

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

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

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

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

History of Amendments

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

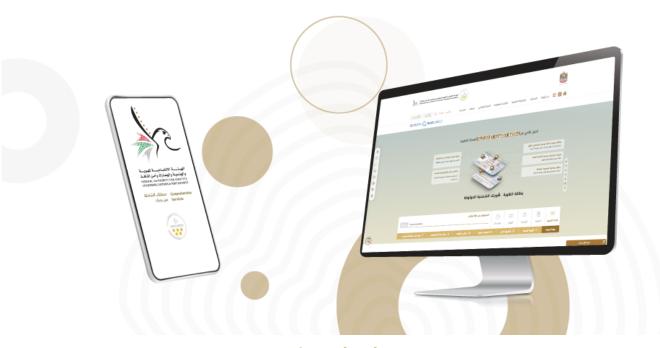
| May 2020 | Federal Authority for | Revising and amending the service card – Issuance |
|---------------|--------------------------|---|
| | Identity & Citizenship's | of replacement of lost\damaged passport. |
| | team | |
| May 2021 | Federal Authority for | Revising and amending the service cards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

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

Overview of the Guide for Services

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

Security



Introduction

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

Based on the Authority's keenness on raising the customers and its staff's awareness on the services it offers, the Federal Authority for Identity, Citizenship, Customs and Port Security issued a Guide showing its services, which is designed in accordance with the requirements of the levels of excellence in the Global Star Rating System for service classification. This Guide contains the information the customer needs to get any of the Authority's services, whether in identity and passport sector or foreigners' affairs and ports sector. This Guide defines also the set of services offered by the Authority and it explains the necessary requirements and steps for getting these services.

This Guide is an embodiment of the Authority's strategy, which emanates from its constant striving for ensuring its customers' trust and promoting its partnership with both of public and private sectors in an environment of innovation and pioneering as to launching and implementation of projects. This Guide was developed to ensure the provision of advanced level of services and to be a comprehensive reference in this regard.

About the Authority

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

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

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

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

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





THE AUTHORITY'S STRATEGY 2023-2026



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

Vision:



Strategic goals and initiatives:

- Addieving 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 politics and legislation to raise the quality of life of individuals and enforce the economic attoctiveness of the state.
- 5 Updating and protecting population data and personal identity to ensure a reliable and secure population registry.



7 Developing an advanced and proactive system for the affairs of citizens and foreigners.

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.

Mission:

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

Values:



The Charter of the United Arab Emirates



THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

Human Centered Services

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

1

Integrated, Varied and Consistent Service Channels

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

Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

Seamless and Proactive Experience

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

One-time Data Provision

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

Safe Data and Guaranteed Privacy

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

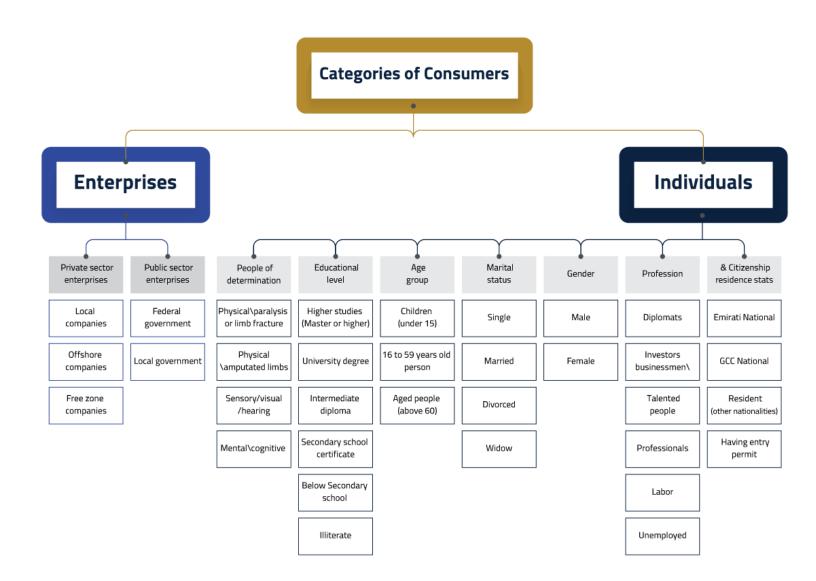
Listening to Customer's Voice

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

Value Added Services

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

7 8



Communication Channels

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



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

Glossary

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

Beneficiary of
Service "Categories
of Customers"

The categories benefiting from receiving the services, such as the nationals, the GCC countries' national, residents, visitor.....etc.

Passport and Family Book Services



Passport and Family Data Services

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

Issuance of Passport

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







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

| Who can apply | Hear of the family (Emirati | Beneficiary | The national individual |
|------------------|---|--------------------|-------------------------------------|
| for the service? | nationals) – Beneficiary | of the service | |
| | (Emirati nationals) | "categories | |
| | | of | |
| | | customers" | |
| Documents | Personal photo 4.5*3.5cm size v | vith white backs | ground. |
| required for | Controls and conditions of the p | ersonal photo: | |
| getting the | The photo should be recent and | in conformity w | rith the specification of ICAO. |
| service: | The photo background should be | e white. | |
| | Hands should not appear above | the shoulder le | vel. |
| | Eyes should be opened. | | |
| | Without frame. | | |
| | Photo width: 35 – 40mm. | | |
| Remarks: | Population register number is issued for the newborn babies after inclusion of | | |
| | the newborn baby in the Family Data automatically. | | |
| | The concerned person should be present when giving the new passport to the | | |
| | Customer Happiness Centers for the special cases, except for the minor children | | |
| | who can be represented by the head of the family or their representative. | | |
| | For those who acquired citizens | hip, the online li | nk will be sent to them to start in |
| | applying for new passports. | | |
| | Customers will be exempted fro | m the fees if the | ere is a material error attributed |
| | to the Authority when issuing ID |). Cards or passp | oorts to the nationals. |
| | The below categories are exemp | ted from the fe | es: |
| | People who are subject to the So | ocial Security La | W. |
| | People of determination and the | se with autism | |
| Prescribed | Application fees | AED. 10 | |
| fees: | Issuance fees | AED. 40 | |
| | Delivery fees | AED. 15 | |
| | Online service fees | Nominal fees | |

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

Renewal of A Passport

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







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

| | | of customers" | | | | | | |
|--------------|---|------------------|-------------------------|--|--|--|--|--|
| | - Personal photo size (3.5 x 4.5 cm) with a | | ound | | | | | |
| | Personal photo controls and conditions: | | | | | | | |
| | o the picture is recent and conforms to the specifications of the International | | | | | | | |
| Documents | Civil Aviation Organization (ICAO) | эрсспісацоп. | of the international | | | | | |
| required for | o Photo background in white | | | | | | | |
| getting the | o Hands do not appear above the shoulders | | | | | | | |
| service: | o Eyes opened | • | | | | | | |
| service. | | | | | | | | |
| | o the picture does not contain a frame | | | | | | | |
| | o Image width 35-40 mm | <u> </u> | | | | | | |
| | - Access to the service is done by choosing | | | | | | | |
| | and determining the reason for the issuance | e near tne ex | piry of the passport or | | | | | |
| | that it has expired. | | | | | | | |
| Remarks: | - If the customer wishes to obtain a passpo | • | | | | | | |
| | 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 re | epresentative | is required to deliver | | | | | |
| | the new passport. | | | | | | | |
| | - Customers are exempted from fees in the | event of a m | aterial error due to a | | | | | |
| | reason attributable to the Authority when is | ssuing identit | y cards or passports | | | | | |
| | of citizens. | | | | | | | |
| | - The following cases are exempt from fees | 5: | | | | | | |
| | o Subjects of the Social Security Law. | | | | | | | |
| | o Persons with disabilities and autism. | | | | | | | |
| | Application fees | | AED 10 | | | | | |
| Prescribed | Issuance fees | | AED 40 | | | | | |
| fees: | Delivery Fees | | AED15 | | | | | |

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





| ė | ė |
|-------|-----|
| osite | Sma |
| | Δn |

| Service | Supplementary | Related To: | Related To: | |
|---------------|--|---------------------|------------------|--------------------|
| structure | | | | Passport |
| Bundle | Not Applicable. | Type of service | | Procedural |
| Service | Normal | Main Output | | New Passport |
| Classificatio | | | | |
| n | | | | |
| | | | Service | |
| Service | Website\Smart | 24/7 | completion | 48 Hours |
| delivery | application | | time after | |
| hours | | | fulfillment of | |
| | | | requirements | |
| | | | for all channels | |
| Terms of | Availability of a valid | passport of at leas | t 6 months. | |
| Service | 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 | Provide fingerprints and signatures for those older than 15 years, and the | | | |
| Limitation | classification of people of determination does not apply to them. | | | |
| Who can | Head of Household (UA | AE Nationals) - | Beneficiary of | Individual Citizen |

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

| Prescribed | Issuance fees | 5 | AED 40 | | | |
|-------------|---|-----------|-----------------------------|-----------------------------------|--|--|
| fees: | Delivery Fees | | | AED 15 | | |
| | Online service | e fees | Nominal fee | | | |
| Refunded | Issuance fee | only | Penalties: | Not Applicable. | | |
| fees: | | | | | | |
| | Getting | Commur | nication Center - Smart A | pplication - Authority's | | |
| | information | website | - Customer Happiness Co | enters - Communication | | |
| | on the | channels | approved by the Author | ity. | | |
| Customer's | service | | | | | |
| journey | | 1- Choos | se the preferred channel | to apply for the service | | |
| "procedures | Applying | accordin | g to the available channe | ls. | | |
| of the | for the | 2- Searc | h for the service to be pro | ovided. | | |
| service" | service 3- Fill in the application data whe | | | re applicable. | | |
| | | 4- Pay tl | ne service fee (if any.) | | | |
| | Communica | A text m | essage, email, or email n | otification stating the | | |
| | tion while | creation | developments of the ap | plication. | | |
| | the | | | | | |
| | application | | | | | |
| | is under | | | | | |
| | process | | | | | |
| | Getting the | Receipt | of service outputs throug | gh the channel selected by the | | |
| | service | custome | er (email, Emirates Post o | ffices, delivery to the specified | | |
| | | address. |) | | | |

Issuance of Lost / Damaged Passport.

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







| • |
|---------|
| Service |
| Centers |

Website Арр

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

| | | | | of customers" | | | |
|--------------|---|--|-----------------------|------------------|------------------------|--|--|
| | 3.5x4.5 pho | to with wh | nite background. | | | | |
| | - Personal photo controls and conditions: | | | | | | |
| | o the picture | is recent a | and conforms to the | e specification | s of the International | | |
| Documents | Civil Aviation | Organizat | ion (ICAO) | | | | |
| required for | o Photo back | ground in | white | | | | |
| getting the | o Hands do n | ot appear | above the shoulde | rs | | | |
| service: | o Eyes opene | ed . | | | | | |
| | o the picture | does not o | contain a frame | | | | |
| | o Image widt | h 35-40 m | nm | | | | |
| | I Fill in the ele | ectronic de | eclaration in the reg | sistration appli | cation. | | |
| | - If the custo | mer wishe | es to obtain a passp | ort through th | ie Customer | | |
| NOTE | Happiness Co | enters, per | rsonal attendance i | s required to r | eceive it, and | | |
| | attendance is | s excluded | for: | | | | |
| | - Personal presence for minor children, where the presence of the head of the | | | | | | |
| | family or their legal representative is sufficient. | | | | | | |
| | - Customers | - Customers are exempted from fees in the event of a material error due to a | | | | | |
| | reason attrib | utable to t | the Authority when | issuing identi | ty cards or passports | | |
| | of citizens. | | | | | | |
| | Application for | ees | | | AED 300 | | |
| Prescribed | Issuance fees | 5 | | | Not Applicable. | | |
| fees: | Delivery Fees | 5 | | | AED 15 | | |
| | Online servic | e fees | | | Nominal fee | | |
| Refunded | Issuance fee | only | Penalties: | | Not Applicable. | | |
| fees: | | | | | | | |
| | Getting | Commur | nication Center - Sn | nart Applicatio | n - Authority's | | |
| | information | ation website - Customer Happiness Centers - Communication | | | | | |
| | on the | channels | approved by the A | uthority. | | | |

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

Passport Replacement

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







| Service | Supplementary | Related To: | | Issue of A Passport | |
|---------------|---|----------------------|-----------------|----------------------|--|
| structure | | | | | |
| Bundle | Not Applicable. | Type of service | | Procedural | |
| Service | Normal | Main Output | | New Passport | |
| Classificatio | | | | | |
| n | | | | | |
| | Website\Smart | 24/7 | Service | | |
| Service | application | | completion | 48 Hours | |
| delivery | | According to the | time after | | |
| hours | Customer happiness | announced | fulfillment | | |
| | centers | working hours | of | | |
| | | Standby time 5 | requireme | | |
| | | mins – Service 7 | nts for all | | |
| | | mins | channels | | |
| Terms of | 🛚 Valid passport. | | | | |
| Service | | | | | |
| | - Provide fingerprints a | and signatures for t | hose older tha | an 15 years, and the | |
| Service | classification of people | of determination of | loes not apply | to them. | |
| Limitation | - 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 L | ost and damaged a | and a fee of 30 | 00 dirhams shall be | |
| | paid. | | | | |

| Who can | - Head of Household (UAE Nationals) - | The | Individual Citizen | |
|--------------|---|-------------|--------------------|--|
| apply for | Beneficiary (UAE Nationals) | beneficiary | | |
| the service? | | of the | | |
| | | service | | |
| | | "categories | | |
| | | of | | |
| | | customers" | | |
| | - 3.5x4.5 photo with white background. | | | |
| | - Personal photo controls and conditions: | | | |
| Documents | o the picture is recent and conforms to the specifications of the International | | | |
| required for | Civil Aviation Organization (ICAO) | | | |
| getting the | o Photo background in white | | | |
| service: | o Hands do not appear above the shoulders | | | |
| | o Eyes opened | | | |
| | o the picture does not contain a frame | | | |
| | o Image width 35-40 mm | | | |
| | - If the customer wishes to obtain a passport through the Customer | | | |
| NOTE | Happiness Centers, personal attendance is required to receive it, and | | | |
| | attendance is excluded for: | | | |
| | - Personal presence for minor children, 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. | | | |
| | Application fees | | AED 10 | |
| Prescribed | Issuance fees | | AED 40 | |
| fees: | Delivery Fees | | AED 15 | |

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

Issuing Family Data

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

Service channels







| Service | Secondary | Related To: | | Not Applicable. |
|----------------|--|---------------------|-------------------|-----------------|
| structure | | | | |
| Bundle | Not | Type of service | | Procedural |
| | Applicable. | | | |
| Service | Normal | Main Output | | Electronic |
| Classification | | | | Summary of |
| | | | | Entry |
| | Website\Smar | 24/7 | Service | |
| Service | t application | | completion time | 48 Hours |
| delivery hours | | According to the | after fulfillment | |
| | Customer | announced working | of requirements | |
| | happiness | hours | for all channels | |
| | centers | Standby time 5 mins | | |
| | | – Service 9 mins | | |
| | If a family registry is issued under a marriage statement, and the | | | |

Terms of Service

- 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.

| | | - 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. | | | | |
| Serv | rice | A new family registry shall be issued to the widow if she does not have | | | | |
| Limi | tation | any children registered in the family registry of her deceased husban | | | | |
| Who can apply | | - Beneficiary (UAE Nationals) | The | Individual Citizen | | |
| for the | | | beneficiary | | | |
| serv | ice? | | of the | | | |
| | | | service | | | |
| | | | "categories | | | |
| | | | of | | | |
| | | | customers" | | | |
| Common - A personal photo with a size of (3.5 x 4.5 cr | | 5 x 4.5 cm) of t | he owner of the | | | |
| Documents transaction, ar | | transaction, and for cases of marriag | on, and for cases of marriage or divorce, the photo may be | | | |
| provided to the other individu | | provided to the other individual. | | | | |
| ice | | - The passport of the foreign wife or | The passport of the foreign wife or - The la | | | |
| serv | Marriage | husband. | qualificat | tion for husband and | | |
| the: | Certificat | - A copy of the birth certificate of the wife. | | | | |
| ining | е | husband and wife. | - Certific | Certificate of "To Whom It | | |
| Mandatory documents for obtaining the Certificat o o the containing the containing the containing the certificat the containing the certification of the containing the certification of the certif | | | May Con | cern" from the | | |
| | | | employe | r of the husband and | | |
| | | | wife. | | | |
| ж | | | - Contrac | t of Marriage | | |
| ry do | Divorced | - Approval of a case by the Sharia | - Certific | ate of "To Whom It | | |
| dato | Stateme | court not to marry after divorce. | . May Concern" from the | | | |
| Man | nt | | Divorced | Person's Employer. | | |

| | | | | - Divorce Certificate | |
|----------------|----------------------------------|--|--|---------------------------------|--|
| | Widow | - Certificate " | To Whom It May Concern | - Approval of a case by the | |
| | Separatio | "from the wid | low's employer. | Sharia court not to marry after | |
| | n | | | the death of the husband. | |
| | Stateme | | | | |
| | nt | | | | |
| | Removal | - Approval of | a case by the Sharia | - Last educational | |
| | of | Court. | | qualification. | |
| | registrati | - A copy of a l | oirth certificate. | - Certificate of "To Whom It | |
| | on for | | | May Concern "from the | |
| | those | | | employer. | |
| | over 30 | | | | |
| | years old | | | | |
| 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 | | In the case of | issuing a registration summary of a marriage statement | | |
| | made only once to the head of | | ce to the head of the famil | y (the husband) or the UAE | |
| | | citizen marrie | d to a foreigner. | | |
| | Application fees for issuing the | | for issuing the registry | AED 50 | |
| Pres | scribed | statement. | ement. | | |
| fees | : | Application Fee f | or Statistical Statement | AED 25 | |
| | | Online service fees | | AED 50 | |
| Refu | unded fees: | Not | Penalties: | Not Applicable. | |
| | | Applicable. | | | |
| | | Getting | Communication Center - | Smart Application - Authority's | |
| | | information on | website - Customer Happiness Centers - Communi | | |
| | | the service | channels approved by the Authority. | | |
| Cust | tomer's | Applying for | 1- Choose the preferred | 3- Fill in the application data | |
| jour | ney | the service | channel to apply for the | where applicable. | |

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

Modify Family Data

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







Service Centers

vice Website

Smart App

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

| | | registered in the family registry, it must be added before adding the | | | | |
|--------------------------------|-------------|--|-----------------------|----------------|--|--|
| | | newborn. | | | | |
| | | If the child is born outside the UAE, | the birth certificate | shall be | | |
| | | replaced to be issued by the compe | ent official authori | ties in the | | |
| | | UAE. | | | | |
| | | - If the child is born outside the country, and the emergency passport | | | | |
| | | is used to enter the country, the pas | sport must be surr | endered. | | |
| | | If a wife is added to the family regis | try and the marriag | ge contract | | |
| | | was concluded outside the country | or the marriage cor | ntract is more | | |
| | | than one year old, a certificate of co | ntinuity of marriag | e must be | | |
| | | brought from within the country. | | | | |
| | | - If a wife is added to the family registry and the husband does not | | | | |
| | | work, a declaration of status must be brought from the Sharia | | | | |
| | | Court. | | | | |
| Serv | ice | - If the husband wishes to add a foreign wife, her presence with the | | | | |
| Limi | tation | husband is required before the Custome | r Happiness Cente | r. | | |
| Who | can apply | Head of Household (UAE Nationals) | The beneficiary | Individual | | |
| for t | he service? | | of the service | Citizen | | |
| | | | "categories of | | | |
| | | | customers" | | | |
| Com | mon | - A personal photo (3.5 x 4.5 cm) in size | with a white backs | ground. | | |
| Docu | uments | - Fill out the electronic declaration in the | registration applic | ation. | | |
| t | Add | - Birth Certificate | | | | |
| ation | Newborn | | | | | |
| gistr | Add Wife | - A copy of the wife's birth certificate. | | | | |
| of re | | - Contract of Marriage | | | | |
| A statement of registration to | | - The wife's last educational qualificatio | ٦. | | | |
| atem | | - The original of the wife's passport in ca | ase she is a foreign | er. | | |
| A st | Removal | Divorce Certificate. | | | | |

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

Entry and residence permit services



Entry and residence permit services

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

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

Issuance of Entry Permit:

Visitor Visas:

Issuing an entry permit to visit for tourism:

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

Service channels





Арр

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

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

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

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

Issuing a visit entry permit – multiple tourist visa for (5) years:

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

Service channels





Smart App

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

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

| Service | Approval of the o | competent auth | orities of entry. | | |
|--------------|--|--------------------|------------------------------|----------------|--|
| Limitation | The entry visa is | valid for (60) da | ys from the date of issuan | ce, and the | |
| | customer must e | nter the country | before that to avoid the c | ancellation | |
| | or extension of th | ne visa for a sim | ilar period. | | |
| Who can | Beneficiary of the Servi | ice | The beneficiary of | The Guest | |
| apply for | | | the service | | |
| the service? | | "categories of | | | |
| | | | customers" | | |
| | - A recent person | al photo with a | white background and a si | ze of 4/6 | |
| Documents | - A bank certifica | te stating the av | ailability of a bank balance | of \$4,000 | |
| required for | or its equivalent from foreign workers during the 6 months preceding | | | | |
| getting the | the submission of the application. | | | | |
| service: | - A copy of the passport. | | | | |
| | - Financial guarantee document. | | | | |
| | - Health Insurance Document. | | | | |
| NOTE | - Companions of | tourist arrivals (| children of tourists) under | the age of | |
| | (18) years shall b | e exempted fror | n the financial guarantee. | | |
| | - The period of st | ay in the State s | shall not exceed (90) contir | nuous days | |
| | and may be exter | nded for a simila | r period if it does not exce | ed (180) | |
| | days. | | | | |
| | Application fees | | AED 100 | | |
| Prescribed | Issuance fees | | AED 500 | | |
| fees: | Online service fees | | AED 100 | | |
| Refunded | Issuance fee only | Penalties: | AED 50 per day after visa | a cancellation | |
| fees: | | | or expiry. | | |
| | Guarantee Fee | AED 3000 | | | |
| | | The guarantee | shall be retrieved by subm | nitting a | |
| Guarantee | Warranty Retrieval | retrieval reque | st after the cancellation or | exit of the | |
| | Mechanism | beneficiary fro | m the territory of the State | e if it does | |

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

Issuing an entry permit to visit – to visit a relative or friend:

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





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| bsite | Smai |
| | Арр |
| | |

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

| | degree, provided that the resident foreigner occupies one of the first or | | | | | |
|--------------|---|----------------------------|---------------------------|-------------------|--|--|
| | second-level jobs according to the approved classification. | | | | | |
| Service | - Approval of the | competent autho | orities of entry. | | | |
| Limitation | - The entry visa is | valid for (60) da | ys from the date of issu | uance, and the | | |
| | customer must ei | nter the country | before that to avoid the | e cancellation or | | |
| | extension of the v | isa for a similar إ | period. | | | |
| Who can | Beneficiary of the Servi | ce | The beneficiary of | The Guest | | |
| apply for | | | the service | | | |
| the service? | | | "categories of | | | |
| | | | customers" | | | |
| | - A recent person | al photo with a w | hite background meas | suring 4/6. | | |
| Documents | - Proof of kinship. | | | | | |
| required for | - Copy of Passport. | | | | | |
| getting the | - Proof of the jus | tifications for the | e visit. | | | |
| service: | - Financial guarantee document. | | | | | |
| | - Health Insurance Document | | | | | |
| | - A copy of the residence permit in one of the Gulf Cooperation Council | | | | | |
| | countries of whicl | h the foreign vis i | itor's spouse is a natio | nal in the | | |
| | <u>country</u> . | | | | | |
| | - Travel Ticket. | | | | | |
| NOTE | The validity period | d of the entry per | rmit (30) or (60) or (90) | days from the | | |
| | date of entry into | the country may | be extended once or n | nultiple times | | |
| | by the issuing aut | hority, not excee | ding (180) days | | | |
| | Application fees | | AED 10 | 0 | | |
| | Issuance fee for one tri | p. | AED 100 per month. | | | |
| Prescribed | Multi-trip issuance fee. | | AED 200 per month. | | | |
| fees: | Online service fees | | AED 100 | | | |
| Refunded | Issuance fee only | Penalties: | AED 50 per day | after visa | | |
| fees: | | | cancellation o | r expiry. | | |

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

6 Months Issuance of Entry Permit to Visit – for a Business Assignment:

Website



Smart App

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.

| Secondary | Related To: | | Not Applicable. | | | |
|--|---|--|--|--|--|--|
| | | | | | | |
| Not Applicable. | Type of service | | Procedural | | | |
| Normal | Main Output | | Electronic Entry | | | |
| | | | Permit | | | |
| | | | | | | |
| Website\Smart | 24/7 | Service | 48 Hours | | | |
| application | | completion | | | | |
| | | time after | | | | |
| | | fulfillment of | | | | |
| | | requirements | | | | |
| | for all channels | | | | | |
| - Passport valid f | or more than (6 | 5) months. | | | | |
| -An air ticket to c | ontinue the tri | o or a ticket to leav | ve the country. | | | |
| - The approval of | the Ministry o | f Human Resource | es and Emiratization if | | | |
| the employer is s | ubject to the L | abor Relations Reg | gulation Law, or the | | | |
| visa applicant is a | a domestic worker. | | | | | |
| - Valid health insu | alth insurance within the country. | | | | | |
| - Temporary work or probationary work and a letter from the employer | | | | | | |
| stating the purpo | se of entering | the state. | | | | |
| | Not Applicable. Normal Website\Smart application - Passport valid from the approval of the employer is so visa applicant is a control valid health inside. - Temporary worless of the employer is so visa applicant is a control valid health inside. | Not Applicable. Normal Website\Smart application - Passport valid for more than (6) -An air ticket to continue the trip - The approval of the Ministry of the employer is subject to the Lavisa applicant is a domestic wor - Valid health insurance within the Temporary work or probational | Not Applicable. Normal Main Output Website\Smart application Website\Smart application Type of service Completion time after fulfillment of requirements for all channels - Passport valid for more than (6) monthsAn air ticket to continue the trip or a ticket to leave The approval of the Ministry of Human Resource the employer is subject to the Labor Relations Reg visa applicant is a domestic worker Valid health insurance within the country. | | | |

| - Completion of the fee and financial guarantee Health fitness for work. - 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 institutions in the free zone. - 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. Application fees AED 100 Issuance fee for one trip. AED 100 AED 100 per month. AED 200 per month. AED 200 per month. | | | | | | | |
|---|--------------|--|-------------------|-----------------|------------------------|--|--|
| - 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 institutions in the free zone. - 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 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. Application fees AED 100 Issuance fee for one trip. Multi-trip issuance fee. AED 200 per month. | | - Completion of the fee and financial guarantee. | | | | | |
| Limitation - 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. - 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. Application fees AED 100 Issuance fee for one trip. AED 200 per month. Multi-trip issuance fee. AED 200 per month. | | - Health fitness for work. | | | | | |
| 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? Occuments - 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. Application fees AED 100 Issuance fee for one trip. AED 200 per month. Multi-trip issuance fee. | Service | - Approval of the com | oetent authoriti | es of entry. | | | |
| or extension of the visa for a similar period. Governmental or private entities or institutions in the free zone. The beneficiary of the service "categories of customers" - 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 beneficiary of the State. The Guest The State. To a letter from the employer in the State. - A certificate proving health on the employer indicating 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | Limitation | - The entry visa is vali | d for (60) days f | rom the date | of issuance, and the | | |
| Who can apply for institutions in the free zone. The beneficiary of the service "categories of customers" - 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. Application fees AED 100 Issuance fee for one trip. Multi-trip issuance fee. AED 200 per month. | | customer must enter | the country befo | ore that to av | oid the cancellation | | |
| apply for the service? institutions in the free zone. of the service "categories of customers" - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. | | or extension of the vis | a for a similar p | eriod. | | | |
| The service? - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. | Who can | Governmental or private ent | ities or The l | beneficiary | The Guest | | |
| - 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. Application fees AED 100 Issuance fee for one trip. Multi-trip issuance fee. AED 200 per month. | apply for | institutions in the free zone. | of th | e service | | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | the service? | | "cate | egories of | | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | | custo | omers" | | | |
| required for getting the service: - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | - A recent personal ph | oto with a whit | e background | d measuring 4/6. | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | Documents | - A certificate issued by the employer in the State. | | | | | |
| 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Prescribed Multi-trip issuance fee. AED 200 per month. | required for | - A copy of the passpo | rt. | | | | |
| 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Prescribed Multi-trip issuance fee. AED 200 per month. | getting the | - A temporary employ | ment contract, | or a letter fro | om the employer | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Prescribed Multi-trip issuance fee. AED 200 per month. | service: | indicating the contract | ual relationship | and the pur | pose of entering the | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Prescribed Multi-trip issuance fee. AED 200 per month. | | country. | | | | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | - Financial guarantee document. | | | | | |
| - 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Prescribed Multi-trip issuance fee. AED 200 per month. | | - Health Insurance Document. | | | | | |
| 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. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | - A certificate proving health fitness for work. | | | | | |
| country can be extended once, provided that the Ministry of Human Resources and Emiratization approves the extension. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | - Travel Ticket. | | | | | |
| Resources and Emiratization approves the extension. Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | NOTE | The validity period of the en | try permit (90) (| days from the | e date of entering the | | |
| Application fees AED 100 Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | country can be extended on | ce, provided tha | it the Ministr | y of Human | | |
| Issuance fee for one trip. AED 100 per month. Multi-trip issuance fee. AED 200 per month. | | Resources and Emiratization | n approves the | extension. | | | |
| Prescribed Multi-trip issuance fee. AED 200 per month. | | Application fees | | | AED 100 | | |
| Water trip is statice rec. | | Issuance fee for one trip. | | AED | 100 per month. | | |
| fees: Online service fees AED 100 | Prescribed | Multi-trip issuance fee. | | AED | 200 per month. | | |
| | fees: | Online service fees | | AED 100 | | | |
| Refunded Issuance fee only Penalties: AED 50 per day after visa | Refunded | Issuance fee only Pen | alties: | AED 50 |) per day after visa | | |
| fees: cancellation or expiry. | fees: | | | cance | ellation or expiry. | | |

| Guarantee | Issuing an entry | | AED 1000 | Issuing an entry permit | AED 2000 | | |
|-------------|----------------------|--|-------------------|--------------------------------|---------------|--|--|
| | permit for one trip. | | | for several trips. | | | |
| | Warranty Retrieval | - The guarantee is retrieved by submitting a retrieval | | | | | |
| | Mechanism | | request after | the cancellation or exit of tl | ne | | |
| | | | beneficiary o | f the visa from the territory | of the State | | |
| | | if it does not commit residency violations. | | | | | |
| | | - The request for the refund of the financial guarantee | | | | | |
| | | must be submitted within (5) years, otherwise the | | | | | |
| | | amount is considered non-refundable. | | | | | |
| Customer's | Getting | Communication Center - Smart Application - Authority's | | | | | |
| journey | information on the | website - Customer Happiness Centers - | | | | | |
| "procedures | service | Communication channels approved by the Authority. | | | | | |
| of the | Applying for the | 1- | - Choose the p | referred channel to apply fo | r the service | | |
| service" | service | a | ccording to the | e available channels. | | | |
| | | 2- | - Search for th | e service to be provided. | | | |
| | | 3- | - Fill in the app | olication data where applica | ole. | | |
| | | 4- | - Pay the serv | ce fee (if any). | | | |
| | Communication | Α | text message | , email, or email notification | stating the | | |
| | while the | cr | eation/develo | pments of the application. | | | |
| | application is | | | | | | |
| | under process | | | | | | |
| | Getting the service | Receiving the outputs of the service through the channel | | | | | |
| | | cŀ | nosen by the c | ustomer (email, Emirates Po | ost offices, | | |
| | | de | elivery to the s | specified address.) | | | |

Issuing an entry permit for the visit – to explore job opportunities:

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





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| Арр |

| Service | Secondary | Related To: | | Not Applicable. | | |
|----------------|--|-----------------|------------------------|------------------------|--|--|
| structure | | | | | | |
| Bundle | Not Applicable. | Type of se | rvice | Procedural | | |
| Service | Normal | Main Outp | ut | Electronic Entry | | |
| Classification | | | | Permit | | |
| | | | Service | | | |
| Service | Website\Smart | 24/7 | completion time | 48 Hours | | |
| delivery | application | | after fulfillment | | | |
| hours | | of requirements | | | | |
| | | | for all channels | | | |
| | - Passport valid | for more tha | an (6) months. | | | |
| | - A ticket to cont | inue the trip | o or a ticket to leave | the country. | | |
| Terms of | - To be one of th | e graduates | of the top 500 univ | ersities in the world | | |
| Service | according to the | classificatio | on approved by the I | Ministry of Education, | | |
| | and not to have | graduated n | nore than two years | | | |
| | - Valid health ins | surance with | nin 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 a | academic qu | alification must be | a bachelor's degree or | | |
| | its equivalent. | | | | | |

| | - Fulfillment of the fee and financial guarantee. | | | | | | |
|---------------|---|--------------------|----------------------|--|--|--|--|
| | | | | | | | |
| Service | - Approval of the competent aut | norities of entry | | | | | |
| Limitation | - The entry visa is valid for (60) c | ays from the da | ite of issuance, and | | | | |
| | the customer must enter the cou | intry before tha | t to avoid the | | | | |
| | cancellation or extension of the | risa for a similar | period. | | | | |
| Who can | Beneficiary of the Service The | beneficiary of | The Guest | | | | |
| apply for the | the | service | | | | | |
| service? | "ca | tegories of | | | | | |
| | cus | tomers" | | | | | |
| | - A recent personal photo with a | white backgrou | nd measuring 4/6. | | | | |
| | - A copy of the passport. | | | | | | |
| Documents | - A certificate issued by the Mini | stry of Educatio | n stating that the | | | | |
| required for | university from which he gradua | ted is ranked an | nong the top 500 | | | | |
| getting the | universities in the world, and the | period for its gr | aduation. | | | | |
| service: | - 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 Mini | stry of Human F | Resources and | | | | |
| | Emiratization stating that the be | neficiary is a ski | lled worker and | | | | |
| | specifying its professional level. | | | | | | |
| NOTE | - The visa allows its holder to enter once or multiple times as | | | | | | |
| | determined by the issuing autho | rity, and his stav | y may not exceed 180 | | | | |
| | days. | | | | | | |
| | Application fees | | AED 100 | | | | |

| | Issuance fee for one trip. | | | AED 100 per r | month. |
|-------------|----------------------------|--|-----------------|-------------------------|----------------|
| Prescribed | Multi-trip issuance fee. | | | AED 200 per month. | |
| fees: | Online service fees | | | AED 100 | 0 |
| Refunded | Issuance fee only | Penalties: | | AED 50 per day | after visa |
| fees: | | | | cancellation or | expiry. |
| | Issuing an entry | AED 1000 | Issuir | ng an entry permit | AED 2000 |
| | permit for one trip. | | for se | everal trips. | |
| Guarantee | | - The guarar | itee sh | nall be retrieved by su | bmitting a |
| | Warranty Retrieval | retrieval req | uest a | fter the cancellation o | or exit of the |
| | Mechanism | beneficiary f | rom th | ne territory of the Sta | te if it does |
| | | not commit residency violations. | | | |
| | | - The request for the refund of the financial | | | ncial |
| | | guarantee must be submitted within (5) years, | | | years, |
| | | otherwise th | ie amo | ount is considered no | า- |
| | | refundable. | | | |
| | Getting information | Communication Center - Smart Application - | | | |
| | on the service | Authority's w | <i>i</i> ebsite | e - Customer Happine | ess Centers - |
| Customer's | | Communicat | ion ch | annels approved by t | he Authority. |
| journey | Applying for the | 1- Choose th | e pref | erred channel to appl | y for the |
| "procedures | service | service accor | ding to | o the available chann | els. |
| of the | | 2- Search for | the se | ervice to be provided. | |
| service" | | 3- Fill in the | applica | ation data where app | licable. |
| | | 4- Pay the se | ervice f | fee (if any). | |
| | Communication | A text message, email, or email notification stating | | | |
| | while the | the creation/developments of the application. | | | |
| | application is under | | | | |
| | process | | | | |
| | Getting the service | Receiving the | outp | uts of the service thro | ough the |

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

Issue of an entry permit for visit – For the purpose of exploring business opportunities:

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

Service channels Website Smart

| Service | Sub | Sub Service related to NA | | NA | | | | |
|----------------|---|---------------------------|-------------|----------------|----------|------------------|----------|--------------|
| Structure | | | | | | | | |
| Package | NA | | Se | vice Type | Р | rocedural | | |
| Service | Heural | | D/1- | :- Ot | Clastror | ois Entry Dormit | | |
| Classification | Usual | Ma | | Main Output | | nic Entry Permit | | |
| | | Service Complet | | tion Time | | | | |
| Hours of | Website / Smart | 24/7 | | 24/7 | | after comple | ting its | 1 |
| rendering | Application | | | | | 24/7 | | requirements |
| Service | | | | channe | ls | | | |
| | A passport is valid | for mo | ore than (6 | 5) months. | | | | |
| Conditions for | Health insurance value | alid w | ithin the S | itate. | | | | |
| obtaining | A travel ticket to co | | | | | | | |
| Service | , , | | | | | | | |
| | Customer shall be professional in practicing that work in his homeland. | | | | | | | |
| Limitation of | Approval of the cor | mnato | nt author | ties for entry | | | | |
| Service | Approvar or the cor | npete | | des for endry. | | | | |

| | • Entry visa is valid for period of (60) days from the date of issuance, and the | | | | |
|---|---|--|---|--------------|---------------------|
| | customer shall ent | er the State bef | ore that to avoid c | anceling the | e visa or extending |
| | it for a similar perio | od. | | | |
| Who can apply for the service? | Beneficiary of servi | ce "Ca | ciary of Service Itegories of Ustomers" | | Visitor |
| Documents necessary to obtain service | A recent personal purple white background, A copy of passport Financial guarante Visa allows its holio | Health insurance document. Travel ticket. Bachelor's degree certificate or equivalent, and above scientific qualifications. e time or multiple times as designated by the | | | |
| NB | Issuing Authority a | | • | | designated by the |
| | Request F | 100 AED | | | |
| Prescribed Fees | Issuance Fees fo | 10 | 0 AED per n | nonth | |
| rrescribed rees | Issuance Fees for n | 20 | 0 AED per r | nonth | |
| | Electronic Servi | | 100 AED |) | |
| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or expiration of visa. | | |
| | Issuing an entry permit for one trip | 1000 AED | Issuing an entr | | 2000 AED |
| Guarantee | Guarantee refund mechanism | refund recommeter beneficiary not commeter the finance | quest after the cancellation or departure of the y from the State territory, provided that he shall nit residence violations. cial guarantee refund request shall be submitted years, otherwise that amount shall be deemed ded. | | |

| | Obtain service | Call Center - Smart Application - Authority's website - | | | | |
|--|-------------------------------------|---|--|--|--|--|
| | information | Customer Happiness Centers - Authority's approved | | | | |
| | information | communication channels. | | | | |
| Customer trip "Service Procedures" | Submitting service request | 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 | 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 Structure | Sub | Servic | e related to | NA | |
|----------------------------------|--|---|--|-----------|------------------|
| Package | NA | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | Mai | Main Output | | nic Entry Permit |
| Hours of rendering Service | Website / Smart Application | 24/7 | Service Comple after comple requirement channe | eting its | 48 hours |
| Conditions for obtaining Service | A passport is valid formonths. Health insurance valid for a ticket to corror a ticket to leave the corror and the corror an | companion te. following of granting it: The visa patient's Compan | to treat the conditions shall be sir s entry visa | | |

| | The fees and financial guarantee sh | Companion's visa shall not be | | | | |
|-------------------|---|---|--|--|--|--|
| | be fulfilled. | extended unless the patient's entry | | | | |
| | | visa is extended | | | | |
| | | • Companion shall have health | | | | |
| | | insurance. | | | | |
| | | The fees and financial guarantee shall | | | | |
| | | be fulfilled. | | | | |
| | Approval of the competent authorit | es for entry. | | | | |
| Limitation of | Entry visa is valid for period of (60) d | ays from the date of issuance, and the customer | | | | |
| Service | shall enter the State before that to | avoid canceling the visa or extending it for a | | | | |
| | similar period. | | | | | |
| Who can apply | A licensed health facility | iary of Service | | | | |
| for the service? | | tegories of Visitor | | | | |
| Tor the service: | | stomers" | | | | |
| | – A recent personal photo with a | | | | | |
| Joint documents | white background, size 6/4. | Health insurance document. | | | | |
| to obtain service | A copy of passport. | Travel ticket. | | | | |
| | Financial guarantee document. | | | | | |
| Patient's | Certified medical report. | | | | | |
| additional | | | | | | |
| documents | A letter from the health facility stating the justifications for the visit. | | | | | |
| NB | Visa allows its holder to enter one | time or multiple times as designated by the | | | | |
| NO | Issuing Authority and his stay may not exceed 180 days. | | | | | |
| | Request Fees | 100 AED | | | | |
| Prescribed Fees | Issuance Fees for one trip | 100 AED per month | | | | |
| Tresembed rees | 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. | | |
|--|--------------------------------------|--|--|--|--|
| | Issuing an entry permit for one trip | 1000 AED | Issuing an entry permit for multiple trip 2000 AED | | |
| Guarantee | Guarantee refund mechanism | request after beneficiary frot commit references. The financial | guarantee is refunded by submitting a refunder the cancellation or departure of the rom the State territory, provided that he shall esidence violations. guarantee refund request shall be submitted ars, otherwise that amount shall be deemed not | | |
| | Obtain service information | | Smart Application - Authority's website - piness Centers - Authority's approved thannels. | | |
| Customer trip "Service Procedures" | "Service service request | | apply for the application ording to the applicable. nnels. he preferred 3. Fill out the application where information where applicable. 4. Pay the service fees (if any). | | |
| | Communication during the procedures | SMS, email or ele | ectronic notification stating the creation / | | |

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

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



| Service Structure | Sub | | Service related to | | NA | |
|----------------------------------|--|------|--------------------|--|-------------------------|-----------|
| Package | NA | | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | | Main Output | | Electronic Entry Permit | |
| Hours of rendering Service | Website / Smart Application | 24/7 | | Service Comple after comple requirements channe | ting its | 48 hours |
| Conditions for obtaining Service | 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. | | | | | |

| | Approval of the competent authorities for entry. | | | | | | | |
|-------------------|---|--|---|--------------|-----------------------|--|--|--|
| | Entry visa is valid for per | riod of (60) da | ays from the date | of issuance, | and the customer | | | |
| Limitation of | shall enter the State before that to avoid canceling the visa or extending it for a | | | | | | | |
| Service | similar period. | | | | | | | |
| | It is permitted to extend | d one or mul | tiple times by dec | ision of the | issuing authority, | | | |
| | provided that it shall no | t exceed 180 |) days. | | | | | |
| | Universities, institutes or | Danafia | an of Comica | | | | | |
| Who can apply | educational and research | | ary of Service | | Vicitor | | | |
| for the service? | institutions licensed within | | egories of stomers" | | Visitor | | | |
| | the State | Cu | stomers | | | | | |
| | | | A letter issue | d by the ur | niversity, institute, | | | |
| | | | educational or research institution, or | | | | | |
| | – A recent personal pho | governmental or private authority within | | | | | | |
| Joint documents | white background, size | the State indicating its acceptance of | | | | | | |
| to obtain service | A copy of passport. | hosting and including information about | | | | | | |
| | Financial guarantee doc | the study or training program and its time | | | | | | |
| | | | duration. | 01 | J | | | |
| | Visa allows its holder t | o enter one | | times as o | designated by the | | | |
| NB | Issuing Authority and hi | | • | | resignated by the | | | |
| | Request Fees | | 100 AED | | | | | |
| | Issuance Fees for or | ne trip | 100 AED per month | | | | | |
| Prescribed Fees | Issuance Fees for mult | | | O AED per n | | | | |
| | Electronic Services | | | 100 AED | | | | |
| | | | 50 AED per day | after the c | ancellation or | | | |
| Refunded Fees | Issuance fees only | Penalties | expiration of vi | | | | | |
| | Issuing an entry | | Issuing an entr | | | | | |
| Guarantee | permit for one trip | 000 AED | for multiple | | 2000 AED | | | |
| | | | | | | | | |

| | Guarantee refund mechanism | 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. |
|--|-------------------------------------|--|
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. |
| Customer trip "Service Procedures" | Submitting service request | 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 for Visit - Courtesy Visa:

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



| Service Structure | Sub | | Service related to | | NA | |
|--|--|-------|--------------------|---|----------|------------------|
| Package | NA | | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | | Main Output | | Electror | nic 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 | 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 | Approval of the cor | mpete | nt authoritie | es for entry. | | |

| Who can apply for the service? Joint documents to obtain service | Embassies and consult that represent the could abroad. - A recent personal | photo v :. e docur | "Cate Cus vith a white ment. enter one | time or multiple | times as o | Visitor designated by the |
|---|--|---|--|--|--|---------------------------------------|
| Prescribed Fees | Request Issuance Fees for Electronic Serv | for one multip | le trips | | 100 AED 100 AED per month 200 AED per month 100 AED | |
| Refunded Fees | Issuance fees only | Pe | enalties | 50 AED per day after the cancellation or expiration of visa. | | ancellation or |
| | Issuing an entry permit for one trip | 100 | OO AED | Issuing an entr | | 2000 AED |
| Guarantee | Guarantee refund mechanism | The financial guarantee is refunded by submitting a refunder 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 no refunded. | | | | |
| Customer trip "Service Procedures" | Obtain service information | Custo | | oiness Centers | | ority's website - ority's approved |

| Submitting service request | 1. Choose the preferred channel to apply for the service according to the available channels. 2. Search for the service you any). |
|-------------------------------------|--|
| Communication during the procedures | want to apply for. 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 Structure | Sub | | Servic | Service related to | | NA | |
|----------------------------|---|------------------------|----------------|---|-------------------------|-----------------------|--|
| Package | NA | | Serv | vice Type | Procedural | | |
| Service Classification | Usual | | Main Output | | Electronic Entry Permit | | |
| Hours of rendering Service | Website / Smart Application | after 24/7 requi | | Service Comple after comple requirement channe | ting its | 48 hours | |
| | A passport is valid for | or mo | ore than (6) r | months. | | | |
| Conditions for | A travel ticket to con | ntinu | e the trip. | | | | |
| obtaining | He shall be a foreigner in transit and continuing his trip to another country, or joining | | | | | | |
| Service | one of the ships and | chore | ed in one of | the State's ports | , or wishing | g to join it, but the | |
| | circumstances of the | e trip | force him to | enter the count | ry. | | |

| Limitation of Service | Approval of the competent authorities for entry. | | | |
|--|--|---|---------------------------------------|---|
| Who can apply for the service? | The State's sea/air po | orts. "Cate | ry of Service gories of tomers" | Visitor |
| Joint documents to obtain service | A recent personal photo with a white background, size 6/4. A copy of passport. A travel ticket to continue the trip. A visa may be granted for both round-trip upon applying therefor. It is granted from | | | |
| NB | 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 expiration of vis | after the cancellation or sa. |
| Customer trip "Service Procedures" | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. | | |
| | Submitting service request | | apply for the | 3. Fill out the application information where applicable.4. Pay the service fees (if any). |

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

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

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



| Service Structure | Sub | | Service related to | | NA | |
|--|--|-------------------------------------|--|---|-------------------------|-----------|
| Package | NA | | Serv | rice Type | Р | rocedural |
| Service Classification | Usual | | Main Output | | Electronic Entry Permit | |
| Hours of rendering Service | Website / Smart Application | | 24/7 | Service Comple after comple requirement channe | ting its | 48 hours |
| Conditions for obtaining Service | A passport is valid f A travel ticket to co Health insurance va Payment of fees. In addition to the conditions shall be A maritime passport Seafarers' card issured of national ships op | ntinue alid wi above met: rt proved | e the trip or a thin the Star e conditions ving his ident | a ticket to leave to te. s, if the foreign tity. ent authority with | er is a sail | |

| | 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 | Approval of the competent authorities. | | | | |
| Service | | | | | |
| Who can apply | Beneficiary of Service | | | | |
| for the service? | The State's sea/air ports. "Categories of Visitor Customers" | | | | |
| | A recent personal photo with a white background, size 6/4. | | | | |
| Documents to | | | | | |
| obtain service | A copy of passport.Health insurance document. | | | | |
| | - A travel ticket. | | | | |
| Additional | Maritime passport to prove his identity. | | | | |
| documents for | Seafarers' card issued by the competent authority within the State if he is on | | | | |
| sailors and ship | board national ships operating on the high seas. | | | | |
| | Total Change Ships operating on the high seasi | | | | |

| crews to obtain | A valid recidence n | ormit to work withi | n the State and a conference card inclued by the | | |
|-----------------|---|------------------------------|--|--|--|
| | A valid residence permit to work within the State and a seafarers' card issued by the | | | | |
| service | competent author | ity within the Stat | e if he is a worker on board of foreign ships | | |
| | linked to employm | ent contracts withi | in the State. | | |
| NB | • . | | | | |
| | Request Fees - Seafa | rers' entry permit | 50.45D | | |
| | is only for one tr | ip for 7 days | 50 AED | | |
| Prescribed Fees | Issuance Fees - Se | afarers' entry | E0 4ED | | |
| | permit for a single | trip for 7 days | 50 AED | | |
| | Electronic Serv | vices Fees | 100 AED | | |
| Refunded Fees | leguance foor only | Penalties | 50 AED per day after the cancellation or | | |
| Refullueu rees | Issuance fees only | Pellaities | expiration of visa. | | |
| | Obtain service | Call Center - S | imart Application - Authority's website - | | |
| | information | Customer Happ | oiness Centers - Authority's approved | | |
| | information | communication cl | hannels. | | |
| | | 1. Choose th | | | |
| | | channel to | 3. Fill out the application apply for the | | |
| Customer trip | Submitting service | service acco | information where rding to the | | |
| "Service | request | available chan | applicable. | | |
| Procedures" | request | | 4. Pay the service fees (if | | |
| | | 2. Search for th | , any). | | |
| | | want to apply | for. | | |
| | Communication | SMS email or elec | ctronic notification stating the creation / | | |
| | during the | | | | |
| | procedures | 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:

- The health symptom.
 Canceling trips due to bad weather conditions.
- 3. Trip cancellation due to sudden aircraft malfunctions that require a stay for more than 24 hours.



| Service Structure | Sub | | Service related to | | NA | | |
|--|---|-------|--------------------|---|-----------------------|-------------------------|--|
| Package | NA | | Serv | vice Type | Р | rocedural | |
| Service Classification | Usual | Usual | | Main Output | | Electronic Entry Permit | |
| Hours of rendering Service | Website / Smart Application | | 24/7 | Service Comple after comple requirement channe | ting its s for all | 48 hours | |
| Conditions for obtaining Service | A foreigner arrive to the State by transit system or he was dropped off from a mean of transport at one of the State's ports for one of the following reasons: 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. | | | | easons: | | |

| | An approved passport or travel document to enter the State and return to the | | | | |
|------------------------------------|--|----------------------|---------------------------------------|---|--|
| | country in which he resides or from which the passport or document is is issued, | | | | |
| | provided that their | validity period sha | ll not be less tha | n one month. | |
| | A travel ticket to co | ontinue his trip. | | | |
| | Health insurance v | alid within the Stat | e. | | |
| | Approval of the cor | mpetent authorities | 5. | | |
| | • Payment of fees. | | | | |
| Limitation of Service | Approval of the cor | mpetent authorities | 5. | | |
| Who can apply for the service? | Carrier (airline compa | iny). "Cate | ry of Service gories of comers" | Visitor | |
| Documents to obtain service | A recent personal background, size 6 A copy of passport Financial guarante A travel ticket. | /4. | health f admitted aircraft n | dical report issued by the facility to which he was an or the technical report of an an alfunction, or bad weather is in the case of a health in. | |
| NB | 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 sa. | |
| Customer trip "Service Procedures" | Obtain service information | | iness Centers | n - Authority's website - - Authority's approved | |

| Submitting service request | 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.



| ervice Structure | Sub | Servic | e related to | | NA |
|--|--|---|---------------|-----------|--------------------------------------|
| Package | NA | Ser | vice Type | Р | rocedural |
| Service Classification | Usual | Ma | Main Output | | nic Entry Permit |
| Hours of rendering Service | Website / Smart Application | Service Con after con 24/7 requirem cha | | eting its | 48 hours |
| Conditions for obtaining Service | 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). | | | | entities excluded ations or from the |
| Limitation of Service | Approval of the com | petent authoriti | es for entry. | | |

| | Entry visa is valid for | or period of (60) day | ys 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. | | | | | |
| | · | is (60) days to com | nlete the require | ments for issuing a residence | | |
| | permit. | | processing require | | | |
| | Government, priva | to Beneficia | ary of Service | | | |
| Who can apply | institutions and fre | | egories of | Visitor | | |
| for the service? | zones. | | tomers" | VISICOI | | |
| | A recent persona | | | | | |
| Documents to | white background, | | Health insura | nce document. | | |
| obtain service | | - | Employment | contract if it is linked to an | | |
| obtain service | A copy of passport. employment contract. Financial guarantee document. | | | | | |
| | | | anlata tha raquir | amonta for issuing recidence | | |
| NB | , , | is (60) days to cor | npiete the requir | ements for issuing residence | | |
| | permit. | _ | | 100.150 | | |
| | Request . | | | 100 AED | | |
| Prescribed Fees | Issuance | | | 100 AED | | |
| | Electronic Ser | vices Fees | | 100 AED | | |
| Refunded Fees | Issuance fees only | Penalties | | after the cancellation or | | |
| | <u>-</u> | | expiration of vi | | | |
| | Fees | C | 1000 A | | | |
| | | | _ | ınded by submitting a refund | | |
| | | · | request after the cancellation or departure of the | | | |
| Guarantee | Guarantee refund | beneficiary from the State territory, provided that he shall | | | | |
| | | not commit residence violations. | | | | |
| | mechanism | | | | | |
| | mechanism | The financial | guarantee refun | d request shall be submitted | | |
| | mechanism | | | d request shall be submitted tamount shall be deemed not | | |

| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. |
|--|-------------------------------------|---|
| Customer trip "Service Procedures" | Submitting service request | 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

Visa:

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



| Service Structure | Sub | Servic | e related to | NA | |
|---------------------------|--|------------------------------------|----------------|--------------------|------------------|
| Package | NA | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | Mai | n Output | Electror | nic Entry Permit |
| Hours of | | | Service Comple | tion Time | |
| rendering | Website / Smart | 24/7 | after comple | ting its | 48 hours |
| Service | Application | 24// | requirement | s for all | 40 110013 |
| | | | channe | ls | |
| | A passport is valid for more than (6) months. | | | | |
| | Health insurance valid within the State. | | | | |
| | • The fees and financial | cial guarantee shall be fulfilled. | | | |
| Conditions for | The beneficiary shall be from the following categories: | | | | |
| obtaining | An investor or partner in a commercial license under a partnership contract, | | | tnership contract, | |
| Service | provided that the value of his contribution therein shall not be less than one | | | | |
| | million dirhams. | | | | |
| | Highly skilled worker. | | | | |
| | o Freelance work. | | | | |

| | Approval of the compete | nt authorities | s for entry. | | | | |
|------------------|--|---|---|-------------------------------|--|--|--|
| | Entry visa is valid for perior | od of (60) days from the date of issuance, and the customer | | | | | |
| Limitation of | shall enter the State before that to avoid canceling the visa or extending it for a | | | | | | |
| Service | similar period. | | | | | | |
| | • The period of stay is (60) | days to comp | plete the require | ments for issuing a residence | | | |
| | permit. | | | | | | |
| | | Beneficia | ry of Service | | | | |
| Who can apply | Beneficiary of the service. | "Cate | gories of | Visitor | | | |
| for the service? | | Cust | comers" | | | | |
| | | _ | - A certificat | e from the Ministry / | | | |
| Documents to | | | Department of Economy if he is an investor | | | | |
| | | ••• | or partner in a commercial license, | | | | |
| | A recent personal photo with a white background, size 6/4. A copy of passport. Financial guarantee document. | | including the percentage of his | | | | |
| | | | contribution and the employment contract | | | | |
| obtain service | | | in this regard, or a certificate from the | | | | |
| | | | Ministry of | Human Resources and | | | |
| | Health insurance docume | ent. | Emiratisation if the beneficiary is a high- | | | | |
| | | | level skilled worker or practices freelance | | | | |
| | | | work. | | | | |
| | The permitted period of | f stay is (60 | | plete the residence issuance | | | |
| | requirements. | | | | | | |
| NB | • | nitial approva | al from the comp | etent authorities (nomination | | | |
| | request). | | | (| | | |
| | Request Fees | | | 100 AED | | | |
| Prescribed Fees | Issuance Fees | | | 100 AED | | | |
| | Electronic Services F | ees | | 100 AED | | | |
| | | | | | | | |

| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or expiration of visa. | | | |
|--|-------------------------------------|---|---|--|--|--|
| | Fees | | 1000 AED | | | |
| Guarantee | Guarantee refund mechanism | request afte beneficiary fro not commit re • The financial | guarantee is refunded by submitting a refund rethe cancellation or departure of the come the State territory, provided that he shall esidence violations. guarantee refund request shall be submitted res, otherwise that amount shall be deemed not | | | |
| Customer trip "Service Procedures" | Obtain service information | | imart Application - Authority's website - biness Centers - Authority's approved hannels. | | | |
| | Submitting service request | | 3. Fill out the application apply for the information where reding to the applicable. annels. 4. 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 Structure | Sub | Sub | | Service service related to | | NA | |
|----------------------------------|--|------|------|--|-------------------------|----------|--|
| Package | NA | | Serv | vice Type | Procedural | | |
| Service Classification | Usual | Mai | | n Output | Electronic Entry Permit | | |
| Hours of rendering Service | Website / Smart Application | 24/7 | | Service Com Time after cor its requirement channe | npleting ats for all | 48 hours | |
| Conditions for obtaining Service | 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: | | | | | | |

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

| Documents | | A recent personal photo with a Financial guarantee document. | | | | | |
|--|---------------------------|---|--|--|--|--|--|
| nece | ssary to obtain | – Financial guarantee document. white background, size 6/4. | | | | | |
| | service | Health insurance document. A copy of passport. | | | | | |
| | 6 | A certificate from a university, college, educational or research institution if a | | | | | |
| | Student | student. | | | | | |
| | | A certificate indicating the retirement for a period of service of no less than 15 | | | | | |
| | Retiree | years inside or outside the State, or a birth certificate indicating that he has | | | | | |
| | | completed 55 years if he is retired. | | | | | |
| | Owns | A certificate from the municipality department stating that he owns a property | | | | | |
| ٦ | Property | within the State. | | | | | |
| Additional documents according to category | First degree relatives | Death or divorce certificate of the citizen husband and proof 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. | | | | | |
| Addi | Virtual work | 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 | – If he is in one of the countries classified as – The financial solvency | | | | | |
| | Cases - | suffering from wars, disasters or disturbances. and adequate housing | | | | | |
| | Category 1 | He shall be present in the country shall be available. | | | | | |

| | | Proof of kinship w | ith a citizen of t | he State. | | | | |
|--------------------|---------------|---|--|---|-----------------|--|--|--|
| | | Proof of kinship w | <i>i</i> ith a resident o | f the State or | | | | |
| | | his wife, provided | that the follow | ing degree of | | | | |
| | | kinship shall be met: | | | | | | |
| | Humanitarian | o The foreigner's relatives: father, mother, – The financial solvency | | | | | | |
| | Cases - | minor siblings | , provided that | the support and ac | dequate housing | | | |
| | Category 2 | shall be provid | ed. | shall be | available. | | | |
| | | o The wife's re | latives: wife's f | father, wife's | | | | |
| | | mother, provid | ded that the sup | pport shall be | | | | |
| | | provided, wife | e's minor childr | ren, provided | | | | |
| | | that the foster | age shall be exis | sted. | | | | |
| | MD | The period of sta | ay is (60) days to complete the requirements for issuing | | | | | |
| | NB | residence permit. | | | | | | |
| | | Request I | ees | 100 AEI |) | | | |
| Dra | escribed Fees | Issuance Fees fo | r one entry | 100 AED per i | month | | | |
| | iscribed rees | Issuance Fees for r | nultiple entry | 200 AED per i | month | | | |
| | | Electronic Serv | rices Fees | 100 AED | | | | |
| Re | funded Fees | Issuance fees only | Penalties | 50 AED per day after the | cancellation or | | | |
| | | issuance rees only | | expiration of visa. | | | | |
| Entry visa for one | | | 1000 AED | Entry visa for multiple | 2000 AED | | | |
| | | trip | | trip | | | | |
| | Guarantee | | The financial | ial guarantee is refunded by submitting a | | | | |
| | | Guarantee refund | - | est after the cancellation o | | | | |
| mechanism | | | beneficiary from the State territory, provided that he | | | | | |
| | | | shall not co | mmit residence violations. | | | | |
| | | | | | | | | |

| | | The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. |
|--|-------------------------------------|---|
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. |
| Customer trip "Service Procedures" | Submitting service request | 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 - Residents of **Gulf Cooperation Council Countries** Gulf **Arabs** their foreign and companions:

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





Smart App

| Service Structure | Sub | Servic | Service related to | | NA | | |
|----------------------------|--|---|---|-----------------------|------------------|--|--|
| Package | NA | Ser | vice Type | Р | rocedural | | |
| Service Classification | Usual | Mai | Main Output | | nic Entry Permit | | |
| Hours of rendering Service | Website / Smart Application | 24/7 | Service Comple after comple requirement channe | ting its s for all | 48 hours | | |
| | A passport is valid for | A passport is valid for more than (6) months. | | | | | |
| Conditions for | Health insurance valid within the State. | | | | | | |
| obtaining | The fees and financial guarantee shall be fulfilled. | | | | | | |
| Service | The beneficiary shall | ll be from the foll | owing categories | : | | | |

The following shall be required for the category of residents of Gulf Cooperation Council countries: 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. The companions of citizens of the Gulf Cooperation Council countries are required to be companion a family member or the head of the family and the competent authority at the port may make an exception from the requirement of accompaniment. Approval of the competent authorities for entry. Entry visa is valid for period of (60) days from the date of issuance, and the customer shall enter the State before that to avoid canceling the visa or extending it for a similar period. Limitation of Service 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). Beneficiary of Service Who can apply Guarantor / head of the "Categories of Visitor for the service? family Customers" - A recent personal photo with a white background, size 6/4. Financial guarantee document. Documents to A copy of passport. obtain service Health insurance document. A copy of residence within the Gulf Cooperation Council countries.

| | The period of sta | y is (60) days to | complete the requirem | ents for issuing the | | | | |
|-----------------|---|--|--|----------------------|--|--|--|--|
| | residence permit. | | | | | | | |
| | The entry visa for the residents of the Gulf Cooperation Council countries may be | | | | | | | |
| NB | extended for one t | ime for the same p | eriod by decision of the i | ssuing authority. | | | | |
| | The entry visa for | r the companions | of the citizens of Gulf | Cooperation Council | | | | |
| | countries may be e | extended by the iss | suing authority for one ti | me or multiple times | | | | |
| | that shall not to ex | ceed 120 days. | | | | | | |
| | Request | Fees | 100 A | AED | | | | |
| Dynasyihad Face | Issuance Fees fo | or one entry | 100 AED pe | er month | | | | |
| Prescribed Fees | Issuance Fees for | multiple entry | 200 AED pe | er month | | | | |
| | Electronic Ser | vices Fees | 100 AED | | | | | |
| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or | | | | | |
| | issuance rees only | | expiration of visa. | | | | | |
| | Entry visa for one | 1000 AED | Entry visa for | 2000 AED | | | | |
| | trip | | multiple trips | | | | | |
| | | The financial § | guarantee is refunded by submitting a refund | | | | | |
| | | request after the cancellation or departure of the | | | | | | |
| Guarantee | Guarantee refund | beneficiary from the State territory, provided that he shall | | | | | | |
| | mechanism | not commit residence violations. | | | | | | |
| | meenamsm | The financial guarantee refund request shall be submitted | | | | | | |
| | | within (5) years, otherwise that amount shall be deemed | | | | | | |
| | | not refunded. | | | | | | |
| Customer trip | Obtain service | Call Center - S | mart Application - Au | ithority's website - | | | | |
| "Service | information | Customer Happ | iness Centers - Au | uthority's approved | | | | |
| Procedures" | illiorillation | communication cl | nannels. | | | | | |

Modifying Entry Permit:

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







Printing Offices

Website

Smart App

| Service | Complementary | | Service related to | | Issuance of Entry Permit | |
|------------------|---|--------------|--------------------|----------------------|--------------------------|---------------------|
| Structure | | | | | | |
| Package | NA | | Serv | vice Type | P | rocedural |
| Service | | | | | | 15 . 5 |
| Classification | Usual | | Mai | n Output | Update | d Entry Permit |
| | Website / | | | Comice Comple | tion Time | |
| Hours of | Smart | 24 | 4/7 | Service Comple | | |
| rendering | Application | | | after comple | | 48 hours |
| Service | 2111 0111 | According | g to public | requirements for all | | |
| | Printing Offices | workin | g hours | channels | | |
| Conditions for | | | | | | |
| obtaining | A passport is v | valid for mo | ore than (6) i | months. | | |
| Service | | | | | | |
| Limitation of | 0 | | . 1 . 16 . 22 | | | |
| Service | Approval of th | ie compete | nt authoritie | 25. | | |
| Miles and analys | C | | Benefici | ary of Service | | |
| Who can apply | Guarantor / em | . , | "Categories of | | Resident | |
| for the service? | head of the f | amily | Cus | tomers" | | |
| | For the private sector, the updated | | | | | he updated work |
| Documents to | A copy of entr | y permit. | | permit shall b | oe attached | l, and for the free |
| obtain service | A copy of pass | sport. | | • | shall be attached. | |

| Prescribed Fees | Req | uest Fees | 50 AED | | |
|-----------------|-----------------|--|---|--|--|
| Prescribed rees | Electroni | c Services Fees | 100 AED | | |
| Refunded Fees | NA | Penalties | 50 AED per day after the cancellation or | | |
| Refunded Fees | NA | reliaities | expiration of entry permit. | | |
| | Obtain service | Call Center - Smart A | pplication - Authority's website - Customer | | |
| | information | Happiness Centers - Authority's approved communication channels. | | | |
| | | 1. Choose the preferred channel to 3. Fill out the application | | | |
| | | apply for the service according to information when | | | |
| Customer trip | Submitting | the available chanr | nels. applicable. | | |
| "Service | service request | 2. Search for the serv | ice you want to 4. Pay the service fees (if | | |
| Procedures" | | apply for. | any). | | |
| | Communication | CMC areall as alastson | in makification at ation the quarties / | | |
| | during the | | ic notification stating the creation / | | |
| | procedures | developments of the re | equest. | | |

Extension of Entry Permit:

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







Printing Website Smar Offices App

| Service Structure | Complementary | | Service related to | | Issuance of Entry Permit | | |
|----------------------------------|--|--|------------------------------|------------------------|--------------------------|-----------------|--|
| Package | NA | | Serv | rice Type | Р | rocedural | |
| Service Classification | Usual | | Mai | n Output | Update | ed Entry Permit | |
| Hours of | Website / Smart Application | | 24/7 | Service Comple | | | |
| rendering Service | Printing Offices | publ | cording to ic working channe | | s for all | 48 hours | |
| Conditions for obtaining Service | hours • A passport is valid for more than (6) months. | | | | | | |
| Limitation of Service | Approval of the cor | Approval of the competent authorities. | | | | | |
| Who can apply for the service? | Guarantor / employe | "Categories of | | | F | Resident | |
| Documents to obtain service | – A copy of passport. | | | | | | |
| Entry Permit Category and | Type of Entry Perm | nit | | ed Extension Period | Pre | scribed 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 It may be extended by | Request fees are 100 AED Issuance fees are 500 AED Electronic services fees are 100 AED Request fees are 100 AED |
|----------------------------|--|--|--|
| | Entry Permit - for visit of a relative or friend | decision of the issuing authority for one or multiple times, not to exceed 180 days in total | 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 golde | n | | | Electronic services fees are |
|--|-------------------------------------|---------------------|-----------------|----------------------------------|---|
| | residence procedur | es | | | 100 AED |
| Refunded Fees | NA | P | enalties | 50 AED per day expiration of en | after the cancellation or try permit. |
| | Obtain service information | Cust | | iness Centers | n - Authority's website - - Authority's approved |
| Customer trip "Service Procedures" | Submitting service request | c s a 2. S | ervice acco | apply for the rding to the nels. | 3. Fill out the application information where applicable.4. Pay the service fees (if any). |
| | Communication during the procedures | | , email or elec | | on stating the creation / |

Service channels



Cancellation of Entry Permit:

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

| Service Structure | Complementary | | Service related to | | Issuance of Entry Permit | |
|----------------------|------------------------------------|---------------------|--------------------|----------------|--------------------------|------------------|
| Package | NA | | Serv | rice Type | Р | rocedural |
| Service | Usual | | D/I ni | n Outnut | Cancel | llation of Entry |
| Classification | USuai | | IVIAII | n Output | | Permit |
| | Website / | | | Service Com | pletion | |
| Hours of | Smart | 24 | /7 | Time after cor | - | |
| rendering | Application | | | its requiremen | | 48 hours |
| Service | Printing Offices | According to public | | channe | | |
| | Printing Offices | working | g hours | Chameis | | |
| Conditions for | | | | | | |
| obtaining | A passport is v | valid for mor | e than (6) m | onths. | | |
| Service | | | | | | |
| Limitation of | 0 | | | | | |
| Service | Approval of th | ie competen | t authorities | i. | | |
| | <i>c</i> , , | | Beneficia | ary of Service | | |
| Who can apply | Guarantor / en | | "Cate | egories of | ſ | Resident |
| for the service? | head of the | family | Customers" | | | |

| Documents to | A copy of entr | y permit. | - For the free zone, a letter shall be | | | | |
|--|-------------------------------------|---|--|--|--|--|--|
| obtain service | A copy of pass | sport. | attached. | | | | |
| Prescribed Fees | Re | quest Fees | 50 AED | | | | |
| Prescribed rees | Electror | nic Services Fees | 100 AED | | | | |
| Refunded Fees | NA | Penalties ! | 50 AED per day after the cancellation or | | | | |
| Refunded Fees | IVA | | expiration of entry permit. | | | | |
| | Obtain service | Call Center - Smart App | lication - Authority's website - Customer | | | | |
| | information | Happiness Centers - Auth | nority's approved communication channels. | | | | |
| Customer trip "Service Procedures" | Submitting service request | , | Fill out the application the service information where available applicable. Pay the service fees (if | | | | |
| | 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.



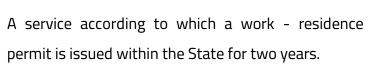
| Service Structure | Sub | | Servic | e related to | Issuance of Entry Permit | |
|----------------------|---|--|-----------------|--------------------|--------------------------|-------------------|
| Package | NA | | Serv | rice Type | Р | rocedural |
| Service | Usual | | Mai | n Output | D | esidence |
| Classification | Osuai | | Iviai | ii Output | K | esiderice |
| Hours of | Website / | | | Service Comple | tion Time | |
| rendering | Smart | 7/ | 4/7 | after comple | ting its | 48 hours |
| Service | Application | 24 | +/ / | requirement | s for all | 40 110015 |
| Service | Application | | | channels | | |
| Conditions for | A passport is: | valid for mo | ore than (6) n | nonths. | | |
| obtaining | Health insura | nce valid du | ıring his resid | dence within the | State. | |
| Service | He shall be he | ealthy. | | | | |
| | Approval of the second content of the s | Approval of the competent authorities. | | | | |
| | • Guarantor / | Employer: I | he shall be | linked to an em | ployment | contract with an |
| Limitation of | employer (fed | employer (federal or local government sector, private sector, domestic service | | | | |
| Service | workers, entities excluded from the provisions of the federal decree law regulating | | | | | |
| | labor relation | s or from th | ne requireme | ent to obtain a wo | ork permit | from the Ministry |
| | of Human Res | sources and | l Emiratisatio | on). | | |

| Who can apply for the service? | Guarantor / Er | mployer | "Cate | ry of Service gories of omers" | aranto. | Resident |
|--------------------------------|--|--------------|-------|--|-------------------|--|
| Documents to obtain service | A recent perwhite backgroA copy of pass | ound, size 6 | | insurance dod Medically fit r | cument report. | e document, health :. ge to work with an |
| NB | Proof of his linkage to work with an employer according to the following. 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 Emiratisation, 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 Emiratisation. | | | | | |
| Prescribed Fees | Request Fees Residence Issuance Fees Electronic Services Fees | | | 100 AED 100 AED per year 100 AED | | |
| Refunded Fees | Issuance fees only 50 AED per day after the cancellation or expiration of residence. | | | | | |
| Guarantee | | foreigner in | | rs for the foreigr rative list by the | | 2000 AED 2000 AED |

| | | he residence of guarantor or host without he residence of foreigners recruited under his guarantee |
|--|-------------------------------------|--|
| | Guarantee refund mechanism | 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. |
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. 7. Choose the preferred channel to |
| Customer trip "Service Procedures" | Submitting service request | Fill out the application apply for the service according to information where the available channels. 8. Search for the service you want to apply for. Fill out the application where applicable. Pay the service fees (if any). |
| | Communication during the procedures | SMS, email or electronic notification stating the creation / developments of the request. |

Issuance / Renewal of Residence -







| Service Structure | Complementary | Service related to | | Issuance of Entry Permit | | |
|----------------------|-------------------------|--|-------------------|--------------------------|--------------------|--|
| Package | NA | Serv | vice Type | P | rocedural | |
| Service | Usual | Mai | n Output | D | esidence | |
| Classification | Osuai | IVIGI | ii Output | N | esiderice | |
| Hours of | | | Service Comple | tion Time | | |
| | Website / Smart | 24/7 | after comple | ting its | 48 hours | |
| rendering | Application | 24/ / | requirement | s for all | 48 HOURS | |
| Service | | | channels | | | |
| Conditions for | A passport is valid for | r more than (6) ı | months. | | | |
| obtaining | Health insurance valid | d during his resi | dence within the | State. | | |
| Service | He shall be healthy. | | | | | |
| | Approval of the comp | etent authoritie | 25. | | | |
| | Guarantor / Employer | er: he shall be | linked to an en | nployment | contract with an | |
| Limitation of | employer (federal or | employer (federal or local government sector, private sector, domestic service | | | | |
| Service | workers, entities excl | luded from the p | provisions of the | federal dec | ree law regulating | |
| | labor relations or from | m the requirem | ent to obtain a w | ork permit | from the Ministry | |
| | of Human Resources | and Emiratisati | on). | | | |

| Who can apply for the service? | Guarantor / Employ | er "Cate | ry of Service gories of comers" | Resident | | |
|--|--|-----------|---------------------------------------|---|--|--|
| Documents to obtain service | A recent personal white background,A copy of passport. | size 6/4. | insurance dod - Medically fit r | | | |
| NB | Proof of his linkage to work with an employer according to the following. 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 Emiratisation, 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 Emiratisation. | | | | | |
| Prescribed Fees | Request I Residence Issu Electronic Serv | ance Fees | 100 AED 100 AED per year 100 AED | | | |
| Refunded Fees | Issuance fees only | Penalties | • | ay after the cancellation or ration of residence. | | |
| Customer trip "Service Procedures" | Obtain service information | | iness Centers | n - Authority's website - - Authority's approved | | |

| Submitting service request | 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 Structure | Sub | | Servic | e related to | Issuance of Entry Permit | |
|--|--|------|--------|---|--------------------------|---------------|
| Package | NA | | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | | | n Output | R | esidence |
| Hours of rendering Service | Website / Smart Application | 24/7 | | Service Comple after comple requirement channe | eting its | 48 hours |
| Conditions for obtaining Service | 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: | | | | | |
| | An investor or part required to grant h | | | iai iitelise. Ille I | onowing co | niuitions die |

- 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.
- O 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.
- o The minimum educational level shall be a bachelor's degree or its equivalent.
- The monthly salary shall not be less than 15,000 AED or its equivalent in foreign currencies.

| | 3. Freelance work. The following conditions are required to grant him Green Visa: | | | | | | |
|------------------|---|--|--|--|--|--|--|
| | A freelance work permit shall be obtained from the Ministry of Human Decreased Freinstiesters | | | | | | |
| | Resources and Emiratisation. | | | | | | |
| | | | | | | | |
| | 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. | | | | | | |
| | Approval of the competent authorities. | | | | | | |
| Limitation of | Residence shall continue according to the availability of conditions for granting it | | | | | | |
| Service | and it shall be canceled when one or more conditions are missing. | | | | | | |
| Service | Submitting application of green visa for the freelance work category shall be linked | | | | | | |
| | to a nomination application. | | | | | | |
| Who can apply | Beneficiary of Service | | | | | | |
| for the service? | Guarantor / Employer "Categories of Resident | | | | | | |
| | Customers" | | | | | | |
| | – Financial guarantee document, health | | | | | | |
| Documents to | A recent personal photo with a insurance document. | | | | | | |
| obtain service | white background, size 6/4. — Medically fit report. | | | | | | |
| | A copy of passport. Supporting documents for type of required | | | | | | |
| | green via permit. | | | | | | |
| | The documents according to the type of green visa permit are as follows: | | | | | | |
| ND | 1. If he is an investor or partner, the following shall be submitted: | | | | | | |
| NB | 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.

| | Request | Fees | 100 AED | | |
|-----------------|---------------------------------|--|--|--|--|
| Prescribed Fees | Residence Issuance Fees | | 100 AED per year | | |
| | Electronic Ser | vices Fees | 100 AED | | |
| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or | | |
| Refullueu rees | issualice fees offly | Pellaities | expiration of residence. | | |
| | Recruiting a family of investor | | 3,000 AED for each family member, with | | |
| | Recluiting a fami | ly of illvestor | maximum of 15,000 AED | | |
| | | • The financial § | guarantee is refunded by submitting a refund | | |
| Guarantee | Guarantee refund | request afte | r the cancellation or departure of the | | |
| | mechanism | beneficiary from the State territory, provided that he shall | | | |
| | | not commit re | sidence violations. | | |

| | | The financial guarantee refund request shall be submitted within (5) years, otherwise that amount shall be deemed not refunded. | | | | |
|--|-------------------------------------|---|--|--|--|--|
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. | | | | |
| Customer trip "Service Procedures" | Submitting service request | 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 Structure | Sub | | Service related to | | Issuance of Entry Permit | |
|----------------------------------|---|---|---|------------------|--------------------------|---------------|
| Package | NA | | Service Type | | Р | rocedural |
| Service Classification | Usual | | Main Output | | R | esidence |
| Hours of rendering Service | Website / Smart Application | | Service Comp after comp 24/7 requirement | | ting its | 48 hours |
| Conditions for obtaining Service | A passport is valid Health insurance v He shall be healthy He shall be from the 1. An investor or part required to grant healthy | alid du /. ne follo t ner i r | uring his resionally accommended in a commerce | dence within the | | onditions are |

- Approval of the competent authority for investment in accordance with its approved investor classification system in coordination with the Ministry of Economy and the competent federal and local authorities.
- The company shall not take the form of sole proprietorship.
- O 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.
- o The minimum educational level shall be a bachelor's degree or its equivalent.
- The monthly salary shall not be less than 15,000 AED or its equivalent in foreign currencies.

| | 3. Freelance work. The following conditions are required to grant him Green Visa: | | | | | |
|------------------|--|-----------------------------------|-----------------------------------|--|--|--|
| | o A freelance work permit shall be obtained from the Ministry of Human | | | | | |
| | Resources and Emira | atisation. | | | | |
| | o The minimum educa | ational level shall be a bacl | nelor's degree, a specialized | | | |
| | diploma, or its equiva | alent. | | | | |
| | o The applicant's annu | al income for the previous tw | o years shall not be less than | | | |
| | 360,000 AED or its ed | quivalent in foreign currencies | , or he shall prove his financial | | | |
| | solvency throughout | his stay within the State. | | | | |
| | Approval of the competer | ent authorities. | | | | |
| | Residence shall continue | e according to the availability | of conditions for granting it | | | |
| Limitation of | and it shall be canceled when one or more conditions are missing. | | | | | |
| Service | Submitting application of green visa for the freelance work category shall be linked | | | | | |
| | to a nomination applicat | ion. | | | | |
| Who can apply | | Beneficiary of Service | | | | |
| for the service? | Guarantor / Employer | "Categories of | Resident | | | |
| Tor the service: | | Customers" | | | | |
| | | – Financial gu | iarantee document, health | | | |
| Documents to | A recent personal photo with a insurance document. | | | | | |
| obtain service | white background, size 6 | 5/4. – Medically fit i | report. | | | |
| obtain service | A copy of passport. | Supporting do | ocuments for type of required | | | |
| | | green via per | mit. | | | |
| | The documents according to | the type of green visa permi | t are as follows: | | | |
| NB | 1. If he is an investor or pa | artner, the following shall be | submitted: | | | |
| ND | The commercial lices | nse(s) indicates the company | y's commercial form and the | | | |
| | percentage of his sha | areholding 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.

| | , | | | | | |
|-----------------|--------------------|------------------|--|--|--|--|
| | Request | Fees | 100 AED | | | |
| Prescribed Fees | Residence Issu | iance Fees | 100 AED per year | | | |
| | Electronic Ser | vices Fees | 100 AED | | | |
| Refunded Fees | leguance food only | Penalties | 50 AED per day after the cancellation or | | | |
| Refullated Fees | Issuance fees only | Penalties | expiration of residence. | | | |
| | Obtain service | Call Center - S | mart Application - Authority's website - | | | |
| | information | Customer Happ | iness Centers - Authority's approved | | | |
| Customer trip | information | communication cl | nannels. | | | |
| "Service | | 1 Change 4h | 3. Fill out the application | | | |
| Procedures" | Submitting service | 1. Choose th | information where | | | |
| | request | channel to | apply for the applicable. | | | |

| | service according to the 4. Pay the service fees (if |
|---------------|---|
| | available channels. any). |
| | 2. Search for the service you |
| | want to apply for. |
| Communication | CMC amail or alactronic notification stating the greation / |
| during the | SMS, email or electronic notification stating the creation / developments of the request. |
| procedures | 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 Structure | Sub | | Service related to | | Issuance of Entry Permit | |
|--------------------------|---|----------------|--------------------|-----------------------|--------------------------|--------------------|
| Package | NA | | Service Type | | Procedural | |
| Service | Usual | | Mai | n Output | R | Residence |
| Classification | Osdai | | IVIAI | ii Output | 1, | residence |
| Hours of rendering | Website / Smart | | 24/7 | Service Comple | ting its | 48 hours |
| Service | Application | | | requirement channe | | |
| Conditions for | A passport is valid in a second contract to the second contract | ore than (6) i | months. | | | |
| obtaining | Health insurance value | alid dı | uring his resi | dence within the | State. | |
| Service | He shall be healthy. | | | | | |
| | Approval of the cor | npete | ent authoritie | ?S. | | |
| limitation of | • The university, col | lege, | institute, res | search center or | the like sh | all be licensed to |
| Limitation of Service | practice activity wi | thin th | the State. | | | |
| Service | The approval of the | e Mini | istry of Educ | ation or the com | petent edu | cational authority |
| | shall be obtained d | epend | ding on the e | mirate, as the ca | se may be. | |

| Who can apply for the service? | Guarantor / Host: The educational establishme to which student is enrolled. | Beneficia "Cate | ry of Service gories of comers" | Resident |
|--------------------------------|--|--|--|--|
| Documents to obtain service | A recent personal white background, s A copy of passport. A certificate from t Education or th educational authoremirate indicating the | size 6/4 the Ministry of e competent - ority in the | Medically fit in The licensing establishment A certificate educational | report. g statement of educationa |
| NB | The period of stay shall be according to the study program. He is allowed to remawithin the State after the end of his study for a period of 180 days | | | |
| | | | | |
| | Request F | ees | | 100 AED |
| Prescribed Fees | Request F Residence Issua | | 1 | 100 AED 00 AED per year |
| Prescribed Fees | | ance Fees | 1 | |
| Prescribed Fees Refunded Fees | Residence Issua Electronic Servi | ance Fees | | 00 AED per year |
| | Residence Issua | ance Fees ices Fees | 50 AED per c | 00 AED per year 100 AED |
| Refunded Fees | Residence Issua Electronic Servi | Penalties dence of the ithout canceling gners recruited | 50 AED per c | 00 AED per year 100 AED day after the cancellation or |
| | Residence Issua Electronic Servi Issuance fees only Canceling the residence of foreign | Penalties dence of the ithout canceling gners recruited arantee | 50 AED per c | 00 AED per year 100 AED lay after the cancellation or ration of residence. |
| Refunded Fees | Residence Issua Electronic Servi Issuance fees only Canceling the residence of foreign and host winder his guaranter and ho | Penalties dence of the sthout canceling gners recruited arantee gners in the establishments The financial grantial gra | 50 AED per c expii | 00 AED per year 100 AED day after the cancellation or ration of residence. 5000 AED |

| | | 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. |
|--|-------------------------------------|--|
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. |
| Customer trip "Service Procedures" | Submitting service request | 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 – 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.







Printing Offices

Website

Smart App

| Service | Sub | Sorvic | e related to | Issuance of Entry Permit | | |
|------------------|---|-------------------|---------------------|--------------------------|---------------------------|--|
| Structure | 300 | Servic | Jei vice related to | | 133ddrice of Entry Fermit | |
| Package | NA | Ser | vice Type | Procedural | | |
| Service | Usual | Mai | n Output | R | esidence | |
| Classification | Osuai | IVIQ. | Поиграс | 1. | Condende | |
| Hours of | | | Service Comple | tion Time | | |
| rendering | Website / Smart | 24/7 | after comple | ting its | 48 hours | |
| Service | Application | 24// | requirement | s for all | 40 110013 | |
| Service | | | channe | ls | | |
| Conditions for | A passport is valid for more than (6) months. | | | | | |
| obtaining | Health insurance vali | d during his res | idence within the | State. | | |
| Service | He shall be healthy. | e healthy. | | | | |
| | Approval of the competent authorities. | | | | | |
| Limitation of | He shall work remote | ely for an entity | outside the State | | | |
| Service | His monthly income | shall not be les | ss than 3,500 US | \$ or its equ | ivalent in foreign | |
| | currencies. | | | | | |
| Who can apply | Danoficians of the comit | o Ponofici | any of Convice | г | Resident | |
| for the service? | Beneficiary of the service | .e Bellefici | ary of Service | ŀ | residelli | |

| | "Categories of | | | | | |
|--|--|--|--|---|--|--|
| | Customers" | | | | | |
| | The health insurance document. | | | | | |
| | – A recent persona | l photo with a - | - He shall provi | ide a proof of his work for an | | |
| Documents to | white background, | size 6/4. | entity outside | e the State and that the work | | |
| obtain service | A copy of passport | | is done remot | ely. | | |
| | Medically fit report | i. – | - A bank certi | ificate stating his monthly | | |
| | | | income. | | | |
| NB | • None | | | | | |
| | Request | Fees | | 100 AED | | |
| Prescribed Fees | Residence Issu | iance Fees | 10 | 00 AED per year | | |
| | Electronic Ser | vices Fees | 100 AED | | | |
| Defended Fore | lancara faca calc | Danakias | 50 AED per day after the cancellation or | | | |
| Refunded Fees | Issuance fees only | Penalties | expir | ation of residence. | | |
| | Obtain service information | | iness Centers | n - Authority's website - - Authority's approved | | |
| Customer trip "Service Procedures" | Submitting service request Communication during the | channel to a service according available chan 2. Search for the want to apply | for. | 3. Fill out the application information where applicable.4. Pay the service fees (if any). | | |
| | procedures | | | | | |

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.







Printing Offices

Website

Smart App

| Service Structure | Sub | | Service related to | | Issuance | e of Entry Permit |
|--|--|--|--|-----------|----------|-------------------|
| Package | NA | | Serv | rice Type | Р | rocedural |
| Service Classification | Usual | | Mai | n Output | R | Residence |
| Hours of rendering Service | Website / Smart Application | | Service Complete after complete requirements channel | | ting its | 48 hours |
| Conditions for obtaining Service | 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: a) 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 | | | | | |

| | 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 institu | ution in the State v | vithin 60 days from the date of | | | |
| | issuance of the residence. An exce | eption to this is if he | invests the value of the deposit | | | |
| | within the State. | | | | | |
| | 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 | n inside or outside the State, | | | |
| | provided that he shall submit a ba | ank statement for | the last 6 months from the date | | | |
| | of submitting the residence reque | est. | | | | |
| Limitation of | | | | | | |
| Service | Approval of the competent author | orities. | | | | |
| | | | | | | |
| Who can apply | Bene | eficiary of Service | | | | |
| Who can apply | | eficiary of Service Categories of | Resident | | | |
| Who can apply for the service? | | | Resident | | | |
| | | Categories of | Resident e from the municipality stating | | | |
| | | Categories of Customers" — A certificat | | | | |
| | Beneficiary of the service | Categories of Customers" — A certificate a that he ow | e from the municipality stating | | | |
| | Beneficiary of the service - A recent personal photo with | Categories of Customers" - A certificate a that he owe | e from the municipality stating | | | |
| | Beneficiary of the service - A recent personal photo with white background, size 6/4. | Categories of Customers" - A certificate a that he own assess the | e from the municipality stating ns property/properties. e of the competent authority to | | | |
| | Beneficiary of the service A recent personal photo with white background, size 6/4. A copy of passport. | Categories of Customers" - A certificate a that he owe assess the estate, or | e from the municipality stating ns property/properties. e of the competent authority to e value of the property / real the mortgaged property title | | | |
| for the service? | Beneficiary of the service A recent personal photo with white background, size 6/4. A copy of passport. Medically fit report. The health insurance document. | Categories of Customers" - A certificate a that he own assess the estate, or deed, if he | re from the municipality stating ins property/properties. e of the competent authority to e value of the property / real the mortgaged property title is property is mortgaged, and | | | |
| for the service? Documents to | Beneficiary of the service A recent personal photo with white background, size 6/4. A copy of passport. Medically fit report. The health insurance document. Submitting a work certifica | Categories of Customers" - A certificate a that he own assess the estate, or deed, if he what proventiles are considered. | re from the municipality stating ins property/properties. The of the competent authority to evalue of the property / real the mortgaged property title is property is mortgaged, and the stat he has paid the amount | | | |
| for the service? Documents to | Beneficiary of the service A recent personal photo with white background, size 6/4. A copy of passport. Medically fit report. The health insurance document. Submitting a work certifical stating his retirement from wo | Categories of Customers" - A certificate a that he own assess the estate, or deed, if he what provers of one means the content of the conten | re from the municipality stating ins property/properties. e of the competent authority to e value of the property / real the mortgaged property title is property is mortgaged, and | | | |
| for the service? Documents to | Beneficiary of the service A recent personal photo with white background, size 6/4. A copy of passport. Medically fit report. The health insurance document. Submitting a work certifica | Customers" - A certificate a that he own assess the estate, or deed, if he what provers of one mortgage. | re from the municipality stating ins property/properties. The of the competent authority to evalue of the property / real the mortgaged property title is property is mortgaged, and the stat he has paid the amount | | | |

income, with a bank statement for the last

| | | | 6 months from the date of submitting the | |
|------------------------------------|-------------------------------------|---|--|--|
| | | | residence request. | |
| NB | • None | | | |
| | Request | Fees | 100 AED | |
| Prescribed Fees | Residence Issu | uance Fees | 100 AED per year | |
| | Electronic Ser | vices Fees | 100 AED | |
| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or | |
| nerunaea rees | issuance rees only | remarkes | expiration of residence. | |
| | Obtain service information | Call Center - Smart Application - Authority's website - Customer Happiness Centers - Authority's approved communication channels. | | |
| Customer trip "Service Procedures" | Submitting service request | | 3. Fill out the application apply for the information where rding to the applicable. nels. 4. Pay the service fees (if any). | |
| | Communication during the procedures | SMS, email or election developments of t | ctronic notification stating the creation / | |

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.







Printing Offices

Website

Smart App

| Service | Sub | Sarvic | Service related to | | Issuance of Entry Permit | |
|----------------|--|---------------------|---------------------|------------|--------------------------|--|
| Structure | Jub | Servic | | | | |
| Package | NA | Ser | vice Type | Р | rocedural | |
| Service | Usual | Mai | n Output | D | Residence | |
| Classification | Osuai | IVIGI | ii Output | I I | residence | |
| Hours of | | | Service Comple | tion Time | | |
| rendering | Website / Smart | 24/7 | after comple | ting its | 48 hours | |
| Service | Application | 24// | requirement | s for all | 40 110013 | |
| Service | | | channe | ls | | |
| Conditions for | A passport is valid fo | or more than (6) | months. | | | |
| obtaining | Health insurance val | id during his res | dence within the | State. | | |
| Service | He shall be healthy. | | | | | |
| | Approval of the comp | petent authoritie | <u>2</u> S. | | | |
| | The property shall be | e fully built and s | shall not include t | he landown | er of vacant | |
| Limitation of | lands. | | | | | |
| Service | Registering his ownership of the property with the competent authority | | | | | |
| | responsible for real e | estate registratio | on. | | | |
| | The property shall be | e fully owned. | | | | |

| | The property shall be fit for habitation. | | | | |
|--------------------------------|---|----------------|------------------|-----------------------------------|--|
| | He shall have a monthly | ncome of no | less than 10,00 | 0 AED or its equivalent in | |
| | foreign currencies, or he shall prove his financial solvency throughout his period of | | | | |
| | residence within the Stat | e. | | | |
| M/ho can anniu | | Beneficia | ry of Service | | |
| Who can apply for the service? | Beneficiary of the service | "Cate | gories of | Resident | |
| for the service: | | Cust | omers" | | |
| | – A recent personal phot | o with a | | | |
| | white background, size 6 | /4. – | The health ins | surance document. | |
| | A copy of passport. | _ | A certificate f | rom the competent authority | |
| | Medically fit report. | | stating the re | gistration of his ownership of | |
| Documents to | A certificate from the mu | unicipality | the property i | n the real estate registry. | |
| obtain service | stating that the cor | nstruction – | A bank cert | ificate stating his monthly | |
| | completion of the prop | erty and | income or | what proves his financial | |
| | indicating full ownershi | p of the | solvency thro | oughout his stay within the | |
| | property, and that the p | roperty is | State. | | |
| | suitable for habitation. | | | | |
| | The number of years of the second secon | residence is t | wo years that s | hall be renewable for similar | |
| | period or periods under | the same | conditions unde | er which the residence was | |
| | granted, and it may be | issued for a | a period of one | year at the request of the | |
| NB | concerned party, based o | n the require | ments of the pub | olic interest, or by the decision | |
| | of the president, and it | is allowed to | stay within th | e State after cancellation or | |
| | expiration of residence for a period of 90 days. | | | | |
| | Request Fees | | | 100 AED | |
| Prescribed Fees | Residence Issuance l | ees | 10 | 00 AED per year | |
| | Electronic Services F | ees | | 100 AED | |
| | | | | | |

| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or expiration of residence. |
|--|-------------------------------------|--------------------|--|
| | Obtain service information | | mart Application - Authority's website - iness Centers - Authority's approved nannels. |
| Customer trip "Service Procedures" | Submitting service request | | 3. Fill out the application apply for the information where rding to the applicable. nels. 4. Pay the service fees (if any). |
| | Communication during the procedures | SMS, email or elec | tronic notification stating the creation / |

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

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







Printing Offices

Website

Smart App

| Service Structure | Sub | Servio | Service related to | | of Entry Permit |
|----------------------------|--|--------------------|---|---------------|----------------------|
| Package | NA | Ser | vice Type | Р | rocedural |
| Service | Usual | Ma | in Output | Б | esidence |
| Classification | USuai | IVIA | iii Output | , , | esiderice |
| Hours of rendering Service | Website / Smart Application | 24/7 | Service Comple after comple requirement channe | ting its | 48 hours |
| Conditions for | A passport is valid for | or more than (6) | months. | | |
| obtaining | Health insurance val | lid during his res | idence within the | State. | |
| Service | He shall be healthy. | | | | |
| | Approval of the com | petent authoriti | 25. | | |
| | The foreigner being r | recruited shall be | the spouse of the | e foreigner r | residing within the |
| Limitation of | State (the guarantor | r / head of the fa | ımily), his male ch | nildren who | have not reached |
| Service | 25 years of age, the unmarried females, and his children with special needs. The | | | | |
| | foreigner who has a | green visa perm | it shall have the r | ight to recr | uit his relatives of |
| | first-degree. | | | | |

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

| | 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 | e of the guarantor / head of the family. It is | | | | | |
| NB | 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 v | visa, they are allo | wed to remain within the State after the | | | | | |
| | cancellation or exp | iration of the reside | ence for a period of 180 days. | | | | | |
| | Request | Fees | 100 AED | | | | | |
| Prescribed Fees | Residence Issu | iance Fees | 100 AED per year | | | | | |
| | Electronic Ser | vices Fees | 100 AED | | | | | |
| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or | | | | | |
| neranaea rees | | remarked | expiration of residence. | | | | | |
| | Obtain service | Call Center - S | mart Application - Authority's website - | | | | | |
| | information | | iness Centers - Authority's approved | | | | | |
| | | communication ch | nannels. | | | | | |
| | | 1. Choose th | e preferred 3. Fill out the application | | | | | |
| Customer trip | | channel to a | apply for the information where | | | | | |
| "Service | Submitting service | service acco | rding to the applicable. | | | | | |
| Procedures" | request | available chan | | | | | | |
| | | 2. Search for th | | | | | | |
| | | want to apply | | | | | | |
| | Communication | | | | | | | |
| | during the | developments of t | tronic notification stating the creation / | | | | | |
| | procedures | developments of t | ine 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



Offices





Website Smart App

| Service Structure | Sub | | Service related to | | Issuance of Entry Permit | |
|----------------------------------|--|--|--|-----------|--------------------------|-----------|
| Package | NA | | Serv | vice Type | Р | rocedural |
| Service Classification | Usual | | Main Output | | Residence | |
| Hours of rendering Service | Website / Smart Application | | Service Compafter compafter compafter compafter compafter compafter channels and channels are compafter co | | ting its s for all | 48 hours |
| Conditions for obtaining Service | 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 | Approval of the corProof of kinship.The guarantor / ho | | | | | |

| Who can apply for the service? | The guarantor / host " | the "Cate | ry of Service gories of tomers" | Resident |
|--------------------------------|---|--|--|--|
| Documents to obtain service | recruitment of the The duration of sta | size 6/4 in case of - parents. y within the State | - A certified certificate of event of recru - Birth certificate children. with residence p | marriage contract or a continuity of marriage in the uiting the husband or wife. Ates in case of recruiting the permit is 5 years. It is allowed in of residence for a period of |
| Prescribed Fees Refunded Fees | Request I Residence Issu Electronic Serv Issuance fees only | ance Fees | 100 AED 100 AED per year 100 AED 50 AED per day after the cancellation or | |
| Customer trip | Obtain service information | Customer Happ communication cl | mart Applicatio niness Centers nannels. e preferred | ration of residence. n - Authority's website Authority's approved 3. Fill out the application |
| "Service Procedures" | Submitting service request | | ne service you | 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 the wives
and children of citizens of the Gulf
Cooperation Council countries who
hold foreign passports:

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





| Service Structure | Sub | | Service related to | | Issuance of Entry Permit | |
|----------------------------------|--|--|--------------------|---|--------------------------|-----------|
| Package | NA | | Serv | rice Type | Р | rocedural |
| Service Classification | Usual | | Main Output | | Residence | |
| Hours of rendering Service | Website / Smart Application | | 24/7 | Service Comple after comple requirement channe | eting its | 48 hours |
| Conditions for obtaining Service | A passport is valid for more than (6) months. Health insurance valid during his residence within the State. He shall be healthy. | | | | | |

| | Approval of the competent authorities. | | | | |
|--------------------------------|---|---------------|--------------|-----------------|--|
| | Proof of kinship. | | | | |
| Limitation of | • The guarantor / host husband or wife, shall be citizens of the Gulf Cooperation | | | | |
| Service | Council countries. | | | | |
| | The foreigner shall obtain residence in the guarantor / host country. | | | | |
| | Provide the adequate hou | ısing for fam | ily members. | | |
| Who can apply for the service? | The guarantor / host "the head of the family" Beneficiary of Service "Categories of Resident Customers" | | | | |
| Documents to obtain service | 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 of continuity of marriage in the event of recruiting the husband or wife. Birth certificates in case of recruiting the children. | | | | |
| NB | 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. | | | | |
| | Request Fees | | | 100 AED | |
| Prescribed Fees | Residence Issuance F | ees | 10 | 00 AED per year | |
| | Electronic Services F | ees | | 100 AED | |

| Refunded Fees | Issuance fees only | Penalties | 50 AED per day after the cancellation or expiration of residence. |
|--|-------------------------------------|--------------------|--|
| | Obtain service information | | mart Application - Authority's website - iness Centers - Authority's approved nannels. |
| Customer trip "Service Procedures" | Submitting service request | channel to a | 4. Pay the service fees (if e service you any). |
| | Communication during the procedures | SMS, email or elec | tronic notification stating the creation / |

Issue of Residence Permit without Work

- Residence Permit for a foreign woman whose husband has died or divorced her and who has one or more children from him.







Printing Website Smar Offices App

| Service Structure | Sub | | Service related to | | Issuance of Entry Permit | | |
|--------------------------------|---|---|--------------------|----------------|--------------------------|------------|--|
| Package | NA | | Service Type | | P | Procedural | |
| Service | Usual | | Main Output | | R | Residence | |
| Classification | OSuui | | | Оптрит | Residence | | |
| Hours of | | | | Service Comple | tion Time | | |
| rendering | Website / Smart | | 24/7 | after comple | ting its | 48 hours | |
| Service | Application | | 24// | requirement | s for all | 46 110015 | |
| Service | | | channe | | ls | 1 | |
| Conditions for | A passport is valid for more than (6) months. | | | | | | |
| obtaining | Health insurance valid during his residence within the State. | | | | | | |
| Service | He shall be healthy. | | | | | | |
| | Approval of the competent authorities. | | | | | | |
| Limitation of | The death of her citizen husband or her divorce from him. | | | | | | |
| Service | • The guarantor / host shall be the eldest male child, and if she does not have any | | | | | | |
| | male children, then the eldest daughter. | | | | | | |
| Who can apply for the service? | The guarantor / hos | t | | | | Resident | |

| | | "Cate | gories of | | |
|--|---|--|--|---|--|
| | | Cust | omers" | | |
| Documents to obtain service | A recent personal white background, A copy of passport Medically fit report | size 6/4. | Certificateirrevocable diBirth certifica | of husband's death or vorce certificate. Ite stating that the guarantor eldest son or eldest daughter. | |
| NB | 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. | | | | |
| | Request Fees | | | 100 AED | |
| Prescribed Fees | Residence Issu | ance Fees | 100 AED per year | | |
| | Electronic Services Fees | | | 100 AED | |
| Refunded Fees | Issuance fees only | Penalties | | ay after the cancellation or ration of residence. | |
| | Obtain service information | Call Center - Smart Application - Authority's website Customer Happiness Centers - Authority's approve communication channels. | | | |
| Customer trip "Service Procedures" | Submitting service request | | apply for the rding to the nels. | 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



Residence without work permits for ın cases - foreigners whose countries suffer from wars, disasters or

Website 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 | A valid passpo | rt for more t | than (6) months. | |
| the service: | Valid health in | • Valid health insurance for the duration of his/ | | |
| | To be medicall | be medically fit. | | |
| Limitation of service: | Approval of the competent authorities | | | |
| | To have the appropriate financial solvency and suitable housing. | | | d suitable housing. |
| | (Monthly income shall be AED 10,000 if the number of hosted pers | | | umber of hosted persons |
| | is 5 and AED 15,000 if the number of hosted persons is 6, and if tl | | | persons is 6, and if the |
| | number of hosted persons exceeds that, the General Manager sha | | | General Manager shall |
| | determine the solvency of the applicant). | | | |
| | The residence permit may include family members of a foreigner who | | | nbers of a foreigner who |
| | are outside or | inside the Country. | | |
| Who can apply for the | Guarantor /Host | | Beneficiary of | Resident |
| service? | | | the service | |

| | | | egories of | |
|------------------------|---|------------------------|----------------|---------------------------------|
| Documents required for | A recent personal photo with a white background, size 4/6. | | | |
| getting the service: | · | y of the passport | | |
| | • Medical fitn | | | |
| | | rance Document | | |
| | | nk certificate stating | his/her finar | ncial solvency |
| | · | rized rental contract | marier ma | iciai solvency |
| | · | | | and the billion of the contract |
| | • A certificate | rrom the municipalit | y stating the | suitability of housing |
| Remarks: | The period of | of the residence perm | nit is two yea | rs, renewable for a similar |
| | period or pe | riods under the same | e conditions (| under which it was granted. |
| | It may be iss | sued for a period of o | ne year at th | e 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 Is | ssuance fees | AED 100 pe | er each year |
| | Online service fees | | AED 100 | |
| Refunded fees: | Issuance fees | Penalties: | AED 50 for | each day after cancelling or |
| | only | | expiring the | residence permit |
| Guarantee | AED 5,000 per person, up to a maximum of AED 15,000 | | | |
| Guarantee refund | The financial guarantee shall be recovered by submitting a refund application | | | |
| method | after the beneficiary's cancellation or exit from the country's territory, provided | | | |
| | that he has not con | nmitted any residenc | y violations. | |

| Customer's journey "procedures of the service" | Getting information on the service | Communication Center - Smart Application - Authority 's website - Customer Happiness Centers - Authority's approved communication channels. |
|--|--|---|
| | Applying for the service | Choose the preferred channel to apply for the service according to the available channels. Search for the service to be applied for. Fill in the application data where applicable. 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:







Printing Offices

Website Smar 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 |
| | Website\Smart | 24/7 | Service | 48 hours |
| | application | | completion time | |
| Service delivery hours | | | after fulfillment | |
| | | | of requirements | |
| | | | for all channels | |
| Conditions for getting the | A valid passpo | A valid passport for more than (6) months. | | |
| service: | Valid health in | alid health insurance for the duration of his/ her stay ir | | |
| | To be medical | cally fit. | | |
| | Proof of kinship with | with the guarantor/ host foreigner according to the | | |
| | following: | | | |
| | If the foreigne | r is a relative | of a citizen of the | State, the kinship must be |
| | proven, whate | roven, whatever its degree. | | |
| | If the foreigne | e foreigner is a relative of a resident of the state o | | e state or his wife, the |
| | degree of kins | ree of kinship must be as follows: | | |
| | Relatives of th | Relatives of the foreigner: father, mother, and minor siblings, pr | | d minor siblings, provided |
| | that there is s | ere 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. | ustody is available. | | |
| Limitation of service: | Approval of the competent authorities | | | |
| | To have the appropriate | e financial solvency an | d suitable housing. | |
| | (Monthly income shall | be AED 10,000 if the n | number of hosted persons | |
| | is 5 and AED 15,000 if | the number of hosted | persons is 6, and if the | |
| | number of hosted pers | ons exceeds that, the | General Manager shall | |
| | determine the solvency | y of the applicant). | | |
| Who can apply for the | Guarantor /Host | Beneficiary of | Resident | |
| service? | | the service | | |
| | | "categories of | | |
| | | customers" | | |
| Documents required for | A recent personal phot | o with a white backgro | ound, size 4/6. | |
| getting the service: | A Photocopy of the pas | ssport | | |
| | Medical fitness report. | | | |
| | Health Insurance Docu | ment | | |
| | Salary or bank certifica | te stating his/her fina | ncial solvency | |
| | A duly notarized rental | contract | | |
| | A certificate from the n | nunicipality stating the | suitability of housing | |
| Remarks: | The residence permit n | nay include family mer | mbers of a foreigner who | |
| | are outside or inside th | e Country. | | |
| | The period of the resident | ence permit is two yea | rs, renewable for a similar | |
| | period or periods under | r the same conditions | under which it was granted. | |
| | It may be issued for a p | period of one year at th | ne request of the person | |

| | concerned or | for the requiremen | ts 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 Is | suance fees | AED 100 per each year | |
| | Online service fees | | AED 100 | |
| Refunded fees: | Issuance fees | Penalties: | AED 50 for each day after cancelling or | |
| | only | | expiring the residence permit | |
| Guarantee | AED 5,000 per perso | on, up to a maximur | n of AED 15,000 | |
| Guarantee refund method | The financial guarantee shall be recovered by submitting a refund application | | | |
| | after the beneficiary | s cancellation or ex | kit from the country's territory, provided | |
| | that he has not com | mitted any residend | cy violations. | |
| Customer's journey | Getting information on Communication Center - Smart Application - Authority 's | | | |
| "procedures of the | the service | website - Custor | mer Happiness Centers - Authority's | |
| service" | | approved comm | unication channels. | |
| | Applying for the service | 3. Choose th | ne preferred channel to apply for the | |
| | | service a | ccording to the available channels. | |
| | | 4. Search fo | r the service to be applied for. | |
| | | 5. Fill in the | application data where applicable. | |
| | | 6. Pay the service fee (if applicable). | | |
| | Communication while A text message, email, or email notification stating | | | |
| | application is under | creation/ develo | pments of the application. | |
| | process | | | |

ID card services



ID Card Services

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

Issuance of a new ID:

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

Service channels



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

| | centers and | completion: 10 | | |
|----------------|---|--|----------------------|---------------------|
| | service | minutes | | |
| | completion time | | | |
| | at the center | | | |
| Conditions for | Service is n | nandatory for the follow | wing categories: U | AE Nationals, GCC |
| getting the | Nationals a | and UAE Residents. | | |
| service: | For the cate | For the category of residents, a valid residence permit is required to | | |
| | linked to th | e application for issuar | nce of an ID card | |
| | Customers | must complete the rec | quirements for obt | caining the service |
| | (fingerprint | , signature) within the | specified period in | order to avoid |
| | deactivatin | g the application. | | |
| | Customers | must follow the instru | ctions and require | ments sent to them |
| | during the course of the transaction in order to avoid deactivating the | | | d 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 categ | ory is linked to the | e service of the |
| | issuance of | a residence permit. | | |
| Limitation of | Resident ca | ategory: Linking the ser | vice of the issuan | ce of an ID card to |
| service: | the service | of the issuance of a re | sidence permit sha | all be through the |
| | use of the เ | unified form to apply fo | r identity and resi | dence through the |
| | personal ac | ccount or companies, w | vith the exception | of the applications |
| | of the supp | oorting category whose | applications are n | nade through |
| | Tadbeer of | fices 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/firstdegree 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 Beneficiary of **Employer** Resident the service? the service Head of Household/ Beneficiary Citizen "categories of GCC customers" National Documents Personal photo (4.5x3.5 cm) with white background required for The original of the agency certificate for the person acting on behalf of getting the service the customer in the event that the person concerned does not attend for all categories:

| | | and the application is submitted by others in the event of applying for |
|--|------------|--|
| | | service in the center |
| | | A copy of the passport for the category of residents and GCC nationals |
| Additional | | The original birth certificate and the passport of one of the parents or |
| docun | nents for | the Emirates ID card for those under 15 years old. |
| reside | ents | An original residence permit under process or a valid residence permit |
| catego | ory: | for those who did not issue an ID card when issuing the residence |
| | | permit |
| Addi | Common | Valid Original passport. |
| tiona | documents | Valid Gulf ID card for those over 21 years old or for one of the parents |
| l doc | for all | for those under 21 years old. |
| ume | categories | |
| ents f | Learners | A certificate stating the continuation of study or admission to one of the |
| or G(| category | universities, colleges, institutes or state public or private schools issued |
| Additional documents for GCC nationals | | by the Ministry of Education or a local educational institution or a |
| tional | | certificate stating the continuation of study or admission to one of the |
| <u>S</u> | | governmental or private centers for people with special needs issued by |
| | | the Ministry of Community Development or the competent local |
| | | authority. |

Employees Category

- 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.

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

Category of kinship with a Gulf citizen studying in the country

- 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).

Category of kinship with a Gulf citizen working in the country

- 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.

- 6) For a retired Gulf customer or a deceased Gulf retiree who receives a pension, a letter from the authority concerned with disbursing the pension is required.
- 7) Proof of kinship: Presentation of the document that proves kinship, for example (original birth certificate, original Gulf state document equivalent to a Family Data, original marriage contract, certificate of proof of lineage or dependency, provided that documents issued outside the country are duly certified).

Category of kinship with an investor Gulf citizen (license or property)

- 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).

Category of kinship with an Gulf citizen who is an owner of a property

- 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).

Category of kinship with a deceased citizen

- 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 (firstdegree 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

- 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

- 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 | 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 | | • | |
| Prescribed fees: | Printing offices fees: AED 30. ID card issuance fees for citizens category ID card issuance fees for GCC Nationals category ID card issuance fees for residents 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. AED 100 for application fees and the ID card is valid for 5 years. AED 100 for each year and the validity of the ID card depends on the issued residence permit. |
| | e-services fees | | AED 100 |
| | Urgent services fees Happiness Centers | at Customer | AED 150 |
| Refunded fees: | | Penalties: | |
| Customer's journey | on the service 's website - Cus | | Center - Smart Application - Authority tomer Happiness Centers - Authority's unication channels. |

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

Renewal of the ID card:

A service whereby an expired ID card is renewed.

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

Conditions for getting the service:

- 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:

- 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/firstdegree Kinship to a Gulf citizen who has proof of study in the State

| | including brother or sister/ second-degree Kinship to a Gulf citizen | | |
|--|--|----------------------|--|
| | has proof of work or investment in the State /first-degree Kinship to | o a | |
| | deceased UAE citizen/ Kinship in a foreigner residing up to the secon | nd | |
| | degree/ third-degree kinship to a UAE citizen/The presence of a Gulf | f | |
| | 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 citiz | zens | |
| | for a period of 10 years is not accepted if the age is between 5-14 | | |
| | years, because the age of 15 years is associated with fingerprinting | and | |
| | signing for citizens. | | |
| Who can apply for | • Employer Beneficiary of • Resident | t | |
| the service? | Head of Household/ Beneficiary | | |
| | "categories of • GCC | | |
| | customers" | | |
| | National | | |
| Documents | Personal photo (4.5x3.5 cm) with white background | | |
| Documents required for | National | | |
| required for getting the service | Personal photo (4.5x3.5 cm) with white background | of | |
| required for | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf | of d | |
| required for getting the service | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten | of d | |
| required for getting the service | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten and the application is submitted by others in the event of applying for the customer. | of d or | |
| required for getting the service | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten and the application is submitted by others in the event of applying for service in the center | of d or | |
| required for getting the service for all categories: | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten 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 national | of d or | |
| required for getting the service for all categories: Additional documents for residents | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten 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 national The original birth certificate and the passport of one of the parents of | of d or als | |
| required for getting the service for all categories: Additional documents for | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten 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 national The original birth certificate and the passport of one of the parents of the Emirates ID card for those under 15 years old. | of d or als | |
| required for getting the service for all categories: Additional documents for residents | Personal photo (4.5x3.5 cm) with white background The original of the agency certificate for the person acting on behalf the customer in the event that the person concerned does not atten 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 national The original birth certificate and the passport of one of the parents of the Emirates ID card for those under 15 years old. An original residence permit under process or a valid residence permit | of d or als | |

| | Common | Valid Original passport. |
|--|------------|--|
| <u>s</u> | documents | Valid Gulf ID card for those over 21 years old or for one of the parents |
| iona | for all | for those under 21 years old. |
| C nat | categories | , |
| r GC | Learners | A certificate stating the continuation of study or admission to one of the |
| nts fo | category | universities, colleges, institutes or state public or private schools issued |
| ınmeı | | by the Ministry of Education or a local educational institution or a |
| op le | | certificate stating the continuation of study or admission to one of the |
| Additional documents for GCC nationals | | governmental or private centers for people with special needs issued by |
| Ado | | the Ministry of Community Development or the competent local |
| | | authority. |

Employees Category

- 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.
- 7) For workers in the offices of the sheikhs, the provisions of the Requirement No. (1) shall be replaced by the original letter of continuity of work or acceptance of work from the office of the sheikh.
- 8) For the Gulf customer, the legal representative of the institutions or companies, the provisions of the requirement No. (1) shall be replaced by the original power of attorney, provided that it is duly certified in the event that it is issued from outside the country.
- 9) For employees and players in sports clubs affiliated to the Sports Council of the Emirate, the provisions of Requirement No. (1) shall be replaced by an original business continuity letter issued by the Executive Director of the Sports Club affiliated to the Sports Council of the Emirate.
- 10) For a retired Gulf customer or a deceased Gulf retiree who receives a pension, a letter from the authority concerned with disbursing the pension is required.

Investors Category

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

Category of kinship with a Gulf citizen studying in the country

- 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).

Category of kinship with a Gulf citizen working in the country

- 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)
- 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.
- 10) For workers in the offices of the sheikhs, the provisions of the Requirement No. (2) shall be replaced by the original letter of continuity of work or acceptance of work from the office of the sheikh.
- 11) For the Gulf customer, the legal representative of the institutions or companies, the provisions of the requirement No. (2) shall be replaced by the original power of attorney, provided that it is duly certified in the event that it is issued from outside the country.
- 12) For employees and players in sports clubs affiliated to the Sports

 Council of the Emirate, the provisions of Requirement No. (2) shall be
 replaced by an original business continuity letter issued by the

 Executive Director of the Sports Club affiliated to the Sports Council of
 the Emirate.
- 13) For a retired Gulf customer or a deceased Gulf retiree who receives a pension, a letter from the authority concerned with disbursing the pension is required.

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

Category of kinship with an investor Gulf citizen (license or property)

- 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).

Category of kinship with a Gulf citizen who is an owner of a property

- 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).

Category of kinship with a deceased citizen

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

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

Printing Offices

Website

Smart App

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

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

| Additional | Valid Gulf ID card for those over 21 years old or for one of the parents | | | | |
|--------------------|--|---|--|--|--|
| documents for | for those under 21 years old. | | | | |
| GCC nationals | Presenting the | ne document used ii | n issuing or renewing the ID card. | | |
| category: | J | | 0 | | |
| Remarks | Printing office | es fees: AED 30. | | | |
| Prescribed fees: | ID card issuance fee | S | AED 300 and the issued ID card shall | | |
| | | | have the same validity period as the | | |
| | | | damaged/ lost card. | | |
| | e-services fees | -services fees AED 100 | | | |
| | Urgent services fees | rvices fees at Customer AED 150 | | | |
| | Happiness Centers | | | | |
| Refunded fees: | Issuance fees | Penalties: | Not applicable | | |
| | only | | | | |
| Customer's | Getting information on | Communication Center - Smart Application - Authority | | | |
| journey | the service | 's website - Customer Happiness Centers - Authority's | | | |
| "procedures of the | | approved comm | approved communication channels. | | |
| service" | Applying for the service | 3) Choose th | 3) Choose the preferred channel to apply for the | | |
| | | service ac | 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). A text message, email, or email notification stating the | | |
| | | 4) Search fo | | | |
| | | 5) Fill in the | | | |
| | | 6) Pay the s | | | |
| | Communication while | A text message, | | | |
| | application is under process | creation/ developments of the application. | | | |

applying for exemption of delay fees:

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

Service channels



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

| Who can | The employ | er | The | Resident citizen | |
|--------------|--|--------------------------|---------------------|-------------------------|--|
| provide the | • Head of hou | usehold/ the beneficia | ry beneficiar | y Citizen of GCC | |
| service ? | | | of the servi | ce | |
| | | | "dealers" | | |
| | | | category" | | |
| The | This application | n will be related to the | national ID applic | ation and providing | |
| documents | supporting evid | dence to be exempted | based on the follo | wing reasons: | |
| required for | The citiz | zen who left the coun | ry and spent more | than (3) months | |
| the service | outside | the country. The natio | onal ID has reached | d expiry date after | |
| | leaving | the country. | | | |
| | • The citiz | zen whose national ID | expired after has | was expelled via | |
| | adminis | strative order or resolu | tion or court judgr | ment or his passport | |
| | was sei: | zed in connection witl | a case. He has to | prove this by letter or | |
| | receipt i | issued by the compet | ent authority that | expelled or suspend him | |
| | in conne | ection 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 | Free service | | | | |
| established | | | | | |
| fees | | | | | |
| Refundable | N/A | Penalty | | N/A | |
| fees | | | | | |
| The dealer's | Acquiring | Communication cent | er – smart applica | tion – authority site – | |
| journey | service data customer happiness centers – communication channels based | | | | |
| "Service | on the authority | | | | |
| procedures" | Submitting | 5- choose the prefer | | he data of the | |
| | service | channel for apply for | | tion if applicable | |
| | application | service based on the | 8- pay | service fees (if any). | |
| | | available channels | | | |

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

Service channels

Applying for refunding fees:

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



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

| Service | Auxiliary | Service | link | N/A |
|----------------|---|--------------------|----------------|------------------|
| | Advillar y Service IIIIX | | IIIIK | IV/A |
| structuring | | | | |
| Package | N/A | Service t | ype | Procedural |
| Service | Normal | Main out | tput | Refundable fees |
| classification | | | | |
| Service hours | Site/smart | 7/24 | Time of | 48 hours |
| | application | | completing | |
| | Service hours in | Based on declared | the service | |
| | printing offices | working hours | after | |
| | Service hours in | Based on declared | finishing its | |
| | customer | working hours | requirements | |
| | happiness centers | Waiting = 5 min. | for all | |
| | and time of | Service delivery = | channels | |
| | finishing the | 10 min. | | |
| | transaction in the | | | |
| | center | | | |
| Conditions of | Provide the supporting evidence to refund the fees. | | | |
| acquiring the | The dealers have to follow the guidelines and requirements sent to them | | | |
| service | during the transaction process to avoid cancellation of the application | | | |
| | activation | | | |
| Service | No companies' applications will be accepted. | | | |
| limitation | | | | |
| Who can | The employer The Resident citizen | | | Resident citizen |
| provide the | Head of househo | ld | beneficiary | Citizen of GCC |
| service? | | | of the service | |
| Je vice! | | | or the service | |

| | | | | | 'dealers' ategory" | | | | |
|---------------|--------------|---|--------------------------|-------|-----------------------------------|--|--|--|--|
| The documents | Bank ce | rtifica | ate stating the accoun | ting | no. and IBAN of the dealer. | | | | |
| required for | | | | | | | | | |
| the service | | | | | | | | | |
| The | El | ectro | nic fees | | 100 dirhams | | | | |
| established | | | | | | | | | |
| fees | | | | | | | | | |
| Refundable | N/A | | Penalty | | N/A | | | | |
| fees | | Т | | | | | | | |
| The dealer's | Acquiring | Com | nmunication center – s | sma | rt application – authority site – | | | | |
| journey | service data | cust | comer happiness cente | ers - | - communication channels | | | | |
| "Service | | base | ed on the authority | | | | | | |
| procedures" | Submitting | 7-se | electing the preferred | | 9- fill the data of the | | | | |
| | service | char | nnel for apply for the | | application if applicable | | | | |
| | application | serv | rice based on the | | 10- pay service fees (if any). | | | | |
| | | avai | lable channels | | | | | | |
| | | 8- s | earch for the service | | | | | | |
| | | bein | g applied for | | | | | | |
| | Communicate | SMS or E-mail or electronic notice states establishing/ | | | | | | | |
| | through | appl | application development. | | | | | | |
| | procedures | | | | | | | | |
| | flow | | | | | | | | |

Updating data:

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



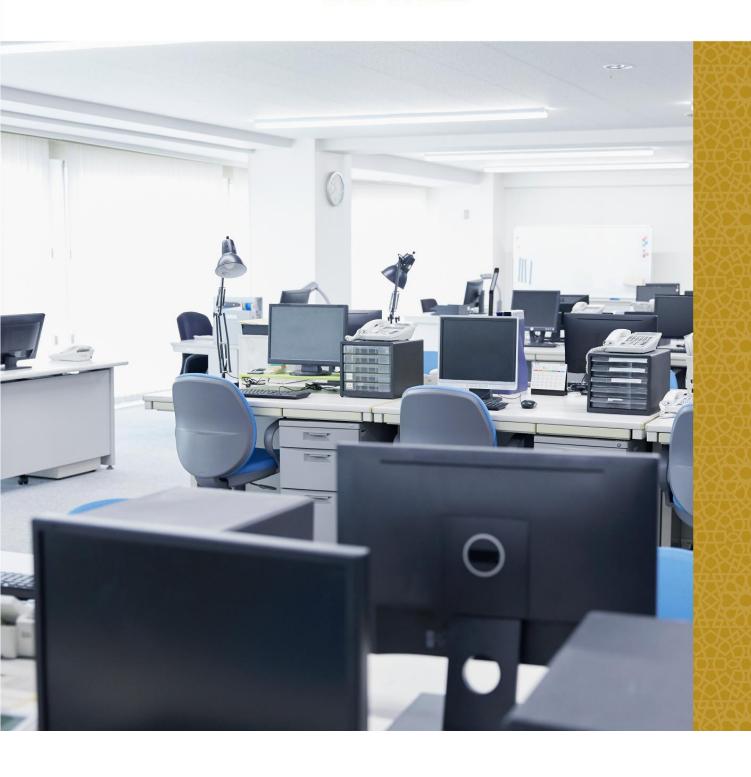


Арр

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

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

'Organizations and companies services



Organizations and companies' services:

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

| | | 4 | Adding service to 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 |

Service channels

Issuing facility ID:

The service that issues facility ID demonstrating the facility data.



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

| companies | | | | | | |
|-------------------|--|--|--|--|--|--|
| benefiting from | | | | | | |
| small enterprises | | | | | | |
| support program) | | | | | | |
| The documents | • Copy of the d | decree (federal/ local) to establish the governmental | | | | |
| required to | agency | agency | | | | |
| acquire the | Copy of form | ming board of directors' decree | | | | |
| service (the | • Letter to the | ne federal authority for identity, citizenship, customs, and | | | | |
| governmental | port security | ty to ask for opening a file signed by the CEO or his | | | | |
| organization) | delegate | | | | | |
| | Authorized signatories' accreditation letter | | | | | |
| | Using national ID in printing offices for the authorized signatories | | | | | |
| The established | • 100 dirhams | 100 dirhams for request fees | | | | |
| fees | • 100 dirhams | ns for yearly issuance | | | | |
| | • 100 dirhams | ns for electronic services | | | | |
| Refundable fees | Issuance fees or | only Penalty Please review the attached list | | | | |
| | in case of | | | | | |
| | transaction | 1 | | | | |
| | cancellation | n | | | | |
| The dealer's | Acquiring | Communication center – smart application – authority | | | | |
| journey | service data | site – customer happiness centers – communication | | | | |
| | | channels based on the authority | | | | |
| | Submitting | Selecting the preferred channel to apply for the | | | | |
| | service | service based on the available channels | | | | |
| | application | Search for the service being applied for | | | | |
| | • | Fill the data of the application if applicable | | | | |
| | | Pay service fees (if any) | | | | |
| | Communicate | SMS or E-mail or electronic notice states establishing/ | | | | |
| | through | application development | | | | |
| | procedures | | | | | |
| | flow | | | | | |

Acquiring the service

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

Renewing facility ID:

The service that renews facility ID demonstrating the facility data.



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

| (the private | Letter from the supporting agency | | | | |
|-------------------------|-----------------------------------|----------------------------|----------------|--------------------------------|--|
| organizations and | | | | | |
| organizations operation | | | | | |
| in free zones – the | | | | | |
| national companies | | | | | |
| benefiting from small | | | | | |
| enterprises support | | | | | |
| program) | | | | | |
| The established fees | • 100 dirham | s for reque | est fees | | |
| | • 100 dirham | s for yearl | y issuance | | |
| | • 100 dirham | ms for electronic services | | | |
| Refundable fees | Issuance fees | s only in | Penalty | Please review the attached | |
| | case of trans | case of transaction list | | | |
| | cancellat | cancellation | | | |
| The dealer's journey | Acquiring | • Comn | nunication c | enter – smart application – | |
| | service data | autho | rity site – cı | ustomer happiness centers – | |
| | | comm | nunication cl | hannels based on the authority | |
| | Submitting | • Select | ing the pref | erred channel to apply for the | |
| | service | servic | e based on t | the available channels | |
| | application | • Searc | h for the ser | vice being applied for | |
| | | • Fill th | e data of the | e application if applicable | |
| | | • Pay se | ervice fees (| if any) | |
| | Communicate | • SMS (| or E-mail or | electronic notice states | |
| | through | estab | lishing/ app | lication development | |
| | procedures | | | | |
| | flow | | | | |
| | Acquiring the | • Recei | ving the ser | vice output through the | |
| | service | select | ed channel | by the dealers (e-mail, | |
| | | emira | tes post off | ice, delivery to a specified | |
| | | addre | ss). | | |

Amending facility ID:

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



| Service structuring | Auxiliary | Servic | e link | Yes, related | |
|------------------------|--------------------------------------|-----------------------|----------------------|-----------------|--|
| | | | | to the facility | |
| | | | | ID issuance | |
| Package | N/A | Service | Procedural | | |
| Service classification | Normal | Main o | utput | Facility ID | |
| | | | | cancellation | |
| Service hours | 24/7 | Time of acquiri | ng the service | 48 hours | |
| Smart service system | | after comp | leting the | | |
| (site) | | require | ments | | |
| Conditions of | Providing the re | quired documents | for cancelling the | ID. | |
| acquiring the service | | | | | |
| Service limitation | The penalty must | st be paid and liquid | date labor | | |
| Who can provide the | Private organiza | ations | The | The | |
| service? | Governmental o | organizations | beneficiary of | organizations | |
| | • organizations o | peration in free | the service | | |
| | zones | | "dealers' | | |
| | Small organizati | ions | category" | | |
| The documents | The commercial | license, if it was a | limited liability co | mpany. The | |
| required for the | license will be a | ttached stating the | shareholders. | | |
| service (the private | The initial appro | val in case of addin | ng a partner or cha | anging an | |
| organizations and | activity | | | | |
| organizations | Signatory accreditation letter | | | | |
| operation in free | • Copy of proxy in | case of mandating | another person | | |
| zones – the national | Memorandum o | of association in cas | se of partnership | | |
| companies benefiting | | | | | |

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

Canceling facility ID:

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



| Service structuring | Auxiliary | Service | link | Yes, related to | | |
|----------------------|----------------------|-----------------------|-------------------|-----------------|--|--|
| 3 | , , | | | the facility ID | | |
| | | | | issuance | | |
| Package | N/A | Service t | туре | Procedural | | |
| Service | Normal | Main ou | tput | Facility ID | | |
| classification | | | | cancellation | | |
| Service hours | 24/7 | Time of acquiring | g the service | 48 hours | | |
| Smart service | | after comple | ting the | | | |
| system (site) | | requirem | ents | | | |
| Conditions of | Providing the rec | quired documents fo | r cancelling the | ID. | | |
| acquiring the | | | | | | |
| service | | | | | | |
| Service limitation | • The penalty mus | t be paid and liquida | te labor | | | |
| Who can provide | Private organization | tions | The | The | | |
| the service? | Governmental or | ganizations | beneficiary | organizations | | |
| | • organizations op | eration in free | of the | | | |
| | zones | | service | | | |
| | Small organization | ons | "dealers' | | | |
| | | | category" | | | |
| The documents | Copy of the cancer | el commercial regist | er for the privat | e sector | | |
| required for the | | | | | | |
| service (the private | | | | | | |
| organizations and | | | | | | |
| organizations | | | | | | |
| operation in free | | | | | | |
| zones – the | | | | | | |

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

Digital accreditation services:

Digital accreditation site subscription request:

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



| Service | Sub-service | Service I | ink | N/A | |
|----------------|--|----------------------|-----------------|-------------------|--|
| structuring | | | | | |
| Package | N/A | Service to | ype | Informational | |
| Service | Normal | Main out | put | Electronic | |
| classification | | | | subscription in | |
| | | | | the digital | |
| | | | | accreditation | |
| | | | | platform system | |
| Service hours | 24/7 | Time of acquiring th | e service after | 48 hours | |
| Smart service | | completing the re | quirements | | |
| system (site) | | | | | |
| Conditions of | Providing the required documents submitting the request. | | | | |
| acquiring the | | | | | |
| service | | | | | |
| Service | Provide efficient fa | | | | |
| limitation | | | | | |
| Who can | Private organization | ons | The | The organizations | |
| provide the | Governmental org | beneficiary | | | |
| service? | • organizations ope | ration in free zones | of the | | |
| | Small organization | าร | service | | |
| | | | "dealers' | | |
| | | | category" | | |

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

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

Canceling the digital accreditation site subscription request:

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



| Service | Auxiliary | Service lir | nk | Digital accreditation | | | |
|------------------|-------------------------------------|---|-------------|-----------------------|--|--|--|
| structuring | , | | | service system | | | |
| 3 | | | | subscription | | | |
| Package | N/A | Service ty | pe | Informational | | | |
| Service | Normal | Main outp | | Cancel the | | | |
| classification | | · · | | subscription in the | | | |
| | | | | digital accreditation | | | |
| | | | | platform system | | | |
| Service hours | 24/7 | Time of acquiring t | he service | 48 hours | | | |
| Smart service | 24/ / | after completi | | 40 110013 | | | |
| | | | | | | | |
| system (site) | D | requireme | | | | | |
| Conditions of | Providing the I | Providing the required documents submitting the request. | | | | | |
| acquiring the | | | | | | | |
| service | | | | | | | |
| Service | Provide efficie | Provide efficient facility | | | | | |
| limitation | | | | | | | |
| Who can provide | Private organi: | zations | The | The organizations | | | |
| the service? | Governmental | organizations | beneficiary | | | | |
| | organizations | organizations operation in free of the | | | | | |
| | zones | zones service | | | | | |
| | Small organiza | Small organizations "dealers' | | | | | |
| | | category" | | | | | |
| The documents | An official letter | An official letter to cancel the digital accreditation service subscription | | | | | |
| required for the | to the digital s | ervices department | | | | | |

| service (all the | | | | | |
|------------------|---------------|----|--|--------------------------------------|--|
| categories) | | | | | |
| The established | Free of char | ge | | | |
| fees | | | | | |
| Refundable fees | N/A | | Penalty | N/A | |
| The dealer's | Acquiring | • | Communication cen | ter – smart application – authority | |
| journey | service data | | site – customer hap | piness centers – communication | |
| | | | channels based on t | he authority | |
| | Submitting | • | Selecting the preferred channel to apply for the service | | |
| | service | | based on the available channels | | |
| | application | • | Search for the service being applied for | | |
| | | • | Fill the data of the application if applicable | | |
| | | • | Pay service fees (if a | ıny) | |
| | Communicate | • | SMS or E-mail or ele | ectronic notice states establishing/ | |
| | through | | application developr | nent | |
| | procedures | | | | |
| | flow | | | | |
| | Acquiring the | • | Receiving the service | e output through the selected | |
| | service | | channel by the deale | ers (e-mail, emirates post office, | |
| | | | delivery to a specifie | ed address). | |

Re-subscription of the digital accreditation site request:

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



| Service | Auxiliary | Service li | nk | N/A | | | |
|----------------|--|--|-------------|---------------------|--|--|--|
| structuring | | | | | | | |
| Package | N/A | Service ty | pe | Informational | | | |
| Service | Normal | Main outp | out | resubscription in | | | |
| classification | | | | the digital | | | |
| | | | | accreditation | | | |
| | | | | platform system | | | |
| Service hours | 24/7 | Time of acquiring | the service | 48 hours | | | |
| Smart service | | after completi | ng the | | | | |
| system (site) | | requireme | nts | | | | |
| Conditions of | Providing the requ | Providing the required documents submitting the request. | | | | | |
| acquiring the | | | | | | | |
| service | | | | | | | |
| Service | • Provide efficient f | Provide efficient facility | | | | | |
| limitation | | | | | | | |
| Who can | Private organizati | ons | The | The organizations | | | |
| provide the | Governmental org | anizations | beneficiary | | | | |
| service? | • organizations ope | ration in free zones | of the | | | | |
| | Small organization | Small organizations service | | | | | |
| | | "dealers" | | | | | |
| | | | category" | | | | |
| The | An official letter to cancel the digital accreditation service subscription to | | | | | | |
| documents | the digital service | the digital services department | | | | | |
| required for | The technical docu | ument for link (in case | of amendmen | t by the authority) | | | |

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

Adding a new service to digital accreditation services:

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



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

| Who can | Private orga | nizations | The | The organizations | | | |
|--------------|------------------------------------|--|------------------|------------------------|--|--|--|
| provide the | Government | al organizations | beneficiary | | | | |
| service? | organizatior | s operation in free zones | of the | | | | |
| | Small organ | zations | service | | | | |
| | J | | "dealers' | | | | |
| | | | category" | | | | |
| The | Filling a forn | n of adding new service in t | | oduction | | | |
| documents | environmen | t | | | | | |
| required for | Selection res | sults | | | | | |
| the service | | | | | | | |
| (all the | | | | | | | |
| categories) | | | | | | | |
| The | Free of char | ge | | | | | |
| established | | | | | | | |
| fees | | | | | | | |
| Refundable | N/A | Penalty | | N/A | | | |
| fees | | | | | | | |
| The dealer's | Acquiring | Communication center | – smart applica | ation – authority site | | | |
| journey | service data | – customer happiness | centers – comn | nunication channels | | | |
| | | based on the authority | | | | | |
| | Submitting | Selecting the preferred | channel to app | ly for the service | | | |
| | service | based on the available | channels | | | | |
| | application | • Search for the service b | eing applied fo | r | | | |
| | | Fill the data of the application if applicable | | | | | |
| | | Pay service fees (if any) | | | | | |
| | Communicate | SMS or E-mail or electrical | onic notice stat | es establishing/ | | | |
| | through | application developme | nt | | | | |
| | procedures | | | | | | |
| | flow | | | | | | |

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

cancelling a service to digital accreditation services:

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



| Service | Auxiliary | Service li | nk | Digital | | |
|----------------|--|-------------------------------|-------------|----------------------|--|--|
| structuring | | | | accreditation | | |
| | | | | subscription service | | |
| Package | N/A | Service ty | pe | Informational | | |
| Service | Normal | Main outp | out | Stopping a service | | |
| classification | | | | of the digital | | |
| | | | | accreditation | | |
| | | | | services | | |
| Service hours | 24/7 | Time of acquiring | the service | 48 hours | | |
| Smart service | | after complet | ing the | | | |
| system (site) | | requireme | nts | | | |
| Conditions of | Providing the required documents submitting the request. | | | | | |
| acquiring the | | | | | | |
| service | | | | | | |
| Service | Provide efficient facility | | | | | |
| limitation | | | | | | |
| Who can | Private organizat | Private organizations The | | | | |
| provide the | Governmental org | | | | | |
| service? | • organizations ope | of the | | | | |
| | Small organizatio | ns | service | | | |
| | | | "dealers' | | | |
| | | | category" | | | |

| The documents | Filling a forr | n of o | cancelling a service in t | the electronic production |
|------------------|--|--------|---------------------------|------------------------------------|
| required for | environment. | | | |
| the service (all | | | | |
| | | | | |
| the categories) | F () | | | |
| The | Free of char | ge | | |
| established | | | | |
| fees | | | | |
| Refundable | N/A | | Penalty | N/A |
| fees | | | | |
| The dealer's | Acquiring | • (| Communication center | – smart application – authority |
| journey | service data | 9 | site – customer happir | ness centers – communication |
| | | (| channels based on the | authority |
| | Submitting | • 9 | Selecting the preferred | I channel to apply for the service |
| | service based on the available channels application • Search for the service being applied for • Fill the data of the application if applicable | | | |
| | | | | |
| | | | | |
| | | • [| Pay service fees (if any |) |
| | Communicate | • | SMS or E-mail or elect | ronic notice states establishing/ |
| | through | ā | application developme | nt |
| | procedures | | | |
| | flow | | | |
| | Acquiring the | • | Receiving the service o | output through the selected |
| | service | (| channel by the dealers | (e-mail, emirates post office, |
| | | (| delivery to a specified a | 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 Centers

Smart App

| Service | Auxiliary | Service | link | Un-related |
|----------------|--|---------------------|-------------------|---------------|
| structuring | Adamary | Service | | on related |
| | D1 / O | G t | | |
| Package | N/A | Service | type | Procedural |
| Service | Normal | Main ou | ıtput | Spread on a |
| classification | | | | guaranteed |
| Service hours | 24/7 | Time of acquiring t | the service after | 48 hours |
| Smart service | Based on the | completing the | requirements | |
| system (site) | declared working | | | |
| | hours | | | |
| | Waiting = 5 min. | | | |
| | Service completion | | | |
| | = 9 min. | | | |
| Conditions of | | .;d.d.a | | - i ID |
| Conditions of | Providing the required documents submitting the request to issue an ID. | | | |
| acquiring the | | | | |
| service | | | | |
| Service | • The individual guaranteed category (citizen, resident, GCC) as the special | | | |
| limitation | national ID used (supporting labor categories) | | | |
| Who can | • Citizen, Resident, GCC Citizens The beneficiary | | | The |
| provide the | Gulf Cooperation. of the service | | | organizations |
| service? | • Private organizations "dealers' | | | The resident |
| | Governmental organizations category" | | | The citizen |
| | organizations operation in free zones | | | Citizens of |
| | Small organization | GCC | | |

| The | Copy of the fleeing guaranteed ID | | | | |
|----------------|---|---|---------------|--|--|
| documents | Letter from the ministry of human resources and Emiratization in spread | | | | |
| required for | cases before | ancelling work card. | | | |
| the service | | | | | |
| (the | | | | | |
| common) | | | | | |
| Additional | Paying a final | cial guarantee of amount (5000 dirhams) aiming a | at securing | | |
| requirements | the deporta | n of the violating guaranteed | | | |
| of the private | | | | | |
| agencies | | | | | |
| The | • 100 dirham: | or request fees | | | |
| established | • 100 dirham: | or issuances fees | | | |
| fees | • 50 dirhams | 50 dirhams for electronic service fees | | | |
| Refundable | N/A | Penalty a financial penalty wil | I be paid of | | |
| fees | | amount 5000 dirham | s in case of | | |
| | | filling a fraudulent re | port by the | | |
| | | facility or the ind | ividual | | |
| The dealer's | Acquiring | Communication center – smart application – au | uthority site | | |
| journey | service data | – customer happiness centers – communicatio | n channels | | |
| | | based on the authority | | | |
| | Submitting | Selecting the preferred channel to apply for the | service | | |
| | service | based on the available channels | | | |
| | application | Search for the service being applied for | | | |
| | | Fill the data of the application if applicable | | | |
| | | Pay service fees (if any) | | | |
| | Communicate | SMS or E-mail or electronic notice states establishing/ | | | |
| | through | application development | | | |
| | procedures | | | | |
| | flow | | | | |

| Acquiring the |
|---------------|
| service |

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

Upload a spread about a guaranteed in the administrative list:

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



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

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

| Refundable | N/A | | Penalty | Please review the attached list |
|--------------|---------------|---|---|--------------------------------------|
| fees | | | | |
| The dealer's | Acquiring | • (| Communication center | – smart application – authority site |
| journey | service data | - | - customer happiness | centers – communication channels |
| | | b | ased on the authority | |
| | Submitting | • | Selecting the preferred | channel to apply for the service |
| | service | b | ased on the available | channels |
| | application | Search for the service being applied for | | peing applied for |
| | | Fill the data of the application if applicable | | |
| | | Pay service fees (if any) | | |
| | Communicate | • 9 | SMS or E-mail or electronic notice states establishing/ | |
| | through | ā | application developme | nt |
| | procedures | | | |
| | flow | | | |
| | Acquiring the | • F | Receiving the service output through the selected channel | |
| | service | by the dealers (e-mail, emirates post office, delivery to a | | |
| | | 5 | specified address). | |

Lifting the ban on individuals/

facilities:

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



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

| The | • 2000 dirhai | • 2000 dirhams for request fees for every case. | | | |
|----------------|---------------|---|--|--|--|
| established | • 50 dirhams | for electronic service fees | | | |
| fees for the | | | | | |
| governmental | | | | | |
| organizations | | | | | |
| The | • 2000 dirhai | ns for request fees for every case. | | | |
| established | • 50 dirhams | for electronic service fees | | | |
| fees for the | | | | | |
| sponsor of | | | | | |
| the private | | | | | |
| and operation | | | | | |
| organization | | | | | |
| in the free | | | | | |
| zones: | | | | | |
| The | • 1000 dirhai | ns for request fees for every case. | | | |
| established | • 50 dirhams | for electronic service fees | | | |
| fees for the | | | | | |
| individuals | | | | | |
| (citizen, | | | | | |
| citizen of GCC | | | | | |
| and resident) | | | | | |
| Refundable | N/A | Penalty Please review the attached list | | | |
| fees | | | | | |
| The dealer's | Acquiring | Communication center – smart application – authority site | | | |
| journey | service data | – customer happiness centers – communication channels | | | |
| | | based on the authority | | | |
| | Submitting | Submitting • Selecting the preferred channel to apply for the service | | | |
| | service | service based on the available channels | | | |
| | application | • Search for the service being applied for | | | |
| | | Fill the data of the application if applicable | | | |
| | | Pay service fees (if any) | | | |

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

Refer to court request:

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

Service channels





| Service | Sub-service | Service | link | Unrelated | | |
|------------------------------------|--|------------------------|------------------------|---------------|--|--|
| structuring | | | | | | |
| Package | N/A | Service type | | Procedural | | |
| Service | Normal | Main ou | tput | Lift the ban | | |
| classification | | | | | | |
| Service hours | 24/7 | Time of acquiring th | ne service after | 48 hours | | |
| Smart service | | completing the re | equirements | | | |
| system (site) | | | | | | |
| Conditions of | Providing the requ | uired documents to iss | sue an ID. | | | |
| acquiring the | | | | | | |
| service | | | | | | |
| Service | • N/A | | | | | |
| limitation | | | | | | |
| Who can | • The individuals wh | ho violate residence | The | The | | |
| provide the | law | | beneficiary of | organizations | | |
| service? | | the service | | The resident | | |
| | | | | | | |
| | | | "dealers' | | | |
| | | | "dealers' category" | | | |
| The | Refer to court requ | uest | | | | |
| The documents | Refer to court requSponsor's passpor | | | | | |
| | - | rt | | | | |
| documents | Sponsor's passpor | rt | | | | |
| documents required for | Sponsor's passporGuaranteed passpor | rt | | | | |
| documents required for the service | Sponsor's passporGuaranteed passpSponsor IDGuaranteed ID | rt | category" | | | |
| documents required for the service | Sponsor's passpor Guaranteed passp Sponsor ID Guaranteed ID Copy of the comm | rt oort | category" | | | |

| fees for the | | | | | |
|---------------|---------------|-----|---|--------------------------------------|--|
| governmental | | | | | |
| organizations | | | | | |
| Refundable | N/A | | Penalty | Please review the attached list | |
| fees | | | | | |
| The dealer's | Acquiring | • (| Communication center - | - smart application – authority site | |
| journey | service data | - | – customer happiness c | enters – communication channels | |
| | | l | pased on the authority | | |
| | Submitting | • 9 | Selecting the preferred | channel to apply for the service | |
| | service | l | pased on the available c | hannels | |
| | application | • 9 | Search for the service being applied for | | |
| | | • 1 | ill the data of the appli | cation if applicable | |
| | | • 1 | Pay service fees (if any) | | |
| | Communicate | • 9 | SMS or E-mail or electro | onic notice states establishing/ | |
| | through | 7 | application developmen | t | |
| | procedures | | | | |
| | flow | | | | |
| | Acquiring the | • | Receiving the service output through the selected channel | | |
| | service | l | by the dealers (e-mail, emirates post office, delivery to a | | |
| | | 9 | 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



| | _ | | | <u> </u> | | |
|----------------|--|--|-----------------------|--------------------|--|--|
| Service | Sub-service | Service | link | Unrelated | | |
| structuring | | | | | | |
| Package | N/A | Service | type | Procedural | | |
| Service | Normal | Main ou | ıtput | Lift the ban | | |
| classification | | | | | | |
| Service hours | 24/7 | Time of acquiring t | the service after | 48 hours | | |
| Smart service | | completing the | requirements | | | |
| system (site) | | | | | | |
| Conditions of | Requires acquiring | g the service and payin | g the consequent p | enalties | | |
| acquiring the | | | | | | |
| service | | | | | | |
| Service | The violating resident | The violating resident submission: must pay the consequent penalties | | | | |
| limitation | • the newborn subn | nission whose parents | do not issue a resid | dence form | | |
| | them: the father a | and the mother must a | ttend for the printin | ng office to issue | | |
| | the leave permit | | | | | |
| Who can | The resident | | The beneficiary | The resident | | |
| provide the | The newborn | The newborn of the service | | | | |
| service? | | | | | | |
| | | category" | | | | |
| The | Copy of the passport or the document | | | | | |
| documents | Copy of the residence document or entry permit | | | | | |
| required for | Birth certificate ar | nd personal photo for r | newborn | | | |

| the service | | | | | | | |
|----------------|--|---|--|--|--|--|--|
| (the resident) | | | | | | | |
| The | Birth certificate and personal photo for newborn (colored personal photo | | | | | | |
| documents | with white t | packground of measure 4/6). | | | | | |
| required for | | | | | | | |
| the service e | | | | | | | |
| (the | | | | | | | |
| newborn) | | | | | | | |
| The | • 100 dirham | s for request fees. | | | | | |
| established | • 100 dirham | s for issuance fees. | | | | | |
| fees | • 10 dirhams | for electronic service fees | | | | | |
| Refundable | N/A | Penalty Please review the attached list | | | | | |
| fees | | | | | | | |
| The dealer's | Acquiring | Communication center – smart application – authority site | | | | | |
| journey | service data | – customer happiness centers – communication channels | | | | | |
| | | based on the authority | | | | | |
| | Submitting | Selecting the preferred channel to apply for the service | | | | | |
| | service | based on the available channels | | | | | |
| | application | Search for the service being applied for | | | | | |
| | | Fill the data of the application if applicable | | | | | |
| | | Pay service fees (if any) | | | | | |
| | Communicate | SMS or E-mail or electronic notice states establishing/ | | | | | |
| | through | application development | | | | | |
| | procedures | | | | | | |
| | flow | | | | | | |
| | Acquiring the | Receiving the service output through the selected channel | | | | | |
| | service | by the dealers (e-mail, emirates post office, delivery to a | | | | | |
| | | specified address). | | | | | |

Amending leave permit:

The service that provides the amendment of the issued leave permit

Service channels



| Service structuring | Sub-service | Servic | e link | Unrelated | | |
|---------------------|---------------------------------|-----------------------------------|---------------------------|-------------|--|--|
| Package | N/A | Servi | Service type | | | |
| Service | Normal | Main | output | Lift the | | |
| classification | | | | ban | | |
| Service hours | 24/7 | Time of acquirin | g the service after | 48 hours | | |
| Smart service | | completing th | ne requirements | | | |
| system (site) | | | | | | |
| Conditions of | The violating | resident submission: | must pay before leaving | 5 | | |
| acquiring the | the newborn sub | omission whose parer | nts do not issue a reside | nce form | | |
| service | them: the father | and the mother must | t attend for the printing | office to | | |
| | issue the leave p | issue the leave permit | | | | |
| Service limitation | • N/A | | | | | |
| Who can provide | • The resident | • The resident The beneficiary of | | | | |
| the service? | The newborn | | the service "dealers' | resident | | |
| | | | category" | The visitor | | |
| | | | | | | |
| The documents | Copy of the le | eave permit | | | | |
| required for the | | | | | | |
| service (all the | | | | | | |
| categories) | | | | | | |
| The established | • 50 dirhams f | | | | | |
| fees | • 50 dirhams for issuance fees. | | | | | |
| | • 10 dirhams f | or electronic service fe | 205 | | | |
| Refundable fees | N/A | Penalty | Please review the at | tached list | | |

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

Service channels

Canceling leave permit:

The service that provides the cancelation of the issued leave permit



| Service | Sub-service | | Service link | Unrelated | | |
|----------------|------------------------------|---------------|---------------------------|----------------------|--|--|
| structuring | | | | | | |
| Package | N/A | 9 | Service type | Procedural | | |
| Service | Normal | ı | Main output | Lift the ban | | |
| classification | | | | | | |
| Service hours | 24/7 | Time of a | cquiring the service | 48 hours | | |
| Smart service | | after | completing the | | | |
| system (site) | | re | equirements | | | |
| Conditions of | The violating resid | lent submis | sion: must pay before le | eaving | | |
| acquiring the | the newborn submiss | sion whose | parents do not issue a ı | residence form them: | | |
| service | the father and the mo | other must a | attend for the printing o | office to issue the | | |
| | leave permit | | | | | |
| Service | • N/A | | | | | |
| limitation | | | | | | |
| Who can | • The resident | | The beneficiary of | The resident | | |
| provide the | The newborn | | the service | The visitor | | |
| service? | | | "dealers' category" | | | |
| The | Copy of the leave | permit | | | | |
| documents | | | | | | |
| required for | | | | | | |
| the service | | | | | | |
| (all the | | | | | | |
| categories) | | | | | | |
| The | 50 dirhams for request fees. | | | | | |
| established | • 50 dirhams for iss | uance fees. | | | | |
| fees | • 10 dirhams for ele | ectronic serv | vice fees | | | |

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

The list of the administrative penalties applied on the federal authority for identity, citizenship, customs, and port security:

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

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

Index

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

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

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

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