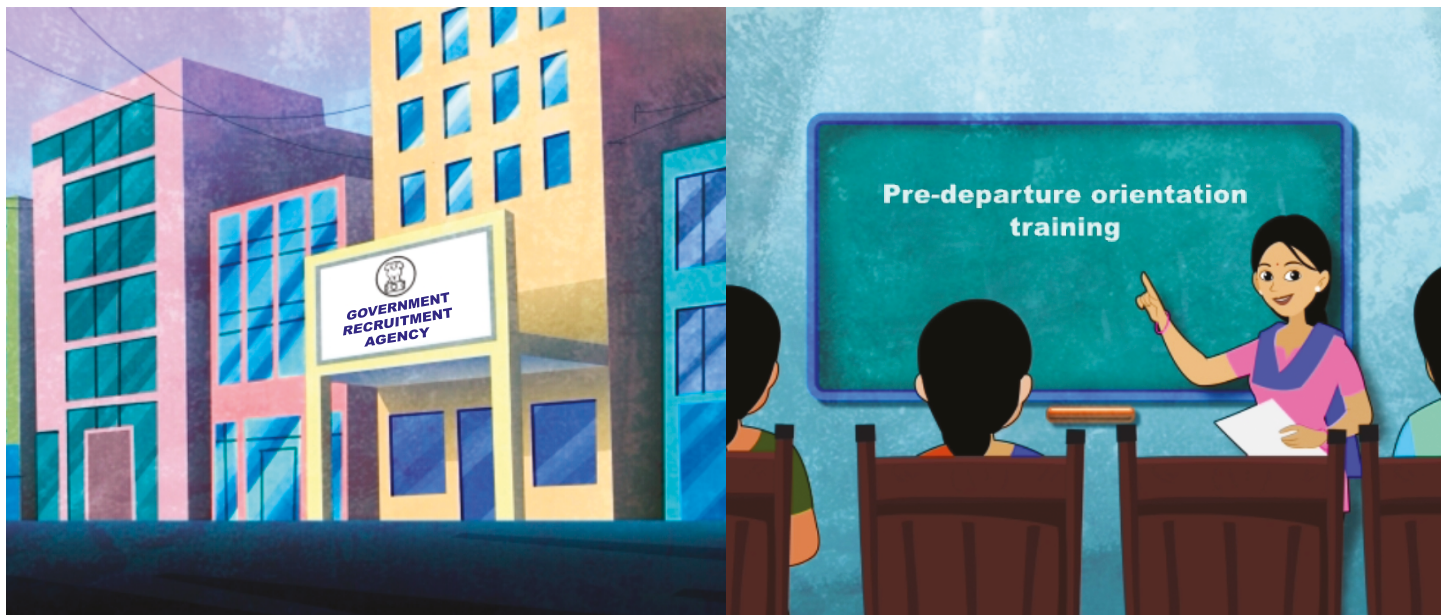




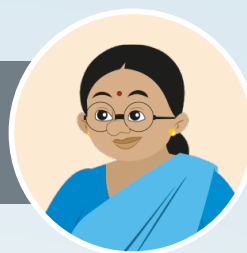
Towards Safe Migration For **ASPIRING WOMEN WORKERS**



United Nations Entity for Gender Equality
and the Empowerment of Women



ARE YOU ASPIRING TO BECOME A WORKER ABROAD?



This handbook aims to provide you with the necessary information required for undertaking safe and legal migration and living and working abroad, free from discrimination, exploitation and abuse.

<u>You will learn about:</u>	<u>Page</u>
1. Stage 1: Pre-decision	3
2. Stage 2: Pre-departure preparation	5
3. Stage 3: Travel advisory	9
4. Stage 4: Living and working in the destination countries	13
5. Stage 5: Safe return	15
6. General information	16
• Know your destination	
• Do's and Don't's	
• Guidelines for nurses going abroad for employment	
• Remittances, Money Transfer Mechanism	
• Average exchange rates	
• Financial literacy information	
7. Commonly used terms in Arabic	26
8. Important contact numbers	29
9. List of commonly used abbreviations	30

Revised editorial inputs by: Dr. Surabhi Singh, Ojasvi Goyal.

Initial inputs by: T.L.S. Bhaskar, Rakesh Ranjan, Lissy Joseph, Ajita Vidyarthi, Clarina Bianchi, Nora Allgaier

Disclaimer: The views expressed in this publication do not necessarily represent the views of ICM and UN Women, the United Nations or any of its affiliated organisations. Reproduction of this publication for educational or other non-commercial purposes is authorized, without prior written permission, provided the source is fully acknowledged.

Stage 1: Pre-Decision

MAKE AN
INFORMED CHOICE



Know about ECR (Emigration Check Required) endorsement:

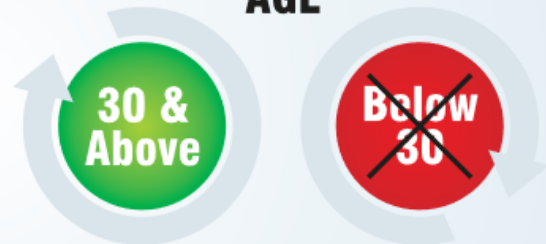
You will be issued an **ECR endorsement** in your passport if you have studied less than **matriculation** or **10th standard**.



Be aware of the age regulation!

If you have an ECR endorsement in your passport, you must be **ABOVE THE AGE OF 30** (does not apply to Nurses) to migrate to **ECR countries** for domestic work.

AGE

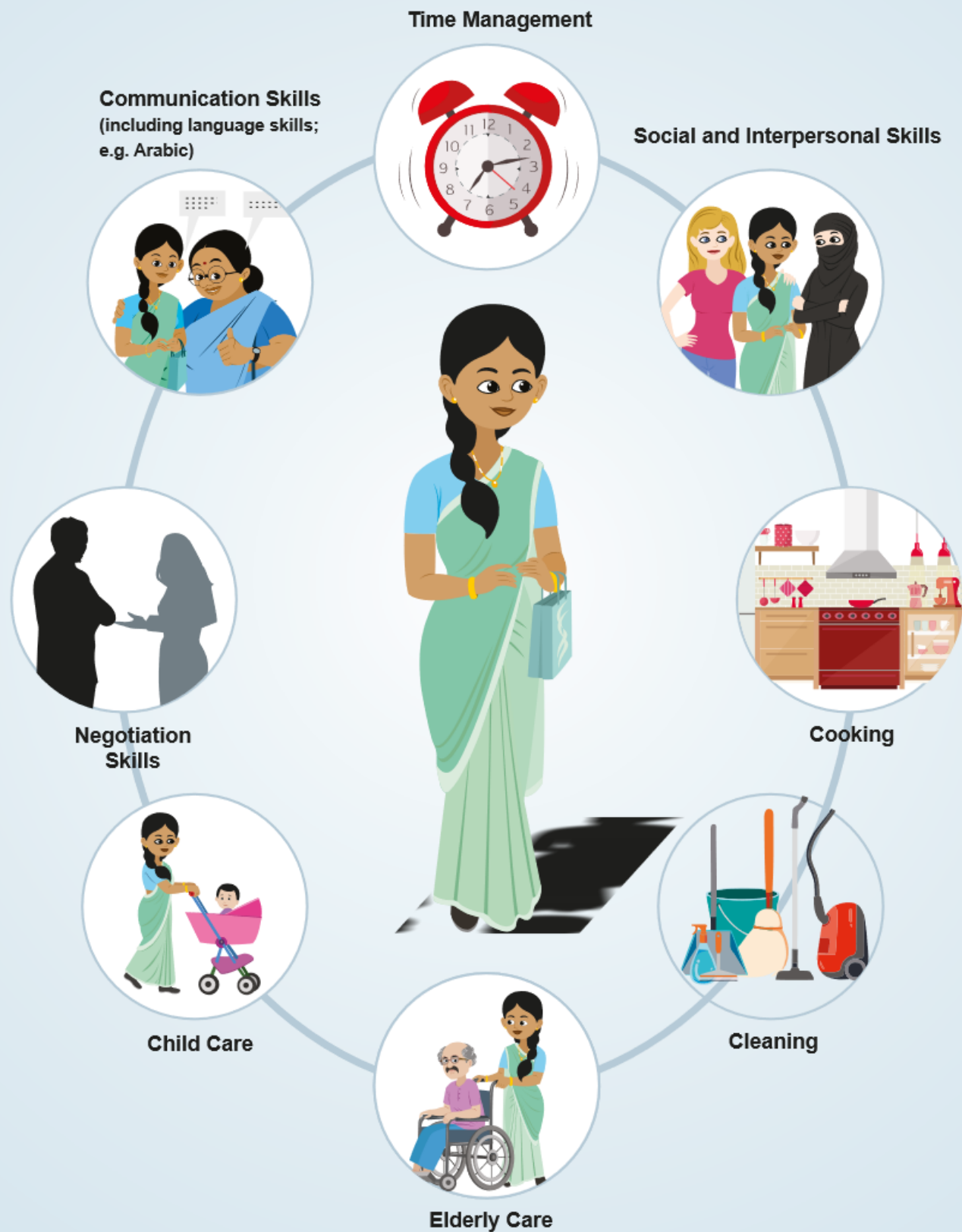


Which are the ECR countries?

AFGHANISTAN 	BAHRAIN 	INDONESIA 	IRAQ 	JORDAN 	KUWAIT
LEBANON 	LIBYA 	MALAYSIA 	OMAN 	QATAR 	SAUDI ARABIA
SOUTH SUDAN 	SUDAN 	SYRIA 	THAILAND 	UNITED ARAB EMIRATES 	YEMAN

* All Indian citizens holding passports with ECR endorsement shall require Emigration Clearance (EC) when traveling to the above 18 notified countries for the purpose of employment.

Do you have the right skills to be a domestic worker abroad?





Stage 2: Pre-departure preparation

BEFORE YOU LEAVE: STEPS FOR SAFE MIGRATION

Step 1

Get the right information in your language



Pravasi Bharatiya Sahayata Kendra (PBSK)

toll free number: 1800 11 3090



PBSK chargeable number:

0091-11-40503090 (worldwide)



PBSK email:

helpline@mea.gov.in



Visit Kshetriya Pravasi
Bharatiya Sahayata Kendra
(KPBSK) for walk-in counseling

Timings: 10:00 to 17:00 hrs (Monday to Friday)

Located in Delhi, Hyderabad, Kochi, Chennai
and Lucknow

You should go via a State Government-run recruitment agency for your recruitment!

Kerala:

NORKA ROOTS,
Tel No: 0471 2770500,
Toll free (India): 1800 425 3939,
International (missed call):
+91 8802 012345, 04842371830
Email: mail@norkaroots.org

Kerala:

(ODEPC) Overseas Development
and Employment Promotion
Consultants
Tel No: +91-471-2329441,
2329442, 2329443, 2329445
Email: odepckerala@gmail.com

Rajasthan RSLDC:

Rajasthan Skill & Livelihoods
Development
Tel No: +91-141-2701164
Email:
pdot.rslde.rajasthan@rajasthan.gov.in

Andhra Pradesh:

OMCAP:
Tel No: +91-9959500207,
040-23300686
Email: gmomcap@gmail.com

Karnataka:

Karnataka State Unorganized
Worker Social Security Board
(KSUWSSB)
Tel No: +91-080-26631583,
Email: kuwssb@gmail.com

Karnataka:

Karnataka Vocational Training and
Skill Development Corporation Ltd
(KVTSDC)
Tel No: +91-080- 29753007
Email: kvtsdcora@karnataka.gov.in

Tamil Nadu OMCL:

Overseas Manpower Corporation
Ltd.
Tel No: +91-044-22505886
Email: ovemcl@gmail.com

Telangana:

TOMCOM:
Tel No: +91-040-23342040,
7997973358
Email: tomcom.gmts@gmail.com

Uttar Pradesh UPFC:

Tel No: +91-512-2530044
Email: omra@upfcindia.com

Bihar:

Bihar State Overseas Placement
Burea
Tel No: +91-0612-2535142
Email: det-bih@nic.in

Jharkhand:

PanIIT Alumni Reach for
Jharkhand Foundation
Tel No: +91-22-60604860
Email: kalyan.c@parfi.org

Punjab:

Punjab Ghar Ghar Rozgar &
Karoar Mission
Tel No: +91-172-5011184
Email: pgrkam.degt@gmail.com

Step 2

Ensure you have a PASSPORT with correct details, at least 6 months' validity & a WORK VISA



भारत गणराज्य REPUBLIC OF INDIA			
Type _____	Country Code _____	Passport No. _____	
Surname _____			
Given Name(s) _____			
Nationality _____	Sex _____	Date of Birth _____ / ____ / ____	
Place of Birth _____			
_____) Place of Issue _____			
Date of Issue _____ / ____ / ____	Date of Expiry _____ / ____ / ____		

Contact the **PBSK** for more information on how to obtain a passport.

**NEVER TRAVEL ON
TOURIST/VISIT VISA
FOR WORK**



Get Emigration Clearance (EC) online

Documents required for Emigration Clearance:

- Passport
- Visa
- Employment Contract
- Challan towards deposits of prescribed fee
- Insurance Policy - Pravasi Bharatiya Bima Yojana (PBBY)



In case of Direct recruitment by Foreign Employer (FE):

Attestation of all documents is required when recruited directly by the Foreign Employer (FE). This is not required in case of recruitment via the State-run registered RAs.

In case of direct recruitment of female worker with ECR Passport, the Foreign Employer has to deposit a bank guarantee of \$2500 with the Indian Mission. The attested copy of bank guarantee has to be provided along with other documents required for Emigration Clearance.

Apply online for Emigration Clearance via the eMigrate system (www.emigrate.gov.in). Upload your documents on the eMigrate website. Your State Government-run recruitment agency will guide you if you need help.

Step 3

Get a valid employment contract with the help of the State Government-run recruitment agency

Ensure that your contract is certified by the Indian Mission in the destination country and signed by the Foreign Employer. Understand the contract prior to signing.



Step 4

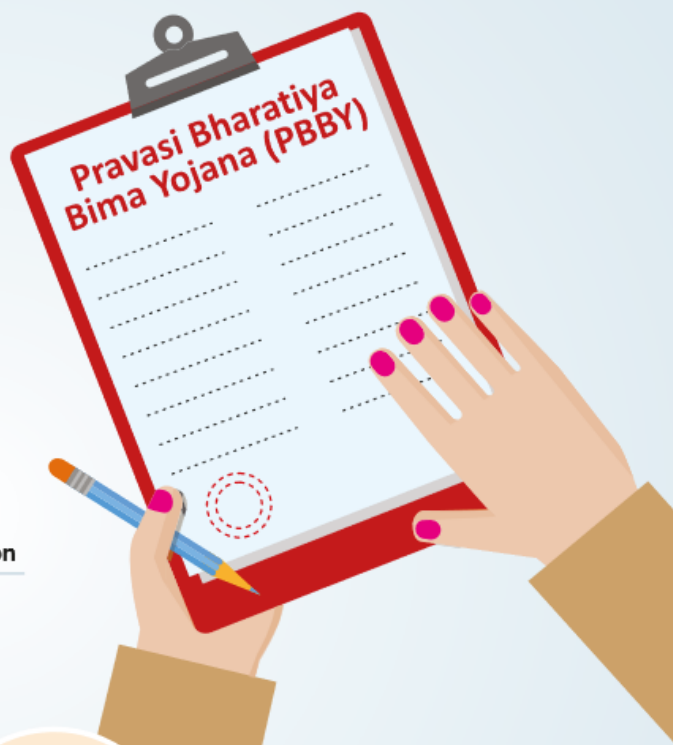
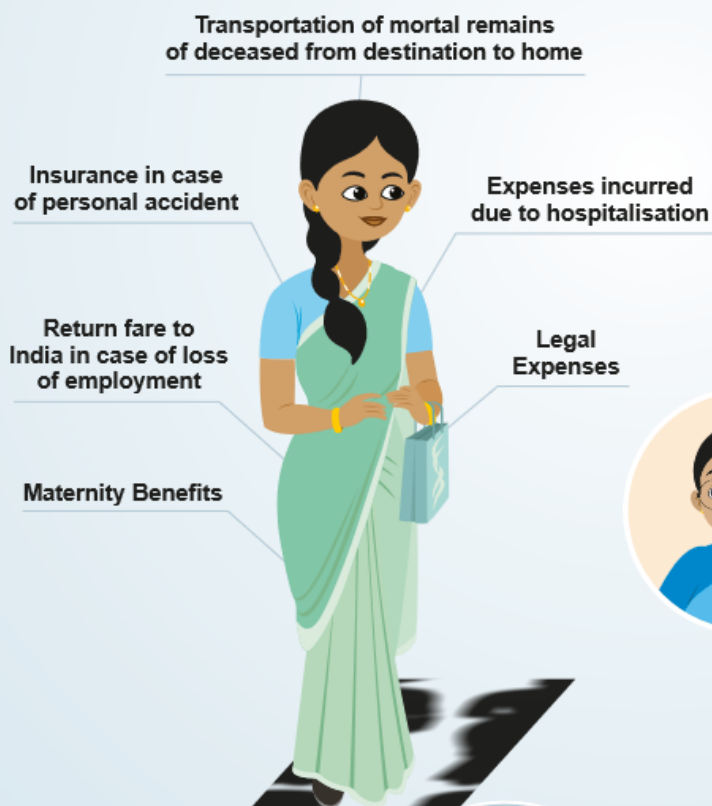


Ensure health and financial safety

- Get a medical and health checkup before leaving the country. Keep the medical report safe with you.
- **Bank Account:** Open a Savings Bank Account and a Non-Resident External (NRE) or a Non-Resident Ordinary (NRO) bank account.

Purchase an insurance policy under the **Pravasi Bharatiya Bima Yojana (PBBY)**. This is valid only for the contract duration.

Some of the aspects covered include:



LEAVE COPIES OF ALL YOUR DOCUMENTS AT HOME!



Step 5

WHAT TO PACK

Hand Luggage



Check-in Luggage



WHAT NOT TO PACK

General list of items prohibited as hand luggage include the following:



General list of prohibited items in many countries:



Stage 3 : Travel Advisory

SAFETY MEASURES



AT THE AIRPORT



International Airport:

- Reach the airport at least three hours before the time of departure.
- Do not accept any packets from unknown persons.
- Always check the contents of packets given by known persons.
- Do not leave baggage unattended at any time, especially within airport area. Unattended baggage may be removed by Airport Security Staff.
- Always know what is in your bags. Pack your bags yourself.



Check-in counter

- Go to the counter of the airline by which you are going to fly.
- Check-in your luggage at this counter.
- Ask if you need hand luggage tags and remember to take your boarding pass & passport.
- Collect your departure (embarkation) card.

Check-in



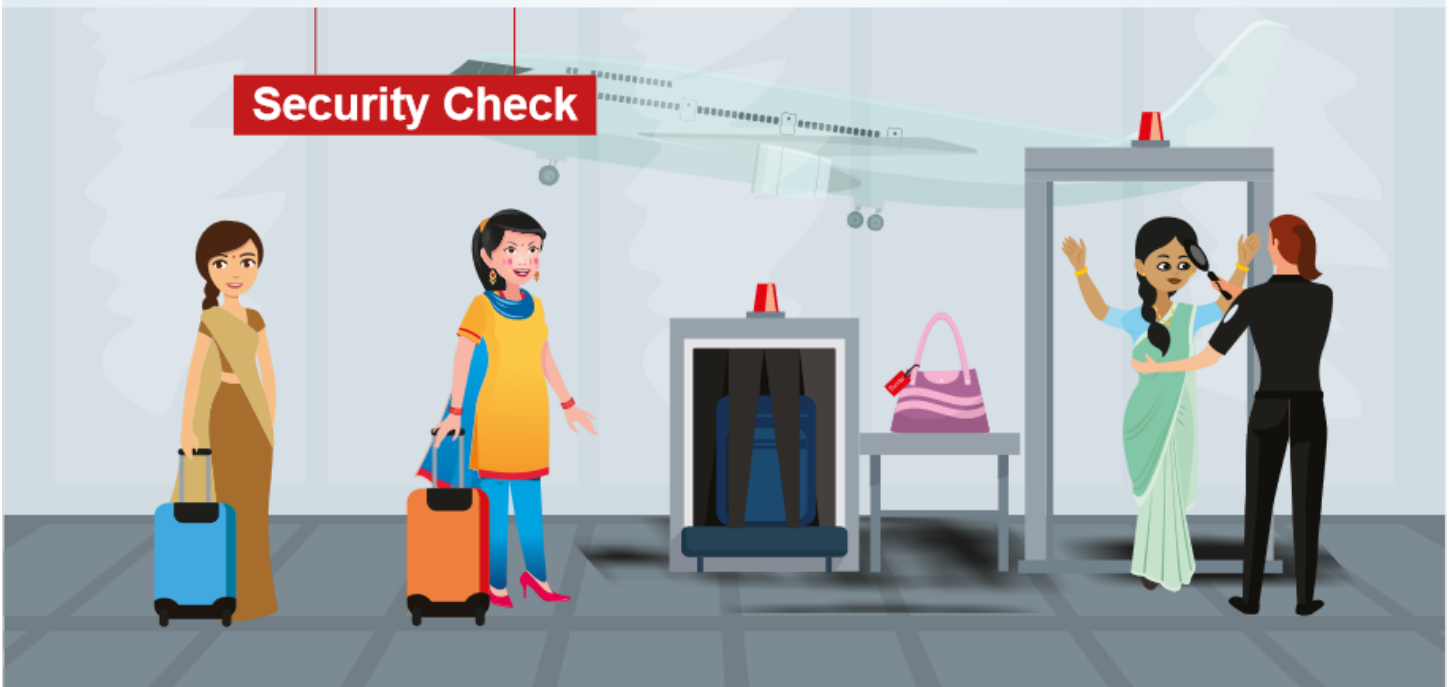
Immigration counter

- Keep your passport, visa and boarding pass handy for checking at the immigration counter.
- Submit the filled-in departure (embarkation) card.
- Be prepared to answer the questions that the immigration official can ask you.
- After clearance from the immigration official, go to the international security check area for physical check of your hand luggage and yourself.



Security check

Put your hand-luggage into the x-ray machines and walk through the security metal bars.



Boarding gate

After the security check, walk towards the boarding gate.

You will enter the aircraft through this gate; your seat number is mentioned on your boarding pass.



AIRPORT SIGNS



Departure



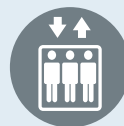
Arrival



Fasten Seatbelt



Security Check



Elevator



Currency Exchange



Restroom



Baggage Trolley



Waiting



Baggage



Canteen



ATM



Exit



No Weapons



No Dogs



No Smoking



Up Escalator



Down Escalator



Information



Litter



Telephone



Disability



Custom Control



Drinking Water

Stage 4:

Living and working in
the destination countries



**BE INFORMED-
KNOW YOUR RIGHTS
AND RESPONSIBILITIES**

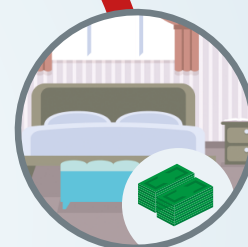
You have the right to employment, salary and living and working conditions in an environment which is free from violence and discrimination.



**Residence Permit and
National Identification (ID) card**



Possession of documents



**Salary and
living conditions
as per contract**



**Working hours and
time for recreation**



**Contact with relatives and friends
Mobile phone to be provided by Foreign Employer**



**Freedom of
movement**



**Medical leave and income
during illness**



**Safe and healthy
work environment**

You have the right to an environment free from sexual harassment and violence!

- Unwelcome sexual advances and/or requests, threats, bribery
- Unwelcome verbal or physical conduct of a sexual nature, including unwanted touching, brushing, sexually suggestive jokes
- Pervasive display of materials with sexual content
- Sexual assault or attempted sexual assault



SEEK HELP WHEN IN TROUBLE!



- **Register at the Indian Embassy/Consulate** in the destination country, as soon as possible.
- See pages 22 & 23 for contact details of Indian Embassies/consulates in destination countries.
- Contact the Indian Embassy/Consulates immediately in case of emergency.

In case of emergency,
you can also contact **MADAD** at
1800-11-3090 or online at
www.madad.gov.in
Or the 24/7 helpdesk of the PBSK



The **24/7** helpdesk
of the PBSK
011-40503090

Stage 5: Safe return

PLAN YOUR RETURN AND REHABILITATION



Try and find out if the Government of India or your State Government implement programmes which support safe rehabilitation of returnee international migrant workers.

- Plan in advance what you will do after you return to your hometown.
- Keep your savings safe and invest wisely.
- Register at the District Employment Exchange Office to access employment opportunities.
- Access skills enhancement training programmes conducted by the State Government.
- Join one of the National Pension Systems (NPS-Lite) & an Insurance Programme.

Know about the laws, religion, culture and public etiquette in destination countries



KNOW YOUR DESTINATION!

National laws:

- Respect the national laws of the destination countries.
- Islamic law is practiced to a certain degree in the majority of ECR countries.

Some ECR countries do not allow you to change your employer on your own accord. Your employer is the financial legal sponsor (Kafeel). It is his/her duty to arrange a residence permit and identity card for you. In such cases, remember that you can neither enter nor leave the country without your employer's permission. You need an Exit Visa/No objection Certificate to leave the country. Fleeing from your employer and working somewhere else is a criminal offence and will lead to a loss of your primary rights and result in your turning into an undocumented, illegal resident.



Religion:

- Islam is the main religion in the majority of ECR countries.
- Respect the holy month of Ramadan, when many adult Muslims fast (without water or food) from sunrise to sunset.

Treatment of children:

- Violence and verbal abuse against children is not tolerated.



Etiquette at the workplace:

- All rooms must be entered after knocking and seeking permission from those inside it.
- Objects inside the house should not be moved around without prior permission from the owners.

Food:

- Remember that the food in the ECR countries is significantly different from the food consumed in India.
- Pork and alcohol are banned in most ECR countries
- Meat must be butchered as per the Quranic ritual of 'halaal'.
- Food must be consumed using the right hand. The left hand is considered impure.



Personal hygiene:

- Since food is consumed by hand, it is important to wash hands before every meal.
- Hands, forearm, face and neck are washed before every prayer session.

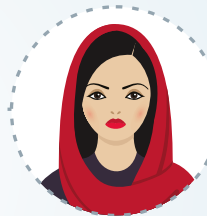
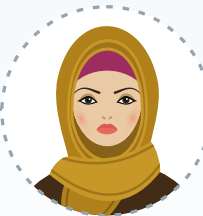
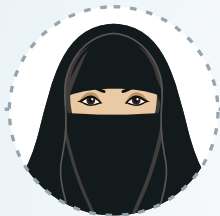
Public etiquette:

- In many ECR countries, communication/ friendship/ courtship with men who are unrelated is unacceptable. In some places, this is punishable by law.
- In many ECR countries, maintaining physical contact with men via handshake and hugs is not acceptable.



Clothing:

- There are many different clothing styles for men and women in the various countries.
- Many women cover their heads with a scarf. This may be expected of you as well while working inside the house.
- Many women wear the 'abaya' or loose black clothing when in public. This is mandatory in Saudi Arabia for both nationals and immigrants.
- Western clothes are getting more and more popular; especially in the big cities.



Do's and Don'ts for women migrant workers



Do's

- Check for proper employment contract before leaving.
- Ask RAs to show demand letter and Power of Attorney (PoA).
- Always carry ID Proof/residence card/employee card with yourself.
- Follow the appropriate dress code.
- Respect local customs and adhere to the laws of the country.
- In case of any discrepancy, contact the Indian Mission.

Don'ts

- Do not handover original documents to anybody.
- Do not travel on tourist visa.
- Do not travel on expired documents.
- Do not go through unlicensed RAs and sub-agents.
- Do not change jobs without permission.
- Do not visit holy places if not allowed.



Guidelines for Nurses going abroad for employment

1

The emigration of nurses to 18 ECR Countries will require Emigration Clearance from POE offices.



2

All Foreign Employers who seek to recruit Indian Nurses shall register in the eMigrate system which will be vetted by Indian Mission in the concerned country. Thereafter the FE can raise the demand for Indian Nurses on eMigrate system with terms and conditions for their employment.



3

Recruitment of Indian nurses for employment in ECR countries would be allowed for a specific country whenever such a proposal is received from that country, subject to the issue of a country-specific order from MEA.



4

The age restriction of 30 years is imposed on all women emigrants emigrating on ECR passports irrespective of nature/category of employment will not be applicable in case of nurses going for employment to ECR countries.



5

Overseas employment of Indian nurses in Non-ECR countries by registered RAs shall not require any permission for advertisement, interviews, trade tests etc., nor would they require any EC from Protector of Emigrants (PoE).

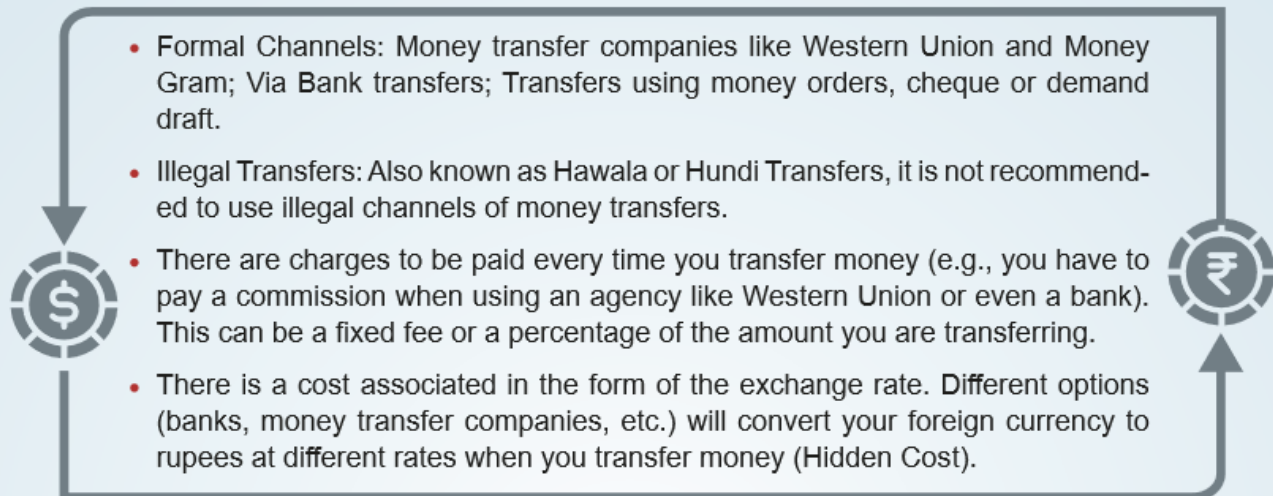


6

Under no circumstances passport of any Indian nurse shall be taken away from her. Whenever the nurses require exit visa for returning to India on leave/emergency, the same shall be facilitated by FE.



Remittances & Money Transfer mechanisms



Types of Bank Accounts



Non-Resident External Account (NRE) - Non-Resident Indians (NRIs), People of Indian Origin (PIOs) and Overseas Citizens of India (OCIs) are eligible to open Non-Resident External accounts which allows one to keep deposits. These can be savings accounts, current accounts, fixed deposits or recurring deposits.

Non-Resident Ordinary Account (NRO): A Non-Resident Ordinary (NRO) account is a popular way for many Non-Resident Indians (NRIs) to manage their deposits or income earned in India such as dividends, pension, rent, etc. This account allows you to receive funds in either Indian or foreign currency. However, only Indian currency can be withdrawn as NRO accounts are kept in Indian currency and cannot be freely repatriated into any foreign currency. You can apply for an NRO account jointly with an Indian resident on Former or Survivor basis only. If you wish, you can also open an NRO account with another Non-Resident Indian. Also, you can very easily transfer money from your current NRE account to your NRO account. However, the interest you earn in this account is subject to Tax Deducted at Source (TDS). An NRO account helps an NRI to manage their income earned in India.

Foreign Currency Non-Resident Accounts (FCNR): Money can be deposited in foreign currencies in these accounts at Indian banks. They will not be converted to rupees. Non-Resident Indians (NRIs), People of Indian Origin (PIOs) and Overseas Citizens of India (OCIs) are permitted to open such accounts in US Dollars, Pounds Sterling, Japanese Yen, Canadian Dollars, Australian Dollars and Euros. FCNR (B) accounts can be opened for fixed periods of at least one year and up to five years. Interest earned is not taxable in India while you are working abroad. FCNR Accounts are Term Deposit Accounts and not a Savings Account. Premature withdrawal is allowed by Banks but interest is paid only post completion of 1 year. You can open an FCNR Account by transferring money from your existing Non-Resident External (NRE) Account.

NRNR Account: These are Non-Resident Non-Repatriable Rupee Deposit Accounts. Although under current regulations no new account can be opened, existing accounts are permitted to be maintained until maturity of the account.

Exchange Rates

S. No.	Country	Exchange Rate
1	Bahrain	1 Bahraini Dinar = 194.16 Indian Rupee
2	Kuwait	1 Kuwaiti Dinar = 239.09 Indian Rupee
3	Oman	1 Omani Rial = 190.19 Indian Rupee
4	Qatar	1 Qatari Riyal = 20.09 Indian Rupee
5	Saudi Arabia	1 Saudi Riyal = 19.50 Indian Rupee
6	United Arab Emirates (UAE)	1 UAE Dirham = 19.92 Indian Rupee
7	Yemen	1 Yemeni Rial = 0.29 Indian Rupee
8	Malaysia	1 Malaysian Ringgit = 17.16 Indian Rupee

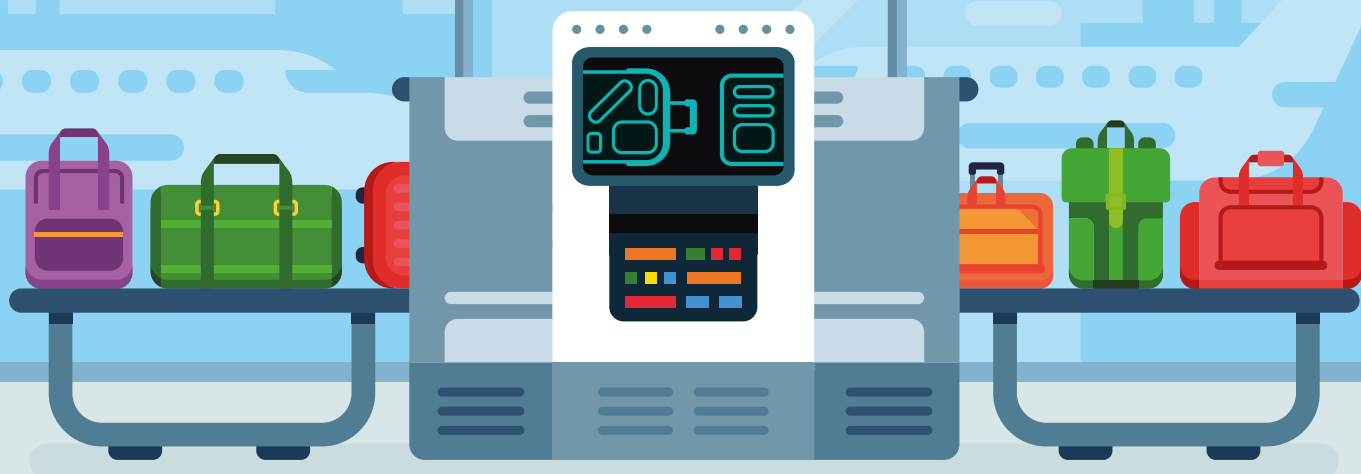
Brief information on financial literacy for registered workers going overseas*

- Person going abroad for employment/immigration can draw foreign exchange upto US\$ 5,000 from any authorised dealer in India. This amount is only to meet the incidental expenses in the country of migration.
- Foreign exchange can be purchased from any authorised dealer. Besides authorised dealers, full-fledged money changers are also permitted to release exchange for business and private visits.
- Travellers are allowed to purchase foreign currency notes/coins only up to US\$ 3,000. Balance amount can be taken in the form of traveller's cheque or banker's draft. Exceptions to this are (a) travellers proceeding to Iraq and Libya can draw foreign exchange in the form of foreign currency notes and coins not exceeding US\$ 5,000 or its equivalent and (b) travellers proceeding to the Islamic Republic of Iran, Russian Federation and other Republics of Commonwealth of Independent States can draw entire foreign exchange released in form of foreign currency notes or coins.
- Foreign exchange for travel abroad can be purchased from banks against rupee payment in cash up to Rs.50,000/-. However, if the rupee equivalent exceeds Rs.50,000/-, the entire payment should be made by way of a crossed cheque/banker's cheque/pay order/demand draft only.
- A person coming into India from abroad can bring with him/her foreign exchange without any limit provided if foreign currency notes, or travellers cheques exceed US\$ 10,000/- or its equivalent and/or the value of foreign currency exceeds US\$ 5,000/- or its equivalent, it should be declared to the Customs Authorities at the Airport in the Currency Declaration Form (CDF), on arrival in India.

*Source: Reserve Bank of India











Baggage rules*

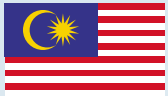


- Every passenger entering India has to pass through a Customs Check.
- All passengers who have dutiable goods in their possession or goods in excess of their eligible Duty Free allowance must fill the Customs Declaration Card clearly mentioning the quantity and value of goods he/she has brought.
- The passenger has the option of seeking clearance through the Green channel/Red channel subject to the nature of goods being carried.
- GREEN channel is for passengers not having any dutiable or prohibited goods.
- RED channel is for passengers having dutiable or prohibited goods.
- Trafficking of Narcotics and Psychotropic substances is a serious offence and is punishable with imprisonment.

*Source: Central Board of Excise and Customs

ADDRESS OF THE INDIAN EMBASSY IN DESTINATION COUNTRIES

	AFGHANISTAN		BAHRAIN
<p>Address: Embassy of India, Malalai Wat, Shar-e-Naw Kabul, Afghanistan</p> <p>Telephone: +93-20-220 0185</p> <p>E-mail: amb.kabul@mea.gov.in and pol.kabul@mea.gov.in</p> <p>Website: https://eoi.gov.in/kabul/</p>		<p>Address: Building 1090, Road No.2819, Block No.428, Al-Seef, Manama, Kingdom of Bahrain</p> <p>Telephone: (+973) 17 560 360, (+973) 1771 2785, (+973) 1771 2683</p> <p>Emergency Number for Grievances: +973 1718 0520 (consular and CW); +973 1718 0529 (labour); (+973) 39418071(24X7 Emergency Number)</p> <p>Email: hoc.bahrain@mea.gov.in</p> <p>Website: https://eoi.gov.in/Bahrain</p>	
	INDONESIA		IRAQ
<p>Address: Gama Tower, 28th Floor Jl. HR. Rasuna Said Kav. C22, RT.2/RW.5, Karet Kuningan, Setiabudi, South Jakarta City, Jakarta 12940</p> <p>Tel No: +62 21 2522299</p> <p>Email: info.jakarta@mea.gov.in</p> <p>Website: https://www.indianembassyjakarta.gov.in/</p>		<p>Address: House No. 18, Street No. 16, Mohalla No. 609, Al Mansour District, Baghdad</p> <p>Tel No: +964-7726739642 (During working hours), +964-7716511185 (24x7 helpline in Hindi and English), + 964-7736770322 (24x7 helpline in Arabic)</p> <p>Email: cons1.baghdad@mea.gov.in</p> <p>Website: https://eoibaghdad.gov.in</p>	
	JORDAN		KUWAIT
<p>Address: No. 24, Al-Hidhab Street, Abdoun, P.O. Box No. 2168, Amman 11183</p> <p>Tel No: 00962-6-4622098, 00962-6-4637262</p> <p>Email: amboffice.amman@mea.gov.in</p> <p>Website: https://indembassy-amman.gov.in</p>		<p>Address: Diplomatic Enclave, Arabian Gulf Street P.O. Box 1450, Safat-13015, Kuwait</p> <p>Tel No: (00-965) 22530600, 22530612 - 14</p> <p>Fax: 22546958, 22571192, 22573910, 22573902</p> <p>Website: https://indembkwt.gov.in</p>	
	LEBANON		LIBYA
<p>Address: 239, Ibrahim Abed El Aal Street, Hamra, Ras Beirut, P.O. Box No. 113-5240, Beirut</p> <p>Tel No: 00961-1-735922/735847.</p> <p>Helpline No: 00961-76860128</p> <p>Email: cons.beirut@mea.gov.in</p> <p>Website: https://www.indianembassybeirut.gov.in</p>		<p>Address: Nafleen Area, Near Fashloom Roundabout, P.O. Box No. 3150, Tripoli</p> <p>Tel No: 00218-21-3409288/89</p> <p>Email: hoc.tripoli@mea.gov.in cons.tripoli@mea.gov.in</p>	



MALAYSIA

Address: Level 1, Wisma HRIH Lotus, No. 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur

Tel No: 00-603-62052350

Helpline No: 006 03 6205 2350 to 54 (working hours), 006 0102550612 (holidays and non-working hours)

Email: fscons.kl@mea.gov.in

Website: <https://hcikl.gov.in/>



OMAN

Address: Jami'at Al - Dowal Al - Arabiya Street, Diplomatic Area, Al Khuwair, P.O. Box No.1727, PC112

Website: <http://www.indemb-oman.gov.in>

Email: cw.muscat@mea.gov.in

Tel No: (+968) 80071234



QATAR

Address: Villa No 86 & 90, Street No. 941, Al Eithra Street, Zone 63, Onaiza, P.O. Box No. 2788, Doha

Tel No: +974 4425 5777

Email: cons.doha@mea.gov.in

Website: <http://www.indianembassyqatar.gov.in/>



SAUDI ARABIA

Address: B-1, Diplomatic Quarter, P.O. Box No. 94387, Riyadh-11693, Saudi Arabia

Tel No: 00-966-11-4884144, 00-966-11-4804554

(Labour Issues); 00-966-11-4884144, Ext 112

00-966-11-4884691 (housemaid issues); **24 Hour Help**

Line: 00-966-11-4884697; 8002471234 (Toll Free)

Email: cons.riyadh@mea.gov.in, labour.ri-

yadh@mea.gov.in (labour), hm.riyadh@mea.gov.in

(housemaid) | **Website:** <https://www.eoiriyadh.gov.in/>



SOUTH SUDAN

Address: Plot No. 209-245, Block 3-K (South), Juba Na Bari, Adjacent to the National Elections Commission, Juba

Tel No: 00-211-925502025/922458007, **Emergency**

Helpline 00211922458007, 92200188 (24x7 helpline)

Email: hoc.juba@mea.gov.in

Website: indembjuba.gov.in



SUDAN

Address: Plot No. 2, Al Amarat Street No.01, Block 12 DH, Eastern Extension, P.O. Box No. 707, Khartoum

Tel No: +2491 8357 4001/2

Email: cons.khartoum@mea.gov.in

Website: www.eoikhartoum.gov.in

Facebook: <https://www.facebook.com/Indiainsudan>



SYRIA

Address: 3455, Sharkassiyah, Ibn, Al-Haitham Street, Abu Rumaneh, Damascus

Tel No: 00963-11-3347351, 3347352, 3347900

Consular Emergency Assistance:

00963-993-385-973

Email: cons.damascus@mea.gov.in

Website: <http://eoi.gov.in/damascus/>



THAILAND

Address: 46, Prasarnmitr, Sukhumvit, Soi 23, Bangkok - 10110

Tel: 02-2580300-6

EMERGENCY Contact: +66-618819218

Fax: 02-2584627 / 2621740

Email: enquiries.bangkok@mea.gov.in

Website: <https://embassyofindia-bangkok.gov.in/>



UNITED ARAB EMIRATES

Address: Plot No. 10, Sector W-59/02, Diplomatic Area, Off the Sheikh Rashid bin Saeed Street, P. O. Box No. 4090, Abu Dhabi

Tel No: 00-971-2-4492700

Email: help.abudhabi@mea.gov.in,

ca.abudhabi@mea.gov.in, helpline@pbskuae.com

Website: <https://www.indembassyuae.gov.in>



YEMEN

Address: Embassy of India, Post Box No. 1154, Sana'a, Yemen

Tel: 00967-1-433631/2 (Sana'a office)

Emergency Mobile No. 00967-734000695

Emails: amb.sanaa@mea.gov.in

ambassador@eoisanaa.org | hoc.sanaa@mea.gov.in

Website: <https://www.eoiyemen.gov.in>

Contact Details of Protector of Emigrants (PoE) Office

<p>Protector of Emigrants Office, NEW DELHI Office address: ISIL Building, VK Krishna Menon Bhawan, 9, Bhagwandas Road, New Delhi-110001. Ph. 011/23382472, 23073908. Email: poedelhi@mea.gov.in Jurisdiction - Delhi, Uttarakhand, Uttar Pradesh - (Shamli, Muzaffarnagar, Meerut, Baghpat, Ghaziabad, Hapur, Bulandshahr, Gautam Buddha Nagar), Haryana –(Karnal, Jind, Panipat, Sonapat, Rohtak, Bhiwani, Charkhi, Dadri, Jhajjar, Mahendragarh, Rewari, Nuh, Palwal, Gurgaon, Faridabad), Rajasthan – (Alwar, Bharatpur)</p>	<p>Protector of Emigrants, CHANDIGARH 5 th Block, Ground Floor, Room No. 27, Kendriya Sadan, Sector-9A, Chandigarh-160017. Ph. 0172/2741790, Email: poechn@mea.gov.in Jurisdiction: Punjab, Haryana, Chandigarh, Himachal Pradesh and J&K</p>
<p>Protector of Emigrants, JAIPUR CFC Building, RIICO, Sitapura Industrial Area, Sitapura, India Gate, Tonk Road, Jaipur, Rajasthan. Ph. 0141/2771528- 29 Email: poejaipur@mea.gov.in Jurisdiction: Rajasthan</p>	<p>Protector of Emigrants, KOLKATA Room No.18, 'A' Wing MSO Building, 3rd Floor DF Block, Salt Lake, KOLKATA-700 084. Ph. 033/23343407 Email: poekol@mea.gov.in Jurisdiction: Andaman & Nicobar Island, Chhattisgarh, Orissa, Sikkim and West Bengal</p>
<p>Protector of Emigrants, MUMBAI 4 th Floor "Videsh Bhavan", Bandra Kurla Complex, Plot No C-45, G Block, Bandra (East), Mumbai 400051. Ph. 022- 26520023,26520024. Email: poemumbai@mea.gov.in Jurisdiction - Gujarat, Maharashtra, Dadra & Nagar Haveli, Daman & Diu, Madhya Pradesh</p>	<p>Protector of Emigrants, CHENNAI Rayala Towers, Tower 2, 4th Floor, Anna Salai, Chennai – 600078. Ph. 044/29862069 Email: poechennai1@mea.gov.in, poechennai2@mea.gov.in Jurisdiction: Tamil Nadu, Puducherry</p>
<p>Protector of Emigrants, HYDERABAD Gruhakalpa complex, M.J. Road. Nampally, Hyderabad-500001. Ph. 040-24652557 Email: poehyd@mea.gov.in Jurisdiction: Andhra Pradesh, Telangana</p>	<p>Protector of Emigrants, COCHIN Ground Floor, RPO Building, Panampilli Nagar, Cochin. Ph. 0484/2360187/2372040. Email: poecochin@mea.gov.in Jurisdiction: Ernakulam, Thrissur, Palakkad, Malappuram, Kozhikode, Wayanad, Kannur, Kasaragod and UT of Lakshadweep</p>
<p>Protector of Emigrants Office, RAE BARELI 1st Floor, Rudra plaza, Hospital Road, Rae Bareli, Uttar Pradesh. Ph. 0535/2211122-21 Email: poerbl@mea.gov.in Jurisdiction: Uttar Pradesh</p>	<p>Protector of Emigrants, PATNA 5 th Floor, A block, Niyogan Bhawan, Bailey Road, Patna – 800001. E-mail: poepatna@mea.gov.in Jurisdiction: Bihar, Jharkhand</p>
<p>Protector of Emigrants, THIRUVANANTHAPURAM 5th Floor, NORKA Centre, Thycad, Thiruvananthapuram- 695014, Kerala Ph. 0471/2336625-26 Email: poetvm@gmail.com, poetvm2@mea.gov.in Jurisdiction: Thiruvananthapuram, Kollam, Pathanamthitta, Kottayam, Idukki , Allapuzha</p>	<p>Protector of Emigrants, BENGALURU RPO Building, 8th Block, 80 Feet Road, KHB Games Village, Koramangala, Bengaluru – 560095. E-mail: poebengaluru@mea.gov.in Jurisdiction: Karnataka, Goa</p>
	<p>Protector of Emigrants, GUWAHATI RPO Building, Rani Bagan, Basistha Road, 3rd Bylane, Guwahati, Assam – 781028 Email: poeguawahati@mea.gov.in Ph. 8287020033 Jurisdiction: Arunachal Pradesh, Assam, Meghalaya, Mizoram, Manipur, Nagaland and Tripura</p>

<p>Protector General of Emigrants (PGE) Tel No: 011-26874250 Email: pge@mea.gov.in</p>	<p>•PBSK, Kuala Lumpur High Commission of India Pravasi Bharatiya Sahayata Kendra (PBSK) Level 20, Menara 1 Mon't Kiara Jalan Kiara, Mon't Kiara 50480, Kuala Lumpur Phone: 0060361432280 E-mail: labour.kl@mea.gov.in</p> <p>•PBSK, Sharjah Centre 22nd Floor, Office No :- C -2249, Damas Tower (Burj 2000), Rolla Area, opposite Sharjah Central Post Office P.O. Box - 31852 Sharjah (UAE) Nearest Bus Stop – Rolla Bus Stand (Access Point Gate No #6 opposite to Message Book Store)</p>
<p>Nodal Officer, NRI Dept. Andhra Pradesh Tel No: 0863-2441107 Email: so_nri@ap.gov.in</p>	
<p>State Women's Commission Telangana Tel No: 040-27542017 Email: telanganastatewomenscommission@gmail.com Andhra Pradesh Tel No: 0863-2329090 Email: apwomenscommission@gmail.com</p>	
<p>Kadapa: NRI Cell Kadapa Collectorate, C Block Tel No: 08562-244676</p>	<p>Kshetriya Pravasi Bhartiya Sahayata Kendra (KPBSK) for aspiring international migrants: Walk in Counseling between 10:00 to 17:00 (Monday to Friday)</p> <p>Hyderabad: C/o POE Office Gruha Kalpa Building, M.J. Road, Hyderabad Tel No: 0091-7306763482 Email: mrchyd@owrc.in</p> <p>Kochi: C/o POE Office Third Floor, Regional Passport Office, Shihab Thangal Road, Panampilly Nagar, Ernakulam Kerala Tel No: 0484-2314900</p> <p>Delhi: C/o Ministry of External Affairs, Room no. 1005, 10th Floor, Akbar Bhawan, Chanakyapuri, New Delhi Tel No: 011-40503090</p> <p>Lucknow: Kshetriya Pravasi Sahayata Kendra C/O POE Cell, Regional Passport Office Vipin Khand, Gomti Nagar Lucknow Uttar Pradesh-226010 Tel No: 052-24301162</p> <p>Chennai: C/O Commissionerate of Rehabilitation & Welfare of Non-resident Tamils, Ezhilagam Annex Building, 4th Floor, Beach Road, Chepauk, Chennai-600005, Tamil Nadu Phone: 044-32008401</p>
<p>Nodal Officer, NRI Affairs Govt of Telangana, HYDERABAD - 500 022 Tel No: 09440854433</p>	
<p>Pravasi Bhartiya Sahayata Kendra</p> <p>• PBSK, Dubai, UAE: 15L, Silver Tower, Cluster-I, Jumeirah Lakes Towers, PO Box-62494, Dubai, (UAE) Helpline in UAE : 800 46342 (24X7 Toll-free) Tel No: + 971 4 430 2530 Website: www.iwrcuae.in Timings: 3pm to 7pm WhatsApp/SMS: 00971 55 870 3725 E-mail: helpline@pbskuae.com Facebook: www.facebook.com/helppbsk Twitter: www.twitter.com/helppbsk</p> <p>• PBSK, Jeddah, Saudi Arabia Consulate General of India, Jeddah Pravasi Bharatiya Sahayata Kendra (PBSK) Tahliya Street (Behind NCB Bank) Post Box No. 952, Jeddah- 21421, Saudi Arabia 24X7 Toll-free Helpline No. 800 244 0003 Phone: 00966 12 6614276</p> <p>• PBSK, Riyadh, Saudi Arabia Embassy of Indian, Riyadh Pravasi Bharatiya Sahayata Kendra (PBSK) B-1 Diplomatic Quarter- Post Box No. 94387Riyadh -1169324X7 Toll-free Helpline No. 800 247 1234</p>	

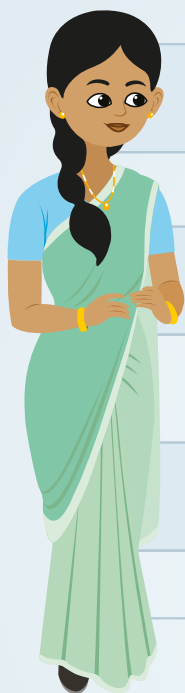
Learn Basic Arabic



LEARN COMMONLY USED TERMS IN ARABIC

English	Telugu	Arabic
---------	--------	--------

Greetings (శుభాకాంక్షలు)



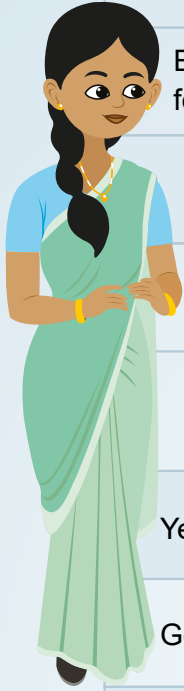
Hello! Or Welcome!/Hi!	హలో! సుస్వాగతము/ హాయ్	Ahlan! (or) Marhaban/ Salam!
Good Bye!	పోయివస్తాను	Ma'asalama
How Are You?	మీరు ఎలా ఉన్నారు	Kaifahaloka/haloki (female)
I'm Fine! And You?	నేను బాగున్నాను! మరి మీరు?	Ana bekhair, wa anta? wa anti? (female)
Thank you (Very Much)!	చాలా ధన్యవాదాలు	Shokran (jazeelan)
You're Welcome!	స్వాగతం	Al'afw

Personal Info వ్యక్తిగత సమాచారం

What's Your Name?	నీపేరు ఏమిటి?	Shu esmouk? Shuesmouki?
My Name Is...	నా పేరు...	Esmee...
Where Are you From?	నీవు ఎక్కడనుంచి వచ్చావు?	Men ayna anta/ (anti for female)
I'm (Indian)	నేను భారతీయుడను	Ana (Indene/ Indiaya for female)
Do You Speak (English/Arabic)!	మీరు (ఇంగ్లీష్/అరబిక్) మాట్లాడుతారా?	Hal tatakallamoalloghah al enjlezhiah/alarabiah?
Just A Little	కొంచెం కొంచెం	Qaleelan!



Helps and directions సహాయాలు మరియు ఆదేశాలు



Can You Help Me?	మీరు నాకు సహాయంచేయగలరా?	Hal beemkanekmosa' adati?
Excuse Me! (to ask for something)	క్షమించండి!	Men fadlek/ (fadleki for female)
Where is the nearest hospital?	మన సమీపంలో ఆసుపత్రి ఎక్కడ ఉంది?	'ayn hu 'aqrab mustashfaa
I am lost	నేను దారి తప్పిపోయాను	'ana dayie

Expressions and Words వ్యక్తికరణ మరియు పదాలు

Yes/No/Maybe	అవును/కాదు/ అనుకుంటా	Na'am/Laa/yumkin
Good/Bad/So-So	బావుంది /బాలేదు /ఒకమాదిరి	Jayed/saye'/'adee
Today/Now	నేడు / ఇప్పుడు	Alyawn/Al aan
Tomorrow/ Yesterday	రేపు / నిన్న	Bukra/Albareha
Man/Woman	పురుషుడు/ స్త్రీ	Seed/Saidati
Mr/Mrs/Miss...	మిస్టర్ / మిసెస్ / మిస్	Assayed/Assayedah /Al anesah
I Have To Go Now	నేను ఇప్పుడు వెళ్ళాలి	Yajebu an adhaba al aan!
I'm Hungry/ I'm Thirsty	నేను ఆకలితో/దాహంగా ఉన్నాను	Ana jae'/ ana 'atshaan
This/That/ Here/There	ఇది/అది. ఇక్కడ / అక్కడ	Haza/zalek Huna/hunak
What? Where? How?	ఏమిటి? ఎక్కడ? ఎలా?	Maza? Wein? Kaif?





Before/After	ముందు/ తరువాత	Qabl/baed
Sorry, my mistake	క్షమించండి, అది నా తప్పు	asif khatayiy
Please	దయచేసి	Raja
What Time Is It Now?	ఇప్పుడు సమయం ఎంత?	Kam alsa ee at?
It's 10 o'clock	ఇప్పుడు సమయం 10 గంటలు అయింది	'innaha 10:00
House/Key	గృహము/తాళం చెవి	miftah almanzil
Telephone	టెలిఫోన్	Hatif
Doctor/Hospital	వైద్యుడు/ వైద్యశాల	tabib/mustashfaa
Cash/Deposit/ Bank	నగదు / డిపాజిట్ / బ్యాంక్	alnnaqd/al'iidaa albank
Airport	విమానాశ్రయం	Matar



Important Contact Numbers



WHO TO CALL

PBSK 24x7 Helpline Phone Numbers: 1800 11 3090 (Toll-Free from India) +91 11 40503090 (Call Charges Apply) Email: helpline@mea.gov.in	eMigrate Help Line: 011-26887772 Website: www.emigrate.gov.in Email: helpdesk@emigrate.gov.in
For employment related queries, contact these numbers: Overseas Manpower Company of Andhra Pradesh (OMCAP) Tel No: 91-40-23300686 Email: gmomcap@gmail.com Telangana Overseas Manpower Company Ltd. (TOMCOM) Tel No: 040 - 23342040 Email: tomcom.gmts@gmail.com	MADAD (Consular Services Management System) Helpline within India – 1800 11 3090 From Outside – 011-40503090 Website: www.madad.gov.in

List of Commonly used abbreviations

- 1 ECR- Emigration Clearance Required
- 2 ECNR- Emigration Clearance Not Required
- 3 EC- Emigration Clearance
- 4 FCNR- Foreign Currency Non–Resident Accounts
- 5 ICWF- Indian Community Welfare Fund
- 6 KPBSK- Kendriya Pravasi Bharatiya Sahayata Kendra
- 7 MADAD- Consular Service Management System
- 8 NRE- Non-Resident External
- 9 NRO- Non-Resident Ordinary Account
- 10 PGE- Protector General of Emigrants
- 11 PBSK- Pravasi Bharatiya Sahayata Kendra
- 12 PBBY- Pravasi Bharatiya Bima Yojana
- 13 UAE- United Arab Emirates



Consular Services Management System (MADAD)

Registers grievances pertaining to the Consular Services offered by the Indian Missions/Posts abroad.



eMigrate

A transformational initiative of MEA, to automate the current emigration processes.

- Electronic Emigration Clearance
- Helpline to provide support to various users
- Integration with Insurance Companies Systems for validation of Pravasi Bharatiya Bima Yojna (PBBY) policy details
- Digitally signed documents
- Integration with Passport System for validation of Emigrant's passport details

Indian Community Welfare Fund (ICWF)

Aimed at assisting Overseas Indian nationals in times of distress and emergency.

- Air passage
- Assistance to NRI women
- Boarding and Lodging
- Legal Assistance
- Transportation of Mortal Remains
- Emergency Medical Care
- Small Fines/ Penalties

Pravasi Bharatiya Bima Yojana (PBBY)

- A mandatory insurance scheme aimed at safeguarding the interests of Indian emigrant workers falling under Emigration Check Required (ECR) category going for overseas employment to ECR countries.
- Provides an insurance cover of Rs. 10 lakhs in case of accidental death/permanent disability

Pravasi Kaushal Vikas Yojana (PKVY)

- Pravasi Kaushal Vikas Yojana (PKVY) is among the key priorities of the Ministry towards enhancing skill-sets of potential emigrant workers going for overseas employment, in select sectors and job roles, in line with international standards.
- The initial focus of the scheme is on sectors that are in demand in Emigration Check Required (ECR) countries.
- The scheme is a joint collaborative partnership between the Ministry of External Affairs (MEA) and Ministry of Skill Development and Entrepreneurship (MSDE) and includes a technical top up training by MSDE complemented with the Pre-Departure Orientation Training (PDOT) on soft skills to be imparted by MEA.

Pravasi Bharatiya Sahayata Kendra (PBSK)

A welfare initiative of Government of India to provide support to Indian Expatriates in need.

- Manage a 24x7 Toll Free HELP LINE 1800 11 3090 (toll free from India).
- Receive, register and monitor grievance petitions and provide clarification to information seeking queries.
- Provide Legal, Financial and Personal Counselling by experts in respective fields.
- Conduct Awareness Campaigns.
- Provide assistance to Indian Embassy and Indian Consulate in different activities as and when required.
- To verify the genuineness of job offers from respective company or UAE local authorities and reply by email to the concerned person.

Key Areas of Assistance Through Indian Community Welfare Fund



***Surakshit Jaayein,
Prashikshit Jaayein,
Vishwas Ke Saath Jaayein***



United Nations Entity for Gender Equality
and the Empowerment of Women

**UN Women Office for
India, Bhutan, Maldives and Sri Lanka**
UN House, 55 Lodhi Estate,
New Delhi -110003
Tel: 01-46532250



**India Centre for Migration
Ministry of External Affairs**
Third Floor, Indian Society of International Law Building,
9, Bhagwan Das Road, New Delhi – 110001, India
Telephone Number: 011-23070297
Email: icm@mea.gov.in
Website: icm.gov.in
Twitter: @icmnewdelhi