

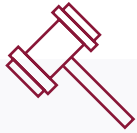


Manual of Procedures & Powers of the Grievances and Complaints Review Committee





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Legislative tools relevant to the work of the Committee

Employees subject to the provisions of the Civil Human Resources Law and its executive regulations include employees of the following entities:

- The Civil Human Resources Law promulgated by Law No. (15) of 2016 and amended by Law No. (23) of 2020.
- Executive regulations for the Civil Human Resources Law issued by Cabinet Resolution No. (32) of 2016 promulgating the Executive Regulations for the Civil Human Resources Law and its amendments.
- Cabinet Resolution in its regular meeting No. (12) of 2010, dated 07/04/2010, regarding the nature of work allowance for government entities to which the Civil Human Resources Law applies.
- Prime Minister's Resolution No. (17) of 2018 establishing the Grievances and Complaints Committee, as amended by Resolution No. (24) of 2019.
- Decision of the Minister of Administrative Development, Labor and Social Affairs No. (51) of 2017 to issue a guide to describing, classifying and arranging public jobs.



Terms of reference of the Committee

The Grievances and Complaints Committee established pursuant to Prime Minister's Resolution No. (17) of 2018 is responsible for examining and considering grievances and complaints submitted by employees subject to the provisions of the Civil Human Resources Law promulgated by Law No. (15) of 2016 and its implementing decisions. The committee's decisions to decide on grievances are binding. The concerned parties shall be notified of the decisions issued by the committee within (10) days from the date of their issuance. The committee does not accept grievances and complaints from workers in the private sector due to the jurisdiction of the Labor Dispute Resolution Committee. The committee also does not accept grievances and complaints from employees of government entities that operate under independent functional systems or internal regulations.



Employees entitled to resort to the Grievances and Complaints Review Committee:

Employees subject to the provisions of the Civil Human Resources Law, working in the following entities, are entitled to resort to the Grievances and Complaints Review Committee:

1. The General Secretariat of the Council of Ministers
2. Civil Service and Government Development Bureau
3. Ministry of Labor
4. Ministry of Social Development and Family
5. Ministry of Trade and Industry
6. Ministry of Endowments and Islamic Affairs
7. Ministry of Justice
8. Ministry of Transportation
9. Ministry of Sports and Youth
10. Ministry of Culture
11. Ministry of Finance
12. Ministry of Public Health
13. Ministry of Municipality
14. Ministry of Education and Higher Education
15. Ministry of Foreign Affairs (administrative staff)
16. Ministry of Environment and Climate Change
17. Ministry of Communications and Information Technology
18. General Authority of Civil Aviation
19. Qatar General Authority for Standardization and Standardization
20. Telecommunications Regulatory Authority
21. Charitable Activities Regulatory Authority
22. Qatar Financial Markets Authority
23. Public Works Authority
24. The General Authority for Minors' Affairs
25. General Retirement and Social Insurance Authority
26. General Authority of Customs
27. Qatar Museums Authority
28. Administrative Control and Transparency Authority
29. Qatar Media Corporation
30. National Cybersecurity Agency
31. General Foundation for the Cultural Village
32. Qatar General Electricity and Water Corporation
33. Hamad Medical Corporation (administrative staff)
34. Primary Health Care Corporation (administrative staff)
35. Supreme Committee for Delivery and Legacy
36. Supreme Judicial Council (administrative staff)
37. National Tourism Council
38. The Supreme Council for Economic Affairs and Investment
39. Central Municipal Council
40. Naufir Center (administrative staff)
41. Mada Center
42. Anti-Doping Laboratory (administrative staff)
43. Supreme Constitutional Court (administrative staff)
44. Public Prosecution (administrative staff)
45. Qatar News Agency
46. Qatar Aeronautical College
47. Qatar Fund for Development
48. General Authority for Taxes
49. Qatar University (administrative staff)
50. Community College (administrative staff)
51. Development Planning and Statistics Authority
52. Worker's Support and Insurance Fund
53. Qatar National Archive



Procedures for submitting a Grievance/Complaint:

1. The grievance/complaint is submitted at government service complexes, or through the website of the Civil Service and Government Development Bureau.
2. The grievance/complaint is submitted on the form prepared for this purpose, and after the grievant explains the subject of his grievance or complaint, he specifies his requests precisely, the reasons on which they are based, and attaches to them the documents that the grievant/complainant sees fit to submit.
3. The grievance/complaint must include the name of the grievant, job title, place of work, job grade, job number, educational or academic qualification, national address, email and mobile number.
4. A copy of the grievant's ID card and a scanned copy of the grievance submitted to the administrative body that issued the decision or its presidential authority shall be attached to the grievance/complaint.
5. After ensuring that the required documents are completed, they are accepted by the relevant employee, and the grievant is given notice of receipt of the grievance papers.



The committee does not accept the Grievance/Complaint unless it confirms the following:

- A. The grievant/complainant has exhausted the means of filing a grievance before the entity he works for, or has exhausted the deadline of (30) days from the date of submitting the grievance before his employer, and the entity has not responded to his grievance.
- B. Not filing a lawsuit regarding job entitlements related to the application of the aforementioned Human Resources Law.



Powers of the Grievances and Complaints Committee

1. Disputes related to placing an employee on a job grade that is commensurate with his qualifications and length of service:

The disputes related to the employee not being placed in the job grade appropriate to his qualifications or length of service, whether at the beginning of his appointment or after his period of service has been included.

2. Salary dispute:

This means (according to Article (19) of the law) the employee's dispute over his basic salary, whether at the beginning of his appointment, or during his job service, and this is often related to the dispute over the period that will be included in the employee's service, or his eligibility to be appointed with a salary higher than the starting basic salary prescribed for their job grade..

3. Dispute in reappointing an employee because he obtained a qualification during service:

This means (according to Article (20) of the law) the disputes related to the failure to exercise the discretionary authority of the government entity regarding the permissibility of reappointing an employee who was appointed without qualification and obtained a qualification during service, or an employee who obtained a higher qualification during service.

4. Dispute regarding the reappointment of an employee who left the service:

This means (in accordance with Article (21) of the law) the disputes related to the failure to exercise the discretionary authority of the government entity regarding the permissibility of reappointing an employee whose service has ended to the previous job that he held, or to another job similar to the requirements for filling it, with the same grade and basic salary that he held. He was paid upon the end of his service in the same government agency in which he worked or any other government agency, while the period he spent in his previous job was retained in seniority.

As well as reappointment disputes related to those who left the service and worked in a job that gained them practical experience, as long as the employee meets the conditions for filling the position.

5. Disputes related to the periodic bonus:

This means the employee's dispute regarding the periodic bonus in accordance with Article (23) of the law, or its postponement or deprivation of it in accordance with Article (24) of the law.

6. Disputes related to social allowance:

This means the employee's dispute over the value of the social allowance in accordance with Article (19) of the Executive Regulations, or in the category to which he and his wife are entitled to the allowance in accordance with the second paragraph of the same article.

7. Disputes related to housing allowance:

This means the employee's dispute over the value of the housing allowance in accordance with the provisions of Articles (20 and 21) of the Executive Regulations, or in the category to which he and his wife are entitled to the allowance in accordance with the second paragraph of the same article.

8. Disputes related to transportation allowance:

It means the employee's dispute regarding the mobility allowance in accordance with Article (22) of the Executive Regulations.

9. Disputes related to representation allowance and class of travel tickets:

It means the employee's dispute regarding the value of the representation allowance and the category of travel tickets in accordance with the provisions of Articles (23-28) of the executive regulations.

10. Disputes related to the nature of work allowance category:

It means the employee's dispute regarding the nature of work allowance and its category in accordance with Article (29) of the Executive Regulations, and the decision of the Council of Ministers regarding the nature of work allowance and the conditions for its entitlement.

11. Disputes related to the telephone allowance category:

It means the employee's dispute regarding the telephone allowance in accordance with Article (30) of the Executive Regulations.

12. Disputes related to the mobile allowance category:

It means the employee's dispute regarding the mobile allowance and its category in accordance with Article (31) of the Executive Regulations.

13. Disputes related to compensation for overtime hours:

It means the employee's dispute regarding compensation for overtime hours in accordance with the provisions of Articles (32 and 33) of the Executive Regulations.

14. Disputes related to the allowance for using a private car:

It means the employee's dispute regarding the allowance for using a private car in accordance with Article (34) of the Executive Regulations.

15. Disputes related to supervisory position compensation:

It means the Qatari employee's dispute regarding the compensation for the supervisory position and its category in accordance with Article (35) of the Executive Regulations.

16. Disputes related to furniture allowance:

It means the employee's dispute regarding the furniture allowance and its category, the dispute over its consumption, and the extent of exemption from it in accordance with the provisions of Articles (36, 37) of the executive regulations.

17. Disputes related to the Cashier's Allowance:

It means the employee's dispute regarding the cashier's allowance in accordance with Article (38) of the Executive Regulations.

18. Disputes related to Travel Tickets:

It means the non-Qatari employee's dispute over his and his family's entitlement to travel tickets or compensation for them in accordance with the provisions of Articles (39, 43) of the Executive Regulations, as amended by Cabinet Resolution No. (20) of 2020.

19. Disputes related to advances against salary guarantee:

This means the Qatari employee's dispute regarding the salary advance in accordance with the provisions of Articles (44-49) of the Executive Regulations, as amended by Cabinet Resolution No. (20) of 2020.

20. Disputes related to the evaluation of refereeing performance:

This means the employee's dispute over his performance evaluation is in accordance with Article (39) of the law, in the following cases:

1. Obtaining a leave of more than eight months.
2. Delegation on a study mission or training course for a period exceeding eight months.
3. Secondment to work outside the country for a period exceeding eight months.
4. He served as a member of the Central Municipal Council.

21. Disputes related to promotion by seniority:

This means the employee's dispute regarding promotion by seniority in accordance with the provisions of Articles (46 and 47) of the law.

22. Disputes related to delegation allowance:

This means the employee's dispute regarding delegation allowance in accordance with Article (67) of the Executive Regulations.

23. Disputes related to the secondment period being included in the employee's actual service period, and in bonuses and promotions:

This means the employee's dispute regarding the secondment period not being included in his period of service and the bonuses and promotions in accordance with Article (72) of the Executive Regulations.

24. Disputes related to arbitrary transfer:

This means the employee's dispute over his arbitrary transfer from his job without achieving the public interest, in violation of Article No. (51) of the law.

25. Disputes related to reducing working hours for employees with disabilities:

This means a dispute between an employee with a disability regarding a reduction in working hours by one hour daily, in accordance with Article (73) of the Executive Regulations.

26. Disputes related to periodic leave:

This means the employee's dispute regarding his periodic leave, in accordance with the provisions of Articles (75-80) of the Executive Regulations.

27. Disputes related to casual leaves:

This means the employee's dispute regarding casual leave, in accordance with Article (81) of the Executive Regulations.

28. Disputes related to work injury:

This means the employee's dispute regarding the existence of a work injury resulting from an accident, in accordance with Article (82) of the Executive Regulations.

29. Disputes related to the two hours of breastfeeding per day:

This means the employee's dispute regarding the two hours of breastfeeding per day, in accordance with Article (83) of the Executive Regulations.

30. Disputes related to funeral leave:

This means the employee's dispute regarding funeral leave, in accordance with Article (84) of the Executive Regulations.

31. Disputes related to unpaid leave to accompany the spouse:

This means the Qatari employee's dispute regarding leave to accompany the husband, in accordance with Article (85) of the Executive Regulations.

The committee does not consider disputes related to granting a Qatari employee leave with full salary to accompany the spouse in accordance with Article (86) of the Executive Regulations.

32. Disputes related to leave with gross salary for a Qatari female employee to accompany her sick child during treatment in a public or private hospital within the country:

This means a dispute by a Qatari female employee regarding leave with full salary to accompany her sick child during treatment in a public or private hospital within the country, in accordance with Article (88) of the Executive Regulations.

33. Disputes related to leave with gross salary to take exams:

This means a dispute between a Qatari employee regarding leave with pay to take exams, in accordance with Article (91) of the Executive Regulations, and in accordance with the conditions contained in this article.

34. Disputes related to leave grant:

This means the Qatari employee's dispute over the leave grant, in accordance with Article (64) of the law.

35. Disputes related to sick leave:

This means the employee's dispute regarding sick leave, in accordance with the provisions of Articles (66-72 of the law).

36. Disputes related to granting an employee maternity leave:

This means the female employee's dispute regarding maternity leave for a period of two months, which is not counted from her leave, in accordance with Article (73) of the law.

37. Disputes related to granting a Qatari female employee leave with full salary to care for her children:

It means the Qatari employee's dispute regarding leave with full pay to care for her children, in accordance with Article (74) of the law.

38. Disputes related to granting a Muslim employee leave with full salary to perform the Hajj pilgrimage:

This means a Muslim employee's dispute regarding leave with full salary to perform the Hajj pilgrimage once throughout the period of his service, in accordance with Article (75) of the law.

39. Disputes related to granting an employee marriage leave:

This means the employee's dispute over marriage leave, according to Article (76) of the law.

40. Disputes related to granting a Muslim female employee leave with full salary for the legal waiting period:

This means the Muslim employee's dispute regarding the legal waiting period upon her husband's death, amounting to four months and ten days from the date of the husband's death, or until she gives birth if she is pregnant, in accordance with Article (77) of the law.

41. Disputes related to employee termination:

This means the employee's dispute over the decision to terminate his service for one of the reasons stipulated in Article (107) of the law or during the probation period and its arising obligations, such as granting a release certificate and granting a termination certificate.

42. Disputes related to an employee's absence from work, and he is considered as having submitted his de facto resignation:

This means the employee's dispute over the decision to consider him as having submitted his resignation as a result of his absence from work, in accordance with Article (111) of the law.

43. Disputes related to end-of-service gratuity:

This means the employee's dispute over the value of the end-of-service gratuity, in accordance with the provisions of Articles (117-120) of the law.

44. Disputes related to compensation to the employee or his heirs for death or work injury (partial and total):

This means a dispute between the employee or his heirs regarding compensation for death or partial or total work-related injury, in accordance with Article (125) of the law.

45. Disputes related to retention allowance:

This refers to the employee's dispute related to retaining the allowance or bonus granted in their previous government entity, after their transfer to another government entity, in accordance with Article (131) of the law.



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Civil Service and Government Development Bureau
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