



Legislations of Community Development Authority in the Emirate of Dubai

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His Highness Sheikh
Mohammed bin Rashid Al Maktoum
Vice President and Prime Minister
of the United Arab Emirates and Ruler of Dubai



His Highness Sheikh
Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai
and Chairman of the Executive Council



His Highness Sheikh
Maktoum bin Mohammed bin Rashid Al Maktoum
Deputy Ruler of Dubai
and First Vice Chairman of Dubai Executive Council

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Introduction

Since its establishment in 2008, the Community Development Authority in Dubai (CDA), worked tirelessly across various channels to develop a comprehensive social development framework in Dubai, in order to achieve the social sector's outcomes identified by the National Agenda. With each milestone we attained, our hope was getting bigger, and our ambition to provide a leading social model was getting wider. A model that allows Dubai community the best levels of social prosperity and offer all the elements of urban development.

Dubai Strategic Plan 2021 emphasized on the importance of a sustainable development in the social services, and that it should be matching the needs of the society members in various stages of the future. In this regard, CDA has worked on developing set of laws and regulations that supports the continuous development of the Emirate in the light of the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

The legislations have taken into account the obstacles and complications that may delay the ability of any of the sectors covered by the legislations to achieve the desired results. It was also developed in line with the leadership keenness to create a supportive environment to businesses of different specialties, which requires the establishment of clear legislative and legal sequences to ensure the ability to deal effectively with the requirements of social development. The laws and regulations considered as a cornerstone to create a sustainable social sector that has a leading role in the region and the world, and a solid platform to meet the leadership aspirations of future foresight's requirements.

Ahmad Abdulkarim Julfar
Director General
Community Development Authority in Dubai

Vision:

A leading social sector drives the sustainable development.

Mission

To invest our resources in building effective partnerships with the private and non-profit sectors to develop social services in alignment with the Dubai Government's goals of attaining sustainable development and a cohesive happy society that enhances our National identity and strengthens empowerment and community engagement.

Law No. (8) of 2015
Concerning the
Community Development Authority in Dubai¹

We, Mohammed bin Rashid Al Maktoum, Ruler of Dubai,

After perusal of:

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (27) of 2006 Concerning Management of the Government of Dubai Human Resources and its amendments; and

Law No. (12) of 2008 Establishing the Community Development Authority in Dubai and its amendments,

Do hereby issue this Law.

Title of the Law
Article (1)

This Law will be cited as "Law No. (8) of 2015 Concerning the Community Development Authority in Dubai".

Definitions
Article (2)

The following words and expressions, wherever mentioned in this Law, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
Ruler:	His Highness the Ruler of Dubai.
Executive Council:	The Executive Council of the Emirate of Dubai.
CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text will prevail.

Social Development:	An integrated system with the objective of developing individuals, families, and the society.
Social Sector:	The system of governmental and non-governmental Social Services, and the policies and strategies regulating them. This system includes public and private for-profit and non-profit entities, which provide Social Services.
Social Services:	All the services which contribute to Social Development in general, and to the care for and protection, empowerment, and inclusion of the Most Vulnerable Segments in particular. These services include raising awareness; counselling; providing shelter for non-health-related purposes; day care; home care; social habilitation; protection from abuse, negligence, and exploitation; and offering financial benefits, whether monetary or in-kind.
Most Vulnerable Segments:	Categories of individuals, determined by the CDA, having characteristics or traits which render them prone to social exclusion, or which make them less capable of predicting, confronting, or resisting natural or human dangers. These categories include the elderly; persons with disabilities; children, especially those deprived of family care; juvenile delinquents; delinquency-prone juveniles; homeless juveniles; foundlings; drug addicts and recovering addicts; prisoners and their families; patients of Acquired Immunodeficiency Syndrome and similar diseases; and low-income persons.
Volunteer Work:	An activity to which a natural person contributes, by his own choice and outside of his family circle, his time, effort, or skills, with a view to benefiting and helping others, and not for the purpose of deriving any financial gain for himself.
Social Services Provider:	Any entity authorised by the CDA to provide Social Services in the Emirate.
Private Sector Social Responsibility:	A self-imposed commitment, by for-profit companies and establishments, to contribute to achieving sustainable development and to improving the quality of life of their employees and the community.
Civil Society Organisation:	A non-profit entity established by a founder(s) for a definite or indefinite term, and based on allocating money to activities that promote benevolence, solidarity, and cooperation among members of the community.
Civil Society:	A non-profit entity, comprising an organised group of natural and/ or legal persons, established for a definite or indefinite term, and

conducting any activities that promote benevolence, solidarity, and cooperation among members of the community.

Scope of Application

Article (3)

The provisions of this Law will apply to the Community Development Authority in Dubai, established pursuant to the above-mentioned Law No. (12) of 2008 as a public authority having legal personality and the legal capacity required to undertake all acts and dispositions that ensure achievement of its objectives.

Head Office of the CDA

Article (4)

The head office of the CDA will be located in the Emirate. The CDA may establish branches and offices within the Emirate.

Objectives of the CDA

Article (5)

The CDA will have the following objectives:

1. to contribute to positioning the Emirate as a safe and suitable place to live and work;
2. to contribute to regulating and improving Social Development in the Emirate;
3. to enhance the independence of the Most Vulnerable Segments, and help those among them who cannot meet their basic needs;
4. to undertake general supervision of the achievement of outputs of the Social Sector in the Emirate;
5. to contribute to providing comprehensive Social Services to all target segments of society; and
6. to promote innovation and development in the Social Sector with a view to fulfilling the social aspect of sustainable development.

Functions of the CDA

Article (6)

For the purpose of achieving its objectives, the CDA will have the duties and powers to:

1. draft the social policies and social strategic plans of the Emirate, particularly those related to Social Development, Social Sector, Private Sector Social Responsibility, human rights,

and national identity promotion; and supervise, in coordination with the concerned entities within and outside of the Emirate, the implementation of such policies and plans upon their approval;

2. propose legislation related to Social Development, Social Services, and Social Sector regulation;
3. regulate, license, monitor, and supervise Civil Society Organisations and Civil Societies in the Emirate, excluding organisations and societies established pursuant to legislation, or those which fall within the jurisdiction of the Federal Government;
4. regulate, license, monitor, and supervise Social Services Providers, in accordance with the legislation in force in the Emirate;
5. regulate, license, monitor, and supervise persons engaged in providing Social Services, in accordance with the legislation in force in the Emirate;
6. regulate individual and group Volunteer Work, and issue the required permits;
7. create and manage a social information system and a comprehensive social database in the Emirate;
8. develop the plans and programmes required to ensure the quality and availability of human rights services in the Emirate, submit these plans and programmes to the Executive Council for approval, and provide such services;
9. develop the plans and programmes required to ensure the availability of Social Services to members of the society in general and to the Most Vulnerable Segments in particular, submit these to the Executive Council for approval, and provide such services in accordance with the relevant requirements and rules approved by the CDA;
10. provide urgent financial aid to critical humanitarian cases, in accordance with the relevant standards adopted by the CDA;
11. attract, develop, and qualify the human resources required by the Social Sector;
12. develop Social Development-related awareness and educational programmes and activities for community members and institutions;
13. develop the plans and programmes that contribute to developing and socially empowering youth;
14. own and take lease of real property and movables required to enable the CDA to perform the functions assigned to it; and
15. enter into contracts and agreements with third parties in fields related to the work of the CDA.

Executive Body of the CDA

Article (7)

The executive body of the CDA will be comprised of the Director General and a number of employees to whom Law No. (27) of 2006 Concerning Management of the Government of Dubai Human Resources and its amendments will apply.

Director General

Article (8)

- a. The Director General will be appointed by a decree of the Ruler.
- b. The Director General will supervise the management of the CDA, represent it before third parties, and take the resolutions and measures he deems appropriate and required for achieving the objectives and performing the functions of the CDA. For these purposes, the Director General may:
 1. approve the general policy and strategic plans of the CDA, and submit these to the Executive Council for final approval;
 2. approve the strategic plans of the Social Sector and Social Development in the Emirate, and submit these to the Executive Council for final approval;
 3. approve the draft annual budget and final accounts of the CDA, and submit these to the competent entities for final approval;
 4. approve the organisational structure of the CDA and submit the same to the Executive Council for final approval;
 5. approve the operational and implementation plans of the CDA;
 6. approve the bylaws regulating the administrative, financial, and technical work of the CDA;
 7. propose the fees and charges for the services rendered by the CDA, and submit these to the competent entities for approval;
 8. coordinate with the concerned entities within and outside of the Emirate in relation to fulfilling the requirements of Social Development;
 9. supervise the work of the executive body of the CDA;
 10. execute the agreements, contracts, and memoranda of understanding to which the CDA is party; and
 11. perform any other duties related to the objectives of the CDA.

Financial Resources of the CDA

Article (9)

The financial resources of the CDA will consist of:

1. appropriations allocated to the CDA in the general budget of the Government of Dubai;
and
2. grants, gifts, and any other resources acceptable to the Executive Council.

Accounts and Financial Year of the CDA

Article (10)

In regulating its accounts and records, the CDA will follow the rules and principles of government accounting. The financial year of the CDA will commence on 1 January and will end on 31 December of each year.

Issuing Implementing Resolutions

Article (11)

The Chairman of the Executive Council will issue the resolutions required for the implementation of the provisions of this Law.

Repeals

Article (12)

This Law supersedes the above-mentioned Law No. (12) of 2008. Any provision in any other legislation will also be repealed to the extent that it contradicts the provisions of this Law.

Commencement and Publication

Article (13)

This Law comes into force on the day on which it is issued, and will be published in the Official Gazette.

Mohammed bin Rashid Al Maktoum

Ruler of Dubai

Issued in Dubai on 11 April 2015

Corresponding to 22 Jumada al-Thaniyah 1436 A.H.

Law No. (2) of 2014
Concerning Protection of the Rights
of Persons with Disabilities in the Emirate of Dubai¹

We, Mohammed bin Rashid Al Maktoum, Ruler of Dubai,

After perusal of:

Federal Law No. (29) of 2006 Concerning the Rights of Persons with Disabilities and its amendments;

Federal Decree No. (116) of 2009 Ratifying the Comprehensive and Integral International Convention on Protection and Promotion of the Rights and Dignity of Persons with Disabilities;

Cabinet Resolution No. (7) of 2010 Concerning Non-Governmental Organisations Providing Care and Habilitation to Persons with Disabilities;

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (12) of 2008 Establishing the Community Development Authority in Dubai and its amendments; and

Law No. (32) of 2008 Establishing the Government of Dubai Legal Affairs Department,

Do hereby issue this Law.

Title of the Law
Article (1)

This Law will be cited as “**Law No. (2) of 2014 Concerning Protection of the Rights of Persons with Disabilities in the Emirate of Dubai**”.

Definitions
Article (2)

The following words and expressions, wherever mentioned in this Law, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
Executive Council:	The Executive Council of the Emirate.
Authority:	The Community Development Authority in Dubai.
Director General:	The director general of the Authority.

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¹*Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text will prevail.*

Committee:	The Higher Committee for Protection of the Rights of Persons with Disabilities in the Emirate of Dubai.
Person with Disability:	A person suffering from a long-term physical, mental, or sensory deficiency or impairment that may hinder his full and effective participation in the society on an equal footing with others.
Protection Specialist:	An employee of the Authority assigned to follow up the affairs of Persons with Disabilities.
Protection of a Person with Disability:	Taking the measures and procedures required for the protection of Persons with Disabilities from all forms of Discrimination, Abuse, Neglect, or Exploitation.
Discrimination:	Any distinction, exclusion, or restriction on the basis of disability which has the effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal footing with non-disabled persons, of any rights under the legislation in force.
Abuse:	The infliction of any physical or psychological harm to a Person with Disability through a physical, verbal, sexual, or any other act of violence.
Neglect:	Intentional failure or refusal to provide basic care and protection for a Person with Disability in a manner that may result in physical or psychological harm. Basic care includes, but is not limited to, providing shelter, food, water, clothing, personal hygiene care, or medical care to a Person with Disability.
Exploitation:	Taking unjust or unlawful financial, physical, or emotional advantage of a Person with Disability, or otherwise the use or conversion of his property without his consent.
Care-giver of a Person with Disability:	A person legally responsible for or entrusted to provide care to a Person with Disability.
Social Integration of a Person with Disability:	A set of plans, policies, measures, programmes, and procedures that aim to achieve full participation by Persons with Disabilities in various life activities in the society without any form of Discrimination.
Accessible Environment:	Making public facilities, services, products, and information accessible to most people, including Persons with Disabilities.
Habilitation:	Developing the abilities of a Person with Disability through providing direct medical treatment, physiotherapy, prosthetic and assistive devices, vocational education and training, and social and psychiatric habilitation.
Rehabilitation:	Preparing a person to regain his strength and abilities to readapt to society after sustaining a disability.

Objectives of the Law

Article (3)

This Law aims to achieve the following objectives:

1. providing Accessible Environments to ensure that Persons with Disabilities enjoy all their rights under the legislation in force;
2. fostering respect for the dignity of Persons with Disabilities;
3. protecting Persons with Disabilities from all forms of Discrimination, Abuse, Neglect, and Exploitation; and
4. integrating Persons with Disabilities into society as effective members.

Rights of Persons with Disabilities

Article (4)

- a. In addition to the rights under the legislation in force in the Emirate, concerned entities will, each within its own jurisdiction, provide Persons with Disabilities with the means to enjoy the following rights and services:
 1. healthcare and treatment services;
 2. Habilitation and Rehabilitation;
 3. education at all levels;
 4. access to places of worship and to public places;
 5. using roads and means of public transport;
 6. public services including police and judicial services;
 7. job opportunities; and
 8. any other rights or services under the implementing bylaw of this Law.
- b. The implementing bylaw of this Law will set the standards, measures, and procedures to ensure that Persons with Disabilities can enjoy the rights and avail of the services provided for in paragraph (a) of this Article.

Functions of the Authority

Article (5)

For the purpose of achieving the objectives of this Law, the Authority will have the duties and powers to:

1. implement, in coordination with the concerned entities, the policies, plans, and initiatives related to protecting the rights of Persons with Disabilities and ensuring their enjoyment of the rights granted to them under the legislation in force;
2. ensure the establishment of specialised centres for the care, Habilitation and Rehabilitation of Persons with Disabilities;

3. supervise the specialised centres for the Habilitation and Rehabilitation of Persons with Disabilities;
4. ensure the availability of shelter services for Persons with Disabilities who are homeless, at risk, or not provided with basic care by their families, and provide necessary aid to them in coordination with the concerned entities;
5. receive complaints and reports regarding violations committed against Persons with Disabilities, and take the necessary action in respect of these violations;
6. consolidate the efforts aimed at improving the living standards and conditions of Persons with Disabilities and facilitate their social integration;
7. conduct research, surveys, and census studies related to the conditions of Persons with Disabilities in the Emirate;
8. coordinate with the concerned entities in the Emirate to develop and improve the vocational skills suitable to the abilities of Persons with Disabilities to enable those who are competent to engage in appropriate jobs that will secure for them a reasonable financial income and turn them into productive members of society;
9. raise awareness in society of the rights of Persons with Disabilities under this Law and the legislation in force, and organise the awareness and education activities and campaigns required for this purpose;
10. provide family and psychological counselling to families of Persons with Disabilities, and train them to communicate and deal with Persons with Disabilities; and
11. perform any other duties required for the achievement of the objectives of this Law.

**The Higher Committee for Protection of the
Rights of Persons with Disabilities
Article (6)**

A permanent committee named the "Higher Committee for Protection of the Rights of Persons with Disabilities" will be formed pursuant to a resolution issued by the Chairman of the Executive Council to ensure integration and coordination of work among the entities concerned with the affairs of Persons with Disabilities. Members of the committee will be representatives from the Government entities concerned with the implementation of the provisions of this Law. The said resolution will define the functions of the Committee, the duties of its chairman, the procedure for convening its meetings and voting on its resolutions, and other related matters.

**Prohibited Acts
Article (7)**

The following acts will be prohibited:

1. using any expressions or descriptions, or engaging in verbal or non-verbal acts intended to demean a Person with Disability or his abilities, or degrade him in any way;
2. exploiting a Person with Disability or abusing him in any way;

3. committing any form of Discrimination against a Person with Disability, including an act or omission intended to deny a Person with Disability enjoyment of the rights and services under this Law and the legislation in force; and
4. neglecting to provide basic care or necessary protection for a Person with Disability by his Care-giver.

Reporting Violations

Article (8)

- a. The Care-giver of a Person with Disability must report to the Authority or the competent authorities, any act of Exploitation, Abuse or Discrimination against the Person with Disability.
- b. Where the act of Exploitation, Abuse, Neglect, or Discrimination against a Person with Disability is reported by any person other than the Care-giver, the identity of that person may not be disclosed without first obtaining his written consent.
- c. The Authority will establish a system dedicated to Persons with Disabilities to enable them to report the violations committed against them. The implementing bylaw of this Law will determine the components of this system and the procedures for reporting such violations.

Protection Specialist

Article (9)

The Director General will issue a resolution nominating Protection Specialists from among the Authority employees responsible for following up the affairs of Persons with Disabilities. This resolution will determine the duties and functions of such employees.

Procedures for Protection of Persons with Disabilities

Article (10)

- a. If it is proven to the Protection Specialist that a Person with Disability is at risk, he may take either of the following actions:
 1. keep the Person with Disability with his Care-giver provided that the Care-giver gives a written undertaking to take the necessary measures to eliminate the risk to the Person with Disability and to allow the Protection Specialist visits to verify compliance; or
 2. make recommendations to the Authority to commit the Person with Disability to a centre specialised in providing care and Habilitation for Persons with Disabilities in accordance with the conditions and rules under the implementing bylaw of this Law.
- b. Subject to the provisions and rules under the legislation in force regarding forcible entry into private houses, in the event of infliction of serious harm or the existence of an imminent danger to a Person with Disability, the Protection Specialist may seek the assistance of

competent authorities to remove such person from his domicile, even by force and commit him to a centre specialised in providing care and Habilitation to Persons with Disabilities.

Register of Persons with Disabilities

Article (11)

The Authority will establish a special register of the data of Persons with Disabilities in the Emirate to follow up their affairs and verify their enjoyment of the rights and services provided for in this Law and the legislation in force. All concerned entities in the Emirate must provide the Authority with data of Persons with Disabilities in accordance with the implementing bylaw of this Law.

Identification Card

Article (12)

- a. The Authority will issue special cards to the persons who are registered on the register of Persons with Disabilities in the Emirate so that they may be identified and assisted to avail of the services, facilities, and privileges to which they are entitled under the legislation in force.
- b. The implementing bylaw of this Law will determine the form of the identification card of Persons with Disabilities and the conditions and procedures for its issuance.

Privileges and Facilities

Article (13)

The implementing bylaw of this Law will determine the privileges and facilities granted to Persons with Disabilities.

Violations and Penalties

Article (14)

- a. Without prejudice to any stricter penalty under any other legislation:
 1. a person who violates paragraph (1) of Article (7) of this Law will be punished by a fine of not less than one thousand Dirhams (AED 1,000) and not more than five thousand Dirhams (AED 5,000);
 2. a person who violates paragraphs (2) and (3) of Article (7) of this Law will be punished by a fine of not less than five thousand Dirhams (AED 5,000) and not more than ten thousand Dirhams (AED 10,000); and
 3. a person who violates paragraph (4) of Article (7) or paragraph (a) of Article (8) of this Law will be punished by a fine of not less than two thousand Dirhams (AED 2,000) and no more than ten thousand Dirhams (AED 10,000). Where harm is done to the Person with Disability, the fine must not be less than ten thousand Dirhams (AED 10,000) and not more than fifty thousand Dirhams (AED 50,000).

- b. Upon repetition of the same violation referred to in paragraph (a) of this Article within one (1) year from the date of the previous violation, the amount of the fine will be doubled, provided that the fine will not exceed one hundred thousand Dirhams (AED 100,000).

Law Enforcement

Article (15)

Protection Specialists nominated by a resolution of the Director General, issued in coordination with the Director General of the Government of Dubai Legal Affairs Department, will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Law, its implementing bylaw, or its implementing resolutions. In this capacity, they may issue the violation reports required in this regard and seek the assistance of police personnel where necessary.

Grievance

Article (16)

Any affected party may submit a written grievance to the Director General against any decisions or measures taken against him under this Law, its implementing bylaw, or the resolutions issued in pursuance thereof, within thirty (30) days of being notified of the contested decision or measure. The grievance will be determined no later than thirty (30) days by a committee formed by the Director General for this purpose, and the decision issued in respect of the grievance will be final.

Issuing the Implementing Bylaw and Resolutions

Article (17)

- a. The Chairman of the Executive Council will issue the implementing bylaw of this Law.
- b. The Director General will issue the resolutions required for the implementation of this Law and its implementing bylaw.

Commencement and Publication

Article (18)

This Law comes into force on the day on which it is issued, and will be published in the Official Gazette.

[Signed]

Mohammed bin Rashid Al Maktoum

Ruler of Dubai

Issued in Dubai on 4 February 2014
Corresponding to 4 Rabi al-Thani 1435 A.H.

Law No. (12) of 2017

Regulating

Civil Society Organisations in the Emirate of Dubai¹

We, Mohammed bin Rashid Al Maktoum, Ruler of Dubai,

After perusal of:

Federal Law No. (2) of 2008 Concerning Public-benefit Civil Society Associations and Establishments;

Federal Law by Decree No. (7) of 2008 Concerning the General Authority of Youth and Sports Welfare, and the Entities Operating in the Fields of Youth Welfare and Sports;

Law No. (8) of 1997 Regulating the Dubai Chamber of Commerce and Industry and its amendments;

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (2) of 2011 Concerning the Islamic Affairs and Charitable Activities Department;

Law No. (8) of 2015 Concerning the Community Development Authority in Dubai;

Law No. (32) of 2015 Concerning the Official Gazette of the Government of Dubai;

Law No. (1) of 2016 Concerning the Financial Regulations of the Government of Dubai;

Law No. (8) of 2016 Regulating the Grant of Law Enforcement Capacity in the Government of Dubai;

Decree No. (9) of 2015 Regulating the Raising of Donations in the Emirate of Dubai;

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¹*Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.*

Executive Council Resolution No. (26) of 2013 Concerning Charitable Associations, Bounteous Quran Memorisation Centres, and Islamic Foundations in the Emirate of Dubai; and

Local Order No. (96) of 1995 Concerning the Licensing and Regulation of Social Clubs in the Emirate of Dubai and its amendments,

Do hereby issue this Law.

Chapter One

Preliminary Provisions

Title of the Law

Article (1)

This Law will be cited as "Law No. (12) of 2017 Regulating Civil Society Organisations in the Emirate of Dubai".

Definitions

Article (2)

The following words and expressions, wherever mentioned in this Law, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE:	The United Arab Emirates.
Emirate:	The Emirate of Dubai.
Ruler:	His Highness the Ruler of Dubai.
CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Concerned Entity:	Any federal or local government entity having the jurisdiction, under the legislation in force in the UAE, to regulate any of the activities conducted by Civil Society Organisations.

Civil Society Association:	A non-profit entity comprising a group of natural and/ or legal persons organised for an indefinite term, and conducting any of the activities that are stated in Article (5) of this Law.
Civil Society Establishment:	A non-profit entity established by one or more founders based on allocating property to any of the activities that are stated in Article (5) of this Law.
Civil Society Organisation:	A Civil Society Association or a Civil Society Establishment.
Licence:	A document issued by the CDA to a Civil Society Organisation that meets the conditions and requirements for conducting authorised activities in accordance with the provisions of this Law.
Charter:	The charter of a Civil Society Organisation.
General Assembly:	The general assembly of a Civil Society Association.
Board of Directors:	The board of directors of a Civil Society Association.
Board of Trustees:	The board of trustees of a Civil Society Establishment.
Board:	A Board of Directors or a Board of Trustees.

Scope of Application

Article (3)

- a. The provisions of this Law will apply to Civil Society Organisations existing in the Emirate by the effective date of this Law, and those established thereafter.
- b. This Law will not apply to the following entities:
 1. associations and establishments to which the above-mentioned Federal Law No. (2) of 2008 applies;

2. entities which operate in the fields of youth welfare and sports and to which the above-mentioned Federal Law by Decree No. (7) of 2008 applies;
3. private associations and establishments, and public-benefit establishments, that are established by legislation issued by the Ruler;
4. Charitable Associations, Bounteous Quran Memorisation Centres, and Islamic Foundations licensed in the Emirate pursuant to the provisions of the above-mentioned Executive Council Resolution No. (26) of 2013; and
5. business councils licensed by the Dubai Chamber of Commerce and Industry pursuant to the above-mentioned Law No. (8) of 1997.

Objectives of the Law

Article (4)

This Law will have the following objectives:

1. to achieve social development in the Emirate through promoting the role of civil society;
2. to regulate the licensing of Civil Society Organisations and vest them with legal personality;
3. to enable Civil Society Organisations to provide their services in all areas of interest to the community; and
4. to encourage individuals and entities to engage in volunteer work and foster community engagement.

Activities of Civil Society Organisations

Article (5)

The activities that a Civil Society Organisation is authorised to conduct in the Emirate will be in the social, healthcare, instructional, cultural, scientific, educational, occupational, creative, artistic, and humanitarian fields, and in any other fields that aim to achieve public benefit as determined pursuant to a resolution issued by the Director General.

Functions of the CDA

Article (6)

For the purpose of achieving the objectives of this Law, the CDA will have the exclusive duties and powers to:

1. license Civil Society Organisations and their branches in the Emirate;
2. investigate the complaints filed with it against Civil Society Organisations, record the violations committed by Civil Society Organisations, and take the appropriate action in respect thereof;
3. propose the legislation regulating Civil Society Organisations in the Emirate; and
4. exercise any other duties or powers that are required for the achievement of the objectives of this Law.

Conducting Civil Society Activities

Article (7)

- a. A natural or legal person may neither establish or incorporate, in the Emirate, any entity to which this Law applies, regardless of its objective; nor open branches thereof; nor relocate it within the Emirate; nor conduct any of the activities mentioned in Article (5) of this Law through a Civil Society Organisation, without first obtaining a Licence and the required approvals and permits from the Concerned Entities.
- b. No public or private entity may allow any of its facilities to be used for conducting the activities of Civil Society Organisations by a natural or legal person who is not so licensed in accordance with the provisions of this Law.

Chapter Two
Civil Society Associations

Requirements for Incorporating Civil Society Associations

Article (8)

For a Civil Society Association to be incorporated, the following requirements must be met:

- a. The number of founders must not be less than ten (10), two (2) of whom are UAE nationals. As an exception to this rule, the Director General may increase or decrease the minimum number of UAE-national founders required for incorporation of the Civil Society Association.
- b. A founder member must:
 1. not be less than twenty-one (21) years of age at the time of submitting the incorporation application;
 2. have full legal capacity;
 3. be of good character and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated;
 4. be a resident of the UAE, where he is a national of any of the Gulf Cooperation Council states;
 5. for non-UAE nationals, hold a valid UAE residence permit and have resided in the UAE for at least three (3) years;
- c. submit the Civil Society Association's Charter, which is consistent with the provisions of this Law and the resolutions issued in pursuance hereof. The Charter must include:
 1. the proposed name of the Civil Society Association, which must be indicative of the objectives for which the Civil Society Association is established, must be distinguishable from the names of other Civil Society Associations that conduct similar activities, and must be approved by the CDA;
 2. the proposed premises and geographic scope of work of the Civil Society Association;

3. the objective for which the Civil Society Association is established, its activities, and the categories targeted by these activities;
 4. the names, nationalities, occupations, and places of residence in the UAE, of founder members;
 5. requirements and types of membership, procedures for acceptance and revocation of membership, and rights and duties of members;
 6. the rules and regulations governing the convention and functions of ordinary and extraordinary General Assemblies; the procedures for convoking General Assembly meetings and conditions for the validity of these meetings, and the methods of passing General Assembly decisions;
 7. the method of forming the Board of Directors and its functions;
 8. conditions for the forfeiture and cessation of membership;
 9. rules of amending the Charter of the Civil Society Association; and procedures for establishing and closing down its branches and centres, and for its merger with other Civil Society Associations in the Emirate;
 10. the financial resources of the Civil Society Association and the methods of utilisation and allocation of these resources; the methods of controlling the expenditure of the Civil Society Association and the beginning and end dates of its Financial Year; the imprest system, if any, and the imprest amount maintained to meet contingent expenditure;
 11. the conditions for voluntary dissolution, and rules for liquidation, of the Civil Society Association; and
 12. any other information the CDA deems necessary.
- d. For a Civil Society Association to be licensed, it must not be a branch of an association licensed outside of the UAE.

Applicability of Requirements to Legal Persons

Article (9)

The requirements stipulated in Article (8) hereof will apply to Civil Society Associations comprised of legal persons, to the extent applicable considering the legal status of these persons.

Pre-incorporation Representation of Civil Society Associations

Article (10)

- a. The founders of a Civil Society Association will elect from among themselves an interim committee of at least three (3) members. The committee will select one or more of its members to represent it in finalising the licensing procedures stipulated in Article (11) hereof.
- b. The mandate of the interim committee referred to in paragraph (a) of this Article will expire upon the election of the Board of Directors in accordance with the provisions of Article (19) hereof.

Licensing Procedures

Article (11)

- a. A Civil Society Association licensing application will be submitted to the CDA on the form prescribed by the CDA for this purpose, supported by the documents it requires.
- b. The CDA will consider the Civil Society Association incorporation application and attached documents. The CDA may require any documents, approvals, or authorisations by Concerned Entities as necessary for finalising the Civil Society's licensing procedures.
- c. The CDA will issue its decision on any Licence application within a period of thirty (30) days from the date of its submission. This period may be extended once for the same period. The application will be deemed rejected if no decision is issued within this period.

Initial Approval

Article (12)

- a. The CDA will issue the applicant an initial approval of the Civil Society Association licensing. Upon obtaining this initial approval, the applicant may complete the steps required for finalising the licensing procedures.
- b. Prior to obtaining a Licence, a Civil Society Association that has been issued an initial approval may not conduct any activities, or amend the information provided to the CDA to obtain this approval.

Rejection of a Civil Society Association's Licence Application

Article (13)

Where the requirements stipulated in this Law are not met, or for considerations of public interest, the CDA may reject a Civil Society Association's Licence application.

Requirements for Finalising Licensing Procedures

Article (14)

- a. Upon obtaining the initial approval, a Civil Society Association must finalise all licensing procedures, including:
 1. providing a premises for the Civil Society Association in accordance with the conditions determined pursuant to a resolution of the Director General; and
 2. obtaining a permit to conduct activities from the Concerned Entity in accordance with the legislation in force.
- b. A Civil Society Association must satisfy the requirements for finalising licensing procedures no later than six (6) months from the date of being granted an initial approval.
- c. The Director General may extend the period stipulated in paragraph (b) of this Article once for the same period where there is a valid reason that prevents the relevant Civil Society Association from satisfying all licensing requirements.

- d. An initial approval will be deemed revoked if the relevant Civil Society Association fails to satisfy all licensing requirements within the prescribed period.

Licensing and Registration

Article (15)

The CDA will license a Civil Society Association upon satisfying all the requirements stipulated in this Law, and will register it in the relevant Civil Society Associations register maintained by it.

Legal Personality

Article (16)

A Civil Society Association will acquire legal personality once it is licensed and registered in the Civil Society Associations register, and its incorporation is announced in the Official Gazette of the Government of Dubai.

Licence Term

Article (17)

- a. The Licence of a Civil Society Association will be valid for a term of one (1) year, renewable for the same period. At the request of the Civil Society Association and subject to approval of the CDA and the Concerned Entity, the Licence may be valid for a term of more than one (1) year, up to three (3) years.
- b. A Civil Society Association must renew the Licence issued to it by the CDA no later than thirty (30) days from the date of its expiry, in accordance with the procedures determined pursuant to a resolution of the Director General.

General Assembly Formation

Article (18)

The General Assembly will be comprised of all members who satisfy membership requirements and have paid their Civil Society Association membership subscriptions prior to the General Assembly meeting.

Convocation of General Assemblies to Elect Boards of Directors

Article (19)

The interim committee referred to in Article (10) of this Law will convoke a General Assembly meeting, which will be held no later than six (6) months from the date of issuing the Licence, to elect the Board of Directors.

Establishing Branches of Civil Society Associations

Article (20)

A Civil Society Association may establish branches in the Emirate subject to the prior written approval of the CDA. The Charter of the Civil Society Association will determine the procedures for establishing and closing down branches, will regulate their work, and will govern their relationships with the head office.

Amending the Charter

Article (21)

No Civil Society Association may amend its Charter, substitute members of its Board of Directors, change its name, or relocate its premises, without first obtaining the relevant written approval of the CDA.

Administrative Bodies of Civil Society Associations

Article (22)

A Civil Society Association may appoint administrative, specialised, and other staff to run its affairs in accordance with the relevant bylaws adopted by it and in line with the legislation in force in the Emirate.

Boards of Directors of Civil Society Associations

Article (23)

- a. A Civil Society Association will have a Board of Directors comprising not less than five (5) members, at least two (2) of whom are UAE nationals. The Board of Directors will be responsible for administering the affairs of the Civil Society Association and providing the means required for conducting its activities and achieving its objectives.
- b. The Board of Directors will be elected by secret ballot. The Charter will determine the functions of the Board of Directors, the conditions that must be met by its members, the number of its members, the membership termination and revocation cases, the procedures for convoking its meetings, the requirements for validity of its meetings, and the method of electing its chairman.
- c. The term of the Board of Directors will be for a non-renewable period of two (2) years.
- d. A member of the Board of Directors must not be less than twenty-one (21) years of age.
- e. The Board of Directors will have a chairman who will represent the Civil Society Association before judicial authorities and third parties.
- f. Candidacy for the chairmanship and membership of the Board of Directors must first be approved by the CDA.

Membership of Boards of Directors

Article (24)

- a. A member of the Board of Directors of a Civil Society Association may not serve as a member of the Board of Directors of another Civil Society Association that conducts the same activity. The Director General may allow a person to serve as member on a maximum of two (2) Boards.
- b. A member of the Board of Directors of a Civil Society Association may not work for the same Civil Society Association for a salary or other remuneration.
- c. A member of the Board of Directors of a Civil Society Association may not be an employee of the CDA or any of the government entities that oversee the activities of the Civil Society Association.
- d. For considerations of public interest, the CDA may suspend any member of a Board of Directors, including the chairman of the Board of Directors.

Convocation of General Assembly Meetings

Article (25)

- a. A Civil Society Association must first obtain the approval of the CDA on convening a General Assembly meeting fourteen (14) days prior to the date of the meeting, failing which the meeting will be invalid.
- b. In addition to the meeting referred to in Article (19) of this Law, the Members of a Civil Society Association will be invited to General Assembly meetings at the times and in the cases stipulated in its Charter, and by means of a notice specifying the time, venue, and agenda of the meeting.
- c. A General Assembly meeting agenda and the reports to be discussed during the meeting must be sent to all members within the deadlines prescribed in the Charter. Where no deadlines are specified in the Charter, these documents must be sent no later than five (5) days prior to the date of the meeting.

Ordinary General Assembly Meetings

Article (26)

- a. In addition to the times and cases prescribed by the Charter for holding General Assembly meetings, a General Assembly must hold an ordinary meeting within three (3) months following the end of its Financial Year. This meeting will be dedicated to:
 1. ratifying the minutes of the previous meeting of the General Assembly;
 2. approving the Board of Directors' report on the work performed by it in the Financial Year then ended; and its programmes, activities, and work plan for the upcoming Financial Year;
 3. approving the draft budget for the upcoming Financial Year;
 4. approving the balance sheet and final accounts for the Financial Year then ended;
 5. electing a new Board of Directors in the event of expiry of the term of the Board of Directors, or filling any Board of Directors' vacancies caused by any reason whatsoever;
 6. appointing an auditor, and determining his remuneration;
 7. considering voluntary dissolution and liquidation of the Civil Society Association; and
 8. any other matters specified by the General Assembly meeting agenda.
- b. An ordinary General Assembly may not discuss any matter that is not listed on its agenda.

Quorum of Ordinary General Assembly Meetings

Article (27)

- a. An ordinary General Assembly meeting will be valid if attended by at least fifty-one percent (51%) of members. If that quorum is not present, the meeting will be postponed to a date no later than thirty (30) days from its date. The second meeting will be valid regardless of the number of attending members.
- b. Resolutions of the General Assembly will be passed by a fifty-one percent (51%) vote of attending members.

- c. A member of a General Assembly who has a personal interest in a matter referred to the General Assembly may not vote on the Board resolutions related to this matter.
- d. Attendance of meetings of the General Assembly and voting on its resolutions will be in person. Attendance and voting by proxy will not be valid.

Extraordinary General Assembly Meetings

Article (28)

An extraordinary General Assembly meeting may be convoked upon the request of the CDA, or upon the request of the Board of Directors, or one third of the members, of the relevant Civil Society Association. Where the Board of Directors fails to convoke the General Assembly upon the request of the CDA or members, the CDA will convoke the General Assembly at the expense of the Civil Society Association.

Functions of Extraordinary General Assemblies

Article (29)

- a. In its extraordinary meetings, a General Assembly will consider the following matters:
 - 1. resignations submitted by all or any members of the Board of Directors, where such resignations may break the quorum of Board of Directors meetings;
 - 2. revocation of the membership of one or more of the members of the Board of Directors for valid reasons, subject to the prior written approval of the CDA;
 - 3. early termination of the tenure of the Board of Directors, and election of a new Board of Directors;
 - 4. proposed merger of the Civil Society Association with another Civil Society Association with similar objectives, provided that the other Civil Society Association's General Assembly approves the merger. In any event, the prior written approval of the CDA on this merger must be obtained;
 - 5. nullification of any of the resolutions of the Board of Directors;

6. amending the Charter; and
 7. any urgent or emergency matters, or any other matters specified by the Charter.
- b. Subject to the provisions of paragraph (a) of this Article, an extraordinary General Assembly may not consider any matter that is not listed on its agenda.

Quorum of Extraordinary General Assembly Meetings

Article (30)

- a. An extraordinary General Assembly meeting will be valid if attended by two thirds of members. If that quorum is not present, the meeting will be postponed to a date no later than fifteen (15) days from its date. The second meeting will be valid if attended by one half of the members, and if that quorum is not present, the second meeting will be postponed to a date no later than fifteen (15) days from its date. A third meeting will be valid regardless of the number of attending members.
- b. Resolutions of an extraordinary General Assembly will be passed unanimously or by the majority vote of two thirds of attending members.

Financial Resources of Civil Society Associations

Article (31)

The financial resources of a Civil Society Association will consist of:

1. member subscription fees;
2. revenues generated from the activities, services, and investments the Civil Society Association is licensed to conduct; and
3. Donations, aid, grants, and bequests received by the Civil Society Association and approved by the CDA, in accordance with the legislation in force in the Emirate.

Property of Civil Society Associations

Article (32)

Civil Society Association's property will be deemed owned by the Civil Society Association. Members will have no claim on it. A withdrawn member or a member whose membership in the Civil Society Association has been terminated or revoked will not be entitled to claim a refund of his subscription fees, or to claim any part of the Civil Society Association's property.

Depositing Civil Society Associations Funds

Article (33)

A Civil Society Association must deposit its funds in its name into one or more accounts with any of the national banks licensed in the Emirate, and must notify the CDA of the details of these accounts and of any change to the type of account or the bank with which the funds are deposited within ten (10) days from the date of this change.

Spending Civil Society Associations Funds

Article (34)

- a. A Civil Society Association must spend its funds on achieving the objectives for which it is established. It may not engage in trading or financial speculation, or distribute any revenues or returns on the members of its Board of Directors, its founders, members of its General Assembly, or its employees.
- b. A Civil Society Association may, subject to the approval of the CDA and Concerned Entities in the Emirate, invest, in line with the legislation in force in the Emirate, the funds surplus to its needs to generate financial returns to enable it to achieve its objectives.

Chapter Three

Civil Society Establishments

Civil Society Establishment Charter

Article (35)

- a. The Charter of a Civil Society Establishment must include the following basic details:

1. the name and geographic scope of work of the Civil Society Establishment, and the address of its head office in the Emirate;
 2. the objective for which the Civil Society Establishment is established, and the categories targeted by its activities;
 3. a detailed statement of the property that will be allocated to achieving the objectives of the Civil Society Establishment;
 4. the rules for administration of the Civil Society Establishment, including the procedures for appointment of the chairman and members of its Board of Trustees, and for appointment of its director; and
 5. the conditions for the voluntary dissolution, and rules for liquidation, of the Civil Society Establishment.
- b. A Civil Society Establishment may be established pursuant to an official instrument or a registered will, either of which will be deemed as the Charter of the Civil Society Establishment. The Director General will issue a resolution determining the requirements and procedures for establishing Civil Society Establishments.

Boards of Trustees of Civil Society Establishments

Article (36)

- a. A Civil Society Establishment will be managed in accordance with its Charter by a Board of Trustees comprised of a chairman and not less than five (5) members. At least one of the members of the Board of Trustees must be a UAE national.
- b. The chairman of the Board of Trustees will represent the Civil Society Establishment before judicial authorities and third parties.
- c. The Board of Trustees will be governed by the same provisions stipulated herein in respect of Boards of Directors, to the extent applicable considering the status of Civil Society Establishments.

Applicability of the Provisions of this Law to Civil Society Establishments

Article (37)

Civil Society Establishments will be governed, to the extent applicable considering their status, by the provisions of this Law in respect of the licensing, registration, announcement of incorporation, and obligations of Civil Society Associations; and other related provisions.

Chapter Four

Civil Society Organisations

Obligations of Civil Society Organisations

Article (38)

A Civil Society Organisation must:

1. comply with the legislation in force in the Emirate, and the resolutions, bylaws, and instructions issued by the CDA;
2. comply with the terms of its Licence;
3. comply with the objectives specified in its Charter;
4. not conduct any activities other than those it is authorised to conduct, without first obtaining the relevant written approval of the CDA and the Concerned Entities in the Emirate;
5. not conduct any commercial activity without first obtaining the relevant written approval of the CDA and the Concerned Entities and obtaining a licence from the relevant commercial licensing authority. The revenues generated from that commercial activity must be allocated to further the objectives of the Civil Society Organisation;
6. obtain the approval of the CDA prior to opening any bank account with any of the national banks licensed to operate in the Emirate. Withdrawal from this account must be authorised by the signatures of two (2) officials of the Civil Society Establishment appointed by the Board;

7. provide the place where it will conduct its activities. This place must meet the relevant requirements determined by the CDA and the Concerned Entities;
8. not engage in politics; instigate sectarian, racial, religious, or ethnic conflicts; or compromise the state security and system of government of the UAE;
9. deposit all cash amounts it receives in its bank account prior to expending them on its activities;
10. respond to the reports, remarks, enquiries, and correspondence of the CDA within the relevant deadlines prescribed by the CDA;
11. obtain the prior written approval of the CDA to organise or participate in conferences, seminars, meetings, lectures, or any other events within or outside of the UAE. The application for this approval must be submitted twenty-one (21) days prior to the date of the event. The CDA must issue its decision on the application within five (5) working days from the date of its submission;
12. not establish any entity in partnership with another association within or outside of the UAE;
13. not open any branches outside of the UAE, and not be a branch or affiliate of any association existing outside of the UAE;
14. obtain the written approval of the CDA prior to inviting any important personality to the Emirate or hosting him therein;
15. keep records of the activities conducted by the Civil Society Organisation, and incorporate the information determined by a resolution of the Director General in these records;
16. enable the employees of the CDA or its authorised representatives to peruse and audit its records, documents, and books at any time;
17. not conclude any agreements or coordinate or cooperate with organisations or entities existing outside of the UAE;
18. not affiliate itself with, participate in, or join any association or establishment existing outside of the UAE, without first obtaining the written approval of the CDA; and

19. not use its facilities for other than the objectives for which it is established, and not use these facilities as sleeping places or accommodation for any persons other than its security staff.

Donations

Article (39)

No Civil Society Organisation may raise Donations, allow the raising of Donations, or announce the same through print, audio, or visual means of communication and media, including social media, without first obtaining the relevant written approval of the CDA and the Concerned Entity.

Civil Society Organisation Data and Information

Article (40)

A Civil Society Organisation must provide the CDA with the data and information it requires in respect of the Civil Society Organisation's regulatory affairs, and its local and international activities, particularly:

1. its annual work plans and programmes, including its social programmes;
2. names of the entities and organisations it cooperates with inside and outside of the Emirate;
3. the external events in which it wishes to participate;
4. print, audio, and visual material produced, published, or distributed by the Civil Society Organisation. In any event, the prior written approval of the CDA must be obtained before producing or distributing such material;
5. bank statements detailing all its financial transactions. These must be provided within the deadlines prescribed by the CDA;
6. the information, records, books, and documents required by the CDA;

7. a copy of its annual balance sheet and final accounts, approved by an audit firm recognised by the CDA, accompanied by supporting documents and a detailed audit report. These must be submitted no later than four (4) months from the end of the Financial Year;
8. a copy of the budget of the Civil Society Organisation for the upcoming year. This must be provided within fifteen (15) days from the date of its approval; and
9. copies of its minutes of meetings and a summary annual report on its work and activities.

Administration of Civil Society Organisations

Article (41)

The CDA will take all the actions required for verifying the proper administration of Civil Society Organisations. For this purpose, it may require any data or information it deems necessary, particularly:

1. the names, personal and professional information, passport copies, and résumés of the persons working for Civil Society Organisations, whether on a full-time or part-time basis or as volunteers;
2. the organisational structures of Civil Society Organisations, and the functions and duties of their administrative units;
3. the internal bylaws, instructions, and operational guidelines of Civil Society Organisations; and
4. statistics on the activities, services, and beneficiaries of Civil Society Organisations.

Chapter Five
Audit and Supervision

Financial Audit

Article (42)

Civil Society Organisations will be financially audited by the CDA to verify sources of income, channels of expenditure, and proper allocation of financial and in-kind resources to implement their objectives and projects in line with their Charters in order to achieve their goals.

Supervision of Civil Society Organisations' Programmes

Article (43)

The CDA will supervise the programmes and projects of Civil Society Organisations to verify that they are in line with the objectives determined in their Charters. The CDA may organise training courses and provide technical advice and any support to any Civil Society Organisation to enable it to achieve its objectives and improve its services.

Audit and Inspection

Article (44)

- a. CDA employees will have the power to conduct audit and inspection of Civil Society Organisations. For this purpose, they will have the authority to:
 1. access Civil Society Organisations and all their facilities for audit and violation recording purposes, and peruse the records and documents kept by them; and
 2. access any documents in the possession of Civil Society Organisations.
- b. A person who commits any of the following acts will be subject to legal prosecution:
 1. preventing CDA employees from performing their duties under this Law and the resolutions issued in pursuance hereof;

2. refraining from providing any information that may influence the investigations conducted by the CDA;
3. refraining from, or delaying in, responding to the CDA's remarks or correspondence without a valid reason;
4. refraining from implementing any of the measures required by the CDA;
5. failure to report any incident or case that must be referred to the CDA for investigation pursuant to the provisions of this Law; or
6. committing any other act that may obstruct the work of CDA employees.

Violation Recording Procedures

Article (45)

The Director General or his authorised representative may take one or more of the following actions against any Civil Society Organisation that violates this Law or the resolutions issued in pursuance hereof:

1. require the violating entity to conduct an initial investigation into the committed violation and provide the CDA with the investigation report;
2. form a committee from among CDA employees to investigate the committed violation;
3. suspend the employee responsible for the violation from work until the investigation is completed;
4. seize the documents, records, and any other items used in committing the violation;
5. require the Board to impose a disciplinary penalty on the violating employee in accordance with the bylaws in force at the Civil Society Organisation. The Board must impose the penalty within fifteen (15) days from the date on which the CDA requires imposition of the same and refers the relevant documents to the Board, and must notify the CDA of the disciplinary penalty imposed;

6. if any crime punishable by law is discovered, refer the investigation documents to the Public Prosecution; and/ or
7. close the investigation, if no violation is proven.

Violations and Administrative Penalties

Article (46)

- a. Without prejudice to any stricter penalty stipulated in any other legislation, any person who violates the provisions of this Law and the resolutions issued in pursuance hereof will be punished by the following penalties:
 1. warning;
 2. a fine of not less than five hundred Dirhams (AED 500.00) and not more than one hundred thousand Dirhams (AED 100,000.00). Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of the fine will be doubled. A fine must not exceed two hundred thousand Dirhams (AED 200,000.00);
 3. suspension of the activities of the violating Civil Society Organisation for a period not exceeding three (3) months;
 4. dissolution of the Board; and
 5. closure, revocation of the Licence, and dissolution, of the violating Civil Society Organisation.
- b. The penalties prescribed in paragraph (a) of this Article may be imposed in any order. The CDA will have the authority to impose on the violating Civil Society Organisation the penalty commensurate with the extent and gravity of the committed violation.
- c. In addition to the penalties prescribed in paragraph (a) of this Article, the CDA may order a violating Civil Society Organisation to remedy the violation within the period prescribed by the CDA, failing which the CDA may remedy the violation and hold the violating Civil Establishment liable to pay the relevant costs incurred.

Involuntary Dissolution, Liquidation, and Strike off

Article (47)

- a. The Director General may issue a reasoned resolution to involuntarily dissolve a Civil Society Organisation in any of the following cases:
1. if it is established that the Civil Society Organisation has committed any act that conflicts with public order or morality;
 2. where the Civil Society Organisation is convicted by a final court judgement for committing acts against the public interest;
 3. where the number of members of the Civil Society Association falls below the minimum number prescribed in paragraph (1) of Article (8) of this Law;
 4. if it is established that the Civil Society Organisation's activities fail to achieve the objectives for which it is established, or if it becomes unable to achieve these objectives;
 5. if the Civil Society Organisation disposes of its property in a manner other than as prescribed;
 6. if the Civil Society Organisation becomes unable to fulfil its financial obligations;
 7. if the Civil Society Organisation refuses to be inspected; obstructs the work of CDA inspectors; or provides incorrect or false information;
 8. if the Civil Society Organisation commits a gross breach of its Charter, of this Law, or of the legislation in force in the Emirate;
 9. where the General Assembly of the Civil Society Association fails to convene for two (2) consecutive years; and
 10. where the Civil Society Organisation fails to comply with the provisions of this Law pursuant to Article (54) hereof.
- b. The resolution dissolving a Civil Society Organisation must determine the time frame for dissolution. Where required, the Director General may extend this time frame.

- c. The CDA will appoint one or more liquidators in return for remuneration to be paid from the funds of the Civil Society Organisation.
- d. A dissolved Civil Society Association will retain its legal personality to the extent required for completing its liquidation procedures.
- e. The Director General will issue a resolution to strike the Civil Society Organisation off the register of Civil Society Organisations upon completion of the liquidation procedures. This resolution will be published in the Official Gazette of the Government of Dubai, and in two widely-circulated daily newspapers.

Law Enforcement

Article (48)

- a. CDA employees nominated pursuant to a resolution of the Director General will have the capacity of Law Enforcement Officers to record the acts committed in breach of the provisions of this Law and the resolutions issued in pursuance hereof. For this purpose, they may access Civil Society Organisations and their facilities, issue the necessary violation reports, and, where necessary, seek the assistance of police personnel.
- b. Where the violation committed by a Civil Society Organisation constitutes a crime punishable by law, the CDA will refer the violation to the competent judicial entity.

Voluntary Dissolution

Article (49)

Subject to the provisions of Article (47) of this Law, a Civil Society Organisation may be voluntarily dissolved as stipulated in its Charter, provided that the CDA is notified thirty (30) days prior to the date scheduled for dissolution.

Technical Audit

Article (50)

Without prejudice to the role of the CDA to audit and supervise Civil Society Organisations, the Concerned Entities may audit the activities of these organisations in accordance with the applicable legislation.

Chapter Six

General Provisions

Disposition of the Property of Dissolved Civil Society Organisations

Article (51)

The persons in charge of the affairs of a Civil Society Organisation which has been voluntarily or involuntarily dissolved may not dispose of its property and records. The Director General will issue a resolution determining the method of disposing of the Civil Society Organisation's property and records, and the entity to which its rights and obligations are transferred. This resolution must enable any founder of a Civil Society Establishment to recover his movable and immovable property, upon settling all its liabilities to others, and deducting the Donations and grants received by the Civil Society Establishment.

Remuneration of Members of Boards of Directors

Article (52)

Subject to a resolution of the General Assembly and the prior written approval of the CDA, members of Boards of Directors may be paid remuneration or any other financial consideration for performing their duties.

Governance of Boards

Article (53)

The CDA will issue a regulation for governance of Boards, and will circulate it to Civil Society Organisations to comply with it.

Compliance

Article (54)

Civil Society Organisations existing in the Emirate by the effective date of this Law must comply with its provisions, and amend their Charters accordingly, within one (1) year from the date on which this Law comes into force, failing which the procedures and measures required for dissolution and liquidation of violating Civil Society Organisations under this Law will apply. Where required, the Director General may extend this grace period once for the same period.

Seeking Assistance from Government Entities

Article (55)

For the purpose of performing its functions under this Law, the CDA may seek assistance from Government Entities in the Emirate. Upon request, such entities must provide the CDA with support and assistance.

Grievances

Article (56)

- a. Any affected party may submit a written grievance to the Director General against any decision, procedure, or measure taken against him under this Law within thirty (30) days of being notified of the contested decision, procedure, or measure, or upon the expiry of the period stipulated in paragraph (c) of Article (11) hereof.
- b. The grievance referred to in paragraph (a) of this Article will be determined, within thirty (30) days from the date of its submission, by a committee formed by the Director General for this purpose, and the decision on the grievance will be final. This does not prejudice the right to appeal this decision before the competent court.

Fees

Article (57)

In return for issuing Licences and providing services under this Law and the resolutions issued in pursuance hereof, the CDA will charge the fees prescribed by a resolution of the Chairman of the Executive Council.

Payment of Fees and Fines

Article (58)

Fees and fines collected pursuant to this Law and the resolutions issued in pursuance hereof will be paid to the Public Treasury of the Government of Dubai.

Issuing Implementing Resolutions

Article (59)

The Director General will issue the resolutions required for the implementation of this Law. These resolutions will be published in the Official Gazette of the Government of Dubai.

Repeals

Article (60)

The above-mentioned Law No. (96) of 1995 and its amendments are hereby repealed. Any provision in any other legislation will also be repealed to the extent that it contradicts the provisions of this Law.

Publication and Commencement

Article (61)

This Law will be published in the Official Gazette and will come into force on the day on which it is published.

Mohammed bin Rashid Al Maktoum

Ruler of Dubai

Issued in Dubai on 15 June 2017

Corresponding to 20 Ramadan 1438 A.H.

Law No. (5) of 2018
Regulating
Volunteer Work in the Emirate of Dubai¹

We, Mohammed bin Rashid Al Maktoum, Ruler of Dubai,

After perusal of:

Federal Law No. (5) of 1985 Issuing the Civil Code of the United Arab Emirates and its amendments;

Federal Law No. (3) of 1987 Issuing the Penal Code of the United Arab Emirates and its amendments;

Federal Law No. (2) of 2008 Concerning Public-benefit Civil Society Associations and Establishments;

Law No. (8) of 2015 Concerning the Community Development Authority in Dubai;

Law No. (12) of 2017 Regulating Civil Society Organisations in the Emirate of Dubai;

Decree No. (9) of 2015 Regulating the Raising of Donations in the Emirate of Dubai;

Executive Council Resolution No. (20) of 2011 Regulating Social Work Professions in the Emirate of Dubai; and

Executive Council Resolution No. (9) of 2015 Regulating the Work of Social Service Providers in the Emirate of Dubai,

Do hereby issue this Law.

Title of the Law
Article (1)

This Law will be cited as "Law No. (5) of 2018 Regulating Volunteer Work in the Emirate of Dubai".

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Definitions

Article (2)

The following words and expressions, wherever mentioned in this Law, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Government Entity:	Any of the Government departments, public agencies or corporations, councils, authorities, or any similar public entity affiliated to the Government of Dubai, including the authorities supervising Special Development Zones and free zones, including the Dubai International Financial Centre.
Volunteer:	Any person who, willingly and under no duress or coercion, dedicates himself to performing Volunteer Work without pay.
Volunteer Work:	Any work that is aimed at achieving public benefit and carried out in accordance with the governing framework of a Volunteering Agreement under which a Volunteer contributes, by his own choice and outside of his family circle, his time, effort, or skills with no intent to derive any material gain for himself.
Volunteering Agreement:	A written agreement governing the relationship between a Volunteer and a Volunteer Work Organising Entity.
Volunteer Work Organising Entity:	Any Government Entity or private entity, including Civil Society Organisation licensed to operate in the Emirate.
Civil Society Organisation:	A Civil Society Association or a Civil Society Establishment established pursuant to the legislation in force in the Emirate.
Specialised Volunteer Work:	The Volunteer Work whose performance requires the Volunteer to have specific qualifications or experience, or to meet specific requirements that exceed those necessary for undertaking non-specialised Volunteer Work.

Corporate Volunteer Work: Volunteer Work carried out in the Emirate by Government Entities or private entities, including Volunteer Work carried out by Civil Society Organisations through their members.

Volunteer Work Team: A group of individuals who form together a team to perform Volunteer Work in areas of common interest in accordance with the provisions of this Law and the resolutions issued in pursuance hereof.

Scope of Application Article (3)

The provisions of this Law will apply to all natural and legal persons who engage in any work or activities relating to Volunteer Work in the Emirate.

Objectives of the Law Article (4)

This Law will have the following objectives:

1. to regulate Volunteer Work in the Emirate and set the rules that ensure the motivation and protection of Volunteers and the groups benefiting from Volunteer Work;
2. to promote social responsibility among community members, and instil the volunteering culture in them;
3. to encourage initiatives and positive engagement in various activities that benefit the community; and
4. to utilise the leisure time of natural persons and unlock their human potential for serving the local community through Volunteer Work.

Functions of the CDA Article (5)

For the purpose of achieving the objectives of this Law, the CDA will have the duties and powers to:

1. develop, and supervise the implementation of, the plans and general policies for regulating Volunteer Work in the Emirate;

2. encourage Government Entities, private entities, and Civil Society Organisations to launch initiatives that involve Volunteer Work in the Emirate;
3. prepare awareness programmes on the importance of Volunteer Work to promote the culture of volunteering and solidarity among all segments of the community;
4. promote participation in Volunteer Work through coordination with various Volunteer Work Organising Entities in the Emirate;
5. approve, in coordination with Volunteer Work Organising Entities, the Volunteering Agreement template;
6. create a database for registering Volunteers in the Emirate and recording their details; and issue identification cards for them;
7. issue certificates to Volunteers, upon their request, stating the type and number of hours of Volunteer Work in which they have participated;
8. assist Volunteer Work Organising Entities in recruiting Volunteers and provide such entities, based on the nature of their activities, with the details of such Volunteers;
9. represent the Emirate at regional and international forums on Volunteer Work;
10. cooperate and coordinate with federal and local government entities, private entities, and Civil Society Organisations, on all matters related to performance of Volunteer Work;
11. recognise Volunteers, Volunteer Work Organising Entities, and entities engaged in Corporate Volunteer Work;
12. examine and decide on the complaints received from Volunteers, Volunteer Work Organising Entities, and Volunteer Work beneficiaries; and
13. exercise any other duties or powers that are required for the achievement of the objectives of this Law.

Performing Volunteer Work Article (6)

Volunteer Work Organising Entities and Volunteer Work Teams may not perform, or allow others to perform through them, any Volunteer Work without first obtaining the relevant permit from the CDA. The terms, requirements, and procedures for issuing such a permit will be determined pursuant to a relevant resolution issued by the Director General.

Specialised Volunteer Work
Article (7)

- a. Specialised Volunteer Work will be organised through the programmes adopted by the Volunteer Work Organising Entity in coordination with the CDA.
- b. To participate in Specialised Volunteer Work, a Volunteer must:
 - 1. satisfy all the conditions required for practising the profession that is relevant to the Specialised Volunteer Work, including obtaining the required licences or permits from the competent entities; and
 - 2. meet the technical requirements and standards prescribed by the Volunteer Work Organising Entity.
- c. The CDA will issue the permits required for Volunteers to perform Specialised Volunteer Work upon satisfying the conditions prescribed by this Law and the resolutions issued in pursuance hereof, and upon obtaining the approval of the Volunteer Work Organising Entity.

Corporate Volunteer Work
Article (8)

- a. Volunteer Work is part of the corporate social responsibility of Government Entities and private entities in the Emirate towards the local community.
- b. Specific times within the official working hours of Employees of Government Entities and private entities in the Emirate may be allocated to performing various types of Volunteer Work by these employees as representatives of their respective entities, without prejudice to their employment rights.
- c. Government Entities and private entities in the Emirate must coordinate with the Volunteer Work Organising Entities prior to nominating any of their employees to perform Corporate Volunteer Work. Government Entities and private entities will bear the responsibility and be liable for any consequences arising from the Volunteer Work performed by their employees.
- d. The number of hours contributed by an employee, as a representative of his entity, to Corporate Volunteer Work will be counted towards his Volunteer Work hours approved by the CDA, and he will be subject to the same provisions stipulated in this Law in respect of Volunteer Work permits, and the procedures for registering volunteers and their rights and duties.

Volunteer Work Teams Article (9)

- a. Volunteers may form teams to participate in Volunteer Work in the Emirate as a group, provided that these teams are registered in the database maintained by the CDA.
- b. The forms and types of Volunteer Work Teams, and the requirements and rules that they must meet, will be determined pursuant to a relevant resolution issued by the Director General.
- c. The CDA will issue the permits required for Volunteer Work Teams to participate in Volunteer Work upon satisfying the conditions stipulated in this Law and the resolutions issued in pursuance hereof.
- d. Members of Volunteer Work Teams will be subject to the same provisions stipulated in this Law and the resolutions issued in pursuance hereof in respect of Volunteer registration procedures, and other stipulations.
- e. Without prejudice to the exemption from liability conditions and rules stipulated in Article (17) hereof, all Volunteers on the Volunteer Work Team will bear the responsibility and be liable for the consequences arising from the Volunteer Work they perform.

Donations Article (10)

No Volunteer or Volunteer Work Team may raise, or allow the raising of, Donations, or advertise the same through any means whatsoever, without first notifying the CDA and obtaining the approval of the concerned entity in this regard.

Obligations of the Volunteer Work Organising Entities Article (11)

For purposes of implementing this Law, a Volunteer Work Organising Entity must:

1. determine, and provide the CDA with, the Volunteer Work standards and rules adopted by it;
2. determine Volunteers' categories and the type of activities each category can perform, ensuring that the Volunteer Work suits the qualifications, and intellectual and physical abilities, of Volunteers;

3. train Volunteers on the work assigned to them and enable them to demonstrate and refine their talents in a manner that ensures that their capabilities are properly benefited from;
4. register the names and personal details of Volunteers, the type of Volunteer Work assigned to them, and the number of hours they volunteered onto the relevant database maintained by the CDA;
5. provide Volunteers with the equipment, supplies, and information required for the performance of the Volunteer Work assigned to them;
6. provide Volunteers with insurance coverage against injury, infection, and third party civil liability in respect of the Volunteer Work determined by the CDA;
7. bear all expenses and costs incurred in respect of Volunteer Work, including treatment expenses and costs required to remedy any harm sustained by the Volunteer in the course of performing Volunteer Work, provided that the harm results from a fault committed by the Volunteer Work Organising Entity;
8. ensure the safety of Volunteers and Volunteer Work beneficiaries from any damage that they may sustain as a result of Volunteer Work by developing, in coordination with competent entities, the prevention and safety procedures system;
9. not engage any Volunteers in Volunteer Work unless they are registered with the CDA for performing this type of work;
10. not assign Volunteers to perform Volunteer Work that exceed four hundred and twenty (420) hours for the Volunteer Work Organising Entity per year;
11. supervise Volunteers and verify that they have properly performed the Volunteer Work; and
12. grant Volunteers certificates of appreciation and recognition in case of optimum performance of Volunteer Work.

Volunteering Agreement **Article (12)**

A Volunteer Work Organising Entity will engage Volunteers pursuant to the Volunteering Agreement prepared by the CDA for this purpose. This agreement must provide for all matters regulating the relationship between Volunteers and the Volunteer Work Organising Entity, particularly:

1. the subject of Volunteer Work, and the methods of, and number of hours required for, its performance;

2. the term and renewal conditions of the Volunteering Agreement. In any event, the term of a Volunteering Agreement may not exceed the period required for completion of the Volunteer Work;
3. reimbursement of the financial costs incurred by the Volunteer in the course of performing Volunteer Work, depending on the nature of this work;
4. the nature of risks associated with the Volunteer Work, and the means of Volunteer protection, such as insurance against injuries and infections, where required;
5. the obligations that a Volunteer must observe in performing Volunteer Work;
6. the measures that may be taken against the Volunteer in case he breaches any of his obligations under the Volunteering Agreement, this Law, and the resolutions issued in pursuance hereof; and
7. any other information determined by the Volunteer Work Organising Entity and as necessary for regulating the relationship between the Volunteer Work Organising Entity and the Volunteer.

Expiry of Volunteering Agreement Article (13)

A Volunteering Agreement expires in any of the following cases:

1. upon completion of the Volunteer Work, or expiry of the term of the Volunteering Agreement;
2. where one party to the Volunteering Agreement notifies the other party of their intention to terminate the Volunteering Agreement prior to its expiry, provided that this notification is in writing and is sent within a reasonable period prior to the expiry of the term specified in the Volunteering Agreement;
3. where either party to the Volunteering Agreement breaches his obligations thereunder;
4. where the Volunteer dies or suffers an illness that prevents him from performing the Volunteer Work; or
5. where a custodial sentence is imposed on the Volunteer pursuant to a definitive court judgment.

Requirements for Volunteers

Article (14)

A Volunteer must meet the following requirements:

1. not be under the age of eighteen (18). A person under this age may perform Volunteer Work with the consent of his guardian, custodian, or any other person of similar status;
2. be of good character and repute and not have been convicted of any felony or other crime affecting honour and trustworthiness, unless he has been rehabilitated;
3. be medically fit for Volunteer Work;
4. be registered with the CDA as a Volunteer; and
5. satisfy any other conditions determined by the relevant resolution issued by the Director General.

Volunteer Rights

Article (15)

A Volunteer enjoys the following rights and privileges:

1. be assigned Volunteer Work that is commensurate with his qualifications and mental and physical abilities, and held free from any harm whatsoever;
2. be informed of the nature of the Volunteer Work he will perform;
3. be informed of the internal regulations adopted by the Volunteer Work Organising Entity in respect of Volunteer Work;
4. be treated with respect and appreciation by all employees of the Volunteer Work Organising Entity, and be treated equally to other Volunteers and without discrimination;
5. be provided with a suitable environment that ensures that the Volunteer performs the Volunteer Work assigned to him in the best manner possible;
6. be awarded appreciation and recognition certificates from the Volunteer Work Organising Entity upon the completion of the Volunteer Work in which she participated;
7. not be assigned to perform the regular work and activities of the Volunteer Work Organising Entity or those related to its organisational functions; and

8. be granted any other rights stipulated in the Volunteering Agreement.

Volunteers' Duties **Article (16)**

A Volunteer must:

1. abide by his Volunteering Agreement with the Volunteer Work Organising Entity;
2. complete the Volunteer Work on time with sincerity, proficiency, and excellence;
3. respect the customs and traditions of the local community and avoid any act that may violate the rules of proper conduct;
4. observe the principles, objectives, and rules of Volunteer Work adopted by the Volunteer Work Organising Entity;
5. respect other Volunteers and employees of the Volunteer Work Organising Entity and work with them as a team;
6. not disclose the secrets and personal information to which he has access in the course of performing Volunteer Work;
7. observe the limits and objectives of Volunteer Work, and refrain from interfering with the work policies and strategic plans and programmes of the Volunteer Work Organising Entity; and
8. keep the tools, equipment, and devices entrusted to him safe; undertake to return them upon termination or expiry of the Volunteering Agreement; and inform the Volunteer Work Organising Entity in case of damage or loss of any of these tools, equipment, or devices.

Exemption from Liability **Article (17)**

A Volunteer will be equally exempt from civil and penal liability as the employees of the Volunteer Work Organising Entity, provided that he meets all rules and requirements for exemption from liability, in particular:

1. to be registered with the CDA;
2. to have a valid Volunteering Agreement with the Volunteer Work Organising Entity;

3. to have received adequate training, and not to perform Volunteer Work beyond the scope of his training;
4. to have performed Volunteer Work in good faith and with the aim of performing the Volunteer Work identified in the Volunteering Agreement, and not to derive any personal reward or gain; and
5. not to have committed any act of negligence or fault.

Volunteer Work Organising Entity's Liability Article (18)

A Volunteer Work Organising Entity will be liable towards third parties for the outcomes of the Volunteer Work performed by the Volunteer.

Volunteer Affairs Committee Article (19)

A committee named the "Volunteer Affairs Committee" will be formed at CDA pursuant to a resolution of the Director General. The Committee will have jurisdiction to examine and decide on any complaints or disputes related to the performance of Volunteering Agreements. The resolution forming this committee will determine the terms of reference of the committee, and the procedures for holding its meetings and for making decisions.

Compliance Article (20)

All Volunteer Work Organising Entities, Volunteer Work Teams, and individuals and entities performing Volunteer Work in the Emirate by the effective date of this Law, must comply with the provisions hereof within six (6) months from its effective date.

Issuing Implementing Resolutions Article (21)

The Director General will issue the resolutions required for the implementation of this Law, and these resolutions will be published in the Official Gazette of the Government of Dubai.

Publication and Commencement
Article (22)

This Law will be published in the Official Gazette and will come into force on the day on which it is published.

Mohammed bin Rashid Al Maktoum
Ruler of Dubai

Issued in Dubai on 11 April 2018
Corresponding to 25 Rajab 1439 A.H.

Administrative Resolution No. (5) of 2019
Issuing the Implementing Bylaw of Law No. (5) of 2018
Regulating Volunteer Work in the Emirate of Dubai¹

The Director General of the Community Development Authority in Dubai,

After perusal of:

Law No. (8) of 2015 Concerning the Community Development Authority in Dubai; and

Law No. (5) of 2018 Regulating Volunteer Work in the Emirate of Dubai,

Does hereby issue this Resolution.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
CDA:	The Community Development Authority in Dubai.
Law:	Law No. (5) of 2018 Regulating Volunteer Work in the Emirate of Dubai.
Volunteer Work:	Any work that is aimed at achieving public benefit and carried out in accordance with the governing framework of a Volunteering Agreement under which a Volunteer contributes, by his own choice and outside of his family

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

	circle, his time, effort, or skills with no intent to derive any material gain for himself.
Specialised Volunteer Work:	The Volunteer Work whose performance requires the Volunteer to have specific qualifications or experience, or to meet specific requirements, that exceed those necessary for undertaking non-specialised Volunteer Work.
Volunteer:	Any person who, willingly and under no duress or coercion, dedicates himself to performing Volunteer Work without pay.
Volunteer Work Team:	A group of individuals who form together a team to perform Volunteer Work in areas of common interest in accordance with the provisions of the Law and the resolutions issued in pursuance thereof.
Volunteer Work Organising Entity:	Any Government Entity or private entity, including Civil Society Organisations licensed to operate in the Emirate.
Permit:	A document issued by the CDA whereby a Volunteer Work Organising Entity or Volunteer Work Team is authorised to perform Volunteer Work in the Emirate.
Approval:	An approval issued by the CDA to a Volunteer to participate in Volunteer Work authorised in the Emirate.
Volunteering Platform:	The electronic platform for Volunteer Work created at the CDA pursuant to this Resolution.

Creation of the Volunteering Platform Article (2)

Pursuant to this Resolution, an electronic database named the “Volunteering Platform” will be created at the CDA in the form of a smart application or a website. The platform will be used for registration of the following:

1. details of Volunteers;
2. details of Volunteer Work Teams;

3. details of Volunteer Work Organising Entities;
4. Volunteer Work authorised in the Emirate;
5. type of Volunteer Work performed by each Volunteer;
6. number of Volunteer Work hours done by each Volunteer; and
7. any other volunteering-related information determined by the CDA.

Registration on the Volunteering Platform Article (3)

a. Volunteers

An application for registration of a Volunteer on the Volunteering Platform will be submitted on the form prescribed for this purpose and will contain the following information:

1. name, nationality, gender, and birthdate of the Volunteer;
2. Emirates ID card number of the Volunteer;
3. name of the Volunteer's employer or educational institution; and
4. contact details of the Volunteer.

b. Volunteer Work Teams

An application for registration of a Volunteer Work Team on the Volunteering Platform will be submitted on the form prescribed for this purpose and will contain the following information:

1. names, nationalities, genders, and birthdates of the leader and members of the Volunteer Work Team;
2. Emirates ID card numbers of the leader and members of the Volunteer Work Team;
3. contact details of the leader and members of the Volunteer Work Team;
4. legal form and type of the Volunteer Work Team; and
5. objectives and common interests of the Volunteer Work Team.

c. **Volunteer Work Organising Entities**

An application for registration of a Volunteer Work Organising Entity on the Volunteering Platform will be submitted on the form prescribed for this purpose and will contain the following information:

1. name of the Volunteer Work Organising Entity;
2. address and contact details of the Volunteer Work Organising Entity;
3. legal form of the Volunteer Work Organising Entity, and whether it is a public or private entity; and
4. name and contact details of the general coordinator who represents the Volunteer Work Organising Entity.

Requirements for Issuing Permits

Article (4)

The issuance of a Permit will be subject to the following requirements:

1. The applicant must be registered on the Volunteering Platform.
2. The scope of the Volunteer Work must be limited to the Emirate.
3. The Volunteer Work that a Volunteer Work Organising Entity wishes to perform must be authorised in the Emirate.
4. The applicant must undertake not to engage any Volunteers who are not registered on the Volunteering Platform to perform the Volunteer Work.
5. In case of performing Specialised Volunteer Work, Volunteers must meet the conditions prescribed by the Volunteer Work Organising Entity for performing that work.

Procedures for Issuing Permits

Article (5)

When issuing a Permit, the following procedures will be followed:

1. An application for the Permit will be submitted to the CDA through the Volunteering Platform on the form prescribed for this purpose. The application will contain the required information, including the type of Volunteer Work to be performed.
2. The CDA will consider the application for the Permit and verify that it meets all the conditions and requirements stipulated in the Law and in this Resolution. For this purpose, the CDA may conduct field visits and request any information it deems necessary to enable it to determine the application.
3. The CDA will issue its decision on the application, which meets all relevant conditions, within five (5) working days from the date of its submission. The CDA may, based on valid reasons, extend this time frame once for the same period. An application will be deemed rejected where the CDA does not issue its decision within the time frame stated in this sub-paragraph.
4. Where an application for a Permit is rejected, the CDA will notify the applicant of the reasons for rejection. An applicant whose application is rejected may submit to the CDA another application provided that the reasons for rejection cease to exist.
5. Where the application for the Permit is approved, the CDA will issue the Permit. The Permit will state the type of Volunteer Work that the Volunteer Work Organising Entity or the Volunteer Work Team is authorised to perform and the period required for completing such work. The CDA may, upon the request of the Permit holder, extend the period required for performing the Volunteer Work for the same period, provided that the request for extension is submitted at least five (5) working days prior to expiry of the period stated in the Permit, whether it is an original or extended period.

Requirements for Issuing Approvals

Article (6)

The issuance of an Approval will be subject to the following requirements:

1. The Volunteer must be registered on the Volunteering Platform.
2. The Volunteer must meet all the relevant requirements prescribed in the Law and in this Resolution.
3. The scope of Volunteer Work must be limited to the Emirate.
4. In case of performing Specialised Volunteer Work, Volunteers must meet the conditions prescribed by the competent entities for performing that work.

5. In case of performing Volunteer Work for a Volunteer Work Organising Entity, Volunteers must obtain the approval of that entity.

Requirements for Forming Volunteer Work Teams

Article (7)

Forming a Volunteer Work Team will be subject to the following requirements:

1. The approval of the CDA on forming the Volunteer Work Team must be obtained by completing the form prescribed for this purpose in the Volunteering Platform.
2. A leader for the Volunteer Work Team must be appointed. The leader will register the team on the Volunteering Platform.
3. A name must be assigned to the Volunteer Work Team and approved by the CDA.
4. The Volunteer Work Team leader and members must be registered as Volunteers on the Volunteering Platform.
5. The number of Volunteer Work Team members, including the team leader, must not be less than five (5).

Categories of Volunteer Work Teams

Article (8)

- a. Volunteer Work Teams will be categorised based on the type of their Volunteer Work as follows:
 1. ceremony and event organising teams;
 2. people of determination and most vulnerable groups support teams;
 3. environment protection and preservation teams;
 4. emergency and disaster response teams; and
 5. any other categories of teams approved by the CDA.
- b. The provisions governing the issuance of Permits will apply to the categories of Volunteer Work Teams stipulated in paragraph (a) of this Article. The provisions governing the

registration of Volunteers and any other provisions related to Volunteers will apply to Volunteer Work Team leaders and members.

Obligations of Volunteer Work Teams

Article (9)

A Volunteer Work Team must:

1. not perform any Volunteer Work in the Emirate without first obtaining the relevant Permit;
2. not create a social media account or publish, by any means, an announcement concerning the team and its work without first obtaining the relevant approval of the CDA;
3. ensure that all Volunteers who work with the team but are not members thereof are registered on the Volunteering Platform;
4. notify the CDA of any variation to the details of the team leader or members for the purpose of updating these details on the Volunteering Platform;
5. not add any new member to the team before registering him on the Volunteering Platform;
6. notify the CDA in case of replacing the team leader, in which case a new leader must be appointed and registered on the Volunteering Platform; and
7. in case of replacing the team leader, not perform any Volunteer Work before the appointment of the new team leader.

Participation in other Volunteer Work Teams

Article (10)

- a. A Volunteer Work Team leader or member may serve as a team leader or member in more than one (1) Volunteer Work Team.
- b. A Volunteer Work Team leader or member may personally participate in any Volunteer Work organised by any other Volunteer Work Team or by any Volunteer Work Organising Entity in the Emirate.

Dissolution of Volunteer Work Teams Article (11)

The CDA may dissolve a Volunteer Work Team in any of the following cases:

1. multiple complaints filed against the Volunteer Work Team or against its leader;
2. insoluble disputes among Volunteer Work Team members;
3. failure by the Volunteer Work Team to comply with its obligations under this Resolution; or
4. any other relevant cases determined by the CDA.

Additional Requirements for Volunteers Article (12)

- a. In addition to the requirements stipulated in Article (14) of the Law, a Volunteer must be a UAE national or resident holding a valid Emirates ID card.
- b. The requirements referred to in paragraph (a) of this Article will not apply to:
 1. nationals of the Gulf Cooperation Council countries; and
 2. any person authorised by the CDA Director General to participate in Volunteer Work in the Emirate.

Publication and Commencement Article (13)

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Ahmed Abdul Karim Julfar
Director General
Community Development Authority in Dubai

Issued in Dubai on 28 January 2019
Corresponding to 22 Jumada al-Ula 1440 A.H.

CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Department:	The Social Sector Regulatory and Licensing Department of the CDA.
Committee:	The Committee for Licensing Professionals in the Social Work Sector.
Social Work Profession:	A profession which attends to the welfare of individuals and groups, studying their conditions, rehabilitating them, and providing them with therapy, with a view to improving their living conditions through the provision of appropriate humanitarian conditions. This includes Social Counsellors, Social Workers, Social Therapists, and Special Education Teachers.
Social Counsellor:	A person who practises the profession which involves applying the principles of social counselling to find the methods, procedures, and solutions required to help individuals enhance their personal, social, and educational effectiveness; their professional development; and their adaptation.
Social Worker:	A person who practises the profession which involves identifying social problems of individuals, and their causes and effects on these individuals, and providing individuals with appropriate solutions to enhance their personal, social, and economic competencies.
Social Therapist:	A person who practises the profession which involves treating psychological, emotional, and behavioural disorders of individuals through providing them with non-medical treatment for these disorders.
Special Education Teacher:	A person who practises the profession which involves providing education to individuals with special needs through specialised educational programmes and plans, with a view to socially and academically rehabilitating and empowering them.
Professional:	A person licensed to practise a Social Work Profession.

Scope of Application Article (2)

The provisions of this Resolution will apply to all persons practising Social Work Professions in the Emirate, including in free zones and Special Development Zones.

Chapter Two
Licensing Social Work Professions

Prohibition of Unlicensed Practice
Article (3)

No person may practise, in the Emirate, any of the Social Work Professions regulated by this Resolution without first obtaining a licence from the CDA in accordance with the procedures and conditions stipulated herein.

Committee
Article (4)

- a. A committee named the “Committee for Licensing Professionals in the Social Work Sector” will be formed at the Department. The Committee will be comprised of a chairman and four (4) specialised and experienced members.
- b. The Director General will issue a resolution appointing Committee members and determining the procedures for holding its meetings and passing its resolutions.

Duties of the Committee
Article (5)

The Committee will have the duties and powers to:

1. issue and renew licences of persons practising Social Work Professions;
2. consider complaints filed against Professionals, investigate any violations they commit, and impose the penalties stipulated in this Resolution against violators; and
3. perform any other duties assigned to it by the Director General.

Licensing Requirements
Article (6)

To be licensed to practise a Social Work Profession, a person must:

1. hold a bachelor’s degree or an equivalent degree from an educational institution recognised in the UAE in a major that is relevant to the Social Work Profession to be practised;
2. have work experience for a period of no less than one (1) year in the profession to be practised;
3. have full legal capacity;

4. be of good character and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated;
5. be residing in the UAE; and
6. meet any other requirements prescribed by the CDA.

Licensing Fresh Graduates

Article (7)

Fresh graduates, who do not meet the experience requirement stipulated in sub-paragraph (2) of Article (6) of this Resolution, may be licensed to practise Social Work Professions subject to the following conditions:

1. the graduate must be supervised by a Professional for a period of no less than one (1) year;
2. the supervising Professional must have work experience for a period of no less three (3) years in the Social Work Profession he is licensed to practise; and
3. the profession of the supervising Professional must be relevant to the profession of the person he supervises.

Submission of Licence Applications

Article (8)

- a. Applications for licences to practise Social Work Professions must be submitted to the Department on the form prescribed for this purpose, together with the required documents. The Director General will determine, by a resolution he issues for this purpose, the documents that must be attached to licence applications.
- b. The Department will maintain a register for recording licence applications. An applicant will be given notice of his application submission date. The Director General will determine the form of this register and the data and information that must be entered therein.

Licensing Procedures

Article (9)

- a. The Department will consider licence applications and will send, at the applicant's expense, verification forms to the following entities to verify the authenticity of academic and work experience certificates:
 1. the educational institution from which the applicant has received his academic qualification;
 2. the licensing entity by which the applicant has been licensed in his home jurisdiction; and

3. the entity that has issued the work experience certificate to the applicant.
- b. A licence application will be considered complete once the Department receives the verification forms from the entities referred to in the previous paragraph, provided that these forms conform to the specific standards determined by the Department.
- c. The Department will submit its recommendations on any licence application to the Committee within fourteen (14) days from the date of receiving back the verification forms. The Department may, during this period, request obtaining the approval of any concerned entity, submitting any documents, or fulfilling any other requirements it deems necessary to complete the licensing process.
- d. The Committee will determine a licence application within fourteen (14) days from the date of submission of the same to it. The application will be deemed rejected if no decision is issued within this period.

Granting Licences

Article (10)

A licence to practise a Social Work Profession will be granted upon meeting all the requirements stipulated in this Resolution. A licence will be valid for a period of two (2) years, renewable for the same period.

Continuing Professional Education

Article (11)

Upon being issued a licence for the first time, a Professional must attend, within two (2) years from the issue date of the licence, at least forty (40) hours of continuing professional education programmes in the profession he is licensed to practise. The Committee may exempt a Professional from this requirement if the Committee is satisfied that he has sufficient qualifications and experience.

Renewal of Licences

Article (12)

- a. A Professional must submit his licence renewal application at least one (1) month prior to its expiry on the form prescribed for this purpose, together with the required documents. The Director General will, pursuant to a resolution he issues for this purpose, determine the documents that must be attached to the licence renewal application.
- b. For the purpose of renewing a licence, a Professional must meet the continuing professional education requirement stipulated in Article (11) of this Resolution.

- c. The Committee will determine a licence renewal application within fourteen (14) days from the date of submission of the same to it. The application will be deemed rejected if no decision is issued within this period.
- d. A licence will be renewed upon meeting all the licensing requirements stipulated in this Resolution.

Chapter Three Audit and Inspection

Compliance with Resolutions and Instructions

Article (13)

A Professional must comply with the provisions of this Resolution and the instructions issued in pursuance hereof, and with the terms of his licence; and must not violate the same or conduct any other activity without first obtaining the relevant approval of the Department.

Duties of the Department

Article (14)

The Department will have the duties to:

1. oversee and supervise persons practising Social Work Professions; and
2. supervise the preparation, implementation, and follow-up of the training, educational, and qualification programmes and courses for Professionals.

Duties of Professionals

Article (15)

A Professional must:

1. perform the duties of his Profession with precision and integrity;
2. comply, in the course of performing his duties, with the recognised academic and practical principles and standards of his specialisation in particular, and with recognised professional standards in general; and use the latest techniques where possible;
3. perform his duties with due diligence, awareness, and insight;
4. not exploit the needs of clients to gain illegal benefits for himself or for others. The term "Illegal Benefit" means any monetary or in-kind benefit that would not have been gained without exploiting the need of a client for therapy. This does not include the pay that a Professional receives for his services;

5. not discriminate against clients or colleague Professionals on the basis of religion, race, social values, gender, or nationality;
6. comply with the professional rules, regulations, and procedures adopted by the establishment in which he works, and those recognised internationally;
7. create a record for each client in which his social condition, and his and his family social history, are maintained for reference, to ensure appropriate social intervention;
8. cooperate with other concerned professionals, including physicians involved in providing therapy to clients; and provide, upon request, all information he has on clients and the social intervention method adopted by the Professional;
9. inform each client of his case and the seriousness of his condition, or inform his relatives of the same in either of the following cases:
 - a. where the client is of defective legal capacity or is legally incapacitated; or
 - b. where the physical or psychological condition of the client makes it impossible to inform him personally, and it is impossible, for any reason whatsoever, to obtain his consent to inform his relatives of his condition;
10. consult, where necessary, with specialised Professionals;
11. not refrain from intervention in emergencies;
12. not use unauthorised or illegal methods of intervention;
13. not disclose any confidential information he may have access to by reason of or in the course of practising his Profession. However, this prohibition may not apply in any of the following cases:
 - a. where the information is disclosed upon the request of the client, unless that client is of defective legal capacity or is legally incapacitated;
 - b. where this information is disclosed to prevent or report a crime. In this case, the information may be disclosed only to the competent authority; or
 - c. where a Professional is appointed as an expert by a judicial or investigation authority in the UAE or where he is summoned as a witness in any investigation or lawsuit;
14. refrain from performing any medical procedure; and
15. where necessary, refer the client for medical treatment.

Providing the Department with Data and Information
Article (16)

A Professional must provide the Department with any data or information it requires or which is relevant to his activities. These information and data include but are not limited to:

1. his annual work plans and programmes, comprising his social programmes;
2. a list of the entities and organisations he cooperates with within and outside of the Emirate;
3. the external events in which he has participated or wishes to participate; and
4. the audio, visual, and print advertisements and material produced, published, or distributed by him. In all events, the prior written approval of the Department must be obtained before producing, publishing, or distributing such advertisements and material.

Violations and Penalties
Article (17)

- a. Without prejudice to any stricter penalty prescribed by any other legislation, a person who commits any of the violations stipulated in the Schedule attached to this Resolution will be punished by the penalty indicated opposite that violation. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of fine will be doubled. A doubled fine must not exceed twenty thousand Dirhams (AED 20,000.00).
- b. In addition to the penalty of a fine referred to in paragraph (a) of this Article, one or more of the following measures may be taken against a violator:
 1. suspension from practice of the Profession for up to three (3) months; and/or
 2. revocation of the licence.

Referring Violations to Competent Entities
Article (18)

Where a Professional commits an act that constitutes a crime punishable under applicable legislation, the Director General must refer that Professional to the competent entity.

Law Enforcement Officers
Article (19)

Employees of the Department nominated by the Director General will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution and the resolutions issued in pursuance hereof. They may access establishments in which Social

Work Professions are practised; review their records and entries; and issue the necessary violation reports.

Chapter Four Final Provisions

Grievances

Article (20)

- a. An applicant for a licence may submit a grievance to the Director General against the decision of the Committee rejecting his application within fifteen (15) days from being notified of that decision or from the date of expiry of the period stipulated in paragraph (d) of Article (9) hereof.
- b. A Professional may submit a grievance against the decision of the Committee rejecting the renewal of licence or imposing any of the penalties stipulated herein against that Professional, within fifteen (15) days of being notified of that decision.
- c. The grievances referred to in paragraphs (a) and (b) of this Article must be determined within fifteen (15) days of their submission.
- d. The decision issued by the Director General on the grievance will be final.

Seeking Assistance from Government Entities

Article (21)

For the purpose of performing its duties under this Resolution, the Department may seek assistance from local Government entities in the Emirate, including police personnel.

Compliance

Article (22)

- a. All persons practising Social Work Professions by the effective date of this Resolution must comply with the provisions of this Resolution within one (1) year from the date on which it comes into force, failing which the Department may take legal actions against violating Professionals.
- b. Notwithstanding the provisions of paragraph (1) of Article (6) of this Resolution, the Director General will form a committee to consider cases of practice of Social Work Professions by persons who do not hold the required academic qualifications, to take the necessary actions regarding the licensing of these persons.

**Issuing Implementing Bylaws
Article (23)**

The Director General will issue the bylaws and resolutions required for the implementation of the provisions of this Resolution.

**Publication and Commencement
Article (24)**

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai
Chairman of the Executive Council

Issued in Dubai on 9 June 2011
Corresponding to 7 Rajab 1432 A.H.

**Schedule
Violations and Fines**

SN	Violation	Fine (in Dirhams)
1	Practising a Social Work Profession without a licence	5,000.00
2	Violating any of the provisions of Article (15) of this Resolution	5,000.00
3	Failure to comply with any of the resolutions and instructions issued by the CDA	1,000.00
4	Publishing any audio, print, or visual advertisements without first obtaining the approval of the CDA	1,000.00

Administrative Resolution No. (39) of 2011
Issuing the Implementing Bylaw of Executive Council Resolution No. (20) of 2011
Regulating Social Work Professions in the Emirate of Dubai¹

The Director General of the Community Development Authority in Dubai,

After perusal of:

Law No. (12) of 2008 Establishing the Community Development Authority in Dubai and its amendments; and

Executive Council Resolution No. (20) of 2011 Regulating Social Work Professions in the Emirate of Dubai,

Does hereby issue this Resolution.

Article (1)

Pursuant to this Resolution, the attached Bylaw Concerning the Licensing of Social Work Professions in the Emirate of Dubai, inclusive of the rules and procedures stipulated therein, is approved.

Article (2)

Professionals licensed to practise Social Work Professions in the Emirate of Dubai by the effective date of the above-mentioned Executive Council Resolution No. (20) of 2011 must comply with its provisions and with those of the attached Bylaw within a period not exceeding one (1) year from that effective date.

Article (3)

Any provision in any other bylaw will be repealed to the extent that it contradicts the provisions of the attached Bylaw.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Article (4)

This Resolution comes into force on the day on which it is issued, and will be published in the Official Gazette.

Khalid Al Kamda

Director General

Issued in Dubai on 21 November 2011

Corresponding to 25 Thu al-Hijjah 1433 A.H.

**Bylaw Concerning the
Licensing of Social Work Professions in the Emirate of Dubai**

**Title of the Bylaw
Article (1)**

This Bylaw will be cited as “Bylaw Concerning the Licensing of Social Work Professions in the Emirate of Dubai”.

**Definitions
Article (2)**

The following words and expressions, wherever mentioned in this Bylaw, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE:	The United Arab Emirates.
Emirate:	The Emirate of Dubai.
CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Department:	The Social Sector Regulatory and Licensing Department of the CDA.
Social Work Profession:	A profession which attends to the welfare of individuals and groups, studying their conditions, rehabilitating them, and providing them with therapy, with a view to improving their living conditions through the provision of appropriate humanitarian conditions. This includes Social Counsellors, Social Workers, Social Therapists, and Special Education Teachers.
Resolution:	Executive Council Resolution No. (20) of 2011 Regulating Social Work Professions in the Emirate of Dubai.
Registration:	The entry of a Professional on the Roll maintained by the CDA.
Professional:	A natural person licensed by the CDA to practise a Social Work Profession in the Emirate.

Roll:	The paper-based or electronic register maintained by the CDA in accordance with the provisions of this Bylaw for registering Professionals.
Committee:	The Committee for Licensing Professionals in the Social Work Sector.

Scope of Application

Article (3)

The provisions of this Bylaw will apply to all persons practising Social Work Professions in the Emirate, including free zones and Special Development Zones.

Duties and Powers of the CDA

Article (4)

For the purposes of implementing this Bylaw, the CDA will have the duties and powers to:

1. establish the conditions, rules, and criteria that must be met, and the procedures that must be followed, for licensing Professionals in the Emirate;
2. determine new licence, licence renewal, and licence reinstatement applications of Professionals, in accordance with the conditions and requirements approved in this respect;
3. maintain the Roll for registering Professionals according to the categories, conditions, and requirements approved in this respect;
4. issue identification cards to Professionals registered with the CDA on the Roll, and issue Registration certificates;
5. determine licensing applications of fresh graduates, and register them on the Roll in the category of trainee Professionals;
6. establish the rules for suspending Professionals from practising Social Work Professions and for revoking their licences, in accordance with the conditions stipulated in the legislation regulating Social Work Professions, including the Resolution, this Bylaw, and any other bylaws or instructions issued by the CDA;

7. prepare application forms for new licences, renewal of licences, and variation of licence details of Professionals;
8. receive, investigate, and take the appropriate action concerning complaints filed against practitioners of Social Work Professions;
9. impose the penalties prescribed in the Resolution on violators of its provisions and the provisions of the bylaws and instructions issued by the CDA;
10. prepare and implement the programmes required for qualifying and training Professionals; and
11. perform any other duties related to the licensing of Professionals, which fall within the functions of the CDA.

The Roll
Article (5)

- a. A Roll for registering the following categories will be created at the CDA:
 1. Professionals who actually practise Social Work Professions in the Emirate, namely Social Counsellors, Social Workers, Social Therapists, and Special Education Teachers; and
 2. trainee Professionals who are newly graduated UAE nationals.
- b. The Director General will determine the form of the Roll and the data and information that must be entered in it.

Practice of Social Work Professions

Article (6)

- a. No person may practise a Social Work Profession in the Emirate or hold himself out, in any manner or way whatsoever, to be a Professional unless that person is licensed by the CDA and registered on the Roll; holds a valid licence; and practises through a social work establishment licensed by the CDA.
- b. A licence will be valid for a period of two (2) years, renewable for the same period. The licence holder must submit a renewal application at least one (1) month prior to the date of expiry of his licence.
- c. Where a Professional fails, without a reason acceptable to the Committee, to renew his licence within the period prescribed in paragraph (b) of this Article, the penalties stipulated in the Resolution will be imposed on him.

General Licensing Requirements Article (7)

For a person to be licensed to practise a Social Work Profession and be registered on the Roll, he must:

1. have full legal capacity;
2. be of good character and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness unless he has been pardoned or rehabilitated;
3. for non-UAE nationals, be a resident of the UAE;
4. have work experience of no less than one (1) year in the Social Work Profession to be practised;
5. successfully pass the theoretical and practical tests or training courses accredited by the CDA in this respect;
6. work through a social work establishment licensed by the CDA;
7. practise the Social Work Profession on a full-time basis; and
8. meet any other conditions prescribed by the CDA.

Particular Licensing Requirements Article (8)

In addition to the technical requirements approved by the CDA, a person wishing to practise any of the following Social Work Professions must meet the relevant requirements as follows:

- a. A Social Counsellor must hold a bachelor's degree in social counselling if he is a UAE national, or a master's degree in social counselling if he is a non-UAE national.
- b. A Social Worker must hold a bachelor's degree in social work.
- c. Social Therapists:
 1. A behavioural therapist must hold a bachelor's degree in behavioural sciences if he is a UAE national, or a master's degree in behavioural sciences if he is a non-UAE national.
 2. A psychological and emotional disorder therapist must hold a master's degree in psychology.

- d. A Special Education Teacher must hold a bachelor's degree in special education if he is a UAE national, or a master's degree in special education if he is a non-UAE national.

New Licence Application Mandatory Attachments

Article (9)

An application for a licence to practise a Social Work Profession will be submitted to the Department on the relevant form approved by the Department, together with the following documents:

1. for UAE nationals, copies of valid passport and family book (*Khulasat Qaid*); and for non-UAE nationals, copies of valid passport and valid residence permit;
2. the résumé of the applicant;
3. copies of academic and work experience certificates attested by the competent entities, together with a certificate issued by an entity recognised by the CDA confirming the authenticity of such academic qualifications and work experience;
4. a certificate of good conduct issued by the competent entities in the Emirate; and
5. any other documents required by the CDA.

Licence Renewal Requirements

Article (10)

For a licence of a Professional to be renewed, the Professional must:

1. be actually working for a social work establishment licensed by the CDA;
2. for non-UAE nationals, have a valid UAE work permit and be sponsored by the social work establishment through which he practises the Social Work Profession;
3. provide the CDA with a report that contains a summary of the work and activities he conducted during the previous licensing period;
4. practise the Social Work Profession on a full-time basis; and
5. meet any other requirements prescribed by the CDA.

Licence Renewal Application Mandatory Attachments
Article (11)

An application for renewal of the licence to practise a Social Work Profession will be submitted to the Department on the relevant form approved by the Department, together with the following documents:

1. for UAE nationals, copies of valid passport and family book (*Khulasat Qaid*); and for non-UAE nationals, copies of a valid passport and valid residence permit;
2. a letter issued by the social work establishment through which the applicant practises his Social Work Profession certifying that the applicant is still employed by that establishment;
3. a certificate of good conduct issued by the competent entities in the UAE;
4. evidence of completion of at least forty (40) hours of continuing professional education in the Social Work Profession which he is licensed to practise;
5. where the applicant receives a new academic qualification, a certificate issued by an entity recognised by the CDA confirming the authenticity of that qualification; and
6. any other documents required by the CDA.

Rejection of New Licence or Licence Renewal Applications of
Non-UAE National Professionals
Article (12)

Notwithstanding the provisions of Articles (7) and (8) of this Bylaw, the CDA may, in accordance with the exigencies of public interest and for the purpose of Emiratisation of Social Work Professions in the Emirate, reject new licence or licence renewal applications of non-UAE national Professionals to practise Social Work Professions in the Emirate.

New Licence and Licence Renewal Procedures
Article (13)

When issuing or renewing the licence of a Professional, the following procedures will apply:

- a. A new licence or licence renewal application will be submitted to the Department on the form prescribed for this purpose, together with the required documents.
- b. The Department will record the new licence or licence renewal application on a register, and the applicant will be given notice of his application submission date.

- c. The Department will consider the new licence application or licence renewal application and verify that it meets the relevant conditions and requirements and that it is accompanied by all required documents.
- d. The Department will submit to the Committee its recommendations on the new licence or licence renewal application within fourteen (14) days from the date on which all required documents are provided.
- e. The Committee will issue its decision on the new licence or licence renewal application within fourteen (14) days from the date of submission of the same to it. The application will be deemed rejected if no decision is issued by the Committee within this period.
- f. Once the Professional is granted a licence to practise a Profession, the Department will register him on the Roll.

Taking the Social Work Profession Oath

Article (14)

- a. A Professional may not practise a Social Work Profession in the Emirate unless he takes the following oath before the Director General or his authorised representative:

“I swear by Allah the Almighty to perform my duties in full compliance with the legislation in force in the Emirate, and to observe the code of conduct and ethics of the Social Work Profession.”

- b. An oath-taking report will be drafted, of which a copy will be deposited in the file of the Professional maintained by the Department.

Identification Card

Article (15)

- a. The Department will grant each Professional an identification card confirming that its bearer is licensed to practise a Social Work Profession in the Emirate.
- b. The identification card is an official document which a Professional must protect from damage and loss, and use only for its intended purposes. In particular, the Professional must:
 - 1. not permit others to use his identification card;
 - 2. when requested, produce the card to the individuals and public and private entities dealing with him;
 - 3. notify the Department if the card is lost or damaged;

4. not make any variation, erasure, or deletion of, or addition to, the information included in the card; and
5. surrender the identification card to the Department where the Professional is struck off the Roll or is suspended from practising the Social Work Profession, or where any of the details of the identification card is modified by the Department.

Reinstatement of Licences

Article (16)

- a. Upon a written request submitted by a Professional whose licence has been revoked, the Committee may reinstate his licence after the lapse of three (3) years where the licence is revoked pursuant to a court judgement or disciplinary decision, or after the lapse of one (1) year where the licence is revoked as a result of failure to renew it. The Committee may reinstate the licence where it is satisfied that the Professional has remedied his situation and redressed the violations he committed. The Committee may also exempt any Professional from compliance with the periods stipulated in this paragraph.
- b. The requirements stipulated in Articles (7) and (8) of this Bylaw will apply to reinstatement of licences of Professionals.

Obligations of Professionals

Article (17)

A Professional must comply with all legislation regulating Social Work Professions, including the Resolution, and the bylaws and instructions issued by the CDA, failing which he will be subject to the appropriate disciplinary action and prescribed penalties.

Khalid Al Kamda

Director General

Executive Council Resolution No. (9) of 2015
Regulating the
Work of Social Service Providers in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (9) of 2004 Concerning the Dubai International Financial Centre and its amendments;

Law No. (15) of 2007 Establishing the Dubai Foundation for Women and Children and its amendments;

Law No. (12) of 2008 Establishing the Community Development Authority in Dubai and its amendments;

Law No. (14) of 2009 Concerning the Pricing of Government Services in the Emirate of Dubai and its amendments;

Law No. (35) of 2009 Concerning Management of the Public Funds of the Government of Dubai and its amendments;

Law No. (9) of 2011 Concerning the Dubai Healthcare City;

Law No. (1) of 2012 Concerning the International Humanitarian City;

Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai;

Executive Council Resolution No. (20) of 2011 Regulating Social Work Professions in the Emirate of Dubai and its Implementing Bylaw; and

The legislation establishing and regulating free zones in the Emirate of Dubai,

Do hereby issue this Resolution.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text will prevail.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE:	The United Arab Emirates.
Emirate:	The Emirate of Dubai.
CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Social Services:	All the services which contribute to social development in general and to the care for, protection, empowerment, and inclusion of the Most Vulnerable Segments in particular. These services include raising awareness; counselling; providing shelter for non-health-related purposes; day care; home care; social habilitation; protection from abuse, negligence, and exploitation; and offering financial benefits, whether monetary or in-kind.
Beneficiary:	Any person who is provided with Social Services including, but not limited to, the elderly, persons with disabilities, young or old persons negatively affected by family problems or disputes, children temporarily or permanently deprived of family care, delinquency-prone and homelessness-prone juveniles, juvenile delinquents, homeless juveniles, drug abusers and drug addicts, prisoners, low-income persons, and foundlings.
Establishment:	Any for-profit or non-profit entity authorised by the CDA to provide Social Services in the Emirate in accordance with its charter and the type of licence issued to it by the Licensing Authority.
Authorisation:	The document issued by the CDA authorising an Establishment to provide Social Services in the Emirate following the fulfilment of the conditions and requirements set by the CDA in this respect.
Professional:	A natural person authorised to practise a Social Work Profession pursuant to the above-mentioned Executive Council Resolution No. (20) of 2011.
Owner:	The owner of an Establishment.

Manager: A natural person in charge of managing an Establishment.

Licensing Authority: The legally competent entity in the Emirate in charge of issuing licences to Establishments depending on whether they are for-profit or non-profit Establishments.

Scope of Application

Article (2)

- a. This Resolution will apply to Social Service providers in the Emirate including Special Development Zones and free zones, such as the Dubai International Financial Centre.
- b. Notwithstanding the provisions of paragraph (a) of this Article, Social Service providers licensed within the International Humanitarian City and the Dubai Healthcare City, and those who work with the Dubai Foundation for Women and Children and with any other entity established pursuant to a legislation, will be exempted from compliance with the provisions of this Resolution.

Functions of the CDA

Article (3)

The CDA is the competent entity in charge of regulating the Social Services in the Emirate. For this purpose, the CDA will have the duties and powers to:

1. specify the Social Services that an Establishment is authorised to provide in the Emirate;
2. set the technical conditions and rules that must be met by an Establishment in accordance with the relevant internationally recognised standards and with the legislation in force in the Emirate;
3. determine applications submitted by entities wishing to provide Social Services in the Emirate in accordance with the conditions and rules adopted by the CDA in this regard;
4. supervise Establishments and ensure their compliance with the provisions of this Resolution and the resolutions issued in pursuance hereof, and with the conditions and rules adopted by the CDA in this regard;
5. receive and investigate complaints filed against Establishments; and take the necessary action against those violating the provisions of this Resolution and the resolutions issued in pursuance hereof;
6. create a database of Establishments in the Emirate;
7. organise training activities in the area of providing Social Services; and

8. perform any other duties required for the implementation of the provisions of this Resolution.

Providing Social Services

Article (4)

- a. No individual or entity may provide Social Services of any nature whatsoever in the Emirate unless they do so through an Establishment authorised by the CDA to provide Social Services.
- b. No Establishment may provide any service that is not covered by its Authorisation without first obtaining the written consent of the CDA.
- c. No Establishment may open any branch in the Emirate without first obtaining the written consent of the CDA.

Authorisation Procedures

Article (5)

Entities wishing to provide Social Services in the Emirate will be granted Authorisations as follows:

1. an applicant entity will submit its application to the Licensing Authority in accordance with legislation in force and procedures adopted by the Licensing Authority in this regard;
2. the Licensing Authority will refer the application to the CDA to consider its technical aspects and verify that it meets the conditions and requirements stipulated in this Resolution and the resolutions issued in pursuance hereof;
3. if an application meets the adopted standards, requirements, and conditions, the CDA will issue an initial approval to provide Social Services and will send the same to the Licensing Authority to complete licence issuance procedures;
4. an applicant entity must meet all operational requirements set by the CDA no later than six (6) months from the date of issuing its licence;
5. after meeting all operational requirements and prior to providing its services, an applicant entity must refer to the CDA within the period referred to in paragraph (4) of this Article;
6. the CDA will conduct an on-site inspection and audit of applicant entity. Based on the results of such inspection and audit, the CDA may take any of the following actions:
 - a. if an applicant entity meets all operational requirements, an Authorisation will be issued to the applicant entity;
 - b. if an applicant entity does not meet or fails to fulfil the operational requirements, the Director General or his authorised representative may grant the applicant entity a

grace period of no more than six (6) months to meet and fulfil these requirements. However, if an applicant entity fails to meet or fulfil the operational requirements, the initial approval granted to this entity under paragraph (3) of this Article will be cancelled and no Authorisation will be issued to the applicant entity. The Licensing Authority will be notified of the action taken by the CDA in this regard; and

7. an applicant entity may not conduct its activity without first meeting all the operational requirements adopted by the CDA and obtaining the Authorisation.

Term of Authorisation

Article (6)

An Authorisation will be valid for a term of one (1) year, renewable for the same period. The application for renewal must be submitted at least thirty (30) days prior to the date of its expiry. The Authorisation will be renewed in accordance with the procedures and conditions prescribed by a resolution of the Director General.

Obligations of Establishments

Article (7)

An Establishment must:

1. refrain from providing any Social Services that are not covered by its Authorisation;
2. obtain third party liability insurance for their Professionals from an insurance company operating in the Emirate;
3. create paper or electronic records that contain all details of the Beneficiaries, maintain these records for at least ten (10) years, and provide the CDA with these records upon request;
4. maintain records that contain all details of their Professionals and provide the CDA with these records upon request;
5. provide the CDA with a statement of the property received through donations and as grants , their sources, and the channels of distribution of the same;
6. comply with the code of conduct adopted by the CDA;
7. keep all information of Beneficiaries confidential and not disclose this information to any entity without first obtaining the consent of the CDA;
8. notify the CDA of its intention to cease providing Social Services at least thirty (30) days prior to the scheduled date of such cessation;
9. not employ any Professional who is not licensed by the CDA or the competent local or federal government entities to provide Social Services;

10. abide by the requirements of public health and safety, and the environment in all their buildings and facilities;
11. comply with legislation in force in the Emirate including the instructions and resolutions issued by the CDA and the Licensing Authority;
12. refrain from performing any act that may compromise the security of the UAE, disrupt social peace, or disturb public order or morals;
13. where possible, adopt recognised scientific methods and latest technologies to provide Social Services;
14. not refrain from providing Social Services in emergencies as determined by the CDA;
15. not use unauthorised or illegal methods to provide Social Services;
16. allow competent employees of the CDA to access the Establishment, and the data and records required to perform their duties;
17. notify the CDA of any partnerships or agreements concluded by the Establishment with local, regional, or international centres and organisations;
18. provide the CDA, upon request, with any data or information related to their activities within or outside of the Emirate, in particular:
 - a. their annual plans, including social programmes;
 - b. the entities and organisations they cooperate with inside and outside of the Emirate;
 - c. events they wish to participate in or attend outside of the Emirate;
 - d. audio, visual, and print advertisements and materials produced, published, or distributed by the Establishment. In all events, the prior written consent of the CDA must be obtained before producing, publishing, or distributing such advertisements and materials; and
 - e. quarterly reports on the cases dealt with by the Establishment in accordance with the requirements of the CDA.

Temporary Permit for Specialists

Article (8)

- a. An Establishment may recruit any person specialised in the field of providing Social Services for a specific period under a temporary permit to be issued by the CDA for this purpose.
- b. The term of the permit referred to in paragraph (a) of this Article will be three (3) months. The CDA may, for valid reasons, extend such permit on a monthly basis. The total term of this permit must not, in any event, exceed six (6) months.

Requirements for Owners
Article (9)

- a. An Owner must:
 - 1. not be less than twenty-one (21) years of age;
 - 2. have full legal capacity;
 - 3. be of good character and repute and not have been convicted of any felony or crime affecting honour or trustworthiness, unless he has been rehabilitated;
 - 4. be capable of fulfilling his Establishment's obligations;
 - 5. if not a UAE national, have a legal and valid residence visa in the UAE; and
 - 6. meet any other requirements determined under the relevant resolutions of the CDA.
- b. The requirements to be met by an Owner who is a legal person will be determined by a relevant resolution issued by the Director General.

Obligations of Owners
Article (10)

An Owner must:

- 1. not to modify or change the legal form of his Establishment, or modify or change the details of its licence or dispose thereof in any legal manner without first obtaining the written consent of the CDA and the Licensing Authority;
- 2. not assign the performance of all or any of his obligations prescribed under this Resolution to third parties without first obtaining the written consent of the CDA; and
- 3. perform any other obligations determined by the relevant resolutions of the CDA.

Requirements for Managers
Article (11)

- a. Each Establishment must have a Manager approved by the CDA. This Manager will be responsible for performing the Establishment's obligations under this Resolution and the Authorisation issued by the CDA.
- b. A Manager must:
 - 1. not be less than twenty-five (25) years of age;
 - 2. have full legal capacity;
 - 3. be of good character and repute and not have been convicted of any felony or crime affecting honour or trustworthiness, unless he has been rehabilitated;

4. if not a UAE national, have a legal and valid residence visa in the UAE; and
5. meet any other requirements determined under the relevant resolutions of the CDA.

Absence of a Manager
Article (12)

- a. If a Manager quits the employment, or fails to report to work for any reason whatsoever for more than two (2) weeks, the Owner must appoint a person to act as Manager, and must notify the CDA and the Licensing Authority of the name of the acting or new Manager, as the case may be, no later than two (2) weeks from the appointment date, failing which, the CDA may close down the Establishment until the appointment of a new Manager.
- b. If no new or acting Manager is appointed to the Establishment as set out in paragraph (a) of this Article for more than one (1) month from the date of closure of the Establishment, the Director General or his authorised representative may revoke the Authorisation and notify the Licensing Authority of such revocation to take the appropriate action in this regard.

Fees
Article (13)

In return for issuing Authorisations and approvals under this Resolution, the CDA will charge the fees prescribed in Schedule (1) attached hereto.

Violations and Penalties
Article (14)

- a. Without prejudice to any stricter penalty stipulated in any other resolution, any person who commits any of the violations mentioned in Schedule (2) attached to this Resolution will be punished by the fine indicated opposite that violation. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of the fine will be doubled. A fine must not exceed forty thousand Dirhams (AED 40,000.00).
- b. In addition to the penalty of a fine referred to in paragraph (a) of this Article, the CDA may take one or more of the following measures against the violator:
 1. warning;
 2. in coordination with the Licensing Authority, suspending the activity for a period not exceeding six (6) months; and/or
 3. revoking the Authorisation and notifying the Licensing Authority of this action.

Law Enforcement

Article (15)

- a. Employees of the CDA nominated by a resolution of the Director General will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution and the resolutions issued in pursuance hereof. For this purpose, they may access Establishments or any of their facilities; review all records, documents, and entries; issue the necessary violation reports; and, where necessary, seek the assistance of police personnel.
- b. In performing their duties pursuant to paragraph (a) of this Article, law enforcement officers must coordinate with free zone authorities and Special Development Zones authorities when inspecting any Establishment within these zones.

Grievance

Article (16)

Any affected party may submit a written grievance to the Director General against the decisions and measures taken against him under this Resolution, within thirty (30) days from the date of issuing the contested decision or measure. The grievance will be determined, within thirty (30) days from the date of its submission, by a committee formed by the Director General for this purpose, and the decision issued on the grievance will be final.

Seeking Assistance from Government Entities

Article (17)

For the purpose of performing its duties and exercising its powers under this Resolution, the CDA may seek assistance from the local Government entities in the Emirate. Upon request, such entities must provide the CDA with support and assistance.

Compliance

Article (18)

Any person who provides Social Services in the Emirate by the effective date of this Resolution must comply with the provisions hereof within six (6) months from that effective date.

Payment of Fees and Fines

Article (19)

The fees and fines collected pursuant to this Resolution will be paid to the Public Treasury of the Government of Dubai.

**Liability of the CDA
Article (20)**

The CDA will not be liable to third parties for any damage they may sustain as a result of being provided with Social Services by an Establishment.

**Issuing Implementing Resolutions
Article (21)**

The Director General will issue the resolutions required for the implementation of this Resolution.

**Repeals
Article (22)**

Any provision in any other resolution will be repealed to the extent that it contradicts the provisions of this Resolution.

**Publication and Commencement
Article (23)**

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai
Chairman of the Executive Council

Issued in Dubai on 14 April 2015
Corresponding to 25 Jumada al-Thaniyah 1436 A.H.

Schedule (1)
Fees Imposed on Social Service Providers

SN	Description	Fee (in Dirhams)	
		Non-profit Establishment	For-profit Establishment
1	Issuing an initial approval	500.00	1,500.00
2	Issuing/ renewing an Authorisation	3,000.00	13,500.00
3	Variation of the details of an Authorisation	200.00	500.00
4	Issuing an approval to open a branch of an Establishment	500.00	1,500.00
5	Issuing/ renewing a temporary permit for engaging a specialist	250.00	500.00
6	Request for the approval of promotional or advertising material for the services rendered by an Establishment	100.00	200.00

Schedule (2)
Violations and Fines

SN	Description of Violation	Fine (in Dirhams)
1	Providing Social Services without an Authorisation	20,000.00
2	Providing Social Services that are not covered by the Authorisation	20,000.00
3	Opening a branch of an Establishment without first obtaining the approval of the CDA	15,000.00
4	Delay by an Establishment to renew its Authorisation without prior consent or valid reason	AED 3,000.00 per month of delay, up to six (6) months. A part of a month will be rounded up to a full month.
5	Failure to create paper or electronic records that contain all details of the Beneficiaries	10,000.00
6	Failure to maintain paper or electronic records that contain all details of the Beneficiaries for at least ten (10) years from the date of providing Social Services	5,000.00
7	Failure by an Establishment to maintain records that contain all details of its Professionals	5,000.00
8	Failure to comply with the code of conduct adopted by the CDA	10,000.00
9	Failure to notify the CDA, within the prescribed time frame, of the intention to cease providing Social Services	10,000.00
10	Employing a Professional who is not licensed by the CDA or the competent entities in the UAE to provide Social Services	15,000.00
11	Failure to comply with the legislation in force in the Emirate concerning the provision of Social Services	10,000.00
12	Refraining from providing Social Services in emergencies	20,000.00

13	Using unauthorised or illegal methods to provide Social Services	20,000.00
14	Failure to provide competent employees of the CDA access to the Establishment, and to its data and records which are required to perform their duties, or obstructing their work in any manner whatsoever	10,000.00
15	Refraining from providing the CDA, upon request, with any data or information related to the activities of the Establishment	10,000.00
16	Modifying or changing the legal form of an Establishment, or modifying or varying the details of the licence or dispose thereof in any legal manner without first obtaining the consent of the CDA	10,000.00
17	Assignment by an Owner of all or any of his obligations under this Resolution to third parties without first obtaining the consent of the CDA	5,000.00
18	Failure by an Owner to notify the CDA that the Manager quit the Establishment, or failed to report to work for more than two (2) weeks	10,000.00
19	Failure by an Owner to notify the CDA of the appointment of a new Manager within the prescribed time frame	10,000.00
20	Recruiting any person specialised in the field of providing Social Services without obtaining a temporary permit from the CDA	10,000.00
21	Using the premises of the Establishment for other than the permitted purposes	20,000.00
22	Relocation of the Establishment without first obtaining the consent of the CDA	10,000.00
23	Inclusion of incorrect information or data that is not consistent with the Authorisation in the signboards or documents of the Establishment	10,000.00
24	Promoting and advertising Social Services provided by the Establishment without first obtaining the consent of the CDA	10,000.00

25	Displaying in the Establishment material, photographs, or advertisements which conflict with public order and morality	20,000.00
26	Failure to comply with the resolutions and instructions issued by the CDA	2,000.00
27	Failure by the Establishment to provide civil liability insurance coverage to its Professionals	10,000.00
28	Disclosure of the confidential information of the Beneficiaries without first obtaining the consent of the CDA	10,000.00

Preparation and review:
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