



Client Procedure (CP) for

Obtaining Sustainability Site Status Report

PCFC- Entity (Business Unit) Name	:	Trakhees – Dept. of Planning & Development
Department Name	:	Civil Engineering Department (CED)
Section Name	:	Permit Section (Sustainability)
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1. Purpose

This procedure is for requesting a Sustainability Site Status Report, to ensure that all postponed sustainability section comments/conditions during Building Completion Certification are complied with during building/ facility operation, based on the undertaking letters submitted from both, plot owner and Contractor within the specified compliance dates.

Sustainability Site Status report ensures that projects are executed in conformance with the requirements of “Planning & Control Regulations” laid down within the jurisdiction of PCFC Trakhees - Civil Engineering Division, thereby leading to the clearance of CED issuing a “Sustainability Site Status” report, as per the client/applicant’s requirements, to enable acquiring of BCC.

NOTE:

The Client/ Consultant/ Contractor/ Developer / Third Party Companies for Green Buildings/ Sustainability, are responsible for the complying and maintaining all sustainability site conditions and compliances, as set during BP /Building completions operation stages within time frames set in the conditions, including the submission of authentic evidences (such as Geo-tagged photos, etc. related to the applicable projects).

2. Scope

All Clients/Consultants/Contractors and Green Building Consultants operating under PCFC Trakhees - Civil Engineering Division (CED) jurisdiction can apply for “Sustainability Site Status Report” to close pending Sustainable Section requirements /conditions in Building completion Report, which were carried out based on CED requirements.

3. Definitions and Abbreviations

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|-----|------|--|
| 3.1 | TRK | Trakhees (abbreviation) |
| 3.2 | BRDG | Building Regulations and Design Guidelines issued by CED |
| 3.3 | SUS | Sustainability section of CED - Trakhees |

- | | | |
|------|------------------------------------|---|
| 3.4 | BP | Building permit |
| 3.5 | CPR | CED Process Register (System) |
| 3.6 | GB | Green Buildings |
| 3.7 | Applicant | Client, Consultant & Contractor who can apply for the service |
| 3.8 | Consultants/ Specialist Companies: | Third party organization which administers the green building requirements into the project at design, construction and operational phases. |
| 3.9 | Contractors: | Business or Corporation which supports consultants in doing project-related work in terms of materials and resources |
| 3.10 | ONLINE SERVICE: | CED's online applications: https://online.trakhees.ae/oaservices/ |

4. Procedure



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

INFORMATION & PREPARATION:

For obtaining of Sustainability Site Status Report and its submission requirements, the Applicant has to visit the website and refer client procedure PCFC-TRK-CED-GB-CP-07 (this procedure) and related documents.

- 4.1 Applicant:** The Consultant /Contractor/ Client, who is in-charge of the work/ project can initiate to request for Sustainability Site Status Inspection based on any conditional request during Building permit /completion /construction stage, by uploading signed/stamped PDF Application Form (TRK-CED-GB-CF07a) with related forms, and stating clearly the reason for the Sustainability Site Status request. The request can be applied at the link below:

<https://online.trakhees.ae/oaservices/>

Note:

- The request will not be processed if there are any missing documents / incomplete submissions, or any outstanding / pending payments (Financial Fees OR Penalties) exceeding due dates, either by Client/ Consultant/ Contractor.
- CED Helpdesk reserves the right to Accept/ Reject the submission, if the received applicant is not complete as per checklist requirements. Incomplete applications that are rejected can be resubmitted.

4.2 Acceptance of submission

After applicant's successful online submission, Trakhees' Helpdesk will verify and check all the required documents are available, and update the system as below:

Accept:	If the submission complies with application form/ conditional requirements, and the reason for SUS site status was mentioned clearly. Email notification will be sent to submitter informing of the new online submission being accepted, and including a submission reference to be used later for following-up purposes.
Reject:	If the submission doesn't comply with application form/ requirements, the submission will be rejected by providing applicant the reason for rejection, and application shall be closed. This does not allow the applicant to use that closed submission reference again. The applicant can re-submit, but as a new submission.
More Details:	If the Helpdesk staff notes any missing document or uncompleted sign/stamp on application form; he/she will return back the submission and advice Applicant to re-upload the missing information/documents, using the same submission reference

4.2.1 Upon Trakhees' Helpdesk's acceptance of the submission, a Payment Advice (PA) will be sent to Applicant via their registered email.

4.2.2 Applicant has to settle the payments via any of the channels, as listed below:

- Online / prepaid

- Al Ansari Exchange Centre
- Bank Transfer
- Dubai Islamic Bank branched & ATM machines of Dubai Islamic Bank

4.2.3 Only once the above (4.2.2) payment is settled, the system will assign submission to a Section coordinator to SUS engineer for reviewing

4.3 DOCUMENT DELIVERY:

Finally, applicant receives a download link to the Sustainability Site Status Report, immediately after completion of additional payments (if any).

(For non-payments, Applicant receives a system notification/ reminder to settle payment prior to block system.)

NOTE: The download link is valid for a month. If applicant fails to download within the validity period, the link expires, and applicant requires to apply for 'Request for Copy of documents, refer PCFC-TRK-CED-DC-CP-01)

5. Process Measurement

Service process duration of this approval is within **10 working day, i.e.** from the date of the submission accepted at Helpdesk until the Applicant closes all open payment advices.

No.	Service Description	Target
6.1	Time taken from closing PA in CPR till Section Manager's endorsement for 1 st cycle	10 WDs
6.2	Time taken from reviewer till Section Manager's endorsement for further cycle	

For all submission types, Trakhees/CED is committed to complete review process as per above, however delays can occur due to the following:

- Missing drawings.
- Details clarification.
- Internal System issue.
- Internal Sections clarification.
- Special approval from higher management
- Pre-requisites not met by client OR dispute

6. Service Fees*

Sr.	Service Description	Description / Parameter	Fee Code	Fees (AED)
7.1	CED/SUS - Sustainability Site status Report	Single charge (Fixed Minimum)	HSSU008	AED 500
7.2	CED - Exceptional Study	Single charge (Fixed Minimum)	EBBP037	AED 2,500
7.3	CED - Permit - Miscellaneous Service	Single charge (Fixed Minimum)	EBBP045	AED 250
7.4	CED- Technical Assessment	NO_OF_WORKI NG_HRS	EIIN010	AED 275

*Fee/s subject to change.

*The above fees might be subjective to 5% VAT.

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

7. Related Documents/ Forms

8.1 Application for Sustainability Site Status Report TRK-CED-GB-CF07a

8. Contacts

9.1 Engineer Muna Al Qaysi, Sustainability Manager

Tel No.: 04-4485 943

E-mail: Muna.AlQaysi@pcfc.ae

9.2 E-mail: CED.GreenBuilding@pcfc.ae

9. Applicable References

- CED Approved drawings
- CED Building Permit /NOC
- Local Regulation – The act of regulating under the local authority
- Fees & Fines codes. (Violation Lists / FnP codes) – Appendix 1
- Dubai Building Code

- TRK -Green Building Regulations
- CED's Violation Committee Charter ([PCFC-TRK-CED-DO-VCC-01](#))

10. Workflow:

