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DUBAI LAW No. 18 of 2021

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**Dubai Government Official Gazette**

**Law No. (18) of 2021 Concerning Regulating Conciliation Activities in the Emirate of Dubai**

**We, Mohammed Bin Rashid Al Maktoum Ruler of Dubai**

Upon review of the UAE Civil Procedures Law promulgated by the [Federal Law No. \(5\) of 1985](#) and amendments thereof;

The Law of Evidence in Civil and Commercial Transactions promulgated by [Federal Law No. \(10\) of 1992](#), and amendments thereof;

The Civil Procedures Law promulgated by [Federal Law No. \(11\) of 1992](#), its regulations and amendments thereof;

[Federal Law No. \(18\) of 1993](#) Concerning the Commercial Transactions and amendments thereof;

[Federal Law No. \(1\) of 2006](#) on Electronic Commerce and Transactions;

[Federal Law No. \(6\) of 2012](#) on the Regulation of the Translation Profession;

[Federal Law No. \(7\) of 2012](#) Regulating the Expertise Profession before the Judicial Authorities;

[Federal Law No. \(6\) of 2021](#) On Mediation for the Settlement of Civil and Commercial Disputes;

[Law No. \(3\) of 2003](#) Establishing the Executive Council of the Emirate of Dubai;

Law No. (6) of 2005 regarding the Regulation of Dubai Courts and amendments thereof;

[Law No. \(14\) of 2009](#) Concerning the Pricing of Government Services in the Emirate of Dubai and amendments thereof;

[Law No. \(16\) of 2009](#) Establishing the Centre for Amicable Settlement of Disputes;

[Law No. \(21\) of 2015](#) Concerning Judicial Fees in Dubai Courts and amendments thereof;

[Law No. \(1\) of 2016](#) Concerning the Financial Regulations of the Government of Dubai;

[Law No. \(13\) of 2016](#) Concerning the Judicial Authorities in the Emirate of Dubai and amendments thereof;

[Law No. \(8\) of 2018](#) Concerning the Management of the Government of Dubai Human Resources;

[Law No. \(13\) of 2020](#) Regulating the expert witness profession in Dubai; and the Executive Council Resolution No. (4) of 2019 Approving the Disciplinary Penalties, Grievances, and Complaints Code of Employees of the Government of Dubai;

Administrative Resolution No. (51) of 2020 Concerning the Jurisdiction of the Centre for Amicable Settlement of Disputes;

**Hereby promulgate the following law:**

**Article 1 Name of the Law**

This Law will be called "**The Law Regulating Conciliation Activities in the Emirate of Dubai No. (18) of 2021**".

**Article 2 Definitions**

The following words and expressions, wherever stated in this Law, shall have the meanings assigned to them hereunder unless otherwise provided by context:

State : The United Arab Emirates.

Emirate : The Emirate of Dubai.

Government : Dubai Government.

Executive Council : The executive council of the Emirate.

Courts : Dubai Courts.

Government Authority : Government departments, public entities and institutions, government councils and authorities, and any public entity affiliated with the government, including the authorities supervising special development zones and free zones.

President : President of Dubai Courts.

Managing Director : The Managing Director of Dubai Courts.

Court President : President of Dubai Court of First Instance.

Centre : Centre for Amicable Settlement of Disputes established under [Law No. \(16\) of 2009](#) referred to.

Dispute : Any dispute arising in civil and commercial matters, which the Centre is competent to consider in accordance with the provisions of this Law and the decisions issued pursuant thereto.

Conciliation : One of alternative dispute resolution methods, whereby the amicable settlement between the parties to the dispute takes place.

Conciliation Agreement The document concluded under the supervision of the conciliator between the parties to the dispute, according to which the dispute is settled amicably, after fulfilling the conditions and procedures stipulated in this Law and the decisions issued thereunder.

System : The electronic system prepared by the Centre, in which the disputes submitted for conciliation are registered in accordance with the provisions of this Law, the conciliation agreement concluded between the parties to the dispute, and the measures taken to append them in the executive form.

Competent judge : The judge of the courts of first instance in Dubai Courts, who is entrusted with the judicial supervision of the conciliation agreement and the settlement of disputes in accordance with the provisions of this Law.

Conciliator : This includes the Centre's employees appointed as conciliators, private conciliators, and employees of government agencies who undertake the conciliation works between the parties to the dispute in accordance with the provisions of this Law.

Private Conciliator : The conciliator who works for the authorised entity.

Authorised Entity : The company or individual institution authorised by the Centre to settle disputes through conciliation in accordance with the provisions of this Law.

Parties to the Dispute : The natural or legal person who is a party to the dispute that is the subject of conciliation.

Committee : The Conciliators Affairs Committee, formed in Dubai Courts in accordance with the provisions of this Law.

Register : The paper or electronic document prepared in Dubai Courts, in which the conciliator is registered from among the employees of the government authority and the private conciliator, after fulfilling the conditions and requirements stipulated in this Law and the decisions issued pursuant thereto.

Authorisation : The document issued by Dubai Courts, which includes its approval for the authorised entity to provide conciliation services, in accordance with the conditions and procedures stipulated in this Law and the decisions issued pursuant thereto.

Signature : This includes the manual signature, fingerprint, electronic signature, or digital signature.

### **Article 3 Scope of Application**

The provisions of this Law apply to:

1. Centre.
2. Whoever undertakes any activity related to conciliation works in civil and commercial matters that take place through the conciliator, in accordance with the provisions of this Law.

### **Article 4 Objectives of the Law**

The aims of this Law are as follows:

1. Promote the culture of amicable settlement of disputes through conciliation.
2. Encourage the adoption of alternative dispute resolution methods arising between the parties to the dispute.
3. Enhance the continuity of contractual relations and commercial and civil projects between individuals and companies by settling disputes that arise between them in amicable and consensual ways.
4. Expedite the adjudication of disputes process and simplify its procedures.
5. Providing a work environment that ensures confidentiality of dispute settlement procedures.

### **Article 5 Competences of the Centre**

The Centre is competent to hear and adjudicate the following:

- a. Disputes determined by a decision of the President, whatever their nature or value.
- b. Disputes whose parties agree to be heard by the Centre.
- c. Lawsuits that the court decides, during its hearing and in what state they are, to be referred to the Centre, based on the agreement of the litigants.

The Centre shall not be competent to hear and adjudicate the following:

- a. Temporary orders & requests and urgent lawsuits.
- b. Disputes to which the government is a party.

- c. Disputes and issues that fall outside the jurisdiction of Dubai Courts, and fall within the jurisdiction of other entities.
- d. Disputes and issues that may not be conciliated in accordance with the legislation in force in the Emirate.
- e. Disputes related to personal status.
- f. Lawsuits that were registered with Dubai Courts prior to the implementation of the provisions of this Law.
- g. Disputes that are decided under the legislation in force in the Emirate to be heard before a centre, committee, or other entity with similar jurisdiction.

#### **Article 6 Work processes in the Centre**

- A. Disputes registered in the System, which are submitted to the Centre for amicable settlement by a number of conciliators, are heard under the supervision of the competent judge.
- B. In the hearing of disputes submitted to the Centre, all procedures, terms and conditions stipulated in this Law and the decisions issued pursuant thereto shall be followed.
- C. The Centre may seek the assistance of experts it deems appropriate to provide technical expertise in the matter submitted before it, and it shall specify in the decision to seek the assistance of the expert the task assigned to him, the time period required to complete such task and its fees and the party obligated to pay these fees.
- D. If a conciliation is made between the parties to the dispute, this shall be proven by virtue of the conciliation agreement signed by the parties to the dispute and approved by the competent judge. This agreement shall have the force of an executive bond after appending it in the executive form, in accordance with the conditions and procedures stipulated in this Law and the decisions issued thereunder.

#### **Article 7 Outsourcing the Centre's functions**

- A. The President may, in accordance with the legislation in force, outsource the Centre's functions related to conciliation works to any of the government agencies or authorised entities. The procedures for registering and settling disputes before these entities, their tasks and powers related to conciliation, shall be determined in accordance with the provisions of this Law and the decisions issued pursuant thereto.
- B. The government agency and the authorised entity shall collect the administrative work expenses resulting from the conciliation works from the parties to the dispute. These expenses shall be added to the expenses of the Centre in the event that the dispute file is referred to the competent court, and the convict shall be obligated pay them.
- C. Disputes submitted to the government agency and the authorised entity shall be heard and settled amicably by the conciliators working for it. These conciliators shall be subject to the provisions stipulated in this law and the decisions issued pursuant thereto, including provisions related to the registration of conciliators and their duties.
- D. Conciliation work by government agency employees shall be limited to disputes that arise between companies, private institutions and individuals, related to the competencies established for the government agency in accordance with the legislation establishing such agency or regulating its work.

#### **Article 8 Procedures for registering and hearing disputes before the government agency and the authorised entity**

- A. Subject to the provisions of Article (7) of this Law, the government agency and the entity authorised to hear the dispute, based on what the Centre refers to it, or based on a request submitted to the Centre by the parties to the dispute, in accordance with the provisions stipulated in this Law and the decisions issued pursuant thereto.
- B. The government agency and the authorised entity shall adhere to the following procedures:
  - a. Register the dispute presented to it in the System, and choosing one of its conciliators from those registered in the Register to hear the dispute and to present the conciliation to the parties to the dispute.
  - b. If the parties to the dispute agree on conciliation, what was agreed upon between the parties to the dispute in the conciliation agreement shall be written down and recorded in the System, in preparation for its approval by the competent judge and append it in the executive form.
  - c. If the conciliation between the parties to the dispute cannot be made for any reason, the dispute shall be referred to the Centre and the procedures stipulated in Article (28) of this Law shall be initiated.
- C. The rules and procedures stipulated in this Law and the decisions issued pursuant thereto shall be followed with regard to the hearing of the dispute and the conciliation procedure that takes place before the government agency or the authorised entity.

#### **Article 9 Functions of the Court President**

The Court President shall perform the following functions:

1. Supervise the Centre.
2. Delegate one or more judges from the Courts of First Instance to supervise conciliation works, approve conciliation agreements and settle disputes referred to the Centre in accordance with the provisions of this Law.

#### **Article 10 Formation of the Commission and its functions**

- A.

In the courts, by a decision of the Director, a Committee called "Conciliators Affairs Committee" shall be formed, consisting of a chairperson, a vice-chairperson of the Committee, and a number of members. In this decision, its mechanism of action and the legal quorum for the validity of its meetings and decision-making shall be determined.

- B. The Committee shall have the following duties and powers:
- a. Decide on the requests referred to it by the Centre to authorise government agencies and other entities to engage in conciliation work in the Emirate, and determine their competences to hear disputes.
  - b. Decide on the requests referred to it by the Centre for the registration of government agencies' employees and employees of authorised entities as conciliators in the Register, in accordance with the registration conditions stipulated in this Law and the decisions issued pursuant thereto.
  - c. Decide on requests to renew the private conciliators registration in the Register, in accordance with the conditions and procedures to be determined by a decision of the Director in this regard.
  - d. Examine the requests to write off conciliators from government agencies' employees and private conciliators from the Register.
  - e. Examine the violations and complaints submitted against authorised entities, as well as conciliators from government agencies' employees and private conciliators, and take appropriate measures against them.
  - f. Hear and decide on the disputes that arise between the authorised entities and the parties to the dispute regarding the Conciliator's Fee Agreement.
  - g. Any other duties and tasks assigned to it by the Director in accordance with the decisions issued by him in this regard.

### **Article 11 Register**

A Register shall be established at the Centre for the registration of conciliators from among the government agencies' employees and private conciliators. The Register form and the data to be included therein, shall be determined by a decision issued by the Director in this regard.

### **Article 12 Conditions for Registration in the Register**

A person applying for registration shall:

1. Be a citizen of the State, and the Director may exempt non-nationals from this condition for those who have experience of no less than (4) four years in the State in the field of conciliation or in any of the areas related to the settlement of disputes.
2. Shall enjoy full civil capacity.
3. Have exhibited good conduct, enjoy a good reputation and not have been convicted of an offence violating honour or trust, unless he has been rehabilitated or has been pardoned.
4. Have a bachelor's degree in Law, Sharia and Law, or any other specialized certificate, or its equivalent, from one of the universities or institutes recognized in the State or Emirate.
5. To be known for their integrity, impartiality, honesty and objectivity.
6. To successfully pass the courses, tests and interviews determined by the Committee.
7. Pay the prescribed fee for registration in the Register.
8. Any other conditions determined by the Director pursuant to the decisions issued by him in this regard.

### **Article 13 Registration Procedures**

Government agencies' employees and employees of authorised entities shall be registered as conciliators in the Register in accordance with the following procedures:

1. A Registration Application shall be submitted to the Centre in accordance with the form prepared for this purpose, supported by the required documents and papers.
2. The Centre shall refer the Registration Application to the Committee, to study and decide on the Application in accordance with the conditions and requirements stipulated in this Law and the decisions issued pursuant thereto.
3. The Committee shall issue its decision to accept or reject the Registration Application within (30) thirty days from the date of receiving the Application.
4. A person whose Registration Application has been rejected may file a grievance within (15) fifteen days from the date of his notification of the rejection decision to a committee formed by the Director for this purpose. This committee shall decide on this grievance within (15) fifteen days from the date of receiving the grievance. The committee decision on the grievance shall be final.
5. The conciliator from the government agencies' employees or the private conciliator, after registering either of them in the Register, shall take the legal oath before the President or whomever he delegates to carry out the duties entrusted to him honestly and truthfully, according to the form approved by the Director in this regard.
6. The Centre shall issue to those who are registered in the Register a card called "**Conciliator Card**", its form and the information to be included therein shall be determined by a decision issued by the Director in this regard.

### **Article 14 Term of Registration in the Register**

Term of Registration of the private conciliator and the conciliator of the government agencies' employees in the Register is one year, renewable for similar periods and a Renewal Application shall be submitted within (30) thirty days prior to

the end of the Term of Registration. The Renewal Application shall be examined in accordance with the conditions and procedures approved by the Director under a decision issued by him in this regard.

#### **Article 15 Conditions and procedures for issuing Authorisations to government agencies**

- A. The Director shall specify, by a decision issued by him in this regard, the conditions to be met and the procedures to be followed for the purpose of issuing authorisations to government agencies to engage in conciliation work.
- B. Governmental authorities shall notify the Committee of any amendment that occurs to the conciliators who work for them, within (30) thirty days from the date of the amendment.

#### **Article 16 Conditions for issuing the authorisation to the authorised entities**

For companies and individual institutions wishing to engage in conciliation works in the Emirate, the following conditions to issue the authorisation shall be met:

1. The Application shall be submitted by companies or individual institutions licensed to operate in the Emirate.
2. The applicant shall have an appropriate headquarters to receive the parties to the dispute and to enable the conciliators to carry out their duties, and to be equipped with the facilities and supplies determined by the Director in accordance with a decision issued by him in this regard.
3. The applicant should prove his substantive capacity to carry out conciliation works in the Emirate, as determined by the Director in this regard.
4. Pay the prescribed fee for issuing the authorisation.
5. Any other conditions determined by the Director pursuant to a decision issued by him in this regard.

#### **Article 17 Procedures for issuing the authorisation to the authorised entities**

For companies and individual institutions wishing to engage in conciliation works in the Emirate, the authorisation shall be issued in accordance with the following procedures:

1. An Authorisation Application shall be submitted to the Centre in accordance with the form prepared for this purpose, supported by the required documents and papers.
2. The Centre shall refer the Authorisation Application to the Committee, to study and decide on the Application in accordance with the conditions and requirements stipulated in this Law and the decisions issued pursuant thereto.
3. The Committee shall issue its decision to accept or reject the Authorisation Application within (30) thirty days from the date of receiving the Application.
4. After issuing the Authorisation, the Centre shall record the basic information related to the authorised entity in its registers, in particular its address, data of its owner and manager, and the private conciliators registered in the Register.
5. A person whose Authorisation Application has been rejected may file a grievance within (15) fifteen days from the date of his notification of the rejection decision to a committee formed by the Director for this purpose. This committee shall decide on this grievance within (15) fifteen days from the date of receiving the grievance. The committee decision on the grievance shall be final.

#### **Article 18 Obligations of the Authorised Entity**

The Authorised Entity shall comply with the following:

1. Put the Authorisation in a prominent and visible place.
2. Notify the Committee of the conciliators who work for it and of any amendments to them or to the Authorisation data, within (30) thirty days from the date of the amendments.
3. Register disputes and conciliation agreements in the System, in accordance with the procedures and processes determined by the Centre in this regard.
4. Maintain a special Register with it, in which the conciliation works it has carried out, the conciliation agreements made, its date and names of the parties to the dispute are recorded.
5. Provide the equipment, records and documents necessary to provide its services.
6. Keep the conciliation agreements and related documents and papers electronically for the period determined by the Director pursuant to the decisions issued by him in this regard.
7. Not to hire any person to work for it as a conciliator not registered in the Register.
8. Any other obligations determined by the Director pursuant to a decision issued by him in this regard.

#### **Article 19 Authorisation Term**

Term of Authorisation is one year, renewable for similar periods, provided that a Renewal Application is submitted within (30) thirty days prior to Authorisation expiry date. The Authorisation shall be renewed in accordance with the conditions and procedures determined a decision issued by the Director in this regard.

#### **Article 20 Opening branches for the Authorised Entity**

The Committee may, at the request of the Authorised Entity, authorise to open other branches in the Emirate. This request shall be decided upon in accordance with the conditions determined by a decision of the Director in this regard.

### **Article 21 Conciliation procedures**

- A. In addition to the conciliation rules and procedures that the conciliator deems appropriate, the conciliator shall manage the conciliation hearing and settle the dispute presented before it by calling on the parties to the dispute, reviewing documents, papers and evidence related to the dispute, presenting conciliation to the parties to the dispute and bringing their views closer together in order to reach an amicable solution to the dispute between them. The conciliator may manage the session through modern technology means.
- B. The conciliator may invite whoever he deems appropriate to hear his statements, provided that he obtains the prior approval of the parties to the dispute.
- C. The conciliator may seek the assistance of experts in substantive and technical issues, provided that he obtains the prior approval of the parties to the dispute, provided that the conciliator, in such case, determines the task of the expert and the time-limit within which he should complete the task.
- D. The conciliator may hear the statements of the parties to the dispute and conduct dialogue with them individually, provided that he obtains their prior approval.
- E. The dispute shall be settled amicably within a period not exceeding (30) thirty days at most from the date of appointment of the conciliator, and the conciliator may extend this period for another similar period, unless the parties to the dispute agree on a different period.

### **Article 22 Conciliator Duties**

- A. The Conciliator shall comply with the following:
  - a. To perform his work sincerely, and to pursue justice, integrity and equality of treatment between the parties to the dispute.
  - b. To provide the parties to the dispute, upon their request, with a copy of his professional biography showing his academic qualifications and work experience in the field of conciliation.
  - c. To provide a detailed and complete explanation to the disputing parties about the rules and procedures that he will follow to complete the conciliation process and manage its sessions.
  - d. To communicate with the parties to the dispute directly, and ensure their interaction in the reconciliation session in an appropriate and fair manner.
  - e. To maintain the confidentiality of the information that he became aware of during the hearing of the dispute and not to disclose it, whether during the conciliation phase or after conciliation.
  - f. Not to accept the agency in a litigation against any of the parties to the dispute related to its subject matter, or its ramifications, even after the completion of the conciliation procedures.
  - g. To explain the content of the conciliation agreement to the parties to the dispute before signing it, in the event that the conciliation and agreement on settling the dispute between them has made.
  - h. To ensure the eligibility of the parties to the dispute to attend the conciliation sessions, and conclude the Conciliation Agreement.
  - i. To ensure the identity, capacity and eligibility of the legal representatives of the parties to the dispute, and the necessary authorisation to represent their clients in the conciliation procedures.
  - j. To refrain from hearing the dispute and managing the conciliation sessions in any of the following cases:
    - A. If he is a partner of any of the parties to the dispute, whether before or during the conciliation procedures.
    - B. If he had previously represented any of the parties to the dispute in the same subject matter of the dispute or in any other dispute.
    - C. If one of the parties to the dispute is his wife or relative up to the fourth degree.
- B. Notwithstanding the Clause (10) of Paragraph (A) of this Article, the Conciliator may hear the dispute and conduct conciliation between the parties to the dispute, if they agreed to undertake the Conciliation Procedures.

### **Article 23 Conciliation Agreement**

- A. Conciliation between the parties to the dispute shall be established under the Conciliation Agreement.
- B. The Conciliation Agreement shall be clearly written, and the full name of the parties to the dispute, their legal representatives, nationality, place of residence or place of work shall be indicated therein.
- C. The Conciliation Agreement may take any form of final and binding agreements on its parties, provided that the consent of the parties to the dispute is obtained, and its content does not violate public order or public morals in the State.
- D. The conclusion of the Conciliation Agreement results in the end of the litigation between the parties to the dispute in the matter that was the subject of it, and none of the parties to the dispute may re-submit the same subject before the courts.
- E. The Conciliation Agreement should be written in the Arabic language when it is registered in the System for approval by the Competent Judge, and it may be translated into a foreign language, provided that the two languages are in one document approved by a legal translator licensed by the competent authorities in the State, and the Arabic text shall have precedence in the event of a conflict.
- F.

Any of the parties to the dispute may consult whoever he wants to review the draft of the Conciliation Agreement before signing it.

#### **Article 24 End of the Conciliator task**

The task of the Conciliator ends in any of the following cases:

1. Conclusion and signature of the Conciliation Agreement.
2. Neither of the parties to the dispute wishing to complete the Conciliation Procedures.
3. Inability to complete the Conciliation Procedures, at the discretion of the Conciliator.
4. Expiry of the deadline set for the dispute settlement, unless the Competent Judge decides to extend this deadline for an additional period.
5. Death or incapacity of any of the parties to the dispute.
6. Conciliator's death, incapacity, or removal from the Register.

#### **Article 25 Confidentiality of the Conciliation sessions**

Conciliation sessions shall be deemed confidential, and any information, documents or papers that were viewed, submitted or exchanged during those sessions may not be disclosed or revealed to third parties, with the exception of the following:

1. Consent of the parties to the dispute to disclose information, documents or papers to third parties.
2. If disclosure is required in accordance with the legislation in force in the Emirate.
3. If disclosure is required for the implementation of the Conciliation Agreement.
4. If the entity requesting such information, documents or papers is a competent judicial authority.
5. If the information, documents or papers are related to a crime or affect public order and morals in the State.

#### **Article 26 Hiring translators**

If the conciliator is unfamiliar with the language of any of the parties to the dispute, he may seek the assistance of a legal translator licensed by the competent authorities in the State.

#### **Article 27 Approval of the Conciliation Agreement and appending it in the executive form**

- A. For the approval of the Conciliation Agreement and appending it in the executive form, the following conditions shall be met:
  - a. The Conciliator from government agencies' employees and private conciliators shall be registered in the Register.
  - b. The dispute and the Conciliation Agreement should be recorded in the System.
  - c. The Agreement shall be signed or stamped with the seal of the legal translator licensed by the competent authorities in the State, in which his name is indicated, in the event that the Conciliation Agreement has been translated into a language other than Arabic.
  - d. The Agreement shall be signed by the parties to the dispute and their eligibility to sign shall be proven.
  - e. The Agreement should not be in violation of public order or public morals in the State.
- B. After verifying that the conditions stipulated in Paragraph (A) of this Article are met, the Centre shall present the Conciliation Agreement to the Competent Judge for approval and append it in the executive form.
- C. The competent judge may reject the request to approve the Conciliation Agreement and append it in the executive form in the event that none of the conditions stipulated in Paragraph (a) of this Article are met, or if it is proven that any of the parties to the dispute has been exposed to any fraud or deception.
- D. A copy of the Conciliation Agreement appended in the executive form shall be delivered to the parties involved in the Conciliation Agreement only.
- E. Another copy of the Conciliation Agreement appended in the executive form shall not be delivered to the parties involved in the Conciliation Agreement except by order of the competent judge, in the event that it is proven that the first copy is lost or that it cannot be used for any reason whatsoever.

#### **Article 28 Acceptance of the case before the courts**

- A. any of the lawsuits that fall within the jurisdiction of the Centre may not be accepted except after its submission to the Centre, the government agency or the authorised entity. If the dispute cannot be settled amicably through conciliation for any reason, then in such case, the dispute shall be referred to the Competent Judge to decide directly on it by a reasoned decision according under which the litigation is ended or referred to the Competent Court, as the case may be.
- B. The parties to the dispute may file a grievance against the Competent Judge decision issued in accordance with Paragraph (a) of this Article, within (15) fifteen days from the day following its issuance if it was in attendance, or from the day following its notification if it is considered in attendance, provided that the value of the dispute does not exceed the final quorum of the Court of First Instance determined in accordance with [Federal Law No. \(11\) of 1992](#) and its Regulations referred to.
- C. The grievance referred to in Paragraph (B) of this Article shall be submitted to the Competent judge for consideration in accordance with the procedures established for examining the grievance, and the grievance shall



be decided upon by a final judgment that ends the litigation and shall not subject to appeal.

- D. Subject to Paragraph (B) of this Article, the decision of the Competent judge ending the litigation may be appealed if the value of the dispute exceeds the final quorum of the Court of First Instance determined in accordance with [Federal Law No. \(11\) of 1992](#) and Regulations referred to. The appeal request shall be submitted in accordance with the established procedures and rules for appealing decisions and judgements.

### **Article 29 Suspension of legal periods**

The legal periods for not hearing the case, as well as the limitation periods stipulated in the legislation in force in the Emirate, shall be suspended from the date of registering the dispute in the System, and the periods shall be resumed from the time of the end of the Conciliator role and the Conciliation Procedures, or the agreement of the parties to the dispute to refer the dispute to the Competent Court.

### **Article 30 Fees for filing a dispute and approval of the Conciliation Agreement**

- A. A fee of (AED 250) two hundred and fifty Dirhams shall be collected, upon registering the dispute in the System. The fee should be refunded if the parties to the dispute reach a conciliation by approving the Conciliation Agreement by the Competent Judge and appending it in the executive form.
- B. No fee shall be collected if the parties to the dispute have agreed on Conciliation and the Conciliation Agreement has been approved by the Competent Judge and appended to it in the executive form, prior to registering the dispute in the System, provided that the Conciliation Agreement is registered in the System.
- C. If parties to the dispute do not reach a settlement, and the dispute has been presented to the Competent Judge or referred to the Competent Court, then the payment of the prescribed fees for this dispute shall be completed in accordance with the provisions stipulated in [Law No. \(21\) of 2015](#) referred to and the legislation in force in the Emirate, after deducting the fee that was paid when the dispute was registered in the System in accordance with the provision Paragraph (a) of this Article.

### **Article 31 Fees of the Private Conciliator**

- A. The fees of the Private Conciliator shall be determined by agreement with the parties to the dispute, or one of them, under a fee agreement, for the disputes whose parties agree to refer to him before the dispute registration in the System.
- B. The fees of the Private Conciliator for the dispute assigned to him by the Centre shall be set at an amount estimated by the Centre, provided that the amount does not exceed (AED 1,000) thousand Dirhams for each dispute in which settlement has been made, and (AED 500) five hundred Dirhams for each dispute in which no settlement has been made.

### **Article 32 Inspection and disciplinary processes**

- A. The Private Conciliator is subject to inspection in accordance with the procedures determined by the Director in accordance with a decision issued by him in this regard.
- B. A committee called the "Disciplinary Committee", to be formed by a decision of the Director, shall be in charge of investigating the Private Conciliator and imposing the penalties stipulated in this law. Such decision shall determine the committee mechanism of action, its powers and the procedures to be followed before it.
- C. Any disciplinary sanction on the Private Conciliator may not be imposed except after conducting a written investigation with him, and hearing his statements and defences by the Disciplinary Committee.
- D. The Disciplinary Committee sessions and deliberations shall be confidential.
- E. Private Conciliator may file a grievance against the Disciplinary Committee decision to the Director within (10) ten days from the date of the issuance of the appealed decision if it is in attendance, and from the date of its notification if it is in absentia. The decision issued by the Director or his authorised representative in this regard shall be final.

### **Article 33 Imposing disciplinary sanctions on the Conciliator at the Centre**

A Conciliator who is an employee of the Centre who violates the provisions of this Law and the decisions issued pursuant thereto shall be subject to disciplinary penalties stipulated in the aforementioned Executive Council Resolution No. (4) of 2019.

### **Article 34 Imposing disciplinary sanctions on the Conciliator of agencies' employees**

Without prejudice to the authority of the government agency to impose any of the disciplinary sanctions in accordance with the provisions of the aforementioned [Law No. \(8\) of 2018](#), Executive Council Resolution No. (4) of 2019 and the decisions issued pursuant thereto, or the human resources legislation applicable to the agency, the Conciliator of the employees of the government agencies registered in the Register who commit any violation of the provisions of this Law and the decisions issued pursuant thereto shall be punished by the following disciplinary penalties:

1. Warning.
2. Suspension of registration in the Register for a period not exceeding two years.

3. Writing off from the Register.

### **Article 35 Penalties and administrative measures against the Authorised Entity and the Private Conciliator**

- A. Without prejudice to any severer penalty stipulated in any other legislation, the Authorised Entity will be punished with a fine of not less than (AED 100) one hundred dirhams and not more than (AED 30,000) thirty thousand dirhams, in the event of its commission or the commission of any of the private conciliators working for it any act that constitutes a violation of the provisions of this Law and the decisions issued pursuant thereto. The Chairman of the Executive Council, by a decision issued by him in this regard, determines the acts committed by the authorised entities and private conciliators constitute a violation of the provisions of this Law and the decisions issued pursuant thereto, and the financial fines prescribed for each violation.
- B. Upon repetition of the same violation within one (1) year from the date of the previous violation, the value of the fine referred to in paragraph (a) of this Article will be doubled, provided that the fine will not exceed one hundred thousand Dirhams (AED 50,000).
- C. In addition to the penalty of the financial fine referred to in Paragraph (A) of this Article, the Committee may take one or more of the following measures against the violator:
  - a. Warning.
  - b. Suspension of registration in the Register or temporary suspension for a period not exceeding two years.
  - c. Writing off from the Register or revoking the Authorisation.
- D. The imposition of any of the penalties and measures referred to in this Article shall not prejudice civil or criminal liability, when necessary.

### **Article 36 Judicial Seizure**

Court employees who are appointed by a decision of the Director shall have the capacity of Judicial Seizure in proving the acts committed in violation of the provisions of this Law and the decisions issued pursuant thereto. For this purpose, they shall have the right to make the necessary seizure reports and seek the assistance of police personnel when necessary.

### **Article 37 Registration and Authorisation issuance fees**

In return for registering the Private Conciliator in the register and issuing the authorisation to the authorised parties, the fees determined by a decision of the Chairman of the Executive Council shall be collected.

### **Article 38 Devolution of fees and fines**

The fees and fines collected pursuant to this provision of this Law and decisions issued pursuant thereto, will be paid to the Public Treasury of the Government of Dubai.

### **Article 39 Issuance of executive resolutions**

With exception to the decisions that the Chairman of the Executive Council is authorized to issue in accordance with the provisions of this Law, the Director shall issue the decisions necessary to implement the provisions of this Law and shall be published in the Official Gazette of the Government of Dubai.

### **Article 40 Replacement and Repeals**

- A. This law replaces the aforementioned [Law No. \(16\) of 2009](#).
- B. Any provision in any other legislation will be repealed to the extent that it contradicts the provisions of this Law.
- C. Decisions issued pursuant to the aforementioned [Law No. 16 of 2009](#) shall continue to be enforced to the extent that they do not conflict with the provisions of this Law, until the issuance of the decisions that replace them.

### **Article 41 Publication and Enforcement**

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

### **Signed**

**Mohamed bin Rashid Al Maktoum**

**Ruler of Dubai**

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