



NAWAFETH

AN OPEN VIEW
ON OUR SERVICES

Version 2016





Table of Contents

Introduction	
Strategy Map	
Customer Service Charter	
Investment Facilities Rental Service	
Leases Ratification Service	
Revenue Collection Service	
Impoundment Release Service	
Food, Environmental and Consumer Sample Examination Service	
Issuance of Permits for Conducting Activities Related to Public Health and Environment Service	
Issuance of Certificates Related to Public Health and Environment Service	
Sale of Seedlings Service	
Palm Weevil Fighting Service	
Palm Uprooting Service	
Issuance and Renewal of Site Layout Service	
Land Marking and Cadastral Survey Service	
Spatial Data Service	
Geo-spatial Charts Service	
Buildings Licensing Service	
Issuance of Permits for Road Works Service	
Issuance of Reports on Damages of Road Accidents Service	
Paid Parking Service	

Introduction for the Service Directory of the Municipality and Planning Department in Ajman

Under the directives of His Highness Sheikh Rashid bin Humaid Al Nuaimi, Chairman of the Municipality and Planning Department in Ajman, and the follow-up by His Excellency Abdul Rahman Al Nuaimi - Director General, the Municipality and Planning Department in Ajman issued, during the current year 2016, a special directory for the services provided to customers through its headquarters in downtown of Ajman city and through its Customer Service Centers to be a unified reference for its services provided to all customers as well as effectively contribute to setting the priorities, standards and basis upon which the services are provided in the service centers. This comes as a part of the ongoing efforts by the government in the Emirate of Ajman, under the guidance of His Highness Sheikh Humaid bin Rashid Al-Nuaimi, Member of the Supreme Council and Ruler of Ajman, May Allah protect him, and the follow-up by His Highness Sheikh Ammar bin Humaid Al-Nuaimi, Crown Prince and Chairman of the Executive Board for Services Development, to ensure provision of the Department's best for all the beneficiaries of the services provided.

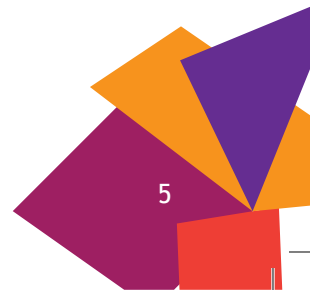
The Service Directory aims to introduce the Department's sectors, services centers, and smart and electronic applications to customers to put them into practice accurately, thus providing the best services to citizens and residents of the Emirate by understanding and focusing on their needs as well as working to achieve the satisfaction of customers, development of the services provided to them to the highest levels of creativity adopted in the assessment process of its institutional performance.

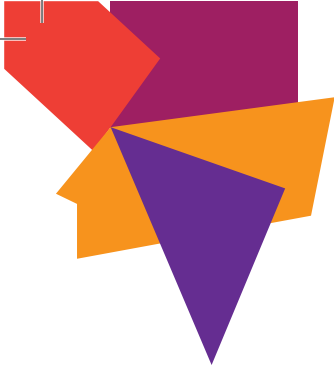
The directory of the services provided to customers in the Department through Customer Service Centers is a pioneering and a unique experience to the Department to focus on the

achievements, projects and awards it obtained during its participation inside and outside the UAE. This requires focus on providing services with the best internationally applied specifications and standards to improve the quality of services provided according to a distinguished creative framework, high standards and efficiency to cope with the outstanding efforts of the Ajman Government to develop the services provided to customers and citizens as it translates the vision of the Ajman Government 2021 under the directives of the wise leadership.

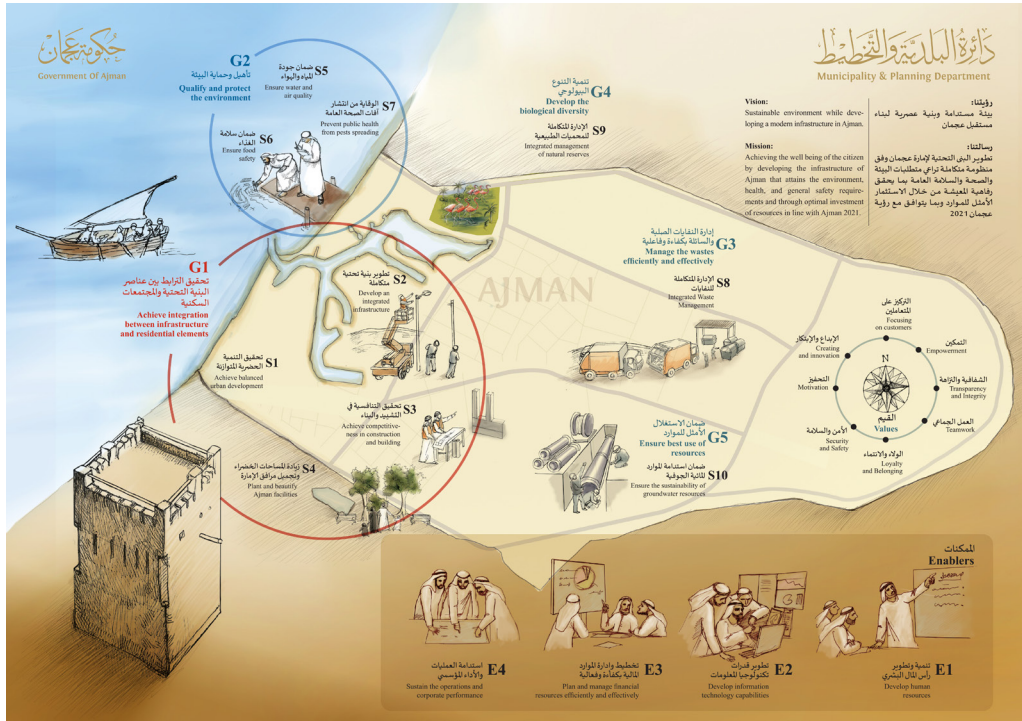
Thus, the Department worked on issuing this directory provided to customers, which includes service centers in the City Center, Masfoot, and Manama: the Customer Service Centers which the service centers in the federal government and local governments compete to be like. Moreover, The Department has been ranked as the most distinguished among its partners, as the directory is considered the first among the municipalities.

The directory includes several files required by customers, whether they are citizens or customers from the organizational structure, sectors and service centers of the Department, as well as methods of issuing transactions specific to engineering affairs, public health and the environment. It also includes the phone numbers, contact channels, addresses, and sites through which the Department provides its services on its website and smart application on smart phones (available on Apple store and Google Play). The directory also includes ways to access spatial maps and other different services, such as submitting a request for organizing agricultural, ceremonial or other events.





Strategy Map



Customer Service Charter for the Municipality & Planning Department – Ajman

The Charter serves the strategic objective for the sustainability of processes, corporate performance and providing VAT services as well as our commitment to you:

- We will treat you with care, respect and cheerfulness.
 - You will receive a distinctive and fair service.
 - We will deal with your needs professionally and we will do our best to fulfill them.
 - We will provide our service through a collaborative informed staff that understands your needs and is able to respond to your inquiries.
 - We will provide you with each service's requirements and corresponding completion dates.
 - We will respond to your requests in a timely manner and without delay.
 - We will reduce the number of procedures to provide you with a quick and easy service.
 - We will provide you with accurate information and proper service procedures.
 - We will provide our high quality service all under one roof, as much as possible
 - We will work to provide our service at times and through channels that suit you best.
 - We will welcome your comments and suggestions in order to share the development of our services with you.
 - We will respond to any comments or complaints about the services provided to customers as soon as possible and with a high quality.
 - **What we need from you, in order to deliver a distinctive service**
- Appreciation of our employees' efforts in serving you by treating them with mutual respect.
 - Providing your identification documents.
 - Preparing the required documents in advance to help complete the process.
 - Informing us about any mistakes or modifications in the information as soon as possible.
 - Let us know of any change in your personal information or conditions related to the completion of service.
 - Responding to the queries of our customer service team to help serve you in a timely manner.

Your Suggestions and Comments

You can contact us via:

- Toll free: 80026
 - Website: www.am.gov.ae
 - RASID Service (Website: www.am.gov.ae)
- Suggestions / Complaints
- P.O. Box: 3, Ajman, United Arab Emirates, Municipality & Planning Department
 - Smart Applications
 - Official workdays: Sunday - Thursday
 - Official work hours: 7.30 AM - 2:00 PM
 - Our Location: Municipality and Planning Department, Ajman, and places service provider as mentioned in the Service Directory.

Rashid bin Humaid Al- Nuaimi
Chairman of the Municipality & Planning Department





Project Management Office



Investment Facilities Rental Service

Increasing real estate revenue owned by the Department and attracting investors



Service type& category

Customers- main



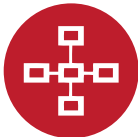
Administration | Department concerned to provide the service

The main building - Project Management Office - Investment section



The beneficiary of the service

companies | institutions | Individuals



Sub services listed under the main Service

- Investment lands rental services
- Crushers lands rental services
- Invest mental sites rental services
- Invest mental buildings rental services
- Billboards rental services (in emirate's streets)
- Rental of service devices sites



Requirements of service provision

- Commercial license
- Valid ID
- Valid passport
- Issuance of delivery permission and collection of rental value of the fund.
- Printing and ratifying contracts from the legal affairs.
- Submitting the client's file to internal audit as per the rental value as stated in section's decisions.
- Ratification by the Head of the Department's signature on the contracts .



Steps of service

lease of new property

- Fill in the application form with attachments) license, identity card and passport)
- Get the approval from the concerned authority according to its terms of reference.
- Set the rental value
- Collect the rental value, receive the payment bond from the lessor, and issue the lease

Renewal of leased property

- Reminding Tenant to renew the property by sending official letters, send sms, or dial
- Taking the data and documents necessary for the renewal.
- Set the new rental value (in case of legal increase).
- Collect the rental value, receive the payment bond from the lessor, and renew the lease.



Service fees

- Assignment fees on a real estate 3000
- Electric Supply Charges 1000
- 10% as check guarantee fees from the rental value of investment lands only



Duration of the service delivery

3 hours and 20 minutes



Services related to other government departments

- Extracting trade license from the Economic Development Department
- Sewage department seal on contracts to extract license
- Electricity and water connection service - Federal Electricity and Water Authority



Customer Service sector



Leases Ratification Service

Regulatory Service to reserve the rights of both parties (lessor and lessee) in the Emirate according to applicable rules and terms.



Service type & category

Procedural – main



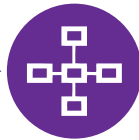
Administration | Department concerned to provide the service

Leasing regulation
department-Leasessection
(Main building - Masfoot
office - Manama office-
Rental disputes Committee)
(service delivery counter)



The beneficiary of the service

Individuals | institutions |
companies



Sub services listed under the main Service

- Ratification of Lease document for housing purposes.
- Ratification of Lease document for investment purposes.
- Ratification of Lease document for housing purposes (workers and employees housings).
- Ratification of Lease document for economic activities shops (individual organization) (companies).
- Ratification of Lease document for purposes of (All types of Lease complaint contracts).
- Issuance of To Whom it May Concern Certificate.



Requirements of service provision

- The applicant's identification papers (ID) for both parties
- (lessor and lessee)
- Copy of the title deed of the property owner
- Three copies of Lease form (signed by both parties)
- lessor and lessee.



Steps of service

- Detailed services: Lease contract for the following for purposes: Housing, investment, workers accommodation, staff accommodation, rental complaints, issuance of certificate of contract registration, and cancellation of Leases).
- Filling in an application in Leases section.
- Both parties or their official representatives must attend.
- Submitting the application with all the required documents to ratify the contract.
- Referring to Ajman Sewerage.
- Meeting regulatory requirements with the approval of: Public Health Department/ Civil Defense Department (required when completing the permit of workers and employees housings).
- Paying due charges.
- Delivering transaction to counter employee to ratify and deliver the contract to client.



Service fees

Description	Fees
Ratification of the Lease for investment purposes	2% of rental value
Ratification of the Lease for housing purposes (workers and employees housings)	3% of rental value
Ratification of the Lease for housing purposes (workers –employees accommodation ")	5% of rental value
Workers accommodation permit	1000 AED
Ratification of Lease for economic activities places (individual organization)	5% of rental value
Ratification of lease for economic activities places (companies)	10% of rental value
Ratification of the lease for purposes of (Residential complaint)	2% of rental value



Service fees

Description	Fees
Ratification of lease for purposes of (business complaint (institution))	5% of rental value
Ratification of lease for purposes of (business complaint (company))	10% of rental value
Ratification of lease for purposes of (workers and employees housings)	5% of rental value
Ratification of the lease for purposes of (investment complaint)	3% of rental value
To Whom it May Concern Certificate	120 AED



Duration of the service delivery

1 day



Services related to other government departments

- Referring to the authorities participating in the service to meet the regulatory requirements:
- Ajman Sewerage (for all leases)
- Civil Defense Department (for workers-employees accommodation)
- Public Health and Environment Department (for workers-employees accommodation)
- A copy of trade license for companies and institutions.



Support Services Sector



Revenue collection service

Receiving the fees payable to the Department from the customers for services or their contraventions.



Service type & category

Customers - main



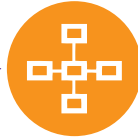
Administration | Department concerned to provide the service

Service Centers - Main
Building and external
branches of the
Department (Manama
Service Center - Masfoot
(Service Center



The beneficiary of the service

Individuals | institutions |
companies



Sub services listed under the main Service

- Collection of fines and contraventions
- Collection of services fees
- Collection of contracts sale and parking cards fees
- Collection of Investment facilities revenue



Requirements of service provision

- Receiving Permission
- Adoption of the authorized persons to receive checks
- A copy of the ID of the service beneficiary



Steps of service

- Delivery of receiving permission to revenue collector.
- Checking the amount.
- The customer shall pay the amount in (check / cash /visa card/online).
- Printing the receipt voucher and delivering a copy to the customer.



Service fees

According to the service type or the value of fine of contravention



Duration of the service delivery

3 minutes



Services related to other government departments

- Department of Economic Development.
- Civil Defense.
- Development and Tourism Department.
- Land Department.
- Ajman Free Zone.

Impoundment Release Service

Service of seizing out of use vehicles offered for sale, which distort the civilized appearance of the Emirate



Service type & category

Seizure - Main



Administration | Department concerned to provide the service

Public Service
Management Building -
vehicle impoundment lot



The beneficiary of the service

Individuals | institutions
| companies



Sub services listed under the main Service

Releasing impounded vehicles



Requirements of service provision

- A copy of the national ID or a passport copy.
- Copy of the vehicle ownership | papers of vehicle possession or export | vehicle data | customs documents.



Steps of service

- Presence in person at the Public Service Management building
- Checking service documents.
- Paying service fees.
- Service delivery to customer.
- Releasing impound vehicle from vehicle impound yard.



Service fees

Description	Fees
Release charges of seized or discarded vehicle.	300 AED
Administrative, demurrage and guarding charges.	15 AED (per day)
Fine of leaving vehicles in the street for sale.	500 AED
Light vehicle transportation charges	100 AED
Heavy vehicle transportation charges	600 AED
Boat transportation charges	200 AED
Prefabricated houses transportation charges	1000 AED
Fine and violation of the pledge to remove the contravention	500 AED



Duration of the service delivery

2mins



Services related to other government departments

N/A





Public health and
the environment sector



Examination of Food and Environmental samples service

Analysis of food, environmental and consumer samples, and ensuring conformity with UAE standard specifications



The service type and category

Seizure - Main



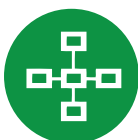
Administration | Department concerned to provide the service

Public Health and Environment administration building
| Customer Service Unit
(Reception hall)



The beneficiary of the service

Individuals | institutions | companies



Sub services listed under the main Service

- Analysis of food services and drinking water.
- Analysis of environmental samples.



Requirements of service provision

- A copy of trade license.
- Statement of items to be examined.
- Contact numbers.
- In the case of a new product, the documents of approving and distributing the product will be needed.
- If the sample is exported or imported, the export or import certificate will be needed with an official letter from the applied company.
- If the samples of promotional campaigns are to be analyzed, the permit application form that was previously filled in the Department of Economic Development should be submitted.



Steps of service

- Filling an application for sample analysis.
- Bringing samples.
- Paying due fees.
- Sample analysis.
- Delivering the report of laboratory analysis.



Service fees

For more details, visit the Municipality and Planning Department website:
<http://www.am.gov.ae/ar/eservices/Pages/Service-By-Directory.aspx>



Duration of the service delivery

8 minutes



Services related to other government departments

Non

Issuance of Permits for Conducting Activities Related to Public Health and Environment Service

Issuance official certificates authenticated for the required customer service



The service type and category

Procedural – main



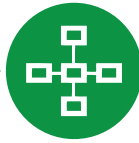
Administration | Department concerned to provide the service

Public Health and Environment administration building / Customer Service Unit (Reception hall) – E-portal



The beneficiary of the service

Individuals | institutions | companies



Sub services listed under the main Service

- Releasing hazardous chemicals
- License of industrial /professional / commercial establishment - inspection fees
- License of drawing sea and creek water
- Temporary license for electric generator
- Approval of environmental services companies
- Approval on importing and promoting a new product
- Approving the permit request of food and health facility
- Applying for a food distribution vehicles license
- Request for approval of diesel tanks
- Request for a license for well digging
- Adoption of engineering schemes
- Adoption of a supporting facility
- Adoption of Public Health pest control company



Steps of service

- Providing service through the administration customer service reception.
- Paying service fees.
- Inspecting the site (If necessary).
- Printing the permit.
- Receiving the permit.



Requirements of service provision

A copy of trade license

Additional requirements depending on the type of the subsidiary service. For more details, visit the Municipality and Planning Department website :<http://www.am.gov.ae/ar/eservices/Pages/Service-By-Directory.aspx>

[am.gov.ae/ar/eservices/Pages/Service-By-Directory.aspx](http://www.am.gov.ae/ar/eservices/Pages/Service-By-Directory.aspx)





Service fees

Description	Price
Releasinghazardouschemicals	100 AED
License of industrial /professional / commercial establishment - inspection fees	(300-500-1000) AED
Licenseof drawing sea and creek water	300 AED per month
Temporarylicensefor electric generator	1000 AED
Approvalof environmentalservicescompanies	1000 AED
Approval onimportingand promotinga new product	100 AED per package
Approving the permit requestof foodand healthfacility	(200-1000) AED
Applyingfora food distributionvehicleslicense	50 AED
Releasinghazardouschemicals	100 AED



Duration of the service delivery

8mins.



Services related to other government departments

Competent authority	Service
Releasinghazardouschemicals	Civil Defense - Ministry of Climate Change and Environment - Interior Ministry - Ministry of Health - Electricity and Water Authority
Approving the permit requestof foodand healthfacility	Department of Economic Development
Applyingfora food distributionvehicleslicense	Department of Economic Development

Issuance certificates related to public health and environment service

Issuance official certificates authenticated for the required customer service



The service type and category
Procedural – main

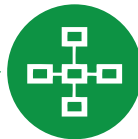


Administration / Department concerned to provide the service

Public Health and Environment administration building / Customer Service Unit ((Reception hall



The beneficiary of the service
Individuals | institutions | companies



Sub services listed under the main Service

- Issuance a periodic inspection file on food and health facilities
- Issuance an inspection file on private schools
- Issuance an exporting veterinary certificate
- Issuance a food stuff exporting certificate
- Issuance a serviceable certificate for exporting fish products fitted for human consumption to European Union countries
- Approved by the Ministry of Environment and Water
- Issuance a No Objection Certificate (NOC) for food stuff transfer
- In case of re-exporting the shipment- financial security
- Releasing shipments arrived at Ajman port and customs Department.
- Processing medical waste
- Adopting certificates of exporting chemical materials.
- Environmental consultation
- Detection of hazardous waste
- Adopting hazardous waste processing systems
- Issuance an environmental inspection card
- Issuance a To Whom it May Concern letter
- A certificate of location cleanness
- Request for the adoption of a swimming pool



Requirements of service provision

- A copy of trade license
- Additional requirements depending on the type of the subsidiary service. For more details, visit the Municipality and Planning Department website :

<http://www.am.gov.ae/ar/eservices/Pages/Service-By-Directory.aspx>



Steps of service

- Submitting the application on customer service reception in the Department
- Paying service fees
- Inspecting the site (If necessary)
- Printing the certificate
- Delivering the certificate to the customer



Service fees

Description	Fees
Issuance a periodic inspection file on food and health facilities	50 AED
Issuance an inspection file on private schools	200 AED
Issuance an exporting veterinary certificate	200 AED
Issuance a food stuff exporting certificate	200 AED
Issuance a serviceable certificate of exporting fish products fitted for human consumption to European Union countries, approved by the Ministry of Environment and Water.	200 AED
Issuance a No Objection Certificate (NOC) for food stuff transfer	200 AED
In case of re-exporting the shipment	Financial security
Releasing shipments arrived at Ajman port and customs Department.	



Service fees

Description	Fees
Processing medical waste	100 AED
Adopting certificates of exporting chemical materials.	100 AED
Environmental consultation	200 AED
Detection of hazardous waste	100 AED + lab examinations fees
Adopting hazardous waste processing systems	200 AED
Issuance an environmental inspection card	50 AED
Issuance a To Whom it May Concern letter	100 AED
A certificate of location cleanness	100 AED



Duration of the service delivery

8 days





Services related to other government departments

Competent authority	Service
Health Ministry	Processing medical waste
Civil Defense - Ministry of Climate Change and Environment - Interior Ministry - Ministry of Health - Electricity and Water Authority	Adopting certificates of exporting chemical materials
Ajman port and customs	Releasing shipments arrived at Ajman port and customs Department.
Ajman port and customs	Issuance an inspection file on private schools
	Issuance an exporting veterinary certificate
Ministry of Environment and water - Ajman Ports and Customs Department - Ajman Chamber of Commerce and Industry.	Issuance a food stuff exporting certificate
	Issuance a serviceable certificate of exporting fish products fitted for human consumption to European Union countries, approved by the Ministry of Environment and Water
Ajman Educational Zone - Ajman Medical Zone	Issuance an inspection file on private schools
State regulatory bodies	Issuance a No Objection Certificate (NOC) for food stuff transfer

Sale of Seedlings

Encouraging agricultural practices / Increasing green areas in the Emirate / Contribution to increasing Department's revenues



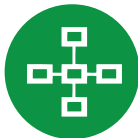
The service type and category
Commercial - Basic



Administration | Department concerned to provide the service
Arboretum of the Municipality and Planning Department-Public Parks & Horticulture Department



The beneficiary of the service
Individuals | institutions | companies



Sub services listed under the main Service
Sale of Seedlings



Requirements of service provision
There is no any document needed



Steps of service

- Customer attendance to Arboretum
- Determine the number and types of required seedlings
- Payment of fees for extraction of seedlings sale invoice
- Or apply through the application of smart phones services



Service fees

Description	Specifications	Fees
Trees	Less than 60 cm	8 AED per each seedling
Bushes	N/A	7-10 AED
Fruitful trees	N/A	10-20 AED
Trees	More than 100 cm	Not offered for sale
Seasonal flowers	N/A	1 AED
Cut off dates	Less than a meter	20-30 AED
Cut off dates	More than a meter	Not offered for sale
Gramineae and bulbs	More than 20 cm	3-7 AED
Turf lawn	Turf lawn (regular type) 2m	18 AED
Turf lawn	Turf lawn (Salt Resistant type) 2m	100 AED
Turf lawn	Regular type per bag	18 AED
Cactaceae	Depending on type and size	5-15 AED
Turf lawn	Bag, Salt Resistant	130 AED



Duration of the service delivery

1 hour



Services related to other government departments

N/A

Fighting Red Palm Weevil service

Fighting the spread of the red palm weevil to protect palm trees in the Emirate



This service type and category

Procedural – main



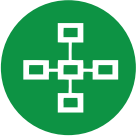
Administration | Department concerned to provide the service

Municipality and Planning Department - the main building- Public Parks & Horticulture Department



The beneficiary of the service

Governmental locations
- Houses



Sub services listed under the main Service

N/A



Requirements of service provision

Existence of palm trees infected by red palm weevil at location.



Services related to other government departments

N/A



Steps of service

- Contacting with communication section for delivering the report or submitting the application via smart phone service application.
- Referral of report to Administration of Agriculture
- Communicating with customer for providing service



Service fees

Free



Duration of the service delivery

1 day

Palm Uprooting service

Palm uprooting to be utilized by the Department.



This service type and category

Procedural – main



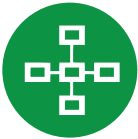
Administration | Department concerned to provide the service

Municipality and Planning Department - the main building- Public Parks & Horticulture Department



The beneficiary of the service

Governmental locations
- Houses



Sub services listed under the main Service

N/A



Requirements of service provision

Existence of transferable trees



Services related to other government departments

N/A



Steps of service

- Contacting with communication section for delivering the report or submitting the application via smart phone service application.
- Referral of report to Administration of Agriculture
- Communicating with customer for providing service



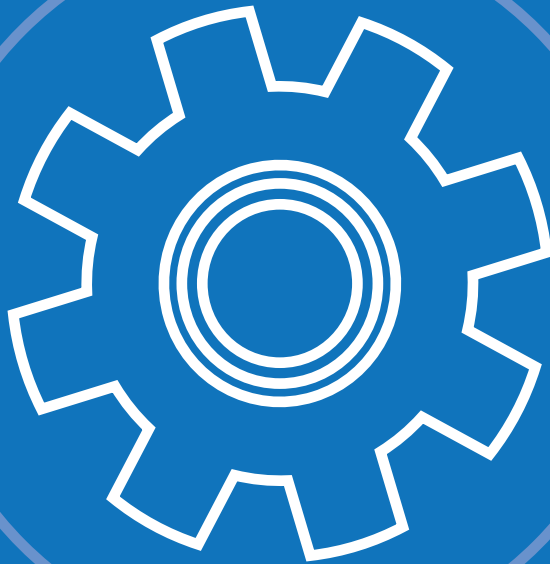
Service fees

Free, in case of Department equipment are available
If the equipment is not provided by the administration, the equipment shall be rented from external partnerships. The customer will be informed with the cost.



Duration of the service delivery

3 days



Engineering Affairs Sector

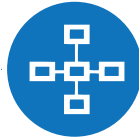


Issuance and Renewal of Site layout service

Issuance a site layout



This service type and category
Procedural – main



Sub services listed under the main Service

- Issuance and Renewal of Site layout Service
- Renewal of site layout
- Issuance of real estate unit service



Requirements of service provision

- A copy of the national identity card
- Title deed
- Sewage bill
- a copy of passport for non-holders of Emirate identity card.



Administration / Department concerned to provide the service

The Municipality and Planning Department / Main Building / Town Planning and Survey Department - Customer Service of the Engineering Affairs Office



Steps of service

- The application and the required documents are to be submitted together to the Customer Service Unit of the Engineering Affairs Sector.
- Transaction and documents are to be audited and to be submitted to the administration.
- Submitting the application into the system and creating a site layout file.
- The layout is to be drawn and auditing with Geographical Information System GIS
- Approval of layout by the Administration's Director and the Department's Director General.
- Charges are to be calculated and issuance the receipt of paying charges due in the fund.
- After charges paying the fees by the applicant, the site layout is to be sealed from the Executive Director's office of the Engineering Affairs Sector
- Delivering the file to the Customer Service Unit of the Engineering affairs Sector and then delivering the same file to the applicant, and archiving it.



The beneficiary of the service

Individuals - institutions - companies



Service fees

Description

Due fees

Renewal of site layouts	
Issuance of a residential private site layouts for the first time	500 AED
Issuance of site layouts for any purpose other than private residential, agriculture, public services or freehold	Land Area in Sq. m. \times 1 AED, at least 500 AED
Issuance of a freehold land site layouts for the first time	Land Area in Sq. m. \times 120 Fils, at least 500 AED
Issuance Agricultural Land site layout	500 AED
Issuance Agricultural Land site layout	Land Area in Sq. m. \times 15 Fils, at least 500 AED
Renewal of a residential private site layout at 250 AED	Free of charge
Renewal of site layouts for any purpose other than private residential, agriculture, public services or freehold	An amount of 10 AED shall be incurred on all transactions of Parents Council
Renewal of a freehold land site layouts for the first time	Land Area in Sq. m. \times 50 Fils, at least 250 AED In case of renewing the layouts with the same planning requirements within not more than 5 years from the date of issuing the previous layouts, the same value shall be calculated with a maximum amount of 3000 AED - An amount of 10 AED shall be incurred on all transactions of Parents Council
Renewal of a freehold land site layouts for the first time	Land Area in Sq. m. \times 80 Fils, at least 250 AED in case of renewing the layouts with the same planning requirements within not more than 5 years from the date of issuing the previous layouts, the same value shall be calculated with a maximum amount of 3000 AED An amount of 10 AED shall be incurred on all transactions of Parents Council



Service fees

Description	Due fees
Renewal Agricultural Land site layout	Land Area in Sq. m.×10 Fils, at least 250 AED. In case of renewing the layouts with the same planning requirements within not more than 5 years from the date of issuing the previous layouts, the same value shall be calculated with a maximum amount of 3000 AED- An amount of 10AED shall be incurred on all transactions of Parents Council
Sorting and Division of the nonfreehold land	Land area in Sq. m.×50 fils
Sorting and Division of freehold land	Land area in Sq. m.×100 fils
Sorting and Division of Agricultural land	Land area in Sq. m.×10 fils
Sorting and Division of land granted to a citizen	Free of charge
Citizen Sorting and Division of private residential land with attached buildings	Land area in Sq. m.×10 AED
Non-citizen Classify and divide private residential land with attached buildings	Land area in Sq. m.×15 AED
Sorting and Division of land s Amendments to the planning requirements	
<ul style="list-style-type: none"> • Modification the purpose of use- Citizen • From residential to residential -commercial • From residential-commercial to residential -tourist • From residential -commercial to residential -administrative • From industrial to residential • From agricultural to residential 	Land area in Sq. m.×50 AED



Service fees

Description

Due fees

Sorting and Division of land s Amendments to the planning requirements

<ul style="list-style-type: none">• Modification of Use-non Citizen• From residential to residential-commercial• From residentialcommercial to residential - tourist• From residential -commercial to residential -administrative• From industrialto residential• From an agricultural to residential	Land area in Sq. m.×100 AED
<ul style="list-style-type: none">• Modification the purpose of use- Citizen• From residential to residential -tourist• From residential to residential -tourist• From industrial to residential -commercial• From agricultural to residential -commercial	Land area in Sq. m.×100 AED
<ul style="list-style-type: none">• Modification of Use-non Citizen• From residential to residential -tourist• From residential to residential -tourist• From industrial to residential -commercial• From agricultural to residential -commercial	Land area in Sq. m.×200 AED
<ul style="list-style-type: none">• Modifying Land Properties -Citizen• Adding floors	Area of land in Sq. m.×total added floors numbers× 10AED
<ul style="list-style-type: none">• Modifying Land Properties -non Citizen• Adding floors	Area of land in Sq. m.×total added floors numbers× 30AED
<ul style="list-style-type: none">• Modifying Land Properties -Citizen• Adding half floor on the roof	Land area in Sq. m.×10 AED



Description

Due fees

<ul style="list-style-type: none">• Modifying Land Properties -non Citizen• Adding half floor onthe roof	Land area in Sq. m.×30 AED
<ul style="list-style-type: none">• Modifying Land Properties -Citizen• Removing setback	Area of removed setback in Sq. m.×total floors number×50AED
<ul style="list-style-type: none">• Modifying Land Properties -non Citizen• Removing setback	Area of removed setback in Sq. m.×total floors number×100 AED

issuanceand renewal of property Layouts for the first time

issuance property layout for the first time	<ul style="list-style-type: none">• Area of land in Sq. m. x 10 AED• An amount of 10 AED shall be incurred onall transactions of Parents Council
issuance property layout	<ul style="list-style-type: none">• Area of land in Sq. m. x 5 AED• An amount of 10 AED shall be incurred onall transactions of Parents Council



**Duration of the service
delivery**
3 working days



Services related to other government departments

Sewage bill

Land demarcation and Survey service

Maintaining the borders of the land plots with the overall shape of the urban districts in the Emirate



The service type and category
Procedural – main

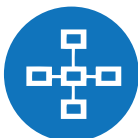


Administration / Department concerned to provide the service

The Municipality and Planning Department / Main Building / Town Planning and Survey Department - Customer Service of the Engineering Affairs Office



The beneficiary of the service
Individuals - institutions - companies



Sub services listed under the main Service

Land demarcation and Survey Service



Requirements of service provision

- A copy of the updated site layout
- Receipt voucher
- A copy of the building license (in case of the service of measuring the level of a land plot only)



Steps of service

- Get a receipt voucher from the reception of Engineering Affairs No. (11-12-13-14)
- Paying the fees at the reception office box number (15-16-17-18)
- Providing the transaction in the reception of department of survey and submitting (receipt voucher + updated site layout)



Service fees

Description	Fees
Land demarcation	200 AED
Land leveling survey	500 AED
locating the coordinates of the land	150 AED
locating a reference point coordinates	250 AED



Duration of the service delivery

2 working days



Services related to other government departments

N/A

Spatial Data service

Providing spatial data to customers according to their needs



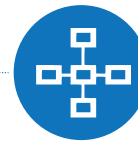
Service type and category

informative - main



The beneficiary of the service

Individuals - institutions - companies



Sub services listed under the main Service

N/A



Administration / Department concerned to provide the service

Municipality and Planning Department / Main Building / Center of Geographic Information Systems/ Section of the management and exchange of spatial data



Requirements of service provision

Official data Order with the clarification of the required data type and the covered area.



Steps of service

- Submitting a service request letter by the customer.
 - Reviewing the request with customer before starting the request.
 - Administration approval for the request and processing of the required data
- (if the data type CAD, official approval have to be obtained from the Executive
- Director of Engineering Affairs)
 - Paying the due fees and approving to abide by the conditions of use prescribed in the application.



Steps of service

Formatting of the digital product

The covered area

Price

According to Administrative Resolution No. 13 of 2008 concerning the sale of geographical data charges.

File (GIS)	(1-10) Km ²	100 AED/Km ²
File (GIS)	(10-100) Km ²	50 AED/Km ²
File (GIS)	More than 100 Km ²	30 AED/Km ²
file (CAD)	(1-100) Km ²	50 AED/Km ²
file (CAD)	(10-100) Km ²	25 AED/Km ²
file (CAD)	More than 100 Km ²	15 AED/Km ²



Duration of the service delivery

3 working days



Services related to other government departments

A copy of the economic license (Economic Department), if the companies or institutions are private

Geo-spatial layouts service

Providing geographical layouts to customers according to their needs

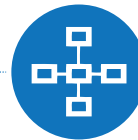


This service type and category
Informative - main



The beneficiary of the service

Individuals - institutions - companies



Sub services listed under the main Service

N/A



Administration / Department concerned to provide the service

Municipality and Planning Department / Main Building / Center for Geographic Information Systems



Requirements of service provision

Official Letter of map request - Official Email



Steps of service

- Submitting a service request letter by the customer.
- Reviewing the request with customer before starting the request.
- Administration approval for the request and starting the production of the map
- Paying the due fees and delivering the map to the customer



Service fees

Type	Size	Fees
Plain Paper	A0	500
Plain Paper	A1	250
Plain Paper	A2	125
Plain Paper	A3	65
Plain Paper	A4	30
Glossy Paper	A0	700
Glossy Paper	A1	500
Glossy Paper	A2	250
Glossy Paper	A3	125
Glossy Paper	A4	60
An area Or less as aPDF	All sizes	250
More than one area as aPDF	All sizes	500

Note: Governmental, educational agencies and charitable institutions and partners are exempted from fees



Duration of the service delivery

3 working days



Services related to other government departments

A copy of the economic license (Economic Department), if the companies or institutions are private

Building permitting Service

Managing Construction Permits as efficient as building permits service is the main service and its stages:

- 1- Issuance of building permit.
- 2- Structural audit and engineering tests service.
- 3- Issuance of certificate of completion.



The service type and category
Procedural – main

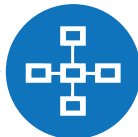


Administration / Department concerned to provide the service

Municipality and Planning Department / main building / city service center



The beneficiary of the service
Individuals - institutions - companies



Sub services listed under the main Service

- Technical Consultation (Optional service)
- Issuance of building permit
- Architectural or constructional modifications
- License Renewal
- Changing building contractor
- Changing consultant
- Cancellation of building permit
- Adding an awning
- Registering a defining name of a building
- Temporary permit of contractor / consultant
- Issuance of a temporary certificate of completion
- Issuance of final certificate of completion
- Maintenance permit
- Demolition permit
- Classification of contractors and consultants
- Structural audit
- Technical Report
- Structural audit
- A To Whom It May Concern letter



Requirements of service provision

Issuance of building permit:

- Application is submitted with the layouts and documents Required
- Paying due fees
- Delivery of the approved executive layouts

Structural audit:

- The application will be submitted by e-mail to: follow-up-bd@am.gov.ae
- Visiting the site and certifying a building case statement

Concrete tests :

(cubes, Core, pedestals, the sustainability of concrete, Ultrasonic) - (when pouring the concrete for each stage (foundations, T-beam, columns, ceilings)

- Delivering of the service application and a copy of the building permit and plans
- Paying due fees
- Delivery of samples to be tested or the delivery of location for the laboratory representatives for sampling or conduct on-site tests.
- Issuance necessary reports for a customer

Tests bricks and tiles (when supplying of bricks for each stage (foundations, building))

- Delivery of the service application and a copy of the building permit
- Paying of the service fees and delivering the receipt voucher
- Delivery of brick and tile samples to be tested
- Issuance of reports about bricks and tiles to the customer

Engineering tests:

(The following tests conducted through the stages of construction, according to each stage)

Site Reconnaissance tests (Pre-construction phase conducted before drill and prepare the site for the building foundations)

- Submitting the service application and a copy of the building permit, plans,, and NOC certificates from the concerned authorities.
- Paying of the service fees and delivering the receipt voucher
- Delivering the site to the laboratory representatives
- issuance a site reconnaissance reports to the customer.

Soil tests (phase after drilling site and through filling up site by Roadbase materials before foundations)

- Delivering of the service application and a copy of the building permit and plans
- Paying of the service fees and delivering the receipt voucher
- Delivering the site and materials to be tested to the laboratory representatives.
- issuance soil reports to the customer.





Requirements of service provision

Tests of asphalt and aggregates (for roads and concrete factories)

- Delivery of the service application and a copy of the building permit
- Paying of the service fees and delivering the receipt voucher
- Delivery of brick and tile samples to be tested
- Issuance of reports about bricks and tiles to the customer.

Issuance of certificate of completion (provisional / final)

- The application will be submitted by e-mail to: follow-up-bd@am.gov.ae
- Receiving of site inspection deadline by the control facilities unit employee
- The presence of both the Consultant Engineer and Contractor's Engineer on set date for inspection
- Delivery of certified completion certificate

Issuance of a building license (new):

- Building permit service Application Form
- A copy of the owner's identity card / passport

To obtain a license for a new building: A copy of the site layouts (two years for owned property, one year for granted property)

To add new floors to an existing building: A copy of completion certificate of the

existing building + technical report
Two copies of architectural and constructional layouts (printed copy + electronic copy + constructional calculations + soil test report from approved labs, except for villas + a letter from the auditing consultant for building consist of +20 floors (third party) + valid commercial license

Service layouts approved by:

- General Directorate of Civil Defense - Ajman (except for residential buildings)
- Emirates Telecommunications Corporation - Ajman
- Ajman Sewerage - Ajman
- Electricity and Water Authority - Ajman

NOC from:

- Emirates Telecommunications Corporation - Ajman
 - Ajman Sewerage - Ajman
 - Electricity and Water Authority - Ajman
- Supervision and contracting contracts annexes ratified from Sewerage administration

A copy of a valid commercial license of the Consulting office and contracting company issues from Ajman Emirate Form of commercial buildings' defining name

- issuance a(existing) building permit: Form of building permit (file)
Receipt voucher of the existing building



Requirements of service provision

- One copy of the architectural layouts A3(hard copy + soft copy)
- Technical Report of the establishment control unit
- A copy of the business license of the Advisory Office
- A letter from the Advisory Office of safety of existing buildings
- A certificate of completion for existing buildings

Structural audit::

- Service Form (establishment control)
- A copy of the valid building permit
- The safety letter for wrenches in the event of a request check on the roof of all buildings (Note:The letters shall be submitted from specialized wrenches company if the ceiling height reached to 4 meters and above in all the buildings)
- A copy of the valid business license of the Advisory Office and the contracting company
- All previous tests required to be checked
- The application should be ratified from the engineering consulting office

Site Reconnaissance tests

- Service Request Form
- Receipt voucher of service examination fees
- Layout of the organizational location and establishment location of the with the certificate that the site is lacking any services

Soil tests

- Service Request Form
- Receipt voucher of service examination fees

Tests of steel

- Service Request Form
- Receipt voucher of service examination fees

Concrete tests

- Service Request Form
- Receipt voucher of service examination fees

Tests of bricks and tiles

- Service Request Form
- Receipt voucher of service examination fees

Asphalt and aggregates tests

- Service Request Form
- Receipt voucher of service examination fees

Issuance of completion certificate (provisional):

- Service Form (establishment control)
- A copy of the owner's identity card / passport
- A copy of the site layouts (two years for owned property, one year for granted property)
- A copy of the valid building permit
- The completion form (initial-final)
- A case statement of the building
- All building tests





Requirements of service provision

Issuance of completion certificate (final):

- Service Form (establishment control)
- A copy of the owner's identity card / passport
- A copy of the site layouts (two years for owned property, one year for granted property)
- Filling and ratifying the completion certificate form (initial -final)
- Building Case Statement (Note: In case of an initial certificate of completion wasn't issued)
- A copy of valid building permit
- Water insulation grantee from the contractor
- Letter from the Civil Defense (Note: All buildings except residential villas)
- The building defining name (Note: commercial residential buildings only)
- All the tests of the building (Note: In case of an initial certificate of completion wasn't issued)
- Certificate of completion for communications
- A contract with the system AIMS



Service fees

Issuance of building permit

Residential buildings

- Villas and residential extensions -3.5 / sq. m. dirham.
- Awnings 3 AED / sq. m .for residential awnings within the land borders, and 120 for the awning of a single car outside the land borders
- Fences 1 AED / m (length).
- 10 AED fees of Parents Council



Service fees

Issuance of building permit	
Commercial buildings	<ul style="list-style-type: none">• 6 AED/m² fees for a building till the 4th floor with the basement + mezzanine floor + parking floors and 9 AED /m² starting from the 5th floor and above.• 10 AED fees of Parents Council.
Freehold building	<ul style="list-style-type: none">• AED 10/m² fees for a building.• 10 AED fees of Parents Council.
Industrial buildings	<ul style="list-style-type: none">• Industrial warehouses, workers residence, stores...:6 AED/m²• Gas stations (500 AED per pump) +6 AED/m² fees for construction)• Concrete floors without ceiling:1 AED/ m².• 10 AED fees of Parents Council.
schools, universities, institutes	As is the case in commercial building drawings
Insurance	<ul style="list-style-type: none">• 2 AED/m² insurance for all buildings, with minimum:• Insurance of residential Villas 1600 AED +deductions of 400 AED.• Insurance of residential awnings 400 AED + deductions of 100 AED.• Insurance of commercial, investment and industrial buildings 2400 AED 600 AED• 10 AED fees of Parents Council. ▶



Service fees

Structural audit	
Residential buildings	<ul style="list-style-type: none">• Villas and residential extensions -3.5 / sq. m. dirham.• Awnings 3 AED / sq. m .for residential awnings within the land borders, and 120 for the awning of a single car outside the land borders• Fences 1 AED / m (length).• 10 AED fees of Parents Council
Commercial buildings	<ul style="list-style-type: none">• 6 AED/m² fees for a building till the 4th floor with the basement + mezzanine floor + parking floors and 9 AED /m² starting from the 5th floor and above.• 10 AED fees of Parents Council.
Freehold building	<ul style="list-style-type: none">• AED 10/m² fees for a building.• 10 AED fees of Parents Council.

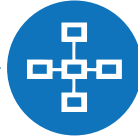
Issuance of Permits for Road Works Service

Development of integrated infrastructure consistent with the requirements of sustainable development



The service type and category

Procedural – main



Sub services listed under the main Service

Issuance permits for road works service



Administration / Department concerned to provide the service

Municipality and Planning Department / main building/ Municipal Roads and Infrastructure Division



The beneficiary of the service

Individuals - institutions - companies



Requirements of service provision

Locating the sidewalks and parking

Paving dirt roads

Road occupancy:

Provide building permit	A copy of the site layout	The project or street layout A3
Meets Site layout	Copy of the ID	Application letter of Roads Occupancy submitted by the executing company
An application from the facility owner		Construction and projects Permits from the Department.
A pledge to remove the business upon request by the department		



Steps of service

- Submission of the application and attach a letter from the company
- A layout that shows Business
- Initial accreditation from the Roads Division
- Approval of the Police General Headquarters
- The final Department Accreditation



Service fees

Description	Fees
Lane occupancy for one day	500
Two lanes occupancy for one day	1000
Lane occupancy for one month	7000
Two lanes occupancy for one month	10000



Duration of the service delivery

9 min.



Services related to other government departments

Ajman Police General Headquarters

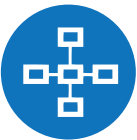
Issuance of Reports on Damage of road accidents service

Development of integrated infrastructure consistent with the requirements of sustainable development



This service type and category

Procedural – main



Sub services listed under the main Service

Issuing Reports about Road Accidents Damages Service



Services related to other government departments

N/A



Duration of the service delivery

3 working days



Administration / Department concerned to provide the service

Municipality and Planning Department / main building/ Municipal Roads and Infrastructure Division



Steps of service

- The receipt of a letter from the Police General Headquarters + copy of the original accident report
- Fill in form data of the estimates of the accidents damage
- Referring the form to the agency responsible for repairing the damage
- Prepare a report on the damage value
- Delivering a copy of damage value report to the examiner and for paying the value



The beneficiary of the service

Individuals - institutions - companies



Requirements of service provision

- A letter from the Traffic and Licensing Department
- Accident report



Service fees

The mount shall be estimated depending on the damage value, the site examination charges are 50 AED

Paid parking service

- Renting a paid parking: permission granted by the department to the specific bodies whereby vehicles parking shall be allocated in exchange for fees paid for department with purpose of parking vehicles only.
- Prepaid card service: Electronic prepaid cards to be used instead of coins in the payment system.
- Annual subscriptions cards service: A card given to the customer to be able to use dutiable parking without the need to put a ticket.
- Payment of contraventions: Payment of contraventions in the service delivery sites



The service type and category

Procedural – main



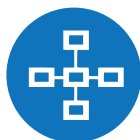
Administration / Department concerned to provide the service

Municipality and Planning Department / main building / city service center in Building D



The beneficiary of the service

Individuals - institutions - companies



Sub services listed under the main Service

- Malfunction in paid parking
- Parking at places which don't allocated for parking
- Parking vehicles and heavy vehicles randomly without a permit
- Parking reservation without a permit
- Annual subscriptions cards (quarterly -half-yearly - Yearly)



Requirements of service provision

First service

- Issuance a temporary rental permit for parking (construction companies)
- Permit for renting parking (residents of buildings, banks and shops)
- Issuance of permit for writing-off parking (to the owners of residential and commercial buildings)
- The original lease authenticated by the municipality + copy.
- A copy of valid commercial license (companies).
- Filling in an application for parking rent.
- Work site layouts.
- Copy of ID.
- A letter submitted by the body which request the service

Second service

- Required Documents (customers)
- Filling in the prepaid card application form.
- Copy of ID.
- Required Documents (companies and shops)
- A letter from the applicant to the appropriate department.
- The original lease authenticated by the municipality + copies
- Filling in the prepaid card application form.
- Copy of ID.

Third Service

- Category of the state and local departments and private department (banks and banks)
- Letter to Whom It May Concern addressed to the competent department.
 - Filling in the annual subscriptions card application form.
 - A copy of valid car title.
 - Copy of ID.
 - A copy of the valid passport + and residency (expatriates)
 - A copy of the valid first parking card (for requesting the second card issuance).

Customers category

- Filling in the annual subscriptions card application form.
- A copy of valid car title.
- Copy of ID.
- A copy of the valid first parking card (for requesting the second card issuance).

Buildings resident category (citizens)

- A letter from the applicant to the appropriate department.
- The original lease authenticated by the municipality + copies



Requirements of service provision

- A copy of a valid passport (individuals).
- Filling in the annual subscriptions card application form.
- A copy of valid car title.
- Copy of ID.
- A copy of the valid first parking ID. For the application for issuing the second card)

People with special needs

- Filling in a parking card application form
- A copy of valid car title.
- A copy of a permit of using the parking for Special Needs issued by the Ministry of Interior.
- Copy of ID.
- A copy of the valid passport + and residency (expatriates)

Short-range cards category

- Filling in the annual subscriptions card application form.
- A copy of valid car title.
- Copy of ID.

Parkingyards category allocated for heavy and light vehicles and equipment

- A copy of the license of transportation and traffic.
- A copy of driver's license
- Filling in the annual subscriptions card application form.
- A copy of valid car title.
- Copy of the ID

Fourth service

- A copy of the edited traffic violation.
- A copy of vehicle title.
- Valid ID.



Steps of service

- Filling in the service delivery application form
- Auditing the documents and refer them to the appropriate organizational unit to complete the procedure.
- Approval of the application by the head of parking department.
- Paying service fees.
- Service delivery to customer



Service fees

The Approved decree on the organization and returning parking in the emirate. You can see the decree by visiting Municipality and Planning Department www.am.gov.ae



Duration of the service delivery

30minutes



Services related to other government departments

Approval by the Ministry of Interior (for the application for a temporary renting permit for parking

الخدمات الذكية Smart Services



الخدمات الإلكترونية Electronic Services





am.gov.ae

خدمات الموقع الإلكتروني لدائرة البلدية والتخطيط
Website services of Municipality & Planning Department

- | | |
|--|---|
| دليل الخدمات
Services Catalogue | 1 |
| الخدمات الإلكترونية
E-services | 2 |
| مراكز الخدمة
Service Centers | 3 |
| التطبيقات الذكية
Mobile Apps | 4 |
| المناقصات والمزايدات
Tender and Bids | 5 |
| خدمة راسد - الاقتراحات والشكاوي
Rassed - Suggestions and Complaints | 6 |

رؤيتنا: بيئة مستدامة وبنية عصرية لبناء مستقبل عجمان

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