

## **GUIDE OF SERVICES**

of the Federal Authority for Identity, Citizenship, Customs & Port Security

Edition 2023

History of amendments	5
Introduction	7
About the Authority	7
The UAE Government Charter	10
Categories of Customers	10
Communication channels	12
Glossary	13
Passport and Family Data services	15
Issuance of passport	16
Renewal of passport	17
Renewal of passports of persons abroad	18
Issuance of replacement of lost\damaged passport	19
Replacement of passport	20
Issuance of Family Data	21
Modification of Family Data	22
Issuance of entry permit:	25
Visiting visas	25
Issuance of entry permit for touristic purpose	25
Issuance of entry permit – multiple-entry tourist visa for 5 years	27
Issuance of entry permit – for visiting a relative or friend	28
Issuance of entry permit for 6 month visit – for doing work assignment	29
Issuance of entry permit – for exploring job opportunities	30
Issuance of entry permit – for exploring opportunities for establishing businesses	31
Issuance of entry permit – for treatment purpose	32
Issuance of entry permit – for studying, training and qualification purposes	33
Issuance of entry permit – courtesy visa	34
Emergency\temporary entry visa	35
Issuance of temporary\emergency entry permit – transit visa	35
Issuance of temporary\emergency entry permit – sailor and airplane crew entry	36
Issuance of emergency entry permit:	37
Entry visa with\without work	38
Issuance of entry permit for employment purpose	38
Issuance of entry permit for employment purpose – Green residence visa	39

Issuance of entry permit Issuance of residence permit without work	40
Issuance of entry permit – Residents in the GCC countries and the foreigners accompanying them	42
Modification\extension\cancellation of entry permits	44
Modification of entry permit	44
Extension of entry permit	45
Cancellation of entry permits	46
Issuance\renewal of residence permits	47
Issuance of residence permit – for employment	47
Renewal of residence permit – for employment	48
Issuance of residence permit – Green residence visa	49
Renewal of residence permit – Green residence visa	51
Residence permits without work	53
Issuance of residence permit for a student enrolled in an educational institution in the UAE	53
Issuance of residence permit without work – virtual work	54
Issuance of residence permit without work – retired foreigner	55
Issuance of residence permit without work for owner of real estate property	56
Issuance of residence permit without work – Residence permit for the family members of a	57
foreigner residing in the UAE	
Issuance of residence permit without work - Residence permit for a male or female national's	58
parents, children and spouse holding foreign passports	
Issuance of residence permit without work - Residence permit for The GCC countries nationals'	59
wives and children holding foreign passports	
Issuance of residence permit without work – Residence permit for the female foreigner whose	60
husband died or divorced her with having one child or more from him	
Issuance of residence permit without work for humanitarian cases – the foreigners whose countries	61
plagued by wars, disasters or unrest	
Issuance of residence permit without work for humanitarian cases – bringing a foreigner's relatives	62
or his wife's relatives into the UAE	
ID. card services	65
Issuance of new ID. card	66
Renewal of ID. card	69
Issuance of replacement of lost\damaged ID. card	72
Request for exemption from the delay charges	73

## **4 |** P a g e

Request for refunding fees	74
Updating data	75
Enterprises and corporates services	77
Issuance of establishment card	78
Renewal of establishment card	79
Modification of establishment card	80
Cancellation of establishment card	82
Digital attestation services	83
Application for subscripting to the Digital Attestation Portal	83
Application for unsubscribing to the Digital Attestation Portal	85
Application for re-subscribing to the Digital Attestation Portal	86
Application for adding a new service of the digital attestation services	87
Application for cancelling one of the digital attestation services	88
Following up services	89
Reporting absconding of a sponsored person by including his name in the administrative list	89
Removal of absconding report regarding a sponsored person from the administrative list	90
Removing the ban on the file of individuals\establishments	92
Application for referring to Courts	93
Issuance of departure permit	94
Modification of departure permit	95
Cancellation of departure permit	96
List of the administrative penalties applicable to the services of the Federal Authority for Identity,	98
Citizenship, Customs and Port Security	
Index	98

## **History of Amendments**

Details of the document					
Description of the	Guide of the Services	Guide of the Services of the Federal Authority for Identity, Citizenship,			
document:	Customs and Port Secu	rity ("ICP")			
Version No.	4				
Date of	Party in charge of	Description of amendment			
amendment	amendment				
15 May 2017	Emirates Identity	Updating the Customer Service Charter and			
	Authority's team	modifying the name to "Happiness Formula".			
		Updating the service channels and the telephone			
		numbers of the centers with adding Umm Hurair			
		and Al Shahama centers. Updating the list of			
		services of individuals in consistence with the $10^{th}$			
		edition of the Service Guide.			
August 2017	Federal Authority for	Amending the Guide as to the design and the data			
	Identity & Citizenship's	included therein.			
	team				
February 2018	Federal Authority for	Amending the Guide's content and re-designing the			
	Identity & Citizenship's	service cards in accordance with the updated list of			
	team	services.			
November 2019	Federal Authority for	Revising and amending the service card according			
	Identity & Citizenship's	to the new structure of ICP and its services.			
	team				
February 2020	Federal Authority for	Revising and amending the service card			
	Identity & Citizenship's				
	team				

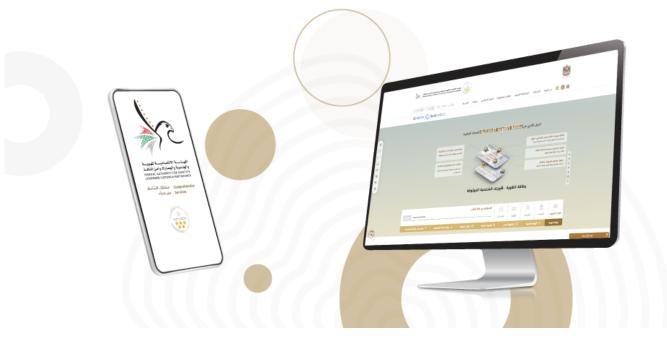
May 2020	Federal Authority for	Revising and amending the service card – Issuance	
	Identity & Citizenship's	of replacement of lost\damaged passport.	
	team		
May 2021	Federal Authority for	Revising and amending the service cards and data	
	Identity & Citizenship's	of the customer happiness centers.	
	team		
July 2022	Federal Authority for	Revising and updating the service cards according	
	Identity, Citizenship,	to the decisions made recently.	
	Customs and Port		
	Security's team		
August 2022	Federal Authority for	Revising and updating the service cards according	
	Identity, Citizenship,	to the decisions made recently.	
	Customs and Port		
	Security's team		
February 2023	Federal Authority for	Revising and updating the service cards according	
	Identity, Citizenship,	to the decisions made recently.	
	Customs and Port		
	Security's team		
May 2023	Federal Authority for	Revising and updating the service cards according	
	Identity, Citizenship,	to the decisions made recently.	
	Customs and Port		
	Security's team		
July 2023	Federal Authority for	Re-designing the Guide's pages and periodic	
	Identity, Citizenship,	revision thereof.	
	Customs and Port		
	Security's team		
August 2023	Federal Authority for	Updating the paragraph "About the Authority"	
	Identity, Citizenship,		
	Customs and Port		
	Security's team		

December 2023	Federal Authority for	Updating the service cards as to the digital
	Identity, Citizenship,	attestation
	Customs and Port	
	Security's team	

## **Overview of the Guide for Services**

## of the Federal Authority for Identity, Citizenship, Customs and Port

**Security** 



#### Introduction

The Federal Authority for Identity, Citizenship, Customs and Port Security is committed to work consistently on enhancing the customers' experience through listening to their views and suggestions, in order to develop and improve the quality and efficiency of the services, where all categories of customers are enabled to keep in touch with the Authority permanently via the communication channels assigned to that purpose.

Based on the Authority's keenness on raising the customers and its staff's awareness on the services it offers, the Federal Authority for Identity, Citizenship, Customs and Port Security issued a Guide showing its services, which is designed in accordance with the requirements of the levels of excellence in the Global Star Rating System for service classification. This Guide contains the information the customer needs to get any of the Authority's services, whether in identity and passport sector or foreigners' affairs and ports sector. This Guide defines also the set of services offered by the Authority and it explains the necessary requirements and steps for getting these services. This Guide is an embodiment of the Authority's strategy, which emanates from its constant striving for ensuring its customers' trust and promoting its partnership with both of public and private sectors in an environment of innovation and pioneering as to launching and implementation of projects. This Guide was developed to ensure the provision of advanced level of services and to be a comprehensive reference in this regard.

#### **About the Authority**

The Federal Authority for Identity, Citizenship, Customs and Port Security is the body concerned with regulation of the affairs of identity, citizenship, passports and entry and residence of foreigners in the UAE, promotion of the security of ports, borders and free zones and upgrading their efficiency and preparedness and the regulation and management of customs work in the UAE in consistence with the security standards and requirements.

The Authority was established on 29 September 2004 by virtue of the Federal Decree-Law No. 2 of 2004 on the establishment of Emirates Identity Authority with purposes including the establishment and updating of the population register and issuance of ID. cards to nationals and residents. In the first stage after it was established, the Authority was concerned with provision of the services of identification and verification of individuals' identity to the federal and local government bodies.

In 2017, a new stage in the Authority's journey started with the promulgation of the Federal Decree-Law No.3 of 2017, whereby the Authority's name was changed from "Emirates Identity Authority" into the "Federal Authority for Identity & Citizenship" with adding new competences to its tasks, which broadened its scope of work, its national role and the customer segments dealing with it. The Authority's competences included, in addition to identity, the affairs of citizenship, passports and entry and residence of foreigner in the UAE, as well as its responsibility for setting the relevant policies and ensuring the implementation of such policies in accordance with the provisions of this Decree and the Laws, regulations and resolutions in force in the UAE.

In 2021, the Authority started a new stage of national action and government service work through receiving new competences that widened its scope of work and role. On 25 August 2021, the Federal Decree-Law No. 14 of 2021 was promulgated with regard to the establishment of the Federal Authority for Identity, Citizenship, Customs and Port Security to take the place of the Federal Authority

for Identity & Citizenship, the Federal Authority for Customs and the Federal Authority for Ports, Border and Free Zones Security. This means that new powers and competences were given to the Authority, including promotion of the security of the ports, borders and free zones and regulation of customs work in the UAE in accordance with the international standards and security requirements.



الهيشة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ FEDERAL AUTHORITY FOR IDENTITY, CITIZENSHIP, CUSTOMS & PORT SECURITY



# THE AUTHORITY'S **STRATEGY** 2023-2026

A reliable identity for a pioneering security system that enhances the attractiveness of tourism and facilitates business for a safe society.

Vision:

## Strategic goals and initiatives:



## Mission:

Providing innovative services to regulate the affairs of citizenship, passports, identity, entry and residence of foreigners, and the governance of security and customs work at the ports to enhance the Security of SOCiety with the attractiveness of the state for living, tourism and business facilitation.

## Values:

### The Charter of the United Arab Emirates



GOVERNMENT OF UNITED ARAB EMIRATES

## THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

## Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

## Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

## One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

## Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

## Integrated, Varied and Consistent Service Channels

Providing government services through various, integratedand coordinated channels that cater to customer preferences through a unified government interface.

## Seamless and Proactive Experience

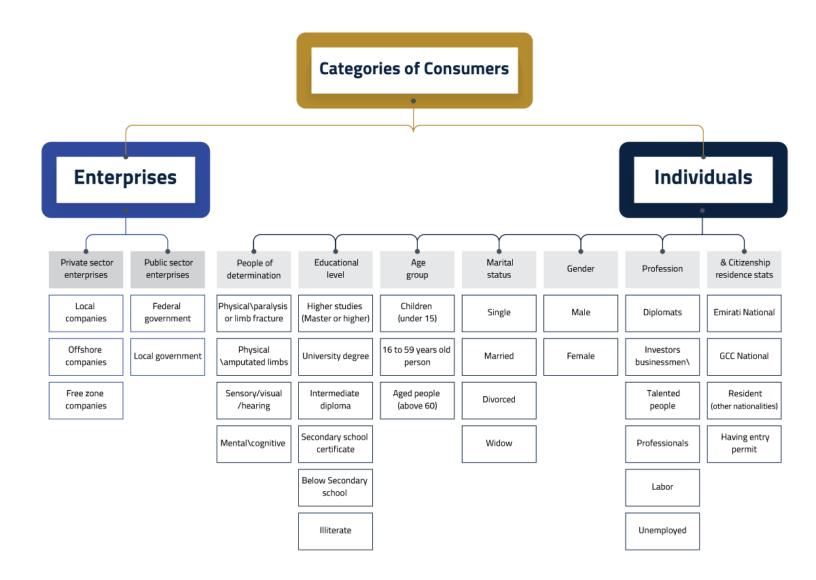
Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

## Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

## Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.



### **Communication Channels**

The Federal Authority for Identity, Citizenship, Customs and Port Security provides 19

communication channels, including channels for completing transactions



Call center	Customers Happiness Centers	Communication with the Director General	Website	Ask Hamad – Chatbot	Social media
600522222	According to	Through the	www.icp.gov.ae	Through the	ICPUAE
24/7 available	the official	website	24/7 available	website and	24/7 available
	working hours			the smart	
				application	

## Glossary

Element	Description
Service	A series of activities and processes conducted by the Authority of the other
	bodies acting on its behalf, in order to fulfill the needs of its customers.
Name of Service	Description of the service procedure, service outcomes and service subject.
Description of	Simplified, accurate explanation of the service, which enables the customers
Service	to understand the type and nature of service.
Code of Service	Identifier code of the service as defined in Khadamati system, which
	consists of figures or letter or both of them, and it is used to distinguish the
	service from other services.
Structure of Service	Identification of the service type, whether main, secondary or
	supplementary one.
Type of Service	Classification of the service, whether information-related, procedural,
	commercial, social or Seizural .
Package	Process of combination of several services from one or more government
	bodies according to certain relevant events and based on the customers'
	expectations and needs, and providing the same to the customer via one
	channel.
Service Completion	The time spent for completing a transaction in full.
Time	
Service Delivery	The mean of communication between customers and the Federal Authority
Channels	for Identity, Citizenship, Customs and Port Security, through which services
	are applied for.
Service Fees	The sum of money paid by the customer to get the service.
Service Delivery	The procedures related to the customer's journey to get the service.
Procedures	

Beneficiary of	The categories benefiting from receiving the services, such as the nationals,
Service "Categories	the GCC countries' national, residents, visitoretc.
of Customers"	

## Passport and Family Book Services



## Passport and Family Data Services

S	Main Services	S	List of Services	Classification of service	Type of service	The body to whom service delivered
1	Passport	1	Issuance of new passport	Secondary	Procedural	G2C
	services	2	Renewal of passport	Supplementary	Procedural	G2C
		3	Renewal of passport of a person	Supplementary	Procedural	G2C
			aboard			
		4	Issuance of replacement of	Supplementary	Procedural	G2C
			lost\damaged passport			
		5	Replacement of passport	Supplementary	Procedural	G2C
2	Family	1	Issuance of Family Data	Secondary	Procedural	G2C
	Data	2	Modification of Family Data	Supplementary	Procedural	G2C
	services					

## **Issuance of Passport**

A service through which a new passport is issued for the first time.



Service	Secondary	Related to:		Issuance of Family
	Secondary	Related to.		
structure:				Data\updating Family Data data
Package:	Mabrouk Ma Yak	Type of serv	ice:	Procedural
Classification	Regular	Main output	:	New passport
of service:				
	Website\Smart	24/7	Service	48 hours
	application		completion	
		According to	time after	
		the working	fulfillment of	
Service delivery		hours	requirements	
hours	Customer	announced		
	happiness	Waiting	for all	
	centers	time: 5 min	channels	
		– Service:		
		7min		
Conditions for	Applicant's ID. Car	d should be av	vailable.	
getting the	The passport hold	er should be i	nside the UAE.	
service:	For the category over 15 year old, the ID. Card should bear the signature and the			
	fingerprint for issuing the passport.			
Limitation of	The beneficiary should be inside the UAE and he should have been added to the			
service:	Family Data.			

Who can apply	Hear of the family (Emirati	Beneficiary	The national individual		
for the service?	nationals) – Beneficiary	of the service			
	(Emirati nationals)	"categories			
		of			
		customers"			
Documents	Personal photo 4.5*3.5cm size v	vith white back	ground.		
required for	Controls and conditions of the p	ersonal photo:			
getting the	The photo should be recent and	in conformity w	ith the specification of ICAO.		
service:	The photo background should be	e white.			
	Hands should not appear above	the shoulder le	vel.		
	Eyes should be opened.				
	Without frame.				
	Photo width: 35 – 40mm.				
Remarks:	Population register number is issued for the newborn babies after inclusion of				
	the newborn baby in the Family Data automatically.				
	The concerned person should be present when giving the new passport to the				
	Customer Happiness Centers for the special cases, except for the minor children				
	who can be represented by the head of the family or their representative.				
	For those who acquired citizenship, the online link will be sent to them to start in				
	applying for new passports.				
	Customers will be exempted fro	m the fees if the	ere is a material error attributed		
	to the Authority when issuing ID	). Cards or passp	ports to the nationals.		
	The below categories are exemp	ted from the fe	es:		
	People who are subject to the Se	ocial Security La	w.		
	People of determination and those with autism.				
Prescribed	Application fees	AED. 10			
fees:	Issuance fees	AED. 40			
	Delivery fees				
	Online service fees	Nominal fees			

## **21 |** Page

Refunded fees:	lssuance fees	Penalties:	Inapplicable	
	only			
Customer's	Getting information on the	Contact center	s - smart application – Authority's website –	
journey	service	Customer Hap	piness Centers – approved communication	
"procedures of		channels of the	e Authority	
the service"	Applying for the	1- Selection of	the preferred channels for applying for the	
	service	service accordi	ng to the available channels.	
		2- Searching fo	or the required service.	
		3- Filling in the	application form (as applicable).	
		4- Payment of	service fees (if any).	
	Communication	SMS, email or o	online notice telling about the	
	while application is	establishment	\developments of the application.	
	under process			
	Getting the service	Receiving the outcomes of the service via the channel selected		
		by the customer (email, Emirates Post office or delivery to the		
		specified addre	255).	

## **Renewal of A Passport**

A service whereby an expired passport is renewed or is about to expire (less than 6 months.)

#### Service channels



Service structure	Supplementary	Related To:		Issue of A Passport
Package:	Not Applicable.	Type of service		Procedural
Service	Normal	Main Output		New Passport
Classificatio				
n				
	Website\Smart	24/7	Service	
Service	application		completion	48 Hours
delivery		According to the	time after	
hours	Customer happiness	announced	fulfillment	
	centers	working hours	of	
		Standby time 5	requireme	
		mins – Service 7	nts for all	
		mins	channels	
Conditions	0 Availability of a valid	passport of at leas	t 6 months.	
for getting	I For the category of the	ose older than 15 y	ears, the sign	ature and fingerprint
the service:	on the ID card are requ	ired for the issuanc	e of the passp	oort.
Limitation	Provide fingerprints an	d signatures for the	ose who are o	der than 15 years and
of service:	do not meet the classif	ification of people of determination.		
Who can	Head of Household (UA	E Nationals) - The		Individual Citizen
apply for	Beneficiary (UAE Natio	nals) beneficiary		
the service?			of the	
			service	
			"categories	

	of cust	omers"			
	- Personal photo size (3.5 x 4.5 cm) with a white background.				
	Personal photo controls and conditions:				
	o the picture is recent and conforms to the spec	ifications of the International			
Documents	Civil Aviation Organization (ICAO)				
required for	o Photo background in white				
getting the	o Hands do not appear above the shoulders				
service:	o Eyes opened				
	o the picture does not contain a frame				
	o Image width 35-40 mm				
	- Access to the service is done by choosing the	service of issuing a passport			
	and determining the reason for the issuance ne	ar the expiry of the passport or			
	that it has expired.				
Remarks:	- If the customer wishes to obtain a passport th	nrough the Customer			
	Happiness Centers, personal attendance is required to receive it. The personal				
	presence of minor children is excluded. The presence of the head of the family				
	or their legal representative is sufficient.				
	- Showing the old passport to the courier repres	sentative is required to deliver			
	the new passport.				
	- Customers are exempted from fees in the eve	nt of a material error due to a			
	reason attributable to the Authority when issuir	ng identity cards or passports			
	of citizens.				
	- The following cases are exempt from fees:				
	o Subjects of the Social Security Law.				
	o Persons with disabilities and autism.				
	Application fees	AED 10			
Prescribed	Issuance fees	AED 40			
fees:	Delivery Fees	AED15			

## 24 | Page

	Online servic	e fees		Nominal fee	
Refunded	Issuance fee only		Penalties:	Not Applicable.	
fees:					
	Getting	Commur	nication Center - Smart A	pplication - Authority's	
	information	website	- Customer Happiness C	enters - Communication	
	on the	channels	approved by the Author	ity.	
Customer's	service				
journey		1- Choos	se the preferred channel	to apply for the service	
"procedures	Applying	accordin	g to the available channe	els.	
of the	for the	2- Searc	h for the service to be pr	ovided.	
service"	service	3- Fill in the application data where applicable.			
		4- Pay the service fee (if any.)			
	Communica	A text m	essage, email, or email n	otification stating the	
	tion while	creation	/developments of the ap	plication.	
	the				
	application				
	is under				
	process				
	Getting the	Receipt	of service outputs throug	gh the channel selected by the	
	service	customer (email, Emirates Post offices, delivery to the specified			
		address.	)		

## Renewing a passport for those who are

## outside the country

A service whereby the expired passport is renewed or is about to expire (less than 6 months) for citizens outside the country in cooperation with the Ministry of Foreign Affairs.



Service	Supplementary	Related To:		Issue of A	
structure					
Bundle	Not Applicable.	Type of service		Procedural	
Service	Normal	Main Output		New Passport	
Classificatio					
n					
			Service		
Service	Website\Smart	24/7	completion	48 Hours	
delivery	application		time after		
hours			fulfillment of		
			requirements		
			for all channels		
Terms of	0 Availability of a valid	passport of at leas	t 6 months.		
Service	I For the category of the	ose older than 15 years, the signature and fingerprint			
	on the ID card are requi	ired for the issuance of the passport.			
Service	Provide fingerprints and signatures for those older than 15 years, and the				
Limitation	classification of people	of determination d	loes not apply to th	nem	
Who can	Head of Household (UA	E Nationals) -	Beneficiary of	Individual Citizen	

apply for	Beneficiary (UAE Nationals)	the service			
the service?		"categories of			
		customers			
		"Beneficiary of			
		the service			
		"Customer			
		Categories"			
	- Personal photo size (3.5 x 4.5 cm) with a	white background.			
	o Personal photo controls and conditions:				
	o the picture is recent and conforms to the	specifications of the International			
Documents	Civil Aviation Organization (ICAO)				
required for	o Photo background in white				
getting the	o Hands do not appear above the shoulder:	S			
service:	o Eyes opened				
	o the picture does not contain a frame				
	o Image width 35-40 mm				
	I A letter from the embassy to prove the re	asons for the person's presence			
	outside the country.				
	- Access to the service is done by choosing	the service of issuing a passport			
	and determining the reason for the issuanc	e near the expiry of the passport or			
NOTE	that it has expired.				
	- The country and the UAE Embassy must be specified in the application when				
	applying, as the issued passport will be delivered to the UAE Embassy in the				
	country specified in the application.				
	- Showing the old passport to the embassy employee is required for the new				
	passport to be delivered.				
	- Customers are exempted from fees in the event of a material error due to a				
	reason attributable to the Authority when issuing identity cards or passports				
	of citizens.				
	Application fees	AED 10			

## 27 | Page

Prescribed	Issuance fees			AED 40	
fees:	Delivery Fees			AED 15	
	Online servic	e fees		Nominal fee	
Refunded	Issuance fee	only	Penalties:	Not Applicable.	
fees:					
	Getting	Commur	nication Center - Smart A	pplication - Authority's	
	information	website	- Customer Happiness Co	enters - Communication	
	on the	channels	approved by the Author	ity.	
Customer's	service				
journey		1- Choos	se the preferred channel	to apply for the service	
"procedures	Applying	accordin	g to the available channe	ls.	
of the	for the	2- Search for the service to be provided.			
service"	service	3- Fill in	the application data whe	re applicable.	
		4- Pay th	ne service fee (if any.)		
	Communica	A text m	essage, email, or email n	otification stating the	
	tion while	creation	/developments of the ap	plication.	
	the				
	application				
	is under				
	process				
	Getting the	Receipt o	of service outputs throug	h the channel selected by the	
	service	custome	r (email, Emirates Post o	ffices, delivery to the specified	
		address.	)		

## Issuance of Lost / Damaged Passport.

A service whereby a passport is issued instead of lost/damaged.

## Service channels



Service	Supplementary	Related To:	Related To:	
structure				
Bundle	Not Applicable.	Type of service		Procedural
Service	Normal	Main Output		New Passport
Classificatio				
n				
	Website\Smart	24/7	Service	
Service	application		completion	48 Hours
delivery		According to the	time after	
hours	Customer happiness	announced	fulfillment	
	centers	working hours	of	
		Standby time 5	requireme	
		mins – Service 7	nts for all	
		mins	channels	
Terms of	🛛 Valid passport.			
Service				
Service	Provide fingerprints an	d signatures for the	ose older than	15 years, and the
Limitation	classification of people	of determination d	loes not apply	to them.
Who can	Head of Household (UA	of Household (UAE Nationals) - The		Individual Citizen
apply for	Beneficiary (UAE Natio	nals.) beneficiary		
the service?		of the		
			service	
			"categories	

			of cust	omers"		
	3.5x4.5 pho	3.5x4.5 photo with white background.				
	- Personal p	hoto cont	rols and conditions:			
	o the picture	is recent a	and conforms to the spec	ifications of the International		
Documents	Civil Aviation	Organizat	tion (ICAO)			
required for	o Photo back	ground in	white			
getting the	o Hands do n	ot appear	above the shoulders			
service:	o Eyes opene	d				
	o the picture	does not a	contain a frame			
	o Image widt	h 35-40 n	าทา			
	I Fill in the ele	ectronic de	eclaration in the registrat	ion application.		
	- If the custo	mer wishe	es to obtain a passport th	nrough the Customer		
NOTE	Happiness Ce	enters, per	rsonal attendance is requ	ired to receive it, and		
	attendance is	s excluded	for:			
	- Personal pr	esence fo	r minor children, where t	he presence of the head of the		
	family or the	ir legal rep	resentative is sufficient.			
	- Customers	are exemp	oted from fees in the eve	nt of a material error due to a		
	reason attrib	utable to t	he Authority when issui	ng identity cards or passports		
	of citizens.					
	Application fe	ees		AED 300		
Prescribed	Issuance fees	5		Not Applicable.		
fees:	Delivery Fees	5		AED 15		
	Online servic	vice fees Nominal fee				
Refunded	Issuance fee	e only Penalties: Not Applicable.				
fees:						
	Getting	Commur	nication Center - Smart A	pplication - Authority's		
	information	website - Customer Happiness Centers - Communication				
	on the	channels	approved by the Author	ity.		

## **30 |** P a g e

Customer's	service	
journey		1- Choose the preferred channel to apply for the service
"procedures	Applying	according to the available channels.
of the	for the	2- Search for the service to be provided.
service"	service	3- Fill in the application data where applicable.
		4- Pay the service fee (if any.)
	Communica	A text message, email, or email notification stating the
	tion while	creation/developments of the application.
	the	
	application	
	is under	
	process	
	Getting the	Receipt of service outputs through the channel selected by the
	service	customer (email, Emirates Post offices, delivery to the specified
		address.)

## **Passport Replacement**

A service whereby a passport is replaced if the pages are completed, or the features change.

### Service channels



Service	Supplementary	Related To:		Issue of A Passport	
structure					
Bundle	Not Applicable.	Type of service		Procedural	
Service	Normal	Main Output		New Passport	
Classificatio					
n					
	Website\Smart	24/7	Service		
Service	application		completion	48 Hours	
delivery		According to the	time after		
hours	Customer happiness	announced	fulfillment		
	centers	working hours	of		
		Standby time 5	requireme		
		mins – Service 7	nts for all		
		mins	channels		
Terms of	🛛 Valid passport.				
Service					
	- Provide fingerprints a	nd signatures for t	hose older tha	an 15 years, and the	
Service	classification of people	of determination d	loes not apply	to them.	
Limitation	- For children under the	r children under the age of 15, the request to replace the passport for a			
	change of features is a	ures is accepted only once, as it is then considered a request to			
	replace the passport				
	- A replacement for a L	ost and damaged a	and a fee of 30	00 dirhams shall be	
	paid.				

Who can	- Head of Household (UAE Nationals) -	The	Individual Citizen			
apply for	Beneficiary (UAE Nationals)	beneficiary				
the service?		of the				
		service				
		"categories				
		of				
		customers"				
	- 3.5x4.5 photo with white background.					
	- Personal photo controls and conditions:					
Documents	o the picture is recent and conforms to the	specifications	s of the International			
required for	Civil Aviation Organization (ICAO)					
getting the	o Photo background in white					
service:	o Hands do not appear above the shoulders	5				
	o Eyes opened					
	o the picture does not contain a frame					
	o Image width 35-40 mm					
	- If the customer wishes to obtain a passport through the Customer					
NOTE	Happiness Centers, personal attendance is required to receive it, and					
	attendance is excluded for:					
	- Personal presence for minor children, whe	ere the prese	nce of the head of the			
	family or their legal representative is suffic	ient.				
	- Showing the old passport to the embassy	employee is	required for the new			
	passport to be delivered.					
	- Customers are exempted from fees in the event of a material error due to a					
	reason attributable to the Authority when issuing identity cards or passports					
	of citizens.					
	Application fees		AED 10			
Prescribed	Issuance fees	AED 40				
fees:	Delivery Fees		AED 15			

## **33 |** P a g e

	Online service fees		Nominal fee	
Refunded	Issuance fee only		Penalties:	Not Applicable.
fees:				
	Getting	Communication Center - Smart Application/Authority's website		pplication/Authority's website
	information	- Customer Happiness Centers - Communication channels		
Customer's	on the	approved by the Authority.		
journey	service			
"procedures	Applying	1- Choose the preferred channel to apply for the service		
of the	for the	according to the available channels		
service"	service	2- Search for the service to be provided.		
		3- Fill in the application data where applicable.		
		4- Pay the service fee (if any.)		
	Communica	A text message, email, or email notification stating the		
	tion while	creation/developments of the application.		
	the			
	application			
	is under			
	process			
	Getting the	e Receipt of service outputs through the channel selected by t		the channel selected by the
	service	customer (email, Emirates Post offices, delivery to the specified		
		address.)		

## **Issuing Family Data**

A service whereby a new statistical registration is issued and family data is issued.

## Service channels Service Website Smart

Centers

Арр

Service	Secondary	Related To:		Not Applicable.
structure				
Bundle	Not	Type of service		Procedural
	Applicable.			
Service	Normal	Main Output		Electronic
Classification				Summary of
				Entry
	Website\Smar	24/7	Service	
Service	t application		completion time	48 Hours
delivery hours		According to the	after fulfillment	
	Customer	announced working	of requirements	
	happiness	hours	for all channels	
	centers	Standby time 5 mins		
		– Service 9 mins		
	- If a family registry is issued under a marriage statement, and the			
	marriage contract was concluded outside the country, or the marriage			
Terms of	contract is more than one year old, a certificate of continuity must be			
Service	brought			
	- Marriage from within the state.			
	- If the husband wishes to add a foreign wife, her presence with the			
	husband is required before the Customer Happiness Center.			
	- If the citizen husband or wife is a member of the armed forces, a letter			
	of no objection is required to marry a foreign wife or husband.			

		- If a family registry is issued under a marriage statement and t				
		husband does not work, a declaratio	ist be brought from			
		the Sharia Court. The divorced woman may choose the place of is				
		of the new family registry based on the registration of her divorcee or				
		her father. If the place of issuance of her father's family registry is				
		chosen, it must be added to him before marriage.				
Serv	ice	A new family registry shall be issued to the widow if she does not ha				
Limi	tation any children registered in the family registry of her dece			deceased husband.		
Who	can apply	- Beneficiary (UAE Nationals)	The	Individual Citizen		
for the			beneficiary			
service?			of the			
			service			
			"categories			
			of			
			customers"			
Common		- A personal photo with a size of (3.5 x 4.5 cm) of the owner of the				
Documents		transaction, and for cases of marriage or divorce, the photo may be				
		provided to the other individual.				
C G		- The passport of the foreign wife o	r - The las	- The last educational		
servi	Marriage	husband.	qualificat	qualification for husband and		
	Certificat	- A copy of the birth certificate of th	e wife.	wife.		
ining	е	husband and wife.	- Certific	ate of "To Whom It		
Aandatory documents for obtaining the e Divorced Stateme stateme ut			May Con	cern" from the		
			employe	r of the husband and		
nents			wife.	wife.		
осил			- Contrac	- Contract of Marriage		
ory d	Divorced	- Approval of a case by the Sharia	- Certific	- Certificate of "To Whom It		
Stateme		court not to marry after divorce.	May Con	May Concern" from the		
Mar	nt		Divorced	Divorced Person's Employer.		

				- Divorce Certificate	
	Widow	- Certificate "	To Whom It May Concern	- Approval of a case by the	
	Separatio	"from the wic	low's employer.	Sharia court not to marry after	
	n			the death of the husband.	
	Stateme				
	nt				
	Removal	- Approval of	a case by the Sharia	- Last educational	
	of	Court.		qualification.	
	registrati	- A copy of a	birth certificate.	- Certificate of "To Whom It	
	on for			May Concern "from the	
	those			employer.	
	over 30				
	years old				
NOT	OTE If the application is returned more than 3 times, the transaction is			3 times, the transaction is	
canceled, and		canceled, and	the customer must reapply for the application.		
In the case of		In the case of	issuing a registration summary of a marriage statement		
		made only on	ce to the head of the famil	y (the husband) or the UAE	
		citizen marrie	ed to a foreigner.		
		Application fees	for issuing the registry	AED 50	
Pres	cribed	statement.			
fees		Application Fee	for Statistical Statement	AED 25	
Online service fee		Online service fe	es	AED 50	
Refunded fees:		Not	Penalties:	Not Applicable.	
		Applicable.			
		Getting	Communication Center -	Smart Application - Authority's	
		information on	website - Customer Happiness Centers - Communication		
		the service	channels approved by the Authority.		
Cust	omer's	Applying for	1- Choose the preferred	3- Fill in the application data	
jourr	iey	the service	channel to apply for the	where applicable.	

"procedures of the service"		service according to the 4- Pay the service fee (if any.) available channels. 2- Search for the
		service to be provided.
	Communicatio	A text message, email, or email notification stating the
	n while the	creation/developments of the application.
	application is	
	under process	
	Getting the	Receipt of service outputs through the channel selected
	service	by the customer (email, Emirates Post offices, delivery to
		the specified address.)

## **Modify Family Data**

A service whereby a statistical statement is modified and the Family Data is updated.

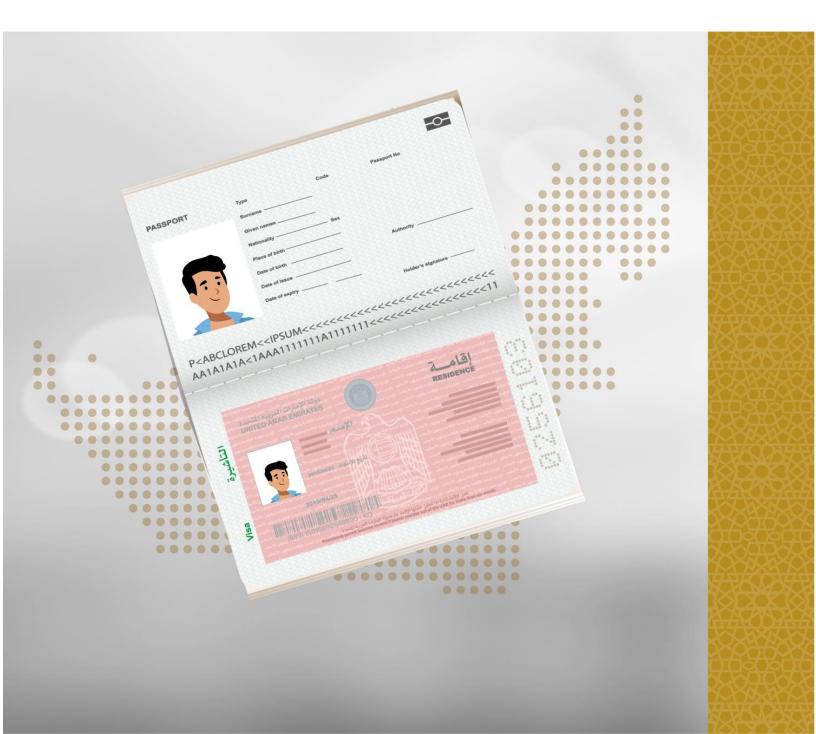


	Γ			
Service	Supplementary	Related To:		Issuing a
structure				statement of
				registry
Package	Mabrok Ma Yak	Type of service		Procedural
	package only in			
	case of adding a			
	newborn			
Service	Normal	Main Output		Updated
Classification				electronic
				abstract of
				registry
	Website\Smart	24/7	Service	
Service delivery	application		completion	48 Hours
hours		According to the	time after	
	Customer	announced working	fulfillment of	
	happiness centers	hours	requirements	
		Standby time 5	for all	
		mins – Service 9	channels	
		mins		
	- In the case of	adding a first child of a	foreign wife wh	o is not
	registered in the family registry, the original of the marriage			
Terms of	contract must be brought.			
Service	- In the case of	adding a first child of a	citizen wife who	o is not

		registered in the family registry, it m	ust be added befo	re adding the		
		newborn.				
		- If the child is born outside the UAE, t	he birth certificate	shall be		
		replaced to be issued by the compete	ent official authori	ties in the		
		UAE.				
		- If the child is born outside the country, and the emergency passport				
		is used to enter the country, the pass	sport must be surr	endered.		
		- If a wife is added to the family regist	ry and the marriag	e contract		
		was concluded outside the country o	r the marriage cor	ntract is more		
		than one year old, a certificate of con	tinuity of marriag	e must be		
		brought from within the country.				
		- If a wife is added to the family registry and the husband does not				
		work, a declaration of status must be brought from the Sharia				
		Court.				
Serv	vice	- If the husband wishes to add a foreign wife, her presence with the				
Limi	tation	husband is required before the Customer	Happiness Cente	r.		
Who	can apply	Head of Household (UAE Nationals)	The beneficiary	Individual		
for t	he service?		of the service	Citizen		
			"categories of			
			customers"			
Com	imon	- A personal photo (3.5 x 4.5 cm) in size v	with a white backg	ground.		
Docu	uments	- Fill out the electronic declaration in the	registration applic	ation.		
to	Add	- Birth Certificate				
ation	Newborn					
gistra	Add Wife	- A copy of the wife's birth certificate.				
of reg		- Contract of Marriage				
ent d		- The wife's last educational qualification				
A statement of registration to		- The original of the wife's passport in ca	se she is a foreign	er.		
A sta	Removal	Divorce Certificate.				

of a				
Divorcee				
Removal	- Death Certificat	e		
of Death	- Passport.			
Case				
Edit first	Letter amending t	the first name from the s	Sharia Court.	
name				
NOTE	- Customers are r	eceived at the Custome	r Happiness Centers for special	
	cases only. The w	orking hours are as adve	ertised on the website.	
	- Amendment ser	vices that do not require	e the issuance of a new	
	statement of registry are done without fees.			
Prescribed	Application fees Not Applicable.			
fees:	Online service fees		Not Applicable.	
Refunded fees:	Issuance fee only Penalties: Not Applicable		Not Applicable.	
	Getting	Communication Center - Smart Application -		
	information on the	Authority's website - C	ustomer Happiness Centers -	
	service	Communication channe	els approved by the Authority.	
Customer's		1- Choose the preferre	d channel to apply for the	
journey	Applying for the	service according to the	e available channels.	
"procedures of	service	3- Fill in the applicatior	n data where applicable.	
the service"		4- Pay the service fee	(if any.)	
		2- Search for the servio	ce to be provided.	
	Communication	A text message, email,	or email notification stating	
	while the	the creation/developm	ents of the application.	
	application is			
	under process			
	Getting the service	Receipt of service outp	uts through the channel	
		selected by the custom	ner (email, Emirates Post	
		offices, delivery to the	specified address.)	

# Entry and residence permit services



# Entry and residence permit services

S.N.	Main Services	S. N.	List of Services	Service Classificati on	Type of service	The entity to which the service is provided
	Entry Permit	1	Issuance of Entry Permit	Secondary	Procedu ral	G2C
1		2	Modify Entry Permit Data	Suppleme ntary	Procedu ral	G2C, G2B, G2G
	3	3	Extension of Entry Permit	Suppleme ntary	Procedu ral	G2C
		4	Revocation of Entry Permit	Suppleme ntary	Procedu ral	G2C, G2B, G2G
2	Residency	1	Issuing a residence permit	Secondary	Procedu ral	G2C
		2	Renewal of residence permits	Suppleme ntary	Procedu ral	G2C
		3	Edit stay details	Suppleme ntary	Procedu ral	G2C, G2B, G2G
		4	Cancellation of Residence Permits	Suppleme ntary	Procedu ral	G2B
3- Ou	3- Outlets 1		Issuing entry permissions from ports	Secondary	Procedu ral	
			(land, sea, air)			G2C

2	Request to Register the	Secondary	Procedu	
	Entry of Marine Vehicles		ral	
	(Marine)			G2C

#### **Issuance of Entry Permit:**

#### **Visitor Visas:**

Issuing an entry permit to visit for tourism:

A service under which an entry permit to the country for tourism

is issued by one of the establishments operating in the field of tourism for one or several trips. The validity period of the entry permit (30) days or (60) days may be extended once or multiple times, not exceeding (120) days, and may be extended by a decision of the Director General in excess of that, not exceeding (180) days.

Service	Secondary	Related To:		Not Applicable.
structure				
Bundle	Not Applicable.	Type of service		Procedural
Service	Normal	Main Output		Electronic Entry
Classification				Permit
	Website (Facility		Service	
Service	System) Smart	24/7	completion	48 Hours
delivery	Application		time after	
hours			fulfillment	
			of	
			requireme	
			nts for all	
			channels	
Terms of	- Passport valid f	or more than (6)	- Presentir	ng its tourism program.
Service	months.		- Completi	on of the fee and
	- A ticket to conti	- A ticket to continue its trip or a fina		uarantee.
	ticket to leave the	e country.		



	- Valid health insurance within the				
	country.				
	- Approval of the competent authoriti	ies of entry.			
Service	- The visa allows its holder to enter o	nce or multiple times as			
Limitation	determined by the issuing authority, a	and his stay may not exceed 180			
	days.				
	- The entry visa is valid for (60) days f	rom the date of issuance, and the			
	customer must enter the country bef	ore that to avoid the cancellation or			
	extension of the visa for a similar peri	iod.			
Who can	Establishments operating in the field of	The beneficiary of The Guest			
apply for the	tourism.	the service			
service?		"categories of			
		customers"			
Documents	A recent personal photo with a	- Financial guarantee document.			
required for	white background measuring 4/6.	- Health Insurance Document.			
getting the	- Copy of Passport.	- A statement of the tourist			
service:	- program.				
	- The validity period of the entry permit shall either be (30) or (60) days				
NOTE	from the date of entry into the State, which may be extended once or				
	multiple times, not exceeding (120) da	ays, and may be extended by a			
	decision of the Director-General in ex	cess of that, not exceeding (180)			
	days.				
	- Companions of tourist arrivals (children of tourists) under the age of				
	(18) years shall be exempted from the financial guarantee.				
	Application fees	AED 100			
	Issuance fee for one trip.	AED 100 per month.			
Prescribed	Multi-trip issuance fee.	AED 200 per month.			
fees:	Online service fees	AED 100			
Refunded	Issuance fee only Penalties:	AED 50 per day after visa			

fees:					cancellation or	expiry.
	Issuing an entry		AED 1000	Issuin	ig an entry permit	AED 2000
Guarantee	permit for one tri	p.		for se	veral trips.	
			The guarantee shall be retrieved by submitting a			nitting a
	Warranty Return		request to re	trieve t	he financial guarante:	e after the
			cancellation o	or exit (	of the visa beneficiary	from the
			territory of th	ne Stat	e if it does not occur v	vhile
			committing a	reside	ency violation.	
			I The request	for the	e refund of the financi	al guarantee
			must be subr	nitted	within (5) years, othe	rwise the
		amount is considered non-refundable.				
	Getting	ietting Communication Center - Smart Application - Authority's			uthority's	
	information on	web	website - Customer Happiness Centers - Communication			
	the service	chai	channels approved by the Authority.			
		1- C	1- Choose the preferred channel to apply for the service			
Customer's	Applying for	acco	ording to the a	vailable	e channels.	
journey	the service	2- S	earch for the s	service	to be provided.	
"procedures		3- F	ill in the applic	ation o	lata where applicable	
of the		4- F	Pay the service	fee (if	any).	
service"	Communicatio	A te	xt message, ei	mail, oi	remail notification sta	ating the
	n while the	crea	ition/developn	nents c	of the application.	
	application is					
	under process					
	Getting the	Rec	eiving the outp	outs of	the service through t	he channel
	service	chos	sen by the cus <sup>.</sup>	tomer	(email, Emirates Post	offices,
		deliv	very to the spe	cified a	address.)	

### Issuing a visit entry permit – multiple

#### tourist visa for (5) years:

A service under which an entry permit is issued to the state for tourism for (5) multi-entry years, and the period of stay in

the state does not exceed (90) consecutive days, and it can be extended for a similar period if it does not exceed (180) days.

Service	Secondary	Related To:		Not Applicable.
structure				
Bundle	Not Applicable.	Type of service		Procedural
Service	Normal	Main Output		Electronic Entry
Classificatio				Permit
n				
			Service	
Service	Website\Smart	24/7	completion	48 Hours
delivery	application		time after	
hours			fulfillment of	
			requirements	
			for all	
			channels	
Terms of	- Passport valid	for more than (6) m	onths.	
Service	- Availability of a	bank balance of \$4	,000 or its equiva	lent from foreign
	workers			
	- A ticket to conti	nue the trip or a ticket to leave the country within the 6		
	months preceding	; the application.		
	- Valid health ins	urance within the S	itate.	
	- Fulfillment of th	ne fee and financial	guarantee.	

Service	Approval of the competent authorities of entry.				
Limitation		•	ys from the date of issuance, and the		
			/ before that to avoid the cancellation		
	or extension of the visa for a similar period.				
Who can		Beneficiary of the Service The beneficiary of The Guest			
apply for	Serier any of the Serie		the service		
the service?			"categories of		
			customers"		
	- A recent person	al photo with a	white background and a size of 4/6		
Documents	-		vailability of a bank balance of \$4,000		
required for		U	rkers during the 6 months preceding		
getting the	the submission o	C C			
service:	- A copy of the passport.				
	- Financial guarantee document.				
	- Health Insurance Document.				
NOTE	- Companions of	tourist arrivals (	children of tourists) under the age of		
	(18) years shall b	e exempted fror	n the financial guarantee.		
	- The period of st	ay in the State s	shall not exceed (90) continuous days		
	and may be exter	nded for a simila	r period if it does not exceed (180)		
	days.				
	Application fees		AED 100		
Prescribed	Issuance fees		AED 500		
fees:	Online service fees		AED 100		
Refunded	Issuance fee only	Penalties:	AED 50 per day after visa cancellation		
fees:			or expiry.		
	Guarantee Fee	AED 3000			
		The guarantee	shall be retrieved by submitting a		
Guarantee	Warranty Retrieval	trieval retrieval request after the cancellation or exit of the			
	Mechanism	beneficiary fro	m the territory of the State if it does		

		not occur while committing a residency violation.
		I The request for the refund of the financial guarantee must be submitted within (5) years, otherwise the amount is considered non-refundable.
	Getting	Communication Center - Smart Application - Authority's
	information	website - Customer Happiness Centers - Communication
Customer's	on the	channels approved by the Authority.
journey	service	
"procedures	Applying	1- Choose the preferred channel to apply for the service
of the	for the	according to the available channels.
service"	service	2- Search for the service to be provided.
		3- Fill in the application data where applicable.
		4- Pay the service fee (if any).
	Communica	A text message, email, or email notification stating the
	tion while	creation/developments of the application.
	the	
	application	
	is under	
	process	
	Getting the	Receiving the outputs of the service through the channel
	service	chosen by the customer (email, Emirates Post offices, delivery
		to the specified address.)

## Issuing an entry permit to visit – to visit a

#### relative or friend:

A service under which an entry permit is issued to visit a relative or friend of a citizen or resident, and the validity period of the entry permit is (30), (60), or (90) days.





Service	Secondary	Related To:		Not		
structure				Applicable.		
Bundle	Not Applicable.	Type of service		Procedural		
Service	Normal	Main Output		Electronic		
Classificatio				Entry Permit		
n						
		Service				
Service	Website\Smart	24/7	completion time	48 Hours		
delivery	application	after fulfillment of				
hours			requirements for			
			all channels			
	- Passport valid f	or more than (6) m	onths.			
	- A ticket to conti	nue the trip or a tic	ket to leave the coun	try.		
	- Health insuranc	e that will take effe	ect within the country	Ι.		
Conditions	- Completion of t	he fee and financia	l guarantee.			
for getting	- Be a friend or re	elative of a citizen, r	egardless of the deg	ree of kinship.		
the service:	- If the visa applic	ant is a foreign wif	e to visit her husband	d who is a		
	citizen of the Coo	peration Council fo	r the Arab States of t	he Gulf, she		
	must have a valid residence permit in the country of which the husband					
	is a national.					
	- Be a relative of	a foreigner residing	g in the country of the	e first or second		

	degree, provided that the resident foreigner occupies one of the first or						
	second-level jobs according to the approved classification.						
Service	- Approval of the	competent auth	orities of entry.				
Limitation	- The entry visa is	s valid for (60) da	ays from the date of iss	uance, and the			
	customer must e	nter the country	before that to avoid the	e cancellation or			
	extension of the v	/isa for a similar	period.				
Who can	Beneficiary of the Servi	ce	The beneficiary of	The Guest			
apply for			the service				
the service?			"categories of				
		customers"					
	- A recent personal photo with a white background measuring 4/6.						
Documents	- Proof of kinship.						
required for	- Copy of Passport.						
getting the	- Proof of the justifications for the visit.						
service:	- Financial guarantee document.						
	- Health Insurance Document						
	- A copy of the re	esidence permit i	n one of the Gulf Coope	eration Council			
	countries of whic	h the <u>foreign vis</u>	itor's spouse is a natio	onal in the			
	<u>country</u> .						
	- Travel Ticket.						
NOTE	The validity perio	d of the entry pe	rmit (30) or (60) or (90)	days from the			
	date of entry into	the country may	y be extended once or r	nultiple times			
	by the issuing aut	chority, not excee	eding (180) days				
	Application fees		AED 10	0			
	Issuance fee for one tri	р.	AED 100 per	month.			
Prescribed	Multi-trip issuance fee.		AED 200 per	month.			
fees:	Online service fees		AED 100				
Refunded	Issuance fee only	Penalties:	AED 50 per day	after visa			
fees:			cancellation o	r expiry.			

	Issuing an entry		AED 1000	Issuing an entry permit	AED 2000		
	permit for one tri	р.		for several trips.			
Guarantee			The guarante	The guarantee shall be retrieved by submitting a			
	Warranty Retriev	al	retrieval requ	lest after the cancellation or	exit of the		
	Mechanism		beneficiary fr	rom the territory of the State	e if it does		
			not commit r	esidency violations.			
			I The request	for the refund of the financ	ial guarantee		
			must be subr	mitted within (5) years, othe	rwise the		
		amount is considered non-refundable.					
	Getting	Communication Center - Smart Application - Authority's					
	information on	webs	site - Custome	r Happiness Centers - Comn	nunication		
Customer's	the service	chan	nels approved	by the Authority.			
journey	Applying for	1- Cł	noose the pref	erred channel to apply for th	e service		
"procedures	the service	accor	rding to the av	ailable channels.			
of the		2- Se	earch for the se	ervice to be provided.			
service"		3- Fi	ll in the applica	ation data where applicable.			
		4- Pa	ay the service f	fee (if any).			
	Communication	A tex	t message, en	nail, or email notification sta	ting the		
	while the	creat	ion/developm	ents of the application.			
	application is						
	under process						
	Getting the	Rece	iving the outp	uts of the service through th	e channel		
	service	chos	en by the cust	omer (email, Emirates Post o	offices,		
		deliv	ery to the spec	ified address.)			

## 6 Months Issuance of Entry Permit to Visit -

## for a Business Assignment:

A service under which an entry permit is issued to the state to complete a temporary work task that is valid for (90) days,

in cases of working on temporary projects or working under probation for a temporary period, and it is carried out through the system of institutions at government or private entities or the free zone establishment.

Service	Secondary	Related To:		Not Applicable.				
structure								
Bundle	Not Applicable.	Type of servio	ce	Procedural				
Service	Normal	Main Output		Electronic Entry				
Classificatio				Permit				
n								
Service	Website\Smart	24/7	Service	48 Hours				
delivery	application		completion					
hours			time after					
			fulfillment of					
			requirements					
		for all channels						
	- Passport valid f	or more than (	6) months.					
	-An air ticket to c	ontinue the tri	p or a ticket to leav	ve the country.				
	- The approval of	the Ministry o	f Human Resource	es and Emiratization if				
Service	the employer is s	ubject to the L	abor Relations Re	gulation Law, or the				
	visa applicant is a	domestic wor	ker.					
	- Valid health ins	urance within the country.						
	- Temporary wor	k or probationa	ary work and a lett	er from the employer				
	stating the purpo	se of entering	the state.					

	- Completion of the fee and financial guarantee.					
	- Health fitness for work.					
Service	- Approval of the co	mpetent aut	horitie	es of entry.		
Limitation	- The entry visa is va	alid for (60) c	lays fr	om the date	of issuance, and the	
	customer must ente	er the countr	y befo	re that to av	oid the cancellation	
	or extension of the v	visa for a sim	nilar pe	eriod.		
Who can	Governmental or private e	entities or	The b	eneficiary	The Guest	
apply for	institutions in the free zor	ne.	of the	e service		
the service?			"cate	gories of		
			custo	mers"		
	- A recent personal	photo with a	white	background	l measuring 4/6.	
Documents	- A certificate issued by the employer in the State.					
required for	- A copy of the passport.					
getting the	- A temporary empl	loyment con	tract, (	or a letter fro	om the employer	
service:	indicating the contra	actual relatio	nship	and the purp	pose of entering the	
	country.					
	- Financial guarantee document.					
	- Health Insurance [	Document.				
	- A certificate proving health fitness for work.					
	- Travel Ticket.					
NOTE	The validity period of the e	entry permit	(90) d	ays from the	e date of entering the	
	country can be extended o	once, provide	ed that	t the Ministr	y of Human	
	Resources and Emiratizat	ion approves	s the e	xtension.		
	Application fees				AED 100	
	Issuance fee for one trip.			AED	100 per month.	
Prescribed	Multi-trip issuance fee.			AED	200 per month.	
fees:	Online service fees				AED 100	
Refunded	Issuance fee only P	enalties:		AED 50	per day after visa	
fees:				cance	llation or expiry.	

Guarantee	Issuing an entry	AED 1000	Issuing an entry permit	AED 2000			
	permit for one trip.		for several trips.				
	Warranty Retrieval	- The guaran	tee is retrieved by submittin	g a retrieval			
	Mechanism	request after	the cancellation or exit of th	ne			
		beneficiary o	f the visa from the territory (	of the State			
		if it does not	commit residency violations				
		- The reques	t for the refund of the financ	ial guarantee			
		must be subr	mitted within (5) years, othe	rwise the			
		amount is co	nsidered non-refundable.				
Customer's	Getting	Communication	Center - Smart Application	- Authority's			
journey	information on the	website - Custo	omer Happiness Centers -				
"procedures	service	Communication	n channels approved by the A	uthority.			
of the	Applying for the	1- Choose the p	preferred channel to apply fo	r the service			
service"	service	according to the	e available channels.				
		2- Search for th	e service to be provided.				
		3- Fill in the ap	plication data where applicat	ole.			
		4- Pay the serv	ice fee (if any).				
	Communication	A text message	, email, or email notification	stating the			
	while the	creation/develo	opments of the application.				
	application is						
	under process						
	Getting the service	Receiving the outputs of the service through the channel					
		chosen by the c	ustomer (email, Emirates Po	ost offices,			
		delivery to the s	specified address.)				

# Issuing an entry permit for the visit – to

#### explore job opportunities:

A service under which an entry permit is issued to explore job opportunities in the country, and the validity period of the entry permit is (60) or (90) or (120) days.



Service	Secondary	Related To	):	Not Applicable.			
structure							
Bundle	Not Applicable.	Type of se	rvice	Procedural			
Service	Normal	Main Outp	ut	Electronic Entry			
Classification				Permit			
			Service				
Service	Website\Smart	24/7	completion time	48 Hours			
delivery	application		after fulfillment				
hours			of requirements				
		for all channels					
	- Passport valid for more than (6) months.						
	- A ticket to cont	inue the tri	o or a ticket to leave	the country.			
Terms of	- To be one of th	e graduates	s of the top 500 univ	versities in the world			
Service	according to the	classificatio	on approved by the N	Ministry of Education,			
	and not to have	graduated n	nore than two years				
	- Valid health ins	surance with	nin the country.				
	- Be of the categ	ory of skille	d workers at the firs	st, second, or third			
	professional leve	el according	to the classification	approved by the			
	Ministry of Huma	an Resource	es and Emiratization	ı.			
	- The minimum a	academic qu	alification must be	a bachelor's degree or			
	its equivalent.						

	- Fulfillment of the fee and financial guarantee.					
Service	- Approval of the competent a	uthorities of entry				
Limitation	- The entry visa is valid for (60	) days from the da	te of issuance, and			
	the customer must enter the c	country before that	to avoid the			
	cancellation or extension of th	e visa for a similar	period.			
Who can	Beneficiary of the Service T	he beneficiary of	The Guest			
apply for the	t	he service				
service?	"	categories of				
	с	ustomers"				
	- A recent personal photo with a white background measuring 4/6.					
	- A copy of the passport.					
Documents	- A certificate issued by the Mi	inistry of Education	n stating that the			
required for	university from which he gradu	uated is ranked am	nong the top 500			
getting the	universities in the world, and t	he period for its gr	aduation.			
service:	- Financial guarantee documer	nt.				
	- Health Insurance Document.					
	- A bachelor's degree or its equ	uivalent, and the re	elated academic			
	qualifications.					
	- Travel Ticket.					
	- A certificate issued by the Mi	inistry of Human R	esources and			
	Emiratization stating that the	beneficiary is a ski	lled worker and			
	specifying its professional level.					
NOTE	- The visa allows its holder to enter once or multiple times as					
	determined by the issuing authority, and his stay may not exceed 180					
	days.					
	Application fees		AED 100			

	Issuance fee for one ti	rip.	AED 100 per month.			
Prescribed	Multi-trip issuance fee	2.	AED 200 per month.			
fees:	Online service fees			AED 100	C	
Refunded	Issuance fee only	Penalties:		AED 50 per day	after visa	
fees:				cancellation or	expiry.	
	Issuing an entry	AED 1000	Issuir	ng an entry permit	AED 2000	
	permit for one trip.		for se	everal trips.		
Guarantee		- The guarar	ntee sh	all be retrieved by su	bmitting a	
	Warranty Retrieval	retrieval req	uest af	ter the cancellation o	or exit of the	
	Mechanism	beneficiary f	rom th	e territory of the Sta	te if it does	
		not commit residency violations.				
		- The request for the refund of the financial				
		guarantee must be submitted within (5) years,				
		otherwise the amount is considered non-				
		refundable.				
	Getting information	Communicat	ion Cer	nter - Smart Applicat	ion -	
	on the service	Authority's w	/ebsite	e - Customer Happine	ess Centers -	
Customer's		Communicat	ion cha	annels approved by tl	ne Authority.	
journey	Applying for the	1- Choose th	e prefe	erred channel to appl	y for the	
"procedures	service	service accor	ding to	o the available chann	els.	
of the		2- Search for	the se	ervice to be provided.		
service"		3- Fill in the	applica	ation data where appl	icable.	
		4- Pay the se	ervice f	ee (if any).		
	Communication	A text message, email, or email notification stating				
	while the	the creation/	develo	opments of the applic	ation.	
	application is under					
	process					
	Getting the service	Receiving the	e outpu	uts of the service thro	ough the	

	channel chosen by the customer (email, Emirates
	Post offices, delivery to the specified address.)

#### Issue of an entry permit for visit - For

# the purpose of exploring business

#### opportunities:

A service according to which an entry permit is issued for the purpose of exploring job opportunities within the State, and the period of entry permit shall be valid for 60 (or 90) or 120 (120) days.



Service	Sub		Servi	Service related to NA		NA
Structure						
Package	NA		Se	rvice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permi	
Hours of rendering Service	Website / Smart Application	2	24/7 24/7 channel		ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid within the State.</li> <li>A travel ticket to continue the journey or a ticket to leave the State.</li> <li>Customer shall be professional in practicing that work in his homeland.</li> </ul>					
Limitation of Service	Approval of the competent authorities for entry.					

	• Entry visa is valid for period of (60) days from the date of issuance, and the					
	customer shall enter the State before that to avoid canceling the visa or extending					
	it for a similar perio	od.				
Who can apply for the service?	Beneficiary of servio	ce "Ca	ciary of Service Itegories of Istomers"		Visitor	
Documents necessary to obtain service	white background, – A copy of passport	white background, size 6/4. – Travel ticket. – A copy of passport. – Bachelor's deg			ance document. egree certificate or equivalent, ientific qualifications.	
NB	• Visa allows its holder to enter one time or multiple times as designated by the Issuing Authority and his stay may not exceed 180 days.					
	Request F	100 AED				
Prescribed Fees	Issuance Fees fo	100 AED per month				
Flescibed rees	Issuance Fees for m	20	0 AED per n	nonth		
	Electronic Servi	100 AED				
Refunded Fees	Issuance fees only	Penalties	50 AED per day expiration of vis		ancellation or	
	lssuing an entry permit for one trip	1000 AED	lssuing an entr for multiple		2000 AED	
Guarantee	Guarantee refund mechanism	refund req beneficiary not comm • The financ	by submitting a r departure of the vided that he shall shall be submitted t shall be deemed			

#### 61 | Page

	Obtain service information	Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.
Customer trip "Service Procedures"	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
	Communication during the procedures Obtaining service	<ul> <li>SMS, email or electronic notification stating the creation / developments of the request.</li> <li>Receiving service outputs through the channel chosen by the customer (e-mail, Emirates Post offices, delivery to the specified address).</li> </ul>

#### **Issue of Entry Permit for visit - For the**

#### purpose of Treatment:

A service according to which an entry permit is issued for the purpose of treatment through a licensed health facility within the State, the validity period of the entry permit is (90) days, which can be extended one or more times by a decision of the issuing authority, provided that it shall not exceed (180) days.



Service Structure	Sub	Service related to			NA	
Package	NA	Servic	е Туре	Р	rocedural	
Service Classification	Usual	Main Output		Electronic Entry Permit		
Hours of rendering Service	Website / Smart Application	24/7	Service Comple after comple requirement channe	ting its s for all	48 hours	
Conditions for obtaining Service	<ul> <li>A passport is valid for months.</li> <li>Health insurance valid w</li> <li>A travel ticket to continuor a ticket to leave the S</li> <li>An approved medical reletter from the host heat stating the justifications</li> </ul>	vithin the State ue the journey State. port and a alth facility	companion following c granting it: • The visa patient's	to treat the conditions shall be sir s entry visa ion shall en	be granted to a e patient, and the are required for milar to the hter the State with	

	• The fees and financial guarantee s	<ul> <li>hall</li> <li>Companion's visa shall not be extended unless the patient's entry visa is extended</li> <li>Companion shall have health insurance.</li> <li>The fees and financial guarantee shall be fulfilled.</li> </ul>			
Limitation of Service	<ul> <li>Approval of the competent authorities for entry.</li> <li>Entry visa is valid for period of (60) days from the date of issuance, and the custom shall enter the State before that to avoid canceling the visa or extending it for similar period.</li> </ul>				
Who can apply for the service?	A licensed health facility within the State.	ategories of Visitor			
Joint documents to obtain service	<ul> <li>A recent personal photo with a white background, size 6/4.</li> <li>A copy of passport.</li> <li>Financial guarantee document.</li> </ul>	<ul><li>Health insurance document.</li><li>Travel ticket.</li></ul>			
Patient's additional documents	<ul> <li>Certified medical report.</li> <li>A letter from the health facility stating the justifications for the visit.</li> </ul>				
NB	<ul> <li>Visa allows its holder to enter one time or multiple times as designated by the Issuing Authority and his stay may not exceed 180 days.</li> </ul>				
Prescribed Fees	Request Fees Issuance Fees for one trip Issuance Fees for multiple trips Electronic Services Fees	100 AED 100 AED per month 200 AED per month 100 AED			

#### 64 | Page

Refunded Fees	lssuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.
	lssuing an entry permit for one trip	1000 AED	Issuing an entry permit for multiple trip
Guarantee	Guarantee refund mechanism	request after beneficiary fr not commit re • The financial	guarantee is refunded by submitting a refund er the cancellation or departure of the om the State territory, provided that he shall esidence violations. guarantee refund request shall be submitted rs, otherwise that amount shall be deemed not
Obtain service information			5mart Application - Authority's website - piness Centers - Authority's approved hannels.
"Service	Submitting service request	channel to	4. Pay the service fees (if he service you any).
	Communication during the procedures	SMS, email or ele developments of	ectronic notification stating the creation / the request.

Issue of Entry Permit for Visit - For the purpose of Study, Training and Qualification:

A service whereby an entry permit is issued to the State for the purpose of study, training or qualification through one of the universities, institutes, educational or research institutions licensed within the State, and the validity period of the entry permit is (30) or (60) or (90) days.



Service Structure	Sub		Service related to		NA	
Package	NA		Serv	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application		24/7	Service Comple after comple requirement channe	ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid within the State.</li> <li>A travel ticket to continue the trip or a ticket to leave the State.</li> <li>A letter from the host organization including the study or training program and its duration.</li> <li>The fees and financial guarantee shall be fulfilled.</li> </ul>					

			· · ·				
	Approval of the cor	npetent authorit	les for entry.				
	• Entry visa is valid for period of (60) days from the date of issuance, and the customer						
Limitation of	shall enter the Sta	ite before that to	o avoid canceling	the visa or	extending it for a		
Service	similar period.						
	• It is permitted to e	xtend one or mu	ltiple times by dec	ision of the	issuing authority,		
	provided that it sha	all not exceed 18	0 days.				
	Universities, institute		1				
Who can apply	educational and resea	arch	iary of Service				
for the service?	institutions licensed w	vithin	tegories of		Visitor		
	the State	Cu	istomers"				
			– A letter issue	d by the ur	niversity, institute,		
	– A recent personal photo with a		educational or research institution, o				
			governmental or private authority within				
Joint documents	C C	te background, size 6/4.		the State indicating its acceptance of			
to obtain service	<ul> <li>A copy of passport</li> </ul>		hosting and including information about				
	<ul> <li>Financial guarante</li> </ul>	e document.	the study or training program and its time				
			duration.				
	• Visa allows its hol	der to enter one		times as o	lesignated by the		
NB	Issuing Authority a						
	Request			100 AED			
	Issuance Fees f		10	0 AED per r			
Prescribed Fees	Issuance Fees for			0 AED per r			
	Electronic Serv	· ·		100 AEC			
			50 AED per day				
Refunded Fees	Issuance fees only	Penalties	expiration of vis				
	Issuing an entry		Issuing an entr				
Guarantee	permit for one trip	1000 AED	for multiple		2000 AED		

	Guarantee refund mechanism	<ul> <li>The financial guarantee is refunded by submitting a refund request after the cancellation or departure of the beneficiary from the State territory, provided that he shall not commit residence violations.</li> <li>The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.</li> <li>Call Center - Smart Application - Authority's website -</li> </ul>				
Customer trip	Obtain service information	Customer Happiness Centers - Authority's approved communication channels.				
	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Choose the preferred application of the service fees (if any).</li> </ol>				
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.				

# Issue of Entry Permit for Visit -Courtesy Visa:

A service according to which an entry permit to the State is issued through the embassies and consulates that represent the State abroad, and the validity period ranges between (30) or (60) days.



Service Structure	Sub		Servic	e related to	NA	
Package	NA		Serv	/ice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application		24/7	Service Comple after comple requirement channe	ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>Health insurance value</li> <li>A travel ticket to construct the health insurance value</li> <li>A letter from the head duration.</li> </ul>	<ul> <li>Health insurance valid within the State.</li> <li>A travel ticket to continue the trip or a ticket to leave the State.</li> <li>A letter from the host organization including the study or training program and its duration.</li> </ul>				
Limitation of Service	Approval of the cor	npete	ent authoritie	es for entry.		

Who can apply for the service? Joint documents to obtain service	Embassies and consult that represent the cou- abroad. - A recent personal p - A copy of passport - Financial guarante	untry photo v :. e docui	"Cate Cus with a white ment.			Visitor
NB	• Visa allows its holder to enter one time or multiple times as designated by the Issuing Authority and his stay may not exceed 180 days.					
	Request	Fees			100 AEC	)
Prescribed Fees	Issuance Fees f				0 AED per r	
	Issuance Fees for			200 AED per month		
	Electronic Serv	vices F	ees	100 AED		
<b>Refunded Fees</b>	Issuance fees only	Penalties		50 AED per day after the cancellation or		
				expiration of vis		
	Issuing an entry	100	DO AED	Issuing an entr		2000 AED
	permit for one trip			for multiple		
Guarantee	Guarantee refund mechanism	<ul> <li>The financial guarantee is refunded by submitting a refund request after the cancellation or departure of the beneficiary from the State territory, provided that he shal not commit residence violations.</li> <li>The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.</li> </ul>				eparture of the rided that he shall shall be submitted
Customer trip "Service Procedures"	Obtain service information	Custo		oiness Centers		ority's website - ority's approved



Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

# Emergency / Temporary Entry Visas: Issue of Temporary / Emergency Entry Permit – Transit Visa:

A service according to which an entry permit is issued to the State for the purpose of continuing the visitor's trip to another country, or who is joining one of the ships anchored in one of the State's ports, or who wishes to join it and is forced by circumstances to enter the State. The entry period is (48) hours or (96) hours only.

Service channels	
Website	

Service Structure	Sub		Service related to		NA	
Package	NA		Ser	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7	7	Service Comple after comple requirement channe	ting its s for all	48 hours
	• A passport is valid fo	or more th	nan (6) I	months.		
Conditions for	• A travel ticket to cor	ntinue the	trip.			
obtaining	• He shall be a foreigner in transit and continuing his trip to another country, or joining					
Service	one of the ships and	chored in	one of	the State's ports	, or wishing	g to join it, but the
	circumstances of the	e trip forc	e him t	o enter the count	ry.	

## **72 |** Page

Limitation of Service	Approval of the competent authorities for entry.			
Who can apply for the service?	The State's sea/air po	orts. "Cate	ary of Service gories of tomers"	Visitor
Joint documents to obtain service NB	<ul> <li>A recent personal photo with a white background, size 6/4.</li> <li>A copy of passport.</li> <li>A travel ticket to continue the trip.</li> <li>A visa may be granted for both round-trip upon applying therefor. It is granted from the State's sea and air ports.</li> </ul>			
Prescribed Fees	Request Fees are only for issuing transit visa for 96 hours Issuance Fees for transit visa for 96 hours		50 AED 50 AED	
	Issuance Fees for transit visa for 48 hours Electronic Services Fees		50 AED 100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day expiration of vis	after the cancellation or sa.
Customer trip "Service Procedures"	Obtain service information	Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.		
	Submitting service request		apply for the rding to the	<ul> <li>3. Fill out the application information where applicable.</li> <li>4. Pay the service fees (if any).</li> </ul>



	2. Search for the service you
	want to apply for.
Communication	SMS, email or electronic notification stating the creation /
during the	developments of the request.
procedures	developments of the request.

# Issuance of Temporary / Emergency Entry Permit – Entry of Sailors and Aircraft Crew:

A service according to which an entry permit is issued to the State temporarily for the entry of sailors and aircraft crews for a specific period, which shall not be extended.



Service Structure	Sub		Service related to		NA		
Package	NA		Serv	vice Type	Ρ	rocedural	
Service	Usual		Main Output		Electror	Electronic Entry Downit	
Classification	USUAI				Electronic Entry Permit		
Hours of				Service Comple	tion Time		
rendering	Website / Smart	7	24/7	after comple	ting its	48 hours	
Service	Application	Z		requirement	s for all		
Service				channe	ls		
	A passport is valid for more than (6) months.						
	• A travel ticket to continue the trip or a ticket to leave the State.						
	Health insurance valid within the State.						
Conditions for	• Payment of fees.						
obtaining	• In addition to the	above	condition	s, if the foreign	er is a sail	or, the following	
Service	conditions shall be met:						
	A maritime passport proving his identity.						
	<ul> <li>Seafarers' card issued by the competent authority within the State, if he is on board</li> </ul>						
	of national ships operating on the high seas.						

	• A residence permit to work within the State and a seafarers' card issued by the			
	competent authority within the State, if he is a worker on board of foreign ships			
	linked to work contracts within the State.			
	• An entry visa is granted to the sailors and crew working on cruise ships and			
	Excursion boats.			
	• Seafarers' visa is granted at the sea port. Sailors and ship crews may obtain a			
	temporary visa for a period of 7 days to leave the port dock for the territory of the			
	State, and the guarantor / host is the maritime agent.			
	• Sailors and ship crews may also move within the same port from the arriving marine			
	means to any marine means anchored in the State's ports after informing the			
	competent authorities of the foreigners' arrival through the port, provided that the			
	approval of the captain of each means on which the sailors arriving thereon and			
	transferring therefrom shall be obtained in accordance with the instructions			
	regulating this matter.			
	• Duration of stay within the State for the cabin crew is 7 days from the date of entry.			
Limitation of Service	Approval of the competent authorities.			
Who can apply for the service?	Beneficiary of ServiceThe State's sea/air ports."Categories ofVisitorCustomers"			
	<ul> <li>A recent personal photo with a white background, size 6/4.</li> </ul>			
Documents to	<ul> <li>A copy of passport.</li> </ul>			
obtain service	<ul> <li>Health insurance document.</li> </ul>			
	– A travel ticket.			
Additional	<ul> <li>Maritime passport to prove his identity.</li> </ul>			
documents for	<ul> <li>Seafarers' card issued by the competent authority within the State if he is on</li> </ul>			
sailors and ship	board national ships operating on the high seas.			

crews to obtain	– A valid residence permit to work within the State and a seafarers' card issued by the				
service	competent authority within the State if he is a worker on board of foreign ships				
	linked to employm	ent contracts with	in the State.		
NB	• .				
	Request Fees - Seafa	rers' entry permit	50 AED		
	is only for one tr	ip for 7 days	JUALD		
Prescribed Fees	Issuance Fees - Se	afarers' entry	50 AED		
	permit for a single	trip for 7 days			
	Electronic Serv	vices Fees	100 AED		
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or		
	,		expiration of visa.		
	Obtain service information	Call Center - Smart Application - Authority's website Customer Happiness Centers - Authority's approve communication channels.			
Customer trip "Service Procedures"	Customer trip "Service request channel to apply for the service according to the available channels.		3. Fill out the application apply for the information where applicable. Anels. 4. Pay the service fees (if any).		
	Communication during the procedures	SMS, email or ele developments of	ctronic notification stating the creation / the request.		

#### **Issue of Emergency Entry Permit:**

A service according to which an entry permit is issued to the State for the following emergency cases:1. The health symptom.2. Canceling trips due to bad weather conditions.

3. Trip cancellation due to sudden aircraft malfunctions that require a stay for more than 24 hours.



Service Structure	Sub		Service related to		NA	
Package	NA		Serv	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application		24/7	Service Comple after comple requirement channe	ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A foreigner arrive to the State by transit system or he was dropped off from a means of transport at one of the State's ports for one of the following reasons:         <ul> <li>Health symptom.</li> <li>Cancellation of trip due to bad weather conditions.</li> <li>Cancellation of trip due to sudden aircraft malfunctions that require a stay of more than 24 hours.</li> </ul> </li> </ul>					asons:

	<ul> <li>An approved passport or travel document to enter the State and return to the country in which he resides or from which the passport or document is is issued, provided that their validity period shall not be less than one month.</li> <li>A travel ticket to continue his trip.</li> <li>Health insurance valid within the State.</li> <li>Approval of the competent authorities.</li> <li>Payment of fees.</li> </ul>				
Limitation of Service	Approval of the competent authorities.				
Who can apply for the service?	Beneficiary of ServiceCarrier (airline company)."Categories ofVisitorCustomers"				
Documents to obtain service	<ul> <li>A recent personal photo with a white background, size 6/4.</li> <li>A copy of passport.</li> <li>Financial guarantee document.</li> <li>A travel ticket.</li> <li>The medical report issued by the health facility to which he was admitted, or the technical report of an aircraft malfunction, or bad weather conditions in the case of a health symptom.</li> </ul>				
NB	<ul> <li>Duration of stay is 96 hours.</li> <li>In case of a medical condition, the length of stay is up to 7 days.</li> <li>Stay within the State for more than 7 days requires amending the visa to become an entry visa for treatment.</li> </ul>				
Refunded Fees	NA Penalties 50 AED per day after the cancellation or expiration of visa.				
Customer trip "Service Procedures"	Obtain service informationCall Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.				



Submitting service request	1. Choose the preferred channel to apply for the service according to the available channels.       3. Fill out the application information where applicable.         2. Search for the service you want to apply for.       4. Pay the service fees (if any).
Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

## Entry Visas of work / without Work: Issue of Entry Permit for work:

A service according to which an entry permit is issued to the State for the purpose of completing the necessary procedures for issuing a residence permit for work. The period of stay is (60) days to complete the requirements for issuing residence permit.



ervice Structure	Sub	Servio	Service related to		NA	
Package	NA	Ser	vice Type	Р	rocedural	
Service Classification	Usual	Ma	Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7	Service Comple after comple requirement channe	ting its s for all	48 hours	
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid within the State.</li> <li>The fees and financial guarantee shall be fulfilled.</li> <li>He shall be linked to an employment contract with the employer (federal or local government sector, private sector, domestic service workers, entities excluded from the provisions of the federal decree law regulating labor relations or from the requirement to obtain a work permit from the Ministry of Human Resources and Emiratisation).</li> </ul>					
Limitation of Service	• Approval of the comp	oetent authoriti	es for entry.			

	• Entry visa is valid for period of (60) days from the date of issuance, and the customer					
	shall enter the State before that to avoid canceling the visa or extending it for a					
	similar period.					
	• The period of stay	is (60) days to a	om	plete the require	ments for issuing a residence	
	permit.					
	Government, privat	te Bene	ficia	ry of Service		
Who can apply	institutions and fre	e "(	Cate	gories of	Visitor	
for the service?	zones.		Cust	tomers"		
	– A recent persona	l photo with	a	Lloolth incurs	nco documont	
Documents to	white background,	size 6/4.	-		nce document.	
obtain service	<ul> <li>A copy of passport</li> </ul>		-	. ,	contract if it is linked to an	
	– Financial guarante	employment contract. Financial guarantee document.				
	• The period of stay is (60) days to complete the requirements for issuing re				ements for issuing residence	
NB	permit.					
	Request Fees 100 AED				100 AED	
Prescribed Fees	Issuance	Fees		100 AED		
	Electronic Services Fees			100 AED		
	lanuar a faca anh	Develting		50 AED per day after the cancellation or		
Refunded Fees	Issuance fees only	Penalties		expiration of visa.		
	Fees			1000 A	ED	
		• The finance	ial g	guarantee is refu	inded by submitting a refund	
		request	request after the cancellation or departure of the			
		beneficiar	beneficiary from the State territory, provided that he shall			
Guarantee	Guarantee refund	not comm	it re	sidence violatio	าร.	
	mechanism	• The finan	ial	guarantee refun	d request shall be submitted	
		within (5)	vear	s, otherwise tha	t amount shall be deemed not	
		refunded.				

	Obtain service information	Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.
Customer trip "Service Procedures"	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

#### Issue of Entry Permit to work - Green

#### Visa:

A service according to which an entry permit is issued to the State for the purpose of completing the procedures necessary for issuance of Green Visa, and the permitted period of stay is (60) days to complete the requirements for issuance of the visa.



Service Structure	Sub	Servic	Service related to		NA	
Package	NA	Serv	vice Type	Р	rocedural	
Service Classification	Usual	Mai	Main Output		Electronic Entry Permit	
Hours of rendering	Website / Smart Application	24/7		Service Completion Time after completing its		
Service	Application		channe			
	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid within the State.</li> </ul>					
	• The fees and financial guarantee shall be fulfilled.					
Conditions for	The beneficiary shall be from the following categories:					
obtaining	$\circ$ An investor or partner in a commercial license under a partnership contract,					
Service	provided that the value of his contribution therein shall not be less than one					
	million dirhams.					
	<ul> <li>Highly skilled worker.</li> </ul>					
	o Freelance work.					

	<ul> <li>Approval of the competent authorities for entry.</li> <li>Entry visa is valid for period of (60) days from the date of issuance, and the custor</li> </ul>					
Limitation of	shall enter the State before that to avoid canceling the visa or extending it for a					
Service	similar period.					
	• The period of stay is (60) days	to complete the requirements for issuing a residence				
	permit.					
	Be	eneficiary of Service				
Who can apply	Beneficiary of the service.	"Categories of Visitor				
for the service?		Customers"				
		– A certificate from the Ministry /				
		Department of Economy if he is an investor				
	– A recent personal photo with a	or partner in a commercial license,				
		ith a including the percentage of his				
Documents to	white background, size 6/4.	contribution and the employment contract				
obtain service	<ul> <li>A copy of passport.</li> </ul>	in this regard, or a certificate from the				
	<ul> <li>Financial guarantee document.</li> </ul>					
	<ul> <li>Health insurance document.</li> </ul>	Emiratisation if the beneficiary is a high-				
		level skilled worker or practices freelance				
		work.				
	The permitted period of stay	y is (60) days to complete the residence issuance				
	requirements.	, - (,				
NB		approval from the competent authorities (nomination				
		מאָריסימו וויסווו נופ נטוווףפנפות מענוטוונופא (ווטווווומנוטוו				
	request).					
	Request Fees	100 AED				
Prescribed Fees	Issuance Fees	100 AED				
	Electronic Services Fees	100 AED				

Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or
			expiration of visa.
	Fees		1000 AED
Guarantee	Guarantee refund mechanism	request after beneficiary fro not commit re • The financial	guarantee is refunded by submitting a refund r the cancellation or departure of the om the State territory, provided that he shall esidence violations. guarantee refund request shall be submitted rs, otherwise that amount shall be deemed not
	Obtain service information		imart Application - Authority's website - niness Centers - Authority's approved hannels.
Customer trip "Service Procedures"	Submitting service request		3. Fill out the application apply for the information where applicable. Me service you any).
	Communication during the procedures	SMS, email or ele developments of	ctronic notification stating the creation / the request.

86 | Page

#### **Issue Entry Permit - Issue of Residence**

#### **Permit without work:**

A service according to which an entry permit is issued to the State for the purpose of completing the necessary procedures for issuing the residence without work for family members residing within the State, for retiree, or for students enrolled in universities, colleges or educational or research institutions licensed within the State, and the period of stay is (60) days to complete the requirements for issuing the residence.



Service Structure	Sub		Service service related to		NA	
Package	NA		Ser	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7		Service Com Time after cor its requiremer channe	npleting nts for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid within the State.</li> <li>A travel ticket to continue the journey or a ticket to leave the State.</li> <li>The fees and financial guarantee shall be fulfilled.</li> <li>He shall be one of the following categories:</li> </ul>					

	• An investor or partner in a commercial license under a partnership contract,				
	provided that his contribution therein shall not b less than one million				
	dirhams.				
	<ul> <li>Highly skilled worker.</li> </ul>				
	<ul> <li>Freelance work.</li> </ul>				
	He shall be from one of the following categories:				
	a. A student enrolled in the universities, colleges, educational or research				
	institutions licensed within the State.				
	b. Retired.				
	c. He owns real estate within the State.				
	d. The spouse or son of a foreigner residing within the State. A visa may be				
	granted to the foreigner's parents if he is holder of Green Visa.				
	e. The wives and children of Gulf Cooperation Council Countries citizens who				
	are holder foreign passports.				
	f. The wife who her citizen husband has died, or he divorced her, and she has				
	a son from him.				
	g. The humanitarian cases.				
	h. The virtual work.				
	Approval of the competent authorities for entry.				
	• Entry visa is valid for period of (60) days from the date of issuance, and the				
	customer shall enter the State before that to avoid canceling the visa or				
Limitation of Service	extending it for a similar period.				
	• The permitted period of stay is (60) days to complete the residence issuance				
	requirements.				
	Beneficiary of Service				
Who can apply for	Guarantor / head of the "Categories of Visitor				
the service?	family Customers"				

	<b>Documents</b> – A recent personal photo with a – Financial guarantee docu				
nece	ssary to obtain	white background, size 6/4. – Health insurance document.			
	service	<ul> <li>A copy of passport.</li> </ul>			
	Charles 1	<ul> <li>A certificate from a university, college, educational or research institution if a</li> </ul>			
	Student	student.			
		– A certificate indicating the retirement for a period of service of no less than 15			
	Retiree	years inside or outside the State, or a birth certificate indicating that he has			
		completed 55 years if he is retired.			
	Owns	– A certificate from the municipality department stating that he owns a property			
٥ry	Property	within the State.			
ditional documents according to category	First degree relatives	<ul> <li>Proof of kinship for a relative resides within of the State if he is a spouse or son, or the parents of a foreigner who is a resident, or proof of kinship he is husband or son of citizens of Gulf Cooperation Council Countries.</li> <li>Death or divorce certificate of the citizen husband and proof of the existence of the son if she is a foreigner.</li> <li>Availability of financial solvency and adequate housing.</li> </ul>			
Addi	Virtual work	<ul> <li>Provide proof of a monthly income of no less than (3,500) US\$ or its equivalent in other foreign currencies.</li> <li>Provide proof that he works for an entity outside the State and that he works remotely.</li> </ul>			
	Humanitarian	– If he is in one of the countries classified as – The financial solvency			
	Cases -	suffering from wars, disasters or disturbances. and adequate housing			
	Category 1	<ul> <li>He shall be present in the country shall be available.</li> </ul>			

		<ul> <li>Proof of kinship with a citizen of the State.</li> </ul>				
		<ul> <li>Proof of kinship with a resident of the State or</li> </ul>				
		his wife, provided that the following degree of				
		•		ang degree of		
		kinship shall be m	et:			
	Humanitarian	<ul> <li>The foreigner</li> </ul>	's relatives: fa	ther, mother, – The fi	nancial solvency	
	Cases -	minor siblings	s, provided that	t the support and a	dequate housing	
	Category 2	shall be provid	led.	shall be	e available.	
		$\circ$ The wife's re	latives: wife's	father, wife's		
		mother, provid	ded that the su	pport shall be		
		provided, wife	e's minor child	ren, provided		
		that the foster	age shall be exi	sted.		
		• The period of sta	ay is (60) days	to complete the requirer	ments for issuing	
	NB	residence permit.				
		Request I	Fees	100 AE	D	
Dre	eeriked Fees	Issuance Fees fo	or one entry	100 AED per	month	
Pro	escribed Fees	Issuance Fees for r	nultiple entry	200 AED per	month	
		Electronic Serv	vices Fees	100 AE	100 AED	
De	efunded Fees		Penalties	50 AED per day after the cancellation or		
Re	erunded Fees	Issuance fees only	Pellallies	expiration of visa.		
		Entry visa for one	1000 AED	Entry visa for multiple	2000 AED	
		trip	1000 ALD	trip	2000 ALD	
	Cuerentes		• The financ	ial guarantee is refunded	by submitting a	
	Guarantee	Guarantee refund	refund requ	uest after the cancellation o	or departure of the	
		mechanism	beneficiary	from the State territory,	provided that he	
		shall not commit residence violations.				

		• The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall
	Obtain service information	be deemed not refunded. Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.
Customer trip "Service Procedures"	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Choose the preferred 3. Fill out the application information where applicable.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

Issue of Entry Permit – Residents of Gulf Cooperation Council Countries Gulf Arabs and their foreign companions:

A service according to which an entry permit is issued to the State either for residents of the Gulf Cooperation Council countries, for a period of (30) days for residents of the Gulf Cooperation Council countries, or (60) days for those companions of citizens of the Gulf Cooperation Council countries.



Service Structure	Sub	Servi	Service related to		NA	
Package	NA	Sei	vice Type	Р	rocedural	
Service Classification	Usual	Ma	Main Output		Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7	after comple requirements	Service Completion Time after completing its requirements for all channels		
	• A passport is valid f	A passport is valid for more than (6) months.				
Conditions for	Health insurance va	Health insurance valid within the State.				
obtaining	The fees and financial guarantee shall be fulfilled.					
Service	• The beneficiary sha	ll be from the fo	lowing categories	:		

	The following shall be required for the sategory of residents of Culf Cooperation				
	The following shall be required for the category of residents of Gulf Cooperation				
	Council countries:				
	<ul> <li>Obtaining a valid residence permit for a period of no less than one year.</li> </ul>				
	• He shall be one of the categories authorized to enter, or he shall be a skilled worker				
	of the first, second or third level according to the approved work rules.				
	The companions of citizens of the Gulf Cooperation Council countries are required to				
	be companion a family member or the head of the family and the competent				
	authority at the port may make an exception from the requirement of				
	accompaniment.				
	Approval of the competent authorities for entry.				
	• Entry visa is valid for period of (60) days from the date of issuance, and the				
	customer shall enter the State before that to avoid canceling the visa or extending				
Limitation of	<ul> <li>it for a similar period.</li> <li>The permitted period of stay is (30) days for the residents of Gulf Cooperation</li> </ul>				
Service					
	Council countries or (60) days for companions of the citizens of Gulf Cooperation				
	Council countries.				
	• The companions are (wife, children, auxiliary service workers).				
	Beneficiary of Service				
Who can apply	Guarantor / head of the "Categories of Visitor				
for the service?	family Customers"				
	– A recent personal photo with a				
	white background, size 6/4.				
Documents to	– Financial guarantee document.				
obtain service	<ul> <li>A copy of passport.</li> <li>Health insurance document.</li> </ul>				
	<ul> <li>A copy of residence within the Gulf</li> </ul>				
	Cooperation Council countries.				

NB	<ul> <li>The period of stay is (60) days to complete the requirements for issuing the residence permit.</li> <li>The entry visa for the residents of the Gulf Cooperation Council countries may be extended for one time for the same period by decision of the issuing authority.</li> <li>The entry visa for the companions of the citizens of Gulf Cooperation Council countries may be extended by the issuing authority for one time or multiple times</li> </ul>				
	that shall not to ex Request	•	100 A	\ED	
	Issuance Fees fo		100 AED pe		
Prescribed Fees	Issuance Fees for	multiple entry	200 AED per month		
	Electronic Serv	vices Fees	100 AED		
Refunded Fees	lssuance fees only	Penalties	50 AED per day after the cancellation or		
			expiration of visa.		
	Entry visa for one trip	1000 AED	Entry visa for multiple trips	2000 AED	
Guarantee	Guarantee refund mechanism	<ul> <li>The financial guarantee is refunded by submitting a refun request after the cancellation or departure of th beneficiary from the State territory, provided that he sha not commit residence violations.</li> <li>The financial guarantee refund request shall be submitte within (5) years, otherwise that amount shall be deeme not refunded.</li> </ul>			
Customer trip "Service Procedures"	Obtain service information		mart Application - Au viness Centers - Au hannels.		

	itting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
d	uring the	SMS, email or electronic notification stating the creation / developments of the request.

### **Modifying Entry Permit:**

It is a service according to which the entry permit data is modified.

Service Structure	Complementary		Service related to		Issuance of Entry Permit		
Package	NA		Serv	vice Type	Р	rocedural	
Service Classification	Usual		Mai	n Output	Update	Updated Entry Permit	
	Website /			Service Comple	tion Time		
Hours of	Smart	24	4/7				
rendering	Application			after comple		48 hours	
Service		Accordin	g to public	requirements			
	Printing Offices	workin	ig hours	channels			
Conditions for obtaining Service	• A passport is valid for more than (6) months.						
Limitation of Service	Approval of the competent authorities.						
Who can apply for the service?	Guarantor / employer / head of the family		Beneficiary of Service "Categories of Resident Customers"		Resident		
Documents to obtain service	<ul><li>A copy of entr</li><li>A copy of pass</li></ul>		<ul> <li>For the private sector, the updated work permit shall be attached, and for the free zone, a letter shall be attached.</li> </ul>			l, and for the free	

Drossribod Foos	Req	uest Fees	50 AED			
Prescribed Fees	Electroni	c Services Fees	100 AED			
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or			
Refutitueu rees	NA	Pellallies	expiration of entry permit.			
	Obtain service	Call Center - Smart A	pplication - Authority's website - Customer			
	information	Happiness Centers - Authority's approved communication chann				
		1. Choose the prefer	red channel to 3. Fill out the application			
		apply for the service according to information wh				
Customer trip	Submitting	the available chann	els. applicable.			
"Service	service request	2. Search for the serv	ice you want to 4. Pay the service fees (if			
Procedures"		apply for.	any).			
	Communication					
	during the		ic notification stating the creation /			
	procedures	developments of the re	equest.			

#### **Extension of Entry Permit:**

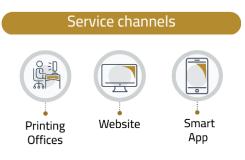
It is a service according to which the entry permit is extended for the categories to which the extension applies.



Service Structure	Complementary		Service related to		Issuance of Entry Permit	
Package	NA		Serv	vice Type	Р	rocedural
Service Classification	Usual	Usual		Main Output		ed Entry Permit
Hours of	Website / Smart Application		24/7	Service Comple after comple		
rendering Service	Printing Offices		cording to lic working hours	requirement: channe	s for all	48 hours
Conditions for obtaining Service	• A passport is valid for more than (6) months.					
Limitation of Service	Approval of the cor	npete	ent authoritie	25.		
Who can apply for the service?	Guarantor / employe head of the family		"Categories of		Resident	
Documents to obtain service	<ul> <li>A copy of passport</li> </ul>					
Entry Permit Category and	Type of Entry Perm	hit		ed Extension Period	Pre	scribed Fees

Extension Period with Fees	Entry Permit for visit - Tourism Entry Permit - for visit of a relative or friend	It may be extended by decision of the issuing authority for one or multiple times, not to exceed 120 days in total It may be extended by decision of the issuing authority for one or	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are
		multiple times, not to exceed 180 days in total	100 AED
	Entry Permit - exploring job opportunities Entry Permit – exploring establishment business	It may be extended by decision of the issuing authority for one or multiple times, not to	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED
	opportunities Entry Permit for treatment - treatment companion	exceed 180 days in total It may be extended by decision of the issuing authority for one or multiple times, not to exceed 180 days in total	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED
	Entry Permit for study and training	It may be extended by decision of the issuing authority for one or multiple times, not to exceed 180 days in total	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED
	Entry Permit for 6 months with multiple entries to	It may be extended for a similar period for one time	Request fees are 100 AED Issuance fees are 1000 AED

	complete the golde	n			Electronic services fees are
	residence procedur	es			100 AED
Refunded Fees	NA	P	enalties	50 AED per day expiration of en	after the cancellation or try permit.
	Obtain service information	Custo		iness Centers	n - Authority's website - - Authority's approved
Customer trip "Service Procedures"	Submitting service request	cl 54 2. S	ervice acco vailable chan	apply for the rding to the nels. he service you	<ul> <li>3. Fill out the application information where applicable.</li> <li>4. Pay the service fees (if any).</li> </ul>
	Communication during the procedures		, email or elect lopments of t		on stating the creation /



#### **Cancellation of Entry Permit:**

It is a service according to which the Entry Permit is cancelled.

Service Structure	Complementary		Service related to		Issuance of Entry Permit		
Package	NA		Serv	ісе Туре	Р	rocedural	
Service	Usual		<b>N</b> /~i		Cancel	lation of Entry	
Classification	USUAI		Wall	n Output		Permit	
	Website /			Service Com	nletion		
Hours of	Smart	24	/7		-		
rendering	Application			Time after cor		48 hours	
Service		According to public working hours		its requirements for all channels			
	Printing Offices						
Conditions for							
obtaining	• A passport is	valid for mor	re than (6) m	onths.			
Service							
Limitation of		o compoton	t authorition				
Service	<ul> <li>Approval of the</li> </ul>	ie competen	t authorities	•			
	Guarantor / or	Beneficiary of Service           Guarantor / employer /					
Who can apply			"Cate	egories of	F	Resident	
for the service?	head of the	ramiiy	Customers"				

Documents to	<ul> <li>A copy of entr</li> </ul>	ry permit.	<ul> <li>For the free zone, a letter shall be</li> </ul>			
obtain service	<ul> <li>A copy of pass</li> </ul>	sport.	attached.			
Prescribed Fees	Re	equest Fees	50 AED			
Prescribed rees	Electror	nic Services Fees	100 AED			
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or			
Refutitued rees			expiration of entry permit.			
	Obtain service	Call Center - Smart App	olication - Authority's website - Customer			
	information	Happiness Centers - Aut	hority's approved communication channels.			
		5. Choose the prefe to apply for	erred channel Fill out the application the service information where			
Customer trip	Submitting	according to t				
"Service	service request	channels.				
Procedures"		6. Search for the ser to apply for.	Pay the service fees (if vice you want any).			
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.				

# Issuance / Renewal of ResidenceService channelsPermits:Issue of Residence - Work Permit:A service according to which a work - residencepermit is issued within the State for two years.

Service Structure	Sub		Servic	Service related to		Issuance of Entry Permit	
Package	NA		Ser	vice Type	P	rocedural	
Service Classification	Usual		Mai	Main Output		esidence	
Hours of rendering Service	Website / Smart Application	24	<b>+</b> /7	Service Completion Time after completing its requirements for all channels		48 hours	
Conditions for	• A passport is	valid for mo	ore than (6) n	nonths.			
obtaining	Health insural	nce valid du	iring his resi	dence within the	State.		
Service	He shall be he	althy.					
	Approval of th	e competer	nt authoritie	S.			
	• Guarantor / I	Employer: h	ne shall be	linked to an em	nployment	contract with an	
Limitation of	employer (feo	leral or loc	al governm	ent sector, priva	ate sector,	domestic service	
Service	workers, entities excluded from the provisions of the federal decree law regulating						
	labor relations	5 or from th	ne requireme	ent to obtain a w	ork permit	from the Ministry	
	of Human Res	ources and	Emiratisatio	on).			

Who can apply for the service?	Guarantor / Employe	"Cate	ry of Service gories of tomers"		Resident	
Documents to obtain service	<ul> <li>Financial guarantee document, health</li> <li>A recent personal photo with a insurance document.</li> <li>white background, size 6/4.</li> <li>Medically fit report.</li> <li>A copy of passport.</li> <li>Proof of his linkage to work with an employer.</li> </ul>					
NB	<ul> <li>Proof of his linkage to work with an employer according to the following.</li> <li>The employment contract or appointment decision, if the recruitment entity is a federal or local public sector authority.</li> <li>A statement from the Ministry of Human Resources and Emiratisation, if the recruitment entity is subject to the law regulating the labor relations or is in the category of domestic service workers.</li> <li>The employment contract or appointment decision and proof that the organization has a system to protect wages, if the recruitment entity is exempt from the provisions of the law regulating the labor relations or from the requirement to</li> </ul>					
Prescribed Fees	Request Fo Residence Issua Electronic Servio	nce Fees	100 AED 100 AED per year 100 AED			
Refunded Fees	Issuance fees only Only Only Only Only Only Only Only O					
Guarantee	Only       Expiration of residence.         Recruiting category of domestic workers for the foreigner       2000 AED         Inclusion of foreigner in the administrative list by the establishments       2000 AED					

		he residence of guarantor or host without he residence of foreigners recruited unde guarantee						
	Guarantee refund mechanism	<ul> <li>The financial guarantee is refund request after the cancellation or of from the State territory, provided residence violations.</li> <li>The financial guarantee refund requinations (5) years, otherwise that amount shorts that amount shorts and the state territory of the state territory).</li> </ul>	departure of the beneficiary I that he shall not commit est shall be submitted within					
	Obtain service							
Customer trip "Service Procedures"	information Submitting service request	<ul> <li>Happiness Centers - Authority's approv</li> <li>7. Choose the preferred channel to apply for the service according to the available channels.</li> <li>8. Search for the service you want to apply for.</li> </ul>	Fill out the application information where applicable. Pay the service fees (if any).					
	Communication during the procedures	SMS, email or electronic notification sta developments of the request.	ating the creation /					

#### Issuance / Renewal of Residence -

#### Work Permits:

A service according to which a work - residence permit is issued within the State for two years.



Service Structure	Complementary	Servic	Service related to		Issuance of Entry Permit	
Package	NA	Serv	vice Type	P	rocedural	
Service	Usual	Mai	n Output	D	esidence	
Classification	USUAI	IVIAI	ΠΟυτρατ	ĸ	esidence	
Hours of			Service Comple	tion Time		
	Website / Smart	24/7	after comple	ting its	48 hours	
rendering	Application	2477	requirement	s for all		
Service			channels			
Conditions for	• A passport is valid f	or more than (6) i	months.			
obtaining	• Health insurance va	alid during his resi	idence within the	State.		
Service	• He shall be healthy.					
	• Approval of the com	npetent authoritie	25.			
	• Guarantor / Emplo	oyer: he shall be	linked to an en	nployment	contract with an	
Limitation of	employer (federal o	or local governm	nent sector, priva	ate sector,	domestic service	
Service	workers, entities ex	workers, entities excluded from the provisions of the federal decree law regulating				
	labor relations or fr	om the requirem	ent to obtain a w	ork permit	from the Ministry	
	of Human Resource	es and Emiratisati	on).			

Who can apply for the service?	Guarantor / Employ	ver "Cate	ary of Service gories of tomers"	Resident			
Documents to obtain service	<ul> <li>A recent persona</li> <li>white background,</li> <li>A copy of passport</li> </ul>	size 6/4.	insurance do – Medically fit				
NB	<ul> <li>Proof of his linkage to work with an employer according to the following.</li> <li>The employment contract or appointment decision, if the recruitment entity is a federal or local public sector authority.</li> <li>A statement from the Ministry of Human Resources and Emiratisation, if the recruitment entity is subject to the law regulating the labor relations or is in the category of domestic service workers.</li> <li>The employment contract or appointment decision and proof that the organization has a system to protect wages, if the recruitment entity is exempt from the provisions of the law regulating the labor relations or from the requirement to obtain a permit from the Ministry of Human Resources and Emiratisation.</li> </ul>						
Prescribed Fees	Request Residence Issu Electronic Serv	iance Fees	100 AED 100 AED per year 100 AED				
Refunded Fees	Issuance fees only	Penalties		day after the cancellation or iration of residence.			
Customer trip "Service Procedures"	Obtain service information	Call Center - Smart Application - Authority's website Customer Happiness Centers - Authority's approved communication channels.					



Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>						
Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.						

#### Issue of Residence Permit - Green Visa:

A service according to which Green Visa Permit is issued for a period of 5 years.





Service Structure	Sub		Service related to		Issuance of Entry Permit	
Package	NA		Serv	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Residence	
Hours of rendering Service	Website / Smart Application		24/7 Service Complet after complet requirements channel		ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid during his residence within the State.</li> <li>He shall be healthy.</li> <li>He shall be from the following categories:</li> </ul>					
	<ol> <li>An investor or partner in a commercial license. The following conditions are required to grant him green visa:</li> </ol>					

- Approval of the competent authority for investment in accordance with its approved investor classification system in coordination with the Ministry of Economy and the competent federal and local authorities.
- The company shall not take the form of sole proprietorship.
- His contribution to the company shall not be less than one million dirhams in cash or its equivalent in foreign currencies, whether upon incorporation or contribution. If he is a partner in more than one license, the total invested capital shall be calculated to fulfill the prescribed percentage. If his share in the capital is in kind or tangible or intangible assets, the Ministry of Economy shall evaluate those shares.
- He shall continue to fulfill the above conditions for the continuation and renewal of the green visa, and he shall notify the issuing authority if he loses one or more of those conditions.
- Approval of the competent local authorities and a license for the applicant to practice the activity.
- 2. Highly skilled worker. The following conditions are required to grant him green residency:
  - He shall obtain a work permit within the State under a valid employment contract.
  - He shall be from among the category of skilled labor at the first, second or third professional level according to the classification approved by the Ministry of Human Resources and Emiratisation.
  - $\circ$   $\;$  The minimum educational level shall be a bachelor's degree or its equivalent.
  - The monthly salary shall not be less than 15,000 AED or its equivalent in foreign currencies.

	3. Freelance work. The following conditions are required to grant him Green Visa:				
	$_{\odot}$ A freelance work permit shall be obtained from the Ministry of Human				
	Resources and Emiratisation.				
	$\circ$ The minimum educational level shall be a bachelor's degree, a specialized				
	diploma, or its equivalent.				
	$\circ$ The applicant's annual income for the previous two years shall not be less than				
	360,000 AED or its equivalent in foreign currencies, or he shall prove his financial				
	solvency throughout his stay within the State.				
	Approval of the competent authorities.				
Limitation of	Residence shall continue according to the availability of conditions for granting it				
Service	and it shall be canceled when one or more conditions are missing.				
	Submitting application of green visa for the freelance work category shall be linked				
	to a nomination application.				
Who can apply	Beneficiary of Service				
for the service?	Guarantor / Employer "Categories of Resident Customers"				
	– Financial guarantee document, health				
Documents to	– A recent personal photo with a insurance document.				
obtain service	white background, size 6/4. – Medically fit report.				
	<ul> <li>A copy of passport.</li> <li>Supporting documents for type of required</li> </ul>				
	green via permit.				
	The documents according to the type of green visa permit are as follows:				
NB	1. If he is an investor or partner, the following shall be submitted:				
	• The commercial license(s) indicates the company's commercial form and the				
	percentage of his shareholding therein.				

	I			
	• A certificate from the Ministry of Economy and the competent federal and local			
	authorities indicating approval of the investment.			
	Certificate of license to practice the activity.			
	2. If it is a skilled worker, the following shall be submitted:			
	An employmen	it contract valid wit	hin the State.	
	A certificate free	om the Ministry of	Human Resources and Emiratisation stating	
	that he is at the	e first, second or thi	rd professional level according to its approved	
	classification.			
	Academic qual	ification certificate	(Bachelor's degree or equivalent thereof).	
	<ul> <li>Salary certifica</li> </ul>	te.		
	3. If he is a freelance	work, the followi	ng shall be submitted:	
	<ul> <li>Free work pern</li> </ul>	nit from the Minist	ry of Human Resources and Emiratisation.	
	<ul> <li>Academic qual</li> </ul>	lification certificate	e (Bachelor's degree, specialized diploma, or	
	equivalent thereof).			
	A bank certification	ate proving his annu	ial income or financial solvency throughout his	
	stay within the	State.		
	Request Fees 100 AED			
Prescribed Fees	Residence Issu		100 AED per year	
	Electronic Ser	vices Fees	100 AED	
			50 AED per day after the cancellation or	
Refunded Fees	Issuance fees only	Penalties	expiration of residence.	
		lu of investor	3,000 AED for each family member, with	
	Recruiting a fami	ly of investor	maximum of 15,000 AED	
- ·		• The financial §	guarantee is refunded by submitting a refund	
Guarantee	Guarantee refund	request afte	r the cancellation or departure of the	
	mechanism	beneficiary fro	om the State territory, provided that he shall	
		not commit re	esidence violations.	



		• The financial guarantee refund request shall be submitted
		within (5) years, otherwise that amount shall be deemed not
		refunded.
	Obtain service information	Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved
		communication channels.
Customer trip "Service Procedures"	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Fill out the application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

#### Issue of Residence Permit - Green Visa:

A service according to which Green Visa Permit is issued for a period of 5 years.

#### Service channels



Service Structure	Sub		Service related to		Issuance of Entry Permit	
Package	NA		Serv	vice Type	Р	rocedural
Service	Usual		M:			lacidanca
Classification	USUAI		IVIdi	n Output	Residence	
Hours of rendering Service	Website / Smart Application	a 24/7		Service Comple after comple requirement channe	ting its s for all	48 hours
Conditions for obtaining	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid during his residence within the State.</li> <li>He shall be healthy.</li> <li>He shall be from the following categories:</li> </ul>					
Service	1. An investor or par required to grant l			ial license. The f	ollowing co	onditions are

- Approval of the competent authority for investment in accordance with its approved investor classification system in coordination with the Ministry of Economy and the competent federal and local authorities.
- The company shall not take the form of sole proprietorship.
- His contribution to the company shall not be less than one million dirhams in cash or its equivalent in foreign currencies, whether upon incorporation or contribution. If he is a partner in more than one license, the total invested capital shall be calculated to fulfill the prescribed percentage. If his share in the capital is in kind or tangible or intangible assets, the Ministry of Economy shall evaluate those shares.
- He shall continue to fulfill the above conditions for the continuation and renewal of the green visa, and he shall notify the issuing authority if he loses one or more of those conditions.
- Approval of the competent local authorities and a license for the applicant to practice the activity.
- 2. Highly skilled worker. The following conditions are required to grant him green residency:
  - He shall obtain a work permit within the State under a valid employment contract.
  - He shall be from among the category of skilled labor at the first, second or third professional level according to the classification approved by the Ministry of Human Resources and Emiratisation.
  - $\circ$   $\;$  The minimum educational level shall be a bachelor's degree or its equivalent.
  - The monthly salary shall not be less than 15,000 AED or its equivalent in foreign currencies.

	3. Freelance work. The following conditions are required to grant him Green Visa:				
	$\circ$ A freelance work permit shall be obtained from the Ministry of Human				
	Resources and Emiratisation.				
	$\circ$ The minimum educational level shall be a bachelor's degree, a specialized				
	diploma, or its equivalent.				
	$\circ$ The applicant's annual income for the previous two years shall not be less than				
	360,000 AED or its equivalent in foreign currencies, or he shall prove his financial				
	solvency throughout his stay within the State.				
	Approval of the competent authorities.				
Limitation of	Residence shall continue according to the availability of conditions for granting it				
Service	and it shall be canceled when one or more conditions are missing.				
	Submitting application of green visa for the freelance work category shall be linked				
	to a nomination application.				
Who can apply	Beneficiary of Service				
for the service?	Guarantor / Employer "Categories of Resident Customers"				
	– Financial guarantee document, health				
Documents to	– A recent personal photo with a insurance document.				
obtain service	white background, size 6/4. – Medically fit report.				
	<ul> <li>A copy of passport.</li> <li>Supporting documents for type of required</li> </ul>				
	green via permit.				
	The documents according to the type of green visa permit are as follows:				
NB	1. If he is an investor or partner, the following shall be submitted:				
	• The commercial license(s) indicates the company's commercial form and the				
	percentage of his shareholding therein.				

	A certificate fro	om the Ministry of I	Economy and the c	ompetent federal and loo	cal
	authorities indicating approval of the investment.				
	Certificate of license to practice the activity.				
	2. If it is a skilled worker, the following shall be submitted:				
	An employmen	it contract valid wit	hin the State.		
	• A certificate fro	om the Ministry of	Human Resources	and Emiratisation stati	ng
	that he is at the	e first, second or thi	rd professional lev	el according to its approv	ed
	classification.				
	Academic quali	ification certificate	(Bachelor's degree	or equivalent thereof).	
	Salary certificat	te.			
	3. If he is a freelance	work, the followi	ng shall be submit	ted:	
	Free work pern	nit from the Minist	ry of Human Resou	rces and Emiratisation.	
	• Academic qual	ification certificate	e (Bachelor's degre	ee, specialized diploma,	or
	equivalent ther	reof).			
	A bank certifica	te proving his annu	al income or financ	ial solvency throughout l	his
	stay within the	State.			
	Request	Fees		100 AED	
Prescribed Fees	Residence Issu	iance Fees	100	AED per year	
	Electronic Serv	vices Fees	100 AED		
			50 AED per day	after the cancellation or	
Refunded Fees	Issuance fees only	Penalties	expirat	ion of residence.	
		Call Center - S	mart Application	- Authority's website	-
	Obtain service information	Customer Happ	iness Centers	- Authority's approv	ed
Customer trip	Information	communication cl	nannels.		
"Service	Submitting comin	1. Choose th		. Fill out the applicati	on
Procedures"	Submitting service			information whe	ere
	request	channel to	apply for the	applicable.	



	service according to the 4. Pay the service fees (if			
	available channels. any).			
	2. Search for the service you			
	want to apply for.			
Communication	SMS, email or electronic notification stating the creation /			
during the	developments of the request.			
procedures				

Residence Permits without Work: Issue of residence permit for a student enrolled in an educational establishment within the State:

A service according to which a residence permit without work is issued to a category of students on guaranteed / hosted by accredited educational establishments within the State.





Service Structure	Sub	Servio	Service related to		Issuance of Entry Permit	
Package	NA	Ser	vice Type	Р	rocedural	
Service	Usual	Ma	in Output	D	Residence	
Classification	USUAI	IVIA	in output		esidence	
Hours of rendering	Website / Smart	24/7			48 hours	
Service	Application		requirement channe			
Conditions for	A passport is valid for more than (6) months.					
obtaining	• Health insurance va	Health insurance valid during his residence within the State.				
Service	He shall be healthy.					
	Approval of the cor	mpetent authoriti	es.			
	• The university, col	lege, institute, re	esearch center or	the like sh	all be licensed to	
Limitation of	practice activity wit	thin the State.				
Service	• The approval of the	e Ministry of Edu	cation or the com	ipetent edu	cational authority	
	shall be obtained d	epending on the	emirate, as the ca	se may be.		

Who can apply for the service?	Guarantor / Host: The educational establishment to which student is enrolled.	"Cate	ry of Service gories of comers"	Resident
Documents to obtain service	<ul> <li>A recent personal ph white background, size</li> <li>A copy of passport.</li> <li>A certificate from the Education or the educational authority emirate indicating the a</li> </ul>	6/4 - Ministry of competent - ( in the	<ul> <li>Medically fit r</li> <li>The licensing establishmen</li> <li>A certificate educational</li> </ul>	report. g statement of educational
NB		C C	to the study program. He is allowed to remain tudy for a period of 180 days	
Prescribed Fees	Request Fees Residence Issuance Fees			100 AED
	Electronic Service			00 AED per year 100 AED
Refunded Fees	Electronic Services		50 AED per c	
Refunded Fees		Fees Penalties ce of the ut canceling rs recruited	50 AED per c	100 AED lay after the cancellation or
	Issuance fees only Canceling the residen guarantor and host witho the residence of foreigne	Fees Penalties ce of the ut canceling rs recruited tee rs in the	50 AED per c	100 AED lay after the cancellation or ration of residence.

		<ul> <li>beneficiary from the State territory, provided that he shall not commit residence violations.</li> <li>The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.</li> </ul>			
	Obtain service information	Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.			
Customer trip "Service Procedures"	Submitting service request	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service you want to apply for.</li> <li>Choose the preferred application information where applicable.</li> <li>Pay the service fees (if any).</li> </ol>			
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.			

# Issue of Residence Permit without Service channels Work – Virtual Work: A service according to which a residence permit without work is issued for the category of virtual work without a guarantor or host.

Service Structure	Sub	Servic	Service related to		Issuance of Entry Permit	
Package	NA	Serv	vice Type	Ρ	rocedural	
Service Classification	Usual	Mai	Main Output		esidence	
Hours of rendering Service	Website / Smart Application	24/7	Service Comple after comple requirement channe	ting its s for all	48 hours	
Conditions for	• A passport is valid for more than (6) months.					
obtaining	Health insurance valid during his residence within the State.					
Service	He shall be healthy.					
	Approval of the competent authorities.					
Limitation of	• He shall work remot	tely for an entity	outside the State			
Service	• His monthly income	e shall not be les	s than 3,500 US	\$ or its equ	uivalent in foreign	
	currencies.					
Who can apply for the service?	Beneficiary of the serv	ice Benefici	ary of Service	F	Resident	

			gories of	
Documents to obtain service	Customers"         -       The health insurance document.         -       A recent personal photo with a -       He shall provide a proof of his work for a white background, size 6/4.         -       A copy of passport.       entity outside the State and that the wor is done remotely.         -       Medically fit report.       -         A bank certificate stating his monthlincome.			
NB	• None			
Prescribed Fees	Request Residence Issu Electronic Ser	iance Fees	100 AED 100 AED per year 100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of residence.	
	Obtain service information		imart Application - Authority's website - biness Centers - Authority's approved hannels.	
Customer trip "Service Procedures"	Submitting service request	1. Choose the preferred channel to apply for the service according to the available channels.       3. Fill out the application information where applicable.         2. Search for the service you want to apply for.       4. Pay the service fees (if any).		
	Communication during the procedures	SMS, email or elected developments of t	ctronic notification stating the creation / the request.	

### Issue of Residence Permit without

#### work - Retired Foreigner:

A service according to which a residence permit without work is issued to the category of retired foreigner.



Service Structure	Sub	Servi	ce related to	Issuance	e of Entry Permit
Package	NA	Sei	vice Type	Р	rocedural
Service Classification	Usual	Ma	in Output	F	Residence
Hours of rendering Service	Website / Smart Application	24/7	24/7 Service Complet after complet requirements channel		48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid fo</li> <li>Health insurance valid</li> <li>He shall be healthy.</li> <li>His period of service years, whether inside years of age.</li> <li>He shall meet one of a) He shall be the o purchasing or market than one million dirhat the relevant emirate.</li> </ul>	id during his res before being re e or outside the <b>f the following</b> owner of one of value of his pro	sidence within the eferred to retirem State or he shall I <b>two conditions:</b> or more propertie operty or total of h	ent must n have compl is within th is propertie of the comp	eted 55 Gregorian ne State, and the es shall not be less petent authority in

	accepted provided that the	value paid to relea	se the m	ortgage shall not be less than
	the total value of the mortgage is less than one million dirhams at the time of			
	submitting the residence request, or he shall have a financial deposit of no less than			
	one million dirhams inside	one million dirhams inside or outside the State, provided that he shall transfer and		
	deposits it with a financial	institution in the	State wit	hin 60 days from the date of
	issuance of the residence. <i>I</i>	An exception to this	; is if he in	vests the value of the deposit
	within the State.			
	b) His annual income shall	not be less than 24	40,000 AI	ED or its equivalent in foreign
	currencies, whether the s	source of income	is from	inside or outside the State,
	provided that he shall subr	nit a bank stateme	nt for the	last 6 months from the date
	of submitting the residence	e request.		
Limitation of	<ul> <li>Approval of the competen</li> </ul>	t authorities		
Service		t authorities.		
Who can apply		Beneficiary of S	ervice	
for the service?	Beneficiary of the service	"Categories	of	Resident
for the service:		Customers		
		– A ce	rtificate f	rom the municipality stating
	– A recent personal photo	with a that	he owns	property/properties.
	white background, size 6/	4. – A ce	rtificate c	of the competent authority to
	<ul> <li>A copy of passport.</li> </ul>	asse	ess the v	alue of the property / real
	<ul> <li>Medically fit report.</li> </ul>	esta	te, or th	e mortgaged property title
Documents to	– The health insurance docu	iment. deed	d, if his	property is mortgaged, and
obtain service	– Submitting a work co	ertificate wha	t proves	that he has paid the amount
	stating his retirement fro		•	on dirhams to release the
	and the length of his se		tgage.	
			-0-0-	
	submitting his hirth cortifi	cate _ Δha	ink cortifi	cate stating his fixed annual
	submitting his birth certifi			cate stating his fixed annual a bank statement for the last

			6 months from the date of submitting the
			residence request.
NB	• None		
	Request	Fees	100 AED
Prescribed Fees	Residence Issu	iance Fees	100 AED per year
	Electronic Ser	vices Fees	100 AED
Refunded Fees	lssuance fees only	Penalties	50 AED per day after the cancellation or
Kerundeu rees	issuance rees only	Fenancies	expiration of residence.
	Obtain service information		mart Application - Authority's website - iness Centers - Authority's approved nannels.
Customer trip "Service Procedures"	Submitting service request		3. Fill out the application apply for the information where applicable. nels. 4. Pay the service fees (if any).
	Communication during the procedures	SMS, email or elected developments of t	ctronic notification stating the creation / the request.

## Issue of Residence Permit without work for the Property Owner:

A service according to which a residence permit without work is issued to the category of the foreigner who owns the property.



Service Structure	Sub	Service related to		Issuance	of Entry Permit
Package	NA	Serv	vice Type	P	rocedural
Service	Usual	Mai	n Output	P	esidence
Classification			noutput		
Hours of			Service Comple	tion Time	
	Website / Smart	24/7	after comple	ting its	48 hours
rendering Service	Application	2477	requirement	s for all	48 11001 5
Service			channe	ls	
Conditions for	• A passport is valid for more than (6) months.				
obtaining	Health insurance valid during his residence within the State.				
Service	He shall be healthy.				
	Approval of the competent authorities.				
	• The property shall be fully built and shall not include the landowner of vacant				
Limitation of	lands.				
Service	Registering his ownership of the property with the competent authority				
	responsible for real estate registration.				
	• The property shall be	fully owned.			

	• The property shall be fit for habitat	00				
	He shall have a monthly income of no less than 10,000 AED or its equivalent in					
	foreign currencies, or he shall prove his financial solvency throughout his period of					
	residence within the State.					
Who can apply	Benefi	Beneficiary of Service				
for the service?	Beneficiary of the service "Ca	Beneficiary of the service <b>"Categories of</b> Resident				
for the service:	Cu	stomers"				
	– A recent personal photo with a					
	white background, size 6/4.	– The health in	surance document.			
	<ul> <li>A copy of passport.</li> <li>A certificate from the competent authority</li> </ul>					
	<ul> <li>Medically fit report.</li> <li>stating the registration of his ownership of</li> </ul>					
Documents to	<ul> <li>A certificate from the municipality the property in the real estate registry.</li> </ul>					
obtain service	stating that the construction – A bank certificate stating his monthly					
	completion of the property and income or what proves his financial					
	indicating full ownership of the	solvency thr	oughout his stay within the			
	property, and that the property is	State.	C ,			
	suitable for habitation.					
	• The number of years of residence is two years that shall be renewable for similar					
		• The number of years of residence is two years that shall be renewable for similar period or periods under the same conditions under which the residence was				
NB	granted, and it may be issued for a period of one year at the request of the					
	concerned party, based on the requirements of the public interest, or by the decision					
	of the president, and it is allowed to stay within the State after cancellation or					
	expiration of residence for a period of 90 days.					
	Request Fees		100 AED			
Prescribed Fees	Residence Issuance Fees	1	00 AED per year			
	Electronic Services Fees		100 AED			

Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of residence.
	Obtain service information		mart Application - Authority's website - iness Centers - Authority's approved nannels.
Customer trip "Service Procedures"	Submitting service request		3. Fill out the application apply for the information where rding to the applicable. nels. 4. Pay the service fees (if any).
	Communication during the procedures	SMS, email or elec developments of t	tronic notification stating the creation /

Issue of Residence Permit without work - Residence Permit for Family Members of the Foreigner residing within the State:

A service according to which a residence permit without work is issued to a category of family members of the resident within the State.



Service Structure	Sub	Servic	e related to	Issuance of Entry Permit	
Package	NA	Serv	/ice Type	Р	rocedural
Service	Usual	Mai	n Output		esidence
Classification	USUAI	IVIAI	πουτρατ	ĸ	esidence
Hours of			Service Comple	tion Time	
	Website / Smart	24/7	after comple	ting its	48 hours
rendering Service	Application	2477	requirement	s for all	48 110015
Service			channe	ls	
Conditions for	A passport is valid for more than (6) months.				
obtaining	<ul> <li>Health insurance valid during his residence within the State.</li> </ul>				
Service	He shall be healthy.				
	Approval of the competent authorities.				
	• The foreigner being recruited shall be the spouse of the foreigner residing within the				
Limitation of	State (the guarantor / head of the family), his male children who have not reached				
Service	25 years of age, the unmarried females, and his children with special needs. The				
	foreigner who has a green visa permit shall have the right to recruit his relatives of				
	first-degree.				

	• The foreigner (guarantor / head of the family) shall have a residence permit within			
	the State.			
	• The financial solvency (for the guarantor / head of the family) shall be available with			
	a monthly income for the family (for the husband or wife) with minimum of 3,000			
	AED with housing provided by the employer, and 4,000 AED in the event that the			
	employer does not provide housing.			
	• The adequate housing for family members shall be provided, taking into account			
	that the number of inhabitants shall be proportional to the absorptive capacity of			
	the property (leased or owned).			
	• The kinship shall be proven.			
Who can apply for the service?	The guarantor / host "the head of the family" Beneficiary of Service "Categories of Customers"			
	– Health insurance document.			
Documents to obtain service	<ul> <li>A recent personal photo with a white background, size 6/4.</li> <li>A copy of passport.</li> <li>Medically fit report.</li> <li>A duly authenticated lease contract.</li> <li>A certificate from the municipality stating the suitability of housing for the family members.</li> <li>What proves the kinship (duly authenticated marriage contract, children's birth certificates).</li> <li>Birth certificates of children to prove their ages. (and what indicates that the son is of special needs regardless of age).</li> <li>A valid residence permit for the foreign "guarantor / head of the family".</li> <li>A work certificate stating the salary (family monthly income) and availability of housing.</li> </ul>			

NB	• Residence shall be granted for the same period of residence of the guarantor / head of the family, and the validity period of residence of family members shall not exceed the validity period of residence of the guarantor / head of the family. It is allowed to remain within the State after the cancellation or expiration of the residence for a period of 60 days. As for the family members of the resident who				
	_		wed to remain within the State after the ence for a period of 180 days.		
	Request	Fees	100 AED		
Prescribed Fees	Residence Issu	Residence Issuance Fees 100 AED per year			
	Electronic Ser	ervices Fees 100 AED			
Refunded Fees	lssuance fees only	Penalties 50 AED per day after the cancellative expiration of residence.			
	Obtain service information	mart Application - Authority's website - iness Centers - Authority's approved nannels.			
Customer trip "Service Procedures"	Submitting service request	e preferred apply for the rding to the nels. 4. Pay the service fees (if any). for.			
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.			



Issue of Residence Permit without Work - Residence Permit for the Parents, Children and Spouse of a male or female citizen who hold Foreign

#### **Passports:**

It is a service according to which a residence permit without work is issued to the non-citizen family members who hold foreign passports.



Service Structure	Sub		Service related to		Issuance of Entry Permit	
Package	NA		Serv	vice Type	Р	rocedural
Service Classification	Usual		Main Output		Residence	
Hours of rendering Service	Website / Smart Application		24/7	Service Comple after comple requirement channe	ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid during his residence within the State.</li> <li>He shall be healthy.</li> </ul>					
Limitation of Service	<ul> <li>Approval of the competent authorities.</li> <li>Proof of kinship.</li> <li>The guarantor / host shall be a male or female citizen.</li> </ul>					

Who can apply for the service?	The guarantor / host head of the family	"the "Cate	ry of Service gories of omers"	Resident
Documents to obtain service	<ul> <li>A recent personal photo with a</li></ul>		- A certified certificate of event of recru	marriage contract or a continuity of marriage in the uiting the husband or wife.
NB	<ul> <li>The duration of stay within the State with residence to stay within the State after cancellation or expirat 180 days.</li> </ul>			
Prescribed Fees	Request Fees Residence Issuance Fees Electronic Services Fees		100 AED 100 AED per year 100 AED	
Refunded Fees	lssuance fees only	Penalties		lay after the cancellation or ration of residence.
	Obtain service information		iness Centers	n - Authority's website - - Authority's approved
Customer trip "Service Procedures"	Submitting service request		apply for the rding to the nels. he service you	<ul> <li>3. Fill out the application information where applicable.</li> <li>4. Pay the service fees (if any).</li> </ul>

Communication	SMS, email or electronic notification stating the creation /
during the	developments of the request.
procedures	

Issue of Residence Permit without Work - Residence Permit for the wives and children of citizens of the Gulf Cooperation Council countries who hold foreign passports:

#### A service according to which a non-work permit is issued to family members of citizens of Gulf Cooperation Council countries.



Service Structure	Sub		Service related to		Issuance of Entry Permit	
Package	NA	Service Type		vice Type	Procedural	
Service Classification	Usual		Main Output		Residence	
Hours of rendering Service	Website / Smart Application		24/7 Service Completion after completing requirements for channels		ting its s for all	48 hours
Conditions for obtaining Service	<ul> <li>A passport is valid for more than (6) months.</li> <li>Health insurance valid during his residence within the State.</li> <li>He shall be healthy.</li> </ul>					

	Approval of the competent authorities	5.			
	Proof of kinship.				
Limitation of					
Service					
Who can apply for the service?	The guarantor / host "the head of the family" Beneficiary of Service "Categories of Customers"				
Documents to obtain service	<ul> <li>A recent personal photo with a white background, size 6/4.</li> <li>A copy of passport.</li> <li>Medically fit report.</li> <li>An authenticated lease contract or title deed of the property.</li> <li>A certificate from the municipality stating the suitability of housing for the family members.</li> </ul>	- A certified certificate of event of recru	nce document. marriage contract or a continuity of marriage in the uiting the husband or wife. ates in case of recruiting the		
NB	<ul> <li>The duration of the residence is two years, and shall be renewable for a similar period or periods under the same conditions under which the residence was granted. It may be issued for a period of one year at the request of the concerned party, for the requirements of the public interest or by the decision of the president. The holder is allowed to stay within the State after cancellation or expiration of residence for a period of 90 days.</li> </ul>				
	Request Fees		100 AED		
Prescribed Fees	Residence Issuance Fees	1	00 AED per year		
	Electronic Services Fees	100 AED			

Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of residence.
	Obtain service information	Customer Happ communication ch	
Customer trip "Service Procedures"	Submitting service request		3. Fill out the application apply for the information where rding to the applicable. nels. 4. Pay the service fees (if any).
	Communication during the procedures	SMS, email or elec developments of t	tronic notification stating the creation /

Issue of Residence Permit without Work - Residence Permit for a foreign woman whose husband has died or divorced her and who has one or more children from him.



Service Structure	Sub	Servic	Service related to		Issuance of Entry Permit	
Package	NA	Ser	Service Type		rocedural	
Service	Usual	Mai	Main Output		Residence	
Classification						
Hours of			Service Comple	tion Time		
rendering	Website / Smart	24/7	after comple	ting its	48 hours	
Service	Application	2-177	requirement	s for all	40 110015	
Service			channels			
Conditions for	A passport is valid for more than (6) months.					
obtaining	Health insurance valid during his residence within the State.					
Service	He shall be healthy.					
	Approval of the competent authorities.					
Limitation of	• The death of her citizen husband or her divorce from him.					
Service	• The guarantor / host shall be the eldest male child, and if she does not have any					
	male children, then the eldest daughter.					
Who can apply for the service?	The guarantor / host	Benefici	ary of Service	F	Resident	

		"Cate	gories of	
		Cust	omers"	
Documents to obtain service	<ul> <li>A recent persona white background,</li> <li>A copy of passport</li> <li>Medically fit report</li> </ul>	- size 6/4.	<ul> <li>Certificate</li> <li>irrevocable di</li> <li>Birth certifica</li> </ul>	nce document. of husband's death or vorce certificate. Ite stating that the guarantor eldest son or eldest daughter.
NB	<ul> <li>The duration of the residence is two years, and shall be renewable for a simi period or periods under the same conditions under which the residence w granted. It may be issued for a period of one year at the request of the concern party, for the requirements of the public interest or by the decision of the preside The holder is allowed to stay within the State after cancellation or expiration residence for a period of 60 days.</li> </ul>			
	Request Fees 10			100 AED
Prescribed Fees	Residence Issu	uance Fees		00 AED per year
	Electronic Ser	vices Fees		100 AED
Refunded Fees	Issuance fees only	Penalties		lay after the cancellation or ration of residence.
	Obtain service information	Call Center - Smart Application - Authority's website Customer Happiness Centers - Authority's approve communication channels.		
Customer trip "Service Procedures"	Submitting service request		apply for the rding to the nels. he service you	<ul> <li>3. Fill out the application information where applicable.</li> <li>4. Pay the service fees (if any).</li> </ul>

Communication	SMS, email or electronic notification stating the creation /
during the	developments of the request.
procedures	developments of the request.

#### Service channels

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**Residence** without work permits for

In cases - foreigners whose

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countries suffer from wars, disasters or Smart Website **unrest**App

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Service structure:	Secondary	Related to:		Issuance of Entry Permit	
Package:	Not applicable	Type of service:		Procedural	
Classification of service:	Normal	Main output:		Residence Permit	
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 hours	
Conditions for getting	A valid passpo	rt for more t	han (6) months.		
the service:	• Valid health insurance for the duration of his/ her stay in the country			her stay in the country	
	• To be medicall	dically fit.			
Limitation of service:	Approval of the competent authorities				
	• To have the appropriate financial solvency and suitable housing.				
	(Monthly incor	(Monthly income shall be AED 10,000 if the number of hosted persons			
	is 5 and AED 1	5,000 if the	number of hosted	persons is 6, and if the	
	number of hos	sted persons	exceeds that, the (	General Manager shall	
	determine the	solvency of	the applicant).		
	• The residence	permit may	include family men	nbers of a foreigner who	
	are outside or	or inside the Country.			
Who can apply for the	Guarantor /Host		Beneficiary of	Resident	
service?			the service		

	"categories of customers"				
Documents required for	<ul> <li>A recent per</li> </ul>	rsonal photo with a w	/hite background, size 4/6.		
getting the service:	<ul> <li>A Photocopy of the passport</li> </ul>				
	<ul> <li>Medical fitness report.</li> </ul>				
	<ul> <li>Health Insurance Document</li> </ul>				
	<ul> <li>Salary or ba</li> </ul>	nk certificate stating	his/her financial solvency		
	<ul> <li>A duly notar</li> </ul>	rized rental contract			
	<ul> <li>A certificate</li> </ul>	from the municipalit	ty stating the suitability of housing		
Remarks:	The period of	of the residence perm	nit is two years, renewable for a similar		
	period or pe	riods under the same	e conditions under which it was granted.		
	It may be issued for a period of one year at the request of the person				
	concerned or for the requirements of the public interest or by the				
	decision of the President. The holder is allowed to stay in the Country				
	after the cancellation or expiry of the residence permit for a period of 60				
	days.				
Prescribed fees:	Application fees		AED 100		
	Residence permit le	ssuance fees	AED 100 per each year		
	Online service fees		AED 100		
Refunded fees:	Issuance fees	Penalties:	AED 50 for each day after cancelling or		
	only		expiring the residence permit		
Guarantee	AED 5,000 per pers	son, up to a maximun	n of AED 15,000		
Guarantee refund	The financial guarantee shall be recovered by submitting a refund application				
method	after the beneficiar	y's cancellation or ex	it from the country's territory, provided		
	that he has not con	nmitted any residenc	y violations.		

Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority 's website - Customer Happiness Centers - Authority's approved communication channels.
	Applying for the service	<ol> <li>Choose the preferred channel to apply for the service according to the available channels.</li> <li>Search for the service to be applied for.</li> <li>Fill in the application data where applicable.</li> <li>Pay the service fee (if applicable).</li> </ol>
	Communication while application is under process	A text message, email, or email notification stating the creation/ developments of the application.

Residence without work permits for humanitarian cases -the foreigner bringing in his relatives or relatives of his wife: Service channels



Service structure:	Secondary	Related to:		Issuance of Entry Permit	
Package:	Not applicable	Type of service:		Procedural	
Classification of service:	Normal	Main output:		Residence Permit	
	Website\Smart	24/7	Service	48 hours	
	application		completion time		
Service delivery hours			after fulfillment		
			of requirements		
			for all channels		
Conditions for getting the	<ul> <li>A valid passpo</li> </ul>	ort for more t	han (6) months.		
service:	• Valid health in	Valid health insurance for the duration of his/ her stay in the country			
	• To be medical	To be medically fit.			
	Proof of kinship with	of of kinship with the guarantor/ host foreigner according to the			
	following:	llowing:			
	• If the foreigne	r is a relative	of a citizen of the	State, the kinship must be	
	proven, whate	ever its degre	e.		
	• If the foreigne	r is a relative	of a resident of th	e state or his wife, the	
	degree of kins	degree of kinship must be as follows:			
	Relatives of th	<ul> <li>Relatives of the foreigner: father, mother, and minor siblings, provided</li> </ul>			
	that there is s	that there is support.			

	Relatives of the foreigner's wife: the father of the wife, the mother of the wife			
	(provided that there is support), the minor children of the wife, provided that			
	custody is available.			
Limitation of service:	Approval of the competent authorities			
	• To have the appropriate financial solvency and suitable housing.			
	(Monthly income shall be AED 10,000 if the number of hosted persons			
	is 5 and AED 15,000 if the number of hosted persons is 6, and if the			
	number of hosted persons exceeds that, the General Manager shall			
	determine the solvency of the applicant).			
Who can apply for the	Guarantor /Host Beneficiary of Resident			
service?	the service			
	"categories of			
	customers"			
Documents required for	<ul> <li>A recent personal photo with a white background, size 4/6.</li> </ul>			
getting the service:	<ul> <li>A Photocopy of the passport</li> </ul>			
	<ul> <li>Medical fitness report.</li> </ul>			
	<ul> <li>Health Insurance Document</li> </ul>			
	<ul> <li>Salary or bank certificate stating his/her financial solvency</li> </ul>			
	<ul> <li>A duly notarized rental contract</li> </ul>			
	<ul> <li>A certificate from the municipality stating the suitability of housing</li> </ul>			
Remarks:	• The residence permit may include family members of a foreigner who			
	are outside or inside the Country.			
	• The period of the residence permit is two years, renewable for a similar			
	period or periods under the same conditions under which it was granted.			
	It may be issued for a period of one year at the request of the person			

		<b>C 1 1 1 1 1 1 1 1 1 1</b>	te sfille a bligiste set e briter	
	concerned or for the requirements of the public interest or by the			
	decision of the President. The holder is allowed to stay in the Country			
	after the can	cellation or expiry o	f the residence permit for a period of 60	
	days.			
Prescribed fees:	Application fees		AED 100	
	Residence permit Is	suance fees	AED 100 per each year	
	Online service fees		AED 100	
Refunded fees:	lssuance fees	Penalties:	AED 50 for each day after cancelling or	
	only		expiring the residence permit	
Guarantee	AED 5,000 per perso	on, up to a maximun	n of AED 15,000	
Guarantee refund method	The financial guarar	tee shall be recover	red by submitting a refund application	
	after the beneficiary	's cancellation or ex	kit from the country's territory, provided	
	that he has not committed any residency violations.			
Customer's journey	Getting information on Communication Center - Smart Application - Authority 's			
"procedures of the	the service	website - Custor	mer Happiness Centers - Authority's	
service"		approved comm	unication channels.	
	Applying for the service	3. Choose th	ne preferred channel to apply for the	
		service ad	ccording to the available channels.	
		4. Search fo	r the service to be applied for.	
		5. Fill in the	application data where applicable.	
		6. Pay the s	ervice fee (if applicable).	
	Communication while	A text message, email, or email notification stating the		
	application is under creation/ developments of the application. process			



# ID card services



## **ID Card Services**

NO.	Main	No.	List of Services	Service	Type of	The entity
	Services			classification	Service	to which
						the service
						is
						provided
1		1	Issuance of an ID card	Secondary	Procedural	G2C
		2	Renewal of an ID	Supplementary	Procedural	G2C
		3	Issuance of a lost/	Supplementary	Procedural	G2C
	ID card		damaged ID card			
	services	4	Exemption from	Supplementary	Procedural	G2C
			administrative delay fees			
		5	Refund of fees	Supplementary	Procedural	G2C
		6	Data Updates	Supplementary	Procedural	G2C

Issuance of a new ID:

A service whereby an ID card is issued for the first time to an individual who has not previously registered or been issued an ID number.



Service structure:	Secondary	Related to:		Yes, it is related to
				the residence
				permit issuance
				service
Package:	Related to	Type of service:		Procedural
	Mabrok Mayak			
	package for			
	citizens category			
Classification of	Normal	Main output:		ID card
service:				
	Website\Smart	24/7	Service	5 days
	application		completion	24 hours for the
	Service delivery	according to the	time after	center's urgent
Comulso delivioni	hours at printing	announced working	fulfillment of	service.
Service delivery	offices	hours	requirements	
hours	Service delivery	according to the	for all channels	
	hours at the	announced working		
	customer	hours, waiting: 5		
	happiness	minutes, service		

	centers and completion: 10				
	service minutes				
	completion time				
	at the center				
Conditions for	• Service is mandatory for the following categories: UAE Nationals, GCC				
getting the	Nationals and UAE Residents.				
service:	• For the category of residents, a valid residence permit is required to be				
	linked to the application for issuance of an ID card				
	Customers must complete the requirements for obtaining the service				
	(fingerprint, signature) within the specified period in order to avoid				
	deactivating the application.				
	• Customers must follow the instructions and requirements sent to them				
	during the course of the transaction in order to avoid deactivating the				
	application.				
	• The passport of the resident category and the GCC countries category				
	must be valid for a period of more than 6 months.				
	• The service for the resident category is linked to the service of the				
	issuance of a residence permit.				
Limitation of	Resident category: Linking the service of the issuance of an ID card to				
service:	the service of the issuance of a residence permit shall be through the				
	use of the unified form to apply for identity and residence through the				
	personal account or companies, with the exception of the applications				
	of the supporting category whose applications are made through				
	Tadbeer offices only.				

	• The category of citizen newborns: It is the category that benefits from		
	the Mabrouk Mayak package only.		
	• The category of GCC citizens: The service is limited to those who have		
	one of the following proofs: Ownership of a property (ownership, not		
	rent)/Investment/ Work/ Study in the State/Scholars and		
	Delegates/Inmates of correctional and penal facilities in the State/first-		
	degree Kinship to a Gulf citizen who has proof of study in the State		
	including brother or sister/ second-degree Kinship to a Gulf citizen who		
	has proof of work or investment in the State /first-degree Kinship to a		
	deceased UAE citizen/ Kinship in a foreigner residing up to the second		
	degree/ third-degree kinship to a UAE citizen/The presence of a Gulf		
	guardian, resident, custodian or child who has an issued Emirates ID		
	card.		
	• The application for the issuance of an ID card for the category of citizens		
	for a period of 10 years is not accepted if the age is between 5-14		
	years, because the age of 15 years is associated with fingerprinting and		
	signing for citizens.		
Who can apply for	Employer     Beneficiary of     Resident		
the service?	Head of Household/ Beneficiary     the service     Citizen		
	"categories of • GCC		
	customers" National		
Documents	• Personal photo (4.5x3.5 cm) with white background		
required for	• The original of the agency certificate for the person acting on behalf of		
getting the service	the customer in the event that the person concerned does not attend		
for all categories:			

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Employees	1) Original or a copy of the approved electronic extract or a copy of the
Category	employment contract issued by the Ministry of Human Resources and
	Emiratisation, the governmental or semi-governmental institution, the
	approved electronic document issued by the free zones in the State, the
	original of a work certificate from the governmental or semi-
	governmental institutions, or the original of the job offer issued by the
	governmental or semi-governmental entity.
	2) For workers in the offices of the sheikhs, the provisions of the
	Requirement No. (1) shall be replaced by the original letter of continuity
	of work or acceptance of work from the office of the sheikh.
	3) For the Gulf customer, the legal representative of the institutions or
	companies, the provisions of the requirement No. (1) shall be replaced
	by the original power of attorney, provided that it is duly certified in the
	event that it is issued from outside the country.
	4) For employees and players in sports clubs affiliated to the Sports
	Council of the Emirate, the provisions of Requirement No. (1) shall be
	replaced by an original business continuity letter issued by the
	Executive Director of the Sports Club affiliated to the Sports Council of
	the Emirate.
	5) For a retired Gulf customer or a deceased Gulf retiree who receives a
	pension, a letter from the authority concerned with disbursing the
	pension is required.

Investors	An original valid commercial, industrial or agricultural license, or
Category	electronic document issued and approved by the economic
	development departments or free zones in the State, or the original
	contract for the purchase of real estate from developers from the public
	or private sector.
Property	• The original ownership of the property (land or building) or the original
owners	certificate of granting housing/ usufruct of housing / allocation of
Category	government housing (permanent or temporary) issued by the
	competent government authority in the Emirate or the original of the
	final ruling to the determination of heirs (for cases of registration of rea
	estate heirs).
Category of	• A certificate issued by the government or semi-government authority ir
Scholars/	the country (local/Gulf/international) or banks operating in the country
Delegates	organizing or hosting the official mission, training course or hosting the
	delegated Gulf.
Category of	• A certificate from courts or the correctional and penal institutions in the
inmates in	State stating that the customer is serving a sentence in accordance
correctional	with a judicial ruling issued against him/ her.
and penal	
facilities	

Category of	• Original valid Emirates ID for the Gulf Citizen who studies in the country
kinship	and wishes to register a first-degree relative (father, mother, husband/
with a Gulf	wife, children), brother or sister.
citizen	<ul> <li>For the Gulf Citizen who wishes to register a first-degree relative, a</li> </ul>
studying in	certificate stating the continuation of study or admission to one of the
the country	
	universities, colleges, institutes or state public or private schools issued
	by the Ministry of Education or a local educational institution or a
	certificate stating the continuation of study or admission to one of the
	governmental or private centers for people with special needs issued by
	the Ministry of Community Development or the competent local
	authority.
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).

Category of	1)	Original valid Emirates ID for the Gulf citizen who works in the country
kinship		and wishes to register a second-degree relative (first degree includes
with a Gulf		father, mother, husband/wife , children /second degree includes
citizen		grandfather, grandmother, brother, sister, grandchild and
working in		granddaughter)
the country	2)	The original or a copy of the approved electronic extract or a copy of the
		employment contract issued by the Ministry of Human Resources and
		Emiratisation, the governmental or semi-governmental institution, the
		approved electronic document issued by the free zones in the State, the
		original of a work certificate from the governmental or semi-
		governmental institutions, or the original of the job offer issued by the
		governmental or semi-governmental entity.
	3)	For workers in the offices of the sheikhs, the provisions of the
	, כ	Requirement No. (2) shall be replaced by the original letter of continuity
	0	of work or acceptance of work from the office of the sheikh.
	4)	For the Gulf customer, the legal representative of the institutions or
		companies, the provisions of the requirement No. (2) shall be replaced
		by the original power of attorney, provided that it is duly certified in the
		event that it is issued from outside the country.
	5)	For employees and players in sports clubs affiliated to the Sports
		Council of the Emirate, the provisions of Requirement No. (2) shall be
		replaced by an original business continuity letter issued by the
		Executive Director of the Sports Club affiliated to the Sports Council of
		the Emirate.

	6) For a retired Gulf customer or a deceased Gulf retiree who receives a
	pension, a letter from the authority concerned with disbursing the
	pension is required.
	7) Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).
Category of	• Original valid Emirates ID for a Gulf national who works in the country
kinship	and wishes to register a second-degree relative ( first degree includes
with an	father , mother , husband/wife , children /second degree includes
investor	grandfather, grandmother, brother ,sister, grandchild and
Gulf citizen (license or	granddaughter)
property)	• An original valid commercial, industrial or agricultural license, or
	electronic document issued and approved by the economic
	development departments or free zones in the State, or the original
	contract for the purchase of real estate from developers from the public
	or private sector.
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).

Category of	Original valid Emirates ID for a Gulf national who works in the country
kinship	and wishes to register a second-degree relative ( first degree includes
with an	father, mother, husband/wife, children /second degree includes
Gulf citizen	grandfather, grandmother, brother ,sister, grandchild and
who is an	granddaughter)
owner of a	<ul> <li>The original ownership of the property (land or building) or the original</li> </ul>
property	certificate of granting housing/ usufruct of housing / allocation of
	government housing (permanent or temporary) issued by the
	competent government authority in the Emirate or the original of the
	final ruling to the determination of heirs (for cases of registration of real
	estate heirs).
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).
Category of	• A copy or a true copy of the EID card or passport of the deceased UAE
kinship	national or the death certificate of the deceased UAE national. Only
with a	those with a first-degree relative are allowed to be registered (first-
deceased	degree includes the father, mother, husband/ wife, and children).
citizen	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original marriage contract, certificate
	of proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).

Category of	Original valid EID for UAE citizen who wishes to register a third-degree
kinship	relative ( first degree includes father, mother , husband/wife , children
with a	/second degree includes grandfather, grandmother, brother, sister,
citizen	grandchild, granddaughter/third degree includes uncle and aunt).
	• For the third-degree kinship category, a certificate of support issued by
	the court is required.
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original marriage contract, certificate
	of proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).
Category of	• Original valid passport and valid EID for the resident who wishes to
kinship	register a first-degree relative (first degree includes the father , mother
with a	, husband/wife , children).
resident	• Proof of kinship: Presentation of the document that proves kinship, for
foreigner	example (original birth certificate, original marriage contract, certificate
	of proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).

Category of the Gulf Guardian, Resident, Custodian or child in custody	<ul> <li>Valid original passport and valid EID for Gulf Guardian, Resident, Custodian or child in custody.</li> <li>An original proof issued by the court stating that the Gulf customer is the agent, resident or guardian. For the category of the child in custody, it is necessary to submit a document from the court stating that the child is under the custody of a Gulf national or a foreigner residing in the country, provided that the court document is duly certified if issued from outside the country.</li> </ul>		
Remarks Prescribed fees:	• Printing offices fees: AED 30. ID card issuance fees for citizens		AED 100 for application fees and the ID
	category		card is valid for 5 years. AED 200 for application fees and the ID card is valid for 10 years.
	ID card issuance fees Nationals category ID card issuance fees category		AED 100 for application fees and the ID card is valid for 5 years. AED 100 for each year and the validity of the ID card depends on the issued
			residence permit.
	e-services fees		AED 100
	Urgent services fees at Customer Happiness Centers		AED 150
Refunded fees:	Issuance fees P only	Penalties:	
Customer's journey	on the service 's website - Cus		Center - Smart Application - Authority tomer Happiness Centers - Authority's nunication channels.

"procedures of the	Applying for the	5. Choose the preferred channel to apply for the
service"	service	service according to the available channels.
		6. Search for the service to be applied for.
		7. Fill in the application data where applicable.
		8. Pay the service fee (if applicable).
	Communication	A text message, email, or email notification stating the
	while application is	creation/ developments of the application.
	under process	



Renewal of the ID card:

### A service whereby an expired ID card is

renewed.



Service structure:	Supplementary	Related to:		Yes, it is related to
				the residence
				permit issuance
				service.
				New ID card
				issuance
Package:	Not applicable	Type of service:		Procedural
Classification of	Normal	Main output:		ID card
service:				
	Website\Smart	24/7	Service	5 days
	application		completion	24 hours for the
	Service delivery	according to the	time after	center's urgent
	hours at printing	announced working	fulfillment of	service.
	offices	hours	requirements	
Service delivery	Service delivery	according to the	for all channels	
hours	hours at the	announced working		
	customer	hours, waiting: 5		
	happiness	minutes, service		
	centers and	completion: 10		
	service	minutes		
	completion time			
	at the center			

Conditions for	• Service is mandatory for the following categories: UAE Nationals, GCC
getting the	Nationals and UAE Residents.
service:	• For the category of residents, a valid residence permit is required to be
	linked to the application for issuance of an ID card
	<ul> <li>Customers must complete the requirements for obtaining the service</li> </ul>
	(fingerprint, signature) within the specified period in order to avoid
	deactivating the application.
	Customers must follow the instructions and requirements sent to them
	during the course of the transaction in order to avoid deactivating the
	application.
	• The passport of the resident category and the GCC countries category
	must be valid for a period of more than 6 months.
	<ul> <li>The service for the resident category is linked to the service of the</li> </ul>
	issuance of a residence permit.
Limitation of	Resident category: Linking the service of the issuance of an ID card to
service:	the service of the issuance of a residence permit shall be through the
	use of the unified form to apply for identity and residence through the
	personal account or companies, with the exception of the applications
	of the supporting category whose applications are made through
	Tadbeer offices only.
	• The category of citizen newborns: It is the category that benefits from
	the Mabrouk Mayak package only.
	• The category of GCC citizens: The service is limited to those who have
	one of the following proofs: Ownership of a property (ownership, not
	rent)/Investment/ Work/ Study in the State/Scholars and
	Delegates/Inmates of correctional and penal facilities in the State/first-
	degree Kinship to a Gulf citizen who has proof of study in the State

	including brother or sister/ second-degree Kinship to a Gulf citizen who
	has proof of work or investment in the State /first-degree Kinship to a
	deceased UAE citizen/ Kinship in a foreigner residing up to the second
	degree/ third-degree kinship to a UAE citizen/The presence of a Gulf
	guardian, resident, custodian or child who has an issued Emirates ID
	card.
	• The application for the issuance of an ID card for the category of citizens
	for a period of 10 years is not accepted if the age is between 5-14
	years, because the age of 15 years is associated with fingerprinting and
	signing for citizens.
Who can apply for	Employer     Beneficiary of     Resident
the service?	Head of Household/ Beneficiary     the service     Citizen
	"categories of • GCC
	customers" National
Documents	<ul> <li>Personal photo (4.5x3.5 cm) with white background</li> </ul>
required for	• The original of the agency certificate for the person acting on behalf of
getting the service	the customer in the event that the person concerned does not attend
for all categories:	and the application is submitted by others in the event of applying for
	service in the center
	• A copy of the passport for the category of residents and GCC nationals
Additional	• The original birth certificate and the passport of one of the parents or
documents for	the Emirates ID card for those under 15 years old.
residents	An original residence permit under process or a valid residence permit
category:	for those who did not issue an ID card when issuing the residence
	permit

	Common	Valid Original passport.
IIS	documents	• Valid Gulf ID card for those over 21 years old or for one of the parents
tiona	for all	for those under 21 years old.
Cna	categories	
or GC	Learners	• A certificate stating the continuation of study or admission to one of the
nts fc	category	universities, colleges, institutes or state public or private schools issued
inmei		by the Ministry of Education or a local educational institution or a
al doc		certificate stating the continuation of study or admission to one of the
Additional documents for GCC nationals		governmental or private centers for people with special needs issued by
Add		the Ministry of Community Development or the competent local
		authority.

Employees	6) Original or a copy of the approved electronic extract or a copy of the
Category	employment contract issued by the Ministry of Human Resources and
	Emiratisation, the governmental or semi-governmental institution, the
	approved electronic document issued by the free zones in the State, the
	original of a work certificate from the governmental or semi-
	governmental institutions, or the original of the job offer issued by the
	governmental or semi-governmental entity.
	7) For workers in the offices of the sheikhs, the provisions of the
	Requirement No. (1) shall be replaced by the original letter of continuity
	of work or acceptance of work from the office of the sheikh.
	8) For the Gulf customer, the legal representative of the institutions or
	companies, the provisions of the requirement No. (1) shall be replaced
	by the original power of attorney, provided that it is duly certified in the
	event that it is issued from outside the country.
	9) For employees and players in sports clubs affiliated to the Sports
	Council of the Emirate, the provisions of Requirement No. (1) shall be
	replaced by an original business continuity letter issued by the
	Executive Director of the Sports Club affiliated to the Sports Council of
	the Emirate.
	10) For a retired Gulf customer or a deceased Gulf retiree who receives a
	pension, a letter from the authority concerned with disbursing the
	pension is required.
Investors	• An original valid commercial, industrial or agricultural license, or
Category	electronic document issued and approved by the economic
	development departments or free zones in the State, or the original
	contract for the purchase of real estate from developers from the public
	or private sector.

Property	• The original ownership of the property (land or building) or the original
owners	certificate of granting housing/ usufruct of housing / allocation of
Category	government housing (permanent or temporary) issued by the
	competent government authority in the Emirate or the original of the
	final ruling to the determination of heirs (for cases of registration of real
	estate heirs).
Category of	• A certificate issued by the government or semi-government authority in
Scholars/	the country (local/Gulf/international) or banks operating in the country
Delegates	organizing or hosting the official mission, training course or hosting the
	delegated Gulf.
Category of	• A certificate from courts or the correctional and penal institutions in the
inmates in	State stating that the customer is serving a sentence in accordance
correctional	with a judicial ruling issued against him/ her.
and penal	
facilities	

citizen

studying in

the country

Category of
 Original valid Emirates ID for the Gulf Citizen who studies in the country and wishes to register a first-degree relative (father, mother, husband/ with a Gulf
 wife, children), brother or sister.

For the Gulf Citizen who wishes to register a first-degree relative, a
certificate stating the continuation of study or admission to one of the
universities, colleges, institutes or state public or private schools issued
by the Ministry of Education or a local educational institution or a
certificate stating the continuation of study or admission to one of the
governmental or private centers for people with special needs issued by
the Ministry of Community Development or the competent local
authority.

 Proof of kinship: Presentation of the document that proves kinship, for example (original birth certificate, original Gulf state document equivalent to a Family Data, original marriage contract, certificate of proof of lineage or dependency, provided that documents issued outside the country are duly certified). kinship

citizen

with a Gulf

working in

Category of 8) Original valid Emirates ID for the Gulf citizen who works in the country and wishes to register a second-degree relative (first degree includes father, mother, husband/wife, children /second degree includes grandfather, grandmother, brother, sister, grandchild and granddaughter) the country

> 9) The original or a copy of the approved electronic extract or a copy of the employment contract issued by the Ministry of Human Resources and Emiratisation, the governmental or semi-governmental institution, the approved electronic document issued by the free zones in the State, the original of a work certificate from the governmental or semigovernmental institutions, or the original of the job offer issued by the governmental or semi-governmental entity.

> 10) For workers in the offices of the sheikhs, the provisions of the Requirement No. (2) shall be replaced by the original letter of continuity of work or acceptance of work from the office of the sheikh.

> 11) For the Gulf customer, the legal representative of the institutions or companies, the provisions of the requirement No. (2) shall be replaced by the original power of attorney, provided that it is duly certified in the event that it is issued from outside the country.

12) For employees and players in sports clubs affiliated to the Sports Council of the Emirate, the provisions of Requirement No. (2) shall be replaced by an original business continuity letter issued by the Executive Director of the Sports Club affiliated to the Sports Council of the Emirate.

13) For a retired Gulf customer or a deceased Gulf retiree who receives a pension, a letter from the authority concerned with disbursing the pension is required.

	14) Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).
Category of	Original valid Emirates ID for a Gulf national who works in the country
kinship	and wishes to register a second-degree relative ( first degree includes
with an	father , mother , husband/wife , children /second degree includes
investor	grandfather, grandmother, brother ,sister, grandchild and
Gulf citizen	granddaughter)
(license or property)	An original valid commercial, industrial or agricultural license, or
	electronic document issued and approved by the economic
	development departments or free zones in the State, or the original
	contract for the purchase of real estate from developers from the public
	or private sector.
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of

proof of lineage or dependency, provided that documents issued outside the country are duly certified).

Category of	Original valid Emirates ID for a Gulf national who works in the country
kinship	and wishes to register a second-degree relative ( first degree includes
with a Gulf	father, mother, husband/wife, children /second degree includes
citizen who	grandfather, grandmother, brother ,sister, grandchild and
is an owner	granddaughter)
of a	
property	• The original ownership of the property (land or building) or the original
	certificate of granting housing/ usufruct of housing / allocation of
	government housing (permanent or temporary) issued by the
	competent government authority in the Emirate or the original of the
	final ruling to the determination of heirs (for cases of registration of real
	estate heirs).
	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original Gulf state document
	equivalent to a Family Data, original marriage contract, certificate of
	proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).
Category of	• A copy or a true copy of the EID card or passport of the deceased UAE
kinship	national or the death certificate of the deceased UAE national. Only
with a	those with a first-degree relative are allowed to be registered (first-
deceased	degree includes the father, mother, husband/ wife, and children).
citizen	• Proof of kinship: Presentation of the document that proves kinship, for
	example (original birth certificate, original marriage contract, certificate
	of proof of lineage or dependency, provided that documents issued
	outside the country are duly certified).

	Category of	<ul> <li>Original valid EID for UAE citizen who wishes to register a third-degree</li> </ul>
	kinship with a	relative ( first degree includes father, mother , husband/wife , children
		/second degree includes grandfather, grandmother, brother, sister,
	citizen	grandchild, granddaughter/third degree includes uncle and aunt).
		• For the third-degree kinship category, a certificate of support issued by
		the court is required.
		• Proof of kinship: Presentation of the document that proves kinship, for
		example (original birth certificate, original marriage contract, certificate
		of proof of lineage or dependency, provided that documents issued
		outside the country are duly certified).
	Category of	Original valid passport and valid EID for the resident who wishes to
	kinship	register a first-degree relative (first degree includes the father , mother
	with a	, husband/wife , children).
	resident	• Proof of kinship: Presentation of the document that proves kinship, for
	foreigner	example (original birth certificate, original marriage contract, certificate
		of proof of lineage or dependency, provided that documents issued
		outside the country are duly certified).
	Category of	• Valid original passport and valid EID for Gulf Guardian, Resident,
	the Gulf	Custodian or child in custody.
	Guardian,	• An original proof issued by the court stating that the Gulf customer is
	Resident,	the agent, resident or guardian. For the category of the child in custody,
	Custodian	it is necessary to submit a document from the court stating that the
	or child in custody	child is under the custody of a Gulf national or a foreigner residing in the
		country, provided that the court document is duly certified if issued
		from outside the country.
Rema	rks	<ul> <li>Printing offices fees: AED 30.</li> </ul>
		, , , , , , , , , , , , , , , , , , ,

**173 |** P a g e

Prescribed fees:	ID card issuance fee	s for citizens	AED 100 for application fees and the		
	category		ID card is valid for 5 years.		
			AED 200 for application fees and the		
			ID card is valid for 10 years.		
	ID card issuance fee	s for GCC	AED 100 for application fees and the		
	Nationals category		ID card is valid for 5 years.		
	ID card issuance fee	s for residents	AED 100 for each year and the validity		
	category		of the ID card depends on the issued		
			residence permit.		
	e-services fees		AED 100		
	Urgent services fees	at Customer	AED 150		
	Happiness Centers				
Refunded fees:	Issuance fees	Penalties:	Delay penalties shall be applied in		
	only		case of delay in renewing the ID card		
			after the end of the grace period in the		
			amount of 20 dirhams per day and a		
		maximum of 1000 dirhams.			
Customer's	Getting information on	Communication	Center - Smart Application - Authority		
journey	the service	's website - Cust	comer Happiness Centers - Authority's		
"procedures of the		approved comm	unication channels.		
service"	Applying for the service	1) Choose th	ne preferred channel to apply for the		
		service ad	cording to the available channels.		
		2) Search fo	2) Search for the service to be applied for.		
		3) Fill in the application data where applicable.			
		<ul><li>4) Pay the service fee (if applicable).</li><li>A text message, email, or email notification stating the</li></ul>			
	Communication while				
	application is under process	creation/ develo	creation/ developments of the application.		

### 174 | Page

### Issuance of a lost/ damaged ID card:

A service whereby an application is made to issue an ID card in the event of a loss or damage to the card, with the same validity period as the damaged or lost card.



Service structure:	Supplementary	Related to:		Yes, it is related to
				the residence
				permit issuance
				service.
				New ID card
				issuance
Package:	Not applicable	Type of service:		Procedural
Classification of	Normal	Main output:		ID card
service:				
	Website\Smart	24/7	Service	5 days
	application		completion	24 hours for the
	Service delivery	according to the	time after	center's urgent
	hours at printing	announced working	fulfillment of	service.
	offices	hours	requirements	
Service delivery	Service delivery	according to the	for all channels	
hours	hours at the	announced working		
nours	customer	hours, waiting: 5		
	happiness	minutes, service		
	centers and	completion: 10		
	service	minutes		
	completion time			
	at the center			

Conditions for	• For the category of residents, a valid residence permit is required.			
getting the	Customers must complete the requirements for obtaining the service			
service:	(fingerprint, signature) within the specified period in order to avoid			
	deactivating the application.			
	<ul> <li>Customers must follow the instructions and requirements sent to them</li> </ul>			
	during the course of the transaction in order to avoid deactivating the			
	application.			
	<ul> <li>The passport of the resident category and the GCC countries category</li> </ul>			
	must be valid for a period of more than 6 months.			
Limitation of	<ul> <li>The ID card is issued with the same validity period as the damaged or</li> </ul>			
service:	lost card.			
Who can apply for	Employer     Beneficiary of     Resident			
the service?	Head of Household/ Beneficiary     the service     Citizen			
	"categories of GCC			
	customers" National			
Documents	• Personal photo (4.5x3.5 cm) with white background			
required for	• The original of the agency certificate for the person acting on behalf of			
getting the service	the customer in the event that the person concerned does not attend			
for all categories:	and the application is submitted by others in the event of applying for			
	service in the center			
	• A copy of the passport for the category of residents and GCC nationals			
Additional	• The original birth certificate and the passport of one of the parents or			
documents for	the Emirates ID card for those under 15 years old.			
residents	• An original residence permit under process or a valid residence permit			
category:	for those who did not issue an ID card when issuing the residence			
	permit			

Additional documents for GCC nationals category: Remarks	<ul> <li>Valid Gulf ID card for those over 21 years old or for one of the parents for those under 21 years old.</li> <li>Presenting the document used in issuing or renewing the ID card.</li> </ul>			
Prescribed fees:	Printing office ID card issuance fees	es fees: AED 30.	AED 300 and the issued ID card shall have the same validity period as the damaged/ lost card.	
	e-services fees Urgent services fees Happiness Centers	at Customer	AED 100 AED 150	
Refunded fees:	Issuance fees Four Four Four Four Four Four Four Four	Penalties: Not applicable		
Customer's journey "procedures of the	Getting information on the service	Communication Center - Smart Application - Authority 's website - Customer Happiness Centers - Authority's approved communication channels.		
service"	Applying for the service	<ol> <li>3) Choose the preferred channel to apply for the service according to the available channels.</li> <li>4) Search for the service to be applied for.</li> <li>5) Fill in the application data where applicable.</li> <li>6) Pay the service fee (if applicable).</li> </ol>		
	Communication while application is under process	A text message, email, or email notification stating the creation/ developments of the application.		

## applying for exemption of delay fees:

The service of apply for exemption of administration delay fees related to national ID based on approved exemption decisions



Service	Auxiliary	Service	link	Yes, related to	
structuring				issuance/ renew of	
				national ID service	
Package	N/A	Service t	суре	Procedural	
Service	Normal	Main out	tput	Electronic	
classification				exemption of delay	
				fees	
Service	Site/smart	7/24	Time of	48 hours	
hours	application		completing		
	Service hours in	Based on declared	the service		
	printing offices	working hours	after		
	Service hours in	Based on declared	finishing its		
	customer	working hours	requirements		
	happiness centers	Waiting = 5 min.	for all		
	and time of	Service delivery =	channels		
	finishing the	10 min.			
	transaction in the				
	center				
Conditions of	• Provide the supp	orting evidence to acc	quire the exempt	ion	
acquiring the	• The dealers have to follow the guidelines and requirements sent to them				
service	during the transaction process to avoid cancellation of the application				
	activation				
Service	No companies' applications will be accepted.				
limitation					

## **178 |** P a g e

Who can	The employ	er	The	Resident citizen		
provide the	• Head of hou	usehold/ the beneficiary	beneficiary	Citizen of GCC		
service ?			of the service			
			"dealers'			
			category"			
The	This application	n will be related to the r	ational ID applicatio	on and providing		
documents	supporting evid	lence to be exempted b	ased on the followi	ng reasons:		
required for	The citiz	zen who left the countr	and spent more th	an (3) months		
the service	outside	the country. The natior	al ID has reached ex	xpiry date after		
	leaving	the country.				
	<ul> <li>The citiz</li> </ul>	zen whose national ID e	xpired after has wa	s expelled via		
	adminis	strative order or resolut	on or court judgme	nt or his passport		
	was seized in connection with a case. He has to prove this by letter or					
		issued by the competer	t authority that exp	elled or suspend him		
	in connection with cases.					
	• The citizen who was not issued to him a national ID for a period before					
	having the citizenship and before acquiring the registration extract					
	approved by the authority that resulted in the delay of registration or renew of the national ID.					
The	renew c		service			
established		Fiee	Service			
fees						
Refundable	N/A	Penalty		N/A		
fees						
The dealer's	Acquiring	Communication cente	mmunication center – smart application – authority site –			
journey	service data	customer happiness centers – communication channels based				
"Service		on the authority				
procedures"	Submitting	5- choose the prefere	ice 7- fill the	data of the		
	service	channel for apply for t	ne applicatio	n if applicable		
	application	service based on the	8- pay sei	rvice fees (if any).		
		available channels				

	6- search for the service
	being applied for
Communicate	SMS or E-mail or electronic notice states establishing/
through	application development.
procedures	
flow	

#### Service channels

### Applying for refunding fees:

The service of apply for refunding national ID issuance fees whether for the first time or for renew for paying fees for more than residence



years issued for residence category or paying service registration fees that was not issued.

Service	Auxiliary	Service link		N/A
structuring				
Package	N/A	Service type		Procedural
Service	Normal	Main out	tput	Refundable fees
classification				
Service hours	Site/smart	7/24	Time of	48 hours
	application		completing	
	Service hours in	Based on declared	the service	
	printing offices	working hours	after	
	Service hours in	Based on declared	finishing its	
customer		working hours	requirements	
	happiness centers		for all	
and time of		Service delivery =	channels	
	finishing the	10 min.		
	transaction in the			
	center			
Conditions of	Provide the supporting evidence to refund the fees.			
acquiring the	• The dealers have to follow the guidelines and requirements sent to them			
service	during the transaction process to avoid cancellation of the application			
	activation			
Service	No companies' applications will be accepted.			
limitation				
Who can	• The employer The			Resident citizen
provide the	• Head of househo	ld	beneficiary	Citizen of GCC
service?			of the service	

					dealers' ategory"			
The documents	• Bank ce	rtifica	ate stating the accoun	iting	no. and IBAN of the dealer.			
required for the service								
The	El	ectro	nic fees		100 dirhams			
established								
fees								
Refundable	N/A		Penalty		N/A			
fees		Γ						
The dealer's	Acquiring	Con	nmunication center – s	smai	rt application – authority site –			
journey	service data	cust	tomer happiness cente	ers –	- communication channels			
"Service		base	ed on the authority					
procedures"	Submitting	7-se	electing the preferred		9- fill the data of the			
	service	cha	nnel for apply for the		application if applicable			
	application	serv	vice based on the		10- pay service fees (if any).			
		avai	ilable channels					
		8- s	earch for the service					
		beir	ng applied for					
	Communicate	SMS	SMS or E-mail or electronic notice states establishing/					
	through	арр	lication development.					
	procedures							
	flow							

## Updating data:

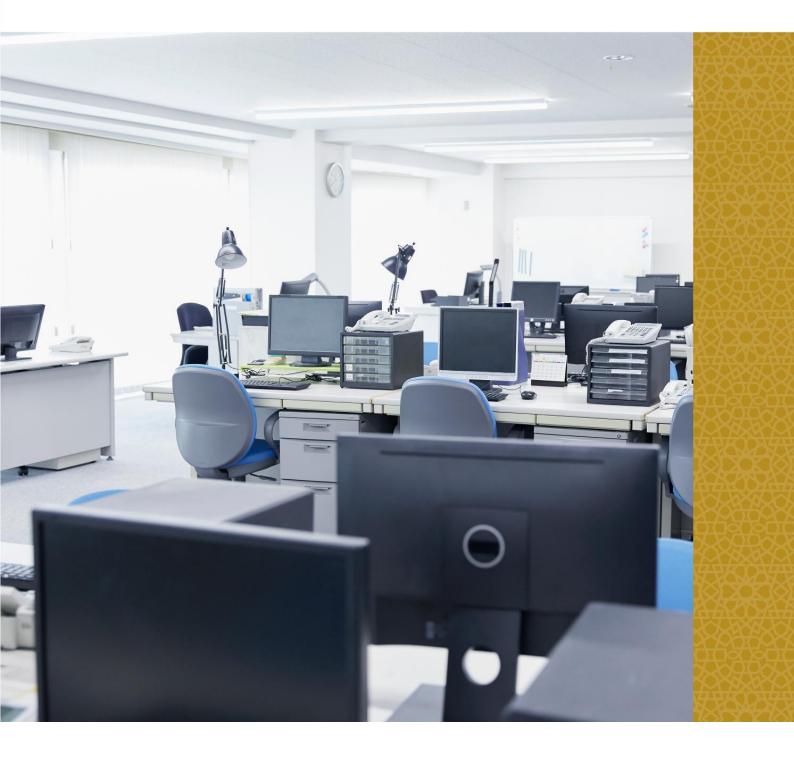
The service in which the non-basic data will be updated which are phone no. and address



Service	Auxiliary	Ser	vice link	N/A
structuring				
Package	N/A	Ser	Procedural	
Service	Normal	Mai	n output	Updating
classification				data
Service hours	Site/smart	7/24	Time of	48 hours
	application		completing the	
			service after	
			finishing its	
			requirements for	
			all channels	
Conditions of	• N/A			
acquiring the				
service				
Service limitation	• Will be done thro	ough electronic se	rvice system and relate	ed to
	updating phone r	number and addre	ess only.	
Who can provide	Head of househo	old/ the	The beneficiary of	Resident
the service?	beneficiary		the service	citizen
			"dealers'	Citizen of
			category"	GCC
The documents	No attachme	ents		
required for the				
service				
The established	Electroni	c fees	100 dirha	ms
fees				
Refundable fees	N/A	Penalty	N/A	

The dealer's	Acquiring	Communication center – sn	nart application – authority			
journey	service data	site – customer happiness centers – communication				
"Service		channels based on the auth	ority			
procedures"	Submitting	9-selecting the preferred 11- fill the data of the				
	service	channel for apply for the	application if applicable			
	application	service based on the	12- pay service fees (if any).			
		available channels				
		10- search for the service				
		being applied for				
	Communicate	SMS or E-mail or electronic	notice states establishing/			
	through	application development.				
	procedures					
	flow					

## 'Organizations and companies services



## Organizations and companies' services:

S.N.	Main	S.N.	service list	service	Service type	The
	services			classification		authority to
						which the
						service
						provided for
1	Facilities	1	Issuing facility ID	Sub-service	Procedural	G2B & G2G
		2	Renewing facility	Auxiliary	Procedural	G2B & G2G
			ID	service		
		3	Canceling facility	Auxiliary	Procedural	G2B & G2G
			ID	service		
		4	Amending facility	Auxiliary	Procedural	G2B & G2G
			ID	service		
		5	Lifting the ban on	Auxiliary	Procedural	G2B & G2G
			facility ID	service		
2	Digital	1	Digital	Sub-service	Informational	G2B & G2G
	accreditation		accreditation			
			service			
			subscription			
			request			
		2	Canceling digital	Auxiliary	Informational	G2B & G2G
			accreditation	service		
			service			
			subscription			
			request			
		3	digital	Auxiliary	Informational	G2B & G2G
			accreditation	service		
			service			
			resubscription			
			request			

		4	Adding service to	Auxiliary	Informational	G2B & G2G
			digital	service		
			accreditation			
			service request			
		5	Cancelling service	Auxiliary	Informational	G2B & G2G
			to digital	service		
			accreditation			
			service request			
3	Follow-up	1	Issuing departure	Sub-service	Procedural	G2c
			permit			
		2	Amending	Auxiliary	Procedural	G2c
			departure permit	service		
		3	Cancelling	Auxiliary	Procedural	G2c
			departure permit	service		
		4	Refer to court	Sub-service	Procedural	G2b & G2C &
						G2G
		5	Spread about the	Sub-service	Procedural	G2B & G2G
			guaranteed in the			
			administrative list			
		6	Share spread	Auxiliary	Procedural	G2B & G2C
			about the	service		
			guaranteed in the			
			administrative list			

#### Service channels

## Issuing facility ID:

The service that issues facility ID demonstrating the facility data.



Service	Sub-service	Service	link	Unrelated			
structuring							
Package	BASHER package	Service	Procedural				
Service	Normal	Main ou		Facility ID			
classification							
Service hours	24/7	Time of acquiring t	the service after	48 hours			
Smart service		completing the	requirements				
system (site)							
Conditions of	• Providing the rec	quired documents for	r issuing the ID.				
acquiring the							
service							
Service limitation	The service will be provided only in case of providing valid commercial						
	license.						
Who can provide	Private organizat	tions	The	The			
the service?	Governmental or	ganizations	beneficiary of	organizations			
	• organizations op	eration in free	the service				
	zones		"dealers'				
	• Small organization	ons	category"				
The documents	• The commercial	license, if it was a lim	nited liability comp	bany. The			
required for the	license will be at	tached stating the sh	nareholders.				
service (the	• Signatory accred	itation letter					
private	• Copy of proxy in	case of mandating a	nother person				
organizations and	Memorandum of association in case of partnership						
organizations	• Letter from smal	ll enterprises suppor	t program (the nat	tional			
operation in free	companies bene	fiting from small ente	erprises support p	orogram)			
zones – the							
national							

companies							
benefiting from							
small enterprises							
support program)							
The documents	<ul> <li>Copy of the decree (federal/ local) to establish the governmental</li> </ul>						
required to	agency		C C				
acquire the	<b>C</b> .	board of directors' de	ecree				
service (the			ntity, citizenship, customs, and				
governmental	port security to	ask for opening a file	signed by the CEO or his				
organization)	delegate						
	Authorized signatories' accreditation letter						
	Using national ID in printing offices for the authorized signatories						
The established	• 100 dirhams for request fees						
fees	• 100 dirhams for yearly issuance						
	• 100 dirhams fo	r electronic services					
Refundable fees	Issuance fees only	Penalty	Please review the attached list				
	in case of						
	transaction						
	cancellation						
The dealer's	Acquiring •	Communication center	er – smart application – authority				
journey	service data	site – customer happ	iness centers – communication				
		channels based on th	e authority				
	Submitting •	Selecting the preferre	ed channel to apply for the				
	service	service based on the	available channels				
	application •	Search for the service	e being applied for				
	•	Fill the data of the ap	plication if applicable				
	•	Pay service fees (if any)					
	Communicate •	SMS or E-mail or elec	tronic notice states establishing/				
	through	application developm	ient				
	procedures						
	flow						

Acquiring the	•	Receiving the service output through the selected
service		channel by the dealers (e-mail, emirates post office,
		delivery to a specified address).

#### Renewing facility ID:

Service channels

The service that renews facility ID demonstrating the facility data.



Service structuring	Auxiliary	Ser	vice link	Yes, related to			
				the facility ID			
				issuance			
Package	N/A	Serv	/ice type	Procedural			
Service classification	Normal	Mai	n output	Renew facility			
				ID			
Service hours	24/7	Time of a	acquiring the	48 hours			
Smart service system		service af	ter completing				
(site)		the rec	quirements				
Conditions of acquiring	• Providing the required	Providing the required documents for issuing the ID.					
the service							
Service limitation	• The service will be pro	wided only i	n case of providi	ing valid			
	commercial license.						
	• Paying penalty for the	facility.					
Who can provide the	• Private organizations		The	The			
service?	• Governmental organiz	zations	beneficiary	organizations			
	• organizations operation	on in free	of the				
	zones	zones service					
	• Small organizations	Small organizations "dealers"					
The documents	• The commercial licens	se (valid), if it	t was a limited li	ability			
required for the service	company. The license	will be attac	hed stating the	shareholders.			

(the private	• Letter from	the	suppo	rting agency	ý
organizations and					
organizations operation					
in free zones – the					
national companies					
benefiting from small					
enterprises support					
program)					
The established fees	• 100 dirham	s fo	r reque	est fees	
	• 100 dirham	s fo	r yearl	/ issuance	
	• 100 dirham	s fo	r electi	onic service	25
Refundable fees	Issuance fees	s on	ly in	Penalty	Please review the attached
	case of transaction list				list
	cancellation				
The dealer's journey	Acquiring	•	Comm	nunication c	enter – smart application –
	service data		autho	rity site – cı	ustomer happiness centers –
			comm	unication cl	nannels based on the authority
	Submitting	•	Select	ing the pref	erred channel to apply for the
	service		servic	e based on t	the available channels
	application	•	Searcl	n for the ser	vice being applied for
		•	Fill the	e data of the	e application if applicable
		•	Pay se	ervice fees (i	if any)
	Communicate	•	SMS c	or E-mail or	electronic notice states
	through		establ	ishing/ app	lication development
	procedures				
	flow				
	Acquiring the	•	Receiv	ing the serv	vice output through the
	service		select	ed channel	by the dealers (e-mail,
			emira	tes post offi	ice, delivery to a specified
			addre	ss).	

### Amending facility ID:

The service that amending the governmental, private and operating organizations ID data in the free zones which is changing the commercial name, waiver, cancellation/ addition of a partner.

#### Service channels



#### Service link Service structuring Auxiliary Yes, related to the facility ID issuance N/A Procedural Package Service type Service classification Normal Main output Facility ID cancellation Service hours 24/7 Time of acquiring the service 48 hours Smart service system after completing the (site) requirements Conditions of Providing the required documents for cancelling the ID. • acquiring the service Service limitation • The penalty must be paid and liquidate labor Who can provide the **Private organizations** The • The service? beneficiary of Governmental organizations organizations • the service organizations operation in free • "dealers' zones Small organizations • category" The documents The commercial license, if it was a limited liability company. The • required for the license will be attached stating the shareholders. service (the private The initial approval in case of adding a partner or changing an • organizations and activity organizations Signatory accreditation letter • operation in free Copy of proxy in case of mandating another person • zones – the national • Memorandum of association in case of partnership companies benefiting

from small								
enterprises support								
program)								
The documents	Copy of the	Copy of the recent federal/ local decree.						
required to acquire	Letter from	the	delegate to the fed	eral authority for identity,				
the service (the	citizenship,	cust	toms, and port secu	rity to ask for amending the				
governmental	facility file.							
organization)								
The established fees	100 dirhams for request fees							
	<ul> <li>100 dirhams for electronic services</li> </ul>							
Refundable fees	N/A		Penalty	Please review the attached list				
The dealer's journey	Acquiring	•	Communication ce	nter – smart application –				
	service data		authority site – cus	stomer happiness centers –				
			communication cha	annels based on the authority				
	Submitting	•	Selecting the prefe	rred channel to apply for the				
	service		service based on th	ne available channels				
	application	•	Search for the serv	ice being applied for				
		•	Fill the data of the	application if applicable				
		•	Pay service fees (if	any)				
	Communicate	•	SMS or E-mail or e	lectronic notice states				
	through		establishing/ appli	cation development				
	procedures							
	flow							
	Acquiring the	•	Receiving the servi	ce output through the selected				
	service		channel by the dea	lers (e-mail, emirates post				
			office, delivery to a	specified address).				

## Canceling facility ID:

The service that cancels the governmental, private and operation organization ID in the free zones.



Service structuring	Auxiliary	Service	link	Yes, related to				
				the facility ID				
				issuance				
Package	N/A	Service t	Procedural					
Service	Normal	Main out	put	Facility ID				
classification				cancellation				
Service hours	24/7	Time of acquiring	the service	48 hours				
Smart service		after comple	ting the					
system (site)		requirem	ents					
Conditions of	• Providing the rec	quired documents fo	r cancelling the	ID.				
acquiring the								
service								
Service limitation	• The penalty mus	t be paid and liquida	te labor					
Who can provide	• Private organizat	tions	The	The				
the service?	Governmental or	ganizations	beneficiary	organizations				
	• organizations op	eration in free	of the					
	zones		service					
	• Small organization	ons	"dealers'					
			category"					
The documents	• Copy of the canc	el commercial regist	er for the privat	e sector				
required for the								
service (the private								
organizations and								
organizations								
operation in free								
zones – the								

national					
companies					
benefiting from					
small enterprises					
support program)					
The established	• 50 dirhams	for	request fees		
fees	• 100 dirham	s fo	or electronic services		
Refundable fees	N/A		Penalty	Please review the attached list	
The dealer's	Acquiring	•	Communication cent	er – smart application –	
journey	service data		authority site – cust	omer happiness centers –	
			communication chan	nels based on the authority	
	Submitting	•	Selecting the preferr	ed channel to apply for the	
	service		service based on the available channels		
	application	Search for the service being applied for			
		• Fill the data of the application if applicable			
		•	Pay service fees (if a	ny)	
	Communicate	•	SMS or E-mail or ele	ctronic notice states	
	through		establishing/ application development		
	procedures				
	flow				
	Acquiring the	•	Receiving the service	e output through the selected	
	service		-	rs (e-mail, emirates post office,	
			, delivery to a specifie		

## Digital accreditation services: Digital accreditation site subscription request:

The service that provides digital accreditation site subscription request to acquire the electronic services related to the digital accreditation site.



Service	Sub-service	Service I	ink	N/A	
structuring					
Package	N/A	Service t	уре	Informational	
Service	Normal	Main out	put	Electronic	
classification				subscription in	
				the digital	
				accreditation	
				platform system	
Service hours	24/7	Time of acquiring th	e service after	48 hours	
Smart service		completing the requirements			
system (site)					
Conditions of	• Providing the required documents submitting the request.				
acquiring the					
service					
Service	Provide efficient facility				
limitation					
Who can	Private organizati	Private organizations     The			
provide the	Governmental org	anizations	beneficiary		
service?	• organizations ope	ration in free zones	of the		
	Small organizations		service		
			"dealers'		
			category"		

The	The facility details form					
The						
documents	Non-disclosure agreement					
required for	Selection environment subscription form					
the service	Selection results					
(all the	Technical document for link					
categories)	<ul> <li>Production environment subscription form</li> </ul>					
	• Service delivery line letter (for private and semi-governmental agencies)					
The	<ul> <li>Subscription fees 25,000 dirhams (for all agencies)</li> </ul>					
established	• 5 dirhams for every transaction of the first 500,000 transaction – 4					
fees	dirhams for every transaction of the second 500,0000 transaction – 3					
	dirhams for every transaction of the third 500,0000 transaction – 2					
	dirhams for every transaction for more than 1,500,000 transactions					
	100 dirhams for electronic services fees					
The services	1. Verify the credibility of the national 6. Reactivation of the pin number.					
could me	ID. 7. Verifying the biometric data					
acquired	2. Verify the general key. 8. Changing the individual					
after	3. Electronic signature service for the identification no. – pin number.					
approving	transaction 9. Reading the personal information					
the	4. Issuing verification the general key integrated with the national ID.					
subscription	certificate.					
	5. Verifying the electronic number					
	signature					
Refundable	N/A Penalty N/A					
fees						
The dealer's	Acquiring • Communication center – smart application – authority site					
journey	service data – customer happiness centers – communication channels					
	based on the authority					
	Submitting • Selecting the preferred channel to apply for the service					
	service based on the available channels					
	application • Search for the service being applied for					
	Fill the data of the application if applicable					

	•	Pay service fees (if any)
Communicate	•	SMS or E-mail or electronic notice states establishing/
through		application development
procedures		
flow		
Acquiring the	•	Receiving the service output through the selected channel
service		by the dealers (e-mail, emirates post office, delivery to a
		specified address).

## **Canceling the digital accreditation**

## site subscription request:

The service that provides cancelling the digital accreditation site subscription request.



Service	Auxiliary	Service lir	ık	Digital accreditation		
structuring				service system		
Structuring				subscription		
Package	N/A	Service ty	pe	Informational		
Service	Normal	Main outp	ut	Cancel the		
classification				subscription in the		
				digital accreditation		
				platform system		
Service hours	24/7	Time of acquiring t	the service	48 hours		
Smart service		after completi	ng the			
system (site)		requireme	nts			
Conditions of	Providing the	required documents s	ubmitting the	request.		
acquiring the						
service						
Service	Provide efficient facility					
limitation						
Who can provide	• Private organi	zations	The	The organizations		
the service?	Governmental organizations     beneficial					
	• organizations operation in free of the					
	zones service					
	• Small organiza	ations	"dealers'			
	category"					
The documents	An official letter to cancel the digital accreditation service subscription					
required for the	to the digital services department					

service (all the				
categories)				
The established	• Free of char	ge		
fees				
Refundable fees	N/A	Penalty N/A		
The dealer's	Acquiring	• Communication center – smart application – authority		
journey	service data	site – customer happiness centers – communication		
		channels based on the authority		
	Submitting	• Selecting the preferred channel to apply for the service		
	service	based on the available channels		
	application	Search for the service being applied for		
		Fill the data of the application if applicable		
		<ul> <li>Pay service fees (if any)</li> </ul>		
	Communicate	• SMS or E-mail or electronic notice states establishing/		
	through	application development		
	procedures			
	flow			
	Acquiring the	Receiving the service output through the selected		
	service	channel by the dealers (e-mail, emirates post office,		
		delivery to a specified address).		

## **Re-subscription of the digital**

## accreditation site request:

The service that provides re-subscription of the digital accreditation site request.



Service	Auxiliary	Service link		N/A		
structuring						
Package	N/A	Service type		Informational		
Service	Normal	Main outp	ut	resubscription in		
classification				the digital		
				accreditation		
				platform system		
Service hours	24/7	Time of acquiring	the service	48 hours		
Smart service		after completi	ng the			
system (site)		requireme	requirements			
Conditions of	Providing the required documents submitting the request.					
acquiring the						
service						
Service	Provide efficient facility					
limitation						
Who can	Private organizati	The	The organizations			
provide the	Governmental org	anizations	beneficiary			
service?	<ul> <li>organizations ope</li> </ul>	ration in free zones	of the			
	Small organization	Small organizations     service				
	category"					
The	• An official letter to cancel the digital accreditation service subscription to					
documents	the digital services department					
required for	• The technical document for link (in case of amendment by the authority)					

the service	<ul> <li>Service delivery line letter (for the private and semi-governmental</li> </ul>				
(all the	agencies)				
categories)	Operation e	nvironment subscription form			
The	Subscription	n fees 25,000 dirhams (for all agencies)			
established	• 5 dirhams fo	or every transaction of the first 500,000 transaction – 4			
fees	dirhams for	every transaction of the second 500,000 transaction – 3			
	dirhams for	every transaction of the third 500,0000 transaction – 2			
	dirhams for	every transaction for more than 1,500,000 transactions			
	• 100 dirhams	s for electronic services fees			
Refundable	N/A	Penalty N/A			
fees					
The dealer's	Acquiring	Communication center – smart application – authority site			
journey	service data	– customer happiness centers – communication channels			
		based on the authority			
	Submitting	• Selecting the preferred channel to apply for the service			
	service	based on the available channels			
	application	Search for the service being applied for			
		Fill the data of the application if applicable			
		Pay service fees (if any)			
	Communicate	• SMS or E-mail or electronic notice states establishing/			
	through	application development			
	procedures				
	flow				
	Acquiring the	Receiving the service output through the selected channel			
	service	by the dealers (e-mail, emirates post office, delivery to a			
		specified address).			
		1			

## Adding a new service to digital

## accreditation services:

The service that provides adding a new service to digital accreditation services in case the agency subscribed in Adding a new service to digital accreditation services and defined its services with less than 9 services within the subscription request.



Service	Auxiliary	Service link	Digital
structuring			accreditation
			subscription
			service
Package	N/A	Service type	Informational
Service	Normal	Main output	Adding new
classification			service to the
			digital
			accreditation
			services
Service hours	24/7	Time of acquiring the service	48 hours
Smart service		after completing the	
system (site)		requirements	
Conditions of	• Providing the requ	uired documents submitting the reque	est.
acquiring the			
service			
Service	• Provide efficient f	acility	
limitation			

Who can	Private orga	nizations	The	The organizations	
provide the	Government	tal organizations	beneficiary		
service?	<ul> <li>organizatior</li> </ul>	ns operation in free zones	of the		
	• Small organ	izations	service		
			"dealers'		
			category"		
The	• Filling a form	n of adding new service in t	he electronic pro	oduction	
documents	environmen	t			
required for	Selection res	sults			
the service					
(all the					
categories)					
The	• Free of char	ge			
established					
fees					
Refundable	N/A	Penalty		N/A	
fees					
The dealer's	Acquiring	Communication center	– smart applica	ation – authority site	
journey	service data	– customer happiness	centers – comn	nunication channels	
		based on the authority			
	Submitting	Selecting the preferred	channel to app	ly for the service	
	service	based on the available	channels		
	application	• Search for the service I	peing applied for	r	
		• Fill the data of the app	ication if applica	able	
		Pay service fees (if any)			
	Communicate	• SMS or E-mail or electronic notice states establishing/			
	through	application developme	nt		
	procedures				
	flow				

Acquiring the	Receiving the service output through the selected channel
service	by the dealers (e-mail, emirates post office, delivery to a
	specified address).

## cancelling a service to digital

## accreditation services:

The service that provides cancelling a service to digital accreditation services in case the agency do not need it.



Service		Auxiliary	Service li	nk	Digital	
structuring					accreditation	
					subscription service	
Package		N/A	Service ty	pe	Informational	
Service		Normal	Main outp	out	Stopping a service	
classification					of the digital	
					accreditation	
					services	
Service hours		24/7	Time of acquiring	the service	48 hours	
Smart service		after completing the				
system (site)		requirements				
Conditions of	•	Providing the required documents submitting the request.				
acquiring the						
service						
Service	•	Provide efficient facility				
limitation						
Who can	•	Private organizations The			The organizations	
provide the	•	Governmental organizations beneficiary				
service?	•	organizations operation in free zones of the				
	•	Small organizations service				
				"dealers'		
				category"		

The documents	• Filling a forn	n o	f cancelling a service in t	the electronic production
required for	environment.			
the service (all				
the categories)				
The	• Free of charg	ge		
established				
fees				
Refundable	N/A		Penalty	N/A
fees				
The dealer's	Acquiring	•	Communication center	r – smart application – authority
journey	service data		site – customer happir	ness centers – communication
			channels based on the	authority
	Submitting	•	Selecting the preferred	I channel to apply for the service
	service based on the available channels			channels
	application • Search for the service being applied for			being applied for
	• Fill the data of the application if applicable			
		•	Pay service fees (if any	)
	Communicate	•	SMS or E-mail or elect	ronic notice states establishing/
	through		application developme	nt
	procedures			
	flow			
	Acquiring the	•	Receiving the service o	output through the selected
	service		channel by the dealers	(e-mail, emirates post office,
			delivery to a specified	address).

## **Follow-up services:**

# Spread about a guaranteed in the administrative list:

The service that provides listing the guaranteed in administrative list due to flee of the employer



Service	Auxiliary	Service	link	Un-related	
structuring	,				
Package	N/A	Service	type	Procedural	
Service	Normal	Main ou	Jtput	Spread on a	
classification				guaranteed	
Service hours	24/7	Time of acquiring t	the service after	48 hours	
Smart service	Based on the	completing the	requirements		
system (site)	declared working				
	hours				
	Waiting = 5 min.				
	Service completion				
	= 9 min.				
Conditions of	• Providing the required documents submitting the request to issue an ID.				
acquiring the					
service					
Service	• The individual guaranteed category (citizen, resident, GCC) as the special				
limitation	national ID used (s	supporting labor categ	ories)		
Who can	• Citizen, Resident, G	GCC Citizens	The beneficiary	The	
provide the	Gulf Cooperation. of the service organizatio			organizations	
service?	Private organizations     "dealers'			The resident	
	Governmental organizations     category"			The citizen	
	• organizations ope	ration in free zones		Citizens of	
	• Small organization	าร		GCC	

The	• Copy of the	ing guaranteed ID		
documents	<ul> <li>Letter from the ministry of human resources and Emiratization in spread</li> </ul>			
required for	cases before	ncelling work card.		
the service				
(the				
common)				
Additional	• Paying a fin	al guarantee of amount (5000 dirhams) ai	ming at securing	
requirements	the deporta	of the violating guaranteed		
of the private				
agencies				
The	• 100 dirham	request fees		
established	• 100 dirham	r issuances fees		
fees	• 50 dirhams	• 50 dirhams for electronic service fees		
Refundable	N/A	Penalty a financial pena	Ity will be paid of	
fees		amount 5000 d	lirhams in case of	
		filling a fraudul	ent report by the	
		facility or t	he individual	
The dealer's	Acquiring	Communication center – smart application – authority site		
journey	service data	– customer happiness centers – commu	nication channels	
		based on the authority		
	Submitting	Selecting the preferred channel to apply f	or the service	
	service	based on the available channels		
	application	Search for the service being applied for		
		Fill the data of the application if applicable		
		<ul> <li>Pay service fees (if any)</li> </ul>		
	Communicate	SMS or E-mail or electronic notice states	establishing/	
	through	application development		
	procedures			
	flow			

Acquiring the	Receiving the service output through the selected channel
service	by the dealers (e-mail, emirates post office, delivery to a
	specified address).

## Upload a spread about a guaranteed

## in the administrative list:

The service that provides the cancellation of listing the guaranteed in administrative list due to flee of the employer



Service	Auxiliary	Service link	Yes, related to the
structuring			spread about a
			guaranteed in the
			administrative list
Package	N/A	Service type	Procedural
Service	Normal	Main output	Spread on a
classification			guaranteed
Service hours	24/7	Time of acquiring the service	48 hours
Smart service	Based on the	after completing the	
system (site)	declared working	requirements	
	hours		
	Waiting = 5 min.		
	Service completion		
	= 9 min.		
Conditions of	• Providing the req	uired documents to issue an ID.	
acquiring the			
service			

## | P a g e

Service	Provide efficient facility						
limitation							
Who can	Citizen, Resident, GCC Citizens The The organizations						
provide the	Gulf Cooperation.	beneficiary	The resident				
service?	Private organizations	of the	The citizen				
	Governmental organizations	service	Citizens of GCC				
	• organizations operation in free zones	"dealers'					
	Small organizations	category"					
The	Stop searching request.						
documents	<ul> <li>Using the employer's ID.</li> </ul>						
required for	• Letter from the agency authorized to s	ubmit the spre	ead to the				
the service	governmental authority						
(the common)							
The	• 100 dirhams for request fees						
established	• 50 dirhams for electronic service fees						
fees (citizen,							
citizen of GCC							
and resident)							
The	<ul> <li>50 dirhams for request fees</li> </ul>						
established	<ul> <li>50 dirhams for electronic service fees</li> </ul>						
fees as the							
sponsor of							
the							
governmental							
authorities							
The	<ul> <li>500 dirhams for request fees</li> </ul>						
established	• 50 dirhams for electronic service fees	<ul> <li>50 dirhams for electronic service fees</li> </ul>					
fees for the							
private							
agencies							

Refundable	N/A		Penalty	Please review the attached list
fees				
The dealer's	Acquiring	• (	Communication center	– smart application – authority site
journey	service data	-	- customer happiness	centers – communication channels
		b	ased on the authority	,
	Submitting	• 5	electing the preferred	l channel to apply for the service
	service	b	ased on the available	channels
	application	• 5	earch for the service l	being applied for
		• F	ill the data of the app	lication if applicable
		• F	Pay service fees (if any	)
	Communicate	• 5	SMS or E-mail or electronic notice states establishing/	
	through	а	pplication developme	nt
	procedures			
	flow			
	Acquiring the	• F	Receiving the service o	output through the selected channel
	service	b	y the dealers (e-mail,	emirates post office, delivery to a
		S	pecified address).	

## Lifting the ban on individuals/

## facilities:

The service that provides lifting the ban on the individuals or facilities



Service	Sub-service	Service li	nk	Unrelated	
structuring					
Package	N/A	Service type		Procedural	
Service	Normal	Main outp	out	Lift the ban	
classification					
Service hours	24/7	Time of acquiring	the service	48 hours	
Smart service		after complet	ing the		
system (site)		requireme	nts		
Conditions of	• Providing the req	uired documents to is	sue an ID.		
acquiring the					
service					
Service	Provide efficient facility				
limitation					
Who can	Citizen, Resident, GCC Citizens     The The organizations			The organizations	
provide the	Gulf Cooperation. beneficiary The resident			The resident	
service?	• Private organizat	Private organizations     of the     The citizen			
	Governmental org	ganizations	service	Citizens of GCC	
	• organizations ope	organizations operation in free zones     "dealers'			
	Small organizations     category"				
The	An official letter by the agency requests the ban.				
documents					
required for					
the service					
(the common)					

The	• 2000 dirhar	ns for	r request fees for ever	ry case.	
established	• 50 dirhams	for el	ectronic service fees		
fees for the					
governmental					
organizations					
The	• 2000 dirhar	ns for	r request fees for ever	ry case.	
established	• 50 dirhams	for el	ectronic service fees		
fees for the					
sponsor of					
the private					
and operation					
organization					
in the free					
zones:					
The	• 1000 dirhar	<ul> <li>1000 dirhams for request fees for every case.</li> </ul>			
established	<ul> <li>50 dirhams for electronic service fees</li> </ul>				
fees for the					
individuals					
(citizen,					
citizen of GCC					
and resident)					
Refundable	N/A		Penalty	Please review the attached list	
fees					
The dealer's	Acquiring	• C	Communication center	r – smart application – authority site	
journey	service data	-	- customer happiness	centers – communication channels	
		b	ased on the authority	,	
	Submitting	• S	electing the preferred	I channel to apply for the service	
	service	b	ased on the available	channels	
	application	• S	earch for the service	being applied for	
		• F	ill the data of the app	lication if applicable	
		• P	Pay service fees (if any	()	

Communicate	•	SMS or E-mail or electronic notice states establishing/
through		application development
procedures		
flow		
Acquiring the	•	Receiving the service output through the selected channel
service		by the dealers (e-mail, emirates post office, delivery to a
		specified address).

#### **Refer to court request:**

The service that provides refer to court request to review the penalties regarding residence services

#### Service channels



Website

Service	Sub-service	Service	link	Unrelated
structuring				
Package	N/A	Service type		Procedural
Service	Normal	Main out	tput	Lift the ban
classification				
Service hours	24/7	Time of acquiring th	ne service after	48 hours
Smart service		completing the re	equirements	
system (site)				
Conditions of	• Providing the requ	uired documents to iss	sue an ID.	
acquiring the				
service				
Service	• N/A	N/A		
limitation				
Who can	• The individuals wl	ho violate residence The The		The
provide the	law	beneficiary of		organizations
service?		the service		The resident
		"dealers'		
			category"	
The	• Refer to court req	uest		
documents	<ul> <li>Sponsor's passpo</li> </ul>	rt		
required for	Guaranteed passp	Guaranteed passport		
the service	Sponsor ID			
(the common)	Guaranteed ID	nteed ID		
	Copy of the commercial license for the facility			
The	• 50 dirhams for red	quest fees for every ca	ase.	
established	• 50 dirhams for ele	ectronic service fees		

fees for the				
governmental				
organizations				
Refundable	N/A		Penalty	Please review the attached list
fees				
The dealer's	Acquiring	• (	Communication center -	– smart application – authority site
journey	service data	-	- customer happiness c	enters – communication channels
		t	based on the authority	
	Submitting	• •	Selecting the preferred	channel to apply for the service
	service	t	based on the available c	hannels
	application	• •	Search for the service being applied for	
		• F	Fill the data of the application if applicable	
		• F	Pay service fees (if any)	
	Communicate	• •	GMS or E-mail or electro	onic notice states establishing/
	through	ā	application developmen	t
	procedures			
	flow			
	Acquiring the	• F	Receiving the service ou	Itput through the selected channel
	service	t	by the dealers (e-mail, emirates post office, delivery to a	
		9	pecified address).	

#### Leave permit issuance:

The service that provides the issuance of violating leave permit after paying the consequent penalties, as it defines one of the country's ports and the newborn whose parents do not issue a residence form them.

#### Service channels



Service	Sub-service	Service	link	Unrelated
structuring				
Package	N/A	Service	type	Procedural
Service	Normal	Main ou	utput	Lift the ban
classification				
Service hours	24/7	Time of acquiring t	the service after	48 hours
Smart service		completing the	requirements	
system (site)				
Conditions of	Requires acquiring	g the service and payin	ig the consequent p	enalties
acquiring the				
service				
Service	• The violating resid	The violating resident submission: must pay the consequent penalties		
limitation	• the newborn subr	omission whose parents do not issue a residence form		
	them: the father a	m: the father and the mother must attend for the printing office to issue		
	the leave permit	the leave permit		
Who can	• The resident		The beneficiary	The resident
provide the	• The newborn	of the service		The visitor
service?		"dealers'		
	category"			
The	Copy of the passport or the document			
documents	Copy of the residence document or entry permit			
required for	• Birth certificate ar	Birth certificate and personal photo for newborn		

the service				
(the resident)				
The	Birth certifi	cate and personal photo for newborn (colored personal photo		
documents		ackground of measure 4/6).		
required for				
the service e				
(the				
newborn)				
The	• 100 dirham	s for request fees.		
established		s for issuance fees.		
fees		for electronic service fees		
Refundable	N/A	Penalty Please review the attached list		
fees	N/A	Fenalty Flease review the attached list		
The dealer's	Acquiring	Communication contex conset application outboxity site		
	Acquiring	Communication center – smart application – authority site		
journey	service data	– customer happiness centers – communication channels		
	<b>-</b>	based on the authority		
	Submitting	<ul> <li>Selecting the preferred channel to apply for the service</li> </ul>		
	service	based on the available channels		
	application	<ul> <li>Search for the service being applied for</li> </ul>		
		Fill the data of the application if applicable		
		Pay service fees (if any)		
	Communicate	SMS or E-mail or electronic notice states establishing/		
	through	application development		
	procedures			
	flow			
	Acquiring the	Receiving the service output through the selected channel		
	service	by the dealers (e-mail, emirates post office, delivery to a		
		specified address).		

#### Amending leave permit:

The service that provides the amendment of the issued leave permit

### Service channels



Service structuring	Sub-service	Service	e link	Unrelated
Package	N/A	Service type		Procedural
Service	Normal	Main	output	Lift the
classification				ban
Service hours	24/7	Time of acquirin	g the service after	48 hours
Smart service		completing th	e requirements	
system (site)				
Conditions of	• The violating	resident submission: I	must pay before leaving	5
acquiring the	the newborn sub	mission whose paren	ts do not issue a reside	nce form
service	them: the father	and the mother must	attend for the printing	office to
	issue the leave p	permit		
Service limitation	• N/A			
Who can provide	• The resident		The beneficiary of	The
the service?	• The newborn	the service "dealers'		resident
			category"	The visitor
The documents	Copy of the le	ave permit		
required for the				
service (all the				
categories)				
The established	• 50 dirhams for request fees.			
fees	• 50 dirhams fo	ms for issuance fees.		
	• 10 dirhams fo	s for electronic service fees		
Refundable fees	N/A	Penalty	Please review the at	tached list

The dealer's	Acquiring	Communication contor compart application
The dealer S	Acquiring	<ul> <li>Communication center – smart application –</li> </ul>
journey	service data	authority site – customer happiness centers –
		communication channels based on the authority
	Submitting	Selecting the preferred channel to apply for the
	service	service based on the available channels
	application	Search for the service being applied for
		Fill the data of the application if applicable
		<ul> <li>Pay service fees (if any)</li> </ul>
	Communicate	• SMS or E-mail or electronic notice states
	through	establishing/ application development
	procedures	
	flow	
	Acquiring the	Receiving the service output through the selected
	service	channel by the dealers (e-mail, emirates post office,
		delivery to a specified address).

#### Service channels

#### Canceling leave permit:

The service that provides the cancelation of the issued leave permit



Service	Sub-service	Service link	Unrelated
structuring			
Package	N/A	Service type	Procedural
Service	Normal	Main output	Lift the ban
classification			
Service hours	24/7	Time of acquiring the service	48 hours
Smart service		after completing the	
system (site)		requirements	
Conditions of	• The violating resid	lent submission: must pay before l	eaving
acquiring the	the newborn submiss	sion whose parents do not issue a	residence form them:
service	the father and the m	other must attend for the printing	office to issue the
	leave permit		
Service	• N/A		
limitation			
Who can	• The resident	The beneficiary of	The resident
provide the	• The newborn	the service	The visitor
service?		"dealers' category"	
The	• Copy of the leave	permit	
documents			
required for			
the service			
(all the			
categories)			
The	• 50 dirhams for request fees.		
established	• 50 dirhams for iss	suance fees.	
fees	• 10 dirhams for ele	ectronic service fees	

Refundable	N/A	Penalty Please review the attached list	
fees			
The dealer's	Acquiring service	• Communication center – smart application – authority	
journey	data	site – customer happiness centers – communication	
		channels based on the authority	
	Submitting	• Selecting the preferred channel to apply for the service	
	service	based on the available channels	
	application	<ul> <li>Search for the service being applied for</li> </ul>	
		Fill the data of the application if applicable	
		Pay service fees (if any)	
	Communicate	• SMS or E-mail or electronic notice states establishing/	
	through	application development	
	procedures flow		
	Acquiring the	Receiving the service output through the selected	
	service	channel by the dealers (e-mail, emirates post office,	
		delivery to a specified address).	

# The list of the administrative penalties applied on the

# federal authority for identity, citizenship, customs, and

## port security:

S.	Violation type	Financial penalty
1	The expiry of the period permitted for	50 dirhams for each day
	foreign residence in the country after	
	cancelling or expiry (entry permit/ residence	
	permit/ leave permit holders/ newborn)	
2	Delay to report any change of amendment in	20 dirhams for each day and
	the stated data of civil events for all the	maximum amount 1000
	categories and ages within (30) days of the	dirhams
	change date or non-renewal of the national	
	ID in the cases that may permit to exceed	
	the defined renewal period. Regarding a	
	foreign who had a new baby in the country,	
	the penalty will be applicable after 4 month	
	of birth date.	
3	Delay in renewing the facility ID during (30)	20 dirhams for each day and
	days of expiry date	maximum amount 1000
		dirhams
4	Misuse of smart services	2000 dirhams
5	Issuing entry permit for an idle facility	20,000 dirhams
6	Providing inaccurate data by the service	3000 dirhams
	receiver	
7	Not printing the forms by the system user	100 dirhams for every form
8	Limit the authority's employees or non-	5000 dirhams
	cooperation	
9	Change the facility data without notifying	1000 dirhams
	the authority	

10	Violate any instructions and decrees issued	2000 dirhams
	by the authority and breaching the facility	
	and individuals' obligation towards the	
	authority	

## Index

Term	Definition	Term	Definition
Service	It is a document	Enforcement	This category includes
manual	designed for the dealers.	service	all the services that the
	It describes a group of		dealers must subject
	services provided by the		to.
	federal authority for		
	identity and citizenship.		
	It illustrates the		
	requirements and steps		
	of ensuring different		
	services.		
The service	It is a series of activities	The dealers	They are the ones who
	and operation done by		receive the services
	the governmental		from the federal
	agencies (or other		authority for identity
	agencies on behalf of it)		and citizenship from
	aiming at meeting		public/ special
	dealer's requirements		organizations and
			individuals who
			communicate with the
			authority aiming at
			acquiring information
			or submitting service

			requests and receiving
			them. They are who the
			federal authority for
			identity and citizenship
			seek to provide services
			for.
The main	It is a group of services	The dealers'	It is the process of
services	provided by the federal	classification	classifying the dealers
	authority for identity and		into smaller groups
	citizenship. It is the		each of have common
	umbrella under which		characteristics, definite
	the ancillary services		categories with
	and the additional		common requirements
	services such as:		or behaviors or
	acquiring national ID.		characteristics.
the ancillary	It may be joining the	Dealers'	It is a group of
services	main service with some	experience	interactions between
	amendments as per the		the dealers and the
	type of the dealers or		federal authority for
	the purpose of the		identity and citizenship
	service. It is often		
	provided by approving		
	the same procedures or		
	entering minor		
	amendments on these		
	procedures such as:		

	issuing national ID		
	service.		
the	It may be joining the	The	It is any mean that
additional	main service with	channels of	ensure the
services	additional services such	providing	communication
	as renewing/	the services	between the dealers
	revocation/		and the authority
	amendment/		through which the
	replacement/ transfer		dealers have the
	such as: renewing the		services
	national ID service		
Informational	It is a group of services	Dealers'	It is a group of
services	related to transferring	experience	interactions between
	information from the		the dealers and the
	government to the		federal authority for
	dealers. It would be		identity and citizenship
	assured by a		
	government initiative		
	such as training		
	programs or awareness		
	campaign or accede to		
	one of the dealer's		
	request like inquiries for		
	example.		
Procedural	This type includes many	The dealer's	It is the process of
services	forms of services that	voice	collecting and
	meet dealers' needs. It is		understanding the

	considered a transaction		dealers' views and
	in its nature such as		feedback directly
	national ID.		
Commercial	It is some services	The dealers'	It is a document that
services	provided aiming at	welfare	describes the three
	ensuring the	balance	parties' roles: (the
	governmental income		employee, the
	such as selling geological		authority, the dealer)
	maps or national		via their abidance to
	statistics etc. such as:		achieving dealers'
	requesting statistics		welfare.
	reports and population		
	data request service.		
Social	It is some services		
services	provided by the		
	government to enhance		
	the community welfare		
	and the welfare of a		
	specified group.		