

Service Request Manual

Request for Arabic Letter to Third Party Authorities

Purpose

This document is designed to define and illustrate the online process related to 'Arabic Letter to Third Party Authorities'. 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 'Arabic Letter to Third Party Authorities' operates in conjunction with, but not limited to the below stated policies and guidelines:

- Request for Arabic Letter to Third Party Authorities to Obtain NOC [Guideline](#);
- [DMCC List of Activities](#) and
- Free Zone Rules & Regulation.

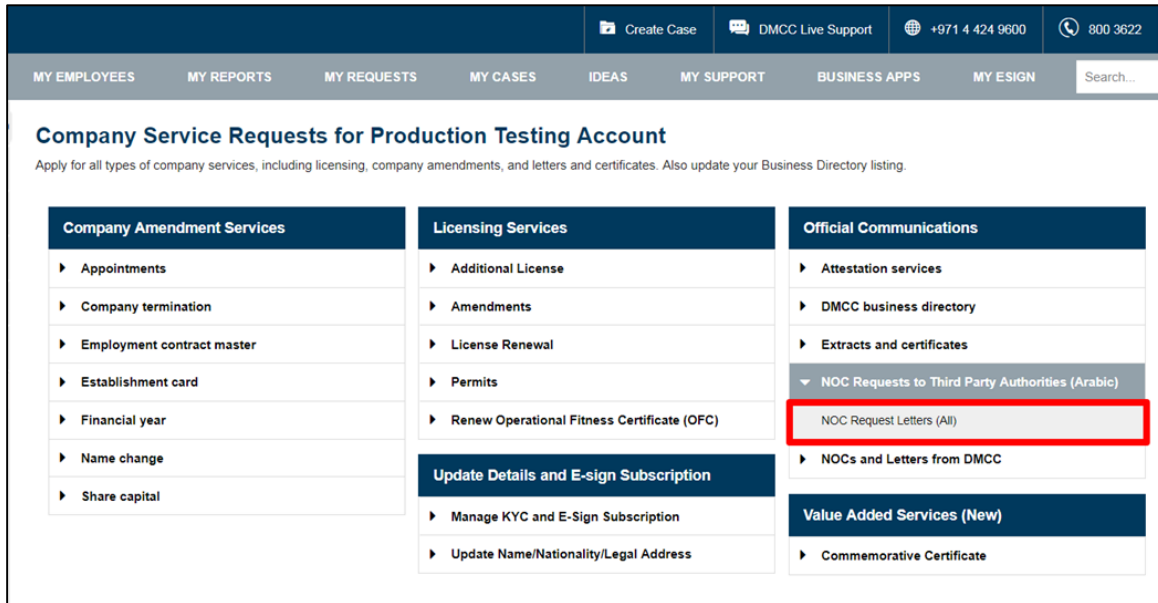
Applicability

This document will be applicable to all DMCC member companies who are applying for license renewal or amendments.

Important Notes

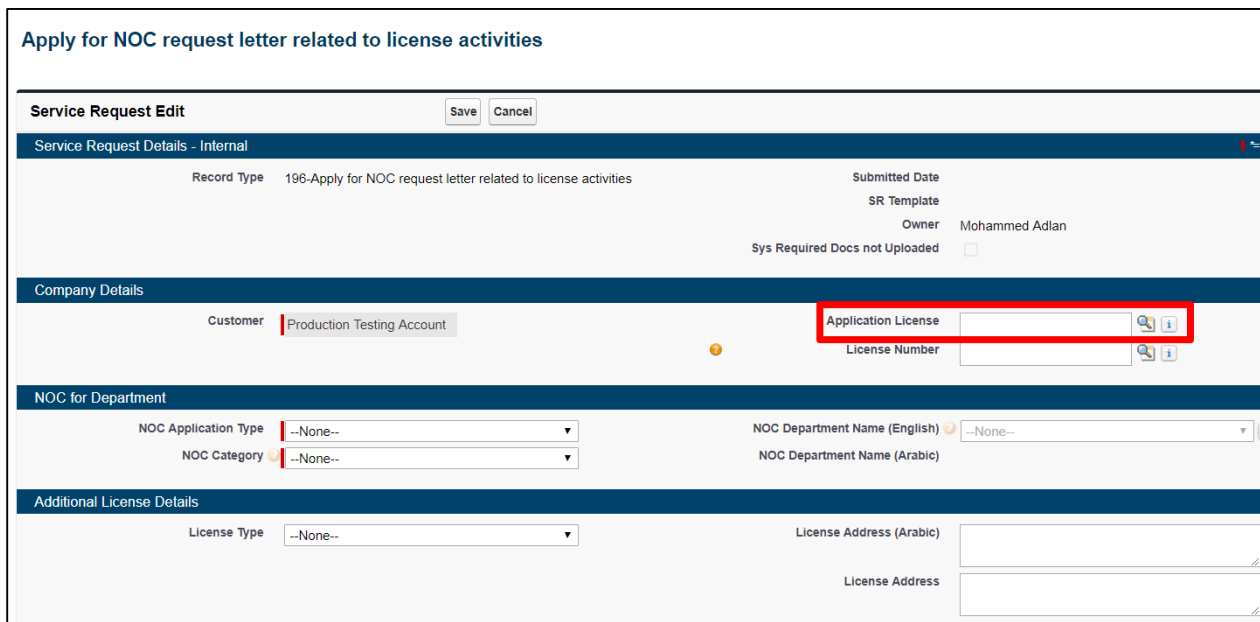
- DMCC Authority reserves the right to request additional documents at any stage of the process.
- DMCC member companies who wish to apply for an amendment of activities that are regulated by third party authorities must apply for this service request.
- DMCC member companies who wish to renew their license with regulated activities must apply for this service request.

1. Complete the application form to apply for 'Company services - NOC Requests to Third Party Authorities (Arabic) - NOC requests letters (All) - NOCs and Letters from DMCC on the DMCC portal.



The screenshot shows the DMCC portal interface. At the top, there are navigation tabs: MY EMPLOYEES, MY REPORTS, MY REQUESTS, MY CASES, IDEAS, MY SUPPORT, BUSINESS APPS, and MY ESIGN. Below these is a search bar. The main heading is 'Company Service Requests for Production Testing Account'. Underneath, there are three main service categories: Company Amendment Services, Licensing Services, and Official Communications. The 'Official Communications' category is expanded, and 'NOC Request Letters (All)' is highlighted with a red box. Other options include 'NOC Requests to Third Party Authorities (Arabic)', 'NOCs and Letters from DMCC', and 'Value Added Services (New)'.

2. Insert company's valid license number.



The screenshot shows the 'Apply for NOC request letter related to license activities' form. The form is titled 'Service Request Edit' and includes a 'Save' button and a 'Cancel' button. The 'Service Request Details - Internal' section shows 'Record Type' as '196-Apply for NOC request letter related to license activities', 'Submitted Date' as 'SR Template', and 'Owner' as 'Mohammed Adlan'. The 'Company Details' section shows 'Customer' as 'Production Testing Account' and 'Application License' as a dropdown menu with a red box around it. Below this is the 'License Number' field. The 'NOC for Department' section includes 'NOC Application Type' and 'NOC Category' both set to '--None--', and 'NOC Department Name (English)' and 'NOC Department Name (Arabic)' both set to '--None--'. The 'Additional License Details' section includes 'License Type' set to '--None--' and 'License Address (Arabic)' and 'License Address' fields.

3. Select the relevant 'NOC Application Type'.

Apply for NOC request letter related to license activities

Service Request Edit Save Cancel

Service Request Details - Internal

Record Type 196-Apply for NOC request letter related to license activities

Company Details

Customer Production Testing Account

NOC for Department

NOC Application Type --None--

NOC Category --None--

Additional License
Change License Activities
Renew License Activities
Additional Activities

Additional License Details

License Type --None--

4. Select the 'NOC Category'.

Apply for NOC request letter related to license activities

Service Request Edit Save Cancel

Service Request Details - Internal

Record Type 196-Apply for NOC request letter related to license activities

Company Details

Customer Production Testing Account

NOC for Department

NOC Application Type --None--

NOC Category --None--

Dubai Police
Other Third Parties

Additional License Details

License Type --None--

5. Fill in the 'NOC Department Name (English)' field. This should be relevant to the activity on the license.

Apply for NOC request letter related to license activities

Service Request Edit Save Cancel

Service Request Details - Internal Require

Record Type: 196-Apply for NOC request letter related to license activities
 Submitted Date: _____
 SR Template: _____
 Owner: Mohammed Adlan
 Sys Required Docs not Uploaded:

Company Details

Customer: Production Testing Account
 Application License:
 License Number:

NOC for Department

NOC Application Type: --None--
 NOC Category: --None--
NOC Department Name (English): --None--
 NOC Department Name (Arabic): _____

6. Select the license type and fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details' and click 'Save'.

NOC for Department

NOC Application Type: --None--
 NOC Category: --None--

Additional License Details

License Type:
 --None--
 --None--
 Trading
 Service
 Industrial

Activity Details

Activity Name for the NOC (English)-Old: _____
 Activity Name for the NOC (English): _____

7. Select 'License Activities'.

Apply for NOC request letter related to license activities
2196248

✔ Service Request has been saved.

« [Back to List](#)

[SR Price Items \(Service Request\) \[2\]](#) | [Notes & Attachments \[0\]](#) | [Service Request History \[1\]](#)

Service Request Detail

Service Request Details - Internal

SR No	2196248	SR Menu Text	NOC R (Arabic)
Record Type	196-Apply for NOC request letter related to license activities	Submitted Date	
Created By	Mohammed Adlan, 24/08/2017 08:31	SR Template	196-App
Last Modified By	Mohammed Adlan, 24/08/2017 08:31	Status	Draft
Letter Code	Dubai Police-Change License Activities	Owner	DMCC
			Sys Required Docs not Uploaded <input checked="" type="checkbox"/>

8. Add or remove any activities from current license and select 'Save' to finalise the license.

Current License Activities

Code	Activity Name	Activity Description	3P NOC1	3P NOC2	3P NOC3	3P NOC4
552001	Restaurant	Includes restaurants equipped with the suitable installations to prepare and serve food and snacks inside, as well as various beverages for immediate consumption by the public.				

Amended Activities

Action	Code	Activity Name	Activity Description	Business Plan required	3P NOC1	3P NOC2	3P NOC3
[-] 55-Hotels and restaurants							
Remove	552001	Restaurant	Includes restaurants equipped with the suitable installations to prepare and serve food and snacks inside, as well as various beverages for immediate consumption by the public.	No			

Pricing Details

Total Estimated Cost : AED 20,265

Search to Add Activities

Group: [--None--]

Keyword:

(search by entering Activity Name or Activity Code.)

- Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section and submit the service request.

Activity Details

Activity Name for the NOC (English)-Old
Activity Name for the NOC (English)

Activity Name for the NOC (Arabic)-Old
Activity Name for the NOC (Arabic)

Correspondence Details

Portal User's Email: shireesh.agrawal@dmcc.ae Send SMS To Mobile: +97

Customer Comments

DMCC Comments

DMCC Comments: Dubai Police Letter

Rejection Reason: External Status: Draft

[Edit](#) [Clone](#) [License Activities](#) [Finalise](#) [Submit](#) [Cancel SR](#)

SR Documents

Download/Upload/Review Doc

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Tenancy Contract Or Purchase Agreement		Tenancy Contract Or Purchase Agreement	Copy Required	Pending Upload	24/08/2017	24/08/2017	View e-Document
Title Deed		Title Deed	Copy Required	Pending Upload	24/08/2017	24/08/2017	View e-Document

Apply for NOC request letter related to license activities

2196248

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[SR Price Items \(Service Request\) \[2\]](#) | [Notes & Attachments \[0\]](#) | [Service Request History \[1\]](#)

Service Request Detail

[Edit](#) [Clone](#) [License Activities](#) [Finalise](#) [Submit](#) [Cancel SR](#)

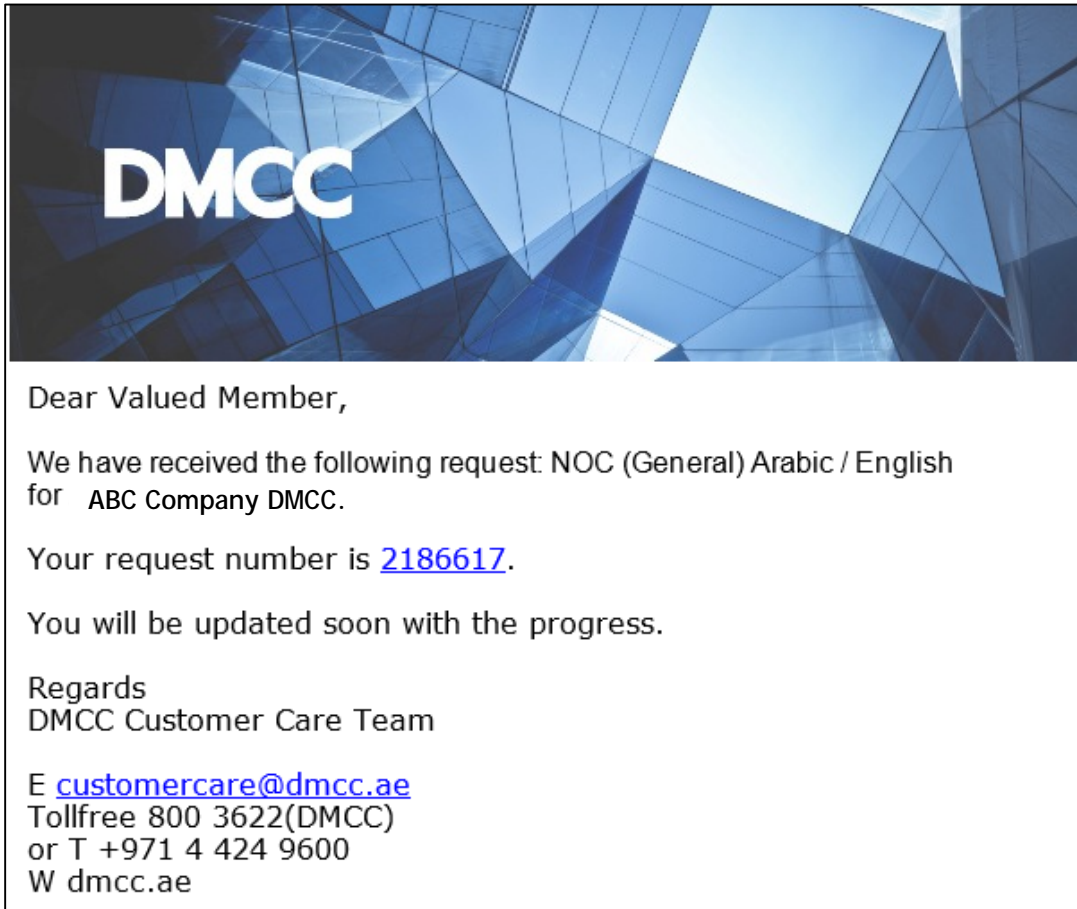
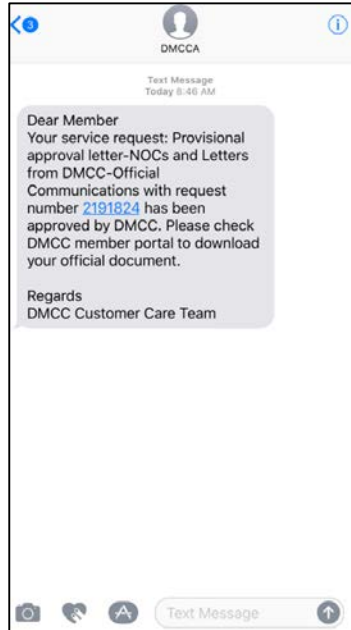
Service Request Details - Internal

SR No	2196248	SR Menu Text	NOC Request L (Arabic)-Official
Record Type	196-Apply for NOC request letter related to license activities		Submitted Date
Created By	Mohammed Adlan , 24/08/2017 08:31	SR Template	196-Apply for N
Last Modified By	Mohammed Adlan , 24/08/2017 08:36	Status	Draft
Letter Code	Dubai Police-Change License Activities	Owner	DMCC
		Sys Required Docs not Uploaded	<input checked="" type="checkbox"/>

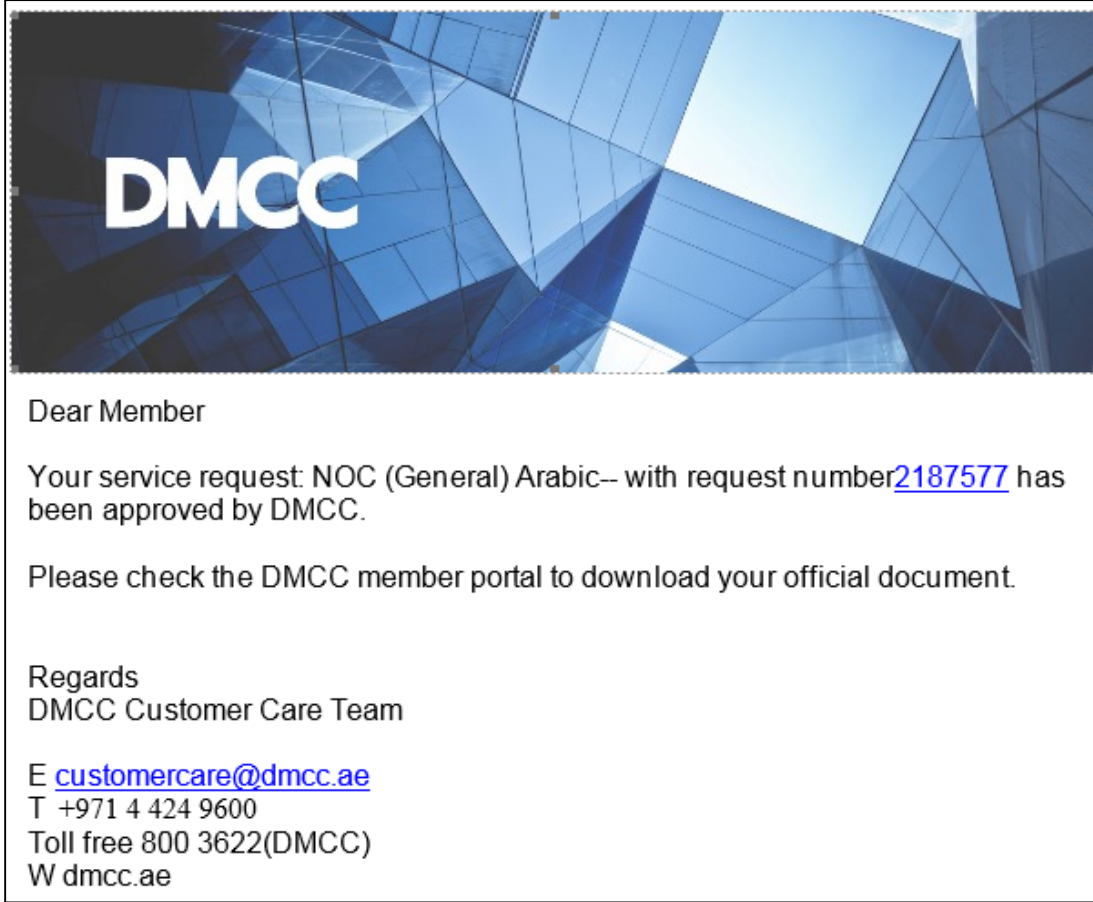
Company Details

Customer	Production Testing Account	Application License	DMCC-336707
		License Number	DMCC-050260



10. Receive an email notification and SMS on registered mobile number from DMCC confirming the submission of service request.





11. Receive an email notification once the service request is approved by DMCC.



Sample Official Letter in Arabic

 GOVERNMENT OF DUBAI	
2017/08/22	
السادة/ مؤسسة تنظيم الصناعة الأمنية المحترمين دبي، الإمارات العربية المتحدة	
الموضوع: ABC Company DMCC	
تحية طيبة وبعد،،،	
يهديكم مركز دبي للسلع المتعددة أطيب تحياته، راجين لكم دوام التقدم والإزدهار.	
بالإشارة إلى الموضوع أعلاه، نود أن نحيطكم علماً بأن الشركة المذكورة أعلاه، التي تحمل رخصة رقم DMCC-069698 قد تقدمت بطلب لتجديد رخصتها وفق بيانات الشركة التالية:	
مقر الشركة	الأنشطة المطلوب الموافقة عليها
H-12-AU: وحدة رقم برج الذهب أرض رقم أرض رقم: جي ال-بي-بي انش-1- أى 3 أى أبراج بحيرات حميرا دبي الإمارات العربية المتحدة	1. تجارة اللؤلؤ والأحجار الكريمة
فيرجى التكرم باتخاذ الإجراءات اللازمة وإصدار الموافقات المطلوبة من قبلكم لمتابعة إجراءات التجديد لدينا.	
أصدرت هذه الرسالة بناء على طلب الشركة المذكورة أعلاه دون تحمل مركز دبي للسلع المتعددة أية مسؤولية قانونية.	
هذه الرسالة سارية لمدة 60 يوماً من تاريخ الإصدار.	
وتفضلوا بقبول فائق الشكر والتقدير،،،	
سلطة مركز دبي للسلع المتعددة	
مرجع الوثيقة: 16607017503 لقد أصدرت هذه الوثيقة إلكترونياً من قبل سلطة مركز دبي للسلع المتعددة. للتحقق من المحتوى وصحة هذه الوثيقة فم بريرة الموقع الإلكتروني http://www.dmcc.ae/document_verification تم إدخال الرقم الخاص بمرجع الوثيقة	
برج الماس، أبراج بحيرات حميرا، شارع الشيخ زايد، صندوق بريد: 48800 دبي، الإمارات العربية المتحدة، هـ. 9600 424 (0)4 971 ب customercare@dmcc.ae @dmccauthority	

Sample Official Letter in English

 GOVERNMENT OF DUBAI					
22/08/2017					
Messrs. Security Industry Regulatory Agency Dubai, UAE					
Dear Sirs,					
<u>Subject:</u> ABC Company DMCC					
Greetings from Dubai Multi Commodities Centre.					
The Dubai Multi Commodities Centre (DMCC) hereby certifies that the above mentioned company has been formed and registered in the DMCC Free Zone under License No. DMCC-069698 and is holding the following activities and address location:					
<table border="1"><thead><tr><th>Company Address</th><th>Activities for Approval</th></tr></thead><tbody><tr><td>Unit No: AU-12-H Gold Tower (AU) Plot No: JLT-PH1-I3A Jumeirah Lakes Towers Dubai United Arab Emirates</td><td>1. Pearls & Precious Stones Trading</td></tr></tbody></table>	Company Address	Activities for Approval	Unit No: AU-12-H Gold Tower (AU) Plot No: JLT-PH1-I3A Jumeirah Lakes Towers Dubai United Arab Emirates	1. Pearls & Precious Stones Trading	
Company Address	Activities for Approval				
Unit No: AU-12-H Gold Tower (AU) Plot No: JLT-PH1-I3A Jumeirah Lakes Towers Dubai United Arab Emirates	1. Pearls & Precious Stones Trading				
In this respect, the company has applied for license renewal; and hence, we kindly ask you to provide the necessary approvals as per your procedures in order to proceed with the license renewal procedures of the said company.					
This letter is issued based on the above mentioned company's request; noting that no responsibility shall be held by the Dubai Multi Commodities Centre Authority.					
This letter is valid for 60 days from the date of issue.					
Sincerely,					
DMCC Free Zone					
<small>Document reference no: 16607017503 This document has been electronically generated by DMCC Authority. To verify the content and authenticity of this document go to www.dmcc.ae/document_verification and enter the unique document reference number.</small>					
<small>Almas Tower, Jumeirah Lakes Towers, Sheikh Zayed Road, P.O.Box 48800, Dubai, UAE . T+971(0)4 424 9600 . E customercare@dmcc.ae . @dmccauthority dmcc.ae</small>					