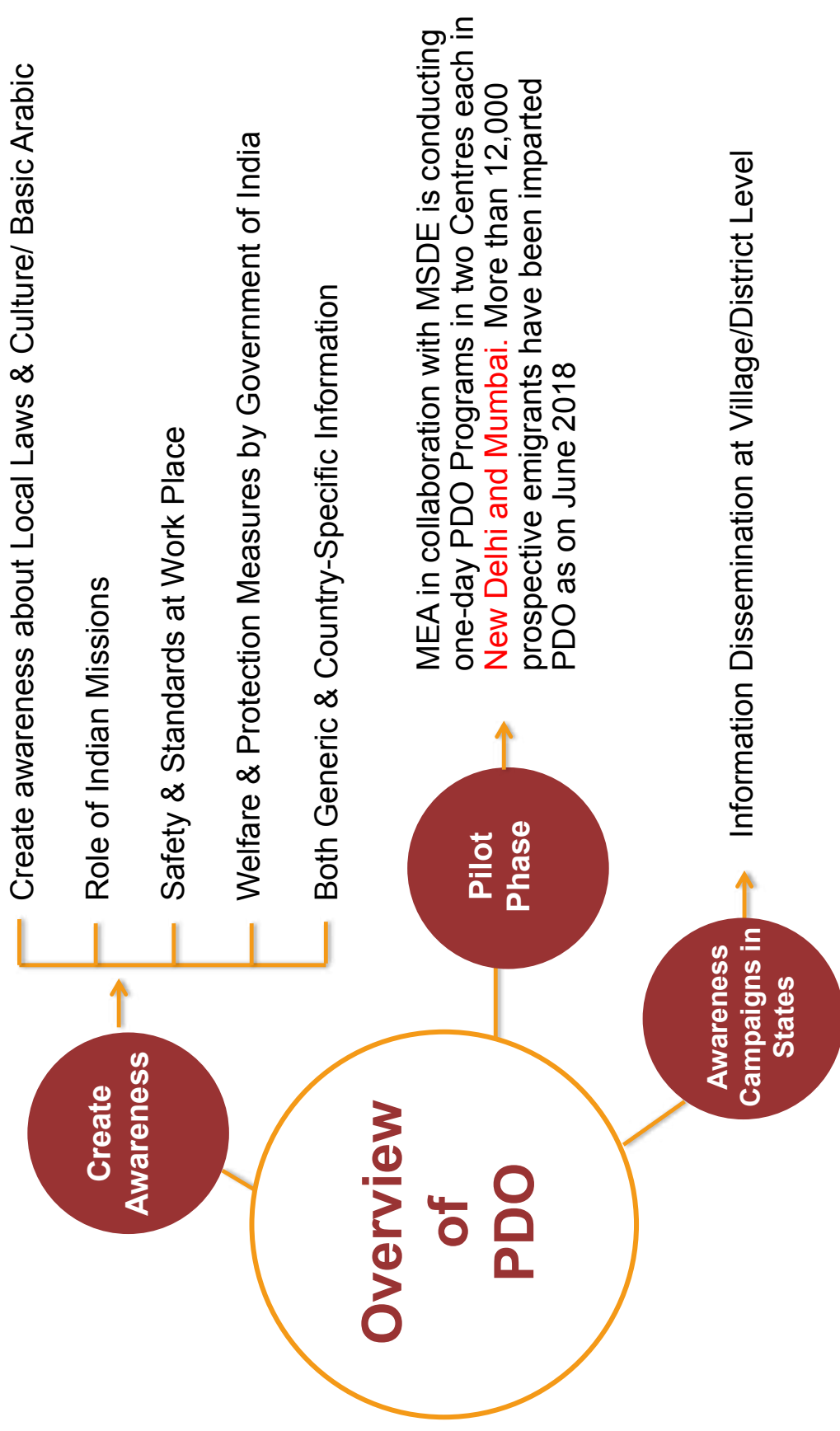
Pravasi Kaushal Vikas Yojana (PKVY)



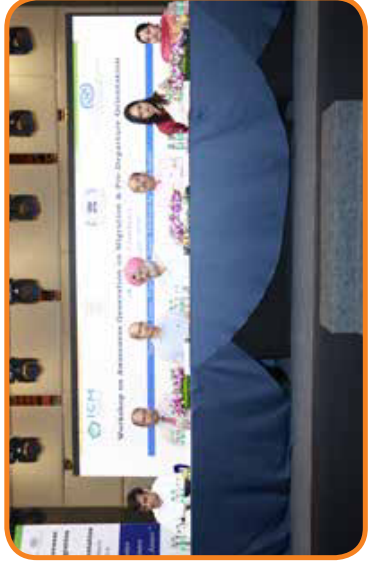
India International Skill Centres (IISCs)



Pre-Departure Orientation (PDO)









About ICM

The India Centre for Migration (ICM) is a research think-tank of the Ministry of External Affairs (MEA) on all matters related to international migration. Apart from academic research, ICM has been involved in undertaking various activities and programmes at the ground level for the benefit of migrant workers.

The Centre

- ICM's efforts are dovetailed in the government's comprehensive approach towards ensuring safe, orderly, legal and humane migration process, the Centre:
- Undertakers empirical, analytical and policy related research in migration related matters.
- Implements pilot projects to document best practices with specific focus on Indian workers migrating abroad for employment.
- Partners with institution and organizations to drive its research agenda



Pravasi Bharatiya Kendra, Dr. Rizal Marg, Chanakyapuri, New Delhi – 110021 Tel: +91-11-24156415, E-mail: icm@mea.gov.in

Important Contacts

**Secretary (CPV & OIA) & Chairman,
India Centre for Migration**

Ministry of External Affairs Akbar Bhavan,
Chanakyapuri New Delhi – 110021 Tel: +91-11-24674143 (O),
24674140 (F) secycpv@mea.gov.in

**Joint Secretary (OE) & Protector General
of Emigrants (PGE)**

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Chanakyapuri New Delhi – 110021 Tel: +91-11- 26874250, 24197964,
24197965 (O), 24197984 (F) pge@mea.gov.in

Joint Secretary, OIA- I & Chief Executive Officer, ICM

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jsia1@mea.gov.in

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