

**Resolution No. (136) of 2024**  
**Forming the Urban Planning Grievances Committee and**  
**Approving its Terms of Reference<sup>1</sup>**

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**The Chairman of the Supreme Urban Planning Committee in the Emirate of Dubai,**

After perusal of:

Law No. (16) of 2023 Concerning Urban Planning in the Emirate of Dubai;

Resolution No. (39) of 2021 Concerning the Commissioner General for the Infrastructure, Urban Planning, and Well-being Pillar; and

Executive Council Resolution No. (6) of 2024 Reconstituting the Supreme Urban Planning Committee 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:

Law:	Law No. (16) of 2023 Concerning Urban Planning in the Emirate of Dubai.
SUPC:	The Supreme Urban Planning Committee in the Emirate of Dubai formed pursuant to the above-mentioned Executive Council Resolution No. (6) of 2024.
UPGC:	The Urban Planning Grievances Committee formed pursuant to this Resolution.

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*<sup>1</sup>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.*

Grievance: A written objection filed by a grievant in respect of the decisions or actions taken against him under the Law and the resolutions issued in pursuance thereof.

Concerned Entity: Any government entity responsible for the implementation of the Law.

### **Formation of the Grievances Committee Article (2)**

- a. Pursuant to this Resolution, a sub-committee affiliated to the SUPC and named the "Urban Planning Grievances Committee" (the **UPGC**) is formed. The UPGC will comprise:
1. a representative from the Roads and Transport Authority, as Chairman;
  2. a representative from the Infrastructure, Urban Planning, and Well-being Pillar, as vice chairman;
  3. a representative from the Dubai Municipality, as Member;
  4. a representative from the Dubai Electricity and Water Authority PJSC, as Member;
  5. a representative from the Land Department, as Member;
  6. a representative from the Supreme Council of Energy, as Member;
  7. a representative from the Dubai Ports, Customs, and Free Zone Corporation, as Member;
  8. a representative from the Dubai Development Authority, as Member; and
  9. a representative from the Office of the Infrastructure, Urban Planning, and Well-being Pillar, as Member and Rapporteur.
- b. The representatives of the entities referred to in paragraph (a) of this Article will be nominated by the officials in charge of such entities.

### **Functions of the UPGC Article (3)**

- a. The UPGC will have jurisdiction to consider and determine the Grievances submitted to it by affected parties in respect of the decisions or actions taken against them by

the Dubai Municipality and Concerned Entities under the Law and the resolutions issued in pursuance thereof.

- b. The UPGC will not have jurisdiction to consider or determine any Grievance being heard by a judicial authority or in respect of which a definitive court judgement or final judicial decision has been issued.

### **Limitation Period for Grievances Article (4)**

- a. The limitation period for filing a Grievance is thirty (30) working days from the date on which the grievant is notified of the contested decision or action.
- b. The UPGC may not admit a Grievance filed after the lapse of the limitation period referred to in paragraph (a) of this Article unless the grievant provides a valid reason that is acceptable to the UPGC.

### **Grievance Procedures and Contents Article (5)**

- a. A Grievance will be submitted to the UPGC in accordance with the procedures it adopts for this purpose.
- b. The Grievance must include the following information:
  - 1. the name, capacity, designation, address, and contact details of the grievant;
  - 2. the contested decision or action, the name of the issuing entity, and the date of its issuance;
  - 3. the grounds for the Grievance, accompanied by supporting documents;
  - 4. the claims of the grievant; and
  - 5. any other information specified and deemed required by the UPGC to enable it to determine the Grievance.

### **Dismissal of Grievances Article (6)**

The UPGC may decide that a Grievance is inadmissible in form before considering its merits where it is established that the UPGC lacks jurisdiction over the Grievance; or that the

limitation period prescribed for filing the Grievance with the UPGC has lapsed. The decision of the UPGC in this respect will be final.

**Powers of the UPGC**  
**Article (7)**

- a. For the purpose of considering and determining a Grievance submitted to it pursuant to this Resolution, the UPGC may:
  1. hear the statement of the grievant, examine any supporting documents, admit submitted evidence, and assess the relevance of such evidence to the subject matter of the Grievance;
  2. request the respondent entity that issued the contested decision or undertook the contested action to provide its response to the Grievance;
  3. conduct inspections or supplementary investigations; require the submission of necessary documents; and peruse and examine the same, whether by itself or through any other Person appointed by it for this purpose;
  4. summon any employee of the Concerned Entities to appear at its hearings and provide a statement;
  5. seek assistance from experts and specialists, as it deems appropriate, provided that they do not have a vote in its deliberations; and
  6. form specialised work teams to examine any technical matters assigned to the UPGC by the SUPC.
- b. The UPGC may determine a Grievance where it is established that the documents and evidence submitted to it are sufficient to determine that Grievance.

**Meetings of the UPGC**  
**Article (8)**

- a. Where necessary, the UPGC will convene at the invitation of its Chairman, or vice chairman in case of absence of the Chairman, at the time and place determined by him.
- b. UPGC meetings will be valid if attended by the majority of its Members, provided that the Chairman or vice chairman of the UPGC is in attendance.

- c. The resolutions of the UPGC will be recorded in minutes signed by the chair of the meeting and the attending Members.
- d. The UPGC's Rapporteur will be responsible for coordinating the meetings of the UPGC, preparing its agendas, recording the minutes of its meetings, following up the implementation of its resolutions and recommendations, and performing any other duties assigned to him by the Chairman of the UPGC.

### **Article (9)**

- a. The resolutions of the UPGC will be passed unanimously or by majority vote of the attending Members; and in the event of a tie, the chair of the meeting will have a casting vote.
- b. The UPGC will pass a decision to admit or dismiss a Grievance within thirty (30) days from the date of its submission. This period may be renewed once for the same period by a decision of the Chairman of the UPGC. The decision of the UPGC on the Grievance will be final, without prejudice to the grievant's right of recourse to the courts to appeal the contested decision or action.
- c. The decisions of the UPGC must be reasoned.
- d. All decisions issued by the UPGC on Grievances will be binding on the Concerned Entities, which must implement these decisions.
- e. The grievant will be notified of the decision issued by the UPGC on the Grievance within five (5) working days from the date of its issuance.
- f. The grievant may withdraw, in writing, any Grievance submitted by him before being determined by the UPGC. In this case, the grievant may not submit any Grievance in respect of the same subject matter of the withdrawn Grievance without a valid reason acceptable to the UPGC.

### **Maintaining Confidentiality**

#### **Article (10)**

- a. The Chairman, Members, and Rapporteur of the UPGC must maintain the confidentiality of the meetings, deliberations, minutes, and information to which they have access in their capacity as Members of the UPGC; and must not disclose or make a copy of the same without the approval of the Chairman of the UPGC. This duty of confidentiality will survive the end of their service on the UPGC.

- b. For the purpose of implementing the provisions of this Article, the Members of the UPGC must sign the relevant confidentiality and non-disclosure undertaking on the relevant form prescribed by the SUPC.

**Self-Recusal and Disqualification from Considering Grievances  
Article (11)**

- a. The Chairman or a Member of the UPGC will be disqualified from participation in considering and determining any Grievance in any of the following cases:
  - 1. where he is the spouse, or a relative up to the fourth degree, of the grievant;
  - 2. where he is a party to the Grievance or participated in the contested decision or action; or
  - 3. where he has previously submitted a report, issued a decision, or gave an opinion, on the subject matter of the Grievance or the contested decision or action.
- b. The Chairman or a Member of the UPGC must recuse himself from considering any Grievance in any of the cases stipulated in paragraph (a) of this Article.
- c. Any Member of the UPGC may request recusal from considering any Grievance for special considerations. In this case, the Chairman of the UPGC will have the authority to approve or reject the recusal request.
- d. A grievant may request the disqualification of the Chairman or any Member of the UPGC from considering his Grievance in any of the cases stipulated in paragraph (a) of this Article.
- e. Where the Chairman of the UPGC recuses himself or is disqualified in accordance with the provisions of this Article, the Chairman of the SUPC will issue a resolution nominating a replacement Chairman.
- f. Where a Member of the UPGC recuses himself or is disqualified in accordance with the provisions of this Article, the Chairman of the UPGC will coordinate with the entity represented by that Member to nominate a replacement Member pursuant to a relevant resolution issued by the Chairman of the SUPC.

**Providing Support to the UPGC  
Article (12)**

Concerned Entities must provide all the support required by the UPGC to enable it to perform the duties assigned to it under this Resolution. This includes facilitating

appearance of any of the Concerned Entities' employees before the UPGC upon request; and providing the UPGC with the documents, data, and information it requires or deems necessary to enable it to determine the Grievances submitted to it.

**Annual Report  
Article (13)**

The Chairman of the UPGC will submit an annual report to the SUPC. This report will contain the number and types of Grievances filed with the UPGC, and a statement detailing the determination of these Grievances, including cases where Grievances have been admitted or dismissed, or where the contested decisions or actions have been withdrawn or cancelled.

**Commencement and Publication  
Article (14)**

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

**Mattar Mohammed Al Tayer**

**Chairman of the Supreme Urban Planning Committee in the Emirate of Dubai**

Issued in Dubai on 4 October 2024

Corresponding to 1 Rabi al-Thani 1446 A.H.