

Client Procedure (CP) for Bunkering/ De-bunkering/ Lightering Operations

PCFC- Entity (Business Unit) Name : Dubai Maritime Authority
Department Name : Marine Operation
Section Name : Offshore services
Document Reference Number : PCFC-DMA-MO-OS-CP-04
Revision Number : 00
Revision Date : June 2023
Classification : Public



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1. Purpose and Objectives

The purpose of this procedure is to describe how Bunkering Operations are approved by the Marine Operations Department.

The Objective of this process is to ensure safe Bunkering Operations in Dubai waters.

2. Scope

The procedure covers all bunkering, De-Bunkering and Lightering operations within DMA jurisdiction submitted by any Bunker provider approved by DMA with valid annual Bunker Provider permit.

3. Definitions and Abbreviations

- 3.1. Bunkering : Is a term used for the operation of transferring fuel from a ship to another for consumption purpose.
- 3.2. De-Bunkering : Is a term used for the operation of taking back fuel from a ship to a bunker barge part due to different reasons
- 3.3. Lightering : Is a term used for the operation of transferring part of cargo from a ship to another for trading purpose?
- 3.4. DMA : Dubai Maritime Authority
- 3.5. CSF: Customer Satisfaction Form
- 3.6. COQ: Certificate of Quality
- 3.7. BDN: Bunkering Delivery Note

4. Procedure

4.1. Prior to any bunkering/ de-bunkering/ Lightering operation, Bunker Provider should submit a request as per the below channels:

4.1.1. Online Submission of bunkering/ de-bunkering/ Lightering Operation Requests



- Bunkering provider should send a request for bunkering/ de-bunkering/ Lightering operation through the system. System will check for any suspension/ penalties recorded linked to the provider profile and in case if provider is approved by DMA:
 - In case of no suspension/ penalties and provider is approved, customer may proceeds for next steps.
 - In case of suspension; customer should communicate DMA contact centre.
 - In case of penalties, customer can review and pay the penalties via online payment through e-service portal, or contact DMA contact.
 - In case provider is no approved/ with expired approval, provider should apply for Bunkering Provider Approval (refer to : PCFC-DMA-MO-OS-CP-02 -CP for Bunkering Provider Approval)

Note: Request will not be processed until customer clears all suspensions and penalties as specified above.

- Provider need to fill all the required information for the STS operation service and attach the below required documents:

Table (1): Required submission documents

	De-bunkering Operation	Bunkering Operation	Lightering Operation
a.	Ship registry of the receiving vessel	Q88/ Ship particulars of the receiving vessel	Q88/ Ship particulars of the receiving vessel (if the vessel is not approved by DMA)
b.	P&I club insurance of the receiving vessel	P&I club insurance of the receiving vessel	P&I club insurance of the receiving vessel (if the vessel is not approved by DMA)
c.	Bunker Delivery Note (BDN)		



d.	Bunker Fuel Test Analysis Report
e.	Confirmation letter from Shipyards (if the vessel is going into a shipyard for repairs/docking)

4.1.2. Email submission

- Provider should send email to BUNKERING@PCFC.ae and attach the required documents mentioned in table (1) of this procedure along with application forms depend on the operation to be applied:
 - Bunkering Operation Request Form (DMA-MO-OS-CF04b).
 - De-bunkering Operation Request Form (DMA-MO-OS-CF04c).
 - Lightering Notification Form (DMA-MO-OS-CF04d).

4.2. DMA will conduct a technical review on the submission 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, according to the type of applied operation:

- For Bunkering Operation: process should proceed to step 4.4 of this procedure.
- For De-bunkering Operation: applicant will receive SPL on their email. Applicant should settle the payment and send the receipt copy to DMA.
- Lightering Operation: DMA will check if the vessel have an approved annual Permit and accordingly:
 - If yes: process should proceed to step 4.4 of this procedure.

- If no: applicant will receive SPL on their email. Applicant should settle the payment and send the receipt copy to DMA.
- 4.4. Applicant will receive a copy of the permit on their email.
- 4.5. Provider can start the operation. Upon operation completion, applicant shall fill the Customer Satisfaction Form (DMA-MO-OS-CF04a) and send it to the OS Staff within 1 week from completion day along with BDN, COQ and Bunkering Operation Safety Checklist.

5. Service Completion Time

No.	Service	Completion Time
5.1	Review bunkering/ de-bunkering/ Lightering operation request and send Invoice/ request for more Info/ reject (from the time of receiving the request)	48 hours
5.2	Send the operation permit No. - Online application(from the time of payment settlement) - E-mail application (from the time of notifying payment settlement)	At the same time 2 hours

6. Service Fees

	Service	Fees (AED)
6.1	Approving Bunkering Operation	N/A
6.2	Approving De-bunkering Operation	5000
6.3	Approving Lightering Operation	If approved barge = 0, if not approved barge = 5000

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

7. Related Documents/ Forms

1.1 DMA-MO-OS-CF04a, Customer Satisfaction Form.

- 1.2 DMA-MO-OS-CF04b, Bunkering Operation Application Form.
- 1.3 DMA-MO-OS-CF04c, De-Bunkering Operation Application Form.
- 1.4 DMA-MO-OS-CF04d, Lightering Operation Application Form.
- 1.5 DMA-MO-OS-SF04a, Offshore Bunkering Permit.
- 1.6 DMA-MO-OS-SF04b, De-Bunkering Operation Permit.
- 1.7 DMA-MO-OS-SF04c, Lightering Operation Permit.

8. Applicable References and Regulations

- 8.1. قرار رقم (19) لسنة 2013 بشأن تنظيم عمل منشآت تزويد الوسائل البحرية بالوقود في مياه الامارة.
- 8.2. Executive Council Resolution No. (11) of 2013.

9. Process Workflow:

