

NOC for Retail and Commercial Activity

Verification Client Procedure (CP)

| | | |
|------------------------------|---|--|
| PCFC- Entity (Business Unit) | : | Department of Planning and Development - |
| Name | : | Trakhees |
| Department Name | : | Licensing Department |
| Section Name | : | Retail and Commercial Section |
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1. Purpose and Objectives

The Process of No Objection Certificate-Activity Verification issuance (NOC-AV) ensures compliance of all facilities within Trakhees jurisdiction with their activities mentioned in the trade license as well as Trakhees rules and regulations. This includes local, federal and other applicable International Safety standards and requirements as well. Online request through Trakhees e-services is mandatory for all companies/clients not later than 7 days from the start of operation (specifying the date of commencement of operation in the online request).

2. Scope

This document covers all Retail/Commercial/Office establishments operating within Trakhees- Jurisdiction as listed in this procedure below (4.1). This includes local, federal and other applicable Safety standards and requirements as well.

3. Definitions and abbreviations

- 3.1 Severity - The level or degree of violations/hazards.
- 3.2 Minor Severity - Status of violations, which if not rectified may or may not affect the health & safety.
- 3.3 Major Severity - Status of violations, which if not rectified, can result in Health & Safety concerns.
- 3.4 Critical Severity - Status of violations, which if not rectified, can directly become unsafe affecting the Health & Safety of any individual.
- 3.5 NOC-AV Amendment - No Objection Certificate – Activity Verification. Amendment
- 3.6 NOC - No Objection Certificate.



- 3.7 AV - Activity Verification.
- 3.8 MCC - Modification Completion Certificate.
- 3.9 BCC - Building Completion Certificate.
- 3.10 SDZ - Special Development Zone.
- 3.11 LD - Licensing Department.

4. Procedure

Below group of Retail and Commercial activities that require NOC for Activity Verification.

| NOC for Activity Verification |
|--|
| Consultancy Services, Brokers, Real Estate Agents, |
| Money Exchange Units |
| Tour and Travel Agents |
| Typing Centres |
| Trading Firms for office works without actual storage of material |
| Electrical & Electronic items shops |
| Stationery shops |
| Garments shops |
| Tools & Hardware shops |
| Home Appliances, Kitchen Equipment, Home/Office Furniture shops |
| Shops for Toys and Games, Mobile Phones, Auto Spare Parts and Book Shop. |
| Jewellery Shops. |

Guidelines can be found on Trakhees website



4.1. Prerequisite for NOC for Activity Verification Issuance/Amendment process:

- 4.1.1. Client must obtain a new/pre-built leased premise from the SDZ Business Unit (namely, Limitless, Nakheel, Dubai Customs, etc.) to commence operations.
- 4.1.2. Any construction or modification including machinery installation shall be carried out only after obtaining necessary approvals from Trakhees.
- 4.1.3. Client must obtain Modification/Building Completion Certificate to enable commencement of operations.
- 4.1.4. Client may also obtain pre-built leased/issued premises from the SDZ Business Units or take over built-up facility within the Trakhees jurisdiction to commence operations in the facility after obtaining documentary approval from respective business unit.

4.2. NOC for Activity Verification - New/ Amendment

4.2.1. Subsequent to the above prerequisite, the client shall send a request using Trakhees **e-Services** under option “EHS Customer Services”, “NOC for Activity Verification” then “New Request/ Amend Request” and attach the below required documents:

- Trade license
- MCC/BCC (if applicable)

4.2.2. Trakhees will review availability of the documents and accordingly:

- Claim and Approve: Once all attachments are available as required.
- Claim and Reject: In case, the on-line request does not comply with the required document. Trakhees will clarify in comments the exact reason for rejecting the transaction.



- Request for more information: In case missing of some documents, Trakhees will mention in the comments the required information; client should upload the requested document for Trakhees review.

4.2.3. Once the request is claimed and approved, Payment Advice for inspection fee will be generated on-line (only for Trakhees Free Zone licences in dragon mart 01 & 02) and must be settled by the client in order to obtain the certificate.

4.2.4. An Inspection Visit Schedule is then issued to the client that specifies the date/time of the inspection. The client shall ensure the availability of relevant documents that facilitate the inspection.

4.2.5. The officers shall conduct the inspection as scheduled. Facility shall be operational to enable inspection in respect of Trakhees requirements and other applicable regulations.

4.2.6. On completion of the inspection, Trakhees officer shall generate the report, which will be sent automatically to the client's e-mail address and on-line account. Report can be viewed in the client's on-line account where client should make appropriate entries and or attach required documents with respect to compliance (once required).

4.2.7. Client does rectification measures in line with the timeline stipulated in the report, (immediate-03 days for Critical violation, 03-07 days for Major, and 21 days for Minor) and responds online. The officers shall take whatever actions (including inspections) which are considered to be appropriate in order to confirm the validity of the client's response.

4.2.8. In case there is no/unsatisfactory feedback from the client within the stipulated time frame, the minor comments will be elevated to major, and major to critical. Inspector can visit and issue follow up report with regulatory actions like WARNING/PENALTY/WORK STOP ORDER/ / Closure as appropriate.



4.2.9. Upon satisfactory inspection compliance and settlement of payment advice for free zone licenses in dragon mart 1 &2, Trakhees Section Manager shall approve the NOC-AV.

4.2.10. Once approved, client will receive a notification by default that the NOC-AV Certificate is available on-line, ready to be downloaded

4.3.NOC for Activity Verification- Renewal

Although Trakhees shall automatically initiate the renewal process on an annual basis (wherein, no intimation to the client shall be given for the inspection visit to their facility), it shall be the responsibility of the client to ensure that their NOC for Activity Verification is renewed before it is expired. The date of expiry of NOC-AV will be in line with date of expiry of the respective license. Steps for NOC-AV Renewal are as below:

4.3.1. Trakhees officers shall conduct the inspection while facility is operational to enable inspection in respect of Trakhees requirements and other applicable regulations.

4.3.2. Upon completion of the inspection, Trakhees officer shall generate the report which will be sent automatically to the client's e-mail address and on-line account. Report can be viewed in the client's on-line account where client should make appropriate entries and or attach required documents with respect to compliance (if required) with the applicability of points 4.3.5 and 4.3.6 of this procedure.

4.3.3. Upon satisfactory compliance, an automated mail will be sent to the client advising him to submit the NOC-AV Renewal Request. The Client shall submit the NOC-AV Renewal Request through Trakhees **e-Services** under option "EHS Customer Services", "NOC for Activity Verification" then "Renewal Request".

4.3.4. Trakhees will review availability of the documents and accordingly:

- Claim and Approve: Once all attachments are available as required



- Claim and Reject: In case the on-line request does not comply with the required documents Trakhees will clarify in comments the exact reason for rejecting the transaction.
- Request for more information: In case missing of some documents, Trakhees will mention in the comments the required information, client should upload the requested document

4.3.5. Once the request is claimed, Payment Advice for NOC-AV Fees will be generated on-line (only for Trakhees Free Zone licenses in dragon mart 1 & 2) and must be settled by the client in order to obtain the certificate.

4.3.6. Once the payment is settled (for Free Zone licenses in dragon mart 1 & 2) or once the transaction is claimed and approved for other licenses, Trakhees Section Manager shall approve the NOC-AV.

4.3.7. Once approved, client will receive a notification by default that the NOC is available on-line, ready to be downloaded.

4.4. Miscellaneous NOC-AV for Activity Verification

There are certain establishments under Trakhees Jurisdiction that operate without a FZ Lease/License. These are companies with DPA Leases and/or with National Licenses. In such cases as well, NOC for Activity Verification (Issuance/Renewal process) should be carried out as mentioned above.

5. Service Completion Time

| No. | Service | Completion Time |
|-----|--|-----------------|
| 5.1 | For NOC-AV – New/ amendment | |
| | 5.1.1 Claim and Approve/Reject /request for more information.-Issue payment advice (if required), conduct inspection and send the inspection report (from the date of receiving the request) | 2 Working days |



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|-----|--|--------------------------------------|
| | 5.1.2 Follow Up Inspection/Log Closure with PASS (from Receiving client response notification) | 2 Working Days |
| | 5.1.3 Issue NOC-AV Certificate (from the date of log is passed and payment advice settlement (if applicable) whichever is the latest) | 2 Working Days |
| 5.2 | Service Timeline for NOC-AV – Renewal | |
| | 5.2.1 Scheduling and Conducting the renewal of NOC-AV inspection | Within 60 days of the license expiry |
| | 5.2.2 Follow Up Inspection/Log Closure with PASS and notify client to submit online request for NOC-AV renewal (from Receiving client response notification) | 2 Working Days |
| | 5.2.3 Claim and Approve Request (For federal law license/ free zone license outside dragon mart 01 & 02)/ generate payment advice (for Free Zone license in dragon mart 01 & 02) | 2 Working Days |
| | 5.2.4 Issue NOC-AV Certificate (from the date of payment settlement for free zone license in dragon mart 1 & 2/ from request approval for Federal/ Free Zone license out dragon mart 01 & 02) | 2 Working Days |

6. Service Fees*

| No. | Service | Fees (AED) |
|-----|---|--|
| 6.1 | New issuance /Amendment of NOC-AV (for free zone licenses in dragon mart 1 & 2) | 500 – For Retail & Commercial facility |

| | | |
|-----|---|--|
| 6.2 | Renewal of NOC-AV (for free zone license in dragon mart 1 & 2) | 500- For Retail & Commercial facility |
| 6.3 | New issuance / amendment/ renewal of NOC-AV (for Federal law license or free zone license outside dragon mart 1 & 02) | Free of charge (included in the market fees) |

* 10 AED Innovation fees and 10 AED knowledge fees are to be added for each services.

7. Related Document/ Forms

N/A

8. Applicable References and Regulations

8.1 Occupational Health & Safety Regulations.

8.2 FZ/Dubai Municipality /Federal Rules (Wherever applicable)



9. Process Workflow

