

Work permit related complaints - Article 18/20 Visa holders

Such cases include Workers asking for the following:

- cancellation of his work permit and transferring it to another Employer,
- the final cancellation of work permit and exiting Kuwait
- Changing the Work Visa, like transfer to the Government Sector (Article 17) or Domestic Worker (Article 20) or Family Visa (Article 22).

For the above complaints, the worker should approach **Public Authority for Manpower (PAM)/الهيئة العامة للقوى العاملة for Visa 18** and **Domestic Labour Office(DLO)/مكتب العمالة المنزلية for Visa 20**. One may note that:

- Worker himself should be present at the aforementioned places and have to register complaint.
- Once the complaint is registered, PAM will give a date of hearing. The worker should attend the hearing and if PAM/DLO permits, her/his legal representative can also join the hearing.
- In the event where, the worker's request is approved and release order is issued by PAM, she/he should complete the transfer formalities to the prospective Employer within one month.
- In the event of non-approval of the demand of the worker, the worker **can challenge the decision** at the **Central Administration Office in Abu Fatira** area within 15 days from the date of the decision.
- In case where the worker is unable to resolve his matter, despite taking all the necessary measures, the **worker must exit Kuwait (and travel to India) after canceling her/his residency.**

Note: If the worker is not able to transfer his residency in the name of the prospective Employer within one month from the order of the PAM or in case, PAM does not accede to the request of worker, the worker must apply for cancellation of residency and exit Kuwait, as the former Employer is bound by Law to file an absconding case against the worker.