

## Client Procedure for Obtaining Exceptional Study Approval (NOC)

PCFC- Entity (Business Unit) Name : Trakhees – Ports, Customs & Free Zone Corporation

Department Name : Civil Engineering Department (CED)

Section Name : Permit Section

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## Table of Contents

1. Purpose .....	3
2. Scope .....	3
3. Definitions and Abbreviations .....	3
4. Procedure .....	4
5. Process Measurements .....	5
6. Service Fees .....	6
7. Documents/ Forms .....	6
8. Applicable References and Regulations .....	6
9. Workflow .....	7

## 1. Purpose

The purpose of the exceptional study process allows customers to request for a design related exception that may not be in-line with the minimum building design requirements as stipulated in [Dubai Building Code](#), International Codes and relevant Trakhees-CED Codes & Regulations.

This exception can be requested at any project stage and it allows flexibility in the design, as long as it does not violate the basic Regulations.

## 2. Scope

The scope of the process is from receipt of the Exceptional Study application to the approval of NOC, and is applicable for all clients/ business units operating within Trakhees' jurisdiction area.

This process is handled by CED's Permits sections but it may be distributed to other sections for their feedback (where required).

**Note:** Trakhees/CED Engineers will handle reviewing of exceptional study requests, in compliance to Dubai Building Code, Regulations and relevant codes. However, the Client consultants' and his contractors' shall remain entirely responsible for the design, accuracy of design and drawings for stability and safety.

## 3. Definitions and Abbreviations

- |     |                                 |   |
|-----|---------------------------------|---|
| 3.1 | Exception / Special Approval    | Approval granted by parties empowered by the Law to authorize exemption from these Regulations, or from any other legislation related to Construction works. Special approvals are an important part of the Building Permit (eg. Applicable for architectural issues, for accepting Consultant/Contactor) |
| 3.2 | Arch – Architecture             |   |
| 3.3 | TKS – Trakhees                  |   |
| 3.4 | B.P. – Building Permit          |   |
| 3.5 | DCR – Design Control Regulation |   |

- 3.6 NOC – No Objection Certificate
- 3.7 Authority – Trakhees (PCFC jurisdiction)

For more 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 Exceptional Study approval stages and 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-PS-CP-14 (this procedure)

### PROJECT REGISTRATION:

If Project not already registered, Client's Consultant shall register project online to obtain Project ID prior submitting for exceptional study approval.

(Trakhees/CED Helpdesk shall reject submission if project not registered and Project ID not obtained prior to submission)

### 4.2 APPLICATION:

The following applications can applied online via link <http://online.Trakhees.ae> by attaching all requirements as set in Application Form for Exceptional Study ([TRK-CED-PS-CF14a](#)) using the applicable folder codes as per the requested application and including all necessary documents, if applicable ([refer section 7](#)).

### 4.3 SECTION ADMIN / HELPDESK:

Upon receiving online submissions, CED Section Admin/ Helpdesk validates all requirements and accordingly advises customer if MORE INFO required (via system). Once all requirements are validated as ok, the customer is notified by email.

**NOTE:** CED Helpdesk has the right to accept/reject the submission, if the submitted documents are not complete as per checklist requirements

### 4.4 REVIEW & APPROVAL:

After the payment and within 7 working days, CED shall then notify customers on the below review outcomes.

**APPROVED -**

If submission is approved and complete, while complying with all Regulations and Guidelines set by Trakhees.

**NOT APPROVED -**

In the event where any major problems have been identified, the applicant shall be informed via system, for correction prior to resubmitting the application.

**4.5 PAYMENT:**

Upon receiving notification of successful approval, Applicant ensures that the fees are fully paid for, prior to receiving documents.

Payments can be made via channels such as Online payments / Al Ansari Exchanges / Bank Transfers

**NOTE:** Exceptional Study NOC documents are released via System, only after Applicant completes payments of all fees.

**4.6 DOCUMENT DELIVERY:**

Finally, applicant receives a download link to the Exceptional Study NOC, immediately after completion of payment.

**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, and applicant requires to apply for 'Request for Copy of documents, refer PCFC-TRK-CED-DC-CP-01)
- 3) Applicant / Customer's consultant/ Contractor shall comply with all conditions (if any) listed in issued NOC and ensure compliance towards all recommendations are completed.

## 5. Process Measurements

No.	Process	Target (Working days)
5.1	Exceptional Study NOC	10 WDs

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

- Missing drawings. Or documents
- Details clarification or calculations
- CPR System issue.
- Internal Sections clarification.
- Special approval from higher management
- Pre-requisites not met by client

## 6. Service Fees

As per applicability

## 7. Documents/ Forms

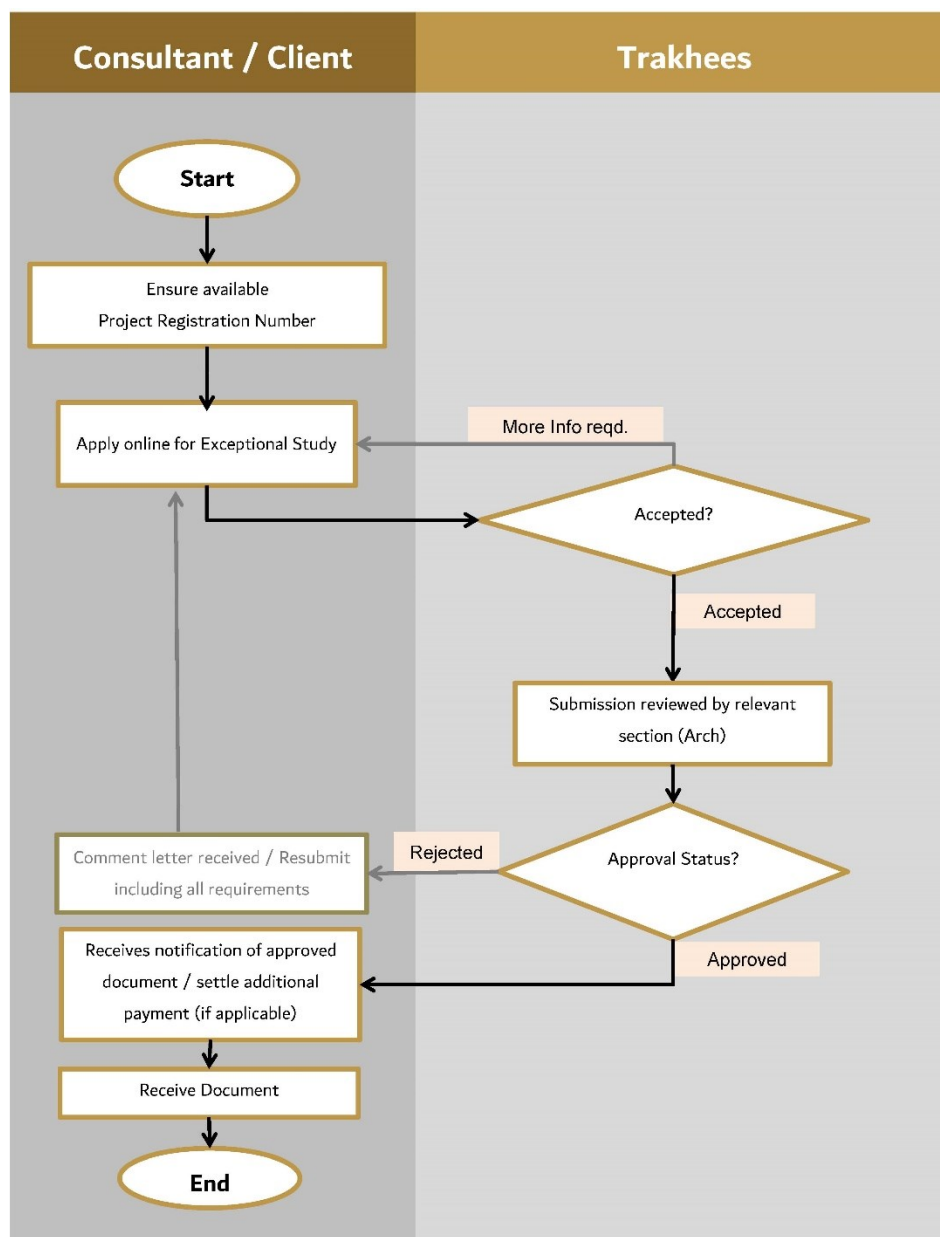
7.1 Application Form – Exceptional Study Approval

[TRK-CED-PS-CF14a](#)

## 8. Applicable References and Regulations

- [Dubai Building Code](#)
- [Circular CEDGR-135, Dubai Building Code Implementation](#)

## 9. Workflow



## APPENDIX 1 – ACRONYMS

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

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