



Towards Safe Migration For  
**ASPIRING WOMEN  
DOMESTIC WORKERS**



# ARE YOU ASPIRING TO BECOME A DOMESTIC WORKER ABROAD?



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

## You will learn about:

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**Designed by:** Aztrak Solutions

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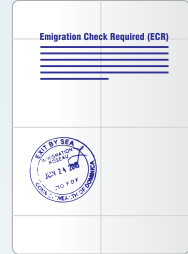
# Stage 1: Pre-Decision

MAKE AN  
INFORMED CHOICE



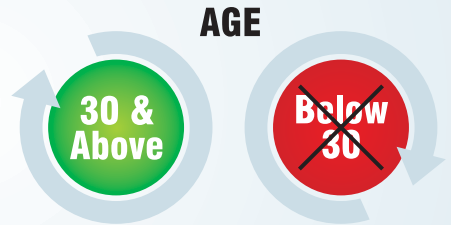
## Know about ECR\* (Emigration Check Required) endorsement:

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



## Be aware of the age regulation!

If you have an ECR endorsement in your passport, you must be **ABOVE THE AGE OF 30** to migrate to **ECR countries** for domestic work.



## Which are the ECR countries?

<b>AFGHANISTAN</b> 	<b>BAHRAIN</b> 	<b>INDONESIA</b> 	<b>IRAQ</b> 	<b>JORDAN</b> 	<b>KUWAIT</b> 
<b>LEBANON</b> 	<b>LIBYA</b> 	<b>MALAYSIA</b> 	<b>OMAN</b> 	<b>QATAR</b> 	<b>SAUDI ARABIA</b> 
<b>SOUTH SUDAN</b> 	<b>SUDAN</b> 	<b>SYRIA</b> 	<b>THAILAND</b> 	<b>UNITED ARAB EMIRATES</b> 	<b>YEMEN</b> 

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

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

## Social and Interpersonal Skills

**Communication Skills**  
(including language skills;  
e.g. Arabic)



**Time Management**



**Child Care**



**Elderly Care**



**Negotiation Skills**



**Cooking**



**Cleaning**



# Stage 2: Pre-Departure Preparation



BEFORE YOU LEAVE:  
STEPS FOR SAFE MIGRATION

## Step 1

Get the right information in your language



**OWRC toll free number:**

1800-11-3090 (within India)



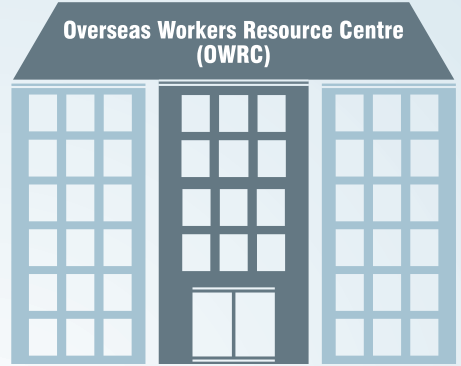
**OWRC chargeable number:**

0091-11-40503090 (worldwide)



**OWRC email:**

helpline@owrc.in



Visit Migrant Resource Centre (MRC)  
for walk-in counselling

**Address:**

Gruha Kalpa Building, M.J.  
Road, Hyderabad – 500001

Open From 10 am to 5 pm  
Monday to Friday

**Telephone No:**

0091-7306763482



You should go via a state government-run recruitment agency for your recruitment!

### Telangana

TOMCOM: Telangana Overseas Manpower  
Company Ltd.

040-23342040, tomcom.gmts@gmail.com

### Andhra Pradesh

OMCAP: Overseas Manpower Company of  
Andhra Pradesh Ltd.

0866-2484948, omcapl@gmail.com

### Tamil Nadu

OMCL: Overseas Manpower  
Corporation Ltd.

044-22505886  
ovemcl@gmail.com

### Kerala

ODEPC: Overseas Development and  
Employment Promotion Consultants;

0471-2329448/9;  
info.odepc@kerala.gov.in

### Uttar Pradesh

UPFC: Uttar Pradesh Financial  
Corporation

0512-2530041  
headoffice@upfcindia.com



## Step 4

### Ensure health and financial safety

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

- Purchase an insurance policy under the **Pravasi Bharatiya Bima Yojana (PBBY)**. This is valid only for the contract duration. Some of the aspects covered include:

Transportation of mortal remains  
of deceased from destination to home

Insurance in case  
of personal accident

Expenses incurred  
due to hospitalisation

Return fare to  
India in case of loss  
of employment

Legal  
Expenses

Maternity Benefits



**LEAVE COPIES OF ALL  
YOUR DOCUMENTS  
AT HOME!**



# Step 5

## WHAT TO PACK

### Hand Luggage

- Carry Prescription
- Adhere to prescribed quantity standard



### Check-in Luggage



## WHAT NOT TO PACK

General list of items prohibited as hand luggage includes the following



General list of prohibited items in many countries:



## Stage 3 : Travel Advisory

### SAFETY MEASURES



### AT THE AIRPORT



#### International Airport:

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



## Check-in counter

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



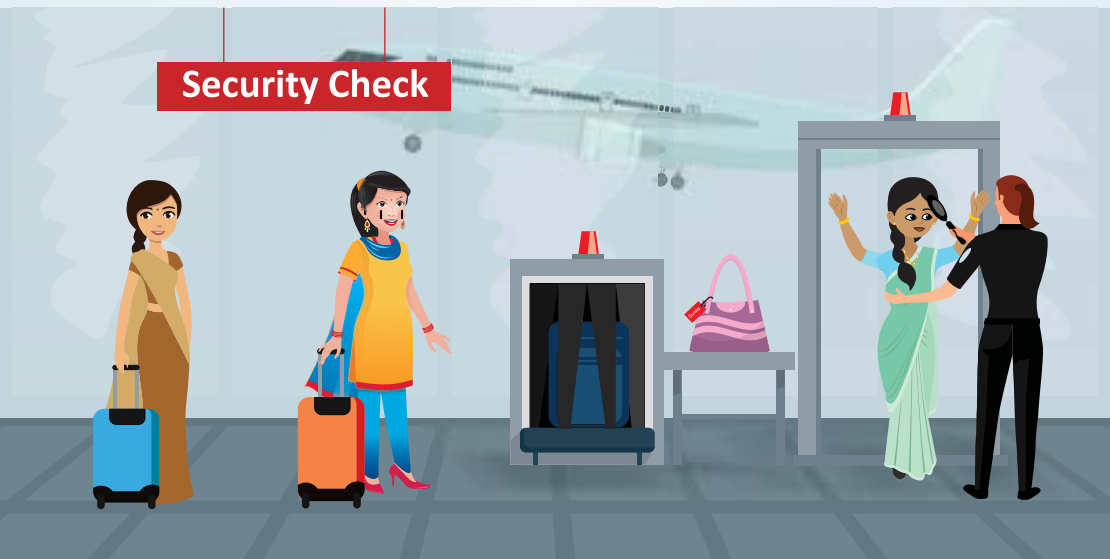
## Immigration counter

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



## Security check

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





# Boarding gate

After the security check, walk towards the boarding gate.

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



## AIRPORT SIGNS



Departure



Arrival



Fasten Seatbelt



Security Check



Elevator



Currency Exchange



Restroom



Baggage Trolley



Waiting



Baggage



Canteen



ATM



Exit



No Weapons



No Dogs



No Smoking



Up Escalator



Down Escalator



Information



Litter



Telephone



Disability



Custom Control



Drinking Water

## Stage 4:

### Living and working in the destination countries



## BE INFORMED- KNOW YOUR RIGHTS AND RESPONSIBILITIES

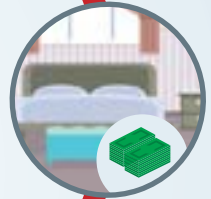
You have the right to employment, salary and living and working conditions in an environment which is free from violence and discrimination.



Residence Permit and National Identification (ID) card



Possession of documents



Salary and living conditions as per contract

Working hours and time for recreation



Contact with relatives and friends  
Mobile phone to be provided by foreign employer



Freedom of movement

Medical leave and income during illness



Safe and healthy work environment

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

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



## SEEK HELP WHEN IN TROUBLE!



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



In case of emergency,  
you can also contact **MADAD** at  
**1800-258-0222** or **0091-40-67580222**  
or online at **www.madad.gov.in**

Or the **24/7** helpdesk  
of the OWRC at  
**0091-11-40503090**

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

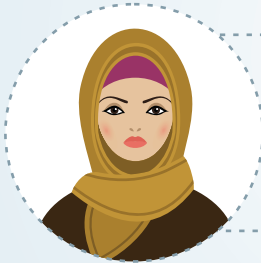


**KNOW YOUR DESTINATION!**

## National laws:

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

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



## Religion:

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

## Treatment of children:

- Violence and verbal abuse against children is not tolerated.



## Etiquette at the workplace:

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

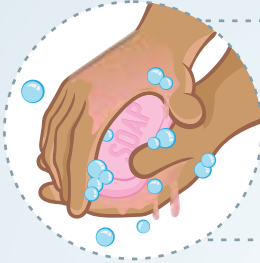
### Food:

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



### Personal hygiene:

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



### Public etiquette:

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



### Clothing:

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



# Learn Basic Arabic



LEARN COMMONLY  
USED TERMS IN ARABIC

English	Telugu	Arabic
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## Greetings (శుభాకాంక్షలు)



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

## Personal Info వ్యక్తిగత సమాచారం

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



## Helps and directions సహాయాలు మరియు ఆదేశాలు



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

## Expressions and Words వ్యక్తీకరణ మరియు పదాలు

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







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



# Stage 5: Safe Return

## PLAN YOUR RETURN AND REHABILITATION



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

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

## Important Contact Numbers





### WHO TO CALL

<b>OVERSEAS WORKERS RESOURCE CENTRE</b> <b>Help Line within India:</b> 1800-11-3090 (BSNL Toll free) <b>From outside:</b> 0091-11-40503090 <b>Email:</b> helpline@owrc.in <b>Website:</b> www.owrc.in	<b>eMigrate</b> <b>Help Line:</b> 011-26887772 <b>Website:</b> www.emigrate.gov.in <b>Email:</b> helpdesk@emigrate.gov.in
<b>For employment related queries, contact these numbers:</b>  <b>Overseas Manpower Company of Andhra Pradesh (OMCAP)</b> <b>Tel No:</b> 0866-2484948 <b>Email:</b> omcapl@gmail.com  <b>Telangana Overseas Manpower Company Ltd. (TOMCOM)</b> <b>Tel No:</b> 040 - 23342040 <b>Email:</b> tomcom.gmts@gmail.com	<b>MADAD</b> <b>(Consular Services Management System)</b> <b>Help Line within India:</b> 1800-258-0222 <b>From outside:</b> 0091-40-67580222 <b>Website:</b> www.madad.gov.in
	<b>Protector General of Emigrants (PGE)</b> <b>Tel No:</b> 011-26874250 <b>Email:</b> pge@mea.gov.in
	<b>Nodal Officer, NRI Dept.</b> <b>Andhra Pradesh</b> <b>Tel No:</b> 0863-2441107 <b>Email:</b> so_nri@ap.gov.in

<p><b>State Women's Commission</b>  <b>Telangana Tel No:</b> 040-27542017  <b>Email:</b> telanganastatewomenscommission@gmail.com</p> <p><b>Andhra Pradesh Tel No:</b> 0863-2329090  <b>Email:</b> apwomenscommission@gmail.com</p>	<p><b>Migrant Resource Centres (MRC) for aspiring international migrants:</b>  Walk in Counselling between  10:00 to 17:00 (Monday to Friday)</p> <p><b>Hyderabad:</b>  MRC, Gruha Kalpa Building  M.J. Road, Hyderabad – 500001  <b>Tel No:</b> 0091-7306763482  <b>Email:</b> mrchyd@owrc.in</p>
<p><b>Kadapa: NRI Cell</b>  Kadapa Collectorate, C Block  <b>Tel No:</b> 08562-244676</p>	<p><b>Kochi:</b>  MRC, Third Floor, Regional Passport Office,  Shihab Thangal Road, Panampilly Nagar,  Ernakulam, Kerala - 682036  <b>Tel No:</b> 0484-2314900</p>
<p><b>Nodal Officer, NRI Affairs</b>  Govt of Telangana, HYDERABAD - 500 022  <b>Tel No:</b> 09440854433</p>	<p><b>Delhi:</b>  OWRC &amp; MRC, Ministry of External Affairs,  Akbar Bhawan, Chanakyapuri,  New Delhi - 110021  <b>Tel No:</b> 011-40503090</p>
<p><b>Indian Workers Resource Center (IWRC):</b></p> <ul style="list-style-type: none"> <li>• <b>Dubai:</b>  15L, Silver Tower, Cluster-I, Jumeirah Lakes  Towers, PO Box - 62494, Dubai, (UAE)  <b>Helpline in UAE :</b> 800 46342 (24X7 Toll-free)  <b>Tel No:</b> 00971-44340899  <b>Website:</b> www.iwrcuae.in</li> <li>• <b>Jeddah:</b>  Building of Mr. Mansoor Abdul Rahman Al  Hueesh, Villa No. 34. Tahlia Street, Jeddah  <b>Helpline No:</b> 8002440003  <b>Tel No:</b> 00966-12-2614093  <b>Email:</b> iwrc@cgijeddah.com</li> <li>• <b>Kuala Lumpur:</b>  Level 20, Menara 1 Mon't Kiara Jalan Kiara,  Mon't Kiara - 50480  <b>Tel No:</b> 0060-361431152 (Labour complaints);  0060-361438849 (E-Migration);  0060-362010091 (Detention Camps/  Deportation)  <b>E-mail:</b> labour1.kl@mea.gov.in;  labour2.kl@mea.gov.in</li> <li>• <b>Riyadh:</b>  B-1 Diplomatic Quarter,  Post Box No. 94387, Riyadh-11693  <b>Helpline No:</b> 800 247 1234 (24X7 toll-free)  <b>Email:</b> sscw@indianembassy.org.sa</li> </ul>	<p><b>Lucknow:</b>  MRC, NRI Cell (UPFC), 18,  Madan Mohan Malviya Marg  Lucknow, UP – 226001  <b>Tel No:</b> 0522-4954646</p> <p><b>Chennai:</b>  MRC, Commissionerate of Rehabilitation &amp;  Welfare of Non-resident Tamils,  Ezhilagam Annex Building,  4th Floor, Beach Road, Chepauk, Chennai,  Tamil Nadu – 600005  <b>Tel No:</b> 044-65252514</p> <p><b>National Domestic Workers Movement</b></p> <ul style="list-style-type: none"> <li>• <b>Hyderabad:</b>  c/o b-5, Paigah Apartments,  SP Road, Secunderabad - 500003;  <b>Tel No:</b> 040-27902881  <b>Email:</b> nwwt2016@gmail.com</li> <li>• <b>National office:</b>  104/A, St Mary's Apts,  Nesbit Road, Mazgaon, Mumbai - 400 010  <b>Tel No:</b> 022-23780903  <b>Email:</b> contact@ndwm.org</li> </ul>

# ADDRESS OF THE INDIAN EMBASSY IN DESTINATION COUNTRIES

 <p><b>AFGHANISTAN</b></p> <p><b>Address:</b> Malalaiwat, Shar-e-Naw, Kabul  <b>Tel No:</b> 00-873-763095560 (satellite tel); 00-93-20-2200184  <b>Email:</b> cons.kabul@mea.gov.in  <b>Website:</b> <a href="http://www.eoi.gov.in/kabul/">http://www.eoi.gov.in/kabul/</a></p>	 <p><b>BAHRAIN</b></p> <p><b>Address:</b> Building 182, Road 2608, Block 326; Al-Adliya, Manama, P.O. Box No. 26106  <b>Tel No:</b> 00-973-17712683  <b>Email:</b> cons.bahrain@mea.gov.in  <b>Website:</b> <a href="http://eoi.gov.in/bahrain/">http://eoi.gov.in/bahrain/</a></p>
 <p><b>INDONESIA</b></p> <p><b>Address:</b> Jalan H.R. Rasuna Said, Kav.S-1, Kuningan, Jakarta Selatan -12950  <b>Tel No:</b> 00-62-21-5204150  <b>Email:</b> cons.jakarta@mea.gov.in  <b>Website:</b> <a href="http://www.indianembassyjakarta.com/">http://www.indianembassyjakarta.com/</a></p>	 <p><b>IRAQ</b></p> <p><b>Address:</b> House No. 18, Street No. 16, Mohalla No. 609, Al Mansour District, Baghdad  <b>Tel No:</b> 00-870-77223446 (satellite tel); 00-964-7726739642  <b>Helpline No:</b> 00-964-7736770321  <b>Email:</b> cons.baghdad@mea.gov.in  <b>Website:</b> <a href="http://indianembassybaghdad.in/">http://indianembassybaghdad.in/</a></p>
 <p><b>JORDAN</b></p> <p><b>Address:</b> No. 24, Al-Hidhab Street, Abdoun, P.O. Box No. 2168, Amman 11181  <b>Tel No:</b> 00962-6-4622098  <b>Email:</b> cons.amman@mea.gov.in  <b>Website:</b> <a href="http://indembassy-amman.org/">http://indembassy-amman.org/</a></p>	 <p><b>KUWAIT</b></p> <p><b>Address:</b> Diplomatic Enclave, Arabian Gulf Street, P.O. Box No. 1450, Safat-13015  <b>Tel No:</b> 00965-22530612  <b>Consular Emergency Assistance:</b> 00-965-22530600  <b>Email:</b> labour@indembkwt.org, counsellor@indembkwt.org  <b>Website:</b> <a href="http://www.indembkwt.org/">http://www.indembkwt.org/</a></p>
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