

OI.11012/09/2011-EP-I
Government of India
Ministry of Overseas Indian Affairs
[Emigration Policy Division]

Akbar Bhawan, New Delhi,
Dated 29th July, 2011

Office Memorandum

Subject: Setting up of IWRC in all the Indian Missions in ECR countries - regarding.

The Ministry of Overseas Indian Affairs (MOIA) is mandated with providing protection and welfare of the Indian workers overseas. Pursuant to this, several policy initiatives have been taken by the Ministry in the past.

2. In furtherance of these initiatives, this Ministry has carried out consultations with all the stakeholders in the emigration process including the Indian Missions, central Ministries including Ministry of Home Affairs, Ministry of External Affairs and Ministry of Labour, State Governments, and several other government and non-governmental and international organisations during the past several years.

3. Some of the initiatives taken by this Ministry inter-alia include the attestation of employment document universal as well as implementation of model employment contract and fixation of reference wages by the Indian Missions, implementing the UAE model of Web Based Attestation Procedure by the missions.

4. It has been decided that all the Indian Missions in 17 ECR countries may set up an Indian Workers Resource Centre (IWRC) on the pattern of one set up and functioning in Dubai, UAE. The IWRC at Dubai was inaugurated by the Hon'ble President of India on 23rd November, 2010. The centre aims to disseminate information, register, respond and monitor complaints as well as provide for grievance redressal system and follow up with stake holders. The centre is being managed by CGI, Dubai through an outsourced service provider. The centre has a 24x7 helpline, provides grievance redressal and counselling and also manages a shelter home for runaway housemaids and deserted house wives etc.

5. The Indian Missions in ECR countries are therefore requested to set up IWRC on the line of the one set up in Dubai. The IWRC will be integrated with the OWRC helpline in New Delhi as well as the eMigrate Project of MOIA which is currently under implementation.

6. The Indian Missions in the ECR countries may consult EOI, Abu Dhabi in this regard and if necessary may send the concerned officers /

officials of the missions to EOI, Abu Dhabi to get hands on experience of the running of the IWRC at Dubai.

7. The above decisions may be implemented by all concerned within 90 days of issue of this OM under intimation to this Ministry.

8. This issues with the approval of Hon'ble Minister of Overseas Indian Affairs.

Yours faithfully,



(Anand Bardhan)

Director (Emigration Policy)

Tele: 26874241 / Fax:24197983

To

1. The Heads of Missions in the 17 ECR Countries
2. All the Protectors of Emigrants (POEs).

Copy for information and further necessary action to:

1. PGE, MOIA, Akbar Bhawan, New Delhi with a request to issue necessary instructions in this regard to all the POEs.
2. Joint Secretary (FS), MOIA, New Delhi.
3. CEO, ICOE, New Delhi.
4. Joint Secretary (Gulf), MEA, New Delhi.
5. Joint Secretary (PV), MEA, New Delhi.
6. Joint Secretary (Consular), MEA, New Delhi.
7. Director (ES), MOIA, New Delhi.
8. All the Counsellors (Community Affairs), / Overseas Indian Centres, MOIA, Abu Dhabi, Washington and Kuala Lumpur.
9. Bureau of Immigration, MHA, RK Puram, New Delhi.
10. Counsellor Community Affairs, EOI, Abu Dhabi, UAE.
11. Budget Division, MOIA, New Delhi.
12. Sr. PPS to Secretary, MOIA, Akbar Bhawan, New Delhi
13. Deputy Secretary (Admn), MOIA, New Delhi.
14. Under Secretary (ES-I) / Under Secretary (ES-II), MOIA, New Delhi.
15. OWRC Manager, MOIA, New Delhi.
16. MOIA, Website Manager.
17. Office Copy.