



Client Procedure (CP) Labour Dispute

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1. Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for renewal a federal law license by Trakhees, and protect the client from any fine imposed on him due to working of one of his employee with others.

2. Scope

This procedure covers all dispute cases that might arise between the company owner/manager and company staff. The labour dispute cases can be from the company owner/manager against company staff or company staff against the company owner/manager.

3. Definitions and Abbreviations

- 3.1 Labour Dispute - Disagreement or a conflict between labour and employer, or about which grievance is expressed by workers or employer.
- 3.2 Employer - Is any natural person who uses one or more labour for a wage of any kind. Employer may include the business owner and/ or business manager.
- 3.3 Labour - Is any person working for a wage of any kind in the service of the employer and/ or under his management or supervision.
- 3.4 LD - Trakhees Licensing Department.
- 3.5 Complainant -The applicant of the dispute case.



4. Procedure

4.1 Client can file a labour dispute case applying online and walk-in to labour dispute section, attach any documents that may support the case or send it to the officer's:

For online application help, please refer to (Section 3.1.26 for Dispute cases raised from a company, Section 3.1.27 for dispute cases raised by employees) of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

4.2 LD dispute officer will review the application and accordingly will:

4.2.1 Approve: in case the dispute case is accepted, LD will accept the request.

4.2.2 Reject: in case the request is not complying with applicable regulation, LD will reject the submission and state the reason for rejection.

4.2.3 More information: in case missing of documents or not enough money in the client pre-paid account. LD will state the missing information and client should update the requirements.

4.3 Upon approval, client will receive a Notice Form through email with the assigned date to meet the LD-dispute section. The applicant must give a copy of the same form to the other dispute party.

4.4 On the date of the meeting, both parties should come to Trakhees office- Dispute section:

4.4.1 In case one of the dispute parties did not attend the meeting, the LD will assign another date for the meeting.

4.4.2 In case none of the dispute parties attends the meeting, the LD will wait for client update for 3 months. After then, and if no update from the client, the transaction will be closed.



4.4.3 In case the dispute parts attend the meeting, the meeting will be held.

4.5 In the time of the dispute meeting, the clients should provide all required information and details to LD about the dispute case and try to have a settlement:

4.5.1 If settlement is agreed, the dispute case will be closed accordingly.

4.5.2 If case more meetings are required to close the dispute case, a new meeting date will be arranged, the client should attend the meeting.

4.5.3 In case no settlement is agreed, LD will prepare a Letter for Dispute to the Ministry of Human Resource stamped by Trakhees and hand it over to the client for further action.

4.5.4 LD will provide employee contract along with the later addressed to ministry of human resources.

4.6 In case the dispute is raised against a company with no contact of the employer or /closed company and requested for cancellation, LD will verify the request. If there is no answer from the employer, LD will send request to Inspection Department and Nakheel to conduct inspection. Upon confirmation, the applicant should top the amount for cancellation to the company account provided by LD. Once the payment is settled, the applicant should submit the receipt to LD to process the cancellation. Applicant should collect the cancellation paper to LD-Passport Collection.

Note:

In case of any update regarding the case related to license or visa, the officer will keep involved personal update throw email, and follow up with internal departments



5. Service Completion Time

	Service	Completion Time
5.1	Submission revision and update the submission status if approved, rejected or need more information (from the date of submission)	3 working days

6. Service Fees

No.	Service	Fees (AED)
7.1	Filing a dispute case	Free of Charge

7. Related Document/Forms

N/A

8. Applicable References and Regulations

- 8.1 Trakhees Regulation and rules.
- 8.2 Federal Decree-Law No. (33) Of 2021 Regarding the Regulation of Employment Relationship



9. Process Workflow

