



**EXPATRIATE  
HELP DESK**  
ONE STOP SERVICE POINT FOR ASPIRANT MIGRANTS



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to know more



**Manik Pramanik**

Raydoulatur, Kamarkhand  
Sirajganj

“

I faced exploitation by a broker for Malaysia visa fees and passport-related matters, as I had paid him nearly 3 lakh taka (BDT 300,000; i.e. USD 2,550+) and lost everything. I was later informed about the Expatriate Help Desk of the Digital Centre, and from there I completed my passport and police clearance applications. After registering for the Ami Probashi app, I completed online the BMET registration, BMET card download, as well as the Pre-Deportation Orientation (PDO) application and fee payment, PDO enrollment card, and certificate download services without any extra cost. After receiving the visa checking and air ticketing services, I am now eagerly anticipating embarking on my journey abroad. I have saved valuable time, money, and travel (TCV) by getting the services from the expatriate help desk.

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According to data from the Bangladesh government's Bureau of Manpower, Employment, and Training (BMET) and the Bangladesh Association of International Recruiting Agencies (BAIRA), approximately 2 million people like Manik Pramanik seek employment opportunities abroad each year from Bangladesh. As these prospective migrants prepare for their journey, they must collect diverse essential documents and undergo fundamental training.

In the process of completing these activities through both public and private channels, aspirant citizens encounter various challenges, including:

- Lack of access to proper information and services
- Additional expenses in terms of money, time, and travel to obtain services
- Exploitation by brokers and intermediaries, and also,
- Challenges related to the resettlement of returnees (post-migration)
- Managing remittance inflow through legal channels (post-migration)





# EXPATRIATE HELP DESK

a2i has introduced a comprehensive service delivery point named the **'Expatriate Help Desk' (EHD)** embedded within its flagship program, Digital Centres. EHDs are designed to provide exclusive services and information for aspiring expatriates in Bangladesh.

The initiative's goal is to simplify and facilitate the overseas migration process, serving as a one-stop point for all paperworks and services related to pre-immigration, file processing, application services, and information support.



## THE OBJECTIVES OF THE EHDs INCLUDE

Streamlining the process of overseas migration and reducing time, cost, and visits (TCV) associated with service acquisition



Providing services, basic training, and assembling all necessary paperworks from one centralized point



Ensuring remittance inflow through legal channels



Reducing exploitation by brokers and intermediaries

## SERVICE LIST OF EXPATRIATE HELP DESK

### Pre-Emigration Services

<b>01</b> <ul style="list-style-type: none"><li>Birth registration</li><li>National Identity Card (NID) application</li></ul>	<b>02</b> <ul style="list-style-type: none"><li>E-passport application &amp; re-issue</li><li>Police clearance application &amp; fee payment</li></ul>	<b>03</b> <ul style="list-style-type: none"><li>Pre-Departure Orientation (PDO) admission application, fee payment &amp; certificate download</li></ul>	<b>04</b> <ul style="list-style-type: none"><li>BMET registration &amp; BMET card download</li><li>In person registration</li><li>Consultancy service</li></ul>	<b>05</b> <ul style="list-style-type: none"><li>Information &amp; application for skill-based training (TTC, IMT)</li></ul>	<b>06</b> <ul style="list-style-type: none"><li>Visa application &amp; visa verification</li></ul>
<b>07</b> <ul style="list-style-type: none"><li>Air ticketing &amp; hotel booking</li></ul>	<b>08</b> <ul style="list-style-type: none"><li>Bank &amp; MFS account opening</li></ul>	<b>09</b> <ul style="list-style-type: none"><li>Immigration departure card fill up</li></ul>	<b>10</b> <ul style="list-style-type: none"><li>Registration of officially traveling abroad via BOESL</li></ul>	<b>11</b> <ul style="list-style-type: none"><li>Women's housekeeping course registration</li></ul>	<b>12</b> <ul style="list-style-type: none"><li>Application for accommodation at Bangabandhu Wage Earners' Centre</li></ul>

### Post-Emigration Services

<b>01</b> <ul style="list-style-type: none"><li>Remittance withdrawal</li></ul>	<b>02</b> <ul style="list-style-type: none"><li>Wage Earners' Welfare Board member registration</li></ul>	<b>03</b> <ul style="list-style-type: none"><li>Application for returning dead body of deceased worker</li></ul>
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### After-Returning Services

<b>01</b> <ul style="list-style-type: none"><li>Skill development training for expatriate returnee workers</li></ul>	<b>02</b> <ul style="list-style-type: none"><li>Reintegration services for expatriate returnee workers (BRAC, RMMRU, RAISE)</li></ul>
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# IMPACT

Bangladesh boasts a network of 9,500+ Digital Centres. In collaboration with district and upazila administrations and under the vigilant supervision of a2i, EHDs have been strategically established in areas with a significant expatriate population. This setup allows citizens' intending to emigrate to access quality services within their own localities. The Expatriate Help Desk (EHD) plays a pivotal role in bolstering the country's economy by channeling substantial remittances every month, all while saving valuable time, money and travel associated with availing the services, and nourishing their loyalty.

## KEY IMPACTS INCLUDE



Ensured  
safe migration



Remittance inflow  
through legal  
channels



Increased  
income for  
entrepreneurs



Reduced time, cost, and  
visit (TCV) associated  
with service acquisition

## KEY OUTPUT



**1,500** EHDs  
established



**220K+**  
services delivered  
monthly



**52.6M+ USD**  
total remittances withdrawal  
till June 2024



**2021**

Piloting started in  
**3 Digital Centres**  
(Baropara UDC of Cumilla district, East-  
Talshahar UDC of Brahmanbaria district,  
and Roy Daulatpur UDC of Sirajganj district)

Total Connected  
Services

**06**

Total Services  
Delivered

**12k+**

Total Remittance  
withdrawal

**00**

**2022**

Established  
**100 EHDs in 100  
Digital Centres**  
(21 Districts, 88 Upazila)

Total Connected  
Services

**21**

Total Services  
Delivered

**4.30K+**

Total Remittance  
withdrawal

**9.2M USD**

**2023-24**

Established  
**1,500 EHDs in 1,500  
Digital Centres**  
(43 Districts, 396 Upazila)

Total Connected  
Services

**27**

Total Services  
Delivered

**21.12K+**

Total Remittance  
withdrawal

**43.4M USD**





On March 19, 2024, UNDP Goodwill Ambassador HRH Crown Princess Victoria of Sweden visited the Expatriate Help Desk in Koyra, Khulna district. During her visit, she observed its service delivery and exchanged thoughts and insights with beneficiaries.

## EHD ON SDG

The Expatriate Help Desk (EHD) initiative in Bangladesh aligns with several Sustainable Development Goals (SDGs):



## WAY FORWARD

In consonance with the overarching vision of **'Smart Bangladesh 2041'**, an overview of the upcoming initiatives includes:

Establishing and expanding Expatriate Help Desk (EHD) corners in all digital centres across the country, by 2025.

Ensuring seamless service delivery through Expatriate Help Desk (EHD) in collaboration with relevant institutions, with a focus on facilitating legal and secure remittance inflow.



## PARTNERS



**a2i - innovate for all**

ICT Tower, Agargaon, Sher-e-Bangla Nagar, Dhaka, Bangladesh  
88 02 55006931-34 | info@a2i.gov.bd | a2i.gov.bd  
a2iBangladesh | a2ibangladesh | a2i-bd | a2i\_bd | a2iBangladesh

