

## MIGRANT RESOURCE CENTRE

### MRCs ... in a nutshell

- Migrant Resource Centres (MRCs) help people make informed decisions when considering to migrate.
- MRCs provide outgoing, intending and potential migrants with information and counselling on possibilities for safe, legal and orderly migration, as well as rules and regulations, including relevant pre-departure information. This includes information on
  - overseas employment, protection mechanisms, work and living conditions abroad, rights and obligations.
  - national skills development and vocational training programmes as well as access to education abroad.
  - return processes and referral to reintegration support upon return.
- A team of MRC counsellors also raises awareness on the benefits of safe and regular migration and the dangers and consequences of irregular migration, and provides counselling in person, and via phones and on (social) media platforms.
- In 2020, the MRCs furthermore focused on providing information on Covid-19 restrictions and pre-cautions to migrants and returnees
- MRCs do not only provide information to the general public and migrants but also for governmental and nongovernmental stakeholders who are directly or indirectly involved in the facilitation or communication of migration related issues.
- MRCs conduct information sessions at relevant national institutes, such as vocational and technical training schools, universities, colleges and schools as well as with the communities and during conferences and other events.



Information session at Szabist University, Islamabad

Since 2017  
the MRCs have provided



one-to-one counselling to over  
**40,000 people**

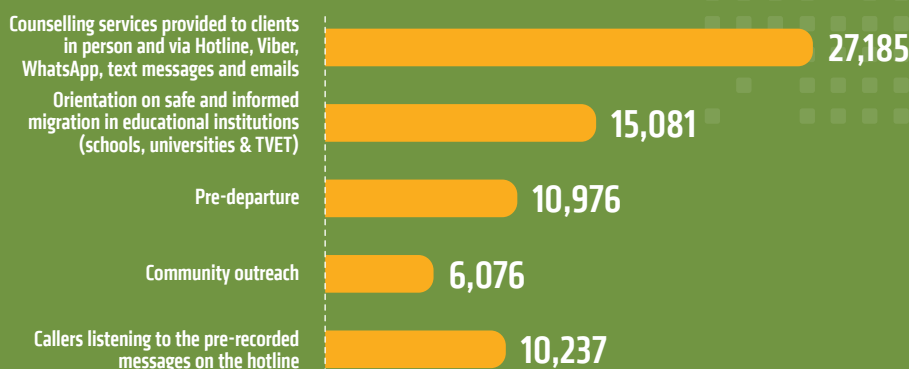


informed over  
**113,000 people**  
through information sessions  
and community engagements

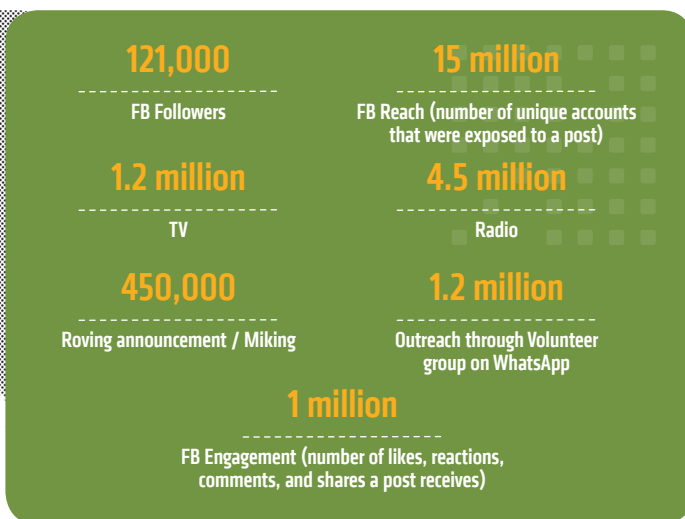
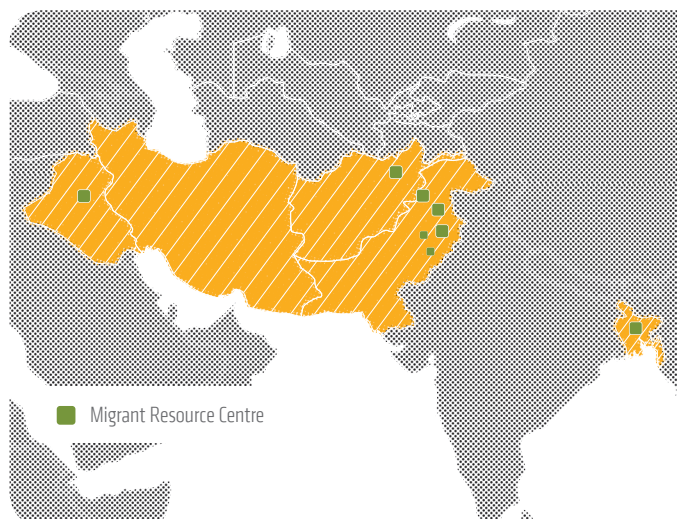


reached out to  
**21 million people**  
through Facebook and other  
(social) media

## 2019/20 STATISTICS



## Activities of the Migrant Resource Centres



## WHERE WE WORK

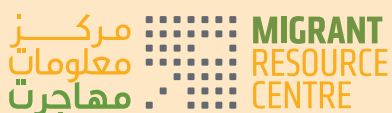
MRCs are located either in the capital or a major city of the Silk Routes countries. There are currently two MRCs in Pakistan, one in Afghanistan, one in Iraq, two in Bangladesh and one in Tajikistan.

## WHO IS RESPONSIBLE FOR AND WHO FUNDS THE MRCs?

The Migrant Resource Centres are established and managed jointly by the responsible government authority and the International Centre for Migration Policy Development (ICMPD). They are funded by the European Union and implemented by ICMPD from August 2017 to July 2021. Migrant Resource Centres should eventually be fully incorporated in the government structures once the project is over. The MRCs are operated by one coordinator and a minimum of two counsellors.

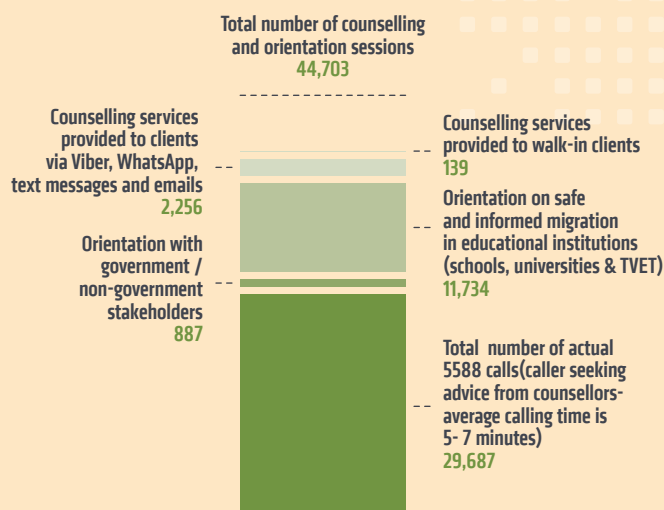
Other countries such as Austria, Bulgaria, Germany, Norway and Switzerland also fund the MRCs.

## AFGHANISTAN



Since its official launch in July 2018, the Migrant

Resource Centre in Kabul, Afghanistan, has established itself as an increasingly well-known and trusted resource for information on migration-related topics. Among its main features are a toll-free number 5588 serving several thousand clients each month; it is operational since early 2019. Furthermore, the MRC staff conducts outreach activities in schools, universities and training institutions, and reach out increasingly via social media. Below are a few key figures showing the impact of their outreach figures.





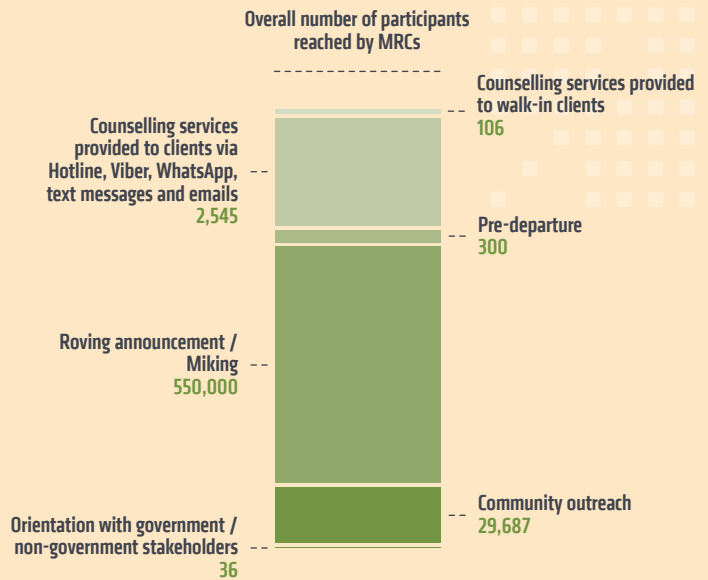
Afghanistan's Minister for Refugees and Repatriation Sayed Hussain Alemi Balkhi and ICMPD's Director General Michael Spindelegger officially inaugurated the Migrant Resource Centre in Kabul, Afghanistan, in July 2018.

## (Social) Media Outreach in Afghanistan



## MRCs IN BANGLADESH

**অভিবাসী তথ্য কেন্দ্র** **MIGRANT RESOURCE CENTRE** ICMPD, together with the Ministry of Expatriates Welfare and Overseas Employment (MEWOE), established Migrant Resource Centres (MRC) in Dhaka and Kumilla in February 2020. They are closely integrated with Bangladesh's Bureau of Manpower, Education, Training and the District Manpower and Employment Office. The MRCs are providing a wide range of services and have reached a number of people through various channels:



**30,000**

FB Followers

**1.2 million**

FB Engagement (number of likes, reactions, comments, and shares a post receives)

**5.1 million**

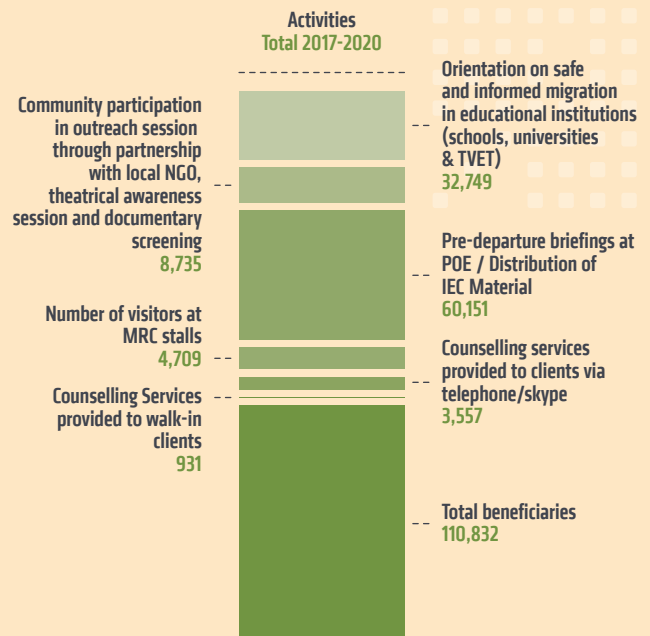
FB Reach (number of unique accounts that were exposed to a post)

**1.5 million**

Radio

## WHERE IT ALL STARTED: MRCs IN PAKISTAN AND WHAT THEY HAVE ACHIEVED

**مائیکرنٹ ریسورس سنٹر** **MIGRANT RESOURCE CENTRE** The Ministry of Overseas Pakistanis and Human Resource Development (MO-PHRD), Labour Department Punjab and the International Centre for Migration Policy Development (ICMPD) operate two Migrant Resource Centres (MRC) in Islamabad and Lahore. Within four years of their existence, the MRCs have served over 300,000 outgoing and potential migrants through community outreach, pre-departure training and personal counselling. More outreach is needed at district level and the extension of the MRC in Pakistan network is ongoing.



## MRC (Social) Media in Pakistan

61,100

Total number of social media followers

8.7 million

Reach (number of unique accounts that were exposed to a post)

346,000

Engagement (number of likes, reactions, comments, and shares a post receives)

16,000

Outreach through volunteer group



## UNDER DEVELOPMENT: MRC IRAQ

مركز موارد  
العمل وهجرة  
العمالة



MIGRANT  
RESOURCE  
CENTRE

The first Migrant Resource Centre (MRC) was established in Baghdad with the Ministry of Labour and Social Affairs in

February 2020. The Centre focused on awareness raising on migration and Covid-19 precautions mainly via social media in 2020. With limited outreach feasible during 2020, the MRC will be officially inaugurated on December 2020 and launch a comprehensive media and community outreach campaign in 2021.

## The MRC

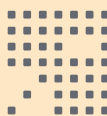
has over  
**20,000 followers**

reached to over  
**2.2 million people**  
on Facebook

has counselled  
**180 clients**  
online

## COMING UP: MRC IN TAJIKISTAN

МАРКАЗИ  
ЗАХИРАВШИ  
МУҲОҶИРОН



MIGRANT  
RESOURCE  
CENTRE

Upon request from the Ministry of Labour, Migration and Employment of Population of the Republic of Tajikistan

and the funding available from the European Union, ICMPD is currently establishing one Migrant Resource Centre (MRC) in Dushanbe. The MRC is closely working with the existing structures of the Ministry of Labour and the Migration Service of the Republic of Tajikistan. The MRC will capacitate the officials working at existing government structures in the area of pre-departure orientation as well as facilitate developing and expanding outreach and community education programmes. It will promote safe, orderly and regular migration and strengthen the pre-departure information and briefings with a special focus on diversification of migration flows.

## FIND OUT MORE:

ICMPD  
[mrc@icmpd.org](mailto:mrc@icmpd.org)  
[www.budapestprocess.org](http://www.budapestprocess.org)  
[www.mrc.afghanistan.af](http://www.mrc.afghanistan.af)  
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