



# KNOW YOUR RIGHTS

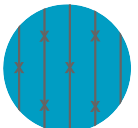
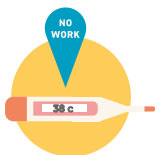
A BOOKLET  
FOR DOMESTIC  
WORKERS  
IN QATAR

This document highlights a number of key rights as set out in the Qatar Domestic Workers and Immigration Laws.

**There are additional rights.**

In case of any questions, workers should go to the Labour Relations Department of the Ministry of Administrative Development, Labour and Social Affairs (taking all employment documents).

## THE ISSUES



**KNOW YOUR RIGHTS**

# **YOUR LIVING CONDITIONS**

# YOUR ACCOMMODATION



## THE LAW

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### SECTION 7 LAW NO 15 OF 2017

The employer shall be responsible for the following:

- + Provide suitable housing to the domestic worker.

## YOUR RIGHTS

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- + You have a right to receive suitable accommodation. *I.e., spacious enough to fit a bed and cupboard comfortably.* It also means that your living space is safe and hygienic.
- + And if you are sharing a room with someone else, then your own bed and enough privacy and safety for self and belongings.

# YOUR HEALTH



## THE LAW

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### SECTION 7 LAW NO 15 OF 2017

The employer shall be responsible for the following:

- + Provide appropriate medical care, medicine and medical equipment in case of sickness or injury during the performance of his/her duties, or as a result thereof, without incurring any financial burden on the domestic worker.

## YOUR RIGHTS

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- + If you are feeling unwell or have a health condition that requires regular medical attention, you must inform your employer and visit a health centre immediately.
- + In Qatar, for emergency situations, you can dial 999.

- + You have a right to have and hold a health card in your possession, paid for by the employer.
- + You have a right to receive medication and visit a doctor.

## **YOUR FOOD**



### **THE LAW**

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#### **SECTION 7 LAW NO 15 OF 2017**

The employer shall be responsible for the following:

- + Provide suitable food for the domestic worker.

### **YOUR RIGHTS**

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- + You have a right to receive enough food to nourish and sustain your health.
- + You have a right to receive three meals a day without payment.

**KNOW YOUR RIGHTS**

# **LOCATION AND NATURE OF YOUR WORK**

# YOUR WORKPLACE



## THE LAW

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### SECTION 9 LAW NO 15 OF 2017

- + An employer shall be prohibited from employing a domestic worker outside Qatar, without the worker's approval.

## YOUR RIGHTS

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- + If your employer asks you to work outside Qatar, you have a right to refuse.
- + The employer does not have the right to compel you to work outside of Qatar.

# YOUR WORKING HOURS



## THE LAW

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### SECTION 12 LAW NO. 15 OF 2017

The employer shall be responsible for the following:

- + The maximum hours of work shall not exceed ten hours a day interrupted by periods of prayer, rest and food. Such periods shall not be included in the calculation of the hours of work.

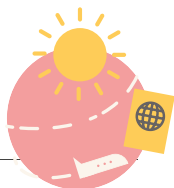
## YOUR RIGHTS

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- + Your working hours should not be more than 10 hours a day.
- + The employer does not have a right to require you to work more than 10 hours a day. The standard contract for domestic workers mentions that the working day is 8 hours, and possibly 2 additional hours of overtime. If you agree to work overtime, provided that the total hours worked per day does not exceed 10 hours, then the employer must pay you extra. This has to be equivalent to the basic wage for the normal working hours plus an extra pay not less than 25% of the basic wage [e.g. QAR 10 hourly basic wage + QAR 2.5 = Total due for 1 hour of overtime during work day would be QAR 12.5].



# YOUR ANNUAL HOLIDAY



## THE LAW

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### SECTION 14 LAW NO 15 OF 2017

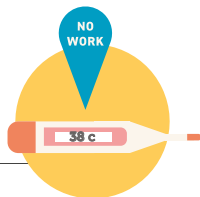
- + A domestic worker shall be entitled an annual paid leave of three weeks for every year spent in service. A worker can divide such holidays, select its timing and the place where is shall be taken, unless there is an agreement to the contrary.

## YOUR RIGHTS

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- + You have a right to three weeks of annual holiday at the end of each year of service.
- + You have the right to carry forward to the next year any remaining days of annual holiday that you did not take

# YOUR SAFETY



## THE LAW

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### SECTION 7 LAW NO 15 OF 2017

- + A domestic worker shall not work during his/her sick leave.

## YOUR RIGHTS

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- + You have a right to rest and not work during illness. The employer cannot ask you to work during your illness.

- As per the standard contract for domestic workers, you
- + are entitled to paid sick leave of two weeks for every year worked after completing the first three months of work, provided that you have a certificate from a physician.

# YOUR REST AND BREAKS



## THE LAW

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### SECTION 7 LAW NO 15 OF 2017

- + A domestic worker shall not work during his/her rest periods.

## YOUR RIGHTS (YOUR REST AND BREAKS)

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- + You have a right to rest/breaks during your working day. These breaks are for meals, worship, and rest.

# YOUR DAY OFF WORK



## THE LAW

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### SECTION 13 LAW NO 15 OF 2017

- + A domestic worker shall be entitled to a paid weekly rest holiday, which is not less than twenty four consecutive hours.
- + The timing of the weekly rest shall be determined based on the agreement between both parties as indicated in the employment contract.

### SECTION 7 LAW NO. 15 OF 2017

- + A domestic worker shall not working during his/her weekly rest, unless there is a prior agreement between both parties to the contrary.

## YOUR RIGHTS

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- + You have a right to a full day off in a week.
- + The day of your day-off must be agreed on before you sign the contract and must be included in the contract.

- + A 'full day' is no less than 24-hours straight – the rest day is taken as a whole, not in parts.
- + On your day off you have a right to have complete rest from work/duties, unless you agreed to work on that day with overtime payment. If occasionally and upon the request of the employer, you agree to work during your rest day, you are entitled to take 24-hour rest on another day. In addition, you have the right to be paid an amount equivalent to the basic wage for the normal working hours plus an extra pay not less than 150% of the basic wage [e.g. QAR 10 hourly basic wage + QAR 15 = Total due for 1 hour of overtime during a rest day would be QAR 25].

It is important to inform your employer when you leave the house during your day off.

**KNOW YOUR RIGHTS**

**YOUR  
FINANCIAL  
RIGHTS**

# YOUR WAGES



## THE LAW

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### SECTION 8 LAW NO 15 OF 2017

- + An employer shall be responsible for paying the monthly wage in Qatari Riyals agreed upon with the domestic worker at the end of the month, or at the latest on the third day of the consecutive month.

## YOUR RIGHTS

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- + You have a right to receive the wage you have been promised in your contract. Qatar's monthly basic minimum wage is QAR 1,000, and you should never receive less than this amount. There may also be a minimum wage agreed between your country and Qatar, and this should be written in your contract.
- + You are entitled to receive your salary at the end of the month or on the agreed-on date, every month.
- + Your wages should be deposited into your bank account or should be paid to you in cash. If you receive your wages in cash, a receipt should be provided to you to sign confirming your received your wages.

# RECRUITMENT FEES AND RELATED COSTS



## THE LAW

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### SECTION 8 LAW NO 15 OF 2017

- + An employer shall be prohibited from deducting any fees, expenses or commissions from a worker's wage in return for the procedures of recruitment from abroad.

## YOUR RIGHTS (THE RECRUITMENT FEE)

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- + The employer or the recruitment agent cannot deduct from your monthly salary or demand payment from you for any expense related to your recruitment including recruitment fees, airfare, medical tests and visa fees.

# YOUR AIRFARE



## THE LAW

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### SECTION 14 LAW NO. 15 OF 2017

- + A domestic worker shall also be entitled, for every two years in service, to a return air ticket to his/her country of origin or place of residence to go on holiday.
- + When a domestic worker is leaving Qatar upon completing the employment contract or is leaving before completing the employment contract due to the breach of the law or the employment contract by the employer, the worker is entitled to a return ticket to his/her country of origin or place of residence.

## YOUR RIGHTS

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- + You have a right to receive a return air ticket from your employer when you complete two years of service. Your employer must pay the total cost of the air ticket, and you are not expected to pay any part of it.
- + As per the standard contract for domestic workers, in case you decide to terminate the contract before its end while respecting the notice period (without any breach of the law or the employment contract by the employer), the employer has to at least cover part of the cost of your return air ticket. Your employer will pay part of the ticket in proportion to the actual time you have worked out of your contract duration.

**Example:** Your contract was valid for 2 years (or 24 months). You decided to terminate it after 18 months and go back to your country. Let's imagine the price of your ticket is 1,500 QAR. In order to calculate how much your employer will at least pay,

- Let's first divide 1,500 by 24 (the overall duration of your contract):  $1,500 / 24 = 62.5$
- Since you worked for 18 months, your employer will pay at least  $62.5 \times 18 = \text{QAR } 1,125$

## YOUR END OF SERVICE BENEFITS



### THE LAW

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#### SECTION 15 LAW NO 15 OF 2017

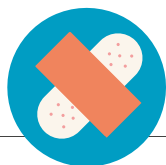
- + An employer shall be responsible for paying the end of service benefits to a domestic worker who spent at least one year in service, as of effective date of the Law on Domestic Workers i.e. 12 September 2017, in addition to any other entitlements.
- + This end of service benefit shall be determined in agreement between both parties provided it shall be at least a three week wage for each year spent in service. A domestic worker shall be entitled to fractions of the year multiplied by the period spent in service.

### YOUR RIGHTS (YOUR END OF SERVICE BENEFITS)

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- + If you have worked for the same employer for more than a year, you have the right to receive an end of service benefit from your employer.
- + This end of service benefit is no less than the wage due to you for three weeks and is calculated for each year you worked.

## COMPENSATION FOR YOUR INJURY/INJURIES



### THE LAW

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#### SECTION 19 LAW NO 21 OF 2015

- + A compensation shall be paid to a worker for any accident at work in accordance with the provisions of the abovementioned Labour Law.

### YOUR RIGHTS

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- + If you were hurt while at work, you have a right to receive compensation for injury.



KNOW YOUR RIGHTS

**YOUR GENERAL  
RIGHTS UNDER  
THE DOMESTIC  
WORKERS LAW**

# CONTRACT OF EMPLOYMENT



## THE LAW

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### SECTION 3 LAW NO 15 OF 2017

- + A domestic worker may not be employed other than by virtue of a labour contract, which is written and certified by the department, in three copies.

One copy shall be handed to each party, and the third copy shall be deposited at the department.

The employment contract shall be written in Arabic. A translation thereof in another language may be annexed.

The employment contract shall include provisions relating to the employment relationship between both parties.

It shall include in particular the following data:

1. *Name of employer, nationality and place of residence.*
2. *Name of domestic worker, nationality and place of residence.*
3. *Date of the contract's conclusion.*
4. *Type and nature of work entrusted to a domestic worker.*
5. *Date on which work started, and the probationary period.*
6. *The contract's duration, conditions of renewal, and end.*
7. *Wage agreed upon, and manner and date of its payment.*
8. *Any provisions or data specified in this law.*

## YOUR RIGHTS

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- + An employer has no right to employ you except after signing an employment contract with you. This employment contract must contain all the details necessitated by law.
- + You have a right to receive a copy of the signed employment contract. The contract will be in Arabic and English.

# ENDING YOUR CONTRACT



## THE LAW

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### **BEFORE END OF PROBATION PERIOD ARTICLE 1 OF LAW NO 18 OF 2020**

- + If a worker wishes to change jobs during his/her probation period, he/she must give his/her current employer one month notice through the Ministry of Administrative Development, Labour and Social Affairs's (ADLSA's) electronic system. He/she must continue to work during the notice period. The new employer must compensate the current employer a portion of the recruitment fees and the air ticket, if any. The amount to be paid shall not exceed the equivalent of two months of the worker's basic wage.
- + If a worker wishes to terminate the employment contract and leave Qatar, he/she must give his/her current employer a notice through the ADLSA's. He/she must continue to work during the notice period agreed with the employer. However, the notice period should not exceed 2 months.

### **AFTER THE END OF THE PROBATION PERIOD ARTICLE 1 OF LAW NO 18 OF 2020**

- + If a worker wishes to change jobs after his/her probation period, he/she must give his/her current employer notice as specified below:
  - During the first two years of employment, the notice period shall be one month.
  - After the first two years of employment, the notice period shall be two months.
- + The notice should be provided through the ADLSA's electronic system.
- + The worker must continue to work with the employer during the notice period, unless otherwise agreed by both parties.
- + The same rules apply for a worker wishing to terminate the employment contract to leave Qatar.

## **ANY TIME DURING THE CONTRACT PERIOD SECTION 17 LAW NO 15 OF 2017**

A worker may end the employment contract before the end of its duration while safeguarding his/her full right to the end of service benefit in any of the following cases:

1. If an employer has not met his/her obligations specified in the provisions of this law or in the employment contract.
2. If an employer, or a person mandated by him/her, has cheated at the time of concluding a contract with a worker, with respect to the terms of employment.
3. If an employer or a member of his/her family aggresses a worker, which harms the worker physically or his/her life.
4. In the event of a serious danger which threatens a worker's safety or health, provided that an employer was cognizant of the danger, and had not sought to remove it.

### **YOUR RIGHTS**

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- + You have the right to end your contract before the end of the duration if you want to change jobs or if you want to leave the country.
- + Workers no longer need a No Objection Certificate to change jobs in Qatar. To find out more about the process to change jobs please go to the Ministry of Administrative Development, Labour and Social Affairs's website.
- + **You have the right to end your contract at any time during the contract period, without the need for any notice, in the following cases:**
  - If your employer does not fulfill any or all the obligations under the contract.
  - If your employer or a recruitment agent cheats you in relation to the terms of the contract.
  - If your employer or his/her family members hurt you physically.
  - If there is a serious danger threatening your life or health at your workplace.

- + In these situations, you have the right to end of service benefits.
- + You must process to terminate the contract through ADLSA's electronic notification system. To find out more about the process please go to the Ministry of Administrative Development, Labour and Social Affairs's website.
- + Workers can change jobs within 90 days following the expiry of the QID (unless the QID expired for reasons beyond the worker's control).
- + Remember that your employer can also terminate the employment contract with you.

## YOUR IDENTIFICATION DOCUMENTS



### THE LAW

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#### ARTICLE 8 LAW NO 21 OF 2015

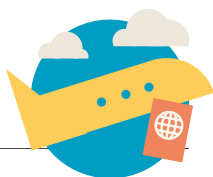
- + The employer shall return the passport or travel document to the expatriate worker after finalizing the permit procedure or its renewal unless the expatriate worker requests in writing that the employer keeps it with him.

### YOUR RIGHTS

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- + You have a right to keep your passport and any other travel document in your possession except when your employer needs it for purposes such as filing for resident permit or passport renewal.
- \* ***An employer who withholds a worker's travel documents by force is violating the law and is subject to a maximum fine of Qr. 25,000.***

# EXITING THE STATE OF QATAR



## THE LAW

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### ARTICLE 2 OF MINISTRY OF INTERIOR DECISION NO. 95 OF 2019

- + Domestic workers shall have the right to leave the country temporarily, or to depart definitely from the country during the validity of their employment contract. The worker shall inform the employer of his/ her desire at least 72 hours in advance.

## YOUR RIGHTS

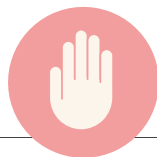
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- + You no longer need an exit permit to leave Qatar. You should however, inform your employer about your plans to leave the country at least 72 hours in advance. You can do this verbally or in writing.

**KNOW YOUR RIGHTS**

**YOUR RIGHT TO  
BE FREE FROM  
PHYSICAL AND  
PSYCHOLOGICAL  
HARM**

# FREEDOM FROM PHYSICAL AND PSYCHOLOGICAL HARM



## THE LAW

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### SECTION 7 LAW NO 15 OF 2017

The employer is responsible to:

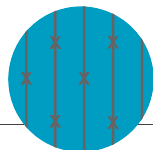
- + Treat domestic workers well, in a manner which will safeguard their dignity and wellbeing.
- + Avoid exposing a domestic worker's health or life to danger, or harm him/her physically or morally in any manner whatsoever.

## YOUR RIGHTS

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- + You have a right to be treated with decency and respect by the employer and members of the employer's household.

# YOUR RIGHT TO BE FREE FROM BEING DETAINED AND TO BE FREE FROM TORTURE



## THE LAW

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### ARTICLE 36, CONSTITUTION OF QATAR

The employer shall be responsible for the following:

- + Personal freedom shall be guaranteed and no person may be arrested, detained, searched, neither may his freedom of residence and mobility be restricted under the provisions of the law; and no person may be subjected to torture, or any degrading treatment; and torture shall be considered a crime punishable by law.



## **YOUR RIGHTS (YOUR RIGHT TO BE FREE FROM BEING DETAINED AND TO BE FREE FROM TORTURE)**

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- + The employer has no right to confine you to his/her house forcefully.
- + The employer has no right to subject you to any inhumane treatment, such as denying you food, confining you to a space forcefully, causing you physical or sexual harm.

**KNOW YOUR RIGHTS**

**YOUR  
RESPONSIBILITIES  
UNDER  
THE DOMESTIC  
WORKERS LAW**

# RESPONSIBILITIES

## THE LAW

### SECTION 11, LAW NO 15 OF 2017



A domestic worker shall be committed to the following:

- + Respect the State of Qatar's laws, customs, traditions, religious and moral values.
- + Carry out the work agreed upon, and any other work requested, accurately and honestly.
- + Preserve the secrets, money and property of the employer, the employer's family members and visitors, and refrain from harming their interests.
- + Follow the instructions of the employer and the employer's family members in the best manner, unless they violate the law or your employment contract, or endanger your life, or money, or the life or money of others.
- + Maintain the things received to do your work, using them for their purpose, according to the nature of the use, and return them to the employer at the end of your service.
- + Refrain from undertaking paid or unpaid work for others, in violation of the law or regulations applicable in the State of Qatar.
- + Treat the employer and the employer's family and the residents well and refrain from harming them, especially children and the elderly.

If the employer is not fulfilling any or all of your rights, you can file a complaint with the Labour Relations Department of the Ministry of Administrative Development, Labour and Social Affairs.

To lodge a complaint, the Ministry has a 24-hour hotline service to receive complaints and remarks from workers on the numbers **40280661** and **16008**. Work complaints can also be sent via SMS to **92727** by entering number 5 then QID number or visa number. Work complaints can also be sent to the ministry's email: [info@adlsa.gov.qa](mailto:info@adlsa.gov.qa)

Workers can also use the Ministry's electronic Unified Platform for Complaints and Whistleblowers.

This booklet was developed in collaboration with Migrant-Rights.org with the support from the International Labour Organization.

