

Client Procedure to obtain NOC for Activity Verification (NOC-AV)



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1. PURPOSE

The Process of No Objection Certificate-Activity verification issuance (NOC-AV) for Activity Verification ensures compliance by all Retail/Commercial/Office establishments operating within Trakhees-PCFC jurisdiction as listed in this procedure below (3.1).

An Online request through Trakhees e-services is mandatory for all companies/clients prior to the start of operation (specifying the date of commencement of operation in the online request) immediately and not later than 7 days from the start of operation.

2. SCOPE

All commercial, retail and office establishments within the PCFC Business Units shall operate in compliance with the Trakhees rules and regulations. This includes local, federal and other applicable International Health, Safety and Environment (HSE) standards and requirements as well.

3. PROCEDURE

3.1 Group of Activity/Retail that require NOC for Activity Verification

NOC for Activity Verification	Guidelines Reference
Cosmetics, Personal Care Products and Perfumery Shops	ID-RI-G01
Educational Institutions	ID-RI-G02
Optical Shops and Glasses, Lenses Selling	ID-RI-G03
Private Hospitals	ID-RI-G04
Pharmacies	ID-RI-G05
Private General Clinics	ID-RI-G06
Laundry	ID-RI-G07
Massage, Relaxation & SPA	ID-RI-G08
Performing Arts Training Centres (Dance & Music)	ID-RI-G09
Public Swimming Pool	ID-RI-G10
Ladies beauty salon and Ladies Personal Care Centres	ID-RI-G11
Home Care Service Centres	ID-RI-G12
Barber Shops and Gents Personal Care Centres	ID-RI-G13
Health Clubs	ID-RI-G14



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Group of Activities/Retails that require NOC for Activity Verification (Contd.)

NOC for Activity Verification	Guidelines Reference
Play Zone Arcade	ID-RI-G15
Nurseries (Children's)	ID-RI-G16
Pet Shops	ID-RI-G17

*Guidelines for above can be found on Trakhees website at:
<http://trakhees.ae/en/ehs/hs/Pages/HS-Guidelines.aspx>*

3.2 Pre-cursors for NOC for Activity Verification Issuance/Amendment process:

- 3.2.1 Client must obtain a new/pre-built leased premise from the PCFC Business Unit (namely JAFZA, National Industries Park, Limitless, Nakheel, Dubai Customs, etc.) to commence operations.
- 3.2.2 Any construction or modification including machinery installation shall be carried out only after obtaining necessary approvals from Trakhees.
- 3.2.3 Client must obtain Modification/Building Completion Certificate to enable commencement of operations.
- 3.2.4 Client may also obtain pre-built leased/issued premises from the PCFC Business Units or take over built-up facility within the jurisdiction of PCFC to commence operations in the facility after obtaining documentary approval from respective business unit.



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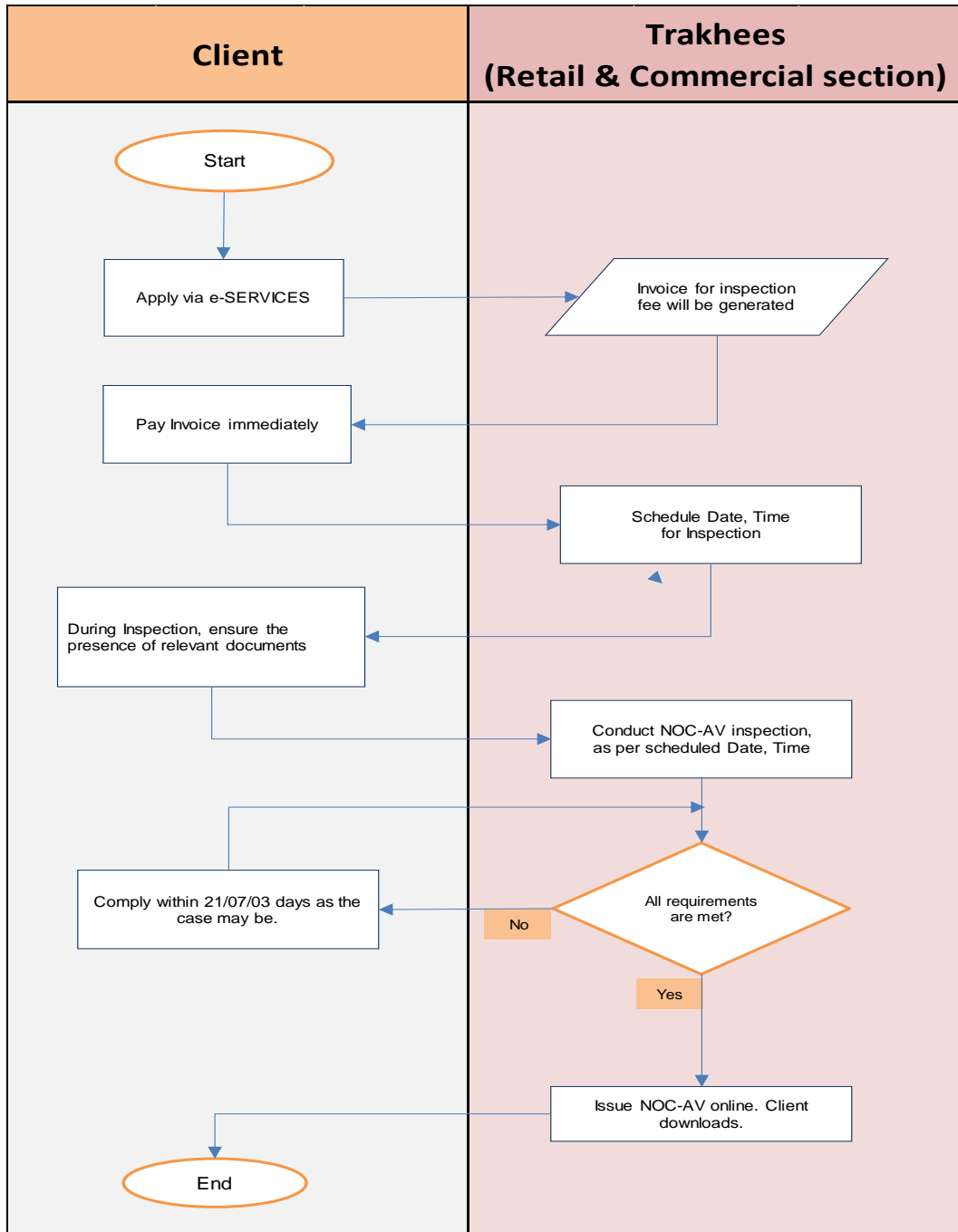
3.3 NOC for Activity Verification - Issuance (New)

- 3.3.1 Subsequent to the above pre-cursors, the client shall send a request using Trakhees e-Services under option "EHS Customer Services", "NOC for Activity Verification" then "New Request".
- 3.3.2 Invoice for inspection fee will be generated on-line and must be settled by the client in order to proceed further.
- 3.3.3 An Inspection Visit Schedule is then issued to the client that specifies the date/time of the inspection. The client shall ensure the availability of relevant documents that support the inspection.
- 3.3.4 The officers shall conduct the inspection as scheduled. Facility shall be operational to enable inspection in respect of Trakhees requirements and other applicable regulations.
- 3.3.5 On completion of the inspection, Trakhees officer shall generate the report in IMS. Client can view the report in the client's on-line account and make appropriate entries and or attach required documents with respect to compliance.
- 3.3.6 Client does rectification measures in line with the time line stipulated in the report, (immediate-03 days for Critical violation, 03-07 days for Major, and 21 days for Minor) and responds on line. The officers shall take whatever actions (including inspections) which are considered to be appropriate in order to confirm the validity of the client's response.
- 3.3.7 In case there is no/unsatisfactory feedback from the client within the stipulated time frame, inspector visits and issues follow up report with regulatory actions like WARNING/PENALTY/WORK STOP ORDER/PROHIBITION etc. as appropriate.
- 3.3.8 On receipt of the satisfactory online feedback, Trakhees Section Manager shall approve the NOC-AV.
- 3.3.9 Once approved, client will receive a notification by default that the NOC is available on-line, ready to be downloaded.



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3.3.10 Workflow - Issuance (New)





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3.4 NOC for Activity Verification – Amendment

When a company/client modifies/adds to his existing facilities/activities, his existing NOC-AV shall require amendment to reflect the changes in the facilities/activities. In this regard, the NOC procedure as described above shall be followed. This is applicable also for sub-leases.

3.5 NOC for Activity Verification – Renewal

Although Trakhees shall automatically initiate the renewal process on an annual basis (*wherein, no intimation to the client shall be given for the inspection visit to their facility*), it shall always be the responsibility of the client to ensure that their NOC for Activity Verification is renewed before it gets expired. The date of expiry of NOC-AV will be in line with date of expiry of the respective license.

Any delays in renewal of the NOC-AV may affect the renewal process of the License/other important documents. A renewed NOC-AV with original approval (date) and current NOV-AV date shall be issued to the client subject to compliance with Trakhees Requirements.

3.6 Miscellaneous NOC-AV for Activity Verification

There are certain establishments in the FZ/under PCFC that operate without a FZ Lease/License. These may be companies with DPA Leases and/or with National Licenses. In such cases also, NOC for Activity Verification - Issuance/Renewal process should be carried out as mentioned above.

3.7 PAYMENT

The NOC-AV annual fee as per the Trakhees Tariff 2010 shall be invoiced through the Trakhees e-services. Settlement of the fee is as per mode of payments set forth by Trakhees Finance Department, and payment channels are advised in the automatic notification sent, upon invoicing online. Payment must be made prior to approval of section manager.

4.0 APPLICABLE REGULATIONS

- 4.1 Occupational Health & Safety Regulations.
- 4.2 FZ/DM/Federal Rules (Wherever applicable)



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5. ATTACHMENTS / RELATED DOCUMENTS:

5.1 Typical Checklist for Inspections for NOC Activity Verification

[CRI-F01a](#)