



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

GUIDE OF SERVICES

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

Edition 2023

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History of Amendments

Details of the document		
Description of the document:	Guide of the Services of the Federal Authority for Identity, Citizenship, Customs and Port Security ("ICP")	
Version No.	4	
Date of amendment	Party in charge of amendment	Description of amendment
15 May 2017	Emirates Identity Authority's team	Updating the Customer Service Charter and 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 Identity & Citizenship's team	Amending the Guide as to the design and the data included therein.
February 2018	Federal Authority for Identity & Citizenship's team	Amending the Guide's content and re-designing the service cards in accordance with the updated list of services.
November 2019	Federal Authority for Identity & Citizenship's team	Revising and amending the service card according to the new structure of ICP and its services.
February 2020	Federal Authority for Identity & Citizenship's team	Revising and amending the service card

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

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



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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:

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.

Strategic goals and initiatives:

Values:

- 1 Achieving integration in the sector and strengthening national and international partnerships for the quality of life of individuals and the competitiveness of the country.
- 2 Building a leading sustainable global model that adopts modern technologies and digital transformation to ensure readiness and proactive security.
- 3 Developing business models and national security competencies that enhance the country's reputation and competitiveness and reflect its positive image.
- 4 Develop and propose policies and legislation to raise the quality of life of individuals and enhance the economic attractiveness of the state.
- 5 Updating and protecting population data and personal identity to ensure a reliable and secure population registry.
- 6 Organizing customs work and security of ports in the field of security, facilitation of trade, relations and partnerships.
- 7 Developing an advanced and proactive system for the affairs of citizens and foreigners.
- 8 Attracting and empowering the best talented people and providing citizens with efficient and effective institutional services and digital infrastructure.
- 9 Promoting innovation practices based on flexibility, proactivity and readiness within the work system.



The Charter of the United Arab Emirates



GOVERNMENT OF
UNITED ARAB EMIRATES

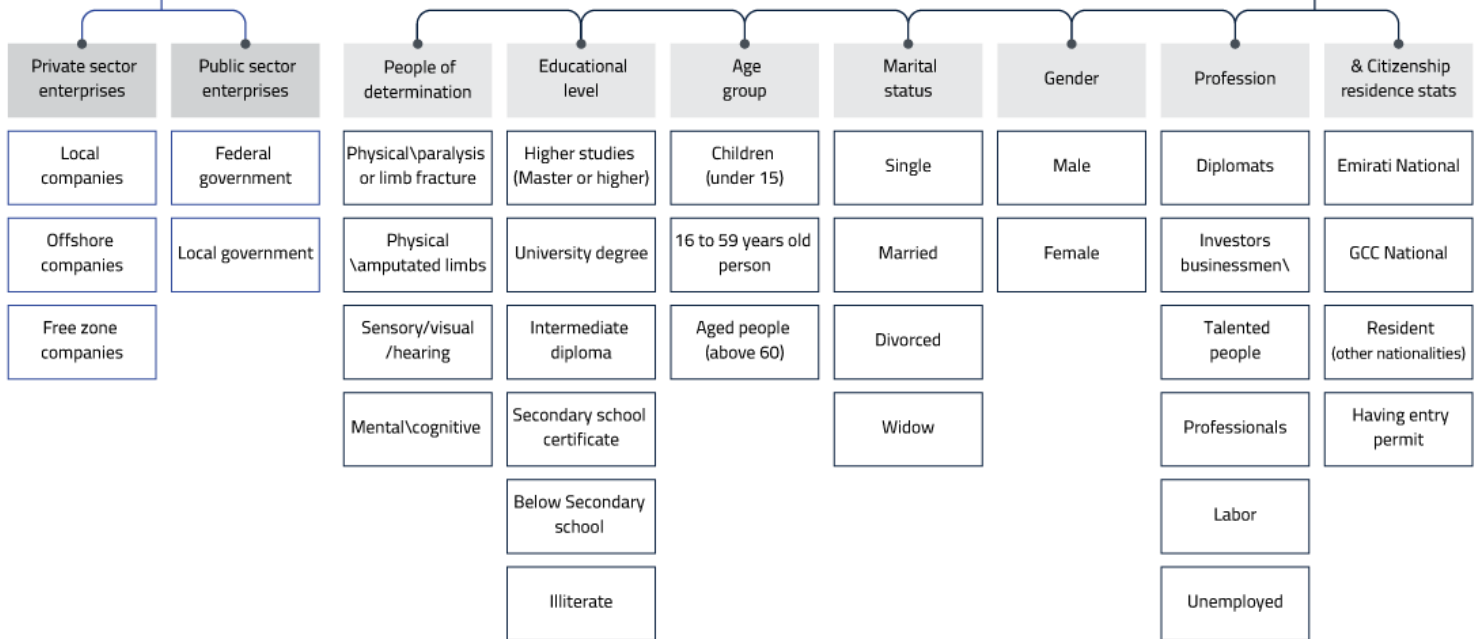
THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

<p>Human Centered Services</p> <p>Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.</p> <p>1</p>	<p>Digital Services by Default</p> <p>Providing proactive digital government services to suit future lifestyle.</p> <p>2</p>	<p>One-time Data Provision</p> <p>Designing interconnected and integrated government services that request customer data only once.</p> <p>3</p>	<p>Safe Data and Guaranteed Privacy</p> <p>Protecting the data shared among government entities to keep it safe and ensure customer privacy.</p> <p>4</p>
<p>Integrated, Varied and Consistent Service Channels</p> <p>Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.</p> <p>5</p>	<p>Seamless and Proactive Experience</p> <p>Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.</p> <p>6</p>	<p>Listening to Customer's Voice</p> <p>Listening to the customer's voice and ensuring transparency in the evaluation results.</p> <p>7</p>	<p>Value Added Services</p> <p>Adjusting government fees to reduce costs and increase efficiency in government entities.</p> <p>8</p>

Categories of Consumers

Enterprises

Individuals



Communication Channels

The Federal Authority for Identity, Citizenship, Customs and Port Security provides 19 communication channels, including channels for completing transactions



19

CHANNELS | قناة

For service and communication with Federal Authority For Identity, Citizenship, Custom & Port Security

للخدمة والتواصل مع الهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ

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

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 Service	Simplified, accurate explanation of the service, which enables the customers 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 Time	The time spent for completing a transaction in full.
Service Delivery Channels	The mean of communication between customers and the Federal Authority 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 Procedures	The procedures related to the customer's journey to get the service.

Beneficiary of Service "Categories of Customers"	The categories benefiting from receiving the services, such as the nationals, the GCC countries' national, residents, visitor.....etc.
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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 services	1	Issuance of new passport	Secondary	Procedural	G2C
		2	Renewal of passport	Supplementary	Procedural	G2C
		3	Renewal of passport of a person aboard	Supplementary	Procedural	G2C
		4	Issuance of replacement of lost\damaged passport	Supplementary	Procedural	G2C
		5	Replacement of passport	Supplementary	Procedural	G2C
2	Family Data services	1	Issuance of Family Data	Secondary	Procedural	G2C
		2	Modification of Family Data	Supplementary	Procedural	G2C

Issuance of Passport

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

Service channels



Service Centers



Website



Smart App

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

Who can apply for the service?	Head of the family (Emirati nationals) – Beneficiary (Emirati nationals)	Beneficiary of the service "categories of customers"	The national individual
Documents required for getting the service:	<p>Personal photo 4.5*3.5cm size with white background.</p> <p>Controls and conditions of the personal photo:</p> <p>The photo should be recent and in conformity with the specification of ICAO.</p> <p>The photo background should be white.</p> <p>Hands should not appear above the shoulder level.</p> <p>Eyes should be opened.</p> <p>Without frame.</p> <p>Photo width: 35 – 40mm.</p>		
Remarks:	<p>Population register number is issued for the newborn babies after inclusion of the newborn baby in the Family Data automatically.</p> <p>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.</p> <p>For those who acquired citizenship, the online link will be sent to them to start in applying for new passports.</p> <p>Customers will be exempted from the fees if there is a material error attributed to the Authority when issuing ID. Cards or passports to the nationals.</p> <p>The below categories are exempted from the fees:</p> <p>People who are subject to the Social Security Law.</p> <p>People of determination and those with autism.</p>		
Prescribed fees:	Application fees	AED. 10	
	Issuance fees	AED. 40	
	Delivery fees	AED. 15	
	Online service fees	Nominal fees	

Refunded fees:	Issuance fees only	Penalties:	Inapplicable
Customer's journey "procedures of the service"	Getting information on the service	Contact centers - smart application – Authority's website – Customer Happiness Centers – approved communication channels of the Authority	
	Applying for the service	1- Selection of the preferred channels for applying for the service according to the available channels. 2- Searching for the required service. 3- Filling in the application form (as applicable). 4- Payment of service fees (if any).	
	Communication while application is under process	SMS, email or online notice telling about the establishment\developments of the application.	
	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 address).	

Renewal of A Passport

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

Service channels



Service Centers



Website



Smart App

Service structure	Supplementary	Related To:		Issue of A Passport
Package:	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		New Passport
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
	Customer happiness centers	According to the announced working hours		
		Standby time 5 mins – Service 7 mins		
Conditions for getting the service:	<ul style="list-style-type: none"> ▮ Availability of a valid passport of at least 6 months. ▮ For the category of those older than 15 years, the signature and fingerprint on the ID card are required for the issuance of the passport. 			
Limitation of service:	Provide fingerprints and signatures for those who are older than 15 years and do not meet the classification of people of determination.			
Who can apply for the service?	Head of Household (UAE Nationals) - Beneficiary (UAE Nationals)	The beneficiary of the service "categories	Individual Citizen	

		of customers"	
Documents required for getting the service:	<ul style="list-style-type: none"> - Personal photo size (3.5 x 4.5 cm) with a white background. Personal photo controls and conditions: <ul style="list-style-type: none"> o the picture is recent and conforms to the specifications of the International Civil Aviation Organization (ICAO) o Photo background in white o Hands do not appear above the shoulders o Eyes opened o the picture does not contain a frame o Image width 35-40 mm 		
Remarks:	<ul style="list-style-type: none"> - Access to the service is done by choosing the service of issuing a passport and determining the reason for the issuance near the expiry of the passport or that it has expired. - If the customer wishes to obtain a passport through 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 representative is required to deliver the new passport. - 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. - The following cases are exempt from fees: <ul style="list-style-type: none"> o Subjects of the Social Security Law. o Persons with disabilities and autism. 		
Prescribed fees:	Application fees		AED 10
	Issuance fees		AED 40
	Delivery Fees		AED15

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



Website



Smart App

Service structure	Supplementary	Related To:		Issue of A Passport
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		New Passport
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Terms of Service	<ul style="list-style-type: none"> ▮ Availability of a valid passport of at least 6 months. ▮ For the category of those older than 15 years, the signature and fingerprint on the ID card are required for the issuance of the passport. 			
Service Limitation	Provide fingerprints and signatures for those older than 15 years, and the classification of people of determination does not apply to them.			
Who can	Head of Household (UAE Nationals) -	Beneficiary of	Individual Citizen	

apply for the service?	Beneficiary (UAE Nationals)	the service "categories of customers "Beneficiary of the service "Customer Categories"	
Documents required for getting the service:	<ul style="list-style-type: none"> - Personal photo size (3.5 x 4.5 cm) with a white background. o Personal photo controls and conditions: <ul style="list-style-type: none"> o the picture is recent and conforms to the specifications of the International Civil Aviation Organization (ICAO) o Photo background in white o Hands do not appear above the shoulders o Eyes opened o the picture does not contain a frame o Image width 35-40 mm ▣ A letter from the embassy to prove the reasons for the person's presence outside the country. 		
NOTE	<ul style="list-style-type: none"> - Access to the service is done by choosing the service of issuing a passport and determining the reason for the issuance near the expiry of the passport or 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	

Prescribed fees:	Issuance fees		AED 40
	Delivery Fees		AED 15
	Online service fees		Nominal fee
Refunded fees:	Issuance fee only	Penalties:	Not Applicable.
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.	
	Applying for the service	<ol style="list-style-type: none"> 1- Choose the preferred channel to apply for the service according to the available channels. 2- Search for the service to be provided. 3- Fill in the application data where applicable. 4- Pay the service fee (if any.) 	
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.	
	Getting the service	Receipt of service outputs through the channel selected by the customer (email, Emirates Post offices, delivery to the specified address.)	

Issuance of Lost / Damaged Passport.

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

Service channels



Service Centers



Website



Smart App

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

		of customers"	
Documents required for getting the service:	<ul style="list-style-type: none"> ▫ 3.5x4.5 photo with white background. - Personal photo controls and conditions: <ul style="list-style-type: none"> o the picture is recent and conforms to the specifications of the International Civil Aviation Organization (ICAO) o Photo background in white o Hands do not appear above the shoulders o Eyes opened o the picture does not contain a frame o Image width 35-40 mm ▫ Fill in the electronic declaration in the registration application. 		
NOTE	<ul style="list-style-type: none"> - If the customer wishes to obtain a passport through the Customer Happiness Centers, personal attendance is required to receive it, and attendance is excluded for: <ul style="list-style-type: none"> - Personal presence for minor children, where the presence of the head of the family or their legal representative is sufficient. - 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. 		
Prescribed fees:	Application fees		AED 300
	Issuance fees		Not Applicable.
	Delivery Fees		AED 15
	Online service fees		Nominal fee
Refunded fees:	Issuance fee only	Penalties:	Not Applicable.
	Getting information on the	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.	

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



Website



Smart App

Service structure	Supplementary	Related To:		Issue of A Passport
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		New Passport
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
	Customer happiness centers	According to the announced working hours		
		Standby time 5 mins – Service 7 mins		
Terms of Service	Valid passport.			
Service Limitation	<ul style="list-style-type: none"> - Provide fingerprints and signatures for those older than 15 years, and the classification of people of determination does not apply to them. - For children under the age of 15, the request to replace the passport for a change of features is accepted only once, as it is then considered a request to replace the passport - A replacement for a Lost and damaged and a fee of 300 dirhams shall be paid. 			

Who can apply for the service?	- Head of Household (UAE Nationals) - Beneficiary (UAE Nationals)	The beneficiary of the service "categories of customers"	Individual Citizen
Documents required for getting the service:	<ul style="list-style-type: none"> - 3.5x4.5 photo with white background. - Personal photo controls and conditions: <ul style="list-style-type: none"> o the picture is recent and conforms to the specifications of the International Civil Aviation Organization (ICAO) o Photo background in white o Hands do not appear above the shoulders o Eyes opened o the picture does not contain a frame o Image width 35-40 mm 		
NOTE	<ul style="list-style-type: none"> - If the customer wishes to obtain a passport through the Customer Happiness Centers, personal attendance is required to receive it, and attendance is excluded for: <ul style="list-style-type: none"> - Personal presence for minor children, where the presence of the head of the family or their legal representative is sufficient. - 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. 		
Prescribed fees:	Application fees	AED 10	
	Issuance fees	AED 40	
	Delivery Fees	AED 15	

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



Website



Smart App

Service structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Summary of Entry
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
	Customer happiness centers	According to the announced working hours		
		Standby time 5 mins – Service 9 mins		
Terms of Service	<ul style="list-style-type: none"> - If a family registry is issued under a marriage statement, and the marriage contract was concluded outside the country, or the marriage contract is more than one year old, a certificate of continuity must be 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. 			

		<p>- If a family registry is issued under a marriage statement and the husband does not work, a declaration of status must be brought from the Sharia Court. The divorced woman may choose the place of issuance 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.</p>	
Service Limitation		<p>A new family registry shall be issued to the widow if she does not have any children registered in the family registry of her deceased husband.</p>	
Who can apply for the service?	- Beneficiary (UAE Nationals)	The beneficiary of the service "categories of customers"	Individual Citizen
Common Documents		<p>- A personal photo with a size of (3.5 x 4.5 cm) of the owner of the transaction, and for cases of marriage or divorce, the photo may be provided to the other individual.</p>	
Mandatory documents for obtaining the service	Marriage Certificate	<p>- The passport of the foreign wife or husband.</p> <p>- A copy of the birth certificate of the husband and wife.</p>	<p>- The last educational qualification for husband and wife.</p> <p>- Certificate of "To Whom It May Concern" from the employer of the husband and wife.</p> <p>- Contract of Marriage</p>
	Divorced Statement	<p>- Approval of a case by the Sharia court not to marry after divorce.</p>	<p>- Certificate of "To Whom It May Concern" from the Divorced Person's Employer.</p>

			- Divorce Certificate
Widow Separation Statement	- Certificate "To Whom It May Concern" from the widow's employer.		- Approval of a case by the Sharia court not to marry after the death of the husband.
Removal of registration for those over 30 years old	- Approval of a case by the Sharia Court. - A copy of a birth certificate.		- Last educational qualification. - Certificate of "To Whom It May Concern" from the employer.
NOTE	If the application is returned more than 3 times, the transaction is canceled, and the customer must reapply for the application. In the case of issuing a registration summary of a marriage statement made only once to the head of the family (the husband) or the UAE citizen married to a foreigner.		
Prescribed fees:	Application fees for issuing the registry statement.		AED 50
	Application Fee for Statistical Statement		AED 25
	Online service fees		AED 50
Refunded fees:	Not Applicable.	Penalties:	Not Applicable.
Customer's journey	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.	
	Applying for the service	1- Choose the preferred channel to apply for the	3- Fill in the application data where applicable.

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

Service channels



Service Centers



Website



Smart App

Service structure	Supplementary	Related To:		Issuing a statement of registry
Package	Mabrok Ma Yak package only in case of adding a newborn	Type of service		Procedural
Service Classification	Normal	Main Output		Updated electronic abstract of registry
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
	Customer happiness centers	According to the announced working hours		
		Standby time 5 mins – Service 9 mins		
Terms of Service	<ul style="list-style-type: none"> - In the case of adding a first child of a foreign wife who is not registered in the family registry, the original of the marriage contract must be brought. - In the case of adding a first child of a citizen wife who is not 			

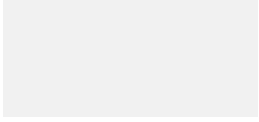
		<p>registered in the family registry, it must be added before adding the newborn.</p> <ul style="list-style-type: none"> - If the child is born outside the UAE, the birth certificate shall be replaced to be issued by the competent official authorities in the UAE. - If the child is born outside the country, and the emergency passport is used to enter the country, the passport must be surrendered. - If a wife is added to the family registry and the marriage contract was concluded outside the country or the marriage contract is more than one year old, a certificate of continuity of marriage 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. 	
Service Limitation		- If the husband wishes to add a foreign wife, her presence with the husband is required before the Customer Happiness Center.	
Who can apply for the service?	Head of Household (UAE Nationals)	The beneficiary of the service "categories of customers"	Individual Citizen
Common Documents		<ul style="list-style-type: none"> - A personal photo (3.5 x 4.5 cm) in size with a white background. - Fill out the electronic declaration in the registration application. 	
A statement of registration to	Add Newborn	- Birth Certificate	
	Add Wife	<ul style="list-style-type: none"> - A copy of the wife's birth certificate. - Contract of Marriage - The wife's last educational qualification. - The original of the wife's passport in case she is a foreigner. 	
	Removal	Divorce Certificate.	

	of a Divorcee	
	Removal of Death Case	- Death Certificate - Passport.
	Edit first name	Letter amending the first name from the Sharia Court.
NOTE		- Customers are received at the Customer Happiness Centers for special cases only. The working hours are as advertised on the website. - Amendment services that do not require the issuance of a new statement of registry are done without fees.
Prescribed fees:	Application fees	Not Applicable.
	Online service fees	Not Applicable.
Refunded fees:	Issuance fee only	Penalties: Not Applicable.
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.
	Applying for the service	1- Choose the preferred channel to apply for the service according to the available channels. 3- Fill in the application data where applicable. 4- Pay the service fee (if any.) 2- Search for the service to be provided.
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.
	Getting the service	Receipt of service outputs through the channel selected by the customer (email, Emirates Post offices, delivery to the specified address.)

Entry and residence permit services

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

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



Website



Smart App

Service structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Entry Permit
Service delivery hours	Website (Facility System) Smart Application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Terms of Service	<ul style="list-style-type: none"> - Passport valid for more than (6) months. - A ticket to continue its trip or a ticket to leave the country. 		<ul style="list-style-type: none"> - Presenting its tourism program. - Completion of the fee and financial guarantee. 	

	- Valid health insurance within the country.		
Service Limitation	<ul style="list-style-type: none"> - Approval of the competent authorities of entry. - 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. - The entry visa is valid for (60) days from the date of issuance, and the customer must enter the country before that to avoid the cancellation or extension of the visa for a similar period. 		
Who can apply for the service?	Establishments operating in the field of tourism.	The beneficiary of the service "categories of customers"	The Guest
Documents required for getting the service:	<ul style="list-style-type: none"> - A recent personal photo with a white background measuring 4/6. - Copy of Passport. - 	<ul style="list-style-type: none"> - Financial guarantee document. - Health Insurance Document. - A statement of the tourist program. 	
NOTE	<ul style="list-style-type: none"> - The validity period of the entry permit shall either be (30) or (60) days from the date of entry into the State, which 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. - Companions of tourist arrivals (children of tourists) under the age of (18) years shall be exempted from the financial guarantee. 		
Prescribed fees:	Application fees	AED 100	
	Issuance fee for one trip.	AED 100 per month.	
	Multi-trip issuance fee.	AED 200 per month.	
	Online service fees	AED 100	
Refunded	Issuance fee only	Penalties:	AED 50 per day after visa

fees:			cancellation or expiry.
Guarantee	Issuing an entry permit for one trip.	AED 1000	Issuing an entry permit for several trips. AED 2000
	Warranty Return	<p>The guarantee shall be retrieved by submitting a request to retrieve the financial guarantee after the cancellation or exit of the visa beneficiary from the territory of the State if it does not occur while committing a residency violation.</p> <p>□ The request for the refund of the financial guarantee must be submitted within (5) years, otherwise the amount is considered non-refundable.</p>	
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.	
	Applying for the service	<p>1- Choose the preferred channel to apply for the service according to the available channels.</p> <p>2- Search for the service to be provided.</p> <p>3- Fill in the application data where applicable.</p> <p>4- Pay the service fee (if any).</p>	
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.	
	Getting the service	Receiving the outputs of the service through the channel chosen by the customer (email, Emirates Post offices, delivery to the specified address.)	

Service channels



Website



Smart App

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 structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Entry Permit
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Terms of Service	<ul style="list-style-type: none"> - Passport valid for more than (6) months. - Availability of a bank balance of \$4,000 or its equivalent from foreign workers - A ticket to continue the trip or a ticket to leave the country within the 6 months preceding the application. - Valid health insurance within the State. - Fulfillment of the fee and financial guarantee. 			

Service Limitation	Approval of the competent authorities of entry. The entry visa is valid for (60) days from the date of issuance, and the customer must enter the country before that to avoid the cancellation or extension of the visa for a similar period.		
Who can apply for the service?	Beneficiary of the Service	The beneficiary of the service "categories of customers"	The Guest
Documents required for getting the service:	<ul style="list-style-type: none"> - A recent personal photo with a white background and a size of 4/6 - A bank certificate stating the availability of a bank balance of \$4,000 or its equivalent from foreign workers during the 6 months preceding the submission of the application. - A copy of the passport. - Financial guarantee document. - Health Insurance Document. 		
NOTE	<ul style="list-style-type: none"> - Companions of tourist arrivals (children of tourists) under the age of (18) years shall be exempted from the financial guarantee. - The period of stay in the State shall not exceed (90) continuous days and may be extended for a similar period if it does not exceed (180) days. 		
Prescribed fees:	Application fees		AED 100
	Issuance fees		AED 500
	Online service fees		AED 100
Refunded fees:	Issuance fee only	Penalties:	AED 50 per day after visa cancellation or expiry.
Guarantee	Guarantee Fee	AED 3000	
	Warranty Retrieval Mechanism	The guarantee shall be retrieved by submitting a retrieval request after the cancellation or exit of the beneficiary from the territory of the State if it does	

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



Website



Smart App

Service structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Entry Permit
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Conditions for getting the service:	<ul style="list-style-type: none"> - Passport valid for more than (6) months. - A ticket to continue the trip or a ticket to leave the country. - Health insurance that will take effect within the country. - Completion of the fee and financial guarantee. - Be a friend or relative of a citizen, regardless of the degree of kinship. - If the visa applicant is a foreign wife to visit her husband who is a citizen of the Cooperation Council for the Arab States of the 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 in the country of the first or second 			

	degree, provided that the resident foreigner occupies one of the first or second-level jobs according to the approved classification.		
Service Limitation	<ul style="list-style-type: none"> - Approval of the competent authorities of entry. - The entry visa is valid for (60) days from the date of issuance, and the customer must enter the country before that to avoid the cancellation or extension of the visa for a similar period. 		
Who can apply for the service?	Beneficiary of the Service	The beneficiary of the service "categories of customers"	The Guest
Documents required for getting the service:	<ul style="list-style-type: none"> - A recent personal photo with a white background measuring 4/6. - Proof of kinship. - Copy of Passport. - Proof of the justifications for the visit. - Financial guarantee document. - Health Insurance Document - A copy of the residence permit in one of the Gulf Cooperation Council countries of which the <u>foreign visitor's spouse is a national in the country.</u> - Travel Ticket. 		
NOTE	The validity period of the entry permit (30) or (60) or (90) days from the date of entry into the country may be extended once or multiple times by the issuing authority, not exceeding (180) days		
Prescribed fees:	Application fees		AED 100
	Issuance fee for one trip.		AED 100 per month.
	Multi-trip issuance fee.		AED 200 per month.
	Online service fees		AED 100
Refunded fees:	Issuance fee only	Penalties:	AED 50 per day after visa cancellation or expiry.

Guarantee	Issuing an entry permit for one trip.	AED 1000	Issuing an entry permit for several trips.	AED 2000
	Warranty Retrieval Mechanism	<p>The guarantee shall be retrieved by submitting a retrieval request after the cancellation or exit of the beneficiary from the territory of the State if it does not commit residency violations.</p> <p>▫ The request for the refund of the financial guarantee must be submitted within (5) years, otherwise the amount is considered non-refundable.</p>		
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.		
	Applying for the service	<p>1- Choose the preferred channel to apply for the service according to the available channels.</p> <p>2- Search for the service to be provided.</p> <p>3- Fill in the application data where applicable.</p> <p>4- Pay the service fee (if any).</p>		
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.		
	Getting the service	Receiving the outputs of the service through the channel chosen by the customer (email, Emirates Post offices, delivery to the specified 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 channels



Website



Smart App

Service structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Entry Permit
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Service	<ul style="list-style-type: none"> - Passport valid for more than (6) months. -An air ticket to continue the trip or a ticket to leave the country. - The approval of the Ministry of Human Resources and Emiratization if the employer is subject to the Labor Relations Regulation Law, or the visa applicant is a domestic worker. - Valid health insurance within the country. - Temporary work or probationary work and a letter from the employer stating the purpose of entering the state. 			

	<ul style="list-style-type: none"> - Completion of the fee and financial guarantee. - Health fitness for work. 		
Service Limitation	<ul style="list-style-type: none"> - Approval of the competent authorities of entry. - The entry visa is valid for (60) days from the date of issuance, and the customer must enter the country before that to avoid the cancellation or extension of the visa for a similar period. 		
Who can apply for the service?	Governmental or private entities or institutions in the free zone.	The beneficiary of the service "categories of customers"	The Guest
Documents required for getting the service:	<ul style="list-style-type: none"> - A recent personal photo with a white background measuring 4/6. - A certificate issued by the employer in the State. - A copy of the passport. - A temporary employment contract, or a letter from the employer indicating the contractual relationship and the purpose 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 entry permit (90) days from the date of entering the country can be extended once, provided that the Ministry of Human Resources and Emiratization approves the extension.		
Prescribed fees:	Application fees		AED 100
	Issuance fee for one trip.		AED 100 per month.
	Multi-trip issuance fee.		AED 200 per month.
	Online service fees		AED 100
Refunded fees:	Issuance fee only	Penalties:	AED 50 per day after visa cancellation or expiry.

Guarantee	Issuing an entry permit for one trip.	AED 1000	Issuing an entry permit for several trips.	AED 2000
	Warranty Retrieval Mechanism	<p>- The guarantee is retrieved by submitting a retrieval request after the cancellation or exit of the beneficiary of the visa from the territory of the State if it does not commit residency violations.</p> <p>- The request for the refund of the financial guarantee must be submitted within (5) years, otherwise the amount is considered non-refundable.</p>		
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.		
	Applying for the service	<p>1- Choose the preferred channel to apply for the service according to the available channels.</p> <p>2- Search for the service to be provided.</p> <p>3- Fill in the application data where applicable.</p> <p>4- Pay the service fee (if any).</p>		
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.		
	Getting the service	Receiving the outputs of the service through the channel chosen by the customer (email, Emirates Post offices, delivery to the 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 channels



Website



Smart App

Service structure	Secondary	Related To:		Not Applicable.
Bundle	Not Applicable.	Type of service		Procedural
Service Classification	Normal	Main Output		Electronic Entry Permit
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	48 Hours
Terms of Service	<ul style="list-style-type: none"> - Passport valid for more than (6) months. - A ticket to continue the trip or a ticket to leave the country. - To be one of the graduates of the top 500 universities in the world according to the classification approved by the Ministry of Education, and not to have graduated more than two years. - Valid health insurance within the country. - Be of the category of skilled workers at the first, second, or third professional level according to the classification approved by the Ministry of Human Resources and Emiratization. - The minimum academic qualification must be a bachelor's degree or its equivalent. 			

	- Fulfillment of the fee and financial guarantee.	
Service Limitation	<ul style="list-style-type: none"> - Approval of the competent authorities of entry. - The entry visa is valid for (60) days from the date of issuance, and the customer must enter the country before that to avoid the cancellation or extension of the visa for a similar period. 	
Who can apply for the service?	Beneficiary of the Service	The beneficiary of the service "categories of customers"
Documents required for getting the service:	<ul style="list-style-type: none"> - A recent personal photo with a white background measuring 4/6. - A copy of the passport. - A certificate issued by the Ministry of Education stating that the university from which he graduated is ranked among the top 500 universities in the world, and the period for its graduation. - Financial guarantee document. - Health Insurance Document. - A bachelor's degree or its equivalent, and the related academic qualifications. - Travel Ticket. - A certificate issued by the Ministry of Human Resources and Emiratization stating that the beneficiary is a skilled 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

Prescribed fees:	Issuance fee for one trip.		AED 100 per month.	
	Multi-trip issuance fee.		AED 200 per month.	
	Online service fees		AED 100	
Refunded fees:	Issuance fee only	Penalties:		AED 50 per day after visa cancellation or expiry.
Guarantee	Issuing an entry permit for one trip.	AED 1000	Issuing an entry permit for several trips.	AED 2000
	Warranty Retrieval Mechanism	<p>- The guarantee shall be retrieved by submitting a retrieval request after the cancellation or exit of the beneficiary from the territory of the State if it does not commit residency violations.</p> <p>- The request for the refund of the financial guarantee must be submitted within (5) years, otherwise the amount is considered non-refundable.</p>		
Customer's journey "procedures of the service"	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Communication channels approved by the Authority.		
	Applying for the service	<p>1- Choose the preferred channel to apply for the service according to the available channels.</p> <p>2- Search for the service to be provided.</p> <p>3- Fill in the application data where applicable.</p> <p>4- Pay the service fee (if any).</p>		
	Communication while the application is under process	A text message, email, or email notification stating the creation/developments of the application.		
	Getting the service	Receiving the outputs of the service through 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 channels



Website



Smart App

Service Structure	Sub	Service related to	NA
Package	NA	Service Type	Procedural
Service Classification	Usual	Main Output	Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels 48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • A travel ticket to continue the journey or a ticket to leave the State. • Customer shall be professional in practicing that work in his homeland. 		
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities for entry. 		

	<ul style="list-style-type: none"> 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. 			
Who can apply for the service?	Beneficiary of service	Beneficiary of Service "Categories of Customers"	Visitor	
Documents necessary to obtain service	<ul style="list-style-type: none"> A recent personal photo with a white background, size 6/4. A copy of passport. Financial guarantee document. 	<ul style="list-style-type: none"> Health insurance document. Travel ticket. Bachelor's degree certificate or equivalent, and above scientific qualifications. 		
NB	<ul style="list-style-type: none"> 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. 			
Prescribed Fees	Request Fees		100 AED	
	Issuance Fees for one trip		100 AED per month	
	Issuance Fees for multiple trips		200 AED per month	
	Electronic Services Fees		100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Issuing an entry permit for one trip	1000 AED	Issuing an entry permit for multiple trip	2000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> 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. The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 		

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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any).
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.
	Obtaining service	<ul style="list-style-type: none"> • Receiving service outputs through the channel chosen by the customer (e-mail, Emirates Post offices, delivery to the specified address).

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 channels



Service Structure	Sub	Service related to	NA
Package	NA	Service Type	Procedural
Service Classification	Usual	Main Output	Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels
			48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • A travel ticket to continue the journey or a ticket to leave the State. • An approved medical report and a letter from the host health facility stating the justifications for the visit. 		<p>An entry visa may be granted to a companion to treat the patient, and the following conditions are required for granting it:</p> <ul style="list-style-type: none"> • The visa shall be similar to the patient's entry visa. • Companion shall enter the State with the patient.

	<ul style="list-style-type: none"> The fees and financial guarantee shall be fulfilled. 	<ul style="list-style-type: none"> Companion's visa shall not be extended unless the patient's entry visa is extended Companion shall have health insurance. The fees and financial guarantee shall be fulfilled. 	
Limitation of Service	<ul style="list-style-type: none"> 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 period. 		
Who can apply for the service?	A licensed health facility within the State.	Beneficiary of Service "Categories of Customers"	Visitor
Joint documents to obtain service	<ul style="list-style-type: none"> A recent personal photo with a white background, size 6/4. A copy of passport. Financial guarantee document. 	<ul style="list-style-type: none"> Health insurance document. Travel ticket. 	
Patient's additional documents	<ul style="list-style-type: none"> Certified medical report. A letter from the health facility stating the justifications for the visit. 		
NB	<ul style="list-style-type: none"> 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. 		
Prescribed Fees	Request Fees	100 AED	
	Issuance Fees for one trip	100 AED per month	
	Issuance Fees for multiple trips	200 AED per month	
	Electronic Services Fees	100 AED	

Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Issuing an entry permit for one trip	1000 AED	Issuing an entry permit for multiple trip	2000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> 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. The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 		
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any). 		
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of 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 channels



Website

Service Structure	Sub	Service related to	NA
Package	NA	Service Type	Procedural
Service Classification	Usual	Main Output	Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels 48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • A travel ticket to continue the trip or a ticket to leave the State. • A letter from the host organization including the study or training program and its duration. • The fees and financial guarantee shall be fulfilled. 		

Limitation of Service	<ul style="list-style-type: none"> • 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 period. • It is permitted to extend one or multiple times by decision of the issuing authority, provided that it shall not exceed 180 days. 			
Who can apply for the service?	Universities, institutes or educational and research institutions licensed within the State	Beneficiary of Service "Categories of Customers"	Visitor	
Joint documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. 		<ul style="list-style-type: none"> – A letter issued by the university, institute, educational or research institution, or governmental or private authority within the State indicating its acceptance of hosting and including information about the study or training program and its time duration. 	
NB	<ul style="list-style-type: none"> • 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. 			
Prescribed Fees	Request Fees		100 AED	
	Issuance Fees for one trip		100 AED per month	
	Issuance Fees for multiple trips		200 AED per month	
	Electronic Services Fees		100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Issuing an entry permit for one trip	1000 AED	Issuing an entry permit for multiple trip	2000 AED

	<p>Guarantee refund mechanism</p>	<ul style="list-style-type: none"> • 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. • The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.
<p>Customer trip "Service Procedures"</p>	<p>Obtain service information</p>	<p>Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.</p>
	<p>Submitting service request</p>	<ol style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any).
	<p>Communication during the procedures</p>	<p>SMS, email or electronic notification stating the creation / developments of the request.</p>

Issue of Entry Permit for Visit -

Service channels

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.



Website

Service Structure	Sub	Service related to	NA
Package	NA	Service Type	Procedural
Service Classification	Usual	Main Output	Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels 48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • A travel ticket to continue the trip or a ticket to leave the State. • A letter from the host organization including the study or training program and its duration. • The fees and financial guarantee shall be fulfilled. 		
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities for entry. 		

Who can apply for the service?	Embassies and consulates that represent the country abroad.	Beneficiary of Service "Categories of Customers"	Visitor	
Joint documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. 			
NB	<ul style="list-style-type: none"> • 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. 			
Prescribed Fees	Request Fees		100 AED	
	Issuance Fees for one trip		100 AED per month	
	Issuance Fees for multiple trips		200 AED per month	
	Electronic Services Fees		100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Issuing an entry permit for one trip	1000 AED	Issuing an entry permit for multiple trip	2000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> • 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. • The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 		
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 style="list-style-type: none">1. Choose the preferred channel to apply for the service according to the available channels.2. Search for the service you want to apply for.3. Fill out the application information where applicable.4. Pay the service fees (if any).
	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	Service Type	Procedural
Service Classification	Usual	Main Output	Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • A travel ticket to continue the trip. • He shall be a foreigner in transit and continuing his trip to another country, or joining one of the ships anchored in one of the State's ports, or wishing to join it, but the circumstances of the trip force him to enter the country. 		
		48 hours	

Limitation of Service	<ul style="list-style-type: none"> Approval of the competent authorities for entry. 		
Who can apply for the service?	The State's sea/air ports.	Beneficiary of Service "Categories of Customers"	Visitor
Joint documents to obtain service	<ul style="list-style-type: none"> A recent personal photo with a white background, size 6/4. A copy of passport. A travel ticket to continue the trip. 		
NB	<ul style="list-style-type: none"> A visa may be granted for both round-trip upon applying therefor. It is granted from the State's sea and air ports. 		
Prescribed Fees	Request Fees are only for issuing transit visa for 96 hours		50 AED
	Issuance Fees for transit visa for 96 hours		50 AED
	Issuance Fees for transit visa for 48 hours		50 AED
	Electronic Services Fees		100 AED
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Fill out the application information where applicable. Pay the service fees (if any). 	

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



Website

Service Structure	Sub	Service related to		NA
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • 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. • Payment of fees. • In addition to the above conditions, if the foreigner is a sailor, the following conditions shall be met: • A maritime passport proving his identity. • Seafarers' card issued by the competent authority within the State, if he is on board of national ships operating on the high seas. 			

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Approval of the competent authorities. 		
Who can apply for the service?	The State's sea/air ports.	Beneficiary of Service "Categories of Customers"	Visitor
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Health insurance document. – A travel ticket. 		
Additional documents for sailors and ship	<ul style="list-style-type: none"> – Maritime passport to prove his identity. – Seafarers' card issued by the competent authority within the State if he is on board national ships operating on the high seas. 		

crews to obtain service	– A valid 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 employment contracts within the State.		
NB	• .		
Prescribed Fees	Request Fees - Seafarers' entry permit is only for one trip for 7 days	50 AED	
	Issuance Fees - Seafarers' entry permit for a single trip for 7 days	50 AED	
	Electronic Services Fees	100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of 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 channels

Website

Service Structure	Sub	Service related to		NA
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> ○ Health symptom. ○ Cancellation of trip due to bad weather conditions. ○ Cancellation of trip due to sudden aircraft malfunctions that require a stay of more than 24 hours. 			

	<ul style="list-style-type: none"> • 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 issued, provided that their validity period shall not be less than one month. • A travel ticket to continue his trip. • Health insurance valid within the State. • Approval of the competent authorities. • Payment of fees. 		
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. 		
Who can apply for the service?	Carrier (airline company).	Beneficiary of Service "Categories of Customers"	Visitor
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. – A travel ticket. 	<ul style="list-style-type: none"> – 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. 	
NB	<ul style="list-style-type: none"> • Duration of stay is 96 hours. • In case of a medical condition, the length of stay is up to 7 days. • Stay within the State for more than 7 days requires amending the visa to become an entry visa for treatment. 		
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or expiration of visa.
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 style="list-style-type: none">1. Choose the preferred channel to apply for the service according to the available channels.2. Search for the service you want to apply for.3. Fill out the application information where applicable.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.

Service channels



Website

Service Structure	Sub		Service related to	NA	
Package	NA		Service Type	Procedural	
Service Classification	Usual		Main Output	Electronic Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours	
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • The fees and financial guarantee shall be fulfilled. • 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). 				
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities for entry. 				

	<ul style="list-style-type: none"> • 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 complete the requirements for issuing a residence permit. 		
Who can apply for the service?	Government, private institutions and free zones.	Beneficiary of Service "Categories of Customers"	Visitor
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. – Health insurance document. – Employment contract if it is linked to an employment contract. 		
NB	<ul style="list-style-type: none"> • The period of stay is (60) days to complete the requirements for issuing residence permit. 		
Prescribed Fees	Request Fees		100 AED
	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.
Guarantee	Fees	1000 AED	
	Guarantee refund mechanism	<ul style="list-style-type: none"> • 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. • The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 	

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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any).
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

Issue of Entry Permit to work - Green

Service channels

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.



Website

Service Structure	Sub	Service related to		NA
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • The fees and financial guarantee shall be fulfilled. • The beneficiary shall be from the following categories: <ul style="list-style-type: none"> ○ An investor or partner in a commercial license under a partnership contract, provided that the value of his contribution therein shall not be less than one million dirhams. ○ Highly skilled worker. ○ Freelance work. 			

Limitation of Service	<ul style="list-style-type: none"> • 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 period. • The period of stay is (60) days to complete the requirements for issuing a residence permit. 		
Who can apply for the service?	Beneficiary of the service.	Beneficiary of Service "Categories of Customers"	Visitor
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. – Health insurance document. – A certificate from the Ministry / Department of Economy if he is an investor or partner in a commercial license, including the percentage of his contribution and the employment contract in this regard, or a certificate from the Ministry of Human Resources and Emiratization if the beneficiary is a high-level skilled worker or practices freelance work. 		
NB	<ul style="list-style-type: none"> • The permitted period of stay is (60) days to complete the residence issuance requirements. • The Green Visa requires initial approval from the competent authorities (nomination request). 		
Prescribed Fees	Request Fees		100 AED
	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.
Guarantee	Fees	1000 AED	
	Guarantee refund mechanism	<ul style="list-style-type: none"> 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. The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 	
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any). 	
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.	

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 channels



Website



Smart App

Service Structure	Sub	Service service related to		NA
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • A travel ticket to continue the journey or a ticket to leave the State. • The fees and financial guarantee shall be fulfilled. • He shall be one of the following categories: 			

	<ul style="list-style-type: none"> ○ An investor or partner in a commercial license under a partnership contract, provided that his contribution therein shall not be less than one million dirhams. ○ Highly skilled worker. ○ Freelance work. ● He shall be from one of the following categories: <ul style="list-style-type: none"> 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. 		
Limitation of Service	<ul style="list-style-type: none"> ● 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 period. ● The permitted period of stay is (60) days to complete the residence issuance requirements. 		
Who can apply for the service?	Guarantor / head of the family	Beneficiary of Service "Categories of Customers"	Visitor

Documents necessary to obtain service		<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document. – Health insurance document.
Additional documents according to category	Student	<ul style="list-style-type: none"> – A certificate from a university, college, educational or research institution if a student.
	Retiree	<ul style="list-style-type: none"> – A certificate indicating the retirement for a period of service of no less than 15 years inside or outside the State, or a birth certificate indicating that he has completed 55 years if he is retired.
	Owns Property	<ul style="list-style-type: none"> – A certificate from the municipality department stating that he owns a property within the State.
	First degree relatives	<ul style="list-style-type: none"> – 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. – Death or divorce certificate of the citizen husband and proof of the existence of the son if she is a foreigner. – Availability of financial solvency and adequate housing.
	Virtual work	<ul style="list-style-type: none"> – Provide proof of a monthly income of no less than (3,500) US\$ or its equivalent in other foreign currencies. – Provide proof that he works for an entity outside the State and that he works remotely.
	Humanitarian Cases - Category 1	<ul style="list-style-type: none"> – If he is in one of the countries classified as suffering from wars, disasters or disturbances. – He shall be present in the country – The financial solvency and adequate housing shall be available.

	Humanitarian Cases - Category 2	<ul style="list-style-type: none"> – Proof of kinship with a citizen of the State. – Proof of kinship with a resident of the State or his wife, provided that the following degree of kinship shall be met: <ul style="list-style-type: none"> ○ The foreigner's relatives: father, mother, minor siblings, provided that the support shall be provided. ○ The wife's relatives: wife's father, wife's mother, provided that the support shall be provided, wife's minor children, provided that the fosterage shall be existed. – The financial solvency and adequate housing shall be available. 		
NB	<ul style="list-style-type: none"> • The period of stay is (60) days to complete the requirements for issuing residence permit. 			
Prescribed Fees	Request Fees		100 AED	
	Issuance Fees for one entry		100 AED per month	
	Issuance Fees for multiple entry		200 AED per month	
	Electronic Services Fees		100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Entry visa for one trip	1000 AED	Entry visa for multiple trip	2000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> • 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. 		

		<ul style="list-style-type: none"> The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.
<p>Customer trip "Service Procedures"</p>	<p>Obtain service information</p>	<p>Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.</p>
	<p>Submitting service request</p>	<ol style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any).
	<p>Communication during the procedures</p>	<p>SMS, email or electronic notification stating the creation / developments of the request.</p>

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

Service channels



Website



Smart App

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	Service related to		NA
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Electronic Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid within the State. • The fees and financial guarantee shall be fulfilled. • The beneficiary shall be from the following categories: 			

	<p>The following shall be required for the category of residents of Gulf Cooperation Council countries:</p> <ul style="list-style-type: none"> • Obtaining a valid residence permit for a period of no less than one year. • 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. <p>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.</p>		
<p>Limitation of Service</p>	<ul style="list-style-type: none"> • 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 period. • The permitted period of stay is (30) days for the residents of Gulf Cooperation Council countries or (60) days for companions of the citizens of Gulf Cooperation Council countries. • The companions are (wife, children, auxiliary service workers). 		
<p>Who can apply for the service?</p>	<p>Guarantor / head of the family</p>	<p>Beneficiary of Service "Categories of Customers"</p>	<p>Visitor</p>
<p>Documents to obtain service</p>	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – A copy of residence within the Gulf Cooperation Council countries. – Financial guarantee document. – Health insurance document. 		

NB	<ul style="list-style-type: none"> The period of stay is (60) days to complete the requirements for issuing the residence permit. 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. 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 that shall not to exceed 120 days. 			
Prescribed Fees	Request Fees		100 AED	
	Issuance Fees for one entry		100 AED per month	
	Issuance Fees for multiple entry		200 AED per month	
	Electronic Services Fees		100 AED	
Refunded Fees	Issuance fees only	Penalties	50 AED per day after the cancellation or expiration of visa.	
Guarantee	Entry visa for one trip	1000 AED	Entry visa for multiple trips	2000 AED
	Guarantee refund mechanism		<ul style="list-style-type: none"> 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. The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. 	
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 style="list-style-type: none">1. Choose the preferred channel to apply for the service according to the available channels.2. Search for the service you want to apply for.3. Fill out the application information where applicable.4. Pay the service fees (if any).
	Communication during the procedures	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 channels



Printing
Offices



Website



Smart
App

Service Structure	Complementary	Service related to	Issuance of Entry Permit	
Package	NA	Service Type	Procedural	
Service Classification	Usual	Main Output	Updated Entry Permit	
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
	Printing Offices	According to public working hours		
Conditions for obtaining Service	<ul style="list-style-type: none"> A passport is valid for more than (6) months. 			
Limitation of Service	<ul style="list-style-type: none"> Approval of the competent authorities. 			
Who can apply for the service?	Guarantor / employer / head of the family	Beneficiary of Service "Categories of Customers"	Resident	
Documents to obtain service	<ul style="list-style-type: none"> A copy of entry permit. A copy of passport. For the private sector, the updated work permit shall be attached, and for the free zone, a letter shall be attached. 			

Prescribed Fees	Request Fees		50 AED
	Electronic Services Fees		100 AED
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or expiration of entry permit.
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	<p>1. Choose the preferred channel to apply for the service according to the available channels.</p> <p>2. Search for the service you want to apply for.</p> <p>3. Fill out the application information where applicable.</p> <p>4. Pay the service fees (if any).</p>	
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.	

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 channels



Printing Offices



Website



Smart App

Service Structure	Complementary	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Updated Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
	Printing Offices	According to public working hours		
Conditions for obtaining Service	<ul style="list-style-type: none"> A passport is valid for more than (6) months. 			
Limitation of Service	<ul style="list-style-type: none"> Approval of the competent authorities. 			
Who can apply for the service?	Guarantor / employer / head of the family	Beneficiary of Service "Categories of Customers"		Resident
Documents to obtain service	<ul style="list-style-type: none"> A copy of passport. 			
Entry Permit Category and	Type of Entry Permit	Permitted Extension Period		Prescribed Fees

Extension Period with Fees	Entry Permit for visit - Tourism	It may be extended by decision of the issuing authority for one or multiple times, not to exceed 120 days in total	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED
	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 180 days in total	Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED
	Entry Permit - exploring job opportunities Entry Permit – exploring establishment business opportunities	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 treatment - treatment companion	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 golden residence procedures		Electronic services fees are 100 AED
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or expiration of entry permit.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.	

Service channels

Printing
Offices

Website

Smart
App

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		Service Type	Procedural
Service Classification	Usual		Main Output	Cancellation of Entry Permit
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
	Printing Offices	According to public working hours		
Conditions for obtaining Service	<ul style="list-style-type: none"> A passport is valid for more than (6) months. 			
Limitation of Service	<ul style="list-style-type: none"> Approval of the competent authorities. 			
Who can apply for the service?	Guarantor / employer / head of the family	Beneficiary of Service	"Categories of Customers"	Resident

Documents to obtain service	<ul style="list-style-type: none"> – A copy of entry permit. – A copy of passport. 		<ul style="list-style-type: none"> – For the free zone, a letter shall be attached.
Prescribed Fees	Request Fees		50 AED
	Electronic Services Fees		100 AED
Refunded Fees	NA	Penalties	50 AED per day after the cancellation or expiration of entry permit.
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 style="list-style-type: none"> 5. Choose the preferred channel to apply for the service according to the available channels. 6. Search for the service you want to apply for. 	<p>Fill out the application information where applicable.</p> <p>Pay the service fees (if any).</p>
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.	

Issuance / Renewal of Residence

Service channels

Permits:

Issue of Residence - Work Permit:

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



Website

Service Structure	Sub	Service related to	Issuance of Entry Permit	
Package	NA	Service Type	Procedural	
Service Classification	Usual	Main Output	Residence	
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • Guarantor / Employer: he shall be linked to an employment contract with an 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). 			

Who can apply for the service?	Guarantor / Employer	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. 	<ul style="list-style-type: none"> – Financial guarantee document, health insurance document. – Medically fit report. – Proof of his linkage to work with an employer. 	
NB	<p>Proof of his linkage to work with an employer according to the following.</p> <ul style="list-style-type: none"> • The employment contract or appointment decision, if the recruitment entity is a federal or local public sector authority. • A statement from the Ministry of Human Resources and Emiratization, if the recruitment entity is subject to the law regulating the labor relations or is in the category of domestic service workers. • 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 Emiratization. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
Guarantee	Recruiting category of domestic workers for the foreigner		2000 AED
	Inclusion of foreigner in the administrative list by the establishments		2000 AED

	Canceling the residence of guarantor or host without cancellation of the residence of foreigners recruited under his guarantee	5000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> 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. The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.
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	<p>7. Choose the preferred channel to apply for the service according to the available channels. Fill out the application information where applicable.</p> <p>8. Search for the service you want to apply for. Pay the service fees (if any).</p>
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of the request.

Issuance / Renewal of Residence –

Service channels

Work Permits:

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



Website

Service Structure	Complementary	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • Guarantor / Employer: he shall be linked to an employment contract with an 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 Emiratization). 			

Who can apply for the service?	Guarantor / Employer	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document, health insurance document. – Medically fit report. – Proof of his linkage to work with an employer. 		
NB	<p>Proof of his linkage to work with an employer according to the following.</p> <ul style="list-style-type: none"> • The employment contract or appointment decision, if the recruitment entity is a federal or local public sector authority. • A statement from the Ministry of Human Resources and Emiratization, if the recruitment entity is subject to the law regulating the labor relations or is in the category of domestic service workers. • 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 Emiratization. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none">1. Choose the preferred channel to apply for the service according to the available channels.2. Search for the service you want to apply for.3. Fill out the application information where applicable.4. Pay the service fees (if any).
	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



Website

Service Structure	Sub	Service related to	Issuance of Entry Permit	
Package	NA	Service Type	Procedural	
Service Classification	Usual	Main Output	Residence	
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. • He shall be from the following categories: <ol style="list-style-type: none"> 1. An investor or partner in a commercial license. The following conditions are required to grant him green visa: 			

- 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.
- 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.

	<p>3. Freelance work. The following conditions are required to grant him Green Visa:</p> <ul style="list-style-type: none"> ○ A freelance work permit shall be obtained from the Ministry of Human Resources and Emiratization. ○ The minimum educational level shall be a bachelor's degree, a specialized diploma, or its equivalent. ○ 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. 		
<p>Limitation of Service</p>	<ul style="list-style-type: none"> ● Approval of the competent authorities. ● Residence shall continue according to the availability of conditions for granting it 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. 		
<p>Who can apply for the service?</p>	<p>Guarantor / Employer</p>	<p>Beneficiary of Service "Categories of Customers"</p>	<p>Resident</p>
<p>Documents to obtain service</p>	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document, health insurance document. – Medically fit report. – Supporting documents for type of required green visa permit. 		
<p>NB</p>	<p>The documents according to the type of green visa permit are as follows:</p> <p>1. If he is an investor or partner, the following shall be submitted:</p> <ul style="list-style-type: none"> ● The commercial license(s) indicates the company's commercial form and the percentage of his shareholding therein. 		

- 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 employment contract valid within the State.
- A certificate from the Ministry of Human Resources and Emiratisation stating that he is at the first, second or third professional level according to its approved classification.
- Academic qualification certificate (Bachelor's degree or equivalent thereof).
- Salary certificate.

3. If he is a freelance work, the following shall be submitted:

- Free work permit from the Ministry of Human Resources and Emiratisation.
- Academic qualification certificate (Bachelor's degree, specialized diploma, or equivalent thereof).
- A bank certificate proving his annual income or financial solvency throughout his stay within the State.

Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
Guarantee	Recruiting a family of investor		3,000 AED for each family member, with maximum of 15,000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> • 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. 	

		<ul style="list-style-type: none"> The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any).
	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



Website

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. • He shall be from the following categories: <ol style="list-style-type: none"> 1. An investor or partner in a commercial license. The following conditions are required to grant him green visa: 			

- 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.
- 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.

	<p>3. Freelance work. The following conditions are required to grant him Green Visa:</p> <ul style="list-style-type: none"> ○ A freelance work permit shall be obtained from the Ministry of Human Resources and Emiratization. ○ The minimum educational level shall be a bachelor's degree, a specialized diploma, or its equivalent. ○ 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. 		
<p>Limitation of Service</p>	<ul style="list-style-type: none"> ● Approval of the competent authorities. ● Residence shall continue according to the availability of conditions for granting it 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. 		
<p>Who can apply for the service?</p>	<p>Guarantor / Employer</p>	<p>Beneficiary of Service "Categories of Customers"</p>	<p>Resident</p>
<p>Documents to obtain service</p>	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Financial guarantee document, health insurance document. – Medically fit report. – Supporting documents for type of required green visa permit. 		
<p>NB</p>	<p>The documents according to the type of green visa permit are as follows:</p> <p>1. If he is an investor or partner, the following shall be submitted:</p> <ul style="list-style-type: none"> ● The commercial license(s) indicates the company's commercial form and the percentage of his shareholding therein. 		

- 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 employment contract valid within the State.
- A certificate from the Ministry of Human Resources and Emiratization stating that he is at the first, second or third professional level according to its approved classification.
- Academic qualification certificate (Bachelor's degree or equivalent thereof).
- Salary certificate.

3. If he is a freelance work, the following shall be submitted:

- Free work permit from the Ministry of Human Resources and Emiratization.
- Academic qualification certificate (Bachelor's degree, specialized diploma, or equivalent thereof).
- A bank certificate proving his annual income or financial solvency throughout his stay within the State.

Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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	1. Choose the preferred channel to apply for the	3. Fill out the application information where applicable.

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

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 channels



Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • The university, college, institute, research center or the like shall be licensed to practice activity within the State. • The approval of the Ministry of Education or the competent educational authority shall be obtained depending on the emirate, as the case may be. 			

Who can apply for the service?	Guarantor / Host: The educational establishment to which student is enrolled.	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – A certificate from the Ministry of Education or the competent educational authority in the emirate indicating the approval. 	<ul style="list-style-type: none"> – The health insurance document. – Medically fit report. – The licensing statement of educational establishment. – A certificate from the university, college, educational or research institution indicating his enrollment there. 	
NB	<ul style="list-style-type: none"> • The period of stay shall be according to the study program. He is allowed to remain within the State after the end of his study for a period of 180 days 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
Guarantee	Canceling the residence of the guarantor and host without canceling the residence of foreigners recruited under his guarantee		5000 AED
	Inclusion of foreigners in the administrative list by establishments		2000 AED
	Guarantee refund mechanism	<ul style="list-style-type: none"> • The financial guarantee is refunded by submitting a refund request after the cancellation or departure of the 	

		<p>beneficiary from the State territory, provided that he shall not commit residence violations.</p> <ul style="list-style-type: none"> The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded.
<p>Customer trip "Service Procedures"</p>	<p>Obtain service information</p>	<p>Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.</p>
	<p>Submitting service request</p>	<ol style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any).
	<p>Communication during the procedures</p>	<p>SMS, email or electronic notification stating the creation / developments of the request.</p>

Issue of Residence Permit without 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 channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • He shall work remotely for an entity outside the State. • His monthly income shall not be less than 3,500 US\$ or its equivalent in foreign currencies. 			
Who can apply for the service?	Beneficiary of the service	Beneficiary of Service		Resident

		"Categories of Customers"	
Documents to obtain service	<ul style="list-style-type: none"> - A recent personal photo with a white background, size 6/4. - A copy of passport. - Medically fit report. 	<ul style="list-style-type: none"> - The health insurance document. - He shall provide a proof of his work for an entity outside the State and that the work is done remotely. - A bank certificate stating his monthly income. 	
NB	<ul style="list-style-type: none"> • None 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of 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 channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> A passport is valid for more than (6) months. Health insurance valid during his residence within the State. He shall be healthy. His period of service before being referred to retirement must not be less than 15 years, whether inside or outside the State or he shall have completed 55 Gregorian years of age. He shall meet one of the following two conditions: <ol style="list-style-type: none"> He shall be the owner of one or more properties within the State, and the purchasing or market value of his property or total of his properties shall not be less than one million dirhams according to the assessment of the competent authority in the relevant emirate. If the property is mortgaged, the mortgaged title deed shall be 			

	<p>accepted provided that the value paid to release the mortgage 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 or outside the State, provided that he shall transfer and deposits it with a financial institution in the State within 60 days from the date of issuance of the residence. An exception to this is if he invests the value of the deposit within the State.</p> <p>b) His annual income shall not be less than 240,000 AED or its equivalent in foreign currencies, whether the source of income is from inside or outside the State, provided that he shall submit a bank statement for the last 6 months from the date of submitting the residence request.</p>		
Limitation of Service	<ul style="list-style-type: none"> Approval of the competent authorities. 		
Who can apply for the service?	Beneficiary of the service	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> A recent personal photo with a white background, size 6/4. A copy of passport. Medically fit report. The health insurance document. Submitting a work certificate stating his retirement from work and the length of his service, or submitting his birth certificate. A certificate from the municipality stating that he owns property/properties. A certificate of the competent authority to assess the value of the property / real estate, or the mortgaged property title deed, if his property is mortgaged, and what proves that he has paid the amount of one million dirhams to release the mortgage. A bank certificate stating his fixed annual income, with a bank statement for the last 		

	6 months from the date of submitting the residence request.	
NB	<ul style="list-style-type: none"> None 	
Prescribed Fees	Request Fees	100 AED
	Residence Issuance Fees	100 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.
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any).
	Communication during the procedures	SMS, email or electronic notification stating the creation / developments of 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 channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • The property shall be fully built and shall not include the landowner of vacant lands. • Registering his ownership of the property with the competent authority responsible for real estate registration. • The property shall be fully owned. 			

	<ul style="list-style-type: none"> The property shall be fit for habitation. 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 for the service?	Beneficiary of the service	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> A recent personal photo with a white background, size 6/4. A copy of passport. Medically fit report. A certificate from the municipality stating that the construction completion of the property and indicating full ownership of the property, and that the property is suitable for habitation. The health insurance document. A certificate from the competent authority stating the registration of his ownership of the property in the real estate registry. A bank certificate stating his monthly income or what proves his financial solvency throughout his stay within the State. 		
NB	<ul style="list-style-type: none"> 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 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. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	
	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 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 channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • The foreigner being recruited shall be the spouse of the foreigner residing within the State (the guarantor / head of the family), his male children who have not reached 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. 			

	<ul style="list-style-type: none"> • 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"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Medically fit report. – A duly authenticated lease contract. – A certificate from the municipality stating the suitability of housing for the family members. – Health insurance document. – What proves the kinship (duly authenticated marriage contract, children's birth certificates). – Birth certificates of children to prove their ages. (and what indicates that the son is of special needs regardless of age). – A valid residence permit for the foreign "guarantor / head of the family". – A work certificate stating the salary (family monthly income) and availability of housing. 		

NB	<ul style="list-style-type: none"> 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 holds the green visa, they are allowed to remain within the State after the cancellation or expiration of the residence for a period of 180 days. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none"> Choose the preferred channel to apply for the service according to the available channels. Search for the service you want to apply for. Fill out the application information where applicable. Pay the service fees (if any). 	
	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 channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • Proof of kinship. • The guarantor / host shall be a male or female citizen. 			

Who can apply for the service?	The guarantor / host "the head of the family"	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Medically fit report. – Proof of kinship in case of recruitment of the parents. 	<ul style="list-style-type: none"> – Health insurance document. – A certified marriage contract or a certificate of continuity of marriage in the event of recruiting the husband or wife. – Birth certificates in case of recruiting the children. 	
NB	<ul style="list-style-type: none"> • The duration of stay within the State with residence permit is 5 years. It is allowed to stay within the State after cancellation or expiration of residence for a period of 180 days. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	

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



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			

Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • Proof of kinship. • The guarantor / host husband or wife, shall be citizens of the Gulf Cooperation Council countries. • The foreigner shall obtain residence in the guarantor / host country. • Provide the adequate housing for family members. 		
Who can apply for the service?	The guarantor / host "the head of the family"	Beneficiary of Service "Categories of Customers"	Resident
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Medically fit report. – An authenticated lease contract or title deed of the property. – A certificate from the municipality stating the suitability of housing for the family members. – Health insurance document. – A certified marriage contract or a certificate of continuity of marriage in the event of recruiting the husband or wife. – Birth certificates in case of recruiting the children. 		
NB	<ul style="list-style-type: none"> • 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. 		
Prescribed Fees	Request Fees	100 AED	
	Residence Issuance Fees	100 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.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	
	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 a foreign woman whose husband has died or divorced her and who has one or more children from him.

Service channels



Printing
Offices



Website



Smart
App

Service Structure	Sub	Service related to		Issuance of Entry Permit
Package	NA	Service Type		Procedural
Service Classification	Usual	Main Output		Residence
Hours of rendering Service	Website / Smart Application	24/7	Service Completion Time after completing its requirements for all channels	48 hours
Conditions for obtaining Service	<ul style="list-style-type: none"> • A passport is valid for more than (6) months. • Health insurance valid during his residence within the State. • He shall be healthy. 			
Limitation of Service	<ul style="list-style-type: none"> • Approval of the competent authorities. • The death of her citizen husband or her divorce from him. • 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	Beneficiary of Service		Resident

		"Categories of Customers"	
Documents to obtain service	<ul style="list-style-type: none"> – A recent personal photo with a white background, size 6/4. – A copy of passport. – Medically fit report. 	<ul style="list-style-type: none"> – Health insurance document. – Certificate of husband's death or irrevocable divorce certificate. – Birth certificate stating that the guarantor / host is her eldest son or eldest daughter. 	
NB	<ul style="list-style-type: none"> • 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 60 days. 		
Prescribed Fees	Request Fees		100 AED
	Residence Issuance Fees		100 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.
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 style="list-style-type: none"> 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you want to apply for. 3. Fill out the application information where applicable. 4. Pay the service fees (if any). 	

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

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Website



Smart

Residence without work permits for

num in cases - foreigners whose

countries suffer from wars, disasters or
unrestApp

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 the service:	<ul style="list-style-type: none"> • A valid passport for more than (6) months. • Valid health insurance for the duration of his/ her stay in the country • To be medically fit. 		
Limitation of service:	<ul style="list-style-type: none"> • 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). • The residence permit may include family members of a foreigner who are outside or inside the Country. 		
Who can apply for the service?	Guarantor /Host	Beneficiary of the service	Resident

	"categories of customers"	
Documents required for getting the service:	<ul style="list-style-type: none"> ▪ A recent personal photo with a white background, size 4/6. ▪ A Photocopy of the passport ▪ Medical fitness report. ▪ Health Insurance Document ▪ Salary or bank certificate stating his/her financial solvency ▪ A duly notarized rental contract ▪ A certificate from the municipality stating the suitability of housing 	
Remarks:	<ul style="list-style-type: none"> • 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 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 Issuance fees	AED 100 per each year
	Online service fees	AED 100
Refunded fees:	Issuance fees only	Penalties: AED 50 for each day after cancelling or expiring the residence permit
Guarantee	AED 5,000 per person, up to a maximum of AED 15,000	
Guarantee refund method	The financial guarantee shall be recovered by submitting a refund application after the beneficiary's cancellation or exit from the country's territory, provided that he has not committed any residency 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 style="list-style-type: none">1. Choose the preferred channel to apply for the service according to the available channels.2. Search for the service to be applied for.3. Fill in the application data where applicable.4. Pay the service fee (if applicable).
	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



Printing
Offices



Website



Smart
App

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 the service:	<ul style="list-style-type: none"> • A valid passport for more than (6) months. • Valid health insurance for the duration of his/ her stay in the country • To be medically fit. <p>Proof of kinship with the guarantor/ host foreigner according to the following:</p> <ul style="list-style-type: none"> • If the foreigner is a relative of a citizen of the State, the kinship must be proven, whatever its degree. • If the foreigner is a relative of a resident of the state or his wife, the degree of kinship must be as follows: • Relatives of the foreigner: father, mother, and minor siblings, provided 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:	<ul style="list-style-type: none"> • 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 service?	Guarantor /Host	Beneficiary of the service "categories of customers"	Resident
Documents required for getting the service:	<ul style="list-style-type: none"> ▪ A recent personal photo with a white background, size 4/6. ▪ A Photocopy of the passport ▪ Medical fitness report. ▪ Health Insurance Document ▪ Salary or bank certificate stating his/her financial solvency ▪ A duly notarized rental contract ▪ A certificate from the municipality stating the suitability of housing 		
Remarks:	<ul style="list-style-type: none"> • 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 		

	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 Issuance fees	AED 100 per each year
	Online service fees	AED 100
Refunded fees:	Issuance fees only	Penalties: AED 50 for each day after cancelling or expiring the residence permit
Guarantee	AED 5,000 per person, up to a maximum of AED 15,000	
Guarantee refund method	The financial guarantee shall be recovered by submitting a refund application after the beneficiary's cancellation or exit from the country's territory, provided that he has not committed any residency 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 style="list-style-type: none"> 3. Choose the preferred channel to apply for the service according to the available channels. 4. Search for the service to be applied for. 5. Fill in the application data where applicable. 6. Pay the service fee (if applicable).
	Communication while application is under process	A text message, email, or email notification stating the creation/ developments of the application.

ID card services



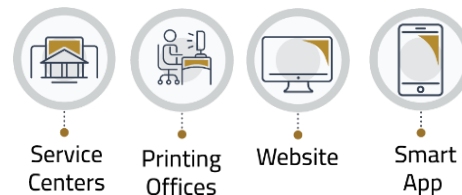
ID Card Services

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



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

	centers and service completion time at the center	completion: 10 minutes		
Conditions for getting the service:	<ul style="list-style-type: none"> • Service is mandatory for the following categories: UAE Nationals, GCC Nationals and UAE Residents. • 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 service:	<ul style="list-style-type: none"> • Resident category: Linking the service of the issuance of an ID card to 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. 			

	<ul style="list-style-type: none"> • 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 the service?	<ul style="list-style-type: none"> • Employer • Head of Household/ Beneficiary 	Beneficiary of the service "categories of customers"	<ul style="list-style-type: none"> • Resident Citizen • GCC National
Documents required for getting the service for all categories:	<ul style="list-style-type: none"> • Personal photo (4.5x3.5 cm) with white background • The original of the agency certificate for the person acting on behalf of the customer in the event that the person concerned does not attend 		

		<p>and the application is submitted by others in the event of applying for service in the center</p> <ul style="list-style-type: none"> • A copy of the passport for the category of residents and GCC nationals
	Additional documents for residents category:	<ul style="list-style-type: none"> • The original birth certificate and the passport of one of the parents or the Emirates ID card for those under 15 years old. • An original residence permit under process or a valid residence permit for those who did not issue an ID card when issuing the residence permit
Additional documents for GCC nationals	Common documents for all categories	<ul style="list-style-type: none"> • Valid Original passport. • Valid Gulf ID card for those over 21 years old or for one of the parents for those under 21 years old.
	Learners category	<ul style="list-style-type: none"> • 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.

	Employees Category	<ol style="list-style-type: none">1) 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.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.
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Investors Category	<ul style="list-style-type: none">• 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.
Property owners Category	<ul style="list-style-type: none">• 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).
Category of Scholars/ Delegates	<ul style="list-style-type: none">• A certificate issued by the government or semi-government authority in the country (local/Gulf/international) or banks operating in the country organizing or hosting the official mission, training course or hosting the delegated Gulf.
Category of inmates in correctional and penal facilities	<ul style="list-style-type: none">• A certificate from courts or the correctional and penal institutions in the State stating that the customer is serving a sentence in accordance with a judicial ruling issued against him/ her.

<p>Category of kinship with a Gulf citizen studying in the country</p>	<ul style="list-style-type: none">• Original valid Emirates ID for the Gulf Citizen who studies in the country and wishes to register a first-degree relative (father, mother, husband/ 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).
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<p>Category of kinship with a Gulf citizen working in the country</p>	<ol style="list-style-type: none"> 1) 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) 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 Requirement No. (2) shall be replaced by the original letter of continuity 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.
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		<p>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.</p> <p>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).</p>
	Category of kinship with an investor Gulf citizen (license or property)	<ul style="list-style-type: none">• Original valid Emirates ID for a Gulf national 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)• 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).

<p>Category of kinship with an Gulf citizen who is an owner of a property</p>	<ul style="list-style-type: none">• Original valid Emirates ID for a Gulf national 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 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).
<p>Category of kinship with a deceased citizen</p>	<ul style="list-style-type: none">• A copy or a true copy of the EID card or passport of the deceased UAE national or the death certificate of the deceased UAE national. Only those with a first-degree relative are allowed to be registered (first-degree includes the father, mother, husband/ wife, and children).• 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 kinship with a citizen	<ul style="list-style-type: none"> • Original valid EID for UAE citizen who wishes to register a third-degree relative (first degree includes father, mother , husband/wife , children /second degree includes grandfather, grandmother, brother, sister, 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 kinship with a resident foreigner	<ul style="list-style-type: none"> • Original valid passport and valid EID for the resident who wishes to register a first-degree relative (first degree includes the father , mother , husband/wife , children). • 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).

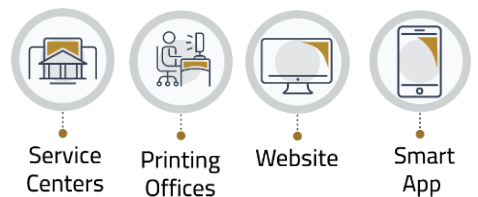
	Category of the Gulf Guardian, Resident, Custodian or child in custody	<ul style="list-style-type: none"> Valid original passport and valid EID for Gulf Guardian, Resident, Custodian or child in custody. An original proof issued by the court stating that the Gulf customer is the agent, resident or guardian. 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. 	
Remarks		<ul style="list-style-type: none"> Printing offices fees: AED 30. 	
Prescribed fees:	ID card issuance fees for citizens category	<p>AED 100 for application fees and the ID card is valid for 5 years.</p> <p>AED 200 for application fees and the ID card is valid for 10 years.</p>	
	ID card issuance fees for GCC Nationals category	AED 100 for application fees and the ID card is valid for 5 years.	
	ID card issuance fees for residents category	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 only	Penalties:	
Customer's journey	Getting information on the service	Communication Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels.	

"procedures of the service"	Applying for the service	<ol style="list-style-type: none">5. Choose the preferred channel to apply for the 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 while application is under process	A text message, email, or email notification stating the creation/ developments of the application.

Renewal of the ID card:

A service whereby an expired ID card is renewed.

Service channels



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 service:	Normal	Main output:		ID card
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	5 days 24 hours for the center's urgent service.
	Service delivery hours at printing offices	according to the announced working hours		
	Service delivery hours at the customer happiness centers and service completion time at the center	according to the announced working hours, waiting: 5 minutes, service completion: 10 minutes		

<p>Conditions for getting the service:</p>	<ul style="list-style-type: none"> • Service is mandatory for the following categories: UAE Nationals, GCC Nationals and UAE Residents. • 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.
<p>Limitation of service:</p>	<ul style="list-style-type: none"> • Resident category: Linking the service of the issuance of an ID card to 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

	<p>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.</p> <ul style="list-style-type: none"> 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 the service?	<ul style="list-style-type: none"> Employer Head of Household/ Beneficiary 	Beneficiary of the service "categories of customers"	<ul style="list-style-type: none"> Resident Citizen GCC National
Documents required for getting the service for all categories:	<ul style="list-style-type: none"> Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf of the customer in the event that the person concerned does not attend 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 documents for residents category:	<ul style="list-style-type: none"> The original birth certificate and the passport of one of the parents or the Emirates ID card for those under 15 years old. An original residence permit under process or a valid residence permit for those who did not issue an ID card when issuing the residence permit 		

Additional documents for GCC nationals	Common documents for all categories	<ul style="list-style-type: none"> • Valid Original passport. • Valid Gulf ID card for those over 21 years old or for one of the parents for those under 21 years old.
	Learners category	<ul style="list-style-type: none"> • 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.

Employees Category	<p>6) 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Investors Category	<ul style="list-style-type: none"> • 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.

Property owners Category	<ul style="list-style-type: none"> 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).
Category of Scholars/ Delegates	<ul style="list-style-type: none"> A certificate issued by the government or semi-government authority in the country (local/Gulf/international) or banks operating in the country organizing or hosting the official mission, training course or hosting the delegated Gulf.
Category of inmates in correctional and penal facilities	<ul style="list-style-type: none"> A certificate from courts or the correctional and penal institutions in the State stating that the customer is serving a sentence in accordance with a judicial ruling issued against him/ her.

Category of kinship with a Gulf citizen studying in the country	<ul style="list-style-type: none">• Original valid Emirates ID for the Gulf Citizen who studies in the country and wishes to register a first-degree relative (father, mother, husband/ 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).
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<p>Category of kinship with a Gulf citizen working in the country</p>	<p>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)</p> <p>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 semi-governmental institutions, or the original of the job offer issued by the governmental or semi-governmental entity.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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	<p>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).</p>
<p>Category of kinship with an investor Gulf citizen (license or property)</p>	<ul style="list-style-type: none"> • Original valid Emirates ID for a Gulf national 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) • 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).

<p>Category of kinship with a Gulf citizen who is an owner of a property</p>	<ul style="list-style-type: none"> • Original valid Emirates ID for a Gulf national 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 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).
<p>Category of kinship with a deceased citizen</p>	<ul style="list-style-type: none"> • A copy or a true copy of the EID card or passport of the deceased UAE national or the death certificate of the deceased UAE national. Only those with a first-degree relative are allowed to be registered (first-degree includes the father, mother, husband/ wife, and children). • 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 kinship with a citizen	<ul style="list-style-type: none"> • Original valid EID for UAE citizen who wishes to register a third-degree relative (first degree includes father, mother , husband/wife , children /second degree includes grandfather, grandmother, brother, sister, 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 kinship with a resident foreigner	<ul style="list-style-type: none"> • Original valid passport and valid EID for the resident who wishes to register a first-degree relative (first degree includes the father , mother , husband/wife , children). • 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 the Gulf Guardian, Resident, Custodian or child in custody	<ul style="list-style-type: none"> • Valid original passport and valid EID for Gulf Guardian, Resident, Custodian or child in custody. • 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.
Remarks	<ul style="list-style-type: none"> • Printing offices fees: AED 30.

Prescribed fees:	ID card issuance fees for citizens category	AED 100 for application fees and the ID card is valid for 5 years. AED 200 for application fees and the ID card is valid for 10 years.	
	ID card issuance fees for GCC Nationals category	AED 100 for application fees and the ID card is valid for 5 years.	
	ID card issuance fees for residents category	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 only	Penalties:	Delay penalties shall be applied in 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 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 style="list-style-type: none"> 1) Choose the preferred channel to apply for the service according to the available channels. 2) Search for the service to be applied for. 3) Fill in the application data where applicable. 4) Pay the service fee (if applicable). 	
	Communication while application is under process	A text message, email, or email notification stating the creation/ developments of the application.	

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 channels



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 service:	Normal	Main output:		ID card
Service delivery hours	Website\Smart application	24/7	Service completion time after fulfillment of requirements for all channels	5 days 24 hours for the center's urgent service.
	Service delivery hours at printing offices	according to the announced working hours		
	Service delivery hours at the customer happiness centers and service completion time at the center	according to the announced working hours, waiting: 5 minutes, service completion: 10 minutes		

<p>Conditions for getting the service:</p>	<ul style="list-style-type: none"> • For the category of residents, a valid residence permit is required. • 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. 		
<p>Limitation of service:</p>	<ul style="list-style-type: none"> • The ID card is issued with the same validity period as the damaged or lost card. 		
<p>Who can apply for the service?</p>	<ul style="list-style-type: none"> • Employer • Head of Household/ Beneficiary 	<p>Beneficiary of the service "categories of customers"</p>	<ul style="list-style-type: none"> • Resident Citizen • GCC National
<p>Documents required for getting the service for all categories:</p>	<ul style="list-style-type: none"> • Personal photo (4.5x3.5 cm) with white background • The original of the agency certificate for the person acting on behalf of the customer in the event that the person concerned does not attend 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 		
<p>Additional documents for residents category:</p>	<ul style="list-style-type: none"> • The original birth certificate and the passport of one of the parents or the Emirates ID card for those under 15 years old. • An original residence permit under process or a valid residence permit for those who did not issue an ID card when issuing the residence permit 		

Additional documents for GCC nationals category:	<ul style="list-style-type: none"> Valid Gulf ID card for those over 21 years old or for one of the parents for those under 21 years old. Presenting the document used in issuing or renewing the ID card. 		
Remarks	<ul style="list-style-type: none"> Printing offices fees: AED 30. 		
Prescribed fees:	ID card issuance fees	AED 300 and the issued ID card shall have the same validity period as the damaged/ lost card.	
	e-services fees	AED 100	
	Urgent services fees at Customer Happiness Centers	AED 150	
Refunded fees:	Issuance fees only	Penalties:	Not applicable
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 style="list-style-type: none"> 3) Choose the preferred channel to apply for the service according to the available channels. 4) Search for the service to be applied for. 5) Fill in the application data where applicable. 6) Pay the service fee (if applicable). 	
	Communication while application is under process	A text message, email, or email notification stating the creation/ developments of the application.	

Service channels

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 structuring	Auxiliary	Service link		Yes, related to issuance/ renew of national ID service
Package	N/A	Service type		Procedural
Service classification	Normal	Main output		Electronic exemption of delay fees
Service hours	Site/smart application	7/24	Time of completing the service after finishing its requirements for all channels	48 hours
	Service hours in printing offices	Based on declared working hours		
	Service hours in customer happiness centers and time of finishing the transaction in the center	Based on declared working hours Waiting = 5 min. Service delivery = 10 min.		
Conditions of acquiring the service	<ul style="list-style-type: none"> • Provide the supporting evidence to acquire the exemption • The dealers have to follow the guidelines and requirements sent to them during the transaction process to avoid cancellation of the application activation 			
Service limitation	<ul style="list-style-type: none"> • No companies' applications will be accepted. 			

Who can provide the service ?	<ul style="list-style-type: none"> The employer Head of household/ the beneficiary 	The beneficiary of the service "dealers' category"	Resident citizen Citizen of GCC
The documents required for the service	<p>This application will be related to the national ID application and providing supporting evidence to be exempted based on the following reasons:</p> <ul style="list-style-type: none"> The citizen who left the country and spent more than (3) months outside the country. The national ID has reached expiry date after leaving the country. The citizen whose national ID expired after has was expelled via administrative order or resolution or court judgment or his passport was seized in connection with a case. He has to prove this by letter or receipt issued by the competent authority that expelled 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 established fees	Free service		
Refundable fees	N/A	Penalty	N/A
The dealer's journey "Service procedures"	Acquiring service data	Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority	
	Submitting service application	5- choose the preference channel for apply for the service based on the available channels	7- fill the data of the application if applicable 8- pay service fees (if any).

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

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



Website



Smart App

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

Service structuring	Auxiliary	Service link		N/A
Package	N/A	Service type		Procedural
Service classification	Normal	Main output		Refundable fees
Service hours	Site/smart application	7/24	Time of completing the service after finishing its requirements for all channels	48 hours
	Service hours in printing offices	Based on declared working hours		
	Service hours in customer happiness centers and time of finishing the transaction in the center	Based on declared working hours Waiting = 5 min. Service delivery = 10 min.		
Conditions of acquiring the service	<ul style="list-style-type: none"> • Provide the supporting evidence to refund the fees. • The dealers have to follow the guidelines and requirements sent to them during the transaction process to avoid cancellation of the application activation 			
Service limitation	<ul style="list-style-type: none"> • No companies' applications will be accepted. 			
Who can provide the service?	<ul style="list-style-type: none"> • The employer • Head of household 	The beneficiary of the service	Resident citizen Citizen of GCC	

		"dealers' category"	
The documents required for the service	<ul style="list-style-type: none"> Bank certificate stating the accounting no. and IBAN of the dealer. 		
The established fees	Electronic fees		100 dirhams
Refundable fees	N/A	Penalty	N/A
The dealer's journey "Service procedures"	Acquiring service data	Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority	
	Submitting service application	7-selecting the preferred channel for apply for the service based on the available channels 8- search for the service being applied for	9- fill the data of the application if applicable 10- pay service fees (if any).
	Communicate through procedures flow	SMS or E-mail or electronic notice states establishing/ application development.	

Updating data:

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

Service channels



Service structuring	Auxiliary	Service link		N/A
Package	N/A	Service type		Procedural
Service classification	Normal	Main output		Updating data
Service hours	Site/smart application	7/24	Time of completing the service after finishing its requirements for all channels	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> N/A 			
Service limitation	<ul style="list-style-type: none"> Will be done through electronic service system and related to updating phone number and address only. 			
Who can provide the service?	<ul style="list-style-type: none"> Head of household/ the beneficiary 	The beneficiary of the service "dealers' category"	Resident citizen Citizen of GCC	
The documents required for the service	<ul style="list-style-type: none"> No attachments 			
The established fees	Electronic fees		100 dirhams	
Refundable fees	N/A	Penalty	N/A	

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

'Organizations and companies services



Organizations and companies' services:

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

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

Issuing facility ID:

The service that issues facility ID demonstrating the facility data.



Website

Service structuring	Sub-service	Service link	Unrelated
Package	BASHER package	Service type	Procedural
Service classification	Normal	Main output	Facility ID
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents for issuing the ID. 		
Service limitation	The service will be provided only in case of providing valid commercial license.		
Who can provide the service?	<ul style="list-style-type: none"> Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations
The documents required for the service (the private organizations and organizations operation in free zones – the national	<ul style="list-style-type: none"> The commercial license, if it was a limited liability company. The license will be attached stating the shareholders. Signatory accreditation letter Copy of proxy in case of mandating another person Memorandum of association in case of partnership Letter from small enterprises support program (the national companies benefiting from small enterprises support program) 		

<p>companies benefiting from small enterprises support program)</p>			
<p>The documents required to acquire the service (the governmental organization)</p>	<ul style="list-style-type: none"> • Copy of the decree (federal/ local) to establish the governmental agency • Copy of forming board of directors’ decree • Letter to the federal authority for identity, citizenship, customs, and port security to ask for opening a file signed by the CEO or his delegate • Authorized signatories’ accreditation letter • Using national ID in printing offices for the authorized signatories 		
<p>The established fees</p>	<ul style="list-style-type: none"> • 100 dirhams for request fees • 100 dirhams for yearly issuance • 100 dirhams for electronic services 		
<p>Refundable fees</p>	<p>Issuance fees only in case of transaction cancellation</p>	<p>Penalty</p>	<p>Please review the attached list</p>
<p>The dealer’s journey</p>	<p>Acquiring service data</p>	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
<p></p>	<p>Submitting service application</p>	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
<p></p>	<p>Communicate through procedures flow</p>	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	

	Acquiring the service	<ul style="list-style-type: none"> Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).
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Service channels

Renewing facility ID:

The service that renews facility ID demonstrating the facility data.



Service structuring	Auxiliary	Service link	Yes, related to the facility ID issuance
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Renew facility ID
Service hours	24/7	Time of acquiring the service after completing the requirements	48 hours
Smart service system (site)			
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents for issuing the ID. 		
Service limitation	<ul style="list-style-type: none"> The service will be provided only in case of providing valid commercial license. Paying penalty for the facility. 		
Who can provide the service?	<ul style="list-style-type: none"> Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations
The documents required for the service	<ul style="list-style-type: none"> The commercial license (valid), if it was a limited liability company. The license will be attached stating the shareholders. 		

(the private organizations and organizations operation in free zones – the national companies benefiting from small enterprises support program)	<ul style="list-style-type: none"> • Letter from the supporting agency 			
The established fees	<ul style="list-style-type: none"> • 100 dirhams for request fees • 100 dirhams for yearly issuance • 100 dirhams for electronic services 			
Refundable fees	Issuance fees only in case of transaction cancellation	<table border="1"> <tr> <td data-bbox="863 808 1015 987">Penalty</td> <td data-bbox="1015 808 1444 987">Please review the attached list</td> </tr> </table>	Penalty	Please review the attached list
Penalty	Please review the attached list			
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 		
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 		
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 		
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address). 		

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



Website

Service structuring	Auxiliary	Service link		Yes, related to the facility ID issuance
Package	N/A	Service type		Procedural
Service classification	Normal	Main output		Facility ID cancellation
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements		48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents for cancelling the ID. 			
Service limitation	<ul style="list-style-type: none"> The penalty must be paid and liquidate labor 			
Who can provide the service?	<ul style="list-style-type: none"> Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations	
The documents required for the service (the private organizations and organizations operation in free zones – the national companies benefiting	<ul style="list-style-type: none"> The commercial license, if it was a limited liability company. The license will be attached stating the shareholders. The initial approval in case of adding a partner or changing an activity Signatory accreditation letter Copy of proxy in case of mandating another person Memorandum of association in case of partnership 			

from small enterprises support program)			
The documents required to acquire the service (the governmental organization)	<ul style="list-style-type: none"> • Copy of the recent federal/ local decree. • Letter from the delegate to the federal authority for identity, citizenship, customs, and port security to ask for amending the facility file. 		
The established fees	<ul style="list-style-type: none"> • 100 dirhams for request fees • 100 dirhams for electronic services 		
Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (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 channels



Website

Service structuring	Auxiliary	Service link	Yes, related to the facility ID issuance
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Facility ID cancellation
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> • Providing the required documents for cancelling the ID. 		
Service limitation	<ul style="list-style-type: none"> • The penalty must be paid and liquidate labor 		
Who can provide the service?	<ul style="list-style-type: none"> • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service "dealers' category"	The organizations
The documents required for the service (the private organizations and organizations operation in free zones – the	<ul style="list-style-type: none"> • Copy of the cancel commercial register for the private sector 		

national companies benefiting from small enterprises support program)			
The established fees	<ul style="list-style-type: none"> • 50 dirhams for request fees • 100 dirhams for electronic services 		
Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address). 	

Digital accreditation services:

Digital accreditation site subscription

Service channels

request:

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



Website

Service structuring	Sub-service	Service link	N/A
Package	N/A	Service type	Informational
Service classification	Normal	Main output	Electronic subscription in the digital accreditation platform system
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> • Providing the required documents submitting the request. 		
Service limitation	<ul style="list-style-type: none"> • Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service "dealers' category"	The organizations

The documents required for the service (all the categories)	<ul style="list-style-type: none"> • The facility details form • Non-disclosure agreement • Selection environment subscription form • Selection results • Technical document for link • Production environment subscription form • Service delivery line letter (for private and semi-governmental agencies) 		
The established fees	<ul style="list-style-type: none"> • Subscription fees 25,000 dirhams (for all agencies) • 5 dirhams for every transaction of the first 500,000 transaction – 4 dirhams for every transaction of the second 500,000 transaction – 3 dirhams for every transaction of the third 500,000 transaction – 2 dirhams for every transaction for more than 1,500,000 transactions • 100 dirhams for electronic services fees 		
The services could be acquired after approving the subscription	<ol style="list-style-type: none"> 1. Verify the credibility of the national ID. 2. Verify the general key. 3. Electronic signature service for the transaction 4. Issuing verification the general key certificate. 5. Verifying the electronic number signature 6. Reactivation of the pin number. 7. Verifying the biometric data 8. Changing the individual identification no. – pin number. 9. Reading the personal information integrated with the national ID. 		
Refundable fees	N/A	Penalty	N/A
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable 	

		<ul style="list-style-type: none">• Pay service fees (if any)
	Communicate through procedures flow	<ul style="list-style-type: none">• SMS or E-mail or electronic notice states establishing/ application development
	Acquiring the service	<ul style="list-style-type: none">• Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).

Canceling the digital accreditation

Service channels

site subscription request:

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



Website

Service structuring	Auxiliary	Service link	Digital accreditation service system subscription
Package	N/A	Service type	Informational
Service classification	Normal	Main output	Cancel the subscription in the digital accreditation platform system
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents submitting the request. 		
Service limitation	<ul style="list-style-type: none"> Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations
The documents required for the	<ul style="list-style-type: none"> An official letter to cancel the digital accreditation service subscription to the digital services department 		

service (all the categories)			
The established fees	<ul style="list-style-type: none"> • Free of charge 		
Refundable fees	N/A	Penalty	N/A
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address). 	

Re-subscription of the digital

Service channels

accreditation site request:

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



Website

Service structuring	Auxiliary	Service link	N/A
Package	N/A	Service type	Informational
Service classification	Normal	Main output	resubscription in the digital accreditation platform system
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents submitting the request. 		
Service limitation	<ul style="list-style-type: none"> Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations
The documents required for	<ul style="list-style-type: none"> An official letter to cancel the digital accreditation service subscription to the digital services department The technical document for link (in case of amendment by the authority) 		

the service (all the categories)	<ul style="list-style-type: none"> • Service delivery line letter (for the private and semi-governmental agencies) • Operation environment subscription form 		
The established fees	<ul style="list-style-type: none"> • Subscription fees 25,000 dirhams (for all agencies) • 5 dirhams for every transaction of the first 500,000 transaction – 4 dirhams for every transaction of the second 500,000 transaction – 3 dirhams for every transaction of the third 500,000 transaction – 2 dirhams for every transaction for more than 1,500,000 transactions • 100 dirhams for electronic services fees 		
Refundable fees	N/A	Penalty	N/A
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address). 	

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 channels



Website

Service structuring	Auxiliary	Service link	Digital accreditation subscription service
Package	N/A	Service type	Informational
Service classification	Normal	Main output	Adding new service to the digital accreditation services
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents submitting the request. 		
Service limitation	<ul style="list-style-type: none"> Provide efficient facility 		

Who can provide the service?	<ul style="list-style-type: none"> • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service “dealers’ category”	The organizations
The documents required for the service (all the categories)	<ul style="list-style-type: none"> • Filling a form of adding new service in the electronic production environment • Selection results 		
The established fees	<ul style="list-style-type: none"> • Free of charge 		
Refundable fees	N/A	Penalty	N/A
The dealer’s journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	

	Acquiring the service	<ul style="list-style-type: none">• Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).
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cancelling a service to digital

Service channels

accreditation services:

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



Website

Service structuring	Auxiliary	Service link	Digital accreditation subscription service
Package	N/A	Service type	Informational
Service classification	Normal	Main output	Stopping a service of the digital accreditation services
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> • Providing the required documents submitting the request. 		
Service limitation	<ul style="list-style-type: none"> • Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service "dealers' category"	The organizations

The documents required for the service (all the categories)	<ul style="list-style-type: none"> Filling a form of cancelling a service in the electronic production environment. 		
The established fees	<ul style="list-style-type: none"> Free of charge 		
Refundable fees	N/A	Penalty	N/A
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> Selecting the preferred channel to apply for the service based on the available channels Search for the service being applied for Fill the data of the application if applicable Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> Receiving the service output through the selected 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 channels



Service Centers



Smart App

Service structuring	Auxiliary	Service link	Un-related
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Spread on a guaranteed
Service hours	24/7	Time of acquiring the service after completing the requirements	48 hours
Smart service system (site)	Based on the declared working hours		
	Waiting = 5 min. Service completion = 9 min.		
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents submitting the request to issue an ID. 		
Service limitation	<ul style="list-style-type: none"> The individual guaranteed category (citizen, resident, GCC) as the special national ID used (supporting labor categories) 		
Who can provide the service?	<ul style="list-style-type: none"> Citizen, Resident, GCC Citizens Gulf Cooperation. Private organizations Governmental organizations organizations operation in free zones Small organizations 	The beneficiary of the service "dealers' category"	The organizations The resident The citizen Citizens of GCC

The documents required for the service (the common)	<ul style="list-style-type: none"> • Copy of the fleeing guaranteed ID • Letter from the ministry of human resources and Emiratization in spread cases before cancelling work card. 		
Additional requirements of the private agencies	<ul style="list-style-type: none"> • Paying a financial guarantee of amount (5000 dirhams) aiming at securing the deportation of the violating guaranteed 		
The established fees	<ul style="list-style-type: none"> • 100 dirhams for request fees • 100 dirhams for issuances fees • 50 dirhams for electronic service fees 		
Refundable fees	N/A	Penalty	a financial penalty will be paid of amount 5000 dirhams in case of filling a fraudulent report by the facility or the individual
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	

	Acquiring the service	<ul style="list-style-type: none"> Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).
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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 channels



Service Centers



Smart App

Service structuring	Auxiliary	Service link	Yes, related to the spread about a guaranteed in the administrative list
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Spread on a guaranteed
Service hours	24/7	Time of acquiring the service after completing the requirements	48 hours
Smart service system (site)	Based on the declared working hours		
	Waiting = 5 min. Service completion = 9 min.		
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents to issue an ID. 		

Service limitation	<ul style="list-style-type: none"> • Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> • Citizen, Resident, GCC Citizens Gulf Cooperation. • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service “dealers’ category”	<p>The organizations</p> <p>The resident</p> <p>The citizen</p> <p>Citizens of GCC</p>
The documents required for the service (the common)	<ul style="list-style-type: none"> • Stop searching request. • Using the employer’s ID. • Letter from the agency authorized to submit the spread to the governmental authority 		
The established fees (citizen, citizen of GCC and resident)	<ul style="list-style-type: none"> • 100 dirhams for request fees • 50 dirhams for electronic service fees 		
The established fees as the sponsor of the governmental authorities	<ul style="list-style-type: none"> • 50 dirhams for request fees • 50 dirhams for electronic service fees 		
The established fees for the private agencies	<ul style="list-style-type: none"> • 500 dirhams for request fees • 50 dirhams for electronic service fees 		

Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address). 	

Lifting the ban on individuals/

Service channels

facilities:

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



Smart App

Service structuring	Sub-service	Service link	Unrelated
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Lift the ban
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> • Providing the required documents to issue an ID. 		
Service limitation	<ul style="list-style-type: none"> • Provide efficient facility 		
Who can provide the service?	<ul style="list-style-type: none"> • Citizen, Resident, GCC Citizens Gulf Cooperation. • Private organizations • Governmental organizations • organizations operation in free zones • Small organizations 	The beneficiary of the service "dealers' category"	The organizations The resident The citizen Citizens of GCC
The documents required for the service (the common)	<ul style="list-style-type: none"> • An official letter by the agency requests the ban. 		

The established fees for the governmental organizations	<ul style="list-style-type: none"> • 2000 dirhams for request fees for every case. • 50 dirhams for electronic service fees 		
The established fees for the sponsor of the private and operation organization in the free zones:	<ul style="list-style-type: none"> • 2000 dirhams for request fees for every case. • 50 dirhams for electronic service fees 		
The established fees for the individuals (citizen, citizen of GCC and resident)	<ul style="list-style-type: none"> • 1000 dirhams for request fees for every case. • 50 dirhams for electronic service fees 		
Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	

	Communicate through procedures flow	<ul style="list-style-type: none">• SMS or E-mail or electronic notice states establishing/ application development
	Acquiring the service	<ul style="list-style-type: none">• Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).

Service channels

Refer to court request:

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



Service Centers



Website

Service structuring	Sub-service	Service link	Unrelated
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Lift the ban
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Providing the required documents to issue an ID. 		
Service limitation	<ul style="list-style-type: none"> N/A 		
Who can provide the service?	<ul style="list-style-type: none"> The individuals who violate residence law 	The beneficiary of the service "dealers' category"	The organizations The resident
The documents required for the service (the common)	<ul style="list-style-type: none"> Refer to court request Sponsor's passport Guaranteed passport Sponsor ID Guaranteed ID Copy of the commercial license for the facility 		
The established	<ul style="list-style-type: none"> 50 dirhams for request fees for every case. 50 dirhams for electronic service fees 		

fees for the governmental organizations			
Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified 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



Website

Service structuring	Sub-service	Service link	Unrelated
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Lift the ban
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> Requires acquiring the service and paying the consequent penalties 		
Service limitation	<ul style="list-style-type: none"> The violating resident submission: must pay the consequent penalties the newborn submission whose parents do not issue a residence form them: the father and the mother must attend for the printing office to issue the leave permit 		
Who can provide the service?	<ul style="list-style-type: none"> The resident The newborn 	The beneficiary of the service "dealers' category"	The resident The visitor
The documents required for	<ul style="list-style-type: none"> Copy of the passport or the document Copy of the residence document or entry permit Birth certificate and personal photo for newborn 		

the service (the resident)			
The documents required for the service e (the newborn)	<ul style="list-style-type: none"> • Birth certificate and personal photo for newborn (colored personal photo with white background of measure 4/6). 		
The established fees	<ul style="list-style-type: none"> • 100 dirhams for request fees. • 100 dirhams for issuance fees. • 10 dirhams for electronic service fees 		
Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel 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



Website

Service structuring	Sub-service	Service link	Unrelated
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Lift the ban
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> The violating resident submission: must pay before leaving the newborn submission whose parents do not issue a residence form them: the father and the mother must attend for the printing office to issue the leave permit 		
Service limitation	<ul style="list-style-type: none"> N/A 		
Who can provide the service?	<ul style="list-style-type: none"> The resident The newborn 	The beneficiary of the service "dealers' category"	The resident The visitor
The documents required for the service (all the categories)	<ul style="list-style-type: none"> Copy of the leave permit 		
The established fees	<ul style="list-style-type: none"> 50 dirhams for request fees. 50 dirhams for issuance fees. 10 dirhams for electronic service fees 		
Refundable fees	N/A	Penalty	Please review the attached list

The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any)
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected channel by the dealers (e-mail, emirates post office, delivery to a specified address).

Canceling leave permit:

The service that provides the cancelation of the issued leave permit



Website

Service structuring	Sub-service	Service link	Unrelated
Package	N/A	Service type	Procedural
Service classification	Normal	Main output	Lift the ban
Service hours Smart service system (site)	24/7	Time of acquiring the service after completing the requirements	48 hours
Conditions of acquiring the service	<ul style="list-style-type: none"> The violating resident submission: must pay before leaving the newborn submission whose parents do not issue a residence form them: the father and the mother must attend for the printing office to issue the leave permit 		
Service limitation	<ul style="list-style-type: none"> N/A 		
Who can provide the service?	<ul style="list-style-type: none"> The resident The newborn 	The beneficiary of the service "dealers' category"	The resident The visitor
The documents required for the service (all the categories)	<ul style="list-style-type: none"> Copy of the leave permit 		
The established fees	<ul style="list-style-type: none"> 50 dirhams for request fees. 50 dirhams for issuance fees. 10 dirhams for electronic service fees 		

Refundable fees	N/A	Penalty	Please review the attached list
The dealer's journey	Acquiring service data	<ul style="list-style-type: none"> • Communication center – smart application – authority site – customer happiness centers – communication channels based on the authority 	
	Submitting service application	<ul style="list-style-type: none"> • Selecting the preferred channel to apply for the service based on the available channels • Search for the service being applied for • Fill the data of the application if applicable • Pay service fees (if any) 	
	Communicate through procedures flow	<ul style="list-style-type: none"> • SMS or E-mail or electronic notice states establishing/ application development 	
	Acquiring the service	<ul style="list-style-type: none"> • Receiving the service output through the selected 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 foreign residence in the country after cancelling or expiry (entry permit/ residence permit/ leave permit holders/ newborn)	50 dirhams for each day
2	Delay to report any change of amendment in the stated data of civil events for all the categories and ages within (30) days of the 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.	20 dirhams for each day and maximum amount 1000 dirhams
3	Delay in renewing the facility ID during (30) days of expiry date	20 dirhams for each day and 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 receiver	3000 dirhams
7	Not printing the forms by the system user	100 dirhams for every form
8	Limit the authority's employees or non-cooperation	5000 dirhams
9	Change the facility data without notifying the authority	1000 dirhams

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

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

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

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

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