

Client Procedure (CP) for Issue New/ Renew Bunkering Provider Approval Procedure

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1. Purpose and Objectives

The purpose of this procedure is to describe how Bunkering are approved by the Offshore Services Section and to ensure compliance of providers with DMA Standards & Regulations.

2. Scope

The procedure covers all Bunkering providers performing Bunkering operation within DMA jurisdiction.

3. Definitions and Abbreviations

- 3.1 DMA - Dubai Maritime Authority.
- 3.3 Bunkering - Fuel Supply from one vessel to other vessel
- 3.5 SPL - Service Price List.

4. Procedure

The primary process for service submission is through the system. However, the DMA staff may use email to communicate with provider if the system is not available, to ensure the business continuity.

4.1. Provider may send a request for provider approval through the system or by email

(Bunkering@pcfc.ae) and attach the below required documents

- Bunkering Provider Application Form (DMA-MO-OS-CF02a) only for Email submission.
- Business licenses
- Company profile & Organisation chart
- Bunkering manual including checklists
- Company professional indemnity/Liability insurance
- ISO certificates and other equivalent management certificates

- Qualifications & experiences of company management staff
- Senior management contact
- Ship Management Details
- Litigation; if any

4.2. DMA will conduct a technical review to the approved operation criteria and accordingly:

- Approve: in case required documents are available and validated, Process proceeds to next steps.
- Request for more information: in case missing any of the required documents DMA will send an E-mail to applicant illustrate the required action/ missing information. Customer should share the missing required documents. DMA will review the application.
- Reject: in case the request does not comply with the requirements, DMA will send an E-mail to applicant illustrate rejection reason. Process end.

4.3. Once the request is approved, applicant will receive SPL with service fees.

4.4. Applicant should settle the payment. In case of email submission, applicant should send copy of the payment receipt.

4.5. Upon completing the payment process, Applicant will receive copy of the Bunkering Provider Permit (DMA-MO-OS-SF02a) by Email.

5. Service Completion Time

No.	Process	Target	Frequency
7.1	Conduct a technical review and reply to the request (from the day of receiving full requirements)	20 WD	Annually
7.2	Issue the permit - Online application (from the time of payment settlement) - E-mail application (from the time of notifying payment settlement)	At the same time 1 WD	Annually

6. Service Fees

No.	Process	Fees (AED)
6.2	New approval for Bunkering provider	75,000
6.2	Renew approval for Bunkering provider	75,000

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

7. Related Documents/ Forms

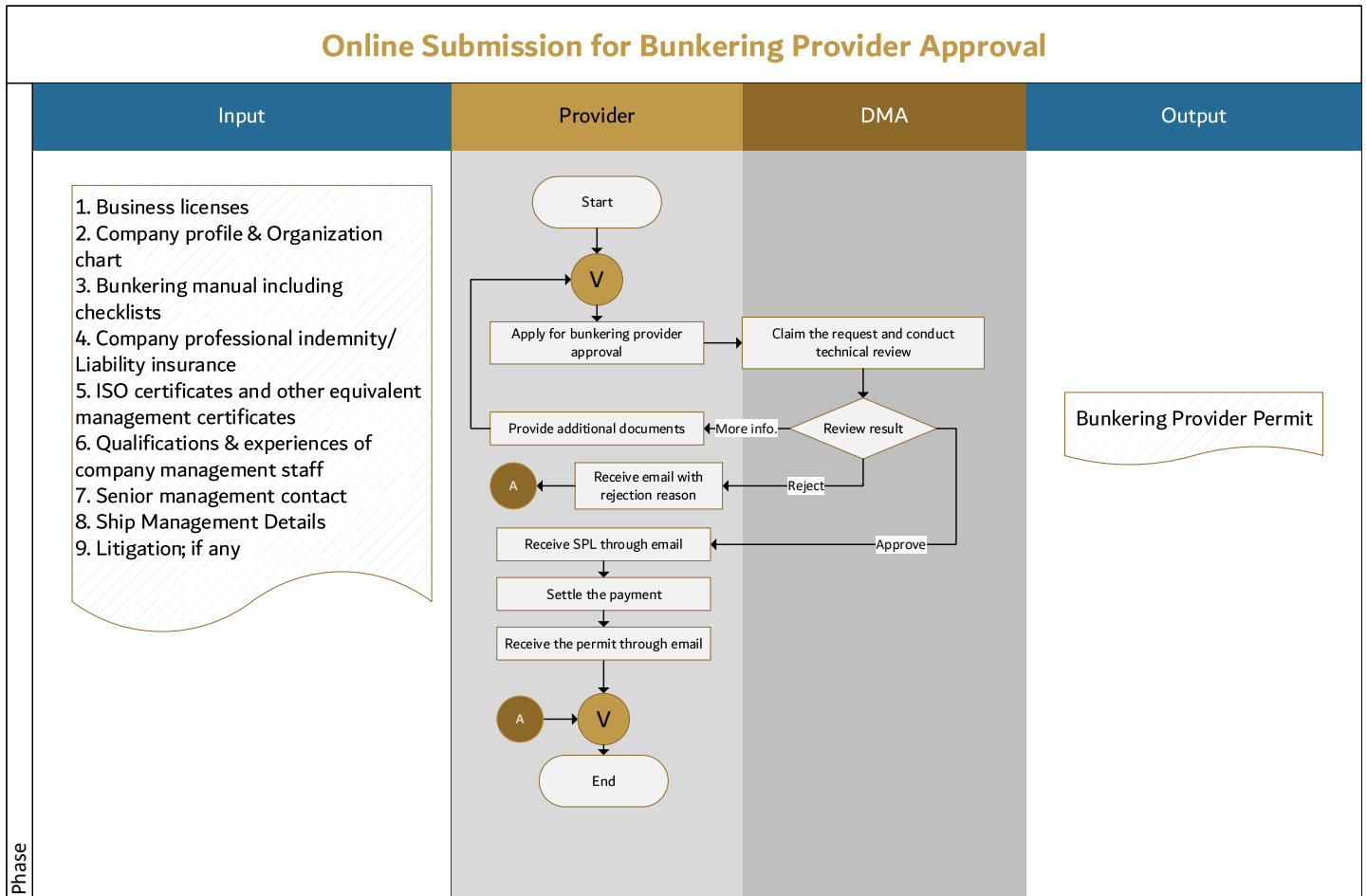
9.1 DMA-MO-OS-CF01a, Bunkering Provider Application Form.

9.3 DMA- MO-OS-SF01a, Bunkering Provider Permit.

8. Applicable References and Regulations

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9. Process Workflow:



Manual Submission for Bunkering Provider Approval

