

## Ajman Municipality and Planning Department Service Guide

3<sup>rd</sup> Edition

2019

Our Vision: Sustainable environment while developing a modern infrastructure in Ajman.



رؤيتنا: بيئة مستدامة وبنية عصرية لبناء مستقبل عجمان



Ajman Municipality

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اتصل على

80070



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Higher Management

Chairman's Office

## Granted Lands Department

<b>Sub-service</b>	Governmental land or residence grant request
<b>Service description</b>	It is an e-service that allows citizens of the Emirate of Ajman to apply for a grant for a residential land or a government residence, provided that all the general and specific requirements are met.
<b>Service category</b>	Procedural service
<b>Categories of target customers</b>	Individuals
<b>Service delivery requirements</b>	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Personal photo of the beneficiary.</li> <li>- Copy of a valid Emirates ID.</li> <li>- Copy of the passport.</li> <li>- Copy of the Family Book.</li> <li>- Copy of the marriage contract if the wife is not registered in the Family Book.</li> <li>- Statement of owned properties from the same Emirate where the applicant works if the place of work is outside the Emirate of Ajman (for married applicants).</li> <li>- Recent (original) detailed salary certificate from the employer or social affairs for both spouses, or a non-employment certificate from court if the applicant is unemployed.</li> <li>- Proof of residence (property deed, residential lease contract, or land plot plan).</li> <li>- Statement form for a land grant from the Department of Land and Real Estate Regulation (property) + archives (grants).</li> <li>- Statement from the Sheikh Zayed Housing Programme (for married + widowed + divorced applicants).</li> </ul> <p><b>Additional documents required for divorced and widowed women:</b></p> <ul style="list-style-type: none"> <li>- Proof of marital status from court (proof of marriage termination + Custody certificate + alimony + proof of inability to provide residence for children if she has children (recent).</li> <li>- Copy of the family book of the (divorced / deceased) husband.</li> <li>- Copy of the children's passports (for divorcees).</li> <li>- Determination of inheritance certificate (for widows)</li> <li>- Retirement certificate for the deceased husband (for widows).</li> </ul> <p><b>Additional documents for women married to non-citizens:</b></p> <ul style="list-style-type: none"> <li>- Copy of the marriage contract.</li> <li>- Marriage continuity attestation certificate.</li> </ul>

	<ul style="list-style-type: none"> <li>- Copy of the passport of the husband and children with residency permits.</li> <li>- The husband's salary certificate + employment contract + bank statements for the last 3 months.</li> <li>- Children's birth certificate.</li> <li>- Certificate of commercial licenses for both spouses.</li> <li>- Education Continuity certificate for the children for a period of 3 years.</li> </ul> <p>Note: The committee has the right to request any other documents.</p>
<b>Procedures and steps for Submitting the request</b>	<ol style="list-style-type: none"> <li>1. Submitting the request online.</li> <li>2. Conducting a social study and an internal audit of the request and its attached documents within two business days</li> <li>3. Forming a government housing and land plot grant committee</li> <li>4. Responding to the request within 3 months</li> <li>5. Issuing final approval and receiving the approved request from the system</li> </ol>
<b>Service delivery times</b>	Sunday - Thursday 07:30 to 14:30
<b>Service Fees</b>	Free
<b>Service interconnection with other services</b>	Available
<b>Partner institutions</b>	Department of Land and Real Estate Regulation Sheikh Zayed Housing Programme
<b>Service delivery channels</b>	Website - AMAR
<b>Forms used for service delivery</b>	N/A
<b>Average duration of service completion</b>	3 Months
<b>Service limitation</b>	N/A
<b>Digital Service Maturity</b>	Partially Digitalized Service

Higher Management

Investments Department

## Rental of Investment Facilities

<b>Sub-service</b>	Rental of investment lands
<b>Service description</b>	An annual investment contract that allows the beneficiary to use the leased land to carry out an activity at a fixed and agreed upon rate between the investor and the Department.
<b>Service category</b>	Procedural service
<b>Categories of target customers</b>	Individuals – Corporates
<b>Service delivery requirements</b>	<ul style="list-style-type: none"> <li>- Request for a land rental</li> <li>- No-objection letter approved by His Highness the Chairman of the Department</li> <li>- Valid commercial license</li> <li>- Valid ID card</li> <li>- Valid passport (for residents)</li> <li>- Site building design</li> </ul>
<b>Procedures and steps for Submitting the request</b>	<ol style="list-style-type: none"> <li>1. Submitting the request form with a study on the project through one of the service delivery channels</li> <li>2. Processing the request, issuing approval or rejection within 7 business days and notifying the customer</li> <li>3. Ratifying a contract (constitutive contract) or a permit between the two parties</li> <li>4. Collecting the rental value and handing the lessee a copy of the payment receipt</li> <li>5. Preparing an investment contract or a temporary permit for the lessee and providing the lessee with a copy</li> <li>6. Handing over the specified site to the lessee by the Investments Department</li> </ol>
<b>Service delivery times</b>	Sunday - Thursday 07:30 to 14:30
<b>Service Fees</b>	Free
<b>Service interconnection with other services</b>	N/A
<b>Partner institutions</b>	NA
<b>Service delivery channels</b>	Investments Department Email: invest@am.gov
<b>Forms used for service delivery</b>	N/A
<b>Average duration of service completion</b>	7 business days
<b>Service limitation</b>	N/A
<b>Digital Service Maturity</b>	Fully Digitalized Service



## Rental of Investment Facilities

Sub-service	Rental of advertising spaces and billboards
Service description	An annual investment contract that allows the beneficiary to use the Emirate's lighting poles, central islands, and roadsides for installing advertising billboards at a fixed rate specified within the advertising billboard fee table.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Request to rent spaces from the advertising company</li> <li>- Valid commercial license</li> <li>- Valid ID card</li> <li>- Valid passport (for residents)</li> <li>- A detailed list of the locations to be rented with the billboard type and pictures for the location if the billboard is located on rooftops</li> <li>- An attachment of an approval letter from the consultant (Building Management)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form with a study on the project through one of the service delivery channels</li> <li>2. Processing the request, issuing approval or rejection within 7 business days and notifying the customer</li> <li>3. Ratifying a contract (constitutive contract) or a permit between the two parties</li> <li>4. Collecting the rental value and handing the lessee a copy of the payment receipt</li> <li>5. Preparing an investment contract or a temporary permit for the lessee and providing the lessee with a copy</li> <li>6. Handing over the specified site to the lessee by the Investments Department</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Investments Department Email: invest@am.gov
Forms used for service delivery	N/A
Average duration of service completion	7 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Rental of Investment Facilities

Sub-service	Rental of land crushers
Service description	The process of crushing, breaking and aggregation of rocks to be used in building materials by a specialized company.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<b>Individuals – Corporates:</b> <ul style="list-style-type: none"> <li>- Crushing license request letter</li> <li>- Valid commercial license</li> <li>- Valid ID card</li> <li>- Valid passport (for residents)</li> <li>- Aerial photograph and site plan</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form with a study on the project through one of the service delivery channels</li> <li>2. Processing the request, issuing approval or rejection within 7 business days and notifying the customer</li> <li>3. Ratifying a contract (constitutive contract) or a permit between the two parties</li> <li>4. Collecting the rental value and handing the lessee a copy of the payment receipt</li> <li>5. Preparing an investment contract or a temporary permit for the lessee and providing the lessee with a copy</li> <li>6. Handing over the agreed upon site to the lessee by the Investments Department</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Investments Department Email: invest@am.gov
Forms used for service delivery	N/A
Average duration of service completion	7 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Rental of Investment Facilities

Sub-service	Rental of investment buildings
Service description	An annual investment contract enabling the beneficiary to use the rented premises to practice a commercial activity at a set value specified in the contract concluded between both parties.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<b>Individuals – Corporates:</b> <ul style="list-style-type: none"> <li>- Request letter from the lessee</li> <li>- Valid commercial license</li> <li>- Valid ID card</li> <li>- Valid passport (for residents)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form with a study on the project through one of the service delivery channels</li> <li>2. Processing the request, issuing approval or rejection within 7 business days and notifying the customer</li> <li>3. Ratifying a contract (constitutive contract) or a permit between the two parties</li> <li>4. Collecting the rental value and handing the lessee a copy of the payment receipt</li> <li>5. Preparing an investment contract or a temporary permit for the lessee and providing the lessee with a copy</li> <li>6. Handing over the specified site to the lessee by the Investments Department</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Investments Department Email: invest@am.gov
Forms used for service delivery	N/A
Average duration of service completion	7 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Rental of Investment Facilities

Sub-service	Rental of investment sites
Service description	A permit to rent vacant park spaces to investors to hold their seasonal events and activities at a specific value agreed upon with the Department
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<b>Individuals – Corporates:</b> <ul style="list-style-type: none"> <li>- Site rental request</li> <li>- Valid commercial license</li> <li>- Valid ID card</li> <li>- Valid passport (for residents)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form with a study on the project through one of the service delivery channels</li> <li>2. Processing the request, issuing approval or rejection within 7 business days and notifying the customer</li> <li>3. Collecting the rent value and handing the lessee a copy of the payment receipt</li> <li>4. Handing over the specified site to the lessee by the Investments Department</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Investments Department Email: invest@am.gov
Forms used for service delivery	NA
Average duration of service completion	7 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

Supporting Services Sector

Department of Public Services

## Release of Impounded Vehicles

Sub-service	Request to release impounded vehicles
Service description	A government service that allows the customer to inquire about impounded private vehicles that were left behind and neglected across various facilities around the Emirate and request their recovery after payment of fees.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the owner's Emirates ID</li> <li>- Copy of vehicle ownership, papers of vehicle possession or export, or vehicle data from the Traffic Services and Licensing Center.</li> <li>- Copy of the commercial or industrial license for all U Emirates of the country (Corporates)</li> <li>- Official authorization letter from the company to the Municipality &amp; Planning Department (Corporates - Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form online - Public Health and Environment System</li> <li>2. Submitting a request to release impounded vehicles</li> <li>3. Paying service fees</li> <li>4. Receiving a notification through the system regarding the approval of the request</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 300 vehicle release charges</li> <li>- AED 100 light vehicle transportation charges</li> <li>- AED 600 heavy vehicle transportation charges</li> <li>- AED 200 boat transportation charges</li> <li>- AED 1,000 caravan transportation charges</li> <li>- AED 1,000 prefabricated house transportation charges</li> <li>- AED 500 as a fine for putting vehicles up for sale</li> <li>- AED 15 (per day) administrative, demurrage and guarding charges</li> </ul>
Service interconnection with other services	N/A
Partner institutions	NA
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A

Average duration of service completion	5 minutes
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## **Customer Happiness Sector**

Department of Service Centers



## Granted Lands Department

Sub-service	Issuance of a Statement of Owned Properties (To Whom It May Concern Certificate)
Service description	A service that allows customers to issue a certificate addressed to official authorities stating all the properties owned by them in the Emirate of Ajman, whether it is a granted land or other types of properties. This certificate is required by the Sheikh Zayed Housing Programme, Social Affairs and other related institutions. The service is mostly targeted at individuals, and the only government institutions that request this service are Social Affairs or courts.
Service category	Procedural service
Categories of target customers	Individuals – Government Institutions
Service delivery requirements	<p>Individuals:</p> <ul style="list-style-type: none"> <li>- Applicant's original Emirati ID card</li> </ul> <p>If the determination of inheritance certificate is completed:</p> <ul style="list-style-type: none"> <li>- Power of attorney on behalf of the heirs or a letter from court</li> </ul> <p>If the customer is granted power of attorney to act on behalf of other principals:</p> <ul style="list-style-type: none"> <li>- Power of attorney from the applicant's principals.</li> <li>- Copy of Emirates ID card.</li> </ul> <p>Government Institutions:</p> <ul style="list-style-type: none"> <li>- Copies of Emirates ID cards of the persons for whom a certificate of owned properties is required</li> </ul> <p>In the event of a dispute or if the heirs are underage and determination of inheritance certificate is not issued:</p> <ul style="list-style-type: none"> <li>- A letter from the court stating the inheritance</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the transaction through the Customer Happiness Center.</li> <li>2. Using an ID card to submit the transaction</li> <li>3. Examining the required documents</li> <li>4. Paying service fees (if any)</li> <li>5. Issuing the certificate and delivering it to the customer</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>Institutions exempted from fees:</p> <ul style="list-style-type: none"> <li>- Ministry of Social Affairs</li> <li>- Armed Forces</li> <li>- Charitable bodies around the country</li> <li>- Housing authorities and programmes</li> </ul>

	<p>Institutions not exempted from fees, which are estimated at AED 100:</p> <ul style="list-style-type: none"> <li>- Ministries and government departments</li> <li>- Universities</li> <li>- The Ruler's Court</li> <li>- To whom it may concern certificate without mentioning the institution</li> </ul>
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	7 minutes
Service limitation	Valid for 3 months
Digital Service Maturity	Traditional Service

## Customer Service

Sub-service	Unified Registration
Service description	A service for registering customers (individuals, government or private institutions) in the department's databases so that customers can apply for any of the services provided by the Municipality And Planning Department through a unified account without the need to re-register when applying to other services
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Valid Emirates ID card</li> <li>- Valid passport (for residents)</li> <li>- Valid commercial license (Corporates)</li> <li>- Authorization letter for the authorized person (Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Accessing one of the service delivery channels</li> <li>2. Filling in the required data and attaching the required documents such as a copy of an Emirates ID card, passport and commercial license, if needed.</li> <li>3. Examination of the attached data and documents by service providers at the Customer Happiness Center.</li> <li>4. If the attached documents are unclear or inconsistent with the registered data, the transaction is rejected, and the customer is notified regarding the need to create another account.</li> <li>5. If the attached documents are in line with the requirements of the transaction, an electronic account is created for the customer and a text message will be sent to activate the unified registration account.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website
Forms used for service delivery	N/A

Average duration of service completion	5 minutes
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Customer Service

Sub-service	Questions and Inquiries
Service description	A service that allows customers to obtain information related to the services provided by the Department including procedures, fees, documents, etc. It also allows customers to inquire about the status of a submitted service request.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	Number of the request in case of inquiring about the status of a certain submitted service request
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through one of the service delivery channels.</li> <li>2. Processing the request within no more than one business day.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website
Forms used for service delivery	N/A
Average duration of service completion	5 minutes
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## **Customer Happiness Sector**

Corporate Communication & Marketing Department

## Customer Service

Sub-service	Submission of Suggestions
Service description	A public service that enables users to submit their suggestions and their innovative ideas with a description through the website of the Municipality and Planning Department - Ajman. This service is available 24/7 and calls are received in three languages (Arabic - English - Urdu) (response will be submitted during business days only).
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the suggestion through one of the mentioned service delivery channels</li> <li>2. Filling out the suggestion form</li> <li>3. Receiving a text message with the suggestion number</li> <li>4. Examination of the suggestion by the concerned department.</li> <li>5. Informing the applicant of the status of their suggestion via email or text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website</p> <p>MPDA phone app</p> <p>Toll free number 80070</p>
Forms used for service delivery	NA
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Customer Service

Sub-service	Submission of Complaints
Service description	A public service that enables users to submit their complaints regarding the services provided by the Municipality and Planning Department - Ajman. This service is available 24/7 and calls are received in three languages (Arabic - English - Urdu) (response will be submitted during business days only).
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the complaint through one of the mentioned service delivery channels.</li> <li>2. Examining and assessing the complaint.</li> <li>3. Processing the complaint.</li> <li>4. Closing the complaint.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website</p> <p>MPDA phone app</p> <p>Toll free number 80070</p>
Forms used for service delivery	NA
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service



## **Customer Happiness Sector**

Lease Regulation Department

### Authentication of Lease Contracts

Sub-service	Property Registration Request
Service description	This service enables any user registered on the e-service system to add the properties they own or represent to their account in order to be available at a later time for any lease contract request services.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of title deed and a copy of the power of attorney in case thereof</li> <li>- Copy of land plan and completion certificate</li> <li>- Copy of passport</li> <li>- Copy of ID card</li> <li>- Copy of the commercial license (Corporates)</li> <li>- Copy of the Emiri Decree establishing the institution (Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Examining the request and issuing approval within one business day</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Tasdeeq
Forms used for service delivery	Authentication form
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Authentication of Lease Contracts

Sub-service	Authentication of all Lease Complaint Contracts
Service description	A service that enables customers to authenticate lease complaints submitted by the owner or the tenant in the event of a dispute between the two parties, in order for a judicial ruling to be issued by the Rental Dispute Resolution Committee.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Letter from the Rental Dispute Committee</li> <li>- Three copies of the lease contract</li> <li>- Copy of the complainant's ID card</li> <li>- Copy of the property owner's title deed if the complainant owns the property with a copy of the power of attorney in case thereof</li> <li>- Copy of a previous certified contract or proof of lease agreement</li> <li>- No-objection certificate from Ajman Sewerage</li> <li>- Copy of the commercial license (Corporates)</li> <li>- Copy of the Emiri Decree establishing the institution (Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Lease Regulation Department.</li> <li>2. Paying the fees.</li> <li>3. Receiving the contract.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Residential Contract: (2%) of the annual lease value with a minimum of AED 400</li> <li>- Investment Contract: (3%) of the annual lease value with a minimum of AED 1,000</li> <li>- Commercial Contract: (5%) of the annual lease value with a minimum of AED 500 in addition to sanitation fees</li> <li>- Workers-Staff Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000</li> </ul>
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage

Service delivery channels	Lease Regulation Department - Grand Mall
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Valid for one year
Digital Service Maturity	Traditional service

## Authentication of Lease Contracts

Sub-service	Authentication Request for Residential, Investment, or Commercial Contracts
Service description	<p>Residential: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the residence of families in residential units.</p> <p>Investment: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the investment of lands and properties.</p> <p>Commercial: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for economic activities.</p>
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Copy of the tenant's passport</li> <li>- Copy of the tenant's ID card</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Investment</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Corporates - Government Institutions:</b></p> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Copy of the tenant's passport (Corporates)</li> <li>- Copy of the tenant's ID card (Corporates)</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Investment</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Commercial</b></p>

	<ul style="list-style-type: none"> <li>- Number of the initial approval from the Department of Economic Development or the number of the commercial license</li> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Examining the transaction and issuing approval within one business day</li> <li>3. Paying the service fees electronically.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Authentication of Residential Contracts:</b></p> <ul style="list-style-type: none"> <li>- (2%) of the lease value for a real estate unit according to the rental property calculator with a minimum fee of AED 400 (for non-nationals). National citizens are exempt from paying fees.</li> </ul> <p><b>Authentication of Investment Contracts:</b></p> <ul style="list-style-type: none"> <li>- (3%) of the annual lease value with a minimum of AED 1,000.</li> </ul> <p><b>Authentication of Commercial Contracts:</b></p> <ul style="list-style-type: none"> <li>- (5%) of the annual lease value with a minimum of AED 500.</li> <li>- Sanitation fees as per activity.</li> </ul>
Service interconnection with other services	Available
Partner institutions	<p>Ajman Sewerage</p> <p>Department of Economic Development (Commercial contracts)</p>
Service delivery channels	Website
Forms used for service delivery	Authentication form
Average duration of service completion	1 business day
Service limitation	<p>Residential – Commercial / valid for one year</p> <p>Investment / unlimited</p>
Digital Service Maturity	Fully Digitalized Service

## Authentication of Lease Contracts

Sub-service	Request for the Renewal of Residential, Investment or Commercial Contracts
Service description	<p>Residential: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the residence of families in residential units.</p> <p>Investment: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the investment of lands and properties.</p> <p>Commercial: A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for economic activities.</p>
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Copy of the tenant's passport</li> <li>- Copy of the tenant's ID card</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Investment</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Corporates - Government Institutions:</b></p> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Copy of the tenant's passport (Corporates)</li> <li>- Copy of the tenant's ID card (Corporates)</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Investment</b></p> <ul style="list-style-type: none"> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul> <p><b>Commercial</b></p>

	<ul style="list-style-type: none"> <li>- Number of the initial approval from the Department of Economic Development or the number of the commercial license</li> <li>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Examining the transaction and issuing approval within one business day</li> <li>3. Paying the service fees electronically.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Authentication of Residential Contracts:</b></p> <ul style="list-style-type: none"> <li>- (2%) of the lease value for a real estate unit according to the rental property calculator with a minimum fee of AED 400 (for non-nationals). National citizens are exempt from paying fees.</li> </ul> <p><b>Authentication of Investment Contracts:</b></p> <ul style="list-style-type: none"> <li>- (3%) of the annual lease value with a minimum of AED 1,000.</li> </ul> <p><b>Authentication of Commercial Contracts:</b></p> <ul style="list-style-type: none"> <li>- (5%) of the annual lease value with a minimum of AED 500.</li> <li>- Sanitation fees as per activity.</li> </ul>
Service interconnection with other services	Available
Partner institutions	<p>Ajman Sewerage</p> <p>Department of Economic Development (Commercial contracts)</p>
Service delivery channels	Website
Forms used for service delivery	Authentication form
Average duration of service completion	1 business day
Service limitation	Valid for one year from the renewal date
Digital Service Maturity	Fully Digitalized Service



## Authentication of Lease Contracts

Sub-service	Request for the Amendment of Residential, Investment or Commercial Contracts
Service description	Residential – Investment – Commercial: This service allows customers to make amendments on approved contracts and change their data.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <p><b>Residential – Investment</b></p> <ul style="list-style-type: none"> <li>- Letter signed by the property owner to amend the contract data</li> <li>- Copy of the owner’s ID card</li> </ul> <p><b>Corporates:</b></p> <p><b>Residential – Investment – Commercial</b></p> <ul style="list-style-type: none"> <li>- Letter signed by the property owner to amend the contract data</li> <li>- Copy of the owner’s Emirates ID card</li> </ul> <p><b>Government Institutions:</b></p> <p><b>Residential – Investment – Commercial</b></p> <ul style="list-style-type: none"> <li>- Letter signed by the property owner to amend the contract data</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Lease Regulation Department.</li> <li>2. Presenting all documents required to amend the data of the contract.</li> <li>3. Issuing approval and receiving the contract within one business day.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Lease Regulation Department - Grand Mall

Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Expiration date of the original contract
Digital Service Maturity	Traditional Service

## Authentication of Lease Contracts

Sub-service	Request for the Termination of Residential, Investment or Commercial Contracts
Service description	This service enables customers to terminate residential, investment or commercial contracts.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<p><b>Individuals:</b>  <b>Residential – Investment</b></p> <ul style="list-style-type: none"> <li>- Letter signed by both parties (owner and tenant) terminating the contract</li> <li>- Clearance from FEWA</li> <li>- Clearance from Ajman Sewerage</li> </ul> <p><b>Corporates - Government Institutions:</b>  <b>Residential – Investment</b></p> <ul style="list-style-type: none"> <li>- Letter signed by both parties (owner and tenant) terminating the contract</li> <li>- Clearance from FEWA</li> <li>- Clearance from Ajman Sewerage</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>- Letter signed by both parties (owner and tenant) terminating the contract</li> <li>- Clearance from FEWA</li> <li>- Clearance from Ajman Sewerage</li> <li>- Commercial license termination certificate or license relocation lease contract</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Processing the request within one business day</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	Available
Partner institutions	Federal Electricity & Water Authority (FEWA) - Ajman Sewerage

	Department of Economic Development (Commercial contracts)
Service delivery channels	Website
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Partially Digitalized Service

## Authentication of Lease Contracts

Sub-service	Authentication Amendment Request for Staff Residential Contracts
Service description	This service allows customers to make amendments on approved staff residential contracts and make updates on the data of these contracts.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Two copies of the lease contract that requires amendment</li> <li>- Letter signed by the property owner to amend the contract data</li> <li>- Copy of the owner's Emirates ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Lease Regulation Department.</li> <li>2. Processing the request.</li> <li>3. Issuing approval and receiving the contract within one business day.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Lease Regulation Department - Grand Mall
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Expiration date of the original contract
Digital Service Maturity	Traditional Service

## Authentication of Lease Contracts

Sub-service	Authentication Amendment Request for Workers Residential Contracts
Service description	This service allows customers to make amendments on approved residential contracts for workers and make updates on the data of these contracts.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Two copies of the lease contract that requires amendment</li> <li>- Letter signed by the property owner to amend the contract data</li> <li>- Copy of the owner's Emirates ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Lease Regulation Department.</li> <li>2. Processing the request.</li> <li>3. Issuing approval and receiving the contract within one business day.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Lease Regulation Department - Grand Mall
Forms used for service delivery	NA
Average duration of service completion	1 business day
Service limitation	Expiration date of the original contract
Digital Service Maturity	Traditional Service

## Authentication of Lease Contracts

Sub-service	Authentication Request for New/Existing Staff Residential Contracts
Service description	A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the residential compounds of staff, as well as provide staff residence permits.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Three copies of the lease contract for residential purposes</li> <li>- Copy of the commercial license</li> <li>- Emirates ID cards for both parties</li> <li>- Copy of the title deed and a copy of the power of attorney in case thereof</li> <li>- Copy of building completion certificate (Buildings Department)</li> <li>- No-objection certificate from Ajman Sewerage</li> <li>- Staff data provided by the company</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center.</li> <li>2. Processing the request within one business day.</li> <li>3. Paying service fees.</li> <li>4. Receiving the contract and permit.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Staff Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000</li> <li>- Staff residence permit AED 1,000</li> </ul>
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business day

Service limitation	Expiration date of the original contract
Digital Service Maturity	Traditional Service



## Authentication of Lease Contracts

Sub-service	Authentication Request for New/Existing Workers Residential Contract(s)
Service description	A regulatory service aiming to preserve the rights of both parties (the owner and the tenant) in the Emirate under the applicable regulations and rules for the residential compounds of workers, as well as provide workers residence permits.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Authentication form</li> <li>- Three copies of the lease contract for residential purposes</li> <li>- Copy of the passport of the workers' supervisor</li> <li>- Copy of the commercial license</li> <li>- Emirates ID cards for both parties</li> <li>- Copy of the title deed and a copy of the power of attorney in case thereof</li> <li>- Copy of building completion certificate (Buildings Department)</li> <li>- No-objection certificate from Ajman Sewerage</li> <li>- No-objection certificate from the General Directorate of Civil Defense</li> <li>- Workers data provided by the company</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center.</li> <li>2. Processing the request within one business day.</li> <li>3. Paying service fees.</li> <li>4. Receiving the contract and permit.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Workers Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000</li> <li>- Workers residence permit AED 1,000</li> <li>- Workers residence inspection fees (AED 1,000)</li> <li>- AED 50 per worker</li> </ul>
Service interconnection with other services	Available
Partner institutions	<p>Ajman Sewerage</p> <p>General Directorate of Civil Defense</p>

Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Expiration date of the original contract
Digital Service Maturity	Traditional Service

## Authentication of Lease Contracts

Sub-service	Authentication Termination Request for Staff Residential Contracts
Service description	A service that enables customers to terminate the authentication of staff residential contracts
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Letter signed by both parties (owner and tenant) terminating the contract (two copies)</li> <li>- Clearance from Ajman Sewerage</li> <li>- Clearance from FEWA</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Lease Regulation Department.</li> <li>2. Processing the request within one business day.</li> <li>3. Receiving a copy of the terminated contract or contract termination certificate.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	Available
Partner institutions	<p>Ajman Sewerage</p> <p>Federal Electricity &amp; Water Authority (FEWA)</p>
Service delivery channels	Lease Regulation Department - Grand Mall
Forms used for service delivery	NA
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Authentication of Lease Contracts

Sub-service	Authentication Termination Request for Workers Residential Contracts
Service description	A service that enables customers to terminate the authentication of workers residential contracts
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Letter signed by both parties (owner and tenant) terminating the contract (two copies)</li> <li>- Clearance from Ajman Sewerage</li> <li>- Clearance from FEWA</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Lease Regulation Department.</li> <li>2. Processing the request within one business day.</li> <li>3. Receiving a copy of the terminated contract or contract termination certificate.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	Available
Partner institutions	<p>Ajman Sewerage</p> <p>Federal Electricity &amp; Water Authority (FEWA)</p>
Service delivery channels	Lease Regulation Department - Grand Mall
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

**Infrastructure Development Sector**

Planning and Survey Department

## Site plan

Sub-service	Request to Add Full/Partial Floor
Service description	A service that allows customers to add a full or partial floor depending on the number of floors permitted according to the building height system.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Approval letter from the Planning and Survey Department.</li> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	According to Emiri Resolution No. 9 of 2018 and the Administrative Decision No. 12 of 2018 – (5% of land price paid upon submitting the request × Gained floor area/ Total floor area permitted for the land before addition
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Site plan

Sub-service	Setback Termination Request
Service description	A service that allows customers to request setback termination (The area left empty on either the front or the back of the property, and once setback termination is approved then this area can be built on).
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Approval letter from the Planning and Survey Department.</li> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	5% of land price paid upon submitting the request × Gained floor area/ Total floor area permitted for the land before addition
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Site plan

Sub-service	Request for Land Usage Change
Service description	A service that allows customers to request a change in the land usage type (change the usage type to residential, commercial, or industrial usage)
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Approval letter from the Planning and Survey Department.</li> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	1% of land price paid upon submitting the request
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service



## Site plan

Sub-service	Land Partitioning Request
Service description	A service that allows customers to request land sorting and partitioning (partitioning a land into two or more parts).
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs.</li> <li>- Official letter from the requesting government institution addressed to the Head of the Planning Department. (Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	1 AED per square meter
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation Ajman Sewerage
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital Service Maturity	Partially Digitalized Service

## Site plan

Sub-service	Land Consolidation Request
Service description	A service that allows customers to consolidate two or more land plots. Customers receive an updated site plan if their request is approved.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Approval letter from the Planning and Survey Department.</li> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs. (Individuals)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>AED 1000 for all uses  AED 500 for private residential uses  No fees for general services</p>
Service interconnection with other services	Available
Partner institutions	<p>Department of Land and Real Estate Regulation</p> <p>Ajman Sewerage</p>
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital Service Maturity	Partially Digitalized Service

## Site plan

Sub-service	Site Plan Request
Service description	A service that allows customers to issue a site plan for any land or area of land with detailed dimensions and an identifying number specified for construction.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- No-objection certificate from Ajman Sewerage only for land plots located in the Emirate of Ajman.</li> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Determination of inheritance certificate from court if the applicant is one of the heirs. (Individuals)</li> <li>- Official letter from the requesting government institution addressed to the Head of the Planning Department. (Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through the website.</li> <li>2. Processing the request within 3 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> <li>4. Paying the fees electronically or at the Customer Happiness Center if the request is approved.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>AED 1000 for all uses  AED 500 for private residential uses  No fees for general services</p>
Service interconnection with other services	Available
Partner institutions	<p>Department of Land and Real Estate Regulation</p> <p>Ajman Sewerage</p>
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	3 business days

Service limitation	Valid for one year
Digital Service Maturity	Partially Digitalized Service

## Surveying Services

Sub-service	Land Demarcation Request
Service description	A service that includes a field visit for the purpose of determining the boundaries and exits of a land plot and issuing a land demarcation certificate.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	- Land site plan
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Paying the fees electronically or at the Customer Happiness Center.</li> <li>3. Processing the request within 2 business days.</li> <li>4. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR MPDA phone app
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Surveying Services

Sub-service	Ground Level Determination Request
Service description	A service that enables customers to determine the ground level of land plots to set the amount of excavation.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land site plan</li> <li>- Land demarcation certificate</li> <li>- Building permit</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Paying the fees electronically or at the Customer Happiness Center.</li> <li>3. Processing the request within 2 business days.</li> <li>4. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 1000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website – AMAR</p> <p>MPDA phone app</p>
Forms used for service delivery	NA
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Surveying Services

Sub-service	Request an External Gate Level Check
Service description	A service that entails determining the height of the external fence before concrete casting.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land site plan</li> <li>- Land demarcation certificate</li> <li>- Building permit</li> <li>- Ground level determination certificate</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Paying the fees electronically or at the Customer Happiness Center.</li> <li>3. Processing the request within 2 business days.</li> <li>4. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website – AMAR</p> <p>MPDA phone app</p>
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Surveying Services

Sub-service	Request to Check the Levels of Ground Bridges
Service description	A service that entails determining the levels of ground bridges before concrete casting.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land site plan</li> <li>- Land demarcation certificate</li> <li>- Building permit</li> <li>- Ground level determination certificate</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Processing the request within 2 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website – AMAR</p> <p>MPDA phone app</p>
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service



## Surveying Services

Sub-service	Land Boundaries Verification Request
Service description	A service that entails re-auditing and verifying the borders and boundaries of a land after excavation and installation of wooden and iron structures and before concrete casting.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land site plan</li> <li>- Land demarcation certificate</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Processing the request within 2 business days.</li> <li>3. Issuing approval or rejection and notifying the customer with a text message and via e-mail.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website – AMAR</p> <p>MPDA phone app</p>
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

## Surveying Services

Sub-service	Request to Specify an Infrastructure Service Path
Service description	A service that includes determining the path of services (water - electricity - gas - telecom - irrigation) for trench-digging.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	- Project plan
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center.</li> <li>2. Paying service fees.</li> <li>3. Processing the request within 2 business days.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500 per point
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Surveying Services

Sub-service	Land Coordinates Request
Service description	This service includes providing the land coordinates in an (XYZ) format.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	- Site plan
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center.</li> <li>2. Paying service fees.</li> <li>3. Processing the request within 2 business days.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 300 per point
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Surveying Services

Sub-service	Reference Point Coordinates
Service description	This service includes providing the land coordinates in an (XYZ) format.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Requesting the service through one of the service delivery channels.</li> <li>2. Paying the fees electronically or at the Customer Happiness Center.</li> <li>3. Receiving a certificate directly upon completing the payment.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 1000 per point
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR MPDA phone app
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

**Infrastructure Development Sector**

Buildings Department

## Building Licensing Services

Sub-service	Building Permit Request
Service description	A government service that allows customers to obtain a (new) building permit approved by the Department and in compliance with building specifications and requirements.
Service category	Procedural service
Categories of target customers	Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Final architectural plans: site plan – owner’s ID card</li> <li>- Final structural plans: structural plans - structural calculations - soil test report</li> <li>- Approved plans from the General Directorate of Civil Defense - Ajman, (except for residential buildings).</li> <li>- Approved plans from relevant entities (if any)</li> <li>- Supervision and contracting contracts annexes approved by Ajman Sewerage</li> <li>- Contractor's License</li> <li>- Consultant’s License</li> <li>- Letter from the supervising consultant for buildings consisting of more than 20 floors (if applicable).</li> <li>- Letter from the Department of Land and Real Estate Regulation in the event of freehold ownership (if applicable)</li> <li>- Building density plans (Floor Space Ratio)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Service provision fees:</b></p> <ul style="list-style-type: none"> <li>- AED 500 For all building types except private residential buildings.</li> <li>- AED 50 for private residential/agricultural buildings.</li> </ul> <p><b>Licensing fees:</b></p> <ul style="list-style-type: none"> <li>- Private residential / agricultural: 3.5 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- All building types (except private residential / agricultural): 6 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- Private residential/agricultural fences: AED 200</li> </ul>

	<ul style="list-style-type: none"> <li>- Private residential/agricultural annexes: AED 200</li> <li>- Internal/external sunshades for private residential/agricultural buildings: AED 200</li> <li>- Internal/external sunshades for all types of buildings (except private residential/agricultural): AED 500</li> </ul> <p><b>Insurance fees:</b></p> <ul style="list-style-type: none"> <li>- AED 2 / m<sup>2</sup> for all types of buildings, with a minimum of AED 500 for residential sunshades, AED 1000 for annexes, AED 2000 for residential villas, and AED 3000 for all types of buildings (except private residential/agricultural buildings)</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Licensing Services

Sub-service	Request for issuing a permit to construct an addition to an existing building
Service description	A government service that allows customers to obtain a building permit for further construction on an existing building approved by the Department and in compliance with building specifications and requirements.
Service category	Procedural service
Categories of target customers	Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Final architectural plans: (site plan – owner’s ID card)</li> <li>- Structural executive plans: (soil test report, structural calculations, concrete structure tests by the Building Material Laboratory for further construction on a building existing for more than 5 years)</li> <li>- Approved plans from relevant entities (if any)</li> <li>- Approved plans from the General Directorate of Civil Defense - Ajman, (except for residential buildings).</li> <li>- Letter from the Department of Land and Real Estate Regulation in the event of freehold ownership (if applicable)</li> <li>- Supervision and contracting contracts annexes approved by Ajman Sewerage</li> <li>- Copy of a valid contractor’s license</li> <li>- Valid consultant’s license</li> <li>- Letter from the supervising consultant for buildings consisting of more than 20 floors (if applicable).</li> <li>- Building density plans (Floor Space Ratio)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Service provision fees:</b></p> <ul style="list-style-type: none"> <li>- AED 500 For all building types except private residential buildings.</li> <li>- AED 50 for private residential/agricultural buildings.</li> </ul> <p><b>Licensing fees:</b></p>



	<ul style="list-style-type: none"> <li>- Private residential / agricultural: 3.5 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- All building types (except private residential / agricultural): 6 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- Private residential/agricultural fences: AED 200</li> <li>- Private residential/agricultural annexes: AED 200</li> <li>- Internal/external sunshades for private residential/ agricultural buildings: AED 200</li> <li>- Internal/external sunshades for all types of buildings (except private residential/agricultural): AED 500</li> </ul> <p><b>Insurance fees:</b></p> <ul style="list-style-type: none"> <li>- AED 2 / m<sup>2</sup> for all types of buildings, with a minimum of AED 500 for residential sunshades, AED 1000 for annexes, AED 2000 for residential villas, and AED 3000 for all types of buildings (except private residential/agricultural buildings)</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Licensing Services

Sub-service	Request for Construction on an Existing Building
Service description	A service that allows customers to obtain a building permit for further construction on an existing building provided the consultant guarantees that the building is structurally safe and that it does not violate building specifications and requirements.
Service category	Procedural service
Categories of target customers	Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commitment to safety letter from the consultant regarding the structural integrity of the existing building</li> <li>- Valid consultant's license</li> <li>- Building density plans (Floor Space Ratio)</li> <li>- Final architectural plans: (site plan – owner's ID card)</li> <li>- Approved plans from the General Directorate of Civil Defense - Ajman, (except for residential buildings).</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Service provision fees:</b></p> <ul style="list-style-type: none"> <li>- AED 500 For all building types except private residential buildings.</li> <li>- AED 50 for private residential/agricultural buildings.</li> </ul> <p><b>Licensing fees:</b></p> <ul style="list-style-type: none"> <li>- Private residential / agricultural: 3.5 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- All building types (except private residential / agricultural): 6 AED / m<sup>2</sup> with a minimum of 100 AED</li> <li>- Private residential/agricultural fences: AED 200</li> <li>- Private residential/agricultural annexes: AED 200</li> <li>- Internal/external sunshades for private residential/ agricultural buildings: AED 200</li> <li>- Internal/external sunshades for all types of buildings (except private residential/agricultural): AED 500</li> </ul> <p><b>Insurance fees:</b></p>

	- AED 2 / m <sup>2</sup> for all types of buildings, with a minimum of AED 500 for residential sunshades, AED 1000 for annexes, AED 2000 for residential villas, and AED 3000 for all types of buildings (except private residential/agricultural buildings)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Licensing Services

Sub-service	Building Permit Termination Request
Service description	A service that enables customers to terminate a building permit before the start of construction at the site/after demolition if construction work has already commenced.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	- Termination of Building Permit form
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Licensing Services

Sub-service	Building Permit Renewal Request
Service description	A service that enables customers to renew previously issued building permits in case of suspension of work, failure to start, or delay in implementation two years after the date of issuance of the first permit and each year thereafter.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Renewal form with completion percentage</li> <li>- Copy of the structural audit statement</li> <li>- Consultant's license</li> <li>- Building density plans (Floor Space Ratio)</li> <li>- Concrete structure test report by the Building Material Laboratory. This document is only required to be renewed every 5 years.</li> <li>- Original building permit provided through the system if available, otherwise it is required to be attached to the request.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	N/A

Digital Service Maturity

Fully Digitalized Service

## Building Licensing Services

Sub-service	Consultant Change Request
Service description	A service that enables customers to obtain a building permit with the name of the new consultant upon the owner's request.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license of the consulting office</li> <li>- Approved supervision and contracting contracts</li> <li>- Form for mutual dissolution and settlement of consulting contract</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Licensing Services

Sub-service	Contractor Change Request
Service description	A service that enables customers to obtain a building permit with the name of the new contractor upon the owner's request, and terminate the contract with the former contractor.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license of the consulting office</li> <li>- Approved supervision and contracting contracts</li> <li>- Form for mutual dissolution and settlement of consulting contract</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Contractor change fees: AED 500</li> <li>- Insurance fees: AED 2 / m<sup>2</sup> for all types of buildings, with a minimum of AED 500 for residential sunshades, AED 1000 for annexes, AED 2000 for residential villas, and AED 3000 for all types of buildings (except private residential/agricultural buildings)</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service



## Building Licensing Services

Sub-service	Architectural or Structural Modifications Request
Service description	A service that enables customers to obtain approval on modifications to a project that is under construction. Modifications may include some/all architectural/ structural plans.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Architectural plans: (approved and modified versions)</li> <li>- Structural plans: (approved and modified versions)</li> <li>- Approved plans from the General Directorate of Civil Defense, (except for residential buildings).</li> <li>- Approved plans from relevant entities (if any)</li> <li>- Contractor's license</li> <li>- Consultant's license</li> <li>- Building density plans (Floor Space Ratio)</li> <li>- Modification form</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the customer is notified through the system.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

### Contractors and Consultants Classification

Sub-service	Approval Request for a New Consultant / Contractor Project
Service description	A service that enables contracting companies and engineering consulting offices to submit a request to add a new project
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Copy of the project site plan</li> <li>- Copy of the project's surveying table</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Visiting the Customer Happiness Center in person</li> <li>2. Filling out the contractors and consultants classification services form</li> <li>3. Attaching all service delivery requirements</li> <li>4. Examining the attached service delivery requirements by the service provider</li> <li>5. Transferring the request to the Buildings Department - Supervision &amp; Engineering Monitoring Section</li> <li>6. Processing the request by the employee in charge for issuance of final approval</li> <li>7. Receiving the transaction at the Buildings Department (within two business days)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Contractors and Consultants Classification

Sub-service	Request for Issuance of Temporary Contractor/Consultant Permit
Service description	This service provides a temporary contractor/consultant permit from outside the Emirate with the aim of adding a new project restricted to governmental or special projects.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Temporary Permit Request Form (Contractor/Consultant)</li> <li>- Copy of the project site plan</li> <li>- Copy of a valid commercial license of the consulting office / contracting company</li> <li>- Architectural plans for the proposed project</li> <li>- An approved up-to-date list of employees</li> <li>- A list of all implemented projects + certificates of completion</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Transferring the request to the Buildings Department - Supervision &amp; Engineering Monitoring Section.</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the transaction is returned to the customer before the fees are paid.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 50,000 for a one-year contractor/consultant permit from outside the Emirate
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days

Service limitation	N/A
Digital Service Maturity	Traditional Service

## Contractors and Consultants Classification

Sub-service	Request for Raising the Ranking of a Contractor/Consultant
Service description	This service allows for raising the ranking of a contractor / consultant after the fulfillment of the required qualifications for a higher ranking
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Contractors and consultants classification service request form</li> <li>- Copy of a valid commercial license of the consulting office / contracting company</li> <li>- A list of all implemented projects + certificates of completion</li> <li>- An approved up-to-date list of employees</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Reviewing and assessing the submitted request and its attached documents</li> <li>3. If the request is approved, fees are paid, and the permit is issued.</li> <li>4. If the request is rejected, the transaction is returned to the customer</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Contractors and Consultants Classification

Sub-service	Request for Professional Practice Accreditation (Contractor-Consultant)
Service description	This service provides approval to start practicing the profession of building contracting and engineering consulting after meeting the minimum required technical and administrative standards.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Contractors and consultants classification service request form</li> <li>- Copy of a valid commercial license of the consulting office / contracting company</li> <li>- A statement from the Department of Economic Development of the commercial licenses of the partners in the emirate</li> <li>- Lease contract of the office</li> <li>- Office plan with dimensions in m2</li> <li>- An approved up-to-date list of employees</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Reviewing and assessing the submitted request and its attached documents</li> <li>3. If the request is approved, fees are paid, and the permit is issued.</li> <li>4. If the request is rejected, the transaction is returned to the customer</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days

Service limitation	N/A
Digital Service Maturity	Traditional Service

## Building Permits, Certificates, and Reports

Sub-service	Night Work Permit Request
Service description	This service allows customers to obtain a night work permit for implementing building and construction works at night during specific hours of the evening for a specified time period. The permit is given after receiving the supervisor's approval on the site's terms and conditions.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Night work permit request form</li> <li>- Copy of building permit, maintenance permit, or demolition permit</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Buildings Department - Supervision &amp; Engineering Monitoring Section – Building H.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Visiting and assessing the site.</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the transaction is returned to the customer.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Buildings Department
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service



## Building Permits, Certificates, and Reports

Sub-service	Structural Audit Request
Service description	This service enables customers to obtain technical approval from the construction engineer on concrete casting (foundations / ground bridges / ceilings). This request is must be submitted by the project's consultant after being approved.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Valid building permit</li> <li>- The contracting company must employ an engineer certified by the municipality</li> <li>- A contract with AIMS Group for construction waste containers</li> <li>- Surveying certificates for land demarcation and external gate level determination</li> <li>- No-objection letters and approved water, electricity and telecommunications service plans</li> <li>- Site image showing the project board and the temporary fence in case of submitting a standard inspection request of the foundations</li> <li>- Land demarcation certificate in case of submitting an inspection request of the foundations</li> <li>- Ground bridges level check certificate in case of submitting an inspection request</li> <li>- Soil / iron tests upon submitting an inspection request of the foundations</li> <li>- Approved structural plans</li> <li>- Commitment to safety letter from the contractor regarding the integrity of ceiling wrenches with heights lower than 4 meters. (The letter shall be submitted by the safety and security company if the ceiling height is over 4 meters)</li> <li>- Brick test report in case of inspecting ground bridges</li> <li>- Certificate of liability in the case of post-tensioned slab ceilings</li> <li>- Concrete cubes test report 7 days and 28 days after the casting date for items that precede the item required for inspection.</li> </ul>

Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Verifying and reviewing the request's attached documents by the construction engineer and setting a date for a field visit (the customer is notified of the field visit date).</li> <li>3. Visiting the site for inspection and approval.</li> <li>4. If the request is approved, approval is issued, and the customer is notified.</li> <li>5. If the request is rejected, the customer is notified to complete the notes and re-submit the request.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	AIMS Group, Federal Electricity & Water Authority (FEWA), Etisalat - Emirates Telecommunications Corporation
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Partially Digitalized Service

## Building Permits, Certificates, and Reports

Sub-service	Public Safety License Request
Service description	This service allows customers to obtain a public safety license for a building after fulfilling building safety requirements and regulations as specified by relevant entities for all residential and commercial buildings in the Emirate of Ajman
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the owner's ID card</li> <li>- Site plan</li> <li>- Certificate of completion</li> <li>- Building permit</li> <li>- Road works clearance</li> <li>- Adoption of a contract with a pest control company by the Public Health Department</li> <li>- Adoption of a contract with a company specializing in water tank sterilization by the Public Health Department</li> <li>- Adoption of a contract with a firefighting company approved by the General Directorate of Civil Defense</li> <li>- Adoption of a contract with a surveillance systems company approved by Ajman Police General Headquarters</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Buildings Department - Supervision &amp; Engineering Monitoring Section – Building H.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Visiting and assessing the site.</li> <li>4. If the request is approved, fees are paid, and the Public Safety License is approved.</li> <li>5. If the request is rejected, the transaction is returned to the customer.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A

Service delivery channels	Buildings Department
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Building Permits, Certificates, and Reports

Sub-service	Maintenance Permit Request
Service description	A government service that enables customers to obtain a permit to carry out maintenance works on an existing building
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Maintenance permit request form</li> <li>- Building owner ID card (individuals - Corporates)</li> <li>- Site plan</li> <li>- Commercial license of the maintenance company</li> <li>- Maintenance contract between the owner and a general maintenance company</li> <li>- Architectural plans + plans approved by the civil defense for all buildings if the building is partitioned</li> <li>- Color code or cladding sample in case of any changes in the external cladding</li> <li>- Public safety license for all buildings except for residential villas</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Buildings Department - Supervision &amp; Engineering Monitoring Section – Building H.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Visiting and assessing the site.</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the transaction is returned to the customer.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Maintenance permit: AED 1000</li> <li>- Insurance fees: (1000 - 3000)</li> </ul>
Service interconnection with other services	Available
Partner institutions	General Directorate of Civil Defense
Service delivery channels	Buildings Department - Supervision & Engineering Monitoring Section

Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Building Permits, Certificates, and Reports

Sub-service	Request for Issuing Technical Report for Buildings and Facilities
Service description	A government service that enables customers to obtain a technical report that determines the status of existing or under construction buildings. This service is provided to individuals, corporates and businesses
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Technical report request letter</li> <li>- Site plan</li> <li>- Copy of the owner's ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. Receiving the approved technical report online</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 1000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Building Permits, Certificates, and Reports

Sub-service	Final Certificate of Completion Request
Service description	A government service that enables customers to obtain a certificate of completion for all types of building permits upon finishing the construction work in full in accordance with the plans approved by the Department and in accordance with technical and engineering specifications and requirements after conducting the on-site inspection by the engineers of the Supervision & Engineering Monitoring Section.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Completion certificate request form (temporary/final) approved by Ajman Sewerage</li> <li>- All building inspection reports</li> <li>- Water insulation guarantee from the contractor</li> <li>- Letter from the Civil Defense guaranteeing the fulfillment of general safety requirements (Note: all buildings except for residential villas)</li> <li>- Certificate of completion from Etisalat</li> <li>- Clearance from AIMS Group</li> <li>- Clearance from the Department of Roads and Infrastructure</li> <li>- Makani number from the Department of Spatial Information Systems</li> <li>- Surveillance systems plans approved by Ajman Police</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the final completion certificate is received.</li> <li>5. If the request is rejected, the customer is notified through the system</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- All buildings: AED 2000</li> <li>- Private villas + farms: AED 500</li> </ul>
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage



	<p>General Directorate of Civil Defense</p> <p>Ajman Police General Headquarters</p> <p>Etisalat - Emirates Telecommunications Corporation</p> <p>AIMS Group</p>
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Partially Digitalized Service

## Building Permits, Certificates, and Reports

Sub-service	Temporary Certificate of Completion Request
Service description	A government service that enables customers to obtain a temporary certificate of completion to start connecting the building to the electrical grid. All concrete and brick works must first be completed and submitted by the consultant.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Completion certificate request form (temporary/final) approved by Ajman Sewerage</li> <li>- All building inspection reports</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. If the request is approved, fees are paid, and the temporary completion certificate is received.</li> <li>5. If the request is rejected, the customer is notified through the system</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- All buildings: AED 2000</li> <li>- Private villas + farms: AED 500</li> </ul>
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	Website – AMAR
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Partially Digitalized Service

## Building Permits, Certificates, and Reports

Sub-service	Insurance Refund Request (Buildings)
Service description	A service that enables customers to obtain a refund on the insurance fees paid for (building permits/maintenance permits/demolition permits/sunshades) after the project is completed.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Copy of the owner’s ID card</li> <li>- Permits (maintenance / sunshades / demolition)</li> <li>- Original insurance (customer’s payment receipt)</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Copy of the owner’s ID card</li> <li>- Original insurance (customer’s payment receipt)</li> <li>- Permits (final certificate of completion / maintenance/ sunshade / demolition)</li> <li>- Copy of a valid commercial license</li> <li>- Bank account number of the corporation</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Buildings Department - Supervision &amp; Engineering Monitoring Section – Building H.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Visiting and assessing the site.</li> <li>4. Transferring the transaction to the Financial Affairs Department to receive the refund</li> <li>5. Receiving the insurance refund directly through the bank account if available or through a bank check</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Buildings Department
Forms used for service delivery	N/A

Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Building Permits, Certificates, and Reports

Sub-service	Demolition Permit Request
Service description	This service enables customers to obtain a demolition permit for all building types.
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- No-objection letter from: Federal Electricity &amp; Water Authority (FEWA)/ Rental Dispute Committee/ Etisalat-Emirates Telecommunications Corporation</li> <li>- Contract with the demolition company, owner, and consultant</li> <li>- Site plan</li> <li>- No-objection letter from the property owner to commence demolition works (Corporates – Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Buildings Department - Supervision &amp; Engineering Monitoring Section – Building H.</li> <li>2. Reviewing and assessing the submitted request and its attached documents.</li> <li>3. Visiting the site for inspection.</li> <li>4. If the request is approved, fees are paid, and the permit is issued.</li> <li>5. If the request is rejected, the transaction is returned to the customer.</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Demolition permit: AED 1000</li> <li>- Insurance fees: (AED 1000 - 3000)</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Buildings Department
Forms used for service delivery	N/A

Average duration of service completion	2 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Building Permits, Certificates, and Reports

Sub-service	To Whom It May Concern Certificate Request (Buildings Department)
Service description	This service enables customers to obtain To Whom It May Concern certificates addressed to specific entities, (such as: Sheikh Zayed Housing Programme, Armed Forces, Ministry of Social Affairs, Ajman Sewerage, Federal Electricity & Water Authority, Ruler's Court and others) as per the customer's request and the land status.
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Request letter</li> <li>- Site plan</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request via the Department's website by registered users.</li> <li>2. Paying the service fees online</li> <li>3. Processing the request</li> <li>4. Receiving the To Whom It May Concern certificate</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - AMAR
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Examination of Building Materials and Samples

Sub-service	Request for Compliance Assessment of Building Materials with Specifications
Service description	A government service that enables consultants to request an examination of building material samples such as aggregate tests, special tests, field density tests, soil and rock tests, block tests, concrete tests, iron tests, asphalt and asphalt mixture tests.
Service category	Procedural service
Categories of target customers	Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the project's approved building permit</li> <li>- Test request (obtained from the Department's website or service center)</li> <li>- Copy of the project's approved building permit (for the consultant approved by the government institution)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request in person at the Building Material Laboratory</li> <li>2. Submitting and verifying the sample at the concerned unit depending on the test type</li> <li>3. If the request is approved, test request documents are submitted at the reception area of the Building Material Laboratory</li> <li>4. Registering the request with the help of the service provider and paying the fees</li> <li>5. Submitting the payment receipt with the request documents to the concerned unit</li> <li>6. Receiving the final report according to the test type within a duration specified in the payment receipt (1 to 30 business days depending on the test type)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Service fees can be found on page (90)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Building Material Laboratory
Forms used for service delivery	N/A
Average duration of service completion	1 to 30 days depending on the test type



Service limitation	N/A
Digital Service Maturity	Traditional Service

## Examination of Building Materials and Samples

Sub-service	On-Site Survey Request
Service description	This service provides exploratory on-site and well drilling surveys to determine the bearing capacity of the soil, specify the type of foundations best suited for the building, and then issue a certified geotechnical report of the results and recommendations.
Service category	Procedural service
Categories of target customers	Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of an approved building permit</li> <li>- Test request form (obtained from the Department's website or Building Material Laboratory) if requested</li> <li>- No-objection certificates from main service providers: (Etisalat, FEWA, Ajman Sewerage)</li> <li>- Copy of an approved building permit (service provided by the consultant approved by the government institution)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the service request in person at the Building Material Laboratory</li> <li>2. Submitting the request with the required documents and paying the fees</li> <li>3. Scheduling a field visit date for commencing the testing process (subject to change depending on site readiness after completing the inspection)</li> <li>4. Site inspection by the technician before commencing the testing process</li> <li>5. Moving the equipment to the site and taking samples</li> <li>6. Analyzing the samples in the laboratory and determining the soil type</li> <li>7. Contacting the customer by phone to receive the report</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Service fees can be found on page (90)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Building Material Laboratory
Forms used for service delivery	N/A

Average duration of service completion	5 to 35 days depending on the test type
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Material Examination Service Fees

Service	Fees (AED)
Compressive Strength of Concrete Cubes	45
Compressive Strength of Cylindrical Concrete Specimens	180
Flexural Test for Modulus of Rupture of Moulded Concrete Beams	100
Compressive Strength of Pre-cast Concrete Masonry Units with Flexi-board Capping per Block	25
Water absorption of Pre-Cast Concrete Masonry Units per block	50
Dimension of Pre-cast Concrete Masonry Units per Block	15
Density of Pre-Cast Concrete Filler Blocks	30
Comp. Strength of Pre-cast Concrete Paving Blocks per Block	20
Dimension of Pre-cast Concrete Paving Blocks per Block	10
Water Absorption of Pre-cast Concrete Paving Blocks per Block	25
Dimensions & Transverse Strength of Kerbs, Flags, Channels	100
Water Absorption of Kerbs, Flags, Channels	100
Comp. Strength of Conc. Cores (Drilling, Trim., Capp., and Crushing). Excl. Transportation	500
Total Water Absorption of Terrazzo Tiles each	Currently unavailable
Transverse Strength of Terrazzo Tiles each	Currently unavailable
Surface Water Absorption of Terrazzo Tiles each	Currently unavailable
Water Absorption of Ceramic Floor and Wall Tiles	Currently unavailable
Chemical Resistance of Ceramic Floor and Wall Tiles	Currently unavailable
Modulus of Rupture of Ceramic Floor and Wall Tiles	Currently unavailable
Water absorption of hardened concrete (excluding sample preparation)	450
Acid Soluble Sulphate Content of Concrete Dust Samples	70
Chloride Content in Concrete	70
Slump Test for fresh Concrete	To be activated
Bleeding for Fresh Concrete	To be activated
Sampling & Density of Compacted Fresh Concrete	To be activated
Normal Curing of Test Specimens	To be activated
Making Test Cube from Fresh Concrete	To be activated
Making Test Cylinder from Fresh Concrete	To be activated
Temperature of Freshly Mixed Portland Cement Concrete	To be activated
Mix Design (excl. Aggregate tests and Trial Mix)	400

<b>Service</b>	<b>Fees (AED)</b>
Mix Design (incl. Aggregate Tests and Lab Trial Mix, Testing up to 9 cubes and 3 aggregates)	1000
Mix Design (incl. Aggregate Tests and Lab Trial Mix, Testing up to 9 cubes and 4 aggregates.)	1200
Mix Design (incl. Aggregate Tests and Lab Trial Mix, Testing up to 9 cubes and 5 aggregates.)	1400
Setting time of concrete mix by penetration resistance	500
Rapid chloride permeability test	250
Water permeability/penetration test	600
Initial surface absorption	450
Schmidt Hammer Test (min 10)	35
Air content of fresh concrete	150
Cover meter test, per hour	300
Half-cell potential mapping per hour	350
Ultra-Sonic (10 points)	500
Copy of material report (additional)	50
Water for Making Concrete (Physical requirements)	550
Particle Size Distribution (Dry Sieving)	150
Particle Size Distribution (Wet Sieving)	150
Fineness Modulus of Sand including Wet Sieve Analysis	150
Materials Finer Than 75 Micron Sieve	60
Clay Lumps and Friable Particles	100
Light Weight Pieces	100
Bulk Density Determination	100
Un-Compacted Void Content of Fine Agg.	100
Flakiness & Elongation Index	150
Shell Content	80
Partially Crushed Faces of Agg.	150
Fully Crushed Faces of Agg	150
Particle Densities and Water Absorption	150
Particle Density of Filler	150
Specific Gravity and Water Absorption (Coarse Aggregate)	100
Specific Gravity and Water Absorption (Fine Aggregate)	100
Aggregate Crushing Value	150
Aggregate Impact Value	150

<b>Service</b>	<b>Fees (AED)</b>
Ten Percent Fines Value	150
L.A. Abrasion of Small Size Coarse Agg	200
L.A. Abrasion of Large Size Coarse Agg	200
Soundness by use of Sodium Sulphate or Magnesium Sulphate of Fine Agg	300
Soundness by use of Sodium Sulphate or Magnesium Sulphate of Coarse Agg	300
Moisture Content	30
Chloride Content Acid Extract	65
Chloride Content (Water Extracted)	100
Sulphate Content (Water Extracted)	100
Total Sulphate Content by Acid Extraction	65
Organic Impurities in Fine Aggregates	70
Sand equivalent of soils and fine aggregate	250
Bulk Density uncompactd	50
Moisture Content	15
Liquid Limit + Plastic Limit	200
Linear Shrinkage	150
Particle Density of Soil	75
Specific Gravity of Soil	75
In-situ Density by Sand Replacement Method for SAND fills (min. charge 225DHS)	75
Particle Size Distribution (Dry Sieving Method)	150
Particle Size Distribution (Wet Sieving Method)	150
Dry Density-Moisture Content Relationship using 4.5kg	250
Dry Density-Moisture Content Relationship using 2.5kg	250
California Bearing Ratio (CBR) ONE Mould	300
California Bearing Ratio (CBR) THREE Moulds	500
In-situ CBR (Minimum charge 1200 & reaction provided by client)	600
Chloride Content (Water Extracted)	100
Chloride Content (Acid Extracted)	100
Sulphate Content (Water Extracted)	100
Sulphate Content (Acid Extracted)	100
pH Value	30

<b>Service</b>	<b>Fees (AED)</b>
Carbonate Content	100
Total Dissolved Solids	100
Organic Matter Content	100
Maximum and Minimum Dry Densities for Granular Soils	400
Plate Bearing test per point (REACTION PROVIDED BY CLIENT)	1000
In-situ Density by Sand Replacement Method for ROAD BASE fills (min. charge 300DHS)	100
Chloride Content in Water	100
Sulphate Content	100
pH Value	30
Total Dissolved Solids	100
Tensile & Elongation Testing	300
Re-Bend	100
Coating thickness on magnetic base	50
Coating continuity	50
Coating Flexibility	100
Chemical Analysis of Carbon & Low Alloy Steel by Optical Emission Spectrometry: C, S, P, N & CEV	500
Chemical Analysis of Carbon & Low Alloy Steel by Optical Emission Spectrometry: Elemental Analysis	50
Low Strain Integrity Testing of Piles (Dia. <= 75mm) transportation provided by client	20
Boring including sampling and SPT (depth 0-10m) with logging	100
Boring including sampling and SPT (depth 11-20m) with logging	150
Boring including sampling and SPT (depth 21-30m) with logging	150
Boring including sampling and SPT (depth 31-40m) with logging	150
Boring including sampling and SPT (depth 41-50m) with logging	200
Boring including sampling and SPT (depth >50m) with logging	300
Dynamic Cone Penetration test (Heavy Test) up to 5m depth	1000
Dynamic Cone Penetration test (Heavy Test) up to 10m depth	1000
Dynamic Cone Penetration test (Heavy Test) up to 15m depth	1000
Plasticity Index (Liquid & Plastic Limits)	100
Chloride Content (Water Extracted)	100
Sulphate Content (Water Extracted)	100
pH Value (Soil or Water)	30

<b>Service</b>	<b>Fees (AED)</b>
Particle Size Distribution (by Wet Method)	50
Particle Size Distribution (by the Hydrometer Method)	100
In-situ field permeability test using falling head method (USING PVC STANDPIPE OR CASING)	2000
Trial pits with logging to GWT or max 3m depth whichever comes first	1500
Rock coring with logging per meter (DEPTH≤50m)	350
Mobilization & Demobilization of rig	1000
Core boxes for core storage	200
Collecting Groundwater Samples During Drilling	25
Collecting Bulk Disturbed Samples	50
Collecting Undisturbed Samples (Shelby Tube)	200
Additional report copy (reporting includes two copies)	200
Sampling of bituminous paving mixtures (Bulk sample) transportation provided by client	100
Theoretical maximum specific gravity & density (Gmm general)	150
Ignition method calibration factor (3 samples)	400
Bitumen content of bituminous Paving mixture by ignition method	200
Sieve analysis of extracted aggregate	150
Asphalt content of mix by ignition and sieve analysis of extracted aggregate	350
Preparation of compacted bituminous specimen by marshall method (50 - 75 blows)	65
Preparation of compacted bituminous specimen by marshall method 75<BLOWS< = (400)	340
Preparation of compacted bituminous specimen by marshall method (400<BLOWS<=600)	500
Air voids at refusal	90
Laboratory preparation of bituminous paving mixture	350
Analysis of compacted paving mixture	140
Stability & flow of marshall specimen	40
Bulk density & specific gravity of compacted bituminous Mixture by SSD method	40
Bulk density & specific gravity of compacted bituminous Mixture by paraffin method	55
Stability at different immersion times	25
Voidage content determination	30
Loss on stability	100
"Core sampling of bituminous paving mixture (100mm DIA.) minimum 10 points"	75



<b>Service</b>	<b>Fees (AED)</b>
Core sampling of bituminous paving mixture (150mm DIA.) minimum 10 points	100
Loss on stability determination	40
Thickness/diameter of compacted bituminous Paving mixture	10
Asphalt mix design by marshall method per mix(excluding aggregate testing)	4000
Flash point /fire point	150
Penetration per sample with sample preperaion	200
Specific gravity and density of semi-solid bit. material	200
Sampling of bituminous paving mixtures (Bulk sample) transportation provided by client	100
Theoretical maximum specific gravity & density (Gmm general)	20
Setting Time	200
Compressive and Flexural Strength Using Standard Sand - set of 3 prisms incl preparation	500
Density of Hydraulic Cement	100
Standard Chemical Analysis	1000
C4AF, C2S, & C3S (Extra over item 7 above)	80
Specific gravity	100
Solid content	75
Chloride content	100
pH Value	30
Urgent reporting	500
Transportation for field staff provided by laboratory	100

**Infrastructure Development Sector**

Roads and Infrastructure Department

## Roadworks Permits

Sub-service	Request for Issuing Roadworks Permits
Service description	A service that allows customers to request a permit to use one or two lanes of a road for corporate projects in addition to setting up wedding or funeral tents.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Emirates ID card</li> <li>- Commercial license of the tent installation company (wedding or funeral tents)</li> <li>- Aerial photo of the site (via Google)</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Site plan</li> <li>- Permit request letter from the corporation</li> <li>- Commercial license</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Following up with the Roads Section - Building G for initial approval</li> <li>3. Following up with Ajman Police General Headquarters (Traffic and Patrols Department) for approval</li> <li>4. Paying service fees at the Customer Happiness Center (there are no fees for wedding or funeral tents)</li> <li>5. Receiving the permit from the Customer Happiness Center</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 500 one lane per day</li> <li>- AED 1000 two lanes per day</li> <li>- AED 7000 one lane per month</li> <li>- AED 10,000 two lanes per month</li> </ul>
Service interconnection with other services	Available
Partner institutions	Ajman Police General Headquarters
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A

Average duration of service completion	1 business day
Service limitation	Permit expiration date
Digital Service Maturity	Traditional Service

## Roadworks Permits

Sub-service	Underground pipe Work Permit Request
Service description	A service that allows customers to request a permit for underground pipe works to connect service lines within the road reserve
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Site plan</li> <li>- No-objection certificates from main service providers: (Etisalat, FEWA, Ajman Sewerage)</li> <li>- Letter from the corporation</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center and paying the fees</li> <li>2. Receiving the permit from the Customer Happiness Center</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 900
Service interconnection with other services	Available
Partner institutions	Etisalat - Emirates Telecommunications Corporation Ajman Sewerage Federal Electricity & Water Authority (FEWA)
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Roadworks Permits

Sub-service	Groundwater Withdrawal Request
Service description	A service that allows customers to request a permit to withdraw groundwater from excavation works by using a manhole or direct drainage to the sea
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Building permit</li> <li>- Commercial license of a contracting company issued by the Emirate of Ajman</li> <li>- Commercial license of the executing company issued by the Emirate of Ajman</li> <li>- Land plan</li> <li>- Groundwater drainage request letter from the customer</li> <li>- Copy of the follow-up card for extending a groundwater drainage pipe</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Roads and Infrastructure Department – Building G – first floor</li> <li>2. Obtaining initial approval on using a manhole</li> <li>3. Referring to the Roads and Infrastructure Department to obtain a follow-up card for extending a groundwater drainage pipe</li> <li>4. Following up with the Rain Drainage Networks Section - Building G – first floor</li> <li>5. Reviewing the request documents</li> <li>6. Paying the service fees at the Customer Happiness Center</li> <li>7. Receiving the permit from the Roads and Infrastructure Department / Rain Drainage Networks Section - Building G – first floor</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Drainage in the sea: insurance fees AED 10,000 / Service fees AED 100 per day</li> <li>- Drainage in a manhole not connected to a pumping station: insurance fees AED 5,000 / Service fees AED 200 per day</li> <li>- Drainage in a manhole connected to a pumping station: insurance fees AED 30,000 / Service fees AED 500 for the pump per day</li> </ul>

	<ul style="list-style-type: none"> <li>- Collecting water inside an earthen berm: insurance fees AED 10,000</li> <li>- Using an existing pipe: Service fees AED 50 per day</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Roads and Infrastructure Department – Rain Drainage Networks Section
Forms used for service delivery	NA
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Roads and Infrastructure Permits and Reports

Sub-service	Road Accident Damage Report Request
Service description	A government service that allows customers to request an assessment of the damages caused by traffic accidents on road reserves of the Municipality & Planning Department.
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	- Copy of the Accident report
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Inspecting the site within three business days</li> <li>3. Contacting the customer via phone to notify him of the amount of the damage</li> <li>4. If the customer is insured, a letter will be issued with the amount of damage addressed to the insurance company to review the insurance details and issue a check with the amount of damage addressed to the Municipality &amp; Planning Department</li> <li>5. Paying the fees at the Customer Happiness Center and receiving clearance</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Value is determined based on the amount of damages caused by the accident
Service interconnection with other services	Available
Partner institutions	Ajman Police General Headquarters
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service



## Design and Road Construction Monitoring

Sub-service	Dirt Road Grading Request
Service description	A government service that allows customers to request grading of dirt roads to facilitate their use for road users in residential areas in the Emirate.
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	Copy of the site plan or spatial number
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Inspecting the site within three business days</li> <li>3. Approving the request and notifying the customer via phone</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Design and Road Construction Monitoring

Sub-service	Permanent or Temporary Road Sign Permit Request
Service description	A government service that allows customers to request a permit to install a guiding sign on road reserve to locate sites and facilitate access
Service category	Procedural service
Categories of target customers	Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Letter from the concerned entity</li> <li>- Road sign diagram</li> <li>- Site plan of the road sign</li> <li>- Applicant's valid Emirates ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Inspecting the site within three business days</li> <li>3. Notifying the customer of the approval via phone</li> <li>4. Paying the fees at the Customer Happiness and receiving the final permit</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 20,000 per year for a pole shaped road sign</li> <li>- AED 3,000 per year for one road sign</li> <li>- AED 7,000 per year for two road signs</li> <li>- AED 15,000 per year for three or more road signs</li> <li>- AED 10,000 per quarter for a pole shaped road sign</li> <li>- AED 1,000 per quarter for one road sign</li> <li>- AED 2,000 per quarter for two road signs</li> <li>- AED 5,000 per quarter for three or more road signs</li> <li>- (Government institutions are exempted from fees)</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Design and Road Construction Monitoring

Sub-service	Request to Use Outdoor Spaces
Service description	A government service that allows customers to request a permit to rent outdoor spaces within the road reserve to be utilized for certain permitted activities that meet the conditions in place (for example: tents, outdoor seating areas for restaurants ...)
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Land plan</li> <li>- Valid Emirates ID card</li> <li>- Images or illustrations of the required site</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Valid commercial license</li> <li>- Lease contract</li> <li>- Valid Emirates ID card of the concerned person or a representative</li> <li>- Images or illustrations of the required site</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Inspecting the site within three business days</li> <li>3. Notifying the customer of the approval via phone</li> <li>4. Paying the fees at the Customer Happiness and receiving the final permit</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 20 per month for using an area of a sidewalk on the main roads specified by the Department for coffee shops, cafeterias, or construction sites</li> <li>- AED 10 per month for using an area of a sidewalk on the secondary roads specified by the Department for coffee shops, cafeterias, or construction sites</li> <li>- AED 220 per year for using an area of a sidewalk on the main roads specified by the Department for coffee shops, cafeterias, or construction sites</li> <li>- AED 110 per year for using an area of a sidewalk on the secondary roads specified by the Department for coffee shops, cafeterias, or construction sites</li> </ul>

	<ul style="list-style-type: none"> <li>- AED 5 per month for using an area of a sidewalk for a seating area</li> <li>- AED 50 per year for using an area of a sidewalk for a seating area</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Design and Road Construction Monitoring

Sub-service	Request for the Allocation of Sidewalks and Parking Lots
Service description	A government service that allows customers to request a permit to organize the works of sidewalks and parking lots within the limits of the road reserve
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the site plan</li> <li>- Copy of the license of the executing contractor</li> <li>- Proposed sidewalk and parking lot work plans</li> <li>- Permit form approved by the owner</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Roads and Infrastructure Department – Building G – first floor</li> <li>2. Reviewing the plan and issuing approval within one business day</li> <li>3. Receiving the request at the Roads Section</li> <li>4. Transferring the request to the Infrastructure Services Section to issue a follow-up card</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Roads and Infrastructure Department – Roads Section
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Design and Road Construction Monitoring

Sub-service	Request to Determine Gate Levels
Service description	A government service that allows customers to request determining gate levels based on sea level
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the site plan</li> <li>- Copy of the owner's Emirates ID card</li> <li>- Commercial license</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Roads and Infrastructure Department – Building G – first floor</li> <li>2. Reviewing previous plans or conducting a new study on level plans</li> <li>3. Receiving the transaction within one business day</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Roads and Infrastructure Department
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital Service Maturity	Traditional Service

## No-Objection Certificates and Clearance for Corporates

Sub-service	No-Objection Certificate to Commence Work Request
Service description	A government service that allows customers to obtain no-objection certificates to commence construction work (excavation works within the road reserve)
Service category	Procedural service
Categories of target customers	Individuals – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Letter from the entity issuing the request</li> <li>- Assignment order</li> <li>- Copy of the building permit</li> <li>- Copy of a valid contractor's license issued from the Emirate of Ajman</li> <li>- Copy of the site plan and construction work plan</li> <li>- Plans approved by the owner (government institution)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Roads and Infrastructure Department /Roads Section</li> <li>2. Providing all the required documents</li> <li>3. If the request is rejected, the transaction is returned to the contractor</li> <li>4. If the request is approved, a no-objection certificate is issued</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 200: for providing services to one street or less</li> <li>- AED 500: for providing services to more than one street, with lengths ranging from 5,000 meters to 10,000 meters</li> <li>- AED 10,000: for providing services to more than one street, with lengths over 10,000 meters</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Roads and Infrastructure Department – Roads Section
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## No-Objection Certificates and Clearance for Corporates

Sub-service	Request to Issue Clearance for No Objection Certificates
Service description	A government service that allows customers to request a Clearance Certificate for the companies that obtained a No-Objection Certificate after completion of their assigned work processes.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Original permit and plan approved by the Department</li> <li>- Original follow-up card</li> <li>- Copy of the site plan</li> <li>- Copy of the building permit</li> <li>- Copy of a valid contractor's license issued by the Emirate of Ajman</li> <li>- Letter from the owner approving the issuance of a clearance certificate to the contractor</li> <li>- Copy of the owner's Emirates ID card</li> <li>- Consultant's signature on the plan approved by the Department</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Original follow-up card</li> <li>- Copy of a valid contractor's license issued by the Emirate of Ajman</li> <li>- Copy of the site plan approved by the Department</li> <li>- Copy of the No-Objection Certificate</li> <li>- Letter from the owning entity stating that the contractor has completed work procedures</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request in person at the Roads and Infrastructure Department – Building G – first floor</li> <li>2. Scheduling a site inspection date with the customer via phone</li> <li>3. Approving the request and paying the fees at the Customer Happiness Center</li> <li>4. Receiving the request (Clearance)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 500: for providing services to one or more streets with lengths ranging from 5,000 meters to 10,000 meters</li> <li>- AED 10,000: for providing services to one or more streets with lengths over 10,000 meters</li> </ul>



Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Roads and Infrastructure Department – Infrastructure Services Section
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Parking Lots

Sub-service	Payment of Parking Violations
Service description	A government service that allows customers to pay parking violation fees related to parking lots within the Emirate of Ajman through various channels
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the smartphone app</li> <li>2. Paying the fees</li> <li>3. Approving the request (notifying the customer to make the violation payment through the app)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	No service provision fees (Violation value only)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	MOI UAE App - Customer Happiness Center - Traffic Services and Licensing Center Roads & Transport Authority (Dubai)
Forms used for service delivery	NA
Average duration of service completion	4 minutes
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Parking Lots

Sub-service	Parking Lot Cancellation Request
Service description	A government service that allows customers to request the cancellation of a parking lot in front of commercial or private buildings to establish entrances and exits
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Valid Emirates ID card</li> <li>- Lease contract or proof of housing</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Copy of the site plan</li> <li>- Copy of passport</li> <li>- Valid Emirates ID card</li> <li>- Copy of a valid commercial license</li> <li>- Copy of a lease contract approved by concerned entities</li> <li>- Parking lot cancellation request filled out by the customer</li> </ul> <p><b>Governmental Institutions:</b></p> <ul style="list-style-type: none"> <li>- An official letter from the government institution requesting the cancellation of a parking lot</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Examining the submitted documents</li> <li>3. Scheduling a site inspection date via phone</li> <li>4. Notifying the customer of the approval or rejection via phone</li> <li>5. Paying the fees at the Customer Happiness Center and receiving the permit</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 5,000: Parking lot cancellation fees in dutiable sector districts</li> <li>- AED 3,000: Parking lot cancellation fees in non-dutiable sector districts</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center

Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Parking Lots

Sub-service	Fixed Parking Lot Rental Request
Service description	A government service that allows customers to rent a fixed parking lot in front of commercial or private buildings
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Valid Emirates ID card</li> <li>- Lease contract or proof of housing</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Copy of the site plan</li> <li>- Copy of passport</li> <li>- Valid Emirates ID card</li> <li>- Copy of a valid commercial license</li> <li>- Copy of a lease contract approved by concerned entities</li> <li>- Parking lot rental request filled out by the customer</li> </ul> <p><b>Governmental Institutions:</b></p> <ul style="list-style-type: none"> <li>- An official letter from the government institution requesting the provision of fixed parking lots</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Examining the submitted documents</li> <li>3. Scheduling a site inspection date via phone</li> <li>4. Notifying the customer of the approval or rejection via phone</li> <li>5. Paying the fees at the Customer Happiness Center and receiving the permit</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 5,000 annually: for parking lots in dutiable sector districts/ (AED 2500 biannually)</li> <li>- AED 3,000 annually: for parking lots in non-dutiable sector districts/ (AED 1500 biannually)</li> <li>- AED 100: refundable parking rental plate insurance fees</li> <li>- AED 150: fixed parking transfer fees</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A

Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Parking Lots

Sub-service	Parking Reservation Request
Service description	A government service that allows customers to reserve a parking ticket for short or long periods through the mentioned channels
Service category	Government service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the smartphone app</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p><b>Regular ticket:</b></p> <ul style="list-style-type: none"> <li>- Half an hour: AED 1</li> <li>- One hour: AED 2</li> <li>- One and a half hours: AED 3</li> <li>- Two hours: AED 4</li> <li>- Two and a half hours: AED 5</li> <li>- Three hours: AED 6</li> <li>- Three and a half hours: AED 7</li> <li>- Four hours: AED 8</li> <li>- Four and a half hours: AED 9</li> <li>- Five hours: AED 10</li> </ul> <p><b>VIP ticket:</b></p> <ul style="list-style-type: none"> <li>- Half an hour: AED 3</li> <li>- One hour: AED 6</li> <li>- One and a half hours: AED 9</li> <li>- Two hours: AED 12</li> <li>- Two and a half hours: AED 15</li> <li>- Three hours: AED 18</li> <li>- Three and a half hours: AED 21</li> <li>- Four hours: AED 24</li> <li>- Four and a half hours: AED 27</li> <li>- Five hours: AED 30</li> </ul> <p><b>du / Etisalat Text Message:</b></p> <ul style="list-style-type: none"> <li>- One hour: AED 2.38</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A

Service delivery channels	Phone app – Text messages 5155
Forms used for service delivery	N/A
Average duration of service completion	1 minute
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service



**Infrastructure Development Sector**

Department of Spatial Information Systems

## Spatial Data and Plans

Sub-service	Spatial Data Request (Makani number)
Service description	A government service that allows customers to obtain a spatial number (namely building number)
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the site plan or title deed</li> <li>- An official letter requesting the data (Corporates – Government Institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Examining the submitted documents by the service provider</li> <li>3. Approving the request and paying the fees</li> <li>4. Receiving the request from the Customer Happiness Center or via email</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Government Institutions: free</li> <li>- Address data for individuals and corporates: AED 100</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	10 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Spatial Data and Plans

Sub-service	Geographical Spatial Plans Request
Service description	A government service that allows customers to request the issuance of spatial maps and plans to locate sites.
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	- An official letter requesting the issuance of spatial maps
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at the Customer Happiness Center</li> <li>2. Examining the submitted documents by the service provider</li> <li>3. Approving the request and paying the fees (Government institutions are exempted)</li> <li>4. Receiving the request from the Customer Happiness Center</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- AED 100: Issuing and printing A3 plans</li> <li>- AED 50: Satellite image data layer for each area</li> <li>- AED 100: Aerial image data layer for each area</li> <li>- AED 500: Issuing and printing A0 plans</li> <li>- AED 250: Issuing and printing A1 plans</li> <li>- AED 30: Issuing and printing A4 plans</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Customer Happiness Center
Forms used for service delivery	Service Request - Spatial Data/Plans Request
Average duration of service completion	3 business days
Service limitation	N/A
Digital Service Maturity	Traditional Service

## Spatial Information Systems Department Service Fees:

<b>Service</b>	<b>Fee (AED)</b>
Issuing and printing A3 plans	100
Issuing spatial address data	100
One spatial data layer in GIS format for each area	100
One spatial data layer in CAD format for each area	100
Satellite image data layer for each area	50
An aerial image data layer for each area	100
Issuing and printing A0 plans	500
Issuing and printing A1 plans	250
Issuing and printing A4 plans	30
Registration of one building for the first year	1000
Renewal of registration for one building	500
Registration of a group of buildings (complex) for the first year	2000
Renewal of registration for a group of buildings (complex) for the first year	1000

## **Public Health and Environment Sector**

Environmental Management and Development Department

## Environmental Certification and Accreditation

Sub-service	To Whom It May Concern Certificate Request (For Environmental Purposes)
Service description	This service allows facilities to issue official certificates requested by local or federal government institutions in the country. The service is available under the (To Whom It May Concern Certificate - Other) option which allows customers to type the subject of the certificate. This service provides customers with certificates tailored as per their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	NA
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Environmental Certification and Accreditation

Sub-service	Request for the Approval of Hazardous Waste Treatment Methods
Service description	A government service that enables customers to obtain a technical statement granted to facilities that perform any primary treatment of hazardous waste resulting from their industrial activity, stating the efficiency and effectiveness of the methods utilized at the treatment unit, whether in relation to liquid or solid hazardous waste.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	- Technical report on the assessment of the treatment unit
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Environmental Certification and Accreditation

Sub-service	Compliance with Environmental and Safety Requirements Certificate Request
Service description	This service allows facilities to issue official certificates indicating the facility's commitment to environmental and public safety requirements as requested by local or federal government institutions in the country. The service is available under the (Compliance with Environmental and Safety Requirements) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>4. Submitting the request through the website</li> <li>5. Paying the fees</li> <li>6. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 hours
Service limitation	N/A
Digital service maturity	Fully Digitalized Service



## Environmental Certification and Accreditation

Sub-service	Request for the Issuance of Environmental Measurements Certificate of Completion
Service description	This service allows facilities to issue official certificates indicating the completion of environmental measurements as requested by local or federal government institutions in the country. The service is available under the (Environmental Measurements Certificate of Completion) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	NA
Average duration of service completion	2 hours
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Wells and Groundwater Permits

Sub-service	Renewal of Well Drilling Permit Request
Service description	A government service that allows customers to renew a well drilling permit and utilize the water for agricultural, commercial, or household purposes
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land title deed</li> <li>- Authorization statement by the owner delegating the applicant to complete the request (if the applicant is not the owner)</li> <li>- Copy of the owner's passport</li> <li>- Copy of the owner's Emirates ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Household purposes: AED 50 per well Agricultural purposes: AED 100 per well Commercial purposes: AED 10000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Wells and Groundwater Permits

Sub-service	New Well Drilling Permit Request
Service description	A government service that allows customers to obtain a well drilling permit that enables them to utilize the water for agricultural, commercial, or household purposes
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Land title deed</li> <li>- Authorization statement by the owner delegating the applicant to complete the request (if the applicant is not the owner)</li> <li>- Copy of the owner's passport</li> <li>- Copy of the owner's Emirates ID card</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>Household purposes: AED 50 per well</p> <p>Agricultural purposes: AED 100 per well</p> <p>Commercial purposes: AED 10000</p> <p>Commercial request submission fees: AED 2000</p>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Wells and Groundwater Permits

Sub-service	Marine Environment Water Withdrawal Permit Request
Service description	A government service that allows customers to request water withdrawal from the creek or the sea in order to pump the water to the facility for specific periods
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	- Points of water withdrawal plan
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 300 per month for each point
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Wells and Groundwater Permits

Sub-service	Groundwater Withdrawal Vehicle Permit Request
Service description	A government service that allows customers to request a permit for a vehicle to withdraw the groundwater resulting from excavation.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Vehicle permit request letter</li> <li>- Copy of the vehicle license from both sides, issued by the Emirate of Ajman</li> <li>- Site plan</li> <li>- Building permit or no-objection certificate</li> <li>- Commercial license of the contracting company issued by the Emirate of Ajman</li> <li>- Commercial license of the groundwater withdrawal company issued by the Emirate of Ajman</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Processing the request</li> <li>3. Paying the fees and receiving the permit</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- 1000-gallon vehicle: AED 3000 + AED 1500 insurance fees per month</li> <li>- 5000-gallon vehicle: AED 5000 + AED 3000 insurance fees per month</li> <li>- 10,000-gallon vehicle: AED 10,000 + AED 4000 insurance fees per month</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

### Accreditation of Environmental Services

Sub-service	Accreditation Renewal Request for Environmental Services Companies
Service description	A service that allows customers to renew the accreditation of consulting firms, treatment companies and other environmental services companies at the Department, enabling companies to carry out their business in the Emirate.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	- Business capability profile
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Environmental studies companies: AED 1000 Environmental services companies: AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	4 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Accreditation of Environmental Services

Sub-service	Environmental Services Companies Accreditation Request
Service description	A service that allows customers (corporates) to obtain accreditation for consulting firms, treatment companies and other environmental services companies at the Department, enabling companies to carry out their business in the Emirate.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	- Business capability profile
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Environmental studies companies: AED 1000 Environmental services companies: AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	4 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Accreditation of Environmental Services

Sub-service	Approval of Chemical Exports Request
Service description	A service that allows customers (corporates) to obtain certificates to export any chemical or hazardous materials outside the country after undergoing inspection and audit by the competent authorities.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Purchase invoice</li> <li>- Packing list</li> <li>- Material Safety Data Sheets (MSDS)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service



## Accreditation of Environmental Services

Sub-service	Environmental Permit Request
Service description	A government service that allows customers to obtain an environmental permit that grants them initial or final approval on practicing environmental activities This includes industrial facilities, as well as facilities that engage in chemical trade, scrap trade and other activities that have an environmental impact. This service ensures that facilities comply with environmental requirements and guarantees the application and implementation of these environmental requirements.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	- Detailed internal layout of the activity requirements
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Environmental permit - slightly hazardous activities: AED 300</li> <li>- Environmental permit – moderately hazardous activities: AED 500</li> <li>- Environmental permit – highly hazardous activities: AED 1000</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

## Accreditation of Environmental Services

Sub-service	Environmental Permit Renewal Request
Service description	A government service that allows customers to renew their environmental permit that grants them initial or final approval on practicing environmental activities This includes industrial facilities, as well as facilities that engage in chemical trade, scrap trade and other activities that have an environmental impact. This service ensures that facilities comply with environmental requirements and guarantees the application and implementation of these environmental requirements.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	- Detailed internal layout of the activity requirements
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Environmental permit - slightly hazardous activities: AED 300</li> <li>- Environmental permit – moderately hazardous activities: AED 500</li> <li>- Environmental permit – highly hazardous activities: AED 1000</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Accreditation of Environmental Services

Sub-service	Payment of Environmental Violations
Service description	A government service that enables customers to pay environmental violation fees in accordance with the applicable procedures adopted via the Department's MPDA electronic system.
Service category	Procedural service
Categories of target customers	Individuals - Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Emirates ID card</li> <li>- Commercial license (corporates)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the Department's smartphone application</li> <li>2. Paying the violation fees</li> <li>3. Notifying the customer that the payment has been completed</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	As per the value of the issued violation
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	MPDA phone app
Forms used for service delivery	N/A
Average duration of service completion	5 minutes
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Environmental Measurements and Studies

Sub-service	Environmental Impact Assessment Studies Accreditation Request
Service description	A government service that enables customers to obtain accreditation on studies and reports concerned with environmental impact assessment, with the possibility of rejecting the study/report or requesting amendments.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	- Hard or soft copy (USB) of the study
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the study via e-mail: <a href="mailto:EIA@AM.GOV.AE">EIA@AM.GOV.AE</a></li> <li>2. If the customer is unable to send the study via email, it can be submitted in person to the Environmental Management and Development Department at the Sustainability and Environmental Planning Section</li> <li>3. Conducting technical review of the request</li> <li>4. Notifying the customer of the approval or any required amendments via e-mail</li> <li>5. Approving the request</li> <li>6. Receiving the request via e-mail</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Environmental Management and Development Department
Forms used for service delivery	N/A
Average duration of service completion	30 business days
Service limitation	N/A
Digital service maturity	Traditional Service

## Environmental Measurements and Studies

Sub-service	Environmental Measurements Request
Service description	A government service that allows customers to conduct the required environmental measurements for the facility or institution, such as outdoor/indoor air quality, noise, lighting, or any other measurements.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Environmental measurement fees (outdoor environment): AED 700</li> <li>- Environmental measurement fees (indoor environment per hour): AED 125</li> <li>- Dust measurement fees: AED 500</li> <li>- Noise measurement fees: AED 100</li> <li>- Electromagnetic wave measurement fees: AED 500</li> <li>- Fees for other measurements (other than the abovementioned measurements): AED 500</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Environmental Measurements and Studies

Sub-service	Environmental Consultation Request
Service description	A government service provided upon the request of the customer to receive an environmental consultation regarding (facility sites / adding activities / waste treatment) to verify compliance with the required specifications and requirements in place in the Emirate.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	NA
Average duration of service completion	1 business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

## Environmental Measurements and Studies

Sub-service	Request for the Issuance of an Environmentally Friendly Product Certificate
Service description	This service allows facilities to issue official certificates proving that the product is environmentally friendly as requested by local or federal government institutions in the country. The service is available under the (Environmentally friendly product) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Individuals - Corporates - Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 hours
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

### Medical and Hazardous Waste Management

Sub-service	Environmental Vehicle Accreditation Request
Service description	A service that enables customers to receive accreditation for environmental vehicles, which include vehicles used for transporting the following: (gas - scrap - cosmetics – non-potable water - chemicals and hazardous materials - diesel – collected waste – wastewater).
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	Vehicle title
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100 per vehicle
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service



## Medical and Hazardous Waste Management

Sub-service	Environmental Vehicle Accreditation Renewal Request
Service description	A service that enables customers to renew the accreditation of environmental vehicles, which include vehicles used for transporting the following: (gas - scrap - cosmetics – non-potable water - chemicals and hazardous materials - diesel – collected waste – wastewater).
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	Vehicle title
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100 per vehicle
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Hazardous Chemicals Release Request
Service description	This certificate is issued to allow the entry of imported chemicals into the country while ensuring that proper approvals and authorizations from local authorities are obtained to guarantee public and environmental safety.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Materials purchase receipt</li> <li>- Material Safety Data Sheet/ for each item</li> <li>- Permit of precursors if the material is needed (by the Ministry of Health)</li> <li>- Chemicals import permit if the material is needed (by the Ministry of Interior)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	Available
Partner institutions	Ministry of Health and Prevention Ministry of Interior
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Partially Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Request for the Issuance of Medical Waste Disposal Certificate of Commitment
Service description	This service allows facilities to issue official certificates indicating the facility's commitment to dispose of medical waste as requested by local or federal government institutions in the country. The service is available under the (Medical Waste Disposal Certificate of Commitment) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Individuals - Corporates – Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 hours
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Hazardous Waste Detection Request
Service description	A government service that enables customers to request an inspection of hazardous waste to determine the proper treatment and disposal mechanisms and methods.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	Material Safety Data Sheet
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Certificate of Attestation Request Stating that Materials are Free of Environmentally Harmful Substances
Service description	This service allows facilities to issue official certificates proving that materials are free of any environmentally harmful substances as requested by local or federal government institutions in the country. The service is available under the (Absence of Environmentally Harmful Substances) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 hours
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Request for Purchasing Additional Plastic Bags or Containers for Medical Waste
Service description	A service that allows customers to buy yellow plastic bags and containers for sharp tools and medical waste
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<ul style="list-style-type: none"> <li>- Large yellow plastic bags - Value * Number: 1.50</li> <li>- Yellow container (5 liters) - Value * Quantity: 10</li> <li>- Yellow container (10 liters) - Value * Quantity: 15</li> <li>- Small yellow plastic bags - Value * Number: 1</li> <li>- Delivery of medical waste bags to the customer: 10</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Medical and Hazardous Waste Management

Sub-service	Health Facilities Medical Waste Treatment Request
Service description	A government service that allows customers to register at the Department to start the process of collecting medical waste from medical facilities and treat them in designated medical waste incinerators
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

### Cleaning the Emirate and Collecting Waste

Sub-service	Site Cleanliness Certificate Request
Service description	A government service that allows customers to request a site cleanliness certificate after the completion of construction work to ensure that there are no violations or notes in order to receive a refund on the insurance fees paid in advance to obtain building permit
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Official letter requesting a site cleanliness certificate</li> <li>- Certificate of completion</li> <li>- Insurance receipt</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees</li> <li>3. Inspecting the site</li> <li>4. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service



## Cleaning the Emirate and Collecting Waste

Sub-service	Waste Containers Request
Service description	A government service that allows customers or the public to request waste containers in front of their houses and buildings
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Emirates ID</li> <li>- Customer's contact number or Makani number</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Commercial license</li> </ul> <p><b>Government Institutions:</b></p> <ul style="list-style-type: none"> <li>- Official letter from the concerned institutions</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the mentioned service delivery channels</li> <li>2. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## Cleaning the Emirate and Collecting Waste

Sub-service	Household Waste Transfer Request
Service description	A government service that allows customers or the public to request the transfer of household waste
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	Emirates ID
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the mentioned service delivery channels</li> <li>2. Approving the request (receiving a text message)</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website Unified Call Center 80070
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

## **Public Health and Environment Sector**

**Public Health Department**

### Approval of Swimming Pools

Sub-service	New Swimming Pools Approval Request
Service description	This service enables customers to obtain approval on swimming pools in public places and facilities to provide the highest standards of public health and safety and ensure their compliance with the approved regulations and laws.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Swimming pool plans and engineering designs</li> <li>- Swimming pool site plan inside a building or the land</li> <li>- Land title deed, lease contract, or management contract</li> <li>- Lifeguard certificate</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days

Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Approval of Swimming Pools

Sub-service	Swimming Pools Approval Renewal Request
Service description	This service enables customers to renew approval on swimming pools in public places and facilities to provide the highest standards of public health and safety and ensure their compliance with the approved regulations and laws.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Swimming pool plans and engineering designs</li> <li>- Swimming pool site plan inside a building or the land</li> <li>- Land title deed, lease contract, or management contract</li> <li>- Lifeguard certificate</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System
Forms used for service delivery	N/A

Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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### Health Certification

Sub-service	Request for the Issuance of a Certificate of Destruction of Foodstuffs
Service description	This service enables customers to obtain a certificate of destruction of foodstuffs to ensure complete supervision of how non-valid foods are handled and disposed of to prevent their circulation in markets. The destruction process is carried out in accordance with approved procedures.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Official letter stating the reasons for the destruction of the foodstuffs or confiscation report</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 1-3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	Available
Partner institutions	AIMS Group
Service delivery channels	Website
Forms used for service delivery	N/A

Average duration of service completion	3 business days
Service limitation	Valid for one month
Digital service maturity	Partially Digitalized Service

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## Health Certification

Sub-service	Request for the Issuance of frozen Meat Safety Certificate from the Abattoirs of the Emirate
Service description	This service enables customers to obtain a health certificate ensuring the validity of the frozen meat supervised by the Emirate's abattoirs for human consumption.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<b>Corporates:</b> <ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Livestock proof of origin</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Filling out the form and attaching the required documents (receiving a text message to submit the request)</li> <li>3. Paying the fees online</li> <li>4. Processing the request within one business day</li> <li>5. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A

Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Valid for one month
Digital service maturity	Fully Digitalized Service

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## Health Certification

Sub-service	Request for the Issuance of a Certificate Attesting that Marine Transport is Free from Health Pests
Service description	This service enables customers to obtain a health certificate attesting that the marine transport vessel is free from health pests according to the requirements of loading and unloading between ports. The certificate is issued after examining and inspecting the marine vessel and ensuring its pest-free status.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Marine transport vessel License</li> <li>- Previous certificate attesting that the marine transport vessel has been free from health pests</li> <li>- Entry and work permits</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 300 per certificate
Service interconnection with other services	Available



Partner institutions	Department of Ports & Customs
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for 6 months
Digital service maturity	Fully Digitalized Service

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**Public Health Pest Control**

Sub-service	Accreditation Request for Public Health Pest Control Companies
Service description	This service enables customers to obtain accreditation for public health pest control companies ensuring the fulfillment of all the health requirements related to the service in order to maintain public health and safety in the Emirate.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Public health pest control company accreditation file containing:             <ol style="list-style-type: none"> <li>1. List of pesticides used by the company in pest control operations along with its registration certificate at the Ministry of Climate Change and Environment</li> <li>2. Tools and equipment used by the company in pest control operations</li> <li>3. Certificate of a pest control specialized engineer working for the company as well as the owner's ID documents</li> </ol> </li> <li>- A written letter of commitment ensuring compliance with the requirements of federal and local laws</li> </ul>

Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 2 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 2000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

## Public Health Pest Control

Sub-service	Accreditation Renewal Request for Public Health Pest Control Companies
Service description	This service enables customers to renew accreditation for public health pest control companies ensuring the fulfillment of all the health requirements related to the service in order to maintain public health and safety in the Emirate.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Public health pest control company accreditation file containing:             <ol style="list-style-type: none"> <li>1. List of pesticides used by the company in pest control operations along with its registration certificate at the Ministry of Climate Change and Environment</li> <li>2. Tools and equipment used by the company in pest control operations</li> <li>3. Certificate of a pest control specialized engineer working for the company as well as the owner's ID documents</li> </ol> </li> <li>- A written letter of commitment ensuring compliance with the requirements of federal and local laws</li> </ul>

Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 2 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 2000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

## Public Health Pest Control

Sub-service	Accreditation Amendment Request for Public Health Pest Control Companies
Service description	This service enables customers to update accreditation details for public health pest control companies ensuring the fulfillment of all the health requirements related to the service in order to maintain public health and safety in the Emirate.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Letter explaining the amendments and data updates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 2 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A

Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

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## Public Health Pest Control

Sub-service	Public Health Pest Control Request
Service description	This is a free service that provides public health pest control services to homeowners (villas) in residential areas and government sites.
Service category	Procedural service
Categories of target customers	Individuals – Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the mentioned service delivery channels</li> <li>2. Processing the request within 3 business days</li> <li>3. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System

	MPDA phone app
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Submitted only once every 3 months
Digital service maturity	Fully Digitalized Service

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## Halal Slaughter

Sub-service	Slaughtering Service Request
Service description	This service allows customers to request animal slaughtering services under full veterinary supervision in order to protect public health and provide meat viable for human consumption through the prevention of any slaughtering activities outside abattoirs and by ensuring the safe disposal of slaughtering remains.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Purchase invoices</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Veterinary release certificates in case of animal imports</li> <li>- Animal health certificate from the farmer</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Attending the abattoir (Ajman, Masfout, Al Manama) in person with the required animal</li> <li>2. Paying the slaughtering fees and receiving the animal's ID number</li> <li>3. Delivering the animal at the Animal Handover Area</li> <li>4. Conducting veterinary examination of the animal by veterinarians before starting the slaughtering process</li> </ol>

	<ol style="list-style-type: none"> <li>5. Completing the slaughtering process</li> <li>6. Cleaning the butchered meat</li> <li>7. Completing veterinary examination of the meat after slaughtering the animal</li> <li>8. Delivering the meat to the customer at the Delivery Area as per the animal's ID number</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Slaughtering small animals: AED 15 Slaughtering and cutting small animals: AED 25 Slaughtering large animals: AED 60 Slaughtering and cutting large animals: AED 90
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Ajman Central Abattoir / Masfout Abattoir/ Al Manama Abattoir
Forms used for service delivery	N/A
Average duration of service completion	30 minutes for small animals 2 hours for large animals
Service limitation	N/A
Digital service maturity	Traditional Service



### Mobile Veterinary Clinic

Sub-service	Mobile Veterinary Clinic Request
Service description	This service allows customers to request a veterinary examination service provided by the mobile veterinary clinic. The clinic arrives at the service request site and conducts the necessary veterinary examinations and tests depending on the type of request or situation.
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request by calling Ajman Contact Center 80070 or by visiting the Veterinary Control Section</li> <li>2. Conducting the necessary veterinary examinations and tests according to the type of request or the case</li> <li>3. Providing the appropriate treatment</li> <li>4. Following up on the animal's condition with the veterinarian</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free

Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Ajman Contact Center 80070 Public Health Department - Veterinary Control Section
Forms used for service delivery	N/A
Average duration of service completion	3 hours for regular requests 1 hour for urgent requests
Service limitation	N/A
Digital service maturity	Traditional Service

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### Vehicle Classification

Sub-service	Health Vehicle Permit Request
Service description	This service enables customers to obtain the technical approvals required for the licenses and permits of vehicles intended to be used in food and health activities in the Emirate to ensure their compliance with the applicable regulations and laws and protect public health.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Ownership details of the vehicle requested to be licensed</li> <li>- Distributors' occupational health cards</li> <li>- Cooling and freezing vehicle calibration certificates</li> <li>- Food distributors' training certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 2 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30

Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

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## Vehicle Classification

Sub-service	Health Vehicle Permit Renewal Request
Service description	This service enables customers to renew the technical approvals required for the licenses and permits of vehicles intended to be used in food and health activities in the Emirate to ensure their compliance with the applicable regulations and laws and protect public health.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Ownership details of the vehicle requested to be licensed</li> <li>- Distributors' occupational health cards</li> <li>- Cooling and freezing vehicle calibration certificates</li> <li>- Food distributors' training certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 2 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>

Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

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### Inspection of Food and Health Facilities

Sub-service	Signed Site Inspection Request
Service description	A consulting service to inspect investors' new sites in order to issue the initial approval for licensing food and health activities before starting economic licensing procedures.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Details of the site requested to be inspected (Makani number - site / warehouse number)</li> <li>- Details of the activity requested to be licensed</li> </ul> <p><b>Corporates:</b></p> <ul style="list-style-type: none"> <li>- Economic license valid in Ajman</li> <li>- Details of the site requested to be inspected (Makani number - site / warehouse number)</li> <li>- Details of the activity requested to be licensed</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> </ol>

	4. Issuing approval or rejection via text message
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for 1 month
Digital service maturity	Fully Digitalized Service

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### Accreditation of Technical Food and Health Permits and Approvals

Sub-service	Request for Facility Accreditation for Mass Iftar during Ramadan
Service description	This service allows customer to obtain accreditation certificates for food facilities to hold Mass Iftar during Ramadan and to ensure the safety of the food provided to consumers during the holy month.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commercial license</li> <li>- APHP accreditation certificate for the facility</li> <li>- Details of meal transport and distribution vehicles</li> <li>- Number and occupational health cards of the facility staff</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request through the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>

Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for 1 month
Digital service maturity	Fully Digitalized Service

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## Accreditation of Technical Food and Health Permits and Approvals

Sub-service	Health Permit Request
Service description	A service that enables customers to obtain all initial approvals required for the licenses and permits of food and health activities of food facilities in the Emirate to ensure that all activity requirements are met before starting the activity.
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	<p><b>Individuals:</b></p> <ul style="list-style-type: none"> <li>- Economic permit request (Initial approval of the Department of Economic Development)</li> <li>- Lease / ownership contract</li> <li>- Detailed internal layout of activity requirements from a company approved by the Department</li> </ul> <p><b>Corporates:</b></p>

	<ul style="list-style-type: none"> <li>- Copy of the commercial license or economic permit request</li> <li>- Lease / ownership contract</li> <li>- Detailed internal layout of activity requirements from a company approved by the Department</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 1-3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>AED 200: Inspection fees for food or health facility - limited activities (license / renewal)</p> <p>AED 500: Inspection fees for food or health facility – medium-scale activities (license / renewal)</p> <p>AED 1,000: Inspection fees for food or health facility – large-scale activities (license / renewal)</p>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website- Public Health and Environment System</p> <p>Tasheel Offices</p>
Forms used for service delivery	N/A
Average duration of service completion	1-3 business days
Service limitation	<p>Permit validity depends on the type of activity</p> <p>one year</p> <p>Two years</p> <p>three years</p>
Digital service maturity	Fully Digitalized Service

## Accreditation of Technical Food and Health Permits and Approvals

Sub-service	Health Permit Renewal Request
Service description	A service that enables customers to renew initial approvals required for the licenses and permits of food and health activities of food facilities in the Emirate to ensure that all activity requirements are met before starting the activity.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"><li>- Copy of the commercial license or economic permit request (Initial approval of the Department of Economic Development)</li><li>- Lease / ownership contract</li><li>- Detailed internal layout of activity requirements from a company approved by the Department</li></ul>



Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 1-3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	<p>AED 200: Inspection fees for food or health facility - limited activities (license / renewal)</p> <p>AED 500: Inspection fees for food or health facility – medium-scale activities (license / renewal)</p> <p>AED 1,000: Inspection fees for food or health facility – large-scale activities (license / renewal)</p>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>Website- Public Health and Environment System</p> <p>Tasheel Offices</p>
Forms used for service delivery	N/A
Average duration of service completion	1-3 business days
Service limitation	<p>Permit validity depends on the type of activity</p> <p>one year</p> <p>Two years</p> <p>three years</p>
Digital service maturity	Fully Digitalized Service

## Accreditation of Technical Food and Health Permits and Approvals

Sub-service	Request for Issuing Certificates or Letters to Municipalities or Other State Bodies
Service description	A service that enables customers to issue different official certificates or letters to UAE government entities as per their request. This service is provided to companies in the Emirate of Ajman only.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"><li>- Copy of the commercial license</li><li>- Details of the entity for which the certificate is required or any attachment proving that</li></ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"><li>1. Submitting the request via the website</li><li>2. Paying the fees online</li></ol>

	3. Processing the request within 1-3 business days 4. Issuing approval or rejection via text message
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one month
Digital service maturity	Fully Digitalized Service

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### Accreditation of Health Supervisors

Sub-service	Health Staff Accreditation Request
Service description	A service that enables customers to obtain accreditation of health supervision staff in food and health facilities in the Emirate to ensure their effective implementation of food and public health safety management systems.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Health supervisor's details (academic qualifications - experience and training certificates in the field of food and public health)</li> <li>- Training certificate from Ajman Public Health Program (APHP)</li> </ul>

	- The supervisor's occupational health card
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 1-3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Accreditation of Health Supervisors

Sub-service	Health Staff Accreditation Renewal Request
Service description	A service that enables customers to renew accreditation of health supervision staff in food and health facilities in the Emirate to ensure their effective implementation of food and public health safety management systems.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Health supervisor's details (academic qualifications - experience and training certificates in the field of food and public health)</li> <li>- Training certificate from Ajman Public Health Program (APHP)</li> </ul>

	- The supervisor's occupational health card
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 1-3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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### Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Food Safety Management System Certification Companies and Auditors
Service description	A service that enables customers to obtain accreditation of food safety management system certification companies and auditors in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Auditors' APHP accreditation certificates</li> </ul>

Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Food Safety and Public Health Consultancy Companies and Consultants
Service description	A service that enables customers to obtain accreditation of food safety and public health consultancy companies and their consultants in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Consultants' APHP accreditation certificates</li> </ul>

	- Commercial license
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Food Safety and Public Health Training Companies and Trainers
Service description	A service that enables customers to obtain accreditation of food safety management systems training companies and trainers in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commercial license issued by one of the UAE's concerned authorities</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> </ul>

	<ul style="list-style-type: none"> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Trainers' APHP accreditation certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Food Analysis Laboratories
Service description	A service that enables customers to obtain accreditation of food analysis laboratories in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commercial license issued by one of the UAE's concerned authorities</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- ISO 17025 laboratory certification from the approved authorities in the country</li> </ul>



	<ul style="list-style-type: none"> <li>- A written undertaking by the company to report all improper results to the Department in order to take the necessary actions</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Water Tank Cleaning and Purifying Companies
Service description	A service that enables customers to obtain accreditation of drinking water tank cleaning and purifying companies in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> </ul>

	<ul style="list-style-type: none"> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Chemical details</li> <li>- Diagram of the cleaning and purification process</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for Food and Health Facility Plan Designing Companies
Service description	A service that enables customers to obtain accreditation for food and health facility plan designing companies in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> </ul>

	<ul style="list-style-type: none"> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Copies of plans executed by the company (11 activities)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Request for School Food Suppliers
Service description	A service that enables customers to obtain accreditation for school and nursery food suppliers to ensure the safety of the food provided to this sensitive group of society and to preserve public health.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Facility APHP accreditation certificate</li> <li>- Details of meal transport and distribution vehicles</li> </ul>

	<ul style="list-style-type: none"> <li>- List of supplied food items</li> <li>- From outside the Emirate: Letter explaining the health status of the facility issued by the concerned municipality</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within 3 business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Renewal Request for Food Safety Management System Certification Companies and Auditors
Service description	A service that enables customers to renew accreditation of food safety management system certification companies and auditors in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> </ul>

	<ul style="list-style-type: none"> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Auditors' APHP accreditation certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Renewal Request for Food Safety and Public Health Consultancy Companies and Consultants
Service description	A service that enables customers to renew accreditation of food safety and public health consultancy companies and their consultants in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates

Service delivery requirements	<ul style="list-style-type: none"> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Consultants' APHP accreditation certificates</li> <li>- Commercial license</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Renewal Request for Food Safety and Public Health Training Companies and Trainers
Service description	A service that enables customers to renew accreditation of food safety management systems training companies and trainers in the Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service

Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commercial license issued by one of the UAE's concerned authorities</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Trainers' APHP accreditation certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Renewal Request for Food Analysis Laboratories
Service description	A service that enables customers to renew accreditation of food analysis laboratories in the Emirate to ensure the quality and reliability of such public health supporting companies.

Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Commercial license issued by one of the UAE's concerned authorities</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- ISO 17025 laboratory certification from the approved authorities in the country</li> <li>- A written undertaking by the company to report all improper results to the Department in order to take the necessary actions</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Accreditation Renewal Request for Food and Health Facility Plan Designing Companies
Service description	A service that enables customers to renew accreditation for food and health facility plan designing companies in the



	Emirate to ensure the quality and reliability of such public health supporting companies.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- Service providers' specialized certificates as per the type of service accreditation</li> <li>- Service providers' ID documents proving their employment at the company</li> <li>- Copies of plans executed by the company (11 activities)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 3000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Request for the Approval of Engineering Plans for Food and Health Facilities
Service description	A service that enables customers to obtain approval on master plans of food and health facilities to ensure the

	compliance of their activity with the applicable health requirements.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Engineering plan in JPG/PNG format for approval</li> <li>- Detailed list according to the activity type</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Approval Amendment Request for Engineering Plans of Food and Health Facilities
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Service description	A service that enables customers to amend the approval on plans of food and health facilities to ensure the compliance of their activity with the applicable health requirements.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Engineering plan in JPG/PNG format for approval</li> <li>- Detailed list according to the activity type</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

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## Licensing of Food and Health Facilities

Sub-service	Payment of Health Violations on Food and Health Facilities
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Service description	A service that enables customers to pay health violations on food and health facilities
Service category	Procedural service
Categories of target customers	Individuals - Corporates
Service delivery requirements	N/A
Procedures and steps for Submitting the request	1. Submitting the request via one of the service delivery channels 2. Completing the payment and receiving the receipt
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	MPDA phone app
Forms used for service delivery	N/A
Average duration of service completion	5 minutes
Service limitation	N/A
Digital service maturity	Fully Digitalized Service

### Release of Food Shipments

Sub-service	Foodstuffs Exportation Request
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Service description	Issuing health certificates permitting the exportation of foodstuffs outside the country and confirming the safety of foodstuffs for human consumption and that they have undergone proper procedures as per the laws and regulation applicable in the UAE.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- Laboratory analyses of the foodstuffs listed in the service request – if available</li> <li>- Bill of sale approved by the Chamber of Commerce and Industry</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request in two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for 3 months
Digital service maturity	Fully digitalized service

Sub-service	Request for a Health Release Certificate for Foodstuffs Shipments in Ajman Port
Service description	Issuing a health release certificate for foodstuffs shipments imported into the Ajman Port after those products are examined and registered and after the concerned authorities make sure that they comply with the laws and regulations applicable in the UAE
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- Foodstuffs health certificate issued by the official health authorities at the countries of origin</li> <li>- Certificate of origin for the foodstuffs in the shipment</li> <li>- Customs declaration certificate confirming the entry of those goods into the country</li> <li>- Packing list for the foodstuffs in the shipment</li> <li>- Halal certificate for animal products – issued by the official authorities in the country</li> <li>- Specialized certificates/ administrative decisions as per the foodstuffs types</li> <li>- Laboratory analyses of the foodstuffs listed in the service request (application) – if available</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>5. Submitting the application via the website</li> <li>6. Paying the fees online</li> <li>7. Processing the request in two business days</li> <li>8. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	Available
Partner institutions	Department of Ports and Customs - Ajman
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	N/A
Digital service maturity	Fully digitalized service

## Release of Food Shipments

Sub-service	Request for a Health Release Certificate for Foodstuffs Shipments in Other Ports
Service description	Issuing a health release certificate for foodstuffs shipments imported into other ports in the UAE to have them transferred to Ajman for examination and registration after the concerned authorities ensure their compliance with the laws and regulations applicable in the UAE
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- No Objection Certificate on the transfer of the foodstuffs shipment/ ZAD Federal Smart Portal</li> <li>- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- Foodstuffs health certificate issued by the official health authorities at the countries of origin</li> <li>- Certificate of origin for the foodstuffs in the shipment</li> <li>- Customs declaration certificate confirming the entry of those goods into the country</li> <li>- Packing list for the foodstuffs in the shipment</li> <li>- Halal certificate for animal products – issued by the official authorities in the country</li> <li>- Specialized certificates/ administrative decisions as per the foodstuffs types</li> <li>- Laboratory analyses of the foodstuffs listed in the service request (application) – if available</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request in two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	Available
Partner institutions	Ministry of Climate Change and Environment / ZAD Federal Smart Portal
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	Three (3) business days
Service limitation	N/A
Digital service maturity	Fully digitalized service

## Release of Food Shipments

Sub-service	Request for foodstuffs exportation validity certificate
Service description	Issuing health certificates permitting the exportation of foodstuffs outside the country and confirming the safety of foodstuffs for human consumption and that they have undergone proper procedures as per the laws and regulation applicable in the UAE
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- Laboratory examinations of the foodstuffs identified in the service request</li> <li>- Bill of sale approved by the Chamber of Commerce and Industry</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request in two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	Two business days
Service limitation	Valid for three (3) months
Digital service maturity	Fully digitalized service



## Release of Food Shipments

Sub-service	Request for a certificate of validity of fish exportation to the EU
Service description	Issuing certificates permitting the exportation of fish and fishery products to the European Union (EU) and confirming the compliance of those products with the EU exportation standards. This service is accessible by the approved exportation facilities only, and as per the procedures applicable at the Ministry of Climate Change and Environment
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the corporate's commercial license</li> <li>- Copy of valid EU certification of the exportation facility</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Attending personally at Department of Public Health</li> <li>2. Submitting all required documents</li> <li>3. Paying the fees</li> <li>4. Receiving the transaction</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Department of Public Health
Forms used for service delivery	N/A
Average duration of service completion	Two business days
Service limitation	Valid for three (3) months
Digital service maturity	Traditional service

## Release of Food Shipments

Sub-service	Request for a veterinary exportation health certificate
Service description	Issuing a veterinary exportation health certificate for the exportation of animal products (consumable – non-consumable)
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Copy of the commercial license</li> <li>- Laboratory reports confirming the safety of animal products identified for human consumption</li> <li>- Certificates of origin for raw and processed materials to be exported</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request in two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	Two business days
Service limitation	Valid for one month
Digital service maturity	Fully digitalized service

## Release of Food Shipments

Sub-service	Request for the recovery of financial insurance set for shipments imported into Ajman Port
Service description	Issuing certificates confirming the completion of procedures pertaining to the release of shipments to be transferred to the State's municipalities, as well as issuing a certificate of no objection by the Department. Those certificates shall be submitted at the Financial Section at the Department in line with the applicable procedures.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Certificate on transferring shipments from Ajman to the concerned municipality</li> <li>- Health release certificate issued by the concerned municipality confirming that shipments have been processed properly</li> <li>- Financial insurance payment receipt</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request in two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	Valid for one year
Digital service maturity	Fully digitalized service

### Licensing of Pet Animals

Sub-service	Request for the licensing of pet animals
Service description	A service that enables customers to register and license pet animals (dogs – cats) after undergoing veterinary examination and receiving the proper vaccinations to ensure public health and individual safety
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	<ul style="list-style-type: none"> <li>- Vaccination record</li> <li>- Lease/ownership contract of the residence location</li> <li>- Pet picture</li> <li>- Pet ownership certificate: Purchase bill if the pet is purchased, or importation permit</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within one business day</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Pet animal licensing – dog: AED 150 Pet animal licensing – cat: AED 50
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	Two business days
Service limitation	Valid for one year
Digital service maturity	Fully digitalized service

## Licensing of Pet Animals

Sub-service	Request for pet animals license renewal
Service description	A service that enables customers to register and license pet animals (dogs – cats) after undergoing veterinary examination and receiving the proper vaccinations to ensure public health and individual safety
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	<ul style="list-style-type: none"> <li>- Number of the previous license</li> <li>- Vaccination record</li> <li>- Lease/ownership contract of the residence location</li> <li>- Pet picture</li> <li>- Pet ownership certificate: Purchase bill if the pet is purchased, or importation permit</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the application via the website</li> <li>2. Paying the fees online</li> <li>3. Processing the request within two business days</li> <li>4. Issuing approval or rejection via text message</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Pet animal licensing – dog: AED 150 Pet animal licensing – cat: AED 50
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	Two business days
Service limitation	Valid for one year
Digital service maturity	Fully digitalized service

## **Public Health and Environment Sector**

Food and Environment Laboratory Department

### Food and Environmental Sample Testing

Sub-service	Request for food sample testing
Service description	Government service that enables customers to request physical, chemical, and microbiological testing of food samples to verify their compliance with the approved standards. Such tests include the examination of imported and exported samples, food labels, promotional samples, and periodic samples.
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Sample testing request (Sample Receipt Form)</li> <li>- Food label to be examined for approval; in case of requesting food label examination and assessment (corporates)</li> <li>- Sample testing request letter (government institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request and the sample at the Department of Food and Environment Laboratory service center</li> <li>2. Paying the fees</li> <li>3. Examining the sample at the laboratory</li> <li>4. Receiving the findings report at the service center</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Service fees can be found on (page 202)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Department of Food and Environment Laboratory
Forms used for service delivery	N/A
Average duration of service completion	5-8 business days as per the type of food samples
Service limitation	N/A
Digital service maturity	Traditional service

## Food and Environmental Sample Testing

Sub-service	Request for environmental sample testing
Service description	Government service that enables customers to request environmental samples testing to verify their conformity with the approved standards. This include the examination of: Seawater, organic fertilizers, lubricating oils, plastic bags, cosmetic products, factory waste, pool water, groundwater, and agricultural water
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Request for (sample testing – environmental) at the Department of Food and Environment Laboratory</li> <li>- Sample testing request letter (government institutions)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request and the sample at the Department of Food and Environment Laboratory service center</li> <li>2. Paying the fees</li> <li>3. Examining the samples at the laboratory</li> <li>4. Receiving the findings report at the service center</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Service fees can be found on (page 208)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Department of Food and Environment Laboratory
Forms used for service delivery	N/A
Average duration of service completion	Around 8 business days Plastic bags examination: 36 business days
Service limitation	N/A
Digital service maturity	Traditional service



### Food Laboratory Service Fees

Service	Fees (AED)
Food label examination and evaluation/ corporates	100
Food label examination and evaluation/ government institution	50
Food label examination and evaluation/ individuals	25
Additional copy of the report/ corporates	10
Additional copy of the report/ government institution	5
Additional copy of the report/ individuals	5
Physical examination of the overall layout – Food label – Sensory evaluation/ corporates	120
Physical examination of the overall layout – Food label – Sensory evaluation/ government institutions	60
Physical examination of the overall layout – Food label – Sensory evaluation/ individuals	30
Drinking water free chlorine examination/ corporates	30
Drinking water free chlorine examination/ government institutions	15
Drinking water free chlorine examination/ individuals	10
Conductivity & TDS examination in drinking water/ corporates	60
Conductivity & TDS examination in drinking water/ government institutions	30
Conductivity & TDS examination in drinking water/ individuals	15
Examination of the overall hardness in drinking water and mineral water/ corporates	60
Examination of the overall hardness in drinking water and mineral water/ government institutions	30
Examination of the overall hardness in drinking water and mineral water/ individuals	15
Bromate inspection in water/ corporates	100
Bromate inspection in water/ government institutions	50
Bromate inspection in water/ individuals	25
Drinking water chloride examination/ corporates	60
Drinking water chloride examination/ government institutions	30
Drinking water chloride examination/ individuals	10
Examination of minerals in drinking water (Ca,Mg,Fe,Cu,Zn,Na,K,Mn ,B,Cr)/ corporates	AED 200 per 7 elements + AED 25 for each additional element
Examination of minerals in drinking water (Ca,Mg,Fe,Cu,Zn,Na,K,Mn ,B,Cr)/ government institutions	AED 100 per 7 elements + AED 15 for each additional element
Examination of minerals in drinking water (Ca,Mg,Fe,Cu,Zn,Na,K,Mn ,B,Cr)/ individuals	AED 50 per 7 elements + AED 10 for each additional element

Service	Fees (AED)
Examination of pH levels/ corporates	30
Examination of pH levels/ government institutions	15
Examination of pH levels/ individuals	10
Examination of moisture levels in food products/ corporates	50
Examination of moisture levels in food products/ government institutions	25
Examination of moisture levels in food products/ individuals	15
Examination of fat content in food products/ corporates	110
Examination of fat content in food products/ government institutions	55
Examination of fat content in food products/ individuals	30
Protein content determination examination in food products/ corporates	110
Protein content determination examination in food products/ government institutions	55
Protein content determination examination in food products/ individuals	30
Overall ash inspection in food products/ corporates	80
Overall ash inspection in food products/ government institutions	40
Overall ash inspection in food products/ individuals	20
Chemical examination of milk (milkoscan)/ corporates	55
Chemical examination of milk (milkoscan)/ government institutions	30
Chemical examination of milk (milkoscan)/ individuals	15
Overall pH examination/ corporates	40
Overall pH examination/ government institutions	20
Overall pH examination/ individuals	10
Examination of sugar composition in honey/ corporates	150
Examination of sugar composition in honey/ government institutions	75
Examination of sugar composition in honey/ individuals	40
Sodium chloride content determination examination in table salt/ corporates	50
Sodium chloride content determination examination in table salt/ government institutions	25
Sodium chloride content determination examination in table salt/ individuals	15
Refractive index examination for oils and fats/ corporates	30
Refractive index examination for oils and fats/ government institutions	15
Refractive index examination for oils and fats/ individuals	10
Acid value determination examination for oils and fats/ corporates	50

Service	Fees (AED)
Acid value determination examination for oils and fats/ government institutions	25
Acid value determination examination for oils and fats/ individuals	15
Peroxide value determination examination for oils and fats/ corporates	50
Peroxide value determination examination for oils and fats/ government institutions	25
Peroxide value determination examination for oils and fats/ individuals	15
Ethyl alcohol examination in drinks/ corporates	120
Ethyl alcohol examination in drinks/ government institutions	60
Ethyl alcohol examination in drinks/ individuals	30
Examination of preservatives (benzoic acid, sorbic acid) and caffeine/ corporates	150
Examination of preservatives (benzoic acid, sorbic acid) and caffeine/ government institutions	75
Examination of preservatives (benzoic acid, sorbic acid) and caffeine/ individuals	40
Examination of artificial sugars (aspartame, saccharin, acesulfame potassium)/ corporates	150
Examination of artificial sugars (aspartame, saccharin, acesulfame potassium)/ government institutions	75
Examination of artificial sugars (aspartame, saccharin, acesulfame potassium)/ individuals	40
Inspection of food dyes in food products/ corporates	70
Inspection of food dyes in food products/ government institutions	35
Inspection of food dyes in food products/ individuals	20
Kreis test for oils and fats/ corporates	70
Kreis test for oils and fats / government institutions	35
Kreis test/ for oils and fats / individuals	20
Brix/TSS examination in food products/ corporates	30
Brix/TSS examination in food products/ government institutions	15
Brix/TSS examination in food products/ individuals	10
Mycotoxins inspection/ corporates	300
Mycotoxins inspection/ government individuals	150
Mycotoxins inspection/ individuals	75
Examination of vitamins in food products (C,K,D,A,E,B1,B2,B5,B3,B6,B7,B9,B12)/ corporates	AED 250 for the first vitamin + AED 25 for each additional vitamin
Examination of vitamins in food products (C,K,D,A,E,B1,B2,B5,B3,B6,B7,B9,B12)/ government institutions	AED 125 for the first vitamin + AED 25 for each additional vitamin

Service	Fees (AED)
Examination of vitamins in food products (C,K,D,A,E,B1,B2,B5,B3,B6,B7,B9,B12)/ individuals	AED 65 for the first vitamin + AED 15 for each additional vitamin
Lard inspection in meat via ELISA technique/ corporates	70
Lard inspection in meat via ELISA technique/ government institutions	35
Lard inspection in meat via ELISA technique/ individuals	20
Examination of some fish types for histamine/ corporates	70
Examination of some fish types for histamine/ government institutions	35
Examination of some fish types for histamine/ individuals	20
Quantification of bacteria/ corporates	50
Quantification of bacteria/ government institutions	25
Quantification of bacteria/ individuals	15
Escherichia coli bacteria inspection/ corporates	70
Escherichia coli bacteria inspection/ government institutions	35
Escherichia coli bacteria inspection/ individuals	20
Fecal coliform bacteria inspection/ corporates	80
Fecal coliform bacteria inspection/ government institutions	40
Fecal coliform bacteria inspection/ individuals	20
Vibrio Parahaemolyticus bacteria inspection/ corporates	70
Vibrio Parahaemolyticus bacteria inspection/ government institutions	35
Vibrio Parahaemolyticus bacteria inspection/ individuals	20
Yeasts and molds inspection/ corporates	50
Yeasts and molds inspection/ government institutions	25
Yeasts and molds inspection/ individuals	15
Salmonella bacteria inspection/ corporates	120
Salmonella bacteria inspection/ government institutions	60
Salmonella bacteria inspection/ individuals	30
Salmonella bacteria inspection (PCR Technique)/ corporates	160
Salmonella bacteria inspection (PCR Technique)/ government institutions	80
Salmonella bacteria inspection (PCR Technique)/ individuals	40
Staph. Aureus bacteria inspection/ corporates	60
Staph. Aureus bacteria inspection/ government institutions	30
Staph. Aureus bacteria inspection/ individuals	15

<b>Service</b>	<b>Fees (AED)</b>
Bacillus cereus bacteria inspection/ corporates	60
Bacillus cereus bacteria inspection/ government institutions	30
Bacillus cereus bacteria inspection/ individuals	15
Acid value determination examination for oils and fats/ individuals	15
Pseudomonas aeruginosa bacteria inspection/ corporates	60
Pseudomonas aeruginosa bacteria inspection/ government institutions	30
Pseudomonas aeruginosa bacteria inspection/ individuals	15
Clostridium perfringens bacteria inspection/ corporates	70
Clostridium perfringens bacteria inspection/ government institutions	35
Clostridium perfringens bacteria inspection/ individuals	20
E. coli and Enterobacteriaceae bacteria inspection in water via (IDEXX Technique)/ corporates	100
E. coli and Enterobacteriaceae bacteria inspection in water via (IDEXX Technique)/ government institutions	50
E. coli and Enterobacteriaceae bacteria inspection in water via (IDEXX Technique)/ individuals	25

### Environment Laboratory Service Fees

Service	Fees (AED)
Examination of pH levels – liquid environmental samples/ corporates	50
Examination of pH levels – liquid environmental samples/ government institutions	25
Examination of pH levels – liquid environmental samples/ individuals	15
Conductivity examination/ corporates	50
Conductivity examination/ government institutions	25
Conductivity examination/ individuals	15
Free chlorine examination/ corporates	100
Free chlorine examination/ government institutions	50
Free chlorine examination/ individuals	25
Examination of total suspended solids (TSS)/ corporates	100
Examination of total suspended solids (TSS)/ government institutions	50
Examination of total suspended solids (TSS)/ individuals	25
Examination of total dissolved solids (TDS)/ corporates	100
Examination of total dissolved solids (TDS)/ government institutions	50
Examination of total dissolved solids (TDS)/ individuals	25
Examination of total solids/ corporates	100
Examination of total solids/ government institutions	50
Examination of total solids/ individuals	25
Examination of chloride/ corporates	100
Examination of chloride/ government institutions	50
Examination of chloride/ individuals	25
Examination of total hardness/ corporates	100
Examination of total hardness/ government institutions	50
Examination of total hardness/ individuals	25
Examination of calcium hardness/ corporates	100
Examination of calcium hardness/ government institutions	50
Examination of calcium hardness/ individuals	25
Examination of total alkalinity/ corporates	50
Examination of total alkalinity/ government institutions	25
Examination of total alkalinity/ individuals	15
Carbonate examination/ corporates	50

<b>Service</b>	<b>Fees (AED)</b>
Carbonate examination/ government institutions	25
Carbonate examination/ individuals	15
Bicarbonate examination/ corporates	50
Bicarbonate examination/ government institutions	25
Bicarbonate examination/ individuals	15
Sulfate examination (103~105C)/ corporates	100
Sulfate examination (103~105C)/ government institutions	50
Sulfate examination (103~105C)/ individuals	25
Sulfate examination/ corporates	100
Sulfate examination/ government institutions	50
Sulfate examination/ individuals	25
Sulfide examination/ corporates	100
Sulfide examination/ government institutions	50
Sulfide examination/ individuals	25
Mineral examination in water (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ corporates	200
Mineral examination in water (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ government institutions	100
Mineral examination in water (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ individuals	50
Calcium examination/ corporates	100
Calcium examination/ government institutions	50
Calcium examination/ individuals	25
Magnesium examination/ corporates	100
Magnesium examination/ government institutions	50
Magnesium examination/ individuals	25
Sodium examination/ corporates	100
Sodium examination/ government institutions	50
Sodium examination/ individuals	25
Potassium examination/ corporates	100
Potassium examination/ government institutions	50
Potassium examination/ individuals	25
Iron examination/ corporates	100
Carbonate examination/ corporates	50

<b>Service</b>	<b>Fees (AED)</b>
Iron examination/ government institutions	50
Iron examination/ individuals	25
Nitrate examination/ corporates	100
Nitrate examination/ government institutions	50
Nitrate examination/ individuals	25
Nitrite examination/ corporates	100
Nitrite examination/ government institutions	50
Nitrite examination/ individuals	25
Oils and grease inspection/ corporates	150
Oils and grease inspection/ government institutions	75
Oils and grease inspection/ individuals	40
Examination of chemical oxygen demand/ corporates	100
Examination of chemical oxygen demand/ government institutions	50
Examination of chemical oxygen demand/ individuals	25
Examination of biochemical oxygen demand/ corporates	100
Examination of biochemical oxygen demand/ government institutions	50
Examination of biochemical oxygen demand/ individuals	25
Ammonia examination/ corporates	100
Ammonia examination/ government institutions	50
Ammonia examination/ individuals	25
Bromine examination/ corporates	100
Bromine examination/ government institutions	50
Bromine examination/ individuals	25
Cyanuric acid examination/ corporates	100
Cyanuric acid examination/ government institutions	50
Cyanuric acid examination/ individuals	25
Phosphorus examination/ corporates	100
Phosphorus examination/ government institutions	50
Phosphorus examination/ individuals	25
Phosphate examination/ corporates	100
Phosphate examination/ government institutions	50
Phosphate examination/ individuals	25
Examination of Coli Bacteria and fecal Coliform Bacteria via (IDEXX) technique/ corporates	150



Service	Fees (AED)
Examination of Coli Bacteria and fecal Coliform Bacteria via (IDEXX) technique/ government institutions	75
Examination of Coli Bacteria and fecal Coliform Bacteria via (IDEXX) technique/ individuals	40
Examination of pH levels for solid environmental samples (extracted by 1:5 at 25C)/ corporates	50
Examination of pH levels for solid environmental samples (extracted by 1:5 at 25C)/ government institutions	25
Examination of pH levels for solid environmental samples (extracted by 1:5 at 25C)/ individuals	15
Examination of conductivity for solid environmental samples (extracted by 1:5 at 25C)/ corporates	50
Examination of conductivity for solid environmental samples (extracted by 1:5 at 25C)/ government institutions	25
Examination of conductivity for solid environmental samples (extracted by 1:5 at 25C)/ individuals	15
Examination of oils and grease rate/ corporates	120
Examination of oils and grease rate/ government institutions	60
Examination of oils and grease rate/ individuals	30
Examination of total solids and volatiles/ corporates	100
Examination of total solids and volatiles/ government institutions	50
Examination of total solids and volatiles/ individuals	25
Mineral examination for solid environmental samples (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ corporates	200
Mineral examination for solid environmental samples (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ government institutions	100
Mineral examination for solid environmental samples (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ individuals	50
Latex examination/ corporates	200
Latex examination/ government institutions	100
Latex examination/ individuals	50
Examination of organic materials rate/ Corporates	100
Examination of organic materials rate/ government institutions	50
Examination of organic materials rate/ individuals	25
Viscosity index examination at (100C and 40C), or density index examination at 15C/ corporates	100
Viscosity index examination at (100C and 40C), or density index examination at 15C/ government institutions	50
Viscosity index examination at (100C and 40C), or density index examination at 15C/ individuals	25
Total base number examination/ corporates	50
Total base number examination/ government institutions	25
Total base number examination/ individuals	15

Total acid number examination/ corporates	50
Total acid number examination/ government institutions	25

Service	Fees (AED)
Total acid number examination/ individuals	15
Ignition point measurement examination/ corporates	50
Ignition point measurement examination/ government institutions	25
Ignition point measurement examination/ individuals	15
Foam specifications measurement examination/ corporates	100
Foam specifications measurement examination/ government institutions	50
Foam specifications measurement examination/ individuals	25
Mineral examination in lubricating oils (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ corporates	200
Mineral examination in lubricating oils (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ government institutions	100
Mineral examination in lubricating oils (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ individuals	50
Examination and assessment of label/ corporate	100
Examination and assessment of label/ government institutions	50
Examination and assessment of label/ individuals	25
Toxic minerals inspection for cosmetic products samples (Pb, Cd, Cr, Zn)/ corporates	200
Toxic minerals inspection for cosmetic products samples (Pb, Cd, Cr, Zn)/ government institutions	100
Toxic minerals inspection for cosmetic products samples (Pb, Cd, Cr, Zn)/ individuals	50
Examination of preservatives in cosmetic materials/ corporates	300
Examination of preservatives in cosmetic materials/ government institutions	150
Examination of preservatives in cosmetic materials/ individuals	75
Thickness examination/ corporates	100
Thickness examination/ government institutions	50
Thickness examination/ individuals	50
Carbonyl examination/ corporates	2000
Carbonyl examination/ government institutions	100
Carbonyl examination/ individuals	50
Examination of minerals in plastic bags (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co)/ corporates	250
Examination of minerals in plastic bags (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co)/ government institutions	125
Examination of minerals in plastic bags (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co)/ individuals	65
Examination of pH levels in fertilizers (sample extracted by 1:5 at 25C)/ corporates	50
Examination of pH levels in fertilizers (sample extracted by 1:5 at 25C)/ government institutions	25

Service	Fees (AED)
Examination of pH levels in fertilizers (sample extracted by 1:5 at 25C)/ individuals	15
Conductivity examination in fertilizers (sample extracted by 1:15 at 25C)/ corporates	50
Conductivity examination in fertilizers (sample extracted by 1:15 at 25C)/ government institutions	25
Conductivity examination in fertilizers (sample extracted by 1:15 at 25C)/ individuals	15
Moisture level examination/ corporates	100
Moisture level examination/ government institutions	50
Moisture level examination/ individuals	25
Examination of organic materials rate/ corporates	100
Examination of organic materials rate/ government institutions	50
Examination of organic materials rate/ individuals	25
Examination of total nitrogen rate/ corporates	100
Examination of total nitrogen rate/ government institutions	50
Examination of total nitrogen rate/ individuals	25
Mineral examination in fertilizers (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ corporates	200
Mineral examination in fertilizers (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ government institutions	100
Mineral examination in fertilizers (Pb, Cd, Cr, Ni, Cu, Zn, Mn)/ individuals	50
Temperature examination (C)/ corporates	50
Temperature examination (C)/ government institutions	25
Temperature examination (C)/ individuals	15
Water turbidity examination/ corporates	50
Water turbidity examination/ government institutions	25
Water turbidity examination/ individuals	15
Aerobic Colony Count examination/ corporates	60
Aerobic Colony Count examination/ government institutions	30
Aerobic Colony Count examination/ individuals	15
Pseudomonas aeruginosa examination/ corporates	100
Pseudomonas aeruginosa examination/ government institutions	50
Pseudomonas aeruginosa examination/ individuals	25
Legionella examination/ corporate	400
Legionella examination/ government institutions	200
Legionella examination/ individuals	100
Enterococcus faecium examination/ corporates	150
Enterococcus faecium examination/ government institutions	75

Service	Fees (AED)
Enterococcus faecium examination/ individuals	40
Total bacteria count inspection/ corporates	100
Total bacteria count inspection/ government institutions	50
Total bacteria count inspection/ individuals	25
Yeasts and molds examination/ corporates	100
Yeasts and molds examination/ government institutions	50
Yeasts and molds examination/ individuals	25
Examination of fecal Coliform Bacteria via (IDEXX) technique/ corporates	150
Examination of fecal Coliform Bacteria via (IDEXX) technique/ government institutions	75
Examination of fecal Coliform Bacteria via (IDEXX) technique/ individuals	40
Processed food X-ray inspection/ corporates	170
Processed food X-ray inspection/ government institutions	85
Processed food X-ray inspection/ individuals	40
Titanium dioxide inspection/ corporates	170
Titanium dioxide inspection/ government institutions	85
Titanium dioxide inspection/ individuals	40
Detection of porcine DNA/ corporates	500
Detection of porcine DNA/ government institutions	250
Detection of porcine DNA/ individuals	125
Meat type verification examination via (PCR technique)/ corporates	500
Meat type verification examination via (PCR technique)/ government institutions	250
Meat type verification examination via (PCR technique)/ individuals	125
Hydroxymethylfurfural content examination/ corporates	150
Hydroxymethylfurfural content examination/ government institutions	75
Hydroxymethylfurfural content examination/ individuals	40
Vibrio cholerae inspection/ corporates	100
Vibrio cholerae inspection/ government institutions	50
Vibrio cholerae inspection/ individuals	20
Examination of genetically modified foodstuffs/ corporates	500
Examination of genetically modified foodstuffs/ government institutions	250
Examination of genetically modified foodstuffs/ individuals	125
Listeria monocytogenes inspection via (PCR technique)/ corporates	350
Listeria monocytogenes inspection via (PCR technique)/ / government institutions	175

<b>Service</b>	<b>Fees (AED)</b>
Listeria monocytogenes inspection via (PCR technique)/ individuals	90
Cronobacter sakazakii inspection/ corporates	300
Cronobacter sakazakii inspection/ government institutions	150
Cronobacter sakazakii inspection/ individuals	75
Yersinia enterocolitica inspection/ corporates	150
Yersinia enterocolitica inspection/ government institutions	75
Yersinia enterocolitica inspection/ individuals	40
Campylobacter inspection/ corporates	250
Campylobacter inspection/ government institutions	125
Campylobacter inspection/ individuals	65
Sudan IV dye inspection/ corporates	300
Sudan IV dye inspection/ government institutions	150
Sudan IV dye inspection/ individuals	75
Inspection of antibiotics in milk/ corporates	260
Inspection of antibiotics in milk/ government institutions	130
Inspection of antibiotics in milk/ individuals	65

**Public Health and Environment Sector**

Department of Agriculture and Public Parks

### Event Organization at Gardens and Parks

Sub-service	Event organization at gardens and parks
Service description	Government service that enables customers to benefit from Ajman's parks and public facilities. This service allows government institutions and corporates to hold national, sports, recreational, and educational events at parks and public facilities. It also allows individuals to hold family gatherings and birthday parties
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- Valid Emirates ID</li> <li>- Valid commercial license (corporates)</li> <li>- Event request letter from the private entity (corporates)</li> <li>- Event request letter from the government agency</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Attending personally at the Department of Agriculture and Public Parks</li> <li>2. Filling out the "Event Organization at Gardens and Parks" form and submitting it in hand or via email</li> <li>3. Having the application reviewed by the Department of Agriculture and Public Parks</li> <li>4. Completing the transaction within one business day, unless it requires additional No-Objective Certificates from other departments</li> <li>5. Notifying customers of the request approval via phone call or email</li> </ol>
Service delivery times	Sunday - Thursday 07:30 to 14:30
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Department of Agriculture and Public Parks Email address: agr-dept@am.gov.ae Masfout and Manamah – park affairs - supervisor
Forms used for service delivery	N/A
Average duration of service completion	One business day
Service limitation	N/A
Digital service maturity	Traditional service



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