



सत्यमेव जयते

**Embassy of India
Kuwait**

Monthly Labour Bulletin

December - 2021



**Address: - Diplomatic Enclave, Arabian Gulf Street, P.O. Box 1450,
Safat-13015, Kuwait.**

Email: cw.kuwait@mea.gov.in, labour.kuwait@mea.gov.in, cw1.kuwait@mea.gov.in

December 2021

Edition 05

Embassy Helpline numbers:



Embassy of India
Kuwait

Contact Numbers

(as on June 03, 2021)

+965 - 65806158 / 65806735 / 65807695 / 65808923
(0800 to 2000 hrs)

&

+965 - 65809348 (2000 to 0800 hrs)

Twitter handle: [@indembkwt](https://twitter.com/indembkwt)

Facebook: www.facebook.com/indianembassykuwait

Instagram: [embassyofindia_kuwait](https://www.instagram.com/embassyofindia_kuwait)

Website: <https://indembkwt.gov.in/>

WhatsApp Helpline Numbers & E Mails

S. No	Queries Related to	Concerned Division	Phone No.	E Mail
1	Passport (routine queries)	Outsourced Center	+965-65506360	indiapassport.kuwait@ckgs.in
2	Passport (not for routine queries)	Consular Wing	+965-65501767	cons1.kuwait@mea.gov.in
3	Visa, OCI, Attestation, Miscellaneous Services	Consular Wing	+965-65501013	cons1.kuwait@mea.gov.in
4	Hospital & Emergency Medical Assistance	Community Welfare	+965-65501587	cw1.kuwait@mea.gov.in
5	Issues faced by Domestic Workers (VISA 20) (for direct call and Whatsapp)	Outsourced Agency	+965-51759394 +965-55157738	labour.kuwait@mea.gov.in
6	Death Registration	Community Affairs	+965-65505246	cw2.kuwait@mea.gov.in
7	Indian Associations in Kuwait	Community Affairs	+965-65501078	community.kuwait@mea.gov.in
8	Female Domestic Workers (VISA 20)	Labour Wing	+965-65501754	labour.kuwait@mea.gov.in
9	Labour (VISA 14,18) & Male Domestic Workers (VISA 20)	Labour Wing	+965-65501769	labour.kuwait@mea.gov.in
10	Commercial Attestation	Commerce Wing	+965-65505097	com1.kuwait@mea.gov.in
11	Emergency Helpline (outside the official working hours)	Administration Wing	+965-65501946	admnuwait@mea.gov.in

Embassy of India: Home Away from Home

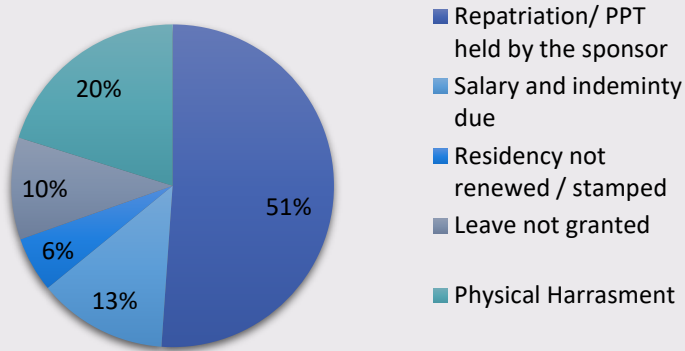
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Labour Complaints:

Total 362 Labour complaints received during November 2021 and 145 were resolved during the month.

Labour Complaints registered during the month of December 2021



Food packets distribution in the Embassy:

Embassy has been distributing lunch packets to the distressed Indian workers visiting the Embassy. 526 food packets were distributed during November 2021.



Process to be followed by DSWs after Receiving Work Agreement (Attested by the Embassy):

1. After receiving Work Agreement (attested by the Embassy of India, Kuwait), DSWs have to apply for PCC.
2. After PCC, DSWs need to send Original Visa, Medical Certificate (Fit), Work Agreement and PCC to Embassy of Kuwait, Delhi/Mumbai for attestation/Stamping.
3. DSWs will receive all submitted papers, after Attestation/Stamping by Embassy of Kuwait, Delhi/Mumbai.
4. For Immigration Clearance: -
 - (i) Female: - DSWs have to get immigration clearance only through Government of India approved state Recruiting Agencies
 - (ii) Male: - DSWs can get emigration clearance directly through concerned Protector of Emigrants
5. After getting clearance from concerned Protector of Emigrants, DSWs can be allowed to leave for Kuwait by Immigration Authorities in India.

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Visit of Secretary (CPV & OIA) to the Shelter (06.11.2021):



Medical camp at Embassy shelter:



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Diwali celebrations at the Shelter:



Helpline numbers of CW & Labour Wing:

S. No	Categories	Contact No.
1	Female Domestic Workers (VISA 20)	65501754
2	(VISA 14,18) & Male Domestic Workers (VISA 20)	65501769
3	Normal Helpline	65807695
4	Issues faced by Domestic Workers (VISA 20) (for direct call and WhatsApp)	51759394
		55157738

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The complaint filing mechanism at PAM:

Workers on Visa No. 18 can approach Public Authority of Manpower (PAM) office for following labour disputes:

- non-payment of wages
- service-end benefits
- vacation allowances
- compensation for unfair dismissal
- financial compensation for overtime allowance
- Compensation for work injuries and other labour claims.
- local release, cancellation of residency

Steps to be taken by the individual for filing a complaint with PAM:

- Worker must appear before the Labour Unit in PAM, where the employer's file belongs to and can register his/her complaint.
- After registration of complaint, the worker receives the complaint registration number through SMS
- If the worker is out of the country, a legal representative of the worker can register the complaint through the competent employee in the Unit within one year of his/her termination/resignation.
- PAM will fix the next date of the session to investigate the complaint and inform the disputing parties the date and time of complaint and name of the investigator.
- On the date of hearing, the investigator tries to settle the dispute amicably between the two disputing parties, failing which the complaint is referred to Court within one month
- Then the worker will have to follow up the case in the Court.

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Open House in the Embassy (24.11.2021):



Frequently asked Questions (FAQs):

Q1. Is there any minimum salary for unskilled labours?

Answer: Minimum wages for various category of workers are provided on Embassy's website and can be seen at <https://indembkwt.gov.in/minimum-wages-schedule.php>.

Q2: The employer has extended my contract without my consent. What should I do?

Answer: The employer is not allowed to extend the contract without your consent. If the employer has done so, you can lodge a complaint with PAM office (Shoun) or the local labour court. If you face problems in this regard, please approach the Indian Embassy for advice/assistance.

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