

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.

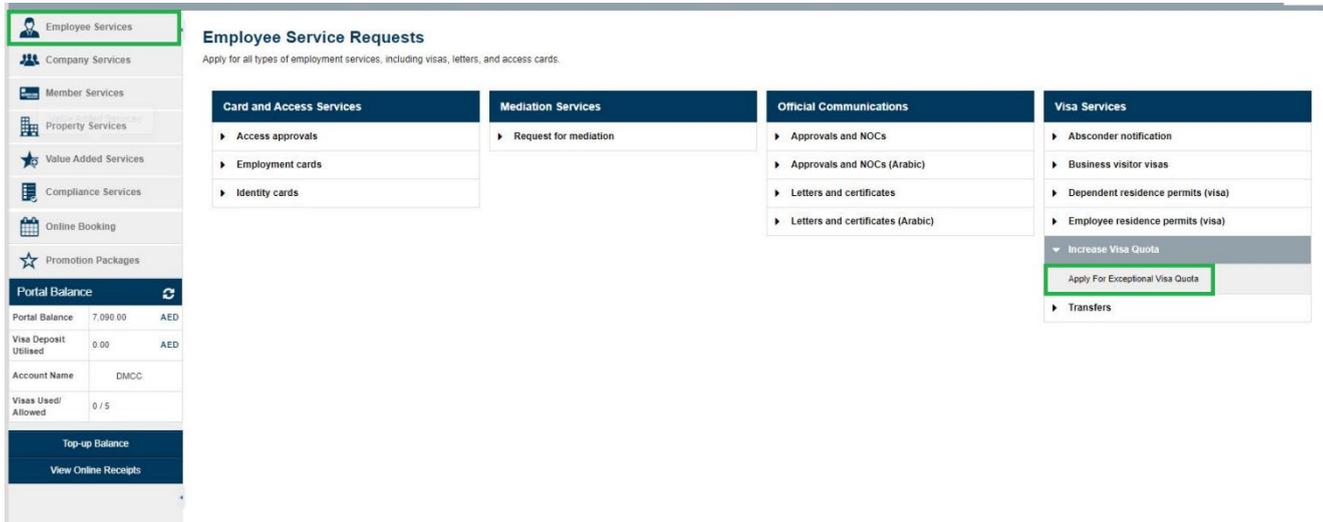
The approval of the service request is subject to DMCC management, which is based on DMCC Free Zone policies.

Important Notes

- The company should meet the following eligibility criteria, in order to apply for Exceptional Visa Quota:
 - Should have utilized 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:
 - If quota not utilized within 1 year from approving the service request
 - If company changes the licence address to a small office
 - If company changes the activity that initially got approved for increased visa quota
- 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 include:
 - 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.

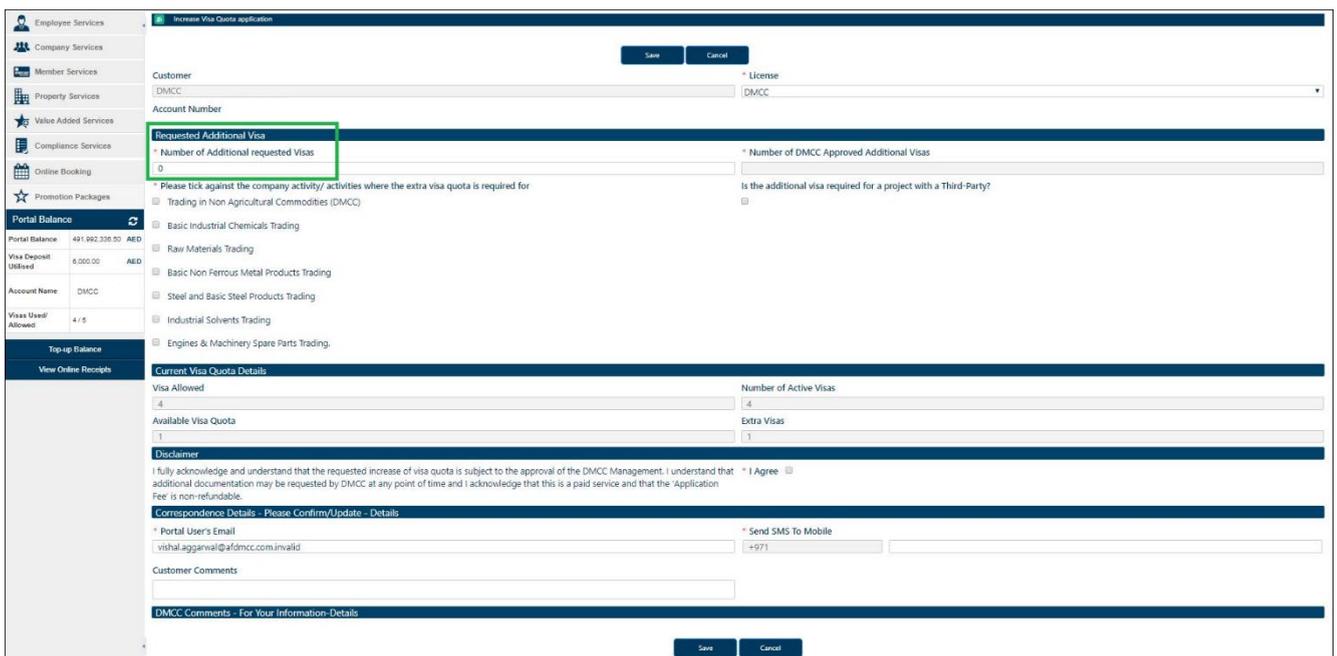
For applicable charges, please refer to the [Free Zone Schedule of Charges](#).

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



The screenshot shows the 'Employee Service Requests' page on the DMCC portal. The left sidebar contains navigation options like 'Employee Services', 'Company Services', 'Member Services', etc. 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, there are four columns of service categories: 'Card and Access Services', 'Mediation Services', 'Official Communications', and 'Visa Services'. The 'Visa Services' column is expanded to show options like 'Absconder notification', 'Business visitor visas', and 'Apply For Exceptional Visa Quota', which is highlighted with a green box. A 'Portal Balance' section on the left shows a balance of 7,090.00 AED and other account details.

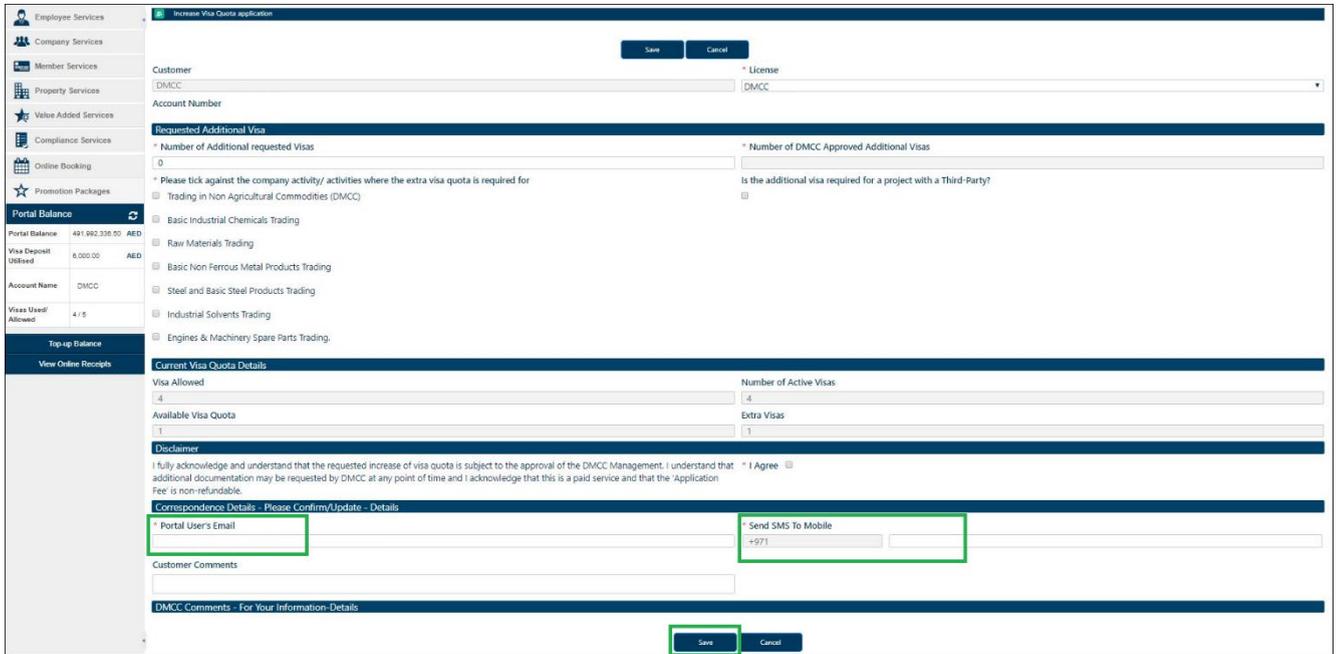
2. Mention the 'Number of Additional Requested Visas'



The screenshot shows the 'Increase Visa Quota application' form. The form includes fields for 'Customer' (DMCC), 'License' (DMCC), and 'Account Number'. A section titled 'Requested Additional Visa' contains a field for 'Number of Additional requested Visas' with the value '0' and a label highlighted in green. Below this is a list of activities where an extra visa quota is required, such as 'Trading in Non Agricultural Commodities (DMCC)', 'Basic Industrial Chemicals Trading', etc. The form also includes a 'Current Visa Quota Details' table with columns for 'Visa Allowed', 'Number of Active Visas', and 'Extra Visas'. A 'Disclaimer' section follows, along with 'Correspondence Details' for email and SMS, and a 'Customer Comments' field. 'Save' and 'Cancel' buttons are present at the top and bottom of the form.

3. Select the activities the extra visa is required for.

- 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.



Requested Additional Visa

* Number of Additional requested Visas: 0

* Number of DMCC Approved Additional Visas: 0

* Please tick against the company activity/ activities where the extra visa quota is required for

Trading in Non Agricultural Commodities (DMCC)

Is the additional visa required for a project with a Third-Party?

Current Visa Quota Details

Visa Allowed: 4

Number of Active Visas: 4

Available Visa Quota: 1

Extra Visas: 1

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 - Details

Portal User's Email: [Field]

Send SMS To Mobile: +971 [Field]

Customer Comments: [Field]

DMCC Comments - For Your Information-Details: [Field]

Save **Cancel**

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



SR Documents [Download/Upload/Review Doc](#)

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Third Party Agreement		Third Party Agreement		Pending Upload	02/03/2022	02/03/2022	View e-Document
Extra Visa Quota Undertaking		Extra Visa Quota Undertaking		Generated	02/03/2022	02/03/2022	View e-Document
Extra Visa Quota Undertaking - please sign and upload		Extra Visa Quota Undertaking - please sign and upload	Copy Required	Pending Upload	02/03/2022	02/03/2022	View e-Document
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	02/03/2022	02/03/2022	View e-Document

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

Documents to be Uploaded							
Action	Name	Person Name/Corporate Name	Instructions	Copy / Original	Original Verified	Status	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	02/03/2022 15:07
Upload	Extra Visa Quota Undertaking - please sign and upload		Extra Visa Quota Undertaking - please sign and upload	Copy Required	<input type="checkbox"/>	Pending Upload	02/03/2022 15:07

Generated Documents							
Preview	Name	Person Name/Corporate Name	Instructions	Status	DMCC Comments	Customer Comments	Last Modified Date
View e-Document	Extra Visa Quota Undertaking		Extra Visa Quota Undertaking	Generated			02/03/2022 15:08

8. Submit your service request and proceed with payment.

Service Request Detail Edit Clone **Submit** Cancel SR

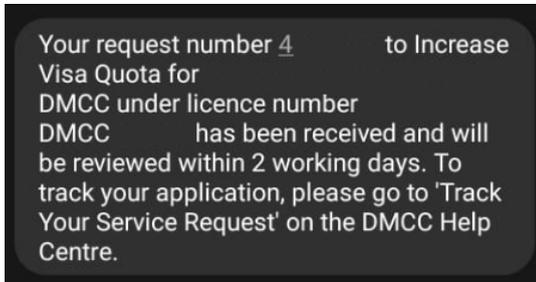
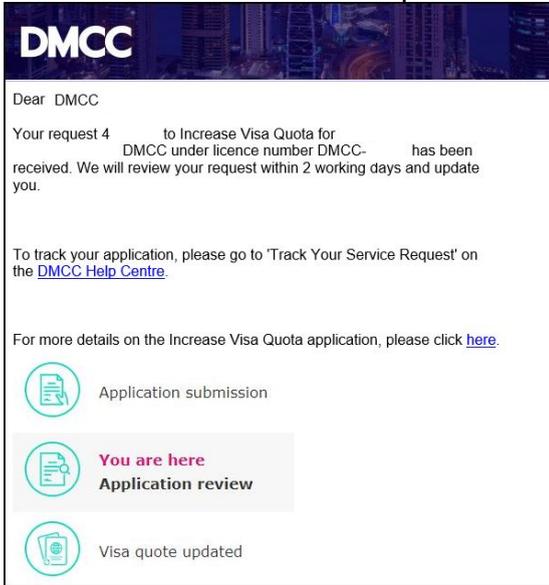
Company Information

Customer	DMCC	* License	DMCC
Account Number	10	SR Number	4
Status	Draft	Last Modified By	
Submitted Date			

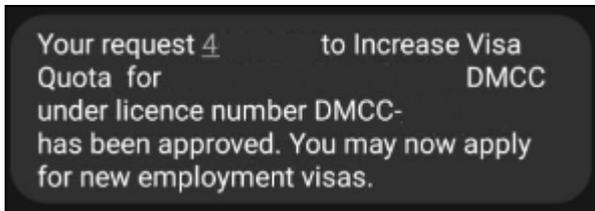
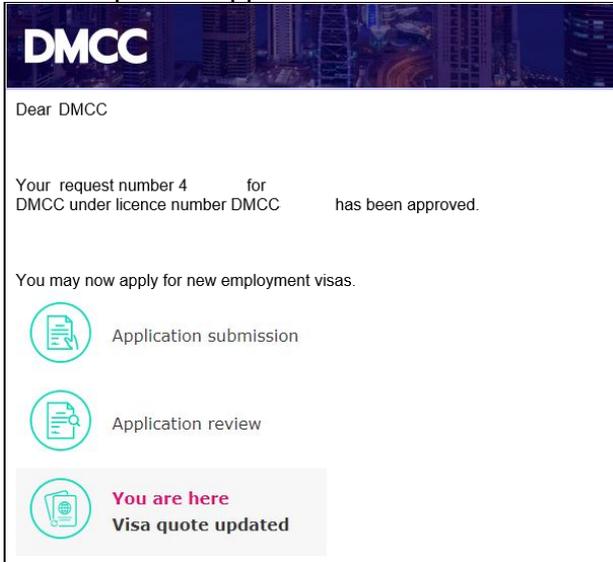
9. Check the price details and click 'Confirm'.

4 for Increase Visa Quota						
Service Request Details						
SR No		4		Customer		
External Status		Draft		Created Date 02/03/2022 14:20		
Available Account Balance : AED 491,993,626.50 AED: 1,290.00 will be charged						
Payment Due Now						
SR Price Items Name	Total Price	Product	Pricing Line	KD	Item Status	
SRP-13118988-1	1000.00	Visa Quota Increase	Service Fee	AED 20.00	Added	
SRP-13118990-1	250.00	Visa Quota Increase Application Fees	Application fee (Non-refundable)	AED 20.00	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 'Increase Visa Quota application' page. On the left, there is a navigation menu with 'Portal Balance' selected. The main content area shows the following details:

Portal Balance	491,902,338.50	AED
Visa Deposit Utilised	0,000.00	AED
Account Name	DMCC	
Visas Used/ Allowed	4 / 5	

A green arrow points to the '4 / 5' in the 'Visas Used/ Allowed' row. Below this, there are buttons for 'Top-up Balance' and 'View Online Receipts'. The right side of the page shows the 'Requested Additional Visa' section with a field for 'Number of Additional requested Visas' set to 0, and a list of activities with checkboxes.

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

The screenshot shows the 'Increase Visa Quota application' page. At the top right, there are 'Save' and 'Cancel' buttons. The form fields are as follows:

- Customer: DMCC
- Account Number: (empty)
- Requested Additional Visa:
 - * Number of Additional requested Visas: 0
 - * Number of DMCC Approved Additional Visas: (highlighted with a green box)
- * Please tick against the company activity/ activities where the extra visa quota is required for:
 - Trading in Non Agricultural Commodities (DMCC)
 - Basic Industrial Chemicals Trading
 - Raw Materials Trading
 - Basic Non Ferrous Metal Products Trading
 - Steel and Basic Steel Products Trading
 - Industrial Solvents Trading
 - Engines & Machinery Spare Parts Trading.
- Is the additional visa required for a project with a Third-Party?