

Client Procedure for Obtaining Initial / Final Master Plan & DCR

PCFC- Entity (Business Unit) Name	:	Trakhees – Ports, Customs & Free Zone Corporation
Department Name	:	Civil Engineering Department (CED)
Section Name	:	Planning Section
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1. Purpose

The purpose of this process is to ensure the accomplishment of minimum planning standards for all the Master Plan requirements, and support the land use goals and policies of developments, in accordance with Trakhees – Urban Planning Guidelines.

The Master Plan is a pre-requisite and serves as a guide for public and private decision-makers regarding the future physical development of the community.

TRAKHEES, as Department of Planning and Development of PCFC, takes on the role of reviewing and approving these services.

2. Scope

The scope is from the receipt of a request from a Business Unit for a review of Initial Master Plan approval, Final Master Plan & DCR (Design Control Regulations) and Renewal approval up to issuance.

The Business Units under this scope are Dubai World, NAKHEEL, EZW, JGE, DMC, Limitless and PCFC, Refer to 'Special Development Zone Projects – Dubai World' maps for the development and project areas of these Business Units.

3. Definitions and Abbreviations

DPS	TRAKHEES – Civil Engineering Division – Drawing Production System
SMP	Senior Manager Planning, managing Planning Department of TRAKHEES Civil Engineering Division
PM	Planning Manager, TRAKHEES – Civil Engineering Division
PLE	Planning Engineer, TRAKHEES – Civil Engineering Division
SDO	Senior Drawing Officer, TRAKHEES – Civil Engineering Division
SE	Survey Engineer, TRAKHEES – Civil Engineering Division
RE	Review Engineer, TRAKHEES – Civil Engineering Division
FRE	Final Review Engineer
GISE	GIS Engineer, TRAKHEES – Civil Engineering Division
SD	Senior Draughtsman
APS	Administrator Planning Section, TRAKHEES – Civil Engineering Division
DC	Document Controller

SC	Section coordinator
DO	Drawing Office – Trakhees Civil Engineering Division
PLNG	Planning Section – Trakhees Civil Engineering Division
HD	Help Desk
SNO	Submission Number
BPI	Building Permit - Infrastructure
BPA	Building Permit – Architecture
PA	Payment advise
ROW	Right-of-way
NOC	No Objection Certificate
CPR	Civil Engineering Department Project Registration, system where documents are submitted, review, commented/approved online.
PROCESS OWNER	The Section in the Civil Engineering Department as the main owner of the process/project registration, and accordingly distribute to different sections for coordinated review/approval.

For acronyms, kindly refer to [APPENDIX – 1: Definitions & Acronyms](#)

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 submission 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-PL-CP-01 (this procedure) with related Forms/Checklists (refer [section 7.0](#)), and accordingly refer 4.2/4.3/ 4.4.

4.2 Initial Master Plan Approval:

- 4.2.1 Consultant refers to Trakhees website to identify submission requirements by visiting the website (www.trakhees.ae/web/ced/urban-planning) in order to identify Master Plan approval stages, required documents and check list.
- 4.2.2 Consultant requests for Introductory Meeting by communicating with the Planning section to request for an Introductory Meeting to present the initial Master Plan.

- 4.2.3 Consultant proceeds with online submission by uploading the required documents along with a valid site plan and / or title deed showing the project area. The developer/consultant shall submit the required documents online through Trakhees Portal system by mentioning the valid site plan area of the project and / or title deed.
- 4.2.4 Area in the submitted site plan/ title deed shall be verified and fees calculated manually
- 4.2.5 Upon accepting the submission, Trakhees online Fee notification is sent to the consultant to proceed with the payment based on the calculated area (site plan).
- 4.2.6 Consultant proceeds with online payment, As soon as the payment is done, CED will distribute the submission to relevant planning engineers in Trakhees-CED for review/comments.
- 4.2.7 Planning engineers proceed with submission review based on the available initial Master plan Checklist and submission requirements, and accordingly the Review Engineers shall put their comments and conditions, if any.
- 4.2.8 Consultant receives the approved NOC letter/Technical review report.
- 4.2.9 Consultant/ Developer can request for a meeting for any further clarifications where required (if in case comments /conditions)
- 4.2.10 Planning engineers schedule a meeting, if required (In case comments/conditions) and upon request, APS will arrange for a meeting.

4.3 Final Master Plan Design & DCR:

- 4.3.1 Consultant/Developer refers to Trakhees website to identify submission requirements, by visiting the website www.trakhees.ae/web/ced/urban-planning. In order to identify final master plan & DCR submission requirements and check list documents.
- 4.3.2 Consultant communicates with the Planning section to request for an Introductory Meeting to present the final Master Plan & DCR.
- 4.3.3 The Developer / Consultant proceeds with on-line submission by uploading the required documents through the CPR system, by mentioning the built-up area for the Project.
- 4.3.4 Planning engineers proceeds with submission review, Based on the available initial master plan checklist. Trakhees engineers put their comments, feedback and conditions.
- 4.3.5 In case of comments /clarification, Consultant receives the report.
- 4.3.6 In this case Consultant/Developer is free to request for a meeting for clarification.
- 4.3.7 Planning engineers schedule a meeting (In case of pending comments/conditions).
- 4.3.8 In case of approval, Trakhees online payment advice is then sent to the consultant to proceed with the payment based on the calculated built-up area of the project . (see section 6.0 Fees)

- 4.3.9 Consultant proceeds with on-line payment,
4.3.10 Once payment is done, Consultant receives the NOC letter along with the stamped drawings

4.4 Master Plan Renewal:

- 4.4.1 Consultant refers to Trakhees website to identify submission requirements for Master Plan renewal the developer/consultant has to visit the website www.trakhees.ae/web/ced/urban-planning. In order to identify master plan renewal.
4.4.2 Trakhees online Fee notification is sent to the consultant to proceed with the payment.
4.4.3 Consultant completes the on-line payment, once payment advice is received,
4.4.4 Upon payment Trakhees Planning administrator distributes the submission to Engineers for review/comments, or based on the required Renewal.
4.4.5 Consultant receives the NOC letter /commented letter.
4.4.6 Consultant can request for a meeting for clarification, if required (in case comments / conditions/ resubmission request).
4.4.7 Planning Engineers may schedule a meeting, if required (In case there are pending comments/ conditions/ resubmission request).

4.6 DOCUMENT DELIVERY:

Finally, applicant receives a download link to required NOC, immediately after completion of additional payments (if any).

5. Process Measurements

No	Process	Target (Working days)
5.1	Time taken from request to issuance of NOC for Master Plan concept design/Final Design/ Details design	30 WDs

6. Service Fees

Service	Fee Code	Fees* (Parameter)
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Classification: Public

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6.1	CED - NOC for initial Master plan	EPPS005	10 fils per square meter of the total area of the project and a minimum of AED 50,000
6.2	CED - NOC for Final Master Plan with DCR	EPPS014	3 fils per square meter of approved built up area and a minimum of AED 50,000
6.3	CED-Renewal NOC of Master plan (Concept/Final/Detail Design)	EPPS016	10% of the initial fees and a minimum of AED 50,000

*The above fees is subjective to 5% VAT.

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

* Fee/s subject to change.

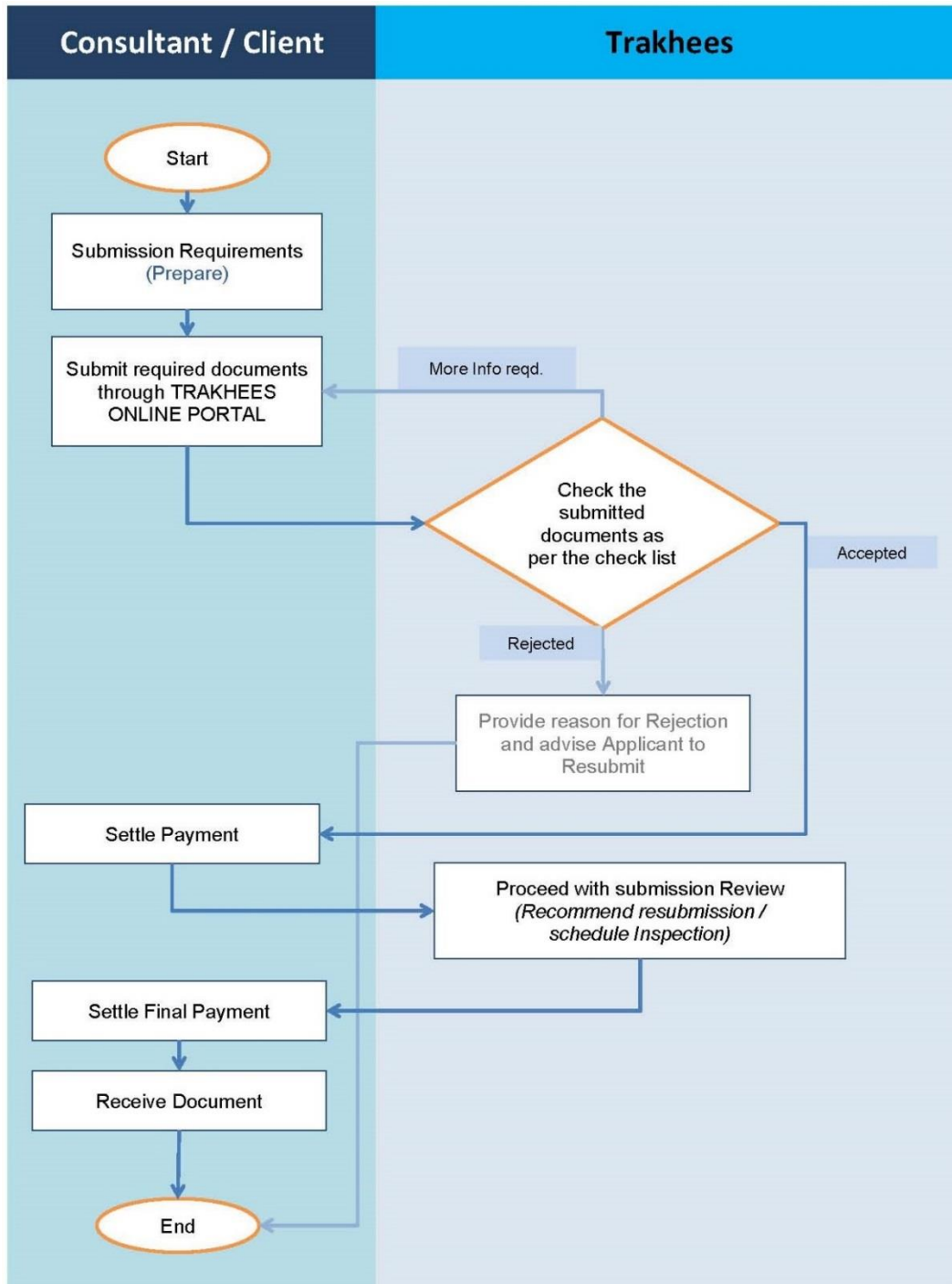
7. Documents/ Forms

7.1	Initial Master Plan Approval – Application Form & Checklist	TRK-CED-PL-CF01a
7.2	Final Master Plan Approval – Application Form & Checklist	TRK-CED-PL-CF01b
7.3	Master Plan Revision Approval / DCR Renewal	TRK-CED-PL-CF01c

8. Applicable References and Regulations

- 8.1 Urban Planning & MEP Services Regulations & Technical Guidelines.
- 8.2 Business Units/Developers Affection / Site Plans.
- 8.3 Business Units/Developers Master/Land Use Plans.
- 8.4 PCFC – JAFZA/DPA Jebel Ali North Concession Map
- 8.5 TRAKHEES CED –Drawing Office Master Drawings
- 8.6 TRAKHEES CED – GIS and Database.
- 8.7 Special Development Zone Projects – Dubai World
- 8.8 List of CED Services Fees / PCFC Fees & Payment System
- 8.9 Civil Engineering Department Project Registration (CPR).

9. Workflow



APPENDIX 1 – ACRONYMS

ABP	Administrator - BP Section	GISE	GIS Engineer
ASHRAE	American Society of Heating, Refrigeration and Air Conditioning Engineers	HD	Help Desk
Authority	Trakhees	HVAC	Heating, Ventilation, and Air-conditioning
BP	Building Permit	ID	Inspection Department
BP number	Building permit application number	JAFZA **	Jebel Ali Free Zone Authority
BRDG	Building Regulations and Design Guidelines	JGE	Jumeirah Golf Estate
BU	Business Unit, entities and establishments under the PCFC umbrella (marked **).	MEP	Mechanical, Electrical, Plumbing
CCTV	Closed Circuit Television	NAKHEEL **	Nakheel Properties
CDA	Concept Design Approval	NOC	No Objection Certificate
CEDSR (- ***)	CPR Submission Number	PA	Payment advise
CEDPR (- ***)	CPR Project Registration Submission No.	PCFC **	Ports, Customs & Free Zone Corporation
CED	Civil Engineering Department	PLE	Planning Engineer
CPR	CED Process Register	PLNG	Planning Section
COC	Certificate of Conformity	PM	Planning Manager
DC	Document Controller	PROCESS	Section in Civil Engineering Department, as
DCD	Dubai Civil Defence	OWNER	Main owner of process/ Project registration, and accordingly distributes to different sections for coordinated review/approval.
DCR	Development Control Regulation	RA	Risk Assessment
DED	Department of Economic Development	RE	Review Engineer
DLTM	Dubai Local Transverse Mercator	REV	Revision
DM	Dubai Municipality	ROW	Right-of-way
DMC **	Dubai Maritime City	RTA	Road and Transport Authority
DO	Drawing Office	SC	Section coordinator
DPA **	Dubai Ports Authority	SD	Senior Draughtsman
DPS	Drawing Production System	SDO	Senior Drawing Officer
DPW**	Dubai Ports World	SE	Survey Engineer
DUCAMZ **	Dubai Customs Automobile Zone	SMACNA	Sheet Metal & Air Conditioning Contractors National Association
EIA	Environment Impact Assessment	SM	Senior Manager
EZW **	Economic Zones World	SNO	Submission Number
FP	Facility Permits section of CED	TIS	Traffic Impact Study
FRE	Final Review Engineer		
FRECOM	An Oracle based system used by EZW in managing facilities		
GB	Green Buildings		
GIS	Geographical Information System		

** Business Unit / entities and establishments under the PCFC umbrella