

Improving Migration Management in the Silk Routes Countries

MRC Pakistan- Annual report 2019

Date: January - December 2019

Location: Pakistan



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Implemented by



Under the Auspices of



Introduction

Pakistan is one of the top ten emigration countries in the world. Emigration has been an important issue in the country for the last decades and the Government of Pakistan is continuously developing legal and institutional frameworks aiming to support and encourage regular migration. Notwithstanding the fact that migration has been a major source of financial contributions to Pakistan's economy, it has become apparent that the public needs better access and awareness on legal migration – its opportunities and challenges.

Based on this, the Migrant Resource Centre (MRC) was established in 2016 in Islamabad under the auspices of Ministry of Overseas Pakistanis and Human Resource Development with the support of the International Centre for Migration Policy Development (ICMPD). A second MRC was furthermore established in Lahore under the auspices of the Department of Labour Punjab.

The MRCs are physical structures with multiple roles and functions, foremost of which is to offer a comprehensive set of programmes and services for outgoing, intending and potential migrants such as providing one-on-one counselling, pre-departure orientation, community education on migration, conducting information campaigns and developing and disseminating knowledge materials. The MRCs also develop modules and provide capacity building for various stakeholders (governments, academia, civil society, migrants/families, etc.), partner with academic institutions on research, conferences and fora to mainstream migration, and conduct special events related to migration.

The centre is supported by the EU funded projects “Support to the Silk Routes Partnership for Migration” (2015 – July 2017) and “Improving Migration Management in the Silk Routes Countries” (Aug 2017- Jul 2021). In 2019, outreach activities were furthermore supported by the German Ministry of Foreign Affairs through the project “Awareness raising on migration in Iraq and Pakistan” (MARIP).

The objectives of the MRC are:

- **Providing clear, accessible and understandable information to outgoing, intending and potential migrants** on possibilities for **safe, legal and orderly migration**, as well as rules and regulations, including relevant pre-departure information
- Providing **pre-departure orientation** (where applicable) and information on work and living conditions abroad, their rights and obligations, access to protection mechanisms and information on return processes
- **Raise awareness** of and providing clear information to potential migrants and local communities **on the risks and dangers associated with irregular migration.**

The MRC is providing information and counselling to intending and potential migrants on safe migration and raises awareness on regular migration opportunities and mechanisms. The team furthermore informs on the dangers and consequences of irregular migration, migrant smuggling and human trafficking in order to empower potential and out-going migrants and encourage them to make informed choices, as well as referral to skills providing institutions and trade testing centres.

The MRC's do not only provide information to the public and migrants but also for governmental and non-governmental stakeholders who are directly or indirectly involved in the facilitation or communication of migration related issues. The MRC conducts information sessions at relevant institutes, such as vocational and technical training schools, universities, colleges and schools as well as with the communities and during conferences and other events.

Summary on activities and achievements in 2019

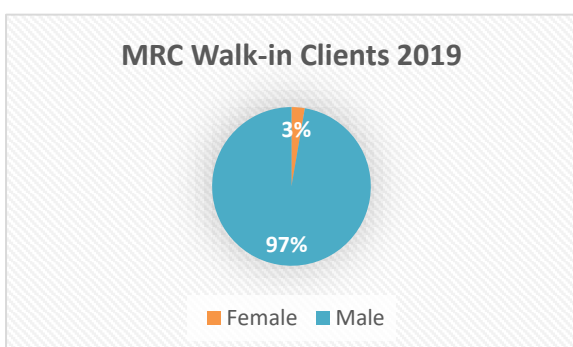
The MRC's in Islamabad and Lahore have accomplished a range of activities in the period January – December 2019

- Counselling services to the walk-in clients
- Orientation sessions on safe and informed migration in Vocational Training Institutes, Universities and Colleges
- Orientation meetings and coordination with Overseas Employment Promoters (OEPs)
- Orientation meetings and coordination with Education and Emigrant Consultants.
- Orientation meetings and coordination with NGOs
- Linkage and referral mechanisms in collaboration with governmental departments and agencies
- Pre-Departure Orientation Sessions at the Protectorate of Emigration Office (PoE)
- Community Outreach
- National Conference on Migration at International Islamic University, Islamabad
- 3 National Conferences on International Migrants Day
- Theatre performances in three districts of Punjab
- Rickshaw campaign in Punjab
- Migration documentary screening in districts of Punjab
- Training of journalists on migration
- Establishment of MRC hotline
- Development of white board animation videos

1- MRC Core Activities

Counselling services to walk-in clients

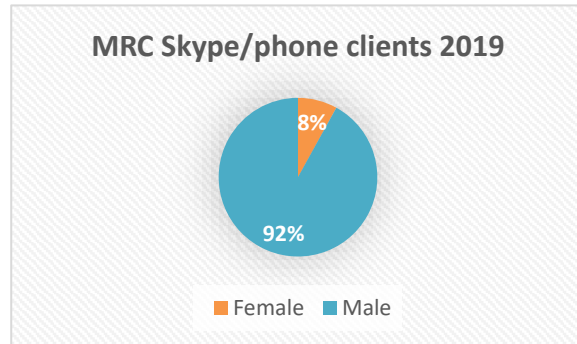
Counselling is one of the essential services provided by the MRC. Counselling related to safe and informed migration, irregular migration and the hazards related to irregular migration is provided at the Centres in Islamabad and Lahore on a regular basis to the walk-in clients.



The clients are counselled individually and in groups based on their interests, qualification, skill, experience and job/ study opportunities available. The counselling includes information on the safe migration process, making an informed decision, the cost/ benefit analysis and hazards/ consequences of irregular migration.

In 2019, the MRC counselled over 296 clients at the Centres, a part from this, 199 distant clients were facilitated via telephone and through Skype.

The MRC received clients from all lifestyles but the foremost beneficiaries were young workers interested in information on job opportunities abroad, particularly in the GCC countries and students who were planning to take admission in European universities.



Orientation sessions at TVET institutes, universities and colleges

The outreach strategy of the MRC includes orientation sessions on safe and informed migration for the community and especially for youth. For this purpose, the MRC teams reach out to technical training institutes, universities, colleges, youth forums and other community events.

Technical training institutions are the hubs of semi-skilled work force mostly intended to work in GCC countries. For this purpose, the MRC delivered orientation sessions on safe and informed migration at the technical and vocational institutes (TVET) throughout the year.

In 2019, the MRC Islamabad and Lahore conducted 219 sessions on safe and informed migration in the technical training institutes and universities with 17,837 participants were present during these sessions.

The participants at TVET sessions show keen interest in the information delivered to them and engaged with questions. Most concerns are related to the process of migration, ways to avoid exploitation during the migration process and in the host country, identification of licensed OEPs and the government fee structure. Participants also inquire about regular migration pathways and how to avoid fraud. The administrations of these institutes appreciate these activities and encourage the MRC team to provide this information to everyone. The senior management of several technical institutes also proposed to train their teaching staff and to make safe migration a part of their curriculum so they can continue informing students and peers who are still not aware about the safe and informed migration process.



The MRCs also target larger youth groups at universities. University students have different interests than TVET students. While young adults with technical skills prefer to migrate to the Gulf, university graduates prefer to go to Europe, USA, Canada, Australia and Germany. A few also intend to go to Malaysia and China. University students are always more interested in knowing about opportunities available in Europe for higher studies, work and settlement.

The sessions conducted in universities are interactive as the students come up with thought-provoking questions and share real life incidents of irregular migration. Participants here seemed surprised and

shocked after getting to know the realities of irregular migration, as they were not fully aware of the risks and dangers involved in this process. At the end of each session MRC brochures and IEC materials were distributed and an MRC poster was also displayed on the noticeboards.

Meetings with Overseas Employment Promoters (OEPs) and Education Consultants

Emigration consultant

Meetings with the Overseas Employment Promoters (OEPs) and Education and Emigrant consultants aim to introduce the MRC programme, objectives and services as well as to educate the OEPs on the issues of irregular migration, migrant smuggling and human trafficking. These are one of the continuous activities of the MRCs thorough out the year.

Meetings with Overseas Employment Promoters (OEPs)	90
Meeting with Education and Immigrant Consultants	50

The MRCs offer support services to the OEPs for their clients, such as counselling and pre-departure briefings. OEPs are the only registered agencies authorised to process work visas. These OEPs are registered with Bureau of Emigration and Overseas Employment (BEOE), Government of Pakistan and aim to promoting safe migration, raising awareness of the community.

Pre-Departure briefings at Protectorate of Emigrant (PoE) office, Rawalpindi

Pre-departure briefings at the Protectorate of Emigrants Office (PoE), Rawalpindi, is another important activity undertaken by MRC Islamabad. Pre-departure briefings are essential for the protection of migrants and migrant workers. These briefings provide basic information to departing migrants to ease their transition into the country of destination and empower them with necessary and useful information to maximise the benefit of their overseas employment experience.



In 2019, the MRC provided pre-departure orientation to 25,754 potential migrants who were ready to go to the Kingdom of Saudi Arabia (KSA), United Arab Emirates (UAE), Qatar, Oman, Bahrain Malaysia and Cyprus.

During pre-departure orientation, the counsellors provide detailed information on:

- migrant workers' rights and duties,
- safety and health at workplace,
- general working and living conditions in the destination country,
- key challenges one might encounter and coping strategies, and
- a detailed list of all important contacts in case of emergency.

Meetings with Stakeholders

Meetings and coordination with stakeholders is vital for the effective functioning and visibility of the MRC. The MRC team is in continuous contact with all the relevant government ministries/departments, law enforcement authorities, academia, civil society, international organisations and diplomatic missions.

Governed by the Ministry of Overseas Pakistanis and Human Resource Development, the MRC holds Quarterly Progress Review Meetings together with ICMPD and regular meetings with the respective government officials.

MRC visits to stakeholders	134
Stakeholders visits at MRC	57

1. Further MRC initiatives

- **National Conference on Migration at International Islamic University, Islamabad**

The Migrant Resource Centre (MRC) Islamabad in collaboration with the Department of Sociology, International Islamic University Islamabad organised a one-day national conference on *Migration for Development: Challenges and Prospects* to bring together academia, practitioners and policy makers, discuss migration prospects and challenges in Pakistan and jointly propose a way forward.

The conference engaged academia, government departments, civil society organisations, policy makers, diplomats, media, education consultants and political leaders as prominent speakers and guests having diverse experiences in the area of migration. The conference encompassed four key topics: a) *remittances and socio economic development*, b) *migrant smuggling and human trafficking*, c) *migration and media*, and d) *migration, skills and education*. The aim of this conference was to discuss recent developments in Pakistan on migration, the needs and challenges of Pakistani migrant workers and their families and the role media can play to raise awareness on migration.

- **3 National Conferences to commemorate International Migrants Day**

In remembrance of International Migrants Day celebrated on the December 18, 2019, the MRC's organised three national conferences in collaboration with local universities in Islamabad and Lahore.



The MRC Islamabad and The School of Social Sciences, National University of Sciences and Technology (NUST) jointly organised a one-day conference on Diaspora Engagement and Social Protection of Migrants. The event brought together more than 80 representatives from academia, government and policymakers as well as civil society and international organisations working in the field of migration in Pakistan. The main theme of the conference was Pakistani Diaspora; development agents and economic asset, b) Protecting and promoting the rights of migrant workers. The main aim of this

conference was to discuss recent developments in Pakistan on migration and to highlight the importance of diaspora engagement and the need for promoting the rights of Pakistani migrants living abroad. Several representatives emphasised that diaspora contributions could further be facilitated through public administration schemes and confirmed the important role of Pakistan’s diaspora for the country’s economic and social development. They also highlighted that the critical role of remittances in economic development and broad support for reducing the cost of remittance transfers needed to be acknowledged. H. E. Mrs Androulla Kaminara EU Ambassador to Pakistan was also in attendance, she mentioned that the development of vocational/technical training and educational contacts and opportunities as well as facilitating links between academia and universities is a positive step. Pakistan’s participation in the EU Higher Education Fellowship programme, Erasmus Mundus, and academic exchange programmes of EU member states has also played a tremendous role in this whole process. Mrs. Kaminara also appreciated the efforts towards organising such conferences as they play a very important role for curating information on pressing matters on migration.



A one-day national conference on health and migration was organised by MRC Islamabad in collaboration Quaid-i-Azam University (QAU) and University of Edinburgh in Islamabad. The main objective of the conference was to bring together emerging work on migration and health in Pakistan, specifically ethnographic case studies with an aim to set up a network of academics in Universities in Pakistan and the UK. Various themes were touched upon; labour migration & health, epidemics & migration, diaspora & disease,

transnationalism, social remittances and health. The conference served as an interactive platform for academia, government officials and civil society organisations to have a cultivated discussion on migration and health. The conference provided a platform for advocacy to promote information literacy on migration process and its related issues and most importantly highlighting the significance of migration and health.



MRC, Lahore in partnership with the Department of Social Work, Punjab University Lahore and Department of Labour and Human Resource Development Government of Punjab organised a one-day conference on “Migration from Pakistan: facts, avenues and challenges” highlighting the migration related social and economic issues. Identifying and understanding Pakistani migration trends in the lens of hope for better future. Push and pull factors involved in choosing

extreme risk of life through irregular migration. Labour rights and human rights facilitation for migrants' access to justice. Protecting migrants' rights and safety in Pakistan and abroad, highlighting the role of media in Pakistan in migration process. The conference invited speakers and guests with diverse experiences in the domain of migration belonging to academia, Government departments, civil society organizations, influencers, policy makers, media, OPF, OEC and International organization working in Lahore.

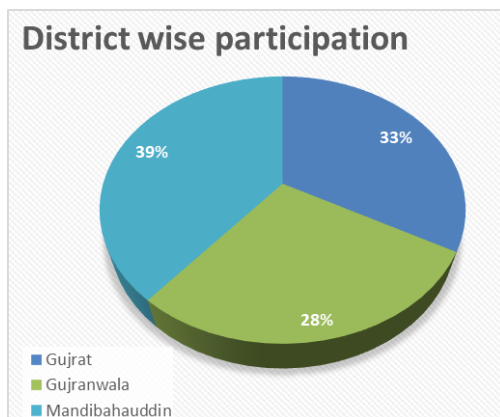
- **Theatre performances in three districts of Punjab**



The main objectives of a collaboration between the Islamabad and Lahore-based MRC Pakistan and a theatre company was to raise awareness in a targeted fashion where audiences residing in areas susceptible to migration be made aware on safe, legal and regular channels of migration as well as warned about the associated dangers and consequences of irregular migration in an interactive manner. The theatre company developed a play resonating with the lived experience of people based on actual case studies

and recorded experiences by the MRCs. Following the theatrical performance the MRC counsellor also deliver a short talk on migration related issues and conduct a Q&A session.

Theatre Wallay (TW), a local theatre company already involved in 'Theatre for Social Change' projects and work to promote the use of creative expression as a tool for empowerment and critical dialogue was engaged. A play titled 'Bhago', which means 'run' was developed depicting the real life stories of people who tried to migrate through irregular channels to the European counties and the effects of this decision on their families. It narrated the stories of irregular migrants - of those who lost their lives on the way as well as of those who reached their destinations but had to live a miserable life even there. As a comparison, the play also highlights the benefits of regular migration through the stories of people who migrated regularly, lived a successful life without any fear, and could visit their home country whenever they wanted.



TW organized nine performances in three districts between December 20, 2019 and December 28, 2019. The theatre performances took place in Gujranwala, Gujrat & Mandi Bahauddin, which have been identified as the 'hotspots' for irregular migration. There were 2040 participants in all theatre performances combined. The graphical representation reflects the district wise participation. The theatre company focused on the population segment that is more likely to go for migration – 16 to 32 years old boys and men. The majority of the audience consisted of this demographic. However, other segments of population play a

significant say in such decisions, hence the company reached out to parents, women, teachers, woman health workers, religious leaders, and local political leader.

Interestingly, amongst the audience, 43% were females and 57% were males. However, women are not the migrants in majority of the cases but definitely can relate and share their experiences as member of the family from which males are intended to go abroad or have already made an attempt.

TW collaborated with various local government and private institutions to have maximum outreach predominantly with the Education Department in Gujranwala, Gujrat Tea House (a private institution

known for organizing art events) in Gujrat, and Population Welfare and Health Departments in Mandi Bahauddin. This ensured engagement with a diverse audience and the message reached across the board to all the segments of the population. The audiences came from the width and breadth of the target districts. It can be safely assumed that the message has reached far and wide in the district; it is not limited to the urban centre or the district headquarter alone.

- **Rickshaw campaign in Punjab**

Raising awareness on safe, orderly and regular migration including one on one counselling to intending and potential migrants is the primary function of the MRC. In order to increase MRC visibility in different districts of Punjab, an auto-rickshaw campaign was launched on 14 December in Gujranwala and on 16 December in Faisalabad respectively. MRC posters stating work and study abroad messages by promoting safe migration and rising awareness on hazards of irregular migration were pasted on 300 rickshaws in each city. For contact, MRC office addresses and hotline number was boldly stated on the posters. All messages were in Urdu. The English translation for the messages is as follows:



- 1) **Do you wish to travel abroad for work?**

For reliable and free information, please contact the Migrant Resource Centres

(MRC hotline and contact information)

- 2) **Migrate abroad safely!**

For reliable and free information, including on the hazards of irregular migration, please contact Migrant Resource Centres (MRC Hotline and Contact information)

According to MRC hotline database the number of calls received from **Gujranwala from 14 December 2019 – 15 February 2020 are 411** and the number of calls received from **Faisalabad from 16 December 2019 – 15 February 2020 are 386**.

600 Rickshaw in two populous cities (Faisalabad and Gujranwala) of Pakistan with a total population of over 6.0 million is drop in the ocean. Still this way of outreach is assertively amongst the top ones with wider outreach to rural areas of the cities, continuous visibility for a longer duration and highly cost effective. MRC team further plans to run the same campaign in Lahore and Rawalpindi/ Islamabad, right in the cities where MRCs are located to calculate the impact directly with increase of walk-in clients to the centre and indirect with the increase of calls over MRC hotline.

- **Migration documentary screening in districts of Punjab**

MRC Pakistan engaged Vibrant Art to raise awareness by showing investigative and socially motivated documentaries on regular and irregular migration to the less privileged communities and people living in remote area of Punjab, Pakistan. Further to educate local village population of migration prone districts, specially youth and their families on benefits of safe and regular migration.

The idea of the screening of these documentary films was conceived from “Kachi Takki” cinema which was a single screen mobile cinema travelled to various rural and urban areas to show films in 1970



(Community gathered for the screening of films)

and 1980’s in Pakistan. The films were projected on a white piece of cloth usually hanged with a tree. The aim at that time was to make entertainment and information accessible, especially to people living in rural areas. Following the same ideology, the screening of two documentary films i.e. “Dunkey Following European Dreams” by Syed Muhammad Hassan Zaidi and “The Abandoned Mansions of Pakistan” by BBC Stories in five migration prone districts of Punjab; Multan, Faisalabad, Sargodha, Gujrat and Gujranwala through mobile cinema was held.

At each district, four screening events / activities were conducted in two days. At first 20 screenings were envisaged within this activity, but due to paucity of time 19 screenings of these documentaries were completed. The MRC counsellor at the end of each screening activity delivered a brief orientation session / talk on migration related issues and conduct a Q&A session. 1010 participants attended the screenings in five districts. The pie chart shows the percentage wise district audience who attended these screening sessions. This included both men and women, elders of the community as well as the younger population. One of the positive outcome was the participation of women. Almost all districts showed participation of women. The highest female participation was recorded in Dijkot, district Faisalabad and Sargodha. 88% were males and 12 % women attended these community screenings.



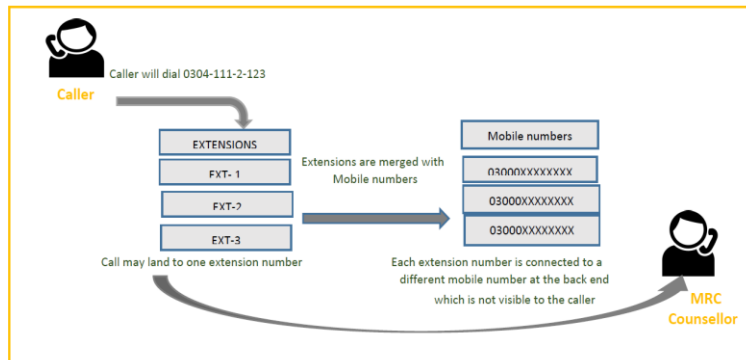
(Set-up for film screening in a Church)

The screening these documentary films was well received by the community. The community members praised the efforts of ICMPD and MRC as they found these activities informative, resourceful and thought provoking. It was suggested that MRC should conduct these activities on a larger scale so that more and more people benefit from this. It was also recommended that similar activities be planned for remote areas, as there is a dire need for awareness raising initiatives. Members of the audience recommended that such activities encourage potential migrants to make an informed decision related to migration, as there are aware of the consequences associated with irregular migration. The MRC’s were seen as a trusted focal point for the dissemination of information regarding regular migration. Such activities paint a more realistic picture with which members of the community can relate to as if not themselves, a family member or a relative has been through a similar situation, in most cases the hardships of the journeys from beginning to end are usually omitted. Language of the documentary films was another highlighted point, many participants requested to translate these documentaries in local languages so that it reaches a larger population.

- **Establishment of MRC Hotline**

MRC Hotline is a Smart Connect 2.0, virtual phone system and have the all-regular SPABX features, the highest reliability and the best value. The hotline system does not require a PBX switch as multiple users can be connected to the hotline virtual dashboard through extensions.

This fully automated, cutting-edge SPABX small business phone system provides 99.98% uptime, advanced call routing, simple administration, and virtual FAX support. For the MRC Hotline, the number **(0304-111-2-123)** was registered by the telecom service provider. At the back end, the main number is supported by 10 extensions, merged with 10 mobile numbers.



Amongst the salient features of the hotline are;

- Allows control on the inbound and outbound calls that are made by each client/ MRC staff.
- The system allows for complete branding of MRC for all callers through welcome message, first contact call, call forwarding and call waiting.
- IVR flow design is created with a set of pre-recorded messages which caller can listen any time.
- The system also offers additional support in terms of good-bye sms, voice mail and miss call alert
- The hotline dashboard also maintains a record of the calls received and made and generates reports as well

• **Workshop on migration reporting for journalists from Pakistan and Iraq**

A joint training workshop for Iraqi and Pakistani journalists took place during 3.5 days from 13-16 December 2019 in Istanbul, Turkey. This was mainly due to security concerns in Iraq as well as the difficulty of getting visas for experts to Pakistan.



The workshop was preceded by a selection process of journalists from both countries: a call for applications had been published in both countries during one month (early October – early November 2019) and resulted in over 100 applications from Pakistan and 20 applications from Iraq. 18 Pakistani and 10 Iraqi journalists were selected based on their CV, quality of earlier migration reporting and other aspects. Due to last minute cancellations, 16 Pakistani and 10 Iraqi journalists attended the workshop. The workshop was characterised by:

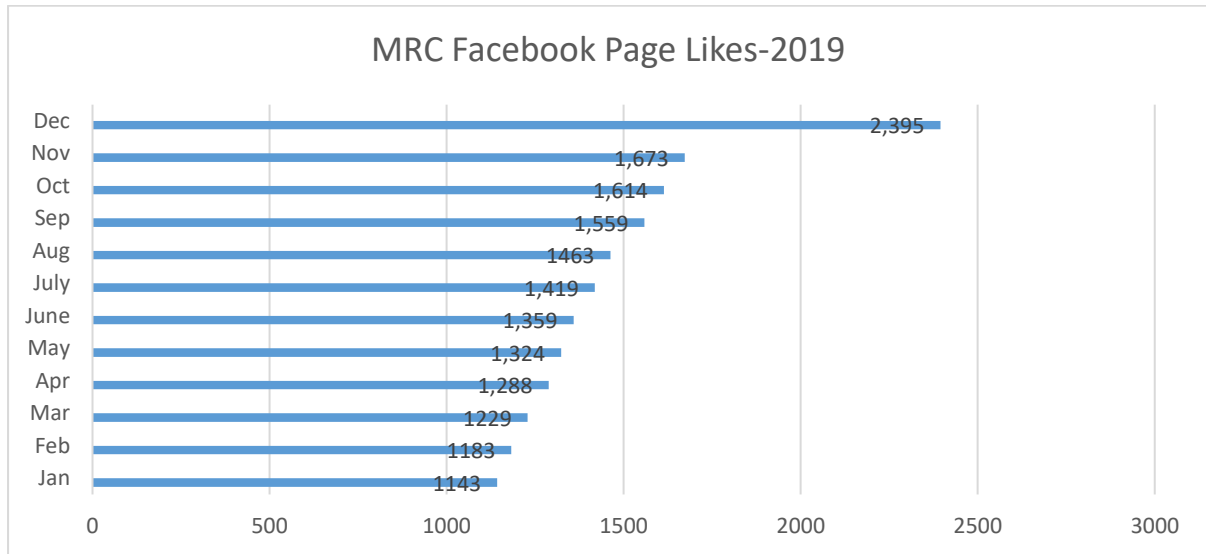
1. Introduction to a large number and broad variety of migration topics and how to possibly cover them as a journalist
2. Presentation of the specific migration context of Pakistan and Iraq through separate assignments
3. Exchange of information and experiences between Iraqi and Pakistani journalists

All journalists attended all workshop sessions and were actively involved; many of the journalists also briefly presented examples of their migration reporting and the challenges they faced.

- **MRC Social media outreach**

MRC-Pakistan have a presence on social media through Facebook and LinkedIn. The Facebook page is relatively active and is regularly updated with recent migration information, Government efforts and updates regarding MRC activities. With an increase in MRC activities and services, a proactive and continuous social media outreach and marketing is pivotal for MRC visibility, branding and cultivating trust.

Before the robust marketing of MRC FB page <https://web.facebook.com/PAKMRC/> had only 1725 followers which was low in comparison to its actual on ground outreach which was over 150,000 potential and outgoing Pakistani migrants highlighting a dire need for a social media marketing plan.



The above chart shows, since Jan 2019, number of likes are increasing but it is only representing organic likes. On the other hand, no paid advertisements were made to increase the number of likes during this period of time (2019).

Target Audience:

Facebook ads targeting options allow us to target people specifically based on location, demographics and people interested in a subject. Overall, MRC posts reached 5% to women and 95% to men.

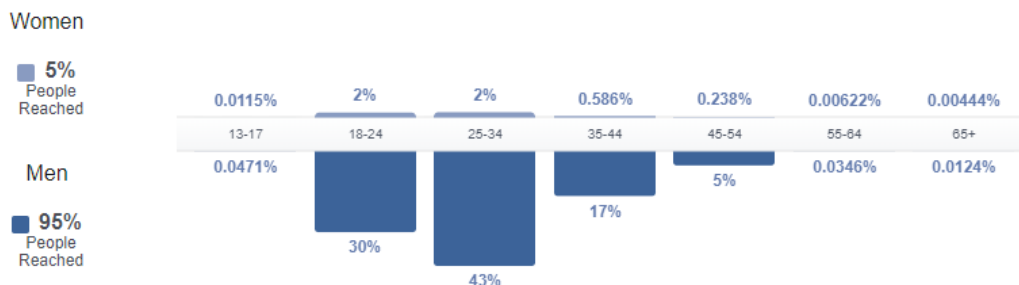


Figure 1: The number of people who had any content from the Page or Page content appear on their screen. This number is an estimate.

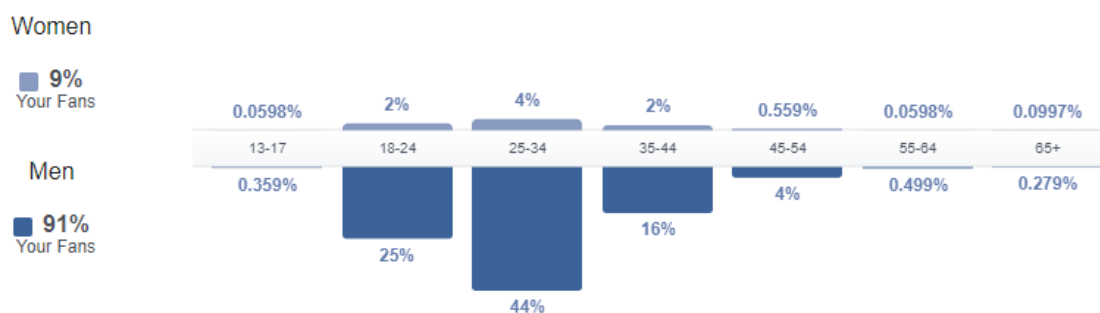


Figure 2: The number of people who saw any of the posts at least once, grouped by age and gender. Aggregated demographic data is based on a number of factors, including age and gender information users provide in their Facebook profiles. This number is an estimate.

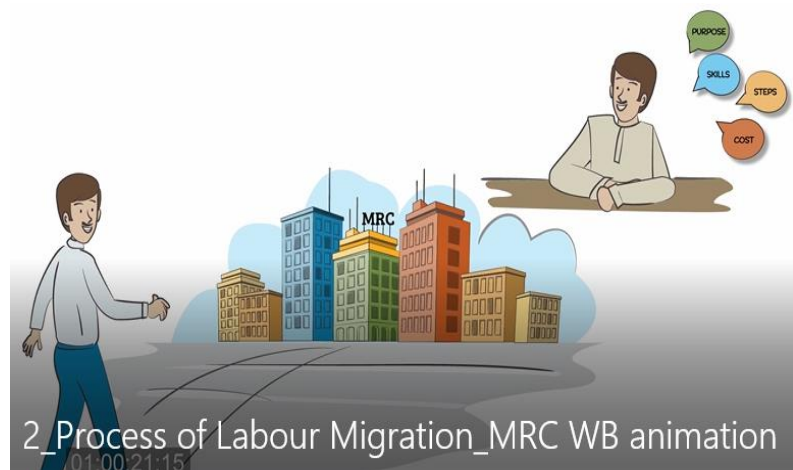
Facebook Insight Report 2019						
Months	Organic Post	Paid Post	Total Posts	Popular-Post reach	organic	Page Likes
Jan	22	0	22	401	0	1,143
Feb	37	0	37	695	0	1,183
Mar	28	0	28	1347	0	1,229
Apr	26	1	27	526	87,732	1,288
May	30	0	30	380	0	1,324
June	20	0	20	1,368	0	1,359
July	61	0	61	1,331	0	1,419
Aug	30	0	30	697	0	1463
Sep	22	0	22	980	0	1,559
Oct	23	0	23	559	0	1,614
Nov	24	0	24	440	0	1,673
Dec	15	11	26	7,394	204,857	2,395
Total	338	12	350	16,118	292,589	

- **Development of white board animation videos**

A local service provider/ organisation was engaged for developing animated videos for MRC with the purpose to help raise awareness on regular migration and the perils of irregular migration. These engaging video content were developed with the aim to raise awareness on migration, processes involved and services offered by relevant departments. These videos are now developed in both English and Urdu.

Developing these short and interactive animated videos on migration has been a good way of conveying messages to a wider audience both within and outside Pakistan. Such videos complemented to the outreach activities of the MRC in Pakistan and contributed effectively in the awareness raising.

As this was a pilot activity, so five (90-120 secs) white board animated videos were developed. The content in these videos was developed on the basis of the previous developed MRC content regarding process of study abroad, process of labour migration in Pakistan, rights and responsibilities as a migrant worker, protect yourself from fake agents and migrant smuggling and human trafficking; dangers /consequences and more. These videos are now being disseminated through MRC Facebook page, MRC website and also shared during awareness and outreach sessions.



2. MRC lessons learnt

- The MRC needs to be further integrated into the government structures to become more effective and part of the overall migration governance of Pakistan
- To attract walk-in clients at the MRC, a smart and sustainable awareness campaign through various media outlets is vital
- Cooperation through counters/information booths at airports, passport offices, OPF regional offices will ensure further access of the public to MRC services.
- Networking with other authorities in the field of migration is essential to support a comprehensive pre-departure and migration system in Pakistan.
- Airing of PSMs and documentaries on safe migration at the protectorate and passport offices to raise awareness on legal migration and processes to follow.
- Ensuring community outreach through local partners, NGOs/ community organisations to ensure effective networking in the communities;
- Creating linkages with the Facilitation and Reintegration Centre under OPF to include information on post-arrival assistance already in the pre-departure briefings
- A follow up mechanism for grievance handling system to be part of MRC core mandate

Annex I: Client referral/success story

1- UAE job offer scam

Tahir and Shafqat from Diana applied for a job in UEA in response to an advertisement on internet. After a few weeks a men called them on phone from Islamabad and asked to deposit 1000 UAED (33000 PKR) in a bank account for visa processsing fee. Tahir deposited that amount whereas Shafqat was reluctant to do so as he was not sure if the job was genuine. A few days later, Tahir received another call from the same agent that his visa has arrived in the UAE Embassy and to collect that visa he further needs to deposit 1500 UAED (50000PKR) in the same bank account. That agent had no physical address or landline phone. He was just asking Tahir to deposit money in the bank and reach the diplomatic enclave afterwards, where he could meet the agent. Tahir had MRC contact with him that some of his relative, a student at TVET in Dina, has shared with him. Both Tahir and Shafqat reached MRC Islamabad. They wanted to know if they should further deposit the required money in the bank. MRC counsellor, after listing the whole story and examining the advertisement they had responded to, informed them that the job offer was not genuine. The counsellor further described them the whole recruitment process through Overseas Employment Promoters and its pre-requisites like advertisement must bear the OEP valid Licence number along with permission number for the advertisement issued specifically from the Bureau of Immigration. He further guided them that they can lodge complaint with FIA against this fraud.

2- Assistance in grievance handling

Ayyaz, 25 years, called MRC from Noshera to have assistance for his grievance against an OEP at Rawalpindi who had taken a huge amount of money from him to send him to Brunei. Ayyaz had paid 140000 PKR to the OEP in different occasions but had receipt of only 20000 with him as proof for the payment. MRC Counselor asked him to visit MRC personally along with all the relevant proofs/documents. The next day, Ayyaz came to the MRC and narrated his story that how he was trapped by the agent and paid him the money without having any proof. On reviewing his documents, it was confirmed that the OEP was registered with the Bureau so we proposed him to register a complaint against the malpractice of the agent at the Protectorate Office, Rawalpindi. Keeping regards of MRC referral, the officials at the protectorate office called the concerned parties for hearing of the case the next day. Although, Ayyaz had not any documented proof for the full payment, but the OEP had to confess that the complaint was genuine as the concerned authority had the full information of the case from MRC as well. The OEP offered Ayyaz that he was willing to pay his money back or can send him to Burnie in the next few weeks as the delay in the process was due to some official procedures from the demanding country. Ayyaz opted for the 2nd choice with the condition that if the agent could promise to send him to work within the next few weeks, otherwise he would prefer to get his full payment back that he had paid to the agent. After a few weeks when Ayyaz contacted the OEP, he plainly refused to pay the money back, nether he could make any work arrangement abroad for him. Ayyaz again contacted MRC to update the matter. MRC Team referred him to Mr. kashif Ahmad Noor, DG Bureau of Emigration for the redressal of his grievance. DG Bureau took up the case and issued notices to both parties for hearing. After a few weeks, in the last week of July 2019, DG Bureau decided the case in favour of Ayyaz and he was able to get back his full amount of money from the OEP. Ayyaz was very happy and praised the MRC guidance and support to get his hard-earned money back.

3- Education Consultant

Shahzad, 48 years, a lawyer by profession, visited MRC to seek information about getting admission in Hungary. He had an LLM degree and wanted to pursue for Ph.D. in corporate law. Sometimes back,

he had hired the services of some education consultant in Islamabad who charged him PKR 40000 for the admission arrangement in Hungary. Shahzad described that the education consultant cheated him and wasted his time and after six months told him that the university had refused his admission but the so-called consultant neither provided any reason for refusal from the university nor could show any proof of correspondence with the university regarding his admission. MRC counsellor advised Shahzad about the process of getting admission in foreign universities and encouraged him that he himself could initiate the process. The counsellor suggested him the following simple steps:

- search on internet for the universities in Hungary that offer Ph.D. course in corporate law for the International students;
- get information about the university fee (if any) and living expanders(in most of European Universities Ph.D. is considered as paid research job and the universities pay stipend to the researchers);
- fulfil the requirements like motivation letter and reference letters for admission in the university;
- apply for admission in at least 3-5 universities
- Shahzad was thankful to MRC for providing him all the information free of cost. He was very motivated to apply for admission by himself.

4- Assistance in Grievance handling

Mr. Khaliq, 26 years, a Technical Diploma holder wanted to go abroad for work. He came across an OEP in Rawalpindi who offered him a job in Qatar and asked him to pay 250000 PKR. Khaliq paid him 70000 PKR in advance in February, 2019. The OEP did not give him any receipt and showed him a job offer that proved wrong afterwards. The agent kept him waiting for the next few months. In August, Khaliq received a text message that he could collect his passport from the OEP office. When he reached there, the office was locked and several people were standing there and had been cheated in the same way. However, he was able to get his passport back from a nearby tuck shop. Some of his friend told him about MRC and suggested him to seek assistance from there. MRC counsellor found that the said OEP was a registered one with BEOE. He counselled Khaliq and informed him how he can lodge a complaint against this fraud at the Protectorate Office Rawalpindi.

Annex-II: List of stakeholders

1. PVTC
2. Tevta
3. Punjab University
4. Descon Technical Institute
5. Labour Education Foundation
6. Navafiz Volunteer network
7. FPAP
8. Descon Manpower Solution
9. Hashoo Hunar
10. Comsat University Lahore
11. HRCP/AKRSP
12. Channan Development Association
13. CIWCE/ DLO
14. Educational Consultants
15. Overseas Employment Promoter
16. Abbass Technical Institute

17. Punjab Group of Colleges
18. NUML
19. Mera Maan
20. Complete Human Resources Solutions
21. PIPS
22. Vibrant Art
23. EdCon Institute
24. HAZZA institute
25. NLC
26. PVTC
27. TEVTA-KP
28. TEVTA-Punjab
29. Askari institute
30. SINA institute
31. NTB
32. Pak Emirates Institute
33. Quaid-eAzam University
34. NUST University
35. International Islamic University
36. Arid Agriculture University
37. HITECH University

Annex III: List of new MOU's in 2019

- PVTC
- CHRS
- TEVTA-Punjab
- TEVTA-KP
- NLC
- HAZZA
- Hashoo Hunar
- CDA
- PGC