



Customer Procedure (CP) for Free Zone License Cancellation

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1. Purpose and Objective

The purpose of this procedure is to facilitate information to customers regarding the procedural requirements for cancellation of a Free Zone License.

2. Scope

This procedure will apply to all Customers within Trakhees' jurisdiction with free zone licence, and will involve any external parties concerned with the Customers requirements

3. Definitions and Abbreviations

3.1	JAFZA	- Jebel Ali Free Zone
3.2	FZE	- Free Zone Establishment
3.3	FZCO	- Free Zone Company
3.4	LD	- Trakhees- Licensing Department
3.5	NOC	- No Objection Certificate
3.6	DEWA	Dubai Electricity and Water Authority

4. Procedure

4.1 Customer should cancel all Visas related to the license and apply to Cancel Establishment Card, and ensure the settlement of all the duly fees and charges related to the license.

4.2 Customer then should apply for cancellation of a free zone license through online and upload the below required documents:

- 4.2.1. Liquidation letter to be submitted by registered auditor in Dubai for FZCO only
- 4.2.2. Bank Letter for cancellation the bank account.
- 4.2.3. Termination of the lease contract under company name. if lease contract under Nakheel
- 4.2.4. Letter from DIWA with the last bill, in case the license is expired for more than 2 years

4.3 Trakhees service center will check the availability of required documents and update the system as follow:

4.1.3.1 Accept: If the submissions comply with requirements and submission will proceed with the cancellation process.

4.1.2.2 Reject: If the submissions not comply with requirements. Applicant can apply again with new submission number.

4.1.2.3 More information: If note any missing document, LD will reject the submission and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.4 Once the cancellation request is approved, customer will receive a copy of payment advice through email .

4.5 Customer should settle the payment and then showing the receipt for the customer service staff to proceed with the cancellation process.

4.6 Once the cancellation is done request is sent automatically for cancellation advertisement in the newspaper with grace period of 15 days for any comments to be received related to the license.

4.7 customer may request for cancellation clearance letter in Trakhees Service center. customer will receive a copy of payment advice through email. Customer should settle the payment and bring the receipt back to Trakhees Service Centre.

4.8 Once the customer settle the payment, Trakhees Service Centre will send cancelation clearance letter to customer by email.

Exception:

In case of manual transaction, Customer will apply in Trakhees Service Centre and will submit required documents as pdf attachment to Trakhees.Licensing@pcfc.ae. A payment advice of the manual submission fees will be communicated to customer Email. Customer should settle the payment and bring the receipt back to Trakhees Service Centre. Process proceed through the system as per above steps 4.3-4.6.

5. Service Completion Time

	Service	Completion Time
5.1	Review the submission and Generate the payment voucher/ reject / request for more info. (from the date of submission)	2 working days
5.2	License Cancellation (from the date of settlement the payment)	15 Working days
5.3	Issuance of clearance Letter (from the date of notifying payment settlement)	On Spot

6. Service Fees*

	Service	Fees
6.1	Free Zone License Cancellation:	
	6.1.1. Cancellation Fee	5,000
	6.1.2 Advertisement Fee	1,500
6.2	Cancellation Clearance letter	200
6.3	Manual Submission fee	100

* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

7. Related Document/ Forms

7.1 TRK-LD-LS-SF04b, Cancellation Clearance Letter

8. Applicable References and Regulations

Licensing Department regulations

9. Process Workflow

