

# Twasolajman.ae

**Service Manual** 

**Ministry of Human** 

Resources and

Emiratization

2017

Services of the Ministry of Human Resources and Emiratization

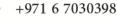
> Services of the Directorate of Nationality and Foreigners' Affairs

Services of the **Emirates Identity** Authority

Services of the Ministry of Health

Services of the Department of Economic Development





www.twasolajman.ae



**Our Official Android Application** 

TWASOL BUSINESS MEN SERVICES L.L.C, Shaikh Khalifa Street, Musheirif Commercial, Ajman, United Arab Emirates.

30300

9001:2015

ISO 10002





### **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...





#### **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

### ميثاق خدمة المتعاملين

تحرص وزارة الـــعـــــمــل على توفير خدمات متميزة تحقق رضا المتعاملين وتفوق توقعاتهم

#### التزامنا تجاهكم

- سنتعامل معكم باهتمام واحترام وبشاشة
  - ستحظون بخدمة متميزة وعادلة
- سنتعامل مع احتياجاتكم بمهنية ونبذل أقصى
  - ما بوسعنا لتلبيتها
- سنقدم خدماتنا من خلال فريق عمل متعاون يتمتع بالمعرفة
- مستمر عملات من حتل فريق عش هيون يشعر بسمرسه ويتفهم ، احتياجاتكم ويستطيع الإجابة على استفساراتكم سنوفر لكم متطلبات كل كدمة ومواعيد إتجازها 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 لنتشارك معكم في تطوير خدماتنا

#### ما نرحوه منكم لتوفير خدمة متميزة لكم

- تقدير جهود موظفينا فى خدمتكم بالتعامل معهم باحترام متبادل
- تشدير جهود موضية في خدستم بالطلي توفير الأوراق اللبوتية حسب الطلي تجهيز المستندات المطلوبة مسبقاً لإتمام المعاملة إبلامنا بأسرع وقت ممكن في حال وجود خطأ أو تعديل في البيانات إبلاغنا بأي تغيير في المعلومات الشخصية أو الظروف المتعلقة بإتمام الخدمة
  - الُرد على استفسارات فريق خدمة المتعاملين لخدمتكم بشكل أفضل وفى الوقت المحدد

بإمكانكم التواصل معنا مباشرة من خلال

contact os unectiy through	

Working Hours: Tel: P.O Box Email:	ساعات العمل هاتف البريد البريد الإلكتروني
7:30 am - 8.30 pm 600-560605 30300 info⊚twasolajman	7:متلحا - 8:30 فساءا 600-560605 ألسبت - الخميس
Saturday - Thursday	السبت - الخميس
"We owe our excellent services to the creativity	<sup>.</sup> خدمــاتنا المتميزة ثمرة إبداع مــوظفيناو
of our employees. We care for our customers."	المتعامل مـحور اهتمامنا"
H.E Saqr Gobash	معالي صقر غباش
Ministry of Labour	وزير العمل
Website: www.twasolajman.ae	الموقع الالكتروني : 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





#### <u>Mission</u>

#### 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 be 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)





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## **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 inc	lividuals	Serv	ice classifio	cation	Pr	ocedures	
Service structure	Major		Li	mited serv	ice	Human resource	es- executive r	esources
Required documents	<ul> <li>Copy of Passport + U.I.D. of national sponsor</li> <li>Copy of registration certificate</li> <li>Personal number of owners and partners</li> <li>Copy of partners' passports (if any)</li> <li>Copy of trade license</li> <li>Copy of trade lic</li></ul>							
	Access to information		Submission of Cor application			unication during procedures	Completiion of servic	
Service channels	Personal attendance	Personal attendance		ndance	Perso	nal attendance		
	www.twasolajman.ae	info@twasolajman.ae		man.ae	www.	twasolajman.ae	Personal attendance	
	600560605			e	600560605			
Service fees				2103 (by	e-dirham	)		
Work hours	Official working	g hours				Saturday- Thur 08:00 am to 08:0	-	
Average time of service provision				10-15 n	ninutes			
	60056060	5				97167030399		
Channels of	info@twasolajn	nan.ae			www.t		www.twasolajman.ae	
communication	twitter.com/Twas	solAjman		B	wv	vw.facebook.com/	TwasolAjm	f
Stops:	instagram.com/Twa	asolAjman	ı	Ø				

First step		Second step	
Typing the document at Tas-Heel Service Center	$\left \right>$	Receiving of SMS of completion of transaction and issuance of establishment's number	



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 individuals	to	Se	ervice cla	ssification		Procedure	S
Service structure	Secondary			Limited	service	Humar	resources- resources	
Required documents	<ul><li>Copy of trade li</li><li>Firm's number</li></ul>		inistry o	f Human	Resources and E	Emiratiza	tion	
	Access to information	Submission of application			Communica during procee		<mark>Service co</mark>	mpletion
Service	Personal attendance	Persor	nal atter	ndance	Personal atter	ndance		
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605				600560605			
Service fees			AEC	0 103 (by	e-dirham)			
Work hours	Official working	g hours				ay- Thur n to 08:0	-	
Average time of service provision				10-15 m	inutes			
	600560605	5			9716	57030399	)	
Channels of communication	info@twasolajm	nan.ae			<u>www.tw</u>	asolajma	in.ae	e
	twitter.com/Twas	olAjman		B	www.faceboo	k.com/T	wasolAjm	f
	instagram.com/Twa	asolAjma	n	Ø				

First Step	Second Step	Third Step
Typing the application at Tas-Heel Service Center	Sign the application by authorized signatory	Ministry of Human Resources



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 clas	sification	Procedures		es	
Service structure	Secondary		Limited	service	Humar	n resources resource		
Required documents	<ul> <li>e-signature card of the current sponsor or previous sponsor</li> <li>Trade License</li> <li>Certificate of assignment from the Department of Economic Development</li> <li>Copy of UAE national Sponsor and Partners</li> <li>Personal number of owners and partners</li> <li>Copy of service agent contract, if the license is issued for service agent</li> <li>Or copy of the memorandum of association if the license is that of LLC</li> </ul>							
	Access to information	Submission of	nission of application		Communication during		ompletion	
Service channels	Personal attendance	Personal attendance		Personal attendance				
	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges			AED 103 (by e					
Work hours	Official working	hours		Saturday 08:00 am		-		
Average time of service provision			10-15 min	utes				
	600560605			97167030399			Ŀ	
Channels of communication	info@twasolajma	ın.ae		<u>www.twa</u>	solajman	. <u>.ae</u>	e	
	twitter.com/Twaso	lAjman	B	www.facebook.com/TwasolAjm		vasolAjm	f	
	instagram.com/Twas	olAjman	Ø					
Steps:								

Third Step	Second Step	First Step	
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Typing the application at Tas-Heel Service Centers

Signing the application by The authorized signatories

Approaching the office of the Ministry of Human Resources and Emiratization to submit the application



Service name		Appli	cation for m	odification of owner		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 cla	assification	P	rocedu	res						
Service structure	Secondary		Limited	l service			ources- sources						
Required documents	<ul> <li>E-signature card of the current sponsor or previous sponsor</li> <li>Trade License</li> <li>Certificate of assignment from the Department of Economic Development</li> <li>Copy of UAE national Sponsor and Partners</li> <li>Personal number of owners and partners</li> <li>Copy of service agent contract, if the license is issued for service agent</li> <li>Or copy of the memorandum of association if the license is that of LLC</li> </ul>												
	Access to information Submission of Communication during						rvice						
Service	Personal attendance	application Personal attendance		procedures Personal attendance		completion Personal attendance							
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae									
	600560605			600560605									
Service charges		Α	ED 103 (by e	e-dirham)									
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-								
Average time of service provision			10-15 mir	nutes									
	600560605			97167030	399								
Channels of communication	info@twasolajma	an.ae		www.twasola	jman.ae		e						
	twitter.com/Twaso	lAjman	B	www.facebook.cor	n/Twaso	lAjm	f						
	instagram.com/Twas	solAjman	Ø										
Steps													

First Step	Second Step	Third Step	
Typing the application at Tas		by Approaching the office of	
Heel Service Center	The authorized signate	ories Of Human Resources and submit the applic	



Service name			Applica	ation for	modificat	ion of the firm's	cont	act detai	ls	
Service description		In case	the cli	ent desir	es to mod	ify the firm's con	tact	details		
Service type	-	government to Idividuals	D		Service cla	assification		Procedures		ires
Service structure	Major			Limited	l service			Human resources- technical resources		
Required	• Co	opy of Signatu	re Accr	editatior	n Card.					
documents	• Pr	ovision of dat	a (mob	ile, post	office box	, email)				
	Access to	information		ubmissic applicati		Communicati procedu		luring	-	ervice npletion
Service	Personal	attendance	Pers	onal atte	endance	Personal attenda		ance		
channels	www.twa	solajman.ae	info@	Øtwasola	ijman.ae	www.twasol	ajma	an.ae		ersonal endance
	6005	560605				600560	605			
Service charges					30 dh	-				
Work hours	Of	ficial working	, hours			Saturday 08:00 am	-	-		
Average time of service provision					10-15 miı					
		600560605				97167	7030	399		
Channels of communication	info	o@twasolajma	an.ae			www.twa	sola	jman.ae		e
	twitte	twitter.com/TwasolAjman		1	B	www.facebook	c.cor	n/Twaso	lAjm	f
	instagra	am.com/Twas	solAjma	an	Ø					
Steps:										
First Ste	p	Seco	ond Step	р						

Typing the application at Tas-Heel SMS of transaction completion is Service Center received.



Service name		Renewal of	firm's licens	e		
Service description		-	-	of the Ministry of Hur artment of Economic		
Service type	From government to Service class			classification Procedure		rocedures
Service structure	Major Limited s		l service		nan resources- nical resources	
Required documents	<ul> <li>Original + copy of</li> <li>Signature Accred</li> <li>Copy of UAE nat</li> </ul>	ditation Card		f license of fishing bo	oat or tax	i driver
	Access to information	Submiss applica		Communication c procedures	•	Service completion
Service	Personal attendance	Personal at	tendance	Personal attenda	ance	
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajma	an.ae	Personal attendance
	600560605			600560605		
Service charges		A	ED 103 (by e	e-dirham)		
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-	
Average time of service provision			10-15 mir	nutes		
	600560605			97167030	399	
Channels of communication	info@twasolajma	in.ae		www.twasola	<u>jman.ae</u>	e
	twitter.com/Twasol	lAjman	B	www.facebook.cor	m/Twaso	IAjm
	instagram.com/Twas	olAjman	Ø			

Second Step	First Step	
Typing the application at Tas- Heel Service Center	atus of application on website	•
<u>v</u>	VWW.MOHRE.GOV.AE	



Service name		Applic	ation for ca	ncellation of firm's ca	ard	
Service description	Application shall be pr	inted in case t	the client de Card		ignature A	ccreditation
Service type	From government to individuals		Service cla	assification	Pro	ocedures
Service structure	Major Limited s		l service		n resources- cal resources	
Required documents	<ul> <li>Copy of signatur</li> <li>Copy of trade lic</li> <li>Electronic Signat</li> </ul>	ense	on			
	Access to information	Submiss applica		Communication d procedures	luring	Service completion
Service	Service Personal attendance Personal attendance Personal attendance		ance			
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajma	an.ae	Personal attendance
	600560605			600560605		
Service charges		А	ED 103 (by	e-dirham)		
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	•	
Average time of service provision			10-15 mir	nutes		
	600560605			97167030	399	
Channels of communication	info@twasolajma	in.ae		www.twasola	jman.ae	e
	twitter.com/Twasol	lAjman	B	www.facebook.cor	n/Twasol/	Ajm
	instagram.com/Twas	olAjman	Ø			

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



Service name	Ad	ldition of n	ew electr	onic representativ	/e	
Service		Service provided by the Ministry of Human Resources and Emiratization by addition of				
description Service type	•	representative to provide, follow up and complete transactions in the Mini From government to individuals Proce				ocedures
Service structure	Major Limited s		d service		an resources- ical resources	
Required documents	<ul> <li>Copy of Passport</li> <li>Copy of Residence Perm</li> <li>Personal Photo</li> <li>Certificate of conduct</li> </ul>	Copy of Residence Permit (expatriate representative)       -       Copy of trade license         Personal Photo       -       Electronic signature card         Certificate of conduct       -       Letter of no objection from the sponsor				
	Access to information	Access to information Submission of Communication durin application procedures			ıring	Service completion
Service	Personal attendance	Personal a	ttendance	Personal attenda	nce	
channels	www.twasolajman.ae	info@twaso	olajman.ae	www.twasolajma	n.ae	Personal attendance
	600560605			600560605		
Service charges		2103 (by	y e-dirham) f	or the expatriate		
Work hours	Official working	g hours		Saturday- Thu 08:00 am to 08	•	
Average time of service provision			10-15 mi	nutes		
	600560605		J	971670303	99	
Channels of communication	info@twasolajma	an.ae		www.twasolajn	nan.ae	e
	twitter.com/Twaso	olAjman		www.facebook.com	/TwasolA	.jm
	instagram.com/Twas	solAjman	Ø			

First Step	Second Step	
Typing the application at Ta Heel Service Center	Inquiry of status of application on website <u>WWW.MOHRE.GOV.AE</u> And printing the ID through the website	>



Service name		Cancellatio	on of repr	resentative Card			
Service description	Service in whic	ch the represe	entative care	d of the sponsor's firm	m is canc	elled.	
Service type	From government to Service classific individuals		assification	Pi	Procedures		
Service structure	Major Limited se		l service		man resources- inical resources		
Required documents	<ul><li>Electronic signature</li><li>Copy of license</li></ul>	Copy of representative card Electronic signature card Copy of license Copy of signature accreditation					
	Access to information	Submiss applica		Communication d procedures	luring		ervice pletion
Service	Personal attendance	Personal at	tendance	Personal attenda	ance		
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance	
	600560605			600560605			
Service charges		Α	ED 103 (by	e-dirham)			
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-		
Average time of service provision			10-15 mir	nutes			
	600560605			97167030	399		<u> </u>
Channels of communication	info@twasolajma	in.ae		www.twasola	<u>jman.ae</u>		e
	twitter.com/Twasol	lAjman	B	www.facebook.cor	n/Twaso	lAjm	f
	instagram.com/Twas	olAjman	Ø				

First Step	Second Step	
Typing the application at Tas Heel Service Center	5- Inquiry of status of application on website	$\overline{\ }$
	WWW.MOHRE.GOV.AE	



Service name	Д	Applicatio	n to refun	d of bank guaran	tee		
Service description	Through this method, th employee is cancelled or	-			account in	case the	
Service type	From government to individuals		Service cla	assification	Pro	ocedures	
Service structure	Major	Limited		service		n resources- cal resources	
Required documents		Copy of signatures accreditation					
	Access to information	Submis applic		Communication d procedures	luring	Service completion	
Service	Personal attendance	Personal a	ttendance	Personal attenda	ance		
channels	www.twasolajman.ae	info@twas	olajman.ae	www.twasolajma	an.ae	Personal attendance	
	600560605			600560605			
Service charges			AED 103(by e	e-dirham)			
Work hours	Official working	hours		Saturday- The 08:00 am to 08	•		
Average time of service provision			10-15 mir	nutes			
	600560605			97167030	399		
Channels of communication	info@twasolajman.ae			www.twasolajman.ae		e	
	twitter.com/Twasol	Ajman	www.facebook.com/		n/Twasol/	Ajm	
	instagram.com/Twasc	olAjman	Ø				

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status Ap on website: <u>www.mohre.gov.ae</u>	proaching the concerned bank For refund of guarantee	



Service name	Appl	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 cla	assification	Рі	ocedures		
Service structure	Major			Limited	l service		an resources- ical resources		
Required documents	- Personal Number								
	Access to information		Submiss applica		Communication d procedures	uring	Service completion		
Service	Personal attendance	onal attendance Personal attendance Personal attendance				ance			
channels	www.twasolajman.ae	info@twasolajman.ae www		www.twasolaiman.ae		Personal attendance			
	600560605				600560605				
Service charges	AED 403 (by e-dirham) added t	•			of urgent application be received within 24		5 cash shall be		
Work hours	Official working	hour	s		Saturday- Th 08:00 am to 0	-			
Average time of service provision				10-15 mir	nutes				
	600560605			97167030399					
Channels of communication	info@twasolajman.ae				www.twasolajman.ae		e		
	twitter.com/Twaso	.com/TwasolAjman		B	www.facebook.com	n/Twaso	IAjm		
	instagram.com/Twas	olAjn	nan	0					

		Second Step	First Step
Heel Service Center 🔰 directly from Tas-Heel Center if application is	or received	as- The card shall be received from the post office box o	Typing the application at Ta
	rgent	directly from Tas-Heel Center if application is u	Heel Service Center



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 cla	assification	Pro	ocedures			
Service structure	Major		Limited	l service		n resources- cal resources			
Required documents	Copy of the firm	<ul> <li>Copy of Signature Accreditation Card</li> <li>Copy of the firm's (immigration) card</li> <li>Copy of trade license</li> </ul>							
	Access to information		ssion of cation	Communication c procedures	-	Service completion			
Service	Personal attendance	Personal a	ittendance	Personal attend	ance				
channels	www.twasolajman.ae	info@twas	olajman.ae	www.twasolajm	an.ae	Personal attendance			
	600560605			600560605					
Service charges		4	AED 103 (by (	e-dirham)					
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	•				
Average time of service provision			10-15 mi	nutes					
	600560605	600560605		97167030399					
Channels of communication	info@twasolajman.ae			www.twasola	ijman.ae	e			
	lAjman	B	www.facebook.cor	m/Twasol	Ajm				
	instagram.com/Twas	olAjman	Ø						

First Step	Second Step	
Typing the application at Ta	<sup>as-</sup> Inquiry about application status on website:	
Heel Service Center	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 individuals	to	Service cla	ssification		Procedure	S
Service structure	Major		Limited	service	-	iman resou hnical reso	
Required documents	<ul> <li>Trade license of the</li> <li>Copy of signature ac consultant</li> <li>Building license</li> <li>Project plan</li> <li>Direct order of the consultant</li> </ul>	ccreditation of	the	<ul> <li>Main contra</li> <li>Electronic s</li> <li>Copy of lice</li> <li>Copy of sign contracting</li> </ul>	ignature nse of contature ac	card origin ontracting c ccreditation	ompany
	Access to information		Submission of applicationCommunication during procedures			Service co	mpletion
Service	Personal attendance	Personal at	tendance	Personal atten			
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajman.ae		Personal attendance	
	600560605			60056060	5		
Service charges		A	ED 103 (by	e-dirham)			
Work hours	Official working	g hours		Saturda 08:00 am	y- Thurs to 08:0	•	
Average time of service provision			10-15 mi	inutes			
	600560605	;	97167030399				
Channels of communication	info@twasolajm	ian.ae	n.ae <u>www.twasolajman.ae</u>			n.ae	e
communication	twitter.com/Twas	olAjman	B	www.facebool	k.com/T	wasolAjm	f
	instagram.com/Twa	solAjman	Ø				

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



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 indiv	viduals	9	Service cla	ssification		Procedure	s
Service structure	Major			Limited	service	Huma	n resources- resources	
Required documents	<ul> <li>Trade license (both firms)</li> <li>Approval of signature (both firms)</li> <li>Copy of signature accreditation of the consultant</li> <li>Copy of the trade license (consultant)</li> <li>Building license+ Project plan.</li> <li>Direct order of the consultant</li> </ul>					nain contrac rabic	t.	
	Access to information	Submissi	Submission of application Communication duri procedures					ompletion
Service channels	Personal attendance	Persor	nal atten	dance	Personal atten	dance		
	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal a	ttendance	
	600560605				60056060	5		
Service charges			AE	D 103 (by	e-dirham)			
Work hours	Official working	g hours				ay- Thurson to 08:00	-	
Average time of service provision				10-15 mi	nutes			
	600560605			97167030399				
Channels of communication	info@twasolajman.ae				<u>www.twasolajman.ae</u>		<u>1.ae</u>	e
twitter.com/TwasolAjman			B	www.faceboo	k.com/Tv	vasolAjm	f	
	instagram.com/Twa	solAjman		Ø				

First Step		Second Step			
Typing the application at Tas-Heel Service Center	$\rangle$	Inquiry about application status on website: <u>www.mohre.gov.ae</u>	$\supset$		







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	D Se	ervice class	sification Procedu		cedur	res	
Service structure	Major		Limited se	ervice	Humar technic			
Required documents	<ul> <li>Copy of trade license</li> <li>Copy of Signature Accreditation Card</li> <li>Copy of attested lease contract</li> <li>Electricity bill or permit of temporary electricity generator</li> <li>Site plan</li> <li>Statement of vehicles to indicate the number of licenses to be issued by the traffic department in case of application for driver.</li> </ul>						by the	
	Access to information	Submiss applica		Communication during procedures			ervice pletion	
Service	Personal attendance	Personal at	tendance	Personal attendance				
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajman.ae		_	rsonal ndance	
	600560605			600560605				
Service charges		AED	303 (by e-d	irham)				
Work hours	Official working	hours		Saturday- 08:00 am t	-			
Average time of service provision		1	.0-15 minut	es				
	600560605			97167	030399			
Channels of communication	info@twasolajman.ae			www.twasolajman.ae		<u>ie</u>	e	
communication	twitter.com/Twaso	lAjman	B	www.facebook.	.com/Twaso	lAjm	f	
	instagram.com/Twas	solAjman	Ø					

Steps:

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

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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 individuals	to	Service cla	assification	Procedures		S	
Service structure	Major		Limited	l service		man resoui inical resou		
Required documents	Copy of signa	<ul> <li>Copy of trade license</li> <li>Copy of signature accreditation</li> <li>Electronic signature card</li> </ul>						
	Access to information		ission of	Communica		Serv compl		
Service	Personal attendance	Per	lication r <b>sonal</b> ndance	during proce Personal atter		_		
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605		600560		605			
Service charges			AED 103 (b	y e-dirham)				
Work hours	Official working	g hours			ay- Thurs n to 08:0	-		
Average time of service provision			10-15	minutes				
	600560605	5	97167030399				<u>j</u>	
Channels of communication	info@twasolajn	nan.ae		www.twa	www.twasolajman.ae		e	
	twitter.com/Twas	olAjman		www.faceboo	k.com/T	wasolAjm	f	
	instagram.com/Twa	asolAjmar	n 🔘					
Steps:								

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



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	From government to individuals Service classification Procedures						
Service structure	Major		Li	mited serv	/ice	Human r technical		
Required documents	<ul> <li>Copy of trade license</li> <li>Appendix of Partners, if LLC company</li> <li>Letter from the Health Authority</li> <li>List of vehicles</li> <li>Industrial production certificate</li> <li>Building contracts and licenses</li> <li>Lease contract of labor accommodation</li> <li>List of projects</li> <li>Contracts of projects</li> <li>Attestation of subcontracts</li> </ul>							
	Access to information	Submission of application			Communication during procedures		-	ervice opletion
Service	Personal attendance		••	endance	Personal attendance			•
channels	www.twasolajman.a e	info@twasolajman.a e			www.twasolajman.ae			ersonal endance
	600560605			600560605		60605		
Service charges			AED 1	03 (by e-d	irham)			
Work hours	Official working	hours				ay- Thursday n to 08:00 pm	ı	
Average time of service provision			10	)-15 minut	es			
	600560605			97167030399				
Channels of communicatio	info@twasolajma	n.ae			www.twasolajman.ac		<u>e</u>	e
n	twitter.com/Twasol	Ajman		B	www.faceb	ook.com/Twaso m	olAj	f
	instagram.com/Twas	olAjman	n	Ø				

 First Step
 Second Step

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



descriptionResources and EmiratizationService typeFrom government to individualsService classificationProceduresService structureMajorLimited serviceHuman resources- technical resourcesRequired documentsCopy of signature accreditation • Application No MB123456789AEAccess to informationSubmission of applicationCommunication during proceduresService completionService channelsAccess to informationSubmission of applicationCommunication during proceduresService completionPersonal attendancePersonal attendancePersonal attendancePersonal PersonalPersonal applicationPersonal application	Service name	ne	Modification of approved firm quota								
Service typeindividualsService classificationProceduresServiceMajorLimited serviceHuman resources- technical resourcesRequired documents• Copy of signature accreditation • Application No MB123456789AE• Communication during proceduresService completionService channels• Access to information • Application No MB123456789AECommunication during proceduresService completionService channels• Access to information • Application no MB123456789AECommunication during proceduresService completionService channels• Access to information • Application no MB123456789AEPersonal attendance proceduresPersonal attendanceService channels• Access to information • Application • Bersonal attendancePersonal attendance • Bersonal attendancePersonal attendanceService charges• Access • Bo0560605• AED 103 (by e-dirham)Personal • Bo0560605Work hoursOfficial working hoursSaturday- Thursday • 08:00 am to 08:00 pm			Firm's request to cancel the approved firm's quota in the system of the Ministry of Human Resources and Emiratization								
structureMajorLimited servicetechnical resourcesRequired documents• Copy of signature accreditation • Application No MB123456789AE• Copy of signature accreditation • Application No MB123456789AEService 	Service type	<b>Δ</b>	Norvice classification Pl								
Required documentsApplication No MB123456789AEService channelsAccess to informationSubmission of applicationCommunication during proceduresService completionPersonal attendancePersonal attendancePersonal attendancePersonal attendancePersonal attendancewww.twasolajman.aeinfo@twasolajman.aewww.twasolajman.aePersonal attendance600560605600560605600560605AED 103 (by e-dirham)Work hoursOfficial working hoursSaturday- Thursday 08:00 am to 08:00 pm		Major	Major Limi								
Service channelsAccess to informationapplicationprocedurescompletionPersonal attendancePersonal attendancePersonal attendancePersonal attendancePersonal attendancewww.twasolajman.aeinfo@twasolajman.aewww.twasolajman.aePersonal attendancePersonal attendance600560605600560605600560605Service chargesAED 103 (by e-dirham)Work hoursOfficial working hoursSaturday- Thursday 08:00 am to 08:00 pm											
channels       www.twasolajman.ae       info@twasolajman.ae       www.twasolajman.ae       Personal attendance         600560605       600560605       600560605       attendance         Service charges       AED 103 (by e-dirham)       Saturday- Thursday         Work hours       Official working hours       Saturday- Thursday         Average time of       5000 am to 08:00 pm       5000 am to 08:00 pm		Access to information				luring	Service completion				
www.twasolajman.ae     info@twasolajman.ae     www.twasolajman.ae     attendance       600560605     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	Personal attendance	Personal at	tendance	Personal attendance						
Service charges     AED 103 (by e-dirham)       Work hours     Official working hours       Saturday- Thursday       08:00 am to 08:00 pm	channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance				
Work hours     Official working hours     Saturday- Thursday 08:00 am to 08:00 pm       Average time of     0		600560605			600560605						
Work hours         Official working hours         08:00 am to 08:00 pm           Average time of         08:00 am to 08:00 pm         08:00 am to 08:00 pm	Service charges	<b>ges</b>	AE	D 103 (by e	e-dirham)						
	Work hours	s Official working	hours		•	•					
provision	service	of		10-15 mir	nutes						
600560605 97167030399		600560605			97167030399						
Channels of info@twasolajman.ae www.twasolajman.ae					www.twasolajman.ae		e				
twitter.com/TwasolAjman B www.facebook.com/TwasolAjm			Ajman	B	www.facebook.cor	n/Twasol/	Ajm				
instagram.com/TwasolAjman		instagram.com/Twase	olAjman	Ø							

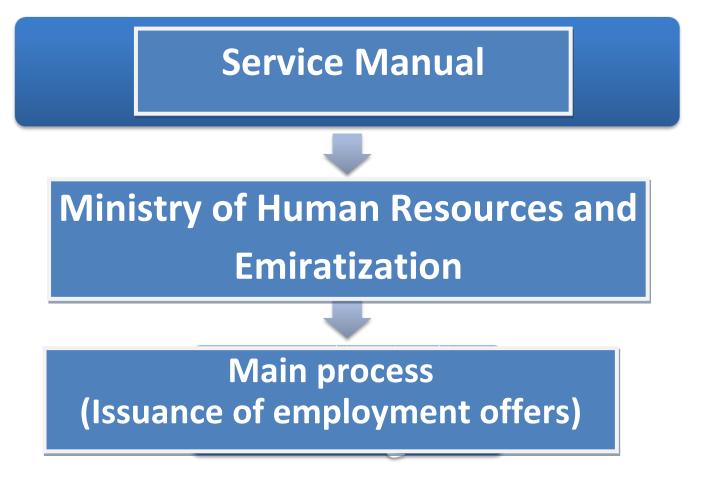
First Step	Second Step
Typing the application at	Inquiry about application status on website:
Tas-Heel Service Center	<u>www.mohre.gov.ae</u>



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 cla	assification	Pr	ocedures			
Service structure	Major	Limited	d service		in resources- cal resources				
Required documents	<ul> <li>Copy of signatures accreditation</li> <li>Application No (MB123456789AE)</li> </ul>								
	Access to information		ssion of cation	Communication c procedures	•	Service completion			
Service	Personal attendance	Personal a	ittendance	Personal attendance					
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance			
	600560605			600560605					
Service charges		Α	ED 103 (by e	e-dirham)					
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030399					
Channels of communication	info@twasolajma	an.ae		<u>www.twasolajman.ae</u>		e			
	twitter.com/Twaso	lAjman	B	www.facebook.cor	m/Twasol	Ajm			
	instagram.com/Twas	olAjman	Ø						

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







Service name		Typing	of new er	mployment 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 typeetc.							
Service type	From government to Service classification Procedures							
Service structure	Major	l service		n resources- cal resources				
Required documents	<ul> <li>Availability of the firm's quota</li> <li>Copy of the employee's passport</li> <li>Original electronic signature card.</li> <li>Copy of the firm's signature accreditation card</li> </ul>							
	Access to information	Submis applic		Communication during procedures		Service completion		
Service	Personal attendance	Personal attendance		Personal attendance				
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges		А	ED 103 (by e	e-dirham)				
Work hours	Official working	hours		Saturday- Thu 08:00 am to 08	-			
Average time of service provision			10-15 miı	nutes				
	600560605			97167030399				
Channels of communication				www.twasolajman.ae		e		
	twitter.com/Twasol	Ajman	B	www.facebook.com	n/Twasol	Ajm		
Stops:	instagram.com/Twas	olAjman	Ø					

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						es	
Service structure	Major		Limite	ed service		an reso nical reso		
Required documents	<ul> <li>Copy of passport</li> <li>Copy of the firm's signature accreditation card</li> <li>Original electronic signature card</li> <li>Previous employment offer</li> </ul>							
	Access to	Submis		Communication o	-		rvice	
	information	application		procedures		completion		
Service	Personal attendance	Personal attendance		Personal attendance		Deveenel		
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges			AED 103 (I	oy e-dirham)				
Work hours	Official working	g hours		Saturday- 08:00 am to	-	•		
Average time of service provision			10-15	minutes				
	600560605			97167030399				
Channels of communication	info@twasolajman.ae			www.twasolajman.ac		<u>e</u>	e	
communication	twitter.com/Twase	olAjman	B	www.facebook.co	om/Twas	solAjm	f	
	instagram.com/Twa	solAjman	Ø					

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Signature of employee or his fingerprint on the application according the skill, and typing the application for notice of preliminary appro	-



Service name		Cancellation of employment offer							
Service description	In case the employer do	In case the employer doesn't desire to agree with the employee, the employment offer shall be cancelled.							
Service type	From government to Service of Ser			ervice cla	assification	Pr	ocedures		
Service structure	Major			Limited	l service		n resources- cal resources		
Required documents	Employment offer     Original electronic signature card								
	Access to information	Submission of application			Communication d procedures	luring	Service completion		
Service	Personal attendance			dance	Personal attendance				
channels	www.twasolajman.ae			nan.ae	www.twasolajman.ae		Personal attendance		
	600560605				600560605				
Service charges				103 DI	HS				
Work hours	Official working	hours			Saturday- Thursday 08:00 am to 08:00 pm				
Average time of service provision			1	0-15 mir	nutes				
	600560605				97167030399				
Channels of communication	info@twasolajma	info@twasolajman.ae			<u>www.twasolajman.ae</u>		e		
	twitter.com/Twaso	lAjman		B	www.facebook.cor	n/Twasol	Ajm		
	instagram.com/Twas	solAjman		0					

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



Service name	Typing of pr	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 cla	assification	Рі	rocedu	res		
Service structure	Major Limited			l service		an reso ical res	ources-		
Required documents	<ul> <li>Employment ofference</li> <li>Personal photo weights</li> <li>Copy of the employee for more than 6 more t</li></ul>	<ul> <li>Letter of approval from the appropriate authority if the job so requires (teacher- doctor- nurse- pharmacist)</li> <li>Original electronic signature card.</li> </ul>			e job so nurse-				
	Access to information Submission of application			Communication during procedures			ervice pletion		
Service	Personal attendance	Personal at	tendance	Personal attenda	ince				
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajman.ae		Personal attendance			
	600560605		600560605		;				
Service charges		AE	ED 303 (by e	•					
Work hours	Official working	hours		Saturday- Th 08:00 am to 08	-				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030399					
Channels of communication				<u>www.twasola</u> j	iman.ae		e		
	twitter.com/Twasol	Ajman	B	www.facebook.con	n/Twaso	lAjm	f		
	instagram.com/Twase	olAjman	Ø						

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



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> <li>Employment offer</li> <li>Copy of passport</li> <li>Personal photo with white background</li> <li>Academic certificate in case the profession is of the first, second and third skill level</li> <li>Letter of approval from the appropriate authority if the job so require (teacher- doctor- nurse-pharmacist)</li> <li>Original electronic signature card.</li> </ul>								
Service channels	Access to information	Submission of application		Communication during procedures		Service completion			
	Personal attendance	Personal attendance		ndance	Personal attendance				
	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance			
	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								
	600560605				97167030399				
Channels of communication	info@twasolajman.ae				<u>www.twasolajman.ae</u>		<u>1.ae</u>	e	
	twitter.com/TwasolAjman			B	www.facebook.com/TwasolAjm		f		
	instagram.com/TwasolAjman			Ø					

Steps:

First StepSecond StepTyping the application at<br/>Tas-Heel Service CenterInquiry of Application via website<br/>www.mohre.gov.ae



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					s		
Service structure	Major			Limited service		Human resources- technical resources		
Required documents	<ol> <li>Personal photo with white background</li> <li>Copy of valid passport and residency permit for more than six months</li> <li>Copy of no-objection letter from the sponsor (husband- father)</li> <li>Original electronic signature card + Copy of license + signature accreditation</li> <li>Academic certificate if the profession requires academic qualification, copy of academic degree (postsecondary diploma, university degree or the equivalent) shall be attached.</li> <li>Letter of approval from the appropriate authority if the job so require (teacher- doctor-nurse- pharmacist)</li> </ol>							
	Access to information	Submission of application		Communication during procedures		Service completion		
Service channels	Personal attendance	Personal attendance		Personal attendance		Personal attendance		
	www.twasol ajman.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 workin	Saturday- Thursday 08:00 am to 08:00 pm						
Average time of service provision	10-15 minutes							
	600560605			97167030399		١		
Channels of communication	info@twasolajman.ae			www.twasolajman.ae		<u>.ae</u>	e	
	twitter.com/TwasolAjman		B	www.facebook.com/Twas		asolAjm	f	
	instagram.com/TwasolAjma		Ø					
							Steps:	

First StepSecond StepThird StepTyping the application at<br/>Tas-Heel Service CenterSignature of the employee & firm's owner on the<br/>application and<br/>submission of application at<br/>Tas-Heel Service CenterInquiry about application status<br/>on website:<br/>www.mohre.gov.ae



Service name		Typing application for notice of preliminary approval of temporary work permit (6 months) Work permit in the company to allow the employee to work for another firm. The permit period shall be 6 months								
Service description	• • • • • •	according to the Ministry of Human Resources and Emiratization procedures and laws								
Service type	From government to indiv	From government to individuals Service classification Procedures								
Service structure	Major			Limited		Human resources- technical resources				
Required documents	<ul> <li>Personal photo wit</li> <li>Copy of employee's</li> <li>No objection certifisponsor.</li> <li>Copy of trade licensfirm and applicant</li> </ul>	s passport icate from se of both	+ resident	cy. • ous •	Copy of signature Academic certifica first, second and t Attachment of ap appropriate autho pharmacist, nurse Original electronic	ate in case hird skill le proval lett prity, if rec , teacher).	the profession evels. ter to be issue quired (docto	on is in the ed by the r,		
	Access to information	Submiss	sion of ap	plication	Communication procedures	during		ompletion		
	Personal attendance	Personal attendance			Personal attendance					
Service channels	www.twasolajman.ae	info@twaso		nan.ae	www.twasolajman.ae		Personal attendance			
	600560605				600560605					
Service charges	AEI	<b>203</b> for	applicat	ion + AED	103 for receiving t	he same:				
Work hours	Official working	hours				ay- Thursd n to 08:00	•			
Average time of service provision				10-15 mir	nutes		-			
	600560605				9716	7030399				
Channels of communication	info@twasolajma	info@twasolajman.ae			<u>www.twa</u>	asolajman	<u>.ae</u>			
	twitter.com/Twaso	twitter.com/TwasolAjman B www.facebook.com/TwasolAjm						f		
	instagram.com/Twas	olAjman		0						
								Stons:		

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Signing the application by the employee & firm's owner and submittal of the application in Tas-Heel Service Centers	Inquiry about application state on website: www.mohre.gov.ae	us



Service name	Typing of application f	or notice of preli	minary ap	proval of work per	mit for s	ome time (1	2 months)		
Service description	Work permit in the compar months in accordance v				•	•			
Service type	From government to individ	Service clas	ssification	Procedures		5			
Service structure	Major Limited service				Huma	n resources- resources	technical		
Required documents	<ul> <li>Copy of passport of</li> <li>No objection certification</li> <li>Copy of the trade</li> <li>Copy of signature</li> <li>Copy of the trade</li> <li>Copy of the trade</li> <li>Copy of the signat</li> <li>(Original) electron</li> <li>Academic certification</li> <li>Letter of approval</li> </ul>	<ul> <li>Copy of passport of employee + residency.</li> <li>No objection certificate from the previous sponsor.</li> <li>Copy of the trade license of both firms (current firm and applicant firm).</li> <li>Copy of signature accreditation card of both firms.</li> <li>Copy of the trade license of both firms (current firm and applicant firm).</li> </ul>							
	Access to information	Submission of ap	plication	Communication of procedures	-	Service completion			
Service channels	Personal attendance	Personal atten	dance	Personal attend	ance				
	www.twasolajman.ae 600560605	info@twasolajr	nan.ae	www.twasolajm 600560605		Personal a	ttendance		
Service charges	AED	203 for applicat	ion + AED	103 for receiving	the same				
Work hours	Official working h	nours			ny- Thursd n to 08:00	•			
Average time of service provision			10-15 mir	nutes		-			
	600560605	600560605 97167030399							
Channels of communication	info@twasolajmar	info@twasolajman.ae				<u>.ae</u>	e		
	twitter.com/Twasol	Ajman		www.facebool	k.com/Tw	asolAjm	f		
	instagram.com/Twaso	olAjman	0						

First Step	Second Step	Third Step
Typing the application at Tas-Heel Service Center	Signature of the employee & fi owner on the application and s of application at Tas-Heel Servi	submission





Service name	Notice o	Notice of preliminary approval of juvenile work permit							
Service description	juvenile to work for ar	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	0		Service cla	ssification	Procedures		ires	
Service structure	Major			Limited	service			ources- sources	
Required documents	<ul> <li>background</li> <li>Copy of passpo person +reside</li> <li>Copy of passpo +residence per</li> </ul>	<ul> <li>Personal photo with white background</li> <li>Copy of passport of the sponsored person +residence permit</li> <li>Copy of passport of sponsor +residence permit</li> <li>No objection letter from the</li> <li>Copy of the trade license of the firm</li> <li>Copy of the firm's signature accreditation card</li> <li>Original electronic signature card</li> <li>Valid Medical fitness certificate issued by the appropriate medical authorities (preventive medicine)</li> </ul>							
	Access to information		ubmissi applicat		Communication d procedures			ervice pletion	
Service channels	Personal attendance	Perso	onal atte	endance	Personal attenda				
	www.twasolajman.ae	info@	twasol	ajman.ae	www.twasolajma	nan ae		ersonal endance	
	600560605				600560605				
Service charges	AED	<b>203</b> fo	or applic	ation + AED	103 for receiving the s	ame			
Work hours	Official working	hours			Saturday- Th 08:00 am to 03	•			
Average time of service provision				10-15 mi					
	600560605				97167030	399			
Channels of communication	info@twasolajman.ae www.twasolajman.ae							e	
	twitter.com/Twaso	lAjman		B	www.facebook.con	n/Twasol	Ajm	f	
	instagram.com/Twas	solAjma	n	Ø					

First StepSecond StepThird StepTyping the application at<br/>Tas-Heel Service CenterSignature of the employee &<br/>firm's owner on the application<br/>and submission of application<br/>at Tas-Heel Service CenterInquiry about application status on<br/>website: www.mohre.gov.ae



Service name	Typing no	Typing notice of preliminary approval of mission work permit						
Service	Form of application for	Form of application for permit of employee to be provided by the firm in case of recruitment of						
description		temporary labor for 3 months only						
Service type	From government t individuals	From government to Service classification Procedures Procedures						
Service structure	Major		Limited service Human reso technical res					
Required documents	<ul> <li>Personal photo</li> <li>Copy of trade lie</li> <li>Copy of signature</li> <li>Copy of the acar</li> </ul>	<ul> <li>Copy of the employee's passport valid for more than 6 months</li> <li>Personal photo with white background.</li> <li>Copy of trade license.</li> <li>Copy of signature accreditation.</li> <li>Copy of the academic qualification according the profession</li> <li>Electronic signature card</li> </ul>						
	Access to information		Submission of Communication du application procedures			U U		
Service	Personal attendance		ersonal attendance Personal attendance					
channels	www.twasolajman.ae	info@twaso	lajman.ae	www.twasolajman.a		e Personal attendance		
	600560605			60056060	5			
Service charges	AED	203 for appli	cation + AED	103 for receiving th	ne same			
Work hours	Official working	g hours		Saturday 08:00 am 1		-		
Average time of service provision			10-15 mii	nutes				
	600560605			97167	030399			
Channels of communication	info@twasolajm	info@twasolajman.ae <u>www.twasolajman.ae</u>						
	twitter.com/Twasc	olAjman	B	www.facebook.	.com/Tv	vasolAjm	f	
	instagram.com/Twa	solAjman	0					

		Steps:
First Step	Second Step	
Printing the application at Tas-Heel Service Cente	Pending approval of application by the Ministry through Inquiry about status of application on website <u>www.mohre.gov.ae</u>	





Service name	Update of data of the notice of preliminary approval of work permit								
Service description	between the Minist	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 classifi	cation	Pro	cedu	res		
Service structure	Major		Limited serv	vice	Humar technic				
Required documents	It is required to get the p	reliminary	approval of wc	ork permit before	e updatir	ıg.			
	Access to information		mission of plication	Communica during proce			ervice pletion		
Service	Personal attendance	Persona	al attendance	Personal atter	ndance	Pe	rsonal		
channels	www.twasolajman.ae	info@tv	info@twasolajman.ae www.		www.twasolajman.ae		attendanc		
	600560605			60056060	05	e			
Service charges		А	ED 53 (by e-dirl	nam)					
Work hours	Official working ho	ours		Saturday- Thu 08:00 am to 08	-				
Average time of service provision			10-15 minute	S					
	600560605			9716703	30399				
Channels of communicatio	info@twasolajman.	ae		www.twaso	lajman.a	<u>e</u>	e		
n	twitter.com/TwasolAj	man	B	k.com/Tv m	was	f			
	instagram.com/Twasol/	Ajman	Ø						

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Pending update of system via Inquiry about status of application on website www.mohre.gov.ae	



Service name	Replaceme	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</u> profession, sex and nationality. 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 clas	sification		Procedure	es		
Service structure	Major		Limited	service	Humar	resources- resource			
Required documents	<ul> <li>Copy of passport</li> <li>Electronic signatur</li> <li>Certificate from the status is (cancelle</li> </ul>	<ul> <li>Copy of passport</li> <li>Electronic signature card</li> <li>Certificate from the General Directorate of Nationality and Foreigners' Affairs to confirm that status is (cancelled before entry )</li> </ul>							
	Access to information	Submission	of application	Communication procedures	0	Service co	ompletion		
Service channels	Personal attendance	Personal	attendance	Personal attend	lance				
Service channels	www.twasolajman.ae	info@twa	solajman.ae	www.twasolajm	vasolaiman ae		ersonal endance		
	600560605			600560605	5				
Service charges			AED 103 (by e	e-dirham)					
Work hours	Official working	hours		Saturday 08:00 am		-			
Average time of service provision			10-15 mir	utes			_		
	600560605			97167	030399				
Channels of communication	info@twasolajma		www.twasolajman.ae		. <u>ae</u>	e			
	twitter.com/TwasolAjman B www.facebook.com/TwasolAjm						f		
	instagram.com/Twasc	olAjman	Ø						

First Step	Second Step
Typing the application a	
Tas-Heel Service Cente	www.mohre.gov.ae



Service name	Employee Cancellation notice of preliminary approval of used work permit by							
Service description	Cancellation of prelimin	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	0						es
Service structure	Major		Limited service Human resource technical resource					
Required documents	<ul><li>Copy of visa</li><li>Copy of trad</li><li>Copy of sign</li></ul>	<ul> <li>Copy of passport</li> <li>Copy of visa and entry stamp</li> <li>Copy of trade license.</li> <li>Copy of signature accreditation card</li> <li>Original electronic signature card.</li> </ul>						
	Access to information		omissio pplicati	-	Communication procedure	-	Ser comp	
Service	Personal attendance	Person	nal atte	ndance	Personal attend	dance		
channels	www.twasolajman.ae	info@twasolaj		jman.ae	n.ae www.twasolajr		man.ae Pers attend	
	600560605				60056060	5		
Service charges	AED 103 for a	applicatio	on + AE	D 103 for	receiving the san	ne (by e-	dirham)	
Work hours	Official working	hours			Saturday 08:00 am		•	
Average time of service provision				10-15 mir	nutes			
	600560605				97167	030399		
Channels of communication	info@twasolajma	info@twasolajman.ae <u>www.twasolajman.ae</u>				1.ae	e	
	twitter.com/Twaso	twitter.com/TwasolAjman B www.facebook.com/TwasolAjm						f
	instagram.com/Twas	solAjman	n	Ø				

First Step	Second Step	Third Step	
Typing the application at	Inquiry about application	status Submittal of transaction in t	he service
Tas-Heel Service Center	on website : <u>www.mohre.</u>	gov.ae center (Tas-Heel).	



Service name	Application for cancellation of preliminary approval notice of unused work permit								
Service	-	Cancellation of the permit of notice of preliminary approval of unused work permit for which							
description Service type	visa is issued, but the er From government to individuals	nployer doe	esn't desire to Service cla			edures			
Service structure	Major		Limited	service		esources- resources			
Required documents	<ul><li>Copy of signature</li><li>Original electron</li></ul>	<ul> <li>Copy of trade License</li> <li>Copy of signature accreditation card.</li> <li>Original electronic signature card.</li> <li>Copy of unstamped (cancelled and unused) visa</li> </ul>							
	Access to information	Submission of application		Communication d procedures	•	Service completion			
Service	Personal attendance	Personal	attendance	Personal attendance					
channels	www.twasolajman.ae	info@twasolajman.a		www.twasolajman.ae		Personal attendance			
	600560605			600560605					
Service charges	AED 103 for	application	+ AED 103for	receiving the same (b	y e-dirham)				
Work hours	Official working	hours		Saturday- Thu 08:00 am to 08	•				
Average time of service provision			10-15 mir	nutes					
	600560605			971670303	399				
Channels of communication	Channels of info@twasolajman.ae communication twitter.com/TwasolAjman			<u>www.twasolaj</u>	man.ae	e			
			B	www.facebook.com	n/TwasolAjn	n <b>F</b>			
	instagram.com/Twasc	olAjman	Ø						

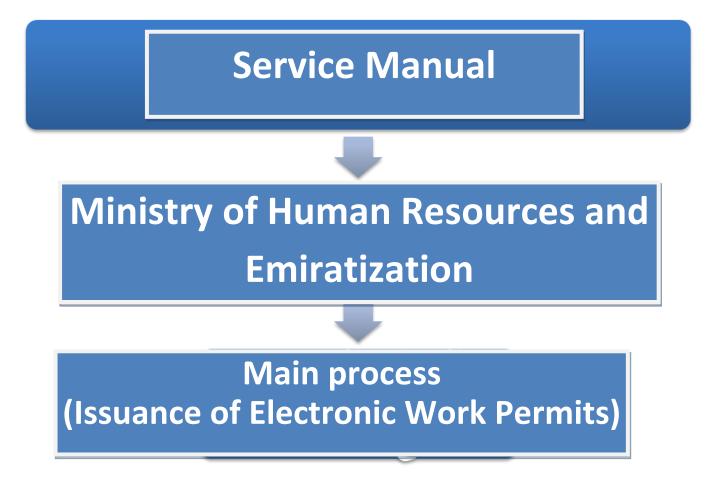
First Step	Second Step	Third Step	
Typing the application a Tas-Heel Service Center		atus Submittal of transaction in the w.ae Center (Tas-Heel).	e Service

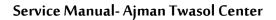


Service name	Application for exception of certificate										
Service description	Typing of application for exemption of certificate in case of Typing work permit, modification of profession and the profession that requires certificate that shall be replaced by experience certificate.										
Service type	From government to individuals		Service classif	ication	Pro	ocedu	ires				
Service structure	Major		Limited ser	vice			ources- sources				
Required documents	<ul> <li>Copy of passport and residency</li> <li>Experience certificate</li> <li>Signature Accreditation Card</li> <li>Copy of the license</li> <li>Original electronic signature card</li> </ul>										
	Access to information	Submission of Communication				Submission of Communication during					ervice pletion
Service	Personal attendance	Persona	l attendance	Personal atten	sonal attendance						
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		_	rsonal ndance				
	600560605			600560605							
Service charges		Α	ED 103 (by e-di	rham)							
Work hours	Official working he	ours		Saturday- Thu 08:00 am to 08	-						
Average time of service provision			10-15 minut	es							
	600560605			9716703	0399						
Channels of communicatio	info@twasolajman.	nfo@twasolajman.ae		www.twasol	ajman.a	<u>e</u>	e				
n	twitter.com/TwasolAj	jman	B	www.facebook.com/Tw IAjm		/aso	f				
	instagram.com/Twasol	Ajman	Ø								
							Steps:				

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









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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 cla	assification	Pr	ocedu	res		
Service structure	Major		Limited	l service			ources- sources		
Required documents	<ul> <li>Personal photo with white background</li> <li>Copy of passport</li> <li>Copy of visa (entry permit)</li> <li>Copy of Signature Accreditation Card</li> <li>Copy of trade license</li> <li>Original electronic signature card.</li> </ul>								
	Access to information	Submis applic		Communication d procedures	0		ervice pletion		
Service	Personal attendance	Personal a		Personal attenda	· · ·				
channels	www.twasolajman.ae	info@twas	o@twasolajman.ae www.twasolajm		nan ae		rsonal ndance		
	600560605			600560605					
Service charges	AED 103 for	application +	AED 103 for	receiving the same (	by e-dirh	am)			
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-				
Average time of service provision			10-15 mir	nutes					
	600560605		J	97167030	399				
Channels of communication	info@twasolajman.ae www.twasolajman.ae						e		
	twitter.com/Twaso	lAjman	B	www.facebook.cor	n/Twasol	lAjm	f		
	instagram.com/Twas	olAjman	0						

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Employee's signature & submitt transaction to the Service Center Heel)		



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 t individuals	0		Service clas	sificat	ion		Procedure	es
Service structure	Major			Limited	service	2	-	man resou hnical reso	
Required documents	<ul> <li>Copy of passport with Family Book</li> <li>Personal photo with white background.</li> <li>Original ID of the UAE national- copy of the GCC citizens' ID issued from his country.</li> <li>U.I.D. (of the GCC citizens).</li> </ul>				<ul> <li>Copy of trade License</li> <li>Copy of Signature Accreditation Card.</li> <li>Academic certificate in case the profession is of the first, second and third skill level.</li> <li>Original electronic signature card.</li> </ul>			the ond and	
	Access to information	S	ubmiss applica		Communication during procedures		Service completion		
Service	Personal attendance	Pers	onal at	tendance	Personal attendance				
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolaiman.ae			Personal attendance		
	600560605				600560605				
Service charges	AED 103 for	applica	tion + /	AED 103 for	receiv	ving the sam	ne (by e-	dirham)	
Work hours	Official working	, hours				Saturday 08:00 am t		-	
Average time of service provision				10-15 mir	nutes				
	600560605					97167	030399		
Channels of communication	info@twasolajm	an.ae				www.twas	olajmar	<u>1.ae</u>	e
communication	twitter.com/Twasc	olAjmar	n 🔤	B	ww	w.facebook.	.com/Tw	vasolAjm	f
	instagram.com/Twa	solAjma	an	Ø					

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Signing the application and submittal of transaction to the Service Center (Tas-Heel)	Inquiry about application stat website: <u>www.mohre.gov.</u>	



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	0		Service clas	ssification		Procedure	es
Service structure	Major			Limited	service	-	man resou hnical reso	
Required documents	Personal photo	<ul> <li>Copy of passport + residency permit</li> <li>Personal photo with white background</li> <li>Original electronic signature card.</li> <li>Copy of trade license.</li> <li>Copy of signatures accreditation</li> </ul>						onditions
	Access to information		ubmiss applica		Communication during procedures		Service completion	
Service	Personal attendance	Perso	onal at	tendance	Personal attendance			
channels	www.twasolajman.ae	info@twasolajman.ae		lajman.ae	www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges	AED 103 for the application				to the category ( D 5103) (by e-dirha		D 403; A2:	703; B2:
Work hours	Official working	hours			Saturday 08:00 am 1		-	
Average time of service provision				10-15 mii	nutes			
	600560605				97167	030399		
Channels of communication	info@twasolajma	an.ae			<u>www.twas</u>	olajmar	<u>1.ae</u>	e
communication	twitter.com/Twaso	olAjman		B	www.facebook.	com/Tw	vasolAjm	f
	instagram.com/Twas	solAjma	in	Ø				

First Step	Second Step	Third Step
Typing the application at Tas-Heel Service Center	Signing the application and submit transaction to the Service Center (Tas-Heel)	website: <u>www.mohre.gov.ae</u>



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 cla	assification	Pre	ocedures			
Service structure	Secondary	ary Limited service Human reso technical res							
Required documents	<ul> <li>Copy of passport and residency permit.</li> <li>Personal photo with white background</li> <li>Copy of trade license</li> <li>Copy of signature accreditation card.</li> <li>Copy of the old employment contract</li> <li>Letter of no objection from the sponsor with details of new salary and new profession.</li> </ul>								
	Access to information	Submiss applica		Communication during procedures		Service completion			
Service	Personal attendance	Personal at		Personal attenda	ance				
channels	www.twasolajman.ae	info@twasc	olajman.ae	www.twasolajman.ae		Personal attendance			
	600560605			600560605					
Service charges	AED 303 for a	application +	AED 103 for	receiving the same (	by e-dirha	am)			
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030399					
Channels of communication	info@twasolajma	<u>jman.ae</u>	e						
	twitter.com/Twaso	lAjman	B	www.facebook.cor	n/Twasol	Ajm			
	instagram.com/Twas	olAjman	Ø						

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Signing the application submittal of transaction to Service Center (Tas-Her	<sup>o the</sup> website: www.mohre.gov.ae	



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 cla	assification	Pro	cedures	
Service structure	Major		Limited	l service		Human resources- technical resources	
Required documents	<ul> <li>Copy of passport + Copy of family book</li> <li>Copy of Emirates ID</li> <li>Personal photo with white background</li> <li>Copy of trade license</li> <li>Copy of signature accreditation card</li> <li>Copy of the old employment contract</li> <li>Letter of no objection by the employer with the details of new salary or new permit</li> </ul>						
	Access to information	Submis	sion of	Communication d	-	Service	
		applic		procedures		completion	
Service	Personal attendance	Personal attendance		Personal attendance			
channels	www.twasolajman.ae	info@twaso	olajman.ae	in.ae www.twasolajm		Personal attendance	
	600560605			600560605			
Service charges	AED 303 for	application +	AED 103 for	receiving the same (b	oy e-dirhar	n)	
Work hours	Official working	hours		Saturday- Thu 08:00 am to 08	-		
Average time of service provision			10-15 mir	nutes			
	600560605			97167030	399		
Channels of communication	info@twasolajma	in.ae		www.twasolajman.ae		e	
	twitter.com/TwasolAjman		B	www.facebook.com	n/TwasolA	jm	
	instagram.com/Twas	olAjman	Ø				
						Steps:	

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Signing the application and submit transaction to the Service Center (Tas-Heel).	ttal of Inquiry about application status website: <u>www.mohre.gov.ae</u>	



Service name	Ар	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	-	overnment to lividuals		Service cla	ssification	Proce	edures	
Service structure		Major		Limited service Human reso technical res				
Required documents	• Or • Co	<ul> <li>Copy of passport + residency permit</li> <li>Original electronic signature card.</li> <li>Copy of trade license</li> <li>Copy of Signature Accreditation Card</li> </ul>						
	Access to	information	Submiss applica		Communication d procedures	-	Service completion	
Service	Personal	attendance	Personal at		Personal attenda		completion	
channels	www.twa	solajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance	
	6005	60605		600560605				
Service charges		AED 103 for	application + A	AED 103 for	receiving the same (b	y e-dirham		
Work hours	Of	ficial working	hours		Saturday- Thu 08:00 am to 08	•		
Average time of service provision				10-15 mir	nutes			
		600560605			971670303	399		
Channels of communication	info	@twasolajma	in.ae		www.twasolajman.ae		e	
	twitte	r.com/Twasol	Ajman	B	www.facebook.com	n/TwasolAjn	n <b>f</b>	
	instagra	m.com/Twas	olAjman	Ø				
First Step Second S			nd Step		Third Step		Steps:	

			_
Typing the application at Tas-Heel Service Center	Signing the application and submittal of transaction to Service Center (Tas-Heel)	o the website: www.mohre.gov.ae	



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	0	Service clas	ssification		Procedu	res	
Service structure	Major		Limited	service	Humai	n resources resource	s- technical es	
Required documents	<ul> <li>Death Certificate</li> <li>Copy of cancellation of residency permit or visa</li> <li>Original electronic signature card.</li> <li>Copy of Trade License</li> <li>Copy of Signature Accreditation Card</li> <li>Copy of passport of deceased employee</li> </ul>							
	Access to information	Submiss applic	sion of	Communication procedure	•	Service o	completion	
Service	Personal attendance	Personal at	tendance	Personal atten	dance			
channels	www.twasolajman.ae	info@twaso	olajman.ae	www.twasolajn	man ao		rsonal ndance	
	600560605			600560605				
Service charges	AED 103 for application	on + AED 103	for receivi	ng the same (by	e-dirha	am)		
Work hours	Official working	hours		Saturda 08:00 am	•	•		
Average time of service provision			10-15 m	inutes				
	600560605			97167	030399			
Channels of communication	info@twasolajma	an.ae		www.twas	solajmar	<u>1.ae</u>	e	
	twitter.com/Twaso	olAjman	B	www.facebook	.com/Tv	vasolAjm	f	
	instagram.com/Twas	solAjman	Ø					

First Step	Second Step	Third Step	
Typing the application at	Submittal of transaction to the	Service Inquiry about application state	
Tas-Heel Service Center	Center (Tas-Heel)	website: <u>www.mohre.gov.</u>	



Service name	Application	Application for cancellation of sponsorship of employee with contagious diseases							
Service description	Cancellation of	Cancellation of permit of sponsorship of employee with contagious diseases							
Service type	-	From government to individuals Service classification Procedures						es	
Service structure	Maj	Major Limited service Human res							
Required documents	<ul> <li>Copy of S</li> <li>Copy of J</li> <li>Medical</li> </ul>	<ul> <li>Copy of the license.</li> <li>Copy of Signature Accreditation Card</li> <li>Copy of passport and residency.</li> <li>Medical certificate to prove the employee's disease.</li> <li>Electronic signature card</li> </ul>							
	Access to inforr	mation		bmissio pplicatio	-	Communication procedure	-	Ser comp	
Service	Personal atten	dance		rsonal attendance Personal attenda			·		
channels	www.twasolajn	nan.ae	info@twasolajman.ae		jman.ae	www.twasolajman.ae		Personal attendance	
	60056060	5				600560605			
Service charges	AED	103 for	applicati	on + AE	D 103 for	receiving the san	ne (by e-	dirham)	
Work hours	Official	working	g hours			Saturday 08:00 am		-	
Average time of service provision					10-15 miı	nutes			
	600	)560605	1			97167030399			
Channels of communication	info@tw	asolajm	an.ae			www.twas	olajman	<u>.ae</u>	e
communication	twitter.com	n/Twasc	olAjman		B	www.facebook	.com/Tw	asolAjm	f
	instagram.co	om/Twa	solAjmar	n	Ø				
									Steps:
First Step	0	Seco	nd Step			Third Step			

Typing the application at Tas-Heel Service Center	Signing the application and submittal of transaction to the Service (Center (Tas-Heel)	Inquiry about application status on website: <u>www.mohre.gov.ae</u>
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Service name	Application	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 cla	assification	P	rocedu	res		
Service structure	Major		Limited	l service	-	nan resources- nical resources			
Required documents	<ul><li>Signature A</li><li>Original electronic</li></ul>	<ul> <li>Certificate from the General Directorate of Residency and Foreigners' Affairs.</li> <li>Signature Accreditation Card.</li> <li>Original electronic signature card.</li> <li>Copy of trade license.</li> </ul>							
	Access to information	Submiss applica		Communication d procedures	uring		ervice pletion		
Service	Personal attendance	Personal attendance		Personal attendance			_		
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance			
	600560605		600560605						
Service charges	AED 103 for a	application + A	AED 103 for	receiving the same (I	by e-dirh	nam)			
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	•				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030399					
Channels of communication	info@twasolajma	in.ae		www.twasolajman.ae			e		
communication	twitter.com/Twaso	lAjman	B	www.facebook.com	n/Twaso	olAjm	f		
	instagram.com/Twas	olAjman	Ø						
							Steps:		

First StepSecond StepThird StepTyping the application at<br/>Tas-Heel Service Center<br/>(Tas-Heel)Submittal of transaction to the<br/>Service Center<br/>(Tas-Heel)Inquiry about application status on<br/>website: www.mohre.gov.ae



Service name		Application for cancellation of sponsorship, notice of preliminary approval on temporary, provisional, juvenile, student training work permit							
Service description	Cancellation of employed training.	Cancellation of employee who has temporary or provisional work permit, juvenile or student raining.							
Service type	From government to individuals	From government to Service classification Procedure							
Service structure	Major		Limited service			an resources- ical resources			
Required documents	<ul><li>Original electron</li><li>Copy of trade lic</li></ul>	<ul> <li>Copy of passport +residency permit</li> <li>Original electronic signature card.</li> <li>Copy of trade license</li> <li>Copy of Signature Accreditation Card.</li> </ul>							
	Access to information	Submission of Communication du				Service completion			
Service	Personal attendance	Personal at	tendance	Personal attendance					
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance			
	600560605		600560605			,			
Service charges		AE	D 103 (by e	e-dirham)					
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030	399				
Channels of communication	info@twasolajma	in.ae		www.twasola	jman.ae	e			
	twitter.com/Twaso	lAjman	B	www.facebook.cor	n/Twaso	IAjm			
	instagram.com/Twas	olAjman	Ø						

First Step	Second Step	
Typing the application a Tas-Heel Service Center		e:



Service name	Application for cancellation of sponsorship of an employee outside the country								
Service description	Cancellation of sponsors	Cancellation of sponsorship of an employee outside the country							
Service type	From government to individuals		Service cla	assification	Procedures				
Service structure	Major		Limited	l service	Human resources				
Required documents	and Residency. <ul> <li>Copy of trade Lie</li> <li>Copy of Signature</li> </ul>	<ul> <li>Certificate (details of residency permit or visa) from the Directorate of Nationality and Residency.</li> <li>Copy of trade License</li> <li>Copy of Signature Accreditation Card</li> <li>Original electronic signature card.</li> </ul>							
	Access to information	Submis applic		Communication d procedures	uring	Service completion			
Service	Personal attendance	Personal a	ttendance	Personal attendance					
channels	www.twasolajman.ae	info@twase	olajman.ae	www.twasolajman.ae		Personal attendance			
	600560605			600560605					
Service charges		AI	ED 103 (by e	e-dirham)					
Work hours	Official working	hours		Saturday- Thi 08:00 am to 08	•				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030399					
Channels of communication	info@twasolajma	in.ae		www.twasolajman.a		e			
	twitter.com/Twaso	lAjman	B	www.facebook.com	n/Twasol/	Ajm			
	instagram.com/Twas	olAjman	Ø						

First Step	Second Step	
Typing the application Tas-Heel Service Cente		:



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 cla	assification	Pr	ocedu	res
Service structure	Major			Limited	l service			ources- sources
Required documents	Copy of passport	t and resi	dency	permit				
	Access to information		omissic oplicat		Communication d procedures	-		ervice pletion
Service	Personal attendance	Person	al atte	endance	Personal attenda	lance		
channels	www.twasolajman.ae	info@twasolajman.a			www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges			AE	D 103 (by e	e-dirham)			
Work hours	Official working	hours			Saturday- Th 08:00 am to 0	-		
Average time of service provision				10-15 mir	nutes			
	600560605				97167030399			
Channels of communication	info@twasolajma	an.ae			www.twasolajman.ae			e
	twitter.com/Twaso	lAjman		B	www.facebook.cor	m/Twasol	lAjm	f
	instagram.com/Twas	olAjman		Ø				

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Submittal of the Application to the Ministry of Human Resources and Emiratization	



Service name	Application f	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			assification	Pro	cedures		
Service structure	Major		Limited	l service		resources- al resources		
Required documents	Number of appli	cation for tra	ansaction of	electronic permit MB	123456789	)AE		
	Access to information	Submis applic		Communication d procedures	luring	Service completion		
Service	Personal attendance	Personal a	ttendance	Personal attenda	ance			
channels	www.twasolajman.ae	info@twas	olajman.ae	www.twasolajma	an.ae	Personal attendance		
	600560605			600560605				
Service charges		Α	ED 103 (by e	e-dirham)				
Work hours	Official working	hours		Saturday- The 08:00 am to 08	•			
Average time of service provision			10-15 mir	nutes				
	600560605			97167030	399			
Channels of communication	info@twasolajma	n.ae		www.twasolajman.ae		e		
	twitter.com/Twasol	Ajman	B	www.facebook.con	n/TwasolA	jm 🗗		
	instagram.com/Twase	olAjman	Ø					

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



Service name		Modification of immigration file							
Service description	Modification of the resid	Aodification of the residency file in case of file number error.							
Service type	From government to individuals	)	Service cla	assification	Pi	rocedures			
Service structure	Major		Limited	d service		an resources- ical resources			
Required documents	Signature Accredita	Copy of passport + residence permit Signature Accreditation Card Number of electronic work permit							
	Access to information	Submiss applica		Communication c procedures		Service completion			
Service	Personal attendance	Personal at	tendance	Personal attenda	ance				
channels	channels <u>www.twasolajman</u> .ae		olajman.ae	<u>www.twasolajman</u> .ae		Personal attendance			
	600560605			600560605					
Service charges		Α	ED 103 (by e	e-dirham)					
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-				
Average time of service provision			10-15 mir	nutes					
	600560605			97167030	399				
Channels of communication	info@twasolajma	an.ae		www.twasola	<u>jman.ae</u>	e			
	twitter.com/Twaso	lAjman	B	www.facebook.cor	m/Twaso	IAjm			
	59nstagram.com/Twa	solAjman	Ø						

First Step		Second Step	
Typing the application at Tas-Heel Service Center	>	Inquiry about application status on website: <a href="http://www.mohre.gov.ae">www.mohre.gov.ae</a>	



# **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 and Emiratization.	Receipt of the employee's original contract authenticated by the Ministry of Human Resources and Emiratization.						
Service type	From government t individuals	0	9	Service clas	ssification		Procedures	
Service structure	Major			Limited	service		man resou nnical reso	
Required documents	• Employee's de	tails o	r copy c	of passpor	t			
	Access to information	S	Submissi applicat		Communication procedure	-		vice letion
Service	Personal attendance	Pers	onal att	endance	Personal attend	dance		
channels	www.twasolajman.ae	info@twaso		ajman.ae	nan.ae www.twasolajr		Pers atten	onal dance
	600560605				60056060	5		
Service charges			AED	103 (by	e-dirham)			
Work hours	Official working	g hours			Saturday 08:00 am		-	
Average time of service provision				10-15 mir	nutes			
	600560605				97167030399			
Channels of communication	info@twasolajm	an.ae			<u>www.twasolajman.ae</u>		.ae	e
	twitter.com/Twasc	olAjmai	n	B	www.facebook	.com/Tw	vasolAjm	f
	instagram.com/Twa	solAjm	an	Ø				

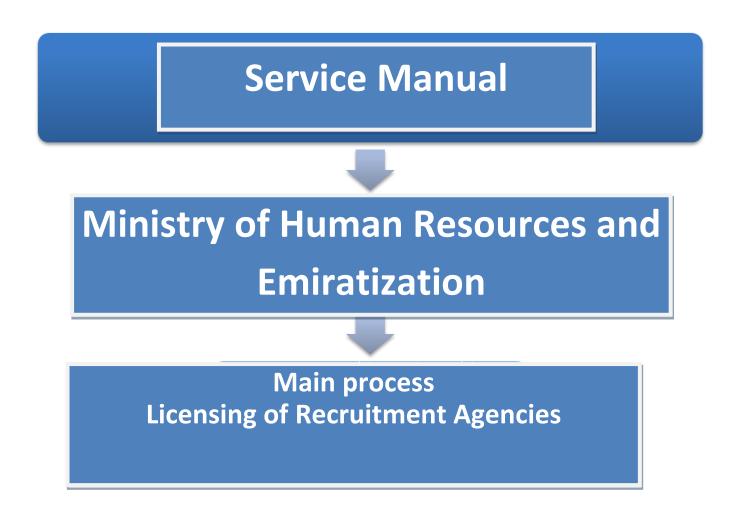
First Step	Second Step
Typing the application at	Receiving the original contract
Tas-Heel Service Center	from Tas-Heel Service Center



Service name	Completion of missing documents for employment contract								
Service description	Request of form in case	equest of form in case of any missing documents fpor the employment contract							
Service type	From government individuals	to	Service	cla	ssification		Procedures		
Service structure	Major		Limi	ted	service		uman resources- chnical resources		
Required documents	<ul><li>Electronic work</li><li>Copy of trade lie</li></ul>	<ul> <li>Electronic work permit- transaction No: MB123456789AE</li> <li>Copy of trade license</li> </ul>							
	Access to information	Su	Submission of Communication of application procedures			•	Service co	mpletion	
Service	Personal attendance	Perso	ersonal attendance		Personal atten	tendance			
channels	www.twasolajman.ae	info@twasolajman.ae		ae	www.twasolajman.ae		Personal attendance		
	600560605				60056060	5			
Service charges			AED 103 (	by	e-dirham)				
Work hours	Official working	g hours			Saturda 08:00 am	y- Thurs to 08:0	•		
Average time of service provision			10-15	mi	nutes				
	600560605	j	l l		9716	97167030399			
Channels of communication	info@twasolajm	ian.ae			www.twasolajman.ae		<u>n.ae</u>	e	
	twitter.com/Twase	olAjman	B		www.facebool	k.com/T	wasolAjm	f	
	instagram.com/Twa	solAjma	in 🦲						
								Steps:	

First StepSecond StepThird StepTyping the application at<br/>Tas-Heel Service CenterSigning the application and<br/>submittal of transaction to the<br/>Service Center (Tas-Heel)Inquiry about application status on<br/>website: www.mohre.gov.ae







Service name	Appli	Application for new license of private recruitment agency							
Service description	Service provided to the	Service provided to the firm's owner to license servant or labor recruitment agency.							
Service type	From government individuals	to	S	ervice cla	ssification		Procedures		
Service structure	Major			Limited	service		iman resources- hnical resources		
Required documents	<ul> <li>Copy of passport</li> <li>Copy of Family</li> <li>ID card.</li> <li>Personal Photo</li> <li>Site plan of the</li> </ul>	Book.	Certificate of reservation name.     Certificate of good condu     Original electronic signate					t.	
	Access to information	Submission of application			Communication during procedures		Service completion		
Service	Personal attendance	ndance Personal a		al attendance Personal att		dance			
channels	www.twasolajman.ae	info@t	twasolaj	man.ae	www.twasolajr	man.ae Persona attendar			
	600560605				60056060	5			
Service charges			AED	103 (by	e-dirham)				
Work hours	Official working	g hours			Saturday- Thursday 08:00 am to 08:00 pm				
Average time of service provision				10-15 mi	nutes				
	600560605	5			9716	97167030399			
Channels of communication	info@twasolajm	ian.ae			www.twa	solajma	<u>n.ae</u>	e	
communication	twitter.com/Twas	olAjman		B	www.facebooł	k.com/T	wasolAjm	f	
	instagram.com/Twa	isolAjma	n	Ø					

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



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 abor and housemaids.								
Service type		government t ndividuals	0	S	ervice cla	ssificati	on		Procedure	es
Service structure		Major			Limited	service		-	man resources- hnical resources	
Required documents	• Co • Co • Pe	<ul> <li>Copy of passport</li> <li>Copy of Family Book.</li> <li>Copy of ID Card</li> <li>Personal photo</li> <li>Site plan of the firm</li> </ul>				<ul> <li>Bank letter of guarantee</li> <li>Certificate of good conduct</li> <li>Copy of trade license</li> <li>Copy of signatures accreditation</li> <li>Original electronic signature card.</li> </ul>			itation	
	Access to	information	Submission of				Communication during procedures			
Service channels		al attendance Personal att vasolajman.ae info@twasol				Personal attendance www.twasolajman.ae		Personal attendance		
	6005	560605				600560605				
Service charges				AEC	0 103 (by e	e- <mark>dirh</mark> ar	n)			
Work hours	Ot	fficial working	g hours	;			Saturday 08:00 am 1		-	
Average time of service provision					10-15 miı	nutes				
		600560605				97167030399		030399		
Channels of communication	info	o@twasolajm	an.ae			www.twasolajman.a		<u>.ae</u>	e	
communication	twitter.com/Twasol		olAjma	lAjman 🛛 🕒		www	.facebook.	.com/Tw	vasolAjm	f
	instagram.com/TwasolAjm			an	Ø					
Steps:						_				
First Ste	First Step Second Step			nd Step						

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status on website: <u>www.mohre.gov.ae</u>	$\rightarrow$



# **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 of against the employee.	The employee submits complaint against the employer or the employer submits complaint against the employee.						
Service type	From government t individuals	0	9	Service clas	ssification		Procedures	
Service structure	Major			Limited	service		man resou nnical reso	
Required documents	<ul><li>Copy of passpor</li><li>Employee's deta</li></ul>							
	Access to information	Submission of application			Communication procedure	•		vice letion
Service	Personal attendance	Personal attendance			Personal attendance			
channels	www.twasolajman.ae	info@twasolajman.a		ajman.ae	www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges				Free of c	narge			
Work hours	Official working	hours			Saturday 08:00 am		-	
Average time of service provision				10-15 mir	nutes			
	600560605				97167	030399		<u> </u>
Channels of communication	info@twasolajm	an.ae			www.twasolajman.a		. <u>.ae</u>	e
	twitter.com/Twasc	olAjmai	n	B	www.facebook	.com/Tw	vasolAjm	f
	instagram.com/Twa	solAjm	an	Ø				

First Step	Second Step
Typing the application at	SMS will be received from the Ministry of Human Resource
Tas-Heel Service Center	and Emiratization to confirm filing of complaint.



Service name	Cancellation of Complaint							
Service description	Cancellation of complain	Cancellation of complaint by the applicant						
Service type	From government to individuals		Service cla	assification	Pi	rocedures		
Service structure	Major		Limited	l service		an resources- ical resources		
Required documents	<ul> <li>Password of the</li> </ul>	<ul> <li>Complaint No: MB\\** £ * \VAAE</li> <li>Password of the complaint sent by SMS of Ministry of Human Resources and Emiratization on submission of complaint</li> </ul>						
	Access to information	Submission of			luring	Service completion		
Service	Personal attendance	Personal at	tendance	Personal attendance				
channels	annels www.twasolajman.ae info@		lajman.ae	www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges			Dhs 2	8				
Work hours	Official working	hours		Saturday- Thursday 08:00 am to 08:00 pm				
Average time of service provision			10-15 mir	nutes				
	600560605			97167030399				
Channels of communication	info@twasolajma	in.ae		www.twasola	<u>jman.ae</u>	e		
	twitter.com/Twaso	lAjman	B	www.facebook.cor	n/Twaso	IAjm		
	instagram.com/Twas	olAjman	Ø					

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



Service name	Settlement of complaint							
Service	Transaction for settling	Transaction for settling the dispute submitted by the employee only within not more than 48						
description	<u> </u> ł	nours from th	e time of sub	mission of complaint				
Service type	From government to individuals		Service cla	assification	Pr	ocedures		
Service structure	Major	Limited	l service		in resources- cal resources			
Required	Number of com	plaint: MB12	8456789AE					
documents	<ul> <li>Employee's pass</li> </ul>	word in the <b>S</b>	SMS message	e				
	Access to information	Submis	sion of	Communication d	luring	Service		
	Access to information	applic	ation	procedures		completion		
Service	Personal attendance	Personal at	ttendance	Personal attendance				
channels	www.twasolajman.ae	info@twaso	olajman.ae	www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges			Dhs 2	28				
Work hours	Official working	hours		Saturday- Th 08:00 am to 0	-			
Average time of service provision			10-15 mir	nutes				
	600560605			97167030399				
Channels of communication	info@twasolajma	an.ae		www.twasolajman.ae		e		
	twitter.com/Twaso	lAjman	B	www.facebook.cor	m/Twasol	Ajm		
	instagram.com/Twas	olAjman	Ø					

Steps:

First Step

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



Service name	Reactivation of complaint								
Service description	Activation of the compl	Activation of the complaint settled within in 14 working days.							
Service type	From government t individuals	0	Se	rvice clas	sification		Procedures		
Service structure	Major			Limited	service		man resou nnical reso		
Required documents	<ul><li>Complaint trans</li><li>Password of cor</li></ul>		o: MB12	3456789	AE				
	Access to information	Submission of application			Communication procedure	U	Serv comp		
Service	Personal attendance	Persona	Personal attendance		Personal attend	dance			
channels	www.twasolajman.ae	info@twasola		vasolajman.ae www.tv		www.twasolajman.ae		Personal attendance	
	600560605			60056060			)5		
Service charges				Dhs 2	8				
Work hours	Official working	g hours			Saturday- Thursday 08:00 am to 08:00 pm				
Average time of service provision			1	.0-15 miı	nutes		-		
	600560605				97167030399				
Channels of communication	info@twasolajm	an.ae			www.twas	solajman	. <u>ae</u>	e	
	twitter.com/Twasc	olAjman		B	www.facebook	.com/Tw	vasolAjm	f	
	instagram.com/Twa	solAjman		Ø					

First Step	Second Step					
Typing the application at Tas-Heel Service Center	SMS shall be received from the Ministry of Human Resources and Emiratization to schedule Appointment for processing the complaint.					



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 individuals	to	S	Service cla	ssification		Procedures		
Service structure	Major			Limited	service	-	Human resources- technical resources		
Required documents	<ul> <li>Certificate from Directorate of Nationality and Residency that the employee is inside the Country (date of certificate shall not exceed one month)</li> <li>Copy of trade license</li> <li>Copy of signatures accreditations</li> <li>Original electronic signature card</li> </ul>						is inside		
	Access to information		bmissio pplicati	-	Communication during procedures		Service co	mpletion	
Service	Personal attendance	Perso	nal atte	endance	Personal atten	endance			
channels	www.twasolajman.ae	info@t	wasola	jman.ae www.twasola		iman an		sonal ndance	
	600560605				60056060	05			
Service charges			AEI	D 103 (by	e-dirham)				
Work hours	Official working	g hours			Saturda 08:00 am	iy- Thurs n to 08:0	•		
Average time of service provision				10-15 mi	nutes				
	600560605	<b>;</b>			97167030399				
Channels of communication	info@twasolajm	an.ae			www.twasolajma		<u>n.ae</u>	e	
	twitter.com/Twase	olAjman		B	www.facebool	k.com/T	wasolAjm	f	
	instagram.com/Twa	solAjma	n	O				Channer	

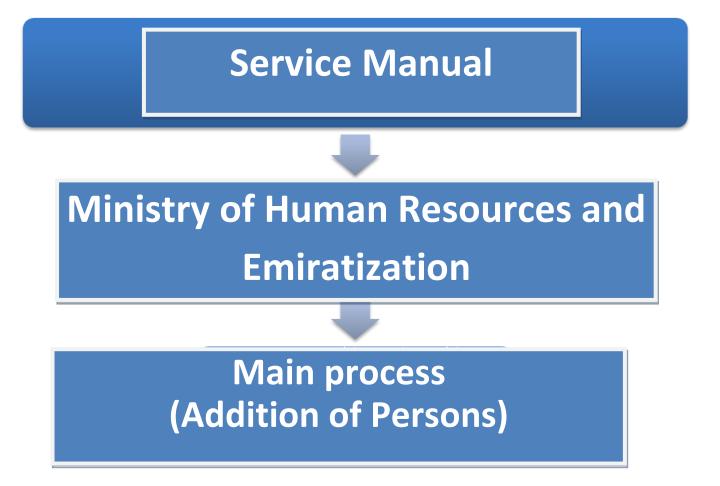
First Step	Second Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status on website: <u>www.mohre.gov.ae</u> and receipt of approval slip	



Service name	Appli	cation	to with	draw elec	ctronic report on	abscon	ding	
Service description	Removal of the employed case the complaint is main the complaint i		-		-		istry of Lal	oor in
Service type	From government t individuals	0	S	Service clas	ssification		Procedures	
Service structure	Major			Limited	service		man resou nnical reso	
Required documents	<ul><li>Copy of the emp</li><li>Copy of the Lab</li></ul>			ort				
	Access to information	-	ubmissio applicat		Communication procedure	•	•••	vice letion
Service	Personal attendance	Personal attendance		endance	Personal attend	dance		
channels	www.twasolajman.ae	info@twasolajman.a		ajman.ae	www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges	AED 103 for a	pplicati	on + AE	D 28 for r	eceiving the sam	ne (by e	-dirham)	
Work hours	Official working	g hours			Saturday 08:00 am 1		•	
Average time of service provision				10-15 miı	nutes			
	600560605	1			97167			
Channels of communication	info@twasolajm	an.ae			www.twasolajman.ae		i.ae	e
communication	twitter.com/TwasolAjman		ı	B	www.facebook.	.com/Tw	vasolAjm	f
	instagram.com/Twa	solAjma	an	Ø				

First Step	Second Step	Third Step	
Typing the application at Tas-Heel Service Center	Signing the application and sub of the transaction to the S (Center (Tas	ervis procedures in the Ministry of Human	







Service name		Addition of New Person						
Service description	as the person's data are	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	0	Se	ervice clas	ssification		Procedures	
Service structure	Major			Limited	service		man resou hnical reso	
Required documents		<ul> <li>Copy of passport</li> <li>Copy of Family Book of UAE nationals</li> </ul>						
	Access to information		omissior oplicatio	-	Communication procedure	-	Ser comp	
Service	Personal attendance	Person	al atter	ndance	Personal attend	dance		
channels	www.twasolajman.ae	info@tv	wasolaj	solajman.ae www.twasolajm		man.ae Person attendar		
	600560605				60056060	5	]	
Service charges		AED	D 103 (	paymen	t by e-dirham)			
Work hours	Official working	hours			Saturday- Thursday 08:00 am to 08:00 pm			
Average time of service provision			:	10-15 mir	nutes			
	600560605				97167030399			
Channels of communication	info@twasolajma	an.ae			www.twas	olajmar	<u>1.ae</u>	e
	twitter.com/Twaso	olAjman		B	www.facebook	.com/Tw	vasolAjm	f
	instagram.com/Twas	solAjman		Ø				

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status	$\overline{\ }$
	on website: <u>www.mohre.gov.ae</u>	



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	0	Serv	vice cla	ssification	Procedur		es	
Service structure	Major		L	imited	service		man resou hnical reso		
Required documents		<ul> <li>Copy of passport</li> <li>Copy of Family Book of UAE nationals</li> </ul>							
	Access to information		mission oplication	of	Communication procedure	•	Ser comp		
Service	Personal attendance	Persona	al attend	ance	Personal attend	dance			
channels	www.twasolajman.ae	info@tw	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605				600560605				
Service charges		AED 1	L <mark>O3 (</mark> for	payme	ent by e-dirham)				
Work hours	Official working	hours		Saturday- Thursday 08:00 am to 08:00 pm					
Average time of service provision			10	-15 mi	nutes				
	600560605				97167	030399			
Channels of communication	info@twasolajma	an.ae			www.twas	solajman	1.ae	e	
	twitter.com/Twaso	olAjman		3	www.facebook	.com/Tw	/asolAjm	f	
	instagram.com/Twas	solAjman		O)					

First Step	Second Step	
Typing the application at TasHeel Service Center	Inquiry about application status on website: <u>www.mohre.gov.ae</u>	







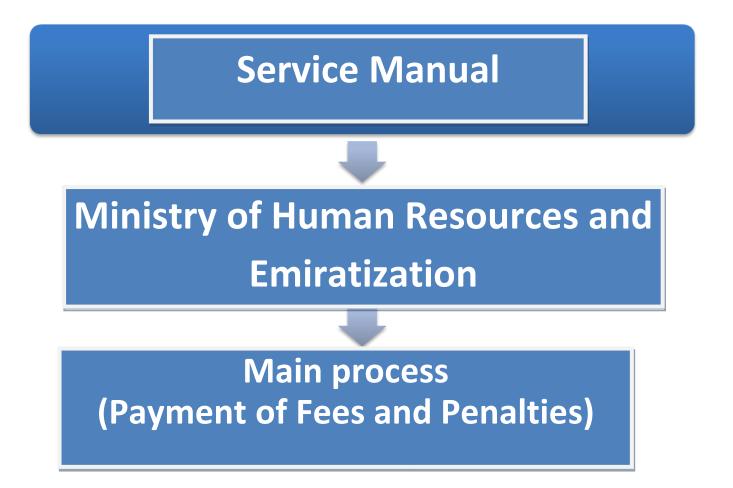
# Main process (Deletion of rejected document)



Service name		Deletion of rejected documents							
Service description	Emiratization for sp	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 individuals	to	S	ervice cla	ssification		Procedure	ures	
Service structure	Major			Limited	service		uman resources- chnical resources		
Required documents		r of the i ents to b	•	transacti ed	on				
	Access to information		bmissio applicatio	-	Communication procedure	•	Service co	mpletion	
Service	Personal attendance	Perso	nal atte	ndance	Personal atten	dance	e		
channels	www.twasolajman.ae	info@twasolajman.ac			www.twasolajman.ae		Personal attendance		
	600560605			60056060		05			
Service charges			I	Free of c	harge				
Work hours	Official working	g hours			Saturday- Thursday 08:00 am to 08:00 pm				
Average time of service provision				10-15 mi	nutes				
	600560605	5			97167030399				
Channels of communication					<u>www.twasolajma</u>		<u>n.ae</u>	e	
	twitter.com/TwasolAjman			B	www.facebool	k.com/T	wasolAjm	f	
	instagram.com/Twa	isolAjma	in	Ø					

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







Service name	Payment of fees of the preliminary approval notice of work permit							
Service	Payment of the work permit fees after approval of permit to pursue the procedures.							
description	Payment is made accord From government	Payment is made according to the firm's category. From government to						
Service type	individuals		S	ervice cla	ssification		Procedure	:S
Service structure	Major			Limited	service		iman resou hnical reso	
Required documents	Applica			-	nary approval of v	-	mit	
	Access to information		bmissior pplicatio	-	Communication procedure	-	Service co	mpletion
Service	Personal attendance	Perso	nal atter	ndance	Personal atten	dance		
channels	www.twasolajman.ae	info@twasolajman.ae			www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges	Fees according to category: First category: 353 Second category A: 653 Second category B: 1553 Third category C: 2053 Third 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			mployee
Work hours	Official working	g hours			Saturday- Thursday 08:00 am to 08:00 pm			
Average time of service provision				10-15 mi	nutes			
	600560605	5			9716	97167030399		
Channels of communication	info@twasolajm	nan.ae			www.twa	<u>isolajma</u>	<u>n.ae</u>	e
	twitter.com/Twas	olAjman		B	www.facebool	k.com/T	wasolAjm	f
	instagram.com/Twa	isolAjma	in	Ø				

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



Service name	Penalty of electro	nic work pe	rmit/ notice	e of preliminary app	roval of	work permit
Service description		work permit		n 60 days after expiry fter exceeding the dat		
Service type	From government to individuals		Service cla	assification	Pro	ocedures
Service structure	Major		Limited	l service		n resources- cal resources
Required documents	<ul> <li>Notice of preliminary</li> <li>Copy of visa (entry pe Country.</li> </ul>		•	•		while in the
	Access to information	Submission of application		Communication d procedures	uring	Service completion
Service	Personal attendance	Personal a	ttendance	Personal attenda	ance	
channels	www.twasolajman.ae	info@twas	olajman.ae	www.twasolajman.ae		Personal attendance
	600560605			600560605		
Service charges	Penalty of AED 203 shall added for each addition	-	if the permit	exceeded 60 days, ar	nd AED 20	3 shall be
Work hours	Official working	hours		Saturday- Thursday 08:00 am to 08:00 pm		
Average time of service provision			10-15 mir	nutes		
	600560605			97167030	399	
Channels of communication	info@twasolajma	n.ae		<u>www.twasolajman.ae</u>		e
twitter.com/Twase		Ajman	B	www.facebook.com	n/Twasol/	Ajm
	instagram.com/Twase	olAjman	Ø			

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status of website: <u>www.mohre.gov.ae</u>	n



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 Service classification				assification	Procedures		
Service structure	Major			Limited service			Human resources- technical resources	
Required documents	Signatures Accreditation Card							
	Access to information Subm				Communication d procedures	•		
Service	Personal attendance	Personal attendance		endance	Personal attenda	ance		
channels	www.twasolajman.ae	info@twasolajma		ajman.ae	www.twasolajman.ae		Personal attendance	
	600560605				600560605			
Service charges	Fe	ees sh	all be p	aid as per	the type of violatio	n		
Work hours	Official working hours				Saturday- Thursday 08:00 am to 08:00 pm			
Average time of service provision	10-15 minutes							
	600560605				97167030	399	5	
Channels of communication	info@twasolajman.ae				<u>www.twasolajman.ae</u>			8
communication	twitter.com/TwasolAjman		n	B	www.facebook.cor	n/Twasol	lAjm	f
	instagram.com/TwasolAjman			Ø				

First Step	Second Step	
Typing the application at Tas-Heel Service Center	Inquiry about application status of website: <u>www.mohre.gov.ae</u>	in



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 Servic			ssification	Procedures			
Service structure	Major		Limited	service	Human resources- technical resources			
Required documents	<ul> <li>Signature Accreditation Card</li> <li>Form of application for license of new private recruitment agency after approval</li> </ul>							
	Access to information	Submiss applic	sion of	Communication d procedures	-	Service completion		
Service	Personal attendance	Personal attendance		Personal attenda	ince			
channels	www.twasolajman.ae	info@twasolajman.ae		www.twasolajman.ae		Personal attendance		
	600560605			600560605				
Service charges		AE	D 50103 (by	e-dirham)				
Work hours	Official working		Saturday- Thursday 08:00 am to 08:00 pm					
Average time of service provision	10-15 minutes							
	600560605		971670		399			
Channels of communication	info@twasolajman.ae			<u>www.twasolaj</u>	<u>man.ae</u>	e		
	twitter.com/TwasolAjman		B	www.facebook.com	n/TwasolAj	jm		
	instagram.com/TwasolAjman		Ø					

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



Service name	Renewal of license of private recruitment agency							
Service description	Payment of recruitment agency renewal fees for one year							
Service type	From government t individuals	Service o	lassification P		rocedures			
Service structure	Major		Limite	Limited service			Human resources- technical resources	
Required documents	<ul> <li>Signature Accreditation Card</li> <li>Form of application for private recruitment agency license after approval</li> </ul>							
	Access to information	Access to Submission of Communicat					Service completion	
Service channels	Personal attendance		rsonal ndance	Personal attendance		Personal attendance		
Charmers	www.twasolajman.ae	info@twa	asolajman.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							
	600560605			97167030	399		J.	
Channels of communication	info@twasolajman.ae			www.twasolajman.ae			e	
	twitter.com/TwasolAjman		B	www.facebook.cor	n/Twaso	olAjm	f	
	instagram.com/TwasolAjmar		Ø					
				·			Steps:	

First StepSecond StepTyping the application at<br/>Tas-Heel Service CenterInquiry about application status on<br/>website: www.mohre.gov.ae



<u>Service n</u>	<u>ame</u>	Failure to renew the license of recrutimetn agencies on time							
<u>Service</u> descriptio	<u>on</u>	Paym mont	license for one						
Procedures Service classification						From government to individuals		Service type	
	Human resources- technical resources		service		Major	Service structure			
• S	ignature	Accred	itation Card					Required documents	
	Service Communication during completion procedures			Submission of application			Access to information		
		Pers	onal attendance	Personal attendance		nce Personal attendance		Service	
	Personal attendance 600560605		www.twasolajman.ae		info@twasolajman.a		www.twasolajman.ae	channels	
			600560605				600560605		
<b>AED 10</b>	53 one m	nonth a	• •	. AED 1000 oy e-dirham		adde	d for every additional	Service charges	
			ay- Thursday n to 08:00 pm		C	officia	I working hours	Work hours	
	10-15 minutes								
<u>J</u>		97167030399				600560605			
e	<u>w</u>	ww.tw	vasolajman.ae		info@twasolajman.ae		Channels of communication		
f	www.f	aceboo	ok.com/TwasolAjm	B	tw	twitter.com/TwasolAjman			
		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