

حُكُومَةُ عِجْمَان

Government Of Ajman

دَائِرَةُ الْبَلَدِيَّةِ وَالْخَطِّيطِ

Municipality & Planning Department

# Municipality & Planning Dept. Service Catalogue Issue Four 2021



رؤيتنا: بيئة مستدامة وبنية عصرية لبناء مستقبل عجمان

f y t i  
Ajman Municipality

✉ P.O.Box: 3-Ajman  
www.am.gov.ae

اتصل على  
80070

ميغازين  
Mayazeen

## Contents

Chairman's Office .....	3
<b>Granted Lands Department .....</b>	<b>4</b>
Investments Department .....	6
<b>Rental of Investment Facilities .....</b>	<b>7</b>
Department of Public Services .....	12
<b>Release of Impounded Vehicles.....</b>	<b>13</b>
Department of Service Centers.....	15
<b>Granted Lands Management .....</b>	<b>16</b>
<b>Customer Care .....</b>	<b>18</b>
Corporate Communication & Marketing Department.....	20
<b>Customer Care .....</b>	<b>21</b>
Lease Regulation Department .....	23
<b>Authentication of Lease Contracts .....</b>	<b>24</b>
Planning and Survey Department.....	42
<b>Site plan .....</b>	<b>42</b>
<b>Surveying Services .....</b>	<b>48</b>
Buildings Department .....	57
<b>Building Licensing Services.....</b>	<b>57</b>
<b>Building Permits, Certificates, and Reports.....</b>	<b>74</b>
Roads and Infrastructure Department .....	94
<b>Roadworks Permits .....</b>	<b>95</b>
<b>Roads and Infrastructure Permits and Reports.....</b>	<b>100</b>
<b>Design and Road Construction Monitoring .....</b>	<b>101</b>
<b>No-Objection Certificates and Clearance for Corporates .....</b>	<b>107</b>
<b>Parking Lots .....</b>	<b>110</b>
Department of Spatial Information Systems .....	116
<b>Spatial Data and Plans.....</b>	<b>117</b>
Environmental Management and Development Department .....	120
<b>Environmental Certification and Accreditation .....</b>	<b>121</b>
<b>Wells and Groundwater Permits .....</b>	<b>125</b>

Accreditation of Environmental Services .....	129
Environmental Measurements and Studies .....	135
Medical and Hazardous Waste Management .....	139
Cleaning the Emirate and Collecting Waste .....	147
<b>Public Health Department .....</b>	<b>150</b>
Approval of Swimming Pools .....	151
Public Health Pest Control .....	155
Halal Slaughter .....	159
Mobile Veterinary Clinic .....	161
Vehicle Classification .....	163
Inspection of Food and Health Facilities .....	165
Accreditation of Technical Food and Health Permits and Approvals .....	166
Accreditation of Health Supervisors .....	170
Release of Food Shipments .....	187
Licensing of Pet Animals .....	193
<b>Food and Environment Laboratory Department .....</b>	<b>195</b>
Food and Environmental Sample Testing .....	196
<b>Service Package: .....</b>	<b>212</b>
<b>Communication and Communication Channels: .....</b>	<b>214</b>
.....	214
<b>QAREEB Channel .....</b>	<b>214</b>
<b>Frequently Asked Questions: .....</b>	<b>216</b>

Higher Management

# Chairman's Office



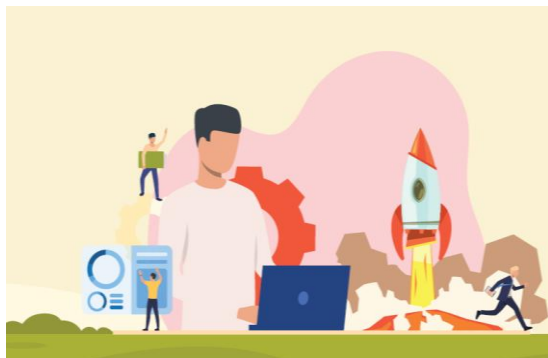
## Granted Lands Department

Sub-service	Governmental land or residence grant request
Service description	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.
Service category	Procedural service
Categories of target customers	Individuals
Service delivery requirements	<p>1-Personal photo of the beneficiary  2-Copy of a valid Emirates ID.  3-Copy of the passport.  4-Copy of the Family Book.  5-Copy of the marriage contract if the wife is not registered in the Family Book.  6- 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).  7-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.  8-Proof of residence (property deed, residential lease contract, or land plot plan).  9-Statement form for a land grant from the Department of Land and Real Estate Regulation (property) + archives (grants).  10-Statement from the Sheikh Zayed Housing Programme (for married + widowed + divorced applicants).</p> <p><u>Additional documents required for divorced and widowed women:</u>  1-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).  2-Copy of the family book of the (divorced / deceased) husband.  3-Copy of the children's passports (for divorcees).  4-Determination of inheritance certificate (for widows) 5-Retirement certificate for the deceased husband (for widows).</p> <p><u>Additional documents for women married to non-citizens:</u>  1-Copy of the marriage contract.  2-Marriage continuity attestation certificate.  3- Copy of the passport of the husband and children with residency permits.</p>

	<p>4-The husband's salary certificate + employment contract + bank statements for the last 3 months.</p> <p>5-Children's birth certificate.</p> <p>6-Certificate of commercial licenses for both spouses.</p> <p>7-Education Continuity certificate for the children for a period of 3 years.</p> <p>Note: The committee has the right to request any other documents.</p>
<b>Procedures and steps for Submitting the request</b>	<p>1. Submitting the request online.</p> <p>2. Conducting a social study and an internal audit of the request and its attached documents within two business days</p> <p>3. Forming a government housing and land plot grant committee</p> <p>4. Responding to the request within 3 months</p> <p>5. Issuing final approval and receiving the approved request from the system</p>
<b>Service delivery times</b>	7/24
<b>Service Fees</b>	Free
<b>Service interconnection with other services</b>	Available
<b>Partner institutions</b>	<p>1- Department of Land and Real Estate Regulation</p> <p>2- Sheikh Zayed Housing Programme</p>
<b>Service delivery channels</b>	Website – AMAR ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
<b>Forms used for service delivery</b>	N/A
<b>Average duration of service completion</b>	3 Months
<b>Service limitation</b>	Six months from the approval
<b>Digital Service Maturity</b>	Fully Digitalized Service

General Manager's office

# Investments Department



## Rental of Investment Facilities

Sub-service	Rental of investment lands
Service description	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.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	1-Request for a land rental 2- No-objection letter approved by His Highness the Chairman of the Department 3- valid ID card 4- valid passport (for residents) 5- Site building design
Procedures and steps for Submitting the request	1. Submitting the request form with a study on the project through one of the service delivery channels 2. Processing the request, issuing approval or rejection within 5 business days and notifying the customer 3.Ratifying a contract (constitutive contract) or a permit between the two parties Set all requirements for rent value and lease years for legal affairs to review and approve the contract 4. Pay the due rent and hand over to the tenant a copy of the receipt voucher and the lease contract or permit., 5. Handing over the specified site to the lessee by the Investments Department
Service delivery times	7/24
Service Fees	Apply for the service: Free Upon attestation of the contract - rental contract attestation service fees apply
Service interconnection with other services	N/A
Partner institutions	NA
Service delivery channels	1-Investments Department 2-Email: invest@am.gov.ae 3-website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	-Issuance of a commercial contract for a period of one year -Issuing the investment contract for a period of one to eight years -Issuance of a temporary permit for a period of one year
Digital Service Maturity	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	1-Request to rent spaces from the advertising company 2- valid ID card 3- valid passport (for residents) 4- A list of sites for rent against the type of billboard and pictures of the sites, 5- If the billboard is on the roofs of buildings, attach a letter from the consultant with the approval of (Buildings Department)
Procedures and steps for Submitting the request	1. Submitting the request form with a study on the project through one of the service delivery channels 2. Processing the request, issuing approval or rejection within 5 business days and notifying the customer 3. Ratifying a contract (constitutive contract) or a permit between the two parties Set all requirements for rent value and lease years for legal affairs to review and approve the contract 4. Pay the due rent and hand over to the tenant a copy of the receipt voucher and the lease contract or permit., 5. Handing over the specified site to the lessee by the Investments Department
Service delivery times	7/24
Service Fees	Apply for the service: Free Upon attestation of the contract - rental contract attestation service fees apply
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Investments Department 2-Email: invest@am.gov.ae 3-website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	From one year to eight years, according to the lease contract (commercial contract for a period of time). year / investment contract from one to 8 years (constituting contract)
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	1-Crushing license request letter 2- Valid ID card 3- Valid passport (for residents) 4- Aerial photograph and site plan
Procedures and steps for Submitting the request	1. Submitting the request form with a study on the project through one of the service delivery channels 2. Processing the request, issuing approval or rejection within 5 business days and notifying the customer 3. Ratifying a contract (constitutive contract) or a permit between the two parties Set all requirements for rent value and lease years for legal affairs to review and approve the contract 4. Pay the due rent and hand over to the tenant a copy of the receipt voucher and the lease contract or permit., 5. Handing over the specified site to the lessee by the Investments Department
Service delivery times	7/24
Service Fees	Apply for the service: Free Upon attestation of the contract - rental contract attestation service fees apply
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Investments Department 2-Email: invest@am.gov.ae 3-website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	Issuance of an investment contract from one to eight years
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	1-Request letter from the lessee 2- Valid ID card 3- Valid passport (for residents)
Procedures and steps for Submitting the request	1. Submitting the request form with a study on the project through one of the service delivery channels 2. Processing the request, issuing approval or rejection within 5 business days and notifying the customer 3.Ratifying a contract (constitutive contract) or a permit between the two parties Set all requirements for rent value and lease years for legal affairs to review and approve the contract 4. Pay the due rent and hand over to the tenant a copy of the receipt voucher and the lease contract or permit., 5. Handing over the specified site to the lessee by the Investments Department
Service delivery times	7/24
Service Fees	Apply for the service: Free Upon attestation of the contract - rental contract attestation service fees apply
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Investments Department 2-Email: invest@am.gov.ae 3-website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	7 business days
Service limitation	From one year to eight years, according to the lease contract (commercial contract for a period of time). year / investment contract from one to 8 years (constituting contract)
Digital Service Maturity	Fully Digitalized Service

## Rental of Investment Facilities

Sub-service	Rental of investment sites
Service description	It is a permit to rent vacant spaces in parks for investors to hold their own seasonal events and activities, event sites, car wash sites, smart device sites and other sites, according to a specific value between the department and the investor.
Service category	Procedural service
Categories of target customers	Individuals – Corporates
Service delivery requirements	1-Site rental Request 2- valid ID card 3- valid passport (for residents)
Procedures and steps for Submitting the request	1. Submitting the request form with a study on the project through one of the service delivery channels 2. Processing the request, issuing approval or rejection within 5 business days and notifying the customer 3. A copy of the rent value due and the tenant's delivery of the receipt voucher and the lease contract or permit 4. Handing over the specified site to the lessee by the Investments Department
Service delivery times	7/27
Service Fees	Apply for the service: Free Upon attestation of the contract - rental contract attestation service fees apply
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Investments Department 2-Email: invest@am.gov.ae 3-website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	NA
Average duration of service completion	5 business days
Service limitation	-Issuance of a commercial contract for a period of one year -Issuance of an investment contract for a period of one to eight years -Issuance of a temporary permit for one year
Digital Service Maturity	Fully Digitalized Service

# Department of Public Services

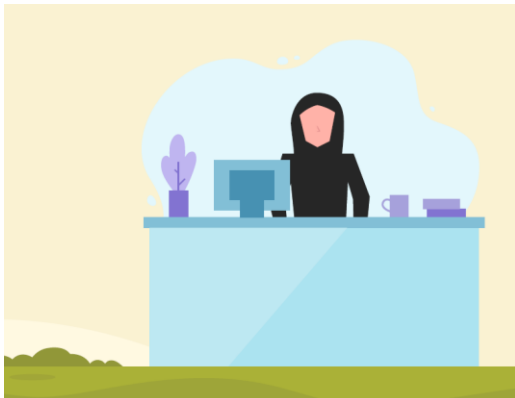


## Release of Impounded Vehicles

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	<ol style="list-style-type: none"> <li>1- Copy of the owner's Emirates ID</li> <li>2- Copy of vehicle ownership, papers of vehicle possession or export, or vehicle data from the Traffic Services and Licensing Center.</li> <li>3- Copy of the commercial or industrial license for all U Emirates of the country (Corporates)</li> <li>4- Official authorization letter from the company to the Municipality &amp; Planning Department (Corporates - Government Institutions)</li> </ol>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request form online</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	7/24
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 ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A

Average duration of service completion	1 business days
Service limitation	According to the written undertaking between the department and the customer to remove the vehicle within 4 days Work after paying the fine, and the period may be extended according to the written commitment If the customer does not release his vehicle seizure within 30 days, it will be confiscated The vehicle is according to Amiri Decree No. 10/10 and is listed in the Auction and vehicle statements
Digital Service Maturity	Fully Digitalized Service

# Department of Service Centers





## Granted Lands Management

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><b>Individuals:</b></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><b>Government Institutions:</b></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- Apply for the service through the approved application channels</li> <li>2- Fill out the application form</li> <li>3- Request 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	7/24
Service Fees	<p><b>Institutions exempted from fees:</b></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><b>Institutions not exempted from fees, which are estimated at AED 100:</b></p> <ul style="list-style-type: none"> <li>- Ministries and government departments</li> </ul>

	<ul style="list-style-type: none"> <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	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Electronic Customer Happiness Services ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> ) 2- Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business days
Service limitation	3 months
Digital Service Maturity	Fully Digitalized Service

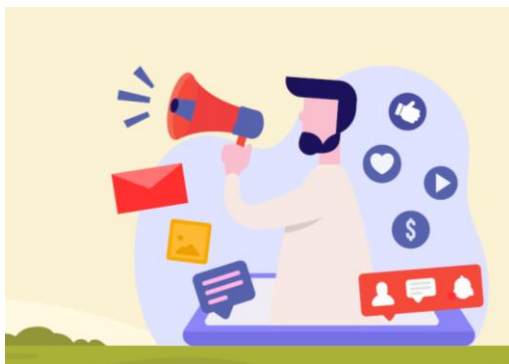
## Customer Care

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	1- valid Emirates ID card 2- valid passport (for residents) 3- Authorization letter for the authorized person (Government Institutions)
Procedures and steps for Submitting the request	1- Entering one of the service delivery channels, 2- Fill out the required data and attach the documents from the copy of the Emirates ID and passport 3- Services of receiving documents revised by the attached services. 4 - Show the official file to send an official letter, 5- In case the transaction is complete with the attachments, an e-mail will be sent to the customer and a text message will be sent to activate the registration account.
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website ( <a href="https://online.am.gov.ae">https://online.am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	1 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Customer Care

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	1. Submitting the request through one of the service delivery channels. 2. Processing the request within no more than one business day.
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- Customer Happiness Center 3- Ajman Contact Center 80070 4- MPDA phone app 5- E-mail of the Customer Happiness Center ( <a href="mailto:scs@am.gov.ae">scs@am.gov.ae</a> )
Forms used for service delivery	N/A
Average duration of service completion	1 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

# Corporate Communication & Marketing Department



## Customer Care

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	Website ( <a href="https://online.am.gov">https://online.am.gov</a> ) MPDA phone app Ajman Contact Center 80070
Forms used for service delivery	NA
Average duration of service completion	1 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Customer Care

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	Website ( <a href="https://online.am.gov">https://online.am.gov</a> ) MPDA phone app Ajman Contact Center 80070
Forms used for service delivery	NA
Average duration of service completion	1 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	1- Copy of title deed and a Copy of the power of attorney in case thereof 2- Copy of land plan and completion certificate 3- Copy of passport 4- Copy of ID card 5- Copy of the Emiri Decree establishing the institution (Government Institutions)
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Examining the request and issuing approval within one business day
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website – Tasdeeq ( <a href="https://online.am.gov">https://online.am.gov</a> )
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	1- Letter from the Rental Dispute Committee 2- Three copies of the lease contract 3- Copy of the complainant's ID card 4- 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 5- Copy of a previous certified contract or proof of lease agreement 6- No-objection certificate from Ajman Sewerage 7- Copy of the Emiri Decree establishing the institution (Government Institutions)
Procedures and steps for Submitting the request	1- Submitting the application through the channel 2- Checking the transaction 3- Paying the fees 4- Accepting and contracting the certified contract within one working day.
Service delivery times	7/24
Service Fees	1- Residential Contract: (2%) of the annual lease value with a minimum of AED 400 2- Investment Contract: (3%) of the annual lease value with a minimum of AED 1,000 3- Commercial Contract: (5%) of the annual lease value with a minimum of AED 500 in addition to sanitation fees 4- Workers-Staff Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	1-Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2-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	Partially Digitalized 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>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul>

Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Examining the transaction and issuing approval within one business day 3. Paying the service fees electronically.
Service delivery times	7/24
Service Fees	Authentication of Residential Contracts: - (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. Authentication of Investment Contracts: - (3%) of the annual lease value with a minimum of AED 1,000. Authentication of Commercial Contracts: - (5%) of the annual lease value with a minimum of AED 500. - Sanitation fees as per activity.
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	Website – Tasdeeq ( <a href="https://online.am.gov">https://online.am.gov</a> )
Forms used for service delivery	Authentication form
Average duration of service completion	1 business day
Service limitation	Residential – Commercial / valid for one year  Investment / unlimited
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>- Authentication form</li> <li>- No-objection certificate from Ajman Sewerage</li> </ul>

Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Examining the transaction and issuing approval within one business day 3. Paying the service fees electronically.
Service delivery times	7/24
Service Fees	Authentication of Residential Contracts: - (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. Authentication of Investment Contracts: - (3%) of the annual lease value with a minimum of AED 1,000. Authentication of Commercial Contracts: - (5%) of the annual lease value with a minimum of AED 500. - Sanitation fees as per activity.
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	Website – Tasdeeq ( <a href="https://online.am.gov">https://online.am.gov</a> )
Forms used for service delivery	Authentication form
Average duration of service completion	1 business day
Service limitation	Residential – Commercial / valid for one year Investment / unlimited
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>  <b>Residential – Investment</b>  - Letter signed by the property owner to amend the contract data  - Copy of the owner's ID card</p> <p><b>Corporates:</b>  <b>Residential – Investment – Commercial</b>  - Letter signed by the property owner to amend the contract data  - Copy of the owner's Emirates ID card</p> <p><b>Government Institutions:</b>  <b>Residential – Investment – Commercial</b>  - Letter signed by the property owner to amend the contract data</p>
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Examining the transaction and issuing approval within one business day 3- Handing over the updated contract to the customer
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- 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	Fully Digitalized 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>  - Letter signed by both parties (owner and tenant) terminating the contract  - Clearance from Ajman Sewerage</p> <p><b>Corporates - Government Institutions:</b>  <b>Residential – Investment</b>  - Letter signed by both parties (owner and tenant) terminating the contract  - Clearance from Ajman Sewerage  <b>Commercial</b>  - Letter signed by both parties (owner and tenant) terminating the contract  - Clearance from Ajman Sewerage</p>
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Processing the request within one business day
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	1- Website – Tasdeeq ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- MPDA mobile app
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	1- Two copies of the lease contract that requires amendment 2- Letter signed by the property owner to amend the contract data 3- Copy of the owner's Emirates ID card
Procedures and steps for Submitting the request	1- Submitting the request through Channel 2 - The procedure for the transaction and approval of the request within one working day. 3- Handing over the updated contract to the customer
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- 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	Fully Digitalized 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	1- Two copies of the lease contract that requires amendment 2- Letter signed by the property owner to amend the contract data 3- Copy of the owner's Emirates ID card
Procedures and steps for Submitting the request	1- Submitting the request through Channel 2 - The procedure for the transaction and approval of the request within one working day. 3- Handing over the updated contract to the customer
Service delivery times	7/24
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- Lease Regulation Department - Grand Mall
Forms used for service delivery	NA
Average duration of service completion	1 business day
Service limitation	NA
Digital Service Maturity	Fully Digitalized 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 workers, as well as provide workers residence permits.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	new, refurbished: 1- Attestation form 2- Tenancy contract document for housing purposes in three copies 3- A copy of the Emirates ID card for both parties 4- A copy of the property title deed and a copy of the power of attorney if the agent is present 5- A copy of the completion certificate for the building ( Building Department) 6- No objection certificate from Ajman Sewerage Company 7- Staff 's data from the company
Procedures and steps for Submitting the request	1- Submit the application through the channel. 2- Processing the request within one working day. 3- Pay the fee. 4- Receipt of the contract and a staff accommodation permit.
Service delivery times	7/24
Service Fees	1- Workers Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000 2- Workers residence permit AED 1,000
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- Customer Happiness Center
Forms used for service delivery	N/A

Average duration of service completion	1 business day
Service limitation	Valid for one year
Digital Service Maturity	Partially Digitalized 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 staff, as well as provide staff residence permits.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	new, refurbished: 1- Attestation form 2- Tenancy contract document for housing purposes in three copies 3- A copy of the supervisor's passport 4- A copy of the Emirates ID card for both parties 5- A copy of the property title deed and a copy of the power of attorney if the agent is present 6- A copy of the completion certificate for the building ( Building Department) 7- No objection certificate from Ajman Sewerage Company 8- No objection certificate from the General Command of Civil Defense 9- Workers' data from the company
Procedures and steps for Submitting the request	1- Submit the application through the channel. 2- Processing the request within one working day. 3- Pay the fee. 4- Receipt of the contract and a labor accommodation permit.
Service delivery times	7/24
Service Fees	1- Staff Residential Contract: (5%) of the annual lease value with a minimum of AED 1,000 2- Staff residence permit AED 1,000 3- 50 AED per worker
Service interconnection with other services	Available
Partner institutions	1- Ajman Sewerage 2- General Directorate of Civil Defense
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> )

	2- Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	One year
Digital Service Maturity	Partially Digitalized 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	<ol style="list-style-type: none"> <li>1- A letter signed by both parties (the lessor and the tenant) canceling the contract,</li> <li>2- The lease contract to be canceled (two copies).</li> <li>3- Clearance from Ajman Sewerage Company</li> </ol>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1- Submitting the application through the specified channel</li> <li>2- Checking the documents</li> <li>3- Processing the request within one working day.</li> <li>4- Receipt of a copy of the canceled contract and the contract cancellation certificate.</li> </ol>
Service delivery times	7/24
Service Fees	AED 100
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services (<a href="https://online.am.gov">https://online.am.gov</a>)</li> <li>2- Lease Regulation Department - Grand Mall</li> </ol>
Forms used for service delivery	NA
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 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	1- A letter signed by both parties (the lessor and the tenant) canceling the contract, 2- The lease contract to be canceled (two copies). 3- Clearance from Ajman Sewerage Company
Procedures and steps for Submitting the request	1- Submitting the application through the specified channel 2- Checking the documents 3- Processing the request within one working day. 4- Receipt of a copy of the canceled contract and the contract cancellation certificate.
Service delivery times	7/24
Service Fees	AED 100
Service interconnection with other services	Available
Partner institutions	Ajman Sewerage
Service delivery channels	1- Website - Online Customer Happiness Services ( <a href="https://online.am.gov">https://online.am.gov</a> ) 2- 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	Partially Digitalized Service

# 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	<b>Individuals – Corporates - Government Institutions:</b> <ul style="list-style-type: none"> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Approval letter from the Planning and Survey Department- Planning Studies section.</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
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	<ol style="list-style-type: none"> <li>1-Website - AMAR</li> <li>2-MPDA mobile app</li> </ol>
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	<b>Individuals – Corporates - Government Institutions:</b> <ul style="list-style-type: none"> <li>- Official authorization or power of attorney if the applicant is not the owner of the land.</li> <li>- Approval letter from the Planning and Survey Department- Planning Studies section.</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
Service Fees	5% of land price paid upon submitting the request × Gained floor area/ Total floor area permitted for the land before setting back.
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	<ol style="list-style-type: none"> <li>1-Website - AMAR</li> <li>2-MPDA mobile app</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	5 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	<b>Individuals – Corporates - Government Institutions:</b> <ul style="list-style-type: none"> <li>- Official authorization or power of attorney if the applicant is not the owner of the land (Individuals – Corporates).</li> <li>- Approval letter from the Planning and Survey Department- Planning Studies section.</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
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	5 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>- Official authorization or power of attorney if the applicant is not the owner of the land (Individuals – Corporates).</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
Service Fees	1 AED per square meter
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	<ol style="list-style-type: none"> <li>1-Website - AMAR</li> <li>2-MPDA mobile app</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service

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>- Official authorization or power of attorney if the applicant is not the owner of the land (Individuals – Corporates).</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
Service Fees	<b>Issuing Site Plan fees:</b> <ul style="list-style-type: none"> <li>- AED 1000 for all uses</li> <li>- AED 500 for private residential uses</li> <li>- No fees for general services</li> </ul> No fees for Land Consolidation 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	5 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully Digitalized Service



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>- Official authorization or power of attorney if the applicant is not the owner of the land (Individuals – Corporates).</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. Submitting the request through the website.</li> <li>2. approving the request and Paying the fees.</li> <li>1. 3. Receiving the approved request from system</li> </ol>
Service delivery times	24/7
Service Fees	Issuing Site Plan fees: <ul style="list-style-type: none"> <li>- AED 1000 for all uses</li> <li>- AED 500 for private residential uses</li> </ul> No fees for general services
Service interconnection with other services	Available
Partner institutions	Department of Land and Real Estate Regulation
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
Forms used for service delivery	N/A
Average duration of service completion	5 business days
Service limitation	Valid for one year
Digital Service Maturity	Fully 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	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile 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	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 1000
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
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	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile 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	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	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile 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	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	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile 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	Infrastructure Service Path Request
-------------	-------------------------------------

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	Corporates - Government Institutions
Service delivery requirements	<b>Corporates - Government Institutions:</b> - Project plan
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 500 per point
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

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	Corporates - Government Institutions
Service delivery requirements	<b>Corporates - Government Institutions:</b> - Site Plan
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 300 per point
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



Sub-service	Reference Point Coordinates
Service description	This service includes providing the land coordinates in an (XYZ) format For cadastral reference points.
Service category	Procedural service
Categories of target customers	Corporates - Government Institutions
Service delivery requirements	- N/A
Procedures and steps for Submitting the request	1. Submitting the request through the website. 2. approving the request and Paying the fees. 1. 3. Receiving the approved request from system
Service delivery times	24/7
Service Fees	AED 1000 per point
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 days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

# Buildings Department



Building Licensing Services

Subservice

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
Service delivery requirements	<ul style="list-style-type: none"> <li>- Corporates</li> <li>- 1- Final architectural plans</li> <li>- 2- Structural executive plans</li> <li>- 3- Approved plans from relevant entities (if any): FEWA AND ETISALAT</li> <li>- 4- Letter from the supervising consultant for buildings consisting of more than 20 floors (if applicable).</li> <li>- 5- Approval for a New Contractor Project</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, customer will receive permit</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	<ul style="list-style-type: none"> <li>- 1. Service provision fees for all buildings except for private residence: 500 AED</li> <li>- 2. Fees for providing service for private/agricultural residential buildings: 50 AED</li> <li>- 3. Building permit for a private residential / agricultural building: 3.5 AED / square meter, with a minimum of 200 AED</li> <li>- 4. Building permit for all buildings (other than residential / agricultural): 6 AED / square meter, with a minimum of 200 AED</li> <li>- 5. Permit to build a private/agricultural fence: 200 AED</li> <li>- 6. Building permit for a private residential/agricultural annex: 200 AED</li> <li>- 7. License for indoor/outdoor private residential/agricultural canopies: 200 AED</li> <li>- 8. Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): 500 AED</li> <li>- 9. Insurance: 2 AED per square meter for all types of buildings, with a minimum of 500 AED for residential sheds, 1000 AED for annexes, 2,000 AED for residential villas, and 3000 AED for all types of buildings (other than residential / agricultural).</li> </ul>

	- 10. Technical report fee: 1000 AED
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	Valid for two years
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
Service delivery requirements	<ul style="list-style-type: none"> <li>- Corporates:1- Commitment to safety letter from the consultant regarding the structural integrity of the existing building</li> <li>- 2- Valid consultant's license</li> <li>- 3-Final architectural plans</li> <li>- 4- 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. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, customer will receive permit</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	<ul style="list-style-type: none"> <li>- . Service provision fees for all buildings except for private housing: 500 AED</li> <li>- 2. Fees for providing service for private/agricultural residential buildings: 50 AED</li> <li>- 3. Building permit for a private residential / agricultural building: 3.5 AED / square meter, with a minimum of 200 AED</li> <li>- 4. Building permit for all buildings (other than residential / agricultural): 6 AED / square meter, with a minimum of 200 AED</li> <li>- 5. Permit to build a private/agricultural fence: 200 AED</li> <li>- 6. Building permit for a private residential/agricultural extension: 200 AED</li> <li>- 7. License for indoor/outdoor private residential/agricultural canopies: 200 AED</li> <li>- 8. Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): 500 AED</li> <li>- 9. Insurance: 2 AED per square meter for all types of buildings, with a minimum of 500 AED for residential sheds, 1000 AED for annexes, 2,000 AED for residential villas, and 3000 AED for all types of buildings (other than residential / agricultural).</li> <li>- 10. Technical report fee: 1000 AED</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	Valid for two years
Digital Service Maturity	Fully Digitalized Service

Sub-service	Building Permit Request
Service description	A government service that allows customers to obtain a (new/ Addition to under construction Building) building permit approved by the Department and in compliance with building specifications and requirements.
Service category	Procedural service
Categories of target customers	Corporates
Service delivery requirements	<ul style="list-style-type: none"> <li>- Corporates:</li> <li>- 1- Final architectural plans:</li> <li>- 2- Final structural plans</li> <li>- 3- Approved plans from relevant entities (if any): FEWA AND Etisalat</li> <li>- 4- Letter from the supervising consultant for buildings consisting of more than 20 floors (if applicable).</li> <li>- 5- Approval for a New Contractor Project.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, customer will receive permit</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	<ul style="list-style-type: none"> <li>- 1. Fees for providing service for all buildings except private housing: 500 AED</li> <li>- 2. Fees for providing service for private/agricultural residential buildings: 50 AED</li> <li>- 3. Building permit for a private residential / agricultural building: 3.5 AED / square meter, with a minimum of 200 AED</li> <li>- 4. Building permit for all buildings (other than residential / agricultural): 6 AED / square meter, with a minimum of 200 AED</li> <li>- 5. Permit to build a private/agricultural fence: 200 AED</li> <li>- 6. Building permit for a private residential/agricultural annex: 200 AED</li> <li>- 7. License for indoor/outdoor private residential/agricultural canopies: 200 AED</li> <li>- 8. Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): 500 AED</li> <li>- 9. Insurance: 2 AED per square meter for all types of buildings, with a minimum of 500 AED for residential sheds, 1000 AED for annexes, 2,000 AED for</li> </ul>

	residential villas, and 3000 AED for all types of buildings (other than residential / agricultural). - 10. Technical report fee: 1000 AED
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	- Corporates: N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request and attaching the required documents</li> <li>2. If the request is approved, fees are paid, and the permit is issued.</li> <li>3. If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	AED 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
Forms used for service delivery	N/A
Average duration of service completion	1 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>- 1- Corporates: Renewal form</li> <li>- 2- Copy of the architectural /structural audit statement</li> <li>- 3- Consultant's license</li> <li>- 4- Contractor's License</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, fees are paid, and the permit is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system.</li> </ol>
Service delivery times	7/24
Service Fees	200 AED Technical report fees for buildings and facilities: 1000 AED
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
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>- 1- Corporates: - electronic form</li> <li>- 2- Approved supervision and contracting contracts</li> <li>- 3- 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. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, customer will receive permit with the name of new consultant</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-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	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>- Corporates:</li> <li>- 1- New Contractor's License</li> <li>- 2- Approved supervision and contracting contracts</li> <li>- 3- 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 request and attaching the required documents and paying fees via website</li> <li>2. If the request is approved, customer will receive permit with the name of new contractor</li> <li>3. If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
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	1 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>- Corporates:</li> <li>- 1-Architectural plans</li> <li>- 2- Structural plans</li> <li>- 3- Approved plans from the General Directorate of Civil Defense, (except for residential buildings).</li> <li>- 4- Approved plans from relevant entities (if any): FEWA AND Etisalat and Ajman swerage</li> <li>- 5- Modification form</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, fees are paid, and the permit is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
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	2 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized 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 for Emirate of Ajman 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>- Corporates: 1-Temporary Permit Request Form (Contractor/ Consultant)</li> <li>- 2- Copy of the project site plan</li> <li>- 3- Architectural plans for the proposed project</li> <li>- 4- An approved up-to-date list of employees</li> <li>- 5- A list of all implemented projects + certificates of completion</li> <li>- 6- Letter of assignment from the concerned authority</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request and attaching the required documents</li> <li>2. If the request is approved, fees are paid, and the permit is issued.</li> <li>3. If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	Temporary permit fee 50,000 AED The processing fee is 200 AED
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	3 business days
Service limitation	Valid for one years
Digital Service Maturity	Fully Digitalized 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>- Corporates: 1- Contractors and consultant's classification service request form</li> <li>- 2- A list of all implemented projects + certificates of completion</li> <li>- 3- 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. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, fees are paid, and Raising the Ranking of a Contractor/Consultant is approved.</li> <li>3. 3.If the request is rejected, customer will be notified via system.</li> </ol>
Service delivery times	7/24
Service Fees	200 AED
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- 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	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>- Corporates:</li> <li>- 1- Copy of the project site plan</li> <li>- 2- Copy of the project's surveying table.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, fees are paid, and a New Consultant / Contractor Project is approved</li> <li>3. 3.If the request is rejected, customer will be notified via system.</li> </ol>
Service delivery times	7/24
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services</li> <li>2- Customer Happiness Center</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	3 month
Digital Service Maturity	Fully Digitalized 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 and attaching the required documents</li> <li>2. If the request is approved, fees are paid, and Request for Professional Practice Accreditation (Contractor-Consultant) is approved</li> <li>3. If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- Customer Happiness Center
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	Valid for one years

Digital Service Maturity	Fully Digitalized 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>- <b>Corporates:</b></li> <li>- 1- copy of building permit</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, fees are paid, and the permit is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	AED 500
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- Buildings Department.
Forms used for service delivery	N/A
Average duration of service completion	1 business day
Service limitation	One month
Digital Service Maturity	Fully Digitalized 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>- <b>Individuals – Corporates - Government Institutions:</b>1- Building owner ID card (individuals - Corporates)</li> <li>- 2- Site plan</li> <li>- 3- Maintenance contract between the owner and a general maintenance company</li> <li>- 4- Architectural plans</li> <li>- 5- Color code or cladding sample in case of any changes in the external cladding</li> <li>- 6- No- objection letter from the property owner to maintain (in case of tenant).</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, the maintenance permit is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system.</li> </ol>
Service delivery times	7/24
Service Fees	1000 AED
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- Buildings Department
Forms used for service delivery	N/A
Average duration of service completion	2 business day
Service limitation	6 months
Digital Service Maturity	Fully 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	<ul style="list-style-type: none"> <li>- <b>Individuals:</b></li> <li>- 1- Copy of the owner's ID card</li> <li>- 2- Permits (maintenance / sunshades / demolition)</li> <li>- 3- Original insurance (customer's payment receipt)</li> <li>- <b>Corporates:</b></li> <li>- 1- Copy of the owner's ID card</li> <li>- 2- Original insurance (customer's payment receipt)</li> <li>- 3- Permits (final certificate of completion / maintenance/ sunshade / demolition)</li> <li>- 4- Bank account number of the corporation</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.If the request is approved, request will be transferred to financial department for refunding via Bank account or via Cheese</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- Buildings Department
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

## 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>- <b>Individuals – Corporates - Government Institutions:</b></li> <li>- 1-No-objection letter from: Federal Electricity &amp; Water Authority (FEWA)/ Rental Dispute Committee/ Etisalat- Emirates Telecommunications Corporation</li> <li>- 2- Contract with the demolition company, owner, and consultant</li> <li>- 3- Site plan</li> <li>- 4- 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. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, the demolition permit is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	AED 1000
Service interconnection with other services	Available
Partner institutions	<ol style="list-style-type: none"> <li>1- Federal Electricity and Water Authority</li> <li>2- Emirates Telecommunications Corporation</li> </ol>
Service delivery channels	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services</li> <li>2- Buildings Department</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	2 business days
Service limitation	6 months
Digital Service Maturity	Partially Digitalized 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.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions:
Service delivery requirements	<ul style="list-style-type: none"> <li>- <b>Individuals – Corporates - Government Institutions:</b></li> <li>- 1: Site plan</li> <li>- 2: Request form for issuing a technical report for buildings and facilities.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, the report is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/ 24
Service Fees	1000 AED
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	Valid for one years
Digital Service Maturity	Fully Digitalized 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.
Service category	Procedural service
Categories of target customers	Individuals – Corporates - Government Institutions.
Service delivery requirements	<ul style="list-style-type: none"> <li>- <b>Individuals – Corporates - Government Institutions:</b></li> <li>- Request letter</li> <li>- Site plan issued from Ajman Municipality</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2.If the request is approved, the statement is issued.</li> <li>3. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	100 AED An additional 50 AED will be added if a demolition certificate is requested
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
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



## 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>- Corporates:</li> <li>- 1- Surveying certificates for land demarcation and external gate level determination</li> <li>- 2- Land demarcation certificate in case of submitting an inspection request of the foundations</li> <li>- 3- Ground bridges level check certificate in case of submitting an inspection request</li> <li>- 4- Soil / iron tests upon submitting an inspection request of the foundations</li> <li>- 5- Approved structural plans</li> <li>- 6- 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>- 7- Brick test report in case of inspecting ground bridges</li> <li>- 8- Certificate of liability in the case of post-tensioned slab ceilings</li> <li>- 9-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. 1.Submitting the request and attaching the required documents</li> <li>2. 2.Scheduling a field visit date with contractor engineer and supervisor consultant</li> <li>3. 3. field visit</li> <li>4. 2.If the request is approved, customer will be notified via system</li> <li>5. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/ 24
Service Fees	Free

Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
Forms used for service delivery	N/A
Average duration of service completion	1 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>- Corporates:</li> <li>- 1-Completion certificate request form (final) approved by Ajman Sewerage</li> <li>- 2- All building inspection reports</li> <li>- 3- Water insulation guarantee from the contractor</li> <li>- 4- Letter from the Civil Defense guaranteeing the fulfillment of general safety requirements</li> <li>- (Note: all buildings except for residential villas)</li> <li>- 5- Clearance from the Department of Roads and Infrastructure (Note: all buildings except for residential villas)</li> <li>- 6- Makani number from the Department of Spatial Information Systems</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents</li> <li>2. 2.Scheduling a field visit date with contractor engineer and supervisor consultant</li> <li>3. 3. field visit</li> <li>4. 2.If the request is approved, fees must be payed, and to receive Final Certificate of Completion</li> <li>5. 3.If the request is rejected, customer will be notified via system</li> </ol>
Service delivery times	7/24
Service Fees	1- All buildings: AED 2000 2- Private villas + farms: AED 500
Service interconnection with other services	Available
Partner institutions	1- Ajman Sewerage

	2- General Directorate of Civil Defense
Service delivery channels	1-Website - AMAR 2-MPDA mobile app
Forms used for service delivery	N/A
Average duration of service completion	2 business day
Service limitation	N/A
Digital Service Maturity	Partially 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	Individuals – Corporates - Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- <b>Corporates - Government Institutions:</b></li> <li>- 1-Copy of the project's approved building permit</li> <li>- 2- Copy of the project's approved building permit (for the consultant approved by the government institution)</li> <li>- 3- Material sample</li> <li>- <b>(Individuals):</b> Material sample</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1.Submitting the request and attaching the required documents and paying fees via website</li> <li>2. 2. in case of external tests, field visit is determined</li> <li>3. 3. in case of laboratory tests, samples have to be delivered to the lab</li> <li>4. 4. test results will be sent via system upon required test (from 1 business day to 30 business days)</li> </ol>
Service delivery times	7/ 24
Service Fees	Annex to Resolution No. (9)/2018 regarding fees for services for the infrastructure development sector in Ajman Municipality and fines for violations related thereto
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	Depends on the nature and type of examination - and is determined by the specifications used in the examinations - from one day to 30 days.
Service limitation	N/A

Digital Service Maturity

Fully Digitalized 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	- <b>Corporates - Government Institutions:</b> 1- site plan issued from Ajman municipality.
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request and attaching the required documents and paying fees via website</li> <li>2. Scheduling a field visit date for commencing the testing process (subject to change depending on site readiness after completing the inspection)</li> <li>3. Site inspection by the technician before commencing the testing process</li> <li>4. Analyzing the samples in the laboratory and determining the soil type</li> <li>5. receiving report from website.</li> </ol>
Service delivery times	7/24
Service Fees	Annex to Resolution No. (9)/2018 regarding fees for services for the infrastructure development sector in Ajman Municipality and fines for violations related thereto
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2-Building Materials Laboratory Outlet
Forms used for service delivery	N/A
Average duration of service completion	Depends on the number of excavations and their depth in meters and the number of checks after excavation - from 5 business days to 35 business days depending on the type of examination.
Service limitation	N/A

Digital Service Maturity

Fully Digitalized 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

Service	Fees (AED)
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

Service	Fees (AED)
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 uncompacted	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

Service	Fees (AED)
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

Service	Fees (AED)
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

Service	Fees (AED)
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	Issuing Roads work Permits Request
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 - Government Institutions
Service delivery requirements	<b>Individuals:</b> 1- UAE Identity 2. Aerial photograph of the site (via Google) and traffic transfer scheme <b>Corporates:</b> 1- Project outline and traffic transfer scheme 2. Letter from the corporation <b>Government Institutions:</b> 1- Project outline and traffic transfer scheme - 2- letter requesting from the institution.
Procedures and steps for Submitting the request	1.Submitting the request at any of service channels 2. initial approval from road and infrastructure department 3. Paying service fees (there are no fees for wedding or funeral tents) 1. 4. Receiving the permit
Service delivery times	24/7
Service Fees	- AED 500 one lane per day - AED 1000 two lanes per day - AED 7000 one lane per month AED 10,000 two lanes per month
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- 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

Fully Digitalized 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 - Government Institutions
Service delivery requirements	<b>Corporates:</b> <ul style="list-style-type: none"> <li>- site plan</li> <li>- Letter from the corporation</li> </ul> <b>Government Institutions:</b> <ul style="list-style-type: none"> <li>- site plan</li> <li>- letter from Government institution</li> </ul>
Procedures and steps for Submitting the request	1.Submitting the request at any of service channels and paying the fees 2. processing the request 1. 3. Receiving the permit
Service delivery times	24/7
Service Fees	1110 AED
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- 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	Fully Digitalized 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 or certificate of no- objection.</li> <li>- Commercial license of the executing company issued by the Emirate of Ajman</li> <li>- site 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> <li>- In case of Request for a Drainage Permit for sea, a copy of Environmental management and Development Department Accreditation to the Drainage Site</li> <li>- In Case of Request for Use of a Composite of Groundwater Withdrawal please add copy of Ownership of the tank from both sides is valid from the Emirate of Ajman</li> <li>- In case of an application for permission for a dirt seater to collect water, a copy is added from the Department of Planning and survey approval of the plot of land on which the dirt seater will be executed.</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. Submitting the request at any of service channels and paying the fees</li> <li>2. initial approval from road and infrastructure department</li> <li>3. Paying service fees</li> <li>3. Receiving the permit</li> </ol>
Service delivery times	24/7
Service Fees	<ul style="list-style-type: none"> <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> <li>- Collecting water inside an earthen berm: insurance fees AED 10,000</li> </ul>

	<ul style="list-style-type: none"> <li>- Using an existing pipe: Service fees AED 50 per day</li> <li>- PERMISSION TO VEHICLE FOR UNDERGROUNDWATER SUCTION (10,000 galloon) : insurance 10,000 AED - FEES : 4000 AED per month</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2-Roads and Infrastructure Department
Forms used for service delivery	NA
Average duration of service completion	1 business days
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Roads and Infrastructure Permits and Reports

Sub-service	Issuing 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 – Corporates - Government Institutions
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 any of service channel</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 (via website)</li> <li>5. Paying the fees via website or via Customer Happiness Center</li> </ol>
Service delivery times	24/7
Service Fees	free (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	1- Website - Online Customer Happiness Services 2- 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	Fully Digitalized Service

## Design and Road Construction Monitoring

Sub-service	Settlement of dirt roads 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	site Plan or Makani Number
Procedures and steps for Submitting the request	1.Submitting the request at any of service channels 2.Inspecting the site within three business days 1. 3.Approving the request and notifying the customer via phone
Service delivery times	24/7
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1-Website - AMAR 2-Ajman Contact Center 800701
Forms used for service delivery	N/A
Average duration of service completion	N/A
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Design and Road Construction Monitoring

Sub-service	Issuing 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	<b>Corporates - Government Institutions:</b> <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 any of service channels</li> <li>2. Inspecting the site within three business days</li> <li>3. Approving the request and notifying the customer via phone</li> <li>4. paying fees and Receiving the permit</li> </ol>
Service delivery times	24/7
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	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services</li> <li>2- Customer Happiness Center</li> </ol>
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

## 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	<b>Individuals:</b> <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> <b>Corporates:</b> <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 any of service channel</li> <li>2.Inspecting the site within three business days</li> <li>3.Approving the request and notifying the customer via phone</li> <li>1. 4. paying fees and Receiving the permit</li> </ol>
Service delivery times	24/7
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	Website - AMAR
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

## Design and Road Construction Monitoring

Sub-service	Allocation of Sidewalks and Parking Lots Request
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>- Individuals – Corporates - Government Institutions: 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 any of service channels</li> <li>2.Reviewing the plan and issuing approval within one business day</li> <li>3.Receiving the follow- up card from Road Department</li> <li>1. 4.Receiving the permit</li> </ol>
Service delivery times	24/7
Service Fees	<p>follow-up card fees:</p> <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	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services</li> <li>2-Roads and Infrastructure Department</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	3 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized 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 identity of the applicant</li> <li>- copy of Allocation of Sidewalks and Parking Lots approval (in case of commercial or industrial land)</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1.Submitting the request at any of the available service channels</li> <li>2.Reviewing previous plans or conducting a new study on level plans</li> <li>1. 3.Receiving the transaction within two business days</li> </ol>
Service delivery times	24/7
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<ol style="list-style-type: none"> <li>1- Website - Online Customer Happiness Services</li> <li>2-Roads and Infrastructure Department</li> </ol>
Forms used for service delivery	N/A
Average duration of service completion	2 business day
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## No-Objection Certificates and Clearance for Corporates

Sub-service	Issuing 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	<b>Corporates - Government Institutions:</b> <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 at any of service channel</li> <li>2. processing the request</li> <li>3. sending payment permission via e-mail (follow-up card)</li> <li>2. paying fees via MPDA application</li> <li>5. Receiving follow-up card from The Road and Infrastructure Department.</li> <li>1. 6. Receiving the application from website</li> </ol>
Service delivery times	24/7
Service Fees	follow-up card 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	1- Website - Online Customer Happiness Services 2-Roads and Infrastructure Department
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

## No-Objection Certificates and Clearance for Corporates

Sub-service	Issuing Clearance for No-Objection Certificates Request
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	Corporates - Government Institutions
Service delivery requirements	<b>Corporates - Government Institutions:</b> 1- Original follow-up card 2- Copy of the site plan approved by the Department 3- Copy of the No-Objection Certificate - 4- Letter from the owning entity stating that the contractor has completed work procedures
Procedures and steps for Submitting the request	1.Submitting the request at any service channel 2.processing the request 3. approving request 4.sending payment permission via e-mail 5.paying fees via MPDA application 6. Receiving follow- up card from The Road and Infrastructure Department. 1. 7 Receiving the application from website
Service delivery times	24/7
Service Fees	follow-up card fees: - AED 500: for providing services to one or more streets with lengths ranging from 5,000 meters to 10,000 meters - AED 10,000: for providing services to one or more streets with lengths over 10,000 meters
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2-Roads and Infrastructure Department
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

## Parking Lots

Sub-service	Payment of Parking Fines Request
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 via MPDA application</li> <li>2. paying fees</li> <li>1. 3. approving request (notifying the customer of the approval of ticket payment)</li> </ol>
Service delivery times	24/7
Service Fees	free (Value is determined based on the amount of violation)
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<ol style="list-style-type: none"> <li>1- MPDA mobile app</li> <li>2- MOI UAE App</li> <li>3- Customer Happiness Center</li> <li>4- Traffic and Licensing Department</li> <li>5- Dubai Roads and Transport Authority</li> </ol>
Forms used for service delivery	NA
Average duration of service completion	N/A
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

## Parking Lots

Sub-service	Issuing 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	Corporates - Government Institutions
Service delivery requirements	<b>Corporates:</b> 1- property ownership 2- Copy of passport 3- Valid Emirates ID card 4- no objection letter from the property owner 5- Copy of a lease contract approved by concerned entities <b>Governmental Institutions:</b> - 1- An official letter from the government institution requesting the cancellation of a parking lot
Procedures and steps for Submitting the request	1.Submitting the request at any service channel 2.Examining the submitted documents 3.Notifying the customer of the approval or rejection via email 1. 4.Paying the fees at MPDA application and receiving the certificate
Service delivery times	24/7
Service Fees	- AED 5,000: Parking lot cancellation fees in dutiable sector districts - AED 3,000: Parking lot cancellation fees in non-dutiable sector districts
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- 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	Fully Digitalized Service



## Parking Lots

Sub-service	Rental of Fixed Parking Lot 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	Corporates - Government Institutions
Service delivery requirements	<b>Corporates:</b> Fixed Parking Lot Rental: 1- Copy of passport 2- Valid Emirates ID card 3- letter requesting rental parking from customer 4- Copy of a lease contract approved by concerned entities 5- Copy of the site plan 6- follow- up card 7- Makani number or image for the reserved parking <b>Governmental Institutions:</b> - 1 - An official letter from the government institution requesting the provision of fixed parking lots
Procedures and steps for Submitting the request	1.Submitting the request at any service channel 2.Examining the submitted documents 3.Scheduling a site inspection date via phone 4.Notifying the customer of the approval or rejection via phone 5.Paying the fees at MPDA application and receiving the permit 1. 6. installing the parking signage in front of commercial markets (new only)
Service delivery times	24/7
Service Fees	- AED 5,000 annually: for parking lots in dutiable sector districts/ (AED 2500 biannually) - AED 3,000 annually: for parking lots in non-dutiable sector districts/ (AED 1500 biannually) - AED 100: refundable parking rental plate insurance fees - AED 150: fixed parking transfer fees
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Online Customer Happiness Services 2- 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	Fully Digitalized Service

## Parking Lots

Sub-service	Parking Reservation
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
Service delivery requirements	N/A
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1.Submitting via MPDA application</li> <li>2. paying fees</li> <li>1. 3. approving request (notifying the customer of the approval of ticket payment)</li> </ol>
Service delivery times	24/7
Service Fees	<p><b>Regular ticket:</b>  Half an hour: AED 1  One hour: AED 2  One and a half hours: AED 3  Two hours: AED 4</p> <p><b>VIP ticket:</b>  Half an hour: AED 3  One hour: AED 6  One and a half hours: AED 9  Two hours: AED 12</p> <p><b>du / Etisalat Text Message: One hour: AED 2.38</b></p> <p><b>vip parking cards:</b>  6000AED/ annually  2- 3000 AED per 6 months  3- 1500 AED per 3 months  PARKING cards for (people of determination) free  Parking cards for (senior Emirates) free  Parking cards (citizens) building residents free  first card + second card (annually) free  Parking cards Environment Friend per year free  Parking cards for Governmental institutions, local and Bank institutions</p> <p><b>first card -:</b>  1- annually 1200 AED  2- 600 AED per six months  3- 300 AED per 3 months</p> <p><b>second card:</b>  1- annually 600 AED  2- 300 AED PER 6 MONTHS</p>

	- 3- 150 AED per 3 months
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- MPDA mobile app 2- SMS 5155
Forms used for service delivery	N/A
Average duration of service completion	According to the customer's request
Service limitation	N/A
Digital Service Maturity	Fully Digitalized Service

# Department of Spatial Information Systems



## Spatial Data and Plans

Sub-service	Spatial Data Request (Makani number)
Service description	A government service that allows customers for Addressing and Numbering buildings, and it is divided into: requesting Makani Number, requesting house number, and requesting addressing building.
Service category	Procedural service
Categories of target customers	Individuals – Corporates – Government Institutions
Service delivery requirements	<ul style="list-style-type: none"> <li>- 1- copy of the site plan or title deed</li> <li>- 2- 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 application through the channel</li> <li>2. Checking the transaction</li> <li>3. Accepting the application and Paying the fees</li> <li>4- receiving the request.</li> </ol>
Service delivery times	7/24
Service Fees	<ul style="list-style-type: none"> <li>- One spatial data layer in CAD format for each area 100 AED</li> <li>- One spatial data layer in GIS format for each area 100 AED</li> <li>- Satellite image data layer for each area 50 AED</li> <li>- An aerial image data layer for each area 100 AED</li> <li>- Issuing spatial address data 100 AED</li> <li>- Registration of one building for the first year 1000 AED</li> <li>- Registration of a group of buildings (complex) for the first year 2000 AED</li> </ul>
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<ol style="list-style-type: none"> <li>1- Website - Customer Happiness Electronic Services</li> <li>2- Customer Happiness Center</li> </ol>
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

## 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	Corporates – Government Institutions
Service delivery requirements	1- copy of the site plan or title deed - 2- An official letter requesting the issuance of spatial maps
Procedures and steps for Submitting the request	1. 1- submitting the application through the channel 2- Checking the transaction 3- accepting the application and Paying the fees 4-recirving the request. 2.
Service delivery times	7/24
Service Fees	AED 100: Issuing and printing A3 plans AED 500: Issuing and printing A0 plans AED 250: Issuing and printing A1 plans - AED 30: Issuing and printing A4 plans
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Website - Customer Happiness Electronic Services 2- 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	Fully Digitalized Service

### Spatial Information Systems Department Service Fees:

Service	Fee (AED)
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



# 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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 2. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
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 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) Copy of the owner's passport 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
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) Copy of the owner's passport 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
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	Corporates
Service delivery requirements	- Points of water withdrawal plan
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
Service Fees	- Environmental permit - slightly hazardous activities: AED 300 - Environmental permit – moderately hazardous activities: AED 500 - Environmental permit – highly hazardous activities: AED 1000
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
Service Fees	- Environmental permit - slightly hazardous activities: AED 300 - Environmental permit – moderately hazardous activities: AED 500 - Environmental permit – highly hazardous activities: AED 1000
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	- N/A
Procedures and steps for Submitting the request	1. Submitting the request via smartphone application MPDA 2. Paying the violation fees 1. 3. Notifying the customer that the payment has been completed
Service delivery times	24/7
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	<p>1- Opening an account on the department's website or entering the digital identity account, submitting the application and attaching documents through the (Customer Happiness Services) platform.</p> <p>2-Processing the order within 30 working days</p> <p>1. 3- Approving the transaction and paying the fees electronically</p>
Service delivery times	24/7
Service Fees	AED 200
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	<p>1- Website - Customer Happiness Electronic Services</p> <p>2- Customer Happiness Center</p>
Forms used for service delivery	N/A
Average duration of service completion	30 business days
Service limitation	N/A
Digital service maturity	Fully Digitalized 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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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 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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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, Approving the request</li> <li>1. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
Service Fees	AED 200
Service interconnection with other services	Available
Partner institutions	<ol style="list-style-type: none"> <li>1-Ministry of Health and Prevention</li> <li>2-Ministry of Interior</li> </ol>
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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	1. Submitting the request through the website 2. Paying the fees, Approving the request 1. 3. Receipt of the transaction via the website
Service delivery times	24/7
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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	24/7
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

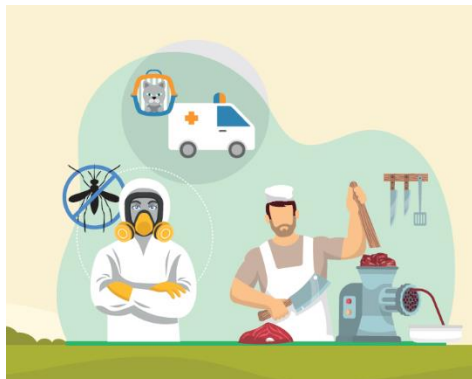
## Cleaning the Emirate and Collecting Waste

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	<b>Individuals:</b> - Customer's contact number or Makani number <b>Corporates:</b> - Commercial license <b>Government Institutions:</b> - - Official letter from the concerned institutions
Procedures and steps for Submitting the request	1. Submitting the request through the mentioned service delivery channels 1. 2. Approving the request (receiving a text message)
Service delivery times	24/7
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	N/A
Procedures and steps for Submitting the request	1. Submitting the request through the mentioned service delivery channels 1. 2. Approving the request (receiving a text message)
Service delivery times	24/7
Service Fees	Free
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	Website - Public Health and Environment System Ajman Contact 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 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>- 1- Swimming pool plans and engineering designs</li> <li>- 2- Swimming pool site plan inside a building or the land</li> <li>- 3- Land title deed, lease contract, or management contract</li> <li>- 4- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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



## 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>- 1- Swimming pool plans and engineering designs</li> <li>- 2- Swimming pool site plan inside a building or the land</li> <li>- 3- Land title deed, lease contract, or management contract</li> <li>- 4- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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	- Livestock proof of origin
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
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

## 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>- 1- Marine transport vessel License</li> <li>- 2- Previous certificate attesting that the marine transport vessel has been free from health pests</li> <li>- 3- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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>- 1- Public health pest control company accreditation file containing:</li> <li>- -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>- -Tools and equipment used by the company in pest control operations</li> <li>- -Certificate of a pest control specialized engineer working for the company as well as the owner's ID documents</li> <li>- 2- 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. 1. Submitting the request through the website</li> <li>2. 2. Paying the fees, Approving the request</li> <li>3. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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 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>- 1- Public health pest control company accreditation file containing: <ul style="list-style-type: none"> <li>-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>-Tools and equipment used by the company in pest control operations</li> <li>-Certificate of a pest control specialized engineer working for the company as well as the owner's ID documents</li> </ul> </li> <li>- 2- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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	- Letter explaining the amendments and data updates
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Receipt of the transaction via the website
Service delivery times	7/24
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

## 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	Corporates - Government Institutions
Service delivery requirements	N/A
Procedures and steps for Submitting the request	1. 1. Submitting the request through the website 2. 2. Receipt of the transaction via the website
Service delivery times	7/24
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	3 business days
Service limitation	Submitted only once every 3 months
Digital service maturity	Fully Digitalized Service

## 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	<b>Individuals:</b> <ul style="list-style-type: none"> <li>- Purchase invoices</li> </ul> <b>Corporates:</b> <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. Submit a slaughter service request on the MPDA smart application and pay the required fees for the service.</li> <li>2. Attending the abattoir (Ajman, Masfout, Al Manama) in person with the required animal</li> <li>Paying the slaughtering fees and receiving the animal's ID number</li> <li>2. Delivering the animal at the Animal Handover Area</li> <li>3. 4. Conducting veterinary examination of the animal by veterinarians before starting the slaughtering process</li> <li>4. Completing the slaughtering process</li> <li>5. Cleaning the butchered meat</li> <li>6. Completing veterinary examination of the meat after slaughtering the animal</li> <li>7. Delivering the meat to the customer at the Delivery Area as per the animal's ID number</li> </ol>
Service delivery times	7/24
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	Valid for 1 months
Digital service maturity	Fully Digitalized 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 a service request on the MPDA application in case of requesting a fixed veterinary clinic service</li> <li>2- If a mobile veterinary clinic service is requested, contact is made through the government call center 80070 or by attending the Veterinary Control Department at the central abattoir of the Emirate of Ajman.</li> <li>3. Conducting the necessary veterinary examinations and tests according to the type of request or the case</li> <li>4. Providing the appropriate treatment</li> <li>5. Following up on the animal's condition with the veterinarian</li> <li>6- Pay the prescribed fees for the service through the MPDA application</li> </ol>
Service delivery times	7/24
Service Fees	<p>Immunization against disease / dogs = 100</p> <p>Vaccination against disease/ cats = 100</p> <p>Vaccination against disease / cows, camels or horses = 30</p> <p>Vaccination against disease / sheep - goats - sheep = 5</p> <p>Animal numbering fee / sheep - goat - sheep = 5</p> <p>Animal numbering fee / cows or camels = 5</p> <p>Laboratory test for contagious abortion / sheep - goat - sheep = 5</p> <p>Laboratory test for contagious abortion / camels or cows = 10</p> <p>Surgery - Small (for an animal) = 50</p> <p>Surgery - Large (for an animal) = 100</p> <p>Breeding large animals = 100</p> <p>Small animal generation = 50</p> <p>Installing an electronic chip for companion animals = 100</p> <p>Treat a small animal = 10</p> <p>Treat a large animal = 50</p>

	Get rid of a dead animal - small animal = 50 Getting rid of a dead animal - a large animal = 150 Issuance of a certificate of immunization = 50 Issuance of an animal free of disease certificate = 100 Issuance of a death certificate = 100
Service interconnection with other services	N/A
Partner institutions	N/A
Service delivery channels	1- Ajman Contact Center 80070 2- Public Health Department / Veterinary Control Department 3- MPDA mobile app
Forms used for service delivery	N/A
Average duration of service completion	3 hours for regular orders for urgent orders 1 hour
Service limitation	Valid for 3 months
Digital service maturity	Fully Digitalized Service

## 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>- 1- Ownership details of the vehicle requested to be licensed</li> <li>- 2- Distributors' occupational health cards</li> <li>- 3- Cooling and freezing vehicle calibration certificates</li> <li>- 4- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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 business day
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

## Vehicle Classification

Sub-service	Health Vehicle Permit Renewal 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>- 1- Ownership details of the vehicle requested to be licensed</li> <li>- 2- Distributors' occupational health cards</li> <li>- 3- Cooling and freezing vehicle calibration certificates</li> <li>- 4- Food distributors' training certificates</li> </ul>
Procedures and steps for Submitting the request	<ol style="list-style-type: none"> <li>1. 1. Submitting the request through the website</li> <li>2. 2. Paying the fees, Approving the request</li> <li>3. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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 business day
Service limitation	Valid for 1 year
Digital service maturity	Fully Digitalized Service

### 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	<ul style="list-style-type: none"> <li>- 1- Details of the site requested to be inspected (Makani number - site / warehouse number)</li> <li>- 2- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

### 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>- 1- APHP accreditation certificate for the facility</li> <li>- 2- Details of meal transport and distribution vehicles</li> <li>- 3- 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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	Corporates
Service delivery requirements	1- Economic permit request (Initial approval of the Department of Economic Development) 2- Lease / ownership contract 3- Detailed internal layout of activity requirements from a company approved by the Department
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
Service Fees	AED 200: Inspection fees for food or health facility - limited activities (license / renewal) AED 500: Inspection fees for food or health facility – medium-scale activities (license / renewal) AED 1,000: Inspection fees for food or health facility – large-scale activities (license / renewal)
Service interconnection with other services	Available
Partner institutions	Department of Economic Development
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1-3 business days
Service limitation	Permit validity depends on the type of activity one year Two years three years
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	1- Commercial license 2- Lease / ownership contract 3- Detailed internal layout of activity requirements from a company approved by the Department
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
Service Fees	AED 200: Inspection fees for food or health facility - limited activities (license / renewal) AED 500: Inspection fees for food or health facility – medium-scale activities (license / renewal) AED 1,000: Inspection fees for food or health facility – large-scale activities (license / renewal)
Service interconnection with other services	Available
Partner institutions	Department of Economic Development
Service delivery channels	Website- Public Health and Environment System
Forms used for service delivery	N/A
Average duration of service completion	1-3 business days
Service limitation	Permit validity depends on the type of activity one year Two years three years
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	- Details of the entity for which the certificate is required or any attachment proving that
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
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

## 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	1- Health supervisor's details (academic qualifications - experience and training certificates in the field of food and public health) 2- Training certificate from Ajman Public Health Program (APHP) 3- The supervisor's occupational health card
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
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

## 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> <li>- The supervisor's occupational health 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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>- 1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- 2- Service providers' specialized certificates as per the type of service accreditation</li> <li>- 3- Service providers' ID documents proving their employment at the company</li> <li>- 4- Auditors' APHP accreditation 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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	1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation 2- Service providers' specialized certificates as per the type of service accreditation 3- Service providers' ID documents proving their employment at the company Auditors' APHP accreditation certificates -
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
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	1 business days
Service limitation	Valid for one year
Digital service maturity	Fully Digitalized Service

## 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	1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation 2- Service providers' specialized certificates as per the type of service accreditation 3- Service providers' ID documents proving their employment at the company Auditors' APHP accreditation certificates -
Procedures and steps for Submitting the request	1. Submitting the request through the website 2. Paying the fees, Approving the request 3. Receipt of the transaction via the website
Service delivery times	7/24
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

## 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>- 1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- 2- ISO 17025 laboratory certification from the approved authorities in the country</li> <li>- 3- 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>1. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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



## 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>- 1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- 2- Service providers' specialized certificates as per the type of service accreditation</li> <li>- 3- Service providers' ID documents proving their employment at the company</li> <li>- 4- Chemical details</li> <li>- 5- 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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> <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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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>- 1- Facility APHP accreditation certificate</li> <li>- 2- Details of meal transport and distribution vehicles</li> <li>- 3- List of supplied food items</li> <li>- 4- 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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	1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation 2- Service providers' specialized certificates as per the type of service accreditation 3- Service providers' ID documents proving their employment at the company 4- Auditors' APHP accreditation certificates
Procedures and steps for Submitting the request	1- Submitting the request through the website 2- Paying the fees, Approving the request 3- Receipt of the transaction via the website
Service delivery times	7/24
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

## 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>- 1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- 2- Service providers' specialized certificates as per the type of service accreditation</li> <li>- 3- Service providers' ID documents proving their employment at the company</li> <li>- 4- Auditors' APHP accreditation 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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>- 1- From outside the Emirate: Company accreditation certificates from the municipality it is affiliated to and the type of accreditation</li> <li>- 2- Service providers' specialized certificates as per the type of service accreditation</li> <li>- 3- Service providers' ID documents proving their employment at the company</li> <li>- 4- Auditors' APHP accreditation 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, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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



## 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>- 1- Engineering plan in JPG/PNG format for approval</li> <li>- 2- 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## Licensing of Food and Health Facilities

Sub-service	Approval Amendment Request for Engineering Plans of Food and Health Facilities
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>- 1- Engineering plan in JPG/PNG format for approval</li> <li>- 2- 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 through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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	N/A
Digital service maturity	Fully Digitalized Service

## Licensing of Food and Health Facilities

Sub-service	Payment of Health Violations on Food and Health Facilities
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- Log in through the MPDA application (open the application by registering via the application or with a digital ID) 2- Completing the payment process and receiving the receipt electronically.
Service delivery times	7/24
Service Fees	According to the 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

## Release of Food Shipments

Sub-service	Foodstuffs Exportation Request
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>- 1- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- 2- Laboratory analyses of the foodstuffs listed in the service request – if available</li> <li>- 3- 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 request through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

## Release of Food Shipments

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>- 1- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- 2- Foodstuffs health certificate issued by the official health authorities at the countries of origin</li> <li>- 3- Certificate of origin for the foodstuffs in the shipment</li> <li>- 4- Customs declaration certificate confirming the entry of those goods into the country</li> <li>- 5- Packing list for the foodstuffs in the shipment</li> <li>- 6- Halal certificate for animal products – issued by the official authorities in the country</li> <li>- 7- Specialized certificates/ administrative decisions as per the foodstuffs types</li> <li>- 8- 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 request through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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	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>- 1-- No Objection Certificate on the transfer of the foodstuffs shipment/ ZAD Federal Smart Portal</li> <li>- 2- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- 3- Foodstuffs health certificate issued by the official health authorities at the countries of origin</li> <li>- 4- Certificate of origin for the foodstuffs in the shipment</li> <li>- 5- Customs declaration certificate confirming the entry of those goods into the country</li> <li>- 6- Packing list for the foodstuffs in the shipment</li> <li>- 7- Halal certificate for animal products – issued by the official authorities in the country</li> <li>- 8- Specialized certificates/ administrative decisions as per the foodstuffs types</li> <li>- 9- 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 request through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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	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>- 1- Information of foodstuffs mentioned in the exportation request (type – category – quantity)</li> <li>- 2- Laboratory examinations of the foodstuffs identified in the service request</li> <li>- 3- 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 request through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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 three (3) months
Digital service maturity	Fully digitalized 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>- 1- Laboratory reports confirming the safety of animal products identified for human consumption</li> <li>- 2- 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 request through the website</li> <li>2. Paying the fees, Approving the request</li> <li>3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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>- 1- Certificate on transferring shipments from Ajman to the concerned municipality</li> <li>- 2- Health release certificate issued by the concerned municipality confirming that shipments have been processed properly</li> <li>- 3- Financial insurance payment 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. Approving &amp; Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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>- 1- Vaccination record</li> <li>- 2- Lease/ownership contract of the residence location</li> <li>- 3- Pet picture</li> <li>- 4- 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. 1. Submitting the request through the website</li> <li>2. 2. Paying the fees, Approving the request</li> <li>3. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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>- 1- Number of the previous license</li> <li>- 2- Vaccination record</li> <li>- 3- Lease/ownership contract of the residence location</li> <li>- 4- Pet picture</li> <li>- 5- 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. 1. Submitting the request through the website</li> <li>2. 2. Paying the fees, Approving the request</li> <li>3. 3. Receipt of the transaction via the website</li> </ol>
Service delivery times	7/24
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

# 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	Fully Digitalized 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	Fully Digitalized 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

Service	Fees (AED)
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

Service	Fees (AED)
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

Service	Fees (AED)
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

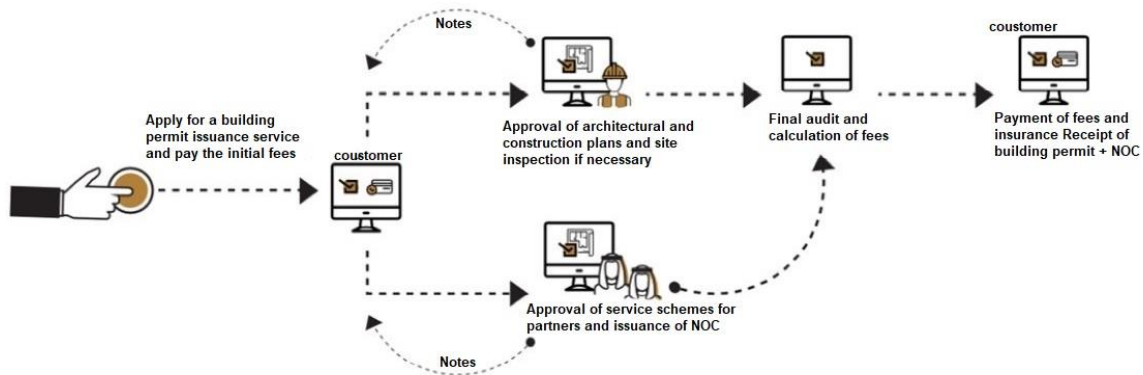
Service	Fees (AED)
Enterococcus faecium examination/ individuals	40
Total bacteria count inspection/ corporates	100
Total bacteria count inspection/ government institutions	50
Total bacteria count inspection/ individuals	25
Yeasts and molds examination/ corporates	100
Yeasts and molds examination/ government 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

Service	Fees (AED)
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

## Service Package:

<b>Name of initiative</b>	Beit Amer		
<b>Describe</b>	The customer submits the application through the “Amar” system, where the consultant can obtain the service of approving the architectural and construction plans electronically and obtain the service of issuing a No Objection Certificate (NOC) from the Communications Commission, the Federal Electricity and Water Authority and Ajman Sewerage		
<b>Government Authority</b>	Ajman Municipality and Planning Department		
<b>Partners</b>	Federal Electricity and Water Authority	Etisalat	Sewerage Ajman
<b>Steps</b>	<ol style="list-style-type: none"> <li>1- The customer shall submit the building permit service (Villa) through the Ammar website.</li> <li>2- The client fill the fields required for the request and up download the attachments required from the Municipality and Planning Department and the attachments required from Etisalat, Federal Electricity and Water Authority and Sewage Ajman.</li> <li>3- The customer shall pay the initial fees for the request for the Municipality and Planning Department. Through the system, the application information will be sent to the partners (Etisalat, Federal Electricity and Water Authority and Sewage Ajman), according to each partner, the system will be send their requirements of data and attachments.</li> <li>4- The architectural employee (First reviewer) checks the request from customer, in the case if the request have any comments or notes; he will return the request to the customer. If there are no comments or notes on the request, the request will be approved.</li> <li>5- The Construction employee (Second reviewer) checks the request from customer, in the case if the request have any comments or notes; he will return the request to the customer. If there are no comments or notes on the request, the request will be approved.</li> <li>6- The final auditor checks the order and checks on the status Request by partners (in process - approval - rejected)</li> </ol>		

- 7- In the case that the request is approved by the Municipality and Planning Department and by the partners, the customer shall pay the final fees and insurance (this fees of the municipality and total fees from partners).the customer able to print , view, download all printouts
- 8- In the case the request is rejected by any of partners (Etisalat, Federal Electricity and Water Authority and Sewage Ajman), the final reviewer shall return the request to the customer and inform the customer to visit of the concerned party. The customer must be visit the concerned authority (Etisalat, Federal Electricity and Water Authority and Sewage Ajman) and the concerned authority must be the review the previously rejected application.
- 9- In case the status of the request updated by the concerned party, the status will be automatically updated in Ammar's system.
- 10- The customer will re-submit the application in Ammar's system.  
In this case, the final reviewer must be check the previously application and check the status of the request by the partners. If all partners approve the application, the final auditor will approve the request.
- 11- After the customer pay the final fees, then he will be receive the building permit and NOCs, the system will notify the partners that the customer has received the building permit and NOCs.

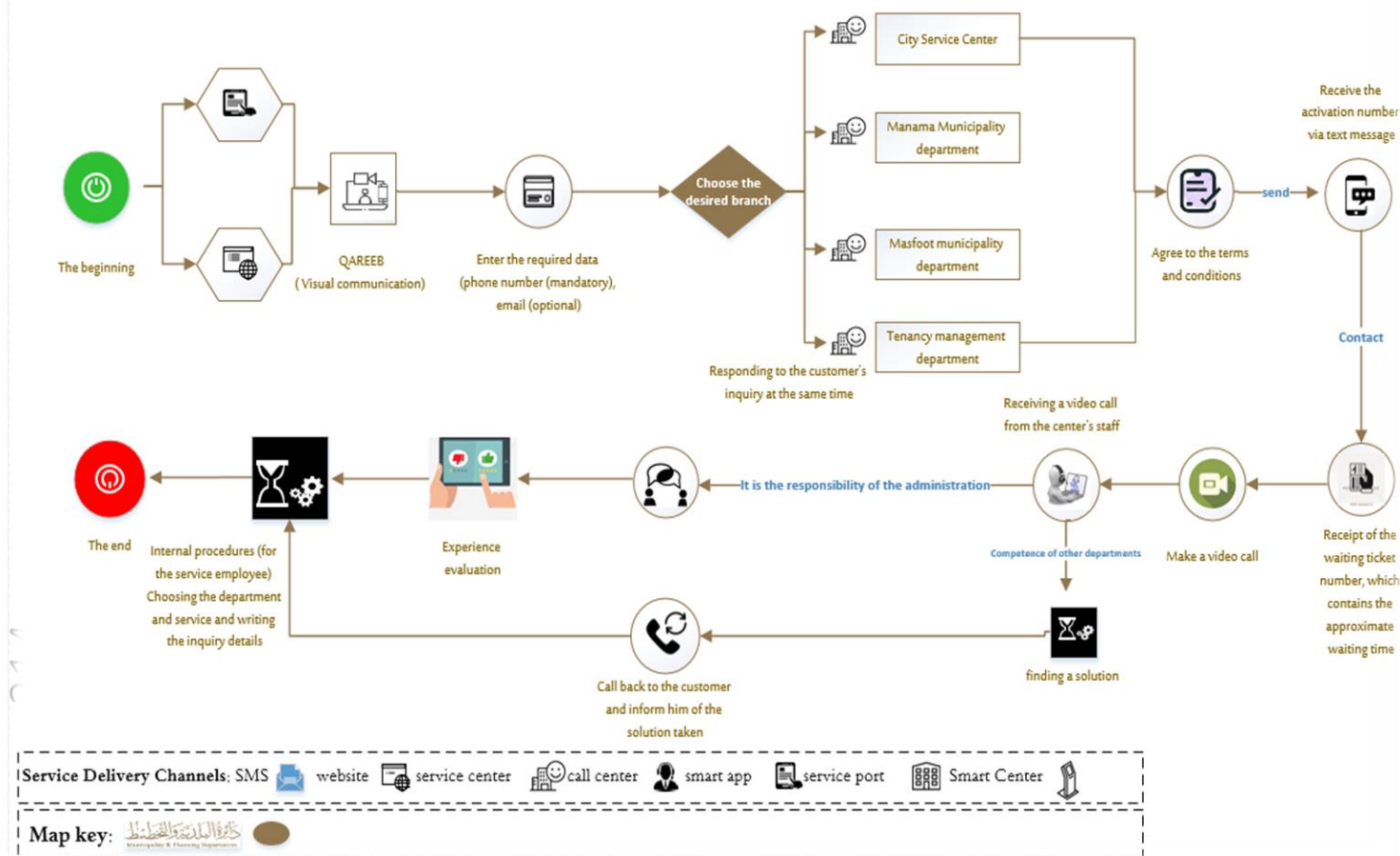


## Communication and Communication Channels:

Obtaining information about the department's services through communication and communication channels, as it makes it easier for the customer to complete the service at any time and faster and in any place, that does not require personal attendance to the department.

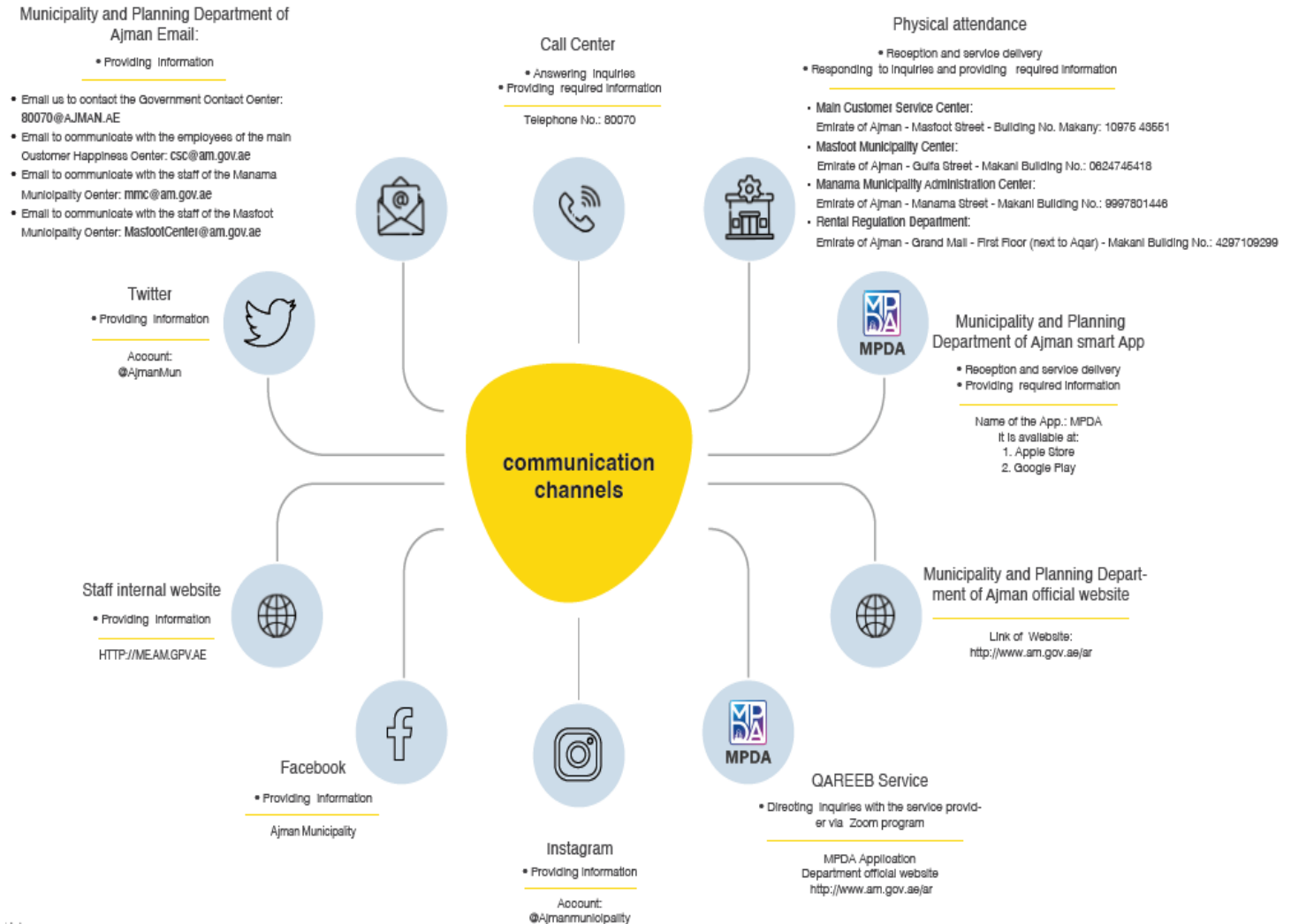
### QAREEB Channel

A channel for customers to communicate directly and quickly with front-row employees through (Qareeb) the visual communication application. It was developed at the beginning of the Covid19- pandemic, to provide the opportunity for customers to ask, inquire and even apply for services through the Municipality's application. Furthermore, one of the most important features of this channel is that it is similar to visiting the Customer Happiness Center and talking to the front row staff and applying for services, but through a mobile application. You do not need to enter many data, only the mobile phone number and then choose the center you want to talk to. After that, the customer is redirected directly to the employee concerned with providing services during working hours in the Ajman Municipality. The existence of such an application made it possible to answer the inquiries of customers and provide services to them according to their request, which achieved reducing the presence of customers in the center, which is in the preventive measures to address the Covid19- virus.



## Other Communication Channels

A number of (10) different and various communication channels have been approved for providing services through some of them and facilitating the process of the customer's access to the information required to obtain the service through others, which are:





## Frequently asked questions:

Question	Answer
1. What is the geographical location of Municipality & Planning Department - The City / Manama / Masfout	<p>You can search for the Center through Google Maps</p> <ul style="list-style-type: none"> <li>- City (by writing Municipality &amp; Planning Department - Head Office)</li> <li>- Manama (by writing Municipality &amp; Planning Department - Al Manama Ajman)</li> <li>- Manama (by writing Municipality &amp; Planning Department - Masfout Municipality Ajman)</li> </ul>
2. How can I register in MPDA?	You can upload the App from the store and login with UAE Pass or register by filling out the required details and creating a username and password.
3. What are the available channels of communication?	You can contact Ajman Contact Center 80070, use MPDA and select (Qareeb - a remote videoconferencing service with Customer Happiness Coordinator) or visit Department's website ( <a href="https://www.am.gov.ae">https://www.am.gov.ae</a> ) and go to home page and select Qareeb
4. Do you have social media accounts?	<ul style="list-style-type: none"> <li>- Instagram</li> <li>- Facebook</li> <li>- Twitter</li> <li>- Youtube</li> </ul>
5. Do I need to pay for UAE Pass?	Registration in the service or the use of UAE Pass is free of charge.
6. What are the working hours of Municipality & Planning Department?	<ul style="list-style-type: none"> <li>- Physical attendance and videoconferencing from 7:30 AM to 2:30 PM.</li> <li>- Online services 24/7</li> </ul>
7. What are the available modes of payment?	<ul style="list-style-type: none"> <li>- Credit Card</li> <li>- E-Dirham Card</li> </ul>
8. How can I access service information?	<ul style="list-style-type: none"> <li>- Service Catalogue on (<a href="https://www.am.gov.ae">https://www.am.gov.ae</a>).</li> <li>- Instagram (ajmanmunicipality)</li> <li>- MPDA.</li> <li>- Service Centers.</li> <li>- Toll Free 80070</li> </ul>
9. How can I follow up my application status?	<ul style="list-style-type: none"> <li>- Inquiry Service through MPDA</li> <li>- Department's website (<a href="https://www.am.gov.ae">https://www.am.gov.ae</a>)</li> </ul>
10. What are Mawaqif fee hours?	The parking fees are applicable from 8:00 AM to 1:00 PM and 5PM to 9PM. Parking is free on Fridays and official holidays.
11. Where can I pay Mawaqif fines?	Fines are paid through MPDA.





All rights reserved 2021 © - Municipality and Planning Department - Ajman