

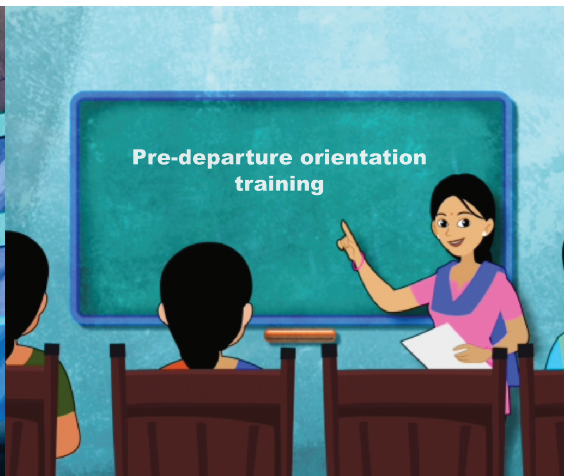


Towards Safe Migration For

ASPIRING WOMEN DOMESTIC WORKERS



United Nations Entity for Gender Equality
and the Empowerment of Women



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:

	<u>Page</u>
Stage 1: Pre-decision	3
Stage 2: Pre-departure preparation	5
Stage 3: Travel advisory	9
Stage 4: Living and working in the destination countries	13
Stage 5: Safe return	20
Important contact numbers	20

Editorial inputs by: T.L.S. Bhaskar, Rakesh Ranjan, Lissy Joseph, Ajita Vidyarthi, Clarina Bianchi, Nora Allgaier

Designed by: Aztrak Solutions

Disclaimer: The views expressed in this publication do not necessarily represent the views of ICM and UN Women, the United Nations or any of its affiliated organisations. Reproduction of this publication for educational or other non-commercial purposes is authorized, without prior written permission, provided the source is fully acknowledged.

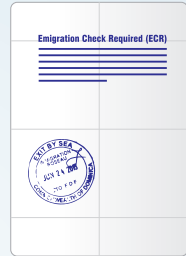
Stage 1: Pre-Decision

MAKE AN
INFORMED CHOICE



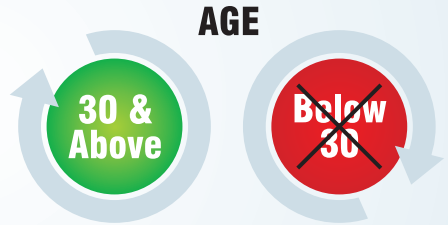
Know about ECR* (Emigration Check Required) endorsement:

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?

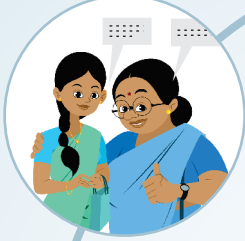
AFGHANISTAN 	BAHRAIN 	INDONESIA 	IRAQ 	JORDAN 	KUWAIT
LEBANON 	LIBYA 	MALAYSIA 	OMAN 	QATAR 	SAUDI ARABIA
SOUTH SUDAN 	SUDAN 	SYRIA 	THAILAND 	UNITED ARAB EMIRATES 	YEMEN

* 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)



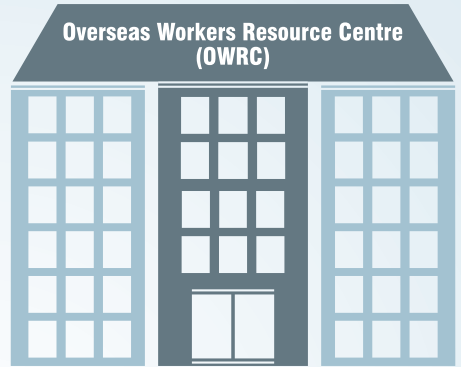
OWRC chargeable number:

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



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.



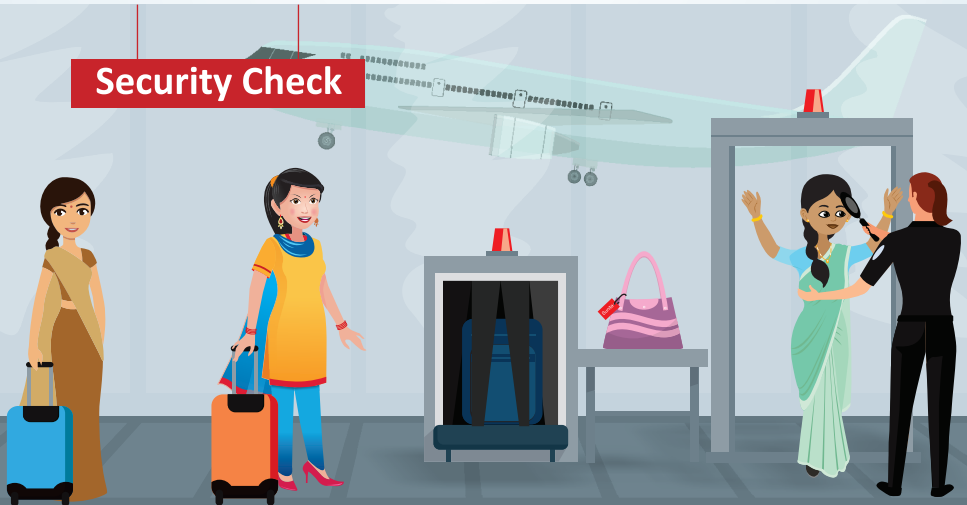
Immigration counter

- 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

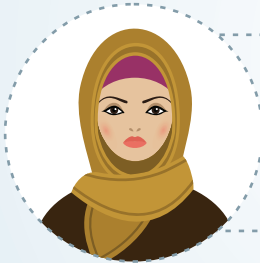


KNOW YOUR DESTINATION!

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.

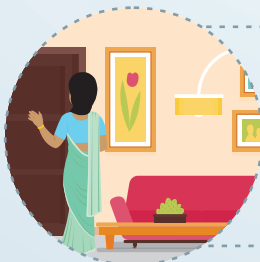


Religion:

- 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.

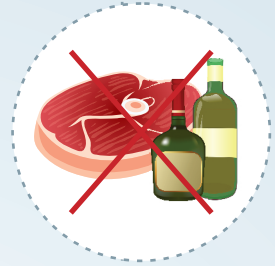


Etiquette at the workplace:

- 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.

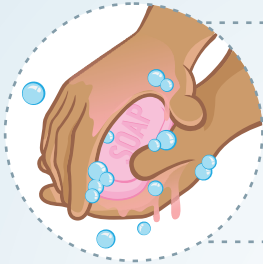
Food:

- 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.



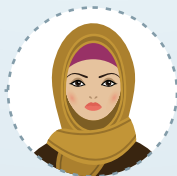
Public etiquette:

- 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
---------	--------	--------

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 (jazeeraan)
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 tatakallamoalloghah 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	alInnaqd / 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

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

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

ADDRESS OF THE INDIAN EMBASSY IN DESTINATION COUNTRIES

	<p style="text-align: center;">AFGHANISTAN</p>		<p style="text-align: center;">BAHRAIN</p>
	<p style="text-align: center;">INDONESIA</p>		<p style="text-align: center;">IRAQ</p>
	<p style="text-align: center;">JORDAN</p>		<p style="text-align: center;">KUWAIT</p>
	<p style="text-align: center;">LEBANON</p>		<p style="text-align: center;">LIBYA</p>

Address: Malalaiwat, Shar-e-Naw, Kabul
Tel No: 00-873-763095560 (satellite tel);
 00-93-20-2200184
Email: cons.kabul@mea.gov.in
Website: <http://www.eoi.gov.in/kabul/>

Address: Building 182, Road 2608, Block 326;
 Al-Adliya, Manama, P.O. Box No. 26106
Tel No: 00-973-17712683
Email: cons.bahrain@mea.gov.in
Website: <http://eoi.gov.in/bahrain/>

Address: Jalan H.R. Rasuna Said, Kav.S-1, Kuningan,
 Jakarta Selatan -12950
Tel No: 00-62-21-5204150
Email: cons.jakarta@mea.gov.in
Website: <http://www.indianembassyjakarta.com/>

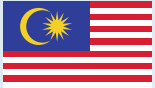
Address: House No. 18, Street No. 16, Mohalla
 No. 609, Al Mansour District, Baghdad
Tel No: 00-870-77223446 (satellite tel);
 00-964-7726739642
Helpline No: 00-964-7736770321
Email: cons.baghdad@mea.gov.in
Website: <http://indianembassybaghdad.in/>

Address: No. 24, Al-Hidhab Street, Abdoun,
 P.O. Box No. 2168, Amman 11181
Tel No: 00962-6-4622098
Email: cons.amman@mea.gov.in
Website: <http://indembassy-amman.org/>

Address: Diplomatic Enclave, Arabian Gulf Street,
 P.O. Box No. 1450, Safat-13015
Tel No: 00965-22530612
Consular Emergency Assistance: 00-965-22530600
Email: labour@indembkwt.org,
 counsellor@indembkwt.org
Website: <http://www.indembkwt.org/>

Address: 239, Ibrahim Abed El Aal Street, Hamra,
 Ras Beirut, P.O. Box No. 113-5240, Beirut
Tel No: 00961-1-735922/735847.
Helpline No: 00961-76860128
Email: cons.beirut@mea.gov.in
Website: <http://www.indianembassybeirut.org/>

Address: Nafleen Area, Near Fashloom
 Roundabout, P.O. Box No. 3150, Tripoli
Tel No: 00218-21-3409288/89
Email: cons.tripoli@mea.gov.in
Website: <http://indianembassylibya.in/>



MALAYSIA

Address: Level 28, Menara 1 Mon't Kiara, No. 1, Jalan Mon't Kiara, 50480, Kuala Lumpur
Tel No: 00-603-62052350
Helpline No: 00-601-02550612
Email: fscons.kl@mea.gov.in
Website: www.indianhighcommission.com.my/



OMAN

Address: Jami'at Al - Dowal Al - Arabiya Street, Diplomatic Area, Al Khuwair, P.O. Box No. 1727, PC 112
Tel No: 00968-24684500
Email: indiamct@omantel.net.om
Website: http://www.indemb-oman.org/



QATAR

Address: Villa No 86 & 90, Street No. 941, Al Eithra Street, Zone 63, Onaiza, P.O. Box No. 2788, Doha
Tel No: 00974-442-55706
Email: cons.doha@mea.gov.in
Website: http://www.indianembassyqatar.gov.in/



SAUDI ARABIA

Address: B-1, Diplomatic Quarter, P.O. Box No. 94387, Riyadh-11693
Tel No: 00-966-11-488-4144
24 Hour Help Line: 00-966-11-4884697; 8002471234 (Toll Free)
Email: cons.riyadh@mea.gov.in
Website: http://www.indianembassy.org.sa/



SOUTH SUDAN

Address: Plot No. 209-245, Block 3-K (South), Juba Na Bari, Adjacent to the National Elections Commission, Juba
Tel No: 00-211-925502025/922458007
Email: amb.juba@mea.gov.in
Website: http://indembjuba.org/



SUDAN

Address: Plot No. 2, Al Amarat Street No. 01, Block 12 DH, Eastern Extension, P.O. Box No. 707, Khartoum
Tel No: 00249-1-8357-4001/2/ 3
Email: consular@eoikhartoum.in
Website: http://www.eoikhartoum.in/



SYRIA

Address: 3455, Sharkassiyah, Ibn, Al-Haitham Street, Abu Rumaneh, Damascus
Tel No: 00963-11-3347351
Consular Emergency Assistance: 00963-993-385-973
Email: cons.damascus@mea.gov.in
Website: http://eoi.gov.in/damascus/



THAILAND

Address: Ocean Tower 2, 75/120-121, 42nd Floor, Soi Sukhumvit 19, Bangkok-10110
Tel No: 00-66-2-2580300-06
Helpline No: 00-66-618819218
Email: cons.bangkok@mea.gov.in
Website: http://www.indianembassy.in.th/



UNITED ARAB EMIRATES

Address: Plot No. 10, Sector W-59/02, Diplomatic Area, Off the Airport Road, P. O. Box No. 4090, Abu Dhabi
Tel No: 00971-2-4447761
Email: fscons.abudhabi@mea.gov.in
Website: http://www.indembassyuae.org/



YEMEN

Address: 24th Street, off Hadda Road in front of Hadda Post Office, Sana'a
Tel No: 00253-21350632; 00-967-734 000 658
Email: consular@eoisanaa.org
Website: http://www.eoisanaa.org/

*Surakshit Jaayein,
Prashikshit Jaayein,
Vishwas Ke Saath Jaayein*



**UN Women Office for
India, Bhutan, Maldives and Sri Lanka**

C-83, Defence Colony
New Delhi 110024 INDIA



**India Centre for Migration
Ministry of External Affairs**

Pravasi Bharatiya Kendra
Rizal Marg, New Delhi 110021 INDIA