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**KUSOM POLICY LAB**

# Nepali Case Study Series

## Case 1

### Case Title:

**Role of Migrant Resource Center (MRC)  
in Solving Migration-related Fraudulent  
Activities**

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## Case 1

# Role of Migrant Resource Center (MRC) in Solving Migration-related Fraudulent Activities

Sangita Yadav and Farin Shabnam Ritu

### Aspirations for a better life among destitute Nepalese

There is a practice of individuals from South Asian countries to travel to other countries seeking employment opportunities - which is a deeply rooted socio-economic trend, underpinned by the universal desire for a better life. This migration serves as a lifeline for many, as the remittances sent back home often play a crucial role in uplifting their families and communities out of poverty. Nepal is no exception. Unfortunately, many of these migrations in Nepal take place through illegal means. This irregular migration can often lead to exploitation, as undocumented workers are more vulnerable to wage theft, unsafe working conditions, and other forms of abuse. The distressing circumstances of their journey and life in a foreign land without legal protections exacerbate the hardship they face.

### Deceived and Defrauded: A Young Boy Falls Victim to False Promises

Mr. X, a 26-year-old boy, was preparing to go abroad to secure an employment there. Meanwhile, he met with Mr. Y (a local agent) who gave him false assurance that he can help that boy to go to Malaysia and get a job there as well. Mr. Y even persuaded Mr. X to convince his eight (8) other friends to give Mr. Y money and their passports for getting help with migration to Malaysia and job security. Mr. X and his eight other friends handed over around NPR 500,000 (approximately USD 3800) and their passports to Mr. Y. But after this, Mr. Y suddenly disappeared and they could not get a hold off him anymore. Soon Mr. X and his friends understood that they have been cheated.

#### Problem

Many young individuals from Nepal illegally migrate to other countries in the intention of having a good job, and most frequently they fall prey to con scammers.

#### Solution

In order to cope with issues of foreign employment and obtain assistance, migrants and their families can benefit from greater understanding of the services offered by MRC and the DAO.

#### Outcome

People who need assistance related to migration process, overseas job, compensation in the event of a death, or fraudulent activities are getting quicker services.

## **Migrant Resource Center (MRC): A Glimpse of Hope for Nepal's Exploited Migrants**

While Mr. X was struggling to get back his money and passport, his friends threatened to sue him for misleading them into giving money and passport to a fraud individual. Mr. X was in extreme distress due to losing his money and passport and also for putting his eight friends in such big trouble. He knocked to the door of ward chairperson, who was unable to help him. Finally, he appeared to have found a solution when a journalist encouraged him to attend the Migrant Resource Center (MRC) in his neighborhood.

Migrant Resource Center (MRC)s are set up by the Local Government (LGs) to provide information on safe migration process & documentation, referral to skill prior to foreign employment, psychosocial services and support migrants and their family to receive justice and compensation. The MRCs are set up under the policy of foreign employment 2012, the local government operational act 2017 and the Migration Management Guideline endorsed by Ministry of Labour, Employment and Social Security details out the terms of reference, logistics and management of MRCs.

Currently, more than 60 MRCs/ Sub MRCs are set up in the country by the LGs mainly through the Safer Migration programme a bilateral programme between Government of Nepal and Switzerland to provide services to the migrants. MRCs are situated in the premise of District Administration Office, which mandates all the passport applicants to receive information from the MRC's information counselor. The location is strategic as the Chief District Officer (CDO) have the right to mediate cases of foreign employment as per the foreign employment act.

Mr. X and his friends went to the nearest MRC on the advice of the journalist, and the MRC assisted them in filing a complaint at the office of the Chief District Officer (CDO). Upon receiving the case CDO assigned MRC to inquire the issue. Consequently, MRC repeatedly called the fraud agent and also the ward chairperson seeking help to get hold of the accused agent. Finally, a call to the local agent from Ward Chairperson paid off. The agent presented himself to the office of CDO. It took them a month almost to get back their money and passports after they visited the MRC office. They received an amount of NPR 560,000 (approximately USD 4200) that included a compensation amount of NPR 60,000 (approximately 455). The agent compensated this NPR 60,000 for three lost passports.

In terms of ensuring safe movement and the security of migrant workers and their families, the establishment of MRCs in Nepal is of utmost importance. MRCs are vital resources in situations of exploitation or injustice, standing up for migrants' rights and assisting them in seeking redress, like in the scenario seen above. Overall, the Migrant Resource Centers (MRC)s play a crucial role in defending the rights, welfare, and interests of migrants and their families, promoting a safer and more liberating migration experience for Nepalese citizens.



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# नेपाली उदाहरण अध्ययन शृंखला

अध्ययन १

उदाहरण शीर्षक:

माइग्रेसन रिसोर्स सेन्टर (एमआरसी) को आप्रवासीसम्बन्धी  
जालभेेलपूर्ण गतिविधिमा समाधानको भूमिका

## अध्ययन १

# माइग्रेसन रिसोर्स सेन्टर (एमआरसी) को आप्रवासीसम्बन्धी जालभेलपूर्ण गतिविधिमा समाधानको भूमिका

### निराश्रय नेपालीमा राम्रो जीवनशैलीको आकांक्षा

रोजगारीको खोजीमा दक्षिण एसियाली मुलुकका व्यक्ति अन्य मुलुक जाने प्रचलन छ । उत्कृष्ट जीवनशैलीको चाहना राख्दै विदेशिन खोज्नुको जरा सामाजिक-आर्थिक प्रवृत्तिसँग जोडिएको छ । तथापि, यो बसाइँसराइले धेरैको लागि जीवन रेखाको रूपमा काम गरिरहेको छ, अर्थात् विदेशबाट स्वदेशमा पठाइने रकम (रेमिट्यान्स)ले परिवार र समुदायलाई गरिबीको रेखाबाट उकास्न मद्दत पुऱ्याइरहेको हुन्छ । यस्ता फाइदासँगै आप्रवासनसम्बन्धी गम्भीर खाले समस्याबाट नेपाल पनि अछुतो छैन । दुर्भाग्यवश धेरै नेपाली आप्रवासीहरू गन्तव्य मुलुकसम्म जाने प्रक्रियाहरू गैरकानुनी माध्यमबाट हुने गरेको छ । यो अनियमित आप्रवासनले प्रायः शोषण निम्त्याउन सक्छ । बिना कागजात कामदारहरूले कम ज्यालामा काम गर्नुपर्ने, पूरा ज्याला नदिइने, असुरक्षित कामको जोखिम र अनावश्यक सर्तसँगै दुर्व्यवहार वा अन्य त्यस्तै खाले समस्या भोग्नुपर्ने अवस्था उत्पन्न हुनसक्छ । उनीहरूले सामना गर्नुपर्ने यी कठिनाइका लागि कानुनी सुरक्षा नहुँदा विदेशमा उनीहरूको जीवन थप कष्टकर बन्छ ।

#### समस्या

नेपालका धेरै युवा राम्रो काम खोज्ने मनसा (यका साथ गैरकानुनी रूपमा विदेश पलायन हुने बाटो अपनाउँछन् । जसकारण प्रायः तिनीहरू दलालको सिकार हुन्छन् ।

#### समाधान

आप्रवास र वैदेशिक रोजगारसम्बन्धी समस्या समाधान गर्नका लागि व्यक्ति र उसको परिवारले आप्रवासका विषयमा सामान्य जानकारी लिन सक्छन् । सामी परियोजनाले दिँदै आएको आप्रवाससम्बन्धी जनचेतनामूलक जानकारी र जिल्ला प्रशासन कार्यालयको सहयोग निकै लाभदायक हुन्छ ।

#### नतिजा

सम्बन्धित व्यक्तिहरू जस्तै आप्रवासन प्रक्रियामा रहेका, वैदेशिक रोजगारीमा रहेका, काम गर्ने शिलशिलामा मृत्यु भएमा क्षतिपूर्ति पाउनुपर्ने वा ठगी र जालभेलको गतिविधिमा परेका व्यक्तिहरूले छिटोछरितो रूपमा सेवा पाइरहेका छन् ।

## धोखा र ठगी: भूटो आशवासनको सिकार भएका एक पुरुष

‘क’, एकजना २६ वर्षीय युवा हुन् । उनी रोजगारीका लागि विदेश जाने तयारी गर्दै थिए । यसबीच उनको भेट ‘ख’ (एकजना स्थानीय एजेन्ट)सँग भयो । ‘ख’ले ‘क’लाई मलेसियामा जागिर लगाई दिने भूटो आशवासन दिए । यति मात्र होइन ‘ख’ले ‘क’लाई उनका अन्य आठजना साथीलाई मलेसिया जानका लागि मनाउन उक्साए । ‘क’पनि ‘ख’ले भनेजस्तै आफना आठजना साथीलाई मनाउन सफल भए । उनीसहित उनका अन्य आठजना साथीले ‘ख’लाई प्रतिव्यक्ति नेपाली ५ लाख रुपैया (लगभग ३८०० यूएसडी) र पासपोर्ट बुझाए । रकम र पासपोर्ट लिएपछि ‘ख’अचानक गायब भए । गायब भएका एजेन्टलाई उनीहरूले समात्न सकेनन् । त्यसपछि मात्र उनी र उनका साथीले आफूहरू ठगिएको चाल पाए ।

## माइग्रेन्ट रिर्सोस सेन्टर (एमआरसी): ठगिएका नेपालीका लागि आशाको बाटो

‘क’ ले आफनो पैसा र राहदानी फिर्ता पाउन संघर्ष गरिरहेको बेला उनको साथीहरूले उनलाई ठगीको मुद्दा हाल्ने धम्की दिए । ‘क’ चरम तनावको अवस्थामा पुगेका थिए । आफनो पैसा र राहदानी अर्केको कब्जामा थियो भने आफना आठ साथीहरूलाई यति ठूलो समस्यामा पार्दा उनलाई थप तनाव भएको थियो । उनी वडाध्यक्षको ढोका ढकढकाउन पुगे । तर वडाध्यक्षबाट केही सहयोग प्राप्त भएन । अन्ततः उनी समाधानको अर्को बाटोमा लागे । उनलाई एकजना पत्रकारले माइग्रेन्ट रिर्सोस सेन्टर (एमआरसी) मा जान प्रोत्साहन गरे । माइग्रेन्ट रिर्सोस सेन्टर (एमआरसी) स्थानीय सरकारद्वारा आप्रवाससम्बन्धी जानकारी उपलब्ध गराउनका लागि स्थापना गरिएको संस्था हो । यसलाई सरल भाषामा ‘सामी’ परियोजना भनेर चिनिन्छ । यो संस्थाले सुरक्षित वैदेशिक यात्रा प्रक्रिया र कागजात, वैदेशिक रोजगारीअघि सीपको सन्दर्भ र मनोसामाजिक सेवा उपलब्ध गराउँदै आएको छ । साथै आप्रवासी र तिनीहरूको परिवारलाई न्याय र क्षतिपूर्ति प्राप्त गराउन यो संस्थाले भूमिका खेलेको छ ।

वैदेशिक रोजगार नीति-२०१२ अन्तर्गत कार्यनयनमा रहेको एमआरसीलाई स्थानीय सरकार सञ्चालन ऐन- २०१७ र श्रम, रोजगार तथा सामाजिक सुरक्षा मन्त्रालयले अनुमोदन गरेको व्यवस्थापन निर्देशिकाले एमआरसीलाई व्यवस्थापन गर्दै आएको छ । हाल, ६० भन्दा बढी एमआरसी तथा उप-एमआरसीहरू सुरक्षित आप्रवासन कार्यक्रम अन्तर्गत स्थानीय सरकारहरूद्वारा देशभरि स्थापना गरिएका छन् । यो कार्यक्रम नेपाल सरकार र स्विट्जरल्याण्डबीचको साभेदारीमा सञ्चालित द्विपक्षीय कार्यक्रम हो । जिल्ला प्रशासन कार्यालयको परिसरमा अवस्थित रहेर यो संस्थाले सेवासुविधा दिँदै आएको छ । यो कार्यक्रमले सबै राहदानी आवेदकहरूलाई एमआरसीको सल्लाहकारबाट सूचना र जानकारी प्राप्त गर्न आदेश दिन्छ । वैदेशिक रोजगार ऐन अनुसार आप्रवासन र वैदेशिक रोजगारीका मुद्दाहरूमा प्रमुख जिल्ला अधिकारीलाई मध्यस्थता गर्ने अधिकार दिइएको छ ।

पत्रकारको सल्लाहमा 'क' र उनका साथीहरू नजिकैको एमआरसीमा समस्या सुनाउन पुगे । एमआरसीले उनीहरूलाई सहयोग गर्‍यो । प्रमुख जिल्ला अधिकारीको कार्यालयमा उजुरी दर्ता गरेपछि, प्रखुम जिल्ला अधिकारीले एमआरसीलाई मुद्दा सुल्झाउने जिम्मा दिए । एमआरसीले बारम्बार ठगी गर्ने एजेन्टलाई सम्पर्क गर्न खोज्यो । फलस्वरूप वडाध्यक्षमार्फत अभियुक्त एजेन्टलाई पक्रन एमआरसी सफल भयो । ती एजेन्ट अन्ततः जिल्ला प्रशासन कार्यालयमा उपस्थित भए । एजेन्ट कार्यालयमा हाजिरी भएपछि पैसा र राहदानी फिर्ता लिन उनीहरूलाई झण्डै एक महिनाभन्दा बढी समय लाग्यो । अन्त्यमा उनीहरूले क्षतिपूर्तिसहित आफ्नो रकम र राहदानी फिर्ता पाए । उनीहरूले ६० हजार रुपैयाँ (लगभग ४५५ यूएसडी) क्षतिपूर्तिसहित ५ लाख ६० हजार रुपैयाँ प्राप्त गरे । एजेन्टले हराएका तीनवटा राहदानीका लागि ६० हजार क्षतिपूर्ति पनि दिए । सुरक्षित आवागमन, आप्रवासी कामदार र तिनका परिवारको सुरक्षा सुनिश्चित गर्ने सन्दर्भमा नेपालमा एमआरसीको भूमिका अत्यन्तै महत्त्वपूर्ण छ । शोषण वा अन्यायमा परेका आप्रवासीहरूको पक्षमा उभिदै अधिकार र समाधान खोज्न मद्दत गर्ने जस्ता विभिन्न कार्यमा संस्थाको महत्त्वपूर्ण भूमिका देखिन्छ । समग्रमा आप्रवासी केन्द्रले अधिकार, कल्याण, आप्रवासी र तिनीहरूका परिवारको हित सुनिश्चित गर्दै सुरक्षित आप्रवासको प्रवर्धन गर्छ ।

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Sangita Yadav is a Program Officer at the Embassy of Switzerland in Nepal. She has worked with different institutions varying from NGOs, networks, and INGOs, which have enriched her knowledge to design, implement, analyze and adapt programs required in dynamic contexts. Her engagements have nourished her to comprehend the temperament of development partners, collaborate with government counterparts, build partnerships with service delivery institutions and sharpen skills in PCM including developing tools to capture result-based management. Her experience is supplemented by an academic degree in Master's in Public Policy and Governance (MPPG) from North South University and she is passionate about contributing to building an equitable and just society.

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