

## Client Procedure for Obtaining NOC for Temporary Traffic Diversion

PCFC- Entity (Business Unit) Name	:	Trakhees – Ports, Customs & Free Zone Corporation
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## 1. Purpose and Objectives

The purpose of this document is to outline the procedure for Clients/ Consultants/ Contractors to obtain a NOC for Temporary Road Traffic Diversion, which once obtained will enable them to initiate installations on site.

Accordingly, TRAKHEES, as Department of Planning and Development of PCFC (hereby referred to as 'Authority'), takes the role of reviewing and approving NOCs for Temporary Traffic Diversion, to support Project development, within Trakhees jurisdiction.

## 2. Scope

The scope is from the receipt of a request from a Consultant/Contractor for a review of Temporary Traffic Diversion approval (online submission) to the issuance of Temporary Traffic Diversion NOC, within Trakhees' jurisdiction.

## 3. Definitions and Abbreviations

HD	HelpDesk (CED's internal section)
Service Fees:	Service fees are charged prior to release of the NOC, and includes Refundable Deposit ( <a href="#">refer section 6</a> )  Payments can be made via channels such as Online payments / Al Ansari Exchanges / Bank Transfers

For acronyms, kindly refer to [APPENDIX – 1: Definitions & Acronyms](#)

## 4. Procedure



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

**4.1 INFORMATION & PREPARATION:** In order to identify service approval stages and submission requirements, the Applicant has to visit the website (<https://www.trakhees.ae/en/ced/Pages/Client-Procedures.aspx>) – PLANNING SECTION, and refer client procedure PCFC-TRK-CED-PI-CP-09 (this procedure) with related forms (refer [section 7.0](#))

#### 4.2 APPLICATION:

The following applications can be applied online via link <http://online.Trakhees.ae> by attaching all requirements as set in 'Application Form – Temporary Traffic Diversion NOC' (CED-PS-PL-CF09a) as per the requested application and including all necessary documents ([refer section 7](#)).

#### 4.3 SECTION ADMIN / HELPDESK:

Upon receiving online submissions, CED Section Admin/ Helpdesk validates all requirements and accordingly updates (via system) the status online, like below.

##### **Online Submission Status:**

<b>In-Progress</b> –	Submission's Acceptance*/ Review is in progress ( <i>*not approval of NOC</i> )
<b>More Info Required</b> –	Applicant to reply to HD's comment/s and/or fulfil HD requirement/s.
<b>Not Accepted</b> –	Application is not accepted by HD (viz. duplicate submission, wrong service request, Applicant request, etc.)

#### 4.4 REVIEW & APPROVAL:

After the acceptance and within 10 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, the CED Engineers stamp relevant drawings.

**RE-SUBMISSION REQUIRED -** In the event where problems have been identified, the applicant shall be informed via system, for correction prior to resubmitting the application. Accordingly, Applicant is required to respond/reply to comment(s).

#### 4.5 FINAL PAYMENT:

Upon receiving notification of successful approval, Applicant ensures that the service fees (including Refundable Deposit, [refer section 6.0](#)) are fully paid for, prior to receiving documents.

**NOTE:** Temporary Traffic Diversion -NOC documents are released via System, only after Applicant completes payments of all fees.

#### 4.6 DOCUMENT DELIVERY:

Finally, applicant receives a download link to the Temporary Traffic Diversion -NOC and all approved drawings/ NOC, immediately after completion of additional payments (if any).

**NOTE:**

- 1) For non-payments, Applicant receives a system notification/ reminder to settle payment, prior to being blocked in system.
- 2) The download link is valid for a month. If applicant fails to download within the validity period, the link expires, and applicant requires to apply for 'Request for Copy of documents, refer PCFC-TRK-CED-DC-CP-01)
- 3) Applicant / Customer's consultant/ Contractor shall comply with all conditions (if any) listed in issued Temporary Traffic Diversion–NOC, and also ensures compliance towards all recommendations are completed.

## 5. Process Measurements

No	Process	Target (Working days)
5.1	Time taken from acceptance of request to issuance of NOC for temporary traffic diversion.	10 WDs

For all submission types, Trakhees/CED is committed to complete review process within the above mentioned targets, however delays can occur due to the following:

- Missing drawings. Or documents
- Details clarification or calculations
- CPR System issue.
- Internal Sections clarification.
- Special approval from higher management
- Pre-requisites not met by client

## 6. Service Fees

No.	Service	Fee Code	Service Fees (AED)
6.1	CED - NOC for Temporary Traffic Diversion	EPPS020	AED 2,500
6.2	Refundable deposit	EGGS260	AED 10,000

\*Fee/s subject to change.

\*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. Documents/ Forms

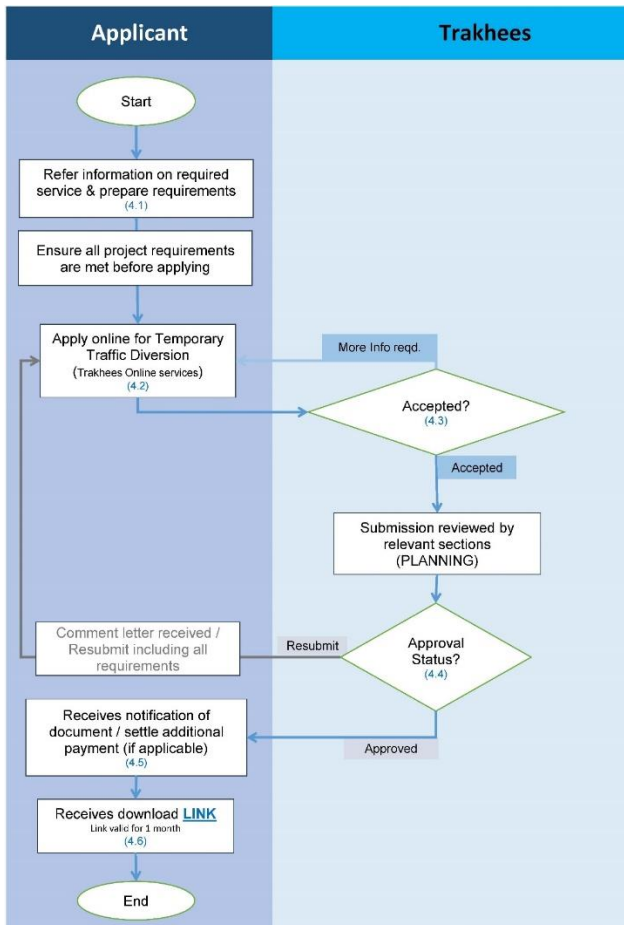
### 7.1 Application Form – Temporary Traffic Diversion NOC

TRK-CED-PL-CF09a

## 8. Applicable References and Regulations

- Urban Planning & MEP Services Regulations & Technical Guidelines.
- Business Units/Developers Affection/Site Plans.
- Business Units/Developers Master/Land Use Plans.
- PCFC – JAFZA/DPA Jebel Ali North Concession Map
- TRAKHEES CED –Drawing Office Master Drawings
- TRAKHEES CED – GIS and Database
- Special Development Zone Projects – Dubai World
- List of CED Services Fees / PCFC Fees & Payment System
- Civil Engineering Department Project Registration (CPR).

## 9. Workflow



Classification: Internal

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## APPENDIX 1 – ACRONYMS

<b>ABP</b>	Administrator - BP Section	<b>GISE</b>	GIS Engineer
<b>ASHRAE</b>	American Society of Heating, Refrigeration and Air Conditioning Engineers	<b>HD</b>	Help Desk
<b>Authority</b>	Trakhees	<b>HVAC</b>	Heating, Ventilation, and Air-conditioning
<b>BP</b>	Building Permit	<b>ID</b>	Inspection Department
<b>BP number</b>	Building permit application number	<b>JAFZA **</b>	Jebel Ali Free Zone Authority
<b>BRDG</b>	Building Regulations and Design Guidelines	<b>JGE</b>	Jumeirah Golf Estate
<b>BU</b>	Business Unit, entities and establishments under the PCFC umbrella (marked **).	<b>MEP</b>	Mechanical, Electrical, Plumbing
<b>CCTV</b>	Closed Circuit Television	<b>NAKHEEL **</b>	Nakheel Properties
<b>CDA</b>	Concept Design Approval	<b>NOC</b>	No Objection Certificate
<b>CEDSR (- ***)</b>	CPR Submission Number	<b>PA</b>	Payment advise
<b>CEDPR (- ***)</b>	CPR Project Registration Submission No.	<b>PCFC **</b>	Ports, Customs & Free Zone Corporation
<b>CED</b>	Civil Engineering Department	<b>PLE</b>	Planning Engineer
<b>CPR</b>	CED Process Register	<b>PLNG</b>	Planning Section
<b>COC</b>	Certificate of Conformity	<b>PM</b>	Planning Manager
<b>DC</b>	Document Controller	<b>PROCESS</b>	Section in Civil Engineering Department, as Main owner of process/ Project registration, and accordingly distributes to different sections for coordinated review/approval.
<b>DCD</b>	Dubai Civil Defence	<b>OWNER</b>	
<b>DCR</b>	Development Control Regulation	<b>RA</b>	Risk Assessment
<b>DED</b>	Department of Economic Development	<b>RE</b>	Review Engineer
<b>DLTM</b>	Dubai Local Transverse Mercator	<b>REV</b>	Revision
<b>DM</b>	Dubai Municipality	<b>ROW</b>	Right-of-way
<b>DMC **</b>	Dubai Maritime City	<b>RTA</b>	Road and Transport Authority
<b>DO</b>	Drawing Office	<b>SC</b>	Section coordinator
<b>DPA **</b>	Dubai Ports Authority	<b>SD</b>	Senior Draughtsman
<b>DPS</b>	Drawing Production System	<b>SDO</b>	Senior Drawing Officer
<b>DPW**</b>	Dubai Ports World		Survey Engineer
<b>DUCAMZ **</b>	Dubai Customs Automobile Zone	<b>SE</b>	Sheet Metal & Air Conditioning
<b>EIA</b>	Environment Impact Assessment	<b>SMACNA</b>	Contractors National Association
<b>EZW **</b>	Economic Zones World	<b>SM</b>	Senior Manager
<b>FP</b>	Facility Permits section of CED	<b>SNO</b>	Submission Number
<b>FRE</b>	Final Review Engineer	<b>TIS</b>	Traffic Impact Study
<b>FREECOM</b>	An Oracle based system used by <b>EZW</b> in managing facilities		
<b>GB</b>	Green Buildings		
<b>GIS</b>	Geographical Information System		

\*\* Business Unit / entities and establishments under the PCFC umbrella

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