

Pre-departure information Iraq

PLAN, PREPARE AND PROTECT

3P's of working abroad for Pakistani nationals

Migrant Resource Centre - Pakistan

Migrant Resource Centers (MRCs) help people to make informed decisions when considering migrating. The center provides information and counseling to outgoing, intending and potential migrants on, work and living conditions abroad, recruitment processes, rights and obligations of migrant workers, migration laws and policies, legal and cultural practices in destination countries, access to protection measures, information on national skills development and vocational training programs, overseas employment and other initiatives of Government for Pakistani migrants and risks and dangers associated with irregular migration.

About Iraq



Geographic location in Western Asia, bordered by Turkey to the north, Iran to the east, Kuwait, Saudi Arabia, Jordan, and Syria



Official religion is Islam, mainly divided into two sects, Shia and Sunni



The capital city of Iraq is Baghdad



The economy of Iraq is dominated by the oil sector



The currency of Iraq is Iraqi Dinar, 1IQD=0.10 PKR (approx)



Climate on western side is extreme hot in the summers and extreme cold in winter while the central and southern parts have a hot summer and moderate winter



Official language is Arabic and Kurdish.

Important Documents required for Iraq



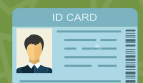
Passport valid at least six months beyond intended period of stay



Signed Foreign Service Agreement (FSA)



Protector done on your passport



ID card copy



Letter of recommendation from the recruiting company in Iraq



2 recent colour photos



The requestor should not be accused or convicted of crime outside of Iraq



Visa form must be filled in Arabic as per required format / Visa is also granted on Arrival for Pakistani citizens



Provide a convincing reason of visit depending on the type of visa (For work it will be the Job offer letter)



Polio vaccination, COVID- 19 negative certificate and WHO approved COVID-19 vaccination

Step I - Plan your travel and be informed

Things to know before you leave



Contact MRC in Pakistan or Embassy of Pakistan in Iraq (Baghdad) or check its official website <https://www.mofa.gov.iq/islamabad/> to know more about working, living conditions and travel requirements in Iraq



Ensure you have the protector stamp on your passport from the nearest Protectorate of Emigrants Office



Read the documents carefully and ensure it contains all relevant and correct details



Keep an original and one copy of all important documents with you at all times and keep at least two copies with your family



Check the exact details of your employer. If possible, talk to your employer before leaving Pakistan



Provide employer and OEP details to your family. Share your travel plans with your family and friends



Contact your bank for accessing your funds while overseas



Contact the Embassy of Pakistan in Baghdad upon arrival (parepbaghdad@gmail.com)



You can also get in touch with MRC Iraq www.mrciraq.iq, hotline +964 800 50 555

Be informed



Be well aware about the duration of your overseas stay and plan accordingly. Duration of your residence permit is linked to your employment contract



Your employment contract must contain the identification details of your employer, contract duration, salary, vacation days and other days off entitlement, trial/probationary period and other matters related to your employment. It also includes your duties and responsibilities



Check whether your job has a fixed term contract. Your visa will have to be renewed accordingly. The Iraqi work permit is mostly issued for the period of one year, renewal is needed every year

Step II – Prepare yourself and be aware



Understand your job requirement and do not hesitate to ask



Socialize with your coworkers; be friendly and open to conversation with others regardless of nationality, gender, and age



Respect your co-workers and work culture

How to settle and work well



Take care of your health



Take precautions to avoid contacting HIV and other sexually transmitted diseases



Learn basic norms, customs, laws including traffic rules of Iraq



Respect culture and religion and avoid any negative remarks about religion/ sensitive political matters



Learn the local language (Arabic), it will benefit you



Be respectful to all genders and never tease, ogle or stare at them



You must check the expiry dates of your documents, including passport, residence permit and ID card. For renewal, contact the Embassy of Pakistan in Iraq (parepbaghdad@mofa.gov.pk)

Iraq Labor Law



In Iraq, two main labour laws apply depending on where a company is located; law 37/2015 of the Iraqi labour law governs employment relationships in most of the country and is at the discretion of the employer how it is applied



Semi-autonomous Kurdistan Region Labour Law 71/1987, as amended (the Kurdish Labour Law), remains in force in Kurdistan



The Iraqi Labour Law attempts to align Iraqi labour practices with international norms

Working time, trial/probationary period and vacations



Normal working hours are 8 hours per day or 48 hours per week. Similarly, the trial/probationary period depends on the type of contract



Normal working days: Sunday - Thursday



Weekend: Friday is the official weekend.



Government offices are open from Sunday – Thursday



A worker, after one year of service, shall be entitled to at least (21) twenty-one days of fully paid leave for each year of work



In case of termination of employment, the compensation for days of annual leave not yet taken shall be paid to the worker on the basis of the last paid wage



The sick leave shall be granted on the basis of a medical report drawn up by a physician approved by the employer or by an official medical authority



For every year of work, the worker is entitled to (30) thirty days' sick leave period paid by the employer



Workers receive a break of between 30 to 60 minutes per day



No worker should be engaged in work for longer than five consecutive hours



Working hours during Ramadan are reduced in respect of the holy month and shall be equal to 36 hours per week

Daily workplace safety measures



Make sure to use each piece of equipment, gadget or other items for its intended purpose



Make sure you wear proper safety equipment, uniform, clothes and other protective gear.



Always keep work area clean and clear



Be cautious of the temperature when working outside. Put on appropriate mask for safety during dust and sand storm

Step III - Protect yourself by knowing your rights and duties

As a registered migrant worker, you have the right to complain and seek protection, if any of your rights are violated.

You have the right to



Keep your documents with you all the time



Salary to be paid once a month



Your wages are to be in the local currency or USD and deposited into your bank account.



Be paid for work completed even, if you are arrested quit your job or you are dismissed



Your employer must give you a residence permit



Do not give the originals to your employer or your recruitment agent, even if they promise to keep it safe



You are entitled to and can demand the remuneration and the accommodation facilities, if mentioned in your contract

Manage your Remittances



Open a local bank account.



Use online banking, especially if you are in a country where you do not speak the native language



Keep an open bank account in Pakistan. Do not transfer all your cash to your new account.



Apply for Roshan Digital Account. It enables Overseas Pakistanis to operate digital account

<https://www.sbp.org.pk/RDA/index.html> (Details mentioned on SBP website)



You can send your remittances through formal banking and other legal channels such as Pakistan Remittances Initiatives (PRI), Western Union, MoneyGram, etc.



Avoid using irregular means such as hawala/hundi for sending back money



Check the PRI (Pakistan Remittances initiative) website for further details <https://www.pri.gov.pk/products/>

If you experience a dispute with the employer regarding non-payment of wages, leave, end-of- service benefits or some other work-related issue, you can contact the Pakistani Embassy in Iraq, BEOE (in Pakistan), OPF- recovery of dues and compensation section <https://www.opf.org.pk/services/foreign-employment-dues-compensation/> and MRC to guide you in settling your problem

Important Local numbers

Country code and Emergency number

Iraq country code **+964**
National Emergency Number **112 or 911**
Police **122**
Fire **115**
Ambulance **115**

Major Mobile operators in Iraq

- Asia cell communication
- Zain Iraq
- Korek Telecom
- Kurdistan Operators

Some important Hospital contact details

Hospital name	Address	Contact
Saint Rapheal Hospital	Karada Dahil , Baghdad , Iraq.	009647711119280
Rizgary Teaching Hospital	Peshawa, Qazi , Erbil Iraq	00964 662271516
Al Wazaria Hospital Baghdad	Hay AL Maghrib Dist.301 St33 Building 17 Baghdad	009647801011311
Ibn Al Bitar Hospital	Baghdad Iraq	009647702504525

Common words/phrases in Arabic

English	Arabic	Urdu
Hi!	Salam! سلام	سلام
Good morning!	Sabah el kheer صباح الخير	صبح بخیر
Good evening!	Masaa el kheer مساء الخير	شام بخیر

Welcome! (to greet someone)	Marhaban مرحبا	خوش آمدید
How are you?	Kaifa haloka/ haloki (female) كيف حالك؟	آپ کیسے ہو
I'm fine, thanks!	Ana bekhair, shokran! أنا بخیر شکر	میں ٹھیک ہوں، شکریہ
And you?	Wa ant? / Wa anti? (female) و أنت؟	اور آپ
Good/ So-So.	Jayed/ 'aadee جيد / عادي	بہت اچھا
Thank you (very much)!	Shokran (jazeelan) شکرا (جزیل)	بہت بہت شکریہ
Your welcome! (for "thank you")	Al'afw ألعفو	خوش آمدید
Hey! Friend!	Ahlan sadiqi/ sadiqati! أهلا صديقي / صديقتي!	سلامدوست
What's new?	Maljadeed? مالجدید؟	نیا کیا ہے
Nothing much	Lashai jadeed لا شيء جديد	کچھ خاص نہیں
Goodbye!	Ma'a salama مع السلامة	خدا حافظ
Can you help me?	Hal beemkanek mosa'adati? هل بإمكانك مساعدتي؟	کیا آپ میری مدد کر سکتے ہیں
Where is the (bathroom/ pharmacy)?	Ayna ajedu (al merhaad/ assaidaliah)? أين أجد (المرحاض/ الصيدلية)؟	غسل خانہ کدھر ہے فارمیسی کہاں ہے
How much is this?	Kam howa thamanoh? (th as in bath) كم هو ثمنه؟	یہ کتنا ہے
Sorry (for a mistake)	Aasef! أسف!	معذرت
Can you say it again?	A'ed men fadlek!/ A'eedi men fadleki (fem) أعد من فضلك	یہ دوبارہ
I need a doctor	ahtaju tabeeban! أحتاج طبيب!	مجھے ڈاکٹر کی ضرورت ہے
I don't understand	La afham! لا أفهم!	مجھے سمجھ نہیں آتی
How to start this machine	كيف تبدأ هذا الجهاز kayf tabda hdha aljihaz	ہم مشین کو کس طرح شروع کرتے ہیں
This is harmful	هذا ضار hadha darun	یہ نقصان دہ ہے

Contact in case of any support

Migrant Resource Centre, Pakistan

Website: www.mrc.org.pk

Facebook Page: <https://web.facebook.com/PAKMRC/>

Hotline: 0304-1112123

Migrant Resource Centre- Islamabad

Mezzazine Floor, Shaheed-e-Millat Secretariat, Blue Area, Islamabad.

Tel: + 92 51 9219617

WhatsApp no: +92 306 0191919

Email: info@mrc.org.pk

Skype: mrcislamabad

Migrant Resource Centre- Lahore

Industrial Relations Institute, Adjacent to Rescue 1122, Near Chandni Chowk, Township, Lahore.

Tel: + 92 42 99262132

WhatsApp no: +92 30000116671

Email: info@mrc.org.pk

Skype: mrc.lahore

Migrant Resource Centre - Baghdad

Ministry of Labour and Social Affairs - Baghdad AL-Waziriya Directorate of Labour and Vocational Training

Email: Info@mrciraq.iq

Facebook: <https://www.facebook.com/mrc.iq>

Hotline – 800 50 555

www.mrciraq.iq

Government Institutes

Bureau of Emigration and Overseas Employment

Tel: +92519107272

Fax: +92519107270

Address: Bureau of Emigration & Overseas Employment, Emigration Tower, Plot No. 10, Mauve Area, G-8/1, Islamabad, Pakistan

Website: www.beoe.gov.pk

Email: dg@beoe.gov.pk

Overseas Pakistani Foundation

Tel: + 92 51 9203267

UAN: +92-51-111-040-040

Address: OPF, head office building Shahrah-e-Jamhuriat Sector G-5/2, Islamabad, Pakistan

Email: info@opf.org.pk

Website: www.opf.org.pk

Overseas Employment Cooperation

Phone: +92-51-9253245

+92-51-92532 5157

Fax: +92-51-9253244

Address: PMI Auditorium Building, Khayaban-e-Suhrawardy, Near Zero Point, G-7/1, Islamabad

Pakistan Embassy in IRAQ

Tel: 00964-7704843092

Address: Embassy of Pakistan H.No.14, St.#7, Mohallah No.609, Al-Mansoor, Baghdad

Email: parepbaghdad@mofa.gov.pk & pakbaghdad@gmail.com
cwabaghdad@gmail.com

Grievance Commissioner for Overseas Pakistanis, Federal Ombudsman

Tel: +92519217243

Fax: +92519217256

Address: Federal (Wafaqi Mohtasib) Ombudsman Secretariat, 36-Constitution Avenue, G-5/2, Islamabad, Pakistan.

Emails: hafizahsaan1973@gmail.com

advisor.hakhokhar@ombudsman.gov.pk

Website: <http://mohtasib.gov.pk/>

Website: www.ombudsman.gov.pk

Pakistan Remittance Initiative

Tel: +92 21 111 727 774

Address: Camp office, State Bank of Pakistan. Floor number 04, main building, I.I. Chundigar Road, Karachi, Pakistan

Email: info@pri.gov.pk

Website: www.pri.gov.pk

MOPHRD Sarzameen complaint mechanism – Online portal

<http://callsarzameen.ophrd.gov.pk/cms/public/complaintform/34>

Pakistan Citizens Portal: Mobile Application (available on both Android and iOS)

Download the app from Google Play Store for Android devices.

Prime Minister's Citizen Portal in case of complaints/queries
<https://website.informer.com/pmdu.pmo.gov.pk>