

# MUNICIPALITY & PLANNING DEPARTMENT

## SERVICE CATALOGUE

6TH EDITION  
2024

## Our Vision:

Sustainable environment  
while developing a modern  
infrastructure in Ajman.

Call Us **80070**

✉ P.O.Box: 3 – Ajman

🌐 [www.am.gov.ae](http://www.am.gov.ae)

📘 📺 🐦 📷 [ajman municipality](#)



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**G3**  
تأهيل وحماية البيئة  
Qualify and protect  
the environment

**S5**  
تعزيز جودة  
المياه والهواء  
Reinforcement  
water and air  
quality

**S7**  
أوقات الصحة العامة  
من انتشار  
Prevent public health  
from pests spreading

**S6**  
تعزيز سلامة  
الغذاء  
Reinforcement  
food safety

**G4**  
تنمية التنوع  
البيولوجي  
Develop the  
biological diversity

**S9**  
الإدارة المستدامة  
للمحميات الطبيعية  
Sustainable  
management of  
natural reserves

**G2**  
إدارة النفايات الصلبة  
والسائلة بكفاءة وفعالية  
Manage the wastes  
efficiently and effectively

**S8**  
تعزيز الإدارة  
للتكاملية للنفايات  
Reinforcement  
integrated waste  
management

**G5**  
تعزيز الاستغلال  
الأمثل للموارد  
Reinforcement best  
use of resources

**S10**  
تعزيز استدامة الموارد  
المائية الجوفية  
Reinforcement the  
sustainability of  
groundwater resources

**G1**  
تحقيق الترابط بين عناصر  
البنية التحتية والمجمعات  
السكنية  
Achieve integration  
between infrastructure  
and residential elements

**S1**  
تحقيق التنمية  
الحضرية المتوازنة  
Achieve balanced  
urban development

**S3**  
التطوير المستدام لقطاع  
البناء والتشييد  
Sustainable development  
in construction and  
building sector

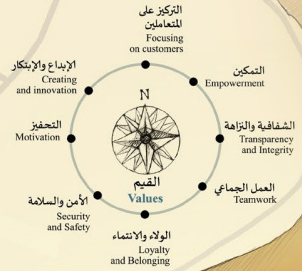
**S4**  
زيادة للمساحات الخضراء  
وتجميل مرافق الإمارة  
Plant and beautify  
Ajman facilities

**رؤيتنا:**  
بيئة مستدامة وبنية عصرية لبلد  
مستقبل عجمان

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

**Mission:**  
Achieving the well being of the citizen by developing the infrastructure of Ajman that attains the environment, health, and general safety requirements and through optimal investment of resources in line with Ajman 2021.

**رسالتنا:**  
تطوير البنى التحتية لإمارة عجمان وفق منظومة متكاملة تراعي متطلبات البيئة والصحة والسلامة العامة بما يحقق رفاهية المعيشة من خلال الاستثمار الأمثل للموارد وبما يتوافق مع رؤية عجمان 2021



**الممكنات  
Enablers**



**E4**  
استدامة العمليات  
والأداء المؤسسي  
Sustain the operations and  
corporate performance



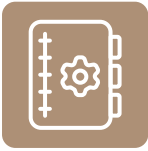
**E3**  
تخطيط وإدارة الموارد  
المالية بكفاءة وفعالية  
Plan and manage financial  
resources efficiently and effectively



**E2**  
تطوير قدرات  
تكنولوجيا المعلومات  
Develop information  
technology capabilities



**E1**  
تنمية وتطوير  
رأس المال البشري  
Develop human  
resources



## Authentication of Lease Contract



### Overview of Service Catalogue

This Catalogue includes government services provided by the Municipality & Planning Department to meet customer requirements and needs for service information. Service data is updated and reviewed annually and as needed.



### Customer Journey in Municipality & Planning Department

Customer's journey begins from the moment he thinks about applying for the service until obtaining the final outcome. The journey consists of stages that he goes through during his experience with the Department.

### Obtaining Service Information

#### Service Information Channels



[www.am.gov.ae/ar](http://www.am.gov.ae/ar)



MPDA App



Government Call Center  
**80070**



@ajmanmunicipality



+971 800 26



Customer Happiness  
Centers



Government Call Center E-mail:	<a href="mailto:ajman.ae@80070">ajman.ae@80070</a>
Main Customer Happiness Center E-mail:	<a href="mailto:csc@am.gov.ae">csc@am.gov.ae</a>
Manama Municipality E-mail:	<a href="mailto:mmc@am.gov.ae">mmc@am.gov.ae</a>
Masfoot Municipality E-mail:	<a href="mailto:masfootcenter@am.gov.ae">masfootcenter@am.gov.ae</a>

### Applying for the Service



Submit the application  
through the service delivery  
channels



Submit the required  
documents



Pay the service fee

### Communication throughout the Process

#### Channel Notifications



Government Call Center **80070**



Customer Happiness Centers



[www.am.gov.ae/ar](http://www.am.gov.ae/ar)

### Service Completion

#### Service Notifications



Customer Happiness Centers



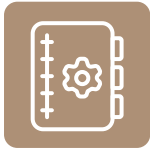
[www.am.gov.ae/ar](http://www.am.gov.ae/ar)

**Customer Categories**



# Customer Classifications

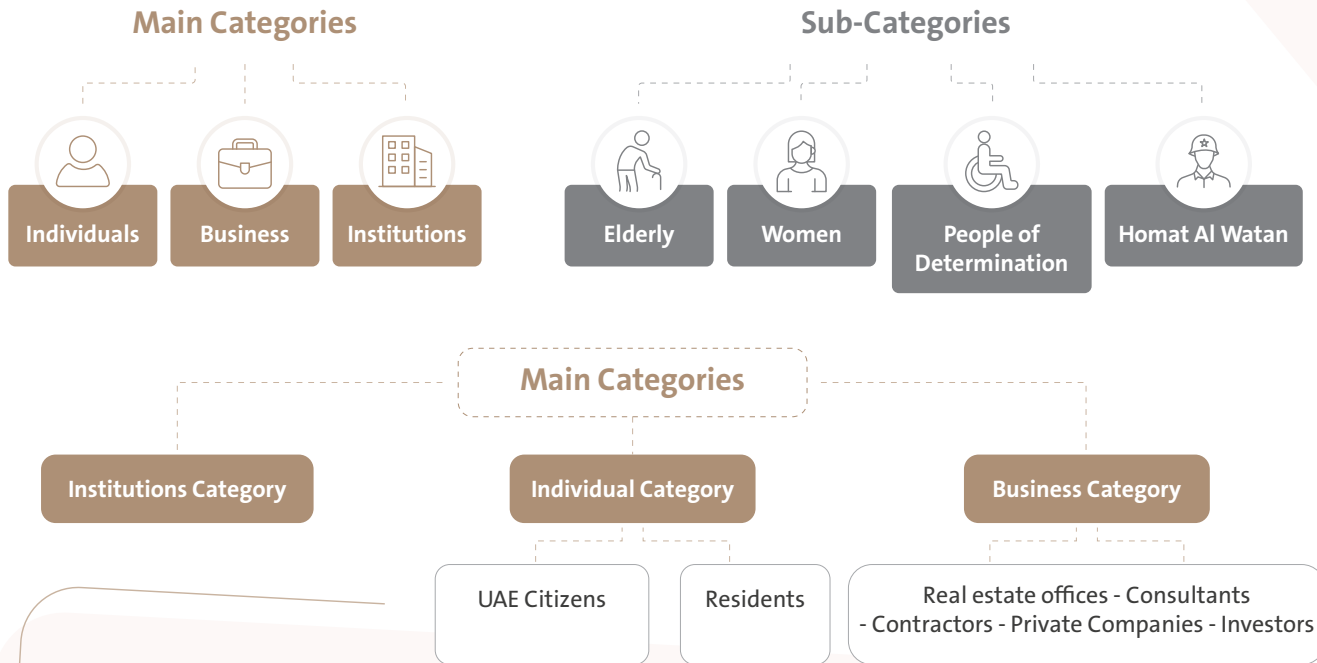




# Customer Classification in Municipality & Planning Department

## Main and subcategories

customer categories are divided into three main categories consisting of: government institutions, the business category (private companies, businessmen, investors), and the individual category (citizens, residents, employees, and workers). The sub-categories are the elderly, women, people of determination, and Homat Al Watan.



\*Special facilities are provided for the elderly, women and people of determination through several measures aimed at facilitating and facilitating the process of providing service to them, including:

### Urgent service (Ajel)

Individuals in this category can communicate with the center by calling them, where the service provider communicates with the person concerned and can reach him anywhere to complete all procedures in his place.

### Special Parking Lots

The Department has assigned nearby and large parking lots that suit the needs of this category to facilitate reaching the center without obstacles, in addition to providing public equipment and facilities that suit their needs and requirements.

### Queue Priority

. Any individual in these categories has the right to skip the queue and have priority to receive the service

### Homat Al Watan

They enjoy the privilege of priority in obtaining the service, in appreciation of the leadership for their efforts and their important role in maintaining the security and stability of the nation

### People of Determination

It is necessary for the customer service provider to be familiar with the needs of people of determination, in addition to respecting their abilities and fully providing their requirements.



**Registration**

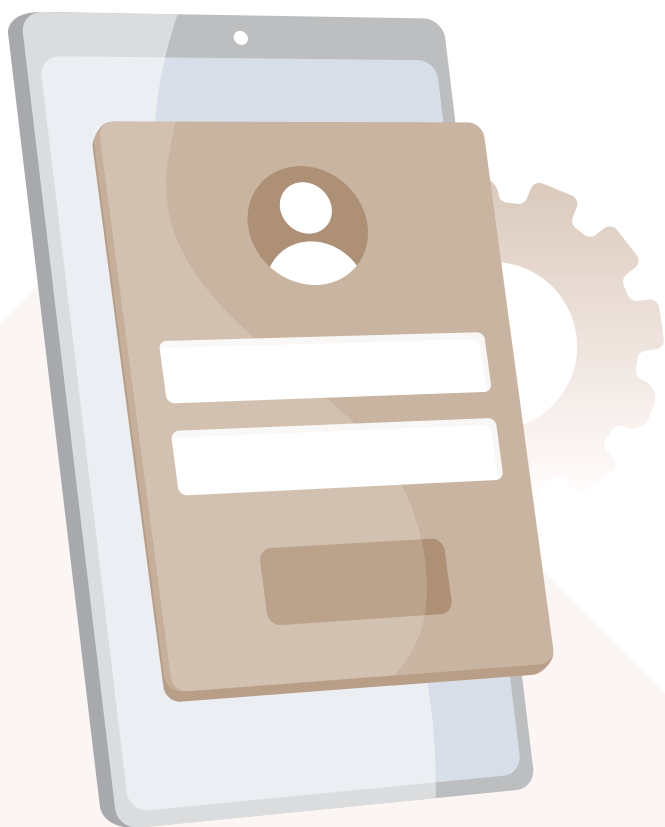
## Requirements for Applying for MPDA Services



### Online Registration

(Uniform Registration - Registration in UAE Pass)

It is mandatory to obtain an effective account by registering in the unified registration system or in the UAE Pass, which is a compulsory step to obtain the Department's services and is done only once



### Uniform Registration

01

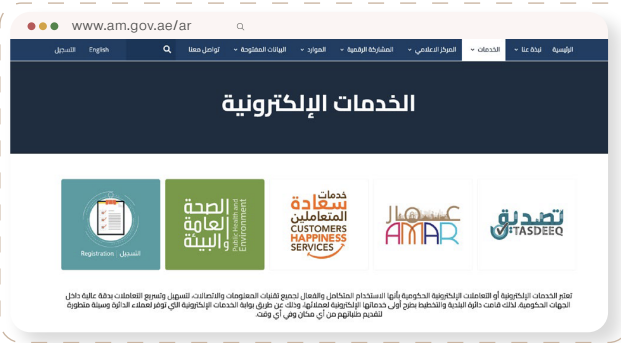
Unified registration: It is a service for registering customers (individuals, government or private institutions) in the Department's databases so that the customer can apply for any of the Municipality and Planning Department's services through a unified account without the need to re-register when applying for other services.



# Requirements for Applying for MPDA Services

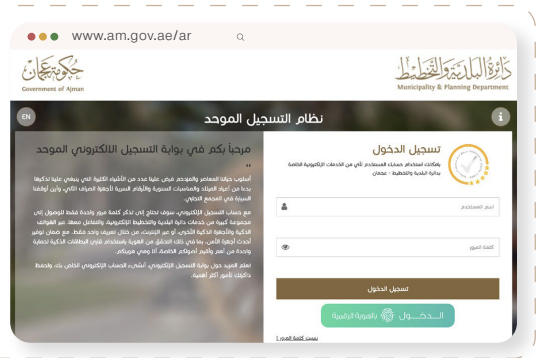


## How to register on the Unified Registration Portal



01

You can create an electronic account through the electronic services portal of the Municipality and Planning Department by clicking on the new user registration icon:



02

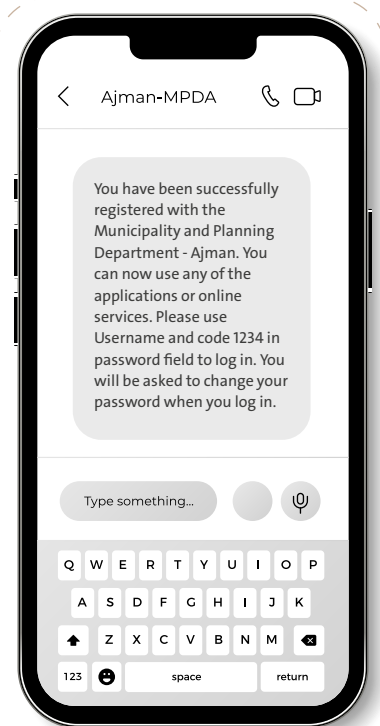
Please enter the personal information as recorded in your passport or Emirates ID in the relevant fields and attach a copy of your ID and passport. You can choose your preferred means and language of communication. The expiry date of your Emirates ID and passport must be valid.

03

Click on "Register a new account" icon at the bottom of the page.

04

You will receive a message indicating approval to create the account.



# Requirements for Applying for MPDA Services



## Addition of Individual Companies

01

Please click on **“My Account”** icon at the top of the home page for your account in the Unified Registration System.

02

At the bottom of the page, you will find the **“Associated Companies”** icon, please click on it.

03

When you move to the next page, you will find an icon for adding a company, click on it.

05

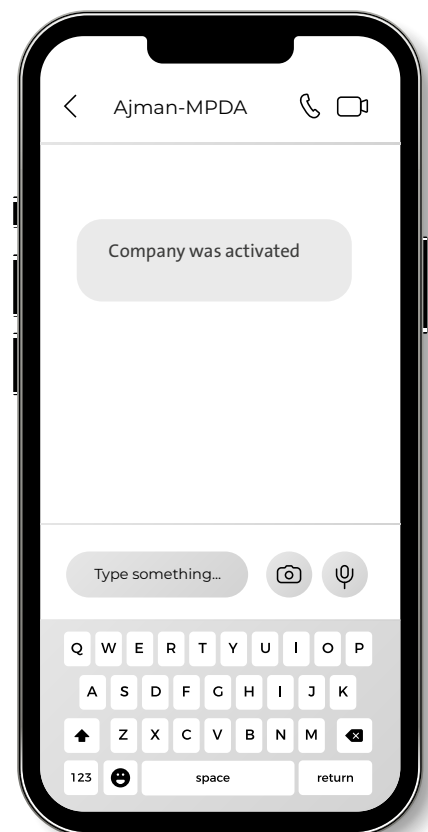
At the bottom of the page you will find a save icon, please click on it.

04

Please fill out the details and attach required files.

06

You will receive an SMS that the addition request has been approved.



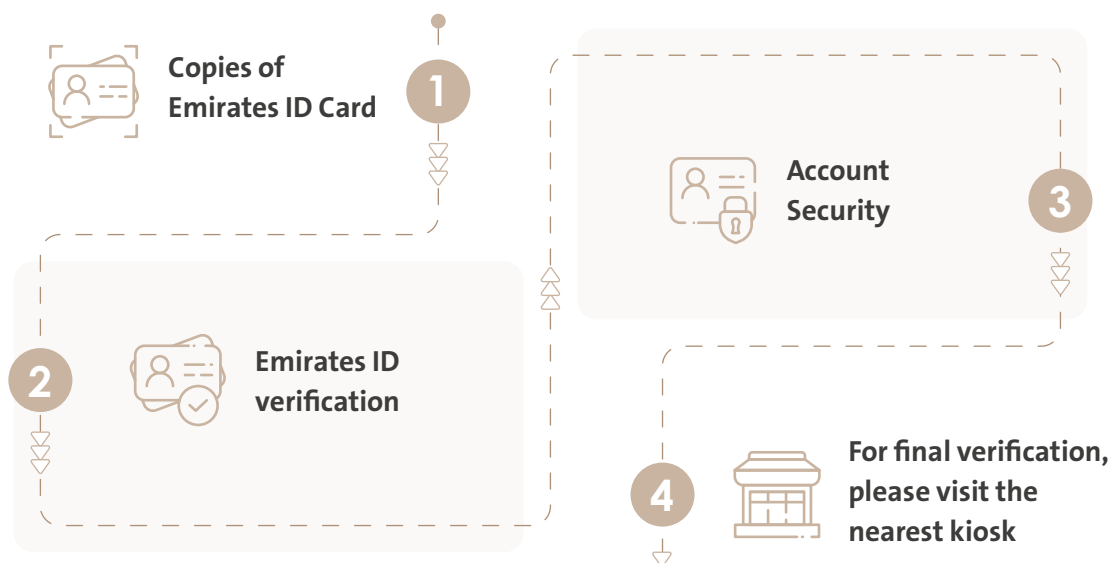
# Requirements for Applying for MPDA Services



## Registration in UAE Pass

02

UAE Pass: This is your digital identifier for secure identification. This service provides access to many signing and notarization services within the United Arab Emirates



### Download the App

Download the UAE Pass App from



### Register your account

Register your account using Emirates ID Card, a GCC Card, or passport



### Authenticate your Account

Authenticate your account using the facial recognition feature or by visiting a UAE Pass kiosk



**Department's Chairman Office**



**Department's  
Chairman Office**



# Granted Lands Management



**Categories of Customers**  
Individuals - UAE Citizens



**Service Class**  
Procedural service



**Sub Service Name**  
Governmental Land Or Residence  
Grant Request



**Service description**  
The service 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 Requirements

### Individuals

1. Personal photo of the beneficiary.
2. Copy of the marriage contract if the wife is not registered in the Family Book.
3. Statement of owned properties from the same Emirate where the applicant works if the place of work is outside the Emirate of Ajman.
4. A 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.
5. Proof of residence (property deed or land plot plan).
6. Statement from the Sheikh Zayed Housing Programme (optional).
7. Additional documents required for divorced and widowed women:  
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)
  - Copy of the family book of the (divorced / deceased) husband.
  - Copy of the children's passports (for divorcees).
  - Determination of inheritance certificate (for widows).
  - Retirement certificate for the deceased husband (for widows).
8. Additional documents for women married to non-citizens:
  - Copy of the marriage contract.
  - Marriage continuity attestation certificate.
  - Copy of the passport of the husband and children with residency permits.
  - The husband's salary certificate + employment contract + bank statements for the last 3 months.
  - Children's birth certificate.
  - Certificate of commercial licenses for both spouses.
  - Education Continuity certificate for the children for a period of 3 years.

### Service Fees

1. Application fees for the service: Free
2. Road paving fees: if any, according to the region. in the event of obtaining a statement from the Ministry of Energy and Infrastructure, customer obtains a 50% discount on road paving fees
3. Site plan fee: Private residential AED 500

### Partners

1. Department of Land and Real Estate Regulation
2. Zayed Housing Programme
3. Federal Authority for Identity, Citizenship, Customs & Port Security

### Service Completion Time

Within one year from the date of submitting the application

### Limited Service

Within a maximum period of 3 months from the initial approval to the final approval

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request through the website (Amar system).



Studying the application through the Land Grants Committee\*.



Approving the allocation of land or housing.



Receive a text message via email or phone stating that the request has been approved



Pay the due road paving fees (if any) with the service fees for issuing a site plan



Receive the Site plan

**Support Services Sector**



# **Public Services Department**





# Impounded Vehicle Release



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



## Sub Service Name

Impounded Vehicle Release



## 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.

Categories(Real estate offices-Consultants-Contractors-Private Companies)

## Service Requirements

Individuals	Business	Government Entities
<ol style="list-style-type: none"><li>1. Copy of vehicle ownership, papers of vehicle possession or export, or vehicle data from Traffic Services and Licensing Center</li><li>2. Copy of passport (Mandatory for the visitor)</li></ol>	<ol style="list-style-type: none"><li>1. Copy of vehicle ownership, papers of vehicle possession or export, or vehicle data from Traffic Services and Licensing Center.</li><li>2. Official authorization letter from the company to the Municipality &amp; Planning Department.</li><li>3. Letter of authorization from the State courts approved by the Ministry of Foreign Affairs and Justice.</li><li>4. Letter from Traffic Department in case the car has no ownership.</li></ol>	<ol style="list-style-type: none"><li>1. Copy of vehicle ownership, papers of vehicle possession or export, or vehicle data from Traffic.</li><li>2. Official letter from the government entity to the Municipality and Planning Department delegating the person concerned with releasing the impounded vehicle</li></ol>

## Service Fees

Service Fees	Partners
<ul style="list-style-type: none"><li>• 300 to release the impounded vehicle</li><li>• 100 light vehicle transfer</li><li>• 600 Heavy Vehicle transfer</li><li>• 200 boat transfer</li><li>• 1000 caravan transfer</li><li>• 1000 prefab houses transfer</li></ul>	N/A

## Service Completion Time

(1) working day

## Limited Service

- According to the written undertaking between the Department and the customer to remove the vehicle within (4) four working days after paying the violation, which period may be extended according to the written undertaking
- If the customer does not release the seizure of his vehicle within 30 days, the vehicle will be confiscated according to Emiri Decree No. 10/2010 and it will be listed in the auction lists and will be disposed of.

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request Website - Public Health & Environment System



Approving or rejecting the transaction



Paying the fees electronically



Receiving the impounded vehicle release certificate



Receiving the vehicle from impounded vehicles service center

**Support Services Sector**



# **Financial Affairs Administration**



# Payment of violations



**Categories of Customers**  
Individuals - Business  
- Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Payment of fines



**Service description**  
A service that allows the customer to pay all violations affiliated with the Municipality and Planning Department - Ajman, types of violations: (parking violations - health violations - environmental violations - building management violations - roads and infrastructure management violations - agriculture and public parks management violations)  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

Service Requirements		
Individuals	Business	Government Entities
N/A		

Service Fees	Partners
• Depending on the violation amount	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
Immediate payment	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application  
via the smart application



Paying Violations



Receive the receipt  
electronically

**Strategy & Customer Happiness Sector**



# **Service Centers Department**



# Granted Lands Management



## Categories of Customers

Individuals



## Service Class

Procedural service



### Sub Service Name

Certificate of Owned Properties



### 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

## Service Requirements

### Individuals

1. If the determination of inheritance certificate is completed: Power of attorney on behalf of the heirs or a letter from court.
2. If the customer is granted power of attorney to act on behalf of other principals:
  - Power of attorney from the applicant's principals.

## Service Fees

### Entities exempt from fees:-

- Charitable organizations
- Marriage Fund
- Sheikh Zayed Housing Program
- Ministry of Community Development
- Mohammed bin Rashid Housing Establishment
- Office of Citizens and Community Affairs
- Other entities are entities that are not exempt from fees, which are estimated at 100 dirhams

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

Valid for 3 Months

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via website -Amar System.



Attaching the required documents (if any) while indicating the entity for which the letter is issued.



Processing the request and Reviewing the required documents.



Paying fees (if any).



Issuing the certificate immediately after paying the fees.



**Strategy & Customer Happiness Sector**



# **Lease Regulation Department**



# Authentication of Lease Contract



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Property Registration Request



### Service description

A service that allows any user registered in the electronic service system to add the real estate he represents on his account to be available at a later time to request any of the rental contract requests, which allows him to transfer his real estate that belongs to him or that he represents on his account in case he purchases the property  
Categories(Real estate offices-Private Companies)

## Service Requirements

### Individual

- A copy of the power of attorney, if there is an agent
- A copy of the passport if there is an agent
- A copy of the Emirates ID if there is an agent
- Amiri decree in the event of registering a property with a government agency

### Business

### Government Entities

## Service Fees

- Free

## Partners

- Ajman Sewerage Company

## Service Completion Time

working day (1)

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the application on the website (TASDEEQ system)



Attach the required documents



Processing the request within one business day



Approval of the property by registration (possibility of issuing rental contracts)



# Authentication of Lease Contract



## Categories of Customers

Individuals - Government Entities



## Service Class

Procedural service



### Sub Service Name

Authentication of Lease Contract for Residential Purposes



### Service description

Regulatory service to preserve the rights of both parties (landlord and tenant) in the Emirate in accordance with the conditions and laws in force for families to live in residential units

## Service Requirements

### Business

#### Electronic contract

- 1- Attestation form
- 2- A copy of the tenant's passport
- 3- A copy of the tenant's Emirates ID
- 4- Sanitation No Objection Certificate  
(not required in the Manama and Masfout area) + (not required if the building is connected to sanitation)

#### Digital contract

nothing

### Government Entities

## Service Fees

- 2% of the rental value of the real estate unit based on the rental calculator, and the minimum service fee is AED 400 (for expatriates).
- As for the citizen, there are no fees

## Partners

- Ajman Sewerage Company

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



### Electronic contract

Submitting the application on the website (TASDEEQ system)

- Telephone application (to renew a residential contract only)
- WhatsApp (to renew a residential contract only)
- Ajman One (to renew a residential contract only)



Attach the required documents



Processing the request within one business day



Pay the fees and receive the contract electronically



### Digital contract

-Login using the digital ID and the request is approved by the tenant



Pay the fees and receive the contract electronically



# Authentication of Lease Contract



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Authentication of Lease Contract for Commercial Purposes



**Service description**  
Regulatory service to preserve the rights of both parties (landlord and tenant) in the Emirate in accordance with the conditions and laws in force for economic activities  
Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

#### Electronic contract

- 1- Attestation form
- 2- A copy of the tenant's Emirates ID
- 3- Sanitation No Objection Certificate (not required in the Manama and Masfout area) + (not required if the building is connected to sanitation)

#### Digital contract

N / A

## Service Fees

- (5%) of the annual rent value, with a minimum of AED 500 cleaning fees as per activity
- Approvals fees for health and environmental activities only and initial approvals: AED 500-1000
- Ajman Sewerage fees for connected units only depending on the activity and the type of unit"

## Partners

- Ajman Sewerage Company
- DED

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



#### Electronic contract

Submitting the application on the website (TASDEEQ system)

- Telephone application (to renew a commercial contract only)
- WhatsApp 80026 to renew a commercial contract only



Attach the required documents



Processing the request within one business day



Pay the fees and receive the contract electronically



#### Digital contract

Login using the digital ID and the request is approved by the tenant

Pay the fees and receive the contract electronically



Pay the fees and receive the contract electronically



# Authentication of Lease Contract



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Authentication of Lease Contract  
for Investment Purposes



### Service description

Regulatory service to preserve the rights of both parties (landlord and investor) in the Emirate in accordance with the conditions and laws in force for investment of lands and properties, with the right to sublease Categories(Real estate offices-Private Companies)

## Service Requirements

### Individual

- Attestation form
- Sanitation No Objection Certificate (not required in the Manama and Masfout area) + (not required if the building is connected to

### Business

### Government Entities

## Service Fees

- (3%) of the annual rent value, with a minimum of AED 1000 for each year

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the application  
on the website  
(TASDEEQ system)  
- Phone application (to cancel  
a residential contract only)  
- Ajman One  
(for cancellation of the  
residential contract only)



Attach the required  
documents



Processing the request  
within one business day



Pay the fees and  
receive the contract  
electronically



# Authentication of Lease Contract



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Supplementary service



### Sub Service Name

Request for Amendment of Residential,  
Investment or Commercial Contract



### Service description

A service that allows the customer to amend the lease contracts  
after ratification and update of data  
Categories(Real estate offices-Private Companies)

Service Requirements		
Individuals	Business	Government Entities
<p><b>Residential:</b></p> <ul style="list-style-type: none"><li>A letter signed by the property owner amending the contract data (Individuals - Business) OR a letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li><li>No objection from Ajman Sewerage Company</li></ul> <p><b>Investment:</b></p> <ul style="list-style-type: none"><li>A letter signed by the property owner amending the contract data (Individuals - Business) OR A letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li></ul>	<p><b>Residential:</b></p> <ul style="list-style-type: none"><li>A letter signed by the property owner amending the contract data ( Individuals - Business) OR a letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li><li>No objection from Ajman Sewerage Company</li></ul> <p><b>Investment:</b></p> <p>A letter signed by the property owner amending the contract data ( Individuals - Business) OR A letter signed by the government entity amending the contract data (Government Entities).</p> <p>The Lease contract to be modified</p> <p><b>Commercial</b></p> <ul style="list-style-type: none"><li>1-A letter signed by the property owner amending the contract data ( Individuals - Business) OR A letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li><li>Providing an application number from the Department of Economic Development for commercial contracts ( Business)"</li></ul>	<p><b>Residential:</b></p> <ul style="list-style-type: none"><li>A letter signed by the property owner amending the contract data ( Individuals - Business) OR a letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li><li>No objection from Ajman Sewerage Company</li></ul> <p><b>Investment:</b></p> <p>A letter signed by the property owner amending the contract data ( Individuals - Business) OR A letter signed by the government entity amending the contract data (Government Entities).</p> <p>The Lease contract to be modified</p> <p><b>Commercial</b></p> <ul style="list-style-type: none"><li>1-A letter signed by the property owner amending the contract data ( Individuals - Business) OR A letter signed by the government entity amending the contract data (Government Entities).</li><li>The Lease contract to be modified</li><li>Providing an application number from the Department of Economic Development for commercial contracts ( Business)"</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>Free</li></ul>	<ul style="list-style-type: none"><li>DED (commercial contract)</li></ul>

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request  
- Electronic customer happiness  
services - Authentication system  
(residential only)



Attaching the  
documents



Processing the  
request within (1)  
one working day



Receive the  
updated contract  
electronically



# Authentication of Lease Contract



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Supplementary service



### Sub Service Name

Request for Cancellation of Residential,  
Investment or Commercial Contract



### Service description

A service that allows the lessor to cancel the rental contracts, which include (residential / workers housing / staff - commercial / warehouse contract - investment and government) Categories(Real estate offices-Private Companies)

## Service Requirements

### Individual

### Business

### Government Entities

- A letter signed by both parties (the lessor and the lessee) canceling the contract
- Disclaimer from Ajman Sanitation Company

## Service Fees

- Free

## Partners

- Ajman Sewerage Company

## Service Completion Time

working day (1)

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application at:  
- Website - Certification system  
- Phone application  
(to cancel a residential contract only)  
- Ajman One  
(for cancellation of the residential contract only)



Attaching the documents



Processing the request within one business day



Receive a copy of the canceled contract electronically





# Authentication of Lease Contract



## Categories of Customers

Business - Government Entities



## Service Class

Procedural service



### Sub Service Name

Request For Authentication of New/Existing Workers Residential Contract



### Service description

Regulatory service to preserve the rights of both parties (landlord and tenant) in the Emirate in accordance with the conditions and laws in force for workers' accommodations in residential units Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

### Government Entities

- TASDEEQ form
- A rental contract document for housing purposes
- A copy of the worker's supervisor's passport
- A copy of the Emirates ID card for both parties
- An updated copy of the site plan with the building's completion certificate and a copy of the agency if an agent exists
- No objection certificate from Ajman Sanitation Company
- A no-objection certificate from the General Command of Civil Defense
- Workers' data from the company
- A stamp on the certification form from the Public Health Department

## Service Fees

- "5% of the annual rent with a minimum of AED 1000 for one year
- AED 1000 Workers' accommodation permit
- AED 1000 Inspection Fees

## Partners

- Ajman Sewerage Company

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request- Electronic customer happiness services



Attaching the documents



processing the request within one (1) working day



Pay the fees and receiving the transaction electronically



# Authentication of Lease Contract



**Categories of Customers**

Business



**Service Class**

Supplementary service



**Sub Service Name**

Authentication Amendment Request For Staff Residential Contract



**Service description**

A service that allows the customer to amend the lease contracts after ratification and update the data  
Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

- The lease contract to be modified
- A letter signed by the property's owner amending the contract details,

### Service Fees

- Free

### Partners

N/A

### Service Completion Time

(1) working day

### Limited Service

N/A

### Ratio of Digital Transformation

Completed digital service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request- Electronic customer happiness services



Attaching the documents



Processing the request within one (1) working day



Handover the customer the updated contract electronically



# Authentication of Lease Contract



**Categories of Customers**

Business



**Service Class**

Supplementary service



**Sub Service Name**

Authentication Cancellation Request For Staff Residential Contract



**Service description**

A service that allows the customer to cancel the contracts Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

- A letter signed by the combination (lessee and lessor) amending the contract data
- The Lease contract to be cancelled (2 copies),
- Clearance certificate from Ajman Sewerage Company
- Workers' housing permit letter

### Service Fees

- Free

### Partners

- Ajman Sewerage Company

### Service Completion Time

(1) working day

### Limited Service

N/A

### Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request- Electronic customer happiness services



Attaching the documents



Process the request within one (1) working day



Receive a copy of the cancelled contract electronically



# Authentication of Lease Contract



## Categories of Customers

Business - Government Entities



## Service Class

Supplementary service



### Sub Service Name

Request For Authentication of New/Existing Workers Residential Contract



### Service description

Regulatory service to preserve the rights of both parties (landlord and tenant) in the Emirate in accordance with the conditions and laws in force for workers' accommodations in residential units Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

- Attestation form
- A rental contract document for housing purposes
- A copy of the Emirates ID card for both parties
- A copy of the updated site plan with the building's completion certificate and a copy of the agency if an agent exists
- No objection certificate from Ajman Sanitation Company
- Employee data from the company
- A copy of the tenant's economic license
- A copy of the owner's economic license if the owner is a company
- Approval from the Public Health Department"

### Government Entities

## Service Fees

- 5% of the annual rent and the minimum is AED 1000 for one year Workers housing permit
- Workers residence permit (1000) AED
- Fees for inspecting workers' accommodation (1000) AED
- 50 AED for each worker"

## Partners

- Ajman Sewerage Company

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request- Electronic customer happiness services



Attach the required documents



Processing the request within (1) one working day



Pay the fees and receiving the transaction electronically



# Authentication of Lease Contract



**Categories of Customers**

Business



**Service Class**

Supplementary service



**Sub Service Name**

Authentication Amendment Request For Workers Residential Contract



**Service description**

A service that allows the customer to amend the lease contracts after ratification and update the data Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

- The lease contract to be modified
- A letter signed by the property's owner amending the contract details,

### Service Fees

- Free

### Partners

N/A

### Service Completion Time

(1) working day

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request- Electronic customer happiness services



Attaching documents



Processing the request within (1) one working day



Receive the updated contract electronically



# Authentication of Lease Contract



**Categories of Customers**  
Business



**Service Class**  
Supplementary service



**Sub Service Name**  
Authentication Cancellation Request For Workers Residential Contract



**Service description**  
A service that allows the customer to cancel the lease contracts  
Categories(Real estate offices-Private Companies)

## Service Requirements

### Business

- A letter signed by both parties (the landlord and the tenant) canceling the contract.
- The lease contract to be canceled is one copy.
- Release from Ajman Sanitation Company.
- Employee housing permit letter"

### Service Fees

- Free

### Partners

- Ajman Sewerage Company

### Service Completion Time

(1) working day

### Limited Service

N/A

### Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request-  
Electronic customer happiness  
services



Attaching the  
documents



Processing the  
request within (1)  
one working day



Receive a copy of the  
cancelled contract  
electronically

**Infrastructure Development Sector**



**Planning & Survey  
Department**





## Site Plan



### Categories of Customers

Individuals - Business  
- Government Entities



### Service Class

Procedural service



### Sub Service Name

Request To Add Full floor /roof



### Service description

A service through which the customer requests to modify the number of floors allowed for the building height system by adding a floor or roof.  
Categories(Private Companies)

### Service Requirements

Individuals	Business	Government Entities
<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>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> <li>Determination of inheritance certificate from court if the applicant is one of the heirs (individuals)</li> </ul>	<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>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> </ul>	<ul style="list-style-type: none"> <li>A letter from the government entity to the Municipality and Planning Department - Planning and Survey Department</li> <li>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> </ul>

### Service Fees

- Appraisal fees: 5% of the land price at the time of submitting the request x the floor area used / the total floor area authorized for the land before addition

### Partners

- Department of Land and Real Estate Regulation

### Service Completion Time

(5) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in  
Website - Amar System  
-MPDA Smart Application



Request  
processing within  
5 days



Notifying the customer  
of the transaction  
status via text message  
or email



Paying fees  
and receiving the  
transaction  
electronically



## Site Plan



### Categories of Customers

Individuals - Business  
- Government Entities



### Service Class

Procedural service



### Sub Service Name

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).  
Categories(Private Companies)

### Service Requirements

Individuals	Business	Government Entities
<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>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> <li>Determination of inheritance certificate from court if the applicant is one of the heirs</li> </ul>	<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>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> </ul>	<ul style="list-style-type: none"> <li>A planning statement approved by the Planning and Survey Department - Planning Studies Department</li> <li>A letter from the government entity to the Municipality and Planning Department - Planning and Survey Department</li> </ul>

### Service Fees

- 5% of the land price at the time of application x the floor area used / the total authorized floor area of the land before canceling the setback

### Partners

- Department of Land and Real Estate Regulation

### Service Completion Time

(5) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in  
Website - Amar System  
-MPDA Smart Application



Pay the fees  
online



- Processing the  
request within (5)  
five working days



Approving and  
receiving the  
transaction  
electronically



## Site Plan



### Categories of Customers

Individuals - Business  
- Government Entities



### Service Class

Procedural service



### Sub Service Name

Request For Land Usage Change



### Service description

A service that allows the customer to request a change of the type of land use (changing the type of activity used for residential, commercial or industrial purposes)  
Categories(Private Companies)

### Service Requirements

#### Individuals

#### Business

#### Government Entities

- A planning statement approved by the Planning and Survey Department - Planning Studies Department
- An official power of attorney or authorization in the event that the applicant is not the owner of the land (individuals - Business)
- Determination of inheritance certificate from court if the applicant is one of the heirs (individuals)
- A letter from the government entity to the Municipality and Planning Department - Planning and Survey Department (government entities)

### Service Fees

- 1% of land price paid upon submitting the request

### Partners

- Department of Land and Real Estate Regulation

### Service Completion Time

(5) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in Website -  
Ammar System -MPDA Smart  
Application



Pay the fees and  
approve the request



Receive the transaction  
electronically

### Service Fees

- درخواست جمع کرانے کے وقت زمین کی قیمت کا 1%

### Partners

- ڈیپارٹمنٹ آف لینڈ اینڈ ریل اسٹیٹ ریگولیشن



## Site Plan



### Categories of Customers

Individuals - Business  
- Government Entities



### Service Class

Procedural service



### Sub Service Name

Land Partitioning Request



### Service description

A service that allows the customer to request sorting and dividing the owned lands into two or more parts  
Categories(Private Companies)

### Service Requirements

Individuals	Business	Government Entities
<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>Determination of inheritance certificate from court if the applicant is one of the heir</li></ul>	<ul style="list-style-type: none"><li>Official authorization or power of attorney if the applicant is not the owner of the land</li></ul>	<ul style="list-style-type: none"><li>An official letter from the government entity addressed to the Municipality and Planning Department - Planning &amp; Survey Department</li></ul>

### Service Fees

- AED 1 per square meter

### Partners

N/A

### Service Completion Time

(3) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in Website -  
Amar System -MPDA Smart  
Application



Pay the fees and  
approve the request



Receive the transaction  
electronically



# Site Plan



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Land Consolidation Request



### Service description

A service in which the customer requests to merge two or more lands to obtain an updated site plan, if his request is approved.  
Categories(Private Companies)

## Service Requirements

### Individuals

- Official authorization or power of attorney if the applicant is not the owner of the land
- Determination of inheritance certificate from court if the applicant is one of the heirs

### Business

- Official authorization or power of attorney if the applicant is not the owner of the land

### Government Entities

- An official letter from the government entity addressed to the Municipality and Planning Department - Planning & Survey Department

## Service Fees

- Fee for issuing a site plan is AED 1000 for all uses except for private housing AED 500, and free for public services. There are no fees for land consolidation service

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in Website - Amar System -MPDA Smart Application



Pay the fees and approve the request



Receive the transaction electronically



# Site Plan



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



## Sub Service Name

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. Categories(Private Companies)

## Service Requirements

Individuals	Business	Government Entities
<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>Determination of inheritance certificate from court if the applicant is one of the heirs</li></ul>	<ul style="list-style-type: none"><li>Official authorization or power of attorney if the applicant is not the owner of the land</li></ul>	<ul style="list-style-type: none"><li>An official letter from the government entity addressed to the Municipality and Planning Department - Planning &amp; Survey Department</li></ul>

## Service Fees

- AED 1000 for all uses except for private housing AED 500, and free for public services

## Partners

- Department of Land and Real Estate Regulation

## Service Completion Time

(3) working days

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in Website  
- Amar System  
- MPDA Smart Application



Approve the request



Pay the fees and  
Receive the transaction  
electronically





# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Parcel Coordinates Request



**Service description**  
This service includes providing the land coordinates in an (XYZ) format.  
Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 300 per point</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
Immediate approval	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via - the website - the Ammar system - the MPDA phone application



Paying the fees and approving the request



Receiving the transaction electronically immediately



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Bench mark Coordinates Request



**Service description**  
This service includes providing the land coordinates in an (XYZ) format Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
• AED 1000 per point	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
Immediate approval	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via - the website - the Ammar system - the MPDA phone application



Paying the fees



Receiving the points via the website



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Parcel Demarcation Request



**Service description**  
This service provides physical site visit to stake out the land corners.  
Categories(-Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 500 for land</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via - the website - the Ammar system - the MPDA phone application



Paying the fees electronically



Approving the transaction and receiving the certificate via website



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Parcel Gate Level Request



**Service description**  
This service defines the Hieght of outer gate Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
• AED 1000	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website - Ammar system - MPDA phone application



Paying the fees



Processing the request within (2) working day



Receiving the certificate online



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Gate level check Request



**Service description**  
A service that entails determining the height of the external fence before concrete casting  
Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
• AED 500	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website - Ammar system - MPDA phone application



Paying the fees



Processing the request within (2) working days



Obtaining certificate electronically



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Tie Beam level check Request



**Service description**  
A service that entails determining the levels of ground bridges before concrete casting.  
Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
• Free	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website - Ammar system - MPDA phone application



Processing the request within 2 business days



Receiving the service's certificate electronically



# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
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.  
Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
N/A	

Service Fees	Partners
• Free	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website - Ammar system - MPDA phone application



Processing the request within (2) working days



Approval and receipt of the transaction electronically





# Survey Services



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Infrastructure Service Path Request



**Service description**  
A service that includes determining the path of services (water - electricity - gas - telecom - irrigation) for trench-digging Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
<ul style="list-style-type: none"><li>Project plan approved by the Roads &amp; Infrastructure Department and Planning &amp; Survey Department</li></ul>	

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 500 per point</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via  
the website - Ammar system  
- MPDA phone application



Paying the fees



Processing the  
request within (2)  
working day



Receiving the  
transaction  
electronical

**Infrastructure Development Sector**



**Buildings Department**



# Contractors & Consultants Classification



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Request for Issuance of Temporary Contractor/Consultant Permit



**Service description**  
The service allows companies from outside the emirate to obtain a temporary permit to contract for a new project in the emirate of Ajman Categories(Consultants)

## Service Requirements

### Business

- Fill out the service request form on the website
- Copy of the project site plan
- Architectural plans for the proposed project
- An approved up-to-date list of employees
- List of implemented projects and certificates of their achievement
- Assignment letter from the concerned authority"

### Service Fees

- AED 50,000 for a temporary permit fees
- Fees AED 200 for request submission fees

### Partners

N/A

### Service Completion Time

(3) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request and attaching the required documents in Website - Electronic customer happiness services



Pay the fees



Receiving permit via system



# Contractors & Consultants Classification



Categories of Customers  
Business



Service Class  
Procedural service



**Sub Service Name**  
Request for a contractor/consultant category upgrade



**Service description**  
This service allows for raising the ranking of a contractor / consultant after the fulfilment of the required qualifications for a higher ranking Categories(Consultants)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Contractors and consultants classification service request form;</li><li>A list of all implemented projects and certificates of completion;</li><li>An up-to-date list of employees</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 200</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels 24 / 7



Submitting the request, paying the required fees, and attaching the required documents in Website - Electronic customer happiness services



Processing the request



Approval of the contractor/consultant category upgrade



# Contractors & Consultants Classification



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
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 Categories(Consultants)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Contractors and consultants classification service request form;</li><li>Project site plan</li><li>Project's detailed schedule</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 200</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	valid for 3 Months	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request, paying the required fees, and attaching the required documents in Website - Electronic customer happiness services



Processing the request



a new contractor / consultant project is approved



# Contractors & Consultants Classification



Categories of Customers  
Business



Service Class  
Procedural service



**Sub Service Name**  
Request for Professional Practice  
Accreditation (Contractor/Consultant)



**Service description**  
Approval to start practicing the profession of building contracting and engineering consulting at the level of the Emirate of Ajman after Satisfying the minimum technical and administrative standards required in (classification)  
Categories(Consultants)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Contractors and Consultants Classification Service Request Form</li><li>Documented and up-to-date employee disclosure</li><li>Society of Engineers card</li><li>Office size in square meters"</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 200</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request, paying the required fees



Attaching the required documents in Website - Electronic customer happiness services



processing the request



Approval of the company's classification at the level of the Emirate of Ajman after proving that all required standards have been met



# Buildings Permits, Certificates and Reports



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
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.

Categories(Consultants)

Service Requirements
Business
N/A

Service Fees	Partners
• AED 500	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) month	Completed Digital Service

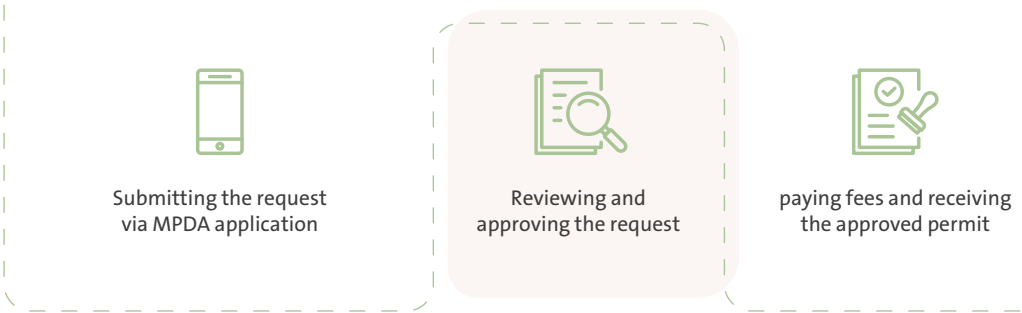
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Buildings Permits, Certificates and Reports



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



## Sub Service Name

Maintenance Permit Request



## Service description

A government service that enables customers to obtain a permit to carry out maintenance works on an existing building Categories(Consultants)

## Service Requirements

### Individuals

### Business

### Government Entities

- Building owner ID card
- Updated site plan
- Maintenance contract
- Architectural plans in case there is a modification in the building or exterior paints
- No-objection letter from the property owner for maintenance work (in case there is a tenant)
- Supervising consultant contract in case of modifications

## Service Fees

- AED 1000

## Partners

N/A

## Service Completion Time

(2) Working days

## Limited Service

Valid for 6 months

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request through Website - Electronic customer happiness services



paying the required fees and attaching the required documents



If the documents are complete, the application will be accepted and the date of the field visit will be determined



Notifying the customer of the status of the transaction through the system





# Buildings Permits, Certificates and Reports



## Categories of Customers

Individuals - Business



## Service Class

Procedural service



## Sub Service Name

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.

Categories(Consultants)

## Service Requirements

### Individuals

- Completion certificate / permit (maintenance / umbrella / demolition),
- Original insurance (customer's payment receipt)

### Business

- Original insurance (customer's payment receipt),
- Completion certificate / permit (maintenance / umbrella / demolition),
- Bank account number of the corporation

## Service Fees

- Free

## Partners

N/A

## Service Completion Time

(7) Working days

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request and attaching the required documents in Website - Electronic customer happiness services



In case of acceptance, the transaction is transferred to financial affairs department for refund of deposit via bank account, if any, or bank cheque



Insurance Refund



# Buildings Permits, Certificates and Reports



**Categories of Customers**  
Individuals - Business  
- Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Demolition Permit Request



**Service description**  
This service enables customers to obtain a demolition permit for all building types.  
Categories(Consultants)

Service Requirements		
Individuals	Business	Government Entities
<ul style="list-style-type: none"><li>No-objection letter from: Etihad Water &amp; Electricity (EtihadWE) / Rental Dispute Committee</li><li>A contract with the demolition company, the owner and the consultant</li><li>Updated site plan</li></ul>		

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 1000</li></ul>	<ul style="list-style-type: none"><li>Federal Electricity and Water Authority</li></ul>

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) Working days	valid for 6 months	Partially Completed Digital Service

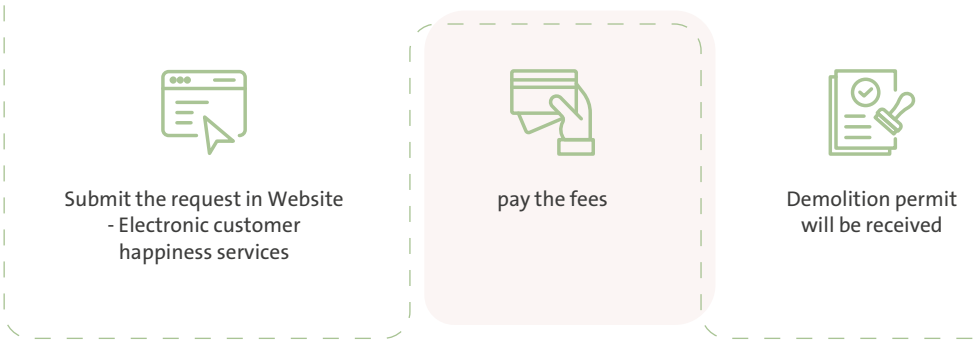
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Buildings Permits, Certificates and Reports



**Categories of Customers**  
Individuals - Business  
- Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Request for Issuing Technical Report for Buildings and Facilities



**Service description**  
A government service that allows the customer to obtain a technical report that determines the condition of existing or under construction buildings  
Categories(Consultants)

Service Requirements		
Individuals	Business	Government Entities
• N/A		

Service Fees	Partners
• AED 1000	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) Working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the reques in Website -Ammr



Payment of fees



Receive the technical report



# Buildings Permits, Certificates and Reports



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Certificate of Building Status



### Service description

The service allows obtaining a statement on the condition of the building directed to the concerned authorities and according to the customer's request Categories(Consultants)

## Service Requirements

### Individuals

### Business

### Government Entities

- Request letter and attach documents according to the status of the request,
- Site plan issued by the Municipality & Planning Department

## Service Fees

- AED 100
- 500 dirhams will be added if a letter of demolition or maintenance certificate is requested

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

None (for the parties requesting the (message, the validity is for one year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in website  
Ammr - Applation MPDA



Attach the required  
documents & pay the  
fees



Receive approved  
statement will be  
sent via e-mail



# Buildings Permits, Certificates and Reports



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Structural Audit Request



**Service description**  
The service allows obtaining technical approval from the building engineer on concrete poring for the structural elements (foundations / Tie beams / Slabs) This request shall be submitted compulsorily by the project consultant after his approval  
Categories(Consultants)

## Service Requirements

### Business

- Surveying certificates for land demarcation and external gate level determination,
- Certificate of re-checking the boundaries of the land in case of inspection of the bases,
- Tie Beam level check certificate in case of submitting an inspection request
- Soil / iron tests upon submitting an inspection request of the foundations,
- Approved structural plans,
- 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)
- Brick test report in case of inspecting ground bridges,
- Certificate of responsibility in the case of pre-stressed ceilings, according to the design of the building
- Concrete cubes test report 7 days and 28 days after the casting date for items that precede the item required for inspection"

### Service Fees

- Free

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: Amar System or MPDA smart application and attach the required documents



A date is set for the field visit with the contractor's engineer and the supervising consultant



On-site inspection



Notifying the customer of the status of the transaction through the system



# Buildings Permits, Certificates and Reports



Categories of Customers

Business



Service Class

Procedural service



Sub Service Name

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.  
Categories(Consultants)

## Service Requirements

### Business

- Form for the issuance of a certificate of completion certified by the sewage system,
- All building inspection reports,
- Water insulation guarantee from the contractor,
- Letter from the Civil Defense guaranteeing the fulfillment of general safety requirements (Note: all buildings except for residential villas/agriculture ),
- Clearance from the Department of Roads and Infrastructure (Note: all buildings except for residential villas/agriculture ),
- Makani number from the Department of Spatial Information Systems
- Certificate of completion of communication

### Service Fees

- AED 2000 for all buildings
- AED 500 for residential villas/agricultural

### Partners

- Ajman Sewerage
- General Department of Civil Defense
- Emirates Telecommunications Corporation

### Service Completion Time

(2) Working days

### Limited Service

N/A

### Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: Amar System or MPDA phone application and attach the required documents



The documents are checked and a date is set for the field visit with the contractor's engineer and the supervising consultant



On-site inspection



customer will be notified of the application status



# Buildings Licensing



**Categories of Customers**  
Business



**Service Class**  
Procedural service



## Sub Service Name

Request for a Permit to Construct an Addition to an Existing Building



## Service description

The service allows obtaining a building permit to add to an existing building, approved by the Department, and conforming to the building specifications and requirements Categories(Consultants)

## Service Requirements

### Business

- Executive Architectural Drawings
- Executive building plans
- Approval of service entities: - Etihad Water and Electricity - Emirates Telecommunications Corporation (etisalat &) - Ajman Sewerage and The General Directorate of Civil Defence (non-residential/agricultural)
- An appendix to the supervision and contracting contracts
- Approval of a new project for the contractor

## Service Fees

- Service provision fees for all buildings except private housing: AED 500
- Fees for providing service for private/agricultural residential buildings: AED 50
- Building permit for a private residential / agricultural building: AED 3.5 dirhams per square meter, with a minimum of AED 200
- Building permit for all buildings (other than residential / agricultural): AED 6 per square meter, with a minimum of AED 200
- Permit to build a private/agricultural fence: AED 200
- Building permit for a private residential/agricultural extension: AED 200
- License for indoor/outdoor private residential/agricultural canopies: AED 200
- Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): AED 500
- Insurances: AED 2 per square meter for all types of buildings, with a minimum of AED 500 for residential shades, AED 1000 for annexes, AED 2,000 for residential villas, and AED 3000 for all types of buildings (other than residential / agricultural)
- Technical report fee: AED 1000"

## Partners

- Etihad water and Electricity
- Emirates Telecommunications Corporation
- Ajman Sewerage Company
- The General Directorate of Civil Defence

## Service Completion Time

(5) working days

## Limited Service

valid for Two years

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request, pay the initial fees, and attach the required documents in Website Ammr



processing the request and notifying the customer with application status



Paying the fees



Approving the application and receiving the license through the system



# Buildings Licensing



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Request for Construction on an Existing Building



**Service description**

The service allows obtaining a building permit for an existing building, provided that the consultant ensures the safety of the building in terms of construction and does not violate the requirements of the building regulations.

Categories(Consultants)

## Service Requirements

### Business

- Commitment letter from the consultant regarding the safety of the structural integrity of the existing building
- Valid consultant's license
- Executive Architectural Drawings
- Approved plans from the General Department of Civil Defense - Ajman, (except for residential and Agricultural buildings).
- construction concentration scheme

## Service Fees

- Service provision fees for all buildings except private housing: AED 500
- Fees for providing service for private/agricultural residential buildings: AED 50
- Building permit for a private residential / agricultural building: AED 3.5 dirhams per square meter, with a minimum of AED 200
- Building permit for all buildings (other than residential / agricultural): AED 6 per square meter, with a minimum of AED 200
- Permit to build a private/agricultural fence: AED 200
- Building permit for a private residential/agricultural extension: AED 200
- License for indoor/outdoor private residential/agricultural canopies: AED 200
- Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): AED 500
- Insurances: AED 2 per square meter for all types of buildings, with a minimum of AED 500 for residential shades, AED 1000 for annexes, AED 2,000 for residential villas, and AED 3000 for all types of buildings (other than residential / agricultural)
- Technical report fee: AED 1000"

## Partners

- The General Directorate of Civil Defence

## Service Completion Time

(5) working days

## Limited Service

valid for Two years

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request through the website (Amar System), pay the initial fees, and attach the required documents



processing the request and notifying the customer with application status



Paying the fees



Approving the application and receiving the license through the system





# Buildings Licensing



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Building Permit Request



**Service description**  
The service allows obtaining a building permit (new / adding to a building under construction) approved by the Department and in compliance with building specifications and requirements.  
Categories(Consultants)

## Service Requirements

### Business

- Executive Architectural Drawings
- Executive structural drawings.
- Approval of service entities: - Federal Water & Electricity Authority  
- Emirates Telecommunications Corporation - and Ajman Sewerage  
- General Administration of Civil Defense (except residential and agricultural)
- Appendix to the supervision and contracting contracts
- Approval of a new project for the contractor/consultant

## Service Fees

- Service provision fees for all buildings except private housing: AED 500
- Fees for providing service for private/agricultural residential buildings: AED 50
- Building permit for a private residential / agricultural building: AED 3.5 dirhams per square meter, with a minimum of AED 200
- Building permit for all buildings (other than residential / agricultural): AED 6 per square meter, with a minimum of AED 200
- Permit to build a private/agricultural fence: AED 200
- Building permit for a private residential/agricultural extension: AED 200
- License for indoor/outdoor private residential/agricultural canopies: AED 200
- Permit for indoor/outdoor shades for all buildings (other than residential/agricultural): AED 500
- Insurances: AED 2 per square meter for all types of buildings, with a minimum of AED 500 for residential shades, AED 1000 for annexes, AED 2,000 for residential villas, and AED 3000 for all types of buildings (other than residential / agricultural)
- Technical report fee: AED 1000"

## Partners

- Etihad water and Electricity
- Etisalat by e&
- The General Directorate of Civil Defence
- Ajman Sewerage Company

## Service Completion Time

(5) working days

## Limited Service

valid for Two years

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request through the website (Amar System), pay the initial fees, and attach the required documents



processing the request and notifying the customer with application status



Paying the fees



Approving the application and receiving the license through the system



# Buildings Licensing



**Categories of Customers**  
Business



**Service Class**  
Supplementary service



**Sub Service Name**  
Building Permit Cancellation  
Request



**Service Description**  
The service allows obtaining the cancellation of a building permit in the absence of any works on the site and the land is as it was before issuing the permit.  
Categories(Consultants)

## Service Requirements

### Business

- Building Permit cancellation form

## Service Fees

- AED 100

## Partners

N/A

## Service Completion Time

(2) working days

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via: the website: Ammar System - MPDA smart application and attach the required documents



paying fees



Receiving the cancelled license



# Buildings Licensing



**Categories of Customers**  
Business



**Service Class**  
Supplementary service



**Sub Service Name**  
Building Permit Renewal Request



**Service description**  
The service allows the customer to renew the previously issued building permits in the event of work cessation, non-start or delay in implementing the work after the lapse of two (2) years from the date of issuance for the first time and every year starting from the second renewal.  
Categories(Consultants)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>• Approved Architectural/Structural Drawings</li><li>• Building permit renewal form</li><li>• Certified Consultant License</li><li>• Certified Contractor License</li><li>• In case of building permits issued before 2017 (building permit renewal form, copy of construction statement, consultant and contractor license, building concentration plan, construction plans and documents, concrete tests report, building permit and architectural plans)</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>• AED 200</li><li>• Fees for technical Report for buildings and facilities: AED 1000</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(5) working days	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Buildings Licensing



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Consultant Change Request



**Service description**  
The service allows obtaining a building permit in the name of the new consultant at the request of the owner  
Categories(Consultants)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Consultant change request form</li><li>Appendix to the supervision and contracting contracts (new consultant)</li><li>New approved consultant license</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 500</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Linked to the expiry date of the current building permit	Completed Digital Service

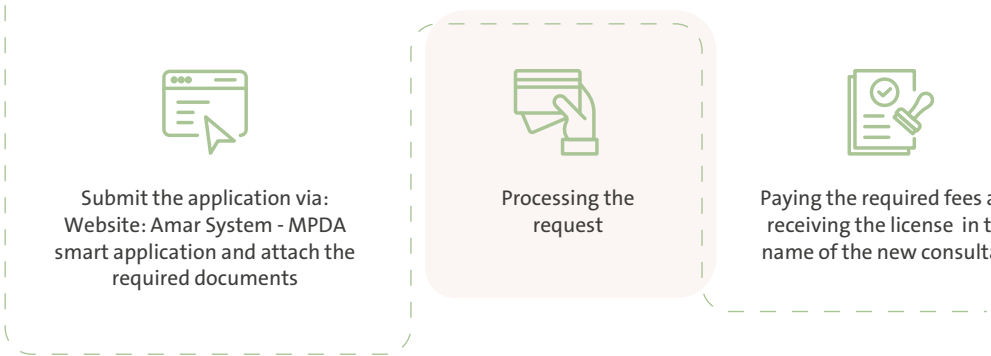
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Buildings Licensing



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Contractor Change Request



**Service description**

The service allows obtaining a building permit in the name of the new contractor by mutual consent at the request of the owner and terminating the contract with the previous contractor Categories(Consultants)

## Service Requirements

### Business

- Contract termination form and agreement by mutual consent / or affidavit from Legal Affairs
- An addendum to the supervision and contracting contracts
- New approved contractor license
- VStructural Audit checklist

## Service Fees

- Change of contractor: AED 500
- Insurances: AED 2 per square meter for all types of buildings, with a minimum of AED 500 for residential shades, AED 1,000 for annexes, AED 2,000 as a minimum for residential villas and Agricultural buildings, and AED 3,000 as a minimum for all types of buildings (non-residential/agricultural)

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

Linked to the expiry date of the current building permit

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via:  
the website: Ammar System -  
MPDA smart application and  
attach the required  
documents



Processing the  
request



Insurance and fees  
shall be paid



Receiving the license  
in the name of new  
contractor



# Buildings Licensing



## Categories of Customers

Business



## Service Class

Procedural service



### Sub Service Name

Architectural or Structural Modifications Request



### Service description

The service allows obtaining approval to make modifications to a project under construction in general and may include some/all architectural/construction plans.  
Categories(Consultants)

## Service Requirements

### Business

- Approved Architectural/Structural Drawings
- Approval of service entities:
  - Etihad water and Electricity
  - Emirates Telecommunications Corporation
  - Ajman Sewerage Company
  - General Department of Civil Defense (except for residential and agricultural)
- Architectural or structural modification form"

## Service Fees

- 200 درهم

## Partners

- Etihad water and Electricity
- Etisalat by e&
- The General Directorate of Civil Defence
- Ajman Sewerage Company

## Service Completion Time

(2) working days

## Limited Service

Linked to the expiry date of the current building permit

## Ratio of Digital Transformation

Partially Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request via website (Amar System)



Attaching the required documents and Pay the required fees



Receive the license

**Infrastructure Development Sector**



# **Roads & Infrastructure Department**



# Road Works Permits



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for Issuance Road Works Permit



### 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  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

## Service Requirements

Individuals	Business	Government Entities
<ul style="list-style-type: none"><li>An aerial photo of the site (via Google) and traffic diversion diagram.</li><li>Commercial license for a tent installation company (wedding or funeral).</li></ul>	<ul style="list-style-type: none"><li>Project plan and traffic diversion diagram</li><li>2-Permit request letter from the company</li></ul>	<ul style="list-style-type: none"><li>Project plan and traffic diversion diagram</li><li>A request letter from the entity.</li></ul>

## 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

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

At the request of the customer inside the order

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request  
Website - Electronic  
customer happiness services



Initial approval from  
Roads & Infrastructure  
Department



Paying service fees  
(there are no fees for  
wedding or funeral  
tents)



Receiving the  
permit





# Road Works Permits



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
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 Categories(Consultants-Contractors)

Service Requirements	
Business	Government Entities
<ul style="list-style-type: none"><li>• Site plan</li><li>• Letter from the company.</li></ul>	<ul style="list-style-type: none"><li>• Site plan</li><li>• Letter from the government entity</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>• 100 AED service fee</li><li>• 1000 AED insurance fee, refundable after the end of the service</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) month	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request at MPDA mobile Application and paying the fees



Processing and approval of the request



Paying the required fees



Receiving the permit via MPDA application



# Road Works Permits



Categories of Customers

Business



Service Class

Procedural service



Sub Service Name

Groundwater Withdrawal Request



Service description

A government service that allows the customer to request a permit to withdraw groundwater resulting from drilling work and drain it into the department's rain drainage network.

Categories(Consultants-Contractors)

## Service Requirements

### Business

- NOC,
- Commercial license of the implementing company (groundwater withdrawal company) issued from Emirate of Ajman,
- Site plan
- Groundwater withdrawal letter from customer,
- Copy of the follow-up card for the installation of a groundwater drainage pipe,
- In the event of a request to use a vehicle to extract groundwater, a valid copy of the tanker's ownership from both sides, issued by the Emirate of Ajman, shall be added,
- In the event of a request for a permit for an earth berm to collect water, a copy of the approval of the Planning and Survey Department shall be added to the plot of land on which the berm will be implemented, subject to the approval of the Investment Department

## Service Fees

- Drainage in the sea: insurance fees AED 10,000 / Service fees AED 100 per day
- Drainage in a manhole not connected to a pumping station: insurance fees AED 5,000 / Service fees AED 200 per day
- Drainage in a manhole connected to a pumping station: insurance fees AED 30,000 / Service fees AED 500 for the pump per day
- Collecting water inside an earthen berm: insurance fees AED 10,000
- Using an existing pipe: Service fees AED 50 per day
- Fees for permitting a vehicle to draw water with a capacity of 10,000 gallons: Insurance: 10,000 dirhams - Fees: 4,000 dirhams per month
- Fees for permitting a vehicle to draw water with a capacity of 5,000 gallons: Insurance: 5,000 dirhams - Fees: 3,000 dirhams per month
- Fees for permitting a vehicle to draw water with a capacity of 1,000 gallons: Insurance: 3,000 dirhams - Fees: 1,500 dirhams per month
- A fine for not renewing a Manhole use permit is 400 dirhams per day

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

At the request of the customer, it is written inside the permit

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request via mobile application MPDA



Processing the application and obtaining the initial approval



Apply for the follow-up card from MPDA application



Obtain final approval



Submit a request for completion of work



# Roads & Infrastructure Permits and Reports



**Categories of Customers**  
Individuals - Business  
- Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
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  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

Service Requirements		
Individuals	Business	Government Entities
<ul style="list-style-type: none"><li>Copy of Accident Report</li></ul>		

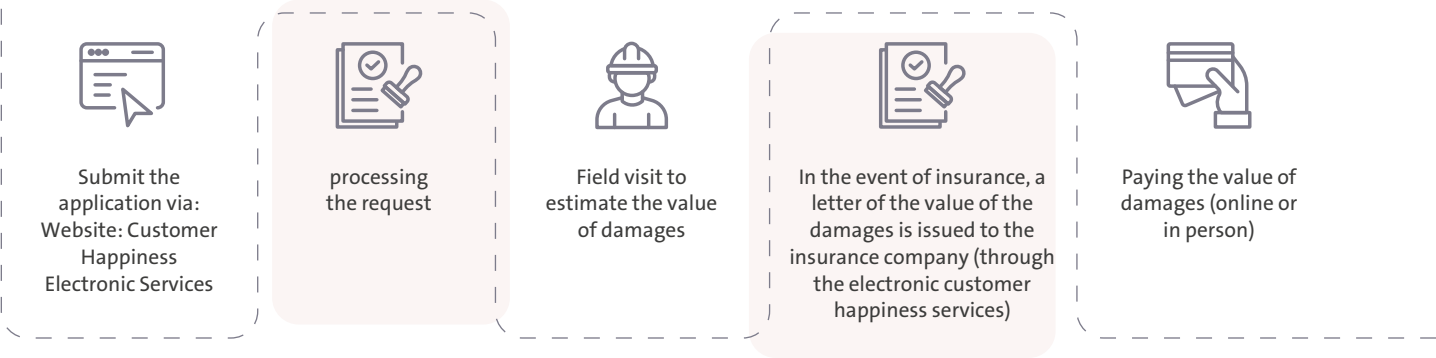
Service Fees	Partners
<ul style="list-style-type: none"><li>Free of charge (value determined based on damages)</li></ul>	<ul style="list-style-type: none"><li>Ajman Police General Headquarters</li></ul>

Service Completion Time	Limited Service	Ratio of Digital Transformation
(3) working days	30 Days	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels 24 / 7





# Road Design & Execution Follow-up



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
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 Categories(Contractors)

## Service Requirements

### Business

### Government Entities

- Letter from concerned entity
- Road sign diagram
- Site plan of the road sign
- Valid Emirates ID for the Applicant

## Service Fees

- AED 20,000 per year for a pole shaped road sign
- AED 3,000 per year for one road sign
- AED 7,000 per year for two road signs
- AED 15,000 per year for three or more road signs
- AED 10,000 per quarter for a pole shaped road sign
- AED 1,000 per quarter for one road sign
- AED 2,000 per quarter for two road signs
- AED 5,000 per quarter for three or more road signs
- (Government institutions are exempted from fees)

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

The validity of the permit is approved based on the time period specified in the application

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request and attach the required documents Website - Electronic customer happiness services



Inspect the site within three (3) working days



Notify the customer of the approval via phone



Pay the fees and receive the final permit



# Road Design & Execution Follow-up



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
Request To Determine Gate Levels



Service description  
A government service that allows customers to request determining gate levels based on sea level  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

Service Requirements		
Business		
<ul style="list-style-type: none"><li>Site plan</li><li>The approval of sidewalks and parking lots (in case the land is commercial or industrial)</li></ul>		
Service Fees	Partners	
<ul style="list-style-type: none"><li>Free</li></ul>	N/A	
Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) working days	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request Website - Electronic customer happiness services



Review previous plans or conduct a new study on level plans



Receive the transaction within one (2) working day



# Road Design & Execution Follow-up



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for Allocation of  
Sidewalks and Parking Lots



### Service description

A government service that allows customers to request a permit to organize the works of sidewalks and parking lots within the limits of the road reserve  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

## Service Requirements

### Individuals

### Business

### Government Entities

- The site plan,
- The license of the executing contractor,
- Proposed sidewalk and parking lot work plans,
- Permit form approved by the owner"

## Service Fees

- Free
- Follow-up card fees: 200 AED - extending services to one street or less
- AED 500 - extending services in one street or less or extending services to more than one street for lengths ranging from 5,000 meters to 10,000 meters
- AED 1,000 - extending services to more than one street for lengths ranging from 10,000 meters or more

## Partners

N/A

## Service Completion Time

(5) working days

## Limited Service

The follow-up card is valid for 6 months

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website - Electronic  
customer happiness  
services



Review the plan and  
issue approval within  
two (5) working days



Receive the permit to  
specify sidewalks and  
parking lots



Receive the follow-up  
card from the Roads  
Department



# Road Design & Execution Follow-up



## Categories of Customers

Individuals - Business



## Service Class

Procedural service



### Sub Service Name

Request For Using Outside Areas



### 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: outdoor seating areas for restaurants/loading & unloading.)

Categories(Contractors-Private Companies-Investors)

## Service Requirements

Individuals	Business
<ul style="list-style-type: none"><li>Land plan or Title deed,</li><li>Images or illustrations of the required site</li></ul>	<ul style="list-style-type: none"><li>Lease contract,</li><li>Commercial license</li><li>Images or illustrations of the required site,</li><li>No objection certificate of serving SHISHA (from Health Department in case of coffee shops)</li></ul>

## Service Fees

- 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
- 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
- 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
- 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
- AED 5 per month for using an area of a sidewalk for a seating area
- AED 50 per year for using an area of a sidewalk for a seating area

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

The validity of the permit is approved based on the time period specified in the application

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website - Ammar System -  
MPDA Application



Inspect the site  
within three (3)  
working days



Approval of the  
request



Pay the fees and  
receive the final  
permit



# NOCs and Clearances for Companies



## Categories of Customers

Business - Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for No-Objection  
Certificate To Commence Work



### Service description

A government service that allows customers to obtain no-objection certificates to commence construction work (Organizing infrastructure services that require excavation work within the road reserve)  
Categories(Consultants-Contractors)

## Service Requirements

### Business

### Government Entities

- Letter from the entity issuing the request,
- Assignment order,
- Copy of the building permit,
- Copy of a valid contractor's license issued from the Emirate of Ajman,
- Copy of the site plan and construction work plan,
- Business plans for which a no-objection certificate approved by the owner is required"

## Service Fees

- Service fees: free
- Follow-up card fees: AED 200 - extension of services by one street or less
- AED 500 - extending services to more than one street for lengths ranging from 5,000 meters to 10,000 meters
- AED 1000: for providing services to more than one street, with lengths over 10,000 meters"

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

valid for 6 months

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application and provide all required documents through Website - Electronic customer happiness services



Processing and approving the request



Receive the certificate via the website and complete the procedures for obtaining the follow-up card



Send the payment permission to the customer via e-mail (follow-up card)



Pay the fees via the mobile application (MPDA) and send the payment receipt via email



Receive the follow-up card via email





# NOCs and Clearances for Companies



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



## Sub Service Name

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 Categories(Consultants-Contractors)

Service Requirements		
Individual	Business	Government Entities
<ul style="list-style-type: none"><li>Original follow-up card,</li><li>The site plan approved by the Department,</li><li>No-Objection Certificate,</li><li>A copy of the contractor's valid commercial license issued by the Emirate of Ajman</li></ul>	<ul style="list-style-type: none"><li>Original follow-up card,</li><li>the site plan approved by the Department,</li><li>the No-Objection Certificate,</li><li>Letter from the owning entity stating that the contractor has completed work procedures</li><li>A copy of the contractor's valid commercial license issued by the Emirate of Ajman</li></ul>	

Service Fees	Partners
<ul style="list-style-type: none"><li>Service Fees: Free</li><li>Follor-up card fees: AED 500 - extension of services by one street or less or extending services to one or more streets for lengths ranging from 5,000 meters to 10,000 meters</li><li>AED 1000: for providing services to one or more streets, with lengths over 10,000 meters</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(3) working days	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request Website -  
Electronic customer happiness  
services



Transaction study



Approval of the request



Send payment  
authorization via email



Pay via the smart app and send the  
payment receipt via email



Receipt of the follow-up card from  
the Roads Department



Receipt of the application (customer  
happiness electronic services)



# Parking



## Categories of Customers

Business - Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for Rental of Fixed Parking Lot



### Service description

A government service that allows customers to rent a fixed parking lot in front of commercial or private buildings  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

### Service Requirements

#### Business

##### Temporary parking lease:

- Parking lot rental request filled out by the customer,
- Valid Emirates ID Card,
- Follow-up Card,
- Copy of the site plan,
- Copy of the parking spaces to be reserved or Makani number.
- Lease contract number

##### Fixed parking lease:

- Parking lot rental request filled out by the customer,
- Valid Emirates ID Card,
- Copy of the site plan,
- Copy of the parking spaces to be reserved or Makani number (in the event of a renewal request, attach the (previous) fixed parking rental certificate).
- Lease contract number

#### Government Entities

- An official letter from the government agency to provide fixed parking lots

### 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
- Temporary Parking Rental Service Fee :One-day rental of parking spaces subject to fee AED 15
- Renting one parking space for a day in dirt parking and not subject to fees of AED 10"

### Partners

N/A

### Service Completion Time

(3) working days

### Limited Service

According to the customer's request  
(6 months, one year or daily rental)

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website -  
Electronic  
customer  
happiness services



Examine the  
submitted  
documents



Field visit  
and site  
inspection



Notify the  
customer of the  
approval for  
payment via the  
website



Pay the fees at  
the website  
and receive the  
permit through  
the website



Install the  
parking sign  
for (new)  
shops only



# Parking



## Categories of Customers

Business - Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for Parking Lot Cancellation



### 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  
Categories(Real estate offices-Consultants-Contractors-Private Companies-Investors)

## Service Requirements

### Business

- No objection letter from the property owner (for the tenant)
- Ownership of the property (for the owner of the building)
- A picture for the parking (The rented parking lot must be within the boundaries of the property or building)

### Government Entities

- An official letter from the government entity requesting the cancellation of a parking lot

## 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
- There are no fees upon renewal"

## Partners

N/A

## Service Completion Time

(3) working days

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request in Website -Electronic customer happiness services



Examine the submitted documents



Notify the customer of the approval for payment via the website



Pay the fees via the website and receive the certificate



# Parking



## Categories of Customers

Individual



## Service Class

Procedural service



### Sub Service Name

Parking Reservation Request



### Service description

A government service that allows customers to reserve a parking ticket for short or long periods through the mentioned channels

## Service Requirements

### Individual

#### (In case of submission a parking reservation cards ),

- Annual parking cards for building residents: a copy of the original rental contract - a copy of a valid passport - a copy of the valid car ownership - a copy of the identity card - filling out the application form,
- Annual parking cards for people of determination: A copy of the parking permit for people with special needs issued by the Ministry of Interior - A copy of the valid passport - A copy of the valid car ownership - A copy of the identity card - Fill out the application form,
- Annual parking cards for the elderly: a copy of the passport (issued by the Emirate of Ajman) + a copy of the ID + a copy of the valid car ownership,
- Annual parking cards for government departments and private departments (banks and banks): a letter to whom it may concern addressed to the competent department + a copy of the valid passport - a copy of the valid car ownership - a copy of the identity card - Fill out the application form"

## Service Fees

- "Regular ticket: - Half an hour: AED 1 - One hour: AED 2
- VIP ticket: - Half an hour: AED 3 - One hour: AED 6
- Du / Etisalat Text Message: - One hour: AED 2.38
- Long Term Ticket: 10 days AED 100 - 20 days AED 200 - 30 days AED 300
- Annual subscription cards for customers - the first card (annual 2350 - semi-annual 1400 - quarterly 780) the second card (annual 1200 - semi-annual 600 - quarterly 300)
- VIP Card 1- Annual AED 6000 2- Semi-annual AED 3000 3- Quarterly AED 1500
- Parking cards for Senior Emiratis 1-yearly (free)
- Parking cards for people of determination 1-yearly (free)
- Parking cards for building residents (Emiratis citizen) First Card + Second Card 1- Annual (Free)
- Environmentally friendly parking cards 1-yearly (free of charge)
- Parking cards for government and local departments and private departments Banks and banks 1st card - 2nd card 1st card 1- Annual 1200 2- Semi-annual AED 600 3- Quarterly AED 300 second card 1- Annual AED 600 2- Semi-annual AED 300 3- Quarterly AED 150"

## Partners

- Emirates Telecommunications Corporation (Etisalat)
- DU Telecommunication
- Virgin Mobile UAE

## Service Completion Time

For parking reservations (immediately)  
for parking cards (working day) - (7 minutes)

## Limited Service

At the request of the customer

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the  
MPDA phone application  
Or SMS 5155



Payment of fees  
(government and local departments,  
banks, banks and customers)



Approve the  
request

**Infrastructure Development Sector**



**Spatial Information  
Systems Dept.**



## Spatial Data & Maps



### Categories of Customers

Individuals - Business  
- Government Entities



### Service Class

Procedural service



### Sub Service Name

Spatial Data (Makani Number)  
Request



### Service description

A government service that allows customers to obtain addressing service for emirate's buildings. The service is divided into: Makani number request, home number request, - building identification name request Categories(Private Companies)

### Service Requirements

Individual	Business	Government Entities
<ul style="list-style-type: none"><li>• Copy of the site plan or title deed</li></ul>	<ul style="list-style-type: none"><li>• An official letter requesting the data</li><li>• Copy of the site plan or title deed</li></ul>	<ul style="list-style-type: none"><li>• An official letter requesting the data</li><li>• Copy of the site plan or title deed</li></ul>

### Service Fees

- \* One spatial data layer in GIS format for each neighborhood 100 AED
- \* One spatial data layer in CAD format for each neighborhood 100 AED
- \* Spatial data layer satellite images for each neighborhood 50 AED
- \* Aerial image data layer for each neighborhood AED 100
- For issuing a Makani number, the service fee is free

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Related to updating the spatial data

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request  
Website - Electronic customer  
happiness services



Examining the  
submitted documents  
by the service provider



Approving the  
request and paying  
the fees



Receiving the  
request through  
system.



## Spatial Data & Maps



### Categories of Customers

Business - Government Entities



### Service Class

Procedural service



### Sub Service Name

Issuance of Spatial Maps



### Service description

A government service that allows customers to request the issuance of spatial maps and plans to locate Categories(Private Companies)

### Service Requirements

#### Business

- An official letter requesting the issuance of spatial maps
- A copy of a site plan or title deed

#### Government Entities

### Service Fees

- \* Issuance of spatial addressing data: AED 100 / registration of single building for the first year: AED 1000 / registration of a group of buildings (combined) for the first year: AED 2000
- AED 500: Issuing and printing A0 plans
- AED 250: Issuing and printing A1 plans
- AED 100: Issuing and printing A3 plans
- AED 30: Issuing and printing A4 plans"

### Partners

N/A

### Service Completion Time

(4) working days

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submitting the request  
Website - Electronic customer  
happiness services



Reviewing the  
documents by the  
service provider



Approving the  
the request and  
paying fees



Receipt of the request  
through system.

**Public Health and Environment Sector**



**Environment  
and Development  
Department**





# Environmental Certificates and Certifications



Categories of Customers  
Business



Service Class  
Procedural service



**Sub Service Name**  
Request for Issuance of To Whom It May Concern for Environmental Purposes



**Service description**  
This service allows the issuance of official certificates for facilities requested by local or federal government agencies in the State within (to whom it may concern - other) option by clearly printing the subject of the certificate. This service is provided at the customer's request to obtain the certificate for the concerned authority  
Categories(Private Companies)

Service Requirements
Business
N/A

Service Fees	Partners
• AED 100	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) year	Completed Digital Service

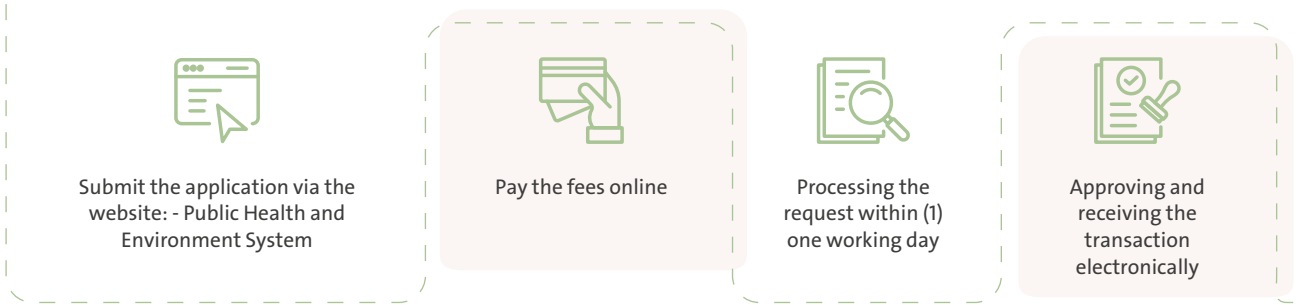
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Environmental Certificates and Certifications



Categories of Customers

Business



Service Class

Procedural service



## Sub Service Name

Request for Hazardous Waste Treatment System Approval



## Service description

A government service that allows the customer to obtain a statement and a technical review granted to the entity that conducts any initial treatment process for hazardous waste resulting from its industrial activity, which efficiently and effectively benefits the treatment unit, whether liquid or solid

Categories(Private Companies)

## Service Requirements

### Business

- Technical report on the assessment of the treatment unit

## Service Fees

- AED 500

## Partners

N/A

## Service Completion Time

(2) working days

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: - Public Health and Environment System



Pay the fees online



Processing the request within (2) two working days



Approving and receiving the transaction electronically



# Environmental Certificates and Certifications



**Categories of Customers**

Individual - Business



**Service Class**

Procedural service



**Sub Service Name**

Compliance With Environmental and Safety Requirements Certificate Request



**Service description**

This service allows the issuance of official certificates for facilities that are requested by local or federal government agencies in the State within (compliance with environmental and safety requirements) option. This service is provided at the customer's request to obtain the certificate for the concerned party Categories(Private Companies)

## Service Requirements

### Individual

- N/A

### Business

## Service Fees

- AED 100

## Partners

N/A

## Service Completion Time

(2) hours

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website:- Public Health and Environment System



Pay the fees online



Processing the request within (2) two hours



Approving and receiving the transaction electronically



# Environmental Certificates and Certifications



Categories of Customers  
Business



Service Class  
Procedural service



**Sub Service Name**  
Request for Issuance of Environmental Measurement Completion Certificate for Activities



**Service description**  
This service allows the issuance of official certificates for facilities that are requested by local or federal government agencies in the State within (certificate of completion of environmental measurements) option. This service is provided at the customer's request to obtain the certificate for the concerned authority.  
Categories(Private Companies)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>N/A</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED100</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(2) hours	N/A	Completed Digital Service

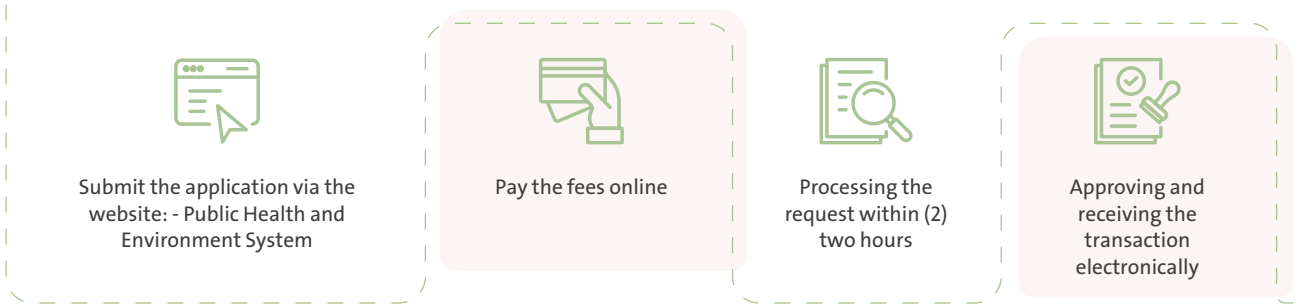
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Approval of environmental services



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Request for Approval of Environmental Services Company



**Service description**  
A government service (New - Renewal) that allows customers to obtain the accreditation of consulting companies, treatment companies and other environmental services companies with the Department to enable these companies to do business in the Emirate Categories(Private Companies)

## Service Requirements

### Business

- Business capability profile

## Service Fees

- Environmental studies' companies = 1000
- Environmental services' companies = 500

## Partners

N/A

## Service Completion Time

(2) working days

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website:- Public Health and Environment System



Pay the fees online



Processing the request within (2) working days



Approving and receiving the transaction electronically



# Approval of environmental services



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Request for Approval of Chemicals Exportation



**Service description**  
These certificates are issued in the event of the export of any chemical or dangerous materials, as they are subject to an inspection and audit process by the competent authority  
Categories(Private Companies)

## Service Requirements

### Business

- Material purchase invoice
- Material safety data sheet

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(1) working day

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: - Public Health and Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Approval of environmental services



**Categories of Customers**

Individual - Business



**Service Class**

Procedural service



**Sub Service Name**

Request for Issuance of Environmental Permit



**Service description**

A government service (New - Renewal) that allows the customer to issue an environmental permit for the initial or final approval of licensing and practicing environmental activities, which include industrial and professional facilities, chemicals trade, scrap trade and environmental impact activities, in order to ensure the facilities' commitment to environmental requirements and to ensure the application and implementation of environmental requirements Categories(Private Companies)

## Service Requirements

### Individual

- N/A

### Business

## Service Fees

- Environmental permit - low risk activities: 300
- Environmental permit - medium risk activities: 500
- Environmental permit - high-risk activities: 1000

## Partners

N/A

## Service Completion Time

(2) working days

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: - Public Health and Environment System



Pay the fees online



Processing the request within (2) two working days



Approving and receiving the transaction electronically



# Environmental Measurements and Studies



Categories of Customers  
Business



Service Class  
Procedural service



**Sub Service Name**  
Request for Approval of  
Environmental Impact  
Assessment Studies



**Service description**  
A government service that enables customers to obtain approval of  
environmental impact assessment studies and reports, with the possibility  
to request amendments or reject the report or study.  
Categories(Private Companies)


Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Providing the study (via e-mail, paper or USP)</li></ul>

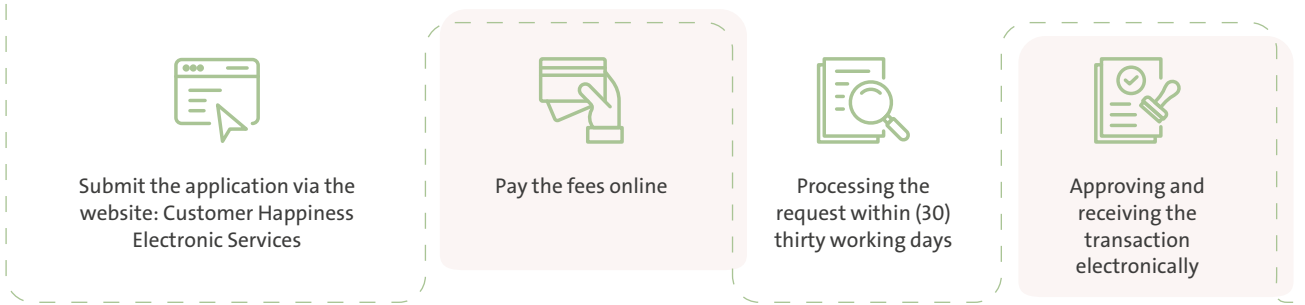
Service Fees	Partners
<ul style="list-style-type: none"><li>AED 200</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(30) working days	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels  24 / 7







# Environmental Measurements and Studies



Categories of Customers  
Individual - Business



Service Class  
Procedural service



Sub Service Name  
Environmental Consultancy 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 Categories(Contractors)

Service Requirements	
Business	Business
• N/A	

Service Fees	Partners
• AED 200	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	N/A	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: Customer Happiness Electronic Services



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Environmental Measurements and Studies



**Categories of Customers**  
Individuals - Business  
- Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
Request for Issuance of  
Environmentally-friendly  
ly Product



**Service description**  
This service allows facilities to issue official certificates proving that the product is environmentally friendly as requested by local or federal government institutions in the country. The service is available under the (Environmentally friendly product) option. It provides customers with certificates tailored to their request and can be addressed to the concerned institution Categories(Private Companies)

Service Requirements		
Individuals	Business	Government Entities
• N/A		

Service Fees	Partners
• AED 100	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
2 hours	N/A	Completed Digital Service

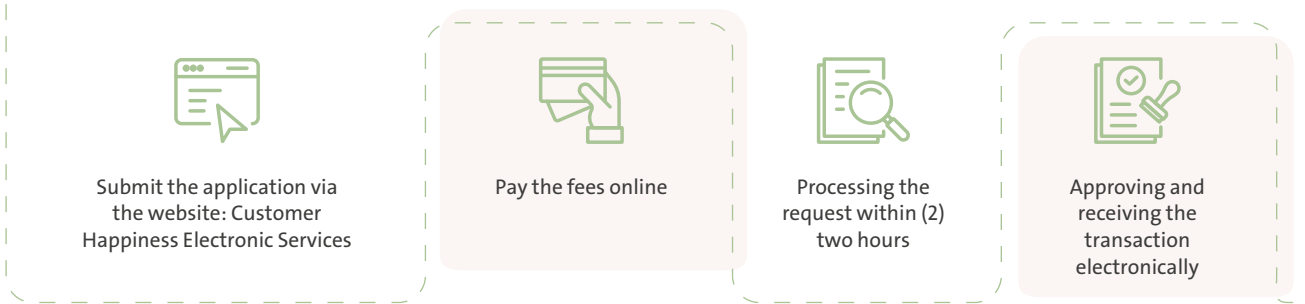
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Medical and Hazardous Waste Management



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
Request for Approval of  
Environmental Vehicle



Service description  
A service (New - Renewal) 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)  
Categories(Private Companies)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Vehicle License</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 100 per vehicle</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) year	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: Public Health and Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Medical and Hazardous Waste Management



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

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 As an option for the To Whom It May Concern Certificate (Environment). It provides customers with certificates tailored to their request and can be addressed to the concerned institution  
Categories(Private Companies)

### Service Requirements

#### Individuals

- N/A

#### Business

#### Government Entities

### Service Fees

- AED 100

### Partners

N/A

### Service Completion Time

2 hours

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via  
the website: Public Health  
and Environment System



Pay the fees online



Processing the  
request within (2)  
two hours



Approving and  
receiving the  
transaction  
electronically



# Medical and Hazardous Waste Management



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
Request for Hazardous  
Waste Inspection



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  
Categories(Private Companies)

Service Requirements
<b>Business</b>
<ul style="list-style-type: none"><li>Material Safety Data Sheet</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 100</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) year	Completed Digital Service

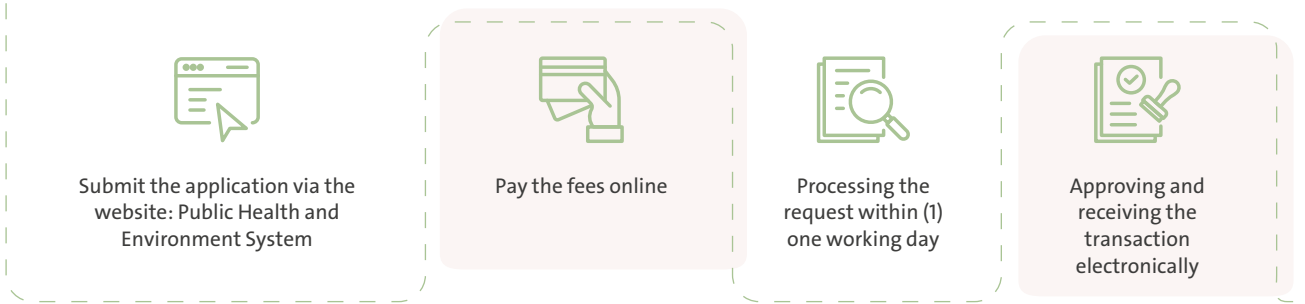
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Medical and Hazardous Waste Management



Categories of Customers  
Individual - Business



Service Class  
Procedural service



**Sub Service Name**  
Request for Certificate 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 entity. Categories(Private Companies)

Service Requirements	
Individual	Business
• N/A	

Service Fees	Partners
• AED100	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
2 hours	N/A	Completed Digital Service

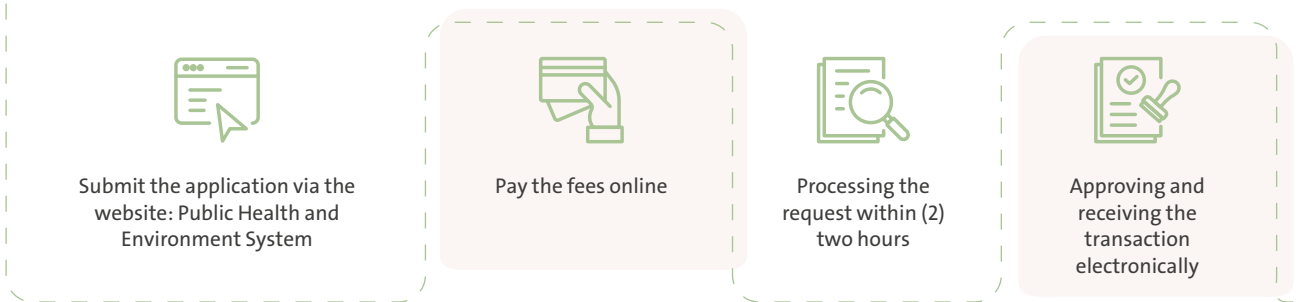
## Procedures and steps for Submitting the request



Service delivery channels



24 / 7





# Medical and Hazardous Waste Management



Categories of Customers  
Business



Service Class  
Procedural service



Sub Service Name  
Request for Release of  
Hazardous Chemicals



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.  
Categories(Private Companies)

Service Requirements
Business
<ul style="list-style-type: none"><li>N/A</li></ul>

Service Fees	Partners
<ul style="list-style-type: none"><li>AED 200</li></ul>	N/A

Service Completion Time	Limited Service	Ratio of Digital Transformation
(1) working day	Valid for (1) month	Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: Public Health and Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically

**Public Health and Environment Sector**



**Public Health  
Department**





# Halal Slaughtering



## Categories of Customers

Individual - Business



## Service Class

Procedural service



**Sub Service Name**  
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 Categories(Private Companies)

## Service Requirements

### Individual

- Purchase invoice

### Business

- Health veterinary release certificate in case of import
- Health certificate for the animal from the farm

## 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

## Partners

N/A

## Service Completion Time

30 minutes for small carcasses  
(2) hours for large carcasses

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit a slaughter service request on the MPDA smart application and pay the required fees for the service or Attending the abattoir (Ajman, Masfout, Al Manama) in person with the required animal



Be present in person at the abattoir (Ajman, Masfout, Al Manama) with the required animal and pay the fees and get the animal identification card



Veterinary examination of meat after slaughtering by veterinarians, and handover of meat to customers



# Public Health Pest Control



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Accreditation Request For  
Public Health Pest Control  
Companies



**Service description**

New, renew or modify data Accreditation of public health pest control companies to ensure the availability of all health requirements to perform the service to maintain public health and the safety of individuals in the Emirate Categories(Private Companies)

## Service Requirements

### Business

- The file for the approval of the Public Health Pest Control Company:
  - \*List of pesticides used by the company in pest control operations along with its registration certificate at the Ministry of Climate Change and Environment
  - \*Tools and equipment used by the company in pest control operations.
  - \*Certificate of a pest control specialized engineer working for the company as well as the owner's ID documents.
- A written undertaking ensuring compliance with the requirements of federal and local laws

### Service Fees

- AED 2000

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the  
website - Public Health &  
Environment System



Pay the fees online



Processing the  
request within (2)  
working days



Approving and receiving the  
transaction electronically



# Vehicle Classification



## Categories of Customers

Business



## Service Class

Procedural service



### Sub Service Name

Health Vehicle Permit Request



### Service description

A service (New - Renewal) 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.  
Categories(Private Companies)

## Service Requirements

### Business

- Ownership details of the vehicle requested to be licensed
- Workers' occupational health cards.
- Cooling and freezing vehicle calibration certificates.
- Food distributors' training certificates

### Service Fees

- AED 100

### Partners

N/A

### Service Completion Time

(1) working day

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Food & Health Facilities Inspection



## Categories of Customers

Individual - Business



## Service Class

Procedural service



## Sub Service Name

Site Consulting Inspection Request



## Service description

A consulting service to inspect new sites for investors to issue the initial approval for licensing food and health activities before starting the economic licensing procedures

Categories(Private Companies-Investors)

## Service Requirements

### Individual

- Data of the site to be inspected (Makani number, site / warehouse number)
- Details of the activity to be licensed"

### Business

## Service Fees

- AED 200

## Partners

N/A

## Service Completion Time

(2) working days

## Limited Service

Valid for (1) month

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



Pay the fees online



Processing the request within (2) working days



Approving and receiving the transaction electronically



# Food & Health Technical Approvals & Permits Accreditation



## Categories of Customers

Individual - Business



## Service Class

Procedural service



## Sub Service Name

Health Permit Request



## Service description

A service (New - Renewal) that enables customers to obtain all initial approvals required for the licenses and permits for the practice of public health-related activities of food facilities in the Emirate to ensure that all activity requirements are met before starting the activity.

Categories(Private Companies)

## Service Requirements

### Individual

- Request for licensing economic permit initial approval (individuals)
- Request for amending the details of the economic activity (initial approval from the DED (Business)
- Detailed interior plan for the activity requirements from a company approved by the Department.
- List of tools and equipment used in the activity.
- List of products/services for the activity

### Business

## Service Fees

- Inspection fees of a food or health facility with limited activity (license / renewal): AED 200
- Inspection fees of a medium-sized food or health facility (license/renewal):L AED 500
- Inspection fees of a food or health facility with a large activity (license / renewal): AED 1000

## Partners

- Department of Economic Development

## Service Completion Time

Immediate approval

## Limited Service

The validity of the certificate according to the type of activity (one year - two years - 3 years)

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Obtaining the health approval automatically within the procedures for issuing commercial contracts in accordance with the terms and conditions registered with the type of activity



Paying the service fee electronically along with the commercial contract authentication fee



Inspecting the site and verifying that the health requirements stipulated in the terms and conditions are met at the time of issuing the license



Issuing the final approval and starting the activity of the facility



# Food & Health Technical Approvals & Permits Accreditation



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
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.  
Categories(Private Companies)

## Service Requirements

### Business

- Details of the entity for whom the certificate is required or any enclosure proving this

## Service Fees

- AED 100

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) month

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Food & Health Technical Approvals & Permits Accreditation



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Accreditation of Public Health Support Companies



**Service description**  
approval of Public Health supporting companies includes (food safety management systems certification - consulting companies - training companies - private food laboratories – designing companies for internal layout related to public health activities - cleaning and disinfecting water tanks companies ) to ensure the provision of effective services by competent companies and approved procedures that serve the department's objectives of public health Categories(Private Companies)

## Service Requirements

### Business

- Companies from outside the emirate: to provide company's accreditation certificate from the relevant municipality and type of accreditation.
- Specialized certificates for service providers according to the type of service accreditation to ensure their academic qualification and adequate experience in providing such services in the emirate.
- Identification papers that prove the service providers's work with the company.
- company's work history file in the state or emirate.
- Facility APHP accreditation certificate
- In case of accreditation service of private laboratories: an official undertaking to be submitted by the laboratory to send all non-conformant laboratory analyzes to the Department.
- In the event of provision of accreditation service of drinking water tanks disinfection and cleaning companies: to provide list of chemicals and tools used for cleaning and disinfection.
- In the event of provision of plan execution companies accreditation, providing samples of plans previously executed by the company to be provided for a number of activities specified in the service request.

### Service Fees

- AED 3000

### Partners

N/A

### Service Completion Time

(1) working day

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically



# Health Supervision Staff Accreditation



Categories of Customers

Business



Service Class

Procedural service



## Sub Service Name

Health Supervision Staff Accreditation Request



## Service description

A service (New - Renewal) 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.  
Categories(Private Companies)

## Service Requirements

### Business

- Health supervisor's details (academic qualifications - experience and training certificates in the field of food and public health)
- Training certificate from Ajman Public Health Program (APHP)
- The supervisor's occupational health card
- Identification papers that prove the supervisor/engineer's work with the company"

## Service Fees

- AED 500

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

Valid for (1) year

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via the website: - Public Health and Environment System



Pay the fees online



Processing the request within (1) one working day



Approving and receiving the transaction electronically





# Food and Health Facilities Licensing and Accreditation



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
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.  
Categories(Private Companies)

## Service Requirements

### Business

- Facility APHP accreditation certificate
- Details of meal transport and distribution vehicles
- List of supplied food items
- From outside the Emirate: Letter explaining the health status of the facility issued by the concerned municipality

### Service Fees

- AED 500

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the  
website - Public Health &  
Environment System



Pay the fees online



Processing the request  
within (2) working days



Approving and receiving  
the transaction  
electronically



# Food and Health Facilities Licensing and Accreditation



**Categories of Customers**  
Business



**Service Class**  
Procedural service



**Sub Service Name**  
Request to approve 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.  
Categories(Consultants-Private Companies)

## Service Requirements

### Business

- Engineering plan in JPG/PNG format for approval
- Detailed list according to the activity type

### Service Fees

- AED 100

### Partners

N/A

### Service Completion Time

(1) Working day

### Limited Service

Valid for (1) year

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the  
website - Public Health &  
Environment System



Pay the fees online



Processing the request within  
(1) one working days



Approving and receiving  
the transaction  
electronically



# Food and Health Facilities Licensing and Accreditation



**Categories of Customers**  
Business



**Service Class**  
Procedural service



## Sub Service Name

Request to change the approval of engineering plans for 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.

Categories(Consultants-Private Companies)

## Service Requirements

### Business

- Engineering plan in JPG/PNG format for approval
- Detailed list according to the activity type

## Service Fees

- AED 100

## Partners

N/A

## Service Completion Time

(1) working day

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



Pay the fees online



Processing the request within (1) one working days



Approving and receiving the transaction electronically



# Foodstuff Shipment Release



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

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.

Categories(Private Companies)

## Service Requirements

### Business

- Information of foodstuffs mentioned in the exportation request (type – category – quantity)
- Laboratory analyzes of foodstuffs specified in the service request
- Sales invoice approved by the Chamber of Commerce and Industry

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Valid for (3) months

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request Website -  
Public Health & Environment  
System



Pay the fees online



Processing the  
request within (2)  
two working days



Approving and  
receiving the  
transaction  
electronically



# Foodstuff Shipment Release



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Request For A Health Release  
Certificate For Foodstuff  
Shipments In Ajman Port



**Service description**

Issuing a health release certificate for foodstuffs shipments imported into Ajman Port after examination and registration of foodstuffs imported to the UAE to ensure their compliance with the laws and regulations applicable in the UAE  
Categories(Private Companies)

## Service Requirements

### Business

- Information of foodstuffs mentioned in the exportation request (type – category – quantity)
- Foodstuffs health certificate issued by the official health authorities at the countries of origin
- Certificate of origin for the foodstuffs in the shipment
- Customs declaration certificate confirming the entry of those goods into the country
- Packing list for the foodstuffs in the shipment
- Halal certificate for animal products – issued by the official authorities in the country
- Specialized certificates/ administrative decisions as per the foodstuffs types
- Laboratory analyses of the foodstuffs listed in the service request (application) – if available"

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website - Public Health &  
Environment System



Pay the fees online



Processing the  
request within (2)  
two working days



Approving and  
receiving the  
transaction  
electronically



# Foodstuff Shipment Release



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Request For A Health Release  
Certificate For Foodstuff  
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 of the foodstuffs imported to the UAE and ensure their compliance with the laws and regulations applicable in the UAE  
Categories(Private Companies)

## Service Requirements

### Business

- No-objection certificate for transferring a food shipment / Federal Zad System
- Foodstuff data specified in the export application (type - item - quantities)
- Health certificate for foodstuffs issued by the approved health authorities in the country of origin.
- Certificate of origin for foodstuffs with shipment
- Customs declaration certificate for entry of materials into the country.
- Packing list for foodstuffs by shipment.
- Halal certificate for foods of animal origin - from the approved authorities in the country
- Specialized certificates according to the type of food or administrative decisions
- Laboratory analyzes of foodstuffs specified in the service request, if available"

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(4) working days

### Limited Service

N/A

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website - Public Health &  
Environment System



Pay the fees online



Processing the  
request within (3)  
three working days



Approving and  
receiving the  
transaction  
electronically



# Foodstuff Shipment Release



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Request For Foodstuff 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

Categories(Private Companies)

## Service Requirements

### Business

- Information of foodstuffs mentioned in the exportation request (type – category – quantity)
- Laboratory analyzes of foodstuffs specified in the service request
- Sales invoice approved by the Chamber of Commerce and Industry

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Valid for (3) months

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request  
Website - Public Health &  
Environment System



Pay the fees online



Processing the  
request within (2)  
two working days



Approving and  
receiving the  
transaction  
electronically



# Foodstuff Shipment Release



**Categories of Customers**

Business



**Service Class**

Procedural service



**Sub Service Name**

Request for a Veterinary  
Exportation Health Certificate



**Service description**

Issuance of a veterinary health certificate for the export of materials of animal origin (fit for consumption - unfit for consumption) to ensure the safety of materials for public health requirements and veterinary control in accordance with regulations and specifications  
Categories(Private Companies)

## Service Requirements

### Business

- Laboratory reports on the safety of materials intended for human consumption
- Certificates and documents showing the source and origin of the raw and processed materials to be exported"

### Service Fees

- AED 200

### Partners

N/A

### Service Completion Time

(2) working days

### Limited Service

Valid for (1) month

### Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request Website -  
Public Health & Environment  
System



Pay the fees online



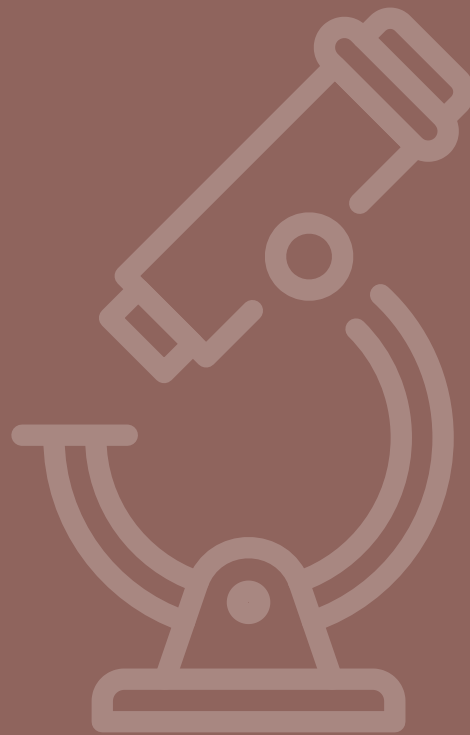
Processing the  
request within (2)  
two working days



Approving and receiving  
the transaction  
electronically



**Public Health and Environment Sector**



# **Central Laboratories Department**



# Building Materials & Samples Testing



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Request For Assessment of Compliance 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. The site must be ready and free of any obstacles preventing the examination at the time of application for the service.  
Categories(Consultants)

## Service Requirements

Individuals	Business	Government Entities
<ul style="list-style-type: none"><li>Building Materials Sample</li></ul>	<ul style="list-style-type: none"><li>Copy of building permit approved for project</li><li>Building Materials Sample</li></ul>	<ul style="list-style-type: none"><li>Copy of project approved building permit (for the consultant approved by the government entity),</li><li>Building materials sample</li></ul>

## Service Fees

- Emiri Decree No. (9) of 2018 on Fees for Infrastructure Development Sector in the Municipality of Ajman and Penalties for the Violations thereof

## Partners

N/A

## Service Completion Time

(1) to (30) working days depending on the type of examination

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via: - Website: Ammar system



In the case of external testing, a date for the field visit will be set. In the case of laboratory tests, the samples will be delivered by the applicant to the Central Laboratories outlet / Building Materials Laboratory Section after submission of the application



Pay the fees online



In the event of acceptance, internal procedures are taken and the application is processed. In the event of rejection, the application is submitted again



Receive the building material testing report electronically



# Building Materials & Samples Testing



**Categories of Customers**  
Business - Government Entities



**Service Class**  
Procedural service



**Sub Service Name**  
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  
Categories(Consultants)

## Service Requirements

### Business

- Site plan issued by the Municipality & Planning Department

### Government Entities

## Service Fees

- Emiri Decree No. (9) of 2018 on Fees for Infrastructure Development Sector in the Municipality of Ajman and Penalties for the Violations thereof

## Partners

N/A

## Service Completion Time

from (5) to (35) working days depending on the type of examination

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the application via: Website: Electronic Provider Services - Central Laboratory Portal



set a date for site visit for testing



Internal procedures, the application is processed in case the transaction is accepted and fee paid electronically



Receive the testing report electronically



# Food & Environmental Sample Testing



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



## Sub Service Name

Request For Food Sample Testing



## Service description

A government service that allows the customer to request physical, chemical and microbiological examination of food samples and their conformity with approved specifications such as imported and exported samples, food label evaluation, promotional and periodic samples.

Categories(Private Companies)

## Service Requirements

Individuals	Business	Government Entities
<ul style="list-style-type: none"><li>Sample testing request (Sample Receipt Form)</li></ul>	<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</li></ul>	<ul style="list-style-type: none"><li>Sample testing request letter</li></ul>

## Service Fees

- Amiri Decree No. (3) of 2018 on Public Health and Environment Sector Services Fees

## Partners

N/A

## Service Completion Time

5-8 working days based on the food sample type

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via the website - Public Health & Environment System



It is required to be present in person at central laboratories outlet (food laboratory section) to submit sample within (5) days maximum after the submission of the request



Internal procedures. the request is processed. In case of acceptance of transaction, fees are paid electronically



Receiving the lab report electronically



# Food & Environmental Sample Testing



## Categories of Customers

Individuals - Business  
- Government Entities



## Service Class

Procedural service



### Sub Service Name

Request for Environmental  
Sample Testing



### Service description

A government service that allows the customer to request the examination of environmental samples, including: seawater testing, organic fertilizers, lube oil testing, plastic bag testing, cosmetics testing, factory waste testing, swimming pool water testing, groundwater testing and agricultural water and ensuring their compliance with the approved specifications.  
Categories(Private Companies)

## Service Requirements

### Individuals

- Request for (sample testing – environmental) at tCentral Laboratories outlet

### Business

### Government Entities

- Sample testing request letter

## Service Fees

- Amiri Decree No. (3) of 2018 on Public Health and Environment Sector Services Fees

## Partners

N/A

## Service Completion Time

(36-8-5 working days) based on the  
environmental sample type

## Limited Service

N/A

## Ratio of Digital Transformation

Completed Digital Service

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Submit the request via  
the website - Public  
Health & Environment  
System



It is required to be present in person  
at central laboratories outlet (food  
laboratory section) to submit  
sample within (5) days maximum  
after the submission of the request



Internal procedures. the  
request is processed. In  
case of acceptance of  
transaction, fees are paid  
electronically



Receiving the  
lab report  
electronically



## Service Packages



# Service Package



## Categories of Customers

Business



## Service Class

Procedural service



### Sub Service Name

Bait Amer



### Service description

The customer submits the application via "Ammar" system, enabling the consultant to access electronic approval service of architectural and structural drawings and access NOC issuance service from the Communications Authority, the Federal Electricity and Water Authority, and Ajman Sewerage.

## Service Requirements

### Business

- The customer applies for the building permit service (villas) via Ammar system website.
- The customer fills out the required fields for the application and downloads the required attachments from the Municipality and Planning Department, in addition to service technical plans for electricity and water, communications plans, and sewage plans.
- The customer pays the initial application fees for the Municipality and Planning Department via the system. The application information will be sent to the partners (Communications Authority, Federal Electricity and Water Authority, Ajman Sewerage) according to each entity and its requirements for data and attachments.
- The architectural employee conducts a technical review of the application. If there are any comments, the application will be sent back to the customer for necessary completion. If there are no comments, the application will be approved.
- The structural employee conducts a technical review of the application. If there are any comments, the application will be sent back to the customer for necessary completion. If there are no comments, the application will be approved.
- The final auditor reviews the application and reviews the status of the application by the partners (in process - approved - rejected).
- The customer pays the final fees and security deposits (including Municipality and partner fees) if the application is approved by the Municipality and Planning Department and by the partners. In addition, the customer can receive the building permit and NOCs from the partners according to the linkage requirements file.
- In case the application is rejected by one of the partners (Communications Authority, Federal Electricity and Water Authority, Ajman Sewerage), the final auditor returns the application to the customer and informs him to approach the concerned authority.
- The customer approaches the concerned authority (the Communications Authority, the Federal Electricity and Water Authority, and Ajman Sewerage). If the relevant authority the Communications Authority, the Federal Electricity and Water Authority, and Ajman Sewerage) which reviewed the previously rejected application approves it, the application is updated in the Ammar system in the Municipality and Planning Department, and this takes place automatically based on the linkage requirements file.
- The customer resubmits the application in the Ammar system. In this case, the final auditor checks the previously submitted request and checks the application's status from the partners. If the application is approved, the final auditor approves it.
- After the customer pays the final fees, the consultant receives the building license and NOCs from the relevant authorities, and the system will notify the partners that the customer has received the building license and NOCs.

### Partners

- Communications Authority
- Federal Electricity and Water Authority
- Ajman Sewerage

## Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Application submitted via:  
Website: Ammar System



Apply for Building Issuance Service and Pay Initial Fees



Approve service drawings with Partners and issue NOC



Approve Architectural and Structural Drawings and Inspect the site, if any



Final audit and fee calculation



Pay fees and deposit and receive Building Permit + NOC



## Service Package



### Categories of Customers

Business



### Service Class

Procedural service



### Sub Service Name

Ease of Doing Business Package



### Service description

The Department adopted the directives of the wise leadership to enhance the emirate's competitiveness by streamlining the process of issuing economic licenses. Recognizing its crucial role in the Emirate, the Department has revamped the technical approval procedures for health and environmental permits, aligning them with the Tasdeeq and Raqeeb system. This integration guarantees swift approvals for economic license applications, ensuring compliance with all terms and conditions. By leveraging technical approval inspections, businesses can commence operations promptly after obtaining the license from the Department of Economic Development (DED). Customers will be able to complete all technical approval procedures for licensing solely through the Lease Contracts Authentication Service.

### Service Requirements

#### Business

- Issuance of Trade Name Reservation from the DED.
- Application for Lease Contract Authentication Service.
- Payment of service fee + health and environmental fee + public hygiene fee in a single invoice.
- Issuance of economic license from the DED.
- Transferring the final approval inspection task to start the activity to Raqeeb system autonomously.

#### Partners

- Department of Economic Development (DED)

### Procedures and steps for Submitting the request



Service delivery channels



24 / 7



Application submitted via: DED Economic Licensing System



Issuance of Trade Name Reservation from DED



Application for Lease Contract Authentication Service



Payment of service fee + health and environmental fee + public hygiene fee in a single invoice



Payment of service fee + health and environmental fee + public hygiene fee in a single invoice



Transferring the final approval inspection task to start the activity to Raqeeb system autonomously





## Contact and Communication Channels

### Communication channels

Ten (10) varied communication channels have been adopted to deliver services through some and streamline customers' access to necessary information for service acquisition through others. These channels include:





## FAQs

#	Question	Answer
1	<b>What is the geographical location of the Municipality and Planning Department - City/Manama/Masfoot</b>	You can search for the Center using Google Maps App *City by writing (Municipality and Planning Department, Main Building) *Manama by writing (Municipality and Planning Department Manama Ajman) *Masfoot by writing (Masfoot Municipality)
2	<b>How can I register on MPDA App?</b>	Download the App from the store, log in via your UAE Pass, or sign up in the App, fill in the required data and create a username and password.
3	<b>What communication channels are available?</b>	You can contact the Call Center 80070 or use MPDA App, choose (Qareeb - a video chat with the Customer Happiness Coordinator) or through the Department's website (/https://www.am.gov.ae), home page, and choose (Qareeb).
4	<b>Do you have social media accounts?</b>	Instagram (ajmanmunicipality)      Facebook (ajmanmunicipality) Twitter (ajmanmunicipality)      YouTube (ajmanmunicipality)
5	<b>Do I need to pay for the UAE Pass?</b>	There are no fees for registering in the service, or using the UAE Pass
6	<b>What are the Working hours of Ajman Municipality and Planning Department?</b>	Physical presence and video communication Monday to Thursday from      07:30 AM to 05:30 PM Friday from      07:30 AM to 12:00 PM Saturday from      07:30 AM to 03:30 PM Application for E-Services 24/7
7	<b>What payment methods are available?</b>	Credit card
8	<b>How can I get information on the service?</b>	Through the Service Catalogue on the Department's website (/https://www.am.gov.ae) and Instagram (ajmanmunicipality), MPDA App, service centers, toll-free number 80070
9	<b>How can I know the status of my transaction?</b>	Through the inquiry service in MPDA App and the Department's website (/https://www.am.gov.ae)
10	<b>When are parking fees charged?</b>	8:00 AM to 1:00 PM 5:00 PM until 9:00 PM Parking is free on Fridays and official holidays
11	<b>Where are parking fines paid?</b>	The fine is paid via the MPDA App



## Fee supplement

Fees are subject to central laboratory management services

Service	Fee (Dhs)
Mix Design (excl. Aggregate tests and trail Mix)	400
Mix Design (incl. Aggregate Tests and Lab Trail Mix, Testing up to 9 cubes and 3 aggregates )	1000
Air Content Of Fresh Concrete	150
Particle Size Distribution (Dry Sieving)	150
Flakines & Elongation Index	150
Particle Densities and Water Absorption	150
Specific Gravity and Water Absorption (Coarse Aggregate)	100
Specific Gravity and Water Absorption (Fine Aggregate)	100
Aggregate Impact Value	150
L.A. Abrasion of Large Size Coarse Agg.	200
Soundness By Use Of Sodium Sulphate or Magnesium Sulphate Of Fine Ag	300
Liquit Limits + Plastic Limits +Calculation of Plasticity inde	200
Particle Size Distribution (Dry sieving Method)	150
Chloride Content (Water Extracted)	100
Chloride Content (Acid Extracted)	100
sulphate Content (Acid Extracted)	100
PH Value	100
Carbonate Content	100
Total Dissolved Solids	100
Organic Matter content	100
Chloride Content in Water	100
sulphate Content	100
Total Dissolved Solids	100
Standard Chemical Analysis	1000
Solid Content	75
Chloride content	100
Urgent Reporting	500
Transporation For Field Staff Provided By Laborator	100
Dry Density Moisture Content Relationship Using 2.5kg	250



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Compressive Strength Of Concrete Cubes	45
Compressive Strength Of Cylindrical Concrete Specimen	180
Flexural Test for Modulus of Rupture of Moulded Concrete Beam	100
Compressive Strength Of Pre-cast Concrete Masonry Units with Flexiboard 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
Dinsity of Pre-Cast Concrete Filler Block	30
Comp Strentgth of Pre-Cast Concrete Paving Blocks per Blocks	20
Dimension of Pre-Cast Concrete Paving Blocks per Blocks	10
Water Absorption of Pre-Cast Concrete Paving Blocks per Blocks	25
Dimensions & Transverse Strength of kerbs, Flags, Channels	100
Water Absorption of kerbs, Flags, Channels	100
Comp. Strentgth of Conc. Cores (Drilling, Trim, Capp and Crushing) Excl Transporation	500
"Water Absorption of Hardened Concrete (excluding Sample Preparation)"	450
Acid Soluble Sulphate Content Of Concrete Dust Samples	70
Chloride Content in Concrete	70
Mix Design (incl. Aggregate Tests and Lab Trail Mix, Testing Up to 9 Cubes and 4 aggregates)	1200
Mix Design (incl. Aggregate Tests and Lab Trail 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 Surfase Absorption	450
Schmidt Hmmer Test (min10)	35
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 (Wet sieving)	150
Fineness Modulus of Sand including Wet Seive Analysis	150



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Materials Finer Than 75 Micron Sieve	60
Materials Finer Than 75mm (No. 200) Sieve	100
Light Weight Pieces	100
Bulk Density Determination	100
Un-Compacted Void Content of Fine Agg.	100
Shell Content	80
Partially Crushed Faces of Agg.	150
Fully Crushed Faces of Agg	150
Particle Density of Filler	150
Aggregate Crushing Value	150
Ten Percent Fines Value	150
L.A. Abrasion of Small Size Coarse Agg.	200
Soundness by use of Sodium Sulphate or Magnesium Sulphate OF Coarse Agg.	300
Moisture Content	30
Chloride Content Acid Extract	65
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
Plastic Limit	50
Linear Shrinkage	150
Particle Density of Soil	75
Specific Gravity of Soil	75
In-site Density by Sand Replacement Method for SAND fills (min.charge 225DHS)	75
Particle Size Distribution (Wet Sieving Method)	150
Dry Density-Moisture Content Relationship using 4.5kg Rammer	250
California Bearing Ratio (CBR) one Mould	300
California Bearing Ratio (CBR) three Mould	500
In-site CBR (Minimum charge 1200 & reaction provided by client)	600



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Maximum and Minimum Dry Densities for Granular Soils	400
Plate Bearing test per point (REACTION PROVIDED BY CLIENT)	1000
In-site Density by Sand Replacement Method for ROAD BASE fills (min.charge 300DHS)	100
pH Value	30
Tensile & Elongation Testing	300
Re-Bend	100
Low Strain Integrity Testing of Piles Dia. $\leq 75\text{mm}$ ) transportation provided by client	20
Plasticity Index (Liquid & Plastic Limits)	100
Particle Size Distribution (by Wet Method)	50
Particle Size Distribution (by the Hydrometer Method)	100
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 $75 < \text{BLOWS} \leq (400)$	340
Preparation of compacted bituminous marshall method $(400 < \text{BLOWS} \leq 600)$	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
Core sampling of bituminous Paving mixture (100mm DIA.) minimum 10 points	100



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Loss on stability determination	04
Thickness/diameter of compacted bituminous Paving mixture	01
Asphalt mix design by marshall method per mix(excluding aggregate testing	0004
Flash point /fire point	021
Penetration per sample with sample preparaion	005
Specific gravity and density of semi-solid bit. material	005
Sampling of bituminous paving mixtures (Bulk sample) transportation provided by client	001
Theoretical maximum specific gravity& density (Gmm general	05
Setting Time	005
Compressive and Flexural Strength Standard Sand-set of 3 prisms incl preparation	002
Density of Hydraulic Cement	001
C4AF, C2S,& C3S (Extra over item 7 above)	08
Density of Hardened Concrete	21
Compressive Strength Equivalent Cubiacl Specimen	051
Drilling Concrete Cores per core	005
Total Water Absorption of Terrazzo Tiles each	25
Transverse Strength of Terrazzo Tiles each	03
Surface Water Absorption of Terrazzo Tiles each	25
Water Absorption of Ceramic Floor and Wall Tiles	03
Chemical Resistance of Ceramic Floor and Wall Tiles	02
Modulus of Rupture of Ceramic Floor and Wall Tiles	04
Load Tests on Structures or Part of Structures (each)	0001
Depth of Carbonation	02
Test for Water Making Concrete Chemical require. each	023
Slump Test for fresh Concrete each	02
Bleeding for Fresh Concrete each	021
Sampling & Density of Compacted Fresh Concrete	03
Normal Curing of Test Specimens	25
Making Test Cube from Fresh Concrete	03
Making Test Cylinder from Fresh Concrete	04



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Temperature of Freshly Mixed Portland Cement Concrete	20
Unit weight of fresh concrete	50
Dust sampling for chloride, sulphate, moisture profile	10
Breaking Strength for Ceramic Tiles	40
Sample Preparation for Chemical Analysis	50
Photograph for tested samples	10
Cement Type	650
Cement content	650
Sodium oxide and Potassium Oxide content	450
Rapid curing of concrete cube specimen - up to 6 specimen	150
Bond test (pull out test)	350
Anchor bolt tests - witnessing / test	600
Compressive strength of molded cubes including water curing	25
Density of Precast concrete Autoclave Aerated Block	40
Materials Finer Than 75mm (No. 200) Sieve	60
Flakiness Index	100
Flat AND Elongation Particles in Coarse Agg.	150
Ten Percent Value (Soaked)	175
Chloride Content (Water Extracted)	100
Sulphate Content (Water Extracted)	100
Acid Soluble-Material in Fine Agg.	150
Carbonate in Fine Agg.	90
Standard Practice for Sampling Aggregate/ Per hour	80
Quarry Sampling, Provision of Technician, Driver and Transpo	250
Water Absorption of coarse agg.	60
Water Absorption of fine agg.	60
Drying Shrinkage	900
un-confined compressive strength of rock including coring	500
Splitting Tensile strength of rock core sample	80
Point load test	50





## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Water (Moisture) Content of Soil and Rock by Mass	15
Density (Bulk Density)	100
Particle Size Distribution (by the Hydrometer Method)	150
Particle Size Distribution Analysis of Soil (Hydrometer)	150
Mass Loss on Ignition	60
Direct shear test (3points)	500
Water permeability test(falling and constant head) per	500
Electrical conductivity	150
(Uniaxial) Unconfined Compressive Strength (UCS) on	100
UCS with Stress- Strain Curve	150
One Dimensional Consolidation Test	1000
Total Suspended Solids	150
Chloride Content	65
Bend	75
Coating thickness on magnetic base	50
Coating continuity	50
Coating Flexibility	100
Tensile & Elongation Testing excl sample preparation.	200
Cross hole sonic logging per pile transportation	400
Monitering and reporting of static load test	6000
monitering of static load test without reporting	4000
Cleaning of piles head	10
Additional report copy ( reporting includes two	100
Bitumen content of bituminous Paving mixture by	300
Coating & stripping test	200
Soundness	150
Compressive and Flexural Strength-set of 3 prisms	50
Fineness - Specific Surface	150
Chloride -acid soluble	75
Heat of hydration	1000



## Fees for checking the compliance of building materials with specifications

Service	Fee (Dhs)
Moisture Content	75
Specific gravityASTMD1963-85	75
Ash content	75
Glass Beads - Gradation	125
Glass Beads - Flootation in Xylene	75
Road Marking Paint-Specific gravity	100
Road Marking Paint-Binder content	150
Road Marking Paint-softening point	150
Glass bead content and grading	175
Road Marking PaintCracking resistance	75
Titanium dioxide	225
CaCO <sub>3</sub> & Inert Fille	150
Thickness	60
Apparent density-Core/Overall	60
Compressive Strength	125
Tensile Strength- Type B spec	125
Elongation at rupture	100
Water Vapour permeance-incl/excl skin	450
Dimensional stability	200
Water Absorption for 96hr	100
Thermal conductivity at 10degC	500
No.of layers and Facial dimension	60
ThicknessASTM D751	60
Weight per square metre	60
Reinforcement	200
Heat resistance at 120 deg c	100
Water Absorption for 96hr	100
Tensile Strength and Elongation	100
Tear Strength	100
Site Inspection time (min. Charge 200 DHS)	100
Site Inspection time Engineerr (Min. Charge 400 DHS)	200
Fines & penalties in accordance to local excution list	200



## Fees for on-site survey examinations service

Service	Fee (Dhs)
Boring including sampling and SPT (depth 0-10m) with logging	100
Boring including sampling and SPT (depth 11-20m) with logging	100
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
Chloride Content (Water Extracted)	100
Sulphat Content (Water Extracted)	100
PH Value (soil or water)	30
In-Site Field Permeability Test using falling Head Method (USING PVC STAND PIPE OR CASING)	2000
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
Direct shear test (3 points)	500
Trial pits with logging to GWT or max 3m depth which e	1500
Rock coring with logging / meter (DEPTH > 50m)	350
Rock coring with logging/ meter (DEPTH > 50m)	0
Backfilling Borehole with Cement-Bentonite Grout (1:4 by wt)	15
Core Photograph (Including labeling)	15
Rental Charges for Storage of Core Boxes (per box, monthly)	20



## Food Lab Service Fees

Service	Fee (Dhs)
Examination and evaluation of nutritional labels/Companies	100
Examination and evaluation of nutritional labels/Government	50
Examination and evaluation of nutritional labels/Individuals	25
Additional copy of the report/Companies	10
Additional copy of the report/Government	5
Additional copy of the report/Individuals	5
Physical examination, general appearance, nutritional label, sensory evaluation/Companies	120
Physical examination, general appearance, nutritional label, sensory evaluation/Government	60
Physical examination, general appearance, nutritional label, sensory evaluation/Individuals	30
Testing for Free Chlorine in Drinking Water/Companies	30
Testing for Free Chlorine in Drinking Water/Government	15
Testing for Free Chlorine in Drinking Water/Individuals	10
Conductivity & TDS in Drinking Water/Companies	30
Conductivity & TDS in Drinking Water/Government	15
Conductivity & TDS in Drinking Water/ Individuals	10
Drinking Water & Mineral Water Hardness Testing/Companies	60
Drinking Water & Mineral Water Hardness Testing/Government	30
Drinking Water & Mineral Water Hardness Testing/Individuals	15
Bromate in Water Testing/Companies	100
Bromate in Water Testing/Government	50
Bromate in Water Testing/Individuals	25
Total Chloride in Water Testing/Companies	60
Total Chloride in Water Testing/Government	30
Total Chloride in Water Testing/Individuals	15
(Ca, Mg, Fe, Cu, Zn, Na, K, Mn, B, Cr) in Drinking Water Testing/Companies	200 for 7 elements and Dhs. 25 for each other element
(Ca, Mg, Fe, Cu, Zn, Na, K, Mn, B, Cr) in Drinking Water Testing/Government	100 for 7 elements and Dhs. 15 for each other element
(Ca, Mg, Fe, Cu, Zn, Na, K, Mn, B, Cr) in Drinking Water Testing/Individuals	50 for 7 elements and Dhs. 10 for each other element



## Food Lab Service Fees

Service	Fee (Dhs)
pH test/Companies	30
pH test/Government	15
pH test/Individuals	10
Moisture content in foodstuff/Companies	50
Moisture content in foodstuff/Government	25
Moisture content in foodstuff/Individuals	15
Fat content in food/Companies	110
Fat content in food/Government	55
Fat content in food/Individuals	30
Determination of Protein in Food/Companies	110
Determination of Protein in Food/Government	55
Determination of Protein in Food/Individuals	30
Total ash content in food/Companies	80
Total ash content in food/Government	40
Total ash content in food/Individuals	20
Milkoscan/Companies	55
Milkoscan/Government	30
Milkoscan/Individuals	15
Total acidity test/Companies	40
Total acidity test/Government	20
Total acidity test/Individuals	10
Analysis of Sugar in honey/Companies	150
Analysis of Sugar in honey/Government	75
Analysis of Sugar in honey/Individuals	40
Determination of Sodium Chloride in Table Salt/Companies	50
Determination of Sodium Chloride in Table Salt/Government	25
Determination of Sodium Chloride in Table Salt/Individuals	15
Refractive Index of Oils and Fats/Companies	30
Refractive Index of Oils and Fats/Government	15
Refractive Index of Oils and Fats/Individuals	10
Acid Value in Oils and Fats/Companies	50



## Food Lab Service Fees

Service	Fee (Dhs)
Acid Value in Oils and Fats/Government	25
Acid Value in Oils and Fats/Individuals	15
Determination of Peroxide Value in Oils and Fats/Companies	50
Determination of Peroxide Value in Oils and Fats/Government	25
Determination of Peroxide Value in Oils and Fats/Individuals	15
Testing for Ethyl Alcohol in Beverages/Companies	120
Testing for Ethyl Alcohol in Beverages/Government	60
Testing for Ethyl Alcohol in Beverages/Individuals	30
Testing for Preservatives (Benzoic Acid, Sorbic Acid) and Caffeine/Companies	150
Testing for Preservatives (Benzoic Acid, Sorbic Acid) and Caffeine/Government	75
Testing for Preservatives (Benzoic Acid, Sorbic Acid) and Caffeine/Individuals	40
Testing for Artificial Sweeteners (Aspartame, Saccharin, and Acesulfame)/Companies	150
Testing for Artificial Sweeteners (Aspartame, Saccharin, and Acesulfame)/Government	75
Testing for Artificial Sweeteners (Aspartame, Saccharin, and Acesulfame)/Individuals	40
Testing for Detection of Added Color in different Types of Food/Companies	70
Testing for Detection of Added Color in different Types of Food/Government	35
Testing for Detection of Added Color in different Types of Food/Individuals	20
Kreis test for Rancidity in Oils and Fats /Companies	70
Kreis test for Rancidity in Oils and Fats/Government	35
Kreis test for Rancidity in Oils and Fats/Individuals	20
Brix Test for Dissolved Solids in different Types of Food/Companies	30
Brix Test for Dissolved Solids in different Types of Food/Government	15
Brix Test for Dissolved Solids in different Types of Food/Individuals	10
Mycotoxins Testing/Companies	300
Mycotoxins Testing/Government	150
Mycotoxins Testing/Individuals	75
Vitamin Testing in different Types of Food (C,K,D,A,E,B1,B2,B5,B3,B6,B7,B9,B12) / Companies	250 Dhs. for first vitamin and Dhs. 45 per additional vitamin
Vitamin Testing in different Types of Food (C,K,D,A,E,B1,B2,B5,B3,B6,B7,B9,B12) / Government	125 Dhs. for first vitamin and Dhs. 25 per additional vitamin



## Food Lab Service Fees

Service	Fee (Dhs)
Vitamins test in different types of foods (vitamin C, vitamin K, vitamin D, vitamin A, vitamin E, thiamine, riboflavin, pantothenic acid, niacin, pyridoxine, biotin, folic acid, cobalamin (C, K, D, A, E, B1, B2, B3, B5, B6, B7, B9, B12) / individuals	65 درهم لأول فيتامين و 15 لكل فيتامين إضافي
Detection of Pork in Meat using (ELISA Technique)/Companies	70
Detection of Pork in Meat using (ELISA Technique)/Government	35
Detection of Pork in Meat using (ELISA Technique)/Individuals	20
Histamine Testing For Fish/Companies	70
Histamine Testing For Fish/Government	35
Histamine Testing For Fish/Individuals	20
Determination of Microbial Count in Food/Companies	50
Determination of Microbial Count in Food/Government	25
Determination of Microbial Count in Food/Individuals	15
Coliform Bacteria Test/Companies	70
Coliform Bacteria Test/Government	35
Coliform Bacteria Test/Individuals	20
Fecal coliform bacteria test/ Companies	80
Fecal coliform bacteria test/Government	40
Fecal coliform bacteria test/ Individuals	20
Vibrio Parahaemolyticus Test/Companies	70
Vibrio Parahaemolyticus Test/Government	35
Vibrio Parahaemolyticus Test/Individuals	20
Analysis of Yeasts and Molds/Companies	50
Analysis of Yeasts and Molds/Government	25
Analysis of Yeasts and Molds/Individuals	15
Salmonella Bacteria Test/Companies	120
Salmonella Bacteria Test/Government	60
Salmonella Bacteria Test/Individuals	30
Salmonella Bacteria Test using (PCR Technique)/Companies	160
Salmonella Bacteria Test using (PCR Technique)/Government	80
Salmonella Bacteria Test using (PCR Technique)/Individuals	40
Staph. Aureus Test/Companies	60
Staph. Aureus Test/Government	30
Staph. Aureus Test/Individuals	15



## Food Lab Service Fees

Service	Fee (Dhs)
Bacillus Cereus Test/Companies	60
Bacillus Cereus Test/Government	30
Bacillus Cereus Test/Individuals	15
Testing for Acid value in Oils and Fats/Individuals	15
Pseudomonas Aeruginoza Test/Companies	60
Pseudomonas Aeruginoza Test/Government	30
Pseudomonas Aeruginoza Test/Individuals	15
Colistridium Perfringens Test/Companies	70
Colistridium Perfringens Test/Government	35
Colistridium Perfringens Test/Individuals	20
Testing for Coliform Bacteria and Enterococci Bacteria in Water using (IDEXX)/Companies	100
Testing for Coliform Bacteria and Enterococci Bacteria in Water using (IDEXX)/Government	50
Testing for Coliform Bacteria and Enterococci Bacteria in Water using (IDEXX)/Individuals	25





## Food Lab Service Fees

Service	Fee (Dhs)
pH TESTING for liquid environmental samples/Companies	50
pH TESTING for liquid environmental samples/Government	25
pH TESTING for liquid environmental samples/Individuals	15
Conductivity/Companies	50
Conductivity/Government	25
Conductivity/Individuals	15
Testing for Free Chlorine /Companies	100
Testing for Free Chlorine/Government	50
Testing for Free Chlorine/Individuals	25
Testing for Total Suspended Solids/Companies	100
Testing for Total Suspended Solids/Government	50
Testing for Total Suspended Solids/Individuals	25
Testing for Total Dissolved Solid Salts/Companies	100
Testing for Total Dissolved Solid Salts/Government	50
Testing for Total Dissolved Solid Salts/Individuals	25
Testing for Total Solids/Companies	100
Testing for Total Solids/Government	50
Testing for Total Solids/Individuals	25
Chloride Test/Companies	100
Chloride Test/Government	50
Chloride Test/Individuals	25
Total hardness Test/Companies	100
Total hardness Test/Government	50
Total hardness Test/Individuals	25
Calcium Hardness Test/Companies	100
Calcium Hardness Test/Government	50
Calcium Hardness Test/Individuals	25
Total Alkalinity Test/Companies	50
Total Alkalinity Test/Government	25
Total Alkalinity Test/Individuals	15
Carbonate Content/Companies	50



## Environment Lab Service Fees

Service	Fee (Dhs)
Carbonate Content/Government	25
Carbonate Content/Individuals	15
Bicarbonate Testing/Companies	50
Bicarbonate Testing/Government	25
Bicarbonate Testing/Individuals	15
Sulfate Testing in 103~105C°/Companies	100
Sulfate Testing in 103~105C°/Government	50
Sulfate Testing in 103~105C°/Individuals	25
Sulfate Testing/Companies	100
Sulfate Testing/Government	50
Sulfate Testing/Individuals	25
Sulphide Testing/Companies	100
Sulphide Testing/Government	50
Sulphide Testing/Individuals	25
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Companies	200
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Government	100
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Individuals	50
Calcium Test/Companies	100
Calcium Test/Government	50
Calcium Test/Individuals	25
Magnesium Test/Companies	100
Magnesium Test/Government	50
Magnesium Test/Individuals	25
Sodium Test/Companies	100
Sodium Test/Government	50
Sodium Test/Individuals	25
Potassium Test/Companies	100
Potassium Test/Government	50
Potassium Test/Individuals	25
Iron Test/Companies	100
Carbonate Test/Companies	50



## Environment Lab Service Fees

Service	Fee (Dhs)
Carbonate Content/Government	25
Carbonate Content/Individuals	15
Bicarbonate Testing/Companies	50
Bicarbonate Testing/Government	25
Bicarbonate Testing/Individuals	15
Sulfate Testing in 103~105C°/Companies	100
Sulfate Testing in 103~105C°/Government	50
Sulfate Testing in 103~105C°/Individuals	25
Sulfate Testing/Companies	100
Sulfate Testing/Government	50
Sulfate Testing/Individuals	25
Sulphide Testing/Companies	100
Sulphide Testing/Government	50
Sulphide Testing/Individuals	25
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Companies	200
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Government	100
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Water/Individuals	50
Calcium Test/Companies	100
Calcium Test/Government	50
Calcium Test/Individuals	25
Magnesium Test/Companies	100
Magnesium Test/Government	50
Magnesium Test/Individuals	25
Sodium Test/Companies	100
Sodium Test/Government	50
Sodium Test/Individuals	25
Potassium Test/Companies	100
Potassium Test/Government	50
Potassium Test/Individuals	25
Iron Test/Companies	100
Carbonate Test/Companies	50



## Environment Lab Service Fees

Service	Fee (Dhs)
Iron Testing/Government	50
Iron Testing/Individuals	25
Nitrate Testing/Companies	100
Nitrate Testing/Government	50
Nitrate Testing/Individuals	25
Nitrite Testing/Companies	100
Nitrite Testing/Government	50
Nitrite Testing/Individuals	25
Oil and Grease Testing/Companies	150
Oil and Grease Testing/Government	75
Oil and Grease Testing/Individuals	40
Testing for Chemical Oxygen Demand/Companies	100
Testing for Chemical Oxygen Demand/Government	50
Testing for Chemical Oxygen Demand/Individuals	25
Testing for Biological Oxygen Demand/Companies	100
Testing for Biological Oxygen Demand/Government	50
Testing for Biological Oxygen Demand/Individuals	25
Ammonia Test/Companies	100
Ammonia Test/Government	50
Ammonia Test/Individuals	25
Bromine Test/Companies	100
Bromine Test/Government	50
Bromine Test/Individuals	25
Cyanuric Acid Test/Companies	100
Cyanuric Acid Test/Government	50
Cyanuric Acid Test/Individuals	25
Phosphorus Test/Companies	100
Phosphorus Test/Government	50
Phosphorus Test/Individuals	25
Phosphate Test/Companies	100
Phosphate Test/Government	50
Phosphate Test/Individuals	25
Testing for Coliform Bacteria Fecal Coliform Bacteria using (IDEXX)/Companies	150



## Environment Lab Service Fees

Service	Fee (Dhs)
Testing for Coliform Bacteria Fecal Coliform Bacteria using (IDEXX)/Government	75
Testing for Coliform Bacteria Fecal Coliform Bacteria using (IDEXX)/Individuals	40
pH Testing (1:5 extract at 25°C) for solid environmental samples/companies	50
pH Testing (1:5 extract at 25°C) for solid environmental samples/Government	25
pH Testing (1:5 extract at 25°C) for solid environmental samples/Individuals	15
Conductivity Testing (1:5 extract at 25°C) for solid environmental samples/companies	50
Conductivity Testing (1:5 extract at 25°C) for solid environmental samples/Government	25
Conductivity Testing (1:5 extract at 25°C) for solid environmental samples/Individuals	15
Testing of Percentage of Oils and Greases/Companies	120
Testing of Percentage of Oils and Greases/Government	60
Testing of Percentage of Oils and Greases/Individuals	30
Testing of Total Solids and Volatiles/Companies	100
Testing of Total Solids and Volatiles/Government	50
Testing of Total Solids and Volatiles/Individuals	25
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) for solid environmental samples/Companies	200
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) for solid environmental samples/Government	100
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) for solid environmental samples/Individuals	50
Extract Test/Companies	200
Extract Test/Government	100
Extract Test/Individuals	50
Percent Organic Matter Test/Companies	100
Percent Organic Matter Test/Government	50
Percent Organic Matter Test/Individuals	25
Viscosity Index at 100°C and 40C, or Density Index at 15C/Companies	100
Viscosity Index at 100°C and 40C, or Density Index at 15C/Government	50
Viscosity Index at 100°C and 40C, or Density Index at 15C/Individuals	25
Total Base Number (TBN) Test/Companies	50
Total Base Number (TBN) Test/Government	25
Total Base Number (TBN) Test/Individuals	15
Total Acid Number (TAN) Test/Companies	50
Total Acid Number (TAN) Test/Government	25



## Environment Lab Service Fees

Service	Fee (Dhs)
Total Acid Number (TAN) Test/Individuals	15
Fire Point Testing/companies	50
Fire Point Testing/Government	25
Fire Point Testing/Individuals	15
Testing of Foam Properties/companies	100
Testing of Foam Properties/Government	50
Testing of Foam Properties/Individuals	25
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Lubricating Oils/Companies	200
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Lubricating Oils/Government	100
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Lubricating Oils/Individuals	50
Examination and evaluation of labels/Companies	100
Examination and evaluation of labels/Government	50
Examination and evaluation of labels/Individuals	25
Toxic Metals Testing (Pb, Cd, Cr, Zn) in Cosmetics/Companies	200
Toxic Metals Testing (Pb, Cd, Cr, Zn) in Cosmetics/Government	100
Toxic Metals Testing (Pb, Cd, Cr, Zn) in Cosmetics/Individuals	50
Testing for Preservatives in Cosmetics/Companies	300
Testing for Preservatives in Cosmetics/Government	150
Testing for Preservatives in Cosmetics/Individuals	75
Thickness Testing/Companies	100
Thickness Testing/Government	50
Thickness Testing/Individuals	25
Carbonyl Test/Companies	200
Carbonyl Test/Government	100
Carbonyl Test/Individuals	50
Metals Testing (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co) in Plastic Bags/Companies	250
Metals Testing (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co) in Plastic Bags/Government	125
Metals Testing (Cd, Cr, Cu, Ni, Pb, Mn, Fe, Co) in Plastic Bags/Individuals	65
pH Testing (1:5 extract at 25°C) for fertilizers/companies	50
pH Testing (1:5 extract at 25°C) for fertilizers/Government	25



## Environment Lab Service Fees

Service	Fee (Dhs)
pH Testing (1:5 extract at 25°C) for fertilizers/Individuals	15
Conductivity Testing (1:5 extract at 25°C) for fertilizers/companies	50
Conductivity Testing (1:5 extract at 25°C) for fertilizers/Government	25
Conductivity Testing (1:5 extract at 25°C) for fertilizers/Individuals	15
Moisture Content Analysis/companies	100
Moisture Content Analysis/Government	50
Moisture Content Analysis/Individuals	25
Percent Organic Matter Test/Companies	100
Percent Organic Matter Test/Government	50
Percent Organic Matter Test/Individuals	25
Testing for Total Nitrogen/Companies	100
Testing for Total Nitrogen/Government	50
Testing for Total Nitrogen/Individuals	25
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Fertilizers/Companies	200
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Fertilizers/Government	100
Metals Testing (Pb, Cd, Cr, Ni, Cu, Zn, Mn) in Fertilizers/Individuals	50
Temperature (C°) Test/Companies	50
Temperature (C°) Test/Government	25
Temperature (C°) Test/Individuals	15
Testing for Turbidity in Water/Companies	50
Testing for Turbidity in Water/Government	25
Testing for Turbidity in Water/Individuals	15
Aerobic Colony Count/Companies	60
Aerobic Colony Count/Government	30
Aerobic Colony Count/Individuals	15
Testing for Bacteria Pseudomonas Aeruginosa (Pseudomonas Arginosa)/Companies	100
Testing for Bacteria Pseudomonas Aeruginosa (Pseudomonas Arginosa)/Government	50
Testing for Bacteria Pseudomonas Aeruginosa (Pseudomonas Arginosa)/Individuals	25
Testing for Legionella/companies	400
Testing for Legionella/Government	200
Testing for Legionella/Individuals	100
Testing for Staphylococcus faecalis/companies	150
Testing for Staphylococcus faecalis/Government	75



## Environment Lab Service Fees

Service	Fee (Dhs)
Testing for Staphylococcus faecalis/Individuals	40
Total Bacteria Count (TBC)/companies	100
Total Bacteria Count (TBC)/Government	50
Total Bacteria Count (TBC)/Individuals	25
Analysis of Yeasts and Molds/Companies	100
Analysis of Yeasts and Molds/Government	50
Analysis of Yeasts and Molds/Individuals	25
Testing for Fecal Coliform using (IDEXX)/Companies	150
Testing for Fecal Coliform using (IDEXX)/Government	75
Testing for Fecal Coliform using (IDEXX)/Individuals	40
Testing of Radiation Processed Food/Companies	170
Testing of Radiation Processed Food/Government	85
Testing of Radiation Processed Food/Individuals	40
Titanium Dioxide/Companies	170
Titanium Dioxide/Government	85
Titanium Dioxide/Individuals	40
DNA-based Detection of Porcine Derivative/Companies	500
DNA-based Detection of Porcine Derivative/Government	250
DNA-based Detection of Porcine Derivative/Individuals	125
PCR Analysis for Meat Products/Companies	500
PCR Analysis for Meat Products/Government	250
PCR Analysis for Meat Products/Individuals	125
Hydroxymethylfurfural Content/Companies	150
Hydroxymethylfurfural Content/Government	75
Hydroxymethylfurfural Content/Individuals	40
Vibrio Cholera Test/Companies	100
Vibrio Cholera Test/Government	50
Vibrio Cholera Test/Individuals	20
Testing For Genetically Modified Foods/companies	500
Testing For Genetically Modified Foods/Government	250
Testing For Genetically Modified Foods/Individuals	125
PCR test for Listeria Monocytogenes /companies	350
PCR test for Listeria Monocytogenes /Government	175





## Environment Lab Service Fees

Service	Fee (Dhs)
Printing and Issuing A3 Charts	100
Issuing Spatial Addressing Data	100
One Spatial Data Layer in GIS format for each Neighborhood	100
One Spatial Data Layer in CAD format for each Neighborhood	100
Satellite Image Data Layer for each Neighbourhood	50
Aerial Imagery Data Layer for each Neighbourhood	100
Printing and Issuing A0 Charts	500
Printing and Issuing A1 Charts	250
Printing and Issuing A4 Charts	30
Registration of One Building for the First Year	1000
Renewal of One Building Registration	500
Registration of a Group of Buildings (Complex) for the First Year	2000
Renewal of Registration of a Group of Buildings (Complex) for the First Year	1000



## Spatial Data Dept. Service Fees

Service	Fee (Dhs)
Printing and Issuing A3 Charts	100
Issuing Spatial Addressing Data	100
One Spatial Data Layer in GIS format for each Neighborhood	100
One Spatial Data Layer in CAD format for each Neighborhood	100
Satellite Image Data Layer for each Neighbourhood	50
Aerial Imagery Data Layer for each Neighbourhood	100
Printing and Issuing A0 Charts	500
Printing and Issuing A1 Charts	250
Printing and Issuing A4 Chart	30
Registration of One Building for the First Year	1000
Renewal of One Building Registration	500
Registration of a Group of Buildings (Complex) for the First Year	2000
Renewal of Registration of a Group of Buildings (Complex) for the First Year	1000