


People's Republic of the Bangladesh  
**Wage Earners' Welfare Board**  
Ministry of Expatriates Welfare and Overseas Employment  
"Recovery and Advancement of Informal Sector Employment (RAISE):  
Reintegration of Returning Migrants Project  
Probashi Kallyan Bhaban  
71-72, Eskaton Garden Road, Dhaka-1000.  
[www.wewb.gov.bd](http://www.wewb.gov.bd)

**Terms of Reference  
for  
Selection of Counseling and Migrant Workers Welfare Services**

June, 2022





- Promote livelihood opportunities through skill development and remigration;
- Provide cash incentives to the selected returnee migrant workers;
- Maintain an effective database of returnee migrant workers.

## **B. OBJECTIVE OF THE ASSIGNMENT**

WEWB is seeking a firm to support the implementation of counseling and migrant workers welfare services through the establishment and operation of MWWCs in 30 selected districts in Bangladesh. Each MWWC will be headed by an Assistant Director appointed by WEWB, who will be responsible for supervising activities of the organization in the Centers, based on the staffing structure in Figure 1. The firm will liaise directly with the Project Management Unit (PMU) within WEWB for all implementation activities.

## **C. SCOPE OF WORK**

The scope of the work for the selected firm is as follows:

### **I. Preparatory Activities to Identify Available Services and Develop Training Curricula and Counseling Guidelines**

#### **C 1. Service mapping**

- The firm will be responsible for developing a comprehensive list of existing services and providers that will respond to the specific needs of migrants in each MWWC district. The inventory should cover public, private, and non-government entities that are currently offering services in response to reintegration needs.
- The firm will prepare standard guidelines for referrals to the pathways outlined below to help beneficiaries reintegrate or prepare for remigration:
  - Welfare support: based on eligibility, referrals may be made to WEWB welfare support services.
  - Business development support: Referrals may be made to services that teach business management courses, business case writing, financial literacy, entrepreneurship self-help, business counseling.
  - Skills enhancement: Referrals may be made to technical training, vocational training or recognition of prior learning, apprenticeships, etc.
  - Access to finance: If the beneficiary is interested in self-employment and has necessary experience/expertise, referrals may be made to the Probashi Kalyan Bank (PKB) for concessional loans to eligible applicants, PKSF microfinance, or any government/non-government organizations.
  - Remigration: If the beneficiary indicates they are looking to re-migrate, referrals may be made to the Bangladesh Overseas Employment and Services Limited (BOESL).

## A. BACKGROUND

The Government of the People's Republic of Bangladesh has received a Credit from the World Bank towards implementation of the "Recovery and Advancement of Informal Sector Employment (RAISE): Reintegration of Returning Migrants" for a period of 36 months in the amount of USD 50 million vide financial agreement (IDA Credit no- 6841-bd) signed on 27 October, 2020. The Government is also providing Taka 23.35 million as counterpart fund to the project. The main objective of this project is to create sustainable reintegration for returnee migrant workers.

Sustainable reintegration is an important stage of safe migration. It is a longstanding demand as well. The Overseas Employment and Migrants Act (OEMA) 2013, the Overseas Employment Policy (OEP) 2016, the Wage Earners' Welfare Board Act 2018, the 8<sup>th</sup> Five Year Plan contain the provision to undertake reintegration program for migrant workers and their families.

The COVID-19 pandemic has crippled the global economic activities which caused termination to a huge number of the overseas jobs causing them to return to their home countries. According to Airport Probashi Welfare Desk, around 500,000 Bangladeshi migrant workers returned home due to COVID-19 situation from March 2020 to June 2021. Among them, the number of returnee women migrant workers is nearly 50,000. The opportunities are limited for reintegration of returnee migrant workers who have returned either having lost their jobs or returning furloughed.

Under the project, the Wage Earners' Welfare Board (WEWB) has taken initiative to set up a reintegration program for returnee migrants. The Board being an attached body of the Ministry of Expatriate Welfare and Overseas Employment (MoEWOE) will be responsible for implementing overall welfare services for returnee migrant workers as part of their regular welfare activities.

The WEWB will establish Migrant Workers' Welfare Centers (MWWC) in 30 selected districts in Bangladesh. The major activities under the MWWC are to identify and select returnee migrant workers (as per selection criteria), provide psychosocial counseling, linkage of beneficiaries to needful support and services from the respective service provider organizations, and provide cash incentives to the selected beneficiaries etc.

The overall goal and objective of this project is to create a sustainable reintegration model through holistic welfare for Bangladeshi returnee migrant workers. The specific objectives of this project are to:

- Establish MWWCs in 30 selected districts;
- Provide psycho-social counseling to returnee migrant workers through MWWCs;
- Provide linkage and referral services for the welfare of returnee migrant workers by engaging concerned stakeholders;



## **C.2. Develop training curricula and guidelines for counseling**

- The firm will create training curricula and guidelines to equip staff to provide counseling to returning migrants. The curricula and guidelines should cover economic, social and psychosocial domains. They should be interactive and tailored to respond to returnees' diverse needs, backgrounds and skills.
- The curricula and guidelines will be finalized following consultations with relevant stakeholders (including WEWB, MEWOE, World Bank & development partners) with approval sought from necessary authorities. Once the content has been approved, it will be considered a government document and the firm will train its staff on its use.

## **II. Establishment of Migrant Workers Welfare Center (MWWC) and Staff Recruitment**

### **C.3 Establish Migrant Workers Welfare Center (MWWC) in 30 selected districts**

- Select MWWC location in an area with close proximity to district headquarters in 30 selected districts and sign rental agreements for physical facilities for each MWWC, in consultation with the authorization from the Project Management Unit.
- Provide logistical support to establish the MWWC in each district with necessary equipment (except furniture, computer, printer and office signboard).
- Supply monthly consumables and utility costs to run the MWWC (except computer and printer related accessories).
- Establish separate facilities for women, including areas for counseling, washrooms, lactating mothers' corner, etc.
- Establish a Bangabandhu Corner in each MWWC

### **C.4 Recruit and train human resources for MWWCs in 30 districts**

- Ensure availability and inputs of Key Experts as per agreed job description, minimum qualification, and estimated period of engagement required to carry out services under the assignment.
- Maintain job responsibilities as per required criteria and deploy recruited staff in respective posts—Counselor (78), Deputy Counselor (30), Office Assistant cum Computer Operator (30) & Office Assistance (30) in 30 districts (as per DPP).
- The selected firm shall require the following personnel's: a) Deputy Team Leader/Operations Manager, b) Program specialist, c) M&E Specialist, d) Training Expert, e) Trainer (If necessary);
- Management of human resources including monthly salaries and benefits, annual and sick leave, filling in vacant posts if needed, etc.
- Training experts and trainers will be responsible for implementing the training curricula (per C2) and training MWWC staff who will be responsible for each aspect of the program.



### III. Provision of Services to Returning Migrant Beneficiaries

#### C.5 Outreach

- Assist the PMU with developing and implementing outreach activities, including local Public Information Campaign (PIC) to ensure maximum outreach and awareness of the program among migrants.
- Engage local stakeholders, including local government representatives, Union Digital Centers (UDC), civil society/non-government organizations working on migration sector and volunteers, as part of the PIC.


#### C.6 Beneficiary registration and screening

Support upazila-level mass registration drive at the start of the program by collecting information on migration status and conducting an eligibility verification process for potential beneficiaries. Migrants workers will also have the option of registering directly through the district welfare center and the online platform.

- Manage screening of necessary documents during registration to ensure the applicants meet program selection criteria and enter data into the Reintegration Management Information System (RMIS) to generate a beneficiary profile.
- Manage logistical arrangements including:
  - Selection of sites for registration camps - The locations should be selected based on proximity to central areas, capacity to hold a large number of registrants, have uninterrupted power supply, among others.
  - Provision of adequate human resources to verify documents, enter data, and manage any grievances. The firm will support local government administration and community volunteers with crowd management and providing orientation to migrants.
  - Ensure safety and security for all during registration in close cooperation of the local law enforcement agency.

#### C.7 Provision of reintegration support and referral services

- Organize orientation sessions to give migrants a preliminary understanding of their potential path to reintegration or remigration and help them be better informed before the more intensive and individualized sessions with counseling personnel at the MWWC. During orientation, migrants will get assistance with scheduling appointments at the MWWC. The firm may work with trained community volunteers to help deliver the orientation.
- Reintegration support will comprise psychosocial counseling and profiling of the returning migrant through interviews and questionnaires to determine areas of interest. Based on the profile, referrals will be provided for skills enhancement, business management, access to finance and/or welfare services, as appropriate. Counseling personnel provided by the firm will be responsible for:
  - Providing first-line psychosocial support.

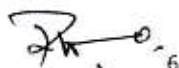
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- Collecting information on beneficiary's immediate needs, work experience and areas of interest
- Providing information on reintegration process and referring them to services best suited for their needs. Possible options will be discussed with the beneficiary in simple and clear language to help them reach a decision.
- Regular follow up with the beneficiary will be maintained to check on their progress.
- Special attention must also be paid to the needs of female returnees by offering specialized psychosocial/trauma Counseling or referrals to gender-based violence services if required.
- Verify whether beneficiaries have met the defined criteria for one-time cash transfers and support them with filling out the necessary paper work:
  - Beneficiaries will receive a one-time cash transfer of BDT 13,500 if they follow through with a service that they have been referred to.
  - Service providers will be provided with BDT 5,000 to cover the costs of the Recognition of Prior Learning (RPL) test for verifying the skills of each beneficiary.
  - If the beneficiary does not already possess a bank account, the MWWC will facilitate opening of a bank account/mobile banking account.
  - Payment lists with beneficiary details will be generated at a specified frequency and sent to PMU for approval and subsequent cash transfer to beneficiaries.

### **C.8 Community advocacy and mobilization**

- The firm will be responsible for conducting and facilitating community advocacy and mobilization activities at a regular frequency:
  - Facilitation of peer-support mechanisms and systems, where return migrants will be linked to previously returned migrants as part of an informal support network to help them navigate difficulties they face upon return;
  - Introduction of returnees to identified cultural, recreational and artistic systems: recognizing that returnees' culture, experiences, knowledge and skills have changed as a result of the migration experience, the firm will link returnees to recreational events that can assist in building more supportive community networks and have an impact on social cohesion and the wellbeing of individuals, and
  - Promotion and support for events that positively affect the social perception of returnees; the firm will assist social events, including but not limited to storytelling and stage dramas to share the migration experience, as a form of psychosocial support and a tool for community mobilization.





### **C9. Management of Grievance Redress Mechanism**

- The firm will establish and maintain appropriate grievance redress mechanisms (GRM) as defined in the Operations Manual.
- Each MWWC will appoint a grievance focal point who will be responsible for ensuring information, from how to file a grievance to steps for resolution, is clearly conveyed to citizens; to be the first point of contact for anyone filing a grievance, and for documenting all grievances and resolution within that location. The focal point will also participate in the Grievance Redress Committee (GRC) established at the central PMU for any cases that arise from locations with the Welfare Center catchment area.

### **C.10 Data management, monitoring and reporting**

- The firm will be responsible for ensuring all program activities are recorded and managed through the project's Reintegration Management Information System (RMIS), covering registration, services, payment and grievance management.
- The firm will provide user ID, password and operational training to identified users.
- The MIS Specialist will serve as a resource person to Welfare Centers for day-to-day guidance and troubleshooting.
- The firm will provide progress reports on a monthly & quarterly basis to PMU, describing all activities, in a format agreed upon with WEWB. These reports will also be an opportunity to provide feedback and recommendations on any operational process and procedures which may need updating/revision to allow for better implementation.
- The firm will support the project's monitoring and evaluation process by providing feedback, recommending necessary activities corrections and facilitating any operational review activities carried out by WEWB or the World Bank.

### **C.11 Knowledge and operations transfer**

- The firm will work closely with WEWB through its day-to-day operations to ensure full engagement and oversight.
- During the last three months of implementation, the firm will prepare to transfer its knowledge and operations to WEWB. The handover will ensure seamless transition of best practices, processes and communication framework to enable activities to continue sustainability beyond the project life.

## **D. CONTRACT PERIOD**

The total duration of the contract will be until March 2024.

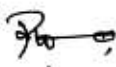
## **E. Deliverables and Fee Structure**

Deliverables and fee structure will be detailed out at the Request for Proposal stage.

## **F. Qualification Criteria**

The firm must meet the following eligibility and conditions:

- At least 06 years of experience in similar activities, with a preference for delivering services to migrant workers or returnee migrant workers;
- Prior experience in implementing projects with development partner funded will be preferred;
- Last 03 years (2018, 2019 & 2020) company/organization audit report must be submitted;
- Sufficient administrative capacity to mobilize and manage field staff across 30 districts;
- Demonstrate understanding of and prior experience in:
  - Various outreach, communication, and counseling models and tools.
  - Delivering counseling services and/or case management, including the development of curricula, counseling guidelines, training plans, and program materials/teaching aides.
  - Training and capacity building services.
  - Implementing community-level advocacy campaigns and social mobilization.
  - Establishing new program/project implementation facilities.



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