

No. Z-11025/86/2017-OE-III

Government of India
Ministry of External Affairs

Akbar Bhawan, New Delhi – 110021
Dated the 19th July, 2018

OFFICE MEMORANDUM

Subject: Rating of Recruiting Agents (RAs) on the basis of their performance.


The undersigned is directed to refer to this Ministry's OM of even number dated 4th December, 2017 on the above subject wherein the decision of the Ministry has been conveyed to all concerned regarding rating of RAs on the basis of their performance within the following parameters:-

- i) No. of Emigration Clearances obtained (Calendar year).
- ii) No. of ECNR category Emigrants deployed (Calendar year).
- iii) Fulfilment of demand (Deployed by the RA vs. Demand raised in eMigrate for the RA).
- iv) Number of Grievance received against RA vs. Number of Emigrants deployed by the RA.
- v) Number of Grievance Resolved by the RA vs. Number of Grievance Received against RA.
- vi) Average time in closure of Grievance.
- vii) Number of Suspension (if any) vs. Number of Emigrants Deployed.
- viii) Updating of the Website of the RA providing transparent information to the emigrants.
- ix) Status of on-line Monthly Return submission.
- x) Foreign Exchange earned during the calendar year by RA through recruiting activities.

2. The Ministry of External Affairs had worked out the above criteria in consultation /meetings with RA Federation and Association. Now , based on the data available to the Ministry through the eMigrate website, the rating for the RAs, on the basis of above criteria is hereby posted on the emigrate website for 2017 for the all stakeholders/end users. RAs with unsatisfactory ratings are advised to improve their ratings in the coming years through capacity building and strict adherence to the Emigration Act 1983 and Rules made there under. In case of any query on the Results & RA Ratings for 2017, the same may be addressed to helpdesk@emigrate.gov.in or call 011-26887772. In the emigrate link each RA can see his individual score (criteria-wise) by clicking on the 'RA Rating' tab using his login ID & password.

This issues with the approval of Joint Secretary and PGE.

Through eMigrate website to all concerned


(Bikash R. Mahato)
Under Secretary (OE-III)

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