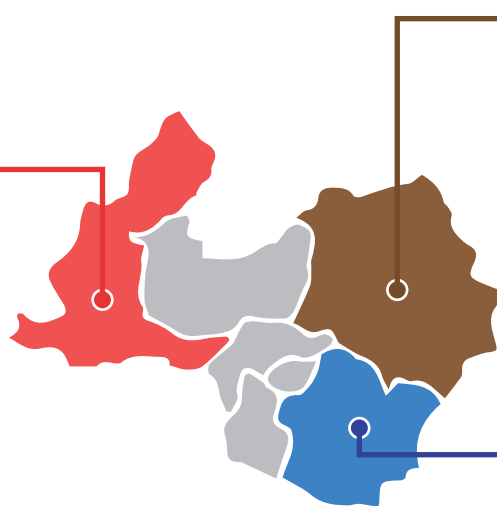


Welcome to the tenth **Citizen Helpdesks Bulletin**! The Citizen Helpdesks is a group of young volunteers we call Community Frontline Associates (CFAs) who gather and disseminate information on critical issues affecting Nepali citizens- to eliminate information gaps between the government, the media,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

Rumours

JIWANPUR, DHADING

“A name is missing from the beneficiary list. Now it is said that they won’t even register the grievances form.”



SUNKOSHI, SINDHUPALCHOWK

“There’s a rumor that the earthquake survivors who filled the grievance forms will not be receiving the relief money from now on. Is this true?”

MAHADEVESI, KAVREPALANCHOWK

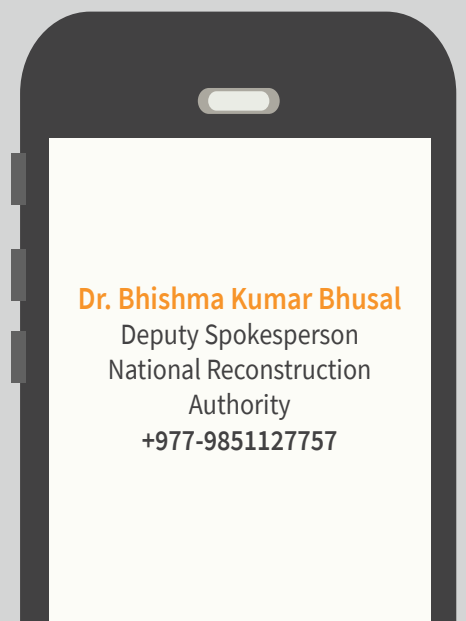
“Can’t the earthquake survivors fill the grievance form from now on?”

Facts

The National Reconstruction Authority (NRA) had announced a deadline in 31 most earthquake-affected districts of Nepal, for any earthquake survivor who has his/her name missing from the beneficiary list to be able to submit the grievance form by mid-December 2017 (End of Mangsir 2074) directly at local level.

The NRA had modified the grievance management system and had given the right to the local level bodies to accept the grievances so that the grievance management was more simplified.

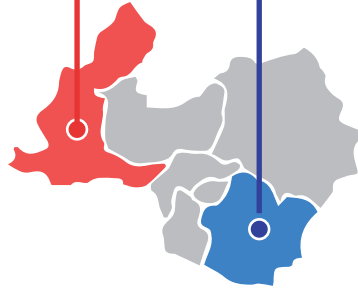
Therefore, if any survivor who has his/her name missing from the beneficiary list and did not submit the grievance form within the provided deadline will not be eligible for the relief money.



Questions

DHENEBSI, DHADING

“What type of benefits does the migrant worker who returns home due to sickness gets as per the insurance policy?”



DEUPUR, KAVREPALANCHOWK

“When a migrant worker is hospitalized in the foreign country, what benefits does the employing company provide?”

Answers

If any migrant worker is hospitalized while at work, his/her entire medical bills has to be borne by the employer. However, this is only possible when the cause of hospitalization is ‘accidents’ at work and also it has to occur within the contract period of the worker. Otherwise, the employer is not liable for any compensations.

It is highly unlikely to receive all the compensation for medical bills if a victim decides to get medical attention after coming back to Nepal.

If an employed company doesn't compensate the medical bills and doesn't allow the employee to return back to Nepal, the family members of the employee should approach and inform the recruiting manpower agency. The manpower agency then has to coordinate with the alleged company to compensate the medical bills of the victim and help the victim on the process to safely return back home.

The trend of claiming for and receiving the required treatment expenses after returning to Nepal is very minimal.

The type of compensations that the returning worker who has been hospitalized should get as per the insurance and the government are as follows:

- If the worker develops an incurable disease then he/she will be entitled to the compensations for the medical expenses.
- If the worker suffers from an amputation of any physical parts while at work then the insurance company will cover the compensation depending the nature of damage.

If a worker is diagnosed by a doctor to be suffering from one of the 15 severe cases such as cancer, kidney failure, blindness, heart attack, paralysis, tumor, major organ transplant, heart surgery, coma or severe accidents, the worker would immediately receive Rs. 5 lakhs as medical expense.

Mohand Adhikari

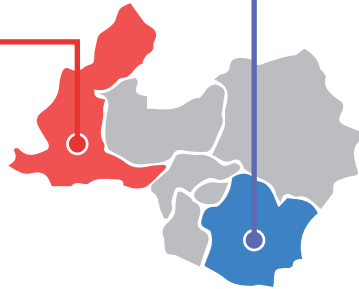
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Questions

DHUNEBESI, DHADING

“I hear that one will be given skill development trainings before going for foreign employment. What and where are these skills taught?”



PACHHKHAAL, KAVREPALANCHWOK

“Is it compulsory to take skill development trainings before going abroad for work?”

Answers

Before obtaining the work permit, each aspiring migrant worker has to take a two-days long orientation classes. To provide such classes, the Nepal Government Ministry of Labour and Employment, has authorized 158 institutions all over Nepal.

The orientation class is designed especially to aware and inform the aspiring workers about things they can and cannot do while in different destination countries, foods and places that are banned, the culture, important laws one should know and so on.

It is important to attend this orientation training because the attendances for such classes are recorded through online system by the institution providing the training. The online recordings of the attendances will then be thoroughly investigated by the Department of Foreign Employment (DoFE).

It is useful and also advised for any aspiring worker to first take the skill development trainings as per the requirement of the employer but, nowhere is it stated that taking them is compulsory.

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

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Insights

Story from the Field



Thag Bahadur Shrestha

Irkhu, Sindhupalchowk

In Citizen HelpDesks' 4th issue, we had covered a story of a foreign migrant worker, Thag Bahadur Shrestha. Resident of Irku-3 Chipichaur, Sindhupalchowk, 42 years old, Shrestha had remained contactless since mid-June of 2015 [Asadha 2073] after going to Malaysia. Later, when a field worker of Citizen HelpDesks contacted the Shrestha's family members, compiled necessary documents on Shrestha and helped reach his case to an organization that worked for migrant's rights, it was found that he had been imprisoned in Kulang Jail of Malaysia and was to be released only on 17th October 2017. Fortunately, after his family supporting him for the plane ticket, Shrestha safely returned to Nepal on 29th November 2017.

Shrestha who spent more than one and half years in jail says that he "was tricked by our own Nepali brother." According to him, there was an argument between a Nepali and a Malaysian. Few days later following that incident, the police arrived at the company where he worked and took him away with a charge for misbehaving with a woman.

Now in Nepal with his family, Shrestha never wishes to go abroad nor does he carry a dream of earning more abroad and living a happy life that he, like everyone else once had. He is currently working hard in his village and sweating in his own homeland.

Similar to Shrestha, there are many Nepali migrant workers abroad who have been tricked and are suffering injustices while their family members in Nepal remain clueless about how and where to get help from. Perhaps, many Nepalis trapped abroad at the moment regret their decisions and wants to come back and work hard in their own homeland.

Know Before You Go - the latest Government Decisions

- Insurance Companies providing online services for Foreign Employment ([Link](#))
- List of Banks providing online services for Foreign Employment ([Link](#))

The sources of information, rumours and issues presented here are collected from CFAs, community meetings, development agencies and face-to-face discussions in communities with over 900 people in 4 districts between 1st November – 31st December 2017. The issues highlighted are chosen on the basis of prevalence and relevance. The information presented here is correct at the time of issue.

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

