

## **FAQs for Workers**

### **Q: What types of labor complaints can be filed in the UAE?**

A: Employees can file complaints related to a variety of issues, including unpaid wages, overtime pay, unfair dismissal, discrimination, holding of passport, Emirates ID or any original documents, delay in visa stamping, end of service benefits, medical insurance, harassment, among others.

### **Q: Who can file a labor complaint in the UAE?**

A: Any employee who is currently employed or has recently left their job without receiving their full and final settlement can file a labor complaint.

### **Q: How can I file a labor complaint in the UAE?**

A: To file a labor complaint, you need to contact the Ministry of Human Resources and Emiratisation (MOHRE). You can either file a complaint online through their website or visit one of their offices in person. You can also file the case through MOHRE App.

Indian national residing in Dubai and Northern Emirates can approach the Consulate directly through walk-in, emails, MADAD Portal, Social Media Accounts etc.

Indian national can also contact Pravasi Bharatiya Sahayata Kendra (PBSK), located in Consulate's premise, through walk-in on all working days, 24x7 hrs., emails, PBSK toll free mobile number and Whatsapp.

### **Q: What documents do I need to file a labor complaint in the UAE?**

A: You will need to provide your employment contract, any correspondence between you and your employer, and any other relevant documents to support your complaint.

### **Q: Is there a time limit to file a labour complaint in the UAE?**

A: No, there is no specific time limit to raise a labour complaint. As soon as you face any issues or employment violation, approach the concerned department, local authorities or Embassy / Consulate. However, there is a time limit for filing a labor complaint within a year from the last working day.

### **Q: What happens after I file a labor complaint in the UAE?**

A: After you file a complaint, the MOHRE will investigate your case and try to mediate a resolution between you and your employer. If a resolution cannot be reached, your case may be referred to the Labor Court.

### **Q: Do I need a lawyer to file a labor complaint in the UAE?**

A: While it is not required, it is recommended to have a lawyer to assist you with filing a labor complaint, especially if your case is complex.

### **Q: How long does it take to resolve a labor complaint in the UAE?**

A: The length of time it takes to resolve a labor complaint varies depending on the complexity of the case. It can take anywhere from a few weeks to several months.

**Q: Can I be retaliated against for filing a labor complaint in the UAE?**

A: No, it is illegal for an employer to retaliate against an employee for filing a labor complaint in the UAE. If you experience any retaliation, you should inform the MOHRE immediately.

**Q: I am holding an ECR Passport. Can I directly come to work in the UAE from India?**

No, an ECR Passport Holder must come through eMigrate System.

**Q: Can I come on a visit visa and search for a JOB in the UAE?**

This is not recommended to come on a visit visa for job search. Make sure you arrive in the UAE on an employment visa/ entry permit.

**Q: How can I know if my employment visa is genuine or fake?**

Send your offer letter/employment visa to the PBSK (email ID: [pbsk.dubai@mea.gov.in](mailto:pbsk.dubai@mea.gov.in)) for verification.

**Distressed female domestic sector workers/housemaids**

Assistance is provided to distressed female workers (housemaid) who come to UAE for employment and are stranded due passport withheld by local agent/sponsor, overstay, mental physical harassment by sponsor/agent, non payment salary, etc.

Any such cases may be reported on 24x7 emergency helpline number 00971-504559594 (for Consulate in Dubai).

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