Client Procedure for Obtaining

NOC for Activity Verification (NOC-AV) / Operation Fitness Certificate (OFC), related to Public Health & Safety

PCFC- Entity (Business Unit) Name	:	Trakhees – Department of Planning & Development
Department Name	:	Environment, Health & Safety (EHS)
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1. Purpose and Objectives

The Process of No Objection Certificate-Activity Verification (NOC-AV) /Operation fitness certificate (OFC) issuance is to ensure compliance of all facilities within PCFC jurisdiction with their activities mentioned in the trade license as well as EHS rules and regulations. This includes local, federal and other applicable International Health, Safety and Environment (HSE) standards and requirements as well. Online request through PCFC-EHS e-services is mandatory for all companies/clients after start of operation (specifying the date of commencement of operation in the online request).

2. Scope

This document covers all establishments operating within PCFC Jurisdiction, and applies to the below group of activities that require NOC for Activity Verification/ Operation Fitness Certificate:

- Laundry Shops (with/without washing)
- Kiosk (with health related activity/s in the license)
- Spa, Relaxation centres, Massage centres
- Grocery and Mini mart
- Educational Institutions, Training Institutes/Day Care Centres/Recreation Centre or Club/Music Centre
- Supermarket/ Hypermarket/ Department Store
- Fitness Centre/ Gym/ Public Swimming Pools/ Yoga/ Health Clubs
- Clinics/ Optical Shops
- Hospital
- Play Zones/ Home care Service Centres/ Kids Amusement Arcade
- Pharmacy
- Pet Shop
- Child Nursery/ Early Learning Centre
- Ladies Beauty Saloon/ Ladies Personal Care Centres
- Barber shop/ Gents Saloon/ Gents Personal Care Centres
- Perfume & Cosmetic Trading/ Beauty and Personal Care Equipment Trading shops
- Nutritional supplements Trading/ Health Food trading/ Medical Herbs Trading shops
- Drug Store
- Labor Accommodation

Guidelines for above can be found on PCFC website.

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3. Definitions and Abbreviations

3.1	NOC-AV	No Objection Certificate - Activity Verification
3.2	OFC	Operation Fitness Certificate
3.3	MCC	Modification Completion Certificate
3.4	BCC	Building Completion Certificate
3.5	PCFC	Ports, Customs and Free Zone Corporation.
3.6	IMS	Inspection Management System
3.7	Severity	The level or degree of violations/hazards.
	a) Minor Severity	Status of violations which if not rectified may or may not affect the health & safety
	b) Major Severity	Status of violations which if not rectified, can result in Health & Safety concerns
	c) Critical Severity	Status of violations which if not rectified, can directly become unsafe affecting the Health & Safety of any individual.
3.11	Grading System	Method used to evaluate the condition of a facility by ranking it “A”, “B”, “C”, “D”, and` “E” depending on the Severity of violations observed during inspection. “A” shall be considered as the grade for a facility with the least violation, and “E” for the one with the highest violations, in reference to Health & Safety aspects

4. Procedure

4.1. Prerequisites for NOC for Activity Verification / Operation Fitness Certificate / Amendment:

4.1.1. Applicant/Client must ensure availability of Trade License.

4.1.2. Any construction or modification, including machinery installation, shall be carried out only after obtaining necessary approvals from PCFC-CED (Civil Engineering Department).

4.1.3. Client must obtain Modification/Building Completion Certificate to enable commencement of operations.

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4.1.4. Client may also obtain pre-built leased/issued premises from the PCFC Business Units or take over built-up facility within the PCFC jurisdiction to commence operations in the facility after obtaining documentary approval from respective business unit.

4.2. NOC for Activity Verification/Operation Fitness Certificate - New/ Amendment

4.2.1 Subsequent to the above prerequisites, the Applicant/client shall send a request using PCFC-EHS **e-Services (Online Link)** under option "EHS Customer Services", NOC for Activity Verification/Operation Fitness Certificate then "New Request/ Amend Request" and attach the below required documents:

- Trade license
- MCC/BCC (if applicable)

4.2.2 PCFC-EHS' assigned Officer will review availability of the documents and accordingly:

- **Approve**: Once all attachments are available as required.
- **Reject**: In case the on-line request does not comply with the required document. PCFC-EHS will clarify in comments the exact reason for rejecting the transaction.
- **Request for more information**: In case missing of some documents, PCFC-EHS will mention in the comments the required information, client should upload the requested document for PCFC-EHS review.

4.2.3 Once the request is approved, Payment Advice for inspection fee will be generated on-line (if applicable) and must be settled by the client in order to obtain the certificate.

4.2.4 The EHS officers shall conduct an inspection (Facility shall be operational to enable inspection in respect of PCFC-EHS requirements and other applicable regulations.)

4.2.5 On completion of the inspection, PCFC-EHS officer shall generate the report which will be sent automatically to the client's e-mail address. This report can be viewed by client in the

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client's on-line account, where client should make appropriate entries, and/or attach any required documents with respect to compliance (if required).

4.2.6 Accordingly, Client should complete all required rectification measures in line with the timeline stipulated in the report and respond online.

Violation Type	Rectification required (in days)
Critical	Immediate- 03 days
Major	07-10 days
Minor	21 days

EHS officers shall take appropriate verification actions in order to confirm the validity of the client's response.

4.2.7 In case there is no/unsatisfactory feedback from the client within the stipulated time frame, the **Minor comments will be elevated to Major, and Major to Critical**.

Inspector can visit and issue follow up report with regulatory actions like WARNING/ PENALTY/ WORK STOP ORDER/ Closure as appropriate.

4.2.8 Upon satisfactory compliance, the Officer closes the log and proceed with the approval process of the NOC-AV/ OFC.

4.2.9 Once approved, client will receive a notification by default that the Certificate is available on-line for download.

4.3. NOC for Activity Verification/ Operation Fitness Certificate - Renewal

Although PCFC-EHS shall automatically initiate the renewal process on an annual basis (wherein, no intimation to the client shall be given for the inspection visit to their facility). It shall be the responsibility of the client to ensure that their NOC for Activity Verification/ Operation Fitness Certificate is renewed before it gets expired. The date of expiry will be in line with date of expiry of the respective license.

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Steps for NOC-AV/OFC Renewal are as below:

4.3.1 PCFC-EHS officers shall conduct the inspection while facility is operational to enable inspection in respect of PCFC-EHS requirements and other applicable regulations.

4.3.2 Upon completion of the inspection, PCFC-EHS officer shall generate the report which will be sent automatically to the client's e-mail address. Report can be viewed in the client's on-line account where client should make appropriate entries and or attach required documents with respect to compliance (if required) with the applicability of points 4.3.5 and 4.3.6 of this procedure.

4.3.3 Upon satisfactory compliance, the inspection report, via automated mail, shall be sent to the client advising him to submit the NOC-AV/OFC Renewal Request. Accordingly, the Client shall submit the NOC-AV Renewal Request through **e-Services (Online Link)** under option "EHS Customer Services", "NOC for Activity Verification"/OFC then "Renewal Request".

4.3.4 PCFC-EHS will review availability of the documents and accordingly:

- **Approve**: Once all attachments are available as required
- **Reject**: In case the on-line request does not comply with the required documents PCFC-EHS will clarify, in comments, the exact reason for rejecting the transaction.
- **Request for more information**: In case missing of some documents, PCFC-EHS will mention in the comments the required information, client should upload the requested document

4.3.5 Once the request is approved, Payment Advice will be generated on-line (if applicable) and must be settled by the client in order to obtain the certificate.

4.3.6 Once the payment is settled or once the transaction is approved, PCFC-EHS shall approve the NOC-AV/OFC renewal.

4.3.7 Once approved, client will receive a notification by default that the Certificate is available on-line for download.

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5. Process Measurements

No.	Process	Target	Frequency
5.1	Claiming client's initial submission online, PA generation, conduct inspection and preparation and sending inspection report (from the date of receiving the request)	2 Working Days	Annually
5.2	Follow Up Inspection/Log Closure with PASS (from Receiving client response notification)	2 Working Days	Annually
5.3	Issue Certificate (from the date of log is passed and payment advice settlement whichever is the latest) (Manager Approval)	2 Working Days	Annually

6. Service Fees

No.	Service	Fees (AED)
6.1	New issuance /Amendment	As per existing EHS Tariff
6.2	Renewal	As per existing EHS Tariff
6.3	New issuance / amendment/ renewal of NOC-AV (for Federal law license)	Included in the market fees

*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. Documents/ Forms

N/A

8. Applicable References and Regulations

8.1 Trakhees Guidelines

8.2 Free Zone, Dubai Municipality/ Federal Rules (wherever applicable)

9. Contacts

For PCFC-Trakhees jurisdictional areas:

- Phone: 04-8068801
- Email: Ehs.health@pcfc.ae

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