

ADVISORY for all 'Restaurant Drivers/Delivery Riders/ Courier Riders' coming to Kuwait on Employment/Work Visa

1. It has come to the notice of the Embassy that a large number of workers are being recruited from different parts of India to work in Kuwait as **"RESTAURANT DRIVERS"**. After arrival in Kuwait, they are deployed as **DELIVERY DRIVERS/ RIDERS FOR FOOD PLATFORMS** like *Talabat, Deliveroo* etc.
2. Prospective Indian emigrants to Kuwait should note that if the name of the Employer includes the term 'Consumer Orders', 'Consumer Goods', 'Delivery of Orders', etc., these may normally be **Food Delivery aggregators/platforms. Most of them use Two-Wheeler/Bikes for delivery** even during peak summer times.
3. Workers coming to Kuwait as **'Restaurant Driver/Delivery Riders'** etc. should be aware of the following :
 - (i) Delivery Drivers are provided with Small-to-Medium Enterprises (SMEs) Visa, which binds the Employee to work for the same Employer for 3 years. **There is no provision for release/transfer during the three years i.e. the worker cannot transfer his work permit to other Employers.** After 3 years, the workers can get transfer to another SME Employer or has to return to India.
 - (ii) **Salary is generally commission-based** with delivery targets and also based on the distance of deliveries. Such Companies do not pay the employees a fixed monthly income as may be wrongly promised by some Agents.
 - (iii) Before accepting the work, workers should **go through the Contract and ensure that the Employer is providing basic workers' rights** like minimum working hours, overtime pay, holiday entitlement, worker's health and safety, and compensation is provided in case of total/partial disability.
 - (iv) Workers may note that the **weather conditions are harsh** in Kuwait (extreme heat, dust storms etc.) during some months of the year.
 - (v) Workers should **ensure that they are provided with Medical/accident insurance**, for their own safety and well-being.
 - (vi) All Delivery Riders should insist on **Embassy attested Employment Contracts** (as per Labour Laws of Kuwait with Minimum Wages of KD 120 for Delivery Drivers) prescribed by Government of India, to safeguard their interests.
 - (vii) The benefit of Employment Contract attestation through Embassy includes **Insurance coverage** (covering disability/accident/death compensation) **in Kuwait, paid by Kuwaiti Employer.**
 - (viii) Workers also get **additional Insurance benefit of Pravasi Bhartiya Bima Yojana (PBBY)** while obtaining Emigration Clearance from PoE office.
4. Delivery Riders/Drivers who are already in Kuwait and working for such delivery Companies, may note the following in case of any exigencies:
 - (a) In case of any labour grievances/disputes, they should **first register a formal complaint with Public Authority of Manpower (PAM).**
 - (b) They may also register a **complaint with Labour Helpdesk of the Indian Embassy** physically or through Whatsapp Helpline No. 6550 1769.
 - (c) All labour grievancs/disputes of civil matters can be taken up and solved through PAM (Shoun) Office and Labour Courts.
 - (d) However, if any case of theft, breach of trust, etc. is filed by the Employer with the local Police, it will result in Criminal Cases with serious consequences, including exit travel ban from Kuwait, till final clearance of such cases through Labour Court. Therefore, in case of any Labour Grievance/Dispute with the Employer, worker should ensure that they **do not carry/take any Cash or material belongings of the Company/Employer** (Mobile Phone, Delivery Bike, Bike Keys, Room Keys, etc.), which may result in a Criminal Case against them.