

Client Procedure (CP) for Employee ID

Cards Services

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Department Name	:	Licensing Department.
Section Name	:	Government Services Section.
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1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for obtaining Non-Sponsored Employment ID and TIL cards Services.

The Non-Sponsored Employment ID cards allow the person sponsored by their families to work with companies licensed by Trakhees. While TIL card is issued for person who are working with companies, which are federal law licensed by Trakhees.

2. Scope

This procedure will apply to all clients within Trakhees' jurisdiction.

3. Definitions

3.1 TIL card cards issued by Trakhees Licensing Department for persons working for Federal law licenses of the Special Development zones under the Department of Planning and Development (Trakhees), TIL card includes QR code which can be used for inspector identification purposes. The TIL card can be issued only after the employee's company has completed the employee's Residency Visa.

3.2 LD - Trakhees-Licensing Department

4. Procedure

4.1 Non-Sponsored Employment ID Card- New/Renewal/Amendment

4.1.1 Client should ensure the availability of enough credits in their prepaid account before applying for the service.

4.1.2 Client should apply through online and upload the below required documents:



For online application help, please refer to (Section 3.1.22) of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

Service	Required documents
Non Sponsored Employment ID Card- New & Renewal	<ul style="list-style-type: none">- Valid Passport Copy of Sponsor & Dependent- Valid Residence Visa Copy of Sponsor & Dependent- NOC Letter from the Sponsor's employer- NOC Letter of the Dependent (may require)- Photo- Copy of Non-Sponsored Employment Contract (for New request)
Non Sponsored Employment ID Card- Amendment	<ul style="list-style-type: none">- Valid Passport Copy of Sponsor & Dependent- Valid Residence Visa Copy of Sponsor & Dependent- NOC Letter from the Sponsor's employer- NOC Letter of the Dependent (may require)- Old and New contract copies (salary or profession amendment)- Photo- Copy of Non-Sponsored Employment Contract.

NOTE: Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.



4.1.3 Once the applicant received the submission reference number, LD will verify the attached documents and update the system as follows:

4.1.3.1 **Reject:** If the submission does not comply with requirements, client should apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount

4.1.3.2 **Request for More Information:** If:

- If note any missing document, LD will request for more information and advice to re-upload the missing document, client should re-upload the requested documents with the same submission number.
- In case all the required documents are available, LD will request the client to submit the original copy of the non-sponsored employment contract and the old non-sponsored employment ID card (in case of amendment request). Client should submit the original copy of the contract and the old ID card (in case of amendment request) to passport collection personnel, then the request will be **Approved** and the amount will be automatically deducted from the client's prepaid account.

Note: LD can reject the transaction after 3 chances of more information requests.

4.1.4 LD will process the request of Non-Sponsored Employment ID and client should approach Trakhees offices- Passport Collection section and collect the attested contract and ID (only the company manager or PRO are accepted to collect the documents).

Note: Card is valid only for one year and must be renewed annually.



4.2 Replacement of Non-Sponsored Employment ID Card

4.2.1 Client should ensure the availability of the required amount of service fees in their prepaid account and should send the request to Trakhees.Government@trk.pfc.ae along with the below required documents;

- Police Report for Lost Item
- Valid Passport Copy
- Valid Residence Visa Copy
- NOC Letter from the company
- Photo

4.2.3 LD will review the submission and accordingly;

5.3.2.1 Accept: If the submission complies with requirements and there is enough amount in the client prepaid account, service fee will be deducted from the prepaid account.

5.3.2.2 More information: If note any missing document or no enough balance from client prepaid account, LD will request to client through email to submit the missing documents or top up the required amount from the prepaid account. Client should reply to the same email upon compliance of the requirements.

4.2.4 Once the application is accepted, LD will process the re-printing of Non-Sponsored Employment ID card.

4.2.5 Client should collect the Non-Sponsored Employment ID card and an acknowledgement report should be obtain by LD upon delivering the ID card to the client. The card is valid for one year from the date of new issuance or renewal and must be renewed annually



4.3 Non-Sponsored Employment ID Card- Cancellation

4.3.1 Client should ensure the availability of enough credits in their prepaid account before applying for the service

4.3.2 Client should apply online and upload NOC letter from the company.

	<p>For online application help, please refer to (Section 3.1.22) of below link: http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf</p>
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4.3.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follow:

4.3.3.1 Reject: If the submission does not comply with the requirement, client should apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount

4.3.3.2 More Information: If:

- Note any missing information, LD will request for more information and advice to re-upload the document, with the same submission number.
- In case the required document is accepted, LD will request the client to submit the original non-sponsored employment ID. Client should submit the original non-sponsored employment ID to passport collection personnel, then the request will be **approved** and the amount will be automatically deducted from the client's prepaid account.

Note: LD can reject the transaction after 3 chances of more information requests.

4.3.4 LD will process the request cancellation of Non-Sponsored Employment ID and client will receive a notification through online once the transaction is completed.



4.4 TIL Cards Services

4.4.1 Client should ensure the availability of enough credits in their prepaid account and update the company's registered email before applying for the service.

4.4.2 Client should apply through online and upload the below required documents:

Service Type		Requirements
New/ Amendment name)	Renewal/ (employee	- Passport Copy - Residence Permit Copy - Photo (jpg)
Amendment Name)	(Company	System will automatically change the company name in TIL services. Client will apply for amendment and no attachment is required for this service.
Termination		Attachment not required.

4.4.3 Client can request for multiple cards in one transaction and at the same time. List of existing TIL cards will be displayed upon pressing the search button.

NOTE:

- Application will be saved as draft after submission if there's no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.4.4 Once the applicant received the submission reference number, LD will verify the attached documents and update the system as follows:

4.4.4.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.



4.4.4.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount.

4.4.4.3 More information: If note any missing documents or registered email is not updated, LD will request for more information and advice to re-upload the missing documents or update the registered email. Client should re-upload the requested information with the same submission number.

NOTE: - In case client fails to renew the TIL card, the system will automatically generate payment advice covering the renewal fees for the current year and all other previous years in which renewal has not been done.

4.4.5 Upon approval, an Electronic TIL Card will be sent to the company registered e-mail and could only be opened using smartphones, once the client opens the mail attachment the card will be automatically saved in the business wallet of the phone. For TIL card cancellation request, client will receive notification that the request is completed.

Note: TIL Card is valid only for 1 year and must be renewed annually before the expiry date. In case the TIL card is expired upon inspection, inspection officer will impose penalty to the company.

5. Completion Time

	Service	Completion Time
5.1	Reviewing the submitted documents (form the date of submission)	2 Working Days
5.3	Issuance /Replacement/ Cancellation of Non-Sponsored Employment ID Card (from the date of approving the submission)	On the same day

5.4	Issuance / Cancellation of TIL Card (from the date of approving the submission)	On the same day
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6. Service Fees*

	Service	Fees	
6.1	Non-Sponsored Employment ID Card- New	880	+300 for Urgent Requests
6.2	Non-Sponsored Employment ID Card-Renewal	520	
6.3	Non-Sponsored Employment ID Card- Amendment	480	
6.4	Non-Sponsored Employment ID Card -Replacement	450	
6.5	Non-Sponsored Employment ID Card- Cancellation	220	
6.6	TIL Cards -New	220	
6.7	TIL Cards – Renew	220	
6.8	TIL Cards –Amend	120	
6.9	TIL Cards –Termination	120	

7. Related Forms

7.1 CGS-F05a - Employment Contract- Non-Sponsored.

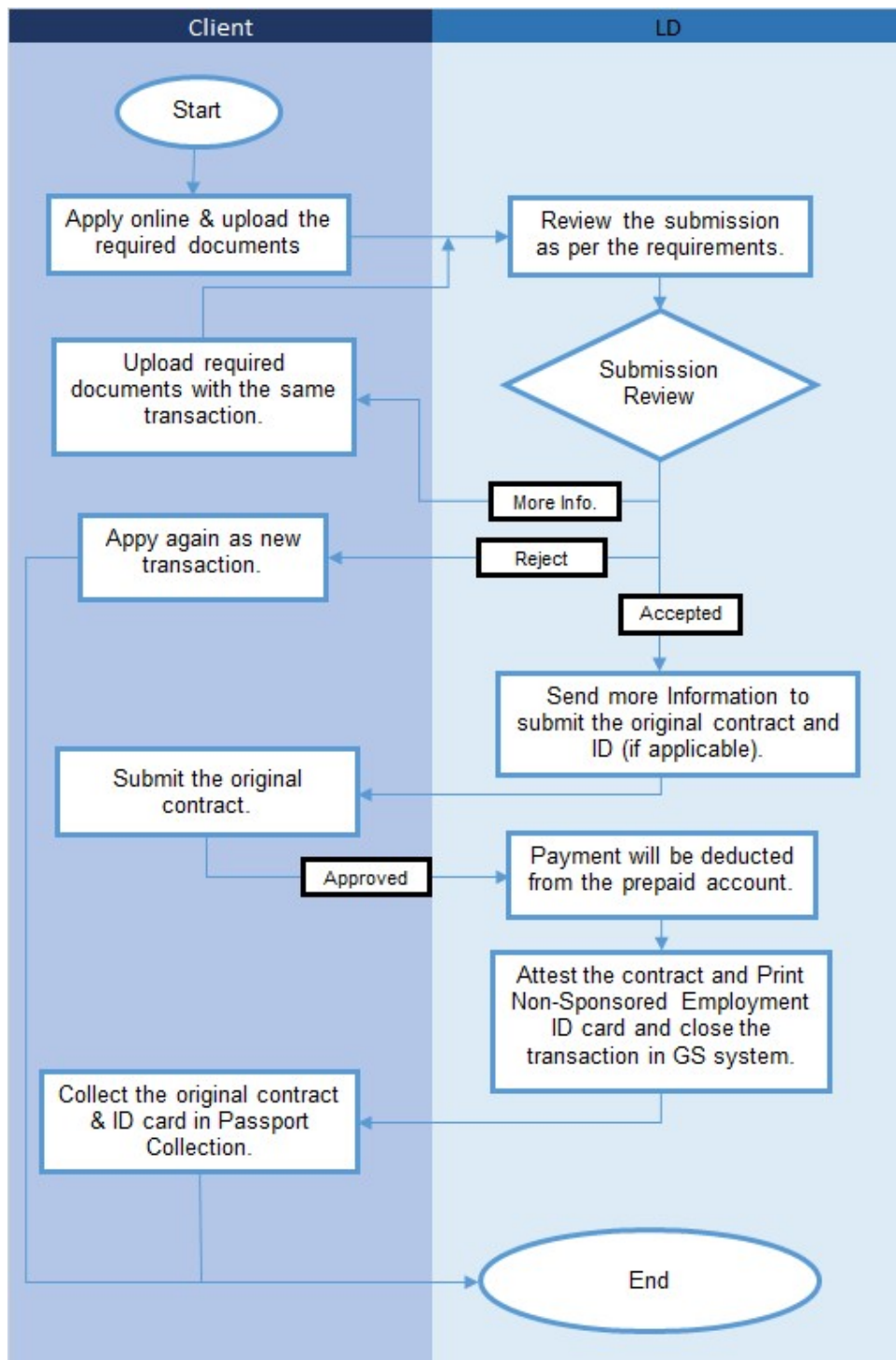
8. References

8.1 Trakhees Rules and Regulation.



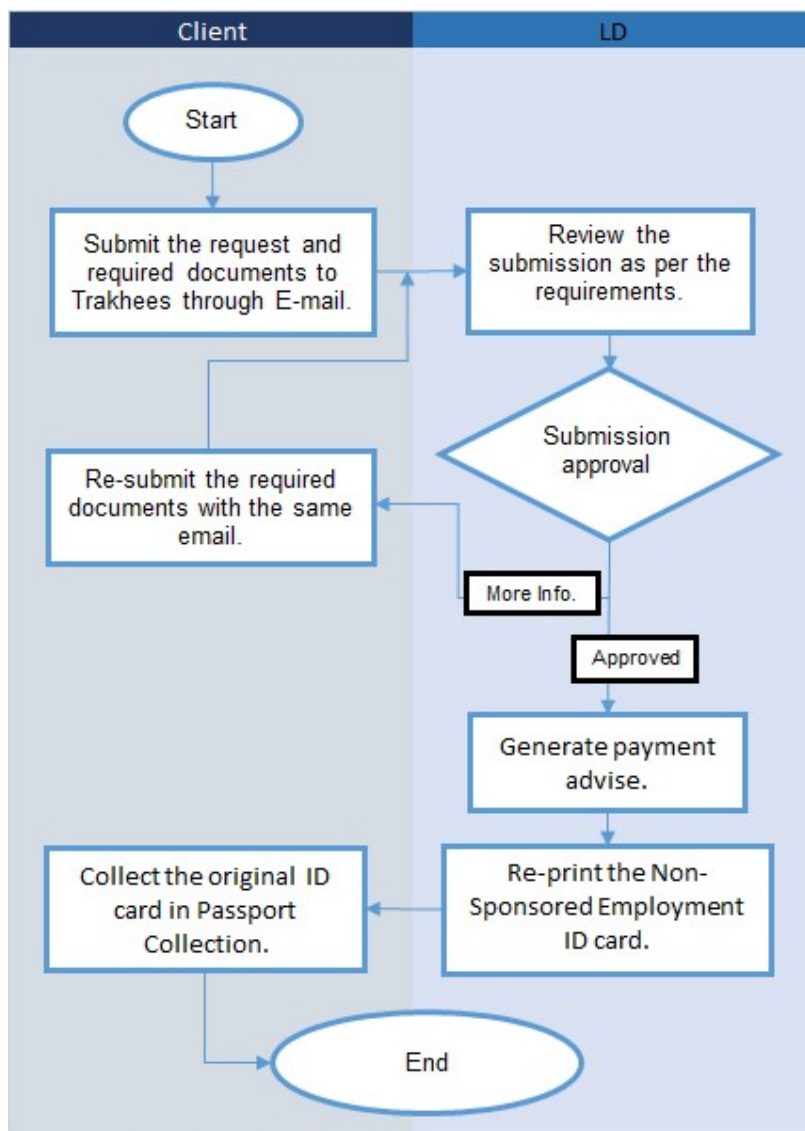
9. Workflow

9.1 New/Renew/Amendment of Non-Sponsored ID Cards Services Workflow



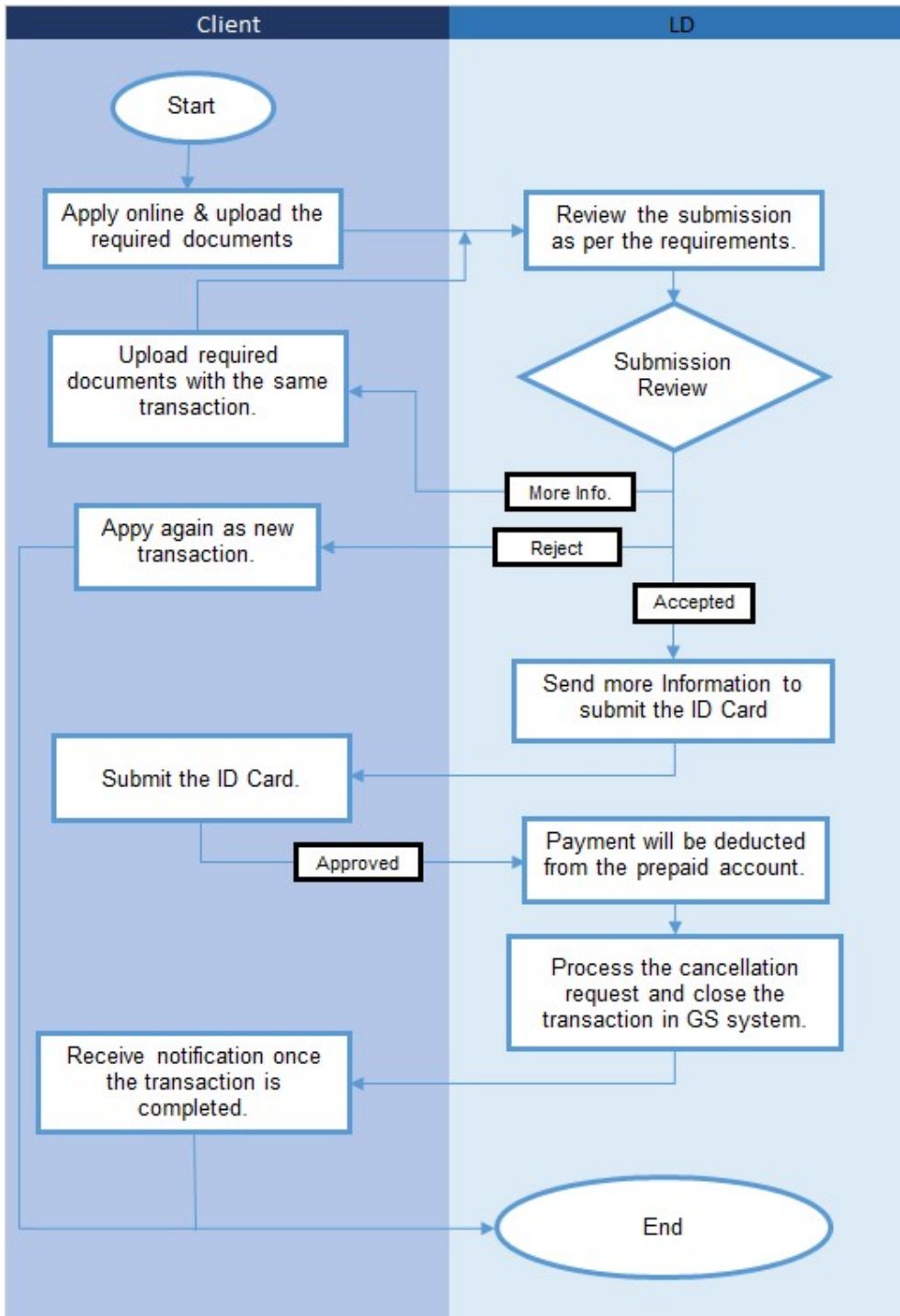


9.2 Replacement of Non-Sponsored Employment ID Card Service Workflow





9.2 Cancellation of Non-Sponsored Employment ID Card Service Workflow





9.3 TIL Card

