

**Migrant Resource Centres (MRCs)
Pakistan
Annual Report 2017**

Improving Migration Management in the Silk Routes Countries



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Improving Migration Management in the Silk Routes Countries

MRC Annual Report 2017

Date: January -December 2017

Location: Islamabad and Lahore -Pakistan

Migrant Resource Centres:

Pakistan is one of the top 10 emigration countries in the world. Even though emigration became an important issue in the country over the last decades, and the Government of Pakistan developed a legal and institutional framework aimed to encourage the legal forms of emigration, certain know-how, and a more structured approach and methodology are still lacking in this field.

Notwithstanding the fact that migration has been a major source of financial contributions to Pakistan's economy, the public is missing general awareness of the principles of migration, however it is of vital importance for Pakistan, due to the fact that the country's economy is still facing with the challenging task of creating 1.25 million jobs annually for its fast growing population and, implicitly, labour force.

Based on this, the first 02 Migrant Resource are established in Islamabad and Lahore under the auspices of Ministry of Overseas Pakistanis and Human Resource Development and Department of Labour Punjab. . The MRCs have reached over 45,000 potential migrants through community outreach sessions and individual counselling within their 18 month of existence.

The centres are established under the project "Support to the Silk Routes Partnership for Migration"(2015 – July 2017) and presently running under project "Improving Migration Management in the Silk Routes Countries"(Aug 2017- 2021). The project is implemented by the ICMPD with the funding by the European Union (EU).

The objectives of MRCs are;

- Providing clear, accessible and understandable information to potential migrants on possibilities for orderly migration, as well as rules and regulations, including relevant pre-departure information;
- Raising awareness of and providing clear information to potential migrants on the risks and dangers associated with irregular migration.

MRCs are providing information and counselling to intending migrants on safe migration, raises awareness on irregular migration, migrant smuggling, human trafficking and the related serious risks, in order to empower potential migrants and encourage them to make informed choices, as well as referral to skills providing institutions and trade testing centers.

8. MRC Regular Activities

1a. Counselling services to the walk-in clients

Counselling is one of the key services provided by MRCs. Counselling related to safe and informed migration, irregular migration and hazards related to irregular migration is provided at the Centre on a regular basis to walk in clients.

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



The above data shows the number of client that directly visited MRC and also those who sought information via telephone and skype. Out of the 427 walk-in-clients at MRC Islamabad, 22 were female. MRC Lahore also facilitated 755 clients over the phone and emails this year out of which 44 were females.

Year 2017	Islamabad	Lahore
Walk- in - clients	427	281
Distant cousselling	164	755
Total	591	1036

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

1b. Orientation sessions at TVET institutes, universities and colleges

The outreach strategy of MRC includes orientation session on safe and informed migration for community and especially for youth. For this purpose, MRC team planned to reach out to every possible forum of community preferably youth. Technical training institutes, universities/ colleges, youth forums and community events respectively remained the focus of MRC outreach activities

Technical training institutions are the hubs of semi-skilled work force mostly intended to work abroad in GCC countries unless one finds a good job opportunity in the country or starts up its own business. For this purpose, MRCs delivered orientation sessions on safe and informed migration at the technical and vocational institutes throughout the year.

	Orientation sessions -2017	No. of students	
Islamabad	43	5921	
		4992 (M)	929 (F)
Lahore	88	6174	

The list of the TVET centres/ universities/Institutes where MRCs have delivered the sessions is attached as Annex -1

In the year 2017, MRC Islamabad conducted 36 sessions on safe and informed migration in the technical training institutes and 06 sessions were conducted in universities. On the other hand MRC Lahore conducted 88 orientation sessions and a total of 6164 students attended these sessions comprising of 4940 Males and 1224 females.



The participants at TVET always showed keen interest in the information delivered to them and asked different questions. Most of their concerns were about the process of migration, ways to avoid exploitation during the migration process and in the host country, identification of licensed OEPs and the Govt. fee structure. They were also interested to know the ways to migrate legally and be informed in order to avoid any issues,

exploitation and fraud in future. Administration of these institutes appreciated the activities and encouraged the MRC team to provide this information to everyone. Senior management of few technical institutes also proposed to train their teaching staff and to make safe migration a part of their curriculum so they can continue informing students and peers who are still not aware about the safe and informed migration process.

Universities are the second place where MRCs target a bigger youth community. Case of university students is little different than the students of vocational training institutes. Youth with technical skills prefers to migrate to gulf countries while university graduates always prefer to go to Europe, America, Canada, Australia and Germany. Few of them also intend to go to Japan and China. University students were always more interested in knowing about opportunities available in Europe for higher studies, work and settlement.

An increased intellect, exposure and literacy level was evident amongst the students of universities as compared to the TVET institute thus the sessions conducted in universities were more interactive as the students asked a lot of questions and shared the real life incidents of irregular migration. Participants here seemed surprised and shocked after getting to know the realities as they were not fully aware of irregular migration and risks and dangers involved in this process. At the end of each session MRC brochures and IEC materials were distributed and an MRC poster was also displayed on the noticeboards.

1c. Meetings with Overseas Employment Promoters (OEPs), Education and Emigrant consultant

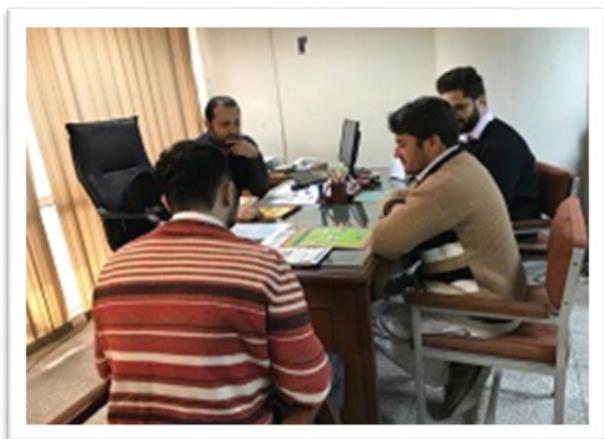
Meeting with the Overseas Employment Promoters (OEPs) and Education & Emigrant consultants at their premises in order to introduce MRCs program, objectives and services; and to educate them on the issues of irregular migration, migrant smuggling and human trafficking is one of the consistent and continuous activities of MRCs through out the year.

	Meeting with OEPs	Meetings with Education Consultants
Islamabad	172	56
Lahore	59	22

MRCs offered the services which could be of any assistance to them and their clients, such as counselling and pre-departure briefings. OEPs and emigrant consultants are an important stakeholder in migration process. OEPs are the only registered agencies authorized to process work visas. These OEPs are registered with Bureau of Emigration and Overseas Employment (BEOE), Government of Pakistan. In order to spread out the message of promoting safe migration, raising awareness of the community and discourage the work of agents.

Thus MRC started visiting the OEPs and during these visits these OEP were briefed about the objectives and activities of MRC. MRC brochures are also placed in their offices for distribution to their clients or to be collected by the visitors by themselves.

In the beginning the OEPs have no idea about the activities and role of MRC and the team faced resistance from the OEPs to have these meetings but gradually their understanding



about MRC developed and OEPs started welcoming the MRC team in their offices. Almost same was the situation with education and emigrants consultants and it took a while to the MRC team in convincing them work together in order to promote legal and safe migration.

With the objective of working together will all related stakeholders, MRC teams also visited OEC office in Islamabad and Lahore and delivered few orientation sessions at OEC as well. .

1d. Pre-Departure briefings at Protectorate of Emigrant (PoE) office

Pre-departure briefings at the Protectorate of Emigrants (PoE) office Rawalpindi is another important activity at MRC Islamabad. These pre- departure briefings are conducted on a regular basis (05 days a week) by MRC counsellor at the PoE office, Rawalpindi. During the year 2017, MRC Islamabad has provided pre-departure briefing to 21139 potential migrants travelling mainly to UAE, Saudi Arabia, Qatar, and Malaysia.

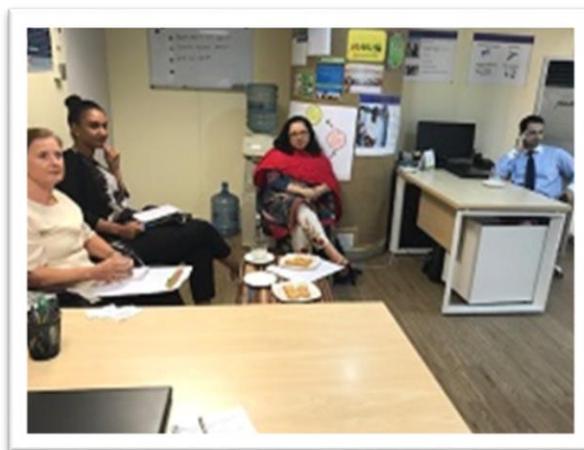
Pre- departure briefing 2017	No of attendees
PoE, Rawalpindi	21139

1e. Meetings with Stakeholders

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

MRC Islamabad conducted 47 meetings with the stakeholders during this year and regularly updated the Ministry of Overseas Pakistanis and Human Resource Development on the meetings during the quarterly progress review meetings. MRC Lahore conducted 21 meetings with the stakeholders and also informed the labour and Human Resource Department during the Progress review meetings.

The 02 Migrant Resource Centres in Pakistan are the first of its kind and thus all national and international stakeholders showed keen interest in knowing more about the work of MRC, its dynamics and services MRC is offering to potential and intending migrants and also to the migrants abroad. In the last year MRC Islamabad



and Lahore facilitated the visits of dignitaries from MoPHRD, DoL, Punjab BE&OE, OPF, OEC, MoHR, NAVTTC, EU, BHC, US Embassy, Embassy of Canada, Netherlands, Hungary, Bulgaria, Norway and Sweden. The delegates from UNAIDS, UNHCR, ILO, GIZ, World Bank and IOM also visited MRC offices.

National NGOs like SHARP, BEDARI, SAHIL, HRDN, WELDO, Pakistan Workers Welfare, INGOs SDC, ISCOS-CSIL, SARTUC, Labour Education Foundation (LEF), Family Planning Association of Pakistan, Sanj Preet, Home Net and media representatives visited MRCs multiple times for joint activities and meetings in Islamabad and Lahore.

Year 2017	MRC visits to Stakeholders	to Stakeholders	Visits to MRC
Islamabad	47		27
Lahore	21		29

MRC team paid due respect and gratitude to all the visitors and gave them comprehensive overview of MRC's aims, objectives and services. With this practice MRCs have been able to establish strong linkages with the stakeholders and cooperate with them in the areas of common interest.

1f. Development and Dissemination of IEC material

MRC in support with Black Box, a media company developed 4 one pager brochures in English and Urdu MRC team provided the technical support in the areas of content write-up, editing and finalizing the layout and design of the brochures. The 04 brochures covers the following;

1. 8 Points on Safe Migration (covering the different steps of a regular, legal migration process);
2. Services provided at the MRCs (covering the range of services MRCs provide for ease of reference);
3. Dangers and Consequences of Irregular Migration, Migrant Smuggling and Human Trafficking;
4. Migration to the United Arab Emirates (covering the rights labour migrants have as a great number of Pakistanis go to the UAE for labour purposes every year).



The aim to develop these brochures was to provide the clients with handouts of the information provided to them during their counselling sessions. The flyers have been designed keeping in mind the most common issues people face during their migration process and on the basis of this deliver short and easy to understand messages were developed. Each flyers is also available in Urdu language as the majority of the targeted population is not well educated and prefers getting information in their national//local language. The brochures are available on the MRC website

<https://www.mrc.org.pk/en/media-centre/information-material>

The flyers are regularly distributed at all MRC outreach activities and have proved to be informative and beneficial for the people and it is not wrong to claim that by the end of year 2017 more material is disseminated as compared to the total number of individuals reached out by both MRCs which were 62612 in total.

A newspaper advertisement was furthermore launched in two major newspapers:
<http://e.janq.com.pk/07-31-2017/lahore/page20.asp>

2. MRC pilot initiatives

2a. Media awareness campaign and community outreach with Black Box Sounds in the Central Punjab

Over the course of this year, several initiatives have been undertaken in terms of media outreach. In March, 2017, MRCs in collaboration with Black Box Sounds (BBS), local media partner successfully conducted and concluded a series of **Talk Shows** dedicated to Safe and Legal Migration. A total of 5 episodes were produced and recorded, all of which have distinct subject-matters (as listed below);

1. Episode 1: Safe and Legal Migration;
2. Episode 2: Irregular Migration (Migrant Smuggling and Human Trafficking);
3. Episode 3: Returning Migrants from the Gulf and EU (primarily on the issues of returnees and deportees);
4. Episode 4: Education in Europe;
5. Episode 5: Protection of Rights of Migrants Abroad.

Each episode was attended by expert speakers ranging from local and foreign guests coming from both government and non-governmental authorities. The participants during these talk shows were young students wishing to pursue work or education opportunities abroad. All the episodes were aired on two of Pakistan's widely watched channels i.e. (national **Pakistan Television/PTV** and local **Waseb TV** in Punjab) and run for a duration of approximately 25-30 minutes in June 2017 and are available on the MRC Facebook page <https://web.facebook.com/PAKMRC> and also on the YouTube.

https://www.youtube.com/watch?time_continue=819&v=ILSsrP_qko0

<https://www.youtube.com/watch?v=oS0BS7oKIWk>

<https://www.youtube.com/watch?v=B0t3hvUJFr8>

<https://www.youtube.com/watch?v=zySUGUxmlC8>

https://youtu.be/ia_uO-Qu0a4



To this end, the MRC has sufficient representation on social media and also maintains a website, <http://www.mrc.org.pk>. Animated and video public service messages were also developed for this campaign. These messages were aired on PTV, Express and Waseeb. Radio programs were also recorded and aired this year with five episodes along with PSMs on FM 100. The programme was listened throughout the province of Punjab, federal territory, regions of KPK province and AJK and as an impact the MRCs received an increased number of walk-in clients and telephone calls. These clients specifically mentioned that they get the information through radio programmes and found it beneficial to visit the MRC. Further to this they mentioned that free information and counselling service is also a motive for them to visit the office.



In terms of community outreach, apart from community sessions in universities and TVETs in Islamabad/Rawalpindi, MRC Islamabad and Lahore also conducted 40 orientation sessions on safe and informed migration in 08 cities naming **Lahore, Gujrat, Gujranwala, Multan, Bahawalpur, Rahimyarkhan Jhelum and Mandi Bahauddin** in collaboration with Black Box Sounds. Both MRCs provided assistance and technical input for these community sessions.

In addition to this 03 journalist trainings were conducted in Islamabad, Lahore and Multan on safe and legal migration and making the media personals aware of their reporting responsibilities in terms of regular and irregular migration issues. MRC staff conducted the session of MRC services and the support MRC can provide to the media to raise awareness on the issue and vice versa.

2b. SMS campaign

One more component of media awareness was SMS campaign. MRC team developed, finalized the text and got it approved from the government authorities and ICMPD. “Ufone” (Cellular Company) was selected as service provider to launch this campaign. This company was finalized on the basis of wider coverage and outreach. 10,00,000 sms were sent covering Islamabad, Rawalpindi, Lahore, Gujrat, Mandi Bahauddin, Jhelum, Gujranwala, Rahimyarkhan, Multan and Bahawalpur. This campaign was launched on 6th of July 2017 and as a result MRC Lahore started receiving phone calls from all the targeted areas of Punjab province. About 200 phone call were received within one week after launching the sms and all the callers referred it back to the sms from where they get the information about MRC.

2c. Community outreach with PRWSWO (NGO)

Pakistan Rural Workers Social Welfare Organization (PRWSWO), is a non-profit, non-governmental organization based in Bahawalpur was assigned the task to conduct awareness raising activities in Bahawalpur, Multan and Rahim Yar Khan. MRC team conducted capacity building trainings for the PRWSWO staff, drafted material for them and provided expert support in designing and implementing the activities in the community. Moreover MRC staff participated in each major activity carried out by PRWSWO in the 04 cities. The NGO PRWSWO furthermore engaged communities, community leaders and religious leaders in a broad set of activities during May, June and July 2017:

1. 3 Broad Based Community Meetings were conducted in Rahimyar and Bahawalpur to sensitise and raise awareness of 1175 community members out of which 489 were women.
2. 3 Information Dissemination Camps with the duration of 3 days each were organised in Rahimyarkhan, Multan and Bahawalpur. 1910 young college /university students registered to seek information about MRC and its services and possibilities/avenues to go abroad for study and work purposes.

3. 3 Street theatre performances were organised to spread out the message of safe and legal migration and dangers/consequences of illegal migration. 1026 local community members including men women and children attended the performances which were in local language.

4. 7 capacity building meetings were held in Bahawalpur, Rahimyarkhan and Multan targeting over 250 officials and representatives from line departments, trade unions and employer federations, newly elected local government representatives, recruiting agencies and local NGOs/CBOs.



Facebook page <https://www.facebook.com/lcmpd-prwswo-Project-1453943914639511> was created and updated during the project period.

2d. Celebrations at World's Migrant Day

International Migrants Day is an international day observed on 18 December as International Migrants Day proclaimed by the General Assembly of United Nations on 4 December 2000 taking into account the large and increasing number of migrants in the world. This day is observed in many countries including Pakistan, intergovernmental and non-governmental organizations through the dissemination of information on human rights and fundamental political freedoms of migrants, and through sharing of experiences and the design of actions to ensure the protection of migrants.

Labour and Human Resource Department, Government of Punjab in collaboration with ICMPD celebrated World Migrants Day at Migrant Resource Centre in Lahore. The event was chaired by the Secretary Labour and Human Resource Department, Dr. Farah Masood. Mr Sohail Shahzad, Additional Secretary, L&HRD presented the MRC progress and activities followed by future plans. Ms. Isabelle Wolfsgruber, Project Manager MRC presented the work being done by ICMPD in Pakistan. 02 MRC beneficiaries shared their



stories. The participants appreciated the event and steps taken by the MRC, L&HRD and ICMPD. After the ceremony the participants also visited the stalls setup by the OEPs and Visa Consultants.

MRC Islamabad also participated in the International Migrant Day seminar, organized by OPF and established an MRC information stall there. Around 250 participants visited the stall and information brochures on safe and informed migration were presented to them. It

was a good opportunity that we availed to come in contact with people from different segments of the society that include high government officials, journalists, OEPs, students and returnees.

3. MRC Outreach Activities

3a. Panel Discussion at University of the Punjab

University of the Punjab, Lahore organized a panel discussion on Human Rights and Responsibilities for the scholars of Institute of Administrative Sciences (IAS). The audience included university faculty members and PhD, MS, and BS students. MRC Lahore was invited to join the session as panellist to speak on migrant rights and role of government and international community.

Migration and migrants rights remained the focus of this discussion as such a topic was never discussed and participants had only a little knowledge about migrant rights and institutes in this sector. Realizing that the focus of this discussion was on migration, Director of IAS invited MRC to conduct some exclusive sessions on migration in their University. In follow-up to this event, MRC team conducted an orientation session on migration in IAS.

3b. Awareness Raising Stalls

Awareness-raising stalls are also a good way to reach out to ordinary members of the public about issues such as migration. MRC team searched opportunities to execute the idea of setting up stalls at community and especially at youth events. Such opportunity was provided by University of the Punjab in Lahore. The university hold a career fair and invited MRC to setup a stall to inform and guide the university graduates about legal ways of migration as most of them were interested in avenues available for higher education. MRC team participated in the career fair by setting up an awareness raising stall. Almost 29 companies and institutes established their stalls and within one day almost 300 students visited MRC stall and collected information of their interest.



Two more stalls were setup during celebration of Occupational Safety and Health (OSH) Day and an event organized by Workers Welfare Association. During these two events 173 and 250 participants visited our stall respectively.

MRC Islamabad also participated and set-up stalls at the skill competitions fairs organised by the National Vocational and Technical Training Commission (NAVTTTC) in August and November 2017.

3c. Internship Programme

Over the course of this year in summer, MRC Islamabad introduces an internship program of 3 weeks for university undergraduates. 04 interns joined and were oriented about the MRC activities and scope of work. These interns participated in MRC indoor and outreach activities to learn and acquire practical experience and in-depth knowledge about migration and its dimensions

They also had a study visit at MOPHRD and OPF where the respective authorities briefed them about their mission, vision, goals and achievements. These visits added a good value to their existing knowledge. Besides this, the interns produced draft for three documents on;

- 1- Study Guide –Germany
- 2- Work Smart-Travel Smart, Malaysia
- 3-Work Smart Travel Smart, Bahrain

This Internship programme ended quite successfully. The interns were very happy that MRC provided them opportunity to learn in a practical and congenial environment. At MRC Lahore, 02 interns joined through the Prime Minister's Internship Programme for a period of one year and are currently working with the MRC team in Lahore. Day- to day exposure and participation in MRC activities helped the interns to understand the scope of work and activities MRC conducts on regular basis.



4. Capacity building initiatives for MRC teams

4a. Exposure Visit to MRCs in Pakistan for Afghan Delegation

In March 2017, an Afghan delegation comprising of Government officials from Ministry of Refugees and Repatriations, Ministry of Interior and Ministry of Foreign Affairs visited MRC Islamabad and Lahore to understand and learn in depth the day to day operations of MRC, its outreach work, establishment and proposed expansion of its services & management models. The MRC team apprised them the establishment of MRC, its rationale and objectives, ICMPD works in Pakistan and the role of MRC in creating awareness on safe migration, migrant smuggling and human trafficking. Best practices and lesson learnt attained by the MRC teams from the exposure visits of Nepal were shared side by side the experiences of setting – up MRCs in Pakistan



The delegation took keen interest in the work and was interested to know more about the MRC location, budget for the activities, dynamics of team and the response and acceptance of MRC work by the community. Meetings with the Ministry of Overseas Pakistanis and human Resource Development (MOPHRD), Labour and Human Resource department, BEOE, OPF and other stakeholders were conducted in order to have personal information

and observation on the working and coordination of MRC with the stakeholders. The intrinsic aim of this visit was to make the government officials understand the set-up, working and dynamics of MRCs in Pakistan as Ministry of Refugees and Repatriation (MORR), Afghanistan is intended to set up an MRC in Kabul, Afghanistan with the support of ICMPD.

Subsequently, after the establishment of Migrant Resource Centre in Kabul, Afghanistan in November 2017, MRC Islamabad hosted MRC Afghanistan team for a one-week study visit.



The objectives of this visit were to practically observe, understand and learn in depth the day to day operations of MRC and to have an insight to the outreach activities. The MRC Afghanistan team also attained on-job training experience by attending the Orientation session at the TVET institute and the university. The sessions were conducted by MRC Islamabad team to share with them hands on experience on delivering orientation sessions to the youth. Practical experience to the counselling session with the walk in clients

and responding the queries over the phone was also shared. In order to understand the coordination and collaboration with the civil society organizations, meetings with local NGO, SHARP was also organized. SHARP is working on human rights issues, prisoners' rights and Afghan refugees.

4b. National and international trainings

MRC staff participated in national and international training events with the objective to learn and exchange experiences with the national/ international counterparts and build networks and partnerships for promoting the work of MRCs in Pakistan. Some of them are;

- i. Transnational Seminar: Sharing experiences- response to the crime of trafficking in human beings in Azerbaijan, Turkey and Pakistan, 10-12 April in Baku, Azerbaijan
- ii. 02 Consultative Workshops on Identification and Referral of Trafficked Persons in Pakistan, 23 - 25 May & 18 - 19 September 2017 in Islamabad Pakistan
- iii. National Consultation on 'Labour Migration & Fair Recruitment' Organized by ILO, 11 October in Islamabad, Pakistan
- iv. Training Seminar for Pakistani journalists: Mass Media and Public Awareness about Trafficking in Persons, 1-3 November 2017

5. MRC good practices versus lessons learnt

Good Practices	Lessons Learnt
<p>Number of walk-in clients increased. Orientation sessions were regularly conducted on safe and informed migration in TVETs and universities. Pre-departure briefings were conducted regularly at the office of the Protectorate. Visits to OEPs and Education & Emigrant Consultants to make them aware on the</p>	<p>Follow up mechanism for grievance handling system must be introduced; Involvement government institutions must be enhanced to spread the message widely Local staff of community organizations be trained on migration issues thus mobilizing the informing community on the issue of safe</p>

<p>issue. Community outreach in the local communities with the collaboration of local NGOs increased Awareness campaign through electronic and media on safe migration and SMS campaign had good results</p>	<p>migration; MRCs should also be involved in providing counselling and services on issues of return and integration Outreach in local communities, district and tehsil level be initiated; Rigorous awareness campaign through electronic, print and social media is vital to attract walk-in clients and increase the visibility of MRCs</p>
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6. Plan and recommendations for the year 2018

MRCs strive to carry on the following ongoing activities and to add on the new activities in its schedule to accomplish its objectives and make its services more meaningful to the public in the year 2018.

On-going activities:

- Counselling services for walk-in clients
- Orientation sessions on safe and informed migration in vocational training institutes, universities and colleges
- Pre-Departure orientation sessions at Protectorate of Emigration office
- Meetings with Overseas Employment Promoters
- Meetings with education and emigrant consultants.
- Meetings and collaborative activities with NGOs.
- Coordination with stakeholders
- Setting up of information stalls at different events (TVET, NAVTAC, PVTC, seminars, exhibitions etc)

Upcoming activities/plans:

- Expansion of MRC network- setting up of 01 MRC in KPK, 01 in Sindh and 4-5 district level MRCs in Punjab
- Media Outreach and SMS Campaign
- MRCs and Media- Promoting the image of MRC in print media by sharing stories/articles
- Content Development and dissemination of IEC material
- MRC quarterly Newsletter
- Development and airing of PSMs and PSAs
- Strong Liaison with government authorities/ departments
- Celebrations at International days
- Linking with Academia to promote research studies in migration

7. MRC Success stories

Client 1

Name: Ghulam
City: Rawalpindi

Age: 34 years

Mr. Shah visited MRC Islamabad from Rawalpindi. He had recently visited a number of OEP's (Overseas Employment Promoters) in Rawalpindi for jobs in Malaysia and was asked to pay varying amounts from PKR 150,000 to 250,000 for different technical jobs.

He was wary of the OEP's and their dubious practices as some of his friends recently had a bad experience of contract substitution and mistreatment at the country of destination. The client then asked MRC counsellor if he can check the OEP to be genuine before he paid any money. MRC counsellor apprised him about the verification process of the OEP's and referred him to Bureau of Emigration & Overseas employment's website.

MRC counsellor also advised him that once he has done his research and made a decision about going abroad, he should read the contract first; show it to his family members, and make a decision whether migration for work is economically beneficial for him and his family. If he decides to move forward and takes the employment, he should keep a record of the payments made to the OEP and the best option would be to pay via cheque as this will safeguard him against any potential fraud. This way, he will ensure that his rights are protected both here and in the destination country.

Mr. Ghulam was very grateful for the information he received, he stayed in touch with the MRC office throughout the emigration process. He has been calling back to MRC Islamabad from Malaysia from time to time to seek guidance and in turn has been spreading information about MRC in the Pakistani community in Kuala Lumpur.

Client 2

Name: Shakeel
City: Islamabad

Age: 46 years

Mr. Shakeel visited MRC when he noticed the MRC board at the entrance of the Shaheed-e-Millat Secretariat. He had just returned from the UK with his family.

Upon his return to Pakistan, his wife found it extremely difficult to reintegrate although it had just been two and half years since she left Pakistan. Her interrupted migration cycle was causing a lot of problems at home as she was constantly asking her husband to take the family back to UK at any cost even if he has to apply for asylum.

The MRC counsellor asked him to bring his wife with him to MRC so that a detailed counselling session be conducted. The couple visited MRC the next day. MRC counsellor spoke to her about the rules home office in the UK has in place dealing with diplomats and their families once the official tenure ends. The Counsellor also told her about the asylum process and that her family does not qualify for that. Though their migration cycle was interrupted this time but that does not mean they can never go back abroad and within a couple of years her husband would be eligible for another overseas posting.

All of this was very helpful for her. She now had a better understanding of rules and regulation in place for diplomats and their families, asylum and migration cycles. The couple

was very appreciative of the counselling and information provided to them by MRC in a professional manner.

Client 3

Name: Faheem
City: Islamabad

Age: 57 years

Mr. Faheem's son had recently been offered a job in Qatar. He came to MRC to verify the work visa that was sent by the employer. The MRC coordinator checked the document and verified the document using the online portal for Qatari visas.

Mr. Faheem then told us that he was having second thoughts on whether he should let his son go abroad for work or not? The reason for his doubts being he knew very little about Qatar, the culture, the standard of living etc. His son on the other hand was quite excited and wanted to join the firm. He asked the coordinator if he could bring his son and we can have a joint counselling session.

During the session, the MRC Coordinator shared with them information about Qatar, the culture, people especially about Doha. The coordinator also discussed his contract in detail and answered their questions about accommodation and travel. The MRC Coordinator also guided them about the medical tests through GAMCA (Gulf approved medical centre association), protector stamp need from POE (Protectorate of Emigrants) and a police certificate.

Our counselling session proved very beneficial for both of them in terms of decision making. The son is in Qatar now-a-days and pursuing a very successful career. His father is highly appreciative of MRC counselling service.

Client 4

Name: Ms. Maryam
City: Islamabad

Age: 25 years

Ms. Maryam is a MRC beneficiary who got her study visa in the LLM program with 40% scholarship in Bangor University, Wales. Ms. Maryam came to know about MRC through Facebook page and contacted via telephone. It was a telephonic counselling session in which she inquired about the procedure of getting a study visa in a renowned UK university. The MRC counsellor told her that she can apply to different universities by herself or she can go to some well-known educational consultant. The MRC Counsellor also recommended her to accomplish a certification in English language i.e. IELTS. So she appeared for IELTS after a month and scored 6.5 band which is acceptable in most of the universities.

After getting done IELTS, Ms. Maryam chose to go to an educational consultant. She was in touch with the MRC on every step she took and acquired guidance accordingly. She informed the MRC counsellor about the consultancy fee which was approximately \$180, which she agreed to pay once they process her case. Ms. Maryam was awarded a 40% scholarship due to her CGPA scores in LLB.

It took more than one month for Maryam to arrange and complete all the required documents for the submission of visa application. Before submitting the visa application she requested

the MRC counsellor to review all the documents and check whether something is missing or not. After reviewing her documents she was told to submit the visa application through the consultant. She appeared for the interview on the 15th of December, 2017. After her interview she informed us that everything went well.

In January 2018 Ms. Maryam personally visited MRC and told us the good news that she has received her passport and got the visa as well. She was very happy after getting her visa and was very thankful to all the MRC staff and appreciated the way we guided her on every step.