

## Client Procedure (CP) for Visa Amendment services

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## 1. Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for residence permit or salary amendment services.

## 2. Scope

This procedure will apply to all clients holding free zone licenses with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction applying for residence permit or salary amendment services.

## 3. Definitions and Abbreviations

- 3.1 RP - Residency Permit
- 3.2 GS - Government Services.
- 3.3 LD - Trakhees-Licensing Department

## 4. Procedure

### 4.1 Salary Amendment

4.1.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting for Salary amendment.

4.1.2 Client may request for Salary Amendment through online (<https://online.trakhees.ae>) and upload the revised copy of employment contract (TRK-LD-GS-CF01a).

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.

4.1.3 Once the client received the submission reference number, LD will ensure the availability of the required documents and check the license status and update the system as follow:

4.1.3.1 Accept: If the submission complies with the requirement, LD will approve the request and the amount will be automatically deducted from the client's prepaid account.

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

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

4.1.4 LD will process the change of the salary and a copy of employment contract will be received through client's registered email.

## 4.2 Profession Amendment/ Re-Stamping RP from Old to New Passport (renewed/lost/damaged)/ Nationality Change/ Personal Information Change

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

4.2.2 Client may request for Visa Amendment through online (<https://online.trakhees.ae>) and upload the below required documents;

Service	Required documents
- Profession Amendment	<ul style="list-style-type: none"> <li>- Revised Employment Contract copy (TRK-LD-GS-CF01a)</li> <li>- Attested Education Certificate for Manager/Director/Engineer/Doctor/Accountant, etc. position</li> <li>- Applicant Photo</li> </ul>
- Re-Stamping from Old to New Passport (Renewed/Damaged Passport)	<ul style="list-style-type: none"> <li>- New Passport Copy</li> <li>- Revised Employment Contract copy (TRK-LD-GS-CF01a)</li> <li>- Applicant photo</li> </ul>
- Re-Stamping due to Lost Passport	<ul style="list-style-type: none"> <li>- Letter from the Police for Lost passport</li> <li>- New Passport Copy</li> </ul>

		<ul style="list-style-type: none"> <li>- Revised Employment Contract copy (TRK-LD-GS-CF01a)</li> <li>- Applicant photo</li> </ul>
-	Re-Stamping for Nationality Change	<ul style="list-style-type: none"> <li>- New Passport Copy</li> <li>- Revised Employment Contract copy (TRK-LD-GS-CF01a)</li> <li>- Applicant photo</li> <li>-</li> </ul>
-	Re-Stamping for Personal Information Change	<ul style="list-style-type: none"> <li>- Passport Copy</li> <li>- Applicant photo</li> <li>- EID Form (for name correction request)</li> </ul>

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 ensure the availability of the required documents and check the license status and update the system as follow:

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

4.2.3.2 More Information: If:

- Note any missing document, LD will request for more information and advice to re-upload the missing document. Client should re-upload the requested documents with the same submission number.
- Accepted: In case all the required documents are available, the request will be approved and the amount will be automatically deducted from the client's prepaid account.

4.2.5 LD will process the amendment request.

4.2.6 Customer will receive a copy of the Visa through email.

## 5. Service Completion Time

	Service	Completion Time
5.1	Submission review and update the submission status in the system (from the date of online submission)	2 Working Days
5.2	Receiving attested contract for Salary amendment (from the date of approving the submission)	1 Working Day

## 6. Service Fees

No.	Service	Fees (AED)	
6.1	Salary Amendment	240	
6.2	Profession Amendment	623.50	+500 for Urgent Requests
6.3	Re-Stamping RP from Old to New Passport (Renewed Passport)	453.50	
6.4	Re-Stamping RP due to Lost/Damaged Passport	953.50	
6.5	Re-Stamping for Nationality Change	443.50	
6.6	Re-Stamping for Personal Information Change	443.50	

## 7. Related Documents/ Forms

7.1 Employment Contract (TRK-LD-GS-CF01a)

## 8. Applicable References and Regulations

8.1 Trakhees Rules and Regulation.

8.2 UAE Immigration Rules and Regulation

## 9. Process Workflow

