

Client Procedure (CP) for obtaining Laboratory Services Online (Regulatory)

PCFC- Entity (Business Unit) Name : Trakhees

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Section Name : Central Laboratory

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1. Purpose and Objectives

The purpose of this procedure is to detail the step-by-step process of how to request Laboratory Service/Testing with EHS Central Laboratory as part of Regulatory compliance.

2. Scope

This procedure covers all Regulatory compliance monitored by the concerned EHS Section within its area of jurisdiction. This includes but is not limited to:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring
EHS Environment Section	Permit to Discharge to Harbour	Harbour Water Analysis
EHS Environment Section	Irrigation Permit	Irrigation Water Analysis
EHS Environment Section	Groundwater Permit	Ground Water Analysis
EHS Environment Section	Permit to Dispose of Wastewater to Imdaad facility	Wastewater Analysis
EHS Public Health and EHS Operations Section	Swimming Pool Water Requirement	Swimming Pool Water Analysis

3. Definitions and Abbreviations

- 3.1 Regulatory services - refers to all tests/services carried out by EHS Central Lab required by the relevant EHS Section

4. Procedure

4.1 Submission Process

4.1.1 Client may send their inquiry and/or request to the following EHS email address:

EHS Central Lab (email: ID.Lab@pcfc.ae) for the below request:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring (New or Initial Request without Permit)
EHS Public Health and EHS Operations Section	Swimming Pool Water Requirement	Swimming Pool Water Analysis

EHS Environment Section (email: EHS.Environment@pcfc.ae) for the below request:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring (Renewal of Permit)
EHS Environment Section	Permit to Discharge to Harbour	Harbour Water Analysis
EHS Environment Section	Irrigation Permit	Irrigation Water Analysis
EHS Environment Section	Groundwater Permit	Ground Water Analysis
EHS Environment Section	Permit to Dispose of Wastewater to Imdaad facility	Wastewater Analysis

4.1.2 Once submitted, the client will receive the submission reference no. for their request in their registered email and will be reviewed and responded to within 1-2 working days.

4.1.3 The submission will be reviewed, and the client may check the status of their request by logging in to their Trakhees Online Account and responding back to whatever is requested.

- More Info – requesting further details/information.
- Confirm Quotation - confirming the quotation will prompt the system to Generate the Payment Advise (PA)

- c. Awaiting Payment Advice - the amount will be auto-debited if there is enough balance in your Trakhees Online Prepaid Account. If None, settle the amount as per the mode of payment mentioned in the PA)

4.1.4 The client must settle the payment advice once issued before scheduling their request for sampling/ sample collection.

4.1.5 If everything is settled and clear - The client will receive an auto-generated notification about their schedule.

5 Service Completion Time

	Service	Completion Time
5.1	Submission Process	1-2 working days (response timeframe per submission/ communication)

6 Service Fees

Depending on the service/s requested, fees will be generated through the Fees and Payment System (FnP)

7 Related Documents/ Forms

Not applicable

8 Applicable References and Regulations

Not applicable

9 Process Workflow

