



Training of Trainers (ToT) Workshops on Pre-Departure Orientation (March 2017- March 2018)

Report

Background

India Centre for Migration (ICM) has organised a total of 9 Training of Trainers (ToT) Workshops on Pre-Departure Orientation (PDO) in partnership with both International Organization for Migration (IOM) and the UN Women during the last twelve months starting March 2017 till 31 March 2018. The break-up of the workshops is as follows (also reflected in detail in the Table 1 below):

- Two ToT Workshops exclusively aimed at training Master Trainers of various training institutions accredited by National Skills Development Corporation (NSDC) of Ministry of Skill Development & Entrepreneurship (MSDE). These two workshops were aimed at training Master Trainers who further would implement PDOT programs envisaged under the Pravasi Kaushal Vikas Yojana (PKVY), a partnership between the Ministry of External Affairs (MEA) and the Ministry of Skill Development & Entrepreneurship (MSDE) including the one-day PDOT program for emigrants who have obtained Emigration Clearance (EC). A total of 57 Master Trainers have been trained so far.
- Five ToT workshops for Master Trainers/ Participants nominated by the respective State Governments were organised in Hyderabad (Telangana), Amaravati (Andhra Pradesh), Visakhapatnam (Andhra Pradesh), Lucknow & Varanasi (Uttar Pradesh) in partnership with concerned State agencies and the International Organization for Migration (IOM). A total of 418 Master Trainers (including government officials, representatives from NGOs, media and other stakeholders identified by State partner agencies) were trained so far. The training was aimed at creating necessary awareness amongst various Stakeholders on importance of PDOT with a view that the Master Trainers will be able to assist the State Government agencies in further providing PDOT to emigrant workers from their respective States.

- Two ToT workshops on issues related to domestic service workers (DSWs) have been organised in partnership with UN Women in Sircilla (Telangana) and Rajahmundry (Andhra Pradesh) to sensitize and train 57 Master Trainers identified by State agencies. These 57 Master Trainers would further train 5000 potential/aspiring women who wish to migrate overseas. They are expected to complete the training by end of March 2018.

Table 1: Number of Master Trainers

S. No	Title	Partners	City	State	Dates	No. of trainees certified
1	Workshop on PDOT for Master Trainers from NSDC	OIA- I & ICM	New Delhi	New Delhi	27-31 March 2017	25
2	Workshop on Awareness Generation on Migration and PDOT	ICM, IOM, TOMCOM	Hyderabad	Telangana	30-31 May 2017	45
3	Workshop on Awareness Generation on Migration and PDOT	ICM, IOM & APNRT	Amaravati (Vijayawada)	Andhra Pradesh	11-12 Oct 2017	100
4	Regional workshop on Building Capacities for safe and legal migration for women domestic workers (PDOT for Master Trainers)	ICM, UN Women & TOMCOM	Sircilla	Telangana	25-26 Oct 2017	17 (they will further cover 17 villages & 2000 women)

5	Regional workshop on Building Capacities for safe and legal migration for women domestic workers (PDOT for Master Trainers)	ICM, UN Women & APSSDC With participation by OMCAP	Rajahmundry	Andhra Pradesh	27-28 Nov 2017	40 (they will further cover 92 villages & 3000 women)
6	Workshop on PDOT for Master Trainers from NSDC (for one-day PDOT under MEA – MSDE collaboration)	OIA- I & ICM	New Delhi	New Delhi	6-8 Dec 2017	32
7	Workshop on Awareness Generation on Migration and PDOT	ICM, IOM & OMCAP (AP)	Visakhapatnam	Andhra Pradesh	4-5 January 2018	115
8	Workshop on Awareness Generation on Migration and PDOT	ICM, IOM & UPFC OMRA	Lucknow	Uttar Pradesh	5-6 February 2018	83
9	Workshop on Awareness Generation on Migration and PDOT	ICM, IOM & UPFC OMRA	Varanasi	Uttar Pradesh	26-27 March 2018	75
					Total	532

Key deliverables

- Covered four Indian States.
- 532 Master Trainers trained in PDO and issued certificates.
- ToT Manual on PDO available in English, Hindi and Telugu, with Malayalam underway.
- Handbooks on PDO available in English, Telugu, Urdu and Hindi.
- Booklet on Welfare and Protection in English, Telugu and Urdu.
- Handbook on Domestic Service Workers available in English and Telugu.
- First ever such workshops on PDO both for general category of migrants and for domestic service workers organised in Indian States.
- The Workshops in New Delhi have been launching pad for implementation of Pravasi Kaushal Vikas Yojana (PKVY) including to making PDO mandatory for emigrant workers who have obtained emigration clearance and deliver one-day PDOT prior to their departure.

Deliverables under progress

- Expanding PDOT workshops to Rajasthan, Bihar, Punjab, Tamil Nadu and other States.
- Exclusive Handbook in English and Hindi for law enforcement officials based on Emigration Act, 1983.
- A 70- page Handbook on PDO for general category of workers as ready reference material.
- Exclusive training programs on PDO & related issues for law enforcement agencies in States.

Impact of the Workshops

The ToT workshops on PDO organised by ICM, under the guidance of OIA-I Division of MEA, in collaboration with the State Government agencies & partners, IOM and UN Women, are first of their kind in India in providing a holistic training on Pre-Departure Orientation (PDO) using a structured Manual. The complete migration cycle of an emigrant, starting from the process of recruitment, obtaining of emigration clearance to living and working conditions in the Gulf Cooperation Council (GCC) countries and Malaysia, apart from sensitizing the Master Trainers on issues such as welfare & protection measures of Government of India, role of Indian Missions & Posts, transfer of remittances, recruitment related procedures for DSWs, helplines for grievance redressal and

role of State Governments during the return and resettlement stages, have been covered in the Manual.

The workshops organised so far have:

1. Provided a structured pre- departure orientation training to Master Trainers.
2. Generated immense awareness on migration related issues and need for pre- departure orientation amongst the stakeholders – State Governments, law enforcement agencies, NGOs, media, community- based organizations, rights- based NGOs and public at large.
3. Acted as platform to deliberate issues and challenges concerning migrant workers, especially those leaving to GCC countries and Malaysia.
4. Familiarized the State Governments & concerned officials about the intricacies of migration and the GoI schemes for the benefit of protection & welfare of migrants. Given the different mandate of each department/ministry they might not be able to come across during the official discharge of their responsibilities, but given the overlap that migration ensues, it is a crucial objective achieved.
5. Disseminated information on the rights, responsibilities and entitlements of the migrants.
6. Informed about labour law at destination countries, local rules, regulations and working conditions.
7. Contributed to the government's objective of spreading awareness about the efforts being made by the GoI amongst State Governments.
8. Enabled ICM to collaborate effectively with manpower corporations/agencies run by State Governments such as Overseas Manpower Company of Andhra Pradesh Ltd (OMCAP), Telangana Overseas Manpower Company Ltd (TOMCOM) and Uttar Pradesh Finance Corporation (UPFC)'s Overseas Manpower Recruitment Agency (OMRA).

Observations

- The Workshops have brought the peripheral issues concerning migrant workers to the core of discussion. Issues such as salary delay by employers, difficulties in submitting insurance claims (including certain unscrupulous agents running a racket to claim insurances through fraudulent ways), transfer of salaries to agents in India by workers as repayment of loans taken prior to travel abroad, forced migration by the community members have been brought

to the discussion by participants. The participants also have shared success stories in terms of how the Government has assisted various workers during distress.

- Stakeholders, including State Governments, are aware of the perils of travelling on travel/visit/tourist visa for purpose of work/employment. Everyone felt a sustained effort in creating necessary awareness at State/District level to ensure that migrants do not opt to illegal ways at any stage. Some participants felt that often, migrants are duped by persons known to them at village/district level.
- It was understood from the deliberations that certain occupations are community-specific or region-specific with members of certain communities or regions travel pursuing similar occupation.
- There are six State-run manpower agencies registered with the Protector General of Emigrants (PGE). At the end of 8 workshops, ICM has worked with three of them – OMCAP, TOMCOM and UPFC OMRA, and their awareness on migration related issues varied from a very hesitant to proactive. All manpower agencies at State level showed interest in conducting more workshops. The interaction with the State Governments have enabled the States to put forward to GoI their state-specific concerns for intervention. The workshops reflected a need to connect with States on sustained basis; each State is unique when it comes to migration matters.
- Sustained engagement with MEA officers on ground to build partnerships with the State Governments can be very productive. ICM received immense support from all Regional Passport Officers (RPOs in Hyderabad, Visakhapatnam and Lucknow) and Protectors of Emigrants (Hyderabad and Raebareli) in organising ToT workshops in States.
- The workshops in States made realise lack of sufficient awareness amongst the law enforcement officers/agencies on migration matters. They are the first points of contact for migrants (prospective or returnees) at the village/district level. There is a definite need for training of State police/law enforcement agencies/officers on Emigration Act,1983, role of Government of India & how Indian Missions/Posts abroad help migrants in distress.

- In the workshops, the RAs felt it is unfair to entirely blame them for adventures of workers they have recruited. The RAs have reflected incidents where workers expressed unwillingness to work with the chosen employer, or incidents of running away from employer, implicating employer and RA on false charges, disrespecting responsibilities/obligations under the contract, dishonouring contractual terms on the part of worker etc., In all these situations, the RAs try to settle the concerns in an amicable manner to the satisfaction of concerned parties.
- Often RAs are forced to travel to distant places to recruit the right candidate to the satisfaction of the foreign employer. RAs opine the existing fee prescribed under the Act is low and must be enhanced.
- There is a mix of participants in the workshops, hence, the awareness levels differ.
- There is growing academic interest among regional universities in matters pertaining to migration from India. The researchers emphasise the need to examine the socioeconomic impact of migration, especially on the families left behind. There is a greater opportunity to collaborate with universities at regional level to carry out studies and enhance cooperation between the policy makers and academia on migration matters.
- Specific issues raised by State Governments:
 - Growing interest among state-government run/supported skill training institutions to link up with state-government run manpower agencies and registered RAs. State Governments are keen to supply trained manpower to registered RAs which might reduce the cost of recruitment.
 - State Governments are also keen to train manpower for overseas employment as per the requirements of the foreign employers. The disconnect between the state-based RAs and state-government run training institutions requires to be addressed to facilitate overseas employment by RAs.
 - State Governments are keen to run one-day PDOT programs.

- State Governments feel migrant workers may be encouraged to open saving bank account prior to departure and ensure the bank account number is mentioned in the application for emigration clearance; all emigrants may be given pamphlets/booklets for reference and information desks may be provided at international airports or Info Racks with pamphlets on PDO.
- Use the expertise of returnee migrant workers in PDO workshops.
- Several officials expressed the need to carry out information dissemination programs on migration at the village and taluk/mandal level:
 - Pamphlets on safe & legal migration at Panchayat offices.
 - State-wise list of registered RAs to be made available at village/district level with district employment officers, SHOs (Police), local law enforcement agencies, CB-CID etc.,
 - Posters on Safe & Legal migration.
 - Involving local SHGs, ASHA workers etc., in awareness campaigns.
 - IEC material in vernacular language.
 - Socio-cultural performances on themes relating to migration, including song and drama on perils of illegal migration.
 - Posters on ICWF, PBBY and Helplines in all villages known to send emigrants.
 - Involving police at village level in the awareness campaigns.
 - Posters and pamphlets with all helplines available within India and overseas.

PHOTOGRAPHS



Inaugural of ToT on PDO for Master Trainers of NSDC (March 2017), New Delhi



**Release of Manual on PDOT by
Dr. Dnyaneshwar Mulay, Secretary (CPV & OIA), MEA & Dr. K. P. Krishnan, Secretary, MSDE
(March 2017)**



**Participants in the first ToT on PDO for Master Trainers of NSDC, New Delhi
(March 2017)**



**Participants at the ToT Workshop on PDO for Master Trainers in Hyderabad,
Telangana (May 2017)**



Release of Posters on Domestic Service Workers in Sircilla, Telangana (October 2017)



ToT for Master Trainers on Domestic Service Workers (DSWs), Sircilla, Telangana (October 2017)



Inaugural of ToT Workshop in Visakhapatnam, Andhra Pradesh (January 2018)



Group work & assessment in the ToT Workshop in Lucknow, Uttar Pradesh (February 2018)

Please contact icm@mea.gov.in for more details