

Abu Dhabi Dialogue Senior Officials Meeting 24th ~ 27th May 2021

Sharing Best Practices of Sri Lanka

Highlights of recent regulatory and policy initiatives of Sri Lanka

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1. Background & immediate initiatives:

- The top foreign exchange earner
- Many families depended on remittances & affected
- Repatriation of affected MW
- Government ensured the welfare & protection of MW & their family members

Immediate initiatives taken:

- Established special presidential task force:
 - “National Operations Centre for Prevention of COVID 19”
 - Special attention for repatriation of MW
 - Established free Govt. quarantine centres for MW
 - Special quarantine centres for registered MW
 - Supervised and run by Sri Lanka Army with other stakeholders

Immediate initiatives taken Cont...

- Online web portal “Contact Sri Lanka”
 - For overseas Sri Lankans
 - Published and informed to register for assistance
 - A dedicated team to monitor & assist
 - Assistance through Sri Lanka missions in 120 countries

Immediate initiatives taken Cont...

- Dedicated hotlines to SL Missions
- 1989 SLBFE 24/7 Call centre
- Emergency funds released to SL Missions
- Dry rations air lifted
- Temporary shelters/ accommodations provided for needy MW
- Re-employment assistance thro SL Missions/ agents

Immediate initiatives taken Cont...

- National COVID 19 Response Plan for MW
 - Supported by ILO and stakeholders
 - Five stages identified for assistance;
 - Measures at country of destination
 - Measures during return
 - Measures at entry point to country
 - Measures for reintegration
 - Measures for re-migration (54,000 in 2020)

2. Online solutions to standard practices:

- Pre-departure orientations (two days)
 - Series of video clips uploaded to official face book page on safe migration as an alternative
 - Recruitment agents should confirm the training to obtain departure approval

Online solutions cont...

- Facility to lodge complaints / requests
 - In addition to existing mechanism
 - A separate facility in the official web-site to receive complaints/ requests (www.slbfelk)
 - Absorb them to the main CMS and refer to relevant offices to attend

Online solutions cont...

- Complaints management thro Video Conferencing
 - Commenced from 23/03/2020
 - Complainants & Rec. Agents are connected through Google Hangout
 - Complainants are supported by island-wide branch offices to connect online

Online solutions cont...

- Issued admissions online for Korean Job Seekers
 - Introduced a web portal
 - Permitted to create a User Name & Password
 - Fill the Admission form online & confirm
 - Make the payments and upload the receipt
 - Verify through bank statements
 - Allow the user to download the Admission
 - First country to introduce & continue in future

Online solutions cont...

- Alternative arrangement to accept Job Orders
 - A facility given in official website to agents
 - Agents upload the job order
 - Sri Lanka Embassy verify and return to agent
 - Make the payments online (SWIFT Code given)
 - Verify the receipt of payments
 - Local agent submit the Job Order for approval

3. Change of workplaces of domestic workers

- Original work place is changed mostly
- Unable to trace the whereabouts
- List of names are displayed to agents
- Local agents to submit a periodic report (6 months)
- Agents update current workplace online
- Effective from 01.02.2021

4. New business model for recruitment

- For Sri Lankans who lost employment
- Recruitment through counterpart agents abroad
- Registration through SL Missions
- Effective from 15th Sep. 2020

5. Value addition for remittances

- Government budget proposal of 2021
- Addition of Rs. 2/- to each US\$
- To encourage remittances thro official channels
- Being implemented by Banks

6. Regulate FE advertisements in social media

- Prior approval of SLBFE is required
- It's a legal requirement
- Monitored only printed & electronic media
- During the pandemic widely used social media without prior approval
- Made it compulsory to obtain a prior approval effecting from 01.03.2021

7. Creating a skilled labour pool for migration

- In line with the Nation Policy “Vistas of Prosperity and Splendour”
- More skilled workers than unskilled
- Whole-of-government approach
- MOU with Ministry of Skills Dev. Vocational Education, Research and Innovation to train MW
- Ministry of Youths & Sports to identify OJS
- Conduct RPL and skills gap filling
- Issuance of Skills Passport
- Create a skilled labour pool

8. Pool of trainers (TOT)

- Around 900 Development Officer (DO) engage island-wide & attached to Divisional Secretariates
- Conducted an exam by City & Guilds and selected 35 Dos
- Provided residential training on fair recruitment practices, human trafficking & smuggling, safe migration etc.,
- They will be mobilized island-wide to train other Dos
- Supported by ILO – Colombo office

Thank you.