

Client procedure for requesting for TAMKEEN

(CED's Existing Building Accessibility Evaluation Service)

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1. Purpose

Trakhees provides a quality regulatory free service (TAMKEEN) to their stakeholders in evaluating accessibility for all constructions within Trakhees Jurisdiction, albeit without any liabilities or responsibilities whatsoever on Trakhees.

CED has designed this service to demonstrate and assess existing Building level compliance and preparedness of the Building towards the accessibility and then retrofitting of existing Building, after taking into consideration the reviews and assessment carried out by Trakhees based on compliance points.

2. Scope

The scope of the process is from the receipt of application for Tamkeen to the issuance of evaluation score for all projects within PCFC Trakhees jurisdiction.

Types of Evaluations available within scope:

There are two types of applications/submission that can be applied for, within the scope:

- Tamkeen-Existing Building Accessibility Evaluation - NEW.
- Tamkeen-Existing Building Accessibility Evaluation - AMENDMENT.

3. Definitions and Abbreviations

- **PCFC:** Ports, Customs and Free Zone Corporation
- **Trakhees:** Department of Planning & Development
- **CED** Civil Engineering Division
- **BP** Building Permit
- **NOC** No Objection Certificate
- **MP** Modification Permit
- **MPS** Modification Permit System.
- **MCC** Modification Completion Certificate
- **BCC** Building Completion Certificate
- **CPR** indicates CED's internal processing system

4. Procedure



For quick procedural info, please refer to the [Workflow](#) on last page.
For a more detailed approach, please read below.

There are two (2) types of Evaluation services that can be applied for (i.e NEW / AMENDMENT), as indicated in the Scope above ([section 2.0](#))

4.1 INFORMATION & PREPARATION: For identification of Tamkeen requirements, the Applicant has to visit the website (<https://www.trakhees.ae/en/ced/Pages/Client-Procedures.aspx>) and refer client procedure PCFC-CED-MF-CP-04 with related Application Form (TRK-CED-MF-CF4a).

If not already registered, an applicant requires registering in Trakhees online to avail this service.

4.2 APPLICATION:

The application can be applied online via link <http://online.Trakhees.ae>, by attaching all requirements as set in the TAMKEEN Application Form (TRK-CED-MF-CF4a), together with other submission requirements depending on submission type (i.e. NEW/ AMENDMENT).

4.3 SECTION ADMIN / HELPDESK:

5.4.1 Trakhees-CED Helpdesk receives and verifies the application, and accordingly shall do one of the following:

- Accept – Notify applicant on acceptance of submission
- More Information - Request for more information, where required.

NOTE: *CED Helpdesk reserves the right to Accept/ Reject the submission, if the received applicant is not complete as per checklist requirements.*

4.4 REVIEW & APPROVAL:

After the acceptance and within 15 working days, CED shall then notify customers on the below review outcomes.

APPROVED -	If submission is approved and complete, while complying with all Regulations and Guidelines set by Trakhees
NOT APPROVED -	In the event rectifications are required, the applicant shall be informed via system, for correction.

4.5 DOCUMENT DELIVERY:

Upon final approval by Management, the Applicant receives a download link to the document

5. Service Completion Time

No.	Service Description	Service Completion Time (Working days)
5.1	Time taken from complete request till issue of Evaluation - NEW	15
5.2	Time taken from complete request till issue of Evaluation - AMENDMENT	15

6. Service Fees

TAMKEEN is a free quality regulatory service, and no charges apply

7. Related Documents/ Forms

7.1 Application Form - TAMKEEN

TRK-CED-MF-CF4a

8. Applicable References and Regulations

- Trakhees establishment decree No. 22 for 2009
- Dubai Universal Design Code (DUDC)
- Dubai Municipality checklist for Woosol services
- Building Regulations and Design Guidelines- Architecture (Blue Code)

9. Workflow

