

Service Directory of Human Resources Affairs

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Open Establishment Card

Service Card Application	
Service Name	Open Establishment Card
Service Description	It is the first step to register the establishment's data in the MOHRE, give it a number with registering the owners names, authorized signatories and their signature forms as well as the data of the establishment with its economic activity and location.
Timing	2 working days

Terms and Conditions	<ul style="list-style-type: none"> - The license shall be valid. - The license holder, any of the establishment's partners, or its service agent shall a UAE national (depending on the business activity). - The establishment's owner, partners, service agent and authorized signatories shall have one personal number at the Ministry. - All registered establishments of the license holder or service agent shall have a single unified personal number. - The owner's establishments shall not have on their record any labour cards not renewed for more than two months, work permits not renewed for more than six months, licenses not renewed for more than seventy days, or any labour or other violations are registered against them. - The license holder or service agent shall not be below the age of 21 years. In case of minors, the parent or guardian may sign on behalf of the license holder or service agent until he/she reaches the legal age. Minors may sign by obtaining a court's permission. GCC citizens shall be treated as UAE nationals. - All national license holders must sign on signature specimen cards. - The license holder or service agent shall have an establishment card registered at the General Directorate of Residency and Foreigners Affairs. - The national license holder, service agent or authorized signatory shall have a valid e-signature card.
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Required Documents	
Document Name	Document Terms
The original license/ a copy thereof	Document shall be valid and indicate the activity/address/ PO/ telephone/ fax
Appendix of partners/ Statement of Partners' Names	Issued by the Economic Department in the absence of the names of license holders in the commercial license.
A copy of the establishment card and passports	For the Federal Authority for Identity and Citizenship
Copy of partners' passports	Document shall be valid
A copy of the family book	For the partner or sponsor "citizen"
Membership certificate issued by the Chamber of Commerce and Industry	If activity is stated in the license, a commercial representation office.
A copy of the Memorandum of Association	If there are partners in a limited liability company
A power of attorney form and an acknowledgement	For the establishment owner "citizen" accredited according to the form approved by the ministry
A pledge and commitment	By the authorized signatory, accredited according to the form approved by the ministry.
Request to open file of all partners	If there is no personal number of the owner, partner, service agent, or authorized signatory with providing a personal photo
A copy of the ship's license	issued from the Ministry of Environment and Water in case of ships
A copy of the fishing boat license	issued from the Ministry of Environment and Water in case of fishing boats.
The approvals for third parties according to the activity	Obtained from the competent ministries or bodies.

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car.	AED 50	Fees for the service channel	These fees are applied only when submitting the service application via the electronic and smart systems channels, the service booth, and the service car.

Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided via authorized service centers "Tasheel".
Government Fees	AED 2000	Federal Fees	For each Request

Target Audience	Employers
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Generating Type & Delivery Method	
Service's Final Generator	Electronic Approval
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry

Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car
	Establishments participating in the Ministry's E-forms program

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Open Establishment Card	How much does it cost to issue a new Open Establishment Card?	AED 2000 Government Fees + Service Fees
	Is it possible to apply for an establishment card without a commercial license?	The commercial license must be issued first to complete the process of the electronic application for opening an Establishment Card.
	What are the procedures for opening an Establishment Card?	Submit the application through the service delivery channels to complete the transaction and print the establishment card from the service center "Tasheel"
	What is the length of time to issue an Establishment Card?	Within 2 working days
	What is the legal age to open an Establishment Card?	Partners must be at least 21 years of age.

Service Card Application	
Service Name	Modify Establishment Card
Service Description	An application submitted by the establishment to modify its data in the records of the Ministry, e.g. (Changing the establishment's data or changing the trade name or updating its other data, etc...).
Timing	2 working days

Terms and Conditions	The required modifications in the license shall be made by the license issuer.
	The national license holder or service agent shall have an establishment card registered with the Federal Authority for Identity and citizenship and has been modified.
	The license holder, any of the establishment's partners, or its service agent (required to be added) shall be a UAE national, except for commercial representative offices or branches of Gulf-based companies.
	The owner, partners, service agent or authorized signatories who are required to be added shall have personal numbers at the Ministry.
	All registered establishments of the license holder or service agent shall have a single unified personal number.
	The license holder or service agent to whom ownership is assigned shall not be below the age of 21. (if so, there shall be a guardian).
	GCC citizens shall be treated as UAE nationals.
	All national license holders must sign on signature specimen cards.
	No restrictions on the establishment in case of modification.

Required Documents	
Document Name	Document Terms
A copy of the license after the modification	indicating the address, PO, telephone, fax, and modifications made by the competent authority
Signature specimen card	Or the establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the establishment card and passports	For the Federal Authority for Identity and Citizenship
E-Signature Card	Of one of the authorized partners
A copy of the Memorandum of Association or Annex to the Memorandum of Association	If there are partners in a limited liability company
Appendix of partners/ Statement of Partners' Names	If there are partners in a limited liability company
A power of attorney form and an acknowledgement of the establishment owner "citizen"	For the establishment owner "citizen" accredited according to the form approved by the ministry
A pledge and commitment	By the authorized signatory, accredited according to the form approved by the ministry.
Copy of partners' passports	Document shall be valid
A copy of the family book	For partners and citizens
Application for opening or modifying file of citizen or foreigner	If a partner's personal number is not present

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the	AED 100	Fees for the service channel	These fees are applied only if service is provided

service centers "Tasheel"			through authorized service centers "Tasheel".
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Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic Approval
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry

Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car
	Establishments participating in the Ministry's E-forms program

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Modify Establishment Card	Where can I apply to modify establishment card data?	Via "Tasheel" system, service centers of smart Application.
	In the case of a license expired Can I update the establishment data without updating the license?	No, you can not.
	Who is authorized to apply for updating the establishment data?	The representative of the establishment owner
	In case I want to add a new person as an authorized signatory in the establishment card, where I can process this procedure?	Via service centers "Tasheel"
	If the establishment is a fishing boat, it should be in the first classification but in the system it is registered in 2B classification?	Please refer to Happiness Centers for updating the classification

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	E-Signature Card
Service's Final Generator Type	Card
Service Delivery Method	Mail or urgent by hand from authorized service centers "Tasheel"

Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car
	Establishments participating in the Ministry's E-forms program

Frequently Asked Questions		
List of MOHRE services	Question	Answer
E-Signature Card	Where to apply for the issuance of E-Signature Card?	Via service centers "Typing centers"
	Where is the card activated?	In the event that the service is not completed at the service centers "Tasheel", the customers are directed to Happiness centers of the ministry.
	Is it possible to issue more than one card to the same person?	Yes
	Where is the E-Signature Card deactivated?	A letter from the establishment and refer to the customers happiness centers.
	Does the bank guarantee refund require an E-Signature Card?	Yes

Service Card Application	
Service Name	Request a quota of work permits for establishments
Service Description	A service provided by the ministry to establishments wishing to acquire recruitment permits
Timing	3 working days (according to the report of service centers "Taqyeem")

Terms and Conditions	The establishment shall have no restrictions.
	All partners and authorized signatories' establishments shall have no restrictions.

Required Documents	
Document Name	Document Terms
Establishment number / a copy of establishment card	The establishment code in the Ministry of Human Resources and Emiratization.
A copy of the commercial license	Document shall be valid
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
Original Emirates ID card	For the applicant
Original vehicle identification	in case of request for quota of (driver\ Transportation companies\ car rental offices)
Details of the required quota	Profession - Number - Sex
Water and electricity bills	for the last month
A copy of lease	Valid lease
Proof of workload	What proves the workload such as (project contracts, construction permits, purchase and sale invoices, etc.)

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-Dirham fees	AED 3	Federal Fees	Fees are applied to all service channels and once in this transaction regardless of the number of quota requested.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery through the service centers "Tasheel"	AED 100	Service centers' fees	These fees are applied only if the service is provided via the authorized service centers "Tasheel" and once in this transaction regardless of the number of quota requested.
Government Fees	AED 200	Federal Fees	For each worker required in the quota
"Taqyeem" Service Provider Fees	AED 500	Service Provider Fees	Fees are applied in this transaction every three months when the employer applies for an establishment quota

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	E-approval application receipt
Service's Final Generator Type	A paper or electronic from the Ministry's website
Service Delivery Method	Via the Service Centers Tasheel/ Website of the Ministry http: www.mohre.gov.ae

Document Terms	This printable output is produced when inquiring about the transaction on the inquiry page on the Ministry's website
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Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car
	Establishments participating in the Ministry's E-forms program

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Establishment quota	Where can I apply for an establishment quota?	Via service centers "Tasheel"
	Do I need an evaluation date to apply for an establishment quota?	Yes, If the application for establishment quota is requested after 3 months of the last evaluation recorded in the system.
	In case of applying for 10 workers' establishment quota and I got the approval for only 6 workers, where can I find out the reason?	Please refer to Happiness Centers of the ministry
	Does the establishment quota have a validity date?	No
	Can I modify the data of establishment quota?	Yes, it is possible to modify the sex, profession and the number approved without increasing or decreasing it.

Issue work contract (Citizen / GCC)

Service Card Application	
Service Name	Issue work contract (Citizen / GCC)
Service Description	A service provided by the ministry to the establishment wishing to obtain a new work card for the citizen /GCC. The intention is to submit an application for a permit and a new work contract for the citizen / GCC for two years according to the applicable form.
Timing	2 working days

Terms and Conditions	The national worker must have a UAE passport and family book
	The license shall be valid and without restrictions.
	The establishment shall have an E-Signature Card.

Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the commercial license	Document shall be valid
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
Emirates ID	For the "citizen" worker, whom an application will be made for.
A copy of passport of citizen \ GCC	Valid for more than 6 months and showing the unified number of citizens.
A personal photo	Recent photo with white background
A copy of family book	Only for Emirates citizen
A copy of academic qualification	If the profession is one of the skill levels' professions that need to be certified.
External bodies approvals, if the profession so requires.	In case the profession requires the approval of external bodies (such as: teacher/ doctor/ pharmacist... etc).

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Service owner commission	AED 40	Service owner commission	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application via the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 40	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".
Insurance fees	AED 120	Insurance fees	Fees are applied to all service channels each time a new application or renewal is printed

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	E-approval receipt
Service's Final Generator Type	A paper or electronic from the Ministry's website
Service Delivery Method	Via the Service Centers Tasheel/ Website of the Ministry http: www.mohre.gov.ae
Document Terms	This printable output is produced when inquiring about the transaction on the inquiry page on the Ministry's website

Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car
	Establishments participating in the Ministry's E-forms program

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Permit and work contract (Citizen / GCC)	Is it possible to issue a permit and work contract "Citizen" for a worker who has a passport and a decree only?	The UAE citizen must have a family book and an Emirates ID card bearing the nationality of the UAE.
	Does a permit and work contract for a citizen require renewal?	Yes, it shall be renewed every two years within a maximum period of 60 days from the date of completion in order to avoid fines.
	Does a permit and work contract for a citizen require cancellation?	Yes, it needs to print a cancellation request
	Is the permit and work contract of the citizen be charged with fines for delay?	Yes, fines for delay is imposed in case of non-renewal or cancellation within the legal period allowed (60 days after completion).
	Does a permit and work contract for a citizen require insurance\ guarantee?	Yes, payment of insurance fees is required when the application is printed for the first time and upon renewal.

Modify contract data (nationals / GCC countries)

Service Card Application	
Service Name	Modify contract data (nationals / GCC countries)
Service Description	This transaction is used in the case of the data modification of the UAE national or the GCC countries (profession, salary or all of them). In case of changing the name, nationality, sex, passport, personal photo or date of birth, A person's data modification request is first printed and then this application is printed.
Timing	2 working days

Terms and Conditions	The license shall be valid. The new profession shall be commensurate with the activity of the establishment. The new profession shall be compatible with the academic qualification. The establishment shall have the E-Signature Card.
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Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the commercial license	Document shall be valid
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
A copy of passport of citizen\ GCC	Valid for more than 6 months and showing the unified number of citizens.
A personal photo	Recent photo with white background
A copy of family book	Only for Emirates citizen
A copy of academic qualification	If the profession is one of the skill levels' professions that need to be certified.
Statement of required modifications (profession/ salary)	Commensurate with the activity of the establishment and the specific salaries of UAE nationals
External bodies approvals, if the profession so requires.	In case the profession requires the approval of external bodies (such as: teacher/ doctor/ pharmacist... etc.)

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Service owner commission	AED 40	Service owner commission	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 40	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic approval of the modification
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	This printable output is produced when inquiring about the transaction on the inquiry page on the Ministry's website

Service Channels	
Channels	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Smart Application
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Modify permit and work contract (Citizen - GCC)	Is it possible to modify the data of work contract (Citizen - GCC)?	Yes
	Can the establishment apply to modify contract data from specific to indefinite duration or vice versa?	No, this can not be occurred during the validity period of the contract. just the type of contract can be changed at renewal and according to the desire of the two parties.
	Does applying for modifying work contract (citizen\ GCC countries) require an E-Signature Card?	Yes
	If the establishment wants to add any items in the contract, should it be approved by the worker?	Yes

Renew work contract (citizen / GCC)

Service Card Application	
Service Name	Renew work contract (citizen / GCC)
Service Description	A service provided by the ministry to establishment, which wishes to renew a labour permit for worker "citizen" for two years.
Timing	2 working days

Terms and Conditions	The license shall be valid.. The establishment shall have an E-Signature Card
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Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the commercial license	Document shall be valid
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
Emirates ID	For the "citizen" worker, whom an application will be made for.
A copy of passport of citizen \ GCC	Valid for more than 6 months and showing the unified number of citizens.
A personal photo	Recent photo with white background
A copy of family book	Only for Emirates citizen
A copy of academic qualification	If the profession is one of the skill levels' professions that need to be certified.
External bodies approvals, if the profession so requires.	In case the profession requires the approval of external bodies (such as: teacher/ doctor/ pharmacist... etc.)

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic approval of the modification
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	The application must be approved by the Ministry of Human Resources and Emiratization.

Cancel work contract (nationals / GCC countries)

Service Card Application	
Service Name	Cancel work contract (nationals / GCC countries)
Service Description	A service provided by the Ministry to the establishment to be able to cancel a labour permit and work contract of citizen.
Timing	2 working days

Terms and Conditions	The establishment shall have an E-Signature Card
	The final termination interview form report shall be signed
	Signature of the national worker on the cancellation request

Required Documents	
Document Name	Document Terms
A copy of passport of citizen \ GCC	A clear copy of passport
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
A copy of signature specimen card	The establishment code in the Ministry of Human Resources and Emiratization.

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic cancellation
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	The application must be approved by the Ministry of Human Resources and Emiratisation.

Service Channels	
Channels	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Smart Application
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Cancel permit and work contract (Citizen / GCC)	Is it possible to cancel a work card of Citizen / GCC, without the final termination interview form?	No, it is not possible to process and complete the cancellation for the citizen without signing the final termination interview form.

Issue work offer

Service Card Application	
Service Name	Issue work offer
Service Description	A service provided by the ministry to an establishment that has an approved electronic quota to enable the recruitment of workers from outside the country. This is a work offer for the worker to be recruited to work in the establishment, showing the details of the salary, terms, and duration of the offer, in the language understood by the worker. This service may be used for a worker within the UAE, provided that the worker's residence and work card have been canceled in less than 90 days, regardless of the existence of an electronic quota for the establishment, and regardless of whether the worker is still in the country or has left after the cancellation.
Timing	1 working days

Terms and Conditions	The establishment status shall be private
	The establishment shall have an approved electronic quota
	The establishment status shall be private
	The work card and the worker's residence shall be canceled for less than 90 days if the type of work offer (work offer for transfer)

Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratization.
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
A copy of passport	Valid for more than 6 months
A copy of the cancellation of the work card	Dated less than 90 days ago
Salary details	including basic salary, allowances, conditions and type of contract

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic work offer
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	The application must be approved by the Ministry of Human Resources and Emiratisation.

Service Channels	Channels
	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Letter of work offer	What is work offer appendix?	Is an annex to the work offer containing a summary of the labor law, the obligations of the parties and their rights according to the type of offer.
	When the work offer is rejected?	In the event of adding conditions to the work offer letter, the Ministry's system will refer the request to the Labor Relations Department to receive the approval of the additional conditions before sending them to the worker to sign them. In any case, these conditions should not violate the Labor Law and the executive ministerial decisions unless they are better for the worker.
	Is it possible to modify the work offer after printing it?	The work offer data can be modified after printing and prior to the initial approval of an electronic work permit at the service centers "Tasheel".
	Is it possible to submit more than one work offer to the same worker by different establishments at the same time?	Yes, It is possible to submit more than one work offer to the worker by different establishments. However, after applying for a work permit for this worker by an establishment, the other establishments can not apply for a work permit, as the system will respond that this worker has a working permit in place.
	Is it possible to extract a work offer for a worker who has a valid work permit in the Ministry's system?	Yes it can.
	Is there a validity period for the work offer?	No, there is no validity period for the work offer
	Is the work offer correspondent to the contract?	Yes, the work offer is correspondent to the work contract

	Is it possible to send a copy of the work offer to a worker outside the country to view and sign it?	Yes, this shall be done before the initial approval notice for the work permit is printed
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Issue new work permit

Service Card Application	
Service Name	Issue new work permit Replace work permit
Service Description	A service provided by the ministry to establishment, which wishes to obtain permits and a new electronic labour permit and work contract The permit period shall be two years from the date of status adjustment or from the entry date of the worker to UAE if he is recruited from outside the country.
Timing	1 working day

Terms and Conditions	The establishment status shall be private
	The worker must have already entered the UAE or adjusted his status in the country.

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 0	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery through the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic work offer
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	The contents of this document shall be certified by the Ministry when printing the work contract

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
New electronic work permit	Does a work applying require a work permit for transfer?	Yes
	If there is a complaint still at the establishment, do can it provide work permits for new workers?	Yes
	Is a certificate of good conduct is necessary required to apply for an electronic work permit?	Not necessary
	Is it possible to apply for new work permit for a deprived worker?	Depends on the type of deprivation of the worker
	How long is the validity of the work permit to apply for a work card and an employment contract?	60 Days

Replace work permit

Service Card Application	
Service Name	Replace work permit
Service Description	A service intended for an application submitted by the establishment for initial approval to replace the initial approval notice for the work permit of an approved worker. The fees were paid according to the classification of the establishment to be replaced by another worker according to the applicable form.
Timing	1 working day

Terms and Conditions	The business license shall be valid. The bank guarantee and fees of the work permit to be replaced shall be paid. The period of replacement shall be within a maximum period of 6 months from the date of the initial approval of the work permit. The worker's age, holders of permits to be replaced shall not be below 18 years and shall not exceed 60 years. The maximum permit replacement is only 4 times, provided that the entry permit is canceled for the worker to be replaced. The replacement of a new worker with the same profession and same sex. System will prevent to change the nationality if it leads to the transformation of the establishment to another classification when the worker is replaced.
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Required Documents	
Document Name	Document Terms
The number of work permit to be replaced.	Initial approval of work permit for the worker to be replaced.
Letter of Work offer that was printed for the new worker.	Last page of the work offer submitted to the new worker after signing (and fingerprint if required).
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
A copy of signature specimen card	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the new worker's passport valid for more than 6 months.	Valid for more than 6 months
The worker's photograph with a white background.	With white background
A copy of academic qualification	If the profession is one of the skill levels' professions 1 - 2 - 3
External bodies approvals, if the profession so requires.	In case the profession requires the approval of external bodies (such as: teacher/ doctor/ pharmacist... etc).
A copy of entry permit of the old worker to be replaced or his visa number cancelled and sealed by the	

General Directorate of Residency and Foreigners Affairs.	
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Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic replacement
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Replace work permit from outside the UAE	What is the description of a service to replace a work permit from outside the country?	Means an application submitted by the establishment for getting an initial approval to replace an electronic work permit with an approved worker with fees payment.
	Are there fees to replace the work permit?	There are no fees
	Is it necessary that the commercial license is valid for the replacement of the work permit?	Yes, the commercial license must be valid
	Is it possible to replace the work permit after it has expired?	The maximum permit replacement is only 4 times during a period not exceeds 6 months from the date of approval of the work permit.
	Shall the entry permit be cancelled before replacing the work permit?	Yes, the work permit, to be replaced, shall be canceled.

Amend contract / work permit

Service Card Application	
Service Name	Amend contract / work permit
Service Description	A service provided by the Ministry to the establishment that wishes to amend the work permit or labor contract data according to the applicable form. This transaction is used in the case of the data modification of the foreign worker (profession, salary or all of them). In case of changing the name, nationality, sex, passport, personal photo or date of birth, A person's data modification request is first printed and then this application is printed.
Timing	1 working day

Terms and Conditions	The establishment status shall be private
	The license of the establishment shall be valid and updated by the Ministry.
	Original E-Signature Card

Required Documents	
Document Name	Document Terms
Original E-Signature Card	E-Signature Card of one of the partners/ owners authorized to sign
a copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratisation.
The number of electronic work permit and the number of work card	Number of work card
Details of basic salary, allowances,	terms of basic salary, allowances, and conditions
A copy of the worker's passport and a copy of the residence	Document shall be valid
A photograph of the worker	With white background
A copy of old contract	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".
Government Fees	AED 200	Federal Fees	For each request to be printed

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic amendment of work permit
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Service car "Tawseel"

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Amend work contract	Is it possible to modify the data of work contract? Yes	Yes it is possible
	Is it possible to change the job title in the work contract and electronic authorization?	Yes it is possible
	Can the competition clause be added to the contract after signing it?	Yes, this can be done providing the consent of the worker.
	Is it possible to modify the work contract from a specific to indefinite duration or vice versa, before its expiry?	No it is not possible.
	Who shall bear the fees to amend the work contract data?	The employer

Renewal of permit and work contract / work permit

Service Card Application	
Service Name	Renewal of permit and work contract / work permit
Service Description	A service provided by the ministry to establishment, which wishes to renew a work permit for two years. This transaction is used when renewing the electronic work permit of the foreign worker after the expiration of the current work permit or before its expiry period by not more 60 days.
Timing	1 working day

Terms and Conditions	The license shall be valid.
	The establishment status shall be private
	Original E-Signature Card

Required Documents	
Document Name	Document Terms
Original E-Signature Card	Original
A copy of signature specimen card/ Establishment Number	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the worker's passport and a copy of the residence	Document shall be valid
A color photograph	with white background and focus on face
The last page of the contract	signed by the first party and the second party and stamped with the establishment's seal

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".
Fees of work card	according to the establishment classification and the skill level of the worker.		

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Renewal of electronic work contract
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions

List of MOHRE services	Question	Answer
Renewal of electronic work permit	What are the fees for renewing an electronic work permit?	According to the establishment classification and the skill level of the worker.
	When renewing an electronic work permit, does the worker have to sign a new contract?	Yes
	Is there a certain period to renew the electronic work contract before termination?	Yes, It can be renewed before expiration by 56 days.
	Are there any fines for not canceling or renewing an electronic work permit?	AED 200 for each month of delay and a maximum of AED 2,000 after expiration date.

Cancel work permit

Service Card Application	
Service Name	Cancel work permit
Service Description	A service provided by the Ministry to any establishment to cancel request for initial approval of a new electronic work permit (used or unused)
Timing	1 working day

Terms and Conditions	Fee payment of late permit issuance after (60) days from the date of entry (if applicable)
	Original E-Signature Card

Required Documents	
Document Name	Document Terms
a copy of signature specimen card/ Establishment Number	
E-Signature Card	Original
A copy of a sealed visa or a status adjustment receipt	In the case of cancellation a used work permit
Proof that the worker did not enter the country\ clearance certificate from the Federal Authority of Identity and citizenship	In the case of cancellation a unused work permit
Work Permit Number\ Initial Approval Notice	
A copy of the worker passport and residence.	
Residence details from the Federal Authority for Identity and citizenship.	In the case of cancellation a work permit (worker from outside the UAE)
A copy of the commercial license	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic cancellation
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae
Document Terms	Approval of the cancellation request by Ministry employees

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Cancel work permit	Should the worker sign the cancellation request before it is submitted?	Yes, if the cancellation type is a used work permit or cancellation of work permit
	Can the establishment apply to cancel a work permit for worker outside the UAE?	Yes, after the cancellation of worker's residency, provided that he completes 6 months outside the UAE, or that the work card and his residency are terminated, in the absence of completion of 6 months outside the country.
	How can I apply for a request of work permit cancellation?	Via service centers "Tasheel" or Smart Application
	What is the legal period allowed for the worker to stay within the UAE after cancellation?	The worker is allowed to stay inside the UAE without accumulating fines for 30 days or the remaining time of the work card and residence, whichever is lower.

Register labor complaints

Service Card Application	
Service Name	Register labor complaints
Service Description	Registration of individual/Collective labour complaints - A service provided by the Ministry to both the employer and the worker through receiving labour complaints and communicating with the parties of the complaint to settle the dispute.
Timing	10 working days

Terms and Conditions	The worker must have an electronic permit number, in the absence of an electronic work permit number, any document proving the employer's employment of the complaining worker
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Required Documents	
Document Name	Document Terms
The worker electronic permit number	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
The service is free			

Target Audience
Employers

Generating Type & Delivery Method		
Service's Final Generator	Electronic complaint	
Service's Final Generator Type	Electronically	
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae	

Service Channels	
Channels	Website of the Ministry http: www.mohre.gov.ae
	Hotline

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Register labor complaints (all kind of complaints)	Where a labor complaint can be registered for a work card holder issued by the Emirate of Dubai?	via hotline at the call center, where there are two options either by "Tasheel" or by contacting the call centers.
	Can a worker outside the country file a labor complaint?	Yes he can
	Can a worker file a worker complaint when his/ her card is canceled?	Yes he can

Apply for job interruption of a worker

Service Card Application	
Service Name	Apply for job interruption of a worker
Service Description	A service provided by the Ministry to the establishment in the event of reporting an absconding of worker with unknown location
Timing	2 working days

Terms and Conditions	Disruption of work for more than 7 consecutive working days or more than 20
	separate days during the year
	Worker existence inside the UAE
	Providing an e-signature card of a partner

Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	
Residency details\ worker data in the Federal Authority of Identity and Citizenship	The condition of worker's existence inside the UAE
A copy of the commercial license	
Original E-Signature Card	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the	AED 100	Fees for the service channel	These fees are applied only if service is provided

service centers "Tasheel"			through authorized service centers "Tasheel".
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Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Electronic reporting an absconding
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Apply for job interruption of a worker "Reporting an absconding"	Is it possible to report an absconding of a worker outside the UAE?	No, it is not possible, the worker must be inside the country.
	What is the legal period for reporting an absconding?	Disruption of work for 7 consecutive working days or more than 20 separate days during the year

Conduct inspection visits

Service Card Application	
Service Name	Conduct inspection visits
Service Description	Visiting the establishment site to prepare a full report on the establishment and its commitment to occupational health and safety measures of the work sites.
Timing	5 working days

Terms and Conditions	N\A
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Required Documents	
Document Name	Document Terms
A copy of signature specimen card/ Establishment Number	
A copy of the commercial license	

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Inspection Report
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Offices and departments of occupational health and safety department at customer happiness centers.

Frequently Asked Questions

List of MOHRE services	Question	Answer
Inspection of work sites	What is the required action if I have an inspection appointment and no one visits?	Within 5 working days, if no one visits, you should follow up with competent bodies.
	What is the required action if I want to report violators?	You should refer to customer happiness centers and follow up with them.
	From what hour are the working hours prohibited in the afternoon?	Banning hours are from 12:30 PM to 3:00 PM
	At what date does the afternoon start and when does it end?	For 3 months beginning on 06/15 and ending on 09/15 of each year
	Does the applying for the establishment quota require an appointment to inspection visit?	An appointment is made to evaluate and not to inspect

Issue Government Relations Officer Permit (PRO)

Service Card Application	
Service Name	Issue Government Relations Officer Permit (PRO)
Service Description	A service provided by the Ministry to the establishment to authorize the representative to submit and follow up the completion of transactions in the ministry. The validity of the card is two years.
Timing	3 working days

Terms and Conditions	The non-citizen/ GCC nationals shall have a residence with the establishment
	The residence and work permit shall be valid for the non-citizen worker
	Female citizens are only allowed to apply for the profession of "representative"
	The age of the employer shall not be less than 18 years.
	The representative shall be a UAE national or from GCC countries
	If the number of registered workers at the establishment is 100 workers and more.

Required Documents	
Document Name	Document Terms
E-Signature Card	E-Signature Card of one of the owners authorized to sign
A copy of the work permit	Work card details or number
A copy of passport or book family of the worker "citizen"	Document shall be clear and valid
A copy of passport or residence for the worker "non-citizen"	Document shall be clear and valid
A valid certificate of good conduct	Issued from a police station within the UAE
Copy of commercial licenses and signature specimen cards for employer's establishments	The establishment code in the Ministry of Human Resources and Emiratisation + copy of valid commercial licenses of the establishment

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
E-dirham	AED 3	Federal Fees	Fees are applied to all service channels each time an E-dirham card is used to pay.
Fees for service delivery via the electronic and smart systems channels, the service booth, and the service car "Tawseel".	AED 50	Fees for the service channel	These fees are applied only when submitting the service application through the electronic and smart systems channels, the service booth, and the service car.
Fees for service delivery via the service centers "Tasheel"	AED 100	Fees for the service channel	These fees are applied only if service is provided through authorized service centers "Tasheel".
Issuing a non - citizen representative card for two years.	AED 200	Federal Fees	Fees are applied to all service channels

Target Audience
Employers

Generating Type & Delivery Method	
Service's Final Generator	Representative electronic card
Service's Final Generator Type	Electronically
Service Delivery Method	Website of the Ministry http: www.mohre.gov.ae

Service Channels	
Channels	Smart Application
	Service Centers Tasheel
	Establishments participating in the Ministry's E-forms program
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Representative electronic card	Is it possible to issue a non-citizen female representative card?	It is possible to issue representative card only for UAE females
	Is it possible to issue a representative card without a certificate of good conduct?	A certificate of good conduct must be provided with validity for up to 90 days from the date of issue
	Is it possible to issue a representative card to a person under the age of 18?	No, it is not possible.
	Is it possible to issue a representative card for a resident worker of more than one owner?	A representative card of resident worker must be issued with a valid work card and residence permit for the establishment that wishes to issue a representative card and other establishments of the same owner.
	Is it possible to issue a representative card for a resident worker of more than one establishments?	A representative card of resident worker can not be issued to more than 3 establishments belonging to the same owner, and the number of their workers shall be no more than 99 workers at each establishment.

Make a note or complaint

Service Card Application	
Service Name	Make a note or complaint
Service Description	A service that contributes to the development, creativity or innovation of a business platform, performance, system, procedure, service, employee behavior or performance of a service center, resulting in practical benefits with significant positive results or impacts in any area of investment of material and human resources , Customer satisfaction, quality, efficiency, effectiveness and productivity of work, its environment, and other areas related to the functions and competencies of the Ministry of Human Resources and Emiratisation.
Timing	5 working days

Terms and Conditions	Firstly: The complaint\ note shall be real and justified.
	Secondly: The complaint shall be relevant to the functions, competencies, roles, responsibilities, services, and procedures of the Ministry.
	Thirdly: To be submitted through approved official channels and recorded in the system.

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
The service is free			

Target Audience
All direct or indirect customers, who deal with the Ministry of Human Resources and Emiratisation

Generating Type & Delivery Method			
Service's Final Generator	Service's Final Generator Type	Service Delivery Method	Document Terms
Handling the complaint in order to achieve customer satisfaction of the proposed solution	Service - apology - modification procedure / process	Depending on the type of complaint	Depending on the type of complaint

Service Channels	
Channels	MOHRE Call Center 80060
	Federal Complaints System Call Center 8001313
	E-mail: ask@mohre.gov.ae
	Tawasul platform (Happiness centers\ Service centers)
	Website of the Ministry: www.mohre.gov.ae
	Social Media

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Make a note or complaint	In case that the customer has notes or a complaint on the services of the ministry, where can be submitted?	Via the channels shown on the service card
	In case that the customer has notes or a complaint on the services of the service centers, where can be submitted?	
	In case that the customer has notes or a complaint on the labour law, where can his suggestion be submitted?	
	In case that the customer has notes or a complaint on the services of the call center, where can his suggestions be submitted?	
	In case that the customer has notes or a complaint on the services of the MOHRE smart application, where can his suggestions be submitted?	

Suggestion Submission

Service Card Application	
Service Name	Suggestion Submission
Service Description	A service that contributes to the development, creativity or innovation of a business platform, performance, system, procedure, service, employee behavior or performance of a service center, resulting in practical benefits with significant positive results or impacts in any area of investment of material and human resources , Customer satisfaction, quality, efficiency, effectiveness and productivity of work, its environment, and other areas related to the functions and competencies of the Ministry of Human Resources and Emiratisation.
Timing	14 working days

Terms and Conditions	Firstly: The suggestion shall be feasible and applicable, not within the Ministry's plan and not in violation of the regulations and laws, whether at the local or federal level.
	Secondly: The suggestion shall be relevant to the functions, competencies, roles, responsibilities, services and procedures of the Ministry.
	Thirdly: The results of the suggestion shall be general and not limited to the benefit of the suggester.
	Fourthly: The suggestion shall be submitted through approved official channels and recorded in the system.
	Fifth: The suggestion shall not be applied before.

Required Documents	
Document Name	Document Terms
Passport with residence for non-citizens	
Emirates ID	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
The service is free			

Target Audience
All direct or indirect customers, who deal with the Ministry of Human Resources and Emiratisation

Generating Type & Delivery Method			
Service's Final Generator	Service's Final Generator Type	Service Delivery Method	Document Terms
Applying the suggestion in order to achieve customer satisfaction	Service Development - Procedure - Processes	Depending on the type of proposal	Depending on the type of proposal

Service Channels	
Channels	MOHRE Call Center 80060
	Federal Complaints System Call Center 8001313
	E-mail: ask@mohre.gov.ae
	Tawasul platform (Happiness centers\ Service centers)
	Website of the Ministry: www.mohre.gov.ae
	Social Media

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Service Card - Suggestion Submission	In case that the customer has suggestion in the benefit of Ministry's services, where can his suggestions be submitted?	Via the channels shown on the service card
	In case that the customer has suggestion in the benefit of the services of the service centers, where can be submitted?	
	In case that the customer has suggestion in the benefit of the labour law, where can his suggestion be submitted?	
	In case that the customer has suggestion in the benefit of the call center, where can his suggestions be submitted?	
	In case that the customer has suggestion in the benefit of MOHRE smart application, where can his suggestions be submitted?	

Request Customer Grievance

Service Card Application	
Service Name	Request Customer Grievance
Service Description	A service relating to all decisions affecting the customer and generally the decisions that meet the legal aspects in the normal situation of all customers; However, in some exceptional cases, it does not correspond to the case of the customer, because there are reasons that require exception or reconsideration of this decision and looking for an alternative solution that meets the customer's needs, taking into consideration that the new decision does not conflict with relevant laws and decisions, and also contributes to raising the level of customer happiness.
Timing	7 working days

Terms and Conditions	Firstly: The grievance shall be real and justified by the relevant evidence and proof.
	Secondly: The grievance shall be relevant to the functions, competencies, roles, responsibilities, services and procedures of the Ministry.
	Thirdly: The grievance shall be specific to the case of the customer and his status when submitting.
	Fourthly: The grievance shall be submitted through the approved official channels.
	Fifthly: The grievance shall be submitted by the concerned person or his representative according to the procedures of the Ministry.
	Sixthly: The grievance issue shall not have been more than three months old.

Required Documents	
Document Name	Document Terms
Passport with residence for non-citizens	
Emirates ID	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
The service is free			

Target Audience
All direct or indirect customers, who deal with the Ministry of Human Resources and Emiratisation

Generating Type & Delivery Method			
Service's Final Generator	Service's Final Generator Type	Service Delivery Method	Document Terms
Amendment of relevant decisions	Decision	According to the Ministry's procedures	

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Service Card - Request Customer Grievance	Where can I file a grievance request to revoke the automatic ban?	Via service centers
	Where can I file a grievance request to revoke the employer ban?	It must be submitted by the employer via the service centers
	Where can I file a grievance request to revoke the fines of wages protection system?	Via service centers or Smart Application
	Where can I file a grievance request to revoke a ban resulting from labor complaint?	Via service centers
	Where can I file a grievance request to revoke the reporting an absconding?	Via service centers

Service Channels	
Channels	MOHRE Call Center 80060
	Federal Complaints System Call Center 8001313
	E-mail: ask@mohre.gov.ae
	Tawasul platform (Happiness centers\ Service centers)
	Website of the Ministry: www.mohre.gov.ae
Social Media	

Publication of awareness materials

Service Card Application	
Service Name	Publication of awareness materials
Service Description	A service provided by the Ministry to the establishment to request the awareness materials that regulate the relationship between the workers and the employers.
Timing	1 working days

Terms and Conditions	The establishment's commercial license must be valid
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Required Documents	
Document Name	Document Terms
Establishment Code	The establishment code in the Ministry of Human Resources and Emiratisation.
A copy of the commercial license	

Service Fees Details			
Fees Description	Fees Amount	Fees Type	Notes:
Government Fees		Federal Fees	

Target Audience
Employers

Service Channels	
Channels	Service Centers Tasheel
	Smart Application
	Tawseel car

Frequently Asked Questions		
List of MOHRE services	Question	Answer
Publication of awareness materials	Where are the awareness materials disseminated?	Website - MOHRE smart application - Social media - Telephone - Service centers "Tawjeeh".
	Are there service centers to disseminate the awareness materials?	Yes, Service centers "Tawjeeh".
	How many service centers "Tawjeeh" is going to be opened at the UAE level?	So far "37 branches" nationwide
	How many languages are available for the course at the service centers "Tawjeeh"?	The worker can select the appropriate language for the course, with more than 15 languages, and the headphone will be available.
	When is the worker trained at service centers "Tawjeeh"?	From the date of the status adjustment or within a maximum of 60 days from the date of arrival of the worker on the visa