



## Customer Procedure (CP) for Federal Law Licenses Renewal

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## 1. Purpose and Objective

The purpose of this procedure is to facilitate information to customers regarding the procedural requirements for renewal a federal law license by Trakhees.

## 2. Scope

This procedure will apply to all Customers of federal law licenses within Trakhees' jurisdiction.

## 3. Definitions and Abbreviations

- |                       |   |
|-----------------------|---|
| 3.1 External approval | - Approval required from external entity to practice some type of activities. |
| 3.2 NOC               | - No Objection Letter   |
| 3.3 LD                | - Trakhees- Licensing Department  |
| 3.4 UBO               | - Ultimate Beneficiary Owner  |

## 4. Procedure

4.1 Customer should apply for renewal of a federal law license online going to LD services > License services > choose Trakhees LLC License renewal choice.

4.2 Customer should add the license number and then the license information will be displayed in the screen.

4.3 Customer should upload the below required documents:

- Copy of Ejari lease location.
- NOC require from hotel or location EJAR with affection plan (If company operate inside a hotel).DEWA Green Bill (including Housing Fees) and Housing EJARI for non-local Managers, Owners/ Shareholders / staff and labour live inside Dubai (If Available).
- TRK-LD-LS-CF01I, Acknowledgement and Undertaking form.
- If Beneficiary Owner or Partner as company is required document as below
  - MOA of the Parent company

- Signed UBO declaration
- Company structure from the business country of origin to the establishment in the UAE
- UAE Company legal representative declaration letter.
- A sample of the company minutes if meeting

4.4 Customer then press submit and will get a submission success message with reference number for follow up purposes.

4.5 LD will check the availability of the required documents and accordingly:

4.5.1 Accept: If the submissions comply with requirements and submission will proceed with the renewal license process.

4.5.2 Reject: If the submissions not comply with requirements. Applicant can apply again with new submission number.

4.5.3 More information: If note any missing document or in case external approvals are required (depend on the license activity) then LD will advise to re-upload the missing information and will provide the follow up receipt for obtaining external approvals once required. Applicant should re-upload the requested information with the same submission number.

4.6 Once the application is accepted, LD will proceed with the renewal of the license.

4.7 The Customer (the manager for LLC and if Beneficiary Owner is a company, owner for Sole establishment and civil company) will receive SMS to update Beneficiary Owner information and confirm the same.

Note: If the customer need to update the phone number mentioned in Trade license to receive the SMS for (Beneficiary owner information) or the person has power of attorney, customer should approach - Trakhees service centre and request to update the same..

4.8 Once Beneficiary Owner information is updated, LD will process the renewal of the requested license and generate the payment advice which will be available online for the customer settlement.

4.7 Customer should settle the payment.

4.8 Once payment is settled, LD will complete the issuance of the renewed license and upload copy of the licensee online.

**Note:**

For manual submission, customer can approach Trakhees Service centre located in Dragon Mart 1 and should apply by sending the digital documents mentioned in 4.3 procedure to the common Email: [Trakhees.licensing@pcfc.ae](mailto:Trakhees.licensing@pcfc.ae). Process proceeds to step 4.5 of this procedure.

## 5. Service Completion Time

	Service	Completion Time
	Manual Submission the request in Customer Service	On Spot
5.1	Online Submission Update the status of the application (accept/reject/more info.) and availability of payment advice in the system (from the date of submission)	3 Working days
5.2	Issuance of the renewed license (from the date of payment settlement)	2 Working days

## 6. Service Fees\*

	Service	Fees (AED)
8.1	Fees for Commercial / Industrial License	
	8.1.1 Commercial / Industrial License	600
	8.1.2 General Trading fees (only in case general trading activity)	3,000
	8.1.3 License printing fees is	50
	8.1.4 Fees for Administration service	50
	8.1.5 Company Name Signs	350
	8.1.6 Market fees	• Calculated as 5 % from the shop lease amount



- Calculated as 5% of the school from calculated (10,000 AED for each class, 5,000 AED for each office and 2 AED for each Sqf of playground)
- Calculated as 15% of the Bank lease amount.

- Market fees for Hotel License.

Type	Price per Room
Rented Apartments - Deluxe	750
Rented Apartments - Normal	500
Hotels - One Star	500
Hotels - Two Star	500
Hotels - Three Star	750
Hotels - Four Star	750
Hotels - Five Star	1000
Floating Hotel One Star Hotel	500
Floating Hotel Two Star Hotel	500
Floating Hotel Three Star Hotel	750
Floating Hotel Four Star Hotel	750
Floating Hotel Five Star Hotel	1000
Resort	1000

		Hotel Apartments Rental - Deluxe	750
		Hotel Apartments Rental - Normal	500
	8.1.7 Accommodation Fees		
	- For non-local managers, owners/ shareholders, calculated as below:		
	<ul style="list-style-type: none"> <li>For people live inside Dubai and submit DEWA Green Bill including Housing Fees) and EJARI</li> </ul>	0.0	
	<ul style="list-style-type: none"> <li>For all other cases</li> </ul>	1000 AED for (managers, owners/ shareholders) Commercial / Industrial License	
	- For staff and labour, calculated as below:		
	<ul style="list-style-type: none"> <li>For people live inside Dubai and submit DEWA Green Bill (including Housing Fees) and EJARI</li> </ul>	0.0 (200 Sq. Ft for each person) for labour camp	
	<ul style="list-style-type: none"> <li>For all other cases</li> </ul>	<ul style="list-style-type: none"> <li>Employee / Labor Accommodation As per Job Professions: 1000 AED – High Profession 500 AED – Mid Profession 300 AED – Low Profession</li> </ul>	

8.1.8 Trade Name Special Features fees as below:	
- If Includes Arabized Name	1000
- Includes Foreign Name	2,000
- Includes Region(Name contains country names (e.g. America, united kingdom, china)	1,000
-	
- Includes abbreviation	2,000
- Includes Gulf	2,000
- Includes Number	2,000
- Includes Trade	1,000
Request for eservices manually	100 AED

Service	Fees (AED)
8.2 Fees for Commercial / Industrial License	
8.2.1 Professional License	550
8.2.2 Local Service Agent (for Professional license)	700
8.2.3 License printing fees is	50
8.2.4 Fees for Administration service	50
8.2.5 Trade Names & Marks Advertis.	350
8.2.6 Market fees	<ul style="list-style-type: none"> <li>• Calculated as 5 % from the shop lease amount</li> <li>• Calculated as 5% of the school from calculated (10,000 AED for each class,</li> </ul>





5,000 AED for each office and 2 AED for each Sqf of playground)

- Calculated as 15% of the Bank lease amount.
- Market fees for Hotel License.

Type	Price per Room
Rented Appartments - Deluxe	750
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Hotels - Three Star	750
Hotels - Four Star	750
Hotels - Five Star	1000
Floating Hotel One Star Hotel	500
Floating Hotel Two Star Hotel	500
Floating Hotel Three Star Hotel	750
Floating Hotel Four Star Hotel	750
Floating Hotel Five Star Hotel	1000
Resort	1000
Hotel Appartments Rental - Deluxe	750
Hotel Appartments Rental - Normal	500

	<p>8.2.7 Accommodation Fees</p> <ul style="list-style-type: none"> <li>- For non-local managers, owners/ shareholders, calculated as below: <ul style="list-style-type: none"> <li>• For people live inside Dubai and submit DEWA Green Bill (including Housing Fees ) and EJARI</li> <li>• For all other cases</li> </ul> </li> <li>- For staff and labour, calculated as below: <ul style="list-style-type: none"> <li>• For people live inside Dubai and submit DEWA Green Bill (including Housing Fees) and EJARI</li> <li>• For all other cases</li> </ul> </li> </ul>	<p>0.0</p> <p>500 AED for (managers, owners/ shareholders) Professional License</p> <p>00 (200 Sq. Ft for each person) for labour Camp</p> <ul style="list-style-type: none"> <li>• Employee / Labor Accommodation As per Job Professions: <ul style="list-style-type: none"> <li>1000 AED – High Profession</li> <li>500 AED – Mid Profession</li> <li>300 AED – Low Profession</li> </ul> </li> </ul>
	<p>8.2.8 Trade Name Special Features fees as below:</p> <ul style="list-style-type: none"> <li>- If Includes Arabized Name</li> <li>- Includes Foreign Name</li> <li>- Includes Region</li> <li>- Includes abbreviation</li> <li>- Includes Gulf</li> <li>- Includes Number</li> </ul>	<p>1000</p> <p>2,000</p> <p>1,000</p> <p>2,000</p> <p>2,000</p> <p>2,000</p>

- Includes Trade Mark	1,000
Request for eservices manually	100 AED

### General Note:

- AED 200/- late renewal fee applicable added after 1 month from the license expiry date.
- AED 10 AED Innovation fees and AED 10 AED for knowledge fees will be added for each service.
- Some activities required external approvals.
- Clearance letter/or last Dewa Bill proving that the shop was not operating is require in case the license is expired and there are late fees.

## 7. Related Documents and Forms

7.1 TRK-LD-LS-CF01I, Acknowledgement and Undertaking form

7.2 TRK-LD-LS-CF01z, Declaration of the Beneficial Owner.

## 8. Applicable References and Regulations

8.1 Licensing Department regulations

## 9. Process Workflow

