

Client Procedure (CP) for New/ Renew Visa Services

Document Reference Number : LD-CGS-P01
Revision Number : 06
Revision Date : July 2018



Table of Contents

1. Purpose	2
2. Scope.....	2
3. Definitions.....	2
4. Procedure	2
5. Service Completion Time.....	5
6. Service Fees*.....	5
7. Related Forms.....	6
8. References.....	6
9. Workflow.....	7



1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for issuance/ renew a visa and other residency services.

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 of AED 3,000 for each employment visa and availability of the required amount for service fees in their prepaid account prior submitting for Visa.

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).
- Valid Establishment Card Copy
- Attested medical report for (Ethiopian, Sri Lankan, Indonesian nationalities)
- Attested Education Certificate (Manager, Director, engineer, doctor, accountant...etc.)

NOTE: Upon submitting the application online, applicant must also state under “comments” the type of medical appointment before generating the payment, if the client did not mention the type of medical appointment LD will process the request as normal medical test.

4.1.3 Once the applicant received his submission reference number, LD will check the required documents availability and update the system as follow:



4.1.3.1 Accept: If the submissions comply with requirements, payment advice will be generated and will be deducted from the client prepaid account.

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

4.1.3.3 More information: If note any missing document or not enough money in the client pre-paid account, LD will request for more information and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.1.4 Once the submission is approved, LD will proceed for entry permit process, medical appointment and change status (in case inside UAE requests), In case 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 should collect the below documents from LD-Passport collection (only the company manager or PRO are accepted to collect the documents)

4.1.4.1 Medical appointment form

4.1.4.2 Entry Permit copy

4.1.4.3 Change Status Paper (in case of Inside UAE requests)

4.1.5 Client should go for the medical test as per the appointment and then should come to LD offices and submit the following documents for RP stamping;

- Original Passport
- Original entry permit with entry stamp from airport (for new visa-outside UAE requests)
- Emirates ID Form
- Employment Contract (CGS-F002a) (2 sets) signed by company and employee with the company stamp
- Valid Medical results.
- Valid Medical insurance card/ certificate.

4.1.6 LD will proceed for RP Stamping process (in case 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), once the passport is stamped with the RP, client should approach Trakhees-LD to collect the following documents (only the company manager or PRO are accepted to collect the documents):

- Passport with RP stamped.
- Attested employment contract.
- Employment ID card
- Client also receive through email the employment ID as a pass file useful in android and apple devises.

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

- Coloured passport copy valid for 6 months.
- Latest passport size photo with white background.
- Residence Permit copy
- Emirates ID form
- Renewed Employment Contract
- Copy valid Medical insurance card/ certificate.
- Copy of valid Establishment Card.

NOTE: Upon submitting the application online, applicant must also state under "comments" the type of medical appointment before generating the payment, if the client did not mention the type of medical appointment LD will process the request as normal medical test.

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

4.2.3.1 Accept: If the submissions comply with requirements, payment advice will be generated and will be deducted from the client prepaid account.

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

4.2.3.3 More information: If note any missing document or not enough money in the client pre-paid account, LD will request for more information and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.2.4 Once the submission is approved, LD will proceed for medical appointment. Upon issuance, system will be updated and client should collect the Medical appointment form from LD-Passport collection (only the company manager or PRO are accepted to collect the documents)

4.2.5 Same steps should be followed as per 4.1.5-4.1.6 from this procedure.

4.3 Re-Printing of Medical Appointment Form

In case the client failed to visit the medical center for medical tests or the medical report is expired, he/she should visit LD-Trakhees office, bring a copy of Entry Permit and Change Status and settle the payment for medical appointment form (refer table 4 for fees). And the new medical appointment form will be given to the client.



5. Service Completion Time

	Service	Completion Time
5.1	Reviewing uploaded documents for New Employment Visa	One Working Day
5.2	Availability of approved entry permit, change status and medical appointment form for collection (from the date of accepting the submission).	5 -10 Working days
5.3	Issuing New Residence Visa from the date of receiving the required documents	3-7 Working Days
5.4	Issuing Residency Renewal from the date of receiving the required documents	3-7 Working Days

6. Service Fees*

	Service	Fees (AED)	
6.1	New employment visa (outside UAE) for 3 years	2,720	+300 for Urgent Requests
6.2	New employment visa (outside UAE) for 1 years	1,680	
6.3	New employment visa VIP (outside UAE) for 3 years	3,350	
6.4	New employment visa VIP (outside UAE) for 1 years		
6.5	New Employment visa (Inside UAE) for 3 years	4,180	
6.6	New Employment visa (Inside UAE) for 1 years	2,870	
6.7	New Employment visa VIP (Inside UAE) for 3 years	4,770	
6.8	New Employment visa VIP (Inside UAE) for 1 years		
6.9	Employment Visa Renew (for 1 year)	1,870	
6.10	Employment Visa Renew (for 3 years)	2,580	
6.11	Medical Appointment Normal**	270	
6.12	Medical Appointment Urgent (48)**	380	
6.13	Medical Appointment Urgent (24) **	480	
6.14	Medical Appointment VIP (4)**	700	
6.15	Delay fines for RP Stamping from entering the country: <ul style="list-style-type: none"> - 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	
6.16	Delay fines for entry Permit Issuance after expiration of visit/ tourist visa: <ul style="list-style-type: none"> - Delay on the first day - Delay fines after the first day 	200 AED 100 AED/ day	



6.17	Delay for RP renew/ termination from the expiry date	
	- after 30 days from RP expiry.	25 AED/day
	- after 180 days from RP expiry	50 AED/day
	- after 360 days from RP expiry	100 AED/day

*Then above fees might be subjected to 5% VAT.

* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

** Medical Appointment fee is included in the new employment visa charges under normal fees. But in case the applicant choose urgent or 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

