

**Report On**  
**Governance Perspective in Migration through overseas  
employment from Bangladesh**

**By**

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An internship report submitted to the Institute of Governance Studies  
in partial fulfillment of the requirements for the degree of  
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## **Declaration**

I, Mohammad Mizanur Rahman Bhuiyan hereby declare that

1. The internship report submitted is my own original work & has been done by myself under supervision of supervisor.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution except reference is made to the work of other author.
4. I have acknowledged all main sources of help.

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Additional Secretary

Bangladesh Trade & Tariff Commission

## Letter of Transmittal

Mr. Shish Haider Chowdhury, MCIPS

Additional Secretary

Bangladesh Trade & Tariff Commission

&

Faculty, Brac Institute of Governance & Development

Subject: Submission Internship Report

Dear Sir

I have been working in Bureau of Manpower Employment & Training under Ministry of Expatriates Welfare & Overseas Employment since February, 2021. BMET is a regulatory body which deals with overseas employment & Migration. Migration has impact on environment of supply chain management. My responsibility deals with Migration & Overseas Employment. It's my pleasure to present my learning on Governance Perspective in Migration through Overseas Employment from Bangladesh.

I believe that the report will meet the desires.

Mohammad Mizanur Rahman Bhuiyan

## **Acknowledgement**

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## **Abstract**

In the age of globalization, market is open for all. Product/commodities & human resources supplied from one country to another crossing the border. MNCs offshore their business unit in different location considering business prospect & consumer demand. In broad sense, world is like a global village. Rapid changes came in areas of transportation, ICTs, income & wealth distribution, structure of global labor market. The change of those sectors contributed to new shape of international migration including women movement.

The movement of people increased compare to earlier. The participation of migrant workers in international labor market is in increasing trend. Bangladeshi worker is an important contributor to this mode. So, governance in migration sector is essential to gain better outputs. Governance in migration covers its current environment & future prospects. The governance system guide the policy direction & expedite result oriented planning & ensure progress towards international migration through overseas employment. There are labor shortages in a number of countries in GCC, EU, Japan & Canada. They are in need of sourcing workers from other countries. Those countries market is open for workers from developing countries. But policy & regulation doesn't keep pace with change environment.

Bangladesh started exporting workers officially since 1976. From that time, the country has been sending manpower to international labor market with an increasing trend & emerged as notable manpower export country. Historically, primary destination of Bangladeshi workers was in Gulf countries. Access to international labor market expanded in 1990 beyond GCC states. A good number of countries included as Bangladeshi migrants destination like Japan, South Korea, Malaysia, Mauritius & Singapore. Bangladeshi workers access to international market increased tripled from 2010 (390702) to 2022 (1135873). Overseas employment is getting importance to the economy of Bangladesh; even this sector being treated as core sector in 8<sup>th</sup> five year plan. To keep pace with its importance, Governance to be addressed to retain the increasing trend in global labor market.

The shift in global labor market asks for new avenue & responses to labor migration not only from the state but also from other actors like private recruiting Agencies, INGO, IOM, and ILO to shape migration governance. Proper action to new migration avenue & response to the migrants can develop governance in labor migration. Regarding this issue it is emphasized to protect & ensure rights of migrant workers. This paper focuses on policy issues allied to migration, operational system of overseas employment, problems & challenges faced by the migrants in international labor market, recruitment by local recruiting agency, policy implications to bring transparency in overseas employment.

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### **List of Abbreviations**

MoEWOE	Ministry Of Expatriates' Welfare & Overseas Employment
GOB	Government Of Bangladesh
BMET	Bureau of Manpower Employment & Training
BOESL	Bangladesh Overseas Employment Services Limited
BAIRA	Bangladesh Association of International Recruiting Agency
BRAC	Bangladesh Rural Advancement Committee
BNSK	Bangladesh Nari Sramik Kendra
FBCCI	Federation of Bangladesh Chambers of Commerce & Industry
EU	European Union
GCC	Gulf Cooperation Council
GDP	Gross Domestic Products
ICT	Information & Communication Technology
ILO	International Labor Organization
IMT	Institute of Marine Technology
IOM	International Organization for Migration
INGO	International Non-government Organization
MOU	Memorandum of Understanding
PDO	Pre- Departure Orientation
UNO	United Nations Organization
SDG	Sustainable Development Goals
KSA	Kingdom of Saudi Arabia
RMMRU	Refugee & Migratory Movements Research Unit
TTC	Technical Training Centre

# **Chapter 1:**

## **Introduction**

## **1.1. Background:**

International Migration through overseas employment comprises of two separate words- international migration & overseas employment. International migration is defined as moving from one country to another across the border for working purpose. Similarly overseas employment refers recruiting workers outside the home country. It provides facility to compete globally for career development. Governance is another word refers to bring accountability & transparency in migration chain process to ensure safe & regular migration.

The traditional agrarian as well as industry based economy across the globe shifted to service oriented economy & therefore, importance of moving people is increasing across the border. Due to wide range movement, irregularities occurred in migration & recruitment process resulted from weakness in recruitment & operational procedure. For this reason, it has become a regular phenomenon regarding abuses & exploitation of migrant workers. The training imparted to potential migrants doesn't match with overseas job requirement; the available skill development training can't ensure expected return to the prospective workers. Risk & vulnerabilities in overseas employment occur if- there is mismatch between supply & demand of human resources; existence of less regulation in both places of origin & destination. Higher migration costs borne by the prospective workers due to intermediaries' involvement in migration chain process which is not recoverable by financial gains. Irregular migration, higher recruitment cost, violation of workers right, limited access to information, discriminatory working environment in destination countries have negative impact on migration development nexus. The present nature, trend & pace of development around the globe Requires improved governance in overseas employment. Beside this, UN organization mandated 17 goals to achieve sustainable development. Overseas employment & migration belong to those goals. Sustainable development goals 8.7 which defines protection of rights, promote safe & secure working environment for workers including migrants. SDG indicator 10.7.3 requires safe, orderly & regular migration. Improvement in governance is essential to achieve better output. Governance in migration will facilitate government of Bangladesh to move forward in international job market.

Keeping in view the indispensable contribution of governance to ensure safe migration & rights of workers, the study intends to address regulatory gaps, weakness in recruitment process, indecent working condition & deficiency with the employer. The study focused on existing operational system regarding overseas employment & finding gap to adapt with new market trend to improve governance in migration through international jobs.

**1.2. Prospects & Challenges of Migration:** Migration offer benefits to both sending & recipient country. Through collaborative partnership in skilled development training, recipient country get opportunity to use skilled labor in development activities & fill the labor scarcity. The worker get the opportunity to develop their skill & efficiency with the technologically improved environment. The knowledge & experience gathered from overseas employment, the returnee migrants can apply new knowledge in the development of home country which is realized following the return of migrants. On the other hand, some challenges occurred in both sourcing & recipient country while migrants are abroad. For instance, the areas with large number of migrant workers, such as gulf countries consisting of 40% foreign workforce expose the risk of exploitation. Many migrants face higher migration cost for recruitment, poor working condition, absence of sick leave. Apart from these incidents, abuse of human rights occurred there. Actually, exploitation of workforce occurred in an under- regulated market which brings negative consequences of reputation in both country of origin & recipient.

### **1.3. Migration & Overseas Employment from Bangladesh:**

Bangladesh is a small country but labor intensive; it is resourceful with nature & manpower. Bangladesh started human resource development operation in this decade to turn the manpower into asset through skill development training to meet the needs of overseas employment market. At present about 15 million expatriates are working in different countries of the world. Out of them about 36% in KSA and 75% are working in gulf countries. Gulf countries are the big market for Bangladeshi worker due to the demand for skilled, semi-skilled & non-skilled workers. There exists good relationship with those countries regarding human resource export since independence of Bangladesh.

Bangladesh is one of the major labor sending country in the world. Overseas employment and the flow of remittances are playing a significant role towards socio economic development of the country by creating employment opportunities. It facilitates alleviation of poverty and strengthening the foreign exchange reserve. Within February/2023, 1 core 49 lac 83 thousand 606 Bangladeshi Labor force are employed in 176 countries. Out of them a total of around 11 lac 35 thousand 873 Bangladeshi workers had been employed in various countries in 2022. The demand of skilled worker is higher than low skilled worker and their salary is higher. Considering this, Government has established 95 Technical Training Centers and 6 Institute of Marine Technologies. The flow of remittance during FY 2021-22 was about US\$ 21,031.68 million.

#### **1.4. Importance of Overseas Employment:**

Bangladesh is a densely populated country with 171 million people. 2.70 million People are unemployed out of total population. Third world countries like Bangladesh are not capable enough to absorb huge population through employment. Domestic job market of Bangladesh is insufficient to employ surplus labor force. So, international labor migration is getting importance as employment strategy for developing countries. Access to foreign labor market is immediate remedy of such unemployment problem. Realizing this situation, overseas employment has been determined as priority sector out of seven areas focused in 8<sup>th</sup> five year plan to implement perspective plan of upper middle income & High income country.

Remittance plays an important role in socio-economic development of Bangladesh. As per the report of Global Knowledge partnership on Migration & Development, remittance inflow to Bangladesh contributed 6.6% of total GDP in 2020 which placed Bangladesh as eighth largest remittance earner in the year. According to Bangladesh Bank data, Bangladesh is one of the migrant worker prone Country, where expatriates' worker contributes a lot by sending remittances & strengthening foreign exchange reserve.

#### **1.5. Sources of information:**

The report is made on operational system of BMET, information from the website of BMET, existing policy & regulation regarding overseas employment & migrants. There are some research studies on international migration. This paper brought information from those research paper, conference, and seminar, workshop & stakeholder meeting. The study also gathered information corresponding with victimized migrant workers.

#### **1.6. Scope of the study:**

The area of the intended study selected as per academic requirement as well as my working area. The study reflected an experience that familiar with operational activities of BMET belonging to the Ministry of Expatriates' Welfare & Overseas Employment. BMET is a focal point of processing overseas employment & implement migration policy of Bangladesh. This Organization deals with three functions- regulatory function of Overseas Employment, Emigration clearance of prospective migrants & Skill development Training. Stakeholders- migrant worker, recruiting agencies, international organization like IOM, Brac migration have direct & indirect connection with this organization. So, all kinds of information

regarding overseas employment, problems & prospects in the international job market, challenges faced by the expatriates in working station is available at BMET data base. The major objective of the study is to assess the present governance system in migration of overseas employment; finding limitation to adapt with global new job market trend; challenges faced by the workers in country of destination & finding way forward for better governance in migration sector of overseas employment.

### **1.7 Limitation of the study:**

This proposed report acknowledge the findings merely as a model study rather than to provide detailed information of various factor that effects migration through overseas employment. The report prepared on the basis of information of regulatory body, recruiting agency of Bangladesh & other stakeholder like BAIRA, RMMRU, BRAC, IOM, BNSK & victims of migrant workers. The study didn't get opportunity to collect information exchanging opinion with employer & stakeholder of recipient country.

### **1.8. Operational Definition:**

**Migration:** IOM defines Migrant as- any person who moves from one country to another across the border or moving from one place to another within the country for any purpose. Under article 11(1) of ILO convention, the migrant worker means a person who moves from one country to another aiming at getting a job. Migration has impact on development. This has been considered as priority sector in 8<sup>th</sup> five year plan of Bangladesh. Migration through overseas employment recognized as an integral element of development process of the country.

**Governance:** Governance is a new paradigm of public administration which requires service at the door step & innovation. It's a process of interacting laws & organization norms by which an organization is controlled & operate. It address ethics, risk management, regulatory compliance, protection of rights of migrants, Promoting decent work, reducing migration cost, removing discrimination in work place & stopping forced labor.

**SDG:** It is known as global goals adopted by UN organization to end poverty & protect the planet to be achieved by 2030. It is mandatory for all UN members. These goals are integrated to social, economic & environment which are interrelated & considered as triple bottom line. It aims to achieve development considering safety of future generation. It emphasizes on healthy & environment friendly planet for our future generation.

# **Chapter 02**

## **Literature Review & Regulatory framework**



## 2.1. Literature Review:

Migration is not a new event. There is history of trade relations among different countries around the globe in previous centuries. So, the migration has amplified international connectivity & accelerated the flow of information, capital & people. There are numerous research activities regarding the issue of migration which has shown significant improvement the livelihood of least developed countries. It has taken new dimension in 21<sup>st</sup> century & ask for sustainability in migration. There are some study regarding migration governance. Those studies did not show depth scenario of migration corresponding to governance. The present proposal finds an opportunity to study governance perspective in migration through overseas employment. The literature reviewed present activities of migration through overseas employment.

The study refers to the aim of the framework is to set extensive & balanced vision for migration governance, respecting human rights & integrate social, economic dimensions corresponding to migrant workers. The literature considers variables of governance weakness. A significant improvement is observed in legal & regulatory mechanism which is appreciable for governance improvement. But, problem is with enactment of regulation. There is weakness & inefficiency with operational process. Process also interrupted by illegal middleman & multiple source interference. Governance weakness is analyzed considering variables through which governance can be measured. Analysis is being performed on the basis of activities practiced in outward migration process & treatment of Bangladeshi workers by host country.

**Policy gap/ weakness-** Migration through overseas employment from Bangladesh regulated under Overseas Employment & Migrants act-2013 & Recruiting Agent's License & Conduct Rules-2019. The act ensures safe & regular migration & promote overseas employment through government & private initiative. But, there is allegation regarding higher migration cost imposed by recruiting agents involving third parties/ intermediaries. This malpractice is continuing over the decades. There is no mechanism to verify the financial transaction between prospective migrants & recruiting agents specified in the act. It didn't take into account the women as potential migrant worker & no provision for expatriates' to look for legal aid both in home & destination country. Provision regarding showing employment contract to worker before departure is not specified in the act.

The MOEWOE formed a committee to select female workers before emigration clearance & examine the visa papers; but unfortunately this committee's function is absent. Administrative ministry issued a circular of two months duration compulsory training for female workers in housemaid profession. This training is arranged by TTC's. This mandatory

training is not strictly followed. Recruiting agencies only collect training certificate in the name of female migrants in absence of proper monitoring. The allegation coming from expatriate's women workers can't say anything regarding training. Regulatory body failed to create a training platform through joint- arrangement of GOB & BAIRA through which trained worker to be recruited for safe migration. Unfortunately, recruiting agency send workers adopting unfairness which create sufferings to the migrants just after arrival due to lack of proper working knowledge & information.

Victims make allegation against fraudulent activities of recruiting agency. After receiving complaints, time limit for inquiry is 30 working days. After inquiry disposal period is three months. It's a lengthy process to address complaints. Information of sending workers uploaded in the BMET server. Concerned office can verify complaints through server information inserting passport number. Verifying the complaints one can proceed for further action of remedy. This process is less time consuming & lead time to address complaints is less. In such case regulatory preparedness is absent. There is less flexibility to address the victims in effective manner.

**Work place discrimination & rights of migrants-** Expatriates have the right to enjoy decent work environment namely - salary, allowance, travel allowance, accidental compensation as per agreement. Even they have the right to get same status in terms of health facility & social security. In some cases migrant workers do not get those facilities unfortunately & exploited by employer. It is observed from the complaints of female worker that they are victim of violence & discrimination. Beside this, migrants from Bangladesh faced many problems in country of destination like economic, social & health related issues. Economic problems are low paid jobs which demotivated the workers & result in less productivity. Social problems arises if there is unhealthy working condition & discrimination in work place. If living cost is higher compare to income, it is difficult for workers to maintain minimum standard of life. Low living standard brings health hazard to the workers. Due to unhealthy working condition & extreme weather workers attacked with complicated diseases & suffers for a long time.

**Irregular activities of recruiting agency-** GOB affiliated a good number of recruiting agencies to expand the overseas employment market which are controlled & monitored by BMET. But some recruiting agencies betrayed/ misguide prospective migrants assuring good jobs, better life & good career prospect & take a lot of money. Such misdeeds adopted by recruiting agencies obstruct safe & regular migration. There is allegation against recruiting agency to exploit workers through forced labor.

In case of KSA, visa sale & purchase has become a profitable business. A nexus of interest group being developed which comprises of recruiting agencies of recipient country, a vested group of Bangladeshi expatriates & a group of Bangladeshi recruiting agents. So, it has become very difficult to secure visa from formal channel. Illegal sub-agents purchase visa from expatriates in KSA. Prospective workers get visa through two- three stage where each stage makes profit & migration costs for worker gets higher.

Well reputed some recruiting agency send workers to KSA on group visa which are attested by concerned Embassy & MOEWOE. There is no complaints from workers recruited on group visa. No. of such recruiting agencies are very few. Many recruiting agencies are involved in visa purchase & sale. They send workers through individual visa processing without proper work permission. Workers fell into victim of unfavorable situation upon arrival to destination. A vested group of Bangladeshi expatriates in KSA developed a syndicate with Bangladeshi recruiting agency which involved in such unethical practices. Victims are harassed by those groups; even they have to lead inhumane life. Workers forced to work in those laborious sectors which is not specified in the contract. In many cases, workers passport seized after arrival to compel them to work at lower wage rate in different supply company on temporary basis. They become jobless after two/three months. There is irregularity in payment. Facing such miserable situation, workers compelled to get back home. In some cases, they departed to another place & save them getting touch with friends & neighbor without passport. Those victims were exposed to the risk of arrest by law enforcing agency & get into custody. They get back home after sufferings with the help of law enforcing agency. After returning, they filed complain describing tremendous sufferings faced there.

Even there occurred some event/ situation of changing contract by the employer & migrant workers are forced to sign a second contract on arrival to destination. Second contract made to use workers at lower wages, dreadful living & working condition. Even migrants passport seized just after arrival, their passport & documents are not handed until departure to home country. The attitude of such employer is practicing of modern slavery. Such allegation couldn't produce due to weak regulatory enforcement of recipient country. Migrants can't make allegation to concern agency due to lack of proper documents & information gap. Such complaints are coming from KSA migrants.

**Fragile recruitment process-** Overseas employment sector is controlled by private recruiting agency. The role of private recruiting agencies is appreciable to expand this market. Some recruitment companies are playing good rules in recruitment process making agreement with overseas companies. Those companies select workers through competency test & job seekers list. But, most of the recruiting agencies do not function properly. They have no activities of arranging jobs through agreement with overseas companies. Those agencies collect individual work visa from different sources & send workers involving visa processing. Recruitment through visa processing is against the spirit of law & regulation. Creation of overseas employment opportunity through market search & agreement with overseas company is more or less absent. In most cases, act of unauthorized subagents are playing vital role in recruitment process through illegal transaction where neutral selection is totally absent. Recruiting agents were instructed by regulatory body to employ sub agents in recruitment process, but this was not implemented due to resistance of recruiting agents. Due to recruitment process manipulation, it is observed mismanagement in administrative operation & departure process. Malpractices regarding wages were observed, workers forced to do work with wages lower than the amount specified in the contract in many cases. Even, migrant workers are facing discrimination in wage structure compared to domestic labors.

**Information dissemination weakness:** Information is defined as one kind of message through which a person gets knowledge about new place, situation & environment. Migrant worker can gain power through information. But information regarding overseas job requirement, overseas employment process, international job market situation is absent in regulatory website. Prospective workers remain ignorance about job & recruitment process. There is no mandatory arrangement to publish job requirement of recruiting agency in BMET website to verify authentication. Even the workers in KSA can't contact to labor wing regarding work place complaints due to lack of proper guidance & information.

**Lack of Capacity Building arrangement:** Transformational shift in technology & globalization of economic chain changed the nature of work & skill demands. To accommodate with the change one needs to develop his skills & creativity. Technological & digital skills are demand of the day. Technical skills refer to capability to handle required materials, tools & technology acquiring knowledge & experience. Digital skills are information & data literacy, communication & collaboration, problem solving, content creation, information safety & security. Skills also refer to gain knowledge & performance in specific sector. Prospective workers can contribute to transformational economic growth gaining necessary skill. The improvement in skills increase labor productivity & results in

becoming competitive & better jobs. Developing countries like Bangladesh are yet struggling to bridge the skill gaps to adapt/ customize with new change. Employers of different country can't operate properly due to lack of skilled worker. On other side, we have large number of work force, but can't meet the demand. There is a big gap between supply & demand.

**Institutional weakness-** There are 42 DEMO office at district level under supervision of BMET. But, they do not function as per their mandate; even the officials do not know about their responsibilities. Actually, DEMO is busy with registration of prospective overseas employee. They are not careful to build awareness among young generation specially those who are dropped out about skill development training & overseas employment. DEMO's duty is to collect young students for skill development training & arrange employment for them as per requirement of manpower importing countries. Job market search in different recruitment website is also absent with them. There are polytechnic institutes in almost every districts which produced diploma graduates, but most of them are not aware about overseas employment due to lack of information & communication. There is a trend with those graduates to seek job in domestic market. They do not know anything about overseas employment, even about BMET platform for international job to register explaining their skill & educational background acquired from the institute. DEMO has no communication & interaction with those institutes to register the graduates with BMET platform & arrange job fair regarding overseas employment.

## **2.2. Regulatory framework of labor migration & overseas employment:**

Regulatory framework includes all MOU, agreements, Rules & Acts which provide legal structure of movements of workers from one country to another for employment purpose. The framework focused on- access to international labor market, admission to destination country, rights & protection of migrants in the host country. It also includes government institutions , private recruiting agency, international recruiting agency involved in overseas employment which are responsible for managing migration of sending country.

**International tools:** ILO is UN recognized organization that deals with migrant workers' rights. Migrant workers related important ILO tools – The migration to employment convention-1949. UN convention 1990 regarding protection of rights of all migrant workers is a comprehensive tools which ensures the rights of both regular & irregular migrants. But, most of the Bangladeshi labor recipient country didn't endorse the convention of 1990. So, migrants working in those Countries cannot seek protection under this instrument.

**National regulatory tools:** GOB has introduced regulatory measures to protect the interest of migrant workers. Emigration act 1922 applied first to regulate international migration for overseas employment. In response to the demand of migrants, GOB developed the laws & rules for the protection of expatriates'. Now, it is practiced overseas employment & Migrants act 2013, recruiting agents conduct & license rules-2019, Overseas Employment Migrants Management rules-2017. Illegal emigration is punishable under section 31& 35 of the act. Rights of migrant workers preserved under section 29. Recruiting agencies are controlled enforcing this act & regulation.

**Chapter3:**  
**Institutional Framework of Overseas Migration Management**

### **3.1. Institutional Framework of Overseas Migration management:**

Migrant workers recruitment in Bangladesh involve Ministry, Government Agencies, and private Recruiting Agents, local & international Intermediaries working with recruiting agents. Ministry of Expatriates' welfare & Overseas Employment is sole responsible for policy formulation, monitoring & regulating migration. The Ministry focuses on- creation overseas employment opportunity; ensure welfare of the migrant workers addressing their problems. There are 30 labor wings in different countries which play important role regarding migration. These missions are entrusted with the duty of – development of potential labor market; attestation of employment demand letter; delivering consular service to the migrants; ensuring welfare of the expatriates.

**BMET:** This organization belongs to the Ministry of Expatriates' Welfare & Overseas Employment & established in 1976 to process overseas employment & implement migration policy. BMET is a regulatory body which implement all plan & policy of the ministry to amplify labor migration through skill development training & protect rights of migrants. BMET is concerned with – registration of prospective workers of overseas employment; facilitating & promoting employment in international job market; ensuring rights of migrant workers under legal framework; dissemination of information regarding job function & culture of recipient country; conducting human resource development program through skill development training at TTC's.

**BOESL:** Bangladesh Overseas Employment services limited is a government owned recruiting agency established in 1984. BOESL recruits worker directly as per the requirement of international company. It is the agent which recruits high tech professional workers through competency test. Jordan recruits women garments workers through BOESL. It recruited --- workers since its inception. This organization established to expand recruitment in overseas market & drive down the migration cost. BOESL follows the strategy of- no loss & no profit. Its aim is to ensure quality recruitment through minimum service charge. BOESL is also responsible for G2G recruitment. Still it is the only recruitment Agency to select high skilled person through competency test.

**WEWB: Wage Earners Welfare Board-** Bangladesh has been exporting manpower since 1976. Market being expanded since then & more than 10 million migrants are now working in 176 countries of the world. Expatriates are the second highest remittance earner of the country. They are playing active role to strengthen economy making balance of payment. They are providing service to develop the recipient country through showing competency.



Their role is appreciable in development context for both recipient & country of origin. Realizing their contribution, GOB constituted Wage Earners' welfare fund in 1990 under jurisdiction of section 19(1) Emigration ordinance -1982 to ensure welfare of the expatriates'. Wage Earners' Welfare Board established under Wage Earners' welfare Board act 2018. Wage Earners' Fund is managed by WEWB which entrusted with the duty of- Establish & operate welfare desk at international airport of Bangladesh; Delivering assistance to the sick & Disabled migrant workers; Providing financial aid to the family of deceased expatriates; Legal assistance to the expatriates through labor wing of foreign mission; Establish & operate residential hostels for the convenient of expatriates; Providing Education scholarship to students came from expatriate family;

**3.2. Private recruiting Agents:** GOB carried out the recruitment function for overseas employment since 1976. To motivate private enterprise GOB opened the market for private entrepreneur & permitted private recruiting agency to recruit workers for overseas employment in 1984. The authority vested with BMET to monitor, control & manage recruiting agencies. The private recruiting agencies operate under license from MOEWOE. They collect demand letter for overseas employment through own initiative. After getting approval from MOEWOE, concern recruiting agency recruit workers as per overseas employer's requirement. They involve with activities of emigration process; identification job placement; making agreement; ensuring good working condition & job security. There are 2615 issued licenses out of them 1975 recruiting agencies are operating in Bangladesh. However, the recruiting agencies are organized under BAIRA.

Private recruiting agents has to get special permission from MOEWOE to recruit women workers in housemaid profession. For this purpose, concerned recruiting agency has to deposit BDT 1500000 as security money. If female worker mistreated/abused in working place, recruiting agencies are responsible for paying the cost of migrants return. The deposit is forfeited if recruiting agencies unable to back female workers to their home.

**BAIRA:** It's trade body affiliated by FBCCI & work with GOB in collaboration. All recruiting agencies are member of this association. Its responsibility is to protect the interest of migrant workers, recruiting agency & also cooperate GOB in implementing regulation. As per people's perception, there is allegation of imposing higher recruitment fees & failing to provide sufficient compensation to workers misguided by recruiting agencies. This organization can play a responsible & cooperative role with GOB to ensure safe migration. In

spite of having limitation, BAIRA's contribution to expand overseas employment market is appreciable.

**Sub-Agent:** Most of the private recruiting agencies are Dhaka based & do not establish branch offices locally due to financial constraint. They prefer to work with local sub-agent familiar as Dalal who find out potential migrants from rural areas. Actually sub agents are playing vital role of recruitment & financial transaction. They do everything verbally regarding recruitment & payment made without receipt. Dalals are well known in their community because of area neighbor. Prospective migrants & their family members have easy access to them. But, they are not institutionally recognized. If the migrant workers are victim of paying money without document, it is difficult to establish allegation against recruiting agency as well as local sub-agent.

**IM Japan:** It's an international agency to recruit intern from manpower exporting country. International Manpower Development Organization of Japan signed agreement with government of human resource sending countries. IM Japan signed agreement with Bangladesh. Under this agreement IM japan operates in those countries. It conducts pre entry training to teach Japanese language, Japanese culture & custom. After pre- training, successful candidates selected through competency test. IM japan cooperates to place candidates in different industries of Japan as technical intern. It has been working in Bangladesh since 2017 & recruited 478 Bangladeshi Technical Intern.

**Musaned:** Ministry of Labor & Social Development of KSA introduced a web-site of domestic/ household service program named Musaned in 2014. It's an umbrella of recruiting workers, their duties & rights. It establishes network between domestic workers, recruitment offices & house owner. Bangladeshi workers recruited in KSA through Musaned system.

**Chapter4:**  
**Operational Activities of Migration**

## **Activities of Migration through overseas employment:**

BMET is a regulatory body & center point of international outward migration. This Organization deals with three functions- regulatory function of Overseas Employment, Emigration clearance of prospective migrants & Skilled development Training.

**4.1. Emigration Clearance:** Recruiting agency plays vital role of arranging overseas employment & sending workers to recipient countries. Following the employment demand letter arranged by recruiting agency, BMET verify necessary documents & issue emigration clearance to migrant workers. So, emigration clearance is a major activities of BMET's function to ensure safe & regular migration.

For this purpose, first of all migrant workers must have registration with finger print. This procedure completed electronically. Prospective migrants can also make registration with 'ami probashi apps'. Passport, NID are necessary for this purpose. These documents verified entering respective platform. Following emigration approval, approved candidates data are input, if the data match with registration data, then emigration clearance documents sent to respective candidates' mobile number & mail ID. Emigration clearance message sent to the migrant workers is essential/ mandatory requirement for departure from any International Airport of Bangladesh.

**4.2. Regulatory function:** Employment wing of BMET execute regulatory functions to enhance labor migration & protect the rights of migrants. All recruiting agencies are regulated to ensure safe migration. It performs responsibilities of - regulating Recruiting Agency, license Renewal, Issue of license, overseas employment agreement, Complaint management of Migrant workers and registration of potential migrant workers.

In order to ensure migrants rights, BMET established complaint management cell in order to address complaints of Migrant workers. Foreign mission & monitoring cell of MOEWOE also work on this issue. Complaint management of victim expatriate's which is totally service oriented. Complaints are addressed under overseas employment & Migrants Act which are settled through arbitration. Operation methods of complaint management are as input-transformation- output process. Complaint Management process is- receiving application/ petition from complainants- filing application- put up complaints- issuing letter to opposite party ( Recruiting Agency)- receiving response from opposite party- issue letter to both party for hearing- taking hearing for settlement- sending complaints for arbitration- disposal of complaints through arbitration.

Migrants who face problem in work place can inform BMET, his/ her guardian & concern embassy. Those information shared at the time of departure. Under this backdrop, BMET address those problems following rules & acts which facilitates the victims to make complain/ petition seeking judgment & remedy.

**4.3. Training Management:** BMET is assigned to build skilled work force for overseas employment aiming at safe & regular migration. Under this backdrop, it has established 103 TTC's & 6 IMT's through which skilled development training is imparted to the prospective workers. Skill development training is provided in 55 trade like welding, language, motor driving, electrical, electronic. TTC's also run PDO program as part of training. IMT conduct diploma course in Marine & Shipbuilding Technology, TTC conduct SSC vocational, 6/3 months duration short courses.

At present BMET has to perform a wide range of activities – collection & analysis of labor market information; development training modules & implement training program in response to international job market needs; Arrangement & implement apprentice & intern training in local industries. BMET also opened a research section to conduct overseas job market research considering problems & prospects of migrant workers. BMET expanded its administrative & overseas employment activities like- employment registration, emigration clearance, awareness building activities against human trafficking in 42 districts establishing District Manpower & Employment office. BMET is going to start its administrative & employment service operation in other districts in current fiscal year.

**Chapter 5:**  
**Overseas Employment Trend & Findings**

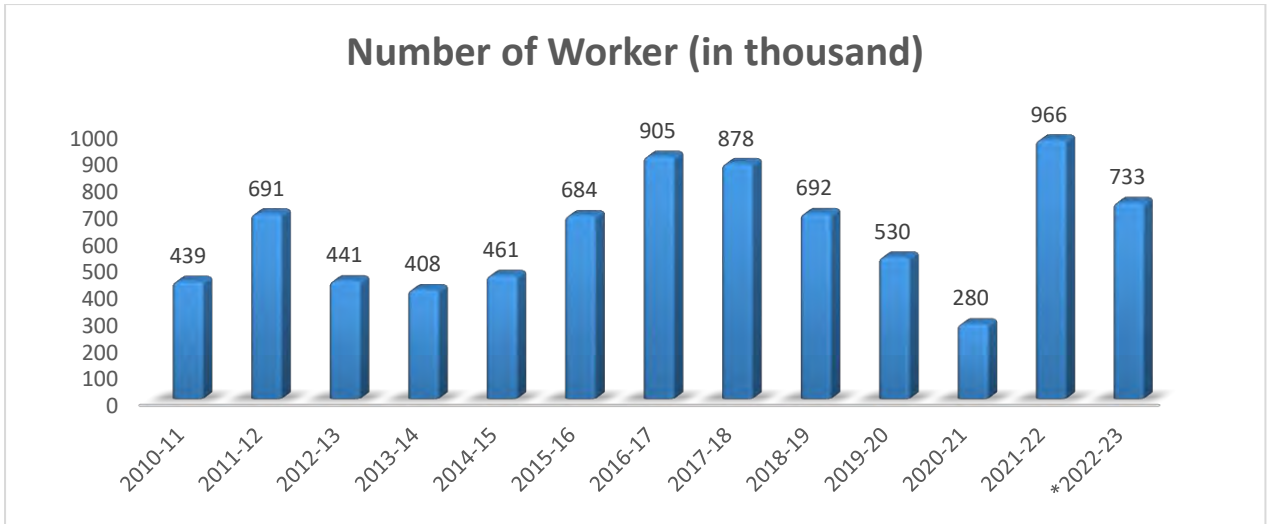
### 5.1. Overseas Employment and Remittances:

Bangladesh is one of the manpower exporting country in global market. Overseas employment & inflow of remittance are playing vital role towards socio economic development of the country by creating job opportunities & contributing to GDP. It reduces the poverty & strengthen foreign exchange reserve. About 1 core 49 lac 83 thousand 606 Bangladeshi labor force were employed in 176 countries February/2023. Out of them 11 lac 35 thousand 873 Bangladeshi workers had been employed in various countries in 2022. The flow of remittance during FY 2021-22 was about US\$ 21,031.68 million. The number of expatriate Bangladeshi workers and the amount of remittances in US dollar are shown in table 1.

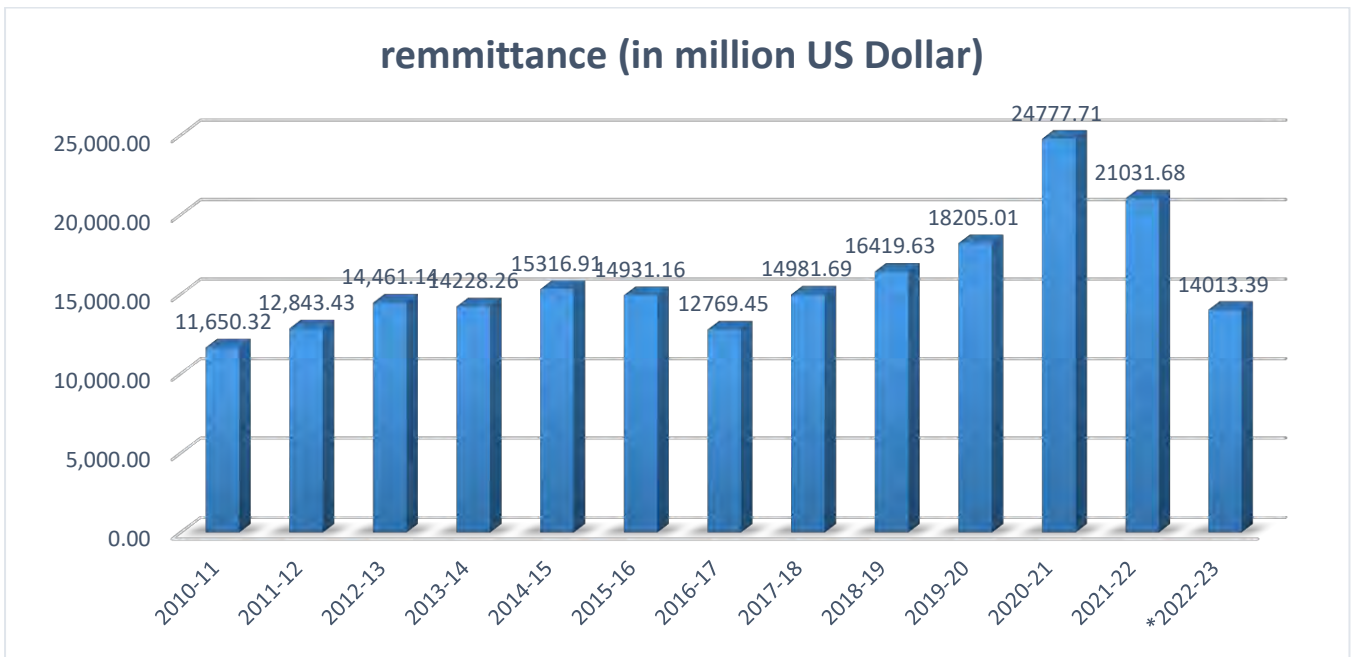
**Table 1: Number of expatriates Bangladeshi workers and amount of foreign remittances –**

<b>Fiscal year</b>	<b>No of workers (in thousands)</b>	<b>Remittance Received (in Million US Dollar)</b>	<b>Percentage change (%)</b>
2010-11	439	11,650.32	6.03
2011-12	691	12,843.43	10.24
2012-13	441	14,461.14	12.6
2013-14	408	14228.26	-1.63
2014-15	461	15316.91	7.7
2015-16	684	14931.16	-2.52
2016-17	905	12769.45	-14.48
2017-18	878	14981.69	17.32
2018-19	692	16419.63	5.60
2019-20	530	18205.01	10.87
2020-21	280	24777.71	36.10
2021-22	966	21031.68	-15.11
2022- July, 23	733	14013.39	4.27

**Source:** Bangladesh Bank, Foreign Exchange Policy Department (up to June, 2016) & Statistics Department  
(From July, 2016) - Remittance Inflow in Bangladesh



Graph 1: Trend of manpower export



Graph 2: Trend of Remittance inflow

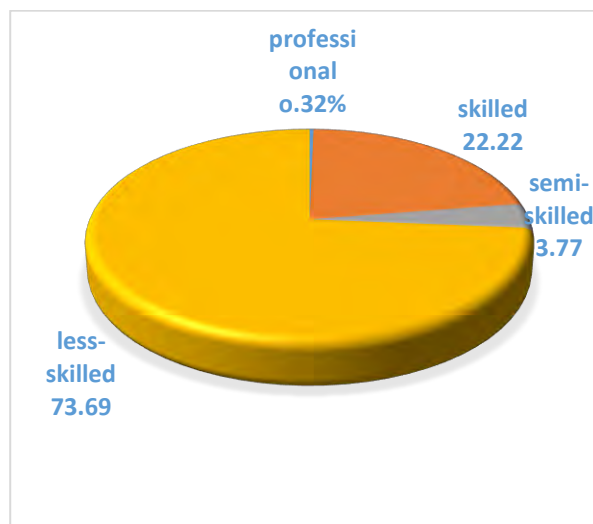


**5.2. Category-wise Overseas Employment:** The statistics of expatriates classified by profession of skilled, non-skilled is shown in Table 2.

**Table 2: Number of Expatriates' classified by skill**

Year	Professional	Skilled	Semi-skilled	Less-skilled	Total
2010	387	90,621	20,016	2,79,678	3,90,702
2011	1192	2,29,149	28,729	3,08,992	5,68,062
2012	36084	1,73,331	1,04,721	2,93,662	6,07,798
2013	689	1,33,754	62,528	2,12,282	4,09,253
2014	1730	1,48,766	70,095	2,05,093	4,25,684
2015	1828	2,14,328	91,099	2,48,626	5,55,881
2016	4638	3,18,851	1,19,946	3,03,706	7,57,731
2017	4507	4,34,344	1,55,569	4,01,796	10,08,525
2018	2673	317528	117734	283002	7,34,181
2019	1914	304921	142536	250788	7,00,159
2020	378	61690	9412	146189	2,17,669
2021	824	129057	19870	467458	6,17,209
2022	3640	252362	42771	837100	11,35,873

Source: Bureau of Manpower Employment & Training



Graph 3: Overseas Employment by professions in 2010

Graph 4: Overseas Employment by professions in 2022

Analyzing the overseas employment by profession, it is observed that about 73.69% workers involved in less skilled profession in 2022. It is seen that the proportion of skilled and semi-skilled workers has shown a steady increase during the period of 2020 to 2022.

In 2010, the proportion of skilled workers was approximately 23 percent of total migration which becomes 22% in 2022. The number of less-skilled workers increased from 72% to 74 percent. It is notable to mention that migration of semi skilled workers has been decreased from 5.13% to 3.77% during the period of 2010 to 2022.

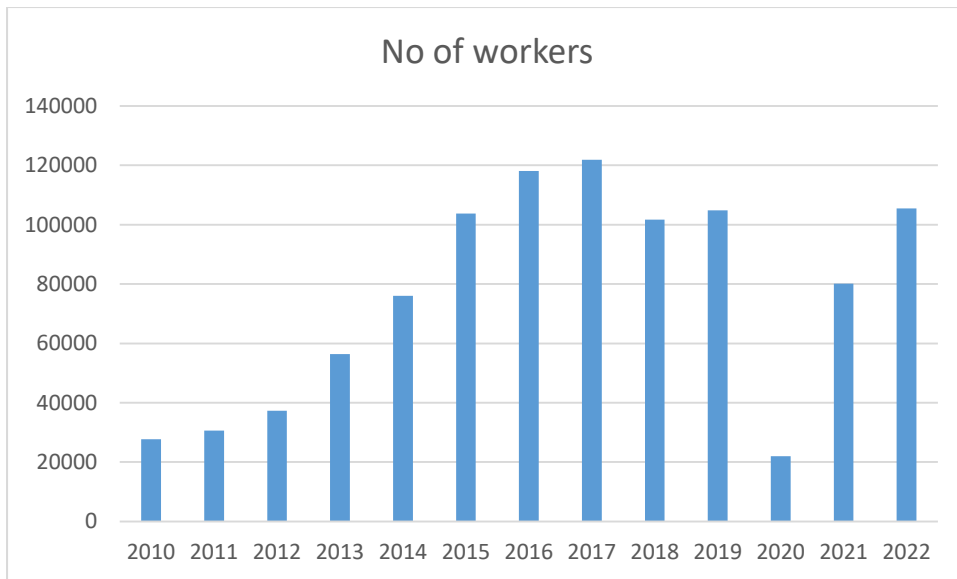
### 5.3. Women Migration & overseas Employment:

The number of women migrant worker has increased significantly during last of years. In 2022 the number of women migrant worker was 1, 05,466 which is 9.28 percent of the total migration in that year. The statistics of women migrant workers from 2010 to 2022 is given below:

**Table 3: Number of expatriates Bangladeshi women workers**

Year	No of workers
2010	27706
2011	30579
2012	37304
2013	56400
2014	76007
2015	103718
2016	118088
2017	121925
2018	101695
2019	104786
2020	21934
2021	80143
2022	105466

Source: Bureau of Manpower Employment & Training



Graph no 5: Overseas women employment from 2010 to 2022

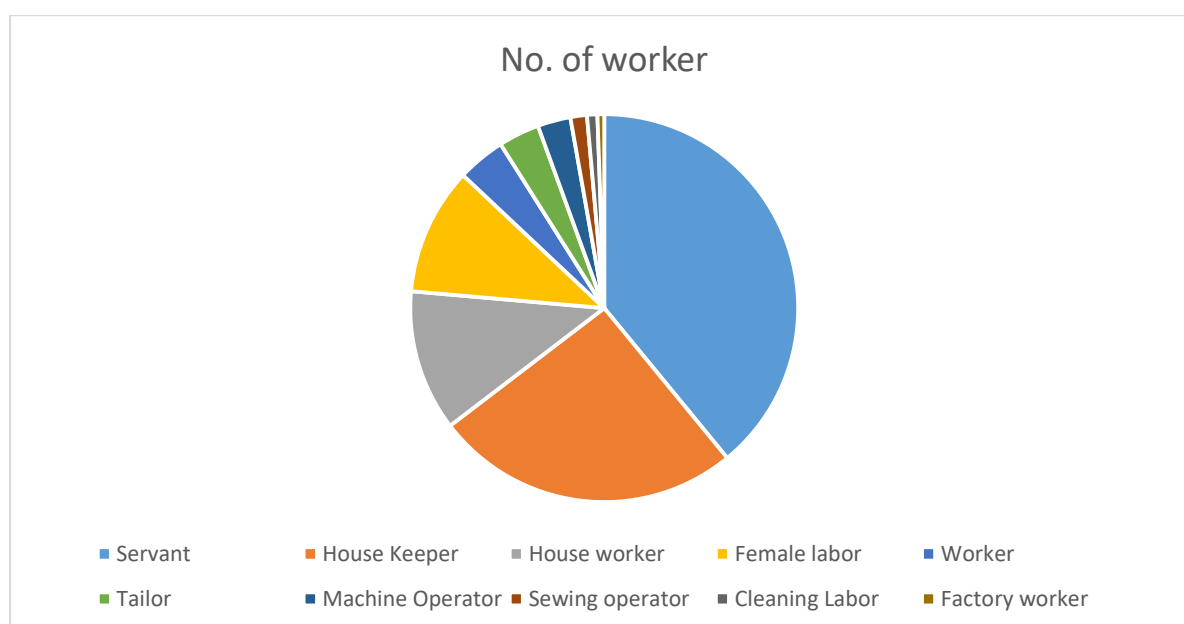
The graph shows that highest number of women workers employed in 2016 & 2017. But, women participation in overseas employment is ten times lower than male participation.

Category wise women worker (2015-2022): Female migrant workers employed in different job category. About 7, 57,746 female migrants recruited in overseas industry in different category. The category with significant number of employees given below.

**Table 4: Category wise No. of female worker**

Sl.no.	Job category	No. of worker
1	Servant	285669
2	House Keeper	186968
3	House worker	86063
4	Female labor	77724
5	Worker	29302
6	Tailor	25039
7	Machine Operator	20109
8	Sewing operator	10064
9	Cleaning Labor	6309
10	Factory worker	4116

Source: Bureau of Manpower Employment & Training



Graph no 6: category basis women employment from 2015 to 2022

The graph shows that about 85% female workers involved house hold/house maid profession out of total employment.

**5.4. Country wise Overseas Employment and Remittance:** Bangladeshi workers are working in Saudi Arabia, UAE, Kuwait, Oman, Malaysia, Singapore Bahrain, Qatar, Jordan, Lebanon, South Korea, Brunei, Mauritius, UK and Italy. Analyzing the data of overseas employment from 2010 to 2022, it is observed that more than 90 percent migrants employed

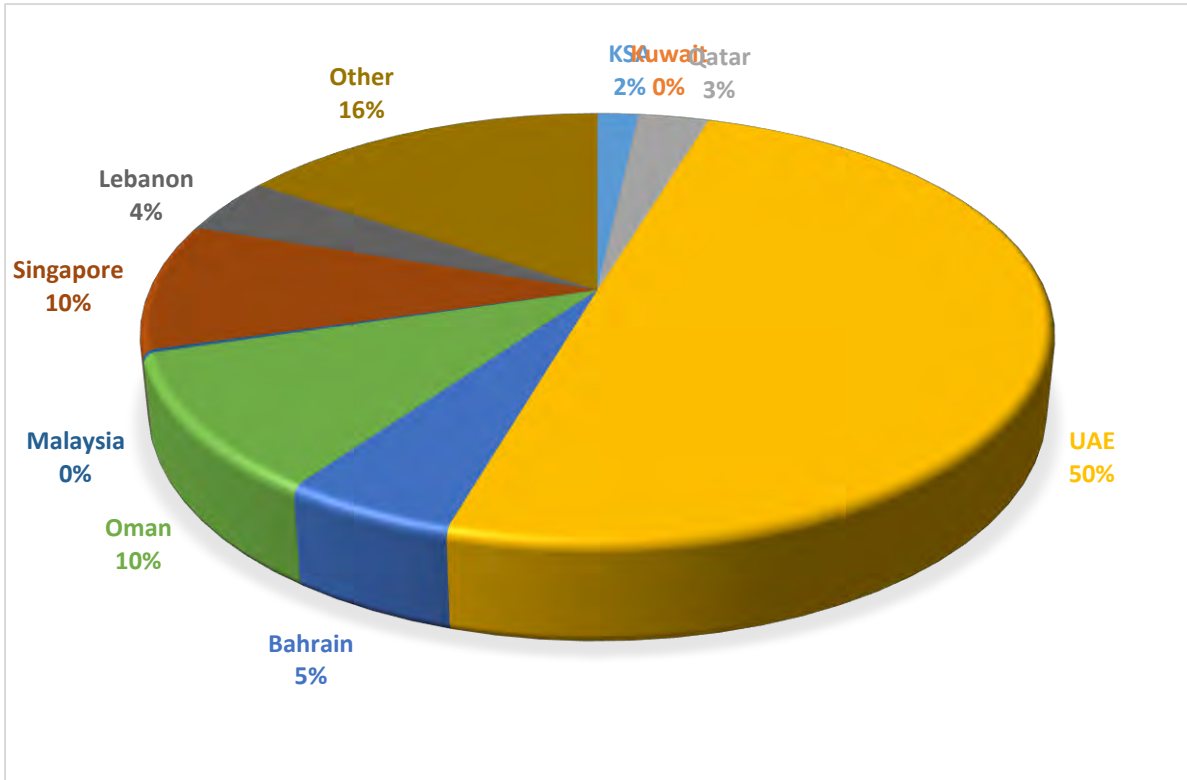
in the Middle East countries corresponding to total employment. Employment of Bangladeshi workers in different countries from 2010 is shown in Table 5 and Graph 7 and 8.

**Table 5: Country wise Overseas Employment.**

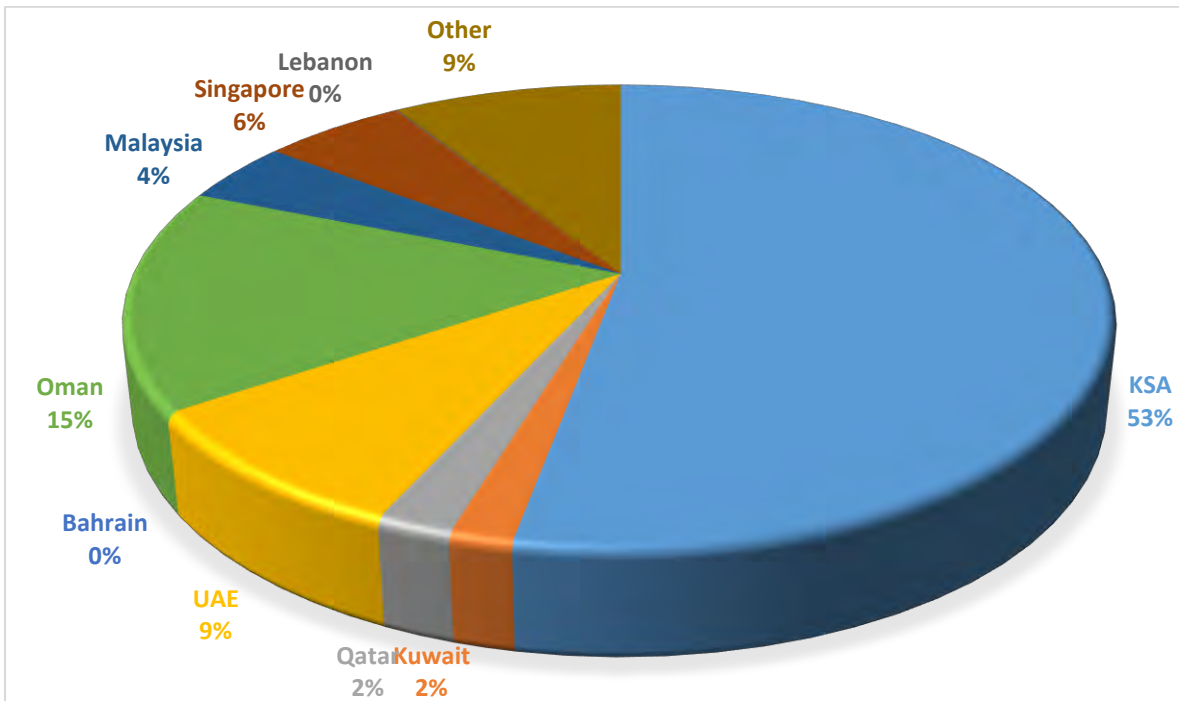
Year	KSA	Kuwait	Qatar	UAE	Bahrain	Oman	Malaysia	Singapore	Lebanon	Other	Total
2010	7069	48	12085	203308	21824	42641	919	39053	17268	63803	390702
2011	15039	29	13111	282739	13996	135265	742	48667	19169	58503	568062
2012	21232	2	28801	215452	21777	170326	804	58657	14864	90749	607798
2013	12654	6	57584	14241	25155	134028	3853	60057	15098	101681	409253
2014	10657	3094	87575	24232	23378	105748	5134	54750	16640	114210	425684
2015	58270	17472	123965	25271	20720	129859	30483	55523	19113	111790	555881
2016	143913	39188	120382	8131	72167	188247	40126	54730	15095	130035	757731
2017	551308	49604	82012	4135	19318	89074	99787	40401	8327	122490	1008525
2018	257317	27637	76560	3235	811	72504	175927	41393	5991	106434	734181
2019	399000	12299	50292	3318	133	72654	545	49829	4863	124387	700159
2020	161726	1744	3608	1082	03	21071	125	10085	488	19969	217669
2021	457227	1848	11158	29202	11	55009	28	27875	235	36699	617209
2022	612418	20422	24447	101775	10	179612	50090	64383	856	103138	1135873

Source: Bureau of Manpower, Employment and Training

A significant change is seen in employment structure of Bangladeshi workers in different countries. In 2010, about 2 percent workers were employed in Saudi Arabia which was increased to 53.92 percent in 2022. Conversely, overseas employment for Bangladeshi increased from 10.91% in 2010 to 15.81% in 2022 in Oman. The statistics shown in the above table indicates that the overseas employment is growing gradually in global market with new dimensions.



Graph no 7: Overseas employment by country in 2010



Graph no 8: Overseas employment by country in 2022

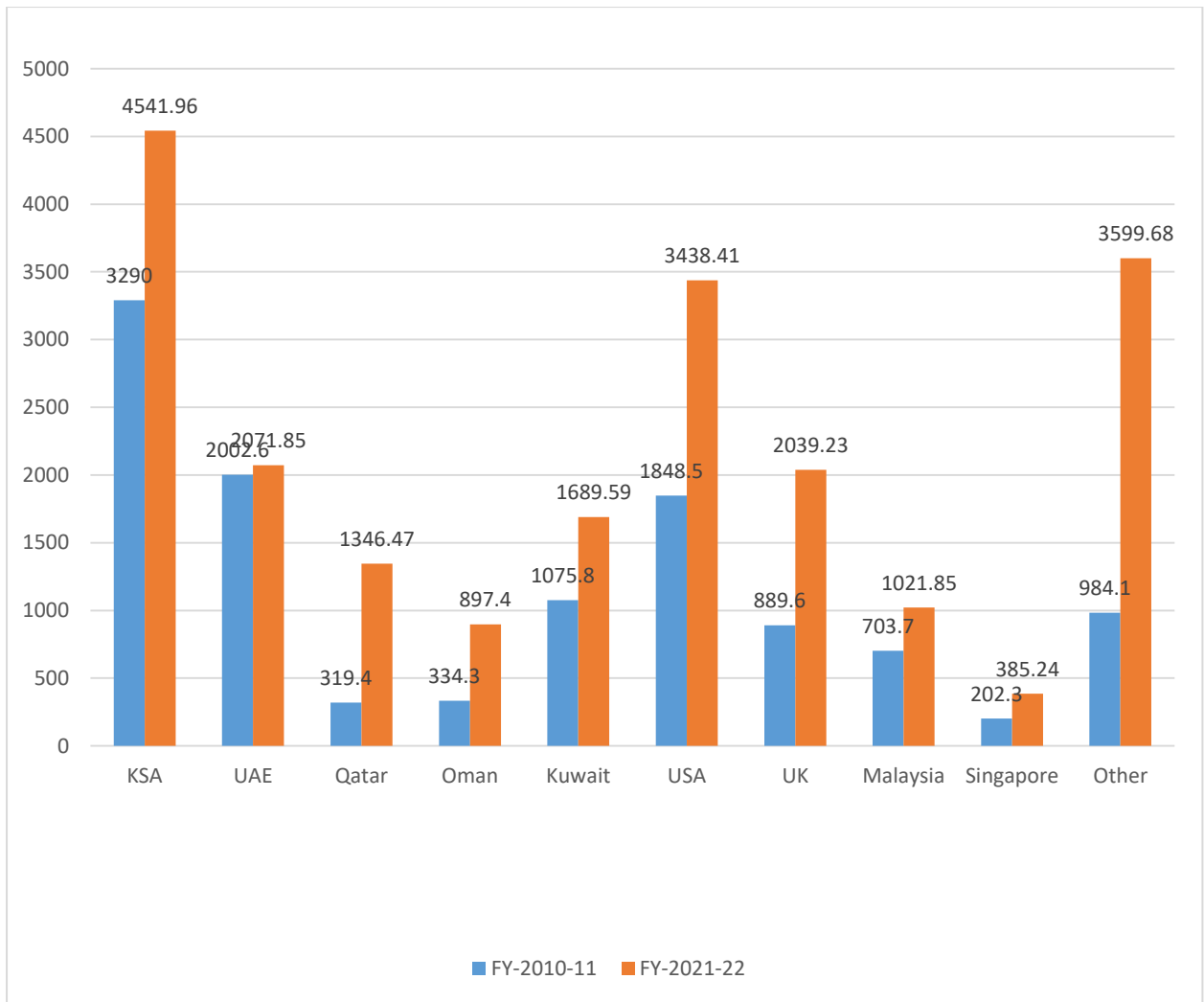
Gulf countries are the major sources of total remittances for Bangladesh. The highest amount of remittance is coming from Saudi Arabia. Second highest remittance comes

from the UAE and USA followed by KSA over the last few years. Country wise remittances from expatriates Bangladeshi workers over the last few years are shown in the table 6.

**Table 6: Country wise remittances (in Million US Dollar) of Expatriate Bangladeshi workers.**

Fiscal Year	KSA	UAE	Qatar	Oman	Kuwait	USA	UK	Malaysia	Singapore	Other	Total
2010-11	3290	2002.6	319.4	334.3	1075.8	1848.5	889.6	703.7	202.3	984.1	11650.3
2011-12	3684.36	2404.78	335.33	400.93	1190.14	1498.46	987.46	847.49	311.46	1183.03	12843.4
2012-13	3829.45	2829.4	286.89	610.11	1186.93	1859.76	991.59	997.43	498.79	1370.78	14461.1
2013-14	3118.88	2684.86	257.53	701.08	1106.88	2323.32	901.23	1064.68	429.11	1640.75	14228.32
2014-15	3345.23	2823.77	310.15	915.26	1077.78	2380.19	812.34	1381.53	443.44	1827.21	15316.90
2015-16	2955.55	2711.74	435.61	909.65	1039.95	2424.32	863.24	1337.14	387.24	1866.72	14931.16
2016-17	2267.22	2093.54	576.02	897.71	1033.31	1688.86	808.16	1103.62	300.99	2000.02	12769.45
2017-18	2591.58	2429.96	844.06	958.19	1199.70	1997.49	1106.01	1107.21	330.16	2417.33	14981.69
2018-19	3110.40	2540.41	1023.91	1066.06	1463.35	1842.86	1175.63	1197.63	368.33	2631.05	16419.63
2019-20	4015.16	2472.56	1019.60	1240.54	1372.24	2403.40	1364.89	1231.30	457.40	2627.92	18205.01
2020-21	5721.41	2439.99	1450.18	1535.64	1886.50	3461.68	2023.62	2002.36	624.86	3631.47	24777.71
2021-2022	4541.96	2071.85	1346.47	897.40	1689.59	3438.41	2039.23	1021.85	385.24	3599.68	21031.68
2022-23	2479.58	1896.53	948.73	438.59	1019.29	2492.2	1248.31	732.31	252.16	4748.69	14013.39

Source: Bangladesh Bank



Graph 9: Comparison of country wise remittances of expatriates Bangladeshi workers in 2010-11 & 2021-22.

In FY 2010-11 remittance was received from Saudi Arabia was about 28.23 percent of total remittances but it declined to 21.59 percent in FY 2021-22. The remittance inflow from USA increased to 16.35 percent from 15.86 in the same period. Remittance inflow from the UK, Malaysia, Qatar, Oman and Singapore has increased significantly over the same period.



## 5.5: Analysis & Finding regarding Governance:

### Regulatory Weakness:

Table-7: Emigration clearance

Year	Individual	Group
2022	998672	111360
2023	907520	400365

Source: Bureau of Manpower Employment & Training

Table-8: country specific Emigration clearance

Country	Individual	Group
KSA (2023)	469876	28646
KSA (2022)	593192	19216

Source: Bureau of Manpower Employment & Training

Group visas are considered as employment permit visa & Individual visas are considered as attested/ non-attested. Individual visas from KSA are non- attested. Overseas Employment & Migrants Management Rules-2017, section 6(1) & 6(2) specifies mandatory attestation of demand letter & employment permit from respective Embassy & Administrative Ministry. In case of KSA, 94% workers departed to recipient country without attestation & employment permit in 2023. Regulatory body remains silent to enforce this rule, having complaints of exploitation from those country.

### Gender gaps:

Overseas employment sector of Bangladesh is traditionally male dominated. 105466 female workers migrated against total migrants 1135873 in 2022 where Bangladeshi women participation in international job market is only 9.28% against male workers. Global economy shifted to service sector in response to change environment. Demand for women workers in service sector increased in many developed countries compare to previous decades. This sector encouraged Bangladeshi women worker for employment in higher proportion. Female migrant workers from Bangladesh dominate the Middle East domestic service sector. Women migrants 757746 (2015-2022) have an impact on development in Bangladesh. Bangladeshi women are looking for international job increasingly. Skill development training & education is necessary to fulfill the market demand for women worker; but such kind of special policy & preparation is absent with government body & private Recruiting Agency.

### Higher Migration cost:

Table-9: Migration cost as determined by regulatory body

Sl.no	Name of the country	Migration cost in BDT
1	KSA	165000
2	UAE	107780
3	Bahrain	97780
4	Kuwait	106780
5	Qatar	100780
6	Jordan	102780
7	Maldives	115780
8	Brunei Darus Salam	120780
9	Lebanon	117780
10	Oman	100780

Source: Ministry of Expatriates' Welfare & Overseas Employment

Table-10: Migration cost on BBS report

Destination Country Name	Migration cost in BDT
KSA	4,36366
Oman	3,08047
Malaysia	4,04448
Qatar	4,02478
Singapore	5,74,241

Source: BBS- survey on migration cost 2020

GOB determined country specific migration cost as regulatory measure. But recruiting agencies are not committed to regulatory order. They impose three/ four times higher cost. Migration cost for KSA is 165000; but it is more than 4 lakhs as per BBS survey report. Each migrant has to pay BDT.200 for registration & BDT 250 for smart card. The prospective workers who want to get smart card through 'Ami probashi' apps has to pay BDT 700 which is too high. There is also a provision, that visa processing cost to be borne by employer; but in most cases prospective worker has to pay visa cost. Recruiting agency booked the benefit as intermediary hiding information to the migrant workers. But, there is no regulatory action regarding this issue.

### Weakness in complaint address & disposal:

BMET is getting complaints regarding migrants facing problem in recipient country like, not to get jobs as per agreement, forced labor, health hazard jobs, domestic violence, and irregularity in monthly salary payment, not to employ in regular jobs. The most common feature is about higher amount financial transaction with middleman compared to govt. fixed charge. Bangladeshi workers' have to pay double amount comparing to neighboring countries for migration process due to lack of proper monitoring & implementation of policies.

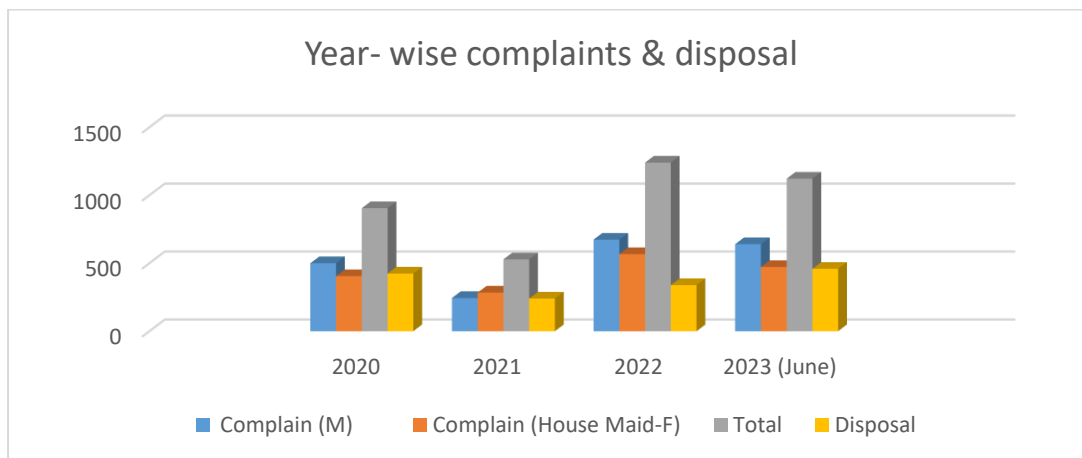
Table-11: Complaints getting from migrants & their family members

Sl.no.	year	complains (M)	Complains (House Maid-F)	Total	Disposal	Migrant worker	Percentage of complains
1	2020	500	405	905	424	217669	0.42%
2	2021	244	284	528	240	617209	0.08%
3	2022	673	567	1240	339	1135873	0.11%
4	2023 ( June)	640	472	1122	459	617576	0.18%

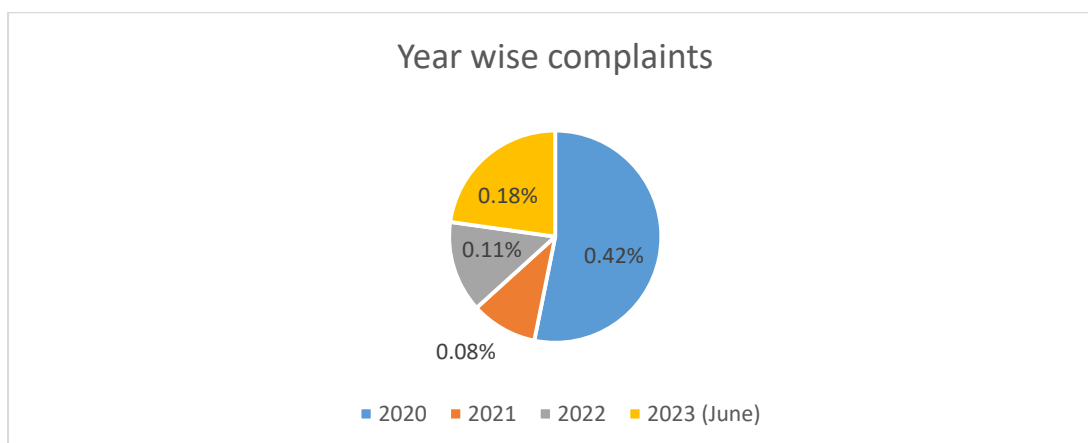
Source: BMET, Employment section

Addressing complaints- Complaints from migrant workers are in increasing trend in year 2023 shown in graph- there is allegation not to address complaints within due time. Disposal lead time is very high. There is provision to settle complaints within three months; but, in most cases it is not settled in due time. Percentage of complaints corresponding to total migrants is not so significant; but there is question regarding reputation & human rights. Developed countries are highly sensitive to workers right & decent work. Decent work environment is also a SDG target set by UN organization. If we are unable to ensure workers right & create better image regarding migration, Bangladesh might be exposed to the risk of losing market.

Graph- 10 on complain & disposal



Graph-11 showing complain disposal rate



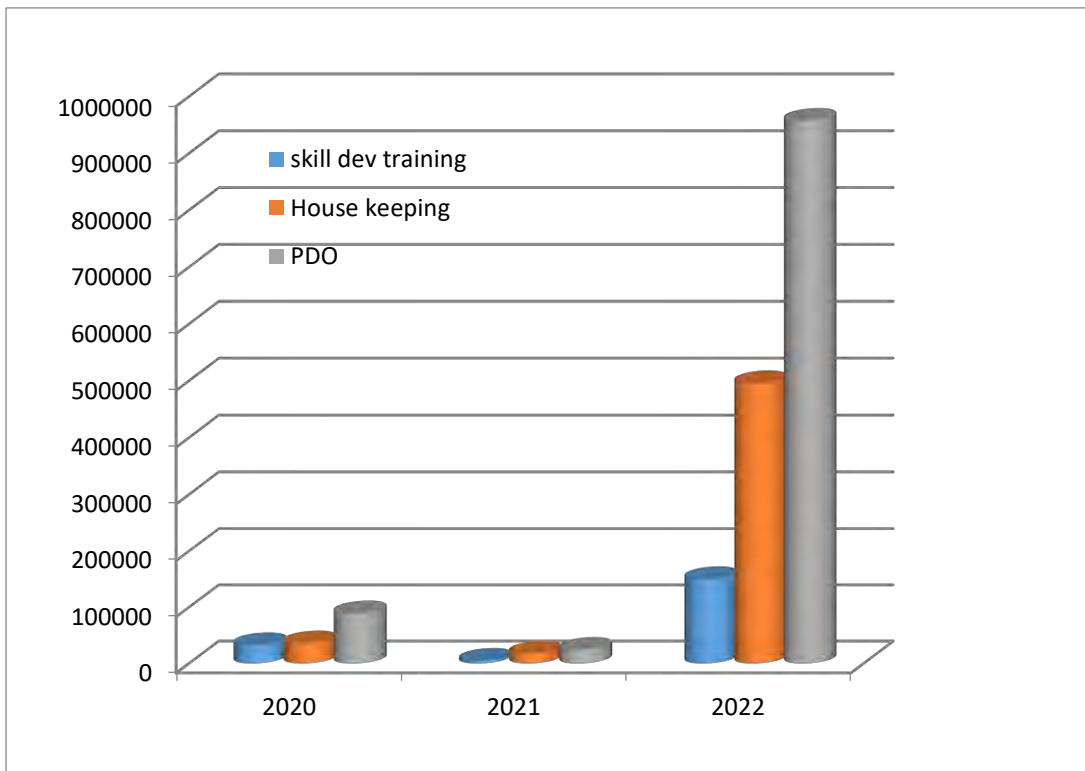
It is seen in the graph that highest number of complaints filed in 2020 corresponding to overseas employment. Least number of complaints recorded in 2021. Complaints recorded 0.18% by June 2023 increased compare to 2021. Higher complaint shows higher weakness in recruitment system & flexibility with application of regulation. Complain disposal is less than 50%. Analyzing complaints, it is found that about 99% complaints came from the migrants of KSA due to existence less regulation both in country of origin & destination. Singapore & Korea, Japan are strong regulated & workers employed in those country have no complain. Actually, the company of those country directly involved in worker recruitment process.

**Skill Development Training (category-wise):** BMET is assigned to build skilled work force for overseas employment aiming at safe & regular migration. It operates skill development training through TTC's. Skill development training is provided in 55 trade like welding, language, motor driving, electrical, electronic.

Table-12: Category-wise training statistics

year	Skill dev. training	House keeping	PDO	Total
2020	32391	4595	149916	186902
2021	35706	17215	495492	548413
2022	89100	23902	956956	1069958

Source: Bureau of Manpower Employment & Training



Graph 12: showing category wise training

IMT conduct diploma course in Marine & Shipbuilding Technology, TTC conduct SSC vocational, 6/3 months duration short courses. From table we see that skill development training is in increasing trend but it is not satisfactory figure. In year 2022, 89100 participants trained in skill development sector, while 956956 workers got orientation training through PDO from TTCs. Actually PDO is nothing but orientation program. TTC established only to conduct skill development training & to develop manpower for overseas employment. The data in the table shows that TTC is not committed to the demand of job market. In 2022, more than 11 lakh workers migrated to international market, & TTC's contribution only 89100. Non-skilled workers contribution is higher in overseas employment which is exposed to the risk of exploitation, lower salary & ill treatment in country of destination.

**Chapter6:**  
**Improve Governance**

## **Way forward for better governance:**

Migrants are important for society as well as economy. Governance to be improved to protect the interest of expatriates. Regulatory instrument from both sides of sending & recipient is effective mechanism to ensure their rights. Proper monitoring & vigilance of working environment is essential. However, regulated & transparent recruitment process as well as responsible business is prior needed. For ensuring sustainable business, employers can cut down the influence of middle man & limit the outsourcing of recruitment contracts.

To improve governance, GOB has taken initiative to build skilled manpower pool to adapt with global market as - The demand of Skill worker is higher than low skill worker and their salary is higher. Considering this, Government has established 95 Technical Training Centers and 6 Institute of Marine Technologies. Government has also taken several measures to explore new labor market and to enhance the flow of remittance. Appreciating government initiative, the study recommends some steps to improve governance in outward migration sector which are given below-

**6.1. Expansion of Labor Market:** Gulf countries are big & traditional market for Bangladesh. Market does not remain stable for a long time. Gulf countries market is not so attractive following the change in global political & economic environment. We already lost market in Iraq, Iran & Libya due to political turmoil. With the change environment we have to be flexible & adaptable. Proper initiatives already being taken for other destination. Some EU countries already opened their market for seasonal workers. Regarding this issue, new action plan to be prepared to reach potential market.

**6.2. Development of TTCs:** It is well known that expatriates can be recruited in better job & earn more money if they achieve required skill development training before going to destination country. Responsible role is required from recruiting agency in such case. Beside this, capacity development of technical training Centre is needed for producing more skilled workers.

In order to ensure safe migration, proper attention is required for skill development training keeping pace with global market trend. TTC's should introduce market demand related trade course through which innovative knowledge & idea to be imparted to the trainees. Market demand related course can attract the prospective students due to better job facility. It is required to think out of the box concerning training program & moderate TTC's with due attention. TTC should be well equipped with modern technology to adapt with global market



trend. There is huge demand for skilled workers in different trade sector of- Programing, IT security, Graphic design, Nursing profession, Care giving, Medical equipment operations, electrical & electronic profession. GOB has taken initiative to establish more TTC's. At present training Centre increased to 103 from 64. Now it's time to reshape the TTC's to train the work force through market demand trade course with due diligent.

Training center capacity development is needed to ensure quality training and getting International recognition. Under such initiative, 357 instructor have been given foreign training. For international recognition, BMET is working with City & Guilds Curriculum. Training arrangements have been launched in partnership with Saudi Arabia and Hong Kong so that trained women workers can be employed directly in foreign employment. With those initiatives, TTC's capacity should be developed installing modern mechanical & language lab as well as recruiting professional teaching staff.

**6.3. Strengthening Institutional Performance:** BMET has responsibility of building awareness about overseas employment & bring skilled & talent workforce under umbrella of international jobs with care & message dissemination. DEMO can establish bridge with technical institutes through information dissemination about overseas employment so that those diploma graduates can access international job market.

After covid pandemic, higher demand is being created for care giving & nursing profession in overseas market. But, unfortunately Bangladesh lacks behind to supply employee in this profession. Higher percentage employment of this profession is occupied by Indian workers. We can't produce such skilled workers corresponding to demand. Bangladesh has a good number of public & private Nursing Institute which are not well equipped with modern technology. Even, these institutions have no bilateral agreement with other country. On the other side, BMET is relied only its founded TTC's; it can expand activities to other technical organization through MOU like Technical education institutes, Nursing Institutes. BMET can offer opportunity of overseas employment for those graduates & inform the student for registration in BMET website describing their knowledge & skills.

**6.4. Reducing Migration Cost:** a) Migration cost in manpower supply process is higher compare to neighboring countries. To get better return & access to new market, migration cost to be determined reasonably as well as intermediaries to be eliminated from migration supply process. To ensure better governance, migration cost to be kept at minimum level. Government owned recruiting agency BOESL is engaged in sending worker in South Korea

at minimum cost under EPS. BOESL also sends female worker without migration cost. GOB has determined country specific migration cost for the convenience of the prospective workers which requires strict implementation. Beside this, Migrant worker has to pay other costs like registration fee, Emigration clearance fee, visa fee. Those fees to be eliminated through government initiative & bi-lateral agreement.

b) Female workers mostly employed as housemaid profession in Saudi Arabia. Hong Kong recruited skilled & educated female worker in housekeeping profession. KSA, Qatar, Hong Kong and Jordan also employ worker without any migration cost; but garment sector recruited with minimal cost. Regulatory enactment for mandatory house-keeping course to be strictly imposed & training platform has to be developed from which domestic female workers to be recruited by recruiting agency & such kind of attempts will control the migration cost of female workers.

#### **6.5. Modernization of Emigration process:**

Emigration clearance is a major activities of BMET's function to ensure safe & regular migration. For this purpose, first of all migrant workers must have registration with finger print. This procedure completed electronically. Prospective migrants can also make registration with 'ami probashi apps'. Passport, NID are necessary for this purpose. These documents verified entering respective platform. Here, staffs are needed for this purpose & also for maintaining manual function, data input, data verification & data update. Following emigration approval, approved candidates data are input, if the data match with registration data, then emigration clearance card printed out. Then, card distributed to the migrant workers which is essential/ mandatory requirement for departure from airport. But Young millennial prospective migrant workers are demanding to open the gate of easy service.

In response to their demand, BMET has taken necessary steps to benchmark the card operation/ printing system to reduce hassles of migrant workers, minimizing migration cost & lowering dependency on plastic product. It is well known that Covid-19 vaccine certificate generating system introduced by ICT division. Anyone vaccinated following registration can download barcode covid-19 certificate from any place & any time. Certificate authentication made through barcode.

Following this innovation, BMET can introduce barcoded emigration clearance certificate with own initiative. After online registration, Prospective migrant worker can prepare & submit application through online with necessary documents. Following verification of papers & documents, clearance message to be sent to applicants, so that they can printout clearance certificate from any place & anytime through inserting passport & registration number. This new system will reduce migration cost closing the red tapism chapter of harassment. Emigration clearance process already being started through ‘Ami Probashi Apps’.

#### **6.6. Strict Enactment of Regulation:**

Regulatory compliance & response to queries/demand of stakeholder are important element of governance. In order to regulate Recruiting Agency, ensure migrant workers right & protection of expatriates, GOB developed some laws & rule. Now, it is practiced overseas employment & Migrants act 2013, recruiting agents conduct & license rules-2017 & 2019. Illegal emigration is punishable under section 31 of the act. Recruiting agencies involved with high migration cost or with unethical activities are getting punishment under the act. Expatriates welfare & benefits introduced through WEWB act 2018. Government also introduced mandatory insurance scheme for Bangladeshi migrant workers. Insurance coverage for migrant workers increased BDT 10 lakh from 2 lakhs recently. Regulatory enactment of spot recruitment & financial transaction through on line platform is needed in overall recruitment process.

#### **6.7. Improvement of Recruitment process:**

Transparency in recruitment process can be ensured through bilateral agreements / memorandum of understanding. These instruments help to protect the right of workers as MOU has legal terms & conditions which compelled both the sending & recipient country to carry out for legal binding. But, Bangladesh can't bargain in negotiation table due to weaker position. GOB can set a minimum standard through training for sending worker under which job placement can be secured.

#### **6.8. Sustainability & SMART Governance:**

Integrate migration with sustainability aiming at risk reduction, resilience with climate change & inclusive & equitable development. Migrant worker has some kind of potentiality through which they can contribute to environmental management & climate change adaptation in country of origin through green investment, efficient use of resources, addressing the needs of migrants in development plan.

To adapt with global change environment, BMET needs to take some innovative initiatives. For innovation, BMET needs to develop its existing technical arrangement in spite of having a strong database system. To maintain & develop the data base, the organization should develop a plan to build a collaborative relation with technical institutes through which regular technical support can be provided. Under this plan, the organization will be able to align social & economic factor to departmental process without creating red-tapism. Technological, social & environmental innovation will shape the workforce to customer friendly rapid delivery service which will create value for money. Value for money is measured in terms of indirect outcomes to the economy, the community & environment.

**Chapter7**  
**Policy Recommendation & Conclusion**

### **7.1. Policy recommendation:**

To address the policy gap, recommendation is given below- For safe migration proper training arrangement to be taken. A training platform to be developed under joint venture initiative of GOB & private recruiting agency. Candidates must be selected from training platform. Job related professional training should be imparted to the prospective workers & information regarding migrant's rights & responsibility to be disseminated.

Government determined country specific migration cost, but recruiting agency imposed three- four times higher than govt. settled cost. This happened due to intermediaries/ sub-agent involvement in recruitment process. In order to control migration cost, online job platform should be created through which prospective trained workers can apply at online application portal to the specific job. Selection procedure can be benchmarked comparing BOESL. Selected candidates have to be distributed auto generated payment receipt to deposit concerned bank account.

Government collaboration with human resource importing countries through MOU & MOC stating workers' rights, working environment, salary& benefit, health service, freedom of movement in host country.

Expanding legal supports to the expatriates fallen in trouble through labor wing of sending country; building awareness through media & expand briefing program in different area of the country regarding overseas employment & migration cost.

## **7.2. Conclusion:**

The study discussed the trend of labor migration from Bangladesh & governance in migration management process. The study finds that most of the workers entered into the overseas employment market are non-skilled & work as slavish laborers in the host country. Migrants are the victims of exploitation created by both home country recruiting agencies & country of destination. Forced labor, modern slavery took place under the guise of migration. They also face some challenges like work place discrimination, low paid salary. This is happening due to lack of proper skill development training & expertise with the migrants. This situation can be checked through establishing governance in migration. GOB has taken initiatives like enforcement of Overseas Employment & Migrants' Act-2013, overseas employment & migrants' management rules, recruiting agents conduct rules & expanding training facility to impart skill development training. Actually, the application of rules & regulation is applicable to the supply side, not at demand side. So, it is not the remedy of expatriates' sufferings. Skill development training & bilateral agreement are better prescription to establish governance in migration sector resulting safe migration as well as welfare of the migrants' family. Without establishing governance, distress of the migrant labor is to be continued.

The report made on the basis of activities performed by BMET which deals with outward migration of overseas employment. This organization plays a vital role for sending workers in international job market. The migrant workers are playing significant role to boom national economy through sending remittance. So, migrant workers are the important clients of BMET. Their demand to be addressed with priority which calls for reorientation of BMET regarding operational process of service delivery. The paradigm of public Administration shifted to Governance which address the people with innovation & better services. Governance emphasizes on parting with old perception. Technological development produces innovative solution to complex problems & bring efficiency to achieve goals. Reinvention of government officials of BMET is the demand of the day to cope with the higher demand for better services. So, the officials within the organization need to be well trained, skilled enough & overall changing attitude to ensure better governance.

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