



सत्यमेव जयते

Ministry of External Affairs
Government of India



Pravasi Bharatiya Divas
Bengaluru 7-9 January 2017



*Surakshit Jaaye
Prashikshit Jaaye*

**Welfare & Protection of
Indians Abroad**

विदेश मंत्री
भारत



सुष्मा स्वराज
Sushma Swaraj

Minister of External Affairs
India



MESSAGE

I am very happy that India Centre of Migration (ICM) is bringing out a handbook on the occasion of Pravasi Bharatiya Divas 2017, highlighting the various programmes and initiatives of the Government for the benefit and welfare of Indian diaspora abroad.

In the last two-and-a-half years, under the leadership of Prime Minister Shri Narendra Modi the Government has brought about a transformational change in India's engagement with its diaspora. This change is reflective of our firm belief that the 30 million strong overseas Indian community is our invaluable partner in the progress of the nation.

We have considerably strengthened the institutional support framework for NRIs and PIOs with new initiatives such as MADAD platform for online consular grievance monitoring, eMigrate system for emigration clearance, merger of PIO and OCI cards and energizing the India Development Foundation so that NRIs/PIOs can directly participate in India's development.

ICM has been playing its due part as a research think-tank of the Ministry to assist the Government in policy-making in promoting overseas employment of Indians. I am sure that this handbook of ICM will act as a good source of information on our policies for the benefit of all participants in PBD-2017.


Sushma Swaraj



eMigrate Project (Overseas Employment)

- Online system which is designed for facilitating emigration of Indians going for overseas employment. Emigration includes recruitment through Recruiting Agents (RAs)/ directly by Foreign Employers (FEs) and Project Exporters (PEs). Emigration Clearance (EC) is required for ECR passport holders going to ECR countries, which is processed online through the eMigrate system.
- eMigrate links the Protector General of Emigrants (PGE) & Protectors of Emigrants (PoEs) with Indian Missions/Posts, FEs, PEs, RAs, migrant workers, insurance agencies, Bureau of Immigration (BoI) and the Passport system of the MEA.

Key Achievements

Effective implementation of the Emigration Act, 1983

Transparency and Accountability in the recruitment process

Monitoring of recruitment activities of Recruiting Agents

Prevention of recruitment through illegal channels

Over 1200 active Recruiting Agents

Approx. 90000 FEs from 18 ECR countries registered so far

A total of 4,79,044 emigrants were given Emigration Clearance via recruitment through RAs in 2016 while 41,916 were given EC via direct recruitment by Foreign Employers

Key Functions

Registration & Clearances

- Registration of RAs, FEs, PEs & Emigrants
- Direct recruitment by FEs or through registered RAs
- FEs generate employment contracts in prescribed format
- All payments made online
- EC issued online
- Online Grievance Redressal
- Suspension/cancellation of FEs and RAs
- Enhancing protection & faster grievance redressal
- Enhancing protection measures and ensuring legal emigration

Digitization

- Integration with Passport and Bol systems for passport and EC verification
- Integration with Insurance Agencies for validation of PBBY policy
- Digital signatures based approvals
- Details of FEs and RAs are available online
- e-Locker for storing all documents of emigrants
- SMS intimations to emigrants
- Online grievance redressal
- Tracking of travel status of emigrants

Pravasi Bharatiya Bima Yojana (PBBY)

- ▶ Pravasi Bharatiya Bima Yojana (PBBY) is a mandatory insurance scheme for welfare of overseas workers in ECR Countries
- ▶ Provides insurance cover of upto Rs. 10 lakhs in cases of work related death or permanent disability
- ▶ Insurance under the scheme is available with one time premium of Rs. 275 and Rs. 375 for two and three years respectively

Insurance Coverage

Insurance cover in the event of death or permanent disability leading to loss of employment while in employment abroad	Rs. 10 Lakhs
Repatriation Facilities in case of death	Actual cost of transportation of the Insured's mortal remains to India.
The travel cost for one attendant, in case of death	Actual economy class return air fare
Repatriation expenses if the emigrant worker is not received by the employer or on premature repatriation	Actual one way economy class air fare
Medical insurance cover in case of hospitalization of the Insured worker	Upto Rs.75000
Hospitalization cover to family in event of death or permanent disability of insured person	Upto Rs.50000
Maternity benefit to female emigrants	Upto Rs.25000
Legal Expenses incurred by the emigrant worker in any litigation relating to the employment	Upto Rs.30000

Online Purchase/Claims of PBBY on eMigrate platform

Emigrant



Identify the preferred insurance agency



**Purchase the PBBY online through eMigrate
(redirect to respective agencies)**



Online PBBY validation at the time of Emigration Clearance (EC)



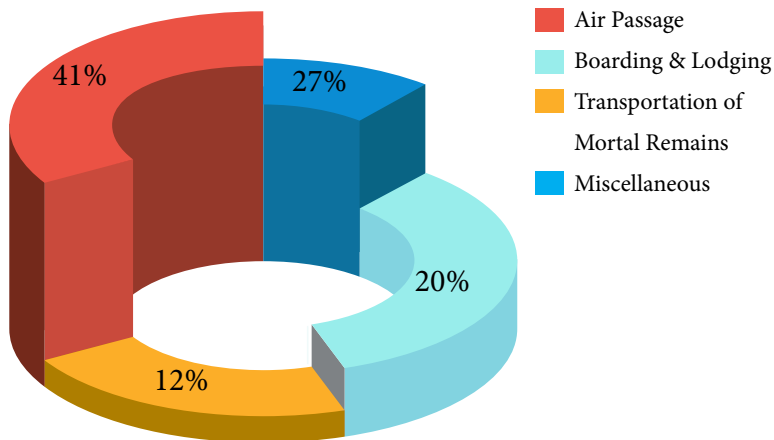
Get Emigration Clearance and join your workplace abroad



**When required, read instructions and submit claim/ eventuality
details for claiming the PBBY insurance policy**

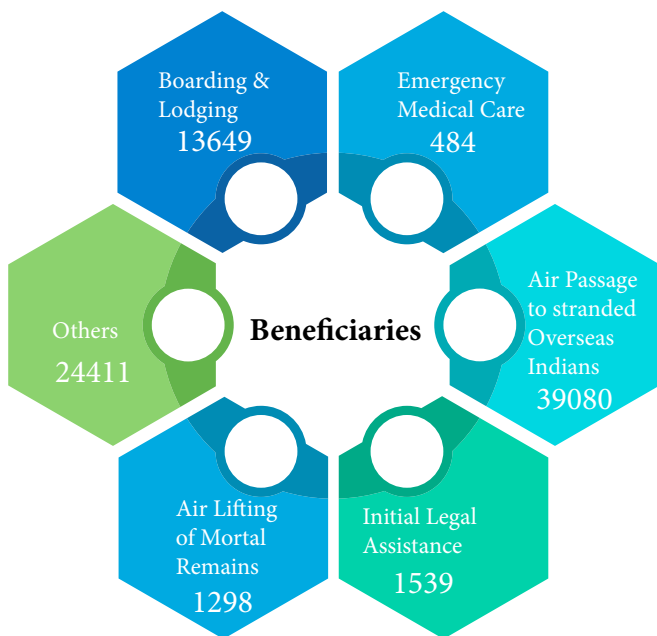
Indian Community Welfare Fund (ICWF)

- Aimed at assisting Overseas Indian nationals in distress on a 'means tested' basis
- Set up in all Indian Missions and Posts abroad
- Over 80,000 beneficiaries
- Enables Indian Missions/Posts to meet contingency expenditure
- Specific activities include: air passage to stranded Indians, boarding & lodging, initial legal assistance, emergency medical support, airlifting of mortal remains



Notable Utilization

- Evacuations: Iraq (6258 persons), Libya (3617 persons), Yemen (6710 persons) and South Sudan (155 persons)
- Saudi Arabia: Welfare & assistance to undocumented workers during Nitaqat
- UAE: Construction of Crematorium/burial ground (Sharjah), multi-purpose centre and crematorium (Ajman) and Auditorium & Social Centre (Umm Al Quwain)
- Dubai, UAE: Indian Workers Resource Centre - 24 x 7 helpline; four new centres approved for Riyadh, Jeddah, Sharjah & Kuala Lumpur
- Kuala Lumpur, Malaysia: Setting up of a 24x7 helpline; shelter-cum-counselling centre for distressed Overseas Indians
- Seychelles: Repatriation of 19 Indian fishermen to India



Pravasi Kaushal Vikas Yojana (PKVY)

Surakshit Jaaye Prashikshit Jaaye

- ▶ Skill India Mission is an important step towards the realization of Hon'ble PM's vision of transforming India into the skills capital of the world
- ▶ Collaborative effort between Ministry of External Affairs (MEA) and the Ministry of Skill Development and Entrepreneurship (MSDE) to enhance overseas employment opportunities for Indian workers
- ▶ Memorandum of Understanding (MoU) signed on July 2, 2016 between the two Ministries for the scheme
- ▶ Aims at enhancing the skills set of potential emigrant workers in select sectors and job roles, in line with international standards to facilitate overseas employment
- ▶ Involves capacity building in the areas of development of skills standards, curricula, learning material, assessment of standards, testing and certification on par with global standards
- ▶ Initially focus on sectors that are in demand in the ECR countries, including domestic workers, drivers and construction workers

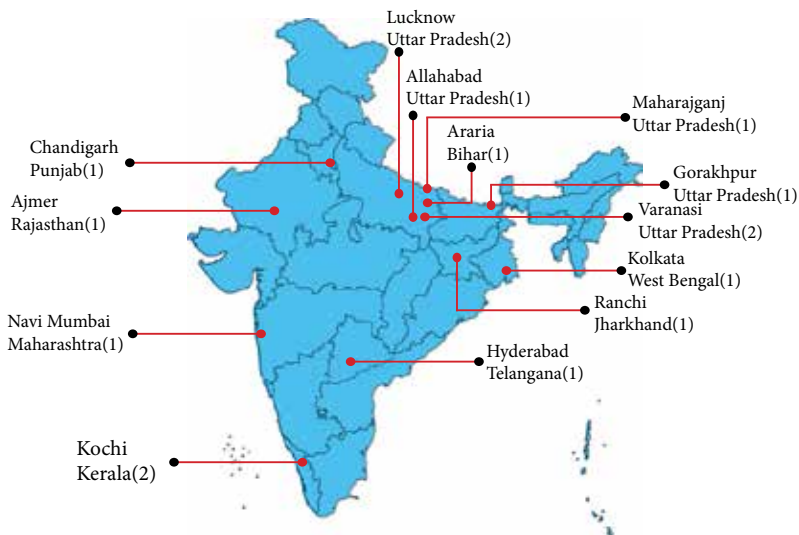


Benefits of Training at India International Skill Centres (IISC)

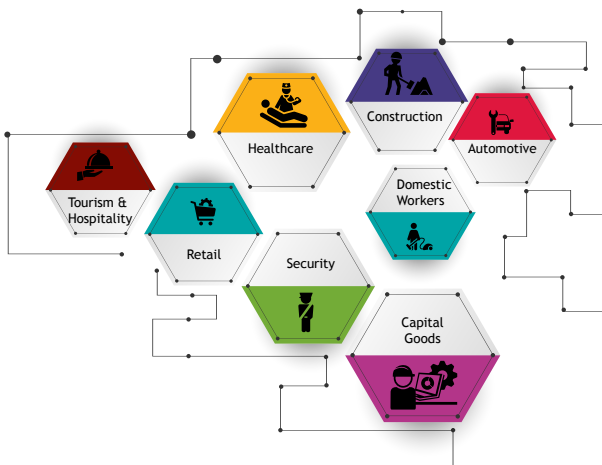


- Technical top up training to be provided by MSDE through the National Skills Development Corporation (NSDC). This will be complemented by Pre-Departure Orientation & Training (PDOT) aimed at enhancing soft skills of potential emigrants
- Sixteen customized India International Skill Centres have been set up by National Skills Development Corporation (NSDC) in major labour sending States: Telangana, Punjab, Maharashtra, West Bengal, Uttar Pradesh, Bihar, Jharkhand, Kerala and Rajasthan
- Upskilling of migrant workers offers them a distinct advantage. It assists the worker to move higher up in the wage-value chain
- A well-informed worker is in better position to safeguard his/her rights

Pilot Locations of India International Skill Centres



50 centres are slated to be further opened under this initiative. In the initial phase, 16 centres have been inaugurated on 15th July, 2016 across the following eight sectors:



Join India International Skill Centres



Helpline to join IISC: 088000-55555

Pre-Departure Orientation & Training (PDOT)

- ▶ Providing requisite Pre-Departure Orientation (PDO) is integral to the Government's sustained efforts to ensure the protection of Indian migrant workers abroad
- ▶ Imparting of the PDO is done along with the skill training upgradation

A timely PDO can:

- Positively enhance a worker's migration experience
- Facilitate safe and legal migration abroad
- Enable the migrant to live and work in their destination country without any problems
- Help them integrate with their local community
- Create awareness among migrants of the dos and don'ts as well as the laws and regulations in the destination country

- ▶ The India Centre for Migration (ICM), in collaboration with the International Organization of Migration (IOM), has developed a PDOT Manual for the Training of Trainers (ToT). The PDOT manual has been developed along with a Handbook in Hindi and English to help migrant workers



Handbook on Pre-departure Orientation

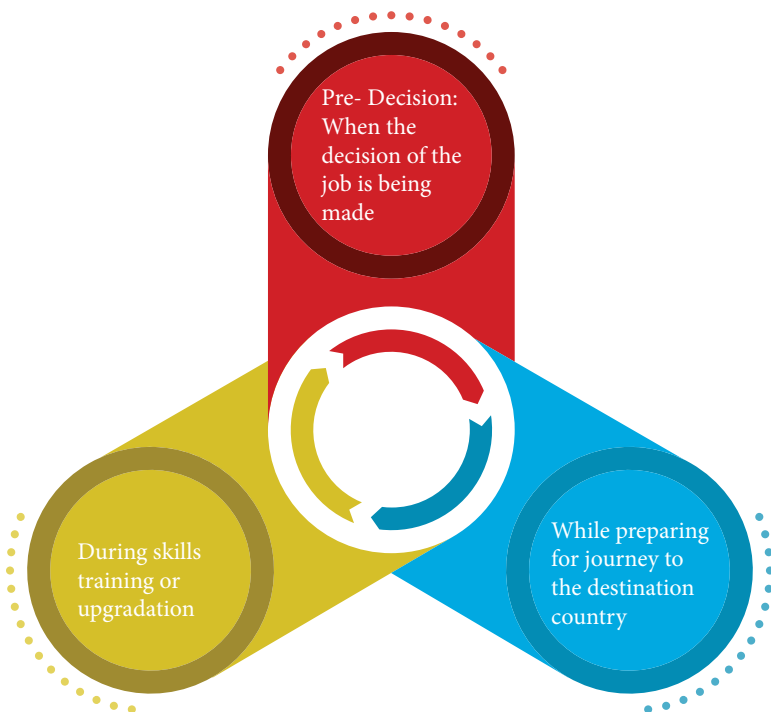


प्रस्थान पूर्व दिशा-निर्देश पुस्तिका

Handbook on Pre-departure Orientation



Stages of Migration for PDOT



Themes covered under PDOT

- ✓ Introduction & Definitions
- ✓ Migration: Types and Trends
- ✓ Costs and Benefits of Migration including Remittances
- ✓ Modes of Recruitment for Overseas Employment
- ✓ The Journey, Living and Working Abroad
- ✓ Role of Indian Missions/Posts
- ✓ Welfare Programs
- ✓ Women's International Labour Migration

Helplines

Overseas Workers Resource Centre (OWRC)

- 24*7 Helpdesk for both intending migrants and overseas Indians
- Electronic platform that attends to queries in 11 Indian Languages
Hindi, English, Punjabi, Malayalam, Tamil, Telugu, Gujarati, Marathi, Odia, Kannada, and Bengali
- Integrated with 5 Migrant Resource Centres (MRCs) in Kochi, Hyderabad, Gurgaon, Lucknow and Chennai
- Facilitate and provide support services to workers who intend to go abroad for employment
- Acts as a single point window source for the following:
 - ✓ Registering, responding to and monitoring complaints/ Grievances
 - ✓ Information dissemination on matters relating to emigration
 - ✓ Information on Recruiting Agents (RAs)
 - ✓ Walk-in counselling for potential emigrants at all MRCs
- Submit grievances on OWRC Portal

Details required: Name on the Passport, Passport No., State/UT/Origin in India, Gender and Country of Destination



Walk in Counselling at MRCs
10 AM – 5 PM (Monday -Friday)



Toll-free number: 1800-11-3090
(within India)
+ 91-124-2341002
(from any mobile/landline) - Chargeable

- Portal for online grievance registration and redressal for all Overseas Indians
- Grievances/complaints related to the following can be submitted:
 - ✔ Asylum cases
 - ✔ Birth certificate
 - ✔ Compensation
 - ✔ Contract problems
 - ✔ Domestic help
 - ✔ Imprisonment abroad
 - ✔ Marital disputes
 - ✔ No Obligation to Return to India (NORI) certificate
 - ✔ OCI complaints
 - ✔ Passport issues abroad
 - ✔ Recruiting agents
 - ✔ Repatriation
 - ✔ Salary/dues
 - ✔ Sexual abuse
 - ✔ Sponsor problems
 - ✔ Missing persons
 - ✔ Worker abuse
- Who can submit grievance and track: Overseas Indian or Family member/ Relative/ Friend of Overseas Indian; register on MADAD Portal to obtain Unique Grievance ID
- Over 16608 Grievances registered & 10259 Grievances resolved

Open House Sessions by Indian Missions/Posts

- Indian Missions/Posts abroad hold Open House sessions at specific times
- Any Indian citizen can walk in and interact with the officers at the Mission/Post without an appointment and submit complaints/grievances
- The timings of the Open House sessions vary from Mission to Mission & Posts
- Check the timings by visiting the homepage of Mission or Post

Set up in July, 2008 as a Registered Society

Functions as a research think-tank to MEA on all matters relating to 'International Migration'

Undertakes empirical, analytical and policy related research

Areas of Specialization/Research

- ✔ International Labour Migration
- ✔ Pre-Departure Orientation & Training
- ✔ Skill Upgradation & Mutual Recognition of Skills
- ✔ Migration Policy & Governance of Migration in India
- ✔ Migration Management
- ✔ Migration Remittances & Development
- ✔ Women Migrant Workers
- ✔ Labour Markets & Potential Opportunities for Indians
- ✔ Information Dissemination & Awareness Campaigns
- ✔ All issues pertaining to Safe, Legal & Humane Migration of Indians Abroad

Major studies in 2016

➔ ICM and IOM have collaborated to produce:

- Pre- Departure Orientation & Training (PDOT) Manual for trainers & intending migrant workers
- A Resource Book for officers from State and Central Governments
- Handbook on Pre-Departure Orientation, in Hindi & English, for intending migrant workers

➔ **ICM and UN Women have collaborated to develop:**

- ▶ Audio & two videos for information dissemination through radio and TV on safe and legal migration of women Domestic Service Workers (DSWs)
- ▶ Exclusive PDO Manual for women DSWs to train identified trainers from Andhra Pradesh (AP) and Telangana
- ▶ Conduct awareness campaigns in key districts and villages in AP and Telangana on safe and legal migration of women DSWs, in collaboration with State Governments



➔ **Study on Recuriment Practices and Reasons for emigration of DSWs from Andhra Pradesh and Telangana**

➔ **Studies under Senior Fellowship Programs:**

- ▶ The Future of Migration from India: Policy, Strategy & Modes of Engagement
- ▶ Indian Migrants in Myanmar: Emerging Trends & Challenges; and
- ▶ Gulf Migration, Social Remittances and Religion : The Changing dynamics of Kerala Christians

Media

The MEA has launched a media campaign titled 'Surakshit Jaaye, Prashikshit Jaaye', towards ensuring safe and legal migration.

- ▶ Advertisements have been released on the Lok Sabha TV channel, all Doordarshan channels, All India Radio stations, private TV channels, private radio/FM stations and digital cinema theatres in focus states i.e. Uttar Pradesh, Bihar, Tamil Nadu, West Bengal, Punjab, Rajasthan, Kerala, Andhra Pradesh, Telangana, Maharashtra, Karnataka and Delhi
- ▶ The advertisements are in six languages i.e., Hindi, Malayalam, Punjabi, Tamil, Kannada and Telugu
- ▶ The Hindi film has been dubbed in Punjabi and the Telugu film in Kannada, Malayalam and Tamil
- ▶ Also available on websites of MEA and Indian Missions/Posts abroad, especially in Gulf countries and Malaysia
- ▶ The Hindi ad spot has been uploaded on social media (Facebook, YouTube and Twitter). The links are mentioned below:

Media Awareness Campaign



- <https://www.facebook.com/MEAINDIA/videos/1110579388963858/> (Facebook)
- https://www.youtube.com/watch?v=WzJL_23h2DU&feature=youtu.be (YouTube)
- <https://twitter.com/IndianDiplomacy/status/732156931524034560> (Twitter)

Emigration of Women for Employment in ECR Countries

- ▶ The minimum age of ECR category female workers proceeding for Overseas Employment to ECR countries is 30 years
- ▶ All Indian women workers holding ECR Passports and going to eighteen ECR countries for overseas employment shall emigrate only through State-run recruitment agencies
- ▶ Foreign Employer (FE) directly recruiting an Domestic Service Worker (DSW) must deposit a security of US \$2500 in the form of Bank Guarantee (BG) with the Indian Mission, when leaving to notified countries under Emigration Act, 1983
- ▶ Cases where the FE wants to recruit Indian women workers through Indian Recruiting Agents (RAs), can do only do so by engaging any of the six Government/State run RAs, as mentioned below:

States	Recruitment Agency
Kerala	NORKA Roots: Non- Resident Keralites' Affairs Roots
Kerala	ODEPC: Overseas Development and Employment Promotion Consultant
Tamil Nadu	OMC: Overseas Manpower Corporation Ltd
Uttar Pradesh	UPFC: Uttar Pradesh Financial Corporation
Andhra Pradesh	OMCAP: Overseas Manpower Company A.P. Ltd
Telangana	TOMCOM: Telangana Overseas Manpower Company Limited

- ▶ For further information, please visit www.emigrate.gov.in

Provisions for Women under Pravasi Bharatiya Bima Yojna (PBBY)

The policy also covers maternity benefits of at least Rs 25,000 for women migrants, to cover hospital costs for the delivery of the child, Caesarean operation, etc., in a hospital/nursing home in India. If medical treatment is in the country of employment, the maternity benefits will be given only if the required documents are certified by the Indian Mission

Support Services



Indian Missions/Posts in GCC Countries

United Arab Emirates (UAE)

Embassy of India

Plot No. 10, Sector W-59/02, Diplomatic Area, Off the Airport Road, P. O. Box 4090, Abu Dhabi, U.A.E.

Tel: 0097124492700, 0097124494975

Website: <https://www.indembassyuae.org>

Consulate General of India, Dubai

Al Hamriya, Diplomatic Enclave

P.O. Box 737, Dubai, U.A.E

Tel: 0097143971222/

Website: <http://www.cgidubai.org>

Kingdom of Saudi Arabia

Embassy of India

B-1 Diplomatic Quarter, PO Box 94387,

Riyadh - 11693, Saudi Arabia

Ph: +966-11-4884144/4884691/ 4884692

Website: www.indianembassy.org.sa

Consulate General of India, Jeddah

Building of Mr. Mansoor Abdul Rahman

Al Hueesh,

Villa No. 34. (Behind National Commercial Bank),

Near Al Huda Mosque,

Tahlia Street, Jeddah.

Tel : (+966 12) 2614093,6603779

Website: <http://www.cgijeddah.mkcl.org>

Kingdom of Bahrain

Embassy of India

Building 182, Road 2608, Area 326

(Behind Ramada Hotel), Ghudaibiya

Post Box No. 26106

Kingdom of Bahrain

Phone: (+973) 1771 2785, 1771 2649, 1771

2683, 17180529

Website: www.indianembassybahrain.com

Qatar

Embassy of India

Villa No 19, Street No. 828,

Area No. 42, Wadi Al Neel,

Old Hilal Area, P.O. Box 2788, Doha, Qatar.

Tel: 00974-44255706, mob: 00974-

55808254

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

Sultanate of Oman

Embassy of India

Jami'at Al - Dowal Al - Arabiya Street,

Diplomatic Area, Al Khuwair,

P.O. Box 1727, PC 112.

Muscat, Oman

Tel Nos: +968 - 24684500 (General)

Website : <http://www.indemb-oman.org/>

Kuwait

Embassy of India

Diplomatic Enclave, Arabian Gulf Street

P.O. Box 1450, Safat-13015, Kuwait

Phone: +965 22530600, +965 22530612 - 14

Website: <http://www.indembkwt.org/>



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Disclaimer

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