



Client Procedure (CP) for Termination & End of Service and Visa Cancellation Services

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Table of Contents

Purpose and Objective.....	3
Scope.....	3
Definitions and Abbreviations.....	3
Guidelines for Termination and End of Service.....	3
Procedure	4
Service Completion Time	7
Service Fees*	8
Related Documents/ Forms	8
Applicable References and Regulations	8
Process Workflow	9



1. Purpose and Objective

This procedure aims to describe the steps and assign responsibilities to control the services to cancel visa for Trakhees clients.

2. Scope

This procedure covers all visas under Trakhees sponsor and/or under free zone companies within Trakhees jurisdiction. Cancellation includes the cancellation of residence visa from inside UAE, residence visa from outside UAE, Unfit cancellation, cancellation of EP before or after entry.

3. Definitions and Abbreviations

- 3.1 Visa Cancellation - Cancellation of residence visa once applicant decides to leave the country permanently or change the sponsor, or when the company decides to cancel an employment visa of its employee.
- 3.2 Unfit cancellation - Cancellation of residence visa or EP because of a medical ailment or underlying disability that makes them unfit to work,
- 3.3 Normal Cancelation - Cancellation of Visa for requests of clients from inside country or outside country with active file number in the immigration.
- 3.3 EP - Entry Permit
- 3.4 RP - Residency Permit
- 3.5 LD - Trakhees-Licensing Department

4. Guidelines for Termination and End of Service

4.1 Termination:

- 4.1.1 All Termination case under (U.A.E. LABOUR LAW - FEDERAL DECREE LAW NO. (33) OF 2021 - Labour law and its amendments
- 4.1.2 Within the probation period, if the employer terminates the employee, the employer must notify the employee in writing 14 days at least before the date specified of the termination of service.
- 4.1.3 Within the probation period, if the employee terminates the employment contract, he must notify the employer in writing not less than 14 days from the date specified of the termination of service.



4.1.4 After completion of the probation period, the employment contract may be terminated by either the employee or the employer with a notice period of not less than 30 days or more than 90 days.

4.1.5 The employer may terminate the employment contract of the employee in case;

4.1.5.1 If the employee is proven that he violates the policy, privacy or committed an unacceptable behaviour.

4.1.5.2 If the employee is absent without a valid reason for more than 20 intermittent days during one year or more than 7 consecutive days.

4.1.6 By the employee, prior to its completion provided with 1 month written notice to the employer. The employee will bear the costs of two-way tickets if the contract is terminated before the completion of 1 year, and the employer has the right to deduct any amounts due towards what is mentioned above.

4.2 End of Service & Gratuities:

4.2.1 The employee is entitled to end of service benefits if 1 year or more continuous service is completed.

4.2.2 End of service is calculated according to the basic wages;

4.2.2.1 Twenty-one (21) days for each year of the first five years of service.

4.2.2.2 Thirty (30) days for each year after 5 years.

5. Procedure

5.1 Normal Cancellation (Inside/ Outside country)/ Unfit Cancellation (unfit medical during visa renewal)

5.1.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting for Visa cancellation.

5.1.2 Client should request for visa cancellation online (<https://online.trakhees.ae>) by uploading the below required documents:

- End of Service Entitlement and Cancellation (TKS-LD-GS-CF02a).
- Death Certificate (attested certificate in case of death outside country)



- Unfit medical report (for unfit cancellation)

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

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

5.1.3.2 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 cancelled and client can use this amount.

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

Note: LD can reject the transaction after 3 chances of more information requests.

5.1.4 Once the submission is accepted:

5.1.4.1 For Normal Cancellation requests: Client will receive a notification through the registered email once the request is completed and can download a copy of cancellation paper through online. In case of any fines, system will notify the client and the amount will be deducted from the prepaid account once the client settled the payment and resubmit the transaction.

5.1.4.2 For Unfit Cancellation: LD staff will communicate with the company PRO or manager to arrange meeting of Trakhees PRO and the unfit employee. PRO and unfit employee will process the cancellation in Muhaisnah Immigration as per the agreed date. Client will receive a notification through the registered email once the request is completed and can download a copy of cancellation paper through online. In case of any fines, system will notify the client and the amount will be deducted from the prepaid account once the client settled the payment and resubmit the transaction Unfit person should leave the country on or before the given grace period. If the unfit person did not leave the country, immigration will ban or block the company license.

5.2 Visa Cancellation Outside Country with inactive file number

5.2.1 Client should request for visa cancellation through email Trakhees.Government@pcfc.ae and attaches below required documents:



5.2.1.1 End of Service Cancellation Form (TKS-LD-GS-CF02a).

5.2.1.2 Passport Copy

5.2.1.3 Residence Visa Copy

5.2.1.4 Establishment Card

5.2.1.5 Undertaking Letter in Arabic (for outside country more than 6 months)

5.2.1.6 Screenshot of System Error Message when applying online

5.2.2 LD staff will review the request and according:

5.2.2.1 Accept: LD accept the submission and process proceeds to next step.

5.2.2.2 More Information: If there are any missing documents, LD will send email to the Client requesting the missing required documents.

5.2.3 LD will check the availability of the employee data and accordingly:

5.2.3.1 If employee data is available: service fees amount will be deducted from the prepaid account, client will receive the cancellation paper through the registered email.

5.2.3.2 If employee data is not available: LD will request to submit a copy of a Travel Report. Customer should generate a copy of the employee travel report (all trip) from immigration and submit the same through email. Then service fees amount will be deducted from the prepaid account, client will receive the cancellation paper through the registered email.

5.3 Entry Permit (EP) Cancellation & Unfit Cancellation (unfit medical during EP after entry)

5.3.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting for Entry Permit cancellation.

5.3.2 Client should apply online (<https://online.trakhees.ae>).

5.3.3 LD will check the required information and update the system as follows:

5.3.3.1 More information if:



5.3.3.2.1 In case the client selected the wrong option/type of cancellation, LD will request for more information and client should comply the required action.

5.3.3.2.2 In case of unfit cancellation during EP after entry request, LD will request for more information requesting a copy of medical unfit report and client should send the required document to Trakhees.Government@pcfc.ae.

5.3.3.2 If the submission complies with the requirements, LD will process the cancellation request and update the system accordingly. In case of Unfit Cancellation during EP after entry, follow step 5.1.4.2.

5.3.3.3 Reject: In case the client does not comply with the required action up to 3 times, LD will reject the transaction and client can apply again with new submission number. The reservation of the service fee amount will be cancelled and client can use this amount.

5.3.4 Once the request is completed, client will receive the cancellation paper through the registered email.

6. Service Completion Time

	Service	Completion Time
6.1	Reviewing uploaded documents and update submission status (from date of online or email submission)	2 Working days
6.2	Normal Cancellation Inside/ Outside country (from the date of approving the request) - Urgent request - Normal requests	2 Working days 3 Working days
6.3	Cancellation of 1. EP cancellation Outside country cancellation if file number not active, 2. Unfit cancellation for EP after entry 3. Outside country cancellation with inactive file number (from the date of approving the submission) - Urgent request - Normal request	3 Working days 4 Working days



6.4	Eye scan in Immigration for unfit Medical EP cancellation (from the date of Co-ordinate with the client as per the agreed date)	2 Working Day
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7. Service Fees

Service		Fees (AED)	
7.1.	Visa Cancellation (inside Country)	355.13	+ 500 for Urgent Requests
7.2.	Visa Cancellation from Out of Country & Send passport (valid residence)	455.13	
7.3.	Visa Cancellation from Out of Country & Residence expired	455.13	
7.4.	Visa Cancellation Outside UAE with inactive file number	455.13	
7.5.	Unfit Cancellation during residence visa renewal/ EP after entry	355.13	
7.6.	EP Cancellation after entry	355.13	
7.7.	EP Cancellation before entry with valid EP	355.13	
7.8.	EP Cancellation before entry with expired EP	455.13	
7.9.	Delay fines for EP cancellation from entering the country or from the issuance date of the change status: - 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	
7.10	Delay for RP 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	

8. Related Documents/ Forms

8.1 TKS-LD-GS-CF02a, End of Service Entitlement and Cancellation.

9. Applicable References and Regulations

9.1 Trakhees Rules and Regulation.

9.2 UAE Immigration Rules and Regulation

9.3 Federal Decree-Law No. (33) Of 2021 Regarding the Regulation of Employment Relationship

Classification: Public

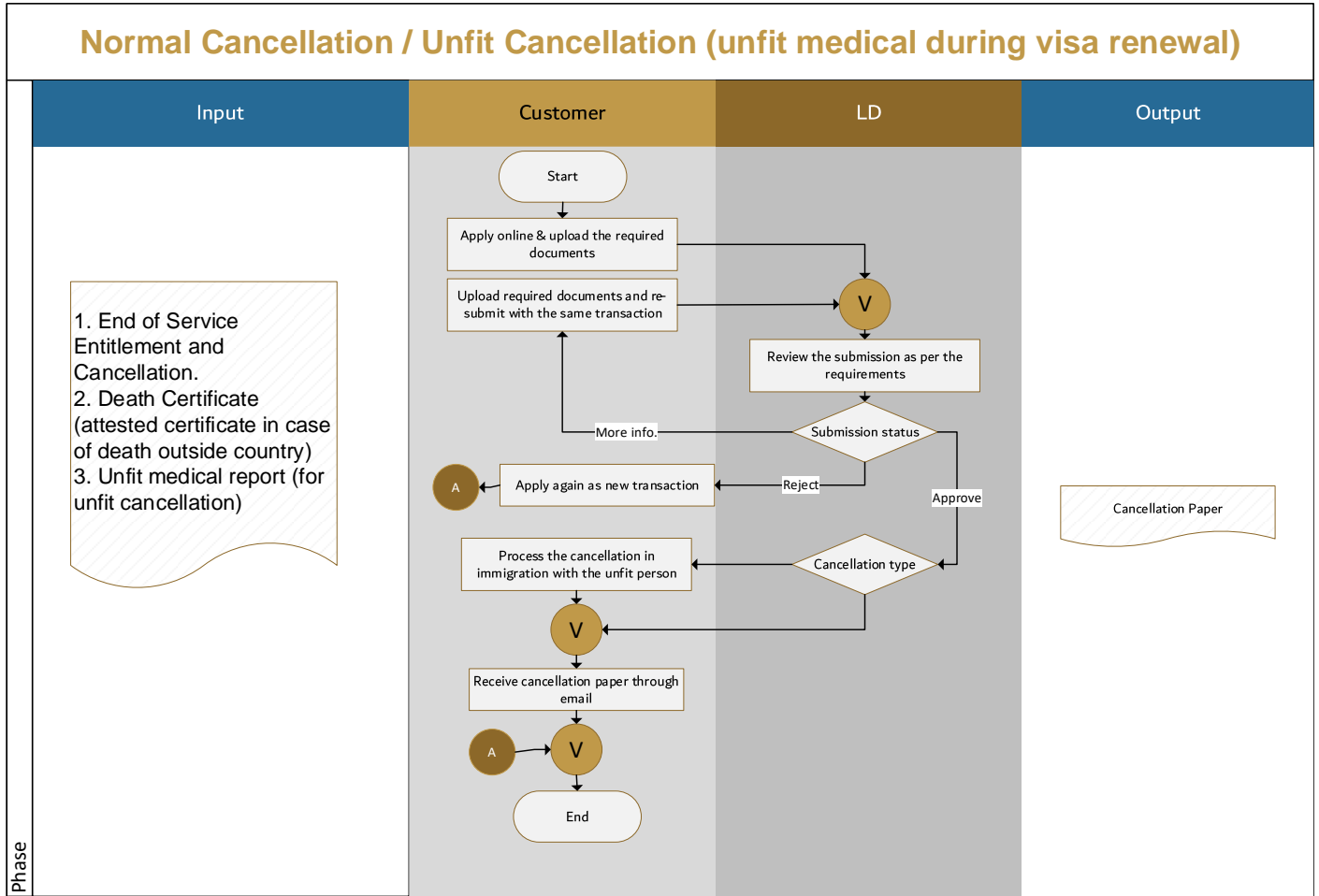
PCFC-TRK-LD-GS-CP-02

Rev.13/ August 2023

Page 8 of 11

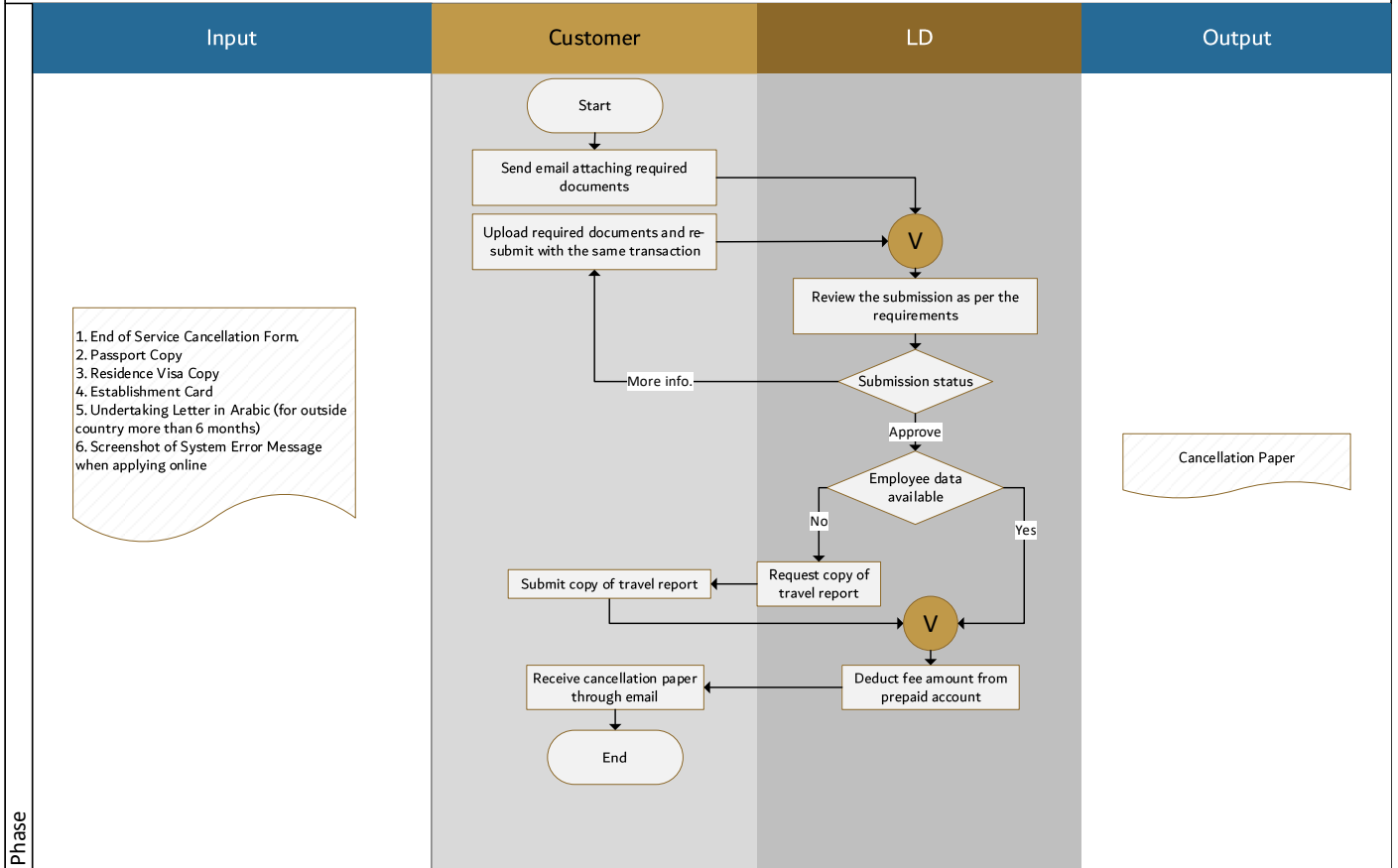


10. Process Workflow





Visa Cancellation Outside Country with inactive file number





EP Cancellation / Unfit Cancellation (unfit medical during EP after entry)

