



## Client Procedure for Renew Crew Licensing (Personal Licensing)

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## Table of Contents

1. Purpose and Objectives.....	3
2. Scope .....	3
3. Definitions and Abbreviations .....	3
4. Procedure .....	3
5. Service Completion Time.....	9
6. Service Fees.....	9
7. Related Documents/ Forms .....	13
8. Applicable References and Regulations.....	13
9. Process Workflow .....	14



## 1. Purpose and Objectives

The purpose of this procedure is to provide an outline of the process of how personal licenses are being issued by the Registration and Licensing Section within DMA when requested by the Customer.

The objective is to comply with Emirates specific regulations as well as Federal Regulations specified for issuing Crew Driving Licenses and Marine Crew Permits.

## 2. Scope

All the Marine Crew License & Marine Crew Permit Main & Sub categories issued by DMA.

## 3. Definitions and Abbreviations

- 3.1. Marine Driving Licensing : A Marine Driving license issued for an individual qualified to drive a marine craft based on the marine craft main and sub category.
- 3.2. Marine Crew Permit : A Marine Crew Permit issued for an individual qualified to either work on board of the Marine craft or as Marine instituter.
- 3.3. Abra : It is a traditional boat made of wood. Abra's are used to ferry people across the Dubai Creek in Dubai, United Arab Emirates
- 3.4. DMA : Dubai Maritime Authority.
- 3.5. SPL : Service Price List.

## 4. Procedure

### 4.1. Application for Renew Marine Crew Licensing (Personal Licensing) Validation

Application of this service can be initiated through:

#### 4.1.1. Online Smart Services System / Mobile Applications

4.1.1.1. Customer should log on to the smart marine services portal and select new marine craft registration and licensing service from the DMA services.

- System will check for any suspension/ penalties recorded linked to the profile:
  - In case of no suspension/ penalties, customer may proceed 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.

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

4.1.1.2. Customer should enter the license number and attach the required documents as mentioned below in table (1) then submit the application.

**Table (1): Required documents to apply for Marine Driving License / Marine Crew Permit Renewal**

	Marine Driving License Type	Required documents	Walk In	Online
a.	Common to all Marine Driving License / Crew Permit	Filling the Application for Marine Crew Licensing (DMA- MR-RAL-SF07a).	Required Physical Copy	Not required
b.	Pleasure Marine Driving License (up to 12 m)	Medical Application Form (Med 3).	Required Physical Copy	Online Test
c.	Pleasure Marine Driving License (above 12 m)	Medical Application Form (Med 1).	Required Physical Copy	Attached only
d.	- Commercial Marine Driving License. - Marine Crew Permit	Medical Application Form (Med2).	Required Physical Copy	Attached only

	- Marine Crew Permit Engineering.			
e.	Common to all Marine Driving License / Crew Permit (except Heritage Abra).	Training Institute/ Certificate Reciprocity.	Required Physical Copy	Attached only
f.	- Commercial Marine Driving License. - Marine Crew Permit - Marine Crew Permit Engineering.	NOC form the sponsor.	Required Physical Copy	Attached only
g.	- Commercial Marine Driving License. - Marine Crew Permit - Marine Crew Permit Engineering. - Marine Driving License	Good of Conduct Police Certificate.	Required Physical copy	Attached only
h.	Nowakhetha License	- Valid Fishing Marine Craft License and Fishing Driving License issued by the Ministry of Climate Change and Environment. - Valid Fishermen Dubai Co-op Association Membership card - Valid Car vehicle driving license.	Required Physical copy	Attached only

i.	Fishing Crew Driving License	<ul style="list-style-type: none"> <li>- Valid Fishing Marine Craft License and Fishing Driving License issued by the Ministry of Climate Change and Environment.</li> <li>- Membership Certificate from any Emirates Fishermen Co-op Association.</li> <li>- Valid Car vehicle driving license.</li> </ul>	Required Physical copy	Attached only
j.	Marine Craft Driving License	Letter from the Government Entity	Required Physical copy	Attached only

#### 4.1.2. Walk-in Application:

4.1.2.1. Customers should visit the 'DMA Customer Happiness Centre' and submit the application along with the required documents as mentioned in the table (1).

4.1.2.2. DMA will initiate the request in the system and check for any suspension record linked to the profile. In case of any suspension/ penalties DMA will inform the applicant for rectification as required and to resubmit.

#### 4.2. Application Validation

4.2.1. DMA will review the application and accordingly:

- Request for more information: in case missing any of the required documents, DMA will notify the customer through SMS/E-mail with the application status and illustrate the



required action from customer. Customer should upload the missing documents. Once all required documents are provided, DMA will review the application again.

- Reject: in case the request does not comply with the requirements or required documents are not completed for Walk-in applications, DMA will notify the customer with the application rejection with rejection reason.
- Submission as per requirement: once the application complies with requirements and all the required documents are submitted, DMA will proceed with following steps.

#### 4.2.2. Once the application is as per requirement:

4.2.2.1. In case the request is for Nowakhetha Driving License: DMA will Print license, process proceed to Print Marine Crew License (4.3 of this procedure)

4.2.2.2. In case the request is for Pleasure Marine Driving License up to 12 m, Fishing Driving License or Abra Driving License: Payment advice will be communicated to customer through SMS/ E-Mail, customer should settle the payment as per Payment Process. Once payment is settled, DMA will Print license, process proceed to Print Marine Crew License (4.3 of this procedure)

4.2.2.3. In case the request is for other types of Marine Crew License and Crew permit, DMA will review the application again and accordingly:

- Approve: SPL will be communicated to customer through SMS/ E-Mail. Customer need to settle the payment. Then DMA will Print license, process proceed to Print Marine Crew License (4.3 of this procedure)
- Request for more information: in case of missing any of the required documents, DMA will notify the customer through SMS with the application status. Customer can view the missing/additional required documents in the online application and to submit the missing required documents for another review.
- Test required:
  - DMA will reply with then to conduct Practical Evaluation and to contact DMA.
  - Customer should contact DMA and agree on the date and time of the test. While :
    - Test date: tests can be conducted on Mondays and Wednesdays. For special cases, request shall be approved by higher management.



- Test location:
  - For boats up to 12 m : test will be conducted in Mina Rashid/ Fishermen harbour Umm Squaim, or as per customer request test will be conducted applying evaluation travel fees.
  - 12 m and above: test will be conducted in customer boat and customer location within Dubai (without transportation fees) if outside Dubai test will be conducted applying evaluation travel fees.
- At the agreed date, customer should attend the test results will be:
  - Pass: SPL will be communicated to customer through SMS/ E-Mail. Customer need to settle the payment. Then DMA will Print license, process proceed to Print Marine Crew License (4.3 of this procedure).
  - Pass with conditions: DMA may request from customer to attend certain trainings as deemed necessary, customer has to attend the requested training. Once the training is attended, SPL will be communicated to customer through SMS/ E-Mail. Customer need to settle the payment. Then DMA will Print license, process proceed to Print Marine Crew License (4.3 of this procedure)
  - Fail: DMA will assign additional training requirements and new date, time and location for the test and notify the customer. Second test will be for free, while any extra tests required will be charged with full test fees.
  - Customer did not show: DMA will contact the customer assign new date, time and location for the test and notify the customer with no show fees which is the full test fees.
- Reject in case the request does not comply with the requirements, DMA will notify the customer through SMS with the application rejection. Customer can view the rejection reason in the online application

#### 4.3.Print Marine Crew License:

4.3.1. Electronic Copy of the requested License/ Permit will be sent to customer's Email.



4.3.2. In case customer requested for original copies of the license/ certificates, customer should send a request to the PCFC Contact Centre.

4.3.3. SPL will be communicated to customer through SMS/ E-Mail.

4.3.4. Customer should settle the payment.

4.3.5. DMA will coordinate for certificate delivery.

## 5. Service Completion Time

No.	Process	Service Completion Time
5.1	Time taken to review the application and issue license (Nowakhetha)/ issue the license SPL (from the date of receiving the application)	1 Working day
5.2	issue SPL (from the date of approving the application)	1 Working day
5.3	Deliver the original License copy within Dubai only (from the date the payment is settled)	3 working days

## 6. Service Fees

	Service	Fees (AED)
6.1	Commercial Marine Craft Driving License	
8.1.1	Dhow Master Renewal of Wooden Marine Craft Master License for five years.	470
8.1.2	Heritage Abra Operator up to 12 meters. Renewal of Abra Driving License for 5 years	220
8.1.3	Master-Craft length up to 12 meters. Renewal of Commercial Marine Craft Master License for five years	920
8.1.4	Master-Craft length up to 24 meters. Renewal of Commercial Marine Craft Master License for five years	920

8.1.5	Master- Craft Length above 24 meters.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.6	Master-Craft up to 30 GT.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.7	Master-Craft up to 50 GT.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.8	Master-Craft up to 100 GT.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.9	Master-Craft up to 200 GT.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.10	Master-Craft below 500 GT.	Renewal of Commercial Marine Craft Master License for five years	920
8.1.11	Officer/Assist Master-Craft below 500 GT	Renewal of Commercial Marine Craft Master License for five years	920
6.2	Fishing Crew Driving License		
6.2.1	Fishing Crew Driving License-( Nowakhetha )	Renewal of Fishing Boat Driving License (Nokhatha) for five years	520
6.2.2	Fishing Crew Driving License-( Vice Nowakhetha)	Renewal of Fishing Boat Driving License (Vice Nokhatha) for five years	520
6.3	Marine Craft Driving License		
8.3.1	Marine Craft Driving License-Up to 12 meters.	Renewal of Power Boat Driving License for five years	920
8.3.2	Marine Craft Driving License-Up to 24 meters	Renewal of Power Boat Driving License for five years	920



8.3.3	Marine Craft Driving License-Above 24 Meter.	Renewal of Power Boat Driving License for five years	920
6.4	Marine Crew Permit (Engineering)		
8.4.1	Ass. Engineer Operator below (1500) K.W.	Renewal of Marine Engine Operator Assistant Permit for 5 years	470
8.4.2	Ass. Engineer Operator below (3000) K.W.	Renewal of Marine Engine Operator Assistant Permit for 5 years	470
8.4.3	Engine operator 750 KW	Renewal of Marine Engine Operator Permit for 5 years	770
8.4.4	Engine Operator below (1500) K.W.	Renewal of Marine Engine Operator Permit for 5 years	770
8.4.5	Engine Operator below (3000) K.W.	Renewal of Marine Engine Operator Permit for 5 years	770
6.5	Marine Crew Permit		
8.5.1	Diving Guide.	Renewal of Diving Guide permit for five years	1020
8.5.2	Diving Trainer	Renewal of Diving Trainer permit for five years	1020
8.5.3	Marine Instructor	Renewal of Diving Trainer permit for five years	1020
8.5.4	Marine Pilot Permit	Renewal of Marine Pilot Permit for 5 years	920
8.5.5	Seaman Permit	Renewal of Seaman Permit for 5 years	320
8.5.6	Marine Trainer Permit	Renewal of Marine trainer Permit for 5 years	1020
8.5.7	Diver	Renewal of Marine diver for 5 years	520
8.5.8	Marine Safety Officer	Renewal of Marine safety officer for 5 years	520
8.5.9	STS Operation Supervisor	Renewal of Marine Surveyor permit for five years	1020
6.6	Nowakhetha License		
6.6.1	Renewal of Nokthaha License.		Free

6.6.2	Renewal of Vice-Nokthaha License.		Free
6.7	Pleasure Marine Craft Driving License		
8.7.1	Skipper-Craft length up to (12) meters.	Renewal of Skipper Pleasure Boat Master License for five years	620
8.7.2	Skipper-Craft length up to (24) meters.	Renewal of Skipper Pleasure Boat Master License for five years	620
8.7.3	Skipper-Craft length above (24) meters.	Renewal of Skipper Pleasure Boat Master License for five years	620
6.9	Practical assessment for Marine Craft Driving License		
8.9.1	Conducting a theoretical assessment for driving a Marine Craft / Crew Permit or any related activity.		120
8.9.2	Conducting a practical assessment for driving a Marine Craft less than 12 m.		520
8.9.3	Conducting a practical assessment for driving a Marine Craft 12 m to less than to 24 m.		770
8.9.4	Conducting a practical assessment for driving a Marine Craft 24 m and above		1020
8.9.5	Travel within the Emirate to the location of the Marine Craft to conduct a practical assessment to the Marine Craft owner.		520
8.9.6	Travel outside the Emirate to the location of the Marine Craft to conduct a practical assessment to the Marine Craft owner.		2020
8.9.7	Conducting general marine safety training per day for each participant		220
8.9.8	Conducting Advanced Safety Training.		520
8.9.9	Conducting Basic Power Boat Training (500*2 days)		1020
6.10	Print Documents		
6.10.1	Printing any document or certificate issued by the Authority		70 / Doc.



## 7. Related Documents/ Forms

- 7.1 DMA- MR-RAL-CF07a, Application for Marine Crew Licensing.
- 7.2 DMA- MR-RAL-SF-07a, Marine Crew Driving Licensing
- 7.3 DMA- MR-RAL-SF-07b, Marine Crew Permit

## 8. Applicable References and Regulations

- 8.1 Review and approve fees and penalties related to the marine craft mentioned in law No.(11) for the year 2019 issued by the Executive Council. Dated 01 January 2019.
- 8.2 Review and Approve fees and penalties related to the marine craft mentioned in law No.(11) for the year 2013 issued by the Executive Council. Dated 24 August 2017.
- 8.3 Law No. (11) for the year 2013 issued by Executive Council to Issue a list of Regulations for the Law No. (11) for the year 2010 for Licensing the Marine Craft in the Emirates Dubai.
- 8.4 Memorandum of the delegation agreement between the authority and the Federal Transport Authority Land & Maritime with the request for FTA internal approval.
- 8.5 Memorandum of Understanding between Dubai Maritime Authority and Telecommunications Regulatory Authority and Law No. 6 regarding frequency spectrum.
- 8.6 Law No. (9) for the year 2020 issued by Executive Council to Amend the a list of Regulations for the Law No. (11) for the year 2010 regarding Licensing the Marine Craft in the Emirates Dubai
- 8.7 Law No (3) for the year 2013 for Determine the prohibited marine places in the Emirate of Dubai.

## 9. Process Workflow

