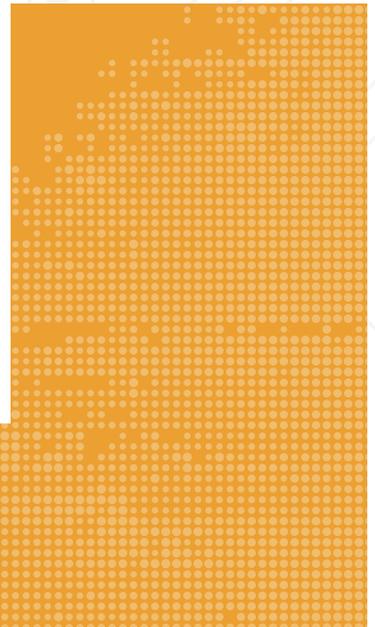


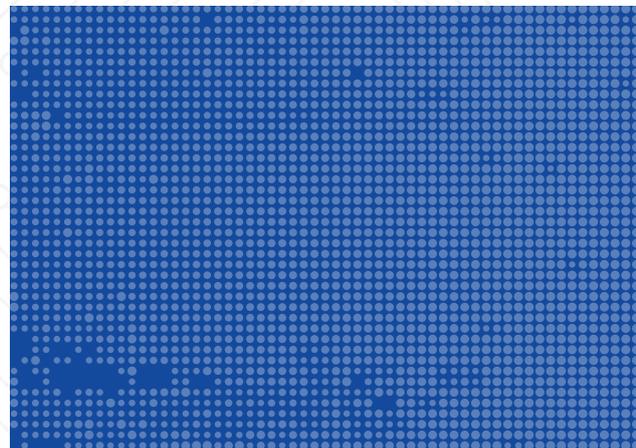


Sultanate of Oman
Ministry of Manpower



Submission of Labor Complaints

Business Services



Submission of Labor Complaints

Enabling Omani and non-Omani manpower to submit complaints against employers. Muscat Governorate complaints are received

- (1) Access the ministry website
www.manpower.gov.om
- (2) Choose individual/ Manpower Services

The screenshot displays the homepage of the Ministry of Manpower website. At the top, there is a navigation bar with links for 'Home', 'Ministry', 'E-Service', 'Laws & Legislation', 'E-Participation', 'Media Center', 'Labour Education', 'Wages Protection System', and 'Open Data'. A search bar and a 'Call Center 80077000' button are also present. The main banner features the text 'مواصفات صيغة ملف الأجور' and 'Salary Information File Specification' in Arabic and English, along with the logos of the Sultanate of Oman and the Central Bank of Oman. Below the banner, there are two main service categories: 'Individuals Services' (Citizen, Manpower and Job Seeker Services) and 'Business Services' (Business and Private Sector Services). The 'Individuals Services' category is highlighted with an orange box. To the right, there is a 'Most Visited Links' section with a list of links including 'e-Clearance', 'Employer e-services', 'e-Service', 'Services Details', 'Residents Details', 'Citizen Services', 'Labour Law', and 'القرارات العمالية'. Below this, there is a 'Note' section stating 'There are no active note at the moment, kindly check again later' and a 'Previous Visit Results' button. The footer contains a 'Subscribe to Newsletter' form, social media icons, and a list of 'Ministry' services, 'Oman Labour Law' details, and 'Mobile applications' information. The footer also includes a 'Privacy' policy link, 'Accessibility', 'Site Map', 'Terms & Conditions', 'Staff Mail', and 'ePayment Policy'.

3. Select the Labor Complaints Service

The screenshot shows the website interface for the Ministry of Manpower. At the top, there is a navigation bar with links for Help, FAQ, Contact US, and العربية. A search bar and a Call Center number (80077000) are also present. Below the navigation bar, the 'E-Services' section is active, and the 'Individuals Services' tab is selected. Under 'Individuals Services', the 'Compliants and Claims' category is expanded, showing a list of services. The 'Submit Labor Complaints' service is highlighted with an orange box and a line pointing to the next step.

Help | FAQ | Contact US | العربية

Sultanate of Oman
Ministry of Manpower

Search

Call Center
80077000

Ministry | E-Services | Laws & Legislation | E-Participation | Media Center | Labour Education | Wages Protection System | Open Data

E-Services

Advanced Manpower Management Systems

Employers Services Individuals Services

Content related to individual services

- Citizen Services
- Manpower Services
- Job Seeker Services
- Compliants and Claims
 - Submit Complaints Against Training Institutions
 - Grievance from desertion report
 - Claims submission
 - Submit Labor Complaints

4. The Service Definition window appears

5. Choose "Start the Service"

The screenshot shows the 'Submit Labor Complaints' service definition window. It contains a 'Service Declaration' section with a description and a 'Start The Service' button. Below this, there are sections for 'Service Channels', 'Required Documents', and 'Procedures', each with a dropdown arrow.

Submit Labor Complaints

Service Declaration

This service enables Omani and non-Omani manpower to submit labor related complaints against employers.

Start The Service

Service Channels

- E service Portal_Manpower Website
- Call Center
- Sanad Offices

Required Documents

Procedures

6. Complainant Identity verification window will appear

7. The system directs you to the three-step submission page:

Home > Complaints and Claims > Complaints

Complaints

Instructions: ×

- Please Complaint Internally before Submit a Comaplain to The Ministry of Manpower.
- it's allowed to complant at your current job or your previous within one year from your resignation date .
- The Employer is not allowed to terminate or take any action against the employee for submitting a complaint to The Ministry of Manpower.
- The Info provided within the application must be true .

Personal & Contact Information

Submit By By Civil ID By passport details By Visa details

Civil ID:*

Date of Birth:*

Full Name:

8. Your personal information is verified by one of the following ways:

- **Verification through the ID card data:**

- Enter the civil number
- Enter the date of birth

- **Verification through passport information:**

- Enter your passport number
- Enter the date and country of the version
- Enter the date of birth

- **Verification through visa information:**

- Enter the visa number
- Enter the date of birth

9. After entering user verification information, click the **“Verify”** button.



12. The 6-step complaint form will appear for you:

13. Fill in the required data and press **Next**

Submit Labor Complaints

1 2 3 4 5 6
Complaint Information Complainant Information Complaint Against Information Employment Informations Complaint Attachments Review and Submission

Complaint Information

Complaint Category:* Occupational health and safety management policy Complaint Type:* Not using personal safety items at the workplace

Complaints Types:*
Not using personal safety items at the workplace

Please Enter Complaint Details:*
....complaint details are here...
991 Characters left

Cancel Previous Next

* Indicate Required Fields

14. The Complainant information window will appear

15. Fill in the required data and press **Next**

Submit Labor Complaints

1 2 3 4 5 6
Complaint Information Complainant Information Complaint Against Information Employment Informations Complaint Attachments Review and Submission

Personal & Contact Information

Civil Number: [redacted] Mobile Number:* [redacted]
Name: [redacted] Secondary Phone Number: [redacted]
Date of Birth: [redacted] Email:* eee@yahoo.com
Nationality: [redacted]

Address Information

Governorate:* Muscat Street Number:* 32
District:* Muscat Building Number:* 44
City /Village:* Muscat Apartment Number: 55
Landmark:* 12
You can specify your location by maps:

Map Satellite [Map showing location in Muscat, Oman]

Cancel Previous Next

* Indicate Required Fields

16. A Complaint-against information window will appear

Home > Complaints and Claims > Submit Labor Complaints

Submit Labor Complaints

Complaint Information
 Complainant Information
 Complaint Against Information
 Employment Informations
 Complaint Attachments
 Review and Submission

Complaint Against Information

Enter Commercial Registration Number
 Select Your Branch

[Commercial Registration No :] [Employer Name::]

Select Branch	Branch Number	Branch Name	Governorate	District	City /Village
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Risot
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Risot
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Al Hafah
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Risot
<input type="radio"/>		(Empty Branch Name)	South Batinah	Barka	Barka
<input type="radio"/>		(Empty Branch Name)	Muscat	Bousher	North Alghubra
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Salalah
<input type="radio"/>		(Empty Branch Name)	Muscat	Bousher	North Alkhuwair
<input type="radio"/>		(Empty Branch Name)	Muscat	Al-Seeb	As Seeb
<input type="radio"/>		(Empty Branch Name)	Dhofar	Taqah	Taqah
<input type="radio"/>		(Empty Branch Name)	Muscat	Bousher	Ghala Al Sanaiah
<input type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Risot
<input checked="" type="radio"/>		(Empty Branch Name)	Dhofar	Salalah	Salalah
<input type="radio"/>		(Empty Branch Name)	Dhofar	Thumarait	Thumrayt
<input type="radio"/>		(Empty Branch Name)	Muscat	Bousher	Al Qurm

Email:* Mobile Number:*

Company Address

Governorate:* Street Number:
 District:* Building Number:
 City /Village:* Apartment Number:
 Landmark:* You can specify your location by maps:



* Indicate Required Fields

17. If you would like to file a complaint on an organization where you are currently working, choose your branch from the list. If you do not have the information of the company you wish to file a complaint against, choose “Enter Commercial Registration Number”, system will present: * Commercial Registration Number * Verification Number

18. Then click on “Verify”

Submit Labor Complaints

Complaint Information Complainant Information **Complaint Against Information** Employment Informations Complaint Attachments Review and Submission

Complaint Against Information

Enter Commercial Registration Number Select Your Branch

Enter Commercial Registration Number

Commercial Number:

Please enter symbols shown above:

Company Name:

Email:* Mobile Number:*

Company Address

Governorate.*	Dhofar	Street Number:	34
District.*	Saalalah	Building Number:	566
City /Village.*	Saalalah	Apartment Number:	66
Landmark.*	12	You can specify your location by maps:	

* Indicate Required Fields

- 22. After branch confirmation, The Employment Information window appears
- 23. Select the appropriate options for you and enter the required data and press **Next**

Submit Labor Complaints

Complaint Information Complainant Information Complaint Against Information **4** Employment Informations 5 Complaint Attachments 6 Review and Submission

Complaint Information

Did you communicate with your employer before filing a complaint?
 Yes No

How did you contact your employer?
 Phone Call Email Address Fax Personal Meeting Another Reasons

How was your employer's response?
 Late Reply No Reply

Other information about internally filed complaint:
SOME OTHER INFORMATION HERE IF NEEDED

987 Characters left

Are there any attachments that prove you have communicated with your employer?
 Yes No

Monthly Salary:* 150

Current Job:

Work commence Date:

Still Working

Are you a member of a union? Yes No

Do You Have an employment Contract Yes No

Do You Have proof of Attendance Yes No

* Indicate Required Fields

24. The Complaint Attachments window appears

25. Fill in the data and upload attachments available, then click Next

Submit Labor Complaints

Complaint Information Complainant Information Complaint Against Information Employment Informations **Complaint Attachments** Review and Submission

Add Another Complainant (Group Of Complainants)

Attachments Terms and instructions

- Upload attachments that can help us resolve the complaint
- Examples of attachments: Work schedule - Images of violations within the work environment
- Attachment Formats (.Doc, .Docx, .pdf, .xls, .jpeg, .png, .Bmp, .TIFF)
- Max Attachment Size: 3MB
- Allowed number of attached files is 5
- Max Size of all Attachments: 10MB

File111(text file in real).jpg
11.6 KIB
Delete

Cancel Previous Next

* Indicate Required Fields

Important note

- To add a Group complaint: If you wish to add another complainant to the same complaint (Group complaint), choose the option below
- Is it permissible to add another complainant to a complaint (Group complaint)
- You can then share the complaint reference number with those who wish to register for this Group complaint

26. The Review and Submission window appears

27. Review the details of the complaint before submitting. If the data is correct, please select the option:

- I confirm that all information and accompanying documents submitted into by the complainant are correct

28. Click the “Submit” button.

Submit Labor Complaints

Complaint Information			
Complaint Category:	Occupational health and safety management policy	Complaint Type:	Not using personal safety items at the workplace
Complaint Details:	SOME COMPLAINT DESCRIPTION		
Complaints Status:	Ready For Submission	Complaint Submission Date:	03/09/2018

Complainant Information			
Civil Number:	XXXXXXXXXX	Complainant Name:	Yahya Alkhuwair
Mobile Number:	XXXXXXXXXX	Secondary Phone Number:	(N/A)
Address:	Street Number:1- Building Number:1- Apartment Number:1- Landmark:11		
Date of Birth:	XXXXXXXXXX	Governorate:	Muscat
Monthly Salary:	150	District:	Muscat
Email:	XXXXXXXXXX@XXX.XXX	City /Village:	Muscat

Complaint Against Information			
Commercial Registration Number:	XXXXXXXXXX	Company Name:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Mobile Number:	XXXXXXXXXX	Email:	XXXXXXXXXX@XXX.XXX
Branch Name:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	Address:	Street Number:34- Building Number:566- Apartment Number:66- Landmark:12
Governorate:	Muscat	District:	Bousher
City /Village:	South Alkhuwair		

Employment Informations			
Current Job:	(N/A)	Did You Contact The Company Before Contact Manpower Ministry:	Yes
Work commence Date:	(N/A)	Work Ending Date:	(N/A)
Work Ending Method:	(N/A)	Is Employee Belong To Associations :	No
Communication Manager Channel:	Phone Call	Miscommunication Manager Channel Reason:	(N/A)

I confirm all Complaint information entered is correct.*

* Indicate Required Fields

29. The reference number will appear for the submitted Complaint, save the number to track the complaint in the future

Submit Complaint

The complaint had been received successfully, you can track the status of the complaint by the reference number of the complaint: REF1809040001

A hearing and settlement of the labor dispute has been reserved as follows:

Complainant Information

Civil Number	9999999	Name	محمد بن محمد
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Employer Informations

Commercial Registration No	999999	Company Name	شركة عمان للتجارة العامة
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Main complaint data

Reference code	REF1809040001	Transaction date	04-09-2018
Category	employment contracts` complaints	Type	Departure to homeland

Complaint session date and time

Session date	06-09-2018	Hall	القاعة الثالثة - الطابق الأول - المبنى الأول
Session start time	11:00:00 AM	Session end time	11:59:00 AM

Complaint session place

Directorate	The Directorate General of Manpower in Batinah North	Department	Labor Welfare
Section	تسوية المنازعات والرعاية العمالية	Governrate / State	North Batinah - Shinas



www.manpower.gov.om