

THE ADMINISTRATIVE DECISION NO. (5) OF 2024 ESTABLISHING THE OPERATION MANUAL FOR IMPLEMENTING MINISTERIAL RESOLUTION NO. (676) OF 2022 CONCERNING THE REGULATION OF DOMESTIC LABOUR 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 as amended
- Federal Decree-Law No. (33) of 2021 concerning Regulation of Labor Relations as amended, and its executive regulations
- Federal Decree-Law No. (9) of 2022 on Domestic Labor, and its executive regulations
- Cabinet Resolution No. (21) of 2020 concerning Service fees and administrative fines, as amended
- Ministerial Resolution No. (48) of 2022 regulating Labor Inspection Procedures
- Ministerial Resolution No. 676 of 2022 regarding the licensing and regulation of domestic labor recruitment agencies
- Administrative Decision No. (11) of 2023-2024 establishing the operational manual to implement Ministerial Resolution No. (676) of 2022 governing the operations of domestic labor recruitment agencies
- In furtherance of labor administration interests

Resolved:

Article (1)

Applications for licensing domestic labor recruitment agencies must be submitted electronically using the approved electronic forms available on the Ministry's website. In addition, the operations manual attached herewith governing the activities of domestic labor recruitment agencies shall be adopted.

Article (2)

Administrative Decision No. (11) of 2023, referred to above, is hereby repealed. Furthermore, this decision repeals any provisions that conflict with or contradict its provisions.

Article (2)

This decision shall take effect on the date of its issuance. The decision shall be implemented by the competent authorities, each within their area of responsibility.

Signature appears

Khalil Ibrahim Al-Khoury
Undersecretary for Human Resources Affairs

Date: 09-02-2024

Operation Manual Regulating the activities of Domestic Labor Recruitment Agencies annexed to Administrative Decision No. 5 of 2024 which contains the operational manual for implementing Ministerial Resolution No. (676) of 2022 concerning the regulation of domestic labor recruitment agencies.

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References

- Federal Decree-Law No. (33) of 2021 concerning Regulation of Labor Relations as amended, and its executive regulations
- Federal Decree-Law No. (9) of 2022 concerning Domestic Workers
- Cabinet Resolution No. (21) of 2020 on the Service fees and administrative fines imposed by the Ministry of Human Resources and Emiratisation
- Cabinet Resolution No. (37) of 2022 amending certain provisions of Cabinet Resolution No. (21) of 2020 on the Service fees and administrative fines imposed by the Ministry of Human Resources and Emiratisation
- Cabinet Resolution No. (106) of 2022 on the executive regulations of Federal Decree-Law No. (9) of 2022 concerning Domestic Workers
- Ministerial Resolution No. (48) of 2022 governing Labor Inspection Procedures
- Ministerial Resolution No. (676) of 2022 on the Licensing and Regulation of Domestic Worker Recruitment Agencies
- Department-issued circulars.

Terms and Definitions

In the following schedule, all of the terms mentioned in the manual are listed along with their respective definitions.

Ministry	Ministry of Human Resources and Emiratisation
Law	Federal Decree-Law No. (09) of 2022 concerning Domestic Labor.
Executive Regulations	Cabinet Resolution No. (106) of 2022 regarding the executive regulations of Federal Decree-Law No. (09) of 2022 concerning Domestic Labor.
Department	Department of Permits and Licenses for Domestic Workers at the Ministry of Human Resources and Emiratisation
Domestic Workers Recruitment Agency	A company licensed to act as an intermediary between employers and the workforce (whether it has a physical location or via digital channels), by recruiting employees for employers, or by placing temporary employees in positions in accordance with Federal Decree Law No. (9) of 2022
Employer	A person or organization that hires workers to perform 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 arrangement, the agency hires an employee to perform certain job duties under the supervision and

	direction of a third party (the beneficiary), in accordance with Federal Decree Law No. (9 of 2022).
Recruitment of Domestic Workers through Mediation	Service provided by a recruitment agency whereby domestic workers are recruited for registration under an employer's file without the agency becoming involved in the registration process
Initial Agreement	This is a written agreement between a domestic labor recruitment agency and a foreign recruitment agency, which outlines the eligibility requirements for domestic workers based on the contract concluded between the employer and the recruitment agency.

I - Obligations of Recruitment Agency During the Employment Period

Responsibilities of the Recruitment Agency Towards the Domestic Worker:

- Provide the domestic worker with the opportunity to review the job offer and ensure it complies with the description of the contract he/she will sign with the employer, understand the nature and type of work, and obtain the employee's signature in order to confirm the acceptance of the offer.
- Make sure that the domestic worker is aware of all the requirements of the employer in terms of qualifications and experience.
- Arrange for a medical examination no later than 30 days after entering the country to determine a domestic worker's suitability for the job and whether there are any health issues that may prevent him/her from performing their duties.
- Avoid charging any sums, monies, rights, or gains from workers, directly or indirectly, in the form of commissions, fees, or anything else related to their recruitment in the United Arab Emirates. Additionally, workers may not be charged any fees for completing their employment process.
- Ensure that domestic workers receive adequate housing and meals (whether they are registered with the agency or mediated by the agency for employment purposes, as well as those who return to the agency for any reason after leaving their workplace, according to the Ministry's requirements and producers, which include the following:
 - In the event that the employer sends the employee back 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 him/her from performing their duties
- When a medical or security examination of the employee is found to be inaccurate.
- The recruitment agency is required to provide decent housing 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.
- Make sure that an employment contract is concluded between the employee and employer, using the form approved by the Ministry to govern the rights and obligations of both parties.
- Assure that an experience certificate is available for the required profession, if one is needed, such as nursing, tutoring, 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.
- Maintain records of all employees who have been employed by the Agency for a minimum of two years. These records include the name and address of each employee, the location where they were hired, the names and addresses of the hiring establishments, the wages, and any other information specified by the manual. The Agency is required to provide the Ministry with quarterly lists of these contracts and related information as determined by the Ministry.
- Provide the worker with information on the customs and traditions of the country.
- Ensure that you treat domestic workers with respect and courtesy, and refrain from abusing them in any manner.
- 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.

Responsibilities of the Recruitment Agency Towards Employers:

- The recruitment of domestic workers must be conducted in accordance with the Initial Agreement.
- The process of hiring of domestic workers, their importation into the country, and their transfer to their employers must be completed 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 fees.
- Ensure that contracts are entered into the Ministry's electronic system.
- Avoid collecting extra illegal amounts 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 agency shall be responsible for the penalty to prevent a recurrence of the error.

Recruitment Agency Responsibilities Toward 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 agency.

- Avoid all associations with unlicensed recruiting agencies, organizations, individuals, and entities, whether they are located domestically or abroad.
- Conclude 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.
- There may be instances in which the Ministry, despite possessing a legal license to carry out the activity, refuses to authorize the agency to conduct business with certain individuals or entities for reasons the Ministry considers appropriate.
- Other obligations stipulated by a Ministerial decision.

Recruitment Agency Responsibilities Towards the Ministry:

- The agency may not initiate its operations without a prior approval from the Ministry
- All procedures necessary to operate the agency must be completed within six months of the approval of the license. Non-compliance will result in the cancellation of the license.
- Package contracts concluded by the agency must comply with 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. Aside from that, provide employers with a wide range of contract continuity and nationality options.
- Maintain compliance with all government service fees established by the Council of Ministers.
- Ascertain 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.
- Following the reduction of the license bank guarantee amount, the amount must be topped up within one month.
- A change in the registered address of the recruitment agency must be reported to the Ministry immediately.
- Provision of all domestic services as specified by the Ministry, including service packages.
- Make use of the Ministry's specified programs and software
- Confidentiality of information and details acquired during operations must be maintained, and such information may not be disclosed without the approval of the Ministry
- Recruitment agencies are not permitted to provide domestic workers to employers with suspended files, except for temporary employment approved by the Ministry.
- In order to comply with the requirements of the Ministry, recruitment agencies are required to document the following information:
- Listing of all employees registered in the Ministry's systems and other relevant systems.
- Details of all contracts concluded by the agency in accordance with the Ministry's approved forms and service fees.
- Create a database that complies with the forms and standards established by the Ministry. A part of this database must contain information regarding employers with whom the agency has contracts, their addresses, and the categories of domestic workers recruited by the agency.
- Detailed reports concerning association agreements with dispatch offices and recruitment costs, based on the type and gender of each recruited worker, must be provided to the Ministry on a regular basis.
- Assure compliance with all terms and conditions of the adherence agreements reached with the Ministry of Labor in order to ensure the quality of recruitment services.

- Register your recruitment agency with the Ministry's electronic system and comply with all regulations and procedures regarding the issuance and modification of licenses for recruitment agencies.
- Contact the relevant departments through the Ministry's channels.

II - Domestic Workers' Packages

- **Recruiting domestic workers through recruitment agencies “Classic Package”**

Package description: The process of recruiting domestic workers who are then registered in the personnel files of their employers. Domestic workers will reside with their employers during their two-year employment contract.

- **Features**
 - Domestic workers are covered by two-years guarantee.
 - Ministry-set price ceilings
 - Accommodations and meals are provided to workers until they are placed with 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)
- If the domestic worker terminates his /her employment contract or refuses to work

- If the recruitment agency fails to abide by the recruitment requirements 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:
 - Within the first month, the employer is entitled to a refund of the full recruitment fee.
 - The full amount of recruitment and government fees will be refunded if the domestic worker is found to be medically unfit within the first six months of employment. (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.
 - (Total cost of recruitment ÷ duration of the domestic worker's employment contract in months) x term remaining on the employment contract.

“Please find attached the claimed amount calculator”

Recruiting fees must be refunded to employers within the following timeframes:

- 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.

- **Temporary Package**

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

- **Features**

- Provision of qualified and trained domestic workers upon request
- Domestic worker's guarantee throughout the term of the contract.
- Accommodations are provided by the agency for the worker as part of the package. If the employer desires, the worker may also reside with him/her.

- The cost includes (basic salary - return ticket - gratuity - 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 and all legal entitlements.
- 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 balance amount for any time the domestic worker was not working.
- Guaranteed domestic workers for the duration of the contract.

- **Flexible Package**

Package description: Domestic workers registered with the recruitment agency can be hired on a flexible basis (hourly, daily, weekly, monthly, biannually, and annually).

- **Features**

- Provision of qualified and trained domestic workers for the duration of the contract (hourly, daily, weekly, monthly, biannually, and annually).
- Guaranteed domestic workers for the duration of the contract.

Considering that the worker may not be residing on the premises of the employer, the package amount includes the worker's accommodation provided by the agency.

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 a suitable accommodation.
- Payment of the worker's monthly salary and all legal entitlements.
- 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.
- Either party may terminate the contract if any of its terms are violated.
- The agency may deduct the worker's hours worked from the total amount and refund the remaining amount to the employer in the event the worker ceases to work or the employer terminates the contract.

III –Recruiting and Placing Domestic Workers with Employers

Domestic Workers (abroad):

1. Provide the employer with information regarding the domestic worker's expected arrival date, taking into consideration that the recruitment process includes training and medical examinations.
2. In the event that the agency fails to provide the employer with the domestic worker within the agreed upon time period or within thirty days after obtaining the entry permit, the employer is entitled to terminate the contract and claim reimbursement of recruitment and government costs.

Domestic Workers (inside the country):

1. The domestic worker file must be fine-free
2. Employers are required to sign an undertaking form that includes the following:
 - Probation period duration based on start/end dates.

- Following the completion of the probationary period, the domestic worker's file will be transferred to the employer's file. Upon transfer, the employer will be liable for fines imposed on the worker's file due to noncompliance.
- A statement of the fines incurred by employers must be included on the undertaking form in accordance with the executive regulation "Employer Violations - Paragraph No. 4

IV - The Process of Receiving Domestic Workers from Employers

Employers are required to sign the domestic worker return form approved by the Ministry.

V- Establishment Quotas

The following guidelines are intended to assist domestic workers recruitment agencies in obtaining establishment shares (quotas):

- Prior to printing an application from the businessmen's service center, the agency must notify the Department through official channels of communication of its intention to apply for a quota. In the event of non-compliance, the application will be automatically rejected.
- To amend an establishment share, the agency must notify the Department through official channels of communication prior to printing the application from the businessmen's service center. In the event of non-compliance, the application will be automatically rejected.
- The agency must use and comply with the forms provided by the Department in order to obtain an establishment's share approval.
- A letter of establishment share (quota) will be issued to the agency upon completion of the audit process.

- Print the application for establishment shares and enclose the share letter at the businessmen's services center.
- In the case of domestic workers, the agency does not have the authority to change their professions to that of center employees as they are designated for temporary employment.

VI- Training of Domestic Workers

Recruiting agencies must comply with the following requirements in order to ensure the successful training of domestic workers:

- Set up a training facility for the display of awareness and guidance materials for domestic workers
- Make arrangements for a trainer to conduct awareness workshops
- Assure that domestic workers are properly trained before being placed with their employers in accordance with the training manual that has been approved by the governing authority.
- Training certificates must be awarded to domestic workers and uploaded to an appropriate electronic recordkeeping system.
- Cooperate with the relevant department regarding circulars related to the training and education of domestic workers.
- Please contact us at the following e-mail address for more information: DWGD@mohre.gov.ae

VII- Customer complaints against recruitment agencies

In response to employer complaints, recruitment agencies should take the following actions:

- Develop clear procedures for receiving, documenting, investigating and responding to customer complaints within the specified period of time after receiving feedback and complaints.

- Make every effort to resolve any complaints amicably before referring them to the Labor Consultation and Claims Center.
- Appoint two representatives from the recruiting agency to receive complaints from the Labor Consultation and Claims Center and respond appropriately.
- Resolve the complaint in accordance with the Ministry's policies and procedures.
- The agency must refund the recruitment fees within fourteen working days of the domestic worker returning to the agency or the filing of an absconding report against the domestic worker in order to avoid suspension or fines.

Note: The Ministry may take whatever action it deems appropriate in accordance with its legislative, regulatory, and decision requirements if the recruitment agency fails to respond to the Labor Consultation and Claims Center or resolve complaints registered against it.

VIII - Inspection and Control

The inspectors of the Ministry are responsible for inspecting domestic labor recruitment agencies and labor accommodations in order to perform the following duties:

- Identify and document violations of the law, its implementing regulations, decisions, and all relevant legislation currently in force at the Ministry.
- Monitor the price of package contracts approved by the Ministry.
- Ensure that the recruitment agency adheres to the guarantee period specified in the Classic Package.
- Ascertain that the recruitment agency does not outsource administrative or operational tasks to other entities or individuals, for example “desk rental”.
- Examine the printed contracts of the recruitment agency to ensure that they comply with the Ministry's approved electronic system.
- Assure that the recruitment agency complies with the requirements for domestic service fees.

- Ensure that the recruitment agency does not charge additional fees for the services of domestic workers.
- Confirm that the agency offers both a waiting area and a training facility for domestic workers.
- Make sure that domestic workers are seated in the area reserved exclusively for them, known as the "Labor Waiting Area".
- Make sure 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
- Check the payment of salaries and commissions to customer happiness consultants by the recruitment agency.
- Check to ensure that the **barcode of an approved domestic labor recruitment agency** appears externally on the front of the agency in a clearly visible location for the customers to see.
- Assess the agency's compliance with all decisions, pledges, circulars, laws, and executive orders issued by the Ministry.

IX- Violations

The Ministry has the right to impose a violation on the recruitment agency in light of the information and evidence provided. As a counter-measure, the recruitment agency may appeal the decision and submit evidence refuting the violation, as well as supporting documentation. The final decision will be communicated to the agency by the Ministry following the investigation. **If sufficient evidence is provided to the Ministry, the violation may be reinstated directly without the need to consider a grievance.**

Types and descriptions of violations

1. **Domestic labor package violations**

- Non-compliance with approved package pricing.
- Obtaining labor packages outside electronic systems or amending contracts approved by the Ministry
- Placement or offer of employment to absconding domestic workers.
- Placement or employment of domestic workers sponsored by others
- Employment or placement of domestic workers without a medical examination or without meeting residency requirements.
- Non-compliance with established procedures with regard to the placement of domestic workers inside the country to employers.
- Non-compliance with the established procedures for receiving domestic workers from employers.
- A two-year guarantee was not provided for a domestic worker recruited through the recruitment agency under the Classic Package
- Failure to display package prices clearly for customers at the premises
- Failure to provide employers with the Ministry's approved packages meeting their requirements in terms of duration and other specifications in order to continue to employ the employees listed in the establishment's file.
- Failure to deliver domestic workers to employers within a specified timeframe when workers are recruited from abroad.
- Employers are not refunded recruitment amounts within the specified period of (14) days.
- Failure to reimburse an employer's recruitment fees within the agreed upon time frame following the resolution and closure of a complaint.
- Concluding agreements with employers under administrative suspension by the Ministry, except in the case of temporary employment approved by the Ministry.

2. Administrative Violations

- Failure to respond to and resolve complaints within the specified timeframe.
- Failure to comply with administration 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 designated labor waiting area.

- Contracting with individuals, companies, or institutions without the Ministry's written approval.
- Unauthorized closure or termination of the recruitment agency.

3. Fee Violations

- Non-compliance with the government fee structure.
- Non-compliance with service fees set by the Ministry
- Charging additional fees to correct system deficiencies within the Ministry.

4. Licensing Violations

- Default in the payment of licensing fees for new licenses or the renewal of existing licenses.
- Failure to provide the bank guarantee required for license application.
- Trade license renewal was completed prior to the renewal of the Ministry's license, payment of prescribed fees, and receipt of a valid approval certificate from the Ministry.
- Changing the trade name without informing the Ministry.
- Noncompliance with Ministry instructions regarding changes to trade names in connection with the ownership of the trademark "Tadbeer".
- Licensing amendments that involve the transfer, addition, or deletion of partners without notifying and obtaining approval from the Ministry.
- Failure to register with the labor accommodation database.

5. Wages Violations

- Employees' wages and commissions were not transferred through the wages protection system, or incorrect amounts were intentionally transferred.
- Reducing a portion of the citizen's commission for the benefit of representatives and typing centers in order to increase the volume of transactions for the agency.

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

- Hiring new employees without obtaining work permits.

8. Operation Systems Violations

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

9. Violations of Domestic Labor Rights

- Failure to provide adequate housing and nourishing meals (food) to domestic workers registered under the agency file whose employment has lasted fewer than 30 days, according to the percentages established by the ministry.
- 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.
- Domestic workers are not provided with adequate information regarding the relevant authorities responsible for investigating complaints involving violations of their rights and freedoms.
- Failure to provide domestic laborers with training utilizing the Ministry's approved resources and materials.

- 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

The provision of inaccurate information and documents to the Ministry in order to commit fraud during the renewal, audit, and follow-up processes for licenses.

X - Schedule of Administrative Violations
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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. ▪ Concluding contracts outside the Ministry 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 various channels and communication means
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 	
3		Providing resumes of violating domestic workers, workers with absconding reports, or signing employment	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for 	<ul style="list-style-type: none"> ▪ Inspection Customers' complaints received through various

		agreements with those violators	repeated violations	channels and communication means
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 various channels and communication means ▪ Examinations of contracts conducted by the department on a regular basis
5		Failure to clearly and prominently display the prices of approved service packages	<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 various channels and communication means ▪ Department field visits
6		Failure to deliver domestic workers to employers within the agreed timeframe when	<ul style="list-style-type: none"> ▪ suspension of services for five working days 	Customers' complaints received

		recruiting workers from outside the country.	<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	through various channels and communication means
7		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.	<ul style="list-style-type: none"> ▪ suspension of services for five working days ▪ Penalties are doubled for repeated violations 	Customers' complaints received through various channels and communication means
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 	Customers' complaints received through various channels and communication means
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 	Customers' complaints received through various channels and communication means
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 	Customers' complaints received through various channels and communication means

			repeated violations	
11		Failure to provide employers with the Ministry's approved packages meeting their requirements in terms of duration and other specifications in order to continue to employ 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 	Customers' complaints received through various channels and communication means
12		A two-year guarantee was not provided for a domestic worker recruited through the recruitment agency 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 <p>Customers' complaints received through various channels and communication means</p>
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 	<p>Customers' complaints received through various channels and communication means</p> <ul style="list-style-type: none"> ▪ Following closure, the department verifies the complaint.
14		Outsourcing administrative or operational functions to	<ul style="list-style-type: none"> ▪ suspension of services for five working days 	<ul style="list-style-type: none"> ▪ Inspection

		individuals, companies, or institutions without obtaining a written approval from the Ministry	<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	
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 various channels and communication means ▪ Audits conducted by the department ▪ Any other means that provide evidence of the same
16		closure or termination 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		Provision of inaccurate information and documents to the Ministry in order to commit fraud during the renewal, audit, and follow-up processes for licenses	<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
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 	<ul style="list-style-type: none"> ▪ Audits conducted by the department
19		Failure to respond to and resolve complaints within the specified timeframe.		
20		Non-compliance with the administration's requirements related to timely submission of information	<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	
21	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 various channels and communication means ▪ Audits conducted by the department ▪ Any other means that provide evidence of the same

22	Licensing Violations	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
23		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 	
24		Trade license renewal was completed prior to the renewal of the Ministry's license, payment of prescribed fees, and receipt of a valid approval certificate from the Ministry.	Suspension of services for five working days	Audits conducted by the department
25		Changing the trade name without notifying the Ministry.		
26		Failure to follow the instructions provided by the Ministry regarding amendments to the trade name related to the ownership of the trademark "Tadbeer"		
27		Failure to register with the labor accommodation system	<ul style="list-style-type: none"> ▪ Suspension of services for five working days 	<ul style="list-style-type: none"> ▪ Inspection

			<ul style="list-style-type: none"> Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> Audits conducted by the department
28		Failure to pay the new license fees within 30 days of receiving approval.	Licensing approval revoked	
29		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
30	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 repeated violations 	<ul style="list-style-type: none"> Inspection Employees complaints
31		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 	
32	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 	Inspection

			repeated violations	
33		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 ▪ Any other means that provide evidence of the same
34		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 	
35	HR Violations	Recruiting new employees without obtaining work permits.	<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
36		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
37	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 	<ul style="list-style-type: none"> ▪ Inspection Employees complaints

			<ul style="list-style-type: none"> ▪ Penalties are doubled for repeated violations 	<ul style="list-style-type: none"> ▪ Customers' complaints received through systems and communication channels
38		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
39	Violations of Domestic Labor Rights	Failure to provide domestic workers with adequate information regarding the appropriate authorities to investigate complaints involving violations of their rights and freedoms	<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
40		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
41		Failure to provide domestic workers with	A warning will be issued to the	<ul style="list-style-type: none"> ▪ Inspection

		adequate housing and meals (whether they are registered with the agency or mediated by the agency for employment purposes, as well as those who return to the agency for any reason after leaving their workplace, according to the Ministry's requirements and producers	agency. For recurrences, services will be suspended for five working days. Penalties are doubled for repeated violations	■ Audits conducted by the department
42		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	■ Inspection
43	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	A report from the competent authority

44		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	<ul style="list-style-type: none"> ▪ Inspection ▪ A report from the competent authority ▪ Audits conducted by the department
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Note: The penalties and violations outlined in Cabinet Resolution No. (106) of 2022 regarding the executive regulations of Federal Decree Law No. (9) of 2022 regarding domestic workers will also apply.

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

- An application for grievance must be submitted by the director or his representative to the concerned department.
- 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 application form, if available.
- Recruiting agencies may not submit more than one grievance application for the same violation.

- Recruitment agencies may be held liable if they make misleading statements or conceal official evidence during follow-up and investigation.
- 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, the following information must be included:
 - Detailed description of the grievance
 - Procedures taken by recruitment agencies before submitting the grievance application.
 - 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 application (if necessary).
4. Responses to grievance applications must be made within (2) two working days.
5. Recruitment agencies will be notified of the final decision regarding the violation, whether it is reinstated or revoked.
6. The agency may not submit a grievance after three working days from the date of emailing the violation.

XII- Housing standards for domestic workers

Domestic workers must be provided with a labor accommodation. It is necessary to register the accommodations in the labor housing database in accordance with the following guidelines:

- 12 domestic workers must be accommodated in the facility before commencement of the operational phase.
- Provision of 20% capacity of the total contracts for recruiting a domestic worker through the recruitment agency “Classic package”, derived from the average monthly contract value of all contracts for recruiting domestic workers through the recruitment agency “Classic package”, for a period of six months, based on the date of the agency's operation.
- Temporary package domestic workers are estimated to have a housing capacity of 4% of the total amount of temporary package contracts.
- Domestic workers are entitled to the following housing capacity as part of the flexible package:
 1. Provision of 100% of the flexible package contracts on a "daily-weekly" basis.
 2. Provision of 4% of the flexible package contracts on "monthly" basis.

XIII - 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 Emiratisation- Dubai- Al Muhaisnah 2

E-mail: idw@mohre.gov.ae

Contact numbers: 04 702 3229

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

Friday – 7:00 am to 11:30 pm

For further information, please visit the website of the Ministry of Human Resources and Emiratisation at the following address: www.mohre.gov.ae