

# **A Citizen Report Card on the Services of the Offices of the Protectors of Emigrants & Recruiting Agents**

**Final Report**

**Submitted To  
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## **Citizen Report Card on the Services of the Offices of the Protectors of Emigrants & Recruiting Agents**

### **Executive Summary**

The Ministry of Overseas Indian Affairs [MOIA] in an effort to institutionalize potent stakeholder engagements to the ongoing reform initiatives and also to create incentive structures for the recruitment agents is currently exploring the feasibility of a multi-pronged strategy that would address these needs. In particular, MOIA seeks to encourage good performers and eliminate bad ones in the field of recruitment of Indian manpower for overseas employment. The MOIA approached Public Affairs Foundation (PAF) to provide support to carry out the above reform. The objectives set out for PAF were as follows:

#### **Objectives**

- a. Designing and implementing a report card on the offices of the Protectors of Emigrants (PoEs) and Recruitment Agencies (RAs).
- b. Designing a credible rating system for RAs, including developing a charter for the RAs
- c. Developing guidelines to establish a national professional apex agency for the RAs.

This report provides the findings from the Citizen Report Card carried out by PAF on the services provided by RAs and the POE.

#### **Methodology**

The Citizen Report Card (CRC) Approach has been followed to get feedback from emigrants on the services of recruiting agents and the POE office. The CRC covered a sample of 2200 emigrants from Delhi, Mumbai, Hyderabad, Cochin and Chennai. Feedback from 130 RAs was also included in this report.

#### **Salient findings**

##### **I ] Feedback from Individuals on POE services**

- ❖ Major source of information about POE, required documents, RAs, procedures etc was friends and family.
- ❖ Waiting time at the POE office was half an hour or less for 83% of the emigrants. However, scrutiny of documents took an average of fifteen minutes for 83% of them. While 60% respondents were aware of the fee for emigration clearance, only 26% were aware of the fee for insurance. This led to some exploitation in terms of higher amounts being collected. (Rs. 600)
- ❖ Facilities such as drinking water, toilets and seating space at the POE office were reported to be good by over 90% of emigrants.

- ❖ 40% respondents were aware about who to contact at the POE office, the rest found out once they got there.
- ❖ Almost no one knew what the official fee to be paid to the RA was. A large 62% paid between Rs. 20000 and a lakh to the RA while 10% paid more than a lakh.
- ❖ Processing took less than 3 months for 91% of the emigrants.
- ❖ 48% respondents made more than three visits to the RA office. In Delhi 60% went more than thrice and in Cochin 30% visited the RA office more than thrice.
- ❖ 78% completely satisfied with services of RAs
- ❖ 94% completely satisfied with services of POE. The satisfaction is relatively lower at 79% at Cochin.

## **II ] Feedback from Individuals on RAs services**

- ❖ UAE, Saudi Arabia and Oman are the most popular destinations in general. For intended emigrants from Chennai it is UAE and Oman.
- ❖ Major source of information on employment is the RAs in all the cities. However, in Chennai a large percentage have come to know of job opportunities through their personal contacts.
- ❖ Sub agents are found mostly in Delhi in large proportion but not in other cities.
- ❖ 36% of the intended emigrants were not interviewed by the RAs, while 15% were trained.
- ❖ Around 50% emigrants were aware of the documents to be submitted. Repeat visitors are generally more aware than those who are going for the first time.
- ❖ Most common services provided by RAs are getting employment, tickets and visa.
- ❖ An average of Rs. 59,228 was paid by an emigrant to the RA. When visa and travel costs were paid by the sponsor or employer, the amounts were smaller (Rs.34,686)
- ❖ Most emigrants were able to complete the ECR process within 3 months. Emigrants made two or three visits generally and they spent an average of Rs. 2057 to get to the RA's office.
- ❖ Around 9% of the emigrants reported discrimination at the immigration and check in counters.

- ❖ Availability of facilities such as drinking water, toilet and seating space at the RAs office premises is rated very high by emigrants.
- ❖ Satisfaction with different aspects of service provided by RAs is high in general. Overall satisfaction with the services in RAs is 79% across cities.

### III] Feedback from RAs on PoE services

- ❖ Most RAs have been in operation for over 10 years especially in Mumbai. 27% have branches. Most large agents are located in Mumbai and Delhi. The average staff strength is around five.
- ❖ RAs provide a variety of services to emigrants whether they are those who are from the ECR category or the ECNR. They also provide some services for people who approach the PoE directly for ECR clearance but need assistance on other services. These services included getting visas, tickets, passports, other documents etc.
- ❖ An average of 186 emigrants of the ECR category and 88 of the ECNR category were provided services by the RAs in the period from January to June 2008. In the past year however the numbers were much larger – around 500.
- ❖ Almost all the RAs use newspapers to advertise about their services. While 35% prefer to go to foreign employers they have recruited earlier for, 65% do both old and new contacts. The countries usually recruited for are UAE, Saudi Arabia, and Qatar.
- ❖ RAs report that 82% of them send periodic reports to the POE as stipulated. However 70% send them once a month as required.
- ❖ The fee specified by the Ministry was found to be inadequate and the fee recommended was nearly Rs. 20000. This is the fee that has now been specified by the ministry.
- ❖ Most RAs interviewed rated the facilities such as seating space, drinking water and toilet facilities at the POE office was available. Waiting time was around 15 minutes for most RAs.
- ❖ 81% RAs are completely satisfied with the overall services of the POE. While a very high percentage of RAs in Delhi and Mumbai are completely satisfied, a relatively smaller percentage are completely satisfied in Chennai and Cochin.