

## Client Procedure for Requesting Copy of Documents

PCFC- Entity (Business Unit) Name : Trakhees – Dept. of Planning & Development

Department Name : Civil Engineering Department (CED)

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## 1. Purpose

This process allows customers to request\* for documents, maintained under record with CED, under PCFC jurisdiction.

Clients, Consultants, Contractors may require authenticated documents for various purposes, and CED can provide copies of these documents, where available, and where all requirements are met.

\*Requests can be submitted to CED via:

- 1) **Online Applicant (Company Client):** Consultants/Contractors/Registered Company Clients can apply the service from Trakhees Online (<https://online.trakhees.ae/>)
- 2) **Helpdesk Staff (on behalf of a Person Client):**  
Refer conditions for this type of submission in section 4.2.2

## 2. Scope

The scope of the process is from receipt of the Copy of Documents request to its issuance.

**Note:**

Client's requested Copy of Documents will be issued, subject to availability and for documents not available on record, the respective section of CED shall advise accordingly.

## 3. Definitions and Abbreviations

- |             |                                                         |
|-------------|---------------------------------------------------------|
| • PCFC:     | Ports, Customs and Free Zone Corporation                |
| • Trakhees: | Department of Planning & Development                    |
| • CED       | Civil Engineering Department                            |
| • Requestor | Client / Contractor / Consultant initiating the request |

## 4. Procedure



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

**4.1 INFORMATION & PREPARATION:** For identification of Copy of Document requirements, the Applicant has to visit the website (<https://www.trakhees.ae/en/ced/Pages/Client-Procedures.aspx>) and refer client procedure PCFC-TRK-CED-DC-CP-01 (this procedure) with related application form ([TRK-CED-DC-CF01a](#)) and its required documents.

### 4.2 APPLICATION:

Applicant to download & fill in the form ([TRK-CED-DC-CF01a](#)) from website, specifying the requested document, by including all necessary supporting requirements.

#### 4.2.1 For Online Applicants (Consultants/ Contractors/ Registered Company Clients):

Online Applicant needs to apply Request via their Trakhees Online Account, using Application Form [TRK-CED-DC-CF01a](#), with below required documents, as mentioned in the Application Form.

#### 4.2.2 For Ownership / Residential Units / Unregistered Clients

(where online service is not accessible):

For unregistered/Person Client, a request can be initiated by either Contractor/ Consultant (if any).

However, CED Helpdesk staff, upon Client's visit/personal request, can also apply on behalf of the Client, although note the below:

- Where the online service is not accessible for the unregistered/ Person Client.

**NOTE:**

Here, since service was not available online, service charges for AED 100/- shall not be charged.

- Service charges (AED 100) shall be applicable only for cases where a client seeks support of CED staff to apply for the service in spite of using available online service access.

- Person Client can also send email to [Ced.Doc@pcfc.ae](mailto:Ced.Doc@pcfc.ae) for initiating the request, from CED Back-office.
- Person Client registration assistance shall be done for the client with provided guidance.

Accordingly, Application Form [TRK-CED-DC-CF01a](#) is required with supporting documents mentioned therein.

### 5.3 SECTION ADMIN / HELPDESK:

4.3.1 Upon receiving online submissions, CED Section Admin/ Helpdesk checks and verifies the submission, including all supporting requirements and accordingly advises customer if MORE INFO required (via system).

4.3.2 Once all requirements are validated as ok and the submission is accepted at Helpdesk, the document requested is checked for availability in Trakhees' records:

4.3.2.1 **Document available:**

If document is available, the Payment advice is generated and client is informed of the document's status as ready for pick-up.

4.3.2.2 **Document NOT available:**

If document is not available, the client is advised accordingly.

4.3.3 Client can settle the payment via any channel. Payment shall be made via below channels:

- Al Ansari Exchanges
- Online payments
- Bank Transfers

For back-office submissions, Document controller needs to ensure that Payment advice is settled for delivery of requested document by FTP email.

**NOTE:** Copy of documents are released via System/FTP email, only after Applicant completes payments of all fees.

## 5.8 DOCUMENT DELIVERY:

Finally, applicant receives a download link to the requested document(s) immediately after completion of additional payments (if any).

### **NOTE:**

- 1) For non-payments, Applicant receives a system notification/ reminder to settle payment, prior to being blocked in system.
- 2) The download link is valid for a month. If applicant fails to download within the validity period, the link expires. Any support calls related to expired links shall be shared with CED-CPR Admin.

## 5. Process Measurement

No.	Process	Target (Working days)
5.1	Issue of Copy of Document (as per client's request)	5 WDs

## 6. Service Fees

Payment advice will be based on type of document(s) requested. However, client has to ensure that Payment advice (once issued) must be settled.

## 7. Related Documents/ Forms

7.1 Request for Copy of Documents

[TRK-CED-DC-CF01a](#)

## 8. Applicable References and Regulations

N/A

## 9. Workflow:

