



Photo: Andy Aitchison

Empowering the Readymade Garments Workers Living in Urban Slums of Dhaka (ERMG) Project

One Stop Service Centre (OSSC)

A model for RMG workers' well-being

Bangladesh ranks second in the global readymade garments exports with \$27,949 billion exported in FY 2019-20 that constituted 83% of total export volume. The sector employs 4.4 million workers, of whom 60% are women, mostly migrated from rural areas for better livelihood. Government, NGOs, CSOs, brands and buyers are engaged to promote the workplace safety and compliance in the RMG sector. Unlike many other sectors, workplace safety and health compliance issues have become prioritized in the RMG sector, but general health, well-being, and quality of life remain largely ignored.

BRAC has been conducting comprehensive well-being activities through three One Stop Service Centres (OSSCs) located in Tongi, Gazipur, and Savar. In partnership with 30 RMG factories, city authorities, and life insurance company, BRAC ensures quality healthcare service, legal aid, skills development training and job placement, and financial services, such as mobile banking, DPS, and health insurance. Online service through Maya App on health, legal, psychosocial counseling, and COVID-19 related safety awareness and early childhood cum daycare facilities also available through OSSC. The services contribute to RMG workers' attentiveness, high productivity, low absenteeism, reduced dropout, etc. The centres remain open six days a week, including Friday.

Besides, the OSSC under BRAC Urban Development Programme works at the community level to improve their living conditions by ensuring their access to affordable basic services, safe and productive livelihoods, affordable and safe housing, climate change resilience, and sensitizing their rights and entitlements.



50,231

RMG workers have received direct services from OSSCs



37,249

RMG workers received primary healthcare services



1,678

Newly entrant workers received skills training and job placement



2,985

RMG workers received legal aid services



8,098

RMG workers enrolled in financial services



84,941

People received online Maya services

PROFILE

03

One Stop Service Centres

50

readymade garment factories as partners

1,200

skills graduates

6,500

financial inclusion clients (DPS, health insurance, bKash)

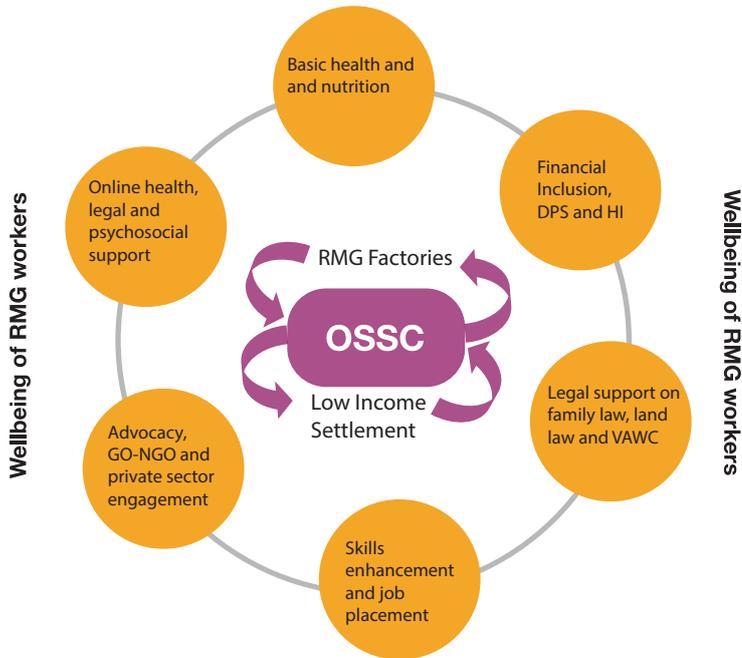
30,000

received basic health and legal services

50,000

RMG workers under OSSC services

Wellbeing of RMG workers



One Stop Service Centre (OSSC) model ensures services through multi stakeholders engagement

WHY OSSC WORKS

OSSC model ensures workers' well-being, enhances skills and reduces health hazard

Digitization of services creates better accessibility through Maya app, bKash etc

Evidence-based advocacy creates space for service integration and job placement

The community-based platform increases acceptance and ensures community participation

Ongoing pilot projects help to implement new initiatives and customized products

Quality services create branding and partnership opportunities in the RMG sector



"My husband used to torture me for dowry, had later disassociated me, and married another woman. During my skills training on sewing machine operation offered by BRAC Urban Development Programme, I was physically, mentally, and financially distressed. Now I have got a job, started saving money, and have been seeking legal support to get dower and maintenance benefits from my husband with the support of BRAC OSSC Gazipur," Moyna Begum said.

Moyna (28) had to go through several domestic violence incidents in her life, which caused her to migrate from Barisal to Gazipur for treatment. After the treatment, she decided to stay in Gazipur and look for a job in the RMG sector, but she did not have the relevant skills to be employed in any RMG factory. She came across BRAC and, subsequently in January 2018, was selected for the three-month-long training on Industrial Sewing Machine Operation offered by BRAC. Upon completing training, Moyna joined an RMG factory with the job placement support of BRAC UDP. Besides, she received healthcare services, was enrolled in DPS, opened a bKash account, and received free legal aid from the OSSC.

Moyna is a fighter who survived against all odds of life with the support of BRAC. She is happy to get back on her feet and sew her way to her dreams.



“The changes must come first from Bangladesh itself. My country will require new political will to hold accountable those who willingly put human lives at risk. It will also require the support of factory owners; civil society organisations, including my own; and the private sector, including Western buyers.”

Sir Fazle Hasan Abed KCMG