

UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION



الإمارات العربية المتحدة
وزارة الموارد البشرية
والتوظيف

DOMESTIC WORKER SYSTEM

CANCEL WORK PERMIT AND CONTRACT

November 2021

First Step

The screenshot shows the homepage of the Ministry of Human Resources & Emiratisation (MOHRE) website. The navigation bar includes 'ABOUT US', 'LAWS & REGULATIONS', 'SERVICES', 'MEDIA CENTER', 'DIGITAL PARTICIPATION', 'OPEN DATA', and 'CONTACT US'. The 'SERVICES' menu is expanded, showing a list of services including 'Partners Services', 'Job Descriptions', 'Technical support for clients', 'Merchant Portal', 'Labour Accommodation System', 'Job Offers and Contract services', 'Virtual Labour Market', 'Domestic Worker System', and 'Enquiry Services'. A red dashed box highlights the 'Service Directory' option in the menu. A callout box on the right contains the text: 'At mohre.gov.ae Choose a services directory from Service List'. Below the menu, the 'SERVICE DIRECTORY' section is visible, featuring a search bar and a list of services such as 'Amend contract / work permit', 'Amend work contract for a domestic worker', 'Appeal request from the customer', and 'Cancel the domestic worker work permit'.

At mohre.gov.ae Choose a services directory from Service List

Second Step

The screenshot shows the 'SERVICE DIRECTORY' page on the website mohre.gov.ae/ar/services/services-directory.aspx. The page features a navigation menu with options like 'ABOUT US', 'LAWS & REGULATIONS', 'SERVICES', 'MEDIA CENTER', 'DIGITAL PARTICIPATION', 'OPEN DATA', and 'CONTACT US'. A search bar is located at the top right of the main content area. Below the search bar, there is a list of services organized by letter (A-Z). Each service card includes a title, a 'View Details' link, and a 'Start Service' link. A red dashed box highlights the 'View Details' link for the service 'Registration of workers' complaints'. A red dashed line connects this link to a callout box on the right. Another callout box points to the search bar. The page also includes a 'Priority Services' section on the left and an 'Online Chat' button at the bottom right.

Choose the name of the service from the list or search for it in the field (Search for services)

You can view the service card by clicking on (Service Details)
Or you can login to the system by clicking on (Service Request)

Third Step

You will be taken to the domestic worker system page

The screenshot shows the website interface for the UAE Ministry of Human Resources & Emiratization. A central modal window titled "Login" is displayed, containing the following elements:

- Logo of the United Arab Emirates Ministry of Human Resources & Emiratization.
- Input field for Username.
- Input field for Password.
- Biometric Login icon.
- Remember Me checkbox.
- Login button.
- Forgot Password link.

A red dashed box highlights the Username and Password input fields. A red dashed line connects this box to a callout box on the right that says "Enter the username and password".

Below the login form, there are service cards for "Renewal of permit and work contract / work permit" and "Request a quota of work permits for establishments".

Enter the username and password

Fourth Step

You will be moved to the domestic worker page, the employer's control panel

The screenshot displays the MOHRE services portal interface. At the top, the header includes the UAE coat of arms, the text 'الإمارات العربية المتحدة وزارة الموارد البشرية والتوطين' (United Arab Emirates Ministry of Human Resources and Emigration), and navigation links for 'English', 'تسجيل' (Registration), 'دخول' (Login), 'جولة في الموقع' (Site Tour), and 'الاعدادات' (Settings). A main navigation bar contains links for 'عن الوزارة' (About the Ministry), 'القوانين والتشريعات' (Laws and Regulations), 'الخدمات' (Services), 'المركز الإعلامي' (Media Center), 'المشاركة الرقمية' (Digital Participation), 'البيانات المفتوحة' (Open Data), and 'اتصل بنا' (Contact Us). A 'Change Password' link is also visible.

The main content area shows the employer's control panel. It features a profile card for the employer with fields for 'Nationality' (UNITED ARAB EMIRATES), 'Unified No' (297301), 'Visa Expiry', 'Status' (ACTIVE), 'DeliveryAddress', 'PassOffice', 'Building', 'Mobile No.', 'POBox Emirate' (SHARJAH), and 'Apartment'. Below this is a 'Department' table:

Department	Filetype	Status	Action
Sharjah	UAE NATIONAL SPONSOR	Active	Update

A red dashed box highlights the 'Update' button in the Department table. Below the table is a 'Domestic Workers' section with a search bar and buttons for 'Add New Worker', 'Add Missing Worker', and 'Exceptional Cancellation'. It also has tabs for 'Active Workers' and 'Cancelled Worker'. Two worker cards are displayed, each with a profile picture and details:

- Worker 1:** Name, Profession (HOUSE KEEPER), Nationality (PHILIPPINES), Visa Expiry (01/09/2022), Passport Number, Passport Expiry (26/09/2028), File Type (Residency (Sharjah)).
- Worker 2:** Name, Profession (HOUSE KEEPER), Nationality (PHILIPPINES), Visa Expiry (27/09/2022), Passport Number, Passport Expiry (09/11/2022), File Type (Residency (Sharjah)).

The employer's data is updated by clicking on Update workers details and waiting for a while

Fifth Step

The screenshot shows the Ministry of Human Resources & Emiratisation website. The main content area displays a worker's profile with the following details:

- Nationality: UNITED ARAB EMIRATES
- Status: ACTIVE
- Department: Sharjah
- Filetype: UAE NATIONAL SPONSOR

Below the profile, there is a table of Domestic Workers. The first worker is highlighted with a red dashed box, and a dropdown menu is open for the 'Residency' option. The menu items are:

- Typing Renew Contract for Domestic Worker
- Cancel Residency
- Residency (Sharjah)

A red callout box on the right side of the screen contains the text: "The worker whose residence permit is to be canceled is selected, and the procedure (cancellation of residence .permit) is selected".

Sixth Step

https://eservices.mohre.gov.ae/ Ministry of Human Resource...

UNITED ARAB EMIRATES
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& EMIRATISATION

العربي Sign in Register Site Tour Settings

ABOUT US LAWS & REGULATIONS SERVICES MEDIA CENTER DIGITAL PARTICIPATION OPEN DATA CONTACT US

Sponsor Dashboard Change Password

Cancel Residency

Residency cancellation for Domestic Worker

0%

1 Personal Information

2 Full Name (English) *

3 Full Name (Arabic) *

4 Worker Nationality * PHILIPPINES Occupation * HOUSE KEEPER

5 Reason For Cancellation * **INEFFICIENT DOMESTIC WORK**

Next >

Guidance

Online Chat

Select the reason of cancellation

Seventh Step

https://eservices.mohre.gov.ae/ Ministry of Human Resource...

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العربي Sign in Register Site Tour Settings

ABOUT US LAWS & REGULATIONS SERVICES MEDIA CENTER DIGITAL PARTICIPATION OPEN DATA CONTACT US

Sponsor Dashboard Change Password

Cancel Residency

Residency cancellation for Domestic Worker

10%

Attachments

Sr.No	Description	Min Pages	Max Pages	Mandatory	Status	Scan
> 1	Colorful Photo for Domestic Worker	1	1			
> 2	The sponsor's passport	1	2	*		
> 3	ID card delivery. Or ID receipt. In case of installation of residence	1	1			
> 4	The cancellation form of the labor card issued by the Ministry of Labor	1	1			
> 5	Entry permit if accommodation is not installed	1	1			
> 6	Approve Letter Signed from Sponsor	1	1	*		
> 7	Death Certificate	1	1			
> 8	Medical unfit certificate	1	1			
> 9	Administrative order Document	1	1			
> 10	TAWAFUQ Approve document for worker cancellation with sponsor Approve	1	1			

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Guidance

Cancel Residency

Online Chat

Attach the required documents
Click Next and pay the fees

mohre.gov.ae



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youtube.com/user/MOLUAE



instagram/mohre_UAE



linkedin/MOHRE