

ආයතනයේ නම : කම්කරු හා විදේශ රැකියා අමාත්‍යාංශය - ශ්‍රී ලංකා විදේශ සේවා නියුක්ති කාර්යාංශය.

පාර්ලිමේන්තුවේ රජයේ ගිණුම් පිළිබඳ කාරක සභාව විසින් සභාගත කරන ලද වාර්තා සම්බන්ධයෙන් ස්ථාවර නියෝග අංක 119(4) යටතේ ගරු අමාත්‍යවරයාගේ නිරීක්ෂණ හා ගනු ලබන පියවර පාර්ලිමේන්තුව වෙත ඉදිරිපත් කිරීම.

நிறுவனத்தின் பெயர் : தொழில் மற்றும் வெளிநாட்டு வேலைவாய்ப்பு அமைச்சு- இலங்கை வெளிநாட்டு வேலைவாய்ப்பு பணியகம்.

பாராளுமன்றத்தின் அரசு கணக்கு குழுவினால் முன்வைக்கப்பட்ட அறிக்கை தொடர்பாக நிலையியற் கட்டளை இலக்கம் 119 (4)இன் கீழ் கௌரவ அமைச்சரின் அவதானிப்புக்களும் மற்றும் அது தொடர்பாக எடுக்கப்படும் நடவடிக்கைகளும் பாராளுமன்றத்திற்கு சமர்ப்பித்தல்.

**Name of the institution: Ministry of Labor and Foreign Employment - Sri Lanka Bureau of Foreign Employment**

Submission of observations of Hon. Minister and steps taken with regard to the reports tabled by the Committee on Public Accounts in terms of Standing Order No.119(4).

Parliamentary Series No: 77

Name of the institution: Ministry of Labor and Foreign Employment - Sri Lanka Bureau of Foreign Employment

Date of Investigation – 21 October 2022

Matter no.	Deficiencies identified by the committee	Actions taken by the Bureau to rectify the identified deficiencies /current status
01	<p><b>Establishing an Integrated Mechanism for Cultivating Skilled Labor</b></p> <p>In the pursuit of sending proficient workers overseas, the nation's framework for foreign employment encompasses national policies, plans, and several interconnected institutions. This collaborative network involves the Ministry of Foreign Affairs, Foreign Missions, the Ministry of Vocational and Skill Development, associated vocational training institutions, and the Tertiary and Vocational Education Commission. Together, they execute the recommendations laid out in the comprehensive national policies and plans orchestrated by the Sri Lanka National Assembly and the Ministry of Education, centered on human resource development.</p>	<p>The Committee convened several times, facilitated by senior officers appointed by the Ministry Secretaries, who represented the relevant Ministries. The immediate action plan, aimed at delivering a skilled and proficient workforce to the competitive foreign job market, was formally submitted to the sub-committee of the Public Accounts Committee on 18.01.2023.</p> <p>Similarly, the swift action plan, designed to ensure the provision of a capable and competent workforce to the international job market, was submitted to the Public Accounts Committee on 01.03.2023, following the instructions of the sub-committee meeting held on 18.01.2023 (refer to Annexure 01).</p> <p>I am pleased to present the progress report of the action plan, detailing developments as of 30.06.2023, as documented in Annexure 2.</p>

<p><b>Observations, Recommendations, and Committee Orders</b></p> <p>The committee discovered that the proposed integrated mechanism had not been effectively put into operation within the country. Despite an outlined action plan for the national labor migration policy, only one consultative committee meeting was held in 2020, with no subsequent meetings in 2021 or 2022. Follow-ups on the implementation of the 2020 meeting recommendations were also notably absent. Additionally, an inter-ministerial committee had not been established as initially proposed.</p> <p>Expressing dissatisfaction, the committee highlighted the lack of progress evaluation in the integrated agreements among the Ministry of Foreign Employment, the Ministry of Foreign Affairs, the Sri Lanka Bureau of Foreign Employment, and the Ministry of Vocational Training.</p> <p>These agreements were meant to align with the long-term strategy of dispatching adept workers to the job market. It was underscored that while a national migrant labor policy</p>	<p>The initiatives have been coordinated within Trust Area 04 of the Bureau's 2023 Action Plan, in tandem with the four fundamental policy domains outlined in the National Immigration Labor Policy. The advancement in executing the activities specified in the Bureau's Action Plan is overseen through quarterly progress review meetings.</p>
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02	<p><b>Identifying New Sectors with Labor Demands to Enhance Foreign Employment Opportunities</b></p> <p>It was uncovered that the Ministry of Labor and Foreign Employment had not devised an adequate mechanism for this purpose. Despite the research department within the Bureau conducting nine (9) studies from 2020 until the present, in line with the provisions of the Sri Lanka Bureau of Foreign Employment Act, only four (4) of these studies have been completed for the purpose of exploring foreign employment opportunities. It was brought to notice that the research conducted did not sufficiently address the objective of identifying emerging labor demands and needs.</p> <p>The Chief Accounting Officer emphasized that several initiatives had been launched based on the outcomes of the research, including the implementation of a contributory pension plan for migrant workers. Additionally, efforts were being made to initiate a tender process for the establishment of an employer-sponsored insurance scheme for workers in the Middle Eastern region.</p>	<p>The following nine research studies have been completed, as detailed below:</p> <ol style="list-style-type: none"> <li>1. Examination of fees or costs charged in recruiting Sri Lankan migrant workers for foreign employment.</li> <li>2. Analysis of the impact of labor migration on the savings behavior of families with migrant workers.</li> <li>3. Evaluation of the effectiveness of the policy offering "family background reports" for women migrating abroad for work.</li> <li>4. Assessment of the efficacy of the self-employment assistance program administered by the Sri Lanka Bureau of Foreign Employment for returned migrant workers.</li> <li>5. Identification of deficiencies and proposal of solutions in the accident or insurance compensation programs currently operational in states where Sri Lankans are widely employed.</li> <li>6. Investigation into the socio-economic challenges faced by returned migrant workers due to the COVID-19 pandemic, along with recommendations.</li> <li>7. Specific reports highlighting the effects of COVID-19 on migrant workers in each country.</li> <li>8. Study on the relationship between female job orders in the domestic sector and job orders for other categories.</li> <li>9. Research on scholarship programs for the children of migrant workers.</li> </ol>
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	<p>Expressing dissatisfaction, the Committee noted the absence of research on the evolving demands within the foreign job market and the subsequent failure to inform the government and devise a corresponding action plan.</p>	
	<p>They highlighted the failure to adequately facilitate the referral of skilled workers to foreign employment opportunities in line with the agreements established between various governments.</p>	<p>Two separate Memorandums of Understanding have been signed between the Government of Sri Lanka and Israel, as well as the Republic of Korea, regarding the recruitment of Sri Lankan workers.</p> <p><b>(a) Progress of the agreement with Israel:</b></p> <p>A memorandum of understanding was signed between the Sri Lanka Bureau of Foreign Employment and the Government of Israel on 25.05.2016. Under this program, 50 home-based nursing workers were sent as part of a pilot project in 2017. Recruitment under this agreement has been completed, with 26 workers recruited to Israel between 2017 and 2019. Another memorandum of understanding was signed on 24.02.2020, and activities are underway, including training for nursing positions and departures to Israel. As of 18.09.2023, 569 workers have been referred for nursing jobs in Israel under this agreement, with 826 contracts received. Scheduled departures to Israel include 21 workers on 20 September and 4 workers on 26 September. Additionally, 76 contracts have been canceled, 31 workers have rejected job offers, and 125 have applied for visas related to their contracts.</p> <p><b>(b) Progress of the Memorandum of Understanding signed with South Korea:</b> The Ministry of Foreign Affairs is currently working to update the Memorandum of Understanding signed between the Government of Sri Lanka and the Republic of</p>

		<p>Korea on 17.11.2017. The number of Sri Lankan workers referred to Korea for employment from 2019 to 26.09.2023 is provided in Annexure 03. Additionally, 6,500 job opportunities have been made available for the year 2023, and efforts are underway to direct Sri Lankan workers to these opportunities, particularly within the ship manufacturing industry.</p>
03.	<p><b>Program Facilitating Skilled Workers for Foreign Employment to Meet Local and International Labor Demands</b></p> <p><b>Observations, Recommendations, and Orders of the Committee</b></p> <p>The committee highlighted the absence of an operational program facilitating the direction of skilled workers toward foreign employment opportunities. It was noted that the country had not effectively capitalized on the economic growth and advantageous employment prospects resulting from the training and semi-training initiatives in previous periods.</p> <p>Questioning the practices of the Bureau of Foreign Employment, the committee inquired whether the bureau had implemented a structured program with vocational training institutions to enhance the capabilities of low-</p>	<p>A Memorandum of Understanding was signed on 09.02.2021 between the Ministry of Foreign Employment and the State Ministry of Skill Development, Vocational Education, and State Ministry of Research and Invention. The agreement aims to implement training and skill development programs by their affiliated institutions to enhance the capabilities of migrant workers targeting foreign labor markets.</p> <p>A joint committee of the two parties identified immediate requirements for specific job categories, such as hospitality services, nursing services, drivers, building maintenance services, and machinery operators. This initial phase prompted on 27-01-2022 the Ministry of Skill Development and Innovation to commence relevant training activities for the anticipated number of workers, leading to the training of 1,084 individuals in fields such as cookery, catering services, plumbing, refrigeration and air conditioning, and weaving under the program.</p> <p>The Bureau entered into a Memorandum of Understanding with the Vocational Training Authority, which has introduced 42 short-term courses aimed at foreign employment. As of 27.09.2023, 1,072 trainees are enrolled in these courses. Moreover, several private training centers, overseen by the Bureau of Foreign Employment for Domestic Housekeeping Assistant positions, include the following: Greenway Training Centre,</p>

<p>skilled workers, ultimately fostering the demand for skilled workers from foreign countries, as per the objectives outlined in the National Emigrant Labor Migration Policy. Additionally, the committee raised concerns about the implementation of a career guidance program through development officers and the bureau's efforts in conducting labor market demand research.</p> <p>The Chief Accounting Officer affirmed that the Ministry of Foreign Employment and the Ministry of Skill Development had reached an agreement to establish a committee for training programs in 2021. They also informed the Ministry of Skill Development about high-demand areas, while embassies were engaged in inquiries regarding job demand.</p> <p>Furthermore, the Committee recommended the implementation of a verification process for private foreign employment agencies facilitating online migration applications through the Bureau of Foreign Employment's website.</p>	<p>World Tour, GLP Translation &amp; Consultancy (Pvt.) Co., Vocational Training Authority, International Vocational Technical School (Pvt.) Co., La Sky Gate (Pvt.) Co., Aruna Travels Institute, N.S. Ceylon Foreign Employment Institute, and N. Excellent Management Service Institute.</p> <p>Several Japanese language teaching institutes and technical vocational training institutes have also entered agreements with the Bureau, including the Samurdhi Development Department, Ceylon National Sarvodaya Shramadana Association, Yushu Japanese School, G.L.P. Language Academy, Macrocom Institute, of Technology, Ganmo Japanese Language Center, British Campus, Syasi Academy Pvt. Ltd., South Asia Japanese Language School, "Liya Sawiya," Orion Institute of Higher Education, Deima Consultancy, and the National Cooperative Development Institute.</p>
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<p>The committee emphasized that one potential solution to the current economic crisis in the country is to promote the migration of workers to high-paying job markets.</p>	<p>The official website of the Sri Lanka Bureau of Foreign Employment (<a href="http://www.slbfe.lk">www.slbfe.lk</a>) provides detailed information about licensed foreign employment agencies and all Bureau-approved foreign job offers, including job category, country, valid offer amount, minimum salary, required qualifications, maximum approved fee, job order validity period, and details regarding food, accommodation, air tickets, and medical facilities. Additionally, the public can access this information through the 24-hour hotline number 1989 or the landline number 011 2880500.</p> <p>The website also offers an Online Job Bank web portal for individuals seeking employment opportunities. Furthermore, the Bureau requested the Ministry of Foreign Affairs to communicate job opportunities available to Sri Lankans worldwide, prompting the ministry to issue Circular Message No. 416 on 14.12.2021 to all Sri Lankan mission offices abroad. Consequently, Sri Lanka Mission Offices periodically provide the Bureau with information about available employment opportunities, which is then shared with licensed foreign employment agencies and the public.</p> <p>Additionally, in collaboration with the International Labor Organization (ILO) and the Ministry of Labor and Foreign Employment, the Bureau is conducting a market survey on high-paying job opportunities in various foreign countries, including the UAE, Saudi Arabia, Qatar, Kuwait, the USA, Oman, the UK, Germany, Japan, Canada, Australia, France, Singapore, Italy, and Korea. Notably, many of these opportunities require highly skilled professionals at advanced levels, with provisions for bringing family members and</p>
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		<p>obtaining permanent residency, leading to a brain drain and a loss of potential tax revenue for the Sri Lankan government.</p> <p>To support individuals securing foreign employment through vocational training, the Bureau has arranged for the reimbursement of vocational training course fees up to Rs. 100,000. Moreover, individuals who pass the Japanese language N4 exam and secure job opportunities in Japan will also receive reimbursement for course fees up to Rs. 100,000</p>
04	<p><b>Job Opportunities Received Across Seven (7) Service Categories from 2017 to June 30, 2022</b></p> <p>The country had accumulated a total of 1,659,398 job opportunities, with 534,197 offered for domestic workers and 468,489 falling under the unskilled service category. Despite 586,591 job opportunities intended for trained workers, a mere 37,092 were successfully filled for overseas deployment.</p>	<p>While the reported figure of 1,659,398 job opportunities was initially perceived as the number of opportunities received by Sri Lanka, it is, in fact, the projected quantity of jobs. These positions are shared among various foreign employment agencies within Sri Lanka and are also made available in other countries that supply labor. Among these opportunities, the most suitable candidates are selected and recruited.</p> <p>The Sri Lanka Bureau of Foreign Employment maintains records of individuals leaving the country for employment purposes. This data is subsequently acquired by the Central Bank of Sri Lanka for inclusion in their annual report. Other government and private institutions also receive pertinent information from the Bureau.</p>
	<p><b>Observations, Recommendations, and Orders of the Committee</b></p> <p>The committee further exposed the Bureau of Foreign Employment's failure to maintain national-level statistics on migrant workers. It was revealed that the purpose of developing a program for sending trained workers abroad was hindered by the 951 development officers assigned to</p>	<p>Foreign job opportunities accessible to Sri Lankans are received by the Bureau, private agencies and private individuals directly. The Bureau facilitates the recruitment process and ensures that candidates are dispatched abroad through a regulated system. The Bureau provides the opportunity to carry out the recruitment and send them abroad under a prescribed system after the employment opportunities found by the Foreign Employment Agencies which are approved by the embassy with the approved charges being published on the Bureau's website. Any instances of overcharging by foreign employment agencies are subject to investigation, and appropriate legal action is taken.</p>

<p>regional secretariats by the Ministry of Foreign Employment. Additionally, the committee noted that workers were migrating overseas in an unprotected manner through private agencies, given the absence of a specific program to fulfill the country's skilled labor vacancies.</p> <p>The Chief Accounting Officer reported that the foreign remittance in 2017 and 2018 had exceeded USD 7 million, accounting for approximately 8% of the gross domestic product during that period. Despite setbacks resulting from the Covid pandemic, the income is gradually recovering, with the percentage of individuals traveling abroad for domestic work decreasing from 30% in 2017 to 24% this year.</p> <p>The Chief Accounting Officer stated that the percentage of emigrant trained workers was 30%, 31%, and 33% in 2019, 2020, and 2021, respectively, and it is projected to reach 40% within the next three years, considering the current labor demand from other countries.</p>	
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05	<p><b>Agreements signed by the Bureau with foreign states under the intervention of the Ministry of Foreign Affairs.</b></p> <p><b>Observations, Recommendations/Orders of the Committee:</b></p> <ul style="list-style-type: none"> <li>• Despite 14,302 workers registering with the Foreign Employment Bureau for the SSW Program (2019) in Japan, none of them were referred for these jobs.</li> <li>• No referrals were made as of 10th October 2022 according to the agreement signed on 18th January 2022 to refer nursing workers for England and Northern Ireland.</li> <li>• Only 2 workers were sent according to the agreement signed with Karma Services LLC in the USA on 3rd May 2016. Despite the possibility of extending the contract period after 5 years, it has not been completed.</li> </ul>	<p>This registration was done to confirm to the Japanese Immigration Services that there are sufficient number of candidates in Sri Lanka to conduct examinations under Nursing Care, Food Service and Agriculture.</p> <p>The Specified Skilled Workers Program (SSWP) can be mentioned as one method of recruiting foreign workers to Japan.</p> <p>Although the Memorandum of Cooperation (MOC) signed between Japan and Sri Lanka on 19 June 2019, the examinations in 03 fields out of 14 approved fields were available to Sri Lanka in the year 2022.</p> <p>The joint committee of the 2 countries of England and Northern Ireland was formed and the initial discussions were held on 14.11.2022 through Zoom technology.</p> <p>The Bureau handed over this recruitment program to subsidiary of the Bureau at the request of that institute for further implementation of the program. Accordingly, Sri Lanka Foreign Employment Agency has taken steps to sign the Memorandum of Understanding with Karma Service Institute of America.</p> <p><b>The following is how the Bureau implemented the program and how this program is being implemented.</b></p>
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		<p><b>The procedures for Nurse Practitioners to obtain professional status in an American hospital.</b></p> <ol style="list-style-type: none"> <li>1. Being registered with the Nursing Association of Sri Lanka.</li> <li>2. The two years of experience in a recognized hospital since then, (Medical, Surgical, ICU, ETU, Incentive Care) and should have at least 100 beds in that hospital.</li> <li>3. English language proficiency. IELTS Speaking 7 Average 6.5 A person who completes the above requirements can be submitted his application. The Nursing Association must provide the certified transcript containing information about the training of the relevant nurses. It must be given to the CGFNS Institute of America. The all the qualifications mentioned above should be presented along with that.</li> <li>4. Assessing the credibility. After evaluating the certificates and documents submitted to the Credential Analysis Institute and verifying the reliability of the information and the advice and training is provided to appear for the NCLEX examination.</li> <li>5. NCLEX - National Certificate of License Examinations This exam is currently not conducted in Sri Lanka. It has to be departed to Chennai in India. An interview will be conducted by the respective hospital in America and the American Embassy in Sri Lanka will also conduct the interview after passing this examination. Karma Service will bear all the expenses for this. (American Dollar – about 2500)</li> </ol>
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		<p><b>Progress</b></p> <p>The visas were obtained for 03 qualified nurses and 02 of them have been sent to America so far, after the Sri Lanka Bureau of Foreign Employment handed over this program to its subsidiary of Sri Lanka Foreign Employment Agency. The remaining persons can be sent after printing the visa at the US Embassy.</p> <p>Furthermore, 04 qualified nurses have received CGFNS International Certificate required for visa. And they can leave, after the visa of those 04 nurses is given by the American Embassy.</p> <p>Further, there were 10 nursing officers who qualified IELTS and being prepared for American Nursing Examination (NCLEX).</p> <ol style="list-style-type: none"> <li>1. The Bureau has not held any special discussions with the Ministry of Health regarding the recruitment of nurses in the United States. But the discussions were conducted about obtaining job opportunities in foreign countries (America, England) for health professionals by the Ministry of Foreign Affairs involving the Ministry of Health, Ministry of Foreign Affairs, Ministry of Foreign Employment, other training institutes and private hospitals. The bureau has participated in those meetings and submitted ideas and suggestions.</li> <li>2. Those who win this opportunity given by America for nursing profession will get Green Card opportunity, so they leave their family to America., Since their family lives in America, they have to use money for their lifestyle and education of the children in America After such departure and it is not a very successful goal which is sending foreign exchange to Sri Lanka.</li> </ol>
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<p>Additionally, it was revealed that the Sri Lanka Foreign Employment Agency Pvt. Ltd. had not referred workers for 885 job opportunities received from 4 countries in the year 2022. The Chief Accounting Officer stated that 24 agreements have been signed between countries to send workers abroad so far.</p>	<p>The number of 1475 job opportunities have been received related to the approved job orders of the Sri Lanka Foreign Employment Agency Pvt in the year 2022. The following factors have affected the inability to refer workers for 885 job opportunities.</p> <ol style="list-style-type: none"> <li>1. Providing of job orders for the purpose of engaging applicants during the period of 02 years. It is not the actual number of offers available in a job order at the time the job order is submitted, but the number of offers expected to be given within 02 years (during the validity period of the job order).</li> <li>2. Spent the considerable time in preparing workers for a single job order. Example - Referring for foreign jobs in the year 2023 but the job opportunities giving in the year 2022.</li> <li>3. Delay in issuance of visa by respective foreign countries</li> <li>4. Temporarily suspending the recruitment of certain businesses which are offering foreign jobs</li> <li>5. Violation of an agreements of the foreign employment agencies</li> <li>6. To provide the same job order in this country as well as to competing countries and job agencies.</li> <li>7. Inconsistency of the training certificates and service certificates of the skilled workers with the demand of the employment agents.</li> </ol> <p>For example, these jobs are lost because they do not possess the diplomas or degree certificates that Korean employment agents are expected although there are talented trained painters in this country.</p>
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<p>The Chief Accounting Officer noted that 498 individuals have migrated abroad under the Technical Intern Trainees (TIT) program in Japan. He further mentioned that new areas are being opened up for providing jobs under the SSW Program, and language and skill tests will be conducted as part of this initiative. A long-term program is needed to train workers for this scheme, and currently, 8 individuals have been referred to the SSW Program.</p>	<p><b>Progress in referencing Sri Lankans for Japanese employment opportunities.</b></p> <p>(a) The recruitment statistics for Technical Intern Trainees (TITS) jobs are as follows.</p> <table border="0"> <tr> <td>Year 2022 - 599</td> <td>As at 2023.09.19 -599</td> </tr> </table> <p>(b) Recruitment for Specially Skilled (SSW) jobs</p> <table border="0"> <tr> <td>Year 2022 - 21</td> <td>As at 2023.09.19 -119</td> </tr> </table>	Year 2022 - 599	As at 2023.09.19 -599	Year 2022 - 21	As at 2023.09.19 -119
Year 2022 - 599	As at 2023.09.19 -599				
Year 2022 - 21	As at 2023.09.19 -119				
<p>According to the Chief Accounting Officer, the reason nurses have not been referred to job vacancies in England and Northern Ireland is the lack of nominations from Great Britain for the committee that should be appointed to prepare the methodology of this program, as per the agreement.</p>	<p>The England and Northern Ireland was signed an agreement according to the concurrence of the government of Sri Lanka to refer the skilled nurses registered with the Nursing Council of Sri Lanka to the nursing profession in England.</p> <p>According to that agreement, it can be referred the nurses to the nursing profession through approved job orders according to the rules and formal procedures of the Bureau by signing an agreement between England and the Ministry of Health and representative agencies which approved business sector in England and licensed agencies in Sri Lanka. Accordingly, an agreement was signed with the Sri Lanka Foreign Employment Agency and the Welcome Skills Institute in England to refer the nurses. But the employment agencies in England charge a considerable amount of money in between 6000-8000 pounds to bring one nurse to the country. The problem arose with the communication that 25% of the total amount should be paid to the Welcome Skills after conducted an interview and selected suitable nurses. The foreign employment agency was informed to the Welcome Skills that it cannot be remitted money without obtaining visas for the selected nurses. As an organization, it could not be able to take that kind of risk and even</p>				

		<p>today it remains as an approved job order. The one nurse was sent to England under the relevant agreement by another licensed overseas employment agency. However, it was proposed that a committee should be appointed to formulate the methodology of the program in order for the two parties to agree on the problems that have arisen in the current agreement and although Sri Lanka submitted nominations of the committee to England with the names of the key persons but the nomination was not made by the Great Britain to the committee. But the nurses can be referred to England under this agreement without a committee at present and the qualified nurses can be referred to nursing jobs in those countries if they can pay the amounts requested by foreign employment agencies in that country and if it can be obtained the expected scores of 7 for English speaking and 6.5 average for IELTS or PTE (Pearson Test of English) examination.</p>
	<p>The Chief Accounting Officer stated that only 3 nurses passed the selection test out of 425 people who applied according to the agreement signed with Karma Services LLC. In addition, he further mentioned that 3 nurses have been sent for those jobs, having passed the test conducted by the United States of America. It was revealed that there is considerable demand for nursing jobs in foreign countries.</p>	<p>The visas have been obtained for 03 qualified nurses and 02 of them have been sent to America so far, after the handed over this program to the subsidiary of Sri Lanka Foreign Employment Agency by Sri Lanka Bureau of Foreign Employment .</p> <p>The remains of them can be sent after printing the visa by the US Embassy.</p> <p>The 04 number of qualified nurses have received CGFNS International Certificate which required for visa. Those 04 persons can be sent after given the visa by the American Embassy.</p> <p>Furthermore, 04 qualified nurses have received CGFNS International Certificate required for visa. And they can leave, after the visa of those 04 nurses is given by the American Embassy.</p> <p>Further, there were 10 nursing officers who qualified IELTS and being prepared for American Nursing Examination (NCLEX).</p>

		<ol style="list-style-type: none"> <li>1. The Bureau has not held any special discussions with the Ministry of Health regarding the recruitment of nurses in the United States. But the discussions were conducted about obtaining job opportunities in foreign countries (America, England) for health professionals by the Ministry of Foreign Affairs involving the Ministry of Health, Ministry of Foreign Affairs, Ministry of Foreign Employment, other training institutes and private hospitals. The bureau has participated in those meetings and submitted ideas and suggestions.</li> <li>2. Those who win this opportunity given by America for nursing profession will get Green Card opportunity, so they leave their family to America., Since their family lives in America, they have to use money for their lifestyle and education of the children in America After such departure and it is not a very successful goal which is sending foreign exchange to Sri Lanka.</li> </ol> <p>However, those who acquired the qualifications are given the opportunity to go to the nursing profession in America at minimal cost through the intervention of Sri Lanka Foreign Employment Agency Pvt. Ltd.</p> <p>The 7 number of nurses are prepared to appear for the National Council Licensure Examination (NCLEX) conducted by CGFNS. The all instructions are provided by the Bureau and the Foreign Employment (Private) Company in order to meet the required qualifications for the nurses who want to migrate to abroad. The nurses who have passed the IELTS exam will be prepared to sit for the NCLEX examination. The Karma Services is connected to the online course for nurses who are expected to appear for the NCLEX exam.</p>
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	<p><b>Recommendations/Orders:</b></p> <p>The relevant departments should launch a program to improve the English proficiency of Sri Lankan nurses to enable their placement in foreign jobs.</p> <p>The committee has ordered the Chief Accounting Officer to provide a detailed report within 2 weeks, including the action of sending nurses to the United States of America through Karma Services LLC, along with data on the IELTS scores of the nurses expected to go abroad and the minutes of the meeting held with the Ministry of Health, with a copy to the National Audit Office. A detailed report</p>	<p>There are many courses held in Sri Lanka to prepare for the IELTS and PTE examinations and most of those are on a private level and the recruiting teachers who should have special skills to conduct and teach the courses to reach the desired level would be a very difficult task and would be outside the scope of the Bureau for the Sri Lanka Bureau of Foreign Employment or the Sri Lanka Foreign Employment (Private) Company provide training to Sri Lankan nurses to enhance their English language proficiency to the expected level of IELTS or PTE.</p> <p>As a public institution, to prepare clear procedures in related to the recruitment functions of the Foreign Employment Bureau and taken actions in order to direct them to foreign jobs, Constantly inform the public about foreign employment vacancies in the international market, sign agreements with countries and become private foreign</p>

	has been provided on this matter. The Foreign Employment Bureau has forwarded the recruitment program to the Sri Lanka Foreign Employment Agency. (The minutes of the meeting that was held with the Ministry of Health on this matter have not been sent to the committee.)	employment agents and facilitation has been provided by providing opportunities for relevant recruitment through institutions.																																																		
06	<p><b>Complaints Received by the Bureau of Foreign Employment</b></p> <p>A total of 29,407 complaints (66%) were received from women working in domestic roles out of the overall complaints received by the Bureau during the period from 2015 to 2021, as indicated by the sample test conducted.</p> <p>Observations, Recommendations, and Orders of the Committee</p> <p>The Chief Accounting Officer noted that 95% of the complaints were received from Middle Eastern countries.</p> <p>In cases of the death of foreign workers where the relatives find it challenging to cover the costs of repatriating the bodies, the Ministry of Foreign Affairs intervenes, and the expenses are covered by the Labor Welfare Fund of the Bureau based on the "Grama Sevakwa" certificate, which</p>	<p><b>Statistics on complaints closed - Complaints Received from 2015 to 2021:</b></p> <table><tr><th>Year of Complaint</th><th>No of complaints solved within 3 Months</th><th>No of complaints solved within 6 Months</th><th>No of complaints solved by spending More than 6 months</th><th>Total</th></tr><tr><td>2015</td><td>3,923</td><td>3,708</td><td>2,876</td><td>10,507</td></tr><tr><td>2016</td><td>2,912</td><td>3,181</td><td>2,280</td><td>8,373</td></tr><tr><td>2017</td><td>2,674</td><td>2,263</td><td>1,228</td><td>6,165</td></tr><tr><td>2018</td><td>2,391</td><td>1,690</td><td>871</td><td>4,952</td></tr><tr><td>2019</td><td>2,500</td><td>1,333</td><td>922</td><td>4,755</td></tr><tr><td>2020</td><td>1,229</td><td>1,766</td><td>2,018</td><td>5,013</td></tr><tr><td>2021</td><td>1,264</td><td>1,563</td><td>1,100</td><td>3,927</td></tr><tr><td>2022</td><td>2,694</td><td>817</td><td>635</td><td>4,146</td></tr><tr><td>Total</td><td>19,587</td><td>16,321</td><td>11,930</td><td>47,838</td></tr></table> <p>The Bureau received 47,838 complaints from migrant workers between 2015 and 2022. Of these, 19,587 complaints (40%) were resolved within 3 months, 16,321 (34%) within 6 months, and 11,930 (25%) took more than 6 months to resolve. The delays in addressing complaints beyond 6 months were attributed to various factors, including workers being imprisoned, absconding from the workplace, travel restrictions, illegal stays, and hospitalization due to illness.</p>	Year of Complaint	No of complaints solved within 3 Months	No of complaints solved within 6 Months	No of complaints solved by spending More than 6 months	Total	2015	3,923	3,708	2,876	10,507	2016	2,912	3,181	2,280	8,373	2017	2,674	2,263	1,228	6,165	2018	2,391	1,690	871	4,952	2019	2,500	1,333	922	4,755	2020	1,229	1,766	2,018	5,013	2021	1,264	1,563	1,100	3,927	2022	2,694	817	635	4,146	Total	19,587	16,321	11,930	47,838
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	<p>certifies the deceased as a low-income earner, after the Bureau of Foreign Employment is informed by the embassies.</p> <p>The committee expressed frustration with the Bureau of Foreign Employment's delayed handling of complaints received from foreign workers.</p>	<p>The reported complaints pertain to workers recruited by licensed foreign employment agencies for employment abroad. These complaints typically involve breaches of service agreements and requests from employees to terminate services prematurely due to personal reasons, necessitating their return to Sri Lanka.</p> <p>Immediate measures are taken to address these issues in collaboration with relevant local and foreign employment agencies, as well as with the support of Sri Lankan Missions abroad, depending on the nature of each complaint.</p> <p>Orders or directives are issued, providing a reasonable timeframe for resolving the matter, while investigations are conducted against the licensed foreign employment agency. If the relevant agent refuses to participate in the investigation or fails to resolve the issue within the stipulated period, the Bureau may suspend the approvals granted to the agency or initiate legal action, which may take some time to be processed.</p> <p>Moreover, in cases where the involvement of the foreign country representative becomes challenging due to the suspension of their business activities or the blacklisting/suspension of approvals by the Bureau, the respective Sri Lankan embassies are tasked with resolving these issues through authorized institutions within the respective countries. Resolving these complaints may face delays due to the procedural intricacies specific to each country.</p>
07	<p><b>Reports to Be Presented to the Committee Within 2 Weeks</b></p> <p><b>Observations, Recommendations, and Orders of the Committee</b></p> <p>1. The action plan aligned with the organizational strategy of the Bureau of Foreign Employment The</p>	<p>1. The report presenting the 2020 action plan of the Bureau of Foreign Employment was submitted to the Public Accounts Committee on November 3, 2022.</p>

	action plan for the Foreign Employment Bureau for the year 2020 has been submitted.	
	2. Detailed information on labor market demands (skilled and unskilled) received from various foreign countries as of 31.10.2022 The figures have been provided as requested.	2. A separate report on labor market demand (skilled/unskilled) from foreign countries was submitted to the Public Accounts Committee on November 3, 2022.
	<p>3. Agreements established with relevant public and private institutions for providing vocational training to Sri Lankan workers migrating abroad, along with the measures taken to create training opportunities and plans for future vocational training methods</p> <p>A. Comprehensive report outlining the details has been dispatched.</p>	<p>3. The Board of Directors has made a policy decision to offer vocational training courses conducted by the Bureau to interested government and private training institutes. An advertisement was issued in newspapers to invite both public and private institutions to conduct residential housekeeping training courses. Approval has been granted to the following institutions to conduct the domestic housekeeping training course:</p> <ul style="list-style-type: none"> <li>○ Greenway Training Centre</li> <li>○ World Tour</li> <li>○ GLP Translation and Consultancy (Pvt) Co</li> <li>○ Vocational Training Authority</li> <li>○ International Vocational Technical School (Pvt) Co</li> <li>○ La Sky Gate (Pvt.) Co</li> <li>○ Aruna Travels Institute</li> <li>○ NS Lanka Foreign Employment Agency</li> <li>○ N Excellent Management Services Institute</li> </ul> <p>Additionally, 19 Memorandums of Understanding have been signed with technical and vocational training institutes and language training institutes to introduce courses for the foreign market and develop a skilled workforce. The contracted organizations include:</p> <ul style="list-style-type: none"> <li>○ Department of "Samurdhi" Development</li> <li>○ Ceylon National Sarvodaya Shramadana Association</li> <li>○ Yushu Japanese School</li> </ul>

		<ul style="list-style-type: none"> <li>○ G.L.P Language Academy</li> <li>○ Macrocom Institute of Technology</li> <li>○ Ganmo Japanese Language Center</li> <li>○ British Campus</li> <li>○ Siasi Academy Pvt</li> <li>○ South Asia Japanese Language School</li> <li>○ "Liya Saviya"</li> <li>○ Orient Institute of Higher Education</li> <li>○ Deima Consultancy</li> <li>○ National Cooperative Development Institute</li> <li>○ Municipal Council - Gampala</li> <li>○ Korea Lanka School of Hospitality &amp; Hotel Management</li> <li>○ DIOM Academy for Technical Skills</li> <li>○ Dream J Pvt Ltd</li> <li>○ SDA Agencies (Pvt) Ltd</li> <li>○ AIBT Institute (Asian Institute of Business &amp; Technology)</li> </ul>
	<p>4. Research conducted on the foreign employment market, strategies devised to enhance labor demand, the existing gap between demand and supply in the labor market, and the underlying reasons for such gaps It has been proposed to the chairman to merge the research department, planning, and operations department of the institute and appoint suitable officials related to the Bureau during the quarterly progress review meeting on</p>	<p>4. A report on the research conducted up to that period was submitted to the Public Accounts Committee on November 3, 2022.</p>

	27.10.2022. A report on the conducted research has been submitted.	
	5.Details on the number of foreign labor vacancies in various fields The relevant report has been provided.	5. The relevant report, containing the number of foreign labor vacancies for various fields, was submitted to the Public Accounts Committee on November 3, 2022.
	6.Information pertaining to Labor Welfare and the Welfare Fund The corresponding report has been submitted.	6. The report containing the details of the Labor Welfare and Welfare Fund was forwarded to the Public Accounts Committee on November 3, 2022.
	7. Deployment status of 951 Development Officers recruited under the Ministry and their roles A report has been furnished containing the number of Development Officers assigned to each district, along with a detailed summary of their functions.	<p>The number of 936 development officers have been assigned to the district secretariats and regional secretariats in all the 25 districts of the island for the promotion under the Ministry of Labor and Foreign Employment of foreign employment and the welfare of emigrant families.</p> <p>The Ministry has concentrated to the failure of the duties assigned to the Development Officers attached to the Divisional Secretariats and their misconduct and has taken appropriate disciplinary action and follow-up as stated below. The number of development officers for whom disciplinary action has been initiated for misconduct is 30. The number of development officers who are expected to issue charge sheets and take formal disciplinary action is 07 and formal disciplinary investigations are going on in respect of 07 other development officers at present. The number 14 of Development Officers who have been issued notices of abandonment and one Development Officer</p>

	<p>has been dismissed. Disciplinary orders have been issued for 10 development officers and disciplinary actions have been completed. The warning letters have been issued to 07 development officers also and the disciplinary proceedings have been completed.</p> <p>The detailed information has been given about the duties assigned to these officers in the previous report.</p> <p>The following programs are being implemented by the development officers at the district and regional level to promote foreign employment.</p> <ul style="list-style-type: none"> <li>• Awareness about an information related to employment opportunities obtained from the Sri Lanka Bureau of Foreign Employment at the local level.</li> <li>• An identification of foreign job seekers and refer to personnel training institutes who need of training.</li> <li>• Awareness the community on details related to safe migration, not being a victim of human trafficking and financial literacy.</li> <li>• Issuance of reports on the arrangements of child care and regular monitoring of the arrangements of care provided.</li> <li>• Implementation of programs for the protection and welfare of families of the migrant worker.</li> <li>• Establishment of migrant workers' associations involving those who are expected to be applied for foreign jobs (prospective migrant workers), those who are currently worked abroad and members of their family and migrant workers who have been already returned to Sri Lanka.</li> </ul> <p>A Special progress review meetings are held at the provincial level with the participation of officials from the Ministry and the Sri Lanka Bureau of Foreign Employment and the</p>
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		<p>district secretaries of the respective districts which is chaired by the Honorable Minister of State for Foreign Employment Promotion to supervise the duties of the Development Officers attached to the District and Divisional Secretariats in order to carry out these programs at a more efficient and effective level which are being conducted with corporation of Sri Lanka Bureau of Foreign Employment in relating to the field of emigration. The 06 numbers of programs have been completed under this program up to now and the Eastern Province program is scheduled to be held on 10 of October.</p> <ul style="list-style-type: none"> <li>• The staff officers of the Ministry have been appointed as in charge of each province/district for monitoring the duties of the development officers attached to the district and divisional secretariats and reviewing the progress along with this, since 26.04.2023 and those officers are also communicating with the officers of the districts assigned to them through the online system and reviewing the progress as well as receiving the problems, ideas and suggestions of the officers.</li> </ul> <p>Actions are being taken to assign these officers to the Sri Lanka Bureau of Foreign Employment in order to carry out them in a well-coordinated, since the duties performed by the development officers attached to the district and divisional secretariats under the ministry in the field of foreign employment are related to the Sri Lanka Bureau of Foreign Employment.</p>
	8. Insight into job opportunities received through embassies A report regarding the job opportunities obtained through embassies has been shared.	8. The report detailing the job opportunities received through the embassy was submitted to the Ministry of Lines and forwarded to the Public Accounts Committee on November 3, 2022.

	<p>9. Provision of previous years' reports on foreign workers to the Committee The Committee has yet to receive these reports.</p>	<p>9. The updated report on foreign workers from previous years is attached herewith as Annexure 04.</p>
08	<p><b>Actions to Be Taken in Response to the Auditor General's Report Discussed Today</b></p> <p><b>Observations, Recommendations, and Orders of the Committee</b></p> <p>A report addressing the actions and plans to address the shortcomings outlined in the Auditor General's report is expected to be submitted to the Committee within 2 weeks.</p> <p>A report has already been submitted outlining the measures and plans to address all the issues highlighted in the Auditor General's report.</p>	<p>The report concerning the necessary actions to address the observations highlighted in the Auditor General's report, which was deliberated upon today, has been submitted to the Public Accounts Committee on November 3, 2022.</p>
09	<p><b>Corporate Plan of the Bureau of Foreign Employment</b></p> <p><b>Observations, Recommendations, and Orders of the Committee</b></p> <p>The Committee directed the Chief Accounting Officer to create a computer presentation for the next committee meeting, detailing the implementation of the Corporate Plan in alignment with the objectives of the Bureau of Foreign Employment Act.</p> <p>The Committee emphasized the need for Sri Lanka to investigate the reasons behind the lack of representation</p>	<p>A Power Point Presentation outlining the implementation strategies for the activities specified in the Bureau's organizational plan will be arranged for the upcoming committee meeting, in alignment with the goals articulated in the Sri Lanka Bureau of Foreign Employment Act and the Migrant Labor Policy.</p>

	from the Sri Lankan embassy in addressing labor issues in certain countries, such as Romania and Poland, where Sri Lankan workers are employed.	
<b>10</b>	<p><b>Other Matters</b></p> <p>The government will offer the chance to recommend civil servants and armed forces officers for overseas employment to generate foreign exchange. The committee stressed to the Chief Accounting Officer the need for corresponding action in line with the proposed measures and to reinstate the prohibition on work-related migration abroad for mothers with children under 5 years of age.</p>	<p>To Facilitate the deployment of government employees and armed forces personnel for overseas employment with the aim of generating foreign exchange for the country, SLBFE has launched a web portal for their registration. As of now, a total of 7,358 individuals have successfully registered in this computerized program. To date, 477 individuals have already embarked on foreign employment opportunities, and 280 personnel have undergone the necessary training and received their respective certifications. Additionally, preparations are underway to finalize the Memorandum of Understanding (MOU) between Sri Lanka and Malaysia, enabling the deployment of three armed forces officers for overseas employment.</p> <p>The IGRS system, established by the government, facilitates the posting of government servants and armed forces personnel for foreign employment. Information has been gathered on individuals who have completed their mandatory service in the three armed forces and have subsequently left the service, and this data has been transmitted to the Foreign Employment Bureau. Discussions with selected licensed foreign employment agencies are anticipated to be held in the future on this matter.</p> <p>The Cabinet Ministers have approved the decision to prohibit women with children under the age of 2 from going abroad for work. Permission to work will be granted only upon the presentation of a formal childcare program for children between the ages of 2 and 18. Sri Lanka, in ratifying the Convention on the Elimination of All Forms of Discrimination Against Women, has extended the age limit to 5 years, aligning with the United Nations</p>



		<p>Human Rights Convention. Non-discrimination is emphasized in conventions such as the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families. Violation of human rights may be alleged due to restrictions on immigration and the right to work. Moreover, limiting emigration for work may constrain alternative opportunities for families facing financial challenges resulting from job loss or reduced incomes, particularly in the existing economic climate. Consequently, these families may find themselves in extremely difficult circumstances.</p>
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**Parliamentary Series No: 77**

**Name of the institution: Ministry of Labor and Foreign Employment - Sri Lanka Bureau of Foreign Employment**

**Date of Investigation – 22 November 2022.**

<b>Matter No.</b>	<b>Deficiencies identified by the committee</b>	<b>Actions taken by the Bureau to rectify the identified deficiencies /current status</b>
<b>01</b>	<p><b>The Agreement with Karma Services LLC in 2016</b></p> <p><b>Observations, Recommendations/Orders of the Committee</b></p> <p>The Committee directed its attention to the missed opportunity for Sri Lanka to earn foreign exchange, owing to the lack of necessary actions taken despite the possibility of extending the agreement after 5 years. The Chief Accounting Officer of the Bureau of Foreign Employment clarified that the Sri Lanka Foreign Employment Agency has an agreement with Karma Services LLC, which is subject to annual renewal. The Committee emphasized the need for the Ministry of Foreign Employment and the Bureau of Foreign Employment to provide English language training for</p>	<p>The Bureau, at the request of further program implementation, delegated this recruitment initiative to its subsidiary. Consequently, the Sri Lanka Foreign Employment Agency has taken measures to sign a Memorandum of Understanding with the Karma Service Institute of America.</p> <p>Here's a detailed outline of the program implementation by the Bureau:</p> <p>Procedures for Nurse Practitioners to attain professional status in an American hospital:</p> <ol style="list-style-type: none"> <li>1. Registration with the Nursing Association of Sri Lanka.</li> <li>2. Accumulation of two years of experience in a recognized hospital, specifically in medical, surgical, ICU, ETU, or incentive care, with a minimum of 100 beds.</li> <li>3. Demonstration of English language proficiency with a minimum IELTS Speaking score of 7 and an average score of 6.5.</li> <li>4. Evaluation of credibility, including advice and training for the NCLEX examination.</li> </ol> <p>Notably, the NCLEX examination is currently not administered in Sri Lanka, necessitating travel to Chennai, India, for the test. Subsequently, interviews will be</p>

	<p>nurses aiming to achieve the required IELTS score for overseas employment. Additionally, the committee highlighted the importance of developing a program that meets the demand for foreign labor without compromising the domestic labor market.</p>	<p>conducted by the respective American hospital and the American Embassy in Sri Lanka. Karma Service will cover all related expenses, estimated at approximately \$2500.</p> <p><b>Progress update:</b></p> <p>Visas have been secured for 3 qualified nurses, with 2 already dispatched to America under the supervision of the subsidiary of the Sri Lanka Foreign Employment Agency, following the Bureau's handover. The remaining nurses can proceed once their visas are processed by the US Embassy. Additionally, 4 nurses have received the CGFNS International Certificate, a requirement for obtaining the visa. Moreover, 10 nursing officers have qualified the IELTS and are currently preparing for the American Nursing Examination (NCLEX).</p> <p>While the Bureau hasn't engaged in specific discussions with the Ministry of Health regarding nurse recruitment in the United States, it has participated in broader conversations led by the Ministry of Foreign Affairs, which involve various stakeholders such as the Ministry of Foreign Employment, other training institutes, and private hospitals. These discussions primarily focus on securing job opportunities for healthcare professionals in foreign countries, including the United States and England.</p> <p>Despite the opportunities presented by nursing positions in America, some challenges remain, particularly in facilitating language proficiency training for nurses to meet the required IELTS or PTE standards. Private institutions in Sri Lanka currently conduct many of these courses, making it a complex task for the Bureau or the Sri Lanka Foreign Employment (Private) Company to provide specialized training for nurses.</p>
02	<p><b>Establishment of an Inter-Ministerial Committee for the Development of a Program for the Emigration of</b></p>	<p>The Committee, with the coordination of senior officers appointed by the Ministry Secretaries from the respective Ministries, convened on multiple occasions. The primary objective was to develop a comprehensive and effective action plan to deliver a skilled</p>

<p><b>Skilled Workers coordinated by the Ministry of Labor and Foreign Employment.</b></p> <p><b>Observations, Recommendations/Orders of the Committee</b></p> <p>The committee recommended the preparation of a training program aligned with the National Emigrant Labor Policy. This program should be designed to facilitate the emigration of high-quality skilled workers abroad. The proposed inter-ministerial committee would involve the Ministry of Foreign Affairs, the Ministry of Education, the Ministry of Public Administration, the Ministry of Home Affairs, Provincial Councils and Local Government Ministry, and the Ministry of Health, all coordinated by the Ministry of Labor and Foreign Employment. The Committee instructed the Chief Accounting Officer/Accounting Officer to develop a comprehensive plan to address the challenges related to the repatriation of skilled workers and provide a report to the committee within 2 months. A report outlining the proposed tasks to be undertaken by the Ministry, along with corresponding timeframes, has been submitted to the Committee.</p>	<p>and competitive workforce to the global job market. The final plan was presented to the Committee on Public Accounts 18<sup>th</sup> January 2023.</p> <p>Following the directives of the sub-committee meeting on 18th January 2023, a swift and targeted action plan was formulated to cater to the demands of the foreign job market with the aim of ensuring a workforce of high quality and competence. This plan was subsequently submitted to the Committee on Public Accounts on 1<sup>st</sup> March 2023.</p> <p>I am pleased to provide an update on the progress of the action plan as of 15<sup>th</sup> June 2023.</p>
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	<p>Moreover, the committee constituted a sub-committee comprising the following members to evaluate the program devised by the inter-ministerial committee and submit a report to the committee:</p> <ul style="list-style-type: none"> <li>• Chairperson: Honorable Mrs. (Dr.) Sudarshani Fernandopulle</li> <li>• Honorable Mr. J.C. Alavathuwala</li> <li>• Honorable Mr. Ashok Abeysinghe</li> <li>• Honorable (Professor) Major Pradeep Undugoda</li> <li>• Honorable lawyer Wasantha Yapabandara</li> <li>• Honorable Mr. Weerasumana Weerasinghe</li> <li>• Honorable (Lecturer) Mrs. Harini Amarasuriya</li> </ul> <p>The sub-committee convened on 18.01.2023 to review the program proposed by the inter-ministerial committee.</p>	
03	<p><b>Self-Registration System</b></p> <p>The unregulated and unreliable practice of facilitating overseas employment through fees by the Bureau of Foreign Employment has resulted in challenges for the workers involved. This issue has emerged primarily due to individuals initially traveling abroad on tourist visas with</p>	<p>Every Sri Lankan intending to work outside of Sri Lanka must register with the Bureau prior to departure, as stipulated in Section 53(3) of the Sri Lanka Bureau of Foreign Employment Act No. 21 of 1985.</p> <p>According to the fundamental rights outlined in the constitution, citizens have the freedom to seek employment opportunities abroad either independently or through licensed employment agencies.</p> <p>Registration with the Bureau occurs through either self-registration or licensed employment agencies before Sri Lankan migrants depart for overseas employment.</p>

<p>the expectation of later securing a work visa, thereby exploiting loopholes in the system.</p> <p>In response to this concern, the Accounting Officer of the Bureau of Foreign Employment has highlighted that the Bureau previously introduced a mechanism, known as the self-registration system, allowing workers with a tourist visa (90 days entry visa) to migrate overseas provided they possessed a valid employment contract. However, he further emphasized that the self-registration system has currently been suspended due to observed instances of its misuse.</p>	<p>Workers are able to register with the Bureau through self-registration, requiring the submission of their service agreement/employment contract, a valid visa, proof of training or experience, and a care plan for their minor children if applicable.</p> <p>Migrants departing for employment through employment agencies are registered with the Bureau through those agencies.</p> <p>The registration of self-employed workers with the Bureau has been ongoing for more than 25 years, adhering to the Bureau's regulations.</p> <p>Since the global outbreak of the COVID-19 pandemic in 2020, there has been a notable decline in workers seeking employment abroad. In 2020, a total of 35,644 workers registered as self-employed, and 18,058 workers registered through employment agencies migrated abroad for work.</p> <p>The Bureau granted permission to migrate abroad for work from 23rd September 2021, allowing individuals with a valid entry visa and a valid employment contract to take advantage of global opportunities. This decision aimed to alleviate the economic challenges faced by the people of Sri Lanka due to the adverse effects of the pandemic on the national and global economies. The utilization of tourist visas in the United Arab Emirates also facilitated the procurement of work visas for those seeking job opportunities abroad.</p> <p>Observing the potential misuse of the opportunities presented by tourist visas for domestic and low-skilled jobs in the United Arab Emirates and Oman, the self-registration of women for such roles was suspended effective 28th October 2022. Additionally, the self-registration of women for domestic and low-skilled jobs in the United Arab Emirates and Oman was suspended since 21st November 2022, with the provision for migration through employment agencies. This decision was made in consideration of the challenges faced by women migrating independently for domestic work.</p> <p>Foreign employment agencies were subsequently granted permission on 20th March 2023, subject to strict regulations. Measures were implemented to ensure the submission of the employment agreement to the embassy within 30 days prior to departure and to</p>
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		bring back the concerned woman to Sri Lanka at the agency's expense if employment was not provided within 15 days.
04	<p><b>Status of the Suspended Officer in Oman Embassy</b></p> <p>Following the emergence of complaints regarding cash and certificate fraud against the currently suspended official at the Oman Embassy, the former chairman of the Foreign Employment Bureau has directed an internal audit investigation. These allegations have been under scrutiny since February 2022. Despite the Ministry of Foreign Employment's request to bring the concerned officer back to Sri Lanka for an investigation, delays have impeded the process.</p> <p>The Accounting Officer of the Bureau informed the committee that although an investigation was initiated on the 28th of February 2022, the allegations have yet to be substantiated. He further emphasized that the Bureau took the decision to suspend the officer based on reports from the Ambassador of Oman and the findings from the Criminal Investigation Department on the 4th of November. Moreover, the Bureau of Foreign Employment has initiated an internal investigation in response to the ongoing situation.</p>	<p>Based on the information provided in the letter dated 04.11.2022 from the Human Trafficking, Smuggling Investigation, and Maritime Crime Investigation Division, concerning the "Investigation regarding the 45 female victims who sought refuge at the safe house of the Sri Lanka Embassy in Oman for various reasons related to domestic work abroad," it was disclosed that a Sri Lankan woman had experienced sexual harassment. The individual responsible for this incident, Mr. E. Kushan, the third secretary of the Oman Embassy, was subsequently suspended, as stated in the letter dated 11.11.2022.</p> <p>In response to these events, Mr. Chandana Makelwala, Assistant Secretary (Administration) of the Ministry of Labor and Foreign Employment, was appointed as the investigating officer by the letter dated 08.02.2023. His responsibility was to conduct a preliminary investigation into the allegations made against the suspended officer. Following the completion of the preliminary investigation, an investigation report was submitted to the bureau. Subsequent measures will be taken based on the recommendations outlined in the investigation report.</p>

05	<p><b>Insurance Scheme for Workers Going Abroad on Tourist Visas</b></p> <p>The current arrangement allows workers departing on tourist visas, without registering with the Foreign Employment Bureau of Sri Lanka, to access insurance claims in case of emergencies. This scheme operates through the Sri Lanka Insurance Corporation, registered with the Foreign Employment Bureau.</p> <p><b>Observations, Recommendations/Orders of the Committee</b></p> <p>During the committee proceedings, it came to light that expatriate workers embarking on employment opportunities abroad on tourist visas are unable to apply for insurance claims under the existing scheme.</p> <p>Conversely, it was noted that the Immigration and Emigration Department's Readmission Case Management System (RCMS) facilitates the expedited repatriation of workers holding Sri Lankan passports during emergencies.</p>	
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	<p><b>Recommendations/Orders</b></p> <p>Given these findings, the committee has directed the Accounting Officer of the Sri Lanka Insurance Corporation to collaborate with the Ministry of Labor and Foreign Employment in devising an appropriate insurance plan to cover workers migrating abroad with the intention of seeking employment on tourist visas. The committee has requested a comprehensive report on this matter within a month. As of now, no such report has been submitted to the committee.</p>	<p>Foreign workers who have obtained registration from the Bureau of Foreign Employment are eligible for insurance coverage through the Sri Lanka Insurance Corporation. However, it is beyond the scope of the Sri Lanka Bureau of Foreign Employment to provide insurance facilities for individuals traveling abroad on tourist visas for purposes other than foreign employment.</p>
6	<p><b>The 951 development officers recruited under the Ministry of Labor and Foreign Employment have failed to meet their expected objectives.</b></p> <p><b>Observations, Recommendations/Orders of the Committee</b></p> <p>In light of their ineffectiveness in promoting foreign employment and executing their assigned duties, the committee expressed dissatisfaction with the lack of discipline exhibited by these officers and the inadequate oversight by the Ministry of Labor and Foreign Employment.</p>	<p>A total of 936 development officers have been designated to the district and regional secretariats across all 25 districts of the country under the Ministry of Labor and Foreign Employment to promote foreign employment and the well-being of emigrant families.</p> <p>The Ministry has addressed the shortcomings and misconduct of the Development Officers assigned to the Divisional Secretariats, leading to appropriate disciplinary measures and follow-ups. A breakdown of the disciplinary actions taken includes 30 officers under investigation for misconduct, 7 officers expected to receive formal charges, ongoing investigations involving 7 other officers, 14 officers issued notices of abandonment, and one officer dismissed. Additionally, disciplinary orders have been issued for 10 officers, with completed disciplinary actions and warning letters issued to 7 officers.</p>

		<p>Previous reports have outlined the duties entrusted to these officers. Currently, the following initiatives are being implemented by the development officers at the district and regional levels to promote foreign employment:</p> <ul style="list-style-type: none"> <li>• Raising awareness about employment opportunities provided by the Sri Lanka Bureau of Foreign Employment at the local level.</li> <li>• Identifying foreign job seekers and referring them to personnel training institutes when necessary.</li> <li>• Educating the community on matters related to safe migration, preventing human trafficking, and promoting financial literacy.</li> <li>• Generating reports on child care arrangements and monitoring the care provided.</li> <li>• Implementing programs to ensure the safety and well-being of families of migrant workers.</li> <li>• Establishing associations for migrant workers, prospective job applicants, and their families.</li> </ul> <p>Special progress review meetings are conducted at the provincial level, overseen by the Honorable Minister of State for Foreign Employment Promotion, with the participation of officials from the Ministry and the Sri Lanka Bureau of Foreign Employment, along with district secretaries. These meetings aim to supervise the duties of Development Officers and enhance the efficiency and effectiveness of the programs in the field of emigration. Six programs have been completed thus far, with the Eastern Province program scheduled for October 10th. Staff officers of the Ministry have been appointed to oversee each province and district, monitoring the duties of the development officers</p>
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		<p>and reviewing their progress, along with facilitating communication and feedback from the officers through an online system.</p> <p>The staff officers of the Ministry have been appointed as in charge of each province/district for monitoring the duties of the development officers attached to the district and divisional secretariats and reviewing the progress along with this, since 26.04.2023 and those officers are also communicating with the officers of the districts assigned to them through the online system and reviewing the progress as well as receiving the problems, ideas and suggestions of the officers.</p> <p>Actions are being taken to assign these officers to the Sri Lanka Bureau of Foreign Employment in order to carry out them in a well-coordinated, since the duties performed by the development officers attached to the district and divisional secretariats under the ministry in the field of foreign employment are related to the Sri Lanka Bureau of Foreign Employment.</p>
7	<p><b>A total of 1,852,680 job vacancies were registered in the Bureau with the approval of the embassies of 15 countries from 2018 to 31 October 2022. However, only 243,833 workers left for the corresponding jobs.</b></p> <p><b>Observations, Recommendations/Orders of the Committee</b></p>	<p>Upon analyzing the job vacancies received between 2018 and October 31, 2022, it has been noted that a significant proportion of the vacancies pertain to female-oriented positions, particularly in the domestic sector, primarily for housekeeping roles. Despite the substantial demand for such roles, there is a lack of female workers within the local job market to fulfill these vacancies, contributing to the challenge of recruitment in this area.</p> <p>Several factors have been identified as contributing to this issue, including:</p>

	<p>The Chief Accounting Officer of the Ministry of Labor and Foreign Employment acknowledged that this discrepancy arose due to the registration of anticipated rather than actual job vacancies in foreign countries.</p>	<ul style="list-style-type: none"> <li>• The number of job vacancies indicated in a job order over a two-year period represents the expected quantity of job openings and not the actual opportunities available.</li> <li>• Job orders from foreign companies or overseas employment agencies are often distributed to multiple countries, not solely to one specific nation for worker recruitment.</li> <li>• Instances have been observed where the same job order is distributed by foreign companies or overseas employment agencies to various employment agencies within the country.</li> <li>• Some situations involve the presentation of inflated job vacancy numbers to increase the pool of potential candidates by foreign companies or overseas employment agencies.</li> </ul> <p>To address these concerns, the Bureau has implemented measures effective as of September 8, 2022, to regulate the situation. Under the initial phase of this initiative, the Bureau will approve 25% of the total number of vacancies for each job category mentioned in the job order if the total vacancies specified in the job order exceed 100. Subsequently, the Bureau will progressively approve job offers for each job category in increments of 25%, contingent upon the allocation of workers corresponding to the approved job vacancies in the first phase. These actions have been taken to prevent the unnecessary inflation of job vacancy numbers and to ensure a more accurate representation of the actual labor demand.</p>
8	<b>The Special Skilled Workers (SSW) Program of Japan</b>	<p>Sri Lanka is participating in the SSW (Specified Skilled Worker) program, encompassing three sectors: food service, nursing care services, and agriculture. The Vocational</p>

	<p>Despite 14,302 workers registering with the Sri Lanka Bureau of Foreign Employment for the SSW program (2019) in Japan, none of them were referred for these jobs.</p> <p><b>Observations, Recommendations/Orders of the Committee</b></p> <p>The Chief Accounting Officer stated that the Ministry of Education, the Vocational Training Authority, and the Departments of Samurdhi are coordinating efforts to provide training opportunities related to the agriculture, food service, and nursing sectors in Sri Lanka.</p>	<p>Training Authority has been apprised of the ongoing training courses, specifically focusing on food services and nursing care services, which include approved Japanese exams JET/JLPT - N4 and skill examinations.</p> <p>As part of the SSW program, various training institutes in both the public and private sectors are currently engaged in providing language and skills training for approved employment opportunities. Additionally, the Bureau has established agreements with 14 institutions to facilitate Japanese language courses, further supporting the objectives of the program.</p>
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Signed by

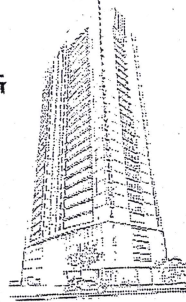
**Manusha Nanayakkara M.P**

**Honorable Minister of Labour and Foreign Employment**

**Ministry of Labour and Foreign Employment**



කම්කරු හා විදේශ රැකියා අමාත්‍යාංශය  
தொழில் மற்றும் வெளிநாட்டு வேலைவாய்ப்பு அமைச்சு  
Ministry of Labour and Foreign Employment



හයවන මහල, "මෙහෙවර පියෙස", කාරාහේන්පිට, කොළඹ 05, ශ්‍රී ලංකාව.  
6 ஆவது தளம், "மேஹேவர பியேச", நாரஹேன்பிட்டி, கொழும்பு 05, இலங்கை.  
6th Floor, "Mehewara Piyesa", Narahenpita, Colombo 05, Sri Lanka.

මගේ අංකය  
எனது இல  
My No.

MFE/DEV/FBR1/11/2022

ඔබේ අංකය  
உமது இல  
Your No.

දිනය  
திகதி  
Date

2023.03.01

ලේකම්

රජයේ ගිණුම් පිළිබඳ කාරක සභාව

විදේශ රැකියා වෙළඳපොළ වෙත ගුණාත්මක භාවයෙන් සහ නිපුණතාවයෙන් යුතු ශ්‍රම බලකායක්  
සැපයීම අරමුණු කරගනිමින් සකස්කරන ලද කඩිනම් ක්‍රියාකාරී සැලැස්ම

රජයේ ගිණුම් පිළිබඳ කාරක සභාව විසින් 2022.11.22 දින පාර්ලිමේන්තුවේදී පැවති රැස්වීමේ දී විදේශ රැකියා ක්ෂේත්‍රය සම්බන්ධයෙන් ලබා දෙන ලද නියෝග ක්‍රියාත්මක කිරීම සඳහා කම්කරු සහ විදේශ රැකියා අමාත්‍යාංශය මූලිකත්වයෙන් පහත සඳහන් අමාත්‍යාංශ ලේකම්වරුන්ගෙන් සමන්විත කමිටුවක් පත්කරන ලදී.

1. කම්කරු සහ විදේශ රැකියා අමාත්‍යාංශය (කමිටුවේ සභාපති)
2. විදේශ කටයුතු අමාත්‍යාංශය
3. රාජ්‍ය පරිපාලන, ස්වදේශ කටයුතු, පළාත් සභා සහ පළාත් පාලන අමාත්‍යාංශය
4. අධ්‍යාපන අමාත්‍යාංශය
5. සෞඛ්‍ය අමාත්‍යාංශය

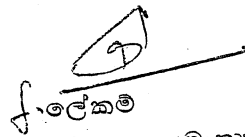
ඒ අනුව, එම අමාත්‍යාංශ නියෝජනය කරමින් අමාත්‍යාංශ ලේකම්වරුන් විසින් නම් කරන ලද ජ්‍යෙෂ්ඨ නිලධාරීන්ගේ සම්බන්ධීකරණයෙන් 2022.11.30, 2022.12.20, 2023.01.17 හා 2023.01.27 යන දිනයන්හිදී රැස්වූ කමිටුව විසින්, තරඟකාරී විදේශ රැකියා වෙළඳපොළ වෙත ගුණාත්මක භාවයෙන් සහ නිපුණතාවයෙන් යුතු විදේශ ශ්‍රම බලකායක් සැපයීම අරමුණු කර ගනිමින් සකස්කරන ලද කඩිනම් ක්‍රියාකාරී සැලැස්ම 2023.01.18 දින රාජ්‍ය ගිණුම්කාරක සභාවේ උප කමිටුව වෙත ඉදිරිපත් කරන ලදී.

රාජ්‍ය ගිණුම්කාරක සභාවේ උප කමිටුව විසින් අදාළ ක්‍රියාකාරී සැලැස්ම අධ්‍යයනය කිරීමෙන් අනතුරුව 2023 වර්ෂයේ ඉදිරි මාස 06 ඇතුළත ඉටුකිරීමට අපේක්ෂිත කාර්යයන් විශේෂිතව දක්වමින් විස්තරාත්මක ක්‍රියාකාරකම් සැලැස්මක් සමඟ ඉදිරිපත් කරන ලෙස නියෝග කරන ලදී.

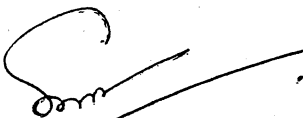
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for ලේකම්  
රාජ්‍ය පරිපාලන, ස්වදේශ කටයුතු, පළාත් සහ සහ පළාත් පාලන අමාත්‍යාංශය



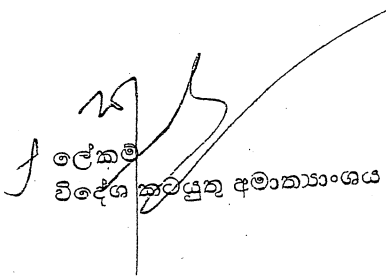
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අධ්‍යාපන අමාත්‍යාංශය



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නි.අ.ජ.ප. සෞඛ්‍ය සේවය



ලේකම්  
කම්කරු හා විදේශ රැකියා අමාත්‍යාංශය



for ලේකම්  
විදේශ කටයුතු අමාත්‍යාංශය

**Action Plan for Ensuring the Qualitative Improvement in the Foreign Employment Sector**  
**Objective: Enable the Sri Lankan Labour Force to Access Labour Market Opportunities and Facilitate better Socio - Economic Gains**

Objective: Enable the Sri Lankan Labour Force to Access Labour Market Opportunities and Facilitate Better Socio-Economic Gains																			
S/ N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Time Frame													
						2022		2023			2024				2025				
						Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1	Increase market penetration for Sri Lankan migrant workers through promotional interventions	1.1	Carrying out a study or market analysis on foreign job market and identity current and future job opportunities with required qualifications.	No.of new markets identified/job opportunities	MoL & FE/ILO														
		1.2	Conduct situational analysis of the existing local labour market and identify factors that affect/ impact aspirant migrant workers	No.of factors identified/ Issues and trends of local labour markets are identified	MoL&FE (By an expert panel)														
		1.3	Establish a task force for bridging supply and demand of labour movements	Task force is established	MoL& FE/ MoFA/ SLBFE/TVEC & TVET Providers														
			1.3.1 Establish a task force to prepare employment ready job bank, operationalize the job bank and review the progress	Employment ready job bank is operationalized	MoL& FE/ Task Force/ MoPUBAD														
			1.3.2 Develop intergration platform and Decision Suport System (DSS)		MoPUBAD/ MoL&FE														
		1.4	Implement promotional activities in host countries in order to create demand for skill labour force available in Sri Lanka and find foreign job opportunities		MoL&FE/SLBFE MoFA/TVEC/ TVET														
			1.4.1 Initiate the process for recruiting Labour Promotion Officers locally (Countries of Destination) i.e Japan Saudi Arabia Qatar Kuwait Oman Singapore	No. of Officers recruited	MoL&FE/ SLBFE/ MoFA														
			1.4.2 Conduct promotional activities though locally recruited officers	No.of promotional activities conducted/ No.of job opportunities identified	MoL&FE/ SLBFE/MoFA														



[illegible]

S/ N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Time Frame															
						2022	2023				2024				2025						
						Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
			2.5 Ammend TVE Act to facilitate International collaboration, mapping, assessment quality inspection and mutual recognition of skills with other countries and expand legal scope to do related activities	Availability of ammended Act	MoE/TVEC																
			2.6 Prioritize and conduct short-term skill bridging programmes on the basis of job demands.	No.of skill bridging programmes conducted	MoE/ TVEC & TVET Institutions MoL&FE/ SLBFE																
			2.6.1 Identifying the people leaving the tri-forces after completing the compulsory service periods and providing the necessary training to match with the foreign market requirements	No of tri-forces staff trained	MoD/ Tri Forces/ MoL&FE/ SLBFE/ MoE/ TVEC																
			2.6.2 Develop and implement plan to improve the language proficiency of hospitality and health sector workers	Plan implemented	MoL&FE/ SLBFE/MoH																
			2.6.3 Expand the provision of reimbursement of the course fee to migrant workers which is already initiated by SLBFE to language proficiency courses too	Board Approval is obtained	MoL&FE/ SLBFE																
			2.6.4 Identify and orient people already aquired skills in agriculture sector and wish overseas employment for promoting available job opportunities.	No. of persons registered and oriented	MoL&FE/MoA/ MoE																
			2.6.5 Introduce tailor-made short-term programmes for livestock and agriculture targeting Japanse Agri-Sector job opportunities	No. of short term programs and no trained aspirant Migrants	MoA/ MoL&FE/ SLBFE/ MoE																
			2.6.6 Collect DS Division-wise information on persons who wish to join foreign employment and identify skill gaps.	Online database and number of asprian migrant workers registered	MoL&FE																

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S/ N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Time Frame															
						2022	2023				2024				2025						
						Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
			3.2.3 Conduct awareness programmes on Skill Passport	No. of awareness programmes conducted on Skill Passport	MoE/ TVEC MoL&FE/ SLBFE																
			3.2.4 Facilitate to issue Skill Passport to migrant workers through verification of work experience of the NVQ holders.	Facilitation for Skill Passport is available	MoE/TVEC/ MoL&FE																
		3.3 Improve capacity of training institutions/ providers		No.of training institution/ providers capacitated	All Relevant Ministries/ Institations																
			3.3.1 identify resource requirments of tranning centers to match with national and international standards	No. of centers that Resource requirements identified	MoE/TVEC																
			3.3.2 Coordinate with partners /stakeholders (local & international) for resources gap filling	No. of partners /stakeholders (local & international) coordinated and resources gap filled	MoE/ TVEC/																
			3.3.3 Establish an information center to coordinate RPL Assessments	Central point and online system established	MoE/ TVEC																
			3.3.4 Equip selected training institutions with NVQ assessment facilities	No. of centers equipped with facilities	MoE/TVEC/ SLBFE																
		3.4 Promote affiliations with recognized international institutions		No .of affiliations with international institutions	MoE/TVEC/ Training providers/MoFA/ MoL&FE/SLBFE																
4	Promote institutional collaboration to secure diverse employment opportunities in the global labour	4.1 Implement an integrated programme with key stakeholders to identify new foreign employment markets/opportunities	No.of new markets/opportunities identified	Task force																	

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S/ N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Time Frame															
						2022	2023				2024				2025						
						Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
			4.4.1 Amend the Sri Lanka Bureau of Foreign Employment Act No 21 of 1985	Amended Act	MoL&FE/ SLBFE																
			4.5 Review exiting employment contracts/ MoUs and identify certain gaps that impact rights and protection of the SLMW and prepare suitable job contracts with the bi-lateral mutual agreements following the win-win approach for identified countries.	No. of employment contracts/ MoUs reviewed and updated/ No.of new job contracts signed	MoL&FE/ SLBFE/ MoFA		Annually				Annually				Annually						
5	Facilitate Recognition of Prior Learning (RPL) and other schemes for inservice and returnee migrant workers		5.1 Create awareness on the opportunities and advantages of obtaining the RPL and Skill Passport.	No.of awareness programmes conducted /RPL obtained	MoE/ TVEC/ MoL&FE/ SLBFE																
			5.2 Organize RPL Assessments and issue Skill Passports for Sri Lankan expatriate workforce on demand	No.of NVQ and skill passport issued	MoE/ TVEC/ MoL&FE/ SLBFE and MoFA to coordinate and implement the activity																

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**Action Plan for Ensuring the Qualitative Improvement in the Foreign Employment Sector**  
**Objective: Enable the Sri Lankan Labour Force to Access Labour Market Opportunities and Facilitate better Socio - Economic Gains**

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
1	Increase market penetration for Sri Lankan migrant workers through promotional interventions	1.1 Carrying out a study or market analysis on foreign job market and identify current and future job opportunities with required qualifications.		No.of new markets identified/job opportunities	MoL & FE/ILO	The final report received from the NielsenIQ was reviewed by this Ministry and informed ILO to proceed with publishing the research.
				No.of factors identified/ Issues and trends of local labour markets are identified	MoL & FE (By an expert panel)	Department of Manpower has conducted an analysis and the report will be available on second week of October 2023
				Task force is established	MoL& FE/ MoFA/ SLBFE/TVEC & TVET Providers	Labour movements supply and demand status discussed and specially foreign employment demand communicated and actions taken to share information with all training providers registered with TVEC. Actions taken to include soft skills and language skills to National competency Standards and Training Providers were guided to practice those to achieve the expected level. Also guided to support Test centers for Skills migration
			1.3.1 Establish a task force to prepare employment ready job bank, operationalize the job bank and review the progress	Employment ready job bank is operationalized	MoL& FE/ Task Force/ MoPUBAD	This has been established with the IGRS data portal
		1.4 Implement promotional activities in host countries in order to create demand for skill labour force available in Sri Lanka and find foreign job opportunities				Education Ministry has Met His Excellency Ambassador of Kingdom of Saudi Arabia, Qatar, UAE and discussed on Skills verification. While the His Excellency Ambassador of Kingdom Saudi Arabia agreed to expand the scope of the signed agreement His Excellency Ambassador of Qatar and UAE has given their initial acceptance. this to be coordinated by Foreign Ministry .They initially agreed and official discussions to be started with the Foreign Ministry

S/N	
1	Increase Lankan promoti

S/N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			1.4.1 Initiate the process for recruiting Labour Promotion Officers locally (Countries of Destination) i.e Japan Saudi Arabia Qatar Kuwait Oman Singapore	No. of Officers recruited	MoL&FE/ SLBFE/ MoFA	Awaiting for the FR 71 approval
			1.4.2 Conduct promotional activities though locally recruited officers	No.of promotional activities conducted/ No.of job opportunities identified	MoL&FE/ SLBFE/MoFA	Will be done after completeing 1.4.1
			1.4.3 Expedite the process of recruiting health sector workers (nurses) specifically for countries like Oman and Singapore	No. of Officers recruited	MoL&FE/ SLBFE/ MoH/ MoFA	Cabinet has granted approval to the nurses who have completed half of their compulsory service period to take leave for foreign employment by payment of bond value for the balance compulsory service period. Singapore has agreed to include Sri Lanka for International Nurse Onboarding Programme.
			1.4.4 Develop video clips highlighting skills of Sri Lankan work force	No. of multi media promotional materials produced	MoL&FE/ SLBFE/ TVEC	TVEC agreed to link TVET centers to obtain necessary video clips at workshops. All Centers was informed to share their Videos and photos with TVEC. (DTET) Initiated to prepare video clips while the students are engaged with practical sessions in colleges by Career Guidance Unit. Available video clips can be shared with TVEC to prepare National Level video programmes. (SLBFE) Supplier has been selected. Prepared video clips will be developed within next two months.
			1.5 Develop and disseminate guiding manual/ e- book which emphasize workers' rights, responsibilities, obligations and the benefits that they are eligible (throughout job contracts).	Guiding manual/ e- book developed and disseminated	MoL&FE/ SLBFE/ MoFA	In progress
			1.5.1 Update the existing guidelines for several critical jobs and make available as e-book	e-book is available	MoL&FE/ SLBFE	In progress



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S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
2	Strengthen sectoral coordination and invest in skills development to meet global and local labour market demands		2.1 Establish a coordination mechanism to create skillful labour force	Established coordination mechanism	MoL&FE	Inter Ministerial Task Force has been work as Permanent Coordinating Committee. From TVEC Side all Industry Skills Sector Councils (ISSCs) were informed to make their attention on Sectoral approach to develop TVET sector with new development. At the moment Six ISSCs in operations namely, Information Communication Technology Sector,(ICTISC), Manufacturing and Engineering Services Sector Council (MESSCO), Agriculture Industry Skills Council (AISC), Construction Industry Sector Council (CISC),Tourism Industry Sector Council (TISC), Automobile Industry Council (AIC) with Health Sector Committee
			2.1.1 Initiate the process of establishing permanent inter Ministerial coordinating committee comprised of MoLFE, MoFA, MoE, MoH, MPubAd	Process initiated	MoL&FE	
			2.2 Enter into skills partnership with countries of destinations.	No. of partnerships established	MoE/ MoFA/TVEC other Government and Privete sector intitutions	South Asian Qualification and Verification System is being processed. Skills Verification Programme (SVP) Agreement signed with Kingdom of Saudi Arbia with Teritary and Vocational Education Commission under the Ministry of Education on 21.03.2023
			2.3 Improve pre-departure training and orientation to enhance competencies/ soft skills enabling smooth job placement.	No. of trainees passed	MoL&FE/ SLBFE/ MoE/TVEC	Included in TVEC Training Delivery. VTA has Develop 50 hours soft skill program focus in on Foreign Employment . As per the SLBFE data , 30,037 completed their training programme

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S/N	Strategy	Activi ty	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			2.4 Promote enrolment for training courses targeting highly demanded Employment opportunities	No.of trainees enrolled	Training providers/ MoE/ TVEC/ MoL&FE/ SLBFE/ MoFA	(TVEC) All Training Providers including Private Sector award and informed through letters. SLBFE has shared high demanded occupations in first quarter of 2023 and shared those through social media too (VTA) Start media campaign to promote foreign job focus training programs. (DTET) Conducting welding Course (NVQ Level 3/4) in 10 colleges and target intake is more than 700 trainees. •A programe has been initiated for issuing certificates (NVQ 3&4) for Tilers in Sri Lanka through RPL by the Dhammika and Prescilla Foundation at the College of Technology, Maradana.. • MOU is on processing to be signed for Care Giver Training in between Genius Hospital (GHA) Akkaraipattu and Technical College -Akkaraipattu.. •All arrangements have been taken for signing MOU with Technical College -Gampaha in collaboration with CISCO Company. •MOU has been signed between DTET, Gamma Pizzalanka and Sevalanka Foundation for Conducting (Quick Service Restaurant(QSR) Crew Member) training programme and commenced at Technical College Kuliyapitiya and 41 students have been recruited. In Kandy and Nuwara Eliya Colleges this course will be commenced with 2 nd intake in 2023. •It is planned to commence Solar PV Technology courses in Technical Colleges, Matara, Homagama, Anamaduwa, Warakapola, and Nuwara Eliya facilitated by Public Utilities Commission of Sri Lanka.
			2.5 Ammend TVE Act to facilitate International collaboration, mapping, assessment quality inspection and mutual recognition of skills with other countries and expand legal scope to do related activities	Availability of ammended Act	MoE/TVEC	TVEC act amendment process is ongoing

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1	Increase Lankan promotion

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			2.6 Prioritize and conduct short-term skill bridging programmes on the basis of job demands.	No.of skill bridging programmes conducted	MoE/ TVEC & TVET Institutions MoL&FE/ SLBFE	Flexible Learning Mode (FLM) system introduced and TVEC online system modifications completed. TVET institutions were issued with guidelines by FLM circular NVQ/03/2020, eRPL Process introduced and in practice. Design programs for most demanded foreign recruitment occupations as short term NVQ and non NVQ program. This program were design as gap filling and short term programs in 107 centers and 351 programs.
			2.6.1 Identifying the people leaving the tri-forces after completing the compulsory service periods and providing the necessary training to match with the foreign market requirements	No of tri-forces staff trained	MoD/ Tri Forces/ MoL&FE/ SLBFE/ MoE/ TVEC	TVEC coordinated NVQ Qualification for tri- forces and communicated all heads and conducted awareness sessions through online and applicants lists submitted to NAITA and VTA for NVQ assessment. Its functioning at the moment. Retired officers in tri forces are being recruited for requested courses for all colleges. <b>SLBFE</b> has signed a MoU with "Kaname" Holdings, Japan to send Sri Lankans under TITP and SSWP. Under this MoU, retired military persons are trained.
			2.6.2 Develop and implement a plan to improve the language proficiency of hospitality and health sector workers	Plan implemented	MoL&FE/ SLBFE/MoH	Aspirant Migrants for language training will be identified after registering with the IGRS
			2.6.3 Expand the provision of reimbursement of the course fee to migrant workers which is already initiated by SLBFE to language proficiency courses too	Board Approval is obtained	MoL&FE/ SLBFE	Wide publicity has been given via social media and printed media. Additionally, printed 1,500 leaflets to make public and interested parties aware on this programme.

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S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			2.6.4 Identify and orient people already aquired skills in agriculture sector and wish overseas employment for promoting available job opportunities.	No. of persons registered and oriented	MoL&FE/MoA/MoE	For Japanese Agri sector job opportunities, from DTET, A list of 160 students who have completed the courses in Agriculture Sector were submitted to the Education Ministry (on 13.12.2022). For Japanese Agri sector job opportunities, from DTET.
			2.6.5 Introduce tailor-made short-term programmes for livestock and agriculture targeting Japanse Agri-Sector job opportunities	No. of short term programs and no trained aspirant Migrants	MoA/ MoL&FE/ SLBFE/ MoE	160 students have been completed the courses in Agriculture Sector.
			2.6.6 Collect DS Division-wise information on persons who wish to join foreign employment and identify skill gaps.	Online database and number of aspriant migrant workers registered	MoL&FE	A list of information of 738 young people seeking foreign employment in Monaragala district was forwarded to SLBFE and the information is being collected in the two districts of Galle and Kandy.
3	Strengthen and upgrade national skill development plans and qualification framework in line with the regional and international standards	3.1 Compare existing NVQ framework with regional and international skills qualification framework following necessary mapping.		No. of courses/programmes mapped	MoE/ TVEC & TVET Institutions/MoL&FE/MoFA/ SLBFE	The first technical meeting on the South Asia Qualifications Reference Framework (SAQRF), held virtually on 15 – 16 February 2022 with the participation of Member States i.e. Bangladesh, Bhutan, Nepal, India, Pakistan, Maldives and Sri Lanka to map qualification frameworks of south Asian countries.
		3.1.1 Identify highly demaned 10 employment categories and map with selected Destinations		Highly demanded 10 employment sectors identified and mapped.	MoE/ TVEC & TVET Institutions /MoL&FE/ SLBFE/ MoFA	Identified high demanded Occupations in Kingdom of Saudi Arabia and actions taken to issue joint certificate through Skills verification
		3.2 Enter in to bi-lateral, regional and multi-lateral mutual skill recognition (MSR) agreements.		No.of agreements signed	MoE/ MoFA/ MoL&FE/ SLBFE	No new agreements signed

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S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			3.2.1 Enter into a mutual skill recognition agreement with Saudi Arabia	Signed MoU	MoE/TVEC/ MoFA/ MoL&FE/ SLBFE	Agreement signed and make arrangement to commence the Skill Verification Program. Three Centers selected at the initial Stage. Ceylon German Technical Training Institute, Moratuwa, Korean Lanka Training Institute, Wellampitiya and Institute of Engineering Technical Training, katubadda are the selected Test Centers for Skills varification.Initially Automobile Mechanic Technician, Automobile Electrician, Welder, Ref and Air Coonditioning Mechanic, Plumber, Electrician selected for SVP. Soft launching of the programme was held on 21.06.2023. As per the MOU signed between MOE & KSA, Maradana CoT and Technical College Rathmalana were identified to conduct the following agreed occupation courses in order to recognize them as Licensed Test Centers to deliver Skills Verification Programme.
			3.2.2 Make arrangement to expedite the process of South Asian Qualification Referencing Framework(SAQRf)	Finalized SAQRf document	MoE/TVEC/ ILO	Criterion -1 report is finalized and 2 day workshop is planned in Colombo on 26-27 inviting South Asian Member states to refine and further develop the document. The entire process is supported by the ILO.
			3.2.3 International Accreditation of Sri Lanka Qualification (NVQ)	Implementation of recommendations	MoE/TVEC/ MoFA	Draft report was submitted by the consultant for International recognition of the NVQ Qualifications with a Development Roadmap and this was supported by the British Council and EUVET Toolbox Project.

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1	Increases Lankan promotion

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			3.2 Develop a pathway for skilled migration under Integrated Guidance & Referral System (IGRS) for prospective migrant workers in collaboration with relevant stakeholders.	Integrate Guidance & Referral System (IGRS) is established and implemented	MoL&FE/ MoE/ MoPA/TVEC & TVEC Institutions/ SLBFE/ ILO	TVEC contribution given to the development of IGRS and agreed to share TVEC database with IOM for needed areas as requested by Ministry of Labour. IGRS now ready and presented to Hon Minister of Labour by IOM with key stake holders
			3.2.1 Initiate the process to establish Foreign Employment Focused Career Advisory Center	Center established	MoL&FE/IOM	Career advisory center has established at Ministry of Labour and has trained Career Guidance Officers to make the Service
			3.2.2 Operationalize the IGRS unit- Stage 1	Stage 1 is in operationalized	MoL&FE	Operations have been started
			3.2.3 Conduct awareness programmes on Skill Passport	No. of awareness programmes conducted on Skill Passport	MoE/ TVEC MoL&FE/ SLBFE	9 awareness programs were conducted by TVEC in the regions
			3.2.4 Facilitate to issue Skill Passport to migrant workers through verification of work experience of the NVQ holders.	Facilitation for Skill Passport is available	MoE/TVEC/ MoL&FE	1083 skills passports were issued up to 15.06.2023
			3.3 Improve capacity of training institutions/ providers	No.of training institution/ providers capacitated	All Relevant Ministries/ Institutions	TVET sector development Plan prepared and has been forwarded to the Education Ministry
			3.3.1 identify resource requirements of training centers to match with national and international standards	No. of centers that Resource requirements identified	MoE/TVEC	Training Providers was informed. Lack of repair /Maintenance /Materials and Out dated machines are identified in Colleges. Information are being gathered from all colleges.

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			3.3.2 Coordinate with partners /stakeholders (local & international) for resources gap filling	No. of partners /stakeholders (local & international) coordinated and resources gap filled	MoE/ TVEC/	Actions taken to provide Pedagogy Training with You Lead in selected Districts (Kandy, Kurunagala, Vavunia, anuradapura and Puttalam) Started to upgrade construction sector courses. (Drafting Technology, Draftsmanship and Industrial Plumbing with the assistance of KOICA funding. •Aluminum Fabrication Course is being developed by the assistance of Allumex Pvt ltd.
			3.3.3 Establish an information center to coordinate RPL Assessments	Central point and online system established	MoE/ TVEC	
			3.3.4 Equip selected training institutions with NVQ assessment facilities	No. of centers equipped with facilities	MoE/TVEC/ SLBFE	Identify 56 centers as RPL testing centers to facilitate to provide RPL assessment and other required testing certification for the foreign employments.
			3.4 Promote affiliations with recognized international institutions	No .of affiliations with international institutions	MoE/TVEC/ Training providers/MoFA/ MoL&FE/SLBFE	Three centers namely Ceylon German Technical Training Institute (CGTTI), Institute of Engineering Technical Training (IETT) Katubadda and Korean Lanka Technical Training Institute (Ktech) accredited by Skill Verification Project in KSA and given login facility
4	Promote institutional collaboration to secure diverse employment opportunities in the global labour market		4.1 Implement an integrated programme with key stakeholders to identify new foreign employment markets/opportunities	No.of new markets/opportunities identified	Task force	IGRS Data portal will belinked to this. Further the data has been collected for providing the necessary employment oppertunities in the foreign employment sector of retired Tri Forces Officers.
			4.2. Disseminate information on available job opportunities and skills requirement at national and sub-national level through existing government and other structures through labour market information system	No.of programmes conducted	MoL&FE/ SLBFE	SLBFE has conducted 113 Programmes

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
			4.2.1 SLBFE to share the database on available human resources supply with MoFA	Shared database with MoFA	MoL&FE/ SLBFE/ MoFA	SLBFE has shared the data with 15 Missions
			4.2.2 Modify the current database of TVEC in order to capture the willingness of students who successfully completed the courses at TVEC for foreign employment and share the relevant details with LFEAs	Details shared with MoFA/LFEAs	MoE/ TVEC/ MoFA	
			4.2.3 Conduct provincial-wise information gathering and sharing sessions in collaboration with Provincial Councils	No. of provincial-wise information gathering and sharing sessions	MoL&FE/ SLBFE	A list of diploma holders who have completed NVQ 5 and NVQ 6 sent by the Department of Agriculture was forwarded to the SLBFE and SMS was sent for registration with the job Bank of the SLBFE. A list of 539 details of youth with and without NVQ sent by the Chief Secretary's Office of the Central Province was forwarded to SLBFE, 31 candidates were selected by conducting interviews with the participation of SLBFE and licensed foreign employment agencies. Ministry of Education, Culture and Arts, Sports & Youth Affairs and Information Technology of Western Province conducted a job fair program on 06.06.2023 at Diyatha -Battaramulla . Uva Province has organized the first job fair program under the team Boom Boom Uva from 2023/03/31 to 04/02 at Senanayake ground - Badulla and the second job fair program was held on 2023/04/28 at the Uva Provincial Public Library Auditorium. The North West Province had held a local and foreign job and vocational training fair on 2023.03.31 at the North West Provincial Council.



S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency / Agencies	Progress as at 15.06.2023			
			4.2.4 Disseminate information through proposed Foreign Employment focused Career Guidance Center	Information is disseminated	MoL&FE/ SLBFE/MoE/ TVEC	Shared foreign labour demand information with Career Guidance Centers. Specially through whatsapp groups			
			4.2.5 Conduct information sessions for TVEC and TVET students by SLBFE	No. of information sessions conducted	MoL&FE/ SLBFE/MoE/ TVEC/ TVET	28 informations sessions have been conducted.			
			4.2.6 Conduct Job-fair with the participation of LFEAs quarterly for Job matching and disseminate information	No. of Job-fairs conducted	MoL&FE/ SLBFE				
			4.2.7 Conduct Quarterly meetings with key Vocational Training Institutions with the participation of LFEAs and trade associations	No. of Quarterly meetings conducted	MoL&FE/ SLBFE	Meeting with PIBA - Israel, VTA, NAITA, Sri Jayawardenapura Hospital on caregivers NVQ - III programme.			
			4.3 Build/enhance capacity of licensed foreign employment agents to explore diverse job opportunities	No.of LFEA capacitated	MoL & FE/ SLBFE/ NILS	Introduce certificate course for staff members of LFEA on general management & labour migration.			
			4.4 Strict Monitoring and Regularization of LFEAs	No.of Legal Actions against reported cases	MoL&FE/ SLBFE	17 actions have been taken for the reported cases.			
			4.4.1 Amend the Sri Lanka Bureau of Foreign Employment Act No 21 of 1985	Amended Act	MoL&FE/ SLBFE	In progress			
			4.5 Review exiting employment contracts/ MoUs and identify certain gaps that impact rights and protection of the SLMW and prepare suitable job contracts with the bi-lateral mutual agreements following the win-win approach for identified countries.	No. of employment contracts/ MoUs reviewed and updated/ No.of new job contracts signed	MoL&FE/ SLBFE/ MoFA		Annually	Annually	Annually
5	Facilitate Recognition of Prior Learning (RPL) and other schemes for inservice and returnee migrant workers	5.1 Create awareness on the opportunities and advantages of obtaining the RPL and Skill Passport.		No.of awareness programmes conducted /RPL obtained	MoE/ TVEC/ MoL&FE/ SLBFE	05 programs conducted to promote Skills Passport and RPL. In addition, 25 district RPL awareness programs were conducted. Total 32 programmes conducted			

excellency Ambassador of Qatar and UAE has given their initial acceptance. this to be coordinated by Foreign Ministry .They initially agreed and official discussions to be started with the Foreign Ministry

S/N	Strategy	Activity	Sub Activity	KPI	Responsible Agency /Agencies	Progress as at 15.06.2023
		5.2 Organize RPL Assessments and issue Skill Passports for Sri Lankan expatriate workforce on demand		No.of NVQ and skill passport issued	MoE/ TVEC/ MoL&FE/ SLBFE and MoFA to coordinate and implement the	Pilot program was conducted by VTA in Dubai, UAE to certify hotel sector expatriate workforce.

Foreign Ministry. This to be coordinated by discussions to be started with the Foreign Ministry

# Departure Details 2019 - up to date

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## Departures Category Wise (Normal EPS, Special EPS and Re-entry) - 2019

Month	CBT	Normal EPS	Re Entry	Total
January	73	1	59	133
February	32	1	136	169
March	19	345	30	394
April	8	260	15	283
May	2	36	156	194
June	18	480	122	620
July	5	127	48	180
August	49	30	83	162
September	63	561	113	737
October	17	122	46	185
November	25	20	14	59
December	49	340	75	464
Total	360	2,323	897	3,580

## Departures Category Wise (Normal EPS, Special EPS and Re-entry) - 2020

Month	CBT	Normal EPS	Re Entry	Total
January	15	202	48	265
February	1	26	33	60
March	2	38	26	66
September	0	0	21	21
October	0	0	36	36
November	0	0	22	22
December	0	0	30	30
Total	18	266	216	500

## Departures Category Wise (Normal EPS, Special EPS and Re-entry) - 2021

Month	CBT	Normal EPS	Re Entry	Total
January	0	0	22	22
February	0	0	27	27
March	0	0	123	123
April	0	0	79	79
May	0	0	81	81
June	0	0	27	27
July	0	0	53	53
August	0	0	122	122
September	0	0	92	92
October	0	0	90	90
November	0	0	191	191
December	2	152	47	201
Total	2	152	954	1,108

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**Departures Category Wise (Normal EPS, Special EPS and Re-entry) - 2022**

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Month	CBT	Normal EPS	Re Entry	Total
January	7	163	159	329
February	0	45	0	45
March	5	236	29	270
April	0	150	20	170
May	0	207	12	219
June	123	475	79	677
July	98	401	84	583
August	22	448	90	560
September	20	448	139	607
October	108	626	135	869
November	255	860	201	1,316
December	250	535	209	994
Total	888	4,594	1,157	6,639

**Departures Category Wise (Normal EPS, Special EPS and Re-entry) - 2023**

Month	CBT	Normal EPS	Re Entry	Total
January	59	551	168	778
February	92	469	92	653
March	156	306	68	530
April	266	67	45	378
May	269	99	249	617
June	173	175	172	520
July	22	188	79	289
August	61	302	118	481
September	55	612	88	755
October	0	54	36	90
Total	1,153	2,823	1,115	5,091

**Statistics on Registrations from 2017 - 2023  
By Manpower Level**

Manpower Level	2017	2018	2019	2020	2021	2022	2023.01.01 - 2023.08.31
Professional	8126	9048	9883	2963	8424	14513	10056
Skilled	68891	66904	62618	16659	40517	92626	56054
Semi Skilled	3385	2881	3044	789	1938	4132	2745
Middle Level	5936	6520	5714	1495	4281	8132	6664
Clerical & Related	8716	9401	9150	2489	6571	12137	7723
Low Skilled	61059	51704	51191	13988	31879	103586	61565
Domestic House Keeping Assistant	55882	64776	61486	15319	29268	75836	53576
<b>Total</b>	<b>211995</b>	<b>211234</b>	<b>203086</b>	<b>53702</b>	<b>122878</b>	<b>310962</b>	<b>198383</b>

**Statistics on Registrations from 2017 - 2023**

Registration Type	2017	2018	2019	2020	2021	2022	2023.01.01 - 2023.08.31
Self Registrations	143683	144531	133821	35644	81266	187663	103868
Registration Through Agencies	68312	66703	69265	18058	41612	123299	94515
<b>Total</b>	<b>211995</b>	<b>211234</b>	<b>203086</b>	<b>53702</b>	<b>122878</b>	<b>310962</b>	<b>198383</b>

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