



# Review and analysis of reports of 2014 by Labour Welfare Wings of Bangladesh Missions



Ministry of Expatriates' Welfare and  
Overseas Employment

2015



Ministry of Expatriates' Welfare and  
Overseas Employment

Review and analysis of reports of 2014 by the  
Labour Welfare Wings of Bangladesh Missions

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## Prepared by

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# List of Content

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	Page
List of abbreviations.....	3
Chapter -1 Introduction.....	5
Chapter- 2 Provisions of the law.....	9
Chapter- 3 Analysis of the reports.....	13
Chapter -4 Some observations on the reports.....	21
Chapter -5 Recommendations and way forward.....	31

## List of abbreviations

**BMET Bureau of Manpower, Employment and Training**

ILO ..... International Labour Organization

KSA.....Kingdom of Saudi Arabia

MOEWOE.....Ministry of Expatriates Welfare  
and Overseas Employment

SDC.....Swiss Development Cooperation

UAE.....United Arab Emirates

Chapter

1

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# Introduction

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## Introduction

This document tries to make a brief analysis of reports of 2014 by Labour Welfare Wings of Bangladesh missions. In total, reports from ten destination countries have been analyzed here namely: Jordan, KSA, Kuwait, Korea, Malaysia, Abu Dhabi, Dubai, Qatar, Singapore and Japan.

Since these reports are written by different individuals, the length, description and overall quality of these vary significantly though they deal with common category of issues. Preparation of an annual report is a legal obligation under the newly-adopted Overseas Employment and Migrant Worker' Act, 2013.

Historically speaking, Bangladesh started sending workers abroad since 1976. From that period onwards, the Government of Bangladesh has adopted a deliberate and expressed policy to promote safe migration and decent jobs. As we know, there are two main contribution of Overseas Employment.

- One, overseas employment reduces pressure on domestic job market where sufficient jobs are not available; and
- Two, it brings in hard currency (US\$14.9 billion in 2014 which comes to about 8% of the country's GDP) & contributes to reducing the trade deficit.<sup>1</sup>

A look at the table below shows the facts and figures relating to overseas employment trends during the past five year period and explain the significance of overseas employment in the country context.

Year	Total migrants (Male + female)	Female (% of total)	Remittances (US\$ Billion)
2011	568,062	30,579 (5.4%)	12.16
2012	607,798	37,304 (6.1%)	14.16
2013	409,253	56,400 (13.8%)	13.83
2014	425,684	76,007 (17.9%)	14.94
2015	555,881	103,718 (18.6%)	15.27

<sup>1</sup> GDP figures taken from the publication "Bangladesh Economy during 2013-14" by Metropolitan Chamber of Commerce and Industry, Dhaka, Aug. 2014, p. 30





Chapter

2

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# Provision of the law

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## Provision of the law

Since the overseas employment increased, the government felt the need for regulating recruitment, welfare and protection of migrant worker including setting up of welfare wings of Bangladesh missions abroad in the major destination countries of the Bangladeshi workers. Welfare and protection of migrant workers are governed by the adoption of the Overseas Employment and Migrant Act, 2013 which replaces the Emigration Act 1982. This new Act, in its **Chapter VI, Article 23. Labour Welfare Wing**, states:

If it is deemed necessary to establish a Labour Welfare Wing in any country for the purpose of expanding reach into the labour market thereto or for protecting the rights of migrant workers, the Government may establish a Labour Welfare Wing in the Bangladesh Mission in the concerned foreign country, and the Wing shall perform duties as have been specified in this Act and the Rules thereof.

Article 24 “Duties of the Labour Welfare Wing” of the same Act states that:

- (1) the responsible official of the labour wing will inspect the place of work where Bangladeshi migrant workers are employed in the concerned country and shall meet with the employers, when necessary; and
- (2) After such inspection, the responsible official of the labour wing will send to the government of Bangladesh an annual report relating to the conditions of the Bangladeshi migrant workers in the concerned country. The report should be submitted in December of every year. It should contain the following items of information:
  - (a) List of Bangladeshi migrant workers with names of trades and professions they are employed in, their working conditions, benefits and problems;
  - (b) List of cases brought against Bangladeshi migrant workers, if any, along with details thereof, and information about workers detained or convicted for offence;
  - (c) List of names of the migrant workers who have died, causes of their deaths, and whether they were compensated by the employer or not, or indication of possibility of getting compensation;
  - (d) Services, counseling, and legal assistance offered by the Bangladesh Mission or the steps taken to resolve the problems of migrant workers;

- (e) An estimation of the job opportunities of for the Bangladeshi workers in the concerned country and the current status of the implementation of any existing bilateral agreement regarding the rights of Bangladeshi migrant workers in such country;
- (f) Facilities related to passports, visas, and consular services; and
- (g) Any other matter as may be specified by the Government from time to time.

As the number of destination countries increased and the nature and composition of the employment trends changed and the needs for the services increased as the recent GOB-ILO report states:

Statistics from the Bureau of Manpower and Employment (BMET) indicate that almost 9.2 million Bangladeshi workers, a combination of professional, skilled, semi-skilled, and less-skilled migrated. A large number of them are currently working in various countries abroad. The BMET statistics show that a total of 30,073 Bangladeshi workers were employed in overseas jobs in 1980. This figure has increased to 425,684 in 2014. During this period, remittance inflows to Bangladesh have increased from US\$301.33 million in 1980 to \$15,309.47 million in the financial year 2014-15. Female migration from Bangladesh has also increased as reflected in the BMET data. The year over year increase in female migration was 51.2 per cent in 2013, which is significantly higher than a negative 12.9 per cent recorded in 1992. Based on the trend of the last 40 years, it can be predicted that the migration of Workers from Bangladesh will continue in the foreseeable future.<sup>2</sup>

In response the steady increase in the number of migrant workers and the composition and trend of such increase, the Government has increased the number of welfare wings and has placed labour attaches in the new destination countries. Currently, there are 25 such offices already established in major destination countries and there are 28 labour attachés posted in these wings.<sup>3</sup> Such expansion seems to be fully justified for the implementation of the law as well as for reaching out to as many migrant workers as possible.

<sup>1</sup> ILO: *Skills for the International Labour Market: Bangladesh Country Report, Dhaka, 2015*

<sup>2</sup> Currently, labour wings in 22 countries have been functioning while three new ones have been created but not posted yet.

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# Analysis of the reports

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## Analysis of the reports

One of the important aspects of the Overseas Employment and Migrant Workers Act 2013 is the compulsory requirement for submission of annual reports by the labour wings in December of the reporting year. In addition, the Act describes the list of items or subjects to be covered in the reports. By introducing this annual reporting requirement and by prescribing the list of contents of the reports, the Government has put into place a regular monitoring mechanism and improved accountability system of the work of the labour welfare wings. This also makes the tasks of the Ministry of Expatriates Welfare and Overseas Employment a bit easier (a) to review the reports written by several individuals from different countries in a standard common format and (b) to compile the findings and recommendations in an improved way for more effective follow up actions.

This paper analyses ten annual reports of labour attaches for the year 2014 that were available. Content wise, most of the reports have followed the standard reporting format suggested by the 2013 Act. All of these were written in English with the exception of three. Because these reports were written by different individuals and because the destination country situation varies from country to country, the reports have variations in terms of length, quality and adequacy. Some reports were in-depth and substantive while some others were rather sketchy leaving much room for improvements. Although the legal requirement for submission of the report is December of the reporting year, none of the reports has complied with this deadline – rather most of the reports have been prepared several months later. It is not clear as to the nature of feedback, if any, received from the Ministry or BMET to those reports or what happens to the recommendations contained in them. This obviously affects how seriously the report preparation is done. Here is a summary of main contents of the reports.

First, all the reports refer to the country context at the destination country of varying length, status of bilateral agreement (if relevant to that country), broad nature of employment and category of workers in the country by main occupations, and the status of female workers if their number is significant in that country. Depending on a case by case basis, additional information is also provided with regard to the problems and issues related to the workers, the trends of employment by occupations, and the situation at the destination country as regards the overall work environment of the Bangladeshi migrants. There is also reference to the issue of overstay of workers and undocumented migrants.



Second, most of the reports are quite detailed about the services provided by the labour attaché offices to the migrant workers. These include a number of services such as issuance of immigration clearances to the workers for repatriation, visiting the workplaces and meeting the employers, repatriation of workers died of accidents or other causes, ensuring settlement of compensation claims for the workers, settlement of disputes between the employers and the workers, visiting workers detained or jailed, and helping them with legal assistance as may be required.

Third, the reports include the regular consular services such as renewal of passport, attestation of documents, issuance of new passports and collection of other fees determined by the government. The labour attaches collect a fixed proportion of the fees as the "Wage Earners Welfare Fund" from the migrants. These are adequately covered in most of the reports.

Fourth, labour attaches sometime play an important role in checking and verifying whether the demand letters for employment procured by the private sector employers in the destination country is genuine or not. This is to prevent possible fraud or serious malpractices by the recruiting agents such as contract substitution or other kinds of malpractice which is very common.

Fifth, as per the requirement of the standard format, the reports make an attempt to include a demand analysis of the destination country including projection for future demand for workers. Some reports are quite specific with facts and figures while others are rather sketchy and educated guesses without proper demand analysis including the external factors that may influence the demand for workers. As labour attaches have many other tasks, the reference to future demand for workers is rather weak and leaves room for improvements. Also, it is difficult to do any serious demand analysis without proper professional assistance. In such a demand analysis, external factors play a dominant role such as destination country's decisions that may immediately influence or stop inflow of migrant workers in that country.

There are several examples of this like in KSA and Kuwait and in Jordan in case of male workers. It means that the future demand analysis needs to be done in a serious and professional way rather than cursory reference.

Sixth and final, the reports contain difficulties and challenges and recommendations to address those. Common among these problems are:

- (i) difficulties of providing legal assistance to the workers who are in dispute with the employers;

- (ii) lack of awareness of the host country's labour laws;
- (iii) weakness in the verification of documents prior to departure from the sending country;
- (iv) lacking of briefing and orienting to the migrants about the difficulties and problems expected to be confronted at the host country such as harsh weather, food habits, language and awareness of the local laws;
- (v) high cost of migration and the problems created as a result of this at the destination country; and
- (vi) difficulties of visiting the residence of the employers to check the working conditions of the female domestic workers.

To establish an efficient monitoring framework to the performance of the labours welfare wings of Bangladesh mission. The monthly and yearly reporting system is an powerful foot. However, to make at effectual. The reporting format need to be more simplified with limited numbers of reporting information. The provision for rewarding good reports many be introduced to generate incentives among labours welfare wing.

Female migrant workers from Bangladesh – Recent trends Although there were always some females who migrated on overseas employment from Bangladesh, their number was insignificant. For example, in 1991, about 2,189 women migrated for overseas employment which was rather negligible compared to the total number of 147,156 migrants for that year i.e. female migrants constituted a mere 1.49% of the total migrants in 1991.

However, this trend has changed since the past five years or so as the number of female migrant workers has continued to increase steadily from 30,579 in 2011 or 5.4% of the total migrants for that year to 81,924 in 2015 or 19.2% of migrants for that year (upto October 2015). As of October, this year, the total number of female migrant workers (cumulative estimate from 1991 to 2015) is 434,193.

**Table showing the trends of female migrant workers over the period 1991-2015**

Year	No. of female migrant workers	Yearly increase (%)	Major destination countries
1991-2010	151,979		KSA, UAE, Lebanon, Jordan, Mauritius, Malaysia
2011	30,579	10.37	UAE, Oman, Lebanon, Jordan, Mauritius
2012	37,304	21.99	UAE, Oman, Lebanon, Jordan
2013	56,400	51.19	UAE, Oman, Jordan, Lebanon
2014	76,007	34.76	UAE, Lebanon, Oman, Qatar, Jordan
2015 *	103,718	n/a	KSA, UAE, Oman, Qatar, Lebanon, Jordan
Grand total	455,987		Cumulative total since 1991

\* Upto October 2015

Major destination countries for female workers are: Qatar, UAE, Lebanon, Jordan, KSA, Oman and Mauritius. Most of the women who migrated are as domestic workers while a significant proportion of female migrants have also joined as garment workers in Jordan and Mauritius.

Jordan is a specific case where currently more than 99% migrant workers from Bangladesh are female. In 2014, about 20,338 Bangladeshi workers found jobs in that country of which 20,134 were female. The occupational composition of the labour force in Jordan is as follows: 63.97% are domestic workers; 35.90% are factory workers (mostly garments); and a mere 0.12% as other workers. Other than Jordan, in most other countries, the Bangladeshi female migrants work as domestic workers. This causes problems specific to the female migrants. Here are some of the main problems:

- Inspection of places of work for the domestic workers is a serious problem since visits to houses of employers are not possible;
- Because of difficult situation particularly for the domestic workers such as language problem, cultural shocks, food habits, loneliness, harassment and other kinds of problems, a portion of female migrant workers (estimated to be 5 to 10%) leave their workplaces;
- It is not clear how the female workers who leave their workplaces due to genuine grievances or reasons are being protected in the destination country or how their rights can be protected;
- The several conception about female migration in Bangladesh is negative. Move over, females with limited location and skills often choose to migrate, which intensity the probability at exploitation.
- The labour attaché reports, in many cases, do not elaborate on those issues.

#### **Opportunities :**

There are opportunities for female migrant workers, specially garment workers Bangladesh women have evened expertise on sewing and working as garment workers. Female workers can be give training to work as entry and level management.

#### **Way Forward :**

- Effective training should be gives to the potential female workers.
- Training of soft skills, (e.g. language, banking) need to be give to the potential female migrant workers.



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Some  
**observations** on  
the **reports**

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## Some observations on the reports

### 4.1 Country context & demand analysis

As per the provision of the Overseas Employment and Migrants Act 2013, the labour wing's first responsibility is "to inspect the place of work where Bangladeshi migrant workers are employed in the concerned country and shall meet with the employers, when necessary. After such inspection, the responsible official of the labour wing will send to the government of Bangladesh an annual report relating to the conditions of the Bangladeshi migrant workers in the concerned country."

A review of the labour attaché reports reveal that the length and extent of information under this heading varies from report to report. Some reports give a bit of elaborate information while in case of others, there is only a cursory description of the country situation. A common point of reference is the status of bilateral agreements and MOUs, any new development in the country, and the overall trends of migration. The reports provide some analysis of the country situation and general information on the country's labour force, status of employment of Bangladeshi workers, broad category of occupations they are employed in and status of female workers.

Most of the reports also discuss about the future demand for Bangladeshi migrant workers in the country concerned and make an attempt to provide some analysis. However, it appears from the contents of the reports that such demand analysis, because of their weaknesses and superficial nature, may not allow concrete follow-up actions. Presumably, the labour attaches, because of their other preoccupations, may not be able to devote time and attention to this kind of work which requires professional and in-depth work.

### 4.2 Services provided by the labour welfare wings: Welfare, protection of the workers and settlement of disputes

The labour attaché reports provide quite a bit of information on the types of assistance the labour welfare wings provide to the migrant workers. Here is a list of services provided:

- (a) Legal assistance to the migrant workers relating to salary, benefits and realization of dues for non-payment of these by the employers;
- (b) Financial assistance to the workers in need such as sickness or return back home;
- (c) Arrangement for releasing the Bangladeshi workers in deportation camps or jails and repatriating them back home;
- (d) Repatriation of dead bodies of workers;
- (e) In case of dead workers, realization of compensation money from the employers;



- (f) Inspect the place of work of migrant workers to hear grievances and complaints and meet the employers when necessary to sort out any problems and disputes between the employers and the workers;
- (g) Other welfare-related work for the Bangladeshi workers such as protection of the rights of workers, hearing and receiving their grievances and take follow up actions as appropriate.
- (h) Send an annual report to the Government which should include:
  - List of migrants (trades, professions, working conditions, benefits, problems);
  - List of cases against migrant workers (detained & convictions)
  - List of death, causes of death, compensation paid or to be paid
  - Services, counselling and legal assistance
  - Steps taken to resolve the problems of the workers
  - Estimation of job opportunities for the BGD workers
  - Implementation status of existing bilateral agreements and rights of migrant workers
  - Facilities provided related to passports, visa, consular services.
  - Recommendations and follow up actions.

Also, most of the embassies have reported opening of help line which will no doubt improve the access of the workers to the services provided by the labour welfare wings. However, the reports do not mention about how many calls are received in the help line and what is the feedback from the users.

**Table below provides some facts and figures relating to services provided by the Bangladeshi missions during 2014 in ten countries for which reports were available.**

Country	Total employed (in 2014)	Repatriation to BGD	Detention Centres & Jails	Death due to accidents or natural causes	Repatriation of dead bodies <sup>4</sup>	Remarks on main problems/issues
KSA	10,657	1,406	279	700	301	Undocumented workers or staying beyond the contract period is one of the main problems. Also, the country has drastically reduced the number of permits - only 10,657 found jobs in 2014. The largest stock of Bangladeshi workers live in KSA.

<sup>4</sup>In some cases, there is discrepancy between the number of total deaths (column 5) and the number dead bodies repatriated (column 6). This is due to the fact that sometimes the dead bodies are buried in the destination countries for example KSA, Qatar, Kuwait

Qatar	87,575	405	456	118	110	Main problem is the large number of undocumented workers as well as involvement in unlawful activities. Also, female workers sometime leave their workplaces during their first appointment (about 10% of the total)
Malaysia	5,134	5,689	2,131	526	526	Number of workers in detention centres or jails is highest in Malaysia. Number of undocumented workers is the highest in this country and it exceeds those with
						Proper documentation and permits.
Singapore	54,750	285	n/a	40	40	There is problem with the undocumented workers.
South Korea	1,748	81	4	5	5	Because of relatively small size of migrant population & well-regulated system, the problems are also manageable.
Kuwait	3,094	n/a	295	187	180	Kuwait labour market for Bangladeshi workers has shrunk but it seems the market is gradually re-opening. About 13,862 (upto Oct. 15) have found jobs which is several time more than 2014. Entry with false documentation is a major problem.
Abu Dhabi	24,232	19,062	19,062	202	200	One of the major problems is large number of undocumented workers including females. Deportation is also very high of the undocumented workers.
Dubai		6,560	976	272	n/a	The problem is the same as in the case of Abu Dhabi. Female workers are in large number and the main problem is that about 10% of them leave their workplaces due to various difficulties.

Jordan	20,338	n/a	64	26	26	According to the report, the conditions of female migrant workers seem to be congenial in Jordan compared to other countries. Also, a significant number works in the garment factories.
Japan	55	n/a	n/a	n/a	n/a	Because of very small number of people going to Japan and mostly from the better off section of society, this is a special case.

### 4.3 Problems and issues raised in the reports

Recruitment practices and deployment in overseas jobs are different from the domestic employment generation. So, problems and issues relating to foreign employment are also different. The labour attaché reports point out a number of common problems and issues. Here is an attempt to capture the common points and issues.

A common problem is the unpredictability and sudden change of host country policy resulting in ban for the foreign workers in general and Bangladeshi workers in particular. Such policy changes lead to a large number of undocumented migrants or overstays beyond the existing employment tenure. The migrant workers become desperate to stay on despite the risks of detentions and other kind of penalties. In some cases, host country policy to fill up certain jobs by own nationals or other kind of restrictions by the host governments also play a part in reducing the prospect of overseas employment for the foreigners.

Most of the reports highlighted the importance of having new bilateral agreements and MOUs or renewal and extension of the existing ones. This is one of the most important factors influencing the inflow of migrant workers in the destination country concerned. Renewal or extensions of such agreements are mainly influenced by bilateral diplomatic relations between Bangladesh and the destination countries. Another common problem is illegal stay upon expiry of visa or without proper documents like work permits, forge documents, switching of jobs without the knowledge of employers, low paid jobs, non-payment or late payment of wages, and workers with low skills.

Relating to the above problem is the high cost of migration of Bangladeshi workers due to unethical and inappropriate recruitment practices of the recruiting agents in both sending and receiving countries. To recoup the high passage cost, the migrants have little choice but to resort to desperate steps to stay as long as they can in the country ignoring the risks and penalties. This is one of the main causes for overstay without valid documents or employment contracts, workplace changes for better pay and wages, and other kinds of unethical or illegal activities causing serious image problem of the Bangladeshi workers. This is very high in major destination countries such as in Malaysia, KSA, UAE, Qatar but also in other destination countries in varying degrees.

Competition from the workers of the neighboring countries has been cited one of the problems. For example, in case of Jordan, Egyptian workers are preferred due to language advantage and relatively less hassle to manage. Other common problems are lack of awareness of local laws, particularly labour laws, and unethical activities.

Lastly, main problem related to women migrant workers is monitoring of their conditions at the household level. It has already been mentioned that the percentage share of female migrants has increased steadily & now stands at 19% of the total migrants in 2015. Majority of the females migrants work as domestic aids - for example in Jordan, almost 64% of female migrants are domestic aids. A common problem mentioned is leaving the workplaces (i.e. households) due to loneliness, language problem, harassment and abuse, and other reasons. The reports mention that this happens to about five to ten per cent of the female workers during their first employment tenures.

#### 4.4 Some deficiencies in the reports

As mentioned earlier, analysis contained in this document is based on the ten country reports from ten Bangladesh labour wings. These include major destination countries.<sup>5</sup> This section makes an attempt to identify some weaknesses of the reports. Moreover, the officials of labour welfare wings sometimes fail to submit the report within the stipulated time.

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<sup>5</sup> Ten reports received for this exercise from the following destination countries: KSA, UAE (Abu Dhabi & Dubai), Kuwait, Korea, Japan, Jordan, Qatar, Malaysia and Singapore

First, there are delays in submitting most of the reports of the labour welfare wing. According to the provisions of the law, these reports should be prepared in December of the reporting year. Since this provision is new, it took a bit of time to establish this reporting requirement. Also, content wise, some of the reports are “too brief” or activity-oriented. For example, some of the important issues are very briefly narrated without much elaboration or not adequately addressed such as:

- (i) Relationship with the host country government;
- (ii) Relationship with host country employers;
- (iii) Issues around recruitment agents; and
- (iv) Other legal issues concerning Bangladeshi workers, including visa trading, contract substitution, and frequency of such occurrences.

Second, the reports, in most cases, do not elaborate on the nature of disputes and problems that occur between the employers and the workers but only make brief reference to disputes on such things as low wages or non-payment of wages, workplace changes, overtime issues, and other unfair employment practices. Not much information or attention is paid to workers welfare issues like working and living conditions, occupational safety and health, and death and disability.

Third, and relating to the second point, is information related to the results of workplace visits by the embassy staff. It emerges from the reports that a regular and substantive part of the labour welfare wings officials’ work is devoted to visiting workplaces, meeting with the employers, settling disputes between employers and workers, and legal assistance to the workers. Such services require knowledge of labour inspection, legal provisions and good understanding of the labour laws, and international conventions relating to rights and welfare of migrant workers.

Fourth, as regards the host country situation analysis and future demand projections of Bangladeshi workers in that country, the labour attaché reports, the way these issues are analyzed and presented, leave considerable room for improvements as already touched upon in section 4.1 above. The demand for future requirements of workers of all categories are influenced and determined by important factors such as the reliability of the estimates, employers’ preferences for the occupational categories of workers from any particular country, host country decisions and policy, and the status of the bilateral agreements or MOUs. A good example is Jordan which restricts its labour market to only female workers from Bangladesh for domestic or low-skilled factory work. Another example is Malaysia, a major destination country, which placed restriction on the category of workers to be recruited from Bangladesh (mostly low skilled plantation workers, agricultural work etc). This also applies, in varying degrees, to other destination countries. To be realistic and credible, the future demand analysis and projections for Bangladeshi migrant workers need to take into account these issues.

Fifth, a common lacking in most of the reports is scanty information on the problems and issues relating to female migrant workers and gender dimension in reporting. Because of specific nature of female employment and their vulnerability as domestic workers, their issues should be treated separately and adequately in the reports. For example, several reports have mentioned that five to ten per cent of the female migrants desert their households during the initial period of appointment. The reports do not adequately reflect how this particular issue is resolved or addressed. Since the number of female migrant workers is steadily increasing and stands now almost 20% (or one-fifth of the current migrant outflow from Bangladesh), the problems, challenges and conditions of female migrant workers should be treated as a separate issue and be included in the reports.

And the last and final, the reports are very shy as regards recommendations and follow up actions. Recommendations and follow up actions in the reports need to be more strongly and explicitly stated so that the policy makers are able to take action as may be needed. This will include all types of issues surrounding the migrant workers including capacity issues, budget allocation, administrative and operations issues.



Chapter

5

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# Recommendations & way forward

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## Recommendations & way forward

1. One of the issues regarding the labour attaché reports is that all the 2014 annual reports (which were due in December 2014) had been delayed by several months. It is hoped that second reporting round will try to avoid such delays and will deliver these in time. It appears that the Ministry of Expatriates Welfare and Overseas Employment (MOEWOE) is keen to improve the quality, regularity and adequacy of the reports. To ensure this, the Ministry needs to strengthen its monitoring and supervisory role to ensure that the reports are prepared and submitted on time and follow up with those which are still pending beyond the deadline.

2. An important requirement for ensuring good quality report is to provide timely and meaningful feedback on the reports submitted including seeking additional information and/or clarifications. Among other things, the labour attaché reports in fact serve an important purpose such as an early warning system about the developments and trends in the destination countries that may have implications for the overseas job seekers.

3. As regards the contents of the reports, following list of items is suggested that will enrich and improve the quality of reports:

- (i) Extent of undocumented or irregular workers;
- (ii) Administrative and coordination issues, including budgets;
- (iii) Issues in migration management processes such as verification of demand documents and vetting of the employers;
- (iv) Issues in employment, vacancy and job promotion for Bangladeshi workers, including job-match, if any;
- (v) Working and living conditions of the workers, including occupational safety and health, death and disability;
- (vi) Grievances and redress concerning workers, employers and recruitment agents; and

4. Demand analysis of labour welfare wings, as it is currently done, needs to be carried out in a more in-depth and professional manner compared to what is currently being done. Ideally speaking, such demand analysis needs to provide credible and realistic assessment of future demand for Bangladeshi workers taking into account the external factors, host country employers preferences & their future recruitment practices, and, where relevant, the implementation status of bilateral agreements or MOUs.

5. As more and more female migrant workers are going abroad for jobs, the reports need to reflect a better gender balance in their content and substance. Ideally, each report should have a separate section or sub-section (a) dealing specifically with female migrants' issues and their working and living conditions and (b) steps taken to address their problems and protect their rights and welfare.

6. Preparation of guidelines and templates will help labour attaches prepare their reports in a pre-designed format that will assist the Ministry to compare and analyze the different reports in a more effectively. Since the reports are written by different individuals, such a common reporting format is likely to improve reporting quality. Template and guidelines may be provided by the Ministry as it is the responsible entity to receive these reports. This will be particularly useful for the new officials joining the Bangladesh missions.

### **Operational Manual for Labour Sections of Sri Lankan Diplomatic Missions in Destination Countries, December 2013**

In order to support their labour welfare wings, the Ministry of Foreign Employment Promotion and Welfare (MFEPW) of Sri Lanka prepared the above manual in December 2013 with the technical assistance support of ILO and funding support of SDC. Prior to preparation of the manual, two studies were carried out which highlighted the need to lay down standard operational guidelines, incorporating existing guidelines and practices and to fill the gaps in the system relating to providing services to migrant workers.

**The manual contains ten sections dealing with all relevant matters and functions being dealt by the labour welfare wings of foreign missions**

7. Lastly, relating to 6 above, Ministry of Expatriates Welfare and Overseas Employment (MOEWOE), may wish to consider preparing a handbook or manual for the labour welfare wings which will cover their wide ranging tasks including the reporting requirements. Such kind of manual has already been successfully prepared by other labour sending countries as in the case of Sri Lanka (please see the right hand text box).

8. The officials of labour welfare wing

## Labor Wing of Expatriates' Welfare & Overseas Employment Probashi Kallayan Bhaban, 71-72, Eskaton, Dhaka

Annexure-1

Name of the Embassy & Time Distance	Name of the Ambassador/High Commissioner/Consul General		Labor Wing	Name of Labor Attaché
	Name	Telephone		
KSA (Riyadh) (-3:00 hours)	HE Mr. Shahidul Islam Ambassador	00966-1-4195-661 (O), 00966-1-4192-954(PO) 00966-5548-77712 (M), 00966-1-4550-527 (R)	Mr. Md. Sarwar Alam Counselor (Labor)	00966-011-2152594(O), 00966-011-226859 (R), 00966-5348-80538 (M), 00966-14194280 (Fax) Email: swa13@aboham.com, ishrar1@abohabd
		mission@yadth@mofa.gov.bd		Mr. Noor Mohammad Masum First Secretary (Labor)
KSA (Jeddah) (-3:00 hours)	HE Mr. Md. Nazmul Islam Consul General	00966-2-6881-740 (Direct) 00966-2-2572-255 (R), 00966-5055-83191 (M)	Mr. Mohammad Mizanur Rahman Second Secretary (Labor)	00966-011-2152-091(O), 00966-011-4604743 (R) 00966-54973-1696 (M), 00966-53687-9848 (Fax) Email: mizanur@yahoo.com
		00966-2-2572-255 (R), 00966-5055-83191 (M)		Mr. Md. Mokammel Hossain Counselor (Labor)
KSA (Jeddah) (-3:00 hours)	HE Mr. Md. Nazmul Islam Consul General	00966-2-6881-740 (Direct) 00966-2-2572-255 (R), 00966-5055-83191 (M)	Mr. Md. Mokammel Hossain Counselor (Labor)	00966-12-6896-276 (O), 00966-12-6532755(R), 00966-5077-64627(M), 00966-2-6875-924 (Fax) Email: shah21@yahoo.com, www.bageedabbn.com
		cg@bagedabbn.com		Mr. Altraf Hossain First Secretary (Labor)
Malaysia (+2:00 hours)	HE Mr. A.K.M Atiqur Rahman High Commissioner	006-03-21489693 (O), 006-03-4023-7132 (R) 006-0122-1817-59 (M) E-mail: baqar@unitiny E-mail: mission.kualumpur@mofa.gov.bd	Mr. Sayedul Islam Counselor (Labor)	00966-2-6335-080(Direct) 00966-2-6327-660(R), 00966-5093-60082 (M) 00966-2-6875-924 (Fax) Email: iw@bagedabbn.com
		006-03-2141-9528 (O), 006-03-4251-3709 (R), 006-0122-9032-52 (M) 00603-2145-7376 (Fax) Email: sayedul@yahoo.com		Mr. Muhammad Rezo-E-Rabbi Second Secretary (Labor)
Singapore (+2:00 hours)	HE Mr. Mahbubzaman High Commissioner	0065-6250-5539 (O), 0065-6235-2427 (R) 0065-9615-7537 (M)	Ayesha Siddiqua Shelly Counselor (Labor)	006-03-2141-7720(O), 006-00-4251-0067 (R), 006-40-1665-00017 (M), Email: m.ard@yahoo.com
		bdaot@singnet.com.sg		Sabbir Ahmed First Secretary (Labor)
UAE (Abu Dhabi) (-2:00 hours)	HE Mr. Muhammad Imran Ambassador	00971-2-4462-853 (O), 00971-2-5584-482 (R) 00971-5081-11950 (M)	Sg. Amman Ullah Chowdhury Counselor (Labor)	0065-6255-1599 (O), 0065-648921440, 0065-9670-4080(M), 0065-65-055-1824 (Fax) Email: sabbirahmed3@yahoo.com, ahmedsabbir29@gmail.com
		UAE <mission.abudhabi@mofa.gov.bd> UAE <mission.abudhabi@mofa.gov.bd>		Dr. Md. Moksed Ali First Secretary (Labor)
UAE (Dubai) (-2:00 hours)	Mr. Md. Abu Zafar Consul General	00971-4265-1115 (O), 00971-4344-7427 (R) 00971-5065-04266 (M) bangladesh.consulate-4@cgdubaei@gmail.com>	ASM Zakir Hossain Counselor (Labor)	00971-4265-1116 (R), 00971-5679-56079 (M) Email: hassainasm@yahoo.com

Name of the Embassy & Time Distance	Name of the Ambassador/High Commissioner/Consul General		Telephone	Name of Labor Attaché	
	Name	Telephone		Labor Wing	Telephone, Fax, E-mail
Bahrain (-3:00 hours)	<b>HE Mr. Ambassador</b>	00973-1774-1976 (C), 00973-1782-2503 (D) 00973-3960-3968 (M), 00973-1779-4320 (R) <ambassador@minamtae@gmail.com>	<b>Mr. AKM Mizanur Rahman</b> First Secretary (Labour)	00971-4-2388-202 (O), 00971-4-2599-211(R) 00971-5046-7789 (M), 00971-4-2388-212 (Fax) Email: mizanur@yahoocom	
Libya (-4:00 hours)	<b>HE Mr. ABM Mr Uz Zaman</b> Ambassador	00218-21-4907-493 (O), 00218-91337-52500 (M) <bdambassadorlibya@gmail.com>	<b>Mr. Md. Mohidul Islam</b> Counselor (Labour)	00973-1774-1976 (O), 00973-1782-2504 (D) 00973-1782-2532 (Fax), Email: babbar@krcan	
Kuwait (+3:30 hours)	<b>HE Mr. Md. Nazmul Islam</b> Consul General	00965-2491-3270 (C), 00965-2491-3201 (D) 00965-2491-3421 (M) Email: babbar@krcanet, Kuwait <ambassadorkuwait@nabagobab>	<b>Mr. Alam Mostafa</b> First Secretary (Labour)	00218-21-4900(4,910), 00218-21-4903-578 (R) 00218-3137-7814 (M), 00218-2149-26616 (Fax) Email: attachliba@yahoocom, Email: anywherebab@gmail.com	
Korea (+3:00 hours)	<b>HE Mr. Md. Enamul Kabir</b> Ambassador	0082-2-7984-058 (O), 0082-2-3472-4447 (R), 0082-1097-1440-58 (M) misonaraul@nabagobab	<b>Mr. Abdul Larif Khan</b> Counselor (Labour)	00965-2467-8400 (O), 00965-2491-321 (R), 00965-2491-321 (O), Email: labkhan2611@gmail.com Email: labkhan2611@yahoocom	
Oman (+2:00 hours)	<b>HE Mr. Syed Masud Md. Khandaker</b> Ambassador	00968-2469-8384 (C), 00968-9400-3161 (M) Email: bangab@omaninfonet	<b>Mr. Md. Zahidul Islam Bhuiyan</b> First Secretary (Labour)	0082-2-7919(01,010), 0082-2-7979(00,04(R) 0082-1091-8840-56 (M), 00254-2038-741,33 (Fax) Email: bhuiyan672@gmail.com	
Qatar (-3:00 hours)	<b>HE Mr. Syed Masud Md. Khandaker</b> Ambassador	00974-4671-557 (O), 00974-4835-216 (R) 00974-5803-481 (M) Email: baboolqat@qatarinfetqa	<b>Dr. Sirajul Islam</b> Counselor (Labour)	00962-2469-8400 (O), 00968-9941-3132 (M), 00968-2467-8789 (Fax), Email: rabul3531@yahoocom misonaraul@nabagobab <stateid17@gmail.com>	
Iraq (-3:00 hours)	<b>HE Mr. Muhammad Kamaluddin</b> Ambassador	00914-4671-7814-570065 Email: muhammadkamaluddin@nabagobab@gmail.com	<b>Mohammad Rabul Islam</b> First Secretary (Labour)	00974-5000-1-0428 (M), 00974-4034725 (O) Email: drtrab05@yahoocom,	
Jordan (-3:00 hours)	<b>HE Mr. M. Fazlul Karim</b> Ambassador	00552-9197-93 (O) Email: embjordan@yanadoojo	<b>Md. Rafiqul Islam</b> Second Secretary (Labour)	00974-4671-499 (O), 00974-4673-591 (R) 00974-5581-8214 (M), 00974-4467-1190 (Fax) Email: rabul110@gmail.com	
Japan (+3:00 hours)	<b>HE Mr. Masud Bin Momen</b> High Commissioner	0003-3444-4624 (M) Email: bdenbjap@yahoocom Consery Address: 3-79, Kaeha, Chiyoda-ku, Tokyo 102-0094, Japan.	<b>Lubna Yasmine</b> First Secretary (Labour) Bangladesh Embassy, Amman	009626-5529-1973 (O), 009626-5517-356 (R) 009626-7952-54138 (M), Email: yasmine.lubna@yahoocom.uyk	
Italy (-5:00 hours)	<b>Md. Shahdat Hossain</b> Ambassador	0003-3444-4624 (M) Email: embbangin@minclint Email: mshahdatmooita@gmail.com	<b>Md. Zakir Hossain</b> First Secretary (Labour)	00813-3234-5801 (Off), (ex.201. & 205) 00813-5704-1696, Fax: 03-3234-5802 Email: bdenbjap@yahoocom / <bdenmbassytokyo@mofa.gov.jp> 00390-6808-4833 (O), 00393-2713-82152 (M), Email: hstestard@ydoon@gmail.com	

Name of the Embassy & Time Distance	Name of the Ambassador/High Commissioner/Consul General		Name of Labor Attaché	
	Name	Telephone	Labor Wing	Telephone, Fax, E-mail
Egypt (- 4.00 hours)	Begum Zubaida Mannan First Secretary (Labor) Bangladesh Embassy, Cairo, Egypt	Begum Zubaida Mannan First Secretary (Labor) Bangladesh Embassy, Cairo, Egypt	<b>Begum Zubaida Mannan</b> First Secretary (Labor) Bangladesh Embassy, Cairo, Egypt	00202-3761-3178(0), 00202-3762-6268(0), 0100-4608715 (M)002-3748-1782 (Fw) Email:mahosara01@yahoo.com Email:bbabotano@gmail.com
Thailand	mission.bangkok@mofa.gov.bd	mission.bangkok@mofa.gov.bd	<b>AKM Mozizazzaman</b> First Secretary (Labor) Bangladesh Embassy, Thailand	Cel: +66-094-336-4667 Fax: +66-02-3905106 email: monir_d104@yahoo.com
Spain	mission.madrid@mofa.gov.bd	mission.madrid@mofa.gov.bd	<b>Ms. Shariful Islam</b> First Secretary (Labor) Bangladesh Embassy, Madrid, Spain	(+34)91 401 401 9932, 91 309 2736, 34914019932 (dipwgn) Email:bdembn01@gmail.com (dipwgn)
Maldiv	bdooma@dhivehinet.mv	bdooma@dhivehinet.mv	<b>Mr. Md. Mokammel Hossain</b> Counselor (Labor)	00960-76151168 (M) Email: mushiq0510@yahoo.com
Australia	hc@bhccanberra.com	hc@bhccanberra.com	<b>Ms. Nahid Afroz</b> First Secretary (Labor) Bangladesh Embassy, Australia	00261469880635 (M) Email: nahid15056@gmail
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Milan	mission.milan@mofa.gov.bd	mission.milan@mofa.gov.bd	<b>Ms. Rafiqul Karim</b> First Secretary (Labor) Bangladesh Embassy, Milan	E-mail: rafiqul75@yahoo.com Tel: +39-02-87068580 Fax: +39-02-48950035, website: www.bcgmilan.com
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Hongkong	bangladie@hkvigatrac.com	bangladie@hkvigatrac.com	<b>Ms. Iktidar Alam</b> First Secretary (Labor) Bangladesh Embassy, Hongkong	Tel: (852) 28274278-9 Fax: (852) 28271916 labouwinghk@gmail.com
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Brunei	mission.bandarseribegawan@mofa.gov.bd	mission.bandarseribegawan@mofa.gov.bd	<b>Shafiqul Azim</b> First Secretary (Labor) Bangladesh Embassy, Brunei	00673_2342460 shafiqulazim71@gmail.com
South Africa				

