

## FAQs - General

No.	Question	Answer
1	<b>How can I contact DDA employees?</b>	<p>You can connect with DDA through any of the below channels:</p> <p>Related to submission:</p> <ul style="list-style-type: none"> <li>- Through the Customer Service Counter by filling the appointment form</li> <li>- Contact Call Center by dialing 800 – 4 - DDA (332)</li> </ul> <p>General:</p> <ul style="list-style-type: none"> <li>- Create Enquiry by logging your request under “Connect with us” in the Zoning eServices</li> <li>- Contact Call Center by dialing 800 – 4 - DDA (332)</li> <li>- Visit Customer Service Center counter located in Dubai Studio City, Commercial Building 1, Ground floor</li> </ul>
2	<b>What services does DDA provide?</b>	<p>DDA provide the following services:</p> <p>1- Registration and Licensing Services (<a href="https://dda.gov.ae/dda-services/registration-licencing-services/">https://dda.gov.ae/dda-services/registration-licencing-services/</a>)</p> <p>2- Zoning Services (<a href="https://dda.gov.ae/dda-services/zoning-services/">https://dda.gov.ae/dda-services/zoning-services/</a>)</p>
3	<b>What is the address of DDA service center?</b>	Dubai Studio City, Commercial Building 1 – Ground Floor
4	<b>What is the office time?</b>	Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)
5	<b>What is the website address?</b>	<a href="http://www.DDA.gov.ae">www.DDA.gov.ae</a>
6	<b>Where I can download the updated request forms?</b>	<a href="https://DDA.gov.ae/en/freezone/zoning-services/">https://DDA.gov.ae/en/freezone/zoning-services/</a>
7	<b>Where I can find the service information?</b>	<a href="https://webzoning.dda.gov.ae/Zoning/CommonPages/Services">https://webzoning.dda.gov.ae/Zoning/CommonPages/Services</a>
7	<b>How can I access DDA Mobile App?</b>	For Android and IOS, you can download "DDA App"
8	<b>How to apply for Planning &amp; Building services through the counter?</b>	Fill the relevant form available in the DDA website under <a href="https://DDA.gov.ae/en/freezone/zoning-services/">https://DDA.gov.ae/en/freezone/zoning-services/</a> and submit the request with the required documents to the counter in Dubai Studio City-Building 1-Ground floor
9	<b>How to apply for Planning &amp; Building services online?</b>	Log-in to <a href="#">Zoning eServices</a> , select the service, complete the requirements, pay online and submit
10	<b>Where we can find the regulation and Guidelines?</b>	<p>You can find all the Regulations and Guidelines in the DDA website under Laws &amp; Regulation</p> <p><a href="https://DDA.gov.ae/en/freezone/laws-regulations/">https://DDA.gov.ae/en/freezone/laws-regulations/</a></p>
11	<b>What is the mode of Payment for my submittal?</b>	<p>Payment can be made in Cash, Cheques, Credit Card, Wire Transfer or online through</p> <p><a href="https://webzoning.dda.gov.ae/Zoning/FeePayment">https://webzoning.dda.gov.ae/Zoning/FeePayment</a></p>

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12	<b>To whom the Cheque should be addressed?</b>	Dubai Development Authority
13	<b>What are the Areas DDA Regulate?</b>	<a href="https://gis.dcca.gov.ae/dis">https://gis.dcca.gov.ae/dis</a>
14	<b>How to check the status of my Request?</b>	You can check the status of your request by accessing the <a href="#">DDA website</a> or through Zoning eServices, or DDA mobile app
15	<b>Where can I register a complaint?</b>	<ul style="list-style-type: none"> <li>- Create complain under <a href="#">"Connect with us"</a> in the Zoning eServices, or</li> <li>- Contact Call Center by dialing 800 – 4 - DDA (332)</li> </ul>
16	<b>Where can I register my suggestion?</b>	<ul style="list-style-type: none"> <li>- Create suggestion under <a href="#">"Connect with us"</a> in the Zoning eServices, or</li> <li>- Contact Call Center by dialing 800 – 4 - DDA (332)</li> </ul>
17	<b>How to update the Contractor/Consultant registered pre-qualification from "G+1" to "G+4", "G+12" or G+ unlimited?</b>	You can update the registered pre-qualification through Zoning eServices by clicking on "Company Profile" then "Request Amendment" to upload the new pre-qualification
18	<b>How to appoint a Contractor?</b>	<p>Consultant can appoint a new Contractor by following the below steps:</p> <ol style="list-style-type: none"> <li>1- Login to Zoning eServices</li> <li>2- Click on the related project from list of "Projects"</li> <li>3- Click on the "Appoint" bottom from "Project Companies" and select the concerned Contractor from the list (Contractor must be registered in Zoning eServices)</li> <li>4- Notification will be sent to the appointed Contractor to login to Zoning eServices (new project will appear to the appointed Contractor)</li> <li>5- <u>Appointed Contractor should create a permit service for the mentioned project</u></li> </ol>
19	<b>where can I find the list of company activities that can be registered in DDA?</b>	<p>You can check the list of approved activities by following the below steps:</p> <ol style="list-style-type: none"> <li>1- Go to <a href="#">Zoning eServices</a></li> <li>2- Click on "New Registration"</li> <li>3- Select the Type of Company (Consultant / Contractor)</li> <li>4- Select DED as the Trade License Authority</li> <li>5- The list of approved activities will appear as a dropdown in the "Activity Code for DED / Activity for DDA"</li> </ol>
20	<b>Where can I find the list of registered Consultants / Contractors with DDA?</b>	Please <a href="#">click here</a> to see the list of Registered Consultants / Contractors with DDA

## FAQs - Building

No.	Question	Answer
Architecture		
1	<b>When to apply for Zoning Exception?</b>	Zoning Exception should be submitted if the design is not complying with the regulation ( for e.g.: height, setback, FAR, Parking shortage and other design parameters). A committee will evaluate exceptions through the dynamic competitive assessment of risk and through the enhancement of the social, economic, feasibility & environmental character of area.
2	<b>Is the location of RMU within the setback accepted?</b>	Not Accepted unless the development guideline allow the RMU within the setback
3	<b>Is Boundary wall allowed in all sites?</b>	Not allowed unless the development guideline allow the boundary wall
4	<b>What are the Parking standards as per DDA?</b>	as mentioned in the site plan
5	<b>What is the standard for Parking dimension as per DDA?</b>	<ul style="list-style-type: none"> <li>- Standard Parking: 2.5*5.5 meter</li> <li>- Parallel Parking: 2.5*6 meter</li> <li>- Accessible parking: Refer to DUDC (Dubai Universal Design Code)</li> </ul>
6	<b>What is the Ramp width required by DDA?</b>	Minimum clear width 3m for one-way straight ramp and 3.5m for curved ramps.
7	<b>What is the Driveway dimension required by DDA?</b>	<ul style="list-style-type: none"> <li>- 6.00 meter for two-way-driveway 90 degree parking bays</li> <li>- 5.50 meters for one-way-driveway 90 degree parking bays</li> <li>- 4.00 meter for parallel &amp; 45 degree parking</li> </ul>
8	<b>What is the regulation for Location of vehicle access?</b>	Vehicular access must match the location mentioned on the affection plan or plot guideline. Otherwise approval from RTA should be obtained.
9	<b>How can we get the gate level information for any project?</b>	The gate level information can be obtained from the master developer of the project
10	<b>Where do we consider our project 0.00 level?</b>	The 0.00 level of any project equals the gate level
11	<b>What is the minimum clear height required for parking floors?</b>	2.4 meter clear height should be provided below the mechanical ducts
12	<b>What is the width required for corridors?</b>	<ul style="list-style-type: none"> <li>- 1.8 meter minimum for commercial and residential buildings.</li> <li>- 1.5 meter minimum for service corridors</li> <li>- 2.4 meter for other use buildings</li> </ul>
13	<b>What are the regulation for Balconies extrudes within setback?</b>	balconies can project by maximum of 1.5m into the setback except from neighbor side if the setback is 7.5m or less.
14	<b>What are the Garbage collection room finishes required by DDA?</b>	Walls and Floors of garbage collection room must be glazed ceramic tiles

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15	<b>What are the regulation for Prayer room requirement?</b>	<ul style="list-style-type: none"> <li>- Prayer room to be provided for all buildings (both Male-Female), except residential use</li> <li>- The calculation of prayer room is 5% of the population</li> <li>- Direction of QUBLAA to be respected</li> <li>- Ablution area to be provided for male and female</li> </ul>
16	<b>What are the regulation for Kitchen requirements in residential units?</b>	All Kitchen must have natural source of light and ventilation as per standard, In Case of closed kitchen air well of 3*3 meter is a must.
17	<b>Is tandem parking accepted?</b>	Tandem parking is accepted as additional to the required number or for the residential units that require more than one parking
18	<b>What is the meaning of Build to line?</b>	Build to line means that the building should match the mentioned line in the affection plan exactly in a percentage varies based on the master developers guideline
19	<b>What is the meaning of active edge?</b>	Active edge shows the location of active parts of the building like retail and lobby entrance based on the master developers' guideline.
20	<b>In which stage the NOC from Environmental Department for the swimming pool to be submitted?</b>	NOC from Environmental Department to be submitted in final design submission or building completion submission
21	<b>In which stage the NOC from concerned authority for Kitchen to be submitted?</b>	In case of any commercial Kitchen in building, NOC to be submitted in final design submission or building completion submission
22	<b>When do we count the stores within GFA calculation?</b>	The stores are always counted as gross floor area unless they are in the basement and non-air-conditioned
23	<b>Do we count the open areas and terraces and swimming pools in built-up area calculation?</b>	Private terraces are always counted as services in the built-up area any other open area is only counted if it's covered with a slab. Swimming pools are always counted as services in the built-up area
24	<b>Are the light structures included in the coverage calculation?</b>	Light structures are not included in the coverage calculations.
25	<b>When do we count the balcony as usable area?</b>	Balconies are always excluded from GFA calculations, but included in the BUA calculation
26	<b>Do we count the gym within the GFA calculation?</b>	The gym is always counted as part of GFA unless the master developer allows it to be excluded
27	<b>Is the gym allowed on the roof?</b>	When the gym is constructed on the roof then it will be counted as an additional floor unless the master developer allows it to be excluded
28	<b>What is the allowed clear height for ground floor and typical floors?</b>	Ground floor clear height can be up to 6 m however typical floors are limited to 4.2 m maximum
29	<b>What is the maximum height allowed for building by meter?</b>	Maximum height by meter allowed for buildings is calculated by number of floors multiplied by 4.2. and this height is measured to the last point of the project. However in some developments the maximum height is not limited to the equation above but to the number of floors.

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30	How do we calculate the required accessible parking?	Accessible parking is calculated as 1.3% of the total required parking
31	What is the allowed eave heights and maximum height for industrial buildings?	Maximum eave height is 7.9 m measured to the inner edge of the eave and the maximum height varies based on the master developers guide line. The eave height to be followed if maximum height is not mentioned
32	Can we add podium floors used as parking to the allowed number of floors mentioned in the affection plan?	Podium floors are only allowed if they are mentioned in the affection plan however some master developers allow podiums as additional floors to the number mentioned in the affection plan. Please verify with the building department for the same.
33	What is the Minimum clear height for different spaces?	<ul style="list-style-type: none"> <li>- For any livable space the minimum clear height must not be less than 2.7m</li> <li>- For corridors, Kitchen and Service rooms the minimum clear height is 2.4m</li> <li>- Clear height is measured from the floor finish level to the ceiling level or MEP line whichever is less.</li> </ul>
34	What is the minimum parapet and balcony handrail height?	1.2m from the floor finish level.
35	What is the minimum window sill level?	0.9m if the opening is limited to 100mm and 1.2m if more than that.
36	Is surface parking allowed at ground floor?	In most developments surface parking is not allowed refer to plot guideline.
<b>Fit-Out</b>		
37	What are the architectural drawings to be submitted in the fit out applications?	<ul style="list-style-type: none"> <li>Key plan for the proposed office.</li> <li>Existing / proposed general layout</li> <li>Existing / proposed partition layout</li> <li>Existing / proposed furniture layout</li> <li>Existing / proposed flooring layout</li> <li>Existing / proposed ceiling layout</li> <li>Existing / proposed clear section (showing FFL to FCL)</li> </ul>
38	What are the Mechanical drawings to be submitted in the fit out permit application?	<ul style="list-style-type: none"> <li>For Offices – No mechanical/electrical drawings are required.</li> <li>For Retails – existing &amp; proposed drainage layouts to be submitted.</li> <li>For Restaurants – Existing &amp; proposed drainage layouts and Existing &amp; proposed kitchen ventilation system.</li> </ul>
39	Is structural activities are allowed in the fit out submission?	No, all Structural activities except coring shall be submitted as 'Design modification' review & permit
40	Can shell & core offices be accepted in Minor fit out works application?	No, all shell & core offices shall be submitted as General fit out works only.
41	Can the fit out permit general work inspection be submitted without DCD inspection completion?	No, only if the landlord/ building management confirms there is a renewal of the FF/FA service contract
<b>Mechanical</b>		
42	Is DCD approval mandatory for individual and community villas and private/commercial villas?	Yes, as per UAE life Safety code 2017 DCD approvals are mandatory
43	Will DDA verify the FIC & HC connections during review/inspection?	No, but obtain necessary approval from Master developer/Appointed infrastructure consultant/DM.

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44	Is solar water heating system mandatory for all building types?	No, Solar water heating system are mandatory for all types of villas, Labor Accommodations and staff/student accommodations as per Green Building Regulations (504.03)
45	Is infiltration accepted for all villas?	No, Untreated fresh air shall be provided through FCU return mixing box.
46	Is condensate drain recovery mandatory for all FAHU?	Yes, as per Green Building Regulations
<b>Permits</b>		
47	When is the Pre-qualification certificate required ?	At the time of company registration and renewal for Contractors only.
48	What's the difference between Design Modification & Design Revision ?	Design Modification applicable after issuance of Building Completion Certificate Design revision applicable prior to issuance of completion certificate.
49	When to apply for Site Office Allocation ?	Site Office Allocation is applicable after issuance of Building Permits for any addition or modification of site office layout.
50	When & How to apply for Dewatering NOC ?	This service is optional and can be applied after the issuance of building permit through dewatering NOC application
51	How to apply for temporary Power & Water NOC ?	Through request letter by Owner/Contractor/Consultant.
52	How to apply for cancellation of permits ?	Through request letter by Contractor along with termination letter from Owner.
53	How to transfer the building permit from DM to DDA?	Link or to approach customer service desk to get the requirement list
54	How to apply for Noc's for other authorities ( DCD/DM/DEWA/RTA etc.) ?	Each individual authority to be approached for their Noc's
55	When is Temporary Construction Permit applicable ?	For any Temporary Construction ( Sales Centre, Tent, Temporary STP, Empower Cooling Plant etc..)
56	Is it allowed to close an internal road temporarily?	The main contractor need to obtain approval from Master Developer & related authority
57	How can a main contractor obtain a Road Closure approval?	The main contractor need to obtain approval from Master Developer & related authority
	Can the main contractor work during night time?	Yes, the main contractor can carry out construction activities, subject to obtaining a Night Shift Approval from Dubai Development Authority
58	How can a main contractor obtain a Night Shift Work Approval?	The main contractor needs to submit a filled-in-Night Shift Work Application to obtain approval
59	Where can we find the Night Shift Work Application Form?	It can be downloaded from: <a href="http://DDA.gov.ae/en/freezone/zoning-services/development-control/request-for-night-shift-work/">http://DDA.gov.ae/en/freezone/zoning-services/development-control/request-for-night-shift-work/</a>
<b>Structural</b>		
60	Where can I get copies of the DDA/local Structural Regulations?	Please check with the customer care center.

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61	<b>Can we collect the approved structural drawings before other discipline's approval?</b>	No. only when all disciplines have reviewed and approved, you can collect
62	<b>Can I submit my project in different stages?</b>	Yes. Substructure and superstructure.
63	<b>Can I submit Post tension design of slabs floor by floor separately?</b>	Yes.
64	<b>What are the requirements for the third party/peer review?</b>	Please check the local regulations as well as the latest circulars in this regard.
65	<b>Is it necessary to submit third party/peer review report for P.T, Geotechnical, steel structures and other specialist works?</b>	Please check the local regulations as well as the latest circulars in this regard. If you have any specific project, please bring it and meet one of our structural team members to know more.
66	<b>Can I apply for building permit without soil report?</b>	No.
67	<b>Can I apply for piling permit before other permits?</b>	No. Please check the submission process in our website.
68	<b>What is substructure?</b>	All structures below ground level.
69	<b>What is superstructure?</b>	All structures above ground level.
70	<b>What is the fire rating to be followed for various types of buildings?</b>	Please check DDA/local Structural Regulations, apart from civil defense requirements.
71	<b>Do I need to apply for an excavation permit for 2m excavation?</b>	Excavation more than 2m to be submitted along with slope stability calculations. For less than 2m, if there are open plots, not required, otherwise, slope stability calculations to be submitted.
72	<b>Is soil report approval required for all types of projects?</b>	Yes.
73	<b>What types of license required for specialist contractors?</b>	All specialist contractors to have license issued from all concerned departments from Dubai.
74	<b>Which codes are approved for use under DDA's jurisdiction?</b>	Please check DDA/local Structural Regulations
75	<b>What is the approved technical software's to be used for structural analysis and design?</b>	Please check DDA/local Structural Regulations
76	<b>Please clarify regarding the various loads to be use in the design of buildings?</b>	Please check DDA/local Structural Regulations
77	<b>Please clarify regarding the crack widths to be followed?</b>	Please check DDA/local Structural Regulations

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78	<b>Please clarify regarding the water table to be considered for uplift considerations?</b>	Please check DDA/local Structural Regulations
79	<b>How can I obtain a NOC for installing a preliminary test pile?</b>	Please submit a covering letter, explaining the details of work to be carried out along with detailed drawings.
80	<b>How can I obtain a permit for soil improvement?</b>	Please submit a covering letter, explaining the details of work to be carried out along with detailed drawings.
81	<b>How can I apply for soil investigation request?</b>	Please check our online portal.
82	<b>How can I schedule a meeting with the structural reviewer?</b>	Please check our online portal to schedule a meeting with our structural reviewer.
83	<b>When do we need to submit the changes in the building as redesign submittal?</b>	Whenever there is a major change in the structure, value Engineering or change in use, then it's to be submitted as redesign. Also please refer to our redesign submittal process.
84	<b>Do I need to apply for a permit to erect carpark shades?</b>	Yes
85	<b>Do I need to apply for a permit for erecting advertising sign boards?</b>	Yes
86	<b>Where can I get the approved list of materials to be used in a project?</b>	Please check local Regulations.
87	<b>Do I need to apply for a separate structural permit for installing temporary grand stands for events?</b>	Yes. You can include all the structural drawings and calculations along with event permit application.
88	<b>What is the best way to contact the structural Engineer responsible for inspections?</b>	Please call the call center or schedule a meeting in the online portal.
89	<b>How do I find out the status of my building permit application?</b>	Please check it online by entering your tracking number.
90	<b>How can I schedule an inspection?</b>	Please apply through our online portal.
91	<b>Is a permit required to add a shed or storage building to my property? Are there any size restrictions or setback requirements?</b>	Yes. Please check the DDA regulations and master planning guidelines.
92	<b>What is the purpose of inspecting the structural elements?</b>	The purpose of such inspections is to ensure that all the structural elements are executed as per a design.
93	<b>Can my contractor start the structural works without DDA approval?</b>	The contractor requires DDA "No Objection" to proceed with the structural works.

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94	<b>I want to apply for the structural Inspection. Please guide me regarding what are the Structural elements that needs inspection request?"</b>	Soil Investigation Inspection Shoring inspections Piling inspections Shoring completion certificates Piling completion certificates Structural inspections for pile caps, foundations, all horizontal elements such as floor slabs, beams, ramps and similar, key vertical elements such as mega columns, Columns under transfer beams and transfer slabs, steel structure Completion of structural inspections.
95	<b>Soil investigation machines are at site. Can we start the boreholes before applying for the soil investigation inspection?</b>	Soil Lab must apply for Soil Investigation Inspection request during the drilling of boreholes (excluding villas)
96	<b>I took a shoring inspection request number as per DDA process. Do we have to wait for the authority engineer to visit the site to start shoring?</b>	The concerned specialist contractor has to apply for the shoring inspection before starting the shoring works. As the request number is in hand the contractor can start the shoring works. Same case applied for the piling inspection request.
97	<b>what are the documents required for the soil investigation inspection?</b>	For all types of inspections, you will find the required document in the application form itself. Documents required for the soil investigation inspection Soil Investigation request Copy of Laboratory Professional License (Approved from Dubai Municipality Lab). Detailed layout showing location, depth & number of boreholes (soft copy as per Circular no. 229). Accreditation letter from DAC (Dubai Accreditation Center).
98	<b>The shoring contractor has applied to take the shoring completion and I, as the main contractor, have the intention to carry out plaster works to the shoring. Do I have to wait for the same.</b>	The main contractor shall not start the shoring plaster without the "shoring completion certificate"
99	<b>When shall I apply for the shoring completion?</b>	The concerned specialist contractor has to apply for the shoring completion certificates as per the established process and procedures of DDA upon completion of the respective works ( shoring piles shall be exposed up to the bottom of foundation ), with all the necessary attachments as mentioned in the application form.
100	<b>I would like to apply for a partial shoring completion, what should I do?</b>	There is no application for the partial "shoring completion certificate". Due to some site conditions, DDA may facilitate the work at site. The shoring contractor may ask for the site visits and this shall be by letter. The requester should include the following information: -Contact information for the requesting project manager or equivalent -Project name and location - The balance area to be checked later - Reasons for the partial works - Deadlines to complete the balance work Same case applied for the piling inspection request
101	<b>In case of town houses, Do we have to apply for each villa separately or I can apply for the full block.</b>	Each plot number requires separate inspection requests

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102	<b>the swimming pool specialist is not appointed yet, and due site condition we want to cast the swimming pool. Is it possible to write an undertaking letter to get the environmental approval later.</b>	"Environmental approval" shall be available at site at the time of Inspection.
103	<b>The contractor appointed a third party to certify the scaffolding, but the inspector never seems to come in person to inspect the scaffolding. Is this allowed?</b>	The appointed third party inspector is expected to carry out a comprehensive visual inspection based on his judgement and assessment. He is expected to take active and personal interest in the planning and carrying out of the inspection of the scaffolding. A situation where he does not visit the building or totally delegates the inspection work to the contractor which is not registered in the trade license as scaffolding certifier is not acceptable. As a consultant, you shall not approve the inspection request and you are encouraged to notify DDA.
104	<b>How many floors does a building have to have a passenger hoist?</b>	four floors above the ground level and roof.

## FAQs - Zones Control

No.	Question	Answer
<b>Advertising</b>		
1	Why should I apply for advertising Permit at DDA?	<ul style="list-style-type: none"> <li>*To comply with Advertising regulations and laws in the Emirate of Dubai</li> <li>*To standardize the quality of outdoor Advertising and Signage in terms of size, location and content for a coherent urban appearance that enhances the character of the community</li> <li>*To allow customers to clearly and appropriately advertise their brand, products, services and events</li> <li>*To protect the existing architectural features and overall appearance of buildings</li> <li>*To ensure the legibility of outdoor advertisement and reduce the adverse effects of visual clutter</li> <li>*To ensure the health and safety of motorists and pedestrians and to safeguard structural integrity</li> </ul>
2	Which areas/locations are eligible for obtaining a DDA Advertising Permit?	<p>It is mandatory to obtain a DDA Advertising Permit if proposed Advertising/Signage is within DDA Free-zone areas; which are:</p> <ul style="list-style-type: none"> <li>All TECOM Projects/Plots</li> <li>Dubai International Financial Centre</li> <li>Healthcare City and</li> <li>Dubai Design District</li> </ul>
3	What are the related services to an Advertising?	<p><b>For Advertising within Free Zone Areas:</b></p> <ul style="list-style-type: none"> <li>*DDA Advertising Permit (Non-Structural; in case no structure above 2m is being used)</li> <li>*DDA Advertising Permit and DDA Structural NOC (in case a structure above 2m is being used)</li> </ul> <p><b>For Advertising within Non Free Zone Areas:</b></p> <ul style="list-style-type: none"> <li>*Initial Approval to be obtained from Dubai Municipality</li> <li>*DD Structural NOC</li> <li>*DDA Structure Completion Certificate</li> </ul>
4	Which advertising/signage is eligible for a Permit from DDA?	<p><b>Advertising Sign</b> Any sign that promotes any goods, products, brands or services either fixed on a building or a purpose built advertising structure or other type of advertising medium/device.</p> <p><b>Event Sign</b> Temporary Signage for the sole purpose of advertising an upcoming event, such as a concert, exhibition, promotional offer, store opening, seasonal event (Ramadan, Shopping Festival).</p> <p><b>Business Sign</b> Any sign, notice, representation or other visual device specifically related to the businesses operating at the place/premises/building to which it is affixed. The signs information shall be limited to the business name and logo.</p> <p><b>Building Name Signs</b> Any sign or other visual device referring to the name of the building for the purpose of identification. This does not include signs, logos and/or symbols related to the building developer, owner or tenant.</p>

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5	Do contractors need to be registered at DDA in order to apply for an Advertising Permit?	Yes, Contractors shall be registered at DDA For registration, please <a href="#">click here</a>
6	Is my license applicable for registration as Advertising Contractor?	DDA registered licensees with License Activities related to 'Advertising and/or Building' and are eligible for submitting DDA Advertising Permit Request
7	How do I get started?	*Obtain Primary Approval/NOC from Master Developer/Plot Owner(s) *Proceed with submission at DDA along with all required documents as listed in the Advertising Permit Application Form <a href="#">Click here</a> to view Form
8	What are the documents required for Advertisement Permit?	For a list of all required documents, refer to Advertising Permit Application Form by <a href="#">clicking here</a>
9	Can I apply for Advertising Permit Online?	Yes, <a href="#">Click here</a> to apply online.
10	How much does it cost to apply for Advertising Permit?	*Advertising Permit or Renewal of Advertising Permit: For Building Signage (Wall Mounted Hoarding/Banner), Building Signage (Building Wrap), Building Signage (Roof Top Sign), Billboard (Unipolar, Hoarding, Megacom, Mupie, Lampost Sign), Construction Fence, Inflatable & Floating Signage, Bridge Banner, Roundabout Branding : AED 5,000 per year *For Building Signage (Podium Parapet Sign), Building Signage (Roof Parapet Sign) : AED 2,500 per year *For Flags, Free Standing Unit (FSU) : AED 1,500 per year *For Building Signage (Window Sticker) : AED 1,000 per year *For Building Signage (Ground Floor Shop Signage) : AED 500 per year. For Structural NOC: AED 5,000. For Structural Completion: Not Applicable *An additional fees of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction.
11	How will I receive my Advertising Permit?	E-Permit will be communicated on the registered e-mail address as mentioned in the application form (Please ensure to mention an active and correct e-mail address)
12	How can I receive stamped structural drawings?	Visit DDA Customer service in Dubai Studio City, Commerical Building 1, Ground Floor and request for stamped drawings and collect it from customer service.
13	Can I apply for Advertisement Permit in non free zone area?	Advertisement Permit in non free zone area to be applied at Dubai Municipality for non free zone area. In case of Advertisement with Structures in non free zone area, customer shall obtain Dubai Municipality approval(s) on artwork and then apply for the following at DDA: *DD Structural NOC *DDA Structure Completion Certificate <b>After obtaining DDA Structure Completion Certificate , customer shall obtain Advertising Permit from Dubai Municipality.</b>

## FAQs - Zones Control

Event		
14	Why should I apply for Event Permit at DDA?	<p>*To regulate, legalize and facilitate Events within DDA jurisdiction</p> <p>* To review Event agenda and identify required approval(s) from concerned Authorities</p>
15	Which Event types are eligible for a Permit from DDA?	<p><b>*Commercial</b> - Events benefitting a community with the purpose of generating fees or where an Event is conducted for commercial use (sales, purchase, ticketing etc.)</p> <p><b>*Non Commercial</b> - Events conducted without a commercial use (sales, purchase, ticketing etc.) and involving crowds (sport activities, functions, community fairs etc.)</p> <p>*In addition to the above requirement, customers should also clarify 'Structural or Non-Structural' Event Type (<i>any structure above 2 meters is applicable for 'Structural' review</i>)</p>
16	Which areas/locations are eligible for obtaining a DDA Event Permit?	<p>It is mandatory to obtain a DDA Advertising Permit if proposed Advertising/Signage is within DDA Free-zone areas; which are:</p> <p>All TECOM Projects/Plots Dubai International Financial Centre Healthcare City and Dubai Design District</p> <p>For Non-Free zone areas, only Events with Structure are eligible for DDA Structure NOC</p>
17	Can I apply for Event Permit Online?	Yes, <a href="#">Click here</a> for application
18	How much does it cost to apply for Event Permit?	<p>*Small scale events of area less than 500 sq. ft. National Day Events, Government Sponsored events and other non-Commercial events (AED 500+ Structural Fees AED 1,000 (if applicable))</p> <p>*Standard Fees (AED 1.0 per ft2 of relevant (Minimum AED 500, Maximum AED 5,000+ Structural fees of AED 1,000 if applicable))</p> <p>*Any new additional area or extension of the existing facilities other than the originally (AED 0.025 per ft2 of relevant area)</p> <p>*Any new additional area or extension of the existing facilities other than the originally approved ones. (AED 1.0 per ft2 (Minimum AED 500, Maximum AED 5,000+ Structural fees of AED 1,000 if applicable))</p> <p>An additional fees of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction.</p>
19	Can I apply for Event Permit in non free zone area?	In case of Event with Structures in non free zone area, only Structural NOC and Structural Completion Certificate to be obtained from DDA
20	What are the documents required for Event Permit?	For a list of all required documents, refer to Event Permit Application Form by <a href="#">clicking here</a>
General		
21	Who may I contact for information on a Non-compliance Notice received?	<p>Send an e-mail to <a href="mailto:info@dda.gov.ae">info@dda.gov.ae</a> with Unit and Notice details</p> <p>Alternatively, you may call 800-DDA for further assistance</p>

## FAQs - Construction Compliance and HSE

No.	Question	Answer
<b>Construction Compliance</b>		
1	<b>Why did I receive a Compliance Visit Report with observations?</b>	During the site visit Authority representative found anomalies and reported to you for corrective and preventive actions
2	<b>We received a Compliance notice, how we can resolve it?</b>	You have to submit a Closing Report by clicking "Click Here" hyperlink provided on the same communication
3	<b>Why we received a Compliance Resolution Notice?</b>	Compliance Resolution Notice was sent to you for one of the following reasons <ul style="list-style-type: none"> <li>· Not providing your response within 3 working days to our earlier communication</li> <li>· Failure to comply with the given notices/observations</li> <li>· One/Multiple observations during the visit has potential for fatality</li> </ul>
4	<b>How we can resolve Compliance Resolution Notice?</b>	Comply with the issued resolution notice or for more details contact info@DDA.gov.ae and 800 4-332 (DDA)
5	<b>Can I request for grace period to submit my response?</b>	Yes, you may request for grace period by providing justification letter with objective evidences
6	<b>When should we expect the next visit from the Authority?</b>	Construction Compliance officers conduct regular visits subject to your activities and observations from previous visit
7	<b>What is the purpose of the visit?</b>	To ensure compliance with all applicable legal and other requirements
8	<b>How can we appeal against a penalty and whom do we contact?</b>	Contractor/Consultant may request to appeal against penalties and sanctions by contacting at info@DDA.gov.ae along with all objective evidences.
9	<b>When I can receive the outcome of Appeal?</b>	Your appeal will be evaluated by respective department and outcome will be notified to you within 10 working days. Failure to provide valid justification and objective evidences may delay the outcome.
10	<b>What is Construction Compliance Function?</b>	Construction Compliance is a function within DDA Building department to ensure compliance with all applicable legal and other requirements of Construction activities within the Jurisdiction.
11	<b>Can we pay the fine online?</b>	You can pay the fines online by clicking on <a href="https://webzoning.dda.gov.ae/Zoning/FeePayment">https://webzoning.dda.gov.ae/Zoning/FeePayment</a> and entering the Fine No.
12	<b>Why we are not receiving mails from DDA/Construction Compliance?</b>	DDA Communications are sent to mail IDs registered by respective customer Ensure to update your mail ID by contacting "info@DDA.gov.ae" or "800 4-332 (DDA)"
13	<b>Why Dubai Municipality is also inspecting us?</b>	Dubai Municipality may inspect to ensure compliance with applicable legal and other requirements that fall within their jurisdiction

## FAQs - Construction Compliance and HSE

14	<b>Why my services are suspended</b>	Due to one of the following reasons: -Non-compliance with Authority requirements -Based on court orders -Non-compliance with other relevant Authorities requirements
15	<b>Compliance Contacts and locations</b>	Contact us at "info@DDA.gov.ae" or "800 4-332 (DDA)"
16	<b>Why we should not hire sub-contractors from other emirates?</b>	Based on the regulation, all sub-contractors shall possess valid license from Dubai
17	<b>Is there any regulation for noise limits?</b>	Yes, as per the federal /local regulation the noise level should not exceed 55 dB during the day and 45dB during the night (time weighted average for 8 Hours).
<b>HSE</b>		
18	<b>What are the Health, Safety and Environment legal requirements within DDA jurisdiction?</b>	Dubai Municipality Health, Safety and Environmental requirements are applicable in DDA Jurisdiction
19	<b>How can I access DDA Health, Safety and Environment Requirements?</b>	DM Requirements include and not limited to the following can be accessed at <a href="https://www.dm.gov.ae">https://www.dm.gov.ae</a> - Local orders and Circulars - Code of Construction Safety Practice - Code of Practice for the Management of Dangerous Goods - Technical Guidelines
20	<b>Does the main contractor needs to appoint a full-time Safety Officer?</b>	Yes, for details please refer to DM Code of Construction Safety Practice.
21	<b>Does the main contractor need to register a full-time Safety Officer with Dubai Development Authority?</b>	Yes, full-time Project Safety Officer shall be registered with Dubai Development Authority.
22	<b>What are the competency requirements of a full-time Safety Officer?</b>	Please refer to DM Code of Construction Safety Practice
23	<b>Does the main contractor need to submit monthly HSE Performance Report to DDA?</b>	Yes, Main Contractor must submit filled-in "Monthly Health, Safety and Environment Performance Report form.
24	<b>What types of accidents require submission of Accident Report in prescribed form to the Authority?</b>	The contractor should submit a detailed accident report in the following scenarios as detailed in Code of Construction Safety Practice: -Serious Accident -Serious (Major) Injury -Lost-Time Injury

## FAQs - Construction Compliance and HSE

25	<b>How to notify incident/accident?</b>	The incident/accidents shall be notified to the Authority: 1.by calling on - 800 4-332 (DDA) or 04-3601777 2.Via - HSE Mobile App
26	<b>Where can we find Accident Report form?</b>	It can be downloaded from <a href="http://DDA.gov.ae/en/freezone/zoning-services/development-control/site-accident-report/">http://DDA.gov.ae/en/freezone/zoning-services/development-control/site-accident-report/</a>
27	<b>Do I need to submit project Health, Safety and Environment (HSE) plan to DDA?</b>	No, just ensure to maintain the HSE plan at Site
28	<b>Does Safety Officer need to be approved and registered with DDA?</b>	Yes, Safety Officer(s) working within the jurisdiction of DDA shall be approved and registered with DDA
29	<b>How Safety Officer(s) can be registered with DDA?</b>	Online through <a href="#">Zoning eServices</a> by clicking on Company Profile ---> Contact --> Add New or by filling the HSE Officer Approval Application form, and submit it along with required documents at DDA customer service counters
30	<b>Where can I find the HSE Officer Approval Form?</b>	Download from DDA website by simply clicking on <a href="https://DDA.gov.ae/wp-content/uploads/2015/11/ZA-DC-F-34-HSE-Officer-Approval-Application-2.pdf">https://DDA.gov.ae/wp-content/uploads/2015/11/ZA-DC-F-34-HSE-Officer-Approval-Application-2.pdf</a>
31	<b>What is the process once HSE Officer Approval Application is submitted?</b>	Upon reviewing the submitted application by an applicant fulfilling the eligibility criteria, the authority may call for personal technical interview to assess his professional competence. Outcome of interview will be notified through emails, registered with DDA
32	<b>What is the process once Safety Officer is approved?</b>	Approved Safety Officer will receive invitation to attend Approved Safety Officer induction Training Program
33	<b>What is Approved Safety Officers Induction Training Program?</b>	This is an engagement program in which DDA engage with Approved Safety Officer to give Induction Training on Safety Officers Roles and Responsibilities
34	<b>What is the duration of Approved Safety Officers Induction Training Program?</b>	2 hours
35	<b>What is the DDA HSE Mobile App?</b>	DDA has a dedicated mobile application for Health, Safety and Environment
36	<b>What is the use of DDA HSE App?</b>	DDA HSE App is a communication channel between Approved Safety Officer and DDA by submitting reports (Unsafe Conditions, Acts and Stop Work Orders), Accident Reports and monthly HSE Performance Reports
37	<b>Is there any Appreciation for good Health &amp; Safety Practice at site?</b>	Contractors, consultants, HSE officer are appreciated for best practices during an annual event held in the month of April.

## FAQs - Urban Planning Services

No.	Question	Answer
<b>Mapping</b>		
1	<b>What is a site plan?</b>	The site plan is a legal document issued by Dubai Development Authority showing land limits, land area, dimensions, zoning regulations, land location, owner's name and type of ownership.
2	<b>What are the types of site plan request?</b>	There are three types of site plans: New, Ownership Change and Renewal.
3	<b>What documents are required to issue a site plan?</b>	The required documents are mentioned in the request form and is based on the type of request, refer to the below link: <a href="https://dcca.gov.ae/en/freezone/zoning-services/master-planning/site-plan-request">https://dcca.gov.ae/en/freezone/zoning-services/master-planning/site-plan-request</a>
4	<b>How long will it take to issue a site plan?</b>	The site plan will be issued within 5 working days from the date of receiving request
5	<b>Can I submit the site plan request online?</b>	Yes through Zoning eServices: <a href="https://webzoning.dda.gov.ae/Zoning/PlotOwnerServices/RenewalSitePlan?isNewMode=True">https://webzoning.dda.gov.ae/Zoning/PlotOwnerServices/RenewalSitePlan?isNewMode=True</a>
6	<b>Can the site plan be issued by other authorities as an alternative of the Dubai Development Authority (i.e. Dubai Land Department or Dubai Municipality )?</b>	No, DDA is the only Authority authorized to issue the site plan within its jurisdiction
7	<b>How do I issue a duplicate site plan?</b>	Either by: 1- submitting a request for copy of drawing 2- submitting a request for renewal of site plan
8	<b>How long are site plans valid for?</b>	Site plans are valid for 5 years from the date of issuance as long as no changes occur to the land before the expiration date
9	<b>Can I submit other requests if the site plan has expired?</b>	No, the site plan must be renewed

## FAQs - Urban Planning Services

Survey		
10	<b>What documents are required to issue a land demarcation</b>	The documents required are written on the request form and they depend on the type of service which are found in the webpage. They can also be requested from the customer service.
11	<b>How long will it take to issue a land demarcation ?</b>	The land demarcation will be issued within 5 working days from the date of receiving request
12	<b>What are the fees for land demarcation requests ?</b>	The fees depend on the number of points which are specified in the land demarcation certificate. for more information please refer to the below link: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/land-demarcation/">https://dda.gov.ae/dda-services/zoning-services/master-planning/land-demarcation/</a>
13	<b>What are the types of land demarcation requests ?</b>	<ul style="list-style-type: none"> <li>1-request for demarcation for the purpose of designing , soil investigation and topographic survey.</li> <li>2- request for re-demarcation when digging works are started .</li> <li>3- request for re-demarcation prior to submitting completion certificate of retaining walls.</li> <li>4- request for re-demarcation prior to pouring of ground floor slab.</li> <li>5- request for final demarcation prior to submitting building completion certificate.</li> </ul>
14	<b>Which survey companies are approved to survey the project prior to submitting the building completion certificate ?</b>	There is a list of approved companies available on the <a href="#">zoning eServices</a> or through customer service; (companies approved by the Dubai Land Department are eligible).
15	<b>How long does it take to receive the land demarcation certificate after field work ?</b>	The land demarcation certificate will be issued directly after completing the field work or maximum on the next day.

## FAQs - Urban Planning

No.	Question	Answer
1	<b>How many stages are master planning submissions comprised of?</b>	Master planning submissions are comprised of 3 stages: Concept; Sign Off Sheet (SOS) and Final
2	<b>Is it required to follow all the Master Plan stages in order to fully approve a master plan?</b>	Yes, it is required to submit for all stages
3	<b>What are the requirements in order to submit for master plan approval for each stages?</b>	You can find the list of requirements as well as the appropriate form at the following link: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/">https://dda.gov.ae/dda-services/zoning-services/master-planning/</a>
4	<b>Who can submit for a master plan approval or modification?</b>	Master Plan Approvals and Modifications should be submitted through the Master Developer or an appointed Master Planning Consultant on behalf of the client
5	<b>How can I submit a master plan approval or modification?</b>	Submit the application to customer service counter as per the requirements in the following link: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/">https://dda.gov.ae/dda-services/zoning-services/master-planning/</a>
6	<b>What is the review duration for each master planning stage?</b>	The review duration for each stage can be found at the following link: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/">https://dda.gov.ae/dda-services/zoning-services/master-planning/</a>
7	<b>What is the review duration for a major and minor master plan modification?</b>	The review durations for master plan modifications can be found at: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/">https://dda.gov.ae/dda-services/zoning-services/master-planning/</a>
8	<b>What is the difference between a building exception and a master plan modification?</b>	Exceptions are submitted specifically for a building design and not reflected on the site plan. A master plan modification is a modification to the master plan and are reflected on the site plan.

## FAQs - Urban Planning

9	<b>Where can I find the Planning Regulations for my Plot?</b>	You can find the regulations for your plot on the issued site plan, or you may log your enquiry through "connect with us" under DDA website or "Planning and Building E-services"
10	<b>What are the applicable fees for master plan approvals or master plan modifications?</b>	You can find the service information in the following Link: <a href="https://dda.gov.ae/dda-services/zoning-services/master-planning/">https://dda.gov.ae/dda-services/zoning-services/master-planning/</a>
11	<b>How can I obtain my Site Plan following master plan approval or modification?</b>	You have to submit for a site plan application separately after the approval of a master plan or a modification
12	<b>what is the fee for master plan modification?</b>	<ul style="list-style-type: none"> <li>• <b>Initial Submission: AED 1,000 (Applies to all cases)</b></li> <li><b>A)</b> Balance of AED 1,000 for the first 3 plots, AED 200 for additional plots if the below conditions are met: <ul style="list-style-type: none"> <li>1. Less than or equal to 20 modified or affected plots</li> <li>2. Additional GFA (total affected plots): either &lt;=15% or &lt;= 1500 sq.m of the total allowable GFA not exceeding 5000 sq.m</li> </ul> </li> <li><b>B)</b> If conditions 1 &amp;2 are not met then the below fees apply: <ul style="list-style-type: none"> <li>1 fils/sq. ft. of GFA (Minimum: AED 25,000 and Maximum: 500,000)</li> </ul> </li> </ul>