



Assessment of the implementation status of the Domestic Workers Protection and Welfare Policy and way forward

Bangladesh Institute of Labour Studies-BILS
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ABBREVIATIONS AND ACRONYMS

ASK	Ain O Salish Kendra
BDT	Bangladeshi Taka
BEF	Bangladesh Employers' Federation
BILS	Bangladesh Institute of Labour Studies
BLAST	Bangladesh Legal Aid Services Trust
BMET	Bureau of Manpower, Employment and Training
BNWLA	Bangladesh National Women Lawyers' Association
CDW	Child Domestic Worker
CIP	Commercially Important Person
CRC	Convention on the Rights of the Child
CSOs	Civil Society Organizations
DONGOs	Domestic Non-Governmental Organizations
DWPWP	Domestic Workers Protection and Welfare Policy
DWRN	Domestic Workers Rights Network
DWWF	Domestic Workers' Welfare Fund
DW	Domestic Work
DWs	Domestic Workers
FGD	Focus Group Discussions
GDP	Gross Domestic Product
GoB	Government of Bangladesh
ILO	International Labour Organization
INGOs	International Non-Governmental Organizations
KIIs	Key Informant Interviews
LDC	Least Developed Country
MoLE	Ministry of Labour and Employment
MoLGRD	Local Government and Rural Development
NM	Nari Maitree
NDWWU	National Domestic Women Workers Union
NGOs	Non-governmental Organizations
OGSB	Obstetrical and Gynecological Society of Bangladesh
RMG	Ready-made garment
STC	Save the Children
TCC	Tripartite Consultation Committee
TOR	Terms of Reference
TTC	Technical Training Center
TUK	Trade Union Kendra
UNICEF	United Nations International Children's Emergency Fund
VGF	Vulnerable Group Feeding
WEWF	Wage Earners Welfare Fund

Table of Contents

ABBREVIATIONS AND ACRONYMS.....	III
EXECUTIVE SUMMARY	VI
CHAPTER 1 INTRODUCTION	1
BACKGROUND.....	1
RATIONALES OF THE STUDY	2
RESEARCH OBJECTIVES	3
CHAPTER 2 LITERATURE REVIEW	4
CONCEPTS OF INFORMAL EMPLOYMENT AND DOMESTIC WORKFORCE	4
DOMESTIC WORKERS IN BANGLADESH:.....	5
DECENT WORK A GOAL:	7
DEFINITION OF POLICY, LAW AND ACT:	7
BACKGROUND OF THE POLICY AS GIVEN IN THE DOMESTIC WORKERS PROTECTION AND WELFARE POLICY, 2015:.....	7
PREAMBLE OF THE DOMESTIC WORKERS PROTECTION AND WELFARE POLICY, 2015:	8
JURISDICTION OF THE POLICY:.....	8
AIMS AND OBJECTIVES OF THE POLICY:.....	8
DEFINITIONS OF THE TERMINOLOGY OF THE POLICY:	8
INSTITUTIONAL FRAMEWORK OF IMPLEMENTATION ACTIVITIES OF THE POLICY:	9
DOMESTIC WORKER PROTECTION AND WELFARE ACTIVITIES OF THE POLICY:.....	9
CHAPTER 3 METHODOLOGY	14
STUDY DESIGN	14
STUDY AREA	14
TARGET RESPONDENTS.....	15
DATA COLLECTION METHOD AND INSTRUMENT	15
<i>Primary data</i>	15
<i>Quantitative (Survey)</i>	15
<i>Qualitative method</i>	16
<i>Field data collection</i>	17
POSITIONING INTERVIEWERS IN THE PROCESS	17
<i>Secondary data review</i>	20
DATA ENTRY, QUALITY CONTROL & DEVELOPING ANALYSIS PLAN.....	20
ETHICAL CONSIDERATIONS.....	21
COVID-19 SAFETY PRECAUTION	21
CHAPTER 4 RESULTS.....	22
1. DEMOGRAPHICS	22
2. RECRUITMENT AND TYPE OF WORK.....	24
3. WAGES AND BENEFITS	27
4. HARASSMENT RELATED INFORMATION.....	29
5. AWARENESS ABOUT DOMESTIC WORKERS' PROTECTION AND WELFARE POLICY.....	35
6. PERSONAL INFORMATION OF DWS.....	37
CHAPTER-5 DISCUSSION.....	42
5.1 CHALLENGES AND AREAS OF IMPROVEMENT IN IMPLEMENTATION OF DWPWP, 2015	42
5.1.1 Wage and working hour.....	42
5.1.2 Living Condition and Type of Works	42
5.1.3 Justice and Torture	43
5.1.4 Treatment for Sickness and Maternity Leave.....	43
5.1.5 Situation and Legal Protection	43
5.1.6 Lack of Formal Training.....	44

5.2 INSTITUTIONAL REDRESS MECHANISM	44
<i>Domestic Workers Rights Network:</i>	44
<i>Provisions:</i>	45
5.3 STATUS OF ACCEPTANCE	45
<i>Responsibility of the employers:</i>	45
<i>Responsibility of the government:</i>	45
<i>Responsibility of the domestic workers:</i>	45
5.4 EMPLOYERS' VOICE.....	46
CHAPTER 6: WAY FORWARD.....	48
RECOMMENDATIONS FOR TRADE UNIONS:.....	52
REFERENCES	53
POLICY BRIEF: ASSESSMENT OF THE IMPLEMENTATION STATUS OF THE DOMESTIC WORKERS PROTECTION AND WELFARE POLICY AND WAY FORWARD	55

Executive Summary

Domestic workers (DWs) play an important role in daily life management, DW is predominantly contributed by women and children who are contributing to the specifically reproductive labour of society and the care economy. Their efforts and assistance make life easier for certain segments of society. The growing number of domestic workers over time coincides with the growing demand for domestic assistance. Recently, local and international stakeholders, developing partners, donors and non-governmental organizations (NGOs), the international community, and regional influential organizations have been focusing on the recognition of workers' rights and facilities, benefits, and welfare in the domestic workplace, as well as the recognition of necessary housing equipment, including providing the suitable financial and non-financial rewards. Bearing this in mind, the Cabinet of the Government of the People's Republic of Bangladesh approved the Domestic Workers Protection and Welfare Policy (DWPWP) in December 2015, which includes key provisions for worker registration and legal aid. The DWPWP-2015 contains 16 provisions that define the responsibilities of employers, employees, and the government. It caters to the needs of over 2 million people, the majority of whom are women and children. Because of poverty, the majority of those employed as domestic workers in Bangladesh have chosen this profession as a means of subsistence. Even though Bangladesh is a source country for international migrant domestic workers, the DWPWP-2015 excludes them entirely. Domestic workers' earnings are not included in our country's Gross Domestic Product (GDP).

With the advancement of society, it is necessary to update Policy, Law, or Act. Policy updates are determined by the government's objectives and goals. The amendment of any existing law or act, or the enactment of new legislation, is a policy decision made by the government. An existing Law or Act can be amended by inserting, removing, or substituting provisions. Because there is no law or act governing domestic workers, it is up to the government to decide whether to enact new legislation on the subject. If the government decides to enact new domestic worker legislation, the existing Domestic Workers Protection and Welfare Policy 2015, may serve as a guiding force in the legislation's enactment.

Major objectives of the study was to examine the progress, challenges in enforcement, and areas for improvement/reform of the Domestic Workers Protection and Welfare Policy 2015 recognizing the gendered inequalities and norms; identifying effectiveness of the institutional redress mechanisms, communicating the status to the relevant stakeholders, which include employers, domestic workers, gender inequalities, gender norms, job placement agencies, and other relevant organizations (e.g. trade unions, right groups, CSOs & local domestic worker provider groups); and assess household employers' awareness of the DWPWP. The study applies both qualitative (In-depth interviews, key informant interviews, FGSs, case stories) and quantitative technique (survey of both live-out and live-in DWs) to gather data.

According to the findings of the study, there is no authority to monitor the situation of domestic workers in the protection system. Because the nature of their work requires them to work in the private sphere, away from their families and communities, they remain hidden from public view. Furthermore, because the vast majority of DWs are women, they are always vulnerable to various forms of sexual abuse, which they are reluctant to report due to social stigma. Furthermore, workers in various formal sectors are covered by welfare funds, but there is no

such fund specifically for domestic workers. The absence of a trade union is also a significant impediment to ensuring the welfare of the DWs.

The availability of standard wages for DWs is an important indicator of decent working conditions. Every one of the 287 DWs reported a different monthly wage. The overall minimum monthly salary of a DW worker being BDT 500 and the maximum salary being BDT 20,000. However, 70% of live-out workers earned 7000-9000 BDT per month, while only 30% of live-in workers earned the same. Moreover, 55% of live-in workers earned less than 1000 BDT per month, the lowest wage.



No written agreement between employer and DW respondents

More than half of Live-in DW and three-fourth Live-out DW faced harassment



38.6% live in workers are below 18 or child

No compensation was paid among DWs when injured during work hours



Salary of Live-out worker is higher than Live-in workers

Salary was higher when DW do at least 3 chores in household; 4.7% trained and go better salary



Only 14% DW heard about DWPWP-2015 and no employer know about it

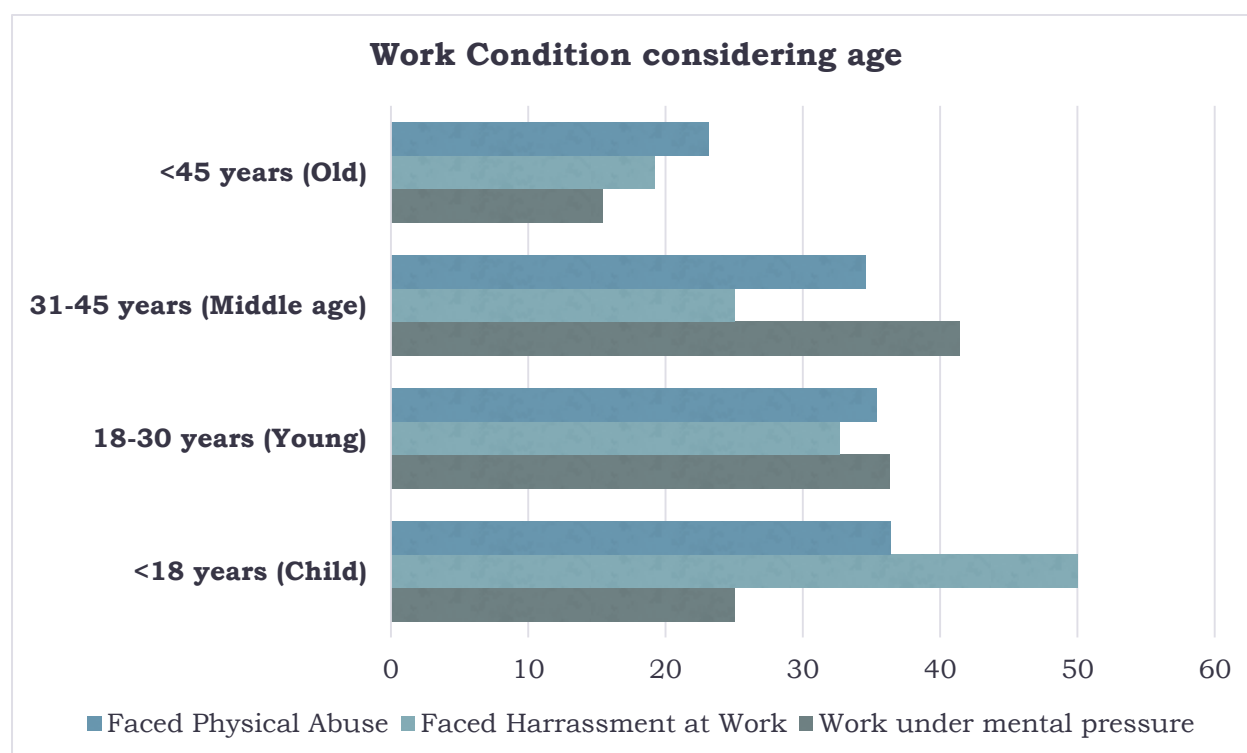
No Paid Maternity leave was seen

However, educational qualification and training have a significant impact on the salary distribution of DWs. More than half of the DWs with low income have no educational background, in reverse DWs who have participated in any training tend to have a higher salary range than those who have not received any training for work purposes. DWs earned more than 9,000 BDT (US\$105) who have received training on various electric equipment or household related stuff. However, according to a 2015 BILS study on domestic workers supported by Oxfam, only 15% earned more than Tk. 5,000 per month (approximately \$59).

Understanding the recruitment pattern is useful in mapping work insufficiencies for domestic workers. Though the Policy recommends that “both sides shall be obliged to abide by the conditions set forth in the appointment letter or contract or understanding or agreement, but it is to be ensured that the conditions set forth are not contrary to laws and policies of the country,” these options are rarely practiced by the employers due to the Policy's non-obligation. According to the study findings, the majority of live-in DWs are recruited by relatives, while the majority of live-out DWs are recruited by other domestic workers. None of them have a written agreement from their employers, and the DWPWP has also left room for an informal recruitment process by recognizing verbal discussions as a recruitment option.

The Policy also proposed establishing the type of employment, the date of employment, the wages, the time of leisure and rest, the type of work, the lodging facility and food availability of the domestic worker, the domestic worker's apparel and physical cleanliness, and the domestic worker's obligations. However, when asked about their vacations at work, slightly more than half of all respondents said they enjoy vacation from their employers, but very few claimed to enjoy yearly 90 days of leave. When asked why they chose this profession, one-fourth of the respondents stated that it is their only source of income because they lack the necessary education to obtain a formal job. When asked why they wanted to change professions, the majority of DWs (30.7%) said it was because of the low pay.

DWPWP-2015 Mentions that on no account the domestic worker shall be subjected to unbecoming behavior or physical torture or mental oppression; if any domestic worker is subjected to any type of physical or mental oppression by the employer, necessary step is to be taken under the existing law of the country. However, 31.58% live-in DWs and 36.42% live-out DWs were forced to work under extra health/mental pressure 41.23% Live-in workers reported they were verbally abused. In contrast, nearly 24.86 % of the live-out DWs reported experiencing verbal abuses DWs earned more than 7,000 BDT/month faced less harassment at workplace. About 52% of live-in DWs reported that they were slapped for any fault in a regular manner, 75% live-out DWs reported that they were kicked and buffeting for any of their fault. Victims of sexual harassment rarely speak about their experiences. This is reason for which only 6.14% live-in DWs and 0.58% live-out DWs reported being sexually harassed.



Through our research, particularly through qualitative data, we discovered the following policy gaps that should be addressed in any future amendments. The research findings and analysis presented in this paper reveal significant gaps in the implementation of the DWPWP-2015 policy for both live-in and live-out domestic workers in Bangladesh. In terms of gender, because the vast majority of DWs are

women and children, there is a need to address the practical and strategic gender needs of women working in this sector. Major gaps are as follows:

- Failure to recognize contributions of Domestic Work in both labour related laws and estimates of the Gross Domestic Product (GDP)
- No declaration of minimum wages
- Absence of systematic statistics of the domestic workers
- Lack of provision of forming Trade Union or Association
- No clear instruction on basic education and socialization
- Lack of direction about the welfare and rights related issues of Migrant Workers
- Lack of workers' awareness on policy due to poor media coverage and illiteracy
- Lack of immediate response from authority for harassment, torture, and forced labour
- Lack of registration or information in Law Enforcement agencies
- No monitoring cell in action
- Lack of social rights

DWs recommended the following steps to formalize their work during FGDs and IDIs: decent living standards and welfare, proper safety and security. Employers emphasized that legal action, use of a helpline by DWs, and skill development opportunities can improve DWs' situation.

Government officials, NGO representatives, law enforcement agency representatives, donor organization representatives, DW representatives, Domestic Worker Association representatives, and Bangladesh Labour Foundation all made specific recommendations, which are listed below.

Recommendations

a) Enactment of the DWPWP Act and Recognize Contributions of Domestic Works

Non-enforceability of the DWPWP Policy, in contrast to Law or Act, lacks sanction for violation or omission. If the existing policy does not become law the violence and mistreatment against women (VAW) cannot be stopped. Since the policy is not legally binding a new law should be formulated so that the rights of DWs can be protected legally. In that case, Domestic Work should be formally recognized immediately as a profession the government must take immediate action to enact a comprehensive and enforceable law that recognizes domestic work as a formal sector, protects labour rights, ensures minimum wages, safety, security, and welfare of domestic workers, and provides exemplary punishments.; and a dedicated cell/organization under the Ministry of Labour is required to enact the Act.

The Bangladesh Labour Act of 2006 and the National Child Labour Elimination Policy of 2010 classified domestic works as part of the informal sector, which is exempt from all government regulations and monitoring mechanisms. The Domestic Servant Registration Ordinance 1961 is ineffective to labour rights protection. Contributions of Domestic Work in both labour related laws and estimates of the Gross Domestic Product (GDP) are absent. Apart from awareness

building among employers, there should be a good management system to protect the rights of DWs at the local government level.

b) E-database or Statistics of DWs and Registration/Information to Law Enforcement Agencies

The number of domestic workers in the informal sector continues to fall short of accurate data. The ILO, BBS, or Ministry of Labour, as well as other studies, use different parameters and show vastly different numbers of DW in Bangladesh. The policy should specify how relevant organizations (for example, the Bangladesh Bureau of Statistics and relevant NGOs) will be responsible for creating a centralized data set of DWs with the assistance of local administration/law enforcement agencies. An E-database on DWs should be created where all information about their status and employers' details can be found.

This causes issues for both employers and the government. It has been observed that domestic workers sometimes leave their houses without notice, causing a complication for the employer. The government should create a proper E-database, introduce a record register, and issue identification numbers in favor of the person who intends to be a domestic worker.

Data on DWs should be gathered at the union/thana level. This will provide the government with detailed statistics on DWs, their internal and international migration, and their status. To ensure the integrity and accuracy of the data the government should have an effective monitoring and follow-up mechanism in place so that it has the most up-to-date information about DWs. In this case, the government/service provider can learn about the DWs' situation from their friends and neighbors. In the long term, the government should take initiative to collect information regularly about the situation of the DWs in the national survey. The observation committee and monitoring cell can receive assistance from both the national and local governments.

c) Declaration of Minimum Wages and Benefits for DWs and their poor families

There is no minimum wage for the domestic workers. Typically, they are paid less by their employer. There is variation in pay due to the lack of a minimum wage for experienced and inexperienced workers. The government should set the minimum hourly wages for DWs based on the type and nature of the work and both for urban or rural setting. To ensure domestic worker-friendly policies, health insurance policies, minimum wage rights, and digitized money transactions must be implemented.

The government should provide allowances or other benefits to senior and elderly DWs. Moreover, DWs' salaries should be increased, and festival bonuses should be provided. Two to three times a year, DWs should be given a bonus equal to 50% of their salary. DWs should be treated humanely when they are sick. A pregnant woman should be given at least 3-4 months of leave and half of her salary to be paid during and after her pregnancy; some employers recommend paying the full salary. Employers should allow DWs to breastfeed their children during work hours if possible. In this case, a commercial service provider, such as HelloTask or Sheba.xyz, can be used for negotiating in favor of DW. There should be a provision in place that allows them to receive one-time assistance after working as DWs for at

least five years, as they typically do not receive financial assistance after losing their jobs. Additional benefits or penalties from law enforcement may encourage the signing of a written contract.

DWs should be provided with not only formal, educational, and social security benefits, but also area-specific dormitory, ambulance, and hospital services. Domestic workers who do not have the assistance of DWRN-affiliated organizations, NGO and CSOs, or other self-help groups are more vulnerable. The vulnerability of taking any job must be addressed and mitigated through local offices of the Ministry of Social Welfare (MoSW) and social safety net allowances, which can do a lot of good in terms of social protection for DWs and their families. Needy families/people should be chosen as recipients of the government's safety net program.

Even though the government has made primary education mandatory for all citizens, it is not implemented in the case of children from extremely low-income families. The ultra-poor family should have a safety net provided by the local government. During a disaster or crisis period, such as Covid 19, to ensure their financial security/protection, DWs should be paid at least half of their salary by employers so the workers can sustain themselves.

d) Ensuring Basic Education, Socialization and Benefits for Migrant Workers

The policy should clearly state how live-in and child DWs can obtain education and other forms of socialization while under the employer's supervision 24 hours a day, seven days a week. Draw policy lessons from other countries that have not only enacted domestic worker legislation but have also ratified the ILO Domestic Workers Convention 2011. A written contract is required between DW and employers. Moreover, due to lack of instruction of Migrant Workers in the DWPWP 2015 leaving the victims of abuse abroad more vulnerable. That's, why, before a domestic worker or other migrant worker moves to overseas, the existing DWPWP 2015 or proposed Act must include a provision for a legitimate contract.

e) Provision of Forming Union or Association

The government must ensure that DWs do not lose their educational rights, and opportunities for proper education must be created in terms of inequality and standards. Domestic workers do not have a union or an association, despite the fact that garment workers, transportation workers, and other professional bodies do. Formal recognition by labour-related acts or instruction in DWPW policy to form or establish a location-based formal trade union to act as a leverage for domestic workers to settle their rights rather than relying on other rights or activist groups. DWs must be aware of the informal work environment, as well as labour and human rights. They can easily track their earnings and extent if they are involved with any organization.

As long terms steps, DW trade unions should be allowed and supported by the legal regime so that DWs can work for their rights and articulate their demands and interests to act against violence. Local leaders' interests dominate the trade union. As a result, it should be effective if steps to ensure the rights of DWs can be taken at the Upazila level. Trade unions and recruitment agencies can reach an agreement in which the DW's rights, such as fair wages, decent working conditions, and other benefits, are outlined.

f) Response to Victims of Tortured and Forced Labour and Strong Monitoring

Domestic work is confined within the private sphere that is not accessible to the public, the concerns and sufferings of domestic workers go unnoticed. If the victim is located outside of Dhaka, immediate assistance from legal aid, NGOs, and labour unions are not possible. Moreover, DWs regularly face problems such as low wages, monthly wages received by parents, relatives, and recruiters; long intervals (more than 30 days) in the monthly payment of wage; longer working hours; non-payment of Overtime benefits; lack of daily rest period, etc. The helpline is not operational regularly, and there is no place to file a complaint. Even the worker cannot call a helpline due to illiteracy and employer restrictions.

In that case, proactive monitoring and surprising visits are required by either mobile court Magistrate or relevant government official in the houses/flats, dormitories, and other places to assess the living standards of DW. To make mandatory submission of worker's data, mode of employment by the employers to nearest police stations. Effective collaboration between different right groups and trade bodies with Bangladesh Labour Court is required to regulate employment issues e.g. regular wages and leaves; accountability in time-bound grievance redress mechanism.

There should be a complaint center for DWs so that they can take immediate steps against any incidents of harassment or violations. Female police should be recruited to work directly with DW victims. Special care should be taken to ensure the safety of female DWs aged 12 to 14. NGOs must work more closely with the government to protect the rights of DWs. Employers who torture their employees should face legal consequences. That's why, Dhaka North and South City Corporations should establish an effective Monitoring Cell, with the participation of trade unions and NGOs working to protect the rights of domestic workers

As long-term measures, to reduce the incidence of DW harassment, a one-stop center should be established at each ward/union level. Different organizations must come forward and collaborate under the same roof, sharing available data to help build trust and ensure that activities run smoothly. Strict policies must be implemented, and domestic workers must be treated with dignity. In this case, organizations such as Sheba XYZ can serve as role models. Sheba XYZ makes certain that its employees receive their pay on time.

g) Awareness of Both Domestic Workers and Employers

According to the ILO's 189, indicators for decent work in Bangladesh include a lack of a decent work environment, gender discrimination, and a lack of social security. Furthermore, no one is aware of the indicators. There must be provisions for DWs' freedom of expression and attainment of the minimum wage. Moreover, maximum domestic workers and employers were unaware of the DWPWP-2015 policy, indicating a clear lack of promotion for this policy. The extensive effort to disseminate the provisions and role of stakeholders (government, NGO, association) must be undertaken by the Ministry of Labour; extensive mass communication can include publicity through social media e.g. Facebook, Twitter, Instagram, WhatsApp, BiP, etc., TVC, RDC, and positive word of mouth communication both in rural and urban areas. Both DWs and employers should be made aware of the situation through various awareness and courtyard meetings. DWs should be trained and made aware of how to use helpline numbers. Motivation should be provided to DWs to use the helpline numbers, as many of them do not know them.

Even if they do, they are afraid to call this number for assistance. Attention should be paid to preventing the helpline from being abused.

h) Training and Skills Development

DWs need formal training to increase their skill and bargaining power in their workplace. For example, if they would be trained to operate electronic machines available in the market as well as in their employers' houses their work would have been much easier and faster, and efficient. It would also help them not be misbehaved with as much. Moreover, they could get more respect and values in their workplace if they had the skill of this type. Furthermore, participants emphasized the need of receiving training on mental skills and behavior since they lack any formal education in most cases. Participants demanded that they need training on all aspects of the household chores.

As long-term measures, the Government has the most vital role to play in enhancing the skill of DWs. Different NGOs can also help. Employers, along with Govt. and NGOs, can work as well in this regard. The government should open domestic workers development institutions like the Department of Youth Development, which can play a vital role to develop domestic workers as qualified human resources. Impact-oriented organizations can come forward to facilitate training. They should be given training or opportunities to build their capacity in areas such as personal hygiene, equipment use, and soft skills.

Future Scope of Evidence-based Advocacy

Additional research should be conducted on s) Need assessment of DW in the post-COVID-19 situation; b) Overall contributions of domestic works to GDP; and c) status of all DWs across the country in accordance with national and international labour policy and laws.

Recommendations for trade unions:

Domestic workers can benefit greatly from the support of trade unions. DWs need to get aware of informal workplace and labour and human rights. If they can involve with any organization, then they can easily track their earnings and their extent. Trade unions in Bangladesh are represented in the National Tripartite Consultative Council, which they could use to advocate for increased social protection spending. Global trade union federations can play an important role in putting pressure on the Government of Bangladesh to ratify key international legal instruments, such as Conventions 189 and 102, by collaborating with international institutions such as the ILO.

The trade union of DWs should be allowed and supported by the legal regime, thus DWs themselves can work their rights and articulate their demands and interest to act against violence. The trade union is dominated by the interest of local leaders. Therefore, it should be effective if steps can be taken at the Upazila level to ensure the rights of DWs. There can be an agreement between trade unions and recruitment agencies, where the DW's rights like fair wages, decent work conditions, and other benefits should be mentioned.

When the Domestic Worker Protection and Welfare Policy 2015 went into effect, it was praised for its clear direction in recognizing domestic work as formal labour and ensuring DWs' rights. It requires, among other things, salary payment within the first seven days of the month, one-month advance notice before redundancy, resting time, registration of DWs, days off, other leaves, and assistance with healthcare costs. However, the concept of having contracts between employers and

DWs is far from reality, and serious issues remain unaddressed. The research findings and analysis presented in this paper reveal significant gaps in the implementation of the DWPWP-2015 policy for both live-in and live-out DWs workers in Bangladesh that should be addressed by the Ministry of Labour and Employment in any of the future amendments. In terms of gender, because the vast majority of DWs are women and children, there is a need to address the practical and strategic gender needs of women working in this sector. .

Chapter 1

Introduction

Background

Domestic labour shortages are a long-standing issue in Bangladesh that requires attention from the government, private sector, and civil society. Even though the Government of Bangladesh (GoB) adopted the Domestic Workers Protection and Welfare Policy (DWPWP) in 2015, domestic workers continue to fall outside the scope of the Labour Act 2013 (MoLE 2015). Furthermore, Bangladesh has yet to ratify the International Labour Organization's (ILO) Convention 189 on Decent Work for Domestic Workers and implement Recommendation 201 on Decent Work for Domestic Workers (ILO 2011). To add, there is little evidence-based research to measure the decent work deficit in domestic work in Bangladesh (ASK and STC 2010, Ashraf 2016). Domestic servitude recruitment of poor women and girls has emerged as a complex reality, perpetuated by a recruitment culture facilitated by parents, relatives, neighbors, and peer domestic workers (Adam-Badr 2010; Chodhuary 2013; Khan 2000; Khair 2004). Private sector entities and NGOs have only recently entered the trade of recruiting DWs in Bangladesh, but there has been little empirical research on how such business entities operate and whether they can promote decent working conditions for DWs.

Bangladesh has a labour force of 71.18 million people (World Bank Data, 2020). The informal sector, particularly domestic work, dominates the job markets in the country. Domestic labour is a very old practice that can be found all over Bangladesh. Most middle- to upper-class families rely heavily on household chores to keep their households running smoothly. Jobs include cooking, serving food, laundry, and ironing, purchasing food, washing dishes and mopping the floor, cleaning and maintaining furniture, caring for children and elderly family members, and so forth. The country's demand for domestic workers has continued to rise for a variety of reasons, including the rise of women in the workforce, the intensity of work, and the lack of strong social norms for balancing work and family life. Furthermore, because of the alarming increase in new poverty caused by Covid-19, many women and children would be forced to engage in domestic work. In one year, the economic shock caused by the pandemic has pushed 24.5 million people, or 14.75 percent of the country's population, into poverty. Domestic work, on the other hand, is undervalued and poorly regulated, revealing a lack of suitable working conditions that is particularly prevalent in the informal economy. Domestic workers have enabled many workers, particularly women in households, to participate in and advance in the traditional, productive economy, resulting in greater prosperity.

However, they frequently lack the necessary rights and protections to ensure that they work in decent conditions. Thus, unless we understand the demand and supply chain of domestic workers, we will be unable to determine the connections between the sector and its workers in terms of rural and urban connectivity (BILS, 2015). It is a source of shame that informal sector workplaces are frequently subjected to various forms of abuse and lack state recognition as workers. According to the ILO, approximately 100 million people worldwide work in households; about 83 per cent of them are women or girls and many are migrant workers. The ILO adopted Convention 189, "Decent Work for Domestic Workers," and Recommendation No. 201 in 2011, both of which require countries to take steps to improve the working conditions of domestic workers. In Bangladesh, many of them migrated from rural to urban areas to escape poverty and have adopted occupation as a means of subsistence (BILS, 2015).

There is a need to investigate the extent to which both live-in and live-out domestic workers lack the right to work, the right to be treated fairly at work, social protection, and social dialogue. The ILO defines decent work as having four components: employment opportunities, workplace rights, social protection, and social dialogue (Siddiqui 2004; 2006). Employment opportunities refer to the right to work for people of various ages and gender groups from various geographic areas. Workplace rights refer to the exercise of certain human and labour rights at work. The coping mechanisms against vulnerabilities are referred to as social protection. The term "social dialogue" refers to the process by which employers and employees negotiate their differences.

Rationales of the Study

Domestic work is one of the oldest occupations. There are some socioeconomic and cultural factors that have historically encouraged children and women to seek domestic jobs where there are no clear terms of employment and registration. According to BILS, there are approximately 3 million domestic workers in Bangladesh, although the true figure could be much higher. Even though domestic work accounts for a sizable proportion of global wage employment, it is widely excluded from the scope of labour laws and, consequently, from the legal protection enjoyed by other workers. Bangladesh has a significant number of citizens working in domestic work overseas; international labour standards for domestic workers are thus critical for those who work both at home and abroad.

Currently, very few Asian countries collect data on informal employment and the informal sector. In Bangladesh, for example, the informal sector is estimated to contribute approximately 64% of the gross domestic product (GDP). Because the surveys were not conducted specifically for the purpose of studying the informal sector, the problem was that the informal sector and informal employment were improperly defined (ADB working paper, 2009). Furthermore, child domestic workers (CDWs) are prevalent in Bangladesh. According to baseline surveys (BBS and UNICEF 2006), there are approximately four lacs child domestic workers aged 6-17. However, these CDWs are subject to abuse and other inhumane treatment. According to the Bangladesh Shishu Adhikar Forum (BSAF), 33 CDWs have been subjected to various forms of violence in the last eight months across the country, while 31 CDWs were subjected to violence in 2018. Because there is no proper documentation of child domestic workers in Bangladesh, the percentage could be higher. As an LDC, CDWs are very cheap and virtually unnoticed in Bangladesh. Moreover, in the informal sector, it is always adults who make decisions about the fate of child domestic workers, and children usually live with the employer's family, putting them under the employer's control. These children thus have no opportunity to make their own choices or decisions.

Bangladesh is pursuing a policy as a signatory to the 1999 Geneva Convention (Daily Star, 2015), with three clearly defined responsibilities of employer-worker-government and partners. The policy was created after nine years of hard work to assist more than 2 million people, the majority of whom are women and children (mostly girls) who are employed as domestic workers in Bangladesh. However, due to the lack of legal enforceability, the policy has not been effective in ensuring decent work as well as the safety and security of the domestic workers. Due to the authorities' inefficiency and indifference in monitoring, evaluating, and reinforcing compliance with the domestic workers' policy, evidence-based reforms of the DWPWP are required.

Against this backdrop, this study aims to measure decent work deficits and implementation status of the Domestic Workers Protection and Welfare Policy-2015. There are significant gaps in DWPWP implementation, including key issues such as the right to a minimum wage, allowances, fixed working hours, leave time, bonuses, a weekly day of rest, maternity leave, benefits, and protection from workplace violence and harassment. In developing economies, women in all regions continue to face higher unemployment, vulnerability, working poverty and often more informality of employment than men (ILO, 2016). This study attempted to draw insights from a feminist research that situates women's social conditions in a sexist, "malestream," and patriarchal society to investigate decent work deficits in domestic work. It contends that women's labour-market positions are characterized by their over-representation in low-wage jobs in economic sectors or occupations where women are concentrated. Domestic work is one of the lowest-paying industries in the labour market (Oelz and Rani 2015). This lower status of domestic workers is characterized by a lack of formal skills and educational levels, a high incidence of informality, a lack of collective representation, a lack of individual bargaining power, a lack of income generation opportunities, and vulnerable social status.

Research Objectives

The study's main goal is to assess the progress and implementation status of the Domestic Worker Protection and Welfare Policy-2015 in order to identify gaps and challenges in the policy's implementation in accordance with Labour Law features and indicators of Decent Work.

To achieve the key objectives, some key specific objectives are as follows:

- a) Examining the progress, challenges in enforcement, and areas for improvement/reform of the Domestic Workers Protection and Welfare Policy 2015 recognizing the gendered inequalities and norms surrounding domestic work and the New Normal context during pandemics or social isolations.
- b) Identify the stakeholders and their roles to play in promoting and implementing.
- c) Identifying institutional redressal mechanisms, effectiveness, and challenges to assess how these mechanisms could be modified and/or improved to better address domestic workers' rights.
- d) Communicating the status of policy acceptance to the relevant stakeholders, which include employers, domestic workers, gender inequalities, gender norms, job placement agencies, and other relevant organizations (e.g. trade unions, right groups, CSOs & local domestic worker provider groups).
- e) Assess household employers' awareness of the policy's application and identify the reasons for lack of awareness and compliance.
- f) Developing specific recommendations for proper policy implementation using the Decent Work lens (ILO) and analyzing whether the decent work lens is being followed or if changes are required to better address the situation in Bangladesh.

Chapter 2

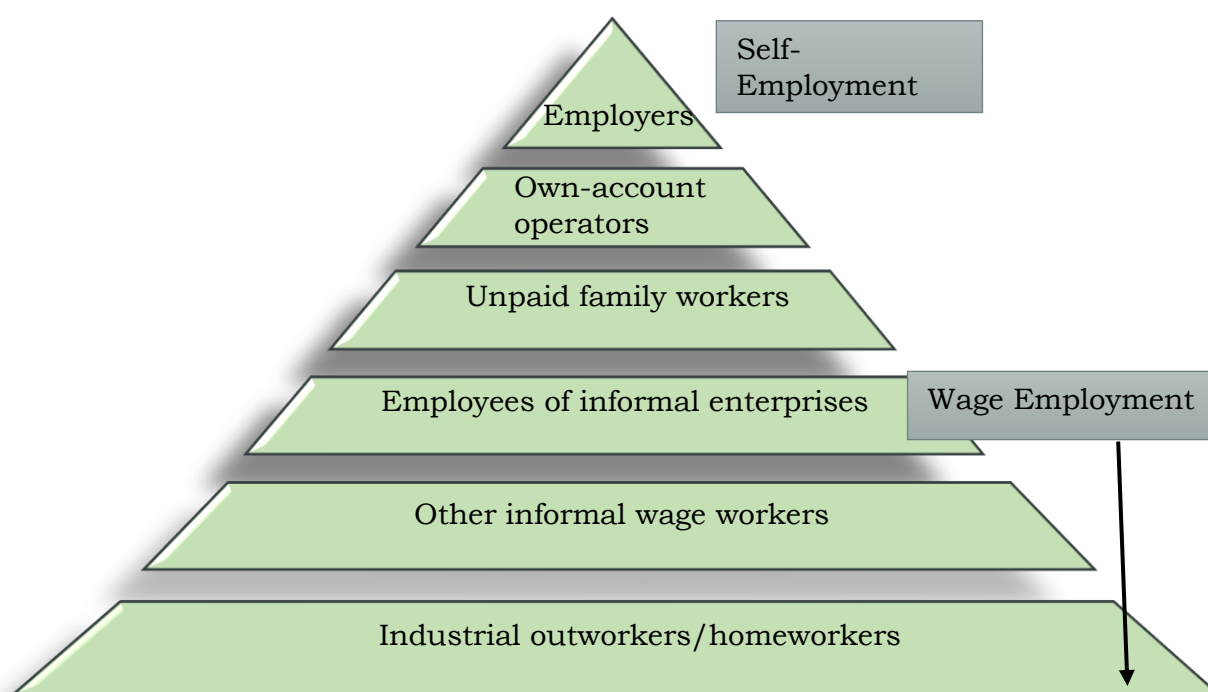
Literature Review

Concepts of Informal Employment and Domestic Workforce

It is critical to first understand the definition of official international standards when studying informal employment. In 1993, the International Conference of Labour Statisticians (ICLS) adopted an international statistical definition of "informal sector" employment and production in small and/or unregistered enterprises. The 17th ICLS, held in 2003, expanded the definition of certain types of informal wage employment to include employment outside of the informal enterprise. According to the 17th ICLS, "employees are considered to have informal jobs if their employment relationship is not subject to labour legislation, income taxation, social protection, or entitlement to certain employment benefits (advance notice of dismissal, severance pay, paid annual or sick leave, and so on)." Because a person can have two or more jobs at the same time, this definition is created at the job level rather than the individual level.

Informal employment is a job-based concept and encompasses that job that generally lacks basic social or legal protection of employment benefits. The informal employment rate is regarded as an important indicator of an economy's employment quality. A domestic worker (household helper or domestic aid) is defined as anyone who works in and around a private residence, either entirely or partially, in any of the following capacities: cook, house servant, bar attendant, footman, chauffeur, groom, gardener, launderer, or watch keeper. It should be noted that, since then, various countries have adopted this definition and defined domestic work in various ways based on national standards (D'Souza, 2010). The International Standard Classification of Occupations (ISCO) states that (a) The term "domestic work" refers to work done in or for a household or households, (b) the term "domestic worker" refers to any person engaged in domestic work as part of an employment relationship, c) A person who performs domestic work only on an occasional or sporadic basis and not on a regular basis is not a domestic worker. In Bangladesh, this includes privately owned houses, mess halls, dormitories, and any other similar location where domestic workers work full-time or part-time.

There are two types of informal employment: informal self-employment and informal wage employment. Employers in informal initiatives are classified as informal self-employment; own account staff in informal initiatives are classified as unpaid family workers; and cooperative members of informal producers are classified as informal producers (Chen, 2006). Informal wage employment includes employees who work in either formal or informal enterprises and do not have formal contracts, labour benefits, or social security (Maligalig, Cuevas and Rosario, 2009).



Source: Chen (2004); Maligalig, Cuevas and Rosario, 2009

Domestic Workers in Bangladesh:

Until 1971, Bangladesh was a part of Pakistan. When Pakistan gained independence from Britain in 1947, the economy of the then-East Pakistan was entirely based on agriculture. During that time, illiterate and unskilled male and female domestic workers were only employed for domestic work. Domestic workers in rural areas were only provided with food and lodging at the time, whereas domestic workers in urban areas were sometimes provided with clothing and a nominal wage in addition to food and lodging. There is a change of scenario at the end of 1980s when the Ready-Made Garments (RMG) industry gradually flourished. According to the researchers, the number of workers in the RMG sector is currently around 4 million, with the majority of them being female. These female workers now have a better standard of living than their predecessor domestic workers, who numbered around 2 million a decade ago.

A large body of literature has focused on the issues of child domestic workers in terms of age and gender structure (CDWs). A 1995-1996 survey of 10,000 participants in Dhaka and Chittagong found that girls aged 9 to 12 made up 90% of domestic workers (Selim 2009: 17). In 2010, a study of 450 CDWs discovered that 93% of them were between the ages of 6 and 12 years (ASK and STC 2010: 34).

According to a recent survey conducted by the ILO in collaboration with the Refugee and Migratory Movements Research Unit (RMMRU), approximately 33% of all domestic workers in Bangladesh are children.

Because live-out domestic workers have the freedom to leave the workplace, they are less likely to be subjected to human rights violations. Between 2001 and 2006, 640 cases of domestic violence and inhumane treatment of domestic workers were reported in Bangladesh, with 305 workers killed, 235 injured, and 77 raped (DWRN 2009: 1). According to the Bangladesh Shishu Adhikar Forum (BSAF), 217 domestic child workers have been victims of abuse at their workplaces in the last four years. 48 were murdered, 53 died in "mysterious circumstances" or by suicide, 33 were raped, and 83 were physically abused. This figure is only a fraction of the total number of abusive incidents that go unreported in the media. A review of five court cases alleging

domestic violence filed in 2005 revealed that, due to extreme poverty, most victims and their families prefer to settle their cases by reaching financial agreements with the accused, thereby avoiding criminal proceedings (DWRN 2009: 2).

A second body of literature focuses on domestic workers' legal status. A closer examination of the 1961 Ordinance reveals that it does not recognize any domestic worker rights, nor does it establish legal obligations or a code of conduct for domestic workers (Adam-Badr 2010: 7). Although domestic workers are required to self-register with the local police station within 15 days of employment, the ordinance only applies to five police stations in Metropolitan Dhaka City, at least theoretically (ASK and STC 2010: 10; BILS 2009: 9). The 1961 Ordinance has been criticized for two major flaws. First, there is only one goal: to protect employers from any crime committed by domestic workers, and there is no recourse for victims of abusive and harsh working conditions for domestic workers (ASK and STC 2010: 54). Second, the ordinance has become largely ineffective because the practice of registering domestic workers is almost non-existent in the country (BILS 2009).

Rights groups claimed that the state's gross negligence in alleviating domestic workers' suffering is reflected in their deliberate exclusion from the Bangladesh Labour Act 2006. (ASK and STC 2010: 53; Islam 2014: 10). Domestic workers are not covered by the 2006 Labour Act, according to Article 1 (4) (o). Domestic workers were classified as informal workers under the Labour Act of 2006 and the National Child Labour Elimination Policy of 2010. As a result, this industry is exempt from all government regulations and monitoring mechanisms.

According to Biswas (2010: 158) and Hossain (2010: 28), Bangladeshi domestic workers are not well organized enough to form a united resistance against exploitation and abuse because they are confined to most private households and have few opportunities to exchange ideas. Furthermore, their educational background is limited, and they understand the significance of collective bargaining for state recognition (BILS 2015: 12). In the absence of a self-help group for domestic workers, a number of trade unionists and women's and human rights NGOs in Bangladesh have devised a two-pronged strategy: to support domestic workers' awareness programs so that they can protest abuse and poor working conditions in the country, and form an advocacy alliance for overall improvement, amendment of labour laws, and adoption of a national policy (Ahmmmed 2011a; BILS 2015: 12).

Hélène and Savita in their study estimated that around 90% of the 10.5 million domestic workforce in Bangladesh is female, with a high prevalence of (girl) child labour. According to BRAC, the majority of domestic workers in Dhaka are from rural areas and are especially vulnerable to exploitation and discrimination because they are new to the city. Even though a domestic worker welfare policy was passed in Bangladesh in 2015, establishing a minimum work age of 14 and several rights, there is still no law that enforces this policy (Smertnik, and Bailur, 2019).

According to Domestic Workers' Rights Network Bangladesh (DWRN)'s Activities and Achievement Report, the number of domestic workers is increasing, and a significant proportion of domestic workers are female, accounting for approximately 78 percent, while male domestic workers account for approximately 22 percent. According to the ILO-UNICEF Baseline Survey 2007, there are 420,000 child domestic workers in Bangladesh, 147,000 of whom work in the Dhaka City Corporation area (DWRN, 2016). In addition to the inhumane treatment and poor working conditions domestic helps are subjected to, their contributions are never calculated in the national GDP (DWRN, 2016). Various trade unions, human rights organizations, professional groups, and civil society members have taken steps to protect domestic workers from

inhumane treatment and other violations. However, all of these are scattered and individual initiatives, and it has been an unavoidable necessity to bring all of these efforts together in order to achieve something worthwhile for these deprived working people (DWRN, 2016).

Decent Work a Goal:

Bangladesh's government has identified 17 indicators as Sustainable Development Goals (SDGs) to be met by 2030. One of the indicators is Decent Work and Economic Growth, which states that the country should "promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all." It is worth noting that the Domestic Workers Protection and Welfare Policy, 2015, enacted by the Government of Bangladesh, recognizes a decent working environment as one of the rights of domestic workers.

The four pillars of the ILO's Decent Work Agenda are (a) job creation, (b) social protection, (c) workplace rights, and (d) social dialogue. According to the ILO, productive employment and decent work are critical components of achieving fair globalization and poverty reduction. According to ILO, decent work entails opportunities for work that are productive and provide a fair wage, security in the workplace and social protection for families, better prospects for personal development and social integration, freedom for people to express their concerns, organize, and participate in decisions that affect their lives, and equality of opportunity and treatment for men and women. The government of Bangladesh developed the Domestic Workers Protection and Welfare Policy, 2015, with the four pillars of the ILO's decent work agenda in mind. Bangladesh is an active member of the ILO, and it places a high value on the implementation of all ILO programs aimed at achieving the SDGs as well as decent working conditions.

Definition of Policy, Law and Act:

Policy, Law, and Act are all distinct from one another. In general, policy is the outline of what a government intends to do and what it can accomplish for society as a whole. What a government does not intend to do is also referred to as policy. It also involves the principles required to achieve the goal. Laws, on the other hand, establish standards, principles, and procedures that must be followed for justice to prevail in society. A law is framed to bring justice to society, whereas a policy is framed to achieve specific goals. An Act, Ordinance, Order, Rule, Regulation, By-Law, Notification, or other legal instrument, as well as any custom or usage with legal force, is considered law. Although an Act is a law, not all laws are Acts. Acts, once passed, are legally binding on individuals or governments, whereas policy does not bind governments to achieve objectives or goals.

Background of the policy as given in the Domestic Workers Protection and Welfare Policy, 2015:

Domestic workers are employed in a variety of settings in Bangladesh, ranging from rural growing families to gradually expanding urban life, including family residences, mess halls, and, in some cases, dormitories. However, given the needs and greater financial benefits of those living in the city, including the capital Dhaka, and in connection with the rapid development of industry and commerce, poor families in marginal areas, primarily women domestic workers, a significant proportion of whom are juveniles or children from rural areas, tend to engage in domestic work in these cities. Though the trend of children being employed as domestic workers has declined overall because of education stipends and government programs for unpaid women education, the trend of children coming to cities from poverty-pocket special areas to be employed in domestic work persists. Given the country's socioeconomic context,

the government is committed to developing a legal framework for domestic workers in stages. In this context, this policy will be regarded as a watershed moment in the process of enacting a comprehensive law to protect and benefit many people engaged in domestic work.

Preamble of the Domestic Workers Protection and Welfare Policy, 2015:

Since independence, cultivators, workers and people of the country have been struggling to establish the dignity and rights of working people. The country's toiling masses ensured the realization of their ideals by enshrining the rights and dignity of labour and working people in the Constitution of independent and sovereign Bangladesh. According to Article 20 of the Constitution, every working citizen has the right to work- a matter of his rights, duties and dignity and the principle of payment of wages of the worker is "performance according to the ability of the worker and payment of labour according to the work done". According to Article 27, all citizens are equal before the law and have the right to equal legal protection. All forms of forced labour are prohibited under Article 34.

Domestic workers, according to an analysis of the country's current socioeconomic context, play an important role in the country's economy by allowing householders to perform relatively better professional responsibilities without any hindrance. For this reason, the government felt compelled to develop this policy to ensure the safety and well-being of a large number of people employed in domestic work. Furthermore, Bangladesh is making the necessary preparations to ratify the International Labour Organization's Convention on Domestic Work-189. The need for such a policy is undeniable in this context. This policy establishes guidelines for domestic workers' working conditions and safety, a decent working environment, wages and welfare adequate for living with dignity with family, good relations between employers and domestic workers, and resolving any grievances. Simultaneously, this policy will help to move the country forward in terms of ensuring equal rights and fundamental human rights for all citizens, as stated in the Constitution.

Jurisdiction of the policy:

Domestic workers in Bangladesh are employed in domestic work on a full-time or part-time basis in private owned houses, mess halls, dormitories, and so on. This policy applies specifically to domestic workers, employers and family members, organizations and institutes, and persons involved with law enforcement agencies.

Aims and objectives of the policy:

Recognition and dignity of domestic work as labour, for the protection and welfare of all persons engaged in domestic work, ensuring decent work and a safe working environment for domestic workers, and establishing fundamental rights of citizens, including rest-leisure-leave, and to lay the groundwork for updating and preserving information about their permanent address and workplace.

Definitions of the terminology of the policy:

"Domestic Work" includes cooking and related ancillary work, grocery shopping, keeping the house and its premises clean, and other housework that is commonly recognized as household work. Laundry, caring for children, the sick, the elderly, or autistic people living in the house, and other similar tasks are considered domestic work, provided that they do not involve any work related to the employer's business or that generates a profit.

"Domestic Worker" refers to any person who performs domestic work in the employer's home on an oral or written full-time or part-time basis. In this regard, a mess or dormitory is also considered a house.

"Employer" refers to anyone who hires workers for domestic work in his or her own home, mess, or dormitory.

Decent work: Bangladesh is an active supporter and partner of the ILO's decent work program and has to that the applicable portion of the said program relating to domestic work is implemented.

Institutional framework of implementation activities of the policy:

The Ministry of Labour and Employment of the Government of the People's Republic of Bangladesh will coordinate the policy's implementation. In accordance with this policy, the Office of the Deputy Commissioner, the Office of the Zonal Executive Officer or Chief Executive Officer of the City Corporations, the Office of the Cantonment Executive Officer in Cantonment areas, and the Upazila Level Office of the Upazila Nirbahi Officer shall carry out the necessary activities.

The Office of the Mayor of Municipalities and the Office of the Chairman of Union Parishads under the Local Government Division of the Ministry of Local Government, Rural Development, and Cooperatives shall perform their duties in light of this policy, in addition to the preservation of information of domestic workers and for the welfare and protection of domestic workers.

Domestic worker protection and welfare activities of the policy:

The workplace of the domestic workers is expanded throughout urban and rural area of the country. In this diverse range of occupations, and in light of the socioeconomic context, the following considerations must be made in order to ensure decent work and a decent living for domestic workers working in the homes of various types of employers.

Wages Fixation mechanism in the policy:

Wages must be agreed upon by both the employer and the domestic worker. The employer shall ensure the wages of full-time domestic workers in such a way that they are conducive to the domestic worker's living standard with members of his family.

Determination of wages of part-time domestic worker in the policy:

Wages for part-time domestic workers shall be determined through mutual agreement between the employer and the domestic worker based on the nature of the work, its type, and working hours.

Mode of payment of wages in the policy:

The wages for each month must be paid to the domestic worker by the 7th of the following month.

Age of domestic worker in the policy:

In the employment of domestic worker, the provisions of Bangladesh Labour Law, 2006 shall be followed.

Contract of employment of domestic worker in the policy:

1. In the case of a juvenile over the age of 14 but under the age of 18, or a child over the age of 12 for light work, the employment should be made after a thorough discussion with the child's legal guardian. If there is an oral contract, understanding, or agreement, it is preferable to complete the discussion in the presence of a third-party acceptable to both the domestic worker and the employer. The following issues must be specifically addressed during a detailed discussion, contract, understanding, or agreement:

Type of employment, (b) Date of employment, (c) Wages, (d) Time of leisure and recess, (e) Type of work, (f) Lodging and food of the domestic worker, (g) Apparels and physical cleanliness of the domestic worker, and (h) obligations of domestic workers

2. Both parties must abide by the conditions outlined in the appointment letter, contract, understanding, or agreement, but it must be ensured that the conditions outlined are not in conflict with the country's laws and policies.
3. (When a child of 12 years of age is employed in light work, his health and development are not jeopardized, and his education is not disrupted.

Working hours, leave, leisure and amusement in the policy:

Working hours of each worker are to be adjusted in such manner enabling the worker to have sufficient sleep, leisure, amusement, and opportunity of necessary leave. For the sleeping and leisure of the domestic worker, a safe place is to be ensured. The domestic worker can enjoy leave with own pay with the permission of householder or housewife.

Maternity benefit in the policy:

Child-prone domestic workers are entitled to 16 weeks of paid maternity leave, divided into four weeks before and twelve weeks after childbirth, or as the domestic worker sees fit. Moreover, the domestic worker is to be kept away from heavy work during the relevant period, and the householder is to help the domestic worker communicate with the public hospital for nursing of her maternity health.

Training guidelines in the policy:

- a) The concerned ministries/divisions shall take the necessary steps under a special program for the training of domestic workers by sending domestic workers abroad at comparative higher wages and creating new jobs while augmenting the flow of remittances in the country.
- b) The establishment of a domestic worker training institute under the auspices of a private organization or a private entrepreneur for the purpose of creating jobs in the country or abroad is encouraged.

Scope of treatment in the policy:

The sick domestic worker is to be kept away from work, and the employer is to cover the costs of his treatment.

Freedom of practicing religion in the policy:

The domestic worker is to be given freedom to practice his own religion.

Compensation in accident in the policy:

The employer must provide compensation and make appropriate arrangements for the treatment of the domestic worker during employment, depending on the type of accident and loss.

Steps to be followed against torture in the policy:

- a) Under no circumstances shall a domestic worker be subjected to deplorable behavior, physical torture, or mental oppression. In the event of any type of harassment or oppression of a domestic worker, it is the government's responsibility to ensure justice under the country's current laws. In this regard, the ministries of Home Affairs, Labour and Employment, Women and Child Affairs, and Social Welfare must issue clear directives to the relevant law enforcement agencies.
- b) If a domestic worker is subjected to any type of physical or mental oppression, such as immodesty, sexual harassment or sexual oppression, physical torture, or fear by the employer, a member of his family, or guests, the necessary steps must be taken under the country's existing law.
- c) In the event of an incident of domestic worker oppression or harassment, the Ministry of Home Affairs shall issue departmental directives and the Ministry In-Charge shall take the initiative so that the concerned Police Station can take prompt and effective action. Through an inter-ministerial meeting, the Ministry In-Charge for redress to domestic worker oppression can determine the government's action plan.
- d) The government will cover the costs of cases filed by domestic workers alleging sexual harassment and sexual oppression, as well as physical or mental oppression. The guideline issued by the High Court Division of the Bangladesh Supreme Court shall be applicable for the prevention of sexual harassment or sexual oppression.
- e) The domestic worker is not permitted to use physical or mental oppression or to behave agonizingly with the members of his employer's family, particularly children, the sick, the elderly, or any other member. In the event of such an incident, the employer has the option of terminating his employment and taking legal action against him.
- f) If a full-time domestic worker is hired, the employer can notify the appropriate police station and provide a photograph of the employee.
- g) Regardless of the policy, there shall be no impediment or prohibition in the filing of criminal cases in the case of domestic worker oppression.

Medical checkup of the domestic worker in the policy:

The employer can make appointment of domestic worker after getting him examined by registered physician.

Scope of the receipt of the benefit of labour welfare foundation fund in the policy:

The government shall take initiative for ensuring receipt of appropriate benefit for the domestic worker from labour welfare foundation fund set-up under Bangladesh Labour Welfare Foundation Act, 2006.

Duty in case of leaving home or leaving job without being informed in the policy:

If a domestic worker leaves home or quits his or her job without informing the employer, the employer must immediately notify the local police station and take the necessary steps to create a General Diary (GD). If a domestic worker takes money or goods with him when he leaves without being informed, the employer has recourse to the country's existing law.

Provision for establishment of monitoring cell in the policy:

To ensure that this policy is properly implemented, a central monitoring cell will be established under the Ministry of Labour and Employment. Aside from that, in the case of City Corporation, there shall be a monitoring cell chaired by the Zonal Executive Officer or Chief Executive Officer, and in all Districts and Upazilas of the country, there shall be a monitoring cell chaired by the Deputy Commissioner and Upazila Nirbahi Officer (UNO), respectively.

Provision of Inspection program in the policy:

- (a) (a) To ensure proper implementation of this policy and to take immediate action by inspection in the light of policy to be taken or to inform the concerned authority, a sufficient number of inspection teams to be formed with the Mayor of City Corporation or Municipality or Chairman of Union Parishad, local elite, and government representatives working under the local government. Representatives of Human Rights and Development Organizations and Trade Unions may be included in the inspection team.
- (b) (b) If the inspection team receives information about any inhumane behavior toward domestic workers, it shall inform the monitoring cell or Deputy Commissioner or UNO or Law Enforcement Agency about the action taken following the instantaneous physical inspection through an inspection report. Furthermore, through random sampling, the real condition of the domestic worker shall be physically inspected from time to time. However, during the inspection, care must be taken to ensure that the employer's personal or family privacy is not violated.
- (c) The aspect of policy observance by the employer is to be kept under full-time supervision of the inspection team and, if necessary, overall legal assistance. If the inspection team believes it is appropriate, it can take the initiative to resolve the problem through arbitration.

Responsibilities of the government in the policy:

- (a) The government shall take necessary step to utilize print and electronic media for publicity of the Domestic Worker Protection and Welfare Policy 2015.
- (b) In this respect The Ministry of Information shall provide necessary assistance. Publicity can be made through FM Radio, Mobile Message, Posturing, Leaflet, Booklet etc.
- (c) The government shall take initiative to introduce helpline system for the assistance of the domestic worker.
- (d) The government shall take the necessary steps to carry out an awakening program in preparation for the implementation of this policy and to raise awareness about the rights of domestic workers.
- (e) For a change of mindset, a variety of meetings, seminars, and workshops may be organized for domestic workers and employers.

Responsibilities and obligation of the employer in the policy:

- (a) The employer must treat the domestic worker with dignity. Domestic workers must not be subjected to any form of immodest behavior, physical torture, or mental oppression under any circumstances.
- (b) Every employer shall follow the guidelines outlined in the policy in relation to domestic workers employed in his home and shall provide the domestic worker with the rights and benefits outlined in the policy. The employer shall ensure fundamental rights and human rights of the domestic worker acknowledged by Universal Declaration of Human Rights by the United Nations.
- (c) With his consent, the employer shall take the initiative to deposit the wages of a guardian-less juvenile domestic worker in a bank to encourage the domestic worker to save and to ensure the security of his money.

- (d) If a domestic worker is involved in any type of offence, action may be taken against him under existing law, but employer shall not inflict any punishment.
- (e) The employer shall arrange for the necessary training of the domestic worker in the care of children, the elderly, and autistic members of the family.

Responsibilities and obligation of the domestic worker in the policy:

- (a) The domestic worker shall always in lawful matter remain faithful to householder and shall not do any work so as to deviate or deteriorate mutual trust.
- (b) In the absence of the employer or an adult or responsible member of his household, the domestic worker shall be responsible for the care of the house and shall not engage in any type of unbecoming or out of principle work.
- (c) The domestic worker without prior permission of the employer or adult or responsible member of his house shall not without valid reason go out of the house or shall not involve in conversation with any unfamiliar person.
- (d) The domestic worker must care for a child, an elderly person, an autistic person, a sick person, or a member of the employer's family.
- (e) The domestic worker shall not, either negligently or maliciously, cause misuse or loss of his obligation.

Method of lodging of complaint in the policy:

If a domestic worker is subjected to oppression or deprivation by an employer as a result of a violation of this policy or in any other way, they may file a complaint with the designated monitoring cell or concerned department of the government or human rights and labour organizations by phone, mobile phone, bearer, letter, or complaint, or personally through oral or written complaint. Any other complaint received under the scope of this policy must be immediately transmitted to monitoring cell. In the policy, the mode of termination of employment is as follows:

- (a) In normal circumstances, both parties must notify each other at least one month in advance of any removal or termination from employment.
- (b) If the householder terminates the domestic worker immediately, the termination must be accompanied by the payment of 30 days' wages.

Conclusion drawn in the backdrop of formulation of the policy:

This policy ensures the working conditions and security of domestic workers, a decent work environment, the security of wages and welfare, the maintenance of good relations between employer and domestic worker, and the provision of guidelines for mitigation in the event of dissatisfaction. At the same time, this policy will aid in the implementation of the Constitution's equal rights and ensuring the principle of basic fundamental rights for all citizens.

Chapter 3

Methodology

Study design

To achieve the study's objectives, a mixed method approach was used, in which both qualitative and quantitative data from primary and secondary sources were incorporated and analyzed. A cross-sectional survey was conducted in selected areas of the Dhaka Metropolitan Area.

Furthermore, an effort was made to employ a feminist research approach in this research process by focusing on establishing a non-hierarchical relationship between researchers and participants. Furthermore, this study took care to ensure that the findings reflected the perspectives of the participants.

Furthermore, with a focus on the gendered manifestations of power, this research captured the diversity and complexity of DW's experience. Gender norms and hierarchical gender relationships were considered as a context for understanding the data. To comprehend the complexities of the issue, perspectives from relevant actors such as employers, representatives from organizations working for the rights of DWs, and government officials were obtained.

Study area

A cross-sectional survey was implemented in different slums in Dhaka city. From the Dhaka city corporation (North) Mohammadpur, Uttara and Mohakhali were considered as the broader area and from the Dhaka city corporation (South) Malibagh and Hazaribagh were considered as the broader area. The main areas to collect our qualitative and quantitative data were Rayerbazar krishi market slum, Hazaribagh Ganaktuli slum area, Mohammadpur Bihary Camp slum area, Karail, Mohakhali sattala slum, Malibagh railway slum area, Mirpur Vasantek slum area, sutrapur area, and Uttara area (See Figure 1). The areas highlighted in red had a higher number of targeted respondents.

We collected quantitative data from these areas, as well as qualitative data from Rayerbazar, Razarbagh, Bauniyabadh (Mirpur), Badda (North and Middle Badda), and South Razarbagh from domestic workers. The qualitative information was gathered from both domestic workers and employers.

In the Bangladeshi context, because the majority of DWs live in slum areas, these areas were chosen for data collection. We used the stratified random sampling method to reach the respondents, but we used the snowball sampling method for live-out domestic workers because it is too difficult to find live-in DWs. From these areas, we gathered both qualitative and quantitative data.

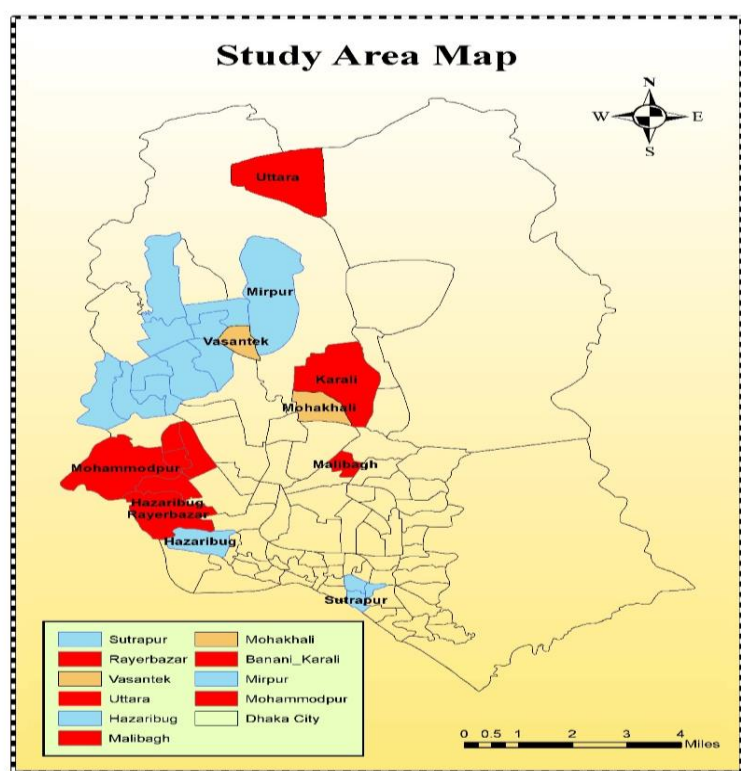


FIGURE I: MAP OF THE STUDY AREAS

various areas varied due to the population of that area.

Target Respondents

In a broad sense, this study was aimed at domestic workers. These workers are broadly divided into two groups: live-in and live-out, and within those sub-groups, there were under 14 and over 14 domestic workers. Gender, age, marital status, household size, education, ethnic identity, religious identity, number of domestic workers employed in current workplace, work type, work experience training, and kin relationship with employer were the general demographics of the respondents.

Aside from domestic workers, this study also targeted employers. Three Focus Group Discussions (FGD) were collected from employers to improve the study's results. Because this was the only way we could consider the employers' point of view, we carefully observed and considered their thoughts and statements. So that we can derive the most useful conclusions from this study.

Data collection method and instrument

Primary and secondary both type data were collected for this study.

Primary data

Primary data was collected from the questionnaire survey, In-Depth-Interviews (IDIs), Focus Group Discussions (FGDs), and Key Informant Interviews (KIIs).

Quantitative (Survey)

The quantitative survey was conducted among two types of domestic workers: live-in and live-out. A domestic worker may work full-time or part-time, be employed by a single household or by multiple employers, live in the employer's household (live-in) or live in his or her own home (live-out). To carry out the survey, a semi-structured questionnaire was created.

i. Sample size

The sample size for this survey is determined using the following simple formula considering the design effect,

$$n_1 = \frac{p * (1 - p) * z^2}{e^2}$$

where,

n= Sample size,

p= 0.5 (proportion of the households whose have characteristic),

z=1.96 (Sample variant considering 95% confidence level),

e= 5% (margin of error).

The calculated sample size is **234** which is rounded up to **287** for adjusting the missing values.

ii. Sampling design

This section has focused on live-in and live-out workers. The larger sample size compensated for the lack of other target groups. The Stratified Random Sampling method was used in this study. In the case of the Live-out workers, we used a random sampling method from an existing list made available by Oxfam's partner organization. In the case of Live-in DW, however, if the targeted respondents were difficult to reach, we used purposive/snowball sampling.

The study area was initially divided into Dhaka north and Dhaka south. The sample size of live in and live out DW was allocated equally in each area (live-in 50 percent and live-out 50 percent). However, in the initial study, the proportion was 70 percent live-out and 30 percent live-in. Following the baseline, we decided to use a nearly identical ratio for the study. But in the end, we set a strict 40 percent -60 percent

(39.7 percent and 40.3 percent) ratio for live-in and live-out workers, respectively, because in the real world, live-in DWs are in a more vulnerable situation than live-out DWs.

We communicated with live-in workers through existing connections of the live-out worker or their friends and families or by building rapport with the caretakers or security guards of residential buildings and were engaged the DW workers who can share their recent live-in working experience to reduce the difficulties of finding live-in domestic workers.

Qualitative method

i. Focus Group Discussion

Three focus group discussions (FGDs) with household employers in the selected two city corporations were held. The primary topic for this FGD was household employers' perspectives on the Domestic Workers Protection and Welfare Policy 2015 and how they can contribute to its implementation. The households in the groups were already employing and directly engaging with domestic workers. Two of the three FGD groups were made up of female participants, while the third was made up of mixed participants (both male and female). FGDs enlisted the participation of seven people to discuss issues that were important to them. We gathered information about their current situation, the reasons for their needs, their constraints, and their opinions. Again, two FGDs were held with DWs from two city corporations. Each FGD had seven participants. These two FGDs were held with only live-out DWs and were facilitated by Nari Moitree that is working to improve awareness of the domestic workers about their rights and addressing grievances. Respondents in these FGDs were divided into two groups: trained and untrained DWs.

ii. Key Informant Interview (KIIs)

A total of 13 KIIs were conducted with personnel from various stakeholders. The following personnel, organization name, and designation are listed:

1. Project Director, Multi- sectoral Program on Violence against Women, Ministry of Women and Children Affairs
2. Chairperson, National Domestic Women Workers Union (NDWWU), 31/F, Topkhana Road, Dhaka- 1000
3. Senior Assistant Secretary Ministry of Labour and Employment (BLF)
4. Programme Officer (TVET & Center of Skills Excellence), Skills- 21 programme ILO Country Officer for Bangladesh
5. Saifuzzaman Mia Quality Assurance officer (SEIP)
6. General Secretary, Bangladesh Trade Union Kendro
7. Program Coordinator, Bangladesh Labour Foundation (BLF)
8. Director, Program Member, Executive Committee, Ain O Salish Kendra (ASK)
9. Md. Shofiul Alam, Sub-Inspector of Bangladesh Police, Mohammadpur Thana
10. Md. Hannan, Sub-Inspector of Bangladesh Police, Badda Thana
11. Chief Executive Officer, Sheba.xyz
12. Rokshana Akther, Project Manager, Innovating Pathways for Employment Inclusion- IPEI Project, Plan International
13. Md. Ferdous Bhuiyan, Coordinator- Informal Economy and Decent Work, B-SkillFul

iii. In-depth-interview (IDIs)

The live-in and live-out workers were subjected to a total of 22 IDIs. The interviews were conducted using a semi-structured guideline/checklist. The methods, number of respondents, and mode of conduct listed below were considered.

TABLE O-1: DATA COLLECTION AT A GLANCE

Data collection methods	Mode	Target respondents	No of interviews
Questionnaire survey	Face- to Face Interview	Domestic workers (Both Live-out and Live-in)	287
FGD	Face-to-Face Interview	Employers of domestic Workers and DW group leaders	5 (35 Participants)
KII	Face-to Face Interview and Online Call	Government & private officials	13
IDI	Face- to Face Interview	Domestic workers	22

Field data collection

Recruitment of the Field Personnel

Experienced field Personnel were recruited for data collection. Personnel with a minimum education level (graduate), maturity, friendliness, and experience in similar work would be appointed locally. To ensure data quality, 8 field personnel were present, including 6 field enumerators (5 female, 1 male) and 2 field supervisors. They were tasked with gathering only quantitative data and conducting the IDIs via face-to-face interviews. FGDs were conducted with the supports from female supervisor and gender expert. Moreover, to conduct the KII a female expert was appointed to gather the data.

Training and Field-testing

In Dhaka, a three-day comprehensive data collection training program with KOBO toolbox was organized for field personnel including enumerators and supervisors. Data collection modules and collection strategies were taught to field personnel. Training sessions were led by members of the core team. The training would prepare field personnel and enumerators by providing them with the necessary knowledge, skills, and a guideline for 'safe and ethical data collection.'

Prior to conducting the actual study, the respective tools were field-tested. These field tests were carried out by a group of data collectors under the supervision of the study team. The tools were field-tested in a similar context, but with different participants who did not participate in the final study. During field testing, the items of each tool, the appropriateness of the used language, ethical issues, and the relevance of the tools to the study were critically checked and marked. The completed tools were delivered to BILS and Oxfam in Bangladesh for approval for use in the field of study. The quantitative data was collected in 10 days, with the remaining 4 days devoted to the qualitative data.

Positioning Interviewers in the Process

The data was gathered by an eight-person team, five of whom were female and the rest were male. Throughout the study, female members were primarily involved in DW interviewing, while male members served as team supervisors and field-coordinators, assisting their coworkers in locating suitable respondents, creating the appropriate environment for data collection, and performing overall team management and coordination within the field team as well as with the main office.

As previously stated, information was gathered during FGDs from DWs and their employers. To conduct these FGDs, a three-person team with extensive experience in social science research and interviews/group discussions was brought in. Two of the three were males who were mostly involved in facilitating discussion due to their previous experience and expertise in this topic, even though the majority of the participants in FGDs were female. However, the sessions were interactive and participatory, though they deserve some reflection due to the gender gap between the moderator and the participants.

The interviewers came from a variety of educational backgrounds and had extensive experience interviewing on sensitive topics such as domestic violence and reproductive health rights. The interviewers were Bengali and between the ages of 25 and 35. Below are some reflections on how interviewers' gender, socioeconomic status, and previous work experience in similar issues had influenced the study and interviewing process.

Gender

Despite not having worked as domestic workers themselves, the interviewers were able to capture the detailed information required for this study due to their sensitivity and understanding of the respondents' experiences. Given the feminized nature of the studied topic, as well as traditional gender norms and practice, women were recruited as interviewers, with the assumption that respondents would open up more freely to women than to men. In FGDs, female participants were found to be a little uneasy in specific issues at the start of some questions due to male moderators. Male members, for example, put in extra effort to build rapport in preparation for asking sensitive questions to female DWs. Despite this, two younger female members (22-28 years old) in one FGD felt embarrassed and covered their heads out of shyness when asked questions about their menstrual experience. However, the other participants, who were all seniors, showed no signs of shyness or embarrassment. Here, age played a role in creating a gap between interviewers and participants.

Furthermore, all the participants in the FGD had previously worked with Nari Moitree on their project on domestic workers. That could be one of the reasons why some FGD participants answered questions about menstruation so easily. Domestic work and day-to-day management of domestic workers are generally regarded as the responsibility of female members of a household. Therefore, there was little risk that participants, who were almost always women, would not be free in discussing this topic with men; however, they were interactive and free after they saw the interviewers having sufficient knowledge of questioning and discussing the issues in detail. Similarly, in a social context where men moderators were not used to dealing with household chores and were not as interested in this topic, they needed to be extra cautious to allow participants to be open with them about the subject. On the other hand, after explaining the purpose of the study and obtaining consent from the respondents to begin the interview, the same gender of the interviewers and respondents aided in the development of a rapport of trust and openness in almost all cases.

Although both male and female interviewers were viewed as empathetic by the respondents, female interviewers appeared to be viewed as having a proper understanding of their (respondents') feelings and experiences due to their gender. In this case, gender appeared to be an important criterion through which the interviewers gained trust, particularly in the case of female interviewers. When one of the respondents commented, "Apa (sister), I would tell you more things if this brother wasn't here," the situation was brought to light. It should be noted here that during

this particular interview, a male member of the research team was present to ensure smoothness of the interview.

The gap in the socio-economic status

Although it was initially assumed that the interviewers' social status, which was equivalent to the respondents' employers, would discourage them (respondents) from sharing their feelings and experiences, this socioeconomic gap appeared to work in favor of the interviewers in gathering information. Considering the interviewers as a medium to reach the group powerful enough to change their lives could be one reason for the respondents' comfort and trust in the interviewers. Furthermore, interviewers' awareness of the socioeconomic status gap with the respondents, as well as their various acts to bridge the gap, worked well for the interviewers to earn trust at the individual level. Some of the common approaches used to close the gap included sitting in the same position rather than in a hierarchical pattern, and using words or language that respondents found understandable.

Furthermore, it should be noted that at the start of most interviews, respondents were hesitant to share their experiences with violence and deprivation at work for fear of the information being shared with their employers, which would exacerbate their sufferings. The interviewers were able to alleviate this fear by employing the various rapport-building techniques mentioned above. When respondents expressed such concerns during the interviews, interviewers repeated the research ethics of confidentiality.

Previous work experience

Although the power relationship in terms of the socioeconomic gap between the interviewers and participants, as well as the respondents' fear of losing confidentiality, acted as a barrier at the start of the interviews in a few cases, the interviewers gradually removed these barriers. Previous work experience with such a vulnerable group aided in the rapport-building process. They made the discussion more interactive to allow for a more natural flow of conversation.

To gain the trust of the participants, the research team repeated the research ethics and made their positions and objectives clear. In some cases, the research team faced opposition from respondents' family members and attempted to apply what they had learned from previous data collection experiences. For example, a male family member of one of the respondents refused to allow the respondents to speak with the interviewer. They were concerned not only about losing their privacy, but they have also been disappointed in the past by people who have come to them with many promises. In that case, the interviewer had to make it clear that their (respondents') participation in the research would not result in any financial benefit. In this particular interview, the interviewer was from the respondent's hometown, and based on the tone and dialect, the interviewer recognized the issue and informed the respondent and her family. After knowing this, the attitude of the family members changed and they let the interviewer talk to the respondent. Furthermore, the interviewer had previous experience dealing with this type of situation, so her previous experience helped her to successfully collect information from the interview this time.

Dealing with the challenge in collecting data on violence: In order to collect information about violence, the research team had to overcome a challenge. There is a widespread belief among all people, including perpetrators, that violence against DWs is a punishable offense. Therefore, the social desirability bias was observed in employer responses to the issue of violence. They all stated that they had never used

violence against their DWs. It should be noted here that at first, they meant "physical violence" when they said "violence." That is, employers had a habit of not classifying mental torture as violence and ignoring it when discussing violence. To overcome this challenge in gathering data on this sensitive issue, the moderators used the strategy of asking participants if they had heard of any violence against DWs in their (participants') neighborhood. In this way, moderators hoped to hear other people's stories, rather than the participants' own, as well as the participants' reactions to the incidents. This strategy worked well, and they (moderators) learned about various incidents against DWs that occurred in the participants' surroundings.

Above all, interviewers' strategy in the interview processes was to allow respondents their own time, space, and vocabulary to gain trust, confidence, and intimacy. Then, this intimate bonding between researchers and participants has made women open their doors to their personal feelings. This process allowed them to talk and share things that they probably would not have shared otherwise. Thus, the silence of the women regarding their situation and feelings as DWs have been challenged through this interview process.

Secondary data review

Document review was used to gather information related to the research topics and listing of all possible sources of existing information based on availability of the source. Identifying the complexity, it finds information gap of the process.

Secondary data compilation format was prepared to record relevant information at higher to local institutes and this elicited two types of secondary data and document.

1. Review of the media coverage regarding domestic workers issues since 2015 to 2020
 - a. Coverage of online and offline newspapers.
 - b. Coverage of social media.
 - c. Coverage of different stakeholders/actors.
2. Review of the following documents
 - a. Review of the protection and welfare policy-2015.
 - b. Recommendations from the existing literature.
 - c. Existing practice and degree under the policy.
 - d. ILO convention 189 and recommendations.
 - e. The Domestic Servants' Registration Ordinance 1961.
 - f. Labour act 2006 [specially Section 1(4)(0)] and latest amendment 2018.

Data entry, quality control & developing analysis plan

After the field work was completed, an experienced data processing team was hired to process and clean the data. The qualitative data was written in Bengali and then translated into English. For scripting and translation, qualified translation staff was used. The scripted and translated qualitative information/dialogs were shared for analysis with experts and BILS. Following computerization, the research team conducted a field test of the tools and contents in a comparable area (not included in the sample area) to ensure consistency and integrity.

The qualitative and quantitative analyses were carried out separately in the analysis section. The methodology section describes the detailed analysis plan. The study's primary unit of analysis was individuals, with results summarized by area. A comparative analysis of the areas was also carried out.

Quantitative data analysis: Quantitative data analysis techniques included univariate and bi-variate analysis. The measurement levels of the variables were considered while analyzing the data. Basic statistical tools to be used for data analysis

are as follows: Frequency analysis, Multiple response analysis, Cross tabulations, and Hypothesis testing (p-value).

Qualitative data analysis: Outline of approaches to qualitative data analysis:

- (1) Documentation of the data and the process of data collection;
- (2) Organization/categorization of the data into concepts;
- (3) Connection of the data to show how one concept may influence another;
- (4) Corroboration/legitimization, by evaluating alternative explanations, disconfirming evidence, and searching for negative cases; and
- (5) Reporting the findings.

Ethical Considerations

Specific guideline to the enumerators was provided during the training on data collections process and also during piloting of data collection enumerators were examined and guided by the supervisor and researchers. More specifically, dealing with the ethical issues first, we showed the questionnaire to the respondents prior to conducting their interviews. We seek their verbal consent due to their general aversion to and negative attitude toward signing any written document. We also invited them to a meeting to discuss the topic, as well as a virtual dissemination workshop in January 2021, to receive their feedback on our study plans and to share the study's findings. We maintained the transparency and accountability of our study's goal, methods, and findings in this manner. We also ensured that In-Depth interviewees' confidentiality and anonymity were protected. We only used the names of those who explicitly gave us permission to do so. We were aware that interviews about past events could result in some recall bias, so we attempted to triangulate all such information with other interviewees' narratives or documentary sources.

Second, for our research, we identified several quality control criteria: authenticity, credibility, representativeness, and meaning. To begin, the authenticity or dependability of a document was determined by determining its author and verifying its consistency and style through comparison with similar documents. The credibility was then maintained by demonstrating that the documents at hand had not been tampered with in any way. We occasionally review the interview transcripts to ensure the authenticity and dependability of the primary documents. When we discovered discrepancies between interview data and archival documents, we prioritized the documentary evidence. Third, the issue of representativeness is more relevant to certain types of documents, such as policy speeches delivered by senior ministers or government officials, which typically reveal government policy.

COVID-19 Safety Precaution

We have developed a clear set of instructions for any face-to-face interaction that is required within the scope of this research, in accordance with WHO guidelines: The use of a facemask during any face-to-face interview, frequent hand sanitization with sanitizers, maintain social distancing (3 feet apart at least), daily checking of body temperature and oxygen saturation before starting any activities, additional safety equipment depending on nature of the interaction including usage of disposable hand gloves, face shield/goggles and protective head cap. During the training session, members of the research team and data enumerators were given detailed instructions on how to carry out the procedures. The necessary safety equipment, including facemask, disposable gloves, sanitizers, face shield, and oxygen meters, were provided by the "Change Initiative," a research platform affiliated with this team.

Chapter 4

Results

1. Demographics

This section describes the demographics of both live-in and live-out domestic workers in Dhaka. A list of indicators has been developed for assessing demographic background, and analysis has been developed based on survey findings and analyzing each of the indicators.

i. Gender

The demographic information indicates that of the total 287 DW respondents, all the DWs respondents were female and no male DWs were found. By employing a snowball sampling criterion, the field researchers surveyed 114 (39.7%) live-in DWs and 173 (60.3%) live-out DWs which consist all the female workers. Such findings support the existing knowledge that domestic work in Bangladesh is primarily a gendered occupation with a high concentration of women.

TABLE 4-1: DISTRIBUTION OF GENDER OF THE INTERVIEWED RESPONDENTS

Gender (%)		DW type (%)	
Female	Male	Live-in	Live-out
100	-	39.7	60.3
N=287		N=114	N=173

ii. Age

The mean age of the respondents was 32 years where minimum age of the respondent was 12 years and maximum were 69 years. However, for live-in workers, the lowest age was 12 years and for live-out the lowest age was 18 years. In both cases, the maximum age of DW was around 70 years. This data represents an interesting thing that Girl Domestic Workers whose age is less than 18 years' work only as live-in worker and also the participation of child domestic workers (38.6%) is the highest among all the live-in workers.

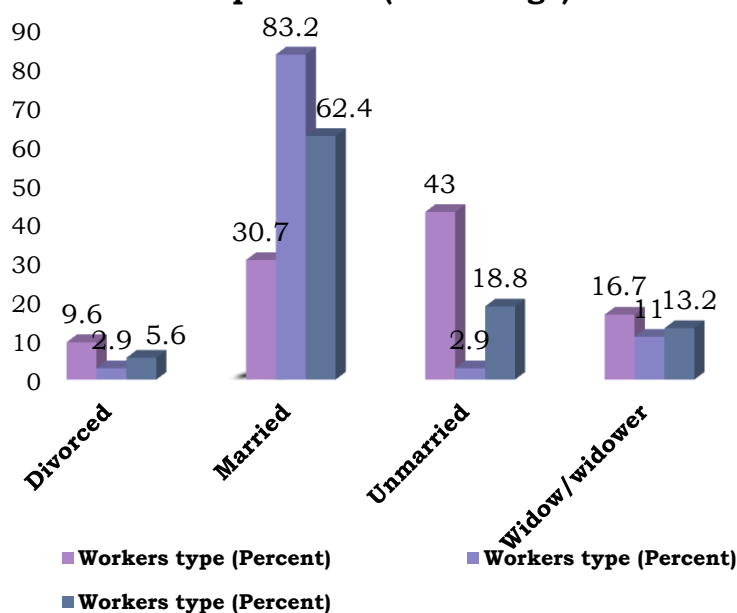
TABLE 4.2 DISTRIBUTION OF AGE AMONG THE DW WORKERS

DW type	Age (Years)			
	Mean	min	max	N
Live-in	29.0	12	68	114
Live-out	34.5	18	69	173
Overall	32.0	12	69	287

iii. Marital status

Results showed that 83.2% of live-out DWs were married which is the highest among all the categories. After that some are widow (11%) and the rest are divorced or unmarried. If we see the live-in DWs, among them 43% were unmarried. After that 30.7% were married, rest were widow and divorced. But in overall, 62.4% DWs were married which represents the highest proportion and only 5.6% were divorced which is the lowest participation.

Figure 4.1 Marital Status of the Respondents (Percentage)



iv. Education

According to the findings, the majority of live-in DWs (39.5 percent) completed their education from grade 1 to grade 5, while 28.1 percent of live-in DWs had never attended school. Similarly, 34.1 percent of live-in workers had never attended school and only 23.3 percent could read and write. Almost 29.3 percent of live-out DWs completed their education from grade 1 to grade 5. In comparison, only 2.6 percent of live-in and 4.6 percent of live-out DWs completed primary school. Only 0.9 percent of live-in

DWs and 1.7 percent of live-out DWs completed secondary or higher secondary education. The overall situation of the DWs indicates that nearly one of three (33.4%) workers completed education from class 1 to 5. But 31.7% have no education and nearly 23.3% could only read or write of all the domestic workers.

TABLE 4.3 RESPONDENT'S EDUCATION LEVEL

Education level	DW type (%)		
	Live-in	Live-out	Total
Class 1 to class 5	39.5	29.3	33.4
Class 5 pass	2.6	4.6	3.8
Class 6 to class 8	6.1	6.4	6.3
Class 9 to class 10	0.9	1.7	1.4
No education	28.1	34.1	31.7
Only can read/ write	22.8	23.7	23.3
	N=114	N=173	N=287

v. Work Experiences

The minimum work experience of the live-in DWs was 0.5 year (6 months) and for live-out DW was 0.6 year (around 7 months). The maximum work experience for the live-in DWs was 30 year and for live-out DWs was 43 years. The average working experience was 7.4 years (± 6.8). Majority of the domestic workers had 1-5 years of working experience.

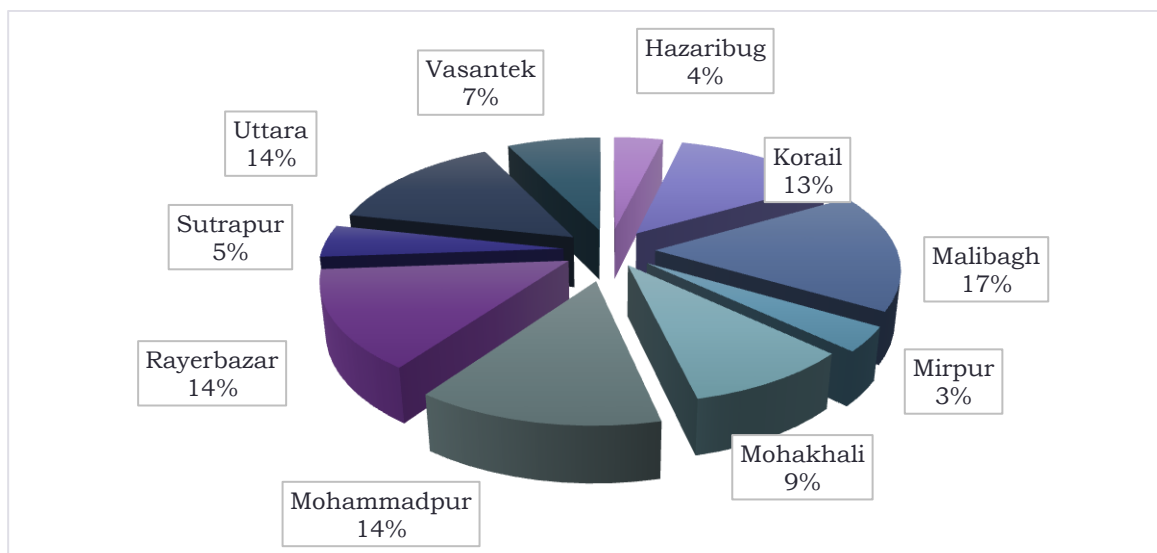
TABLE 4.4 WORKING EXPERIENCE OF THE RESPONDENTS

DWs type	Working experience (Years)			
	Mean \pm SD	Min	Max	N
Live-in	6.0 \pm 5.8	0.5	30	114
Live-out	8.2 \pm 7.2	0.6	43	173
Overall	7.4 \pm 6.8	0.5	43	287

vi. Area specific distribution of respondents

The number of respondents from different metropolitan areas varies, with Malibagh having the highest percentage of participation (16.72 percent of total participants), Uttara having the second highest (14.29 percent), and Rayerbazar, Mohammadpur, and Korail having the third highest participation (13.59 percent, 13.94 percent, and 12.89 percent, respectively).

FIGURE 4.2: AREAS SPECIFIC DISTRIBUTION OF RESPONDENTS



2. Recruitment and Type of Work

i. Recruitment process of the domestic workers

According to the study's findings, the majority of live-out DWs (43.4 percent) were hired by another domestic worker, while the majority of live-in DWs were hired by their relatives (51.3 percent). Overall, the majority of workers were hired through another domestic worker (37.3 percent), relatives (35.7 percent), or the homeowners themselves (17.1 percent). Here the total number of the respondents were 280.

ii. Recruitment Documents/Verification of Documents

Domestic workers are entitled to a work contract. Employers should provide domestic workers with a formal contract letter outlining the job's terms and conditions, according to Bangladesh's Domestic Workers Protection and Welfare Policy 2015. Only 0.7 percent of DWs had formal written contracts with their employers, according to the quantitative findings, while the rest had no such formal contracts. Only 1.2 percent of live-out DWs had formal written contracts with their employers, whereas there were no formal written contracts with their employers for live-in workers. Furthermore, 18.4 percent of live-in DWs and 19.1 percent of DWs had given their employers their National Identify Card (NID). 17.5 percent of live-in and 13.3 percent of live-out DWs also submitted their photos to their employers, despite the fact that it is clearly stated on the DWPWP-2015. The same findings were revealed in the FGDs with the employers, where all of the participants claimed that they never kept NIDs and/or photos from domestic workers. They were not at ease with this.

Figure 4.3 Requirement process (Percent)



Likewise, respondents from IDIs stated that they do not have a contract for their work. One respondent from the Mirpur area stated that she only had a verbal contract. Similarly, another DW from Dhanmondi stated that she had a verbal contract for the duration of her work. Because the employer made no mention of a written contract, she did not consider it necessary to have one.

TABLE 4.5 SUBMITTED DOCUMENTS FOR RECRUITMENT

Indicators	Responses of the respondents	Worker's type (Percent)		
		Live-in	Live-out	Total
Written agreement	Yes	0	1.2	0.7
Submitted NID	Yes	18.4	19.1	18.8
Submitted Photo	Yes	17.5	13.3	15.0
		N=114	N=173	N=287

One of the respondents, Tohura from Uttara, stated that she lacked a written contract. However, she was verbally contracted to work for 9 years in a Doctor's house to get her brother's treatment, and one of them mentioned that they receive 4000-6000 BDT within the first 10 days of the month. However, they have been using a similar salary structure since the beginning. In contrast, two respondents from the Rayer Bazar area stated that they had an hourly agreement with Hello Task. Hello Task determined which tasks should be delegated to them. They earn around 10,000 BDT per month and are usually paid within the first 10 days of the month.

Number of serving activities

A live-in DW worker, according to respondents, served at least one activity and up to thirteen per day. Similarly, a live-out worker served at least one and up to eleven activities per day. Each domestic worker served 5 (SD± 2) activities per day on average.

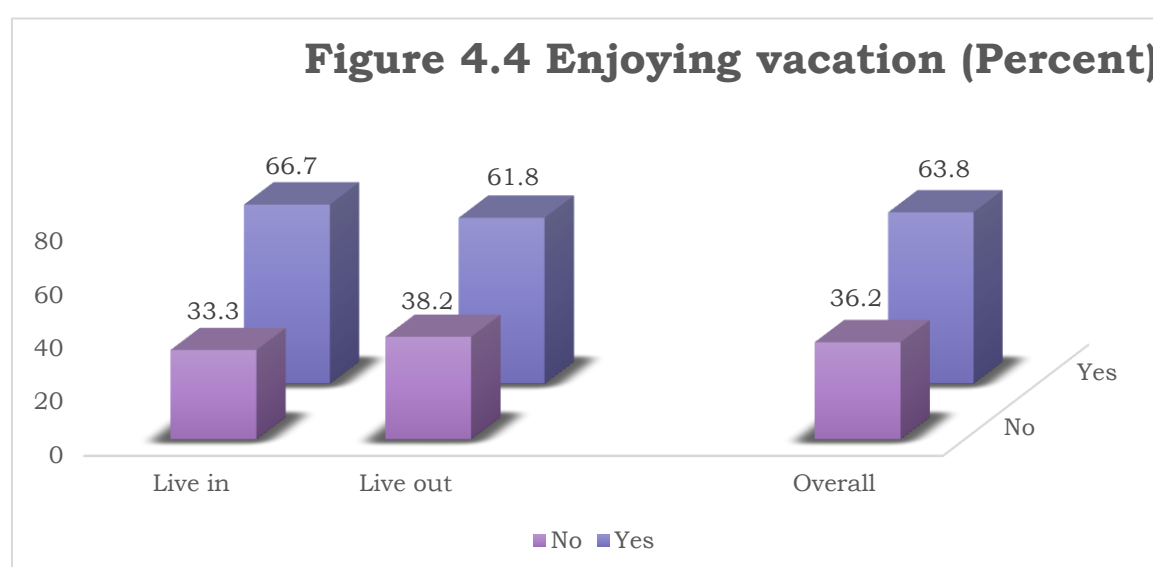
TABLE 4.6 NUMBER OF ACTIVITIES SERVED BY THE DWs

Worker's type	Number of works per day		
	Mean ± SD	min	max
Live-in	6 ± 3	1	13
Live-out	5 ± 2	1	11
Overall	5 ± 2	1	13
N=287			

According to the qualitative data, the majority of the live-out DWs performed cleaning and cooking tasks. One Uttara respondent stated that she preferred to do light tasks such as cleaning plates, chopping vegetables, cooking, and so on. She, however, disliked activities like washing and cleaning the house. Yasmin from Sutrapur expressed similar preferences. However, one respondent stated that she disliked cleaning the toilets and washing clothes. The majority of respondents stated that they preferred light activities over heavy and cleaning-related tasks. Moni from Mohakhali, one of the respondents, stated that she disliked mopping the house because she had surgery and couldn't sit on the floor.

Enjoy vacation

Respondents reported that nearly one-third (33.3%) of live-in DW did not have the opportunity to take a yearly vacation, and 38.2 percent of live-out DW reported the same. During IDIs and FGDs, they claimed that they did not get any vacation; and when asked what their reaction was in that case, they said that they skipped work when they needed a day off.



“Because of the heavy load in household chores, I feel pain in my waist. I cannot do heavy tasks. I also suffered from infections due to continuous work with water and

dust. The house owners did not allow any leave even on the weekend. On Friday, they compelled me to work more compared to the other days of the week. I used to take leaves monthly but was limited to one or two days. For this leave, they would cut wages too”, claimed by an IDI.

iii. Yearly holiday

Respondents who took vacation from their employers reported in a qualitative section that the average yearly vacation for both types of DWs was 18 days (SD±14). The live-in DWs had a minimum of one day off and a maximum of 60 days off per year, whereas the live-out DWs had a maximum of 90 days off per year. Similarly, the majority of respondents in the qualitative survey stated that they enjoyed their leave only on rare occasions. An IDI respondent from Uttara reported that she received leave less frequently and that she once took four days off without pay. In contrast, another Uttara respondent stated that she can take her weekly paid leave. She also had 10-12 days of annual leave. In a FGD, a DW stated, "It feels bad not to get a day off when needed, but there is nothing to do. You must work if you want to earn money."

TABLE 4.7 FREQUENCY OF ENJOYING VACATION

Worker's type	Yearly Vacation (day)		
	Mean ± SD	min	max
Live-in	17 ± 14	1	60
Live-out	19 ± 14	0	90
Overall	18 ± 14	0	90
N=183			

3. Wages and Benefits

i. Basis of fixing salary

The salary of a DWs is determined by several factors, including the type of work performed, the amount of time worked, and so on. According to the study interview responses, approximately 72.2 percent of 287 domestic workers' salaries were fixed based on their work type, approximately 8.1 percent of DWs' salaries were determined by third parties, and another 8.1 percent of DWs' salaries were fixed by mutual understanding, though only live-in DWs' salaries were fixed by this criterion. Only 42.4 percent of 114 live-in DWs and 92.4 percent of 173 live-out DWs are paid based on their work type. It is extremely concerning that 13.6 percent of live-in DWs do not receive a salary. They work for food and living space only.

TABLE 4.8 BASIS OF FIXING SALARY

Basis of fixing salary	Worker's type (Percent)		
	Live-in	Live-out	Total
Based on type of work	42.4	92.4	72.2
Based on time	6.4	6.0	6.1
Determined by third parties	17.6	1.6	8.1
No salary	13.6	0	5.5
Fixed by mutual understanding	20.0	0	8.1
	N=114	N=173	N=287

ii. Average Monthly Salary

Live-in DWs earned an average monthly salary of 4,615 BDT (SD± 2518), while live-out DWs earned 4,637 BDT (SD± 2258). For live-in DWs, the minimum monthly salary was 500 BDT and the maximum salary was 15,000 BDT. The minimum salary for live-out DWs was the same as for live-in DWs, and the maximum salary was 20,000 BDT per month.

TABLE 4.9 AVERAGE MONTHLY SALARY OF THE DWs

Worker's type	Salary			
	Mean ± SD	min	max	N
Live-in	4615 ± 2518	500	20,000	104
Live-out	4637 ± 2258	500	15,000	172
Overall	4629 ± 2354	500	20,000	276

The qualitative findings revealed that monthly salaries varied greatly. They earned only 200 BDT 30 years ago, but that has now increased to 14,000 BDT. One respondent claimed that she did not receive a salary because her employer reduced her pay to cover the cost of her brother's eye treatment. Five interviewees said they earned between Tk. 3000-5000 per month, five said they earned between Tk. 5,000-7,000, and three said they earned between Tk. 8,000-9,000. There were also four employees who earned Tk.10,000 or more.

DWs by income groups

TABLE 4.10 DWs BY INCOME GROUPS

The results showed that the lowest income group category has a higher proportion of live-in (4.8%) DWs than live-out (2.3%) DWs. Indeed, 90% of DWs earn less than 7,000 BDT per month. Only 2.5 percent of DWs earn more than 9,000 BDT per month, while 2.9 percent of live-ins and 2.3 percent of live-outs do.

We find the same scenario in the FGD of the DWs; in most cases, if they want to earn more than 10,000 BDT per month, they have to work on three to four houses from early morning until late evening; and only a few DW earned more than 10,000 BDT per month. They believe that because they have the opportunity to work in Dhaka's posh area (Dhanmondi R/A), they will be able to earn more.

Income Group	Types of DW (Percent)		
	Live in	Live out	Overall
0-1000	4.8	2.3	3.3
1001-2000	8.7	12.8	11.2
2001-3000	22.1	18.6	19.9
3001-5000	37.5	32.0	34.1
5001-7000	18.3	23.8	21.7
7001-9000	5.8	8.1	7.3
>9000	2.9	2.3	2.5
	N=104	N=172	N=276

iii. Impact of education and training on salary

According to the study survey, there was a difference in the number of monthly salaries received by DWs based on their educational background. According to the survey, only DWs with no education (44.4 percent) and who took Class 1-5 (55.6 percent) have the lowest income group (0 to 1000 BDT per month). Those who completed at least the eighth grade received a monthly salary ranging from 3000 to 9000 BDT. We then can see a clear relationship between education and salary range. When we asked employers about DW education and training, they agreed that DWs

should have a basic education to behave properly and operate modern/electric machines.

TABLE 4.11 EDUCATION AND TRAINING IMPACT ON EARNING

Education	Salary range (%)						
	0 to 1000	1001 to 2000	2001 to 3000	3001 to 5000	5001 to 7000	7001 to 9000	>9000
No education	44.4	35.5	30.9	26.6	36.7	35.0	28.6
Only can read and write	0	19.4	29.1	24.5	25.0	25.0	28.6
Class 1-5	55.6	38.7	30.9	40.4	18.3	25.0	28.6
Class 5 pass	0	3.2	3.6	2.1	8.3	5.0	0
Class 6-8	0	3.2	5.5	4.3	10.0	5.0	14.3
Class 9-10	0	0	0	2.1	1.7	5.0	0

iv. Received any training on domestic works

Findings showed that 10% of the DWs who earned more than 7,000 BDT received training (Table 4.12). DWs also claimed that training would help them do household chores a lot better become more efficient. Of the 22 interviewees, only four reported having received training and they were all involved with Hellotask.

From the IDIs, Suraiya from Dhanmondi claimed she received training from Suchona Training Centre in Mohammadpur, as did Beauty from Mohakhali. Moreover, another IDI claimed that “I received a one-month training on the household chores from an NGO. However, the family members of the owners never helped me in my work. It would be better to get more training on various tasks such as oven, Ironing, and others. The training on multiple issues would make the household tasks easier for me.”

The interviewees stated that they require training on how to use the rice cooker, microwave oven, blender, washing machine, carpet cleaning machine, ironing cloths, cooking procedures, and how to interact with the house employers. They believe that training will help them become more skilled and active.

TABLE 4.12 RECEIVED ANY TRAINING ON DOMESTIC WORK (%)

Income Group	Completed any training (Percent)	
	Yes	No
0-1000	0	100
1001-2000	6.5	93.5
2001-3000	7.3	92.7
3001-5000	2.1	97.9
5001-7000	3.3	96.7
7001-9000	10.0	90.0
> 9000	14.3	85.7
N=276		

4. Harassment Related Information

i. Forced to work under extra health/mental pressure

Both live-in and live-out DWs were asked if they were forced to work even though they were physically and mentally exhausted. Physical and mental stress were defined subjectively for the purposes of this study as conditions in which a domestic worker felt tired due to hard work and emotional breakdown. Approximately 31.6 percent of

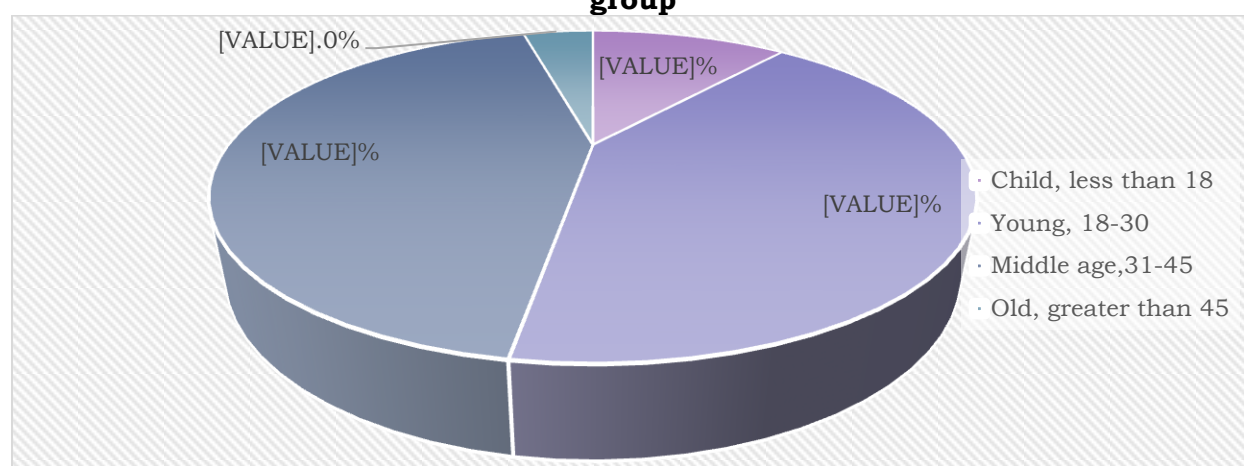
live-in DWs and 36.4 percent of live-out DWs were forced to work under additional health/mental strain (Table 4.13). According to the study, many people in their middle ages (41.4 percent) experienced increased mental stress at work.

TABLE 4.13 FORCED TO WORK UNDER EXTRA HEALTH/MENTAL PRESSURE

DW types	Percent
Live-in	31.6
Live-out	36.4
Overall	34.5

Similarly, 10 IDI interviewees reported that they were burdened with extra work and excessively misbehaved. Six of the respondents said they had broken something after which they were misbehaved with. However salary was not deducted. One of IDI responded that “Many house owners persecute. For example, they do not feed and not provide the scope of bathing. They often vilify and revile and even beat physically. In this case, both the homemakers and her husband jointly tortured.” Two reported of being sexually harassed by their employer, while three reported falling down and hurting themselves. Six of the respondents said they had broken something after which they were misbehaved with. 2 reported being sexually harassed by their employer, while three reported falling down and hurting themselves.

Figure 4.5 Forced to work under extra mental pressure at workplace by age group



Though overall 35 percent of the respondents had to work under extra mental pressure at workplace but among them around 72 children of less 18 years old or one-fourth of the respondents were forced to work under extra mental pressure at workplace. One IDI alleged that “When I was pregnant, I worked for 2-3 months. I sought to leave, but the owner disapproved. If you cannot work, leave the house and work. I did not receive wages as well as a job in that house. It was a very cumbersome task for me to wash floors and clothes. The owner did not provide me with any facilities like healthy foods and medication.”

ii. Verbal harassment at workplace

41.2 percent of the 114 live-in DWs respondents reported being verbally abused. In comparison, nearly 24.9 percent of the 173 live-out DWs reported verbal abuse at work (Table 4.14). The findings suggest that live-in DWs are more likely to be abused

at work than live-out DWs. Moreover, children under the age of 18 are more vulnerable to workplace abuse.

TABLE 4.14 VERBAL HARASSMENT AT WORKPLACE

DW type	Percentage
Live-in	41.2
Live-out	24.9
Overall	31.4
N=287	

Similarly, the IDI findings revealed that the majority of respondents reported being verbally abused. As they stated, they were generally chastised for breaking any valuable show piece or items.

iii. Any type of harassment at work place

According to the findings of this study, each of the two child DWs (50.0 percent) experienced at least one type of harassment at work. According to the income group, 2.4 percent of DWs earning more than 9,000 BDT/month experienced less workplace harassment than other income group DWs. However, respondents reported experiencing any type of harassment at their workplace, even though the monthly income range was 3001-5000 (34.1 percent). According to education level, respondents with education up to class 5 (40.0 percent) reported more workplace harassment, while respondents with education up to class 9 (1.1 percent) reported less workplace harassment.

TABLE 4.15 ANY TYPE OF HARASSMENT AT WORKPLACE

Age (in years)	Percentage
<18 years (Child)	50.0
18-30 years (Young)	32.7
31-45 years (Middle age)	25.0
>45 years (Old)	19.2
N=287	

Education (in class)	Percentage
No Education	30.0
Only can read or write	15.6
Class 1-5	40.0
Class 5 pass	4.4
Class 6-8	8.9
Class 9-10	1.1
N=287	

Monthly income (in BDT)	Percentage
0-1000	3.3
1001-2000	11.2
2001-3000	19.9
3001-5000	34.1
5001-7000	21.7
7001-9000	4.8
>9000	2.4
N=276	

According to the IDIs, the majority of respondents reported that physical, mental, or sexual harassment is a common occurrence for domestic workers. Only a small percentage of them reported that they were not subjected to any form of harassment at work.

Encounter any health/ mental pressure at workplace

The findings revealed that live-in DWs were more vulnerable to mental abuse than live-out DWs. Around 38.6 percent of live-in DWs and 31.21 percent of live-out DWs reported being subjected to workplace mental abuse. According to the study's findings, the majority of the 287 respondents (41.4 percent) and the young (36.3 percent) were affected by mental stress at work.

Figure 4.6 Encounter any mental torture /extra health pressure at workplace

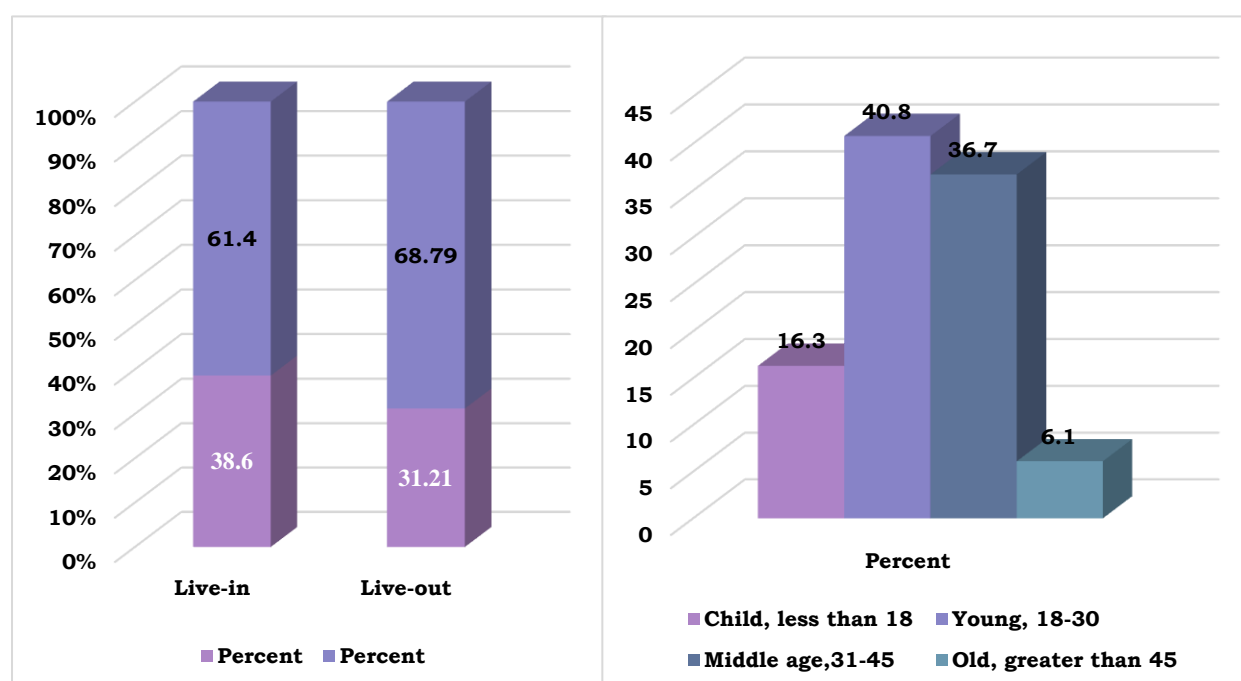


TABLE 4.16 MENTAL OR HEALTH STRESS AT WORKPLACE

Education (in class)	Mental stress	Health stress
No Education	41.8	38.5
Only can read or write	22.4	26.9
Class 1-5	34.4	33.3
Class 5 pass	27.3	45.5
Class 6-8	44.4	38.9
Class 9-10	25.0	50.0
N=287		

iv. Encounter any physical torture at workplace

The survey data revealed that the live-in DWs were more vulnerable than live-out DWs to physical abuses. Around 21.9% live-in DWs and 2.3% live-out DWs reported being exposed to physical abuse at workplace. The findings also suggest that the 105 child DWs under the age of 18 (36.4 percent) were subjected to physical torture. Monowara from Uttara, a respondent, became emotional after reporting that she was brutally tortured by beatings and threats with a sharp chopper.

TABLE 4.17 ENCOUNTER ANY MENTAL TORTURE /EXTRA HEALTH PRESSURE AT WORKPLACE

DWs type	Percentage
Live-in	21.9
Live-out	2.3
N=287	

Age (in years)	Percentage
<18 years (Child)	36.4
18-30 years (Young)	35.4
31-45 years (Middle age)	34.6
<45 years (Old)	23.1
N=287	
Education (in class)	Percentage
No Education	41.4
Only can read or write	22.4
Class 1-5	34.4
Class 5 pass	27.3
Class 6-8	44.4
Class 9-10	25.0
N=287	

v. Types of physical tortures encountered by DWs

Approximately 52% of live-in DWs reported being slapped on a regular basis for any fault, whereas 75% of live-out DWs reported being kicked and buffeted for any fault. Approximately 25% of DWs reported being beaten with a stick or other close medium.

TABLE 4.18 TYPES OF PHYSICAL TORTURES DWs ENCOUNTERS

Types of physical tortures	Live in (%)	Live out (%)	Overall (%)
Beaten recklessly while taking meal	4.0	0	3.5
Beaten several times if something broke	12.0	0	10.3
Beaten with stick or other close mediums	4.0	25.0	6.9
Incinerated with hot water or iron	8.0	0	6.9
Kicked and buffeting for any fault	20.0	75.0	27.6
Slapped for any fault in a regular manner	52	0	44.8
	N=25	N=4	N=29

vi. Encounter any sexual harassment at workplace

Sexual harassment is a major impediment to decent working conditions in the workplace. Victims of sexual harassment, however, rarely speak out about their experiences. As a result, only 6.14 percent of live-in DWs and 0.58 percent of live-out DWs reported being sexually harassed at work. Furthermore, the study's findings show that the majority of child DWs (6.8 percent) are likely to be sexually harassed at work. The overall rate of sexual harassment is 2.8 percent. Furthermore, among respondents with an income of 0-1000 BDT, sexual harassment at work was the most common (11.1 percent). Furthermore, the majority of Class 5 pass (9.1%) DWs reported sexual harassment (Table 4.19).

TABLE 4.19 ENCOUNTER ANY SEXUAL HARASSMENT AT WORKPLACE

DWs type	Percentage
Live-in	6.1
Live-out	0.6
Overall	2.8
N= 287	

Age (in years)	Percentage
<18 years (Child)	6.8
18-30 years (Young)	1.8
31-45 years (Middle age)	2.9
>45 years (Old)	0
N=287	

Education (in class)	Percentage
No Education	3.3
Only can read or write	0
Class 1-5	4.2
Class 5 pass	9.1
Class 6-8	0
Class 9-10	0
N=287	

Monthly income (in BDT)	Percentage
0-1000	11.1
1001-2000	0
2001-3000	3.4
3001-5000	2.1
5001-7000	0
7001-9000	5
>9000	0
N=287	

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d me. Sometimes, the owner and his sons look at me with an evil eye. A bad incident was happened with my daughter. Madam beat my child by shouting, who set the under garments to dry here?”.

Moreover, another IDI reported that I have become the victim of many tortures like physical and mental torture and so forth. I did not dare to share this experience except with my husband. I would not get wages timely and regularly.

An IDI reported that “The house where I used to work was possessed by a Haji who went to conduct pilgrimage Hajj for two times. He sometimes offered me doing sex frequently. I did not agree to these heinous proposals and told several times that I came here to earn by work, not to purchase my dignity. Afterward, I informed his wife of these bad proposals. From then, she always looked upon me under her surveillance and I have been continuing my job likewise.”

vii. Working challenges and supports at workplace

Based on the IDIs, it was discovered that the respondents faced a variety of workplace challenges. The difficulties they encountered, such as falling and injuring themselves,

inadvertently cutting themselves, and being suspected of stealing. Everyone who had been involved in an accident reported that they had received no support from their employer, with the exception of ointment in the case of burns/hand cuts. According to the DWPWP 2015, the employer must compensate and make appropriate arrangements for the treatment of the domestic worker during employment based on the type of accident and loss. However, only two respondents received treatment and support following a major workplace accident.

5. Awareness about Domestic workers' protection and welfare policy

i. Awareness about the DWPWP-2015

Findings of this study identified that about 87% of the 287 domestic workers have not heard about the DWPWP-2015 much less the content of the policy. Findings from the IDIs also revealed the same. Seventeen of the IDI respondents had not heard about domestic workers policy. Only 2 of them heard about the policy. However, all of them reported about existence of the DWPW policy to help out domestic workers. One of them mentioned about the complaint center.

TABLE 4.20 AWARENESS ABOUT THE DWPWP-2015

Worker's type	Don't know (%)
Live-in	90.4
Live-out	84.4
Overall	86.8
N=287	

ii. Aware about the human right organization

Only 16.7 percent of live-in DWs and 24 percent of live-out DWs were aware of any human rights organization. The live-out DWs were found to be more aware than the live-in workers. Similarly, the IDIs revealed that the majority of respondents were unaware of such organizations. Only six respondents were aware of this. Only one respondent stated that one of her acquaintances had approached such organizations for assistance, but she did not elaborate.

TABLE 4.21 AWARENESS ABOUT HUMAN RIGHT ORGANIZATION

Types of DW	Yes	No
Live in	16.7	83.3
Live out	24.3	75.7
Overall	21.3	78.7
N=287		

iii. Opinion about what topic should be included in policy

The survey respondents were briefed on the DWPWP-2015 policy and asked about their opinions. 242 (84%) of 287 domestic workers enthusiastically expressed their views on what type of provision should be included in this policy or a future law. Concerns about salary structure and pay were expressed by 28.2 percent of respondents. In terms of vacation and working hours, 28 percent and 18.1 percent of respondents, respectively, claimed that they are frequently forced to overwork without additional benefits and do not get any time off outside of the two-yearly Eid vacation. Approximately 3.4 percent and 3.3 percent of respondents expressed concern about the mental and physical pressures they face at work, respectively, and a couple of

respondents stated that they need more assistance from the government in obtaining justice. Paid maternal leave is another desire expressed by 5.5 percent of domestic workers. Aside from that, domestic workers emphasized the importance of health insurance/medical compensation, education, and entrainment in the policy or law.

TABLE 4.22 OPINION ABOUT WHAT TOPIC SHOULD INCLUDE ON POLICY

Topics that should include	Percent
Salary structure	28.8
Vacation	28.0
Working hours	18.3
Maternity leave	5.5
Protection from mental oppression at workplace	3.4
Protection from physical oppression at workplace	3.3
Entertainment	2.0
Pension/PF/Health insurance/compensation	2.0
Provision to enjoy holiday	1.1
Proper rights of the domestic workers	0.6
Appropriate salary for the workers	0.6
Help in getting justice	0.2
N=242	

iv. Barrier to implement the policy (perception of DWs)

Lack of awareness was cited as the most significant barrier to policy implementation by approximately 41% of respondents. Another perception was that employers would not follow the policy and provide proper rights and benefits to domestic workers; 27.7 percent of respondents agreed with this. According to Policy 2015, a monitoring cell will be established centrally within the Ministry of Labour and Employment to ensure proper policy implementation. Moreover, in the case of City Corporations, a monitoring cell shall be formed in all Districts and Upazilas of the country beyond the area of the City Corporation. However, 17.3 percent of respondents stated that the concerned agency does not monitor policy implementation, which is supported by the fact that no monitoring cell for domestic worker support was found in the respective city corporations. Approximately 9.9 percent of respondents stated that CSO/NGO or similar organizations do not provide adequate policy information or orientation.

TABLE 4.23 OPINION OF DWs ON BARRIERS TO IMPLEMENT THE POLICY

Barriers	Percent
Not aware of the options of the policy	41.6
Employer don't care to abide by the policy	27.7
Concerned agency don't monitor the implementation of the policy	17.3
None of CSO/NGO/any other organizations provided any orientation about the policy	9.9
Don't know	2.7
Government neglects the rights	0.5
Corruption among the responsible organization in helping	0.3
N=287	

v. Opinion of DWs on importance of policy would frame as law

Approximately 97.4 percent of live-in workers and 94.8 percent of live-out workers believe that if the policy were framed as a law, it would benefit them. The percentages are as follows:

TABLE 4.24 OPINION OF DWs ON IMPORTANCE OF POLICY ACT AS LAW

Type of DWs	Percent
Live in	97.4
Live out	94.8
Overall	95.8
N=287	

6. Personal Information of DWs

i. How they expense their earning

When asked how they usually spend their salary, the majority of respondents (32%) said it was for family expenses, 27.2 percent said it was for personal reasons, and 12.3 percent said it was for their children's education.

TABLE 4.25 PURPOSE OF EXPENSES OF EARNING

Purposes	Percent
Family expenses	32.0
Personal expense	27.2
Education for children	12.3
Support to husband/wife	9.0
Savings	8.9
Give it to parents	8.5
Give it to other family member	1.4
Pay loans	0.4
Give it to recruiting agency	0.3
N=280	

ii. Managing physical sickness, menstruation, and pregnancy

17 respondents from the IDIs stated that they were ill while at work. Only four of them received financial assistance from their employers, but they were required to complete the work. Four of them claimed that their wages had been deducted due to illness. Respondents also reported having back pain, one of whom burned her hand while attempting to heat water, and another who had water in her stomach. Three people did not respond, and the rest stated that they did not become ill while working.

Women DWs experienced no complications during their monthly menstruation. They stated that they used sanitary pads/clothes and had a separate changing area. Two, on the other hand, reported having difficulty because the washroom provided to them at their workplace was too small. Three people did not respond. Six IDI respondents stated that they became pregnant while working and did not receive any type of support nor was their workload was not reduced. Three of them resigned from their jobs. Nobody was given permission to leave. One IDI responded that “While preparing foods for Iftar, I lost my sense and became sick. At that time, I was pregnant. Nevertheless, I returned home after finishing all the household chores. I also worked during my pregnancy. One day, I fell on the floor of the bathroom while working. But the owner did not support me either by medical support or by financial help”.

Saving and insurance

Only three respondents had a bank account while a fourth had savings in her Samity (Cooperative) account. Seven respondents did not respond, and the remaining respondents did not have any savings or a bank account. Five respondents reported having life insurance in their names but receiving no support from their employer.

Ten respondents did not have insurance, and the remaining respondents did not respond.

Reason behind choosing domestic work as profession

Nearly 26.7 percent of respondents in both categories of DWs stated that “this is their only source of income,” 22.7 percent stated that they just wanted to earn, and nearly 18 percent stated that they entered the profession to achieve financial independence or to support their children. A small percentage of DWs—nearly 4.8 percent—reported being coerced into this profession by family members.

TABLE 4.26 REASON BEHIND CHOOSING DOMESTIC WORK AS PROFESSION (%)

Reason behind to choose working as DW	Percent
Only way	26.7
Just want to earn	22.7
Economic independence	17.9
Supporting children	17.6
I like it	5.3
Forced by family members	4.8
Single motherhood	2.4
Lack of education	1.5
To help family	0.9
Lost job	0.1
For being pregnant	0.1

According to the findings from IDIs and KIIs, the majority of the matured respondents willingly choose domestic work to support their families. Only one ID interviewee stated that she was forced to adopt domestic works as profession; before joining the work she was being kidnapped by an unknown person. Few of the IDIs reported that they quit their garment jobs and began working as domestic workers.

iii. Like to switch Profession

When asked why they left DW, 30.7 percent said it was because of the low pay, 29.7 percent said it was because they did not like the job, and 20.5 percent said it was because the job was insecure, so they changed careers. Only about 2% of the respondents said they changed careers because they got married and were no longer allowed to work as DWs, or because of poor employer behavior.

TABLE 4.27 REASONS TO SWITCH PROFESSION

Reasons	Percent
Salary is very low	30.7
Don't like this job	29.7
This is an insecure job	20.5
Family members don't want	7.4
Unavailability of job	5.6
Got married/ Husband does not allow	1.8
Bad manners of the employers	1.4
Do not get holiday	0.7
Getting old	0.7
Have to endure physical torture	0.7
Cannot communicate with parents	0.4
Address as 'Buya' (A nick name used neglectly)	0.4
N=144	

According to the IDIs, thirteen respondents thought it was a low-class job, while two thought it was a respectful job. One woman stated that her family was unaware and that if they found out, they would be upset. Nine of the 22 respondents said they liked their job because it allowed them to spend time with their families. One respondent stated that she didn't care what other people thought of her work.

iv. Working Environment

Except for two people, everyone reported that their work environment was satisfactory, though they did face challenges such as misbehavior and a lack of cooperation when they needed leave. They also stated that they want people to respect their work and treat them better. Moreover, they wanted people to not overwork them and to pay them a higher salary.

Commuting time for live-out worker

According to the reported commuting time, the minimum commuting time was 2 minutes by walking from the worker's house and the maximum was 3 hours. The average walking time was about an hour. Approximately 88.3 percent of the respondents said they walk to work. 5.3 percent and 3.7 percent of respondents said they commuted by rickshaw or bus on a regular basis, respectively.

TABLE 4.29 COMMUTING WALKING TIME OF LIVE-OUT DWs (IN MINUTES)

Mean ± SD	Min	Max
55 ± 38	2	190
N=173		

v. Live-in DWs living conditions

The IDI respondents of a live-in worker reported that she had to get up at 5:30 a.m. and begin working at 6 a.m. She works until 12 a.m. and does all of the housework. She could sleep for 2-3 hours during the day in addition to sleeping at night. During her 2-3 hour break, she either sleeps or talks on the phone with her family. She also had her own room, good food, and medical attention if she became ill. She lives alone on a bed and eats whatever she wants.

Challenges faced during COVID 19 lockdown

The COVID-19 pandemic situation was especially devastating for domestic workers, as most employers let go of their domestic workers, mostly without pay, during the lockdown. During this time, only one-third of domestic workers received government relief or assistance. Government assistance was provided to 29.8 percent of live-in workers and 35.3 percent of live-out workers. During the KIIs, some claimed that the Sromik Kalyan Foundation assisted some domestic workers.

TABLE 4.30 RECEIVED SUPPORTS FROM DIFFERENT SOURCES (%)

Types of DWs	Got salary (Percent)	Got help form Govt. (Percent)
Live-in	47.4	29.8
Live-out	30.0	35.3
Overall	37.0	33.1
N=287		

During the COVID-19 lockdown, 37% of the 287 domestic workers received their regular pay. Almost half of the live-in workers were paid because they were not laid off as frequently as other part-time domestic workers. Because some were forced to leave

their job, 68.2 percent of live-out workers did not receive a salary. Among those who were still employed, 28.2% reported that their salary was decreased by employers.

TABLE 4.31 CHALLENGE FACED DURING COVID 19

Problems	Percent
Salary reduced	23.2
Lost job	68.1
Couldn't communicate with family members	5.8
Others	2.9

Case Studies

a) A Live-out worker from Rayerbazar

For 10 to 12 years, she worked as a live-in domestic worker. She started her job when she was too young and unskilled. She wanted to start her own business by learning the parlor's operations, but her parents forced her to marry, shattering her dream and forcing her to work as a DW. When she first started working, she had to look after the houseowner's child. She used to make mistakes at work because she was too young, and the female houseowner used to hit her with a cutting knife or burning stick. She was not allowed to go to her own village home while working in that house, she was not given enough or required food to eat, and the place where she used to sleep was inappropriate. Following such incidents, she informed her parents and resigned from her job; however, when she left, she was owed 1500 taka, which she was not paid. She began working at another house, where she also encountered several difficulties, such as when the house owner went out for a family outing, they used to lock her up in the room, also used to lock the kitchen so she could not get anything to eat while they were not around, and if she made any mistakes, they used to hit her. She worked as a live-in DW for nearly four houses during her childhood, where she was subjected to severe physical and mental abuse. She now works as a live-out DW for a few houses, but she is currently unemployed.

b) Hasina's untold stories of oppression and deprivations

She is a widow with a child. Despite not liking her job as a DW, she chose to do it to support her family. She stated that she has no written agreement with her employer. She has been working as a DW for two years, but her salary has not increased. She is unaware of the Domestic Worker Policy, which ensures a domestic worker's right to a living wage, adequate leave, and protection from torture and harassment. She is also unaware of any government or NGOs that can assist in this regard. She stated that while working as a DW, she was subjected to abuse and torture. She did not tell anyone about the torture because the employers are wealthy and no one will punish them. She does not have any DW training, but she believes it is necessary. She went on to say that she has to work so long and doesn't get any help from her employers, that she has to do different types of work like cooking, serving food, and so on, and that she doesn't have enough time to get trained. She receives assistance from her employer during her menstrual period and was able to continue with her duties. She mentioned that, while the bosses were not particularly nice, the working environment was adequate. She was forced to leave her job during COVID and received no pay or government assistance during that time. She also stated that as a DW, she works for-hours per day and takes some time off, but she does not receive any holidays.

c) Chadni, a tortured DW turns to formal job

Chadni is a 16-year-old girl who used to live in Jenva Camp with her grandmother after her parents divorced. Because of poverty, she is forced to work as a live-in DW. Consequently, she was subjected to physical torture at the hands of her employer.

She was once hit by a hot cooking stick, leaving her with a burn scar on her body. She quit her job immediately after telling her grandmother about it, and she now works in a factory, where she is doing well.

d) Nurunnahar Begum from Rayer Bazar slum

After her parents divorced, she moved to Dhaka and began working as a DW. She did not have a written agreement with the employer, so her job at first was just to look after the toddler. However, the employer gradually began to assign her various tasks such as cooking, cleaning the floors and furniture, washing clothes, and so on. If she refused to do the chores, she would be chastised and subjected to physical or mental torture. She also didn't receive her proper salary and slept in the kitchen, and worked in poor conditions. She left her job as a live-in worker after 2.5 years and is now working as a live-out DW. She is also married and has mentioned that her current employers are excellent. She also stated that she is required to work during her menstrual period, even though it is extremely difficult for her to do so while maintaining proper hygiene. She did not lose her job during COVID 19, but rather became ill and went home during the lockdown, after which she resumed her job. During the lockdown, however, she received no assistance or allowance from the government, NGO, or employers. She does not have a bank account or any type of insurance to cover her future needs. She does not contract any diseases while working as a DW, but because she works as a live-out DW for 3-4 houses that take 90 minutes to travel, she has to travel a lot, which exhausts her. Although her working conditions are satisfactory, she is dissatisfied with her salary because she has to travel a long distance and work a lot in comparison to her monthly wage. She has a weekly one-day off, a monthly four-day off, and an annual 48-day off, and her wage is not reduced during that time; however, if she takes a day off longer than the assigned time, her wage is reduced

Chapter-5 Discussion

5.1 Challenges and Areas of Improvement in implementation of DWPWP, 2015

Domestic workers, unlike RMG workers, are not classified as formal sector employees. Domestic workers in the country have yet to form a union in support of their rights. Employers of domestic workers are not covered by any umbrella to ensure the safety and well-being of their employees. Furthermore, in this highly feminized informal job sector, women remain extra vulnerable. Policy, unlike Law or Act, lacks sanction for violation or omission, despite being a step forward in addressing grievances and miseries. The following are the likely areas that require attention in order to achieve the policy's objectives.

5.1.1 Wage and working hour

Domestic workers' wages are pitiful in comparison to RMG workers. An RMG worker earns 16 times more than a domestic worker on average. An RMG worker, excluding overtime, works for 8 hours per day, whereas a domestic worker has no time limit on working hours. Domestic workers have been observed working for 12-16 hours per day in some cases. In addition to a weekly holiday of one day, RMG workers can take casual leave for ten days, medical leave for fourteen days, and festival leave for eleven days, and earned leave for one day for every eighteen working days, whereas domestic workers are denied such leave benefits.

Human resource management relies heavily on adequate salaries and benefits. This includes both external and individual workplace compensation in accordance with employment and organizational policies. Although it is recommended to follow the Compensation and Benefit guidelines in the DWPWP, field level data shows that most employers do not practice of paying compensation if a domestic worker is injured or harmed while on the job. Despite the policy's specific guidelines on health and medical facilities, employers are generally indifferent to the ongoing concerns of stakeholders, domestic workers, and employees due to a lack of obligations or proper monitoring.

The availability of standard wages for DWs is an important indicator of decent working conditions. Monthly wages of DWs vary depending on factors such as the type of work they did. According to the findings of the study, educational qualification has a significant impact on the salary distribution of DWs. It has also been observed that DWs who have participated in any training tend to have a higher salary range than those who have not received any training for the purpose of their job.

5.1.2 Living Condition and Type of Works

The majority of households do not provide a separate room for domestic workers. The lack of their own space is a concern not only for their privacy, but also for their physical security since it increases their vulnerability to all forms of abuse. Options in the Policy are rarely practiced by the employer's household. A live-in DW served a minimum of one activity and a maximum of thirteen activities per day. Similarly, a live-out worker served at least one activity and up to eleven activities per day, with an average of six and five activities served on a regular basis. However, when asked about their vacations at work, slightly more than half of all respondents said they enjoy vacation from their employers, but very few claimed to enjoy yearly 90 days of leave.

Understanding the recruitment pattern is helpful in mapping decent work inadequacies for domestic workers. According to the study's findings, the majority of live-in DWs are recruited by relatives, while the majority of live-out DWs are recruited by other domestic workers. None of them have a written agreement from their employers, and the DWPWP has also left room for an informal recruitment process by recognizing verbal discussions as a recruitment option. We have very little information about any type of unwanted problem experienced by both domestic workers and employers because there is no specific recruitment agency.

Recruiting and retaining good employees is a significant challenge for many informal small businesses when compared to large corporations (Mathis & Jackson, 2008). The recruitment and selection system ensure that quality human resources are available for the right job. In that case, while some app-based or online-based startups have begun to supply DW, there is still a lack of a formal or government-recognized platform for hiring domestic workers. Thus, many elements in the recruitment system require proper and perfect attention, such as: types of employment, employment contracts, health checkup, working hours, recreations and leave, and maternity leave, among others. Furthermore, workers in various formal sectors are covered by a welfare fund, but there is no such fund for domestic workers.

5.1.3 Justice and Torture

Domestic workers in most households face workloads that exceed their capabilities. They frequently become ill because of workload pressure but go unnoticed by their employers and are left untreated. Overall, one out of every ten DW reported experiencing physical torture at work; half of the child DWs between the ages of 12 and 18 have experienced some sort of workplace altercation. It is a very difficult situation because the policy allows children to work as DW but only after they have met all of their basic needs and without doing any heavy work that is harmful to their health. Even in cases of sexual harassment, the number of child domestic workers (those under the age of 18) is higher than the overall figure. The findings clearly show that the immediate enactment of DW's protection-related law, as well as accountability for implementing the existing legal regime is necessary. Many domestic workers are poor, illiterate, and unskilled, and are unfamiliar with the modern conveniences of urban family life.

5.1.4 Treatment for Sickness and Maternity Leave

A domestic worker may take paid leave with the permission of the employer, according to the policy. In addition, the pregnant domestic worker must take maternity leave for a total of 16 weeks (4 weeks before and 12 weeks after childbirth). The employer will also assist in refraining from heavy work for as long as necessary, as well as liaising with government hospitals in maternal health care. However, according to the findings of the study, no employer provides paid maternity leave, and some do not provide any assistance to DWs during their pregnancy. We receive no information from IDI about any of them who received paid maternity leave. Even one of every three DWs does not get a vacation or holiday (e.g. weekly, monthly etc.)

5.1.5 Situation and Legal Protection

The RMG workers although are within the ambit of legal regime such as Bangladesh Labour Act 2006 which is unification of 25 labour related laws, on the contrary the domestic workers are excluded from the existing Labour Act, 2006 of Bangladesh. The Domestic Servant Registration Ordinance 1961 exists, but it is detrimental to labour rights protection. There is no authority to monitor the domestic worker protection system. Because the nature of their work requires them to work in the private sphere,

away from their families and communities, they remain hidden from public view. Aside from that, the scope for filing a complaint by domestic workers is extremely limited. Furthermore, because the vast majority of DWs are women, they are always vulnerable to various forms of sexual abuse, which they are reluctant to report due to social stigma.

5.1.6 Lack of Formal Training

Training on specific work and related matters outside of work aids and accelerates an employee's acquisition and advancement with the goal of further improving the quality of work assigned to him/her. Kozlowski et al. (2000) propose a knowledge-based approach to developing organizational improvement, skills, and staff attitudes. According to the study, a trained DW has a better chance of earning a higher wage than a non-trained DW. In our study, those with the highest wages have the highest proportion of trained DWs, while the overall representation of trained DWs is only 4.7%. The Policy expressly states that all necessary training, education, and socialization, such as for the elderly, disabled, and children, must be provided by employers to make the best use of the worker's resources and skills. We discovered from qualitative data that employers want trained DWs as well, but in most cases, they do not allow the DWs to attend training, because they require leave for training, which the employer rarely allows. Domestic workers are also eager to receive training in household chores; according to their experience, those who can operate modern machines (such as a washing machine, blender, or toaster) are in higher demand than those who cannot. However, due to a lack of proper targeting, the Directorate of Youth is not providing training to potential DWs.

5.1.7 Decent Work Standard and Pandemic Situation

Domestic workers perceived that their communities treated them as employees not affiliated with decent work or as second-class citizens. Domestic workers reported that in many cases, their own families do not value their work. Our research yielded nearly identical results. According to our field level quantitative data, only about 15% of domestic workers have changed their source of income to join the work of domestic workers from other sectors. Again, many people have chosen this profession out of necessity, such as when they were forced to leave their previous jobs. There remains an increasing demand for domestic workers in the country. When a family moves to a new location, they usually require the services of a DW to assist them in cleaning up their new home, but they face difficulty to find one.

Again, most female domestic workers do not consider their work to be decent, claiming that it does not meet the ILO's minimum standard. The main reasons identified by both the qualitative and quantitative findings are that (i) they lack a written agreement for appointment or an appointment letter; (ii) they do not have fixed working hours; (iii) they do not have sick leave; and (iv) they do not receive reasonable wages; (v) they frequently work unpaid overtime, and (vi) they are frequently subjected to verbal and physical abuse at work. Global pandemic has had a devastating effect on the DWs. Nearly three-fourths of DWs lost their jobs because of Covid-19, and only one-third of DWs received their wages partially or fired without warning and unpaid. Around two-thirds of them didn't receive any assistance from the government/private organizations or NGOs.

5.2 Institutional Redress Mechanism

Domestic Workers Rights Network:

NGOs, Human Rights Organizations, and Trade Unions are now collaborating to create a network to protect the rights of domestic workers, which have long been

overlooked or ignored by them. The network formed in the style of Domestic Workers Rights Networks (DWRN) in December 2006 for the protection of domestic workers rights is now sharing with the people grievances of the domestic workers and the way forward for redress through seminars, workshops, exchange of views program, round table, rally, procession, human chain, etc.

Provisions:

There are many provisions in the Domestic Workers Protection and Welfare Policy, 2015 for the welfare of domestic workers, but it appears that it would be more appropriate if the appointment of domestic workers under the age of 14 years is prohibited. Furthermore, it must be prohibited to keep the domestic worker alone inside a locked home. Domestic workers should not be assigned to any heavy or dangerous work, and no appointment should be made without their consent.

Constraints:

Domestic workers are excluded from the scope of our unified Labour Law 2006 due to limitations in the definitions of "worker," "employer," and "establishment." Because of the nature of their work, the uniqueness of the employee-employer relationship, and the fact that their workplace is a private household rather than a public or private establishment, they are not covered by existing labour law. Because of such definitional issues, even placement agencies are exempt from labour law. Domestic workers must be included under labour law, which will necessitate changes to the definitions of worker, employer, and establishment. Furthermore, due to the nature of this particular job sector, existing VAW laws have been ineffective in addressing cases of violence perpetrated against domestic workers. A law that specifically addresses the needs of DWs will be effective in this situation.

5.3 Status of Acceptance

Responsibility of the employers:

The Domestic Workers Protection and Welfare Policy 2015 has failed to bind employers with additional responsibilities for ensuring a conducive working environment, such as (a) appointment letter or identity card for domestic workers; (b) payment of festival allowance during festivals; (c) segregation of working hours with adequate leisure; (d) one day of leave per week and 14 days of annual leave in alternate arrangement for enjoyment of these leave in aggregate once or twice a year; (e) maternity benefits, treatment facilities, and menstrual hygiene facilities, safe and hygienic sleeping place, education, skill training and compensation (for the injured or dead domestic worker).

Responsibility of the government:

Although the Domestic Workers Protection and Welfare Policy 2015 includes the government's responsibilities regarding domestic workers, a reading of the policy suggests that the government has one more responsibility to make the working environment of domestic workers peaceful, such as developing a mechanism for registration of domestic workers with police stations and Department of Social Welfare.

Responsibility of the domestic workers:

Domestic Workers Protection and Welfare Policy, 2015 specifically says about certain duties and obligations of the domestic workers but on a careful examination of the policy it appears that the policy will be more befitting if system is evolved so that the

domestic workers can terminate their employment only for proper and valid reason by serving one-month notice.

5.4 Employers' voice

The study conducted two FGDs with employers to learn about their attitudes toward DWs. Employers prefer to keep live-out DWs for their regular housework, according to the findings of the FGDs. The majority of DWs clean the house, including mopping, washing clothes and dishes, and cleaning the bathroom. A typical day for a DW at a house is 2 hours. According to the FGDs, employers prefer to hire DWs from their own community or from people they know well; they believe that hiring DWs through a third party is risky because they are not trustworthy or reliable. Though all of the FGD participants agreed that they did not have a formal written agreement with their DWS, they all agreed that it would be good if an agreement was signed so that there would be no misunderstandings because they may have to face conflict situations due to miscommunication about salary fixation or the amount of work a DW has to do.

Participants in the FGDs claimed of providing the supports to their DWs or other households exempt their DWs from work during the pandemic, but in reality they allow their DWs to work for them. During that time, the DWs faced challenges in terms of having enough food for their household and money, but their employers provided them only with dry or cooked foods as well as money as needed. They not only helped the DWs during the pandemic, but they also used to help them on a regular basis when they needed help with anything, whether it was money or food. The employers treated them as family members and provided them with sufficient help. Most of the DWs are divorced with children. According to the employers, the amount of money DWs receive is insufficient to support her family. Thus often they occasionally seek assistance from their employers, and employers do their best to assist her housekeeper. The employers believe that the wage should be raised, but due to limitations in their own financial situation, they are unable to pay them a higher wage.

Employers occasionally assist them with their children's educational expenses, such as giving them money to purchase a notebook, pencil, and so on. One of the employers' works for a government-funded project based in Nagar Vaban and run by the city corporation; through the project, she assists DWs with education costs for their children. DWs do not take any vacations at work. They only take sick leave if they, their children, or any other family member becomes ill. Employers believe that DWs should have one day off per week, but DWs are hesitant to take that leave because they believe that if they do, they will have to work more the next day, adding to their workload. They also stated that the DWs never took leave without informing their employers, and that if they take a day off, their employers do not deduct their pay because it is considered an inhuman act.

While working at home, DWs may have been involved in an accident involving a broken glass or an electrical appliance. Despite the fact that the employers suffered damage, they regard it as an accident and treat their employees well. The employers believe that DWs must receive training to become more efficient at their jobs. They also believe that DWs require education and have agreed to support DWs who wish to pursue training in domestic work, which will be mutually beneficial. Employers believe that DWs should have their own savings accounts to save money for their future and the future of their children. Employers are willing to pay for the additional funds that a DW can save for the future. The employers also give half-wage festival bonuses to the DWs, as well as clothing or food during the festival.

Chapter 6: Way forward

When the Domestic Worker Protection and Welfare Policy 2015 went into effect, it was praised for its clear direction in recognizing domestic work as formal labour and ensuring domestic workers' rights. It requires, among other things, salary payment within the first seven days of the month, one-month advance notice before redundancy, resting time, registration of domestic workers, days off, other leaves, and assistance with healthcare costs. However, the concept of having contracts between employers and domestic workers is far from reality, and serious issues remain unaddressed. Through our research, particularly through qualitative data, we discovered the following policy gaps that should be addressed in any future amendments. The research findings and analysis presented in this paper reveal significant gaps in the implementation of the DWPWP-2015 policy for both live-in and live-out DWs workers in Bangladesh. In terms of gender, because the vast majority of DWs are women and children, there is a need to address the practical and strategic gender needs of women working in this sector.

Specific recommendations on overcoming gaps in policy/legal regime and ensuring rights, safety and security of the domestic workers are illustrated below-

Enactment of the DWPWP Act and Recognize Contributions of Domestic Works

Non-enforceability of the DWPW Policy, in contrast to Law or Act, lacks sanction for violation or omission. If the existing policy does not become law the violence and mistreatment against women (VAW) cannot be stopped. Since the policy is not legally binding a new law should be formulated so that the rights of DWs can be protected legally. In that case, Domestic Work should be formally recognized immediately as a profession the government must take immediate action to enact a comprehensive and enforceable law that recognizes domestic work as a formal sector, protects labour rights, ensures minimum wages, safety, security, and welfare of domestic workers, and provides exemplary punishments.; and a dedicated cell/organization under the Ministry of Labour is required to enact the Act.

The Bangladesh Labour Act of 2006 and the National Child Labour Elimination Policy of 2010 classified domestic works as part of the informal sector, which is exempt from all government regulations and monitoring mechanisms. The Domestic Servant Registration Ordinance 1961 is ineffective to labour rights protection. Contributions of Domestic Work in both labour related laws and estimates of the Gross Domestic Product (GDP) are absent. Apart from awareness building among employers, there should be a good management system to protect the rights of DWs at the local government level.

E-database or Statistics of DWs and Registration/Information to Law Enforcement Agencies

The number of domestic workers in the informal sector continues to fall short of accurate data. The ILO, BBS, or Ministry of Labour, as well as other studies, use different parameters and show vastly different numbers of DW in Bangladesh. The policy should specify how relevant organizations (for example, the Bangladesh Bureau of Statistics and relevant NGOs) will be responsible for creating a centralized data set of DWs with the assistance of local administration/law enforcement agencies. An E-

database on DWs should be created where all information about their status and employers' details can be found.

This causes issues for both employers and the government. It has been observed that domestic workers sometimes leave their houses without notice, causing a complication for the employer. The government should create a proper E-database, introduce a record register, and issue identification numbers in favor of the person who intends to be a domestic worker.

Data on DWs should be gathered at the union/thana level. This will provide the government with detailed statistics on DWs, their internal and international migration, and their status. To ensure the integrity and accuracy of the data the government should have an effective monitoring and follow-up mechanism in place so that it has the most up-to-date information about DWs. In this case, the government/service provider can learn about the DWs' situation from their friends and neighbors. In the long term, the government should take initiative to collect information regularly about the situation of the DWs in the national survey. The observation committee and monitoring cell can receive assistance from both the national and local governments.

Declaration of Minimum Wages and Benefits for DWs and their poor families

There is no minimum wage for the domestic workers. Typically, they are paid less by their employer. There is variation in pay due to the lack of a minimum wage for experienced and inexperienced workers. The government should set the minimum hourly wages for DWs based on the type and nature of the work and both for urban or rural setting. To ensure domestic worker-friendly policies, health insurance policies, minimum wage rights, and digitized money transactions must be implemented.

The government should provide allowances or other benefits to senior and elderly DWs. Moreover, DWs' salaries should be increased, and festival bonuses should be provided. Two to three times a year, DWs should be given a bonus equal to 50% of their salary. DWs should be treated humanely when they are sick. A pregnant woman should be given at least 3-4 months of leave and half of her salary to be paid during and after her pregnancy; some employers recommend paying the full salary. Employers should allow DWs to breastfeed their children during work hours if possible. In this case, a commercial service provider, such as HelloTask or Sheba.xyz, can be used for negotiating in favor of DW. There should be a provision in place that allows them to receive one-time assistance after working as DWs for at least five years, as they typically do not receive financial assistance after losing their jobs. Additional benefits or penalties from law enforcement may encourage the signing of a written contract.

DWs should be provided with not only formal, educational, and social security benefits, but also area-specific dormitory, ambulance, and hospital services. Domestic workers who do not have the assistance of DWRN-affiliated organizations, NGO and CSOs, or other self-help groups are more vulnerable. The vulnerability of taking any job must be addressed and mitigated through local offices of the Ministry of Social Welfare (MoSW) and social safety net allowances, which can do a lot of good in terms of social protection for DWs and their families. Needy families/people should be chosen as recipients of the government's safety net program.

Even though the government has made primary education mandatory for all citizens, it is not implemented in the case of children from extremely low-income families. The ultra-poor family should have a safety net provided by the local government. During a

disaster or crisis period, such as Covid 19, to ensure their financial security/protection, DWs should be paid at least half of their salary by employers so the workers can sustain themselves.

Ensuring Basic Education, Socialization and Benefits for Migrant Workers

The policy should clearly state how live-in and child DWs can obtain education and other forms of socialization while under the employer's supervision 24 hours a day, seven days a week. Draw policy lessons from other countries that have not only enacted domestic worker legislation but have also ratified the ILO Domestic Workers Convention 2011. A written contract is required between DW and employers. Moreover, due to lack of instruction of Migrant Workers in the DWPWP 2015 leaving the victims of abuse abroad more vulnerable. That's, why, before a domestic worker or other migrant worker moves to overseas, the existing DWPWP 2015 or proposed Act must include a provision for a legitimate contract.

Provision of Forming Union or Association

The government must ensure that DWs do not lose their educational rights, and opportunities for proper education must be created in terms of inequality and standards. Domestic workers do not have a union or an association, despite the fact that garment workers, transportation workers, and other professional bodies do. Formal recognition by labour-related acts or instruction in DWPWP policy to form or establish a location-based formal trade union to act as a leverage for domestic workers to settle their rights rather than relying on other rights or activist groups. DWs must be aware of the informal work environment, as well as labour and human rights. They can easily track their earnings and extent if they are involved with any organization.

As long terms steps, DW trade unions should be allowed and supported by the legal regime so that DWs can work for their rights and articulate their demands and interests to act against violence. Local leaders' interests dominate the trade union. As a result, it should be effective if steps to ensure the rights of DWs can be taken at the Upazila level. Trade unions and recruitment agencies can reach an agreement in which the DW's rights, such as fair wages, decent working conditions, and other benefits, are outlined.

Response to Victims of Tortured and Forced Labour and Strong Monitoring

Domestic work is confined within the private sphere that is not accessible to the public, the concerns and sufferings of domestic workers go unnoticed. If the victim is located outside of Dhaka, immediate assistance from legal aid, NGOs, and labour unions are not possible. Moreover, DWs regularly face problems such as low wages, monthly wages received by parents, relatives, and recruiters; long intervals (more than 30 days) in the monthly payment of wage; longer working hours; non-payment of Overtime benefits; lack of daily rest period, etc. The helpline is not operational regularly, and there is no place to file a complaint. Even the worker cannot call a helpline due to illiteracy and employer restrictions.

In that case, proactive monitoring and surprising visits are required by either mobile court Magistrate or relevant government official in the houses/flats, dormitories, and other places to assess the living standards of DW. To make mandatory submission of worker's data, mode of employment by the employers to nearest police stations. Effective collaboration between different right groups and trade bodies with

Bangladesh Labour Court is required to regulate employment issues e.g. regular wages and leaves; accountability in time-bound grievance redress mechanism.

There should be a complaint center for DWs so that they can take immediate steps against any incidents of harassment or violations. Female police should be recruited to work directly with DW victims. Special care should be taken to ensure the safety of female DWs aged 12 to 14. NGOs must work more closely with the government to protect the rights of DWs. Employers who torture their employees should face legal consequences. That's why, Dhaka North and South City Corporations should establish an effective Monitoring Cell, with the participation of trade unions and NGOs working to protect the rights of domestic workers

As long-term measures, to reduce the incidence of DW harassment, a one-stop center should be established at each ward/union level. Different organizations must come forward and collaborate under the same roof, sharing available data to help build trust and ensure that activities run smoothly. Strict policies must be implemented, and domestic workers must be treated with dignity. In this case, organizations such as Sheba XYZ can serve as role models. Sheba XYZ makes certain that its employees receive their pay on time.

Awareness of Both Domestic Workers and Employers

According to the ILO's 189, indicators for decent work in Bangladesh include a lack of a decent work environment, gender discrimination, and a lack of social security. Furthermore, no one is aware of the indicators. There must be provisions for DWs' freedom of expression and attainment of the minimum wage. Moreover, maximum domestic workers and employers were unaware of the DWPWP-2015 policy, indicating a clear lack of promotion for this policy. The extensive effort to disseminate the provisions and role of stakeholders (government, NGO, association) must be undertaken by the Ministry of Labour; extensive mass communication can include publicity through social media e.g. Facebook, Twitter, Instagram, WhatsApp, BiP, etc., TVC, RDC, and positive word of mouth communication both in rural and urban areas. Both DWs and employers should be made aware of the situation through various awareness and courtyard meetings. DWs should be trained and made aware of how to use helpline numbers. Motivation should be provided to DWs to use the helpline numbers, as many of them do not know them. Even if they do, they are afraid to call this number for assistance. Attention should be paid to preventing the helpline from being abused.

Training and Skills Development

DWs need formal training to increase their skill and bargaining power in their workplace. For example, if they would be trained to operate electronic machines available in the market as well as in their employers' houses their work would have been much easier and faster, and efficient. It would also help them not be misbehaved with as much. Moreover, they could get more respect and values in their workplace if they had the skill of this type. Furthermore, participants emphasized the need of receiving training on mental skills and behavior since they lack any formal education in most cases. Participants demanded that they need training on all aspects of the household chores.

As long-term measures, the Government has the most vital role to play in enhancing the skill of DWs. Different NGOs can also help. Employers, along with Govt. and NGOs, can work as well in this regard. The government should open domestic workers development institutions like the Department of Youth Development, which can play a vital role to develop domestic workers as qualified human resources. DWs must

receive proper training and certification to do so. Impact-oriented organizations can come forward to facilitate training. They should be given training or opportunities to build their capacity in areas such as personal hygiene, equipment use, and soft skills. Requirement for one-time assistance/allowance from the government under the social SafetyNet program.

Future Scope of Evidence-based Advocacy

Additional research should be conducted on s) Need assessment of DW in the post-COVID-19 situation; b) Overall contributions of domestic works to GDP; and c) status of all DWs across the country in accordance with national and international labour policy and laws.

Recommendations for trade unions:

Domestic workers can benefit greatly from the support of trade unions. DWs need to get aware of informal workplace and labour and human rights. If they can involve with any organization, then they can easily track their earnings and their extent. Trade unions in Bangladesh are represented in the National Tripartite Consultative Council, which they could use to advocate for increased social protection spending. Global trade union federations can play an important role in putting pressure on the Government of Bangladesh to ratify key international legal instruments, such as Conventions 189 and 102, by collaborating with international institutions such as the ILO.

The trade union of DWs should be allowed and supported by the legal regime, thus DWs themselves can work their rights and articulate their demands and interest to act against violence. The trade union is dominated by the interest of local leaders. Therefore, it should be effective if steps can be taken at the Upazila level to ensure the rights of DWs. There can be an agreement between trade unions and recruitment agencies, where the DW's rights like fair wages, decent work conditions, and other benefits should be mentioned.

When the Domestic Worker Protection and Welfare Policy 2015 went into effect, it was praised for its clear direction in recognizing domestic work as formal labour and ensuring DWs' rights. It requires, among other things, salary payment within the first seven days of the month, one-month advance notice before redundancy, resting time, registration of DWs, days off, other leaves, and assistance with healthcare costs. However, the concept of having contracts between employers and DWs is far from reality, and serious issues remain unaddressed. The research findings and analysis presented in this paper reveal significant gaps in the implementation of the DWPWP-2015 policy for both live-in and live-out DWs workers in Bangladesh that should be addressed by the Ministry of Labour and Employment in any of the future amendments. In terms of gender, because the vast majority of DWs are women and children, there is a need to address the practical and strategic gender needs of women working in this sector.

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POLICY BRIEF: ASSESSMENT OF THE IMPLEMENTATION STATUS OF THE DOMESTIC WORKERS PROTECTION AND WELFARE POLICY AND WAY FORWARD

Domestic workers (DWs) play an important role in daily life management, DW is predominantly contributed by women and children who are contributing to the specifically reproductive labour of society and the care economy. Their efforts and assistance make life easier for certain segments of society. The growing number of domestic workers over time coincides with the growing demand for domestic assistance. Recently, local and international stakeholders, developing partners, donors and non-governmental organizations (NGOs), the international community, and regional influential organizations have been focusing on the recognition of workers' rights and facilities, benefits, and welfare in the domestic workplace, as well as the recognition of necessary housing equipment, including providing the suitable financial and non-financial rewards. Bearing this in mind, the Cabinet of the Government of the People's Republic of Bangladesh approved the Domestic Workers Protection and Welfare Policy (DWPWP) in December 2015, which includes key provisions for worker registration and legal aid. The DWPWP-2015 contains 16 provisions that define the responsibilities of employers, employees, and the government. It caters to the needs of over 2 million people, the majority of whom are women and children. Because of poverty, the majority of those employed as domestic workers in Bangladesh have chosen this profession as a means of subsistence. Even though Bangladesh is a source country for international migrant domestic workers, the DWPWP-2015 excludes them entirely. This brief aims to describe the deficits and implementation status of the DWs Protection and Welfare Policy (DWPWP)-2015, including such key issues as the right to minimum wage, allowances, fixed working hours, leave time, bonuses, a weekly day for rest, maternity leave, benefits, and protection from workplace violence and harassments. The brief will be supplemented by the survey data of the study and will show the current situation of DWs and potential policy recommendation based on the findings of the study.





Current Situation of Domestic works: Far from What the policy recommends

In our country the income of domestic workers (DWs) is not included in the Gross Domestic Product (GDP). In domestic worker protection system, there is no authority to monitor their situation. The nature of their work requiring them to have workplace in the boundary of private sphere, also far from their families and communities, keeps them outside of public view. Apart from that the scope for lodging of complaint by the DWs is very limited or nonfunctional. Besides, as the majority of the domestic workers (DWs) are women, they are always vulnerable to various forms of sexual abuse and harassment, which they do not like to report due to social stigma. Moreover, the workers engaged in different formal sectors are within the purview of welfare fund but there is no such dedicated fund for DWs. Absence of trade union or bargaining agency is also creating challenges to ensure welfare of the DWs.

Informal recruitment starts the challenges

According to the study's findings, the majority of live-out DWs (43.4 percent) were hired by another domestic worker, while the majority of live-in DWs were hired by their relatives (51.3 percent). Overall, the majority of workers were hired through another DWs (37.3 percent), relatives (35.7 percent), or the homeowners themselves (17.1 percent). Study findings also shows most of the live-in DWs are recruited by their relatives and most of the live out DWs are recruited through other DWs. None of them have any written agreement with their employers and the DWPWP also left the room for informal recruitment process by recognizing the verbal discussion as one of the option for recruitment. Though the Policy recommends that "Both sides shall be obliged to abide by the conditions set forth in the appointment letter or contract or understanding or agreement, but it is to be ensured that the conditions set forth are not contrary to laws and policies of the country" but due to non-obligation of the Policy these options are hardly practiced by the employers' households.

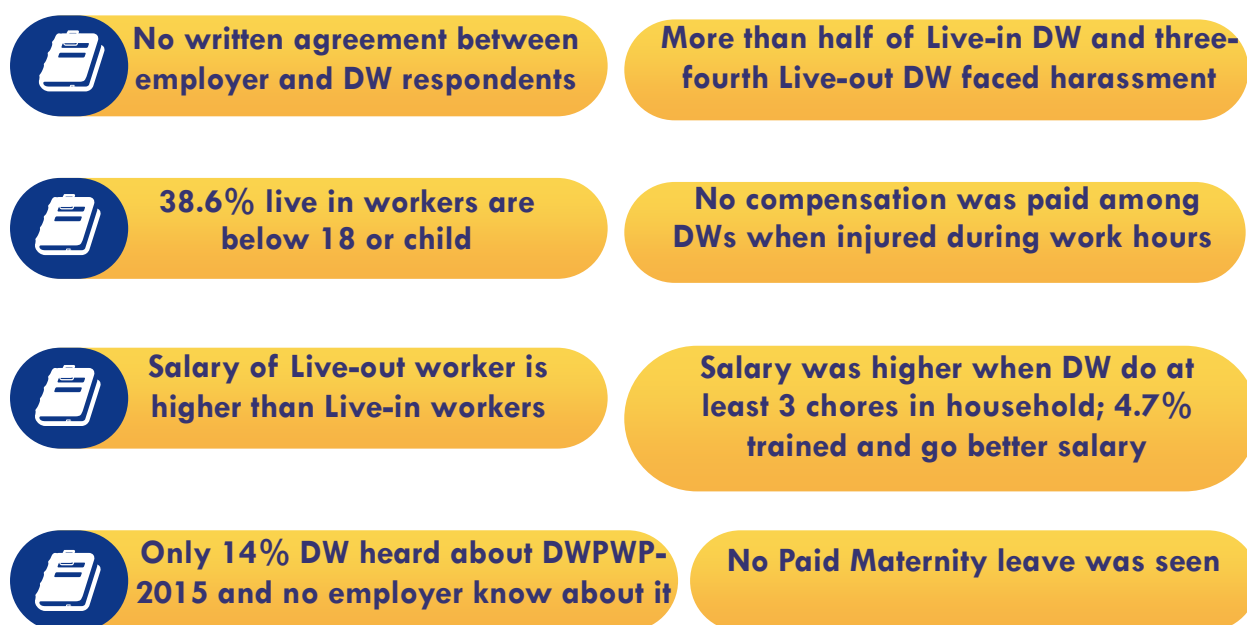
FIGURE II: KEY SHORTCOMING OF DW/PWP-2015

	No Declaration of minimum wages
	The absence of a DWs statistics
	Lack of Provision of forming Union or Association
	No clear instruction on basic education and

Violence and Abuses

The Study also revealed that female DWs face many challenges in the workplace. There are many DWs who work part-time, they don't always arrive at their workplace on time when working from three to four houses. In this case, employers shout at them. If someone is absent for a day, she has to work twice as much the next day. Sometimes employers deduct money from the salary due to absences from work. DWs have accepted that they have to accept all these abuses and exploitations because they think they have no choice but to earn money. Many DWs in the country frequently experience torture and exploitation. One of the DWs said she thought employers should try to understand that DWs are doing a lot to make their lives easier and that they should be treated nicely. They should also consider that the prices of essential commodities are getting higher every day and the wages of DWs need to be increased accordingly.

FIGURE III: MAJOR FINDINGS FROM THE STUDY

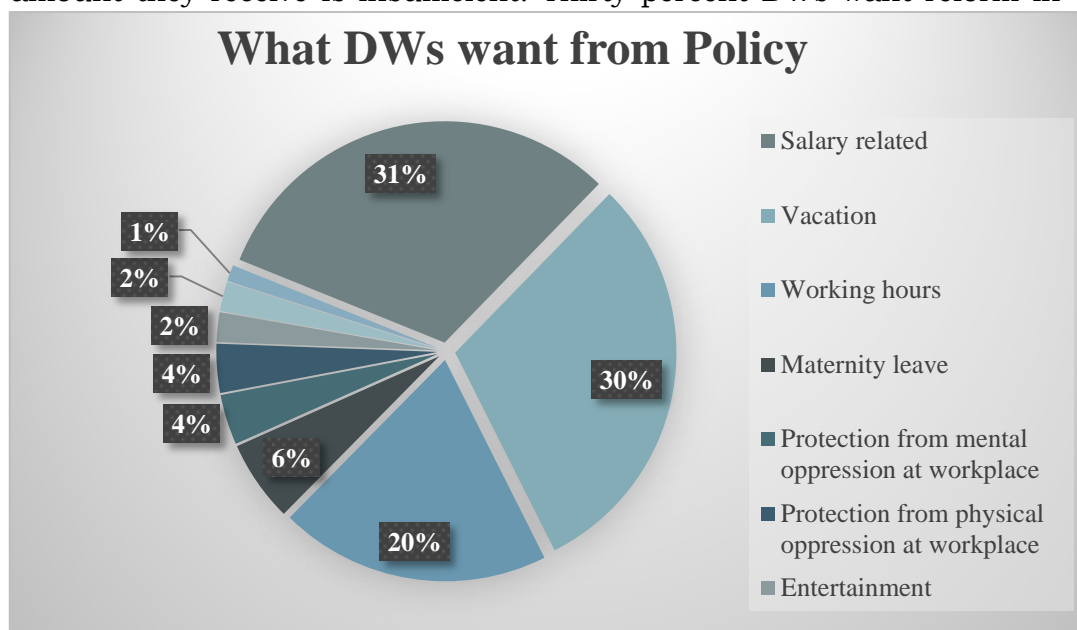


Low remuneration and Lack of leave provision

The Policy also proposed to fix type of employment, date of employment, wages, time of leisure and rests, type of work, lodging facility and food availability of the DWs, apparels and physical cleanliness of the domestic worker and obligations of the DWs. Of the 287 DWs, all of them reported varying level of monthly wages. Their wages vary from different aspects like both live-in (42.4 per cent) and live-out (92.4 per cent) DWs reported their salary was being fixed based on the type of work and the overall minimum monthly salary of a DW worker was BDT 500 (equivalent to 7.12 CAD) and maximum salary was BDT 20,000 (equivalent to 284.63 CAD). However, seventy per cent of live-out workers earned 7000-9000 BDT that is equivalent to 99.62 – 128.08 CAD. per month whereas only 30 per cent live-in workers earned the same. Though, 55 per cent live-in workers earned 1000 BDT (14.23 CAD) monthly which was the lowest wages.

However, while talking about their holidays at work, a slightly higher than the half of the total respondents said they enjoy vacation from their employers, but very few respondents claimed of enjoying yearly 90 days of leave. They were being asked why they have chosen this profession and one-fourth of the respondents replied this is the only earning source for them because they have not enough education to get any formal job. While they were asked for which reason, they want to switch their profession majority of DWs (30.7 per cent) replied due to the low salary and other reasons such as disliking about this job, insecurity, unwillingness/disliking of other family members and unavailability of jobs.

Below here a graphical representation was made which demonstrate more than thirty percent of the DWs want revision in their current salary amount according to them the amount they receive is insufficient. Thirty percent DWs want reform in vacation



policy for the DWs, more than eight percent of the DWs seeking protection from

mental, physical oppression at their workplace.

Recommendations for Policy, Process and Practice

It is clear from the research findings brief that much work remains to be done. This section provides recommendations for policy makers, trade unions and organizations of domestic workers to further the extension of social protection to this vulnerable group of workers. These recommendations include consideration of the COVID-19 crisis and its impact on DWs.

i) Enactment of the DWPWP Act and Recognize Contributions of Domestic Works

Non-enforceability of the DWPWP Policy, in contrast to Law or Act, lacks sanction for violation or omission. If the existing policy does not become law the violence and mistreatment against women (VAW) cannot be stopped. Since the policy is not legally binding a new law should be formulated so that the rights of DWs can be protected legally. In that case, Domestic Work should be formally recognized immediately as a profession the government must take immediate action to enact a comprehensive and enforceable law that recognizes domestic work as a formal sector, protects labor rights, ensures minimum wages, safety, security, and welfare of domestic workers, and provides exemplary punishments.; and a dedicated cell/organization under the Ministry of Labor is required to enact the Act. The Bangladesh Labor Act of 2006 and the National Child Labor Elimination Policy of 2010 classified domestic works as part of the informal sector, which is exempt from all government regulations and monitoring mechanisms. The Domestic Servant Registration Ordinance 1961 is ineffective to labor rights protection. Contributions of Domestic Work in both labor related laws and estimates of the Gross Domestic Product (GDP) is absent. Apart from

awareness building among employers, there should be a good management system to protect the rights of DWs at the local government level.

j) E-database or Statistics of DWs and Registration to Law Enforcement Agencies

The number of domestic workers in the informal sector continues to fall short of accurate data. The ILO, BBS, or Ministry of Labor use different parameters and show vastly different numbers of DW in Bangladesh. The policy should specify how relevant organizations (for example, the Bangladesh Bureau of Statistics and relevant NGOs) will be responsible for creating a centralized data set of DWs with the assistance of local administration/law enforcement agencies. An E-database on DWs should be created where all information about their status and employers' details can be found. This causes issues for both employers and the government. It has been observed that domestic workers sometimes leave the houses without notice, causing a complication for the employer. The government should create proper E-database, introduce record register and issue identification number in favor of the person who intends to be a domestic worker.

Data on DWs should be gathered at the union/thana level. This will provide the government with detailed statistics on DWs, their internal and international migration, and their status. To ensure the integrity and accuracy of the data the government should have an effective monitoring and follow-up mechanism in place so that it has the most up-to-date information about DWs. In this case, the government/service provider can learn about the DWs' situation from their friends and neighbors. In the long term, government should take initiative to collect information regularly about the situation of the DWs in national survey. The observation committee and monitoring cell can receive assistance from both the national and local governments.

k) Declaration of Minimum Wages and Benefits for DWs and their Families

There is no minimum wage for the domestic workers. Typically, they are paid less by their employer. There is variation in pay due to the lack of a minimum wage for experienced and inexperienced workers. The government should set the minimum hourly wages for DWs based on the type and nature of the work and both for urban or rural setting. To ensure domestic worker-friendly policies, health insurance policies, minimum wage rights, and digitized money transactions must be implemented.

The government should provide allowances or other benefits to senior and elderly DWs. Moreover, DWs' salaries should be increased, and festival bonuses should be provided. Two to three times a year, DWs should be given a bonus equal to 50% of their salary. DWs should be treated humanely when they are sick. A pregnant woman should be given at least 3-4 months of leave and half of her salary to be paid during and after her pregnancy; some employers recommend paying the full salary. Employers should allow DWs to breastfeed their children during work hours if possible. In this case, a commercial service provider, such as HelloTask or Sheba.xyz, can be used for negotiating in favor of DW. There should be a provision in place that allows them to receive one-time assistance after working as DWs for at least five years, as they typically do not receive financial assistance after losing their jobs. Additional benefits or penalties from law enforcement may encourage the signing of a written contract.

DWs should be provided with not only formal, educational, and social security benefits, but also area-specific dormitory, ambulance, and hospital services. Domestic workers who do not have the assistance of DWRN-affiliated organizations, NGO and CSOs, or other self-help groups are more vulnerable. The vulnerability of taking any

job must be addressed and mitigated through local offices of the Ministry of Social Welfare (MoSW) and social safety net allowances, which can do a lot of good in terms of social protection for DWs and their families. Needy families/people should be chosen as recipients of the government's safety net program.

Even though the government has made primary education mandatory for all citizens, it is not implemented in the case of children from extremely low-income families. The ultra-poor family should have a safety net provided by the local government. During a disaster or crisis period, such as Covid 19, to ensure their financial security/protection, DWs should be paid at least half of their salary by employers so the workers can sustain themselves.

l) Ensuring Basic Education, Socialization and Benefits for Migrant Workers

The policy should clearly state how live-in and child DWs can obtain education and other forms of socialization while under the employer's supervision 24 hours a day, seven days a week. Draw policy lessons from other countries that have not only enacted domestic worker legislation but have also ratified the ILO Domestic Workers Convention 2011. A written contract is required between DW and employers. Moreover, due to lack of instruction of Migrant Workers in the DWPWP 2015 leaving the victims of abuse abroad more vulnerable. That's, why, before a domestic worker or other migrant worker moves to overseas, the existing DWPWP 2015 or proposed Act must include a provision for a legitimate contract.

m) Provision of Forming Union or Association

The government must ensure that DWs do not lose their educational rights, and opportunities for proper education must be created in terms of inequality and standards. Domestic workers do not have a union or an association, despite the fact that garment workers, transportation workers, and other professional bodies do. Formal recognition by labor-related acts or instruction in DWPW policy to form or establish a location-based formal trade union to act as a leverage for domestic workers to settle their rights rather than relying on other rights or activist groups. DWs must be aware of the informal work environment, as well as labor and human rights. They can easily track their earnings and extent if they are involved with any organization.

As long terms steps, DW trade unions should be allowed and supported by the legal regime so that DWs can work for their rights and articulate their demands and interests to act against violence. Local leaders' interests dominate the trade union. As a result, it should be effective if steps to ensure the rights of DWs can be taken at the Upazila level. Trade unions and recruitment agencies can reach an agreement in which the DW's rights, such as fair wages, decent working conditions, and other benefits, are outlined.

n) Response to Victims of Tortured and Forced Labor and Strong Monitoring

The domestic work is confined within private sphere that is not accessible to the public, the concerns and sufferings of domestic workers go unnoticed. If the victim is located outside of Dhaka, immediate assistance from legal aid, NGOs, and labor unions is not possible. Moreover, DWs regularly face problems such as low wage, monthly wage received by parents, relatives, and recruiters; long intervals (more than 30 days) in monthly payment of wage; longer working hours; non-payment of Overtime benefits; lack of daily rest period etc. The helpline is not operational on a regular basis, and there is no place to file a complaint. Even the worker lacks the ability to call a helpline due to illiteracy and employer restrictions.

In that case, proactive monitoring and surprising visits is required by either mobile court Magistrate or relevant government official in the houses/flats, dormitories and

other places to assess the living standards of DW. To make mandatory submission of workers data, mode of employment by the employers to nearest police stations. Effective collaboration between different right groups and trade bodies with Bangladesh Labor Court is required to regulate employment issues e.g. regular wages and leaves; accountability in time-bound grievance redress mechanism.

There should be a complaint center for DWs so that they can take immediate steps against any incidents of harassment or violations. Female police should be recruited to work directly with DW victims. Special care should be taken to ensure the safety of female DWs aged 12 to 14. NGOs must work more closely with the government to protect the rights of DWs. Employers who torture their employees should face legal consequences. That's why, Dhaka North and South City Corporations should establish an effective Monitoring Cell, with the participation of trade unions and NGOs working to protect the rights of domestic workers

As long term measures, to reduce the incidence of DW harassment, a one-stop-center should be established in each ward/union level. Different organizations must come forward and collaborate under the same roof, sharing available data to help build trust and ensure that activities run smoothly. Strict policies must be implemented, and domestic workers must be treated with dignity. In this case, organizations such as Sheba XYZ can serve as role models. Sheba XYZ makes certain that their employees receive their pay on time.

o) Awareness of Both Domestic Workers and Employers

According to the ILO's 189, indicators for decent work in Bangladesh include a lack of a decent work environment, gender discrimination, and a lack of social security. Furthermore, no one is aware of the indicators. There must be provisions for DWs' freedom of expression and attainment of the minimum wage. Moreover, Most domestic workers and employers were unaware of the DWPWP-2015 policy, indicating a clear lack of promotion for this policy. Extensive effort to disseminate the provisions and role of stakeholders (government, NGO, association) must be undertaken by Ministry of Labor; extensive mass communication can include publicity through social media e.g. Facebook, Twitter, Instagram, WhatsApp, BiP, etc., TVC, RDC, and positive word of mouth communication both in rural and urban areas. Both DWs and employers should be made aware of the situation through various awareness and courtyard meetings. DWs should be trained and made aware of how to use helpline numbers. Motivation should be provided to DWs to use the helpline numbers, as many of them do not know them. Even if they do, they are afraid to call this number for assistance. Attention should be paid to preventing the helpline from being abused.

p) Training and Skills Development

DWs need formal training to increase their skill and bargaining power in their workplace. For example, if they would be trained to operate electronic machines available in the market as well as in their employers' houses their work would have been much easier and faster and efficient. It would also help them not be misbehaved with as much. Moreover, they could get more respect and values in their workplace if they had the skill of this type. Furthermore, participants emphasized the need of receiving training on mental skills and behavior since they lack any formal education in most cases. Participants demanded that they need training on all aspects of the household chores.

As long term measures, the Government has the most vital role to play in enhancing the skill of DWs. Different NGOs can also help. Employers, along with Govt. and NGOs, can work as well in this regard. The government should open domestic workers development institutions like Department of Youth Development, which can play a vital role to develop domestic workers as qualified human resources. DWs must receive proper training and certification to do so. Impact-oriented organizations can

come forward to facilitate training. They should be given training or opportunities to build their capacity in areas such as personal hygiene, equipment use, and soft skills. Requirement for one-time assistance/allowance from the government under the social safetynet program.

q) Scope of Future Evidence-based Advocacy

Additional research should be conducted on s) Need assessment of DW in the post-COVID-19 situation; b) Overall contributions of domestic works to GDP; and c) status of all DWs across the country in accordance with national and international labor policy and laws.

Recommendations for trade unions:

Domestic workers can benefit greatly from the support of trade unions. DWs need to get aware of informal work place and labor and human rights. If they can involve with any organization, then they can easily track their earnings and their extent. Trade unions in Bangladesh are represented in the national Tripartite Consultative Council, which they could use to advocate for increased social protection spending. Global trade union federations can play an important role in putting pressure on the Government of Bangladesh to ratify key international legal instruments, such as Conventions 189 and 102, by collaborating with international institutions such as the ILO.

Trade union of DWs should be allowed and supported by legal regime, thus DWs themselves can work their rights and articulate their demands and interest to act against violence. The trade union is dominated by the interest of local leaders. Therefore, it should be effective if steps can be taken at the Upazila level to ensure the rights of DWs. There can be an agreement between trade unions and recruitment agencies, where the DW's rights like fair wages, decent work conditions, and other benefits should be mentioned.

Conclusion

When the Domestic Worker Protection and Welfare Policy 2015 went into effect, it was praised for its clear direction in recognizing domestic work as formal labor and ensuring DWs' rights. It requires, among other things, salary payment within the first seven days of the month, one-month advance notice before redundancy, resting time, registration of DWs, days off, other leaves, and assistance with healthcare costs. However, the concept of having contracts between employers and DWs is far from reality, and serious issues remain unaddressed. The research findings and analysis presented in this paper reveal significant gaps in the implementation of the DWPWP-2015 policy for both live-in and live-out DWs workers in Bangladesh that should be addressed by the Ministry of Labour and Employment in any of the future amendments. In terms of gender, because the vast majority of DWs are women and children, there is a need to address the practical and strategic gender needs of women working in this sector.