

Instructions for Offices Working in the Recruitment of Non-Jordanian Domestic Workers

for the year 2024/ Issued under the provisions of Paragraph (A) of Article (21)

of the Regulation of Offices Working in the Recruitment of Non-Jordanian Domestic Workers No. (63) of 2020

Article (1):

These instructions shall be called "Instructions for Offices Working in the Recruitment of Non-Jordanian Domestic Workers for the Year 2024" and shall be effective from the date of their publication in the Official Gazette.

Article (2):

A. The following words and phrases shall have the meaning ascribed to them in the Instructions hereunder unless otherwise indicated by context:

The Law:	The Labour Law
Regulation:	Regulation of Offices Working in the Recruitment of Non-Jordanian Domestic Workers
Minister:	Minister of Labour
Directorate:	The Directorate of Domestic Workers.
Director:	Director of the Directorate
Homeowner:	A natural person who employs a Worker in their home.
Worker:	Domestic Worker, cook, gardener, patient companion, or the like, who works in the service of the Homeowner on an ongoing basis.
Office:	The establishment or company licensed in accordance with the provisions of the Regulation to recruit non-Jordanian domestic Workers.
Officeholder:	The Jordanian natural person who owns the office or the partner authorized to sign in the commercial register in accordance with the conditions mentioned in the Regulation and Instructions.

Committee:	The Committee for the Organization of Offices and Domestic Workers Affairs formed under the provisions of the Regulation.
License:	A written or electronic document issued by the Ministry that allows the Office to carry out its work in accordance with the provisions of the Law, Regulation and these Instructions.

B. The definitions contained in the Law and Regulation shall be adopted where provided for in these Instructions unless the context indicates otherwise.

Article (3):

- A. The application for licensing the Office shall be submitted to the Directorate in accordance with the form approved by the Ministry on paper or electronically and it shall meet the conditions contained in the Regulation and these Instructions, accompanied by an original or a true copy of the documents shown below:
- 1- A copy of the ID card and family book of the Officeholder and all Jordanian partners.
 - 2- A certificate of good conduct (criminal record clearance) issued within thirty days of submitting the application, proving that the Officeholder and all partners are not convicted of a felony or misdemeanor related to honor or public morals.
 - 3- A document issued by the Ministry of Industry, Trade and Supply/Companies Control Department proving that the Officeholder, his wife or one of his first-degree relatives and all partners are not owners or partners in the ownership of a nightclub, disco or bar.
 - 4- Commercial register issued by the Ministry of Industry, Trade and Supply/Companies Control Department.
 - 5- An undertaking signed by the Officeholder in the form prepared by the Ministry, including the terms and conditions to ensure the proper performance of their work.
- B. Subject to the provisions of Paragraph (A) of this Article, the following shall be required:

- 1- The Officeholder and all partners shall not have previously been owners or partners in an office that has been closed and is still closed or its license has been revoked by the Ministry.
- 2- The Office scope shall be limited to carrying out mediation work to recruit non-Jordanian domestic Workers.

Article (4):

The Minister shall issue their decision to approve the granting of a license to the Office based on the recommendation of the Committee, and shall inform the Officeholder of the approval in writing, provided that they complete the following conditions within ninety days from the date of issuance of the decision. Otherwise, the approval shall be considered null and void:

- A. Submit a bank guarantee to the Ministry in accordance with the provisions of the Law.
- B. Provide proof of affiliation with the union of owners of recruitment and employment offices for non-Jordanian domestic Workers.
- C. Appoint a director of the Office and a representative in accordance with the conditions mentioned in the Regulation.
- D. Submit a valid and duly attested title deed or lease contract for the Office, provided that it meets the following conditions:
 - 1- The Office space shall not be less than (75) square meters.
 - 2- Announce the name of the Office with a signboard in Arabic and English on its entrance and the entrance to the building in which it is located.
 - 3- Have a separate room for meetings.
- C. 1- Provide special housing for female Workers in accordance with the following conditions:
 - A. It shall be allocated for the purposes of sleeping, sitting, cooking and eating food and shall have sanitary facilities. In places designated for sleeping, the following shall be required:
 - 1- A floor area of at least (1.5m²) per Worker shall be provided.
 - 2- If bunk beds are used, the floor area mentioned in Clause (A) above shall cover the requirements of the Workers in the lower bed and the upper bed. The vertical distance between the two bunk beds shall be not less than 70 cm, and that the safety conditions shall be met.

- 3- The height of the bed shall not be less than 30 cm from the surface of the ground, and the beds shall be separated from each other by a distance of not less than 70 cm.
 - 4- Each Worker shall be allocated a suitable bed and closet.
 - 5- The height of the room shall not be less than 2.8 m.
- B. The housing or any part of it shall not be used for purposes other than those for which it was designated.
 - C. There shall be a signboard or plate with the name of the residence and Office clearly installed at its entrance.
 - D. Appoint a housing supervisor.
- 2- If the Worker is male, the Director of the Directorate shall determine the mechanism for securing housing for him.
- 3-The Ministry shall undertake inspection of the housing to verify that it complies with the required conditions.
- E. Any other conditions determined by the Minister based on the recommendation of the Committee.

Article (5):

- A. The Officeholder may apply to the Director of the Directorate to license a branch of the Office in any of the governorates of the Kingdom.
- B. In accordance with the provisions of the Regulation, the following conditions must be met for the branch to be licensed or for its license to be renewed:
 - 1- The area shall not be less than (50) meters.
 - 2- Announce the name of the branch with a signboard in Arabic and English on its entrance and the entrance to the building in which it is located.
 - 3- Have a separate room for meetings.

Article (6):

It is prohibited for the Officeholder or all partners to apply for licensing more than one office.

Article (7):

- A. The prior approval of the Committee is required if the ownership of the Office is transferred to a new owner, provided that the new owner

meets the same conditions mentioned in the Regulation and Instructions.

- B. The prior approval of the Director of the Directorate is required in the event of the transfer of the Office to a new location, provided that it meets the same conditions of the office mentioned in the Regulation and Instructions.
- C. In the event of the death of the Officeholder, their ownership shall be transferred to the heirs, provided that an application is submitted to approve the transfer of the License to them to the Director of the Directorate within ninety days from the date of death. In the event that the deceased Officeholder is the manager, it is required that the new manager meets the necessary conditions for the Office manager in accordance with the provisions of the Regulation. Otherwise, the License is considered null and void.
- D. The Director of the Directorate must be notified, and their approval obtained, in the event of appointing a new manager or new representative for the Office, provided that they meet the conditions stipulated in the Regulation.
- E. All employees of the office must be of Jordanian nationality except for (the interpreter).

Article (8):

- A. The Office shall proceed with the procedures for renewing the License thirty days before the date of expiry of its term.
- B. The work of the Office shall be suspended automatically in the event that the License expires until it is renewed.
- C. The license of the Office shall not be renewed in the event that there is a complaint against the Office with the Ministry and it is the reason for not resolving it.

Article (9):

- A. The Ministry shall publish a list of the names of the offices that have been suspended or closed for a specified period on its website, until their situation is rectified.
- B. If the Office License is canceled for any reason, the Office shall announce this in two local daily newspapers only once and at its own expense.

- C. The announcement referred to in Clause (b) of this Article shall include inviting Homeowners to review the Ministry regarding any claim or demand they have against the Office within thirty days from the date of publication of the announcement.
- D. If the Office does not announce the cancellation of its License in accordance with the provisions of Paragraphs (b) and(c) of this Article, the Ministry shall make the announcement, provided that the cost of this announcement is deducted from the value of the bank guarantee of the Office.
- E. The Ministry shall notify the competent entities of the cancellation of the Office License to take the necessary measures regarding the cancellation of the approvals and registration documents granted to it.

Article (10):

- A. The Committee shall have the following powers and functions and shall submit its recommendations to the Minister to take the appropriate decision:
- 1- Consider applications for licensing the Office and branch in accordance with the regulations, instructions and decisions issued in this regard.
 - 2- Liquidate the bank guarantee within the limits of the value of the violations committed by the officeholders.
 - 3- Determine the costs of recruiting domestic Workers, including the fees for work permits, travel tickets, and the fees paid by the Office in accordance with the provisions of the Law.
 - 4- Determine the costs of the Worker's transfer within the Kingdom from one Homeowner to another.
 - 5- Determine the allowance for the days spent by the Worker in the service of the Homeowner in the event that the Worker does not continue to work for Homeowner.
 - 6- Take any of the following actions or penalties against any violating Office:
 - a) Close the Office for a period not exceeding one year until the violation is removed. If the violation is not removed during this period, the Office License shall be considered null and void.

- b) Increase the amount of the guarantee provided by the Office by 20,000 dinars in the event that the Office is repeatedly suspended from work for three times or closed twice.
 - c) Cancel the License of the Office permanently if it is proven that the violation committed is a serious violation of human rights or the legislation in force.
- 7- Any other matters related to the work of the Offices referred to it by the Minister.
- B. The chairman of the Committee may, if the interest so requires, form specialized sub-committees to study the matters the chairman determines and submit recommendations in regard to them to the Committee, or assign labour inspectors to conduct inspection visits.
 - C. The Committee shall meet at the invitation of its Chairman whenever the need arises. Its meeting shall be considered legal in the presence of the majority of the members, including the Chairman. Its appointments shall be issued by the majority of the members of the Committee.
 - D. Any member of the Committee shall have the right to object to its recommendations, provided that the reasons for the objection are stated.

Article (11):

The Homeowner must meet the following conditions:

- A. Must be a Jordanian national, and the Minister or whoever they authorize may allow non-Jordanians to employ domestic Workers, provided that a bank guarantee of (2000) two thousand Jordanian dinars is provided to ensure the rights of the Worker and any other conditions that the Minister deems necessary to issue for this purpose.
- B. Be any of the following:
 - 1- Head of household or spouse.
 - 2- A person with a disability.
- C. Not to have been convicted or referred to the court in a case of assault on a Worker. For this purpose, the Homeowner shall submit a written declaration to that effect in accordance with the form approved by the Ministry.

D. The following categories are excluded from providing the bank guarantee stipulated in Paragraph (A) of this Article:

- 1- Employees of diplomatic missions in the Kingdom who hold a diplomatic card and are exempt from work permit fees for their domestic Workers.
- 2- Employees of international agencies, bodies, organizations and the like, who are exempt from work permit fees for their domestic Workers.
- 3- GCC nationals.

Article (12):

The written authorization provided by the Homeowner to the Office or to any natural person must meet the following conditions:

- A. It must be signed by the Homeowner and the signature must be authenticated by the bank.
- B. The authorization shall specify the procedure authorized by the Office or any person before the Ministry and in accordance with the form approved for this purpose.
- C. It must include the full name and national ID number of the Homeowner, or the passport number for non-Jordanians, along with the personal identification document number, and be accompanied by a copy of the Homeowner's personal identification document.
- D. The authorization period shall be ninety days only and shall be used once for the maximum specified therein.

Article (13):

The Office shall submit an application for the recruitment of the Worker to the Directorate in accordance with the form approved by the Ministry on paper or electronically, provided that the following documents are attached to it:

- A. Two copies of the employment contract signed by the Homeowner, to be signed by the Worker upon their arrival in the Kingdom, with the Office certifying the signature.
- B. A copy of the Worker's passport valid for at least two years for countries that do not have diplomatic representation in the Kingdom, and for at

least one year for countries that have diplomatic representation in the Kingdom.

- C. A certificate of good conduct (criminal record clearance) for the Worker is required, except for countries that are exempt from providing this certificate if it is explicitly stated in a memorandum of understanding.
- D. A written authorization from the Homeowner in accordance with the conditions mentioned in Article (12) of these Instructions.
- E. A certificate of health clearance for the Worker, issued by a medical authority in the sending country and approved by the Jordanian Ministry of Health.
- F. If the requested Worker is a domestic Worker (such as a gardener, chef, or third Worker or more), any of the following requirements must be met:
 - 1- Have a copy of a valid independent land title deed in the name of the Homeowner or in the name of the Homeowner and one or all family members, along with a copy of the original occupancy permit specifying that the type of residence is only a villa or residence under special provisions (A) or (B), meaning a villa, or an official letter issued by the Greater Amman Municipality or the municipalities confirming that the building on the same land title deed is an independent building/villa for the Homeowner.
 - 2- To be married to three or four wives.
- E. To submit a recommendation letter for exemption from the Ministry of Social Development, dated no more than one year from the date of application. This letter is used only once and for a single Worker who applies for exemption from work permit fees.
- F. The Worker's insurance policy issued in accordance with the provisions of the insurance policy instructions for non-Jordanian domestic Workers, covering the period of validity of the work permit.
- G. A document from the relevant Sharia or ecclesiastical court, as applicable, for the guardian or custodian of a person with a disability who is partially or fully incapable of exercising their rights. The work permit will be issued in the following format: (Name of the person with a disability / Name of the guardian or custodian).
- H. Any other documents required by the Directorate

Article (14):

- A. The employment application for the transfer of the Worker or the renewal of the work permit must be submitted to the directorate using the approved form from the Ministry, either in paper or electronically, and should be accompanied by the following documents:
- 1- Two copies of the employment contract signed by the Homeowner and the Worker.
 - 2- A copy of the Worker's passport, provided that it is not expired for a period of more than one year.
 - 3- A written authorization from the Homeowners (the first Homeowner and the second Homeowner) to approve the transfer of the Worker or the renewal of their permit in accordance with the conditions mentioned in Article (12) of these Instructions.
 - 4- A certificate of health clearance for the Worker issued by the Ministry of Health.
 - 5- If the requested Worker is a domestic Worker (such as a gardener, chef, or third Worker or more), any of the following requirements must be met:
 - A. Have a copy of a valid independent land title deed in the name of the Homeowner or in the name of the Homeowner and one or all family members, along with a copy of the original occupancy permit specifying that the type of residence is only a villa or residence under special provisions (A) or (B), meaning a villa, or an official letter issued by the Greater Amman Municipality or the municipalities confirming that the building on the same land title deed is an independent building/villa for the Homeowner.
 - B. If he is married to three or four wives.
 - 6- To submit a recommendation letter for exemption from the Ministry of Social Development, dated no more than one year from the date of application. This letter is used only once and for a single Worker who applies for exemption from work permit fees.
 - 7- The Worker's insurance policy issued in accordance with the provisions of the insurance policy instructions for non-Jordanian domestic Workers, covering the period of validity of the work permit.
 - 8- A document from the relevant Sharia or ecclesiastical court, as applicable, for the guardian or custodian of a person with a disability who is partially or fully incapable of exercising their rights. The work

- permit will be issued in the following format: (Name of the person with a disability / Name of the guardian or custodian).
- 9- Any other documents required by the Directorate
- B. Allowing the transfer of a male domestic Worker who works as a (domestic Worker/gardener) or (domestic Worker/ cook) from the name of the deceased Homeowner to the name of one of their heirs, with the exception of the provisions of Clause (5) of Paragraph (A) of this Article, provided that the following conditions are met:
- 1- Attach a copy of the death certificate of the Homeowner and a copy of the inheritance certificate to be submitted with the request for the transfer of the domestic Worker.
 - 2- A written consent of all heirs to the transfer of the domestic Worker in the name of one of the heirs, or the submission of a declaration by one of the heirs that includes the consent of all heirs to the transfer of the domestic Worker from the deceased Homeowner to the heir, under penalty of canceling the work permit and deporting the domestic Worker if proven otherwise.
- C. 1- Allowing Homeowners to renew work permits for the third or more domestic Workers and for male domestic Workers in the professions of (domestic Worker/gardener), (domestic Worker/ cook) or (domestic Worker/ housekeeper) and excluding them from the provisions of Clause (5) of Paragraph (A) of this Article.
- 2- Allowing the renewal of the work permit for the male domestic Worker who works as a (domestic Worker/gardener) or (domestic Worker/ cook) in the event of the death of the Homeowner under the name of one of the family members listed in the deceased's family registry. The provisions of Clause (5) of Paragraph (A) of this Article shall not apply, provided that the following is attached:
- a) A copy of the death certificate.
 - b) A copy of the inheritance certificate.

Article (15):

Diplomats accredited to the Kingdom are exempt from the conditions stated in Paragraph (F) of Article (13) and Clause (5) of Paragraph (A) of Article (14) of these Regulations when recruiting, employing, transferring, or renewing the work permit for a domestic Worker in the profession of (chef,

gardener), provided that they present a letter issued by the Ministry of Foreign Affairs and Expatriates.

Article (16):

The Minister or whoever they authorize may approve the application for the recruitment or employment of a male domestic Worker in the following cases:

- A. Domestic Worker in the profession of patient attendant, provided that the Homeowner or one of the male family members requires healthcare as per a medical report from the Ministry of Health.
- B. Domestic Worker in the profession of companion for the elderly, provided that the male Homeowner has completed the age of seventy years and is not married.
- C. Domestic Worker in the profession of housekeeper, provided that the male Homeowner is the only one in the family book or has only male children, and he is not allowed to recruit or employ a female domestic Worker.

Article (17):

- A. The Homeowner shall have the right to replace the Worker with another Worker from outside the Kingdom within ninety days from the date of the Worker's entry into the Kingdom, or thirty days from the date of their receipt according to the date specified in the waiver document in the following cases:
 - 1- The Worker's escape or departure to any location and the Homeowner informing the security center thereof within a period not exceeding thirty days.
 - 2- If the Worker is suffering from a contagious or infectious disease and is unable to work, or in the case of confirmed pregnancy, within a period not exceeding thirty days from the date of proving the incident by the Ministry of Health.
 - 3- The Worker refuses to work without a reason within a period not exceeding thirty days from the date of proving the fact of refusal of work by the Labour Inspector.
- B. The issuance of a work permit to the Worker is not permitted in the following cases:
 - 1- The Worker's escape or departure to any location.

- 2- If the Worker is suffering from a contagious or infectious disease and is unable to work, or in the case of confirmed pregnancy.

Article (18):

The Minister or whoever they authorize may refuse to grant or renew a work permit if it is proven by the competent authorities that the Homeowner or whoever resides with them has physically abused or sexually assaulted the Worker, or has failed to pay the wage to the Worker. In such case, it is permitted to grant consent to the Worker to obtain a work permit to work for another Homeowner without requiring the consent of the previous Homeowner.

Article (19):

- A. The transfer of non-Jordanian female Workers from the domestic Workers sector to any other sector or from other sectors to the domestic Workers sector shall not be allowed.
- B. Notwithstanding the provisions of paragraph (A) of this Article, non-Jordanian female Workers in the domestic Workers sector are allowed to transfer to work as translators in offices working in the recruitment of non-Jordanian domestic Workers.
- C. Non-Jordanian domestic Workers in the Aqaba Special Economic Zone Authority are allowed to transfer to work for the same Homeowner or another Homeowner outside the Aqaba Special Economic Zone, provided that a letter is brought from the Authority approving the transfer of the Worker to work outside the boundaries of the zone.
- D. It is permitted for non-Jordanian male Workers to transfer from the domestic Workers sector to other sectors or from other sectors permitted for transfer to the domestic Workers sector.
- E. The Worker shall be allowed to transfer from one Homeowner to another by mutual agreement, provided that there is prior approval from the Director of the Directorate and based on a report from the labour inspector. The new Homeowner or Office must complete the procedures for issuing the work permit and residence permit within seven days from the date of obtaining approval, with a new fee for a duration of one year.

- F. The Worker may transfer to another Homeowner after the lapse of more than two years from the date of their entry into the Kingdom without the consent of the previous Homeowner, provided that the work permit has expired and there is no security restriction on the Worker.
- G. The Office shall not be allowed to transfer the Worker to another Homeowner except with the prior approval of the Director of the Directorate, provided that the work permit and residence permit are issued within seven working days from the date of obtaining the approval.
- H. 1- Non-Jordanian domestic Workers shall not be allowed to transfer from one Homeowner to another except through the recruitment office that brought this Worker.
- 2- Non-Jordanian domestic Workers shall be allowed to transfer from one Homeowner to another in the event that the Office is suspended from work, closed, or its License is canceled, and they shall be allowed to transfer between members of the same family.

Article (20):

The Director may approve the issuance of a work permit in the name of one of the heirs of the deceased Homeowner in the event of their death after the Worker's entry into the territory of the Kingdom, and before issuing the residence permit with the same financial receipt.

Article (21):

The Directorate maintains a database (paper or electronic) showing the names of Offices, the number of Workers recruited or employed for each Office, their nationalities, the names of Homeowners, their addresses and contact information, the date of the Worker's entry into the Kingdom, the date of issuing a work permit in their name, and the date of their departure from the Kingdom.

Article (22):

The Office shall, at its expense, within ninety days from the date of the Worker's entry into the Kingdom, or thirty days from the date of the Worker's transfer to another employer, comply with the following:

- A. Deport a pregnant Worker or a Worker with a communicable, contagious disease, or a disease that does not allow the Worker to

carry out their work to their home country within a period not exceeding seven working days from the date of issuance of the medical examination by the Ministry of Health.

- B. Arrange for a ticket for the Worker who refuses to complete the duration of the employment contract within ninety days from the date of the Worker's entry into the Kingdom or thirty days from the date of the Worker's transfer to another employer and wishes to return to their home land.

Article (23):

Fees for work permits, the additional amount, and fines for the domestic Worker against whom a deportation decision has been issued by the Ministry of Interior shall be collected from the date of expiration of the last work permit of the Worker until the implementation of the deportation decision from the Kingdom, provided that proof of the Worker's departure date from the Kingdom is obtained from the Residency and Borders Department and Foreign Affairs.

Article (24):

The electronic document of any of the documents contained in these Instructions shall be approved.

Article (25):

- A. In cases other than those mentioned in these Instructions, the Minister may take the decision they deem appropriate, based on the recommendation of the Committee, if they are convinced of the existence of justified and clear cases that require this.
- B. The Minister shall issue the necessary decisions to implement the provisions stipulated herein.

Article (26):

The Instructions for Offices Working in the Recruitment of Non-Jordanian Domestic Workers for the year 2020 and all previous decisions issued in this regard shall be repealed.

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Minister of Labor
Nadia Abdel Raouf Al-Rawabdeh