

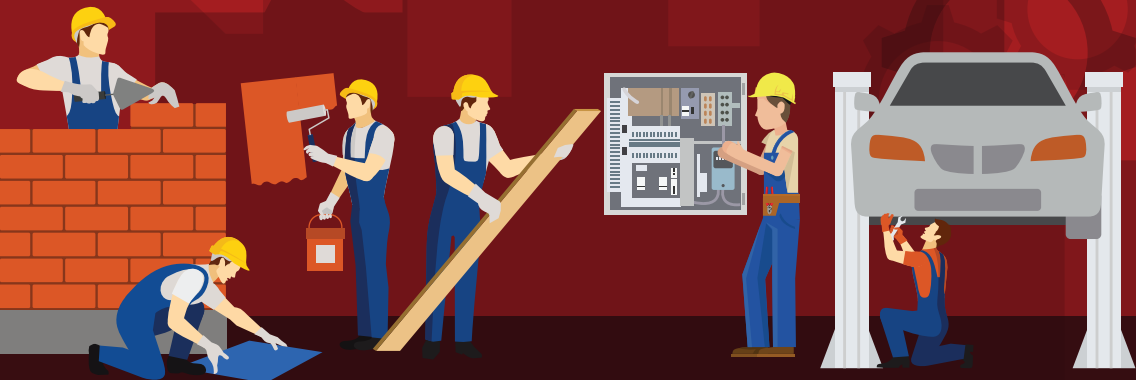
परदेस में नौकरी पाओ, तो सुरक्षित जाओ, प्रशिक्षित जाओ

# Important Information for Migrant Workers

(Handbook on Pre-Departure Orientation)



Migrant workers going abroad must read this Handbook



परदेस में आपका दोस्त, भारतीय दूतावास  
Indian Embassy, Home away from Home

English Edition

## **Acknowledgements**

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

## **Design**

M/s. Creative Voyage, New Delhi.

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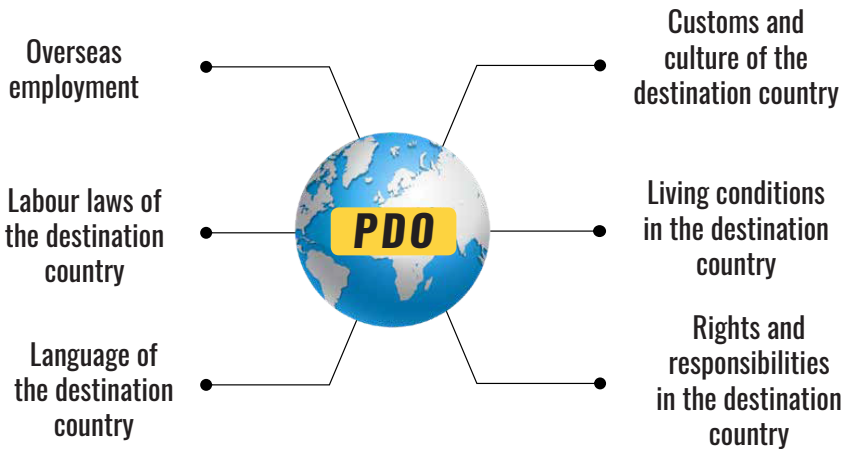
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## **Edition December 2018**

## Objectives of Pre-Departure Orientation (PDO)

### Sensitizing migrant workers about



## Welfare and Protection schemes of Government of India for migrant workers



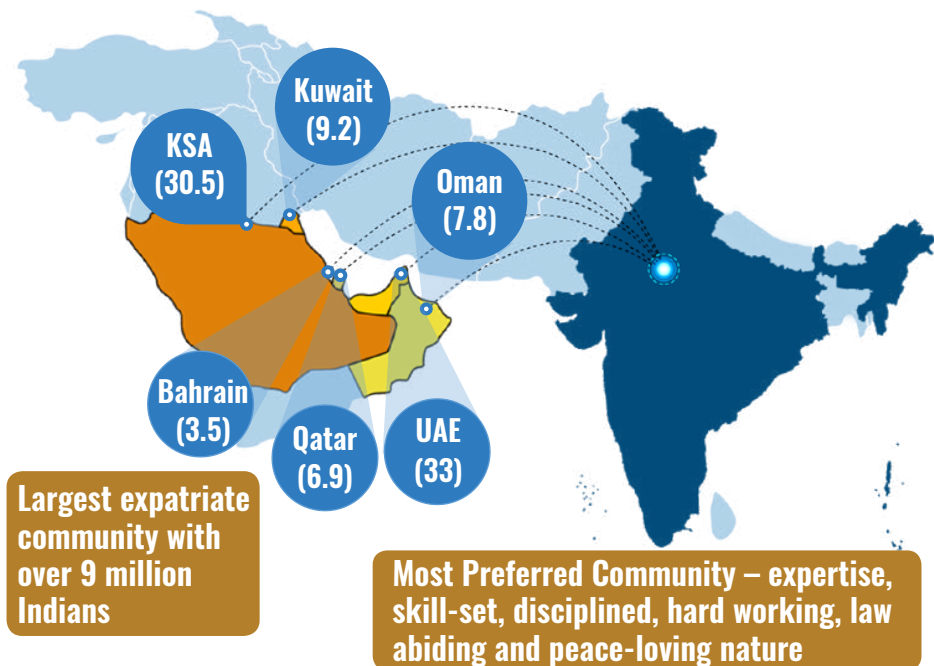
Indian Embassy, Home away from Home

## Overseas Indian Community

- » The size of Overseas Indian community is over 30 million (with around 13 million Non-Resident Indians (NRIs) and 17 million Persons of Indian Origin (PIOs).
- » Around 9 million Overseas Indians are in the GCC countries\*. Other countries with significant overseas Indian presence are US, Malaysia, Myanmar, United Kingdom, Sri Lanka, South Africa, Canada, Mauritius, Singapore and Nepal.
- » Around 70% of Indian migrants in the GCC are blue-collared workers (low or semi-skilled workers).
- » Government of India has special schemes for their protection and welfare.
- » Visit [www.mea.gov.in](http://www.mea.gov.in) for updates on the list of countries where emigration is banned.

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

## Indian community in GCC (in lakhs)





## Orderly and Regular Migration

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

### To Do

- ✓ Always migrate through Recruiting Agents (RA) registered on eMigrate.
- ✓ Details of Foreign Employer (FE) should be availed before leaving for the country of employment.
- ✓ Always travel with legal documents and on work visa.
- ✓ Read the employment contract before signing and keep a copy with you. It specifies your rights and responsibilities, salary, working conditions and other assured facilities by the foreign employer.
- ✓ Always keep in mind that you are governed by the laws of country of your employment. There may be restrictions on change of Employer during period of contract. Generally you cannot return without Exit Visa by Employer.
- ✓ Respect local laws, customs and traditions.
- ✓ You can avail benefits of skill enhancement through government's skill development programmes such as Pravasi Kaushal Vikas Yojana (PKVY) for better employment opportunities.

### Not To Do

- ✗ Liable for prosecution in the country of employment/ India for offences committed.
- ✗ DO NOT indulge in strikes and protests in the destination country, you are liable to be jailed /deported.
- ✗ Human trafficking, drugs, alcohol, burglary, theft, pornography, obscene language are banned in the destination country. These are punishable by death/ life imprisonment.
- ✗ Never rely on verbal assurances; Insist on proper documentation.
- ✗ DO NOT change your employer/sponsor without authorization from local authority.

## Benefits of Orderly and Regular Migration

- ✓ Safety, enhanced welfare and support.
- ✓ Government help can be availed.
- ✓ Can avail insurance under the Pravasi Bharatiya Bima Yojana (PBBY) – Rs.10 Lakhs.
- ✓ Help from Indian Missions/Posts and local authorities will be readily available, which includes bringing you back when in trouble.

## Irregular/Illegal Migration

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

## Problems due to Irregular/Illegal Migration

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



**Result of  
Irregular  
Migration**



## **Emigration Act, 1983**

(Provides legal framework for Overseas Employment related issues)

## **Recruiting Agent**

Any person recruiting for Overseas Employment to ECR countries must be registered on eMigrate.

## **Modes of Recruitment**

- Through registered Recruiting Agent (RA)
- Directly by Foreign Employer (FE) under Permit

## **Emigrants**

Emigrants going abroad for specific works such as labour, household workers, drivers, technician, office staff, hotel staff, nurses etc., should travel only after Emigration Clearance.

## **Protector General of Emigrants (PGE) and Protectors of Emigrants (PoEs)**

Protector General of Emigrants (PGE) and 10 Protector of Emigrants (PoEs) comes under this act. They monitor recruitment activities of RAs, illegal agents, processing of Emigration Clearance (EC) etc.

## Emigration Clearance

The Bureau of Immigration (BoI) verifies the Emigration Clearance (EC) before permitting an emigrant worker in ECR category to travel abroad. The Ministry of External Affairs, through the Office of Protector General of Emigrants (PGE) & 10 field offices of Protectors of Emigrants (PoEs) grants Emigration Clearance (EC) before workers proceed for employment to 18 Emigration Check Required (ECR) countries.

## Requirement Emigration Clearance

- ✓ ECR (Emigration Check Required) Passport holders and nurses.
- ✓ ECR Passport category is issued to an applicant who is not Matric/X Class Pass.

## List of ECR Countries

- ✓ Emigration Clearance from POE is required before going to these countries for employment.
- ✓ Afghanistan, Bahrain, Indonesia, Iraq, Jordan, Kuwait, Libya, Malaysia, Oman, Qatar, Saudi Arab, South Sudan, Sudan, Syria, Lebanon, Thailand, United Arab Emirates (UAE) and Yemen.

## Protector of Emigrants (PoE)

- ✓ Presently there are 10 Protector of Emigrants (PoE) offices in India. These offices are situated in New Delhi, Raebareli, Jaipur, Chandigarh, Kolkata, Mumbai, Hyderabad, Chennai, Thiruvananthapuram and Kochi.

(Information regarding these 10 PoE offices can be seen at Page No. 42)

## Advantages of emigrating through Registered Recruitment Agents (RAs) & obtaining Emigration Clearance (EC)

### Benefits of eMigrate

01	Important data of the emigrant is captured on-line – (eMigrate).
02	Credentials of Foreign Employer (FE) and Registered Recruitment Agents (RA) verified.
03	Employment Contract is generated on-line. Possibility of cheating / fraud is minimal.
04	It also ensures Insurance of emigrant (through PBBY) of Rs. 10 Lakh.
05	Government can take swift action against RA to redress grievances of emigrants in distress, by suspension / cancellation of Registration of RA.
06	RAs are duty bound to rescue workers in case of problem/distress/repatriation.

**Note:** Simplifying processes in the Migration cycle and improving their effectiveness is the vision and objective of eMigrate portal. Around 1600 Recruiting Agents and 1,50,000 Foreign Employers are registered on eMigrate portal. View their details on [www.emigrate.gov.in](http://www.emigrate.gov.in)

## Challenges faced by Irregular Migrants

**No support of Agent in case of any problem, wage dispute, unsatisfactory living conditions, health issues etc**

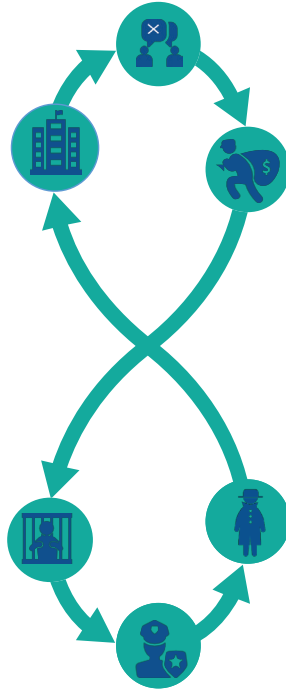
**Rescue from clutches of foreign employer is very difficult, as intervention by Indian Mission is not easy**

**Frequent complaints of overcharging**

**Very risky for emigrants due to illegal migration & can be caught and Offloaded or deported or put in Jail**

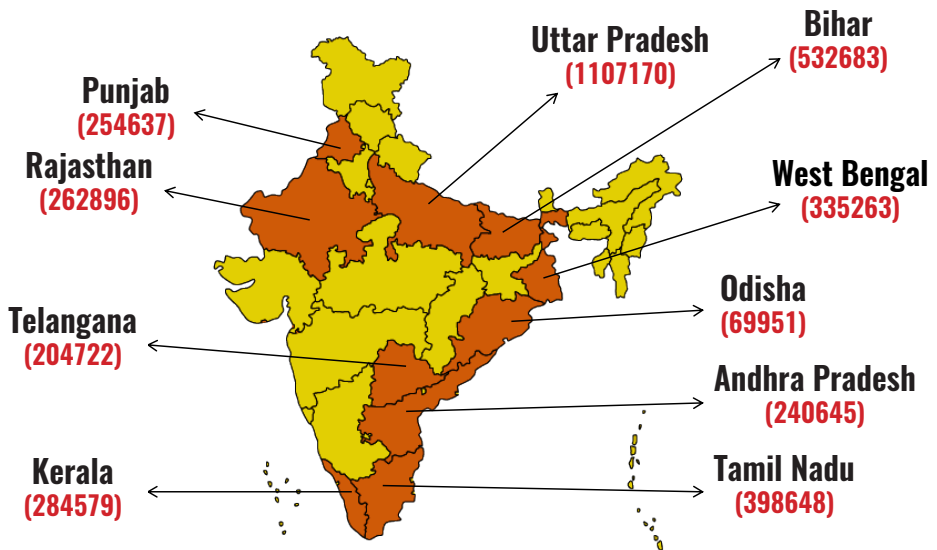
**Cheating/fraud/trafficking – with minimal chance of recovery of money paid by emigrants**

**Only Law enforcing agencies / Police can catch the illegal agents – often difficult**

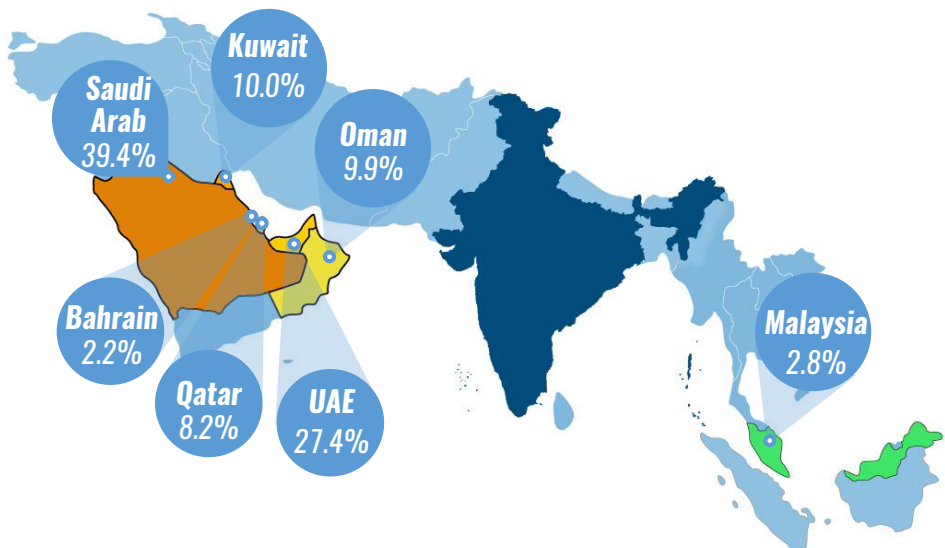


**Always travel through registered Recruiting Agent on eMigrate**

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



## Country-wise Emigration Clearances (2012-2017)



## Pre-Departure Medical Examination for Expatriates

- » Before obtaining visa, It is mandatory to pass medical test from GCC recognized Medical Center's Association (GAMCA).
- » Visa shall not be processed in case of a negative report.
- » May have to face a ban for a certain period if the reports indicate infectious disease.
- » Medical test report is valid for 3 months for the visa to be stamped and medical reports are to be released no later than 3 days after examination.
- » Keep a copy of the medical test and receipt from the test centre.
- » Link to see list of Authorized GAMCA Centres:  
<https://gcchmc.org/Gcc/Login.aspx>
- » Authorised GAMCA centers are situated in Mangalore, Ahmedabad, Bengaluru, Lucknow, Mumbai, Chennai, New Delhi, Hyderabad, Jaipur, Thiruvananthapuram, Trichy, Calicut, Manjeri, Tirur, Kochi, Goa and Kolkata.
- » Link to register for Medical Test  
<https://gcchmc.org/gcc/RegisterForMedicalTest.aspx>
- » Link to check Medical Status:  
<https://gcchmc.org/GCC/checkmystatus.aspx>



# Safe Tips for Journey Abroad

## Before you leave



01

Check if job designation on your visa matches with the job offered

Signed copy of employment contract

02

03

Always leave one copy of all documents at home

Follow the laws & rules every time

04

05

Ensure your Passport is valid for at least six months

Open bank account with any bank in India before departure

06

07

Do not carry any packets given by others. Decline firmly

Do not carry religious symbols, drugs, inflammable articles & other banned items

08

# Safe Tips for Journey Abroad

## Before you leave



Always carry helpline and contact numbers of Indian Embassy, MADAD, PBSK & eMigrate

09

Ensure you have contact numbers of your Recruiting Agent, Employer with you

10

Hand Baggage - You can carry with you inside the plane, not more than 7 Kg

11

Prepare a checklist of items to be packed both in check-in and hand luggage

12

Check items that are banned in international flights

13

Check-in-baggage goes into the plane's baggage compartment and can be more than one bag or suitcase (contact airline for baggage weight limit)

14

Keep your passport, visa and flight ticket ready at the entrance of the airport

15

Arrive at the airport at least three hours before departure

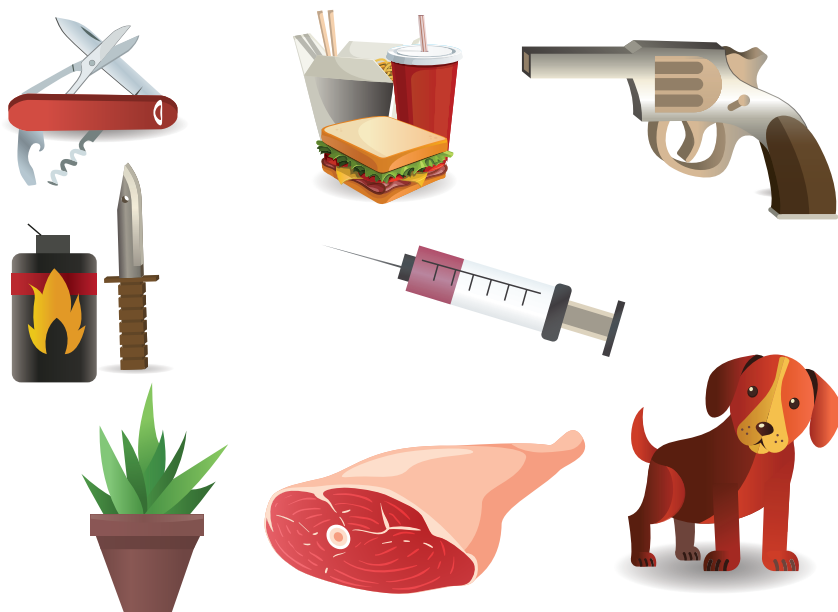
16

# Safe Tips for Journey Abroad

## What to Pack



## What Not to Pack



## Safe Tips for Journey Abroad



## Safe Tips for Journey Abroad



Departure



Arrival



Fasten Seatbelt



Security Check



Restroom



Baggage Trolley



Waiting



Baggage



Exit



Information



No Dogs



No Smoking



No Weapons



Litter



Telephone

### AIRPORT SIGNAGES

C12



C11



Departure Gates



Disability



Currency Exchange



Down Escalator



Up Escalator



Elevator



Canteen



Drinking Water



Custom Control



ATM



Currency  
Exchange

## Safe Tips for Journey Abroad

**A.** Check in to get your boarding pass and go through immigration and security check



### INSIDE THE AIRPORT

**B.** Go through immigration

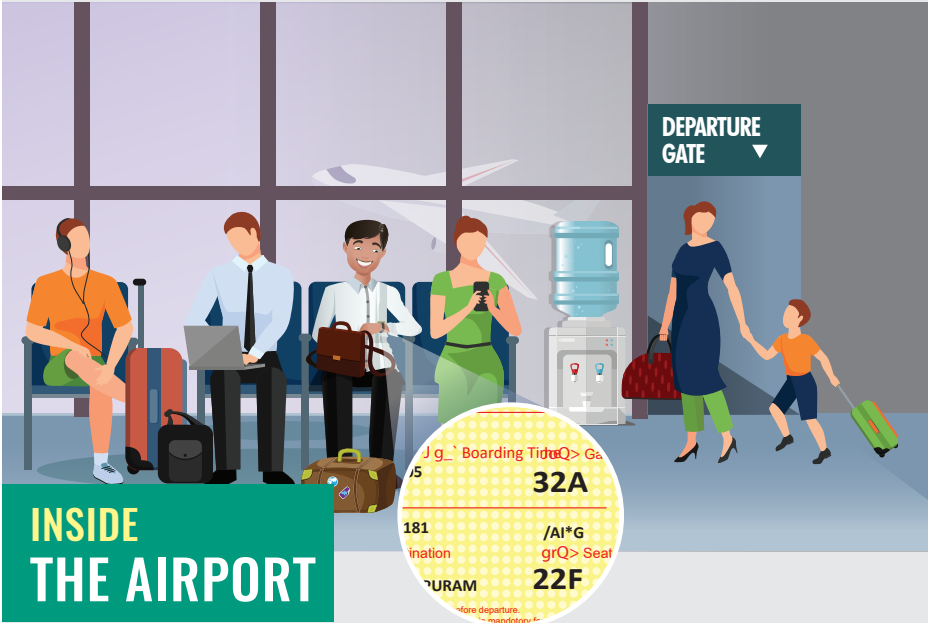


**C.** Security check



# Safe Tips for Journey Abroad

D. Sit down in the waiting area outside the departure gates



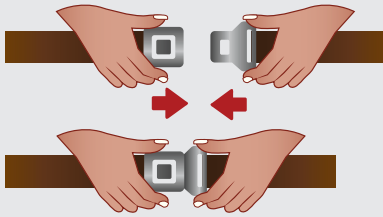
E. Boarding the plane



## Safe Tips for Journey Abroad



A. Put your luggage in the overhead bin



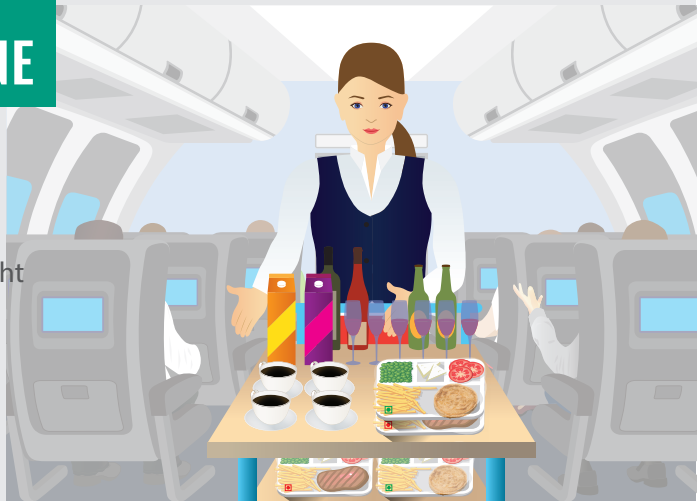
B. Fasten your seat belt



C. Switch off all electronic devices before take off and landing

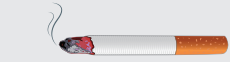
### INSIDE THE PLANE

D. Food and beverages will be served to you on the flight





## Safe Tips for Journey Abroad



✗ Don't smoke on the plane

✗ Don't talk loudly



✗ Don't listen to music loudly



✗ Don't lean on the person next to you when sleeping



✗ Don't drink alcohol



✗ Don't put your feet on the seat or other people

**WHILE ON AN  
AIRPLANE**



Don't push your seat back, disturbing the passenger sitting behind



## Safe Tips for Journey Abroad



A. The air hostess will give you an immigration form or an incoming passenger card (IPC) before you land at your destination

# INCOMING PASSENGER CARD

**Sample Incoming passenger card**

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

Family/surname

Given names

Passport number

Flight number or name of ship

Intended address in destination country:

State

Yes No

Do you intend to live in the destination country for the next 12 months?

Yes No

Do you have tuberculosis?

Yes No

Do you have any criminal conviction/s?

Yes No

**DECLARATION**

The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.



**B.** You need to fill up the Incoming Passenger Card (IPC) before landing

## Safe Tips for Journey Abroad

A. Get your visa stamped and complete all necessary immigration formalities

ONCE YOU  
GET THERE



B. Ensure you have all your belongings. Don't pick up things of someone else's things. Please cooperate if security personnel want to check your baggage at the destination

## Safe Tips for Journey Abroad

### GREEN CHANNEL



### RED CHANNEL

Each country in the Gulf has different limits for goods on which duty is levied. Check regulations for the destination country and the goods that you are allowed to bring in. Ensure that you walk through the correct channel on your way out of the airport.



Keep your passport with you at all times.  
Wait for the person coming to pick you up at the arrival gate of the airport.

## Safe Tips for Journey Abroad

✗ It is unacceptable to initiate shaking hands with an Arab woman



Social visits to Arab homes without an invitation should be avoided

### CULTURE OF THE GULF COUNTRIES



Friendly gestures with Arab women should be avoided



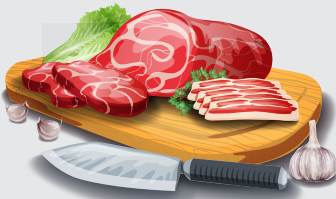
## Safe Tips for Journey Abroad

There is a general  
ban on consumption  
of alcohol in certain  
Gulf countries



Always show  
respect for  
Islamic law

### KNOW THE COUNTRY LAWS



Holding demonstrations or entering  
into strike against the employers may  
be illegal



There is a ban on the consumption  
of pork in Gulf countries

## Do's in GCC Countries



Learn basic language of the destination country.



Most common greeting in the Gulf is Salam Alaykum (Peace be upon you). The reply to this is Walaykum as-salam (And upon you be peace).



Be mindful of local culture, beliefs and laws during your social media activity.



Traffic laws of the destination country should be strictly obeyed.



Understand and follow your rights and obligations as per your labour contract.



Know the laws and rules regarding exit from your destination country. You may need an **exit visa** while travelling out of your work country.



Get your education certificates attested as required by the laws of your country of work.

## Don'ts in GCC Countries



Do not take up an additional job or undertake an unauthorized activity. Do not sign a blank sheet of paper.



Do not strike at work as it may not be permitted under the local labour laws.



Do not carry any alcohol/drugs to your destination country. Do not store/ consume drugs. Do not indulge in gambling. It may be a criminal offense.



Avoid clicking pictures of locals, especially women.



Do not show affection/love in the form of kisses and hugs in public.



Cohabitation and having a baby without wedlock and homosexuality may be criminal offenses in your destination country.



Do not eat, smoke, drink during Ramadan and during the day.



Do not say or do things that may be regarded as blasphemous. Do not stand in front of a person who is praying.



## Gulf Cooperation Council(GCC Countries)- Working Days and Time



**Bahrain**

Capital	Area	Religion	Language	Currency	Indian Population
Manama	<b>765.3 Km<sup>2</sup></b>	Islam	Arabic	Bahrain Dinar	<b>3.5 lakh</b>



**Kuwait**

Capital	Area	Religion	Language	Currency	Indian Population
Kuwait City	<b>17,818 Km<sup>2</sup></b>	Islam	Arabic	Kuwati Dinar	<b>9.2 lakh</b>



**Oman**

Capital	Area	Religion	Language	Currency	Indian Population
Muscat	<b>309,501 Km<sup>2</sup></b>	Islam	Arabic	Omani Rial	<b>7.8 lakh</b>



**Qatar**

Capital	Area	Religion	Language	Currency	Indian Population
Doha	<b>11,571 Km<sup>2</sup></b>	Islam	Arabic	Qatari Riyal	<b>6.9 lakh</b>



**Saudi Arabia**

Capital	Area	Religion	Language	Currency	Indian Population
Riyadh	<b>21.5 Lakh Km<sup>2</sup></b>	Islam	Arabic	Riyal	<b>30.5 lakh</b>



**United Arab Emirates**

Capital	Area	Religion	Language	Currency	Indian Population
Abu Dhabi	<b>83,600 Km<sup>2</sup></b>	Islam	Arabic	UAE Dirham	<b>33 lakh</b>

**Note:** Sunday to Thursday are the working days in these countries with normal working hours as 8 hours per day. The schedule of hours and rest in a day may vary from country to country.

## Be Responsible

- » It is your responsibility to **read & understand** all the documents.
- » **Safety of your documents:** Keep all your important documents, contact details, telephone numbers with you.
- » **Learn basic Arabic and common words/greetings.**
- » Learn local etiquettes, respect local culture/customs, food habits etc.
- » **Eating food publicly is not allowed during Ramadan. Always keep it in mind and follow the rules.**



**Don't carry any packets from any body while going abroad for overseas employment. May result in imprisonment/fine/death sentence. Firmly say NO.**

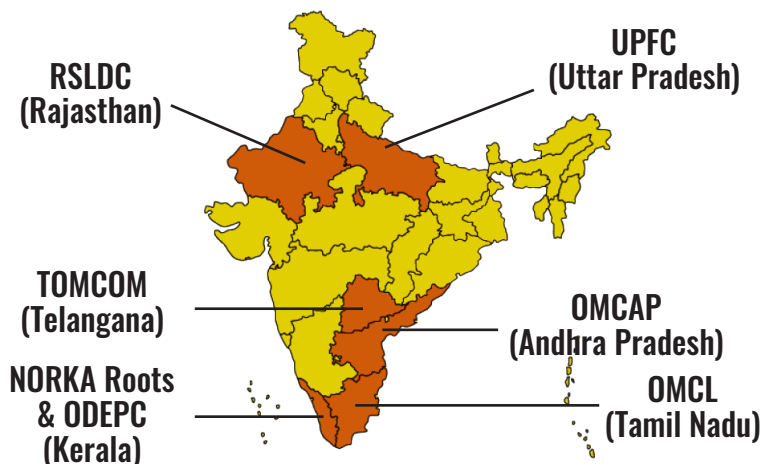
## Provisions for Woman Migrant Workers

### For Domestic Service Workers

Only applicable for women above 30 years of age:

- » Emigration Clearance is required.
- » Documents required for EC
  - Valid passport for minimum 6 months and visa for entire period.
  - Employment contract.
  - Insurance under PBBY.
- » USD 2500 payable by foreign employer in case of direct recruitment
- » No requirement of Bank Guarantee if foreign employer recruits through designated State Government run Recruitment Agency.

### State Government Run Recruitment Agency



## For Female Migrant Domestic Workers

### Do's

- ✓ Always keep contact details of India Embassy, MADAD, PBSK, and eMigrate with yourself.
- ✓ Keep proper Employment Contract with yourself.
- ✓ Ensure you have the phone number of Recruiting Agent (RA) and Foreign Employer (FE).
- ✓ Keep contact details of local police and mission and memorize it.
- ✓ Ask RAs to show demand letter and PoA.
- ✓ Be mindful of customs specific to women.
- ✓ **Dress modestly.**
- ✓ Learn important phrases, know the tasks in local language.

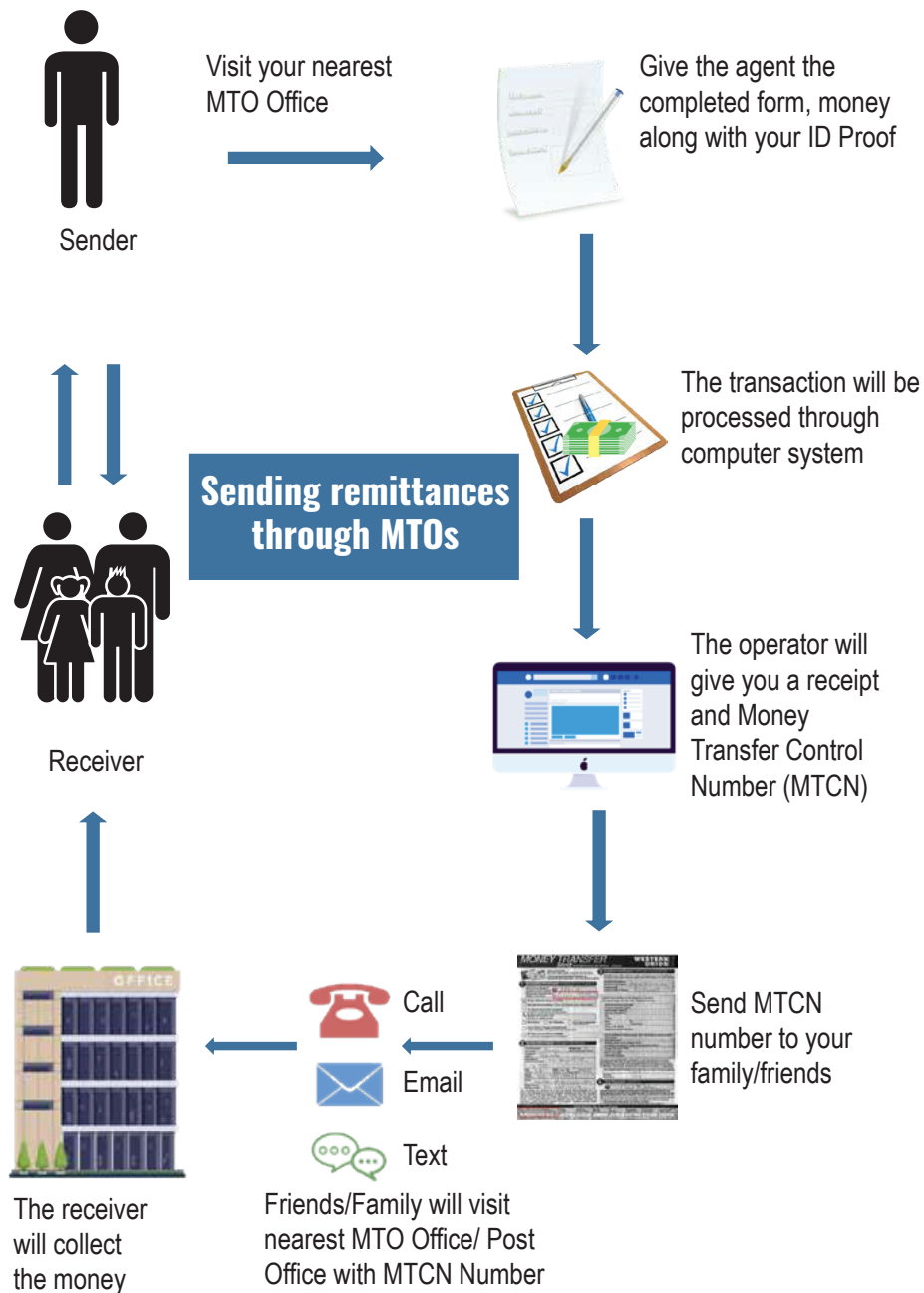
### Don'ts

- ✗ Do not Migrate before 30 years of age and do not hand over documents.
- ✗ No job from unlicensed RAs.
- ✗ No migration for employment without proper work visa.
- ✗ Sub-agents not permitted under India's Emigration Act, 1983.
- ✗ Don't go unprepared. Do not change jobs without permission.
- ✗ Don't travel on expired documents.

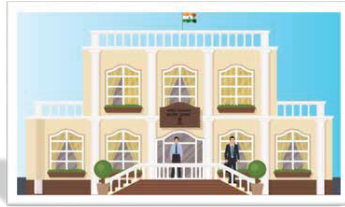
## Rules for Employing Nurses

- ✓ EC has been made mandatory since 2015.
- ✓ Recruitment only through orders from PGE. There is no age restriction.
- ✓ For ECNR countries, no requirement of EC from PoE offices.

## Remittances



## Structure of the Mission



### Indian Embassy/High Commission

**Ambassador**

**High Commissioner**  
(to Commonwealth Country)

## Consular Wing of the Mission

### Consular Wing

**Labour  
Section**

**Passport  
Section**

**Visa  
Section**

**Attestation Cell**

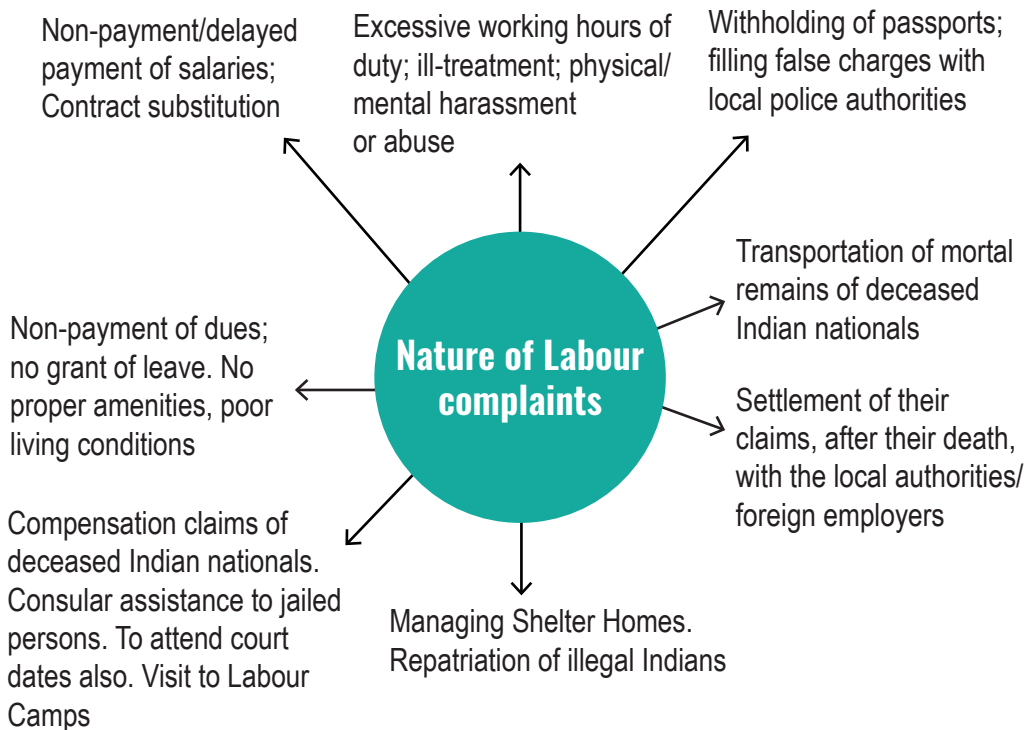
**Death Section**

**Registration of  
Indians and  
Misc**



**After arriving at the destination country contact Indian Embassy/  
Consulate and get yourself registered with Embassy/Consulate**

## Nature of Complaints received from Indian workers in Labour Section



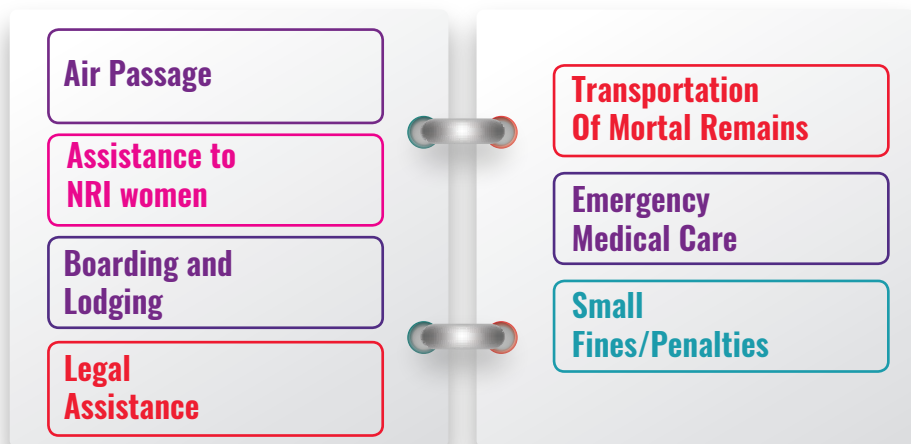
## Passport Wing

Issue of new Passports, renewal of new passport booklets, Emergency Certificates, and other travel documents. Issue of OCI Card, conversion of PIO card to OCI card. Attestation of documents including Power of Attorney, Employment Contracts, etc. Registration of Birth, Death and Marriages of Indian nationals.

## Visa Section

Processing of visa applications of foreign nationals. Maintain List, Issue of Visa, Visa and Consular camps in other cities.

## Key Areas of Assistance Through ICWF



## Documents required for transportation of mortal remains

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



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



## Benefits under Pravasi Bharatiya Bima Yojna

- » Before applying for Emigration clearance (EC), on eMigrate, it is important to take Pravasi Bharatiya Bima Yojana (PBBY).
- » PBBY premium can be availed for Rs. 275 (for two years insurance) and Rs. 375 (for three years insurance). Detail of the 'nominee' should be properly filled.
- » There is link given on eMigrate portal for making online request for insurance claim under PBBY. For seeking further information on this, please contact Pravasi Bharatiya Sahayata Kendra (PBSK).

<b>Benefits</b>	Rs. 10 Lakhs in case of accidental death and permanent disability.
<b>Repatriation facilities in case of death</b>	Cost of transportation of the mortal remains to India.
<b>Air Fare for Attendant</b>	Economy class return air fare up to the nearest International airport in India.
<b>Repatriation expenses</b>	Actual one way economy class air fare up to the nearest International airport in India.
<b>Medical cover</b>	Medical cover in case of hospitalization of the Insured worker-up to Rs. 100000 (Rs. 50000 per hospitalization in each case with maximum upto two).
<b>Hospitalization cover</b>	Hospitalization cover to family in event of death or permanent disability of insured person-Up to Rs. 50000.
<b>Maternity Expenses</b>	Rs. 35000 in case of normal delivery and Rs. 50000 in case of Caesarean operation.
<b>Legal Expenses</b>	Rs. 45000/-

## MADAD Portal

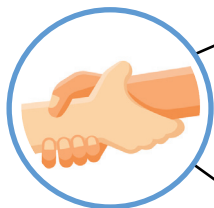


It is an online Consular Grievances Monitoring System which seeks to address grievances on issues related to workers abuse, recruiting agents, sponsorship and contract issues, repatriation of Indian nationals, tracing whereabouts of Indian nationals, death/injury compensation, transportation of mortal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

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

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

## Pravasi Bhartiya Sahayata Kendra (PBSK)



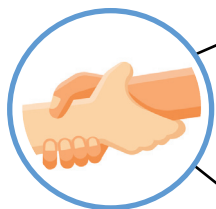
Functional since 2008. It is a 24\*7 hour helpline in 11 Indian languages (Hindi, English, Punjabi, Malayalam, Tamil, Telugu, Gujarati, Marathi, Oriya, Kannada and Bengali) which provides information to migrants and overseas workers.

No: +91-11-40503090/45680197/26885021 (Accessible from anywhere in the world)

E-mail: [helpline@mea.gov.in](mailto:helpline@mea.gov.in)

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

## Support Structure and Helpline



### **Pravasi Bharatiya Sahayata Kendra (PBSK) in Foreign Countries**

Operational in Dubai, Sharjah, Jeddah, Riyadh and Kuala Lumpur. 24\*7 toll free helpline; register & monitor grievance petitions and conduct awareness classes and counseling sessions.

### **Kshetriya Pravasi Bharatiya Sahayata Kendra:**

Walk-in counseling facility as well as grievance registration, tracking of grievance through eMigrate & MADAD portal of MEA. Emigrants requiring emigration clearance after being recruited directly by foreign employer can visit any of these for assistance in applying online Emigration Clearance.

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

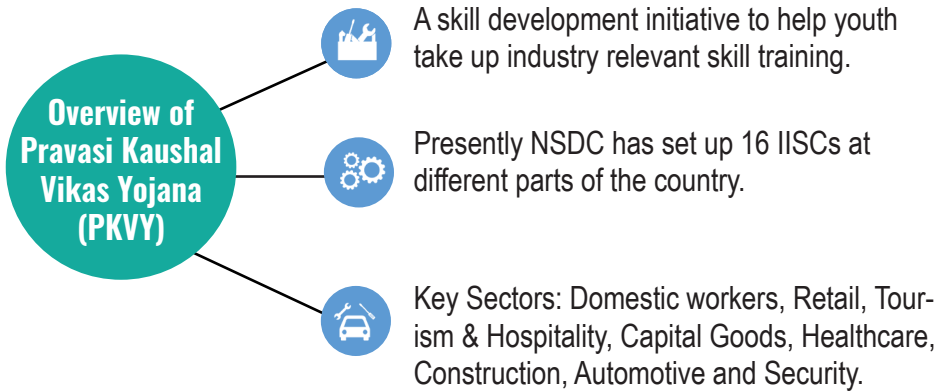
**Located in Delhi, Hyderabad, Kochi, Chennai and Lucknow.**

## Open House

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



## Pravasi Kaushal Vikas Yojana (PKVY)



## How to Submit Grievance

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

## Commonly used Arabic Phrases in day to day conversation



English	Arabic
House	Bait
Key	miftāh
Telephone	Tilfūn
Bank	Bank/masraf
Cash	Naqd
Deposit	īdā'/widā'ī
Doctor	tabīb
Hospital	mustashfā
Airport	matār
I am lost	Ana dayie
Hello	Marhaba
Please	Min faDlak/lau samaHt
Thanks	Shukran
Yes/No	na'am/Laa (kalla)
Maybe	Rub-bama
Excuse me	afwan
Sorry, my mistake	Aasif, ghalTatee
Why?	Limaadha
Which?	Ayy
How?	Kaif
When?	Matta
Before	Qabl
After	ba'd
Never	Abadan
Sometimes	aHyaanan
Where?	Ain

Basic Language

Phrases





English	Arabic
Here/there	Huna/hunaak
Right/left	Yamen/yasaar
Near/far	Qareeb/ba'eed
Man	Rajul
Woman	Imra'ah
Who?	man
What is the time?	Kamis sā ' a
Where can I change some money?	Aina asraful ' umla
Where is the nearest hospital?	Aina yūjad aqrabul mustashfa
I need the medicine, please.	Ahtā dawā, min fadlik
I feel sick.	Anā marīd
Can I see your passport please?	Hal yumkin an ara jawāz safari min fadlik
Is there a vegetarian restaurant	Hal hunāka ayyu mat'am khās bil mat'aam nabati
I don't eat any meat.	Lā'ākilu lahman
My bill, please	Fāturī min fadlik
I would like to book a room, please	Min fadlik urīd an ahjiz ghurfa
Can you direct me to the market?	Mimkin an tarshudanī ilas sūq

## Contact Details of Indian Missions/Posts in GCC Countries

### Kingdom of Bahrain

#### Embassy of India, Manama

Building 1090, Road No.2819,  
Block No.428, Al-Seef, Manama,  
Kingdom of Bahrain  
Phone: (+973) 17560360, 1771 2785, 1771 2683  
Fax: (+973) 1771 5527 (General Issues)  
Fax: (+973) 1771 6149 (Labour Issues)  
Fax: (+973) 1771 0329 (Consular Issues)  
Email: indemb@batelco.com.bh (Information Wing)  
Email: indemlabour@batelco.com.bh (Labour Wing)  
Website: [www.indianembassybahrain.com](http://www.indianembassybahrain.com)

### Kingdom of Saudi Arabia

#### Embassy of India, Riyadh

B-1 Diplomatic Quarter, PO Box 94387,  
Riyadh - 11693, Saudi Arabia  
Tel: 00966-11-4884144 / 4884691 / 4884692  
Fax: 00966-11-4884750 (General);  
00966-11-4884183 (Consular Wing)  
Website: [www.indianembassy.org.sa](http://www.indianembassy.org.sa)  
24X7 Toll Free Helpline: 8002471234  
24X7 Phone No. +966-11-4884697  
Whatsapp No. +966-54-2126748

#### Consulate General of India, Jeddah

Building of Mr. Mansoor Abdul Rahman Al Hueesh,  
Villa No. 34. (Behind National Commercial Bank),  
Near Al Huda Mosque,  
Tahlia Street, Jeddah.  
Tel: 00966-12-2614093 / 6603779  
Fax: 009660-12-2840238  
24X7 Toll Free Helpline: 8002440003  
24X7 Phone No. +966-12-6614276  
Whatsapp No. +966-55-6122301

### Kuwait

#### Embassy of India, Kuwait City

Diplomatic Enclave, Arabian Gulf Street  
P.O. Box 1450, Safat-13015, Kuwait  
Tel: 00965-22530600 / 00965-22530612 - 14  
Fax: 00965-2525811  
Email: [contact@indembkwt.org](mailto:contact@indembkwt.org)  
Website: <http://www.indembkwt.org/>

### Qatar

#### Embassy of India, Doha

Villa No 86 & 90, Street No. 941,  
Al Eithra Street, Zone 63,  
Onaiza, P.O. Box 2788,  
Doha - Qatar  
Deputy Chief of Mission/Welfare Officer  
Tel: 00974-44255704, Mob: 00974-55572871,  
Email: [dcm.doha@mea.gov.in](mailto:dcm.doha@mea.gov.in)  
Third Secretary (Labour and Community Welfare)  
Tel: 00974-44255706, Mob: 00974-55808254,  
Email: [labour.doha@mea.gov.in](mailto:labour.doha@mea.gov.in)

#### Assistant Labour Officer

Tel: 00974-44255714, Mob: 00974-50411241,  
E-Mail: [labour.doha@mea.gov.in](mailto:labour.doha@mea.gov.in)

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

### Sultanate of Oman

#### Embassy of India, Muscat

Jami'at Al - Dowal Al - Arabiya Street,  
Diplomatic Area, Al Khuwair,  
P.O. Box 1727, PC 112,  
Muscat, Oman  
Tel: 00968-24684500 (General)  
Email: [indiamct@omantel.net.om](mailto:indiamct@omantel.net.om)  
Website : <http://www.indemb-oman.org/>

### United Arab Emirates (UAE)

#### Embassy of India, Abu Dhabi

Plot No. 10, Sector W-59/02, Diplomatic Area,  
Off the Airport Road,  
P. O. Box 4090, Abu Dhabi, U.A.E.  
Tel: 00971-2-4492700, 00971-2-4494975  
Fax: 00971-2-4444685  
Website: <https://www.indembassyuae.org/>  
Email: [ca.abudhabi@mea.gov.in](mailto:ca.abudhabi@mea.gov.in)

#### Consulate General of India, Dubai

Al Hamriya, Diplomatic Enclave  
P.O. Box 737, Dubai, U.A.E.  
Tel: 00971-4-3971222 / 00971-4-3971333 /  
00971-4-3070783  
Fax: 00971-4-3970453  
Website: <http://www.cgidubai.org/>  
Email: [labour.dubai@mea.gov.in](mailto:labour.dubai@mea.gov.in)

### **Protector of Emigrants Office New Delhi**

Office Address - 4th Floor, V.K. Krishna Menon Bhawan, 9, Bhagwan Das Road, New Delhi, Delhi 110001

Telephone No. 011-23382472,

Email ID - poedelhi@mea.gov.in

Jurisdiction - Delhi - NCR, Uttarakhand, Madhya Pradesh

### **Protector of Emigrants Office Raebareilly**

Office Address - 1st Floor, Rudra Plaza, Hospital Road, Rae Bareilly, Uttar Pradesh - 229001

Telephone No. 0535-2211122, 2211123,

Email ID - poerbl@mea.gov.in

Jurisdiction - Uttar Pradesh

### **Protector of Emigrants Office Jaipur**

Office Address - RSLDC, Hall No.3, RIICO CFC Building, Sitapura Industrial Area, Sitapura, Jaipur, Rajasthan - 302022,

Telephone No. 014-12771529,

Email ID - poejaipur@mea.gov.in

Jurisdiction - Rajasthan

### **Protector of Emigrants Office Chandigarh**

Office Address - Kendriya Sadan, 5th Floor, Sector 9-A, Chandigarh - 160009

Telephone No. 172-2741790,

Email ID - poechn@mea.gov.in

Jurisdiction - Punjab, Haryana, Chandigarh, Himachal Pradesh, Jammu and Kashmir

### **Protector of Emigrants Office Mumbai**

Office Address - Videsh Bhavan, C45, G Block, Bandra Kurla Complex Mumbai, Maharashtra - 400051

Telephone No. 022-26520023, 26520024,

Email ID - poemumbai@mea.gov.in

Jurisdiction - Gujarat, Maharashtra, Goa, Dadra and Nagar Haveli, Daman and Diu

### **Protector of Emigrants Office Hyderabad**

Office Address - Ground Floor, Gagan Vihar, Nampally, Opposite Gandhi Bhavan, Hyderabad, Telangana - 500001

Telephone - 040-24652557,

Email ID - poehyd@mea.gov.in

Jurisdiction - Andhra Pradesh, Telangana

## **Contact Details of Protector of Emigrants Office (POE) in India**

### **Protector of Emigrants Office Kolkata**

Office Address - Room No. 18, 'A' Wing, MSO Building, 3rd Floor, DF Block, Salt Lake, Kolkata, West Bengal - 700 084

Telephone No. 033-23343407

Email ID - poekol@mea.gov.in

Jurisdiction - Andaman and Nicobar Islands, Arunachal Pradesh, Assam, Bihar, Chattisgarh, Jharkhand, Meghalaya, Nagaland, Odisha, Mizoram, Manipur, Sikkim, Tripura, West Bengal

### **Protector of Emigrants Office Chennai**

Office Address - Tamil Nadu Housing Board Complex Ashok Nagar,

Chennai, Tamil Nadu - 600083

Telephone No. 044-24891337, 24745610

Email ID - poechennai2@mea.gov.in,

poechennai@mea.gov.in

Jurisdiction - Tamil Nadu, Karnataka, Puducherry

### **Protector of Emigrants Office Thiruvananthapuram**

Office Address - 5th Floor, NORKA Centre, Thycaud, Thiruvananthapuram - 695014 Kerala

Telephone No. 0471-2324835

Email ID - poetvm2@mea.gov.in

Jurisdiction - Thiruvananthapuram, Kollam, Pathanamthitta, Kottayam, Idukki, Alappuzha

### **Protector of Emigrants Office Cochin**

Office Address - RPO Building, 3rd Floor, Putherickal Building, Panampilly Nagar, Kochi- 682036

Telephone No. 0484-2360187

Email ID - poecochin@mea.gov.in

Jurisdiction - Ernakulam, Thrissur, Palakkad, Malappuram, Kozhikode, Wayanad, Kannur, Kasaragod and UT of Lakshadweep

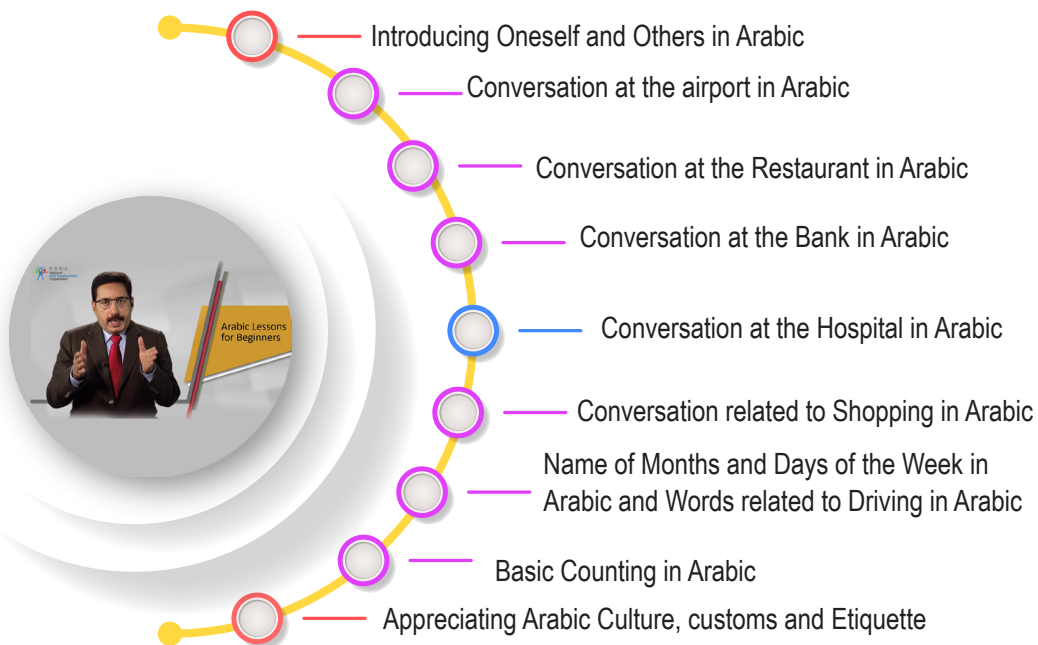


## Arabic for Beginners (Video Lessons)

Video modules on informal and colloquial Arabic lessons that will help in everyday interactions

Link for video lessons:

<https://www.nsdcindia.org/language-skill-videos>



### National Skill Development Corporation (NSDC)

NSDC is the implementing agency of Pravasi Kaushal Vikas Yojna. PKVY institutionalizes a framework to provide Pre- Departure Orientation Training (PDOT) to the Indian workers migrating overseas every year.

301, 3rd World Mark 1, 306, Northern Access Rd, Aerocity, Delhi 110037

## Acronyms

BOI	Bureau of Immigration
EC	Emigration Clearance
ECR	Emigration Check Required
ECNR	Emigration Check Not Required
FE	Foreign Employer
GAMCA	GCC Approved Medical Centers Association
GCC	Gulf Cooperation Council
ICM	India Centre for Migration
ICWF	Indian Community Welfare Fund
IISC	India International Skill Center
MEA	Ministry of External Affairs
MTCN	Money Transfer Control Number
MTO	Money Transfer Operator
NOC	No Objection Certificate
NORKA	Non Resident Keralites' Affairs
NSDC	National Skill Development Corporation
OCI	Overseas Citizen of India
ODEPC	Overseas Development and Employment Promotion Consultants
OMCAP	Overseas Manpower Company of Andhra Pradesh
OMCL	Overseas Manpower Corporation Limited (Tamil Nadu)
PBBY	Pravasi Bharatiya Bima Yojana
PBSK	Pravasi Bharatiya Sahayata Kendra
PDO	Pre-Departure Orientation
PGE	Protector General of Emigrants
PIO	Person of India Origin
PKVY	Pravasi Kaushal Vikas Yojana
PoE	Protector of Emigrants
RA	Recruiting Agent
RSLDC	Rajasthan Skill & Livelihoods Development Corporation
TOMCOM	Telangana Overseas Manpower Company
UPFC	Uttar Pradesh Financial Corporation





The India Centre for Migration (ICM) is a research think-tank of the Ministry of External Affairs (MEA) on all matters related to international migration.

Apart from academic research, ICM has been involved in undertaking various activities and programmes at the ground level for the benefit of migrant workers.

## Important Contacts

eMigrate: [www.emigrate.gov.in](http://www.emigrate.gov.in)

MADAD Portal: <https://portal2.madad.gov.in>

Pravasi Bhartiya Sahayata Kendra

Phone Number: +91-11-40503090/45680197/26885021 (From Outside India)

Phone Number: 1800-11-3090 (Only in India)

Email: [helpline@mea.gov.in](mailto:helpline@mea.gov.in)



**Pravasi Bharatiya Kendra**  
Dr. Rizal Marg, Chanakyapuri,  
New Delhi - 110021  
Tel: +91-11-24156415  
E-mail: [icm@mea.gov.in](mailto:icm@mea.gov.in)



**National Skill Development Corporation**  
301, 3rd Floor, West Wing, World Mark-1  
Aerocity, New Delhi-110037  
T: +91-11-47451600-10  
Website: [www.nsdcindia.org](http://www.nsdcindia.org)