

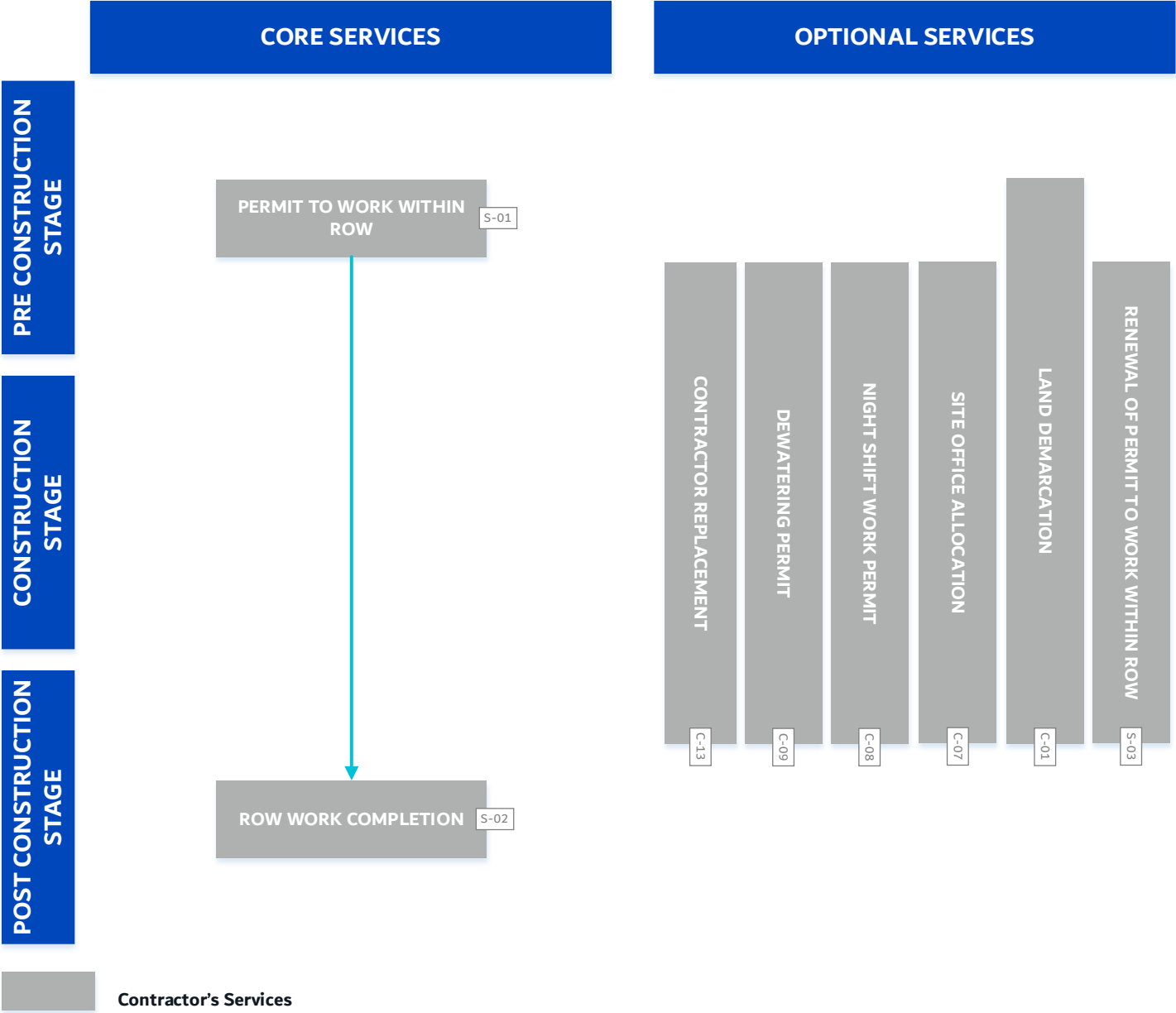
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INFRASTRUCTURE SERVICES' ID CARDS

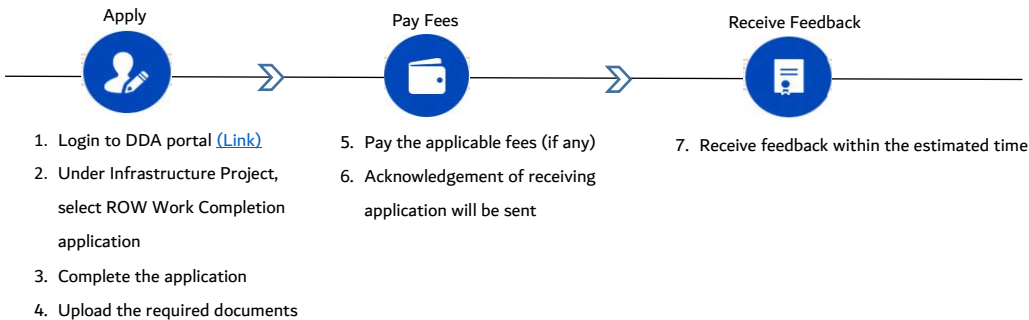
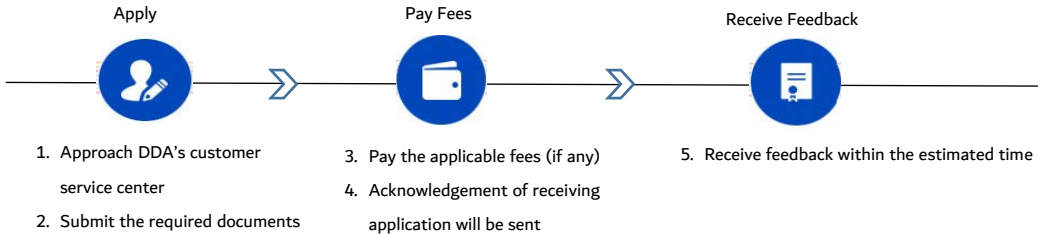
ISSUE NO. 5



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INFRASTRUCTURE SERVICES MAP

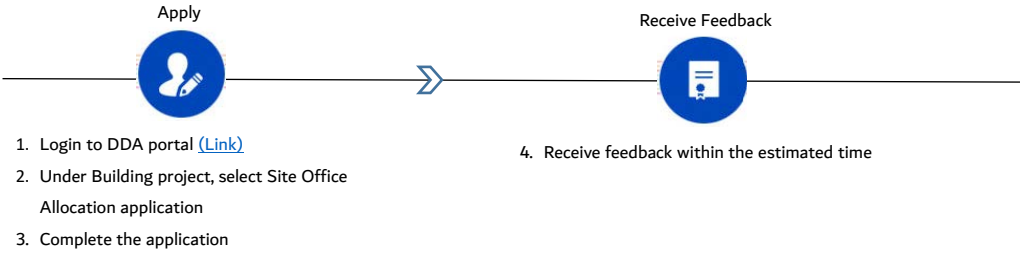
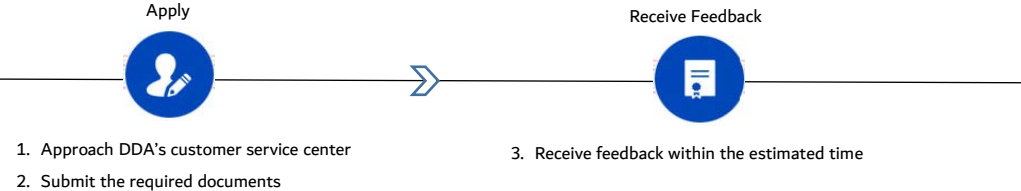


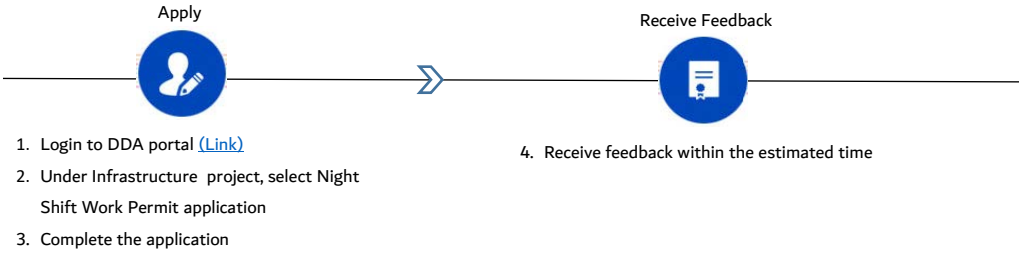
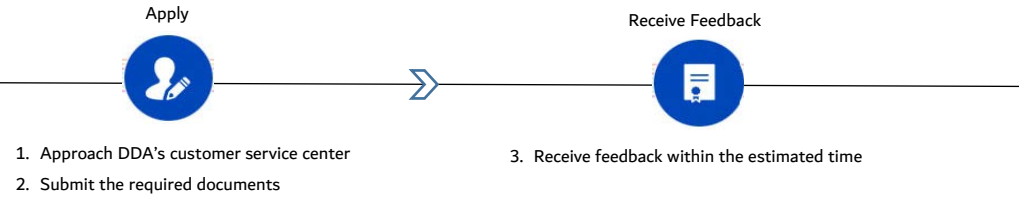
Service ID Name	PERMIT TO WORK WITHIN R.O.W	Service ID No.	S-01
Description	This service enables the customer to obtain approval to work outside the plot limit		
Requester	Contractor		
Service Deliverables	Permit to Work within R.O.W		
Service Request Channels	Online, Customer Service Center at Dubai 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"> > 1 month < 2 months (AED 2,000) > 2 month < 3 months (AED 5,000) > 3 month < 6 months (AED 8,000) > 6 month < 9 months (AED 10,000) > 9 month < 12 months (AED 15,000) <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"> Permit to Work within R.O.W Request (In case of applying through customer service center) Design NOC from Master Developer (In reference to the Permit No. issued by DDA) 		
Note	<ul style="list-style-type: none"> Any damages/obstruction to existing services should be re-instated as original Work Completion must be obtained 		
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 Infrastructure 3. Select Permit to Work Within R.O.W 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 		

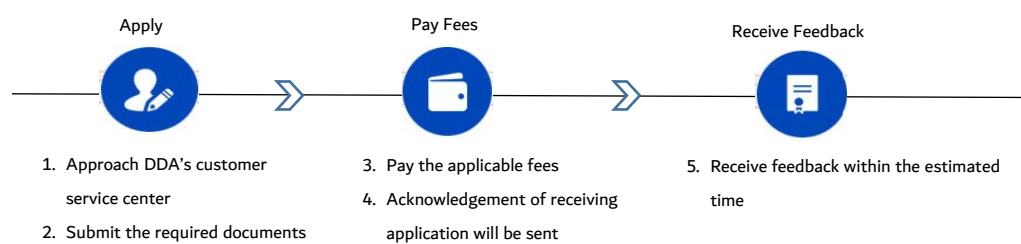
Service ID Name	R.O.W WORK COMPLETION	Service ID No.	S-02
Description	This service enables the customer to obtain completion certificate for the infrastructure works carried out at site		
Requester	Contractor		
Service Deliverables	Infrastructure Work Completion Certificate Within R.O.W		
Service Request 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"> 1st Request (No Fees) 2nd Request (No Fees) 3rd Request onwards 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"> ROW Work Completion Request (In case of applying through customer service center) Completion NOC from Master Developer 		
Note	Any damages/obstruction to existing services should be re-instated as original		
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 		

Service ID Name	RENEWAL OF PERMIT TO WORK WITHIN R.O.W	Service ID No.	S-03
Description	This service enables the customer to renew the issued permit to work outside the plot limit		
Requester	Contractor		
Service Deliverables	Permit to Work within R.O.W		
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"> > 1 month < 2 months (AED 2,000) > 2 month < 3 months (AED 5,000) > 3 month < 6 months (AED 8,000) > 6 month < 9 months (AED 10,000) > 9 month < 12 months (AED 15,000) <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. Permit to Work within R.O.W Request (In case of applying through customer service center)		
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	Contractor		
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"> 1. Land Demarcation Request (In case of applying through customer service center) 2. Contractor 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 Infrastructure 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	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"> Site Office Allocation Request (In case of applying through customer service center) NOC from plot owner of the utilized plot 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 work at night for specific hours and for a specific time		
Requester	Contractor		
Service Deliverables	Night Shift Work 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	NA		
Required Documents	1. Night Shift Work Permit Request		
How to Apply	<p>Online</p>  <p>1. Login to DDA portal (Link)</p> <p>2. Under Infrastructure project, select Night Shift Work Permit application</p> <p>3. Complete the application</p> <p>4. Receive feedback within the estimated time</p>		
	<p>Customer Service Center</p>  <p>1. Approach DDA's customer service center</p> <p>2. Submit the required documents</p> <p>3. Receive feedback within the estimated time</p>		

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 <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"> Dewatering NOC Request Copy of dewatering contractor trade license Dewatering drawing (as per Circular no. 400) (key plan, pipe routing, discharge point and dewatering system) NOC from relevant local authorities (if applicable) 		
Note	The NOC is valid for 6 months		
How to Apply	<p>Online</p>  <p>Customer Service Center</p> 		

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 <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"> 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 Infrastructure 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 		