

OFFICE MEMORANDUM

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

The undersigned is directed to inform that that the eMigrate system had also been designed to assess the performances of the Recruiting Agencies on the basis of on-line activity of each Recruiting Agent (RA). Accordingly, the Ministry has decided to derive the 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. In order to derive the Ratings, it is important that the data is captured in the System. Therefore the following actions are required to be taken by the concerned stakeholders-

- i) RA shall close all the job IDs created by them by providing the details of Emigrant recruited against each of the Job Id (whether ECR passport holders and ECNR passport holders) in the eMigrate system
- ii) RAs shall contact their jurisdictional PoE or OE Division for closure of those grievances which are not yet closed in eMigrate, but RA has received a copy of closure order, from PGE Office.
- iii) RAs shall update the information available on their website on regular basis, which shall be monitored by the PoEs and Ministry from time to time.

3. At the end of the year 2017, the rating for the RAs, on the basis of above data shall be published for the year 2017 and therefore RAs should get their data corrected/updated by 31.12.17, as per the above. Further suggestions, if any on RA Rating parameters etc. as at paras above may please be sent to usoe3@mea.gov.in, latest by 31.12.2017.

This issues with the approval of Joint Secretary and PGE.


(Bikash R. Mahato)
Under Secretary (OE-III)
Ph. 24673965.

Through eMigrate website

To,

1. All Recruiting Agents.
2. All Protector of Emigrants.
3. Director OE-I/ II and DS (OE-III)/ US (OE -1A), US (OE -1B), US (OE-II)
4. Project Director, TCS.