

# Client Procedure (CP) for Visa Amendment services

PCFC- Entity (Business Unit) Name	:	Department of Planning and Development – Trakhees.
Department Name	:	Licensing Department.
Section Name	:	Government Services.
Document Reference Number	:	PCFC-TRK-LD-GS-CP-07
Revision Number	:	11
Revision Date	:	October 2020



## Table of Contents

1. Purpose .....	2
2. Scope.....	2
3. Definitions.....	2
4. Procedure.....	2
5. Service Completion Time.....	6
6. Service Fees*.....	7
7. Related Forms.....	7
8. References .....	7
9. Workflow.....	8



## 1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for residence permit or salary amendment services.

## 2. Scope

This procedure will apply to all clients holding free zone licenses with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction applying for residence permit or salary amendment services.

## 3. Definitions

- 3.1 E.C - Establishment Card
- 3.2 RP - Residency Permit
- 3.3 GS - Government Services.
- 3.4 LD - Trakhees-Licensing Department

## 4. Procedure

### 4.1 Salary Amendment

4.1.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting for Salary amendment.

4.1.2 Applicant may request for Salary Amendment through online and upload the revised copy of employment contract (CGS-F01a).



For online application help, please refer to (Section 3.1.17) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)



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.

4.1.3 Once the applicant received the submission reference number, LD will ensure the availability of the required documents and check the license status and update the system as follow:

4.1.3.1 Rejected: 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

4.1.3.2 More Information: If:

- Note any missing information, LD will request for more information and advice to re-upload the missing document, Applicant should re-upload the requested documents with the same submission number.
- In case all the required document is accepted, LD will request the client to submit the original copy of the revised contract. Client should submit the original copy of the revised contract to passport collection personnel, then the request will be approved and the amount will be automatically deducted from the client's prepaid account.

4.1.4 LD will process the change of the salary and client should approach Trakhees offices- Passport Collection section and collect the attested copy of the revised contract (only the company manager or PRO are accepted to collect the documents).

## **4.2 Profession Amendment/ for Re-Stamping RP from Old to New Passport (renewed/lost/damaged)/for Nationality Change/ for Personal Information Change**



4.2.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting for profession amendment.

4.2.2 Applicant may request for Visa Amendment through online and upload the below required documents



For online application help, please refer to (Section 3.1.17) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

- Required Documents are

Service	Required documents
- Profession Amendment	<ul style="list-style-type: none"> <li>- Passport copy</li> <li>- Residence Visa Copy</li> <li>- Revised Employment Contract copy (CGS-F01a)</li> <li>- Establishment card copy</li> <li>- Attested Education Certificate for Manager/Director/Engineer/Doctor/Accountant, etc. position</li> </ul>
- Re-Stamping from Old to New Passport (Renewed//Damaged Passport)	<ul style="list-style-type: none"> <li>- Copies of the old and new passport.</li> <li>- Residence visa copy.</li> <li>- Applicant photo</li> <li>- Establishment Card copy</li> </ul>
- Re-Stamping due to Lost Passport	<ul style="list-style-type: none"> <li>- Letter from the Police for Lost passport</li> <li>- Passport Copy</li> <li>- Applicant photo</li> </ul>



		<ul style="list-style-type: none"><li>- Residence Visa Copy (if applicable)</li><li>- Establishment Card copy</li></ul>
	Re-Stamping for Nationality Change	<ul style="list-style-type: none"><li>- Copies of the old and new passport.</li><li>- Residence visa copy.</li><li>- Establishment Card copy</li><li>- Revised Employment Contract copy (CGS-F01a)</li><li>- Applicant photo</li></ul>
	Re-Stamping for Personal Information Change	<ul style="list-style-type: none"><li>- Passport Copy</li><li>- Residence Visa Copy</li><li>- Applicant photo</li><li>- Establishment Card copy</li></ul>

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.

4.2.3 Once the applicant received the submission reference number, LD will ensure the availability of the required documents and check the license status and update the system as follow:

4.2.3.1 Rejected: 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.

4.2.3.2 More Information: If:



- Note any missing document, LD will request for more information and advice to re-upload the missing document, Applicant 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 revised contract (once required) and original passport. client should submit the original copy of the revised contract (once required) and original passport to passport collection personnel, then the request will be approved and the amount will be automatically deducted from the client's prepaid account.

4.2.5 LD will process the amendment request.

4.2.6 Client should approach Trakhees offices- Passport Collection section and collect the documents.

Only the company manager or PRO are accepted to collect the documents:

NOTE: Client can apply salary amendment and profession amendment in one transaction.

## 5. Service Completion Time

	Service	Completion Time
5.1	Submission review and update the submission status in the system (from the date of online submission)	2 Working Days
5.2	Availability of attested contract for Salary amendment (from the date of approving the submission)	1 Working Day
5.3	Availability of stamped passport, and attested contract for client collection (from the date of client submission of original passport and other required documents)	2 Working Days
	- For Urgent requests	
	- For Normal requests	5 Working Days



## 6. Service Fees\*

No.	Service	Fees (AED)	
7.1	Salary Amendment	240	+300 for Urgent Requests
7.2	Profession Amendment	752.50	
7.3	Profession and Salary Amendment	972.50	
7.4	Re-Stamping RP from Old to New Passport (Renewed Passport)	403.50	
7.5	Re-Stamping RP due to Lost/Damaged Passport	903.50	
7.6	Re-Stamping for Nationality Change	393.50	
7.7	Re-Stamping for Personal Information Change	393.50	

## 7. Related Forms

7.1 Employment Contract (CGS-F01a)

## 8. References

8.1 Trakhees Rules and Regulation.

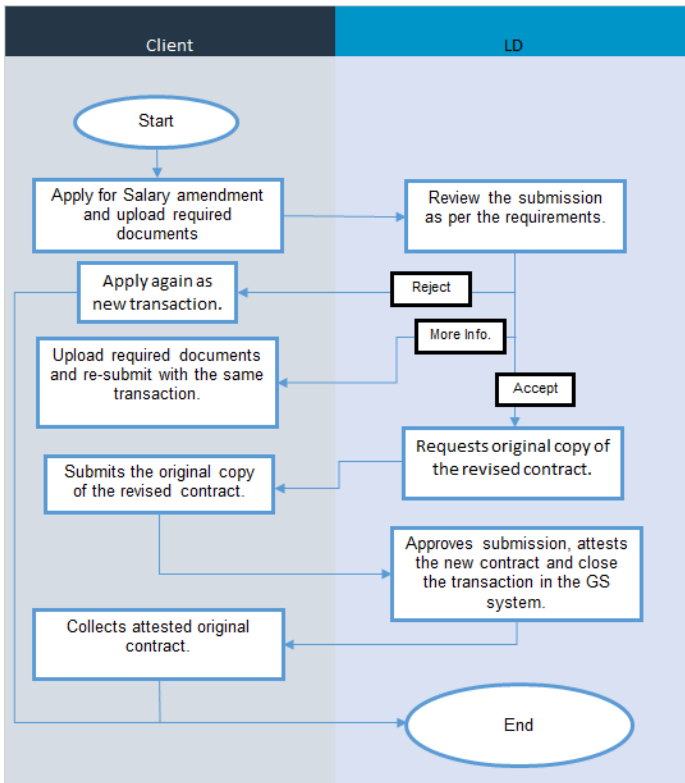
8.2 UAE Immigration Rules and Regulation





## 9. Workflow

### 9.1 Salary Amendment Workflow



### 9.2 Profession Change/ Re-stamping Workflow

