



Sri Lanka Bureau of Foreign Employment

Safe Labour Migration Information Guide



Safe Labour Migration Information Guide

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Preface

This safe migration information guide was developed as a result of requests received during the implementation of the Phase 1 of the “Promoting decent work through good governance, protection and empowerment of migrant workers: Ensuring the effective implementation of the Sri Lanka National Labour Migration Policy”. There was a need for accurate and up-to-date information regarding the various aspects in the different stages of labour migration to be available at local levels for sharing by government officers. While the Sri Lanka Bureau of Foreign Employment has taken many measures to ensure decentralization of its services to the District levels, so that prospective and in-service migrants and their family members are able to access services in a more efficient and effective manner, there was a need to ensure information supporting safe migration of women and men was available at the Divisional and village level in order to minimize the many risks faced by migrant workers and their families in the labour migration process.

This safe migration information guide was developed through a consultative process with the active involvement of the Sri Lanka Bureau of Foreign Employment, and valuable inputs were also provided by officials of the Ministry of Labour and Labour Relations, civil society organizations, Trade Unions, Employees Federation of Ceylon and the donor, Swiss Development Corporation. ILOs regional experience with developing safe migration and travel smart guides was also taken in to consideration when finalizing the guide.

This booklet forms an information resource not only for government officers at District, Divisional and village level but also for all stakeholders working towards the empowerment and protection of migrant workers of Sri Lanka.

This booklet is dynamic and requires regular updating to ensure it remains current and relevant to those using it.

Introduction to the safe migration information guide

This is an information guide targeted mainly providing information for the category of workers who are considered as low-skilled and under skilled workers such as those working in the domestic sector (housekeeping assistants, gardeners, drivers etc) and others such as factory workers and labourers. This category of workers were targeted as the highest numbers of workers departing from Sri Lanka annually are from these categories of workers and they remain the most vulnerable of worker categories. The information contained in this guide is in general useful for all skill categories of workers embarking on overseas employment.

The main objective of preparing such an information guide is to provide the necessary information to relevant government officials at Divisional and village level, to share correct information among prospective job seekers, in-service migrant workers, returnees and their family members.

The guide has been developed based on the labour migration cycle and is complete with handouts, audio-visual guides and annexes of key documents and information for greater understanding of those using it.

There are four main components in the labour migration process

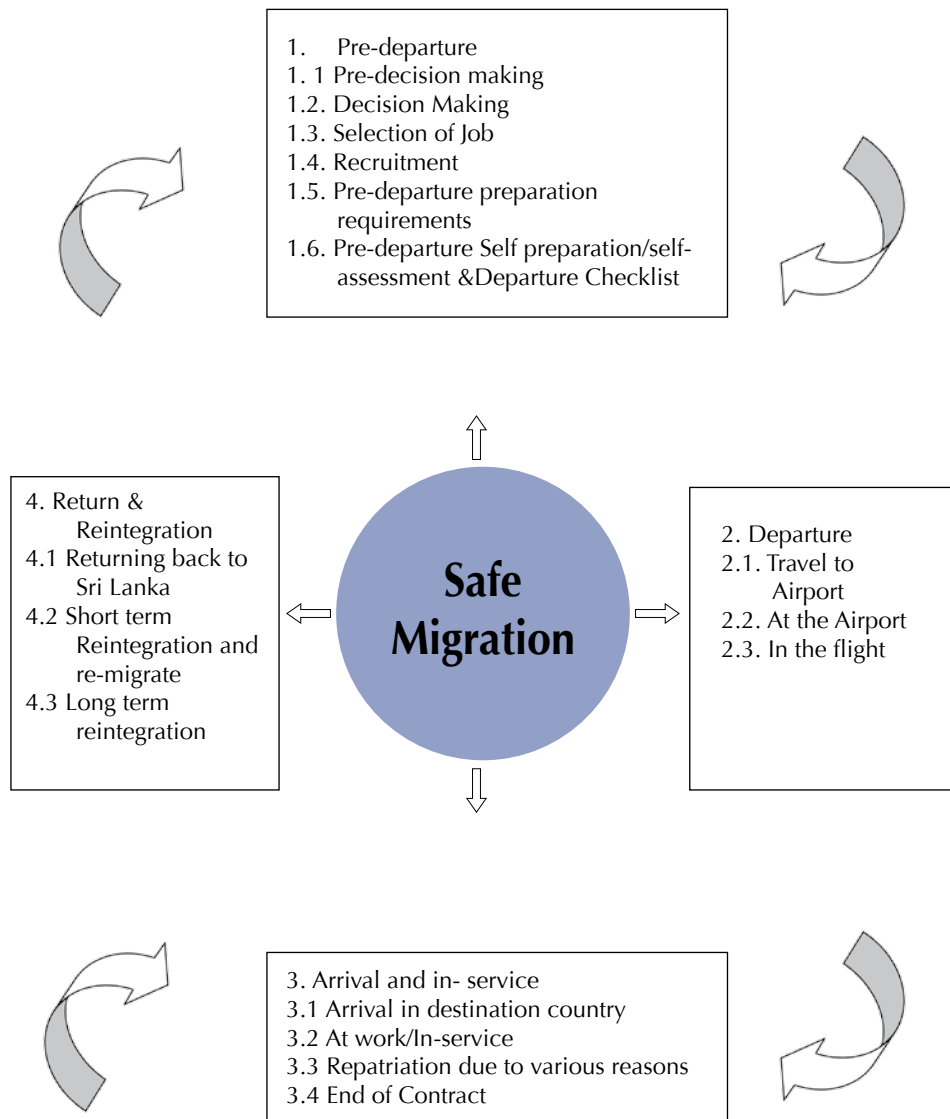
1. Pre-departure
2. Departure
3. In service
4. Return

Under each main component there are sub areas as follows:

1. Pre-departure
 - 1.1 Pre-decision making
 - 1.2. Decision Making
 - 1.3. Selection of Job
 - 1.4. Recruitment
 - 1.5. Pre-departure preparation requirements
 - 1.6. Pre-departure Self preparation/self-assessment and Departure Checklist

2. Departure
 - 2.1 Travel to Airport
 - 2.2 At the Airport
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3. Arrival and in- service
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 - 3.3 Repatriation due to various reasons
 - 3.4 End of Contract
4. Return and reintegration
 - 4.1 Returning back to Sri Lanka
 - 4.2 Short term reintegration and re-migrate
 - 4.3 Long term reintegration

Steps of Safe Labour Migration



Section 1 Pre-departure

1.1 Pre-decision Making Considerations

A. Key considerations before the decision making process:

- Do I clearly understand my reason for seeking overseas employment?
- Does my family understand the objectives of seeking overseas employment?
- Have I explored all options for employment within the country?
- Can I stay away from my family for a 2 year period?
- Do I have infants or children under 5 years old who need my care?
- Who will care for them in my absence?
- Can my family members manage to be away from me for 2 years?
- Can my family members manage day to day activities without my support?
- Can my family members manage the finances without my support?
- Can my children (over 5 years) continue their school work effectively without my support?
- Is the safety, nutrition and health of my children secure without my presence?
- Will I get the required support of my immediate and extended family members?
- Will the elderly family members be able to manage without me, if not what is the available alternative for their care?

B. Whom should I discuss with and consult before taking a decision to migrate for employment?

- Spouse – Husband or Wife, Children, Parents/elderly, Extended family members; sisters and brothers and neighboursetc. : to discuss their concerns and seek advice and support

- Service providers; Development Officer of the SLBFE, Grama Niladari, Midwife, Principle of Children's school, religious or spiritual leaders: to understand the various services provided by them and seek their support towards my family while I am out of the country.
 - Doctor; to assess physical and mental stability for employment
 - SLBFE - for guidance on types of jobs available, recruitment process, services provided in areas of training and pre-departure preparation, reintegration
 - Do I have the ability and required skills and competencies to work in the job I am seeking?
- C. **Am I eligible to seek foreign employment? (Age limit, children's age, medical requirements)**

Tools that may be used: *PipenaKekulu- (video on protecting children of labour migrants)*

1.2 Decision Making

- By taking a decision to go overseas on my own:
Positives: maybe getting away from a difficult/abusive home environment, increase my earning power and financial contribution towards the family
Negatives: will not receive the support of my husband and parents to look after the children, the household, manage finances etc
- It will be helpful to take a decision for overseas employment after discussing with immediate family members as their emotional and physical support will give you strength and courage
- Decisions should be taken after discussing with extended family members as their support is also required
- Discuss and decide with the family about who will handle the finances, how it will be managed and how much you will be saving monthly towards your goals.

- Purpose of migration to be clearly established (eg: to purchase assets, children's education, livelihood start-up capital)
- Have a clear reintegration plan after discussing with the family, the authorities and service providers
- Consulting returnees to gather information on their experiences and get their advise

1.3 Selection of Job

- Obtaining information from SLBFE about types of available jobs to respective countries
- Job to be selected based on skills, competencies and willingness to do a particular job type
- Job to be selected based on experience if available
- Medical fitness based on medical certification

See Handout 1 - Important information about the medical testing process

1.4 Recruitment

The process to follow, once you have decided to work overseas

A. How to find information on foreign job opportunities?

Through the SLBFE information desks by:

- Through a licensed foreign employment agency (or their promoters/representatives at the village level with confirmation from the licensed agents)
- Through the SLBFE via Government to Government job orders. Information can be obtained through SLBFE hotlines and District centres



- Direct information through a foreign employer or through a recommendation from family/friends
- SLBFE Provincial and District Centres
- SLBFE website (www.slbfe.lk)
- SLBFE information hotlines(24 Hour Service: +94 11 2879900 – 902)
- Government Information Hotlines(1919) or website (<http://www.gic.gov.lk>)

B. If it is through a foreign employment agency, how do you get information

- Local intermediaries- foreign employment promoters/representatives
- Newspaper/radio and television advertisements
- Ask for and keep receipts for any payments made in the recruitment and migration process

C. Verification of recruitment agent

- What is the license number of the agent?
- Validity of the licensed period?
- If the recruitment agency is offering you a loan before you start work, consider how you will make repayments. If you owe money to your employer or your recruitment agency, they may make you work until you pay it all back. You are vulnerable to this kind of debt bondage if you borrow a lot of money.

If your recruiter or employer is asking you to change your age, or work without a contract, it is a warning sign that your employer does not want to employ you in a legal way and may be planning to take advantage of you.

D. General Costs of recruitment for specific categories of employment

Cost of migration for domestic workers to GCC countries

Expense	Who bears it
Agency/broker service fee	No such cost
Passport preparation	Agency
Visa fee	Agency
Cost of medical examination	Agency
Air ticket	Agency
SLBFE pre-departure training	Agency
Uniform for pre-departure Training	Agency
Travel from village to town for medical and accommodation if necessary for overnight stay	Migrant worker
Travel to airport from Home	Migrant worker
From airport to place of employment	Migrant worker

- Domestic workers seeking employment in countries other than GCC countries need to bare these cost themselves.
- Other categories of workers who do not fall under domestic worker category such as gardeners, drivers, factory workers, laborers etc need to bare all the above costs on their own.

See Handout 2–How to get additional information about an employment agency

Tools that may be used: The sale- A docudrama on prevention of human trafficking & forced labour

1.5 Pre-departure Preparation

Requirements:

A. Obtaining Family Background Report

Family background report is issued by the Development Officer (DO) of the SLBFE. You should inform your decision to DO at the nearest Divisional Secretaries office.

B. Obtaining a Valid Passport

How to get a passport (See Annex 1)

Passport is issued by the Department of Immigration and Emigration Sri Lanka.

C. Obtaining Visa

An Employment visa is an immigration document that allows a foreign national to temporarily live and work in a country.



D. Required documents to obtain visa:

- I. Valid passport
- II. Medical report – Recognized and registered medical centres as per Handout 1
- III. Police report - Police report requirement for specific countries - Qatar, Kuwait (refer updated information from SLBFE for countries that require such clearances)

E. Obtaining a certificate of Pre departure training of SLBFE

Obtaining a certificate of pre-departure is mandatory to register with SLBFE prior to departure. There are several

training programmes and categories specifically designed for particular jobs and services.

A computer keeps a close track of the participants and their attendance. The biometric system has also been introduced by the SLBFE to ensure



Sample Visa



SLBFE registration stamp on passport

Pre-requisites for the Training

Required documents	Valid passport with two copies, National Identity Card with two copies,(If the Passport is retained at the sending agency, The trainee should submit copies of passport and NIC along with a passport size photo attested by the sending agency.)
Physical condition	The candidate must be physically and mentally fit and they should be free from any physical weaknesses such as poor eye sight and hearing. Some employers may reject certain physical attributions.
Age	<ul style="list-style-type: none"> • Actual age of the trainee should be between 23-50 years (for Domestic Housekeeping sector male and female workers for Middle Eastern countries). • Domestic Workers to Saudi Arabia (Female) – above 25 years • Domestic Workers to Singapore & Malaysia(Female)–23 years • Domestic Workers to all other countries (Female) – 21 years • Those who are above 45 years of age should undergo a physical fitness test and should produce a medical report certified by a MBBS doctor. • Both Male & Female workers over 18 can be enrolled for the training if they are going for employment categories other than domestic sector. • However if a male worker goes for a domestic work, he should complete 21 years of age.
Literacy level	Should have the ability to read and write in their mother tongue and must have knowledge of numbers and basic numeric knowledge.
Family Status	Based on the recommendation from the family background report for a prospective domestic sector female worker. This requirement is on a case by case basis

Other Conditions	<p>Should not be pregnant.</p> <p>Should not be a lactating mother.</p> <p>Should be physically and mentally fit for foreign employment</p>
Uniform for training	<p>Top – White t-shirt</p> <p>Bottom – Black Trouser(Provided by agent free of charge only for female domestic workers)</p>
Uniform for training	<p>Top – White t-shirt</p> <p>Bottom – Black Trouser(Provided by agent free of charge only for female domestic workers)</p>
Accommodation	<p>Most are given accommodation facilities by the SLBFE or through the agents. However in some cases the trainees must make their own accommodation arrangements.</p>

See Annex 2 for more information about the Pre-departure training such as country specific training, duration, and cost.

Training certificates



Level	Qualification	Description
Level 1	National Certificate	Level 1 recognizes the acquisition of entry level competencies.
Level 2	National Certificate	Levels 2,3 and 4 recognize increasing levels of competencies. Level 4 qualification provides for full craftsmanship / workmanship.
Level 3		
Level 4		
Level 5	National Diploma	Level 5 and 6 recognize the increasing levels of competencies of technicians including supervision and process management.
Level 6		
Level 7	Bachelor's Degree	Level 7 recognizes the vocational / technological competencies at Bachelors Degree level

Tertiary and Vocational Education Commission
(Accreditation body for the National Vocational Qualifications)
www.tvet.gov.lk



F. Obtaining Agreement / Contract –

i. What you need to know about the Job Agreement

- You must sign a Job Agreement or Contract with your Recruitment Agency before departure.
- The Sri Lanka Bureau of Foreign Employment (SLBFE) requests all those leaving for overseas jobs to sign a Job Agreement before they register with the SLBFE before departure. The signed Agreement together with the SLBFE registration will ensure your protection during employment.
- Make sure you understand all the terms detailed in the Agreement. Ask someone you trust to explain it clearly to you if needed. See Handout 3 on the information that should be in your Agreement.
- Signing of the Agreement is done at the SLBFE Head Office or SLBFE District resource centers after all 3 parties (The SLBFE, the agent and you the employee) agrees to all conditions mentioned on the agreement.
- This new arrangement has to be adhered to by the foreign employment agent as well as the prospective migrant worker to ensure the safety and welfare of the worker.
- All workers going with employment visa must sign agreements with SLBFE as witness. For self-departures for domestic sector workers, the agreement should be signed at the SL Embassy and registered there.

The following signatures and endorsements should be on the agreement.

ii. If recruitment is done by an agent:

1. Signature of employer
2. Signature of foreign agent
3. Signature of local agent
4. Signature of employee
5. Signature of the witnessing SLBFE officer

iii. If you are going abroad through a visa sent by a friend or a relative:

1. Signature of the employer
2. Authentication of Embassy / Consulate official for domestic categories (females)
3. Signature of employee
4. Authentication by SLBFE Officer

See Handout 3 – What is stated in my Job Agreement?

See Handout 4 - Minimum wages and conditions for specific countries

For Middle East countries there is a separate contract for domestic workers with different specifications for each country. For male low-skilled workers there is a standard contract which applies to Middle East countries and a different contracts for other countries.

Annex 4 – Sample Agreement

Tools that may be used: Awareness about service agreement – video by SLBFE

G. Registration at SLBFE

Key Information on Registration at SLBFE

I. Required documents for registration:

- Family background report
- Valid visa
- Pre departure training certificate of SLBFE
- Signed Agreement/ Contract

II. Why it is necessary to register with SLBFE?

- Under the Sri Lanka Bureau of Foreign Employment Act No. 21 of 1985, it is a legal requirement for all workers leaving Sri Lanka for overseas employment to be registered with the Sri Lanka Bureau of Foreign Employment (SLBFE) prior to departure

It will help protect you, your job as well as your family through welfare services provided by the SLBFE

- When you obtain the registration of the SLBFE, it provides you with many privileges. The most important is the assurance of the terms and conditions of employment contract and access to life insurance

It will ensure the safety and welfare of your family members. Some of the benefits/facilities include; Housing loans, Loans for self-employment, Scholarships and support for the education of your school-going children and overseas educational trips and many more benefits for your school-going children. (See Annex 4 –welfare and services of SLBFE)

III. Who should register with the SLBFE

All those leaving Sri Lanka for employment for the first time or those who have completed their initial contract overseas and want to go back again or those who are hoping to change jobs while they're overseas have to register themselves with the SLBFE or at the SL Embassy of the country you are in.

Important Note

- (a) The registration you obtain from the SLBFE prior to departure is valid only for 2 years.
- (b) If you want to extend your stay, continue your employment overseas or change the employer, you must re-register yourself and your employer at the Sri Lankan High Commission / Embassy in that particular country or by getting your relatives to re-register you with the SLBFE head office or the SLBFE district office.
- (c) Registering yourself or renewing your registration with the SLBFE is highly beneficial for you. Once you're registered, the SLBFE is committed to providing you with various services including the terms and conditions of the employment contract, safety and care for your family's welfare.

I. Registration type, Fee and visa type

An employment contract and valid visa is required for registration. SLBFE cannot take responsibility without a signed agreement, which clearly indicates the working conditions.

Payment category is based on the month salary -subject to changes

First time	(domestic housekeeping assistants -female)	Rs. 7,700/-approx. (VAT free Registration)
Repeat	housekeeping assistants female (same employer)	Rs. 3,200/-
All other work categories		Rs. 10,200/-

Frequently Asked Questions

Registration, pre-departure training and preparation

1. Can an employee working overseas seek the assistance of the SL Embassy for any disputes?

The Embassy through the labour division will assist the SLBFE for all workers. There are 15 Sri Lankan Missions that have a Labour Section to support Sri Lankan Migrant Workers. They are located at Abu Dhabi, Dubai, Riyadh, Jeddah, Kuwait, Lebanon, Jordan, Oman, Maldives, Qatar, South Korea, Singapore, Malaysia, Japan and Israel.

2. If you are changing the employer after the original contract period, (if allowed in that country) what is the procedure?

The Employer can make a payment of USD 400 (non-refundable) for female domestic workers in Middle Eastern countries and register with the SL Embassy.

3. Where can I go for my pre-departure training?

Apart from the 24 SLBFE training centres there are private

training centres where registrants can go to.

Private training centres are accredited centres with approval of SLBFE run by the licensed agent but reviewed by the SLBFE. Registration fee is the same.

See Annex 4 for list of SLBFE and Private training centres and contact details.

4. Are there any special requirements for Middle East countries?

All those going to Saudi Arabia must pass the NVQ3 level 21 day residential pre-departure training and obtain the certification before they leave.

5. What is the preparation for Korean employment?

Under the Korea Sri Lanka Government to Government Agreement, the Government of Korea allocates a fixed number of jobs for Sri Lankan nationals annually. Applicants for Korean jobs can undergo Korean language training at 33 SLBFE centres island-wide and undergo a 10 day pre-departure training course.

1.6. Pre-departure Self preparation/self-assessment & Departure Checklist

If you have followed all formalities / procedures and obtained the necessary approvals from the Sri Lanka Bureau of Foreign Employment (SLBFE) you could prepare yourself for the journey.

A. At this moment you must consider the following:

You should have made all arrangements and appointed necessary caretakers to look after all your chores and responsibilities which need to be done in your absence

- You should consult the following officials in your locality and inform them so that they can look into your family's welfare, support your family and assist upon your return
- Development Officer – MFEPW of your area
- Grama Sevaka
- Public Health Midwife and Public Health Inspector

- Principals & Teachers (If you have any children who are studying)
- The officer appointed at the AGA divisions (If you need any further advice)
- Officer of the National Child Protection Authority (you can register with them, they will monitor the safety of your child)
- Rataviruwo officer

B. Please also leave the following documents at your home or in the custody of the care taker

- Copy of your Passport
- Copy of your Job Agreement
- Contact details of the recruitment agency both local and abroad and the SLBFE
- Details of the employer if available
- Details of the SL Embassy in the country of your employment

See List of Sri Lankan Embassies with Labour Sections and contact details as Annex 5

See Handout 5 - Services provided by the Labour Sections of the Sri Lankan Embassies

Handout 6 - Pre-Departure Check list

C. Baggage, hand luggage and handbag

- Ensure weight of luggage does not exceed the amount specified in the travel ticket
- Hand luggage should not weigh more than 7KGs and ensure no restricted items (such as sharp objects, fire arms, materials that can catch fire easily, large amounts of liquid) are carried in the hand luggage.

- Ensure most essential items such as passport and copy, ticket, purse (min US\$100), information and telephone numbers of foreign agent, local agent, employer and hotlines of SLBFE and Embassy contact details (obtained through agent or SLBFE) pen are in it.
- Ensure personal items (powder, comb where appropriate), medication and clothes for a period of 3 months are packed in to the main luggage.
- Ensure clothes that are comfortable to travel in and which are culturally suitable are chosen for the journey. You may also take a jacket, scarfs etc as appropriate.
- Ensure your name and address at destination is clearly marked on a tag and fixed on to the main luggage
- Ensure your luggage is locked with a small padlock and keep the key safely in your hand bag
- Ensure you are not taking any un-allowed items (according to country of destination, i.e religious statues, pictures, animals, fire arms, explosives)

Be familiar of the services offered at Sahana Piyasa, the welfare centre of the SLBFE located at the Katunayake International Airport and Mattala International Airport. It assists migrant workers who are in difficulty and face hardships upon return to Sri Lanka. This centre offers a host of services to migrant workers prior to their departure as well.

Section 2 Departure

2.1 Travel to Airport

- Be familiar with the E-ticket system
- Ensure airport, airline names, flight times indicated in the ticket are well understood
- Ensure transport is arranged so that you reach the airport 3 hours before the time of the flight as indicated in the travel ticket.
- You can inform the airline about any meal preferences such as vegetarian and halal meals
- Remember to refresh yourself and wear clean clothes before departure
- Keep your ticket, passport, visa documents, flight details, the sponsor details or the details of the person who would be receiving you at the Airport and contact no. of Sri Lankan Embassy in destination country somewhere safe and secure in your handbag for easy access
- Ensure you don't give personal contact details to unknown persons as you may be at risk of human trafficking – being tricked, cheated and scammed.

2.2 At the Airport

- Those who travel after vacation on completion of first contract period or those who travel first time on a self-arranged source who could not register with the SLBFE due to unavoidable circumstances, they can register at the SLBFE counter located at the Airport departure walkway. However, those who travel through recruitment agencies are not accommodated with registration at the SLBFE Airport Counter.
- Ensure you go to the correct check-in counter after referring to the information board displayed at the airport or on the basis of airport announcement. Sometimes, Custom Officers will make a personal checkup to ensure that you do not carry any unauthorized property/articles.

- Your passport and ticket will be checked by a SLBFE officer just before you enter the check-in counters. Your baggage will also be security-checked for the second time
- Be sure not to carry any packages or bags for unknown persons along with your luggage as they may contain unknown or illegal items.
- Submit your passport, air ticket and baggage to the relevant Airline counter and obtain your boarding pass, baggage acknowledgement sticker (If you are going via a transit point, ensure you have your onward boarding pass)
- Please do not leave your hand luggage or handbag unattended while at the airport.
- Ensure you fill in the Embarkation card correctly.
- Proceed to immigration counter and submit your passport and boarding pass for verification and endorsement.
- Proceed to boarding gate through duty free areas and go to correct boarding gate as indicated in the boarding pass and listen to public announcements and enter and stay at the waiting area until boarding announcement is made by the airline staff.



Image of boarding pass

Image of embarkation card

2.3 In the flight

- Ensure you sit according to the seat number assigned in the boarding pass
- Ensure your hand luggage is placed in the overhead cabin
- Listen to the instructions of the flight attendants. They are there to help you. Ask them if you need any information/help.
- You are given refreshments and meals free of charge in-flight other than budget airlines.
- Ensure you use the toilet as instructed during pre-departure training.
- Behave in a manner that is calm and does not disturb other travelers.

Section 3 Arrival and In- Service

3.1 Arrival in destination country

- Ensure you correctly fill the disembarkation card if provided while in the aircraft or obtained at the emigration counter at disembarking airport .(most of the middle eastern destinations do not use a disembarkation card)
- Ensure the Immigration seal is placed on your passport as proof of arrival
- Collect correct luggage from allocated luggage belt. If your baggage is missing you can seek help from the lost baggage counter
- Ensure you follow the instructions to the exit gate through the customs
- Meet the foreign agent representative or employer as advised by the local agent.
- Verify their identification to ensure you meet the correct person
- Accompany them to reach your work place safely.
- Inform your family of your safe arrival
- If possible inform the SL Embassy in the country of your arrival

In the case of transit via another airport before destination:

- You must be aware if your flight is flying directly to your destination country or you will be in transit from another airport.
- You can contact the information desk if you need any help
- If you need to change your flight, find out from the air ticket the details of the next flight such as time of departure & flight time and terminal numbers
- Once you disembark from the first flight, find out the correct boarding gate No. of the transit airport and reach there without delay.
- Go to the indicated departure gate after following the necessary security procedures

3.2 At work/In-service

a. Duty related responsibilities

- Keep a copy of your passport with you at all times as your employer may keep your passport with them while you are employed. You can also save your passport number in your hand phone or somewhere safe.
- Ensure that your employer obtains your work permit or resident permit with the correct information. Keep the number safely written or saved in your hand phone. This document is important as you must have it with you when seeking other services in the country of employment such as hospitalization.
- Ensure you have a good understanding of the home set up and the employer and the exact work that you are expected to carry out
- Ensure the expected tasks are communicated to you and you have a good understanding of the employers expectation
- Build a healthy relationship and maintain a professional distance with the employer and family members and others in the work place
- Ensure the tasks are completed at the appropriate time allocated
- Ensure the tasks are completed to the full satisfaction of the employer and family members
- Ensure you respect the privacy of the employer and family members and do not disturb their routine while carrying out your own tasks
- Ensure that your place of employment, assets and family members of employer are free of any risks of accidents, fire etc.
- Ensure you follow safety rules and norms when working to ensure your own safety and security.

- If there is a problem, the employer should be informed and a suitable resolution should be reached
- Ensure your communication in the local language is enhanced during the time of your employment.
- To make learning of the local language easier and faster keep a book to write down the words and its corresponding meaning
- Ensure your employer sends your monthly salary to your Sri Lankan bank account. Give your account details to the employer and ask for some evidence of deposit if possible
- Ensure the use of the mobile phones etc is done at the appropriate and allocated time and not while performing your tasks.
- Do not run away prior to the 2 year period
- Ensure you keep your work permit with you when you go outside of your place of work
- Keep in mind the prohibitions in the country you are to be employed in

If you experience problems at work

If you are faced with a problem in the workplace:

Talk to your employer or supervisor or to the recruitment agency first. It is in everyone's interest to resolve disputes. Try to record the incidents or problems occurring, in case you need to file a formal complaint. If the problem is not resolved, you should contact an NGO, a trade union, your Embassy, or the SLBFE through a family member. Inform the SLBFE or Embassy if non-payment of salary or if your sponsor had violated your contract while you are working abroad. **You cannot collect non-payment of your wages after you come back to Sri Lanka. This must be done while you are in the country of employment**

b. Personal Responsibilities

- Establish a good working relationship with other workers in the work place or household
- Ensure regular communication with family members during the allocated time period for personal time
- Do not misuse the facilities provided to you such as telephones, water (as it is scarce in the middle east) ,household equipment etc
- Ensure safety and security of all important documentation such as passport, contract copy work permit or resident permit where appropriate and return ticket and medical reports if appropriate. Ensure appropriate and cultural sensitive clothes are worn while in the household or work place
- Take special care about your personal hygiene, health including sexual health (prevention from STD, HIV & AIDS), cleanliness and appearance
- During the contract period, try as much as possible not to return to Sri Lanka unless essential
- Do not steal any item from the household or outside as it is a punishable offense and you will be imprisoned
- Do not collect items discarded by the employer as these will pile up over the 2 year employment period and you will not be able to carry everything back to Sri Lanka, unless cargo charges can be borne.
- If you want to take items home you are advised to buy them duty free from the airport upon return, electrical goods will also have warranty and can be repaired within the country
- Make sure you are aware of the exchange rates when purchasing items
- Ensure your salary is being deposited to the bank account with proof given to you (deposit slips)

See Handout 7 – Managing your money

Tools that may be used: Apeksha (video on sexual health), Madara(video on sexual health of the family), Video on HIV& AIDS, Shakthi (video on HIV & AIDS), HarinKadathura (Video)

3.3 Repatriation due to various reasons

There are various reasons for repatriation or immediate facilitation of return to home country prior to the contract ending.

- Due to host country medical test result
- Due to chronic illness whilst in service
- Due to occupational injury
- Due to death of loved one at home
- Running away from employer due to numerous harassment's
- Completion or finalization of detention due to illegal/ undocumented status
- Completion or finalization of prison term

3.4 End of Contract

- Ensure all salary payments have been done by the employer, if paid to you in cash, the cash is secure.
- You must make sure that all your salary has been paid to you before the employer gets your exit permit. Once this seal is stamped you cannot claim your salary from your employer.
- Ensure the employer is informed of the contract end date and willingness to remain or return back to Sri Lanka
- Return ticket should be purchased by the employer which is a contractual requirement
- Ensure your Work Permit is in order. It should contain a photo ID with the Sponsor's name and identification, and the migrant workers names and passport number. Without the Work Permit, you will not be issued an exit permit to leave the country
- Not having a Work Permit, can put you at risk of a fine or a jail term

- Inform your family members in Sri Lanka if you will be returning and possible dates
- Hand over all items given by the employer for use within the employment period
- The domestic worker may suggest that she could train the next person if they are brought one month before she leaves

What not to do

- Do not promise to send someone as a replacement to your employer, you may be at risk and put others at risk
- Do not bring the discarded electrical items and other goods back to SL.
- Do not take items that do not belong to you
- Do not get tricked in to buying items for others in the plane or at duty free. You are at risk of being cheated and tricked
- You must maintain and protect the dignity of all Sri Lankans.

3.4.1 Extension of Stay

If you do not wish to return home at the completion of your contract and you are agreeable to your employers request to remain for a further time period, you must do the following:

- Ensure your Work Permit is adjusted accordingly or the sponsor is in the process of doing same
- Inform your family members of your plans
- Inform the foreign agent and local agent
- Inform the Sri Lankan Embassy and renew the contract for the additional period

Do not run away from your employers premises unless you have a serious and unavoidable problem. Contact the Embassy or the Police Station if you do so.

As soon as you do, you automatically become an illegal entity in that country. Running away from your employer's house is also grounds for the police to arrest you and imprison you indefinitely.

Do not get tricked by people who ask you to do so, you may be at risk of trafficking for sexual or labour exploitation.

Section 4 Return and Reintegration

4.1 Returning to Sri Lanka

(A) Arrival at the Sri Lankan Airport

- Ensure you correctly fill the disembarkation card if provided while in the aircraft or obtained at the emigration counter at disembarking airport .(most of the middle eastern destinations do not use a disembarkation card)
- Ensure the Immigration seal is placed on your passport as proof of arrival
- Collect correct luggage from allocated luggage belt. If your baggage is missing you can seek help from the lost baggage counter
- Ensure you follow the instructions to the exit gate through the customs. You can go through the Green Channel if you have nothing to declare. you can take Green channel without filling any documents if you do not have anything to claim , but still they will do a random check and ask questions, but if you have things to claim such as many electronics (new) items and alcohol or cigarette over the limit then do all the documentations and take the normal channel.
- Baggage should not contain goods for others, goods in commercial quantities and prohibited or restricted goods. Some of them are: Dangerous Drugs, Weapons & Explosive Devices, and Gold.
- You are entitled for Duty Free Allowance, on arrival according to the period of your stay abroad.
- Contact SLBFE Counter soon after Customs and fill in the application form for any medical claim insurance etc.
- If faced with a problem or feeling sick, seek assistance from the SLBFE counter at the Airport.

- If you happen to lose an item at the airport, you should firstly contact the relevant airline you are/ were travelling with. Please proceed to the nearest information counter and the personnel on duty will assist you further.
- Inform your family of your safe arrival. Telephone facilities are provided at the arrival and exit areas for incoming passengers.
- If you wish to change your clothes back in to how you dress in Sri Lanka, you may request to go to Sahana Piyasa, the welfare centre/ transit home of the SLBFE from the SLBFE counter at the airport
- Ensure you keep your passport, previous contract and other important documents safely.
- You can seek the assistance of the SLBFE officers at the airport, if you have returned to the country due to; illness, injury, harassment or abuse the SLBFE officials based at the airport could provide a variety of services based on your requirement. This includes expenditure to go home and services at the transit house (Sahana Piyasa)
- You can request for compensation at the Welfare Division of the SLBFE if you have returned prior to completing the contract due to; Illness, Accident, Any disability or Repatriation due to harassment or physical abuse
- Ensure you go home with taxis which are registered with the airport and not to get assistance from brokers / middle men to travel to your home, if you have not informed your family members to pick you from the Airport. Don't allow unknown people to get in to your hired vehicle as all your valuable things are there.
- Do not get tricked by unknown persons at the Airport or outside.

See Handout 8 - Services Provided By Sahana Piyasa at the 2 International Airports

4.2 Short term reintegration and re-migrate

- I. If you are returning for a short period, and have plans to go back for employment, you should register again at the SLBFE and obtain your visa facilitated by your employer/sponsor if there is such an arrangement. If not you may request information on jobs available in that country or others.
- II. You can get an assessment of your skills through the system of Record of Preliminary Learning of the NAITA. Seek further information through the SLBFE
- III. Look back at the achievements and progress you have made in the past 2 years and compare with your original goal. Have you met your goal? What more needs to be done to reach it?
- IV. Ensure that no false documentation is prepared and return is done legally through the correct channels
- V. Join the Ratawiruwo programme and obtain its benefits

Handout 9 - What is the Ratawiruwo Programme

4.3 Long Term Reintegration

- I. Record of Preliminary Learning (RPL) can be obtained upon your return to assess your skills through TVEC, NAITA and TVA
- II. If you wish to start a business venture of your own, you should contact the Welfare Division of the SLBFE regarding the special interest subsidized loans available through the Samurdhi Authority.
- III. Look back at the achievements and progress you have made in the past 2 years and compare with your original goal. Have you met your goal? What more needs to be done to reach it?
- IV. Seek information on reintegration support from your area's Ratawiruwo organization
- V. Seek the advice and guidance of the SLBFE and get to know all their reintegration related services such as livelihood loans, training.
- VI. Visit the District Secretariat and obtain information about small and medium enterprise loans through Samurdhi, Divi Neguma and other similar programmes, including those of NGOs.

VII. If you are taking long term medication, seek regular medical advice. Obtain a health check to ensure you are healthy and fit and are able to engage in a livelihood.

Frequently Asked Questions

SLBFE Welfare services for migrant workers, their families and returnees

You can obtain welfare services of the SLBFE before departure, while in service and upon return.

1. Who can access SLBFE welfare services?

SLBFE provides welfare services to those who are in need or have issues

- Welfare of those within SL – Family members of migrant workers
- Welfare of those outside of Sri Lanka – Migrant workers
- Welfare of returnees

2 What is an Insurance scheme?

A facility that provides monetary compensation in case of an injury, disability or death to family members or those appointed as beneficiaries.

The migrant worker is insured and not the family members. Compensation is paid based on death, injury, disability and illness/ hospitalization, repatriation.

3. How can I make a claim?

Death- Claims are accepted up to a max of 3 months after death. The legal family members can make the claim to the SLBFE by submitting a certified death report and death certificate and where appropriate marriage certificates and birth certificates of children. (Legal status of the migrant workers is also important when making claims.)

Injury Claims

When returning at airport you can report to the SLBFE desk just after customs and the SLBFE will take you to Sahana Piyasa. If you go home directly from the airport without reporting to SLBFE desk then you need to get admitted to a hospital and get a medical certificate as proof of injury or disability and submit to SLBFE with your claim request. (This should ideally be done within 3 months after arrival)

You have to be registered to qualify for SLBFE's welfare services, the registration covers a 2 year employment period. If the contract period is for 3 years, the registration and insurance must be renewed after the end of the 2nd year.

See Annex 6 for a full list of services provided by the SLBFE

1 How is the Workers Welfare Fund (WWF) set up?

By Act of Parliament.

2. What are the welfare services for family members of the Migrant worker and support for the development of the family?

Scholarship scheme for children – the migrant worker should be registered at the time of child passing the exam

- 50% of interest paid through State Mortgage bank up to 500,000/-
- Samurdhi Authority housing loan and livelihood loan : can be recovered through the local banking system up to 500,000/-
- Darudiriya Programme for encouraging migrant workers children's talents
- Sesatha- Pension scheme in collaboration with Social Services Department. SLBFE funds are not diverted towards this. Migrant workers can voluntarily join this scheme.
- Scholarship for school leavers and members of Rataviruwo organization.

3 What are the welfare services provided by SLBFE for in-service migrant workers?

Resolve the issue within the overseas country or repatriate them back to SL.

Safe houses and their services

Tickets to return

Foreign Employment Division/Labour Welfare Division handles all these issues

Conciliation services are also part of Welfare services

4 What are the available Welfare services for returnees?

This service commences from the SLBFE desk near the Green Channel at the airport.

- If a returnee is pregnant she may choose to seek assistance at the Sahana Piyasa and Salvation Army and take any further decisions or follow-up action
- For workers who return with babies, they can also seek assistance at the Sahana Piyasa
- For returnees with disabilities, there are facilities to obtain livelihood assistance of the SLBFE based on the assessed need. An officer will support them to develop a business plan.
- Reintegration assistance and self-employment loans
- Counseling

5 Can those who are not registered also seek welfare services?

Assistance can be obtained but not all welfare benefits. Based on case by case basis

6 During civil unrest in foreign countries what support does SLBFE provide?

SLBFE can support to evacuate you back home.

7 Is there a time limit to work in Cyprus?

Yes. In Cyprus one is able to work only for a maximum of 5 years.

Tools that may be used to advocate: Leaflet on safe migration, Subagaman-film

Annex 1 Obtaining a Passport

Ordinary Passports

Passport Valid for All Countries

What are the documents required to be submitted along with the completed application form?

1. Current passport (Please see below for details*)
2. Original Birth Certificate of the applicant.
3. Original National Identity Card of the applicant and a photocopy
4. Marriage certificate where necessary (To confirm the name after marriage)
5. A letter, professional certificate or license confirming your profession

****If you already have a valid passport which belongs to M or N series (if the passport number begins with letters M or N) it should be submitted along with the application.***

Where can I obtain an Application Form?

1. Head office of the Department of Immigration & Emigration, Colombo
2. Regional Offices at Kandy, Matara and Vavuniya
3. Divisional Secretariat of your area
4. Overseas Sri Lankan Missions
5. Download printable versions of the Application Forms from <http://www.immigration.gov.lk>

Where can I submit my application?

1. Head office of the Department of Immigration & Emigration, Colombo
2. Regional Offices at Kandy, Matara and Vavuniya
3. Overseas Sri Lankan Missions

What are the delivery times for All-Countries Passport?

Normal Basis – 10 working days

Urgent Basis – Same day-submission before 12.00 noon

What are the processing fees for All-Countries Passport?

Normal Basis - LKR. 2500.00

Urgent Basis - LKR.7500.00

When lost - LKR 10,000 and a fine

Sri Lankan Passport Valid for Specified Countries

Sri Lankans who wish to travel to Middle East and some South Asian countries may apply for this passport. This has lesser number of visa pages and the processing fee is lower than that of the All-countries passport.

List of Specified Countries

India, Nepal, Bangladesh, Pakistan, Republic of Maldives, Iran, Iraq, Lebanon, Syria, Jordan, Saudi Arabia, United Arab Emirates, Sultanate of Oman, Kuwait, Qatar, Bahrain, Yemen

What are the documents required to be submitted along with the completed application?

- Most recent passport of the applicant (Please see below for details*)
- Original Birth Certificate of the applicant.
- Original National Identity Card of the applicant and a photocopy
- Marriage certificate where necessary (To confirm the name after marriage)
- A letter, professional certificate or license confirming your profession

What are the processing fees for Specified-Countries Passports?

Normal Basis - LKR. 1000.00

Urgent Basis - LKR.2500.00

If you already have a valid passport which belongs to M or N (if the passport number begins with letters M or N) it should be submitted along with the application.

Annex 2 Pre departure training details

Training Course	Target Group	Age Limit	Duration (Days)	SLBFE Training Fee (Rs.)	NVQ Fee (Rs.)	Total fee to be payable
Domestic Housekeeping Training for Middle East Bound Female Workers (Sinhala & Tamil medium)	Domestic sector female workers	21-45	21	5,000.00	2,500.00	7,500.00
Domestic Housekeeping & Care giving Training for Cyprus Bound Female Workers (Both Male & Female)	Domestic sector female workers those who can speak in English	21-45	30	6,500.00	2,500.00	9,000.00
Domestic Housekeeping & Care giving Training for Singapore / Hong Kong Bound Female Workers	Domestic sector female workers those who can speak in English	21-45	30	6,500.00	2,500.00	9,000.00
Care giving Training for Israel Bound Health Care Workers	Care giving sector male & female workers	21-45	25/28			3,500.00
Care giving Training for Israel Bound Experienced Health Care Workers	Experienced workers who leave for Care giving sector works.	21-45	15			6,000.00

Literacy Training for prospective migrant workers(Sinhala & Tamil Medium)	Prospective migrant workers who can not read & write their mother tongue	21-45	18			2,500.00
Special English Literacy Training for Cyprus Bound Workers	Prospective migrant workers who can not read, write & speak in English. Note:- Anybody who wish to leave for Singapore/Israel also can follow this course.	21-45	18/180			3,000.00
Special Training program for overseas job seekers other than domestic housekeeping	First time leaving non overseas workers (male/female) to the Middle East, Maldives & Malaysia.	18-45	21	5,000.00	2,500.00	7,500.00
Training program for Experienced Domestic Sector Female Workers (Middle East & Cyprus)	Experienced female workers who can speak Arabic (for the middle east) and Greek (for Cyprus)	21-45	07/63			6000/=

Annex 3 Address & Contact Details of Training Centres

Ampara
23/58 A, Gamunupura, Ampara
Tel : +94 63 2222188
Fax : +94 63 2222188
Email : dct_ampara@slbfe.lk

Anuradhapura
29, Wan ElaNiwasa, Abaya Place,
Anuradhapura.
Tel : +94 25 4581019
Fax : +94 25 2223499
Email : provi_apura@slbfe.lk

Badulla
161, Kappitipola Road, Badulla.
Tel : +94 55 2222095
Fax : +94 55 2222095
Email : provi_badulla@slbfe.lk

Batticaloa
344/5, Chandra Mawatha, Trincomalee Rd.,
Batticaloa.
Tel : +94 65 2227547
Fax : +94 65 2227547
Email : dct_batic@slbfe.lk

Kadawatha
62/2/A, Eligahawatha, Kandy Road,
Kadawatha.
Tel : +94 11 2922284
Fax : +94 11 2922284
Email : dct_kadawatha@slbfe.lk

Kandy
No. 123, AnagarikaDharmapalaMawatha,
Buwelikada, Kandy.
Tel : +94 81 2202590
Fax : +94 81 2202590
Email : dct_kandy@slbfe.lk

Kurunegala
208 A, Colombo Road, Wehera, Kurune-
gala.
Tel : +94 37 2232640
Fax : +94 37 4692204
Email : dct_kgala@slbfe.lk

Chilaw
Maikkulama, Colombo Road, Chilaw.
Tel : +94 32 2221202
Fax : +94 32 2221202
Email : dct_chilaw@slbfe.lk

Dambulla
No. 03, NissankaMawatha, Dambulla.
Tel : +94 66 2284074
Fax : +94 66 2284074
Email : dct_damb@slbfe.lk

Galle
No. 16, Lower Dickson Road, Galle.
Tel : +94 91 2227058/+94 91 4380482
Fax : +94 91 2227058
Email : dct_galle@slbfe.lk

Jaffna
No. 56, Chappal Street, Jaffna.
Tel : +94 21 2220682
Fax : +94 21 2220682
Email : dct_jaffna@slbfe.lk

Kalmunai
203, Main Street, Kalmunai.
Tel : +94 67 2229369
Fax : +94 67 2229369
Email : dct_kalm@slbfe.lk

Kegalle
No. 436, Ranwala, Kegalle.
Tel : +94 35 2229851
Fax : +94 35 2229851
Email : dct_kegalle@slbfe.lk

Matara
390 B, Kumaratunga Mawatha,
Pamburana, Matara
Tel : +94 41 2221969 /
+94 41 2231530 /
Fax : +94 41 2231529
Email : provi_matara@slbfe.lk

Mathugama
MatugamaWatta, BandaranayakaMawatha,
Mathugama.
Tel : +94 34 2247188
Fax : +94 34 2247188
Email : mrc_mathugama@slbfe.lk

Meegoda
23/2, SamanalaUyana, Padukka
Rd.,Meegoda.
Tel : +94 11 2751468
Fax : +94 11 2751468
Email : dct_meegoda@slbfe.lk

Pasyala
No.175/1/1/A, Nuwara Rd.,Pasyala.
Tel : +94 33 2284421
Fax : +94 33 2284421
Email : dct_pasyala@slbfe.lk

Pannipitiya
No.18, Old Road, Pannipitiya.
Tel : +94 11 2846904
Fax : +94 11 2846904
Email : dct_pannipitiya@slbfe.lk

Rathmalana
21/C, 1st Lane, PiriwenaRoad,Rathmalana.
Tel : +94 11 2721590
Fax : +94 11 2721590
Email : dct_ratmalana@slbfe.lk

Ratnapura
211/A, PothgulViharaMawatha, Gatan-
gama, Ratnapura.
Tel : +94 45 2222569
Fax : +94 45 2224062
Email : dct_rpura@slbfe.lk

SahanaPiyasa
101 5/3, Negombo Road, Katunayake.
Tel : +94 11 2259341
Fax : +94 11 2259953
Email : sahanapiyasa@slbfe.lk

Tangalle
7/150, Jalasha Road, Tangalle.
Tel : +94 47 2240647
Fax : +94 47 2240647
Email : dct_tgala@slbfe.lk

Trincomalee
344, Near the Timber Corporation, Kandy
Road, 4th Mile Post, Trincomalee.
Tel : +94 26 2242107
Fax : +94 26 2242107
Email : dct_trinco@slbfe.lk

Vavuniya
No.05,10th lane, VairavarKovil Road,
Vavuniya.
Tel : +94 24 2225909
Fax : +94 24 2225909
Email : dct_vavunia@slbfe.lk

Address & contact details of private Pre-departure training centers

No	NAME OF THE AGENCY / TRAINING CENTER	NAME OF THE TRAINING PROGRAMME	ADDRESS OF THE TRAINING CENTERS	TELEPHONE NO:
01	Greenway Agencies (Pvt) Ltd	Middle East "Domestic Housekeeping Assistant " (Sinhala)	No.54,Colombo Rd,Kurunegala	037-5643077 Fax- 037-2229599
02	LalaniSachitra	Middle East "Domestic Housekeeping Assistant " (Sinhala)	No.318,Negambo Road, Nagoda, Kandana	011-4812923 071-0604040 Fax-011-2244261
03	MunaRecruting	Middle East "Domestic Housekeeping Assistant " (Tamil) Literacy - Tamil	N22,I.D.H Rd,Kolonnwa, Welllampitiya	011-2533741 Fax-2533741
04	IBN Babuta Services (Pvt)Ltd	Middle East "Domestic Housekeeping Assistant " (Tamil)	No.111 ,Nagahamulla Rd, Kolonnwa, Wellampitiya	077-7674682 077-7348771 011-2672057
05	New Vision International (Pvt) Ltd	Middle East "Domestic Housekeeping Assistant " (Tamil)	AhlanTraval& Tours No. 364/1,Rajasinghe Mw, Hewagama, Kaduwela	011-2538898 Fax – 011-4345233
06	FaizTraval Agency	Middle East "Domestic Housekeeping Assistant " (Sinhala)	No. 22/6,Mattawa Rd,Warakamura , Mathale	0777-396771 077-6673213 Fax- 066-2622163
07	ZaharanEnaterprises	Middle East "Domestic House-keeping Assistant " (Tamil) & (Sinhala)	No.66/22, Rupasinghe Garden, Thihariya, Kalgedihena	033-2295900 072-7200639
08	Hope Tours &Travals	Middle East "Domestic House-keeping Assistant " (Tamil)	No.4/17/A, Malwatta Gar-den, Kittampahuwa, Wellampitiya	011-2331233 011-2531771 Fax-011-2531688
09	Nilwala Foreign Employ-ment Agency	Middle East "Domestic House-keeping Assistant " (Sinhala)	Gopallwa Rd, Gokarella	037-2057211 Fax-037-2057211
10	QP Employment & (Pvt) Ltd	Middle East "Domestic House-keeping Assistant " (Tamil)	No.338/33,Sri Jayanthi Rd, Akbar Town , Wattala	011-2684433 011-2881212 Fax- 011-4516440
11	StyloTravals (Pvt) Ltd	Middle East "Domestic House-keeping Assistant " (Tamil)	No.347, Gamamedia Rd, Thudella, Ja- ela	011-2231437 0777-533411 077-0488676 Fax- 2231437
12	Al-Basid Travels & Man-power Recrutment Agency		12 B, 3 rd Floor, Dambulla Rd, Kurunegala.	Mobile :0777791500, 0773987556 Tel :0094372232551 , 0094375615102
13	Aruna Travels (pvt)Ltd		No:187, Negombo Rd, Kurunegala.	Mobile : 0724401540 Tel : 0372223457
14	Muzadiq Travels		No:236, Sadam Street, Addalachchenai – 04	Mobile :0727706666, 0722766666 Tel :0114340413 0114360113

Annex 4 Sample Agreement

Employment Contract for Domestic Workers and Similar Jobs

Contract No.....

This agreement is made on

Between

First Party (Employer):

Name:

ID No: Date of birth:

Phone No: Office

Fax no :

Address:

Governorate/Region Wilayat

Building No: Way no

P.O.Box P.C

Email address

Second party (Employee)

Name

Nationality

Date of birth

Place of

Academic

Passport No Date of

Issued in ID No

Address:

Governorate/Region

Wilayat

Building No

P.O.Box

E-mail address

The above mentioned parties have agreed to the:

1. The second party commits to work for the first party under the latter's administration and supervision or whomever should represents them as afor a monthly salary.....Oman Riyal.

2. The period of the contract is for two years, starting from the date the second party commences work for the first party. The second party shall be subjected to a probation period that shall not exceed 90 days.
3. The contract shall be renewed automatically for another similar period or periods. Should either party wish to terminate the contract, it shall notify the other party in writing at least 30 days before the date of expiration of the contract.
4. The Second party will be returned to his/her country of origin at the full expense of the licensed expatriate employment agency through which the second party has been brought provided that within (180) days from the second party's date of arrival, one of the following can be proved.
 - The occupation is different from what is stated in the labour clearance
 - The second party refuses to work for the first party without a legally justifiable reason.
 - The second party has a disability of a type that will render him/her unable to commence the assigned work.
 - The second party has a infectious or chronic disease or a mental disorder.
5. The first party undertakes and agrees to
 - a. Pay the agreed salary to the second party within seven days from the end of every month or from the period his/her salary becomes due, the first party should be able to produce when required, proof that the salary has been paid either by a salary slip signed by the second party or a bank statement.
 - b. Provide decent food and accommodation if the nature of work requires and bear the medical care expenses for the second party throughout the period of the contract unless the second party violates the contract.
 - c. The second party is entitled to paid leave of one day per week or compensation in lieu of it.
 - d. The second party is entitled to a fully paid leave of 30 days for each two years of continued service and shall be compensated for the leave periods he/she does not take. Such compensation, if any shall be paid at the end of the service.
 - e. To issue an air travel ticket at their expense for the second party to his/her country of origin in the following cases:
 - When the first party decides to terminate the contract prematurely or when the contract expires.

Where the second party travels to his/her country of origin during his/her leave period.
6. The second party undertakes to carry out the obligations required by his/her job, particularly the following:
 - a. Exerting reasonable efforts to carry out the work and to follow the instructions of the first party as it relates to the assigned work, unless such instructions contravene laws, regulations, public behaviors on the conditions provided in this contract.
 - b. Keeping any information relating to the first party that maybe regarded as professional and/or family secrets confidential.
 - c. Holding safely the things in his/her custody that have been provided to him/her to enable the execution of the assigned work and returning them at the end of the service.
 - d. Respecting the Islamic religion and abiding by the rules and regulations effective in the Sultanate and the country's social traditions, customs and moral values and partaking in any activity that may harm the country's security.
 - e. Not working for any other person before completing the procedures of changing to another employer according to regulations in place from time to time with concerned authorities.

7. The first party may terminate the contract after notifying the second party in writing 30 days before the date fixed for the termination of the contract or after paying the second party for the period of notification. Where the second party violates any of the basic legally acknowledged obligations or the provisions of this contract the first party may terminate without observing the period of notification or payment in lieu of it.
8. The second party may terminate this contract if it can prove any abuse by the first party or if the latter violates any of the basic legally acknowledged obligations or the provisions of this contract.
9. This contract shall end upon the death of the second party or if the second party becomes medically unfit to perform its contractual obligations. Such disability shall be proved by a medical certificate issued by an authorized physician in a government-run hospital. The contract shall also end upon the death of the first party unless his/her family decides for his/her continuation until the end of the agreed period under a new employer, provided the new employer is one of the inheritors of the decedent's estate. The procedures of such an agreement must be completed within one month from the death of the first party.
10. This contract shall end if the second party is convicted of any type of criminal offence.
11. The second party's right to claim any rights arising out of this contract shall lapse after one year from the date a contractual right falls due.
12. The parties involved in this contract have the right to request for an amiable settlement of disputes, should any arise from the Ministry of Manpower (Dispute settlement Department) which is obliged to take the necessary steps to reach a settlement. If a settlement is reached, the department has to issue a certificate to that effect and it shall be binding on both parties.
13. The contract shall be drafted in two copies in both the Arabic and English languages, one copy for each party, both texts being equally authentic. If it is drafted in languages other than Arabic , an Arabic copy signed by both parties shall be attached, and where there is a divergence in interpretation the Arabic text shall prevail.
14. Where no specific text is provided, the provisions of the ministerial decision No(169/2004) shall prevail.

First Party:

Name

Signature

Second party

Name

Signature

Annex 5 Contact details of labor sections in Sri Lanka Missions of labor receiving countries

Abu Dhabi, U.A.E Sri Lanka Embassy, Villa No 03, Sector E4, Madinat Zayed, Abu Dhabi, U.A.E Postal address: P.O Box 46534 Abu Dhabi, U.A.E. Tele : 0097-126325335 : 00971-26332271 E-Mail: lankemb@emirates.net.ae	Dubai, U.A.E. Sri Lanka Consulate General, Villa No.02, Plot B-44, Street 322-B, Al Hudhaiba, Dubai, U.A.E. Tele: 0097-43986991 E-Mail: condubai@slcgdx.bae
Cyprus Sri Lanka Hony Consulate General, 149, Larnakos Ave, 2103, Aglantziva, Cyprus. Tele: 00357-22331299 E-Mail: srilanka.consul@cytanet.com.cy	Bahrain Sri Lanka Hony Consulate General, P.O.Box.21486, Flat 61, Bld 409, road 1705, Block 317, Diplomatic area Kingdom of Bahrain Tele: 0097-339460644 E-Mail: higgodat@gmail.com
Israel Tele: 00972-35447356 E-Mail: srilanka@013.net	Japan Sri Lanka Embassy, 2-1-54, Takanawa, Minato-ku, Tokyo 108-0074, Japan Tele: 00813-34401648 E-Mail: tokyojp@lankaembassy.jp
Jordan Sri Lanka Embassy, Al Madina Al Munawara Street, P.O.Box 830731, Amman, 11183, Jordan Tele: 00962-65820858 : 00962-65820858 E-Mail : lankaembjo@orange.jo	Jeddah, K.S.A. Sri Lanka Consulate General, P.O.Box 23561, Jeddah 21436, Kingdom of Saudi Arabia. Tele: 00966-26064012 : 00966-26065305 E-Mail: slconsulate@orbitsatnet.com
Kuwait Sri Lanka Embassy, Building No.01, Block No:10, Street No.107, Jabriya, State of Kuwait Postal address: P.O.Box 44650 Hawally-Code 32061, State of Kuwait. Tele : 00965-25312428 : 00965-25339178 E-Mail: lankemb@qualitynet.net	Lebanon Sri Lanka Embassy, No. 549, Mohamed K. Awad Building, P.O Box 175, Hazmieh Beirut, Lebanon. Tele: 00961-5956041 : 00961-5924602 E-Mail: slemb1bn@cyberia.net.lb

<p>Malaysia Sri Lanka High Commission, 12, Jalan Keranji Dua, Off Jalan Kedondong, Jalan Ampang Hilir, 55 000, Kuala Lumpur, Malaysia. Tele: 00603-42574194 E-Mail: yapa@slhc.com.my</p>	<p>Maldives Sri Lanka High Commission, 01st Floor, H. Haifa, Bodufungadu Magu, Male 20-05, Republic of Maldives Tele: 00960-3322845 E-Mail: highcom@dhivehinet.net.mv</p>
<p>Oman Sri Lanka Embassy, Villa No. 701, Way No. 2114, Al Bashair Street, Madinat Al Sultan Qaboos, Postal Address: P.O. Box 95, P.C.115, Madinat Al Sultan Qaboos, Sultanate of Oman. Tele: 0096824691011 : 00968-24600231 E-Mail: lankaemb@omantel.net.om</p>	<p>Qatar Sri Lanka Embassy, No. 04, Shara Kharja, P.O. Box 19075, Al Hilal, Doha, State of Qatar. Tele: 00974-44674847 : 00974-44567415 E-Mail: lankaemb@qatar.net.qa</p>
<p>Riyadh, K.S.A. Sri Lanka Embassy, P.O. Box 94360, Riyadh 11693, K.S.A. Tele: 00966-14195267 : 00966-14605731 E-Mail: mail@srilankaembassyriyadh.com</p>	<p>Korea Sri Lanka Embassy, No.347-359, Shindang-Dong, Jung-Gu, Seoul (100-450), South Korea. Tele: 00822-7228562 : 00822-7352966-67 E-Mail : lankaemb@kornet.net</p>
<p>Singapore Sri Lanka High Commission, 51, Newton Road, 13-07/12, Goldhill Plaza, Singapore 308900 Tele: 0065-62546773 E-Mail: slhcs@lanka.com.sg</p>	

Annex 6 Services (including Welfare) Provided by the SLBFE to Migrant Workers

The Sri Lanka Bureau of Foreign Employment (SLBFE) is committed to providing the necessary job security as well as taking care of your family's welfare through a variety of ways.

The services provided by the SLBFE are:

- **Registration Services**

Quite a few divisions and units have been set up to register migrant workers leaving Sri Lanka for overseas employment. Individuals leaving on their own or through an agency can obtain these services at the SLBFE offices throughout the country or at the airport upon departure.

- **Granting of Recruitment Licenses**

The SLBFE carefully investigates and follows strict guidelines in issuing licenses to foreign employment agents and agencies.

- **Dispute Settlement Services**

If a migrant worker faces any problem / hardships while they are in employment overseas, the SLBFE will take instant steps to adequately settle the issue. If a complaint is received about a particular employer, the SLBFE will liaise with the Embassy / High Commission of that particular country in an efficient manner to sort out the issue. The SLBFE also provides conciliation services between the recruitment agent, employer and migrant worker.

- **International Relation Services**

The SLBFE has excellent relationships with the comprehensive network of Embassies / High Commissions in countries where foreign employment is offered to Sri Lankans. This enables the SLBFE to take instant steps to settle any issue that may arise.

- **Social, Insurance Service Facilities**

This scheme provides a variety of social and insurance services to the family members of migrant workers. To help the families of these migrant workers, the SLBFE conducts medical clinics, advisory service conferences and discussions throughout the island. (More details on benefits are listed below)

Decentralisation of SLBFE tasks

The services provided by the SLBFE are now decentralized to the District level throughout the island. This ensures that migrant workers or their family members do not have to come to Colombo to obtain services but could get them attended to at the district sub-offices of the SLBFE.

Special Informative Programmes

The SLBFE, through the divisional secretariats conducts a variety of informative and educational programmes for migrant workers, their family members and the general public on the importance of foreign employment and its related topics.

Foreign Employment Approval Services

Sending workers overseas cannot be done in an ad-hoc manner; it has to be done through the proper channels after receiving the proper approvals. The SLBFE has taken steps to provide these approval services in a highly efficient manner. The job vacancies offered by the foreign employment agencies are carefully scrutinised and checked through the Embassies / High Commissions in those respective countries before being given the final approval. The foreign employment agency should not break any clauses, pertaining to employees, mentioned on the agreement. The SLBFE is strictly committed to upholding the rights of migrant workers and seeking justice on their behalf.

Grooming of Skilled Workers

In order to meet the ever-increasing demand for skilled migrant workers, the SLBFE conducts pre-departure training programmes to develop the skills of prospective migrant workers in the industries they have chosen as well as the languages in the countries of prospective employment. These pre-departure training programmes are conducted through the SLBFE's island wide network of training centres and affiliated private training centres.

Signing of Service Agreements

The SLBFE insists that all prospective migrant workers have a signed job agreement. They will help you to read (or translate) and ensure you understand all the details and conditions contained in it. The job agreements must be signed in the presence of a SLBFE officer.

Opening of Savings Accounts

It is very important that the hard-earned monies of the migrant workers are directed back to the country through legal and safe channels. The SLBFE has made it compulsory for all workers to open up savings accounts and have made a variety of bank booths (of all the main state banks in Sri Lanka) available at the head office to facilitate this. Some banks have set up booths at the SLBFE District officers for the ease of migrant workers.

Special Investigative Services

A special police unit is housed within the SLBFE to investigate and file action against complaints of errant recruitment agents, agencies or migrant workers.

Information Technology Services

All services provided at the SLBFE have been computerised on a central network to ensure its efficient functioning. The grievance handling process is now computerised with access made available to SL Embassies and High Commissions to facilitate quick follow-up.

Research and Library Services

Latest trends and developments in the foreign employment industry are being closely monitored and reported on by this unit of the SLBFE. For those who wish to gain more knowledge on the industry the SLBFE also has a library provided for them.

The Official Website of the Sri Lanka Bureau of Foreign Employment

Accessible online on www.slbfe.lk, this website offers a plethora of services that include obtaining information on job opportunities, accurate information on foreign employment agencies and the necessary procedures to be followed at the SLBFE and contact details of key officials.

Special scholarships are awarded to children of migrant workers annually

Description	Amount Rs.
Those who qualify for the year 5 scholarship	15,000.00
Those who qualify for the G.C.E. Advanced Level Examination	20,000.00
Those who qualify for higher studies in Universities and the State Technical College	30,000.00

School equipment is distributed among the children of migrant workers in three selected districts annually.

Scholarships to children of Migrant Workers

This is a significant project conducted on behalf of the children of migrant workers and is also one of the nation's premier scholarship awarding campaigns which has seen many students being granted scholarships so far.

These scholarships are provided to those who have passed the Grade 5 Scholarship Examination, the GCE Ordinary Level Examination and those who have passed the GCE Advanced Level Examination and are currently following higher studies. For their children to be eligible for these scholarships, it is a must for the parents to be registered with the SLBFE prior to their departure overseas.

Providing of stationery and other important educational items

The children of migrant workers will stand to receive important educational items vital for their studies as well as English - Sinhala Dictionaries.

Providing Housing loans and loans for self-employment

Through an MoU with the Samurdhi Authority, housing loans and loans for self-employment are granted at very low interest. A housing loan of Rs. 300,000/- and a self-employment loan of Rs. 50,000 can be obtained if within the required criteria.

Repatriation of Migrant Workers

This scheme is intended for migrant workers returning back to Sri Lanka and looks after their social welfare and development. Returning Migrant workers are given the proper guidance and advice on how to spend, save and invest the money that they have earned through their hard work overseas in a manner which is beneficial to themselves as well as the country.

A special unit to provide for the needs of the children of migrant worker parents

This 24-hour service coordinates and provides for the protection and welfare of the children of migrant worker parents and also handles a variety of issues related to them.

Providing housing loans for those who fall in to permanent disability during their overseas employment

For Sri Lankan migrant workers who fall in to permanent disability during their registered period of employment overseas a housing loan of around Rs. 400,000 will be provided (for those without a house for themselves)

Sesatha Voluntary Retirement Scheme

For migrant workers who return back, this scheme provides an opportunity to relax and enjoy their twilight years in retirement. This scheme which helps them to live in retirement without being a burden to anyone is coordinated by the Welfare Division of the SLBFE.

Medical treatments for migrant workers returning to Sri Lanka due to illness

Under this scheme, the migrant workers who have fallen sick can obtain free medical treatments at the Sri Jayawardenapura General Hospital while an ambulance is also offered free of charge.

Sahana Piyasa Welfare Service Centre

The SLBFE provides immediate support through a welfare centre located near the Bandaranaike International Airport, Katunayake to assist migrant workers who fall in to trouble due to various issues and hardships and return back to Sri Lanka. This centre offers a host of services to migrant workers prior to their departure as well. There is a Sahana Piyasa at the Mahinda Rajapakse International Airport at Mattala as well.

Annex 7 Schedule of Benefits of the insurance coverage to migrant workers

The “Videsha Rakiya Insurance Scheme”

Every Sri Lankan employee those who get registered with the Sri Lanka Bureau of Foreign Employment is covered in this scheme. In a situation where it is subject to claim under this insurance policy the beneficiary should submit a duly filled application before 6 month at time of the event occurrence.

EVENT	BENEFITS OF THE INSURANCE COVERAGE
<p>1.Repatriation</p> <p>1.1 Repatriation due to harassment, illness ,accident or injury after leaving employment abroad</p> <p>1.2Repatriation due to pregnancy as a result of sexual harassment by a sponsor or his family members whilst working abroad during the contract period</p> <p>(runaways from sponsor not entitled)</p>	<p>Medical expenses incurred after returning to Sri Lanka- Rs.25000.00 (Medical expenses incurred abroad are not entitled)</p> <p>Cost incurred in respect of return ticket of the migrant worker.</p> <p>(Receipt or the original return ticket should be furnished)</p> <p>All certificates, information and evidence required(relevant to the occurrence) should be furnished by the beneficiary along with the application which is available in Bureau.</p> <p>(Documents needed – Medical report from overseas, local medical report, medical bills, Letter of request, copy of Bio page of passport with the pages of immigration and emigration notes (seal of immigration officers of Sri Lanka) copy of bank book (bio page),Embassy report and other reports</p>
<p>2.Death due to any cause whilst working abroad.</p> <p>In an occasion where the death/ medical report indicated the cause of death as “suicide” the legal heirs of the migrant worker will not be entitled to this benefit.</p>	<p>Compensation to legal heirs- Rs. 400,000</p> <p>All certificates, information and evidence required (relevant to the occurrence) should be submitted by the beneficiary along with the application which is available in Bureau.-</p> <p><i>(Documents needed – Medical report from overseas, Letter of request, affidavit, Death certificate and/or judiciary medical report, copy of Bio page of passport with the pages and immigration emigration notes (seal of immigration officers of Sri Lanka) , copy of bank book (bio page) of each dependent, Embassy reports and other required reports</i></p>

<p>3. Death in Sri Lanka within 3 months of arriving due to a critical illness or accident occurred whilst working abroad during the contract period</p>	<p>Compensation to legal heirs including medical expenses incurred after returning to Sri Lanka –RS.200000.00</p> <ul style="list-style-type: none"> • Cost incurred in respect of return ticket of the migrant worker <p>All certificates, information and evidence required (relevant to the occurrence) should be furnished by the beneficiary along with the application which is available in Bureau.</p> <p><i>(Documents needed - Medical report from overseas, Local medical report, medical bills, Letter of request, affidavit, Death certificate and/or judiciary medical report, copy of Bio page of passport with the pages and emigration notes (seal of immigration officers of Sri Lanka) , copy of bank book (bio page) of each dependent and other required reports</i></p>
<p>4) Permanent disability occurred while working abroad during the contract period.</p>	<p>Compensation depending on the extent of disability- Rs.200,000.00 (maximum)</p> <p>Cost incurred in respect of return ticket of the migrant worker</p> <p>Medical expenses incurred after returning to Sri Lanka- Maximum 50,000/-)</p> <p><i>All certificates, information and evidence required(relevant to the occurrence) should be furnished by the beneficiary along with the application which is available in Bureau.-</i></p> <p><i>(Documents needed – Medical report from overseas, Local medical report, medical bills, Medical examination report from local consultant doctor, Letter of request, copy of Bio page of passport with the pages of immigration and emigration notes (seal of immigration officers of Sri Lanka) , copy of bank book (bio page), Embassy report and other required reports</i></p>
<p>5) Partial disablement occurred while working abroad during the contract period.</p>	<p>Compensation depending on the extent of disability- Rs. 100000.00 (maximum)</p> <p>Cost incurred in respect of return ticket of the migrant worker</p> <p>Medical expenses incurred after returning to Sri Lanka- Maximum 50,000/-)</p> <p>All certificates, information and evidence required(relevant to the occurrence) should be furnished by the beneficiary along with the application which is available in Bureau.</p> <p><i>(Documents needed – Medical report from overseas, Local medical report, medical bills, Medical examination report from local consultant doctor, Letter of request, copy of Bio page of passport with the pages of immigration and emigration notes (seal of immigration officers of Sri Lanka), copy of bank book (bio page), Embassy report and other required reports</i></p>

**ILO project on promoting decent work through good governance, protection
and empowerment of migrant workers: *Ensuring the effective
implementation of the Sri Lanka National Labour Migration Policy.***

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