



LABOUR MIGRATION REPORT 2020



Government of Pakistan
BUREAU OF EMIGRATION & OVERSEAS EMPLOYMENT
(HQs), ISLAMABAD



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SECTION I

INTRODUCTION

1.1 Overview

Migration has always been a key factor in building new horizons and opening new vistas in various fields both in developed and developing countries. Around 3.5 percent of the global population is estimated to be living outside the countries of birth and around 63.5 percent of them proceed for employment purposes. Pakistan is 6th largest country of the world in terms of population i.e., 224 million and second largest manpower exporting country in South Asia. Pakistani migrant workers have been playing an essential role in contributing towards its economy through remittances. The year 2020 has proved as one of the most challenging years across the globe due to the pandemic COVID-19 which has halted economic activities and resulted in closure of many businesses. Consequently, many migrant workers returned to Countries of Origin due to layoffs. The COVID-19 pandemic presented countries with unprecedented challenges, requiring them to respond quickly to major disruptions in health care, economic activity, and livelihoods including labour migration. Remittance flow to Low- and middle-income countries (LMICs) was projected to fall by 7.2 percent to \$ 508 billion in 2020. However, an increase of 6.4% has been recorded in the remittance flow in Pakistan during 2020 as compared to the remittance received during 2019 which is a healthy sign in this time with labour force facing the pandemic, lock downs and health concerns with most of them unable to return to their countries of Origin due to international travel restrictions.

During the year 2020, labour migration has been affected drastically all over the globe, especially in South Asia. The outbreak of COVID-19 led the governments of many countries to impose restrictions on non-essential travel to countries affected by Coronavirus, indefinitely suspending tourism travel, work, and other visas. The historic trend of intending migrant workers of Pakistan is towards Gulf Countries, the current pandemic has seriously affected the economic sector in the Middle East, and the adversely affected sectors are construction, transportation, sanitation, and services, where the Pakistani migrants across the region have been predominantly engaged.

1.2 Bureau of Emigration & Overseas Employment and its Protectorates

Bureau of Emigration and Overseas Employment (BE&OE) operates as a centralized agency of the Federal Government responsible for governing the recruitment of Pakistani manpower for different manpower importing countries in the world. BE&OE's functions include controlling and regulating the emigration process under Emigration Ordinance 1979, Emigration Rules 1979, and procedure devised under Emigration Laws. Moreover, it looks after the welfare and facilitation of the emigrants. The Pre-departure orientation of emigrants is one of the key functions of the Bureau. BE&OE also regulates the licensing matters of Overseas Employment Promoters (OEPs), who recruit workers in response to the open market demands for Pakistani manpower.

BE&OE has nine regional offices which are termed as Protectorates namely; Karachi, Lahore, Rawalpindi, Peshawar, Multan, Malakand, Quetta, Sialkot and Dera Ghazi Khan. The Protectorate offices are performing various functions under the Rule-4 of Emigration Rules, 1979 (please refer to www.beoe.gov.pk for details).

1.3 Report Objectives/Segments

The report covers the following specific objectives/Segments: -

1. Analyse the trend and pattern of labour migration from Pakistan.
2. Make a comparative analysis of manpower export in other regional countries.
3. Return & Re-integration of Workers in wake of COVID-19 Pandemic.
4. Major trends of remittances received by Pakistan from different countries.
5. Highlight potential of overseas job opportunities for Pakistani workers.
6. Steps taken by Bureau of Emigration & Overseas Employment/Ministry of Overseas Pakistanis and Human Resources Development

SECTION II

2.1 TREND OF LABOUR MIGRATION DURING 2020

Pakistani labour force is working and residing all across the world having majority of concentration in Gulf Cooperation Council (GCC) countries. The Gulf countries like Saudi Arabia and UAE are the largest destination countries for Pakistani migrant workers and also a major source of remittance in Pakistan.

2.2 Region Wise Registration of Pakistan's Manpower (1971-2020)

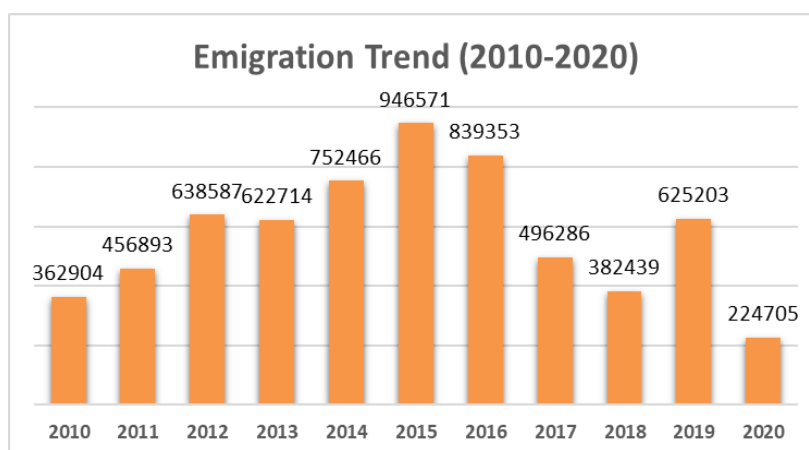
Sr. No.	Countries	1971-2020	Percentage
1	GCC Countries	10,901,068	96.13
2	Other Middle Eastern Countries	111,883	0.99
3	Africa	101,732	0.90
4	Malaysia	110,934	0.98
5	EU Countries	33,885	0.30
6	South Korea	15,512	0.14
7	Others	64,539	0.56
	Total	11,339,553	100.00

Table 1: Region-wise Registration of Pakistan's Manpower (1971-20)

The above table shows the concentration of Pakistani migrant workers across the globe. As a populous country Pakistan has been providing labour force to different parts of the world and more than 11.33 million Pakistanis were registered through Bureau of Emigration and Overseas Employment (BE&OE) during 1971 to 2020. The Gulf countries like Saudi Arabia and UAE remained the largest destination countries for Pakistani migrant workers in 2020 as well. Moreover, despite Covid-19 pandemic, the trend of intending migrant workers was also observed towards Oman, Qatar & Bahrain. Apart from GCC Countries, Malaysia & Iraq were also the destination countries for Pakistani manpower in 2020.

2.3 Emigration Trend from Last Ten Years (2010-20)

The graph represents the emigration trend from 2010 to 2020. In year 2010 to 2011 the total manpower export from Pakistan was between 0.36 million to 0.45 million, and the years 2012 & 2013 witnessed an increase where more than 0.63 million Pakistani workers had been registered for overseas employment. The years



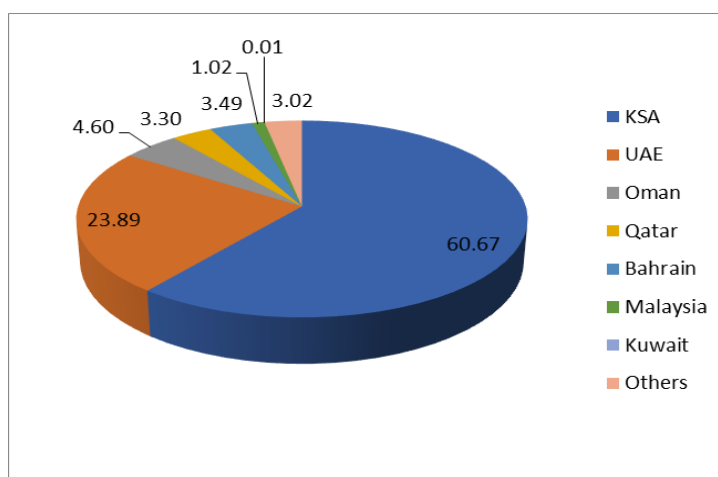
Graph 1: Emigration Trend Last Ten Years (2010-20)

2014 to 2016 were significant in terms of manpower export, especially year 2015 where more than 0.94 million Pakistani migrant workers were registered for overseas employment. Later

on, a decline was witnessed during 2017 and 2018 mainly due to adoption of Gulfization policies after lowering of oil prices by GCC countries. In year 2019, 625,203 emigrants were registered for overseas employment as compared to 382,439 emigrants in 2018. The major reason of increasing trend in year 2019, was opening of job opportunities for Pakistani workers in KSA. During the year 2020, **a total 224,705 emigrants were registered for overseas employment as compared to 625,203 emigrants in 2019 which shows a decrease of 64%** due to the COVID-19 outbreak, most countries including Pakistan imposed restrictions on non-essential travel leading to suspension of various sectors like hospitality, services, industries, work and other visas.

2.4 Major Destination Countries for Migration During 2020

During the year 2020, a total of 104,853 Pakistani emigrants were registered for KSA from January to March 2020. Thereafter, KSA introduced measures to limit the spread of COVID-19 beginning in March, 2020, including suspension of pilgrimage and halting international and domestic travel. Due to which only 31486 Pakistani emigrants proceeded to KSA in the



Graph 2: Major Destination Countries for Migration During 2020

months of April to December 2020. Despite COVID-19 pandemic, the emigration pattern of 2020 indicates that KSA was the top destination country for Pakistani emigrants where more than 60 percent of the emigrants proceeded followed by UAE (23.89%), Oman (4.60%), Qatar (3.30%), Malaysia (1.02%), Bahrain (3.49%), Kuwait (0.01%) and 3.02% in other countries.

2.5 High Migration Districts during 2020

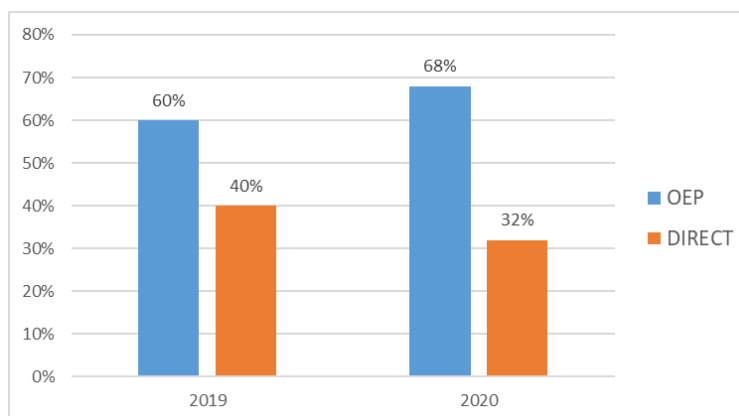
BE&OE has been creating awareness in general public through social media which is helpful for intending emigrants both for foreign employment opportunities and to register themselves to proceed abroad. The awareness campaign via social media has proved beneficial for intending emigrants of far-flung areas. It has been observed that during 2020, high migration districts were Dera Ghazi Khan, Sialkot, Swat, Lower Dir, Gujranwala, Lahore, Faisalabad, Mardan, Upper Dir and Rawalpindi. The emigration statistics of all the districts are available on BE&OE website. The district wise emigration trend indicates that Central Punjab districts mainly Sialkot and Gujranwala have high migration profile in terms of manpower export. On the other hand, in Khyber Pakhtunkhwa, an increase in the trend of labour migration has been observed in Swat, Mardan and Upper Dir.

MODES OF EMPLOYMENT

An intending emigrant can proceed abroad for employment through Overseas Employment Promoter (OEP) or directly through his/her own efforts. Labour migration from Pakistan is mainly driven by private sector i.e.; through OEPs. In order to facilitate migrant workers, OEPs capitalize their links with foreign employers to receive demand for workers from Countries of Destination. Whereas migrant workers who proceed abroad through direct Visa is currently low, which can be seen in the following graph.

The Trend of Emigration through OEP and Direct for the year 2019&20.

The graph shows comparative analysis of mode of employment during the year 2019 where 60% of the emigrants have been registered through OEP and 40% on direct employment. Year 2020 shows an almost similar trend as 68% of the emigrants were registered through OEPs and 32%



Graph 3: Trend of Emigration through OEP and Direct for the year 2019&20

on direct employment visa. The increase in favour of registration through OEPs indicates that private sector OEPs business flourished in 2019 & 2020.

2.6 Top in Demand Job Categories during 2020

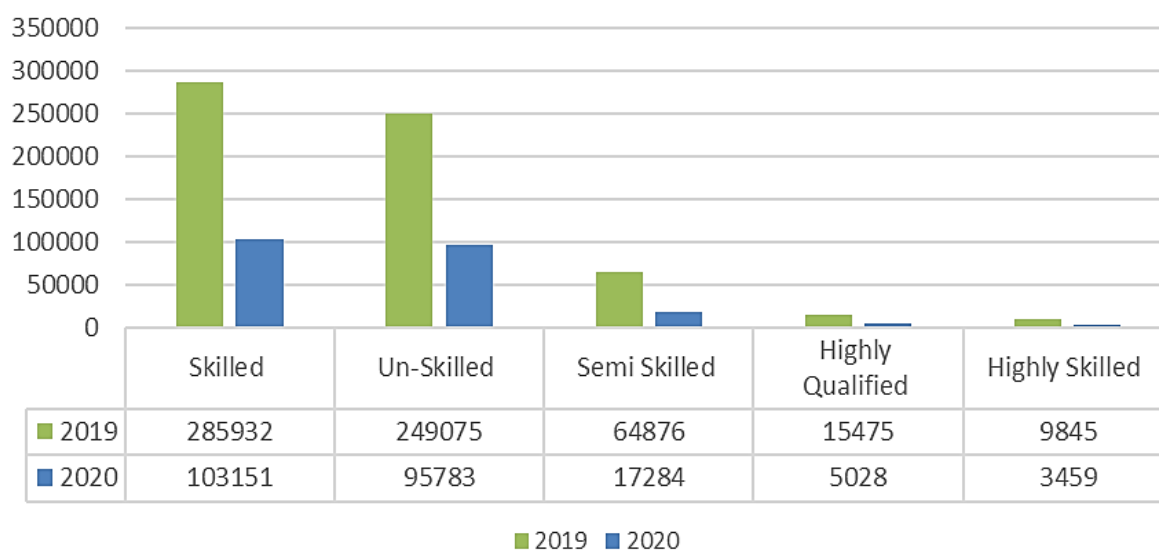
Sr. No.	Category	Year		Decrease	Percentage
		2019	2020		
1	Labourer	242811	94917	147894	60.91
2	Driver	182920	76531	106389	58.16
3	Mason	19590	4973	14617	74.61
4	Technician	16890	5699	11191	66.26
5	Carpenter	13769	3213	10556	76.66
6	Electrician	15166	4811	10355	68.28
7	Steel Fixer	9291	1269	8022	86.34
8	Mechanic	9002	2188	6814	75.69
9	Salesman	9430	2620	6810	72.22
10	Fitter	9135	2403	6732	73.69

Table 2: Top in Demand Job Categories during 2020

The above table shows top ten in-demand job categories during the year 2020. Due to Covid-19 pandemic, a decline has been observed in all the categories in comparison to 2019.

2.7 Skill Composition of Emigrants (2019 & 2020)

Skill development is an important priority of the Government. The following Graph represents the skill composition of the workers who proceeded abroad from Pakistan.



Graph 4: Skill Composition of Emigrants (2019 & 2020)

2.8 WOMEN MIGRATION IN YEAR 2020

Top Destination in terms of Women Emigration

Sr No.	Country	No. of Emigrants
1	Saudi Arabia	511
2	United Arab Emirates	363
3	United Kingdom	200
4	Bahrain	89
5	Canada	81
6	United States	67
7	Oman	63
8	Qatar	54
9	Spain	42
10	Ireland	34
11	Others	223
	Total	1727

Table 3: Top Destination in terms of Women Emigration in year 2020

During the year 2020, **total 1727(women) emigrants were registered for overseas employment.**

2.9 Trade Wise Emigration Trend of Women

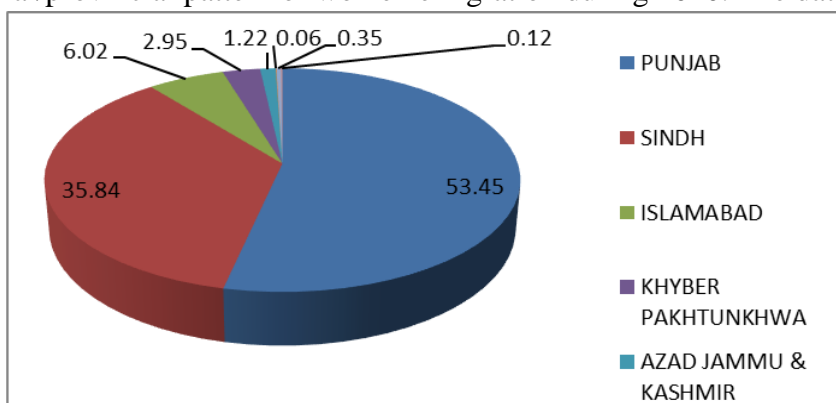


Graph 5: Trade Wise Emigration Trend of Women in year 2020

The above graph shows major trades/occupations in which women were registered for overseas employment. Majority of women (19.63%) registered as Doctors, followed by house maid (15.75%), general workers (12.39%), managers (8.98%), nurse (6.83%), clerk typist (6.49%), saleswomen (3.30%), teacher (3.18%), barber (2.95%), Engineer (2.90%) and 17.60% in other trades. It is pertinent to highlight that in ten occupations mentioned, women were highly skilled and qualified doctors, nurses, managers, Engineers, teachers and office staff.

2.10 Provincial/Regional Pattern of Women Emigration in 2020.

The graph depicts the regional/provincial pattern of women emigration during 2020. The data shows that majority of women (53.45%) were from Punjab followed by Sindh (35.84%), Islamabad (6.02%), KPK (2.95%), AJK (1.22%), Baluchistan (0.35%) and GB (0.06%). The trend of women emigration is very

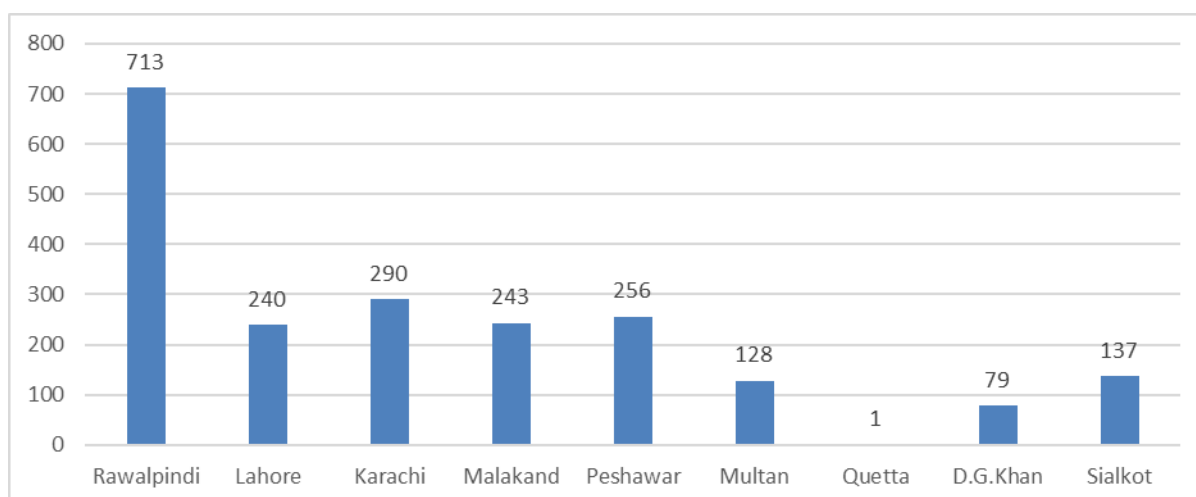


Graph 6: Provincial/Regional Pattern of Women Emigration in 2020

low in Khyber-Paktunkhwa as compared

to other provinces whereas considerable male emigration takes place from the province which indicates strong cultural reservations in the province. On the other hand, women emigration from Sindh is encouraging.

2.11 Valid Overseas Employment Promoters (OEPs)

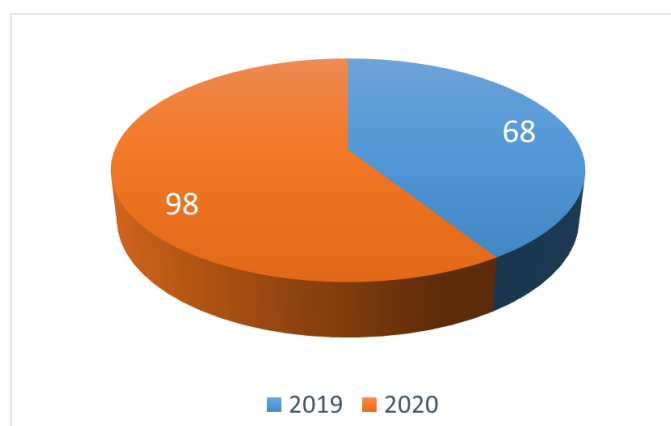


Graph 7: Protectorate-wise valid Overseas Employment Promoters (OEPs)

According to Section 12 of Emigration Ordinance, 1979, the Bureau of Emigration & Overseas Employment issues licences to Private entities. Currently, 2124 active (with valid licences) OEPs are operating in the country. OEPs are required to renew their licenses based on their performance. Those who fail to fulfil the required criteria cannot renew the license under Emigration Ordinance 1979. The detail of active OEP's is available on Bureau's website (www.beoe.gov.pk). The above graph indicates that majority of the OEPs are operating in the domain of Protectorate of Rawalpindi, followed by Lahore, Karachi, Peshawar, Malakand, Multan, Quetta, Dera Ghazi Khan and Sialkot.

2.12 Issuance of OEPs Licenses in 2019 & 2020

During the year 2020, Ninety-eight (98) new licenses were issued to private sector OEPs to boost manpower export. In 2019, Sixty-six (66) licenses were issued to OEPs.

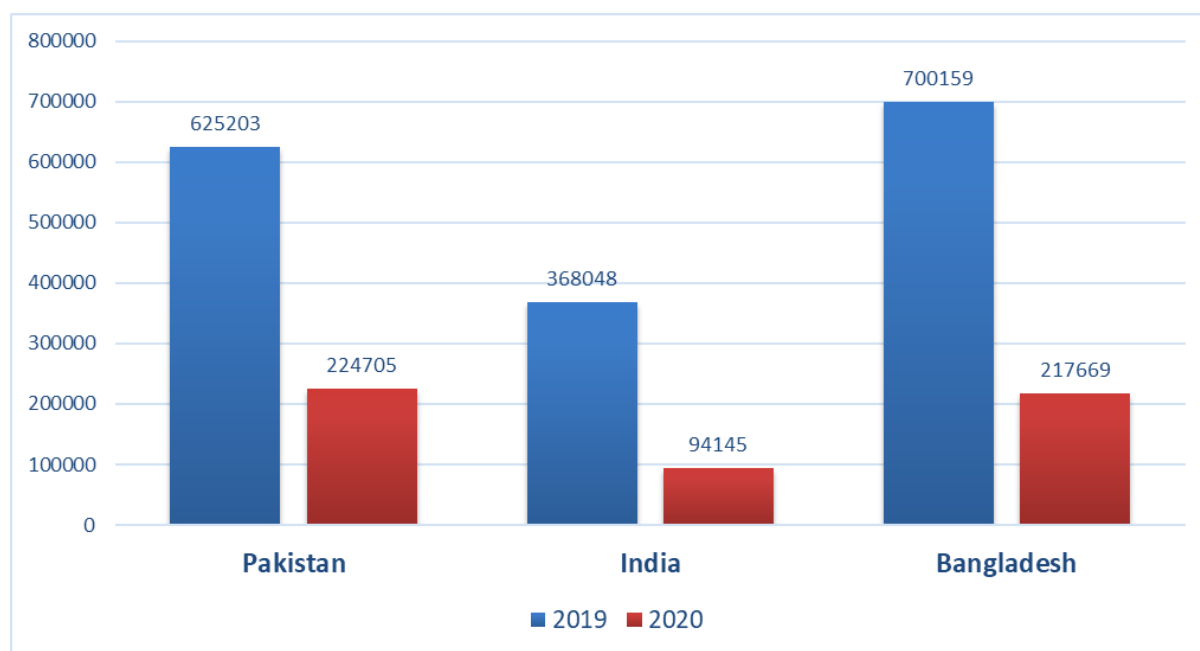


Graph 8: Issuance of OEPs Licenses in 2019 & 2020

SECTION III

REGIONAL EXPORT OF MANPOWER -TRENDS IN 2020

3.1 Regional Comparison of manpower export during 2019 & 2020



Graph 9: Regional Comparison of manpower export during 2019 & 2020

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

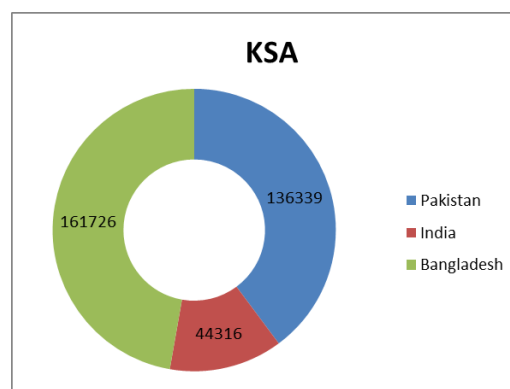
The Covid-19 pandemic hampered the manpower export not only from Pakistan but other regional countries as well. The above graph indicates that a total of 224,705 emigrants were registered for overseas employment from Pakistan in year 2020 as compared to 625,203 registered in 2019 which shows the decrease of 400,498 emigrants. Similarly, India and Bangladesh faced a decline of 273,093 & 482,490 respectively in terms of emigrants registered during 2020 as compared to 2019.

3.2 Country Wise Regional Comparison during 2020.

Kingdom of Saudi Arabia, during year 2020, majority of emigrants proceeded from Bangladesh (161,726) followed by Pakistan (136,339) and India (44,316). The emigration statistics of these countries indicates that KSA remained the largest destination country for workers

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

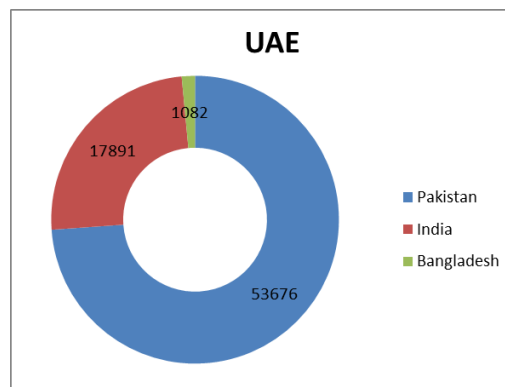


Graph 10: Comparison in region of Emigrants Proceeded to Kingdom of Saud Arabia during year 2020

UAE, Pakistan was on top in terms of export of manpower during 2020. The above graph shows that 53,676 Pakistani emigrants proceeded to UAE followed by India (17,891) and then Bangladesh (1,082). It is pertinent to mention that Bangladesh has been facing restrictions for manpower export to UAE since 2014.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

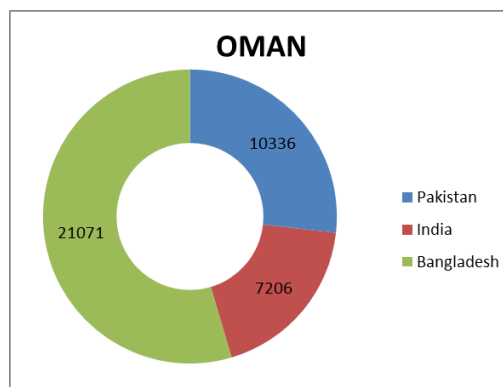


Graph 11: Comparison in region of Emigrants Proceeded to U.A.E during year 2020

Oman, majority of the expatriate workers proceeded from Bangladesh (21,071). On the other hand, export of manpower from Pakistan to Oman was 10,336 during 2020 whereas 7,206 emigrants were registered from India to Oman. Oman remained the third largest destination country for Pakistani workers after KSA and UAE.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

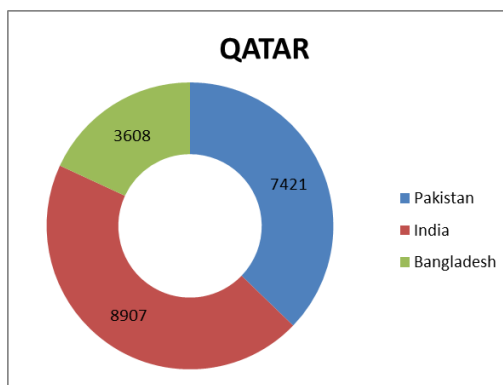


Graph 12: Comparison in region of Emigrants Proceeded to Oman during year 2020

Qatar, majority of emigrants proceeded from Pakistan followed by Bangladesh. Qatar has emerged as an important destination country for foreign workers due to FIFA World Cup-22.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

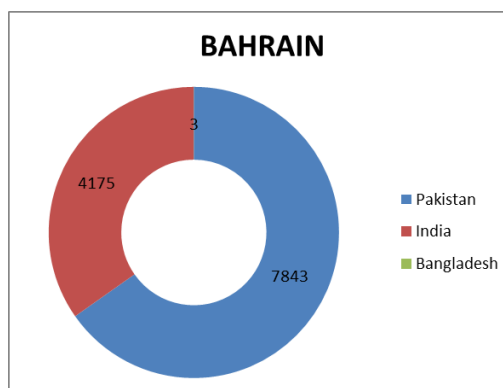


Graph 13: Comparison in region of Emigrants Proceeded in Qatar during year 2020

Bahrain, Pakistan was on top in terms of export of manpower during 2020, followed by India where 4,175 emigrants were registered for employment to Bahrain. From Bangladesh only 3 Bangladeshi workers proceeded to Bahrain in the year.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

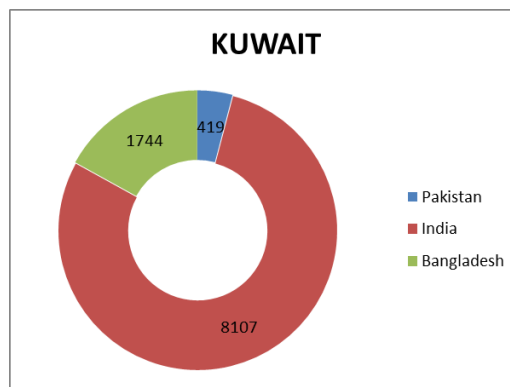


Graph 14: Comparison in region of Emigrants Proceeded to Bahrain during year 2020

Kuwait is one of the important member states of GCC countries, whose economy is mainly based on petroleum industry. The share of Pakistani manpower in the labour market of Kuwait is less as compared to regional peers like India and Bangladesh as only 419 Pakistanis were registered for employment to Kuwait in year 2020.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd

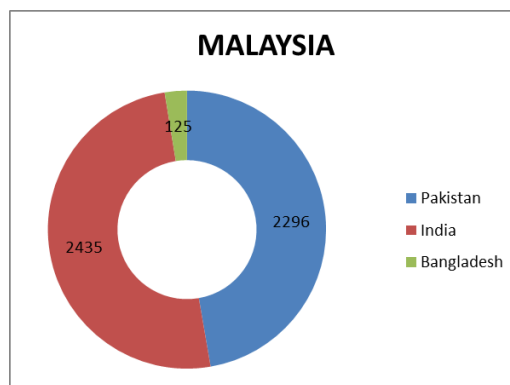


Graph 15: Comparison in region of Emigrants Proceeded to Kuwait during year 2020

2296 emigrants were registered by Pakistan for employment to Malaysia. India registered 2435 and Bangladesh 125 emigrants.

Sources:

www.beoe.gov.pk
www.emigrate.gov.in
www.bmet.gov.bd



Graph 16: Comparison in region of Emigrants Proceeded to Malaysia during year 2020

SECTION IV

RETURN AND REINTEGRATION OF OVERSEAS WORKERS

Every year thousands of Pakistanis go abroad for employment and the country receives billions of dollars every year as home remittances. Labour migration alleviates unemployment and enhances migrant family's standards of living and thereby contributing both to the Countries of Destination and the Countries of Origin.

Covid-19 has not only affected manpower export to GCC but a significant number of overseas Pakistani workers also returned to Pakistan after losing their jobs around the globe. Just prior to the covid-19 lockdowns, Bureau of Emigration and Overseas Employment had registered around 60,000 emigrants who could not travel due to suspension of flights and travel restrictions imposed by foreign countries. More than 100,000 permissions already accorded by BE&OE could not materialize due to the pandemic, therefore, it was necessary to formulate a proper response to a rapidly evolving situation which was a challenge.

BE&OE/MOPHRD made every possible effort to look after the interests and welfare of emigrants (outgoing & returning). Several measures were taken to facilitate the migrant workers in terms of their return, reintegration and re-employment abroad. Embassies and Missions abroad provided every possible support to stranded Pakistanis in coordination with the Ministry of Foreign Affairs (MOFA) and Ministry of Overseas Pakistanis & Human Resources Development. A crisis management cell was also established in Ministry of Foreign Affairs. Special facilities were also set up for transportation of dead bodies and ill passengers by Ministry of Overseas Pakistanis and Overseas Pakistani Foundation. Moreover, M/O OP&HRD also actively coordinated with labour Ministries of host countries to facilitate the overseas workers in payment of dues, arrangement of free return tickets by employers etc.

A comprehensive reintegration plan/strategy was developed for returnee migrant workers for their reintegration through re-employment, upskilling/certification and entrepreneurship/social inclusion. For this purpose, an online portal has also been established in Overseas Employment Corporation for registration/data collection of returnee migrant workers. The data of returnees is shared with all relevant stakeholders i.e., NAVTTC, BISP, EHSAS Program, SMEDA, OPF etc. for their reintegration.

STRATEGY TO REINTEGRATE THE RETURNING MIGRANTS/OPS

Following strategy has been adopted for reintegration of returning workers/Overseas Pakistanis.

- **Return:** The data is collected and compiled for impact assessment and to address challenges pertaining to labour migration and same is shared with all relevant stakeholders.
- **Reintegration:** The returnee migrant workers are facilitated to obtain jobs in national and international job markets through upskilling & certification, moreover, those returnees who want to set up their own business are facilitated through SMEDA, NYDF etc.
- **Claims:** Ministry of OP&HRD, OPF & BE&OE extend facilitation to returning migrants for recovery of their dues and maintain comprehensive complaint redressal mechanism.
- **Social inclusion:** Government of Pakistan is facilitating the returnees by providing loans for entrepreneurship, Ehsaas cash transfer, Ehsaas school fee and plans to set up an informal labour registry through EOBI.

Following flow chart represents the Return and Reintegration Policy for returnee migrant workers.

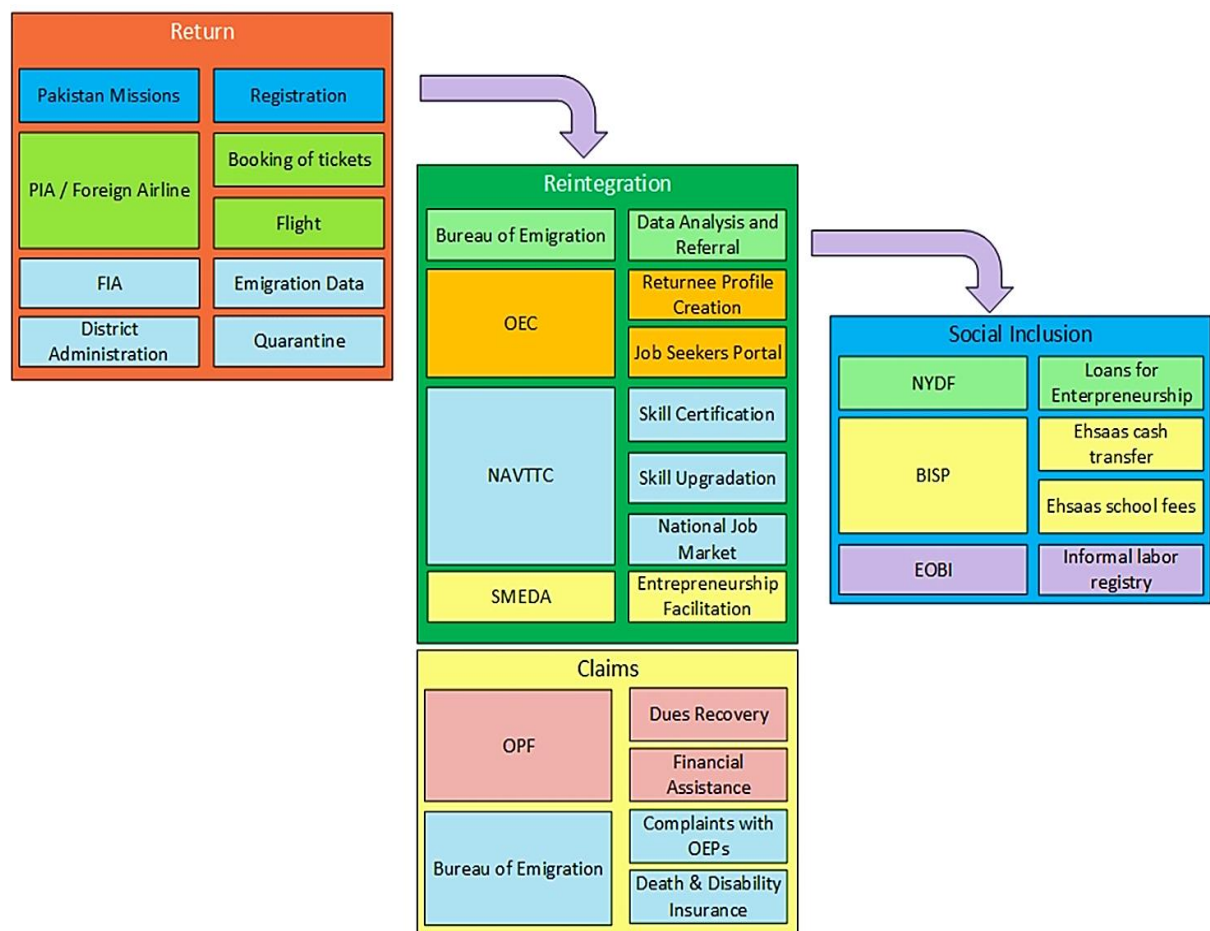
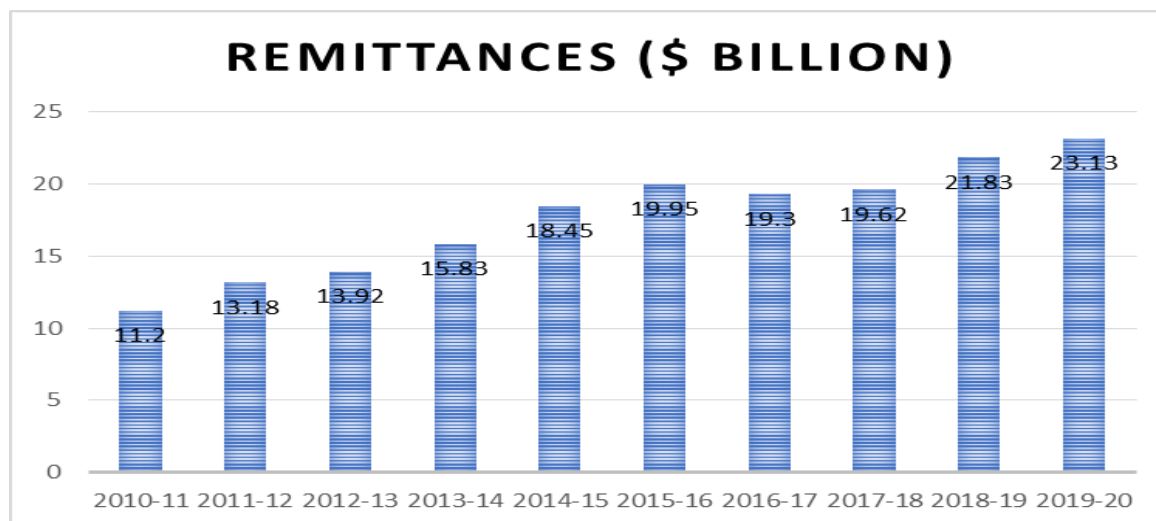


Figure 1: Strategy for reintegration of returning workers/Overseas Pakistanis

SECTION V

REMITTANCES

5.1 Remittances OVER LAST 10 Years

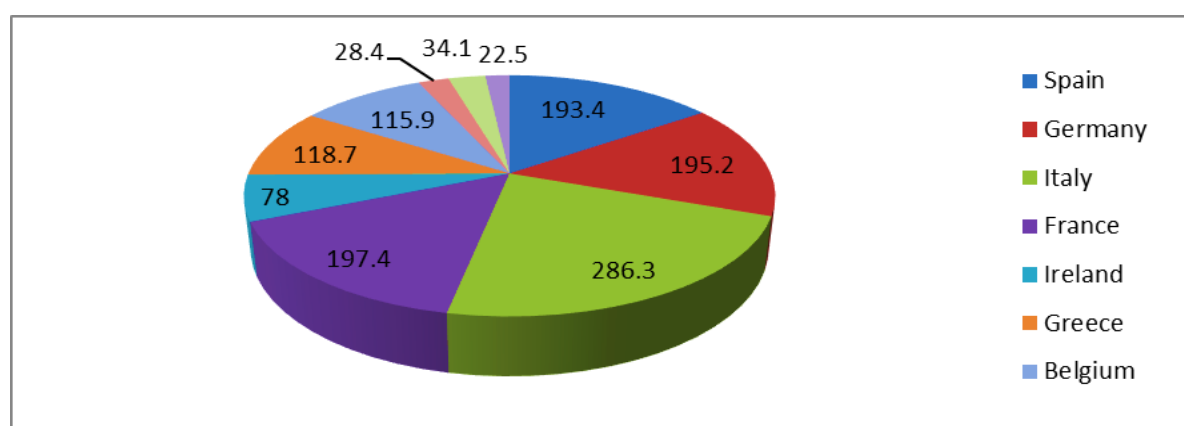


Graph 17: Remittances received by Pakistan during last 10 years

Source: www.sbp.org.pk

The above graph shows the trend of remittances received by Pakistan during last 10 years. The global COVID-19 pandemic has sent many countries' economies spiralling downward. Countries such as Pakistan have been hit especially hard due to developing economy and social safety nets. However, remittances towards Pakistan have shown an increase, a total of US \$ 23.13 Billion remittances were recorded during the FY 2019-20. Saudi Arabia, UAE, USA and U.K remained the top source countries in terms of the remittances. Despite Covid-19 pandemic the inflow of remittances from Overseas Pakistani witnessed an increase of 24.9% during the first six month of FY-21, as compared to corresponding period of last year.

5.2 Remittances in FY 2020-21 (July-Dec) from EU Countries (Million US \$)



Graph 18: Remittance Received in FY 2020-21 (July-Dec) from EU Countries (Million \$)

Source: www.sbp.org.pk

The above graph shows the inflow of remittances (US \$ Million) received from EU countries during FY 2020-21 (July to Dec). The data shows that from EU block, Pakistan received majority of remittances from Spain followed by Germany, Italy, France, Ireland, Greece, Belgium, Sweden, Denmark and Netherland.

SECTION VI

OVERSEAS JOBS POTENTIAL

6.1 Kingdom of Saudi Arabia

The Saudi Government has launched some mega projects of billions of US dollars including ‘Neom city project’, ‘Saudi Vision 2030’, there are huge opportunities in Hospitality, Services and Construction sectors. Pakistan, being a surplus labor economy, has well trained and experienced workforce in abundance and has the capacity and capability to meet the requirement of Saudi Arabia in all trades, fields and sectors.

6.2 United Arab Emirates

The labor market of UAE is more open and advanced for expats as compared to other GCC countries. There is high demand of qualified professionals in the sectors such as IT, Civil engineering, financial management sector, healthcare hospitality, tourism and services sector etc.

6.3 Oman

The sectors such as Oil & Gas, Power, Construction, Information Technology, Travel & Tourism and Logistics etc. are in demand sectors for expat workers.

6.4 Qatar

Qatar is a potential country for the manpower sending countries as the world biggest event i.e Football World Cup is scheduled to be held in Qatar in 2022. Pakistan is in active liaison with Qatar to grasp opportunities for export of manpower from Pakistan for the various projects/sectors like Tourism, Hoteling, Ports & Shipping and Security Services, Construction, Medical Services, Oil & Gas, Information Technology.

6.5 Bahrain

Bahrain is one of the important members of Gulf Cooperation Council (GCC) and appealing destination for expatriate workers especially Petroleum production is most important sector.

6.6 Malaysia

Construction sector in Malaysia holds opportunities for migrant workers which was expected to grow in 2020, backed by the acceleration and revival of mega projects, but due to COVID-19 pandemic, the growth has been sharply reversed in 2020.

6.7 Japan

Japan is the third largest and high-tech economy of the world having developed infrastructure of manufacturing, automobile, IT, telecommunication, ship building, steel sector/industry etc.

6.8 Germany

Germany is one of the largest economy of Europe having the highest labour productivity. There is great potential for foreign workers in Germany due to its huge economic size in sectors; Engineering, information technology, healthcare services, automobile energy and environmental science etc.

6.9 Kuwait

Kuwait is one of the important member states of GCC countries, whose economy is mainly based on petroleum industry. There is great potential for Pakistani manpower mainly in sectors of Oil and Industries, Construction, Services, Health, Engineering and IT. Kuwait has also initiated a vision 2035 in order to overhaul its economy. Under this vision the country has incepted certain development programs with special focus to infrastructure sector.

6.10 South Korea

Government of South Korea imports manpower under Employment Permit System which is government to government arrangement and has completely excluded the private sector/OEPs. South Korea grants annual quota to every country for import of foreign workers. In G to G arrangement, Overseas Employment Corporation being government agency has the mandate to send Pakistani workers to South Korea.

6.11 China

People's Republic of China (PRC) is the second largest economy by nominal GDP and the world's largest economy by purchasing power parity.

Although China is not a traditional manpower importing country, yet there is scope for absorption of Pakistani manpower in some sectors/ categories like infrastructure, Finance, Innovation, Technology, shipping and logistics etc.

6.12 Other Manpower Potential Countries (Romania, Turkey, Azerbaijan & Africa Continent)

Other countries such as Romania, Azerbaijan, and Turkey along with countries of African Continent are not traditionally manpower exporting countries for Pakistan, yet these are potential countries where intending emigrants can get employment opportunities. Government of Pakistan is working to grasp the job opportunities for Pakistani workforce.

SECTION VII

ACHIEVEMENTS/ STEPS TAKEN BY BE&OE/MOPHRD

Following are the achievements of Bureau of Emigration & Overseas Employment during the year 2020;

Developed “Emigrants Registration Legacy Data Entry System (ERLDES)”

Registration process of Intending Emigrants is taking place through BEOE-MIS at all Protectorate of Emigrants. “ERLDES” is developed for digital record keeping of manual registration records.

Launched e-Protector Sticker in replacement of Manual Protector Stamping

Provision of digital solution of e-Protector sticker has replaced the manual Protector stamping. The system provides the digital printing on Protector stickers which reduces the chances of errors and bogus Protector stamps as it carries various in-built security features with centralized tracking mechanism.

Computerized Licence Renewal Printing

A system developed for electronic printing of Overseas Employment Promoter (OEP) renewal Licences. Linkage of the system with OEP’s record reduces the laborious manual work and chances of errors & duplications.

Revamping of Complaints Management System with additional features of Reporting Panel/ Dashboard

The complaints management system has been revamped according to the requirements in such a way that additional reporting features has been introduced and Reporting dashboard for Executives has been developed to reflect the various aspects of the complaints statistics.

Developed “Foreign Employers Registration System”

To streamline the end-to-end Foreign Employment demand process, “Foreign Employer Registration System” has been developed. The system facilitates the registered Foreign Employer with online submission of their recruitment demand directly to the Bureau for further process. The system reduces the role & exploitation of the middle-man to the minimum level.

Implemented e-office system in Bureau HQs, and achieved the Level-4

In accordance with the Federal Government Policy, the Bureau has successfully implemented the e-office system by attaining Level-4. The system enables the Bureau to communicate electronically with internal and external entities for all types of official correspondences.

Digitized the Permission Renewal System

The system replaced the manual processing of permission renewals by providing online processing of computerized permission renewal requests between Protector office and Bureau HQs. The system eliminated laborious manual work and reduced the processing time.

Digitized various general processes of the Bureau HQs

Various internal manual processes have been digitized as per requirements to enhance the efficiency and transparency in the system.

Apart from above, MOPHRD and BE&OE took following steps to increase manpower export and ensuring safe, orderly, legal and regular emigration process during the year 2020.

Establishment of Online Portal for Registration of Returning Pakistani Workers

A portal was launched on 9th June, 2020 for registration of returning workers. Since then, 78361 returnee migrant workers were registered on the Overseas Employment Corporation (OEC) portal till December 2020.

Actions Against OEPs

In order to tighten enforcement and zero tolerance policy with respect to emigrants' complaints, 10 Overseas Employment Promoter licenses were cancelled and 21 were suspended during the year 2020.

Reintegration of Returnees

BE&OE signed an MoU with FIA for accessing the data of outgoing/returning migrants from FIA database that would not only curb the illegal practices of smuggling and human trafficking but also keep BEOE updated about the status of migrant workers which might be used later for reintegration of returned migrants in local and international markets.

Resolution of Complaints through Pakistan Citizen Portal

BE&OE also deals with complaints received through Pakistan Citizen Portal and takes prompt action to resolve them. During 2020, 710 complaints were successfully resolved by BE&OE pertaining to PM Portal. Among which, 692 complaints were received in 2020 whereas 18 complaints were from the previous period disposed of during 2020. As per details, 246 complaints were referred to other departments being not relevant to BE&OE and relief/partial relief was granted in 283 complaints, and 84 complaints were those where relief was not admissible under the rules. Yet only 84 complaints were dropped. BE&OE disposes of complaints in 14 days on average.

Action Against Illegal Advertisement

In order to minimize frequency of illegal Overseas Job Advertisements Bureau initiated a campaign in close coordination with newspapers, FIA, PTA and other relevant departments.

In this regard, 185 such cases were referred to FIA & PTA during the year 2020. Moreover, the scope of awareness activities is being further expanded.

Information/Uploading of Foreign Jobs

Foreign jobs are being uploaded on BE&OE's website to facilitate the intending emigrants. It is an ongoing activity and the data on foreign jobs is updated regularly on the website www.beoe.gov.pk/foreign-jobs

Death and Disability Insurance Claims

BE&OE ensured payment of an amount of more than Rs. 368 Million as death/disability compensation during the year 2020. Moreover, the month wise details during the year 2020 are as follows;

Sr. No	Months	Total Amount
1	January, 2020	35,150,000
2	February, 2020	24,650,000
3	March, 2020	22,100,000
4	April, 2020	7,200,000
5	May, 2020	7,200,000
6	June, 2020	29,262,464
7	July, 2020	9,250,000
8	August, 2020	22,366,668
9	September, 2020	35,087,536
10	October, 2020	61,933,333
11	November, 2020	53,730,000
12	December, 2020	60,566,667
13	Total	368,496,668

Table 4: Death/Disability compensation during the year 2020

Grant of New Licenses to OEPs

To increase the export of manpower from Pakistan, 129 new licenses were issued to the Overseas Employment Promoters (OEPs) during 2020.

Establishment of Two New Protectorates of Emigrants

In order to enhance the manpower export from Pakistan, two (02) new Protectorate Offices i.e., D.G Khan and Sialkot have been established and are functioning.

FUTURE PLANS

New Protectorate Offices:

Two new protectorate offices i.e., Abbottabad & Sukkur are expected to be established and functional in the second half of year 2020-2021.

Linkages of BE&OE Online portal with Destination Countries:

Expansion of BE&OE online portal to Overseas Employers and facilitate them in registration and recruitment linkage of BE&OE portal with relevant ministries of Destination Countries including KSA, UAE and QATAR.

Expansion of Insurance Coverage

The proposal to enhance the scope of insurance coverage is under consideration like organ insurance and third-party insurance scheme etc.

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