

Client Procedure for Completion Certificate & DEWA-NOC

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1. Purpose

This procedure (for clients) aims to describe the steps to be followed for obtaining Final or Partial Completion Certificate (BCC), until which no client/applicant shall occupy the premises.

The occupancy of new/modified facilities within the jurisdiction of Trakhees is permitted only after availing Completion Certificate, by ensuring entire compliance during construction as per issued Permit/NOC/ approved drawings.

The purpose of this process is to ensure that the Client's new / modified (ready to occupy) facilities are constructed in line with the required Trakhees Civil Engineering Department's (CED) policies & procedures / "Planning & Control Regulations", leading to the issuance of Completion Certificate or NOC for temporary DEWA Power & water supply for testing of Fire protection / Life safety systems by the local authority Trakhees - Civil Engineering Department (CED).

NOTE:

- 1) Kindly be advised that Completion Certificate or NOC for temporary DEWA Power & water supply for testing of Fire protection / Life safety systems will not be processed, if there are outstanding Trakhees Civil Engineering Department (CED) Financial Penalties pending payments by either the consultant or the Main Contractor.
- 2) NOC for temporary DEWA Power & water supply for testing of Fire protection / Life safety systems will not be processed for residential villas.

2. Scope

The Scope of the process commences with the receipt of the completion inspection request after project construction is completed, leading to the issuance of Completion Certificate, which until received, the applicants cannot occupy / use / store the premises.

3. Definitions and Abbreviations

- CED – Civil Engineering Department
- CC –Completion Certificate.
- I&C – refers to Inspection & Compliance section (of CED)
- CS – refers to Construction Safety (of I&C section)
- SIS – refers to Structural Inspection team (of I&C section)
- CCI – Completion Certificate Inspection.
- CIR – Completion Inspection Report.
- ID – hereby refers to Trakhees' Inspection Department.
- DCD - Dubai Civil Defence
- DUDC – Dubai Universal Design Code
- Applicant - The party, which applied and obtained BP (Building Permit) or NOC (No Objection Certificate)
- Local Regulation - The act of regulating under the local Authority
- Consultant – Party / Company responsible for Design & Supervision of Projects
- Contractor – Party / Company responsible for execution of Projects
- HDPE - High Density Polyethylene Pipe
- BP - Building Permit
- NOC – No Objection Certificate
- NCC – Nakheel Compliance Certificate
- PA- Payment Advice
- DEWA- Dubai Water & Electricity Authority
- IMS – Trakhees software for managing of Inspection records, called the Inspection Management System
- SIRA – Security Industry Regulatory Agency
- BU letter – Business Unit No Objection Letter for BCC
- CPR – CED Permit Register System
- GB – Green Building
- MEP- Mechanical Electrical Plumbing

4. Procedure



For quick procedural info, please refer to the [WORKFLOW](#) on last page.
For a more detailed approach, please read below.

INFORMATION & PREPARATION:

For identification of Building Completion approval stages and submission requirements, the Applicant has to visit the website [PCFC.ae](#) ☞ [Services](#) ☞ [Trakhees](#) ☞ [Department \(Civil Engineering\)](#) ☞ [Section \(Inspection & Compliance\)](#) and search for the below service required.

- [Request to Issue Partial/ Final Completion Certificate or temporary services connection](#)

Refer client procedure PCFC-TRK-CED-IC-CP-02 (this procedure) with its related Forms/Checklists (refer [section 7.0](#)).

4.1 Completion Certificate - Application, Inspection and issue of CC

- 4.1.1 **Applicant:** The Consultant /Contractor/ Owner, who is in-charge of the work/ project can initiate to apply for Trakhees' BCC service request.

Applicants have one common online channel ([Online.trakhees.ae](#)) to apply for Final/ Partial Completion/ temporary service connection inspection.

4.1.1.1 Individual Applications:

The individual applications for BCC are to be submitted against the issuance of Trakhees-Building Permit.

This is applicable for developments including cluster of Villas & major projects in which Phase-wise Trakhees-Building Permits or Trakhees-Infrastructure NOC's are issued.

- 4.1.2 BCC requests are processed jointly through an internal single back office system (online.trakhees.ae), where the applicant can upload online all the document requirements mentioned, including the filled [CC Application check list form \(TRK-CED-IC-CF02a\)](#) with the relevant checklist (TRK-CED-IC-CF02b/c/d/e/f) along with the relevant Green Building Checklist Forms (Refer section 7.7 to 7.10)

Note: We would like to bring to your attention that it is important to comply with the Green Building regulations on site, in line with the design approval for this project. In this regard, we ask you to refer the Green building approval documents, as well as the applicable regulations for this project and ensure that the green building commitments made as part of your design submission are properly implemented on site. Please be advised that it is mandatory to make a proper Green Building submission during BCC process to demonstrate the compliance, without which an applicant's submission would not be accepted. (Refer [section 7.7 to 7.10](#)).

Note:

- The completion inspection request will not be processed if there are any missing documents / incomplete submissions, or any outstanding / pending payments (Financial Fees OR Penalties) exceeding due dates, either by Client/ Consultant/ Contractor for same project/plot number.
- If any of the mandatory documents are not submitted, and the submission has missing documents, the Admin/Helpdesk shall request the applicant for more information. As an option, the applicant will be informed that if they need the inspection as urgent (without submitting the missing document), they shall be charged for this Exception**, i.e. for each document they will require to pay AED 2,500/- as per code no. EIIN009 to CED - Inspection & Compliance.

*****However, this exceptional condition is applicable only after management approval & for initial submission/Inspection. The submitter has to submit the missing documents during the re-submission or at final submission.***

Also, the applicant will additionally receive comments mentioned in the report on providing the missing documents, as the CC will not be issued (until they provide all required/missing documents.)

- 4.1.3 After applicant's successful submission, Trakhees' Helpdesk will verify and check all the required documents are available, and update the system as below:

Accept:	If the submission complies with application form/ requirements generate PA (payment advise) based on the built up area provided by the applicant in the system. Email notification will be sent to submitter informing of the new online submission being accepted
Reject:	If the submission doesn't comply with application form/ requirements, the submission will be rejected by providing applicant the reason for rejection, and application shall be closed. This does not allow the applicant to use that closed submission reference again. The applicant can re-submit, but as a new submission.
More Details:	If the Helpdesk staff notes any missing document or uncompleted sign/stamp of application form; he/she will return back the submission and advice applicant to re-upload the missing information/documents, using the same submission reference

- 4.1.4 Upon Trakhees' Helpdesk's acceptance of the submission, a Payment Advice (PA) will be sent to applicant by email with BCC Reference No#.

4.1.5 Payment can be done through the following:

- Online / prepaid
- Al Ansari Exchange Centre
- Bank Transfer
- Dubai Islamic Bank branched & ATM machines of Dubai Islamic Bank

4.1.6 Once payment is settled, Admin will schedule the inspection date, normally within **one working day** from the date of PA settlement, BCS shall then notify the applicant through an email about.

- Inspection Schedule (i.e. date & timing of inspection)
- Name with contact numbers of Inspection Engineers involved

4.1.7 During this scheduled Inspection, all relevant representatives of the consultant, contractor (accredited by Trakhees) and the client (if required) are required to be present at site; along with a set of Trakhees' approved drawings and other relevant documents are to be also available at site.

4.1.8 If status of inspection has comments / **Not Approved**, the Applicant will receive Field Inspection report (FIR) notification/ inspection report with comments. Accordingly, applicant shall provide point wise feedback through online, with reference to the same tracking number

If any violations observed, Trakhees' Engineer can issue a notice to initiate a violation process.

NOTE:

- FIR / BCC will be sent to the applicant by the system via email
- If the request for Building Completion is re-submission, the applicant should reply/clarify the comments by re-submitting point by point compliance statement on the same reference number in the online system by the same users who applied for inspection.
- Any application received after 12:00 noon will be considered as a submission for the next working day.

- 4.1.9 If the Inspection results are approved and signed, the Applicant shall be notified of Inspection charges, and should immediately settle payment to release BCC.

NOTE: Inspection fees to be paid as per the tariff below ([section 6.0](#)) for individual applications

- 4.1.10 **Document Delivery:** Finally, applicant receives a download link to the Building Permit and all approved drawings/ NOC, immediately after completion of additional payments (if any).

(For non-payments, Applicant receives a system notification/ reminder to settle payment prior to block system.)

NOTE: The download link is valid for a month. If applicant fails to download within the validity period, the link expires, and applicant requires to apply for 'Request for Copy of documents, refer [PCFC-TRK-CED-DC-CP-01](#))

4.2 Inspection for Temporary service connection / DEWA NOC:

- 5.2.1 The Consultant/ Contractor applying for temporary service connection/ (DEWA) Electricity and water connections, after obtaining DCD-NOC, and shall follow the same procedure by submitting their application request using the application form ([TRK-CED-IC-CF02a](#)), and by choosing DEWA on the purpose of submission on the online submission in order to complete the internal finishes which require controlled temperature and to test run the Fire and Sewage pumps before releasing CC.

NOTE: The NOC (to be issued) will hold validity only for the period approved by DCD, or applicant's covering letter if the project has Final DCD Completion Certificate, and is renewable. Therefore, all Building completion works are liable to be completed within the validity period of NOC.

- 5.2.2 If there is a need, a list of items needing attention shall be issued, and a re-inspection is scheduled and carried out.
- 5.2.3 After the satisfactory completion of all Trakhees & DCD requirements The Completion Certificate will be issued by Trakhees BCS, within one working day from the approved FIR.
- 5.2.4 NOC for temporary DEWA Power & water supply for testing of Fire protection/Life safety systems letter shall be issued by Trakhees mentioned in this letter timing frame due to the undertaking letter from developers within one working day from the inspection & will be sent by e-mail to DEWA & copy to Consultant/Contractor/Client.

5. Process Measurement

No.	Service Description	Target
5.1	New/re-submit Final/Partial Completion Certificate	3 WDs
5.2	DEWA NOC	3 WDs

For all submission types, Trakhees/CED is committed to complete review process as per above, however delays can occur due to the following:

- Missing drawings.
- Details clarification.
- Internal System issue.
- Internal Sections clarification.
- Special approval from higher management
- Pre-requisites not met by client OR dispute

6. Service Fees

6.1 Inspection Charges:

The Consultant/Contractor will be required to pay the inspection fees, prior to scheduling the inspection, in cash/cheque at Trakhees cash counters OR if the applicant has

insufficient funds in their company prepaid amount, they can also pay via other channels, as indicated below:

- Pay through online / prepaid (Online finance services)
- Pay through Cash (Al Ansari Exchange Centres)
- Bank Transfer
- Dubai Islamic Bank branched & ATM machines of Dubai Islamic Bank

NOTE: Completion Certificate Inspection (CCI) fee charge rates are as per the area parameter submitted for inspection, and fees are applicable for CED's sections code EIIN637

6.2 Inspection charges of Civil Inspection (as per Inspected built up Area)

Sr.	Service Description (SQM = m ²)	Fees (AED)
1	≤ 1000 SQM	500
2	Between 1001 SQM to 4999 SQM	1000
3	Between 5000 SQM to 9999 SQM	1500
4	Between 10,000 SQM to 49,999 SQM	2500
5	Between 50,000 SQM to 99,999 SQM	3500
6	≥ 100,000 SQM (For areas greater than or equal)	5000
7	Exceptional charges for missing mandatory document	2500/ each missing document
8	Re-Inspection charges (Only applicable if site visit is required or re-submission delayed more than one month)	1000

**Fee/s subject to change.*

**The above fees might be subjective to 5% VAT.*

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

6.3 Inspection charges of Safety & MEP Inspection (as per Inspected built up Area)

Sr.	Service Description (SQM = m ²)	Fees (AED)
1	≤1000 SQM (Total BU Area)	1200
2	Between 1001 and 5000 SQM (Total BU Area)	1800
3	Between 5001-10,000 SQM. (Total BU Area)	2400
4	Between 10,001-50,000 SQM (Total BU Area)	4000
5	Between 50,001-100,000 SQM (Total BU Area)	5600

**Fee/s subject to change.*

**The above fees might be subjective to 5% VAT.*

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

6.4 Re-inspection:

Any pending comments for compliance will result in re-inspection and comments will be notified through email. Once all the comments are totally complied, consultant shall submit re-inspection request along with closeout / compliance report with evidences mentioning the same submission tracking number

NOTE: Re-Inspection is a service, and is charged at a fee Code EIIN008. (Re-inspection charges are applicable for the inspection carried out for pending comments which were sent during the first inspection report (count no.1) and not complied during the second inspection (count no.2) i.e. Third visit will be charged as per tariff .

6.5 Violations & Fines:

6.5.1 At the time of CCI, the Engineer shall issue violation notice for observed violations and prepare a SVR (if there is a violation), then the notice reference number is mentioned in the CIR requesting clarifications after which a fine/penalty shall be imposed as per 'List of Violations and Fines'.

6.5.2 The amount shall be decided based on Violation Committee and management approval.

Accordingly, a Letter is sent to the concerned party and after payment of stipulated Penalties/Fines, the process for CC shall not be resumed and completed until the penalty is closed & all requirements are in compliance with the Penalty letter.

NO Completion Certificate shall be issued if there is an open PA/Violation, in the plot for which Completion is applied.

7. Related Documents/ Forms

- | | | |
|-------|---|--|
| 7.1 | Application for Building Completion | TRK-CED-IC-CF02a |
| 7.2 | Inspection Checklists for Residential & Commercial Buildings | TRK-CED-IC-CF02b |
| 7.3 | Inspection Checklists for Villas & Town Houses | TRK-CED-IC-CF02c |
| 7.4 | Inspection Checklists for Industrial Buildings
(Warehouse, Manufacturing, Petrochemicals, etc.) | TRK-CED-IC-CF02d |
| 7.5 | Inspection Checklists for Infrastructure & Utility Services
(Bridges, roads, sewage, Manhole Chambers, STP & ETP Plants, and Substations etc.) | TRK-CED-IC-CF02e |
| 7.6 | Inspection Checklists for Marine related works
Ports, Jetty, Pontoon, Break Water/Shore Revetment, etc.) | TRK-CED-IC-CF02f |
| 7.7 | Client Procedures (GREEN BUILDINGS/ SUSTAINABILITY) | |
| 77.1 | Procedure for NOC-BCC Green Building Submission
(Major Projects) | PCFC-TRK-CED-GB-CP-04(1) |
| 77.2 | Procedure for NOC-BCC Green Building Submission
(Villas & Residential developments upto 3 Levels) | PCFC-TRK-CED-GB-CP-04(3) |
| 77.3 | Procedure for NOC-BCC Green Building Submission
(Warehouse & Industrial) | PCFC-TRK-CED-GB-CP-04(4) |
| 7.8 | Application Forms (GREEN BUILDINGS/ SUSTAINABILITY) | |
| 7.8.1 | Submission Booklet (NOC-BCC) Major Projects | TRK-CED-GB-CF04(1)a , |
| 7.8.2 | For Villa Projects with BP obtained prior to DBC implementation:
Submission Booklet (NOC-BCC)
Villas & Residential developments upto 3 Levels | TRK-CED-GB-CF04(3)a |

7.8.3 **For Villa & Townhouses with BP obtained after DBC implementation:**

Checklist for Green Building Permit Submission

[TRK-CED-GB-CF04\(3\)a](#)

Villas & Townhouses

7.8.4 Submission Booklet (NOC-BCC)

[TRK-CED-GB-CF04\(4\)a](#)

Warehouses & Industrial developments

8. Applicable References and Regulations

- 8.1 Building Regulations & Design Guidelines (related section).
- 8.2 Building & General Civil Work Construction Regulations.
- 8.3 Approved Drawings from Trakhees.
- 8.4 CED BP/NOC
- 8.5 BCC Check Lists. TRK-CED-IC-CF02(a-f) ([Refer sections 7.1 to 7.6](#))
- 8.6 Green Buildings / Sustainability Checklists ([Refer sections 7.7 to 7.10](#))
- 8.7 Environmental Control Rules & Regulations
- 8.8 Health, Safety Regulations & Standards
- 8.9 FZ/DM Rules (where applicable)
- 8.10 DUDC-Dubai Universal Design Code

9. Workflow:

