ORDER MEMORANDUM

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

The undersigned is directed to inform that the Ministry has decided to derive the rating of Recruiting Agents (RAs) on the basis of their performance, within some specified parameters (Ministry's OM of even number dated 04.12.2017). The following may be noted by the PoEs and officials of OE & PGE Division:-

i) Grievance received at the PGE offices or PoE offices shall be processed online through eMigrate system only. Any grievance pending as on date shall first be registered online either by the official receiving the grievance or through the help of OWRC and then forwarded online to the PGE through the concerned Director/DS for closure or issue of SCN, as the case may be.

ii) Any new grievance received at PGE office or at OE & PGE Division shall be marked to OWRC with the name of the official to whom it will be forwarded by the OWRC after registering online.

iii) SCN can only be issued online after the grievance is registered online. Draft SCN will be uploaded while forwarding the grievance to PGE through DS/Dir. Approved draft of SCN can be then signed by the concerned Under Secretary and shall be sent online to the RA using the ‘Send Correspondence’ option available under the concerned grievance, in eMigrate system.

iv) Closure of Grievances at the OE Division or POEs shall only be through eMigrate system.

v) PoEs shall now monitor the website of the RAs under their jurisdiction once in six month and capture their findings and award the score in the format given in the Annexure to this OM. PoEs shall send the filled-in format to usoe3@mea.gov.in by 31st July and 31st January of each half year.

vi) The rating exercise of RAs will commence from 1st January, 2018 and assessed upto 31st July, 2018 in the first instance.

2. Any difficulty faced in compliance of the above may be reported to usoe3@mea.gov.in through email.

This issues with the approval of Joint Secretary and PGE.

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

To,

1. All Protector of Emigrants.
2. Director OE-I/II and DS (OE-III)/US (OE-1A), US (OE-1B), US (OE-II)
3. Project Director, TCS.
4. All RA Federations/Associations.
### Annexure

#### Format for Monthly Website verification by PoEs

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Information on RA’s website</th>
<th>Details needed to be available on RA’s website</th>
<th>Available completely or not</th>
<th>Max. Marks</th>
<th>Marks awarded</th>
</tr>
</thead>
</table>
| 1       | Whether detailed information about RA is uploaded | i) Name of Recruiting Agency.  
ii) Name of RC holder.  
iii) RC Number.  
iv) RA Id (Given to RA in eMigrate).  
vi) Name of all partners/Directors in the Agency.  
vii) Complete Mailing address of the Registered Office.  
viii) Contact Phone Number.  
viiii) Contact email Id.  | 4 |  |
| 2       | Validity Status of RA | i) Date of first Registration issued to RA to be displayed. | 1 |  |
| 3       | Services Offered | i) Recruitment for ECR Countries – Fee/Charges.  
ii) Recruitment for ECNR Countries – Fee/Charges.  
iii) Recruitment for Unskilled workers – Fee/Charges.  
iv) Recruitment for Skilled workers – Fee/Charges.  
v) Recruitment for highly skilled professional – Fee/Charges.  
vi) Recruitment for Nurses – Fee/Charges.  
No other Services such as Ticketing, Visa Counselling, Immigration consultant or any other services not prescribed for RA’s under the Act, should neither be carried out by the RA’s nor should be published on his website. | 2 |  |
| 4       | Cost of each Service | Cost of each services shown in column 3 by RA should be given in INR including of taxes (to be limited to take permissible service charges as Emigration Act). | 2 |  |
| 5       | Mode of the payment of Services Charges | Possible Payment mode-  
i) Cheque.  
ii) Netbanking transfer/BHIM App/UPi/NEFT/RTGS etc.  
iii) Deposit in Bank account (we do not accept cash transaction).  | 2 |  |
| 6       | Grievance Redressal Mechanism/efficiency | Contact details of RA for Grievance Redressal -  
i) Name of Contact person.  
ii) Email id.  
iii) Mobile No.  | 3 |  |
If Vacancies available Country-wise along details of Jobs, the employer and general contract conditions, matches with the information available in eMigrate for that RA

<table>
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<tr>
<th>Country Name</th>
<th>Name of Employer</th>
<th>Job Role</th>
<th>Total No. of Vacancies</th>
<th>No. of Recruitment made</th>
<th>No. of vacancies as on date</th>
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Full Marks to be given to RA if the information shown on his website is exactly matches with the data available to the POE in the eMigrate system for that RA.