



Procedure Manual

For

Ministry of Labour

United Arab Emirates

Ver 2.6 B

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This document is prepared based on the procedure manual provided by the Ministry of Labour. MBS has made enhancements to this document based on the inputs received from the Ministry of Labour employees. Content of this document are yet to be authenticated by the Ministry of Labour Management.



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A-Labour Establishment

The Labour Establishment Department is the first step to start any application in MOL. It is the main entrance to build any firm and is also the main data base of the ministry and it consists of:

1. The firm section which includes the Computer card
2. The bank guarantee section
3. PRO card section
4. Labour Supply section

A1-Opening a Firm Card

Definition:

It is a card that shows specimens of authorized signatories, name of owners, other authorized people, firm details and its activities. A Number is given to the firm when it is registered at the Ministry.

Types of Firm cards:

- Professional license
- Industrial license
- Commercial license
- Tourism license
- Educational license
- Health license
- Fishing boat License from Ministry of transportation
- Transportations license, Nursery permits
- Society license from the Ministry of Social Affairs (for organizations involved in social services)

Application Form

Application to Open a Firm Card

Conditions

The applicant must fulfill the following conditions:

- He must have a valid trade license
- He must be a UAE National
- All the firms of the sponsor should be registered in MOL under one personal number
- He must produce documents showing he has no labour cards un renewed for more than **two months**, or permits un renewed for more than six months , licenses not renewed for more than two months
- The licensed owner should be 21 years or above
- Nationals of GCC countries may open firm cards provided they are permanently residing in the UAE
- The owner should submit an undertaking statement that his firms would be unified as per the Ministry's rules, regulations and laws.
- The owner should have a firm card from the Emigration and Residence Dept
- The local licensed owner or the authorized person needs a valid digital signature card

Documents Required

- Application form.
- An undertaking statement showing that the owner of the firm would abide by the rules, conditions and regulations set by the Ministry.
- Valid trade license.
- Copy of passport & Qulasait al-Qaid (Nationality card) and copies of partners' passports
- Application to open a 'UAE National's or Expatriate's File' in case there is no personal number for applicant or one of the partners.
- Legal authorization for all signatories
- Copy of firm card from Emigration and Residence Department.
- Copies of the building permits from the municipality authorities and sketches of the firm's site.
- List of owner's previous licenses issued from the Economy Department or Municipality.
- If the firm is a LLC they need to submit the partner's contracts attested by the Ministry of Economy.
- If the licensed owner is a GCC national, tenancy contract or ownership lease agreement should be submitted.
- Copy of ownership of vehicles issued from the Traffic or concerned Department.
- Copy of the license from the Ministry Of Agriculture for firms operating boat, ship services in the creek.
- Copy of Articles of Incorporation in case there are partners
- Power Of Attorney certificate in case of authorized person other than the owner.
- Copy of Industrial Production license (for factories)
- Nursery permit (for nursery houses)
- Fishing license
- Certificate from Commerce and Industry Chamber (for Agency Offices)

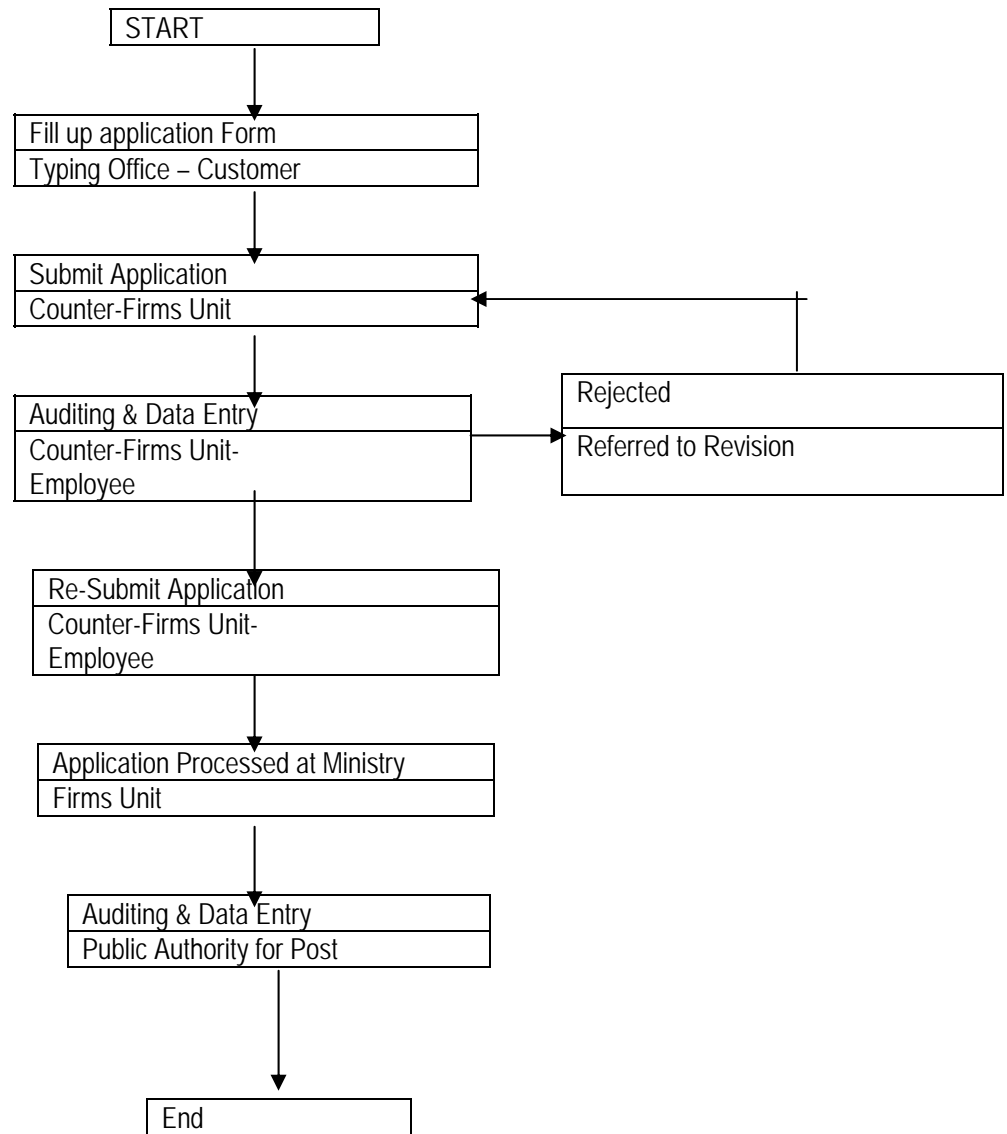
Steps to Follow

1. Application to be typed at one of typing offices or any other firms participating in smart card programme.
2. Application should be submitted at the counter in Labour Establishment at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office or can be sent through post.
3. Application is checked and scrutinized to verify that all documents are complete and conditions are met. The application is either approved or rejected. In case of missing documents, the application is sent back to the applicant.

Where to Apply?

All firm card applications will be submitted or posted to the Firms Unit at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office.

Procedural Cycle for Opening a Firm Card



If there are any changes required in the firm card there are no additional fees.

Changes can be like name changes, owner change, phone number, address change should follow legal procedures

There is no expiry date for the firm card. It could be cancelled as per the owner's wish for which a letter from the emigration Dept. has to be produced at MOL stating that the firm has " 0 " staff ,following the cancellation of the firm card it will be sent to the archives of MOL.

The issuing of the firm card requires only 5 working days.

Please see the file with scanned documents for the examples of the firm card application.

A2-Computer card

A computer card is available at the typing office. It is a very important document for any establishment. There is a number that is printed on the computer card by the MOL after vetting the company seal and signatures of the authorized person. The sponsor, the PRO and if any partners are there can sign on the computer card. Issuing a computer card takes 2-3 days. If all documents required are not received then the computer card is not issued.

Types of Computer Card

- Professional
- Industrial
- Commercial

Fees:

Fee for the computer card is 2000 AED for a new card

Documents required

- 2 copies of the computer card
- Immigration card
- Partners list
- Passport copies duly signed
- Nationality card
- All partners passport if LLC
- Tenancy Contract
- LLC Contract signed from Court
- Certificate from concerned Ministry e.g.: Hospital should get a certificate from Ministry of Health.
- Consent of agent service(Power of Attorney)
- All licenses to be renewed in 3 months time if expired from the economic department or else it will not be accepted.
- A certificate of labour supply
- Transportation License
- Fishing card
- License from agriculture ministry
- Consent letter from the company that they would not follow up any activities of other companies
- Consent letter to manage the establishment of the sponsor only.
- Certificate from the Chamber of commerce
- Industrial license to be certified from Ministry of Industry
- Municipality papers for the creek e.g. for a boat number.
- Get a license from nursery department in Ministry of social affairs.

Scenarios:

1. For fishing boat there would be a certificate from the Ministry of Agriculture and the card of fisherman needs to be given along with the documents.
2. If the employee is a local then he needs to carry the nationality card and the original passport to apply for a computer card.
3. If the person is not literate he will come along with the local to give a thumb print on the computer card.
4. Gulf Season and nationality: If the sponsor is same in the GCC then he will be the only signatory on the computer card.
5. If the computer card is for a company located in Dubai, then it would require a stamp from the Dubai court on the tenancy contract. If it is for a company from Sharjah or Ajman, no stamp is required.

Once the computer card is approved by MOL on presenting all the document required one copy will be given to the signatory and the other will be with the MOL filled in records.

Cancellation of the computer card:

To cancel the computer card the following documents will be required and there is no fees for cancellation:

- Letter from the Dubai economic department to cancel
- Letter from the company to cancel
- Original computer card
- Letter from emigration department that the company has 0 staff and in records in ministry has to be 0 staff.

Lost / replacement of Computer Card:

In case of losing a card, a letter needs to be typed that the original card has been lost. This letter will be submitted to the ministry for replacement of the card.

Changes /Renewal in the Computer Card:

Changes are free of cost. The changes can be like name, phone number, and address, change of ownership or partnership, replacing workers. The computer card is valid for 3 yrs.



Process Steps:-

- All the documents need to be typed and signed as required from the ministry.
- The documents are to be submitted at the counter in MOL.
- The documents will be checked along with the checklist.
- If all documents are received then the computer card will be given a number.
- It would be sealed by the ministry.
- 1 copy will be filed and another copy will be given to the Company.

Please see the file with scanned documents for the example of the computer card



A2(1) Services Guidance (Digital Signature Card)

Definition of Service

It is the service which is provided by the Ministry to the Owner or his authorized signatory, to empower him to sign on transactions submitted to the Ministry electronically. The smart card is an electronic device designed specially for the owner affixed with a chip bearing a Pin Code and can be used electronically for transactions. The smart card bearing the signature is a legally valid document for any verification. The owner has a choice to use the card with either the Pin Number along with the thumb impression or the Pin Number alone. He has to mention, this while submitting the documents at the Ministry of Labour.

Stages of Service

Stage 1. Issuance of the Digital Signature Card

Stage 2. Activation of the Digital Signature Card

Stage 3. Usage of the Digital Signature Card for transactions

Stage 1. Issuance of the Digital Signature Card

An application form for the issuance of a Digital Signature Card is to be submitted at the typing centre or establishments participating in the smart card program. The application shall be sent electronically to the Ministry for issuance of the card. Once the card is issued it will be sent back to the client through post.

Application

Application form for issuance of Digital Signature Card.

Conditions

The applicant should have a personal number registered in the Ministry.

Documents Required

- Copy of passport.
- Photograph of owner / authorized signatories.



Steps to follow

- The application for the Digital Signature Card should be typed at the typing centre or establishments participating in the smart card program.
- The application shall be sent electronically to the Ministry for issuance of the card.
- Once the card is issued it will be sent back to the client through post. Along with a form indicating instructions and conditions of usage.

Note : *If the applicant has no personal number registered in the Ministry then he needs to open a local or an expatriate file.*

Fee

| Application | Fees (AED) |
|--|--------------|
| Application for Digital Signature Card | 200 |



Stage 2. Activation of the Digital Signature Card

The application is to be submitted by the owner along with a proof of his identity and his thumb impression, which will be registered in the data base of the Ministry. The card is then activated and linked to all the firms of the applicant.

Conditions

- All the establishments of the owner should be unified under one personal number.
- The applicant needs to sign an undertaking letter that he would abide to the terms and conditions of electronic usage of the Digital Signature Card.
- The applicant needs to indicate his preferred mode of usage of the card. i.e. with either the Pin Number along with the thumb impression or the Pin Number alone.

Documents Required

A form indicating his acceptance of the terms and conditions of Digital Signature Card usage.

Steps to follow

- The applicant has to submit the documents at the labour establishment counter. He needs to carry a proof of his identity along with him.
- The MOL staff will check and verify that all the firms of the applicant comes under one personal number. A scanned copy of the undertaking letter will be saved in the records of the Ministry.
- The applicant needs to sign in the presence of the concerned official in the Ministry, on the form that he will abide by the rules and conditions specified. This form is also scanned for the Ministry's record.
- The thumb impression of the applicant will be registered at the Ministry.
- The applicant needs to confirm his decision regarding the preferred mode of usage of the card.

Fees
N/A



Stage 3. Usage of the Digital Signature Card for transactions

This involves the electronic usage of the Digital Signature Card for any transactions instead of signing on the documents submitted at the Ministry.

Conditions

- Participation in the Smart card program.
- Protection key (e-token).
- Usage of a point of sale.
- Smart card reader.

Documents Required

- User name and password.
- Digital Signature Card.

Steps to follow

1. **need clarification**
2. For further enquiries regarding the steps and procedures visit the website www.uaesmartforms.com

Fees

N/A

A3- Deposit Refund or Bank Guarantee

There are 3 categories of companies (A; B; and C) for bank guarantee:

- Category A is bank guarantee is less than 3 million AED.
 - Category B the bank guarantees is 3 million Dirham.
 - Category C bank guarantee is 5 millions AED.
- These sums are based on the number of employees * 3000 each.

The application form to refund the deposit is not available at MOL website.

The additional bank deposit is not necessary for the company in category (B / C) incase of new employment..

The deposit refund can be done in case of termination or cancellation of the employment visa of the worker.

Documents required to refund the guarantee:

- Application form signed by the PRO.
- Photocopy of the PRO card.
- Photocopy of the computer card.

Process Steps:-

- Type the application from the typing centre and there is no fee for the typing.
- Print the form.
- PRO needs to sign the form and attach the copy of the computer card.
- Submit the form at the MOL counter
- The MOL staff will check for all the information in the system.
- If the deposit is available then they will issue/ print a cheque in 2 copies. The cheque will be signed by the in charge in MOL department.
- One copy will be given to PRO and another will be filed in records.
- The PRO will submit the cheque to the bank
- The amount needs to be collected after two weeks.

Please refer to the ex scanned copy of the application form and other documents for Deposit Refunds.



Scenarios:

- If the deposit is not available, the MOL staff will inform the PRO about the same.
- If the PRO fails to withdraw the amount in 2 weeks the amount will be blocked automatically. In this case the PRO will type the application form again and go through the process again. He needs to carry the cheque details along with him to reissue a cheque.
- The deposit refund amount can be transferred to another bank on request by the PRO.
- If the PRO does not wish to get a refund then it can be transferred for the new visa issuance for new employees.
- If the Deposit refund is blocked then the PRO should follow it up with the inspection department.
- The blockage can also happen if the labour card has expired.



A4- PRO

PRO is an agent who represents the firms in MOL. He is a single point of contact between the company and the MOL. He can submit all documents to MOL and receive all completed documents ex. Visa, labour card on behalf of the company.

If there are less than 100 employees then the PRO can be an expatriate, If the number of people working in the company are more than 100 then the PRO has to be a Local as per the MOL poli

Documents required for a new PRO card:

- Passport copy
- 2 photographs
- Driving License
- Dubai police stamp on the form (CID clearance)
- Commercial License of the company.
- Professional License if working for another company.
- Certificate from the emigration office.

The fee for the PRO card:-

Local – 500 AED for 2 yrs

Others/expiate – 2000 AED for 1 yr.

Fine for expired card:-

A company – 1000 AED

B Company – 2000 AED

C company – 3000 AED

It takes 7-10 days to issue a PRO card. Once all the documents are received by the MOL staff ,two PRO cards are issued. One for the records in MOL and another for the PRO. There is a charge of 10 AED for the lamination.

If the PRO card is lost then the PRO needs to write a letter and get it stamped by the Department of Police along with all the old papers.

There is no charge for the reissue of the card.

Please refer to the ex scanned copy of the application form and other documents for PRO.



A5-Labour Supply

The labour Supply department handles the issuance of license to import unskilled workers from abroad.
e.g. House maids

The documents required are:

- Issue of License from the municipality of Dubai
- The list or details of unskilled labours signed from the license holder.
- Application Form
- The original certificate issued from ministry.(Labour Supply Certificate)
- Clearance from ministry of Electricity and water.
- Copy of the tenancy contract.
- Signature on Form 7.
- Photographs
- A copy of the original license which is issued from MOL (Economic Department)
- The list of the labour that was imported last year.
- A copy of signatories' card.

Fees to Apply for a Labour Supply certificate:-

5000 AED for 1 year (This fee is non refundable)

Renewal of the Labour supply Certificate:-

- If more than one month of the expiry of the certificate the fee is – 2000 AED.
- If more than two month of the expiry of the certificate the fee is – 5000 AED.
- If more than three month of the expiry of the certificate it is cancelled and cannot be applied again.

There can be unlimited number of unskilled labour on this certificate.

Please refer to the ex scanned copy of the application form and other documents for Labour Supply.



B-Labour Permit

Once the firm has got the license and a computer card the next step would be Labour Permit. The company would require an approval from MOL to get labourers skilled/unskilled to UAE.

B1-Group Labour Permit

Definition

It is a service provided by the Ministry to any firm wishing to bring in more than 50 workers without the need of giving individual details in the first stage. The company should give details of number of workers, nationality and the profession. After approval the company will be granted a period of six months to complete formalities for the approved group labour permit.

Implementation Stages

Stage 1: Approval of group permit

Stage 2: Submission of individual labour permits under an application called (approval for completing the group labour permit procedure)

Stage 1: Approval of group permit

1. Submission of an application mentioning nationality, profession, gender and number of people, along with the prescribed fees and required documents for the approval of group labour permit.

Application Form

Application for group labour permit

Conditions

- The company will present documents justifying the need for workers (e.g. list of projects, building permits, contracts, etc.)
- The company must have a clear track record free of any violations. Specifically, it must fulfill the following:
 - No labour cards un-renewed for more than two months or labour permits un-renewed for more than six months
 - The salary security reports need to be submitted (as per the requirement of the Ministry).
 - Its record is free from persistent group labour disputes arising from unpaid wages, lack of suitable accommodation, or any other employer obligation stipulated by law.
 - It should not have employed illegal workers of any kind or if the trade license has not been renewed for two months then they should not have any workers employed in that firm.
- The other firms of the owner must not have on records any labour cards not renewed for 3 months or labour permits not renewed for 6 months or any violations registered against it.
- The authorized person should have a digital signature card

Documents Required

- A valid trade license.
- List of projects as per the contract should include the name of parties, subject, budget of the project, starting date, ending date and service / quality level.
- Copies of contracts, duly translated if in a foreign language, and attested according to Ministry's regulations, if they are sub-contracts.
- Copies of building permits from the municipal authorities (if the firm is contracting company)
- Copies of ownership or lease agreement for office or workers' accommodation (for existing workers)
- Copies of ownership or labour accommodation lease agreement (for workers to be imported as per group permit). It is required to indicate the number of rooms and whether they are suitable to accommodate the workers, together with photographic illustrations. In case no accommodation is available, the Ministry may, on approval by the Undersecretary or Assistant Undersecretary, accept an undertaking from employer to provide the same. After the final approval, the permit will be granted subject to the satisfactory report from the Inspection Department.
- List of company's machinery and vehicles which can also includes transportation rental contracts mentioning the number of buses which need to be approved by the traffic Dept.
- Settlement of expired labour cards, labour permit and license of other firms owned by the applicant attested from Labour Establishment.
- A sketch drawing of firm's site and workers' accommodation, along with photos of the company and facilities.
- Company's pay-roll for the last two months (excluding the month the application is filed and for the month preceding it).

Steps to Follow

1. Type the group permit application for submission, together with the fees and necessary documents (no application will be typed for group labour permit if the firm has any violations as per the records in the Ministry).
2. The application would be approved and attested by the Ministry with an undertaking letter stating that the owner /authorized person would submit all the required documents and abide to all the conditions necessary for the completion of group labour permit procedure.
3. If all the documents and conditions are fulfilled, the application is typed with following documents attached:
 - An undertaking by the owner that he takes responsibility of fulfilling all conditions and documents required for group labour permit.
 - A statement mentioning work details and percentage of worker.
4. Submit the application with required documents at the counter in the Inspection Department at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour office.
5. The application is vetted, scrutinized and checked for complete documents . The following documents need to be submitted:
 - Statement mentioning work details and percentage of work.
 - Copy of contracts (translated in Arabic) and attested as per the requirements of the Ministry in case of sub contract. Copy of building permit needs to be attached if it is a contracting company.
 - Copies of ownership or labour accommodation lease agreement (for workers to be imported as per group permit). It is required to indicate the number of rooms whether

there are suitable to accommodate the workers together along with photographic illustrations. In case no accommodation is available the Ministry may, on approval of Undersecretary or Assistant Undersecretary, accept an undertaking from the employer to provide the same on approval of group labour permit.

6. The applicant will be given a receipt for the submitted documents and it will mention that he will have to provide any other document if necessary (on request by the staff at Ministry counter).
7. Once all the documents are completed, the firm is notified for the date of inspection to assess the volume of work and ensure the firm's compliance with inspection conditions. The Inspection Department will then submit its report.
8. The application will then be referred to the Permits Committee for processing and would be either approved or disapproved based on documents and the inspection report. The application then is referred to the Assistant Undersecretary for the final approval.
9. Following the final approval / disapproval the application is referred to the Permit Dept's. Counter for issuing a letter of approval or apology incase of rejection. If approved the applicant is informed to pay the fees in one installment and to submit individual labour permit.
10. If the approval is subject to any conditions specified by the Inspection Department, the applicant needs to fulfill this condition (before the payment of fees is done).

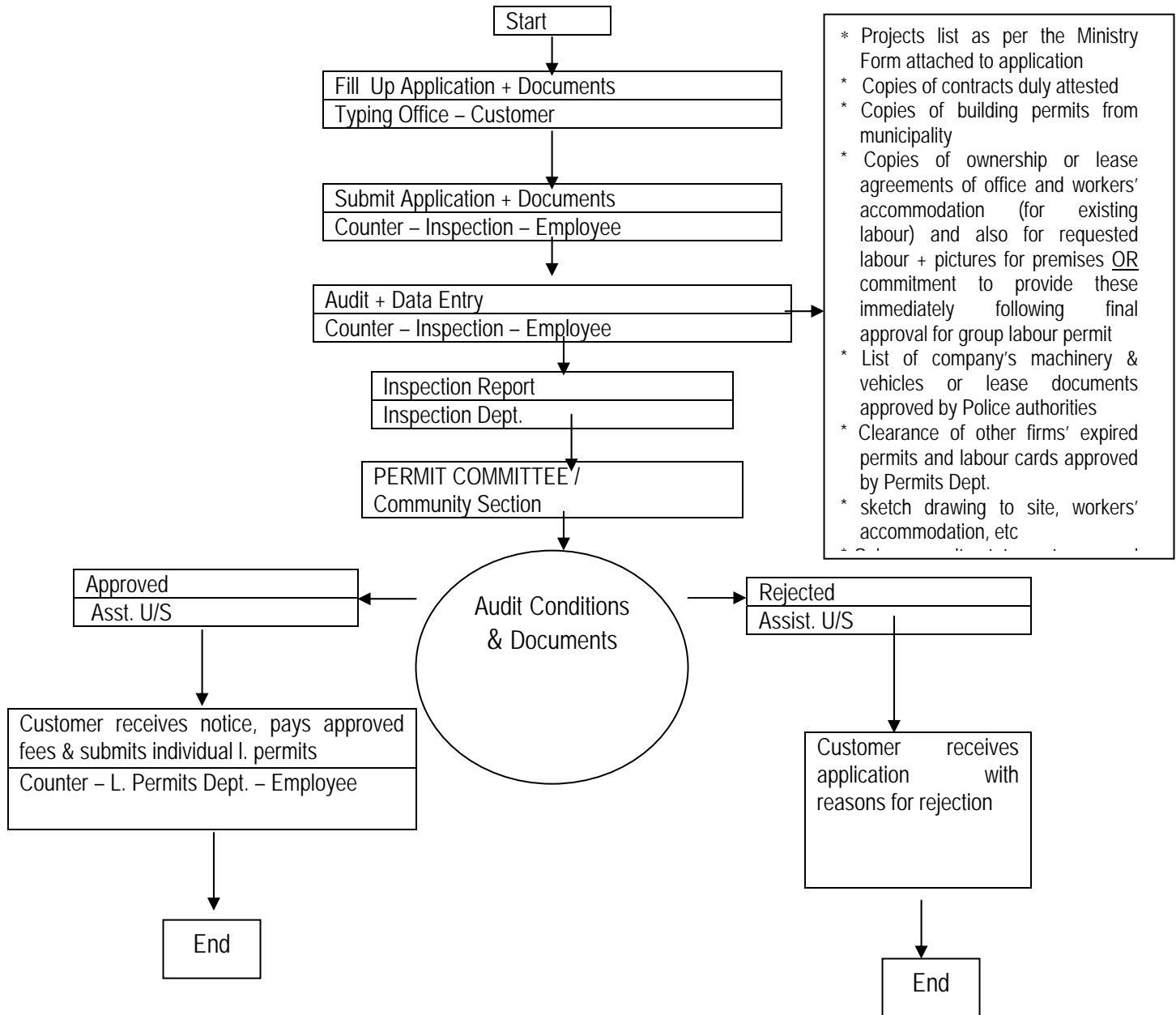
Where to Apply?

All applications will be submitted to the Inspection Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.

Fees

| Documents | | | Fees (in Dirham) | | |
|-------------|--------|--------|------------------|------------|------------|
| Group | Labour | Permit | Category A | Category B | Category C |
| Application | | | 200/worker | 200/worker | 200/worker |

Process Flow for Approval of Group Permit



Stage 2: Submission of Individual Labour Permits

Definition

This includes fulfillment of all conditions (if approved) and payment of prescribed fees for group labour permit in one installment and submission of individual labour permit within 6 months. All formalities need to be completed within this stipulated period.

Application Form

- Application form for payment of fees for group labour permits approval
- Application form for the group labour permit to complete the procedures
- Application form for change of nationalities on the group application form

Conditions

- The fee will be paid in one installment.
- Accommodation or any other unmet requirement should be provided.
- Passport must be valid for at least six months.
- Age should range between 18 years minimum and 60 maximum.
- If the firm wishes to change the nationality (approved) and if the category of the company changes the difference in fees arising due to change in category from lower to higher is to be paid for entire approved in group labour permit (not only for changes done for few but for the group altogether)

Documents Required

- Copy of the computer card
- Passport copy
- Passport-size photo.
- Copy of valid license
- In case of applying for driving profession, the driving license should be verified through post and submitted along with a list of number of vehicles from traffic or concerned department.
- A certified approval from the Ministry of Health & academic qualification if applying for medical doctors, pharmacists, nurses, or other medical technician professions
- Approval of the Ministry of Education if applying for teaching professions in private schools
- Industrial production certificate from Ministry of Finance and Industry in case of industrial licenses.
- Certificate for Bachelors and Post Graduates should be verified through post and certificates for Undergraduate should be attested by Ministry of Foreign Affairs.
- The company needs to submit a letter stating that, if there are any extra charges they will bear it.
- A certified approval from the General Authority of Youth and Sports if applying for sports coaches/trainers.

Steps to Follow

1. The applicant needs to go to the Inspection Department to fulfill the conditions (accommodation and any other conditions) as per the Inspection report. The applicant then has to submit the report to Permits Department.
2. Pay labour permit approval fees in one installment at typing offices or firms participating in smart card programme.
3. Type labour permits application (procedure to be completed after approval) at typing offices or firms' participating in smart card programme.
4. It is electronically transferred to the MOL with all documents for audit and check that all conditions are fulfilled.
5. The application may be approved or rejected after electronic auditing based on whether any documents are missing, or if the worker has a ban , or already has a labour card as per the Ministry's records or if the firm does not have a clear track record as per records of the Ministry.

Where to Apply?

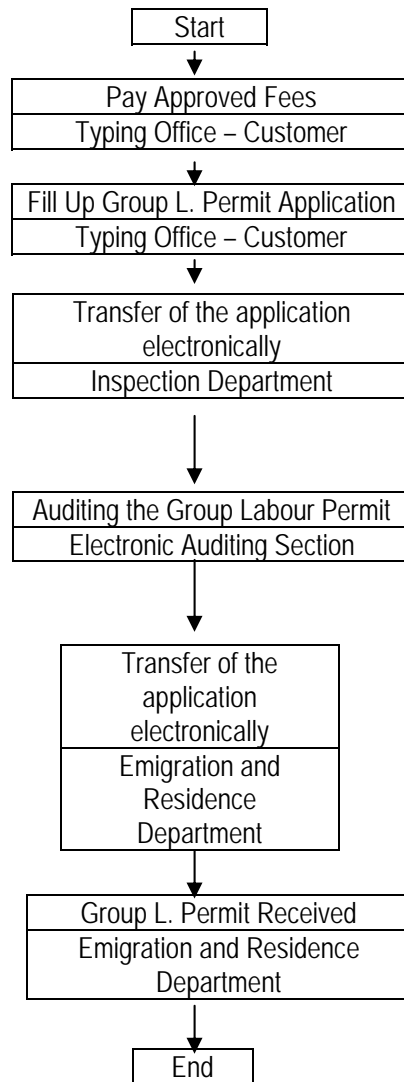
- All applications will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.
- Application for Individual Labour Permits, as well as Application for change in nationalities can be submitted at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.

Fees will be paid in one installment and the permit is valid for six months only.

| Fees Type | Fee (AED) | | |
|---|---|-------------|--------------|
| | Category (A) | Category(B) | Category (C) |
| Fees for approval of Group Labour Permit | 1000 | 2000 | 3000 |
| Fees for changing the nationality (approve) in case of change in category form A to B | The difference fee in arising due to change in category from lower to higher paying category because of change in nationalities | | |

Note: The fee should be paid in one installment within the period of 6 months without extension and is non - refundable.

Process Flow Implement Approval & Present Group L. Permit





Points to remember:-

- Group A 29 people of the same nationality.
- Group B 30 – 69 people of the same nationality.
- Group C 70 and above people of the same nationality.
- If there a change of number of people from A to B extra money needs to be paid.
- If there is a mistake all forms are returned for correction
- If one labour has labour card, it will be considered as an individual case.
- There will be no extra payment for issuing labour cards; the owner can print them online later.
- The change from B to C or B to A takes 6 months time in the MOL, only on hiring locals it is immediate.



B2-Individual Labour Permit

Definition

It is an application submitted by firms wishing to bring in a worker from abroad as per the form and fees specified for the purpose.

Application Form

Application for Labour Permit – External (Outside UAE)

Conditions

- The profession assigned to the expatriate worker must commensurate with the activities of the firm.
- Passport must be valid for six months.
- Age should range between 18 years minimum and 60 maximum.

Documents Required

- Copy of computer card in case the authorized person does not have a digital signature card.
- Passport copy of the worker
- Coloured photo of the worker.
- Copy of valid trade license
- In case of applying for driving profession, the driving license should be verified through post and submitted along with list of number of vehicles from the traffic or concerned department.
- A certified approval from the Ministry of Health if applying for doctors, pharmacists, nurses, or any other technician involved in medical profession.
- Approval of the Ministry of Education if applying for teaching professions in private schools
- Industrial production certificate from Ministry of Finance and Industry in case of industrial licenses.
- Certificate for Bachelors and Post Graduates are verified through post and certificates for undergraduates need to be attested by Ministry of Foreign Affairs.
- A certified approval from the General Authority of Youth and Sports, if applying for sports trainers / coaches.

Steps to Follow

- Type labour permit application (expatriates) at typing offices or firms participating in smart card program along with the prescribed fees.
- Present application to counter at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour office.
- The application is referred to Permits Committee for auditing who will either approve / reject or refer it to Inspection Department. In case of missing documents the applicant is asked to complete the same.
- 4. If the application is accepted, it will be referred to Data Audit Section for capturing the data electronically through the website www.emol.ae. In case of rejection it is referred to Inspection department or in case of missing documents, the applicant is informed through mail.
- 5. The applicant can access the website www.emol.ae to check the status of the application by entering the IN number. He can get a print out of the work permit approval, bank guarantee payments.
- 6. The payment of the bank guarantee and the prescribed fees can be done at the typing offices or the bank.
- 7. The applicant should submit the approval at the counter at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour office. The applicant will be then guided for the procedures of Emigration Department.
- 8. The application is processed at Labour office in Dubai and referred to the Emigration Dept. electronically. The applicant can access the website www.emol.ae and enter the IN Number. The applicant gets a print out from the website.
- 9. He can approach the Emigration Dept. in Dubai to complete the required procedures to issue the permit.

Where to Apply?

All applications will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office or sent directly by mail.

Fees

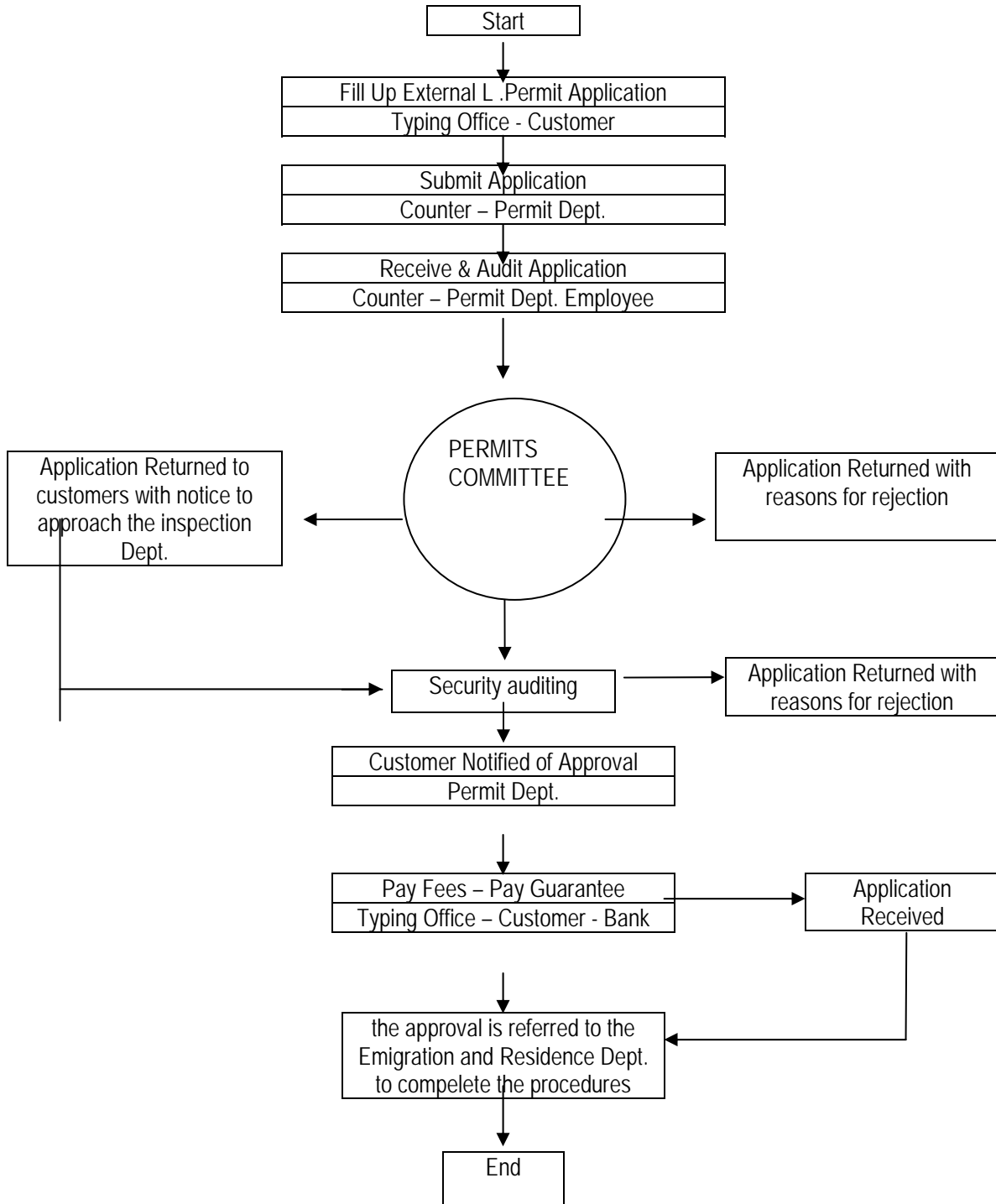
| Documents | Fees (in Dirham) | | |
|--|------------------|------------|------------|
| | Category A | Category B | Category C |
| L. Permit Application (Expatriate) | 200 | 200 | 200 |
| L. Permit Approval (Expatriate) | 1000 | 2000 | 3000 |
| L. Permit Approval (Expatriate) <i>For above 60 years of age & I. card for one year</i> | 5000 | 5000 | 5000 |
| L. Permit (Expatriate) Extension for 10 Days | 500 | 500 | 500 |

Note

The validity of the permit is 60 days and can be extended based on some conditions:

1. *Fees, bank guarantee needs to be paid within 60 days*
2. *500 AED is the fee for a ten day extension starting from the date of expiry of validity or from the first extended date.*
3. *In case the fee and the bank guarantee is not paid within 60 days, the labour permit will be cancelled automatically by the Ministry. The permit then needs to be reapplied for.*

Process Flow for Individual Labour Permit



Permits for B2(1)- Labour workers in the age group sixty and above

- 1- All workers aged 60 – 65 irrespective of their profession can now renew their labour cards yearly after paying all the transaction fees.
- 2- Workers aged 65 – 70 can only renew their labour cards if they belong to one of the eleven professions :
 - Engineers
 - Doctors
 - University professors
 - Accountants or Auditors
 - Technicians working on electronic equipments or in a laboratory
 - Specialists in privately owned oil companies
 - Specialists in MEDIA
 - Lawyers
 - Translators
 - Consultants in all fields
 - Or any other profession the Undersecretary or the Assistant Undersecretary approved of.
- 3- Workers aged 60 – 65 can apply for a new labour permit (outside the country) only if they belong to one of the eleven professions.
- 4- Transfer of sponsorship is possible for workers irrespective of profession upon payment of the prescribed fees and "if required" the bank guarantee.
Workers aged 65 – 70 can also change sponsors " if and only if " they belong to the eleven professions on payment of the prescribed fees.

B2(2)-Work Permit for those who are under the sponsorship of their Relatives

Definition of Service

It is a service provided to any establishment wishing to employ a person residing in UAE under his relative's sponsorship, after the payment of the prescribed fees.

Application Form

Application form for a work permit for those under sponsorship of their relatives.

Conditions

- The profession of the labour should be in accordance with the activities of the establishment.
- Passport should be valid for 6 months or more.
- The age limit should be within a minimum of 18 and a maximum of 60 years.
- Valid Trade License.
- Residence visa of guardian should be valid.
- Work permit will be granted to those under sponsorship of their family (father / spouse) for wife and children.

Documents Required

- Copy of the Computer Card in the absence of Digital Signature Card.
- Labour's passport copy.
- Guardian's passport copy with valid residence.
- Photograph of labour.
- Valid trade License.
- In case of application for a driver, the driving license should be verified through post along with a list of number of vehicles from the Traffic department or the concerned authority.
- In case of an application for doctor, pharmacist, nurse or any other technicians involved in the medical professions, a letter of acceptance from the Ministry of Health should be attached.
- In case of an application for private school teachers, a letter of acceptance from the Ministry of Education should be attached.
- In case of an application for sports trainers, copies of training certificates approved by General Authority of Youth and Sports should be attached.
- Copy of educational certificate attested by concerned authorities as per procedures of the Ministry, graduation certificates should be verified through post and other certificates need to be attested through Ministry of Foreign Affairs.



Steps to follow

- Application form for a work permit for those under sponsorship of relatives should be typed at the typing centers or establishments participating in smart card program.
- The application should be submitted at the counter for vetting and scrutiny to confirm that all the conditions are fulfilled.
 1. In case of fulfillment of conditions and procedure the applicant gets an approval directly at the counter.
 2. The applicant needs to pay the prescribed fees at the typing center.
 3. The labour card along with the work contract will be typed and printed to be sent through post.
 4. In case of missing documents the applicant is notified of the same and is required to submit the missing documents in order to complete the procedures.

Where to apply

Application form for a work permit for those under sponsorship of relatives should be submitted at labour permits Department at the Ministry headquarters in Abu Dhabi and Dubai or concerned labour offices.

Fees

| Fees Type | Amount (AED) | | |
|---|--------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| An application for work permit for those under sponsorship of their relatives | 200 | 200 | 200 |
| Approval of work permit for those under sponsorship of their relatives | 1000 | 2000 | 3000 |

B2(3)-Substitution for a worker on the applied work permit

Defining the Service

It is an establishment's request for replacement of a worker on the approved work permit, after the payment of the prescribed fees.

Application Form

Application form for work permits substitution.

Conditions

- Valid Trade License.
- Prescribed fees and bank guarantee must be paid.
- Substitution can be done within the valid period or renewed period of 60 days.
- Substitution can be done a maximum of two times.
- A letter from the Naturalization and Residence department showing that the work permit was not used, should be submitted.
- No changes can be made in profession and gender. In case of change in nationality, the establishment should pay any extra charges arising due to changes in category of the company.
- Passport should be valid for 6 months.
- The age limit should be within a minimum of 18 years and maximum of 60

Documents Required

- Application form for substitution of a worker on the work permit applied for.
- Copy of Computer card in case authorized signatory has no Digital Signature Card.
- Passport copy of the worker.
- Coloured photograph of the worker.
- Copy of valid trade license.
- In case of application for a driver, the driving license should be verified through post along with a list of number of vehicles from the Traffic department or the concerned authority.
- In case of an application for doctor, pharmacist, nurse or any other technicians involved in the medical professions, a letter of acceptance from the Ministry of Health should be attached.
- In case of an application for private school teachers, a letter of acceptance from the Ministry of Education should be attached.
- In case of an application for sports trainers, copies of training certificates approved by General Authority of Youth and Sports should be attached.
- In case of industries, a copy of industrial production certificate from Ministry of Finance & Industry should be attached.
- Copy of educational certificate attested by concerned authorities as per procedures of the Ministry, graduation certificates should be verified through post and other certificates need to be attested through Ministry of Foreign Affairs.
- The Original work permit / entry permit or any other relevant document issued by Department of Naturalization and Residence should have the cancellation seal on it.



Steps to follow

- Application Form should be typed at the typing centers or establishments participating in smart card program.
- The application should be submitted at the counter for vetting and scrutiny to confirm that all the conditions are fulfilled.
 1. In case all the conditions and document requested for are met the application will be directly processed at the counter. The permit is then issued to the applicant for completion of further procedure at the Immigration Department.
 2. In case of missing documents the applicant is notified of the same and is required to submit the missing documents in order to complete the procedures.

Where to Apply

Application form for Work Permit Substitution should be submitted at labour permits Department at the Ministry headquarters in Abu Dhabi and Dubai or concerned labour offices.

Fees

| Fees Type | Amount (AED) | | |
|--|--------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Application of Work Permit Substitution. | | N/A | |

B2(4)-Work Permit Amendment

Definition of Service

It is a service provided by the Ministry for any firm wishing to make Amendments in the details of the Work Permit, after the payment of the prescribed fees.

Application Form

Application form for Work Permit Amendment

Conditions

- Trade License should be valid.
- Prescribed fees and bank guarantee has to be paid.
- Amendments can be made within the valid period or renewed period of 60 days.
- Profession cannot be amended.

Documents Required

- Application form for Work Permit Amendment.
- Labour's passport copy.
- Copy of Computer Card incase of absence of Digital Signature Card.

Steps to follow

- Application Form for Work permit Amendments should be typed at the typing centers or establishments participating in smart card program.
- The application should be submitted at the counter for vetting and scrutiny to confirm that all the conditions are fulfilled.

1.In case all the conditions and document requested for are met the application will be directly processed at the counter. The permit is then issued to the applicant for completion of further procedure at the Immigration Department.

2.In case of missing documents the applicant is notified of the same and is required to submit the missing documents in order to complete the procedures.

Where to apply

Application form for Work Permit Amendments should be submitted at labour permits Department at the Ministry headquarters in Abu Dhabi and Dubai or concerned labour offices.



Fees



| Fees Type | Amount (AED) | | |
|---------------------------------------|--------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Application for work permit Amendment | 200 | 200 | 200 |

B3-Temporary Work permit (6) Months

Definition of Service:

It is a request from an establishment for recruitment of people who are already employed with other establishments / sponsor in UAE after the payment of the prescribed fees. The temporary permit can be for a maximum period of 6 months.

Application Form

Application form for Temporary Work permits.

Conditions

- Trade license of both establishments should be valid.
- The employee should have a valid labour card or residence while applying for a Temporary work permit.
- Temporary Work Permit shall not exceed 6 months.
- For a 3 years contract, the Temporary Work Permit can be issued for not more than two times.
- Employee should have completed one year with the original employer / sponsor.
- A No Objection Letter and an undertaking that he will settle all dues as per employment contract and stipulated law's, should be given by the original employer.
- The Ministry may exempt the provisions of completion of one year in work and condition of consent of employer / sponsor in the following cases:
 - a) In case the employee has a labour lawsuit referred from the Ministry to the court.
 - b) If it is affirmed according to the reports from Inspection / Relation department that the employee has not received his salary for a period of two months or more.
 - c) Any other cases approved by Undersecretary or his deputy.

Documents Required

- Copy of Trade License of both establishments.
- Copy of Computer Card of both establishments incase of absence of a Digital Signature Card.
- Labour's passport copy.
- Labour's photograph.



Steps to follow

- Application form should be typed at the typing centers or establishments participating in smart card program.
- The application should be submitted at the counter for vetting and scrutiny to confirm that all the conditions are fulfilled.

1. In case all the conditions and document requested for are met the application will be directly processed at the counter and the applicant receives a letter of acceptance.
2. In case of missing documents the applicant is notified of the same and is required to submit the missing documents in order to complete the procedures.

Where to apply

Application form for Temporary Work Permit should be submitted at labour permits Department at the Ministry headquarters in Abu Dhabi and Dubai or concerned labour offices.

Fees

| Fees Type | Amount (AED) | | |
|---------------------------------------|--------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Application for temporary work permit | 1000 | 2000 | 3000 |



B4-Very Important Establishment

Definition:

VIE is a section in Labour Permit. The full form of VIE is Very Important Establishment.

Steps to Follow

1. Application to be typed from the typing office or through internet.
2. PRO needs to submit the application to the VIE counter.
3. MOL staff will audit the application. Upon verification they would put a VIE stamp on the form.
4. The application is then sent to the community section, they will vet it and forward to the inspection department if required. It can also be referred to the CID if required.
5. If the application is approved by the community section then it will be forwarded to the VIE section again for the signature.
6. The VIE section will forward it to the Visa issuance section.
7. The Visa will be issued to the PRO.
8. If the application is rejected by the Community Section, the papers will not be processed.

Conditions:

- If the number of Employees is less than 100 then anyone can apply for employment visa.
- If it's more than 100 only a local PRO can apply.
- Checklist is provided to the typing centre to type the names of the applicants. This is specifically for the Indian and Pakistan Nationality.
- In case of any mistake on the form, the fee is non refundable.
- The fee is 200 AED per person.
- If application consists of details of 3 people and one is incorrect then a new application needs to be typed for one person.
- If there are minor changes to be done ex. Date, Passport number, phone number can be changed manually on the form with signature of the Director of MOL.
- If the passport is going to expire within 6 months from the date of applying, the visa will not be issued.
- If the employee is banned by the previous employer then the visa will not be issued. The employee needs to wait for the period of ban or pay fine towards it.

Fees

| Document | Fees (in Dirham) | | |
|----------|------------------|------------|------------|
| | Category A | Category B | Category C |
| VIE | N/A | 200 | 200 |



B4(1) Community Section

Definition:

Community is a group of people who audit and inspect, approve or reject an applicant of VIE visa.

Steps to Follow

1. Application typed at the typing office.
2. The application is submitted at the counter at MOL.
3. Documents are then verified and checked.
4. If the community centre feels that there is a requirement for the inspection to be done, then they will wait for the inspection report.
5. Only after the approval of the Community section, the visa would be issued.
6. The entire process takes 3-4 days to issue visa including post.



B5-Visa Issue Section

Steps to Follow

- Fees to issue visa is 200 Dirham each.
- Application is typed in typing office and then applied to the concerned section with all necessary documents.

Required Documents:

- Passport photocopy (the passport is valid for at least 6 months).
- Qualification Certificates should be attested by Ministry of Education / health /foreign affairs / and ministry of higher education for post graduate certificates.
- Coloured photographs.
- Original qualifications certificates have to be carried along with application.
- Only company PRO can apply for visa and it is not delivered to any other person.
- Company seal on documents should be same.
- If employee is professional, he needs to get certificates attested from ministry of (health, education, industry).
- Visa is restricted to business type.
- All training certificates should be submitted along with higher secondary certificate which need to be attested.

Issuing Through the post

- All typed application attached with necessary documents is sent to the visa section through post, where all documents are checked and verified for the applicant.
- The visa is issued and then sent by post.
- The person should go to the post office with all original documents attested by Ministry.
- If employee failed to submit the original document , he will be sent back to his country on arrival.

Fees

| Document | Fees (in Dirham) | | |
|----------------|------------------|------------|------------|
| | Category A | Category B | Category C |
| Community Visa | 200 | 200 | 200 |

B6-Transfer of Sponsorship

B61-From a Sponsor to Another

Definition

It's changing the job from the current sponsor to a new sponsor, who will have to follow all the conditions and the procedures designed for the transfer.

Step 1: First approval

The new employer should get permission from previous employer to apply for transfer of sponsorship of a worker associated in his firm, after getting an approval from the Ministry of Labour.

Step 2:

Final approval

Application Form

Internal Labour Permit application (Transfer of Sponsorship)

Conditions

- The worker must have a valid residence permit affixed to his passport.
- The worker must have a valid labour card.
- If there is no suitable UAE National or GCC citizen to fill up the post.
- The job that will be performed by the worker with the new sponsor must be in conformity with the worker's qualifications and experience and the activity of the firm.
- The worker must have spent a specified period in the service of the original sponsor prior to his transfer. This period will be calculated from the date the labour card is issued or renewed, and will be as follows for all categories:
 - One year for holders of Masters and PhD degrees. They are allowed to transfer their sponsorship for unlimited number of times.
 - At least two years for holders of Bachelors degree or its equivalent. They are allowed to change their sponsorship twice during their stay in the country. However, they may be exempted from the condition of service period upon payment of a fee at AED 3,000 and provided they have spent at least one year with the original employer.
 - At least three years for other categories with lower qualifications, who are allowed to transfer their sponsorship only once during their tenure in the country. They may also be exempted from the condition of service period upon payment of a fee at AED 3,000 and provided they have spent at least one year with the original employer.
- All labour categories can be exempted from the condition of service period provided they pay AED 3,000 under the following conditions:
 - if the company announces its bankruptcy, is closed down or liquidated as a result of a court ruling;
 - in the event the Ministry of Labour cancels the company's license (firm card);
 - if the ownership of a company has been transferred to another owner;
 - if a company has been merged or incorporated within another company;
 - if the company has been divided to heirs after its owner's death or any other reason;
 - in case a stake of the company has been sold to another company; or,
 - If the company's owner dies, leading to its closure.

- The 1 year clause can be exempted based on the following conditions
 - The approval from the current sponsor
 - The minimum qualification should be a high school certificate
 - The following fees should be paid :
 - transfer of sponsorship approval fees
 - The fees for the exemption of the service period (3000 AED)
 - 500 AED for each month to complete the one year service period
- The approval from the Minister or the Undersecretary.

Documents Required

- Application form for an internal labour permit (sponsorship transfer)
- Coloured photo.
- Passport copy with valid residence
- Copy of academic qualification duly authenticated. Degree verification should be done through post where as high school certificates should be attested from Ministry of Foreign Affairs.
- Copy of signatory's authorization card for both the original and new firms.
- Copy of trade license for both the original and new firms.

Steps to Follow

- Type labour permit application – internal – (Sponsorship Transfer) at typing offices or firms participating in smart card programme.
- Present application to counter for scrutiny and vetting of attached documents, the application is directly processed and would be either approved or rejected or sent back in case of missing documents
- Upon approval of application, the applicant receives a notice along with a cancellation form, valid for 60 days from the date of approval, subject to renewal three times according to the following conditions:
 - Prescribed fees have to be paid within 60 days.
 - The application and the prescribed fees are to be paid at least within the last 30 days following the initial approval.
 - Payment of 500 AED for each 10 day extension

Where to Apply?

Applications will be submitted to the Internal Labour Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office and the transaction is dealt with directly at the counter.

Fees

| Documents | Fees (in Dirham) | | |
|------------------------------------|------------------|------------|------------|
| | Category A | Category B | Category C |
| Application (Sponsorship Transfer) | 200 | 200 | 200 |

Note

- *The new employer should get an approval from the previous employer before paying any prescribed fees for Transfer Of Sponsorship , as the Ministry will not take any ownership or refund the amount remitted by the new employer incase the previous employer does not give his consent for the transfer.*

Final Approval

At this stage, sponsorship will be finally approved and a certificate issued to this effect to Emigration and Residence Dept to finalize the transfer and new residence permit.

Conditions

- Following the approval of the original sponsor, the worker's card will be cancelled and his sponsorship is transferred to the new employer.
- The Ministry may waive the requirement regarding the original employer's consent and the period specified for sponsor transfer, provided the prescribed fees be paid, under the following conditions:
 - If the current employer fails to pay salaries for three months or more according to reports presented by the Labour Inspection Department or Labour Relations Department
 - If ownership of a company has been transferred to another owner.
 - If the company is closed down administratively, by a court ruling or upon a report by the Labour Inspection Department.
 - If it is proved by documents that the company's owner has died, leading to the closure of the company.
 - If workers file a complaint against their employers at the Ministry and their complaint is referred to the courts. In this case the courts may decide to grant workers permission to change sponsorship.
 - Any other cases approved by the Minister.

Documents Required

- Sponsorship transfer form, approved by the Ministry
- Labour card cancellation form, signed by the original employer and the worker (and attached to transfer approval form)
- Labour Card application for sponsor change purposes, signed by the new employer, along with the work contract, duly signed by the two parties and coloured photographs of the worker.
- Copy of passport with a valid residence.
- The " bank guarantee" if requested.
- A receipt showing the remittance of the fees.

Steps to Follow

- 1 Documents will be checked and audited to ensure that they are complete and comply with the conditions.
- 2 Final approval will be given to the applicant i.e. sponsor transfer certificate addressed to Emigration and Residence Dept.
- 3 Applicant will receive notice that the new card will be delivered through post.

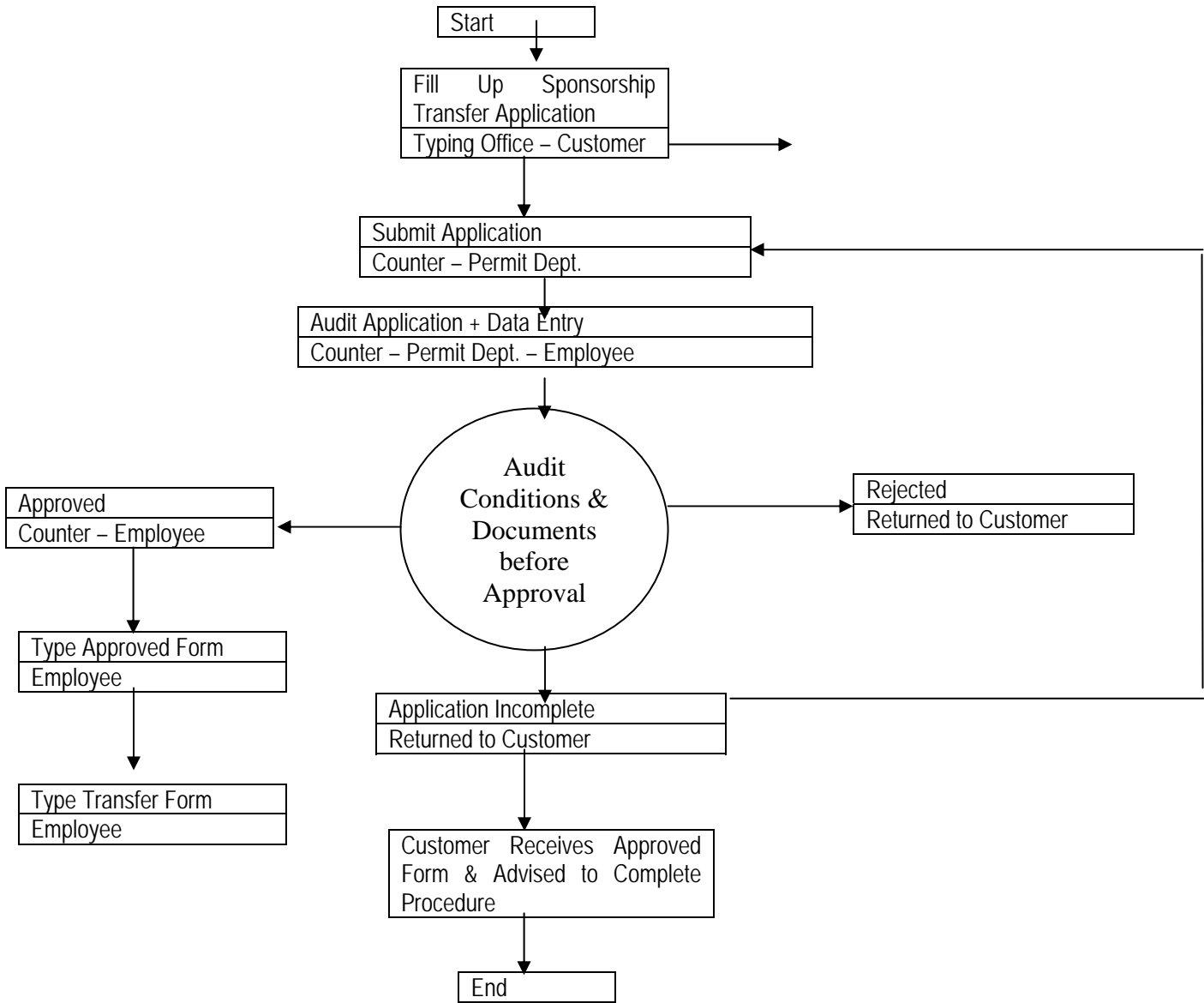
Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office and the transaction is processed directly at the counter.

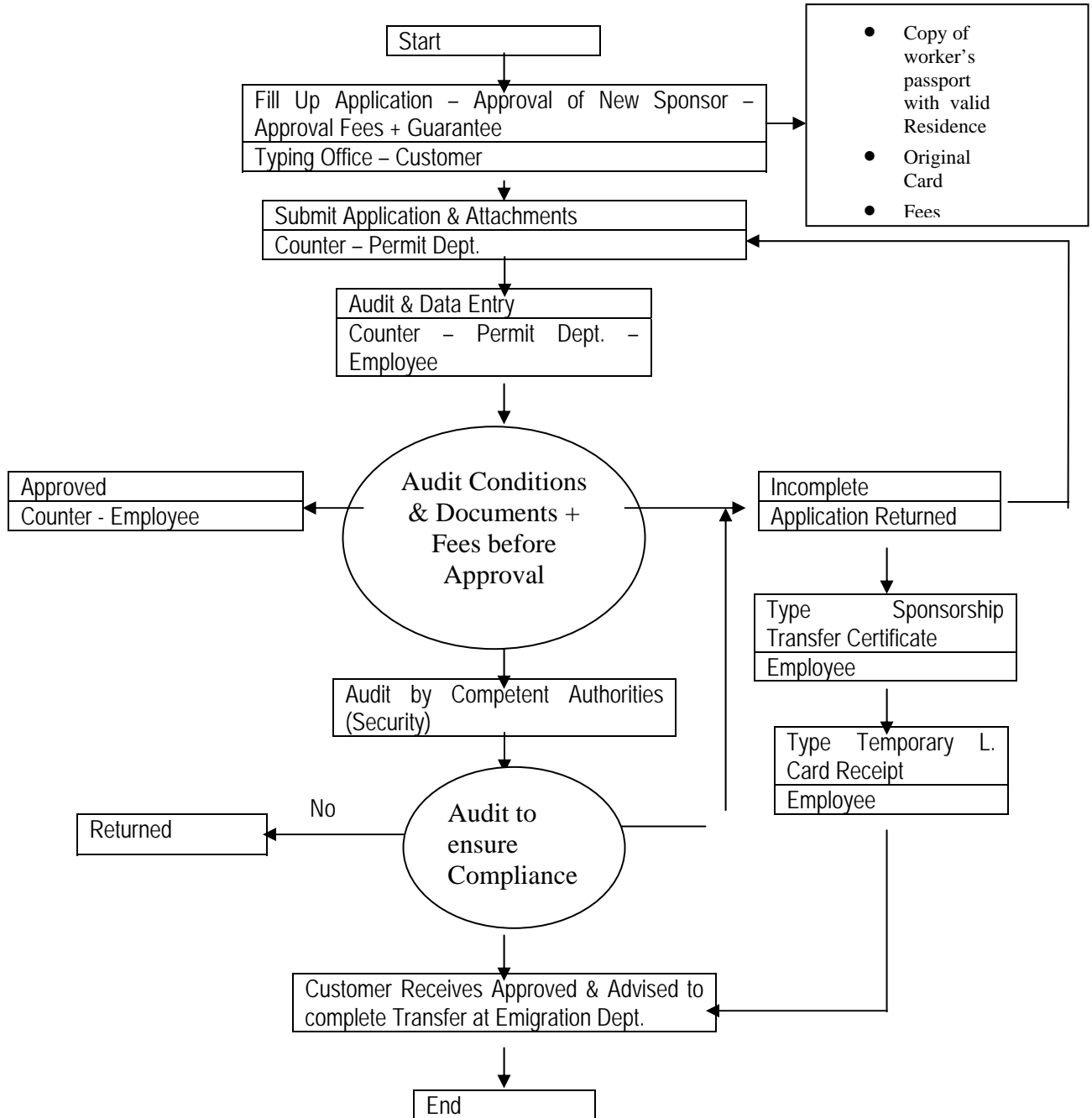
Fees and Fines

| Document | Fees (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Sponsorship Transfer Approval <i>(for Masters & PhD holders)</i> | 1500 | 2500 | 3500 |
| Sponsorship Transfer Approval <i>(For holders of Bachelors & equiv.)</i> | 3000 | 3500 | 4000 |
| Sponsorship Transfer Approval <i>(for other categories)</i> | 5000 | 5500 | 6000 |
| Sponsorship Transfer Approval <i>(for all categories above 60 of age & labour card for one year)</i> | 5000 | 5000 | 5000 |
| Extension of L.Card for 10 Days | 500 | 500 | 500 |
| Fees to be paid for exemption from the service period | 3000 | 3000 | 3000 |
| Fees to be paid in order to complete the one year clause | 500 | 500 | 500 |

Process Stage (1) Provisional Approval



Process Stage (2): Final Approved & Issue of Sponsorship Transfer Certificate



B62-To Same Sponsor and Same Emirate but different company

Definition of service

It is a service provided to any firm wishing to transfer an employee from one of its firms to another owned by the same sponsor within the same Emirate.

Application Form

Application form for transfer of sponsorship to the same sponsor within the same Emirate.

Conditions

- The labour should have a valid residence visa stamped in the passport.
- The employee should have a valid labour card.
- The establishment to which the employee is being transferred to should have a valid Trade License.
- The employee's profession should be in accordance with his qualification and experience, as well as match with the activities of the firm.
- Both establishments should be owned by the same sponsor or under his partnership. The service agent should not be considered as the owner or partner in such establishment.
- The owner or partner should be associated with the firm, to which the employee is being transferred to, for at least 18 months.
- All fines and fees incase of expired labour cards should be paid as per the category of the establishment.

Documents Required

- Application form for transfer of sponsorship to the same sponsor within the same Emirate.
- Copy of passport affixed with a valid residence.
- Copy of Computer Card for both establishments.
- Copy of trade licenses for both establishments.

Steps to Follow

- Application Form for transfer of sponsorship to the same sponsor within the same Emirate should be typed at the typing centers or establishments participating in smart card program.
- The application should be submitted at the counter for vetting and scrutiny to confirm that all the conditions are fulfilled.

1. At the counter the application is either approved or rejected. In case all the conditions and document requested for are met the application will be directly processed at the counter. If it is rejected the applicant is notified of the same.
2. In case of missing documents the applicant is notified of the same and is required to submit the missing documents in order to complete the procedures.
3. The applicant gets the final approval at the counter.



Where to apply

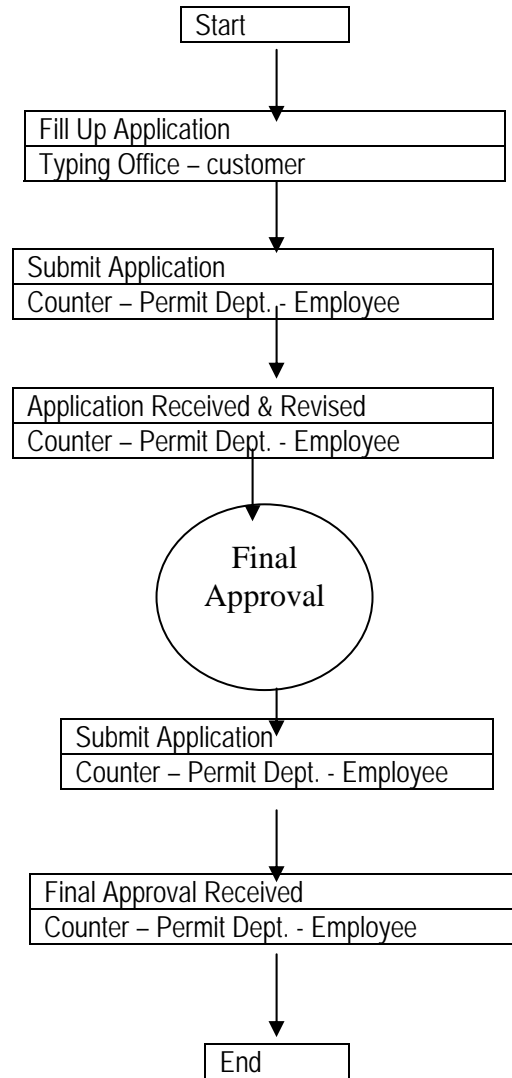
Application form for transfer of sponsorship to the same sponsor within the same Emirate should be submitted at labour permits Department at the Ministry headquarters in Abu Dhabi and Dubai or concerned labour offices.

Fees

| Fees Type | Amount (AED) | | |
|--|--------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Application form for transfer of sponsorship to the same sponsor within the same Emirate | 500 | 500 | 500 |

Note: In case of transfer of sponsorship from one establishment to another owned by the same sponsor in another Emirate, the procedure followed will be the same as that of transfer of sponsorship to a different sponsor.

Process Flow for Same Sponsor and Same Emirate



B7-Labour Cards

B71-New Labour Cards

Definition

This service is provided by the Ministry to any firm wishing to obtain a new labour card using the appropriate forms designed for the purpose following the submission of the required documents.

Application Form

Application for New Labour Card

Conditions

- The salary package of the worker must be commensurate with his job in the company.
- A valid trade license.
- The applicant has to be medically fit.
- The prescribed fines have to be paid, if the labour card is not issued on time.

Documents required

- Copy of signatory's authorization card.
- Passport copy
- Coloured personal photos.
- Copy of entry visa
- Valid medical certificate
- Three copies of the work contract, signed by the two parties bearing the company stamp.

Steps to Follow

1. The forms would be printed from the tying centre or firms participating in the smart programme.
2. The form would be submitted at the counter or sent by post.
3. The officer at MOL will vet and scrutinize the documents.
 - If all the requirements are met then the labour card and the contract will be sent through post.
 - If documents are found missing then the checklist mentioning the missing documents would be sent to the applicant who then needs to submit these missing documents for completion of the procedures.
 - The Ministry will not allow the firm to apply for any work permits unless they complete the missing documents.
4. The applicant will be issued the labour card on submission of the missing documents through post along with the work contract .



Where to Apply?

Application will be submitted to the Permits Dept., cards section at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office, or directly posted.

Fees and Fines

| Documents | Fees and Fines in Dirham | | |
|--|------------------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| New Labour Card and work contract | Included in the Labour Permit cost | | |
| Labour Card for more than 60 days and up to 6 months | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |

B71(1) Labour Card Detail Amendment

This service is provided by the Ministry to any firm wishing to make amendments in the labour card details using the appropriate forms designed for the purpose along with the documents required.

Application Form
Application for Labour Card Detail Amendment

Conditions

- A valid trade license is required
- The changes in the labour card and the work contract can be made only after 6 months from the original in case of change in profession.
- Amendments can be made only after 6 months from the date of issue of the labour card, in case of change of profession.

Documents required

- Copy of the computer card / authorized signatories card.
- Copy of the passport.
- Coloured photos.
- In case of changing profession to a driver, the driving license is verified through post and a list of vehicles from the concerned Dept. is required.
- A certified approval from the Ministry of Health, in case of changing the profession to a doctor, nurse, pharmacist or any other medical technicians.
- Approval of the Ministry of Education in applying for teaching profession changes in private schools.
- A certified approval from the General Authority of Youth and Sports if the change in profession is to that of sports trainer/ coaches
- Academic qualifications (Degree and above) should be verified from the concerned Dept. / or Post according to the Ministry's procedures, whereas School certificates should be attested by the Ministry Of Foreign Affairs

Steps to Follow

1. The labour card amendment application is typed in the typing offices or by the firms participating in the smart card programme
2. The application can be submitted at the counter in MOL or sent through post.
3. The application is vetted and scrutinized as per the following
 - If all the conditions are met and the documents submitted, the application is processed and the new labour card with the amendments is sent through post.
 - In case of missing documents the applicant is notified of the same either directly at the counter or through the post along with a checklist of missing documents.
 - The applicant has to then submit the missing documents directly at the counter or through post.



Where to Apply

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office, or directly posted.

Fees

| Document | Fees (in Dirham) | | |
|-----------------------------------|------------------|------------|------------|
| | Category A | Category B | Category C |
| Labour Card Amendment Application | | 200 | |

B72-Renewal of Labour Cards

Definition

This service is provided by the Ministry to any firm wishing to renew a labour card using the appropriate forms designed for the purpose.

Application Form

Application for Labour Card Renewal

Conditions

- A valid trade license
- Prescribed fees have to be paid for the renewal
- Fines have to be paid incase of failure to renew the labour card on time

Documents required

- N/A

Steps to Follow

1. The labour card renewal application is typed in the typing offices or by the firms participating in the smart card programme
2. The application is referred electronically to MOL system for vetting and scrutinizing.
3. The application is vetted and scrutinized as per the following
 - If all the conditions are met and the documents submitted, the application is processed and the renewed labour card is sent through post.
 - In case of missing documents the applicant is notified of the same either directly at the counter or through the post along with a checklist of missing documents.
 - The applicant has to then submit the missing documents directly at the counter or through post

Where to Apply?

Application will be submitted to typing offices or firms participating in smart card programme.

Fees and Fines

| Documents | Fees and Fines (in Dirham) | | |
|--|----------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Labour card renewal (3 years) | 500 | 1500 | 2500 |
| Labour Card for more than 60 days and up to 6 months Labour: | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |



B73-Work Contract Amendment

Definition

This service is provided by the Ministry to any firm wishing to amend a work contract using the appropriate forms designed for the purpose along with the required documents.

Application Form

Application for Work Contract Amendment

Conditions

- The salary package of the worker must be commensurate with his job in the company.
- Amendment will be made six months after the original contract
- Changes could also be in decrease of salary upon approval from the Administration of Labour Relation Department.

Documents required

- Copy of computer card / authorized signatories card.
- Three copies of the work contract, signed by the two parties bearing the company stamp.
- The original old work contract.

Steps to Follow

- The work contract amendment application is typed in the typing offices or by the firms participating in the smart card programme
- The application can be submitted at the counter in MOL or sent through post.
- The application is vetted and scrutinized as per the following
 - If all the conditions are met and the complete documents are submitted, the application is processed and the new work contract with the amendments is sent through post or given directly to the applicant at the counter.
 - In case of missing documents the applicant is notified of the same either directly at the counter or through the post along with a checklist of missing documents.
 - The applicant has to then submit the missing documents directly at the counter or through post

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office, or directly posted.

Fees

| Document | Fees (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Application for Work Contract Amendment | | 200 | |

Other Scenarios

In case of contracts issued for school staff the form has to be duly signed by the Ministry of Education and hence is different from those applications used for company staff.

Contracts issued can be of 2 types

- Limited period
 - Unlimited period
- A limited period contract would have details such as the duration specified for work in terms of a start date to the expiry date of the working term.
 - An unlimited contract has no such time duration specified but the start date.
 - If there is a substantial increase in the salary 3 months bank statements with revised salary has to be produced.
 - In case of a change in profession showing an upward trend ,e.g. to a manager level /or highly skilled professionals like a doctor, engineer etc the basic qualification is a degree.
 - The time duration for issuing new labour cards and work contract agreements may take a maximum of 2 days.
 - Company A mostly comprises of Locals, Indian, Pakistani etc.The company has to be owned by Local.
 - Company B comprised of both locals and expiates.
 - Company C comprised of only 1 particular nationality.
 - The qualifications are duly verified, there is a specific degree verification form which can be obtained at the typing office, this has to be filled and submitted with a fee of 490 AED for certificate verification at the E post office. The blue receipt also needs to be submitted along with the work contract amendment application.
 - A receipt is issued with the date of submission with a fee of 10 AED which is payable at any post office .

Note: The certificate of the Master's, Bachelors, PhD ,and Diploma holders are verified according to the job title by certain companies authorized to perform these verifications through the typing offices.

B74-Replacement of Lost Cards

Definition

This service is provided by the Ministry to any firm wishing to obtain a substitute labour card for a lost one or a damaged card using the appropriate forms designed for the purpose.

Application Form

- Replacement of lost labour card
- Replacement of damaged labour card

Conditions

- A valid trade license

Documents required

- Copy of computer card / authorized signatories card.
- Passport copy
- Coloured photographs.
- Certificate from the police regarding the lost card
- Original card incase it is damaged

Steps to Follow

1. The replacement of lost/damaged labour card application is typed in the typing offices or by the firms participating in the smart card programme
2. The application is submitted at the counter in MOL or through post.
3. The application is vetted and scrutinized as per the following:
 - If all the conditions are met and the documents submitted, the application is processed and the new labour card is sent through post.
 - In case of missing documents the applicant is notified of the same either directly at the counter or through the post along with a checklist of missing documents.
 - The applicant has to then submit the missing documents directly at the counter or through post

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office, or directly posted.

Fees

| Document | Fees (in Dirham) | | |
|--|------------------|------------|------------|
| | Category A | Category B | Category C |
| Application for a Replacement of lost Card | 500 | 1500 | 2500 |



B8-Cancellation

B81-Cancellation of a Worker's Labour Card

Definition:

This service is provided by the Ministry to any firm wishing to cancel a worker's labour card using the appropriate forms designed for the purpose.

Application Form:

Application for Cancellation of a Labour Card

- 2 applications forms for cancellation of a labour card: a) one for cancellation office in MOL b) second to Dubai emigration Department. In case the Dubai emigration Department did not get a copy the labour card can be activated at any time.

Conditions:

- All documents requested for application must be complete.
- The application form bearing the firm seal must be signed by both parties (the employer and the worker) and stamped with the same firm seal on the computer card.
- The prescribed fine must be paid at least two months after expiration of the card.
- In the absence of the worker's signature on the passport, either the applicant has to bring the labour contract or the labourer will be requested to appear personally.

Documents required

- Copy of signatory's authorization card.
- Original passport, or in case it is not available, a certificate from the Emigration Dept. with date of exit.
- PRO card.
- Original card, or in case it is lost, report from the Police, stamped by Inspection Department.

Steps to Follow

1. Application for cancellation of a labour card is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter for scrutiny and vetting of attached documents.
3. The application is processed at the counter and referred to Emigration Dept for cancellation of the worker's Residence.



Where to Apply?

Application will be submitted to the cancellation Dept. and Permits Dept. at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office.

Fees

| Document | Fees (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| A Worker's L. Card Cancellation Request | N/A | N/A | N/A |

Fines

Failure to obtain or renew the Labour Card in time will render the defaulter liable to fine in the manner shown below:

| | Fine (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Labour Card: <i>for more than 60 days and up to 6 months</i> | 1000 | 2000 | 3000 |
| Labour Card: <i>for more than 6 months and up to 12 months</i> | 3000 | 4000 | 5000 |
| Labour Card: <i>for more than 12 months</i> | 5000 | 5000 | 5000 |



B82-For Illegal Workers (also related to Inspection Dept.)

Definition:

This service is provided by the Ministry to any firm wishing to cancel an illegal worker's labour card using the appropriate forms designed for the purpose.

Application Form:

Application for Cancellation of an Illegal Worker's Labour Card

Conditions:

- All documents requested for application must be complete.
- Both the employer and worker must sign the application.
- The prescribed fine must be paid at least two months after expiration of the card.

Documents required

- Copy of signatory's authorization card.
- Worker's passport copy.
- Personal photo.
- Worker's original card.

Steps to Follow

1. Application for cancellation of an illegal worker's labour card is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter for scrutiny and vetting of attached documents.
3. The application is processed at the counter and referred to emigration dept for cancellation of the worker's residence.

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office.

Fees

| Documents | Fees (in Dirham) | | |
|--|------------------|------------|------------|
| | Category A | Category B | Category C |
| An Illegal Worker's L. Card Cancellation Request | 200 | 200 | 200 |

Fines

Failure to obtain or renew the Labour Card in time will render the defaulter liable to fine in the manner shown below:

| Documents | Fine (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Labour Card: <i>for more than 60 days and up to 6 months</i> | 1000 | 2000 | 3000 |
| Labour Card: <i>for more than 6 months and up to 12 months</i> | 3000 | 4000 | 5000 |
| Labour Card: <i>for more than 12 months</i> | 5000 | 5000 | 5000 |

B83-Cancellation of labour card without Sponsor's Consent



Definition:

This service is provided by the Ministry to any firm wishing to cancel a worker's labour card without the consent of his sponsor, using the appropriate forms designed for the purpose.

Application Form:

Application for Cancellation of a Worker's Labour Card

Conditions:

- All documents requested for application must be complete.
- Both the employer and worker must sign the application.
- Approval of Labour Relations Dept. and the Undersecretary or the Minister's seal.
- Prescribed fine must be paid at least two months after expiration of the card.

Documents required

- Original worker's passport.
- Worker's original card and copy of the original application form

Steps to Follow

1. Application for cancellation of a worker's labour card is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter for scrutiny and vetting of attached documents
3. The application is processed at the counter and referred to Emigration Dept for cancellation of the worker's Residence.

Where to Apply?

Application will be submitted to the cancellation Dept. and Permits Dept. at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office.

Fees

| Document | Fees (in Dirham) | | |
|----------------------------------|------------------|------------|------------|
| | Category A | Category B | Category C |
| Labour Card Cancellation Request | N/A | N/A | N/A |

Fines

Failure to obtain or renew the Labour Card in time will render the defaulter liable to fine in the manner shown below:

| Document | Fine (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Labour Card: <i>for more than 60 days and up to 6 months</i> | 1000 | 2000 | 3000 |
| Labour Card: <i>for more than 6 months and up to 12 months</i> | 3000 | 4000 | 5000 |
| Labour Card: <i>for more than 12 months</i> | 5000 | 5000 | 5000 |



B84- Cancellation of an Employee's Labour Card / Labour Permit (used labour permit), and for those whose Labour Card has not been issued

Definition

This service is provided by the Ministry to any firm wishing to cancel an employee's labour card / labour permit, using the appropriate forms designed for the purpose.

Application Form

Application for Cancellation of a labour card

Application for Cancellation of used labour permit

Conditions

- The prescribed fine must be paid following the expiration of the card or failure to obtain it on time.

Documents required

- copy of computer card
- worker's original passport
- Worker's original labour card or a certificate from the police incase it is lost

Steps to Follow

1. Application for Cancellation of a Worker's Labour Permit is typed at typing offices or firms participating in smart card programme.
2. application is submitted to the counter for scrutiny and vetting of attached documents
3. Incase the conditions are met, the cancellation application for the labour card and the Visa is directly processed at the counter
4. Incase of missing document, the applicant is directly notified to submit the missing documents and re-apply , to complete the procedures.

Where to Apply?

Application will be submitted to the Cancellation Managements and Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.

Fees and Fines

| Documents | Fees and Fines in Dirham | | |
|--|--------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Used Labour Permit cancellation request | N / A | | |
| Labour Card for more than 60 days and up to 6 months | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |

Note:

- *The prescribed fines are calculated from the date of entry (provided the labour card is not issued) or from the first date of the card expiry until the cancellation date.*
- *The cancellation application is valid only till the prescribed fines are paid or for a maximum period of 30 days.*



B85-Cancellation Worker's Labour Card (Outside the country)

Definition

This service is provided by the Ministry to any firm wishing to cancel the labour card of a worker who has left the UAE, using the appropriate forms designed for the purpose.

Application Form

Application for Cancellation of Worker's Labour Card (outside the country)

Application for Cancellation of Worker's Labour Card who has been outside the country for less than 6 months

Conditions

- Cancellation can be done only after 6 months from the date of exit
- The original passport incase of cancellation of a worker who has been outside the country for less than 6 months
- Prescribed fees and fines need to be paid for not issuing the Labour card or renewing it on time.

Documents required

- Copy of computer card
- A printout from Emigration Dept. showing the date of exit
- Worker's original passport incase of cancellation of a worker who has been outside the country for less than 6 months

Steps to Follow

1. Application for Cancellation of Worker's Labour card (outside the country) is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter for scrutiny and vetting of attached documents. In case the conditions are met the application will then be processed at the counter.
3. The employee's labour card will be cancelled directly at the counter and it will be referred to Emigration counter for cancellation of the worker's Residence.

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.



Fees and Fines



| Documents | Fees and Fines in | | |
|---|-------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Request for the cancellation of a labour card (outside the country) | 200 | 200 | 200 |
| Labour Card for more than 60 days and up to 6 months Labour: | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |

Note : Fine will be calculated from the date of entry (in case the labour card is not issued) or from the first date of expiry of the labour card till the date of exit.

B86-Cancellation of Labour Card for labour Disputes

Definition

This service is provided by the Ministry to any firm wishing to cancel the labour card / used labour permit (even if labour card was not issued) of a worker who is involved in a labour dispute and whose case has been transferred to the court, using the appropriate forms designed for the purpose.

Application Form

Application form for a Worker Involved in a Labour Dispute

Conditions

- Prescribed fines should be paid in case of expiry of the card or failure to obtain the card on time.

Documents required

- Copy of computer card
- Copy of the workers passport

Steps to Follow

1. Application for cancellation of a worker's labour card is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter in Labour Relation Department at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.
3. Application is processed at the counter after payment of prescribed fee and referred to Emigration counter for cancellation of the worker's Residence.

Fees and Fines

| Documents | Fees and Fines in Dirham | | |
|--|--------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Request for the cancellation of labour card for workers involved in disputes | N/A | N/A | N/A |
| Labour Card for more than 60 days and up to 6 months Labour: | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |



Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.

Note:

- *The prescribed fines are calculated from the date of entry (incase the labour card was not issued) or from the first date of expiry until the date of transference of the case to the court*



B87-Cancellation of a Deceased Worker's Labour Card

Definition

This service is provided by the Ministry to any firm wishing to cancel the labour card of a worker because of his death, using the appropriate forms designed for the purpose.

Application Form

Application for Cancellation of a Dead Worker's Labour Card

Conditions

- The prescribed fine must be paid following the expiration of the card or in case of failure to obtain a labour card on time.

Documents required

- Copy of computer card
- Worker's original passport incase he dies in the country
- Death certificate attested from the concerned Dept.

Steps to Follow

1. Application for cancellation of a dead worker's labour card is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter in MOL for scrutiny and vetting of attached documents in case all the requirements are met, application is processed at the permits counter.
3. It will then be referred to Emigration counter for cancellation of the worker's Residence.

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office.

Fees and Fines

| Documents | Fees and Fines in dirham | | |
|--|--------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Labour card cancellation request for a deceased worker | N/A | N/A | N/A |
| Labour Card for more than 60 days and up to 6 months Labour: | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |

Note:

- *Prescribed fines are calculated from the date of entry (incase labour card was not issued) or from the first date of expiry until the date of death*



B88-Deletion of a Worker Registered With another Firm

This procedure is directly through the typing offices

Definition:

This service is provided by the Ministry to any firm wishing to delete the name of a worker who is working for another firm, using the appropriate forms designed for the purpose.

Application Form:

Application for Deletion of a Worker Registered With another Firm

Conditions:

- All documents requested for application must be complete
- Worker must have a labour card or residence permit with another company (for those whose labour card expired on or before 31.12.2005).

Documents required

- Copy of signatories authorization card
- Copy of trade license
- Company's pay-roll

Steps to Follow

1. Application for deletion of a worker registered with another firm is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the counter for scrutiny and vetting of attached documents
3. The application is processed at the counter and the worker is deleted forthwith.

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi and Dubai or the concerned Labour Office.

Fees

| Document | Fees (in Dirham) | | |
|---|------------------|------------|------------|
| | Category A | Category B | Category C |
| Deletion of Workers Registered With Other Firms | N/A | N/A | N/A |

B89-Deletion of a Worker Whose Name is Repeated

Definition:

This service is provided by the Ministry to any firm wishing to delete the name of a worker whose name appear more than once on the record, using the appropriate forms designed for the purpose.

Application Form:

Application for Deletion of a Worker Whose Name is repeated

Conditions:

- All documents requested for application must be complete

Documents required

- Copy of signatories authorization card
- Copy of trade license
- Company's pay-roll

Steps to Follow

- Application for deletion a worker whose name is repeated is typed at typing offices or firms participating in smart card programme.
- Application is submitted to the counter for scrutiny and vetting of attached documents
- Application is processed at the counter and the worker is deleted forthwith.

Where to Apply?

Application will be submitted to typing offices or firms participating in smart card programme.

Fees

| Document | Fees (in Dirham) | | |
|--------------------------------------|------------------|------------|------------|
| | Category A | Category B | Category C |
| Deletion of a Repeated Worker's Name | N/A | N/A | N/A |

B90-Cancellation of worker's Labour Card due to a Contagious Disease



Definition

This service is provided by the Ministry to any firm wishing to cancel the labour card of a worker suffering from a contagious disease, using the appropriate forms designed for the purpose.

Application Form

Application for Cancellation of worker's Labour Card due to a contagious disease

Conditions:

- The prescribed fine must be paid following the expiration of the card or in case of failure to obtain a labour card on time.

Documents required

- Copy of computer card
- Worker's original passport
- Original medical certificate proving his health condition

Steps to Follow

1. Application for cancellation of a worker's Labour Card due to a contagious disease is typed at typing offices or firms participating in smart card programme.
2. Application is submitted to the labour relation counter in MOL for scrutiny and vetting of attached documents to process the cancellation application with a Ban
3. Application is processed at the permits counter and referred to Emigration counter for cancellation of the worker's Residence.

Where to Apply?

Application will be submitted to the Permits Dept. at the Ministry HQ in Abu Dhabi or Dubai or the concerned Labour Office

| Documents | Fees and Fines in dirham | | |
|---|--------------------------|--------------|--------------|
| | Category (A) | Category (B) | Category (C) |
| Labour card cancellation request for a worker with a contagious disease | N/A | N/A | N/A |
| Labour Card for more than 60 days and up to 6 months Labour: | 1000 | 2000 | 3000 |
| Labour card for more than 6 months up to 12 months | 3000 | 4000 | 5000 |
| Labour card for 12 months | 5000 | 5000 | 5000 |

Note:

- Prescribed fines are calculated from the date of entry (incase labour card was not issued) or from the first date of expiry until the date confirming his medical condition.

Information on cancellations

Cancellations are basically of 2 broad categories:-

- Those including cancellation of the Labour card when the person is within the country (Normal Cancellation).All the normal cancellations are covered in the manual.
- Those including cancellation of the Labour card when the person has left the country (Outside the country)

Normal Cancellations include the following types:-

- Cancellation of a worker's Labour Card
- Cancellation of a worker's Labour Card without Sponsor's consent.
- Cancellation of an Illegal Workers Labour Card.
- Cancellation of used Labour Permit.
- Deletion of a worker registered with another firm.
- Cancellations of labour card for labour Disputes.
- Cancellation of Deceased Workers labour card.
- Deletion of a worker whose name is repeated.

Types of cancellation as per Labour Permit department:-

I. Cancellation of a workers permit :-

These cancellations are non transferable and free of charge

- a. Cancellation from MOL records before 23 rd, July 2005.
- b. No data of the employee in the emigration department
- c. Has a labour Permit with another firm
- d. Partner or investor:-

Initially MOL used to provide Employment Visa for partners or investors however this now comes under the jurisdiction of the Emigration Department that issues Investment Visa to Investors. If a company has 2 Partners and one leaves the company, the other can request MOL to cancel his partner's visa (pertaining to the former instance).

- e. Administrative cancellation:-

In case of police cases, or accidents or if a person has any court proceedings against him then administrative cancellations are done and the person concerned may be deported to his country by the police.

II. Cancellation outside the country:-

These cancellations have a fee of 200 AED.

- a. Workers less than 6 months outside the country
- b. Workers who are more than 6 months outside the country.

The MOL provides 3 solutions to employers wishing to cancel the Labour Cards of employees who are **outside the country**.

- Employers can ask their employee to send his original passport in order to cancel the Labour card.
- Employers can wait for 6 months, after which they can prepare an application form for cancellation of the Labour Card for which they pay a fee of 200 AED.
- They can wait till the visa expires and then apply for cancellation or incase the visa has not expired wait for 6 months and then cancel. Fee for this is also 200 AED.
- In the 2 former cases a report from the emigration department would be required to show when he had left the country.

III. Application for cancellation of Labour Card (Normal cancellation)

- a. Cancellation of Labour Card.
- b. Cancellation of used Labour Permit:-

Cancellation when the visa has been used (**VISA USED**)

When a person enters the country on an employment visa and then decides not to work for his employer he can apply for a cancellation of his visa provided his labour card was still not made. This condition is referred to as Cancellation of Used Visa.

IV. Cancellation of Unused Labour Permit:-

Cancellation can also be done when a VISA has not been used. (**VISA NOT USED**)

It is the cancellation of the employment visa that is required to be done at the MOL. There is a form for that called "Approval Cancelled"

V. Other types of cancellations:-

- Cancellations involving Absconding Employees



If a person has been reported Absconding and if the emigration department has submitted a report stating that the person has left the country then the cancellation could be done on an Absconding Cancellation form after 3 yrs (Validity Period of the Labour Card). If he has not left the country as per the Emigration report the labour card would not be valid for more than 3 years but cancellations need not be made by his employer. As and when he is found he would be brought to MOL for any further action to be taken by the concerned Department.

- **Old labour cards**

These are those cards that were done manually before computerization at MOL.

C-Labour Relation Management

Main Objectives

1. Receive complaints from labourers and sponsors and investigate them.
2. Receiving absconding reports from sponsors against the labourers.
3. Investigate the "ban" cases.
4. Responding to the legal enquiries with regards to current federal labour laws.
5. Preparing legal memorandums regarding labour disputes.
6. Verifying the labour benefits and compensations with regards to labour death cases and changing the labour contract salaries and conditions accordingly.
7. Analyzing the temporary labour permits, cancellations and transference of sponsorship applications for labour cases under investigation.

Labour Disputes

Procedures and Documentation Requirements

1. First, the same company the applicant is lodging his/her complaint against must sponsor the applicant.
 2. Application forms.
 3. Copy of labour card or passport.
 4. Applicant must report complaint at the reception counter in labour relations' section.
 5. MOL staff rechecks the details on the system.
 6. Appointment date will be made and printed out for the applicant.
 7. Given appointment date will not exceed 7-10 days from date of reporting.
- Reporting a complaint does not take more than 2 minutes at the counter.
 - Complaint submission timing is from 8am- 12 pm.
 - Eventually all complaints are sent to GM for distribution to inspectors.

Appointment Attending Procedures

- Employee and employer must be present at appointed time.
- Receptionist will verify attendance.
- Receptionist will then coordinate meeting with the legal advisor.
- The legal advisor takes 10 – 30 minutes to go over the case before starting the trial.
- In case of absence of one of the involved parties, 30 minutes extra time shall be granted and a new appointment shall be given.
- If both parties agree upon a mutual agreement, legal advisor drafts a document that shall be signed by both parties.
- If both parties cannot resolve the case then legal advisor drafts a letter and forwards it to the court, and informs the applicant to return in 2-3 days.

Required documents for case transfer to court are: -

- Copy of labour card or passport
 - Copy of the complaint
 - Copy of the labour contract
9. When the applicant returns, he takes the letter from the reception counter and signs a receipt of the letter.
 10. The applicant goes to the court and registers the complaint
 11. The labour file will be transferred to the archives to enter the details and the results of the complaint.
 12. If the applicant does not attend within 2 weeks, the complaint will be transferred to archives.
 13. If the applicant retracts the case, it will be transferred to the archives.

Absence of Attending Appointment Procedures.

- In case the accused does not show up, after being informed three times, the case will be transferred to inspection department and they will take the appropriate measures of action.
- In case of absence management transfers the case to labour relations department to be investigated.
- In case employer cannot be reached, inspection department sends a report to labour relation management to take the appropriate actions.
It takes two weeks to one month to contact the employer.

Temporary Work Permit Requests.

1. The labour has to apply for a special form with the required documents, which are
 - Copy of Legal Advisors' letter.
 - Certificate proving the case has been registered with the court.
2. The receptionist registers the complaint/request and appropriate procedures are followed, as well as, complaint procedures.
3. A statement is taken from the employer along with the Legal Advisors suggestions and forwarded to His Excellency the Undersecretary to finalize his approval.
4. An appointment is fixed for the labour within a week to verify the results of approval.
5. In case of cancellation requests or transfer of sponsorship, procedures are the same as above.

Absconding

Absconding Report cannot be made in the following circumstances:

- a) In case there is any complain in Labour Relation or the Court.
- b) If the employee is on sick leave and has yet not recovered
- c) In case the employer is aware about the whereabouts of the employee

The employer cannot complain for absconding for an employee even though he knows that employee is at work with him.

In case any establishment allows the employee to stay on their visa even if that employee is not working with him in case of no work, or is doing transfer of sponsorship or searching for a new job or has permitted the employee to stay on their visa yet work with another company cannot report for absconding.

However if such workers staying on visa for at least 3 or more months of a company they are not working with will be given a 1 year BAN

The Bank Guarantee will not be refunded till the exit documents from immigration are produced.

In case the absconding report is cancelled the BG will not be refunded.

Cancellation of Absconding Report

This is a service provided to the employer if he wishes to withdraw the absconding report lodged against the employee

Cases wherein the absconding report can be cancelled:

1. If all the conditions and reasons for filling an absconding report are not met, the absconding report will be withdrawn.
2. If the employer has filled a fake report, while the employee is still engaged in the discharge of his duties, as the employer is not willing to take up any liabilities towards the employee in this case the report will be withdrawn.
3. If the employer had given permission to the employee to work for another company or transfer to another company without undergoing the proper cancellation procedure & then reported him absconding to ensure he had no liabilities towards the employee the report will be cancelled

Conditions for cancellation of Absconding Report

For Employer:

The employer can cancel the absconding report if the employer gives an approval that there was an error in the absconding report e.g. Name included was wrong or incase the employee was hospitalized or was imprisoned as a result was absent for work without informatio

For Employee

The employee can cancel the absconding report if he can prove his presence at work while he was reported absconding, or has a valid proof for his confinement to the hospital or jail during that period.

Process

1. Type the application for cancellation of absconding report. It should bear the signature of either the employee / employer.
2. Submit the application in Labour Relation for an appointment date with the legal advisor as well both employee & employer.
3. Based on the discussion the legal advisor makes a report and decides to either approve or disapprove the cancellation of the report.
4. The legal advisor report is then escalated to the Labour Relations Manager to verify & make changes if required, he then signs on the application form.
5. Once the application is verified by the LR management, it will be stamped as approved /disapproved & sent to the counter for entering the details on the application form.
6. The final copy will be signed by the LR Manager and returned to the applicant.

Where to Apply

The application can be submitted at the LR department at the ministry Headquarter in Abu Dhabi or Dubai or concerned labour offices.

If the employer submits the report, he has to give the authorized signature.

Steps to Follow in case of fake / conspired Absconding Report

1. 10,000 Dhs fine in case of fake report.
2. The company's of the owners and all other firms with partners will be blocked unless he pays 10,000Dhs.
3. The bank guarantee amount will not be refunded by MOL
4. The category of the company will be changed to C

In case of a fake report or if there is a proof that the employee had not been working in the company for last 3 months or more and was working with another company holding visa of old company , the employee will be given 1 year BAN even though report is cancelled.

The absconding report will not be cancelled if it is proved that the organization from which the employee was reported absconding is non existent,
In this case the employer will be fined 10,000 Dhs and all his firms will be blocked.

The employee will be banned from working in the country if after the expiry of the contract he had overstayed and he was then reported absconding.

The bank guarantee is non refundable in case of cancellation of the absconding report.

Positions reserved for UAE Nationals

1. Administrative officers
2. General secretary/ administrative Clerks
3. Recruitment Clerks
4. Employment Personal Clerks
5. Duty Clerks
6. Insurance Clerk
7. Executive Secretary
8. Personal Administration
9. Personal Administration
10. Administration Supervisor

“Ban” Cases

Conditions:

1. Passport is sent by labour who is outside the country for cancellation.
2. Labourers who have contagious diseases.
3. Absconded labourers.
4. Labourers who quit their jobs without a notice as per the Federal Law Article 129.
5. Labourers who break the limited contracts as per Federal Law Article 129.
6. As per Article 120 from the Federal Law and the Management Memo's No.15 for the year 1982.

Procedures:

Required documents for cancellation of labour card for a labour currently abroad.

- Statement of Ban reason.
- Cancellation application.
- Original valid passport.
- Printout of exiting date.

MOL staff checks the details and documents.

Prepares a statement with his signature.

Applicant goes to reception counter to complete cancellation procedures and stamps the passport and application as banned, this procedure takes 5 minutes.

Applicant completes procedure at the Immigration counter.

Labour who have contagious disease.

Requirements:

- Cancellation application
- Copy of medical certificate proving health condition.

MOL staff prepares a statement and forwards to reception counter to complete procedures of labour card cancellation, and forwards it to Immigration for visa cancellation, procedure takes 3 minutes

Absconded Labour attending to MOL with the Employer, or Employees that quit without prior notice (limited contracts).

Requirements:

- Statement of Ban reason.
 - Cancellation Application.
 - PRO.
-
- Both parties are sent to the Legal Advisors.
 - He listens to both parties and prepares a statement of investigation or ban and completes the cancellation procedure.
 - Employer completes procedures at the reception counter.
 - It takes 3 to 5 minutes to prepare the statement and two minutes to complete the labour cancellation procedures.

Enquiries

Appointments are fixed for everybody to enquire about labour Federal Laws and Labour Relations daily from 12-1:30 pm.

1. The applicant goes to the reception counter.
2. Gets a number from the queue machine and waits until summoned.
3. Two inspectors are assigned daily to meet the legal advisor.
4. Management receives 15-20 requests daily.
5. For enquiries over the phone, they are sent to legal advisor for review.
6. It takes 15-20 minutes for every applicant.

Others

1. Verification of labour contracts amendments (salary change, annual leaves):



Requirements:

- Application to the management.
 - Both parties present.
 - Copy the old contract.
 - Annual leave request.
2. The application is sent to the appropriate staff to investigate and verify the labour contract and inform the labourer of the final decision which takes for about 2 minutes.
 3. In case of labourer death, the employer goes to MOL to report the case and to sign an undertaking letter regarding to family compensations, end of service benefits and pending salaries.

Requirements:

- Application and undertaking letter.
 - Cancellation documents.
 - Death certificate.
4. The application is sent to the appropriate staff to recheck and verify the document to stamp them, which does not take more than 2 minutes.
 5. Preparing the legal memo's by the management upon to request by H.E. the Undersecretary or H.E. the Minister or any other member of the MOL administrative council.

D-Labour Inspection Department

- Vocational Safety and Health Department.
- Guidance Department.
- Labour Inspection Department.
- Work Volume assessment Department.
- Investigation and follow up Department.

Vocational Safety and Health Department:

The obligations of this department are as follows:

- Field inspection and control of the firms which are subject to the provisions of the Ministerial Resolutions in this regard, and to assure about the application of the said resolutions in connection to safety and vocational health, and to take the required actions in case of violating the same.
- To receive the reports of the accidents and work injuries, to investigate about the same, direct the recommendations to avoid such risks and the repetition of the accidents and injuries.
- To investigate in the labour complains regarding safety and vocational health conditions.
- To receive the approval applications from the companies specialized in the checking of steam boilers, lifting and pulling equipments and machinery, to supervise, investigate and approve the work of such companies.
- To receive the approval applications for Industry Security Officers of the companies which require the availability of an Industry Security Officer as per the provisions of the law, to investigate and approve the same after carrying the necessary tests.
- To co ordinate and cooperate with the related concerned departments work in the country with regard the resolutions of Vocational Safety and Health, and to eliminate the labour accidents and injuries.
- The guidance, awareness and advice regarding the most suitable precautional methods, through conferences, issuance of brochures, periodical guidance, preparing Safety of studies and researches.
- To participate in the safety courses and seminars whether inside or out side the country.
- To prepare the studies and practical analyses of work accidents and injuries so that to issue the recommendations and guidance required to improve safety procedures followed in the firms and to eliminate the losses of work injuries.

Administrative Procedures:

- Initial periodical inspection, to assure the execution of the procedures and safety means and the extend of the firm restriction to the Ministerial Resolutions regarding vocational safety and health.
- To prepare the inspection and follow up. The inspector shall follow up the executed guidance presented to the firm after the expiry of its grace period which granted to it in time of the previous periodical inspection.
- Emergency inspection. This type of inspection shall be carried in case of accidents which resulted injuries and damages. The purpose of this inspection is to study the reasons of the accident and to prepare a report about the same in addition to provide advise and guidance to the firm so that to avoid the repetition of the accident.
- The sudden inspection. To be carries in random intervals as required and in case of the repetition of the occurrence of a certain type of accidents in any of the sections. Such inspection shall be sudden so that to force the safety in charges to be careful and solve the reasons of the occurrence of such accidents so that to find out the suitable solution.
- Inspection of the companies which work in the field of steam boilers and lifting and pulling equipments checking, and to have training about safety field so that to issue their activity license.
- To inspect the firms which Ministry of Finance and Industry applies to inspect the same.
- To investigate in labour injury accidents.
- To test Industrial Security Officers of the companies which require the availability of such officer, and to issue certificates to them after passing the test.
- To review the complains received by the department regarding Vocational safety and health.
- To hold conferences and fairs of vocational safety and health after the co-ordination with the other related departments and the manpower inside and out side the country.
- To maintain a monthly and annual reports regarding Vocational safety and health department, and to study such reports so that to avoid any shortages.
- To prepare monthly and annual reports about Vocational Safety and Health, then to study such reports so that to avoid any shortages.
- To prepare statistics for the work accidents and injuries to figure out the reasons of the same, then to issue the recommendations and guidance so that to reduce the same and to find out the most suitable solutions to improve the performance of the work.

Guidance Department:

- To provide the employers and employees with information and guidance so that they could follow up the best ways for the execution of the provisions of the law.
- To follow up the way of executing the provisions of the law and its related resolutions through the field visits.
- To assist the violating firms for get rid off the existing violations so that not to be repeated in future.
- To prepare periodical statistics with report of progress of the work in the management, and to specify the exposed elements, then to propose the suitable solutions for the treatment of the same.
- To collect the information about labour market by all means, and to specify the negative elements and to propose the solutions for the same.
- To participate in preparing the form and to study the suitability of the present forms for use, then to continuously develop the same.
- To prepare to hold conferences for both parties of the work so that to aware them about the provisions of work and to proper way to execute the same, also to prepare the media programs in this field.

- To train the inspectors and maintain training and advanced courses for the ministry inspectors, each as per his job requirements.
- To co-ordinate and participate with the related parties in issuing brochures of the labour guidance and to distribute the same.
- To report about respects of shortages this may effect into the present provisions, and to propose the suitable solutions.

Labour Inspection Department

- All firms has bee enumerated as per the geographical distribution, then data base has been prepared for the same.
- Periodical inspection to the firms which are subject to law and pursuant to the exclusive limitation.
- To receive the complains regarding the law violations then to carry field investigation and take the required action.
- To execute inspection campaigns as deemed proper by the department and for the reasons as deemed suitable by it to do so.
- To carry night inspection to observe working hours, employing minors and women.
- To inform Guidance Department with the periodical statistics about the activity of the Department, attached with figures analyzing, to state the negative and positive elements through the same.
- To register the incidents committed by violating the provisions of law through the periodical inspection and due to a complain and the instructions of the ministry in charges, then to refer the same to the competent parties.
- To receive the notices of Labour Relations Department and the legal violations which discovered in the Department, particularly regarding the absconding labours, or those who violate the provisions of the law.
- To follow up the closed firms which have been discovered through the field inspection or which notices have been received about them from the other departments.
- To refer the minutes issued about the violating labours to Investigation Section in the Department to take necessary actions.
- To follow the delusive firms and to prepare reports about them, then to be referred to the official Departments.

4. Work Volume assessment Department

- To evaluate the volume of the work to the firms which applied for individual and group work permits, sponsorship transferring and to refer the transaction from the competent authorities.
- To inspect the new firms (opening of Firm card) to assure about its seriousness, if referred from the competent authorities.
- To monitor the work of labour recruitment firms as per the regulating resolutions.
- To meet the applicants in the counter to complete their transactions as per the duties mentioned herein above.
- To administratively regulate and distribute the field works of the inspectors.
- To receive the reports and deeds from the inspectors and register the same in the files, then to follow the arrangements of the inspections visits.
- To prepare the periodical statistics for the works and missions of the Department.
- To prepare the memos or reports regarding the shortages or the cases which require legal treatment, or to specify the hindrances or the proposals.
- To follow up the group visas referred to the Department and to assure the obligation of the firm and its need to the labours with regard the projects and works.
- To inspect labour recruitment offices as per the applications referred from the labour Department license and to prepare reports about the same whether for new offices or annual renewal.
- To attest the sub contracts between the companies.

5. Investigation and follow up Department

- To receive the violating labours from the related parties for investigation with them.
- To prepare the minutes for the violating labours and firms and to investigate with them, then copy of the minutes shall be attached to be transferred to the related parties.
- To investigate in any cases referred, whether from the chairman of the Department or the Director Directly.
- To follow up the labours and firms complains which has been referred from Labour Relation Department.
- To receive the Notifications of the Department sections to seize and release the violating firms as per the executive regulations of the Ministerial Resolution No 851/2003.
- To follow up the damaging cases with the cooperation of Labour Relation Department.
- To follow up the cases of Elders and referred from Labour license Department
- To investigate with the labours who committed forgery in official documents.

The procedures required to execute such missions:

- To receive the violating labours from police, Immigration Department and other departments.
- To issue minutes on the light of the arresting party to obtain the statements of the labour
- In case of any complain or labour case available against the labour, he shall be referred to Labour Relation Department to settle such complain to be temporary released.
- Permanent or temporary release.
- To transfer the violating labours to the competent departments.
- To follow up the labours for providing their tickets and passports.
- To prepare letters to police for arresting and bringing the violating and absconding labours whom their places are known.
- To cancel the cards of the violating labours.
- To follow up the complain of the violating labours to Labour Relations Department.
- To prepare letters to Public Prosecution and police regarding the violating labours.
- To prepare monthly statistics and the reports about the hindrances and proposals, then to be added to Data Base.

**Ministerial Resolution No 401, for the year 1997
regarding the regulating of temporary work
and to work for some time at
private sector firms in the country**

Minister of Labour and Social Affairs

- Having reviewed the Federal Law No (1) for the year 1972 regarding the specialization of the ministries and facilities of the ministers and as amended.
- And the Federal Law No (8) for the year 1980 regarding the regulating of work relations, and as amended.
- And the meeting of the Superior Committee of labour affairs dated 26.6.1997. have resolved as follows:

First Article

Regarding the application of this resolution provisions:

1. Temporary work means: The work which its execution nature requires a limited period of not more than six months.
2. The work for some time means:
 - The work to be executed by labours who are engaged in permanent work, and their normal work hours are less than the full time labours hours in the same or similar profession.
 - To work for not more than 8 hours per day, and 48 hours per week for the categories that not engaged in permanent work.
 - To work for not more than 3 hours for Government employees.
 - To work for not more than 2 hours for private sector employees

Second Article

The following categories may work temporarily or for some time at firms other than their employers or sponsors:

1. Doctors, Consultants and Specialists
2. Pharmacists and nurses
3. Engineers and Consultants
4. Legal and economical advisors and financial experts
5. Teachers at all levels of education
6. Accountants and auditors
7. Translators
8. Computers and Scientific technician
9. Students at the schools, institutes and universities in the country
10. Staff of temporary Show rooms and shopping centers and tourism promoters
11. Goods and products promoters
12. Installation and maintenance Technicians of minute equipments
13. Professional sportsmen and coaches in all sport activities
14. Holders of higher qualifications and rare technical specialization

15. People who entered the country on an invitation of a firm exists inside the country, and with an authorization from a firm which its main office locates abroad and belongs to the categories from 1 to 14 as mentioned in this article
16. The wife or the unmarried daughter, provided to firstly a labour card to be obtained
17. The employees of Government and local Departments
18. Vehicles and cranes drivers, and their similarities
19. Any other categories as determined by a resolution of Minister of Labour and Social Affairs.

Third Article

It is a condition for the ministry approval to issue temporary work or some time work permission for the categories stated in above mentioned article as follows:

- 1) The labour should fulfill the conditions of residence systems in the country, and to remain for not less than one year with his sponsor, except Para (15) of the Second Article.

- 2) To obtain a written approval from his place of work or his sponsor in the country, and there should be an agreement between the sponsor to provide certain and temporary service, and has no right to work in more than one place.
- 3) The person should be professionally experienced and qualified in the field of the required specialization
- 4) To fix working hours for temporary workers, or to the workers for some time as stated in Article (1) of this resolution.

Fourth Article

The approval for temporary work or to work for some time shall be granted by the staff of Ministry of Labour and Social Affairs as determined by the Minister in this regard.

Fifth Article

The Under secretary shall prepare the Temporary work or work for some time forms, the text of Ministry approval and all other forms as required for the execution of this resolution.

Sixth Article

The competent parties shall execute this resolution.

Seventh Article

This resolution shall be valid from its date of issuance, and to be published in the official gazette.

E-Legal Affairs

This department is an independent department that is concerned mainly with any legal issues which cannot be resolved by other departments such as Legal Relations.

Duties and Responsibilities

- Preparation of laws and rules related to the Ministry and its submission to the concerned authorities.
- Collection and classification of the rules of Ministry follow up, printing and publishing.
- Conducting legal studies and surveys related to legislations and social affairs.
- Revising the projects and agreements that will be contracted or renewed.
- Making investigations for the subject submitted by Minister or Undersecretary.
- Checking Complaints from staff or individuals and recommending legal steps or counseling.
- Providing Legal advice.

Points to remember:-

- There is only one Legal Affairs office for all Emirates.
- Cases that are escalated to Legal Affairs because they are difficult to handle by other departments are to be resolved in a month's time or else it has to be sent to the court.
- This to benefit both the employee and the employer.
- Original documents have to be submitted to the Legal Affairs on request.
- If the case cannot be resolved by Legal Affairs they transfer it to Human Right department or Police Department depending on the criticality of the case.
- The Legal Affairs department also does investigations on the MOL staff if required and it has to be requested by the Minister or the Undersecretary.
- Maximum numbers of cases received are lifting of 1 yr Ban, Salary issues, Leave issues and overtime.
- They handle the queries related to legal issues, make reports pertaining to the decision taken and make amendments to errors in laws and improve upon them.

F-Reception and Information Counter

Duties and Responsibilities

- Directing the people who approach the Ministry to the various Departments as per their needs.
- The application forms can be checked upon request by the person to ensure that all details have been typed and can then be directed to the concerned department.
- The authorized person from the company can check details pertaining to labour permits, validity period of their license, and validity of the labour card of the employees.
- Full details about any labour cards that have expired or are about to expire can be checked and due course of action can be taken to either renew them without having to pay the fine or in case of expired cards information about the fines to be paid are suggested.
- Receipts from the post bearing a number (e.g. IN100141280 AE) are accepted at the counter to check the status of the Visa / labour card.
- The exact location of the submitted documents can be given (ex whether it is under processing , whether at the post office , if it has been referred to Inspection Department)
- People may come requesting for their work contract agreements, for which they can produce their labour card at the counter or their passport number, get the details of labour card printed which can then be submitted at the Counter dealing in the concerned area.
- The details pertaining to the companies would be given to only people like the sponsor, the partner or people who show their PRO card. The sponsorship, partnership details can be verified on the system by entering the sponsor number or the sponsor / partner name.
- The sponsor details can be retrieved by entering the number on the computer card.
- Information regarding the category of the company , the total number of employees , name of the company, whether the company comes under the jurisdiction of the Ministry at Dubai, number of sponsors, number of partners , the different nationalities working ,their numbers ,how many absconding workers have been reported or the number of complaints registered by different nationalities working in the company.
- Vouchers can be obtained at the counter for various printing purposes ranging from AED 10-500 AED.
- Normally printing charges are as follows
 1. The first page would be 10 AED while the subsequent pages would cost 5AED each
 2. For the print details regarding the various companies owned by the sponsor the charge is15 AED per page
 3. Individual details such as validity of labour card, passport, visa validity the charge would be 10 AED.
 4. Merely checking details is free of cost.