

Client Procedure for obtaining General and Service Authority NOC

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1. Purpose

The purpose of this process is to reserve a corridor, review development on reserved corridors on Right-of-Way for Developers or Business Units utilities network in support to their Project development.

The process carries forward the implementation set forth from the Master Plan in support on its goals and policies towards development, in compliance with the minimum requirements as stipulated in Trakhees – Urban Planning & MEP Services Regulations & Technical Guidelines.

Accordingly, TRAKHEES, as Department of Planning and Development of PCFC (hereby referred to as 'Authority'), takes the role of reviewing and approving Service Authority NOCs within PCFC jurisdiction.

2. Scope

The scope is from the receipt of a request from a Developer or business unit consultants/ contractors and Government Utilities Authorities (i.e. DEWA-E, DEWA-W, Etisalat, DU etc.) for providing or reserving a space corridor and verifying/approving laying of utilities on reserved corridor, verification of data, update of master drawing, review and approval up to issuance done through Trakhees online system.

The Business Units under this scope are, but not limited to Nakheel, JGE, DMC, Limitless and refer to 'Special Development Zone Projects – Dubai World' maps for the development and project areas of these Business Units.

This NOC will be issued for one of the following submissions:

- Utilities Services -Trial Pit NOC
- Utilities Services - Corridor Reservation
- Utilities Services – Route NOC
- Utilities Services – Road Cutting / Drilling NOC
- Utilities Services - Digging Permit.

3. Definitions

Corridor Reservation

Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are not in the Master Developer's Infrastructure Plan



Route NOC	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan as reserved corridor.
Digging Permit NOC	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan reserved corridor or with approved General NOC Corridor Reservation
Road Crossing NOC	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan reserved corridor or with approved General NOC Route/Corridor Reservation which requires road crossing.
Trial Pit NOC	Process to identify underground existing condition and existing utilities services, pipelines etc. to aid in the verification and design for allocation of proposed corridors for underground works.
BU	Business Unit, entities and establishments for which the site plan is to be provided.
Applicant	Party applying for the service (i.e. Project Owner/ Consultant/ Contractor)

For more definitions, kindly refer to [Building Design Regulations & Guidelines \(Architecture\) – Section 02](#)

For acronyms, kindly refer to [APPENDIX – 1: Definitions & Acronyms](#)

4. Procedure



For quick procedural info, please refer to the [Workflow](#) on last page.
For a more detailed approach, please read below.

4.1 Online Submission (Applicant)

- 4.1.1 The Applicant may visit Trakhees' website (Planning services) <https://www.trakhees.ae/en/ced/Pages/Downloads.aspx> in order to identify the required service approval stages and submission requirements.



4.1.2 Applicant can proceed with online submission (<https://online.trakhees.ae>) by uploading all required documents, as mentioned in the relevant attached application form (see list below) for the requested services:

4.1.2.1 Application form for Utilities Services - Digging Permit NOC

4.1.2.2 Application form for Utilities Services - Route NOC

4.1.2.3 Application form for Utilities Services - Design Corridor Reservation NOC

4.1.2.4 Application form for Utilities Services - Trial Pit NOC

4.1.2.5 Application form for Utilities Services - Road Cutting Drilling NOC

4.1.3 Helpdesk will review the request by verifying the required documents, and accordingly set status. (Refer below)

Online Submission Status:

- *In-Progress – submission has been accepted, review in progress.*
- *More Info Required – Applicant to reply to HD's comment/s and/or fulfil HD requirement/s.*
- *Not Accepted – application is not accepted by HD (viz. duplicate submission, wrong service request, applicant request, etc.)*

4.2 Technical Review

4.2.1 Once accepted by Helpdesk, the submission will be reviewed by the Trakhees - Planning Engineer, as per below:

4.2.2 Trakhees Engineer will check and review the submitted documents.

4.2.3 Trakhees Engineer will recommend for a re-submission if there are comments, and applicant will receive a technical report and must respond to the comment/s in the same submission.

4.2.4 If submission is approved, Engineer will proceed further to next step, and will recommend final Fees as necessary.

Online Submission Status:

- *Under Technical Review – technical review in progress.*

4.3 Issuance of the NOC / Payment of Fees (if applicable)

4.3.1 After a final review, and as soon as the NOC is ready (for the approved submission), Applicant will be notified thru email, and with the final payment advice (if applicable).



- 4.3.2 Applicant can download the NOC and the approved document immediately:
- If service fees were not applicable.
 - If service fees applicable, and the applicant's prepaid account balance is sufficient, the system can settle amount, and the NOC can be cleared immediately for download by applicant.
- 4.3.3 If no prepaid account balance available, the Applicant must settle first the fee/s first to be able to download the NOC online.

NOTE: Ensuring sufficient balance in applicant's online account will enable the NOC to process faster.

Online Submission Status:	
▪	Approved - Under document preparation.
▪	Awaiting Final Fee Payment – Applicant to settle the final fee in order to download the certificate.
▪	Documents Ready for Collection – documents are now ready to collect/download.
▪	Completed – document has been collected/downloaded and process has been completed.

5. Service Completion Time

	Service	Completion Time (working days)
5.1	The maximum time taken from acceptance of submission by Helpdesk till notification of approval. <i>(Download will be issued upon clearance of payment advice)</i>	10 WDs

6. Service Fees (if applicable)

Service	Service Description	Fee Codes	Fees* (AED)
General and Services Authorities (whenever applicable) NOC – Utilities Services	Digging Permit	EDDO018	Area sq.m. x 0.50 OR min. 500
	Route NOC	EDDO036	250
	Utilities Services Corridor Reservation NOC	EPPS017	5000
	Trial Pit NOC	EPPS045	500 (Up to max. of 5 pits, after which 100 per pit)
	Road Cutting Drilling NOC	EDDO020	250 (Per Location)



7. Related Forms

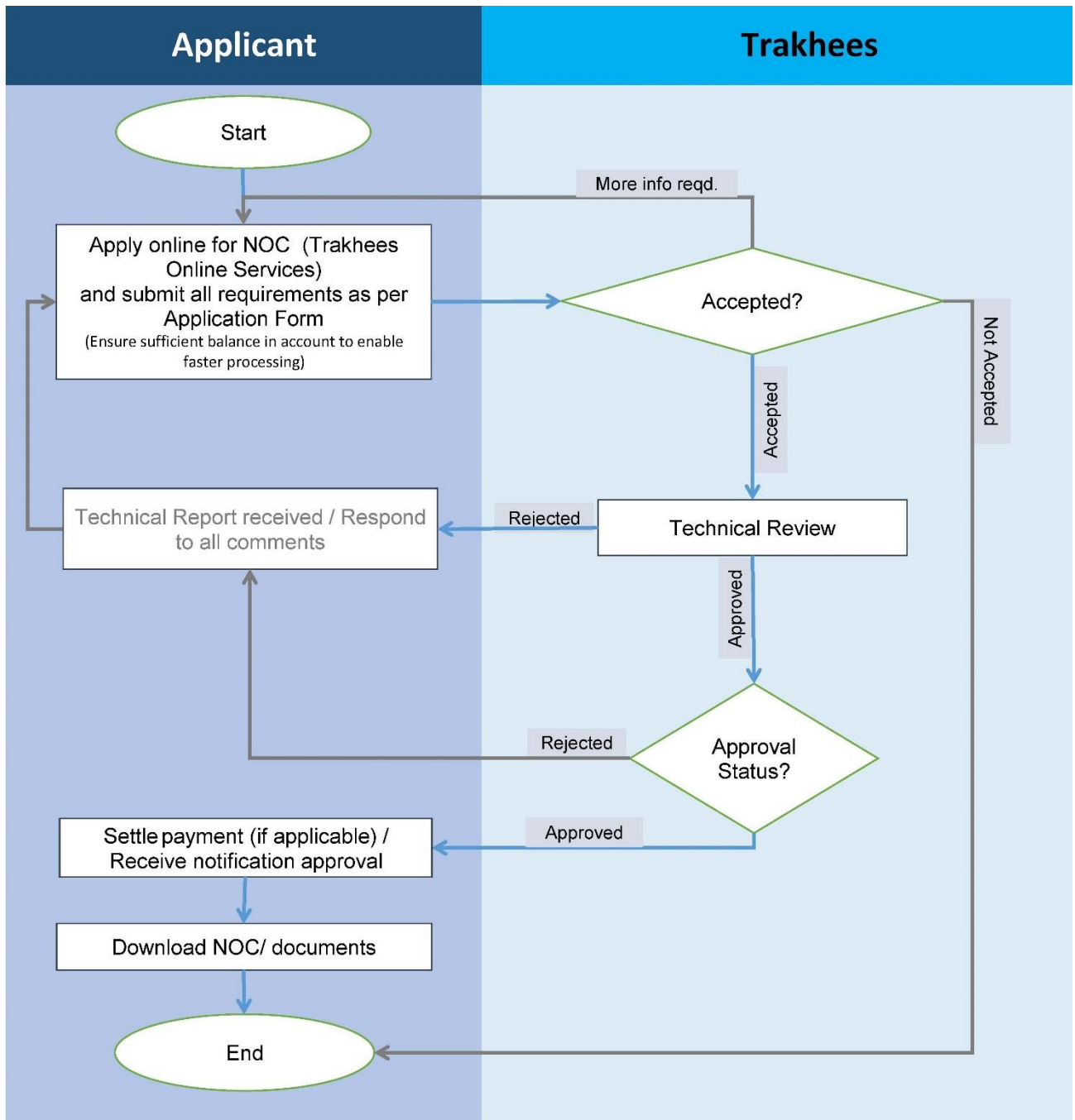
7.1	Application form for Utilities Services - Digging Permit NOC	CPL-F03a
7.2	Application form for Utilities Services - Route NOC	CPL-F03b
7.3	Application form for Utilities Services - Design Corridor Reservation NOC	CPL-F03c
7.4	Application form for Utilities Services - Trial Pit NOC	CPL-F03d
7.5	Application form for Utilities Services - Road Cutting Drilling NOC	CPL-F03e

8. References

- 8.1 Urban Planning & MEP Services Regulations & Technical Guidelines
- 8.2 Business Units/Developers Affection Plans
- 8.3 Business Units/Developers Master/Land Use Plans
- 8.4 PCFC – JAFZA/DPA Jebel Ali North Concession Map
- 8.5 TRAKHESS CED –Drawing Office Master Drawings
- 8.6 TRAKHESS CED – GIS and Database
- 8.7 Special Development Zone Projects – Dubai World
- 8.8 Civil Engineering Department Project Registration (CPR).



9. Workflow





APPENDIX 1 – DEFINITIONS, ACRONYMS:

ABP	Administrator - BP Section
BP	Building Permit
BP number	Building permit application number
BPA	Building Permit – Architecture
BPI	Building Permit - Infrastructure
BRDG	Building Regulations and Design Guidelines , as issued by Trakhees-CED
BU	Business Unit, entities and establishments under the PCFC umbrella (marked **).
CDA	Concept Design Approval
CED	Civil Engineering Department
CEDSR (- *****)	CPR Submission Number
CPR	Civil Engineering Department Project Registration.
CPR	CED Process Registers
DC	Document Controller
DCA	Dubai Civil Aviation
DCD	Dubai Civil Defence
DCR	Development Design Regulation
DED	Department of Economic Development
DLTM	Dubai Local Transverse Mercator
DM	Dubai Municipality
DMC **	Dubai Maritime City
DO	Drawing Office
DPA **	Dubai Ports Authority
DPS	Drawing Production System
DPW**	Dubai Ports World
DUCAMZ **	Dubai Customs Automobile Zone
EIA	Environment Impact Assessment
EZW **	Economic Zones World
FP	Facility Permits section of CED
FRE	Final Review Engineer
FREECOM	An Oracle based system used by EZW in managing facilities

GB	Green Buildings
GIS	Geographical Information System
GISE	GIS Engineer
HD	Help Desk
HVAC	Heating, Ventilation, and Air-conditioning
JAFZA **	Jebel Ali Free Zone Authority
JGE	Jumeirah Golf Estate
LIMITLESS	LIMITLESS L.L.C., a business unit
MEP	Mechanical, Electrical, Plumbing
NAKHEEL **	Nakheel Properties
NOC	No Objection Certificate
PA	Payment advise
PCFC **	Ports, Customs & Free Zone Corporation
PLE	Planning Engineer
PLNG	Planning Section
PM	Planning Manager
PROCESS OWNER	Section in Civil Engineering Department, as main owner of process/project registration, and accordingly distribute to different sections for coordinated review/approval.
RA	Risk Assessment
RE	Review Engineer
REV	Revision
ROW	Right-of-way
RTA	Road and Transport Authority
SC	Section coordinator
SD	Senior Draughtsman
SDO	Senior Drawing Officer
SE	Survey Engineer
SMP	Senior Manager Planning
SNO	Submission Number
TIS	Traffic Impact Study
TRA	Telecommunication Regulatory Authority

*** Business Unit / entities and establishments under the PCFC umbrella*