

## Client Procedure for Cancelation of Marine Driving License / Marine Crew Permit

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## 1. Purpose and Objectives

The purpose of this procedure is to provide an outline of the process of how personal licenses are being cancelled 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 and personal licensing.

## 2. Scope

The procedure covers main and sub categories of Marine Driving License / Marine Crew Permit 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. DMA : Dubai Maritime Authority.
- 3.4. SPL : Service Price List.

## 4. Procedure

### 4.1 Walk-In Application:

- 4.1.1. Customers should visit DMA Customer Happiness Centre and submit the Application for Marine Crew Licensing (DMA-MR-RAL-SF08a).



4.1.2. DMA staff will check for any suspension record linked to the profile. In case of any suspension/ penalties DMA staff will inform the applicant for rectification as required and to resubmit.

4.1.3. In case the licence is expired and delaying fees is required, SPL for delaying fees will be communicated to the customer for settlement. Customer should settle the payment

4.1.4. Once the payment is settled or in case no suspension/ penalties, an electronic copy of Cancellation Confirmation Letter will be generated. Customer can the letter through his personal account at DMA portal.

#### 4.2 Online Smart Services System / Mobile Applications:

- Customer should log on to the smart marine services portal and select cancel marine crew 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 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.

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

- Customer need to fill all the required information for the marine crew service.
- Customer to submit the online application.
- In case the licence is expired and delaying fees is required, SPL for delaying fees will be communicated to the customer for settlement. Customer should settle the payment
- Once the payment is settled or in case no suspension/ penalties, an electronic copy of Cancellation Confirmation Letter will be generated. Customer can the letter through his personal account at DMA portal.

## 5. Service Completion Time

No.	Process	Target	Frequency
5.1	Time for RAL user to review the application, issue for the late renewal fees (walk in applications)	20 Minutes	Quarterly
5.2	Time Taken to generate the cancellation confirmation letter in case no penalties / or after late renewal payment SPL settlement (online applications)	On spot	Quarterly

## 6. Service Fees

	Service	Fees (AED)
6.1	Delaying the renewal of the master vessel or seaman or pilot permit or any one working on board of the Marine Craft without an acceptable excuse- for each month delay	120

## 7. Related Documents/ Forms

- 7.1. DMA-MR-RAL-CF08a, Application for Marine Crew Licensing.
- 7.2. DMA-MR-RAL-SF08a, Cancellation Confirmation Letter for Marine Crew Licensing /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. 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

- 8.5. Law No (3) for the year 2013 for Determine the prohibited marine places in the Emirate of Dubai.
- 8.6. Decision No. (3) for the year 2021 to amend the decision No. (2) for year 2013 for Marine Crew Licensing.

## 9. Process Workflow



