

Client Procedure for Visa Fee Refund Request

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1. Purpose and Objective

This procedure aims to describe the steps and assign responsibilities of handling visa fee refund request for New Visa Services.

2. Scope

This procedure applies to all customers under Trakhees' sponsorship requesting for visa fee refund only for cases employee outside country was not able to enter within the specific duration or once visa requests are rejected by immigration or when the employer cancel the Entry Permit.

3. Definitions and Abbreviations

- 3.1 LD - Licensing Department.
- 3.2 OTP - One-Time Password

4. Procedure

- 4.1 Client should request for visa fee refund to Trakhees email at Trakhees.Government@pcfc.ae explaining the reason for refund and attach the below required documents;
- Cover Letter (with employee details, bank details and reason for refund request)
 - Payment Advise or Debit Note
 - License Copy
- 4.2 Upon checking the availability of all required documents and justification of the request, LD will update the client accordingly;
- 4.2.1 Accept: In case all documents are available and refund reason is accepted, LD will send confirmation to the client and will process the refund request.
- 4.2.2 More Information: In case of missing any required documents, LD will send more information to client's the same email requesting the required action and client should resubmit the request upon compliance.
- 4.3 In case medical appointment is issued and not attended by client , LD will communicate to the client requesting for the OTP number sent by DHA to proceed the refund process in DHA.
- 4.4 Once the request is completed, LD will send confirmation to the client through the same email.

5. Service Completion time

No.	Process	Target
5.1	Reviewing submitted documents and update submission status (from date of client submission)	1 Working Day
5.2	Confirm the completion of refund process (from the date of accepting the submission)	5 Working days

6. Related Documents/ Forms

N/A

7. Applicable References and Regulations

N/A

8. Process Workflow

