

Embassy of India, Abu Dhabi

Guide to Indian Expatriates

IN UAE

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SECTION I

EMPLOYMENT: ACCEPTING A JOB OFFER

1. Who could get an employment in the UAE?

Any person aged between 18 & 60 years of age, having professional or academic qualifications useful to the UAE, medically fit and not suffering from any illness with a passport valid for at least six months could get an employment in the UAE.

2. What is the procedure for recruiting Indian workers in to UAE?

Indian workers are generally allowed to be recruited only through the recruiting agents present in India and registered with the Ministry of Overseas Indian Affairs. In exceptional cases, the foreign employer could directly recruit Indian workers upon obtaining specific permission in this regard.

3. What are the expenses charged to the employee?

According to the UAE Labor Law neither the employer nor his agent in India can demand money from the worker except the placement fee which is a maximum of Rs 20,000 (Rupees Twenty Thousand only). Charges towards Visa, Air tickets, transit accommodation etc. are all have to be borne by the UAE employer.

4. What are the important things that are to be noted before accepting the employment?

Firstly, check on the Company offering the job either through a known contact in the UAE or through the Embassy in Abu Dhabi or the Consulate in Dubai and satisfy that, the company is exist and functioning. Secondly, Verify the terms of contract you are signing with the employer to find out the following:

- i. What is the basic salary –Only basic salary counts for calculating the end of service benefits. At least 40% of your total salary should be your basic salary.
- ii. No charges should be made for accommodation and transport from palace of stay to place of work and vice versa.
- iii. Food allowance or providing free food should be clarified. The total salary should be calculated excluding the food charges, if any.
- iv. What is the entitlement regarding annual leave. How many days a year the leave is given?
- v. The cost of Air Tickets should be borne by the employer when you leave India for joining and on completion of the contract to India.
- vi. Details of other allowances?
- vii. The employment contract should state the date of commencement of the contract, term, designation of the worker.

5. How important is the Employment Contract?

For all purposes of reference, the details mentioned in the employment contract alone will matter. Only when the employment contract is filed with the Labor Department, the worker becomes recognized. The employment contract is also required for obtaining the Labor Card. Labor card provides the identity for the worker. When the employment contract is not registered with the Labor department, it could lead to many problems for the worker.

- i. As the worker arrives in the UAE, he/she should have an employment contract signed by him/her with the employer. The contract should be written in Arabic and English.
- ii. The employment contract should be made in three copies, one to be kept with the worker, another with the employer and the third with the competent labor department (make sure you have your copy from the contract, and you should keep it throughout the contract term

POST ARRIVAL

6. What is the importance of a Health Card?

Upon entering UAE, in order to obtain a **residency permit** all expatriates are required to undergo a medical and blood test. Employers usually arrange for all the necessary paperwork. If not covered by a company or private medical insurance, it is advisable to apply for a health card which entitles residents to low cost medical treatment at public hospitals and clinics. An application form can be collected from any public hospital then submitted (typed in Arabic), along with the correct documents to the local Health Care Center. The health card is valid for one year.

7. What is the importance of a Labour Card?

A labour card identifies an employee and his/her place of work. The Employer should obtain a labor card for the recruited worker within 60 days of the latter's arrival to the UAE and after medicals have been done. Should the employer fail to do so, the worker should inform the Labor Department about his employment and entry. A labour card is issued for two years (government employees for three years) renewable for a similar period with the consent of both the employer and the employee, in which case it should be renewed within 50 days from the date of expiry. The employer should pay the fees related to the employment contract and labour card as well as the fines incurred by the non-issuance or non-renewal of the card within the given period. The Ministry of Labor could be approached via email or directly.

8. What is Emirates ID Card?

Emirates ID card (also called the Resident Identity Card /National Identity Card) is an identification card, issued by the Emirates Identity Authority (EIDA), that all UAE residents are required to obtain. It would be necessary to submit Emirates ID card to use in all UAE government services. Applicant needs to visit authorized typing centers with original passports and photos for initial application. Upon successful submission a SMS is sent from EIDA where an appointment is given to capture Biometrics. Processed Cards are sent by courier.

SECTION II

EMPLOYMENT RELATED FAQS

9. What are the working hours?

Normally the working hour is eight hours a day or 48 hours a week. These working hours may be decreased or increased in certain situation subject to the approval of the Ministry of Labor. During Ramadan the ordinary working hours will be decreased by two hours in. If he/she was required to work overtime between 9 p.m. and 4 a.m., he /she will receive 50% of his/her salary. The overtime may not exceed two hours except in cases of major force.

10. Is Friday a holiday for all the workers?

Friday is the weekend for all workers, except for the per day manpower. If the worker had to work on Friday, he/she should have another day to relax or receive the basic salary for the ordinary working hours plus at least 50% of that salary.

11. What are the entitlement regarding the annual leave?

Normally two days for each month, if his/her term of service is more than six months and less than one year. Where the service extends beyond one year, thirty days a year is the norm. However, this should be included in the employment contract for enforcing the same.

12. When can the sickness leave or the medical leave are utilized? And how it is computed?

After the completion of the probationary period, the worker becomes eligible for the sick leave. If the worker has spent three months of continuous service after the probationary period suffered from an illness, he/she would be entitled to a sick leave of no more than 90 consecutive or intermittent days for each year of service. It will be computed as follows:

- A. First Fifteen Days = Full Pay
- B. Next Thirty Days = Half Pay
- C. Following Periods = No Pay

13. What is the provision for the maternity leave?

A period of 45 days against a full pay, including the period before and after delivery is admissible wherever, the service is more than a year. In cases, where the entire service rendered is less than a year, the leave is admissible against an entitlement of half pay.

14. What are the other leaves eligible for the workers?

Ten days of official holidays per year.

- A. Hajj Leave: It is a special leave for Muslim workers granted once during the term of service. It is granted without pay and is not computed with the other leaves. It may not exceed 30 days.

15. What is the compensation for work related injuries & disabilities?

The UAE Labour Law makes it obligatory for the employer to meet all the medical expenses incurred wherever, the employee has sustained injuries while on the job. In addition to this, full salary has to be paid to the employee - undergoing treatment –in full for the first six months or the completion of the treatment, whichever is shorter. Further, the employee should be given half pay for the next six months, in case the treatment continues beyond six months.

16. What is the death Compensation?

If the work injury leads to demise of the individual, the employer is obligated to pay a compensation equivalent to twenty four months basic salary subject to a minimum of AED 18,000 and a maximum of AED 35,000. However, if it is proved that, the work injury was caused as a result of the negligence of the worker or any intended effort to harm him as in suicides, there will not be any compensation as per the Article 153 of the UAE Labor Law No. 8 of 1980.

17. What is the forum available for settling the Labour Disputes?

Initially, the complainant has to prefer a petition before the competent Labour department official. The Labour department will provide some time to settle the disputes between the complainant (worker) and the employer. After the expiry of this interval, the matter will be referred to Labor court by the Ministry of Labor. The report will have the complaint, the response from the opposite party and the views of the Labour Ministry. Then the case will be heard by the judge presiding over the court.

However, in the case of dispute concerning a group of workers are concerned, the reconciliatory committee in the Labor Ministry will handle the cases and try and solve the disputes amicably.

18. Is there a time limit for filing cases in Labor disputes?

No case of labor dispute could be raised in any Labor court after a period of one year has passed since the occurrence of the event that led to the dispute.

19. When can the Employment Contract be terminated?

The employment contract could be terminated in any of the following situations.

1. In the event of mutual consent by both parties to terminate the contract provided that the worker's consent is made in writing.
2. On expiry of the period specified in the contract unless the contract is expressly or implicitly extended in accordance with the provisions hereof.
3. At the discretion of either party in unlimited employment contracts provided parties abide by the provisions of this Law regarding warnings and acceptable causes for termination of the contract without being arbitrary.
4. The employer and the employee may terminate an unlimited term contract for a valid reason, at any time after the conclusion thereof, by a written notice served at least 30 days prior to the termination.

As for the by day workers, the period of notice shall be as follows:

- A. One week if the workman/women have been working for more than 6 months but less than one year.
 - B. Two weeks if the workman has been working for at least one year.
 - C. One month if the workman has been working for at least five years.
5. The employer may dismiss the worker without notice in the following cases:
- A. If the worker adopts a false identity or nationality or if he/she submits forged documents or certificates.
 - B. If the worker is appointed under a probationary period and dismissal occurred during or at the end of said period.

- C. If he/she commits an error causing substantial material loss to the employer provided that the latter advises the labour department of the incident within 48 hours from having knowledge of the same.
- D. If the worker violates instructions concerning safety of the place of business provided that such instructions are displayed in writing at conspicuous places and in case of an illiterate worker the latter be informed verbally of the same.
- E. If he/she fails to perform his/her basic duties under the contract of employment and persists in violating them despite formal investigation with him in this respect and warning him of dismissal if the same is repeated.
- F. If he/she divulges any secrets of the establishment where he/she is employed.
- G. If he/she is awarded final judgment by the competent court in respect of an offence prejudicing honor, honesty or public morals.
- H. If during working hours he/she is found drunk or under the influence of drug.
- I. If in the course of his/her work he/she commits an assault on the employer, the manager or any of his/her colleagues.
- J. If he/she absents himself without lawful excuse for more than twenty intermittent days or for more than seven successive day during one year.

20. What are the end of service Benefits?

1. The worker, who has completed one year or more in the continuous service, is entitled to the end of service benefit at the end of his/her service. Days of absence from work without pay are not included in computing the period of service, and the benefit is to be calculated as follows:
 - A. Twenty one day's pay for each year of the first five years of service.
 - B. Thirty days pay for each additional year provided that the entire total benefit shall not exceed 10 years pay.
2. The end of service benefit shall be computed on the basis of the last salary which the worker was entitled to, in respect of those drawing their salary per month, week or day, and on the basis of the average daily wage

stipulated in Article (57) in respect of those drawing their wages on piece work basis. Allowances are not included.

3. If a worker under a contract with unlimited period has left his/her work at his/her own option after a continuous service of not less than one year and not more than three years, he/she shall be entitled to two third of the end of service gratuity provided for in the previous Article, where the continuous period of service exceeds 3 years but 5 years, he/she shall be entitled to two thirds of such gratuity.

If the period of his/her continued service exceeded 5 years he/she becomes entitled to the full benefits.

4. If a worker under a contract with limited period leaves his/her work before the end of the contract period he/she shall not be entitled to end of service benefits unless the period of his/her continuous service exceeds five years.
5. The worker shall be fully deprived of the end of service benefit in any of the following cases:
 - A. If he/she is dismissed from service for any reason in accordance with Article (120) of the Labour Law which are listed in Part VIII, paragraph 5 of this guide.
 - B. If he/she leaves his/her work willing and without notice in cases other than those enumerated in Article (121) of the Labour Law with respect to unlimited period contracts or before he/she completes five years of continuous service with respect to limited period contracts.

21. Who all could change the Sponsorship?

Employees who are not included in the following categories cannot change their sponsors.

1. Engineers
2. Doctors, pharmacists and nurses
3. Universities and higher college teachers
4. Experts, legal consultants, economists, financial and management staff, who hold university higher degrees
5. Computer/information system analysts and programmers, who hold university degrees in these field

6. Specialist and technicians in the field of oil and gas exploration and other related fields
7. Athletes coaches for different sports
8. Specialists in sea and air navigation
9. Other categories subject to Ministry approval

22. What are the conditions under which the sponsorship could be transferred?

Employees who are not included in the following categories cannot change their sponsors.

1. Worker or employee shall hold with the new sponsor the same occupation he/she used to hold with the previous Sponsor.
2. Worker or employee should be a holder of a valid residence visa stamped on his/her passport.
3. Worker or employee should have completed at least 2 years of service with previous employer.
4. Worker or employee should obtain no objection from his previous employer to transfer from the Sponsorship, after completing two years.
5. No UAE or GCC citizen, who is registered as job applicant with the competent authorities is available to occupy the job, subject matter of the visa transfer.

23. What is the procedure for repatriation after the expiry of the contract?

After the worker had completed his/her term of service at the UAE, he/she should make the arrangements to leave the State immediately, otherwise his/her residence will be deemed illegal. The Employer must take the following measures:

1. Cancellation of the work permit
2. The employer shall bear the expenses towards Air passage. In case, the worker had changes the sponsor in between, the last employer /Sponsor with whom he worked has to pay the coat of repatriation.
3. In case employment is terminated for a reason blamed on the worker, repatriation shall be at his/her own expense if he/she has sufficient means.
4. In case of death of the worker the coffin shall be transported at the expense of Sponsor

Guide to disputes at the Ministry of Labour

If you an employee having a dispute, you must first file an application to settle the dispute at the Ministry of Labour (MOL). You may consult an Indian lawyer (Free Services available in PBSK, 800 46342) explain to the lawyer your case who may guide you to draft the case detail . The typist in Labour department will then transfer the information which the lawyer has prepared for you in Arabic on an official Ministry of Labour application. You must take with you a copy of your employment contract issued by your employer and the employment contract submitted by your employer to the Ministry of Labour in addition to your passport and Labour card. After you file the case, you will then appear along with your employer at the Ministry of Labour hearing. If the matter is not resolved at the hearing, the dispute will be forwarded to the Courts for settlement.

SECTION III

TO LOOK FOR AN ACCOMODATION

If the accommodation is not provided by company there are a number of ways to find one. It is easier to find a shared accommodation for Bachelor in comparison with Families. There are various ways to look for an Accommodation.

Consult your company's human resources manager, work colleagues and friends.

Word of mouth is usually the best recommendation in the region.

Talk to members of any clubs and associations that you join.

Check the notice boards outside accommodation blocks and look in the local newspapers and magazines.

Talk admin staff in the buildings that you like the look of. They will often know about the availability of accommodation.

Basic Elements to consider before taking a property in Rent if options are available

- A property /flat to be taken directly from owner (or from an individual or a company authorized by owner to sub lease)
- The area should be well secured with proper supply of water and electricity.
- Preferably in a new building which is pest free
- Maintenance and service is borne by Owner. It needs to be clarified who pays for the Air –Conditioning Fees.
- With natural light available in most part of day which reduces energy consumption
- Insured against fire, theft and natural calamities,
- Facilities: Covered Indoor Parking, Gym, Swimming Pool, and Community Hall, TV cable connection from Etisalat or Du or DTH access.
- Location: Near to Office to commute ,Supermarket, Laundry, School, Hospital, Petrol pump, Park, Metro ,Bus Station etc. are in proximity whereas
- Far from construction site or workshop, chemical or sewage treatment plant.
- Inventory should be taken for Furnished Apartments and to be reconciled with Property owner. Condition of Furniture, fixture and other goods to be checked before moving in and any damage or fault should be reported. Failure to any of this may result in deduction from Security Deposit.

MEDICAL INSURANCE

1. What is medical insurance and why do I need it?

Health care in the UAE is very expensive. Unless you are covered by the Insurance and have an Insurance card, you may not be admitted in many of hospitals. There are various kinds of coverage available. So good medical cover not only makes sense, but is a vital factor for a productive and affordable life in the UAE.

2. Is medical insurance mandatory for all the workers in the UAE?

As of now, only the emirate of Abu Dhabi has made in the mandatory to cover every employee under the medical insurance. Resident Visa is stamped only after the employer produce the evidence of Insurance cover to the worker.

3. What are the covers available in the Abu Dhabi?

There are four plans: Abu Dhabi plan, UAE plan, Regional plan and Global plan. Their coverage increases from Abu Dhabi plan onwards.

4. How does the medical insurance works?

Basically, medical insurance is available in two different ways –

- Insurance offered through a group scheme, typically from your employer (or sponsor)
- Insurance taken out by you as an individual

Both types work in fundamentally the same way, i.e. in return for a monthly premium, you can receive certain types of medical care free of charge. In the case of the group scheme, your employer will normally pay the premium (or a large percentage of it) on your behalf.

You will receive a membership card from the insurer, which you take with you whenever you visit a doctor, clinic, hospital or walk-in outpatient center (often called an "ambulatory center").

5. What are the costs you will have to pay?

Deductibles: The insurer will ask you to pay a certain amount whenever you receive treatment, up to a set limit. Beyond that limit, they pay. This is generally worked out across a full calendar year so typically, you may have to pay the first AED 1,500 of the treatment you receive over a 12-month period.

Copayments: Whereas the deductible is worked out over a full year, the copayment applies to each and every health center visit. So you might have to pay AED 50 or AED 150 every time you visit the doctor, or for every prescription.

Coinsurance: This applies to larger sums, for instance, an operation. In addition to (or perhaps instead of) the copayment, you may have to pay, for example 20 per cent of the cost of the operation, with the insurer paying the other 80 per cent. There will often be an upper limit on the coinsurance needing to be paid.

If yours is a group scheme, perhaps provided by your employer (the UAE government is committed to making it compulsory for all expatriates to have their healthcare funded by their employers), you need to check with the insurer exactly how these arrangements work, and it is best to do so the moment the cover is in force. This will avoid any unpleasant surprises at the point of care.

If yours is an individual policy, you will need to discuss all of the above, adapting them where possible to your most likely requirements. This may of course involve changes in the rate of premium.

6 Are all illnesses and medical conditions covered?

No, absolutely not. Many insurers will automatically exclude pregnancy care, eye care and dentistry, for example (you can extend the policy to include these, for additional premiums). Also, HIV Aids, speech disorders, behavioral problems, hormone replacement therapy, allergies and dialysis are typically excluded, along with reconstructive surgery, physical aids/appliances and general nursing care. Again, many of these can be included in return for higher premiums on a bespoke policy. It is better to check all these details from the Insurance Company before enrolling to the policy.

DRIVING IN UAE

1. What are the requirements for driving a vehicle in the UAE?

Indian residents need to have a UAE Driving License issued by the UAE transport department. Driving licenses can be obtained after training from an authorized driving school in UAE. If you are 18-21 year of age, you can apply for a probationary license. Having an Indian driving license older than 5 years would reduce the number of training classes.

2. What are the documents required?

Passport (original & copy) with residence stamp, No-Objection Certificate from employer & photos.

3. What are the Major Steps Involved?

- First the file would be opened in Traffic Department through your school
- Get an eye test done either at an optician or at your driving school.
- Receive your temporary driving license, which you must carry in your training car.
- Once you have passed all internal tests like theoretical, Garage and parking, you would undergo road training.
- On successful completion, the Road Test would be conducted. Passing the test would ensure A Driving License

4. What are the other conditions that you are expected to follow to avoid any violation of the UAE traffic rules?

- Accompanying persons sitting in front seat should always wear the seat belt.
- Ensure that you adhere to speed limits posted on the traffic signs.
- Children below ten years are not allowed to sit in the front seat.
- You should not talk on the mobile phone while driving. If you need to, please use earpieces.
- In case of accidents you may call (999).
- Driving the vehicle under the influence of alcohol is strictly prohibited and it may lead to imprisonment and deportation.
- Do not throw your trash (cigarette butts) out of your car window.
- Refrain from any hand gesture or any aggressive behavior to other commuters deemed to be offensive while driving.

5. **How to get an International Driving License?**

International driving licenses or International Driving Permits (IDP) as they are commonly known are necessary for UAE nationals and residents who wish to drive while staying abroad. Automobile & Touring Club of the United Arab Emirates (ATCUAE) is the only authorized agency in the country to issue international driving licenses.

The following documents are needed for issuing an international driving license:

1. Passport Copy
2. Valid UAE driving license
3. 2 passport size photographs

Applicants can visit any of the ATCUAE offices or the Emirates Post Offices across the country and apply for an international license after paying the fee of AED 150.

SERVICES OFFERED BY INDIAN MISSION

Indian Mission has outsourced part of non-judgmental official processes to various service providers. Indian Passport and Visa Application Processing Services presently have been outsourced to BLS International Services. Processes related to Attestation of document and Sworn Affidavits are outsourced to IVS Global and the management of Indian Workers Resource Center is outsourced to VFS Global. Detailed Contact Details of the service providers are mentioned in the last chapter.

Applicants are solely responsible for the applications they submit. Any false documentation or misrepresentation of facts and information in support of their application will have a direct bearing on the decision with regard to their application by the Embassy of India, Abu Dhabi or Consulate General of India, Dubai.

Passport Services (Can be applied In BLS centers)

Renewal / Reissue on Expiry of validity / Exhaustion of visa page

Extension of short validity passport

New passport in married name in case of ladies

New passport in maiden name after obtaining passport in married name, consequent upon divorce/death of husband, in the case of ladies.

New passport in the case of re-married ladies applying for change of name/spouse name in the present passport

New passport for change of name of other than above cases

New passport for change of photograph

New passport in lieu of LOST Passport

New passport in lieu of DAMAGED passport

Registration of Birth, issue of Birth Certificate and passport for a child born in the UAE

Change of Address (For endorsement only)

Change of Address (New Passport Booklet)

Police Clearance Certificate

Cancellation of ECR endorsement

NRI certificates (For educational purpose only)

Certification for Date/Place of birth, Marital Status, Spouse name etc. as per in the entries of passport

Extract from birth register (issue of Birth Certificate who are born in UAE and birth has been registered in Consulate of India, Dubai)

Endorsement of spouse's name in passport

Correction of Date/Place of birth involving issue of new passport

Surrender of Indian Passport

Certificate of Genuineness of Indian Passport

Arabic translation of passport particulars for obtaining visa for Libya

ATTESTATION SERVICES (To be applied in IVS Global Centers)

The below mentioned documents are being attested by Embassy of India/Consulate General of India.

BIRTH CERTIFICATE

DEATH CERTIFICATE

MARRIAGE CERTIFICATE

DIVORCE DECREE

EDUCATION / TRANSFER CERTIFICATE

MEDICAL CERTIFICATE (issued from India)

SALARY / EXPERIENCE CERTIFICATE

OTHER DOCUMENTS (Such as court affidavit, surety bond, indemnity bond etc.)

NOC FOR ISSUANCE OF PASSPORT FOR SPOUSE / CHILDREN IN INDIA

PLYING FOR A VISIT / RESIDENCE VISA FOR FAMILY

SPONSORSHIP DECLARATION

UNDERTAKING EXPENSES FOR STUDIES

DRIVING LICENCE

BACHELORHOOD CERTIFICATE

HOUSEMAID "NO RELATIONSHIP" AFFIDAVIT

LIFE CERTIFICATE

POWER OF ATTORNEY

WILL

GIFT DEED

DIRECTOR IDENTIFICATION NUMBER (DIN) APPLICATION / TRADE

DOCUMENTS (sales deeds / MOU / Agreements)

Valid passport in original is mandatory for any attestation service. An applicant is required to sign in the presence of the consular officer. Document is processed the same day within 45-60 minutes of submission. For requirements and fees related information you may call or please visit the website

MOST AVAILED SERVICES

1. How to get a Registration of Birth, issue of Birth Certificate and passport for a child born in the UAE?

- The application for the above service to be submitted in BLS centers .The required documentation are mentioned below. Registration to be done with Indian Mission within a period of 1 year from the date of birth.
- Application, in the prescribed format, for registration of birth and issue of birth certificate.
- Application in EAP I form duly filled in and signed by both the parents and complete in all respects.
- Personal presence of both the parents with the child is mandatory.
- 5 recent photos with white/light background with dark dress and frontal view. (51mm* 51mm).
- Present valid passports of both the parents (in original) and photocopy of all containing valid visa) of the passports relevant pages (1, 2, last two pages any other endorsement pages and page. Either of the parents has to submit their passport in original with the child's application.
- Birth Certificate of the child in original duly authenticated and attested by the Ministry of Foreign Affairs and Ministry of Health of the Government of UAE, along with its photocopy. Authentic English translation of the Birth Certificate if the original birth certificate is in Arabic.
- In case father of the child is presently staying outside UAE, notarized sworn affidavit stating “no objection” signed by the father and duly attested by the Home Department of the concerned State Government in India or by the Indian Mission/Post at the place where the father is staying outside India.
- If a spouse's name is not endorsed in the other spouse's passport, the same should be endorsed by following the procedure outlined in “Endorsement of Spouse's Name.”
- Both the parents should carry same address in each other’s passport.
- If one of the parents is a non-Indian, NOC from the Embassy/Consulate of the country to which that parent belongs indicating that they have not issued a passport to the child. Same should be submitted in original.

For Registration of birth - 95/-

- Passport fees - 190/-
- For Tatkal Service -855/-
- Services Charge - 9/-
- Indian community welfare fund - 10/-

Time taken: 10 working days. Tatkal scheme – in 5 working days

2. How to get Endorsement of spouse name in passport?

- Application in EAP II Form.
- 3 recent photos (not older than three months, no uniform) with white/light background with DARK DRESS and frontal view. (51mm* 51mm). Ears, forehead to chin to be completely visible.
- **Signature** should be in **DARK BLACK INK** and should not touch the lines of the box.
- **Present Passport in original** with **photocopy** (of first, last, address page if separate page, any other endorsement pages and visa page with additional booklets, if any).
- If Spouse having the passport copies of the relevant pages required.
- Personal appearance of applicant is compulsory to establish physical identity.
- **Original and a copy of Marriage Certificate issued by Registrar of Marriages duly attested by the Home Department of the concerned State in India where the marriage is registered.** If married abroad then the certificate needs to be attested from an Indian mission of that country.
- Joint Sworn Affidavit from the Dubai Indian Consulate to be signed in the presence of the consular, if both husband and wife are present. **(Only in case of Marriage certificate not attested from the concerned state HD and both husband and wife are of Indian Nationality).**
- Personal appearance of applicant is compulsory to establish physical identity
- In the case of passports issued by **other Passport Issuing Authorities** – Personal Particulars Form(**in Triplicate with pasted photos**).
- **Photo ID card copy** (Driving License, Emirates Id Card, Health Card, Labour Card, Election Commission card...etc).
- **Any Changes to be amended in the passport should be accompanied with documentary evidence**

3. How to Renewal / Reissue on Expiry of validity / Exhaustion of visa page?

- **Application in form EAP – I (External).** All particulars in the application should tally with those in the present passport.
- **5 recent photos** (not older than three months, no uniform) with white/light background with **DARK DRESS** and frontal view. **White or light grey hair** with Light blue background. (51mm* 51mm).Ears, forehead to chin to be completely visible.
- **Signature** should be in **DARK BLACK INK** and should not touch the lines of the box. In case of Minor Child Application both parents signature are required in Parents Details Coloum.
- **Current Passport in original** with **photocopy** (of first, last, address page if separate page, any other endorsement pages and visa page with additional booklets, if any. For minors (up to 18 years) parents' passport copies and visa page are required. Either of the parent should present at the time of submission with the child.
- A **passport expired** for more than six months should be supported by a Sworn Affidavit explaining the circumstances and the reasons for late renewal. The Sworn Affidavit is to be signed by the applicant in the presence of the Consular Officer.
- The applicant should submit the application in person for identification.
- In the case of passports issued by **other Passport Issuing Authorities – Personal Particulars Form (in Triplicate with pasted photos).**
- **Photo ID card copy**(Driving License, Emirates Id Card, Health Card, Labour Card, Election Commission card School Identity card in case of Minors...etc.
- **Any Changes to be amended in the passport should be accompanied with documentary evidence.**

FEES:-

For Adults (36 pages booklet) -285/-

For Adults (60 pages jumbo booklet) - 380/-

For minors - 190/-

For Tatkal Service -855/-(36 pages booklet)

For Tatkal Service -950/- (60 Pages)

Services Charge - 9/-

Indian community welfare fund - 10/

TIME TAKEN:-

5 working days if issued from same passport issuing Authority.

Passport issued by other PIAs (Passport Issuing Authorities) – 40 days

Passport under Tatkal scheme – in 3 working days (Depending upon the clearance from the mission)

4. I have to apply for new passport for my children / wife in India, I have been asked to submit a NOC, What is the document?

You are required to send a No Objection (NOC) affidavit to apply for new passport for children and wife in India. Apply through IVS Global designated Centers. The following documents are required for the same:

1. Personal presence of the father /mother/ husband making the NOC affidavit.
2. Valid passport in original and a photocopy (first / last and valid visa page).
3. Sworn Affidavit in the prescribed format along with a photocopy. (This document has to be signed in the presence of the Consular Officer).
4. In case of minor born in India, copy of the birth certificate in English has to be produced.
5. Old passport copy incase passport is being renewed.
6. Spouse name has to be endorsed for giving NOC to new/renew passport of the other spouse or children

Attestation Fee	AED 40
ICWF Fee	AED 10
Service Fee	AED 4.50
Total Payable	AED 54.50

***Additional documents may be needed depending upon the documents presented for attestation.** Document is processed the same day within 45-60 minutes of submission

5. What is the procedure for getting a Power of Attorney attested?

Power of Attorney can either be on a plain paper or stamp paper as per your requirement or as advised by your lawyer. Personal presence of the executant/s at the IVS Global Attestation Center with the following documents:

1. Valid passport in original with photocopy (first / last and valid visa page) of the executant/s.
2. Original Power of Attorney and its photocopy. This document has to be signed in the presence of the Consular Officer.
3. Two current passport size photographs of the executant/s.
4. Fees may vary in case of documents to be used for commercial purpose.

NO FORM IS REQUIRED

Power of Attorney for personal needs/assets

Attestation Fee	AED 80
ICWF Fee	AED 10
Service Fee	AED 4.50
Total Payable	AED 94.50

A company can give a power of Attorney when authorized to so do by its Memorandum or Articles of Association or by a statue and based on a Board Resolution attested by the competent authority.

Power of Attorney for company purpose

Attestation Fee	AED 190
ICWF Fee	AED 10
Service Fee	AED 4.50
Total Payable	AED 204.50

***Additional documents may be needed depending upon the documents presented for attestation. Document is processed the same day within 45-60 minutes of submission**

IWRC (Indian Workers Resource Center) Services/Pravasi Bharatiya Sahayatha Kendra(PBSK)

IWRC –Dubai is an outsourced facility to handle issues pertaining to the Indian Expatriate in the UAE. The primary objective of this facility is to assist the Indian Embassy in Abu Dhabi and/ or Indian Consulate in Dubai. This Center will not replace the services provided in the Embassy or the Consulate. The Embassy of India, Abu Dhabi selected VFS (GCC) LLC to partner in this initiative. The areas covered by the IWRC are related to all issues concerning Overseas Employment and Immigration of migrant Workers .The responsibility and duties of IWRC are

- To man a toll free 24x7 HELP LINE 800 46342 (800 INDIA) with Multilingual staffs
-
- Receive, register and monitor the grievance petitions received through various channels
- Arrange legal, financial or Psychological counselling sessions for deserving cases
- Make persuasive calls to sponsors or Individual for specific cases
- Escalate issues to Indian Embassy or Consulate for faster resolve
- Conduct Awareness Campaigns on a weekly basis in different parts in UAE.

IWRC can be contacted in various ways

24 hour Helpline number 800 46342/ 800 (India).

Fax: 043559309

SMS: 0557694747

Website: WWW.IWRC-UAE.COM,

Email Address: help@iwrc-uae.com Address: IWRC Center, Al Jawahara, 202, Above Habib Bank AG Zurich, Bank Street, Bur Dubai. The center in Dubai is open on all days of the week from 3pm to 7pm.The walk in center at the Indian

Social and Cultural Centre in Abu Dhabi is open only on Fridays from 3pm to 7pm.

REGISTRATION OF DEATH

1. Is it necessary to register death of an Indian national in UAE in Indian Mission?

Yes .if an Indian national dies in Abu Dhabi or Al Ain, the death must be registered with the Embassy of India, Abu Dhabi. If it happens in Dubai or Northern Emirates the registration must be done at consulate general of India, Dubai.

2. Can anybody take the dead body to the hospital mortuary, if he finds his room-mate or relative died at residence?

Death must be intimated to the local police immediately. After the inspection by the medical officer of the police Dept. a medical report will be issued confirming whether the death is natural and nothing suspicious is involved. After that the body will be transferred to the Govt. Mortuary in police Ambulance or as directed by police.

3. What is the first step of death registration?

First of all, a consent letter from next of kin of the deceased (from wife, if the person is married or from one of the parents, if he is unmarried) should be faxed to t authorizing a person to do the death registration at the Embassy of India or Consulate to take the body to India or to be buried locally

4. Who will issue Death Certificate? What is the procedure to obtain it?

The sponsor of the deceased or any of the relative should approach the 'Death Section' of the Preventive Medicine at the Central Hospital with passport copy of the deceased. The Preventive Medicine Dept. will issue a death notification. The notification along with the passport copy of the deceased must be handed over to the police station at the area of death proceedings. The police Dept. will issue a no objection certificate to the Preventive medicine to issue the Death Certificate. On the basis of this letter the Preventive Medicine will issue a 'Death certificate'

5. Is it necessary to get a legal English translation of the Death Certificate in order to submit to the Indian Embassy?

No, upon the payment of another AED 50/= the Preventive medicine Dept. will issue an additional Death Certificate in English as well.

6. What is the procedure involved after getting the Death Certificate from the Preventive Medicine?

Once the Death Certificate is obtained from the Preventive Medicine, it needs to be attested by UAE Ministry of Health and Ministry of Foreign Affairs. Visa and labour card of the deceased must be cancelled from the Dept. of Immigration and Ministry of Labour.

7. After the cancellation of visa and labour card what would be next procedure ?

After the cancellation of visa and labour card the passport of the deceased person needs to be cancelled .The procedure would be different for Repatriation or local burial /cremation .The steps followed In Indian Embassy and Indian consulate may also differ as per the rules of corresponding emirate. In cases where death is due to highly contagious diseases like Hepatitis B&C, Anthrax, Typhus, Plague, Rabies, Viral hemorrhage, Yellow fever, HIV, bodies are not embalmed and have to be disposed locally.

Procedure followed for Repatriation of deceased in Indian Embassy, Abu Dhabi:-

- For appropriate cases a cargo booking must be done and a confirmation letter to be obtained. To get this, a copy of death certificate, passport copy of the deceased and passport copy of the accompanying person must be submitted to the Airlines office.
- After booking the cargo for dead body and air ticket for the accompanying person, you have to approach again the Preventive Medicine with the copy of air cargo booking for getting an embalming certificate and a No Objection Letter addressed to the Airport to transport the dead body.
- After availing these three certificates from the health department you have to approach the Indian Embassy with the Following documents:
 - (i) Death certificate issued by the Preventive Medicine along with 10 copies .
 - (ii) Embalming Certificate issued by the Preventive Medicine along with 10 copies.

(iii) No Objection Letter issued by the Preventive Medicine to the Airport along with 10 copies.

(iv) Original Passport of the deceased along with two copies.

(v) Two copies of the passport of the accompanying person.

(vi) Copy of the flight confirmation letter.

(vii) Sponsor's letter regarding the settlement of dues, pending salary, death compensation etc. To fill up a proforma, that is available in the Embassy and in the website.

- The Embassy will register the death and issue a Death Certificate, cancel the passport of the deceased, attest the three certificates issued by the Preventive Medicine Dept., and issue a letter to the Airport for easy passage of the dead body.

Procedure followed for Repatriation of deceased in Indian Consulate, Dubai:

Get the passport of the deceased cancelled at the Consulate. For the purpose, bring the following documents:

- Original Passport
- Three copies each of
 - Passport of the deceased.
 - MoH death certificate
 - **Annex -1 Form**
 - **Annex-2 Form**
- Two copies of passport of the accompanying person
- Letter of authorization from the Next of Kin of the deceased for repatriating/ cremating the body.
- Letter from the company or sponsor stating that they will carry out the settlement and repatriation procedures.

Upon cancellation of the passport a death certificate issued from the Consulate which is done on the basis of the Death Certificate issued by the Ministry of Health.

A letter from the Consulate of no objection for transporting/ repatriating the body. The Airlines and Indian authorities require this document.

A copy of the Death Certificate issued by the Ministry of Health attested at the Consulate. This is required for insurance claims in India

Once again report to the police station with the cancelled passport and the documents received from the Consulate. Collect the following three documents which are issued by the Police Station:

- Letter to the mortuary authorities for releasing the dead body
- Letter to Hospital for embalming the dead body
- Letter to Airport authorities permitting repatriation of the dead body. Other documentation in case of departure from different Airport.

In case of local burial or cremation in the entire above mentioned document are required except Embalming Certificate and No Objection Certificate addressed to the Airport. In such cases the Embassy or consulate will issue letters to the local govt. (Concerned Municipality and authorities) requesting for the same.

Local Burial from Muslim Abu Dhabi is carried out at Abu Dhabi Muslim Cemetery, for Non-Muslims St Andrews Church (024461631) can be contacted for burial in Abu Dhabi Christian Cemetery.

Local Burial and Cremation are available at the new facility located at Al Foah, Al Ain and available to non-Muslims.(056-7373618).In addition cremation facilities are also available in Dubai and Sharjah.

8. Is the Death Certificate issued by the Govt. of UAE valid in India?

No, the Death Certificate which will be issued by the Embassy at the time of death registration is valid in India for the Legal Heirs.

9. Is there any fee for death registration?

No, The Death registration and cancellation of the Passport of the deceased are free of cost.

Abu Dhabi Preventive Medicine	+971 2 633 1300
Public hospitals	
Abu Dhabi Central Hospital	02 6214666
Emergency (Accident Unit)	02 6317181
Shaikh Khalifa Medical Centre	02 6102000
Cornich hospital	02 6724900
Al Mafraq hospital	02 5011111
Blood Bank	02 6656508
Eastern Region - Al Ain Hospitals:	
Preventive Medicine	+971 3 763 3265
Western Region Hospitals:	
Preventive Medicine	02 884 6223
Al Silla Hospital	02 872 1555
Delma Hospital	02 878 1888
St Andrews Church	02 446 1631
AL Foah Funeral Services	0567373618 / 0567373619 / 0567373624
Department of Health (Preventive Medicine), Dubai Al Baraha Hospital (Kuwaiti Hospital, Hamariah)	04 2710000
Department of Health (Preventive Medicine), Sharjah Behind Sharjah Indian School (Near 1000 villa)	
Consulate Death Case Emergency	050 7347676
Air India Cargo Mr.Abdul Manaf	050 5521068 (M) 04 2822068 (T) 04 2822913 (F)
Indian Airlines Cargo Sharjah, Dubai Airport	06 5613801(SHJ) 04 2161845(DXB)
Hindu Crematorium Assistance - Mr.Eeshwar & Mr Sunil	05 04549615
	04 3532320
Dubai Municipality Muslim Burial Ground (Kabarsthan)	04 3388013 (Al Quoz) 04 3455106 (Al Quasis)
Dubai Christian Cemetery Jebel Ali	04 3370087 (T) 050 6532612 (M) 04 3375663 (Sister Alice)
For Coffin - Mr Mazhar/ Shezad	050 3483990 (M)
Dubai Ambulance Service	04 2643355 (T)
Medical Fitness Center(Embalming Unit)	04 5023910
Police Mortuary, Dubai	04 2013557
Sharjah Ambulance Service(Mr.Sameer)	050 5878548 / 050 7697476
Sharjah Police Mortuary	06 538118 Ext 218
Rasheed Hospital	04 2192184
Dubai Hospital	04 2714444
Sharjah Kuwait Hospital	06 5242111
Sharjah Al Qassami Hospital	06 5386444

SECTION III

SOCIAL CUSTOMS

Social Customs In Arab Countries

It is important to understand the ethos and customs of the UAE for a peaceful co-existence. Arab customs are, generally, very different from those in the west, and you should be aware of what you're expected to do and not to do.

Acquaintance with local customs and social behavior will make your adaption easier.

Dress

There are different ways of dressing for local and expatriate woman. The traditional black over garment (abaya) is ankle length with long sleeves and a high neckline, and the hair is covered, including their face and hands. However, foreign women can wear western cloths but should always dress conservatively, keeping at least the knee and shoulder covered.

Arab men wear the thobe (a loose, ankle-length robe). It can be worn for all occasions, including social and business. The traditional head covering is the guthra (a white or red and white checked cloth) held in place by the agal (a black rope).

VISTING RELIGIOUS PLACE

Masjids are sacred place for Muslims; they should be respected by the following these codes:

- Wearing modest, conservative, loose fitting clothing, long sleeves, long shirts and trousers.
- Removing shoes before entering a masjid.
- Women are required to put on headscarves and wear long loose fitting clothing.
- Smoking, eating and drinking are strictly prohibited in the masjids area.
- Children are allowed to accompany their parents who are advised to take care of them.

Do's and Don'ts

- Your life is on and running. This is it! No rehearsals or preparations. Accept it.
- In life, you will never achieve all you want- you will achieve something but not all. Therefore, it is normal to feel some dissatisfaction.
- You cannot own or control anything especially people. Everything in life comes with an element of uncertainty, risk and change. Be prepared to get used to change
- None is stronger or weaker. All are a collection of strengths and weakness.
- All decisions in life are made with limited information and therefore there will always be an element of unknown. Accept it.
- Build up courage to fight all battles and conflicts within ourselves
- You are responsible for your actions and behavior. Excuses are unacceptable.
- We all make mistakes. We are human. Nobody is perfect. Learn to forgive yourself and accept your humanness
- We are free to do what we like- however we need to be prepared and ready to face consequences
 - The world is not always fair or just. Therefore, being good does not guarantee of happy outcome

SEVEN KEYS TO GOOD MENTAL HEALTH

- Take responsibility- you are responsible for your life.
- Be flexible in thinking-loosen up your views, avoid perfectionism.
- Confront rather than avoid difficulties and frustration
- Look after your own needs- self care
- Express yourself- positive and negative feelings
- Strive for balance- make active choices and decisions

- Develop and maintain relationships

FINANCIAL DO's and DON'Ts

- Do think before you get a Credit Card issued. The banks are always keen to sell a credit card as they charge high interest rate on credit card dues.
- Do ensure that if you have a credit card, you pay the credit card dues on time and in full since banks charge a very high interest monthly interest of 36 % per year on credit card dues (i.e. 3% per month).
- Do Remember the interest on credit card is applicable for the whole month even if the over dues are for just one day.
- Do not use credit cards to meet your additional expenses or meet the shortfall between your income and expenses during a month. This is a sure way of getting into debt trap because of the high interest rate charged on credit cards.
- Do not ever withdraw cash from credit cards, since that is very expensive. You pay an upfront fee of 3% and subsequently, all your other outstanding spends balance starts getting charged a high interest.
- Do be extremely careful if you are using your credit cards for online shopping. In case there is a security compromise, you could be liable for a huge bill!
- Do Always keep your credit card and its details secure so that you are not liable for any credit card Fraud.
- Do not use credit cards to pay for your investments and settling loan installments as the interest on credit cards is highest.
- Do not invest elsewhere unless you have settled all your credit card outstanding in full and are regular with your other loan payments. No investment will give you returns of more than 36% per annum as that is what credit cards charge you for outstanding amounts.
- Do not take a personal loan unless it is for family emergencies such as medical expenses. While these loans are at low interest rate of 8- 10 %, often people find it difficult to service these loans.
- The safest investment products are: National Bonds and Bank Fixed Deposits.
- If you really need to take cash loan your priority list should be Salary Transfer loan or Loan against Asset like (GOLD, Fixed deposit, Car)
- Don't sign a blank cheque to get credit cards

Prevalent Legal Issues of Indian Expatriates

It is a well-known legal principle that “ignorance of law excuses no one”. No one can justify his conduct on the ground that he was not aware of the law.

Awareness about the law and regulations of UAE is inevitable and here are some commonly found issues and here we discuss about the basic legal knowledge one should have about the rules and regulations of UAE and also about its customs and culture .

The legal system of UAE is founded upon sharia law with Islam as the source of law and civil law principles. Even though the principle of sharia influences the civil and criminal laws, federal law is also applied. Application of Sharia law is mainly confined to personal matter which include family law cases like divorce ,inheritance etc. Federal codes of law are applicable and dealt with the fundamental principles of law which include civil, commercial, civil procedure, intellectual property, labour law etc. UAE Federal constitution permits each emirate to have its own judiciary with Dubai and Ras Al Khaima retaining its own courts and judges. Common law principles such as adopting previous court judgements as legal precedents are not recognized. DIFC came into existence in 2004 and has its own courts and facility for arbitration.

The major areas of issue and commonly found issues are related with labour, family disputes, bad debts and setting up of business in UAE

LABOUR LAW AND MOST COMMON ISSUES

In UAE all aspects of labour and employment issues are governed by the Federal No 8 of 1980 and applies to all employees .It does not apply to Government employees, whose employment is governed by relevant civil service law. All matters relating to labour matters must be filed before the ministry. If not resolved it will be referred to the federal court within two weeks of filing the complaint.

PERSONAL STATUS LAW CASES

Matters relating to personal status such as marriage, divorce, inheritance , and lineage etc can be heard by the court in such manner as not to conflict with the definitive provisions and fundamental principles of the Islamic Shari'ah . Federal law no 28 of 2005 regarding the UAE personal affairs law (“the personal affairs law”) specifically allows for expatriate the right to choose the law of their country in the case of personal matters .

a) MATRIMONIAL ISSUES

Matrimonial and family issues are on rise among the Indian community. The first step in the matrimonial dispute whether it is for divorce or any related matters, is to register a case at the family guidance section in Dubai courts. If the reconciliation is still not possible the matter will be transferred to the court. Non-Muslims are permitted to ask for the law of their home countries to be applied to their cases. The provisions of the Personal Status Law in UAE is applicable to marriage, divorce, guardianship maintenance, inheritance etc . The law does not allow a Muslim man to marry a woman who is not a Muslim, Christian or Jew and vice a versa . By virtue of judicial co-operation treaty between India and UAE and due to the force of international treaty signed between them, the decree of courts are respected each other and decree can be executed. Since Sharia law is not applicable to non-Muslims personal law cases can be heard according to the provisions of law applicable in India. Taking into consideration the wide spectrum of issues pertaining to divorce cases in UAE, it is advisable to follow the Indian laws so that the judgments will be accepted in India .

b) INHERITANCE ISSUES AND WILLS

UAE Civil code stipulates that inheritance shall be governed by the law of the deceased at the time of the death. Therefore the law of domicile shall apply. It further says ““The form of wills and other dispositions taking effect after death shall be governed by the law of the state of which the person making such disposition is a national at the time the disposition is a national at the time of his death. However in relation to real property, as an exemption , Article 17(5) specifically states that “The law of the United Arab Emirates shall apply to wills made by aliens disposing of their real property located in the State.” Reference to the ”state” is a reference to the United Arab Emirates)

c) HOW TO REGISTER WILLS.

The UAE courts permit only expatriates with valid residence visa to register and legalize the will. In order to be eligible, the will should be approved and attested by the concerned embassy/consulate of his country. Once the procedural formalities are complied, the will should be attested by the ministry of foreign affairs, UAE and then translate the document to Arabic language. The testator of the will is then required to visit the court and to register the will in the presence of two Muslim men as witnesses .

DEBT RELATED ISSUES

According to UAE laws a cheque just like cash is a means of payment in transaction. Hence if a cheque is bounced criminal liability will arise regardless of the reason for which the cheque is issued. If the cheque is issued knowingly that there is insufficient funds it is an offence , reasons for the issuance of cheque will not matter and hence considered a crime. Before availing these facilities of credit cards and loans , the customer must be well aware of the payment system and the interest on default and its impact including facing a travel ban and immigration black list.

It is normal to sign a blank cheque while availing credit card or a bank loan in UAE. The bank will strictly acts upon its policy in case of default and will adopt all ways to recover the amount due to them. People without thinking about the repercussions will avail credit cards and loans and will end up in financial problems to payback on time and will face dire consequence due to default.

BUSINESS SET UP

It is always advisable to consult professionals and to take legal advice while setting up business in UAE. Make sure that the proper documentation and registration of companies are made complying with the laws and regulations of UAE. It is better to safeguard the investments with proper agreement s/contracts which will secure the investment to avoid legal issues.

Part - 4

Communications & Links : Important numbers , Websites

CONTACT DETAILS OF INDIAN EMBASSY: ABU DHABI

Embassy of India, AL Safarat , Embassy Area,

P.O. Box 4090 Abu Dhabi, United Arab Emirates

Tel: +9712 4492700, Fax: +9712 4444685/+9712 4447768

Email: induae@emirates.net.ae, help@indembassyuae.org

Website: <http://indembassyuae.org>

Embassy Timings

Sunday – Thursday 8:30 am to 5:00pm, Consular services 9 am -12pm

CONTACT DETAILS OF INDIAN CONSULATE: DUBAI

Al Hamariya, Diplomatic Enclave, Bur Dubai,

P.O.Box 737, Dubai, United Arab Emirates.

Tel: +97143971222/3971333 Fax: +97143970453

Email: cgidubai@eim.ae

<http://www.cgidubai.com/>

Consulate Timings

Sunday – Thursday 8 am to 4:30pm, Consular services 9 am -12pm

PRAVASI BHARATIYA SAHAYATA KENDRA (PBSK) Contact Details:

JLT, Silver Tower , 15th Floor,

Jumeira. Phone 800-46342, 0557694747, Fax: 04-3559309

Nearest Landmark: Next to JLT Metro station.

E-mail: help@iwrc-uae.com

Web: <http://www.iwrc-uae.com/>

Working Hours: Toll Free Number is operational 24/7. The center in Dubai is open on all days of the week from 3pm to 7pm. The walk in center at the Indian Social and Cultural Centre in Abu Dhabi is open only on Fridays from 3pm to 7pm.

IVS GLOBAL Contact Details:

Abu Dhabi: Office No. 201, 2nd Floor, Al Nahyan Camp, Sector E-25, Plot C-37, Abu Dhabi Nearest Landmark – U.A.E Red Crescent. Tel+971 56 3329792

E-mail: feedback-ad@ivsglobal.in,

Dubai: Business Atrium, 201 & 202, 2nd Floor, Oud Metha, Dubai.

Nearest Landmark - Oud Metha Metro Station. Tel: +971 4 3579585

E-mail: feedback-dxb@ivsglobal.in

Web: <http://www.ivsglobalattestation.com>

Working Hours: Sunday to Thursday from: 8 am – 3.30 pm on Consulate - Working- Days.

Contact Details related to BLS International:

Call Center: 04-2555530

<http://www.blsindiavisa-uae.com/>

Working Hours: 08.00 AM to 08.00 PM - Saturday to Thursday

Center Details:

Emirate	Address
Dubai (Premium Lounge)	507, Habib Bank AG Zurich Al Jawarah Building, Bank Street, Bur Dubai, Next to ADCB Bank, Tel: 04 3861133 / 043861100, FAX: 04 3861144, Email: blspremiumdx@blsindiavisa-uae.com
Abu Dhabi (Premium Lounge)	M02 Building # 2202 Building Name: Hamad Obaid Hamad Ahmed Al Mehairi, Al-Nahyan -2, Sixth Building from Mawaqif Customer Service Center, Muroor Road. Tel: 02 491 3572 / 02 4913570, FAX: 02 4913573, Email: blspremiumau@blsindiavisa-uae.com
Dubai	105, Al Khaleej Center, Opposite Al Ain Center, Mankhool Road, Bur Dubai
	Unit no 118 -119, Mezzanine floor Al Khaleej Center, Opposite Al Ain Center, Mankhool Road, Bur Dubai
	IInd FLOOR, 202, Dubai National Insurance Building, NEAR FLORA CREEK HOTEL ,Plot No. 315 (129-134)Port Saeed, DIERA, DUBAI.
Abu Dhabi	M-1, Plot No. 159, Shark Lot (19/2), Abu Dhabi. Opposite to Taxi Stand on Muroor road and opposite Aramex building.
Sharjah	C-146, Ist Floor, Damas Tower (Burj 2000), Rolla, Sharjah. Opposite to Sharjah Central Post Office. (Access Point Gate No#6 opposite to Message Book Store).
Umm Al Quwain	Jawasat Road, Riqqah Area, Opposite Lulu Center
Ras Al Khaimah	Shop No. 3, Opposite SHOES 4 US, Safeer Department Stores, Awwad Trading, Behind Subaru Showroom (Aikah Establishment) And Near RAK

Emirates	Abudhabi	Dubai	Sharjah	Alain	RAK	Umm Al Quwain	Ajman	Fujairah
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Municipality 2nd Cross

BLS CENTRES FUNCTIONING FROM INDIAN ASSOCIATIONS PREMISES IN U.A.E.

Emirate	Address
Dubai	Dubai Kerala Muslim Cultural Centre, Al Shirawi Building, Al Sabkha Road, Deira Dubai ,042274899
Sharjah	Indian Association, Al Manakh, Sharjah, 06-5610845
Ajman	Indian Association, Opp. Lu Lu Hypermarket, Al Ittihad Street, Al Sawan, 06-7474212, 06-7422771
Ras Al Khaimah	Indian Association, Al Mamoyhra, Muntazar Road, Near Old Mamoura Police Station, 07-2288345
Fujairah	Indian Social Club, Al Fazil Road, Opp. Hilton Hotel, Fazeel, Fujairah. 09-2221155
Khorfakkan	Indian Social Club, Behind Indian School, Kabba, Khorfakkan. 09-2387677
Kalba	Indian Social and Cultural Club, Opp. Kalba Police Station, Near Bin Moosa Pharmacy, Kalba. 09-2777357
Al Ain	Indian Social Center, Al Saroj District, Al Ain. 03-7221080

Fire	02-997	04-997	06-997	02-997	07-997	06-997	06-997	09-997
Police	02-999	04-999	06-999	02-999	07-999	06-999	06-999	09-999
Ambulance	02-998	04-998	06-998	02-998	07-998	06-998	06-998	09-998
Electricity and Water	02-991	04-991	06-991	03-991	07-2287766	06-7665333	06-7484888	09-2222225
Traffic	800-3333	800-7777	06-5633333	800-3333	07-2356666	06-7670707	06-7439999	09-2229884
Municipality	02-6788888	04-2215555	06-5623333	03-7635111	07-2332422	06-7656145	06-7422331	09-2227000

IMPORTANT WEBSITES

www.uaeinteract.com	UAE official web site
www.mol.gov.ae	UAE Ministry of Labour
www.uae.gov.ae	UAE Government
www.yellowpages.net.ae	Etisalat Yellow Pages
www.adcci-uae.com	Abu Dhabi Chamber of Commerce
www.dcci.gov.ae	Dubai Chamber of Commerce
www.sharjah.gov.ae	Sharjah Chamber of Commerce
www.blsindiavisa-uae.com	Passport & visa services
www.cgidubai.com	Consulate General Of India

www.indembassyuae.com	Embassy Of India
www.icwcdubai.com	Indian Community Welfare Committee
www.cgi.vfsglobal.ae	Attestation services
www.moia.gov.in	Ministry Of Overseas Indian Affairs
www.owrc.in	Over Seas Workers Resource Center
www.poeonline.gov.in	Protector Of Emigrants
www.india.gov.in	National Portal Of India
www.meaindia.nic.in	Ministry Of External Affairs
www.passport.gov.in	Indian Passport Authority
www.mha.gov.in	Ministry Of Home Affairs
www.uidai.gov.in	Aadhaar Card Authority
State Government websites	
www.rajasthan.gov.in	Government of Rajasthan
www.jharkand.gov.in	Government of Jharkhand
www.gujaratindia.com	Government of Gujarat
www.maharashtra.gov.in	Government of Maharashtra
www.aponline.gov.in	Government of Andhra Pradesh
www.tn.gov.in	Government of Tamil Nadu
www.portal.punjab.gov.in	Government of Punjab
www.karunadu.gov.in	Government of Karnataka
www.kerla.gov.in	Government of Kerala
State Police websites	
www.kerlapolice.org	Kerala Police
www.punjabpoliceindia.org	Punjab Police
www.karnatastatekapolice.or	Karnataka Police
www.tnpolice.gov.in	Tamil Nadu Police
www.mahapolice.gov.in	Maharashtra Police
Other websites	
www.norka.gov.in	Non Resident Keralites
www.norkaroots.net	NORKA roots
www.punjabpoliceindia.org/nri	Punjab Police NRI cell

www.chandigarh.gov.in	Chandigarh NRI cell
www.itec.nic.in	National Human Rights Commission
www.ncw.nic.in	National Commission For Women In India
www.pmindia.nic.in	Prime Minister's Office
www.indiancourt.nic.in	Indian Court

THE END