حكومة دبي
GOVERNMENT OF DUBAI

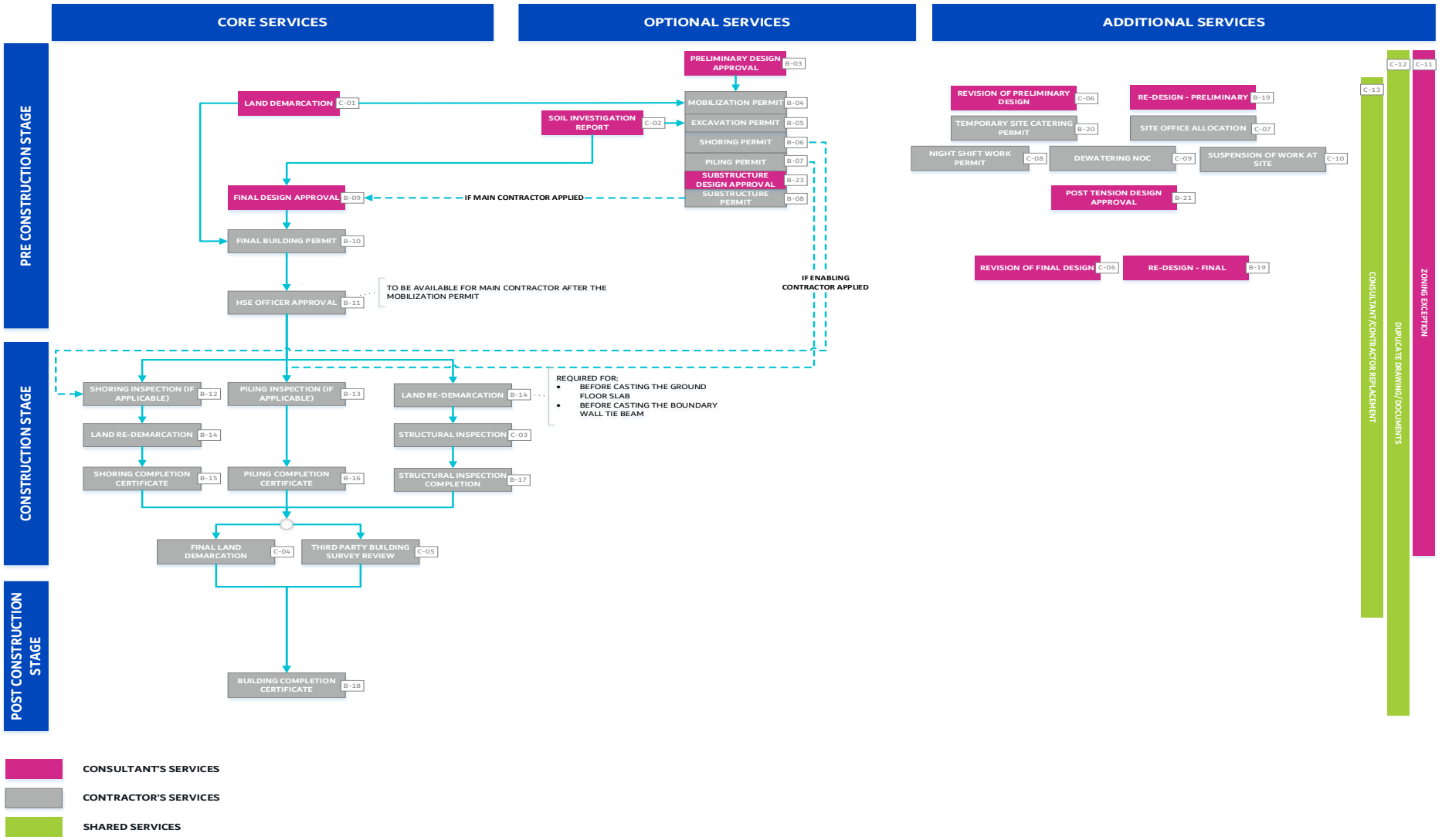
سلطة دبي للتطوير
Dubai Development Authority

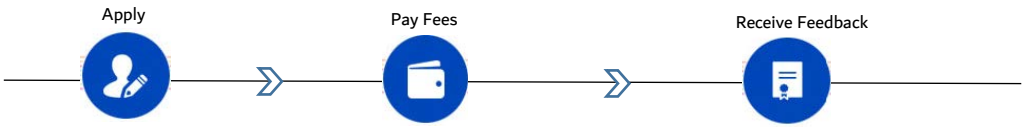
B BUILDING SERVICES' ID CARDS

ISSUE NO. 6

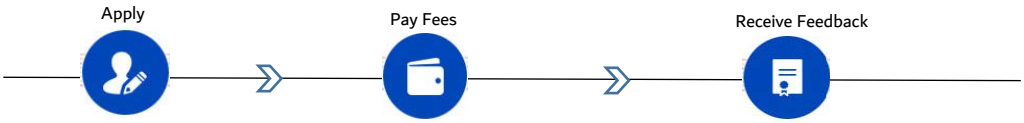
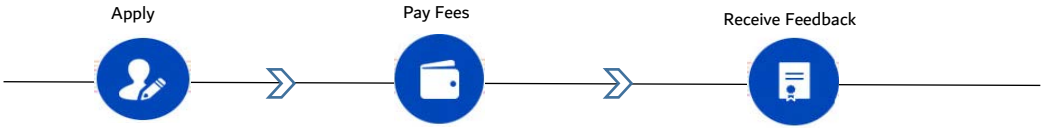
DATED: DECEMBER 2021

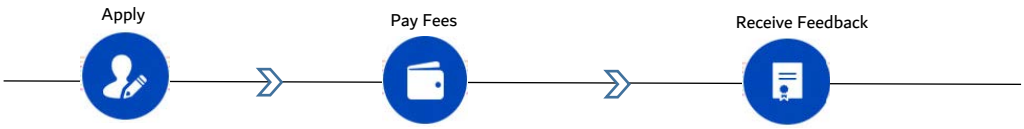
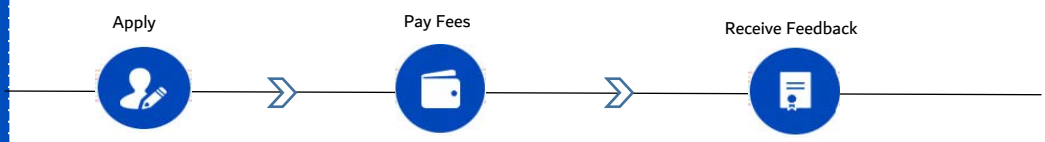
BUILDING SERVICES MAP

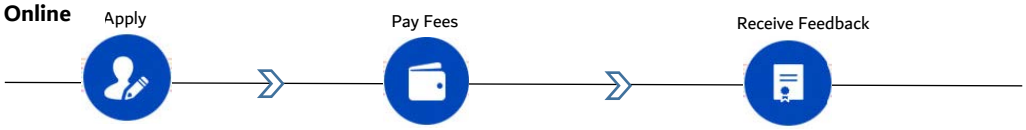
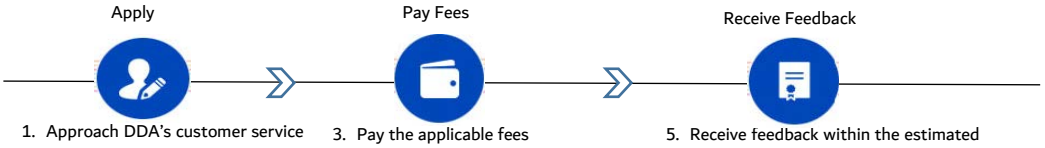


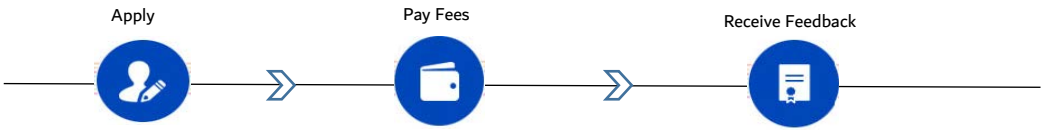
Service ID Name	LAND DEMARCATION	Service ID No.	C-01
Description	This service enables the customer to fix the plot boundary and corners on the ground prior commencing construction and obtain approved Land Demarcation Certificate		
Requester	Plot Owner, Consultant		
Service Deliverables	Land Demarcation 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 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Land Demarcation Request (In case of applying through customer service center) 2. Consultant Appointment Letter from the Owner		
Note	Site Plan must be valid at the time of submission		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Create new project for Building 3. Select Land Demarcation 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 **Customer Service Center**  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		

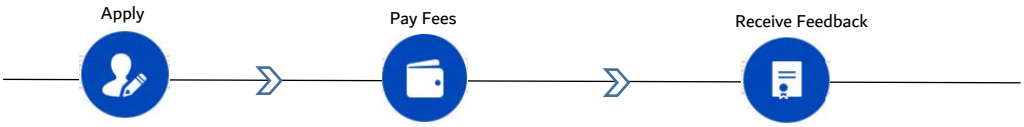
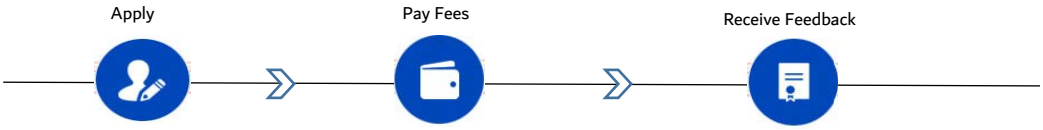
Service ID Name	SOIL REPORT REVIEW	Service ID No.	C-02
Description	This service is carried out after out the geotechnical investigation and lab tests, where the lab should prepare a report summarizing all the findings, recommendation and data to obtain approval from DDA		
Requester	Consultant		
Service 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	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)		
How to Apply	**Online**  Apply Receive Feedback 1. Login to DDA portal (Link) 2. Under the Building project, select Soil Report Review application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  Apply Receive Feedback 1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

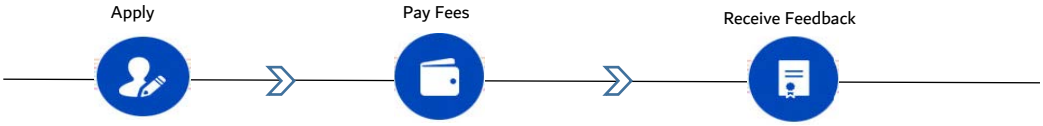
Service ID Name	**PRELIMINARY DESIGN APPROVAL**	Service ID No.	**B-03**
Description	This service allows the customer to obtain approval on the preliminary design of the project		
Requester	Consultant		
Service Deliverables	Approval on the Preliminary Design		
Service Request Channels	Online, Customer 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	• New Submission: Not Applicable • Renewal Fees: AED 2,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Preliminary Design approval request (In case of applying through customer service center) 2. Preliminary Architectural Design drawings (as per Circular No. 400) 3. Project details sheet (stamped & signed) by the Consultant 4. Consultant appointment letter from the Owner		
Note	• Site Plan must be valid at the time of submission • The approved design is valid for 1 year • Design must comply with Accessibility Code for the Built Environment in the Clusters • Gate level confirmation from Master Developer / Infrastructure Consultant / RTA must be submitted before starting work at site		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Preliminary Design Approval 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 **Customer Service Center**  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		

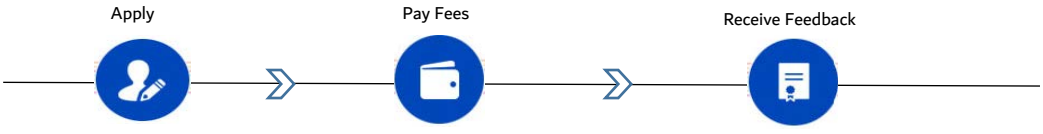
Service ID Name	MOBILIZATION PERMIT	Service ID No.	B-04
Description	This Service allows the customer to obtain a permit to transfer the contractor's physical and manpower resources to the construction site until the completion of the contract		
Requester	Contractor		
Service Deliverables	Mobilization 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 Days		
Service Fees	• Mobilization Permit: AED 5,000 • Mobilization Permit for Villas AED 1,000 per Villa *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor		
Note	• The approved permit is valid for 6 months • Preliminary Design Approval should be obtained before applying for this permit (refer Form No. ZA-DC-F-03)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Mobilization Permit 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 **Customer Service Center**  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	**EXCAVATION PERMIT**	Service ID No.	**B-05**
Description	This service allows the customer to obtain a permit for the construction of foundation or basement of the buildings and also to create a level, clean area to work		
Requester	Contractor		
Service Deliverables	Excavation 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	3 Working Days		
Service Fees	• Excavation Permit: AED 5,000 • Excavation Permit for Villas AED 1,000 per Villa *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor 3. Geotechnical design calculations (slope stability) for open Excavation 4. Geotechnical Model (software) 5. Excavation design drawings (as per Circular No.400) 6. NOC from relevant authorities (if applicable) 7. Excavation Design Review Checklist 8. NOC from Neighbor/Plot Owner (if Excavation in Neighbor plot)		
Note	• The approved permit is valid for **6 months** • (Preliminary Design Approval should be obtained before applying for this permit (refer Form No. ZA-DC-F-03)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Excavation Permit 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 **Customer Service Center**  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	SHORING PERMIT	Service ID No.	B-06
Description	This Service allows the customer to obtain a permit for excavation supports and temporary earth retaining structures to allow the sides of excavation to be cut vertical		
Requester	Contractor		
Service Deliverables	Shoring 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 0.05 on Total Built-Up-Area (ft2) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor 3. Geotechnical design calculations 4. Geotechnical Model (software) 5. Shoring Design Drawings (as per Circular No.400) 6. NOC from relevant authorities (if applicable) 7. Shoring Design Review Checklist 8. NOC from neighbor/plot owner (if Excavation and anchors in neighbor plot) 9. Peer Review geotechnical 3rd party report for More than 3 basements/or special project near the water bodies		
Note	• The approved permit is valid for **4 years** • ((Preliminary Design Approval should be obtained before applying for this permit (refer Form No. ZA-DC-F-03))		
How to Apply	**Online**  Apply / Pay Fees / Receive Feedback 1. Login to DDA portal (Link) 2. Under the Building project, select Shoring Permit 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 **Customer Service Center**  Apply / Pay Fees / Receive Feedback 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	**PILING PERMIT**	Service ID No.	**B-07**
Description	This service allows the customer to obtain a permit to start the piling works to transfer the load of the structure to a required depth in deep foundations		
Requester	Contractor		
Service Deliverables	Piling 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 0.1 on Total Built-Up-Area (ft2) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor 3. Geotechnical design calculations 4. Geotechnical Model (software) 5. Piling design drawings (as per Circular No.400) 6. Piling Design Review Checklist 7. Peer Review geotechnical 3rd party report for building as per DM Circular No. 237		
Note	• The approved permit is valid for **4 years** • ((Preliminary Design Approval should be obtained before applying for this permit (refer Form No. ZA-DC-F-03))		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Piling Permit 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 **Customer Service Center**  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	SUBSTRUCTURE DESIGN APPROVAL	Service ID No.	B-23
Description	This service allows the customer to obtain approval on the structure design of the project prior to obtaining the building permit		
Requester	Consultant		
Service Deliverables	Approval on the design		
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	• New Submission: Not Applicable • Renewal Fees: AED 2,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Final Design Approval Request (In case of applying through customer service center) 2. Final Structural Design Drawing (as per Circular no. 400) 3. RC Structural Design Review Checklist 4. Structural calculations and structural model 5. Peer review report (as per structural guidelines) (if applicable)		
Note	• Site Plan must be valid at the time of submission • The approved design is valid for 1 year		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under Building project, select Sub-Structure Design Approval 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 **Customer Service Center**  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	SUB-STRUCTURE PERMIT	Service ID No.	B-08
Description	This service allows the customer to obtain a permit to start the lower portion of the building, usually located below the ground level, which transmits the loads of the super-structure to the supporting soil		
Requester	Contractor		
Service Deliverables	Sub-structure 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 Days		
Service Fees	AED 0.2 per ft2 on Total Built-Up-Area (one-time fee) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor		
Note	• The approved permit is valid for **4 Years** • Sub-Structure Design Approval should be obtained before applying for this permit (refer Form No. ZA-DC-F-04))		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Sub-structure Permit 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 **Customer Service Center**  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	FINAL DESIGN APPROVAL	Service ID No.	B-09
Description	This service allows the customer to obtain approval on the final architectural, structure and mechanical design of the project prior to obtaining the building permit		
Requester	Consultant		
Service Deliverables	Approval on the design		
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	• New Submission: Not Applicable • Renewal Fees: AED 2,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Final Design Approval Request (In case of applying through customer service center) 2. Architectural, Structural and Mechanical, Design drawings (as per Circular no. 400) 3. Consultant appointment letter from owner 4. Project Details Sheet stamped and signed by the Consultant 5. Dubai Universal Design Code Checklist (please refer to the applicable checklist below) For Museums For New Educational Buildings For New Hotels and Motels For New Masjids and Religious Buildings For New parks, Beaches and Natural Spaces For Public Administration Building (Existing) For Public Administration Building (New) For Commercial Center For General Requirements For New Hospital and Clinics 6. Green Building Declaration stamped and signed by consultant 7. Green Building Code Checklist stamped and signed by consultant 8. NOC from department of Civil Aviation (if applicable) 9. NOC and stamped drawings from Ministry of AWQAAF & religious affairs (for Masjid purpose) 10. DM Environmental Authority approval for swimming pools, industrial use (industrial / manufacturing), and gray water treatment plant (if applicable) 11. Approved vehicle access and traffic impact study from RTA 12. Gate Level confirmation from RTA 13. RC Structural Design Approval Checklist 14. Structural calculations and structural model (soft copy) 15. Peer review report (as per Structural Guidelines) (if applicable)		

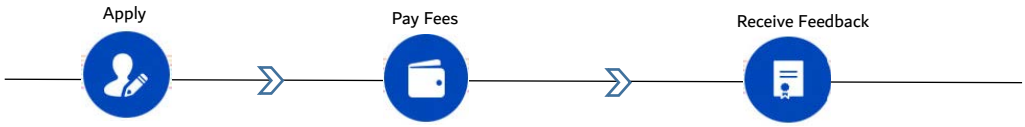
16. District cooling service provider NOC (if applicable)
17. Valid NOC from DEWA (Electricity & Water)
18. Civil Defense final design approval
19. NOC from Telecom Operator (Du/Etisalat)
20. Sewerage Connection Confirmation from Master Developer/ infrastructure consultant/DM-Drainage Department)
21. Mechanical Design Review Checklist

Note

- Site Plan must be valid at the time of submission
- No documents are required for design renewal application
- Soil Investigation Report (Form No. ZA-DC-F-07B) must be approved by DDA before applying for this service.
- The approved design is valid for 1 year

How to Apply

Online



1. Login to DDA portal (Link)
2. Under Building project, select Final Design Approval 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

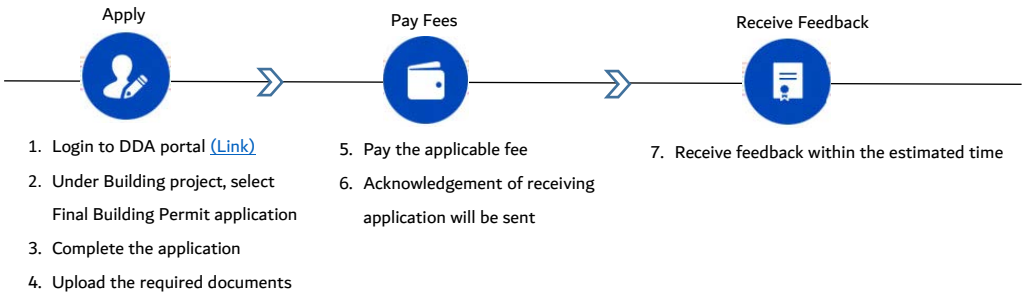
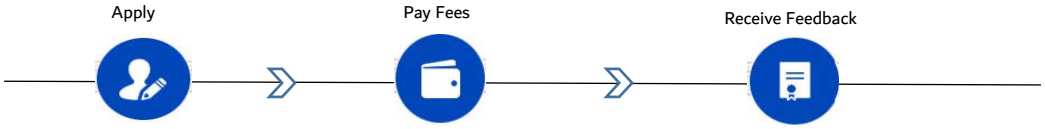
Customer Service Center



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	FINAL BUILDING PERMIT	Service ID No.	B-10
Description	This service enables the customer to obtain a Building Permit for the project and start construction work (as per the permit title)		
Requester	Contractor		
Service Deliverables	Final Building 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 Days		
Service Fees	• Normal Submission: AED 1.00 per ft2 on Total Built-Up-Area (minimum AED 200). The final building permit fees will be calculated after deducing the fees which were paid previously for the Interim & Preliminary Permit except for Mobilization and Excavation Permits. • For Industrial plot: the above fees not to exceed AED 250,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Permit Application (In case of applying through customer service center) 2. Appointment letter signed by owner, consultant and contractor		
Note	• The approved permit is valid for **4 years** • Land Demarcation Certificate to be obtained before starting any activity at site		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under Building project, select Final Building Permit application 3. Complete the application 4. Upload the required documents 5. Pay the applicable fee 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time **Customer Service Center**  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	HSE OFFICER APPROVAL	Service ID No.	B-11
Description	This service enables the customer to register new HSE officer, renew the permit of HSE officer, employer change, linking or delinking plots, upgrade position, and HSE officer App username change		
Types	New Registration, Renewal, Employer change, Linking/Delinking plots, Upgrade position, App Username Change		
Requester	Contractor		
Service Deliverables	Approval on the 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	• For New Registration: 7 Working Days • For Renewal: 5 Working Days • For Employer change: 5 Working Days • For Replacement of lost/damaged card: 5-10 working days • For Linking/Delinking plots: 5 Working Day • For upgrade position: 5 Working Days • For App Username Change: 1 Working Day		
Service Fees	NA		
Required Documents	**1.** HSE Officer Approval Request (In case of applying through customer service center) **For New Registration** 2. Copy of Passport with valid Visa Page 3. Passport size photograph 4. Detailed CV 5. Copy of attested Educational Certificates 6. Copy of Experience Certificates 7. Copy of HSE Qualification Certificates **For Renewal** 2. Copy of Passport with valid Visa Page **For Employer Change** 2. Copy of Passport with valid Visa Page 3. Existing Registration Card (if not expired) **For Linking/Delinking plots:** no specific requirements other than Application form **For Upgrade Position** 2. Copy of Passport with valid Visa Page 3. Existing Registration Card (if not expired) **For App Username Change** 2. Copy of Passport with Valid Page (if not submitted previously)		

How to Apply

Online



1. Login to DDA portal (Link)
2. Under the Building project, click on Appoint HSE Officer in the Contractor Information page
3. Complete the application
4. Upload the required documents

5. Receive feedback within the estimated time

Customer Service Center

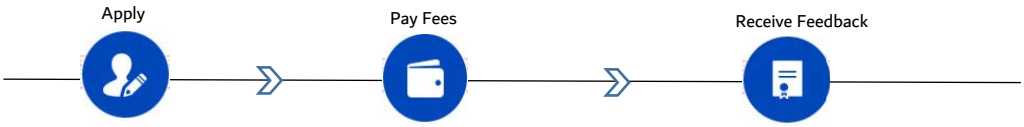
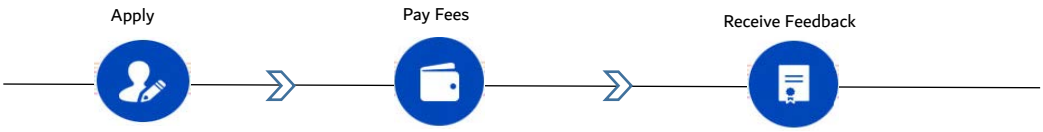


1. Approach DDA's customer service center
2. Submit the required documents

3. Receive feedback within the estimated time

Service ID Name	SHORING INSPECTION	Service ID No.	B-12
Description	This service enables the customer to apply for inspection at the starting stage of shoring works		
Requester	Contractor		
Service Deliverables	No objection for 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	2 Working Days		
Service Fees	NA		
Required Documents	1. Shoring Inspection request stamped and signed by consultant and contractor		
Note	The following to be available on site: • Shoring Inspection Checklist • Approved drawings by DDA		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Shoring Inspection application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

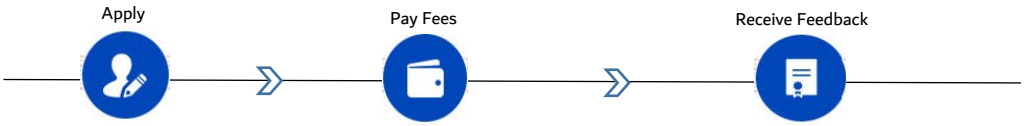
Service ID Name	PILING INSPECTION	Service ID No.	B-13
Description	This service enables the customer to apply for inspection prior starting piling works at site		
Requester	Contractor		
Service Deliverables	No objection for inspection		
Service Request Channels	Online, Customer Service Center at Dubai 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	2 Working Days		
Service Fees	NA		
Required Documents	1. Piling Inspection request stamped and signed by consultant and contractor		
Note	The following to be available on site: • Piling Inspection Checklist • Structural drawings approved by the Consultant (based on crane availability) • Approved drawings by DDA		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Piling Inspection application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

Service ID Name	LAND RE-DEMARCATION	Service ID No.	B-14
Description	This service enables the customer to ensure that plot limits as well as construction works are within the permissible limits during the construction and obtain approved Land Re-Demarcation Certificate		
Requester	Contractor		
Service Deliverables	Land Re-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 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Land Demarcation Request (In case of applying through customer service center)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Land Re-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 **Customer Service Center**  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	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	**Standard structural inspection request:** • 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. **Late/ Holiday inspections request:** At the arranged time: • Sunday to Thursday, from 4:30pm to 9:00pm. • During weekends and public holidays from 7:30am to 9:00pm		
Service Fees	• **Standard structural inspection request:** NA • **Late/Holiday inspections request:** AED 2,000 per request *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Structural Inspection Request Form stamped and signed by consultant and contractor		
Note	• The below documents must be available at site at the time of inspection: 1. Scaffolding Certificate from third party (if applicable) 2. Structural Inspection Checklist – Foundation and Slab 3. Confirmation Letter from soil laboratory in the foundation stage 4. Piling/Shoring Completion Certificate (if applicable) 5. Ready mixed concrete plants conformity certificate from DM 6. Cubes and steel tests results along with Confirmation Letter stamped and signed by consultant 7. Environmental Approval for swimming pool from DM (if applicable) • 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



1. Login to DDA portal (Link)
2. Under the Building project, select Structural Inspection 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

Customer Service Center



1. Approach DDA's customer service center
2. Submit the required documents

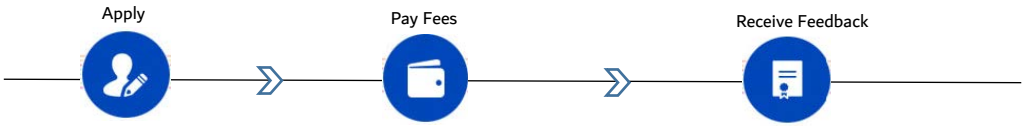
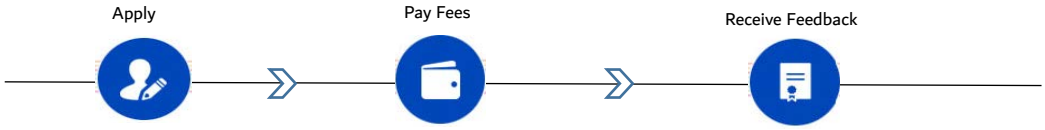
3. Pay the applicable fees
4. Acknowledgement of receiving application will be sent

5. Receive feedback within the estimated time

Service ID Name	SHORING COMPLETION CERTIFICATE	Service ID No.	B-15
Description	This service allows the customer to obtain completion certificate after the completion of the shoring work to verify the compliance of work according to the DDA approved drawing		
Requester	Contractor		
Service Deliverables	Shoring 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	5 Working Days		
Service Fees	NA		
Required Documents	1. Shoring Completion Certificate Request stamped and signed by consultant and contractor		
Note	The following to be available on site: • Shoring Completion Inspection Checklist • All tests approved by consultant • Approved drawings by DDA • As Built Drawings and table stamped by contractor and consultant • Copy of Shoring Inspection Approval (Comments Sheet)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Shoring Completion Certificate application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

Service ID Name	PILING COMPLETION CERTIFICATE	Service ID No.	B-16
Description	This service allows the customer to obtain completion certificate after the completion of the piling work to verify the compliance of work according to the DDA approved drawing		
Requester	Contractor		
Service Deliverables	Piling 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	5 Working Days		
Service Fees	NA		
Required Documents	1. Piling Completion Certificate Request stamped and signed by consultant and contractor		
Note	The following to be available on site: • Piling Completion Inspection Checklist • All piles tests approved by consultant • Approved drawings by DDA • As Built Drawings and tables approved by consultant and contractor • Copy of Piling Inspection Approval (Comments Sheet)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Piling Completion Certificate application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

Service ID Name	STRUCTURAL INSPECTION COMPLETION	Service ID No.	B-17
Description	This service allows the customer to obtain a certificate that the structural log contains all the structural elements needed to be inspected as per the approved drawings		
Requester	Contractor		
Service Deliverables	Structural 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	5 Working Days		
Service Fees	NA		
Required Documents	1. Structural Inspections Completion Request stamped and signed by consultant and contractor 2. Third Party Surveyor (approved by Land Department) Appointment Letter by the owner 3. Copy of the Structural Inspection Log		
Note	• The request form must be submitted to Zoning Division within 7 days from the date of final structural inspection of the last structural member • Copy of approved structural drawings by DDA and Original copy of the Structural Inspection Log must be available on site		
How to Apply	**Online** Apply → Receive Feedback 1. Login to DDA portal (Link) 2. Under the Building project, select Structural Inspection Completion application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center** Apply → Receive Feedback 1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

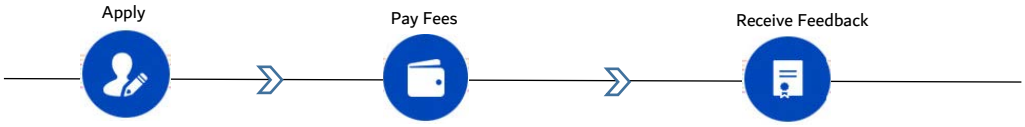
Service ID Name	FINAL LAND DEMARCATION	Service ID No.	C-04
Description	This service enables the customer to ensure that plot limits and existing structures are within the permissible limits and match with the As Built Survey Report, that can be applied on Building Construction Completion and prior issuing 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 per plot *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Land Demarcation Request (In case of applying through customer service center) 2. As Built Survey Drawing (A3 size hard copy and AutoCAD file)		
How to Apply	**Online**  Apply Pay Fees Receive Feedback 1. Login to DDA portal (Link) 2. Under the Building 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 **Customer Service Center**  Apply Pay Fees Receive Feedback 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	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	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Third Party Building Survey Review application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

Service ID Name	BUILDING COMPLETION CERTIFICATE	Service ID No.	B-18
Description	This service enables the customer to obtain building completion certificate according to the approved drawings and designs		
Types	Pre-Inspection for completion, Inspection for completion, Clearance of undertaking letter		
Requester	Contractor		
Service Deliverables	Building 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	• Pre-inspection for Completion Certificate: AED 7,500 • 1st, 2nd & 3rd request of Completion Certificate: Not Applicable • 4th request of Completion Certificate onwards: AED 10,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Building Completion Certificate Request ((In case of applying through customer service center) **Inspection for Completion** 2. Copy of Civil Defense Certificate 3. Approved Traffic Impact study 4. Compliance Certificate from main consultant 5. Approval of Sewerage connections 6. NOC from owner to issue Completion Certificate **Clearance of Undertaking Letter** 2. Contractor's clarification letter for issued comments point by point		
Note	The below prerequisites should be obtained before request for Building Completion Certificate: • Approval of Structural Completion Inspection (Form No. ZA-DC-F-74) • Approval of Final Land-Demarcation (Form No. ZA-MP-F-11) • Accepted Third Party Building Survey Report by DDA (Form No. ZA-DC-F-99) (Excluding Villas) • Approved drawings by DDA must be available at site		

How to Apply

Online

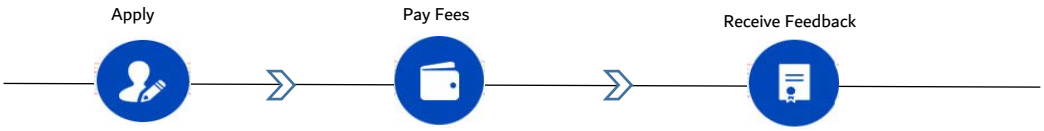


1. Login to DDA portal (Link)
2. Under the Building project, select Building Completion Certificate application
3. Complete the application
4. Upload the required documents

5. Pay the applicable fees
6. Acknowledgement of receiving application will be sent

7. Receive feedback within the estimated time

Customer Service Center



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	**DESIGN REVISION**	Service ID No.	C-06
Description	This service enables the customer to apply for modification on the approved drawings, including but not limited to: changing the number of parking, unit type, elevation design and structural drawing. Without affecting the entire building structure (this service is available prior the issuance of Building Completion Certificate)		
Types	Preliminary, Final		
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	• For Preliminary: 4 Working Days • For Final: 5 Working Days		
Service Fees	AED 1,000 + AED 1.0 ft2 (for any additional built-up area) if approved *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Design Revision Application (In case of applying through customer service center) **Preliminary** 2. Approved and proposed drawings (as per Circular no. 400) highlighting the changes 3. Approved and proposed Project Details Sheet stamped and signed by consultant **Final** 2. Approved stamped drawings and proposed drawings (as per Circular no. 400) highlighting the changes (Architectural, Structural and Mechanical) 3. Approved and proposed Project Details Sheet stamped and signed by consultant (applicable for architectural revisions) 4. Structural calculations and model (applicable for Structural revisions) 5. NOC from relevant local Authority (if applicable)		
Note	Site Plan must be valid at the time of submission		

How to Apply

Online



1. Login to DDA portal (Link)
2. Under the Building project, select Design Revision 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

Customer Service Center



1. Approach DDA's customer service center
2. Submit the required documents

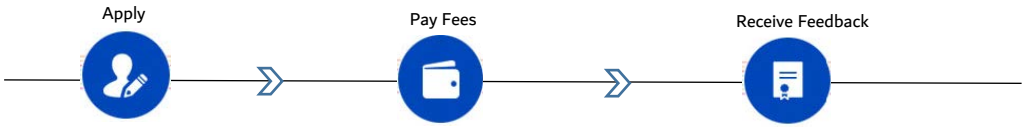
3. Pay the applicable fees
4. Acknowledgement of receiving application will be sent

5. Receive feedback within the estimated time

Service ID Name	**RE-DESIGN REVIEW**	Service ID No.	**B-19**
Description	This service enables the customer to submit for re-design of building during design/construction stage in case of major changes such as additional floors and land use change or major changes in the structural design and structural system.		
Types	Preliminary, Final		
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	• For Preliminary: 4 Working Days • For Final: 5 Working Days		
Service Fees	• For Re-Design Preliminary: AED 0.05 per ft2 (on total relevant built-up area) • For Re-Design Final: AED 0.1 per ft2 (on total relevant built-up area) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Re-Design Review Request (In case of applying through customer service center) **Preliminary** 2. Approved and proposed drawings (as per Circular no. 400) 3. Existing and proposed Project Details Sheet stamped and signed by consultant 4. NOC from relevant local Authority (if applicable) **Final** 2. Approved stamped drawings and proposed drawings (as per Circular no. 400) (Architectural, Structural, Mechanical) 3. Approved and proposed Project Details Sheet stamped and signed by consultant (applicable for architectural re-design) 4. Structural calculations and model (applicable for Structural re-design) 5. NOC from relevant local Authority (if applicable)		
Note	Site Plan must be valid at the time of submission		

How to Apply

Online

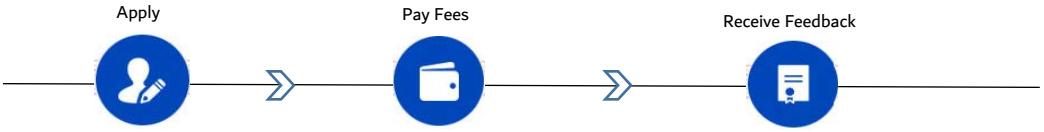


1. Login to DDA portal (Link)
2. Under the Building project, select Re-Design Review application
3. Complete the application
4. Upload the required documents

5. Pay the applicable fees
6. Acknowledgement of receiving application will be sent

7. Receive feedback within the estimated time

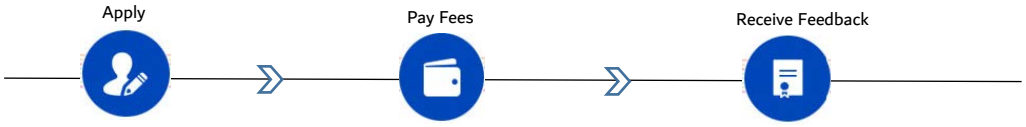
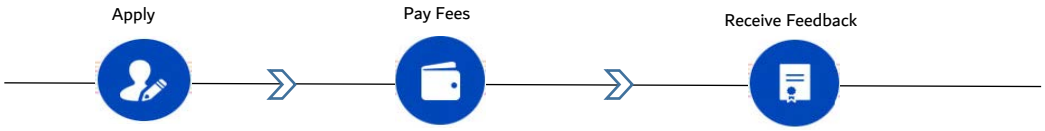
Customer Service Center

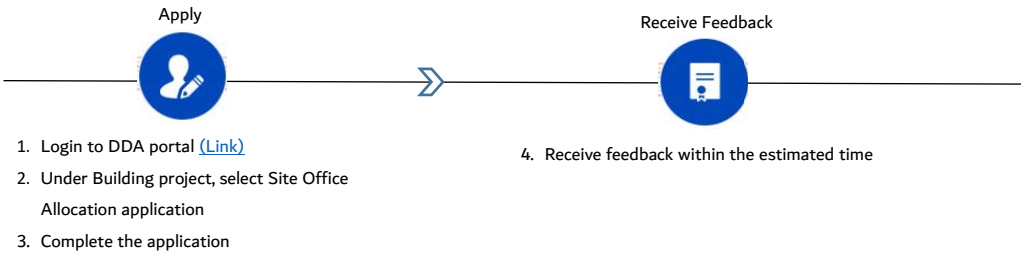


1. Approach DDA's customer service center
2. Submit the required documents

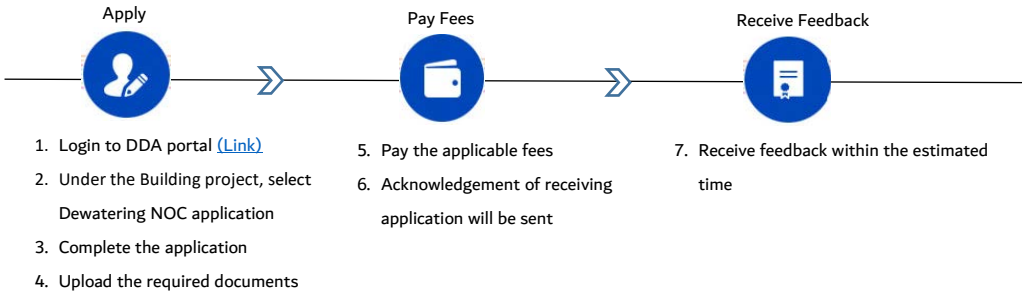
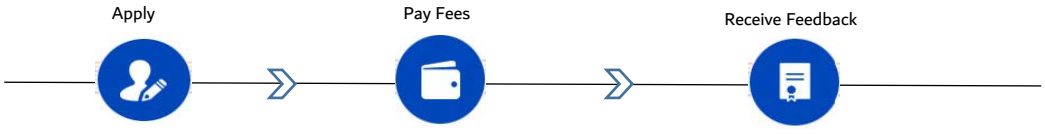
3. Pay the applicable fees
4. Acknowledgement of receiving application will be sent

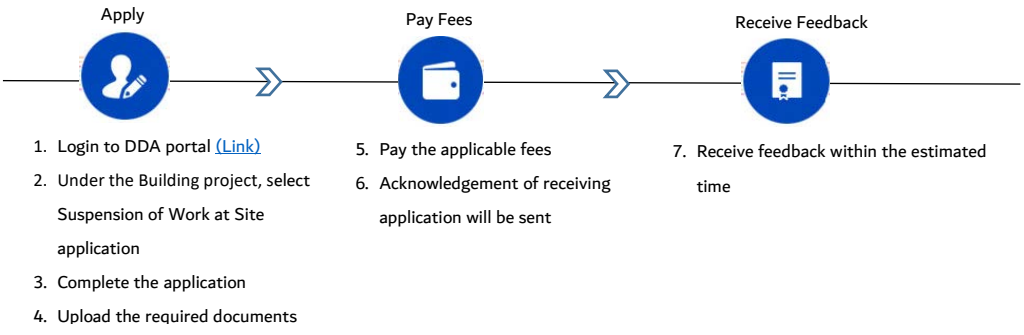
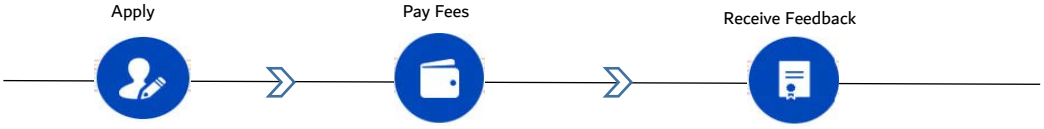
5. Receive feedback within the estimated time

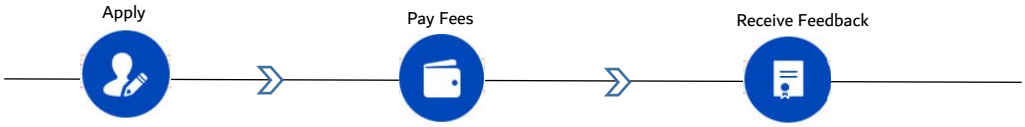
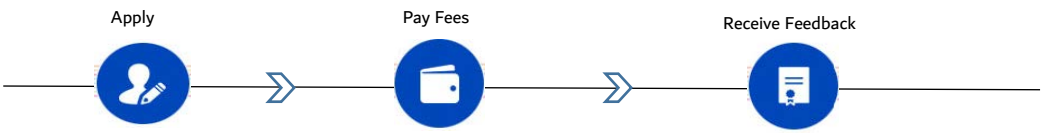
Service ID Name	TEMPORARY SITE CATERING	Service ID No.	B-20
Description	This service enables the customer to obtain approval on site catering during the construction stage		
Requester	Contractor		
Service Deliverables	No Objection / Temporary Site Catering Completion Certificate		
Service Request Channels	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	• NOC Fees: AED 5,000 (per year) • Completion Fees: 3rd request AED 5,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Temporary Site Catering Application (In case of applying through customer service center) **NOC:** 2. Copy of caterer's trade license 3. Catering layout shows firefighting equipment and ventilation **Completion/Renewal:** Only the application form in case of applying through customer service center		
Note	The Completion Certificate is valid 1 Year		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Temporary Site Catering 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 **Customer Service Center**  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		

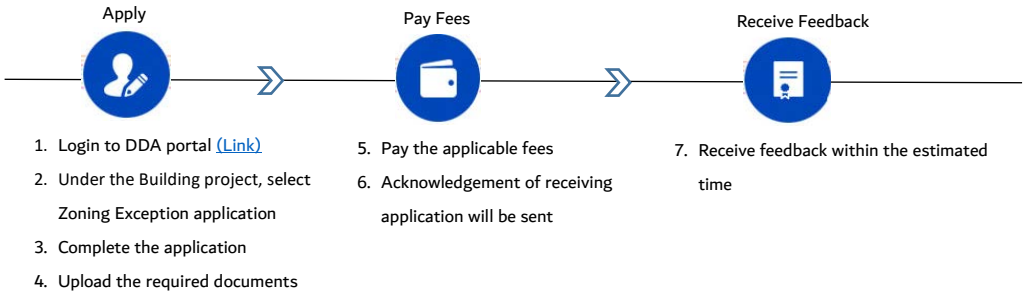
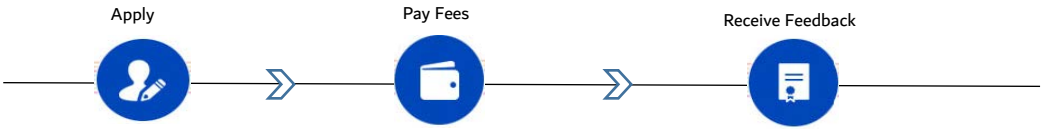
Service ID Name	SITE OFFICE ALLOCATION	Service ID No.	C-07
Description	This service enables the customer to obtain a permit for using of land for construction site office allocation & purposes of storing materials and equipment for the construction project nearby		
Requester	Contractor		
Service Deliverables	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	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	**Online**  1. Login to DDA portal (Link) 2. Under Building project, select Site Office Allocation application 3. Complete the application 4. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

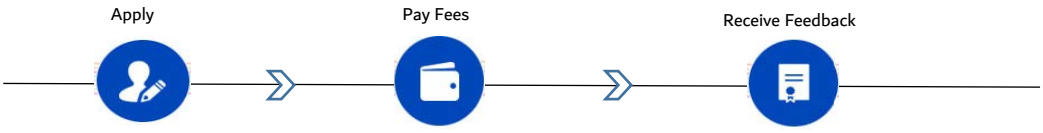
Service ID Name	NIGHT SHIFT WORK PERMIT	Service ID No.	C-08
Description	This Service enables the customer to obtain approval to work at night for specific hours and for a specific time		
Requester	Contractor		
Service Deliverables	Permit for Night Shift Work		
Service Request Channels	Online, Customer 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	**Online**  1. Login to DDA portal (Link) 2. Under Building project, select Night Shift Work Permit application 3. Complete the application 4. Upload the required documents 5. Receive feedback within the estimated time **Customer Service Center**  1. Approach DDA's customer service center 2. Submit the required documents 3. Receive feedback within the estimated time		

Service ID Name	**DEWATERING NOC**	Service ID No.	**C-09**
Description	This service enables the customer to obtain approval to discharge underground water to storm water network/see or temporary lagoon		
Requester	Contractor		
Service Deliverables	Dewatering NOC		
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	AED 1,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Dewatering NOC Request 2. Copy of Dewatering Contractor trade license 3. Dewatering drawing (as per Circular no. 400) (key plan, pipe routing, discharge point and dewatering system) 4. NOC from relevant local authorities (if applicable)		
Note	The approved permit is valid for 6 Months		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building project, select Dewatering NOC 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 **Customer Service Center**  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	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)) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Suspension of Work at Site (In case of applying through customer service center) 2. Letter from Consultant explaining the status at site and the method/procedure of implementing the suspension 3. Undertaking letter from Owner		
How to Apply	**Online**  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 5. Pay the applicable fees 6. Acknowledgement of receiving application will be sent 7. Receive feedback within the estimated time **Customer Service Center**  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	POST TENSION DESIGN APPROVAL	Service ID No.	B-21
Description	This service enables the customer to ensure that post tension design made by specialist sub-contractor complies with all relevant local and/or international codes and standards		
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 5,000 (Up to 4th Submission) • AED 10,000 (from 5th Submission onwards) *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Post Tension Design Approval Request (In case of applying through customer service center) 2. Copy of specialist contractor's trade license 3. Approved relevant structural drawings 4. Structural design drawings 5. Structural calculations and models (soft copy) 6. Post Tension Design Review Checklist		
How to Apply	**Online**  Apply Pay Fees Receive Feedback 1. Login to DDA portal (Link) 2. Under the Building project, select Post Tension Design Approval 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 **Customer Service Center**  Apply Pay Fees Receive Feedback 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	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	Plot Owner, Consultant		
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 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Zoning Exception Application (In case of applying through customer service center) 2. Proposed drawings and supporting documents 3. Dubai Land Department Evaluation Certificate or Lease Agreement (if applicable)		
How to Apply	**Online**  1. Login to DDA portal (Link) 2. Under the Building 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 **Customer Service Center**  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		

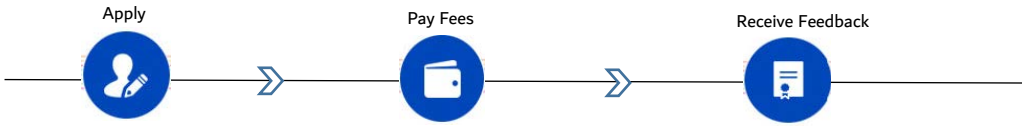
Service ID Name	DUPLICATE DRAWING/DOCUMENT	Service ID No.	C-12
Description	This service enables the customer to request for a soft/hard copy of specific area under DDA's jurisdiction		
Types	Drawing, Document		
Requester	Consultant, Contractor		
Service Deliverables	Copy of the requested drawing/document		
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	• Drawing: AED 2 per sheet (Minimum AED 100) • Document: AED 2,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Duplicate Drawing/Document Request (In case of applying through customer service center)		
How to Apply	**Customer Service Center**  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	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	• Consultant and Contractor Replacement: 2 Working Days • Consultant Replacement: 2 Working Days • Contractor Replacement: 2 Working Days		
Service Fees	• Request with NOC from the previous Contractor/ Consultant: AED 500 • Request with undertaking letter from the Owner: AED 5,000 *An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction*		
Required Documents	1. Consultant/Contractor Replacement Application (In case of applying through customer service center) **Consultant Replacement** 2. New Consultant Appointment Letter by the owner (In case of applying online) **Contractor Replacement** 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) **Consultant and Contractor Replacement** 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	• 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.		

- The process duration for any request without NOC from previous Consultant/Contractor is 10 working days.

How to Apply

Online

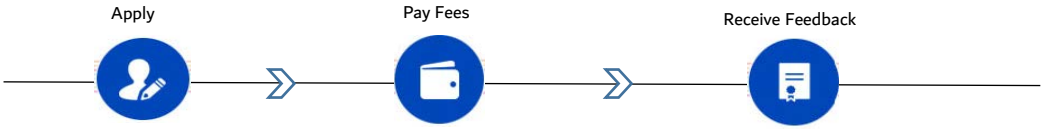


1. Login to DDA portal (Link)
2. Under the Building project, select Consultant/Contractor Replacement application
3. Complete the application
4. Upload the required documents

5. Pay the applicable fees
6. Acknowledgement of receiving application will be sent

7. Receive feedback within the estimated time

Customer Service Center



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