

Client Procedure (CP) for New/ Renew Visa Services

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1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for issuance/ renewal of visa.

2. Scope

This procedure will apply to all free zone licenses clients with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction applying for new or renew a residence visa.

3. Definitions

- 3.1 EP - Entry Permit
- 3.2 RP - Residency Permit
- 3.3 LD - Trakhees-Licensing Department

4. Procedure

4.1 New Employment Visa – Inside/ Outside UAE

4.1.1 Client should ensure that there is a bank guarantee for each employment visa as below and to ensure the availability of the required amount for service fees in their prepaid account prior submitting for Visa:

Employees Number	Bank Guarantee Amount for each Employee
1-300	AED. 3,000
301-700	AED. 1,500
701 Employees and above	AED 0

4.1.2 Client should request for visa online by uploading the below required documents while each document should be in “JPG” type and less than 100 kb size:



For online application help, please refer to (Section 3.1.8) of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

- Coloured passport copy valid for 6 months.
- Latest Passport Size Photo with white background
- Cancellation/ Visit visa copy / Entry visa No. (For new visa inside UAE requests).
- Attested Certificate of Good Conduct and Behaviour (for Kenyan Nationality)
- Attested medical report for Ethiopian, Sri Lankan, Indonesian nationalities (For new visa outside UAE requests)
- National ID from home country for: Pakistan, Afghanistan, Iran nationalities.
- NOC from Trakhees Licensing Section (for Partner or Investor Job Designation)
- Company Memorandum (for Partner or Investor & Owner Job Designation)
- Attested Education Certificate (manager, director, engineer, doctor, accountant...etc.)

NOTE:

- Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.
- Submissions for VIP are not accepted for 1-year visa.

- In case the client requests for an offer letter, cancellation paper can be uploaded after client's compliance from his previous sponsor. Client can request for Offer Letter by mentioning in the comment section.

4.1.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.1.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

In case of Partner or Investor Job Designation, LD will deduct the additional fee for immigration visa stamping from the client's prepaid account then will approve the submission.

4.1.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount.

4.1.3.3 More information:

- If note any missing documents, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

- In case Offer Letter is requested in the comment section and submission complies with the requirements, LD will deduct the amount from the company's prepaid account and will process the request then client will receive a copy of Offer Letter through the company-registered email. Once the client completed the cancellation from previous sponsor, client should upload a copy of cancellation paper and re-submit with the same submission number. LD will review and approve the submission once compiled then will process the next steps.

4.1.4 Once the submission is approved, LD will proceed for entry permit process, medical appointment and change status (for inside UAE requests). For Indonesian, Sri Lankan, Tunisian, Egyptian, Kenyan and Nigerian nationalities, the employee should visit to the embassy or consulate from his home country to obtain the entry permit.

In case of any fines, LD will communicate with client for approval to deduct the fine amount from the client pre-paid account; client should ensure the availability of the fine amount in their pre-paid account. Upon issuance, system will be updated and client will receive below documents through client's email;

4.1.4.1 Medical application number

4.1.4.2 Entry Permit copy

4.1.4.3 Change Status Paper (for new visa-Inside UAE requests)

4.1.5 Applicant should go for the medical tests as per the appointment and then should submit the Employment Contract (CGS-F002a) signed by company and employee with the company stamp (except for job designation as Owner) through email to Trakhees.Government@trk.pcfc.ae for RP stamping;

4.1.6 After submission of documents in the email, client should submit the Original Passport to Trakhees-LD Passport Collection.

NOTE: Client will receive an Electronic Employment ID through registered email, which can be viewed using below electronic wallet applications:

- "Apple Wallet" for Apple Devices.
- "Pass Wallet or Wallet Passes" for Android Devices in Play Store Application.

4.1.7 LD will proceed for RP Stamping process (in case of any fines, LD will communicate with client for approval to deduct the fine amount from the client pre-paid account, client should ensure the availability of the fine amount in their pre-paid account),

4.1.8 Once the passport is stamped with the RP, client should approach Trakhees-LD to collect the Original Passport with stamped RP (only the company manager or PRO are accepted to collect the documents).

4.2 Renew Employment Visa

4.2.1 Client should ensure that the availability of the required amount for service fees in their prepaid account prior submitting for visa renewal.

4.2.2 Client should request for visa renewal online by uploading the below required documents while each document should be in "JPG" type and less than 100 KB size:



For online application help, please refer to (Section 3.1.9) of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

- Passport copy (only if renewed)
- Latest passport size photo with white background.
- Renewed Employment Contract (only if there is a change in salary or passport number)

NOTE: Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.2.3 Once the applicant received the submission reference number, LD will check the required documents availability and update the system as follows:

4.2.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.2.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount.

4.2.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

NOTE: Upon submission approval, client will receive an Electronic Employment ID through registered email, which can be viewed using below electronic wallet applications:

- “Apple Wallet” for Apple Devices
- “Pass Wallet” or “Wallet Passes” for Android Devices in Play Store Application

4.2.4 Once the submission is approved, LD will proceed for medical appointment. Upon issuance, system will be updated and client will receive Medical application number through client’s email.

4.2.5 Same steps should be followed as per 4.1.5-4.1.8 from this procedure.

4.3 Re-Typing or Upgrade Medical

4.3.1 In case the applicant failed to visit the medical center for medical tests or the medical report is expired or requests to upgrade the medical, client should send request through email to Trakhees.Government@trk.pfcf.ae and mention the transaction number. Client should ensure the availability of the amount in the client prepaid account (refer table 6 for fees). Moreover, the new medical appointment number will be sent to client's registered email.

5. Service Completion Time

No.	Process	Target	Frequency
6.1	Submission review and update the submission status in the system (from the date of online submission)	2 Working days	Monthly
6.2	Availability of Entry Permit (from the date of submission approval)	2 Working days	Monthly
6.3	Availability of Change status for new visa inside UAE (from the date of EP issued from the immigration)	1 Working day	Monthly
6.4	Availability of medical appointment form (from the date of change status issued by immigration for inside UAE , and from the date of EP issued by immigration for outside UAE)	1 Working day	Monthly
6.5	Availability of medical appointment form for Visa Renewal (from the date of submission approval)	on the same day	Monthly

6.6	Availability of "Urgent" stamped passport, and attested contract for client collection (from the date of client submission of original passport and other required documents)	2 Working days	Monthly
6.7	Availability of "Normal" stamped passport, and attested contract for client collection (from the date of client submission of original passport and other required documents)	7 Working Days	Monthly

6. Service Fees*

	Service	Fees (AED)	
6.1	New employment visa (outside UAE) for 3 years	2929	+300 for Urgent Requests
6.2	New employment visa (outside UAE) for 1 year	2169	
6.3	New employment visa VIP (outside UAE) for 3 years	3553	
6.4	New Employment visa (Inside UAE) for 3 years	4441.50	
6.5	New Employment visa (Inside UAE) for 1 year	3741.50	
6.6	New Employment visa VIP (Inside UAE) for 3 years	4993.50	
6.7	Employment Visa Renew (for 1 year)	2033	
6.8	Employment Visa Renew (for 3 years)	2696.50	
6.9	Medical Appointment Normal (24)**	250	+3.15 AED

			DHA Noqoodi Charge per transaction
6.10	Medical Appointment VIP (6)**	700	
6.11	Offer Letter	90	
6.12	Delay fines for RP Stamping from entering the country: - after 60 days from entering the country - after 180 days from entering the country - after 360 days from entering the country	25 AED/day 50 AED/day 100 AED/day	
6.13	Delay fines for entry Permit Issuance after expiration of visit/ tourist visa: - Delay on the first day - Delay fines after the first day	200 AED 100 AED/ day	
6.14	Delay for RP renew/ termination from the expiry date - after 30 days from RP expiry. - after 180 days from RP expiry - after 360 days from RP expiry	25 AED/day 50 AED/day 100 AED/day	

6..15	Additional Fee for Partner or Investor Job Designation	1908 AED
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* Medical Appointment fee is included in the new employment/renewal visa charges under normal fees.

But, in case the applicant chooses VIP fees the variance amount of medical fees will be added accordingly.

7. Related Forms

7.1 CGS-F01a Employment Contract.

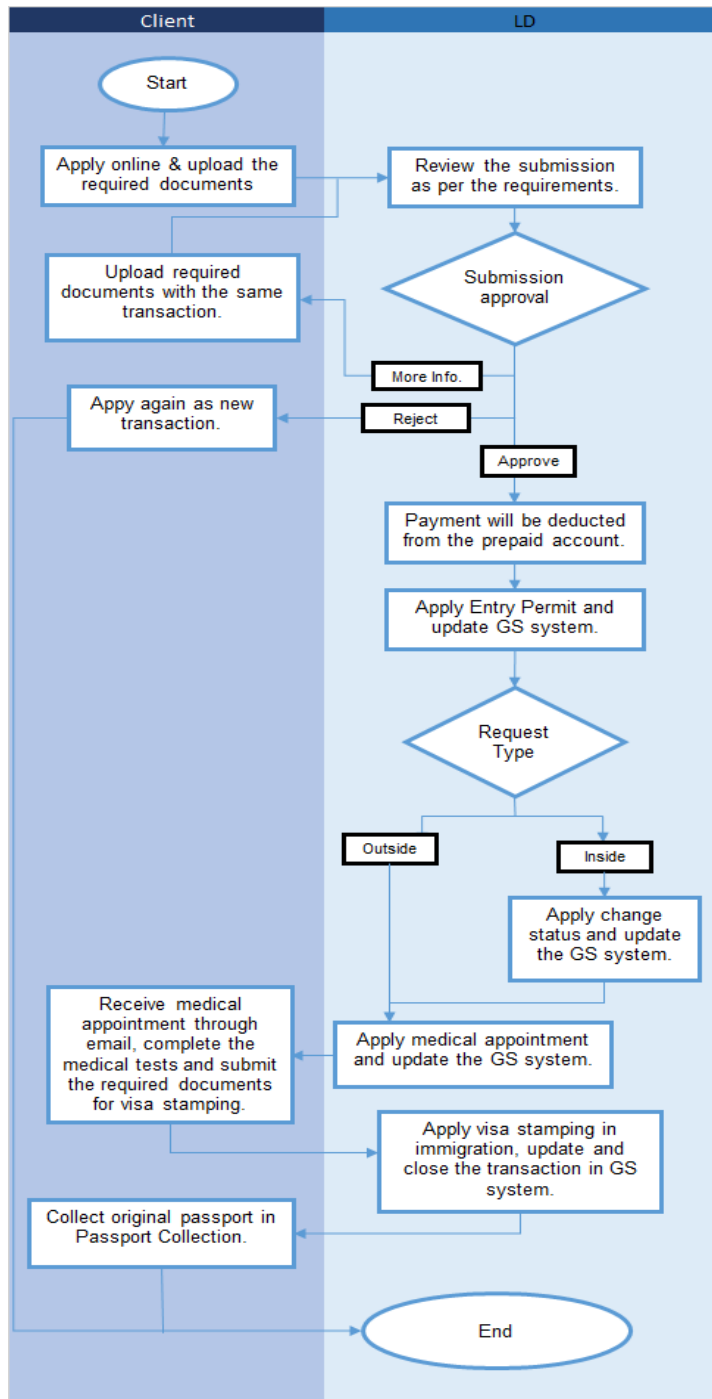
8. References

8.1 Trakhees Rules and Regulation.

8.2 UAE Immigration Rules and Regulation

9. Workflow

9.1 New Employment Visa – Inside/ Outside UAE Workflow



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9.2 Renew Employment Visa Workflow

