

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف

# TASHEEL SYSTEM

# REGISTER LABOR COMPLAINTS

November 2021

# First Step

The screenshot shows the homepage of the Ministry of Human Resources & Emiratization (mohre.gov.ae). The website features a gold and white color scheme. At the top, there is a navigation bar with the following menu items: ABOUT US, LAWS & REGULATIONS, SERVICES, MEDIA CENTER, DIGITAL PARTICIPATION, OPEN DATA, and CONTACT US. A dropdown menu is open under the 'SERVICES' tab, listing various services such as Service Directory, Partners Services, Job Descriptions, and Technical support for clients. A red dashed box highlights the 'Service Directory' option in the dropdown menu. To the right of the dropdown menu, there is a callout box with a red border containing the text: 'At mohre.gov.ae Choose a services directory from Service List'. Below the navigation bar, the main content area features the 'Tawteen Emiratization' logo and a large heading 'توطين TAWTEEN جائزة الإمارات للتوطين Emiratization Award'. At the bottom of the page, there is a horizontal carousel of five cards: APPLICATION STATUS, PARTICIPATE IN SURVEY, COVID-19 PROCEDURES (highlighted in gold), VIRTUAL LABOUR MARKET, and TAWTEEN PARTNERS CLUB. An 'Online Chat' button is visible in the bottom right corner.

# Second Step

The screenshot shows the MOHRE Services Directory page. The header includes the MOHRE logo and navigation links. The main content area features a search bar and a list of services. A red dashed box highlights the 'View Details' link for the 'Registration of workers' complaints' service. Two callout boxes provide instructions on how to search for services and how to view service details or request services.

Developing the government work system and building on successful experiences, by identifying the best government practices in the field of service development, is a major factor in supporting the process of construction and development. It contributes to designing plans and initiatives that help the authorities develop their work and improve their performance results to achieve the strategic objectives of the UAE Vision 2021.

MOHRE is working on benchmarking for the best practices applied in global labour markets such as Switzerland, Canada, Singapore, Australia, and Denmark, to learn about the pioneering and outstanding experiences in the field of labour market management, developing services, exchanging experiences, sharing work mechanisms and successful practices as well as ways to benefit from them in promoting a culture of excellence and quality performance. Benchmarking will be employed in developing work to serve the quality of services provided to customers. This comes in line with the goals and future directions of the UAE government and contributes to enhancing the country's position and reputation regionally and globally.

### SERVICE DIRECTORY

Search services  General

- All Services
- Employer Services
- Services for Employee**
- Priority Services

|  |  |
|--|--|
| <b>Register a Free Zone Complaint and the like</b><br><a href="#">View Details</a>   <a href="#">Start Service</a> | <b>Register a labor complaint (domestic workers)</b><br><a href="#">View Details</a>   <a href="#">Start Service</a> |
| <b>Registration of workers' complaints</b><br><a href="#">View Details</a>   <a href="#">Start Service</a>         | <b>Submit a comment or complaint</b><br><a href="#">View Details</a>   <a href="#">Start Service</a>                 |
| <b>Submit a suggestion</b><br><a href="#">View Details</a>   |  |

Online Chat

Choose the name of the service from the list or search for it in the field (Search for services)

You can view the service card by clicking on (Service Details)  
Or you can login to the system by clicking on (Service Request)

# Third Step

backoffice.mohre.gov.ae/mohre.complaints.app/TwafouqAnonymous2/CallerVerification?lang=ar

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

الرئيسية | Sign In | Register | Settings

ABOUT US LAWS & LEGISLATION SERVICES MEDIA CENTER EPARTICIPATION CONTACT US

### User Verification

First step of complaint registration, kindly verify your contact details by filling your mobile number to receive OTP.

**NAME**

**MOBILE NUMBER**

**VERIFY OTP**

**USER TYPE**

Employee

Employer or PRO

Enter the name of the complainant And the mobile phone number, then press send code

# Fourth Step

The screenshot shows a web browser window with the URL `backoffice.mohre.gov.ae/mohre.complaints.app/TwafouqAnonymous2/CallerVerification?lang=ar`. The page header includes the United Arab Emirates Ministry of Human Resources & Emiratisation logo and navigation links for 'ABOUT US', 'LAWS & LEGISLATION', 'SERVICES', 'MEDIA CENTER', 'EPARTICIPATION', and 'CONTACT US'. The main content area is titled 'User Verification' and contains a form with the following fields: 'NAME' (filled with 'Ziad Said Hussien Diyab'), 'VERIFY OTP', and 'USER TYPE' (with 'Employee' selected). A 'Send OTP' button is visible next to the name field. A modal dialog box is displayed in the center, showing a green checkmark icon, the word 'Success', the text 'Successfully Send OTP', and an 'Ok' button. A red dashed box highlights the modal dialog, and a red callout box points to it with the text: 'The system will confirm that the code has been successfully sent to the entered mobile number'. An 'Online Chat' button is located in the bottom right corner of the page.

# Fifth Step

backoffice.mohre.gov.ae/mohre.complaints.app/TwafouqAnonymous2/CallerVerification?lang=ar

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

عربي | Sign In | Register | Settings

ABOUT US | LAWS & LEGISLATION | SERVICES | MEDIA CENTER | EPARTICIPATION | CONTACT US

### User Verification

First step of complaint registration, kindly verify your contact details by filling your mobile number to receive OTP.

NAME

MOBILE NUMBER

VERIFY OTP

USER TYPE

Employee  Employer or PRO

Online Chat

Enter the verification code Sent to your mobile

# Sixth Step

The screenshot shows a web browser window with the URL `backoffice.mohre.gov.ae/mohre.complaints.app/TwafouqAnonymous2/CallerVerification?lang=ar`. The page header includes the MOHRE logo and navigation links for 'ABOUT US', 'LAWS & LEGISLATION', 'SERVICES', 'MEDIA CENTER', 'EPARTICIPATION', and 'CONTACT US'. The main content area is titled 'User Verification' and contains a form with the following fields: 'NAME' (Ziad Said Hussien Diyab), 'VERIFY OTP' (7077), and 'USER TYPE' (Employee). A 'Send OTP' button is visible next to the form. A modal window is displayed in the center, showing a green checkmark, the word 'Success', and the message 'The OTP is verified'. A red dashed box highlights the modal window and the 'Send OTP' button. A red callout box points to the modal with the text 'The system will verify the entered code'. The bottom right corner of the page features an 'Online Chat' button.

The system will verify the entered code

# Seventh Step

backoffice.mohre.gov.ae/mohre.complaints.app/TwafouqAnonymous2/CallerVerification?lang=ar

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

العربي | Sign in | Register | Settings

ABOUT US LAWS & LEGISLATION SERVICES MEDIA CENTER EPARTICIPATION CONTACT US

### User Verification

First step of complaint registration, kindly verify your contact details by filling your mobile number to receive OTP.

NAME

MOBILE NUMBER

VERIFY OTP

USER TYPE

Employee

Employee or PRO

Online Chat

Under the user type, choose (employee) if the complainant is an employee



# Eieghth Step

backoffice.mohre.gov.ae/Mohre.Complaints.App/TwafouqAnonymous2/Employee

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

الرئيسية | Sign In | Register | Settings

ABOUT US LAWS & LEGISLATION SERVICES MEDIA CENTER EPARTICIPATION CONTACT US

Employee

**LABOUR CARD NO\***  
Labour Card No

OR

**PASSPORT NO\*** **NATIONALITY\***  
Passport No Select Nationality

OR

**NAME\*** **GENDER\*** **NATIONALITY\*** **DATE OF BIRTH\***  
Select Your Name Here Male JORDAN 02/05/1983 Search

Online Chat

**To determine the party to whom the complaint is against**


- Enter the worker's permit number
- Or passport number and nationality.
- Or the worker's name, gender, nationality and date of birth.

And then click on search.

# Nineth Step

backoffice.mohre.gov.ae/Mohre.Complaints.App/TwafouqAnonymous2/Employee

ABOUT US LAWS & LEGISLATION SERVICES MEDIA CENTER EPARTICIPATION CONTACT US

 Employee

LABOUR CARD NO\*  
Labour Card No

OR

PASSPORT NO\* NATIONALITY\*  
Passport No Select Nationality

OR

NAME\* GENDER\* NATIONALITY\* DATE OF BIRTH\*  
ZAWD SAUD-HUSSEIN Male JORDAN 02/05/1983 Search

Person List

| Name Arabic      | Name English      | Person Code     | Gender | Nationality | Date of Birth | Complai...es |
|------------------|-------------------|-----------------|--------|-------------|---------------|--------------|
| زاهد سعود الحسين | ZAWD SAUD-HUSSEIN | 803020581983049 | Male   | JORDAN      | 02/05/1983    | Complai...es |
| زاهد سعود الحسين | ZAWD SAUD-HUSSEIN | 803020581983049 | Male   | JORDAN      | 02/05/1983    | Complai...es |
| زاهد سعود الحسين | ZAWD SAUD-HUSSEIN | 803020581983049 | Male   | JORDAN      | 02/05/1983    | Complai...es |
| زاهد سعود الحسين | ZAWD SAUD-HUSSEIN | 803020581983049 | Male   | JORDAN      | 02/05/1983    | Complai...es |
| زاهد سعود الحسين | ZAWD SAUD-HUSSEIN | 803020581983049 | Male   | JORDAN      | 02/05/1983    | Complai...es |

1 - 6 of 6 items

Online Chat

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From the Person list , click on the (Complai...es) that appears after the name of the employee

# Tenth Step

The screenshot shows the MOHRE website interface. At the top, there is a navigation bar with the MOHRE logo and the text 'UNITED ARAB EMIRATES MINISTRY OF HUMAN RESOURCES & EMIRATISATION'. Below this is a secondary navigation bar with links for 'ABOUT US', 'LAWS & LEGISLATION', 'SERVICES', 'MEDIA CENTER', 'EPARTICIPATION', and 'CONTACT US'. The main content area is titled 'Company List' and contains a table with the following columns: 'Company Code', 'Name Arabic', 'Name English', 'Card Start Date', 'Card Expiry Date', and 'Register Complaint'. The table lists two companies. The second row, for 'DUAL MANPOWER RECRUITMENT SERVICES SOLE PROPRIETORSHIP LLC', has its 'Add Complaint' button highlighted with a red dashed box. A red callout box with a dashed line pointing to the button contains the text: 'From the list of establishments, click on the (add complaint)'. At the bottom right of the page, there is an 'Online Chat' button.

| Company Code | Name Arabic                 | Name English   | Card Start Date | Card Expiry Date | Register Complaint |
|--------------|-----------------------------|--|-----------------|------------------|--------------------|
| 791205       | شركة خدمات التوظيف          | SPIC RECRUITMENT SERVICES LLC                              | 31/05/2020      | 30/05/2022       | Add Complaint      |
| 808810       | شركة خدمات التوظيف المتكامل | DUAL MANPOWER RECRUITMENT SERVICES SOLE PROPRIETORSHIP LLC | 07/02/2021      | 06/02/2023       | Add Complaint      |

From the list of establishments, click on the (add complaint)



# Twelfth Step

backoffice.mohre.gov.ae/Mohre.Complaints.App/TwafouqAnonymous2/ComplaintInfo?g=b4750c88-7f5e-4c7a-979a-dfa670046355

تسجيل شكوى

WORK PLACE \*  
أول شئ

ACCOMMODATION \*  
أول شئ

JOB GIVEN \*  
مراجع حساب

EIDA NUMBER  
101/2021/37993

EMPLOYEE UNIFIED NUMBER  
101/2021/37993

RESIDENCY FILE NUMBER (VISA NUMBER)  
101/2021/37993

HAS YOUR LABOUR RELATION ENDED \*  
 YES  NO

IS YOUR ACTUAL TOTAL SALARY SAME AS YOUR CONTRACT TOTAL SALARY?  
 YES  NO

REMARKS  
complain

Complaint Type

| Complaint Type              | Claim Type                                      | Claim Amount |               |             |        |
|-----------------------------|---|--------------|---------------|-------------|--------|
| --Select--                  | --Select--                                      | Claim Amount | Add           |             |        |
| Complaint Type              | Claim Type                                      | Claim Amount | Not Paid From | Not Paid To | Action |
| Claiming labor entitlements | Claiming late wages (more than two months late) | 55000        | 01/01/2021    | 30/04/2021  |        |
| Claiming labor entitlements | Claim for refunds                               | 22000        |               |             |        |

Register Complaint

Has your Labour relation ended.  
(Select Yes or No)

Is your Actual salary same as your contract total salary?  
(Select Yes or No)

Add remarks about your complain if any

Select Complain type from the list

Online Chat

# Thirteenth Step

backoffice.mohre.gov.ae/Mohre.Complaints.App/TwafouqAnonymous2/ComplaintInfo?g=b4750c88-7f5e-4c7a-979a-dfa670046355

EMPLOYEE ALTERNATIVE MOBILE NUMBER

EMPLOYEE MOBILE \*

EMPLOYEE EMAIL

FAX

WORK PLACE \*

EIDA NUMBER

ACCOMMODATION \*

EMPLOYEE UNIFIED NUMBER

JOB GIVEN \*

RESIDENCY FILE NUMBER (VISA NUMBER)

HAS YOUR LABOUR RELATION ENDED \*  
 YES  NO

IS YOUR ACTUAL TOTAL SALARY SAME AS YOUR CONTRACT TOTAL SALARY?  
 YES  NO

REMARKS

Complain

Complaint Type

| Complaint Type                          | Claim Type                 | Claim Amount | Not Paid From | Not Paid To |        |
|---|----------------------------|--------------|---------------|-------------|--------|
| --Select--                              | --Select--                 | Claim Amount | Paid From     | Paid To     | Add    |
| Administrative claims                   | Claiming labor entitlement | Claim Amount | Not Paid From | Not Paid To | Action |
| المطالبة بالمستحقات العمالية و الإدارية |                            |              |               |             |        |
| Register Complaint                      |                            |              |               |             |        |

Online Chat

Select Coplain type from the list

# Fourteenth Step

backoffice.mohre.gov.ae/Mohre.Complaints.App/TwafouqAnonymous2/ComplaintInfo?g=b4750c88-7f5e-4c7a-979a-dfa670046355

تسجيلنا | المشورة الإلكترونية | المرفق الإلكتروني | الملاحظات | العنوان والمعلومات | عن الوزارة

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WORK PLACE \*

ACCOMMODATION \*

JOB GIVEN \*

HAS YOUR LABOUR RELATION ENDED \*  YES  NO

IS YOUR ACTUAL TOTAL SALARY SAME AS YOUR CONTRACT TOTAL SALARY?  YES  NO

REMARKS

Complaint Type

| Complaint Type              | Claim Type                                      | Claim Amount | Not Paid From | Not Paid To | Action |
|-----------------------------|---|--------------|---------------|-------------|--------|
| Claiming labor entitlements | Claiming late wages (more than two months late) | 55000        | 01/01/2021    | 30/04/2021  |        |
| Claiming labor entitlements | Claim for refunds                               | 22000        |               |             |        |

Online Chat

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to submit your complaint click on register complaint

# Fifteenth Step

The screenshot displays the MOHRE Backoffice portal interface. A central white dialog box with a green checkmark icon and the text "Success" and "Complaint has been registered successfully" is overlaid on the form. A red dashed box highlights the dialog box, and a red callout box on the right contains the text "Complaint has been registered successfully".

The background form includes the following fields:

- WORK PLACE \* (Dropdown menu)
- ACCOMMODATION \* (Dropdown menu)
- JOB GIVEN \* (Dropdown menu)
- HAS YOUR LABOUR RELATION ENDED \* (Radio buttons for YES and NO, with NO selected)
- REMARKS (Text input field containing "complain")
- Complaint Type (Form section with dropdowns for Claim Type and Claim Amount, and an "Add" button)
- Table with columns: Complaint Type, Claim Type, Claim Amount, Not Paid From, Not Paid To, Action

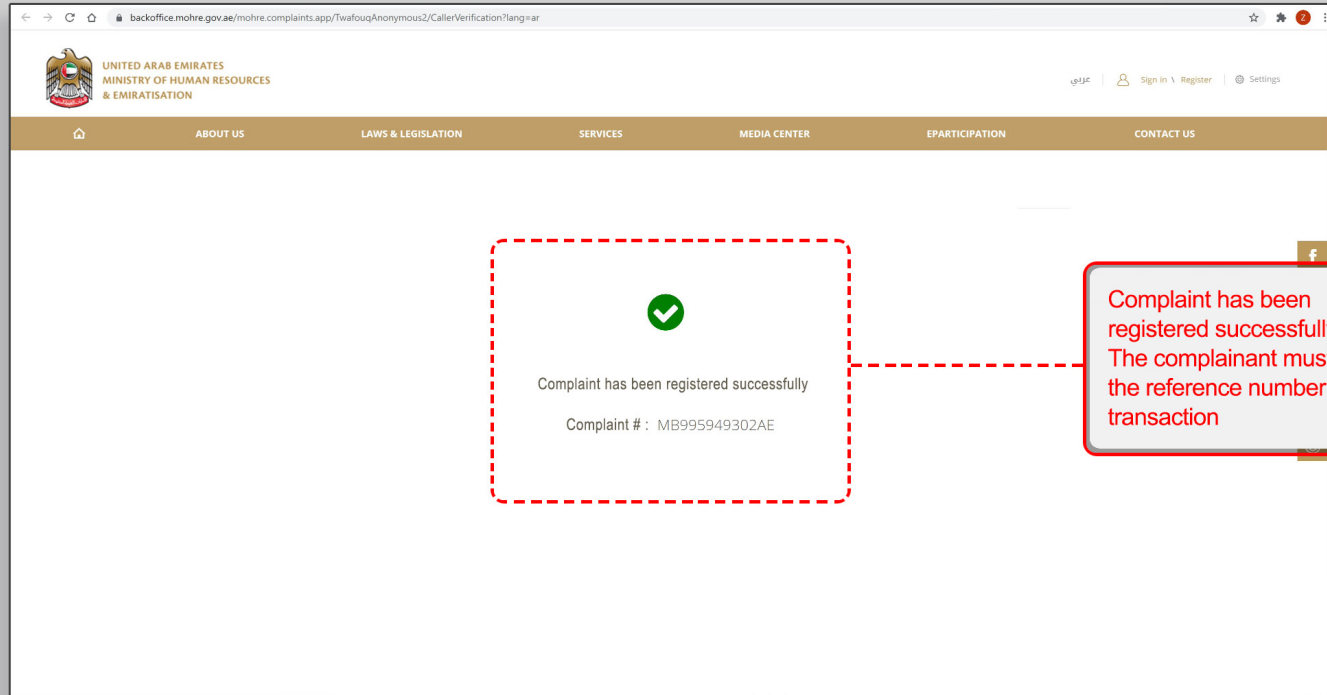
| Complaint Type              | Claim Type                                      | Claim Amount | Not Paid From | Not Paid To | Action |
|-----------------------------|---|--------------|---------------|-------------|--------|
| Claiming labor entitlements | Claiming late wages (more than two months late) | 55000        | 01/01/2021    | 30/04/2021  |        |
| Claiming labor entitlements | Claim for refunds                               | 22000        |               |             |        |

Register Complaint

Online Chat



# Sixteenth Step



The screenshot shows a web browser window with the URL `backoffice.mohre.gov.ae/mohre.complaints.app/twafouqAnonymous2/CallerVerification?lang=ar`. The page header includes the United Arab Emirates Ministry of Human Resources & Emiratization logo and navigation links for 'ABOUT US', 'LAWS & LEGISLATION', 'SERVICES', 'MEDIA CENTER', 'EPARTICIPATION', and 'CONTACT US'. The main content area displays a green checkmark icon, the text 'Complaint has been registered successfully', and the 'Complaint # : MB995949302AE'. A red dashed box highlights this message, and a red callout box points to it with the text: 'Complaint has been registered successfully. The complainant must keep the reference number of the transaction'.

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION

الرئيسية | Sign In | Register | Settings

ABOUT US LAWS & LEGISLATION SERVICES MEDIA CENTER EPARTICIPATION CONTACT US

Complaint has been registered successfully

Complaint # : MB995949302AE

Complaint has been registered successfully  
The complainant must keep the reference number of the transaction

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twitter/MOHRE\_UAE



youtube.com/user/MOLUAE



instagram/mohre\_UAE



linkedin/MOHRE