

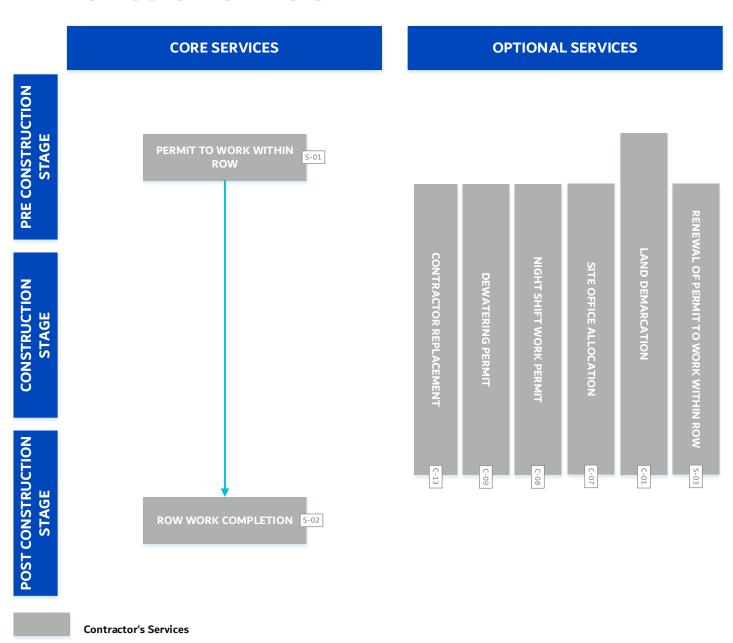


INFRASTRUCTURE SERVICES' ID CARDS

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 Stu	dio City - Commercial	Building 1 - Ground Floor	
	Online: 24/7			
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	3 Working Days			
	• > 1 month < 2 months (AED 2,000)			
	• > 2 month < 3 months (AED 5,000)			
	• > 3 month < 6 months (AED 8,000)			
Service Fees	• > 6 month < 9 months (AED 10,000)			
	• > 9 month < 12 months (AED 15,000)			
	An additional fee of AED 10 as "Knowledge Dirhar	n" and AED 10 as "Innova	tion Dirham" is applicable per	
	transaction			
Required Documents	1. Permit to Work within R.O.W Request (Ir	case of applying throu	igh customer service center)	
Required Documents	2. Design NOC from Master Developer (In reference to the Permit No. issued by DDA)			
Note	 Any damages/obstruction to existing services. 	ices should be re-insta	ted as original	
Note	Work Completion must be obtained			
	Online			
	Apply Pay Fees		D	
	Apply Pay Fees		Receive Feedback	
		\longrightarrow	-	
	Login to DDA portal (Link) 6. Pay the applicab	e fees 8 Receiv	ve feedback within the estimated time	
	Create new project for 7. Acknowledgeme		to recuback within the estimated time	
	Infrastructure 3. Select Permit to Work Within application will be	e sent		
	R.O.W application			
	Complete the application Upload the required documents			
How to Apply	Customer Service Center			
	Apply Pay Fees	_		
	льу гесэ — — — — — — — — — — — — — — — — — — —	Rec	ceive Feedback	
		$\longrightarrow \hspace{-0.5cm} \searrow$		
	1 Approach DDA's system as		Conflict Address of the Confli	
	Approach DDA's customer Service center Acknowledgemen		feedback within the estimated time	
	Submit the required documents application will be	_		

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			
Description	carried out at site			
Requester	Contractor			
Service Deliverables	Infrastructure Work Completion Certificate Within	ı R.O.W		
Service Request Channels	Online, Customer Service Center at Dubai Studio	City - Commercial Build	ling 1 - Ground Floor	
	Online: 24/7			
Service Delivery Hours	Customer Service Center: Monday to Thursday (7	30 am to 2.30 pm) - Fr	iday (7.30 am to 12	
	Noon)			
Estimated Time to Deliver	3 Working Days			
	• 1st Request (No Fees)			
	• 2nd Request (No Fees)			
Service Fees	• 3rd Request onwards AED 10,000			
	An additional fee of AED 10 as "Knowledge Dirham" an	d AED 10 as "Innovation I	Dirham" is applicable per	
	transaction			
Required Documents	ROW Work Completion Request (In case of applying through customer service center)			
	2. Completion NOC from Master Developer			
Note	Any damages/obstruction to existing services sho	uld be re-instated as o	riginal	
How to Apply	Apply 1. Login to DDA portal (Link) 2. Under Infrastructure Project, select ROW Work Completion application 3. Complete the application 4. Upload the required documents	if any) 7. Receive feed	back within the estimated time	
	Apply Pay Fees 1. Approach DDA's customer service center 2. Submit the required documents Apply Pay Fees 4. Acknowledgement of rapplication will be sentential.	(if any) 5. Receive fee	Feedback edback within the estimated time	

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			
	Online: 24/7			
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	3 Working Days			
	• > 1 month < 2 months (AED 2,000)			
	• > 2 month < 3 months (AED 5,000)			
	• > 3 month < 6 months (AED 8,000)			
Service Fees	• > 6 month < 9 months (AED 10,000)			
	• > 9 month < 12 months (AED 15,000)			
	An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per			
	transaction			
Required Documents	1. Permit to Work within R.O.W Request (In case of applying through customer service center)			
How to Apply	Apply Pay Fees Receive Feedback 1. Login to DDA portal (Link) 2. Select Renewal of Permit to Work Within R.O.W application Within R.O.W application 3. Complete the application 4. Upload the required documents Receive Feedback 7. Receive feedback within the estimated time application will be sent			
	Customer Service Center			
	Apply Pay Fees Receive Feedback			
	 Approach DDA's customer Pay the applicable fees Receive feedback within the estimated time service center Acknowledgement of receiving Submit the required documents application will be sent 			
	ב. אטטוווג tne required documents application will be sent			

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				
Description	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 Buildin	g 1 - Ground Floor		
	Online: 24/7 Customer Service Center: Monday to Thursday (7.30 am to 2.30 pm) - Friday (7.30 am to 12				
Service Delivery Hours					
	Noon)				
Estimated Time to Deliver	5 Working Days				
	AED 400 per plot				
Service Fees	An additional fee of AED 10 as "Knowledge Dirham" a	nd AED 10 as "Innovation Dir	rham" is applicable per		
	transaction				
Required Documents	1. <u>Land Demarcation Request</u> (In case of applying through customer service center)				
	2. Contractor Appointment Letter from the Ov				
Note	Site Plan must be valid at the time of submission	l 			
How to Apply	Apply Pay Fees 1. Login to DDA portal (Link) 2. Under Infrastructure project, select Land Demarcation application 3. Complete the application 4. Upload the required documents	receiving	eedback within the estimated time		
	Customer Service Center Apply Pay Fees	Receive Fe	edback		
	1. Approach DDA's customer service center 2. Submit the required documents 3. Pay the applicable for application will be seen application will be seen application.	of receiving	x 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			
Description	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 Buildin	g 1 - Ground Floor	
	Online: 24/7			
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	3 Working Days			
Service Fees	NA			
	1. Site Office Allocation Request(In case of app	olying through customer se	ervice center)	
Required Documents	2. NOC from plot owner of the utilized plot			
	3. Fencing Proposed layout (as per <u>Circular no.</u>	<u>400</u>)		
	Online			
	Apply	Receive Feedback		
	Login to DDA portal (Link) Under Building project, select Site Office	4. Receive feedback within the estima	ated time	
	Allocation application			
	3. Complete the application			
	Customer Service Center			
How to Apply	Apply	Receive Feedback		
	Approach DDA's customer service center Submit the required documents	. Receive feedback within the estimat	ed time	
	2. Submit the required documents			

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 sp	pecific hours and for a
	specific time		
Requester	Contractor		
Service Deliverables	Night Shift Work Permit		
Service Request Channels	Online, Customer Service Center at Dubai Stu	dio City - Commercial Buildin	g 1 - Ground Floor
	Online : 24/7		
Service Delivery Hours	Customer Service Center : Monday to Thursda	y (7.30 am to 2.30 pm) - Frio	day (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	Apply 1. Login to DDA portal (Link) 2. Under Infrastructure project, select Night Shift Work Permit application 3. Complete the application	Receive Feedback 4. Receive feedback within the estim	ated time
	Apply 1. Approach DDA's customer service center 2. Submit the required documents	Receive Feedback 3. Receive feedback within the estimate	ted time

Service ID Name	DEWATERING NOC	Service	e ID No.	C-09
Description	This service enables the customer to obtain approval to discharge underground water to storm			
Description	water network/see or temporary lagoon			
Requester	Contractor			
Service Deliverables	Dewatering NOC			
Service Request Channels	Online, Customer Service Center	at Dubai Studio City - Com	mercial Building	g 1 - Ground Floor
	Online: 24/7			
Service Delivery Hours	Customer Service Center: Monda	y to Thursday (7.30 am to 2	2.30 pm) - Frid	ay (7.30 am to 12
	Noon)			
Estimated Time to Deliver	3 Working Days			
	AED 1,000			
Service Fees	An additional fee of AED 10 as "Knowledge Dirham" and AED 10 as "Innovation Dirham" is applicable per			
	transaction			
	Dewatering NOC Request			
	2. Copy of dewatering contract	or trade license		
Required Documents	3. Dewatering drawing (as per	<u>Circular no. 400</u>) (key plan,	pipe routing, di	scharge point and
	dewatering system)			
	4. NOC from relevant local authorities (if applicable)			
Note	The NOC is valid for 6 months			
	Online			
	Apply	Pay Fees	Receive F	eedback
			<u></u>	
	1. Login to DDA portal (Link)	5. Pay the applicable fees	7. Receive feedba	ick within the estimated
	Under the Infrastructure project, select Devetoring Permit	6. Acknowledgement of receiving	time	
	select Dewatering Permit application	application will be sent		
	3. Complete the application			
	4. Upload the required documents			
How to Apply				
	Customer Service Center			
	Apply	Pay Fees	Receive Fe	edback
	Approach DDA's customer	3. Pay the applicable fees	5. Receive feed!	pack within the estimated
		Acknowledgement of receiving	time	
	service center	4. Acknowledgement of receiving	time	
	service center 2. Submit the required documents	application will be sent	time	

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 Ci	ty - Commercial Buildin	ig 1 - Ground Floor	
	Online: 24/7			
Service Delivery Hours	Customer Service Center: Monday to Thursday (7.3	0 am to 2.30 pm) - Frid	lay (7.30 am to 12	
	Noon)			
Estimated Time to Deliver	2 Working Days			
	Request with NOC from the previous Contractor: AED 500			
Service Fees	 Request with undertaking letter from the Owner 	: AED 2,000		
Scivice i ces	An additional fee of AED 10 as "Knowledge Dirham" and	AED 10 as "Innovation Di	rham" is applicable per	
	transaction			
	1. Consultant/Contractor Replacement Application (In case of applying through customer			
	service center)			
Required Documents	2. NOC from old contractor (In case of applying online)			
	3. Appointment and Acceptance Letter to be signed	d and stamped by owne	er, consultant and new	
	contractor (In case of applying online)			
How to Apply	Apply Apply Pay Fees 1. Login to DDA portal (Link) 2. Under the Infrastructure project, select Contractor Replacement application 3. Complete the application 4. Upload the required documents	7. Receive feedb	Feedback pack within the estimated	
	Apply Pay Fees 1. Approach DDA's customer service center 2. Submit the required documents Apply Pay Fees 3. Pay the applicable fees 4. Acknowledgement of reapplication will be sent	eceiving time		