



**Ministry of External Affairs**  
Government of India



**Indian Council  
of World Affairs**



# **Pre-Departure Orientation for Migrant Workers**

**Handbook on  
United Arab Emirates (UAE)**



# United Arab Emirates (UAE)



Flag



Country Outline



Country Emblem



Religion:  
Islam

أبجد

Major Language:  
Arabic



Currency:  
Emirati Dir-  
ham (AED)/₮



Indian Population:  
4.32 Million (2024)  
43.2 Lakhs (2024)

**Time Zone:**

UTC +04:00 (GST)

IST -01:30

**Modes of Public Transport:**

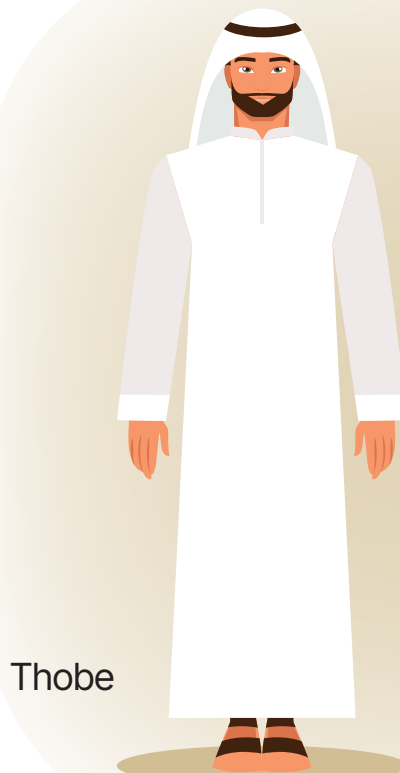
Bus/Metro/Tram/Taxi/Water Taxi

**Weekly Holidays:**

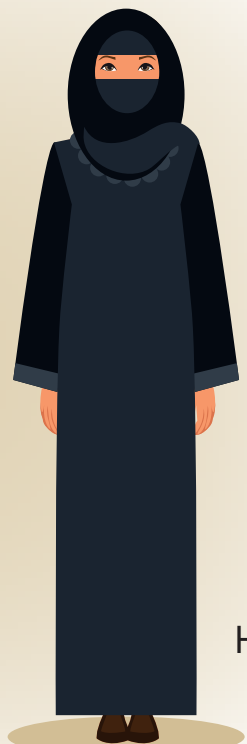
Saturday &amp; Sunday

## Dress Code

The UAE has a modest dress code, especially in public places. While there are no strict dress code regulations for tourists, it is respectful to dress modestly when visiting religious sites, markets, and other public areas. Both men and women should avoid wearing revealing clothing, and women should cover their shoulders and knees. In more traditional areas, women are encouraged to cover their hair with a scarf.



Thobe



Hijab

# Employment Opportunities and Visa Guidelines in UAE

(For Private Sector Workers)

## ➔ Potential Sectors of Employment for Indian Skilled Workers

Construction Sector, IT and Digital, Artificial Intelligence, Engineering, Manufacturing, Shipping and Logistics, Ship Building and Maintenance, Oil Field Onshore and Offshore. etc,

## ➔ Work/Resident Visa Procedure and Availability

When a candidate is offered a job in the UAE, the process includes receiving a formal job offer, signing a contract and getting a work permit and resident visa. The job offer details the role and includes an annexe summarising important parts of UAE labour law. Both employers and candidates will need to sign these documents to move forward. Employer/ Company recruits and processes visas according to their requirements. The cost of recruitment and travel as well as the expenses for obtaining the residence permit in the UAE shall be borne by the employer.

## ➔ Health/Life Insurance for Workers

The employer shall provide health insurance to his employees. However, the employer is not legally obliged to provide Life Insurance to the employees.

The UAE labour law can be accessed from the following link:

<https://www.mohre.gov.ae/en/laws-and-regulations/laws.aspx>

For detailed information, may follow the below link:

<https://u.ae/en/information-and-services/jobs/employment-in-the-private-sector/labour-rights#:~:text=1,agreed%20to%20conclude%20a%20contract.>

<https://u.ae/en/information-and-services/jobs/employment-in-the-private-sector/domestic-helpers#:~:text=As%20per%20the%20Decree%20Law,the%20day%20they%20are%20due&text=one%20day%20of%20paid%20rest,8%20hours%20of%20consecutive%20rest>

## ➔ Working Environment

The employer shall provide appropriate safety measures to protect workers against the hazards of occupational injuries and diseases that may occur during the work, and also against fire and other hazards that may result from using machines and other work tools.

## ➔ Availability of Family/Dependent Visa for Emigrant Workers

Employees with valid UAE residence visas can sponsor their families regardless of their job titles if they earn a minimum salary of AED 4,000 or AED 3,000 plus accommodation.

## ➔ Detailed Information

<https://u.ae/en/information-and-services/visa-and-emirates-id/residence-visas/residence-visa-for-family-members>



# Do's and Don'ts



## Do's

- ✓ Do know the laws of the UAE specially UAE Labour Law to be aware about Rights and Bounds.
- ✓ Do keep yourself updated with important contact numbers: Police, Fire, Ambulance, Hospitals, Indian Embassy and Consulate, Indian Associations etc.
- ✓ Do report any physical abuse, domestic violence to the Police immediately.
- ✓ Do report any work-related grievance in Ministry of Human Resources & Emiratization (MOHRE).
- ✓ Do keep your medical records, latest passport copy, visa copy, updated work contract with Ministry and company, financial records, company information, residence address handy and share the same with trustworthy family member so the same could be retrieved when required.
- ✓ Do use appropriate and legal remittance scheme while receiving or sending money.
- ✓ Always be vigilant to prevent identity theft: protection of SIM card, passport and emirates id card, email account, awareness about common frauds is essential to safeguard against identity theft.
- ✓ Obtain mandatory unemployment insurance from the employer upon joining the Company.
- ✓ While carrying any medicines from India, carry the prescriptions/ approvals from the concerned authorities.
- ✓ Alcohol consumption in public places or unlicensed locations is criminal offence. Buy and drink alcohol only in licensed hotels, restaurants and bars.
- ✓ Do ask for permission before you take pictures of a UAE national or resident.
- ✓ Be careful with public display of affection.
- ✓ Be aware of certain rules of behaviour during Ramadan.
- ✓ Always wear decent clothing in public places.
- ✓ Immediately report incorrect activity related to your bank account or credit card.



## Don'ts

- ✗ Do not share your ATM card, credit card or Emirates ID or their numbers or photographs with anyone.
- ✗ Do not keep your Passport or Emirates ID as guarantee for anybody. If being forced report on UAE's emergency number 999.
- ✗ Do not sign on any Arabic document if you do not know what it is. Do not sign on a blank paper.
- ✗ Do not post/share any matters against any religion/person.
- ✗ Do not take photos of other people without their consent and post in social media.
- ✗ Do not take photos in prohibited areas. Check for signs.
- ✗ Do not share/ spread any rumours, incorrect information or defamatory posts pertaining to the UAE/ Rulers of the UAE/Religion.
- ✗ Do not take pictures/ share pictures of any accident/related happenings in the UAE.
- ✗ Do not make indecent gestures in public or share the same in social media.
- ✗ Do not threaten anybody through social media, telephone messages or emails.
- ✗ Do not share any account details online.
- ✗ Do not share personal details to people reaching through online medium or phone calls.
- ✗ Do not click on links in Facebook/ Whatsapp showing offers and asking for bank account details. Do not click on suspicious links.
- ✗ Do not carry prohibited items (like Khus Khus, Betel Leaf, Niswar, Gutkha), other narcotic psychotropic, controlled drugs and related medicines from India.
- ✗ Drugs are strictly banned in the UAE. Possession of even trace amounts of drugs results in lengthy prisons.
- ✗ Do not go to any unauthorized massage centres for any kind of services.
- ✗ Do not get involved in any fighting or usage of abusive languages.
- ✗ Do not strike or be involved in any strike at workplace as it is against the UAE rules.
- ✗ Do not drive under the influence of alcohol.
- ✗ If any accident occurs, do not runaway. Report matter to the Police (999) immediately.
- ✗ Do not order any parcel from India with banned items like medicines, drones, etc.
- ✗ Do not collect data, objects, documents, designs, informations and statistics without proper license.
- ✗ Do not participate in any form of marches or political processions or raise slogans.
- ✗ Do not impersonate anyone, forge signatures or send texts/emails while pretending to be someone else.

# UAE– Factsheet on Labour Laws

## Labour Laws

### ➔ Labour Laws and Provisions for Foreign Migrant Workers and Domestic Workers

The UAE has implemented several employment-related laws and has ratified international conventions to ensure safety and protection of migrant workers.

### ➔ Recruitment Process

The recruitment process in the private sector in UAE involves receiving a formal job offer, signing the employment contract, receiving the work permit and then, receiving the work visa. After the signing of the contract, the employer is not allowed to alter or replace any provisions of the offer letter unless the employee consents to it, and such changes are within the scope of law.

### ➔ Minimum Wage

There is no minimum salary stipulated in the UAE Labour Law. However, it broadly mentions that salaries must cover the basic needs of the employees.

### ➔ Employment Contract

- The employment contract is a document signed between the employer and the employee in which the latter undertakes to serve the employer and works under his management against an agreed fee paid by the employer.
- The employment contract should be based on the offer letter signed by both parties. The offer letter contains important details of the job and an annex that summarises the most important aspects of the UAE Labour Law. The employer must ensure that the employee has read the offer letter and understood it. If it is proved that a worker did not go through the annexes before signing the labour contract, the employer will be fined AED 20,000 for submitting incorrect data to the Ministry of Human Resources and Emiratization (MOHRE).
- The employment contract shall be concluded for a definite period, which shall not exceed three years. The employment contract shall be made in duplicate, one copy to be given to the worker and the other to the employer.



# Working Hours and Leave

## ➔ Working Hours (Weekly Off)

- The maximum normal working hours for workers shall be eight hours per day or forty-eight hours per week. The time spent by the worker in moving between his place of residence and work shall not be counted as part of working hours, except for some categories of workers as per the executive regulations of this Decree-Law. During the month of Ramadan, the normal working time is reduced by two hours.
- No worker shall work over five hours consecutively without break times not less than one hour in total, provided that these periods are not considered as part of the worker's working hours. In factories and similar facilities, where work is rotated on night and day shift basis, or for certain categories of workers working hours shall be regulated as per the executive regulations of this Decree-Law
- Workers are entitled to a paid weekly rest for not less than one day, as specified in the work contract or the work regulation.

## ➔ Over Time

- When a worker works more than the normal working hours, the extra time shall be considered overtime, for which the worker shall receive an amount equal to that corresponding to his normal working hours, calculated on his/her basic wage, plus an extra of at least 25 percent of such wage.
- If circumstance of work necessitate that a worker works overtime between 10.00 pm and 4.00 am, he/she shall be entitled to normal working hours basic pay plus an increase equal to at least 50% of such pay, this provision does not apply to shift workers.
- If exigencies of work necessitate that the worker to work on his/her rest days set forth in the employment contract, or normal holidays, he shall be compensated in lieu thereof with increase in pay by 50% of his basic wage but if he has not been compensated for the same with a leave, the employer shall pay him an increase to his basic wage equivalent to 150% of the days of work.

## ➔ Annual Leave

Workers are entitled to an annual leave with full pay as follows:

- Thirty days for each year of extended service.
- Two days per month in respect of any employee with more than six months and less than one year of service.
- Leave for parts of the last year of service in case it is terminated before the workers uses his annual leave balance.

## Payment of Wages

- Wages of workers are paid by employers through the 'Wages Protection System (WPS). Under this system, salaries of employees will be transferred to their accounts in banks or financial institutions, which are authorised by Central Bank of the UAE to provide the service.
- Payment can be in Emirati Dirham, the national currency of the UAE or in any other currency, if it is agreed upon between both parties in the employment contract.

## Grievances and Dispute Resolution Mechanism

- Employees can approach the Ministry of Human Resources & Emiratization (MoHRE) to redress employment-related problems and grievances, for criminal matters, employees can go to Police stations, and for civil matters, they can file suit before a Court of law.
- Labour Advisory Services can be availed by contacting Labour Claims And Advisory Center on 80084. Workers can also submit complaint to the Ministry within 30 days of the employer's breach of his legal obligations. The Ministry usually settles such labour disputes within a period not exceeding 14 days from the date of submission, before referring the same to the competent court for a decision in the event that a friendly settlement between the worker and the employer is not possible.

## Provisions Related to Sponsorship and Switching of Employers

- Either party can terminate the employment provided that the notice provisions are complied with, or payment is made in lieu of notice being given (maximum notice of three months).
- A migrant worker can transfer to a new employer through concerned labour court and be issued a new work permit without the permission of their current employer when the current employer has failed to meet their legal or contractual obligations; when the business has closed down; when a worker has brought a successful labour complaint against their current employer; or when the worker settles indemnities with the first employer in line with contract termination clauses (up to three months' salary). In case of disputes necessary approvals can be obtained by the worker to transfer to a new employer through the concerned labour court. Sponsorship change and switching of employers can only be done as per the statutory provisions, rules and regulations mentioned in the UAE Labour Law.

## End of Service Benefits

- Workers are entitled to a gratuity at the end of their service.
- A worker, who completed a year or more in continuous service, shall be entitled to end of service benefits at the end of his service, calculated according to the basic wage as per the following:
  - A wage of (21) twenty one days for each year of the first five years of service
  - A wage of (30) thirty days for each year exceeding such period
- The worker shall be entitled to a benefit for parts of the year in proportion to the period spent at work, provided that he completed one year of continuous service.
- The unpaid days of absence from work shall not be included in the calculation of the service term.
- The end of service benefits shall be calculated according to the last basic wage the worker was entitled to, with respect to those who receive their wages on a monthly, weekly or daily basis and according to the average daily wage stipulated in the provisions hereof for those who receive their wages on a piecework basis.
- It is required based on the foregoing that the end of service benefits for the worker in its entirety does not exceed two years' wage
- The employer may deduct from the end of service benefits any amounts payable under the law or a judgment, in accordance with the conditions and procedures specified in the implementing regulation hereof.

# General Obligations of Workers

- Performing the work by yourself according to the direction and supervision of the employer or anyone acting on its behalf, and in accordance with the contract, and not outsourcing the work to any worker or any other person.
- Being committed to good behaviour and morals while undertaking work and adhering to honesty and professional integrity.
- Preserving the production means and work tools in your custody and maintaining them by taking the necessary actions to preserve them in the places designated for them.
- Keeping the confidentiality of information and data to which you have access by virtue of your work, not disclosing the work's secrets and returning the items in your custody to the employer at the end of your service.
- Not keeping personally any original papers or hard or soft copies of documents related to work secrets without the permission of the employer or its representative.
- Implementing the occupational safety and health instructions prescribed at the establishment as per the legislation in force or work regulations and instructions
- Working during the approved working days and working hours specified in the employment contract, communicating and responding in an efficient manner to complete the duties assigned to you.
- Continuously and diligently working to develop your functional and professional skills and enhancing your performance.
- Not working for others, in violation of the provisions hereof and other applicable legislation in this regard.
- Evacuating the accommodation provided by the employer, within a period not exceeding (30) thirty days from the date of end of his service. However, the worker may stay in the accommodation after the end of the said period, in case of the employer's approval, and the worker shall bear the cost of stay or as agreed upon in writing with the employer.



**Know your Rights – website link is as follows:**

<https://www.mohre.gov.ae/en/media-center/publications-and-media-kit>

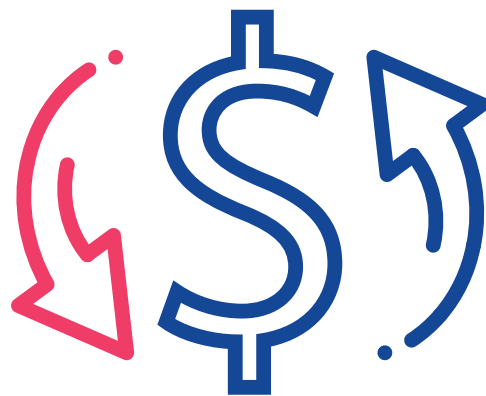
# UAE- FACTSHEET

## Social Security Provision

- UAE Citizens only apply for financial assistance and social subsidy services. Foreigners are not entitled to social security.

## Currency Exchange Rate

- Foreign currency rates against AED (Arab Emirates Dirham) are published by the Central Bank of the UAE i.e. CBUAE, which is the supervisory and regulatory authority of the banking and insurance sector.
- The Central Bank of the UAE provides exchange rates for more than 70 global currencies, which are updated daily.
- UAE Dirhams are pegged to US dollars.
- 1 US dollar is equal to 3.685 AED



# Support System for Workers at the Embassy/Consulate of India in UAE (Grievances)

- Loss of Passport
- Confiscation of Passport and Belongings by Employer
- Ill-Treatment by the Employer
- Fraudulent Activities
- Loss of Shelter
- Sexual Harassment
- Any other issues affecting workers

## **UAE local labour law:**

<https://www.mohre.gov.ae/en/laws-and-regulations/laws.aspx>

## **UAE laws for its foreign and domestic workers**

<https://u.ae/en/information-and-services/jobs/employment-in-the-private-sector/labour-rights#:~:text=1,agreed%20to%20conclude%20a%20contract>.

<https://u.ae/en/information-and-services/jobs/employment-in-the-private-sector/domestic-helpers#:~:text=As%20per%20the%20Decree%20Law,the%20day%20they%20are%20due&text=one%20day%20of%20paid%20rest,8%20hours%20of%20consecutive%20rest>

## **UAE's awareness material on knowing your rights as a worker:**

<https://www.mohre.gov.ae/en/media-center/publications-and-media-kit>

# Address and Contact Number of Embassy/Consulate in UAE



## Indian Mission

### Embassy of India

Plot No. 10, Sector W-59/02, Diplomatic Area  
Off the Sheikh Rashid bin Saeed Street  
(Earlier known as Airport Road)  
near to Pepsicola, P.O. Box 4090  
Abu Dhabi, United Arab Emirates

Contact Number : 971-2-4492700

### Consulate General of India

Al Hamriya, Diplomatic Enclave, P.O. BOX 737, Dubai  
United Arab Emirates

Contact Number : 971 43971222 / 971 43971333



# Important Helpline Numbers in UAE



## 24x7 Helpline Numbers of Embassy/Consulate/PBSK

**PBSK** : 800 46342 (UAE)/0097142593266 (From Abroad)  
00971 508995583 (Only for Abu Dhabi)

### Housemaids in Distress :

Embassy of India, Abu Dhabi : 00971 502103813  
Consulate General of India, Dubai : 00971 504559594

### Death Registration:

Embassy of India, Abu Dhabi : 00971 564038863  
Consulate General of India, Dubai : 00971 507347676  
Consulate General of India, Dubai (Jail/Missing Case): 00971 509433111

### Important Helpline Numbers in UAE



### Emergency Numbers

|                  |            |
|------------------|------------|
| <b>Police</b>    | <b>999</b> |
| <b>Fire</b>      | <b>997</b> |
| <b>Ambulance</b> | <b>998</b> |