

# Pre-Departure Orientation

for  
Jordan-bound migrant  
workers from India

## Training Manual

September 2022



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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

This document was produced with the financial assistance of the Laudes Foundation under the CREST (Corporate Responsibility in Eliminating Slavery and Trafficking) Fashion project. The opinions expressed herein are those of the contributors and do not necessarily reflect the views of Laudes Foundation.

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Cover photo: 'Training of Trainers' in Tamil Nadu, November 2021 ©IOM 2021/Amit Chowdhury

Required Citation: International Organization for Migration (IOM), *Pre-Departure Orientation for Jordan-bound migrant workers from India: Training Manual*. IOM, India.

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## **Training Manual**

June 2022



## Acknowledgment

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This manual was developed by the IOM India team comprised of Amit Chowdhury, National Project Officer and Ankita Surabhi, Project Assistant, CREST Fashion. Ms. Vibha Malhotra, an independent consultant with a Human Resources (HR) background, supported the research and drafting of the Manual, to accommodate myriad facilitation and learning methods.

Technical expertise on the basic requisites to comprehensively meet all information and preparation needs was furnished by the IOM team.

## FOREWORD

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India has one of the highest rates of international migration in the world. Every year thousands of Indian men and women migrate internationally. While available data indicates some favoured destinations, like countries of the Gulf Cooperation Council, namely Saudi Arabia, Kuwait or Qatar, there are other destinations like Jordan in the region.

The Government of India (through the Ministry of External Affairs) has put in place a comprehensive system towards ensuring transparency and accountability in international migration, which includes enhancing the agency of migrants by improving their knowledge, awareness and preparedness regarding the complexities surrounding migration. This is done through mandatory pre-departure orientation training (PDOT) at select centres across the country for certain destination countries.

In meeting the goal of safe, orderly, and regular migration, IOM has been developing PDOT manuals along with its partners to be applied to different contexts. Jordan being a vital node in the global supply chain of manufactured garments and apparels, was a target country of IOM's CREST Fashion project. Under this project, IOM focused on the India-Jordan labour migration corridor and conducted a gap analysis which identified the need to improve workers' understanding of the context and requirements for Jordan's garment and textile sector.

The instructions and information in this manual are meant to supplement the safe migration framework of the MEA. Furthermore, this Manual pertains to migration mobility and management, in alignment with the 2030 Agenda on Sustainable Development Goals, Target 10.7 which provides for "orderly, safe and responsible migration and mobility of people". This is supported by Objectives 3, 6, 7 and 22 of the Global Compact on Migration, regarding information provision; proper recruitment and decent work; vulnerability reduction and social protection of migrant workers, respectively.

**Sanjay Awasthi**  
**India Head of Office**  
**International Organization for Migration**

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## Glossary

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**Applicant** - In the migration context, a person who formally requests administrative or judicial action, such as the granting of a visa, work permit or refugee status.

**Application** - In the migration context, a request, usually written, submitted to the administrative authorities by an individual or an employer seeking administrative or judicial action such as the granting of a visa, a work permit or refugee status.

**Country of destination** - In the migration context, a country that is the destination for a person or a group of persons, irrespective of whether they migrate regularly or irregularly. Note: In the context of movements of internally displaced persons (IDPs) the term “place of destination” should be used.

**Country of origin** - In the migration context, a country of nationality or of former habitual residence of a person or group of persons who have migrated abroad, irrespective of whether they migrate regularly or irregularly.

**Cultural diversity** - The diversity of forms of culture in a society composed of groups of people from many different cultural backgrounds.

**Discrimination** - Any distinction, exclusion, restriction or preference which is based on any ground such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status, and which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise by all persons, on an equal footing, of all rights and freedoms.

**Exploitation** - The act of taking advantage of something or someone, in particular the act of taking unjust advantage of another for one's own benefit.

**Hazardous** - A process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation

**Skilled migrant worker** - A migrant worker whose level of education, occupational experience, or qualifications make them eligible to practice a typically skilled occupation only.

**Migrant** - An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students

**Migrant worker** - A person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national.

**Migration** - The movement of persons away from their place of usual residence, either across an international border or within a State.

**Passport** - A document issued by the competent authority of a State, valid for international travels, which identifies the holder as a national of the issuing State and constitutes evidence of the holder's right to return to that State.

**Permit** - In the migration context, documentation, such as a residence or work permit, which is usually issued by a government authority, and which evidences the permission a person has to reside and/ or carry out a remunerated activity

**Pre-departure orientation programmes** - Courses designed to help prospective migrants, including refugees, acquire the knowledge, skills and attitudes needed to facilitate their integration into the country of destination. They also address expectations and provide a safe and nonthreatening environment in which to answer migrants' questions and address concerns

**Psychosocial support** - The term “psychosocial” denotes the inter-connection between psychological and social processes and the fact that each continually interacts with and influences the other. The composite term mental health and psychosocial support (MHPSS) is used to describe any type of local or outside support that aims to protect or promote psychosocial well-being and/or prevent or treat mental disorder

**Push-pull factors** - A model categorizing the drivers of migration into push and pull factors, whereby push factors are those which drive people to leave their country and pull factors are those attracting them into the country of destination.

**Remittances** - (migrant) Personal monetary transfers, cross border or within the same country, made by migrants to individuals or communities with whom the migrant has links.

**Safe, orderly and legal migration** - Movement of persons in keeping both with the laws and regulations governing exit from, entry and return to and stay in States and with States’ international law obligations, in a manner in which the human dignity and well-being of migrants are upheld, their rights are respected, protected and fulfilled and the risks associated with the movement of people are acknowledged and mitigated.

**Trafficking** - The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

**Visa** - An endorsement by the competent authorities of a State in a passport or a certificate of identity of a non-national who wishes to enter, leave, or transit through the territory of the State that indicates that the authority, at the time of issuance, considers the holder to fall within a category of non-nationals who can enter, leave or transit the State under the State’s laws. A visa establishes the criteria of admission into, transit through or exit from a State.

**Vulnerability** - Within a migration context, vulnerability is the limited capacity to avoid, resist, cope with, or recover from harm. This limited capacity is the result of the unique interaction of individual, household, community, and structural characteristics and conditions

**Work permit** - A legal document issued by a competent authority of a State authorizing a migrant worker to be employed in the country of destination during the period of validity of the permit.

## Abbreviations

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COD	Country of destination
COO	Country of origin
ECNR	Emigration check not required
ECR	Emigration check required
GCC	Gulf Cooperation Council
GOI	Government of India
ILO	International Labour Organization
IOM	International Organization for Migration
JOD	Jordanian Dinar
MEA	Ministry of External Affairs
MOU	Memorandum of understanding
PAO	Pre arrival orientation
PBBY	Pravasi Bharti Bima Yojana
PDO	Pre departure orientation
PDOT	Pre departure orientation training
PEO	Pre employment orientation
POE	Protector of Immigrants
QIZ	Qualified Industrial Zone
RA	Recruiting Agent/Agency
UN	United Nations



# Introduction

The demand for manufactured goods are met by apparel factories situated in Jordan's 14 Qualified Industrial Zones (QIZs), which is a manufacturing hub.

Indian emigration to Jordan is highly preferred by prospective employees on account of Jordan's dependence on foreign migrant workers, especially in the garment and textile sector or apparel sector. Jordan has one of the largest garment manufacturing and exporting hubs in the world, perfectly located at the juncture between the eastern and western parts of the globe. The cheap and abundant labour which Jordan receives from the south and south-east Asian nations; it caters to the heavy demand from the West for finished apparel products. The demand for manufactured goods are met by apparel factories situated in one of Jordan's 14 Qualified Industrial Zones (QIZs),<sup>1</sup> which is a manufacturing hub. Resultantly, Jordan has emerged as a critical node in the global apparel supply chain. As of October 2019, Jordan's garment exports industry employed over 76,220 workers, with 18,402 Jordanians and 57,818 migrant workers. This industry is also heavily dominated by women making up almost 73 percent of the work force, mostly from south Asian Countries<sup>2</sup>.

Over the years, international migration, in general has also skyrocketed due to decrease in costs of international travel through competitive pricing offered by airlines. More information about employment opportunities, in the garment sector has motivated Indian workers, of varying skill categories, to travel to Jordan. This can be

attributed, in part, to the already existing, multiskilled workforce in India's garment and textile industry. Combined with Jordan's increasing demand for labour, it has become a favoured destination for Indian blue-collar workers.

Migrant workers are often to be found in temporary, informal or unprotected jobs, which exposes them to greater risks of job insecurity, layoffs and unsuitable or unsafe, working conditions, in short- and long-terms. The Impact of Covid-19 on labor migration has been well documented. More pertinent to note is the aggravation of vulnerabilities of specific groups like women workers, children within the ambit of migration, irregular migrants, and the like, often suffering from a paucity of information and access to services.

Studies on Jordan have identified various challenges affecting the migration process, starting from recruitment, deployment up until, return and/or onward migration. These risks manifest in the forms of exorbitant recruitment fees and related costs, excessive overtime, sporadic payment of wages, lack of access to housing and healthcare benefits, which also form indicators of forced labour and exploitation. Moreover, women migrants face an additional challenge of marginalization, for reasons related to gender, nationality, and ethnicity.

<sup>1</sup>Better Work Jordan: Garment Industry 7th Compliance Synthesis Report (Amman, 2016), p. 7.

<sup>2</sup><https://mea.gov.in>



# About the Manual

This manual is divided into three learning and training modules. This breaks down the process of migration into three distinct stages, each having unique aspects dealt with accordingly.

This manual is divided into three learning and training modules. This breaks down the process of migration into three distinct stages, each having unique aspects dealt with accordingly.

**Pre-Employment (PE)** – While this may be outside the actual undertaking of movement, this preceding stage impacts the decision-making process. Thus, pre-employment intervention through orientation equips prospective migrants with accurate and tailored information to improve their level of awareness, to thus strengthen their capacity when deciding on -

- whether foreign employment is a realistic and sustainable option
- choice of employment
- migration pathways

Note: This provides a general overview of the pros and cons of migrating to the selected country.

**Pre-Departure (PD)** – In the preparatory phase when the decision to migrate has been made, the PD module will be utilized for supporting outgoing migrants in -

- Preparing for the forward journey
- Accessing and availing social and legal benefits for themselves and their families, including non-migrating members at the COO
- Adjustment/assimilation at COD

- Their Life and work at the COD along with providing guidance on ways to get access to support channels and grievance mechanisms

**Post Arrival (PA)** – In this leg of the pre-departure support system architecture, migrant workers are equipped with

- Latest information on local laws, policies, relevant regulations regarding the workplace/occupation.
- Knowledge about sociocultural norms and practices
- Awareness on workplace expectations and life beyond work.

## A. Why the Manual?

It has become widely understood that migration and related activities require a clear, coordinated approach to become safe, sustainable and feasible. The Indian Ministry of External Affairs (MEA) imparts mandatory Pre-Departure Orientation (PDO) training through information and preparation to all international migrants. But migration complexities vary in nature and degree, depending on the countries of origin, transit areas and countries of destination. This is especially unique for Jordan's apparel sector which has a dedicated set of laws, policies and provisions for foreign workers which merits a detailed comprehension facts and processes necessary for anyone bound for Jordan.



Furthermore, there is compelling evidence supporting the benefits of a well-managed labor mobility, which accounts for their roles, rights and which benefits all stakeholders involved.<sup>3</sup> For example -

1. **The migrant workers** benefit from diverse economic opportunities.
2. The **country of origin** receives regular and steady remittances. This contributes to socio-economic improvement and poverty alleviation of large sections of society. Migrant workers' remittances account for a significant proportion of the nation's overall Gross Domestic Product.<sup>4</sup>
3. The **country of destination** expands its workforce becoming a base for diverse skills, and its demand for semi-skilled / skilled workers, is met, with relative ease.

For this purpose, a detailed gap-analysis was conducted identifying areas where strategic inputs in the form of information, awareness and tools will enhance migrant workers' capacities, against new and existing vulnerabilities to maximize the gain and mitigate the risks related to migration. The information and guidance in this Manual are meant for both, facilitators/trainers and migrant workers, who will receive all the necessary information through the former.

## B. Objective of the Manual

To assist in the meeting of operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants. Therein, the key objectives of this Manual include:

### For facilitators

1. To understand the specificities of migration in general.
2. To deliver curated training to migrant workers.
3. To ensure migrant workers receive contextualized information.

4. To contribute to the growing body of stakeholders towards the goal of safe and secure migration.

### For migrant workers

1. To assess the decision to migrate to Jordan in the apparel sector.
2. To identify, understand and mitigate migration-related risks and vulnerabilities.
3. To possess adequate, accurate and updated information regarding the migration process as per IOM's standards.
4. To be aware of migration-specific laws, policies and relevant stakeholders in the source and destination countries.
5. To be prepared ahead of migration journeys.
6. To know and prepare under the psychological and social parameters of migration.

## C. How to use the Manual

The Manual is divided into three modules for providing training and orientation at the pre-employment, pre-departure and post arrival stage to be read as PEO, PDO and PAO, respectively. Each module contains information on the specific stage of migration as mentioned in the aforementioned description (About the Manual). Besides that, each module contains a series of interactive activities in the form of quizzes and exercises to facilitate maximum participation from attendees. These activities have been designed taking into consideration the heterogeneity of migrant groups, hence contain several methods and approaches from ice-breaking, to information -gathering, -sharing and -harnessing sessions. These tools must be used to maximize the level and improve the quality of interaction for smoother exchange of ideas. The activities are also meant to make the training sessions inclusive and gender sensitive.

The information in each module is complete by itself, encompassing all the tangible and intangible elements relevant to know and be aware of in all cases of

<sup>3</sup>PEO regional guide, Regional Guide and Management System for Pre-Employment Orientation in Abu Dhabi Countries

<sup>4</sup>India Receives \$87 billion in Remittances in 2021 - IndBiz | Economic Diplomacy Division | IndBiz | Economic Diplomacy Division








migration. It is recommended that for any training session all the modules be used. However, a trainer can use the Manual, in separate modules, according to the needs of each training session, trainees' cohort, depending on the stage of migration they are in or will be and relevant requirements that flow from there.

**Points for the trainer**

1. They must be familiar with all the information and exercises in all three modules.
2. They must be able to establish linkages between all the 3 modules.
3. Refer the training Methodology and Training Guidelines in the Manual.

**D. The list of Activities and Icons used are given in the Table below**

Icon used	Activity
	Individual Activity
	Group Activity
	Trainer-led story
	Video
	Trainer-led Activity



## Important Information About Jordan

### Country Profile

Jordan is an important country in the Middle East, located right next to the cluster of nations known as the Gulf Cooperation Council (GCC). GCC nations are countries rich in oil resources, namely, Saudi Arabia, Kuwait, the United Arab Emirates, Qatar, Bahrain, and Oman. Jordan, in the north-west of GCC nations is well established as an industrialized nation.

Jordan has a total population of 9.5 million, including Palestinian and Syrian refugees, with a significant proportion attributable to migrant workers from South and Southeast Asia.<sup>5</sup> Indian migrant workers account for 3.65 percent of this workforce, predominantly in the textile, construction, and manufacturing sector. In 2018, it was observed that out of the total migrant employment in the textile sector, 18 per cent were Indians.<sup>6</sup>

Jordan has currently ratified 26 ILO Conventions including seven of the eight fundamental conventions, as well as several key UN Conventions, including the *United Nations Convention against Transnational Organized Crime and its supplementing Protocol to Prevent, Suppress and Punish Trafficking in Persons*.

Studies on Jordan have identified various challenges affecting the migration process, starting from recruitment, deployment up until, return and/or onward migration. These risks manifest in the forms of exorbitant recruitment fees and related costs, excessive overtime, sporadic payment of wages, lack of access to housing and healthcare benefits, which also form indicators of forced labor and exploitation. Moreover, women migrants face an additional challenge of marginalization, for reasons related to gender, nationality, and ethnicity.

Over the years, international migration has skyrocketed due to decrease in costs of international travel through competitive pricing offered by airlines. More information about employment opportunities, in the garment sector has motivated Indian workers, of varying skill categories, to travel to Jordan. This can be attributed, in part, to the already existing large workforce in India's garment and textile industry. Combined with Jordan's increasing demand for labor, it has become a favored destination for Indian blue-collar workers.

<b>Capital –</b>	Amman
<b>Language</b>	Arabic, English is also widely understood and spoken
<b>State Religion</b>	Islam (95% of population)
<b>Minimum travel duration from India</b>	Around 10 hours with stoppage. There are no direct flights to Jordan
<b>Major Airlines</b>	Emirates, Qatar Airways, Etihad, Royal Jordanian, Oman Air
<b>Time difference</b>	2.5 hours behind Indian Standard Time

<sup>5</sup>Jordan\_Briefing\_FINAL.pdf (business-humanrights.org)

<sup>6</sup>Jordan Ministry of Labour: Annual Report 2015, Annual distributions of registered foreign workers by nationality, number and percentage.



**Currency**

Jordanian Dinar (1 Jordanian Dinar = 110.75 INR<sup>7</sup>). The currency is available in the form of 50 dinars, 20 dinars, 10 dinars, five dinars and dinars. It is also available in the form of coins in the categories of half a dinar, a quarter of a dinar, 100 fils, 50 fils, 25 fils, 10 fils and five fils.

**Climate –**

Jordan’s climate ranges between a more Mediterranean climate to a desert climate, but the land is generally very arid.

**Net migration rate**

11.17 migrant(s)/1,000 population (2021 est.)<sup>8</sup>

**Fixed public holidays<sup>9</sup>**

New Year’s Day	1 January	1 January
Labor Day	1 May	1 May
Independence Day	25 May	25 May
Christmas Day	25 December	25 December

**Other important holidays**

	2022	2023
Eid Al Fitr	3 – 6 May	21- 23 April
Eid Al Adha	10 -14 July	27 June - 1 July
Hijri New Year	30 July	19 July
Birthday of Prophet Mohammed	8 October	27 September

**Climate**

Jordan’s climate can be categorized as subtropical arid. In the desert landscape of Jordan, average summer temperatures fluctuate between 40 and 47 degrees, offset by equally freezing winters. Jordan receives scant rainfall, mostly between November and April. The capital Amman has an overall mild and dry climate. Due to its elevation, as most of Jordan stretches along a plateau, the hot summers are tempered by cool winds. Peak temperatures above 40 degrees Celsius are experienced from May to September, and in July and August. Winter temperatures vary causing mild to sub-

zero conditions, with patches of rainfall, bad weather and snowfall along the western side. The Jordan Valley, which borders the Israeli-occupied West Bank along its western boundary, has low altitude which renders it very hot in summers and mildly cold in winters. Places like Aqaba, which is near the Red Sea, are usually hot, with very little average rainfall, not reaching even 2 meters in a year. Overall, foreigners are advised to be prepared for Jordanian summers which can cause health hazards. Winter temperature in the southern and northern highlands ranges between 9-13°C, while temperature in the deserts regions ranges from 19 – 22°C.

<sup>7</sup>As on June 28, 2022. This rate will vary.  
<sup>8</sup>Jordan | migrationpolicy.org  
<sup>9</sup>Public Holidays in Jordan | Expat Arrivals



## Overview of Jordan's garment and textile industry

Jordan has designated industrial areas where manufacturing and production activities take place for export. These are Qualified Industrial Zones (QIZ), which are industrial parks introduced in 1996 by the United States of America, to stimulate regional economic cooperation.<sup>10</sup> The textile sector is an exceptionally important exporting industry in Jordan, contributing to its national economy. Despite Jordan's lack of natural resources, this industry has provided the stability and resilience, the country required and has proven to be crucial to its economic development and stability.<sup>11</sup> The reasons which make Jordan an important node in the global, textile supply chain are: -

1. **Preferential Trade Agreement (PTA)** with the United States and the subsequent **Free Trade Agreements (FTA)**, catering to the needs of brands like Victoria's Secrets, Ralph Lauren, GAP etc.<sup>12</sup> These agreements not only brought economic growth to the Jordanian region but also brought numerous employment opportunities for workers across the world.
2. Establishment of **Qualified Economic Zones (QIZ)**, that allowed duty-free export of garments produced on the Jordanian soil.<sup>13</sup>
3. Exponential increase in hiring of workers from the South and Southeast Asian countries.<sup>14</sup>

This sector, housed mainly in QIZs has a large number of foreign workers (75-80 %) - some 30,000 people from Bangladesh, Sri Lanka, India and elsewhere.<sup>16</sup> To do so, employers, when not recruiting directly, are required to mandatorily use the services of private recruiting agents/agencies (RAs) from the Country of origin (COO).

### Jordan's approach to workers' protection

In 2019, the Jordan Garments, Accessories and Textiles Exporters' Association, the Association of Owners of

Factories, Workshops and Garments, and the General Trade Union of Workers in Textile, Garment and Clothing Industries, signed a sector-wide collective bargaining agreement (CBA). One of the provisions of this agreement pertained to adoption of a "Unified Contract" system. The purpose of the contract is to eliminate difficulties and uncertainties faced by foreign (non-Jordanian) workers due to signing of double contracts, one at home country and another upon arrival in Jordan. The Jordan Garments, Accessories & Textiles Exporter's Association (JGATE) is a non-for-profit private sector initiative to improve Jordan as an inclusive and competitive market leader in the sector. Through the collective bargaining agreement, JGATE introduced sample contracts in multiple languages, which would serve Indian workers, namely – Hindi, English, Bengali, Nepali, and many more.

### Better Work Jordan (BWJ)

BWJ was created in 2009 as a partnership between ILO and the International Finance Corporation (IFC) [a member of the World Bank Group]. It is a program which engages with workers, employers and governments to improve working conditions and boost competitiveness of the garment industry.

"It works with unions and directly with workers to help realize their rights on the factory floor and find ways to boost their skills so that they can engage in productive discussions and negotiate with employers."<sup>16</sup> The CBA 2019 was signed through the efforts under BWJ to strengthen social dialogue at both sectoral and factory levels.

### Safe Migration Initiatives between India and Jordan

- In 2018, India and Jordan signed a **Memorandum of Understanding for 'Cooperation in the Field of Manpower'**. Some of the relevant provisions dealing directly with labour migration

<sup>10</sup>Qualifying industrial zone - Wikipedia

<sup>11</sup>[http://jsf.org/sites/default/files/Textile%20Sector\\_English.pdf](http://jsf.org/sites/default/files/Textile%20Sector_English.pdf).

<sup>12</sup> <https://thewire.in/labour/despite-labour-laws-south-asian-workers-suffer-in-jordans-billion-dollar-industries>.

<sup>13</sup>Ahmed Farouk Ghoneim & Taleb Awad, Impact of Qualifying Industrial Zones on Egypt and Jordan: A Critical Analysis, UNCTAD\_digital Library.

<sup>14</sup>In 2019, 53,000 out of around 69,000 were migrant workers from this region. <https://www.industriall-union.org/migrant-worker-leaders-elected-in-jordan-garment-factories>.

<sup>15</sup>Better Work Jordan: Garment Industry 7th Compliance Synthesis Report (Amman, 2016).

<sup>16</sup>Better Work Jordan: Our partners - Better Work <<https://betterwork.org/where-we-work/jordan/bwj-partners/>>



– representation, welfare, protection, grievance redressal, have been singled out below.

**Article 2:** - Purpose of the MoU - to increase **collaboration in promoting best practices** in the administration of the cycle of contract employment.

**Article 3 and Article 5: - Information exchange between the countries** on the licensed recruitment agents/agencies. India shall provide Jordan with the list of authorized RAs. Digital technologies can be used to verify the validity of requisite information pertaining to visa, demand letter, Power of Attorney etc.

**Article 4 and Article 5: - Employment contracts** between the worker, Indian Recruiting Agent/Agency and Jordanian employer (as per relevant laws, rules and procedures applicable in Jordan) shall govern entry, contractual obligations, protection and liability measures. A standard employment contract shall have all legal provisions entailing all necessary obligations to be adopted.

**Article 6:** – Jordanian employers must indicate the type of job, job specifications, required qualifications

as well as the terms and conditions of employment offered including wages, non-wage benefits, leaves (exit and return), accommodation and transportation when applicable, end-of-service entitlement and any other details, like compensation, conditions justifying withholding of wages or documents, etc. in job advertisements. Under **Article 7:** - The employment contract must include all **terms and conditions of employment, rights and obligations;**

**Article 8:** - The worker has the right to receive the contract in either Hindi, English or Arabic (preferred language), all of which would be authentic copies;

**Article 9:** - Worker has full right to **freedom of movement** and exiting the country, save under exceptional circumstances (like pending criminal charges under Jordanian laws); and any labour disputes would be resolved in a friendly manner, or under the guidance of competent authorities;

**Article 11:** - the MoU also provides for setting up of a Joint Working Group for smooth and efficient implementation of its provisions.

## Module I: Pre-Employment Orientation

### Session I A: Welcome and Introduction

<b>Outcome</b>	High level of participants’ engagement in the programme in a safe and risk-free environment
<b>Materials</b>	Flip charts, Marker pens, Post-it notes, Paper pads and pens.
<b>Pre-session Preparation</b>	<p>The Trainer must –</p> <ol style="list-style-type: none"> <li>1. List their professional qualifications, past training experiences, areas of interest and areas of work.</li> <li>2. Brief on the training structure and schedule outlining all three modules, nature and objectives of the sessions.</li> </ol>

#### Activity

#### A. Facilitator (used interchangeably with ‘Trainer’) shall conduct an icebreaker/ introduction session.

Participants can introduce themselves to the group. They may talk about

- Name
- Where they come from/ Native place.
- Years of work experience, including skills.
- Sectors they have worked in.
- Reason for choosing Jordan as their destination.

**Example:** Participants can introduce themselves using a word, a sign, a logo, an image or anything that is representative of them. The purpose of this activity must be to ascertain unique identifiers for each participant for easy-of-interaction during the programme.

**Example:** Participants can describe their key skills or talents they are most comfortable and confident in, that made them choose this sector.

#### B. Facilitator shall list down participants’ expectations from the session.

- 1 **Understanding expectations** - Facilitator must first take stock of participants’ level of awareness and preparedness regarding employment and life in a foreign country. This can be done after an informal introduction or open discussion with the room. This will inform the facilitator of the requirements of the room and help them guide the flow of discussions, in a dynamic fashion, to meet these expectations to the greatest possible extent. This will also help define the limits of the facilitator’s commitments to the session.
- 2 Using visual aids like Post-it notes or chart papers, facilitator can document and display participants’ expectations at conspicuous location(s) around the room.
- 3 Trainer must read out, or have participants read out their expectations out loud. Simultaneously, they must clarify what the three modules would cover. This is also for the trainer’s benefit to be aware of gaps (if any) in the training programme to be conducted by them. They can also use this opportunity to tailor the programme’s content based on participants’ collective knowledge. [This would be at the discretion of the trainer.]



**C. Set the ground rules for engagement.**

1. The sessions must be conducted in an orderly fashion. For this, the facilitator can invite participants to list the best possible ways to engage in public discussion, in an open, safe, tolerant and respectful manner.
2. Explain to the group that working together will require that participants agree on some ground rules.
  - i. Ask the participants to formulate a list of rules that they will agree to follow.
  - ii. List them on a flip chart/board.
  - iii. Check that everyone agrees with the suggested rules.
  - iv. Add in any important rules from the list below.

A sample of basic rules to be followed throughout the training can look like this –

- **Confidentiality** – we don't talk about private matters outside.
- Mutual respect of the opinions and experiences of others.
- Everyone should listen to each other / or / engagement in active listening of the speakers
- Listen until someone's finished / Avoid interruptions
- Respect the allotted time limit

The ice-breaker session can be conducted parallelly while listing expectations and stock-taking.

**Session I B: Migration – Understanding the types, benefits and factors influencing migration**

**Outcome**

1. Participants gain and/or enhance their knowledge on migration.
2. They understand the many facets of migration like its drivers, methods and impact on - self, family, Country of Origin and Country of destination (COO and COD, respectively).

**Trainer Notes**

**PART 1 - What is Migration?**

Simply, migration is the movement of people from one place to another. Migration has many forms and takes place for various reasons depending on social, cultural, economic, political concerns. It is one of the most common phenomena found in human history. People have been moving, in-transition since times immemorial for a multitude of reasons. More contemporarily, migration-movement can be alluded to reasons ranging from pursuit of livelihood opportunities to relocation on account of marriage (in case of women in India), to escape from undesirable fates at the place of origin or native place, for seasonal employment, for education, skill upgradation, and much more. IOM defines it as “the movement of persons away from their place of usual residence, either across an international border or within a State.”<sup>17</sup>

Migration, as a concept, can be best understood from the lens of zoology. Siberian cranes are migratory birds who fly to tropical countries with warmer winters. In Siberia, during winter, it is freezing cold, day light is short, and the food is scarce. In short, the living conditions are not optimum and unsustainable. So, they look for better living conditions elsewhere. These birds travel vast distances, especially to a number of specific locations, in south-east Asian countries. For instance, Bharatpur Bird Sanctuary in Rajasthan, India.

<sup>17</sup> Definition of Migration and Migrant | IOM, UN Migration <<https://www.iom.int/about-migration>>



### Activity: A story of migration

#### A. The trainer must ask the following questions and capture the responses simultaneously.

1. What are some of the reasons that humans/birds migrate?
2. What are some of the benefits of Migration?
3. What would be the workers' COO and COD?

#### B. Ask the participants to ponder upon their migration journey and develop a visual, interactive representation of it, in the form of a drawing, poem or anything that suits their style.

Ask at least 2 to 5 participants to share their journey. The facilitator shall use the participants' stories and inputs to initiate and invite them into a discussion.

#### C. Ask the participants when they first decided to migrate -

1. How much did they know about Jordan?
2. Did they have enough information about the work, company and settlements/accommodation?
3. How do they feel about travelling alone or relocating without family?
4. Do they have any support structure, whether online or offline they rely on for assistance?

Allow participants to share their experiences. **The facilitator will take notes on a flip chart/ whiteboard for everyone to see and will use this later.** Ask the participants to self-identify first time (prospective) migrant workers or regular foreign migrant workers. This will create a more diversely informed group and assist the trainer in grasping and tackling ground realities, experienced before, to prepare and warn new migrant workers.

#### D. Now, ask the participants to share

1. What were their expectations when they left their home?
2. Were their expectations met?
3. Were there any unexpected things that happened?
4. What impact(s) did they make in their life?

#### E. After participants have shared their experience, the facilitator may ask them **Would they have taken a different decision if they had known these prior to their departure?**

The facilitator will then explain to the participants, the importance of PDO, highlighting the following briefly.





## PART 2: The roots of migration



Jamila from Tangail is married and has two children. Her husband had to leave his job due to shrinking opportunities. With help from her uncle, Jamila and her husband managed to migrate to Gazipur to work in a garment factory, leaving their two children behind. With their earnings, Jamila managed her children's education and household expenditure. After some time, she and her friend were approached by her uncle's friend Majid Dalal to work in a garment factory in Jordan. She was promised big returns and faithful guarantees by her uncle. Despite that, the prospect of moving was daunting. She had no support structure for her children as her husband was mostly away and/or often changing jobs. Even though her husband was not in favor of the idea, Jamila decided to migrate. She had heard stories where skilled migrant workers had faced harassment and had been exploited since they had not followed the legal process. She decided to trust her relative, applied for a job through him and departed for Jordan. Her relative completed all the employment departure processes.

### Activity: Quiz

**After the story the facilitator must present the following (illustrative) list of questions before the participants.**

- 1 What are the main challenges/obstacles that Jamila must tackle in this situation?
- 2 What were some of Jamila's apprehensions/fears?
- 3 What did Jamila do right and where (if) she went wrong?
- 4 Is there a gender component? [The Trainer must discuss this depending on the time and constitution of the group]
- 5 Is Jamila right in her decision?
- 6 What do you think Jamila can, and should do?

## Part 3 - Benefits of Migration

Migration brings huge benefits, fueling growth, innovation and entrepreneurship in both the countries people come from, and in those they move to. When governed humanely to promote safety, order and dignity, migration has endless advantages. It provides opportunities and raises incomes and living standards. These benefits are important to keep in mind. In and near the Gulf nations, migration from the Asian countries has created one of the busiest economic and migration corridors in the world.



**Activity**



**Divide the participants into two groups. Give each team a flip chart and divide the chart into two sections: -**

1. Benefits to Migrants
2. Benefits to the family and community

Give each team 10 minutes to add details under the two headings.

**Request each team to nominate/assign a representative to present their points in 2 minutes each.** The Trainer should use the findings to lead a discussion on the nature and benefits of migration accrued on the different categories of stakeholders.

The trainer can refer their notes for a more nuanced discussion on the topic.

**Trainer Notes**

**A. Benefits to migrant workers**

1.	Earning a regular and higher wage leads to steady cash inflow. The wage rates in most Gulf and Middle east nations, including Jordan are much higher than India, due to higher standard of living.
2.	Higher cash inflow entails availability of financial resources to access tangible and intangible services – like better and higher education, higher grade of skills, expansion and diversification of social and economic circles, to name a few, which changes, often, enhances the overall living standard of the family.
3.	Ability to access and avail better, social, political and economic opportunities increase significantly.
4.	Allows one to overcome various sociocultural barriers of caste, gender, religion, class, etc.
5.	Working in the international labor market allows the migrant to upskill themselves in various aspects of the garment trade
6.	The vast difference in the exchange rates allows migrant workers to accumulate savings and assets, while having some amount of disposable income.
7.	Migration by a male member, encourages woman/women of the family to undertake more leadership and decision-making roles in family management. This is an opportunity for proactive intervention which contributes towards women empowerment.
8.	Returnees or returning migrants bring back the financial and human capital accumulated abroad.
9.	Returning migrants may also promote self-employment by investing in small entrepreneurial businesses. To capitalize on skills of migrant workers, in the aftermath of the initial pandemic-inspired lockdowns, the GoI launched the SWADES (Skilled Workers Arrival Database for Employment Support) Portal to map the skills of returnees, to help them secure suitable jobs in India.

<https://www.civildaily.com/news/swades-skilled-workers-arrival-database-for-employment-support-initiative/>

- 10. Entrepreneurial workers, also provide employment opportunities to others, due to their status and international experience.
- 11. Soft skills like multilingualism and multiculturalism make workers better candidates for the international labor market.
- 12. Due to the international nature of migration, and the need to acclimatize to different scenarios, workers and their families experience financial inclusion, by default.

### B. Benefits to Country of Origin

The implications of migration on the COO are immense. Some of the positive implications are: -

- 01 Decreases poverty due to increased incomes from remittances.
- 02 Increases consumption of goods.
- 03 Increases ability to finance a self-business or an enterprise
- 04 Allows for higher investment in health care and education.
- 05 Reduces the pressure of huge populations as seen in the cases of China, India, Philippines, Mexico, which have some of the highest migrants going abroad.

A cross-country study of 71 developing countries found that a 10 percent increase in per capita official international remittances will lead to 3.5 percent decline in the share of people living in poverty. Historically, remittances have tended to rise in times of economic downturns, financial crises, and natural disasters because migrants living abroad send more money to help their families back home.<sup>18</sup> For a country like India, which sends a large semi-skilled labor force to the Gulf countries there are several advantages, some of which are mentioned above.

### C. Benefits to Country of Destination

- 01 Reduces labor shortage
- 02 Increase in supply of labor increases employment, production and thus the Gross Domestic Product (GDP)
- 03 Leaves the local workforce to move to higher-paying and higher productivity occupations
- 04 Easy labor takes up low paying jobs which are rejected by the national population

<sup>18</sup>([https://www.researchgate.net/publication/228278360\\_Impact\\_of\\_Migration\\_on\\_Economic\\_and\\_Social\\_Development\\_A\\_Review\\_of\\_Evidence\\_and\\_Emerging\\_Issues](https://www.researchgate.net/publication/228278360_Impact_of_Migration_on_Economic_and_Social_Development_A_Review_of_Evidence_and_Emerging_Issues)).Impact of Migration on Economic and Social Development: A Review of Evidence and Emerging Issues February 2011 Authors Dilip Ratha, world bank and Sanket Mohapatra, Indian Institute of Management



### Part 4 - Factors impacting migration

#### Activity Details



**Materials:** Prepare a CHART with columns on push and pull factors written for post-reflection discussion.

**Initiate a discussion by asking the question:** “What are the factors which impact/influence/help/modify/change my decision(s) to migrate?”

**Allot 2-3 minutes for participants to ponder over the question and ask them to make note of their answers.**

Activity chart for reference

Known Push factors	Applies (Y/N)	Known Pull Factors	Applies (Y/N)
Poor wages		Higher wages	
Lack of jobs		Job prospects	
Crops failure		Food availability	
Limited/Shrinking opportunities		Better quality of life	
Family separation		Family reunification	
Environmental Damage		Education	
Lack of safety		Skill acquisition/diversification	
Community/regional unrest		Safety	

- Discuss the most important points. The discussion can be had in groups or as individuals who wish to share their stories. The facilitator must be sensitive towards the persons who share their experiences.

**Through consultation, information analysis and self-reflection, migrant workers’ decision-making capabilities are significantly improved, which is necessary for a balanced approach towards migration decisions in the interest of workers and their families.**

Factors impacting migration can be categorized as “Push” or “Pull”. “Push” is when people are pushed away from their native places.

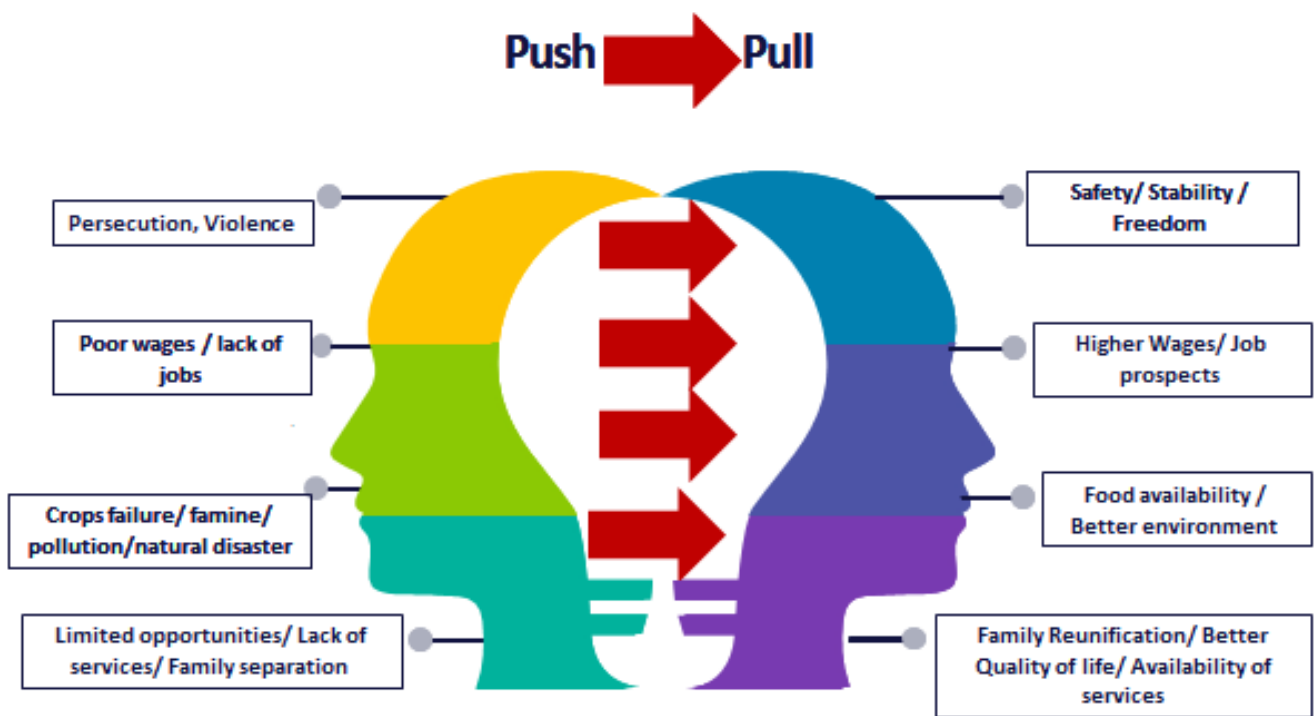
**Trainer Notes**

Factors impacting migration can be categorized as “Push” or “Pull”. “Push” is when people are pushed away from their native places. This move, can be voluntary but driven by a multitude of events, be it sporadic, protracted or systemic. People may be pushed out of their homes which is often a sign of distress and indicates social, economic and political instability and might include war, famine, political persecution. “Pull factors” are those which attract people out of their native places to undertake migration for opportunities or lifestyles which they envision for themselves. For instance, migration for education in universities offering diverse courses for acquiring academic potential, which is not possible or unavailable in origin countries. The Nalanda University is a stellar example which attracted scholars from across the world for the unique courses being offered there. For blue collar workers, jobs offered in Gulf nations or South-east Asian countries in new and emerging sectors which

offer better salaries, and faster returns for the work done. Most migration decisions are a combined result of push and pull factors. Because people are at the heart of migration, any movement across borders must be accounted for and human rights must be respected. Thinking about cross-border migration be it emigration, immigration, asylum-seeking, refugee hood, and how best to approach these instances, it is important to remember that these issues are about real people.<sup>19</sup>

“Pull factors” are those which attract people out of their native places to undertake migration for opportunities or lifestyles which they envision for themselves.

**Figure: An illustration showing factors influencing migration.**



<sup>19</sup><https://www.globalcitizen.org/en/content/why-people-migrate-11-surprising-reasons>. By Christina Nuñez, Erica Sánchez, and Jana Sepehr December 4, 2014a

## Session I C: Steps to ensure safe and orderly migration

### Outcome

Participants' knowledge about the migration channel(s) and the official migration process is a. Checked b. Generated c. Enhanced/improved.

- a. Checked
- b. Generated
- c. Enhanced/improved.

### Activity

On a flipchart, the trainer shall draw a map of India, the map of Jordan and a brief outline of countries in between (to have clarity about the migration corridors and transit nations).



This map will be used to highlight the migration reality of vast distances, multiple checkpoints/points, need to comply with official protocols and procedures.

Display the flip chart. The activity will include a Question and Answer session. **Ask the participants.**

1. What are the essential steps to be taken when travelling from India to Jordan?
2. Who will help in this process of preparation?
3. Where will they get the help needed for traveling to Jordan?

**The answers to these questions must ideally include –**

Document all the answers provided by the participants on a flip chart

1. Searching for a job – online and/or offline
2. Researching and finalizing potential employers
3. Applying for and securing a job
4. Securing an employment contract
5. Arranging paper work – certificates, passport, insurance, identification papers.
6. Arranging for travel
7. Getting travel VISAS and work permits, to name a few.
8. Taking help from relatives, knowledgeable persons, returnees, recruitment agencies and/or agents about opportunities, costs, preparation.

9. Visiting the Jordanian Embassy for information
10. Seeking help from travel agents/agencies

This is an illustrative list, and answers may vary.



The facilitator must point out the following, after answers have been collected.

**Recruitment Agents (RA) are an important stakeholder in the facilitation of the migration journey of a potential emigrant.**

### Quiz

**Inquire about the participants' experience with recruiting agents and/or agencies.**

1. Who is a recruitment agent?
2. Have you ever worked with, or availed the services of RA?
3. What kind of services did they provide?
4. Did you sign a service agreement with RA?
5. Did they provide help, beyond the agreed terms of service?
6. Did their services extend beyond India?
7. How much did you pay?

**The facilitator must document the answers, and care must be taken to respect all experiences, without passing any value-based judgments.** In

many cases such persons in the capacity of facilitators/middlemen, are also someone known to the emigrant, be as a relative, friend, kin or community member. For a prospective emigrant, it becomes necessary that they know about the roles and responsibilities, legally falling on the RA.



## Trainer Notes

**After documenting the responses, the following details must be shared with the group.**

### Emigration Act, 1983

The Emigration Act, 1983, seeks to safeguard the interests and ensure the welfare of emigrants. Only the recruiting agents registered with the Ministry of External Affairs (erstwhile Ministry of Overseas Indian Affairs) are eligible under the Act to conduct the business of recruitment of Indian workers, for overseas employment. The Act ensures this through regulated operation via Registration Certificates (RC) issued by the appropriate authority - Protector General of Emigrants.



The MEA administers the Act, 1983 through eight offices of the Protector of Emigrant PoE in - Delhi, Mumbai, Kolkata, Chennai, Chandigarh, Cochin, Hyderabad, Thiruvananthapuram and Jaipur.

### e-Migrate

Gol has implemented the e-Migrate system through an online portal to facilitate operations related to emigration clearance in a regulated, contained and hassle-free manner. The e-Migrate system has become an important portal for advertising, assessing and fulfilling the demand for Indian workers in foreign positions. Under this system, the emigration related issues like rising demand for Indian workers by the Foreign Employers can be processed. They are required to upload their requests for attestations/demand approval on the e-Migrate web portal, which are processed by the Embassy electronically.



This e-migrate system functions under the control of PoE who exercise their powers and responsibilities under the Emigration Act, 1983, to ensure protection of Indian emigrants proceeding abroad, for overseas employment.<sup>20</sup> e-Migrate enables the prospective migrant to login to various types of users such as Employers, Project Exporters, Recruiting Agents, Insurance agencies, MEA officials etc.

### Recruiting Agent

“Recruitment services figure out the best candidates based on their personality, qualifications, passion and willingness to work. They also perform a thorough background check on potential candidates. Their main motive is to ensure a flawless match between the candidate and the organization. Recruitment agencies in India ensure that employees get the best jobs as per their capabilities and experience.”<sup>21</sup> RA also help with the formalities of documentation such as visa, work permit and housing. Depending on the position and the company one has been employed with, they manage other procedures as per the labor law of that country.<sup>22</sup>



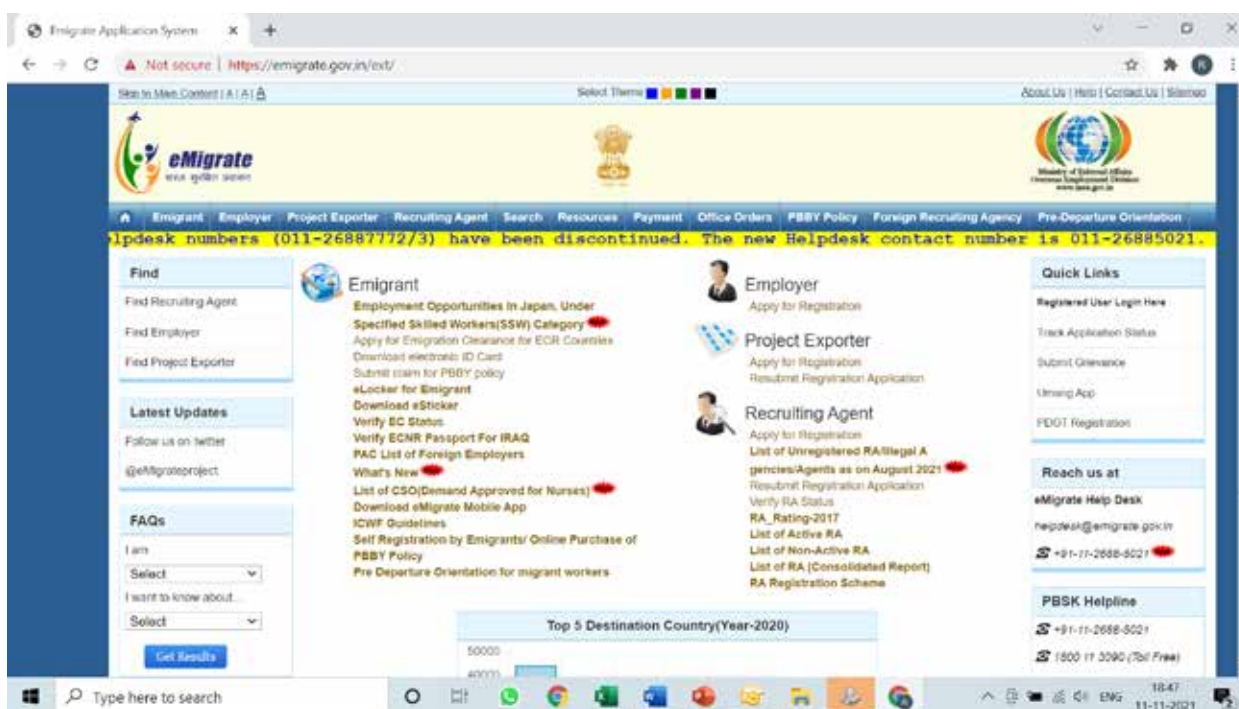
Section 10 of the Emigration Act, 1983 provides for compulsory registration of RA with the PoE for carrying on the business of recruitment for employment abroad.

<sup>20</sup><https://www.mea.gov.in>

<sup>21</sup>Role of Placement / Recruitment Agencies - Tarmac (tarmactms.com)

<sup>22</sup>Ibid.

Using audio-visual tools, the facilitator must show the Gol's website – <https://emigrate.gov.in>. The main page would appear as below.



The e-migrate website has a list of registered and government approved RA.

Benefits of a registered Recruiting Agency/Agent<sup>23</sup>

- A. RAs are duty bound to rescue workers in case of problems/ distress/ repatriation.
- B. Government can take swift action against RA to redress grievances of emigrants in distress by suspension/ cancellation of registration of RA.
- C. It also ensures insurance of Rs. 10 Lakh of the emigrant(through PBBY).
- D. Employment contract is generated on-line and so the possibility of cheating/ fraud is minimal
- E. Prevents or reduces the chances of human trafficking
- F. Important data of the emigrant is captured online (e-Migrate) and Credentials of Foreign Employer (FE) & Registered Recruitment Agent (RA) verified.
- G. The service charges are laid down. No recruiting agent shall collect from the worker, charges more than the equivalent of their wages for forty-five days as offered under the employment contract, subject to a maximum of twenty thousand rupees, in respect of the services provided and shall issue a receipt to that worker for the amount collected in this regard.<sup>24</sup>

<sup>23</sup>English pre departure orientation for migrant workers published by India Centre for Migration (ICM) with an introduction from Hon Late Mrs. Sushma Swaraj

<sup>24</sup>Country-manual-Jordan immigration act pdf





### Challenges in migration to Jordan

1. Government support outside India is dependent on registration on “e-migrate”
2. Lack of access to the Indian Missions/Posts and local authorities during times of need.
3. Illegal migrants are not recognized and hence are not entitled to the facilities which are available to the legal migrants
4. Illegal migrants may be subjected to travel ban

### Session I D:

- **Assessing employment opportunities in India before deciding to migrate**
- **Assessing employment opportunities in Jordan**

#### Outcome

- A. Participants gauge the opportunity and investment costs for Jordan-bound migration juxtaposed against opportunities in India or closer home. They are able to make a balanced decision regarding their migration.
- B. Participants have contextualised knowledge about opportunities in Jordan’s garment sector.

### OUTCOME A

**Materials required:** Map of India, blank chart papers

#### Activity

On blank chart papers

- a. Draw a map of India
- b. The outline of countries in-between India and Jordan
- c. Draw and map of Jordan

The trainer shall request the group to choose volunteers to come forward and indicate the most favored and busiest migration routes, according to them, within and outside India. The size of the map should be large to be seen by all participants. The trainer can conduct the activity with multiple maps in different locations around the room, for maximum participation. The participants’ increased inputs will reveal both, well-known and slightly lesser-known migration corridors, especially at the intra state level. The participants would be able to chart the different trajectories of movements within

the country, which is a hallmark of internal migration, often preceding international migration from India.

The participants’ increased inputs will reveal both, well-known and slightly lesser-known migration corridors, especially at the intra state level.

**TO DO:** Simultaneously, moving from North to South, and East to West, the trainer can highlight the major migrant hubs coinciding with garment hubs and other migrant-favored industries.

**NOTE:** The mapping activity should be used as a reference point for a brief discussion to throw light on the complexity of migration to reveal migrant workers’ preferred destination states, and why. Most migrant workers move to industrialized or industrializing





cities/states, to places where they have an option to diversify their skills with the freedom to move between sectors which require medium to low-skilled workers in the production line. At the international level, the destination countries' laws and regulations apply, which the migrant workers must adhere to. One of the most unique aspects of foreign employment in Jordan is the Kafala System. The Trainer must introduce this concept, as a point to ponder upon.

cities/states, to places where they have an option to diversify their skills with the freedom to move between sectors which require medium to low-skilled workers in the production line.

## Most migrant workers move to industrialized or industrializing

**Kafala system:** *The kafala system allows a migrant to work only for one sponsoring employer and requires that the migrant leave the country as soon as that relationship ends. Employers are not required to provide reasons for withdrawing their sponsorship. In Jordan, the kafala system applies to all non-Jordanian workers.<sup>25</sup>*

### Activity: Storytelling

*A group of workers arrived at a garment factory in one of the QIZs in Jordan. They were told by their RA that all their work-related and living requirements (accommodation, food, medical test etc.) would be taken care of by the employer. The workers had already paid the recruitment fees permissible under Indian law. However, upon reaching the place of work, they found the work to be unsatisfactory. The employer used to deduct some amounts from their salary as reimbursement for payments made in the recruitment process. The workers were tied to the employer under the kafala system, so they could not leave their kafeel, despite being paid unfairly and lesser than the other (local) workers. They also found that leaving the job would mean their VISAS would become invalid and they would become illegal migrants.*

**After reading out the story, initiate a discussion with the following questions**

1. Have they experienced something similar or same? (If some participants are willing to share their life experience, facilitator can give them opportunities to share to the larger group)
2. What would have been the goal of the migrant worker?

<sup>25</sup>jennifer\_gordon\_obstacles\_to\_decent\_work\_copy-edited\_jan2020.docx\_.pdf



3. Do they think that the situation helps them achieving their goal?
4. What do they think is the reason for such happenings? Why?

**After few minutes of discussion, ask the participants to reflect on the following question.**

1. Why did they migrate?
2. What did they achieve so far?
3. How do they feel about their decision? Happy, Sad, Regretful, Satisfied/content.

**Give them 2 minutes to reflect and ask them to write the answers on their notebook/ paper. Ask for volunteers to share what they have written to the larger group.**

The facilitator should understand that there would be participants who would see Jordan-bound migration as a positive and successful one and few might think that it was a flawed decision due to the difficulties they faced or might face. **Therefore, ensure that the participants understand that this exercise is not meant for judgment, or evaluate whether they made a right decision or not but to reflect on migration as a more holistic activity which is more than about employment.**

1. What would have helped them to take a better and informed decision before they migrated for work?
2. How can they help other prospective migrants to assess the employment for migration?

**The session is to learn from each other and support each other.**

## Trainer Notes

Overview of the garment and textile hub in India

1. The Indian Textile Industry, with 4% of the global trade in textiles and apparel, second only to China in production levels, draws its workforce from both, the unorganized and organized sector. It accounts for 5% of India's GDP, providing direct employment to 45 million people.<sup>26</sup>
2. Indian textile industry stood at \$108.5 bn in 2019-20.<sup>27</sup> It is also the second largest employment generator after agriculture by employing 45 million people directly and 100 million people in allied industries.<sup>28</sup>
3. The Indian Government has been providing direct and indirect support to the textile sector by introducing schemes and policies under the "Make in India" Initiative.
4. 7 mega textile parks have been planned to double the industry size to \$190 bn from the current 103.4 bn (2020-21) by 2025-26.
5. The growth drivers for this industry are mainly the availability of skilled manpower, large and growing domestic market, organized retail landscape, focus moving to technical textiles for automotive, healthcare, infrastructure industries, schemes (PLI) with large financial outlays like the Atmanirbhar Bharat package.<sup>29</sup>

<sup>26</sup>Textile Industry in India - Garment & Apparels Market in India (investindia.gov.in)

<sup>27</sup>Textile Industry in India - Garment & Apparels Market in India (investindia.gov.in)

<sup>28</sup><https://crimsonpublishers.com/tteft/fulltext/TTEFT.000538.php>. Indian Textile Industry Opportunities, Challenges and suggestions by Satish Kumar R



The Indian Government has been providing direct and indirect support to the textile sector by introducing schemes and policies under the “Make in India” Initiative.

## OBJECTIVE B

### Understanding Jordan’s garment industry

#### Activity

Trainer to list jobs on a flip chart, prior to this activity - Tailor, Single needle operator, Double needle operator, Ironer, Stitcher, Cleaners, Rafu Maker, Production Supervisor, Finishing Supervisor and Helper for cutting. Display the chart, ask participants to walk to the flip chart and tick their first job preference in line with their skills and experience.



#### Trainer Notes

The World Bank approved a US\$500 million Program on June 10, 2021, to encourage public and private investment in Jordan for a green and inclusive recovery from the COVID-19 pandemic. The program is expected to help Jordan accelerate its recovery and create more jobs by capitalizing on the economy’s potential, especially its green growth opportunities and to strengthen the Government’s accountability mechanisms for delivery. The Asian Infrastructure Investment Bank (AIIB) also prepared to funnel US\$250 million to support the Program.<sup>30</sup>



#### Qualified Industrial Zones (QIZs)<sup>31</sup>

The apparel industry is situated in 14 QIZs - industrial parks that house manufacturing units. Goods produced in QIZ-designated areas can directly access the U.S. markets without tariff or quota restrictions, subject to certain conditions.

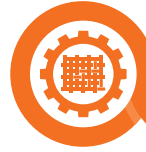
<sup>29</sup>Textile Industry in India - Garment & Apparels Market in India (investindia.gov.in)

<sup>30</sup><https://www.worldbank.org/en/news/press-release/2021/06/14/world-bank-supports-jordan-s-green-resilient-and-inclusive-recovery>

<sup>31</sup>Qualifying Industrial Zones (QIZs) in Jordan and Egypt: Background and Issues for Congress. Aug 2013



The apparel industry is situated in 14 QIZs - industrial parks that house manufacturing units. Goods produced in QIZ-designated areas can directly access the U.S. markets without tariff or quota restrictions, subject to certain conditions. It employs over 60,000 workers (majorly from India, Sri Lanka, Bangladesh and with a small but growing number of Nepalese and Burmese workers). The main reason behind the rapid growth of Jordan's textile and apparel industry has been the several free trade agreements (FTAs) the country has signed with countries like United States, European Union, European Free Trade Association, the Greater Arab Free Trade Area, Morocco, Turkey, Singapore and Canada. The major advantage that Jordan has is that it uses its two main seaports, Aqaba and Haifa to export garments which improves time efficiency.



### Women in Jordan's garment and textile industry

Women now represent 69% of the labour force in Jordan. According to Tamkeen, NGO, the increase in female workers started in 2011, can be alluded to the fact that “employers generally perceive women as causing fewer problems because they are less inclined to go on strike and file complaints”.<sup>32</sup>

Although there are some restrictions with respect to the age below which women are employed at Jordan. However, after the successful start of the first satellite unit in Ajloun, a remote mountainous area, more satellite units were set up in rural areas. They function profitably and smoothly with 90% female employees.<sup>33</sup>

<sup>32</sup>Interview with the Director of the NGO Tamkeen, 12th Jan 2014

<sup>33</sup><https://www.classicfashionapparel.com/historicalnotes.php>

## Module II: Pre-Departure Orientation

### Pre-session Preparation

Pre departure orientation (PDO) is conducted at the stage where the decision to migrate has already been taken. This decision could have been made either through all the information at hand, with partial or with little information. Realistically, motivations cannot be accounted for, since the reasons for taking up foreign employment are subjective and vary vastly. These reasons can be gauged from the various push and pull factors in effect, some of which are new, some old and some emerging. The decision to depart is triggered and sustained by an amalgam of such factors. In light of this, pre departure orientation is a strategy through which all necessary information for employment, departure, transit, stay, return and all other migration-related processes, is tailored in a manner which is best understood by the targeted audience.

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The purpose of pre-departure orientation is to facilitate, support and achieve safe migration, from the perspective of the migrant worker.

The purpose of pre-departure orientation is to facilitate, support and achieve safe migration, from the perspective of the migrant worker. Hence, PDO, in a way, is a way to empower workers to enable them to tackle migration-related challenges, on their own, to the greatest possible extent.

### Activity Details: Quiz

- What do you understand by pre-departure preparation? What does it include?
- Do you know about the necessary steps to-be followed in international migration from India?
- Have you (or know someone who has) ever attended a session on pre-departure orientation?
- Where was it conducted and for what purpose?
- What did you learn from it? Was it useful?

The Trainer shall display this list of questions on a screen in the language, most suited for participants. These questions shall be used to initiate a discussion on PDO. The Trainer shall document the key points emerging out of discussions and display them using a whiteboard or flipchart to be viewed by attendees.

**NOTE:** In 2018 the MEA launched its Pre-Departure Orientation Training (PDOT) program for Emigrants going abroad for employment. Under this program workers are given free of cost 8 hours orientation training to empower them with the Dos and Don'ts of COD, their rights and welfare measures available through the Gol. There are 31 PDOT centres across India operating in partnership with State Governments and National Skill Development Council.<sup>34</sup> They are located in Mumbai (2), New Delhi (2), Ernakulam, Lucknow, Jaipur, Sikar, Hyderabad, Karimnagar, Nizamabad, Patna, Muzaffarpur, Darbhanga, Gaya, Vijayawada, Kadapa, Gorakhpur, Mohali, Chennai (2), Nagaur, Bengaluru, Vishakhapatnam, Kakinada, Bhubaneshwar, Kolkata, Thiruvananthapuram, Jalandhar, Amritsar and Bhopal.

RAs must verify the latest registration data from e-Migrate website, confirm vacancy from the PDOT

<sup>34</sup>Pre-Departure Orientation Training (mea.gov.in)



centers and advise emigrants recruited by them to walk in to their nearest PDOT Centers for attending PDOT with the valid e-Migrate Application Reference Number or Job Id.

*[The Trainer shall inquire whether participants have attended such an orientation programme, even in internal migration.]*

In this intervening pandemic, the Gol introduced a provision

for online PDOT Training. The MEA released a module, in which emigrants have a choice to undergo Online or Offline PDOT, with the option of downloading the PDOT completion certificate at the end of the training.<sup>35</sup>

**Session II A: Indian procedural system for international migration**

**Outcome**

- A. Participants are aware of departure – related regulations and requirements under Indian laws.
- B. Participants can gauge their preparation level and make changes/modifications, accordingly.

Migration from India is governed closely by the Indian Government through the MEA. The implementation of the Emigration Act, 1983, regular notifications and circulars for recruitment through registered Recruiting Agents and Agencies, providing insurance coverage, imparting pre-departure training, providing for protection measures through registration with the

Indian Embassy in Jordan, etc. are some of the ways in which the objective of safe and legal migration is being pursued. Besides imposing an age limit in cases of women migrant workers to prevent exploitation, the aforementioned procedures to a great extent, guarantee that women feel more encouraged to emigrate.

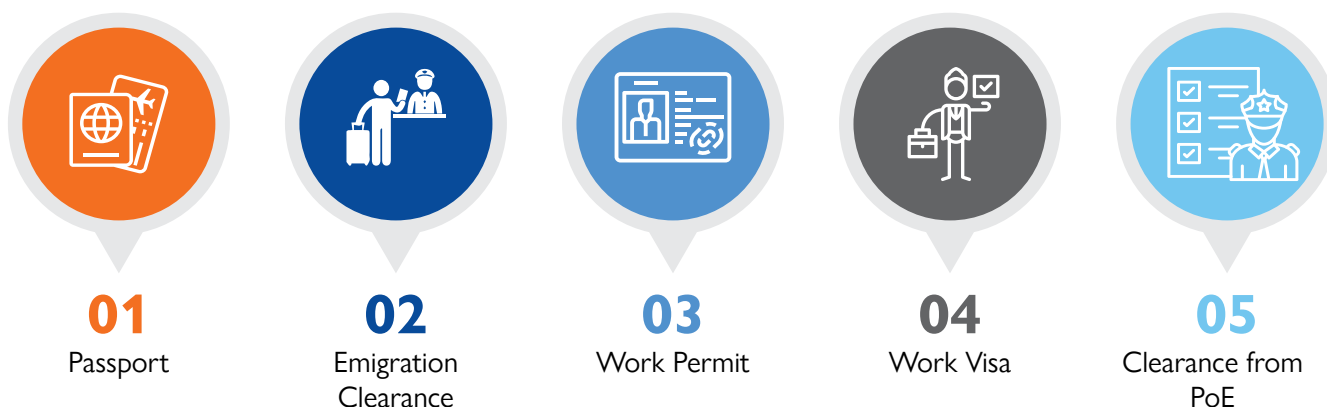
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<sup>35</sup>Pre-Departure Orientation Training (mea.gov.in)



1. What are the most important documents needed for travel, outside India?
2. Have you ever assisted someone in traveling outside the country? If so, please share details.
3. How will you prepare yourself to travel outside India for employment? Please use the takeaways
4. Is there a different process of travel to Jordan, compared to other international employment destination? If yes, could you elaborate?

The Trainer shall document all important details arising out of the previous session. On a large chart paper/flipchart, the following list must be displayed.




### OUTCOME A

Important steps and documents/paperwork needed for travel to Jordan


The Trainer shall explain each step, where aforementioned documents are needed.

- A. A passport is a mandatory identity and travel document for anyone traveling beyond the country’s international borders. The official website of the MEA, Gol for availing all passport related information and services is [www.passportindia.gov.in](http://www.passportindia.gov.in).

### Basic documents needed to obtain a passport –



1. Duly filled-in passport application form.  
The form can be downloaded from the Gol’s website [www.passportindia.gov.in](http://www.passportindia.gov.in)  
Passportindia.gov.in < Forms and Affidavits < Download e-Form < Fresh or Re-issue of Passport.



2. Proof of date of birth. E.g.: birth certificate (BC)  
Besides BC, school transfer certificate/ matriculation certificate, PAN Card issued by the Income Tax Department, Voter ID, Aadhar card, driving license, etc.



3. Identity proof with photo [to be verified by Passport Seva Kendra (PSK) officials from the address proof and other documents]

For E.g.: Voter ID card, Aadhar Card.



4. Proof of residence/address

For E.g.: Voter ID card, Aadhar Card, Electricity/Water/Telephone Bill, Rent Agreement, Photo Passbook of running Bank Account (Scheduled Public Sector Banks, Scheduled Private Sector Indian Banks and Regional Rural Banks only)



5. Proof of nationality (to be verified by PSK officials from other supporting documents].

The centralized help line number for passport related queries and assistance is 1800 258 1800

Instruction booklet for filling in passport application form can be found at

<https://www.passportindia.gov.in/AppOnlineProject/pdf/ApplicationformInstructionBooklet-V3.0.pdf>

Workers traveling to Jordan to work in the garment and textile sector, or in the QIZ, in the lower wage category, have to obtain an ECR passport or ECR stamped passport.

### **B. Emigration Clearance Required (ECR) passport**

The ECR category has been formed by the GoI as an added measure/layer of protection for emigrants who can be potentially exploited, in select countries, and those with educational qualification, below 10th grade. The GoI has also identified a list of 17 countries which lack strict laws regulating the entry and employment of foreign nationals, and do not provide avenues for grievance redressal. These

are ECR countries, requiring focused intervention. Jordan is among the 17 countries. Jordan has also documented numerous instances of human rights and labor rights violations, related to the foreigner status of the migrant workers.

All persons, having ECR endorsed passports and going to any of the 17 ECR countries for taking up employment require emigration clearance.



“An emigration check is essentially a verification process that an individual has to go through if they plan to travel to certain countries for work as unskilled workers.”<sup>37</sup> ECR passport holders need to get clearance from the designated authority, the PoE. The vetting and verification procedure carried out by the PoE ensures that workers’ employment is legitimate, in line with international and national regulations and safe.

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### Registered PoE offices

	Office	States covered
1	New Delhi	Delhi, West Uttar Pradesh, Madhya Pradesh, Chhattisgarh, Uttarakhand
2	Mumbai	Maharashtra, Gujarat, Goa
3	Kolkata	Orissa, West Bengal, All North-East states
4	Chennai	Tamil Nadu
5	Hyderabad	Andhra Pradesh, Telangana
6	Chandigarh	Punjab, Haryana, Chandigarh, Himachal Pradesh, Jammu and Kashmir
7	Cochin	Kerala
8	Thiruvananthapuram	Kerala (Trivandrum, Kollam and Pathanamthitta)
9	Jaipur	Rajasthan
10	Rai Bareilly	Uttar Pradesh
11	Bengaluru	Karnataka

### C. Jordan Work Permit and Work Visa

It is important to understand the difference between ‘permit’ and ‘visa’ in Jordan’s context. Indian migrant workers need both. All workers

must secure a work/employment contract for obtaining the work visa and permit. An important distinction between the two is -

<sup>37</sup>GUIDE to ECR vs Non-ECR(ECNR) in Indian Passport, FAQs[2022] (redbus2us.com)





**Work visa** - necessary to give permission to a foreign national to enter the country for work purposes



**Work Permit** - to take up work once such a person is already in the country.<sup>38</sup>

### The process for obtaining a WP<sup>39</sup>

1. Fill out the Work Permit Form.
2. Fill out the computer application form designated to non-Jordanian workers.
3. Submit a request from the Ministry of Interior on receiving non-Jordanian workers.
4. Work contract (two copies).
5. Personal photographs (1).
6. Medical check-up from the ministry of health for renewing it.
7. Copy of worker passport.
8. Insurance policy from Jordan-based insurance companies.
9. Release in case of changing the guarantor
10. Fees for a work permit, depending on the type of worker and the sector. For example, a permit for a non-Arab worker in all industries other than agriculture costs JOD 300 while one for an Arab worker in the agricultural sector is JOD 60.<sup>40</sup>

### The main documents to be submitted by the employer for WP are:

1. Employer Company's name, your name, address, work nature, and available branches.
2. Migrant's name, nationality, and profession.
3. Two copies of the migrant's work contract.
4. Employer company's valid vocational license.
5. Copy of the migrant's passport.
6. List issued by the Social Security Corporation.
7. Valid medical checkup certificate.
8. Photo of the worker.

<sup>38</sup>Visas for Jordan | Expat Arrivals

<sup>40</sup><https://www.globalization-partners.com/globalpedia/jordan-employer-record-peo/work-visas/#gref>

**For obtaining a Work Visa the following documents are required<sup>41</sup>: -**

1. The employing company’s name, migrant’s name, address, work nature, and available branches.
2. Worker’s name, nationality and profession.
3. Two copies of the work contract.
4. Employing company’s valid license.
5. Copy of the worker’s passport.
6. Valid medical checkup certificate.
7. Photo of the worker



**D. Emigration Clearance from the Protector of Emigrants (PoE)**

The PoE is the appropriate authority responsible for protecting the interest of Indian workers going abroad. It is also the registering authority to issue Registration Certificate to the Recruiting Agents for overseas manpower exporting business.<sup>42</sup> Only

original documents are submitted to the PoE for obtaining the EC. After submission, the applicant is given a receipt. The documents are returned after completion of scrutiny by the PoE.

**Documents needed for EC<sup>43</sup>**

1. Passport with minimum 6-months validity
2. Valid Jordanian visa.
3. Employment contract duly signed by the Indian mission.
4. Valid Pravasi Bhartiya Bima policy.
5. Challans for prescribed monies deposited.



Costs related to recruitment and travel	
Expense	Who bears it?
Agency/broker service fee	Worker
Passport preparation	Agency
Visa fee	Agency
Emigration clearance fee	Agency
Cost of medical examination	Agency

<sup>41</sup>Work Visa Requirements in Jordan | How to Get Jordan Work Permits (globalization-partners.com)

<sup>42</sup><https://mea.gov.in/protector-general-emigrants.htm>

<sup>43</sup>It is recommended that passport validity is equal or more than the duration of the contract.



Expense	Who bears it?
Air ticket	Employer
Travel from village to town for medical and accommodation if necessary for overnight stay	Agency
Travel from home to airport	Agency

## OUTCOME B

### Pre-departure insurance

The Pravasi Bhartiya Bima Yojana (PBBY) is a mandatory insurance scheme for safeguarding the interests of Indian

emigrant workers falling in the ECR category going for overseas employment to ECR countries<sup>4</sup>. Under PBBY, the emigrant will get a minimum insurance cover of Rs. 10 Lakh for the period of employment.

### Salient features of PBBY, 2017 are as follows:

ITEM	PBBY 2017
Sum Insured in the event of accidental death or permanent disability leading to loss of employment while in employment abroad, irrespective of change of employer/location of insured person. Certification of accidental death or permanent disability by Indian Missions and Posts abroad shall be accepted by the insurance companies.	Rs. 10 Lakh
Medical insurance cover including injuries / sickness / ailment / diseases.	Up to Rs. 1 Lakh, Up to Rs. 50,000 per hospitalization
Repatriation cover for medically unfit/premature termination of employment.	Actual one-way economy class air fare to the nearest international airport in India
Family Hospitalization in India available for Spouse and first two children up to 21 years of age.	Up to Rs. 50,000/-
Maternity benefits to women emigrants	Up to Rs. 50,000/-
One attendant in case of emigrant's accidental death or permanent disability.	Reimbursement of return economy class air fare to the nearest international airport
Legal expenses on litigation related to emigrant's overseas employment	Up to Rs. 45,000/-
Premium amount (Without any hidden costs)	Rs. 275/- for 2 years policy period Rs. 375/- for 3 years policy period

<sup>44</sup><https://www.mea.gov.in/pbby.htm>



**Insurance is Provided by the Following Companies:**

- 01** Oriental Insurance Company Ltd.

**02** United India Insurance Company Ltd.

**03** National Insurance Company Ltd.

**04** ICICI Lombard

**05** Star Health & Allied Insurance Co. Ltd.
- 06** IFFCO Tokyo

**07** Bajaj Allianz General Insurance Co. Ltd.

**08** Reliance General Insurance Co. Ltd.

**09** MS General Insurance Co. Ltd.

**Procedure for claiming the insurance amount**

1. Insured worker must have a copy of the PBBY insurance policy with them.
2. Name of the nominee must be mentioned on the policy.
3. Insured worker/ claimant has to lodge a claim with the respective insurance company from where the policy was issued.
4. The claimant has to indicate the policy number and details of accident/incident. In the event of death, the nominee has to lodge the claim.
5. After intimation of reported claim, insurance company intimates the insured claimant, the details of documents required to settle the claim.

**Session II B: Jordan’s legal system**

**Outcome**

Participants have end-to-end knowledge about the protocols relating to their migration, work and stay through: -

1. Employment contracts
2. Employers’ responsibilities
3. Their rights and liabilities

The Trainer shall conduct a brief explanatory session to elucidate some of the ground realities of employment in Jordan, starting with the Kafala system, which applies to numerous GCC countries, that share similar social, legal and religious backgrounds. These countries - Kuwait,

Saudi Arabia, UAE, Qatar and Oman, follow identical legal route wherein the state empowers local individuals or companies, sponsorship permits to employ foreign laborers.



**Activity**

Ask the participants to share their experiences and/or of their friends and/or family members who have been to any of the GCC and/or Middle – eastern countries.

1. Did you find their experience inspiring or motivating?
2. Do you know about the kafala system? Can you explain?

**Kafala system:** The Kafala (Sponsorship) System emerged in the 1950s to regulate the relationship between employers and migrant workers in many countries in West Asia. Under the Kafala system, a **migrant worker’s immigration status is legally bound to an individual employer or sponsor** (kafeel) during the contract period.<sup>45</sup> The Kafala or sponsorship system is codified under Law No. 24 of 1973,<sup>46</sup> which stipulates numerous conditions to be fulfilled, for migrant workers to travel and work in Jordan. The employers are central to the work and life of migrant workers, who depend on employers’ sponsorships to be able to leave their country of origin, for employment, and even their explicit permission to leave/exit the country. Additionally, their departure is conditional only upon completion of contract whereupon the contractor arranges for their return travel. Some elements of the Kafala system pertain to the inordinate amount of power residing with employers. For instance, a worker may be allowed to exit Jordan, but if the employer lodges a felony complaint, then they lose the right to claim social security benefits and return tickets. A worker who fails to secure an employer’s written permission to leave the country, can be relegated as “absconding”, which renders them criminally liable. Granting such wide sweeping powers to employers over workers’ work and life prospects, the kafala system lends itself to much debate and contestation.

**After explaining the kafala system, ask the participants:-**

1. What is the purpose of the kafala system?
2. Do you think it will benefit your stay and overall experience in Jordan?
3. Do you foresee any issues with the system?

Listing the features and perspectives on Jordan-bound migration under the Kafala system, the Trainer shall guide the discussion towards Jordan’s migration management mechanisms.

**OUTCOME 1: Employment Contracts**

**Activity**

The Trainer must come prepared with several copies of the standard unified contract and sample contracts being used by Jordanian employers. To conduct the

activity, the Trainer shall divide the participants into groups, not exceeding 6 members in each. Groups must be supplied with copies of a mix of standard and specific employment contracts. Among the copies, trainer must include the unified sample contract in use between India and Jordan (available on JGATE and emigrate website). Trainer can issue the same contract to 2 or 3 tables

Each group shall review their contract within 10 minutes.

**At the end of the session, the trainer shall ask the following:**

1. What is an employment contract?
2. Have you ever been issued one? By whom and where (India, Jordan or elsewhere)
3. Did you go through the details of your contract thoroughly?
4. Did you need and/or get help from anyone for

<sup>45</sup>Policy Brief No. 2: REFORM OF THE KAFALA (SPONSORSHIP) SYSTEM-MIGRANT FORUM IN ASIA

<sup>46</sup>Articles 22 and 26 of the Law No. 24 on Residence and Foreigners’ Affairs of 1973



- reading and signing the contract (RA, family or friends or even employer)?
5. Did you understand the contract? If you didn't, can you list your main impediments?
  6. What did the contract get right?
  7. What was wrong in the contract?
  8. Would you like to remove or add anything to it?
  9. Would you sign the current contract?
  10. Can you identify whether yours is a standard unified contract available on authorized websites?

**The employment contract, as mentioned in the previous session, is essential for securing all the important travel and stay documents for Jordan.**

### Trainer Notes

Important legal provisions under Jordan's labour laws<sup>46</sup>

S. No.	Indicator	Regulation
1	Duration of contract	Set by agreement between parties.
2	Probation period	Not to exceed 3 months (90 days)
3	Minimum wage	268 dinars per month <sup>47</sup>
4	Wages and Benefits in the garment sector in the QIZ	JOD 125 in cash. JOD 95 (in kind) for accommodation and food.
5	Working days & hours	6 days a week/8 hours a day Maximum weekly working hours and rest times might be distributed not exceeding eleven hours per day.
6	Wage cycle	Wages must be paid within 7 days of becoming due.
7	Annual leaves	14 days paid leaves per year, which includes sick leaves. [Sick leaves can be extended for another 14 days with full pay if the worker is hospitalized and with half pay if the worker is not hospitalized.]
8	Holidays	Employees are paid on their weekly holidays. Friday of every week is the employees' weekly holiday unless the nature of work requires otherwise. Other paid holidays include – main Islamic holidays, the Gregorian New Year, Independence Day, Labour Day.

<sup>46</sup>Better Work Jordan (BWJ), a joint initiative of the ILO and the International Finance Corporation

<sup>47</sup>Jordan Minimum Wage - World Minimum Wage Rates 2022 (minimum-wage.org)



S. No.	Indicator	Regulation
9	Overtime Payment	125% of normal wages for all ordinary overtime hours 150% of normal wages for work done on weekly rest days, religious holidays and public holidays. Piece-rated workers are also offered the same wage premiums.
10	Social Security Contribution & Provisions for compensation during injury & death	The Employer shall - (i) ensure refund/dues from Social Security Corporation before worker's final departure and aid in completion of formalities. (ii) facilitate release of insurance and other dues to family members/legal nominees in the event of death of Indian worker.
11	Dormitory/Accommodation	Habitable accommodation with proper bedding is normally provided (to be checked with the Agent/ Employer before signing)
12	Resignation/Termination of contract	Terminable at the instance of both parties. Expiry of contract Death of worker Worker incapability due to a disease or disability certified by a medical authority.
13	Maternity Leave	10 weeks in total provided that the period subsequent to delivery shall not be less than 6 weeks.
14	Creche Facility/Childcare	Under A. 72, the employer must offer childcare facilities where, among the female employees in a company, there are 15 or more children under five years of age.
15	Salary Payment/Remittance to India	Migrants can remit their incomes to their country of origin or elsewhere in accordance with the applicable financial regulations in Jordan. The wages of the Indian workers shall be transferred in a timely manner and directly to their bank account by the employer in Jordan.
16	End of service gratuity	At least one month per year for any worker who is not subject to the Social Security Law.
17	Paternity leave	Three days leave from work with full pay after the birth of a child





## Outcome 2: Rights and Responsibilities

### Activity

Materials needed: Flip charts, Markers, Pens, Post-it notes, Paper pads

1. Trainer to divide participants into 2 groups categorized as EMPLOYER and MIGRANT, respectively.
2. The Activity shall include each group listing their expectations from the other.
3. Facilitator to match the expectations shared by both teams.

**Note:** Migrant Group – Expectations can include duration, wages, living conditions, social security etc., and Employer Group – Expectations can include skill sets, attitude, ability to adapt to new culture etc.

### Session Task

The discussion about expectations, roles and responsibilities shall be used to juxtapose Employers' and Workers' responsibilities. This can be a starting point for workers to identify which employers are most suitable/beneficial for them through a process of information-based inquiry.

### Trainer Notes

#### Applicable to Employers

1. Cannot withhold the passports of workers.
2. Cannot force mandatory overtime work.
3. Eliminate all forms of violence, harassment and discrimination in recruitment and at work.
4. No discrimination must be made on the basis of race, color, sex, religion, political views,

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Upon request of a worker, employer can provide a 'certificate of employment', at the time of contract completion, specifying the worker's name, duration and type of work.

- nationality, disability or Union membership or participation on a Union's activities.
5. Prohibit pregnancy fees for female migrant workers before they are recruited.
6. Provide health clinic at the workplace equipped with medical staff and certified equipment.
7. Provide a safe working environment in accordance with the CBA and the Labor Law, 1996.
8. Provide housing to workers compliant with the standards set by Ministry of Health on the Prevention of Health Hazards Related to Harm to Health from Housing Units, 2013.
9. Return any papers, certificates or tools deposited with them by the worker.
10. Upon request of a worker, employer can provide a 'certificate of employment', at the time of contract completion, specifying the worker's name, duration and type of work.



### Legal grounds for dismissal without notice

- (1) the worker assumes false identity or submits false certificates or documents with the purpose of acquiring a benefit or causing prejudice to others;
- (2) the worker fails to fulfil the obligations stipulated in the contract of employment;
- (3) the worker commits a fault causing the employer considerable material damage, provided that the employer notifies the appropriate bodies of the accident within five days from the date on which he learns of its occurrence;
- (4) the worker, in spite of receiving two written warnings, fails to observe the internal regulations of the establishment, including safety regulations;
- (5) the worker is absent from work without good cause for more than twenty days intermittently, during any one year, or for more than ten consecutive days, provided that, prior to the dismissal, written notice is sent to his address by registered mail and published, at least once, in a daily local newspaper;
- (6) the worker discloses work secrets;
- (7) a court, in a final judgment, finds the worker guilty of a criminal offense or a misdemeanour involving dishonourable or immoral conduct;
  - (a) the worker is found at work in a manifest state of intoxication or under the influence of any drugs or psycho-tropic substances, or if he has committed, at the workplace, an act violating principles of moral conduct;
  - (b) the worker strikes or insults the employer, the manager in charge, a superior, a fellow worker or any other person in the course or on account of work.

**Note:** Both, employers and workers owe a certain level of responsibility to one another. This responsibility arises from the contractual relationship which contains certain legal and social elements. Because everything is already stipulated in the contract, workers must peruse their copies thoroughly.

### Outcome 3: Grievance Redressal Mechanisms and Dispute Resolution

Disputes are resolved through the Jordan's Ministry of Labour in collaboration with the Indian Embassy in Jordan in a friendly manner. Failure of the first option, due to difficulties and lack of friendly solutions, shall refer the case to the competent judicial authorities for settlement.

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## Session II C: Psychosocial aspects of international migration

### Outcome

Participants learn to

- Identify and understand
- Accept and Prepare
- Tackle

the psychosocial components of migration.

### Materials required

Questionnaire, Flip charts, Marker pens, Paper pads and Pens for participants

### Case Study

A is a 23-year-old garment worker from the state of Bihar, who left his village for the first time. A is married for a year and wanted to support his family of a wife and two children, especially due to the drying up of employment avenues, interrupted by Covid-19. He could not secure a job despite his college degree. He was recruited in Jordan with the help of an RA in Delhi. In preparation for his departure, he secured all the basic necessities for his family. He opened a separate bank account for his wife on which to send his remittances. He made all the arrangements to make sure that they are looked after. His wife also assumed the additional responsibility to look after their family cattle besides raising the two children and caring for her in-laws. Despite the arrangements A had many reservations, was quite stressed and sometimes unhappy about his decision, questioning it often.

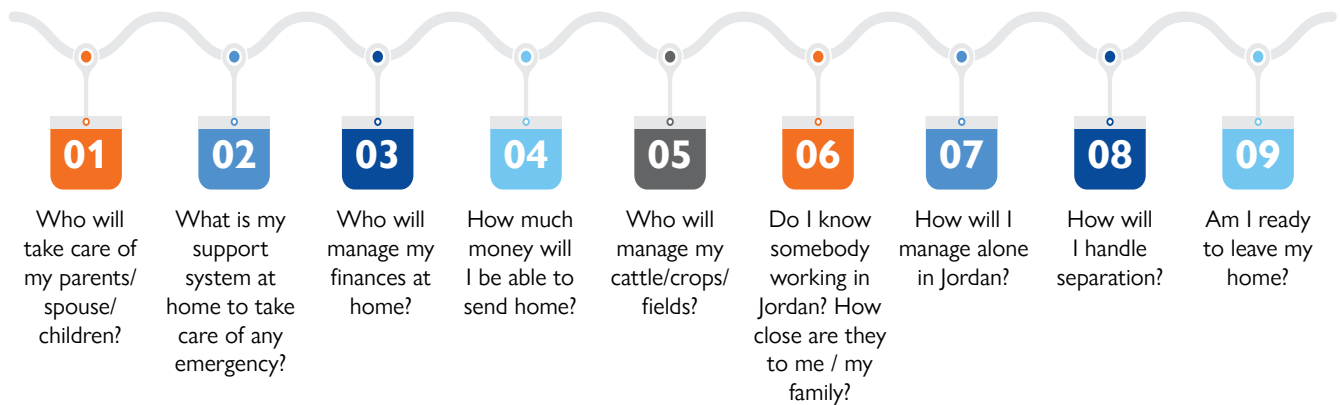
### Quiz

- What were the reasons for his concern? Can you list them all?
- What kinds of apprehensions will you face, or questions will you ask yourself, when you migrate (or have done in the past)?
- How will it affect your decision to migrate?
- How will you prepare yourself against the many known and unprecedented stressors?

<sup>48</sup>Jordan: Labor Law Is Amended (shrm.org)



Analyze the answers provided by the participants against the following questions

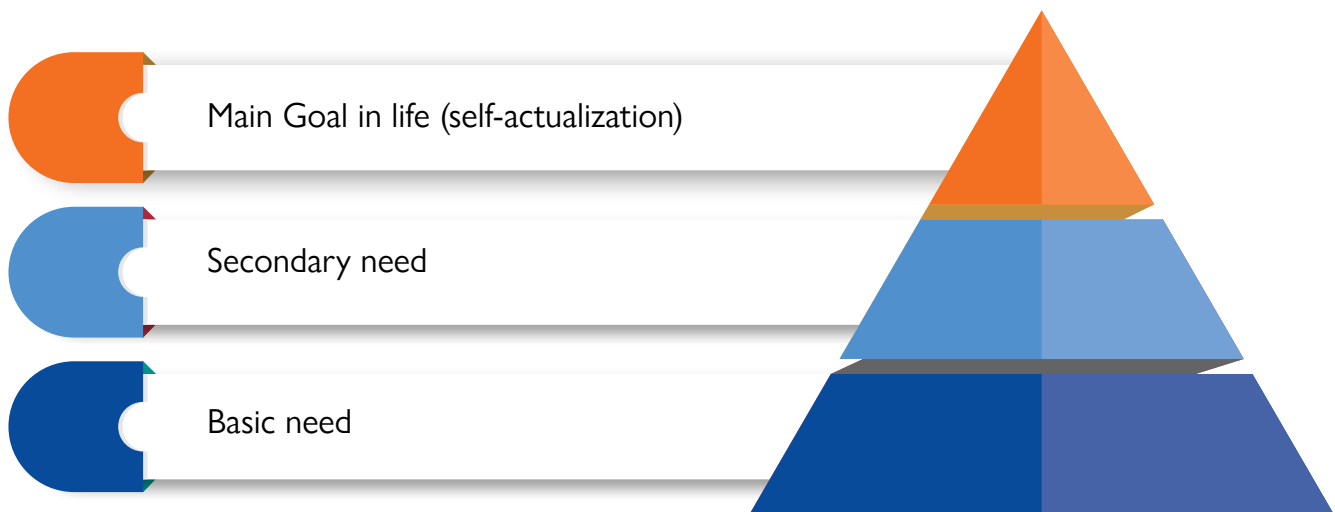


**Outcome A**

**Session Task**

The Trainer will use the following pyramid to guide a discussion on the main components which help in achieving successful migration. The participants shall be

asked to list, in hierarchical order, going from bottom to top, their needs - fundamental to specific which they consider necessary to live a fulfilling and satisfactory life.



**Write down the answers on the Flipchart or whiteboard. Use the answers like cue cards to drive the discussion – to recognize that there are certain basic components of one’s life which –**

3. make it worth pursuing along with working even in the most challenging environments

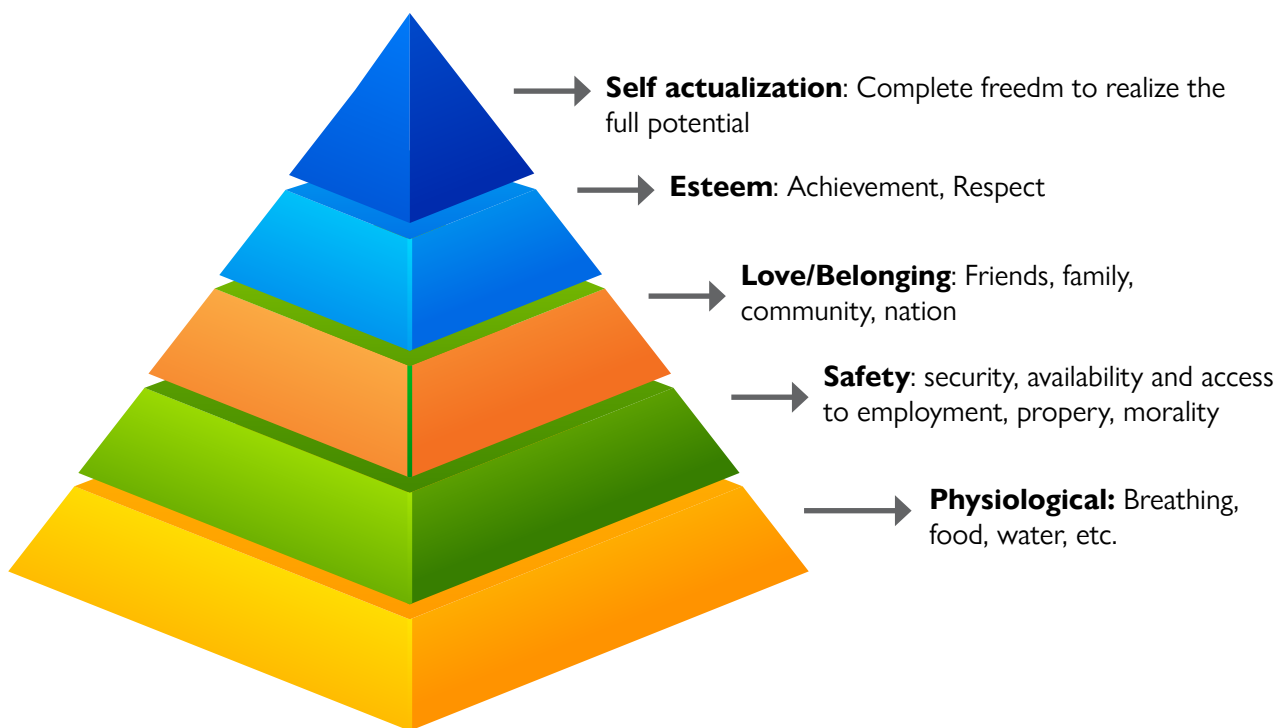
**Write down the list of basic needs and secondary needs, that will be used to inform what psychosocial well-being means to them.**

1. help give it meaning
2. make it purposeful

The pyramid will help in identifying the main priorities through the stressors which most often impact workers' lives. They will be used to accurately pinpoint the areas in which workers need help, support and where work

needs to be done. Once this task is complete the Trainer gives a brief description of mental health and psychosocial well-being.

### Trainer Notes



#### Maslow's 'Hierarchy of needs'

Maslow's hierarchy of needs suggests that people are motivated to fulfil the basic needs before moving on to other, more advanced needs. As shown in the pyramid diagram above Maslow's hierarchy of needs has 5 components –

##### 1. Physiological

These are the basic needs of any individual, that must be fulfilled for staying alive with dignity, as

a complete human being, envisioned in the UN human rights charter. The fulfilment of these needs is essential, such as feeding when hungry, or resting/sleeping when exhausted. If these needs are left unattended, the person cannot focus on anything else and experiences a debilitating, limiting effect.

##### 2. Safety

After meeting physiological requirements, one needs a safe environment in which to fully experience and



enjoy the basic needs. These safety needs emerge by instinct and are present since childhood, evident in the need for children to seek protection and a life in predictable environments. When deprived of those, the reaction manifests in fear and/or anxiety, along with a host of other mental and psychological issues. In developing nations, the safety need is often a component of various factors like gender, age, class, socio-economic, cultural and other factors. In developed nations, for adults, safety needs become more apparent in emergency situations. In places affected by war, conflict, displacement, safety needs are rarely and intermittently fulfilled.

### 3. Love and Belonging

This relates to the basic need of feeling and being connected, of belonging and of being loved. This can be at an interpersonal level, with friends, family; at the community level to have ties of kinship with people with similar social and cultural histories;

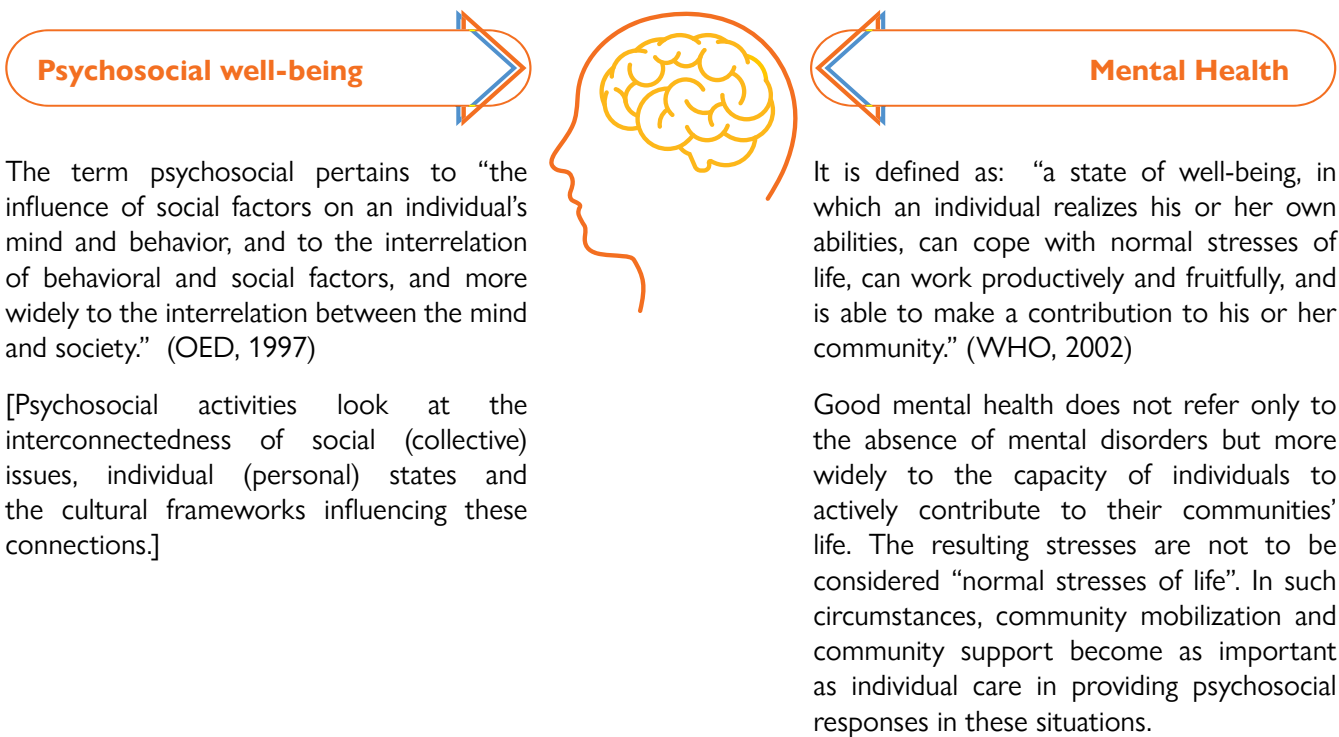
at the national level, having an identity granted through citizenship which provides the overarching protection of the state's numerous machineries (military, social security, welfare, etc.). "The need to belong to a certain group encompasses both feeling loved and feeling love towards others."<sup>49</sup>

### 4. Esteem and Self-Actualization

These are highest in the pyramid. Esteem needs are a combination of feeling of self-confidence and feeling good about oneself, and feeling valued, recognized and appreciated by others. When self-esteem falters, its triggers can be many, but it can lead to inferiority.

Basic liberties and freedoms like expression of religion, movement, speech and the like, essential for a healthy realization of one's humanity. This is important for one to be able to count themselves as part of a bigger whole. Self-actualization entails doing what one thinks one is meant to do.

## Outcome B



The term psychosocial pertains to "the influence of social factors on an individual's mind and behavior, and to the interrelation of behavioral and social factors, and more widely to the interrelation between the mind and society." (OED, 1997)

[Psychosocial activities look at the interconnectedness of social (collective) issues, individual (personal) states and the cultural frameworks influencing these connections.]

It is defined as: "a state of well-being, in which an individual realizes his or her own abilities, can cope with normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community." (WHO, 2002)

Good mental health does not refer only to the absence of mental disorders but more widely to the capacity of individuals to actively contribute to their communities' life. The resulting stresses are not to be considered "normal stresses of life". In such circumstances, community mobilization and community support become as important as individual care in providing psychosocial responses in these situations.

<sup>49</sup>Maslow's Hierarchy of Needs Explained (thoughtco.com)

Mostly in long-distance migration, workers are much less familiar in their new environment. The compounded effect of the many factors in migration, make workers prone to various social, psychological and emotional issues, that might cause harm. If not addressed, these issues, can either become pathological or aggravated. This is the opposite of good and desirable mental health. For every person, including migrant workers, issues that impair mental health vary vastly. However, some baseline reasons, symptoms and manifestations have been identified from various cross-sectional studies and assessments which shed light on ways in which migrant workers commonly experience mental health issues. The factors affecting mental health vary for the different stages of migration.

An unhealthy migration experience can be classified as a disruptive event. Disruptive events can either be one-time, ongoing or a combination of the two with other events. These events, individually or in combination, can take a toll on the mental well-being of people over the long term. The migrant is bound to experience anxiety during phases of the migration cycle, which includes post-migration resettlement. Each phase is associated with anxiety and risks which are related to the specific experiences that he/ she has gone through in the migration process. Most people are able to go on with their lives and recover, but in some cases, others continue experiencing negative psychological reactions to varying degrees.

**1. Pre-employment**

- a. Lack of lucrative employment opportunities
- b. Fear of failure
- c. Fear of returning or made to return back
- d. Availability of too much information (can trigger a stress response)

**2. Pre-departure**

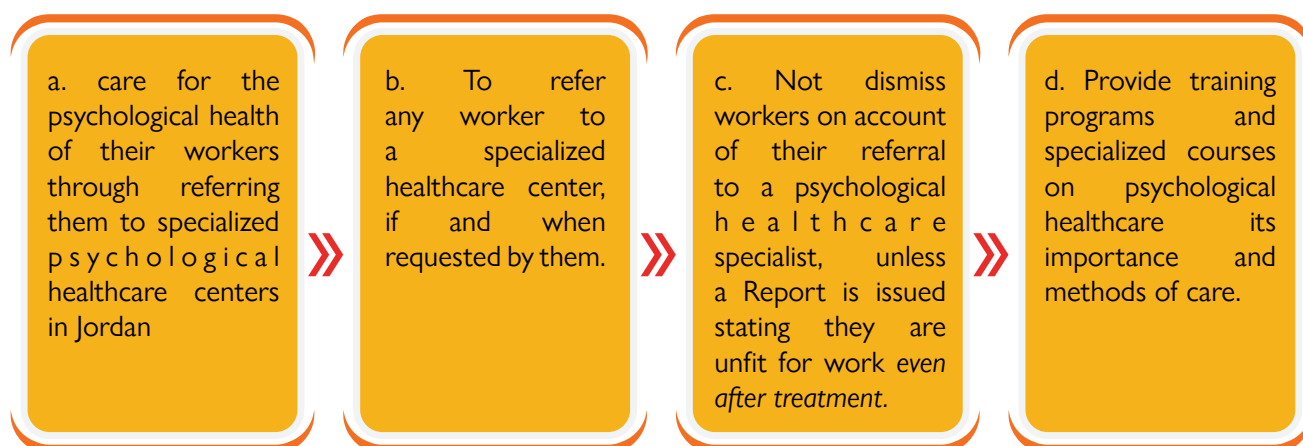
- a. Financial requirements and implications of travel (indebtedness/conditions similar to it)
- b. Concerns about wellbeing and safety of back-at-home families.
- c. Unsure about personal safety
- d. Travel and stay-related anxieties
- e. Fear of the unknown – culture, language, people, nature of job, employer, place, etc.

**3. Post Arrival**

- a. Fear, Uncertainty, Intimidation arising out of their new circumstances.
- b. Neglect, mistreatment, discrimination and harassment at the hands of the local community. This may include their employers.
- c. Inability to adjust to the multiculturalism brought by coworkers.

**Outcome C**

Article 11 of the Collective Bargaining Agreement, 2019, imposes certain responsibilities on Jordanian employers to –



Physical Reactions	Psychological Reactions
Sleeping difficulties or nightmares	Shock, denial or disbelief
Fatigue	Confusion, difficulty concentrating
Being startled easily	Anger, irritability, mood swings
Difficulty concentrating	Anxiety and fear
Racing heartbeat	Guilt, shame, self-blame
Edginess and agitation	Withdrawing from others
Aches and pains	Feeling sad or a sense of hopelessness
Muscle tension	Feeling disconnected or numb

### Session II D: Covid Protocol (before Leaving India and in Jordan) As on July, 2022

**Outcome** Participants' anxieties on the current crisis are reduced

Jordan is open for travel, Jordan has been accepting only fully vaccinated passengers, with a preference for vaccines approved by the WHO. There is no

requirement/compulsion for the booster dose. There are some important guidelines to be borne in mind.

#### RTPCR Test requirements as per Jordon Travel Guidelines\*

<b>Before travel commencement</b>	RTPCR 48 hours prior
<b>At Indian airport</b>	Not Required
<b>At destination airport / hotel</b>	Not Required
<b>Additional test during stay</b>	Not Required
<b>Inter country travel</b>	Will change according to the situation at the time.
<b>Back to India</b>	RTPCR 48 hrs prior
<b>Child rule</b>	RTPCR needed if child is unvaccinated

\*This is liable to change, hence each RA and migrant worker must keep themselves informed of the





### Points to remember at the time of departure

#### Precautions: As outlined by the MEA<sup>50</sup>

- Keep the passport safe. Always carry a photocopy of all the pages of your Passport.
- In cases of loss, theft or misplacement of passport, inform the nearest Indian Mission immediately giving them details, i.e. Passport number, date and place of issue, your name and date of your entry in the country of employment. [The photocopy will be useful in such situations]
- Make and carry copies of the employment contract.
- Memorize the employer's details - full name, address, telephone/fax number
- In case there are problems in locating and/or contacting the foreign employer, contact the nearest Indian Mission immediately.
- Temporary or permanent employment with another person or establishment other than that the sponsoring Company/establishment/person, must be REJECTED. [Employment with persons other than the original sponsor is strictly prohibited and attracts severe punishment].
- The VISA and Employment Contract must be renewed on time before expiry.
- In case of a short-duration visit, ensure that the validity period of Visa does not expire before return to Jordan
- Passport must be valid at all times.
- At least two months before about to expire, the worker can get it revalidated from the concerned Indian Mission abroad or from the Regional Passport Office (RPO) in India.

### Customs Formalities

1.

Offer full support and cooperation to the customs staff at the Airport. This is a strict procedure, to be taken seriously.

2.

No narcotics or alcoholic drinks to be carried during the flight.

3.

Proceed with caution during customs. Care must be taken not to accept unchecked parcels from anyone, as it could contain contraband. All parcels must be checked beforehand and secured after personal inspection.

<sup>50</sup>MEA | Emigration Abroad for Employment



## Module III: Post Arrival Orientation

### Session III A: Arriving and exiting the Jordan airport

<b>Outcome</b>	Participants know the granular details of air travel
<b>Materials required</b>	Flip charts, Marker pens, Paper pads and pens for participants

The Trainer shall conduct a walkthrough with participants for exiting the Amman airport.

1. Enter airport terminal. Check signages.
2. Passport control – Show all the documents required at the counter. [Passport, contract, VISA] Get passport stamped
3. Pick up the luggage from the luggage carousel. Remember to tag or mark your bags, in advance, to avoid loss or confusion at the time of baggage claim.
4. Clear the customs formalities. Declare the goods and items in your luggage.
5. Establish contact with the RA to meet the local agent, to reach the workplace or wherever the employer has decided to house the worker for the time-being.
6. In the airport terminal itself, one can purchase a local SIM card.
7. The Airport Terminal has kiosks for currency exchange, at the prevailing rates which are reliable. The worker must be prepared for losing some amount as transaction cost for the exchange.
8. In case the arrangement does not include travel assistance from the employer, choices can be made between buses and taxis which ply regularly from the airport.
9. Buy a ticket and exit the airport.

#### Airport exit checklist.

Sr. No	Activity	
1	All documentation stamped	
2	Customs cleared	
3	Baggage collected	
4	Covid test done	
5	Called up home to inform about arrival	
6	Currency changed	
7	Local Sim purchased	

<sup>51</sup><https://in.pinterest.com/login/?next=https%3A%2F%2Fin.pinterest.com%2Fpin%2F841117667884481823%2F&prev=https%3A%2F%2Fin.pinterest.com%2Fpin%2F841117667884481823%2F>



Common signs seen at the airport<sup>51</sup>








## Session III B: Settling in Jordan

### Essential Takeaways

Participants are equipped with information about the essential services / necessary outlets

Trainer to draw up a list of locations of various services they can find to ease their settlement in Jordan.

 Grocery stores for your kind of food items	 Banks / Remittance centers
 Restaurants that serve food that you like	 Police station
 Hospitals / dispensaries	 Indian Chancery

### Registration with Indian Chancery

At the Indian Chancery in Amman several useful services can be accessed by migrant workers. Indian Chancery in Amman. Here, several services are provided, that are useful to the migrants in a foreign land.

The website of the Indian Embassy in Jordan is good place start the formalities for initiating legal stay in Jordan at <https://indembassy-amman.gov.in/Contactus.html>

The registration with the Indian Chancery and networking with the Indian diaspora in Jordan can also be done via the embassy website.

#### Indian Chancery details

Address: No.24, Al-Hidhab Street, Abdoun, Amman (Jordan)

Postal Address: P.O. Box 2168, Amman 11183, Jordan

Telephone Nos.: 00-962-6-4622098/4637262

Fax No.: 00-962-6-5926735, 5850835

### Trainer Notes

Once registered, the following services are available<sup>52</sup>

#### 1. Authentication of Apostille Documents

- Direct Attestation of Foreign Public Documents
- Company documents
- Documents issued by Indian Authorities like Birth, Death, Marriage and Educational Certificates etc. in India can also be attested by the Embassy of India in Amman provided

*the same have been authenticated by the Consular Section of Ministry of External Affairs (MEA), Patiala House, New Delhi-110001 or Branch Secretariat of Ministry of External Affairs, Kolkata.*

#### 2. Police clearance certificates (PCC)

*You can apply for a Police Clearance Certificate online at <https://portal5.passportindia.gov.in/Online/index.html>.*

<sup>52</sup><https://indembassy-amman.gov.in/ConsularInfo.html>



After successful submission, take a printout of the form submitted online and deposit the form at the Embassy along with the supporting documents.

**3. Life certificates for Pensioners**

To obtain a Life certificate from the Embassy of India, Amman- the personal appearance of the applicant is usually necessary at the Embassy. The applicant needs to bring his/her passport to

establish the identity. The fee for this service is [Click here](#). In case you cannot come to Embassy of India, Amman for any reason, you would be required to send a certificate from Doctor/GP stating that you were alive on the given date. On the basis of your Doctor/GP's certificate, you will be issued a certificate stating that according to your doctor's certificate, you were alive on the given date.

**Session III C: Acclimatization and managing post arrival stress**

**OUTCOME**

Participants have the tools to mitigate the impact of separation and psychosocial issues

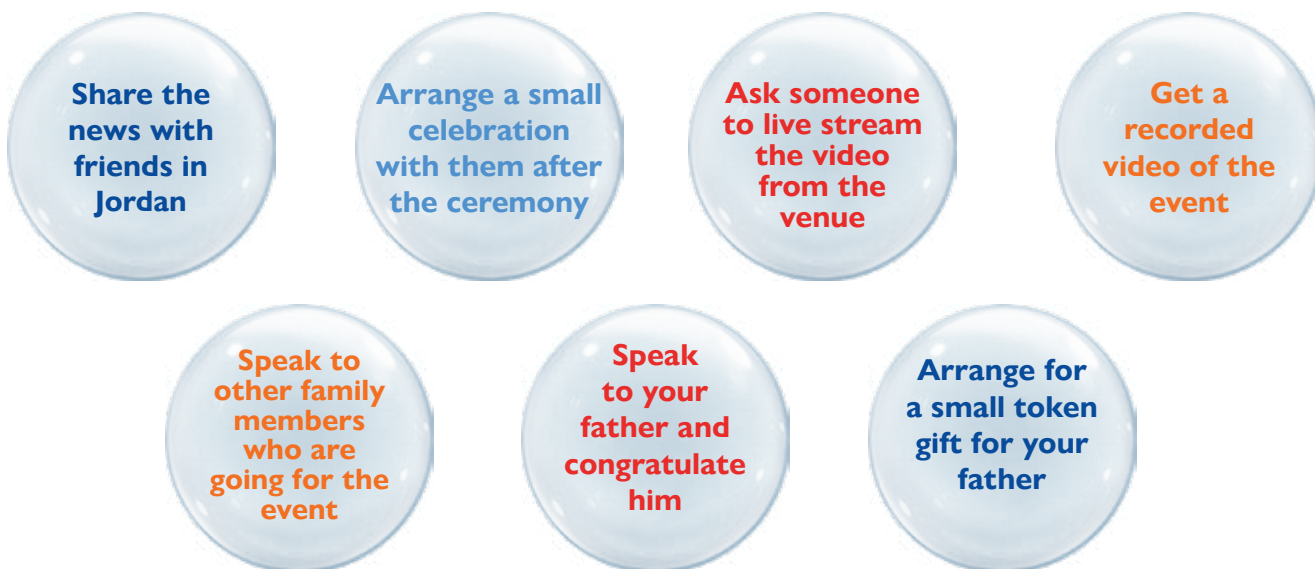
**Activity: Story telling**

It is now 3 months since Anil has been in Jordan. Life is settled. He calls his parents every week on a Saturday, his wife weekly on a Wednesday. On one of the Saturday calls with his parents, his mother excitedly gives him the news that his father has been selected from over 3000 applicants for his expertise in Zardozi work. He has been invited to Delhi to participate in the

Textile Fair and show case his work. The entire family is also invited. There is general excitement about his achievement. Anil's initial reaction is of happiness. Then he suddenly realizes that he is going to miss it.

He wants to go, but he does not have the leave or the finances to go home now.

**Some ways to ensure emotional well-being.**



## Trainer Notes

Post migration, the main reasons of anxiety are language barriers, cultural differences and establishing a social network in the country of destination besides missing family, friends, community, festivals and occasions leading to feeling of loneliness. In some cases, family separation and isolation could impact the mental health of the migrant adversely. It is suggested that the migrant must approach the community support service if available, talk to friends to ensure adaptation and seek medical help if they experience any chest pain, back pain, dizziness, headache, difficulty in breathing, inability to sleep, abdominal pain or lack of energy.

### A. Adapting to and embracing multicultural diversity

#### Activity

**The Trainer shall ask the participants about the nationalities of migrant workers employed in the apparel factories alongside them.** After listing the responses on a flip chart, the chart shall be displayed for public view.

The list might contain the following names.

- India
- Nepal
- Pakistan
- Sri Lanka
- Philippines
- Bangladesh
- Myanmar
- Egypt
- Syria
- Palestine
- Iraq

**Trainer must initiate a discussion about foreign workplaces which have a vibrant and diverse cultural environment.** For Indians, who already live in one of the most diverse regions in the world, it is necessary and helpful to be open to new ideas and cultural practices, to cultivate tolerance and have a well-informed and balanced approach to issues of religion and politics, to start with.

The Trainer can suggest adjustment hacks. For instance, participation in celebrating festivals in community events. This might help create community-based social circles, strengthen bonds on common grounds beyond shared language, culture or history and celebrate differences.



## B. Post-Arrival psychosocial adjustment

### Adapting to a multi cultural environment

- Treat co-workers with respect and dignity – address and suspend prejudices.
- Try and understand/ imbibe their cultures and cuisine.
- Participate in festivals and events that everybody celebrates and other community activities.
- Seek and offer support to co-workers in the spirit of winning over the situation together.
- Join a workers' union (For e.g., General Trade Union of Workers in Textile, Garment and Clothing Industries – GTUWTGCI) under the CBA, 2019.
- Keep communication lines open with family members, at home.
- Use digital technology to be part of family events.
- Remember and reflect upon the reasons for migration.
- Work out – incorporate a physical regimen.
- Schedule regular doctor visits or use the workplace's clinics, not just in emergency situations.
- Establish good communication with the workplace management and supervisors.
- Be well-versed with the rules and regulations at the workplace
- Check for updates or announcements on the e-migrate and the Indian Embassy website. [This will keep you abreast of protocols on migration]

### Personal tricks and habits

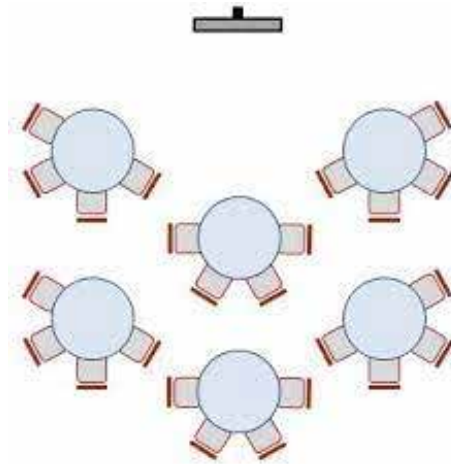
- Cultivate hobbies of personal or professional interest



## Annexures

### 1. Training Guidelines

1. Trainers should go through all the training materials and should make notes they study the material.
2. Trainers should be clear on the learning objectives of each module.
3. Marker Pens – Blue and Black pens are preferred
4. Flip Chart / White Board/ Post-it Notes
5. Projector
6. Sound System
7. Laptop with the presentation / video
8. Training room size and seating arrangement, which should be in a cluster
9. Trainers should reach the venue at least 30 mins before the start time to check the arrangements



Seating arrangement during the training

### 2. Trainer guide for effective delivery of the program.

	Item
<b>Before the programme</b>	Focus on the decisions that participants are required to/can/must make.
	Build a story, ideally with the participant as the protagonists.
<b>During the programme</b>	Prepare beforehand. Refer slides and notes sparingly.
	Avoid jargon, buzzwords and big words.
	Maintain eye contact with participants.
	When using a white board / flip charts write in CAPITAL alphabets. Use black or blue markers to improve readability.
	Avoid pointing at the participants, use open hand gestures.
	Address participants by their names, to the greatest extent possible.
	Allott ample time for participants to ask, understand and answer questions.
<b>After the programme</b>	Collate all feedback.
	Follow up on any commitments made before the workshop.



### 3. Request Letter Sample

To

The Embassy of India  
 No.24, Al-Hidhab Street, Abdoun, Amman (Jordan)  
 Postal Address: P.O. Box 2168  
 Amman 11183, Jordan

**Subject:** - Attestation of documents regarding recruitment of workers from India

Dear Sir,

We.... M/s ..... is (brief profile of the company i.e., city where it is based, for how long, and the service/product it is dealing with). We desire to appoint following number of Indian workers in the company.

1. Title/Category: Nos
  - (a) Title/Category: Nos
  - (b) .....
  - (c) .....
2. We submit herewith following documents for Embassy's endorsement:
  - (1) Power of Attorney in favor of ....
  - (2) Demand Letter
  - (3) Work Contract(s): No.
4. The copy of valid license of Indian Recruiting Agent, copy of Visa in r/o incoming workers, copy of our company's registration letter etc. are enclosed for reference of Embassy.
3. As on date, there are --- Indian workers working in the company. All of them have been registered 'online' with Embassy at its website: <https://indembassy-amman.gov.in/>. We hereby undertake to comply with all the work conditions in letter and spirit as an Employer. We are aware of the implications, including legal, if the company is found to have violated the conditions enumerated in the "work contract".
4. The following person will be the liaison officer who may be contacted and who will present to the Embassy any information/details on the Indian workers as and when sought by the Embassy:(Name, designation, e-mail and mobile no. of the Liaison officer)
5. The Embassy is requested to sign the documents at the earliest possible.

Yours sincerely,

Designation...

Contact details:



5. Demand Letter Sample

TO

M/S  
 Address  
 Tel/E-mail  
 LICENCE NUMBER

Sir,

We request to recruit the following Categories of workers from India on our behalf as per details given below:

Sl. No	Category	No of Workers	Monthly Salary in JD equal to US \$
1-			
2-			

Following are the terms and conditions for the recruitment/employment:

Job Title & Place of work	
Salary	
Probation Period	.....
Period of Contract	Two (2) Years, subject to renewable to three (3) years by mutual consent
Working hours	Eight hours per day
Working days	6 days in a week (as per Jordanian Labor Law)
Overtime	In accordance with Jordanian Labor Law
Accommodation	Habitable accommodation with proper bedding will be provided by the employer free of cost which among other amenities will include utilities such as water, electricity and heating etc.
Food & Pure Drinking Water	Free of Cost by the Employer. Free Food or Food Allowance @ JD.... /month over and above the salary is payable and the employer will provide facilities for cooking.
Transport	Free transport between workplace and employee quarter
Medical Facilities	Full and free medical facilities at the employer’s cost.



Job Title & Place of work	
Air Ticket	i) Free air ticket from India to Amman ii) Free return air ticket to India at the end of contract period iii) In case of premature termination of the contract by the employer, free air ticket will be provided. iv) In case of death of employee, the dead body will be transported to India at the expense of the employer.
Social Security Contribution & Provisions for compensation during injury & death	As per Jordan Labor Law. (i) The Employer shall ensure that the Indian worker gets his refund/dues from Social Security Corporation before his final departure and aid in completion of formalities. (ii) The Employer shall facilitate for release of insurance and other dues to family members/legal nominees in the event of death of Indian worker.
Annual Leave	As per Jordanian Labor Law -Fourteen (14) days paid leave
Work and Residence permit	To get prepared by the Employer on their own cost within two months of the arrival of the employee and no deduction from the employee on this account to be made.
Other Conditions (if any)	As per Jordanian Labor Law

- (2) The passport of the worker, being the property of the Government of India shall be made available to the worker any time OnDemand. In case of dispute Indian mission shall decide the subject matter.
- (3) The company / authorized signatory undertakes to evacuate on priority, the Indian worker safely at its own cost to India should such an eventuality arise.
- (4) The Indian worker will be registered 'Online" with the Embassy soon after his arrival in Jordan by the Employer.
- (5) For redressal of grievances of the employees, there shall be a Committee consisting of representatives of employer and employees and the committee should meet to settle all disputes as and when arise. The Embassy will be intimated about the composition of the Committee soon after it is formed.

## 6. Power of Attorney

### ON THE LETTER HEAD OF THE FOREIGN COMPANY

Know all men by these presents that we (Name and address of foreign employer)

Do hereby appoint M/S (Name and address of Registered Recruiting Agency through whom recruitment is proposed to be made by the foreign employer)

Vide Registration No. \_\_\_\_\_ Valid up to \_\_\_\_\_ to be their true and lawful attorneys and agents in India in respect of handling of all the affairs concerning recruitment, entering into contracts with the selected employee's completion of emigration formalities including deposit of security, registration fee



....etc. with protector of emigrants, Government of India , and signing all necessary documents required by the said company in connection with the recruitment for service and to arrange their passports , passages ....etc. for a period of two years.

We also authorize our agent to negotiate with the Ministry of Labor, New Delhi, regarding salary enhancements, in case of the Ministry considers that the salaries offered to be lower than the minimum required.

Authorized Signature

Seal of the Company

### 7. Work Agreement Sample

On the date: \_\_\_/\_\_\_/\_\_\_ an agreement was made between

1st party----- Father’s name: ----- Sex: ----- age: ----- Passport No. ----- Address: -----

**And**

2nd party: Name: -----Father’s name: -----Sex: -----Age: -----Passport No: -----India Address: -----

(1) The second party agrees to work with the first party on the following terms and conditions:

Job Title & Place of work	
Salary	
Probation Period	.....
Period of Contract	Two (2) Years subject to renewable to three years by mutual consent
Working hours	Eight hours per day
Working days	6 days in a week (as per Jordanian labor Law)
Overtime	In accordance with Jordanian Labor Law
Accommodation	Habitable accommodation with proper bedding will be provided by the employer free of cost which among other amenities will include utilities such as water, electricity and heating etc.
Food & Pure Drinking Water	Free of Cost by the Employer. Free Food or Food Allowance @ JD.... /month over and above the salary is payable, and the employer will provide facilitates for cooking.
Transport	Free transport between workplace and employee quarter
Medical Facilities	Full and free medical facilities at the employer’s cost.



Job Title & Place of work	
Air Ticket	i) Free air ticket from India to Amman ii) Free return air ticket to India at the end of contract period iii) In case of premature termination of the contract by the employer, free air ticket will be provided. iv) In case of death of employee, the dead body will be transported to India at the expense of the employer.
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Annual Leave	As per Jordanian Labor Law -Fourteen (14) days paid leave
Work and Residence permit	To get prepared by the Employer on their own cost within two months of the arrival of the employee and no deduction from the employee on this account to be made.
Other Conditions	As per Jordanian Labor Law

- (1) The passport of the worker, being the property of the Government of India shall be made available to the worker any time on demand. In case of dispute Indian Embassy shall decide the subject matter.
- (2) The company / authorized signatory undertakes to evacuate on priority the Indian worker safely at its own cost to India should such an eventuality arise.
- (3) The Indian worker will be registered ‘Online’ with the Embassy soon after his arrival in Jordan by the Employer.
- (4) For redressal of grievances of the employees, there shall be a Committee consisting of representatives of employer and employees and the committee should meet to settle all disputes as and when arise. The Embassy will be intimated about the composition of the Committee soon after it is formed.

**Name & Seal of Authorized Signatory  
(1<sup>st</sup> Party)  
Passport/ID No.**



**INTERNATIONAL ORGANIZATION FOR MIGRATION**

Labour Mobility and Human Development

Ground Floor

1, San Martin Marg, Chanakyapuri

New Delhi - 110021, India

Tel: +91 - 24100026, 24100027

Email: [iomnewdelhi@iom.int](mailto:iomnewdelhi@iom.int), Website: [www.iom.int](http://www.iom.int)