



Conference Report

5th

Annual Labour Attachés Conference

01-05 September, 2013

Organized by :
Ministry of Expatriates' Welfare and Overseas Employment

With technical support from :
"Promoting Decent Work through Improved Migration Policy and its Application in Bangladesh" project



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and Cooperation SDC



International
Labour
Organization



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and Overseas Employment
Probashi Kallyan Bhaban
71-72, Old Elephant Road
Eskaton Garden, Dhaka, Bangladesh

Foreword

Overseas employment is an important reality of socio-economic life in Bangladesh. A significant number of Bangladeshi workers are employed abroad each year. It is a significant employment strategy and a major source of foreign exchange for Bangladesh.

The labour attaché mechanism is an important element of overseas employment promotion by the Ministry of Expatriates' Welfare and Overseas Employment. The mechanism is also critical for providing welfare support and social protection services to the workers in the destination countries.

Since 2008, the Ministry of Expatriates' Welfare and Overseas Employment has been providing annual training to the labour attachés. The training brings together those who are already holding the position as well as those who are newly appointed to develop better understanding of relevant laws and policies, roles and responsibilities, share good practices and learn from each other's experiences. These trainings have been useful in developing a common understanding of migration management, recruitment regulation, pre-departure and pre-employment training, electronic processing of migrant workers' data, social protection needs and emerging issues.

I would like to appreciate the role of the former Secretary, Dr. Zafar Ahmed Khan, Begum Shamsun Nahar, Director General of the Bureau of the Manpower Employment and Training, Md. Hazrat Ali, Additional Secretary, Kazi Abul Kalam, Deputy Secretary, Rahnuma Salam Khan, Senior Assistant Chief and the mission and welfare wing in organizing the 5th Annual Labour Attachés Conference in 2013.

I wish to also thank International Labour Organization and the Swiss Agency for Development and Cooperation for their support through the "Promoting Decent Work through Improved Migration Policy and its Application in Bangladesh" project. The ministry's thanks also go to a number of other national and international organizations for providing resource persons and to the individual resource persons for sharing their expertise during the training.

Dr Khandaker Showkat Hossain
Secretary
Ministry of Expatriates' Welfare and Overseas Employment

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List of acronyms

| | |
|--------------|--|
| BMET | Bureau of Manpower Employment and Training |
| BOESL | Bangladesh Overseas Employment Service Limited |
| CEACR | Committee of Experts on the Application of Conventions and Recommendations |
| CEDAW | Convention on the Elimination of All Forms of Discrimination Against Women |
| CP | Colombo Process |
| CPI | Consumer Price Index |
| CRC | Convention in the Rights of the Child |
| DC | Destination Country |
| DEMO | District Employment and Manpower Office |
| DTE | Directorate of Technical Education |
| EFT | Electronic Fund Transfer |
| FDI | Foreign Direct Investment |
| G2G | Government to Government system |
| GDP | Gross Domestic Product |
| GFMD | Global Forum on Migration and Development |
| GNI | Gross National Income |
| ILO | International Labour Organization |
| IOM | International Organization for Migration |
| MEWOE | Ministry of Expatriates' Welfare and Overseas Employment |
| MoF | Ministry of Finance |
| MRP | Machine Readable Passport |
| PKB | Probashi Kalyan Bank |
| PRMW | Protection of Rights of Migrant Workers |
| RMMRU | Refugee and Migratory Movements Research Unit |
| SDC | Swiss Agency for Development and Cooperation |
| TTC | Technical Training Centre |
| TVET | Technical and Vocational Education and Training |
| UDHR | Universal Declaration of Human Rights |
| WEWB | Wage Earners and Welfare Board |

Background

Overseas employment and remittances contribute to the national economy of Bangladesh in a large scale by increasing foreign exchange reserve, per capita income and employment opportunities and lessening pressure on domestic labour market. Overseas employment has been continuously playing an increasingly large role to the economic growth and the livelihoods of people in Bangladesh through remittances. A total number of 8.8 million Bangladeshi migrant workers are working in 157 destination countries and have sent USD 14 billion as remittances¹. The issues of the welfare of migrant workers have been given emphasis by the Government of Bangladesh. As a result, labour wings of Bangladesh missions abroad are putting their best efforts to strengthen existing welfare activities of Bangladeshi expatriates' and promoting overseas employment. Despite the global recession which affected many regions of the world, Bangladesh has continued to make remarkable growth of overseas employment. The progress was made largely due to the close supervision, monitoring and pragmatic approach of the labour wings of the Bangladesh missions abroad.

Currently, 16 labour wings are working in 14 countries. Another 12 new labour wings have been created to strengthen expatriates' welfare and to promote overseas employment. The present duties and responsibilities of these labour wings are: (1) to make efforts for collection of demand through promotion of relations with the Government and other authorities of the relevant destination country; (2) to assist in remittance channeling; (3) to work for welfare and protection of interests of emigration; (4) to provide assistance to the emigrants in respect of accommodation, treatment and other facilities, and to provide legal aid, if necessary; (5) to examine the demand collected by recruiting agent and to inform the government and the recruiting agent of its informative comments; (6) to submit reports to the government, from time to time, as regards trends in labour market; (7) to help sort out problem of emigrants relating to their employment conditions and emigration and to appoint lawyers, and (8) to preserve in the data bank, information relating to overseas employment.²

In order to keep the labour attachés informed about existing overseas employment trends of Bangladesh, the upcoming issues and challenges of overseas employment and changes of and regulations of overseas employment from Bangladesh, the Ministry of Expatriates' Welfare and Overseas Employment has been arranging annual conferences of labour attachés for the last five years with technical support from the International Labour Organization (ILO), International Organization of Migration (IOM) and UN Women. The 5th Annual Labour Attachés Conference is the continuation of those conferences.

Overview

The 5th Annual labour attachés conference 2013, held in Dhaka, Bangladesh from 01 to 05 September, was organized by the Ministry of Expatriates' Welfare and Overseas Employment of Bangladesh in close collaboration with the International Labour Organization (ILO). The conference was organized with the purpose of reenergizing and assessing welfare activities of Bangladeshi expatriates' abroad; and discussing the opportunities and challenges of overseas employment. Over 20 labour attachés officers working in fourteen countries participated. Participants included senior officers posted in different Bangladeshi missions abroad (See Annex 1 and 2 for list of participants and facilitators).

¹ BMET & Bangladesh Bank, 2012.

² Bangladesh Gazette Extraordinary, Notification, 30-12-2002.

The conference programme included high-level speeches, thematic sessions and discussions. It also included presentations from the labour attachés on opportunities and challenges of overseas employment and welfare activities of Bangladeshi expatriates' living/working abroad. In the closing session, governments and organizations announced pledges of how they would step up their efforts in promoting safe migration (See Annex 3 for training schedule).

Opening
Ceremony,
5th Annual
Labour
Attachés
Conference



The conference gave an opportunity for the participants to discuss and share experiences about different labour markets for Bangladesh; and the new challenges faced by them to address welfare of migrants. The experiences of labour attachés would help the government help develop future action plan and policies for expatriates' welfare and overseas employment.

Objectives:

The main objective of the 5th Annual Labour Attachés Conference was to support the labour attachés perform their duties more effectively on the following areas:

- enhancing coordination between the Ministry of Expatriates' and Overseas Employment and its related agencies with labour attachés working in different missions;
- building strong network between labour attachés working in Bangladesh missions abroad;
- updating labour attachés to recent trends of migration, remittances, policies and acts; and
- creating a platform to share experiences, views and recommendations for better performances of labour attachés.

Content:

The training was focused on the following five major areas:

- Migration and remittance
- Office management
- International cooperation
- Domestic cooperation
- Issues of migrants' welfare

The expected outcomes for the labour attachés from the conference:

- Better understanding of recent migration trends and challenges.
- Better ability to develop ideas and strategies to retain existing markets and explore new employment.
- Better equipped with welfare activities for migrant workers.
- Better coordination with different organizations.
- Enhanced knowledge of migration management.
- Ensure good governance.

Thematic sessions

A number of thematic sessions were conducted each day. These sessions were facilitated by representatives of the governmental, individual experts, research organizations and international organizations working on migration issues. The various organizations who provided their expertise included: MEWOE, WEWB, RMMRU, MOFA, ILO, UN Women, IOM, BOESL, BMET, Immigration and Passport Department, Special Branch of Police, Dhaka University and so on. Over the duration of the training, the experts presented a number of comprehensive powerpoint presentations to the participants to initiate discussions on the issues. A short description of the sessions have been provided below:

DAY-1: 01 September 2013, Sunday

Session 01: Inaugural session

The inaugural ceremony of the 5th Annual Labour Attachés Conference was held at the Bokul Hall of the Pan Pacific Sonargaon on 1st September 2012. The Minister, Engr. Khandhker Mosharrif Hossain, M.P., Ministry of Expatriates' Welfare and Overseas Employment was the Chief Guest of the inaugural session. The Secretary, Dr. Zafar Ahmed Khan, Ministry of Expatriates' Welfare and Overseas Employment was the Chairperson of the conference. Md. Hazrat Ali, Additional Secretary, MEWOE and Begum Shamsun Nahar, DG, BMET were also present in the opening ceremony. Md. Khalid Hossain, Joint Secretary, mission and welfare wing, MEWOE presented the opening remarks.

Mr. Khalid Mahmood, Joint Secretary, MEWOE, Government of the People's Republic of Bangladesh welcomed the labour attachés and other respective guests present at the inaugural session of the conference. He gave an overview of the objectives, background of the programme and briefly introduced the schedule. He described that the programme was designed as a comprehensive training, based on recommendation and suggestions given by the participants during the last programme, as

well as on their present needs. He thanked ILO, SDC and IOM for their support and cooperation for organizing this training. He also thanked the Minister, H.E. Khandker Mosharraf Hossain MP, for his guidance and Secretary, Dr. Zafar Ahmed for his cordial cooperation and support. He expressed that the training will not only give an opportunity for the labour attachés to share their experiences, problems and learning from each other, but also provide an orientation for the newly appointed labour attachés to increase their knowledge on important labour migration related issues which will help them function more effectively and efficiently.

Mr. Hazrat Ali, Additional Secretary, MEWOE also thanked the Minister, H.E. Engineer Khandker Mosharraf Hossain and Dr. Zafar Ahmed Khan, Secretary, MEWOE. He also thanked Ms. Begum Shamsun Nahar, Director General, Bureau of Manpower Employment and Training (BMET) for their continued hard work. In his speech, he gave emphasis on the government initiatives towards improving management and operations of labour migration in the country. He advised that the learnings from this training should be implemented in the respective workplaces of the labour attachés.

In her speech, Begum Shamsunnahar, Director General, Bureau of Manpower Employment and Training (BMET) thanked the guests, participants, ILO, IOM and NGO personnel for their support. She shared her experience that prior to joining BMET, she had attended the conference organized by IOM, which was very helpful to have a clear concept on issues related to labour migration. She was confident that this training would also be very helpful and effective for the participants. She remarked that there will be very elaborate discussions on several topics and issues related to their line of work. She advised the participants to be open and share their weaknesses as well as their problems without any hesitation for more effective understanding and learning.



Dr. Zafar Ahmed Khan, Secretary, MEWOE stated in his inaugural speech that this Ministry has been working since last three years to enhance the roles and responsibilities of the labour attachés. He urged that the problems that labour attachés face in the destination countries should be expressed; experience and learning should be shared, so that adequate measures could be taken to solve those problems. He shared that the honorable Minister has already addressed many of the problems and made labour migration more fruitful, however over time, he hoped all concerns and challenges faced by labour attachés would also be addressed. He was pleased to share that the MEWOE has now started to organize the training on its own effort. He also shared that a delegation from Iraq was currently in Bangladesh and that there will be an agreement/MOU signed between the two countries. The ministry welcomed the labour attachés to have open discussions with the ministry over the duration of their stay. He reiterated that the learning from this training should be implemented at workplace, and that all labour attachés should be well equipped with knowledge. He stated that if the labour attachés are more proactive, the ministry will be able to achieve more. He highlighted that labour attachés should explore their weaknesses in connection to the labour market more effectively.



The Secretary further shared that the ministry has recently developed a guideline to help implement the activities of labour attachés adequately. All labour attachés were requested to provide their comment and feedback if any, and he promised that the Ministry will analysis and incorporate them as far as possible. According to current official statistics, this sector contributes approximately 13 percent of the country's GDP, however the Secretary felt that it would be closer to 20 percent if all the remittance sent by migrants is taken into

consideration. He lastly shared that the Overseas Employment and Migrants' Act 2013 has been prepared, approved by the Cabinet and has now been sent to the National Parliament. He highlighted that if this Act is passed by the National Parliament, it will be a milestone for the ministry.

Chief Guest, the Minister of MEWOE, H.E. Engineer Khandhker Mosharraf Hossain, MP officially inaugurated the 5th labour attache conference. In his inaugural speech, he highlighted that this sector is playing an important role in the national economy. He was pleased to share that the present government has given a lot of emphasis on this sector. Previously potential migrants had to come to the city for getting information. Now their mobility has been increased remarkably where they have access to information at their fingertips due to technological development. At present there were 38 training centers in the country, and he was pleased to share that the Honourable Prime Minister has approved the establishment of 35 more training centers. In addition, the present government is also giving emphasis on the marine sector as a potential sector for the country.

The Minister felt that previously destination countries would often treat migrant workers as beggars, however he was pleased to observe that in present times, they are treated more as human resource and are respected as migrant workers. The government allocated approximately BDT 140 crore as seed money and from the interest of this money, whole management and operation of this sector is taking place. The government has already started to train potential migrant workers to better equip them as a sought-after human resource. He also highlighted that the government has proved that potential labour migrant workers can go abroad for work for as low as BDT 30,000. He further raised that no brokers (dalals) will be allowed to recruit and make the potential migrant labour workers more vulnerable. He shared that the job seeker's database would help employers and recruitment agencies to directly recruit and that people from the remotest of places could also be included in the process. He clarified that without registration, no one would get approval to recruit. The Minister also shared that G2G agreements and mechanisms were in process with numerous countries to help resolve a number of issues. The Minister expressed that he is interested to talk with the labour attachés about their problems and will be taking necessary action to resolve them.



Session 02: Introductory session

Introductions:

The participants introduced themselves individually by name, designation and destination country. Following the introductions, the objectives and schedule of the training were shared.

Objectives of the training:

The facilitator described the following as the training objectives:

- enhance coordination between the ministry, its related agencies with labour attachés working in different missions;
- build strong network between labour attachés;
- update labour attachés on recent trends of migration, remittances, legislations, etc.; and
- create a platform for sharing experiences, views and recommendations for better performance of labour attachés.

The participants then raised a few additional topics which they wanted to discuss specifically over the duration of the training, which included: (a) human resource and logistic support at the missions; (b) capacity development of labour attachés to manage crisis and emergencies; (c) media relations; (d) support to migrants in jail; (e) women migration; and (f) interministry coordination, particularly with the Ministry of Foreign Affairs.

It was found that majority of the issues raised by the participants were already covered in the schedule, except for crisis management. The facilitator agreed that crisis management and preparedness were very important issues that require adequate attention, however, as there were no experts on crisis management present, this important topic will be included in the next training.

Session 03: Overview of global migration trends: Perspective of Bangladesh



The second session was conducted by Dr. Tasneem Siddiqui on 'The Overview of global migration trends: Perspective of Bangladesh'. In her presentation she emphasized the challenges of labour migration faced by Bangladesh. During her presentation, she highlighted the major destinations countries for different leading labour sending countries of the world, including Bangladesh. She also spoke about the role of Global Forum for Migration and Development (GFMD) for promoting good governance in migration. She

used two case studies to highlight the roles and responsibilities of the labour attachés to ensure protection of the migrant workers in the destination country.

Session 04: Migration and remittances

The study on 'Remittance Contributions by the Bangladeshi Migrant Workers' carried out by Human Development Research Center, as part of the "Promoting Decent Work through Improved Migration

Policy and its Application in Bangladesh” project, was presented by Professor Abul Barkat, PhD during the session. The facilitator shared that overseas employment and remittances effectively contribute to reducing the unemployment problem in Bangladesh. He further stressed that it contributes to enhancing the country’s economy by developing the reserve of foreign currency. Remittance is identified as one of the important economic variable of the country. He emphasized the importance of sending remittances through formal channel and the urgent need of improving service delivery of overseas bank branches.



Session 05: Protection of rights of migrant workers

At the onset of the session, the facilitator Ms. Nisha, Chief Technical Advisor, ILO supplied an exercise sheet (questionnaire) to all participants to fill in. There were seven multiple choice questions to primarily measure the level of sensitivity and awareness of the labour attachés in respect to their roles and responsibilities, especially in dealing with cases of abuse and exploitation. It was found through the exercise that the average knowledge and awareness level of the participants at the beginning of the session was 54 per cent.



Nisha made a comprehensive presentation which covered, amongst others, the role of of labour attachés and the expected skills and knowledge to perform the duties efficiently. She also pointed out the relevant international labour standards including common principals related to labour migration. Through the discussions, the participants explored the possibility of establishing a South Asian labour attaché network for strengthening the bargaining power of the labour sending countries. Additional formats were shared to support

the LAs in their monitoring work in the destination country (attached as Annex 4).

DAY-2: 02 September 2013, Monday

Session 06: Formats and tips for an International Labour Directory

This addition session was conducted to share formats and tips to gather information/feedback from labour attachés, specifically to finalize the Training Manual for labour attachés currently being developed by the MEWOE and IOM. In addition, it was shared that the format would help the market research unit set in BMET (namely MRU) to carry out research on destination countries.

Feedback on format:

Following the sharing of Format 1: Marketing report (attached as annex 5) , the participants made the following comments/suggestions:

- Male and female – format should be disaggregated by sex.
- Skills, semi skills and less-skills should be specified.
- Six-monthly reports instead of quarterly.
- In terms of the total number of labour needed – total (as a whole for all countries) and Bangladesh quota, should be marked.
- It is difficult to collect information by company in certain countries. The participant gave the example of Bahrain, where there are a large number of companies and it would be difficult to indicate all these companies in a format.
- There are day to day demands and most recruitment are done by the workers. It would be better to get an overall picture of the demand, through demand forecasting.
- Important to indicate which company/individual needs which skills. For example: Korea- language skills– window cleaning, etc.
- Maintaining a profile development file (like visiting cards, addresses, information) would be more useful for the labour attachés.

The participants also recommended that this format could be sent to all labour attaches for a pilot test. All labour attaches will fill the format and return to the facilitator. Later the format could be finalized based on the filled format, feedback and suggestions.

Session 07: Preparation of a budget

Mr. Kazi Abul Kalam, Deputy Secretary, MOEWOE facilitated this session on the current personnel and equipment available in each destination country and the approval of increasing the number of personnel for the year. The participants provided the ministry with a list of equipment and human resources available as well as what is needed and planned in each mission in the future for review and consideration. The proposed human resources included positions for welfare assistants, legal assistants, translators and admin officers, amongst others.

Session 08: Coordination with the Wage Earner's and Welfare Board

The next session was conducted by Mr. Matiur Rahman, DMD (Joint Secretary), Wage Earners' Welfare Board. His presentation was on how to prepare a welfare budget for the labour wing. He also explained the structure and regular activities of the welfare board. He then emphasized on general principals needed in preparing a welfare budget.



The facilitator further added the following recommendations for the labour attachés:

- Line budget should be mentioned.
- No line budget can be changed.
- Budget, unspent amount, and expenditure statement should be sent by 30 June to the ministry.
- No dead bodies should be sent without the clearance of Embassy.
- Based on the report from the mission, welfare support should be given to the family.
- In case of suicide, accident, the family should receive the welfare fund.
- Individual reports with signature should be sent from the labour wings at the embassies. When more than one report is sent at a time, with only the first page signed, it can lead to double payment.
- Wage Earner's Board advised the labour attachés to provide specific information with name, address, contact person and mobile number.
- Earlier, reports and documents (bank draft) were being sent to BMET. Now these have to be sent to the Wage Earners' Welfare Board directly.
- Many women migrant workers have been sent without attested certificates - this needs review.

Session 09: Preparation of a budget by Finance Ministry

The third session was facilitated by Mr. Shudhanshu Shekhar Biswas, Joint Secretary, Finance Division, Ministry of Finance. He described the process of preparing a revenue budget for labour wings. He also emphasized on the issue of providing justification for each expenditure category in a well-defined budget proposal. He advised the labour attachés to send their proposal for budget allocation to provide legal aid to the distressed workers in the concerned budget code.

Session 10: Country presentation by labour attachés (Lot 1)

The labour attachés of six participating missions: (1) Riyadh, KSA; (2) Jeddah, KSA; (3) Dubai, UAE; (4) Abu Dhabi, UAE; (5) Libya; and (6) Qatar presented the overall view of the country one by one following a given format:

- Map
- Key indicator
- Foreign workers
- Mega projects implemented in next 5 years
- Demand of foreign workers
- Demand category
- Employment policy
- Profile of Bangladeshi workforce
- Working condition
- Remittance flow
- Trend in overseas employment
- Critical issues
- Visit of high level officials
- Visit of delegation to Bangladesh, if any
- General amnesty: turning point for Bangladesh
- Eligibility for current status
- Service provided
- Consular and welfare services
- Service seekers
- Job fair
- Future
- Statistical data of services
- Recommendations.

DAY-3: 03 September 2013, Tuesday

Session 11: International legal framework for the protection of migrant workers

The discussions were in two parts:

- International law and Convention.
- International Cooperation : SAARC with special reference to ASEAN.

The first session was facilitated by Ms. Nisha, CTA, Labour Migration Project, ILO. She delivered her presentation on 'International legal framework for the protection of migrant workers'. She mainly focused on international law and conventions regarding labour rights along with some highlights of UDHR, CEDAW and CRC.

Ms. Nisha recommended that pre-appointed training for the labour attaché is very important for the conceptual clarity on safe labour migration, role and responsibilities of the labour attaches and the International Law and Conventions relevant to them. She suggested that all participants should read and study documents related to international legal framework.

Session 12: Proposed draft of the Overseas Employment Policy

The next session was conducted by Kazi Abul Kalam, DS, MEWOE on 'Overseas Employment and Migrants' Act 2013'. He briefly explained the new areas of the Act and the differences with the previous 1982 Ordinance. He also highlighted the new inclusions of articles which are important for the protection of the workers' rights and privileges and support in regulating the migration process. He gave special emphasis on the relevant article of the new Act regarding the 'visa trading' and advised the labour attaches to address the issues seriously.

Session 13: Female migration

The first presentation was on "Promoting new employment opportunities for women migrant workers: prospects, challenges and role of Labour Attachés" by Ms. Samiha Huda, Consultant, UN Women and Ms. Sabina Sayeed, Program Associate, UN Women, which highlighted on the situation of Bangladesh women migrants.

In the presentation, the facilitators put forward a number of policy recommendations:

- Strengthening of Market Research Unit.
- Standardization of Certification of Training.
- Strengthening of Interministerial collaboration.
- Strengthening of Bangladesh missions abroad.
- Up gradation of BMET database on women migrants.
- Proper utilization of TTC resources (equipment and trainers, publicity on available courses).



Session 14: Human trafficking and Bali Process

The fourth session of the day was conducted by Ms. Nishat Chowdhury, National Programme Officer, IOM about the issue of 'Human trafficking and forced labour', which mainly focused on the characteristics of trafficking and its possible way of prevention.

Session 15: Healthy migrants, healthy communities, healthy economics: Addressing health challenges for migrant workers

Mr. Dr. Jaime Calderon, Regional Health Specialist, IOM, Bangkok talked about issue of 'health and hygiene of migrant workers'. He mainly focused on issues of awareness building on health and hygiene among migrant workers. In his presentation, he highlighted the need to carry out advocacy to improve the societal views towards migrants abroad.



Session 16: Country presentation by labour attachés (Lot 2)

The Labour attaché of the next five participating missions: (1) Oman; (2) Bahrain; (3) Jordan; (4) Malaysia; and (5) Singapore presented the overall view of their respective countries following the given format:

- Map
- Key indicator
- Foreign workers
- Mega projects implemented in next 5 years
- Demand of foreign workers
- Demand category
- Employment policy
- Profile of Bangladeshi workforce
- Working condition
- Remittance flow
- Trend in overseas employment
- Critical issues
- Visit of high level officials
- Visit of delegation to Bangladesh, if any
- General amnesty: turning point for Bangladesh
- Eligibility for current status
- Service provided
- Consular and welfare services
- Service seekers
- Job fair
- Future
- Statistical data of services
- Recommendations.

DAY-4: 04 September 2013, Wednesday

Session 17: Strategies of market exploration, demand letter verification, MoUs, and contract letter

The first session of the day was conducted by Dr. Abu Hena Mostafa Kamal, Joint Secretary, MoEWOE. He discussed the issue of demand letter verification, MoUs, and contract letter. He also emphasized the issues of identifying new strategies for market exploration for Bangladeshi workers.

Session 18: Coordination with BMET

The next session was chaired by Begum Shamsun Nahar, DG, BMET at the BMET office. Officials from BMET made brief presentation on new activities of BMET, which included the G2G recruitment process, smart card, etc. She discussed about the process of attestation of the demand letters, registration of the aspirant migrant workers in the database, role of the labour attaches, especially on the welfare of the migrant workers, skills development of the workers etc. She requested to give special attention to the attaches who are dealing with the domestic female workers.

Session 19: Coordination with BOESL

The third session was chaired by Md. Zahirul Islam, Managing Director, BOESL at the BOESL office. Officials from BOESL made a brief presentation about the background of BOESL, recruitment process of the BOESL, recent initiatives undertaken by BOESL and possible cooperation between labour wings in future.

Session 20: Country presentation by labour attachés (lot 3)

The Labour Attachés of six participating missions: (1) Riyadh, KSA; (2) Jeddah, KSA; (3) Dubai, UAE; (4) Abu Dhabi, UAE; (5) Libya; and (6) Qatar presented the overall view of the country one by one following a given format:

- Map
- Key indicator
- Foreign workers
- Mega projects implemented in next 5 years
- Demand of foreign workers
- Demand category
- Employment policy
- Profile of Bangladeshi workforce
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- Consular and welfare services
- Service seekers
- Job fair
- Future
- Statistical data of services
- Recommendations.

Day 5: 5 September 2013

Session 21: Immigration process and related issues

Overview of Presentation:

The first session was conducted by Mr. A.Z.M. Nafiul ISLAM, SS (Immigration), Special Branch, Bangladesh Police. He mainly spoke about the immigration rules and procedure for labour migrants. He presented the procedure observed by the police department regarding immigration related activities.

Some suggestions from the department included:

- Sticker visas are preferred to loose visas.
- Issuing permits in MRPs is preferred.
- If details of the visa are electronically provided in advance, it is beneficial, so that information can be incorporated into the immigration system. This would help to prevent any illegal movement with fraudulent documents.
- To enhance further cooperation with counterparts and assist in resolving day to day issues related to crime and illegal migration. A police liaison officer may be employed in the embassies.

Session 22: Issuance of Machine Readable Passport (MRP) and relevant issues

The session was conducted by Mr. Mr. A.T.M Abu Asad, Deputy Director, Immigration and Passport. He provided an overview of the system and procedures of issuing passports to applicants. He also described the procedure of obtaining the police clearance of the applicant and how the fingerprint and relevant information are kept in the database for future references. Labour attachés also shared their experiences of providing MRPs to migrant workers in the missions abroad. They urged the passport department to expedite the issuance of MRPs to the migrant workers to meet the demand of the host country.

Session 23: Interactive Session with the Minister

The labour attachés had an interactive experience sharing session with the Minister, H.E. Eng. Khandker Mosharraf Hossain, MP. He provided guidelines to labour attachés for their better performance and efficiency related to providing welfare services to migrants. The instructions from the Minister were as follows:

- always prioritize welfare of the migrants;
- examine the demand letter carefully and ensure that the workers' rights are addressed;
- follow the rule and regulations of overseas employment through maximizing workers' benefit;
- solve any emergency situation efficiently so that workers' dignity prevails;
- negotiate with the employers to ensure better rights and increased benefits of migrant workers;
- prove your efficiency and credibility at every stage of actions in the mission office;
- handle the issue of female migrant workers with care and patience; and
- check attestation by BMET for each applicant.

Feedback from the Minister:

The Minister shared his opinion, feedback and formal report on his visit to a number of destination countries:

Gender discrimination and gender equity:

The ministry has given emphasis on the issue of gender discrimination and equity and has thus added more female personnel in the labour wings of the missions abroad. This is so that women migrant workers get an opportunity to share their problems with female officials without any hesitation. Domestic workers work in very isolated places where they have no chance to talk and to communicate with others. But in case of male migrant workers, they often work in factories, where they are able to share their feelings, problems, even illness with a group of people. Labour attachés have to give more time to inspect the work places of domestic workers; to talk with the domestic workers regarding her problems etc as they need more counseling and encouragement. If labour attaché-s need more local staff, the ministry committed to try and provide it, if it is logical and feasible.

In addition, the Minister added that labour attachés should develop a network for domestic workers and provide counseling services to the workers who are in any sort of problem and want to return.

BMET as Protector of migrants:

GCC will not be dependent on Bangladesh as they have developed their strategy to enhance their technological advancement, and in turn reduce their dependency on human involvement. As humans are considered more critical than technology, strong policy and safe environment is needed; and as such protection of this human resource needs to be ensured. The ministry introduced Begum Shamsun Nahar, Director-General of the BMET as Protector of the migrant workers. He reiterated that the Protector and the BMET was available to them at any time to talk about issues related to the migrant workers' protection.

Right to association of migrant workers:

Every worker has the right to join a trade union, however, the Minister highlighted that it must not be violent. If any trouble maker is found and identified, they should be sent back to the country immediately in order to protect the other migrant workers.

Reporting mechanism:

The overseas employment sector is an important sector; and there is a need to make it more efficient and effective. The labour attachés are the key person for developing this sector. It is now important to establish a strong reporting system for the labour attachés. The Minister stated that Mr. Kazi Kalam would be responsible to develop a format in consultation with the labour attachés, which would include a summary country wise report, highlighting the problems and the possible solutions.

Recruitment:

Private recruiting agencies are important to the overseas employment sector- they should be utilized and respected, but they must not misuse the administration. Recruiting agent should completely abolish the use of dalals (middlemen). He gave the example of Malindo Airlines which will start soon with low cost. He stated that the DG, BMET will send a letter to the management of Malindo Airlines to confirm that all migrant workers going through the G2G system will be sent through Malindo Airlines. No migrant worker will go abroad paying large amount of money, which will then push them into a

vulnerable situation. He further added that without registration in the job seekers database and attestation by the labour attachés, no migrants should be recruited or able to leave the country for work. If the labour attachés do not attest the demand letter in time, the responsibility and liability will go to the specific labour attaché. He stated that it must be clearly mentioned in the demand letter who will provide the ticket, amount of salary, contract period, other terms and conditions for the employment, etc. which then must be checked by the labour attachés and the findings reported to the ministry in time.

The demand attestation should include:

- details of the salary;
- details of the accommodation;
- assurance of safe environment;
- assurance of protection;
- details of proper communication (e.g., provide telephone by the employer to the domestic worker).

Training:

Internationally acceptable certification should be provided after completion of pre-departure, language or skills trainings. The Minister highlighted that this is an area that needs attention.

Tolerance to anti-social activities:

In case of anti-social activities involving migrant workers, proper investigation must be done to identify the culprits and preventive measures should be taken immediately. The preventive measures can even include bringing the workers at fault, under the law.

Conclusion:

The Minister advised all the labour attachés to serve the migrant workers effectively and efficiently. He reiterated that they must treat them politely, with respect, and gently handle their problems. The key responsibility of the labour attachés is to provide better service to the migrant workers. If there are any complaints from the migrant workers, it should be taken seriously.

Session 24: Role of Probashi Kalyan Bank (PKB) in overseas employment

Mr. CM Koyes Sami, Managing Director (MD), PKB presented a brief introduction of the correct operational activities of the bank. He also stressed on the cooperation needed from the labour attachés, particularly in case of channeling of remittances sent by the workers from abroad. He explained the procedures of obtaining loan from the bank to support migration costs; and loans for small entrepreneur for returning migrants. He also provided the statistics of loans paid to the workers so far.

Session 25: Closing session

All the participants described their learning and experiences and thanked the MEWOE, BMET, Wage Earner's Welfare Board, ILO and IOM for their resourceful presentations, which would be very helpful for the labour attachés to work efficiently and independently. It was also a great opportunity for the new labour attachés who recently joined.

Mr. Kazi Kalam, Deputy Secretary, MEWOE thanked the participants and the ministry for their cordial support and cooperation to organize the programme and for the successful completion of the training. He stated that the ministry has also learnt a lot from all the participants about the challenges they face, and their experiences, which would help the ministry take adequate measures to provide better service to the migrant workers.

The interaction between labour attachés and all departments helps to reduce the gap between the relevant staff and officials. The training will be 100 per cent successful if the learning and the knowledge received through the training is implemented at the workplace, adequately and efficiently.

He thanked all the support staff, management staff and all others who played an important role to make this training successful and fruitful. He specially thanked ILO and IOM for their technical and financial support.

Dr. Zafar Ahmed Khan, Secretary, MEWOE in his closing remarks thanked all participants for their active participation and sharing their views. He stressed that their recommendations will be given a lot of emphasis and appropriate measures will be taken. He was hopeful that the learning gained from the training will be applied at the workplace and improve their work performance. He further added that he confident that the migrant workers will receive best quality services from the labour attachés.

At the onset of his closing remarks, Mr. Gagan Rajbhandari, Deputy Director of the ILO reiterated ILO's commitment to providing technical support to such an important initiative. He summarized the multiple functions of labour attachés –firstly, to protect workers abroad in countries of assignment; secondly, promoting employment and identification of job opportunities for labour migration from Bangladesh; and thirdly, promoting good relations with the countries of destination on labour matters. He especially thanked the SDC for supporting labour migration initiatives in Bangladesh, namely through the “Promoting Decent Work through Improved Migration Policy and Its Application in Bangladesh” project, amongst others. He concluded that such opportunities to share experiences and good practices with each other, and with counterparts from the Ministry of Expatriates' Welfare and Overseas Employment and BMET, as well as civil society and international organizations, is particularly useful for labour attachés, which contribute to developing a more comprehensive and effective migration management system in the country.

Overall discussions and recommendations:

Through the presentations made over the five days and the fruitful discussions that followed, the labour attachés and the resource persons were able to share their experiences as well as provide beneficial recommendations to each other. The discussions yielded many important recommendations regarding recruitment processes, skills development, market exploration, protection of migrant workers and their welfare as well as strengthening internal mechanisms. Primarily, the recommendations raised include:



Recruitment and immigration processes of expatriate workers

1. Attention on the recruitment process in the destination:

Participants raised the concern over the lack of monitoring of the recruitment process in the destination countries, specifically in the Middle East. As a result, it is often seen that the nature of work and payment specified in employment contracts or Akama are not respected. The participants recommended that the recruitment process in the destination countries should also be given adequate attention.

2. Coordination between BMET and Bangladesh Immigration:

The participants recommended that there should be an established coordination and sharing mechanism between BMET and the Bangladesh immigration department. There are a number of coordination issues pertaining to BMET certification, immigration seals, returning migrant's data, among others, which require periodic coordination meetings.

3. Strict action against fraudulent recruitment agencies:

The participants acknowledged the benefit of the database of outgoing migrants. However, they shared that it is difficult for labour attachés in the destination countries to identify and provide adequate support to migrants who go abroad unofficially and their data/details are not included in the database. This is particularly true for women migrant domestic workers. The participants thus recommended that strict action must be taken against those who send migrants, especially women migrants unofficially.

4. Performance monitoring of recruitment agencies:

The participants recommended that there is a need to blacklist those agents who have not performed well previously or have many complaints/grievances against them. Furthermore, performance of the recruitment agencies should be considered during renewal of their licences.

5. Ensuring standard and ethical practices in health assessment and HIV testing for migrant workers:

The participants recommended that Bangladesh should ensure standard and ethical practices in carrying health assessments for potential migrant workers, especially HIV testing that require additional aspects of consent and counselling along with the testing. In relation to this, the participants felt that recruitment agencies should also be provided with sensitization training on health and HIV.

Exploration of new markets and development of marketing capacities in Bangladesh:

1. Communication with destination countries regarding new opportunities:

Acknowledging the dynamic nature of labour markets, the participants felt that there should be constant communication, visits, meetings between Bangladesh and the destination countries. Furthermore, participants also suggested that diplomatic representatives of countries/development agencies present in Bangladesh should be invited in events or as resource persons at the trainings. This would help to brand and market Bangladesh.

2. Exploration of new trades:

The participants recommended that Bangladesh should start exploring and preparing not only for new destinations and markets, but also new trades. Specifically, the participants felt this was particularly

important for women migrants from Bangladesh who are only involved in domestic work. There are many other trades such as working in shopping malls, hospitals, sales, nursing and other sectors which could be potential sectors for Bangladeshi women.

Undertaking skills development and preparation of migrant workers:

1. Strengthening of pre-departure orientation services provided by the BMET:

Acknowledging the importance of pre-departure preparedness of migrant workers, the participants recommended the strengthening of the nature and content of the briefings provided in Bangladesh. Specifically, the participants recommended country specific briefings to include the rules, laws, policies, culture, workplace environment, protection mechanisms, language and communication, coping mechanisms for stress, homesickness, health issues, etc.

2. Provision of pre-departure orientation services to migrants departing personally or individually through agencies:

The participants highlighted that the pre-departure orientation briefing currently being provided at BMET only target those migrants who go abroad on group visas. This automatically excludes those migrants who leave through personal networks or through private recruitment agencies. In such situations, migrant workers, especially women migrants, are often unaware about the country or the work they are going for. As a result, the participants recommended that country specific pre-departure be provided to all migrants, not only those that go through group visas.

3. Importance of matching skills with demand:

The participants highlighted that in most destination countries, Bangladeshi workers are well accepted and respected as they are known to be honest, loyal and hard working. They recognized that if Bangladeshi workers possessed the relevant skills as per the demand of the company or individual, the demand for them will be higher and Bangladeshi workers would be in a position to negotiate better wages. The participants recommended that the present training curriculum of BMET needs to be developed as per demand of the destination country. It was shared that there is often a gap between the training provided by the BMET and the practical demand in the country of destination and this results in the trained worker not being able to cope with the nature of work and language at the destination. It was emphasized that BMET should be encouraged to provide demand-based training.

5. Language training:

The participants wanted to place special emphasis on language training. They recommended that language development training needs to be given more attention and priority and such training should be more practical and practice oriented. As such, the duration of trainings needs to be increased to 30 days instead of 15 days.

Harnessing the benefits of labour migration for Bangladeshi workers, communities and Bangladesh:

1. Issues that discourage use of official banking channels:

The participants raised the limitations of official channels, which prevent migrants from using them to send remittances. The limitations include: large number of documentation are needed; large number of forms have to be filled; high service charge is taken for sending the remittances; etc. It was also

observed by the participants that officials at banks and money transfer agencies are often not supportive or cooperative with migrant workers. This also prevents migrants from choosing official channels for their money transfers. As such, the participants recommended that banks should provide user friendly services catering towards people with low education levels, like less skilled/semi skilled migrant workers.

2. Account open without cost for migrant workers:

In order to encourage migrants to use official banking channels, the participants recommended that migrants should be able to open bank account without any costs.

3. Issues that prevent migrants from investing in productive ventures:

The participant shared that while there are some government initiatives that encourage investment, often migrant workers and their families, especially those living in rural areas are unaware about these risk free investment schemes, such as bonds, company shares, etc. They felt that Initiatives from the respective organization/banks need to be campaigned in the rural areas. Government initiatives and functions such as GoB floated bonds for wage earners with lucrative return exist, however bonds have failed to gain the interest amongst non-resident Bangladeshis. The major reason behind the low sale of the bonds is the lack of their knowledge about the bonds and facilities provided for the non-resident Bangladeshis. Specifically, the participants discussed the example of the Investment Corporation of Bangladesh (ICB) initiated Bangladesh Fund of 2012, which aimed at letting the stock market bounce back to a stable point. But the attempt to extract any positive output from the expatriates' whose investments were primarily targeted, turned out to be unsuccessful. The major reason was the lack of vigorous initiatives intended to disseminate information about it.

4. Operations of the Probashi Kalyan Bank:

The Probashi Kalyan Bank has been operating as a specialized bank for the benefit and welfare of wage earners, however this momentum needs to be scaled up. The recommendations include: introducing awareness raising activities; facilities for remittance senders at the airports in Bangladesh; regulation of the Outward Bill Collection (OBC) charges on remittances; and mandatory opening of account by the migrant workers.

5. Elimination of charges on remittances:

Recognizing that Bangladesh benefits greatly from the remittances sent by migrant workers, the participants recommended that charges for sending and collecting remittances should be eliminated. This will in turn encourage migrants to send their remittances using formal channels.

6. Introduction of Insurance facilities for migrants and their families:

Highlighting that many families of migrants suffer in the advent of death or injury of the migrant worker, the participants recommended that insurance facilities should be introduced for migrant workers and their families.

Strengthening of internal mechanisms

1. Lack of human resources:

The participants univocally raised that the main problem is lack of human resources and financial allocation for labour attachés. They presented the case scenario of Qatar to highlight the point, where there are approximately 200,000 Bangladeshi migrants working. The labour attachés shared that the

carried out a number of visits during their off time or holidays, when they were able to meet approximately 200 migrant workers per day, which is around 800 workers in a month, equivalent to 9,600 in a year. They questioned how it would be possible to meet 200,000 migrant workers? The participants recommended that there should be budget allocation for recruitment of local professionals and support staff to deliver welfare services to the migrant workers. It was also requested that the labour attachés with the support of the welfare and mission wing of the ministry, should be able to hire local professionals and support staff based on agreed terms of reference.

2. Recruitment of staff from the revenue budget:

The participants raised that the recruitment of the local professionals and support staff at the destination countries should be from the revenue budget of the government. However, it was also felt that if existing welfare staffs remain in their same positions, while new posts are created and recruited from the revenue budget, it will demoralize the existing staff. It was therefore suggested that internal arrangements could be made by the labour attachés, where based on their experience and skills, existing staff could be exchanged/ transferred to the revenue budget from welfare.

3. Process of sending bank drafts:

The participants raised a specific concern about sending bank drafts through the diplomatic bag. They highlighted that the diplomatic bag first comes to the Foreign Ministry and is then sorted out. By the time it reaches the WEWB, it takes a minimum of 15 to 20 days. Often, in such situations, the date on the bank draft expires. The participants recommended that an alternative mechanism should be adopted to send bank drafts.

4. Dissimilarity in facilities between Labour Attachés and Foreign Service officials:

The participants raised that there are often a disparity between the facilities available to personnel of the foreign ministry and the personnel of the labour wing, although the working situations/conditions are the same- such as house rent, transportation, cost of living, etc. The participants felt that it was demoralizing for the labour wing to have their status lower than the foreign ministry personnel. Rather than making separate rules for the labour wing, the participants recommended that their benefits should be adjusted with the benefits of the foreign ministry. Specifically, the participants highlighted that house rent has been increasing yearly in the foreign countries. While the foreign ministry personnel receive house rent as per demand, the labour wing personnel has to stay in a distant place as they receive less amount for house rent. The communication/transportation cost also increases if they live in a distant place. This issue needs attention.

5. Participation of labour attachés in GCC conference:

The participants highlighted that bilateral discussions and coordination with destination countries, specifically GCC, was essential. The participants recommended that ILO should support the participation of labour attachés in the GCC Conference to share the experiences with all the members of the GCC.

Crisis management

1. Development of crisis management planning:

Reflecting on Bangladesh's experience during the Libya crisis, the participants felt that there is a need to develop a safety map for leaving respective countries in crisis situations. Specifically, there is a need to develop a crisis management guideline and training for all labour attachés.

2. Movement during conflict situations in the destination countries:

During conflict situations or adverse law and order situations in destination countries, movement for migrant workers become very difficult. Many Bangladeshis are caught and get sent to detention centers. While there are some companies who show interest to rescue migrants from the detention centers, other times labour attachés have to develop their own roles and responsibilities to address such problems. The participants recommended that there is need to take initiative to link up the organizations, research unit and civil societies together at the destination country, especially during such times.

Protection of Bangladeshi expatriate workers abroad and provision of welfare support:

1. Advocacy to improve the societal views towards migrants:

The participants recognized that migration always has, and always will exist, and societies will become increasingly diverse. However, major health risks of migration include exclusion, denial, xenophobia, etc. Integration of migrants into society is the key to improving equity. For this, the participants recommended that fact-based advocacy that offers a more balanced view, including contribution of migrants to society and reversing misconceptions, should be carried out. Simultaneously, school curricula should include classes on multiculturalism, media, national/global leaders, etc.

2. Adoption of pension scheme for Bangladeshi workers:

The participants further suggested that Bangladesh needs to get experience from other countries like the Philippines to streamline the system in Bangladesh. The pension system for the migrant workers in the Philippines could be replicated in Bangladesh.

3. Abiding by laws, rules, regulations of destination countries:

The participants shared that often Bangladeshi migrant workers would get involved in activities, such as going on strikes or holding processions, which are against the rules and regulations of the destination country. In these cases, labour attachés recommended that the following steps should be taken, in order to better protect the other migrant workers:

- communicate with company personnel in their head office;
- inform labour officials;
- have good coordination with all law enforcement agencies;
- discuss and find out the problem;
- negotiate with both parties;
- negotiate on behalf of all migrants except the leaders/troublemakers who led the procession and strikes, who should then be sent back to Bangladesh

4. Sensitization training of national law enforcement agencies in the destination countries:

The participants raised that local legislation of the Middle East countries always support the Arabs. They felt that local nationals get more privilege than migrant workers. To address this issue, the labour attachés recommended that there is a need to train law enforcement agencies in the destination countries on such challenges; and create awareness on the common standards and practices. Furthermore, the participants highlighted that the role of global civil societies need to be enhanced and developed as well.

5. Establishment of associations in destination countries:

Recognising the benefits of migrant associations in destination countries to support migrant workers, the participants recommended the establishment of associations. In countries where Right to Association does not exist, the participants recommended that associations could be set up in other forms, such as cultural associations, religious groups etc. which will act to protect the rights of the migrant workers. The participants further added that the various small informal groups could unite into a bigger more organized group which can act as union/forum in the respective destination country.

6. Periodic review of bilateral / multilateral / employment agreements:

The participants recommended that constant coordination and negotiations are needed with the destination countries to protect migrant workers. As such, there should be periodic review and revision in the bilateral / multilateral / employment agreements to ensure the rights, benefits and privileges of migrant workers are protected.

7. Establishment of support centres in destination countries:

Recognising the varied experiences of migrant workers, the participants recommended the establishment of support centres in destination countries. These support centers are to provide a range of support services to migrant workers including health, counseling, legal, professional, etc.

8. Ensuring access to care and reintegration support for all migrants and their families affected by health problems:

Relevant for all migrant workers and their families, the participants recommended that reintegration is an important area that needs further attention in Bangladesh.

Evaluation of the training

The participants evaluated the sessions using an evaluation form they were provided. The evaluation form had two different parts. In the first part, the participants were asked to evaluate the sessions by writing answers in response to 11 different questions. In the second part, the participants were allowed to choose any options from five alternatives and circle it in response to 15 different questions. The following present the overview of the responses:

Part 1

Q.1: What were you expecting to learn from attending this training?

- i. Establish better coordination between labour wing and the ministry and BMET.
- ii. Share knowledge and experiences of one mission with others- know best practices and apply them in the workplace.
- iii. Update on recent policies, laws, rules, regulations, trends and expectations of the ministry.
- iv. Update on human resource development.
- v. Update on international labour standards and decent work.
- vi. Share experience of market expansion and labour related problems.
- vii. Update on activities of ILO, IOM and other international and UN organizations.
- viii. Overview of processes/procedures of labour migration followed by other missions and departments.
- ix. Problems and challenges of migration and repatriation faced by others.
- x. Exchange on human resource cooperation.
- xi. Discussion on crisis management.
- xii. Current government policy regarding Bangladeshi labour migration.
- xiii. Contact the resource persons and concerned officials directly to gather the recent information, views and operational methods of migration.
- xiv. Share experiences with relevant operational units.
- xv. Address vital issues such as handling labour problems in host countries and exploration of the labour market.

Q.2: Were your expectations met? If no, why not?

- i. The expectations have been met.
- ii. To some extent, a few areas could be included in the module, e.g. crisis management, interaction with MOFA(Ministry of Foreign Affairs), MOHA (Ministry of Home Affairs), Bangladesh Bank, and Immigration.
- iii. Yes. In spite of having many limitations, organizers made the training beyond our expectation by putting extra effort.
- iv. I had an expectation to know the detailed welfare activities taken by the different labour wings. However, did not get a complete picture.

Q.3: How will you put this learning into action? What steps will you take?

a) Within the next 2 weeks?

- i. Dispose of pending issues.
- ii. Communicate with different ministries/employers/chambers to recruit more Bangladeshi workers.
- iii. Discuss with other colleagues on the issues learnt.
- iv. Send report/ feedback to the ministry/BMET/concerned desk.
- v. Try to go through all training materials.

- vi. Make a one year plan and operational method.
- vii. Ensure the pending issues are completed.
- viii. Protect workers from workplace exploitation.
- ix. Examine the opportunities for skilled labour.

b) Within the next 3 months?

- i. Establish a qualitative change in providing day-to-day services, especially making the personnel of the labour wings more accountable.
- ii. Arrange job fairs.
- iii. Arrange training programmes for the support staff.
- iv. Arrange funds and logistics.
- v. Visit concerned departments in the destination country.
- vi. Explore the expansion of existing labour markets.
- vii. Provide better health care to migrants in need.
- viii. Visiting companies and mitigate complains of the labour migrants.

c) In one years' time?

- i. Develop a labour directory.
- ii. Introduce TOM in labour wings.
- iii. Involve local lawyers/agencies to solve compensation cases.
- iv. Arrange meetings/ job fairs to recruit workers; rectify and regularize the employment status of workers.
- v. Prepare a database and include information of all workers in it (country-wise).
- vi. Continuous follow-up of the instructions.
- vii. Furnish a MOU/contract with host country.
- viii. Continue market exploration.
- ix. Solve the legalization problem of the workers.

Q.4: Please list any obstacle to applying the training in practice (in actions in 3).

- i. Huge workload due to the general amnesty approved by the KSA Govt.
- ii. Lack of adequate human resource in the labour wings.
- iii. Budget constraints.
- iv. Lengthy approval procedures.
- v. Country specific restrictions.
- vi. Decision of the ambassadors in the missions.
- vii. Diplomatic delay from the host country.
- viii. Gap between theory and practices, especially on migrant protection.
- ix. Lack of cooperation of the host countries to put a halt to all malpractices.
- x. Local acts and non cooperation of the authorities local of the host countries.

Q.5: Which of the trainings presentations or topics were the most useful to you? Why?

- i. Sessions with Ministry, BMET, Welfare Board. These sessions were more interactive, participatory and based on duties of labor attachés.
- ii. Budget preparation, international migration, labour standards, role of labor attachés.

- iii. Migration and remittance.
- iv. G to G presentation from BMET will be useful for future operation.
- v. Country presentations.
- vi. Protection of workers under international laws and regulations. It will enable me to negotiate with higher authorities in the host countries.
- vii. ILO's monitoring form.
- viii. Promotion and marketing.

Q.6: Which of the training presentations or topics did you find least useful? Why?

- i. None.
- ii. Migration and health issues.
- iii. Legal procedures in migration issue were discussed in theoretical points. Field level issues/ experiences were not shared. Practical implementation of the legal processes could be discussed.
- iv. Summary notes- these do not contain anything new.
- v. Female migration.

Q.7: What presentations or topics were you expecting to hear, but were not presented?

- i. Crisis management.
- ii. Region specific intensive programme/session participated by current and former labour attachés of that particular region, for example, eastern and middle eastern regions.
- iii. Labour laws and their enforcement in different countries.
- iv. Different rules, regulations, circulars followed in foreign missions.
- v. Immigration procedures, financial regulations, diplomatic duties and responsibilities.
- vi. Coordination with the Ministry of Foreign Affairs.
- vii. How to deal with emergency situations, labour strikes, road and fire accidents.

Q.8: Are there any items or activities you would like to see added to this training?

- i. SWOT analysis of labour sending competitors countries like Bangladesh, India, Pakistan, Nepal, Sri Lanka, Philippine, Egypt and set strategies to overcome weakness and threat.
- ii. Labour laws and dealing with compensation cases, etc.
- iii. Detail on the operations of the wage earner's welfare fund by the missions.
- iv. Training facilities provided by the Bangladesh government.
- v. Resource/ budget management and addressing legal needs of the migrants.
- vi. Future demand analysis, future plan for expansion of the labour market.

Q.9: Are there any items or activities you would like to see removed from this training?

All the participants answered that there was no item or activities they would like to see removed from the training.

Q.10: In terms of training methods, which activities did you find most interesting and useful (e.g. group work, discussion, presentation, role play, quiz).

- i. Region wise group work may be done to find out problem, prospects, opportunities and set strategies to ensure better result.
- ii. Discussion and presentations.
- iii. Group work and discussions.

iv. Question-answer sessions were the most enjoyable.

Q.11: Other comments:

- i. Such labour attaché conferences/training should be held every year regularly.
- ii. Overall, the programme of the conference was extremely useful. The conference might be arranged in half yearly basis.
- iii. Former labour attachés may be invited as resource persons to share their experience.
- iv. The duration may be increased.
- v. Interaction with other labor sending countries and destination countries can be arranged on regular basis in future.
- vi. Group work on certain critical issues can be arranged.
- vii. Visit to training institutes should be arranged.
- viii. More focus may be given to country presentations and more time should be dedicated to share experiences of all the labour attachés.

Part 2

The second part contained 15 questions with alternative answer codes. The participants were asked to circle their agreed code from five alternatives. There were 3 sections in the questionnaire. However, the accumulated findings are presented below.

A. Curriculum

To evaluate the training curriculum, the participants were asked five questions. In the first question, they were asked about how much their expectations have been met by the training- seven out of 11 participants were found whose expectations have been met fully. Two participants said it was good and one participant mentioned it was very good. Most of the participants' answers showed that they will be able to apply the knowledge learned. In the third question, the participants were asked to identify if they felt that the objectives of the training were fully understood. Almost all the participants (9 out of 11) shared that the curriculum materials were organized and easy to follow. Eight out of 11 participants further added that the materials will be useful in their work.

B. Trainings

The participants evaluated the training sessions and the quality of training conduction. They were asked to identify if the trainers were knowledgeable or not. In response, seven participants selected the 'all were good' option and three participants selected 'very good'. In response to the statement 'the quality of instruction was good', six out of 11 participants selected 'fully agree'. They were asked to mention if the presentations were interesting and practical- five participants selected 'fully agree' to that, whereas five participants selected 'just agree'. Most of the participants stated that the presenters met the training objectives. Almost all the participants mentioned that the training methods used were interactive and participatory, and adequate time was provided for the participants' questions.

C. Training Specific Questions

Five participants rated the training as 'best' and another 5 participants rated as 'good'. In response to the statement 'the training will help me do my job better', most of the participants (7 out of 11) selected the 'agree' option. However, almost all the participants (10 out of 11) agreed that the training was worthwhile and should be conducted on an annual basis.

D. Procedures and information

The participants were asked if they have received timely and advance training information. Most of the participants (8 out of 11) selected the 'yes' option.

Progress Update

An assessment was done on the progress made against the recommended actions, which were identified and agreed upon by the labour attachés. The assessment is presented below:

| | Recommended activities | Actions taken | Weighted % | Progress |
|----|---|---|------------|----------|
| 1 | Every labour wing should take initiative with an immediate effect to contact the bank/ exchange houses of the concerned country to sign an agreement/MOU with the PKB. | No labour wing has taken such initiative | 0.01 | 0 |
| 2 | Labour attachés will assist to open bank account for the workers of PKB by visiting labour camps. | No labour wing has taken such initiative | 0.01 | 0 |
| 3 | Initiative should be taken by the labour wing to remove all sorts of impediment for sending remittance by the expatriate workers and in this regard labour wings will send a report to the ministry. | Efforts may have been taken, but no report has been received by the ministry. | 0.01 | 0 |
| 4 | Efforts should be taken to motivate migrant workers to send money through the banking channel. | Efforts may have been taken, but no report of such activities has been received by the ministry. | 0.02 | 0 |
| 5 | Every labour wing should follow the website of the PKB in order to be updated about the facilitation of bank and will disseminate those information to the migrant workers. | Efforts may have been taken, but no report of such activities has been received by the ministry. | 0.01 | 0 |
| 6 | All labour attachés will work for reducing migration cost. | Efforts may have been taken, but no report of such activities has been received by the ministry. | 0.02 | 0 |
| 7 | Initiative should be taken to promote employment of more skilled workers. Recruiting agency must be send at least 20 % skilled worker of their total overseas employment which will be the condition of renewal of license. | Construction of TTCs is one of the initiative for skill development, but there was no initiative taken for imposing condition for sending 20 % skilled workers to the agencies. | 0.01 | 0 |
| 8 | It is to be ensured that employers will not harass any worker. | Most of the labour wings remain active to address the welfare of the workers. | 0.05 | 0.02 |
| 9 | Middle East bound worker will have to work in high temperatures, so they should be informed in their briefing session about this. | Pre-briefing sessions were conducted to inform the workers about the climate of the gulf region. | 0.01 | 0.01 |
| 10 | One focal person will be appointed in the employment wing of the Ministry of Expatriates' Welfare and Overseas Employment. | No focal person has been appointed from the employment wing of the ministry. | 0.01 | 0 |

| | Recommended activities | Actions taken | Weighted % | Progress |
|----|---|---|------------|----------|
| 11 | One lawyer may be appointed in every labour wing to assist the worker | Out of 15 labour wings, only 2 labour wings have appointed a lawyer. | 0.01 | 0.003 |
| 12 | Insurance should be compulsory for overseas employment. | Most of the workers have insurance in destination country; but no compulsory insurance policy is made available before overseas employment. | 0.02 | 0 |
| 13 | A directive may be given for attestation of demand letters/visas to the labour wing. | Directives have been given in different occasions. | 0.01 | 0.005 |
| 14 | It should be ensured that all domestic female workers will be received by their employer at the airport. | Such arrangements have been ensured. | 0.01 | 0.01 |
| 15 | Report will be sent by the labour wing of Riyadh and Jeddah regarding the recruitment of domestic female workers. | No report has been received yet. | 0.01 | 0 |
| 16 | Labour wing will inform about the 10 year old death cases to the ministry/BMET which will help to take decision to give compensation to the deceased family. | Labour wing has provided such information on different occasions. | 0.01 | 0.005 |
| 17 | Every labour wing should be given a target at the beginning of each year by the ministry. This target may be an indicator of their performance. | No target has yet been set for labour wings. | 0.02 | 0 |
| 18 | Smart card reader machines will be provided at the airport in consultation of the Ministry of Home Affairs. Information of returning workers should be kept with this machine as well. | No smart card reader machines have been provided at the airport. | 0.02 | 0 |
| 19 | Employer's mobile number must be kept in the database of BMET. It will be helpful to contact the employer if any problem is reported by the worker. | Employer's mobile numbers are kept in the database of BMET, but recruiting agents are reluctant to provide the actual one. | 0.01 | 0.005 |
| 20 | No worker (especially female) will be allowed to leave the country without having the emigration clearance by BMET. In this regard a request letter will be issued to the Ministry of Home Affairs. | No letter has been issued to the Ministry of Home Affairs. | 0.01 | 0.01 |
| 21 | Labour wing will send report on those who go illegally on regular basis. | Report received from different labour wing on different occasions. | 0.02 | 0.01 |
| 22 | Labour wing will inform to ministry/BMET regarding the training to be provided to the workers based on the demand of the country. | No formal report has been received by BMET. | 0.02 | 0 |

| | Recommended activities | Actions taken | Weighted % | Progress |
|----|--|---|-------------------|-----------------|
| 23 | Every labour wing will make arrangements for accreditation of training institutes in Bangladesh in respective country. | No such initiative has been taken by any labour wing. | 0.01 | 0 |
| 24 | Language training and communication skill must be developed for overseas job seekers. | BMET has taken some initiatives, but not sufficient. | 0.01 | 0.003 |
| 25 | If possible, community school may be established in the embassy schools to provide skills training to workers. | Initiative taken on need basis. | 0.01 | 0.003 |
| 26 | Labour wings will inform the limitations of the skill of Bangladeshi workers in the respective countries. | No information has been received. | 0.01 | 0.01 |
| 27 | Labour attaches will send proposal to establish either a training center with the funding of concerned country or to increase the standard of the existing training centers with joint venture. | No such initiative has been taken by any labour wing. | 0.01 | 0 |
| 28 | Labour wing of Qatar will send a proposal to enhance the skill development with the assistance of 'Qatar Foundation'. | No such initiative has been taken by the Qatar labour wing. | 0.01 | 0 |
| 29 | Each labour wing will send information regarding charging of visa attestation fee with reference to the welfare board decision. Welfare board will revise the amount of visa attestation fee. This decision will be taken in the honorary consulate offices as well where no labour wings exist. | No information received yet. | 0.01 | 0 |
| 30 | Expatriate workers must be given legal assistance through the labour wings. | Labour wing provide assistance on regular basis. | 0.01 | 0.01 |
| 31 | Ministry of Expatriates' Welfare and Overseas Employment may seek approval to establish a fund of recurring expenditure for welfare of the worker to the Ministry of Finance. | Initiative has been taken. | 0.01 | 0.005 |
| 32 | Director (welfare), BMET will send a letter to all labour wings informing them about the rules and procedures of giving burial expenditure to the legal heirs/authorized person of the deceased at airport, by the welfare fund. | No information received yet. | 0.01 | 0 |
| 33 | Ministry of Expatriates' Welfare and Overseas Employment will arrange to appoint a Drawing and Disbursing Officer (DDO) with the authority for expenditure of the revenue fund. | Initiative has been taken. | 0.01 | 0.01 |

| | Recommended activities | Actions taken | Weighted % | Progress |
|----|--|--|------------|----------|
| 34 | A letter will be issued from the ministry to allow more administrative authority by the labour wing. | Letter has been issued. | 0.01 | 0.01 |
| 35 | All labour attaches will prepare and send a documentary on the workplace of concerned country. | No documentary has been sent by any labour wing. | 0.01 | 0 |
| 36 | Standard english language training and communication skill must be provided to Singapore bound domestic female worker. | Initiative has been taken | 0.01 | 0.01 |
| 37 | Country specific pre-departure briefing must be conducted. | Initiative has been taken | 0.01 | 0.01 |
| 38 | Compensation money of the worker must be distributed by BMET within the shortest possible time. | Initiative has been taken | 0.01 | 0.01 |
| 39 | Returning workers from Libya should be prepared on the basis of database so that they can move to Libya as soon as they get visa. | Initiative has been taken | 0.01 | 0.01 |
| 40 | More active role must be shown to increase remittance inflow. | Initiative has been taken, but no regular report received. | 0.05 | 0.02 |
| 41 | More motivational work should be carried out so that expatriate workers send their remittance through banking channels. | Initiative has been taken. | 0.05 | 0.02 |
| 42 | New labour markets should be explored apart from existing labour markets. | Initiative has been taken. | 0.05 | 0.03 |
| 43 | Immigration department should work carefully so that no female domestic worker below the age of 25 years old can go out of the country for work (as per the current policy). | Initiative has been taken. | 0.01 | 0.01 |
| 44 | Administrative and financial discipline must be maintained during budget expenditure of the labour wing in embassies. | Most of the labour wing maintains the discipline. | 0.05 | 0.04 |
| 45 | Labour attaches should address the worker with a smiling face and provide all possible assistance. | Initiative has been taken, but more effort needed. | 0.01 | 0.005 |
| 46 | Prime Minister's Office will send a letter to the Ministry of Home Affairs and the Ministry of Foreign Affairs to ease of the process for giving visit visa to the businessmen and employers who wish to visit Bangladesh. Employers will be given 1 year multiple visa if there is a recommendation from the labour wing. | Update not known. | 0.01 | 0 |

| | Recommended activities | Actions taken | Weighted % | Progress |
|----|---|---|------------|--------------|
| 47 | Ministry of Expatriates' Welfare and Overseas Employment will take necessary action to reduce the migration cost of the overseas job seekers. | Initiative has been taken. | 0.05 | 0.03 |
| 48 | Prime Minister's Office will send a letter to the Ministry of Foreign Affairs for the arrangement of a state visit in Oman. | The Foreign Minister has visited Oman. | 0.01 | 0.01 |
| 49 | Prime Minister's Office will send a letter to the Ministry of Commerce for the feasibility of opening a commercial wing in Oman. | Update not known. | 0.01 | 0 |
| 50 | Labour wing officers will ensure spending their entertainment allowance in proper manner. | Update not known. | 0.01 | 0 |
| 51 | Labour wing will assist domestic female workers to make arrangement for regular contact with their families back home. Employer will bear the cost of insurance of the worker and labour attaches will monitor the welfare of workers on a regular basis. | Initiative has been taken, but more effort needed. | 0.05 | 0.03 |
| 52 | Every worker will get service from the embassy and will not return without having any services. | Every labour wing do their best to render services, but more effort can be given. | 0.05 | 0.02 |
| 53 | Representative from Ministry of Home Affairs, Finance and Emigration department will be present and participate in discussions with labour attaches in next conference. | Initiative has been taken. | 0.01 | 0.01 |
| 54 | To create awareness regarding safe migration among the aspirant migrant workers, one bill board will be set up in a visible area of the Thana Nirbahi Office or Assistant Commissioner (Land) Office. | No initiative has been taken. | 0.02 | 0 |
| 55 | All labour wings shall sign a standard employment contact with the employer during visa attestation. | Initiative has been taken. | 0.05 | 0.01 |
| 56 | Visits for bilateral discussions between the Minister for Expatriates' Welfare and Overseas Employment with labour ministers of host countries will be arranged by the labour wings. | Initiative has been taken. | 0.01 | 0.01 |
| | | Total progress (%) | 1 | 0.414 |

Photogallery



Annexures

Annex 1: List of facilitators

| | | | |
|----|---|----|---|
| 1 | Mr. Kazi Abul Kalam Deputy Secretary MEWOE | 2 | Mr. Motiur Rahman DMD, Joint secretary WEWB |
| 3 | Dr. Tasneem Siddiqui Chair RMMRU | 4 | Mr. Sudhangshu Shekhar Biswas Additional Secretary MoF |
| 5 | Professor Abul Barakat PhD Department of Economics, University of Dhaka | 6 | Dr. C.R Abrar Executive Director RMMRU |
| 7 | Ms. Nisha Chief Technical Advisor ILO | 8 | Ms. Samiha Huda Independent Consultant |
| 9 | Mr. AZM Nafisul Islam SS (Immigration) Special Branch | 10 | Ms. Sabina Sayeed Program Associate UN Women |
| 11 | Ms. Nishat A Chowdhury National Programme Officer IOM | 12 | Mr. Jaime Caledon Regional Migration Health Specialist IOM |
| 13 | Dr. Abu Hena Mustafa Kamal Joint Secretary (Employment) MoEWOE | 14 | Md. Zahirul Islam General Manager BOESL |
| 15 | Begum Shamsun Nahar Director General BMET | 16 | Mr. A.T.M Abu Asad Deputy Director Immigration and Passport |
| 17 | Mr. Hazrat Ali Additional Secretary MoEWOE | | |

Annex 2: List of participants

| | | | |
|---|--|---|--|
| 1 | Md. Zahidul Islam Bhuiyan First Secretary (Labour), Seoul, South Korea Email: bhuiyan6725@gmail.com | 2 | Baby Rani Karmakar First Secretary (Labour) Tokyo, Japan Email: babypriyankary@gmail.com |
| 3 | Shafiul Azim First Secretary (Labour) (under order) Doha, Qatar Email: shafiulazim71@gmail.com | 4 | Muhammad Maqsudur Rahman First Secretary (Labour) Doha, Qatar Email: maqsud_2006@yahoo.mail |

| | | | |
|-----------|--|-----------|---|
| 5 | Lubna Yasmine First Secretary (Labour) Amman, Jordan Email: yasmin_lubna@yahoo.co.uk | 6 | Rubaiyat-E- Ashique First Secretary (Labour) Rome, Italy Email: reashique71@yahoo.com |
| 7 | Mohammad Rafiqul Islam Second Secretary (Labour) Cairo, Egypt Email: rafiqraihanier@gmail.com | 8 | Syed Mohammad Zahid Hossain First Secretary Singapore Email: zhossain789@gmail.com |
| 9 | Noor Mohammad Masum First Secretary (Labour) Riyadh, Saudi Arabia Email: nmuhammadm@yahoo.com | 10 | Emdadul Haque Minister (Labour) Riyadh, Saudi Arabia Email: emdad1958@yahoo.com |
| 11 | Mohammad Mizanur Rahman First secretary (Labour) Riyadh, Saudi Arabia Email: mizanpmo@yahoo.com | 12 | Md. Nazmus Sadat Salim First Secretary Jeddah, Saudi Arabia Email: sadat-dipti@yahoo.com |
| 13 | Muhammad Reza-E-Rabbi Second Secretary Jeddah, Saudi Arabia Email: reza_36ftc@yahoo.com | 14 | Md. Mokammel Hossain, Counselor (Labour) Jeddah, Saudia Arabia Email: shofin21@yahoo.com |
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| 17 | A K M Mizanur Rahman First Secretary Dubai, UAE Email:mizan_tetulia@yahoo.com | 18 | Nasreen Jahan First secretary (Labour) Dubai, UAE Email: nasreenjahan67@yahoo.com |
| 19 | Latiful Hoq Kazmi Counselor (Labour) Abu Dhabi, UAE Email: lhkazmi@yahoo.com | 20 | Muhammad Anwar Uddin First Secretary Muscat, Oman Email: anwaruddin71@gmail.com |
| 21 | A K M Rabiul Islam Counselor (Labour) Muscat, Oman Email: rabiul3531@yahoo.com | 22 | Mohd. Ahsan Kibria Siddiqui First Secretary Tripoli, Libya Email: ahsan.bangladesh@yahoo.com |
| 23 | Md. Mohidul Islam Counselor (Labour) Manama, Bahrain Email: mohidul_islam@yahoo.com | 24 | K M Ali Reza First Secretary (Labour) Kuwait City, Kuwait Email: kazisham@yahoo.com |

Annex 3: Training schedule

Training schedule for labour attachés 01-05 September, 2013

Day 1 (Inaugural session)

| Time | Session | Resource person(s) |
|-------------|----------------------------|---------------------------|
| 9.00-9.30 | Registration | |
| 9.30-9:35 | Welcome remarks | Joint Secretary (Mission) |
| 9:35-9:45 | Opening statement | DG, BMET |
| 9:45-10:00 | Statement by Special Guest | Secretary, MEWOE |
| 10:00-10:30 | Statement by Chief Guest | Honorable Minister, MEWOE |
| 10.30-11.00 | Tea break | |

(Migration and remittance)

| Time | Session | Resource person(s) |
|-------------|---|---|
| 11.00-12.00 | Introductory session <ul style="list-style-type: none"> • Training overview • Participant's introduction • Expected outcomes | MEWOE |
| 12.00-1.00 | Overview of migration trends: Perspective Bangladesh | Dr. Tasneem Siddiqui, RMMRU |
| 1.00-2.00 | Lunch break | |
| 2.00-3.00 | Migration and Remittance (Slide 10.0) | Professor Abul Barakat |
| 3.00-3.30 | Tea break | |
| 3.30-4.30 | Protection of Rights of migrant workers (Slide 17.0) | Ms. Nisha, Chief Technical Adviser, ILO |
| 4.30-5.00 | Closing/feedback | |

Day 2 (Office management)

| Time | Session | Resource Person(s) |
|------------|---|---|
| 9.00-9.30 | Summative notes of the previous day | MEWOE |
| 9.30-11.00 | Strategies of market exploration, demand letter verification, MoUs, contract letter | Dr. Abu Hena Mustafa Kamal, Joint Secretary (Employment) MEWOE |

| | | |
|-------------|---|--|
| 11.00-11.15 | Tea break | |
| 11.15-12.45 | Preparation of budget (Revenue and Welfare) | MoF/MEWOE/Wage Earner's Welfare Board |
| 12.45-1.30 | Lunch break | |
| 1.30-3.00 | Role and Terms of References for labour attachés <ul style="list-style-type: none"> • Challenges • Promotion and marketing • Welfare • Administrative issues in labour wing | MEWOE/ Wage Earner's Welfare Board |
| 3.00-3.30 | Tea break | |
| 3.30-4.30 | Presentation by the labour attachés (6) <ul style="list-style-type: none"> • Riyadh, KSA • Jeddah, KSA • Abu Dhabi, UAE • Dubai, UAE • Libya • Qatar | Presented by Minister/Counselor/First Secretary Chaired by: Professor C.R. Abrar, RMMRU |
| 4.30-5.00 | Closing/Feedbacks | MoEWOE |

Day 3 (International cooperation)

| Time | Session | Resource person(s) |
|--------------|---|---|
| 9.00-9.30 | Summative notes of the previous day | MEWOE |
| 9.30-10.30 | International legal framework for the protection of migrant workers | Ms. Nisha, Chief Technical Adviser, ILO |
| 10.30- 11.30 | Bilateral and Regional Consultative Process <ul style="list-style-type: none"> • Colombo Process • Abu Dhabi Dialogue | MoFA |
| 11.30-11.45 | Tea break | |
| 11.45-12:45 | Female migration | UN Women |
| 12.45-1.30 | Lunch break | |
| 1.30-2.30 | Human trafficking and Bali Process | IOM |
| | Migration and health issues | |
| 2.30-2.45 | Tea break | |

| | | |
|-----------|---|--|
| 2.45-3.30 | Presentation by the labour attachés (6) <ul style="list-style-type: none"> • Oman • Jordan • Singapore • Bahrain • Malaysia • Japan | Presented by Counselor/First Secretary |
| 3.30-4.00 | Closing/Feedbacks | UN Women |

Day 4 (Domestic cooperation)

| Time | Session | Resource person(s) |
|-------------|---|--|
| 9.00-9.30 | Summative notes of the previous day | MEWOE |
| 9.30-10.30 | Coordination with BMET | BMET |
| 10:30-10:45 | Tea break | |
| 10.45-11.45 | Coordination with Wage Earner's Welfare Board | Wage Earner's Welfare Board |
| 11.45-12.45 | Coordination with PKB | PKB |
| 12.45-1.30 | Lunch break | |
| 1.30-2.30 | Coordination with BOESL | BOESL |
| 2.30-3.00 | Tea break | |
| 3.00- 4.00 | Presentation by the labour attachés (5) <ul style="list-style-type: none"> • Kuwait • Egypt • South Korea • Italy • Iraq | Presented by Counselor/First Secretary |
| 4.00-4.30 | Closing/feedbacks | UN Women |

Day 5 (Issues of expatriates' welfare)

| Time | Session | Resource person(s) |
|-------------|---|--|
| 9.00-9.30 | Summative notes of the previous day | MEWOE |
| 9.30-10.30 | Immigration process and related issues | SB Office |
| 10.30-11.00 | Tea break | |
| 11.00-12.00 | Issuance of MRP passport | Immigration and Passport Department |
| 12.00-1.00 | New Act and Overseas Employment Policy 2013 (draft) | MEWOE |
| 1.00-2.00 | Lunch break | |
| 2.00- 3.00 | Stock taking and open discussion | MEWOE/BMET/Wage Earner's Welfare Board |
| 3.00-3.30 | Tea break | |
| 3.30-4.30 | Closing | |

Annex 4: Monitoring form for workers issues:

Labour Attaché monitoring form³ for workers issues

| Recommended activities | Accomplishments | Agencies concerned | Remarks |
|--|-----------------|--------------------|---------|
| Total number of domestic workers receiving services from the embassy | | | |
| Domestic workers in trafficking and forced labour cases (number of cases reported to embassy) | | | |
| Other abuse-sexual abuse, physical beatings or mental abuse etc (number of cases reported to embassy) | | | |
| Labour exploitation-underpayment, lack of just working conditions (number of cases reported to embassy) | | | |
| Social services provided by embassy (number of cases handled-current) <ul style="list-style-type: none"> Housing Legal assistance Visits to hospital/jails Counseling Repatriation Other (specify) | | | |
| Social services (Number of cases solved) <ul style="list-style-type: none"> Housing Legal assistance Visits to hospital/jails Counseling Repatriation Other (specify) Referrals to NGOs; referrals to trade unions, mediations Referrals to labour department, referrals to police 24 hour hotline (number of queries received) 24 hour hotline (number of queries assisted) Blacklisting employers (number recommended to watch) blacklisting employers (number actually blacklisted) | | | |
| <p>Policy Development Formulation</p> <p>Policy developments on DW issue (no. submitted) Policy developments on DW issue (no. implemented)</p> <p>Networking, linkages and information dissemination</p> <p>Number of activities/consultations organized/ conducted/participated in</p> <ul style="list-style-type: none"> Host government Trade unions Employers Media NGOs Diaspora community Recruitment agencies Other (specify) | | | |

Questions for discussion:

Is it feasible to collect this kind of information? (or does it already exist)

How will you go about it? Time frame?

Is there anything else you will need?

³Adapted from embassy monitoring form ILAS Form No 01-2002.

Annex 5: Marketing report format

Half yearly report on marketing⁴

| | | | | |
|---|---|--|--|--|
| Reporting Period: | Example: July to September 2013 | | | |
| Country of Destination: | Example: UAE | | | |
| Individual Numbers: | Approximate number of migrant workers employed by individual contracts. | | | |
| Significant Development: | | | | |
| Present need of govt. agencies/ companies: | Name of Agency: | | | |
| | Need for foreign labour (job type): | | Example: Welder, construction worker, supervisor, etc. | |
| | Total number of foreign labour needed: | | Example: 4000 | |
| | By (approximate date) that the worker needs to be in the destination country: | | Example: 31 December 2013 | |
| | Male (if specific) | | Female (if specific) | |
| | Name of the Trade/Job: Example: Welder | | | |
| | Number required: | Example: 20 | Number required: | |
| | Minimum Wage: | Example: USD ... | Minimum Wage: | |
| | Qualifications: | | Qualifications: | |
| | Future need of the govt. agencies/ companies: | Name of Agency: | | |
| Need for foreign labour (type): | | Example: Welder, construction worker, supervisor, etc. | | |
| Total number of foreign labour needed: | | Example: 4000 | | |
| By (approximate date) that the worker needs to be in the destination country: | | Example: | | |
| Male (if specific) | | Female (if specific) | | |
| Example: Welder | | | | |
| Number required: | | Example: 20 | | |
| Minimum Wage: | | Example: USD ... | | |
| Qualifications: | | | | |
| Future developmental Projects of the government: | | Name of Agency: | | |
| | Need for foreign labour (type): | | Example: Welder, construction worker, supervisor, etc. | |
| | Total number of foreign labour needed: | | Example: 4000 | |
| | By (approximate date) that the worker needs to be in the destination country: | | Example: | |
| | Male (if specific) | | Female (if specific) | |

⁴ Discretion of the labour attachés is advised in preparing the marketing report format, in terms of number of migrant worker needed. In case the need is urgent, the information may be provided in the same format.

| | | |
|---|---|------------------|
| | Example: Welder | |
| | Number required: | Example: 20 |
| | Minimum Wage: | Example: USD ... |
| | Qualifications: | |
| Obstacles encountered/ Solutions provided: | Approximate number of migrant workers employed by individual contracts. | |
| Outlook: | | |
| Any other: | | |

Source of Information:

Critical Literature Review

- secondary research including surveys
- source of information
- record of brainstorming
- press clippings
- frequency of these materials
- State pronouncements
- press reports

Focused Group Discussion (FGD)

- assemble experts and stakeholder representatives
- stirs a discussion of research questions or issues
- record of the exchanges of the information, clarifies views and gathers different views without drawing conclusions and judgment
- Participants are cooperating not competitive forces

Investigative Research

- door-to-door consultative process with persons of authority, sector or organizational representation
- getting the respondent contribute his sector perspective of the desired information without the influence of other parties.

Research resources

- Employment journals
- Internet sites on job vacancies
- Trade agreements
- Immigration regulations
- Multilateral discussions
- Situationer reports of diplomatic missions, trade and labour attachés
- Sector or Industry consultation reports
- Economic reconstruction plans
- Company hiring plans
- University researches, dissertations
- Multi-media press releases
- International trade exhibits and job fairs
- Country development plans
- Trade journals
- State pronouncements
- Records of bilateral negotiations
- Publications and reports of international organizations
- Skills/human resource development plans
- Contractors' journals or bulletins
- Employer association reports
- Speeches
- Marketing mission reports
- International employers conference reports

