

04. Analysis of Complaints

Table 4.1: No of Complaints Received from migrant employees - by year of departure

Departure year	2013		2014		2015		2016		2017		2018		2019	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F
2013	1412	3126	748	2475	192	1305	62	255	5	31	2	16	1	2
2014			1145	2359	657	2494	233	922	39	240	9	27	2	1
2015					795	1890	753	1717	174	746	43	153	3	2
2016							769	1374	362	1338	94	593	20	76
2017									427	968	216	961	61	269
2018											231	1176	201	1195
2019*													206	1434
Total no of complaints reported in 2019													3473	

* Provisional

Source- Information Technology Division-SLBFE

Table 4.2: Migrant workers' Complaints Received by Gender wise 2015-2019*

	Male	%	Female	%	Total
2015	1735	21.6	6305	78.4	8040
2016	1830	29.8	4320	70.2	6150
2017	1010	23.1	3364	76.9	4374
2018	596	16.8	2944	83.2	3540
2019*	494	14.2	2979	85.7	3473

*Provisional Source- Information Technology Division-SLBFE

Table 4.3: Nature of received complaints during 2015-2019*

	Nature of Complaints	Year				
		2015	2016	2017	2018	2019*
1	Breach of Employment Contract	1,443	1,314	1,109	894	986
2	Sickness	1,151	838	621	605	661
3	Non Receipt of Wages	1,011	1,041	640	473	430
4	Not Sent Back After Completion of Contract Period	1,059	618	529	418	150
5	Harassment	990	516	334	401	491
6	Lack of Communication	681	452	399	299	246
8	Being Stranded Without Employment	134	126	89	103	29
9	Overworked	152	62	61	44	57
10	Premature Termination	115	110	53	31	37
11	Employee Missing (Run Away)	63	27	70	80	91
12	Problem at Employees Home (Sri Lanka)	146	71	33	37	25
13	Others	1,095	975	436	155	270
	Total	8,040	6,150	4,374	3,540	3,473

* Provisional

Source- Information Technology Division-SLBFE

Table 4.4: Complaints Received by Country 2015-2019*

	Country	2015	2016	2017	2018	2019*
1	Saudi Arabia	4,494	3,408	2,168	1,563	1,192
2	Kuwait	1,376	913	771	848	1,227
3	U A E	768	509	378	319	300
4	Qatar	553	617	336	248	177
5	Oman	182	281	435	330	278
6	Malaysia	191	201	99	52	81
7	Jordan	224	105	57	70	38
8	Romania	39	16	20	21	46
9	Bahrain	50	16	16	24	22
10	Lebanon	40	17	25	10	27
11	Cyprus	13	10	21	19	28
12	Kurdistan	40	7	6	1	16
13	Maldives	6	8	6	4	11
14	Singapore	7	6	2	3	8
15	Turkey	0	5	15	17	9
16	Others	57	31	19	11	13
	Total	8,040	6,150	4,374	3,540	3,473

* Provisional

Source- Information Technology Division-SLBFE

Table 4.5 : Nature of complaints received in manpower level in 2019*

	Nature of complaints	Manpower level							Total
		Clerical	Domestic Housekeeping Assistant	Middle Level	Professional	Semi Skilled	Skilled	Un Skilled	
1	Breach of Employment Contract	2	701	1	3	2	139	138	986
2	Sickness	1	595	0	1	0	28	36	661
3	Harassment	0	447	0	0	1	9	34	491
4	Non Receipt of Wages	1	314	0	1	0	59	55	430
5	Non payments of agreed wages	0	11	0	0	0	3	3	17
6	Lack of Communication	0	184	1	0	0	23	38	246
7	Premature Termination	0	1	1	0	0	26	9	37
8	Problem at Employees Home (Sri Lanka)	0	22	0	0	0	2	1	25
9	Not Sent Back After Completion of Contract Period	0	122	0	0	0	13	15	150
10	Illegally Work - not issue visa/akama -Same company	0	1	0	0	0	0	0	1
11	Overworked	0	53	0	0	0	1	3	57
12	Being Stranded Without Employment	0	13	1	0	0	9	6	29
13	Employee Missing (Run Away)	0	82	0	0	0	1	8	91
14	Others	1	186	0	0	0	36	29	252
	Total	5	2,732	4	5	3	349	375	3,473

* Provisional

Source- Information Technology Division-SLBFE

Table No 4.6 : Reported Deaths of Migrants Workers 2015-2019*

Year	Total	Male	%	Female	%	Nature of Deaths				
						Natural	Suicide	Homicide	Road Accidents	Other Accidents
2015	312	200	64.1	112	35.8	190	31	4	87	-
2016	296	210	70.9	86	29.1	201	24	5	66	-
2017	291	189	64.9	102	35.1	198	28	9	26	30
2018	239	179	74.9	60	25.1	163	28	5	22	21
2019*	242	166	68.6	76	31.4	166	36	4	23	13

*Provisional

Source: Foreign Relation Division -SLBFE

Table 4.7: Number of Complaints Received, Resolved and Compensation Payments during 2015- 2019*

	2015	2016	2017	2018	2019*
No. of Complaints Received	8,040	6,150	4,374	3,540	3,473
No. of Complaints Resolved	8,584	7,085	5,947	5,236	4,751
Compensation Paid (RS.)	13,731,212.00	18,114,790.00	19,733,049.00	12,741,264.00	13,687,501.00

*Provisional

Source: Conciliation Division - SLBFE

Table 4.8 : Reported Deaths of Migrant Workers in Country Wise 2015-2019*

Country	2016			2017			2018			2019*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Saudi Arabia	88	36	124	63	37	100	69	12	81	43	20	63
Lebanon	3	11	14	-	2	2	-	4	4	4	7	11
Kuwait	27	22	49	25	40	65	25	25	50	25	28	53
U.A.E.	30	8	38	28	7	35	22	6	28	23	5	28
Jordan	1	2	3	2	6	8	4	5	9	5	4	9
Malaysia	7	-	7	7	1	8	4	-	4	4	1	5
Maldives	4	-	4	2	-	2	5	-	5	7	-	7
New Zealand										1	-	1
Qatar	33	1	34	34	1	35	30	-	30	35	3	38
Oman	4	3	7	2	3	5	4	4	8	3	6	9
Hong Kong	-	-	-	-	-	-	-	-	-	-	1	1
Cyprus	1	-	1	2	2	4	1	-	1	1	-	1
South Korea	6	-	6	15	-	15	4	-	4	7	-	7
Egypt	1	1	2	-	-	-	-	1	1	-	-	-
Japan	-	-	-	-	-	-	1	-	1	-	-	-
Israel	-	2	2	1	2	3	1	-	1	2	-	2
Malawi	2	-	2	1	-	1	-	-	-	-	-	-
Bahrain	3	-	3	3	-	3	4	3	7	-	-	-
India	-	-	-	-	-	-	-	-	-	-	-	-
Uganda	-	-	-	-	-	-	1	-	1	1	-	1
Iraq	-	-	-	-	-	-	-	-	-	1	-	1
Singapore	-	-	-	-	1	1	-	-	-	-	-	-
Italy	-	-	-	1	-	1	-	-	-	-	-	-
Azerbaijan	-	-	-	1	-	1	-	-	-	-	-	-
Turkey	-	-	-	1	-	1	-	-	-	-	-	-
Mauritius	-	-	-	1	-	1	-	-	-	1	-	1
Romania	-	-	-	-	-	-	-	-	-	1	-	1
Bangladesh	-	-	-	-	-	-	1	-	1	-	1	1
Timor	-	-	-	-	-	-	-	-	-	1	-	1
Cambodia	-	-	-	-	-	-	-	-	-	1	-	1
Total	210	86	296	189	102	291	174	58	232	166	76	242
Amount paid under the special scheme of funeral expenses	7,503,000			7,560,000			11,760,000			6,720,000		

*Provisional

Source : Foreign Relation Division