



Twasolajman.ae

Services of the Ministry
of Human Resources and
Emiratization

Services of the
Directorate of
Nationality and
Foreigners' Affairs

Services of the
Emirates Identity
Authority

Services of the
Ministry of Health

Services of the
Department of
Economic
Development

Service Manual

Ministry of Human Resources and Emiratization 2017



600 560 605



+971 6 7030398



www.twasolajman.ae



Our Official Android Application



TWASOL BUSINESS MEN SERVICES L.L.C,

Shaikh Khalifa Street, Musheirif Commercial, Ajman, United Arab Emirates.



/ TwasolAjman



/ TwasolAjman



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@info@twasolajman.ae



TwasolAjman



30300

Introduction

Government is not authority over people; it is authority for service of people, so the standard of success of government is satisfaction of clients. In line with the government policy, Twasol Business Services (Ajman) is looking forward to satisfaction of clients by providing the highest standards of quality and service efficiency.

Because we believe that quality is not an end, it is a lifestyle...



الإمارات العربية المتحدة
وزارة العمل

Customer Service Charter

Ministry of Labour is keen to achieve excellence in service provision that not only attains your satisfaction but also exceeds your expectations

OUR COMMITMENT TO YOU

- We will treat you with courtesy, respect and smile
- You will receive high standards and fair service
- We will cater to your needs professionally and to the best of our ability
- We will provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions
- We will provide you with service requirements, realistic expectations and completion times for each service
- You will be attended to in a timely manner
- We will reduce the number of steps required to complete a service in the easiest and most efficient manner
- We will provide you with accurate information and error-free service
- We will provide you with a multi-channel service and ensure that we serve at your convenience, whenever possible
- We welcome your feedback and suggestions to serve you better

YOUR COMMITMENT TO US

- Appreciate efforts of the staff members at your service and treat them with mutual respect
- Provide identification documents when requested
- Provide the supporting documents required to complete a service
- Inform us immediately of any changes to information provided or in case of error
- Inform us immediately of any changes that may affect service provision
- Respond in a timely manner to queries of staff to ensure timely service and quality

Contact Us directly through

Working Hours: 7:30 am - 8:30 pm
Saturday - Thursday
Tel: 600-560605
P.O Box 30300
Email: info@twasolajman.ae

"We owe our excellent services to the creativity of our employees. We care for our customers."

H.E. Saqr Gobash
Ministry of Labour

Website: www.twasolajman.ae

ميثاق خدمة المتعاملين

تحرص وزارة العمل على توفير خدمات متميزة تحقق رضا المتعاملين وتنفوق توقعاتهم

التزامنا تجاهكم

- سنعامل معكم باهتمام واحترام وبشاشة
- ستحظون بخدمة متميزة وعادلة
- سنعامل مع احتياجاتكم بمهنية ونيدل أقصى ما بوسعنا لتلبيةها
- سنقدم خدماتنا من خلال فريق عمل متعاون يتمتع بالمعرفة ويتفهم احتياجاتكم ويستطيع الإجابة على استفساراتكم
- سنوفر لكم متطلبات كل خدمة ومواعيد إنجازها
- سنستجيب لطلباتكم في الوقت المناسب ودون تأخير
- سنقلص عدد الإجراءات لنوفر لكم خدمة سريعة وسلسة
- سنؤمن لكم معلومات دقيقة وإجراءات خدمة سليمة
- سنعمل على توفير الخدمة في الأوقات وعبر القنوات التي تناسبكم قدر الإمكان
- سنرحب بآرائكم واقتراحاتكم لنشارك معكم في تطوير خدماتنا

ما نرجوه منكم لتوفير خدمة متميزة لكم

- تقدير جهود موظفينا في خدمتكم بالتعامل معهم باحترام متبادل
- توفير الأوراق التوثيقية حسب الطلب
- تجهيز المستندات المطلوبة مسبقاً لإتمام المعاملة
- إعلامنا بأسرع وقت ممكن في حال وجود خطأ أو تعديل في البيانات
- إبلاغنا بأي تغيير في المعلومات الشخصية أو الظروف المتعلقة بإتمام الخدمة
- الرد على استفسارات فريق خدمة المتعاملين لخدمتكم بشكل أفضل وفي الوقت المحدد

بإمكانكم التواصل معنا مباشرة من خلال

ساعات العمل: 7:30 صباحاً - 8:30 مساءً
السيث - الخميس
هاتف: 600-560605
البريد: 30300
البريد الإلكتروني: info@twasolajman.ae

"خدماتنا المتميزة ثمرة إبداع موظفيناو المتعامل محور اهتمامنا"

معالي صقر غباش
وزير العمل

الموقع الإلكتروني: www.twasolajman.ae

Strategy of Tas-Heel Center (Twasol Business Services)



Vision: A labour market in the UAE that empowers Emiratis and attracts talent from around the world.

Mission: To regulate the labour market, through legislation, policy making, enforcement and partnerships, to promote the participation of UAE nationals in employment, and attract and retain international talent

Values:

- Professional
- Respect for human dignity
- Integrity and honesty
- trust and respect
- Initiative and creativity

Our strategic objectives

- Enabling national human resources
- Ensuring the provision of distinguished services
- Increase the return on investment

Mission

Dear Clients,

We proceed in deliberate steps and focus on fundamentals. We focus on teaching the human to be safe and to move as he wishes and to express himself. We are preoccupied with citizen service and country development.

Therefore, we look forward to innovation and distinction, and to be the best world government by 2021, according to the vision of our wise leader.

We made our best to facilitate knowledge of the procedures and all information related to services by publishing the service manual so that you can easily obtain according to the best quality standards, driven by the channels of communication with you to receive your suggestions and opinions on continuous basis because we fully believe that:

Man has two options: Either to be subordinate or initiator; we desire to be imitators and to be advanced. This can be achieved only with you, and we work for your sake.

Twasol Business Service

(Ajman)

	Contents		
١	Introduction		
٢	Client service charter		
٣	Strategy of Twasol Business Service Center- Ajman		
٤	Mission		
	Services of the Ministry of Human Resources and Emiratization		
	Service name	Secondary process	Main process
٩	Electronic application to open a firm	Issuance of firm card	<u>Opening firm</u>
١٠	Replacement of firm card		
١١	Modification of firm	Modification of firm cards	
١٢	Modification of owner		
١٣	Modification of firm's contact details		
١٤	Application for update of firm license	Update of firm license	
١٥	Application for cancelation of firm card	Cancellation of firm card	
١٦	Issuance of new representative card	Issuance of representative card	
١٧	Cancellation of representative card		
١٨	Application for refund of bank guarantee	Application for refund of bank guarantee	
١٩	Application for issuance of electronic signature card	Issuance of electronic signature card	
٢٠	Request of sponsor's details	Sponsor's details	
٢١	Registration of main contracts	Registration of contracts	
٢٢	Registration of subcontracts		
٢٤	Application for quota of less than 50 employees	Issuance of firm's license	<u>Issuance of firm's quotas</u>
٢٥	Application for quota of mission work permit		
٢٦	Application for quota of 50+ employees		
٢٧	Modification of approved firm quota	Modification of firm quota details	
٢٨	Cancellation of firm quota	Cancellation of firm quota	
٣٠	Issuance of employment offers	Issuance of employment offers	<u>Issuance of employment offers</u>
٣١	Modification of employment offers		
٣٢	Cancellation of employment offers		
٣٣	Typing the application for notice of preliminary approval of automated work permit	Issuance of work permits	
٣٤	Typing the application for notice of preliminary approval of prepaid automated work permit		
٣٥	Typing the application for notice of preliminary approval of work permit on sponsorship of their relatives		
٣٦	Typing of application for notice of preliminary approval of temporary work permit		

٣٧	Typing of application for notice of preliminary approval of provisional work permit.		
٣٨	Typing of application for notice of preliminary approval of juvenile work permit		
٣٩	Typing of application for notice of preliminary approval of mission work permit		
٤٠	Typing of application for notice of preliminary approval of work permit	Update of work permits	
٤١	Replacement of the notice of preliminary approval of work permit	Replacement of work permits	
٤٢	Application for cancellation of employee, notice of preliminary approval of used work permit	Cancellation of work permit	
٤٣	Application for deduction of preliminary approval notice of unused work permit		
٤٤	Typing application for exclusion from certificate	Exclusion of certificate	
٤٦	New electronic work permit	Issuance of electronic work permit	
٤٧	Application for electronic work permit of UAE national or GCC citizen		
٤٨	Renewal of electronic work permits	Renewal of electronic work permits	
٤٩	Modification of electronic work permit	Modification of electronic work permits	
٥٠	Modification of electronic work permit for UAE national or GCC citizen		
٥١	Electronic application for cancellation of employee, work permit		
٥٢	Electronic application for cancellation of work permit- deceased employee		
٥٣	Application for cancellation of employee's sponsorship with contagious diseases		
٥٤	Application for deduction of employee's record who left the state by administrative deportation	Cancellation of electronic work permits	
٥٥	Application for cancellation of work permit for part time/ temporarily/ juvenile		
٥٦	Application for cancellation of employee's sponsorship abroad		
٥٧	Application for cancellation of employee, electronic work permit- employee who has labor case		
٥٨	Application for cancellation of new electronic work permit (before receipt)		
٥٩	Application for modification of immigration file number	Modification of immigration file number	
٦١	Application for Original Contract		
٦٢	Filling the missing of employment contracts	Applications for contracts	<u>Issuance of applications for employment contracts</u>
٦٤	Application for new license of private recruitment agencies	Issuing the licenses of recruitment agencies	<u>Licensing the recruitment agencies</u>
٦٥	Application for renewal of private recruitment agency	Renewal of private recruitment agencies	
٦٧	Registration of labor complaints (application for complaint)		
٦٨	Cancellation of labor complaints		
٦٩	Settlement of the complaint	Application for registration of complaints and disputes	<u>Recording the labor complaints and disputes</u>
٧٠	Re-activation of the complaint		
٧١	Typing of electronic complaint		

٧٢	Withdrawal of electronic complaint		
٧٤	Addition of new person	Request for addition of persons	<u>Addition of persons</u>
٧٥	Modification of person's details		
٧٧	Deleting the transaction rejected documents		<u>Deleting the rejected documents</u>
٧٩	Payment of the fees of preliminary approval notice of work permit	Payment of fees + payment of fees	<u>Payment of fees and fees</u>
٨٠	Penalty of electronic work permit/ preliminary approval notice of work permit		
٨١	Payment of firm penalties		
٨٢	Payment of fees of approval of new recruitment agency		
٨٣	Payment of private recruitment agency renewal fees		
٨٤	Non-renewal of license on time		
٨٥	Delivery of transactions	Delivery of transactions	<u>Delivery of transactions</u>








Service Manual



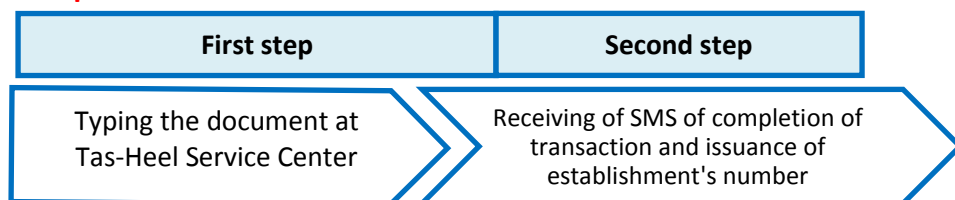
**Ministry of Human Resources and
Emiratization**










**Main process
(Opening of Firms)**

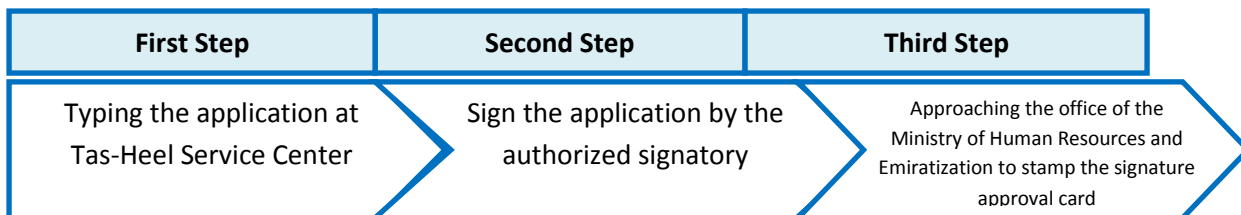
Service name	Electronic application for opening firm card			
Service description	Registration of new firm in the Ministry of Human Resources and Emiratization and granting the firm a number in the Ministry of Human Resources and Emiratization			
Service types	From government to individuals	Service classification	Procedures	
Service structure	Major	Limited service	Human resources- executive resources	
Required documents	<ul style="list-style-type: none">• Copy of Passport + U.I.D. of national sponsor• Copy of registration certificate• Personal number of owners and partners• Copy of partners' passports (if any)• Copy of trade license• Copy of firm card (General Directorate of Residency and Foreigners' Affairs)• Copy of the service agent contract if service agent license or copy of the memorandum of association if license of LLC			
Service channels	Access to information	Submission of application	Communication during procedures	Completion of service
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service fees	2103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



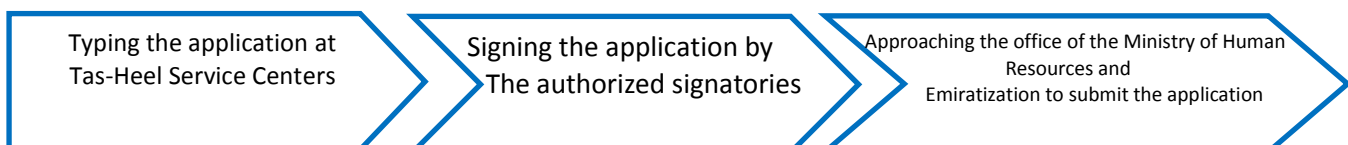
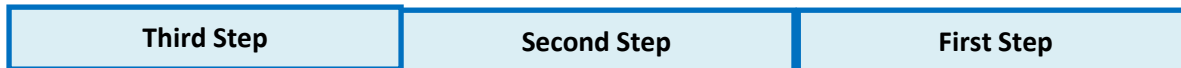
Service name	Replacement of Signature Accreditation Card			
Service description	Transaction shall be printed in case of loss of Signature Accreditation Card			
Service type	From government to individuals	Service classification		Procedures
Service structure	Secondary	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Copy of trade license• Firm's number in the ministry of Human Resources and Emiratization			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service fees	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



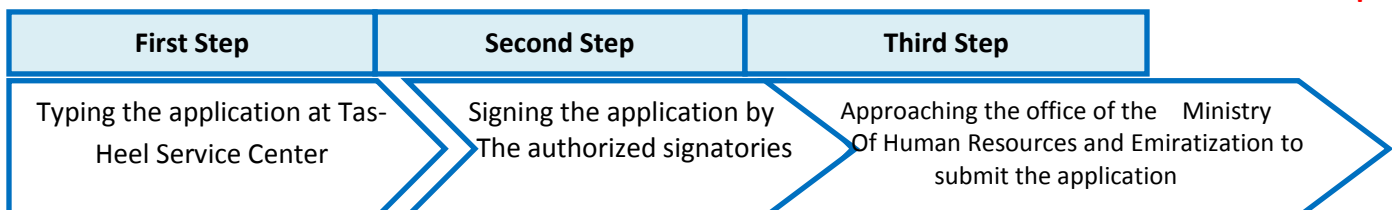
Service name	Application for modification of the firm's card			
Service description	(Modification of trade name, modification of business- addition/ deletion of authorized signatory- assignment- change of legal entity) of firm registered in the Ministry of Human Resources and Emiratization			
Service type	From government to individuals	Service classification		Procedures
Service structure	Secondary	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">e-signature card of the current sponsor or previous sponsorTrade LicenseCertificate of assignment from the Department of Economic DevelopmentCopy of UAE national Sponsor and PartnersPersonal number of owners and partnersCopy of service agent contract, if the license is issued for service agentOr copy of the memorandum of association if the license is that of LLC			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



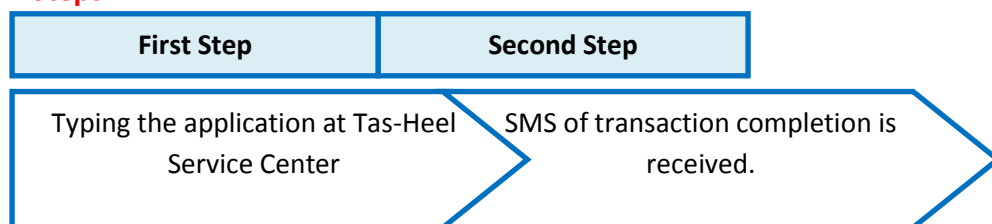
Service name	Application for modification of owner			
Service description	The transaction shall be printed to change the names of owners in the Signature Accreditation Card in case the license is assigned, trade name changed or legal entity changed.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Secondary	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">E-signature card of the current sponsor or previous sponsorTrade LicenseCertificate of assignment from the Department of Economic DevelopmentCopy of UAE national Sponsor and PartnersPersonal number of owners and partnersCopy of service agent contract, if the license is issued for service agentOr copy of the memorandum of association if the license is that of LLC			
Service channels	Access to information	Submission of application	Communication during procedures	ervice completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



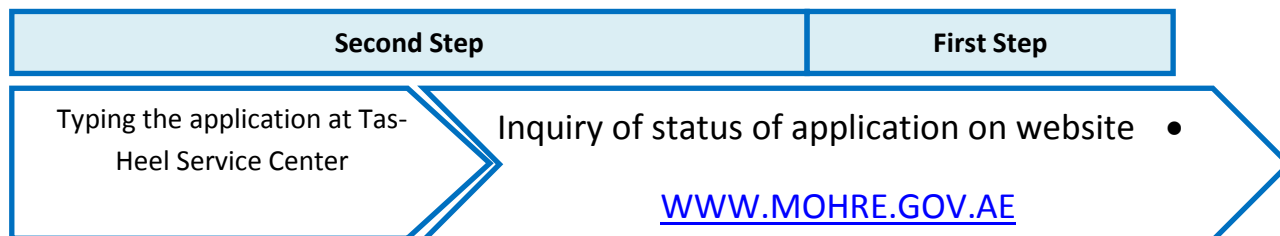
Service name	Application for modification of the firm's contact details			
Service description	In case the client desires to modify the firm's contact details			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of Signature Accreditation Card.• Provision of data (mobile, post office box, email)			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	30 dhs			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Renewal of firm's license			
Service description	The license is updated through the system of the Ministry of Human Resources and Emiratization after renewal in the Department of Economic Development			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Original + copy of trade license• Signature Accreditation Card• Copy of UAE national's passport in case of license of fishing boat or taxi driver			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



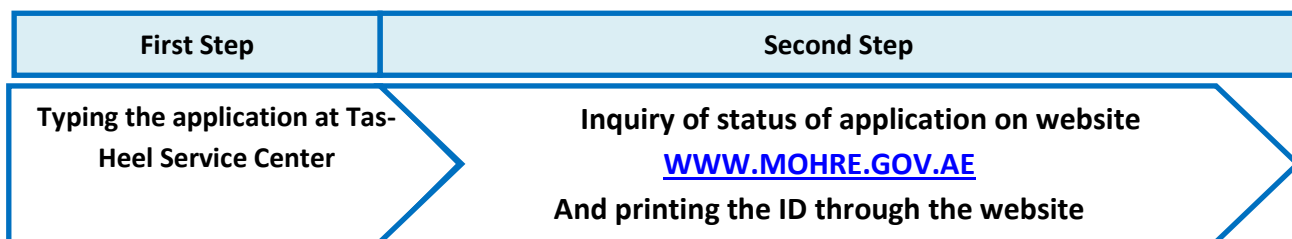
Service name	Application for cancellation of firm's card			
Service description	Application shall be printed in case the client desires to cancel the Signature Accreditation Card			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of signatures accreditation• Copy of trade license• Electronic Signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:

First Step	Second Step
Typing the application at Tas-Heel Service Center	Inquiry of status of application on website WWW.MOHRE.GOV.AE

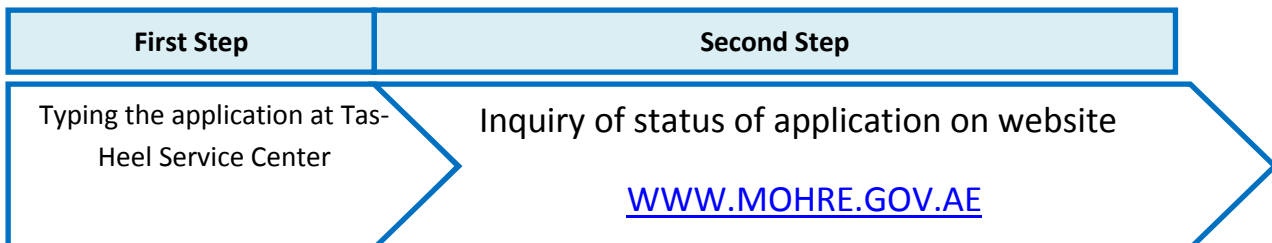
Service name	Addition of new electronic representative			
Service description	Service provided by the Ministry of Human Resources and Emiratization by addition of representative to provide, follow up and complete transactions in the Ministry			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">- Copy of Passport- Copy of Residence Permit (expatriate representative)- Personal Photo- Certificate of conduct</div><div><ul style="list-style-type: none">- Copy of trade license- Electronic signature card- Letter of no objection from the sponsor</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	2103 (by e-dirham) for the expatriate			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
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	instagram.com/TwasolAjman			








Steps:



Service name	Cancellation of representative Card			
Service description	Service in which the representative card of the sponsor's firm is cancelled.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">- Copy of passport- Copy of representative card- Electronic signature card- Copy of license- Copy of signature accreditation			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



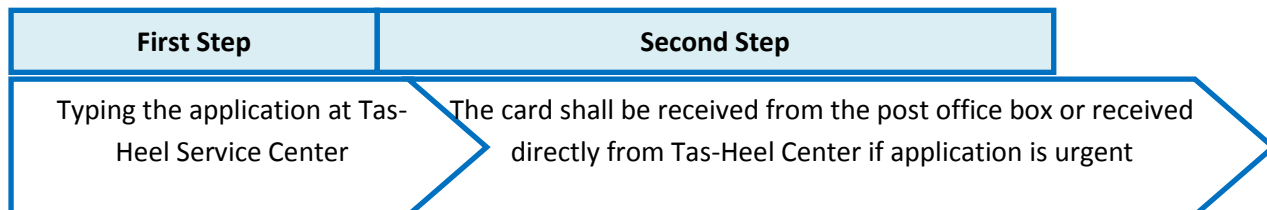
Service name	Application to refund of bank guarantee			
Service description	Through this method, the bank guarantee is refunded from the firm's account in case the employee is cancelled or bank balance is available.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Electronic signature card• Copy of signatures accreditation			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103(by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for issuance of Electronic signature card			
Service description	Issuance of electronic signature card (for sponsor or authorized signatory). This card shall be issued to complete his transactions.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	- Personal Number			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 403 (by e-dirham) plus AED 50 cash. In case of urgent application, AED 225 cash shall be added to the fees. The card may be received within 24 hours			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



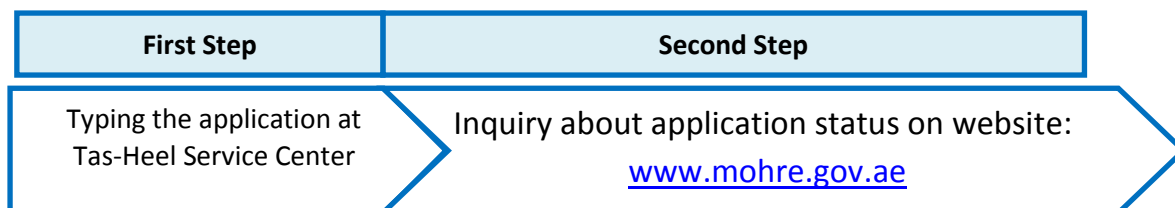
Service name	Sponsor's details			
Service description	Submission of application by sharing the firm's details between the Ministry of Human Resources and Emiratization and the General Directorate of Residency and Foreigners' Affairs			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of Signature Accreditation Card• Copy of the firm's (immigration) card• Copy of trade license			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:

First Step	Second Step
Typing the application at Tas-Heel Service Center	Inquiry about application status on website: www.mohre.gov.ae

Service name	Registration of Major Contracts			
Service description	Service of registration of building contracts in the system of the Human Resources and Emiratization System			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">- Trade license of the consultant- Copy of signature accreditation of the consultant- Building license- Project plan- Direct order of the consultant</div><div><ul style="list-style-type: none">- Main contract in Arabic- Electronic signature card original- Copy of license of contracting company- Copy of signature accreditation of contracting company</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Registration of subcontracts			
Service description	Service of registration of building (sub) contracts in the System of the Ministry of Human Resources and Emiratization			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<div><div><ul style="list-style-type: none">Trade license (both firms)Approval of signature (both firms)Copy of signature accreditation of the consultantCopy of the trade license (consultant)Building license+ Project plan.</div><div><ul style="list-style-type: none">Direct order of the consultantApproval of the main contract MB123456789AE.Subcontract in ArabicOriginal Electronic signature card</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:

First Step	Second Step
Typing the application at Tas-Heel Service Center	Inquiry about application status on website: www.mohre.gov.ae








Service Manual



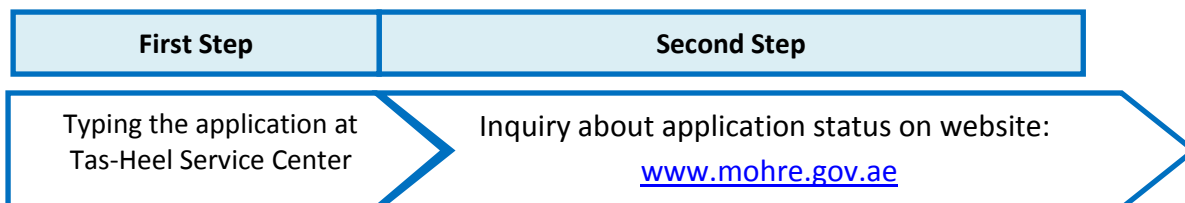
**Ministry of Human Resources and
Emiratization**










**Main Process
(Issuance of Firm's Quota)**

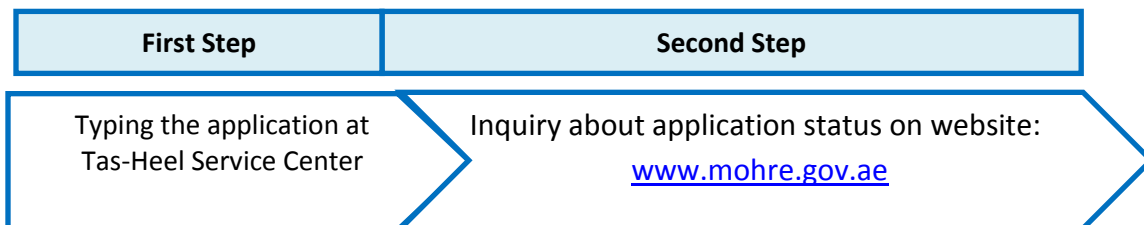
Service name	Application for firm quota (less than 50 employees)			
Service description	This application shall be submitted in case the firm's owner desires to recruit new employees. It shall define the profession according to the license's activity			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of trade license• Copy of Signature Accreditation Card• Copy of attested lease contract• Electricity bill or permit of temporary electricity generator• Site plan• Statement of vehicles to indicate the number of licenses to be issued by the traffic department in case of application for driver.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 303 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



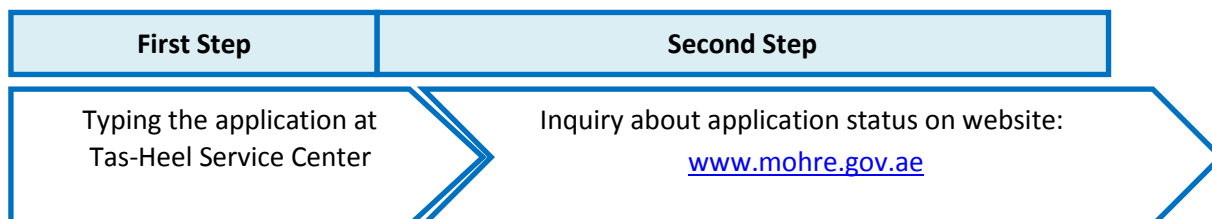
Service name	Application for mission work permit quota			
Service description	Form of application for firm's quota to submit the application for notice of preliminary approval of mission work permit permit.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of trade license• Copy of signature accreditation• Electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



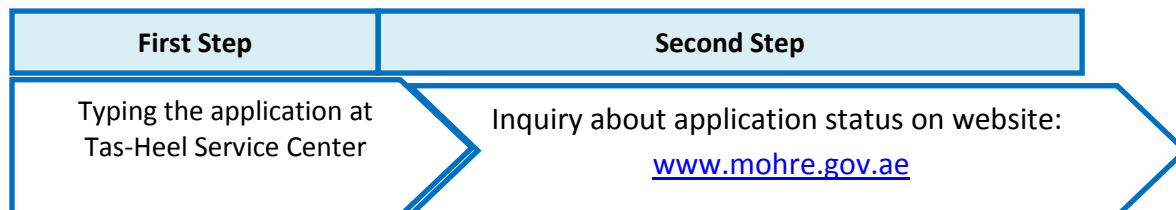
Service name	Application for subscription in the electronic firms' service			
Service description	Application for quota of firm where the number of employees exceeds 50			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">- Copy of trade license- Appendix of Partners, if LLC company- Letter from the Health Authority- List of vehicles- Industrial production certificate</div><div><ul style="list-style-type: none">- Building contracts and licenses- Lease contract of labor accommodation- List of projects- Contracts of projects- Attestation of subcontracts</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



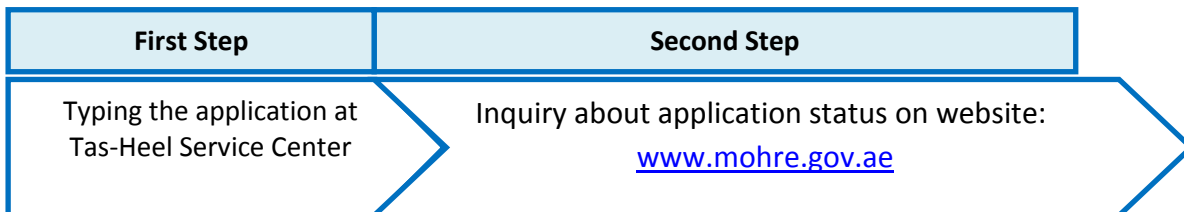
Service name	Modification of approved firm quota			
Service description	Firm's request to cancel the approved firm's quota in the system of the Ministry of Human Resources and Emiratization			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of signature accreditation• Application No MB123456789AE			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Application for cancellation of firm's quota			
Service description	Cancellation of firm (profession) quota before approval (in case of missing) by the system of the Ministry of Human Resources and Emiratization			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of signatures accreditation• Application No (MB123456789AE)			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



**Ministry of Human Resources and
Emiratization**










**Main process
(Issuance of employment offers)**

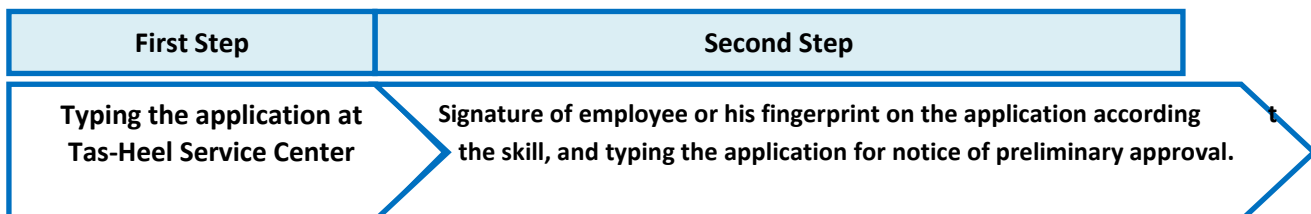
Service name	Typing of new employment offer			
Service description	Document that regulates the relation between the employer & the employee, and records the details of employment contract, including the basic salary, allowances, contract type...etc.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Availability of the firm's quota• Copy of the employee's passport• Original electronic signature card.• Copy of the firm's signature accreditation card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:

First Step	Second Step
Typing the application at Tas-Heel Service Center	Signature of the application by the employee or his fingerprint according to the skill, and printing of the application for notice of preliminary approval.

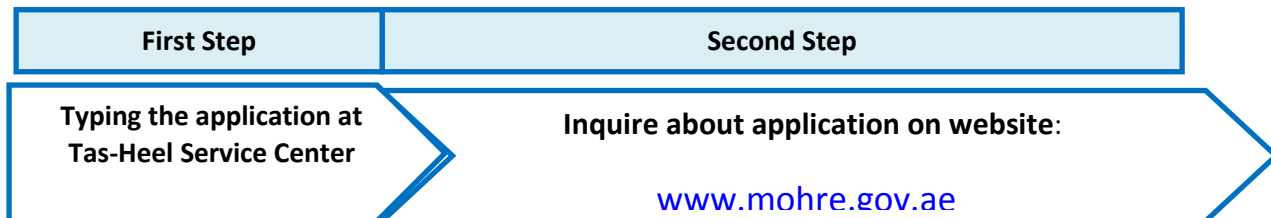
Service name	Typing of modification of employment offer application			
Service description	Modification of the employment offer before (employee's fingerprint or signature). The employer shall type the modification of employment offer to change the offer details.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport• Copy of the firm's signature accreditation card• Original electronic signature card• Previous employment offer			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



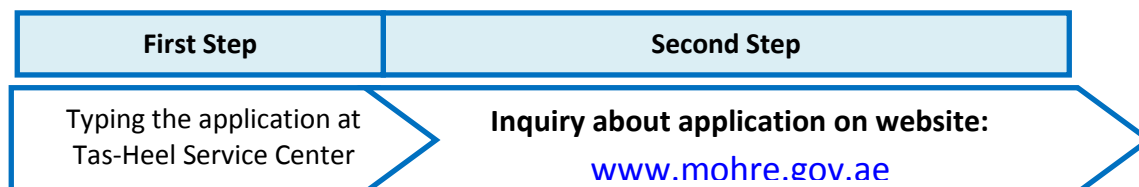
Service name	Cancellation of employment offer			
Service description	In case the employer doesn't desire to agree with the employee, the employment offer shall be cancelled.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Employment offer• Original electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	103 DHS			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Typing of preliminary approval notice of automated work permit			
Service description	Form of application of employee permit to be presented by the firm that employs over 50 employees and to recruit employee for work with the firm (preliminary approval).			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Employment offer• Personal photo with white background• Copy of the employee's passport valid for more than 6 months.• Letter of approval from the appropriate authority if the job so requires (teacher- doctor- nurse- pharmacist)• Original electronic signature card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 303 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:









Service name	Notice of preliminary approval of work permit- prepaid			
Service description	Form of application for work permit of the employee to be presented by the firm interested in recruitment of employee after obtaining approval of electronic quota from the Ministry of Human Resources and Emiratization.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Employment offer• Copy of passport• Personal photo with white background• Academic certificate in case the profession is of the first, second and third skill level• Letter of approval from the appropriate authority if the job so require (teacher- doctor- nurse- pharmacist)• Original electronic signature card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			

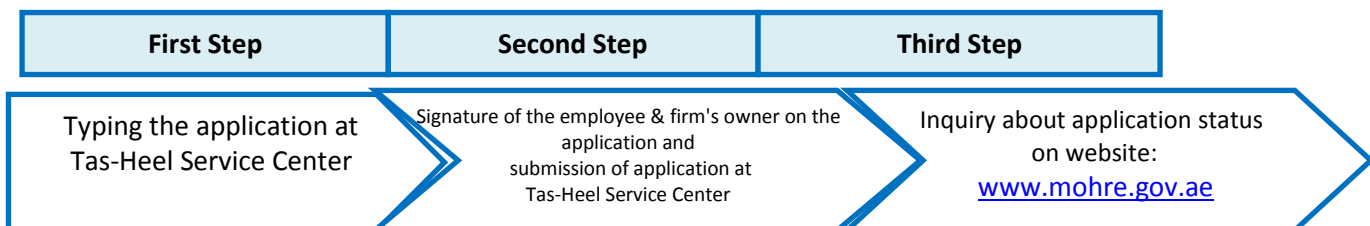
Steps:








First Step	Second Step
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Service name	Typing the application for notice of automated work permit approval of persons sponsored by their relatives			
Service description	Submission of form of application for work permit to persons sponsored by husband and father, in case of the firm desires to recruit any of this category for two years.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	1- Personal photo with white background 2- Copy of valid passport and residency permit for more than six months 3- Copy of no-objection letter from the sponsor (husband- father) 4- Original electronic signature card + Copy of license + signature accreditation 5- Academic certificate if the profession requires academic qualification, copy of academic degree (postsecondary diploma, university degree or the equivalent) shall be attached. 6- Letter of approval from the appropriate authority if the job so require (teacher- doctor- nurse- pharmacist)			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + printing of the application AED 303 and receipt of the application AED 103			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	\
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



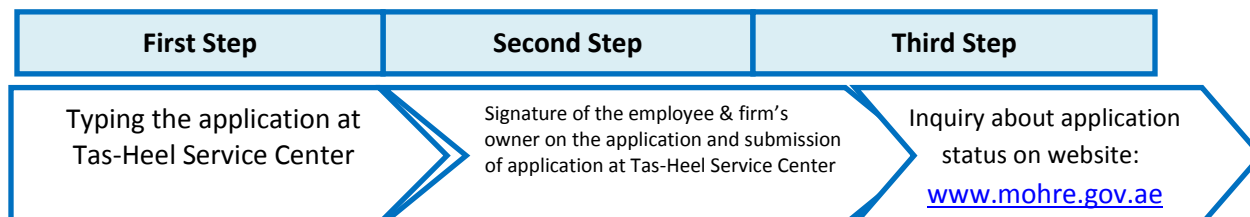
Service name	Typing application for notice of preliminary approval of temporary work permit (6 months)			
Service description	Work permit in the company to allow the employee to work for another firm. The permit period shall be 6 months according to the Ministry of Human Resources and Emiratization procedures and laws			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<div><div><ul style="list-style-type: none">• Personal photo with white background.• Copy of employee's passport + residency.• No objection certificate from the previous sponsor.• Copy of trade license of both firms (current firm and applicant firm)</div><div><ul style="list-style-type: none">• Copy of signature accreditation card of both firms.• Academic certificate in case the profession is in the first, second and third skill levels.• Attachment of approval letter to be issued by the appropriate authority, if required (doctor, pharmacist, nurse, teacher).• Original electronic signature card of the new firm</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 203 for application + AED 103 for receiving the same			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



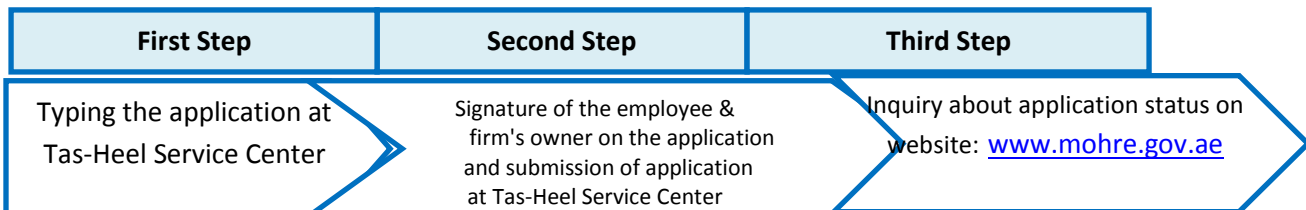
Service name	Typing of application for notice of preliminary approval of work permit for some time (12 months)			
Service description	Work permit in the company. The employee is allowed to work for another firm. The permit period shall be 12 months in accordance with the Ministry of Human Resources and Emiratization procedures and laws of			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Personal photo with white background.• Copy of passport of employee + residency.• No objection certificate from the previous sponsor.• Copy of the trade license of both firms (current firm and applicant firm).• Copy of signature accreditation card of both firms.• Copy of the trade license of both firms (current firm and applicant firm).• Copy of the signature accreditation card of both firms.• (Original) electronic signature card• Academic certificate in case the profession is of the first, second and third skill level.• Letter of approval by the appropriate authority if so required (doctor- pharmacist- nurse- teacher) shall be attached.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 203 for application + AED 103 for receiving the same			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



Service name	Notice of preliminary approval of juvenile work permit			
Service description	It is work permit for juveniles in 15 to 18 years of age in the company. This permit allows the juvenile to work for another firm. The period of permit is one year according to the Ministry of Human Resources and Emiratization procedures and laws			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">Personal photo with white backgroundCopy of passport of the sponsored person +residence permitCopy of passport of sponsor +residence permitNo objection letter from the sponsor</div><div><ul style="list-style-type: none">Copy of the trade license of the firmCopy of the firm's signature accreditation cardOriginal electronic signature cardValid Medical fitness certificate issued by the appropriate medical authorities (preventive medicine)</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 203 for application + AED 103 for receiving the same			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



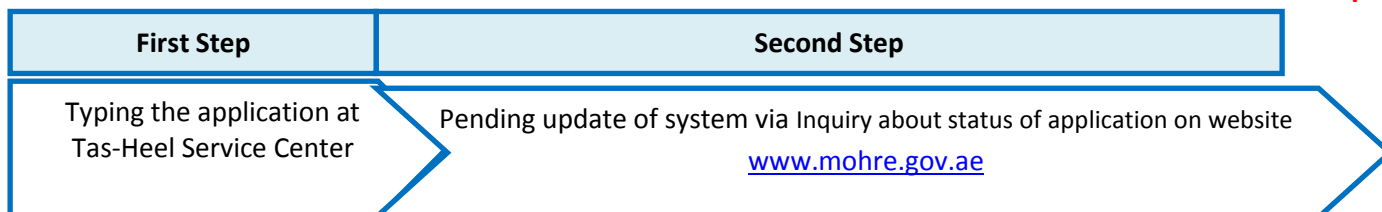
Service name	Typing notice of preliminary approval of mission work permit			
Service description	Form of application for permit of employee to be provided by the firm in case of recruitment of temporary labor for 3 months only			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">- Copy of the employee's passport valid for more than 6 months- Personal photo with white background.- Copy of trade license.- Copy of signature accreditation.- Copy of the academic qualification according the profession- Electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 203 for application + AED 103 for receiving the same			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



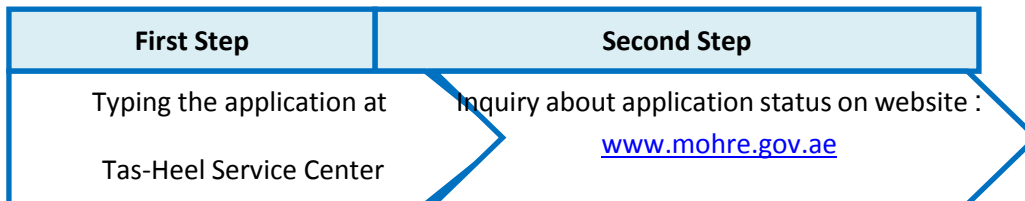
Service name	Update of data of the notice of preliminary approval of work permit			
Service description	Application Form for update of data of work permit in case data are not linked between the Ministry of Labor and the General Directorate of Residency and Foreigners' Affairs and in case of missing of work permit data			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	It is required to get the preliminary approval of work permit before updating.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 53 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



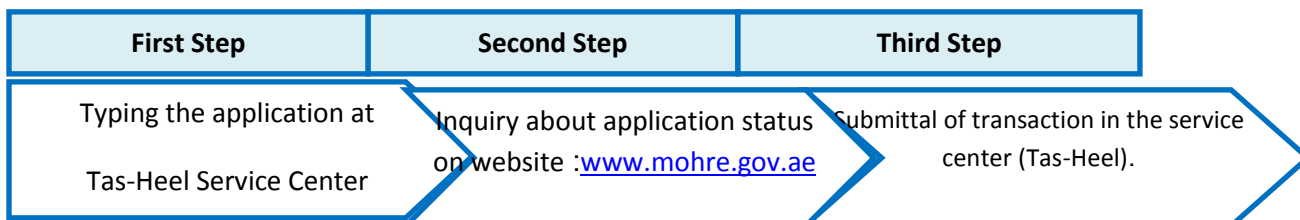
Service name	Replacement of notice of preliminary approval of work permit			
Service description	Application for permit to be submitted by the firm that desires to replace employee abroad, was approved and visa was printed to him, by another person abroad for the same firm <u>by the same profession, sex and nationality</u> . The permit may be replaced 4 times within 6 months. Visa shall be cancelled by the General Directorate of Residency and Foreigners' Affairs before typing the application.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Personal photo with white background• Copy of passport• Electronic signature card• Certificate from the General Directorate of Nationality and Foreigners' Affairs to confirm that status is (cancelled before entry)• Details of the employee or notice of approval of work permit for the employee to be replaced.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



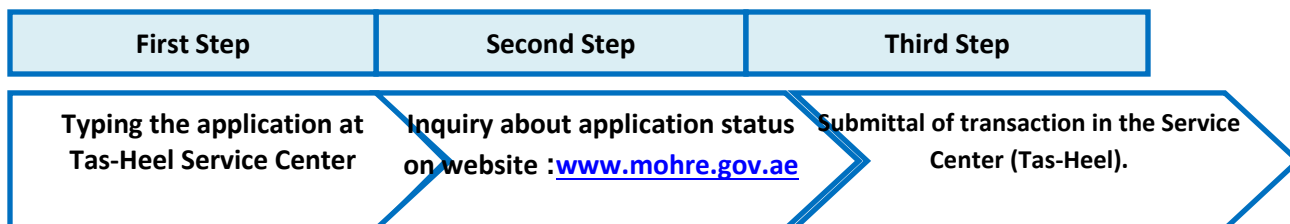
Service name	Employee Cancellation notice of preliminary approval of used work permit by			
Service description	Cancellation of preliminary approval notice of used work permit for the employee in case the employer agrees on permit termination			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport• Copy of visa and entry stamp• Copy of trade license.• Copy of signature accreditation card• Original electronic signature card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for cancellation of preliminary approval notice of unused work permit			
Service description	Cancellation of the permit of notice of preliminary approval of unused work permit for which visa is issued, but the employer doesn't desire to complete the procedures.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of trade License• Copy of signature accreditation card.• Original electronic signature card.• Copy of unstamped (cancelled and unused) visa			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Application for exception of certificate			
Service description	Typing of application for exemption of certificate in case of Typing work permit, modification of profession and the profession that requires certificate that shall be replaced by experience certificate.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport and residency• Experience certificate• Signature Accreditation Card• Copy of the license• Original electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasoIAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



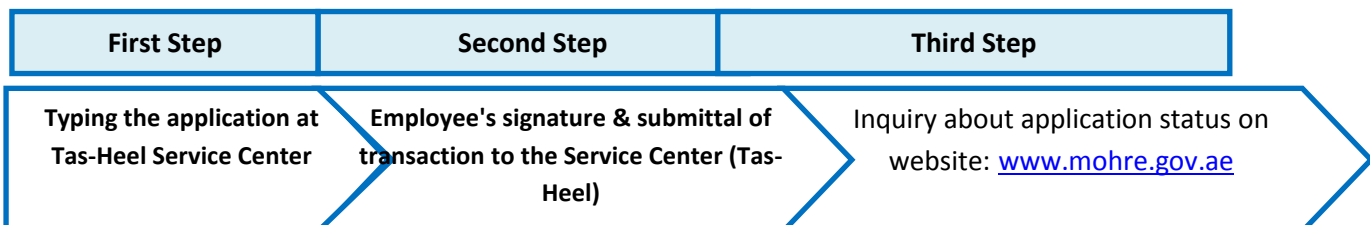
**Ministry of Human Resources and
Emiratization**










**Main process
(Issuance of Electronic Work Permits)**

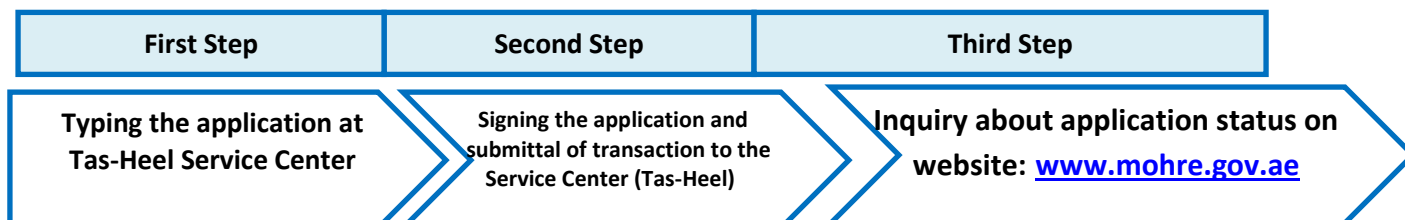
Service name	New electronic work permit			
Service description	Employment contract form between the first party, sponsor, and the second party, employee, to fix the salary and contract type for signature by the parties and sumittal to the Ministry of Human Resources and Emiratization.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Personal photo with white background• Copy of passport• Copy of visa (entry permit)• Copy of Signature Accreditation Card• Copy of trade license• Original electronic signature card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



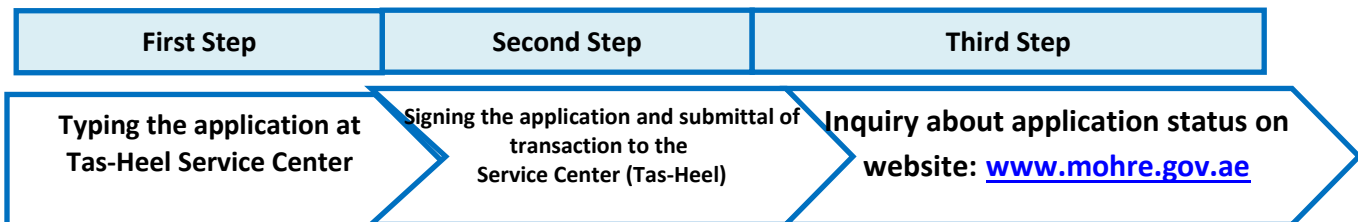
Service name	Application for electronic work permit for UAE national or GCC citizen			
Service description	Typing of employment contract form for UAE national or GCC citizen			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">• Copy of passport with Family Book• Personal photo with white background.• Original ID of the UAE national- copy of the GCC citizens' ID issued from his country.• U.I.D. (of the GCC citizens).</div><div><ul style="list-style-type: none">• Copy of trade License• Copy of Signature Accreditation Card.• Academic certificate in case the profession is of the first, second and third skill level.• Original electronic signature card.</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



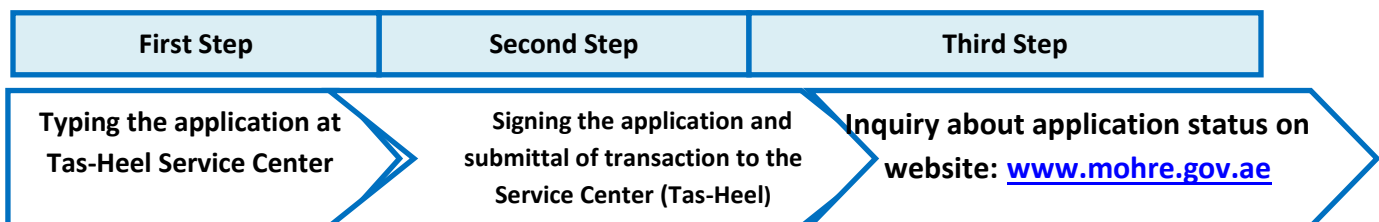
Service name	Renewal of electronic work permit			
Service description	Renewal of the employment contract of the employees whose work permits expire and are renewed for two years. Renewal shall be done before expiry of the electronic permit (Labour Card). In case the electronic permit exceeded the expiry date by 60 days, penalties shall be charged and the employee shall be deemed to have violated the laws of the Ministry of Human Resources and Emiratization.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport + residency permit• Personal photo with white background• Original electronic signature card.• Old contract, if renewal is based on the same salary and conditions• Copy of trade license.• Copy of signatures accreditation			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for the application + receiving according to the category (First: AED 403; A2: 703; B2: 1603; C2: 2103; third: AED 5103) (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








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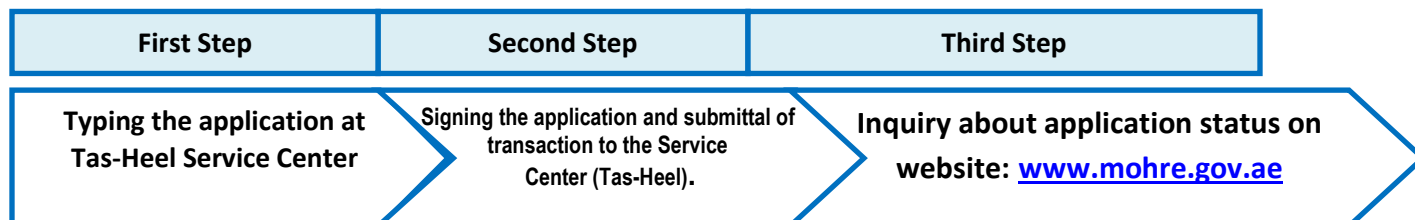
Service name	Modification of electronic work permit			
Service description	Modification of the employee's salary or profession in the contract			
Service type	From government to individuals	Service classification		Procedures
Service structure	Secondary	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport and residency permit.• Personal photo with white background• Copy of trade license• Copy of signature accreditation card.• Copy of the old employment contract• Letter of no objection from the sponsor with details of new salary and new profession.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 303 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



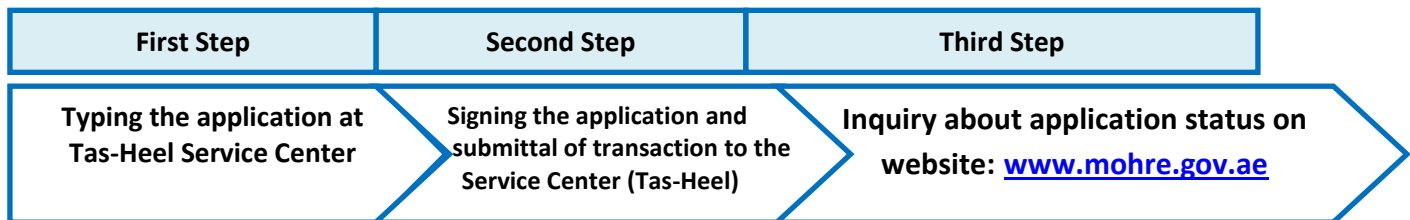
Service name	Modification of electronic work permit for UAE national or GCC citizen			
Service description	Change of profession or salary in the contract for UAE national or GCC citizen.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport + Copy of family book• Copy of Emirates ID• Personal photo with white background• Copy of trade license• Copy of signature accreditation card• Copy of the old employment contract• Letter of no objection by the employer with the details of new salary or new permit			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 303 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



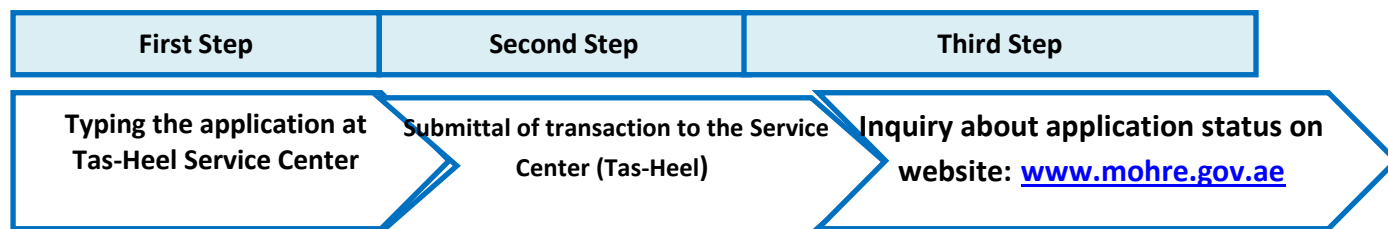
Service name	Application for cancellation of employee's electronic work permit			
Service description	Cancellation of electronic work permit (Labour Card) of the employee in case of employer's approval on employment contract termination			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport + residency permit• Original electronic signature card.• Copy of trade license• Copy of Signature Accreditation Card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



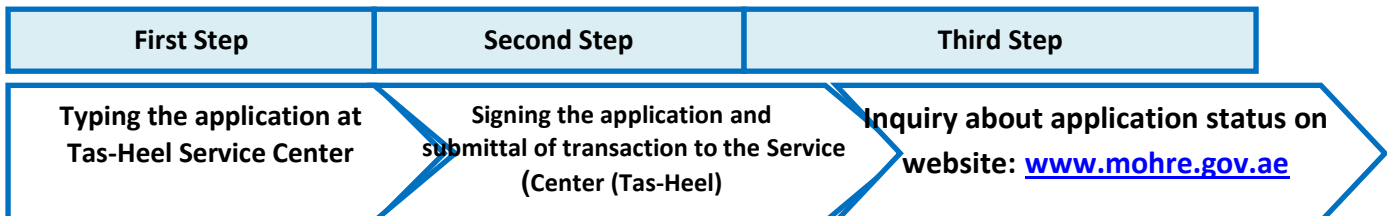
Service name	Application for cancellation of electronic work permit of deceased employee			
Service description	Cancellation of electronic work permit of deceased employee.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources- technical resources
Required documents	<ul style="list-style-type: none">• Death Certificate• Copy of cancellation of residency permit or visa• Original electronic signature card.• Copy of Trade License• Copy of Signature Accreditation Card• Copy of passport of deceased employee			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



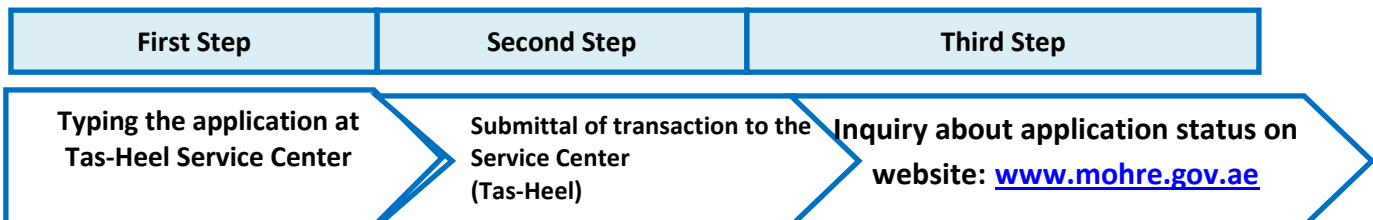
Service name	Application for cancellation of sponsorship of employee with contagious diseases			
Service description	Cancellation of permit of sponsorship of employee with contagious diseases			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of the license.• Copy of Signature Accreditation Card• Copy of passport and residency.• Medical certificate to prove the employee's disease.• Electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for deduction of record of employee who left the country by administrative deportation			
Service description	Cancellation of the record of employee who left the country by administrative deportation from the system of the Ministry of Human Resources and Emiratization as a result of imprisonment in a lawsuit & by judgment			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Certificate from the General Directorate of Residency and Foreigners' Affairs.• Signature Accreditation Card.• Original electronic signature card.• Copy of trade license.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 103 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for cancellation of sponsorship, notice of preliminary approval on temporary, provisional, juvenile, student training work permit			
Service description	Cancellation of employee who has temporary or provisional work permit, juvenile or student training.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport +residency permit• Original electronic signature card.• Copy of trade license• Copy of Signature Accreditation Card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



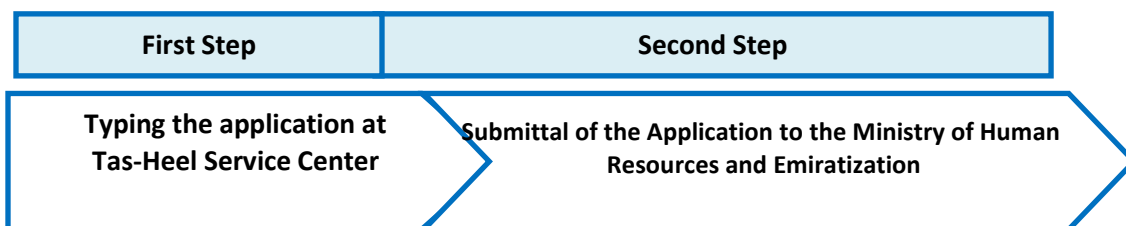
Service name	Application for cancellation of sponsorship of an employee outside the country			
Service description	Cancellation of sponsorship of an employee outside the country			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Certificate (details of residency permit or visa) from the Directorate of Nationality and Residency.• Copy of trade License• Copy of Signature Accreditation Card• Original electronic signature card.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for cancellation of electronic work permit of employee who has labor case			
Service description	Cancellation of electronic work permit of employee who has labor case referred to judiciary and the firm or employee desires to cancel the used Labour Card or work permit (employee to whom no Labour Card was issued)			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	• Copy of passport and residency permit			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Application for cancellation of new electronic employment application			
Service description	Cancellation of new electronic work permit (Labour Card) before receipt. This transaction shall be typed in case the employer desires to cancel the application.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	• Number of application for transaction of electronic permit MB123456789AE			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			

Steps:



Service name	Modification of immigration file			
Service description	Modification of the residency file in case of file number error.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport + residence permit• Signature Accreditation Card• Number of electronic work permit			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	59nstagram.com/TwasolAjman			

Steps:










Service Manual



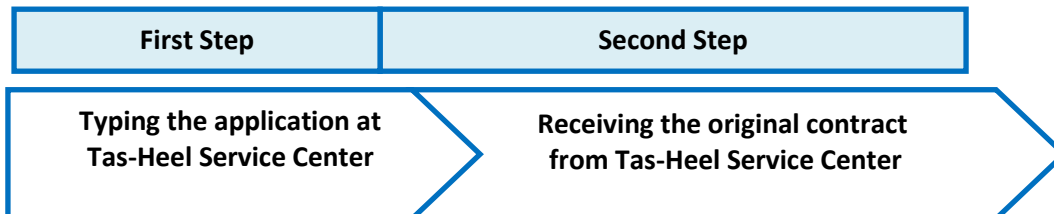
**Ministry of Human Resources and
Emiratization**










**Main process
(Issuance of applications for employment
agreements)**

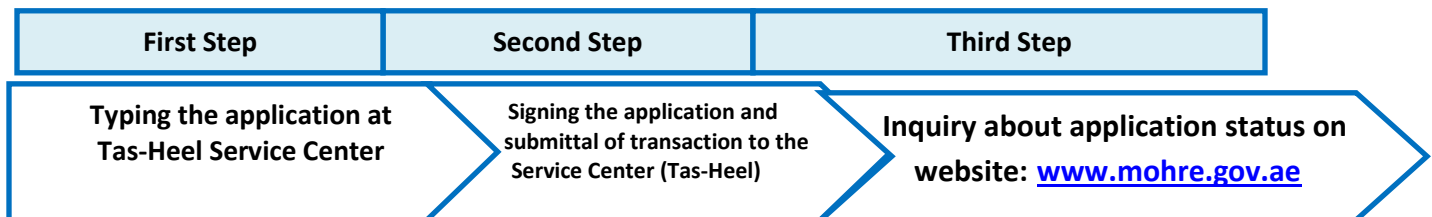
Service name	Original contract			
Service description	Receipt of the employee's original contract authenticated by the Ministry of Human Resources and Emiratization.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	• Employee's details or copy of passport			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Completion of missing documents for employment contract			
Service description	Request of form in case of any missing documents fpor the employment contract			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport.• Electronic work permit- transaction No: MB123456789AE• Copy of trade license• Copy of signature accreditation.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



**Ministry of Human Resources and
Emiratization**










**Main process
Licensing of Recruitment Agencies**

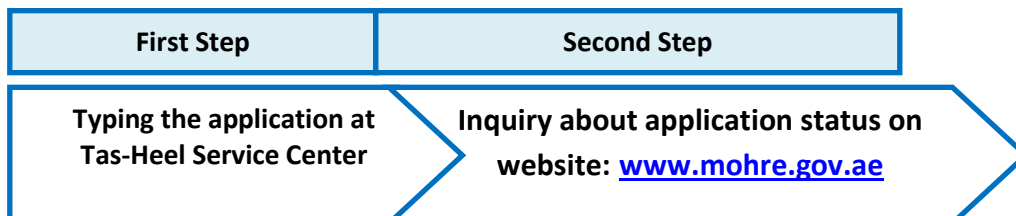
Service name	Application for new license of private recruitment agency			
Service description	Service provided to the firm's owner to license servant or labor recruitment agency.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">• Copy of passport .• Copy of Family Book.• ID card.• Personal Photo.• Site plan of the firm</div><div><ul style="list-style-type: none">• Certificate of reservation of trade name.• Certificate of good conduct.• Original electronic signature card.</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Application for renewal of private recruitment agency			
Service description	Service provided to the firm's owner to renew the license of recruitment agency to recruit labor and housemaids.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<div><div><ul style="list-style-type: none">• Copy of passport• Copy of Family Book.• Copy of ID Card• Personal photo• Site plan of the firm</div><div><ul style="list-style-type: none">• Bank letter of guarantee• Certificate of good conduct• Copy of trade license• Copy of signatures accreditation• Original electronic signature card.</div></div>			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



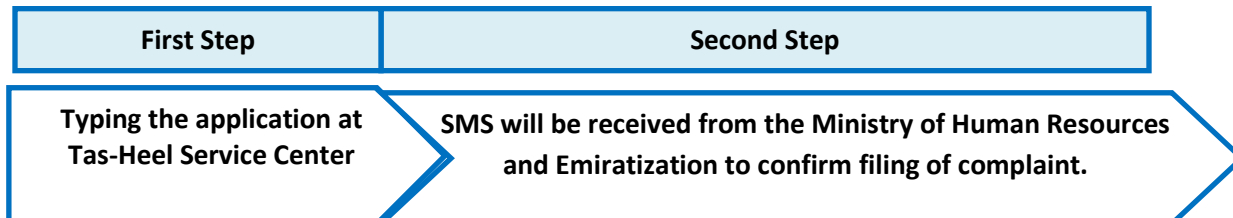
**Ministry of Human Resources and
Emiratization**










**Main process
Recording of Labor Complaints and Disputes**

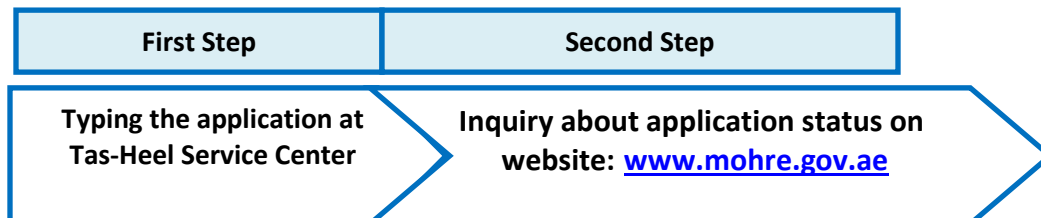
Service name	Submission of complaint			
Service description	The employee submits complaint against the employer or the employer submits complaint against the employee.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of passport or ID• Employee's details			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Free of charge			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Cancellation of Complaint			
Service description	Cancellation of complaint by the applicant			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">Complaint No: MB١٢٣٤٥٦٧٨٩AEPassword of the complaint sent by SMS of Ministry of Human Resources and Emiratization on submission of complaint			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Dhs 28			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service name	Settlement of complaint			
Service description	Transaction for settling the dispute submitted by the employee only within not more than 48 hours from the time of submission of complaint.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">Number of complaint: MB123456789AEEmployee's password in the SMS message			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Dhs 28			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

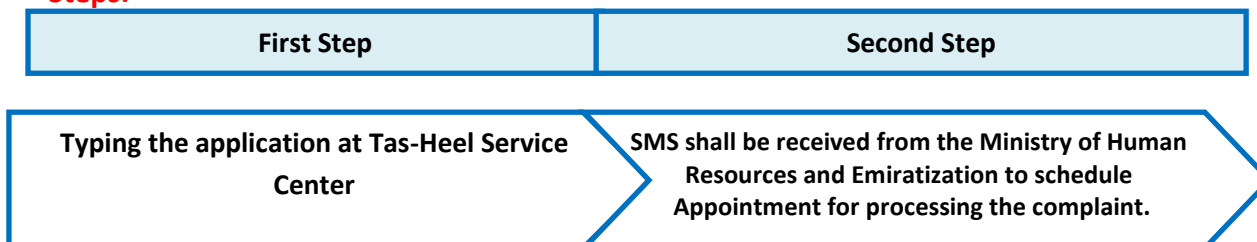
Steps:








First Step

Submission of application in the service center (Tas-Heel)

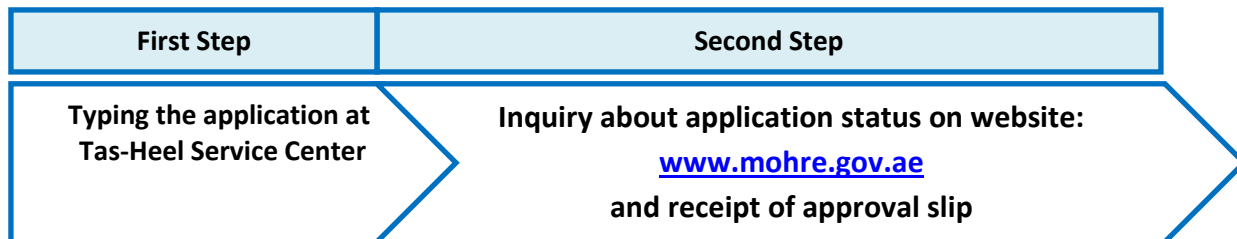
Service name	Reactivation of complaint			
Service description	Activation of the complaint settled within in 14 working days.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">Complaint transaction No: MB123456789AEPassword of complaint.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Dhs 28			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



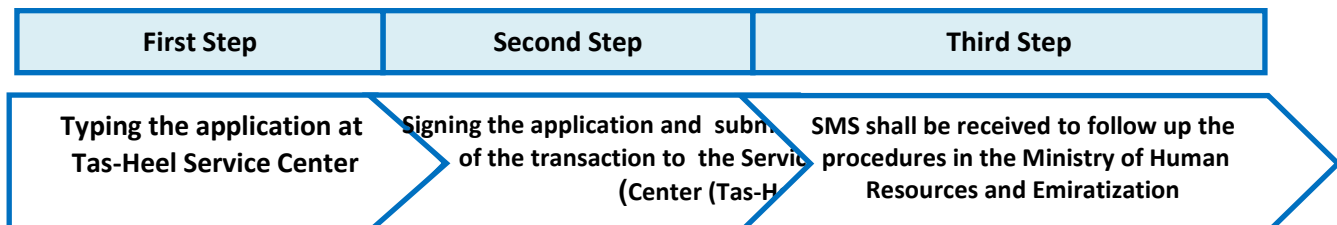
Service name	Electronic Report			
Service description	Report or circular on an employee in the Country whose whereabouts are unknown to the employer or communication between them is interrupted.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Certificate from Directorate of Nationality and Residency that the employee is inside the Country (date of certificate shall not exceed one month)• Copy of trade license• Copy of signatures accreditations• Original electronic signature card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

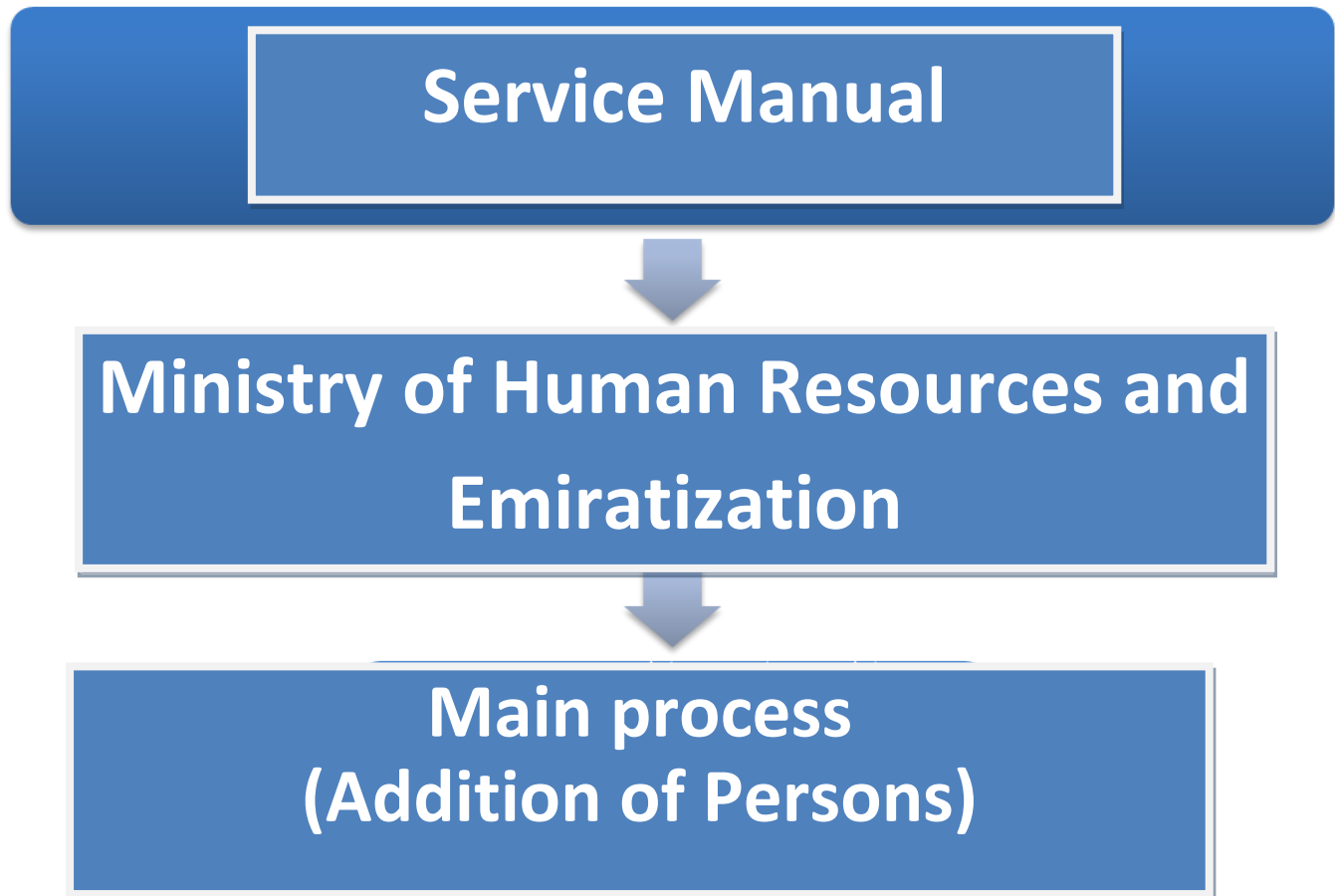
Steps:










Service name	Application to withdraw electronic report on absconding			
Service description	Removal of the employee's absconding report from the System of the Ministry of Labor in case the complaint is malicious or if the employee returned to work.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Copy of the employee's passport• Copy of the Labour Card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 for application + AED 28 for receiving the same (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

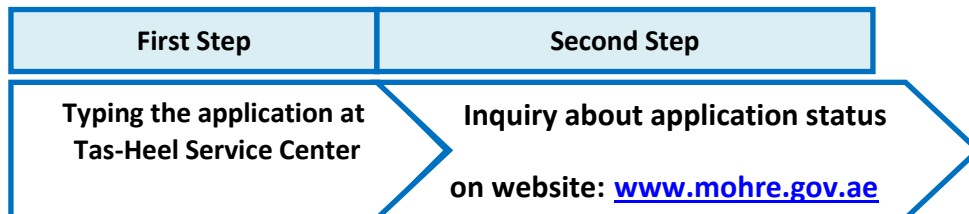
Steps:












Service name	Addition of New Person			
Service description	Opening of file of UAE national or partner in the license in the system of the Ministry of Labor as the person's data are registered and personal number is issued to him. Personal number is issued for one time for the individuals who weren't previously registered.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Personal photo• Copy of passport• Copy of Family Book of UAE nationals• UAE ID Card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (payment by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Modification of personal data			
Service description	Modification of the personal data in case of mistake or updating the same, if they expired, for the person's data of passport number, name, place or date of issue of passport and other personal data.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Personal photo• Copy of passport• Copy of Family Book of UAE nationals• UAE ID Card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 103 (for payment by e-dirham)			
Work hours	Official working hours		Saturday- Thursday 08:00 am to 08:00 pm	
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



**Ministry of Human Resources and
Emiratization**



**Main process
(Deletion of rejected document)**

Service name	Deletion of rejected documents			
Service description	Deletion of the documents that were rejected by the Ministry of Human Resources and Emiratization for specific reasons defined by the Ministry such as unclear passport copy, entry stamp or change of gender on submission of quota			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">Number of the rejected transactionDocuments to be deleted			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Free of charge			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:










Service Manual



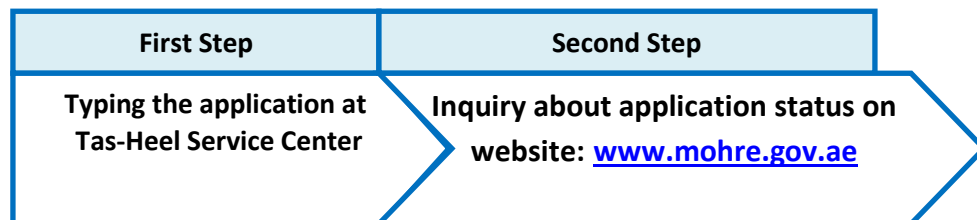
**Ministry of Human Resources and
Emiratization**










**Main process
(Payment of Fees and Penalties)**

Service name	Payment of fees of the preliminary approval notice of work permit			
Service description	Payment of the work permit fees after approval of permit to pursue the procedures. Payment is made according to the firm's category.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	• Application for notice of preliminary approval of work permit			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Fees according to category: <ul style="list-style-type: none">First category: 353Second category A: 653Second category B: 1553Third category C: 2053Third category: 5053 Temporary or provisional work permit, student training or mission: 553 Bank guarantee fees of 3000 per employee The first category shall be exempt of the bank guarantee			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



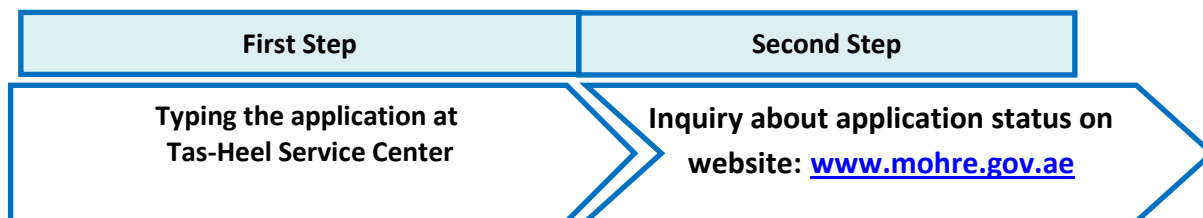
Service name	Penalty of electronic work permit/ notice of preliminary approval of work permit			
Service description	Payment of work permit penalty no later than 60 days after expiry or in case of failure to issue the electronic work permit or 60 days after exceeding the date of the employee's entry or status adjustment.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Notice of preliminary approval of work permit or electronic work permit• Copy of visa (entry permit) after entry of the employee or status adjustment while in the Country.			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Penalty of AED 203 shall be charged if the permit exceeded 60 days, and AED 203 shall be added for each additional month.			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjman	
	instagram.com/TwasolAjman			








Steps:



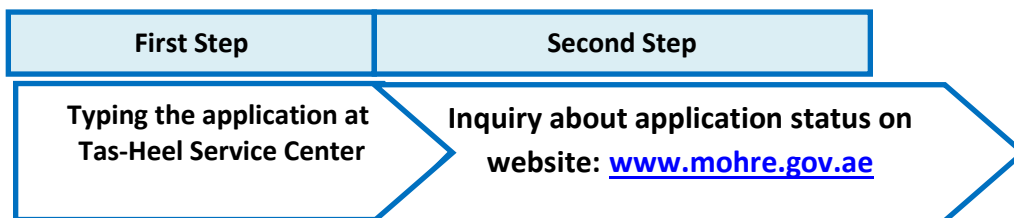
Service name	Firm penalty			
Service description	Payment of penalty by the firm that violates the laws of the Ministry of Human Resources and Emiratization.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	• Signatures Accreditation Card			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	Fees shall be paid as per the type of violation			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



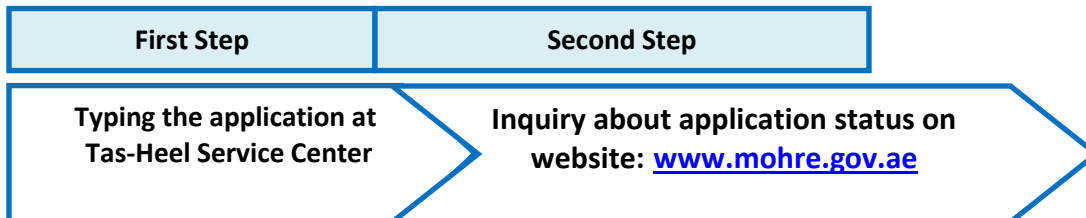
Service name	Application for new license of private recruitment agency			
Service description	Payment of fees of approval on private recruitment agency license.			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Signature Accreditation Card• Form of application for license of new private recruitment agency after approval			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 50103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			








Steps:



Service name	Renewal of license of private recruitment agency			
Service description	Payment of recruitment agency renewal fees for one year			
Service type	From government to individuals	Service classification		Procedures
Service structure	Major	Limited service		Human resources-technical resources
Required documents	<ul style="list-style-type: none">• Signature Accreditation Card• Form of application for private recruitment agency license after approval			
Service channels	Access to information	Submission of application	Communication during procedures	Service completion
	Personal attendance	Personal attendance	Personal attendance	Personal attendance
	www.twasolajman.ae	info@twasolajman.ae	www.twasolajman.ae	
	600560605		600560605	
Service charges	AED 25103 (by e-dirham)			
Work hours	Official working hours	Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision	10-15 minutes			
Channels of communication	600560605		97167030399	
	info@twasolajman.ae		www.twasolajman.ae	
	twitter.com/TwasolAjman		www.facebook.com/TwasolAjm	
	instagram.com/TwasolAjman			

Steps:



Service name	Failure to renew the license of recruitment agencies on time		
Service description	Payment of penalty in case of delayed renewal of private brokerage agency license for one month from the date of expiry		
Procedures	Service classification	From government to individuals	Service type
Human resources-technical resources	Limited service	Major	Service structure
<ul style="list-style-type: none"> Signature Accreditation Card 			Required documents
Service completion	Communication during procedures	Submission of application	Access to information
Personal attendance	Personal attendance	Personal attendance	Service channels
	www.twasolajman.ae	info@twasolajman.ae	
	600560605		
AED 1053 one month after the grace period. AED 1000 shall be added for every additional month (by e-dirham)			Service charges
Saturday- Thursday 08:00 am to 08:00 pm		Official working hours	Work hours
10-15 minutes			Average time of service provision
	97167030399		600560605
	www.twasolajman.ae		info@twasolajman.ae
	www.facebook.com/TwasolAjman		twitter.com/TwasolAjman
			instagram.com/TwasolAjman

Steps:

