

Work permit related complaints

In such cases,

- ✓ the worker will ask to cancel and transfer his work permit to another employer, or the final cancellation for travel or transfer outside the work sector, such as transfer to the government sector (Article 17), or family visa (Article 22), or domestic worker (Article 20).

For this type of complaints,

- Worker himself should be present and he has to get his user name and to register complaint automatically.
- If the conditions and regulatory controls for the transfer of workforce are met there will be no objection for attending with him the legal representative during the investigation.
- In the event that the worker's request is approved, he should complete the transfer formalities within one month, if the employer has not objected to the decision of the Labour Office.
- In the event of non-approval of the demand of the worker, it **can be challenged** at the **Central Administration in Abu Fatira** area within 15 days from the date of the decision, and then the order issued by the Central Administration shall be considered final.
- In the in the event that the **worker is unable to obtain the cancellation and transfer of the work permit**, either through the employer or the Labour Relations Department, or the Court, the worker then must take measures to permanently cancel for travel and **exit the country**.

Note: In the event that the conditions for the transfer of workers are **NOT** met according to the regulatory decisions issued by the Public Authority of Manpower (PAM), the worker must take measures for the final cancellation for travel, so that the case of **“leaving the job/absconding case” is not registered** against him by the employer with the Kuwaiti Ministry of Interior.
