

# Service Directory



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## Purpose of the Services Directory

This directory defines the Government services to the establishments to document their procedures through the definition of government services and the structuring and classification of services.

## Directory Scope

MOHRE services which Provides by Tasheel for Gov services - Oud Metha through all channel - digital services or face-to-face services and other service delivery channels.

## Definition of Service

Service is a series of activities, procedures or processes provided by a government authorities or its representative in the provision of the service

The aim is to meet the needs of the customers through the channels of providing different services and be based on interaction by the client and provider the service.

## Structure of Services

Services are Structured in Terms of:

Main Services: A group of services provided by the government and considered as umbrella

The sub-services are clustered.

Sub-Services: Services that join the main services according to the type of dealers or the purpose of the service

## Classification of Customers

Services aim to Meet the Needs of Customers. Identified as follows:

- Individuals: UAE nationals - expatriates - professionals - workers - visitors
- Business sector: Private companies



## Introduction to Tasheel Government Services – Oud Metha

The center was opened in 2011

The Center provides the services of the Ministry of Human Resources, Emiratization and other complementary services.

The Center provides about 48,000 transactions per month.

The center is 1604 square meters.

The Center receives about 23,000 transactions per month.

The center employs 73 employees, with 42 staff in the front row and 31 staff in the back row.

The center receives customers from 7:30 am to 8:00 pm Saturday to Thursday.

Main Category	Establishment	Establishment	Establishment	Establishment	Establishment	Establishment	Establishment	Establishment
Services Name	Open Establishment Form	Modify Establishment/Submit	Cancellation of Establishment/Submit		Lost Establishment card	E - Signature Card	Add or Remove Establishment for the PRO (E)	Create New PRO Local/ Non Local
Service Category	Sub Category	Complementary	Complementary		Complementary	Sub Category	Complementary	Sub Category
Service Description	- It is the first step to register the establishment with the Ministry, give it a number, as well as entering the names and specimens of its owners and authorized signatories, its data, and its business activity.	- An application submitted by the establishment to modify its data in the records of the Ministry, e.g. (Changing the owners, service agent or trade name of the establishment or updating its other data, etc...)	- An application submitted by the establishment to cancel its record at the Ministry		- An application submitted by the establishment to cancel its register at the Ministry	- It means that the customer submits an e-signature card application at service centers (TASHEEL). This application shall be sent electronically to the Ministry in order to issue the card and send it through the Postal	- An application submitted by the establishment to Add or Remove Establishment for the PRO	- An application submitted by the establishment to Create New PRO Local/ Non Local in Ministry
Services Type	Easy	Easy	Easy		Easy	Easy	Complex	Complex
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Trade License - Copy of Establishment card General Directorate of Residency and Foreigners Affairs - Sponsor passport copy & partners - Personal photo(white background)	- Trade License - Company Labour card - Original E-Signature card	- Trade License - Company Labour card - Original E-Signature card		- Trade License - Loss report directed from the Police to Ministry Of Labour - Company Labour card - Original E-Signature card	- A copy of the passport + A photograph of the authorized signatory (In the absence of a personal number of the authorized signatory)	- Trade License - Company Labour card - Original E-Signature card - PRO card	- Passport copy - Copy of the Residence - Trade License - Company Labour card - Original E-Signature card - Good Conduct Certificate from the Police to Ministry Of Labour
Procedures and Application steps	- Service use to open establishment or modify the company information in MOHRE then submit to the Ministry of Human Resources & Emiratization to be checked 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 shall be sent back to the applicant.	- Service use to open establishment or modify the company information in MOHRE then submit to the Ministry of Human Resources & Emiratization to be checked 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 shall be sent back to the applicant.	- Is printed on demand has been converted application electronically to make sure they meet the terms and conditions of the documents and completion of approval or rejection.		- It is printed on demand request was delivered to the Ministry of Labour to be verified and checked.	- In case that the applicant does not have a personal number at the Ministry, an application for opening a UAE national's or expatriate's file, to apply the electronic signature card in Service Centers "Tasheel" It is then activated in the ministry	- Print a request and submit to the Ministry of Labour to be verified and checked to add Establishment to the PRO card.	- Is printed on demand has been converted application electronically to be verified, checked and to make sure they meet the terms and conditions of the documents and completion of approval or rejection.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	5 min	5 min	3 min		3 min	3 min	7 min	7 min
Service Fees	2103 AED	103 AED + 103 AED	103 AED + 103 AED		103 AED	603 AED	103 AED	Local 103 AED Non Local 2103 AED

Main Category	Establishment	Establishment	Establishment	Establishment	Establishment	Establishment	Quota	Quota
Services Name	Cancel PRO Card	Cancel Request For Private Establishment Agency	New License for Private Employment Agencies		Renewal of Private Employment Agencies	Request for Inspection Visit	Applying new Quota	Cancellation of E-quota application
Service Category	Complementary	Complementary	Sub Category		Complementary	Sub Category	Sub Category	Complementary
Service Description	- An application submitted by the establishment to Cancel PRO Card Ministry.	- Request is submitted to the Ministry of Labour to apply for cancellation of the Private Establishment Agency.	- Request has been submitted to the Ministry of Labour of the applicant to obtain approval for a new License for Private Employment Agencies.		- Request has been submitted to the Ministry of Labour to apply for renewal of Private Employment Agencies.	- Requested the deadline for inspection determines.	- It is a service provided by the Ministry to establishments willing to obtain work permits for labour from inside or outside the country. (less than 50 employee)	- Cancellation of E-quota application used to submit a request to the Ministry to cancel quota which has been Requested and not used yet.
Services Type	Complex	Complex	Complex		Complex	Complex	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Company Labour card - Original E-Signature card - PRO card	- Original E-Signature card - Company Labour card - Trade License	- Original E-Signature card - Passport copy for owner of the facility - Personal photo copy for owner of the facility - Copy of family book - Copy of Emirates ID - Good Conduct Certificate from the Police to Ministry Of Labour - Initial approval of the Economic Department		- Original E-Signature card - Passport copy for owner of the facility - Personal photo copy for owner of the facility - Copy of family book - Copy of Emirates ID - Good Conduct Certificate from the Police to Ministry Of Labour - Initial approval of the Economic Department	- Company Labour card - Trade License	- Valid trade license - Rent contract - Company Labour card - Water and electricity bill - A sketch of the location	- Application number (MB.AE) for Quota
Procedures and Application steps	- Print a request and submit to the Ministry of Labour to be verified and checked to cancel the PRO card.	- Print a request for Labor supply company to the Ministry then the application will be submitted electronically to the Ministry system and fulfilling the conditions contained herein shall be checked and verified to make sure they meet the terms and conditions of the documents and completion of approval or rejection.	- Print a request for Labor supply company to the Ministry then the application will be submitted electronically to the Ministry system and fulfilling the conditions contained herein shall be checked and verified to make sure they meet the terms and conditions of the documents and completion of approval or rejection.		- Print a request for Labor supply company to the Ministry then the application will be submitted electronically to the Ministry system and fulfilling the conditions contained herein shall be checked and verified to make sure they meet the terms and conditions of the documents and completion of approval or rejection.	- Request provided by the establishment to provide the date of the inspection determines.	- Print a request for new Quota and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents to be completion of the transaction approval or rejection.	- Print a request for cancellation of E-quota in Service Centers "Tasheel".
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	3 min	5 min	15 min		15 min	4 min	5 min	3 min
Service Fees	103 AED	103 AED	103 AED		103 AED	103 AED	203 AED For one person	103 AED

Main Category	Quota	Quota	Quota		Work Permit	Work Permit	Work Permit	Work Permit
Services Name	Request for Mission Quota	Request for quota for Electronic companies	Update Approved Quota		Typing Job Offer Letter	Typing Modification Job Offer Letter	Typing Cancellation Job Offer Letter	Electronic PreApproval for Work Permit Application
Service Category	Sub Category	Sub Category	Complementary		Sub Category	Complementary	Complementary	Sub Category
Service Description	- Application submitted by the establishment to recruit workers from abroad for a period of 3 months. ta.	- Application submitted by the establishment , which has 50 employees or more to the Ministry for approval in quota for Electronic companies.	- Request has been submitted to the ministry to cancel the Approved Quota		- It is a service provided by the Ministry to the establishment to ensure the rights of both parties.	- An application submitted by the establishment to the Ministry to modify the Job offer letter.	- An application submitted by the establishment to the Ministry to cancel the Job offer letter.	- It is a service provided by the Ministry to any establishment which has 50 employees wishing to employ a worker from inside or outside the country.
Services Type	Easy	Easy	Easy		Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Company Labour card - Valid trade license	- Company Labour card - Valid trade license - Location map - Ejari - Labor accommodation detection	Application number (MB.AE) for Approved Quota		- Original E-Signature card - Employer Passport copy - Copy of Employee personal photo (white background) - Copy of Employer passport copy ( E. more than 6 months) - Company Labour card - Trade License	- Job offer letter - Employee Passport copy ( E. more than 6 months) - Original E-Signature card	- Job offer letter - Original E-Signature card	- Job offer letter with both side signature - Original E-Signature card - Copy of Employee personal photo (white background) - Employee Passport copy ( E. more than 6 months) - Company Labour card - Trade License - If academic qualification is required (post-secondary diploma, university degree or equivalent), a copy thereof which should be authenticated by the Ministry of Foreign Affairs shall be attached - A letter of approval issued by the competent entity shall be attached if so required (physician, pharmacist, nurse, and teacher)
Procedures and Application steps	- Print a request for Mission Quota and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents to be completion of the transaction approval or rejection.	- Print a request for Quota for Electronic companies and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents to be completion of the transaction approval or rejection.	- Print a request for cancellation of approved Quota in Service Centers "Tasheel"		- Print a request for job offer to entitle the applicant to apply for a work permit.	- A request from the facility to modify the job offer letter data.	- A request from the facility to cancel the job offer letter.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	3 min	3 min	3 min		8 min	4 min	4 min	6 min
Service Fees	103 AED	103 AED	103 AED		103 AED	103 AED	103 AED	103 AED

Main Category	Work Permit	Work Permit	Work Permit	Work Permit
Services Name	Electronic Pre Approval for Work Permit Application - Prepaid	Replacement of Pre Approval for Work Permit	Relative Pre Approval for Work Permit + Submit	Temporary Pre Approval for Work Permit Application + Submit
Service Category	Sub Category	Complementary	Sub Category	Sub Category
Service Description	- It is a service provided by the Ministry to any establishment wishing to employ a worker from inside or outside the country.	- It is a service provided to any establishment to submit an application for replacing an electronic work permit instead of another approved one which due fees have been paid, in accordance with the applicable form.	- It is a service provided by the Ministry to any establishment wishing to employ a male or female worker (a national's spouse or child) residing in the UAE under his/her relatives' Residence , with the permit being valid for two years.	- It is a service provided by the Ministry to recruit a national or expatriate worker residing in the UAE to carry out a certain work within a period not exceeding 6 months.
Services Type	Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	<ul style="list-style-type: none"> <li>- Job offer letter with both side signature</li> <li>- Original E-Signature card</li> <li>- Copy of Employee personal photo (white background)</li> <li>- Employee Passport copy ( E. more than 6 months)</li> <li>- Company Labour card</li> <li>- Trade License</li> <li>- If academic qualification is required (post-secondary diploma, university degree or equivalent), a copy thereof which should be authenticated by the Ministry of Foreign Affairs shall be attached</li> <li>- A letter of approval issued by the competent entity shall be attached if so required (physician, pharmacist, nurse, and teacher).</li> </ul>	<ul style="list-style-type: none"> <li>- Job offer letter with both side signature</li> <li>- Original E-Signature card</li> <li>- Employee Passport copy ( E. more than 6 months)</li> <li>- Copy of Employee personal photo (white background)</li> <li>- Company Labour card</li> <li>- Trade License</li> <li>- Letter of approval from the competent authorities if the profession belongs to one of the following sectors (Health – Education – Babysitters – Sports trainers)</li> <li>- Academic certificate if the profession belongs to the skill level (1 – 2 – 3)</li> <li>- The original entry permit of the old labour issued from the General Directorate of Residency and Foreigners Affairs shall have the cancellation seal on it.</li> </ul>	<ul style="list-style-type: none"> <li>- Original E-Signature card</li> <li>- Job offer letter with both side signatures</li> <li>- Employee Passport copy (E. more than 6 months)</li> <li>- Residence visa copy for the Employee (E. more than 3 months)</li> <li>- Employee Sponsor Passport copy (E. more than 6 months)</li> <li>- Employee sponsor residence visa copy (E. more than 3 months)</li> <li>- Company Labour card</li> </ul> <p>+ FOR SUBMISSION</p> <ul style="list-style-type: none"> <li>- The contract with both side signature and company stamp</li> <li>- Academic qualification copy for the professions that requires</li> <li>- Copy of Employee personal photo (white background)</li> <li>- A letter of approval issued by the competent authority shall be attached if so required (teacher – doctor – nurse – others)</li> <li>- Trade License</li> </ul>	<ul style="list-style-type: none"> <li>- Original E-Signature card</li> <li>- Company Labour card for both companies</li> <li>- Trade licenses for both company</li> <li>- Employee Passport copy (E. more than 6 months)</li> <li>- Employee residence visa copy (E. more than 3 months)</li> <li>- Copy of Employee personal photo (white background)</li> <li>- No objection certificate from the old sponsor</li> <li>- Company Labour card</li> <li>- Trade License</li> </ul> <p># In case they are in relative visa</p> <ul style="list-style-type: none"> <li>- Residence visa copy for the Employee (E. more than 3 months)</li> <li>- Employee Sponsor Passport copy (E. more than 6 months)</li> <li>- Employee sponsor residence visa copy (E. more than 3 months)</li> <li>- No objection certificate from the sponsor</li> </ul>
Procedures and Application steps	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.
Limitations	Private	Private	Private	Private
Service Interconnection				
Average Delivery Time	6 min	6 min	7 min	7 min
Service Fees	103 AED	103 AED + 40 AED	103 AED + 40 AED	103 AED + 40 AED

Main Category	Work Permit	Work Permit	Work Permit	Payments	Payments
Services Name	Part Time Pre Approval for Work Permit Application + Submit	Mission Pre Approval for Work Permit Application	Juvenile Pre Approval for Work Permit Application	Pre Approval for Work Permit Payment Fees	Temporary work permit payment
Service Category	Sub Category	Sub Category	Sub Category	Sub Category	Complementary
Service Description	- It is a service provided by the Ministry to recruit a national or expatriate worker residing in the UAE to carry out a certain work within a period not exceeding 1 year.	- A request submitted by the establishment to the Ministry to recruitment of workers for a period of 3 months.	- It is a service provided by the Ministry to any establishment to recruit a national or foreign worker in the age category 15-18 years and residing in the country, with the permit being valid for a period not exceeding one year.	- It is a service provided by the Ministry of Labour to meet work permit fees.	- It is a service provided by the Ministry of Labour to meet work permit fees.
Services Type	Easy	Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	<ul style="list-style-type: none"> <li>- Original E-Signature card</li> <li>- Company Labour card for both companies</li> <li>- Trade licenses for both company</li> <li>- Employee Passport copy (E. more than 6 months)</li> <li>- Employee residence visa copy (E. more than 3 months)</li> <li>- Copy of Employee personal photo (white background)</li> <li>- No objection certificate from the old sponsor</li> <li>- Company Labour card</li> <li>- Trade License</li> </ul> <p># In case they are in relative visa</p> <ul style="list-style-type: none"> <li>- Residence visa copy for the Employee (E. more than 3 months)</li> <li>- Employee Sponsor Passport copy (E. more than 6 months)</li> <li>- Employee Sponsor Residence Visa copy (E. more than 3 months)</li> <li>- No objection certificate from the sponsor</li> </ul>	<ul style="list-style-type: none"> <li>- Original E-Signature card</li> <li>- Employee Passport copy ( E. more than 6 months)</li> <li>- Copy of Employee personal photo (white background)</li> <li>- Company Labour card</li> <li>- Trade License</li> <li>- A copy of a valid medical certificate</li> </ul>	<ul style="list-style-type: none"> <li>- Original E-Signature card</li> <li>- Employee Passport copy (E. more than 6 months)</li> <li>- Residence visa copy for the Employee (E. more than 3 months)</li> <li>- Employee Sponsor Passport copy (E. more than 6 months)</li> <li>- Employee sponsor residence visa copy (E. more than 3 months)</li> <li>- Academic qualification copy for the professions that requires</li> <li>- Copy of Employee personal photo (white background)</li> </ul> <ul style="list-style-type: none"> <li>- A letter of approval issued by the competent authority shall be attached if so required (teacher – doctor – nurse – others)</li> <li>- A copy of a valid medical certificate</li> <li>- Company Labour card</li> <li>- Trade License</li> </ul>	<ul style="list-style-type: none"> <li>- Company labour card number</li> </ul>	<ul style="list-style-type: none"> <li>- Company labour card number</li> </ul>
Procedures and Application steps	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Print a request in Service Centers "Tasheel" then the application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified. In case of fulfilling the conditions and documents, the customer can print the approval notice by visiting the Ministry's website.	- Employer will pay the work permit fees to obtain a visa and complete the employee enters procedures to the country.	- Employer will pay the work permit fees to obtain a visa and complete the employee enters procedures to the country.
Limitations	Private	Private	Private	Private	Private
Service Interconnection					
Average Delivery Time	7 min	7 min	7 min	3 min	3 min
Service Fees	103 AED + 40 AED	203 AED	203 AED + 40 AED	Category I - 403 AED (A) 703 AED (B) 1603 AED (C) 2103 AED	Temporary + Part time + Mission 603 AED



Main Category	Payments	Payments	Payments		Payments	Payments	Payments	Payments
Services Name	Part Time Work Permit Payment	Mission Work Permit Payment	Electronic Work Permit / Pre Approval for Work Permit Fines		Company Fines	New License For employment agency	New License For Temporary Employment Agency	Re-New License for Employment Agency
Service Category	Sub Category	Sub Category	Sub Category		Complementary	Sub Category	Sub Category	Complementary
Service Description	- It is a service provided by the Ministry of Labour to meet work permit fees.	- It is a service provided by the Ministry of Labour to meet work permit fees.	- It is a service used to pay the fines because of the delay in labour card printing for more than 60 days		- It is a service used to pay the establishment's fines in the Ministry of Labour.	- Service provided by the ministry to pay Approval fees for the application submitted.	- Service provided by the ministry to pay Approval fees for the application submitted.	- Service provided by the ministry to pay Approval fees for the application submitted
Services Type	Easy	Easy	Easy		Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Company labour card number	- Company labour card number	- Company labour card number		- Company labour card number	- New License For employment agency Application number	- New License for temporary employment agency Application number	- Re-New License For employment agency Application number
Procedures and Application steps	- Employer will pay the work permit fees to obtain a visa and complete the employee enters procedures to the country.	- Employer will pay the work permit fees to obtain a visa and complete the employee enters procedures to the country.	- Employer will pay the fine fees because of the delay in the Labour card for at least 60 days.		- Employer will pay the fines imposed fees on the establishment in service centers "Tasheel".	- Employer will pay to approve fees for the application submitted.	- Employer will pay to approve fees for the application submitted.	- Employer will pay to approve fees for the application submitted.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	3 min	3 min	3 min		3 min	3 min	3 min	3 min
Service Fees	Temporary + Part time + Mission 603 AED	Temporary + Part time + Mission 603 AED	Every 30 days 603 AED		Unlimited	2000 AED	2000 AED	2000 AED

Main Category	Payments	Payments		Labour Contract	Labour Contract	Labour Contract
Services Name	Re-New License for Temporary Employment Agency	Not Re-New License for Temporary Employment Agency/Employment Agency		New Electronic Work Permit + Submit	Renew Electronic Work Permit + Submit	Renew Mission Electronic Work Permit + Submit
Service Category	Complementary	Complementary		Sub Category	Complementary	Complementary
Service Description	- Service provided by the ministry to pay Approval fees for the application submitted	- Service provided by the ministry to pay Approval fees for the application submitted		- It is a service provided by the Ministry to any establishment wishing to obtain new electronic employment contract and permit that is valid for two years.	- It is a service provided by the Ministry to any establishment wishing to renew the electronic employment contract and permit for a period of two years.	- It means to submit an application for renewal of an electronic mission labour card for 3 months (90 days).
Services Type	Easy	Easy		Easy	Easy	Easy
Service Sector	Procedural	Procedural		Procedural	Procedural	Procedural
Requirements for Securing the Service	- Re-New License for temporary employment agency Application number	- Not Re-New License for temporary employment agency/ employment agency Application number		- A copy of the entry permission (with entry date or change status) - Employee Passport copy - Copy of Employee personal photo (white background) - Original E-Signature card - A copy of a valid medical certificate - Company Labour card - Trade License	- A copy of passport valid for a Employee - Valid residence visa copy for the applicant - Copy of Employee personal photo (white background) - Original E-Signature card - Copy of the old contract - Company Labour card - Trade License	- A copy of the entry permission - A copy of passport valid for a Employee - Copy of Employee personal photo (white background) - Original E-Signature card - A copy of a valid medical certificate - Company Labour card - Trade License
Procedures and Application steps	- Employer will pay to approve fees for the application submitted.	- Employer will pay to approve fees for the application submitted.		- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per.	- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per.	- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per
Limitations	Private	Private		Private	Private	Private
Service Interconnection						
Average Delivery Time	3 min	3 min		5 min	5 min	5 min
Service Fees	2000 AED	2000 AED		1 - 103 AED + 40 AED	Category I- 103 AED + 340 AED (A) 103 + 703 AED (B) 103 + 1603 AED (C) 103 + 2140 AED - Renewal of a labour card for those over the age of 65 for a period of 2 years 53 AED + 5103 AED	553 + 40 AED

Main Category	Labour Contract	Labour Contract	Labour Contract		Cancellation	Cancellation	Cancellation	Cancellation
Services Name	New National and GCC Electronic Work Permit + Submit	Modification of National or GCC Electronic Work Permit + Submit	Request for Original Contract		Electronic Work Permit Cancellation + Submit	Unused Pre Approval for Work Permit Cancellation + Submit	Used Work Permit Cancellation (Labor Card Not Issued + Submit)	Outside the Country Cancellation/mission + Submit
Service Category	Sub Category	Complementary	Sub Category		Sub Category	Complementary	Complementary	Complementary
Service Description	- An application submitted by the establishment to the Ministry to obtain new National and GCC Electronic Work Permit.	- An application submitted by the establishment to the Ministry to modify National and GCC Electronic Work Permit.	- It is the extraction of the Documented work contract from the Ministry of Labour		- It is a service provided by the Ministry to any establishment wishing to cancel the labour card and employment contract.	- It is a service provided by the Ministry to any establishment to cancel unused request for initial approval of a new electronic work permit.	- It is a service provided by the Ministry to cancel the worker visa after entering the state and before Extraction the labour card.	- It is a service provided by the Ministry to any establishment to cancel the labour card of a worker who has been outside the country for more than 6 months.
Services Type	Easy	Easy	Easy		Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- A copy of passport valid for a Employee - Copy of Employee personal photo (white background) - Copy of family book - Unified number of the General Directorate of Residency and Foreigners Affairs - Company Labour card - Trade License	- A copy of passport valid for a Employee - Copy of Employee personal photo (white background) - Copy of family book - Unified number of the General Directorate of Residency and Foreigners Affairs - Copy of the old contract - Company Labour card - Trade License	- Employee Passport copy		- Original E-Signature card - Employee Passport copy - A copy of residence visa for the employee - Company Labour card - Trade License	- Original E-Signature card - Employee Passport copy - A proof that the labour didn't enter the country (Party disclaimer) - Cancellation from the General Directorate of Residency and Foreigners Affairs - Company Labour card - Trade License	- Original E-Signature card - Employee Passport copy - A copy of residence visa for the employee with entry date - Company Labour card - Trade License	- Original E-Signature card - Employee Passport copy - A proof of cancellation and that the labour is outside the country from the General Directorate of Residency and Foreigners Affairs - Company Labour card - Trade License
Procedures and Application steps	- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per.	- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per.	- Print a request for new work permit or renew the Labour card and scan the documents required in Service Centers "Tasheel" then it will be verified and checked and make sure the conditions are met and the documents. If conditions are met, the new work per.		- Print a request for Labour card cancellation and scan the documents required in Service Centers "Tasheel". The labour card in cancelled temporarily in the Ministry of Labour and the information in send electronically to the General Directorate of Residency and Foreigners Affairs then the applicant must visit the General Directorate of Residency and Foreigners Affairs or one of its service centers to cancel the visa. After the Ministry of Labour receives all related information from the General Directorate of Residency and Foreigners Affairs, the labour card is permanently canceled.	- Print a request for Labour card cancellation after the cancellation of the General Directorate of Residency and Foreigners Affairs and scan the documents required in Service Centers "Tasheel".The application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified for approval.	- Print a request for Labour card cancellation and scan the documents required in Service Centers "Tasheel". The labour card in cancelled temporarily in the Ministry of Labour and the information in send electronically to the General Directorate of Residency and Foreigners Affairs then the applicant must visit the General Directorate of Residency and Foreigners Affairs or one of its service centers to cancel the visa. After the Ministry of Labour receives all related information from the General Directorate of Residency and Foreigners Affairs, the labour card is permanently canceled.	- Print a request for Labour card cancellation after the cancellation of the General Directorate of Residency and Foreigners Affairs and scan the documents required in Service Centers "Tasheel".The application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified for approval.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	5 min	5 min	3 min		4 min	4 min	4 min	4 min
Service Fees	53 AED + 40 AED	53 AED + 40 AED	53 AED		103 AED + 103 AED	103 AED + 103 AED	103 AED + 103 AED	103 AED + 103 AED

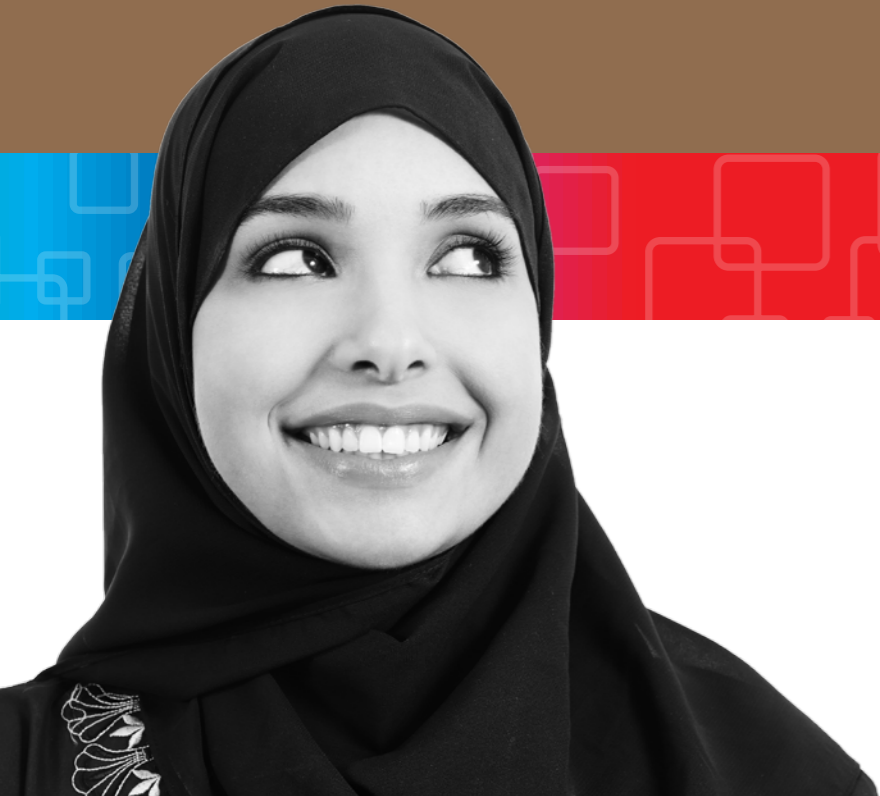
Main Category	Cancelation	Cancelation	Cancelation	Cancelation	Cancelation	Cancelation	Cancelation	Cancelation
Services Name	5- Sick Cancellation + Submit	Death Cancellation + Submit	Labour Case Cancellation		Temporary/ Part Time/ Juvenile Work Permit Cancellation + Submit	9- Deported by other Authority Cancellation + Submit	Deduction Duplicate File	Deduction Electronic Work Permit in another company
Service Category	Complementary	Complementary	Complementary		Complementary	Complementary	Complementary	Complementary
Service Description	- It is a service provided by the Ministry to any establishment to cancel the labour card of a worker because of sickness / disease.	- It is a service provided by the Ministry to any establishment to cancel the labour card of a worker due to death.	- It is a service provided by the Ministry to any establishment in case that one of their workers is involved in a labour dispute referred to a court of law and the establishment or the worker is wishing to cancel the labour card or work permit in use (work)		- It is a service provided by the Ministry to any establishment to cancel the labour card of a worker (Temporary/ Part Time/ Juvenile)	- It is a service provided by the Ministry of the facility to be able to cancel the permit workers left the state administrative deportation from another government agency such as the police.	- A request submit by the establishment to the Ministry to cancel a work permit to duplicate the same person in the same establishment.	- A request to cancel factor log has a card or residence in another facility.
Services Type	Easy	Easy	Easy		Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Lack of medical fitness certificate - A proof of cancellation and that the labour is outside the country from the General Directorate of Residency and Foreigners Affairs - Employee Passport copy - Original E-Signature card - Company Labour card - Trade License	- Cancellation from the General Directorate of Residency and Foreigners Affairs - Death certificate - Employee Passport copy - Original E-Signature card - Company Labour card - Trade License	- Labour case cancellation form from the court - Employee Passport copy - Company Labour card - Trade License		- Employee Passport copy - A copy of residence visa for the applicant - Original E-Signature card - Company Labour card - Trade License	- A proof of cancellation and that the labour is outside the country from the General Directorate of Residency and Foreigners Affairs - Employee Passport copy - A copy of residence visa for the applicant - Original E-Signature card - Company Labour card - Trade License	- Employee Passport copy - A copy of residence visa for the applicant - Original E-Signature card - Company Labour card - Trade License	- Employee Passport copy - A copy of residence visa for the applicant - Original E-Signature card - Company Labour card - Trade License
Procedures and Application steps	- Print a request for Labour card cancellation after the cancellation of the General Directorate of Residency and Foreigners Affairs and scan the documents required in Service Centers "Tasheel". The application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified for approval.	- Print a request for Labour card cancellation and scan the documents required in Service Centers "Tasheel". The labour card in cancelled temporarily in the Ministry of Labour and the information in send electronically to the General Directorate of Residency and Foreigners Affairs then the applicant must visit the General Directorate of Residency and Foreigners Affairs or one of its service centers to cancel the visa. After the Ministry of Labour receives all related information from the General Directorate of Residency and Foreigners Affairs, the labour card is permanently canceled.	- Print a request for Labour card cancellation (for a employee has labor issue) in Service Centers "Tasheel". Applications shall be submitted to The offices of labor relations or Courts, then applications shall be checked to verify the payment of due fees, if any, and the labour card shall be cancelled. The worker shall then be referred to the General Directorate of Residency and Foreigners Affairs to cancel his residence visa.		- Print a request for Labour card cancellation and scan the documents required in Service Centers "Tasheel". The labour card in cancelled temporarily in the Ministry of Labour and the information in send electronically to the General Directorate of Residency and Foreigners Affairs then the applicant must visit the General Directorate of Residency and Foreigners Affairs or one of its service centers to cancel the visa. After the Ministry of Labour receives all related information from the General Directorate of Residency and Foreigners Affairs, the labour card is permanently canceled.	- Print a request for Labour card cancellation after the cancellation of the General Directorate of Residency and Foreigners Affairs and scan the documents required in Service Centers "Tasheel". The application will be transferred electronically to the Ministry and fulfilling the conditions contained herein shall be checked and verified for approval.	- Print a request for work permit cancellation and scan the documents required in Service Centers "Tasheel", and handed to the Ministry of Labour to cancel the card in the ministry altogether.	- Print a request for work permit cancellation and scan the documents required in Service Centers "Tasheel", and handed to the Ministry of Labour to cancel the card in the ministry altogether.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	4 min	4 min	4 min		4 min	4 min	4 min	4 min
Service Fees	103 AED + 103 AED	103 AED + 103 AED	103 AED		103 AED + 103 AED	103 AED + 103 AED	103 AED	103 AED

Main Category	Cancelation	Disputes	Disputes	Disputes	Disputes	Mis
Services Name	Deduction Old Cancellation Not Sent to Computer	Abducting - Electronic	Withdraw Abducting Report	Complaint Request	Complaint Cancellation	Customer Service Request
Service Category	Complementary	Complementary	Complementary	Complementary	Complementary	Complementary
Service Description	- Request has been submitted to the ministry to cancel factor log of workers revealed as the person has been canceled manually previously.	- A service provided by the Ministry for the company to report about runaway or unknown place of a labour inside of the country.	- It is a service provided by the Ministry to employer and labours by receiving applications and communicate with both parties to check the report.	- It is a service provided by the Ministry to employer and labours by receiving complaints and communicate with both parties to resolve dispute.	- Request a waiver from the complainant for the complaint.	- Customer service request is used to follow any process in the Ministry of Labour in any of the departments (remove 1 year ban or petition for fines).
Services Type	Easy	Easy	Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Employee Passport copy - A copy of residence visa for the applicant - Original E-Signature card - Company Labour card - Trade License	- Original E-Signature card - Certificate leaving / entering of the General Directorate of Residency and Foreigners Affairs	- Original E-Signature card in the case of submission of the application by the employer - Register and existence of report from employer or labour with physical presence.	- Employee Passport copy	- Employee Passport copy - Complain number	- Letter directed to the Ministry of Labour
Procedures and Application steps	- Print a request for work permit cancellation and scan the documents required in Service Centers "Tasheel", and handed to the Ministry of Labour to cancel the card in the ministry altogether.	- Print a request for abducting in Service Centers "Tasheel". Documents should be scanned and transferred online to the Ministry's Database in order to check the same and ensure meeting of the required conditions and providing the necessary documents to performed the transaction and the approval should be sent to the Ministry's Website.	- Print request to withdraw the abducting form and the signing of the demand of the applicant (the employee or the employer), Submitting the application to the Labour Relations Section, and booking an appointment with the Legal Researcher so both parties would discuss it. The application is checked by the Legal Researcher with the presence of both parties (Employer & labour) with taking the each party statement and registering it in the minutes with both parties signatures. In case the employer or employer authorized person didn't review the status, it is transferred to the Inspection Department after the Legal Researcher made a decision with acceptance or rejection accompanied with his signature, then they will receive the result after being certified from the office manager. The applicant needs to deliver a letter with the result to the General Directorate of Residency and Foreigners Affairs	- Print a request from the complainant in Service Centers "Tasheel" to register complaints received and will be sending text messages to both parties through the ministry system to make an appointment to enter both parties to the dispute on the Legal Researcher to review the same, in case the two parties reach an agreement, a settlement minutes shall be recorded and signed by the two parties provided that the complaint should be kept thereafter in the system. In case a settlement is not reached, the matter shall be referred to the court based on article (6) of Labour Law, where a minutes shall be prepared in which the statements and claims of the two parties should be recorded, and the complainant shall be given a card containing the date of appearing at the court, and all the documents related to the two parties of dispute shall be sent to the court.	- Print request by the complainant in Service Centers "Tasheel", to cancel the registered complaint and is delivered to the Ministry of Labour.	- Print a request in Service Centers "Tasheel" then the application will be delivered by the applicant to the Ministry.
Limitations	Private	Private	Private	Private	Private	Private
Service Interconnection						
Average Delivery Time	4 min	5 min	5 min	4 min	3 min	3 min
Service Fees	103 AED	103 AED	103 AED	30 AED	30 AED	103 AED

Main Category	Mis	Tasheel	Tasheel	Tasheel	Tasheel	Tasheel	Tasheel	Tasheel
Services Name	Request for Certificate Exemption	Company License Renewal	Contract Registration		Sub Contract Registration	Cancel New Electronic Work Permit Application	Contract Nawakas	Nawakas Scanning Document
Service Category	Complementary	Sub Category	Sub Category		Complementary	Complementary	Complementary	Complementary
Service Description	- It is a service provided by the Ministry to establishments that would like to change labour's profession that has Experienced and has no academic qualification that is suitable with the required position	- A service to update the establishment information in the Ministry of Labour after renewed the license in Economic Department.	- It is a service to register the contract between the contracting company and the Landowner		- It is a service to register the contract between the contracting company and the subcontractor.	- It is a service provided by the Ministry to cancel a new Labour card before submit to the Ministry.	- It is a service provided by the Ministry of Labour to scan the missing documents.	- It is a service provided by the Ministry of Labour to scan the missing documents.
Services Type	Easy	Easy	Easy		Easy	Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural	Procedural
Requirements for Securing the Service	- Experience certificate	- Trade license copy + Partners page copy - Company Labour card	- Construction license - Licenses + Company Labour card for the Main Contractor - Original E-Signature card - Contract between the Main contractor and the Landowner in Arabic - A map of the project site - A letter from the consultative		- Construction license - Licenses + Company Labour card for the Sub-contractor - Original E-Signature card - Contract between the Main contractor and the Sub-contractor - A letter from the consultative - Application number for the main contract	- Application number of the work permit before Submit	- Application number - Required Documents - Employee Passport copy - A copy of residence visa for the employee - Company Labour card	- Application number - Required Documents
Procedures and Application steps	- Print a request in Service Centers "Tasheel" then the application will be delivered by the applicant to the Ministry.	- Print a request to Ministry to update establishment data (update the license)	- Print a request to registration of a contract between the Contracting Company and Landowner then the application will be transferred electronically to the Ministry system and fulfilling the conditions contained herein shall be checked and verified to make sure they meet the terms and conditions of the documents and completion of approval.		- Print a request to registration of a contract between the Contracting Company and subcontractor then the application will be transferred electronically to the Ministry system and fulfilling the conditions contained herein shall be checked and verified to make sure they meet the terms and conditions of the documents and completion of approval.	- Submit a request to cancel a new Labour card is not delivered then request will be transferred electronically to the Ministry to be cancelled.	- Request to scan the missing documents in Service Centers "Tasheel" then request will be transferred electronically to the Ministry system and verified to make sure they meet the terms and conditions of the documents and completion of approval.	- Request to scan the missing documents in Service Centers "Tasheel" then request will be transferred electronically to the Ministry system and verified to make sure they meet the terms and conditions of the documents and completion of approval.
Limitations	Private	Private	Private		Private	Private	Private	Private
Service Interconnection								
Average Delivery Time	6 min	3 min	12 min		12 min	3 min	2 min	3 min
Service Fees	103 AED	103 AED	103 AED		103 AED	103 AED	103 AED	Free

Main Category	Tasheel	Labour Guarantee	Labour Guarantee		Labour Guarantee	Person	Person
Services Name	Update Immigration File Number	Refund of Bank Guarantee	Cancel Bank Guarantee Refund Request-Before Submission		Submit of Bank Guarantee	Open Person File	Modify Person Information
Service Category	Complementary	Complementary	Complementary		Complementary	Sub Category	Complementary
Service Description	- It is a service provided by the ministry to update immigration file in the Labor Department data.	- A service provided by the Ministry for the company to retrieving the Bank Guarantee	- A service provided by the Ministry for the company to cancel retrieving the Bank Guarantee		- A service provided by the Ministry for the company to submit retrieving the Bank Guarantee	- Service use to create a new person in Ministry of Human Resources & Emiratization	- Service use to modify person information in Ministry of Human Resources & Emiratization
Services Type	Easy	Easy	Easy		Easy	Easy	Easy
Service Sector	Procedural	Procedural	Procedural		Procedural	Procedural	Procedural
Requirements for Securing the Service	- Employee Passport copy - A copy of residence visa for the employee - Company Labour card	- Company Labour card - Original E-Signature card	- Transaction number for the Refund of Bank Guarantee		- Transaction number for the Refund of Bank Guarantee signed and stamped	- A copy of passport valid for Employee - Copy of Employee personal photo (white background) - Copy of family book + Original Emirates ID (Local)	- A copy of passport valid for Employee - Copy of Employee personal photo (white background) - Copy of family book + Original Emirates ID (Local) - Original E-Signature card
Procedures and Application steps	- Print a request in Service Centers "Tasheel" to update immigration data then request will be transferred electronically to the Ministry system to be updated.	- Print a request to refund of bank guarantee provided by the establishment to the Ministry of Labour, when obtaining a work permit for their employees.	- Request is made to cancel the request refund of bank guarantee before the receipt. It is used to cancel the request for refund of bank guarantee provided by the establishment to the Ministry of Labour, when obtaining a work permit for their employees.		- Print a request for refund of bank guarantee for Non Electronic Companies.	- Service use to create a new person File or modify person information in MOHRE then submit to the Ministry of Human Resources & Emiratization to be checked 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 shall be sent back to the applicant.	- Is printed on demand has been converted application electronically to make sure they meet the terms and conditions of the documents and completion of approval or rejection.
Limitations	Private	Private	Private		Private	Private	Private
Service Interconnection							
Average Delivery Time	3 min	4 min	4 min		4 min	3 min	3 min
Service Fees	103 AED	103 AED	103 AED		103 AED	103 AED	103 AED

Working Hours: Saturday to Thursday | 7:30 am to 8:00 pm  
Telephone Numbers of Service Delivery Centres: 04-4040404



[www.TasheelDubai.com](http://www.TasheelDubai.com)



