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SYMPOSIUM ON IMPROVING INFORMATION AND SERVICES FOR MIGRANT WORKERS THROUGH MIGRANT RESOURCE CENTRES (MRCS)

25 - 27 SEPTEMBER 2023 - ENTEBBE, UGANDA

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We hope that the insights and recommendations presented in this report will contribute to the continued improvement of MRCs and the betterment of conditions for migrant workers in the target region.

Once again, thank you to all those who made this symposium and report possible.

ABBREVIATIONS AND ACRONYMS

BP2MI:	National Agency for Migrant Worker Protection and Placement Institution
BRMM:	Better Regional Migration Management
CFO:	Commission on Filipinos Overseas
COTU	Central Organization of Trade Unions
COVID-19:	Coronavirus Disease 2019
CSOs:	Civil Society Organizations
EEMIS:	External Employment Management Information System
GIZ:	German Corporation for International Cooperation
HELVETAS:	HELVETAS Swiss Intercooperation
HTS:	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers' Union
ICMPD:	International Centre for Migration Policy Development
ILO:	International Labour Organization
IOM:	International Organization for Migration
KLMRC:	Kenya Labor Migrant Resource Center
LTSA:	Government One Roof Integrated Services
MGLSD:	Ministry of Gender, Labour, and Social Development
MRCs:	Migrant Resource Centers
NEA:	National Employment Authority
NLC:	Nigeria Labour Congress
NOTU:	National Organization of Trade Unions
NTI:	National Teachers' Institute
OFW:	Overseas Filipino Worker
OWWA:	Overseas Workers Welfare Administration
PESO:	Public Employment Service Office
SDC:	Swiss Agency for Development and Cooperation
SDGs:	Sustainable Development Goals
SOPs:	Standard Operating Procedures
UAERA:	Uganda Association of External Recruitment Agencies
UGTT:	The Tunisian General Labour Union
WOREC:	Women Rehabilitation Center

EXECUTIVE SUMMARY

The International Labour Organization (ILO), through the FAIRWAY Programme funded by the Swiss Agency for Development and Cooperation (SDC), the Government of Switzerland, convened a symposium on Migrant Resource Centres (MRCs) in three African countries of origin: Uganda, Kenya, and Nigeria. The central theme of the symposium revolved around enhancing the effectiveness of MRCs in providing access to information and essential services for both potential and in-service migrant workers, as well as the families they leave behind.

The FAIRWAY Programme, a four-year initiative covering inter-regional development cooperation, seeks to improve labor migration conditions across migration pathways from Africa to the Arab States of the Middle East. In the African context, FAIRWAY specifically targets countries of origin such as Somalia, South Sudan, Kenya, Uganda, and Nigeria, where it endeavors to address the root causes of decent work deficits faced by migrant workers. The project concentrates on key sectors like domestic work and construction, aiming to dismantle the structural, behavioral, and practical barriers that hinder improved labor migration.

The symposium hosted in Entebbe, Uganda, from September 25th to September 27th, 2023, brought together representatives from the Federal Ministry of Labour and Employment, Nigeria; the National Employment Authority, Kenya; Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union); Ministry of Gender, Labour, and Social Development, Uganda; Indonesia Migrant Workers Union; the Quezon City Administration; Philippines; the Ministry of Labour, Invalids, and Social Affairs, Vietnam, and the Ministry of Labour, South Sudan.

It was motivated by the challenges associated with providing migrant workers access to accurate information and support services, a right emphasized by international labor standards and guidance. It explored various mechanisms for delivering information and services through Migrant Resource Centres (MRCs). MRCs offer a wide range of services, from providing information to access to justice and other critical support services.

Several key findings and recommendations emerged from the symposium including the need for.

- Extensive awareness programs for migrant worker rights.
- Strengthening collaboration and referral networks
- Capacity-building and investment in data tools for evidence-based decision-making
- Increased funding for MRC operations including from government budgets and international grants.

The event also highlighted the significance of enhancing the effectiveness of MRCs in supporting migrant workers and their families. It emphasized the necessity of collaborative efforts involving governments, international organizations, civil society, and the private sector to implement the identified recommendations. The goal is to empower MRCs to provide accurate information and services, ultimately improving the well-being of migrant workers across participating nations.

1.0 OPENING REMARKS - DIRECTOR A.I CO - DAR ES SALAAM

Mr. Jealous Chirove, acting Director of the International Labour Organization (ILO) Country Office in Dar es Salaam, welcomed the participants to the Symposium on Improving Information and Services for Migrant Workers through Migrant Resource Centres (MRCs).

He particularly commended the Government of Uganda for their warm welcome and hospitality in hosting the event. This hosting was seen as evidence of the close collaboration between the ILO and the Ugandan government, showcasing the results of their collaborative work.

Mr. Chirove highlighted the purpose of the symposium, which was to address the critical issue of improving information and services for migrant workers through Migrant Resource Centres (MRCs). The ILO's FAIRWAY program, under discussion, aimed to enhance labor migration conditions and better protect migrant workers, particularly in vulnerable situations within the Arab States region. This effort sought to empower migrant workers to contribute more effectively to sustainable development in both their home countries and their destinations.

He emphasized that the rise in access to information, protracted conflicts, and the allure of better economic prospects had driven an increasing number of workers to seek opportunities outside their home countries. However, the limited pathways for regular labor migration in the region, especially for male migrant workers, and the lack of adequate services for them have made them vulnerable. Effective support and regulation mechanisms for labor migration were needed to address the specific needs of migrant workers at both ends of the migration process.

Further, he underscored the importance of the right to adequate and free information and services for migrant workers, which is enshrined in International Labor Standards and guidance, including various conventions and guidelines.

He elaborated on the role of Migrant Resource Centres (MRCs) in providing essential support to migrant workers. MRCs play a vital role in ensuring that potential, existing, and returned migrant workers, as well as their families, have access to information, counseling, and services to make informed decisions about migration. These centers can prevent brain waste, skill mismatches, false expectations, and integration difficulties in destination countries. They also facilitate access to justice, support workers in distress, and aid in reintegration efforts.

Mr. Chirove highlighted the ILO's commitment to supporting the establishment and operation of MRCs in various countries, including Kenya, Uganda, Somalia, Ethiopia, Nigeria, and Tunisia, as well as several Asian countries. However, he emphasized that the effective operation and diversification of services offered by these centers are critical to achieving the expected results. In Africa, MRCs are still in their infancy and need further strengthening, particularly with a focus on labor migration.

He said that the symposium aimed to serve as a platform for sharing experiences among different MRCs and to explore ways to improve their services. Participants were encouraged to share best practices and discuss how to expand, enhance, and sustain MRCs, especially in Africa.

2.0 REMARKS BY SDC REPRESENTATIVE

The opening remarks by Brigitte Colarte-Dürr, Programme Manager, Swiss Agency for Development and Cooperation, Global Program on Migration and Development (GPMD) at the Symposium emphasized Switzerland's commitment to addressing labor migration issues and supporting the development of both countries of origin and destination. The representative highlighted the positive economic and social impacts of migration when effectively governed.

The SDC Representative emphasized Switzerland's active engagement in labor migration, particularly along migration corridors from Asia and Africa to the Middle East, as well as intra-regional corridors in Africa and Central Asia. Switzerland firmly believed that migration, when properly governed, could have significant positive effects on the development of both countries of origin and destination, as well as on the well-being of migrant workers, their families, and communities. Key priorities for Switzerland in this area included creating favorable framework conditions, establishing standards, and improving the governance of labor migration.

The SDC Representative highlighted the significant focus of the Swiss-supported FAIRWAY program on the establishment and strengthening of Migrant Resource Centers (MRCs). These centers, developed in collaboration with various partners, were seen as essential in empowering migrants by serving as one-stop shops for information, access to justice, services, and reintegration. The ability of migrants and potential migrants to make informed decisions and assert their rights was deemed crucial for unlocking the developmental potential of migration. Additionally, the representative emphasized the importance of safeguarding the rights and well-being of migrant men and women.

The SDC Representative expressed gratitude to the International Labour Organization (ILO) for organizing the symposium, which brought together distinguished partners to enhance the expansion, effectiveness, and sustainability of MRCs in Africa. The representative stressed the significance of sharing experiences and best practices, adapting them to local contexts, and ensuring the long-term sustainability of high-quality services for both male and female migrants. Furthermore, the SDC Representative commended the efforts of the ILO and its partners in informing, empowering, and protecting migrant workers through Migrant Resource Centers in Africa.

The SDC Representative expressed eagerness for the learning and exchanges that would take place during the three-day symposium. Switzerland stood ready to continue its support for improving migrant workers' access to information and support services throughout their migration cycle. In closing, the representative wished the participants an insightful and productive meeting.

3.0 REMARKS BY SENIOR LABOUR OFFICER - MINISTRY OF GENDER, LABOUR, AND SOCIAL DEVELOPMENT - UGANDA

Mr. Raymond Wasukira, Senior Labour Officer at the Ministry of Gender, Labour and Social Development, Government of Uganda, delivered opening remarks on behalf of the Uganda Government at the Symposium. His remarks expressed gratitude for hosting the symposium and highlighted Uganda's commitment to labor migration and the protection of migrant workers.

Mr. Wasukira extended a warm welcome to all delegates, officials from invited countries, representatives from the International Labour Organisation (ILO), and other ministries, departments, and agencies present. He also acknowledged the presence of employers and workers' representatives, emphasizing their role as social partners in labor migration discussions.

He stressed the significance of the symposium, which focused on improving information and services for migrant workers through Migrant Resource Centres. Mr. Wasukira expressed gratitude to the participants for their dedication to labor migration trends and the promotion of safe, orderly, and regular migration.

Mr. Wasukira expressed gratitude to the International Labour Organisation (ILO) for its partnership with the Ministry of Labour in Uganda on various programs, including the recently concluded Fairway project. He highlighted the positive impact of ILO's financial and technical support, which enhanced the capacity of Ministry staff and contributed to positive change.

He pointed out some of the achievements of the ILO Fairway Project in Uganda:

- Training of Labour Officers on safe labor migration pathways using the online platform (EEMIS).
- Provision of IT equipment, including computers, for the Department of Employment services.
- Development of guidelines for the placement of migrant workers abroad.
- Creation of a monitoring and evaluation tool for ethical and fair recruitment.
- Facilitation of a mission to Jordan to assess the operationalization of the bilateral labor agreement between Uganda and Jordan.

He noted that while the Fairway project had concluded, there was a need for continued support to cover the entire country and effectively engage all stakeholders in labor migration. Mr. Wasukira highlighted the significant number of Ugandans (approximately 200,000) working in the Middle East and the substantial foreign exchange earnings (approximately 900 million USD annually) generated through remittances. He emphasized the importance of streamlining the labor migration sector to minimize violations of migrant workers in destination countries.

He hoped for further collaboration with institutions that had established Migrant Resource Centres, such as unions representing workers in hotels, supermarkets, and allied industries. He envisioned these centers becoming one-stop centers for services offered to migrant workers.



Grace Sebageni, ILO FAIRWAY Programme Manager for Africa delivers a presentation.

4.0 OBJECTIVES AND EXPECTED OUTCOMES - FAIRWAY PROGRAMME MANAGER FOR AFRICA

Grace Sebageni, ILO FAIRWAY Programme Manager for Africa delivered a presentation which covered several key aspects related to the symposium's objectives, the FAIRWAY program, the role of MRCs, and expectations for the event.

The presentation began with participant introductions, allowing attendees to familiarize themselves with each other.

The presentation highlighted the significance of the FAIRWAY Programme in advancing the International Labour Organization's (ILO) Decent Work Agenda in Africa. She mentioned ILO's Program and Budget 2022-2023 and its global programmatic framework, specifically Output 7.5, which aims to increase the capacity of Member States to develop fair and effective labor migration frameworks, institutions, and services to protect migrant workers.

The presentation emphasized how well-functioning MRCs can contribute to the achievement of Sustainable Development Goals (SDGs), particularly SDG 8 (Decent Work and Economic Growth) and SDG 10 (Reduced Inequalities). MRCs can help promote safe and secure working environments, including for migrant workers, and facilitate orderly, safe, regular, and responsible migration.

- i) The presentaion outlined various services provided by MRCs, including:

- ii) Information, Counseling, and Facilitation.
- iii) Vocational Skills Training.
- iv) Psychosocial Support.
- v) Financial Services.
- vi) Para/Legal Services.
- vii) Addressing Problems Related to Foreign Jobs.
- viii) Productive Use of Remittances.
- ix) Literacy Programs.

These services cater to potential migrant workers, victims of foreign job-related issues, and those seeking assistance in various phases of the migration cycle.

The presentation highlighted the FAIRWAY Programme's three broad strategies:

Improving conditions of labor migration across migration pathways from Africa to Arab States.

Enhancing the protection of migrant workers in vulnerable situations within the Arab States region.

Enabling migrant workers to contribute more fully to social and economic development in both countries of origin and destination.

Grace explained that the specific outcome of the FAIRWAY Project was to ensure that migrant workers have improved access to information and support services throughout the migration cycle. She elaborated on the needs of migrant workers at various stages, including pre-decision, recruitment/pre-departure, transfer/relocation, post-arrival, and upon return.

The presentation outlined the main objectives of the symposium, which were:

- Developing a better understanding of the effective functioning of MRCs, including the scope of services.
- Sharing learning and experiences on MRC management and operations, including sustainability.
- Identifying roles and scopes for expanding and strengthening MRCs in Africa.
- Establishing networks among MRCs within Africa and beyond.
- Generating information and knowledge toward the validation of the ILO Guidance

Attendees' expectations for the symposium were summarized, including:

- Gaining a better understanding of different MRC models in other countries and regions.
- Sharing knowledge, experiences, and learning about MRC management and operation.
- Formulating recommendations for effective MRC management, operation, and sustainability.

- Contributing to a report on the symposium's proceedings to inform and validate the draft ILO Guidance on MRCs.

Grace outlined the symposium's agenda, with Day 1 focusing on African MRCs supported by the FAIRWAY Project, Day 2 centered on experiences from pioneer MRCs in various countries, and Day 3 involving group discussions on MRC-related topics.

5.0 EXPERIENCE AND LEARNING ON ESTABLISHING AND OPERATING A MIGRANT RESOURCE CENTRE (MRC) - UGANDA

Ms. Assumpta Namaganda delivered this presentation and below are the key take aways:

Uganda is a significant source of labor migration to Middle East countries, including Oman, Jordan, UAE, Qatar, Kuwait, Iraq, Somalia, Bahrain, and Saudi Arabia.

In 2022, over 84,966 Ugandans migrated to work in the Middle East countries, averaging over 7,000 Ugandan migrants per month.

Migrant workers face challenges due to a lack of information during the entire labor migration cycle, including cultural, legal, and financial aspects.

Objective: To establish a one-stop center (Migrant Resource Centre or MRC) that provides information for ethical and safe recruitment, addressing information gaps for prospective, current, and returning migrant workers and their families.

MRC services aim to address various needs:

- Safe migration to avoid deceit, money extortion, and human trafficking.
- Choosing the right destination country.
- Integration and psycho-social support for returnee migrant workers.
- Providing information for investing income earned abroad in profitable small-scale businesses.
- Addressing grievances, such as salary withholding, contract alteration, violence, and harassment.
- Ensuring secure income/salary management, including individual bank accounts and safe fund transfers to relatives.

Products and Services:

- Safe and ethical migration information.
- Integration support for returnee migrant workers, including counseling.
- Referrals to appropriate services.

What facilitates MRCs to Offer Services Successfully:

- Trained staff with expertise in migration issues.
- Partnerships and collaborations with national and international organizations.
- Access to resources and information on migration and related services.

Collaboration/Partners:

Collaboration with organizations such as the National Organization of Trade Unions (NOTU) is crucial for the success of MRC operations.

Gaps/Challenges:

- Challenges include raising awareness about MRC services, reaching prospective migrant workers before migration, counseling services, the high cost of integrating returnee migrant workers, slow grievance resolution, and limited labor attachés in receiving countries.
- Operationalization of the Uganda Association of External Recruitment Agencies (UAERA) MoU and accessing external recruitment agencies not affiliated with UAERA.
- The Kafala system in Middle East countries hinders the freedom of migrant workers.
- Need to cooperate with established MRCs to gain confidence.

Way Forward / Recommendations:

- Develop and print Information, Education, and Communication (IEC) materials to raise awareness about MRCs.
- Sensitize stakeholders about the role of MRCs in the migration process.
- Encourage union-to-union collaboration between sending and receiving countries.
- Campaign for the complete end of the Kafala System in receiving countries.
- Establish further partnerships, such as with training institutions.
- Popularize the UAERA MoU to achieve its objectives.

To sum it up, the presentation highlighted the crucial role of MRCs in facilitating safe and ethical labor migration. It outlined the need for comprehensive support services for migrant workers and the challenges faced in achieving this goal. The presentation also emphasized the importance of collaboration with various stakeholders to address these challenges and ensure the success of MRC operations.

6.0 EXPERIENCE WITH OPENING AND OPERATING MRCS - NIGERIA

Dr. Sunday Onazi, Assistant Director, Ministry of Labour, and Employment - Abuja, Nigeria delivered an insightful presentation on the critical role played by Migrant Resource Centers (MRCs) in Nigeria. MRCs serve as vital institutions tasked with managing organized labor migration and promoting regular migration in and out of Nigeria. In his presentation, Dr. Onazi elaborated on the significance of MRCs, their services, achievements, challenges, and the way forward for these centers.

Migration in Nigeria: Nigeria, as a country, occupies a unique position as both an origin, transit, and destination country for migrants. As a result, managing migration effectively is of paramount importance.

MRCs' Role: Migrant Resource Centers were established to facilitate the effective management of labor migration. These centers operate under the mandate of the Ministry of Labor in Nigeria. Their primary goal is to manage organized labor migration while promoting the legality of migration and discouraging irregular migration.

Policy Framework: The National Policy on Labor Migration provides the overarching governance framework for managing labor migration in Nigeria, outlining key principles and strategies for achieving safe and orderly migration.

Services Offered by Migrant Resource Centers in Nigeria:

Comprehensive Services: MRCs serve as comprehensive one-stop shops providing a wide array of services to potential migrants and returning migrants alike.

Information Dissemination: MRCs offer essential information services to educate potential migrants about their rights, documentation, and available services. This information is invaluable in guiding migrants toward making informed decisions regarding their migration journeys.

- **Psychosocial Support:** Returning to one's home country after experiencing the challenges and traumas associated with migration can be emotionally challenging. MRCs provide psychosocial support services, including counseling and support groups, to help returning migrants cope with these challenges and rebuild their lives.
- **Vocational Training:** MRCs offer vocational training in various fields, including IT, fashion design, baking, and more. This training equips individuals with practical skills that enhance their employability and entrepreneurial prospects.
- **Job Placement:** The MRCs assist in job placement by conducting job fairs and employment promotion services. This helps returning migrants and job seekers find employment opportunities matching their skills.
- **Integration Support:** MRCs support the economic and social reintegration of returnee migrants. This includes career development, business startup advice, and assistance in starting small businesses.

- **Community Reintegration:** Returning migrants often face challenges reintegrating into their communities due to stigma and misconceptions. MRCs collaborate with communities to raise awareness and promote acceptance, thereby facilitating smoother integration.
- **Data Collection and Policy Advocacy:** MRCs play a crucial role in data collection related to returning migrant needs, challenges, and success stories. This data informs policymakers and advocacy efforts aimed at improving the reintegration process and addressing the root causes of migration.

Importance of Migrant Resource Centers in Nigeria:

- **Promoting Regular Migration:** MRCs are instrumental in promoting regular migration by providing migrants with essential information, psychosocial support, and the skills needed for reintegration.
- **Protection of Migrant Workers:** A key objective of the national policy on labor migration is the protection of migrant workers and their families left behind. MRCs play a vital role in protecting both potential and returning migrants from exploitation and abuse by providing them with knowledge about their rights and responsibilities.
- **Family Unification:** MRCs facilitate family verification for migrants who were separated from their families during their migration journeys. This is a crucial component of successful reintegration.
- **Referrals:** MRCs serve as referral hubs, directing migrants to the services of sister agencies and organizations, further enhancing their access to support.

Achievements of Migrant Resource Centers (2018-2023):

- **Business Startup Support:** MRCs have provided business startup support to 32,100 beneficiaries, comprising 18,100 males and 14,000 females.
- **Business Advisory and Integration Support:** MRCs have offered business advisory and integration support to 238,400 beneficiaries, with 138,600 males and 99,800 females benefiting.
- **Psychosocial Support and Counseling:** A total of 1,681 beneficiaries (780 males and 901 females) have received psychosocial support and counseling services.
- **Social and Economic Reintegration:** MRCs have supported the social and economic reintegration of 5,420 beneficiaries, including 3,998 males and 1,422 females.
- **Job Placement:** MRCs have successfully placed 2,017 beneficiaries into internships

(1,111 males and 1,406 females).

- **Employment Opportunities:** A significant achievement is the placement of 25,480 beneficiaries into employment, comprising 14,992 males and 10,496 females.
- **Career Development and Training:** MRCs have provided career development, counseling, and vocational training to 55,007 individuals (34,693 males and 20,314 females).
- **Employment Training:** Employment training has been conducted for 46,792 individuals (26,879 males and 19,913 females).

Key Success Factors:

- **Partnerships:** Strong partnerships with international organizations, including IOM, ILO, and GIZ, have played a crucial role in the achievements of MRCs.
- **Gender-Responsive Activities:** MRCs prioritize gender-responsive activities, providing equal opportunities for both women and men.
- **Effective Stakeholder Coordination:** Coordination and engagement with various stakeholders, including social partners and government agencies, have been instrumental in MRCs' success.
- **Infrastructure Support:** Support from international organizations in terms of infrastructure and office equipment has significantly contributed to MRCs' accomplishments.
- **Integrated Approach:** MRCs employ an integrated approach to employment promotion and counseling, ensuring comprehensive support for migrants.
- **Capacity Building:** Staff capacity building, supported by international organizations like ILO, GIZ, and IOM, has empowered MRCs to provide effective services.
- **Community Engagement:** MRCs actively engage with communities to raise awareness, foster acceptance, and reduce stigma associated with returning migrants.

Challenges and Recommendations:

- **Inadequate Staff Capacity:** There is a need for ongoing capacity building for MRC staff, particularly in technical areas.
- **Infrastructure Limitations:** MRC infrastructure is insufficient, considering the vast geographical spread of Nigeria. Expanding MRC locations is essential.
- **Funding Challenges:** MRCs often face funding challenges for project implementation. Long-term funding strategies should be developed.
- **Awareness Creation:** Awareness creation and community outreach efforts need to be intensified to ensure that more people are aware of MRC services.
- **Internet Connectivity:** MRCs encounter issues with poor internet connectivity, hindering the efficiency of their operations.

Way Forward:

- **Monitoring and Evaluation:** Continuous monitoring and evaluation of MRC services are essential to measure outcomes and assess migrant needs.
- **Long-Term Funding Strategy:** Developing a long-term funding strategy is critical to ensure the sustainability of MRCs and their expansion.
- **Expansion of MRC Locations:** Expanding MRC locations to cover all geopolitical zones in Nigeria will enhance their reach and impact.
- **Awareness Campaigns:** Strengthening awareness campaigns and community outreach efforts will help reach potential migrants and communities effectively.
- **Support for Effective Integration:** Providing more support and interventions to ensure effective integration of returnee migrants is a priority. This includes empowerment for self-reliance.
- **Data Collection and Management:** Enhancing data collection and management systems is necessary to inform evidence-based policymaking and program improvement.
- **Family Unification and Stigma Reduction:** Focus on family unification and reducing the stigma associated with returning migrants remains critical for successful reintegration.

QUESTION AND ANSWER SESSION - NIGERIA PRESENTATION

The key points from the Nigeria presentation question and answer session were:

- The Ministry of Labour collaborates with international organizations such as the International Labour Organization (ILO) and others, leveraging their support for policy implementation.
- Services and training at the Migrant Resource Center (MRC) are provided free of charge to clients.
- Training programs at the MRC are funded through collaborations with organizations like GIZ.
- The Ministry conducts follow-up and monitoring activities for beneficiaries and plans refresher training programs for continued support.
- Returning migrants are profiled upon arrival at the MRC, and based on their needs, they are offered guidance and support for reintegration.
- The Ministry primarily engages with departure training institutions within Nigeria, ensuring that departing workers are well-prepared for migration.

7.0 MRC EXPERIENCE AND SELF-REFLECTION - KENYA

The presenter highlighted the establishment of Kenya Labor Migrant Resource Center (KLMRC) in June 2021, which resulted from collaboration between the National Employment Authority (NEA) and the International Labour Organization (ILO). The primary objective of KLMRC is to bridge the gap within the labor migration cycle, which is often neglected by labor-exporting countries. KLMRC aims to be a centralized hub for labor migration information and provides essential services to returning migrant workers.

Labor migration is a significant global phenomenon, with millions of individuals seeking employment opportunities abroad. Kenya, like many other countries, has a substantial number of its citizens working overseas. However, labor migrants often face various challenges, including unethical practices by private employment agencies, brokers, and employers in destination countries. Recognizing the need to address these challenges and provide comprehensive support to labor migrants, NEA established the KLMRC in June 2021.

Importance of Migrant Resource Centers in Kenya:

The primary objective of KLMRC is to fill the existing gap within the labor migration cycle. Many countries that export labor lack robust programs to cater to the needs of their migrant workers. As a result, labor migrants are vulnerable to exploitation and abuse. KLMRC aims to be a central hub for labor migration information and offers return and reintegration services to returning migrant workers. Its importance lies in ensuring the protection and well-being of Kenyan labor migrants.

Services offered by KLMRC:

- **Support Services:** These include handling complaints and disputes and providing psychosocial support to labor migrants.
- **Return and Reintegration Services:** KLMRC facilitates the return of migrant workers and offers socio-economic advice. It also follows up with recruitment agencies to ensure that migrants return after completing their contracts.
- **Registration and Information Services:** These services cater to outgoing, returning, and distressed migrant workers. They involve guiding job seekers, registering them, and linking them to accredited recruitment agencies. The center also assists families left behind by tracing and connecting them with migrants in destination countries.

Referral Services: KLMRC offers referrals for psychological counseling, medical assistance, legal aid, business registration, various training programs, financial advice, and skills certification.

Operational Data and Achievements:

Since its inception, KLMRC has provided services to a significant number of individuals. Notable achievements and data include:

- Total beneficiaries: 2,056 (1,472 females and 584 males).
- Complainants: 1,189 (919 females and 270 males).
- Returnees: 254 (241 females and 10 males).
- Job seekers: 398 (210 males and 188 females).
- Successful resolution of distress cases: 55% (713 cases).
- Psychosocial support provided to 81 individuals (69 female migrant workers and 9 job seekers).
- Reintegration of 36 returnees, with 15 employed by private companies and 12 operating small-scale businesses.
- Expansion of services: KLMRC extended its services to other counties, facilitating quick responses to distress calls. Additional centers in Mombasa and Eldoret are now operational.
- Toll-free number: The introduction of a toll-free number has enhanced access to labor migration information and reporting of distress or complaints.
- Publicity materials: Awareness has been created through brochures and other accessible platforms.
- Data capture: Well-organized records help track the center's growth and identify areas for improvement.
- Accessible information: KLMRC provides easy access to labor migration information through its website and a toll-free number.
- Reintegration support: The center has successfully reintegrated returning migrant workers.
- Support services: KLMRC effectively addresses complaints and grievances by victimized migrant workers and coordinates with relevant authorities.

Key Emerging Issues/Gaps:

- The need for a well-structured and expanded referral system.
- The necessity to train various stakeholders, including labor and employment officers, private employment agencies, and human rights activists, on KLMRC's operations and role in labor migration.
- The importance of temporary shelters for returning migrants, particularly those on forced return.
- Skills recognition and transfer for career development opportunities.

Way Forward / What We Intend to Do:

NEA and KLMRC have clear plans, including:

- Developing a well-structured, two-year operational plan for all KLMRCs.
- Enhancing publicity through multiple platforms.
- Implementing skills identification, matching, and re-skilling programs for returning migrant workers.
- Introducing videography for documenting experiences.
- Creating a mobile app for migrants to report their return.
- Transforming KLMRC into a comprehensive one-stop shop for all labor migration information and support.

Apart from the mentioned services, the Resource Center offers an environment for potential and returning migrant workers to access online services provided by NEA and other government agencies. These services include online registration of job seekers and guidance on accessing job opportunities through the National Employment Authority Integrated Management System portal.

In conclusion, the presentation offered valuable insights into the establishment and operation of Migrant Resource Centers. KLMRC's efforts in supporting labor migrants, addressing complaints, and facilitating reintegration demonstrate the significance of such centers in safeguarding the rights and well-being of migrants. The achievements and plans outlined underscore the commitment to improving services and expanding their reach to benefit even more labor migrants.

QUESTION AND ANSWER SESSION - KENYA PRESENTATION

The key points from the Kenya presentation question and answer session were:

- The MRC in Kenya handles disputes related to various issues, including breaches of employment contracts, mistreatment of workers, and payment problems.
- The Kenya Migrant Workers website is operational, catering to both Kenyan and non-Kenyan users, with ongoing efforts to enhance its functionality and integrate it with other systems.
- There have been reports of a high number of cardiac arrest cases among Kenyan migrant workers in countries like Saudi Arabia, leading to concerns about underlying health conditions.
- The MRC in Kenya has a distress reporting interface, but its full implementation is hindered by resource constraints, and efforts are ongoing to improve its capacity to address complaints from Kenyan migrants globally.



Kenyan representatives engage in a lively group discussion during a plenary session.



A Kenyan representative provides an overview of Kenya's journey with MRCs through a presentation.

8.0 PLENARY - DAY ONE:

The plenary session on day one had participants discussing best practices like Nigeria's proactive training and Kenya's gender-specific data collection, along with areas needing improvement: broader awareness campaigns, funding allocation, data analysis, and infrastructure development. It served as a forum for collaborative insights and recommendations on Migrant Resource Centers and migrant worker support.

- **Nigeria's Proactive Approach to Training:** Participants commended Nigeria's proactive approach of extending training programs to universities and tertiary institutions. This practice was viewed as a best practice to better prepare potential migrant workers. By integrating migration-related training into educational institutions, countries can equip their citizens with the knowledge and skills needed for safe migration.
- **Information Capture for Tracking:** The practice of capturing migrant workers' information when they leave, and return was highly regarded. This data collection was seen as valuable for tracking and assisting migrants effectively. It allows authorities and support organizations to have a clear understanding of migrant movements and needs.
- **Priority on Addressing Migrants in Distress:** Participants recognized the importance of addressing the needs of migrants in distress as a top priority. Ensuring the well-being of migrants, particularly those facing challenges in destination countries, was seen as a critical responsibility of Migrant Resource Centers (MRCs).
- **Gender-Specific Data Collection in Kenya:** Kenya's gender-specific data collection efforts were applauded. This practice highlighted the importance of such data in shaping future policies and programs. Gender-disaggregated data can help tailor support services to the specific needs of male and female migrant workers.
- **Efficient Reception and Support in Nigeria:** Nigeria's efficient reception, integration, and comprehensive support for returning migrants received praise. A well-organized system for assisting returnees was seen as a model for other countries to follow.

Areas for Improvement:

- **Wider Awareness Campaigns:** Participants emphasized the need for broader awareness campaigns in different countries. These campaigns should focus on translating migrant workers' rights from policy documents into practical knowledge. Raising awareness among potential migrants about their rights and available support services is essential for their protection.
- **Adequate Funding Allocation:** Adequate funding allocation was identified as crucial,

especially for countries with significant migrant worker populations. Sustainable financial resources are needed to establish and maintain effective Migrant Resource Centers and support programs.

- **Comprehensive Medical Insurance:** Advocacy for comprehensive medical insurance for migrant workers, including consideration for their health upon return, was highlighted. Ensuring access to healthcare services for returning migrants is vital for their well-being.
- **Data Collection and Analysis:** The importance of data collection and analysis in managing Migrant Resource Centers (MRCs) was stressed. Capacity-building for data-related roles within MRCs is essential to effectively track and respond to the needs of migrant workers.
- **Infrastructure Development:** Participants recognized the necessity of infrastructure development, including strategically placing MRCs in various regions for accessibility. Accessible MRCs can better serve the needs of migrants across different geographic areas.

The plenary session served as a valuable forum for participants to share their insights and recommendations regarding the establishment and operation of Migrant Resource Centers and the support of migrant workers.

9.0 COLLABORATIVE GOVERNANCE OF GENDER RESPONSIVE ONE ROOF INTEGRATED SERVICES - INDONESIA

Ms. Dina Nuriyati, the MRC Coordinator from the Indonesia Migrant Workers Union, delivered a comprehensive presentation at the workshop, shedding light on the management and operation of Migrant Resource Centers (MRCs) in Indonesia. This initiative is mainly supported by ILOs' technical and financial through SAFE and FAIR Project. Her presentation focused on various aspects, including the background and context of labor migration, the role of MRCs in ensuring access to information, access to justice, and other critical services, as well as intervention for effectiveness.

Legislative Changes:

- **Law Number 39 (2004):** The presentation highlighted the significance of Law Number 39 of 2004, which marked a turning point in Indonesia's approach to migrant worker protection. This law was a result of concerted efforts by CSOs and unions to push for legislative changes that prioritize protection over mere placement.
- **2017 Law Reform:** The presenter noted that after years of struggle, Indonesia successfully revised its laws related to migrant worker protection in 2017. The reform aimed to address the gaps in the previous legal framework, placing a stronger emphasis on safeguarding migrant workers' rights.

Government Initiatives:

- **Protection and Empowerment Programs:** The Indonesian government has made substantial efforts to improve protection by implementing various protection and empowerment programs. These programs are designed to support migrant workers from recruitment to their return home.
- **Ministry Budget Allocation:** The government allocates budgets to several ministries, including the Ministry of Manpower, the Ministry of Social Affairs, and departments related to children and women, to fund initiatives aimed at enhancing migrant worker protection.
- **BP2MI:** The National Agency for Migrant Worker Protection and Placement Institution (BP2MI) plays a crucial role in implementing programs and projects to ensure the protection of migrant workers.
- **Mobile Apps:** The government has developed mobile applications such as Safe Travel, Ready to Work, and the Window of Migrant Worker to provide essential services and information to migrant workers, both nationally and locally.
- **Citizen Service Program:** Indonesian embassies and consulates have established Citizen Service Programs to provide services to migrant workers abroad, bringing assistance closer to those in need.

Local Government and Village-Level Involvement: The presentation highlighted the importance of local government and village-level involvement in migrant worker protection. It noted that while the law mandates their role, there is still a need for better understanding and coordination among these entities.

Challenges and Ongoing Efforts:

- **Incomplete Understanding of Regulations:** Despite the legal framework in place since 2017, there remains a gap in the understanding of regulations at the village level. Local governments need to systematically coordinate data and improve their knowledge of migrant worker protection laws.
- **Stigma:** Stigmatization of migrant workers is still a concern that needs to be addressed through awareness campaigns and community education.
- **Broker Trust:** Many migrant workers continue to rely on brokers, despite efforts to improve access to legal services. This reliance can lead to issues, including exploitation.

Other highlights of the presentation include the following:

- **Current Situation of Indonesian Migrant Workers: Case Complaints:** Ms. Dina Nuriyati

shared statistics on case complaints filed by domestic sector and vessel crew migrant workers. These cases primarily involved labor rights violations, unpaid wages, document withholding, violence, harassment, human trafficking, overcharging, and insurance claims. Challenges faced by migrant workers included a lack of understanding of labor rights, migration procedures, work requirements, and required documents.

- **Number of Women Migrant Workers and Coordination at the Village Level:** The presentation highlighted that many women migrant workers come from villages and remote areas. Challenges included a lack of understanding of regulations, migration procedures, document requirements, and service standards. The role and participation of the community and women migrant workers and their families were also addressed.
- **Spotlight Initiative for Safe and Fair Migration:** The presentation discussed the importance of safe and fair migration for decent work, emphasizing freedom from violence and equitable gender conditions. The initiative aimed to reduce the vulnerability of women migrant workers to violence and trafficking, improve services, and enhance knowledge about the rights of women migrant workers.
- **Government One Roof Integrated Services (LTSA) and Gender Responsiveness:** The presentation delved into the protection functions of MRCs, including administrative processes, placement services, social protection, trade union involvement, and village-based migration management. The integration of gender-responsive services was highlighted.

Development Process of Integration of Information Center and LTSA: The development process involved research, gender analysis, village-based governance models, legal basis establishment, cooperation and service model development, implementation and monitoring, and evaluation and sustainability.

Results of the LTSA-MRC Program in Indonesia:

Strengthened MRC-LTSA-VILLAGE: The program has significantly fortified the capacity and policy framework of MRC-LTSA-VILLAGE, enabling it to better address the needs and concerns of Indonesian migrant workers.

- **Enhanced Workforce:** Frontline personnel and law enforcement officers have undergone comprehensive training, resulting in a more skilled and knowledgeable workforce capable of effectively dealing with migrant worker-related issues.
- **Standardized Procedures:** The establishment of service SOPs ensures that processes are streamlined and consistent, providing a more efficient experience for both the workers and the authorities.
- **Empowered Local Communities:** The development of village-based regulations and services empowers local communities, enabling them to actively participate in the

protection and support of migrant workers.

- **Accessible Services:** Services provided through MRC cover a broad spectrum, from psycho-social counseling to legal aid and pre-employment consultations, ensuring comprehensive support for migrant workers.
- **Training and Organizing Initiatives:** The program's training and organizing initiatives contribute to the development of a more skilled workforce, ultimately improving the quality of services provided.
- **Gender-Responsive Services:** The integration of gender-responsive monitoring systems and service SOPs ensures that services are tailored to the unique needs of migrant workers, particularly women.
- **Sustainable Impact:** The program places a strong emphasis on enhancing the quality of access, services, and sustainability, ensuring that the benefits continue to positively impact Indonesian migrant workers over the long term.

Recommendations:

- **Capacity Building:** Further capacity building for local governments and village-level officials to ensure effective implementation of migrant worker protection laws.
- **Awareness Campaigns:** Continued efforts to raise awareness and reduce stigma associated with migrant workers.
- **Broker Regulation:** Stricter regulation and oversight of labor brokers to reduce migrant workers' reliance on them.
- **Cross-Border Collaboration:** Strengthening partnerships with destination countries to ensure the safety and rights of Indonesian migrant workers abroad.
- **Sustainability:** Ensuring the sustainability of initiatives like the Migrant Resource Centers (MRCs) and promoting collaborative efforts between government, CSOs, and unions.
- The presentation emphasized the importance of cross-border collaboration with countries of destination to improve the protection and rights of Indonesian migrant workers abroad. Regular discussions and partnerships with organizations, unions, and lawyers in destination countries are crucial for this purpose.

In conclusion, this presentation provided valuable insights into Indonesia's efforts to protect and empower its migrant workers through collaborative governance and gender-responsive Migrant Resource Centers.



Representatives from Phillipines and Indonesia share experiences on MRC Management and Operations as well as One Roof Integrated Services accordingly.



During the breakaway group sessions, discussions unfold among participants

10.0 MRC MANAGEMENT AND OPERATION BY LOCAL GOVERNMENT - PHILIPPINES

Ms. Dyanne Christine T. De Ocampo, Chief of the Migrants Welfare and Development Section in Quezon City Administration, delivered an insightful presentation at the workshop, focusing on the management and operation of Migrant Resource Centers (MRCs) in Philippines. Her presentation provided a comprehensive overview of Quezon City's initiatives to support migrant workers and their families, including background/context, access to information, access to justice, service effectiveness, and sustainability challenges.

The presentation at the Quezon City Resource Center for Migrant Workers underscored Quezon City's substantial efforts in assisting migrant workers and their families throughout their migration cycle. The following key points were highlighted:

Quezon City is one of the highly urbanized cities in the Philippines, boasting a large population of approximately 2.96 million citizens.

The city has experienced annual population growth, indicating its significance in the country.

Initiatives for Migrant Workers (2005-2018):

- The Public Employment Service Office (PESO) initiated efforts to ensure the protection and reintegration of migrant workers.
- The establishment of the OFW (Overseas Filipino Worker) Help Desk to provide essential assistance.
- Financial aid provided to repatriated migrant workers.
- Creation of the OFW "Reintegration Section."
- Quezon City's recognition as the Best Partner in Anti-Illegal Recruitment.

Partnerships and Collaborations (2010-2023):

- Collaboration with the Commission on Filipinos Overseas (CFO) to establish a local portal connecting Filipino individuals and communities abroad.
- Establishment of the Quezon City Migrants Resource Center (MRC) and institutionalization of the Quezon City Migration and Development Council (MDC).
- Hosting the 3rd Global Mayoral Forum in 2016.
- Rationalization of the Quezon City Public Employment Service Office (QC PESO) and the creation of the Migration Services Division (MSD).

Global Engagements (2016-2023):

- Quezon City's active participation in the 5th Global Forum on Migration and

Development in Marrakech, Morocco.

- Mayor's participation in the Mayors' Migration Council (MMC) Leadership Board Meeting in New York City.
- Partnership renewal with the Overseas Workers Welfare Administration (OWWA) for an OFW Help Desk.
- Collaboration with the International Labour Organization (ILO).

Focus on Reintegration (2019-2023):

- Study visits, leaders' assemblies, and partnerships aimed at enhancing reintegration services.
- Development of six local reintegration pathways for returning migrant workers, including employment, skills development, livelihood, support for survivors of violence and abuse, retirement, and remigration.

OFW Help Desk and Innovative Programs:

- Addressing common OFW complaints such as maltreatment, termination of employment, health concerns, non-payment of wages, and forced labor.
- Launch of the Smart Child e-Habilin Program.
- Implementation of OFW Kumustahan Sessions via Zoom Communications.

Future Directions:

- A commitment to providing gender-responsive services to migrant workers and their families.
- Expansion of linkages for broader reach and cohesive program promotion.
- Development of a manual for documenting service processes.
- The move towards departmentalization to enhance service delivery.

11.0 MRC MANAGEMENT AND OPERATION IN NORTH AFRICA (THE TUNISIAN GENERAL LABOUR UNION-UGTT) - TUNISIA

This presentation was delivered online by Mr. Bechir Glissa and Ms. Naila Saibi and it shed light on the Center for Migrants in Sfax, Tunisia. It provided a comprehensive overview of the critical role it plays in supporting migrant workers in the North African region. Below are the details of the presentation:

- Centre for Migrants in Sfax: The Centre for Migrants in Sfax, established in 2019 with support from the ILO/FAIR II Project, stands as a beacon of assistance and support for migrants in Tunisia.

- **Support for Irregular Migrants:** The presentation acknowledged that many migrant workers in Tunisia are in irregular situations, often due to factors like incorrect information or overstay. The MRCs strive to provide support and advocacy for these workers, ensuring their access to essential services.
- **Taxation and Irregularity:** Migrant workers in irregular situations are generally not required to pay taxes in Tunisia. However, this irregular status also means they lack legal protections, such as health insurance and education access. Advocacy efforts are ongoing to address these issues.
- **Legal Assistance:** The presentation explained that the MRCs collaborate with trade unions like UGTT to mediate labor-related disputes between migrant workers and their employers. These efforts often result in amicable resolutions without resorting to legal proceedings.
- **Collaboration with International Organizations:** Tunisia collaborates with international labor organizations and agencies to protect the rights of migrant workers. These collaborations include capacity-building programs and initiatives to improve the situation of both Tunisian and foreign workers.
- **Regularization Efforts:** Tunisia aims to regularize the status of some migrant workers, considering the possibility of allowing them legal contracts and associated benefits. These initiatives are part of a broader effort to address irregular migration.
- **Protection of Tunisian Migrants Abroad:** The presentation briefly touched on efforts to protect Tunisian migrants abroad. It involves collaboration with foreign governments, institutions, and organizations to ensure the well-being and rights of Tunisians working in other countries.
- **Union-to-Union Collaboration:** The presentation highlighted the importance of collaboration between unions in different countries. Such collaborations help protect the rights of migrant workers by sharing information and best practices.

Consultation of Migrant Workers Over the Years:

One notable aspect discussed was the consultation of migrants over multiple years, emphasizing the prolonged nature of their challenges. The distribution of migrants by the number of consultations revealed interesting patterns:

- The majority of migrants sought consultations for an extended period.
- A significant proportion of migrants required hospitalization only once.
- A smaller yet noteworthy percentage had to be hospitalized two or three times.
- Particularly intriguing were two cases where patients were hospitalized an astonishing

12 and 13 times, underscoring the diverse and ongoing healthcare needs of migrants.

- Insights into the gender distribution of migrants highlighted the varied demographics among individuals seeking assistance.
- The age distribution of migrants seeking support was presented, providing context on the age groups most affected by migration-related issues.
- Understanding the situations migrants find themselves in is crucial for tailoring support effectively. The presentation shared data regarding these diverse circumstances.
- Insights into the countries of origin of migrants provided a broader perspective on their backgrounds and the factors driving migration.
- Reasons for hospitalization were explored in detail, with a focus on the departments or services where migrants received treatment.
- Notably, the Obstetrics department received the highest number of admissions, primarily consisting of female migrants (59.18%).
- The Gynecology department ranked second in terms of admissions (10.95%).
- The role of the Migrant Focal Point emerged as pivotal in the support system for migrants. They are responsible for providing a spectrum of crucial services, including reception, needs analysis, orientation, accompaniment, monitoring, and closure.

Accompaniment:

- Over a span of three years, the Sfax migration focal point has delivered diverse forms of support:
- Ensuring access to healthcare and essential services.
- Referring migrants to other organizations, including IOM, Tunisie Terre d'Asile, Lawyers Without Borders, and the National Authority for Combating Trafficking in Persons.
- Mediating with employers to resolve work-related issues such as unpaid wages and workplace exploitation.

QUESTION AND ANSWER SESSION - UGTT PRESENTATION

Key points from the UGTT presentation question and answer session were:

- The focus is primarily on migrants within Tunisia's borders, with collaborations with international organizations and partners to advocate for the rights of Tunisian migrants living abroad.
- Migrant Resource Centers (MRCs) located in hospitals are accessible to everyone, including migrant workers, aiming to facilitate access to medical care and essential services.

- Collaboration between trade unions is crucial, with an excellent relationship between trade unions in Tunisia. Ongoing initiatives and networks, such as the Mediterranean unions' network, are dedicated to advancing the rights of migrant workers and fostering collaboration among unions in different countries. Collaboration between trade unions is crucial. In Tunisia, we have an excellent relationship with trade unions, and they play a significant role in protecting migrant workers. There are ongoing initiatives and networks, such as the Mediterranean unions' network, aimed at advancing the rights of migrant workers and fostering collaboration among unions in different countries.

12.0 MRC MANAGEMENT AND OPERATION IN NEPAL

The presentation on Migrant Resource Centers (MRCs) in Nepal by Basanta Kumar Karki, Technical Officer ILO Country Office, Addis Ababa, provided an in-depth insight into the establishment, significance, and challenges faced by these centers. The presentation outlined the history, context, and evolution of MRCs, emphasizing their role in addressing labor migration issues in Nepal.

Background on MRCs:

The Safer Migration Project, initiated by the Swiss Agency for Development and Cooperation (SDC) in collaboration with the Government of Nepal, commenced in 2011. It aimed to pilot various interventions for safe labor migration, including the establishment of MRCs.

The first official MRC, initially named Information and Counselling Centres (ICCs), was established in early 2012, with subsequent centers established later in the year.

Several other MRCs were initiated by international and non-governmental organizations (I/NGOs) such as IOM, Geneva Global, and WOREC, resulting in differences in strategies and approaches.

HELVETAS Swiss Intercooperation served as the technical implementing agency for these centers.

Factors Driving the Initiative:

- Labor migration is a primary source of employment for Nepalese youth, with approximately three-fourths of around 500,000 youths entering the labor market each year seeking employment abroad.
- Remittances play a crucial role in Nepal's economy, with over 56% of households receiving remittances, contributing 22% to 25% of the GDP and being a major source of foreign currency earnings.
- Despite challenges such as global recessions, earthquakes, and trade embargoes, labor migration remains a robust aspect of the economy.
- Primary source of employment- 3/4 youths out of total estimated 500,000 entering into

labour market each year going abroad

- More than 56% households receive remittance directly or indirectly and as major source of cash income
- Main source of foreign currency earning – above 55%
- Main element pushing the ‘import based’ economy (not much affected by the global recession, mega-earthquake, and trade embargo)
- Institutionally 111 countries are open for foreign employment but Nepalese migrant workers are present officially in 178 countries
- However, 95% of Nepalese workers are heading to Malaysia and the GCC Countries
- Context: The presentation highlighted data representing the growth and significance of labor migration and remittances in Nepal from 2017 to 2023, illustrating its pivotal role in the country's economic landscape.

Established importance of labour migration on the context:

- Lack of proper sources for information on foreign jobs.
- Presence of unregistered agents and illegal recruiters.
- Limited or no local-level services available.
- Prevalence of myths enticing individuals to pursue their dreams without proper guidance.
- The absence of means to verify information.
- Limited capacity of the Ministry to administer and regulate labor migration.
- Lack of support for workers and their families when facing problems.
- There are so many myths tempting people to chase “DREAMS”

MRC Expansion:

The presentation showed the expansion of MRCs in Nepal. What started with only a handful of districts turned into a sprawling network, opened based on empirical data regarding the geographic origins of migrants.

What Made this Momentum Possible:

- The effectiveness and accessibility of MRCs in assisting service seekers.
- MRCs being the legitimate point of contact for labor migration-related issues.
- Their capability in addressing specific concerns and issues.
- Focused intervention on pertinent social issues.
- Ownership and commitment from local to federal governments.
- Continuous sensitization, engagement, and lobbying efforts.
- Complementarity and regular capacity building.

How MRCs Function:

- Building trust and marketing were identified as key elements.
- MRCs focus on providing better job opportunities, financial gains, justice, compensation, vocational skills training, and resolution of issues.
- Marketing and trust-building contribute to the added value of MRCs.

Effectiveness Matters:

- Providing selected and practical information.
- Sharing local case stories.
- Following up through phone or social media.
- Balancing information on legal provisions and practicality.
- Engaging with different actors at different levels.
- Showcasing results to establish importance.
- Ensuring regular updates, vigilance, and innovations.

In Terms of Services:

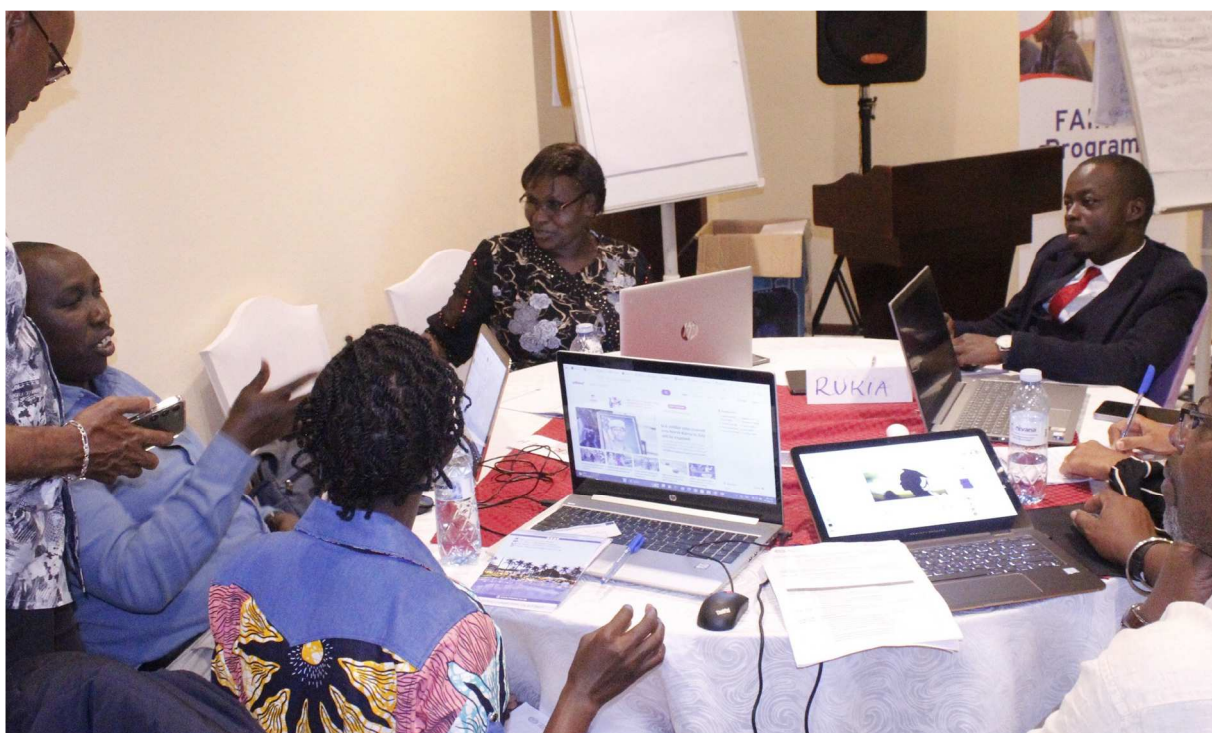
- MRCs offer access to information, paralegal support, vocational skills training, psychosocial counseling, financial literacy, and access to justice and compensation.
- They collaborate with expert organizations, occupational skills training providers, law enforcement agencies, and other entities.

Challenges Faced by MRCs in Nepal:

- Inadequate physical infrastructures.
- Difficulty in reaching potential women migrant workers and other vulnerable groups.
- Delays in obtaining justice or compensation.
- Conflicts of interest among supply chain actors.
- Discrepancies between laws/regulations and their practical implementation.
- Challenges in accessing referral organizations.
- Resource constraints, including finances and human resources.
- Countering misinformation and confronting business interests.
- Remote Geographic Locations: A compelling narrative emerged regarding the unique challenges posed by the remote geographic origins of many migrants. The logistical intricacies of providing services to these far-flung regions were dissected.
- Language Barrier: The multilingual nature of Nepal was held up to scrutiny, with the language barriers constituting a challenge in the pursuit of effective service delivery.
- Misinformation and Mistrust: The challenge of misinformation and combating mistrust,



Basanta Kumar Karki, Technical Officer ILO Country Office, Addis Ababa (standing) interacts with participants during a group break away session.



Participants from Kenya engage in discussions during the breakaway group sessions.

especially concerning unscrupulous actors in the supply chain, was discussed.

Sustainability:

The presentation highlighted the importance of MRCs being owned by the government as a national program.

- Increasing budget allocations from the government.
- Growing interest from local governments.
- Effective use of local resources and government initiatives.
- Implementation of the Migrant Workers Welfare Fund for MRCs and referral organizations.
- Localization of justice redressal and welfare functions to reduce dependence on referrals.

Additional Challenges and Strategies:

Beyond the core presentation, several pivotal challenges and strategies were highlighted:

- **Inadequate Physical Infrastructure:** The need for proper infrastructure, conducive to confidential counseling sessions and group activities, was identified as a concern, particularly concerning female workers' need for privacy.
- **Reaching Vulnerable Groups:** There is a challenge of effectively reaching potential women migrant workers and other marginalized and hesitant cohorts. Strategies to surmount the formidable obstacles of stigma, discrimination, and economic hardships were meticulously examined.
- **Partnerships for Legal Support:** The presentation talked about the power of collaborative partnerships with expert organizations adept at providing legal and paralegal support. These alliances stand as a bridge, closing the gap between MRCs and governmental institutions tasked with the responsibility of delivering legal aid.
- **Effective Engagement with Law Enforcement:** The imperative of cultivating relationships with law enforcement and administrative agencies at the grassroots level was highlighted. These alliances, characterized by mutual trust, ensure the resolution of cases and support to victims.
- **Cross-Border Collaboration:** The presentation championed the idea of fostering extensive networks and establishing sturdy contacts in destination countries. Collaborations with expert organizations entrenched in these foreign countries are a gateway to unraveling complex cases and the location of missing migrants.

Key Strategies and Recommendations:

- **Local Engagement and Partnerships:** A call was made for collaborations with local authorities, governmental departments, trade unions, and an assortment of partners situated both at the origin and destination of labor migration. This collaboration stands the sine qua non for establishing effective referral mechanisms and rendering comprehensive support to migrant workers.
- **Gender Sensitivity:** The presentation advocated for commitment to address the needs and vulnerabilities of women migrant workers. This included issues of violence, harassment, and economic empowerment. It underscored the pressing need for the provision of gender-responsive services and support systems.
- **Information and Empowerment:** The presentation showed that MRCs play a pivotal role in providing accurate information to prospective and returning migrant workers. This does not merely include legal and procedural insights but extends to financial literacy and empowerment initiatives, such as facilitating the opening of bank accounts.
- **Data Collection and Reporting:** In an era where data reigns supreme, the presentation showed the importance of maintaining up to date data on migrant workers and their experiences. This data is vital for the continuous improvement of services, attracts funding, and supports advocacy for policy changes. Data collection mechanisms were held as a priority for MRCs.
- **Referral Mechanisms:** Effective referral mechanisms, both within MRCs and extending to external partners, were presented vital. These mechanisms serve as the base to ensure that migrant workers gain access to the support and services they need, whether it's legal aid, psychosocial counseling, or healthcare.
- **Collaboration Beyond Borders:** MRCs should contemplate the exploration of collaborations with other countries. This extends even to the embassies and consulates situated in destination countries, a strategic move that improves the support given to migrant workers and improves the exchange of vital information.
- **Resource Mobilization:** Innovative funding models and resource mobilization strategies are central to the long-term sustainability and effectiveness of MRCs. A call was issued for a dynamic exploration of new paradigms in resource acquisition.
- **Involvement of Returnee Migrant Workers:** The involvement of returnees in the operations of MRCs, whether as staff members or trainers, was encouraged and shown as a source of context-specific insights.
- **Sensitizing Agencies:** The presentation underlined the need to sensitize private employment agencies to adhere to established regulations and desist from imposing illegal recruitment fees. Creating an awareness regarding legal obligations and the

potential consequences of breaking these obligations was presented as a highly effective strategy.

- Documentation and Evidence: Migrant workers were encouraged to collect evidence of any illegal practices by recruitment agencies. This evidence he said serves as a backbone in legal proceedings and create precedent-setting cases.

In conclusion, this presentation not only showed the critical role of MRCs in Nepal but also delved into the challenges they confront. It provided a comprehensive understanding of the strategies and recommendations poised to help the efficacy and sustainability of these centers.

QUESTION AND ANSWER SESSION - MRCs IN NEPAL

Key points from this question and answer session were as follows:

- MRCs collaborate with NGOs to provide legal assistance to migrant workers, with mechanisms in place to track and ensure the delivery of referred services.
- The sustainability of MRCs in Nepal is a gradual process, with the government gradually taking ownership, supported by established legal and policy frameworks for regulating labor migration activities.
- MRCs in Nepal maintain comprehensive databases, utilizing data for monitoring, evaluation, and showcasing their effectiveness, though specific fundraising purposes were not explicitly mentioned.
- Nepal's MRCs prioritize worker safety and protection while providing information about the law, aiming to strike a balance between delivering information and ensuring safety, credibility, and trust.
- Additionally, it was highlighted that the resilience of remittances during COVID-19, despite a decline in new migrants, was due to the continued financial support from migrants already abroad. Nepal has specific policy documents and legal frameworks in place, including a dedicated law and department for regulating labor migration activities.

13.0 PLENARY SESSION: KEY POINTS AND IN-DEPTH DISCUSSIONS

The plenary session, moderated by Marks Eliza, Technical Officer, ILO Headquarters and Basanta Karki, Technical Officer ILO Country Office, Addis Ababa, was full of informative discussions, with insights and thought-provoking questions. Here's a comprehensive list of the key points and discussions:

Indonesia's One-Stop Shop Approach: Indonesia's pioneering one-stop shop model for Migrant Resource Centers (MRCs) emerged as a focal point of appreciation. This model, which extends its

reach down to the village level, was lauded for its robust integration and comprehensive services. The “one-roof” approach, which combines government departments within a single framework, was hailed as a prime example of intergovernmental collaboration. This holistic approach ensures a unified, streamlined service delivery system for migrants.

Gender and Women Migrant Workers: The importance of addressing gender responsiveness within MRCS took center stage. The plenary session emphasized the urgency of tackling issues related to violence and harassment faced by women migrant workers. Participants advocated for the expansion of discussions to include the unique challenges faced by domestic workers, shedding light on the need to actively involve women in MRCS, not just as beneficiaries but as active participants and decision-makers.

Involvement of Migrant Workers: The concept of migrant workers as active agents and stakeholders of MRCS, transcending their traditional roles as passive beneficiaries was presented. The plenary session resonated with the idea of exploring practical avenues to integrate migrant workers, including those affiliated with labor unions, into the governance and decision-making structures of MRCS. Such inclusive practices foster a sense of ownership and empowerment among the migrant community.

Philippines’ Focus on Families and Children: The Philippines’ advanced MRCs model, characterized by its commitment to supporting families and children left behind by migrant workers was recommended. There is need to adopt a comprehensive approach that not only caters to the individual needs of migrants but also the broader requirements of communities and families.

Psychosocial Support: The session resonated with the pivotal significance of providing robust psychosocial services and tailored training for MRCS staff. It was acknowledged that migrants frequently grapple with psychological distress and crises during their journeys. It was recommended that mental health support be incorporated as a fundamental cornerstone of MRCS services, recognizing the impact of emotional well-being on migrants’ overall welfare.

Tunisia’s Mediation Work: Tunisia’s mediation efforts with employers was highlighted, emphasizing the role of MRCS in providing crucial initial legal support, especially in host countries.

Data for Reporting and Trust Building: Nepal’s adept utilization of data to enhance reporting mechanisms and attract funding was hailed as a noteworthy best practice. Participants explained the significance of cultivating trust within the migrant community as well as garnering recognition from external stakeholders to solidify the credibility and effectiveness of MRCS.

Referral Mechanisms and Collaboration: Collaboration was deemed vital not only with local authorities but also with embassies stationed in foreign nations. This collaborative synergy was seen as instrumental in disseminating accurate information to potential migrants, ensuring informed decision-making.

Recruitment Fees and Evidence Collection: The issue of private employment agencies charging illicit recruitment fees, despite regulations to the contrary, ignited discussions. It was agreed upon that the collection of evidence is the backbone in sustaining legal actions against such agencies and bringing them towards accountability and justice.



Deliberations during a group break away session.



A participant raises a point during a plenary session.

Utilizing Returning Migrant Workers: A proposal suggesting the creation of robust networks comprising returning migrant workers surfaced. Such networks could actively contribute by delivering training, counseling, and support services. The innate value of their context-specific knowledge, coupled with language proficiency, was seen as an invaluable asset that must be strategically leveraged.

Mapping Needs and Services: Conducting thorough needs assessments within MRCs was recommended. This entails extensive consultations with returning migrant workers, ensuring that services are tailored to address nuanced gaps and issues.

QUESTIONS WHICH GUIDED PLENARY SESSION - DAY 2:

What Have We Learnt from the Different Countries' Presentations in Relation to MRCs?

- Country presentations unveiled distinct MRC models, each with strengths and tailored solutions for specific challenges.
- These presentations served as knowledge-sharing platforms, offering insights into the complex world of MRCs.
- MRCs were highlighted as agents of change transcending geographical boundaries and supporting migrant workers globally.
- Participants demonstrated a deep understanding of labor migration complexities, including exploitation and mental health issues.
- Collaboration, both domestically and internationally, was emphasized as vital for MRC effectiveness, involving government, civil society, and international partners.
- Presentations consistently underscored the importance of gender sensitivity, acknowledging the unique vulnerabilities faced by women migrant workers and the need for tailored services and support.

What Are the Major Takeaways?

- Holistic approach: MRCs should go beyond transactional services to become transformative hubs focusing on migrants' overall well-being and community impact.
- Gender responsiveness: A collective commitment emerged to prioritize gender-sensitive services within MRCs, addressing the specific challenges faced by women migrant workers.
- Active agents: Migrant workers transitioned from passive beneficiaries to active stakeholders in MRCs, sparking interest in innovative engagement methods and decision-making involvement.
- Resilience and adaptability: MRCs demonstrated their resilience during crises like

COVID-19, highlighting the importance of flexibility and innovation in MRC models.

- The importance of data-driven decision-making was underscored, with participants vowing to place robust data collection and analysis mechanisms at the heart of their MRC operations. This commitment aimed to drive evidence-based interventions and advocacy.

What Lies Ahead?

- Future vision: MRCs as beacons of hope for migrant workers, families, and communities, fostering local socio-economic growth.
- MRC alignment with SDGs: Actively contributing to global milestones.
- Key focus: Innovation, collaboration, and empowerment, exploring new funding models and partnerships.
- Strengthening connections with returning migrants: Building networks and involving returnees in MRCs.
- Ultimate goal: Equitable support and access to justice for all migrant workers.

DAY 3

14.0 GROUP DISCUSSIONS AND BRAINSTORMING - DAY 3

In this highly interactive and collaborative session, dedicated to enhancing the effectiveness of Migrant Resource Centers (MRCs), participants engaged in intensive group work and brainstorming. Divided into two focused teams, Group 2 and Group 4 diligently explored the paramount question of how to improve access to information by the MRCs they manage. At the same time, Group 1 and Group 3 undertook the critical task of dissecting methods to enhance access to justice through MRCs. These dedicated groups delved into strategies, challenges, and potential solutions to empower MRCs in providing invaluable services to migrant workers and their communities. The results of their efforts, presented here, showcase a wealth of insights and innovative approaches that promise to strengthen the role of MRCs in safeguarding the rights and well-being of migrant workers around the world.

GROUP 1 AND 3: ACCESS TO JUSTICE BY MRCs

How to Improve Access to Justice for Migrant Workers:

- Improve Legal Framework and Regulatory Policies: Strengthening the legal framework governing migrant workers' rights is essential. This includes enacting and enforcing laws that protect migrant workers from exploitation, ensuring fair employment contracts, and establishing clear dispute resolution mechanisms.
- Enhance the Capacity of MRCs in Terms of Human Resources: Migrant Resource

Centers (MRCs) play a pivotal role in providing legal assistance. To improve access to justice, MRCs should invest in hiring and training legal experts, counselors, and support staff who are well-versed in immigration and labor laws.

- **Establish Referral Services That Cover All Aspects:** Referral services are crucial for ensuring that migrant workers have access to comprehensive support. These services should cover legal aid, medical care, counseling, housing, and employment assistance.
- **Enhance Data Management Services:** Effective data management is essential for tracking cases, gathering evidence, and monitoring trends related to migrant workers' rights violations. Implementing modern data management systems can improve efficiency and accountability.
- **Conduct Awareness Campaigns:** Raising awareness among migrant workers about their rights, available legal remedies, and the risks they may face during migration is vital. Awareness campaigns can be conducted through various channels, including workshops, social media, and community outreach.
- **Develop Gender-Responsive Access to Justice:** Recognizing and addressing the unique challenges faced by female migrant workers is essential. This includes providing specialized legal support, counseling, and safe reporting mechanisms for gender-based violence and harassment.
- **Address Language Barriers Through Pre-Departure Preparations:** Language barriers can hinder communication between migrant workers and legal authorities. Pre-departure language programs can help workers learn the language of the destination country, improving their ability to access justice and assert their rights.

Challenges in Access to Justice for Migrant Workers:

- **Inadequate Human Resources:** MRCs often face a shortage of trained professionals, including lawyers and counselors, to provide support and legal aid to migrant workers. This can result in limited access to justice.
- **Legal and Policy Barriers Including the Absence of Legal Frameworks and Policies:** Outdated or absent legal frameworks and policies can leave migrant workers without proper legal protection. Lack of clear regulations can hinder efforts to address injustices.
- **Low Awareness Among Migrants About Conducting Business:** Many migrant workers may not fully understand their rights and responsibilities when working abroad. This lack of awareness can make them vulnerable to exploitation.
- **Corruption:** Corruption within the legal system or among law enforcement officials can impede migrant workers' access to justice. Bribes or unethical practices may deter them from seeking legal redress.

- **Human Trafficking:** Human trafficking networks often prey on vulnerable migrant workers. Victims may fear retribution if they seek legal assistance, hindering their access to justice.
- **Language Barriers and Cultural Differences:** Language barriers and cultural differences can create communication challenges, making it difficult for migrant workers to navigate the legal system or report abuses.
- **Low Self-Esteem Among Migrants, Especially Regarding Gender-Based Violence and Harassment:** Some migrant workers may feel powerless or ashamed when facing gender-based violence or harassment. This can deter them from seeking legal help.
- **Prioritizing Financial Gains Over Migrant Rights:** In some cases, employers and recruitment agencies prioritize profits over the rights and welfare of migrant workers, making it challenging for workers to assert their legal rights.
- **Insufficient Supervision and Monitoring:** Inadequate oversight of workplaces and employment agencies can lead to labor rights abuses going unnoticed or unaddressed.
- **Lack of Government Support:** MRCs and initiatives supporting migrant workers may lack sufficient government support, including funding and resources, which can hinder their ability to provide legal assistance.
- **Inadequate Time Allocated to Immigrants Before Departure:** Rushed departure processes can limit migrants' access to information about their rights and legal support options before they leave for their destination country.
- **Insufficient Labor Attaches in Destination Countries:** The absence of labor attaches or representatives in destination countries can leave migrant workers without a direct point of contact for assistance, support, and advocacy.
- **Lack of Advocacy for Immigrants in Destination Countries:** The absence of advocacy efforts in destination countries means that migrant workers may not have a strong voice to advocate for their rights within those countries, limiting their access to justice.

GROUP 2 AND 4: ACCESS TO INFORMATION BY MRCs

- **Information Campaigns:** MRCs should undertake comprehensive information campaigns using various mediums such as Information, Education, and Communication (IEC) materials, brochures, pamphlets, and handbills. These materials should be tailored to the specific needs and challenges faced by migrant workers. They can include guidance on legal rights, pre-departure preparations, and contact information for MRCs.
- **Publicity:** Effective publicity through mainstream media and social media platforms

is crucial. This includes running informative advertisements, interviews with migrant workers sharing their experiences, and leveraging social media for awareness campaigns.

- **Capacity Building:** Continuous capacity building for MRC staff and relevant stakeholders is essential. This training should encompass not only legal aspects but also cultural sensitivity, communication skills, and the ability to provide psychosocial support.
- **Collaborations:** MRCs should actively collaborate with partners and stakeholders, including social partners and international organizations. These collaborations enhance their ability to provide holistic support, access resources, and expand their reach.
- **Counseling Services:** MRCs must offer counseling services to migrant workers and their families. These services should be provided by trained professionals who can address the psychological and emotional challenges that often accompany the migration process.
- **Vocational Training:** To improve employability and economic opportunities for migrant workers, MRCs can provide vocational training programs. These programs should align with the job markets in both origin and destination countries.
- **Psychosocial Support:** Beyond legal and practical assistance, MRCs should prioritize psychosocial support. Migrant workers often face isolation and mental health challenges during their journeys, and MRCs can provide a lifeline of emotional support.
- **Job Fairs and Employment Promotion:** Organizing job fairs and employment promotion activities can directly connect migrant workers with job opportunities. MRCs can facilitate these events and ensure workers are informed about their rights and contracts.
- **Hotline Services and Text Messages:** Establishing hotlines and text message services can provide migrant workers with immediate access to assistance and information.

Challenges in Access to Information:

- **Inadequate Funding:** One of the primary challenges faced by MRCs is the lack of adequate financial resources. Without sufficient funding, it becomes challenging to maintain essential services and outreach programs.
- **Lack of Awareness:** Many potential migrant workers are unaware of the existence and services offered by MRCs. Raising awareness about MRCs and their role in safeguarding migrant workers' rights is crucial.
- **Inadequate Staffing:** MRCs often struggle with insufficient staffing, making it difficult to meet the demands of migrant workers effectively.

- **Sustainability and Donor Funding:** Over-reliance on donor funding can pose sustainability challenges for MRCs. Ensuring long-term financial stability is essential.
- **Inadequate Office Space and Equipment:** Limited physical infrastructure, such as office space and equipment, can hinder the effective functioning of MRCs.
- **Poor Internet Connectivity:** In today's digital age, MRCs require reliable internet connectivity to maintain databases, communicate with migrant workers, and access information.
- **Language Barrier:** Migrant workers from diverse backgrounds may face language barriers when seeking information or assistance. MRCs should provide services in multiple languages or employ interpreters.
- **Illiteracy:** Some migrant workers may have limited literacy skills, making it challenging to access written materials. MRCs should consider oral communication methods and multimedia resources.
- **Weak Legal Framework:** Inadequate legal recognition and obligations for MRCs within the existing legal framework can hinder their effectiveness.
- **Inaccessibility and Location:** MRCs need to be strategically located to ensure easy access for migrant workers. Remote or poorly accessible locations can create barriers to service access.

Improvement Strategies for Access to Information:

- **Adequate Financial Resources:** Securing stable and diversified funding sources, including government support and partnerships with international organizations, can enhance the financial sustainability of MRCs.
- **Capacity Building:** Regular training programs for MRC staff and stakeholders should be established to ensure they stay updated on the latest legal and practical aspects of labor migration.
- **Coordination and Collaboration:** Strengthening partnerships and collaboration with relevant organizations and government agencies can enhance the impact and reach of MRCs.
- **Community Outreach:** MRCs should intensify community outreach programs, including awareness campaigns and information dissemination in rural areas.
- **Adequate Staffing:** Ensuring sufficient staffing levels at MRCs is essential for meeting the needs of migrant workers effectively.
- **Ratification of Relevant Conventions:** Governments should ratify and implement relevant ILO conventions and protocols on labor migration to provide a strong legal framework for MRCs.

- Development of M&E Guidelines: Monitoring and evaluation (M&E) guidelines should be developed to assess the performance and impact of MRCs accurately.

15.0 GROUP WORK SESSION 2 - DAY 3

This session involved group work and brainstorming to address two key issues related to Migrant Resource Centers (MRCs):

Mapping Referral Mechanisms and Services: Groups 1 and 3 analyzed available referral mechanisms and services offered by MRCs. They discussed how to integrate these services, secure necessary resources, and assess their feasibility.

MRC Governance and Sustainability: Groups 2 and 4 focused on identifying effective governance structures for MRC management and explored ways to sustain MRCs, including potential resources.

These discussions provided practical insights and solutions for enhancing the functionality and longevity of MRCs, benefiting migrant workers.

GROUP 1 AND 3: REFERRAL SERVICES FOR MIGRANT WORKERS

- **Legal Services:** Migrant Resource Centers can effectively refer migrant workers to legal services, providing them with essential support in addressing employment disputes and contractual matters. This includes equipping MRC staff with the knowledge and skills required to facilitate these referrals.
- **Vocational Training:** Recognizing that many migrant workers lack the specific skills needed for their chosen careers, MRCs can facilitate referrals to vocational training institutions. This empowers workers to acquire the necessary skills and knowledge for their professions, improving their employability.
- **Business Registration Services:** To encourage migrant workers to embark on entrepreneurial journeys, MRCs can guide them towards corporate affairs commissions where they can legally register their businesses and obtain the required permits.
- **Counselling Services:** The significance of counselling services for migrant workers cannot be overstated. MRCs can refer workers to professionals capable of addressing a wide array of issues, from job-related stress to career transitions.
- **Trauma Support:** Acknowledging the trauma that some returning migrants may have experienced during their journeys, MRCs can provide referrals to institutions or organizations specializing in trauma support and mental health services.
- **Employment Services:** Migrant workers often seek assistance with employment-related matters, such as understanding labor laws or negotiating employment terms. MRCs can guide them towards government labor departments, ensuring that they

receive appropriate guidance.

- **Financial Support:** To foster financial independence among migrant workers, MRCs can refer them to institutions—whether public or private—that offer financial support, grants, or loans. This can be instrumental in assisting workers in launching or expanding their businesses.
- **Immigration Services:** Ensuring that migrant workers secure the necessary documents, such as passports and visas, before embarking on their migration journey is paramount. MRCs can facilitate referrals to immigration services, facilitating a smooth process.
- **Shelter and Housing Referrals:** Migrant workers with families may require housing upon their return. MRCs can refer them to NGOs or organizations providing accommodation services tailored to the needs of families.
- **Consular Services:** MRCs can facilitate referrals to consular services offered by the migrant worker's home country's embassy or consulate. This ensures that workers receive essential assistance during their migration journey.
- **Health Services:** Referring migrant workers to nearby health institutions is critical to addressing health challenges that may arise during their journeys. Ensuring that workers have access to medical care is a fundamental aspect of MRC support.
- **Internships and Job Placements:** Some migrant workers may require internships or job placements to transition effectively into the job market. MRCs can refer them to suitable employers or organizations offering such opportunities.
- **Job Fairs:** MRCs can inform migrant workers about upcoming job fairs, providing them with information about potential employment opportunities.

Challenges in Referral Services for Migrant Workers:

- **Agreement and Cooperation:** Effective referral mechanisms require robust cooperation between MRCs and the institutions to which they refer individuals. Miscommunication or disagreements can hinder the referral process.
- **Lack of Financial Resources:** MRCs may encounter financial constraints when it comes to supporting referral activities, including covering the costs of services provided by referring institutions.
- **Capacity of Referring Institutions:** Referring migrant workers to institutions that lack the capacity to address their specific problems can result in ineffective referrals.
- **Limited Opportunities:** Some institutions, such as vocational training centers, may have limited capacity and opportunities. MRCs may face challenges when referring workers to such institutions.
- **Data Protection:** Ensuring data privacy and protection when referring migrant workers to institutions is crucial. Inadequate data protection measures can pose risks to individuals' personal information.

- **Inadequate Data Management:** Some institutions may not effectively capture and manage data on referrals, making it difficult to track statistics or assess the impact of referral services.

GROUP 2 AND 4: GOVERNANCE FOR OPERATION AND MANAGEMENT OF MRCs

The presentation was delivered by a diverse group representing Uganda, Kenya, Somalia, Indonesia, and Vietnam, collectively exploring strategies to improve governance, operations, and management of MRCs. Their objective was to address the complex challenges faced by MRCs and propose practical solutions to safeguard their rights and well-being.

- **Legal Compliance and Protection:** Ensuring that MRCs adhere to national and international labor laws and regulations is essential for safeguarding the rights and well-being of migrant workers. Additionally, providing legal aid and support for addressing issues such as labor exploitation, contract disputes, and human trafficking is crucial.
- **Incorporating Migrant Worker Protections into Constitutions:** To fortify the rights of migrant workers, the group recommended the inclusion of specific articles and clauses in both countries of origin and destination constitutions. These provisions would serve to safeguard the rights and well-being of migrant workers and provide a legal framework for their protection.
- **Ensuring Freedom of Association:** There is need to preserve the freedom of association for migrant workers. They should have the liberty to join unions and organizations by choice, without coercion. This enables them to collectively advocate for their rights and ensures their voices are heard.
- **Bilateral Labor Agreements (BLAs):** A critical facet of improving access to justice for migrant workers lies in establishing comprehensive Bilateral Labor Agreements (BLAs) between countries of origin and destination. These agreements should outline clear procedures and processes for addressing issues faced by migrant workers in the host country, offering a structured approach to dispute resolution and protection.
- **Comprehensive Employment Contracts:** The group recommended that employment contracts for migrant workers be comprehensive and easily understandable. These contracts should be made available in the workers' native languages and explained to them to prevent misunderstandings and exploitation.
- **Government Departments for Migrant Workers:** Governments were urged to create dedicated departments responsible for migrant workers. These departments would provide information, legal assistance, and support services to migrant workers, ensuring they have access to justice.

- **Pre-Migration Training:** Pre-migration training was highlighted as a crucial preparatory step for migrant workers. Such training would encompass cultural orientation, legal rights, expectations, and general information about the destination country. This would better equip migrant workers to adapt and thrive abroad.
- **Labor Attaches in Destination Countries:** To facilitate effective support, the group proposed the appointment of labor attaches or representatives in destination countries. These individuals would serve as a vital link between migrant workers and authorities in the host nation, helping to resolve issues promptly.
- **Public Awareness Campaigns:** The importance of public awareness campaigns within countries of origin was emphasized. These campaigns would educate potential migrant workers about their rights, obligations, and the challenges they might encounter during their migration journey.

Challenges and Barriers:

- Several challenges and barriers were identified by the group:
- Absence of legal frameworks, policies, and laws in some instances.
- Lack of labor attaches or representatives in destination countries.
- Insufficiently robust Bilateral Labor Agreements (BLAs).
- Inadequate supervision and monitoring of BLAs.
- Language barriers and cultural disparities.

In conclusion, the group's presentation shed light on the multifaceted issue of improving access to justice for migrant workers. Their recommendations revolved around recognizing migrant workers' rights, enacting legal protections, providing comprehensive support, and enhancing public awareness to ensure that migrant workers can access justice effectively. These measures are vital for promoting fair and ethical labor migration practices and safeguarding the rights and dignity of migrant workers worldwide.

16.0 RECOMMENDATIONS AND KEY ACTION POINTS FROM COUNTRY TEAMS

In this closing session, country teams shared key action points and recommendations to strengthen Migrant Resource Centers (MRCs) and enhance support for migrant workers. Nigeria highlighted the need to improve referral mechanisms and enhance data capacity, emphasizing the establishment of more MRCs and the use of ICT for data collection. Kenya emphasized resource utilization, staff capacity building, and increased publicity for MRC services. Uganda stressed collaboration with government agencies, capacity building, and awareness campaigns. Somalia and South Sudan proposed opening an MRC office in South Sudan and providing office facilities for MRC staff in both countries.

These actionable insights represent a concrete roadmap for MRC improvement, aiming to better serve and protect the rights of migrant workers.

Nigeria:

- **Improve Referral Mechanisms:** Strengthen the network of referrals to ensure migrant workers have access to essential services promptly.
- **Capacity Building on Data:** Enhance the skills of MRC staff in data collection and analysis to improve decision-making.

Recommendations:

- **Establish More MRCs:** Expand the presence of Migrant Resource Centers (MRCs) across the country to increase accessibility for migrant workers.
- **Provision of ICT for Data Collection:** Equip MRCs with modern information and communication technology tools to streamline data gathering and management.
- **Implementation of M&E Tools:** Implement robust Monitoring and Evaluation (M&E) tools and frameworks to assess the effectiveness of MRC operations.
- **Operationalize Gender Mainstreaming:** Actively integrate gender mainstreaming strategies and manuals to address the unique needs and vulnerabilities of female migrant workers.

Kenya:

- **Utilize Available Resources:** Make the most of existing resources to optimize MRC services.
- **Capacity Building of Staff:** Invest in training and skill development for MRC staff.
- **Focus on Publicity:** Enhance public awareness of the services offered by MRCs.
- **Mapping of Partners:** Identify and collaborate with relevant partners to strengthen MRC operations.

Recommendations:

- **Capacity Building:** Continue investing in capacity building efforts to empower MRC staff to effectively serve migrant workers.
- **Benchmarking:** Evaluate and learn from best practices in other regions or countries to improve local MRC operations.
- **Furnish Existing MRC:** Provide necessary resources and infrastructure to enhance the functionality of the existing MRC.
- **IEC and ICT for MRCS:** Develop Information, Education, and Communication (IEC) materials and employ modern ICT solutions to bolster MRC services.

Uganda:

- Collaboration with MGLSD: Strengthen collaboration with the Ministry of Gender, Labor, and Social Development (MGLSD) for enhanced support to migrant workers.
- Capacity Building: Prioritize skill development and capacity building within the MRC team.
- Resource Mobilization: Strategically source and allocate resources to sustain MRC initiatives.

Recommendations:

- Capacity Building: Continuously invest in the skill development of MRC staff to ensure they remain well-equipped to assist migrant workers.
- IEC Materials: Develop and disseminate Information, Education, and Communication materials to educate migrant workers about their rights and available support.
- Awareness Campaigns: Launch comprehensive awareness campaigns to inform migrant workers about the services and assistance provided by MRCs.

Somalia and South Sudan:

- Put an MRC Office in South Sudan: Establish an MRC office in South Sudan to directly support migrant workers from the region.
- Office Facilitation for MRC Staff: Provide necessary office facilities and resources for MRC staff in both Somalia and South Sudan to ensure efficient operations and support to migrant workers.

VOTE OF THANKS - MR. BALEKE JOHN - HTS UNION (UGANDA)

Mr. Baleke expressed gratitude to everyone in attendance and emphasized the significance of the action points identified during the symposium. They also acknowledged the potential need for follow-up actions from the International Labour Organization (ILO).

Recognizing the varying capacities and structures of each country's team, he highlighted the complexity of the migrant resource centers (MRCs) and the need for continuous learning and improvement.

Additionally, he warmly welcomed the ILO director, acknowledging the fruitful collaboration between the National Organization of Trade Unions and the ILO. Mr. Baleke appreciated the symposium for bringing together a diverse range of organizations, from those with well-established MRCs to those in the early stages of development.

In conclusion, he extended sincere thanks to the ILO for organizing the symposium, highlighting

the valuable learning experiences, exchange of knowledge, and the opportunity to meet new colleagues. They emphasized that the symposium had enriched their understanding of the complexities and possibilities surrounding MRCs.

VOTE OF THANKS – NGUYEN LIEM - MINISTRY OF LABOUR - VIETNAM

Mr. Liem expressed his appreciation to the ILO for inviting him as an observer from the Ministry of Labor in Vietnam. He noted that the symposium provided him with the opportunity to learn about various countries and their approaches to Migrant Resource Centers (MRCs).

He emphasized that he found the symposium particularly interesting, drawing valuable insights from African countries, the Philippines, and other countries with well-established MRCs. Mr. Liem shared that in Vietnam, MRCs are not independent centers but are part of the Employment Service Center. He noted that they collaborate closely with the government and various stakeholders.

Mr. Liem highlighted the importance of the symposium in helping him understand the roles and functions of MRCs and how they can better support migrant workers, both pre-departure and post-arrival. He expressed his desire for continued support and learning opportunities from the ILO to enhance the effectiveness of MRCs in Vietnam. He conveyed his gratitude to the ILO and the participants for the knowledge sharing and insights gained during the symposium, with a focus on improving services for migrant workers in Vietnam.

CLOSING REMARKS: GRACE SEBAGENI

Grace Sebageni, Africa Program Manager of the FAIRWAY project began her closing remarks expressing her gratitude for the participation of all attendees. She noted that while there were many valuable discussions during the symposium, she had expected to hear more countries discuss the concept of the establishment of Migrant Resource Centers (MRCs) in destination countries.

She recounted a previous request from Ethiopians to collaborate with Kenya in establishing a shelter for migrant workers in a destination country, emphasizing the need to protect and support workers even when they are abroad. Grace also highlighted the importance of lobbying governments and parliaments for such initiatives and encouraged regional collaboration among countries to pool resources.

Grace reflected on the symposium's objectives and expectations, noting that many of them had been met. These objectives included gaining a better understanding of MRCs' effective functioning, sharing experiences, identifying expansion, and strengthening opportunities, establishing networks, learning from different MRC models worldwide, and discussing management, operations, scalability, sustainability, and effectiveness.

She expressed her appreciation for the valuable insights shared by colleagues from South Asia and the enthusiasm among African attendees to replicate successful models in their own countries. Grace also mentioned the forthcoming comprehensive report on the symposium's outcomes, which will contribute to the development of ILO guidelines on MRCs.

17.0 KEY INSIGHTS AND RECOMMENDATIONS FROM THE SYMPOSIUM

- **Significance of MRCs:** The symposium underscored the pivotal role played by Migrant Resource Centers (MRCs) in reshaping labor migration conditions and upholding the rights of migrant workers. These centers were characterized as multifaceted support hubs, providing indispensable resources and services that cater to the diverse needs of migrant workers throughout their migration journey.
- **Collaborative Imperative:** Collaboration emerged as a resounding theme throughout the symposium. Delegates unanimously acknowledged that forging robust partnerships among governments, international entities, and stakeholders is instrumental in amplifying the efficacy of MRCs. Such collaborative endeavors were seen as integral to the overall success of labor migration initiatives.
- **Country-Specific Insights:** A wealth of knowledge was gained from the firsthand experiences shared by countries such as Uganda, Nigeria, and Kenya. These presentations served to highlight the pivotal role of MRCs in addressing multifaceted aspects of migrant worker support, encompassing safe immigration, integration into host countries, and the swift resolution of grievances.
- **Positive Developments and Enhancement Opportunities:** Attendees highlighted several positive advancements, including the proactive implementation of training programs, proficient data collection techniques for tracking and aiding migrant workers, gender-specific data gathering, streamlined reception and integration procedures, and dedicated efforts to attend to the needs of distressed migrants. However, they also candidly acknowledged areas warranting improvement. These encompassed the need for expansive awareness campaigns, the allocation of ample financial resources, the advocacy for comprehensive medical insurance for returning migrants, robust data management practices, and strategic infrastructure development.
- **Commendation for Indonesia and The Philippines:** The symposium lauded the one-stop shop approach adopted by Indonesia for MRCs, particularly hailing its collaborative ethos and the innovative integration of MRCs at the grassroots level.
- **Gender and Women Migrant Workers:** A special emphasis was placed on addressing the unique challenges faced by women migrant workers, ranging from gender-based violence to harassment. Attendees echoed the call for in-depth dialogues concerning domestic workers and advocated for heightened participation of women within MRCs to ensure their specific needs are effectively met.
- **Migrant Worker Engagement:** A noteworthy proposition emerged concerning the active involvement of migrant workers as integral decision-makers within MRCs. Recognizing

their firsthand experiences and valuable perspectives, participants envisioned a more inclusive role for these workers within the MRC framework.

- **Psychosocial Support Imperative:** With the awareness of the often-distressing situations encountered by migrant workers, the symposium emphasized the pressing need for comprehensive psychosocial services within MRCs. Simultaneously, attendees underscored the necessity for thorough staff training to administer these vital services adeptly.
- **Data-Driven Enhancement and Trust Building:** Attendees acknowledged the transformative potential of data in refining reporting mechanisms and attracting essential funding. Additionally, the imperative of cultivating trust and community recognition was emphasized to bolster the credibility of MRCs.
- **Utilization of Returning Migrant Workers:** An innovative proposal took shape, suggesting the creation of networks comprising returning migrant workers. These networks could serve as conduits for delivering essential training and support services, leveraging the contextual knowledge possessed by these individuals.
- **Needs Mapping and Tailored Services:** Attendees passionately encouraged MRCs to embark on comprehensive need assessments and active consultation with returning migrant workers. This process would enable MRCs to fine-tune their services, addressing specific gaps and challenges more effectively.
- **Mapping Service Providers:** Upon returning to their respective countries, participants were urged to initiate the process of mapping out service providers capable of delivering crucial support to migrant workers. This proactive identification of key actors would facilitate the establishment of effective referral mechanisms for migrant workers requiring different services.
- **Sustainability through Governance:** The symposium implored countries to confront the issue of governance pertaining to Migrant Resource Centers (MRCs). This entails a meticulous examination of the appropriate government ministry, policy framework, or guidelines under which MRCs should operate. Clarity regarding the mandate and governance structure of MRCs is paramount, with a strong emphasis on its formal integration into official policy documents.

Areas Requiring Improvement:

- **Extensive Awareness Campaigns:** Robust public awareness programs are essential to bridge this knowledge gap. Governments, in collaboration with MRCs, must invest in campaigns that effectively convey the rights and protections afforded to migrant workers. This can include disseminating information through multiple channels,

including social media, community workshops, and collaboration with civil society organizations.

- **Adequate Financial Resources:** Recommendation: Advocacy efforts should be intensified to secure adequate funding for MRC operations. This might involve lobbying for budget allocations within relevant government departments or exploring alternative funding sources such as international grants, partnerships with private sector entities, or contributions from destination countries where applicable.
- **Data Collection and Analysis:** Capacity-building efforts should focus on enhancing the data-related skills of MRC staff. Investment in data collection tools, databases, and analytics can facilitate evidence-based decision-making and resource allocation. Regular data reporting should be encouraged to inform policy formulation and program adjustments.
- **Infrastructure Development:** Governments and relevant stakeholders should invest in infrastructure development to ensure strategic placement of MRCs. This includes establishing MRCs in regions with high migrant worker populations and improving physical facilities to create welcoming and functional spaces. Infrastructure improvements can also encompass digital connectivity to facilitate remote access to MRC services.

Addressing these areas of improvement is essential to enhance the effectiveness of MRCs and the well-being of migrant workers. Collaborative efforts between governments, international organizations, civil society, and private sector entities are crucial in implementing these recommendations and ensuring that migrant workers receive the support and protection they deserve throughout their migration journey.

These insights and recommendations serve as a substantive roadmap for elevating the effectiveness of MRCs and advancing the welfare of migrant workers across participating nations.

18.0 CLOSING REMARKS FROM ILO COUNTRY OFFICE DIRECTOR

The Director a.i. of the ILO Country Office (CO Dar es Salaam) Mr. Jealous Chirove in his closing remarks provided a narrative perspective on the symposium's key points and offered a glimpse into the shared experiences and future aspirations of the participants.

Significance of MRCs: The director underscored the pivotal role that Migrant Resource Centers (MRCs) play in labor migration. These centers, he explained, serve as one-stop shops, offering migrant workers vital information and essential services at various stages of their often-challenging journey.

Collaboration as a Key Theme: Collaboration emerged as a recurring theme throughout the symposium, and the director highlighted this fundamental aspect. He stressed the significance of partnerships between governments, international organizations, and stakeholders, noting that such collaborations were the linchpin for enhancing the effectiveness of MRCs and the overall success of labor migration initiatives.

Country-Specific Experiences: The symposium had offered a unique platform for sharing country-specific experiences. The director acknowledged the diverse insights provided by countries like Uganda, Nigeria, and Kenya. These experiences shed light on how MRCs addressed the multifaceted needs of migrant workers, from safe recruitment to integration and grievance resolution.

Positive Insights and Areas for Improvement: The director recognized the positive insights from the symposium, such as proactive training programs, efficient data collection, and psychosocial support for migrants. However, he also acknowledged that there were areas in need of improvement. Issues like the necessity for wider awareness campaigns, increased funding, comprehensive medical insurance, robust data management, and strategic infrastructure development were all recognized as vital components of future efforts.

International Benchmarks and Inclusion: The importance of adhering to international benchmarks and promoting inclusivity in the labor market was a key takeaway. The director underscored the notion that everyone, including migrants, should benefit from decent work, protection, and opportunities in alignment with the Sustainable Development Goals (SDGs). Inclusivity was not just a principle but a shared vision among the attendees.

Future Phases and Donor Commitment: Looking to the future, the director revealed ongoing discussions about the continuation of the FAIRWAY project into a second phase. He expressed confidence that the lessons learned, and experiences shared during the symposium would guide the design and implementation of future phases, building upon the achievements of the current project.

Africa IT Labor Migration Conference: The symposium's outcomes and insights weren't confined to its four walls; they were expected to reverberate across Africa's broader efforts to address labor migration challenges. The director alluded to the upcoming Africa IT Labor Migration Conference, where the knowledge and experiences gained here would contribute to the collective pursuit of decent work and labor migration solutions.

Appreciation and Well Wishes: Expressing heartfelt appreciation, the director commended the dedication and contributions of the participants. He especially lauded those who had traversed great distances to attend, acknowledging their commitment to improving labor migration conditions.

In closing, the director wished all attendees safe journeys as they returned to their respective countries. He expressed the hope that future meetings would provide opportunities for continued collaboration and knowledge sharing among stakeholders. With that, the symposium ended, leaving participants inspired and equipped to forge ahead in their mission to improve labor migration conditions.



Participants attentively follow a presentation during the symposium



At the conclusion of the symposium, several participants gathered for a group photo.

Symposium on Improving Information and Services for Migrant Workers through Migrant Resource Centres (MRCs)

Sharing and Learning on Importance and Effectiveness of MRCs

**Lake Victoria Granada Hotel
Entebbe, Uganda
25-27 September 2023
Agenda for Symposium**

DAY 1 – 25 September 2023		
Time	Session	Facilitator
08:30 – 09:00	Arrival and registration of participants	Deborah / Robert
09:00 – 9:30	Opening Session: - Opening remarks by ILO Country Office Director - Opening remarks by SDC Representative - Remarks by participating Trade Union Representative - Remarks by Representative from Ministry of Gender, Labour and Social Development, Government of Uganda (as host country)	ILO
09:30 – 10:00	Introduction and adoption of the Agenda - Presentation and discussion on the objectives of the symposium and expected outcomes - Introduction of participants	Grace Sebageni, Programme Manager, FAIRWAY
10:00 – 11:00	Reflecting self – sharing experience on MRCs Experience from Uganda: Experience and learning of Uganda Hotels, Food, Tourism, Supermarkets & Allied Workers' Union (HTS-Union) on establishing and operating an MRC (focusing on background/context including labour migration, need/importance of MRCs, services provided including on recruitment, gaps and challenges, way forward)	Ms. Assumpta Namaganda Coordinator Migrant Workers Resource Centre HTS-Union Uganda
	Group Photograph	
11:00 – 11:30	Tea/Coffee Break	
11:30 – 12:00	Questions/discussions on Uganda MRC presentation	Dennis Orucho, NPC, FAIRWAY, Kenya
12:00 – 13:00	Reflecting self – sharing experience on MRCs Experience from Nigeria: Experience and learning of Nigeria on establishing and operating MRCs (focusing on background/context including labour migration, need/importance of MRCs, services provided including on return on reintegration, gaps and challenges, way forward)	Dr. Sunday Onazi Assistant Director, International Labour Migration Division, Federal Ministry of Labour and Employment Nigeria
13:00 – 14:00	Lunch break	
14:00 – 14:30	Questions/discussions on Nigeria MRC presentation	Robert Mawanda, NPC, FAIRWAY, Uganda
14:30 – 15:30	Reflecting self – sharing experience on MRCs	Ms. Helida Owaka

	Experience from Kenya: Experience and learning of National Employment Authority (NEA) on establishing and operating MRCs (focusing on background/context including labour migration, need/importance of MRCs, services provided, gaps and challenges, way forward)	MRC Coordinator National Employment Authority, Kenya
15:30 – 16:00	Questions/discussions on Kenya MRC presentation	Augustine Erameh, Employment and Migration Officer, ILO CO-Abuja
16:00 – 16:30	Coffee break	
16:30 – 17:15	Plenary Discussion/Reflection: - What have we learnt from the different countries' presentation in relation to MRCs? - What our self-reflection indicates?	Marks Eliza Technical Officer MIGRANT ILO HQ Basanta Karki Technical Officer FAIRWAY ILO CO Addis Ababa

DAY 2 – 26 September 2023		
Time	Session	Facilitator
09:00 - 09:15	Major highlights/recap of day one	Consultant
09:15 - 10:45	Looking towards pioneers – Work on MRCs by ILO MRC management and operation in Indonesia and The Philippines (SAFE and FAIR project): Focusing the presentation on background/context including labour migration, how MRCs are ensuring access to information, access to justice and other services, interventions to make MRCs effective, major challenges and issues of sustainability) (Around 40 minutes for each speaker)	Ms. Dina Nuriyati MRC Coordinator Indonesia Migrant Workers Union, Indonesia Ms. Dyanne Christine T. De Ocampo Chief, Migrants Welfare and Development Section Quezon City Administration, The Philippines
10:45 – 11:00	Questions/discussions on the experiences from Indonesia and The Philippines	Ms. Sinthia Dewi Harkrisnowo National Project Coordinator ILO-CO, Jakarta
11:00 – 11:30	Coffee Break	
11:30 – 12:45	Looking towards pioneers – Work on MRCs by ILO MRC management and operation in North Africa (UGTT, Tunisia supported by FAIR III): Focusing the presentation on background/context including labour migration, how MRCs are ensuring access to information, access to justice and other services,	Mr. Bechir Glissa Center for Migrant, Spax The Tunisian General Labour Union (UGTT) Tunisia



	interventions to make MRCs effective, major challenges and issues of sustainability)	
12:45 – 13:15	Questions/discussions on the experiences from Tunisia	Marks Eliza, Technical Officer, MIGRANT, ILO-HQ
13:15 – 14:15	Lunch break	
14:15 – 15:30	Looking towards pioneers – Work on MRCs by other actors MRC management and operation in Nepal (supported by SDC): Focusing the presentation on background/context including labour migration, how MRCs are ensuring access to information, access to justice and other services, interventions to make MRCs effective, major challenges and issues of sustainability)	Basanta Karki Technical Officer FAIRWAY, ILO CO Addis Ababa
15:30 – 16:00	Coffee break	
16:00 – 16:30	Questions/discussions on the experiences from Nepal	Robert Mawanda, NPC, FAIRWAY
16:30 – 17:30	Plenary Discussions/Reflection: - What have we learnt from the different countries' presentation in relation to MRCs? - What are the major takeaways for us?	Marks Eliza, Technical Officer, MIGRANT, ILO-HQ Basanta Karki Technical Officer FAIRWAY, ILO CO Addis Ababa

DAY 3 – 27 September 2023		
Time	Session	Facilitator
09:00 – 09:15	Major highlights/recap of day two	Consultant
09:15 – 10:15	Groupwork/Brainstorm: - What needs to be done to improve access to information by the MRCs we are managing and how we can do so? What are the challenges in this relation? (<i>2 groups to work on it</i>) - What needs to be done to improve access to justice by the MRCs we are managing and how we can do so? What are the challenges in this relation? (<i>2 groups to work on it</i>)	ILO Team
10:15 – 11:00	Group presentation/Plenary Each group to present the outcomes from the group discussion (10 minutes each including questions/clarifications)	ILO/Consultant
11:00 – 11:30	Coffee break	
11:30 – 12:45	Groupwork/Brainstorm: Mapping of available referral mechanisms and other different services the MRCs may provide based on	ILO Team

	that? How those services could be integrated? How/from where required resources may come? How feasible it is to deliver those services considering resource, capacity, geography etc? <i>(2 groups to work on it)</i> What would be the best governance mechanism for managing MRCs? How can we sustain our work on MRCs? What could be the available/potential resources for its sustainability? <i>(2 groups to work on it)</i>	
12:45 – 13:45	Lunch break	
13:45 – 14:30	Group presentation/Plenary Each group to present the outcomes from the group discussion (10 minutes each including questions/clarifications)	ILO/Consultant
14:30 – 15:30	Reflection in country team: - Determining 2-3 key actions by each country team to make the MRCs effective (15-minute brainstorming in respective country team) Plenary Discussions - What and how FAIRWAY and ILO should do to expand, strengthen, and sustain MRCs in Africa? <i>(looking into sustainability of the MRCs)</i>	ILO team
15:30 – 15:40	Major takeaways <i>(from initial observations)</i>	Consultant
15:40 - 16:00	Closing remarks by participant representatives and ILO	

LIST OF PARTICIPANTS

Name	Gender	Country	Organization
Johnn Nyamali Audu	M	Nigeria	Federal Ministry of Labour and Employment
Sunday Ogbu Onazi	M	Nigeria	Federal Ministry of Labour and Employment
Ismaheel Kolawole	M	Nigeria	Federal Ministry of Labour and Employment
Maureen Ovie Ewere	F	Nigeria	Federal Ministry of Labour and Employment
Anih Joan Uche Bolum	F	Nigeria	Federal Ministry of Labour and Employment
Caleb Okelo	M	Kenya	National Employment Authority
Haron K. Kertich	F	Kenya	National Employment Authority
Florence Okaru Nyaboke	F	Kenya	National Employment Authority
Rukia Zakaria Omar	F	Kenya	National Employment Authority
Helida Owaka	F	Kenya	National Employment Authority
Mauku R. Moses	M	Uganda	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union),
Elijah Sabiti	F	Uganda	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union),
Baleke John Whyte	M	Uganda	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union),
Namaganda Assumpta	F	Uganda	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union),
Tibisina Oliva	F	Uganda	Uganda Hotels, Food, Tourism, Supermarkets and Allied Workers Union (HTS-Union),
Raymond Wasukira	M	Uganda	Ministry of Gender, Labour, and Social Development
Nakonde Ritah	F	Uganda	Ministry of Gender, Labour, and Social Development
Dina Nuriyati	F	Indonesia	Indonesia Migrant Workers Union
Dyanne Christine T. De Ocampo	F	Philippines	Quezon City Administration
Nguyen Gia Liem	M	Vietnam	Ministry of Labour, Invalids, and Social Affairs
Sinthia Dewi Harkrisnowo	F	Indonesia	International Labour Organization
REPENT DRALE FESTUS	M	South Sudan	Ministry of Labour
MOHAMED DEK IBRAHIM	F	Somalia	Federation of Somali Trade Union
ROBA SHARU DUBA	F	Kenya	Central Organization of Trade Unions-Kenya
Bechir Glissa	M	Tunisia	The Tunisian General Labour Union (UGTT)
Honorat Tano	F	Cote d'Ivoire	UGTCL
William Marie Egue	M	Cote d'Ivoire	UGTCL
Marks Eliza	F	Switzerland	International Labour Organization
Dennis Orucho	M	Kenya	International Labour Organization
Robert Mawanda	M	Uganda	International Labour Organization
Andrew Mukulu	M	Uganda	International Labour Organization
Augustine Erameh	M	Nigeria	International Labour Organization
Basanta Kumar Karki	M	Ethiopia	International Labour Organization
Grace Sebageni	F	Kenya	International Labour Organization
Deborah Nangobi Ssali	F	Uganda	International Labour Organization