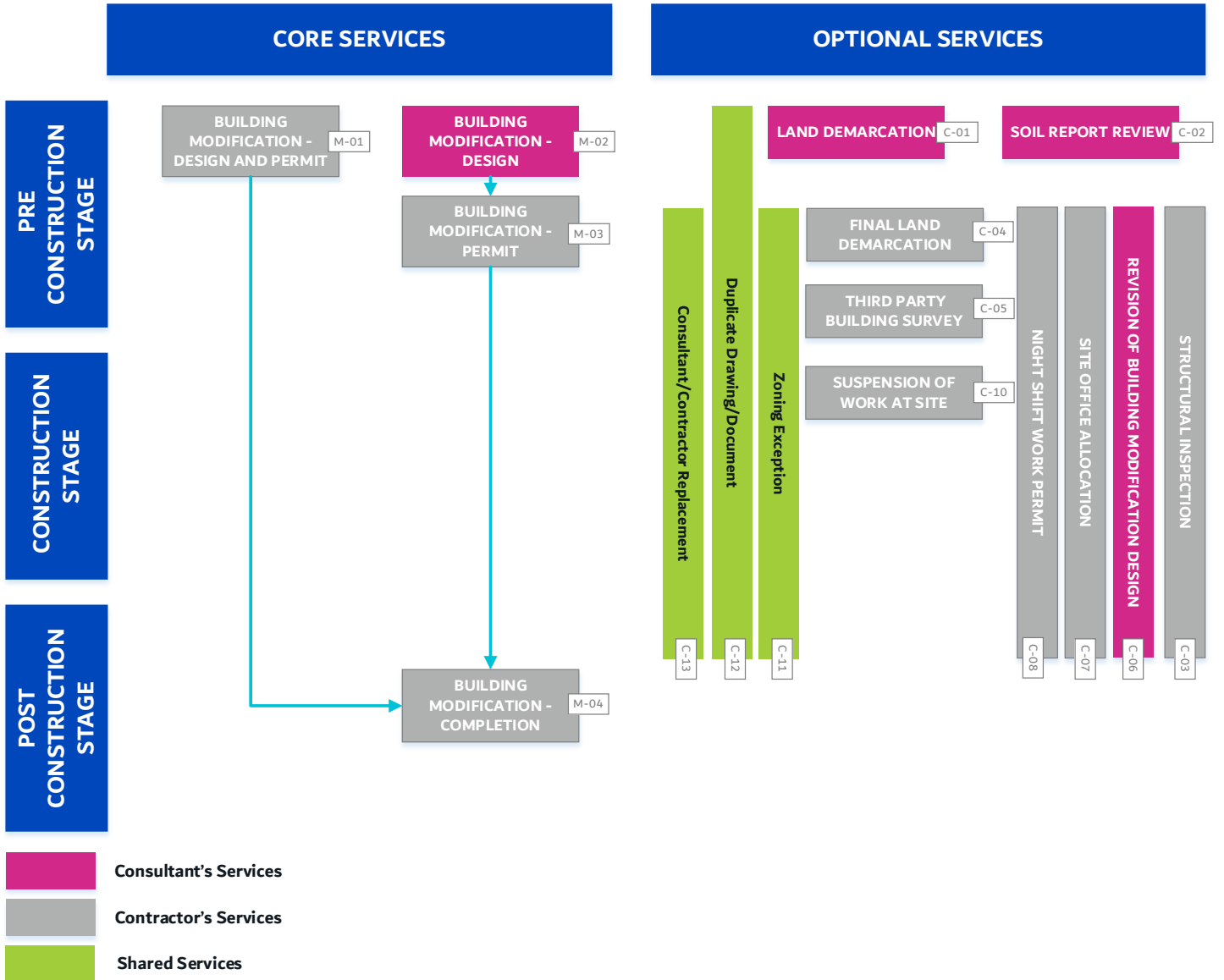


M BUILDING MODIFICATION SERVICES' ID CARDS

ISSUE NO. 6

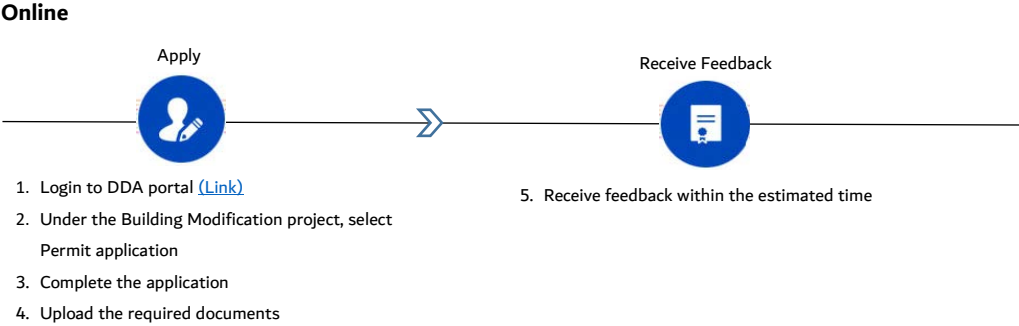
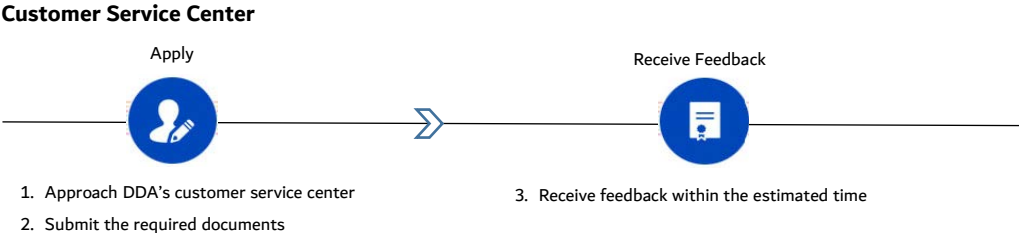
DATED: DECEMBER 2021

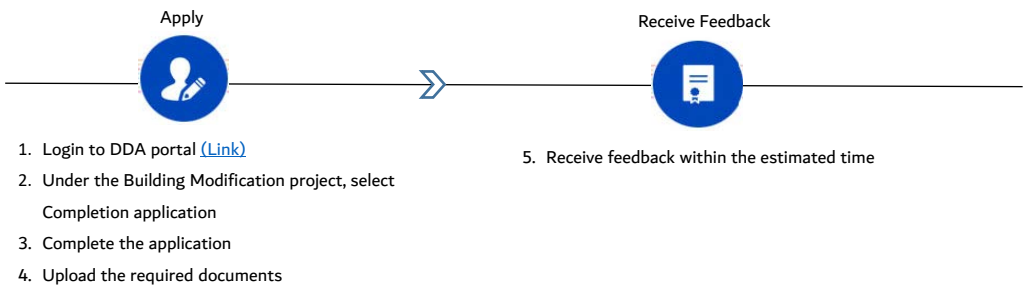
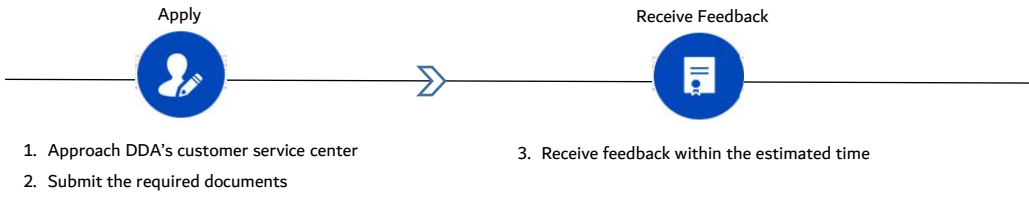
BUILDING MODIFICATION SERVICES MAP





Service ID Name	BUILDING MODIFICATION - DESIGN AND PERMIT	Service ID No.	M-01
Description	This service enables the customer to apply for design and building modification permit at the same time to the completed building project, where this service is available after the issuance of building completion certificate		
Requester	Contractor		
Service Deliverables	Stamped Drawings and Permit		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	5 working days		
Service Fees	AED 1,500 + AED 1.0 per ft ² for total additional/relevant built-up area <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Building Modification Approval Application (In case of applying through customer service center) Approved stamped drawings and proposed drawings highlighting the changes (as per Circular no. 400) (Architectural, Structural, Mechanical) NOC from Building Owner Contractor Appointment Letter from Owner/Tenant Approved and proposed Project Details Sheet stamped & signed by the Consultant Structural calculations and models (soft copy) (if applicable) NOC from Dubai Civil Defense (if applicable) 		
How to Apply	<p>Online</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Create new project for Building Modification 3. Select Design and Permit application 4. Complete the application 5. Upload the required documents 6. Pay the applicable fees 7. Acknowledgement of receiving application will be sent 8. Receive feedback within the estimated time <p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	BUILDING MODIFICATION - DESIGN	Service ID No.	M-02
Description	This service enables the customer to apply for design review to the completed building project, where this service is available after the issuance of building completion certificate		
Requester	Consultant		
Service Deliverables	Stamped Drawings		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	5 working day		
Service Fees	AED 1,500 + AED 1.0 per ft2 for total additional/relevant built-up area <i>An additional fee of AED 10 as “Knowledge Dirham” and AED 10 as “Innovation Dirham” is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Building Modification Approval Application In case of applying through customer service center) Approved stamped drawings and proposed drawings highlighting the changes (as per Circular no. 400) (Architectural, Structural, Mechanical) NOC from Building Owner Consultant Appointment Letter from Owner/Tenant Approved and proposed Project Details Sheet stamped & signed by the Consultant Structural calculations and models (soft copy) (if applicable) NOC from Dubai Civil Defense (if applicable) 		
Note	The approved design is valid for 6 months.		
How to Apply	<p>Online</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Create new project for Building Modification 3. Select Design application 4. Complete the application 5. Upload the required documents 6. Pay the applicable fees 7. Acknowledgement of receiving application will be sent 8. Receive feedback within the estimated time <p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	BUILDING MODIFICATION - PERMIT		Service ID No.	M-03
Description	This service enables the customer to apply for building modification permit to the completed building project, where this service is available after the issuance of building completion certificate			
Requester	Contractor			
Service Deliverables	Building Modification Permit			
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor			
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)			
Estimated Time to Deliver	2 working day			
Service Fees	NA			
Required Documents	<ol style="list-style-type: none"> Building Modification Approval Application In case of applying through customer service center) Contractor Appointment Letter from Owner/Tenant Layout of Site Mobilization (if applicable) 			
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 			

Service ID Name	BUILDING MODIFICATION – COMPLETION	Service ID No.	M-04
Description	This service enables the customer to apply for work completion certificate according to the approved drawings and designs		
Requester	Contractor		
Service Deliverables	Completion Certificate		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	3 working days		
Service Fees	<ul style="list-style-type: none"> • Normal Submission: Not Fees • Building Modification Certificate (with comments): AED 5,000 per month 		
Required Documents	<ol style="list-style-type: none"> 1. Building Modification Completion Request (In case of applying through customer service center) 2. Completion Certificate from Civil Defense (if applicable) 3. NOC from Building Owner to issue Completion Certificate 4. Compliance Certificate from main Consultant 		
Notes	<ul style="list-style-type: none"> • All comments/conditions from DDA must be cleared prior submitting the completion request • Request will be accepted only if Site Plan is valid 		
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 		

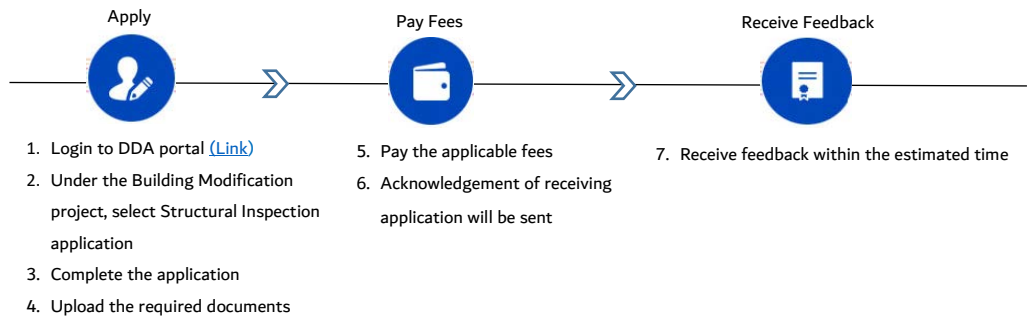
Service ID Name	LAND DEMARCATION	Service ID No.	C-01
Description	This service enables the customer to fix the plot boundary and corners on the ground prior commencing construction and obtain approved Land Demarcation Certificate		
Requester	Consultant		
Service Deliverables	Land Demarcation Certificate		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	5 Working Days		
Service Fees	AED 400 per plot <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Land Demarcation Request (In case of applying through customer service center) Consultant Appointment Letter from the Owner 		
Note	Site Plan must be valid at the time of submission		
How to Apply	<p>Online</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under Building Modification Project, select Land Demarcation application 3. Complete the application 4. Upload the required documents 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time 		
	<p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	SOIL REPORT REVIEW	Service ID No.	C-02
Description	This service is carried out after out the geotechnical investigation and lab tests, where the lab should prepare a report summarizing all the findings, recommendation and data to obtain approval from DDA		
Requester	Consultant		
Service Deliverables	Stamped Soil Report		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	2 Working Days		
Service Fees	NA		
Required Documents	<ol style="list-style-type: none"> 1. Soil Report Review request (In case of applying through customer service center) 2. Detailed geotechnical calculations 3. Soil Report Review Checklist 4. Soil Report (soft copy) 5. Copy of Geotechnical Laboratory Professional License 6. Accreditation Certificate from Emirates International Accreditation Center. 7. Drawing showing location, depth & number of boreholes in DWF format (as per Circular no. 350) 		
Note	Refer to Development Control Structural Regulations for Soil Report		
How to Apply	<p>Online</p>  <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building Modification project, select Soil Report Review application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time <p>Customer Service Center</p>  <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time 		

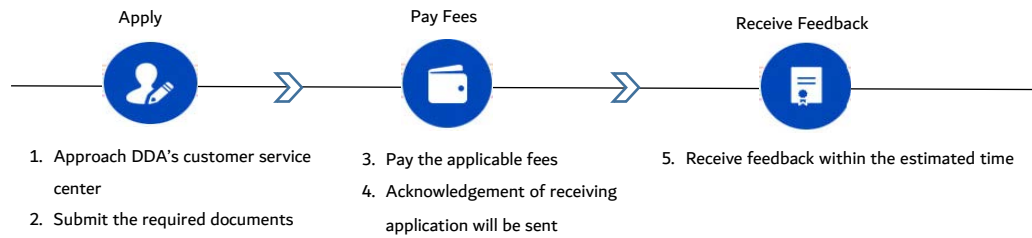
Service ID Name	STRUCTURAL INSPECTION	Service ID No.	C-03
Description	This service enables the customer to obtain approval prior to all concrete casting of foundations, tie beams, slabs, and critical structural elements (as per DDA structural guidelines)		
Types	Standard structural inspection, Late/Holiday inspections		
Requester	Contractor		
Service Deliverables	No objection for the inspection		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	<p>Standard structural inspection request:</p> <ul style="list-style-type: none"> Inspection request received during the working days, between 12am – 7am: Conducted on the same day. Inspection request received during the working days, between 7am – 12am: Conducted on the next working day. Inspection request received on weekends or public holidays: Conducted on the next working day. <p>Late/ Holiday inspections request:</p> <p>At the arranged time:</p> <ul style="list-style-type: none"> Sunday to Thursday, from 4:30pm to 9:00pm. During weekends and public holidays from 7:30am to 9:00pm 		
Service Fees	<ul style="list-style-type: none"> Standard structural inspection request: NA Late/Holiday inspections request: AED 2,000 per request <p><i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i></p>		
Required Documents	<ol style="list-style-type: none"> Structural Inspection Request Form stamped and signed by consultant and contractor 		
Note	<ul style="list-style-type: none"> The below documents must be available at site at the time of inspection: <ol style="list-style-type: none"> Scaffolding Certificate from third party Structural Inspection Checklist – Foundation and Slab Confirmation Letter from soil laboratory in the foundation stage Piling/Shoring Completion Certificate (if applicable) Ready mixed concrete plants conformity certificate from DM Cubes and steel tests results along with Confirmation Letter stamped and signed by consultant Contractor engineer and consultant engineer must be available at site at the time of Inspection The Contractor should cast the inspected member within one week from the date of approval, if this is not completed within the required time frame then a further inspection will need to take place 		

How to Apply





Online



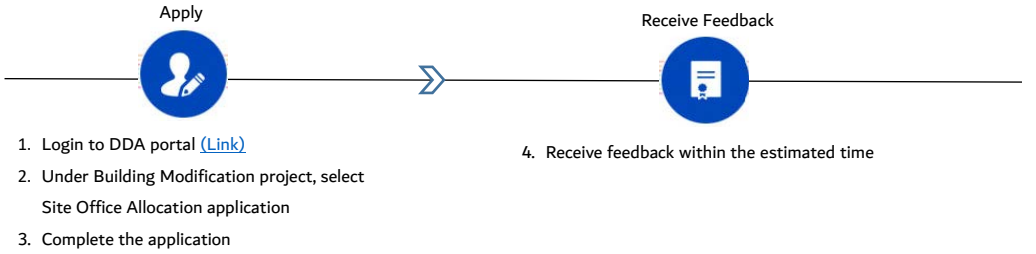
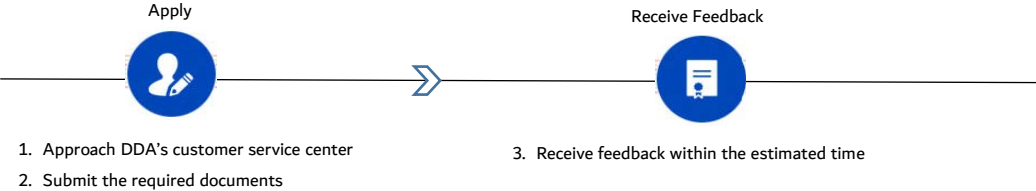
Customer Service Center



Service ID Name	FINAL LAND DEMARCATION	Service ID No.	C-04
Description	This service enables the customer to ensure that plot limits and existing structures are within the permissible limits and match with the As Built Survey Report, that can be applied on Building Construction Completion and prior issuing the Building Completion Certificate		
Requester	Contractor		
Service Deliverables	Final Land Demarcation Certificate		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	5 Working Days		
Service Fees	AED 400 <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Land Demarcation Request (In case of applying through customer service center) As Built Survey Drawing (A3 size hard copy and AutoCAD file) 		
How to Apply	<p>Online</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building Modification project, select Final Land Demarcation application 3. Complete the application 4. Upload the required documents 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time <p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	THIRD PARTY BUILDING SURVEY REVIEW		Service ID No.	C-05
Description	This service enables DDA to verify as built building information through registered Surveyor by Dubai Land Department (this service is mandatory prior obtaining completion certificate except for villas)			
Requester	Surveyor (registered by Dubai Land Department)			
Service Deliverables	Acknowledgement of receiving the building information			
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor			
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)			
Estimated Time to Deliver	5 Working Days			
Service Fees	NA			
Required Documents	<ol style="list-style-type: none"> 1. Third Party Building Survey Review (In case of applying through customer service center) 2. AutoCAD drawings, polyline diagram 3. Colored shaded area diagram (as per Circular no. 400) 4. Project Details Sheet signed/stamped by the surveyor 5. Undertaking letter by Surveyor 			
How to Apply	<p>Online</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Apply</p>  </div> <div style="font-size: 2em;">➤</div> <div style="text-align: center;"> <p>Receive Feedback</p>  </div> </div> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building Modification project, select Third Party Building Survey Review application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time <p>Customer Service Center</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Apply</p>  </div> <div style="font-size: 2em;">➤</div> <div style="text-align: center;"> <p>Receive Feedback</p>  </div> </div> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time 			

Service ID Name	REVISION OF BUILDING MODIFICATION DESIGN	Service ID No.	C-06
Description	This service enables the customer to apply for modification / addition to the approved plans of the project at site (this service is available prior the issuance of Completion Certificate)		
Requester	Consultant		
Service Deliverables	Stamped Drawings		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	5 Working Days		
Service Fees	AED 1,000 + AED 1.0 ft2 (for any additional built-up area) if approved <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> 1. Design Revision Application (In case of applying through customer service center) 2. Existing and proposed drawings (as per Circular no. 400) highlighting the changes 3. Existing and proposed Project Details Sheet stamped and signed by consultant (applicable for architectural revisions) 4. Structural calculations and model (applicable for Structural revisions) 		
How to Apply	<p>Online</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building Modification project, select Revision of Building Modification Design application 3. Complete the application 4. Upload the required documents 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time <p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	SITE OFFICE ALLOCATION	Service ID No.	C-07
Description	This service enables the customer to obtain a permit for using of land for construction site office allocation & purposes of storing materials and equipment for the construction project nearby		
Requester	Contractor		
Service Deliverables	Permit to Utilize a Plot		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	3 Working Days		
Service Fees	NA		
Required Documents	<ol style="list-style-type: none"> 1. Site office allocation Request (In case of applying through customer service center) 2. NOC from plot owner of the utilized plot 3. Fencing Proposed layout (as per Circular no. 400) 		
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 		

Service ID Name	NIGHT SHIFT WORK PERMIT	Service ID No.	C-08
Description	This Service enables the customer to obtain approval to work at night for specific hours and for a specific time		
Requester	Contractor		
Service Deliverables	Permit for Night Shift Work		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	2 Working Days		
Service Fees	NA		
Required Documents	1. Night Shift Work Request		
How to Apply	<p>Online</p> <p>1. Login to DDA portal (Link) 2. Under Building Modification project, select Night Shift Work Permit application 3. Complete the application 4. Receive acknowledgment 5. Receive feedback within the estimated time</p> <p>Customer Service Center</p> <p>1. Approach DDA's customer service center 2. Submit the required documents 3. Receive acknowledgment 4. Receive feedback within the estimated time</p>		

Service ID Name	SUSPENSION OF WORK AT SITE	Service ID No.	C-10
Description	This service enables the customer to stop the work at the site temporarily for technical reasons		
Requester	Contractor		
Service Deliverables	Approval on the Suspension Request		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	4 Working Days		
Service Fees	Minimum fees of AED 1,000 per month (from the date of suspension of work till resumption of work (to be paid at the time the works resumed)) <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Suspension of Work at Site Request (In case of applying through customer service center) Letter from Consultant explaining the status at site and the method/procedure of implementing the suspension Undertaking letter from Owner 		
How to Apply	<p>Online</p> <p>Apply</p> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building project, select Suspension of Work at Site application 3. Complete the application 4. Upload the required documents <p>Pay Fees</p> <ol style="list-style-type: none"> 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent <p>Receive Feedback</p> <ol style="list-style-type: none"> 7. Receive feedback within the estimated time <p>Customer Service Center</p> <p>Apply</p> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents <p>Pay Fees</p> <ol style="list-style-type: none"> 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent <p>Receive Feedback</p> <ol style="list-style-type: none"> 5. Receive feedback within the estimated time 		

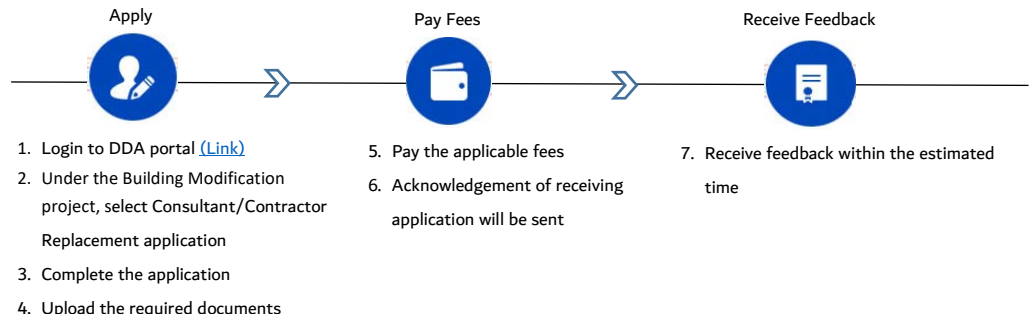
Service ID Name	ZONING EXCEPTION	Service ID No.	C-11
Description	This is exception-granting mechanism for typical zoning regulations, where the customer can submit for building exceptions		
Types	Additional GFA, Shortage of Parking, land use change, height, Setback or Other		
Requester	Consultant, Contractor		
Service Deliverables	Building Exception Approval		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	10 Working Days		
Service Fees	AED 3,000 per Request <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	<ol style="list-style-type: none"> Zoning Exception Application (In case of applying through customer service center) Proposed drawings and supporting documents Dubai Land Department Evaluation Certificate or Lease Agreement (if applicable) 		
Note	<ul style="list-style-type: none"> Only one request of exception to be submitted in each application The approved exception to be incorporated in the design and submitted through relevant design stages within 6 months 		
How to Apply	<p>Online</p>		
	<pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Login to DDA portal (Link) 2. Under the Building Modification project, select Zoning Exception application 3. Complete the application 4. Upload the required documents 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time 		
How to Apply	<p>Customer Service Center</p>		
	<pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <ol style="list-style-type: none"> 1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent 5. Receive feedback within the estimated time 		

Service ID Name	DUPLICATE DRAWING/DOCUMENT	Service ID No.	C-12
Description	This service enables the customer to request for a soft/hard copy of specific area under DDA's jurisdiction		
Types	Drawing, Document		
Requester	Consultant, Contractor		
Service Deliverables	Copy of the requested drawing/document		
Service Request Channels	Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	2 Working Days		
Service Fees	<ul style="list-style-type: none"> Drawing: AED 2 per sheet (Minimum AED 100) Document: AED 2,000 <p><i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i></p>		
Required Documents	1. Duplicate Drawing/Document Request (In case of applying through customer service center)		
How to Apply	<p>Customer Service Center</p> <pre> graph LR A((Apply)) --> B((Pay Fees)) B --> C((Receive Feedback)) </pre> <p>1. Approach DDA's customer service center 2. Submit the required documents</p> <p>3. Pay the applicable fees 4. Acknowledgement of receiving application will be sent</p> <p>5. Receive feedback within the estimated time</p>		

Service ID Name	CONSULTANT/CONTRACTOR REPLACEMENT	Service ID No.	C-13
Description	This service enables the customer to replace the existing consultant/contractor with a new consultant/contractor		
Requester	Plot Owner, Old Consultant/Contractor, New Consultant/Contractor		
Service Deliverables	Confirmation Email		
Service Request Channels	Online, Customer Service Center at Dubai Studio City - Commercial Building 1 - Ground Floor		
Service Delivery Hours	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12 Noon)		
Estimated Time to Deliver	<ul style="list-style-type: none"> • Consultant and Contractor Replacement: 2 Working Days • Consultant Replacement: 2 Working Days • Contractor Replacement: 2 Working Days 		
Service Fees	<ul style="list-style-type: none"> • Request with NOC from the previous Contractor/ Consultant: AED 500 • Request with undertaking letter from the Owner: AED 2,000 <p><i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i></p>		
Required Documents	<ol style="list-style-type: none"> 1. Consultant/Contractor Replacement Application (In case of applying through customer service center) <p>Consultant Replacement</p> <ol style="list-style-type: none"> 2. New Consultant Appointment Letter by the owner (In case of applying online) <p>Contractor Replacement</p> <ol style="list-style-type: none"> 2. NOC from old contractor (In case of applying online) 3. Appointment and Acceptance Letter to be signed and stamped by owner, consultant and new contractor (In case of applying online) <p>Consultant and Contractor Replacement</p> <ol style="list-style-type: none"> 2. Appointment and Acceptance Letter to be signed and stamped by owner, consultant and new contractor (In case of applying online) 3. NOC from old consultant and contractor (In case of applying online) 		
Notes	<ul style="list-style-type: none"> • Replacing Contractor requested to apply for Re-Demarcation Certificate (if applicable) • Replacing Contractor requested to apply for Re-Demarcation Certificate (if applicable) • If the NOC from the previous Consultant is not available, undertaking Letter (Template No. "ZA-DC-T-109") to be signed by owner. • If the NOC from the previous Building Contractor is not available, undertaking Letter (Template No. "ZA-DC-T-110") to be signed by owner and a report of site condition to be submitted. • If the NOC from the previous Fit-out Contractor is not available, undertaking Letter (Template No. "ZA-DC-T-111") to be signed by owner and a report of site condition to be submitted. 		

How to Apply

Online



Customer Service Center

