

# Client Procedure (CP) for Free Zone

## Establishment Card Services

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## 1. Purpose

The purpose of this procedure is to provide clear steps requesting for establishment card services.

## 2. Scope

This procedure is to cover all clients holding free zone license within Trakhees jurisdiction and will also involve any external parties concerned. The procedure will include the new, renew, amendment and cancellation of establishment cards services.

## 3. Definitions

- 3.1 Establishment Card - A Card issued to allow a company to recruit staff from inside or outside UAE and apply for foreign investors, partners and employment visas
- 3.2 LD - Trakhees-Licensing Department

## 4. Procedure

4.1 Client can request for Establishment card services online, update the license details and upload the below required documents in “JPG” type and less than 100 kb size:

Service	Required Documents
New Establishment card	- License Copy
Renew Establishment card	- License Copy - Old Establishment Card copy
Establishment card Amendment	- Old establishment card - Amended Copy of the License
Establishment card Cancellation	- License Copy - Establishment Card copy



Notes:

- In case of Late Establishment Card Renewal, client will be notified of the violation fee based on the expiry date of the establishment card mentioned in Trakhees portal. The amount will be reserved and will be deducted automatically once the application is accepted.

- 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 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

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

4.2.2 Reject: If the submission does not comply with 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.

4.2.3 More information: If note any missing document, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

4.6 Once the submission is approved, LD will process the request with immigration.

4.7 Once the service is done:

4.7.1 For new, renewal and amendment requests, the card copy will be available online for client usage.

4.7.2 For cancellation request, the transaction will be closed.



## 5. Service Completion Time

	Service	Completion Time
5.1	Reviewing the submitted request (from the date of submission)	1 Working Day
5.2	Issuance of New or Renewed or Amended Establishment Card from the date of accepting the submission	2 Working Days
5.3	Availability of Cancellation of Establishment Card from the date of accepting the submission	3 Working Days

## 6. Service Fees\*

	Service	Total Fees (AED)
6.1	New Establishment card	1720
6.2	Renew Establishment card	1785
6.3	Establishment card Amendment	400
6.4	Establishment card Cancellation	350
6.5	Late Establishment Card Renewal Violation Fee	
	- Delay fines on the first month	160
	- Delay fines after the first month	100 for each month

## 7. Related Forms

N/A

## 8. References

8.1 Immigration rules and regulations.

8.2 Quota Guidelines.



### 8.3 Licensing department rules and regulations

## 9. Workflow

