



## Client Procedure for Obtaining

### Bunker Vehicle Permits

PCFC- Entity (Business Unit) Name : Trakhees

Department Name : EHS – Environment, Health & Safety

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## 1. Purpose

The purpose of this procedure is to ensure that bunker operations are carried out in line with Trakhees' requirements, and also to confirm that all Bunker vehicles are in full compliance with requirements pertaining to Bunker vehicle safety.

## 2. Scope

The scope of this procedure applies to Trakhees - Ports & Maritime section's approval and subsequent Issuance of Permits authorising bunker vehicles to supply fuel to Vessels within Dubai Ports & Maritime Areas under PCFC- Trakhees Jurisdiction.

This procedure's permit shall be applicable to all bunker vehicles owned by Trakhees' approved Bunker companies intending to carry out bunker supply services within Dubai Ports & Maritime Areas under PCFC- Trakhees Jurisdiction.

## 3. Definitions and Abbreviations

- |               |                                                             |
|---------------|-------------------------------------------------------------|
| • COA         | Certificate of Approval                                     |
| • MSDS        | Material Safety Data Sheet                                  |
| • NC comments | 'Non-compliance' comments                                   |
| • IMDG        | International Maritime Dangerous Goods Code.                |
| • NOC         | No Objection Certificate.                                   |
| • EHS         | Environment, Health & Safety Department.                    |
| • PCFC        | Ports, Customs & Free Zone Corporation.                     |
| • DCD         | Dubai Civil Defense.                                        |
| • SIRA        | Security Industry Regulatory Authority.                     |
| • FANR        | Federal Authority for Nuclear Regulation.                   |
| • BU          | Business Units (Port / DMC / Marinas / Wharfage) Operators. |
| • TRK         | Acronym for 'Trakhees'                                      |

## 4. Procedure



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

Please read through the sections 4.1 – 4.3 for pre-requisites, before proceeding to the APPLICATION process, section 4.4

### 4.4 APPLICATION SUBMISSION & PERMIT ISSUANCE:

- 4.4.1 Ensure that Service Fees amount is available in Customers Pre-Paid Account (Refer to [Section 6.0](#)).
- 4.4.2 Client shall submit request and the supporting document(s) for Bunker Vehicle Permit through Trakhees Online Services.

**Channels for submissions:**

- Online Web Services: <https://online.trakhees.ae/oaservices>

Refer [Appendix 1 – Bunker Vehicle Request Submission User Manual](#)

- 4.4.3 Based on review of customer's submitted document, Trakhees' Officer shall decide to 'Approve', request 'More Info' or 'Reject' the submission.
- 4.4.4 If 'More Info' required by Trakhees, the submission will be sent back to the customer so to provide the information as required by replying online.
- 4.4.5 For Rejected cases Customer will receive Email Notification mentioning the reason for rejection.
- 4.4.6 If all the required documents are found to be in order, Customer will receive Email Notification which includes inspection date, time and location.



- 4.4.7 Inspection shall be carried out in reference to the Trakhees Requirements, as per [Bunker vehicle Safety Checklist, TRK-EHS-PM-CF05a](#).
- 4.4.8 After Inspection, EHS-Officer shall decide to 'Approve' or 'Reject' or 'Re-Inspect' the Bunker Vehicle.
- 4.4.9 For Rejected or Re-Inspection cases Customer will receive Email Notification mentioning the reason for rejection or the schedule for Re-Inspection.
- 4.4.10 Customer must reply back through Trakhees Online Service to close the Notice Comments observed during Trakhees Inspection, if Applicable. (Refer [Appendix-1, Clause 3](#)).
- 4.4.11 Customer will be charged for each time the Re-Inspection is created in the System.
- 4.4.12 Customer will be charged similar to Re-Inspection if failed to close the submission after Trakhees Inspection is carried out.
- 4.1.13 On successful completion of submission and inspection requirements, the Bunker Vehicle Permit & Inspection Report will be sent to Customer along with payment details in Email. Customer can also download the Bunker Vehicle Permit from Trakhees Online Services. (Refer [Appendix-1, clause 4](#))
- 4.1.14 Bunker Vehicle Permit will be issued for a validity as per Customer request and validity of vehicle registration.

**NOTE:**

Customer's final submission date for Bunker Vehicle Permit Request will be considered from the date of last reply sent, or the action taken by Customer, whichever applicable.

## 4.5 Payment

4.5.1 System will issue the Inspection Report and Debit Note to the Client.

4.5.2 Clients must ensure that their Pre-Paid account holds sufficient balance before availing the service.

4.5.3 Clients must ensure that unpaid fees are settled before availing the service.

4.5.4 **Payment Gateways** are listed below

- a) Online Web Services: <https://online.trakhees.ae/oaservices>
- b) Online Mobile Services: <https://online.trakhees.ae/mservices>
- c) Al Ansari Exchange.
- d) Dubai Islamic Bank.

## 5. Service Completion Time

No.	Service Description	Service Completion Time (Working days)
5.1	Bunker Vehicle Permit Issuance	5 WD

## 6. Service Fees

No.	Service Description	Fees (AED)	Parameter	Trakhees Payment Advise Code
6.1	Approval Charge for Bunker Vehicle	300	Per Vehicle/ Month	HPPM021
6.2	Re-Inspection Charge	300	Per Vehicle/ Inspection	HPPM023



Refer [section 4.8](#) for more details

Note:

- Container Inspection Fees shall be paid upfront during an Online Submission.
- Emergency Monitoring Fees shall be applicable for monitoring Emergency Cases. (Ex: Major Spills, Fire, Fumes, Gases, Explosions, etc.).
- Emergency Monitoring Fees shall be billed to the respective Ship Agent.
- Penalty and Emergency Monitoring Fees can be paid via Payment Gateways (section 4.8.4).
- Ship Agent shall be responsible for submitting multiple Online Inspection Requests for the same Container; Service Fees shall not be Cancelled or Refunded

## 7. Related Documents/ Forms

7.1 Bunker Vehicle Safety Checklist

TRK-EHS-PM-CF05a

[APPENDIX 1 – ‘Bunker Vehicle Permit’ request - Submission User Manual](#)

## 8. Applicable References and Regulations

- 8.1 Trakhees - Ports & Maritime Section Regulations.
- 8.2 U.A.E. Federal Maritime Law.
- 8.3 GCC Rules and Regulations for Sea Ports.
- 8.4 International Maritime Dangerous Goods Code. (IMDG)
- 8.5 Dubai Municipality - Code of Practice for the Management of Dangerous Goods in the Emirate of Dubai.
- 8.6 Dubai Civil Defence - U.A.E Fire and Life Safety Code of Practice
- 8.7 User Manual - Application for Bunker Vehicle Permit
- 8.8 User Manual - Prequalification of Ports
- 8.9 User Manual - Trakhees Online Client Registration

## 9. Contacts

### 9.1 PCFC-Trakhees Online Services Links

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

## 9.2 EHS-Ports & Maritime Section

Email: [EHSPorts.PreQualification@pcfc.ae](mailto:EHSPorts.PreQualification@pcfc.ae)

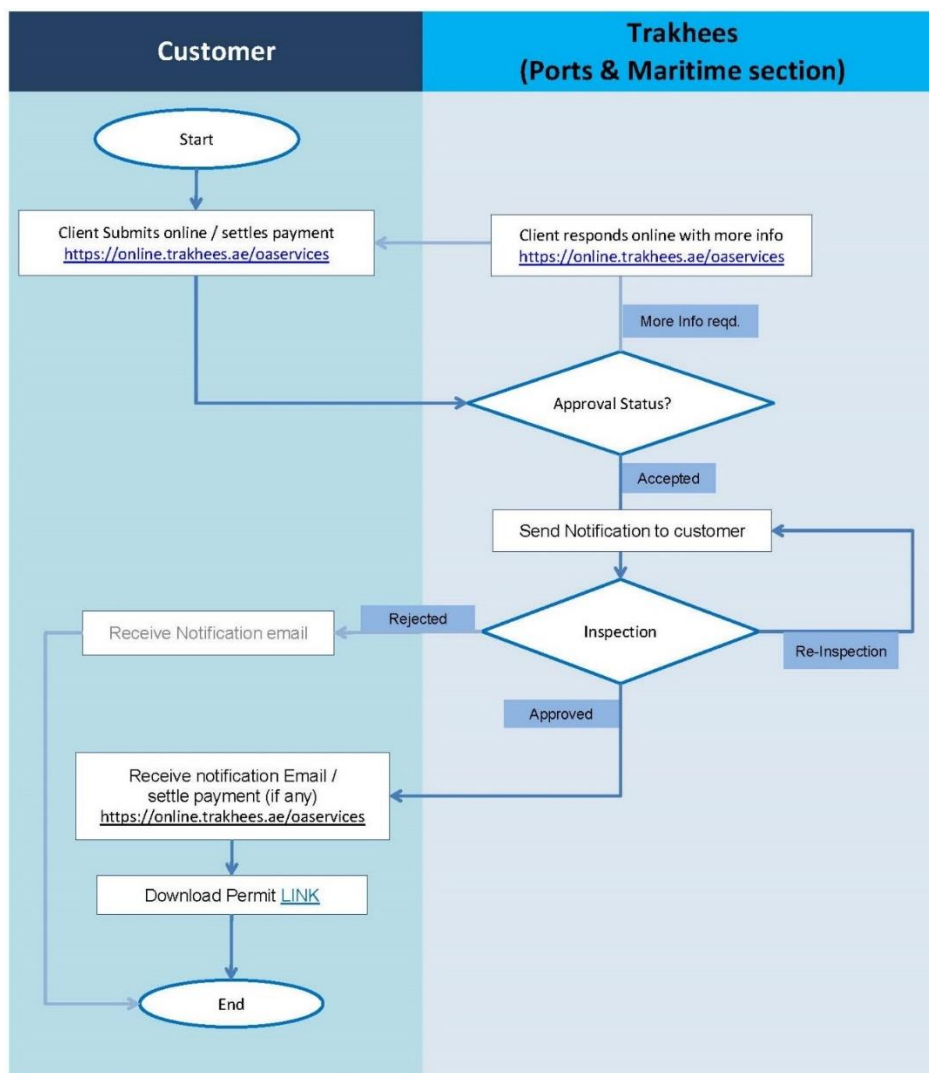
Website: [www.Trakhees.ae](http://www.Trakhees.ae)

Phone: +971-4-8811881 / 8068829

Office Location: Main Gate No.3, Behind East Fire Station, Jebel Ali Free Zone, Dubai.

Office Working Hours: 07:30 – 15:30 hrs (Sunday – Thursday) Excluding Public Holidays

## 10. Process Workflow





## APPENDIX 1 - Bunker Vehicle Permit – Submission User Manual

### APPENDIX 1 – Bunker Vehicle Permit – Submission User Manual

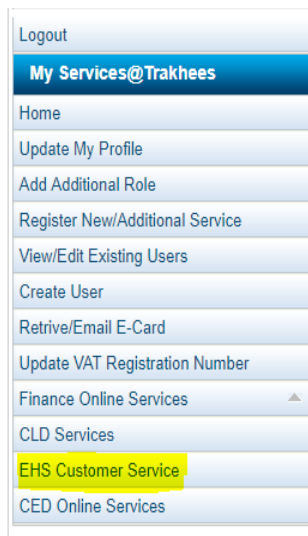
## 1. Initiate Request

### 1.1 Login to Trakhees online Service

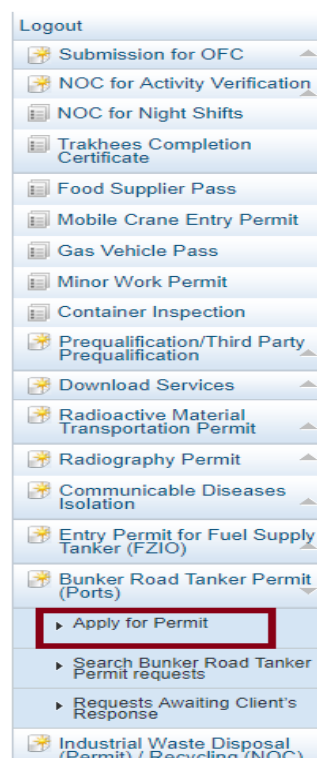
The screenshot shows the Trakhees online service login interface. On the left is a 'Site Map' menu with various options. The main content area is titled 'Login' and includes a form for entering a username and password, with a 'Submit' button. A message informs users that if they are already registered, they can login, and if they are new, they should click a link (represented by a question mark). The Trakhees logo is displayed at the bottom right of the page.

### 1.2 Open EHS Customer Services Menu

## APPENDIX 1 - Bunker Vehicle Permit – Submission User Manual



### 1.3 Click on Bunker Road Tanker Permit – **Apply for Permit**



## APPENDIX 1 - Bunker Vehicle Permit – Submission User Manual

### 1.4 The screen has multiple tabs:



**Bunker Road Tanker Permit**

Service Information Application Details Comments/Review Documents Confirm and Submit

The Service is provided to Approved Bunker Supply Companies from Ports and Maritime Section which intend to approve their Bunker Road Tankers to provide services within Dubai Ports & Maritime Areas under PCFC- Trakhees Jurisdiction.

For more information visit [Trakhees](#) , Refer to Client Procedure ID-CPM-P01

[Next](#)

Your available Prepaid Account Balance is: 69,760.00 AED

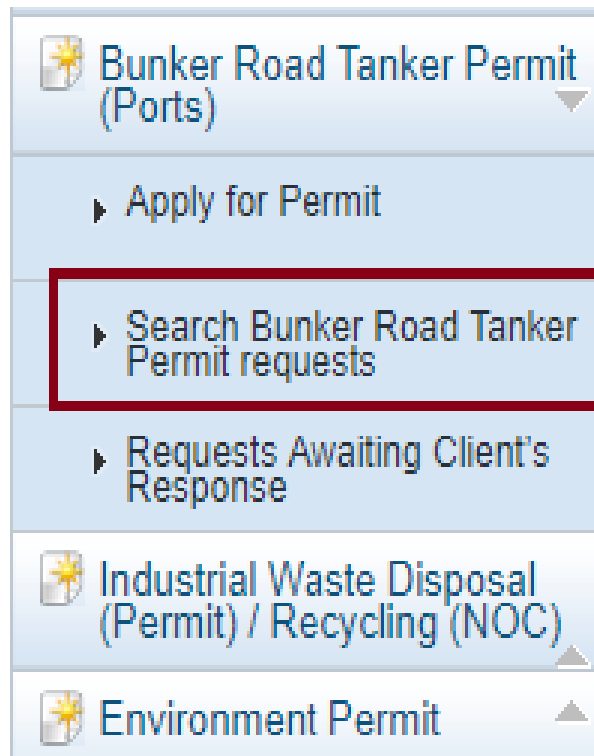
تراخيص  
Trakhees

[FAQs](#) | [Privacy Policy](#) | [Terms & Conditions](#)

- **Service Information** – contains the general information related to the Bunker Vehicle Permit
- **Application details** – client needs to provide the request details here
- **Comment/Review** – client can provide some remarks
- **Documents** – The required document are in bold face and marked with \*. For document details, client can click the info icon next to document. Note that info icon is not available against every document.
- **Confirm and Submit** – This page has payment details and disclaimer. To submit the request, please click the submit button after accepting the disclaimer.

## APPENDIX 1 - Bunker Vehicle Permit – Submission User Manual

For all requests, client needs to have sufficient balance in Trakhees prepaid account, The required amount will be displayed to client in online. If client doesn't have sufficient balance, client can save the request as draft. After prepaid account top-up, client can open the draft and complete the submission. The saved draft can be open from following menu item.



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### 2. Provide More-info details

- 2.1 Client will receive an email if Trakhees has requested for more information. The submission which needs more info will be available with “More-info required” status. The submission awaiting more-info can be located in the “Requests Awaiting Client’s response’ menu.



- 2.2 Alternatively, the submission will also be available in Main inbox.

Requests				
Date	Ref #	Description	Status	Action
15/01/2019 14:45	RTP-2019-3400	Road Tanker Permit	More Info Required	View
10/01/2019 10:55	CEDPR-07060	Compound Wall-New	Request Submitted	View
09/01/2019 11:15	EHS_OFC_Nev 01-09_1390	Operation Fitness Certificate New	Submitted	View
09/12/2018 12:03	PQ-PORTS- 1440-04-3125	Bunker Supply Company - Renew	Certificate Issued	View
09/12/2018 12:00	PQ-PORTS- 1440-04-3124	Bunker Supply Company - Amend	Certificate Issued	View
09/12/2018 11:53	PQ-PORTS- 1440-04-3123	Bunker Supply Company - New	Certificate Issued	View
09/12/2018 11:47	PQ-FZIO- 2018-12-3122	First Aid Training & Certification - New	Cancelled	View
09/12/2018 11:42	PQ-PORTS- 1440-04-3121	Prequalification - Commercial Diving Company - Amend	Certificate Issued	View
09/12/2018 11:34	PQ-PORTS- 1440-04-3120	Prequalification - Commercial Diving Company - Amend	Cancelled	View
06/12/2018 14:11	PQ-PORTS- 1440-03-3080	Ship Survey Company (Category A) - Renewal	Under Review	View

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- 2.3 Client needs to submit the request again with more details that were requested by Trakhees.

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### 3. Respond to Non – Compliance Comments of Inspection

- 3.1 After Inspection, Trakhees will either decide to Issue Permit or send the non-compliance comments to Client for their feedback.
- 3.2 If NC Comments were sent by Trakhees, Client will receive email notification. Client has to login to Trakhees Online Services (Refer point 1.1)
- 3.3 Open the request with status “NC Comments Awaiting client’s response”

Requests				
Date	Ref #	Description	Status	Action
15/01/2019 14:51	RTP-2019-3400	Road Tanker Permit	NC Comments Awaiting client's response	View
10/01/2019 10:55	CEDPR-07060	Compound Wall-New	Request Submitted	View
09/01/2019 11:15	EHS_OFC_New 01-09_1390	Operation Fitness Certificate New	Submitted	View
09/12/2018 12:03	PQ-PORTS- 1440-04-3125	Bunker Supply Company - Renew	Certificate Issued	View
09/12/2018 12:00	PQ-PORTS- 1440-04-3124	Bunker Supply Company - Amend	Certificate Issued	View
09/12/2018 11:53	PQ-PORTS- 1440-04-3123	Bunker Supply Company - New	Certificate Issued	View
09/12/2018 11:47	PQ-FZIO- 2018-12-3122	First Aid Training & Certification - New	Cancelled	View
09/12/2018 11:42	PQ-PORTS- 1440-04-3121	Prequalification - Commercial Diving Company - Amend	Certificate Issued	View
09/12/2018 11:34	PQ-PORTS- 1440-04-3120	Prequalification - Commercial Diving Company - Amend	Cancelled	View
06/12/2018 14:11	PQ-PORTS- 1440-03-3080	Ship Survey Company (Category A) - Renewal	Under Review	View

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- 3.4 Client has to Click on the Non-Compliance tab, and provide feedback for all the Comments and can also attach the documents, by clicking on the document icon against each comment.

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**Bunker Road Tanker Permit**

**Application Summary**

Request ID	Status	PA Status	PA Number	Download Link
RTP-2019-3400	NC Comments Awaiting client's response	RESERVED	82443	<a href="#">Download Inspection Report</a>

Application Details
Comments/Review
Non Compliance
Documents

**Inspection Date : 15 Jan 2019**
**Inspection No.:1**

Sr No	Severity	Comment	Feedback	
1	LOW	Tyres in Bad Condition		
2	MEDIUM	Warning Lights not in working condition		

Previous
Submit
Next

### 3.5 Client can download the Inspection report if required

**Bunker Road Tanker Permit**

**Application Summary**

Request ID	Status	PA Status	PA Number	Download Link
RTP-2019-3400	NC Comments Awaiting client's response	RESERVED	82443	<a href="#">Download Inspection Report</a>

Application Details
Comments/Review
Non Compliance
Documents

**Company Information**

Company Name*	Tahera Restaurant	License Issuing Authority*	TRAKHEES
License No*	75	License Expiry Date*	29/01/2020
PO BOX	69879	Phone No*	04123123512155
Fax No	042343514916	Manager Name*	fas
Company Email *	Samar.Mahmoud@trk.pcfc.ae	Online Admin Email*	ismail.mohideen@trk.pcfc.ae

## APPENDIX 1 - Bunker Vehicle Permit – Submission User Manual

### 4. Download Permit

After the request has been approved by Trakhees, Permit along with inspection report will be sent to client along with payment details in email. Client can also download the Permit from online as below.

- 4.1 Once the Permit has been issued the client can view the request with the status changed to “Permit Issued”.

Requests				
Date	Ref #	Description	Status	Action
15/01/2019 15:13	RTP-2019-3400	Road Tanker Permit	Permit Issued	View
10/01/2019 10:55	CEDPR-07060	Compound Wall-New	Request Submitted	View
09/01/2019 11:15	EHS_OFC_Nev 01-09_1390	Operation Fitness Certificate New	Submitted	View
09/12/2018 12:03	PQ-PORTS- 1440-04-3125	Bunker Supply Company - Renew	Certificate Issued	View
09/12/2018 12:00	PQ-PORTS- 1440-04-3124	Bunker Supply Company - Amend	Certificate Issued	View
09/12/2018 11:53	PQ-PORTS- 1440-04-3123	Bunker Supply Company - New	Certificate Issued	View
09/12/2018 11:47	PQ-FZIO- 2018-12-3122	First Aid Training & Certification - New	Cancelled	View
09/12/2018 11:42	PQ-PORTS- 1440-04-3121	Prequalification - Commercial Diving Company - Amend	Certificate Issued	View
09/12/2018 11:34	PQ-PORTS- 1440-04-3120	Prequalification - Commercial Diving Company - Amend	Cancelled	View
06/12/2018 14:11	PQ-PORTS- 1440-03-3080	Ship Survey Company (Category A) - Renewal	Under Review	View

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- 4.2 The Client can then view the Permit and download it using the link given in the “Application summary” section.

**Bunker Road Tanker Permit**

**Application Summary**

Request ID	Status	PA Status	PA Number	Download Link
RTP-2019-3400	Permit Issued	PAYMENT SETTLED	82443	<a href="#">Download Permit</a> <a href="#">Download Inspection Report</a>

Application Details
Comments/Review
Non Compliance
Documents

**Company Information**

Company Name*	Tahera Restaurant	License Issuing Authority*	TRAKHEES
License No*	75	License Expiry Date*	29/01/2020
PO BOX	69879	Phone No*	04123123512155
Fax No	042343514916	Manager Name*	fas
Company Email *	Samar.Mahmoud@trk.pcfc.ae	Online Admin Email*	ismail.mohideen@trk.pcfc.ae