

APPLICATION GUIDELINE

REQUEST FOR DMCC SHISHA PERMIT

Table of Contents

Introduction	2
Service to Select on Portal	3
Important Notes and Policy.....	3
Steps	3
Requirements	4
Stage 1 (Pre-approval Stage)	4
Stage 2 (Additional approvals required after the DMCC provisional approval)	5
Output	5
Stage 3 (Documents to be submitted).....	5
Output	6
Further Information	6

Introduction

This document is intended to clarify submission requirements and does not need to be submitted to DMCC.

According to the implementing regulations and memorandum and articles of association a DMCC company may request for shisha permit.

Service to Select on Portal

Go to Company Services – Licensing Services – Permits – Apply for shisha permit

Important Notes and Policy

- The Shisha Permit only applies to Restaurants & Coffee Shops.
- The Shisha Permit must be renewed before the expiry of the permit (it may be cancelled if the client no longer wishes to continue).
- The licence must be valid at all times.
- The Retail Annual Operational Certificate (RAOFC) must be valid at all times.
- The DMCC Authority reserves the right to request additional documents at any stage of the process.
- Please refer to the [DMCC Shisha Policy](#) for a full version of the policy.

Steps

Step 1: Apply for Shisha Permit Service Request.

Step 2: Fill in the fields with your company details and select your shisha permit type (indoor or indoor & outdoor).

Step 3: Upload the Client Acknowledgment Letter and submit the Service Request.
Payment will be deducted as per the selected shisha permit type.

Step 4: DMCC will review the submitted documents and will request concerned team to complete the necessary sight assessment.

Step 5: Once the application is verified, proceed to upload Stage 2 Requirements.

Step 6: Upon the verification of the documents, an Arabic letter to Dubai Municipality (DM) will be generated to take it to DM in order to obtain the DM Shisha Permit.

Step 7: Once obtained, upload the valid shisha permit from Dubai Municipality along with the NOC from Dubai Civil Defense on the service request.

Step 8: DMCC will review the uploaded documents the issue the permit if all documents

are accepted.

Step9: DMCC Shisha permit to be printed and posted outside and within the premises.

Requirements

Stage 1 (Pre-approval Stage)

Copy	Documents	Remarks
	A valid DMCC Trade Licence	Licence must be valid upon applying for shisha permit.
<input type="checkbox"/>	Client Acknowledgment letter	This is a system-generated letter on the DMCC portal and should be signed by the authorised signatory of the company, stamped and uploaded into the Service Request.
	Payment	Permit for serving Shisha:- Indoor only: AED 20,035 Indoor & Outdoor: AED 40,035

Stage 2 (Additional approvals required after the DMCC provisional approval)

Copy	Documents	Remarks
<input type="checkbox"/>	NOC from the Unit's owner / landlord	No objection letter signed by the unit owner (landlord). If the unit is a joint purchase, all owners must sign the NOC letter.
<input type="checkbox"/>	NOC from the relevant tower developer or Owners' Association	No objection letter signed and stamped by the tower developer or the Tower's Owners Association.

Output

Upon approval, DMCC shall:

- Issue an Arabic letter addressed to Dubai Municipality.

Stage 3 (Documents to be submitted)

Copy	Documents	Remarks
<input type="checkbox"/>	A valid shisha permit obtained from Dubai Municipality	Shisha permit issued by Dubai Municipality upon fulfilling permit requirements
<input type="checkbox"/>	A valid NOC from Dubai Civil Defense	NOC / approval from Dubai Civil Defense to allow shisha serving
<input type="checkbox"/>	Valid Retail Annual Operational Fitness Certificate issued by 4See	For any queries related to inspection, please raise a case on the DMCC Help Centre or to reach out to the DMCC Contact Centre.

Output

Upon approval, DMCC shall:

- Issue the final DMCC Shisha Permit.

Further Information

- Please visit our DMCC Help Centre at <http://www.dmcc.ae/helpcentre>
- Contact us at **600 54 DMCC (600 54 3622)** or **+971 4 4249600**.