



سلطة مدينة دبي الطبية  
Dubai Healthcare City Authority  
القطاع التنظيمي - Regulatory

## **Government Service Operations**

### **Client's Handbook**

## TABLE OF CONTENTS

<b>SECTION A - INTRODUCTION.....</b>	<b>3</b>
<b>WELCOME NOTE.....</b>	<b>3</b>
<b>ABOUT DHCR .....</b>	<b>4</b>
<b>PURPOSE.....</b>	<b>4</b>
<b>DEFINITIONS .....</b>	<b>5</b>
<b>TERMS AND CONDITIONS .....</b>	<b>7</b>
<b>SECTION B – PROCESS &amp; REQUIREMENTS FOR GOVERNMENT SERVICES....</b>	<b>8</b>
<b>ESTABLISHMENT CARD .....</b>	<b>8</b>
<b>New Establishment Card.....</b>	<b>8</b>
<b>Renewal of the Establishment Card .....</b>	<b>8</b>
<b>Establishment Card Replacement.....</b>	<b>9</b>
<b>Establishment Card Correction .....</b>	<b>10</b>
<b>Establishment Card Cancellation.....</b>	<b>11</b>
<b>NEW EMPLOYMENT VISA .....</b>	<b>11</b>
<b>New Employment Visa Package (outside the country).....</b>	<b>11</b>
<b>New Employment Visa Package (inside the country) .....</b>	<b>13</b>
<b>Employment Visa Renewal Package .....</b>	<b>14</b>
<b>Employment Visa Transfer Package.....</b>	<b>15</b>
<b>Employment Visa Cancellation.....</b>	<b>16</b>
<b>Employment Release Signed Out .....</b>	<b>17</b>
<b>Employment Visa Amendment .....</b>	<b>18</b>
<b>VISIT VISA.....</b>	<b>19</b>
<b>Business Visit Visa .....</b>	<b>19</b>
<b>LETTER SERVICES .....</b>	<b>20</b>
<b>Corporate Letter .....</b>	<b>20</b>
<b>Individual Letter .....</b>	<b>20</b>
<b>NON SPONSOR ID-CARD SERVICES .....</b>	<b>21</b>

<b>Non-Sponsored ID Card Issuance .....</b>	<b>21</b>
<b>Non-Sponsored ID Card Renewal .....</b>	<b>22</b>
<b>Non-Sponsored ID Card Cancellation .....</b>	<b>23</b>
<b>Non- Sponsored Access Card Issuance .....</b>	<b>23</b>
<b>Non-Sponsored Access Card Renewal .....</b>	<b>24</b>
<b>Non-Sponsored Access Card Cancellation .....</b>	<b>25</b>
<b>STUDENT VISA SERVICES .....</b>	<b>26</b>
<b>New Student Visa Package (outside the country) .....</b>	<b>26</b>
<b>New Student Visa Package (inside the country) .....</b>	<b>27</b>
<b>Student Visa Renewal Package .....</b>	<b>28</b>
<b>Student Visa Cancellation .....</b>	<b>29</b>
<b>COMPANY PO BOX SERVICES .....</b>	<b>29</b>
<b>PO Box New .....</b>	<b>29</b>
<b>PO Box Renewal .....</b>	<b>30</b>
<b>PO Box Cancellation .....</b>	<b>31</b>
<b>PO Box Lock Change /Lost Key .....</b>	<b>31</b>
<b>PO Box Company Name Change .....</b>	<b>32</b>
<b>SECTION C – APPENDIX .....</b>	<b>32</b>

## SECTION A - INTRODUCTION

### WELCOME NOTE

Join Dubai Healthcare City (DHCC), the world's largest healthcare free zone, synonymous with quality of care and quality of experience among patients, medical and wellness travelers, students, investors and visitors.

As our potential partner, we welcome you on your journey to join the growing DHCC community of more than 300 clinical and non-clinical partners. You will contribute to a thriving ecosystem in which healthcare, wellness, medical education and research along with hospitality, retail and residential amenities make DHCC a leading health and wellness destination.

DHCR (Dubai Healthcare City Authority – Regulatory) offers a one-stop shop approach from obtaining your commercial license to visas and operating permits so you can set up your business and avail of free-zone benefits.

To assist you, we have developed a comprehensive e-Services online portal. We request you to follow the steps to process your transactions seamlessly.

At any point, you may contact a member of our team on our help desk 04-3838300 or via email [info@dhcr.gov.ae](mailto:info@dhcr.gov.ae)

Dr. Ramadan Alblooshi  
Chief Executive Officer  
Dubai Healthcare City - Regulatory

## ABOUT DHCR

Dubai Healthcare City Authority – Regulatory (DHCR) operates independently to ensure compliance and enforcement of clinical and non-clinical governance within Dubai Healthcare City (DHCC), the world's largest healthcare free zone.

Overseen by legislative and governing body Dubai Healthcare City Authority (DHCA), DHCC brings together a wealth of services in healthcare, medical education and research, pharmaceuticals, medical equipment, wellness and allied support.

The Government Services Office is responsible for administering all Visa related services for all entities within Dubai Healthcare City. In approving the Visa services, DHCR observes the rules and regulations of the Free zone, state and federal legislations (as applicable to the free zone).

## PURPOSE

DHCR Government Services Office is a one-stop-shop for a large number of visa related services such as Employment visa services, Visit Visa Services, Dependent Visa Services, Non DHCC sponsored employment services, etc.

This document is a detailed guide covering all aspects of employment visa related applications. The menu provides a comprehensive list of services offered by the Government Service Office, including the following details for each service:

- Definition
- Application process
- Documents required to be uploaded along with the application
- Original Documents required for the service
- Service Fees and timeframe

## DEFINITIONS

### Manager

The Manager represents the Company and the Director(s) in the day to day operations on behalf of the Company and to the DHCC Authority. He is appointed through the Resolution signed by the Director(s) (for a Branch) or by the initial Shareholders (on the incorporation of a FZ-LLC). The manager is an employee of the Company; he may also hold one or more of the following positions:

- Shareholder / Director / Company Secretary
- The Manager is the authorised signatory for all Company documentation including signing of the Lease. His responsibilities exclude the signing of the Memorandum of Association, Articles of Association and any share affairs unless otherwise specifically authorised by the Shareholders. His name appears on the Trade Licence

### Personal

### Secondment

### Agreement (PSA)/

### Sponsorship

PSA means the personnel secondment agreement signed between DHCA and the Employer. DHCA is authorized to act as sponsor for the employees of the registered free zone Company in DHCC

It is mandatory that Employer has to sign the PSA before requesting an employment visa

### Establishment Card for the company

A company requires an establishment card to apply for the employment visas services and other government services. And it is valid for one year from the date of issuance, and renewed annually

### Labour Disputes

In the first instance, DHCA shall attempt to resolve a labour dispute arising between an Employee and an Employer, through DHCA concerned compliance and assurance section. In case of resolution is not reached through mediation by one of the parties, DHCA shall issue a referral letter address to the Dubai Courts to complainant

### Employment Visa eligibility

As per DHCA policy visa eligibility criteria is calculated based on the activity, segment and the space leased , In the event of reducing their leased space contract , visa eligibility is also automatically reduced.

### Employment Contract

Employment Contract is the agreement of employment between the Employer and the Employee that complies with the UAE ministry of

Labor and is mandatory for all employees (sponsored and non-sponsored)

<b>Non Sponsored ID card</b>	The Non sponsored ID cards are issued to the employees sponsored by their parents or spouse who are employed by DHCC Free Zone companies subject to DHCA approval. The issued Non Sponsored ID cards will be counted against the total number of employees allowed to be employed in the facility Non sponsored ID cards are valid for one (1) year from date of issue
<b>Returned Services Requests</b>	Incomplete applications will be sent back to the client workspace online portal
<b>Late Payment Penalties</b>	If Government fines are to be paid, log in e-Services – Government Fines Payment -Step ID, 'Edit' and enter a comment on 'Customer Comments' section and then "Save"
<b>Electronic Payment</b>	DHCR system allows the transfer of all transaction fees in advance while applying visas through DHCR online portal by electronic payment
<b>E-Wallet</b>	DHCR online portal for government services allow to use company wallet as advance deposit for the government services transactions Business Partner can top up the wallet at any point of time either as cash, cheque, wire transfer or electronic payment
<b>Bank Guarantee</b>	The requirement for a bank guarantee is applicable for all Sponsored Employees regardless of their grade and position. The guarantee is Dh2, 500 each employee and payment will be through GSO Masaar system. Bank guarantee is refundable after employee's visa cancellation after submission of clearance in GSO
<b>GDRFA (The General Directorate of Residency and Foreign Affairs)</b>	GDRFA - Dubai is part of the UAE's Ministry of Interior which is tasked with regulating the entry/exit of travelers to the UAE through the Emirate of Dubai

## TERMS AND CONDITIONS

- All Licensees and/or associates or employees operating in the free zone are required to comply with the visa regulations
- DHCR e-Services related emails notifications will be sent to Masaar Portal users who are authorized. All information provided on the applications submitted will be treated with confidentiality. Clients are requested to ensure that they provide accurate information on all applications to avoid any delays or errors.
- DHCA Government Services Operations (GSO) shall process all GSO transactions to the Business Partners in accordance with the DHCA and Federal Authority for identity and citizenship. All requirements and fees listed in the manual/portal are subject to immediate change without prior notice.
- DHCR working hours are Sunday through Thursday – 08:00AM to 04:00PM. The office will be closed during announced UAE Public holidays
- Ensure proper review of the service request is done before submission as change cannot be made after submitting the service request
- Refer to appendix for related fees, authority reserves the right to request any additional documents or amend the fees.
- Note: DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copy



## SECTION B – PROCESS & REQUIREMENTS FOR GOVERNMENT SERVICES

### ESTABLISHMENT CARD

#### *New Establishment Card*

##### **Definition**

This Service Request allow to obtain employment visa quota and register company name in Federal Authority for identity and citizenship system and all employment visa will be sponsored by Company name under upon completing the Incorporation/Registration of the DHCA entity.

##### **Required Documents**

1. Valid Trade License Copy of the company

##### **Application Process**

1. Submit an online application
  - Log in to Clients Workspace on Masaar Portal at [www.dhcc.ae](http://www.dhcc.ae) go to e-service, then select government service
  - Click Apply for New Establishment Card, fill application and upload the required documents, and make the payment
2. Application under process
  - Government service back office process the application
3. Establishment card is issued
  - A new establishment card is issued
  - Company receives notification via e-mail for the issuance of the establishment card
  - The original Establishment card will deliver by courier to mailing address provided

#### *Renewal of the Establishment Card*

##### **Definition**

This service request allows to renew Establishment Card.

### Required Documents

1. Valid Trade License Copy of the company
2. Establishment Card Copy

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at dhcc.ae go to e-service, then select government service
  - Click Apply for Establishment Card Renewal, fill and upload the required documents, make the payment
2. Application under process
  - GSO process the application
3. Establishment card is renewed
  - Establishment card is renewed in DNRD
  - Company receives notification via e-mail.
  - Establishment card e-copy is sent by e-mail to the company.

### ***Establishment Card Replacement***

#### Definition

This Service Request allows you to obtain a replacement Establishment Card in lieu of a lost or damaged card.

#### Required Documents

1. Valid Trade License Copy
2. Establishment Card Copy
3. Police Letter (in case the Establishment Card is valid)

**Note:** DNRD has mandated all supporting documents to be uploaded for visa requests must be in color copy hence, kindly make sure that you have uploaded the clear colored copies.

#### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Establishment Card Lost/Correction, fill and upload the required documents, make the payment
2. Application under process

- GSO process the application
3. Establishment card is issued
    - Establishment card is issued by DNRD
    - Applicant receives notification via e-mail
    - Establishment card is delivered by courier to company

*\*Please refer to appendix for related fees, authority reserves the right to request any additional documents or amend the fees.*

### **Establishment Card Correction**

#### **Definition**

This Service Request allows you to amend company name in case it has been changed in company registry on an Establishment Card.

#### **Required Documents**

1. Valid Trade License Copy
2. Valid Establishment Card Copy

**Note:** *DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Establishment Card Correction, fill and upload the required documents, make the payment
2. Application under process
  - GSO process the application
3. Establishment card is amended and reissued
  - Establishment card is amended and reissued
  - Applicant receives notification via e-mail.
  - Establishment card is delivered by courier to company.

*\*Please refer to appendix for related fees, authority reserves the right to request any additional documents or amend the fees.*

## **Establishment Card Cancellation**

### **Definition**

This Service Request allows you to cancel an Establishment Card.

### **Required Documents**

1. Copy of Establishment Card

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### **Application Process**

1. Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae), go to e-service, then select government service \_\_\_\_\_
2. Apply for Establishment Card Cancellation, fill and upload the required documents, make the payment and submit the application
3. Application under process
4. GSO process the application
5. Establishment card is cancelled
6. Establishment card is cancelled in DNRD
7. Applicant receives notification via e-mail.
8. The establishment card cancellation is complete it

**Note:** Kindly ensure all employment visas are cancelled and employees have exited the country or transferred to another entity prior to applying for cancellation of the Establishment card. This service request is mainly for entities that are in the process of winding up.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## **NEW EMPLOYMENT VISA**

### ***New Employment Visa Package (outside the country)***

### **Definition**

This service request allows you to apply new visa, while the applicant is out of UAE, the package includes (Entry permit, Medical test Form, EIDA form and Visa stamping).

### Required Documents

1. Passport Copy and expire date must be more than 6 months.
2. Personal Photo (Passport Size)
3. Employment Contract copy
4. Valid Establishment Card Copy.
5. Valid DHCR Professional License Copy / LOA Copy. (In case of Healthcare Professionals)
6. Valid Driving License Copy (In case of Job Type is related to Driving)
7. Attested Education Certificates.
8. Valid DHCA commercial license copy
9. Valid medical insurance card copy or medical insurance letter form insurance company

*\*DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for New Employment visa, fill and upload the required documents, make the payment
2. Application under process
  - First the Entry Permit is Issued and sent via e-mail to the BP
  - Applicant enter the country & apply in Masaar for arrival intimation
  - The courier will collect the required documents from Applicant and deliver it to GSO
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical form & EIDA form and original passport
  - Applicant return back the original documents on GSO counter
3. Visa stamping Process
  - GSO collect the medical result and send the application to DNRD
  - DNRD stamp the visa on the passport
  - Company will receive notification via e-mail.
  - Passport will be delivered by courier to the company

**Note:** *The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in contract.*

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### ***New Employment Visa Package (inside the country)***

#### **Definition**

This service request allows you to apply for the employee new visa while the applicant is inside the UAE, the package includes (Entry permit, Medical, EIDA and Visa stamping).

#### **Required Documents**

1. Passport Copy and expire date must be more than 6 months.
2. Personal Photo (Passport Size)
3. Employment Contract copy
4. Valid Establishment Card Copy.
5. Valid DHCR Professional License Copy / LOA Copy. (In case of Healthcare Professionals)
6. Valid Driving License Copy (In case of Job Type is related to Driving)
7. Attested Education Certificates.
8. Valid DHCA commercial license copy
9. Valid medical insurance card copy or medical insurance letter form insurance company

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for New Employment visa, fill and upload the required documents, make the payment
2. Application under process
  - First the Entry Permit is Issued and sent via e-mail to the BP
  - Applicant can exit and enter the country & apply in Masaar for arrival intimation
  - Or applicant can apply for change of status (Local Amendment)
  - The courier will collect the required documents from Applicant and deliver it to GSO
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical form, EIDA form and original passport

### 3. Visa stamping Process

- GSO collect the medical result and send the application to DNRD
- DNRD stamp the visa on the passport.
- Company will receive notification via e-mail.
- Passport will be delivered by courier to the company

**Note:** The selected job title in the new visa application should be identical to the job title in the Employment contract, if the same is available in the visa application form.

If it is not available, please select a job title that is closest to the title mentioned in contract.

\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.

### **Employment Visa Renewal Package**

#### **Definition**

This service request allows you to apply for the employee visa renewal, the package includes (Medical, EIDA and Visa stamping).

#### **Required Documents**

1. Valid Passport Copy with Visa Page.
2. Personal Photo (Passport Size).
3. Emirates ID card Copy (Front & Back)
4. Valid DHCA commercial license
5. Valid establishment card copy
6. Valid medical insurance card copy
7. Employment Contract copy

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Employment renewal visa, fill and upload the required documents, make the payment
2. Application under process

- The courier will collect the required documents from applicant and deliver it to GSO
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical test form, EIDA form and original passport
3. Visa stamping Process
- GSO collect the medical result and send the application to DNRD
  - DNRD stamp the visa on the passport
  - Company will receive notification via e-mail.
  - Passport will be delivered by courier to the company

**Note:** *The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in contract.*

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### **Employment Visa Transfer Package**

#### **Definition**

This service request allows you to apply for the employee visa transfer from Government to DHCA or free zone to DHCA, the package includes (Medical, EIDA and Visa stamping).

#### **Required Documents**

1. Passport with Visa Page copy and the visa must be valid for more than 3 months.
2. Establishment Card Copy of old Sponsor.
3. DHCR Professional License Copy / LOA Copy. (In case of Healthcare Professionals)
4. Driving License Copy (In case of Job Type is related to Driving)
5. Valid establishment card copy for current Sponsor.
6. Valid medical insurance card copy
7. Employment Contract copy
8. Valid DHCA commercial license

**Note:** *DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*



### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Employment visa transfer, fill and upload the required documents, make the payment
2. Application under process
  - The courier is to collect the required documents from the applicant and deliver it to GSO
  - DNRD Approve the Visa Transfer
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical test form, EIDA form and original
  - passport
3. Visa stamping Process
  - GSO collect the medical result and send the application to DNRD
  - DNRD stamp the visa on the passport.
  - Company will receive notification via e-mail.
  - Passport will be delivered by courier to the company.

**Note:** The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form.

If it is not available, please select a job title that is closest to the title mentioned in contract.

\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.

### Employment Visa Cancellation

#### Definition

This service request allows you to apply for the cancellation of employee visa.

#### Required Documents

1. Passport Copy with Visa Page
2. Final Settlement form sing from applicant and Manger in the company license copy

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Employment visa cancellation, fill and upload the required documents, make the payment
2. Application under process
  - The courier will collect the required documents from applicant and deliver it to GSO (only applicable for cancellation outside more than 6 months)
4. Visa cancellation Process
5. DNRD cancels the visa
  - Company receives employee cancellation papers via e-mail.
  - Must Upload the exit stamp in cancellation papers or immigration print out or copy of new resident copy in Masaar system to complete the request

*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice*

### Employment Release Signed Out

#### Definition

This service request allows you to apply for transfer from DHCA to other entity within DHCC companies or government entities without canceling the employ visa.

#### Required Documents

1. Passport Copy with Visa Page
2. Final Settlement form

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service

- Apply for Employment release signed out, fill and upload the required documents, make the payment
2. Application under process
  - The courier will collect the required documents from applicant and deliver it to GSO
3. GSO Process
  - company receives notification
  - Form is delivered by courier to the Company.
  - Must Upload the immigration print out or copy of new resident copy in Massar system to complete the request

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### **Employment Visa Amendment**

#### **Definition**

This service allows you to amend/correct employee name, designation, passport number or company name in a valid employment visa of an employee.

#### **Required Documents**

1. Valid Passport Copy with Visa Page
2. Personal Photo (Passport Size)
3. New Passport (In case of transfer to new passport)
4. NOC from consulate/embassy (In case of Nationality Change)
5. Attested Educational Certificate (Profession Change)
6. Valid establishment card copy

**Note:** *DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at dhcc.ae go to e-service, then select government service
  - Apply for Employment amendment, fill and upload the required documents, make the payment
2. Application under process
  - The courier will collect the required documents from applicant and deliver it to GSO

### 3. Visa Process

- DNRD stamp the visa
- Company will receive notification via e-mail.
- Passport will be delivered by courier to the company

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## VISIT VISA

### ***Business Visit Visa***

#### **Definition**

This service allows you to apply for short term (30 days) visit visa, long term (90 days) visit visa or multiple entry visa (6months) for business visitors.

#### **Required Documents**

1. Passport Copy and expire date must be more than 6 months
2. Personal Photo (Passport Size)
3. Valid Establishment Card Copy

**Note:** *DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Business visit visa, fill and upload the required documents, make the payment
2. Application under process
  - GSO process the visit visa
3. Visit visa issued
  - Company will receive the visit visa copy via e-mail

**Note:** Visitor is not permitted to work in UAE.

The company should select to add visit visa category (30 days, 90 days or multiple entry) to their establishment card and open the quota by paying the guarantee fees 5050AED and open visit visa file fee 5050AED for first time.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## LETTER SERVICES

### **Corporate Letter**

#### **Definition**

This Service Request allows you to apply for corporate letters.

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Letter services (corporate), submit & make the payment
2. Service Letter issues
  - Company will receive the e-letter via e-mail

*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### **Individual Letter**

#### **Definition**

This Service Request allows you to apply for individual letters (for immigrations and banks).

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Letter services (Individual), submit & make the payment
2. Service Letter issues
  - Company will receive the E- Letter via e-mail.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### NON SPONSOR ID-CARD SERVICES

#### *Non-Sponsored ID Card Issuance*

#### Definition

This service request allows you to apply for non-sponsored ID card issuance for employees who's working in DHCC entities, (UAE locals, GCC nationality and Female employees under their dependent sponsorship).

#### Required Documents

1. Valid Passport with Visa Page copy and the visa must be valid for more than 6 months
2. Valid Sponsor Passport Copy with Visa Page
3. Personal Photo (Passport Size)
4. Employment Contract copy
5. Copy of NOC letter from applicant Sponsor
6. Valid DHCR Professional License Copy / LOA Copy. (In case of Healthcare Professionals)

**Note:** *supporting documents uploads for Non- sponsor ID card requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored ID card issuance) submit & make the payment

2. Application under process

- GSO process the application and print the ID card.
- Company will receive notification via e-mail.
- Non- sponsor ID card will be delivered by courier to the company.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### **Non-Sponsored ID Card Renewal**

#### **Definition**

This service request allows you to apply for non-sponsored ID card renewal for employees who's working in DHCC entities, (UAE locals, GCC nationality and Female employees under their dependent sponsorship)

#### **Required Documents**

1. Valid Passport with Visa Page copy and the visa must be valid for more than 6 months
2. Valid Sponsor Passport Copy with Visa Page
3. Employment Contract copy
4. Valid DHCR Professional License Copy / LOA Copy. (In case of Healthcare Professionals)
5. Copy of the Non- sponsor ID card

**Note:** *supporting documents uploads for Non- sponsor ID card requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored ID card renewal) submit & make the payment
2. Application under process
  - GSO process the application and print the ID card.
  - Company will receive notification via e-mail.
  - Non- sponsor ID card will be delivered by courier to the company.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### ***Non-Sponsored ID Card Cancellation***

#### **Definition**

This service request allows you to apply for non-sponsored ID card cancellation.

#### **Required Documents**

1. Final Settlement form sing from applicant and Manger in the company license copy
2. Copy of the Non- sponsor ID card

**Note:** *supporting documents uploads for Non- sponsor ID card requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.*

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored ID card cancellation) submit & make the payment
2. Application under process
  - GSO process the application
  - Company will receive notification via e-mail
  - Non-sponsored ID card cancellation complete

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### ***Non- Sponsored Access Card Issuance***

#### **Definition**

This service request allows you to apply for non-sponsored Access card issuance for employees who's sponsored by parent company.

#### **Required Documents**

1. Passsport copy with Visa Page
2. Personal Photo (Passport Size)
3. Parent company trade License Copy



**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored access card issuance) submit & make the payment
2. Application under process
  - GSO process the application
  - Applicant receives notification via e-mail.
  - Card will be delivered by courier to the company.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### Non-Sponsored Access Card Renewal

#### Definition

This service request allows you to apply for non-sponsored Access card renewal for employees who's working in DHCC entities, (UAE locals, GCC nationality and employees under their dependent sponsorship).

#### Required Documents

1. Passport copy with Visa Page
2. Personal Photo (Passport Size)
3. Parent company trade License Copy

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored access card renewal) submit & make the payment
2. Application under process

- GSO process the application
3. Establishment card is issued
- Company receives notification via e-mail.
  - Card will be delivered by courier to the company.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

### **Non-Sponsored Access Card Cancellation**

#### **Definition**

This service request allows you to apply for Non-Sponsored Access card cancellation.

#### **Required Documents**

1. Access card copy

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for Card services (non-sponsored access card cancellation) submit & make the payment
2. Application under process
  - GSO process the application
  - Company will receive notification via e-mail.
  - Non-sponsored Access card cancellation complete.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## STUDENT VISA SERVICES

### *New Student Visa Package (outside the country)*

#### Definition

This service request allows you to apply for student's new visa while the applicant is out of UAE, the package includes (Entry permit, Medical, EIDA and Visa stamping).

#### Required Documents

1. Passport copy
2. Personal Photo (Passport Size)
3. Attested Education Certificates

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

#### Application Process

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for New student visa, fill and upload the required documents, make the payment
2. Application under process
  - First the Entry Permit is Issued and sent via e-mail to the BP
  - Applicant enter the country & apply in Masaar for arrival intimation
  - The courier will collect the required documents from company and deliver it to GSO
  - GSO process Medical & EIDA and send notification to company to do the medical test
  - Applicant collect the documents from GSO to finalize Medical & EIDA
3. Visa stamping Process
  - GSO collect the medical result and send the visa application for stamping to DNRD.
  - DNRD stamp the visa on the passport.
  - Company receives notification via e-mail.
  - Passport will deliver by courier to the company.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## ***New Student Visa Package (inside the country)***

### **Definition**

This service request allows you to apply for the student new visa while the applicant is inside the UAE, the package includes (Entry permit, Medical, EIDA and Visa stamping).

### **Required Documents**

1. Passport Copy with Visa Page
2. Personal Photo (Passport Size)
3. Emirates ID card Copy (Front & Back).

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for New Student visa, fill and upload the required documents, make the payment
2. Application under process
  - First the Entry Permit is Issued and sent via e-mail to the BP
  - Applicant can exit and enter the country & apply in Masaar for arrival intimation
  - Or applicant can apply for change of status (Local Amendment)
  - The courier will collect the required documents from Applicant and deliver it to GSO
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical test form & EIDA form
3. Visa stamping Process
  - GSO collect the medical result and send the application to DNRD
  - DNRD stamp the visa
  - Company will receive notification via e-mail.
  - Passport will be delivered by courier to the company

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## **Student Visa Renewal Package**

### **Definition**

This service request allows you to apply for the student visa renewal, the package includes (Medical, EIDA and Visa stamping).

### **Required Documents**

1. Passport Copy with Visa Page
2. Personal Photo (Passport Size)
3. Emirates ID card Copy (Front & Back)

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for student renewal visa, fill and upload the required documents, make the payment
2. Application under process
  - The courier will collect the required documents from applicant and deliver it to GSO
  - GSO process Medical & EIDA and send notification to applicant to do the medical test
  - Applicant collect the documents from GSO to finalize Medical test form, EIDA form and original passport
3. Visa stamping Process
  - GSO collect the medical result and send the application to DNRD
  - DNRD stamp the visa in the passport
  - Company will receive notification via e-mail
  - Passport will be delivered by courier to the company

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## ***Student Visa Cancellation***

### **Definition**

This service request allows you to apply for the cancellation of Student visa

### **Required Documents**

1. Passport Copy with Visa Page

**Note:** DNRD has mandated all supporting documents uploads for visa requests must be in color. Hence, kindly make sure that you have uploaded the clear color copies.

### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for student visa cancellation, fill and upload the required documents, make the payment
2. Application under process
  - GSO will review the documents.
3. Visa cancellation Process
  - DNRD cancel the visa.
  - Company receives student cancellation papers via e-mail.
  - Must Upload the exit stamp in cancellation papers or immigration print out or copy of new resident copy in MASSAR system to complete the request.

*\*Please refer to appendix for related fees, authority reserves the right to change, delete, or otherwise modify the fees without prior notice.*

## **COMPANY PO BOX SERVICES**

### ***PO Box New***

### **Definition**

This service allows you to apply for a new P O Box registration which will enable to collect mails from the designated P.O box located DUBAI Healthcare City Authority.

### **Required Documents**

1. Valid Commercial License copy
2. Post box application form
3. Representative card application form
4. Original Emirates Id Card in case if adding representative for Emirates Post Group
5. Passport copy & EID copy of the company representative Emirates Post Group.

### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for P O Box (P O box new) submit & make the payment
2. Application under process
  - GSO process the application
3. P O Box registration issued
  - Company receives notification via e-mail.
  - P O Box key will be delivered by courier to the company.

### ***PO Box Renewal***

#### **Definition**

This service request allows you to apply for a renew P O Box for the company.

#### **Required Documents**

1. Valid Commercial License copy
2. Post box renewal letter from Emirates Post Group

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for P O Box (P O box renew) submit & make the payment
2. Application under process
  - GSO process the application
3. P O Box registration renewed
  - Company receives notification via e-mail.

### ***PO Box Cancellation***

#### **Definition**

This service request allows you to cancel the company PO Box number.

#### **Required Documents:**

1. Commercial License copy
2. Letterhead from company requesting to cancel the PO Box number register under the company.
3. P O Box Keys

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for P O Box (P O box cancellation) submit & make the payment
2. Application under process
  - GSO process the application
3. P O Box cancelled
  - Company receives notification via e-mail.

### ***PO Box Lock Change /Lost Key***

#### **Definition**

This service request allows you to apply for P O Box lock change for the company in case the Company lost PO Box keys.

#### **Required Documents:**

1. Commercial License copy
2. P O Box Lock change /lost key application form

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for P O Box (P O box lock change) submit & make the payment
2. Application under process
  - GSO process the application



3. P O Box lock is changed
  - Company receives notification via e-mail.
  - P O Box key will be delivered by courier to the company.

### ***PO Box Company Name Change***

#### **Definition**

This service request allows you to apply for company P O Box name change in case if the company name changed in the Commercial License.

#### **Required Documents:**

1. Old Commercial License copy.
2. New Commercial License copy.
3. Post box name change application form.

#### **Application Process**

1. Submit an online application
  - Log in to Masaar Portal at [dhcc.ae](http://dhcc.ae) go to e-service, then select government service
  - Apply for P O Box (P O box company name change) submit & make the payment
2. Application under process
  - GSO process the application
3. P O Box company name changed
  - Company receives notification via e-mail.

## **SECTION C – APPENDIX**

Refer to the Price List [www.dhcc.ae](http://www.dhcc.ae)

Refer to the Visa Policy [www.dhcc.ae](http://www.dhcc.ae)