

Service Request Manual

Request for Increasing Visa Quota

Purpose

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

Relevant Documents

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

- [Increase Visa Quota Guidelines](#);
- Free Zone Rules & Regulations;
- DMCC Company Regulations.

Applicability

This document will be applicable to all DMCC member companies with active licenses who are applying for increasing visa quota.

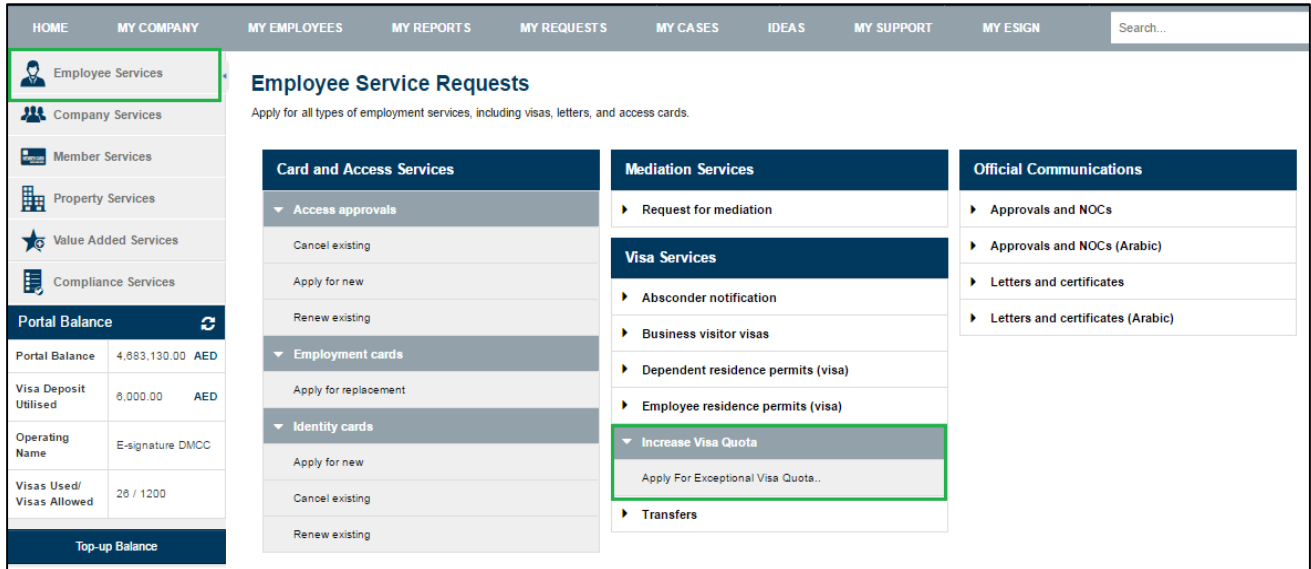
The approval of the service request is subject to DMCC management, which is based on DMCC Free Zone policies.

Important Notes

- The company should meet the following eligibility criteria, in order to apply for Exceptional Visa Quota:
 - Should have utilised all its existing visa quota.
 - Must have an active DMCC license along with active lease or must be the owner of the unit(s) occupied and holding a valid title deed.
 - Should be operating from a physical unit and not from a business centre, flexi desk, or any shared workspace.
 - Should be in good financial standing and should not be under deregistration or liquidation.
 - There should be no violations made by the company in relation to shareholder disputes, consumer disputes, labour disputes or any other types of disputes.
 - The company should not be selling or transferring any of its shares to other parties.
- DMCC will automatically revoke any previously granted extra visas in the following scenarios:
 - In case of change in the company's registered address, whereby the company moves to a new unit or makes changes to the unit it currently occupies which results in changes in the space occupied by the company.
 - If the company changes its business activity.
 - If the company has violated any of the criteria mentioned above.
- In case DMCC has revoked the previously granted visas, the company will be required to reapply for additional visa.
- The total fees for this service request includes:
 - Application Fees: One time non-refundable fee in all cases.
 - Service fee: This is a refundable fee that is calculated based on the number of visas approved by DMCC.

For applicable charges, please refer to the [Free Zone Schedule of Charges](#).

1. Complete the application form from 'Employee Services - Visa Service - Apply for Exceptional Visa Quota' on the DMCC portal.



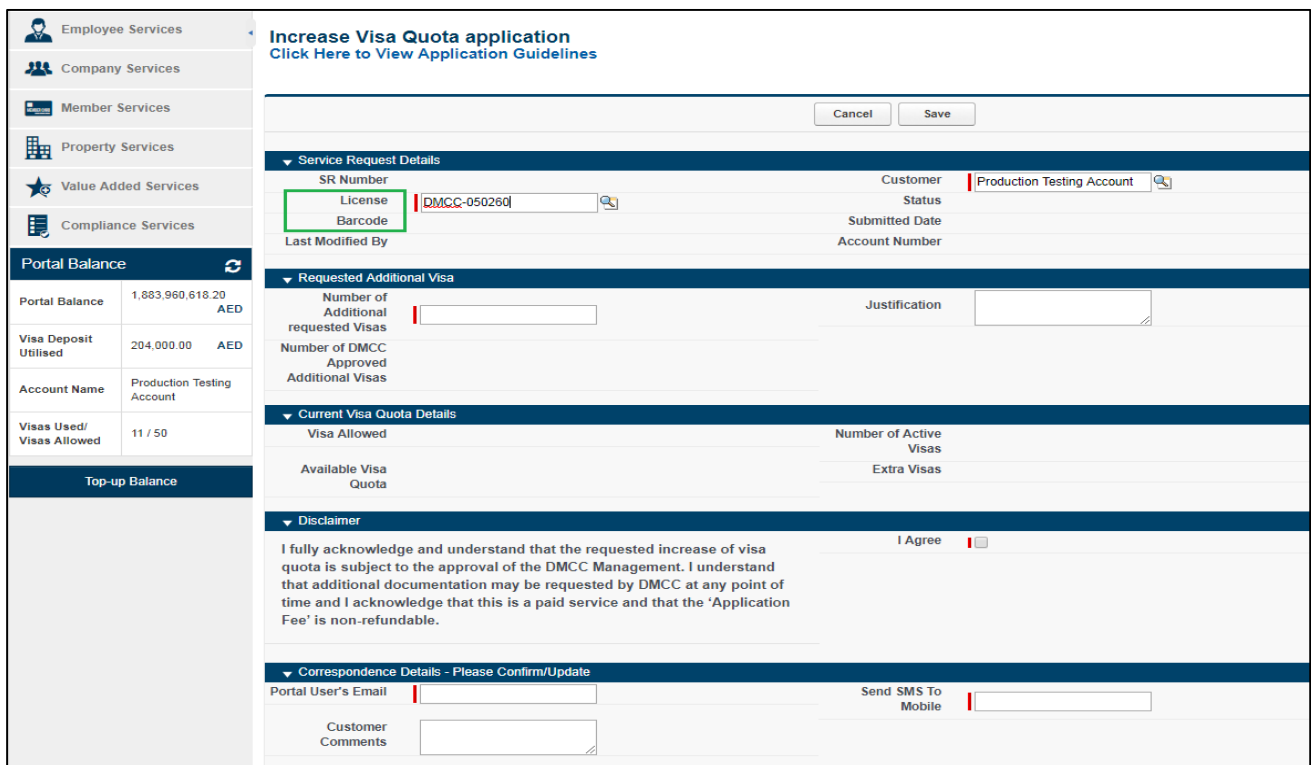
The screenshot shows the DMCC Employee Service Requests portal. The left sidebar contains navigation options: Employee Services (highlighted), Company Services, Member Services, Property Services, Value Added Services, and Compliance Services. Below these is a 'Portal Balance' section with a refresh icon and a table:

Portal Balance	4,683,130.00	AED
Visa Deposit Utilised	6,000.00	AED
Operating Name	E-signature DMCC	
Visas Used/ Visas Allowed	26 / 1200	

The main content area is titled 'Employee Service Requests' and includes a sub-header: 'Apply for all types of employment services, including visas, letters, and access cards.' Below this are three columns of service categories:

- Card and Access Services:** Access approvals (Cancel existing, Apply for new, Renew existing), Employment cards (Apply for replacement), Identity cards (Apply for new, Cancel existing, Renew existing).
- Mediation Services:** Request for mediation.
- Visa Services:** Absconder notification, Business visitor visas, Dependent residence permits (visa), Employee residence permits (visa), **Increase Visa Quota** (Apply For Exceptional Visa Quota...), Transfers.
- Official Communications:** Approvals and NOCs, Approvals and NOCs (Arabic), Letters and certificates, Letters and certificates (Arabic).

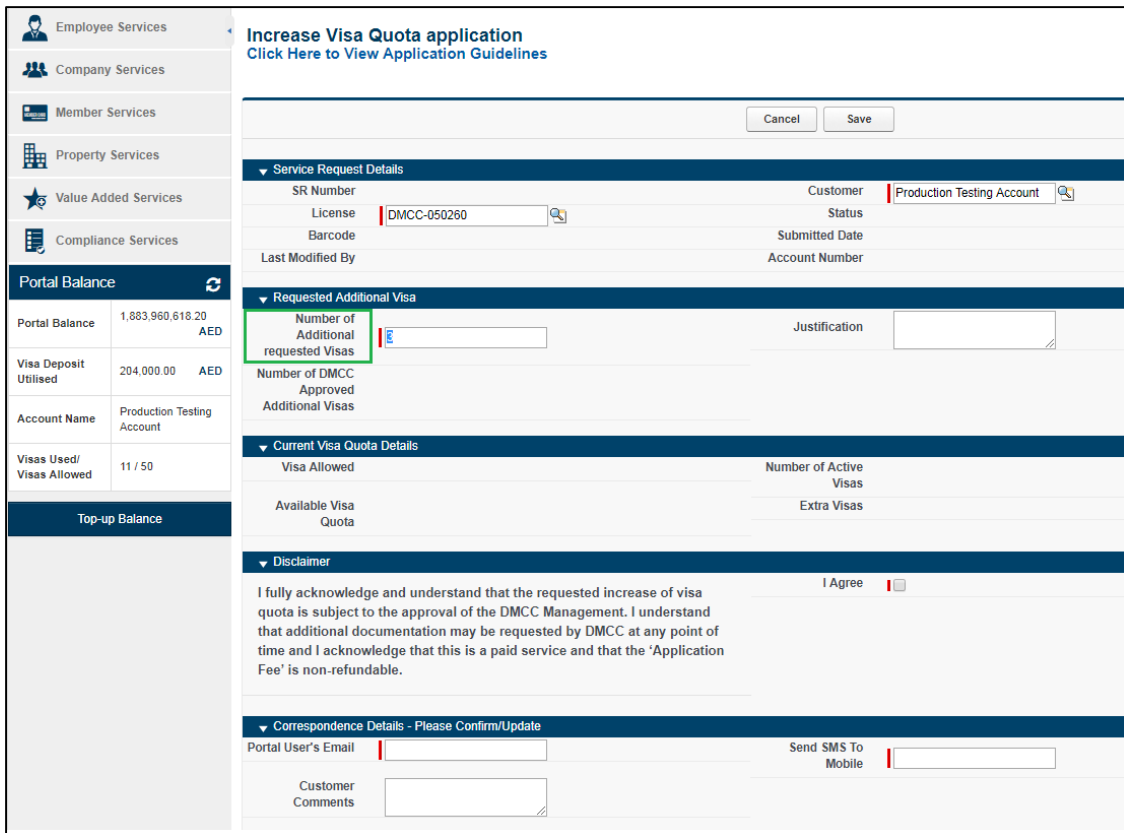
2. Insert the company's valid license number.



The screenshot shows the 'Increase Visa Quota application' form. The left sidebar is identical to the previous screenshot. The main content area is titled 'Increase Visa Quota application' with a link to 'Click Here to View Application Guidelines'. The form includes a 'Cancel' and 'Save' button at the top right. Below are several sections:

- Service Request Details:** SR Number (empty), License Barcode (DMCC-050260), Customer (Production Testing Account), Status, Submitted Date, Last Modified By, and Account Number.
- Requested Additional Visa:** Number of Additional requested Visas (empty), Justification (empty), Number of DMCC Approved Additional Visas.
- Current Visa Quota Details:** Visa Allowed, Available Visa Quota, Number of Active Visas, and Extra Visas.
- Disclaimer:** A text block stating: 'I fully acknowledge and understand that the requested increase of visa quota is subject to the approval of the DMCC Management. I understand that additional documentation may be requested by DMCC at any point of time and I acknowledge that this is a paid service and that the 'Application Fee' is non-refundable.' followed by an 'I Agree' checkbox.
- Correspondence Details - Please Confirm/Update:** Portal User's Email, Customer Comments, and Send SMS To Mobile.

3. Mention the 'Number of Additional Requested Visas'.



Employee Services
Company Services
Member Services
Property Services
Value Added Services
Compliance Services

Portal Balance

Portal Balance	1,883,960,618.20	AED
Visa Deposit Utilised	204,000.00	AED
Account Name	Production Testing Account	
Visas Used/ Visas Allowed	11 / 50	

Top-up Balance

Increase Visa Quota application
[Click Here to View Application Guidelines](#)

Cancel Save

Service Request Details

SR Number	Customer	Production Testing Account
License	Status	
Barcode	Submitted Date	
Last Modified By	Account Number	

Requested Additional Visa

Number of Additional requested Visas	Justification
Number of DMCC Approved Additional Visas	

Current Visa Quota Details

Visa Allowed	Number of Active Visas
Available Visa Quota	Extra Visas

Disclaimer

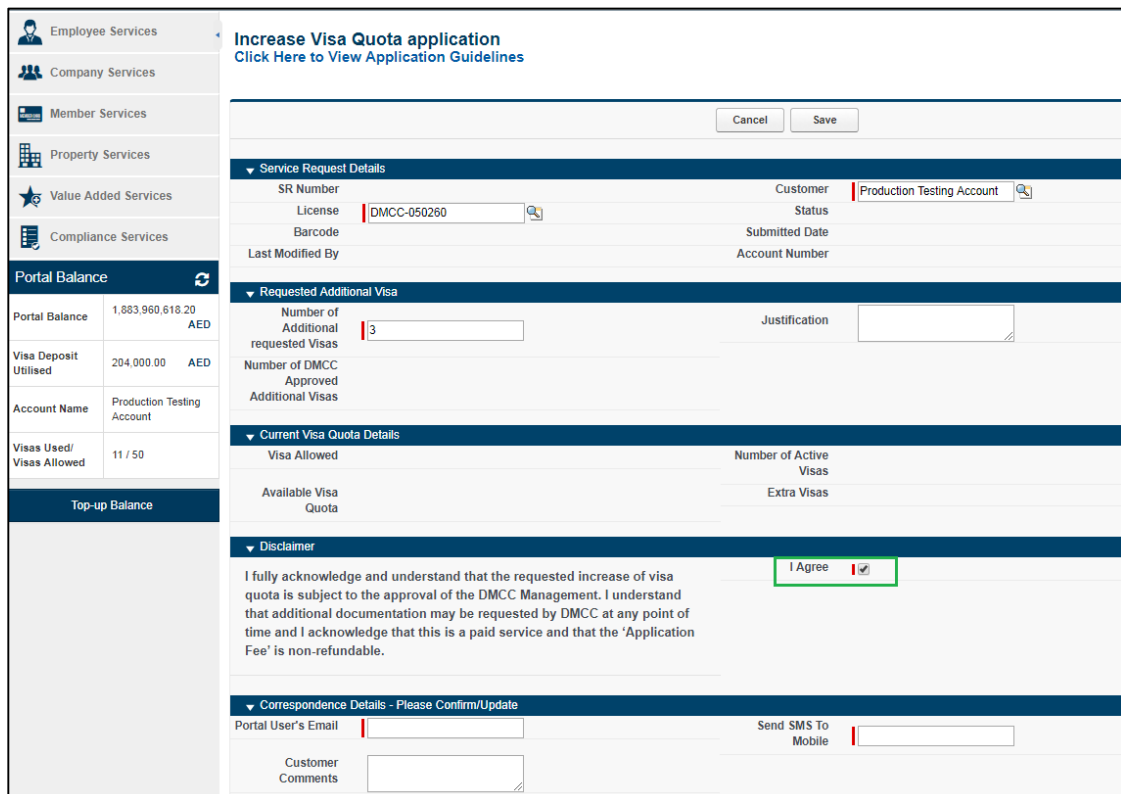
I fully acknowledge and understand that the requested increase of visa quota is subject to the approval of the DMCC Management. I understand that additional documentation may be requested by DMCC at any point of time and I acknowledge that this is a paid service and that the 'Application Fee' is non-refundable.

I Agree

Correspondence Details - Please Confirm/Update

Portal User's Email	Send SMS To Mobile
Customer Comments	

4. Please tick the disclaimer after reading the content carefully.



Employee Services
Company Services
Member Services
Property Services
Value Added Services
Compliance Services

Portal Balance

Portal Balance	1,883,960,618.20	AED
Visa Deposit Utilised	204,000.00	AED
Account Name	Production Testing Account	
Visas Used/ Visas Allowed	11 / 50	

Top-up Balance

Increase Visa Quota application
[Click Here to View Application Guidelines](#)

Cancel Save

Service Request Details

SR Number	Customer	Production Testing Account
License	Status	
Barcode	Submitted Date	
Last Modified By	Account Number	

Requested Additional Visa

Number of Additional requested Visas	Justification
Number of DMCC Approved Additional Visas	

Current Visa Quota Details

Visa Allowed	Number of Active Visas
Available Visa Quota	Extra Visas

Disclaimer

I fully acknowledge and understand that the requested increase of visa quota is subject to the approval of the DMCC Management. I understand that additional documentation may be requested by DMCC at any point of time and I acknowledge that this is a paid service and that the 'Application Fee' is non-refundable.

I Agree

Correspondence Details - Please Confirm/Update

Portal User's Email	Send SMS To Mobile
Customer Comments	

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

Employee Services

Company Services

Member Services

Property Services

Value Added Services

Compliance Services

Portal Balance

Portal Balance	1,883,960,618.20 AED
Visa Deposit Utilised	204,000.00 AED
Account Name	Production Testing Account
Visas Used/ Visas Allowed	11 / 50

Top-up Balance

Increase Visa Quota application

[Click Here to View Application Guidelines](#)

Service Request Details

SR Number	Customer
License	Status
Barcode	Submitted Date
Last Modified By	Account Number

Requested Additional Visa

Number of Additional requested Visas	Justification
Number of DMCC Approved Additional Visas	

Current Visa Quota Details

Visa Allowed	Number of Active Visas
Available Visa Quota	Extra Visas

Disclaimer

I fully acknowledge and understand that the requested increase of visa quota is subject to the approval of the DMCC Management. I understand that additional documentation may be requested by DMCC at any point of time and I acknowledge that this is a paid service and that the 'Application Fee' is non-refundable.

I Agree

Correspondence Details - Please Confirm/Update

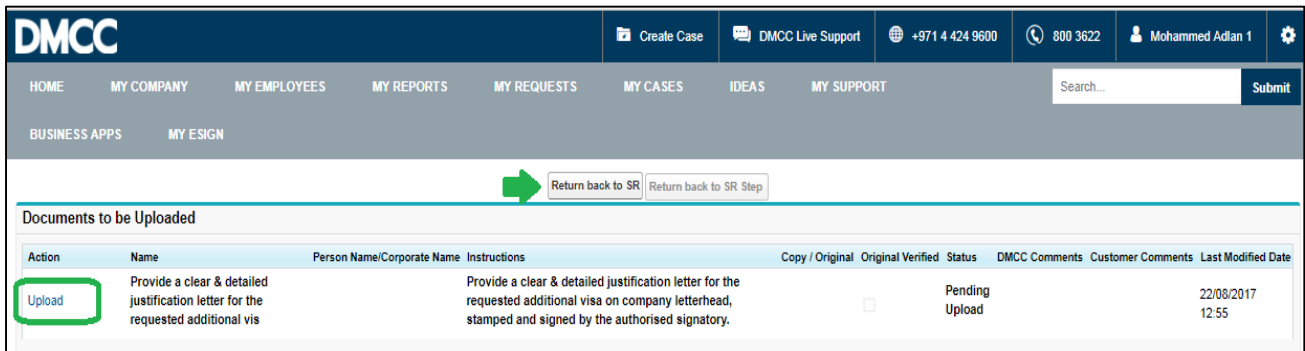
Portal User's Email	Send SMS To Mobile
Customer Comments	

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

SR Documents									
Document Name	Person Name/Corporate Name	Instructions	Status	Created Date	Last Modified Date	Preview / Download Document	Optional	DMS Document Id	
Provide a clear & detailed justification letter for the requested additional vis		Provide a clear & detailed justification letter for the requested additional visa on company letterhead, stamped and signed by the authorised signatory.	Pending Upload	17/08/2017	17/08/2017	View e-Document	<input type="checkbox"/>	06-01-533	<input style="border: 2px solid green;" type="button" value="Download/Upload/Review Doc"/>

SR Price Items (Service Request)								
SR Price Items Name	Linked SR Price Item	Price	Status	Pricing Line	Payment Comments	Description	Product	Created Date
SRP-3154318		AED 250.00	Added	Application fee (Non-refundable)		Application fee (Non-refundable)	Visa Quota Increase Application Fees	17/08/2017
SRP-3154319		AED 1,500.00	Added	Service Fee		Service Fee	Visa Quota Increase	17/08/2017
SRP-3154320	SRP-3154318	AED 20.00	Added			Knowledge & Innovation Dirham	Knowledge Dirham	17/08/2017

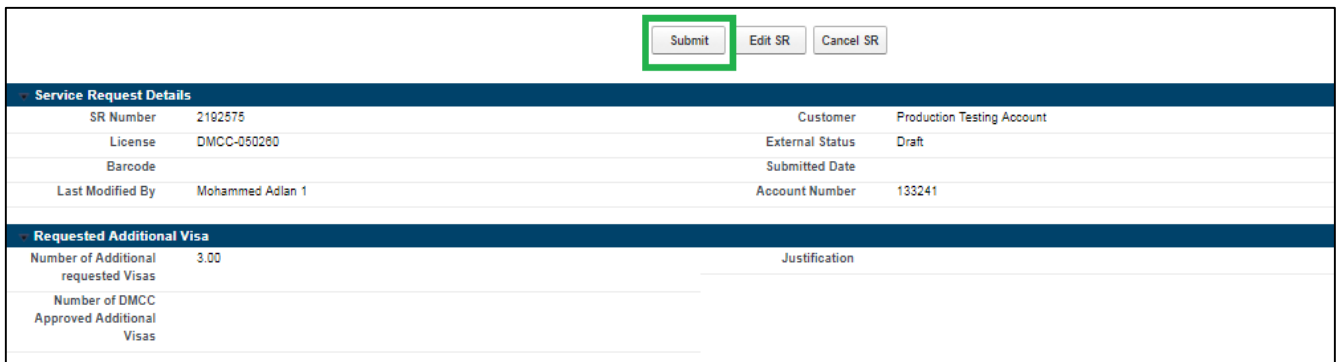
7. Upload the justification letter and click 'Return back to SR'.



The screenshot shows the DMCC dashboard with a navigation menu and a search bar. Below the menu, there are buttons for 'Return back to SR' and 'Return back to SR Step'. A table titled 'Documents to be Uploaded' contains one entry with an 'Upload' button highlighted in a green box.

Action	Name	Person Name/Corporate Name	Instructions	Copy / Original	Original Verified	Status	DMCC Comments	Customer Comments	Last Modified Date
Upload	Provide a clear & detailed justification letter for the requested additional visa		Provide a clear & detailed justification letter for the requested additional visa on company letterhead, stamped and signed by the authorised signatory.		<input type="checkbox"/>	Pending Upload			22/08/2017 12:55

8. Submit your service request and proceed with payment.

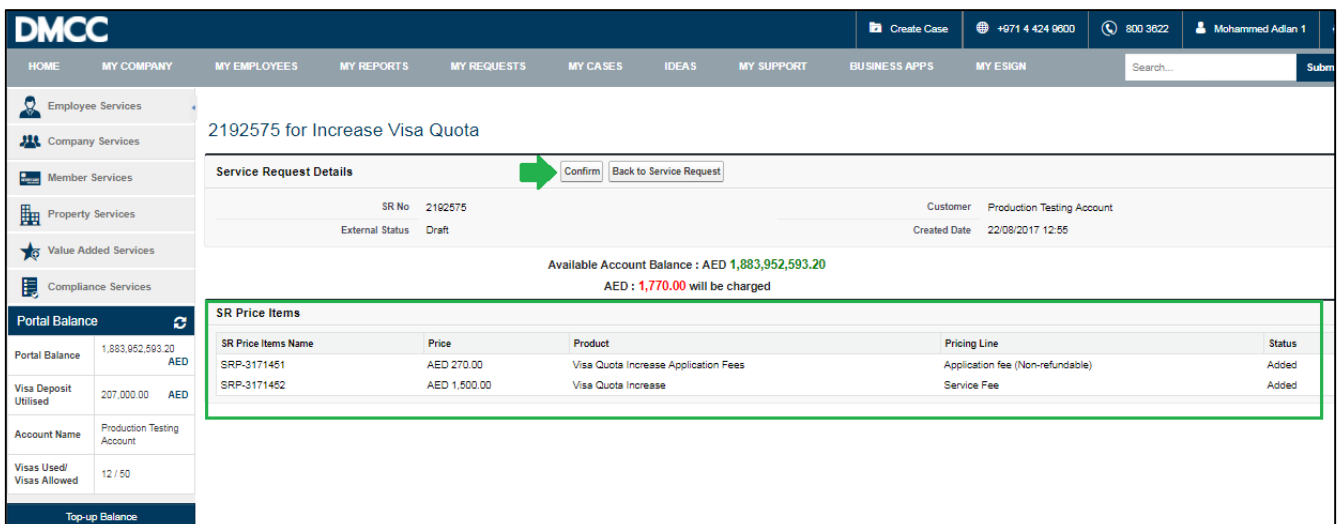


The screenshot shows the 'Service Request Details' page with a 'Submit' button highlighted in a green box. Below the details, there is a section for 'Requested Additional Visa'.

Service Request Details	
SR Number	2192575
License	DMCC-050280
Barcode	
Last Modified By	Mohammed Adlan 1
Customer	Production Testing Account
External Status	Draft
Submitted Date	
Account Number	133241

Requested Additional Visa	
Number of Additional requested Visas	3.00
Justification	
Number of DMCC Approved Additional Visas	

9. Check the price details and click 'Confirm'.

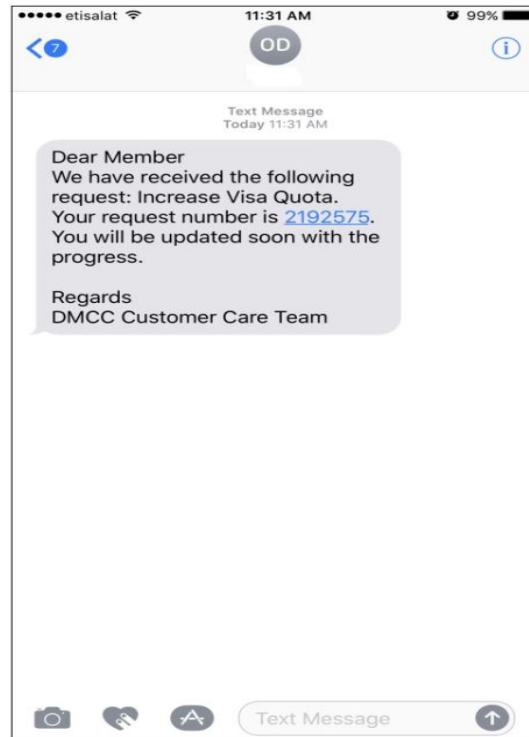
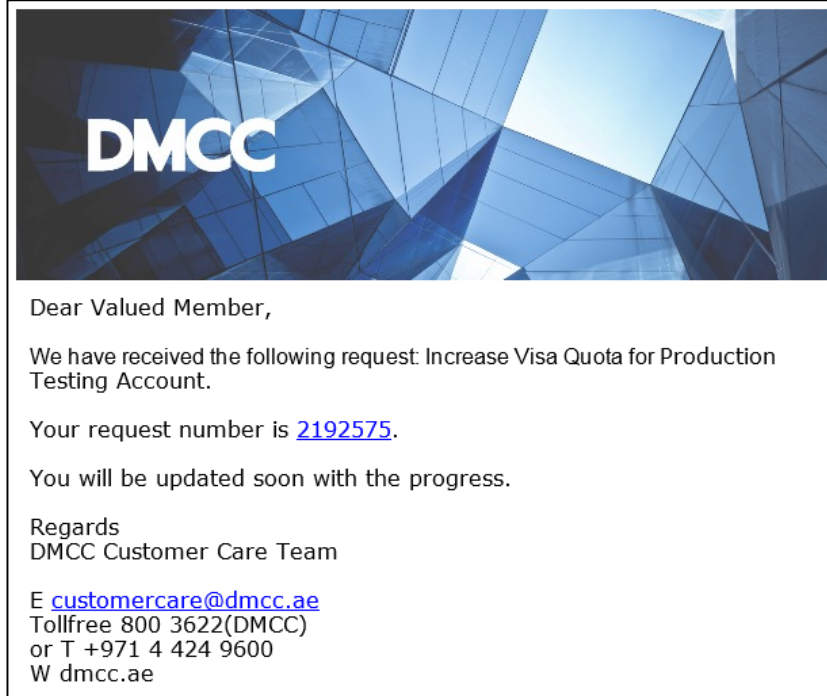


The screenshot shows the 'SR Price Items' page with a 'Confirm' button highlighted in a green box. The page displays account balance information and a table of price items.

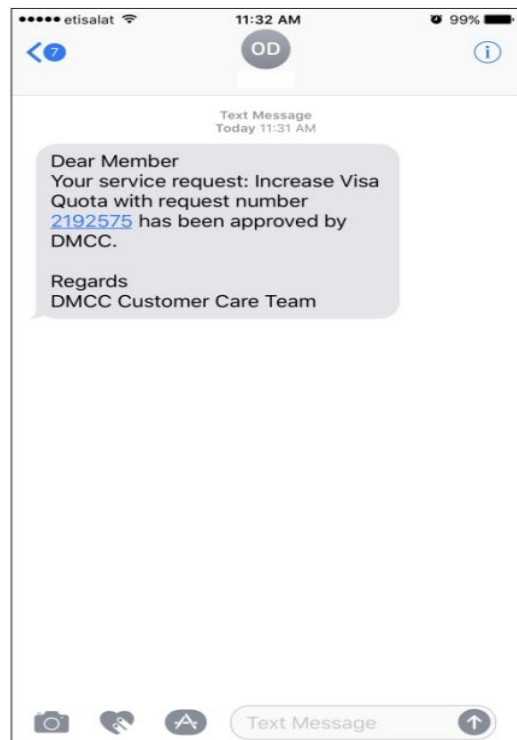
Available Account Balance : AED 1,883,952,593.20
AED : 1,770.00 will be charged

SR Price Items Name	Price	Product	Pricing Line	Status
SRP-3171451	AED 270.00	Visa Quota Increase Application Fees	Application fee (Non-refundable)	Added
SRP-3171452	AED 1,500.00	Visa Quota Increase	Service Fee	Added

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

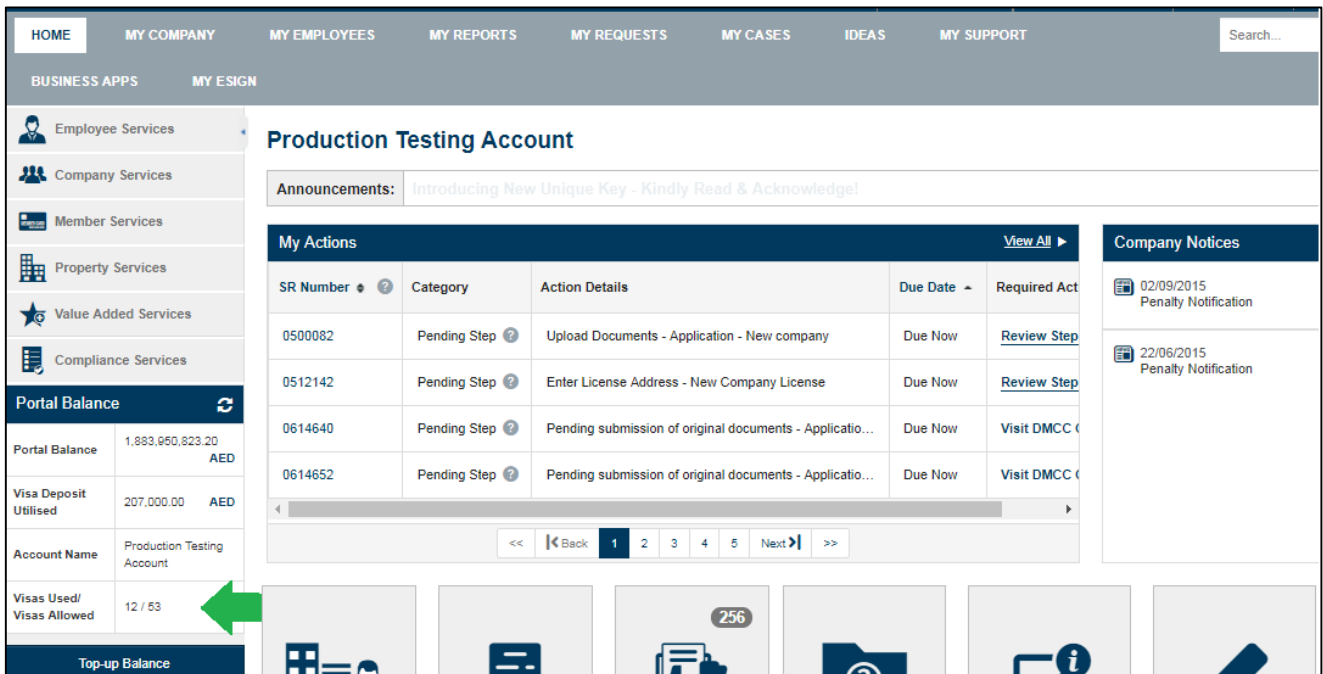


11. Receive an email notification and SMS on the registered mobile number from DMCC once the request is approved.



12. The approved number of additional visas will reflect on:

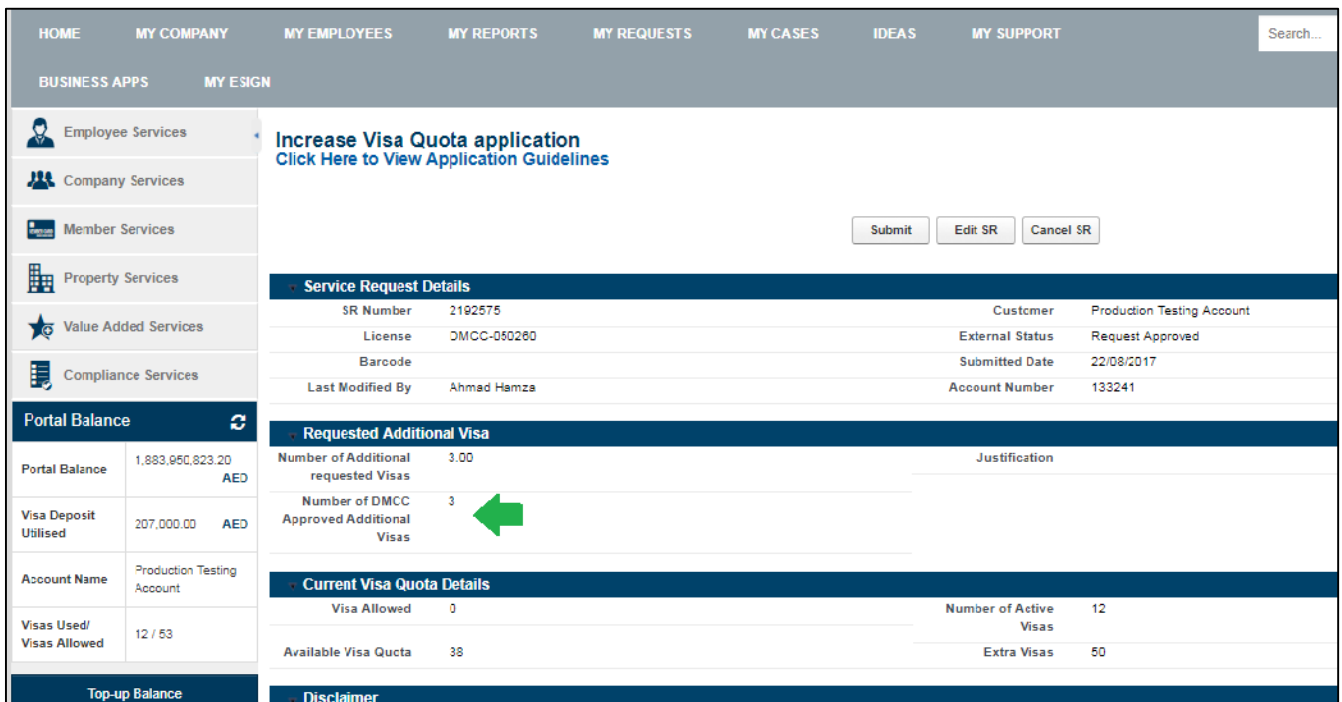
- The portal home page → Portal Balance → Visas Allowed



The screenshot shows the DMCC portal home page for a 'Production Testing Account'. The left sidebar contains navigation options like 'Employee Services', 'Company Services', and 'Portal Balance'. The 'Portal Balance' section shows: Portal Balance 1,883,950,823.20 AED, Visa Deposit Utilised 207,000.00 AED, and Visas Used/Visas Allowed 12 / 53. A green arrow points to the 'Visas Allowed' value. The main content area features a 'My Actions' table with columns for SR Number, Category, Action Details, Due Date, and Required Action. A green arrow points to the 'Visas Allowed' value in the sidebar.

SR Number	Category	Action Details	Due Date	Required Action
0500082	Pending Step	Upload Documents - Application - New company	Due Now	Review Step
0512142	Pending Step	Enter License Address - New Company License	Due Now	Review Step
0614640	Pending Step	Pending submission of original documents - Applicatio...	Due Now	Visit DMCC
0614652	Pending Step	Pending submission of original documents - Applicatio...	Due Now	Visit DMCC

- Requested Additional Visa Service Request → Number of DMCC Approved Additional Visas.



The screenshot shows the 'Increase Visa Quota' application page. It includes a 'Service Request Details' table and a 'Requested Additional Visa' section. A green arrow points to the 'Number of DMCC Approved Additional Visas' value, which is 3.

SR Number	Customer
2192575	Production Testing Account

Requested Additional Visa	Justification
Number of Additional requested Visas: 3.00	
Number of DMCC Approved Additional Visas: 3	

Current Visa Quota Details	
Visa Allowed: 0	Number of Active Visas: 12
Available Visa Quota: 38	Extra Visas: 50