



International
Labour
Organization

Travel Smart – Work Smart

A guide for Indian migrant workers in Qatar



Promoting safe migration and protecting migrant workers' rights
ILO Country Office for India



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ARE YOU WORKING OR PLANNING TO WORK IN QATAR?



Information in this booklet can help you feel more secure, work safely and profitably. It will also help you to avoid exploitation or abuse.

Always remember, the best person to look after **your** interests in Qatar is **you**!



So travel smart and work smart!

Be informed – be aware

Every day hundreds of people from India – like you – enter Qatar for work. Most of the newly arrived expatriates join the workforce without experiencing any major problem. But some encounter tough times.

There are ways to avoid these sorts of difficult situations. And if you are being abused, there are people who can help you.



You Have Rights

Regardless of your legal status in a country, you are entitled to the respect and protection of your human rights and to live free from harassment and exploitation.

This guide will inform you about your rights – and your responsibilities – while you are working in Qatar. The information can help you to protect yourself from people who want to take advantage of your situation as a migrant worker.

To start, know the following before travelling to Qatar

- Each of the Gulf Cooperation Council (GCC) countries, including Qatar, manages its migrant workforce through the sponsorship, or *kafala*, system. Within this system, you are under the complete responsibility of your employer (also known as the sponsor, or *kafeel*), both financially and legally. Your employer is responsible for obtaining a residence permit and providing you with an identity card (Qatar ID card). Thus, your legal status to live and work in the country fully depends on your employer, and you cannot leave or enter the country without the employer's permission. The employer can be either a local citizen or a company.

- Workers in the private sectors in Qatar are governed by the country's Labour Law. If you work in a private company, you are entitled to receive the protections guaranteed by the Labour Law. There are exceptions, however. If you are a domestic worker (working in a private house as a maid or gardener), a farm worker, an agricultural worker, a casual worker, an employee of a government department or a member of the armed forces, police or security force, you do not fall under the protection of the Labour Law. This means in terms of work, you are only protected by what is mentioned in the contract with the employer, which is enforceable through a civil court.
- Some elements of the *kafala* system are being reviewed in Qatar. Even though the Government has announced plans to make changes to the *kafala* system, the decision has yet to be implemented. You need to keep yourself updated.



When you leave India, you must have the following documents with you

- A passport that is valid for a minimum period of six months, with a valid visa from the host country.
- An emigration clearance document provided by the Protectorate of Emigrants.
- A copy of your valid Indian migrants' insurance certificate (Pravasi Bharatiya Bima Yojana).

You only need your passport with the emigration clearance to show the immigration officer in the airport in India. However, you should keep a copy of your:

- job offer letter that has been attested by the Indian Mission; and
 - medical examination report.
- Leave a copy of your documents with your family or a friend.** Make sure you make copies of all the documents mentioned above and leave a set with your family or a friend in India. Keep a set of copies with you as well. If you have a telephone that takes photos, you should take pictures of all your documents in case your paper copies are lost or damaged.

- **Check your sponsor/employer details.** Check the exact details (name, address, telephone number) of your sponsor/employer (*kafeel*) – whether it is a person or a company. If possible, talk to your employer before leaving India. Also, tell your family the name, phone number and address of your employer.
- **Keep recruitment agency receipts and details.** If you used a recruitment agency, write down its name, address, contact person and number (and give to your family or a friend and keep the information with you). Remember to keep the receipts for all payments made to the agency somewhere safe.
- **Talk to others before leaving.** Talk to people who are either working in or have worked in Qatar in the recent past to learn basic information about the living and working conditions.

Travelling to Qatar



Money. Always carry some money (in US dollars) while travelling

Drugs. Carrying drugs and other narcotic substances is subject to harsh punishment in Qatar. You must be extremely careful not to accept any gift or item from anyone, not even from close relatives, when travelling to Qatar.

Medicines. If you need to carry medicines, remember to carry along the doctor's prescription.

Other banned items. Religious literature, liquor, obscene video cassettes or CDs and other obscene literature are banned in Qatar. Carrying such material is subject to punishment.

Upon Arrival

You must be aware of how to make a telephone call. In case no one comes to pick you up at the airport in Qatar, you need to call your employer. If your employer does not respond, call the Indian Embassy.

Contract

Every Indian who works in Qatar should have a contract arranged before departing, with all the necessary details of the work and the provided accommodation and benefits.

- A contract is important because it is a legal document that states the duties and obligations of both your employer and you, the worker. Make sure to keep a copy of the contract with your family or a friend and take a copy with you.
- It is always better to have your job offer letter or contract verified (authenticated) by the Indian Embassy. It should be signed by the employer and an Embassy officer. With this verification, the minimum salary is guaranteed (this entitlement is confirmed on the Indian Embassy website).
- For knowing whether a Recruitment Agent (RA) is registered with the Ministry or not/ whether the RA is active or not, please check the section under Recruiting Agents (RAs) on the website of the Government of India (www.moia.gov.in).



- The Indian Ministry maintains a prior-approval list of employers. Check that your employer is on the list. This list is available on the MOIA website (www.moia.gov.in)
- You might be asked to sign the original contract after arriving in Qatar. When you are asked to sign the contract (either in India or in Qatar, or both), read it carefully and make sure you understand all the terms mentioned in it before you sign it. If you are unable to read or understand the contract, ask someone you trust to help you review the contract.
- If you are asked to sign a second (the original) contract in Qatar, verify that the content and terms are the same as in the contract you signed in India or that were mentioned to you in India. If in doubt, seek support of the Indian Embassy.

Your employment contract should include the following details

- Your name, passport number, nationality, profession, qualification, residence.
- Your employer's name, company address and/or location of your work.
- Contract commencement date and the terms and conditions of the employment.
- Duration of the contract and details of the initial probation period (not more than six months).
- Your job responsibilities and working hours and overtime, if any.
- Basic salary and allowances, including food and accommodation facilities.
- How the overtime pay is calculated.
- Information on medical coverage or insurance.
- Duration of annual leave and entitled holiday or leave days (medical or maternity leave) and terms for airplane tickets.
- End-of-service benefits.
- Termination and renewal terms of the contract.

- **An employment contract may be of a limited or unlimited period.** A limited employment contract (fixed-term contract) is for a maximum period of five years, whereas the unlimited contract has a commencement date only. Most Indian workers have a contract for a limited term, usually two years, which can be extended.
- **There is no such thing as a “free visa” in Qatar.** Every visa is issued in the name of a sponsor, and you are supposed to work strictly under that sponsor (an individual or company). Any violation will lead to severe legal proceedings, with a hefty fine, imprisonment and deportation.
- **Your employer must provide you with accommodation that meets your basic needs.** Most employers provide their workers with accommodation facilities for free. Check your contract or inquire with your employer to find out if you are entitled to free accommodation or if you need to pay for it.
- **As well, most employers provide their workers with food for free or a food allowance.** Check your contract or inquire with your employer to find out if you are entitled to food or if you need to pay for it.

Know the following after reaching Qatar

After you arrive in Qatar, you must undergo a medical examination. If you are declared unfit or fail the medical test, you will be sent back to India.

Your employer must procure medical insurance for you, valid for the duration of your contract, and provide you with a health card (for use in accessing medical services).

Your employer must provide you with a residence permit upon your arrival in Qatar. You can enter the country with an entry visa, but your employer must obtain the residence permit after you arrive. You can live and work in Qatar only with a residence permit. You cannot work with other visas, such as a family or dependant visa. You can only be granted a residence permit after your employer has obtained medical insurance for you.

After receiving your residence permit, your employer must obtain an identity (ID) card for you. The residence permit and ID card are evidence of your legal status in Qatar.

Your employer cannot make deductions from your wages except in the following cases:

- ▶ if you have taken an advance (deduction at any one time should not be more than 10% of your salary);
- ▶ if you violate the rules and regulations of the workplace (a fine for single offence should not exceed five days' salary in a month); or
- ▶ if you cause loss, damage or destruction of tools or machinery due to your fault (such deduction must not be more than five days' salary each month).

Your employer cannot reduce your salary for the entire contract duration.

Your employer cannot make any other deductions from your salary, including for medical insurance fees, insurance premiums, work permit costs, etc.



You cannot change your employer or work for another. You must work for the same employer who signed your contract. You will be an irregular worker as soon as you leave your employer and thus face deportation. If you experience any problems with your employer, contact the Indian Embassy or other organizations listed at the back of this booklet for assistance. You need to keep yourself updated regarding any new rules or regulations.

There are no trade unions in Qatar and you are not allowed to go on strike.

You should stay in regular contact with your family. Agree that if they do not hear from you within a certain period of time that they should seek help. You are free to communicate with your family and friends during your non-working time. You can buy a SIM card for your telephone once you receive your ID card.



There are several groups of Indian workers in Qatar, some of them based on the home state of the members. You should consider joining one of these groups; keep in contact with them and seek their help in case you encounter any problems.

You must return to your country once your contract expires. If you are dismissed (fired) or if you are declared unfit for work, you might be repatriated to India. Your employer must provide you with a return airplane ticket, unless you resign or are dismissed. If your contract mentions it, your employer may also provide you an airplane ticket to travel for your annual leave.

You may be able to renew your contract, with the mutual agreement of the employer, at the end of its active period. If so, you must also make sure your passport, visa, residence permit, ID card and medical insurance are also renewed and updated.

You need your employer's consent to exit Qatar. There have been announcements for this requirement to be replaced, but the decision has yet to be implemented.

Your rights as a migrant worker in Qatar

As a registered migrant worker of any age, you have the right to complain and seek protection if any of your rights are violated or if you have been abused by your employer. If you think you have been cheated, wronged or treated in a way that discriminates against you because you are not a citizen of Qatar, your rights may have been abused. See the contact details at the back of this booklet and seek assistance.

Women and men have the right to receive the same wages when the work is the same. The following explains some of your rights as a migrant worker.

- **You have the right to keep your documents.** Keep your passport, visa, work permit and employment documents with you all the time. Additionally, your employer must give you a residence permit. Do not give the originals to your employer or your recruitment agent, even if they promise to keep it safe. Make sure you photocopy all the new documents and send the copies to your family back home. Also keep a copy with you.
- **You are entitled to and can demand the remuneration and the accommodation facilities that are mentioned in the contract.** You also have the right to refuse work that is not mentioned in the contract.
- **You have the right to be paid once a month, on a working day.** Your wages are to be in the local currency (riyal), and your wages are to be deposited into your bank account.
- **You have the right to be paid for work completed even if you are arrested, if you quit your job or if you are dismissed.** Your employer cannot withhold your wages under any circumstance.
- **You have the right to be paid annual leave after completion of one continuous year of service.** You are entitled to three weeks' pay if you have worked for more than one year and fewer than five years; if you have worked more than five years, you are entitled to four weeks' pay. You also have the right to be paid for the leave days that you do not take.



- **You have the right to take medical leave.** But you will need a medical certificate from a doctor and you must inform your employer within two days of being absent. You can avail of the discount and privileges of your health card for treatment and medicines at the specified hospitals and clinics. You are provided some treatments free of charge or you may be charged a minimal fee.



- **You have the right to receive 75,000 rupees (INR) if you are hospitalized** due to an emergency through the Indian insurance scheme (Pravasi Bharatiya Bima Yojana).

- **You have the right to receive your income during a period of illness.** Based on your medical report, you are entitled to a maximum of two weeks of sick leave annually with full pay and another four weeks for half pay; any other days needed (within the year) are not be paid. You can only receive paid sick leave at least three months from the previous one.



- **You have the right to go out of your workplace during your free time.** Make sure you carry your ID card with you at all times. You might be stopped by the police and asked to show it.

- **You have the right to freedom of movement.** Your employer cannot restrict your movement. Your employer does not have the right to lock your room. You have the right to lock your room from the inside.



- **You have the right to one day off each week.** Friday is the weekly holiday in Qatar. If you agree to work on Friday, you are entitled to your normal wage plus at least 50% of your wage. You cannot be made to work for two consecutive Fridays.

- **You have the right to working days off during the official holidays of Qatar with full pay.** There are 10 official public holidays in Qatar in a year. If you work on a public holiday, your employer should pay you the normal wage plus at least 50% of the basic wage.
- **You have the right to rest time of at least one hour per day during working hours.** This rest time must be offered not more than five hours after you started working. Rest time is not counted as part of the working hours.
- **You have the right to refuse to work overtime.** A workday is eight hours and a workweek is 48 hours. If you agree to work more than the normal working hours, your employer is required to pay you overtime (normal working hours pay plus an additional 25% of the basic wage; if you work overtime between 9 p.m. and 6 a.m., you are entitled to normal working hours pay plus an additional 50% of your basic wage). This is not applicable to shift workers, however. During Ramadan, normal working hours are reduced by two hours.



If you are a domestic worker, some of the rights explained below may not apply to you. You need to negotiate these with your employer. Although the Labour Law does not cover domestic work, you are entitled to termination notice, unpaid wages protection, payment of your wage into a bank account, accommodation and protection against abuse.

How to defend your rights

- **If your employer breaches the terms and conditions of the employment**, you can file a complaint with the Ministry of Labour and Social Affairs (specifically with the Labour Department). For instance, you can file a complaint if your employer delays payment of your wages or does not pay you, makes wrongful deductions from your wages, makes you work extra hours without pay or does not allow you to take the leave you are entitled to as per your contract. You can also file a complaint if your employer mistreats you or abuses you physically or sexually.
- **If you experience any difficulty in filing a complaint to the Ministry of Labour and Social Affairs**, you can seek the help of the Indian Embassy or other organizations in Qatar. See the back of this booklet for contacts.
- **If you are a domestic worker and experience any difficulty**, seek the help of the Indian Embassy or the police because domestic workers are not protected by the Labour Law. Thus, the Labour Department does not have the authority to provide its services to domestic workers.
- **If you are not received by the employer upon arrival in Qatar**, if there is any substantive change in the job contract or if the employment is prematurely terminated for no fault of yours, the Indian migrants' insurance scheme (Pravasi Bharatiya Bima Yojana, or PBBY) will reimburse you for the one-way economy class airfare to return to India.
- **If you think you have been wrongfully dismissed by your employer**, you have the right to appeal the termination decision to the Labour Department. Your employer can only dismiss you for serious reasons, such as a fault that results in gross loss for your employer, for repeatedly disobeying instructions, other disciplinary issues or being absent from work for more than seven consecutive days without notice.
- **If you are charged for violating the rules and regulations of your workplace**, you are entitled to a written notification of that violation and opportunity to defend yourself. You can appeal against the penalty to the employer within seven days; if it is not resolved, then you can appeal to the Labour Department within seven days of the rejection. The Labour Department's decision is final.



- **If you damage your employer's machinery or equipment but think that the amount of compensation you are asked to pay is not fair, you can appeal to the Labour Department within seven days of being notified.**
- **If your work permit is cancelled by your employer after you file a labour case, you can apply for a temporary visa from the Ministry of Interior's Human Rights Department or the National Human Rights Committee. A temporary visa will permit you to stay in the country for up to 180 days.**
- **In case of a workplace injury or occupation-related illness for which you are not satisfied with the medical report,** in particular regarding the period of treatment, the extent of a disability or your ability to resume work, you can appeal the case to the relevant medical authority. Ask the Indian Embassy for guidance.
- **The Indian Embassy in Qatar has a website for registering migrant workers' contact details.** Go to www.indianembassyqatar.org/ and register yourself.
- **In India, complaints for any foreign employment-related issues can be made with the Ministry of Overseas Indian Affairs.** If you have been deceived by your agent in India by sending you to a job that is different from what is stated in your contract or the terms and conditions of work differ from what was agreed upon or you are not sent abroad after paying the agent money, you, your family or a friend can file a complaint with the Ministry of Overseas Indian Affairs. Complaints can be filed even if you are abroad. You can also call the Government of India's **toll-free number: 1-800-11-3090** (for MTNL/BSNL) or the **hotline number: 00-91-11-4-050-3090** to file a complaint. This service is available in 11 languages.
- **If you are stranded in Qatar or are unable to return to India, you can seek the help of the Indian Embassy for rescue and repatriation.** If you are a domestic worker, you may even be entitled to boarding and lodging through the Indian Community Welfare Fund. This Fund also provides emergency medical care, legal assistance and financial assistance for flight expenses. The Fund can also be used for airlifting the mortal remains to India or local cremation/burial of a deceased worker overseas if the sponsor is unable or unwilling to pay (if required by the contract) and the family is unable to pay the expense.



Your responsibilities as a migrant worker

If you experience problems at work, talk to your family, a friend, your employer or to the recruitment agency first. If the problem is not resolved, you should contact the Labour Welfare Officer in the Indian Embassy, the Qatar Ministry of Labour and Social Affairs or any diaspora organization listed at the back of this booklet for help.

- If you want to take leave from your job (for personal reason or vacation), make sure you inform your employer beforehand. Taking an extended leave without telling your employer could be cause for terminating your contract.
- Take care of your health. If you are sick and cannot go to work, go for a check-up and take a rest. But remember to inform your employer or supervisor as soon as possible and obtain a medical certificate (report) after the check-up.
- Many workers die from cardiac arrest due to simultaneous exposure to extreme heat and extreme cold. If you work outdoors, do not turn the air conditioner very high immediately after returning to your room.
- Take precautions to avoid contracting HIV and other sexually transmitted diseases.
- Do not consume illegal drugs or alcohol; and do not gamble or engage in political events. These activities are banned and considered unlawful in Qatar.
- You must abide by the rules and regulations of your workplace. The regulations typically are displayed in a visible area in the workplace.
- You must make an effort to learn the basic norms and laws of Qatar, including traffic rules. For example, you must always use the zebra crossing or the overhead bridge to cross a road.



- You must respect the culture and religion of Qatar and never make any negative remarks about the religion. Muslims fast for a month during Ramadan. During this time, do not eat, drink (even water) or smoke in public during the day.
- If you learn the language—Arabic—it will benefit you.
- You should be respectful to women and never tease them, oggle or stare at them.
- You must check the expiry dates of your documents, including passport, residence permit and ID card. To renew your passport, go to the Indian Embassy; for other documents, inform your employer well in advance of their expiration date.
- You can send money back to your family through a bank or money transfer company, such as the International Money Express (IME), Western Union and Moneygram. It is not safe to remit through the hundi system or send money with another person unless you completely trust that person.
- You may also directly deposit your earnings into your or your family's bank account in India. It will benefit you as savings when you return.

Know your status

Am I a regular migrant worker?

A regular migrant requires a passport, visa and work permit. You can receive these by entering Qatar through a licensed recruitment agency based in India or even individually by following the necessary procedures. If you do not have these documents, the Government will regard you as an irregular worker; it is illegal then for you to work in Qatar. Seek help from one of the organizations listed at the back of this booklet.



When your contract finishes, if you are dismissed or if you do not obtain a medical certificate upon first entering the country, you might be repatriated back to India.

Your rights as a regular migrant worker

- **You have the right to travel anywhere within Qatar.** However, it is best to inform your employer if you plan to travel and always keep your ID card with you.
- **When leaving Qatar on leave or completing your visa term, you need to have an exit and re-entry visa stamp in your passport** and a permission letter from your sponsor.
- **Your employer must arrange health insurance coverage for you with an insurance company to cover work injuries and occupation-related sickness.** In case of an accident at work or while travelling to and from work or an occupation-related illness, you are entitled to treatment, with all expenses covered by your employer.
- **Workers who suffer a permanent disability or die while abroad are liable for compensation from the Indian migrants' insurance (PBBY).** For a disability, the amount of compensation depends on the degree of severity. However, no insurance will be paid in cases in which a worker intentionally injured himself/herself.
- **In case of an injury, the employer must inform the police immediately.** You may also report the incident to the police. The same information also must be reported to the Labour Department.
- **If you suffer from a work-related injury or occupational illness, you have the right to receive wages for the entire treatment period requested by a doctor.** However, after the first six months, you are entitled to only half your wages for the next six months or until recovery or disability is proven, whichever is shorter. You can also receive INR 75,000 for hospitalization from the Indian migrants' insurance scheme (PBBY)
- **You or your heir is also entitled to a minimum of INR 1 million for a permanent disability or death,** provided you have enrolled in the PBBY insurance scheme through the Protector of Emigrants office in India.



Labour disputes

- If you experience a dispute with the sponsor regarding non-payment of wages, leave, end-of-service benefits or some other work-related issue, you can contact the Labour and Social Welfare Wing of the Indian Embassy to sort out the problem.

You are not entitled to join any trade union or to have a trade union represent you in a labour dispute. For any labour dispute, you must approach the Labour Department.



If you are stopped or arrested by the police

- If you are stopped by a police officer for a random check, give your name, address and other details asked for and show your ID card, if asked.
- Do not allow the police officer to put his/her hands into your pockets or bags. If asked to search your possessions, voluntarily take out your belongings yourself one by one in front of the officer, stating the name of each item as it is removed. When your pockets and bags are empty, turn them inside out.
- Only a female officer can do a body search on a female. It must be carried out with decency. The officer is not allowed to touch your private parts.
- The police can arrest you on suspicion of committing a crime (such as theft, murder or selling drugs), for breaking the immigration rules (overstaying, staying without regular status) or for not being in possession of your ID card. You can be arrested for other activities that are considered illegal and punishable as per Islamic (Sharia) law, including public intoxication or other alcohol-related offences, homosexuality, intimacy in public between a man and a woman or any attempt to convert a person's religion.
- Ask why you are being arrested, but do not resist. If you are arrested, you have the right to contact the Indian Embassy for support. You can also contact your employer, a relative, a friend, a lawyer or other individuals or organizations for support.
- Try to avoid admitting to anything or signing any documents that you do not understand. Take time to understand the charges and punishments.

If you are taken to a court

- Ask for your court case number and a copy of your charge sheet if you are arrested without a warrant. You have a right to know the charges against you.
- You have the right to a fair trial. If you are accused of an offence, you have the right to defend yourself. You have the right to be represented by legal counsel. Ask for a lawyer or assistance from the Indian Embassy. Legal proceedings in Qatar are conducted in Arabic. Ask for an interpreter.
- Take time to understand the charges and the punishment/penalty for the charge.
- Do not plead guilty if you do not understand the charges.

Know your rights after arrest and during detention

- If you are detained or arrested, you will be questioned and asked to give a statement. Note the name and the rank of the police officer questioning you if you decide to give a statement.
- You are not obliged to provide a statement to the police, especially without any legal counsel with you.
- You are only obliged to give your full name, age, address and occupation.
- Information that you give to the police can be used as evidence against you in court if you are charged.
- You have the right to remain silent, until the arrival of your lawyer.
- You have the right to contact your family, a friend, a lawyer or the Indian Embassy or Consulate.



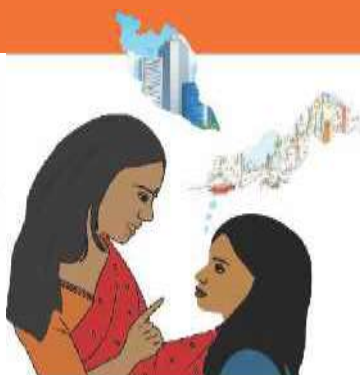
Special notes for female migrants

- You are entitled to the same wage as male migrants performing the same job.
- Women in domestic work are particularly vulnerable to abuse. Make sure you have the contact number of the Indian Embassy and that you immediately request support in case of a problem.
- In case you experience a problem that forces you to leave your employer, you can temporarily remain in the shelter home run by the Indian Embassy in Qatar while waiting to return to India.
- The Indian Government bans women younger than 30 from migrating for domestic work. If you are younger than 30, please contact the Indian Embassy or its telephone hotline.



Special notes for young migrants

- Children younger than 16, including migrants, are not allowed to work in Qatar. If you are underage and on your own (unaccompanied or not with a family member) seek help, such as with the Labour and Social Welfare Officer at your Embassy. Do not lie about your age if the authorities ask you (and do not falsify your age in any document).



Ways to keep safe

- Be careful of anyone who befriends you with promises of an easy job with good pay – they could be lying to you.
- Be careful of anyone who offers to help you find other work or offers you a better job – they might be earning a commission to recruit you and this could mean that your best interests are not their top priority.
- Be careful of anyone who demands to keep your passport or identification documents – this leaves you vulnerable because you need these documents to move around. Never leave your passport with a broker or an employer – your passport is your personal possession and you have the right to hold it yourself.
- Do not trust strangers! Even friendly ones – male or female. However, do try to make some friends among other Indian migrant workers.
- Learn your way around. Find the location of the nearest religious centres as well as police stations, hospitals and help centres. These places can offer you sanctuary if you are in trouble.
- Do not trust a broker who tells you he/she can register you with the authorities or get you a work permit. If you are already legally registered with your employer and hold a valid work permit with that employer, it is your employer's responsibility to help you renew it.



Getting help

Phoning home. If you are living in Qatar and want to phone home, first dial 0091 and then your local area code and number. To dial a mobile number, dial 0091 and then the 10-digit mobile number.

Everyone is entitled to receive help, regardless of their situation!

If you do not understand anything in this booklet or if you need help but are afraid to approach authorities, you may contact one of the organizations listed here for assistance without fear of arrest or deportation.



Register with the Indian Embassy

Once you arrive in Qatar, it is always best to register with the Indian Embassy in Doha so that in case of need or when you are in distress, the Mission officials are able to help you.

Embassy of India	Villa No. 19, Street No. 828 Area No. 42, Wadi Al Neel, Old Hilal Area, P.O. Box 2788, Doha, Qatar Tel: 00-974-4425-5777, 00-974-4467-0448 Labour helpline: 00-974-44255704 Website: www.indianembassyqatar.org
Indian Community Benevolent Fund (ICBF)	P.O. Box 2788 Doha, Qatar email: benevolent@hotmail.com Chief Coordinating Officer Tel (office): 00-974-4467-2022 Tel (residence): 00-974-4467-4039 Email: consular@qatar.net.qa

Non-government organizations

Qatar Red Crescent Society

Old Salata, Al Meena Street

P.O. Box54490

Doha, Qatar

Tel: 00-974-4402-7777

Email: nfo@qrqs.org.qa

Website: www.qrqs.org.qa

Government authorities

In case of any unresolved dispute continuing between an employer and a worker, the worker can file a complaint within a year of the event to the Ministry of Labour and Social Affairs or to the National Human Rights Committee (NHRC), which is also available to deal with human rights violations. For details, go to www.nhrc-qa.org.

Ministry of Labour and Social Affairs (MOLSA)

Diplomatic Area beside Dolphin Tower

Doha, Qatar

Tel: 00-974-5504-0410, **Call centre:** 00-974-4424-1101

Email: mosa@mosa.gov.qa, **Website:** www.molsa.gov.qa

The National Human Rights Committee (NHRC)

P.O. Box24104

Souq Al-Rawda, Salwa Road, Doha, Qatar

Tel: 00-974-4404-8844, **Hotline :** 00-974-6662-6663

Email: nhrc@qatar.net.qa, **Website:** www.nhrc-qa.org

NHRC Legal Department **Tel:** 00-974-4444-4012

Email: nhrc@qatar.net.qa

NHRC Public Relations **Tel:** 00-974-4431-4801

Email: pr@qatar.net.qa

Helpline numbers

Police emergency

999

Ministry of Labour and Social Affairs

Hotline: 800-6611

MOLSA Call Centre

00-974-4424-1101

National Human Rights Committee

00-974-4444-4012

Immigration and Passport Control

00-974-4465-6615

Cultural organizations registered with the Indian Embassy

The Indian expatriate community is reportedly the largest ethnic community in Qatar, constituting about 24% of the country's population. The Indian Cultural Centre is the official organization of the Indian expatriate community, functioning under the patronage of the Indian Embassy for the advancement of sports, social and cultural activities of the Indian community in Qatar. For details, go to www.iccqatar.com. The following highlights a few associations registered with the Indian Cultural Centre.

Organization	Contact address
SANSKRITI	New Salatha Doha, Qatar Tel: 00-974-4467-3900 Email: info@sanskritiqatar.com
INDIAN WOMEN'S ASSOCIATION	P.O. Box2788 Doha, Qatar Tel: 00-974-87-2709 Email: iwadoha@gmail.com
INDIAN SOCIAL CENTRE	AL AIN P.O. Box1620 Tel: 00-971-3-642-080
PRAVASI DOHA	P.O Box3256 Doha, Qatar Tel: 00-974-442-8528 Email: pravasidoha@sify.com
INDIAN CULTURAL CENTRE	P.O. Box4793 Doha, Qatar Tel: 00-974-674-264
QATAR KERALA MUSLIM CULTURAL CENTRE	P.O. Box3696 Doha, Qatar Tel: 00-974-468-5866 00-971-226-171

Organization	Contact address
QATARGOANSSPORTSCLUB	P.O. Box18716 Doha, Qatar Tel: 00-974-43-2647
INDIAN ASSOCIATION OF BIHAR AND JHARKHAND(IABJ)	P.O. Box2388 Tel: 00-974-4-468-6607
INDIAN OVERSEAS CULTURAL CONGRESS	P.O. Box 5483 Doha, Qatar Tel: 00-974-42-8944
INDIAN ISLAMIC ASSOCIATION	Doha, Qatar Tel: 00-974-41-9341
KARNATAKA SANGHA	P.O. Box91914 Doha, Qatar Tel: 00-974-68-2986
KARNATAKA URDU MARKAZ	P.O. Box4793 Doha, Qatar Tel: 00-974-691-264
MAHARASHTRA MANDAL	P.O. Box5177 Doha, Qatar Tel (office): 00-974-41-6565 00-974-43-8945 Tel (residence): 00-974-551-6586
QATAR TELUGU ASSOCIATION	Doha, Qatar Tel: 00-974-41-2206
TELUGU KALA SAMITHI	P.O. Box13170 Doha, Qatar Tel: 00-974-44-1046, 00-974-44-0296
TULU KUTTA	P.O. Box8246 Doha, Qatar Tel: 00-974-43-2800, 00-974-69-2121

You have rights – and responsibilities!

Knowing your rights and responsibilities can help you avoid abuse and help you make the most of your time in Qatar.

Be aware!

This booklet gives you advice on how to live and work safely in Qatar and what to do if you need help.

Travel Smart – Work Smart!



This booklet has been developed as a part of South Asia Labour Migration Governance project and is based on the guide developed by the ILO GMS TRIANGLE project.

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