

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

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1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for termination of residency services.

2. Scope

This procedure will apply to all clients holding free zone licenses with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction applying for new or renew a residence visa.

3. Definitions

- 3.1 Visa Cancellation - Cancellation of residence visa once applicant decide 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 resume work,
- 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 LAW NO. (8) OF 1980 - Labour law and its amendments
- 4.1.2 Within the probation period both parties; the employer & the employee may terminate the contract without notice.
- 4.1.3 After completion of the probation period; the contract may be terminated by either the employee or the employer in the following conditions:
 - 4.1.4 By the employee & the employer at any time upon 30 days' prior written notice.
 - 4.1.5 By the employer without notification letter, if the employee is absent without permission or valid reason for over than 21 non-consecutive days or more than 7 consecutive days in one year.
 - 4.1.6 In the event of the employee breach article (120) of United Arab Emirates Labour Law No. (8) of 1980 as amended ("The Labour Law").
 - 4.1.7 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.



- 4.1.8 The employer will bear the costs of passages for taking up the appointment. Return passage costs shall only be borne by the employer subject to cancellation of the employment visa or upon completion of the full period or termination of this contract by the employer.
- 4.1.9 Upon completion or termination of the contract the employee undertakes not to seek or work with any company within Trakhees for a period of 6 months from the date of cancellation of the sponsorship.

4.2 End of Service & Gratuities:

- 4.2.1 The gratuities entitlement based on basic salary.
- 4.2.2 Annual leave balance entitlement based on basic salary and accommodation.
- 4.2.3 Gratuity is only applicable after completion of 1 year service

GRATUITIES IN CASE OF RESIGATION (UNLIMITED CONTRACT):

Year of service		Entitlement per year	Remarks
From	To		
1	3 -	7 days	Fraction of a year shall be calculated
3 +	5 -	14 days	Calculated from joining date
1	5 +	21 days	Calculated for the first 5 years
5	& more	30 days	Calculated from after 5th year only

GRATUITIES IN CASE OF TERMINATION (LIMITED CONTRACT):

Year of service		Entitlement per year	Remarks
From	To		
1	3 -	21 days	Fraction of a year shall be calculated
3 +	5 -	21 days	Calculated from joining date
1	5 +	21 days	Calculated for the first 5 years
5	& more	30 days	Calculated from after 5th year only

5. Procedure

5.1 Visa Cancellation (inside / outside country)

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 by uploading the below required documents:



For online application help, please refer to (Section 3.1.14) of below link:

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

- CGS-F02a – End of Service Entitlement and Cancellation
- Passport copy
- Residence Visa Copy
- Copy of valid licence
- Copy of valid establishment card

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

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

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

5.1.3.3 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. Or in case client apply for outside UAE with passport operation staff should request for more information and ask the client to submit the original passport.

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

5.1.4 Once the submission is approved,

5.1.4.1 For Visa Cancellation Inside UAE or Outside UAE with passport: LD will proceed for cancellation of Visa, and the cancellation paper will be sent to company email once issued.

5.1.4.2 For Visa Cancellation Outside UAE without passport (Only applicable if the applicant left the country for more than 6 months): LD will proceed for cancellation of Visa, and the cancellation paper will be sent to company email once issued.

5.2 Unfit Cancellation

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

5.2.2 Client should request for visa cancellation online by uploading the below required documents:



For online application help, please refer to (Section 3.1.14) of below link:

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



- NOC letter from the company.
- Passport copy
- Residence Visa copy.
- Copy of valid company E.C
- Unfit medical report.

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

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

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

5.2.3.3 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.

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

5.2.4 Once the application is approved, LD will communicate with the client to meet the applicant in the DHA.

5.2.5 Application should be available on the agreed time and date in the DHA for eye scan and pay for print-out to immigration.

5.2.6 After the eye scan, LD will proceed for cancellation of Visa, and the cancellation paper will be sent to company email once issued.

5.2.7 Unfit person should leave the country.

5.4 Print- Out service

5.4.1 Client should approach Trakhees- LD office requesting for Print-out report.

5.4.2 LD will generate a payment advice for the service.

5.4.3 Client should settle the payment, and attach the receipt along with the passport and RP copies to LD.

5.4.4 LD will process the service and client can collect the copy of the print-out form the passport collection section.

5.5 EP Cancellation

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

5.5.2 Applicant should apply online for EP cancel on the same submission number of new employment visa application and upload the following documents.



	EP Status	Required Documents
5.5.2.1	Before Entry	<ul style="list-style-type: none"> - EP copy. - Passport copy. - Copy of valid company E.C.
5.5.2.2	After Entry:	<ul style="list-style-type: none"> - Entry Permit copy with entry stamp or change status copy (For after entry) - CGS-F02a – End of Service Entitlement and Cancellation - Passport copy - Establishment Card copy

5.5.3 LD will check the required documents availability and update the system as follow:

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

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

5.5.3.3 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.

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

5.5.4 LD will process the cancellation request and update the system accordingly.

5.5.5 Application should leave the country/ change status. Client should complies to notify Trakhees if the employee doesn't leave the country before the time written in the cancellation paper

6. Service Completion Time

	Service	Completion Time
6.1	Reviewing uploaded documents and update submission status	One Working Day
6.2	Issue the cancellation paper (once the submission is approved)	1-2 Working days
6.3	Generating Print-out copy	One Working Day
6.4	Cancellation of Entry Permit after Entry (once the submission is approved)	1-2 Working days



7. Service Fees*

	Service	Fees (AED)	
7.1	Visa Cancellation (inside Country)	240	+300 for Urgent Requests
7.2	Visa Cancellation from Outside UAE (with or without passport) and sponsor is Trakhees	510	
7.3	Visa Cancellation from Outside UAE (with or without passport) and sponsor is the company	370	
7.5	Unfit Cancellation	240	
7.6	Print out	130	
7.7	EP Cancellation	240	
7.11	Delay fines for EP cancellation from entering the country or from the issuance date of the change status: <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	
7.13	Delay for RP termination from the expiry date <ul style="list-style-type: none"> - 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	

*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.

8. Related Forms

8.1 CGS-F02a End of Service Entitlement and Cancellation

9. References

9.1 Trakhees Rules and Regulation.

9.2 UAE Immigration Rules and Regulation



10. Workflow

10.1 Visa Cancellation

