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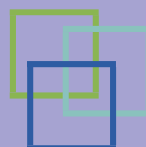
Travel Smart – Work Smart

A guide for Indian migrant workers in Kuwait



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 KUWAIT?



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 Kuwait is **you!**



So travel smart and work smart!

Be informed – be aware

Every day many Indians— like you – enter Kuwait 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, 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 Kuwait. The information can help you protect yourself from people who want to take advantage of your situation as a migrant worker.

To start, know the following before travelling to Kuwait

- Each of the Gulf Cooperation Council (GCC) countries, including Kuwait, 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 (civil 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 Kuwait are governed by the country's Labour Law. If you work in a private company, you are entitled to receive the rights 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 Kuwait. 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 Protector of Emigrants.
- A copy of your valid Indian 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 Kuwait in the recent past to learn basic information about the living and working conditions.

Travelling to Kuwait



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

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

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 Kuwait. 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 Kuwait, you need to call your employer. If your employer does not respond, call the Indian Embassy.

Contract

Every Indian who works in Kuwait 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 Kuwait. When you are asked to sign the contract (either in India or in Kuwait, 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 Kuwait, 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 Kuwait.** 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.
- **You may be subject to a probationary period in your contract mentions it.** The probationary period should not be more than 100 working days.
- **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 Kuwait

You must be aware of how to use telephones at the airport in case you are stranded there or any other place; in such a case, you should telephone your employer or the person who is in charge, with whom you should have already talked with from India, and inform him/her about your situation.

After you arrive in Kuwait, 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 Kuwait. 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 Kuwait 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 card (civil ID card) for you. The residence permit and ID card are evidence of your legal status in Kuwait.

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 and must be interest free); or
- ▶ as penalty for not following the rules and regulations of the workplace.

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



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

You cannot change your employer or work for another unless you obtain the permission of your current employer. 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 will be charged for absconding, fined up to 600 dinars or sentenced up to six months in prison. 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.

However, after working for a year in Kuwait, you may change your employer if your employer grants you the permission. After three years, you can change your employer without permission. (This is not applicable for domestic workers – who cannot ever change the employer). If you are a domestic worker and run away from your employer, you must inform the Indian Embassy.



With the exception of domestic workers and maritime employees, the law provides workers with restricted rights to join trade unions.

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 Kuwait, 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.

Your rights as a migrant worker in Kuwait

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 Kuwait, 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 (or a friend) 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 (dinar), 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 for an annual leave of 30 days per year.** In the first year, you are entitled to the leave only after at least nine months of employment. You have the right to be paid for any unused leave days. If in doubt, contact one of the groups listed at the back of this booklet for assistance.



- **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 migrants' insurance scheme (Pravasi Bharatiya Bima Yojana).

- **You have the right to receive your income during a period of illness.** Based on your medical report, each year you are entitled to a maximum of 15 days of sick leave with full pay, the next 10 days with three-quarters' pay, the subsequent 10 days with half pay, then another 10 days with quarter pay and the remaining 30 days without pay.



- **You have the right to one day off each week.** You can refuse to work on your day off. If you agree to work on the weekly day off, your employer should pay you an additional 50% of the basic wage.

- **You have the right to working days off during the official holidays of Kuwait with full pay.** There are 13 official public holidays in Kuwait every year.

- **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). Overtime should not exceed two hours per day.



- **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 travel anywhere in Kuwait.** It is best to inform your employer if you are planning to travel.



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 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. Your complaint must be made within one year from the expiry of the employment contract.
- **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 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. If you experience any difficulty in filing a complaint to the Labour Department, you can seek the help of the Indian Embassy or other organizations in Kuwait. See the back of this booklet for contacts.
- **If you are insured from India (under the Pravasi Bharatiya Bima Yojana, or PBBY)**, you are entitled to INR30,000 for legal expenses, provided the necessity of the case is certified by the appropriate Ministry.



- **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 have the right to object the medical report to the Medical Tribunal at the Ministry of Health within one month of its issue.



- **If you are in trouble**, you can contact the Indian Embassy through a toll-free telephone number: 00-965-2-567-4163. This number is accessible from anywhere in Kuwait and provides information and advice exclusively to Indian domestic workers regarding their grievances, immigration and other matters in Hindi, Malayalam, Tamil, Telugu, Arabic and English. The helpline operates through a multiple-line call centre and calls can be tracked back to their source, if you do not know your location.
- **Through the Indian Embassy**, qualified Kuwaiti and Indian lawyers are available to provide free legal advice to Indian nationals on labour disputes, terms of contracts with employers and withholding of wages by employers.
- **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 Kuwait 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 in Kuwait

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 and Social Welfare Officer in the Indian Embassy, the Kuwaiti Labour Department or any 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 contacting 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 Kuwait.
- 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 Kuwait, 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 Kuwait 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 Kuwait through a licensed recruitment agency based in India or even individually by following the necessary procedures. The labour contract will be given by the employer or his/her recruiting agent and should be attested by the Kuwait Chamber of Commerce and the Indian Embassy. Upon your arrival in Kuwait, the civil ID is evidence of your legal status. 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 Kuwait. 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

- **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 coverage (Pravasi Bhartiya Bima Yojana).** 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 of your wages for the next six months or until recovery or disability is proven, whichever is shorter. You can also receive INR75,000 for hospitalization from the Indian migrant's insurance scheme (PBBY)
- **You or your heir is also entitled to a minimum of INR1 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. If the matter remains unresolved, then you have to file the case with the Labour Court in Kuwait.



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 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 Kuwait 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. If you want to plead guilty, you have the right to mitigate for a minimum sentence and NO whipping.

Know your rights after arrest and during detention

- You have the right to know the charges against you.
- You have the right to a lawyer unless detained at the police station for criminal charges, which can be only for a maximum of four days.
- The bar association provides assigned lawyers for defendants who cannot afford one.
- 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. 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 are only obliged to give your full name, age, address and occupation.
- You have the right to contact your family, a friend, a lawyer or the Indian Embassy or Consulate.



Domestic workers' rights

A Department for Domestic Labour was established under the Ministry of Interior and is tasked with supervising agencies that recruit domestic servants.

There should be a tripartite or trilateral contract for the recruitment and employment of domestic workers that involves the sponsor, the recruiting agent and the worker. This contract should be attested by the Indian Embassy.

Licensed agents and their employees are forbidden to charge a domestic worker any fees in return for employment or recruitment, be it directly or indirectly.

The contract must specify

- the minimum wage, which is set by the Government;
- provision for adequate living facilities, food, clothing, medical care in public hospitals and compensation for work-related injuries;
- that the worker will not be employed by a third party or another sponsor;
- that sponsors are forbidden to confiscate a worker's passport;
- that the worker is entitled to an airplane ticket to her/his country of origin for a two-month paid vacation after two years of service;
- an eight-hour workday and one rest day per week; and
- the monetary compensation for any overtime the employer requires.

Temporary shelter for domestic workers

A temporary shelter is designated for foreign domestic workers, especially female maids, who have a pending dispute with their employer. The Ministry of Interior, through the Department for Domestic Labour, supervises the location in cooperation with the Ministry of Social Affairs and Labour.

By law, it is forbidden to shelter, house or employ any foreigner who is illegally residing in the country.

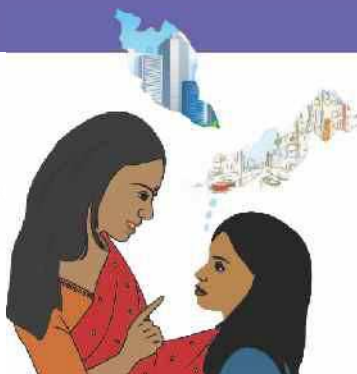
Special notes for female migrants

- You are entitled to the same wage as male migrants performing the same job. Women cannot be employed from 10 p.m. to 7 a.m., except as a domestic worker.
- 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 Kuwait 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 15, including migrants, are not allowed to work in Kuwait. 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 goodpay** – 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.
- **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 strangers!** Even friendly ones – male or female. However, do try to make some friends among other Indian migrant workers.
- **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 Kuwait 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 Kuwait, it is always best to register with the Indian Embassy in Kuwait so that in case of need or when you are in distress, the Embassy officials are able to help you.

Embassy of India	Diplomatic Enclave Arabian Gulf Street P.O. Box 1450 Safat 13015 Kuwait Tel: 00-965-2253-0600, 00-965-2253-0612/13/14
Labour Section	Deputy Chief of Mission Tel: 00-965-2251-0891 Email: dcm@indembkwt.org Attaché (Labour I) Tel: 00-965-2253-0600 – Ext: 233 Email: labour@indembkwt.org

Attaché (Labour II)

Tel: 00-965-2253-0409,

00-965-2253-0600 – Ext: 238

Email: attachelabour@indembkwt.org

Labour Section (Domestic Workers)

Tel: 00-965-2-253-0600,

00-965-2253-0612 – Ext: 217

(inquiry about status of labour agreement)

Ext. 236, 220 & 240

(domestic labour complaints)

Labour II Section (Company workers)

Tel: 00-965-2253-0612,

00-965-2253-0600 – Ext: 253

(company recruitment)

Non-government organizations

**Kuwait Red Crescent Society
Kuwaiti Association of
the Basic Evaluators for
Human Rights (KABEHR)**

P.O.Box 1359

Tel: 00-965-2532-1377,

00-965-9768-7715

Email: info@humanrights.org.kw,

Website: humanrights-kw@hotmail.com

Government authorities**Ministry of Social Affairs and Labour**

Ministries Complex, Block 5-6

Murgab, Kuwait City

Tel: 00-965-2248-0000

Website: www.mosal.gov.kw

Helpline numbers

Ministry of Social Affairs and Labour
Police*

00-965-2248-0000

112

Ministry of Interior Operator

00-965-2243-3840, 00-965-2243-954

Ministry of Interior Police Emergency HQ

00-965-2538-2000

Ministry of Interior Emergency Operations

00-965-2538-0935

Cultural organizations registered with the Indian Embassy

The Indian expatriate community is reportedly the largest ethnic community in Kuwait, constituting about 25% of the country's population. There are several cultural associations registered with the Indian Embassy. These associations take care of the welfare of the Indian community and conduct cultural and welfare activities regularly, including sports activities.

Organization	Contact address
INDIAN CULTURAL SOCIETY	P.O. Box 18 AbuHalifa, 54751 Kuwait Tel mobile: 00-965-6656-8147, 00-965-9970-9495 Email: info@ics-kuwait.com, ics.kuwait@gmail.com
APNA BHARAT SOCIETY – KUWAIT	P.O. Box 5484 Hawally, Kuwait Email: info@abskuwait, abs.kuwait@yahoo.com Website: abskuwait.com
INDIAN ISLAHI CENTRE KUWAIT (IIC)	P.O. Box 921 Farwaniya, Kuwait Tel: 00-965-2433-7484, 00-965-6617-1195, 00-965 9732-6896 Email: info@iickuwait.com Website: www.iickuwait.com
TAMILNADU MUSLIM CULTURAL ASSOCIATION (TMCA)	HELPLINE: 00-965-9764-9800, 00-965-9442-0919 Email: info@tmcaonline.com

Organization	Contact address
KERALAARTLOVERS ASSOCIATION(KALA)	Jaleeb Al Shouk, Abassiya, Kuwait Tel:00-965-2431-7875 Email: info@kalaKuwait.net, kalaKuwait@gmail.com
KUWAIT KONKANNI KENDRA	P.O.Box23365 Safat, Kuwait Tel:00-965-2476-4113 Email: mrebello@usa.net
UNITED GOANS CENTRE	P.O. Box21384 Safat, Kuwait Tel:00-965-2564-4637 Email: ltturch@Kuwait.net
THE GOAN WELFARE SOCIETY	P.O. Box1335 Safat, Kuwait Tel:00-965-2242-9435 Email: ltturch@Kuwait.net
TAMIL NADU ENGINEERS FORUM	P.O. Box251 Abu Halifa 54753 Kuwait Tel:00-965-2392-6283 Telmob:00-965-9-987-0634 Email: anjal@tefkuwait.com Website: www.tefkuwait.com
GUJARATI CULTURAL ASSOCIATION OF KUWAIT	Email: samarpankuwait1990@gmail.com Website: www.samarpankuwait.com

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 Kuwait.

Be aware!

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

Travel Smart – Work Smart!



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