



Client Procedure (CP) for Non-Sponsored Employee ID Cards

Services

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1. Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for obtaining Non-Sponsored Employment ID.

The Non-Sponsored Employment ID cards allow the person sponsored by their families to work with companies licensed by Trakhees

2. Scope

This procedure will apply to all clients within Trakhees' jurisdiction.

3. Definitions and Abbreviations

3.1 LD - Trakhees-Licensing Department

4. Procedure

4.1 Non-Sponsored Employment ID Card- New/Renewal/Amendment

4.1.1 Client should ensure the availability of enough credits in their prepaid account before applying for the service.

4.1.2 Client should apply through online and upload the below required documents:

Service	Required documents
Non Sponsored Employment ID Card- New & Renewal	<ul style="list-style-type: none">- Valid Passport Copy of Sponsor & Dependent- Valid Residence Visa Copy of Sponsor & Dependent- NOC Letter from the Sponsor



	<ul style="list-style-type: none"> - Photo Copy of Non-Sponsored Employment Contract (only if there is a change in renewal request)
<p>Non Sponsored Employment ID Card- Amendment</p>	<ul style="list-style-type: none"> - Valid Passport Copy of Sponsor & Dependent - Valid Residence Visa Copy of Sponsor & Dependent - Photo - Copy of New Non-Sponsored Employment Contract (salary or profession amendment)

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.

4.1.3 Once the applicant received the submission reference number, LD will verify the attached documents and update the system as follows:

4.1.3.1 Accept: If the submission complies with the requirements, LD will approve the request and the amount will be automatically deducted from client's prepaid account.

4.1.3.2 Reject: If the submission does not comply with requirements, client should 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 Request for More Information: If note any missing document, LD will request for more information and client should re-upload the missing document with the same submission number.

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



4.1.4 LD will process the request of Non-Sponsored Employment ID and client will receive the Non-Sponsored Employment ID card and contract copies through registered email.

Note: Card is valid only for one year and must be renewed annually.

4.2 Non-Sponsored Employment ID Card- Cancellation

4.2.1 Client should ensure the availability of enough credits in their prepaid account before applying for the service. 4.2.2 Client should apply online and upload End of Service Entitlement and Cancellation form (TKS-LD-GS-CF02a).

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

4.2.2.1 Accept: If the submission complies with the requirement, LD will approve the request and the amount will be automatically deducted from the client's prepaid account.

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

4.2.2.3 More Information: If: Note any missing information, LD will request for more information and advice to re-upload the document, with the same submission number.

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

4.2.3 LD will process the request cancellation of Non-Sponsored Employment ID and client will receive a notification through online once the transaction is completed.



5. Service Completion Time

	Service	Completion Time
5.1	Reviewing the submitted documents for normal request (form the date of submission)	2 Working Days
5.2	Reviewing the submitted documents for urgent request (form the date of submission)	1 Working Day
5.3	Issuance / Cancellation of Non-Sponsored Employment ID Card (from the date of approving the submission)	On the same day

6. Service Fees

	Service	Fees	
6.1	Non-Sponsored Employment ID Card- New	880	+300 for Urgent Requests
6.2	Non-Sponsored Employment ID Card-Renewal	520	
6.3	Non-Sponsored Employment ID Card- Amendment	480	
6.4	Non-Sponsored Employment ID Card- Cancellation	220	

7. Related Documents/ Forms

7.1 TKS-LD-GS-SF05a - Employment Contract- Non-Sponsored.

7.2 TKS-LD-GS-SF05a, Non-Sponsored Employment ID Card.

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

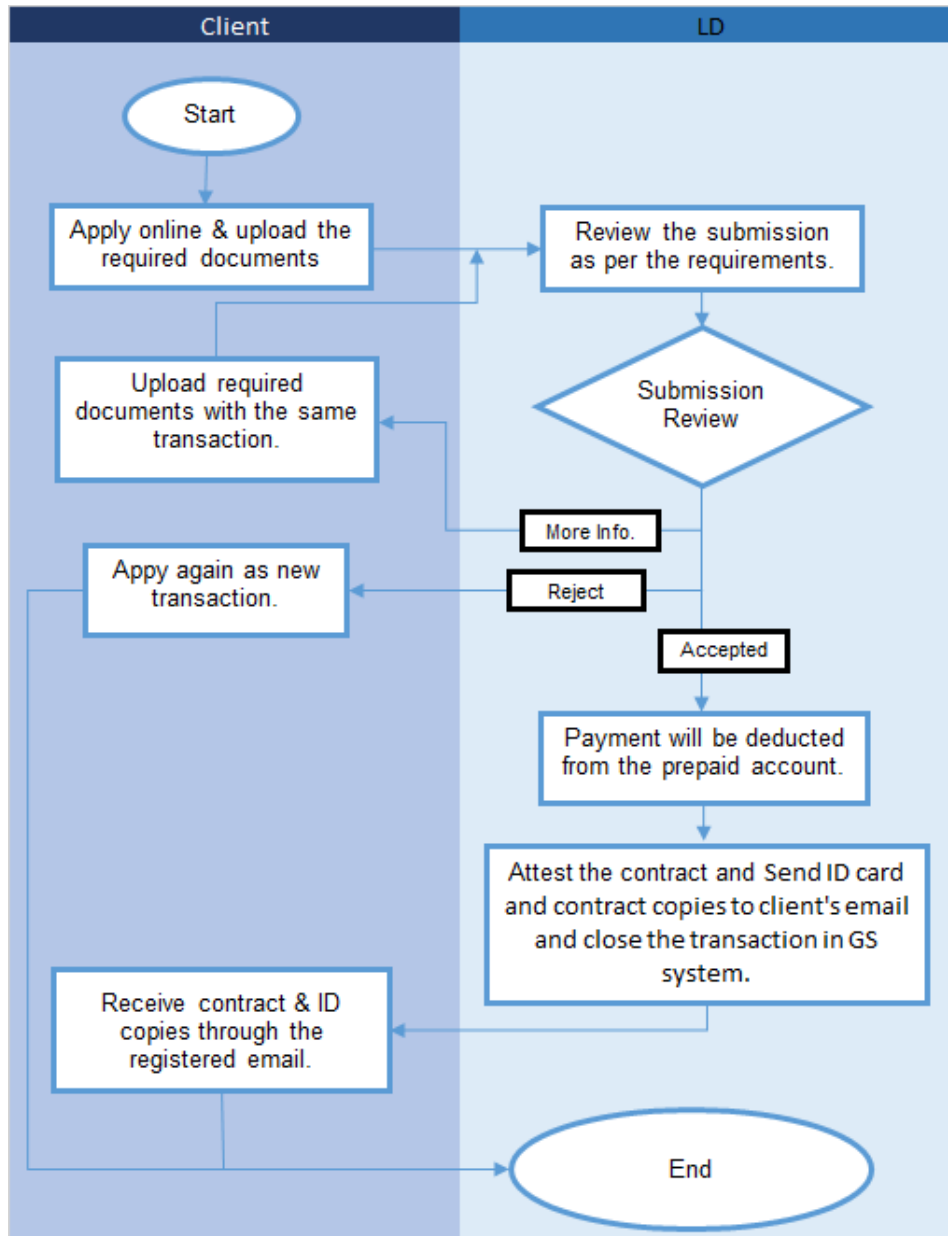


8. Applicable References and Regulations

8.1 Trakhees Rules and Regulation.

9. Process Workflow

9.1 New/Renew/Amendment of Non-Sponsored ID Cards Services Workflow





9.2 Cancellation of Non-Sponsored Employment ID Card Service Workflow

