

# ENGINEERING FIT-OUT GUIDELINES

**Data Classification: Public**

**GL-DHCA-ENG-01**

**Effective date: 02-January-2026**

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## 1. PURPOSE

The purpose of this guideline is to provide relevant information to guide and assist Business Partners and their consultants and Fit-out registered contractors with clear technical and procedural requirements for the planning, design, execution to ensure completion of Fit-out works.

This guideline aims to ensure full compliance with:

- DHCA Engineering standards
- DHCA Fit-out Policy & Procedure
- Rule No. 2 (Violations & Engineering Standards)
- HSE, FM, and Compliance requirements
- Applicable authority regulations (DCD, DEWA, DM, DDA, DHA, etc.)

It establishes mandatory safety, construction, design, material, and building requirements, and outlines the Fit-out process through the Masaar Online System, which is the official platform for submissions, reviews, permits, inspections, and completion activities.

## 2. SCOPE

This Fit-out Guideline applies to all Fit-out works carried out within Dubai Healthcare City (DHCC), including DHCC-owned buildings, privately owned buildings, and Jointly Owned Properties (JOP). It covers all stages of the Fit-out cycle from contractor registration, design submission, technical review, permitting, inspections, and completion.

This Guideline must be read together with the Fit-out Policy & Procedure, Rule No. 2 (Violations & Engineering Standards), and all relevant authority regulations issued by DCD, DEWA, DM, DDA, DHA, MOHAP, and Empower.

This Guideline applies to the following Fit-out categories:

1. General Fit-out – full interior works and major modifications.
2. Modification Fit-out – partial changes affecting layout, MEP, or fire & life safety systems.
3. Minor Fit-out – limited works not impacting base-build or fire & life safety systems.

All Fit-out applications, permits, inspections, and completion submissions must be processed through the Masaar Online Portal, which is the mandatory platform for all operational and technical approvals.

The scope also includes:

- Works affecting MEP, HVAC, chilled water, drainage, IT, and fire & life safety systems.
- Access requirements for common areas and building infrastructure.
- Restrictions on structural modifications without explicit DHCA Engineering approval.
- Compliance obligations of Business Partners, Fit-out Consultants, and Registered Contractors.

### 3. DEFINITIONS / ABBREVIATIONS

Abbreviation	Definition
AED	Means the United Arab Emirates Dirham, the lawful currency of the United Arab Emirates.
Applicable Laws	Means all laws, decrees, orders, decisions, instruments, notices, regulations, requirements, codes of practice, directions, guidance, permissions, consents or licenses issued by the Government of Dubai or the Relevant Authority including Dubai Civil Defense (DCD), Dubai Electricity Water Authority (DEWA), and Dubai Development Authority (DDA), Dubai Health Authority (DHA), Ministry of Health & Prevention (MOHAP), etc. that may at any time and from time to time be applicable to the guideline, the office or the Works as such laws may be varied, amended, replaced or re-enacted from time to time.
Applicant	Means the tenant who is responsible for conducting the Works in the unit.
Applicant's Representative	Means the Applicant's authorized representative in respect of the Fit-out and the Work.
Blacklisting	Temporary suspension of a contractor's authorization to operate in DHCC due to repeated violations or non-compliance.
BMS	Building Management System
BP	Business Partner
Common Areas	Means those shared areas and facilities designated in the building.
Fit-out Design	Means the Fit-out design for the Fit-out works.
Contractor	Means the Registered Fit-out contractor.
DHCC	Dubai Healthcare City
DHCA	Dubai Healthcare City Authority
FM	Facility Management
HSE	Health, Safety and Environment
Developer	Means Dubai Healthcare City

Abbreviation	Definition
Empower	District Cooling Operator
Fit-out	Means the fitting-out of the Unit to be conducted by the Applicant in accordance with this document & Fit-out Guidelines, including all related works such as power, chilled water, HVAC, water supply, fire alarm, fire system, architectural and other MEP works
Fit-out categories	<ul style="list-style-type: none"> <li>A. General Fit-out.</li> <li>B. Modification Fit-out.</li> <li>C. Minor Fit-out.</li> </ul>
Fit-out Service Fee	the Fit-out fees refer to Appendix 2.
Fit-out Guarantee	Means the guarantee required where applicable by DHCC.
Fit-out Permit	Means the permit after approval of design technical review for a Fit-out application.
Fit-out Works	Means process of making interior spaces suitable for occupation including transforming a basic shell and core space into a usable environment that meets the specific needs of the end user, etc.
F&B Unit	Means a Unit permitted to sell food and beverages.
General Fit-out works	Means Fit-out works for core and shell and core units and the modification works in fitted out units whether in DHCC Owned Buildings/ DHCC JOP Buildings or other Privately Owned Buildings.
Masaar System	Means an online e-services system platform designed to support, streamline and simplify processes for users in the DHCA ecosystem both clinical and commercial activities (including operational Fit-out permit issuance) within DHCC Freezone.
MEP	Means mechanical, electrical, and plumbing.
Minor Fit-out Works	Means the minor interior works that do not affect the existing landlord and unit MEP services and systems including fire and life safety systems.
Modification Fit-out Works	Means modification on existing fitted out units.
NOC	Means a "No Objection Certificate".

Abbreviation	Definition
Outline Program of Works	Means an outline program of Works, as submitted by the Applicant for the complete duration of the Works and showing the sequence and activities for the entire process.
Owner	Building / unit owner in DHCC Owned buildings /DHCC JOP buildings or privately owned buildings.
PTW	Permit-To-Work. The permit to access site and start execution after review and approval from related department.
Relevant Authority	Means all relevant local and federal government authorities, including (but not limited to):  a) Dubai Land Department (DLD) b) Dubai Health Authority (DHA) c) Dubai Development Authority (DDA) d) Dubai Electricity and Water Authority (DEWA) e) Dubai Municipality (DM) f) Dubai Civil Defense (DCD) g) Ministry of Health & Prevention (MOHAP)
Retail Unit	Means a unit permitted for retail use.
SQFT	Square Feet
SQM	Square Meter
Tenant	Business Partner or tenant in DHCC Owned Buildings or DHCC JOP buildings or privately owned buildings.
Temporary Power	Means the temporary supply of electricity to the Unit in DHCC Owned Buildings / DHCC JOP Buildings.
Temporary Power Charges	Means temporary power connection at DHCC Owned Buildings. / DHCC JOP Buildings for a duration of one month and as per the approved Fit-out fee (refer to Appendix 2).
Unit	Means a unit as defined in the building within the relevant component and depicted on the relevant site plan.
Utilities	Means the utility services provided to a Unit or the Building by the Utility Providers or the Relevant Authority or any other person or entity.

Abbreviation	Definition
Violations	Any noncompliance of engineering, safety, maintenance, or hygiene standards as listed in Rule No.2 and as applied to Fit-out activities in DHCC.

#### 4. REFERENCE

- Rule No. 2
- Applicable laws and regulations of Dubai and UAE

#### 5. POLICY / PROCEDURE

##### 5.1. Contractor Registration Process (Masaar Online System)

All Fit-out contractors operating within Dubai Healthcare City (DHCC) must be registered and approved through the Masaar Online System prior to commencing any Fit-out works or submitting permit applications. Only contractors holding a valid DHCA registration are permitted to execute works within DHCC, and non-compliance shall result in rejection of applications, work suspension, and/or violations.

Contractor registration application should be submitted via Masaar Online System along with the following documents:

- Valid Dubai Trade License with approved Fit-out activities / contracting license.
- Valid Dubai Municipality (DM) Practice Certificate for the Company
- Company profile, manpower details, and project experience.
- Signed Contractor Undertaking Letter (DHCA template – refer to Appendix 3)

Annual renewal is mandatory to maintain registration validity.

Refer to Appendix 6 for guidance on use of Masaar Online System

##### 5.2. Fit-out Application

###### 5.2.1. Type of Fit-out Application

- A. General Fit out works: Comprehensive works involving architectural, MEP, fire and life safety, structural interfaces, or any changes requiring external authority approvals (DCD, DEWA, Empower, etc.).
- B. Modification Fit out works: Revisions to previously approved Fit-out applications and works, including changes to room layouts, revisions to MEP distribution, fire alarm/fighting alterations, or any modifications impacting base building systems.
- C. Minor Fit out works : Works of limited scale that do not impact base building systems, structural elements, or fire and life safety systems, and do not require relevant authority approvals.

5.3. Documentation Requirements for General and Modification Fit-out works application:

Documents	Drawings
<ul style="list-style-type: none"> <li>Commercial License of Business Partner</li> <li>Valid Dubai Contractor Trade License – DHCA approved Contractor only</li> <li>Contractor Appointment Letter</li> <li>Contractor Acceptance Letter</li> <li>Design Brief and Scope of Work Details</li> <li>Program of Work/ Project Schedule</li> <li>Landlord NOC in case DHCC Privately Owned buildings</li> <li>Initial approval documents from other relevant authorities or organizations</li> <li>DCD initial approval &amp; DCD Stamped Drawings</li> <li>Approved plans (As-Built) / DDA Approved As-Built</li> </ul>	<p>Drawings such as but not limited to :</p> <ul style="list-style-type: none"> <li>Key Plan and Location</li> <li>Full set of existing and proposed drawings (Architectural and MEP)</li> <li>Load schedule (existing and proposed)</li> <li>Demolition layout</li> <li>Hoarding design (if required)</li> <li>Walls and Partition layout and related details</li> <li>Furniture layout and related details</li> <li>Flooring layout and related details</li> <li>Waterproofing layout and related details</li> <li>Reflected Ceiling plan (RCP) layout and related details</li> <li>Internal section and elevations</li> <li>Data, voice, and related services</li> <li>Power layout</li> <li>Lighting layout</li> <li>Electrical Single Line Diagram</li> <li>HVAC layout with heat load calculation</li> <li>Ventilation layout and related calculation</li> <li>Water supply layout</li> <li>Drainage layout</li> <li>Fire Alarm layout</li> <li>Firefighting layout</li> <li>Emergency light layout</li> <li>Any other applicable services layout and details.</li> </ul>

5.4. Documentation Requirements for Minor Fit-out works application:

Documents	Drawings
<ul style="list-style-type: none"> <li>Commercial License of Business Partner</li> <li>Valid Dubai Contractor Trade License – with activity related to scope of work</li> <li>Contractor Appointment Letter</li> <li>Contractor Acceptance Letter</li> <li>Design Brief and Scope of Work Details</li> <li>Program of Work/ Project Schedule</li> <li>Landlord NOC in case Privately Owned buildings</li> </ul>	<p>Drawings such as but not limited to :</p> <ul style="list-style-type: none"> <li>Key Plan and Location</li> <li>Existing and proposed drawings (Architectural and MEP)</li> <li>Scope of works</li> </ul>

## 5.5. Design Drawing and Specifications Submittals

Business Partner must ensure their consultant and contractor plans are as clear as possible and include all required details.

### 5.5.1. Floor Plans:

The floor plans for the Fit-out must clearly demonstrate, and shall not be limited to the following:

- Internal layout of the leased premises, including furniture fittings and fixtures, specifying the materials to be used
- Any walls or partitions the Tenant intends to construct or demolish, indicating the height, location, and materials to be used.
- The location of any unusually heavy loads, including full details of size and weight, along with drawings and calculations for any proposed load-spreading works.
- Location of proposed sanitary fittings (if any).

### 5.5.2. Ceiling Plans:

The ceiling plans must clearly show, and shall not be limited to the following:

- Detailed sectional drawings
- Any partition which penetrates the ceiling void and details of work inside the ceiling void and materials to be used (combustible materials and exposed cabling are not permitted within the ceiling void)
- Location of all light fittings and fixtures
- Location of all emergency lighting
- As-built location of the thermostat control units and proposed modifications
- Existing layout of fire services sprinklers and proposed modification
- Location of proposed smoke and heat detectors
- Location of proposed air diffusers, level of false ceiling and public address (PA) system, and all other installations or fixtures intended to be placed in or hung from the ceiling

### 5.5.3. Walls

- Changes to the unit wall polylines are strictly not permitted. All Fit-out works shall be carried out exclusively within the existing unit boundaries.
- Wall finishes in medical facilities to be suitable for healthcare spaces and fully compliant with applicable regulatory requirements.
- Partitioning of the floor space is permitted only upon DHCA approval, and provided that all partition lines align with the mullions of the external wall glazing. Under no circumstances shall the integrity of the external glazing or the main building fabric be compromised. Mechanical fixing to the external glazing mullions is strictly prohibited.
- Partitions shall be constructed in drywall stud and panel board system or lightweight proprietary partitioning system.

- Blockwork and other heavy partitions are not permitted, and if requested must be approved by DHCA.
- Existing walls shall not be penetrated under any circumstances, and their structural integrity must be fully maintained. Support partitions may be installed to provide lateral stability where required; however, existing walls shall not be used to suspend loads or support any equipment.
- All partitioning works shall utilize non-combustible dry partition systems. Glass partitions may extend to floor level, and only tempered safety glass shall be used.
- Solid objects of any kind are not permitted to sit on, rest against, or make contact with the exterior glazing or aluminium windowsills. No items shall be hung from, adhered to, or otherwise attached to the glazing or any aluminium cladding support elements.
- No modifications to the façade or façade system are permitted.

#### 5.5.4. Floors

- The finished floor level at the entrance to the leased premises must match exactly the finished floor level of the common flooring.
- No threshold, reducer strips or other transitional devices shall be permitted at the intersection of the common flooring and the floor of the leased premises.
- Flooring finishes in medical facilities to be suitable for healthcare spaces and comply with regulations.

#### 5.5.5. Wet Areas

- The Fit-out design must include full details of the waterproofing method to be used along with the methodology of application of the waterproofing (which must meet international standards). The Fit-out design must also specify how such areas will be maintained and the frequency of maintenance.
- The waterproofing application shall cover the full floor of wet areas, extended minimum of 60cm on all walls of wet area, and 100cm from each side of extended pipes on walls/ floors.
- Water pond test for waterproofing application in building owned by DHCC to be done for 48 hours and approved by DHCC.

#### 5.5.6. Doors

- Location of entrance / exit of the unit doors is fixed. No modifications to these doors permitted unless obtained approval from landlord.
- Doors for F&B and Retail Units shall comply with the above and where applicable comply with atrium wall / door panel design.
- Modifications to external doors are not permitted.
- Any damage to the existing doors during work will be charged as per DHCC terms and conditions.

#### 5.5.7. Electrical Layout Plans:

Electrical layout plans and related schematics must clearly show:

- All electrical works should comply with DEWA regulations in terms of approved DEWA load for the unit. Any modifications or updates in the unit information shall be subject to DEWA approval. Contractor to obtain DEWA inspection approval prior to final inspection.
- Any request for load upgrade shall be notified to DHCA and subject to engineering approval.
- DHCC shall issue DEWA NOC as per the approved load schedule proposed by the contractor for DHCC Buildings.
- Rating, type and location of the main switchboard and any local switchboards within the premises (load schedule must also be provided).
- Overall electrical schematic wiring diagram with data
- All lighting and small power circuits
- All telecommunications trucking arrangements
- MCC, ELCB and ratings
- Every independent electrical circuit plan and loading limit
- Single line diagrams showing the proposed power and lighting circuits. The diagrams must indicate the size of the cables, rating of breakers, wattages of light fittings, sources of power for normal and emergency lighting and the location of electrical meter(s).
- Maximum electrical demand calculation in line with DEWA regulation.

#### 5.5.8. SACS (Security Access Control System) / CCTV (Closed Circuit Television)

BP are advised to install their own individual security systems to protect their premises. Details such as drawings and material of such security systems (SACS & CCTV) must be submitted to DHCA Engineering Services for approval as part of the design review process and assess the impact on the building fixtures.

For the installation of a Security Access Control system (SACS) requirements are the following:

- All SACS doors shall be interfaced with the building's fire alarm system to unlock automatically in case of fire and as per DCD regulations.
- When the BP moves out of the unit in DHCC building, de-programming will be executed at the BP's expense.
- Any deviation, or modification to the existing conduct or any damage arising out of associated work will be entirely under BP's responsibility and repairs will be entirely BP's expense.

#### 5.5.9. Mechanical Plans

Mechanical plans (MEP) must include clearly the following, and restricted as per below:

##### 5.5.9.1. District Cooling Plant (DCP) and Air conditioning (HVAC)

- As built shop drawings for chilled water piping, condensate drain and A/C ducting including associated accessories and fitting
- Chilled water and airside schematic diagrams
- Existing VAVs details and ducting
- Proposed design according to heat load calculation

- Empower DCP provides cooling services to buildings in DHCC master communities. Any additional means of cooling other than Empower DLP system is not permitted without NOC from DHCC Engineering Services.
- Tapping from the main supply duct in the DHCC Owned Buildings is not permitted.
- Installation of separate indoor split units or outdoor split units is not permitted.
- For Medical Facilities, HVAC design to be as per the DHA or other related regulations for medical spaces.

#### 5.5.9.2. Plumbing

- Fit-out designs must comply with the applicable Dubai Municipality sewage and drainage regulations for wastewater discharge.
- For Medical facilities, plumbing design shall be in accordance with DHA or other related regulations for medical spaces (clinics and labs).
- All the wet areas must be waterproofed.
- All drainage line networks shall be waterproofed and with a min width of 100cm around the pipes and tested. Test results shall be provided to DHCA Engineering Services.
- Details of wet area floor waterproofing (if applicable); and details of grease trap connection (applicable for restaurant and F&B units).

#### 5.5.9.3. Fire Protection systems, Fire alarm , Emergency and Exit light

- Business Partners shall comply with the UAE Fire and Life Safety Code of Practice, as well as all other applicable codes and standards.
- Business Partners shall obtain Dubai Civil Defense (DCD) approval and completion certificate.
- Fire Alarm and Firefighting System. All additional fire alarm and firefighting system components shall match the existing system in manufacturer, model, and specifications, ensuring full compatibility and integration.
- Any proposed Fire Alarm Control Panel (FACP) to be interfaced to the building's main fire alarm control panel. In addition:
  - Any proposed modification to the existing fire sprinkler system.
  - Any proposed additions or alterations to the hose reel system (if applicable).
  - Submission of plans for the fire alarm and detection system, indicating all proposed changes from the existing system, along with the emergency lighting layout.
  - All installation materials such as fire alarm cables, conduits, sprinkler pipes, and related accessories shall match the specifications of the existing systems to ensure compatibility.
  - Any additional FACP and 24/7 control panel installed by the Tenant shall be fully compatible with the base building fire alarm system and compliant with DCD requirements.

Suitable access panels shall be provided for future maintenance and repair.

- Upon completion of the installation of the Tenant's FACP, the Tenant is required to connect to the main detection panel of the building
- The Tenant submits a copy of the functional test Certificate of the system to the building FM team
- The tenants shall arrange for the installation, testing and configuring/ commissioning of an interface unit to connect their fire detection and alarm to the building main panel and to obtain DCD approval
- The Tenant shall be responsible for obtaining an AMC for the same, at the Tenant's expense, from a DCD approved Fire Service Contractor
- The Tenant shall submit security system drawings and schematic diagrams for any such device proposed to be installed. The Tenant should inform the Landlord of their intention to install access control for their main entrance door as it should be compatible with base build FACP / 24 X7 panel to open automatically in case of emergency.

## 5.6. Building Services and Utilities Guidelines (DHCC Owned Buildings / DHCC JOP Buildings ONLY)

### 5.6.1. Temporary Hoarding Drawings and Design

- After receiving formal written approval from DHCC, the Tenant contractor shall erect temporary hoarding and safety signage as a protective measure and maintain adequate entry and exit to the building and its facilities.
- The Fit-out areas shall be enclosed within the hoardings constructed from 18mm plywood sheets and 1200x2400 on 60x60 softwood frames bolted together. The hoarding shall contain a single entrance lockable from inside and outside and shall be kept always secured. A spare set of keys must be given to the FM for emergency access to the Fit-out areas. Where applicable, a hoarding shall be erected on the building boundary as shown on the Lease outline drawings and shall not be removed, extended, or dismantled without prior written permission from DHCC. Hoarding may be moved into the common area (to a limited extent only) to permit the execution of the Tenant's signage and shop front works, and only after formal written permission from DHCC.
- During construction period, all Tenants / contractors will be required to provide and maintain clear copy of PTW & Fit-out permit (A4 size) on the unit door or hoarding to indicate the Works permits provided by DHCA.
- No work is allowed to start on site before the installation of the hoarding, the artwork and safety signage.
- Min. Corridor width in the proposed area shall not be less than 180cm.
- Hoarding installation duration is subject to DHCC approval.
- Removal of hoarding can be allowed only after obtaining DHCA completion certificate, and under supervision of DHCC Engineering Services or FM team.
- Hoarding shall be covered with an artwork design with the following criteria, and subject to DHCC final approval:
  - Name of the unit in English and Arabic as per the commercial license

- (Opening soon) in English and Arabic
- 3D design shots of the facility
- Shall be colored
- No information of contractor or consultants, advertisement or other details shall be part of the hoarding design.
- Any specific requirements will be advised by DHCC.

#### 5.7. Changes of Approved Plans

If any alterations are proposed to the Fit-out design after the detailed design plans have been approved, the design plans must be revised and re-submitted for review and approval. Applicable fees shall be applied.

#### 5.8. Design & Fit-out works Restriction

- Fit-out contractors must use only new, high-quality materials, fixtures, fittings, and furnishings. Tenants are encouraged to employ natural materials wherever possible. Materials proposed for the frontage of the leased premises must be of first-class quality and durability, fully suited to the location and degree of exposure to the installation.
- Working with expired Fit-out Permit / Permit to Work (PTW) will lead to issuance of violation notice. Permits shall be renewed maximum 5 working days before expiry date to avoid violation and penalties.

##### 5.8.1. Structure

- Coring or demolition works in structural elements are not permitted. Any modification works affecting structure, shall be submitted for review and special approval along with supporting documents. DHCA Engineering Services may direct the requester to approach other relevant authorities if required or provide further scanning or reports.
- No demolition of the structure of the Unit or the Building is permitted.
- No pre-Works, such as hammering, cutting, assembling to be conducted inside the building which may impair the structural safety and stability of the building.
- Creation of new openings or closing of existing openings to be clearly mentioned and highlighted in the Fit-out drawings submitted.
- Any structural connection of Works with the building's existing structural members to be shown clearly in the drawings.

##### 5.8.2. Common Areas

- Fit-out designs shall not propose amendments or modifications to (or involving) the common areas and common facilities. Fit-out design must not encroach beyond the boundary line of the leased premises into any common area.
- Contractors must ensure the floors, walls, finishes, fixtures, and fittings leading from the service elevator lobby to the leased premises are adequately protected so that the Fit-out work does not cause any damage. Care must be taken when moving personnel, tools, equipment, or materials

throughout the building to avoid damage including in the lifts. Only rubber-wheeled carts and trolleys are allowed to be used to deliver goods and materials within the building.

- Any damage (including to lifts and common areas) caused by Fit-out work in buildings owned by DHCC, from the transportation of equipment, tools, personnel, or consumables through the building must be repaired or replaced by the contractor or by the business partner under their owned cost and to the satisfaction of DHCC. If the damage is not repaired to DHCC satisfaction, it will arrange for the damage to be repaired, and the corresponding cost will be re-charged to the BP through a deduction from the Fit-out deposit. If the total reinstatement cost is higher than the Fit-out deposit, BP will be responsible for the balance.
- Contractor to make sure common areas, and elevator protection to be installed every day before starting the work, and to be removed after completing the work of the day.

#### 5.8.3. Building Façade

Fit-out design consultants/contractor or business partner may not propose amendments or modifications to (or involving) the Building's Façade design.

#### 5.8.4. Signage

External and internal signages on building Façade or internal signages at common areas in buildings are not part of Fit-out work and must comply with separate DHCC signage guidelines and should be submitted separately for approval as a signage application.

### 5.9. Health, Safety and Environment (HSE)

The Fit-out contractor will be responsible for safety on site during the Fit-out work and shall take all necessary steps to prevent accidents, injuries, occupational illness, and property damage. For the avoidance of doubt, such responsibility includes responsibility for subcontractors and suppliers.

Fit-out contractors must comply with all applicable health and safety laws and regulations, including those dealing with labour welfare. In addition, contractors must promptly comply with any specific instructions or directions regarding HSE matters issued by DHCA-HSE team.

### 5.10. End of Lease and Reinstatement (DHCC Owned Building/ DHCC JOP Buildings )

Reinstatement of leased premises at expiry of the lease agreement must be accomplished in accordance with the terms of the lease agreement. Full reinstatement is required unless otherwise specifically agreed with DHCC.

In undertaking reinstatement, the Tenant is required to take the following actions (as applicable):

#### 5.10.1. Internal Partitioning

- Demolish all existing dry walls, partitioning, and wooden fixtures
- Remove all the wallpaper and finishes from base building walls
- Repair or replace gypsum board panels as required and provide a smooth rendered base
- Reinstate all MEP services in walls to original provision status

#### 5.10.2. Main Entrance

Relocate and replace as required the main entrance door as per the original plans and specifications

#### 5.10.3. Ceiling and MEP Services

- Remove ceiling tiles and grids
- Reinstate all MEP services above ceiling to original provision status

#### 5.10.4. Flooring and MEP Services

- Remove flooring finish
- Reinstate all MEP services on the floor to original provision status

#### 5.10.5. Clearance Documents

At the end of the lease agreement, the following documents are required:

- DEWA meter clearance
- DCD disconnecting 24/7
- Full set of as-built drawing (architecture and MEP)
- Updated load schedule

#### 5.10.6. Inspections Framework for Fit-out Works

##### Areas of Inspection

Following areas are subject to inspection during Fit-out works:

- Documentation and Permit Verification
- Structural Works
- Mechanical, Electrical, and Plumbing (MEP) Systems
- Fire and Safety Compliance
- Finishing and Interior Works

Inspection checklists provided in Appendix 5.

#### 5.10.7. Frequency of Inspections

- Pre-Work Inspection: Conducted before work begins to verify permits, approved plans, and safety measures.
- Progress Inspections: Weekly during Fit-out process to monitor compliance and progress.
- Final Inspection: After the Fit-out is completed to ensure all aspects meet the required standards and requirements before issuing completion certificate.

#### 5.10.8. Inspection Process

##### Pre-Work Inspection

- Verify contractor authorization, valid permits, and approved Fit-out plans.
- Ensure safety measures and documentation are in place.

- Inspect the site for readiness to commence work.

#### Progress Inspections

- Review construction progress against approved plans.
- Inspect MEP systems for compliance with safety and quality standards.
- Identify deviations or non-compliance and issue corrective actions.
- First Fix Inspection is a mandatory inspection required for Fit-out works in DHCC Owned Buildings / DHCC JOP buildings only - Appendix 4

#### Final Inspection

- Inspect the completed work for adherence to approved designs and quality standards.
- Verify functionality of MEP systems, fire safety measures, and overall workmanship.
- Issue of Fit-out completion certificate upon satisfactory inspection.

### 5.11. Violations, Penalties and Blacklisting

Unauthorized works may result in fines, refer to RULE NO. 2 OF 2025 (RUL-DHCA-02) dated 02 May 2025.

#### 5.11.1. Violations

A violation will be issued to Fit-out contractor who fails to adhere to these guidelines. Accumulation of three violations within the same registration cycle will result in blacklisting from working in DHCA for one (1) year effective from date of last violation.

The contractor must submit a report or action plan to address the violation notice, and no further work may proceed until the report is approved by Engineering Services.

No storage of any materials is permitted, at any time, in exit corridors and exits and failure to comply shall result in penalties being imposed on the unit owner/contractor and issuance of a violation.

#### 5.11.2. Penalties

Penalties shall apply to violations and shall be imposed by DHCA Engineering Services Department on the Business Partner / tenant.

#### 5.11.3. Blacklisting

In order to maintain the highest standards of safety, quality, and compliance within Dubai Healthcare City Authority (DHCA), fit out contractors are subject to a blacklisting procedure if they fail to comply with these guidelines established regulations, codes of practice, or contractual obligations. The objective of this policy is to safeguard the interests of stakeholders, tenants, patients (where appropriate), and the wider DHCC community and comply with the Law.

##### 5.11.3.1. Basis for Blacklisting

- Repeated non-compliance with DHCA fit out regulations, these guidelines, or approval processes and procedures.

- Submission of false, misleading, or fraudulent documentation during prequalification, design, or approval stages.
- Failure to obtain necessary permits, approvals, or certifications from DHCA Engineering Services team prior to commencement of works.
- Use of unapproved, substandard, or unsafe construction materials and methods.
- Breach of health, safety, and environmental (HSE) requirements leading to accidents, unsafe conditions, or regulatory violations.
- Failure to meet quality standards resulting in unsafe or non-compliant installations.
- Persistent delays in project execution without justifiable cause, impacting client operations or DHCC reputation.
- Unethical practices including bribery, collusion, or conflict of interest.
- Failure to rectify defects, violations, or non-compliance notices issued by DHCA Engineering Services Dept within specified timeframes.
- Repeated complaints from clients, tenants, or DHCA inspectors regarding performance or conduct.

#### 5.11.3.2. Blacklisting Procedure

- Issuance of warning letters highlighting violations and required corrective actions.
- If non-compliance persists, suspension of ongoing works pending investigation.
- Formal notice of intent to blacklist, with an opportunity for the consultant/contractor to respond within a specified time period.
- Review by DHCA Engineering Services and HSE Dept to assess evidence and responses.
- Issuance of blacklisting decision, communicated formally to the Business Partner, consultant / contractor.
- Publication of blacklisted entities in the DHCA internal database and notification to relevant stakeholders.
- Duration of blacklisting may be temporary or permanent depending on severity of violations and entirely at the discretion of DHCA.

#### 5.11.3.3. Consequences of Blacklisting

Blacklisted contractors shall be prohibited from bidding, executing, or supervising any fit out projects within the DHCC for the duration of the blacklisting period. Severe or repeated breaches may result in permanent exclusion. DHCA reserves the right to share details of blacklisted entities with other government authorities and free zone regulators as deemed appropriate.

#### 5.11.3.4. Blacklisting Process

A contractor shall be blacklisted for one (1) year if three fined violations occur within the same registration cycle (effective from date of last violation) , after which a new contractor registration is required.

## 5.12. Relevant Government Regulations and Directives

DHCA and other relevant authorities shall regulate Fit-out works within the DHCC through its Engineering Services and HSE Department and in accordance with the requirements set out in these guidelines. All building modifications must adhere to DDA codes to ensure compliance with health, safety, environmental, and technical standards. Permits are mandatory.

### 5.12.1. When is a Fit-out Permit Required?

DHCA Fit-out Permit is required for:

- Interior Fit-out work in offices, retail, clinics, restaurants, etc.
- Installation or changes to electrical, plumbing, or HVAC systems, MEP

### 5.12.2. Technical & Safety Standards

DHCA Fit-out Guidelines require compliance with:

- Fire safety: fire-rated materials, alarms, emergency lighting
- MEP compliance: licensed installers, safe design and installation
- Ventilation and indoor air quality standards
- Energy efficiency: LED lighting, water-saving fixtures (wash basins, toilets and urinals)
- Noise and odour control for F&B and salons
- Specific requirements for healthcare facilities

### 5.12.3. Inspection & Completion

DHCA Engineering Services and HSE Dept shall conduct on-site inspections in accordance with DHCC procedures and the inspection checklists in Appendix 5. A Fit-out Completion Certificate is issued upon passing final inspections. Operating a business without it will result in penalties and compliance issue.

## 5.13. Masaar Portal

All Fit-out registration, submissions, document uploads, NOC requests, inspection scheduling, and completion tracking must be done exclusively through the Masaar Portal. Manual submissions are not accepted.

Refer to Appendix 6 for guidance notes on the Masaar online system.

### Fit-out Services via Masaar Online System

Function	Description
Contractor Registration	Register and get approval from DHCA for licensed Fit-out contractor
Fit-out work Application	Submit requests to initiate internal works in leased units

#### 5.14. Scope And Working Hours and Restrictions

- Fit-out Works permitted seven (7) days a week between 6:00pm – 6:00am, unless different timing has been approved in writing by DHCA.
- Noisy activities (e.g. drilling / restricted after 6pm)
- No work allowed during public holidays unless approved in writing by DHCA.

#### 5.15. DHCA Service Fees

The Schedule of DHCA service fees is detailed in Appendix 2 and shall be updated / revised and notified by DHCA or its representatives from time to time.

### 6. APPENDIX

Appendix 1: Fit-out Process Flow Charts

Appendix 2: DHCA Service Fees

Appendix 3: Contractor Registration - Undertaking Letter

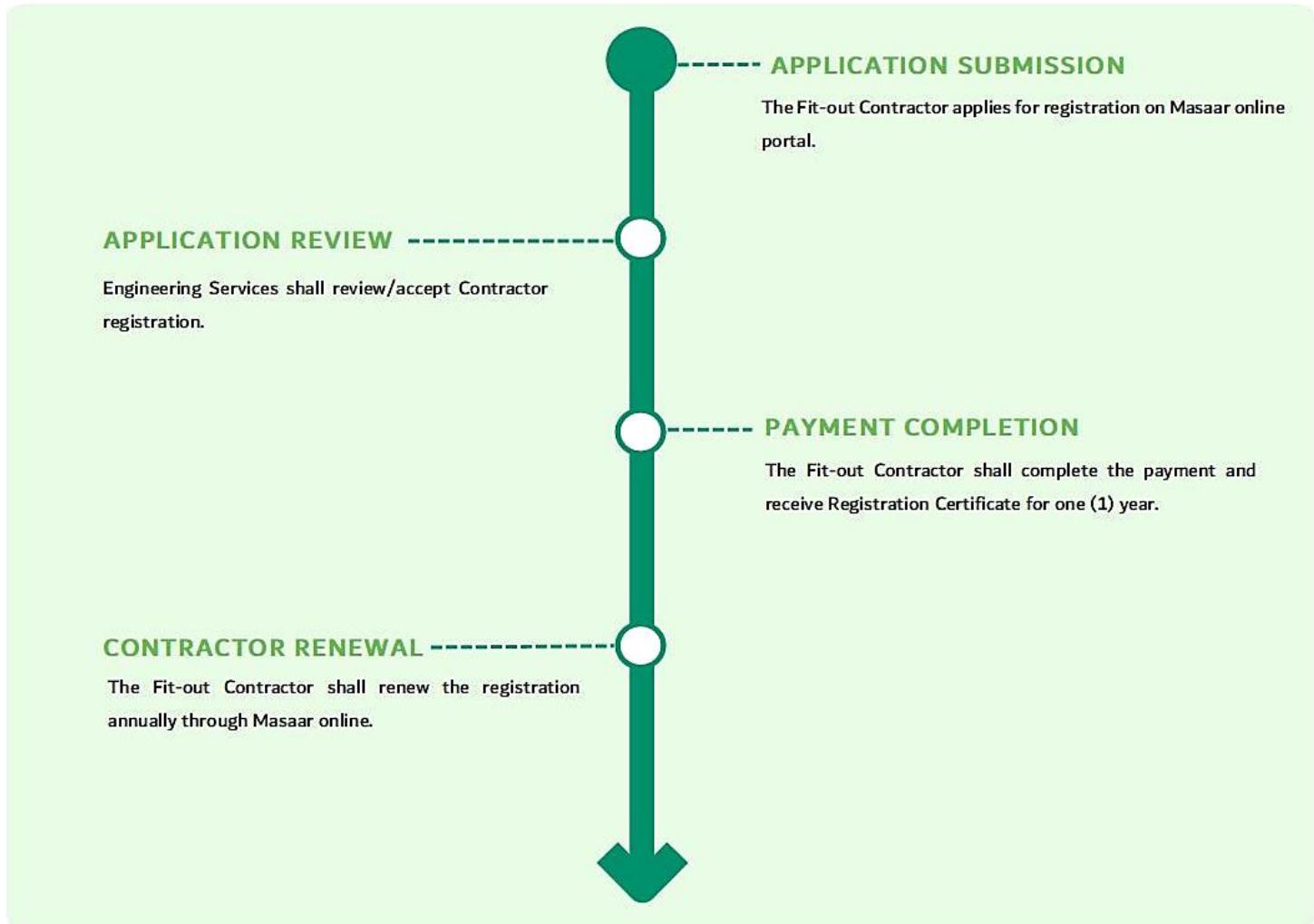
Appendix 4: First Fix Inspection Checklist Form

Appendix 5: Final Inspection Checklist Form

Appendix 6: Masaar Online System Guidance Manual

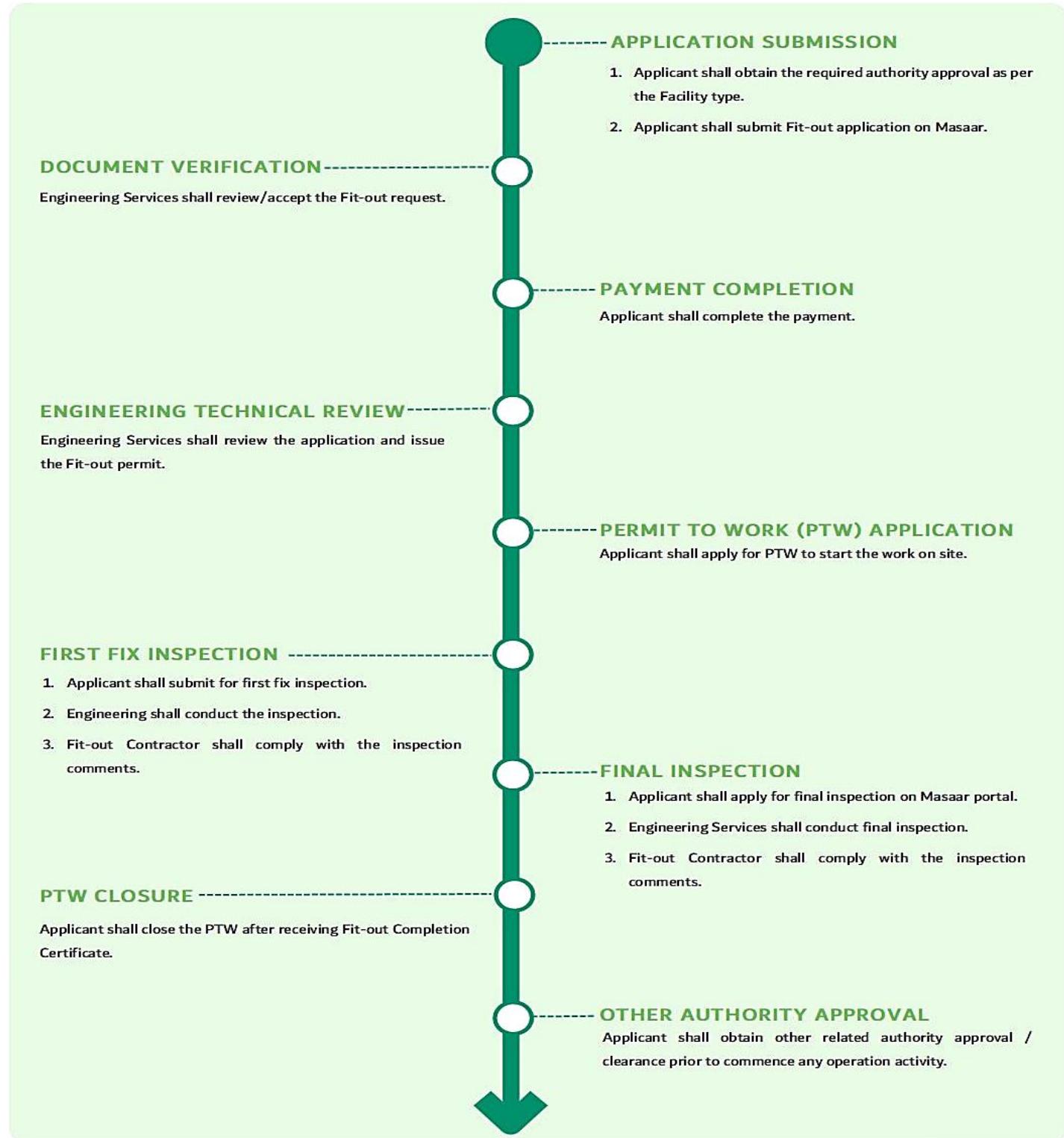
## APPENDIX 1: FIT-OUT PROCESS FLOW CHARTS

### FIT-OUT PROCESS – CONTRACTOR REGISTRATION / RENEWAL



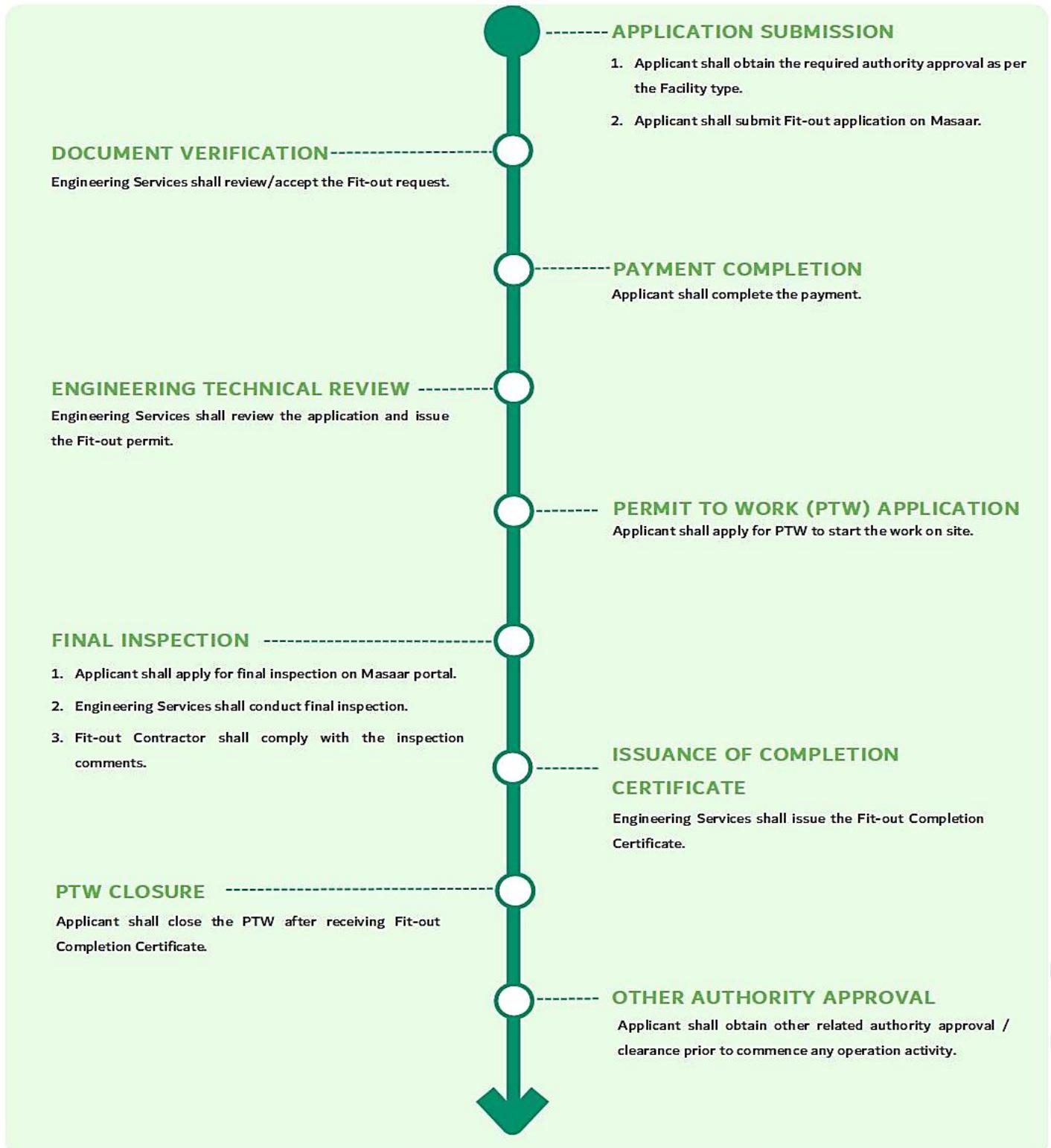
\*The Contractor shall submit all the require documents listed on Masaar to avoid return/rejection of the application.

## FIT-OUT PROCESS FOR DHCC OWNED BUILDINGS / DHCC JOP BUILDINGS



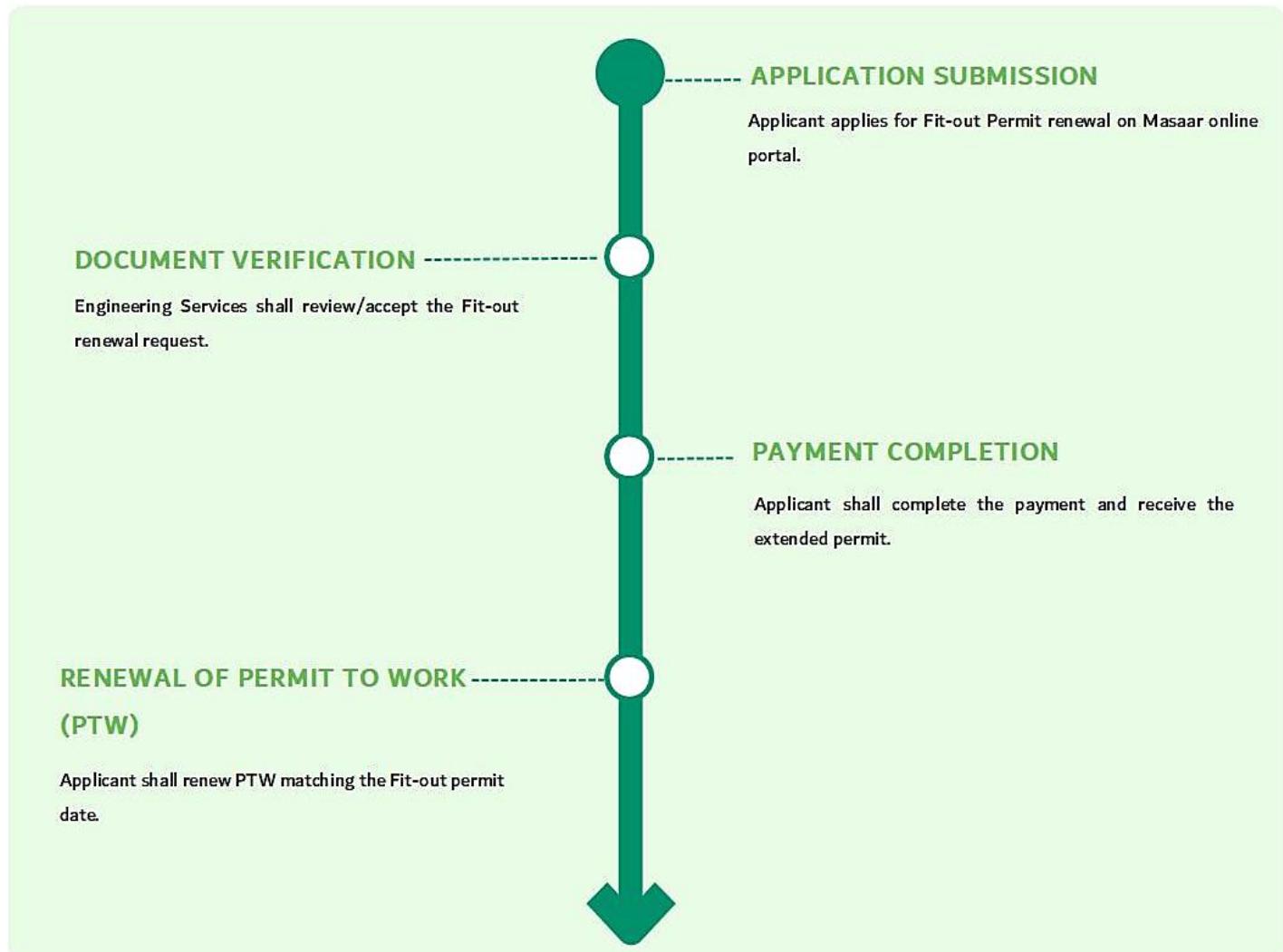
\*Applicant shall submit all the require documents listed on Masaar to avoid return/rejection of the application.

## FIT-OUT PROCESS FOR PRIVATELY OWNED BUILDINGS



**\*Applicant shall submit all the require documents listed on Masaar to avoid return/rejection of the application.**

## FIT-OUT PERMIT RENEWAL



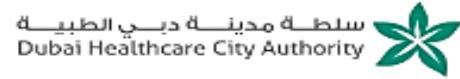
\*Applicant shall submit all the require documents listed on Masaar to avoid return/rejection of the application.

APPENDIX 2: DHCA SERVICE FEES

SN.	Service Description	Fees (AED)
F1	Fit-out Design Review and Fit-out Design Modification (Area: Up to 45000) (General & Modification Fit out)	3 /SQFT.
F2	Fit-out Design Review and Fit-out Design Modification (Area: 45001 and above) (General & Modification Fit out)	2.5 /SQFT.
F3	Fit-out Demolition permit	1,000
F4	Minor Fit-out Work Permit	1,000
F5	Re-submission of Fit-out Design Review (exceeding 3x)	1,000
F6	Fit-out Permit Renewal	500
F7	Fit-out Contractor Registration (Per annum)	500
F8	Requesting for As-built Drawing	250
F9	Temporary power charges (per month)	1,000

## APPENDIX 3: CONTRACTOR REGISTRATION - UNDERTAKING LETTER

\*This form is available on Masaar application and shall be filled by the Contractor



## CONTRACTOR REGISTRATION

### Instructions for completing the form and other conditions:

1. The attached set of Contractor Registration Form is to be completed by the Contractor or Consultant to be considered as an approved Vendor of DHCC (Please note sections A and B to be completed by the Contractor).

The following documents should be enclosed with the Contractor Registration Form:

- a. A copy of the Trade License issued by the Authorities of the Dubai Emirate
- b. Register certificate in Contractor Practitioners Register from Dubai Municipality
- c. Details/evidence, if any, of various Projects/Services completed/undertaken in Dubai

**The completed Contractor Registration Form along with the above documents should be submitted on Masaar System under contractor registration Section**

1. Information submitted for the purpose of registration of a vendor is subject to verification and approval by DHCC.
2. All information submitted to DHCC will be treated as confidential.
3. Registration of any company as an approved contractor is subject to the approval of the Engineering Department, whose decision shall be final and binding. DHCC reserves the right to reject the request without assigning any reason.
5. The approved Contractor shall agree to abide by all contracting rules, regulations and other conditions of DHCC.



## CONTRACTOR REGISTRATION FORM

To  
Engineering Department  
P.O. Box 66566,  
Dubai United Arab Emirates

Dear Sir,

We wish to register our company with DHCC in accordance with the attached conditions for the Type of Works in the Value Group, as indicated by us in Section C of the Contractor Registration Form.

We also hereby declare that the information provided is true and correct and the type of work/value group indicated is fully representative of the expertise and capability of our Company, whose details are given below:

**Name of the Company:**

**Name(s) of the Owner(s):**

**Title/Designation:**

**Signature(s) of the Owner(s):**

**Place:**  **Date:**

**Postal Address:**



## CONTRACTOR REGISTRATION FORM

Physical Address/Location:

Telephone Nos:

Fax No.

Email ID:

Web Address:

Date of issue of Trade License: Valid until:

Trade License(s) is/are valid for undertaking jobs in Dubai

### Authorized Personnel

Name	Designation	Specimen Signature
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>



## CONTRACTOR REGISTRATION FORM – SECTION B

### I. Organisational Structure of the Applicant Company

a. Name of the Company:

b. Date of Establishment:

c. Legal Status (i.e. LLC, Partnership, etc.)

d. Owner's Name:

e. Name and Address of Parent Company, if any:

f. State whether parent company will guarantee performance (on your behalf) of a possible contract:

g. Names and address of other companies, if any, which are within your parent company's organization



## Contractor General Acknowledgment and Undertaking

Prior to commencing any fit-out project within the jurisdiction of Dubai Healthcare City Authority, the contractor hereby accepts all responsibilities and liabilities as outlined herein:

1. Contractors / contractor's appointed parties shall comply with all the laws and regulations and any other related regulations of the authorities as may be implemented from time to time.
2. The Contractor is fully responsible for the safety of the site / site activities during the construction of the fit-out works.
3. DHCA has the full right to implement penalties in case the contractor didn't follow the rules and regulations or caused damage to DHCC Asset.
4. DHCA has the right to blacklist contractors who are working in DHCC premises if 3 notices of violation of Non-Compliance are issued to the contractor.
5. The Contractor registration is valid for 1 year from the registration date with DHCC or till the expiration date of the trade license. Working with the expired registration will cause a violation and will automatically stop the work. This also lead to blacklisting of the contractor in DHCC in case of continuous activity within the premises.
6. The contractor hereby waives their rights or any other applicable rights to contest this document and agrees not to make any further claims related to Dubai Healthcare City Authority issuance of permits, approvals, consents or submissions.

Name:	
Date:	
Signature:	
Stamp:	

APPENDIX 4: FIRST FIX INSPECTION CHECKLIST FORM

Fit out Application Reference:		Date:	
FIRST FIX INSPECTION FORM ( DHCC Owned Buildings / DHCC JOP Buildings Only)	Facility Details		
	Facility Name:	Building Number:	
	Unit Number:		
	First Fix Inspection Request		
	We request to inspect the site on _____ (date) for the following activities:		
	<input type="checkbox"/> Water Proofing Installation <input type="checkbox"/> Water Proofing Test <input type="checkbox"/> Drainage piping Installation <input type="checkbox"/> MEP above ceiling Installation <input type="checkbox"/> Coring Marking		
	Contractor Company Name:		
	Contractor Contact Details:		
	For Dubai Healthcare City Use		
	Inspection Status:	<input type="checkbox"/> APPROVED <input type="checkbox"/> REJECTED	Date:
DHCC Engineering Services:		Signature:	
DHCC FM:		Signature:	
Comments:			

\*Request shall be raised 2 days prior to inspection date.

## APPENDIX 5: FINAL INSPECTION CHECKLIST FORM

### Notes:

Standard inspection checklists are provided in this Appendix for:

- A. Verification Checklist (items 1-13) – all Fit-out projects
- B. Onsite inspection checklists – General & Modification Fit-out Works
- C. Pre and Post Works Onsite inspection checklists (items 1-13) – all projects
- D. Inspection Completion Checklist – all projects

In the event some of the checklist items are considered not for specific Fit-out works or require additional items, DHCA Engineering Services Dept will authorise “not required” and/or “required / additional” on a case-by-case basis.

## FIT-OUT INSPECTION COMPLETION FORM

Fit out Application Reference:			
Date:			
Facility Name:			
Building Number:	Unit Number:		

SR	Contractor Submission Documents	Submission/ Comply			BP/ Contractor Notes	DHCA Notes
		Yes	No	N/A		
1	As Built Drawings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	DCD Completion Certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3	DCD Stamped Drawing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	DEWA Approved Load Schedule; design and Inspection Approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5	Air Balance Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6	AMC For Fire Protection /Fire Detection Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7	Pest Control Contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8	First Aid Certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9	Fire Marshal Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

10	Tenant/Owner Acceptance of Fit-out Works letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11	DEWA Security Deposit slip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12	Housekeeping Contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13	Activation Of 24/7 DCD Panel and annual subscriptions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Note: The Applicant to fill the above form and upload the form along with the required documents on the fitout application for final inspection.

<b>Contractor Company Name:</b>	<b>Contractor Contact Details:</b>		

## FIT-OUT COMPLETION INSPECTION CHECKLIST

SR	Engineering Services	Submission/Comply			DHCA Comments	BP/ Contractor Reply	Status
	On site Inspection	Yes	No	N/A			
1	Site Is Matching the As-Built Drawing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	Site Is Matching DCD Stamped Drawing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3	Site Is Matching Other Authorities Approved Drawing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4	Availability of DEWA Approved Load Schedule and Drawings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5	Access Control Doors Are Interfaced with Main FACP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6	Unused Opening Spaces in The DB Are Closed and The DB Is Accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7	DEWA Meter Under New Tenant name / details.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
8	All Rooms Are Labaled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9	Any Opening Holes or Gaps in Walls/Floor/Ceiling Are Sealed Properly with fireproof sealant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

10	No Additional Cooling Outdoor Units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11	Medical Waste Is -VE Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12	AC Working Properly, Areas Are Well Ventilated, (-/+) Pressure Achieved as Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13	All Electrical Sockets Are Labeled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14	No Exposed Trunking or Cables.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
15	Touch-ups, finishes and terminations on wall and ceiling quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
16	Access panels are labeled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
17	All plumbing connections are concealed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
18	Rooms & facility have Sufficient light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
19	Detailed waterproofing report inclusive of testing records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
20	Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
A		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
B		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

SR	HSE	Submission/Comply			DHCA Comments	BP/ Contractor Reply	Status
		Yes	No	N/A			
1	On site Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	First Aid Kit Available at Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	AMC For Fire Protection /Fire Detection Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

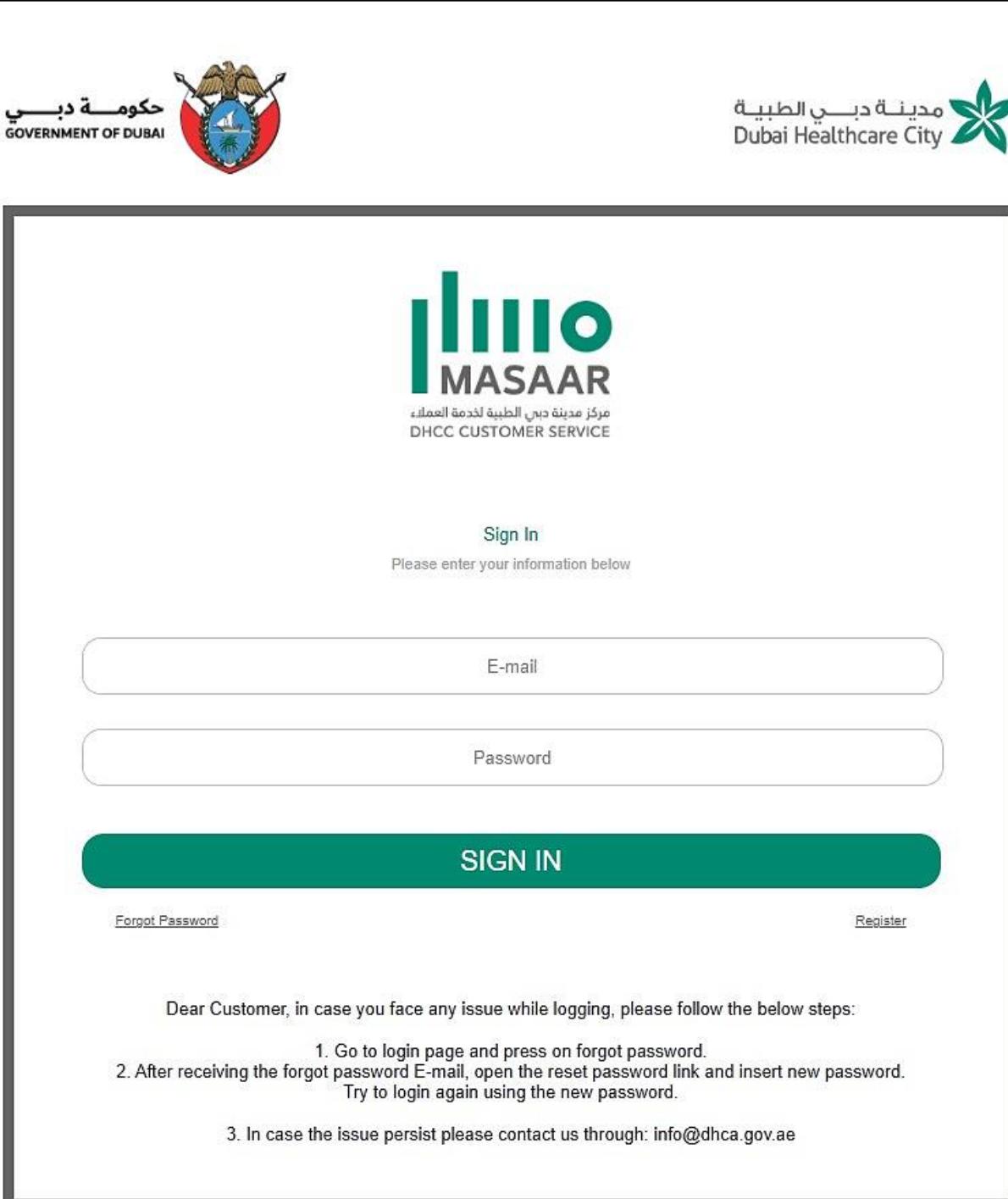
3	Evacuation Are Available in A3 Sizes, Visible, Clear and Emergency Contact Is Indicated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	Availability Of Medical Waste Disposal Contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5	Availability Of Medical Gas Safety Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6	Availability Of MSDS For Chemicals/Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7	Availability Of Radiation Safety Plan / FANR Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8	Approved Medical Waste/Radiation Area Allocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9	Fire Warden, First Aid Certificates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10	CCTV Monitoring Notification Is Displayed Clearly in A Visible Location at The Entrance Area, Installation to Be Aligned with Regulatory Authority's Protocols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11	Sockets Near Water Points Are Waterproofed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12	Balcony / Windows Are Locked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13	Balcony Door Air Gaps, Frames, Base Etc. Are Rectified at All Locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14	Balconies Free from Obstruction or Any Stored Items / Materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
15	Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
A		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
B		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

SR	FM	Submission/ Comply			DHCA Comments	BP/ Contractor Reply	Status
		Yes	No	N/A			
On site Inspection							
1	AC Working Properly, Areas Are Well Ventilated, (-/+) Pressure Achieved as Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	Power And Lighting Installations Aligned with DEWA Standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3	Remove Waste Materials & Clean All Balconies/Terraces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4	If Hot Tapping Performed, Then Chilled Water Flushing Report from EIAC Approved Vendor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5	Building AMC Vendors to Be Utilized for Maintenance of Fire Alarm, Firefighting and Emergency & Exit Light Systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6	DEWA green bill to be shared with DHCC FM upon completion of month from the deposit slip date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A	Others (Please Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

For DHCA- Dubai Healthcare City Authority Use Only			
Inspection Status:	<input type="checkbox"/>	<input type="checkbox"/>	Date:
APPROVED	REJECTED		
DHCA Engineering Services:	Signature:		
DHCA FM:	Signature:		
DHCA HSE:	Signature:		
Comments:			

## APPENDIX 6: MASAAR ONLINE SYSTEM GUIDANCE MANUAL

1. Navigate to <https://www.dhcc.ae/> then login with your credentials in Masaar



Sign In  
Please enter your information below

E-mail

Password

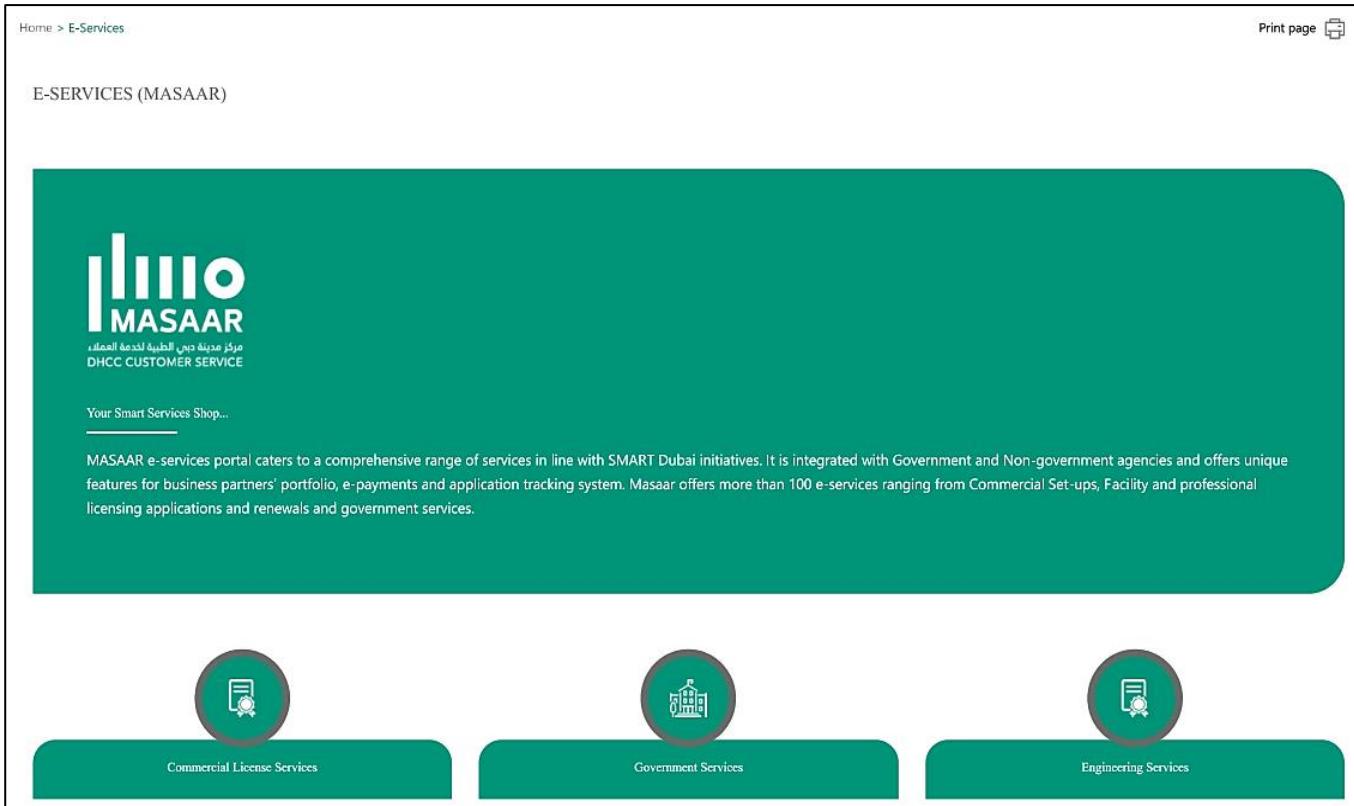
**SIGN IN**

[Forgot Password](#) [Register](#)

Dear Customer, in case you face any issue while logging, please follow the below steps:

1. Go to login page and press on forgot password.
2. After receiving the forgot password E-mail, open the reset password link and insert new password.  
Try to login again using the new password.
3. In case the issue persist please contact us through: [info@dhcc.ae](mailto:info@dhcc.ae)

## 2. Navigate to E-Services page – Engineering Services



Home > E-Services

E-SERVICES (MASAAR)

**MASAAR**  
مركز مدينة دبي للخدمة المتميزة  
DHCC CUSTOMER SERVICE

Your Smart Services Shop...

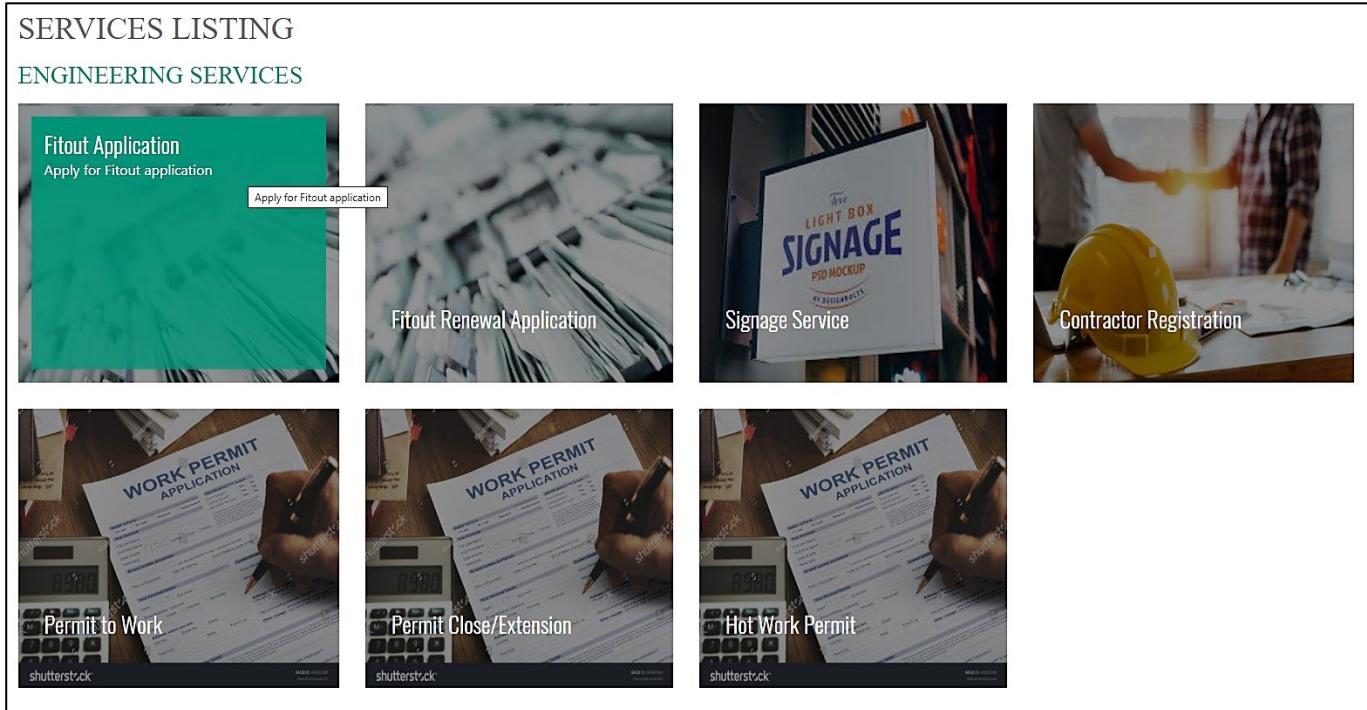
MASAAR e-services portal caters to a comprehensive range of services in line with SMART Dubai initiatives. It is integrated with Government and Non-government agencies and offers unique features for business partners' portfolio, e-payments and application tracking system. Masaar offers more than 100 e-services ranging from Commercial Set-ups, Facility and professional licensing applications and renewals and government services.

Commercial License Services

Government Services

Engineering Services

## 3. Navigate to Fit out Applications



SERVICES LISTING

ENGINEERING SERVICES

Fitout Application  
Apply for Fitout application

Fitout Renewal Application

Signage Service

Contractor Registration

Permit to Work

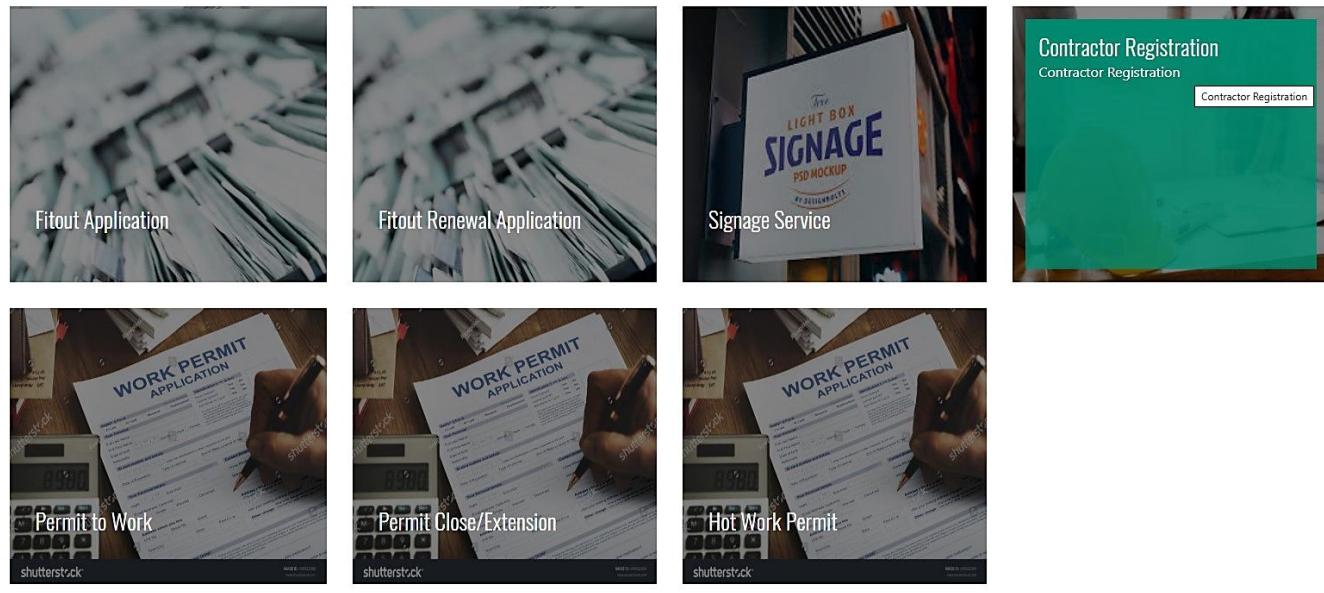
Permit Close/Extension

Hot Work Permit

#### 4. Navigate to Contractor Registration

##### SERVICES LISTING

###### ENGINEERING SERVICES



#### 5. Navigate to Fit-out Renewal Application

##### SERVICES LISTING

###### ENGINEERING SERVICES

