

Programs & Services for Migrant Workers & Members of their Families in 3 Indian States: Kerala, Andhra Pradesh, and Tamil Nadu

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Migrant Forum in Asia (MFA) is a regional network of grassroots non-government organizations, associations, trade unions, and individual advocates in Asia who are committed to protect and promote the rights and welfare of migrant workers and their families. MFA acts as a facilitator, a regional communication and coordination point between member-organizations and advocates, forging concerted action to address discriminatory laws and policies, violence against women migrants, unjust living conditions, unemployment in the homeland and other issues affecting migrant workers.

Center for Indian Migrant Studies (CIMS) was established to help families, majority of whom belong to under privileged sections of society in locating their missing relatives who migrated from Kerala to various parts of the world, especially in the Gulf.

Migrants Rights Council (India) is a migrant labor rights group which advocates with and provides support for migrant workers to access legal aid, redress mechanism and dispute resolution.

Migrant Forum India (MFI)

MFI's core program for migrant workers' rights include awareness building, documentation and publication, advocacy and lobbying, direct services and networking. MFI also joins the work of The National Domestic Workers' Movement (NDWM)

The National Domestic Workers' Movement (NDWM) is a movement and a non-governmental organization working with domestic workers, child domestic workers and migrant workers, which are active in 17 states of India and work towards achieving dignity for domestic work and workers, at both national and international levels.

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Acronyms

AMI	Arunodhaya Migrant Initiatives
AP	Andhra Pradesh
CEC	Center for Education and Communication
CIMS	Center for Indian Migrant Studies
CSO	Civil Society Organization
DCA	Dan Church Aid
ECC	Ecumenical Council for Charity
ECNR	Emigration Check Not Required
ECR	Emigration Check Required
EU	European Union
GCC	Gulf Cooperation Council
ICFW	Indian Community Welfare Fund
IOM	International Organization for Migration
ISD	Institute for Self Development
MEETPPU	Migrant Employees Education for Transformation Prevention and Protection Union
MFA	Migrant Forum in Asia
MFI	Migrant Forum India
MOIA	Ministry of Overseas Indian Affairs
MOU	Memorandum of Understanding
MRC	Migrant Rights Council (India)
MRC	Migrant Resource Centre
MWWA	Migrant Workers Welfare Association
NDWM	National Domestic Workers' Movement
NORKA	Non-Resident Keralites' Affairs Department
NORKWA	Non-Resident Keralites' Welfare Agency
NRI	Non-Resident Indian
NRI-AP	Non-Resident Indians, Andhra Pradesh
NRK	Non-Resident Keralite
ODEPEC	Overseas Development and Employment Promotion Consultants
OMCAP	Overseas Manpower Corporation Andhra Pradesh
OWRC	Overseas Worker Resource Centre
PGE	Protector General of Emigrants
POE	Protector of Emigrants
TCWF	Tamil Nadu Construction & Unorganized Workers Federation
TN	Tamil Nadu
UAE	United Arab Emirates

Introduction

India: A Country of Origin, Destination, and Transit

Within South Asia, India holds a unique position as a country of origin, destination, and transit for many migrants. Though difficult to quantify, the large numbers of people moving out of, into, and through India makes migration a key concern for the central government. These migrants come from a variety of socioeconomic backgrounds, and range from low/semi-skilled labourers to highly skilled professionals and their families.

India as an Emigration Country

Thus far, the Indian Government has focused its attention on emigration in the formulation of its migration policies. The beginning of Indian emigration for low- and semi-skilled work is often linked to the oil boom in the Gulf in the early 1970s, however outward labour migration has been occurring since well before that time. In the 19th century, Indian men and women worked on the plantations and in the mines of British colonies in the Caribbean, the Pacific, the Indian Ocean, and Southeast Asia. Throughout the 20th century, highly-skilled professionals migrated to the developed world to take up work as doctors, engineers, scientists, and entrepreneurs.¹

The 1970s oil boom initiated one, albeit a significant and sustained, outward labour flow among many. From 1975-2001, the number of Indian emigrants in the Gulf increased from 257,666 to 3.3 million. Over the last decade, the numbers have continued to increase, surpassing 4 million.² This migration flow warrants the attention of policy-makers, academics, and civil society organizations due to its particular characteristics: it is, inter alia, dominated by low- and semi-skilled migrant workers, is contract-based and circular, and the legal/institutional frameworks governing this flow do not provide adequate protections for migrants. Low- and semi-skilled workers, rather than highly-educated Non-Resident Indians (NRIs) are the biggest contributors to the Indian economy in terms of remittances.³

In spite of the well-known vulnerability of low- and semi-skilled Indian migrant workers in the Gulf and their demonstrated capacity and willingness to contribute to India's economy through remittances, the focus of the Indian Government has been on engaging wealthy NRI diaspora populations in the West and in the Gulf⁴, with little regard for the concerns of low- and semi-skilled emigrant workers. The Central Government's approach to labour migration has emphasized the promotion of job placements for Indian workers over ensuring that their rights and welfare are protected.

India as an Immigration Country

While there is a substantial immigrant population in the country, India does not consider itself to be a country of destination. There have been multiple substantial migrations to India through history, however the most recent inflows come from its neighbouring countries – Bangladesh, Pakistan, Nepal, and Sri Lanka. These flows are difficult to quantify, as many inbound migrants are undocumented (though not necessarily “irregular”, as in the case of Nepal, which has enjoyed an open border with India since the 1950 Friendship Treaty⁵).

¹Centre for Education and Communication and Migrant Forum in Asia, *Towards a Holistic International Migration Policy* (New Delhi, 2009), 11.

²Binod Khadria, *India Migration Report 2009: Past, Present, and the Future Outlook* (New Delhi, 2009), 28.

³Centre for Education and Communication and Migrant Forum in Asia, *Towards a Holistic International Migration Policy* (New Delhi, 2009), 16.

⁴Piyasiri Wickramasekara, “Labour Migration in South Asia: A review of issues, policies, and practices.” *International Migration Paper No. 108* (International Labour Organization, 2011), 21.

⁵Ibid., 5

Immigrants to India (both documented and undocumented) are motivated to migrate for the same reasons that many Indians emigrate: work opportunities, security, family, etc. They work in several sectors of the economy, including services, agriculture, urban wage work, manufacturing, etc. Despite making significant contributions to the economy of India, "...they are often cast as burdensome, as intruders, and as suspected terrorists."⁶ This is reflected in the double standard of the public policy discourse in India, and in many countries in South Asia: on one hand, demands are made for the protection of overseas workers while they are working outside of India, but the same rights and protections are not extended to foreign workers from other countries employed within India.⁷

India as a Transit Country

It is incredibly difficult to assess the extent of transit migration through a country, however it seems that this is a significant enough phenomenon in the case of India to merit mentioning. According to a report by Centre for Education and Communication (CEC) and Migrant Forum in Asia (MFA), transit flows are not insignificant and consist primarily of individuals from Bangladesh, Nepal, Bhutan, and Myanmar en route to the Middle East, Europe, and North America.⁸ This phenomenon is also not reflected in the policy discourse on migration in India.

A New Migration Policy

To date, there is no migration policy in India. The country's 1983 Emigration Act provides for the regulation of overseas employment, but no coherent policy has been agreed to or enacted. In 2007, the MOIA announced its intention to draw up a new international migration policy for the country, but this has not yet materialized.

The initiative to put forward a new migration policy is seen as a positive step forward. According to CEC/MFA⁹, the focus on migration policy has come about due to:

- A growing recognition that international migration is a key form of global exchange;
- Labour market openings in western economies and India's preference that Indian workers take advantage of these opportunities;
- The context of governance reform and deregulation in India;
- A recognition that the lack of policy exacerbates corruption and the exploitation of aspiring migrants; and
- The persistence of the contradiction of globalization, i.e. that capital and goods are freely exchanged while labour mobility is increasingly constrained.

Civil society organizations and migrants' rights advocates are concerned that the government take a rights-based approach in formulating the policy, and that it takes into account the context of India as a sending, receiving, and transit country. The current governance of emigration is seen to be dominated by economic interests and a protection agenda (e.g. disallowing women under the age of 30 to migrate for low- and semi-skilled work), with inadequate attention paid to the ability of Indian nationals working in low- and semi-skilled jobs abroad to access their rights. Current proposals for the new policy are seen as superficial, concentrating on the narrow scope of "migration management" and "safe migration," which do not account for the principles of equity, freedom of mobility, and decent work. "As a large democracy

⁶ Centre for Education and Communication and Migrant Forum in Asia, *Towards a Holistic International Migration Policy* (New Delhi, 2009), 17.

⁷ Piyasiri Wickramasekara, "Labour Migration in South Asia: A review of issues, policies, and practices." *International Migration Paper No. 108* (International Labour Organization, 2011), 36.

⁸ Centre for Education and Communication and Migrant Forum in Asia, *Towards a Holistic International Migration Policy* (New Delhi, 2009), 12.

⁹ *Ibid.*, 8-9

and a leading economy of the world, India needs to develop an unambiguous position on international migration, cutting across ministries, that is then articulated in the policy.”¹⁰

Current Governance of Migration

Given that there is no migration policy in place, the following mechanisms and departments govern emigration:

Emigration Act, 1983

The main piece of legislation governing emigration from India is the Emigration Act of 1983. This act is said to be a post-colonial replica of the British India Emigration Act of 1922, which was designed to register and provide protection for individuals moving abroad for indentured work on plantations. The 1983 Act brought in the regulation of recruitment agencies and the emigration clearance system (as detailed below).¹¹

CSOs and migrants’ rights activists criticize the 1983 act as being outdated and consisting of the following gaps:¹²

- It does not define “worker”
- It creates a divide between high- and low-skilled work
- The rights of migrants are not enshrined in the Act
- There are no built-in grievance mechanisms

Ministry of Overseas Indian Affairs / Protector General of Emigrants (PGE)

The Ministry of Overseas Indian Affairs (MOIA) was established in 2004. Recognizing the development potential associated with the significant Indian diaspora (said to consist of ~25 million people spread over 110 countries¹³), the MOIA’s mission is to engage NRI communities abroad. The diaspora is seen to be the key to promoting major economic growth in India, and to have an important role in facilitating integration with the global economy. Such engagement takes the form of programs for youth, diaspora forums, cultural exchanges, etc.

The establishment of the MOIA is credited as “one of the most comprehensive efforts by an emigration nation to develop a coherent migration policy.”¹⁴ The department itself has four divisions: Diaspora Services, Migration Management, Emigration Policy, and Financial Services. It is meant to deal with all facets of migration – both immigration and emigration – and is the first initiative of its kind on the part of a state to set up such a robust and coherent set of institutions and policies. “It begins from the premise that emigration can be beneficial for India and it has been proactive in seeking not only to encourage such flows but to protect the migrants and maximize the development dividend to India. An independent audit of the success of the Ministry in its first few years of operation would be of value.”¹⁵

While the establishment of the MOIA means that foreign employment and labour migration receive dedicated attention, CSOs and migrants’ rights advocates have expressed concern that labour migration is no separated from the bodies that oversee the creation of policy for labour, employment, and decent

¹⁰ S. Krishna Kumar, “Migration Policy Reforms in India: Some Reflections,” in *Governance and Labour Migration: India Migration Report 2010*, ed. S. Irudaya Rajan (New Delhi: Routledge), 245.

¹¹ *Ibid.* 260-261

¹² Mr. Jai Shankar, Protector of Emigrants – Tamil Nadu and Fr. Eugene Pereira, Migrant Forum India: Tamil Nadu Kick-off Workshop, Asha Nivas, Chennai, Tamil Nadu, India, 19 May 2011

¹³ Piyasiri Wickramasekara, “Labour Migration in South Asia: A review of issues, policies, and practices.” *International Migration Paper No. 108* (International Labour Organization, 2011), 21.

¹⁴ G. Hugo, “Background Paper WMR 2010: The Future of Migration Policies in the Asia-Pacific Region.” *IOM 2010.*, 13.

¹⁵ *Ibid.* 13-14

work. They are also concerned that the dominant focus of the ministry is the affluent diaspora population rather than vulnerable temporary migrants.¹⁶

Upon the creation of the MOIA, the office of the Protector General of Emigrants (PGE) was moved from the Ministry of Labour to fall under the purview of the newly formed ministry. The PGE is responsible for carrying out protection functions under the 1983 Emigration Act. It oversees the practices of recruitment agents, and facilitates emigration clearance for those with Emigration Check Required (ECR) passports. ECR passports are issued to those with poor educational qualifications who intend to emigrate for work in any of 17 listed destination countries (those countries deemed to place emigrants at risk, many of which are Gulf countries). The functions of the PGE are carried out through Protector of Emigrants (POE) offices in states with high emigration rates.

Bilateral Agreements/Memoranda of Understanding

It is widely held that the initiation of bilateral agreements (binding under international law), and memoranda of understanding (MOUs) (non-binding under international law) is important for the protection and promotion of the rights of migrant workers in Asia. India has entered into a number of these agreements, and there seems to be an increased willingness on the part of Gulf countries to cooperate with countries of origin, including India, through MOUs. While there is not much transparency in relation to these agreements, MOIA states that the agreements adhere to the following broad principles:¹⁷

- Declaration of mutual intent to enhance employment opportunities and for bilateral cooperation in protection and welfare of workers;
- The host country to take measures for protection and welfare of the workers in organized sector;
- Statement of the broad procedure that the foreign employer shall follow to recruit Indian workers;
- The recruitment and terms of employment to be in conformity of the laws of both countries; and
- A Joint Working Group to be constituted to ensure implementation of the MoU and to meet regularly to find solutions to bilateral labour problems.

Services and Programs for Indian Migrant Workers

In spite of the protection discourse of the MOIA/PGE, low- and semi-skilled Indian migrant workers, both men and women, are continually faced with problems throughout the migration process. These issues include being cheated by unscrupulous recruitment agents, contract substitution, labour trafficking, withheld wages, physical/sexual/mental abuse, unsafe/unsuitable working and living conditions, and even death in extreme cases. In order to address the issues that migrant workers face some programs and services are offered by the MOIA, and some state governments offer limited programs as well.

The current programs and services on offer require more thought and development. The following chapters outline the services available to migrant workers at the national level, and in three Indian states with high levels of emigration to the Gulf: Andhra Pradesh, Tamil Nadu, and Kerala. Each chapter is organized by migration stage: pre-departure, on-site in country of destination (including services available to family members in India while the migrant is abroad), return/reintegration, and re-emigration. The mapping reveals that the primary focus is on the pre-departure stage in each of these contexts, with little in the way of support for returnees, and little differentiation between repeat

¹⁶ Ibid. 13

¹⁷ MOIA 2009, cited in Piyasiri Wickramasekara, "Labour Migration in South Asia: A review of issues, policies, and practices." *International Migration Paper No. 108* (International Labour Organization, 2011), 24.

emigrants and those who are migrating for the first time. Much work needs to be done in conceptualizing these programs and services, and a rights-based approach should be a key element of any new migration policy for India.

National Level

Temporary labour migration from India to the Gulf has increased significantly since the 1970s, when the increase in oil prices resulted in an upsurge in emigration among those looking to take up new job opportunities in the region. In 2008, the number of overseas Indian workers in the GCC reached 818,315.¹⁸ They work in a variety of sectors, from highly skilled to low skilled positions, and come from different regions across India.

The Government of India has recognized the importance of the Indian international labour force and the potential contributions the Indian diaspora – i.e. those who have emigrated abroad permanently and who occupy highly skilled positions – can make to development the country. The Ministry of Overseas Indian Affairs, established in 2004, is responsible for relations with all Non-Resident Indians (NRIs). As stated on the main page of its website: “Driven by a mission of development through coalitions in a world without borders, MOIA seeks to connect the Indian Diaspora community with its motherland.”¹⁹ Appeals to nationalism and patriotism in programs designed to showcase the contributions of NRIs to the development of India are a significant part of the Ministry’s mandate, aimed at encouraging investment in India by Indians living abroad. The “flagship event” of the MOIA, the annual Pravasi Bharatiya Divas and Pravasi Bharatiya Samman Award²⁰, cater specifically to this goal. According to Migrant Forum India-Kerala, this program does not address the real issues of migrants, nor does it address gaps in the migration policy discourse.

The MOIA interacts differently with emigrant workers occupying low-skilled positions. Informed by the Emigration Policy of 1983, the emphasis within the Ministry is on protecting emigrant workers and regulating their emigrations. The Ministry oversees the office of the Protector General of Emigrants and its sub-offices (Protectors of Emigrants, located in various migrant-sending states). These offices facilitate emigration clearance for Emigration Check Required (ECR) passports. ECR passports are issued to prospective emigrants with low levels of education and who are emigrating to any of the 17 countries (most of which are in the Middle East) that require clearance. The emigration check entails the verification of job offers, contracts, travel documents, and insurance prior to departure, and is designed to prevent the exploitation of Indian workers (especially the low skilled and less educated) emigrating for work.

In addition to the MOIA, India’s foreign missions play a key role in supporting low skilled emigrant workers. Relying on the Indian Community Welfare Fund, foreign missions are able to offer support to migrants in distress. The new policy will introduce e-governance to the emigration system, and is meant to be simpler and more transparent than the current system. Among its aims are the promotion of regular migration, the establishment of strict sanctions for unscrupulous recruitment agencies, and the protection of the welfare of emigrant workers. It remains to be seen how this policy will shape up and how it will be implemented. It is clear that the protection of emigrant workers has not been a top priority, as there are few programs and services available, and there seems to be little coordination for those services that are available. There is a strong need to amend the existing legal framework of migration and to revitalize the existing institutional frame.²¹

¹⁸ Binod Khadria, *India Migration Report 2009: Past, Present, and the Future Outlook* (New Delhi, 2009), 29.

¹⁹ Ministry of Overseas Indian Affairs <<http://moia.gov.in/services.aspx?mainid=6>> 2011.

²⁰ The goal of these programs is to establish a platform to bring together overseas Indians from various countries to share experiences and make links between labour migration and the country’s development process.

²¹ Sr. Sally Michael, MFI, email message to author, August 28, 2011.

Pre-Departure

Programs & Services: Central Government of India

Name of Program	Awareness/Media Campaign
Offered by	Ministry of Overseas Indian Affairs
Program Description	The objective of media campaigns is to create awareness among political emigrants of necessary information to avoid exploitation while abroad. Media campaigns consist of short video spots, jingles, short ads on safe migration, etc. for dissemination on regional and private TV and radio stations. A print campaign has also been undertaken.
How to Access	Ten video and audio spots have been produced and released on private national, regional, and private TV and radio channels.
Source	http://www.pravasitoday.com/programmes-and-schemes-under-implementation

Pre-Departure Services/Program: National Level

Name of Program	Overseas Workers Resource Centre (OWRC)			
Offered by	Ministry of Overseas Indian Affairs			
Program Description	<ul style="list-style-type: none"> -The goal of OWRCs is to promote awareness of safe, legal migration among potential emigrants -OWRC offices are primarily sites of information dissemination -OWRC offices facilitate the registration, response, and monitoring of complaints received from emigrant workers -Walk-in counselling centres have been opened in Delhi, Hyderabad, and Kochi 			
How to Access	<p><u>Central MOIA Office</u> Ministry of Overseas Indian Affairs Government of India Akbar Bhawan Chanakya Puri New Delhi 110021 Tel: +91-11-24197900 Fax: +91-11-24197919 Email: info@moia.nic.in</p> <p>Walk-in Counseling Centres, open weekdays from 10am – 5pm:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 33%;"> <p><u>Delhi</u> D19, 1st Floor Okhla Industrial Area Phase-1 New Delhi- 110020 Tel: +91-1141809491 Fax: +91-1141809490</p> </td> <td style="vertical-align: top; width: 33%;"> <p><u>Hyderabad</u> MRC ITI Campus, Mallepally. Hyderabad- 500057 Tel: 04023300686 Fax: 04023396485</p> </td> <td style="vertical-align: top; width: 33%;"> <p><u>Kochi</u> MRC 3rd Floor Putherickal Building, Market Road, Emakulam Kerala- 682035 Tel-04842372040 Fax-04842372044</p> </td> </tr> </table>	<p><u>Delhi</u> D19, 1st Floor Okhla Industrial Area Phase-1 New Delhi- 110020 Tel: +91-1141809491 Fax: +91-1141809490</p>	<p><u>Hyderabad</u> MRC ITI Campus, Mallepally. Hyderabad- 500057 Tel: 04023300686 Fax: 04023396485</p>	<p><u>Kochi</u> MRC 3rd Floor Putherickal Building, Market Road, Emakulam Kerala- 682035 Tel-04842372040 Fax-04842372044</p>
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Source	http://www.pravasitoday.com/programmes-and-schemes-under-implementation http://moia.gov.in/services.aspx?id1=92&id=m3&idp=92&mainid=73 http://www.owrc.in			

Pre-Departure Services/Program: National Level

Name of Program	Pre-Departure Information Manuals
Offered by	Ministry of Overseas Indian Affairs
Program Description	-MOIA maintains and distributes pre-departure information manuals for migrant workers

-Manuals cover the following general information:

- Process of emigration (passports, POE clearance, Emigration Act of 1983)
- Required documents for emigration clearance
- Details of the Pravasi Bharatiya Bima Yojana insurance scheme
- Information on valid employment contracts
- Guidelines for emigration with the assistance of recruitment agencies
- Contact information for all relevant government offices, Indian Missions abroad

-Manuals also cover country-specific information, including:

- 'Dos and Don'ts' in emigrating to the country in question
- Customs/Etiquette/Cultural concerns

How to Access

Manuals are available for download online:

<http://moia.gov.in/services.aspx?id1=366&idp=366&mainid=73>

They are available for: UAE, Malaysia, Bahrain, Qatar, Saudi Arabia, Oman, and Kuwait

Source

<http://moia.gov.in/services.aspx?id1=366&idp=366&mainid=73>

Pre-Departure Services/Program: National Level

While Migrant Worker is Abroad

Programs & Services: Central Government of India

Name of Program	Pravasi Bharatiya Bima Yojana / Emigrant Workers' Compulsory Insurance Scheme
Offered by	Ministry of Overseas Indian Affairs
Program Description	<p>-Compulsory insurance scheme available to all documented migrant workers between ages 18 and 60 who have received clearance from the POE</p> <p>-Covers the following:</p> <ul style="list-style-type: none"> • expenses due to personal accidents; • hospitalization of family members; hospitalization of migrant worker while abroad; • transport expenses for repatriations due to death or disability incurred abroad; • repatriation costs for those whose contracts are terminated; • maternity benefits <p>-Policy is valid for a minimum of 2 years, or the actual period of the employment contract, whichever is longer</p>
Notes/Analysis	According to the POE in Chennai, many migrant workers who have this insurance are not aware of what the policy means or how to make claims. This renders the policies meaningless for many workers in many cases, as they view the insurance as something necessary to obtain their POE clearance and nothing more. More work needs to be done to educate the workers on what they are purchasing, and to offer them support on filing claims if/when necessary.
Source	<p>http://www.reliancegeneral.co.in/Individuals/Pages/travel-insurance-pravasi-features.aspx</p> <p>D. Jai Sankar, Protector of Emigrants. Interview by Karen Campbell, MFA, POE Office, Chennai, August 1, 2011.</p>

Programs/Services While Abroad: National Level

Name of Program	OWRC Helpline
Offered by	Overseas Workers' Resource Centre / Ministry of Overseas Indian Affairs
Program Description	The OWRC at present is operating a 24x7 helpline to provide need-based information to emigrants and their families through a toll free number. This information is available in 11 Indian Languages. The complaints or grievances received are promptly attended to, and feedback provided to the complainant.
How to Access	<p>The helpline numbers are disseminated as a part of the multimedia awareness campaign organized by the Ministry.</p> <p>Toll free number: 1-800-11-3090 Hotline Number: +91-11-40503090 Online: www.mrchelpline.org</p>
Source	<p>http://moia.gov.in/services.aspx?id1=92&id=m3&idp=92&mainid=73 http://www.owrc.in, http://www.mrchelpline.org</p>

Programs/Services While Abroad: National Level

Name of Program	Embassy Hotlines
Offered by	Indian embassies UAE & Saudi Arabia
Program Description	Indian foreign missions in UAE, Bahrain, Oman, and Saudi Arabia have dedicated hotlines for migrant workers in distress. Each is independently operated through the

	embassy itself. These phone numbers are published on the embassy websites.
How to Access	UAE – “Hotline for Women/Housemaids in Distress” – Tel: 024492700 Bahrain – “24hr Helpline for Indian Nationals in Distress” – Tel: 39523969 / 39010782 Saudi Arabia – “24hr Helpline” – Tel: +966-1-488 4697 / 488 1982
Source	http://www.indembassyuae.org http://indianembassybahrain.com/indian_community_relief_fund.html http://www.indianembassy.org.sa

Programs/Services While Abroad: National Level

Name of Program	Labour Attaché / Welfare Officer			
Offered by	Indian Embassies / Missions Abroad			
Program Description	<p>All Indian missions in countries where there is a large concentration of Indian expatriate workers have a separate Labour Attaché/Welfare Officer. All possible help is provided by the Indian Missions, including assistance with the settlement of disputes by taking up the matter with the foreign Government/employer. Where necessary, workers can be repatriated. The mission will assist with coordination with the recruiting agents and the Protector General of Emigrants.</p> <p>Indian missions also recommend inclusion of problematic foreign employers on the black list (prior approval category), if the case so warrants. On the basis of such recommendations, the Ministry places the concerned foreign company in the prior approval category. A foreign company, when included in the prior approval category list, is no longer allowed to recruit workers from India.</p>			
How to Access	<p>Embassy contact information for GCC countries is as follows:</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Oman</u> New Chancery Complex Jami'at Al-Dowal Al-Arabiya Street Al Khuwair, Diplomatic Area Tel: +968 - 2468 4500 Fax: +968 - 2469 8291 Email: indiamct@omantel.net.om Online: http://www.indemb-oman.org</p> <p><u>Kuwait</u> Diplomatic Enclave, Arabian Gulf Street P.O. Box 1450 Safat-13015, Kuwait Tel: 22530600, 2253061214 Fax: 22546958, 22571192, 22573910 Online: http://www.indembkwt.org</p> <p><u>Bahrain</u> Building 182, Road 2608, Area 326 (Behind Ramada Hotel), Ghudaibiya Kingdom of Bahrain Tel: (+973) 1771 2785, (+973) 1771 2683 Fax: (+973) 1771 5527 Email: indemb@batelco.com.bh Online: www.indianembassybahrain.com</p> <p><u>Qatar</u> Villa No 19, Street No. 828 Area No. 42, Wadi Al Neel Old Hilal Area, P.O. Box 2788</p> </td> <td style="vertical-align: top;"> <p><u>United Arab Emirates</u> ABU DHABI P.O. Box 4090 Abu Dhabi, United Arab Emirates Tel: +9712 4492700 Fax: +9712 4444685, +9712 4447768 Email: ambassador@indembassyuae.org, hoc@indembassyuae.org Online: http://www.indembassyuae.org</p> <p>DUBAI Al Hamriya Diplomatic Enclave Dubai, United Arab Emirates Tel: +3971222 / 3971333 Tax: +3970453 Email: cgidubai@emirates.net.ae Online: http://www.cgidubai.com</p> <p><u>Saudi Arabia</u> RIYADH: B-1 Diplomatic Quarter PO Box 94387 Riyadh - 11693, Saudi Arabia Tel: 00-966-1-488 4144 / 488 4691 / 488 4692 Email: ambassador@indianembassy.org.sa Online: http://www.indianembassy.org.sa</p> <p>JEDDAH: Bldg. of M/s Bughshan & Bros. Madinah Road Jeddah – 21421</p> </td> </tr> </table>		<p><u>Oman</u> New Chancery Complex Jami'at Al-Dowal Al-Arabiya Street Al Khuwair, Diplomatic Area Tel: +968 - 2468 4500 Fax: +968 - 2469 8291 Email: indiamct@omantel.net.om Online: http://www.indemb-oman.org</p> <p><u>Kuwait</u> Diplomatic Enclave, Arabian Gulf Street P.O. Box 1450 Safat-13015, Kuwait Tel: 22530600, 2253061214 Fax: 22546958, 22571192, 22573910 Online: http://www.indembkwt.org</p> <p><u>Bahrain</u> Building 182, Road 2608, Area 326 (Behind Ramada Hotel), Ghudaibiya Kingdom of Bahrain Tel: (+973) 1771 2785, (+973) 1771 2683 Fax: (+973) 1771 5527 Email: indemb@batelco.com.bh Online: www.indianembassybahrain.com</p> <p><u>Qatar</u> Villa No 19, Street No. 828 Area No. 42, Wadi Al Neel Old Hilal Area, P.O. Box 2788</p>	<p><u>United Arab Emirates</u> ABU DHABI P.O. Box 4090 Abu Dhabi, United Arab Emirates Tel: +9712 4492700 Fax: +9712 4444685, +9712 4447768 Email: ambassador@indembassyuae.org, hoc@indembassyuae.org Online: http://www.indembassyuae.org</p> <p>DUBAI Al Hamriya Diplomatic Enclave Dubai, United Arab Emirates Tel: +3971222 / 3971333 Tax: +3970453 Email: cgidubai@emirates.net.ae Online: http://www.cgidubai.com</p> <p><u>Saudi Arabia</u> RIYADH: B-1 Diplomatic Quarter PO Box 94387 Riyadh - 11693, Saudi Arabia Tel: 00-966-1-488 4144 / 488 4691 / 488 4692 Email: ambassador@indianembassy.org.sa Online: http://www.indianembassy.org.sa</p> <p>JEDDAH: Bldg. of M/s Bughshan & Bros. Madinah Road Jeddah – 21421</p>
<p><u>Oman</u> New Chancery Complex Jami'at Al-Dowal Al-Arabiya Street Al Khuwair, Diplomatic Area Tel: +968 - 2468 4500 Fax: +968 - 2469 8291 Email: indiamct@omantel.net.om Online: http://www.indemb-oman.org</p> <p><u>Kuwait</u> Diplomatic Enclave, Arabian Gulf Street P.O. Box 1450 Safat-13015, Kuwait Tel: 22530600, 2253061214 Fax: 22546958, 22571192, 22573910 Online: http://www.indembkwt.org</p> <p><u>Bahrain</u> Building 182, Road 2608, Area 326 (Behind Ramada Hotel), Ghudaibiya Kingdom of Bahrain Tel: (+973) 1771 2785, (+973) 1771 2683 Fax: (+973) 1771 5527 Email: indemb@batelco.com.bh Online: www.indianembassybahrain.com</p> <p><u>Qatar</u> Villa No 19, Street No. 828 Area No. 42, Wadi Al Neel Old Hilal Area, P.O. Box 2788</p>	<p><u>United Arab Emirates</u> ABU DHABI P.O. Box 4090 Abu Dhabi, United Arab Emirates Tel: +9712 4492700 Fax: +9712 4444685, +9712 4447768 Email: ambassador@indembassyuae.org, hoc@indembassyuae.org Online: http://www.indembassyuae.org</p> <p>DUBAI Al Hamriya Diplomatic Enclave Dubai, United Arab Emirates Tel: +3971222 / 3971333 Tax: +3970453 Email: cgidubai@emirates.net.ae Online: http://www.cgidubai.com</p> <p><u>Saudi Arabia</u> RIYADH: B-1 Diplomatic Quarter PO Box 94387 Riyadh - 11693, Saudi Arabia Tel: 00-966-1-488 4144 / 488 4691 / 488 4692 Email: ambassador@indianembassy.org.sa Online: http://www.indianembassy.org.sa</p> <p>JEDDAH: Bldg. of M/s Bughshan & Bros. Madinah Road Jeddah – 21421</p>			

	<p>Doha – Qatar Tel: 4425 5777 Online: http://www.indianembassyqatar.org</p>	<p>Saudi Arabia Tel: 02-6520104 / 6520112 / 02-6517581 Fax: 02-6533964 Email: welfare@cgijeddah.com Online: http://cgijeddah.mkcl.org</p>
Notes/Analysis	<p>In the case of Oman, the current Labour Attaché (Sanjay Asthana) has been in the position for 4-5 months, but has experience of at least 1 year at the embassy. Attachés are usually in the position for ~3 years before being re-posted. Personalities of the attachés determine their effectiveness and ability to work with migrant rights advocates and migrant support organizations. Staff attitudes are largely informed by the approach that filters down from the attaché at the top, and this always affects the quality of services provided.</p>	
Source	<p>Bridget Ganguly & Padmini Atal, Indian Social Club, Oman. Interview by Karen Campbell, MFA, June 6, 2011 (Geneva).</p> <p>http://moia.gov.in/services.aspx?ID1=141&id=m12&idp=139&mainid=73</p>	

Programs/Services While Abroad: National Level

Name of Program	Indian Community Welfare Fund (ICWF)	
Offered by	Ministry of Overseas Indian Affairs	
Program Description	<p>-Indian Missions in 43 countries with significant populations of Indian migrant workers have access to the ICWF</p> <p>-Funds are used to provide onsite welfare services to distressed domestic workers and 'unskilled' labourers</p> <p>-Services covered by the fund include lodging, emergency medical care, repatriations, legal assistance, cremation or burials/transportation of remains of those who die abroad</p> <p>-The ICWF is funded through support from the MOIA, funds raised by service fees charged by Indian Missions for consular services, and voluntary contributions from the Indian community</p>	
How to Access	<p>The ICWF is administered at the following Indian Missions: UAE, Saudi Arabia, Qatar, Oman, Kuwait, Bahrain, Malaysia, Libya, Jordan, Yemen, Sudan, Afghanistan, Indonesia, Syria, Lebanon, Thailand, Iraq and Maldives, Australia, Canada, Mauritius, Singapore, South Africa, Trinidad and Tobago, UK and USA, Fiji, Reunion Island, Guadeloupe/St. Martinique, France, Germany, Guyana, Israel, Italy, Jamaica, Kenya, Netherlands, New Zealand, the Philippines, Portugal, Suriname, Tanzania, and Egypt</p>	
Source	<p>http://moia.gov.in/services.aspx?id1=345&idp=345&mainid=73</p>	

Programs/Services While Abroad: National Level

Name of Program	Grievance Redressal	
Offered by	Protector General of Emigrants	
Program Description	<p>The office of the Protector General of Emigrants hears grievances of migrant workers and their families, and refers them to the appropriate authorities depending on the nature of their complaint.</p>	
How to Access	<p>Grievances can be filed by email (pge@moia.nic.in) or fax (91-1124197984)</p>	
Source	<p>http://moia.gov.in/services.aspx?ID1=142&id=m11&idp=139&mainid=73</p>	

Programs/Services While Abroad: National Level

Name of Program	Safe House	
Offered by	Indian Embassy, Supported by Indian Social Club, Charity Wing	
Program Description	<p>The safe house provides space for distressed migrants to access legal advice, aid in</p>	

	<p>repatriation, meals, medical facilities, mental health counseling, and craft and language lessons. As of May 2011, there were 7 women from Kerala, 2 from Mumbai, 6 from Andhra Pradesh, and 2 from Karnataka living in the safe house. Residents stay, on average, from 2-3 months</p>
How to Access	<p>Those domestic workers who flee their residences/places of employment and arrive at the Indian Embassy are given shelter and assistance at the Safe House until their cases are sorted out and they are able to return home.</p>
Notes/Analysis	<p><u>Indian Embassy in Oman:</u> New Chancery Complex Jami'at Al-Dowal Al-Arabiya Street Al Khuwair, Diplomatic Area Tel: +968 - 2468 4500, Fax: +968 - 2469 8291 Email: indiamct@omantel.net.om Online: http://www.indemb-oman.org</p> <p>Volunteers of the ISC have noted that a disproportionate number of those sheltered in the Safe House come from Andhra Pradesh. While there are no numbers available to support this, the observation of those working in the Safe House leads to questions about why this might be the case. It could be that migrant workers from Andhra Pradesh run into more problems than their co-nationals from other parts of India, or that the social networks among migrants from Andhra Pradesh have spread the word about the availability of the Safe House more effectively than those social networks of other sending areas of India. However a considerable amount of data would be needed to support either hypothesis. A number of other explanations are also possible.</p>
Source	<p>Shantini Moses, social worker and former expatriate from Oman, now residing in Chennai, Tamil Nadu. Tamil Nadu Kick-off event, Asha Nivas, Chennai, May 19, 2011</p> <p>Bridget Ganguly & Padmini Atal, Indian Social Club, Oman. Interview by Karen Campbell, MFA, June 6, 2011 (Geneva).</p>

Programs/Services While Abroad: National Level

Programs & Services: CSOs

Name of Program	Camp Visits
Offered by	Charity Wing, Indian Social Club
Program Description	Volunteers also make visits to migrant workers detained at prisons and detention centers for migrants, providing counseling and emotional support.
How to Access	<p>Indian Social Club P.O. Box 2916 112, Ruwi Sultanate of Oman Tel: 24701347, Email: indiansc@omantel.net.om</p>
Notes/Analysis	<p>There are no accurate figures on how many migrant workers are being detained in Oman. They are held in detention centres that are attached to police stations throughout the country. Charges are mainly related to alcohol, theft, undocumented status, the sale of pirated DVDs and VOIP cards, among other misdemeanor offences. The Indian Embassy's Community Welfare department assists by facilitating free legal representation for those requiring such services. There is also a free legal clinic held every Monday evening for 2-hours.</p>
Source	<p>Shantini Moses, social worker and former expatriate from Oman, now residing in Chennai, Tamil Nadu. Tamil Nadu Kick-off event, Asha Nivas, Chennai May 19 2011</p> <p>Email Communication, Padmini Atal, Indian Social Club, 31 August 2011</p>

Programs/Services While Abroad: CSOs

Name of Program	General Support to Migrants
Offered by	Ecumenical Council for Charity (ECC) (Charity Wing, Al Amana Centre)
Program Description	The ECC, acting as the charity wing of the Al Amana Centre in Muscat, raises money to assist low-income migrant workers. Financial assistance is given mainly for rehabilitation, medical assistance, and education. It is allocated on a case-by-case basis.
How to Access	Migrant workers find out about the ECC mainly through word-of-mouth. Applicants send a letter requesting help and, in the case of medical assistance requests, they attach medical reports. A committee reviews the applications and decides on whether or not support will be given.
Source	Shantini Moses, social worker and former expatriate from Oman, now residing in Chennai, Tamil Nadu. Tamil Nadu Kick-off event, Asha Nivas, Chennai May 19 2011 Email Communication, Padmini Atal, Indian Social Club, 31 August 2011

Programs/Services While Abroad: CSOs

Return/Reintegration

There are currently no specific programs and/or services offered by the Central Government for the reintegration of returnees.

Re-Emigration

There are currently no specific programs and/or services offered by the Central Government for repeat emigrants.

Kerala

Labour migration from the State of Kerala, like emigration from many states in India, is continually trending upwards in numbers. The first large-scale survey of emigration from Kerala, conducted in 1998 (the Kerala Migration Survey), estimated the number of emigrants that year to be 13.6 lakh, and 7.4 lakh return emigrants living within Kerala. In the follow-up study in 2003, these numbers had increased to 18.4 lakh and 8.9 lakh respectively.²² That said, the numbers recorded in the 2007 Kerala Migration Survey in 2007 showed only a nominal increase over the 2003 emigration numbers, at 18.5 lakh.²³ Regardless of the leveling off of numbers, labour migration from Kerala remains a significant phenomenon, and Gulf countries rank the highest among all receiving states for Non-Resident Keralite (NRK) workers. In 2007, 89% of emigrants from Kerala were destined for the Gulf.²⁴

It is widely held that the emigration from Kerala is characterized as more highly skilled than that from other parts of the country, with nurses being among the most highly sought-after in the Gulf countries. With the highest literacy rate in the country (at 93.91% according to 2011 statistics²⁵), emigrants from Kerala are seen as having a distinct advantage over illiterate or semi-literate emigrants from other states vis-à-vis safety and general awareness of the risks of migrating for work.

State Level Programs

The State of Kerala has been one of the most active in the country in terms of setting up supportive bodies for its emigrant workers. The Department of Non-Resident Keralites' Affairs (NORKA) was established in 1996 to address the grievances of migrant workers, and to assist them in the case of problems encountered abroad.²⁶ In 2002, the department established NORKA-Roots as a field agency, to act as an interface between NRKs and the Government of Kerala.²⁷ It is under these two bodies that the state delivers a considerable number of services and schemes to migrant workers from the state – many more than are on offer by the governments of Andhra Pradesh or Tamil Nadu. The 'NORKA Model' is being looked to as an example by these two governments (as well as other state governments) as they consider programming for their own migrant workers. That said, the focus of NORKA and NORKA Roots remains economically driven in their missions, and rights-based approaches are lacking.

CSO Involvement

In spite of the positive image of emigration from Kerala and the 'NORKA Model,' CSOs and migrants' rights activists note that many challenges remain, and many migrant workers face the same struggles and abuses as their counterparts from other parts of the country. With such a strong focus on the high literacy rate in the state, the fact that many emigrant workers in the Gulf are unskilled and have low levels of education gets obscured. This situation puts them at risk of greater exploitation and abuse.

According to Rafeek Ravuther of CIMS India, migrant worker “often sell their meager possessions or borrow money from loan sharks on exorbitant interest rates to raise funds to pay the commission for visa and work permits. Pawning house and selling...jewelry are the two common practices to raise funds in Kerala.”²⁸ Cheating by unscrupulous recruitment agents resulting in theft, contract substitution, and the

²² Binod Khadria, *India Migration Report 2009: Past, Present, and the Future Outlook* (New Delhi, 2009), 85.

²³ Ibid. 86

²⁴ Ibid. 87

²⁵ Census of India, 2011. Government of India, Ministry of Home Affairs, Number of Literates and Literacy Rate for State and Districts: 2011, http://censusindia.gov.in/2011-prov-results/prov_data_products_kerala_.html

²⁶ Non-Resident Keralites Affairs Department, Government of Kerala, <http://www.norka.gov.in/>

²⁷ Ibid.

²⁸ Rafeek Ravuther, CIMS, email message to author, September 4, 2011.

issuance of improper documentation put migrant workers into precarious situations in their destination countries; some become undocumented, even unknowingly. These problems are common to low-skilled migrant workers from all states of India, including Kerala.

That said, there seems to be little in the way of CSO involvement in terms of service provision for migrant workers in the state. Migrant Forum India offers supports for the workers and their families in terms of pre-departure training and reintegration. The Indo-Arab Confederation has done considerable work on the re-integration of migrant workers upon their return, and in supporting their families while they are abroad. CIMS Kerala has also been active in assisting migrants in distress, particularly in locating missing persons abroad through the use of television media – an innovative approach to migrant protection that has been extremely successful since its inception.

In light of the issues identified by CSOs as having a negative impact on the lives of migrant workers and members of their families, it is somewhat surprising that there are not more active organizations providing assistance and support. However, as mentioned above, the prevailing consensus is that Kerala is doing something right – their NORKA programs provide the basics, though there is room for improvement with respect to taking on a rights-based approach. This seems like a natural avenue for CSO and civil society intervention in support of the rights and welfare of migrant workers and members of their families.

Pre-Departure

Programs & Services: State Government of Kerala

Name of Program	Pre-Departure Orientation Program
Offered by	NORKA Roots
Program Description	<p>-an integrated training program to raise awareness among migrants of the laws and affairs of the countries to which they are preparing to migrate</p> <p>-program is intended to raise awareness about working conditions and to provide information on visas, emigration rules, employment contracts, customs regulations, travel formalities, etc</p> <p>-one day workshops for overseas job seekers are also conducted in association with district administrations at Kasaragod, Kannur, Malappuram, Thrissur and Kottayam</p> <p>-similar orientation programmes are conducted at Ernakulam, Kozhikode and Palakkad</p>
How to Access	<p>Overseas job seekers interested in attending the workshop can register their details at any of the Certificate Attestation Centres, at Thiruvananthapuram, Cochin or Kozhikode. The registration fee is Rs. 100 per candidate.</p> <p><u>Certificate Attestation Centre, Thiruvananthapuram</u> Lotus Villa Sasthamangalam Thiruvananthapuram Tel: 0471 2317950, 2317951</p> <p><u>Certificate Attestation Centre, Cochin</u> V.M. Complex Building No. 41/1313 B C.P. Ummer Road Cochin - 35 Tel: 0484 2371830, 2371810</p> <p><u>Certificate Attestation Centre, Kozhikode</u> 2nd Floor, Zamorin Square Link Road, Kozhikkode Tel: 0495 2304882, 2304885</p>
Notes/Analysis	<p>The program was first offered in 2006 in Thiruvananthapuram. The program is open to intending migrants, job seekers, and re-emigrants, so no proof of emigration clearance is required. The training sessions are publicized through print, TV, government circulars, and online. Sessions are facilitated by academics, former migrants, and NORKA officials.</p> <p>Currently, there is no rights-based information disseminated in the training sessions. There is a maximum of 100 participants per session, and family members who wish to attend can also register and participate. Sessions are facilitated mainly in Malayalam, but also in English.</p> <p>Many people are not aware of, nor are they interested in these information programs. This is mostly because almost all of the job aspirants have contacts in the Gulf already, and gather much of their information through these informal channels/networks. As such, participation in these seminars is low. That said, the centre in Calicut reports a tremendous level of interest in the community and higher levels of participation.</p>
Source	<p>http://www.norkaroots.net/PDOProg.htm</p> <p>Kavipriya and Manjith, Training Centre Coordinators. Interview by Rafeek Ravuther, CIMS. NORKA Roots Head Office, Trivandrum. 2011.</p>

Pre-Departure Services/Program: State of Kerala

Name of Program	Skills Development Training
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Offered by	NORKA Roots
Program Description	-60-day, 300-hour comprehensive training program for overseas job seekers -training consists of vocational skills, soft skills, computer literacy, personality development, etc. through select training centres across the state -program is open to job-seekers, intending migrants, and returnee migrants
How to Access	<u>List of courses, locations, and course fees</u> http://www.norkaroots.net/gallery11/skillupgradation/skillupgradation_newbatch.pdf <u>Application form</u> http://www.norkaroots.net/Gallery09/sup/skill_upgradation_application_form.pdf <u>Course fees:</u> Total fee = 5,000 INR Participants pay 1,000 INR, and the remaining 4,000 INR is covered by a Kerala Government grant
Notes/Analysis	Rights-based training is not included in this program, but there are special modules for domestic workers that cover some of the unique challenges/risks associated with domestic work. The programs are publicized via print, television, government circulars, and online.
Source	http://www.norkaroots.net/skillupgradation.htm Kavipriya and Manjith, Training Centre Coordinators. Interview by Rafeek Ravuther, CIMS. NORKA Roots Head Office, Trivandrum. 2011.

Pre-Departure Services/Program: State of Kerala

Name of Program	Manpower Recruitment
Offered by	NORKA Roots
Program Description	-NORKA Roots has been an authorized recruitment agency in Kerala since 2006, facilitating the sourcing of candidates for deployment -a special consultant is presently in UAE, and very soon one will also be in Saudi Arabia to facilitate the process on the receiving country side -positions are publicized in print, government circulars, and online -the online platform is in place for employers to hire quality talent and for job seekers to “land their dream job” -the online forum is built to enable employers to select appropriate candidates and to exchange information quickly, efficiently, and inexpensively
How to Access	Online: www.norkaroots.net , www.jobs.norka.gov.in Email: jobs@norkaroots.net (for the jobs portal) <u>NORKA Address</u> Government Secretariat Thiruvananthapuram - 695001 Tel: 0471- 2518182 (Section A) Tel: 0471- 2518061(Section B) Fax: 0471- 2327192
Notes/Analysis	Despite receiving its recruitment license in 2006, NORKA Roots has only started its recruitment functions recently (in 2011). Among their first recruits are 16 skilled workers to the UAE. There are advertised posts for 24 workers to the UAE on its web portal.
Source	http://www.norkaroots.net/Norka.htm KT Balabhaskar, Former CEO and RM Firoz, Assistant Manager-Projects. Interview by Rafeek Ravuther, CIMS. NORKA Roots Head Office, Trivandrum. 2011.

Pre-Departure Services/Program: State of Kerala

Name of Program	Drive Against Illegal Recruitment
Offered by	NORKA Roots
Program Description	<p>-massive awareness campaign whereby police emigration authorities are given strict instructions to take serious and stringent action against illegal recruitment agents</p> <p>-a state-monitoring committee on illegal recruitment has also been established with the Minister of NORKA as chairman</p> <p>-in Calicut, a mobile awareness campaign is happening at the village level to raise awareness through video and music on illegal recruitment</p> <p>-a regular media campaign, featuring well-known personalities (movie stars) has been mounted for television and print, raising awareness against illegal recruitment</p>
How to Access	<p>-this is a public awareness campaign disseminated through TV and print media</p> <p>-mobile campaigns are directly visible in Calicut</p>
Notes/Analysis	There is very little information available on this program. It seems that various programs are facilitated on an ad hoc basis, e.g. in 1997 NORKA-Roots conducted a “Seminar on Illegal recruitment” associated with Legalized Travel agents and Women’s Commission of Kerala. Programs such as this are commonly organized on a needs basis.
Source	<p>http://www.pravasitoday.com/programmes-and-schemes-of-kerala-government</p> <p>KT Balabhaskar, Former CEO and RM Firoz, Assistant Manager-Projects. Interview by Rafeek Ravuther, CIMS. NORKA Roots Head Office, Trivandrum. 2011.</p>

Pre-Departure Services/Program: State of Kerala

Name of Program	Certificate Authentication
Offered by	NORKA Roots
Program Description	<p>NORKA Roots facilitates the verification of education certificates of those planning to migrate overseas for work. The following educational certificates are authenticated:</p> <ol style="list-style-type: none"> 1) All certificates issued by Universities in Kerala; 2) Certificates awarded by NIT Calicut; 3) Certificates issued by the Joint Controller of Technical Examinations, on behalf of the State Board of Technical Examinations; 4) Certificates issued by the Secretary Board of Public Examinations Kerala for SSLC, typewriting, shorthand; 5) Certificates awarded by Chairman, Board of Examiners, on behalf of the Directorate of Medical Education (ex. D.Pharm, D.MLT, DMRT, etc.); 6) DNB Certificates issued by the National Board of Examiners will be authenticated provided the applicant studied at any of the Medical Colleges in Kerala and they have a TC Medical Council Registration Certificate; 7) Certificates issued by NIOS; 8) Certificates issued by KNC via GNM, ANM; 9) NCVT/SCVT Certificates; 10) Equivalency Certificate for standard 10 issued by Kerala State Literacy Mission; 11) Certificates issued by IGNOU will be authenticated provided that the applicant should register in any of the regional centers in Kerala. Such certificates will be authenticated only after verification; 12) HDC / JDC Certificates; 13) HSE / VHSE Certificates; 14) CBSE /ICSE Certificates
How to Access	<p>Authorization Centres are found at the following locations:</p> <p><u>Thiruvananthapuram Certificate Authentication Centre</u> NORKA-ROOTS Lotus Villa</p>

Sasthamangalam, Thiruvananthapuram
Tel: 0471 2317950, 2317951

Eranakulam Certificate Authentication Centre
NORKA-ROOTS V.M. Complex,
Building No. 41/1313 B C.P Ummer Road, Cochin
Tel: 0484 2371830, 2371810

Kozhikkode Certificate Authentication Centre
NORKA-ROOTS 2nd Floor,
Zamorin Square Link Road, Kozhikkode
Tel: 0495 2304882, 2304885

Requirements

- Authentication Schedule - 10 A.M to 2.30 P.M (Monday to Friday only)
- Forms will be supplied for free
- Two recent passport size photographs of the certificate holder are required, one affixed to the application form
- Original passport should be produced at the time of registration. Copies of the following pages of the passport should be attached along with the application form:
 - Photo page
 - Address page
 - Page showing validity
- Original and copy of 10th standard/SSLC certificate is necessary for authenticating any certificate
- Original and copy of semester/year mark lists (including all improvements and supplementary marks) of all certificates
- Consolidated mark lists/ transcripts will not be accepted
- Original and copy of all certificates that are to be authenticated

In addition to certificate holders, the following persons can also submit the application for authentication, along with their Photo Identity Card

- Applicant's parents
- Brothers/Sisters of applicant
- Applicant's spouse
- Father-in-law/Mother-in-law (must also produce marriage certificate)

Only certificates issued by various Universities/ Boards/ Councils with in the state of Kerala will be authenticated. Certificates issued by various agencies outside the state and private certificates will not be authenticated. Provisional certificates will be authenticated only within six months of the date of issue (provisional NTC certificates will be authenticated within two years of the date of issue.

Notes/Analysis

There is a service charge for certificate attestation of 500 INR + 250 INR for each additional embassy attestation. The State Government's attestation fee is 50 INR/certificate. The fee for the UAE Embassy, Delhi/Consulate, Mumbai (if required) is 1,500 INR/certificate. The fee for Saudi Arabia is 500 INR/certificate, and for Kuwait it is 1,000 INR/certificate.

Kerala attestation centres take a minimum of two weeks to attest the documents if the individual studied in Kerala. Attestations at embassies usually take longer. Attestation is only necessary for professional workers. The attestation office in NORKA Roots has around 10 staff members per unit. In Trivandrum there are 15, Calicut has 8, and Cochin has 10.

Those who have been educated outside of Kerala must get their attestation from the state capital in the state in which they were educated.

Source	http://www.norkaroots.net/AttestationProcedure.htm Sheeja & Seenath, Junior Executives. Interview by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.
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Pre-Departure Services/Program: State of Kerala

Name of Program	Manpower Recruitment
Offered by	Overseas Development and Employment Promotion Consultants (ODEPEC) Government of Kerala
Program Description	The establishment of the ODEPEC in 1977 made it the first government initiative to promote manpower. It currently concentrates on basic recruitment services for intending migrant workers at all skill levels, and facilitating air ticket bookings.
How to Access	<u>Overseas Development and Employment Promotion Council (ODEPC)</u> T.C.26/832(1), Vaikund, Ambalathmukku, Vanchiyoor, Thiruvananthapuram 695035, Kerala, India. Tel: +914712576314,15,19 Fax: +914712576318 Email: odepc@sify.com
Notes/Analysis	The manpower recruitment initiative is positive, but lacks forward thinking and appropriate support. As such, it remains essentially a dormant body. Its recruitment activities are taking place in many areas, e.g. Saudi Arabia and UAE, but the agency is unable to address demands directly to these states. Their campaigns are limited due to a lack of funds. ODEPEC also does not advertise in newspapers or electronically.
Source	http://www.odepc.org Sr. Sally Michael, Fr. Eugene Perera, Migrant Forum India. 2011.

Pre-Departure Services/Program: State of Kerala

Name of Program	Pravasa Jalakam (“Window to Migration”)
Offered by	Nehru Yuvak Kendra (Nehru Youth Centre)
Program Description	-pre-departure program organized at village level -information and presentation aimed at youth who are either aspiring migrants, or who have not yet decided that they would like to migrate -information provided is on the basics of what labour migration entails
How to Access	In 2009, the program was publicized through print and online, but after conducting 2 programs, there has been no follow-up organization.
Notes/Analysis	NORKA Roots pre-departure and informational programs are designed for people from urban areas, and do not address the specific needs of those who are coming from the villages. This program addressed that gap. That said, only 2 programs were organized, and the program has not been followed up. The reasons for this are unknown.
Source	SM Najeeb, Former General Manager. Interview by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.

Pre-Departure Services/Program: State of Kerala

Programs & Services: CSOs/Trade Unions

Name of Program	Pre-Departure Orientation
Offered by	Migrant Forum India (MFI), Kerala Office
Program Description	Information sessions are held by MFI staff, with NORKA Roots as resource persons, to share information with intending migrants who are in the final stages of preparing for

	<p>their migration abroad. The information covered includes what documentation is necessary for their travels and how to obtain them, what to expect when they go abroad for the first time, etc. Families of the intending migrants are also invited to attend these sessions. A manual is published by MFI in Malayalam that contains this information.</p> <p>MFI provides information regarding the process of migration, employment agencies, appropriate labour contracts, travel documents, baggage rules, institutions in support of migrants in the country and abroad, the legal framework of the host country, etc. All information provided is based on field experience.</p>
How to Access	The program is community-based, and seminars are organized on an ad hoc basis, where and when the local community feels that there are sufficient numbers of prospective migrants. This is generally once per month in each district. Seminars are held in community centre halls in Trivandrum, Ernakulam, and Trichur, and are facilitated in Malayalam.
Notes/Analysis	Attendance in each seminar is high—usually higher than that of regular NORKA seminars—at between 30 and 40 participants. The workshops are publicized through the local community (word of mouth) during community meetings, and through local groups and returnee migrants. These programs are seen by the community to be beneficial and more responsive to their needs than the NORKA program, because MFI reaches out directly to more people.
Source	Sr. Sally Michael, Migrant Forum India, 2011.

Pre-Departure Services/Programs: CSOs, Kerala

Name of Program	Community-based Awareness Building
Offered by	Migrant Forum India
Program Description	<p>Prospective migrants, returnee migrants and their family members are regularly brought together to build awareness on migration, build networks with other CSOs, academia, media, etc. for policy advocacy and campaigning</p> <p>MFI has identified villages that have a large number of migrants. MFI staff interacts with the family members of the migrants and returnees, forming them into groups and bringing them together at regular intervals to create awareness among them, and to bring to the public issues on migration, how to access proper channels for migration and employment, and how to avoid being cheated by recruitment agencies.</p>
How to Access	This takes place at village level, and is organized on an ad hoc basis.
Notes/Analysis	According to Sr. Sally Michael, MFI, it was difficult in the initial stages to convince people of the need for awareness and proper knowledge on migration. Recently these programs have grown and become widely visible. Awareness of the public on the issues of migration and intervention through different channels like NORKA Roots and Members of Parliament have become more effective in recent years.
Source	Sr. Sally Michael, Migrant Forum India, 2011.

Pre-Departure Services/Programs: CSOs, Kerala

While Migrant Worker is Abroad

Programs & Services: State Government of Kerala

Name of Program	NRK Identity Card (coupled with insurance scheme)
Offered by	NORKA Roots
Program Description	<p>Keralites working abroad for more than six months or living abroad with residential permission and are above 18 years of age are eligible for the NRK Identity Card. Cardholders receive personal accident insurance coverage of Rs100,000. Cards are valid for 3 years, and are designed to be used as a base for long-term policy formulation.</p> <p>The New India Insurance Company will provide insurance coverage to cardholders. The coverage is given for accidental death, permanent or total and partial disability of the cardholder. A unique master policy number is found on each card.</p> <p>The card also covers family members: accidental coverage of 100,000 INR will benefit families, and until today 17 families received this amount.</p>
How to Access	<p>NRK Identity Card Cells have been established in Thiruvananthapuram, Kochi and Kozhikode districts for receiving the applications of the NRKs. Applications can be filed at the following addresses:</p> <p><u>NORKA Roots Regional Office</u> Certificate Authentication Centre Lotus Villa, Sasthamangalam Thiruvananthapuram Tel: 0471- 2317950, 2317951 email: idcelltvm@norkaroots.net</p> <p><u>NORKA Roots Regional Office</u> Certificate Authentication Centre Door No. 41/1313- B, V.M Complex, C.P.Ummer Road Ernakulam Tel: 0484 2371830, 2371810 email: idcellekm@norkaroots.net</p> <p><u>NORKA Roots Regional Office</u> Certificate Authentication Centre 2nd Floor, Zamorine Squire Link Road, Kozhikkode Tel: 0495- 2304882, 2304885 email: idcellt@norkaroots.net</p> <p><u>Application Form</u> http://www.norkaroots.net/images/id_card/Application_for_NRK_ID_Card.pdf http://www.norkaroots.net/id_card.htm</p>
Notes/Analysis	<p>To date, a total of 122,695 applications for NRK ID cards have been filed, and 6,484 applications are pending. The ID card is designed to be used as an official card for all government records, but it is not considered so by the migrant workers themselves; this lessens its effectiveness as a program. Information about the card is publicized through print, television, government circulars, posters, and online.</p>
Source	<p>RM Firoz Shah, Assistant Manager-Projects. Interview by Rafeek Ravuther, CIMS. NORKA Roots Head Office, Trivandrum. 2011.</p>

Name of Program	Redress for Grievances
Offered by	NORKA
Program Description	One of the key functions of NORKA is to resolve grievances and to handle petitions for remedial action for those abroad in distress. NORKA staff provide assistance to stranded NRKs through follow-up action with the appropriate government agencies, departments, and authorities in the destination country.
How to Access	<u>NORKA Department</u> Government Secretariat Thiruvananthapuram – 695001 Tel: 0471- 2518182 (Section A), 0471- 2518061(Section B) Fax: 0471- 2327192 Email: ds@norka.kerala.gov.in Online: www.norka.gov.in
Notes/Analysis	There is also an online grievance reporting system, for those who register to use the service online: http://www.cditindia.com/norka/frontend/index/index.php According to its website, NORKA has received nearly 70,000 petitions for assistance from NRKs. These have been for remedial actions for threats to lives/property of family members of migrant workers, tracing of missing persons abroad, compensation for malpractices of recruitment agents, harassment from sponsors in the Gulf, among other problems.
Source	http://www.norka.gov.in Jency, Assistant Manager-Embassy & New Projects. Interview by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.

Programs/Services While Abroad: State of Kerala

Programs & Services: CSOs/Trade Unions

Name of Program	Pravasalokam ('Migrants' World)
Offered by	Rafeek Ravuther for Kairali TV
Program Description	Pravaskalokam is a television program produced by a network of journalists, with the aim of assisting Keralite families from the underprivileged segments of society in locating missing family members who are working abroad. Each episode consists of a direct interview with the parents/close relatives of the missing person, with a photograph of the missing person in the backdrop. A brief description is provided of the missing person's characteristics and habits. This has been enough, in some cases, for people to track down the missing person.
How to Access	The program is aired on Kairali TV, a regional Malayalam-language channel. It airs primarily in Trivandrum. The producer's address and contact information, as well as hotline numbers, are displayed at the end of each program so that families can contact the producers to apply.
Notes/Analysis	This program is unique and receives, on average, 30 applications for assistance each week. With a total of 1,424 cases reported to date, 1,352 cases televised, 578 persons found, and 223 persons reunited with their families since August 2000, this format has proven to be quite successful. The producers, themselves, have been involved in assisting with the cases as well. Sometimes they have been informed that the migrant workers have been imprisoned due to immigration offences.

	Most cases originate from the Southern parts of Kerala, from Malabar Province (Calicut, Malappuram, Kannur, Kasargod, Waynadu, and Palakaad districts).
Source	Rafeek Ravuther, CIMS, 2011.

Programs/Services While Abroad: CSOs, Kerala

Name of Program	Self-Help Groups
Offered by	Grassroots initiatives with assistance of various CSOs, including Migrant Forum India
Program Description	Mostly centred on women, Migrant Forum India-Kerala encourages the coming together of groups of women in rural areas to assist on cooperative livelihood projects. These can consist of skills-development and advice on maximizing resources. Women whose husbands are working abroad often participate in these projects.
How to Access	Lievelihod projects include economic activities, such as the production of value-added fish products, the sale of locally-made detergents, soaps, etc., and rice production. There are currently 40 groups with 5-10 members each. This is organized at the local level.
Notes/Analysis	Members of self-help groups are generally the family members of the migrants or returnee migrants. According to Sr. Sally Michael of MFI, it was initially difficult to encourage people to join, but as they became increasingly sensitized to the issues, they began to join. In terms of impact on the community, the partners/wives of the migrants have become proactive and have started engaging in economic activities that benefit them financially, and also help them to build social lives.
Source	Sr. Sally Michael, MFI, 2011.

Programs/Services While Abroad: CSOs, Kerala

Name of Program	Various programs for Migrant Workers
Offered by	Indo-Arab Confederation
Program Description	<ul style="list-style-type: none"> • provide financial assistance to poor migrant workers for medical treatment • provide scholarships to the children of migrant workers for higher education (25 students have received these scholarships since the program began in 2008) • provide assistance to migrant workers who face problems in their day-to-day activities, seeking solutions wherever necessary • publish a magazine (Gulf Views) for the migrant worker community
How to Access	The organization's headquarters is at Kozhikode in Malabar Tel: 0495 2301121 Email: indo-arabconfederation@gmail.com Online: http://indoarabconfederation.com
Notes/Analysis	The IAC is an organization that has been working for the past 25 years towards strengthening Indo-Arab relations and for the benefit of overseas Indians. The organization's focus is on rehabilitation and reintegration of migrant workers from the Gulf (see section 4: Return/Reintegration), however they also offer some support for migrant workers while they are abroad, and for their families.
Source	http://indoarabconfederation.com/activities.html

Programs/Services While Abroad: CSOs, Kerala

Return/Reintegration

Programs & Services: State Government of Kerala

Name of Program	Karunya (financial aid in the event of death while abroad)
Offered by	NORKA Roots
Program Description	This fund is designed to extend financial assistance to the heirs of NRKs for the repatriation of the remains of those who die while working abroad. To qualify for assistance, the deceased must have had a valid Indian passport and have been working legally in the destination country for more than 2 years. Also, assistance is only offered to those who are in financial distress, and is awarded up to 50,000 INR.
How to Access	Application form: http://www.norkaroots.net/Forms/santhwana.pdf Details of disbursement: http://www.norkaroots.net/Gallery10/santhwanadetails/2010-11.pdf
Notes/Analysis	This program has been fully functioning since 2005. It is made public through print, television, government circulars, and online.
Source	Interview with NORKA officials by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.

Return/Reintegration: State of Kerala

Name of Program	Santhwana (financial aid to returnees in distress)
Offered by	NORKA Roots
Program Description	Assistance is extended to returnees in distress who have annual incomes below 25,000 INR. This assistance is to cover medical treatments, the marriage of daughters, and funeral costs in the event of the death of the returnee. This scheme is open to returnee migrants who have worked abroad for a minimum of 2 years.
How to Access	Application form: http://www.norkaroots.net/Forms/santhwana.pdf Details of disbursement: http://www.norkaroots.net/Gallery10/santhwanadetails/2010-11.pdf
Notes/Analysis	This scheme was established in 2002 but began functioning in 2005. Since then, around 2,000 persons have benefitted. Funds for this program come directly from the State Government of Kerala, and from NORKA Roots itself. In 2010, NORKA Roots received 15,100,000 INR from the state government and NORKA Roots' share was around 25 lakhs. In 2011, the government issued 70 lakhs INR for the program.
Source	http://www.norkaroots.net/santhwana.htm Interview with NORKA officials by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.

Return/Reintegration: State of Kerala

Name of Program	Chairman Fund
Offered by	NORKA Roots (Government of Kerala)
Program Description	This fund extends financial assistance to returnees in distress, beyond the assistance offered through the Santhwana program. The program was set up through the NORKA Roots Board of Directors in order to set up the welfare activities of the organization. Conditions eligible for financial assistance: <ol style="list-style-type: none">1. Applicants should have worked abroad for a minimum of 2 years2. Annual family income should not exceed Rs. 25,000/-

	<ol style="list-style-type: none"> 3. Dependents of the applicant are also eligible 4. The applicant should not have availed of any financial assistance from Santhwana 5. The application should be accompanied by the following documents: copy of passport, income certificate, medical bills for treatment benefit, death certificate in case of death, copy of ration card, etc. 6. The applications will be treated considering the present situation of the applicant 7. The Chairman has the right to reject any application
How to Access	Application: http://www.norkaroots.net/Forms/chairmanfund.pdf
Notes/Analysis	The Government of Kerala and NORKA announced this scheme in 2005, but it was not activated until 2008, when it had amassed sufficient funds. At its initiation, the fund had 25,000 INR; today, it has 50,000 INR. Around 300 persons so far have benefitted from this scheme, and there are 197 applications pending approval.
Source	<p>http://www.norkaroots.net/chairmanfund.htm</p> <p>Interview with NORKA officials by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.</p>

Return/Reintegration: State of Kerala

Name of Program	NRK Returnee Registration
Offered by	NORKA Roots
Program Description	In response to the global economic recession, NORKA Roots took steps to build a reliable databank of NRKs returning from overseas in order to formulate policies for their reintegration.
How to Access	Registration is available on the NORKA Roots website: www.norkaroots.net
Notes/Analysis	<p>Since initiating the system, 1,118 returnees have registered online. The registered returnees belonged to the following categories:</p> <ul style="list-style-type: none"> • Skilled personnel – 744 • Unskilled personnel – 77 • Technically skilled – 205 • Non technical – 92 <p>In the budget speech for 2009-10, the Finance Minister announced a package of 100 crore to start a small scale industrial unit through the Kerala Financial Corporation, and 10 crore through NORKA for the welfare of retrunees due to global recession. The government has also convened an expert committee to formulate a scheme to provide assistance to NRKs who have served for less than 2 years abroad, but who have been forced to return for financial reasons. A scheme has apparently been devised, but nothing has been enacted thus far. These initiatives are tied to the registration system, as the data gathered is intended to support the formulation of new policies.</p>
Source	KT Balabhaskar, Former CEO. Interview by Rafeek Ravuther, CIMS. NORKA Roots, Head Office, Trivandrum. 2011.

Return/Reintegration: State of Kerala

Name of Program	Non-Resident Keralites' Welfare Agency (NORKWA)
Offered by	Government of Kerala
Program Description	<p>This agency has been set up to assist the reintegration of NRKs returning from abroad, and to to implement welfare schemes for NRKs. It is designed to channel the expertise of NRK returnees and resources to support industrial growth in the state.</p> <p>Welfare schemes offered by NORKWA include:</p>

	<ul style="list-style-type: none"> • Pension to members and deemed members who are 60+ years of age and have contributed for no less than 5 years • Family pension on the death of a member or a deemed member who has contributed for no less than 5 years • Financial assistance on the death of a member due to illness or accident • Financial assistance for medical treatment of members affected with serious illnesses • Financial assistance for marriage of women members and daughters of the members and for maternity benefit for women members • Financial assistance, loans or advances to members for the construction of houses or for the purchase of land and buildings, or for the purchase of land or for the maintenance of house. • Financial assistance for education including higher education of the children of members. • Self employment assistance to reputed persons • Financial assistance to members incapacitated to attend work due to permanent physical disability • Financial assistance investment in any company or firm or co-operative society or institution constituted under the Act. 		
How to Access	<p>Application forms are available on the NORWKA website: http://www.pravasiwelfarefund.org/index.php/application-forms</p> <p>Applicants from Ernakulam, Thrissur, Alapuzha, Kottayam and Idukki should be forwarded to the Ernakulam Regional Office.</p> <table border="0"> <tr> <td>NORWKA Head Office Manikanta Towers Kowdier PO, Thiruvananthapuram 695003 Tel: 0471-301 4301, 301 3402</td> <td>NORWKA Regional Office (Ernakulam) Sree Sai Building Ravipuram Road Kochi, 682016 Tel: 0484-2357566</td> </tr> </table>	NORWKA Head Office Manikanta Towers Kowdier PO, Thiruvananthapuram 695003 Tel: 0471-301 4301, 301 3402	NORWKA Regional Office (Ernakulam) Sree Sai Building Ravipuram Road Kochi, 682016 Tel: 0484-2357566
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Source	<p>http://www.pravasitoday.com/programmes-and-schemes-of-kerala-government http://www.pravasiwelfarefund.org</p>		

Return/Reintegration: State of Kerala

Programs & Services: CSOs/Trade Unions

Name of Program	Pravasisangham
Offered by	Pravasisangham (Migrants' Group)
Program Description	The organization exists to assist returnee migrants, particularly those without savings or with debt incurred through their foreign employment. Much of their work is taken up with lobbying the government to implement reintegration policies, to get compensation for the families of those who have died in foreign countries, etc. They have also started a cooperative society with the investments of migrant workers.
How to Access	-access through direct meetings with Pravasisangham members during Campaign Month (usually soon after state meetings and state conventions)
Notes/Analysis	Pravasisangham was initiated as a trust in 2004. It works at the village, taluk, and district levels, and has around 300,000 members in Kerala. Their initial goal was to advocate for the voting rights of returnee migrants, as well as reintegration, skills development, access to central and state jobs, as well as access to education for the children of migrants. Loans have been given for aspiring migrants, as well as for the repatriation of dead bodies.
Source	Rafeek Ravuther, CIMS, 2011.

Return/Reintegration: CSOs, Kerala

Name of Program	Reintegration Program
Offered by	Migrant Forum India
Program Description	Returnee migrants and their family members are given entrepreneurial training and are encouraged to take up self-employment. While giving pre-departure orientations, MFI also brings awareness to issues in the host countries that migrants often encounter post arrival. They impart knowledge on the need for reintegration support when migrants return from overseas.
How to Access	MFI functions at the community level so there is already awareness of the program. The migrants and their families come to them.
Notes/Analysis	“The programme gives a comprehensive face to the migration discourse” (Sr. Sally Michael, MFI)
Source	Sr. Sally Michael, MFI, email message to author, August 29, 2011.

Return/Reintegration: CSOs, Kerala

Name of Program	Services for the Reintegration of Pravasis
Offered by	Indo-Arab Confederation
Program Description	<p>The Indo-Arab Confederation’s activities are highly focused on returnee migrant workers from the Gulf, who are intending to settle rather than to re-emigrate. They provide the following services:</p> <ul style="list-style-type: none"> • Financial assistance and guidance to returnees who wish to set up industrial and commercial ventures • Assist returnees in finding low-cost housing • Relief for returnees who face financial difficulties upon return
How to Access	<p>The IAC is also involved in data-collection for the databank of the Government of Kerala, as the data is intended to contribute to policy formulation for the benefit of returnees.</p> <p>The organization’s headquarters is at Kozhikode in Malabar Tel: 0495 2301121 Email: indo-arabconfederation@gmail.com Online: http://indoarabconfederation.com</p>
Notes/Analysis	In their 25 years of service, the Indo-Arab Confederation claims to have assisted 20,000 migrant workers through their various programs.
Source	http://indoarabconfederation.com Rafeek Ravuther, CIMS. 2011.

Return/Reintegration: CSOs, Kerala

Re-Emigration

There are currently no specific programs and/or services offered for repeat emigrants from Kerala.

Andhra Pradesh

The state of Andhra Pradesh is relatively new in sending migrant workers to the Gulf region. The number of emigrants has steadily increased, from 29,999 in 2000 to 105,044 in 2007, and dropping slightly to 97,530 in 2009.²⁹ The state is limited with respect to the services and programs available to migrant workers and members of their families. As a state with growing migration flows to the Gulf, this is becoming an area of major concern.

State Level Programs

The government of Andhra Pradesh has not set up a separate ministry for migrant workers. As such, programs and schemes for migrant workers are either administrative functions of the central government carried out at the state level, or are handled by different departments at the state level with little to no cohesion. According to the NRI-AP office, some programs and schemes based on the NORKA model are “in the pipeline,” but the official interviewed was non-committal with respect to what those schemes will entail or when they will be implemented.³⁰

The Andhra Pradesh Protector of Emigrants, responsible for issuing emigration clearance to Emigration Check Required (ECR) passport holders, offers one-on-one informal pre-departure counseling to intending migrants who he believes to be particularly vulnerable. This counseling takes place in his office, and is most often aimed at young women preparing to head overseas as domestic workers. This pre-departure discussion is not a formal program and is offered on an entirely ad hoc basis.

Otherwise, the only formalized state action in Andhra Pradesh is that of the Overseas Manpower Corporation Andhra Pradesh (OMCAP). OMCAP is primarily responsible for recruitment. Support for migrant workers is offered, but it is concentrated on the pre-departure phase with little offered for returnees or at the village level.

CSO Involvement

There is also very little in the way of CSO activity in terms of support offered to migrant workers in Andhra Pradesh. This may be because the state is an emerging migrant-sending area, so CSOs are not yet active. However, because of the increase in departures from Andhra Pradesh, there is much work to be done to sensitize potential migrant workers to the pros and cons of the decision to migrate, and safe migration channels that avoid exploitation by unscrupulous recruitment agents.

Migrants Rights Council (MRC) and its parent union, Palmoori Contract Labour Union, have been operating from their base in Mahabubnagar, about 150km outside of Hyderabad, since 1978. It is the primary organization directly serving migrant workers and their communities in the state. In addition to raising awareness of migration issues in rural areas, MRC makes extensive use of India’s Access to Information legislation (2005) to procure information from Indian Embassies and High Commissions in the Gulf on migrant worker cases in order to support their calls for greater accountability and support for migrant workers from the state.

With the exception of OMCAP and MRC, there is little in the way of concrete support for the growing numbers of emigrant workers from Andhra Pradesh.

²⁹ Binod Khadria, *India Migration Report 2009: Past, Present, and the Future Outlook* (New Delhi, 2009), 32.

³⁰ Smt. R. Vijayalakshmi. Interview by Karen Campbell, MFA. NRI-AP Office, State Government of Andhra Pradesh. July 27, 2011.

Pre-Departure

Programs & Services: State Government of Andhra Pradesh

Name of Program	Migrant Resource Centre (MRC) Information Desk
Offered by	Overseas Manpower Corporation, Andhra Pradesh (OMCAP) with the support/assistance of the International Organization for Migration (IOM)
Program Description	<p>-information provided to prospective migrants, upon request (by phone)</p> <p>-basic information is given, guidance on the process of regular migration</p> <p>-services of OMCAP are advertised through flyers distributed to migrant-sending areas, and information is disseminated in local languages</p> <p>-most work is done by phone or in person at the OMCAP offices in Hyderabad, rather than by pamphlets and booklets, as many intending migrants are illiterate</p> <p>-information services and resources are free of charge</p>
How to Access	<p>ITI Shanthi Nagar Vijayanagar Colony, Hyderabad 500 057, Andhra Pradesh ph: 040 2330 0686 web: www.omc.ap.gov.in</p>
Notes/Analysis	<p>According to MRC unofficial statistics, from December 2009 – June 2011, the following inquiries were handled by phone:</p> <ul style="list-style-type: none"> • 949 inquiries on availability of jobs • 338 inquiries on qualifications required for jobs • 200 inquiries on application procedures • 150 inquiries on passport/visa application processes • 21 inquiries on services provided through the MRC <p>The basic information provided to prospective migrants covers the institutions governing labour emigration (MOIA, Emigration Act, 1983, ECR Passports), the documents required for emigration clearance, ‘dos and don’ts’ of dealing with recruitment agencies, and how to handle certain situations abroad.</p> <p>The OMCAP office is located in Hyderabad, far from the homes of many prospective and intending migrant labourers. In order to access information on basic questions, they must phone OMCAP or rely on recruiting agents and friends/relatives/returnee migrants to provide them with the answers to their initial questions about what migration entails. Pamphlets circulated by OMCAP to publicize its services are useful for awareness raising to an extent, but because of the low levels of literacy in many migrant-sending communities it is extremely difficult to reach many prospective migrants in this way. There also seems to be little in the way of information given on pros and cons of migration to specific countries, or on alternatives to migration, which could be quite valuable information for people at the ‘inquiry’ stage of the migration process.</p>
Source	KV Swamy, General Manager. Interview by Karen Campbell, MFA. OMCAP, Andhra Pradesh, July 27, 2011.

Pre-Departure Services/Program: State of Andhra Pradesh

Name of Program	Pre-Departure Orientations / Introduction Training Programs
Offered by	Overseas Manpower Corporation, Andhra Pradesh (OMCAP) with the support/assistance of the International Organization for Migration (IOM)
Program Description	-programs are designed for intending migrants, i.e. those who have already gone through the entire process of recruitment, including receiving emigration clearance from the Protector of Emigrants

	<ul style="list-style-type: none"> -pre-departure training takes place at the OMCAP office in groups of 20-30 participants bound for a variety of destinations for a variety of jobs placements -topics covered include safety/welfare, rights/duties, health risks, financial risks (including how to remit money through legitimate channels), basic Arabic, etiquette, culture, and procedures for arrival and for the duration of the stay -training takes place over 3 days immediately prior to departure from the airport in Hyderabad -training manuals prepared on specific receiving countries are used, developed by the Centre for Development Studies, Kerala; training materials produced by the IOM are also used
How to Access	<p>ITI Shanthi Nagar Vijayanagar Colony, Hyderabad 500 057, Andhra Pradesh ph: 040 2330 0686</p>
Notes/Analysis	<p>Pre-Departure Orientations are not mandatory for all intending migrant workers, but are mandatory for all those recruited through OMCAP. The sessions take place regularly, immediately prior to departure. At this stage, the migrants already have everything they need to depart, and have little time to take in the important information being provided. Their families also do not have access to this information, as the sessions all take place in Hyderabad and are open only to the migrants themselves.</p>
Source	<p>KV Swamy, General Manager. Interview by Karen Campbell, MFA. OMCAP, Andhra Pradesh, July 27, 2011.</p>

Pre-Departure Services/Program: State of Andhra Pradesh

Name of Program	Placement Services
Offered by	Overseas Manpower Corporation, Andhra Pradesh (OMCAP)
Program Description	<ul style="list-style-type: none"> -OMCAP provides listings online and in print of available jobs overseas -intending migrant workers apply for the positions through OMCAP's office in Hyderabad, where staff match skills to positions -interviews are conducted by employers and employers' representatives at the OMCAP offices -skills testing is also carried out at the OMCAP offices
How to Access	<p>ITI Shanthi Nagar Vijayanagar Colony, Hyderabad 500 057, Andhra Pradesh ph: 040 2330 0686 web: www.omc.ap.gov.in</p>
Notes/Analysis	<p>While recruitment facilitated through OMCAP is safer than recruitment through agencies and sub-agents operating at the village level, there are still risks involved in migrating abroad for work. Little information is given at the OMCAP offices on local employment opportunities or alternatives to migration, with the exception of OMCAP's work with returnee migrants. OMCAP keeps a blacklist of employers that abuse migrant workers, preventing them from accessing the Indian labour pool in future.</p>
Source	<p>KV Swamy, General Manager. Interview by Karen Campbell, MFA. OMCAP, Andhra Pradesh, July 2011.</p>

Pre-Departure Services/Program: State of Andhra Pradesh

Name of Program	Awareness Campaign
Offered by	Overseas Manpower Corporation, Andhra Pradesh (OMCAP)
Program Description	<ul style="list-style-type: none"> -outreach in this campaign is primarily through posters in various local languages -print media and radio/television are also used -information presented focuses on the unscrupulous practices of recruitment agencies

	and the ‘dos and don’ts’ for intending migrant workers -information on the risks of marriage migration is also a campaign theme
How to Access	-campaign materials are disseminated throughout the state in migrant sending regions -posters are placed in public vantage points (bus stops, public buildings, etc.) -information on how to connect with OMCAP is also included
Notes/Analysis	Upon my visit to OMCAP and to the NRI-AP office, no copies of the materials were available. It would be beneficial to see these materials to assess their potential effectiveness, given that many prospective or intending migrants and members of their families are illiterate or have low literacy levels. There is no available information on the effectiveness of these campaigns in their ability to reach their intended audience.
Source	Smt. R. Vijayalakshmi. Interview by Karen Campbell, MFA. NRI-AP Office, State Government of Andhra Pradesh. July 27, 2011

Pre-Departure Services/Program: State of Andhra Pradesh

Programs & Services: CSOs/Trade Unions

Name of Program	Awareness Camps
Offered by	Migrants Rights Council (MRC)
Program Description	-6-12 times per year, MRC conducts awareness camps in migrant sending communities in Andhra Pradesh -these awareness camps are publicized widely through print, radio, and television media, and through word-of-mouth -camps are designed to provide information on the migration process (both inter-state migration, which is prevalent in India, and international/overseas migration, primarily to the Gulf) -information is provided verbally, as most in the target audience are illiterate -topics covered include safe channels for migration, challenges faced by migrant workers and how to solve them, information on legal rights, risks for men and women, and any other topics relevant to the specific group attending
How to Access	Migrants Rights Council #7-5-14/A, Venkateshwara Colony Mahabubnagar – 509002 Andhra Pradesh
Notes/Analysis	These sessions differ from pre-departure orientations in that they are community-based counseling sessions aimed at providing accurate and reliable information to prospective migrant workers and their families. Many families are nomadic, tribal families, and all are BPL with otherwise little access to information. MRC relies on word-of-mouth to spread the information. Bheem Reddy, Vice President of MRC, indicated that informing one person means informing 100, as the information is spread quickly in these close-knit communities.
Source	Bheem Reddy & P. Narayana Swamy, Migrants Rights Council. Interview by Karen Campbell, MFA. July 29, 2011.

Pre-Departure Services/Programs: CSOs/Trade Unions, Andhra Pradesh

Name of Program	Pre-Departure Orientation/Skills Training
Offered by	National Domestic Workers Movement, Andhra Pradesh (NDWM-AP)
Program Description	With assistance from the ILO, NDWM offers skills training for women intending to migrate from AP for work. -day-long programs consist of sector-specific information (many with a focus on domestic work), and takes place for 1 day in the villages
How to Access	Programs take place in rural areas of Andhra Pradesh, and much of the information about these programs is spread through field staff. The office of NDWM can be accessed

	with the following information:
	B-5 Paigah Apts. S.P. Road Secunderabad Andhra Pradesh 500 003
Notes/Analysis	These PDOs have been designed in response to the gap in services provided by the state government. There are currently no state-run PDOs in Andhra Pradesh. This means that otherwise, migrant workers (intending migrants and re-emigrants) must depend on the office of the POE (run by the national government), or their personal community networks for information on migration.
Source	Sr. Lissy Joseph. Interview by Karen Campbell, MFA. NDWM-AP, July 29, 2011.

Pre-Departure Services/Programs: CSOs/Trade Unions, Andhra Pradesh

Name of Program	Awareness Camps, Case Intervention, Advocacy
Offered by	National Domestic Workers Movement, Andhra Pradesh (NDWM-AP)
Program Description	-Recognizing the need for informed migration, staff of NDWM work to raise awareness of problems faced by migrants, safety measures, and migrant workers' rights. -NDWM campaigns on the rights of migrant workers with the government, ministry, and labour departments -staff advocate for the rights of victims of abuse, and for those who have been denied justice -they provide assistance to migrants and the families of migrants who have been repatriated -they conduct public awareness campaigns on the conditions and situations of migrant workers -interventions include education of families of migrant workers -they play an active role in policy advocacy on the rights of migrants
How to Access	NDWM-AP B5, Paigha Apartments, S.P. Road, Secunderabad, Andhra Pradesh 500003 Email: ndwmhyd@gmail.com
Source	Sr. Lissy Joseph. Interview by Marizen Santos, MFA. NDWM-AP, September 9, 2011.

Pre-Departure Services/Programs: CSOs/Trade Unions, Andhra Pradesh

While Migrant Worker is Abroad

Programs & Services: State Government of Andhra Pradesh

Name of Program	Ambulance Services
Offered by	Non-Resident Indian Andhra Pradesh Cell (AP-NRI Cell)
Program Description	-this service is available for the repatriation of bodies of migrant workers who die abroad, and for patients who are wheelchair bound -transportation is provided from the airport in Hyderabad to the village of the worker, free of charge
How to Access	Migrants and their family members can request this service by contacting the Nodal Officer at the AP NRI Cell Secretariat: AP NRI Cell, Secretariat Hyderabad - 500 022 AP Phone: 040 23453151, 23220603 Fax: 040 23451233 E-mail: splsecy_proto_gad@ap.gov.in, so_nri@yahoo.com
Notes/Analysis	There is no public information dissemination about the availability of this service. Referring to this as a 'program' might be an overstatement, as it does not seem to be formalized in any way, and migrant workers and their families do not know that this assistance is available to them.
Source	Bheem Reddy & P. Narayana Swamy, Migrants Rights Council. Interview by Karen Campbell, MFA. July 29, 2011.

Programs/Services While Abroad: State of Andhra Pradesh

Programs & Services: CSOs/Trade Unions

Name of Program	General Assistance to Migrant Workers Abroad
Offered by	Migrants Rights Council
Program Description	-MRC staff receive information from migrants' families, and from migrant workers themselves when they encounter problems overseas -problems include contract substitution, non-payment of wages, physical/sexual abuse, etc. -MRC also receives information on missing migrant workers -using its networks, MRC assists migrant workers and their families in resolving these issues, working with contacts in civil society, government, and media -MRC provides lodging for migrant workers and their family members when necessary, and their staff offer moral support for those in distress
How to Access	Migrants Rights Council #7-5-14/A, Venkateshwara Colony Mahabubnagar – 509002 Andhra Pradesh
Notes/Analysis	MRC is a well-established and well-connected organization that has been in operation since 1978. The staff takes a 'direct education' approach, going to their constituents in person to bring them the information they need to assert their rights as workers. Over time, the organization has developed the trust of the community members, particularly those who belong to tribal groups. The organization has made good use of India's Right to Information Act, passed in 2005, in order to secure information on specific cases from government offices, including Indian Embassies in the Gulf. This has been instrumental

in their ability to resolve cases, which are numerous (Mr. Bheem Reddy indicated that there are at least 1-2 cases brought to their attention daily).

Source

Bheem Reddy & P. Narayana Swamy, Migrants Rights Council. Interview by Karen Campbell, MFA. July 29, 2011.

Programs/Services While Abroad: CSOs/Trade Unions, Andhra Pradesh

Return/Reintegration

Programs & Services: State Government of Andhra Pradesh

Name of Program	National Rural Employment Guarantee Act (100 days of employment)
Offered by	Government of India, Ministry of Rural Development – access facilitated by Overseas Manpower Corporation, Andhra Pradesh
Program Description	-the national government has guaranteed 100 days of employment for all those in the BPL category -OMCAP brings this program to the attention of returnees, and assists them in accessing it in order to encourage economic reintegration
How to Access	ITI Shanthi Nagar Vijayanagar Colony, Hyderabad 500 057, Andhra Pradesh ph: 040 2330 0686 web: www.omc.ap.gov.in
Notes/Analysis	KV Swamy, General Manager, OMCAP did not seem to consider the 100 days of employment to be terribly effective with respect to migrant returnees. His impression is that most returnees are motivated to re-emigrate because they are unsatisfied with the wages and positions that are available to them in India. More are interested in skills upgradation programs in order to access better employment options upon re-emigration.
Source	KV Swamy, General Manager. Interview by Karen Campbell, MFA. OMCAP, Andhra Pradesh, July 2011.

Return/Reintegration: State of Andhra Pradesh

Name of Program	Ex Gratia
Offered by	District Collector
Program Description	-the families of migrant workers who die abroad (for any reason), or who commit suicide upon their return, are granted Rs. 1 lakh -only BPL families are eligible, based on the District Collector's report.
How to Access	There is no clear process by which to claim this grant, despite its availability. For assistance, the families of migrant workers can contact: Migrants Rights Council #7-5-14/A, Venkateshwara Colony Mahabubnagar – 509002 Andhra Pradesh
Notes/Analysis	“Thousands of Gulf migrants died abroad & hundreds of Gulf returnees committed suicide in their villages of AP State, but so far about 45 members got the Exgratia.” It would seem that this is another program that lacks formalization and is not publicized to the potential beneficiaries.
Source	Bheem Reddy, MRC, email message to author, August 21, 2011.

Return/Reintegration Services: State of Andhra Pradesh

Programs & Services: CSOs/Trade Unions

Name of Program	Repatriation Assistance
Offered by	Migrants Rights Council (MRC)/Palamoori Contract Labour Union (PCLU)

Program Description	<ul style="list-style-type: none"> -migrant workers and their families can contact MRC for repatriation assistance in the case of emergency or death abroad -advice and assistance will be provided on securing the proper documentation and in liaising with the proper government channels for assistance -PCLU puts returnees in touch with labour cooperatives who share information on local employment opportunities
How to Access	<p>Migrants Rights Council #7-5-14/A, Venkateshwara Colony Mahabubnagar – 509002 Andhra Pradesh</p>
Notes/Analysis	<p>As part of their advocacy, MRC and PCLU push the state and national governments to provide viable and long-term employment opportunities locally, in order to eliminate the need for migration from BPL communities (both internal and international migration).</p>
Source	<p>Bheem Reddy & P. Narayana Swamy, Migrants Rights Council. Interview by Karen Campbell, MFA. July 29, 2011.</p>

Return/Reintegration: CSOs/Trade Unions, Andhra Pradesh

Re-Emigration

Programs & Services: State Government of Andhra Pradesh

Name of Program	Skills Upgradation & Development
Offered by	Overseas Manpower Corporation, Andhra Pradesh (OMCAP) with the support/assistance of the International Organization for Migration (IOM)
Program Description	<ul style="list-style-type: none">-program is a minimum of 15 days and is aimed at upgrading 'hard skills' (i.e. vocational training to upgrade job skills)-the objective is to provide additional certification such that the migrant worker can demand a higher wage and more favourable contractual terms-training is also available for domestic workers to familiarize them with the appliances and equipment they are likely to use on the job-training sessions are designed with a view to assisting repeating migrant workers, though they are also open to first-time migrant workers
How to Access	ITI Shanthi Nagar Vijayanagar Colony, Hyderabad 500 057, Andhra Pradesh ph: 040 2330 0686
Notes/Analysis	The aim of these programs is to increase skill level in order to advance the migrant worker's ability to access higher wages and better, more secure jobs. The office of OMCAP did not have any information to share on the effectiveness of these programs.
Source	KV Swamy, General Manager. Interview by Karen Campbell, MFA. OMCAP, Andhra Pradesh, July 27, 2011.

Re-Emigration Services/Program: State of Andhra Pradesh

Programs & Services: CSOs/Trade Unions

There are currently no specific programs and/or services offered by CSOs/Trade Unions for repeat emigrants from Andhra Pradesh.

Tamil Nadu

The programs and services available to migrant workers from Tamil Nadu are sparse, despite the fact that emigration from the state has been a significant and growing concern. The number of overseas emigrants from Tamil Nadu has been steadily increasing, from 63,878 in 2000 to 128,791 in 2008.³¹ This does not include the number of other Non-Resident Tamils who have migrated to other states within India, and who face similar issues in their employment situations. Low- and semi-skilled migrants from Tamil Nadu move predominantly to Malaysia, Singapore, and the countries in the Gulf region.

State Level Programs

At the state level, there seems to be some concern regarding the lacuna in schemes available to migrant workers. In February 2011, a bill was passed by the State Assembly mandating the establishment of a Board for the Welfare of Non-Resident Tamils (internal and international migrants alike). The bill also calls for the creation of a welfare fund to be overseen by the Board. According to a report in *The Hindu*, the Board

...will consist of 13 directors nominated by the government, five of whom will represent the non-resident Tamils (abroad) and two [will represent] those living in other parts of the country. Four directors will represent the State government, while one director each will be nominees of the Overseas Manpower Corporation and Commissionerate of Rehabilitation and Welfare of Non-Resident Tamils. The Managing Director will be appointed by the government.³²

The state's Deputy Director of Rehabilitation indicated that the government is in the process of establishing this board, and consultations with CSOs working in the field will occur within the next 2-3 months as they work towards establishing schemes to benefit migrant workers and their family members. The various departments involved are looking closely at the NORKA (Kerala) framework as a model as they work towards implementing their own approach.³³

Presently, there are no services or schemes offered directly by the Government of Tamil Nadu. All Government interventions are national level Ministry of Overseas Indian Affairs initiatives, implemented at state level. These services are provided through the Overseas Manpower Corporation (which essentially fulfills government-approved recruitment functions and is not focused on worker welfare), and the office of the Protector of Emigrants (which is primarily responsible for emigration clearance, though has expanded to include some welfare functions). Indeed, most state-based interventions are focused on the pre-departure phase with little support for families while migrant workers are abroad, at the village level to sensitize potential/future migrants to the issues, or for re-integration upon return.

CSO Involvement

According to key informant interviews in Tamil Nadu, there has been a decline in CSO activity in terms of direct service to migrants and migrant-sending communities in recent years. One formerly active organization, Peace Trust, has reportedly suspended its migrant support activities and Arunodhaya Migrants Initiative, in spite of continuing to engage in outreach activities, is reliant on volunteers to supplement its small staff. The reason cited for the pullback is difficulties in securing funding, as other

³¹ Binod Khadria, *India Migration Report 2009: Past, Present, and the Future Outlook* (New Delhi, 2009), 32.

³² "Non-Resident Tamils Welfare Board Adopted," *The Hindu*, 11 February 2011. <www.thehindu.com/news/states/tamil-nadu/article1328106.ece>

³³ V. Jayakumar, Deputy Director. Interview by Karen Campbell, MFA. Department of Rehabilitation of Tamil Nadu. August 1, 2011.

parts of India are also emerging as prominent migrant-sending areas, and because of general difficulties in securing funding for CSOs due to the reluctance of international funders to give in the wake of financial instability in the developed world.

That said, there is a strong presence and level of expertise at the village level. Migrant Forum India / National Domestic Workers Movement have forged a strong relationship with the current Protector of Emigrants and are building relationships with state officials. The strong link with the POE has enabled MFI/NDWM to establish a pre-departure program offered to groups at the POE office. Links with the Public Department and the Department of Rehabilitation will likely result in a seat at the table for MFI/NDWM in discussions on the development of welfare schemes in the coming months.

Pre-Departure

Programs & Services: State Government of Tamil Nadu

Name of Program	Supportive Recruitment Services
Offered by	Overseas Manpower Corporation, Tamil Nadu
Program Description	<ul style="list-style-type: none">-provides overseas recruitment and placement services to residents of Tamil Nadu-maintains a computerized database of applicants for the services provided-advertises available positions through print ads-interviews are facilitated through the OMC office in Chennai, or in other locations within the state if required-tests for medical fitness are also facilitated through the office in Chennai-facilitates skills testing and authentication of experience/certifications-assists with visa and passport formalities, enrollment in insurance schemes
How to Access	First Floor, Tamil Nadu Housing Board Commercial Complex, No.48, Dr. Muthulakshmi Salai, Adayar, Chennai - 600 020, Tamil Nadu, India Tel: 0091-44-24464268, 24464269 Fax: +91 44 24464270 Email: ovemcl@gmail.com Email: omc_cmdo7@rediffmail.com Online: www.omcmanpower.com
Notes/Analysis	The program name, “Supportive Recruitment Services,” is misleading in that it appears that support is provided to the potential employers rather than to the recruited workers. All services listed above pertain to providing employers with “the perfect recruit.” The primary focus of the OMC office in Tamil Nadu is recruitment and placement, and there seems to be little to nothing in the way of information provided on safe migration and pre-departure training. Information is not provided on local employment opportunities or alternatives to migration. No information is provided to the families of prospective or intending migrant workers.
Source	www.omcmanpower.com/services.htm .

Pre-Departure Services/Program: State of Tamil Nadu

Name of Program	Group Counseling for Intending Emigrants
Offered by	Protector of Emigrants Chennai with the support of Migrant Forum India
Program Description	<ul style="list-style-type: none">-all prospective migrants who present themselves for emigration clearance (ECR passport holders) are asked to attend on the same-day, a 1-hour awareness session on safe migration-sessions are facilitated daily by staff of Migrant Forum India, attended by 20-30 prospective migrants daily-sessions are not mandatory, but are strongly recommended by the POE, and most remain for the discussion-the counseling session covers basic information about the Gulf, what to expect as a migrant employee, channels of safe migration, emergency contact information (embassies, POE office), rights as workers, understanding their contracts, and passport information (encouraging migrant workers to memorize their passport number, etc.)-participants in the session are given the opportunity to ask questions and share concerns about the process of migration
How to Access	-all ECR passport holders who present themselves for emigration clearance at the POE office in Chennai are informed of this session and encouraged to attend

	Tamil Nadu Housing Board Complex, Ashok Nagar Chennai-600 083 Tel: 044-2489 1337
Notes/Analysis	<p>These training sessions have only recently been offered regularly by MFI through the POE offices (since June 2011). Prior to this (since 2008), the Protector of Emigrants himself (D. Jai Sankar) was providing group counseling covering the same issues.</p> <p>While this is a welcome initiative, it is not one that is a requirement for those receiving emigration clearance, and there is no guarantee that this practice will be continued should Mr. Sankar be transferred to another post. These counseling sessions are not offered at all POE offices in India, despite the fact that these offices have a captive audience of intending emigrants. Additionally, while the 1-hour sessions are a useful start, they are not tailored to the specific needs of the attendees (as the POE has no way of knowing who will turn up on a daily basis), meaning that the information given is highly generalized. A 1-hour session is not adequate preparation for those workers headed abroad, and this may be the only information from a reliable source that they receive.</p>
Source	D. Jai Sankar, Protector of Emigrants. Interview by Karen Campbell, MFA, POE Office, Chennai, August 1, 2011.

Pre-Departure Services/Program: State of Tamil Nadu

Programs & Services: CSOs/Trade Unions

Name of Program	Awareness Raising Workshops
Offered by	Migrant Employees Education for Transformation Prevention and Protection Union (MEETPPU)
Program Description	<ul style="list-style-type: none"> -staff of MEETPPU hold training sessions in migrant-sending areas -5 district-level committees of returnees have been set up to encourage the returnees to raise awareness within their communities of the potential issues/problems that can arise during migration, and steps that can be taken to prevent these problems -the focus of workshops is safe migration -so far, MEETPPU estimates that they have reached 5,000 people through this program (potential migrant workers and their families)
How to Access	<p>-MEETPPU staff working in the field have contacts at the community level -those interested in more information can contact the organization directly</p> <p>96 New LIG Colony Annanagar, Madurai Tamil Nadu 625 020 Email: meetppu@gmail.com Phone: 0091 8056917878 / 9790270206 Online: www.meetppu.org</p>
Notes/Analysis	MEETPPU is a well-established organization in the field, and is focused on raising awareness of the issues related to migrant labour at the field level. The organization's reach and resources are unclear.
Source	Siva, Media Coordinator, MEETPPU. Phone interview by Karen Campbell, MFA with direct interpretation (Tamil-English). August 3, 2011.

Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu

Name of Program	Pre-Departure Program, Village Level
Offered by	Migrant Forum India, Tamil Nadu
Program Description	<ul style="list-style-type: none"> -community-based program for prospective migrant workers and their family members -MFI staff provides an orientation to, and information on migration

	<ul style="list-style-type: none"> -training initially took place in Kanyakumari District -youth in costal villages are strongly encouraged to participate in the program -subjects discussed include labour rights, channels for safe migration, and problems arising in the process of migration (with cases from various villages to illustrate examples), the importance of securing proper documents and how to care for said documents, language, information on the support institution in the country abroad, the meaning of contracts/reading and understanding contract details
How to Access	<p>MFI field staff are well connected to the communities, and much of their work is facilitated through word-of-mouth. The central office in Chennai can be reached at the following coordinates:</p> <p>National Domestic workers Movement, Migrant Forum India, 607 Vasu Block, Chitra Avenue, Choolaimedu, Chennai-94 Phone: +91-44-23740262, 9940197583 Email: mjavaalar@gmail.com</p>
Notes/Analysis	<p>The training sessions facilitated by MFI are highly focused on young people (viewed as potential migrants in the future) and women (who are often at great risk in the process of emigration). Field sessions focus on general information and aim to sensitize the communities to the issues faced by migrant workers and the challenges for family members. Example cases are drawn from neighbouring communities, and newspaper clippings of migrants' stories are shared in these groups in order to help the prospective migrants to understand the reality of the situation facing many migrant workers. Where possible, returnees are asked to share their experiences (good and bad) to facilitate discussions.</p> <p>When asked about the questions raised by participants in these workshops, it is interesting to note that one of the main questions is whether or not MFI has the capacity to rescue stranded workers and whether or not workers will have to pay for rescue services. This indicates that there is some awareness at the village level of the risks of migration, and that at least prospective migrants decide to migrate in spite of a tacit knowledge of these risks.</p>
Source	<p>Sr. Josephine Amala Valarmathi and MFI Field Staff. Interview by Karen Campbell, MFA. MFI/NDWM-Chennai. August 2, 2011.</p>

Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu

Name of Program	Pre-Migration Program
Offered by	Arunodhaya Migrant Initiatives (AMI)
Program Description	<ul style="list-style-type: none"> -program takes place at village level, targeted towards would-be migrants and members of their families -information to raise general awareness of the pros and cons of labour migration is presented through dramas, skits, puppet shows -stories shared are based on true events and the lives of affected migrant workers in the Gulf and other destination countries
How to Access	<ul style="list-style-type: none"> -pre-migration programming takes place in 34 villages of Tamil Nadu -inquiries on programs can be directed at staff in the field <p>103 Jayam Block Chitra Avenue, 9 Choolaimedu High Road Choolaimedu, Chennai 600094 Phone: 91-44-23746450 Email: amiginin@yahoo.co.in, amiginin2007@yahoo.co.in Online: www.arunodhayacentre.org</p>

Notes/Analysis	The Pre-Migration Program offered by AMI has been a regular part of their programming for 1 year. Field staff and volunteers facilitate these workshops weekly. The aim is to sensitize communities in migrant-sending areas before the community members have decided to go abroad for work. As such, the information presented is general in its content and is presented in such a way as to build awareness and encourage community members to ask questions and seek advice from reliable sources.
Source	Bernard D'Sami, Coordinator. Interview by Karen Campbell, MFA. AMI, Chennai. August 2, 2011.

Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu

Name of Program	Pre-Departure Program
Offered by	Arunodhaya Migrant Initiatives (AMI)
Program Description	-these workshops focus more specifically on safe migration, practices of recruitment agencies and employers, how to use appropriate channels to acquire passports/visas, how to negotiate contracts, how to use appropriate channels for financial transactions, how to care for documents, and background of destination countries
How to Access	-field staff of AMI identify potential migrants and invite them to the office in Chennai for pre-departure training -sometimes this program is offered at the village level also, depending on the need
	103 Jayam Block Chitra Avenue, 9 Choolaimedu High Road Choolaimedu, Chennai 600094 Phone: 91-44-23746450 Email: amiginin@yahoo.co.in, amiginin2007@yahoo.co.in Online: www.arunodhayacentre.org
Notes/Analysis	This program is offered 4-5 times per month at the AMI office in Chennai, depending on demand. According to the AMI website, this training is offered in partnership with the All India Trade Union Congress (AITUC).
Source	Bernard D'Sami, Coordinator. Interview by Karen Campbell, MFA. AMI, Chennai. August 2, 2011. www.arunodhayacentre.org/arunodhaya%20migrant/programmes.html

Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu

Name of Program	Awareness Raising Workshops and Pre Departure program.
Offered by	Migrant Workers Welfare Association (MWWA)
Program Description	-experts from Solidarity Centre (American Centre for International Labour Solidarity) and Global Citizen Trust hold training sessions in migrant-sending areas in Ramanathapuram District -the aim is to raise awareness within communities of potential issues/problems that can arise during migration, and steps to be taken to prevent such problems -the focus of their work is safe migration -they have also conducted a redressal camp for migrants in Tamil Nadu who have been cheated in various countries and by various agencies
How to Access	MWWA works in the field and has contacts at the community level. Those interested in more information can contact the organization directly: Mr. Feroze Khan, Secretary 9/362, Ramalinga Adikalar Street Paramakudi, Ramanathapuram District Tamil Nadu 623707 Email: fkpkm2011@rediffmail.com, fkpkm2007@yahoo.co.in

Notes/Analysis	<p>Tel: 0091 9486888333 / 9443190755</p> <p>MWWA is a well-established organization in the field, and is focused on raising awareness of the issues related to migrant labour at the field level. MWWA estimates that they have reached 3,000 potential migrant workers and members of their families through their programs.</p> <p>They are currently working on the publication of books for safe migration (pre-departure) for Dubai, Abu Dhabi, Saudi Arabia, Bahrain, Kuwait, and Oman.</p>
Source	<p>Paramakudi, Secretary, MWWA. Interview by Sr. Josephine Valarmathi, MFI. 2011. <small>Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu</small></p>
Name of Program	Awareness Raising, Lobbying and Advocacy (for emigrants to Malaysia)
Offered by	Institute for Self Development (ISD)
Program Description	<p>-the Institute for Self Development conducts awareness-raising, and language training for those from Thirumayam who are planning to migrate to Malaysia for work</p> <p>-staff rely on returnees who share their knowledge of Malaysia, and who offer basic language education for intending migrants</p> <p>-the institute also does some lobby and advocacy activities to assist with those who have been victimized in Malaysia</p>
How to Access	<p>ISD works in the field and has contacts at the community level.</p> <p>Mr. Sebastian Susai raj, Director, Institute of self Development, No.9 Singaraya colony, West Narimedu Madurai-2 Email: isdmdu@gmail.com</p>
Source	<p>Josephine Amala Valarmathi, MFI, email message to author, September 2011. <small>Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu</small></p>
Name of Program	Pre-Departure Training
Offered by	Tamil Nadu Construction and Unorganized Workers Federation (TCWF)
Program Description	<p>This training program focuses on safety and the rights of migrant workers. It also covers the recruitment process, how to access travel documents legally (and the importance of legal channels), emergency contact details in the country of origin and destination, and BWI affiliate unions in destination countries.</p>
How to Access	<p>Field organizers identify and bring together potential migrants in their respective areas. However, the offices can be contacted at the following coordinates:</p> <p>Chennai, TCWF No. 500/573 1st Floor, Kamaraj Bahavan Anna Salai Chennai-06</p> <p>Pudukkottai-UNIFRONT No. 4227 3rd Street Opposite the District Employment Office Tel: 0431-2782482</p> <p>Thirupathur- Rural Workers Organization (RWO) Pudukkattampur, Thirupathur Sivagangai 630210</p>

Tel: 4577-268659

Notes/Analysis

There are seven affiliates of Building and Wood Workers International (BWI): (AIKTMS-Chennai, INRLF-Chennai, RWO-Thirupathur, SGEU-Salem, TKTMS-Chennai, UNIFROT-Trichy. These organizations have joined together to form the Tamil Nadu Construction and Unorganized Federation (TCWF), to address various issues of common concern.

Pre-Departure Services/Programs: CSOs/Trade Unions, Tamil Nadu

While Migrant Worker is Abroad

Programs & Services: State Government of Tamil Nadu

Name of Program	Welfare Section
Offered by	Protector of Emigrants, Chennai
Program Description	<ul style="list-style-type: none">-3 staff members of the POE office, Chennai, are responsible for the 'welfare section' of the POE office-complaints/grievances/appeals for assistance are received from migrants themselves, and from their family members-most common requests are with respect to general welfare, i.e. illness, injury, mistreatment by employers-the office policy is for all requests to be acted on within 7 working days-the POE will meet with affected families when necessary-repatriations of all workers in distress are facilitated through the POE office, or with the support of Embassies/High Commissions abroad
How to Access	Tamil Nadu Housing Board Complex, Ashok Nagar Chennai-600 083 Tel: 044-2489 1337
Notes/Analysis	The process of receiving requests and processing the case files seems to be much better organized in Chennai than in Hyderabad. The receiving of requests for assistance is tied as well to the pre-departure counseling offered through the POE office, as migrants are encouraged to contact the POE in the case of any problems arising while they are abroad.
Source	D. Jai Sankar, Protector of Emigrants. Interview by Karen Campbell, MFA, POE Office, Chennai, August 1, 2011.

Programs/Services While Abroad: State of Tamil Nadu

Name of Program	Enforcement Section
Offered by	Protector of Emigrants, Chennai
Program Description	<ul style="list-style-type: none">-a function of the POE office is to collect and inquire into complaints related to recruitment agencies and their sub-agents, and employers-a division has been set up within the POE office of Chennai to perform this specific function-complaints commonly received (from migrants and their families) include being cheated or duped by recruiters, contract substitution, non-payment of wages, and abuse and mistreatment-office policy stipulates that all complaints be acted on within 7 working days-the POE will meet with affected families when necessary-blacklisting of employers and/or recruiters is facilitated through this 'enforcement section' under the supervision of the POE
How to Access	Tamil Nadu Housing Board Complex, Ashok Nagar Chennai-600 083 Tel: 044-2489 1337
Notes/Analysis	The blacklisted employers' and recruiters' list is sent to the Protector General of Emigrants (at the national level), and the blacklist itself is available on MOIA website. The filing of grievances through the POE office is encouraged during the pre-departure counseling sessions.
Source	D. Jai Sankar, Protector of Emigrants. Interview by Karen Campbell, MFA, POE Office, Chennai, August 1, 2011.

Name of Program	Social Security Scheme for Non-Resident Tamils
Offered by	Overseas Manpower Corporation & New India Assurance Company Ltd.
Program Description	<p>-coverage is provided for 5 years under this scheme and includes:</p> <ul style="list-style-type: none"> • Accidental death • Marriage grant (2 daughters) • Education grant (2 children) • Transportation of body in event of death or illness • Airfare to attend funerals of spouse or children in the event of accidental death • Disability • Medical benefits for migrant worker and family members
How to Access	<p>-application can be submitted by the migrant worker, his/her spouse, or his/her parent(s)</p> <p>-forms are available online (http://www.omcmanpower.com/proposal.htm#sss) and from OMC, New India Assurance, and POE offices</p> <p>-form to be sent to the following address: First Floor, Tamil Nadu Housing Board Commercial Complex, No.48, Dr. Muthulakshmi Salai, Adayar, Chennai - 600 020, Tamil Nadu, India</p>
Notes/Analysis	<p>Enrollment in this insurance scheme is mandatory for all ECR passport holders, at their own expense. The Overseas Manpower Corporation and the Protector of Emigrants inform all intending migrants of the application procedures.</p> <p>Enrollment in insurance schemes is also necessary in Andhra Pradesh and Kerala. CSO informants in Andhra Pradesh indicated that many migrants and their families did not understand the scheme and were unsure of how to make claims, whether or not they were eligible, etc. This was echoed by the POE in Chennai. Given that many migrant workers from Tamil Nadu have low literacy levels, this scheme can be quite confusing if no one is able to work with them to explain what they are purchasing. No attempts have been made to remedy this information gap.</p>
Source	http://www.omcmanpower.com/proposal.htm#sss

Programs & Services: CSOs/Trade Unions

Name of Program	Rescue Operations
Offered by	Migrant Employees Education for Transformation Prevention and Protection Union (MEETPPU)
Program Description	<p>-MEETPPU responds to requests for assistance from migrant workers and members of their families</p> <p>-most requests are related to contract substitution, abuse/neglect/substandard working and living conditions, and require intervention for repatriation</p> <p>-particularly prevalent among migrant domestic workers</p> <p>-to assist, MEETPPU staff connect with embassy officials in destination countries and the Ministry of Overseas Indian Affairs to facilitate repatriations</p> <p>-rehabilitation assistance is offered for victims of bonded labour in the form of alternative livelihood programs</p>
How to Access	<p>-MEETPPU staff working in the field have contacts at the community level</p> <p>-those interested in more information can contact the organization directly:</p> <p>96 New LIG Colony Annanagar, Madurai Tamil Nadu 625 020</p>

	<p>Email: meetppu@gmail.com Phone: 0091 8056917878 / 9790270206 Online: www.meetppu.org</p>
Notes/Analysis	<p>The primary focus of MEETPPU's work is non-resident Tamil workers in Malaysia, from which their media representative claims they have rescued ~700 distressed workers over the past 3 years. The organization also assists distressed workers in the Gulf region, the interviewee citing a recent rescue of 18 workers due to labour conditions at a company in Libya (unrelated to the current conflict there). The methods used to rescue the workers and the resources (human and financial) that they are able to put towards this program are unclear, as is their relationship with state/national/international authorities – more information is required.</p>
Source	<p>Siva, Media Coordinator, MEETPPU. Phone interview by Karen Campbell, MFA with direct interpretation (Tamil-English). August 3, 2011.</p>

Programs/Services While Abroad: CSOs/Trade Unions, Tamil Nadu

Name of Program	Support for Spouses
Offered by	Arunodhaya Migrant Initiatives (AMI)
Program Description	<p>-field-based program targeting women, as migration from Tamil Nadu is predominantly a male migration -women are brought together for education on the problems migrant workers face in destination countries -they are offered information and moral support for their challenges as female heads of household while their male family members are abroad</p>
How to Access	<p>-groups are formed in the field -inquiries on the program can be forwarded to the AMI office in Chennai:</p> <p>103 Jayam Block Chitra Avenue, 9 Choolaimedu High Road Choolaimedu, Chennai 600094 Phone: 91-44-23746450 Email: amiginin@yahoo.co.in, amiginin2007@yahoo.co.in Online: www.arunodhayacentre.org</p>
Notes/Analysis	<p>According to AMI's coordinator, the rationale for this program is that many women remain unaware of the issues facing their male relatives who migrate overseas for work. This lack of awareness is because the men are often reluctant to share their experiences (especially bad experiences). Women are often unaware of the difficulties and are unable to act as sources of support for their male family members as a result.</p> <p>With respect to moral support, AMI field staff have found that many women suffer emotionally as they struggle to care for their children as single parents. Also, some women are accused of misconduct if they have male friendships/visitors, which can be emotionally straining. Sensitization of women in the community and of self-help groups in migrant-sending villages is part of the mandate of this program, in order to educate women who do not have male relatives abroad about the struggles that their peers whose male relatives have migrated are facing.</p>
Source	<p>Bernard D'Sami, Coordinator. Interview by Karen Campbell, MFA. AMI, Chennai. August 2, 2011.</p>

Programs/Services While Abroad: CSOs/Trade Unions, Tamil Nadu

Name of Program	Organizing Family Members of Migrant Workers
Offered by	Migrant Forum India (MFI) / National Domestic Workers' Movement (NDWM)
Program Description	-field-based program organizing family members, with a special focus on women

-family members are brought together for education on the problems migrant workers face in destination countries
-women are offered information and moral support for their challenges as female heads of household while their male family members are abroad
-groups consist of 12-15 women, and decisions within the groups are autonomous
-family members are given access to skills training programmes and various awareness capacity building training programmes
-these groups are able to pool their savings and apply for/receive low interest loans from banks, which can be rotated among the group's members.

How to Access

Families are organized at village level.

National Domestic workers Movement,
Migrant Forum India,
607 Vasu block, Chitra Avenue, Choolaimedu, Chennai-94
Phone: +91-44-23740262, 9940197583
Email: mjavalar@gmail.com

Notes/Analysis

According to NDWM/MFI, the reason for this program is that many women remain unaware of the issues facing their male relatives who migrate overseas for work. This lack of awareness is because the men are often reluctant to share their experiences, like their struggles in employment and difficulties they go through. Women are often unaware of the difficulties and are unable to act as sources of support for their male family members as a result. The women are organized into groups and taught about the issues of migrant workers; skills training programs are also implemented to equip the women to economically support their families.

Source

Sr. Josephine Amala Valarmathi, MFI/NDWM. Interview by Karen Campbell. Chennai, August 2, 2011.

Programs/Services While Abroad: CSOs/Trade Unions, Tamil Nadu

Return/Reintegration

Programs & Services: State Government of Tamil Nadu

There are currently no specific programs and/or services offered by the Government of Tamil Nadu for the reintegration of returnee migrants.

Programs & Services: CSOs/Trade Unions

Name of Program	Returns Association
Offered by	Arunodhaya Migrant Initiatives (AMI)
Program Description	-in the process of forming a Returnees Association at the village level -the rationale is to use the experience of returnees as the basis to share information among future migrant workers about the nefarious practices of many recruitment agencies/sub-agents -this is also designed as a capacity building project for leaders among returnees, and a means by which they can offer one another moral support as they work towards reintegration
How to Access	-the Returnees Association is not yet in place formally, though some efforts have been made in the field to build the capacity of returnees -inquiries about the concept can be forwarded to the AMI offices in Chennai: 103 Jayam Block Chitra Avenue, 9 Choolaimedu High Road Choolaimedu, Chennai 600094 Phone: 91-44-23746450 Email: amiginin@yahoo.co.in, amiginin2007@yahoo.co.in Online: www.arunodhayacentre.org
Notes/Analysis	AMI's coordinator indicated that it is difficult to motivate returnees to engage, because there is no direct benefit to them for their efforts. However, AMI sees this as an important initiative, because many CSOs in Tamil Nadu are struggling to access funding (AMI included), and it is likely that services of this kind will shut down in migrant-sending villages. Having some strong returnee leaders to continue the work of awareness-raising is important as a result.
Source	Bernard D'Sami, Coordinator. Interview by Karen Campbell, MFA. AMI, Chennai. August 2, 2011.

Return/Reintegration: CSOs/Trade Unions, Tamil Nadu

Name of Program	Formation of Returnee Migrants
Offered by	Migrant Forum India/NDWM
Program Description	-NDWM/MFI identifies returnee migrants in the process of forming them into a Returnees group at the village level -the rationale is to use the experience of returnees as the basis to share information among future migrant workers about the unscrupulous practices of many recruitment agencies/sub-agents -returnees also provide mutual moral support as they work towards reintegration
How to Access	National Domestic Workers Movement, Migrant Forum India, 607 Vasu Block, Chitra Avenue, Choolaimedu, Chennai-94

Phone: +91-44-23740262, 9940197583
Email: mjavalar@gmail.com

Notes/Analysis

Many returnees re-emigrate, and therefore it is difficult for MFI/NDWM to organize consistent groups of returnees at the village level. Lobby and advocacy campaigns are also mounted with the support of returnees and their family members.

Source

Sr. Josephine Amala Valarmathi, MFI/NDWM. Interview by Karen Campbell. Chennai, August 2, 2011.

Return/Reintegration: CSOs/Trade Unions, Tamil Nadu

Re-Emigration

There are currently no specific programs and/or services offered for repeat emigrants from Tamil Nadu.