

Client Procedure (CP) for New/ Renew Visa Services

PCFC- Entity (Business Unit) Name : Department of Planning and Development - Trakhees
Department Name : Licencing Department
Section Name : Government Section
Document Reference Number : PCFC-TRK-LD-GS-CP-01
Revision Number : 24
Revision Date : December 2023
Classification : Public

Table of Contents

1. Purpose and Objectives.....	3
2. Scope	3
3. Definitions and Abbreviations	3
4. Procedure	3
5. Service Completion Time.....	8
6. Service Fees*	8
7. Related Documents/ Forms	11
8. Applicable References and Regulations.....	11
9. Process Workflow	11

1. Purpose and Objectives

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for issuance/ renewal of visa.

The objective of this procedure is to ensure the compliance with the laws of residency in UAE allowing employees to be hired and work inside the country.

2. Scope

This procedure will apply to all free zone licenses clients with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction applying for new or renew a residence visa.

3. Definitions and Abbreviations

- 3.1 Offer Letter - A letter required by immigration to hold the Dependent's visa before the cancellation of the sponsor's visa form its previous sponsor (company).
- 3.2 EP - Entry Permit
- 3.3 RP - Residency Permit
- 3.4 LD - Trakhees-Licensing Department
- 3.5 DIC - Dubai Insurance Company

4. Procedure

4.1 New Employment Visa – Inside/ Outside UAE

4.1.1 Client should ensure the availability of the required amount for service fees in their prepaid account prior submitting for Visa. In case the company has an outstanding issue, the client will be required to top up the amount for bank guarantee as per the below table:

Employees Number	Bank Guarantee Amount for each Employee
1-300	AED 3,000
301-700	AED 1,500
701 Employees and above	AED 0

4.1.2 Client should request for visa online by uploading the below required documents while each document should be in “JPG” type and less than 100 kb size: <https://online.trakhees.ae>

- Coloured passport copy valid for 6 months.
- Latest Passport Size Photo with white background
- Attested Certificate of Good Conduct and Behaviour (for Kenyan Nationality)
- Attested medical report for Ethiopian, Sri Lankan. Indonesian nationalities (For new visa outside UAE requests)
- National ID from home country for: Pakistan, Afghanistan, Iran nationalities.
- NOC from Trakhees Licensing Section (for Partner or Investor Job Designation)
- Company Memorandum of association (for Partner or Investor & Owner Job Designation)
- Verified educational certificates are necessary for higher-level positions (as per the List of Profession Form (TRK-LD-GS-SF01I)).

- Client can choose the required medical centre from the below list:

Medical Type		
Normal - AED 270	VIP Service - AED 700	
24HRS	6HRS	30MIN
Al Yalays Medical Fitness Center	Al Yalays Medical Fitness Center	Smart Salem -Al Wasl, City Walk
Al Rashidiya Medical Fitness Center	Al Rashidiya Medical Fitness Center	Smart Salem -DIFC, Index Tower
Al Lusaily Health Center	Dubai Land Department	Smart Salem -TECOM, Dubai Knowledge Park
Al Muhaisnah Medical Fitness Center	Al Muhaisnah Medical Fitness Center	
Hatta Hospital	Al Garhoud Medical Fitness Center	
Al Garhoud Medical Fitness Center	Bur Dubai Medical Fitness Center	
Al Nahda Occupational Health Center	Al Nahda Occupational Health Center	
Bur Dubai Medical Fitness Center	Al Quoz Mall Medical Fitness Center	



Medical Type		
Normal - AED 270	VIP Service - AED 700	
24HRS	6HRS	30MIN
Al Quoz Mall Medical Fitness Center	Al Karama Medical Fitness center	
Al Karama Medical Fitness center		

NOTE:

- Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

- In case the client requests for an offer letter, cancellation paper can be uploaded after client's compliance from his previous sponsor. Client can request for Offer Letter by mentioning in the comment section.

4.1.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.1.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.1.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be cancelled and customer can use this amount.

4.1.3.3 More information:

- If note any missing documents, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

- In case Offer Letter is requested in the comment section and submission complies with the requirements, LD will deduct the amount from the company's prepaid account and will process the request then client will receive a copy of Offer Letter through the company-registered email.

Once the client completed the cancellation from previous sponsor, client should upload a copy of cancellation paper and re-submit with the same submission number. LD will review and approve the submission once complied then will process the next steps.

Note: Transaction will be auto-cancelled after 1 month if the client failed to re-submit.

4.1.4 Once the submission is accepted, entry permit will be generated and client can download a copy online.

4.1.5 Client should request for Change Status if for inside country. LD will review the request and upon approval, change status will be generated and client can download a copy online. If outside country application, skip this step and proceed to the next step. In case of any fines, system will notify the client and the amount will be deducted from the prepaid account upon client's approval.

4.1.6 Client should request for medical appointment through online. LD will process the medical appointment and client will receive the medical appointment through the registered email.

4.1.7 Client should go for the medical tests as per the appointment. Once medical report is received, client should upload the TRK-LD-GS-CF01a Employment Contract (except for job designation as owner);

4.1.7.1 Medical report is fit and valid, client should choose Fit and proceed to the next step.

4.1.7.2 Medical report is unfit, client should choose Unfit and apply for visa cancellation.

4.1.7.3 Medical report is expired, client should choose Expired then apply for new medical appointment and payment will be generated to deduct from client's prepaid account.

4.1.8 LD will review the submission and once approved, client can download a copy of RP online. In case of any fines, system will notify the client and the amount will be deducted from the prepaid account upon client's approval.

4.1.9 Client will receive an Electronic Employment ID and Dubai Insurance Certificate number through registered email.

4.2 Renew Employment Visa

4.2.1 Client should ensure the availability of the required amount for service fees in their prepaid account prior submitting for visa renewal.



4.2.2 Client should request for visa renewal online by uploading the below required documents while each document should be in “JPG” type and less than 100 KB size: <https://online.trakhees.ae>

- Passport copy (Passport pages 1 & 2 for Indian nationality)
- Latest passport size photo with white background.

NOTE: Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.2.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.2.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.2.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be cancelled and customer can use this amount.

4.2.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

Note: Transaction will be auto-cancelled after 1 month if the client failed to re-submit.

4.2.4 Once the submission is accepted, client should request for medical appointment through online and select the medical type with the medical center, LD will process the medical appointment and client will receive the medical appointment through the registered email.

4.2.5 Client should go for the medical tests as per the appointment. Once medical report is received, client should upload the medical report then submit the transaction selecting if the:

4.2.5.1 Medical report is fit and valid, client should choose Fit and proceed to the next step.

4.2.5.2 Medical report is unfit, client should choose Unfit and apply for visa cancellation.

4.2.5.3 Medical report is expired, client should choose Expired then apply for new medical appointment and payment will be generated to deduct from client's prepaid account.

4.2.6 LD will review the submission and once approved, client can download a copy of RP online. In case of any fines, system will notify the client and the amount will be deducted from the prepaid account upon client's approval.

4.2.7 Client will receive an Electronic Employment ID and Dubai Insurance Certificate number through registered email.

5. Service Completion Time

No.	Service	Completion Time
5.1	Submission review and update the submission status in the system for New and Renew Visa (from the date of online submission) <ul style="list-style-type: none"> - Urgent request - Normal request 	2 Working days 3 Working days
5.2	Availability of Change status for new visa inside UAE (from the date of client request)	2 Working days
5.3	Availability of medical appointment form (from the date of client request for new visa inside UAE and outside UAE and visa renewal) <ul style="list-style-type: none"> - Urgent request - Normal request 	2 Working days 3 Working days
5.4	Review request for Urgent or Normal visa stamping for New and Renew Visa (from the date of client request) <ul style="list-style-type: none"> - Urgent request - Normal request 	2 Working days 3 Working days
5.5	Complete transaction for Urgent or Normal new visa (from the date of issuance insurance issued) <ul style="list-style-type: none"> - Urgent request - Normal request 	2 Working days 3 Working days

* Service Completion time might be affected by external parties for processing the service.

6. Service Fees

Service		Fees (AED)		
6.1.	New employment visa (outside UAE) for 2 years	With DIC	3017.51	500 for Urgent Requests
		Without DIC	2781.26	
6.2.	New employment visa (outside UAE) for 1 year	With DIC	2299.76	
		Without DIC	2121.26	
6.3.	New employment visa VIP (outside UAE) for 2 years	With DIC	3641.51	
		Without DIC	3405.26	
6.4.	New Employment visa (Inside UAE) for 2 years	With DIC	4572.64	
		Without DIC	4336.39	
6.5.	New Employment visa (Inside UAE) for 1 year	With DIC	3914.89	
		Without DIC	3736.39	
6.6.	New Employment visa VIP (Inside UAE) for 2 years	With DIC	5134.64	
		Without DIC	4898.39	
6.7.	New Employment visa for Partner/Investor (Outside UAE) for 2 years	With DIC	3457.51	+ 500 for Urgent Requests
		Without DIC	3221.26	
6.8.	New Employment visa for Partner/Investor (Outside UAE) for 1 year	With DIC	3299.76	
		Without DIC	3121.26	
6.9.	New Employment visa for Partner/Investor (Inside UAE) for 2 years	With DIC	7242.64	
		Without DIC	7006.39	

6.10.	New Employment visa for Partner/Investor (Inside UAE) for 1 year	With DIC	7084.89
		Without DIC	6906.39
6.11.	Employment Visa Renew (for 1 year Normal & VIP)	With DIC	2163.76
		Without DIC	1985.26
6.12.	Employment Visa Renew (for 1 year Partner/Investor)	With DIC	2413.76
		Without DIC	2235.26
6.13.	Employment Visa Renew (for 2 years Normal & VIP)	With DIC	2785.01
		Without DIC	2548.76
6.14.	Employment Visa Renew (for 2 years Partner/Investor)	With DIC	3035.01
		Without DIC	2798.76
6.15.	Medical Appointment Normal (24)	270	
6.16.	Medical Appointment VIP (6 Hrs or 30 Min)	700	
6.17.	Offer Letter	80	
6.18.	Delay fines for RP Stamping from entering the country: - after 60 days from entering the country - after 180 days from entering the country - after 360 days from entering the country	25 AED/day 50 AED/day 100 AED/day	

6.19.	<p>Delay fines for entry Permit Issuance after expiration of visit/ tourist visa:</p> <ul style="list-style-type: none"> - Delay on the first day - Delay fines after the first day 	<p>200 AED</p> <p>100 AED/ day</p>
6.20.	<p>Delay for RP renew/ termination from the expiry date</p> <ul style="list-style-type: none"> - after 30 days from RP expiry. - after 180 days from RP expiry - after 360 days from RP expiry 	<p>25 AED/day</p> <p>50 AED/day</p> <p>100 AED/day</p>

7. Related Documents/ Forms

7.1 TKS-LD-GS-CF01a, Employment Contract.

8. Applicable References and Regulations

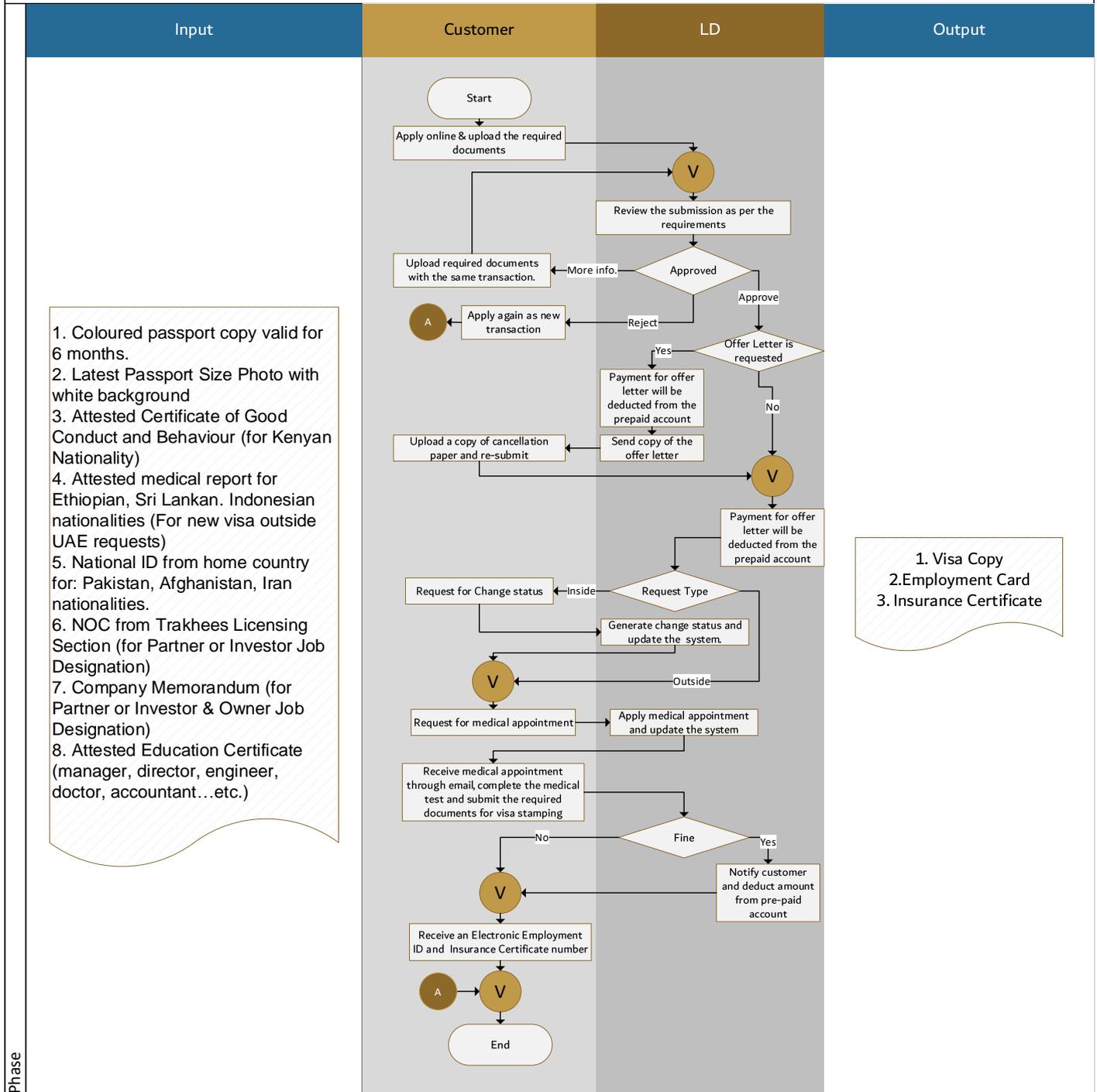
8.1 Trakhees Rules and Regulation.

8.2 UAE Immigration Rules and Regulation

9. Workflow

9.1 New Employment Visa – Inside/ Outside UAE Workflow

New of Employment Visas & Residency Services



Phase

9.2 Renew Employment Visa Workflow

