



## Client Procedure for Requesting Modification Site Status Inspections

PCFC- Entity (Business Unit) Name	:	Trakhees – Ports, Customs & Free Zone Corporation
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## 1. Purpose

This procedure (for clients) aims to describe the steps to be followed by applicants to request for Site Status Inspections for Completed projects.

Site Status Inspections ensure that projects are executed in conformance with the requirements of “Planning & Control Regulations” laid down within the jurisdiction of PCFC Trakhees - Civil Engineering Division, thereby leading to the clearance of CED issuing a “Modification Site Status Inspection” report, as per the client/applicant’s requirements.

## 2. Scope

All Clients/Consultants/Contractors operating under PCFC Trakhees - Civil Engineering Division (CED) jurisdiction can apply for “Modification Site Status Inspection” to the various categories as noted below, which are carried out based on CED requirements, as per procedure.

1. Status of Project for change of Consultant/Contractor in the issued Modification Permit /NOC;
2. Revalidation of the issued Modification Permit/NOC.
3. Revision of issued Modification Permit/ NOC
4. Status of Project for Percentage of Completion of works.
5. Status of Project for the purpose of releasing Refundable Deposit. (for temporary facility permit)
6. Status of project for additional (electrical/ water meters)
7. General Information for the Projects.
8. Status of Project in case of Conflict/Dispute (Client/Consultant/Contractor).

## 3. Definitions and Abbreviations

3.1	TRK	Trakhees (abbreviation)
3.2	CED	Civil Engineering Department (Trakhees)
3.3	BRDG	Building Regulations and Design Guidelines issued by CED
3.4	MC	Modification & Compliance Section of CED (Trakhees)
3.5	MP	Modification Permit/ NOC
3.6	NOC	No Objection Certificate



3.8	CPR	CED Process Register (System)
3.9	MPS	Modification permit system
3.11	Applicant	Client, Consultant & Contractor who can apply for the service
3.12	Normal Inspection:	The inspection which CED schedules and handles during official working hours [Monday-Thursday: 7:30-15:30]. The applicant should submit his request before 7:30AM and the inspection will be completed within service KPI.
3.13	ONLINE SERVICE:	CED's online applications: <a href="https://online.trakhees.ae/oaservices/">https://online.trakhees.ae/oaservices/</a>
3.14	'System':	Within this procedure, refers to CED's internal electronic systems for processing applications

## 4. Procedure

### 4.1 INFORMATION & PREPARATION:

For identification of Modification Permit approval stages and submission requirements, the Applicant has to visit the website for service ([Project Status Inspection - New](#)) and refer client procedure PCFC-TRK-CED-MF-CP-07 (this procedure)

4.1.1 **Applicant:** The Consultant /Contractor/ Client, who is in-charge of the work/ project can initiate to request for Site Status Inspections by using the [Application Form \(TRK-CED-MF-CF07a\)](#) with related forms ([refer section 7.0](#)), by stating clearly the reason for the Site Status request, and applying at the link below:

<https://online.trakhees.ae/oaservices/>

#### Note:

- The 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.
- CED Helpdesk reserves the right to Accept/ Reject the submission, if the received applicant is not complete as per checklist requirements. Incomplete applications that are rejected can be resubmitted.



- All submissions received after 7:30 AM will be processed for Inspection in the next working day as per service process.

#### 4.2 Acceptance of submission

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

<b>Accept:</b>	<p>If the submission complies with application form/ requirements, and the reason for site status was mentioned clearly.</p> <p>Email notification will be sent to submitter informing of the new online submission being accepted, and including a submission reference to be used later for following-up purposes.</p>
<b>Reject:</b>	<p>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.</p> <p>This does not allow the applicant to use that closed submission reference again. The applicant can re-submit, but as a new submission.</p>
<b>More Details:</b>	<p>If the Helpdesk staff notes any missing document or uncompleted sign/stamp on application form; he/she will return back the submission and advice Applicant to re-upload the missing information/documents, using the same submission reference</p>

4.2.1 Upon Trakhees' Helpdesk's acceptance of the submission, a Payment Advice (PA) will be sent to Applicant via their registered email.

4.2.3 Applicant has to settle the payments via any of the channels, as listed below:

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

4.2.4 Only once the above (4.2.3) payment is settled, the system will assign submission to a Review Engineer who shall coordinate with the Applicant for Site Inspection.



- 4.3 After the inspection is completed, the Area Inspection Engineer will update site [Structural Inspection Record \(TRK-CED-MF-CF03b\)](#) at the site in case of Appointments Inspection. Then, upon return to CED office, the engineer will update the system with the following action:

<b>Approved:</b>	<p>If the site complies with Trakhees' CED approved Drawings &amp; Inspection checklist(s) are verified and duly signed by accredited Consultant / Contractor.</p> <p>Otherwise the Engineer will update the system with inspection feedback along with the related support document as per site condition.</p>
<b>Approved with Comments:</b>	<p>If site complies with Trakhees' CED approved Drawings Inspection checklist verified and duly signed by accredited Consultant / Contractor with some minor comments, the Inspection engineer will then update the Site Structural Inspection Record Form and note in the system with his comments to proceed further.</p>
<b>Resubmission comments:</b>	<p>If site does not comply with Trakhees' CED approved Drawings &amp; Inspection checklist verified and duly signed by accredited Consultant / Contractor, the Inspection engineer will then update Site Structural Inspection Record Form (<a href="#">TRK-CED-MF-CF03b</a>), and note in the system by mentioning the comments and issue notices for violations (if any)</p>

- 4.5 If the Inspection Report is approved and signed, the Applicant shall be notified of Inspection charges, and should immediately settle payment to release the document.

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

- 4.6 **Document Delivery:** Finally, applicant receives a download link to the Site Status Report, 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)

## 5. Process Measurement

No.	Service Description	Completion Time (working days)
5.1	Modification Site Status Inspection Report  <i>(from the date of submission and upto Notification of Report, Report shall be released after final payment is done)</i>	3 WDs from the day which the payment advice closed

## 6. Service Fees

No.	Service	Description / Parameter	Fees (AED)
6.1	Modification Site Status Inspection	Per Inspection	500

\*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.

## 7. Related Documents/ Forms

7.1 [Application Form for Modification Site Status Inspection](#)

[TRK-CED-MF-CF07a](#)

7.2 [Modification - Structural Inspection Record](#)

[TRK-CED-MF-CF03b](#)

## 8. Applicable References and Regulations

- Local Regulation – The act of regulating under the local authority
- Dubai Building Code
- Building Regulations & Design Guidelines - Structural
- BS 8110, Part 1: 1997 Structural use of concrete.
- BS 5950: 'Structural Use of Steelwork in Buildings'