

Client Procedure for reporting Marine accidents or Vessel equipment and machinery malfunctioning or failure

PCFC- Entity (Business Unit) Name : Trakhees
Department Name : EHS – Environment, Health & Safety
Document Reference Number : PCFC-TRK-EHS-CP-07
Revision Number : 03
Revision Date : April 2022
Classification : Public



Table of Contents

| | |
|---|---|
| 1. Purpose..... | 3 |
| 2. Scope | 3 |
| 3. Definitions and Abbreviations..... | 3 |
| 4. Procedure | 4 |
| 5. Service Completion Time..... | 6 |
| 6. Service Fees..... | 6 |
| 7. Related Documents/ Forms..... | 6 |
| 8. Applicable References and Regulations..... | 6 |
| 9. Contacts | 7 |
| 10. Process Workflow..... | 8 |



1. Purpose

The purpose of this procedure is reporting to Port Authority accidents and vessel equipment and machinery malfunctioning or failure to ensure that port and vessel emergency response plans are implemented and subsequent investigations are carried out. In addition to ensure safe navigation and operation in Port.

Trakhees, the regulatory arm of Ports, Customs & Free Zone Corporation, is referred to hereby, as 'Port Authority'.

2. Scope

The scope of this procedure is to guide both, the Vessel Master and the Vessel's Local agent, to report marine accidents, or vessel equipment and machinery malfunctioning or failure, to the Port Authority.

Subsequently Port Authority shall review documents, inspect vessels, investigates and issue NOCs as applicable.

Applicability:

Procedure shall be applicable to all vessels calling or operating within Dubai Ports & Maritime Areas under PCFC - Trakhees Jurisdiction.

3. Definitions and Abbreviations

- IMDG International Maritime Dangerous Goods Code.
- NOC No Objection Certificate.
- EHS Environment, Health & Safety Department.
- PCFC Ports, Customs & Free Zone Corporation.
- DCD Dubai Civil Defense.
- SIRA Security Industry Regulatory Authority.
- FANR Federal Authority for Nuclear Regulation.
- BU Business Units (Port / DMC / Marinas / Wharfage) Operators.



4. Procedure



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

4.1 General Rules:

- 4.1.1 Vessel Master and the Vessel's local agent, both have to report Marine Accidents or Vessel Equipment and Machinery Malfunctioning or Failure, to the Port Authority.
- 4.1.2 Reporting must be done ample time prior to the entry of the Port limits, and immediately in case of such occurrences during navigation in port limits or during the vessel stay at the port.
- 4.1.3 Port Authority have the right to request the vessel to provide information or documents (Refer section 4.3 below) for review and to inspect the vessel and conduct investigation, as per their convenience, prior to vessel acceptance in Port or during the vessel's stay at Port.
- 4.1.4 Vessel's Local Agent should obtain Marine-NOC from Trakhees Ports & Maritime Section and relevant Port Marine Department for vessel acceptance / vessel sail out, as per applicable.
- 4.1.5 Port Authority have the right to reject or conditionally accept or sail out the vessel as per its decision.
- 4.1.6 Port Authority have the right to take enforcement action against vessels, including financial penalties.

4.2 Reporting:

- 4.2.1 Marine Accidents or Vessel Equipment and Machinery Malfunctioning or Failure must be reported immediately to **Trakhees Ports & Maritime Section** and to the relevant Port Marine Departments (Refer to Section 6).



- 4.2.2 Reporting Form ([EHS-PM-CF07a](#), refer section 7) along with supporting documents and certificates should be submitted by Email to Trakhees Ports & Maritime Section and to the relevant Ports Marine Department
- 4.2.3 Vessel Inspection or investigation based on Port Authority decision shall be subject to charges (as per [Section 6.0](#))

4.3 Required Documents

- 4.3.1 Marine Accidents or Vessel Equipment and Machinery Malfunctioning or Failure Reporting Form – [EHS-PM-CF07a](#).
- 4.3.2 Crew List & Ships Particular.
- 4.3.3 General Arrangement Plan and Stowage Plan.
- 4.3.4 Contingency Plan and Risk Assessment.
- 4.3.5 Material Safety Data Sheet.
- 4.3.6 IMDG List (If Dangerous Cargo is On-board).
- 4.3.7 Health Declaration Form (Only for Illness and Disease).
- 4.3.8 Passport and Seaman Book (Only for Injuries, Fatality, Illness and Disease, Person Missing /Over Board).
- 4.3.9 Others (As Requested).

4.4 Payment

- 4.2.1 Clients must ensure that their Pre-Paid account holds sufficient balance before availing the service.
- 4.2.2 System will generate a Debit Note against the client account for the requested service (as per [Section 6.0](#)).
- 4.2.3 If the client does not hold sufficient balance in their pre-paid account, System will generate a Payment Advice against the client account for the requested service (as per [Section 6.0](#)).



4.2.4 EHS NOC shall be issued after the client settles the Payment Advice.

4.2.5 **Payment Gateways** are listed below:

- Online Web Services: <https://online.trakhees.ae/oaservices>
- Online Mobile Services: <https://online.trakhees.ae/mervices>
- Al Ansari Exchange.
- Dubai Islamic Bank.

5. Service Completion Time

| No. | Service Description | Service Completion Time (Working days) |
|-----|------------------------------------|---|
| 5.1 | Issuance of Marine NOC Certificate | 1 Working day |

6. Service Fees

| No. | Service Description | Fees (AED) | Fees Parameter | Trakhees Payment Advise Code |
|-----|------------------------------------|---------------|-----------------------------|------------------------------------|
| 6.1 | Vessel Inspection | 2000 | Per Vessel / Per Inspection | HPPM 018 |
| 6.2 | Issuance of Marine NOC Certificate | 500 | Per Certificate | HPPM 031 |

7. Related Documents/ Forms

- 7.1 [Form for Marine Accidents or Vessel Equipment and Machinery Malfunctioning or Failure Reporting](#) [EHS-PM-CF07a](#)

8. Applicable References and Regulations

- 8.1 [Trakhees – Ports & Maritime Section Regulations.](#)



9. Contacts

9.1 PCFC Online Services Links

Website: www.Trakhees.ae

Direct Link: <https://online.trakhees.ae/oaservices>

Online User Manuals: <http://trakhees.ae/en/Pages/Online-Help.aspx>

9.2 Ports & Maritime Section

Email: EHS.Ports@pcfc.ae

Phone: +9714-8811881

Office Location: Main Gate No.3, Behind East Fire Station, Jebel Ali Free Zone, Dubai.

Office Working Hours: 07:30 – 15:30 hrs (Sunday – Thursday) Excluding Public Holidays

9.3 VHF Channels:

| Sr. | Organization Name | Email | VHF Channel |
|-------|-----------------------------------|--|-------------|
| 9.3.1 | Trakhees Ports & Maritime Section | Ehs.Ports@trk.pcfc.ae | N/A |
| 9.3.2 | Port Jebel Ali Marine Department | MarineJA.Planners@dpworld.com | 69/16 |
| 9.3.3 | Port Rashid Marine Department | PortControl.PortRashid@dpworld.com | 68/16 |
| 9.3.4 | Port Hamriyah Marine Department | PortControl.PortRashid@dpworld.com | 18/16 |



10. Process Workflow

