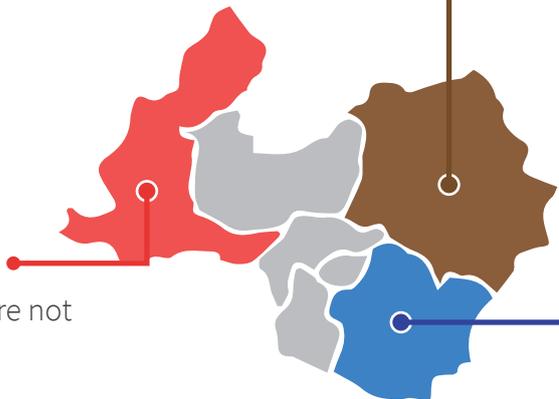


Welcome to the fourth **Citizen Helpdesk Bulletin!** The Citizen Helpdesks are groups of young volunteers we call Community Frontline Associates (CFAs) who gather and disseminate information on critical issues affecting Nepali citizens- to eliminate information gaps between the government, the media, donor organizations and communities and to improve collective decision-making.

Questions



JIWANPUR, DHADING
“Is it true that the women are not allowed to go for foreign employment any longer?”

KALIKA, SINDHUPALCHWOK
“Women are banned from going for foreign employment as a housemaid. Is this ban temporary or permanent?”

NALA, KAVREPALANCHWOK
“Took a house keeping training so that I could go for a foreign employment but I hear that the government has banned women from doing so. What should I do?”

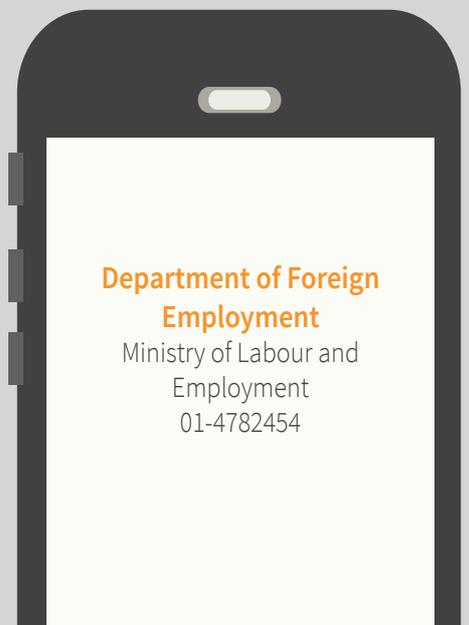
Answers

The Department of Foreign Employment (DoFE) has stopped giving work permits to those women going abroad to work as housemaids.

DoFE enacted this policy after the suggestions from the employment committee and the international relations of the parliament.

This decision came following a lot of cases relating to the women workers being abused and trafficked in the golf countries.

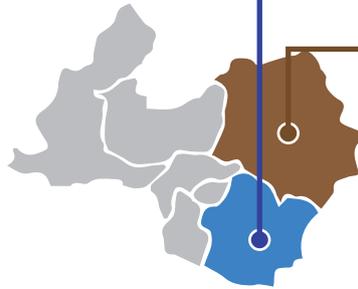
The Ministry of Labour and Employment has published a notice stating that until another alternative is found, the women opting to go abroad to work as a housemaid will not be given a work permit and this policy is exercisable 4 April, 2017.



Concerns

NAALA, KAVREPALANCHWOK

"Understandably, it is better to go abroad after acquiring trainings. However, I am unaware about how and where should I go to get those. Do I need to take the training in a place designated by the government or can I take them from other places as well? "



CHAUTARA, SINDHUPALCHWOK

"I hear that the Department of Employment will not give a work permit to the person if he/she has not taken any skill development trainings. Does the government provide such trainings? If yes, where?"

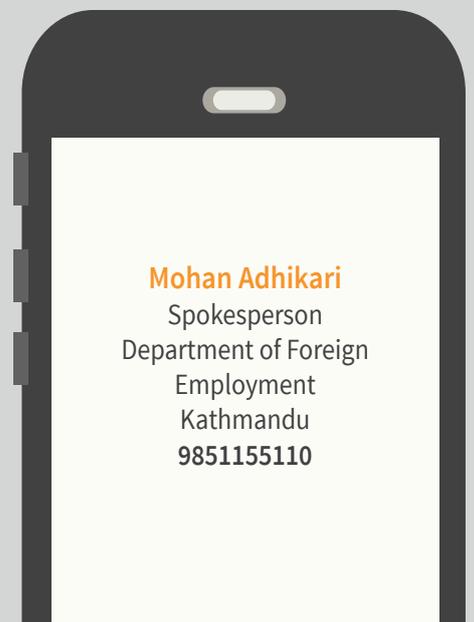
Answers

Before applying for the work permit, the applying candidate must take the two days orientation training. The Nepal Government's Ministry of Labour and Employment (MoLE) and Department of Foreign Employment (MoFE) has listed 117 institutions that provides such trainings.

The orientation training is designed especially to aware and inform the aspiring workers about things one can do while in different destination countries, foods and places that are banned, the culture of the destination country, what are the important laws one should know and so on.

It is important to attend this orientation training because the attendances are recorded through online system by the institution providing the training. The online recordings of the attendances will then be thoroughly investigated by the DoFE.

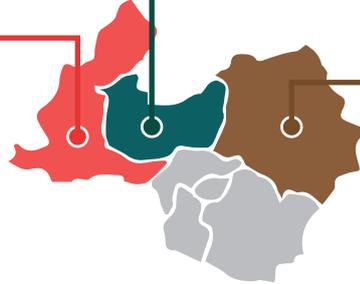
Finally, in regards to those aspiring to go to work in Israel as a caregiver, they must attend skill trainings related to that work. Please be aware of the fact that the DoFE has authorized only 18 institutions to provide care giving trainings.



Questions

JIWANPUR, DHADING

“Can family member of foreign employee facing injustice abroad file a complaint? If yes, where can you file a complaint?”



KALYANPUR, NUWAKOT

“If we face injustice in foreign employment, by when should we file a complaint against the case? What is the process to file such complain?”

THUMPAKHAR, SINHUPALCHWOK

“Where can we file a complaint against the manpower company or the company we worked for if they con us?”

Answers

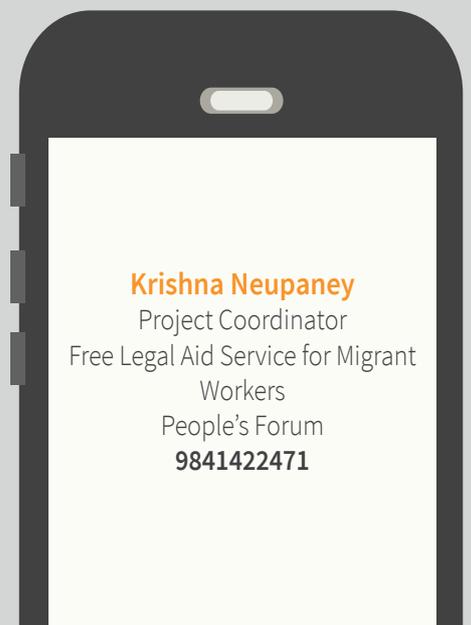
A foreign migrant worker has a duration of 1 year to file a complaint against the manpower company if he/she is the victim of their fraud. The victim can go to the Department of Foreign Employment (DoFE) to file the complaint.

Once the complaint is lodged, DoFE will file a case against the company alleged of fraud and a letter is given to the victim. Taking this case letter, the victim will then have to approach and inform the company about the case and the date when the company should attend the DoFE for further actions.

On the given date, DoFE will first try to resolve the case in the presence of both the victim and the company alleged of fraud through mutual understanding. If the dispute is not settled on this first phase, the case gains the legal status and it will be transferred to the tribunal of DoFE. The department's tribunal plays the roles of the court of justice which looks after the cases relating to the foreign employment. In the tribunal, the government's lawyer will fight the case from the government's point of view.

If the case is against individual or illegal manpower agencies, then lifetime case can be filed against them. All such cases relating to and against illegal and unauthorized manpower agencies will directly be transferred to the tribunal department of DoFE.

Also, it is possible for the victim's family member to file a complaint against the manpower agency on behalf of the victim directly to DoFE.



Story from the Field



How misinformation leads you to a foreign prison!

Thag Bahadur

Irkhu, Sindhupalchowk

On the third issue of the Citizen HelpDesks Bulletin, we had published the story of Thag Bahadur who had gone to Malaysia for foreign employment. Resident of Irkhu-3, Chipichaur, Sindhupalchowk, forty two years old Thag Bahadur Shrestha had been out of contact since Asadh 1 (June 15, 2016). During an interaction with his family, we had collected the documents that he had left behind before going to foreign employment. The documents includes - work contract, receipts of payments made to the manpower agency, passport and health report. We then forwarded these documents to an NGO known as Centre for Migration and International Resolutions (CMIR) which works to support the rights of the individuals in foreign employment and their families.

While investigating about Thag Bahadur on the basis of the available documents, it was found that he is in Kluang Jail of Malaysia. Fortunately, we are informed that he will be released in October, 2017. After being released, he will be sent to the office of immigration and CMIR will facilitate in completing the procedures needed to return back to Nepal.

We will update you on the progress of him in our next bulletin and through social media.

Know Before You Go - the latest Government Decisions

- The Department of Foreign Employment's request relating to the Non-Resident Nepali without work permit and hence illegally working in Nepal ([Link](#))
- A ban on women going abroad to work as housemaids ([Link](#))
- Process of getting financial support from Foreign Employment Promotion Board ([Link](#))

The sources of the information, rumors and issues presented here were collected from CFAs, community meetings, development agencies and face-to-face discussions in communities with over 748 people in 4 districts from 1st April to 30th April 2017. The issues highlighted were chosen on the basis of prevalence and relevance. The information presented here is correct at the time of issue.

Citizen Helpdesk Bulletin is brought to you by **Accountability Lab** in collaboration with **Local Interventions Group**.

