



Ministry of Foreign Employment

Annual Performance Report - 2015

(01.01.2015 – 31.12.2015)

Ministry of Foreign Employment
Tower – 5, Level 12, Central Bank Building,
No. 30, Janadhipathi Mawatha,
Colombo 01.



Message from Hon. Minister

Forward

It is a great honor for me to present the performance report of my Ministry for the year 2015.

Under the guidance of the H.E. Maithripala Sirisena, The President of the Democratic, Socialist Republic of Sri Lanka and the Hon. Ranil Wickramasinghe, Prime Minister, the ministry of Foreign Employment has taken initiatives to reflect the New Government Vision of Good Governance in all aspects in labour migration. Accordingly, The Ministry and the institutions under my purview, we all share a common intent and vision to make safe migration and protection of rights of Sri Lankan migrant workers, a reality.

As we all know that the migration is a key feature of globalizing world today. If we can manage properly, migration will benefit the country, migrants and their families and society at large. It will also contribute directly and indirectly to the achievement of the development goals of our country.

Labour migration in Sri Lanka is governed by the National Policy on labour Migration recognizing the three important areas, Governance and regulation of migration, protecting and empowering migrant workers and linking migration and development.

Accordingly Ministry of Foreign Employment has implemented number of projects, programmes and activities during the year 2015 to fulfill the goals of the policy in collaboration with all key stakeholders.

Identifying one of the key gap in the migration sector in the country as the inadequacy of information management, a systematic approach has been initiated to collect, record and retrieve information on migrant workers and their families through Migration Development officers serving in the existing divisional level Administrative structure and Ministry has established a central monitoring and evaluation Unit to streamline this process.

In 2015, Ministry has focused on key areas specially on return and re-integration of migrant workers by finalizing a national action plan on return and re-integration of migrant workers with a holistic approach, covering social, economic and psychological aspects.

Need of recognition of skills of return migrant workers, skills certification has been identified by the Ministry as one of the priority area and initiated discussions with destination countries to implement pilot programmes on mutual recognition of skills.

Development outcomes can be achieved more broadly, equitably, and inclusively if national legislations and policies incorporate the recommendations of the International Conventions and Standards. Considering the need of Revision of existing legislation on labour migration in Sri Lanka in line with the International Conventions on labour Migration Ministry has taken steps to review the existing SLBFE Act in consultation of key stakeholders and now it is in the process.

The demand for and supply of labour is becoming more international, as millions of persons may no longer be able to find jobs in their home countries and labour shortages increase in destinations. Sound labour market needs assessment that can help to ensure appropriate skills and job matching for migrant workers is lacking in our country and it results in large number of migrant workers being employed in low level jobs. To address these issues the Ministry has taken steps to seek technical assistance from the International organizations to support needs assessments that reflect the overall state of the labour market.

In order to identify common challenges in labour migration there is a need to address such challenges through a multi-stakeholder involvement, inclusive policy dialogue and coordination among the countries of origin and destinations.

As the current chair of the Colombo Process Sri Lanka has hosted the Third senior officials meeting on 4th -5th November 2015 successfully and emphasized the interest of member states in enhancing cooperation and coordination between the Colombo Process, Abu Dhabi dialogue and other regional consultative processes to address the key challenges in labour migration.

I firmly believe that the commitment and the continuous dialogue among the key stakeholders in the field of labour migration as a success factor in implementation of whatever policies and programmes in the country.

Hence I would like to take this opportunity to thank the Secretary, all the officials of the Ministry, Chairmen of the SLBFE and the SLFEA and the staff for their dedication and commitment and thank all key stakeholders who assisted us to fulfill the goals of the Ministry and the vision of Sri Lanka Government to make safe migration and protection of rights of Sri Lankan migrant workers.

Thalatha Atukorale M.P.
Minister of Foreign Employment



Message from Secretary

Sri Lankan migrant workers form the largest source of income in terms of foreign exchange brought to our country. Overall inflows of migrant worker remittances amounted to \$ 7018 million in the year 2014. This value equals to 916,367 million Sri Lankan rupees. It has thus posted a year on year growth of 9.5%. One of the most salient features of these inflows is that they reach the remotest corners of the island. In comparison to other foreign development assistance, such remittances have contributed more towards easing poverty and bringing more productive economic benefits.

The current policy towards the development of foreign employment sector is to supply migrant labour for skilled and professional categories of employment with higher income capacity and fewer employment related problems and to look for new sources of such employment. Labour migration has become highly competitive with a host of new countries entering the labour market afresh and providing better quality skilled workers who easily fit into the current demand in the labour market.

Taking cognizance of the risk factors, it is extremely important to take all possible measures to nurture and develop this sector. Therefore our Ministry has shifted its focus more on enhancing the skills of potential migrant workers, creating self-respect for them in the field of foreign employment, creating a worker befitting the demand in the overseas labour market and paving the way for them to be entitled to a higher salary.

In order to ensure safer foreign employment in compliance with the labour migration policy and the principles of decent employment, measures were initiated to update the memoranda of understandings with Israel and South Korea and the third meeting of senior officers of the Colombo Process comprising of 11 countries of origin in Asia was successfully conducted in early November this year. In addition, a significant achievement during the year was the discussions held with countries such as Japan, Cyprus and Lithuania which offer higher wages and safe social surroundings with a view to explore employment opportunities for potential local migrant workers and the laying of the foundation stone for entering into a Memorandum of Understanding with Cyprus.

I truly appreciate the guidance of the Hon. Minister and the unstinted support received from her personal staff for the provision of a more efficient service in the attainment of the objectives of the Ministry. I also wish to make a special note of the high level of collaboration offered by all

members of the staffs of the Ministry, the Sri Lanka Bureau of Foreign Employment and the Sri Lanka Foreign Employment Agency.

G S Withanage
Secretary

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1. Background

Growth of Employment Migration

As in the case of many other Asian labour sending countries, the most significant development related to international labour migration in Sri Lanka, marked with the emergence of employment avenues in the Middle East and some African countries after the oil Boom in 1970's.

The entry of Sri Lanka to the Middle East and African labor market registered a land mark development in the entire migration industry with Macro as well as micro level impact on both economy and social life of the country on which different positive and negative dimensions have been discussed by various researchers and policy planners through the past two decades.

According to available statistics a steady upward trend is evident from the year 1986 onwards, especially after the establishment of the SLBFE. The data further indicates that within 30 years from the establishment of Sri Lanka Bureau of Foreign Employment in the year 1985, the outflow number increased from 14,456 in 1986 to 263,307 in 2015. A close analysis of the data further shows that female participation outnumbered males for the first time in 1988 and maintained this dominance until 2007. The high numbers of females, who migrated for domestic sector and garment factory employment, resulted in this upward trend in the females share. However, after 20 years, in 2008 the males outnumbered females by the very narrow margin of male 51.19% to the female 48.81%. Even though this reversed in 2009, again by 2010 male migration exceeded that of female migration (Male-51.16%, Female- 48.84%).

Although the percentage of males has decreased to 9.24% and the total number of departures has decreased by 12.44% in the year 2015, when compared with the year 2014 (i.e. 300,703 in the year 2014 to 263,307 in the year 2015).

The number (300,703) of workers who departed for foreign employment was reported in the year 2014, out of which 110,486 (36.74%) were females and 190,217 (63.26%) were males. The number of male workers who departed in the year 2014 has significantly increased by 8.5% when compared with that of year 2013. It is further observed that the total number of departures had decreased by 12.44% in 2015 when compared to the year 2014. (300,703 in 2014 and 263,307 in 2015).

Kingdom of Saudi Arabia, Qatar, U.A.E, Kuwait, & Oman were the major labour receiving countries which have hired over 88.38 % of Sri Lankan workers in the year 2015.

Departures for Employment

Year	Male		Female		Total
	No.	%	No.	%	
1986	11,023	76.25	3,433	23.75	14,456
1987	10,647	75.37	3,480	24.63	14,157
1988	8,309	45.09	10,119	54.91	18,428
1989	8,680	35.11	16,044	64.89	24,724
1990	15,377	36.08	27,248	63.92	42,625
1991	21,423	32.97	43,560	67.03	64,983
1992	34,858	28.00	89,636	72.00	124,494
1993	32,269	25.00	96,807	75.00	129,076
1994	16,377	27.22	43,791	72.78	60,168
1995	46,021	26.68	126,468	73.32	172,489
1996	43,112	26.52	119,464	73.48	162,576
1997	37,552	24.99	112,731	75.01	150,283
1998	53,867	33.71	105,949	66.29	159,816
1999	63,720	35.45	116,015	64.55	179,735
2000	59,793	32.82	122,395	67.18	182,188
2001	59,807	32.50	124,200	67.50	184,007
2002	70,522	34.61	133,251	65.39	203,773
2003	74,508	35.51	135,338	64.49	209,846
2004	80,699	37.59	134,010	62.41	214,709
2005	93,896	40.60	137,394	59.40	231,290
2006	90,170	44.65	111,778	55.35	201,948
2007	103,476	47.37	114,983	52.63	218,459
2008	128,232	51.19	122,267	48.81	250,499
2009	119,381	48.31	127,745	51.69	247,126
2010	136,850	51.16	130,657	48.84	267,507
2011	136,307	51.84	126,654	48.16	262,961
2012	143,784	50.93	138,547	49.07	282,331
2013	175,045	59.72	118,058	40.28	293,105
2014	190,217	63.26	110,486	36.74	300,703
2015	172,630	65.56	90,677	34.44	263,307*

Table 1 (Source: IT Division SLBFE) *provisional

Comparison of departures for Foreign Employment - 2014 & 2015. (Jan.–Dec.)

Year	2014	2015	Growth
	No.	No.	%
Male	190,217	172,630	-9.25
Female (Except House Maids)	21,858	17,399	-20.40
Housemaids	88,628	73,278	-17.31
Total (Female)	110,486	90,677	-17.93
Total Departures	300,703	263,307	-12.44

Table 2 (Source:IT Division SLBFE)

The number of migrant workers departed in 2015 was 263,307 out of which 172,630 (65.56%) were males and 90,677 (34.44%) were females. Out of the total departures of the year, 73,278 (27.82%) are housemaids/domestic housekeeping assistants.

This has further indicated a decrease of male migration by 9.24%, female (Except House Maids) migration by 20.40% and migration of housemaids/domestic housekeeping assistants by 17.32% when compared with the same period in the year 2014. Accordingly, the total number of departures has decreased by 12.44% in the year 2015, when compared to the year 2014 (i.e. 300,703 in the year 2014 and 263,307 in the year 2015).

Various regulatory measures taken by the SLBFE to reduce the female migration on the influence of social cost may have been impacted on the decrease of the female migration, which are shown below.

- Increasing the lower limit of age of females leaving for domestic sector employment (Started on 14.02.2011)
- A refundable security deposit of US \$ 1000 (or non-refundable deposit of US \$ 400 as an alternative) by employer was made compulsory for direct recruitment of females for employment in Middle East as domestic workers w.e.f. 01.06.2012.
- NVQ Level III qualification has been made compulsory for employment as Domestic Housekeeping Assistants in K.S.A, Singapore, Cyprus and Hong Kong w.e.f. 14.08.2013.
- Requirement of a family background report (FBR) for all female migrant workers has been made compulsory to ensure that they do not have children under five years old.

Comparision of Migrant Workers from January to December in 2014 & 2015

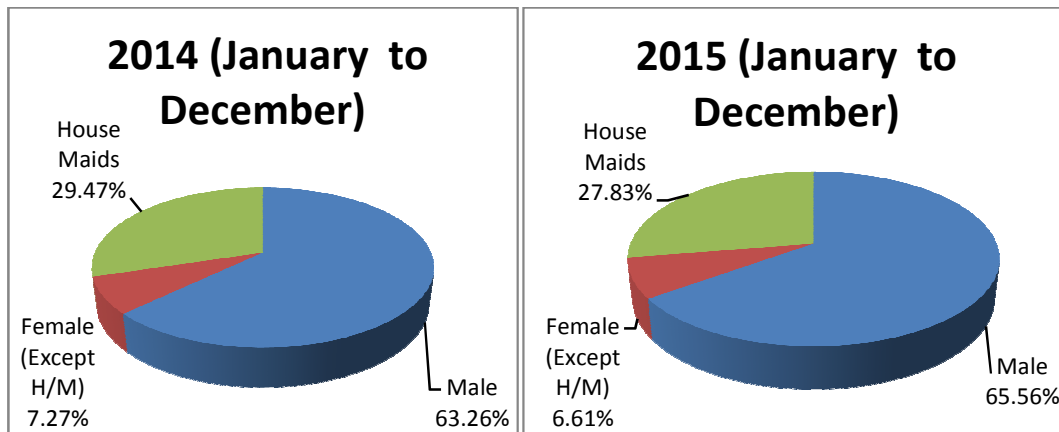


Figure 01

Figure 02

Contribution of Workers to the National Economy

Overseas employment is the largest foreign exchange earning source in the Sri Lankan economy. Since 1976, when formal employment migration commenced, foreign employment has generated substantial inflows of remittances at the same time relieving the pressure on unemployment of youth by providing employment abroad.

Major Sources of Foreign Exchange Earnings from Year 2014 & 2015

Description	2014 (Jan - Dec) US\$ Mn.	2015 (Jan - Dec) US\$ Mn.	Growth %
Workers' Remittances	5,689.7	5,787.3	1.7
Textiles & Garment	4,929.9	4,820.2	-2.2
Tea	1,628.3	1,340.5	-17.7
Tourism	1,956.1	2,305.3	17.9
Rubber Products	889.8	761.2	-14.5

Table 3

(Source: Central Bank)

Workers' Remittances 2000-2015

Year	Remittances	
	Rs. Million	US \$ Million
2000	87,697	1,160
2001	103,180	1,155
2002	123,183	1,287
2003	136,475	1,414
2004	158,291	1,564
2005	195,256	1,918
2006	224,663	2,161
2007	276,728	2,502
2008	316,091	2,918
2009	382,818	3,330
2010	465,166	4,116
2011	569,103	5,145
2012	763,980	5,985
2013	827,689	6,407
2014	916,367	7,018
2015	948,936.31	6,980.2*

Table 4 (Source: Central Bank) *provisional

According to the Annual Report of the Central Bank of Sri Lanka, the Workers' Remittances had reached US \$ Mn. 6,980.2 (Rs.Mn. 948,936.31) during the year 2015, while the figure were recorded as US \$ Mn 7,018 (Rs.Mn 916,367) in the year 2014. Accordingly, Workers Remittance were significantly decreased by 0.54% in the year 2015 when compared with the year 2014.

Workers' Remittances 2014/2015 (Jan – Dec)

Month	2014 (US \$ Mn.)	2015 (US \$ Mn.)	Growth
January	555.5	523.5	-5.76
February	502.0	511.6	1.91
March	605.9	644.3	6.33
April	554.0	585.9	5.75
May	557.5	537.7	-3.55
June	585.1	629.6	7.60
July	606.7	599.3	-1.21
August	548.1	566.0	3.3
September	575.0	584.2	1.6
October	600.1	605.1	0.8
November	619.3	574.5	-7.2
December	708.8	618.5	-12.7
Total	7,018.0	6,980.2	-3.13

Table 5 (Source: Central Bank)

In the year 2015 , the Workers Remittances had decreased US \$ Mn.6,980.2 (Rs. Mn 948,936.31) , while the figures were recorded as US \$ Mn 7,018.0 (Rs.Mn. 916,367) when it was compared with the same period in the year 2014.

Welfare Programmes for Migrant Workers

Sri Lanka as a party which ratified the UN Convention on the “protection of the rights of all migrant workers and members of their families” has adopted several policies in fulfilling its obligations under the Convention by introducing several welfare and protection programmes in favor of migrant workers and their family members. Some major programmes presently being implemented are as follows;

- a) Providing free life insurance coverage for each and every Sri Lankan employee departing upon SLBFE registration
- b) Providing scholarships for children of migrant workers who achieved the targeted results in the national examinations
- c) Providing pre-migration loans through state banks
- d) Conducting training programmes for prospective domestic sector female workers and nondomestic workers at island wide training centers of SLBFE
- e) Providing air tickets for repatriation of stranded workers
- f) Maintaining safe houses in the host countries to accommodate stranded workers and provided shelter, medical facilities, transport and food at state expense.
- g) Appointing a set of welfare officers to each of the Diplomatic Missions in the labour receiving countries to look into the interests of migrant workers.
- h) Maintaining a transit home in close proximity to the country's international airport to house destitute workers who return home with different type of sicknesses & harassments.

1. Ministry of Foreign Employment

1.1 Establishment of Ministry of Foreign Employment

A separate Ministry for Foreign Employment was established for the first time in Sri Lanka, on 20.02.2007, realizing the very important contribution made by our migrant workers to the National Economy. This was later amalgamated with the Ministry of External Affairs on 23.04.2010. However, on 22.11.2010, Ministry of Foreign Employment Promotion & Welfare was re-established by the special gazette notification No: 1681-3. The new Ministry has the welfare of Sri Lankans living abroad, commonly referred to as the Diasporas, as an added function. Thus Sri Lanka has followed the practice in India, Pakistan and Bangladesh in the SAARC region where separate Ministries are established for the development of employment migration, and welfare of migrant workers. H E the President Maithripala Sirisena was elected as the new President in 2015.01.08, new Government sworn with new Cabinet of Ministers the Ministry of Foreign Employment Promotion and Welfare has been named as the Ministry of Foreign Employment and Hon. Minister Thalatha Atukorala was appointed as the Minister in charge at this Ministry.

1.2 Vision of the Ministry

To be the leading policy maker and implementer to create gainful foreign employment opportunities, whilst protecting rights of migrant workers and ensuring their welfare and protection.

1.3 Mission of the Ministry

To convert the entire labour migration sector into a demand driven process and make it highly competitive by introducing required structural changes together with necessary promotional and welfare activities to meet the international market challenges realizing the importance of its contribution to the National Economy.

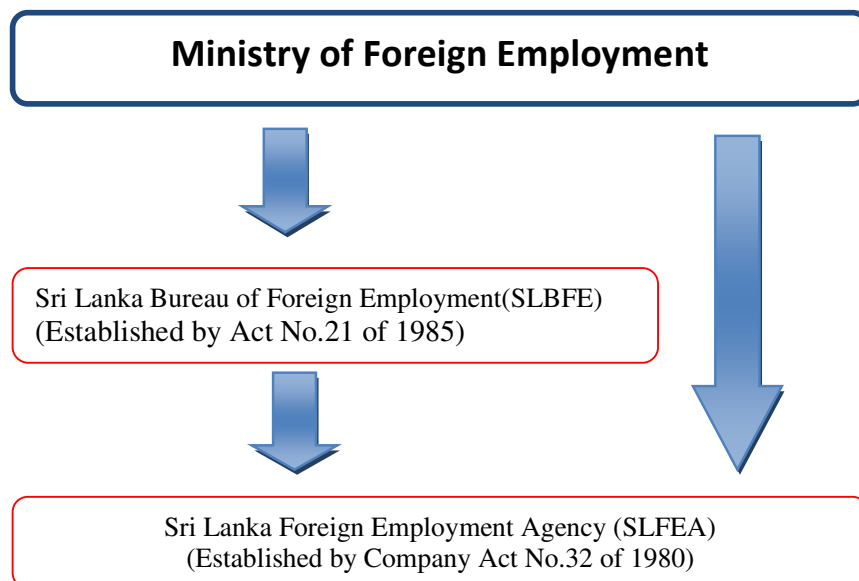
1.4 Key Functions of the Ministry

- Formulation of policies, programs and projects, monitoring and evaluation in regard to the subject of foreign employment and all subjects that come under the purview of Statutory Institutions.
- Provide solutions and increase welfare of migrant employees' professional issues.
- Introduce new laws to ensure expatriate workers' protection.
- Regulation and supervision of employment agencies.
- Career guidance for foreign employment.
- Coordination and monitoring all other subjects that come under the purview of Organizations listed.
- Supervision of the Organizations listed.

1.5 Legislative Developments

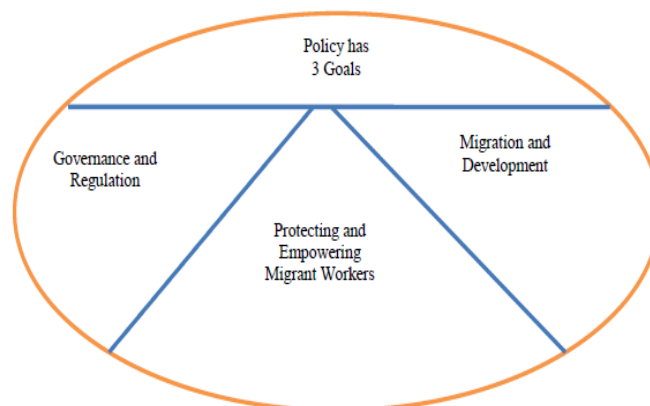
Until 1980, the legislative arrangements with regard to administration of labour migration was governed by the provisions of Fee Charging Employment Act No. 37 of 1956, which empowered the Commissioner of Labour to supervise both agencies involved with recruitment of workers for local and foreign employment purposes. In 1980, a new Act, the Foreign Employment Agency, Act No. 32, was enacted by the Parliament to govern the escalating needs of the industry in the face of steady and increased flow of Sri Lankans for overseas employment. A separate dedicated legal entity, the Sri Lanka Bureau of Foreign Employment was established under the purview of Ministry of Labour by Sri Lanka Bureau of Foreign Employment Act, No: 21 of 1985 with a wide range of long term objectives and responsibilities to develop and manage the entire industry backed by a broad legal frame work.

Organizations under the Ministry of Foreign Employment



National Labour Migration Policy

National Policy was approved by the Cabinet of Ministers on April 2009 (First time in South Asia)



Salient features of the National Labour Migration Policy

- Promoting opportunities for men, women to engage in migration for decent and productive employment in condition of freedom, equity, security and human dignity.
- Promote and support the migration of skilled men and women to secure Work environments where the protection of fundamental right at work.
- Endorse the principals of good governance by setting in place policies, laws, regulation and administrative procedures.
- Recognize the significant contribution of SL migrant workers to the National Economy through foreign exchange remittances.
- Adopt measures to prevent all forms of irregular migration, trafficking of persons and smuggling of human beings.
- Initial programmes to enjoy all rights, privileges and benefits of migration.
- Recognize that a key element in protection to all migrant workers is the possession of required skills.
- Recognize the contribution of Recruitment Agencies (state and private) as key stake holders in the process.
- Sri Lanka diplomatic missions in labour receiving countries are equipped with facilities to provide protection and welfare.
- The important role of bilateral agreements and MOU's between SL and host countries.
- Recognize the need to set - up an institute to undertake research or migration.

ISO 9001/2008 Certification.

Ministry of Foreign Employment, Promotion & Welfare and all organizations under the Ministry (Sri Lanka Bureau of Foreign Employment and Sri Lanka Foreign Employment Agency) have obtained ISO 9001/2008 certification. Ministry has fulfilled following requirements with respect to the quality management system.

- a. Process identification and documentation
- b. Setting quality objectives
- c. Control the documents and records
- d. Documentation of all the procedures
- e. Effective internal communication
- f. Ensure availability of resources
- g. Providing better work environment
- h. Opportunities for continual improvement.

The Ministry has committed to create and implement policies related to gainful foreign employment for Sri Lankans to ensure the rights of migrant workers and to provide their welfare needs through its Quality Management System.

1.6. Achievements

- Proposed pension scheme for migrant workers on Government 100 days programme, has reached the final stage.
The Cabinet of Ministers has given direction to have further discussion regarding this proposal with General Treasury. This proposal also included in the 2016 Budget Proposal of this Ministry. Ministry wishes to implement this proposal in the year 2017.
- Awareness programmes were held in Colombo, Ratnapura, Monaragala and Jaffna District Secretariats for Development Officers attached to Divisional Secretariats by this Ministry to build the capacity of Development Officers and the same programme to be conducted in other districts also.
- Colombo Process regional consultative meeting with the participation of 11 Labour countries of origin held on 4th - 5th of November 2015 at Colombo to promote the rights and welfare of migrant workers.
- Explore new job opportunities from labour destination countries.
Eg – Kuwait, Qatar, UAE, Lebanon, KSA, Jordan, Oman, Hong Kong, Singapore, Malaysia & Cyprus
- Entered into a MOU with the Ministry of Employment and Labour in Korea for recruitment of workers under the Employment Permit System (EPS)
- Under the Employment Permit System, 13th EPS TOPIK was held on 28th March, 2015. 2,221 admissions were issued for prospective candidates. 1,201 Sri Lankan Youths were qualified for the prospective job opportunities under the categories of “Fishing”.
- 14th EPS TOPIK was held in June, 2015. 13,082 admissions were issued for prospective candidates. 4,294 Sri Lankan Youths were qualified for the prospective job opportunities under the categories of “Manufacturing”.
- Entered into an agreement with State of Israel (PIBA) for the recruitment of Sri Lankan agricultural workers to Israel.
- Monitoring unit has been established at this Ministry to ensure the better provision of the welfare activities for the families of migrant workers by monitoring the duties and services of Development Officers attached to this Ministry.
- Award scholarships for children of migrant workers.
- SLBFE introduced an Overseas Insurance Scheme with SLIC (Sri Lanka Insurance Corporation) for domestic sector workers in Kuwait from 1st September 2015. This scheme will be expanded for all Gulf countries in future.
- Introduced an integrated accounting system for SLBFE.
The SLBFE has recently introduced an integrated Computerized Accounting System for all financial transactions take place in the head office and the branch offices in the country and this facility will be extended to the missions abroad.
- Code of ethical conduct for Licensed Foreign Employment Agencies.
Conducted regional workshops for Licensed Agents with the participation of 50 Agents and staff with the assistance of ILO.

Future Activities of the Ministry

- Organize district wise training programmes for Development Officers attached to the Divisional Secretariats/Provincial Offices by the Ministry to build their capacity to the relevant field.
- Enter into an Agreement/MOU with some Asian/ European Countries other than Middle East Countries to explore new employment opportunities for Sri Lankan skilled/professional workers.
- Data/information gathers to prepare social profile of migrant workers and left behind families to assist, protect and guide them in a proper way.
- Linking with Department of Immigration & Emigration, Airport & other relevant authorities and sharing information of migrant workers to ensure their safe migration.
- Develop monitoring system to monitor functions, activities and services of Development Officers to ensure proper services for migrant workers and their families.
- Introduce skills and qualification recognition ;
Introduce and continue of NVQ III level and upward programme for low skills workers with the assistance of TVEC.
- Introduce Return and Re-integration programme for migrant workers and implement this to cover economic, social and psycho-social aspects and need of the return migrant workers and their families.
- Establish Migrant Resource Centers to provide proper skill training for migrant workers

1.7. Financial Performance

182 – Ministry of Foreign Employment Financial Progress as at 2015.12.31

	Object Details	Provision	Expenditure 2015.12.31	Balance Provision	Financial Progress %
1	Recurrent Expenditure				
	Personal Emoluments	491,728,000	447,265,807	44,462,193	91
	<u>Traveling Expenses</u>				
	Domestic	26,960,000	20,753,234	6,206,766	77
	Foreign	13,100,000	10,760,144	2,339,856	82
	Supplies	22,150,000	15,041,497	7,108,503	68
	Maintenance Expenditure	10,800,000	8,388,091	2,411,909	78
	Services	47,150,000	35,632,292	11,517,708	76
	Property Loan Interest to Public Servants	600,000	405,334	194,666	68
	Total Recurrent Expenditure	612,488,000	538,246,398	74,241,602	88
2	Capital Expenditure				
	Rehabilitation and Improvement of Capital Assets	3,950,000	627,375	3,322,625	16
	Acquisition of Capital Assets	5,100,000	3,604,296	1,495,704	71
	Human Resource Developments	3,000,000	1,905,000	1,095,000	64
	<u>Other Capital Expenditure</u>				
	Public Institutions	175,000,000	175,000,000	-	100
	Strengthening Island wide administrative network for the development of foreign employment industry	6,000,000	5,480,226	519,774	91
	Employment Promotional Road Show	10,000,000	4,495,768	5,504,232	45
	Skill Sector Development Programme	330,000,000	232,952,613	96,047,387	71
	Total Capital Expenditure	533,050,000	425,065,278	107,984,722	80
	Total	1,145,538,000	963,311,676	182,226,324	84
3	Public Officers' Advance 'B' Account	25,605,000	23,751,759	1,853,241	93
4	Grand Total	1,171,143,000	987,063,436	184,079,564	84

Source : Accounts Division /Ministry of Foreign Employment

1. Recurrent Expenditure

The recurrent expenses have been incurred for salaries, travelling both domestic and foreign and expenses for stationary and office Requisites. The No. of cadre represent Ministry staff 158including the Hon. Minister staff, 942 development officers who are attached to the Divisional Secretariat.

2. Capital Expenditure

The Capital Expenditure incurred for procurement of computers, office furniture for the use of office staff. Also expenses incurred in respect of training are included under capital expenditure.

3. Other Capital Expenditure

Rs.175 million received from Treasury has been transferred to SLBFE under public institutions. Also Rs.233.9 million transferred to SLBFE for reimbursement of capital expenses made for the construction of Ratnapura and Hali-ela Migrant Resource Centre. Rs.5.48 million has been expensed to purchase office furniture.

4. Public Officers' Advance 'B' Account

Rs.23.75 million advances were paid for festival and distress loan for officers who applied advance.

2. Sri Lanka Bureau of Foreign Employment

2.1. The Strategic Direction of SLBFE

Vision

Sri Lanka to be the best choice for competent human resources for overseas market.

Mission

Creating efficient and equitable pathways for people to benefit from their skills in overseas employment markets securing interests of all stakeholders while contributing to economic growth.

2.1. Objectives and Policies of the SLBFE

In order to achieve the envisaged objectives of the SLBFE, the workforce of the organization should discharge their responsibilities efficiently and effectively. However the present situation is that the Managers and the Executive Staff have experienced a complex situation with regard to the management of employees with the expansion of organizational staff and the volume of work under the SLBFE ACT and the National Labor Migration Policy.

The objectives of the SLBFE can be summarized as follows;

- To promote and develop employment opportunities for Sri Lankans outside Sri Lanka.
- To regulate and facilitate the activities of licensed recruitment agencies.
- To undertake welfare and protection measures for Sri Lankans employed outside Sri Lanka and their left behind family members.

The Policy Emphasizes basically on 03 major objectives:

- Policies to develop good governance and practices in the migration process
- Policies oriented for protection and empowerment of migrant workers and families
- Linking migration with development process

3. Key Functional Areas and Performance of 2015 of SLBFE

- Issue licenses to foreign employment agencies for recruiting Sri Lankans for employment outside Sri Lanka.
- Approve job orders submitted by local recruitment agencies.
- Approve advertisements for job promotional activities on electronic and printed media.
- Registration of migrant workers prior to departure from Sri Lanka.
- Settlement of disputes of migrant workers with the assistance of local Licensed Foreign Employment Agencies, Foreign Employment Agencies abroad and labour sections of Sri Lankan Diplomatic Missions abroad.
- Implement programmes for the protection and welfare of Sri Lankans employed outside Sri Lanka and their family members.
- Promote more employment opportunities for Sri Lankans outside Sri Lanka.
- Assist prospective migrant workers through various programmes.

3.1 . Good Governance & Regulation of the Industry

SLBFE concerns of the foreign employment regulating protecting Sri Lankan employees for employees while promoting such foreign employment business.

Registration of Foreign Employment Agencies

- SLBFE Issue new licenses to carry on business of foreign employment agencies.
 - Number of new licenses issued

1 st quarter	35
2 nd quarter	33
3 rd quarter	30
4 th quarter	18
Total	116

Table 1 (Source: Licenses Division SLBFE)

- Renewal of licenses to foreign employment agencies.
 - Number of existing licenses renewed

1 st quarter	198
2 nd quarter	242
3 rd quarter	273
4 th quarter	284
Total	997

Table 2 (Source: Licenses Division SLBFE)

- Registration of Officers as Foreign Employment Promotion Assistant
 - Number of Foreign Employment Promotion Assistants registered

1 st quarter	06
2 nd quarter	0
3 rd quarter	0
4 th quarter	0
Total	06

Table 3 (Source: Licenses Division SLBFE)

- Registrations and renewal of Foreign Agents and update the database

1 st quarter	691
2 nd quarter	764
3 rd quarter	679
4 th quarter	871
Total	3,005

Table 4 (Source :IT Division SLBFE)

Granting Approvals for Foreign Job Orders

- Approvals granted for foreign job orders to recruit Sri Lankans for employment abroad

1 st quarter	1,328
2 nd quarter	1,588
3 rd quarter	1,220
4 th quarter	1,496
Total	5,632

Table 5 (Source: First App. Division SLBFE)

- Approvals granted to Licensed Foreign Employment Agents for advertisements in media

1 st quarter	741
2 nd quarter	715
3 rd quarter	604
4 th quarter	696
Total	2,756

Table 6 (Source: First App. Division SLBFE)

- Job orders approvals extended to Licensed Foreign Employment Agents, to recruit Sri Lankans

1 st quarter	300
2 nd quarter	493
3 rd quarter	518
4 th quarter	491
Total	1,802

Table 7 (Source: First App. Division SLBFE)

- Receive job vacancies for Licensed Foreign Employment Agents

1 st quarter	87,989
2 nd quarter	103,284
3 rd quarter	72,815
4 th quarter	79,538
Total	343,626

Table 8 (Source: IT. Division SLBFE)

Granting Approvals for Foreign Employment(Departures)

- Grant departure approval for Sri Lankans recruited through Licensed Foreign Employment Agencies

- Number of departure approvals

1 st quarter	31,454
2 nd quarter	31,785
3 rd quarter	27,442
4 th quarter	26,851
Total	117,532

Table 9 (Source: IT. Division SLBFE)

- Departure approvals granted for Sri Lankans recruited through private sources

- Number of departure approvals granted

1 st quarter	31,854
2 nd quarter	37,822
3 rd quarter	41,308
4 th quarter	35,200
Total	146,184

Table 10 (Source: IT Division -SLBFE)

- Registration and renewal of migrant workers through overseas missions

- Number of migrant workers Registered/ Renewed

1 st quarter	1,958
2 nd quarter	1,780
3 rd quarter	1,991
4 th quarter	1,531
Total	7,260

Table 11

(Source :IT Division SLBFE)

- Number of foreign agents Registered/ Renewed

1 st quarter	384
2 nd quarter	398
3 rd quarter	294
4 th quarter	477
Total	1,553

Table 12

(Source: FR I Division SLBFE)

Registration of Employment Contracts

- Register employment contracts signed by the selected jobseekers and the local licensed foreign employment agents in the presence of SLBFE officers.
 - Number of employment contracts registered

1 st quarter	32,372
2 nd quarter	32,164
3 rd quarter	27,597
4 th quarter	-
Total	92,133

Table 13

(Source: Contract Registration Div. SLBFE)

Scan of Finger Prints

SLBFE take finger prints of domestic female workers when they sign the contract of employment.

- Number of finger prints scanned

	Finger prints scanned
1 st quarter	13,244
2 nd quarter	14,170
3 rd quarter	12,069
4 th quarter	-
Total	39,483

Table 14

(Source: Contract Registration Div. SLBFE)

Take Legal Actions Against Licensed and Non-Licensed Agents

- Conduct inquiries on complaints received from General Public against licensed agents
 - Number of inquiries conducted

	No. of Complaint Received	No. of Complaint Settled
1 st quarter	731	1,052
2 nd quarter	646	480
3 rd quarter	702	718
4 th quarter	693	704
Total	2,772	2,954

Table 15

(Source: Investigation Division SLBFE)

- Conduct raids on illegal recruitment activities (Persons on / places)
 - Number of raids conducted

	No. of Raids Performed	No. of Raids Successful
1 st quarter	25	25
2 nd quarter	20	20
3 rd quarter	28	28
4 th quarter	18	18
Total	91	91

Table 16 (Source: Investigation Division SLBFE)

- Conduct inquiries on complaints against persons who engaged in foreign employment business without a valid license issued by the Bureau.
 - Number of complaints received

1 st quarter	106
2 nd quarter	174
3 rd quarter	193
4 th quarter	332
Total	805

Table 17 Source: Investigation Division SLBFE)

- Institute legal actions against licensees/non-licensed persons over offences under the SLBFE Act. (Act No.21 of 1985 amended by Act No. 04 of 1994 & Act No. 56 & 2009)
 - Number of actions instituted /summons served

1 st quarter	221
2 nd quarter	375
3 rd quarter	257
4 th quarter	190
Total	1,043

Table 18 (Source: Investigation Division SLBFE)

- Appear in courts of law & tribunals for the cases filed against the SLBFE
 - Number of cases appeared

1 st quarter	26
2 nd quarter	39
3 rd quarter	26
4 th quarter	24
Total	115

Table 19 (Source: Legal Division SLBFE)

- Take legal actions against licensed agents and non-licensed persons who violate the law
 - Number of cases filed

1 st quarter	89
2 nd quarter	38
3 rd quarter	111
4 th quarter	56
Total	294

Table 20 (Source: Legal Division SLBFE)

- Appear in courts of law & tribunals for the cases filed by SLBFE against the licensed and non-licensed agents
 - Number of cases appeared

1 st quarter	924
2 nd quarter	874
3 rd quarter	861
4 th quarter	889
Total	3,548

Table 21 (Source: Legal Division SLBFE)

- Provide Legal assistance for divisional activities

1 st quarter	440
2 nd quarter	392
3 rd quarter	395
4 th quarter	407
Total	1,634

Table 22 (Source : Legal Division – SLBFE)

- No. of Lease Agreements, Memorandums of Understanding (MOU) & Other Agreements prepared

1 st quarter	05
2 nd quarter	03
3 rd quarter	21
4 th quarter	08
Total	37

Table 23 (Source : Legal Division – SLBFE)

- Make representation for Legal Workshops conducted by other Organization

1 st quarter	01
2 nd quarter	01
3 rd quarter	03
4 th quarter	06
Total	11

Table 24 (Source : Legal Division – SLBFE)

3.2. Protection and Empowerment of Migrant Workers and their Family Members

3.2.1 Assistance to Migrant Workers on their return

- Awarded of the due salaries of the Housemaid Mrs.Dhanawathi who had arrived in Sri Lanka after 11 years of working period without getting due salaries 2015.03.25



- Awarded of the due salary of the House maid, Mrs.Pemawathi who had worked abroad without getting paid for 18 years – 2015.04.08
- Introduced an investment programme for the returnee migrant workers from Italy.2015.04.07

3.2.2. Welfare Activities

The SLBFE has recognized its role in protecting and empowering Sri Lankan Employees and their families in all three stages of the migration process; Pre Departure (from decision making to training to preparation for migration); In – service (workers in employment and families left behind) and Return & Reintegration (with consideration for reintegration, acceptance and appreciation). The SLBFE has implemented certain measures to achieve these goals through its operational process and special programmes introduced.

Insurance Benefits

- Pay insurance Premium on behalf of migrant workers
 - Number of Insurance Premium Paid

	No. of insurance premiums	Amount Paid (Rs.Mn.)
1 st quarter	60,219	54.67
2 nd quarter	39,532	25.97
3 rd quarter	66,390	43.47
4 th quarter	66,390	38.59
Total	232,531	162.70

Table 25

(Source: Welfare Division SLBFE)

- Pay compensation to migrant workers under insurance cover. (Including costs of repatriation, medical expenses, death claims etc.)

➤ Number of Insurance Claims paid

	Number of claims paid	Amount Paid (Rs.Mn.)
1 st quarter	718	39.32
2 nd quarter	352	20.78
3 rd quarter	695	42.19
4 th quarter	225	13.45
Total	1,990	115.74

Table 26

(Source: Welfare Division SLBFE)

Loan Scheme of Low Interest

- Low interest housing loan for Migrant Workers

	No. of Persons (loans) for subsidized by SLBFE	Payment for subsidized loans by SLBFE (Rs.Mn.)
1 st quarter	103	0.158
2 nd quarter	91	0.149
3 rd quarter	78	0.121
4 th quarter	34	0.049
Total	306	0.477

Table 27

(Source: Welfare Division SLBFE)

- Low interest Pre-Departure Loans for Migrant Workers

	No. of Persons (loans) for subsidized by SLBFE	Payment for subsidized loans by SLBFE (Rs.Mn.)
1 st quarter	10	0.006
2 nd quarter	10	0.003
3 rd quarter	10	0.002
4 th quarter	0	0
Total	30	0.011

Table 28

(Source: Welfare Division SLBFE)

- Low interest Self – Employment Loans for Migrant Workers

	No. of Persons (loans) for subsidized by SLBFE	Payment for subsidized loans by SLBFE (Rs.Mn.)
1 st quarter	02	0.00097
2 nd quarter	03	0.00161
3 rd quarter	0	0.00
4 th quarter	0	0.00
Total	05	0.00258

Table 29

(Source: Welfare Division SLBFE)

Award Scholarships for Children of Migrant Workers

- Awarding Scholarships for Children of MW (2013/2014)

	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Student who passed year 5 exam	534	126	0	0
Student who passed GCE (O/L) Exam	667	53	0	0
Student who passed GCE(A/L) Exam	162	10	0	0
No. of Scholarships Awarded	1,363	189	0	0

Table 30

(Source: Welfare Division SLBFE)



Awarding of Rs. 3,250,000/- worth scholarships for 189 students in Rathnapura District



Awarding of Rs. 16,375,000/- worth scholarships for 860 students in Eastern Province



Awarding of Rs. 8,145,000/- worth scholarships for 440 students in Central Province

Child Protection Programme

- Conduct child protection programme for the children of migrant workers.

	1 st qtr		2 nd qtr		3 rd qtr		4 th qtr	
	Finance	Equipment	Finance	Equipment	Finance	Equipment	Finance	Equipment
Number of children benefited	0	23	0	0	0	0	0	0
Amount paid(Rs. Min.)	0	0.12	0	0	0	0	0	0

Table 31

(Source: Welfare Division SLBFE)

Provide Welfare Assistance

- Provide Welfare Assistance for needy persons who arrived at SLBFE Head Office. (Food & Bus fare)

➤ Provide Food

	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr
No. of Persons	142	32	85	142
Cost (Rs.Mn)	0.009	0.0019	0.005	0.005

Table 32

(Source: Welfare Division SLBFE)

➤ Provide Bus fare

	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr
No. of Persons	6	11	05	0
Cost (Rs.Mn)	0.01	0.015	0.009	0.004

Table 33

(Source: Welfare Division SLBFE)

Repatriate Migrant Workers

- Sri Lankan employees were repatriated due to the problems encountered while their stay abroad through WWF (Workers Welfare Fund)

	No of persons Repatriated	Cost incurred (Rs.Mn.)
1 st quarter	16	0.31
2 nd quarter	54	1.71
3 rd quarter	14	0.47
4 th quarter	15	4.97
Total	99	7.46

Table 34

(Source: FR I Division SLBFE)

- Repatriate stranded Sri Lankans through insurance Schemes

	No. of persons repatriated	Cost incurred (Rs.Mn.)
1 st quarter	38	1.17
2 nd quarter	18	0.46
3 rd quarter	11	0.35
4 th quarter	21	0.53
Total	88	2.51

Table 35

(Source: FR I Division SLBFE)

Refundable Deposit

In order to assure the protection of female domestic workers (House Keeping Assistants) who secure employments through self basis a refundable security deposit of US \$ 1000 should be deposited at the Sri Lanka missions abroad by the respective employer. This system was implemented with effect from 01.06.2012. Subsequently, similar system was introduced as non – refundable deposit worth US \$ 400 with effect from 11.09.2012.

- Refund deposit of US \$ 1000 in respect of those who have returned from the host countries.

	No. of persons repatriated	Cost incurred (Rs.Mn.)
1 st quarter	140	18.27
2 nd quarter	65	8.63
3 rd quarter	182	23.71
4 th quarter	-	-
Total	387	50.61

Table 36

(Source: Finance Division - SLBFE)

Special Assistance under Workers Welfare Fund

- Provide special assistance through Workers Welfare Fund for those who are not covered under migrants' insurance scheme or whose insurance cover has expired.
- Provide special assistance for migrant workers families under WWF

	No. of persons benefited	Amount paid (Rs.Mn.)
1 st quarter	0	0
2 nd quarter	0	0
3 rd quarter	41	4.05
4 th quarter	0	0
Total	41	4.05

Table 37

(Source: Welfare Division- SLBFE)



Assistance for Disabled Migrant Workers

- Donate houses for disable migrant workers

01-01-2015 - 31-12-2015				
No of Houses under construction				
No of houses (Approved Rs.300,000/=)				
No of houses (Approved Rs.500,000/=)				
	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr
No of houses for which the construction has been initiated (Rs. min.)	0	-	-	-
	0	-	-	-
No. of houses construction installments has been granted	03	-	04	-
	0.375	-	0.49	-
No. of completed houses	-	-	-	-
	-	-	-	-

Table 38

(Source: Welfare Division - SLBFE)

Provision of Hospital Service

- Provision of Hospital Service and admission of women migrant workers to salvation army

	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr
No of Beneficiaries	1	-	-	-
Expenses amount(Rs.Min)	0.01	-	-	-

Table 39

(Source: Welfare Division- SLBFE)

Assistance for Migrant Workers

Provide welfare assistance to migrant workers who returned from abroad and visited “SAHANAPIYASA” Transit Homes Katunayake and Mattala and SLBFE Head Office. [Facilities include bus fare, medical treatments, transport, food accommodation etc.].

- Provide welfare assistance for needy persons who arrived at “ Sahana Piyasa”-Katunayake and Sahana Piyasa”– Sooriyawewa

➤ No. of persons benefited

	No.of persons	Cost (Rs.Mn.)
1 st quarter	2,009	4.27
2 nd quarter	1,850	1.30
3 rd quarter	1,746	1.20
4 th quarter	1,856	1.40
Total	7,461	8.17

Table 40

(Source: Air port Katunayake, Mattala SLBFE)

Death Cases

	No. of Human Remains dispatched	Cost (Rs. Mn.)	No. of Claims Paid	Cost (Rs. Mn.)
1 st quarter	07	1.55	52	1.56
2 nd quarter	04	1.45	55	1.65
3 rd quarter	04	1.04	54	1.62
4 th quarter	10	2.45	66	1.98
Total	25	6.49	227	6.81

Table 41 (Source: FR I Division - SLBFE)

WWF Committee Meeting , New Appointment to the Missions and Extend Services

- WWF Committee Meeting

	No. of WWF Committee Meeting	Cost (Rs. Mn.)
1 st quarter	02	0.09
2 nd quarter	02	0.09
3 rd quarter	02	0.10
4 th quarter	02	0.09
Total	08	0.37

Table 42

(Source: FR I Division - SLBFE)

- New Appointment to the Missions

	No. of New Appointments	No. of extensions in overseas Missions
1 st quarter	02	10
2 nd quarter	0	07
3 rd quarter	16	06
4 th quarter	10	07
Total	28	30

Table 43

(Source: FR I Division - SLBFE)

Send and Receive Delegations

	No. of delegations Sent	No. of persons attended	Cost (Rs. Mn.)	No. of delegations Received	No. of persons attended	Cost (Rs. Mn.)
1 st quarter	04	09	1.60	04	27	0.1
2 nd quarter	10	21	4.10	05	100	0.51
3 rd quarter	13	43	8.97	02	38	0.28
4 th quarter	11	21	5.15	05	124	0.63
Total	38	94	19.82	16	289	1.52

Table 44

(Source: FR I Division - SLBFE)

Day Care Centre for Children of Sri Lankan Workers

- Provide Care giving Assistance for Children of Migrant Workers

	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr
Number of children benefited	29	34	34	-
Amount paid (Rs. Min.)	0.12	0.13	0.04	-

Table 45

(Source: Welfare Division - SLBFE)

Multimedia Foreign Language Training Centre

Multimedia Foreign organization Language Training Centre was established at Rathmalana on 07.11.2013 in collaboration with International Organization for Migration to facilitate prospective Sri Lankan employees to learn English language.

This Centre facilitates migrant workers to improve their English language skills using Multimedia and computer technology.

Currently, training is also provided for trainees who attend pre-departure Training Programmes expecting to leave for domestic sector employment in Singapore, Cyprus and Hong Kong. This training is conducted at MRC at Rathmalana & Tangalle. English Language training is conducted during the first ten days by the Head way English institute at the following training centers. Those who passed Head way English test can apply for APITS Test conducted by British Council.

➤ Performance of Headway English Language Course (Total by Quarter)

	No. of Programme Conducted	No. of attended
1 st quarter	16	433
2 nd quarter	17	451
3 rd quarter	12	317
4 th quarter	14	242
Total	59	1,443

Table 46

(Source: Training Division -SLBFE)

➤ British Council (APTIS) Online Exam for (Singapore /Cyprus/Israel)

	No. of Programme Conducted	No. of attended
1 st quarter	08	166
2 nd quarter	14	257
3 rd quarter	03	62
4 th quarter	0	0
Total	25	485

Table 47

(Source: Training Division -SLBFE)

Airline Ticketing Unit

Assist migrant workers to purchase air tickets at concessionary rates through SLBFE Travel Unit.

- Number of air tickets issued

	No. of air tickets	Rs.Mn.
1 st quarter	916	49.98
2 nd quarter	2,444	141.56
3 rd quarter	1,094	60.14
4 th quarter	1,314	81.47
Total	5,768	333.15

Table 48

(Source: Procurement Division SLBFE)

24/7 Migration Resources Centre

Assist migrant workers, their family members and general public through 24 hours /365 days operating call centre at SLBFE Head Office.

➤ Performance of 24/7 hours Migration Resources Centre

	1 st qtr.	2 nd qtr	3 rd qtr	4 th qtr	Total
Inquiries via email	503	961	634	821	2,919
Inquiries via Skype	6,162	6,122	5,601	6,379	24,264
Inquiries via telephone calls	130,164	130,693	87,089	136,329	484,275
Inquiries by fax	231	347	311	186	1,075
Total Inquiries	137,060	138,123	93,635	143,715	512,533

Table 49

(Source- Airport Unit-SLBFE)

3.2.3 Conduct Training Programmes to enhance capacities of migrant workers

NVQ (Level III) Training Programme for jobseekers

As per the agreement signed with the Tertiary and Vocational Education Commission in September 2012, the domestic housekeeping training programme conducted by SLBFE has been upgraded to NVQ Level III, which is an internationally recognized standard.

This facilitates Sri Lankan females leaving for employment as Domestic House Keeping Assistants in Middle East Countries, Singapore, Hong Kong and Cyprus etc to obtain NVQ Level III qualifications. NVQ Level III qualification is compulsory for employment as Domestic House Keeping Assistant in K.S.A, Singapore, Cyprus and Hong Kong.

- No. of trainees who qualified as Housekeeping Assistants (NVQ Level III)

	No. of Trainees Completed	No. of Certificates Issued
1 st quarter	1,569	13
2 nd quarter	1,512	32
3 rd quarter	1,714	169
4 th quarter	1,215	373
Total	6,010	587

Table 50 (Source: Training Division SLBFE)

- TOT Programme for OIC / Instructors

	1 st qtr	2 nd qtr	3 rd qtr	4 th qtr	Total
No of programme (OIC's)	0	0	1	2	3
No of programme (Training instructors)	1	0	5	1	7

Table 51

(Source: Training Division SLBFE)



Instructors Programme at SLBFE Auditorium

Domestic Sector Training for Middle East – Bound Workers

Provide Training for Middle East – Bound Workers

- Provide 21 days training for prospective domestic workers who depart for the first time to Middle Eastern countries for employment.

	No. of Programme Conducted	No. of Attended
1 st quarter	119	1,942
2 nd quarter	114	1,899
3 rd quarter	111	1,829
4 th quarter	78	1,186
Total	422	6,856

Table 52

(Source: Training Division SLBFE)

- Middle East Training for Domestic (7days) workers

	No. of Programme conducted	No. of Attended
1 st quarter	0	0
2 nd quarter	17	196
3 rd quarter	20	224
4 th quarter	22	250
Total	59	670

Table 53

(Source: Training Division SLBFE)

Literacy Training

- Provide 18 days literacy training for prospective female domestic sector workers.(Sinhala, Tamil languages)

	No. of Programme conducted	No. of Trainees
1 st quarter	15	189
2 nd quarter	14	188
3 rd quarter	16	212
4 th quarter	09	103
Total	54	692

Table 54

(Source: Training Division SLBFE)



Training for Domestic Sector Employees

Training for Non Domestic workers

- Provide 5 days training for prospective male and female non-domestic workers.

	No. of Classes conducted	No.of Participants
1 st quarter	384	13,071
2 nd quarter	419	15,475
3 rd quarter	389	12,898
4 th quarter	398	13,391
Total	1,590	54,835

Table 55

(Source: Training Division SLBFE)

Training for Workers Leaving to Non-Middle Eastern Countries

Domestic Sector Training - Cyprus

- Provide 30 days training for female workers leaving for domestic sector employment in Cyprus (NVQ)

	No. of Programme Conducted	No. of Trainees
1 st quarter	5	115
2 nd quarter	5	108
3 rd quarter	9	170
4 th quarter	6	141
Total	25	534

Table 56

(Source: Training Division SLBFE)

Domestic Sector Training - Singapore

- Provide 30 days training for female workers leaving for domestic sector employment in Singapore.

	No. of Programme Conducted	No.of Completed Trainees
1 st quarter	3	57
2 nd quarter	3	57
3 rd quarter	4	59
4 th quarter	5	75
Total	15	248

Table 57

(Source: Training Division SLBFE)

Provide Caregiver Training -Israel

- Provide 30 days training for Caregivers leaving for employment in Israel

	No.of Programme.	No.of Trainees
1 st quarter	9	214
2 nd quarter	10	236
3 rd quarter	10	228
4 th quarter	11	251
Total	40	929

Table 58

(Source: Training Division SLBFE)

Pre - Departure Training - South Korea

Provide pre - departure awareness training for the workers who have signed labour contracts to go for employment in South Korea under Employment Permit System (EPS)

- Provide Korean Language Training for Korean Job seekers

	No. of Prg.	No. of Trainees
1 st quarter	16	748
2 nd quarter	49	2,332
3 rd quarter	10	288
4 th quarter	20	808
Total	95	4,176

Table 59

(Source: Recruitment Division SLBFE)

3.3. Linking Migration and Development Process

3.3.1. Promote More Gainful Employment opportunities for Sri Lankans Outside Sri Lanka

Recruit Sri Lankans for employment in South Korea under Employment Permit System (EPS)

- No of agreements received for employment in South Korea – 2015

	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total
Normal EPS-TOPIK	1,774	1,179	552	847	4,352
Re-Entry	09	213	215	110	547
Special Exam (CBT)	236	254	438	165	1,093
Total	2,019	1,646	1,205	1,122	5,992

Table 60

(Source: Recruitment Division SLBFE)

- Jobseekers departed for employment in South Korea – 2015

	1 st qtr	2 nd qtr	3 rd qtr	4 th Qtr	Total
No. of persons departed under EPS	487	1,897	680	285	3,349
No. of persons under Re-entry Prog.	08	63	270	175	522
No. of persons departed under Special EPS	275	71	200	525	1071
Total	770	2,031	1,150	985	4,942

Table 61

(Source: Recruitment Division SLBFE)

Pension Scheme – South Korea

Facilitate to obtain pension benefits for workers employed in South Korea-2015

	1 st qtr	2 nd qtr	3 rd qtr	4 th Qtr	Total
Number of persons benefited	48	72	69	72	261
Amount Paid(Korean Won)	-	103,749,390	150,115,080	0	253,864,470

Table 62

(Source: Recruitment Division SLBFE)



Sri Lankan Employees before departed to South Korea at SLBFE Auditorium

Recruit Sri Lankans for Employments in Italy

Under the Memorandum of Understanding (MOU) signed between the governments of Italy and Sri Lanka, provide employment opportunities for Sri Lanka youths in Italy.

Accordingly, 77 Sri Lankans have been selected for employments in Italy through an exam conducted by the Italian government based on this MOU.

The first batch included eight (08) females as “Attendants” departed on 08th July, 2014.

➤ No. of persons departed to Italy

	No. of persons departed
1 st quarter	23
2 nd quarter	19
3 rd quarter	15
4 th quarter	26
Total	83

Table 63

(Source: Recruitment Division SLBFE)

Special 10 days language classes were conducted to enhance the language skill of the selected candidates by the Training Division.

On-line Job Bank

Sri Lankan Foreign jobseekers are facilitated to register in the SLBFE On-line Job Bank. They can register themselves directly through the SLBFE website or through Head office or any branch office. An application is valid for a maximum of 02 years from the date submitted to SLBFE Job Bank. This programme facilitates prospective employers /Agents to find jobseekers through SLBFE Job Bank.

- Number of job seekers registered

	No.of Registrations
1 st quarter	190
2 nd quarter	142
3 rd quarter	228
4 th quarter	479
Total	1,039

Table 64 (Source: Marketing Division -SLBFE)

3.3.2. Conduct Promotional Programmes

Promotion and development of employment opportunities outside Sri Lanka for Sri Lankan employees.

Conduct Promotion Programmes (Local)

Conduct awareness programmes/mobile services for general public/student who learn at Vocational Training Institutes.

	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total
For Vocational Training School Students (No.of Prog/ No.of Persons)	3/520	10/855	09/740	6/585	28/2700

Table 65 (Source: Marketing Division -SLBFE)

- Conduct Workshops for heads of the relevant Organizations

Activity	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total
Workshops for heads of the relevant Organization (No.of Prog/No. of Persons)	0	01/22	04/177	0	05/199

Table 66 (Source: Marketing Division -SLBFE)

- Job Promotion Campaign

Activity	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total
Meeting with the licensees who recruited Sri Lankans as Caregivers (No.of Prog/No. of Persons)	0	1/22	0	0	1/22

Table 67 (Source: Marketing Division -SLBFE)



Awareness programme held on 1st October 2015 at Hardy Technical College – Rathnapura



Awareness programme held on 13th November 2015 Technical College Ampara

Establish Strategic Partnership

SLBFE has made arrangements to establish strategic partnership with vocational training institutes, Local employers and other stakeholders aiming at promotion of foreign employment among the unemployed youth.

MOU with British Council – Colombo

A Special MOU was signed to establish links with the British Council of Colombo on 25.07.2014, and Sri Lankan Migrant Workers are facilitated to follow world recognized English Language Course under this programme. This course will be conducted 10 days for domestic sector training programs for Singapore, Cyprus, Israel there who are qualified for the program and sit for the APTIS Exams

- Head way English Language Course – Programmes – 59, Persons Trainees – 1,443
- Conduct British Council (APTIS) online exam – Programmes conducted – 25/ Persons Trainees – 485

3.3.3. Quality Improvement of the Service

Migrant Workers' Data Sharing with Department of Immigration & Emigration

Sharing Travel Movement Information of Registered Migrant Employees available with Department of Immigration & Emigration

SLBFE has implemented a data sharing mechanism with Department of Immigration and Emigration to capture the travel movement details of Sri Lankan migrant employees who are registered with SLBFE in order to confirm their departures from Sri Lanka and arrivals from overseas.

- No. of Movements Identified in the year 2015

	Departures		Arrivals		Total
	Final Approval	Self Approval	Final Approval	Self Approval	
1 st Qtr	31,254	31,854	14,497	20,376	97,981
2 nd Qtr	31,640	37,822	14,506	25,950	109,918
3 rd Qtr	27,223	41,308	11,855	26,127	106,513
4 th Qtr	26,750	35,200	11,368	22,123	95,441

Table 68

(Source: Information Technology Division-SLBFE)

Biometric System to identify of Migrant Employees (Capturing Finger Marks)

Embassy	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	Total
Abu Dhabi	56	03	0	0	59
Dubai	01	00	2	0	3
Jeddah	07	04	6	7	24
Jordan	43	01	0	0	44
Kuwait	117	38	14	22	191
Lebanon	16	34	12	01	63
Malaysia	15	06	0	0	21
Oman	22	16	16	0	54
Qatar	26	16	0	0	42
Riyadh	80	29	4	11	124
Total	383	147	54	41	625

Table 69

(Source: Information Technology Division-SLBFE)

This system is applied for the female domestic workers at the initial stage and will be extended to other categories in due course.

Publication of Foreign Job Orders / Vacancies & Advertisements in Website

SLBFE publish all the approved foreign vacancies of Licensed Foreign Employments Agents through the official website of SLBFE. In addition, the Licensed Agents are also facilitated to publish their vacancies advertisements through the SLBFE website as extension of service offered to them w.e.f 19.02.2014.

- No. of advertisement published –741 (from 01.01.2015 to 31.12.2015)

Decentralized Complaints Resolution Mechanism

SLBFE has diversified its strategic direction to fit in with its present requirements and expansion of services Island Wide. Under the Decentralization of labor disputes settlement mechanism on conciliation activities, appointed Conciliation Officers for Regional Centers (Provincial) and District Centers to settle the disputes at the respective centers itself. All Licensed Foreign Employment Agencies have been advised to attend the inquiries at the destination of relevant center with effect from 31.03.2015.

	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Complaints Received	2,629	2,250	2,169	2,160
Complaints Settled	2,306	2,136	2,017	2,125

Table 70

(Source: Conciliation Division SLBFE)

Payment of compensation or back wages recovered from respective Local Agencies, Foreign Agencies or Employers – Year 2015

	No. of cases (Complaints, Files)	Amount Paid (Rs.)
1 st quarter	84	4,791,400.00
2 nd quarter	74	2,679,900.00
3 rd quarter	74	4,187,525.00
4 th quarter	42	2,072,387.00
Total	274	13,731,212.00

Table 71

(Source: Conciliation Division SLBFE)

Conciliation Day

Conducted conciliation day Programmes at Rathnapura Regional Office on 09.05.2015 and 06.06.2015



Conciliation day Programme at head office on 28.11.2015



In addition the conciliation division also has paid Rs.12,550/- to the complainants as travelling and meal expenses as follows.

➤ Provision of food allowance

	No. of Complaints	Amount Paid (Rs.)
1 st quarter	861	50,475
2 nd quarter	652	37,475
3 rd quarter	687	2,477
4 th quarter	1,092	52,496
Total	3,292	142,923

Table 72

(Source: Conciliation Division SLBFE)

➤ Travelling expenses

	No. of Complaints	Amount Paid (Rs.)
1 st quarter	07	7,750.00
2 nd quarter	03	4,250.00
3 rd quarter	05	6,250.00
4 th quarter	10	12,550.00
Total	25	30,800.00

Table 73

(Source: Conciliation Division SLBFE)

	Head Office					
	No. of Complaints Received			No. of Complaints Solve		
	FR I	FR II	Conciliation	FR I	FR II	Conciliation
1 st quarter	183	399	2,629	140	300	2,306
2 nd quarter	183	475	2,250	125	377	2,136
3 rd quarter	156	337	2,169	200	328	2,017
4 th quarter	195	402	2,160	201	351	2,125
Total	717	1,613	9,208	666	1,356	8,584

Table 74

(Source: FR I, FR II, Conciliation SLBFE)

Family Background Reports for Female Domestic Employees

Submission of Family Background Reports (FBR) by female domestic employees recruited for employment outside Sri Lanka has been made compulsory w.e.f. 07.06.2013. FBR provides the SLBFE the information of worker's family background, including marital status, information of children (if any) and their guardians in the absence of mother, worker's dependents etc. FBR has to be submitted through Development Officers of Ministry of Foreign Employment whom are deployed at Divisional Secretariats, along with the certification of Grama Niladhari. It is expected that this measure will help reducing the social cost, cost of premature repatriation etc. while allowing to recruit only the suitable employees. This system is assisted preventing of mothers of children below 5 years of age leaving for domestic sector foreign employment and to take accurate status is certified regarding FBR and confirmed through SMS was compulsory W.E.F. 26.02.2014.

➤ No. of Family Background Reports issued – 2015 (January – December)

	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	Total
Reports Recommended	17,425	17,833	17,034	17,201	69,493
Reports Not Recommended	447	441	457	489	1,834

Table 75

(Source: IT Division- SLBFE)

Minimum Age limit of Domestic Employees

The minimum age limit of females leaving for employment as domestic workers was increased with effect from 08.05.2013.

➤ New age limits;

Country	Minimum Age (Yrs)
Kingdom of Saudi Arabia (KSA)	25
Other Middle Eastern Countries	23
Singapore, Hong Kong, Malaysia, Cyprus and other Non-Middle Eastern Countries	21

Table 76 (Source: SLBFE)

3.3.4. Contribution for Development Foreign Employment Industry in the Region

Enhancement of Regional Collaboration

Colombo Process

The Colombo Process was set up in the year 2003 in Colombo and the first Senior Officials' meeting was held in Colombo, Sri Lanka with participation of Officials of the Ten (10) Member countries, namely - Bangladesh, China, India, Indonesia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam.

Sri Lanka was elected to the Chairmanship of Colombo Process in October 2013, for a period of two years with the Minister of Foreign Employment as the Chair- in-Office of Colombo Process and a Strategic Vision and a roadmap was prepared for implementation of the thematic areas, identified by the Colombo Process Member States.

The Colombo Process (CP) has now evolved into a dialogue platform for eleven (11) Countries of Origin (CoOs) of labour migrants in Asia. The eleven (11) countries are; Afghanistan, Bangladesh, China, India, Indonesia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam. The stated goal of the CP is to provide the member countries with a non-binding and informal environment to engage in dialogue and to cooperate on issues related to contractual labour migration so as to optimize the benefits of labour migration. All these countries, while retaining their individuality, wish to deal with common problems faced during the migration cycle, i.e. in the Countries of Origin as well as in the Countries of Destination (CoDs) mostly in the Middle East.

In order to pursue this strategic vision, the following thematic areas have been identified:

- Review qualification and recognition processes.
- Promote cheaper, faster and safer transfer of remittances.
- Foster ethical labour recruitment, common wage levels and insurance protection, the promotion of standard employment contracts especially focusing on issues of contract substitution and creating a registering mechanism for the contracts.
- Ensure effective pre-departure orientation and empowerment, including skills development.
- Develop a database on economic trends in the destination countries, which are mostly in the Middle-East.

With the view to realize the objectives of the above thematic areas, three Senior Officials' Meetings (SOM) of the Colombo Process Member States were held in Colombo. The first SOM (SOM-1) was held in Colombo on 6th and 7th May 2014 and the second SOM (SOM-2) was held on 14th October

2014. The third SOM (SOM-3) held on 4th and 5th of November 2015 at Colombo. All the Member States attended and discussed the thematic areas in the context of promoting the rights and welfare of migrant workers of Member States and arrived at a set of recommendations. These recommendations were incorporated in the form of a concluding statement and have been circulated among the Member States for follow up action individually and/or collectively so that those recommendations and related observations presented at the proposed Senior Officials' Meeting of the Colombo Process, held on 4th and 5th of November 2015 at Colombo.



Colombo Process Third Senior Officials' Meeting held on 4th & 5th November 2015

3.3.5. Special Achievement

Award from South Korea for best practices in conducting EPS - TOPIK

Sri Lanka is recruiting workers to the Republic of South Korea for more than a decade.

The MOU is renewed in every 02 years by the Republic of Korea with the coordination of Sri Lankan government to improve transparency of the EPS process.

As a result, Sri Lanka was awarded by the Republic of South Korea for its best practices in 2015 for conducting 13th EPS-TOPIK and awarded the “Excellence Award” of the contest held among 15 countries under the topic of “Best Practices implemented by Labor Sending Countries” in year 2015.

3.3.6. SLBFE Future Plans

Establish Migrant's Support Centers

Received the Board of Directors approvals for the following work. Establishment of proposed 08 Nos. of Migrant Resource Centres and Constructions of Circuit Bungalow in Kataragama and Constructions of the remaining buildings of the Migrant Resource Centre in Matugama.

Migrant Resource Centre - Homagama

Legal Division is being carried out necessary actions to identify the ownership of the proposed land to be acquired. The estimated value of the land is RS.52 Mn and Rs. 26 Mn had been paid to Urban Development Authority. Urban Development Authority informed that the balance payment of RS. 26 Mn should be paid to them.

Proposed land is being acquired by the SLBFE through the Urban Development Authority. 50% of the total estimated value of the land has been paid, has transferred the land and so, the Authority has under taken the development work.

Migrant Resource Centre - Ratnapura

Contract of the Construction awarded to the Link Engineering (Pvt) Ltd on 16.07.2014. Foundation stone laid on 21.08.2014 for the Construction of the four story building and the construction work is being carried out by the company successfully.

Migrant Resource Centre – Hali-Ela

Contract of the Construction was awarded to the RN Constructions (Pvt) Ltd on 29.10.2014. Construction work of the building which was started on 13.11.2014 is in progress this project has been planned to be completed by April 2016.

Migrant Resource Centre - Kurunegala

The Ministry of land has agreed to transfer a government owned land situated in Maguruoya to SLBFE. Necessary actions are being taken by the legal division of SLBFE to acquire the proposed land to the Bureau. A Consulting institute has been recommended to the Ministry by the Technical Evaluation Committee. The approval of the Procurement Committee of the Ministry is to be taken for the recommendation of the Technical Evaluation Committee.

Circuit Bungalow – Kataragama

State engineering Corporation has been selected as a Consulting institute for the Construction of this circuit bungalow. Discussion was made with relevant Institution regarding Plan and Tender documents to start the work. It is scheduled to appoint a Technical Evaluation Committee and a Ministry procurement Committee.

Migrant Resource Centre – Matugama (Constructions of the Additional Buildings)

Constructed part of the buildings of the Migrant Resource Centre in Matugama and was opened on 24.11.2012. The Board approval is received to construct the rest of the Building. Relevant discussion was held as scheduled on 07.10.2015 at 2.00p.m. on the future activities with the State engineering Corporation which has been selected as Consulting institute. The necessary action is being taken for the acquisition of the ownership of the land.

Migrant Resource Centre – Anuradhapura

Necessary Action is being taken by the Legal division of SLBFE for the question of the proposed land, which has already been transpired to the Ministry of foreign Employment.

Migrant Resource Centre – Trincomalee

A land of two acres owned by the Department of Forest from Sumedankanapura or Sraddhapura area has been approved to transfer to SLBFE through the government. Necessary actions are being taken for the acquisition of the land at earliest possible.

Hotel School - Katunayake

A land of with partially constructed building, five acres situated at Katunayake owned by the Red Cross Society has been selected for the proposed Hotel School to be established with partnership of SLBFE and the Red Cross Society. The land acquisition under 99 year lease is in progress.

3.3.7. Financial Performance of SLBFE

Income & Expenditure Statement SLBFE for the period of 01.01.2015 to 31.12.2015

Description	Actual from 01.10.2015 to 31.12.2015	Budget from 01.10.2015 to 31.12.2015	Achievement as a % of the Budget
	Rs	Rs	%
Income			
Recruitment Fees - Agency	97,103,250	132,500,000	73.29
Recruitment Fees - Individual /Bureau	211,109,000	131,250,000	160.84
Facilities Fees	15,861,000	14,500,000	109.39
License Fees	13,900,000	15,250,000	91.15
Cess Income	65,144,761	93,750,000	69.49
Korean recruitment income	21,666,547	26,000,000	83.33
Training Income	33,430,185	77,500,000	43.14
Commission received to Air Ticketing Unit	651,119	2,000,000	32.56
Reimbursement of Expenses of Overseas Workers Welfare Fund	77,543,926	87,500,000	88.62
Operation Income	536,409,788	580,250,000	92.44
Less:			
Staff Cost	232,763,763	234,690,000	99.18
Establishment Expenses	79,566,420	72,337,500	109.99
Operational Cost	43,380,293	67,970,000	63.82
Advertisement &Publicity	6,473,244	30,000,000	21.58
Business Promotion Expenses	7,313,869	27,500,000	26.60
Worker's Welfare Fund Expenses	198,525,071	273,200,000	72.67
Total Expenditure	568,022,660	705,697,500	80.49
Excess/Deficit	(31,612,872)	(125,447,500)	25.20
Add-Other Income			
Interest from Investments	105,492,213	84,500,000	124.84
Interest from Staff Loan	4,128,922	2,000,000	206.45
Sundry Income	15,508,376	50,000,000	31.02
Total Other Income	125,129,510	136,500,000	91.67
Excess of Income over Expenditure	93,516,638	11,052,500	846.11
Less: provision for Taxation	-	-	
Balance carried forward to Acuminated fund	93,516,638	11,052,500	846.11
Other comprehensive income	-	-	-
Exchange Gain/loss in translating foreign operations	-	-	-
Revaluation Surplus	-	-	-
Actual gain/loss on pension Plans	-	-	-
Other comprehensive income	-	-	-
Total comprehensive income	93,516,638	11,052,500	-

Table 77

(Source: SLBFE)

Financial Performance of SLBFE

Summary Income & Expenditure Statement SLBFE for the period of 01.01.2014 to 31.12.2014

Description	Actual from 01.01.2014 to 31.12.2014	Budget from 01.01.2014 to 31.12.2014	Achievement as a % of the Budget
	Rs	Rs	%
Income			
Recruitment fees-Agency	527,321,250	459,258,750	115
Recruitment fees-Individual	654,174,000	699,350,000	94
facilities fees	58,804,400	58,350,000	101
License fees	70,050,000	56,750,000	123
Cess Income	292,226,077	35,000,000	835
Korean administration fees	-	-	
Korean recruitment income	23,975,838	36,278,623	66
Commission received to Air ticketing unit	4,750,132	10,000,000	48
Reim:of Expenses for Overseas Workers Welfare Fund	707,232,003	1,100,000,000	64
Re-Entry Korean Fee (Documentation & system maintenance)	-	-	
Training fees	222,541,787	426,075,588	52
Korean Training fees	-	-	
Operation Income	2,561,075,487	2,881,062,961	89
Less:			
Staff Cost	819,464,418	914,940,000	90
Establishment Expenses	293,547,351	267,566,000	110
Operational Cost	259,826,613	371,610,000	70
Advertisement &Publicity	201,133,337	124,260,000	162
Business Promotion Expenses	98,677,993	191,050,000	52
Worker's Welfare Fund Expenses	1,372,116,594	1,527,930,000	90
Total Expenditure	3,044,766,306	3,397,356,000	90
Excess/Deficit	(483,690,819)	(516,293,039)	94
Add-Other Income			
Foreign Aid and Grants	-	1,000,000	-
Contribution Received from ILO Project		1,000,000	-
Interest from Investments	452,523,316	450,000,000	101
Foreign Currency Exchange Gain/(Loss)	-	-	
Interest from Staff Loan	13,300,164	15,000,000	89
Other Income	-	-	
Profit of Sale of Fixed Asset	-	1,000,000	-
Sundry Income	434,439,015	113,447,000	383
Total Other Income	900,262,495	581,447,000	155
Excess of Income over Expenditure	416,571,676	65,153,961	639
Less: provision for Taxation	116,640,070	20,203,109	577
Balance carried forward to Acuminated fund	299,931,607	44,950,852	667
Other comprehensive income	-	-	

Exchange Gain/loss in translating foreign operations	35,520,118	7,000,000	507
Revaluation Surplus	-	-	
Actual gain/loss on pension Plans	9,638,178	-	
Other comprehensive income	-	-	
Total comprehensive income	345,089,904	51,950,852	664

Table 78

(Source:SLBFE)

4. Sri Lanka Foreign Employment Agency

4.1 Introduction

The Sri Lanka Foreign Employment Agency (SLFEA), the only state owned recruitment agency incorporated in 1996, as a subsidiary of the “Sri Lanka Bureau of Foreign Employment” the national regulator of the foreign employment sector of Sri Lanka and is under the purview of the Ministry of Foreign Employment. SLFEA has been awarded *ISO 9001:2008* quality certification in 2013. This interim report gives an overview of SLFEA’s progress during the period of 1st January 2015 to 31st December 2015. The vision, Mission and key objectives of the SLFEA are as follows;

i. Vision

To be the best provider of competent, talented and quality employees for overseas job market.

ii. Mission

Explore foreign job market, identify and train Sri Lankan youth to fit in to such markets and recruit them for jobs under well secured conditions, while strengthening the coordination with Ministries, Ministerial institutions that relate to the activities and primary objectives of the agency.

iii. Objectives

- To carry on the business of a foreign employment agency as envisaged by the Sri Lanka Bureau of Foreign Employment Act No.21 of 1985 or in any other statute or legislation that may be in force for the time being or from time to time.
- To offer, provide or procure employment in Sri Lanka and other countries to professionals, administrators, technical and mechanical personnel skilled, semi skilled and unskilled workers, domestic and hotel employees, teachers, service men and all other categories.
- To act as agents, advisers, representatives and consultants to individuals, institutions and organizations engaged in manpower supply, trade, insurance, commerce or industry and to enter into agreements, contracts and memorandum of understanding for the procurement and supply of such services.
- To undertake orientation and training to upgrade the skills of available personnel to satisfy the employment demands.

4.2 The main Activities of SLFEA

The operations and activities of the SLFEA are handled by 5 major divisions

1. Recruitment Division
2. Finance Division
3. Administration and Human Recourses division
4. Information Technology division
5. Migrant workers insurance division

i. Recruitment Division

The Business promotion and publicity division plays a major role to achieve the main objectives of SLFEA and the recruitment (sourcing of persons) to be handled by this division. The main functions of the division;

1. Seeking job orders
2. Obtaining 1st approvals for job orders
3. Obtaining approval for marketing job orders
4. Finding (Sourcing) suitable candidates
5. Short list applications to be sent to principle for selections or call them for interviews
6. Arrange interviews and trade tests to select suitable candidates
7. Follow recruiting formalities such as; obtaining medical clearance, signing of contracts ticketing etc.
8. Forwarding documents to obtain visa
9. Obtaining Final Approval from SLBFE and deploying of candidates.

ii. Finance Division

Finance division supports to achieve the objectives of this organization as well as other operations of the organization. The main functions of the finance Division are;

1. Fund Management
 - a. Receipting and Banking funds, Issuing cheques to suppliers and customers,
 - b. Bank reconciliations
 - c. Invest the Excess Funds to get the maximum returns to the company in secured investments
2. Maintaining proper accounting records
3. Reconciliation of Ledger Accounts
4. Preparation and payment of Salaries
5. Controlling of Debtors and Creditors
6. Preparation of EPF, ETF, and all kind of Taxes and send the payments with the relevant reports to the relevant regulatory bodies on or before the correct due dates.
7. Preparation and Presentation of Monthly Financial Statements
8. Preparation and Presentation of Annual Financial Statements on or before the due date.
9. Receipting, Reconciling, Monitoring of Medical center funds.

iii. Administration and Human Resources Division

The Administration and Human Resources Division functions as one of the divisions providing supporting services for the organization to achieve its objectives and the main functions of this division are as follows;

1. Supervise all day-to-day office administrative activities
2. Maintaining stock of Stationary
3. Maintaining courier & Dispatch (Inward / Outward)
4. Maintaining vehicles & transportation (fuel balancing, movements of vehicles)
5. Maintaining Visiting Cards, Printing of Stationary
6. Forward Utility Payments to account division
7. Updating Assets List of the company (office furniture, Computers, AC)
8. Handling complete Facilities and infra-structure of office and coordinate with relevant persons for the same.
9. Updating of the Leave records of all the Employees and following up for the Leave applications with the Employees.
10. Conducting interviews, Issuing Offer Letters, Appointment Letters, transfer Letters & Confirmation Letters.

iv. Information Technology Division

One of the main divisions providing supporting services to the organization is the Information Technology Division. Its major functions include;

1. Maintain local area network facility.
2. Provide email and internet facility.
3. Maintaining the web site and online data bank.
4. Implement and maintain information systems for employment management, candidate database and insurance.
5. Maintaining servers, computers and other hardware.
6. Provide IT services/systems to each and every department.

v. Migrant Workers Insurance Division

The main objective of this division is to increase the value of services provide to migrant workers. This division also acts as an income generating venture for the organization. The main functions of the Insurance Division are;

1. Maintaining claim files and processing claims
2. Assessment of claims Scrutinizing claims and make recovery arrangements and reimbursed insured
 - i. Underwriting of repatriation claims is done by Sri Lanka Insurance Corporation
 - ii. Death Claims and total Partial/ Permanent disability claims are forwarded to Sri Lanka Insurance Corporation Ltd as the liability of same is placed with them.
3. Claim arrangements
 - i. Cheques for approved claims will be deposited to the particular insured bank account by our self.
 - ii. Correspondence will be directly made to perspective clients pertaining to be rejected and pending claims and copies of the correspondence will be forwarded to the Bureau.
4. Maintaining claim register with essential details
5. Maintaining underwriting files in respect of clients
6. Maintaining claim statistics and updating to the Bureau

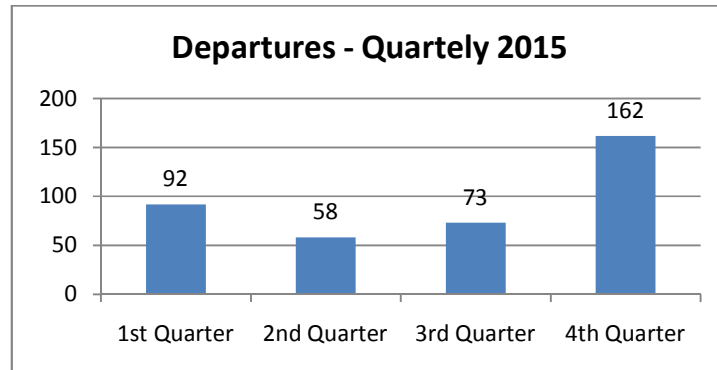
4.3 Achievements /Outputs for January to December 2015

i. Recruitment Division

As the recruitment of Sri Lankans to foreign countries is the main objective of SLFEA, given below is the progress made during 01.01.2015 to 31.12.2015.

COUNTRY	1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter			TOTAL
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	
CYPRUS	13	05	13	11	13	18	18	10	17	21	10	06	155
DOHA QATAR	01	08					06		19	07	18	07	66
LEBANON	05		12		01	01	01		01		01		22
DUBAI		04	08	03									15
KUWAIT	01		01										02
SINGAPORE	02		01										03
SEYCHELLES	07	07	02										16
KSA	01		01	02					01	02	05	04	16
SHARJAH					08	01						01	10
Israel											23	57	80
TOTAL	30	24	38	16	22	20	25	10	38	30	57	75	385
Total for Qtr	92			58			73			162			

The statistics of the above table shows that the percentage of foreign employment through SLFEA during the above mentioned period.



The SLFEA was able to secure many job orders during the period under review. Some of the major principals are;

- | | |
|--|---|
| 1.United Readymix – Doha Qatar | Heavy Vehicle Driver,Light Vehicle Driver,Shovel Operator,Concrete Pump Operator,Diesel Mechanic,Assistant Diesel Mechanic,Helpers,Batching Plant Mechanic |
| 2. Al Jaber Engineering - Doha Qatar - | A/C Technician, Assistant Electrician, Mechanic – HV, Mechanic –SE, Auto Electrician, Denter, Charge Hand – HV, Foreman –HE, Supervisor |
| 3.AALCO Group Co., | Light Vehicle Driver,Heavy Vehicle DriverMason, shuttering Carpenter, Steel Fixer, Electrician, Pipe Fitter, LV/HV Jointer, Unskilled Labours, Civil Engineer, Civil Forman, Quantity Surveyor, Excavator, Security Guard |
| 4.Al Nahdi Factory For Jewellery-K.S.A | Driver, Model Maker Gold |
| 5.Al Bateel Securicor –Doha Qatar | Security Guards(M), Security Guards (F), Security Supervisors, CCTV Operators, Security Cashier, Driver -Light |
| 6.Sasib Molds,Dies & Spare Parts Mfg.Co.Ltd – Saudi Arabia | CNC Milling/Lath Operator,EDW/wire Cut Operator |
| 7.Readymix Qatar – Doha Qatar | Heavy Driver, Pump Operator, Auto Electrician, Diesel Mechanic, Heavy & Light Mechanic |
| 8. Nano Inc.Co. Ltd | Light Vehicle Driver, Labour |
| 9.Anchor Allied – Dubai | Labour, Accountant |

10.Phoenix International WLL – Doha Qatar	Camp Boss, Electrician, Mechanic
11.Unisafe Fire Protection Specialists WLL –Doha Qatar	Mechanical Engineer,Supervisor,Driver,Technician, Pipe Fitter, Helper, Draughtsman
12.ALBA Tower Aluminum Factory - Dubai	Helper, Carpenter, Aluminum Fitter, Steel Fabricator
13.Indian Ocean Tuna, Seychelles-	Ammonia Plant Technician, Welder, Pipe Fitter, Sr. Electro Mechanical Technician, Factory Worker,Female Fish Cleaner
14.K.P.Employment Services – Cyprus	House Maid (Domestic Worker)
15.Private Employment Agency Operating Licence Loizos Petraou	Domestic Worker

ii. Finance Division

As one of the supporting divisions the Finance has made good progress.

1. During the period of review the SLFEA has refunded Rs 1.1 Million Korean Deposits, which were taken from Korean bound migrant workers in the Year 2006 and 2007. Now the liability is reduced from Rs 41.2 Million toRs 17.2 Million. We have settled all the pending requests and will settle the requests as and when received by the SLFEA.
2. SLFEA has not paid the VAT and Income Tax properly from year 2002 to 2009. According to the Inland Revenue Dept: SLFEA is liable to pay the default taxes and penalties around Rs 42.5M. Finance Dept: has been able to give various reconciliations to the Inland Revenue Dept:and after negotiations, they waved off the penalties and agreed to reduce the liability toRs 12.9 Million and now we have settled the total liability.
3. During the period of review, SLFEA has paidRs 8 Million from the Rs 20 Million loan taken from the SLBFE. Now the loan balance reduced to Rs 9 Million.
4. Now Finance Division is issuing the online system generated receipts instead of the manual receipts.
5. During the period of under review SLBFE direct the Korean medical to the SLFEA – Insilab medical Center and SLFEA got around Rs 10 Million income.

iii. Human Resources Management and Administration Division

The Human resources management and administration division has performed following tasks during the period under review;

1. Implementation of policy decisions made by Top Management

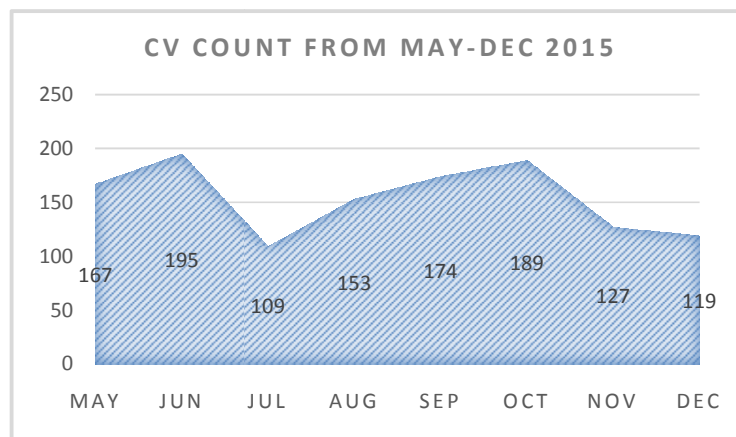
- a. Accepting Rs.100/- as a registration fee from the job seekers who will be registered in SLFEA Data bank
- b. All medical examination of the candidates who have been nominated by the Sri Lanka Bureau of Foreign Employment were confirmed to forward only for Sri Lanka Foreign Employment Agency Medical Center. (Korea and other Countries)

iv. Information Technology Division

The IT division has shown a significant development in its activities during the period under review. They can be categorized as follows;

1. Developing new automated software for the Administration department to search and update data automatically to the total inventory.
2. Developed software solution to increase the performance of the insurance division.
3. Internal web site was hosted on a server where authorized users can log and view day today progress, recruitments and CV's registered to the system.
4. Providing email and the internet facilities for the internal users.
5. Planning system and disaster recovery drills.
6. New data backup and recovery process invented.
7. Accounting package transferred to the main server.
8. Trouble shooting all the hardware components and upgrading age old equipment's.
9. Expanding security levels of the entire office strengthening personal PC's with the aid of updated Virus Vault.
10. Minimized system errors and fixing bugs that help recruitment process.
11. Increasing data entry process IT department was able to complete CV upgrading and entering process as follows.

With the contribution of entire team IT unit was able to complete entering process of 1233 CV's within May to December.



12. IT Department was able to complete entire backlog of 793 CV's within two weeks expanding options of selecting suitable candidates for the recruitment division.

v. Migrant Workers insurance

Insurance Division is one of the income-generating divisions of the SLFEA and it has made the following progress during the period under review;

1. The Sri Lanka Foreign Employment Agency (PVT) Ltd entrusted the insurance scheme for migrant workers which is one of the biggest portfolio in insurance business on 29th of March 2012 and personal accident, natural death, permanent disablement and partial disablement, repatriation and medical benefits given to the migrant workers under the said insurance cover.
2. We retained the country's biggest insurer SLIC as the service partner of aforesaid insurance scheme. Sri Lanka Foreign Employment Agency became the exclusive agent for Sri Lanka Insurance Corporation to underwrite this portfolio within the period also we received the insurance premium from our mother organization until 29th March 2015 only.
3. From 01st January 2015 to 29th March 2015, approximately 69,221 migrant workers have been covered under this scheme and we have received 2,600 Repatriation claim files from 1st January 2015 to 31st December 2015 under this portfolio. We have provided speedier settling system hence 2,333 claims have been settled within this period 170 claim files are pending 90 claims were rejected due to excluded risk and remaining claim files are processing, also we have received 192 death claim files, 214 death claims have been settled and 18 claims have been approved to pay balance pending due to non submission of required document. Also we have received 82 Permanent Disability claims and 37 claims have been settled and remaining files are processing with Sri Lanka Insurance Corporation. (Settled claim figures included the claims received in the year 2014 but settled in the year 2015)
4. In addition to the above we attend to reimbursement claim submitted by the Foreign Relation Division of SLBFE

4.4 Future Objectives and programs to be implemented.

i. Recruitment Division

As the key division, the Business promotion and publicity division will concentrate on recruiting personnel for job orders of the existing clients such as;

- | | |
|------------------------------------|--|
| 01. Bin Jassim – KSA | HV Driver, Welder, Painter, Mechanic |
| 02. Al Bateel Securicor | Security Guard(M) Security Guards (F) Security Supervisors, CCTV Operators, Security Cashier, Driver –LV |
| 03. Sasib Molds, Dies & Spare Pars | CNC Milling/Lath Operator, EDW/Wire Cut Operator |
| 04. Redymix – Doha Qatar | HV Driver, Pump Operator, Auto Electrician Heavy & Light Vehicle Mechanic |

05. Anchor Allied	Accountants, Labour
06. Sundosia Leading –KSA	Quantity Counter, Public Car Driver
07. Nano Inc.Co. Ltd	Light Vehicle Driver, Labour
08. AALCO Group.Co.	Light Vehicle Driver, Heavy Vehicle Driver Mason, Shuttering Carpenter, Steel Fixer, Electrician, Pipe Fitter, LV/HV Jointer, Unskilled Labours, Civil Engineer, Civil Forman, Quantity Surveyor, Excavator, Security
09..K.P.Employment Services - Cyprus	House Maid (Domestic Worker)
10 .Private Employment Agency Operating License LoizosPetrau	Domestic Worker

The recruitment division looking into securing new job orders and start recruitments by creating awareness and implementing promotional activities island wide to increase the number of job orders and the number of persons recruited.

1. Create awareness and have promotional activities country wise to increase number of Job Order and the number of persons recruited for foreign employment.
2. Create awareness and have promotional activities for Europe country to increase number of Job Order and the number of professional foreign employment.
3. Expand the candidate data base of SLFEA.
4. Create awareness and have promotional activities district wise to source personnel for foreign employment (we are going to implement “EtheraSaviya Gamin Gamata Program”)
 - i. To conduct on the job and off the job training programs to develop the skills and confidence of the employees.
 - ii. Set up a training center to train prospective migrant workers who should obtain Mandatory training programs before occupying the job.
 - iii. We will be signing a MOU with the technical college
 - iv. We are going to appoint promotional officers and establish Sourcing unit.

ii. Finance Division

The Finance division hopes to achieve the following objectives in the future;

- a. Plan to increase the Investments.
- b. Plan to finalize the year 2015 financial statements around 15th February 2016 and hand over to SLBFE for preparation of Consolidated Financial Statements for the year 2015.

iii. Human Resources Management and Administration Division

The administration and Human resources division has planned out the following tasks to be completed in the future.

- a. Expect to purchase new chairs to utilize all visitors who visit Sri Lanka Foreign Employment Agency regularly.

iv. Information Technology Division

The IT division of SLFEA has set out following objectives to be achieved in the future;

- a) Testing Office 365
- b) Organize IT boot camps enhancing internal user knowledge.
- c) Improve newly developed software and increase user friendliness.
- d) Planning disaster recovery drills.
- e) Target new foreign employment industries in order to expand foreign job opportunities.
Improve business intelligence.
- f) Improve network security.
- g) Automate attendance reporting through the system.
- h) Introduce new internet package.
- i) Sending SMS to confirm registration of candidates.
- j) Introduce new firewall system.

v. Insurance Division

From attention should be drawn to the requirement of repatriated workers as they return to the country prostrated situation therefore we should give immediate attention and attempt to their request

4.5 Financial Performance

Summarized Income & Expenditure Statement for 2015
(Ending 31st December 2015)

	Jan -Dec 2015 unaudited with provisions LKR	Jan - Dec 2014 Audited & Finalized LKR
Revenue	52,626,162.91	74,136,787.15
Other Operation Income		
Interest on Savings	973,684.00	1,241,641.06
Interest on fixed deposit	5,668,162.30	12,211,774.29
Profit on sale of vehicle	-	3,853,869.03
Distress Interest Income	-	44,728.02
Interest on RFC /AC	14,127.20	1,506.81
Total Revenue of the Company	59,282,136.41	91,490,306.36
Less Operating Expenses		
Administration Expenses	47,311,971.47	37,927,320.41
Traveling & Transport	2,831,876.81	2,618,449.52
Other Operating Expenses	5,768,633.72	4,142,470.22
Net Profit / (Loss) from Operating activities	3,369,654.41	46,802,066.21
Financial & Other Cost	2,349,700.18	5,015,542.88
Net Profit / (Loss)Before Income Tax	1,019,954.23	41,786,523.33