

ADMINISTRATIVE RESOLUTION NO. 11 OF 2023 ON THE OPERATIONAL MANUAL
FOR THE IMPLEMENTATION OF MINISTERIAL RESOLUTION NO. 676 OF 2022
REGULATING DOMESTIC WORKERS RECRUITMENT AGENCIES

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. (9) of 2022 on Domestic Workers
- Cabinet Resolution No. (---) of 2022 on the executive regulations of Federal Decree-Law No. (9) of 2022 regarding domestic workers
- Federal Decree-Law No. (33) of 2021 concerning Regulation of Labor Relations
- Cabinet Resolution No. (21) of 2020 concerning Service fees and administrative fines
- Cabinet Resolution No. (37) of 2022 amending certain provisions of Cabinet Resolution No. (21) of 2020 on the service fees and administrative fines.
- Ministerial Resolution No. (48) of 2022 governing Labor Inspection Procedures
- Criminal Procedures Law promulgated by Federal Law No. (35) of 1992 and amendments thereof
- Ministerial Resolution No. (676) of 2022 on the licensing and regulation of domestic worker recruitment agencies
- In Pursuance of Public Interest

Resolved:

Article (1)

The Ministry's electronic forms must be used for the submission of license applications for domestic workers recruitment offices. A guide for regulating the operations of domestic workers recruitment offices is annexed herein.

Article (2)

This Resolution shall become effective on the date of its issuance. Competent authorities are responsible for implementing this Resolution in their respective areas of jurisdiction.

Khalil Ibrahim Al-Khoury
Acting Undersecretary for Human Resources Affairs

THE OPERATIONAL MANUAL FOR DOMESTIC WORKERS RECRUITMENT AGENCIES

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References

- Federal Decree-Law No. (9) of 2022 on Domestic Workers
- Cabinet Resolution No. (106) of 2022 on the executive regulations of Federal Decree-Law No. (9) of 2022 regarding domestic workers
- Cabinet Resolution No. (21) of 2020 concerning Service fees and administrative fines
- Federal Decree-Law No. (33) of 2021 concerning Regulation of Labor Relations
- Cabinet Resolution No. (37) of 2022 amending certain provisions of Cabinet Resolution No. (21) of 2020 on the service fees and administrative fines.
- Ministerial Resolution No. (48) of 2022 governing Labor Inspection Procedures
- Criminal Procedures Law promulgated by Federal Law No. (35) of 1992 and amendments thereof
- Ministerial Resolution No. (676) of 2022 on the Licensing and Regulation of Domestic Worker Recruitment Agencies
- Department-issued circulars.

Terms and Definitions

The following schedule contains all the terms mentioned in the manual and their corresponding definitions.

Ministry	Ministry of Human Resources and Emiratisation
Law	Federal Decree-Law No. (09) of 2022 on domestic workers.
Executive Regulations	Cabinet Resolution No. (106) of 2022 regarding the executive regulations of Federal Decree-Law No. (09) of 2022 on domestic workers.
Department	Department of Permits and Licenses for Domestic Workers at the Ministry of Human Resources and Emiratisation
Domestic Workers Recruitment Agency	A company authorized to act as an intermediary (whether through a physical location or a digital channel) to recruit workers upon the employer's request, or to assign temporary employees to jobs in accordance with Federal Decree Law No. (9 of 2022)
Employer	Any individual or recruitment agency that hires a worker for domestic duties.
Customer Happiness Consultant	A National employee employed by the recruitment agency to provide domestic labor services to customers.
Direct recruitment of a Named Domestic Worker	Employing a named domestic worker from outside the agency's list of registered domestic workers, upon the employer's request.
Temporary Employment	In this system, an agency hires a worker for the purpose of assigning the worker to a third party (the beneficiary), in accordance with Federal Decree Law No. (9 of 2022), to

	perform a particular category of tasks under the beneficiary's supervision and direction.
Recruitment of Domestic Workers through Mediation	A service provided by the recruitment agency in which domestic workers are recruited to be registered under the employer's file without the agency becoming a party
Initial Agreement	A written agreement between the domestic labor recruitment agency and the foreign recruitment agency, which describes the conditions and qualifications that must be met by a household worker on the basis of an agreement between the employer and the recruitment agency.

I - Obligations of Recruitment Agencies During the Employment Period

Recruitment agencies' obligations towards employers:

- The recruitment of the domestic worker must be conducted in accordance with the Initial Agreement.
- Domestic workers must be recruited, brought into the country and handed over to their employers within 30 days.
- Provide employers with a comprehensive understanding of the rights and responsibilities of domestic workers.
- Provide accurate information on transaction procedures, documents, and fees.
- Maintain compliance with the contracts concluded with the employer, in accordance with the Ministry's approved forms and prices.
- Ensure that contracts are entered into the Ministry's electronic systems.
- Make sure that no extra illegal amounts are collected from employers.
- Ensure that an experience certificate is available for the required profession, if one is required.
- Refund the recruitment fees to the employer within two weeks of the worker's return to the recruitment agency or reporting his/ her absence from work.

- Receive and accommodate the domestic worker if he/she is returned by the employer
- Provide wage receipt booklets or any other form of payment documentation to employers to ensure domestic workers receive their wages on time.
- Should a shortfall or error occur in the completion of transactions, the employee at the recruitment office shall be responsible for the penalty to prevent a recurrence of the problem.

Recruitment agencies' obligations towards domestic workers:

- Avoid acquiring from the worker, directly or indirectly, any sums, monies, rights, or gains in the form of commissions, fees, or anything else. Additionally, workers may not be charged any fees to complete the formalities of employment in the country.
- Provide a decent equipped temporary accommodation for domestic workers (whether they are registered under the office or mediated by the office for that purpose, for the period before moving to their workplace or those who are returned to the agency for any reason), in accordance with the following procedures:
 - In the event the employer returns the worker to the agency.
 - In the event that a worker refuses to work or absents himself/herself from work during the employment contract period
 - In the event that a worker becomes ill or suffers a work injury that prevents them from performing their duties
 - In the event that the medical and security examinations performed on the worker were inaccurate.
- The recruitment agency is required to provide decent temporary accommodations and meals for domestic workers registered under the agency's file who have been contracted for a period of less than thirty days under the flexible package with employers, based on the percentage determined by the Ministry.
- Domestic workers may only be recruited or employed in accordance with the requirements, regulations, and procedures stipulated in this Decree-Law, its Implementing regulation and the decisions of the Ministry relating thereto, as well as any other relevant legislation in force in the UAE, subject to compliance with any licensing requirements for each occupation, where applicable.

- Establish a contract between the employee and the employer in accordance with the form approved by the Ministry to govern the rights and responsibilities of both parties.
- Ensure an experience certificate is available in the required profession, if the profession requires an experience certificate, such as nursing and driving etc.
- Assume the cost of repatriating the domestic worker to his/ her home country in accordance with the provisions of Federal Decree Law No. (9) of 2022, its implementing regulations and the decisions of the Ministry relating thereto.
- Ensure that records are maintained for all employees who have been employed by the Agency for a minimum of two years, including the names and addresses of each employee, the locations where they were hired, the names and addresses of the hiring establishments, the wages, as well as any other information specified by the manual. According to the process determined by the Ministry, the Agency shall provide the Ministry with quarterly lists of these contracts and relevant details.
- Educate the worker with customs and traditions of society.
- Be courteous to domestic workers and treat them with respect and avoid exposing them to violence.
- Make certain that domestic workers are aware of their rights and direct them to the proper channels in the event that their rights or freedom are violated.
- Provide domestic workers with proper training.

Recruitment Agencies' Obligations Towards Overseas Recruitment Agencies:

- Observe the requirements and controls contained in the Memorandum of Understanding signed between the Ministry and the country in which the agency is located, and provide the Ministry with information on the number and details of domestic workers assigned to the office.
- Enter into an initial agreement with recruitment agencies abroad that describes the requirements, specifications, and qualifications for domestic workers as well as the responsibilities and duties of the employer.
- Ban dealing with any recruitment agency, office or person, or any unlicensed entity outside the country. The Ministry may, for whatever reasons it deems appropriate, prevent an office from dealing with recruitment agencies or entities outside of the country.
- Other obligations stipulated by a Ministerial decision.

Recruitment Agencies' Obligations Towards the Ministry:

- Ensure that the center is not operated without a prior approval from the Ministry
- Completion of all procedures necessary to operate the agency within a maximum period of six months from the date of approval of the license. In the event of non-compliance, the license shall be null and void.
- Package contracts concluded by the agency must conform to the forms and price limits approved by the Ministry.
- Provide flexible and temporary packages within the Ministry's price limits for workers enrolled in the establishment file. In addition, ensure employers' preferences regarding contract continuity and nationality are met.
- Maintain compliance with all government service fees established by the Council of Ministers.
- Make sure that no additional amounts are collected for the services provided to customers.
- Licensing changes may not be made without the approval of the Ministry (by assignment, transfer, addition, or withdrawal of partners).
- Renewal of a commercial license at the competent licensing authority shall take place only after renewal of the ministry's license and payment of the prescribed fees.
- Recruitment agencies are not permitted to outsource administrative and operational functions to individuals, companies or institutions without prior written approval from the Ministry.
- Bank guarantee amounts for licenses must be repaid within one month of deduction.
- Recruitment agencies should notify the Ministry if they intend to relocate.
- Provision of all domestic services as specified by the Ministry, including service packages.
- Maintain compliance with the systems and programs specified by the Ministry.
- Maintain the confidentiality of all details and information obtained through the course of business, and refrain from disclosing such information without the prior approval of the Ministry.
- Recruitment agencies are not permitted to provide domestic workers to employers with suspended files, except for temporary employment subject to the approval of the Ministry.
- In order to comply with the requirements of the Ministry, recruitment agencies must document the following information:

- Listing of all employees registered in the Ministry's systems and other relevant systems.
- Detailed information on all contracts concluded by the agency in accordance with the models and prices approved by the Ministry.
- Creation of a database consistent with the models and standards of the Ministry. This database must include information about employers with whom the office has entered into a contract, their addresses, and the categories of domestic workers recruited by the agency.
- Information on association agreements with dispatch offices and recruitment costs in accordance with type and gender of recruited workers should be provided to the Ministry on a regular basis.
- Maintain compliance with all terms and conditions of the adherence agreements reached with the Ministry to ensure the quality of domestic labor recruitment services.
- Register your recruitment agency in the Ministry's electronic system and comply with all conditions and procedures related to licensing and amending recruitment agencies.
- Contact relevant departments using the channels provided by the Ministry.

<p>II – The process of recruitment and placement of domestic workers with employers.</p>
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Domestic Workers (outside of the country):

1. Provide the employer with the date when the domestic worker arrives in the country, considering that the recruitment process involves training and a medical examination.
2. Upon failure to provide the domestic worker to the employer within the agreed upon time period or within thirty days of obtaining the entry permit, the employer will be entitled to terminate the contract and reimburse recruitment and government costs.

Domestic Workers (inside of the country):

1. Domestic workers' files must be free of fines
2. Employers are required to sign an undertaking form that includes the following information:
 - Probationary period duration based on the start and end dates.

- The file of the domestic worker will be transferred to the file of the employer after the probationary period, and the employer will be liable for any fines incurred for non-compliance.
- Fines incurred by employers must be included on the undertaking form in accordance with executive regulations "Employer Violations - Paragraph No.4".

III - The process of receiving domestic workers from employers

Employer must sign a form that contains the following information at the time of receiving their employees:

- Joining date
- The date the worker returned to the agency
- The reasons for returning the worker

IV - Domestic Labor Packages

- Classic Package

Package definition: Recruitment agencies recruit domestic workers, who are subsequently registered in the personnel files of their employers. In the course of the two-year contract, domestic workers will reside at their employer's workplace.

- Benefits

- Domestic workers are covered by a two-year guarantee.
- Price limits set by the Ministry
- Accommodations and meals are provided to workers until they are received by their employers.

Obligations Of the Recruitment Agency:

In the following situations, the recruitment agency must replace the domestic worker or refund part or whole of the recruitment fees to the employer:

During the probationary period – the first (6) six months

- if the domestic worker exhibits incompetence and poor conduct

- If the worker is deemed medically unfit for employment (if the worker is subsequently found to be medically unfit for employment during the probationary period, the recruitment agency must reimburse the employer for any government fees incurred)
- Upon termination or refusal of employment by the domestic worker.
- Failure of the recruitment agency to abide by the recruitment conditions agreed upon with the employer.

After the first six (6) months

- If the domestic worker refuses to work or absconds from the job.
- Refunding the recruitment fees to the employer is calculated as follows:
 - In the first month, the employer should receive a refund of the full recruitment fee.
 - The full recruitment and government fees will be refunded if the domestic worker is found to be medically unfit within the first six months (probationary period).
 - As mentioned above, a portion of the recruitment fee may be refunded after the first month of employment and until the end of the contract.
 - $(\text{Total cost of recruitment} \div \text{duration of the domestic worker's employment contract in months}) \times \text{term remaining on the employment contract}$.

“Please find attached the financial claim calculator”

Refunds of recruitment amounts are made to employers within the following time frame:

- Recruitment fees must be refunded by the agency to the employer within fourteen (14) days of the date on which the domestic worker is returned to the agency or reported absent from work.
- Price Cap

Sr.	Nationalities	Tax-inclusive maximum cost of recruitment in dirhams
1	Philippines	12600
2	Indonesia	15750

3	Sri Lanka	15750
4	Bangladesh	7350
5	Kenya	6825
6	Ethiopia	5250
7	Uganda	6825
8	Nepal	15225
9	India	12600

- Temporary Package

Package definition: Providing domestic workers registered with a recruitment agency to work for employers for a period of two years.

- Benefits

- Provision of qualified and trained domestic workers upon request
- Guaranteed domestic workers for the duration of the contract.
- The package includes accommodation provided by the agency for the worker. Upon the employer's request, workers may reside with their employer.
- The cost includes (basic salary - return ticket - end of service - dues).

Obligations Of the Recruitment Agency:

- Processing the worker's residence visa in accordance with the laws and regulations in force before being placed with the employer.
- Payment of the worker's monthly salary, as well as any other legal obligations
- Assume all costs associated with the worker's medical care
- Any time a replacement is necessary, the worker will be replaced by another worker with the same qualifications and experience.

- A refund will be provided to the employer if the domestic worker is returned to the agency. The employer will receive the remaining amount for any time the domestic worker was not working.
- Guaranteed domestic workers for the duration of the contract.
- Price Cap

<u>Sr.</u>	<u>Nationalities</u>	<u>Tax-inclusive maximum monthly cost in dirhams</u>
<u>1</u>	Philippines	2625
<u>2</u>	Indonesia	2625
<u>3</u>	Sri Lanka	2415
<u>4</u>	Bangladesh	2362
<u>5</u>	Kenya	2362
<u>6</u>	Ethiopia	2415
<u>7</u>	Uganda	2415
<u>8</u>	Nepal	2362
<u>9</u>	India	2362

- Flexible Package
Package definition: Domestic workers registered with the recruitment agency can be hired on a flexible basis (hours, days, weeks, months, six months, and a year).
- Benefits
 - Adequate supply of qualified and trained domestic workers for the duration of the contract (hours, days, weeks, months, six months, and a year)
 - Guaranteed domestic workers for the duration of the contract
 - The package price includes the worker's accommodation provided by the agency, and the worker cannot reside at the employer's premises.

Obligations Of the Recruitment Agency:

- Processing the worker's residence visa in accordance with the laws and regulations in force before being placed with the employer.
- Providing the worker with suitable accommodations
- Payment of the worker's monthly salary, as well as any other legal obligations
- Domestic workers may not work more than eight hours per day.
- Assume all costs associated with the worker's medical care
- Providing transportation to and from the employer's workplace
- Reimbursing employers for any damages or losses caused by the workers.
- The contract may be terminated by either party upon breach of any of its terms.
- In the event of a termination of employment or refusal by the employer to complete the contract, the agency may deduct the period of employment of the worker and refund the remaining amount.

Price Cap

Sr.	Contract Duration	Tax-inclusive maximum cost in dirhams
	4 hours	126
	8 hours	210
	Weekly (7 days)	1176
	Monthly (30 days)	3675
	6 months	3412.5 monthly
	12 months	3150 monthly

V - Quotas for Establishments

Guidelines for domestic labor recruitment agencies seeking establishment shares (quotas).

- The agency must inform the Department using the official channels of communication that it wishes to apply for a quota before printing an application from the businessmen service center.
- In order to apply for an establishment share (quota), the agency must use the forms approved and sent by the department
- Upon completion of the audit process, the agency will receive an establishment share (quota) letter.
- Visit the businessmen's services center to print the application for establishment shares, enclosing the share letter.

VI- Domestic Workers' Training

In order to ensure the quality of service, training of domestic workers is conducted in accordance with the programs developed by the competent department. Accordingly, recruitment agencies must adhere to the following:

- Setting up training rooms in which awareness and guidance materials for domestic workers will be displayed.
- Provide a trainer to conduct awareness workshops.
- Ensure that domestic workers are trained in accordance with the training manual approved by the governing department before they are placed with the employer.
- Certificates of training must be issued and uploaded in the appropriate system.
- Coordinate with the appropriate department regarding circulars related to training and educating domestic workers.
- To learn more, please contact us at the following e-mail address:
DWGD@mohre.gov.ae

VII- Complaints Filed by Customers Against Recruitment Agencies

Recruitment agencies are required to take the following actions in response to complaints from employers:

- Review feedback and complaints received from customers and establish clear procedures for receiving, documenting, studying, and responding to complaints within the specified period of time.
- Whenever possible, attempt to resolve the complaint amicably before referring it to the Ministry.
- Assign two representatives from the recruitment agency to receive the complaints transferred from the Ministry and respond accordingly.
- Resolve and close the complaint within (2) two working days in accordance with the procedures and regulations stipulated by the Ministry.
- Refund the recruitment fees within the legal deadline of 14 working days following the return of the domestic worker or the registration of an absconding report in order to avoid suspension of services or fines.

Note: The Ministry has the right to take whatever action it deems appropriate in accordance with the laws, regulations, and decisions it has issued if the recruitment agency fails to respond to the complaints registered against it or attempt to resolve them.

VIII - Inspection and Control

The inspectors of the Ministry are assigned to inspect Domestic Labor Recruitment Agencies and labor accommodations for the purpose of performing the following tasks:

- Report violations to the Law, its implementing regulations, and the decisions issued in implementation thereto.
- Track the prices of package contracts approved by the Ministry.

- Ensure that the recruitment agency adheres to the guarantee period specified in the Classic Package.
- Make certain that the agency does not outsource administrative or operational work to other organizations or individuals.
- Verify compliance with the Ministry's approved electronic system by inspecting the recruitment agency's printed contracts.
- Ensure that the recruitment agency complies with the domestic service fee requirements.
- Assure that the recruitment agency does not collect additional fees for the services of domestic labor.
- Ensure that the recruitment office provides a waiting area and a training room for domestic workers.
- Make sure that domestic workers are present in the area designated exclusively for them, the "Labor Waiting Area"
- Assure that the recruitment agency provides adequate housing in accordance with Ministry requirements and standards.
- Examine the payment of salaries and commissions to customer happiness consultants by the recruitment agency.
- Ensure that the agency complies with all Ministry decisions, pledges, circulars, laws, and executive regulations.

IX - Violations

Domestic Labor Recruitment Agencies may be found in violation of the law based on the available information and evidence. In this case, the recruitment agency has the right to appeal the decision, produce evidence substantiating the validity of the violation, and provide supporting documentation. Following the evaluation and decision, the Ministry notifies the agency of its final decision, and it has the right to reinstate the violation directly without receiving the grievance request, as long as supporting evidence is provided.

Defining the Types and Classification of Violations

1. Domestic Labor Packages Violations:

- Failure to comply with approved package prices.
- Creating domestic worker packages outside of the electronic system, or amending contracts approved by the Ministry.
- Provide or place a domestic worker who has committed an absconding offense.
- Provide or place domestic workers sponsored by others.
- Offer or place domestic workers who have not undergone a medical examination or who do not meet the requirements for residency visas.
- Non-compliance with the appropriate process for delivering domestic workers to employers by the agency.
- Failure to follow the appropriate procedures for receiving domestic workers from employers.
- Failure to provide a two-year guarantee on the domestic worker under the Classic package.
- Failure to display package prices clearly for customers at the recruitment agency.
- Failure to provide employers with the Ministry's approved packages which meet their requirements in terms of time and other preferences, so as to continue contracting with the employees listed in the establishment's file.
- Failure to deliver domestic workers to employers within the agreed timeframe when recruiting workers from outside the country.
- Non-refund of recruitment amounts to employers within the specified time period (14) days.
- Failure to refund recruitment fees to the employer within the agreed period after the complaint has been resolved and closed by the Ministry.
- Contracting with employers under administrative suspension by the Ministry, except for temporary employment approved by the Ministry.

2. Administrative Violations

- Failure to respond to and resolve complaints within the specified timeframe.
- Non-compliance with the administration's requirements for timely submission of information.
- Non-compliance with decisions, pledges, circulars, laws, or executive directives of the Ministry

- Making sure domestic workers are restricted to the labor waiting area designated for them.
- Outsourcing administrative or operational functions to individuals, companies, or institutions without the written approval of the Ministry.
- The closure or cessation of the recruitment agency without approval from the Ministry.

3. Fee Violations

- Failure to comply with government fees.
- Failure to comply with set fees for all services
- Adding additional fees to complete shortfalls in the Ministry's systems.

4. Licensing Violations

- Failure to pay licensing fees for a new license or renewal of an existing license.
- Failure to meet or complete the amount of the bank guarantee required to obtain the license.
- Obtaining the approval certificate and renewing the commercial license at the competent licensing authorities before renewing the Ministry's license.
- Changing the trade name without notifying the Ministry.
- Failure of the recruitment agency to follow the instructions provided by the Ministry regarding amendments to the trade name related to the ownership of the trademark "Tadbeer"
- Amendments to a license by transfer, addition, or deletion of partners without notifying the Ministry and obtaining written approval.
- Failure to register with the labor accommodation system.

5. Wages Violations

- Failure to transfer wages and commissions of employees through the wages protection system, or the intentional transfer of incorrect amounts.
- Reducing part of the citizen's commission for the benefit of representatives and typing centers in order to increase the agency's transaction volume.

6. Services and Operations Violations

- Providing commercial or governmental services without obtaining permission from the relevant department.

- Failure to comply with the requirements and procedures for the provision of domestic labor services.
- Receiving transactions from typing centers on behalf of customers or authorized representatives.

7. HR Violations

- Recruiting new employees without obtaining work permits.

8. Operation Systems Violations

- Accessing the service delivery system using the username and password of another employee.
- Offering services outside of the recruitment agency's specific operational systems.

9. Violations of Domestic Labor Rights

- Failure to provide adequate housing and meals (food) for domestic workers registered in the office file who have been employed for less than 30 days, in accordance with the percentages established by the Ministry of Labor.
- Failure to provide adequate housing with appropriate living conditions for domestic workers.
- Failure to provide domestic workers with substantial meals.
- Failure to protect domestic worker's rights included in the obligations of recruitment agencies during the course of their employment
- Failure to provide domestic workers with adequate information regarding the appropriate authorities to investigate complaints involving violations of their rights and freedoms
- Failure to provide domestic labor with training using the resources and materials approved by the Ministry.
- Obligations outlined in the aforementioned Federal Decree-Law No. 09 of 2022 and its executive regulations.

10. Violations related to the submission of modified information and documents

Providing inaccurate information and documents to the Ministry for the purpose of fraud during license renewal, audit, and follow-up procedures.

X - Schedule of Administrative Violations

Sr.	Type of Violation	Description	Administrative Penalties	Violation source
1	Domestic labor packages	<ul style="list-style-type: none"> ▪ Failure to comply with approved package prices. ▪ Creating domestic labor packages outside of the electronic system 	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels
2		Non-compliance with the Ministry's approved contract forms.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Contract audits conducted regularly by the department
3		Providing resumes of violating domestic workers, workers with absconding reports, or signing employment agreements with those violators	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels
4		Contracting with domestic workers who did not meet the medical examination or visa requirements	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels

				<ul style="list-style-type: none"> Contract audits conducted regularly by the department
5		<p>Failure to display the prices of service packages approved by the Ministry in a clear and accessible manner</p>	<ul style="list-style-type: none"> suspension of services for five working days Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> Inspection Customers' complaints received through systems and communication channels Department field visits
6		<p>Failure to deliver domestic workers to employers within the agreed timeframe when recruiting workers from outside the country.</p>	<ul style="list-style-type: none"> suspension of services for five working days Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> Customers' complaints received through systems and communication channels
7		<p>Non-refund of recruitment fees to employers within the specified time period (14) days of the date on which the domestic worker is returned to the agency or reported absent from work.</p>	<ul style="list-style-type: none"> suspension of services for five working days Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> Customers' complaints received through systems and communication channels

8		Contracting with employers under administrative suspension by the Ministry, except for temporary employment approved by the Ministry.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels
9		Non-compliance with the appropriate process for delivering domestic workers to employers by the agency.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels
10		Failure to follow the appropriate procedures for receiving domestic workers from employers.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	
11		Failure to provide employers with the Ministry's approved packages, which meet their requirements in terms of time and other preferences, so as to continue contracting with the employees listed in the establishment's file	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels

12		Failure to provide a two-year guarantee on the domestic worker under the Classic package.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels
13		Failure to refund recruitment fees to the employer within the agreed period after the complaint has been resolved and closed by the Ministry	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels ▪ Following closure, the department verifies the complaint.
14		Outsourcing administrative or operational functions to individuals, companies, or institutions without the written approval of the Ministry	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection
15	Administrative Violations	Non-compliance with decisions, pledges, circulars, laws, or executive directives of the Ministry	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels

				<ul style="list-style-type: none"> ▪ Audits conducted by the department ▪ Any other means that provide evidence of the same
16		closure or cessation of the recruitment agency without approval from the Ministry	Provisional suspension of services pending payment of the fine specified by Cabinet Resolution No. 106 of 2022 regarding the executive regulations	<ul style="list-style-type: none"> ▪ Inspection ▪ Audits conducted by the department ▪ Other available means.
17		Providing inaccurate information and documents to the Ministry for the purpose of fraud during license renewal, audit, and follow-up procedures	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Audits conducted by the department
18		Making sure domestic workers are restricted to the labor waiting area designated for them	<ul style="list-style-type: none"> ▪ Suspension of services for five working days 	
19		Failure to respond to and resolve complaints within the specified timeframe.		
20		Non-compliance with the administration's requirements for timely	<ul style="list-style-type: none"> ▪ Penalties are doubled for 	

		submission of information	repeated violations	
21		In a typical month, at least 5% of all financial complaints related to the Classic package are lodged against the agency.		
22	Fee violations	Collecting additional fees in addition to those prescribed by the relevant laws, regulations, and ministerial decisions	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels ▪ Audits conducted by the department ▪ Any other means that provide evidence of the same
23		Failure to meet or complete the amount of the bank guarantee required to obtain the license	Suspension of services until payment is received	Audits conducted by the department
24	Licensing Violations	Addition or withdrawal of partners from the license without the Ministry's written approval	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	
25		Obtaining the approval certificate and renewing the commercial license at the competent licensing		

		authorities before renewing the Ministry's license		
26		Changing the trade name without notifying the Ministry.	Suspension of services for five working days	Audits conducted by the department
27		Failure to follow the instructions provided by the Ministry regarding amendments to the trade name related to the ownership of the trademark "Tadbeer"		
28		Failure to register with the labor accommodation system	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Audits conducted by the department
29		Failure to pay the new license fees within 30 days of receiving approval.	Licensing approval revoked	
30		Failure to pay the renewal fee within thirty days of the expiration date.	Suspension of services until payment is received	<ul style="list-style-type: none"> ▪ Audits conducted by the department
31	Wages Violations	Failure to transfer wages and commissions of employees through the wages protection system, or the intentional transfer of incorrect amounts.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for 	<ul style="list-style-type: none"> ▪ Inspection ▪ Employees complaints

			repeated violations	
32		Reducing part of the citizen's commission for the benefit of representatives and typing centers in order to increase the agency's transaction volume.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	
33	Services and Operations Violations	Providing commercial or governmental services without obtaining permission from the Ministry.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	Inspection
34		Failure to comply with the requirements and procedures for the provision of domestic labor services.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Customers' complaints received through systems and communication channels ▪ Audits conducted by the department
35		Receiving transactions from typing centers on behalf of customers or authorized representatives.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Any other means that provide evidence of the same
36	HR Violations	Recruiting new employees without obtaining work permits.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days 	Inspection

			<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Employees complaints
37		Should a shortfall or error occur in the transaction, the recruitment office employee shall bear the penalty to prevent recurrence.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels
38	Operation Systems Violations	Accessing the service delivery system using the username and password of another employee.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Employees complaints ▪ Customers' complaints received through systems and communication channels
39		Offering services outside of the recruitment agency's specific operational systems	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Employees complaints ▪ Customers' complaints received through systems and communication channels
40	Violations of Domestic Labor Rights	Failure to provide domestic workers with adequate information	<ul style="list-style-type: none"> ▪ Suspension of services for five working days 	<ul style="list-style-type: none"> ▪ Inspection ▪ Employees complaints

		regarding the appropriate authorities to investigate complaints involving violations of their rights and freedoms	<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	
41		Failure to provide domestic labor with training using the resources and materials approved by the Ministry	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Audits conducted by the department
42		Failure to provide adequate housing and meals (food) for domestic workers registered in the office file who have been employed for less than 30 days, in accordance with the percentages established by the Ministry of Labor.	<ul style="list-style-type: none"> ▪ A warning will be issued to the agency. For recurrences, services will be suspended for five working days. ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection ▪ Audits conducted by the department
43		Failure to provide adequate housing with appropriate living conditions for domestic workers.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Inspection
44		Failure to provide domestic workers with substantial meals.	<ul style="list-style-type: none"> ▪ Suspension of services for five working days 	

			Penalties are doubled for repeated violations	
45		Failure to protect domestic labor rights included in the obligations of recruitment agencies during the course of their employment	Suspension of services for five working days Penalties are doubled for repeated violations	<ul style="list-style-type: none"> ■ Inspection ■ Labor complaints
46	Violating obligations towards agencies, individuals, or institutions	Failure to comply with the requirements and controls contained in the Memorandum of Understanding signed between the Ministry and the country in which the agency is located, and provide the Ministry with information on the number and details of domestic workers assigned to the office	Suspension of services for five working days Penalties are doubled for repeated violations	Report of the competent authority
47		Obtaining, retaining, or engaging in business with any recruitment agencies, institutions, or individuals outside of the country, or any unlicensed entity outside of the country that is prohibited by the Ministry.	Suspension of services for five working days Penalties are doubled for repeated violations	<p>Inspection</p> <p>Report of the competent authority</p> <p>Audits conducted by the department</p>

Note: The violations and administrative penalties outlined in Cabinet Resolution No. (106) of 2022 in regards to the executive regulations of Federal Decree Law No. (9) of 2022 regarding domestic workers shall also be applicable.

XI - Grievance

Information provided below is a model guideline for improving and excelling in communication and interaction between recruitment agencies and the relevant department. It outlines the procedures that can be taken by the recruitment agency to file a grievance. The purpose of this section is to ensure that recruitment agencies are given an opportunity to respond to the complaint and clarify the specifics of the violation.

Description of the Grievance Process

- A grievance request must be submitted to the concerned department by the director or his representative.
- Grievances must be filed within two (2) business days of receipt of the violation. Grievances received after the specified period will not be considered.
- Include evidence with the grievance request form, if available.
- Recruiting agencies may not submit more than one grievance request for the same violation.
- Recruitment agencies may be held liable if they make misleading statements or conceal official evidence during follow-up and audits.
- In cases where supporting evidence is available, the Ministry may reinstate the violation without receiving the grievance.

Grievance Procedures

1. The recruitment agency must complete the grievance form
2. In order to properly complete the grievance application, you must include the following information:
 - Detailed description of the grievance
 - Procedures taken by recruitment agencies before submitting grievance applications.
 - Desired outcome of the grievance application
 - Information or evidence related to the grievance application.

- The Licensee is required to review and sign the grievance application.
 - The grievance application should be sent by email to the relevant department.
3. An internal grievance committee will review and investigate the grievance request (if necessary).
 4. Responses to grievance applications must be made within three days.
 5. Recruitment agencies will be notified of the final decision regarding the violation, whether it is reinstated or revoked
 6. A complaint cannot be filed by the agency after three working days of receiving the violation via email
 7. The agency may not submit a grievance after three working days from the date of emailing the violation.

XII - Privacy and Confidentiality

It is imperative that all information and data obtained during the agency's operations be treated with strict confidentiality. It is prohibited to divulge, use, publish, or provide such information to third parties without the Ministry's prior written approval.

Communication Channels

Ministry of Human Resources and Emiratization

Customer Happiness Center - Dubai - Al Qusais

E-mail: domestic.workers@mohre.gov.ae

Contact numbers: 04/7024517 – 04/7023464 – 04/7023142 – 04/7023393

Monday - Thursday: 7:00 am to 3:00 pm

Friday – 7:00 am to 11:30 pm

Or visit Ministry of Human Resources and Emiratization website at the following link: ae.gov.mohre.www for more details.