

Decree No. (5) of 2026
Concerning the
Central Grievance Committee of
Employees of the Government of Dubai¹

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

After perusal of:

Law No. (1) of 2016 Concerning the Financial Regulations of the Government of Dubai, its Implementing Bylaw, and their amendments;

Law No. (4) of 2018 Establishing the Financial Audit Authority and its amendments;

Law No. (8) of 2018 Concerning Management of the Government of Dubai Human Resources and its amendments;

Law No. (26) of 2023 Concerning the Executive Council of the Emirate of Dubai;

Decree No. (7) of 2020 Determining the Government Entities Governed by the Government of Dubai Human Resources Management Law and its amendments;

Decree No. (12) of 2021 Concerning the Central Grievance Committee of Employees of the Government of Dubai;

Decree No. (1) of 2023 Concerning Governance of the Councils/ Boards and Committees Affiliated to the Government of Dubai;

Executive Council Resolution No. (41) of 2015 Concerning the Central Grievance Committee of Employees of the Government of Dubai;

Executive Council Resolution No. (42) of 2015 Forming the Central Grievance Committee of Employees of the Government of Dubai;

Executive Council Resolution No. (4) of 2019 Approving the Disciplinary, Grievances, and Complaints Code of Employees of the Government of Dubai;

Executive Council Resolution No. (2) of 2023 Determining the Councils/ Boards and Committees Governed by Decree No. (1) of 2023 Concerning Governance of the Councils/ Boards and Committees Affiliated to the Government of Dubai and its amendments;

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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.

Executive Council Resolution No. (3) of 2023 Concerning Performance Appraisal of the Councils/ Boards and Committees Affiliated to the Government of Dubai; and

The human resources legislation applicable to Employees of the Government Entities not governed by the above-mentioned Law No. (8) of 2018 Concerning Management of the Government of Dubai Human Resources,

Do hereby issue this Decree.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Decree, 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.
Government Entity:	Any of the Government departments, public agencies or corporations, Government councils, public authorities, or other public entities affiliated to the Government.
CGC:	The Central Grievance Committee of Employees of the Government of Dubai.
Chairman:	The Chairman of the CGC.
Executive Body:	The executive body of the CGC.
GDC:	The Grievance Determination Committee formed pursuant to this Decree to consider and determine the Grievances filed by Employees.
GCC:	The Grievances and Complaints Committee formed at a Government Entity to consider and determine the Grievances and Complaints filed by its Employees, in accordance with the rules and procedures adopted by the GCC for this purpose.
Employee:	A male or female person who occupies a budgeted post in a Government Entity.

Grievance: An administrative appeal filed by an Employee to the CGC, using the forms and following the procedures prescribed by the CGC for this purpose.

Scope of Application Article (2)

This Decree applies to:

1. the Central Grievance Committee of Employees of the Government of Dubai regulated by the above-mentioned Executive Council Resolution No. (41) of 2015 as a Government Entity having legal personality and the legal capacity required to achieve its objectives and perform its functions under this Decree, the resolution issued in pursuance hereof, and other legislation in force in the Emirate;
2. the civilian Employees working in the Government Entities governed by the above-mentioned Law No. (8) of 2018 or any superseding legislation;
3. the civilian Employees working in the Government Entities governed by the above-mentioned Decree No. (12) of 2021;
4. the civilian Employees working in any Government Entity to which the jurisdiction of the CGC is extended pursuant to a resolution of the Chairman of the Executive Council; and
5. the Grievances in respect of which no final decision is issued and any relevant measures pending completion by the effective date of this Decree.

Head Office of the CGC Article (3)

The head office of the CGC will be located in the Emirate.

Objectives of the CGC Article (4)

The CGC will have the following objectives:

1. to provide Employees with the opportunity to submit Grievances in respect of the final decisions or administrative measures that affect their legal standing, employment status, and other employment-related matters;

2. to ensure that justice, impartiality, job satisfaction, and job stability are achieved for Employees; and
3. to promote the principle of legality through encouraging compliance with the legislation regulating public service and the rules of proper professional conduct.

Appointment and Functions of the Chairman
Article (5)

- a. A Chairman will be appointed to the CGC pursuant to a resolution of the Chairman of the Executive Council.
- b. The Chairman will undertake general supervision of the CGC and ensure the achievement of its objectives. For this purpose, the Chairman will have the duties and powers to:
 1. approve the general policy and the operational and development plans of the CGC;
 2. approve the draft annual budget and Financial Statements of the CGC, and submit the same to the competent entities for final approval;
 3. propose the organisational structure of the CGC, and submit the same to the competent entities for approval;
 4. verify that the CGC performs its duties in accordance with the relevant performance indicators approved by the Chairman;
 5. approve the resolutions regulating the administrative, financial, and technical work of the CGC;
 6. submit annual and special reports to the Chairman of the Executive Council on the activities, performance, and achievements of the CGC;
 7. represent the CGC before third parties and conclude the contracts and agreements required to enable the CGC to achieve its objectives and perform its functions; and
 8. exercise any other duties required to enable the CGC to achieve its objectives, as assigned to him by the Ruler or the Chairman of the Executive Council.

Executive Body Article (6)

The CGC will have an Executive Body comprising a head and a number of legal and administrative Employees appointed by the Chairman, to whom the above-mentioned Law No. (8) of 2018 and the resolutions issued in pursuance thereof apply.

Functions of the Executive Body Article (7)

The Executive Body will have the duties and powers to:

1. develop the general policies and the operational and development plans of the CGC, and submit the same to the Chairman for approval;
2. prepare the annual budget and Financial Statements of the CGC, and submit the same to the Chairman for approval, in preparation for final approval by the competent entities in the Emirate, in accordance with the relevant legislation in force;
3. draft the resolutions regulating the administrative, financial, and technical work of the CGC, and submit the same to the Chairman for approval;
4. review draft legislation referred to the CGC by the concerned Government Entities in the Emirate, and provide feedback on such legislation;
5. propose amendments to any legislation relating to the matters falling within the jurisdiction of the CGC, and submit the same to the Chairman, in preparation for referral to the competent entities to take the necessary action in respect thereof;
6. receive the Grievances filed by Employees, verify that they meet all the conditions and requirements stipulated in this Decree, and take the necessary action in respect thereof, including referral to the GDC;
7. provide administrative and technical support to the GDC;
8. provide the information and data requested by the Chairman of the GDC;
9. prepare annual reports on the performance of the CGC, and submit the same to the Chairman;
10. maintain and archive the documents related to Grievances in accordance with the regulations adopted by the CGC;
11. develop, operate, and manage the electronic systems and programmes of the CGC;

12. promote legal culture and awareness of the functions of the CGC; and
13. exercise any other duties or powers required for the achievement of the objectives of the CGC, as assigned to it by the Chairman.

Financial Resources of the CGC Article (8)

The financial resources of the CGC will consist of the financial appropriations allocated to the CGC in the General Budget of the Government of Dubai, as well as any other resources approved by the Chairman of the Executive Council.

Formation of the GDC Article (9)

- a. The Grievances submitted to the CGC will be considered and determined by a Committee named the "Grievance Determination Committee."
- b. The GDC will be comprised of a Chairman, a vice chairman, and a number of Members who are experienced and specialised in the legal and human resources fields. Members of the GDC will be appointed by a resolution of the Chairman of the Executive Council. The GDC will comprise representatives from the General Secretariat of the Executive Council, the Supreme Legislation Committee, and the Dubai Government Human Resources Department. Membership of the GDC will be for a term of three (3) years, renewable for the same period.
- c. The GDC will have a Rapporteur appointed by a resolution of the Chairman. The Rapporteur will be responsible for coordinating the meetings of the GDC, preparing its meeting agendas, recording minutes of its meetings, following up on the implementation of its resolutions and recommendations, and performing any other duties assigned to him by the Chairman of the GDC.
- d. The provisions of the above-mentioned Decree No. (1) of 2023 and the resolutions issued in pursuance thereof apply to all matters related to the governance of the GDC; the procedures for managing its meetings; the duties of its Chairman and Members; and other matters related to its governance.

Functions of the GDC Article (10)

- a. The GDC will have jurisdiction to consider and determine the Grievances filed by Employees in respect of the following:

1. the final decisions and administrative measures taken in respect of any of the following:
 - a. Disciplinary Penalties;
 - b. annual performance appraisals;
 - c. transfers, assignments, or secondments;
 - d. promotions in cases requiring comparative assessment between Employees to select the most deserving Employee;
 - e. termination of service or suspension from work;
 - f. end-of-service gratuity, increments, allowances, and employment benefits prescribed by the legislation in force;
 - g. administrative actions taken in breach of the human resources legislation; or
 2. failure by a Government Entity to make any decision or take any action required under the human resources legislation.
- b. The CGC will not have jurisdiction over any of the following:
1. Grievances related to working hours; grades or bands; or salaries;
 2. Grievances being heard by competent judicial authorities or those in respect of which definitive judgments have been issued;
 3. Grievances related to termination of service or change of the legal standing of Employees by a resolution of the Ruler or the Chairman of the Executive Council; and
 4. Grievances over which the Grievances Committee formed under the above-mentioned Law No. (4) of 2018 within the Financial Audit Authority has jurisdiction.

Duties of the Chairman of the GDC
Article (11)

- a. The Chairman of the GDC will have the duties and powers to:
1. preside over and convene GDC meetings in a manner that ensures the effective participation of Members in expressing their opinions on the Grievances filed by Employees; and make the necessary decisions in respect thereof;
 2. approve the schedule of meetings of the GDC and the agendas of these meetings, taking into consideration any off-agenda matters raised by any of its Members;

3. ensure that Members of the GDC are provided with the necessary information and documents that enable them to consider the Grievances submitted to the GDC, and that new Members receive an orientation programme on the role and functions of the GDC;
 4. resolve any dispute that may arise amongst the Members of the GDC to ensure a consensus is reached, whenever possible, in respect of resolutions and recommendations;
 5. submit periodic reports on the work and decisions of the GDC to the Chairman; and
 6. perform any other duties required to enable the GDC to perform its functions, as assigned to him by the Chairman.
- b. The vice chairman will exercise the duties and powers of the Chairman of the GDC where the Chairman is absent or his post falls vacant for any reason whatsoever.

Obligations of GDC Members

Article (12)

A GDC Member must:

1. actively contribute to the consideration and determination of the Grievances submitted to the GDC, express objective opinions on all such Grievances, and ensure impartial participation in decision-making;
2. exercise due care and diligence in performing his duties;
3. collaborate effectively with the Chairman and other Members of the GDC;
4. attend all GDC meetings unless he has a valid reason for absence acceptable to the Chairman of the GDC;
5. provide the Chairman and other Members of the GDC with all available information and data relevant to the Grievances referred to the GDC;
6. attend seminars and workshops related to Grievances with a view to acquiring relevant skills and experience;
7. achieve performance indicators approved by the Chairman; and
8. comply with any other obligations determined by the Chairman of the GDC or the Chairman.

GDC Remuneration
Article (13)

Remuneration will be paid to the Chairman, Members, and the Rapporteur of the GDC in accordance with the above-mentioned Executive Council Resolution No. (3) of 2023.

Limitation Period for Grievances
Article (14)

- a. The limitation period for filing a Grievance will be fourteen (14) working days from the day:
 1. following the date on which the grievant is notified in writing of the contested decision of the GCC; or
 2. following the expiry of the prescribed deadline for the GCC to determine the Grievance submitted to it in accordance with the human resources legislation applicable to the relevant Government Entity.
- b. The GDC may not admit a Grievance on formal grounds where it is submitted after the lapse of the limitation period specified in paragraph (a) of this Article, unless the grievant provides a valid reason justifying failure to comply with the time limit for filing the Grievance.

Grounds for Grievances
Article (15)

To be admitted by the CGC, a Grievance must be based on one or more of the following grounds:

1. lack of jurisdiction;
2. breach of the legislation in force, or misapplication or misinterpretation thereof;
3. failure to comply with the basic formalities prescribed by the legislation in force;
4. abuse of power;
5. deviation from the objective of achieving public interest;
6. excessive imposition of disciplinary penalties; and
7. issuing the contested decision or procedure based on false or inaccurate grounds.

Submission of Grievances

Article (16)

- a. A Grievance will be submitted to the CGC using the forms and following the processes and procedures adopted by the CGC for this purpose.
- b. A Grievance must include the following information:
 - 1. the name, designation, address, and contact details of the grievant;
 - 2. the name and address of the respondent Government Entity;
 - 3. the contested decision or measure, and the date on which the grievant is notified thereof;
 - 4. the grounds for the Grievance, accompanied by the supporting documents;
 - 5. the requests of the grievant; and
 - 6. the names of the witnesses, if any, on whose testimony the grievant relies to substantiate his Grievance.
- c. The CGC will admit the copies of evidential written documents attached to the submitted Grievance. With respect to the documents, records, registers, and files that may not be disclosed or delivered to the concerned parties, it is sufficient to clearly and specifically refer to them.
- d. The Executive Body will prepare the Grievance file containing all the documents submitted by the grievant, and may require the grievant to provide any other data or information within the time period specified by the Executive Body. This period will not be counted towards the limitation period for filing a Grievance where the grievant provides the CGC with the required data and information within that period.
- e. The grievant may request the addition of any facts or evidence that arise after the filing of the Grievance with the CGC, provided that such request is made before the GDC renders its determination of the Grievance.
- f. The grievant may appoint any other person to submit a Grievance to the CGC on his behalf, pursuant to a notarised power of attorney.

Notification and Referral
Article (17)

- a. The Executive Body will notify the respondent Government Entity of the Grievance filed against it, and serve a copy of all the papers and documents related thereto on that entity within five (5) working days from the date of its submission to the CGC.
- b. The respondent Government Entity must respond to the Grievance within ten (10) working days from the date on which it is notified thereof. The said period may be renewed once for the same period by decision of the Chairman or his authorised representative. Where the respondent Government Entity fails to respond within the said period, the GDC may determine the Grievance in accordance with the procedures prescribed by this Decree.
- c. The Executive Body will refer the Grievance and all relevant documents, including the response of the respondent Government Entity, if any, to the GDC for consideration and determination in accordance with the rules and procedures prescribed by this Decree.
- d. If the GDC deems it necessary that one of the parties to the Grievance appear before it, in person or through audio and video means of communication, that party must be notified of the scheduled date of the hearing at least three (3) working days before that date.
- e. The notifications referred to in this Article will be served by any means of communication approved by the Chairman for this purpose.

Grievances Inadmissible in Form
Article (18)

- a. The GDC may decide that a Grievance is inadmissible in form before considering its merits where it is established that:
 - 1. the GDC lacks jurisdiction over the Grievance under this Decree;
 - 2. the limitation period prescribed for filing the Grievance with the CGC has lapsed, subject to the provisions of paragraph (b) of Article (14) of this Decree;
 - 3. the merits of the Grievance have already been determined by the GDC or the judiciary; or
 - 4. the grievant has no capacity or interest in the Grievance.
- b. The decision of the GDC that the Grievance is inadmissible in form in accordance with paragraph (a) of this Article will be final.

Appearance of Parties to Grievances before the GDC
Article (19)

- a. If so requested by the GDC, a grievant must appear before it in person, or authorise another person to represent him pursuant to a notarised power of attorney, at the time scheduled for the hearing.
- b. The respondent Government Entity must assign, upon the request of the GDC, whomever it deems appropriate, to represent it before the GDC to state the entity's case, present its defence, and submit supporting evidence and documents.

Failure to Appear before the GDC
Article (20)

Failure by any of the parties to a Grievance to appear at a hearing of the GDC after being summoned to attend does not preclude the GDC from proceeding with the consideration and determination of the Grievance in accordance with the provisions of this Decree.

Stay of Proceedings in Grievances
Article (21)

If it is established to the satisfaction of the GDC, in the course of considering a Grievance, that its subject matter relates to a criminal offence, the GDC must inform the Chairman to notify the respondent Government Entity of this fact in order for that entity to take the necessary legal action in this regard. In this case, the Chairman of the GDC must stay the proceedings of the Grievance until the criminal liability is determined.

Dismissal of Grievances
Article (22)

- a. A Grievance will be dismissed in either of the following cases:
 1. where it is established that the grievant has submitted false information or data, or has provided forged documents; or
 2. where the Grievance constitutes a financial violation falling within the jurisdiction of the Financial Audit Authority. In such cases, the Chairman will refer the matter to the respondent Government Entity to take the necessary action in this respect.
- b. The GDC may dismiss a Grievance in either of the following cases:

1. where the grievant fails to appear at the hearing after being notified of the date of the hearing, without a valid reason acceptable to the GDC; or
 2. where the grievant fails to provide, within the prescribed deadline, the data or information that the GDC requests without an acceptable reason.
- c. The GDC may not reopen a Grievance that has been dismissed in accordance with the provisions of paragraphs (a) and (b) of this Article.

Powers of the GDC
Article (23)

- a. For the purpose of considering and determining the Grievances referred to it, the GDC will have the powers to:
1. hear the statements of the parties to the Grievance;
 2. examine the documents related to the Grievance, whether by itself or through any other person appointed by it for this purpose;
 3. admit and weigh submitted evidence, and assess the relevance of such evidence to the subject matter of the Grievance;
 4. require the submission of any documents it deems necessary;
 5. conduct inspections or supplementary investigations, whether by itself or through any other person appointed by it for this purpose;
 6. summon any of the Employees of the respondent Government Entity to appear at its hearings;
 7. summon witnesses, as it deems appropriate, to hear their statements, whether on its own initiative or upon the request of any party to the Grievance; and overrule any questions posed to the witnesses that are irrelevant to the subject matter of the Grievance; and
 8. seek assistance from the experts and specialists it deems appropriate, provided that they do not have a vote during its deliberations.
- b. The GDC may not, without a valid reason, exclude or omit any statements or documents submitted by the parties to the Grievance that may influence the GDC decision.

Hearings of the GDC Article (24)

The GDC will convene, where necessary, in person or remotely using audio-visual means of communication, at the invitation of its Chairman, or vice chairman where the Chairman is absent. The GDC meetings will be valid if attended by the majority of its Members, provided that the GDC Chairman or vice chairman is in attendance. The chair of the hearing may decide to consider the Grievance by way of oral pleading or by way of review of the case file, as the case may be.

Issuing Decisions Article (25)

- a. The GDC will issue its decisions unanimously or by majority vote of its attending Members; and in the event of a tie, the chair of the meeting will have the casting vote.
- b. The decisions of the GDC must be reasoned.
- c. The deliberations of the GDC will be held in camera. The GDC will issue its final decision on any Grievance no later than sixty (60) days from the date of registration of the Grievance with it. The Chairman of the GDC may, based on valid and factual grounds, extend this time frame for up to thirty (30) days.
- d. A GDC Member objecting to the majority's decision may record his objection in writing as part of the text of the decision.
- e. The decisions of the GDC will be recorded in minutes signed by the chair of the hearing and attending Members.
- f. The GDC will issue its decisions on procedural matters in writing. These decisions must include the grounds on which they are based and must be signed by the chair of the hearing and the attending Members.

Correction and Interpretation of Decisions Article (26)

- a. The GDC may, on its own initiative or upon the request of any of the parties to the Grievance, correct any material errors in its decision.
- b. Either of the parties to the Grievance will be entitled to request the GDC to clarify any ambiguity in any of its decisions, in which case, the GDC may issue the clarification it deems appropriate in this respect.

Closure of Grievances Article (27)

The GDC may decide to close a Grievance in any of the following cases:

1. where the grievant withdraws the Grievance in writing before being determined by the GDC. In this case, the Employee may not submit any Grievance in respect of the same subject matter of the withdrawn Grievance without a valid reason acceptable to the GDC;
2. where an amicable settlement is reached between the grievant and the respondent Government Entity;
3. where the respondent Government Entity withdraws or cancels, of its own motion, the contested decision during the consideration of the Grievance; or
4. where the grievant dies and the heirs have no legal interest in proceeding with the Grievance.

Notification of Decisions Article (28)

The Executive Body must notify parties to the Grievance of the decision issued by the GDC within five (5) working days from the date of its issuance.

Finality and Binding Effect of GDC Decisions Article (29)

- a. The decisions issued by the GDC on any Grievance referred to it, whether concerning form or merits, will be final and not subject to appeal or challenge under any procedure of administrative review. The GDC decisions will be binding on the respondent Government Entity.
- b. The finality of a GDC decision in accordance with paragraph (a) of this Article does not prejudice the right of the grievant to have recourse to courts to appeal the contested decisions.

Implementation of GDC Decisions Article (30)

- a. Where a GDC decision requires a respondent Government Entity to fully or partially withdraw a contested decision, all legal and administrative actions and measures taken based on this decision will be deemed cancelled as from the date of issuance of the GDC decision.

- b. Where a GDC decision requires a respondent Government Entity to fully or partially cancel a contested decision, all legal and administrative actions and measures taken under this decision will be deemed cancelled as from the date of issuance of the GDC decision.
- c. The respondent Government Entity must implement the GDC decision within ten (10) working days from the date of being notified thereof, and must notify the CGC of the actions it has taken in this regard, supported by the required documents.

Requests for Stay of Implementation Article (31)

- a. A grievant may request the GDC to temporarily stay the implementation of a contested decision pending the determination of the Grievance. For this request to be granted, the following requirements must be satisfied:
 - 1. the request for a stay of implementation of the contested decision must be accompanied by a request for its withdrawal or cancellation;
 - 2. the decision in respect of which a stay of implementation is requested must not have been already implemented;
 - 3. the request must be based on valid and factual grounds; and
 - 4. the implementation of the contested decision must be expected to result in irremediable consequences.
- b. The Executive Body must refer any request for stay of implementation of the contested decision to the GDC within three (3) working days from the date on which it is filed. The GDC must determine the request within three (3) working days from the date on which the request is referred to it.
- c. Where the requirements stipulated in paragraph (a) of this Article are satisfied, the GDC may grant a stay of implementation of the contested decision pending determination of the Grievance.

Disqualification of GDC Chairman and Members Article (32)

- a. The Chairman or any other Member of the GDC will be disqualified from considering a Grievance in any of the following cases:
 - 1. where he is a representative of the Government Entity for which the grievant works;

2. where the grievant is his spouse or relative up to the fourth degree;
 3. where he has previously given an opinion on the subject matter of the Grievance or participated in taking the challenged decision or measure;
 4. where he is personally involved in the Grievance; or
 5. where he, his spouse, or any of his relatives up to the second degree has an existing Grievance involving the grievant.
- b. The Chairman or any other Member of the GDC must recuse himself from considering the Grievance in any of the cases stipulated in paragraph (a) of this Article by way of a written notice addressed to the Chairman prior to considering the Grievance.
 - c. The Chairman or any other Member of the GDC may request to be recused from considering any Grievance for special considerations. In this case, the Chairman will have the authority to approve or reject the request for recusal.
 - d. A grievant may request the recusal of the Chairman or any other Member of the GDC from considering a Grievance in any of the cases stipulated in paragraph (a) of this Article by submitting an application to the Chairman of the CGC at any time, whether before the first hearing or in the course of considering the Grievance.
 - e. Where the Chairman or any other Member of the GDC recuses himself or is recused in accordance with the provisions of this Article, and the required quorum of the GDC is thereby not met, the Chairman will issue a resolution nominating a replacement Chairman or Member.
 - f. Any decision issued by the GDC will be deemed void where the Chairman or any other Member of the GDC who has participated in issuing such a decision falls within the disqualification cases referred to in paragraph (a) of this Article.

Special Report Article (33)

- a. The Chairman may submit a special report to the Chairman of the Executive Council on any act or measure undertaken by any Government Entity that prevents the CGC from performing its duties or obstructs the implementation of any of the GDC decisions.
- b. A respondent Government Entity may not undertake any act or measure that would prevent the CGC or the GDC from performing its duties. In particular, the respondent Government Entity may not:
 1. permit any of its officials or Employees to disrupt the proceedings or investigations conducted by the GDC or object to the same in any way;

2. permit any of its officials or Employees to act passively, or with slackness, with regard to fulfilling any of the CGC or GDC requests or providing the support required for its inspection and investigation procedures in respect of the Grievances;
 3. prevent a grievant or any other Employee summoned by the GDC from appearing at its hearings; or
 4. act with slackness or delay in implementing a decision issued by the GDC.
- c. The CGC may request the respondent Government Entity to take disciplinary action against any of its Employees where it is established that he fails to cooperate with the CGC or the GDC.

Annual Report Article (34)

The Chairman will submit to the Chairman of the Executive Council an annual report that includes the following:

1. the number and types of Grievances filed with the CGC, the number of the decisions issued in respect thereof, whether by dismissing, cancelling, or closing them or by withdrawing or cancelling the contested decisions;
2. any cases where respondent Government Entities have refrained from implementing the decisions of the GDC, and proposals on the actions and measures required to ensure those entities' compliance with such decisions;
3. the work programme of the CGC and GDC; and the proposals and recommendations for improving their performance, including proposals to amend the legislation relating to their work; and
4. general recommendations on the measures required for upholding the principles of justice and equity when considering the Grievances submitted to the CGC.

Confidentiality Article (35)

- a. The Chairman of the CGC; the Chairman, Members, and the Rapporteur of the GDC; Employees of the Executive Body; and all engaged experts or specialists, are under a duty of confidentiality in respect of all the facts, documents, and decisions to which they gain access and the information they become aware of in the course of performing their duties. This duty of confidentiality will survive the end of their work relationship with the CGC or the GDC.

- b. Every person in possession of Grievance-related documents, papers, or other evidentiary material, which may not be disclosed to third parties, must return them to the CGC. The CGC will archive these documents, papers, and material or handle them in accordance with the procedures it adopts in this respect.
- c. Employees of the Executive Body must maintain and archive the documents, papers, and other material related to Grievances in accordance with the rules adopted by the CGC, ensuring that they are inaccessible to unauthorised third parties. The Chairman will issue an internal bylaw regulating the destruction of such documents and material.

Repeals Article (36)

- a. The above-mentioned Executive Council Resolution No. (41) of 2015 is hereby repealed. Any provision in any other legislation is also hereby repealed to the extent that it contradicts the provisions of this Decree.
- b. The bylaws and resolutions issued in implementation of the above-mentioned Executive Council Resolution No. (41) of 2015 will continue in force, to the extent that they do not contradict the provisions of this Decree, until new superseding bylaws and resolutions are issued.

Issuing Implementing Resolutions Article (37)

With the exception of the resolutions which the Chairman of the Executive Council is exclusively authorised to issue under this Decree, the Chairman will issue the resolutions required for implementing the provisions of this Decree.

Publication and Commencement Article (38)

This Decree 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 27 February 2026
Corresponding to 10 Ramadan 1447 A.H.