SERVICE REQUEST MANUAL

EMPLOYEE RESIDENCE VISA RENEWAL

Purpose

This document is designed to define and illustrate the online process related to 'Request for Residence Visa Renewal'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and text messages as well as the expected output.

Relevant Documents

The Request for 'Request for Residence Visa Renewal' operates in conjunction with, but not limited to the below stated policies and guidelines:

- Residence Visa Renewal Guideline;
- DMCC Company Regulations;
- Free Zone Rules & Regulations; and
- Federal Authority for Identity and Citizenship (FAIC) Rules and Regulations.

Applicability

This document will be applicable to all DMCC member companies with active licence who are applying for visa renewal for their existing employees.

Important Notes

- The company must initiate the visa renewal before the visa expiry date to avoid any late penalties.
- The company Establishment Card and licence must be valid in order to apply for the Employee Residence Permit (Visa) Renewal service request.
- If the visa is being renewed after the expiry of the grace period (30 days from the date of expiry), then a penalty will be levied costing AED 25 per day.
- At the time of renewal, the applicant passport should be valid for at least 3 months.
- If the applicant needs the visa to be stamped on a different passport, then, passport

details amendment service request should also be raised before the renewal request.

- A valid health insurance under the DMCC company sponsorship / coverage issued through a local insurance company is required. If the health insurance is valid for less than 1 month, DMCC requires an undertaking letter from the company stating they will renew it upon the expiry date.

- Emirates ID registration and medical fitness request typing services are also provided by DMCC (optional).

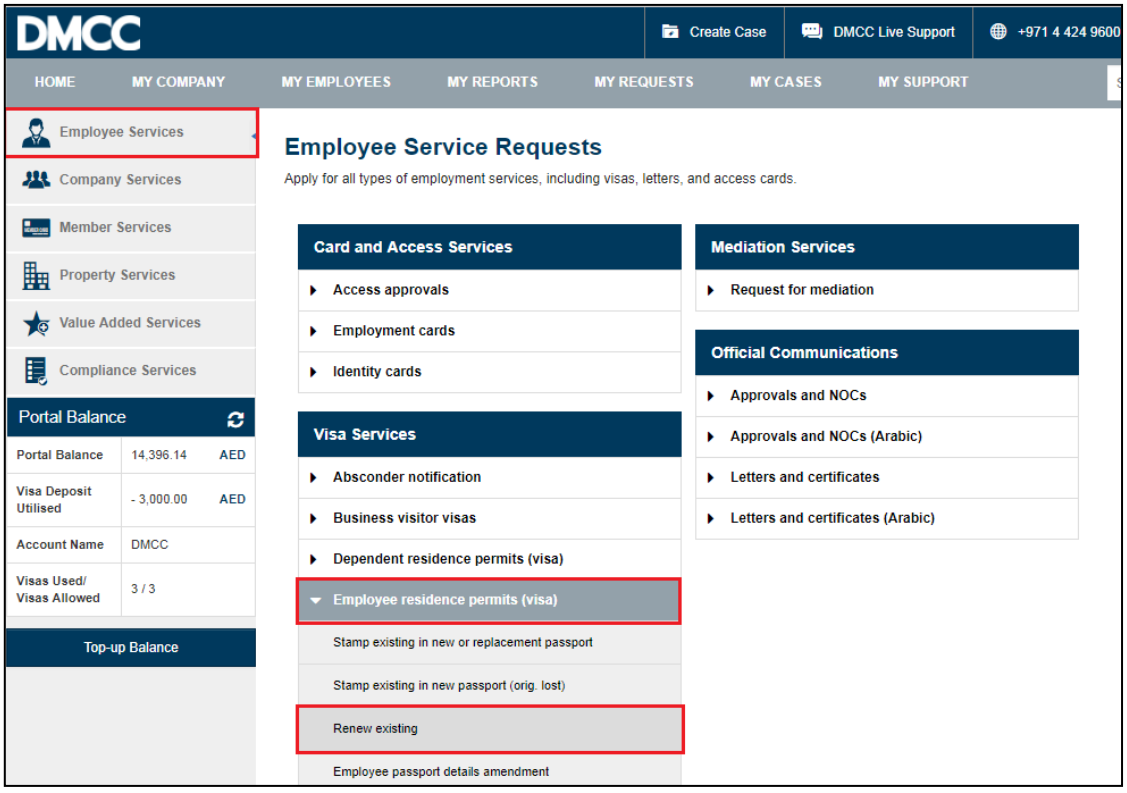
- In case the Emirates ID registration typing service is not selected initially at the service request creation, the company has the option to create a separate service request through their portal at 'Employee Services – Employee Residence Permit – Emirates ID Typing'.

- In case the medical fitness request service is not initially selected at the service request creation, the company has the option to create a separate service request through their portal at 'Employee Services – Employee Residence Permit – Medical Fitness Request Typing'.

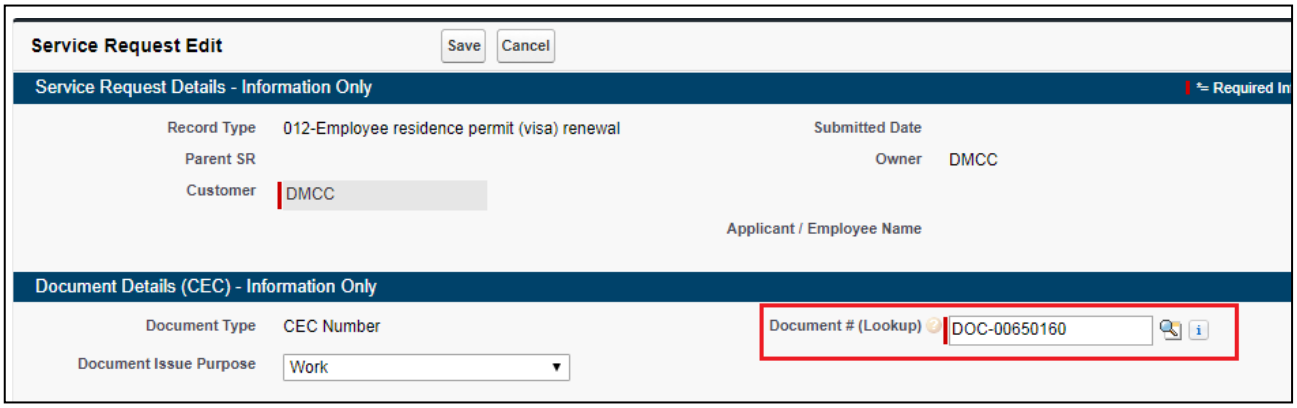
- Members can apply for the applicant's health insurance through one of the Dubai Health Authority (DHA) 45 approved local health insurance inside UAE. For the complete list, please visit http://www.isahd.ae/Home/PermittedInsuerers.

The Process:

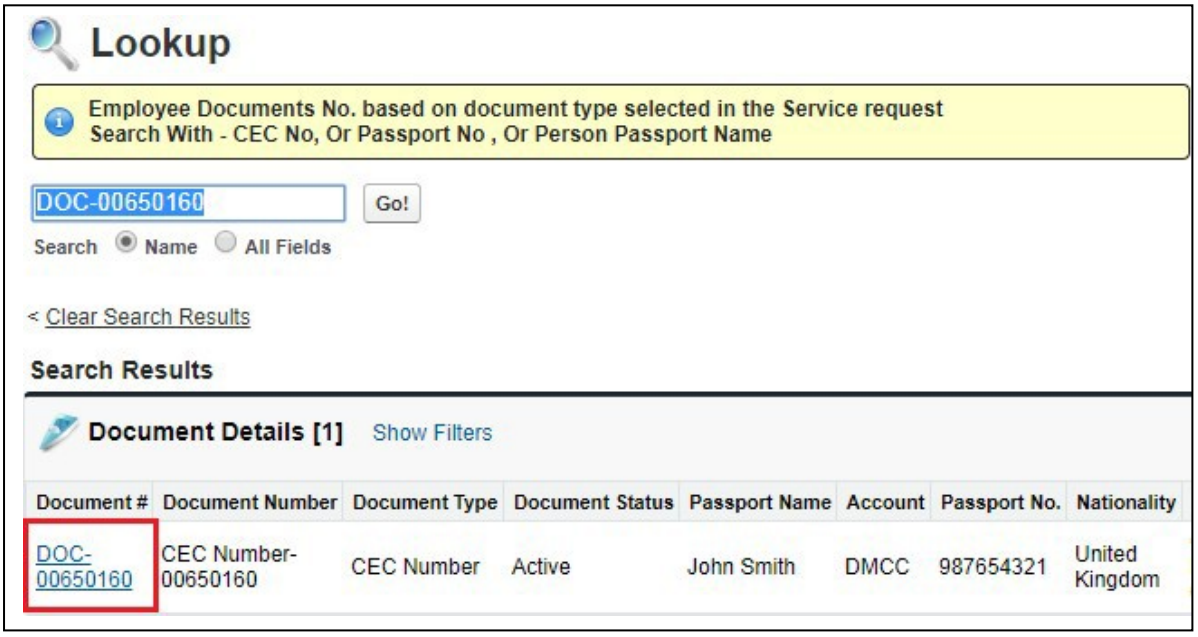
1. Login to your member portal to complete the application form at ‘Employment Services - Visa services - Employee Residence Permits (Visa) – Renew Existing’ on the DMCC portal.



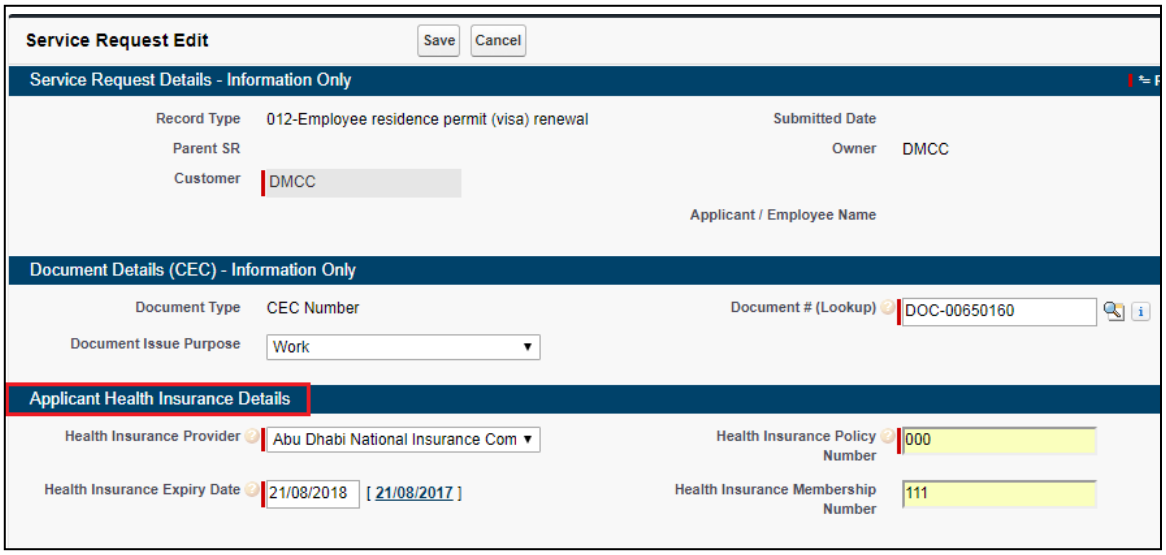
2. Insert the employee company card number and click ‘Lookup’.



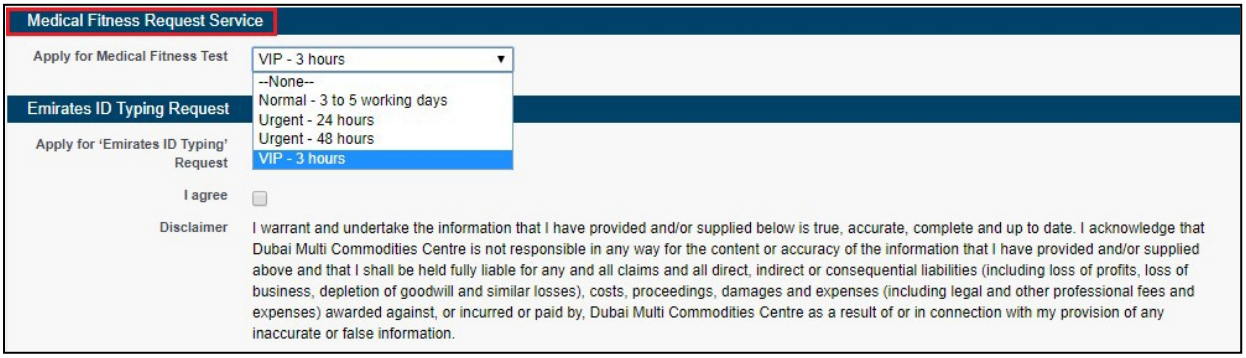
3. Select the relevant document.



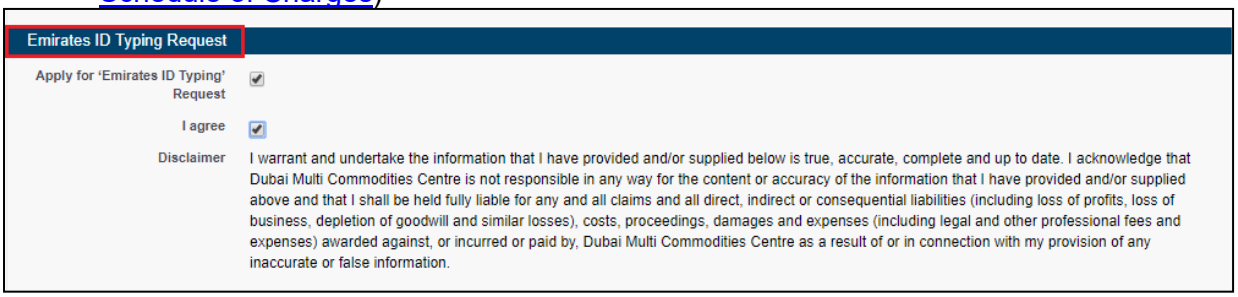
4. Fill in the employee health insurance details.



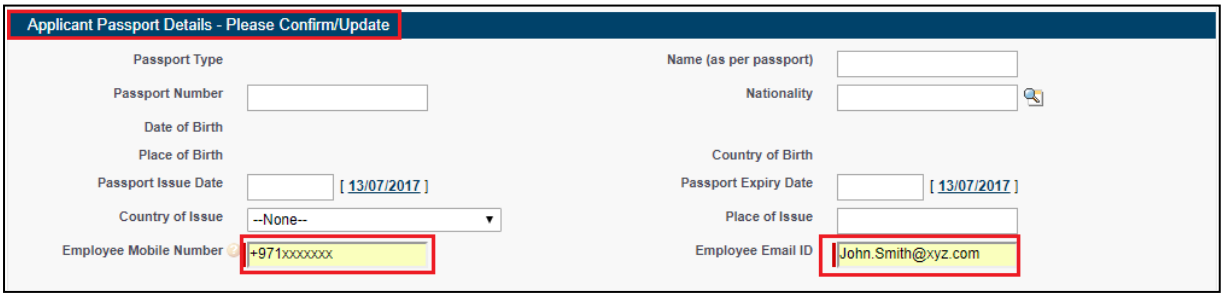
5. To apply for DMCC Medical Fitness request, please select the type of medical service request. Please note that the medical fitness test type once selected, cannot be changed or upgraded. (Optional and for an additional fee. Refer to the Schedule of Charges)



6. To apply for the DMCC Emirates ID typing, please tick the 'Apply for Emirates ID Typing Request' box. (Optional and for an additional fee. Refer to the Schedule of Charges)

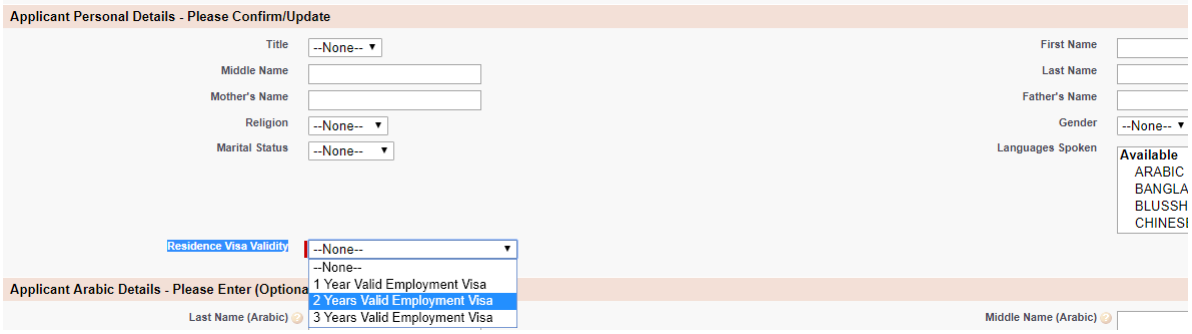


7. Fill in the employee mobile number and email address.

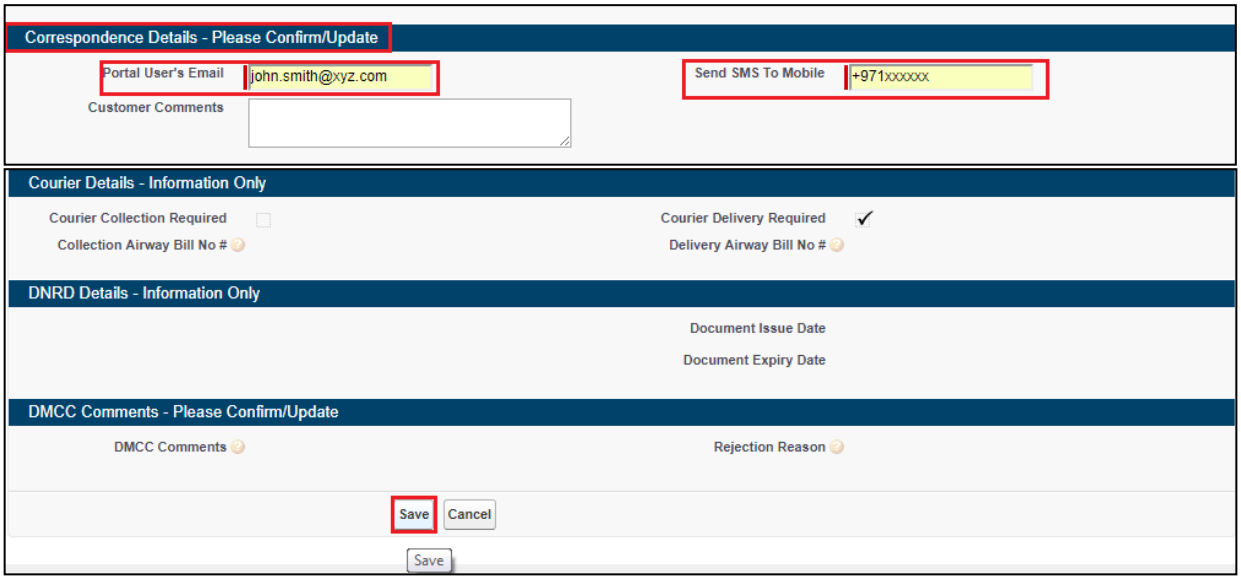


8. If the employee requires visa data amendment (job title, nationality, name change), please select the type of amendment required.

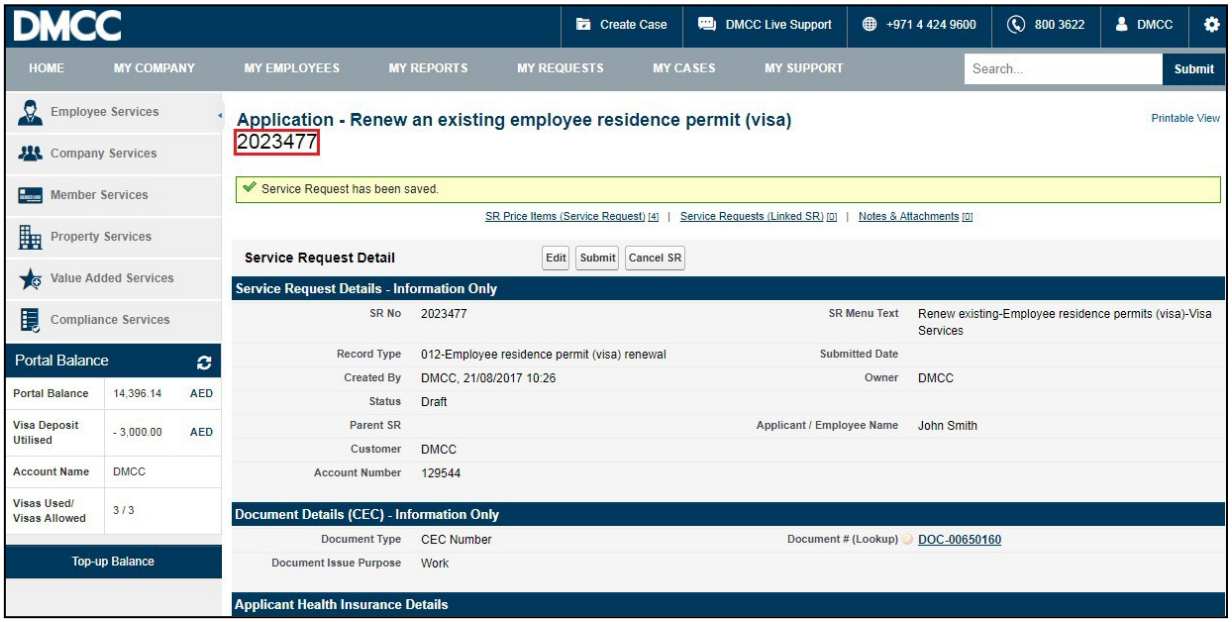
9. Select residence visa validity



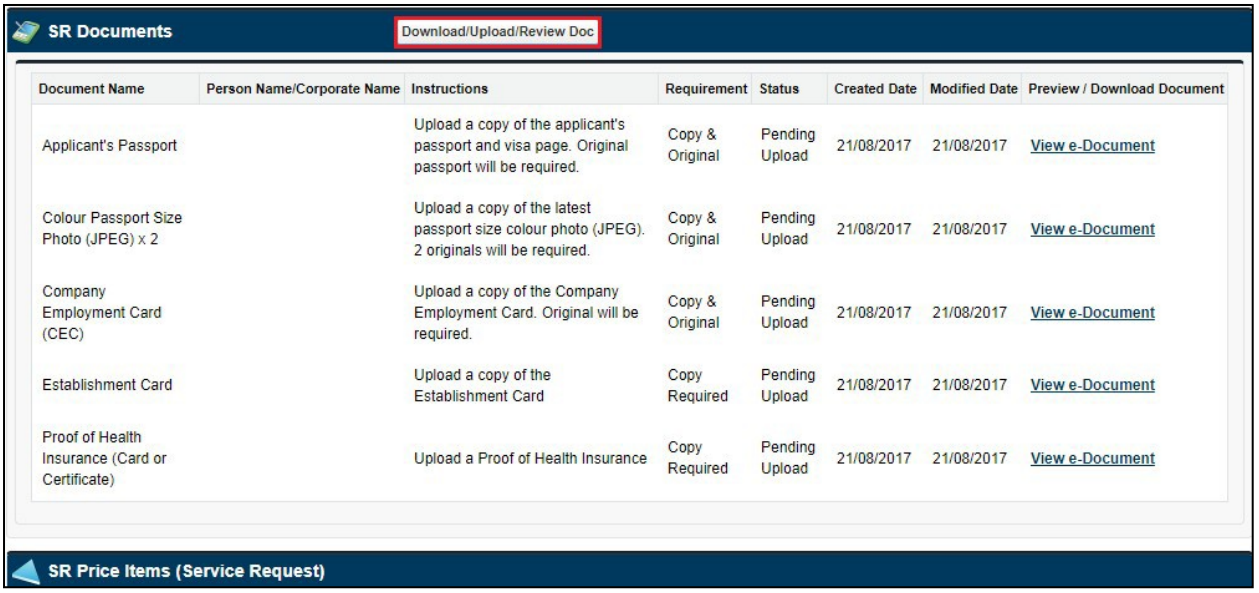
10. Fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'. Then, click 'Save' to receive the service request number.

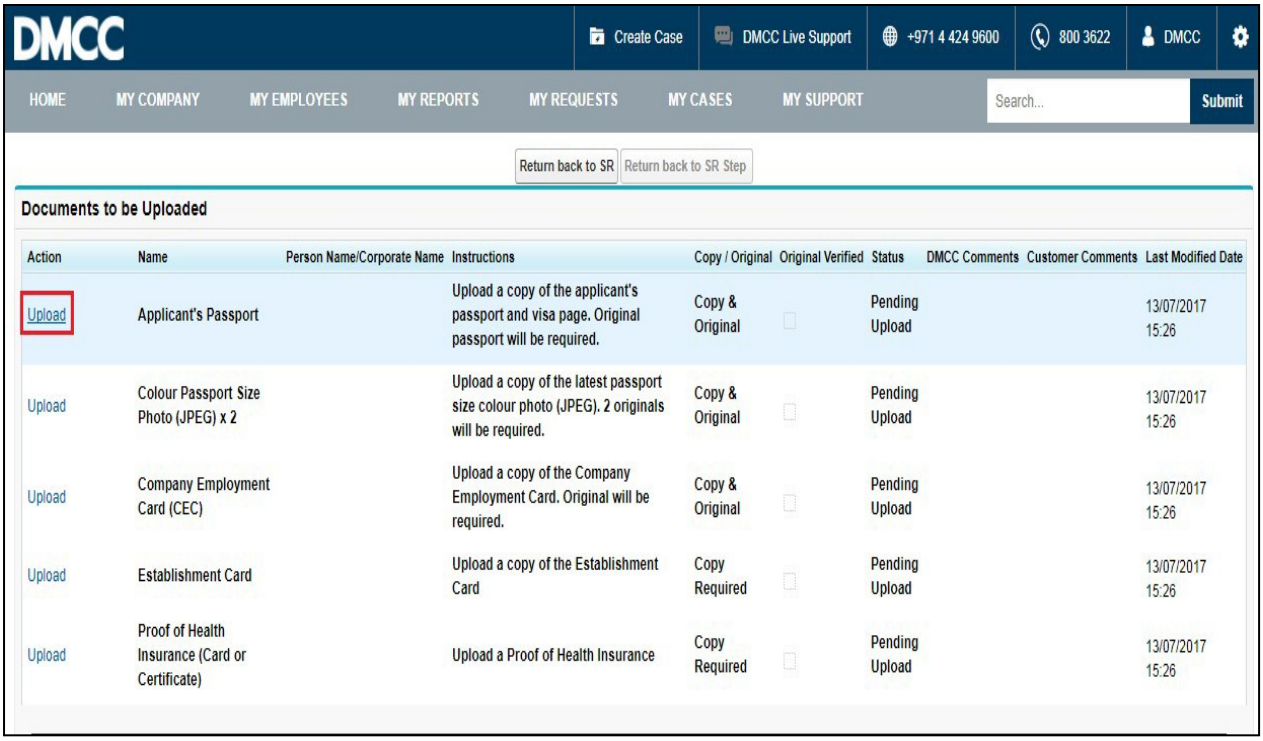


11. Take a note of the service request number for future follow-ups and company records.

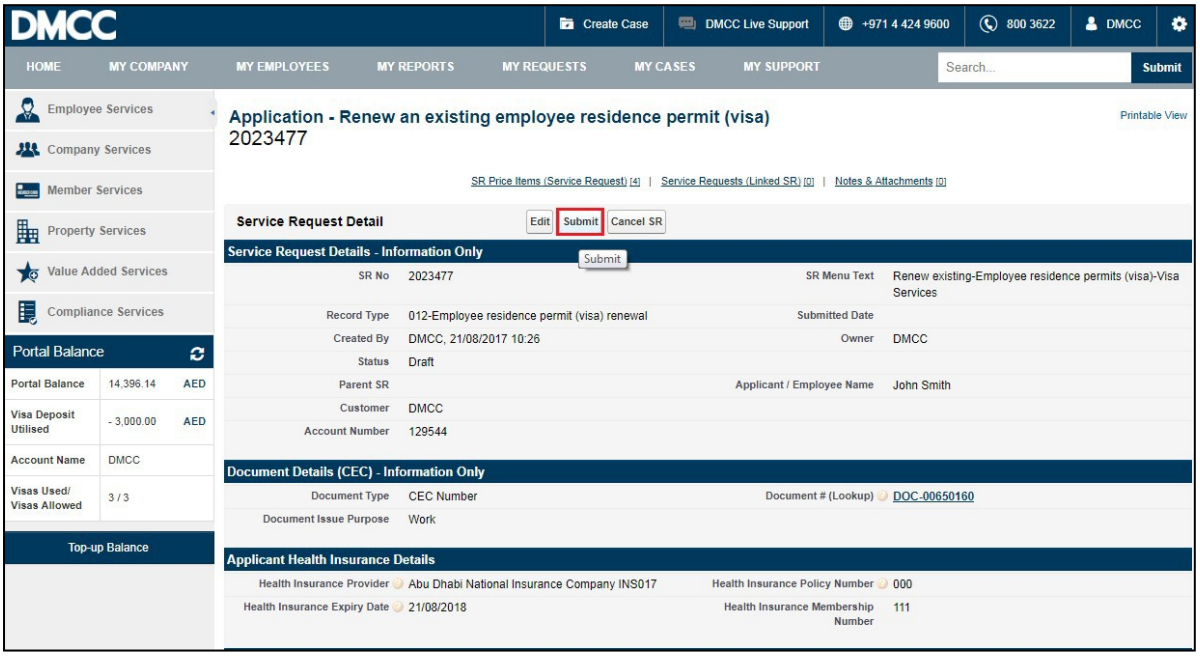


12. Click the ‘Download/Upload/Review Doc’ button to upload the required documents under the ‘SR Documents’ section. Click ‘Upload’ and ensure to upload all the required documents.

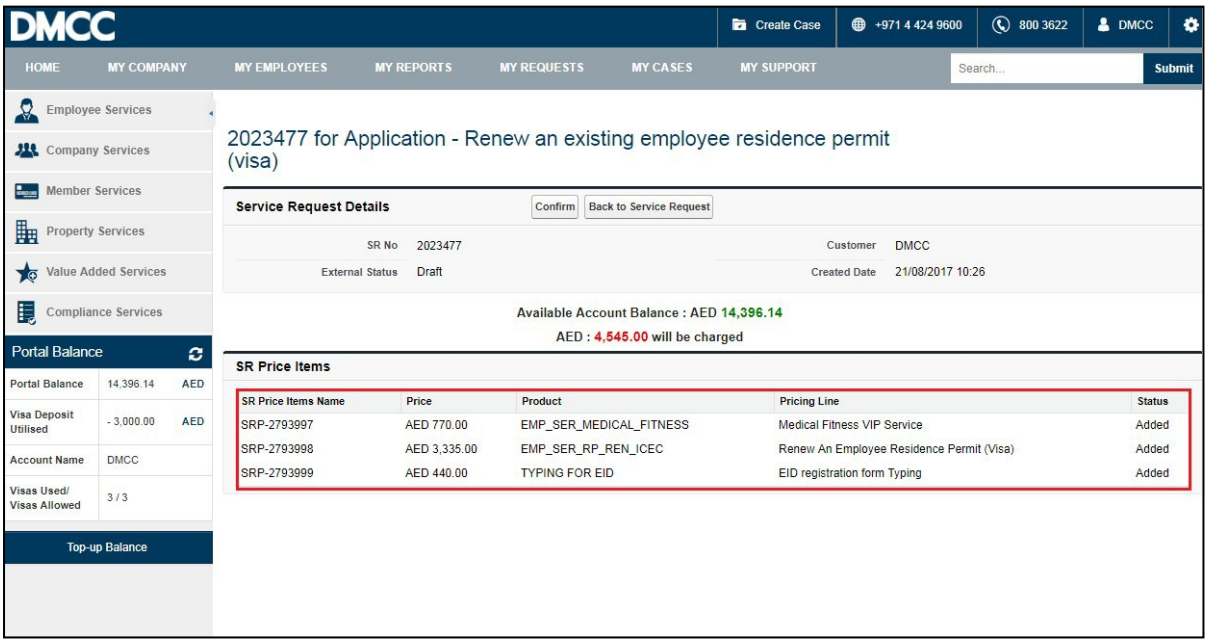




13. After uploading the documents, click ‘Submit’ and proceed with the payment.



14. Check the price details and click ‘Confirm’.

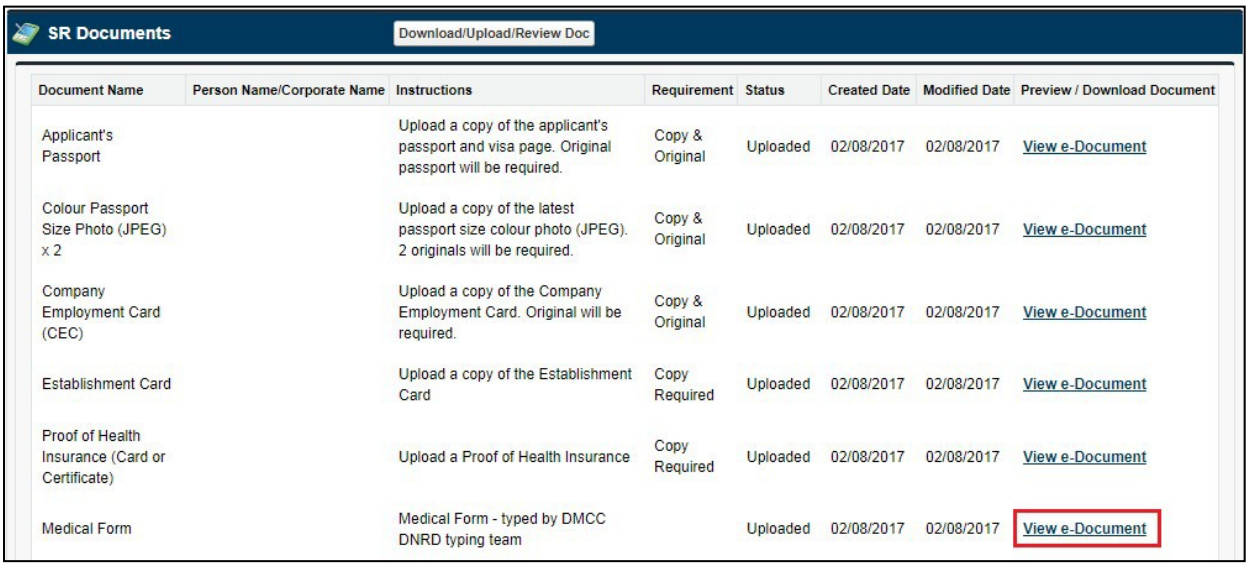


15. You will receive an email notification from DMCC confirming that the application is submitted.

16. You will receive an email notification if the medical fitness test request from DMCC was selected.

17. You will receive an email notification once the Emirates ID registration form typing is done.

18. Under the service request 'SR Documents', click 'View E-Document' to view the Emirates ID registration form and medical request form. Print a copy of the medical request form and approach the designated medical centre to complete the medical test.



SR Documents — Download/Upload/Review Doc

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport		Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Colour Passport Size Photo (JPEG) x 2		Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Medical Form		Medical Form - typed by DMCC DNRD typing team		Uploaded	02/08/2017	02/08/2017	View e-Document

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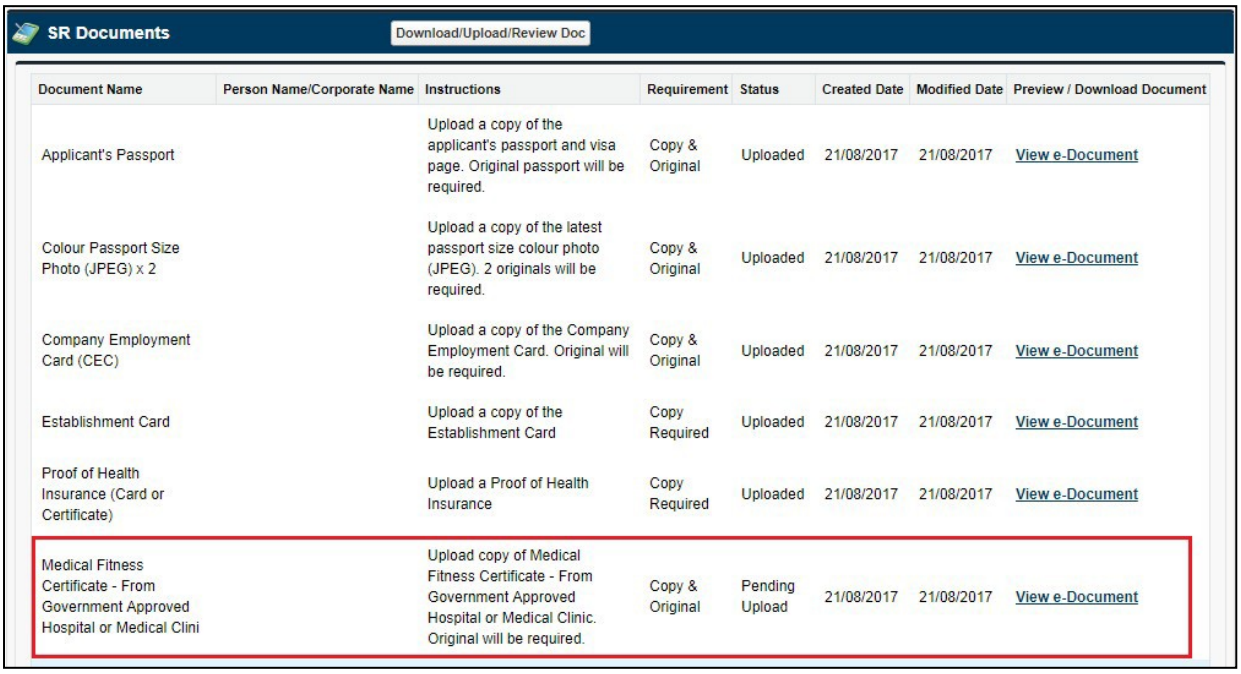
Colour Passport Size Photo (JPEG) x 2		Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document
Medical Form		Medical Form - typed by DMCC DNRD typing team		Uploaded	02/08/2017	02/08/2017	View e-Document
Emirates Identity Card registration form		Upload a copy of the Emirates Identity Card or Registration form in JPEG format (Size less than 1MB | Exact Height: 1167 | Exact Width: 850 | Dpi: 100) To adjust your document size, you may use the following tool https://ezgi		Uploaded	02/08/2017	02/08/2017	View e-Document

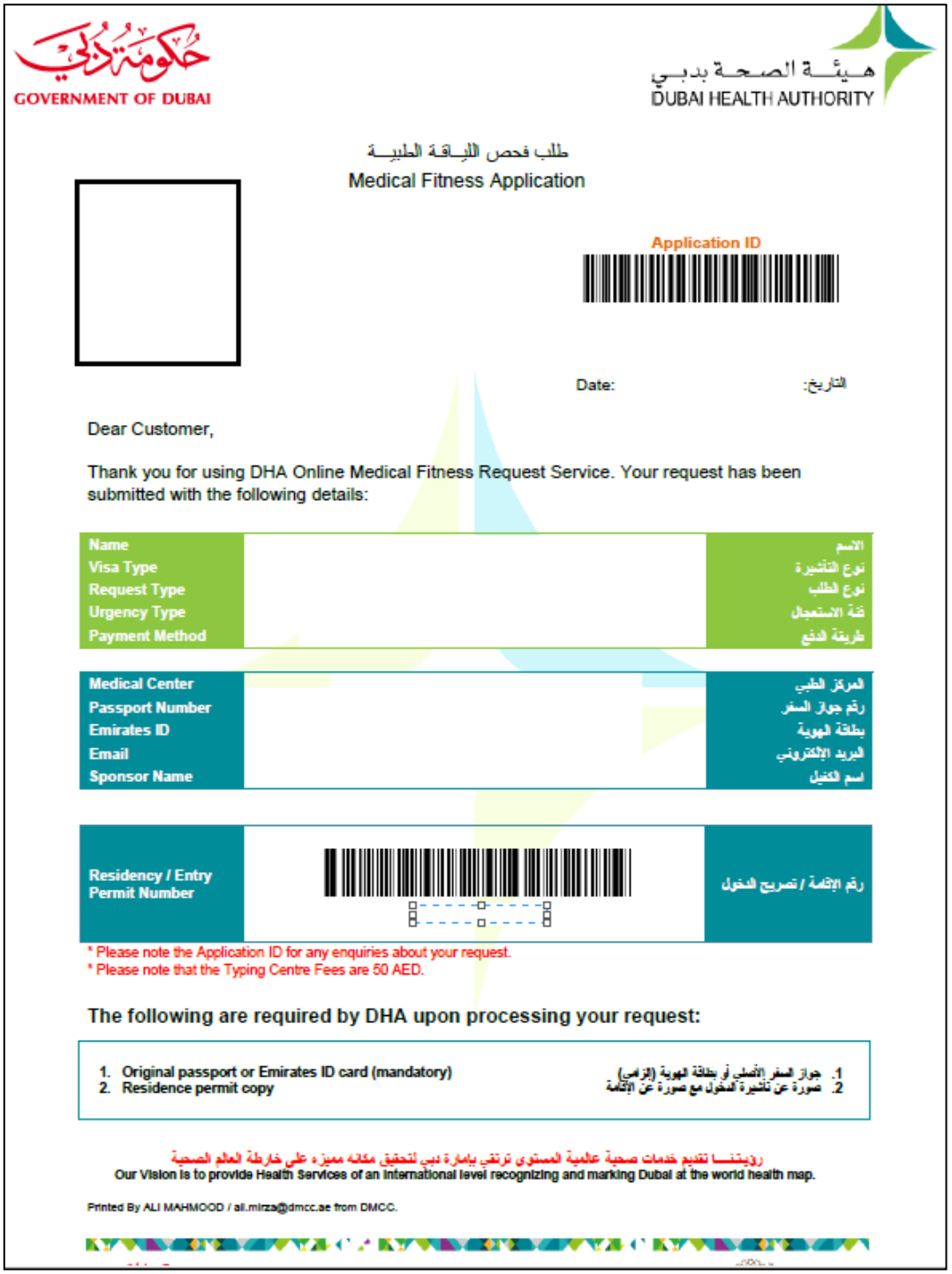
19. Upon receipt of the medical test results document, upload it in the same service request ‘SR Documents’ under ‘Medical Fitness Certificate’. Click ‘Upload’ to upload the health insurance card & the medical fitness certificate.



SR Documents Download/Upload/Review Doc

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport		Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	Uploaded	21/08/2017	21/08/2017	View e-Document
Colour Passport Size Photo (JPEG) x 2		Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	Uploaded	21/08/2017	21/08/2017	View e-Document
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	21/08/2017	21/08/2017	View e-Document
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	21/08/2017	21/08/2017	View e-Document
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	21/08/2017	21/08/2017	View e-Document
Medical Fitness Certificate - From Government Approved Hospital or Medical Clini		Upload copy of Medical Fitness Certificate - From Government Approved Hospital or Medical Clinic. Original will be required.	Copy & Original	Pending Upload	21/08/2017	21/08/2017	View e-Document

Sample of the Medical Fitness application:



GOVERNMENT OF DUBAI

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

طلب فحص اللياقة الطبية
Medical Fitness Application

Application ID

Date: التاريخ:

Dear Customer,

Thank you for using DHA Online Medical Fitness Request Service. Your request has been submitted with the following details:

Name		الاسم
Visa Type		نوع التأشيرة
Request Type		نوع الطلب
Urgency Type		فئة الاستعجال
Payment Method		طريقة الدفع

Medical Center		المركز الطبي
Passport Number		رقم جواز السفر
Emirates ID		بطاقة الهوية
Email		البريد الإلكتروني
Sponsor Name		اسم الكفيل

Residency / Entry Permit Number		رقم الإقامة / تصريح الدخول

* Please note the Application ID for any enquiries about your request.
* Please note that the Typing Centre Fees are 50 AED.

The following are required by DHA upon processing your request:

1. Original passport or Emirates ID card (mandatory)
2. Residence permit copy

1. جواز السفر الأصلي أو بطاقة الهوية (إلزامي)
2. صورة عن تأشيرة الدخول مع صورة عن الإقامة

رؤيتنا تقديم خدمات صحية عالمية المستوى ترتقي بإمارة دبي لتحقيق مكانه مميزه على خارطة العالم الصحية
Our Vision is to provide Health Services of an international level recognizing and marking Dubai at the world health map.

Printed By ALI MAHMOOD / ali.mirza@dmcc.ae from DMCC.

Sample of the Emirates ID Registration Form:

استمارة تسجيل
REGISTRATION FORM

هيئة الإمارات للهوية
EMIRATES IDENTITY AUTHORITY

قدم بتاريخ
SUBMITTED ON

رقم الايصال
RECEIPT NO.

رقم المعاملة
TRANSACTION N

رقم الطلب
APPLICATION NUMBER

تجديد بطاقة الهوية
المقدم لديه طلب قيد الاجراء بإحدى خدمات الإقامة (جديد , تجديد , نقل كفالة) ومسجل مسبقاً بهيئة الامارات للهوية (بطاقة الهوية المراد تجديدها غير متوفرة)

ID CARD RENEWAL
Applicant is applying for residency new / renew / sponsorship transfer and is previously registered in Emirates Identity Authority (ID card to be renewed is NOT available)

سيتم التواصل معك في حال وجود تعديل أو مطلوب وعند جاهزية البطاقة للتسليم.
يرجى التأكد من دقة هذه المعلومات
You will be contacted in case of required modification and once your card is ready for delivery. Please make sure this information is accurate.

الإسم
NAME

الجنس
GENDER

تاريخ الميلاد
DATE OF BIRTH

الجنسية
NATIONALITY

الرقم الموحد
UNIFIED NUMBER

رقم جواز السفر
PASSPORT NUMBER

تاريخ انتهاء الجواز
PASSPORT EXPIRY DATE

رقم خلاصة القيد
Family Book No.

رقم البلدة / رقم الاسرة
City Number / Family Id

NEXT STEP
Capture your biometrics at one of our service points

An appointment with all details will be sent to you through an SMS on mobile number In case you do not receive an SMS two weeks from submitting your application please call 042376000

الإجراء التالي
أخذ البصمات بأحد مراكز التسجيل التابعة لهيئة الإمارات للهوية

سيتم ارسال موعد التسجيل من خلال رسالة نصية قصيرة على هاتف رقم في حال عدم استلام الرسالة خلال اسبوعين من تاريخ تقديم الطلب الرجاء الإتصال على 042376000.

IMPORTANT NOTES

For information on registering for Emirates ID card call 042376000

The legal typing fee of this application is AED 30 only where the typing centre is legally bound to this amount. If you have been over charged or have any comments on the typing centre please call 042376000

The ID card has to be pierced during the filling of the application

The ID card is your property and should be handed back to you along with this application

Please revise the entered ID number & expiry date in your application

You may be notified to revisit the typing centre for modifications to your application. Amount of AED 5 for the modification will be charged as typing fees if you proceed to a different typing centre than the one who last submitted the application

Please revise the application type highlighted on top of the application.

You may be requested to complete the required fees by paying any difference between the previously paid amount and the required fee

The applied card validity will be reviewed and could be changed while processing your application

ملاحظات هامة

للاستفسار عن معاملة التسجيل لبطاقة الهوية، يرجى الاتصال على 04237600

الرسوم القانونية لمكاتب الطباعة 30 (ثلاثون) درهماً فقط لاغير وفي حال تحصيل رسوم إضافية تغير زيادة غير قانونية وتعرض مكتب الطباعة للمسائلة القانونية. في حال وجود اي ملاحظة على مكاتب الطباعة يرجى الإتصال على 04237600

ضرورة ثقب بطاقة الهوية اثناء عملية التحديد وسحبها

بطاقة الهوية هي ملك للعميل يحتفظ بها بعد الإنتهاء من تعبئة إستمارة التحديد او الاستبدال

التأكد من صحة رقم الهوية وتاريخ انتهائها المدخل بالطلب

قد يتم التواصل معك لطلب تعديل بالطلب المقدم عن طريق زيارة إحدى مراكز الطباعة المعتمدة. رسوم الطباعة للتعديل 5 درهم لاغير في حالة تعديل الطلب بمكتب طباعة مختلف عن المكتب الاخير الذي قدم منه الطلب

الرجاء التأكد من صحة نوع الطلب المقدم الموضح أعلاه

قد يتم التواصل معك لطلب إستكمال الرسوم المطلوبة بدفع الفارق بين المبلغ المدفوع سابقاً والقيمة المطلوبة للطلب

سيتم مراجعة صلاحية البطاقة المقدمة وقد يتم تعديله أثناء التدقيق على الطلب

اتصل على
CALL US ON
04 2376000

لمزيد من المعلومات
FOR MORE INFORMATION
www.emiratesid.ae

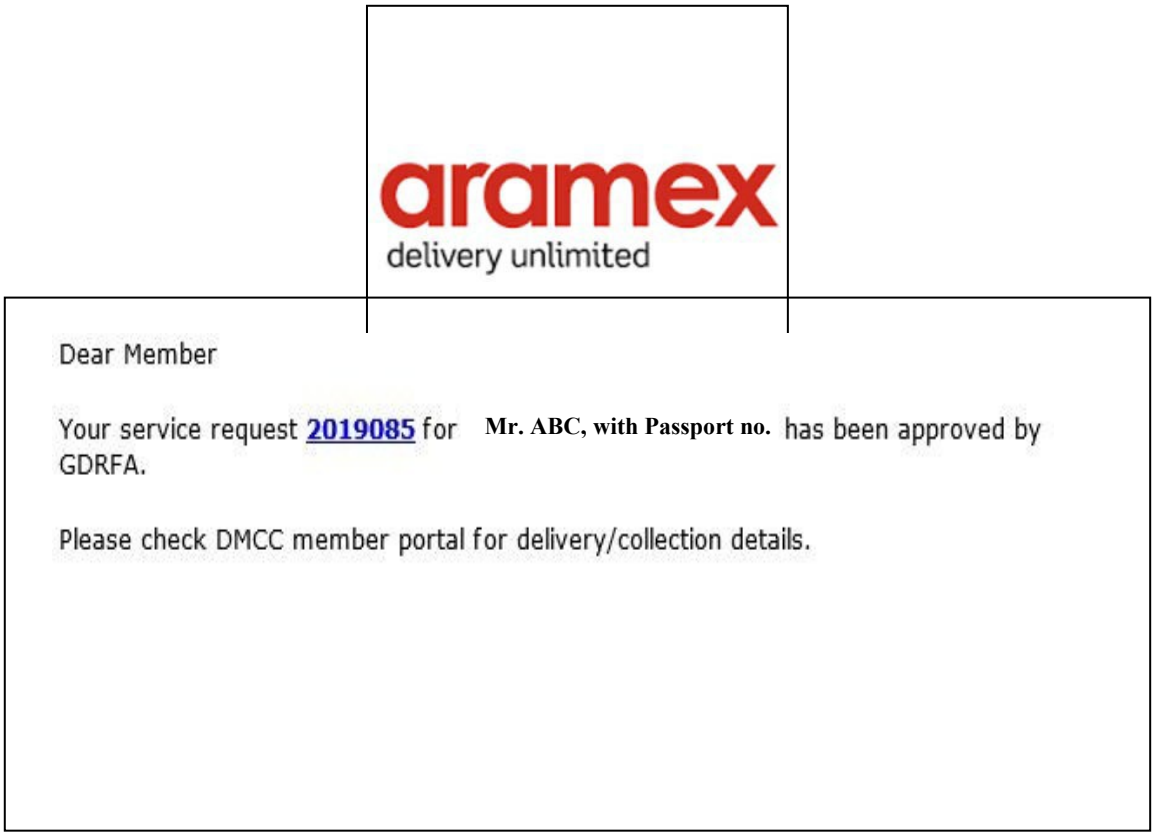
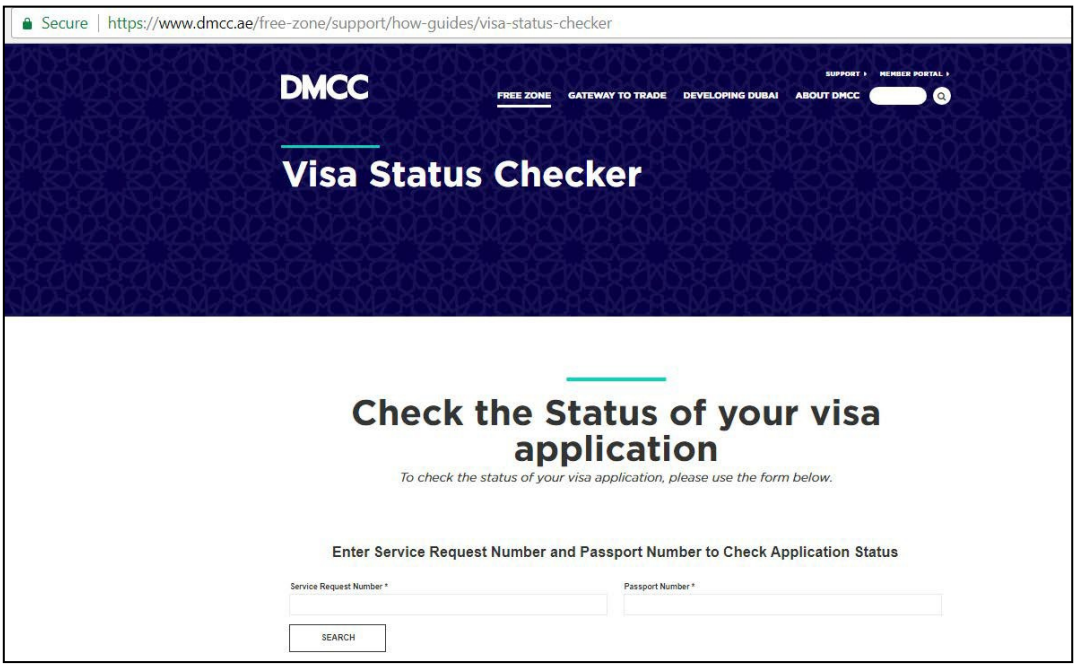
الطباعة بواسطة
SUBMITTED BY
[user name] [typing centre name], [Emirate], [City]

تاريخ الطباعة
PRINTED ON
01 January 2011, 02:34 PM

20. You will receive an email notification confirming the submission of the application to the Immigration Department Federal Authority for Identity and Citizenship (FAIC).

21. You will receive an email notification for the delivery / collection once the application is approved by the Immigration Department Federal Authority for Identity and Citizenship (FAIC).

22. Please refer to the 'Delivery Airway Bill Number' on the service request to track the delivery of the passport.



23. You can check the status of your application at any stage on the DMCC website via the Visa Status Checker at www.dmcc.ae/free-zone/support/how-guides/visa-status-checker.