

The complaint filing mechanism at Labour Relations Department/PAM

Holder of Visa 18, may approach PAM Offices for the **following** Labour disputes:

- Non-payment of workers' dues in terms of wages,
- Service-end benefits,
- Vacation allowances,
- Compensation for unfair dismissal,
- Financial compensation for overtime allowance,
- Compensation for work injuries and other labour claims,
- Confiscation of Passports by Foreign Employer,
- Request for return to India due to poor work conditions.

For such complaints, workers may note the following:

- Workers must appear before the PAM Office, where the Employer's Company is registered and file their complaint.
- In case where the worker is no able to appear before PAM office due to some emergency situation, her/his legal representative (legal heirs in case of deceased worker), may register the complaint in PAM Office.
- Once the complaint is registered, PAM will give a date and time of hearing.
- After that PAM will contact both the parties i.e. complainant and Sponsor.

Note:

- 1. Once the complaint is registered, the worker or her/his legal representative shall regularly follow up the case with PAM.**

- 2. In case, the worker is not satisfied with the order of PAM, she/he can file a case in the Court and may hire a Lawyer to represent her/his case.**