

*(Translated from Arabic)*

**Permanent Mission of the Sultanate of Oman  
to the United Nations and other international organizations  
Ambassador's Office - Geneva  
Ministry of Foreign Affairs  
Sultanate of Oman**

**Urgent**

**Ms. Siobhán Mullally, Special Rapporteur on trafficking in persons,  
especially women and children**

**Mr. Tomoya Obokata, Special Rapporteur on contemporary forms of  
slavery, including its causes and consequences**

### **Subject: Malawian women workers**

With reference to letter AL OMN 1 of 23 December 2023, concerning alleged human rights violations against a group of 28 Malawian domestic workers in the Sultanate of Oman, we would like to inform you that, during its visit to Oman from 17 to 21 October 2022, the Malawian delegation provided to officials from the Ministry of Labour the details of 52 Malawian domestic workers whom it claimed had been subjected to human trafficking. After verification and investigation by the Royal Oman Police and the Ministry of Labour, the following has been established:

- The data provided by the Malawian delegation was incorrect in respect of 12 women.
- The cases of 40 workers were addressed, of whom 24 are in employment and wish to continue working for their employers.
- Five of the women are registered with recruitment offices to search for new job opportunities, and there are reports that four women have run away.
- Five of the women left the territory of Oman before the arrival of the Malawian delegation to the country.
- Two of the women were deported by the recruitment office on 29 December 2022.

Therefore, according to the results of the investigations outlined above, and following verification by the Royal Oman Police, it has not been established that the Malawian workers in question have been subjected to human trafficking or any physical or psychological abuse or unlawful violations of their rights. It should be noted that national laws and procedures guarantee the protection of the rights of domestic workers, and a number of hotlines are in place in Oman to report crimes of human trafficking. In addition, victims of human trafficking are provided with protection at the Dar al-Wifaq centre, which offers a range of psychological, social, health-care and legal services. To enhance cooperation between the Government of Oman and the Republic of Malawi, it is important to conclude a memorandum of understanding on employment matters between the two countries.

Please accept the assurances of my highest consideration,

**Khalifa bin Ali bin Issa Al-Harthy,  
Undersecretary for Diplomatic  
Affairs of the Ministry of Foreign  
Affairs and Chairperson of the  
National Committee to Combat  
Human Trafficking**

## **Efforts made by Oman in the field of human trafficking**

Oman has adopted legislation and taken several measures to combat human trafficking, including:

### At the international level:

- Accession to the United Nations Convention against Transnational Organized Crime in 2005.
- Accession to the Arab Convention against Transnational Organized Crime pursuant to Royal Decree No. 6/2015 in 2015.
- Accession to the International Covenant on Economic, Social and Cultural Rights pursuant to Royal Decree No. 46/2020, on the granting of economic, social and cultural rights to non-self-governing individuals, including workers.

### At the national level:

- The Anti-Human Trafficking Act was issued pursuant to Royal Decree No. 126/2008. It defines the crime of human trafficking and outlines the measures to be taken to combat human trafficking in Oman. The National Committee to Combat Human Trafficking was established and its competencies were defined in accordance with article 23 of the Act.
- The National Committee to Combat Human Trafficking issues a national plan every three years, according to which its principles and objectives are adopted.
- On 31 March 2020, the Royal Oman Police issued amendments to some provisions of the implementing regulations of the Aliens Act, according to which it is permissible to transfer the residence of a foreign national from one employer to another employer who has a licence to recruit workers, provided that proof of the expiry, cancellation or termination of the contract is submitted.
- A number of memorandums of understanding have been signed with labour-sending States with a view to regulating the recruitment of workers and protecting their rights. Memorandums have been concluded with the Republic of India, the People's Republic of Bangladesh, the Democratic Socialist Republic of Sri Lanka, the Socialist Republic of Viet Nam, the Islamic Republic of Iran, the Syrian Arab Republic, the State of Palestine, the Arab Republic of

Egypt, the Kingdom of Morocco and the Islamic Republic of Pakistan. These memorandums contain a clause allowing the exchange of information between the two countries with a view to preventing the illegal recruitment of workers and combating human trafficking.

- The Sultanate of Oman is also currently in the process of issuing a new law to combat human trafficking in line with the global developments in this area. International and local experts have been involved in drafting the law, in cooperation with the United Nations Office on Drugs and Crime.

#### Awareness-raising:

- The National Committee to Combat Human Trafficking launched a national awareness campaign entitled Ihsan, which ran for three months from October to December 2017.
- The National Committee to Combat Human Trafficking launched a national awareness campaign entitled Insan (Human) aimed at spreading awareness among various sectors of society about the crime of human trafficking, indicators of trafficking and how to support the Government's efforts to deal with these cases that violate human values. The campaign ran for three months from March to May 2021. The campaign targeted various sectors of society, both citizens and residents, and included various awareness messages in several languages to ensure that it reached the target audience, especially the most vulnerable groups that are most likely to fall victim to trafficking operations punishable under Omani law.
- The National Committee to Combat Human Trafficking launched a new website with content in Arabic and English, which provides an opportunity for victims to communicate and seek assistance in 14 languages.
- The National Committee to Combat Human Trafficking has social media accounts on Twitter and Instagram.

#### Prosecution:

- Offices to combat human trafficking have been established in the Royal Oman Police, the Public Prosecution Service, the Ministry of Foreign Affairs and the Ministry of Labour to ensure the specialization and effectiveness of procedures to combat human trafficking.

- A rapid response team, chaired by the Public Prosecution Service and with membership comprising the Ministry of Foreign Affairs, the Ministry of Labour, the Ministry of Social Development and the Royal Oman Police, began its duties in 2019 and has coordinated and handled a number of cases.
- Conciliation and reconciliation bodies and labour courts have evening shifts, and judges are assigned to hear labour disputes and speed up the settlement of labour disputes.
- Recently, special prosecutors have been assigned to deal with human trafficking cases in every governorate in the country.

Protection:

The Sultanate of Oman, through the Dar al-Wifaq protection centre, provides a number of services to victims of human trafficking, including:

- Psychological services: Dar al-Wifaq has a psychologist who helps victims to regain a sense of stability and psychological balance by restoring their self-confidence and educating them about the methods used by traffickers and the dangers of human trafficking. The specialists also study the status of cases and restore the victims' confidence in the external community, which facilitates the process of recovery and community participation.
- Social services: The centre covers all the victims' basic and special needs. In addition, the victims receive a cash allowance as pocket money during their stay in the centre. The centre also provides educational programmes for victims, including handicrafts and skills such as drawing, sewing and design. The items produced by the victims are offered for sale, with proceeds going to the victims. The centre also provides recreational activities, including media, sports activities and other activities that ensure that victims' spare time is occupied in useful ways. Dar al-Wifaq coordinates with the relevant authorities in relation to the provision of job opportunities to victims at the centre. In 2021, job opportunities were provided to two victims.
- Health services: Dar al-Wifaq provides primary care services to ensure that victims are free from serious and infectious diseases. Victims undergo a number of essential medical examinations, provided in cooperation with health-care institutions.

- Legal services: Dar al-Wifaq provides legal protection on the basis of a memorandum of understanding concluded between the National Committee to Combat Human Trafficking and the Lawyers Association in 2018 to advocate for victims of human trafficking and protect their rights.

With regard to the involvement of civil society organizations, a memorandum of understanding was signed between the Ministry of Social Development and Dar Al Atta'a Association to provide support to victims of human trafficking by:

- Providing airline tickets to victims once legal proceedings have ended.
- Providing and supporting training and awareness-raising programmes and workshops for victims.
- Providing training programmes for victims to produce and develop products.
- Marketing the victims' products to provide them with a financial return.

#### Complaints:

The Sultanate of Oman operates a number of 24-hour hotlines for reporting human trafficking that are available in Arabic and English; in addition Urdu, Hindi and Bengali interpreters are contracted:

- The Royal Oman Police's main human trafficking hotline – 80077444.
- The Ministry of Social Development's hotline for victims of trafficking – 1100.
- A hotline for labour complaints affiliated to the Ministry of Labour – 80077000. In addition, complaints can be filed through the Ministry's website.
- The National Committee to Combat Human Trafficking receives complaints in 14 languages on its website: [www.nccht.om](http://www.nccht.om).