



Client Procedure (CP) for Additional Quota

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Table of Contents

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



1. Purpose and Objective

This procedure aims to ensure consistency, helps reduce variation within a given process, gain employee and Customer cooperation, and provides information for additional quota requests.

2. Scope

This procedure will apply to all Customers holding free zone licenses within Trakhees' jurisdiction and will also involve any external parties concerned with the Customer's requirements.

3. Definitions & Abbreviations

- 3.1 Quota - Is the limited number of people a company is obliged to recruit.
- 3.2 LD - Licensing Department

4. Procedure

4.1 All new Quota provided is based on the area size mention in the lease contract. In case of need to apply for an additional quota, the applicant should send an email to Trakhees.Government@pcfc.ae and attach the following required documents:

- Request Form for Additional Quota (TRK-LD-GS-CF14a)
- License copy
- NOC Letter from the company
- NOC Letter from the business centre (if flexi desk)
- Valid Lease contract copy (Ejari)
- Vehicle registration under the company (if applicable)
- Warehouse contract copy (if applicable)
- 24 hours permit (if applicable)
- List of staff profession or job designation requesting additional quota
- Number of staff in each profession requesting for additional quota
- Proof of staff accommodation or housing allowance provided by the company requesting for additional quota
- List of current staff with profession or job designation and proof of staff accommodation or housing allowance provided by the company

4.2 LD will review the application and check the availability of the required documents and accordingly:



4.2.1. More information: In case of missing any required documents, LD will reply to the same email and clearly mention the missing/ required documents to the customer. Customer should send the missing/ required documents for another review.

4.2.2. Comply with requirements: Once the required documents are available, LD will:

- In some special cases (as per LD evaluation), LD will send a copy of Quota Evaluation Form (TKS-LD-GS-SF14b), customer should fill the information in send the filled form to LD.
- Otherwise, LD will proceeds with next steps of the procedure.

4.3 Once all required documents are available, LD will review if any fees are encountered with the request and accordingly:

- In case fees are encountered: LD will send an email with the fees amount per quota. Customer should reply with the approval of deducting the amount from the customer's prepaid account, process proceeds to the next steps. In case customer reject paying the fees process end.
- In case no fees are encountered: LD will proceeds with next steps of the procedure.

4.4 An inspection might be done to decide the need for an additional quota.

4.5 Once accepted, LD will send the request to immigration, and the approval will depend on the immigration committee's decision. Once the request is approved from the immigration, LD will deduct the amount from the Customer's prepaid account. The applicant will be notified through email once the request is completed or rejected.

5. Service Completion Time

S No.	Service	Completion Time
5.1	Sending fees amount / rejecting/ request for more information for additional quota requests (from the date of submission through email)	2 working days

5.2	Request for additional quota inspection (If required), Applying additional quota in immigration (from the date of Customer's approval/confirmation through email)	4 working days
5.3	Availability of additional quota in the system (from the date of immigration approval)	1 working day

6. Service Fees:

S No.	Service	Fees (AED)
6.1.	Additional Quota	5,020 for each Quota

7. Related Documents/ Forms

7.1 Request Form for Additional Quota (TRK-LD-GS-CF14a)

7.2 Quota Evaluation Form (TRK-LD-GS-SF14b).

8. Applicable References and Regulations

N/A

9. Process Workflow

