

06



## **Analysis of Complaints**

**76: Number of complaints received in 2020-by migrant employees' year of registration**

Reg. year	2000		2002		2003		2004		2005		2006		2007		2008		2009		2010		2011		2012		2013		2014		2015		2016		2017		2018		2019		2020			
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F				
2000	0	1																																								
2002			0	1																																						
2003					0	1																																				
2004							0	2																																		
2005									0	2																																
2006											1	1																														
2007													1	2																												
2008															1	2																										
2009																	2	10																								
2010																			2	5																						
2011																				3	9																					
2012																						5	10																			
2013																								11	14																	
2014																										20	22															
2015																												44	50													
2016																														73	67											
2017																																197	233									
2018																																		503	1086							
2019																																					637	1514				
2020*																																							141	457		
Total	0	1	0	1	0	1	0	2	0	2	1	1	1	2	1	2	2	10	2	5	3	9	5	10	11	14	20	22	44	50	73	67	197	233	503	1086	637	1514	141	457		

Total number of complaints received in 2020=5130

**Table 77: Migrant workers' Complaints Received by Gender 2015-2020\***

Year	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	1133	23.05	3781	76.94	4914
2020*	1641	31.98	3489	68.01	5130

Source-  
Division-SLBFE

\*Provisional  
Information Technology

**Table 78: Number of Complaints Received, Resolved and Compensation Payments during 2015-2020\***

	2015	2016	2017	2018	2019	2020
<b>No. of Complaints Received</b>	8,040	6,150	4,374	3,540	4,914	5,130
<b>No. of Complaints Resolved</b>	8,584	7,085	5,947	5,236	4,964	3,460
<b>Compensation Paid (RS.)</b>	13,731,212.00	18,114,790.00	19,733,049.00	12,741,264.00	14,221,551	4,090,122

\*Provisional

Source-Information Technology Division-SLBFE

**Table 79: Nature of received complaints during 2015-2020\***

	Nature of Complaints	Year					
		2015	2016	2017	2018	2019	2020*
1	Breach of Employment Contract	1,443	1,314	1,109	894	1090	802
2	Sickness	1,151	838	621	605	816	1046
3	Non Receipt of Wages	1,011	1,041	640	473	611	462
4	Not Sent Back After Completion of Contract Period	1,059	618	529	418	406	560
5	Harassment	990	516	334	401	544	342
6	Lack of Communication	681	452	399	299	429	365
8	Being Stranded Without Employment	134	126	89	103	36	117
9	Overworked	152	62	61	44	59	72
10	Premature Termination	115	110	53	31	48	22
11	Employee Missing (Run Away)	63	27	70	80	132	83
12	Problem at Employees Home (Sri Lanka)	146	71	33	37	225	189
13	Others	1,095	975	436	155	518	1070
	<b>Total</b>	8,040	6,150	4,374	3,540	4,914	5,130

\*Provisional

Source-Information Technology Division-SLBFE

**Table 80: Number of received complaints -2020\***  
**By country and manpower level**

Country	Professional		Skilled		Semi Skilled			Middle Level		Clerical & Related		Low-skilled		Total
	F	M	F	M	Domestic housekeeping assistant	Other		F	M	F	M	F	M	
						F	M							
Afghanistan	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Bahrain	0	1	0	1	25	0	0	0	0	0	0	0	4	31
Bangladesh	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Cyprus	0	0	0	2	1	0	0	0	0	0	0	10	2	15
Egypt	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Ethiopia	0	1	6	3	0	0	0	0	1	0	0	0	1	12
Hong Kong	0	0	0	0	4	1	0	0	0	0	0	1	1	7
India	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Iraq	0	0	0	2	0	0	1	0	0	0	0	0	0	3
Israel	0	0	0	0	0	0	0	0	0	0	0	9	1	10
Japan	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Jordan	0	0	60	22	26	0	0	1	0	0	0	1	1	111
Kazakhstan	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Kurdistan	0	0	0	0	2	1	0	0	0	0	0	2	1	6
Kuwait	0	3	4	116	1,192	3	1	0	4	1	4	9	37	1,374
Lebanon	0	0	0	0	51	0	0	0	0	0	0	0	7	58
Lithuania	0	0	5	0	0	0	0	0	0	0	0	0	0	5
Malaysia	0	0	6	18	13	0	0	0	0	0	0	4	54	95
Maldives	0	8	0	70	2	0	0	0	6	1	3	2	23	115
Mauritius	0	0	1	1	0	0	0	0	0	0	0	0	0	2
Oman	1	2	0	15	347	0	2	1	0	0	1	19	6	394
Qatar	1	6	2	246	67	0	8	2	14	2	27	20	111	506
Romania	0	1	9	95	0	0	5	0	4	0	0	2	28	144
Russia	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Saudi Arabia	0	3	1	200	1,036	0	6	0	3	1	11	82	117	1,460
Seychelles	0	1	1	6	0	0	0	0	0	0	1	0	1	10
Singapore	0	0	0	1	0	0	0	0	0	0	0	3	0	4
South Korea	0	0	0	1	0	0	0	0	0	0	0	0	25	26
Turkey	0	0	0	1	0	0	0	0	0	0	0	1	2	4
U A E	3	9	64	134	285	1	6	1	16	8	23	83	96	729
<b>Total</b>	<b>5</b>	<b>36</b>	<b>160</b>	<b>938</b>	<b>3,052</b>	<b>6</b>	<b>29</b>	<b>5</b>	<b>49</b>	<b>13</b>	<b>71</b>	<b>248</b>	<b>518</b>	<b>5,130</b>

\*Provisional

Source-Information Technology Division-SLBFE

**Table 81: Nature of received complaints -2020\***  
**By manpower level**

Nature	Professional	Skilled	Semi Skilled		Middle Level	Clerical & Related	Unskilled	Total
			Domestic Housekeeping Assistant	Other				
Being Stranded Without Employment	1	45	26	1	2	0	42	117
Breach of Employment Contract	13	256	346	8	10	21	148	802
Employee Missing (Run Away)	0	6	68	0	0	0	9	83
Harassment	0	7	319	1	1	0	14	342
Illegally Work - not issue visa/akama -Same company	0	1	0	0	0	0	2	3
Lack of Communication	1	75	234	1	1	4	49	365
Non payments of agreed wages	0	9	32	0	0	1	8	50
Non Receipt of Wages	5	103	262	2	3	6	81	462
Not Sent Back After Completion of Contract Period	1	71	404	2	4	7	71	560
Overworked	0	1	67	0	0	0	4	72
Premature Termination	0	8	1	2	1	2	8	22
Problem at Employees Home (Sri Lanka)	2	25	140	0	1	3	18	189
Request for Repatriation due to Covid 19 Pandemic	5	105	131	5	7	7	59	319
Sickness	9	188	669	6	11	19	144	1,046
Others	4	198	353	7	13	14	109	698
<b>Total</b>	<b>41</b>	<b>1,098</b>	<b>3,052</b>	<b>35</b>	<b>54</b>	<b>84</b>	<b>766</b>	<b>5,130</b>

\*Provisional

Source-Information Technology Division-SLBFE

**Table 82: Reported deaths of migrant workers 2015-2020\*-By gender**

Year	Total	Male	%	Female	%
2015	312	200	64.1	112	35.8
2016	296	210	70.9	86	29.1
2017	291	189	64.9	102	35.1
2018	239	179	74.9	60	25.1
2019	242	166	68.6	76	31.4
2020*	179	120	67.04	59	32.96

\*Provisional

Source: Foreign Relation Division –SLBFE

**Table 83: Reported deaths of migrant workers 2015-2020\*-By nature**

Year	Nature of Deaths				
	Natural	Suicide	Homicide	Road Accidents	Other Accidents
2015	190	31	4	87	-
2016	201	24	5	66	-
2017	198	28	9	26	30
2018	163	28	5	22	21
2019	166	36	4	23	13
2020*	119	12	5	11	28

\*Provisional

Source: Foreign Relation Division –SLBFE

**Table 84: Reported deaths of migrant workers 2020\*-By nature, country and gender**

Country	No of deaths	Natural		Suicide		Homicide		Road Accidents		* Other Accidents			
		M	F	M	F	M	F	M	F	M	F		
Riyadh	49	33	16	22	10	1	1			2	1	8	4
Kuwait	40	16	24	10	18	2			1	3	1	2	3
Qatar	27	25	2	16		4		1	2			3	1
Dubai	13	6	7	5	5					2		1	
Abu Dhabi	5	3	2	2						2		1	
South Korea	11	11		6		2						3	
Oman	9	5	4	3	4	1						1	
Jordan	4	2	2	3	1								
Jeddah	4	4		3		1							
Malaysia	2	2		2									
Bahrain	3	2	1	1	1							1***	
Maldives	4	4		2								2***	
Seychelles	1	1		1									
Singapore	2	2		2									
Lebanon	2	1	1	1									1***
Afganistan	1	1										1	
Romania	2	2		1				1					
<b>Total</b>	<b>179</b>	<b>120</b>	<b>59</b>	<b>80</b>	<b>39</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>20</b>	<b>8</b>

\*Provisional

Source: Foreign Relation Division –

SLBFE

**Table 85: Reported deaths of migrant workers 2016-2020\*-By country and gender**

Country	2016			2017			2018			2019			2020*		
	Male	Female	Total	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	37	16	53
Lebanon	3	11	14	-	2	2	-	4	4	4	7	11	1	1	2
Kuwait	27	22	49	25	40	65	25	25	50	25	28	53	16	24	40
U.A.E.	30	8	38	28	7	35	22	6	28	23	5	28	9	9	18
Jordan	1	2	3	2	6	8	4	5	9	5	4	9	2	2	4
Malaysia	7	-	7	7	1	8	4	-	4	4	1	5	2		2
Maldives	4	-	4	2	-	2	5	-	5	7	-	7	4		4
New Zealand										1	-	1			
Qatar	33	1	34	34	1	35	30	-	30	35	3	38	25	2	27
Oman	4	3	7	2	3	5	4	4	8	3	6	9	5	4	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	11		11
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	-	-	-	2	1	3
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	2		2
Bangladesh	-	-	-	-	-	-	1	-	1	-	1	1			
Timor	-	-	-	-	-	-	-	-	-	1	-	1			
Cambodia	-	-	-	-	-	-	-	-	-	1	-	1			
Seushells													1		1
Singapore													2		2
Afganistan													1		1
<b>Total</b>	<b>210</b>	<b>86</b>	<b>296</b>	<b>189</b>	<b>102</b>	<b>291</b>	<b>174</b>	<b>58</b>	<b>232</b>	<b>166</b>	<b>76</b>	<b>242</b>	<b>120</b>	<b>59</b>	<b>179</b>
Amount paid under the special scheme of funeral expenses	7,503,000			7,560,000			11,760,000			6,720,000			3,420,000		

\*Provisional  
Division -SLBFE

Source : Foreign Relation