



Human Resources and
Social Development

Rules and Procedures Regulating
**the Settlement of Disputes for Domestic
Workers and Those in Their Jurisdiction**

Article (1)

The following terms – wherever they appear in these Rules – shall have the meanings ascribed to them below:

Ministry:

The Ministry of Human Resources and Social Development.

Department for the Settlement of Disputes of Domestic Workers and Those in Their Jurisdiction:

The department responsible for the amicable settlement of domestic worker disputes between the parties in the Ministry's branches.

General Administration:

The relevant Administration in the Ministry to which the departments for the Settlement of Disputes of Domestic Workers and Those in Their Jurisdiction in the Ministry's branches are technically affiliated.

Amicable Settlement:

The stage that precedes the filing of a labor lawsuit before the judiciary, during which an attempt is made to reach an amicable settlement between the domestic employer and the domestic worker.

Settlement Officer:

The person in charge of conducting the amicable settlement in accordance with the provisions of these Rules.

Parties of the Settlement:

The domestic worker and those in their jurisdiction, and the domestic employer, or whoever legally represents them.

Reconciliation Minute:

A minute prepared by the Settlement Officer confirming that the dispute has been resolved amicably between the parties.

Competent Deputy

The Deputy of the Ministry to which the General Administration is affiliated.

Article (2):

A Settlement Officer may not undertake any work within the scope of their duties in lawsuits related to their own interest, or that of their spouse, relatives, or in-laws up to the fourth degree.

Article (3):

To perform the task of amicable settlement, Ministry employees or other persons authorized by the competent authority must meet the following conditions:

1. They must be of good conduct and behavior, and must not have been convicted of a crime involving dishonor or breach of trust, unless their reputation has been restored.
2. They must obtain the approval of the General Administration.
3. Any other requirements stipulated by the General Administration.

Article (4):

1. The procedures and sessions of amicable settlement are confidential. The person conducting the amicable settlement may not disclose any secrets they were entrusted with or learned through their work, even after their service ends, unless required by Sharia or legal regulations.
2. Attendance at settlement sessions is limited to the following:
 - A. Settlement Officer.
 - B. Parties of the Settlement.
 - C. Persons whose presence is accepted by the Settlement Officer before or during the settlement, such as interpreters and the like.
 - D. Persons whose presence the Settlement Officer deems beneficial for completing the amicable settlement, after obtaining the consent of the Parties to the Settlement.

Article (5):

1. All procedures stipulated in these Rules may be conducted electronically, and they shall have the same force as written documents in accordance with the Electronic Transactions Law.
2. Amicable settlement may be conducted remotely via communication means approved by the Ministry, without prejudice to spatial jurisdiction.
3. Approved electronic verification methods shall suffice in lieu of the signature stipulated in these Rules.

Article (6):

The Arabic language is the official language before the Settlement Department.

Article (7):

Departments for the Settlement of Disputes of Domestic Workers and Those in Their Jurisdiction shall be established in the Ministry's branches by a decision of the Competent Deputy, and their members shall be appointed after the approval of the General Administration, unless the ministerial decision stipulates otherwise regarding the delegation of authorities.

Article (8):

The Settlement Department shall consider all disputes of domestic workers and those in their jurisdiction, including, for example but not limited to:

1. Disputes related to employment contracts, wages, entitlements, work injuries, and compensation thereof.
2. Disputes arising from termination of employment.
3. Disputes related to workers subject to the provisions of the Domestic Workers List and Those in Their Jurisdiction.

Article (9):

A labor lawsuit between a domestic worker and a domestic employer shall be filed before the Settlement Department within whose jurisdiction the workplace is located, by means of a statement of claim including the following:

- A. Name, nationality, and address of both the claimant and the defendant.
- B. Statement of the subject matter of the lawsuit and specification of the claimant's demands.

Article (10):

The Settlement Department shall work to resolve the dispute before it within a period not exceeding four (4) business days from the date of the first settlement session. If the dispute cannot be resolved amicably, the claimant may submit a statement of claim to the competent labor court in accordance with the procedures approved by the Ministry of Justice.

Article (11):

1. If the claimant or their legal representative fails to appear at one of the scheduled settlement sessions, the Settlement Department must archive the lawsuit by means of a minute signed by the Settlement Officer and the defendant if present, or an electronic equivalent thereof.
2. If the claimant or their representative returns within the statutory period stipulated in Article Ten (10) of these Rules, they have the right to request the continued consideration of the lawsuit before the Settlement Department. If the return occurs after the expiry of the statutory period, they shall be informed to file a new lawsuit, and the first lawsuit shall be considered as if it never existed.

Article (12):

If the defendant fails to attend the amicable settlement session – without an acceptable excuse – despite confirmed notification of the date, the Settlement Department may issue a minute recording the defendant's non-attendance, and the claimant may submit a statement of claim to the competent labor court in accordance with the procedures approved by the Ministry of Justice.

Article (13):

Either party may authorize a representative to attend on their behalf, by means of a power of attorney that meets the statutory conditions, and the power of attorney shall be recorded electronically in the lawsuit file.

Article (14):

1. If the Parties to the Settlement, or their representatives, attend on the specified date, the Settlement Officer must do the following:
 - A. Verify the capacity of the parties, or their representatives. If the representative is an agent, the Settlement Officer must initially verify that the power of attorney authorizes the agent to plead, defend, settle, waive, and discharge.
 - B. Document the attendance of the Parties to the Settlement at the session.
 - C. Record the content, number, and date of the power of attorney, and the time the session is opened.
 - D. Ensure that the claimant's requests are specific, detailed, and written.
 - E. Identify the documents or evidence each party relies upon, including the employment contract, and attach them to the file.
 - F. Discuss the disputed requests with the Parties to the Settlement, explaining the legality and lawfulness basis of the requests, and attempt to reach a solution satisfactory to both parties.
 - G. Obtain the signature of the Parties to the Settlement on the session minute, as well as the signature of the Settlement Officer on the minute. Signatures may be made through approved electronic verification methods.
2. The Settlement Officer has the right to meet privately with each party separately for the purpose of conciliation and to take whatever measures they deem appropriate for reform and reaching an amicable solution, by informing the Parties to the Settlement of the various aspects and consequences of the dispute, and by providing advice and guidance.
3. The Settlement Officer may invite persons whose presence they deem beneficial for completing the amicable settlement, after obtaining the consent of the Parties to the Settlement, as well as undertake any other procedures that facilitate their work.
4. If the Parties to the Settlement, or their representatives, appear before the scheduled time and request the documentation of a settlement or reconciliation they have agreed upon, the Settlement Officer must draft this reconciliation in a Reconciliation Minute, taking into account the provisions of Article Three of the Domestic Workers List and Those in Their Jurisdiction.
5. If a reconciliation, waiver, or acquittal is reached, the Settlement Officer must ensure that the conditions set forth in paragraph (a) thereof are met by the Parties to the Settlement, and must include in the Reconciliation Minute a summary of the terms agreed upon.
6. The Ministry shall prepare the necessary forms for amicable settlement minutes.

Article (15):

The Settlement Department may register a lawsuit directly if both parties appear for the purpose of documenting a reconciliation agreed upon between the Parties to the Settlement voluntarily.

Article (16):

1. If the Settlement Officer reaches an agreement that ends the dispute amicably, they shall prepare a Reconciliation Minute between the parties, in accordance with the form prepared by the Ministry for this purpose, and it shall be signed by the Settlement Officer and the Parties to the Settlement who meet the conditions set forth in paragraph (a) of Article (14).
2. The Settlement Officer must append the enforcement clause (formula) to the Reconciliation Minute.

Article (17):

A reconciliation shall not be concluded in the following cases:

1. If one of the Parties to the Settlement fails to endorse the Reconciliation Minute by any means of approved verification.
2. If one of the representatives of the Parties to the Settlement does not legally have the right to settle.

Article (18):

If an amicable solution cannot be reached regarding the disputed requests, the Settlement Officer must issue a minute of non-agreement due to the inability to settle the dispute amicably. The claimant may then submit a statement of claim to the competent labor court in accordance with the procedures approved by the Ministry of Justice.

Article (19):

1. The claimant may waive the lawsuit, or some of the claims therein, and this must be documented in the session minute. Consequently, the waived claim shall be forfeited and may not be heard again.
2. If the claimant waives their lawsuit, the Settlement Department shall issue a minute of waiver.

Article (20):

If the lawsuit includes any violation of the provisions of the Domestic Workers List and Those in Their Jurisdiction, or if the Settlement Officer discovers such a violation by either party, the Settlement Department may notify the competent authority in the Ministry to conduct the necessary inspection and investigation.

Article (21):

1. The competent Settlement Department shall interpret any ambiguity or confusion occurring in the minute issued by it, and it shall be signed by the Settlement Officer and the Department Manager after the approval of the General Administration.
2. In case of a discrepancy between the amount agreed upon written in words and in numbers in the Reconciliation Minute, the amount written in words shall prevail.

Article (22):

The claimant, or their legal representative, may add new requests or amend the requests before or during the course of the lawsuit before the Settlement Department.

Article (23):

Reconciliation Minutes, after being ratified by the competent Settlement Department, shall be considered executive documents as stipulated in paragraph (3) of Article (9) of the Enforcement Law.

