

ADMINISTRATIVE RESOLUTION NO.(25) OF 2022
CONCERNING THE PROCEDURES MANUAL REGULATING LABOR DISPUTES
AND COMPLAINTS

Undersecretary for Human Resources Affairs:

Having considered:

- Federal Law No.(1) of 1972 on the competencies of the Ministries and Powers of the Ministers and amendments thereof
- Federal Decree-Law No. 33 of 2021 concerning Regulation of Labor Relations and its Executive Regulations
- Cabinet Resolution No. 25 of 2016 and Cabinet Resolution No. 33 of 2022 concerning the organizational structure of the Ministry of Human Resources and Emiratisation
- Cabinet Decision No. (47) of concerning the Regulation of Labor Disputes & Complaints Procedures
- Administrative Decision No. (6) of 2022 concerning the Procedures Manual Regulating Labor Disputes & Complaints
- In pursuance of public interest

Has Resolved

Article (1)

Electronic forms (e-Forms) provided in MOHRE system shall be adopted, and the Procedures Manual attached hereto shall be implemented.

Article (2)

Administrative Decision No.(6) of 2022 referred to is hereby repealed, and any provision inconsistent with the provisions of this decision shall be repealed

Article (3)

Relevant authorities shall take the necessary measurements for the enforcement of the rules of this manual in accordance with their areas of jurisdiction.

Khalil Ibrahim Al-Khoury
Acting Undersecretary for Human Resources Affairs

1. Registration of a Labor Complaint (Individual)

Service Description	A service provided to the employer and employees to register their labor claims with the Ministry if one of the parties to the labor relationship fails to fulfill his contractual obligations.
Service Delivery Channels	MOHRE website, MOHRE Smart App. Contact 80060 for UAE Nationals working in the private sector complaints Contact 04-6659999 for Non-nationals working in the private sector complaints
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit a complaint through one of the service delivery channels, specifying the rights due. 2. A text message is sent to both parties to the labor relationship including complaint details and the service process. 3. The competent legal officer shall contact the Complainant and the Respondent in accordance with the details contained in the complaint, to resolve the dispute amicably. If amicable settlement is not reached, another appointment will be scheduled. 4. Both parties will be summoned again by the concerned officer to mediate for an amicable settlement. If amicable settlement is not reached, MOHRE shall refer the dispute to the competent court or cancel the work permit as the case maybe.
Required Documents	Supporting documents of the claim, if any
Terms and Conditions	<ol style="list-style-type: none"> 1. The employee must be registered in the Ministry's system 2. The same person may not have an existing complaint pending consideration or a complaint referred to the competent court, unless the employment relationship still exists or he wishes to cancel the work permit. 3. The employee must be registered with one of the free zones or likewise in accordance with the terms and conditions established thereof.

Service Response Time	14 days Note: The customer will be notified of the result of the request upon completion. The customer may follow up on his request by logging into the inquiry services on MOHRE website (www.mohre.gov.ae) or MOHRE smart app.
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2. Registration of a Labor Complaint (Collective)

Service Description	A service provided to the employer and a group of employees to register their labor claims with the Ministry if one of the parties to the labor relationship breaches the agreed contractual obligations. The number of employees involved in the collective labor dispute may not be under 100.
Service Delivery Channels	MOHRE website, MOHRE Smart App. Contact 80060 for UAE Nationals working in the private sector complaints Contact 04-6659999 for Non-nationals working in the private sector complaints
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit a complaint through one of the service delivery channels. The number of collective labor complaint representatives may not be under 3. 2. MOHRE official shall visit the establishment premises in accordance with the complaint's details and nature, and he shall prepare a report on the reasons for the complaint and employees claims. 3. The competent MOHRE official shall mediate to settle the dispute amicably. If mediation efforts by the competent official fail, the Ministry must refer the dispute to the competent conciliation committee.
Required Documents	Supporting documents of employees claims, if any
Terms and Conditions	<ol style="list-style-type: none"> 1. The number of employees involved in the collective labor dispute may not be under 100. 2. Employees involved in the collective dispute must be registered in MOHRE system

Service Response Time	<p>30 days with MOHRE 30 days with competent committees</p> <p>Note: The customer will be notified of the result of the request upon completion. The customer may follow up on his request by logging into the inquiry services on the MOHRE website (www.mohre.gov.ae) or the MOHRE smart app.</p>
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3. Registration of a Labor Complaint (Absence from Work)

Service Description	A service provided to employers to report an employee who absents himself from work for a period exceeding 7 seven successive days, without the employer's knowledge of the employee's location and lack of communication means with the latter.
Service Delivery Channels	MOHRE website, MOHRE Smart App.
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions, supporting documents, and approvals are fulfilled.
Required Documents	"Employee status "inside or outside the country to be obtained from the relevant authorities in the event that the employee data is not yet available in the Ministry's system.
Terms and Conditions	<ol style="list-style-type: none"> 1. The employee is inside the country and absents himself from work for a period exceeding 7 seven successive days 2. The employer must lodge a labor complaint if he is aware of the employee's location, his contact number or any means of communication with him. 3. Payment of fines resulting from the expiry or non-issuance of work permits, if any 4. The work permit is automatically canceled as soon as the application is approved by the Ministry. An exception is made for transfer work permits and work permits for employees from outside the country.

**Service Response
Time**

2 days

Note: The customer will be notified of the result of the request upon completion. The customer may follow up on his request by logging into the inquiry services on the MOHRE website (www.mohre.gov.ae) or the MOHRE smart app.