



Client Procedure (CP) for Occupational Health Certificate (OHC) 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 applying for OHC services.

2. Scope

This procedure applies to individual person that handles food & food products including those promoting hygiene/health activities and exposed to occupational health hazards within the jurisdiction of Trakhees.

3. Definitions and Abbreviations

3. Occupational Health Certificate (OHC) - Certificate issued to ensure that all individuals handling food, those working in hygiene/health services (such as salon, barber shop, massage and spa) and those involved in industrial and logistic operations exposed to the occupational health hazards are fit to work.

3. LD - Trakhees-Licensing Department

4. Procedure

4.1 Occupational Health Certificate Issuance

4.1.1 Client should ensure the availability of the required fee in the pre-paid account before applying for the OHC.

4.1.2 Client should send an email requesting for OHC to Trakhees.OHC@pcfc.ae and should submit the List of applicants for Occupation Health Certificate (TRK-LD-GS-CF10b), while the customer should fill the full information required in the form and choose the required medical centre from the below list:

- Al Karama Medical Fitness Centre.

- Al Nahda Occupational Health & Medical Fitness Centre.
- Al Garhoud Medical Fitness Centre.
- Bur Dubai Medical Fitness Centre.

4.1.3LD will review the submitted documents, client account and license status and accordingly:

4.1.3.1 Accept the application: In case no outstanding issues found and submission complies with the requirements, LD will send a confirmation email that the request is accepted along with the service charge as per Trakhees Tariff, DHA fee as defined under different category of occupation, which is to be deducted from client's prepaid account and the client Trakhees ID, which is needed in depositing an amount to the prepaid account through online, Al Ansari Exchange and Dubai Islamic Bank.

Customer should confirm to LD through the same email prepaid account is topped up or will send the receipt.

4.1.3.2 More information: In case LD faces any outstanding issue/s, LD will request for more information to client through email and client should close the issue/s and inform LD for review and acceptance.

4.1.4 Once the application is accepted, LD will schedule for medical test for all OHC applications. Once it is ready Client will receive notification about their schedule to the appointed DHA Occupational Health Screening Centre by mail / SMS and an email from LD that the request is completed.

4.1.5 Client must ensure the presence of their staff in the Occupational Health Screening Centre at the appointed date/time and should complete the OHC medical tests.

4.1.6 DHA will distribute the Occupational Health Certificate for all medically fit client/s through email.

Notes:

*OHC is valid for One (1) year; client must renew their Occupational Health Certificate one (1) month before expiration.

4.2 Re-scheduling of Medical Appointment for OHC



4.2.1 In case the client needs to change the scheduled appointment or the staff missed the appointed date/time in the Occupational Health Screening Centre, client should send an e-mail to Trakhees.OHC@pcfc.ae to change the medical appointment explaining the reason for not attending the medical test and submit the previous medical appointment application ID.

Note: Re-scheduling of appointment date can be done only once with reasonable justification and only applicable if the available date in DHA is still within the 3 months validity starting from the date of registration.

4.1.1 LD will verify the reason for not attending the medical appointment. Once the reason is accepted, LD will send a confirmation email that the request is accepted or rejected.

4.1.2 Once the reason is accepted, LD will check the availability of a medical appointment and accordingly;

4.2.3.1 If the available medical appointment date exceeding 3 months from OHC registration date, reschedule cannot be done. LD will notify the client and client should approach DHA to deactivate the previous application. Client will be advised to apply again for OHC as new transaction through email.

4.2.3.2 If the available medical appointment date is still within the 3 months validity from OHC registration date, LD will re-schedule for medical appointment and client will receive notification to the appointed DHA Occupational Health Screening Centre by mail / SMS and an email from LD that the request is completed. Then, follow steps 4.1.5-4.1.6.

Note:

- No refund for OHC is applicable for Trakhees

5. Service Completion Time

	Service	Completion Time
5.2	Sending schedule appointment for medical test/ request for more information (from the date of receiving customer request)	3 working days

5.3	Re-schedule an appointment for medical test (from the date of confirming the acceptance of OHC request through email)	2 working days
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6. Service Fees

	Service	Fees (AED)
6.1	OHC Issuance	
6.1.1	Agriculture Industries / Other s	320
6.1.2	Beauticians & Related Services /Spa Workers	660
6.1.3	Car Workshops & Service Centre	460
6.1.4	Carpenter & Noise Producing Industries	340
6.1.5	Cement , Ceramic , Concrete ,Tissue & Textile industries	320
6.1.6	Construction Industries	320
6.1.7	DHA License Services	890
6.1.8	Electric Services	320
6.1.9	Food Handlers	290
6.1.10	Diwan Staff	890
6.1.11	Glass Industries	320
6.1.12	Health Care Workers	690
6.1.13	Ionizing Radiation	320
6.1.14	Oil Refining , Plastic & Chemical Industries	420
6.1.15	leather Industries	390
6.1.16	Veterinary Service	390
6.1.17	Waste Management & Hygiene Service Industries	320
6.1.18	Education Establishment	320
6.1.19	RTA Drivers Screening	290
6.1.20	Maritime Workers Screening	290
6.2	Re-scheduling of Medical Appointment for OHC	Free Of charge

7. Related Documents/ Forms

7.1 TRK-LD-GS-SF10b List of applicants for Occupation Health Certificate.

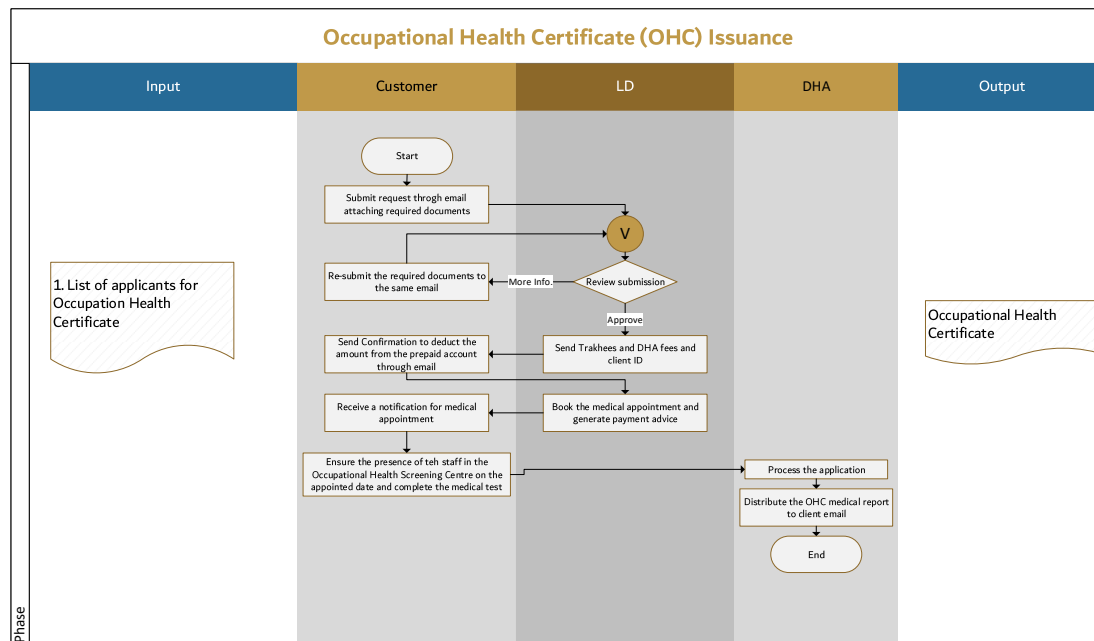
8. Applicable References and Regulations

8.1 Trakhees Rules and Regulation.

8.2 Decision of the Executive Council number (17) for the year 2017.

9. Process Workflow

9.1 Occupational Health Certificate Issuance



9.2 Re-schedule of Medical Appointment for OHC

