



# OVERSEAS NEWS AND EMPLOYMENT

PASSPORT TO GLOBAL JOB OPPORTUNITIES



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## IPEPCIL urges MEA-approved HRAs to be part of G2G agreement for overseas placement of Indian personnel

MUMBAI : Overseas placements of Indian Personnel, since the Regulatory Act 1983 came into force, is handled by the Government-Approved Recruitment Agencies. The HRA Fraternity created a large expatriate population abroad, particularly in the GCC Region. More than 90pc of the Indian origin workforce out of approximately 92 lakhs at GCC is the contribution of Government-approved HRAs, says the authentic data in place with the Regulatory Authority.

So, historically the success of this sector is the efforts and expertise of the HRAs, thus to create such a huge NRI population today, so that the national exchequer enjoys it in multiple ways and the dependent population of the expatriates in India are so enjoy it as well. Therefore, when advocating for a shift to G2G Engagements in Human Resources Place-

ments abroad, wherein Traditional Sectoral Fraternity and their expertise has been contributed a pivotal role in the sector, should not be sidelined and neglected.

The achievements and consistent growth of developing and nurturing the sector is the authentically proven track of the traditional sectoral fraternity of the Government approved HRAs. Government should appreciate and recognise the deep-rooted expertise, knowledge and skills which have been instrumental in shaping the sector over a period of time to convert it a great success by the government approved HRA Fraternity.

Indian Personnel Export Promotion Council (IPEPCIL) advocates for a collaborative approach that leverages both the strength of the traditional sectoral players, so that the emerging potential opportunities can be explored with



IPEPCIL president VS Abdulkareem

the partnership between the stakeholders and the traditionally acclaimed government approved recruitment agencies.

In the post-Covid scenario, the opportunities in HR Sector tremendously increased across the world. Government to encourage private HRAs and to tap the opportunities and to mitigate the

risk and challenges associated in it with a shift towards G2G Engagements as it is traditionally the job of Private HRAs and their expertise on it with the strategies to explore global trends and to maximise the benefits of collaboration with the Foreign Employers. Government policies are to align with the Private HRAs as well for the stability and sustainable growth and developments in the sector. Restricting and discriminating the private HRAs like "Women under the age of 30 Years" and Nurses Recruitment etc and G2G Agreement to some specific countries for the placement of Indian na-

tionals will deprive the spirits and enthusiasm of Private HRAs. It is essential that the policy framework to streamline to support Private HRAs while making G2G engagements and incorporate them and avoid any kind of discrimination within the Regulatory norms, so as to create a level playing field with an aim to fostering Innovative and inclusive growth within the sector. We would like to highlight the importance of maintaining strong ties with the traditional sectoral fraternity for the continued success and advancement of the sector, as emphasised by IPEPCIL president VS Abdulkareem.

### SKILLS GURU By Sajan MS

#### HOSPITALITY INDUSTRY

## To create 126mn jobs

About 10pc of the global workforce is employed in the hospitality industry, which includes jobs in hotels, restaurants, resorts, and travel services. This is not a small number and the World Travel and Tourism Council predicts that 126 million new jobs will be created in the sector between 2022 and 2032. You aim a career in hospitality industry means you are going to be part of a global family. The hospitality business sector offers a wide range of career paths in

locations spread across the world. The journey of the hospitality industry is as old as the human journey. The main reason for this successful journey of the hospitality industry is the natural human instinct to travel and experience new things even in stormy economic or political times. The hospitality industry and its related sectors offer endless opportunities and outstanding working environments. The hospitality sector is a dynamic and diverse (Cont. on page-6)

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## For safe emigration

The recent roundtable discussion arranged by the International Organisation for Migration (IOM) –India, in partnership with the Union Ministry of External Affairs (MEA), on the “Safe, orderly and regular migration of Indian women workers to ECR countries” in New Delhi underlines the need to further streamline and safeguard the emigration of women workers below the age of 30. This event brought together key government and non-government stakeholders, academicians, subject matter experts and HR agencies onto a single platform. This meet provided a plank to cultivate informed discourse, solicit diverse perspectives and collectively review the policy’s operating environment along with existing challenges and potential solutions in its implementation.



Given the implications of existing policies on the migration and mobility of women migrants, labour markets and migrant protection, the roundtable provided a platform to cultivate informed discourse, solicit opinions and collectively review the policy’s operating environment along with existing challenges and potential solutions in its implementation.

Established in 1951, IOM is part of the UN System and stands as the leading intergovernmental organisation in the field of migration. With 175 member countries, a further eight nations holding observer status and offices in 171 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing support to migrants across the world, developing effective responses to the shifting dynamics of migration and providing advice on migration policy and practice. IOM collaborates with governmental, intergovernmental and non-governmental partners to improve the resilience of people

On the other side, Union Ministry of External Affairs (MEA) is responsible for all aspects of external relations. Territorial divisions deal with bilateral political and economic work while functional divisions look after policy planning, multilateral organisations, regional groupings, legal matters, disarmament, protocol, consular, Indian diaspora, press and publicity, administration and other aspects on the move, particularly those in situations of vulnerability.

Thus, the two establishments together are doing a great job for the smooth and safe emigration of people, particularly women. By bringing together other players such as human resources agencies, state government and non-governmental agencies, a formidable force can be created to monitor as well as prevent the misuse of emigration (people leaving their own country and migrating to other countries). Indians emigrate to various parts of the globe and our NRIs and PIOs are a greatest strength today.

Some years back, the government introduced the eMigrate system. eMigrate project is a transformational initiative of MEA aimed at making emigration process easy, organised and humane through this e-governance platform. This helped prevent bogus recruitments by unscrupulous elements fleecing the innocent jobseekers. Now, without licence no recruitment agency can function. Offices of Protector of Emigrants (in states) and Protector General of Emigrants (centre) have done a commendable job in educating job aspirants and preventing illegal recruitments. Our missions abroad as well foreign governments are of immense help in our motto of safe emigration.

### LIPSYNCH

“The greatest glory in living lies not in never falling, but in rising every time we fall.”

— Nelson Mandela

## DENIES REPORTS OF SCALING DOWN Saudi Arabia says NEOM megaproject will go ahead as planned before

RIYADH: Saudi Arabia’s economy minister rejected recent reports that the kingdom’s \$1.5 trillion NEOM megaprojects, a futuristic desert development on the Red Sea coast, is scaling back some of its plans. “All projects are moving full steam ahead,” Faisal Al Ibrahim told CNBC’s Dan Murphy at the World Economic Forum’s special meeting.

original plan to have 1.5 million people living in The Line by 2030 was slashed to three lakh.

The purported scaling back of plans, at least in the medium-term, comes amid reported concerns over finances for NEOM, which is part of the kingdom’s broader Vision 2030 initiative to diversify its economy away from oil. Saudi Arabia’s sovereign wealth fund, the Pub-

lic Investment Fund, has not yet approved NEOM’s budget for 2024, according to Bloomberg’s report. Al Ibrahim stressed that the projects would be delivered according to plan, but with the qualification that decisions were being made for “optimal economic impact.”

We will continue delivering these projects in a manner that meets these priorities, delivers these projects and has the optimal healthy impact for our economy and the ... healthy non-oil growth within it.”

Still, the minister emphasised that “for

## NEOM bags SAR 10 bn financing facility

RIYADH: NEOM announced it has secured a new Revolving Credit Facility (RCF) worth SAR 10 billion. It represents another milestone for NEOM as it progresses with the development of major projects and will be used to support NEOM’s short-term financing requirements.

The RCF, which follows a Murabaha structure, reflects a continuation of NEOM’s strategy to diversify its sources of funding.

Nadhmi Al-Nasr, CEO, NEOM, said: “As NEOM continues to gather pace, this new credit facility, backed by Saudi Arabia’s leading financial institu-



tions, is a natural fit within our wider strategy for funding. We continue to explore a variety of funding sources as we deliver transformational infrastructure assets while supporting the wider Vision 2030 programme. NEOM is among the largest projects in the world today, and we value the partnership we have with our relationship banks in facilitating access to a range of flexible financing options as we deliver on our ambition.”

The new RCF follows on from the SAR 23 billion agreement signed by NEOM and their partners to finance the NEOM Green Hydrogen Company. It also follows last year’s SAR 3 billion debt financing arranged to partially fund NEOM’s development of Sindalah, the luxury island destination set to welcome visitors this year.

The transaction was targeted at Saudi relationship banks and the facility saw strong interest, with nine banks participating. The mandated lead arrangers are Saudi National Bank, Riyadh Bank and Saudi Awwal Bank. The other participant banks are Al Rajhi Banking and Investment Corporation, Alinma Bank, Arab National Bank, Bank Albilad, Saudi Investment Bank and Bank AlJazira.

“We set out to do something unprecedented and we’re doing something unprecedented and we will deliver something that’s unprecedented”, the minister declared.

In early April, reports had emerged in Western media outlets that The Line project, a planned glass-walled city meant to stretch for 105 miles across the desert by 2030, would be a length of just 1.5 miles by that time — a reduction of 98.6pc. Citing anonymous sources with knowledge of the matter, the initial report by Bloomberg said that the Saudi government’s

lic Investment Fund, has not yet approved NEOM’s budget for 2024, according to Bloomberg’s report. Al Ibrahim stressed that the projects would be delivered according to plan, but with the qualification that decisions were being made for “optimal economic impact.”

“We see feedback from the market, we see more interest from the investors and we’ll always prioritise to where we can optimise for optimal economic impact,” he said. “Today the economy in the kingdom is growing faster, but we don’t want to overheat it. We

NEOM, the projects, the intended scale is continuing as planned. There is no change in scale.” “It is a long-term project that’s modular in design,” he said. “The rest of the mega projects are there to be delivered for specific impact in specific sectors.” Asked what kind of a message the reported timeline and scale changes would send to private investors, Al Ibrahim said that decisions would be made to suit the needs and returns of the projects, and that all the developments within NEOM are seeing growing investor interest.

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# GULF FAQs

## Heavy rains: can employer deduct employee's salary for absence?

**W**e work in a mainland Dubai company and stay in Sharjah. We were unable to report to the office because of the rains. Can my company deduct my salary for being unable to report to work during the heavy rains and subsequent floods that happened recently?

Pursuant to your queries, it is assumed that the nature of your work requires your physical presence in the workplace/office of your employer. Therefore, the provisions of Federal Decree Law No. 33 of 2021 Regulating Employment Relations in the UAE and Cabinet Resolution No. 1 of 2022 on the Implementation of Federal Decree Law No. 33 of 2021 Regarding the Regulation of Employment Relations are applicable.

In the UAE, during unstable weather or when a forecast is issued by the National Meteorology Center (NCM), the Ministry of Human Resources and Emiratisation (MoHRE) may advise employers to opt for remote working options or grant employees paid leaves. This is in accordance with Article 36 of the Cabinet Resolution No. 1 of 2022, which states: "Subject to the provisions of the Employment Law and this Resolution:

1. In extraordinary emergency situations, as determined by a Cabinet Resolution, work measures that are commensurate with the circumstances of those cases may be applied, taking into account the interests of all the parties to the employment relationship. Such measures shall include without being limited to the following:

- Applying the remote work system.
- Granting the employee paid leave.
- Granting the employee unpaid leave.
- Reducing the employee's salary.

Furthermore, an employer may consider accommodating an employee if the latter reports late to work due to unstable weather. This is in accordance with Article 15(1)(a) of the Cab-

inet Resolution No. 1 of 2022, which states, "Subject to the provisions of Article 17 of the Employment Law:

1. The period spent by the employee commuting between his place of residence and the workplace shall be counted within the working hours in the following cases:

a) any delay to the employee in transit in case of bad weather and in response to the warning of the National Centre of Meteorology regarding weather changes and fluctuations."

Moreover, if there are reasons beyond the employer's control (force majeure circumstances such as heavy rain, emergency situations) that render them unable to have regular operations, the employer may inform the employee and assure payment of salary for such period and days. This is in accordance with Article 17(2) of the Cabinet Resolution No. 1 of 2022, which states, "Subject to the provisions of Article 26 of the Employment Law

• If the failure to enable the employee to perform his work is due to circumstances beyond the employer's control, the employer shall inform the employee thereof along with guaranteeing the payment of his salary."

Based on the aforementioned provisions of law, as you are not able to travel to your office and work due to genuine reasons which were beyond your control, your employer **SHOULD NOT DEDUCT YOUR SALARY.**

However, as an employee, you must inform your employer about your situation by providing photos and document evidence to your employer, to show the reasons why you were not able to travel to work. It may be due to heavy rains or water logging in the locality where you reside. If your employer deducts your salary for not coming to work due to the recent heavy rain and water-logging situation, you may file a complaint against your employer with the MoHRE.

## Can my wife do part-time job?

**My wife is under my sponsorship and has "housewife" under profession. She's been offered a part-time position by a company. Can she work?**

In 2018, the UAE's Ministry of Human Resources and Emiratisation (MoHRE) implemented the Ministerial Decree No (31) of 2018 Concerning the Introduction of Part-Time Employment Contracts. By the provisions of the MD 31/2018, entities in the UAE were permitted to recruit skilled employees under a part-time contract system.

Under the provisions of clause (a) of Article 4 of MD 31/2018, a person may work part-time only after obtaining the necessary work permit from MoHRE. The said clause (a) of Article 4 reads:

## Emirates to hire pilots at higher pay

**DUBAI:** Dubai's flag-ship carrier, Emirates, announced significant changes to pilot recruitment policies.

These include higher salaries, new roles, and a radical change to eligibility, the airline said in a statement issued on World Pilots' Day. Emirates also increased the base salary for the new recruits who will be flying the Airbus A350s and A380s in the airline's fleet. Emirates is also offering enhanced salary packages for First Officers with experience of over 4,000 flying hours on the modern Airbus fly-by-wire or Boeing aircraft.

Emirates has employed over 4,400 pilots, and in 2023, the airline recruited over 420 pilots through its recruitment programmes – Direct Entry Captains, Accelerated Command, and First Officers. "Pilots at the airline receive a competitive tax-free salary, are eligible for profit share, and are provided spacious villas in gated communities, education allowance, and excellent life, medical and dental cover," said Emirates. "They also have access to a world-class provident fund and receive regular and complimentary financial advice," the statement added.

### Recruitment Drive

The airline confirmed plans to rev up its pilot recruitment drive as it prepares to start taking delivery of its 65 A350s on order from mid-year and its mix of 205 777-9s and 777-8s in 2025. Emirates said its recruitment team will host roadshows in more than 26 cities in over 18 countries this year.

"The changes to eligibility criteria and salary packages represent a step forward in its commitment to attracting the best talent globally and ensuring a perfect customer experience on every single journey," an airline spokesperson said.

### FOREX RATES

As on 2nd May, 2024 (In rupees)

Currency	Buying	Selling
US Dollar	84.16	83.26
Euro	90.17	89.26
Australian Dollar	55.28	54.36
Japanese Yen	0.58	0.53
Canadian Dollar	61.52	60.62
Singapore Dollar	62.17	61.19
Swedish krona	8.64	6.85
UAE Dirham	23.20	22.58
Swiss Franc	92.18	90.38
British Pound	105.37	104.42
New Zealand Dollar	50.20	48.99
Thai Baht	2.36	2.16
Hong Kong Dollar	11.64	10.33
Saudi Arabian Riyal	22.97	22.02
Bahraini Dinar	229.41	215.41
Chinese Yuan	12.43	10.63
Danish Krone	12.49	11.49
Kuwaiti Dinar	277.08	261.08
Malaysian Ringgit	18.61	17.16
Omani Rial	222.78	210.78
Qatari Riyal	23.68	21.43
South African Rand	4.94	4.10

"A worker under this System:

(a) May work for another employer only after obtaining a work permit from the Ministry."

Under the provisions of Article 9 A of MD31/2018: "Part Time Employment" is to be governed by the same rules, controls and penalties applicable to the conclusion, renewal and termination of ordinary employment contracts with or without a fixed term. The said Article 9 A, reads: "Part Time Employment shall be governed by the same rules, controls and penalties applicable to the conclusion, renewal and termination of ordinary employment contracts with or without a fixed term."

Furthermore, following clarifications issued by the UAE Government portal, persons living in the UAE on a visa (sponsored by a spouse or another family member) can take up part-time work after getting a permit from the MoHRE, with a "no-objection certificate" or NOC from the sponsor of the visa.

Therefore, in response to your questions, your wife may work in the part-time position, provided she is first issued a part-time work permit by the MoHRE. Moreover, it may be noted that for issuing the part-time work permit for your wife, MoHRE shall also require an NOC from you, among other documents.

# To create 126mn jobs

(Cont. from page-1)

industry. The hospitality sector is a broad segment within the service industry that focuses on providing services and experiences to customers. This sector offers many exciting career opportunities.

Comprised various businesses sectors such as restaurants, theme parks, travel, tourism, event management companies etc., this sector focuses on providing satisfactory services to the customers as per their choice. If your goal is to find a career path that is fulfilling and matches your interests, you can learn about the different jobs in hospitality industry and get a training programme or practical experience in any one of them. The following main divisions of the hospitality industry such as accommodation, food and beverage, travel and tourism, events and conferences, attractions or entertainment, ancillary services or support services etc altogether creates evergreen jobs across various sectors of the hospitality industry.

**What are the major jobs available in the Hospitality Industry?**

Hotel Manager, Restaurant Manager, Front Office Manager, Catering Manager, Event Manager, Banquet Manager, Front of House Manager, House Keeping Manager, Theme Park Manager, Hotel receptionist, Housekeeping Attendant, Gym Coach,

Server, Guest Service Agent, Bartender, Chef, Sales Manager; Marketing Executive, Tour Guide, Head Chef, Cruise Ship Entertainer, Flight attendant, Travel Agent, Casino Host (A casino host is responsible for supervising and organising the casino dealers during the game), Sommelier (Wine Server), Cosmetologist, Busser (someone who clears and sanitises the tables), Baggage Porter, Maintenance worker, Parking Lot Attendant, Resident DJ, Bartender, Wedding Planner and few more. (Assistant or Trainee Job positions are available with all ma-

job hospitality jobs for fresher and internship seekers on completing their training programme or course to acquire experience.

Detailed information about more jobs, their job opportunities and training information will be provided in the upcoming parts).

**CUSTOMER SERVICE SKILLS:** Customer satisfaction is everything here. If you have excellent customer service skills, you can excel in any one of the hospitality jobs. Make sure that you enjoy the hospitality job you choose. Working with people in a face-to-face role can be challenging, but if you are passionate about improving people's experiences, it's

a rewarding career path for you to pursue. Your likelihood of success in a career or job in the hospitality industry depends on how committed you are to customer satisfaction. Customer satisfaction is everything here.

**What are the essential skills that hospitality employees need to have?**

To succeed in the hospitality industry, you must have strong soft skills and specialised technical training and work experience in the respective job. Acquiring hospitality skills can help you to build business relationships and foster a posi-

tive company culture, even in jobs that are not focused on serving guests. Hospitality skills enable those working in the field to develop a positive relationship between guests and the companies that host them. Having hospitality skills allows you to have good interpersonal communication with others and organise your activities to help meet the needs of others. Hospitality skills are essential for working anywhere visitors expect their needs to be met, from the front desk, guest service department, restaurant, spa and hotel. Here are those essential skills:

Attention to detail (Attention to detail means that every little element is taken care of to ensure

guest satisfaction). Patience (Being patient is a key skill in any customer service or hospitality position. Hospitality professionals must be able to dedicate themselves to solving a problem, despite challenges and frustrating feedback from guests).

**Professionalism:** (Showing professionalism by recognising and respecting Guests' boundaries is another hospitality skill you will develop over time). Multitasking (Hospitality professionals oversee large groups of guests at once and must treat each person as their

own priority).

**Positivity** (The ability to maintain a positive and outgoing attitude despite your favorable and hostile surroundings is indispensable for hospitality jobs).

**Empathy:** (Being able to understand the feelings of others with empathy and compassion is essential to succeed in any field. These skills are essential for identifying the underlying issues guests are facing and resolving them in the most appropriate manner).

**Problem-solving** (Identifying the problems faced by guests and solving them quickly to ensure their satisfaction is a part of the hospitality industry that should be given top priority. You

should be able to follow up with them and ensure their next visits. Therefore, problem solving is one of the central parts of working in hospitality).

**Flexibility** (Unexpected, unpredictable and inevitable events are common in hospitality jobs. So you need to be able to respond flexibly to changing situations).

**Teamwork** (The so called reality namely: Teamwork is established in a workplace when a group of people working together towards a common goal or purpose. Work achieves higher levels of success when each individual willingly and intentionally makes the team's interests and goals their first priority. Teamwork is important because it creates a positive work environment where employees can achieve more opportunities and overcome obstacles. Teamwork is indispensable for businesses and organisations to complete projects that are time-sensitive and require diverse skills and experiences. Complex tasks can be completed faster with better teamwork. Its contemporary relevance lies in the fact that it is possible to reach new standards and develop professional skills through dynamic and sustainable teamwork)

(To be continued/next: **HOSPITALITY INDUSTRY AND HOTEL INDUSTRY-- Close Buddies, Not Twins**)

## India saved \$13bn, thanks to Russian crude

**NEW DELHI:** India has saved around \$13 billion by importing discounted crude oil from Russia in the past two years, according to a study by ICRA, the rating agency.

Nevertheless, the rating agency's report also highlights a decreasing trend in the discount on crude year-on-year. India, being one of the largest energy consumers globally, has significantly increased its imports of crude oil from Russia since the latter's invasion of Ukraine in 2022. The share of crude petroleum imported from Russia surged to around 36pc in the 11 months of the fiscal year 2024 from

a mere two per cent in the fiscal year 2022. "ICRA estimates this to have led to savings in India's oil import bill amounting to \$5.1 billion in FY2023 and \$7.9 billion in 11M FY2024, thereby compressing India's current account deficit (CAD)/GDP ratio by 15-22 bps in FY2023-24," reads the study of ICRA.

According to energy cargo tracker Vortexa, India received 1.36 million barrels of crude oil per day from Russia in March 2024, compared with 1.27 million barrels per day in Feb 2024. According to the commerce ministry, the coun-

try imported \$3.61 billion worth of crude oil from Russia in Feb 2024, following \$4.47 billion in Jan 2024. The reason behind Russia becoming the top supplier to India is its offer of discounted crude. After Western countries shunned Russian crude, India and China emerged as the largest beneficiaries. Industry estimates suggest the discount on Russian crude oil was over \$30 per barrel in 2022, but has fallen below \$5 per barrel in 2024.

ICRA reports that the monthly discounts relative to price significantly narrowed throughout fiscal year 2024, from about 23pc

in April-August to an average of around eight per cent in Sept-Feb, resulting in a notable decline in savings during the latter period.

Previously, Iraq, Saudi Arabia, and the UAE were India's traditional crude oil suppliers. According to Feb 2024 data from the ministry of commerce, India imported \$2.6 billion worth of crude oil from Saudi Arabia, placing it in second position. The third position was filled by Iraq, with \$2.24 billion worth of crude oil imported in Feb 2024. Overall, India's oil import bill for Feb 2024 stood at \$13.25 billion.