

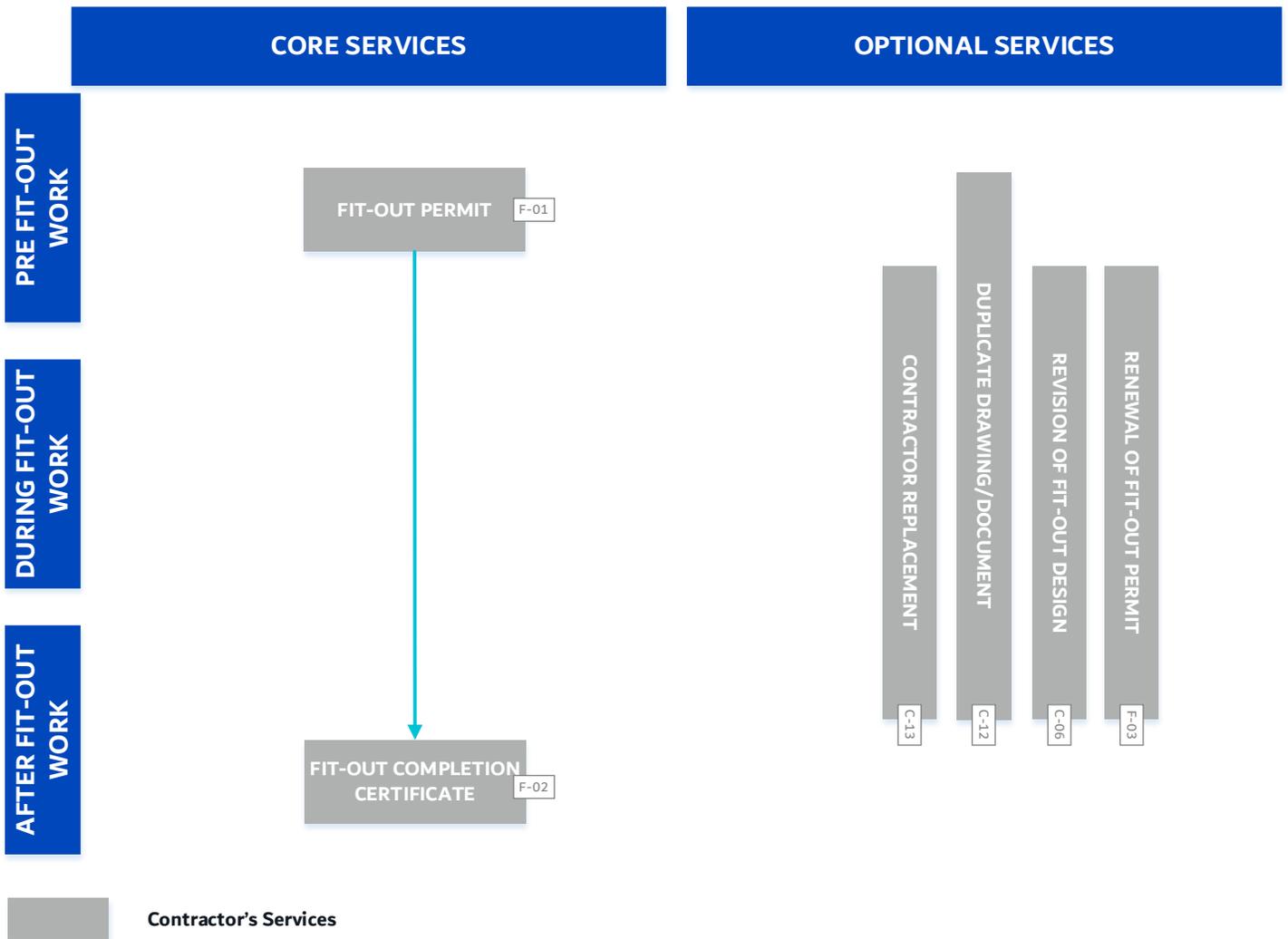
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FIT-OUT SERVICES' ID CARDS

ISSUE NO. 5

DATED: DECEMBER 2021

FIT-OUT SERVICES MAP



Service ID Name	FIT-OUT PERMIT	Service ID No.	F-01
Description	This service enables the contractor to obtain a permit to start fit out works (for any part of the building, office, retail etc.) and then submit for completion to ensure compliance with permit requirements		
Requester	Fit-out Contractor		
Service Deliverables	Fit-out 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 0.90 per ft2 (Min. AED 200 and Max. AED 10,000) <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"> Fit-out Permit Request (In case of applying through customer service center) Contractor Appointment Letter by Tenant Copy of EJARI NOC from Building Owner NOC from relevant Authorities Approved stamped drawings and proposed drawings (as per Circular no. 400) 		
Note	<ul style="list-style-type: none"> Dubai Civil Defense Completion Certificate is required prior to obtaining Fit-Out Completion Certificate For coring less than 200mm, there should be no impact on any Structural elements such as tendons and should be at least 1m far from the column For adding Structural Elements, Changing the Use or Additional GFA, Requestor to submit for Building Modification request If DDA reviewed the submission and found out that it should be Building Modification, then there will be no refund of Fit-Out fees NOC from the main contractor, main consultant and plot owner is required if the building did not obtain a completion certificate ye The approved permit is valid for 6 months 		

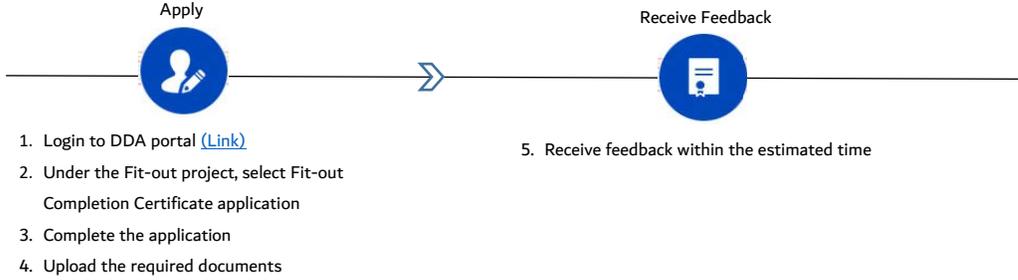
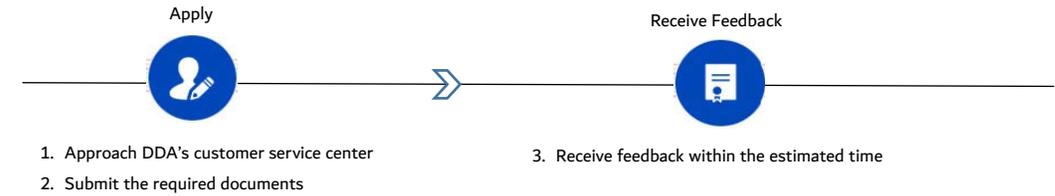
How to Apply

Online



Customer Service Center



Service ID Name	FIT-OUT COMPLETION CERTIFICATE	Service ID No.	F-02
Description	This service enables the customer to obtain fit out completion certificate according to compliance with approved drawings		
Requester	Fit-out Contractor		
Service Deliverables	Fit-out 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	2 Working Days		
Service Fees	NA		
Required Documents	<ol style="list-style-type: none"> 1. Fit-out Completion Certificate Request (In case of applying through customer service center) 2. NOC from Tenant to issue the completion 3. Tenant License for the Unit 4. Dubai Civil Defense Completion Certificate 		
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 		

Service ID Name	RENEWAL OF FIT-OUT PERMIT	Service ID No.	F-03
Description	This service enables the customer to renew the issued Fit-out Permit		
Requester	Fit-out Contractor		
Service Deliverables	Fit-out 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	Immediately		
Service Fees	AED 200 (for 3 months) up to 1 year from the date of permit issuance <i>An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per transaction</i>		
Required Documents	1. Fit-out Permit Request (In case of applying through customer service center)		
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 Fit-out project, select Renewal of Fit-out Permit application 3. Complete the application 4. Pay the applicable fees 5. Receive the renewed permit through email 		
	<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. Receive the renewed permit through email 		

Service ID Name	REVISION OF FIT-OUT DESIGN	Service ID No.	C-06
Description	This service enables the customer to apply for a revision to the approved fit-out design prior to the issuance of the completion certificate		
Requester	Fit-out Contractor		
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	3 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"> Design Revision Application (In case of applying through customer service center) Approved stamped drawings and proposed drawings (as per Circular no. 400) (For Architecture –For Mechanical) 		
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 Fit-out project, select Revision of Fit-out 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	DUPLICATE DRAWING/DOCUMENT	Service ID No.	C-12
Description	This service enables the customer to request for a soft copy of approved drawing(s) by DDA		
Types	Drawing, Document		
Requester	Fit-out 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 style="text-align: center;">Customer Service Center</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Apply</p>  <ol style="list-style-type: none"> Approach DDA's customer service center Submit the required documents </div> <div style="text-align: center;"> <p>Pay Fees</p>  <ol style="list-style-type: none"> Pay the applicable fees Acknowledgement of receiving application will be sent </div> <div style="text-align: center;"> <p>Receive Feedback</p>  <ol style="list-style-type: none"> Receive feedback within the estimated time </div> </div>		

Service ID Name	CONTRACTOR REPLACEMENT	Service ID No.	C-13
Description	This service enables the customer to replace the existing contractor with a new contractor		
Requester	Plot Owner, Old Contractor, New 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	2 Working Days		
Service Fees	<ul style="list-style-type: none"> Request with NOC from the previous Contractor: 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"> Consultant/Contractor Replacement Application (In case of applying through customer service center) NOC from old contractor (In case of applying online) Appointment and Acceptance Letter to be signed and stamped by owner, consultant and new contractor (In case of applying online) 		
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 Fit-out project, select 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 <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 		

Appendix 1: Fit-out NOC Matrix

Activity	NOC from DM Food Control Section	NOC from DM Public Health and Safety Department	NOC from DM Environmental Department	NOC from Dubai Health Authority
Office				
Restaurants	X			
Supermarket	X			
Café	X			
Medical Labs (Hospital, Clinic, etc)			X	X
Non-Medical Labs			X	
Optical Store (Eye Check)				X
Pharmacy				X
Saloon		X		
Health Club		X		
Gym		X		
Nursery		X		
Warehouses			X	
Factories		X	X	