

# Client Procedure (CP) for NOC's, Certificates & Letter Services

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## 1. Purpose and Objectives

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for obtaining Letter/Certificates, NOC for government services.

The issued certificates can be used by the clients for applying for services from other government and private entities.

## 2. Scope

This procedure will apply to all clients within Trakhees' jurisdiction.

## 3. Definitions and Abbreviations

3.1 NOC - No Objection Certificate

## 4. Procedure

### 4.1 NOC Issuance

4.1.1 Client should ensure the availability of enough credits in their prepaid account before applying for the service.

4.1.2 Client should apply online and fill up the mandatory fields then submit the application.

Client can apply for the below type of certificates

- Company Work Letter (SGS-F06a).
- NOC for Ministry of Tourism for Training (SGS-F06b)
- NOC for New Driving License (SLS-F06c).
- NOC for Change Driving License (SLS-F06d).



- NOC to Open Personnel Bank Account.(SGS-F06e)
- NOC for Ship Visiting (SGS-F06f).
- NOC letter for Salary Certificate (SGS-F06g).
- NOC - Consulate Letter –Arabic (SGS-F06h).
- NOC - Consulate Letter –English (SGS-F06i)
- NOC- Under Processing Visa (SGS-F06j)
- Liquor License- English (SGS- F06k)
- Adding Partner (SGS-F06l).
- Work Certificate (SGS-F06m)
- NOC - Trade License (SGS-F06n).
- Salary Certificate- English (SGS-F06o)
- Lost Letter (SGS-F06p).
- Visa Approval (SGS-F06q).
- Boat Outing Registration (SGS-F06r)
- Liquor Letter –Arabic (SFS-F06s).
- Return Permit Letter (SGS-F07t)



For online application help, please refer to (Section 3.1.5) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

4.1.3 Client will receive the request letter/ certificate through email.

## 4.2 NOC Re-Print

4.2.1 Client should request re-print for NOC online



4.2.2 Client should fill up the required information then download and will receive the request letter/certificate through email.

## 5. Service Completion Time

	Service	Completion Time
5.1	Sending the requested NOC Letter/Certificates	Once the payment is settled
5.2	Sending the requested re-printed NOC Letter/Certificates	Upon request

## 6. Service Fees\*

	Service	Service Fees (AED)
6.1	Letters and NOC (ALL other than Add Partner/New Commercial License )	90
6.2	Letters and NOC : Add Partner/New Commercial License	520

\*The above fees might be subjective to 5% VAT.

## 7. Related Documents/ Forms

- 7.1 SGS-F06a, Company Work Letter.
- 7.2 SGSF06b, NOC for Ministry of Tourism for Training.
- 7.3 SLS-F06c, NOC for New Driving License.
- 7.4 SLS-F06d, NOC for Change Driving License.
- 7.5 SGS-F06e, NOC to Open Personnel Bank Account.
- 7.6 SGS-F06f, NOC for Ship Visiting Port.
- 7.7 SLS-F06g, NOC letter for Salary Certificate.
- 7.8 SGS-F06h, NOC - Consulate Letter (Arabic).
- 7.9 SGS-F06i, NOC - Consulate Letter (English)



- 7.10 SGS-F06j NOC- Under Processing Visa.
- 7.11 SGS-F06k, Liquor License (English)
- 7.12 SGS-F06l, Adding Partner.
- 7.13 SGS-F06m, Work Certificate.
- 7.14 SGS-F06n, NOC - Trade License.
- 7.15 SGS-F06o, Salary Certificate- English.
- 7.16 SGS-F06p, Lost Letter.
- 7.17 SGS-F06q, Visa Approval.
- 7.18 SGS-F06r, Boat Outing Registration.
- 7.19 SFS-F06s, Liquor Letter –Arabic.
- 7.20 SGS-F07t, Return Permit Letter – Arabic.

## **8. Applicable References and Regulations**

### **8.1 Trakhees Rules and Regulation.**



## 9. Process Workflow

