

Client Procedure (CP) for Free Zone License Renewal Services

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1. Purpose

The purpose of this procedure is to facilitate information to clients regarding the procedural requirements for the renewal of a Free Zone License.

2. Scope

This procedure will apply to all Clients within Trakhees' jurisdiction with free zone licence.

3. Definitions

- 3.1 ID - Trakhees- Inspection Department
- 3.2 DTCM - Department of Tourism and Commerce Marketing
- 3.3 LD - Trakhees- Licensing Department

4. Procedure

4.1 Online Application

4.1.1 Client can apply online upload the below required documents:



For online application help, please refer to (Section 3.1.18) of below link:

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

4.1.1.1 For License Renewal Of Dragoon Mart 1&2

- CCS-F02 - Application for License (Free Zone).
- ID NOC Clearance.
- CCS-F10 -Personal Information.
- Third party approval if required (as per the list of activities with external approval sheet)
- Manager valid passport and visa copy.
- Copy of Ejari contract

4.1.1.2 License Renewal Of Other Project

- Copy of Trade License.
- CCS-F02 - Application for License (Free Zone).
- Copy of Ejari contract
- ID NOC Clearance.
- CCS-F10 -Personal Information.
- Third party approval if required
- Employee list from visa section.



- Manager valid passport and visa copy.
- Accommodation Tenancy contract of the manager/Owner/Shareholder or Dewa Bill (if available).
- Accommodation Tenancy contract of the Employees Or Dewa Bill (if available)

Remember:

*For Hotels Facility all above documents needed in additional to: -

- Letter includes No. of Beds & Rooms.
- DTCM license copy
- Hotel "stars" evaluation from DTCM

4.1.2 TRAKHEES-LD will check the below required documents availability and update the system as follow:

4.1.2.1 Accept: If the submissions comply with requirements and submission will proceeds with the renewal process.

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

4.1.2.3 More information: If note any missing document, LD will reject the submission and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.1.3 In case some external approvals are required (as per the list of activities with external approvals available in the website) a note will be given to clients with the required external approvals.

4.1.4 Client should guarantee the required approvals, and upload the same online to the same transaction.

4.1.5 Once the required approval/s are uploaded, payment advise will be generated by the LD and available online to be settled by the client.

4.1.6 Client should settle the payment, then approach Trakhees-LD offices for collecting the renewed license.

4.1.7 Upon showing the receipt for payment settlement the customer service will print the license, stamp and sign the new license and hand it over to the applicant.

4.2 Auto License Renewal for projects in Dragoon Mart 1&2

4.2.1 The system will auto generate the transaction 30 days before the license expiry date. In case any missing information, client will receive an email/SMS with reason of process failure.

4.2.2 Client should rectify/update the needed information.

4.2.3 Once all business validation rules passed auto renewal process will be started and an Email/SMS will be sent to client with the transaction number.

4.2.4 In case some external approvals are required (as per the list of activities with external approvals available in the website) a note will be sent to clients with the required external approvals. Client should guarantee the required approvals and submit the same for Trakhees- LD.

4.2.5 For auto initiated license renewal transactions, the payment advice will be auto sent through sms when the necessary approval steps are completed to be settled.



4.2.6 For auto generated transaction for license renewal, if payment not received within 30 days the transaction will be terminated cancelled and the payment advice will be cancelled.

4.2.8 The SMS content language will be either English or Arabic only to be send to the client

4.2.9 Once the payment advice is settled the client can collect the print out License upon showing the receipt in the front desk offices

5. Service Completion Time

	Service	Completion Time
5.1	Review the submission and update submission status (from the date of submission)	2 working days
5.2	License Renewal for project in Dragon Mart 1&2 (from the date of receiving external approval if required)	1 working days
5.3	License Renewal Project other than Dragon Mart (from the date of receiving external approval if required)	2 working days
5.4	Initiation of Auto License Renewal	Started 30 days before license expiry.

6. Service Fees*

	Service	Fees (AED)
6.1	Renewal Fees for Projects within Dragon Mart 1&2	
6.1.1	7.1.1.1 License Renewal fee For Chinese: Commercial license Professional License	8,000 9,000
	7.1.1.2 License Renewal fee For non-Chinese Commercial license Professional License	11,000 16,000
6.1.2	If special features are added to the Trade Name - Includes Arabized Name - Includes Foreign Name - Includes Region - Includes firm coverage - includes abbreviation - includes Dubai, UAE, Gulf - includes Number - Includes Trade Mark	1,000 2,000 1,000 1,000 2,000 2,000 2,000 1,000
6.1.3	In case number of activities exceeds the allowed number of activities (while allowed	



	number of activates for commercial license are 7 and for professional license are 5)	500/ activity
6.2	Projects other than Dragon Mart 1&2	
6.2.1	License Renewal fee Commercial Professional Industrial	600 550 600
6.2.2	Employees Accommodation fees A category B category C category	1,000 500 300
6.2.3	Service improvement fee For Professional License: - For Bank / Hotel / Furnished Apt - for other facilities For Commercial License	1,000 300 500
6.2.4	Service agent fee (for Professional license)	700
6.2.5	Shareholder/ manager Accommodation Fee - If the shareholder/manager live outside Dubai/ shared tenancy - If the shareholder/manager live in Dubai and submit Dewa Bill - If the shareholder/manager live in Dubai and didn't submit Dewa Bill,	1,000 0 5% of the Lease Amount
6.2.6	Market Fee : 7.5% from the annual rent of the Facility *If the facility type is Hotel : * If the facility type is Hotel Apartment : * If the facility type is Cinema:	1,000 * No. of Beds for 5 Star Hotels 600 * No. of Beds for 4 Star Hotels 500 * No. of Beds for 3 or 2 Star Hotels 500 * No. of Beds for Normal Hotel apartment 750 * No. of Beds for Luxurious Hotel apartment AED 50 *No of Chairs



6.2.7	If special features are added to the Trade Name <ul style="list-style-type: none">- Includes Arabized Name- Includes Foreign Name- Includes Region- Includes firm coverage- includes abbreviation- includes Dubai, UAE, Gulf- includes Number- Includes Trade Mark	1,000 2,000 1,000 1,000 2,000 2,000 2,000 1,000
6.2.8	Local Fees	500
6.2.9	License Printing Fee	50
6.2.10	Sign Board Fees	350
6.2.11	In case number of activities exceeds the allowed number of activities (while allowed number of activities for commercial license are 7 and for professional license are 5)	500/ activity

*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. Related Forms

N/A

8. References

Licensing Department regulations



9. Workflow

