

Upgradation of **Foreign Employment Information Management & Database System** for Department of Foreign Employment (DoFE), Government of Nepal

To-Be Process Report



HELVETAS
Swiss Intercooperation

NEPAL

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1. About this document

Department of Foreign Employment (DoFE), Government of Nepal, envisages upgrading its existing processes & systems related to management and welfare of Nepali citizens seeking employment overseas or already working there. The Nepal chapter of Helvetas, under the Safer Migration Project (SaMi), would be assisting the Department in first undertaking a detailed assessment of its existing set-up and then in upgrading the same using IT-based systems wherever necessary.

The broad sequence of activities that would be undertaken during a course of this assignment is given below:

- Current state assessment of existing processes, infrastructure, human resources and IT systems of DoFE
- Benchmarking of DoFE's set-up (especially delivery-mechanisms of various citizen-facing Services) with the 'Good Practices' being used elsewhere
- Identification of possible areas for improvement (i.e. Design Considerations) for DoFE, especially for its processes and IT systems
- Preparation of macro-level strategy to successfully implement the envisaged systems and identification of related technical requirements

This particular document is the To-Be Process Report and it has been prepared using the following methodology:



This particular methodology enabled the consultants from Helvetas in:

- Redesigning those processes which have too many steps or too many non-value add steps or are having disproportionately large number of systems
- Retiring those processes which have no value-add or are already a part of other processes or are not core functions or do not have the availability of requisite skill set
- Reallocation of those processes for which the requisite skills are available somewhere else or where considerable re-skilling required
- Computerization of those processes where repetitive tasks manually prepared or manual execution makes them error-prone or where ready-made tools are available
- Outsourcing of those processes where there is ready availability of vendor who can perform these more effectively or where these are not a core competency of DoFE

The recommendations obtained thus have been prescribed as “Design Considerations” for To-Be processes and once they have been deliberated upon by DoFE and other Stakeholders, these would be taken forward as Design Principles and the macro-level strategy to successfully implement the envisaged systems shall be articulated.

2. To-Be Processes

2.1 Issue of new Permit to an individual

Design Considerations

- Web Logins should be provided to major Insurance Companies in order to enable them in digitally sending Policies of those individuals who intend to apply for Permits to DoFE.
- Web Logins should be provided to Medical Centers in order to enable them in digitally sending the Reports of those individuals who intend to apply for Permits to DoFE.
- Web Logins should be provided to all Orientation Agencies in order to enable them in digitally sending the details of all candidates who enroll with them and subsequently for sending their Orientation Certificates to DoFE
- Citizens should be allowed to deposit the prescribed fee for issue of Permits to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- Citizens should be allowed to apply for Permits at any of the Regional / District level offices under Ministry of Labour & Employment.
- These Regional / District level offices should be empowered & authorized to verify all the Supporting Documents that are submitted by the citizens at the time of applying for Permit. In order to enable the same, DoFE should come up a step-by-step Checklist which could be used by these Regional / District level offices to ensure completeness & correctness of data that is provided by the applicants.
- These Regional / District level offices should be provided with necessary IT infrastructure and Web Logins to scan & upload applicants' details and Supporting documents for further processing (after their authenticity has been established).
- After uploading the applicants' files onto the system, these Regional / District level offices should also send the Hard Copy of the same to DoFE (via post / courier). This could be done in batch-mode wherein all the applications received on a particular day are dispatched to DoFE on the following day.
- In order to ensure that citizens provide only authentic information at the time of applying for Permit, a Self-Declaration can be taken from them at the time of receiving their applications (stating that they are providing correct data and if not, they would be held accountable for the same).
- DoFE should start processing the requests for Permits on the basis of Digital Copies of applicants' files and should not wait for the Hard Copies of the same to arrive. As the initial verification of these applications would have been done already by the Regional / District level offices (at the time of receiving them), DoFE can safely rely of their authenticity and can therefore go ahead with their processing.

Design Considerations

- DoFE should come up with a pre-defined Risk Evaluation Matrix (on the basis of type of job, destination country, details of employer, etc.) and this matrix should be used to automatically grade the applications received for issue of Permit into High, Medium and Low risk cases. Permits can be issued for Low risk cases at the level of Section Officer itself and only a MIS can flow to the Director and DG afterwards. All Medium and High risk cases should be decided either at Director's level or at DG's level.
- Automatic queue management should be done for all the applications that are received and the principle of FIFO (first in, first out) should be used to dispose these. In addition to this, fixed time should be prescribed for disposing each request and if this time is exceeded, the case should automatically get escalated to the Director / DG.
- Once satisfied with the authenticity and completeness of an application, a soft-copy of the Permit Sticker should be generated and should be sent across to the Office where the citizen had submitted his / her application. These Permit Stickers should have a unique Serial No. (bound to the applicant's Passport No.) and a Hologram to avoid its misuse or misappropriation at the Regional / District level offices
- After receiving the soft-copy of a Permit Sticker, the concerned Office should print the same and paste it on applicant's passport.

Step		Actor	Supporting Documents	IT system in place
1.	Apply for insurance and medical certificate after receiving a valid Job Offer from an Employer overseas work, along with Visa for that particular country	Citizen	None	None
2.	Provide insurance policy as requested by the citizen and send the related details to DoFE via the Web Login as provided	Insurance Company	None	e-MWIMS
3.	Conduct Medical Tests and send the related details to DoFE via the Web Login as provided	Medical Center	None	e-MWIMS
4.	Go to a DoFE-approved Center for getting appropriate orientation as prescribed for the destination country	Citizen	None	None
5.	Provide orientation to the applicant as prescribed for the destination country and if he / she successfully completes the trainings, issue an Orientation Certificate and also send a digital copy of the same to DoFE via the Web Login as provided	Orientation Center	None	e-MWIMS
6.	Once through with insurance, medical examinations and orientation training, go to any Bank registered with NRB and deposit the stipulated Fee	Citizen	None	None
7.	Receive the stipulated fee from the applicant, provide receipt for the same and send a notification to DoFE via the Web Login as provided	Bank	None	e-MWIMS
8.	Fill-up the prescribed Application Form for getting the Permit and submit to any of the Regional / District level offices under Ministry of Labour & Employment	Citizen	<ul style="list-style-type: none"> • Passport • Visa / Work Permit • Appointment Letter • Insurance Policy • Medical Certificate • Bank Receipt • Self-Declaration 	None

Step		Actor	Supporting Documents	IT system in place
9.	Receive the Application and verify the same for completeness and correctness using the Checklist as prescribed by DoFE	Nodal Officer @ Regional level	None	None
10.	If satisfied with the Application, forward the same digitally to DoFE Head Office for further processing and dispatch the Hard copies via post / courier	Nodal Officer @ Regional level	None	e-MWIMS
11.	After receiving an Application digitally from a Regional Office, check the same for authenticity & correctness and if it is Low-risk Case (as per the prescribed Risk Evaluation Matrix) then approve the issue of Permit and send a soft-copy of the Permit Sticker to Nodal Officer @ Regional level	Section Officer @ DoFE	None	e-MWIMS
12.	If it is not a Low-risk Case (as per the prescribed Risk Evaluation Matrix) then forward it for Director's / DG's decision	Section Officer @ DoFE	None	e-MWIMS
13.	Check the cases forwarded by the Section Officer and if satisfied, approve the issue of Permit and instruct the Section Officer to send a soft-copy of the Permit Sticker to Nodal Officer @ Regional level	Director / DG @ DoFE	None	e-MWIMS
14.	Get the Permit from the Nodal Officer @ Regional level and at the time of leaving Nepal to join the overseas job, present the same to the Labour Desk at Tribhuvan Airport	Citizen	<ul style="list-style-type: none"> • Passport • Permit issued by DoFE • Visa / Work Permit 	None
15.	Check the Permit stuck in the Applicant's Passport using a Hand-held Reader and if satisfied with its authenticity & validity, allow the Applicant to leave the Country.	Labour Desk @ Tribhuvan Airport		e-MWIMS

2.2 Renewal of Permit for an individual

Design Considerations

- If the worker is intending to extend his / her stay in the same country where already employed then he /she should be allowed to apply for renewal of Permit with the Nepali Labour Attaché in that country.
- These Labour Attaché should be provided with Web Logins to upload applicants' details and documents for further processing (after their authenticity has been established).
- If the worker desires to extend his / her Permit in order to go to another Country, he / she should be allowed to apply for renewal of Permits at any of the Regional / District level offices under Ministry of Labour & Employment
- Similar to the process suggested for new Permits, Web Logins should be provided to Insurance Companies, Orientation Agencies and Medical Centers to send the policies / orientation certificates / medical certificates digitally to DoFE (where necessary)
- Citizens should be allowed to deposit the prescribed fee for issue of Permits to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- In case the worker is applying for extension of Permit from overseas then he / she should be allowed to deposit the prescribed fee via an e-Payment Gateway (PayPal, etc.)
- Similar to the process suggested for new Permits, the Regional / District level offices should be empowered & authorized to verify all the Supporting Documents that are submitted by the citizens at the time of applying for renewal of Permit.
- These Regional / District level offices should be provided with necessary IT infrastructure and Web Logins to scan & upload applicants' details and Supporting documents for further processing (after their authenticity has been established).
- After uploading the applicants' files onto the system, these Regional / District level offices should also send the Hard Copy of the same to DoFE (via post / courier). This could be done in batch-mode wherein all the applications received on a particular day are dispatched to DoFE on the following day.
- In order to ensure that citizens provide only authentic information at the time of applying for renewal of Permit, a Self-Declaration can be taken from them at the time of receiving their applications (stating that they are providing correct data and if not, they would be held accountable for the same).
- DoFE should start processing the requests for renewal of Permits on the basis of Digital Copies of applicants' files and should not wait for the Hard Copies of the same to arrive. As the initial verification of these applications would have been done already by the Labour Attaché or Regional / District level offices (at the time of receiving them), DoFE can safely rely of their authenticity and can therefore go ahead with their processing.

Design Considerations

- Similar to the process suggested for new Permits, DoFE should come up with a pre-defined Risk Evaluation Matrix (on the basis of type of job, destination country, details of employer, etc.) and this matrix should be used to automatically grade the applications received for renewal of Permit into High, Medium and Low risk cases. Permits can be issued for Low risk cases at the level of Section Officer itself and only a MIS can flow to the Director and DG afterwards. All Medium and High risk cases should be decided either at Director's level or at DG's level.
- Automatic queue management should be done for all the applications that are received and the principle of FIFO (first in, first out) should be used to dispose these. In addition to this, fixed time should be prescribed for disposing each request and if this time is exceeded, the case should automatically get escalated to the Director / DG.
- Once satisfied with the authenticity and completeness of an application, a soft-copy of the Permit Sticker should be generated and should be sent across to the Office where the citizen had submitted his / her application. These Permit Stickers should have a unique Serial No. (bound to the applicant's Passport No.) and a Hologram to avoid its misuse or misappropriation
- After receiving the soft-copy of a Permit Sticker, the concerned Office should print the same and paste it on applicant's passport.

Step		Actor	Supporting Documents	IT system in place
1.	If desiring to extend the stay in the same country where already working, go to the Labour Attaché in Nepali Embassy of that country and apply for renewal of the Permit (after paying the stipulated fee online)	Citizen	<ul style="list-style-type: none"> • Passport • Visa / Work Permit • Appointment Letter • Bank Receipt • Self-Declaration 	None
2.	Receive the Application, verify the same for completeness and correctness using the Checklist as prescribed by DoFE and if satisfied, forward the same digitally to DoFE Head Office for further processing and dispatch the Hard copies via post / courier → Go to Step No. 13	Labour Attaché in Nepali Embassy	None	e-MWIMS
3.	If desiring to leave for another Country, come back to Nepal and apply for insurance and medical certificate (after receiving a valid Job Offer and Visa for that particular country)	Citizen	None	None
4.	Provide insurance policy as requested by the citizen and send the related details to DoFE via the Web Login as provided	Insurance Company	None	e-MWIMS
5.	Conduct Medical Tests and send the related details to DoFE via the Web Login as provided	Medical Center	None	e-MWIMS
6.	If going to a different country than before, go to a DoFE-approved Center for getting appropriate orientation as prescribed for the destination country	Citizen	None	None
7.	Provide orientation to the applicant as prescribed for the destination country and if he / she successfully completes the trainings, issue an Orientation Certificate and also send a digital copy of the same to DoFE via the Web Login as provided	Orientation Center	None	e-MWIMS
8.	Once through with insurance, medical examinations and orientation training, go	Citizen	None	None

Step		Actor	Supporting Documents	IT system in place
	to any Bank registered with NRB and deposit the stipulated Fee			
9.	Receive the stipulated fee from the applicant, provide receipt for the same and send a notification to DoFE via the Web Login as provided	Bank	None	e-MWIMS
10.	Fill-up the prescribed Application Form for getting the Permit and submit to any of the Regional / District level offices under Ministry of Labour & Employment	Citizen	<ul style="list-style-type: none"> • Passport • Visa / Work Permit • Appointment Letter • Insurance Policy • Medical Certificate • Bank Receipt • Self-Declaration 	None
11.	Receive the Application and verify the same for completeness and correctness using the Checklist as prescribed by DoFE	Nodal Officer @ Regional level	None	None
12.	If satisfied with the Application, forward the same digitally to DoFE Head Office for further processing and dispatch the Hard copies via post / courier	Nodal Officer @ Regional level	None	e-MWIMS
13.	After receiving an Application digitally from a Labour Attaché or from a Regional Office, check the same for authenticity & correctness and if it is Low-risk Case (as per the prescribed Risk Evaluation Matrix) then approve the issue of Permit and send a soft-copy of the Permit Sticker to Labour Attaché / Nodal Officer @ Regional level	Section Officer @ DoFE	None	e-MWIMS
14.	If it is not a Low-risk Case (as per the prescribed Risk Evaluation Matrix) then forward it for Director's / DG's decision	Section Officer @ DoFE	None	e-MWIMS

Step		Actor	Supporting Documents	IT system in place
15.	Check the cases forwarded by the Section Officer and if satisfied, approve the issue of Permit and instruct the Section Officer to send a soft-copy of the Permit Sticker to Labour Attaché / Nodal Officer @ Regional level	Director / DG @ DoFE	None	e-MWIMS
16.	Get the Permit from the Nodal Officer @ Regional level and at the time of leaving Nepal to join the overseas job, present the same to the Labour Desk at Tribhuvan Airport (<i>not applicable for those workers who apply for extension of Permit with the Labour Attaché</i>)	Citizen	<ul style="list-style-type: none"> • Passport • Permit issued by DoFE • Visa / Work Permit 	None
17.	Check the Permit stuck in the Applicant's Passport using a Hand-held Reader and if satisfied with its authenticity & validity, allow the Applicant to leave the Country (<i>not applicable for those workers who apply for extension of Permit with the Labour Attaché</i>)	Labour Desk @ Tribhuvan Airport		e-MWIMS

2.3 Relegalization of Permit for an individual

Broad flow for the To-Be process for relegalization should be similar to the processes that have been recommended for issue / renewal of a Permit.

Step		Actor	Supporting Documents	IT system in place
1.	After receiving a valid Job Offer from an Employer overseas work, along with Visa for that particular country, send own Passport No. to DoFE's SMS Gateway and if not having a valid Permit as per the records, apply for insurance and medical certificate	Citizen	None	None
2.	Provide insurance policy as requested by the citizen and send the related details to DoFE via the Web Login as provided	Insurance Company	None	e-MWIMS
3.	Conduct Medical Tests and and send the related details to DoFE via the Web Login as provided	Medical Center	None	e-MWIMS
4.	Go to a DoFE-approved Center for getting appropriate orientation as prescribed for the destination country	Citizen	None	None
5.	Provide orientation to the applicant as prescribed for the destination country and if he / she successfully completes the trainings, issue an Orientation Certificate and also send a digital copy of the same to DoFE via the Web Login as provided	Orientation Center	None	e-MWIMS
6.	Once through with insurance, medical examinations and orientation training, go to any Bank registered with NRB and deposit the stipulated Fee	Citizen	None	None
7.	Receive the stipulated fee from the applicant, provide receipt for the same and send a notification to DoFE via the Web Login as provided	Bank	None	e-MWIMS
8.	Fill-up the prescribed Application Form for getting the Permit and submit to any of the Regional / District level offices under Ministry of Labour & Employment	Citizen	<ul style="list-style-type: none"> • Passport • Visa / Work Permit • Appointment Letter • Insurance Policy • Medical Certificate 	None

Step		Actor	Supporting Documents	IT system in place
			<ul style="list-style-type: none"> • Bank Receipt • Self-Declaration 	
9.	Receive the Application and verify the same for completeness and correctness using the Checklist as prescribed by DoFE	Nodal Officer @ Regional level	None	None
10.	If satisfied with the Application, forward the same digitally to DoFE Head Office for further processing and dispatch the Hard copies via post / courier	Nodal Officer @ Regional level	None	e-MWIMS
11.	After receiving an Application digitally from a Regional Office, check the same for authenticity & correctness and if it is Low-risk Case (as per the prescribed Risk Evaluation Matrix) then approve the issue of Permit and send a soft-copy of the Permit Sticker to Nodal Officer @ Regional level	Section Officer @ DoFE	None	e-MWIMS
12.	If it is not a Low-risk Case (as per the prescribed Risk Evaluation Matrix) then forward it for Director's / DG's decision	Section Officer @ DoFE	None	e-MWIMS
13.	Check the cases forwarded by the Section Officer and if satisfied, approve the issue of Permit and instruct the Section Officer to send a soft-copy of the Permit Sticker to Nodal Officer @ Regional level	Director / DG @ DoFE	None	e-MWIMS
14.	Get the Permit from the Nodal Officer @ Regional level and at the time of leaving Nepal to join the overseas job, present the same to the Labour Desk at Tribhuvan Airport	Citizen	<ul style="list-style-type: none"> • Passport • Permit issued by DoFE • Visa / Work Permit 	None
15.	Check the Permit stuck in the Applicant's Passport using a Hand-held Reader and if satisfied with its authenticity & validity, allow the Applicant to leave the Country.	Labour Desk @ Tribhuvan Airport		e-MWIMS

2.4 Registration of a Recruitment Agency (RA)

Design Considerations

- DoFE should prescribe minimum infrastructure and capital requirements for RAs and they should be registered only if they fulfill these minimum specifications. In this regard, following can be the indicative specifications for RAs:
 - Should be situated in an easily accessible place where public transport is available
 - Should have a floor area of at least 500 square feet
 - Should have minimum 10 employees on its rolls on full-time basis
 - Should have Capital Reserve of minimum 10 million Nepali Rupees
 - Should have necessary infrastructure to interact with DoFE manually as well as digitally (i.e. telephones, fax, computers, internet connection, etc.)
 - Should provide at least 2 References validating the information as provided. One of these should be from local Chamber of Commerce and another from the Local Government Representative from that area
- RAs should be allowed to deposit the prescribed fee for issue of Permits to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- RAs should continue to apply for Registration at DoFE Head Office only and the facility to apply for same at any other Office should not be provided (as DoFE needs to have iron-clad control over this particular activity)
- After an application for registration is received from a RA, DoFE should carry-out a physical verification of RA's premises to ensure that the minimum specifications as prescribed are satisfactorily met.
- In order to ensure that RAs provide only authentic information at the time of applying for registration, a Self-Declaration can be taken from them at the time of receiving their applications (stating that they are providing correct data and if not, they would be held accountable for the same).
- DoFE should scan & upload the details and Supporting documents (which are submitted by RAs while applying for registration) into the system for ready-reference
- RAs should be allowed to deposit the prescribed fee for registration to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- The onus should be fully on the RAs to ensure the credibility of individual Agents who are retained by them to carry-out the actual ground-level work. If an Agent defrauds the job seekers then the License of his / her Agency should be cancelled immediately.

Design Considerations

- It should be mandatory for all RAs to be a member of NAFEA and if a RA functions in a wrong manner, NAFEA should be allowed to de-register that Agency and subsequently DoFE should cancel the registration of that RA. This would help in creating an additional layer to regulate the functioning of Recruitment Agencies on day-to-day basis and would also make NAFEA a meaningful entity.

Step		Actor	Supporting Documents	IT system in place
1.	Go to DoFE Office in Kathmandu and apply for registration as a Licensed Recruitment Agency	Recruitment Agency	<ul style="list-style-type: none"> • Company Registration Certificate • PAN and Citizenship IDs of Owners • Police Clearance Certificate (PCC) • Proof of relevant experience • Proof of address • Proof of available office space • Proof of having minimum 10 employees on its rolls • Proof of having Capital Reserve of minimum 10 million Nepali Rupees • Proof of having necessary infrastructure • 2 References 	None
2.	Receive the Application and check for completeness in terms of supporting documents and information provided	Asst. Officer @ DoFE	None	None
3.	If satisfied with the Application in terms of completeness, scan & upload the same and forward the case to Section Officer for further processing	Asst. Officer @ DoFE	None	e-MWIMS
4.	After receiving an Application from the Asst. Officer, check the same for authenticity and correctness	Section Officer @ DoFE	None	e-MWIMS
5.	If satisfied with the Application in terms of authenticity, forward the case to Director for scrutiny	Section Officer @ DoFE	None	e-MWIMS

Step		Actor	Supporting Documents	IT system in place
6.	If satisfied with the Application, forward the case to DG for scrutiny and final decision	Director @ DoFE	None	e-MWIMS
7.	If satisfied with the Application, give approval for registration	DG @ DoFE	None	e-MWIMS
8.	Deposit the Registration Fee and Bank Guarantee as stipulated at any of the Banks registered with DoFE	Recruitment Agency	None	None
9.	Receive the stipulated fee from the applicant, provide receipt for the same and send a notification to DoFE via the Web Login as provided	Bank	None	e-MWIMS
10.	Submit the Bank Receipt and other documents for final approval on Registration	Recruitment Agency	Bank Receipt, etc.	None
11.	If satisfied with the Application in terms of authenticity, forward the case to Director for scrutiny	Section Officer @ DoFE	None	e-MWIMS
12.	If satisfied with the Application, forward the case to DG for scrutiny and final decision	Director @ DoFE	None	e-MWIMS
13.	If satisfied with the Application, give approval for registration	DG @ DoFE	None	e-MWIMS
14.	Enter related details into the System, print the Registration Certificate and after getting it signed from the DG, hand-over to the applicant	Data Operator @ DoFE	None	e-MWIMS

2.5 Pre-Approval for a Recruitment Agency (RA)

Design Considerations

- Web Logins should be provided all Registered RAs in order to enable them in digitally sending request for Pre-approval to DoFE (along with scanned copies of various Supporting documents)
- Web Logins should be provided all Labour Attaché to upload duplicate copies of Job Orders for DoFE's consumption
- RAs should be allowed to deposit the prescribed fee for Pre-approval to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- If a RA has any complaint lodged against it or its agents with DoFE then an Alert should be triggered automatically by the System and the process of Pre-approval should halt till the concerned RA provides suitable explanations
- RAs should submit Hard copies of various supporting documents to DoFE at the time of collecting their Pre-approval Letter

Step		Actor	Supporting Documents	IT system in place
1.	Go online and apply for Pre-Approval via the Secure Login provided by DoFE (also upload scanned copies of supporting documents)	Recruitment Agency	<ul style="list-style-type: none"> • Demand Note • 2-Party Agreement • Employment Contract • Power of Attorney 	e-MWIMS
2.	Go online and upload the copy of Job Order as received from Foreign Employer via the Secure Login provided by DoFE	Labour Attaché	None	e-MWIMS
3.	Receive the Application and check for completeness in terms of supporting documents provided and in comparison to the documents received from the concerned Labour Attaché	Asst. Officer @ DoFE	None	e-MWIMS
4.	If satisfied with the Application in terms of completeness, forward the case to Section Officer for further processing	Asst. Officer @ DoFE	None	e-MWIMS
5.	After receiving an Application from the Asst. Officer, check the same for authenticity and correctness	Section Officer @ DoFE	None	e-MWIMS
6.	If satisfied with the Application in terms of authenticity, forward the case to Director for scrutiny	Section Officer @ DoFE	None	e-MWIMS
7.	If satisfied with the Application, forward the case to DG for scrutiny and final decision	Director @ DoFE	None	e-MWIMS
8.	If satisfied with the Application, give approval (either for the entire Work Order or Part-approval)	DG @ DoFE	None	e-MWIMS
9.	Print the Pre-Approval Letter and hand-over to the Applicant	Data Operator @ DoFE	None	e-MWIMS
10.	Collect Pre-approval Letter and also submit the hard copies of various supporting documents to DoFE	Recruitment Agency	As applicable	None

2.6 Final Approval for a Recruitment Agency (RA)

Design Considerations

- It should be mandatory for all RAs to advertise the vacancies (as approved by the Pre-approval Letter) on the DoFE website.
- Citizens should be allowed to apply for against such vacancies online at any of the Regional / District level offices under Ministry of Labour & Employment.
- These Regional / District level offices should be empowered & authorized to verify all the Supporting Documents that are submitted by the citizens at the time of applying for a vacancy. In order to enable the same, DoFE (in consultation with concerned RAs) should come up a step-by-step Checklist which could be used by these Regional / District level offices to ensure completeness & correctness of data that is provided by the applicants.
- Similar to the process for issue of individual Permits, Web Logins should be provided to major Insurance Companies (for digitally sending Policies of candidates shortlisted by RA), Medical Centers (for digitally sending the Reports of these candidates) and to the Orientation Agencies (for digitally sending the Orientation Certificates of these candidates) directly to DoFE
- RAs should be allowed to deposit the prescribed fee for issue of Permits to any Bank of their choice (provided it is registered with Nepal Rashtriya Bank). After receiving the fee, these Banks should transfer it into DoFE's account and send the receipt digitally to DoFE via the Web Logins as provided to them.
- If a RA has any complaint lodged against it or its agents with DoFE then an Alert should be triggered automatically by the System and the process of Final Approval should halt till the concerned RA provides suitable explanations
- RAs should submit Hard copies of various supporting documents to DoFE at the time of collecting their Pre-approval Letter

Step		Actor	Supporting Documents	IT system in place
1.	After getting the Pre-approval, take out an advertisement in a Newspaper as well as on DoFE's website (to seek applications from citizens in correlation to the requirements as raised by the foreign employer)	Recruitment Agency	Job Description and other relevant details	e-MWIMS
2.	Apply against the vacancies as advertised by the Recruitment Agency (with prescribed documents) at any of the Regional / District level offices under Ministry of Labour & Employment or directly with the RA	Citizen	Valid Passport and other documents as necessary	e-MWIMS
3.	Assist the selected / shortlisted candidates in getting the Visa / Work Permit for the destination Country	Recruitment Agency	None	None
4.	Select / shortlist candidates and get their Insurance and Medical Tests done (as prescribed by DoFE)	Recruitment Agency	None	None
5.	Provide insurance policy as requested by the Recruitment Agency to the selected / shortlisted candidates and send a copy digitally to DoFE	Insurance Company	None	e-MWIMS
6.	Conduct Medical Tests, provide the Medical Certificate to the citizen and send a copy digitally to DoFE	Medical Center	None	e-MWIMS
7.	Get appropriate orientation as prescribed for the destination country to the selected / shortlisted candidates	Recruitment Agency	None	None
8.	Provide orientation to shortlisted candidates as prescribed for the destination country and if they successfully completes the trainings, issue Orientation Certificates and also send copies of the same digitally to DoFE	Orientation Center	None	e-MWIMS
9.	Once through with insurance, medical examinations and orientation training, go to any Bank registered with NRB and deposit the stipulated Fee	RA	None	None
10.	Receive the stipulated fee from the RA, provide receipt for the same and	Bank	None	e-MWIMS

Step		Actor	Supporting Documents	IT system in place
	send a notification to DoFE via the Web Login as provided			
11.	Go online and apply for Final Approval via the Secure Login provided by DoFE (also upload scanned copies of supporting documents)	Recruitment Agency	<ul style="list-style-type: none"> • Passports of shortlisted candidates • Visa / Work Permits of shortlisted candidates • Appointment Letters • Employment Agreement • Insurance Policies • Medical Certificates • Bank Receipt • Pre-approval Letter 	e-MWIMS
12.	Receive the Application, check for completeness (in terms of supporting documents and information provided) and if satisfied, forward the case to Section Officer for further processing	Asst. Officer @ DoFE	None	e-MWIMS
13.	After receiving an Application from the Asst. Officer, check the same for authenticity / correctness and if satisfied, forward the case to Director for final approval	Section Officer @ DoFE	None	e-MWIMS
14.	If satisfied with the Application for Final Approval, allow the printing of Permit Stickers for the selected / shortlisted candidates	Director @ DoFE	None	e-MWIMS
15.	Collect Permit Stickers and also submit the hard copies of various supporting documents to DoFE	Recruitment Agency	As applicable	None
16.	When leaving Nepal to join the job overseas, present the Passport and other papers to the Labour Desk at Tribhuvan Airport	Citizen	<ul style="list-style-type: none"> • Passport • Permit issued by DoFE • Visa / Work Permit 	None

Step		Actor	Supporting Documents	IT system in place
			<ul style="list-style-type: none"> • Appointment Letter • Employment Agreement • Insurance Policy • Medical Certificate • Bank Receipt 	
17.	Check the Permit stuck in the Applicant's Passport using a Hand-held Reader and if satisfied with its authenticity & validity, allow the Applicant to leave the Country.	Labour Desk @ Tribhuvan Airport		e-MWIMS

2.7 Redressal of Complaints & Grievances

Design Considerations

- Citizens should be allowed to file their complaints and grievances at any of the Regional / District level offices under Ministry of Labour & Employment.
- These Regional / District level offices should be empowered & authorized to verify all the Supporting Documents that are submitted by the citizens at the time of filing complaints. In order to enable the same, DoFE should come up a step-by-step Checklist which could be used by these Regional / District level offices to ensure completeness & correctness of data that is provided by the applicants.
- Each complaint should be given a Unique No. which could be used by citizens to track the status of their complaints
- Following could be the time-bound escalation mechanism for redressal of complaints
 - If not resolved within 2 weeks – escalate to Section Officer
 - If not resolved within 4 weeks – escalate to Director
 - If not resolved within 6 weeks – escalate to DG
- The accounts and operations of a RA would be automatically frozen or would be put into a state of suspended animation if more than a stipulated number / type of complaints are received against it. This would be revoked only if the RA is able to satisfactorily resolve these to the satisfaction of DoFE and the complainant.

Step		Actor	Supporting Documents	IT system in place
1	Go either to DoFE Office in Kathmandu or to any of the Regional / District level offices under Ministry of Labour & Employment and lodge a complaint regarding an ongoing foreign job or pertaining to an offer received for an overseas job	Citizen	Documentary proof as relevant	None
2	Make suitable entries into the Complaints Register online and forward the complaint to Director for further action	Asst. Officer @ DoFE or Nodal Officer @ Regional level	None	e-MWIMS
3	Assign an Investigating Officer to handle the complaint	Director / DG @ DoFE	None	e-MWIMS
4	Carry-out a preliminary analysis of the case and send a Notice to the concerned Recruitment Agency	Investigating Officer @ DoFE	None	e-MWIMS
5	If the concerned Recruitment Agency replies to the Notice within the stipulated time-period then evaluate its response and call both parties for a face-to-face hearing	Investigating Officer @ DoFE	None	e-MWIMS
6	Hold a hearing into the case in the presence of both the parties and give decision as per the facts and merits of the case	Investigating Officer @ DoFE	None	None
7.1	If satisfied with the decision then give concurrence for the solution as suggested by the Investigating Officer	Citizen	None	None
7.2.1	If not satisfied with the decision then lodge an appeal with the Director	Citizen	None	None
7.2.2	Review the case again and give decision as per the facts and merits of the case	Director @ DoFE	None	None

Step		Actor	Supporting Documents	IT system in place
7.2.3.1	If satisfied with the final decision given by the Director / DG then give concurrence for the solution as suggested	Citizen	None	None
7.2.3.2	If not satisfied with the final decision given by the Director / DG then proceed with legal recourse as deemed appropriate	Citizen	None	None
7.3.1.1	If the complaint remains pending for more than 2 weeks, escalate it automatically to Section Officer	System	None	e-MWIMS
7.3.1.2	Hold a hearing into the case in the presence of both the parties and give decision as per the facts and merits of the case	Section Officer @ DoFE	None	None
7.3.2.1	If the complaint remains pending for more than 4 weeks, escalate it automatically to Director	System	None	e-MWIMS
7.3.2.2	Hold a hearing into the case in the presence of both the parties and give decision as per the facts and merits of the case	Director @ DoFE	None	None
7.3.3.1	If the complaint remains pending for more than 6 weeks, escalate it automatically to DG	System	None	e-MWIMS
7.3.3.2	Hold a hearing into the case in the presence of both the parties and give decision as per the facts and merits of the case	DG @ DoFE	None	None
<p>If not satisfied with the decisions given by Section Officer then go to Step No. 7.2.1 If not satisfied with the decisions given by Director / DG then go to Step No. 7.2.3.2</p>				