

File a Grievance

Description of Service:

This service enables customers to file a Grievance and its pleading in First Instance Tribunals in Rental Disputes Center.

Required Documents:

1. A copy of lease (Ejari) and previous leases
2. A copy of plot map or new Title Deed issued by Land Department in Dubai.
3. A copy of certificate of ownership if the leased premises are located in Freehold areas.
4. Personal data (landline, mobile, email)
5. Details of leased property, its type and Makani Number (if available).
6. A copy of the Landlord's passport along with residency (for expatriate) and Emirates ID.
7. A copy of the Tenant's passport along with residency (for expatriate).
8. A copy of Commercial License if the lessor is a legal entity (company or establishment) and a copy of license holder's passport.
9. A copy of Notice along with notification officer's report or Registered Post along with receipt of Notice acknowledgement.
10. Proof stating contractual relationship between Lessor and leasing office, lease or management contract in force.
11. Portfolio (sequential evidence stating validity of lawsuit such as: correspondence, notices, irregularities, DEWA bills or others)
12. All documents must be submitted in Arabic or legally translated into Arabic.
13. A copy of inheritance certificate for the heirs if (Lessor) is deceased.

14. A copy of Power of Attorney attested by Notary Public for legal agent and Emirates ID.

Service Charges:

Fees	Description	Amount	Currency
Fees	Registration of Power of Attorney (if applicable)	25	AED
	Knowledge	10	AED
	Innovation	10	AED

Channels Offering Service:

Name of the Channel	Working Hours	Service Duration
Rental Disputes Center (Disputes and Lawsuits Registration Section)	From 07:30 to 14:30 (Sunday to Thursday)	20 Minutes

Beneficiaries:

Lessor, Lessee, Property Management Company, and Law Firms

Priority service to one of these categories:

Individual with Special Needs – Dakhr Card Holders

Responsible Department:

Rental Disputes Center (Disputes and Lawsuits Registration Section)

Contact Us:

Call Center 8004488

Email: info.rdc@rdc.gov.ae