

Ministerial Resolution No. (45) of 2022

Regarding

Constitution of Grievance Committee on the Ministry of Human Resources & Emiratization' Decisions

His Excellency the Minister of Human Resources and Emiratisation:

- Having reviewed the Federal Law No. (1) of 1972 regarding the duties of the Ministers and powers of the Ministers, and its amendments; and
- Federal Decree-Law No. (33) of 2021 concerning the regulation of labor relations; and the Cabinet Resolution No. (1) of 2022 regarding the executive regulations of Federal Decree-Law No. 33 of 2021 regarding the regulation of labor relations; and
- Federal Law No. 10 of 2017 Concerning Domestic Workers and its Executive Regulations; and
- Cabinet Resolution No. (21) of 2020 concerning Service Fees and Administrative Fines at the Ministry of Human Resources and Emiratisation

Has resolved:

Article (1)

Constitution and Jurisdiction of the Committee

In implementation of Article No. 69 of the aforementioned Decree-Law and Article No. 35 of its Executive Regulations, a grievance committee shall be constituted at the Ministry of Human Resources and Emiratisation, responsible for examining grievance requests submitted by the parties to a labor relationship regarding the decisions issued by the Ministry. The committee will be chaired by the Assistant Undersecretary for Support Services, and the Director of the Legal Affairs Department as his deputy, and comprise of membership of representatives from the following organizational units:

1. Labor Affairs Sector
2. Inspection Affairs Sector
3. Domestic Workers Sector
4. Financial Resource Department
5. Information Technology Department
6. Head of Litigation & Grievance Department as a member and rapporteur.

The Grievances Committee may seek the assistance of whomever it deems appropriate from inside or outside the Ministry to assist the Committee in performing its duties, without having the right to vote.

Article (2)

Grievance Submission to the Committee

A Grievance must be submitted within thirty days (30) from the date of becoming aware of the contested decision or procedure. A Grievance or a Complaint must be reasoned and accompanied by all supporting documents.

Article (3)

Grievance Committee Procedures

1. The Grievance Committee will meet at least once a month. However, if necessary, it may meet more frequently upon invitation of its chair or his deputy, committee meetings will be deemed valid if attended by a majority of its members, provided that the Chairman or Vice-Chairman is in attendance.

2. Decisions of the Grievances and Complaints Committee should be reasoned, and will be passed unanimously or by majority vote of attending members, and in the event of a tie, the Chair of the meeting will have a casting vote.

3. The Grievances Committee shall determine any Grievance or Complaint within fifteen (15) days from the date of its submission. The applicant and the organizational units in the Ministry will be notified of the decision for further necessary actions.

4. The Grievances Committee may request any additional documents or evidence from the applicant or the competent organizational units in the Ministry. The Committee may summon whomever it deems appropriate to attend the meeting of the Committee in person or through the approved digital channels.

Article (4)

Submission of Reports

The Grievances Committee shall submit a Quarterly Report to the Minister with the results and recommendations of the Committee.

Article (5)

General Provisions

1. All organizational units in the Ministry must provide all means of support and cooperation with the Committee to facilitate its tasks and duties.
2. The Undersecretary of the Ministry shall issue a decision with a guide to procedures, service channels, documents, and forms required to be submitted to implement the provisions of this decree.

Article (6)

Any provision that is contrary or inconsistent with the provisions of this resolution shall be null and void.

Article (7)

Publishing and Execution

This Resolution shall be published in the Official Gazette and shall come into force from the date of its issuance.

Issued on the 3rd of February 2022

Dr. Abdulrahman Abdul Mannan Al-Awar
Minister of Human Resources and Emiratization
(Seal and signature)