
 GOVERNMENT OF DUBAI	Policy	 سلطة مدينة دبي الطبية Dubai Healthcare City Authority القطاع التنظيمي - Regulatory
	<u>DHCR Visa Policy</u>	
Document #: PP/VP/001/01		Review Date: _04 September 2019
Issue Date: September 5, 2016		Related Forms: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1 **PURPOSE:**



- 1.1 To ensure that Authority issues employment, visit and student visas for all Authorities License holders in line with their established entitlements.

This will ascertain that the license holders comply with the relevant rules and regulations and avoid any illegal practices viz.



- a. Selling of visas in the market, thus making it a hidden profession and source of income;
 - b. Obtaining manpower for their subsidiaries outside the zone;
 - c. Applying for visas for domestics and relatives as staff to avoid minimum deposits at Dubai Immigration.
- 1.2 The approval of commitments and transactions outlined in this Policy must always be made by the parties that have been designated the responsibility for final approval. Any or all other transactions not defined in this Policy shall be within the authority of the Authority.
- 1.3 This Policy is applicable to all business partners, outsourced service provider and individuals together with their respective agents, successors and executors who conduct transactions for and on behalf of Authority.

2 **APPLICABILITY:**

- 2.1 All Licensees and/or associates or employees operating in the free zone are required to comply with the visa regulations. Ignorance of the rules and regulations excuses no one from compliance therewith.
- 2.2 Specific instructions received from Dubai Courts pertaining to the sponsored employees will be executed by Authority.
- 2.3 Ensure that all appropriate approvals for processing a transaction, are obtained and complied in accordance with the mandates of this Policy.
- 2.4 Ensure that a Personnel Secondment Agreement (PSA) is signed prior to process any visa services.

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- 2.5 A Student Sponsorship Agreement (“SSA”) must be signed prior to processing of any student’s visa services for the educational establishments.
- 2.6 Ministry of Interior imposes appropriate penalties on Authority for non-renewal of certain documents within their established timeframe. Therefore, GSO ensures all visas pertaining to the Ministry of Interior is renewed and/or cancelled or repatriated or declared absconder within the allowed time.
- 2.7 Employment visas are issued for employment purposes only. Authority does not issue visas for shareholders as an investor. In the event of any shareholder obtains a visa from Authority, they will be considered as an employee of the company.
- 2.8 The ownership of Freehold properties does not entitle the owner for obtaining any type of visas from Authority.
- 2.9 Authority will not provide any employment visas under the following job titles – Investor, Owner, Partner.
- 2.10 Any Licensee operating on a shift basis, must obtain specific approval from the Authority prior to deploying employees on a shift basis, as this may have an impact on the visa eligibility. Non-compliance or breach of this requirement shall entitle Authority to take all and any necessary action applicable.
- 2.11 Authority ceases the sponsorship of the employees who have resigned or have been terminated by the Licensee. In such cases GSO needs to ensure that the visa of the employee is cancelled or transferred within 90 days. Granting an extension will be at the sole discretion of Authority.
- 2.12 Authority ceases the sponsorship of the employees who have registered a Labor Dispute and have been referred to Dubai Courts or any other governing Authority. GSO ensures that the visa cancellation or transfer must be completed within 90 days from the referral date of the complaint to Dubai Courts or any other governing Authority. Granting an extension will be at the sole discretion of Authority.
- 2.13 Authority ceases the sponsorship of the employees of de-registered or companies under cancellation within 90 days. GSO ensures that the visa cancellation or transfer must be completed within 90 days from the cancellation date of the License. Granting an extension will be at the sole discretion of Authority.
- 2.14 Employment visas for employees with regards to beauty salons shall be in accordance with Activity Guidelines.

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- 2.15 Sponsorship of employees under the Operations Support activity must be in line and in compliance with the Activity Guideline.
- 2.16 Visit visas are issued solely for business or tourist purposes. Any visit visa holders are mandatory to comply with the statutory requirements of the federal as well as local government prior to taking up employment.
- 2.17 Processing of visit visa for female applicants shall be in compliance with the requirements of Department of Naturalization and Residency, Dubai.
- 2.18 At its sole discretion, Authority may sponsor visit visas for the immediate family members.

3 DEFINITIONS / ABBREVIATIONS:

AED	Means United Arab Emirates Dirhams
Authority	Means the Dubai HealthCare City Authority.
Authorized Signatories	Means the authorized signatories appointed and delegated by each respective departments, business clusters, companies, business units, and third party to act for and on its behalf. For records and reference purposes, AUTHORITY may at any time and at its sole discretion require for the lists of each respective authorized signatories.
Business Counter	Means the Business Counter of DHCR
Master Developer	Means the service provider who facilitates services to all common assets and facilities of the Free Zone that are intended for use by all owners, licensees, business partners and visitors within Free Zone.
CEO	Means the Chief Operating Officer of DHCR
DOA	Means the AUTHORITY Delegation of Authority
DNRD	Means the Department of Naturalization and Residency Dubai
DTCM	Means the Department of Tourism and Commerce Marketing of the Government of Dubai.
AUTHORITY	Means the Dubai HealthCare City Authority

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Free Zone	Means the Dubai Health Care City Zone being regulated by the Dubai HealthCare City Authority.
Free Zone Rules	Means all the rules and regulations including all decisions and laws implemented in the free zone.
GSO	Means the Government Service Office of DHCR (currently this function is outsourced).
KHDA	Means the Knowledge and Human Development Authority
Lease Office	Means a space leased out by the Licensee under a Lease Contract with the Building owner.
Licensing Decision	Means the Dubai Healthcare City Decision 1 of 2016 (as amended) for Licensing
Licensee	Means a company holding a valid license under Dubai HealthCare City Authority.
Ministry of Interior	Means the United Arab Emirates Ministry of Interior
Policy	Means this Visa Policy together with all or any schedules, amendments attached herein which shall form part of the Policy.
Provisional License	Means a license issued to the Licensee for pre operation purposes only
UAE	Means the United Arab Emirates



4 RESPONSIBILITY:

DHCR shall be responsible for implementing this policy in line with the Free Zone and Federal Regulations as applicable.

5 POLICY FOR VISA ELIGIBILITY FOR EMPLOYMENT AND VISIT

5.1 General

- 5.1.2 GSO is required to process any visa requests from any licensees as per the eligibility matrix as defined in this Chapter.
- 5.1.2 ROC approve up to 10% of the total eligibility in addition to the visa entitlement upon submission of the completed pre-defined and or an exemption form, duly signed.

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5.2 Land



- 5.1.1 Any Licensees who lease or purchase land are eligible for six visas as they hold a provisional License. Any additional visa requirements during the provisional license period will be subject to having a temporary office in the site or lease of a permanent office space within the Free Zone.
- 5.1.2 Once the construction is completed and equipments are installed, the workspace will be determined by the Consultant and approved by Authority. Thereafter, visas will be approved.

5.2 Healthcare

SI	Category	Employment Visa	Visit Visa
1.	Clinical - Inpatient	1 per 150 sq. ft.	10 per month
2.	Clinical - Outpatient	1 per 100 sq. ft.	5 per month
3.	Diagnostic Centre	1 per 100 sq. ft.	5 per month
4.	Pharmacy	1 per 100 sq. ft.	0
5.	Patient Escort Service	1 per 100 sq. ft.	5 per month
General Terms: 1. For any shift operation, the clients must obtain an NOC from the Landlord and approved by Security and DHCR. 2. Each additional shift shall be offered 60% visa eligibility in addition to their entitlement.			

5.3 Wellness

SI	Category	Employment Visa	Visit Visa
1.	Outlets (up to 800 sq.ft)	6	0
2.	Outlets (up to 1,500 sq.ft)	12	0

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3.	Outlets (above 1,500 sq.ft)	18	0
General Terms: <ol style="list-style-type: none"> 1. This visa ratio applies to all activities within the segments of Personal Care centre and Wellness Studio. 2. Any shift operation clients must obtain an NOC from the Landlord and approved by Security and DHCR. 3. Each additional shift shall be offered 60% visa eligibility in addition to their entitlement. 			

5.4 Reseach and Development

SI	Category	Employment Visa	Visit Visa
1.	Research and Development Centre	1 per 80 sq. ft.	5 per month
General Terms: <ol style="list-style-type: none"> 1. For any shift operation, the clients must obtain an NOC from the Landlord and approved by Security and DHCR. 2. Each additional shift shall be offered 60% visa eligibility in addition to their entitlement. 			

5.5 Hotels & Hotel Apartments

Description	Category	Employment Visa	Visit Visa
Authority issues a commercial license to the operator and authorizes visas in line with the Hotel categorization.	3 Star Hotels	0.8 per room	20 per month
	4 Star Hotels	1.2 per room	20 per month
	5 Star Hotels	1.65 per room	20 per month
	Deluxe Hotel Apartment	0.75 per room	20 per month
Note: Upon fulfillment and compliance by the Licensee of all the statutory requirements of Authority and the Hotel becomes operational,			



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5.6 Retail Space

SI	Category	Employment Visa	Visit Visa
1.	Restaurant / Café / Food Court Outlet (up to 700 sq.ft)	10	0
	Restaurant / Café / Food Court Outlet (up to 1400 sq.ft)	15	0
	Restaurant / Café / Food Court Outlet (up to 2,000 sq.ft)	20	0
	Restaurant / Café / Food Court Outlet (up to 3,000 sq.ft)	25	0
	Restaurant / Café / Food Court Outlet (above 3,000 sq.ft)	30	0
2.	Retail Outlets (up to 800 sq.ft)	6	0
	Retail Outlets (up to 1,500 sq.ft)	12	0
	Retail Outlets (above 1,500 sq.ft)	18	0
3.	Kiosk / Booth	3	0
General Terms: <ol style="list-style-type: none"> For any shift operation, the clients must obtain an NOC from the Landlord and approved by Security and DHCR. Each additional shift shall be offered 60% visa eligibility in addition to their entitlement. Banks, Insurance and other Financial Institutions shall be treated as offices when defining visa eligibility. 			

5.7 Business Support, Support Services, Regional Headquarters and Property Services

SI	Category	Employment Visa	Visit Visa
1.	Commercial offices	1 per 80 sq. ft.	5 per month

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General Terms:

1. For any shift operation, the clients must obtain an NOC from the Landlord and approved by Security and DHCR.
2. Each additional shift shall be offered 60% visa eligibility in addition to their entitlement.
3. Banks, Insurance and other Financial Institutions shall be treated as offices when defining visa eligibility.

5.8 Business Center:

SI	Category	Employment Visa	Visit Visa
1	Desk Space	2	--
2	Executive Desk	3	--



General Terms:

1. Additional visa eligibility will be applicable on account level irrespective the Licensee is leasing multiple facilities.

EDUCATIONAL INSTITUTIONS

6. General Terms:

- 6.1 Institutions are eligible to request up to the total number of allowed admitted students on student visas. For purposes of this Policy, Institution(s) shall mean the educational institutions.
- 6.2 Institutions are eligible to request up to the total number of designated faculty, administrative staff and visiting faculty visas
- 6.3 Dedicated instructional space only includes classrooms and laboratories (and research space), while library, offices, multi-purpose spaces, recreational spaces and residences shall be excluded.

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6.4 In order to ensure that total student numbers remain within the allotted parameters:

- a. Institutions are required to submit to the KHDA (as applicable) a complete list of sponsored and non-sponsored students (with individual student details) within 30 days of each semester's commencement on the KHDA approved enrollment template.
- b. All students (sponsored and non-sponsored) are required to obtain the approved Identity Card issued within 45 days of each semester's commencement.
- c. Universities are required to provide the list of cardholders to the Authority on the Authority approved template within 60 days of each semester's commencement.



6.5 In order to ensure that total faculty and administrative staff visas remain within the allotted parameters

- a. All sponsored and non-sponsored employees (faculty, visiting faculty, and administrative staff) are required to obtain the appropriate Identity Card from the Authority upon commencement of employment.
- b. All Staff and Faculty employment - are obliged to comply with the Regulations stipulated by the Authority and UAE Labor Law.

6.6 **Universities** will be eligible to request **visas** as per the following schedule:

For purposes of this Policy, University (ies) shall mean the higher education provider

	Category	Instructional space per student (sq ft) (for 1 Session)	Instructional space per Admin. & Faculty Staff (sq ft) (for 1 Session)	Instructional space per Visiting Faculty Staff (sq ft) (for 1 Session)
	Universities	50	1000	3000

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General Terms:

Allowances for students, Faculty, Visiting Faculty and Admin. Staff will be in accordance to the following matrix:

# of Daily Sessions	Student Allowance	Faculty, Visiting Faculty and Admin. Staff
1	1 : 1	1:1
2	1 : 2	1:1.5
3	1 : 3	1:2

6.7 **Training Institutions** will be eligible to request **students and employees visas** as per the following schedule:

Category	Instructional space per student (sq. ft.) (for 1 Session)	Instructional space per Admin. & Faculty Staff (sq. ft.) (for 1 Session)
Training	45	1350



General Terms:

- Training Institutions running 2 sessions will be entitled to double the number of students eligible for admission.
- Training Institutions running 2 sessions will be entitled to increase the eligible number of Faculty and Admin. Staff visas by 50%

7 APPROVAL OF ADDITIONAL VISA REQUIREMENTS

7.1 Employment Visa for Commercial and Retail:

- 7.1.1 Any request for additional visa up to a maximum of 10% exceeding eligibility shall require specific approval from the ROC.
- 7.1.2 Any visa requirement for activity Operations Support in excess of the allowable 10% eligibility shall be processed subject to:
- 7.1.2.1 Licensee's contracts with third parties.
- 7.1.2.2 Recommendation from the C&A department of Authority.
- 7.1.2.3 Final approval at the sole discretion of Authority.

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7.2 Visit Visa:

7.2.1 Any request for additional visa up to a maximum of 10% exceeding eligibility shall require specific approval from the ROC.

7.3 Visit Visas for events, exhibitions and festivals:

7.3.1 Visit visas for events, exhibitions and festivals shall be processed and approved according to the numbers required for each event and shall be accompanied with an individual pre-defined form completed and filled in by the Licensee to be submitted for Authority approval.

7.3.2 Any request for visit visas shall be subject to the approval of Authority and in accordance to the following:



- a. **Up to 25 visas.** BP shall be required to fill and complete the pre-defined form. This request needs to be approved by the ROC.
- b. **Above 25 visas.** BP shall be required to fill and complete the pre-defined form. This request needs to be approved by the CEO.

8 EMPLOYMENT ID CARDS

Employment ID and Access Cards are issued by GSO for all valid license holders in line with the agreed entitlement to avoid or restrict the influx of non-sponsored employees working in the Free Zone; thereby the Business Partners to utilize their allotted employment visa quota.

8.1 Non Sponsored ID card:

- 8.1.1 The Non sponsored ID cards are issued to the employees sponsored by their parents or spouse who are employed by Free Zone companies or the UAE & GCC nationals employed by Free zone companies.
- 8.1.2 The issued Non Sponsored ID cards will be counted against the total number of employees allowed to be employed in the facility.
- 8.1.3 Non sponsored employees must sign an employment contract with sponsoring company.
- 8.1.4 Non sponsored ID cards are valid for one (1) year from date of issue.

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8.1.5 If the non-sponsored staff continues to be employed in the Free Zone, ID card must be renewed on or before by the expiry date.

8.1.6 Renewed cards are valid for one (1) year from the date of expiry.

8.1.7 Upon cessation of employment in the Free Zone, the non-sponsored cards must be returned by the Licensee to GSO for cancellation. For the avoidance of any doubt, the GSO shall maintain a registry of cards being issued, cancelled, returned or destroyed for a specific period determined by Authority.

8.2 Non Sponsored Access cards

8.2.1 Non-sponsored Access Passes are issued to the employees sponsored by the parent company of companies who are operating in Free Zone.

8.2.2 These employees must be either sponsored by the parent company of companies who are operating in Free Zone or the UAE & GCC nationals employed by the parent company either as an employee or a shareholder/owner.

8.2.3 Authority will not issue any kind of salary certificate for non-sponsored access holders. However, the GSO will issue the access card bearing the same designation on their employment residence visa.

8.2.4 Non sponsored Access cards are valid for one (1) year from date of issue.



8.2.5 If the non-sponsored staff continues to be employed in the Free Zone, their Access card must be renewed prior to the expiry date.

8.2.6 Renewed cards are valid for one (1) year from the date of expiry

8.2.7 Upon cessation of employment in the Free Zone, the non-sponsored cards must be returned by the Licensee to GSO for cancellation. For the avoidance of any doubt, GSO shall maintain a registry of cards being issued, cancelled, returned or destroyed for a specific period determined by Authority.

8.3 Temporary Access Passes

8.3.1 Temporary Access Passes are issued to all the Visit Visa holders who are under Authority sponsorship or visitors who obtain visit visa from Ministry of Interior in any of the airports of the United Arab Emirates.

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8.3.2 Temporary access passes are valid for one (1) or three (3) months from the date of issue.

9. BANK GUARANTEE

9.1 Any Bank Guarantee submitted by the business partner for employment visa purposes must be used only for the repatriation of the employees.

9.2 The Bank Guarantee shall not be utilizing or allocated for any other purpose unless otherwise a court order is obtained or upon specific instructions from Authority.

10. EXCEPTIONS AND WAIVERS

10.1 Approval of any exceptions and waivers shall be at the sole discretion of the Authority.

10.2 The waiving of the penalty request must comply with the Authority's DOA and/or the Enforcement Policy.

10.3 Any student visas application will not be renewed exceeding 6 consecutive times, unless specific consent is issued from the University.

10.4 Any exception for obtaining employment visa, wherein the employee does not meet the minimum and maximum age requirements, requires specific approval from Authority.



11. VIOLATIONS AND PENALTIES

11.1 Any Lessee in violation of the Free Zone rules and regulations shall be guilty of an offence which, if not remedied to the satisfaction of the Authority, shall render the Lessee liable to sanctions as given in this section, or such other sanctions as the Authority may consider necessary from time to time.

11.2 Repeated violations will result in freezing of services to the Licensee or imposition of additional fines as deemed fit.



11.3 Blacklisting/ Banning/ Suspension of the entry of the sponsored employee are at the sole discretion of Authority.

11.4 All Licensees are expected to comply with the Authority regulations during their operations in the zone. In the event of non-compliance, appropriate penalties, concerning the sponsorship, will be applicable.

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RELATED FORMS:

7.1 Additional Visa Request Form

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ADDITIONAL VISA REQUEST FORM



Company Details <i>(To be filled by the Business Unit)</i>	
Company Name	
License No.	
Location	
Lease Type	
Email	

Current Status	
Area (Sq. Ft)	
Visa Eligibility as per the Area	
No. of Additional Visas Previously Approved	
Total No. of Visas Utilized	

Request Details	
Visa Type: <i>(Please Tick Whichever Applicable)</i> <input type="checkbox"/> Employment <input type="checkbox"/> Visit <input type="checkbox"/> Student	
No. of Additional Visas Requested	
Brief Details of Request	
Signature of License Holder : _____ Date: _____	

DHCR Approval	
Review	
Last Inspection Date	
Major Violation Noticed	
Labor Dispute for Last (3) Months	
Inspection Results & Recommendation	
<input type="checkbox"/> Objection <input type="checkbox"/> No Objection No. of Visas: ()	
Signature: _____ Date: _____ (Sr. Manager Government Service)	

Approval	
<input checked="" type="checkbox"/> Objection <input type="checkbox"/> No Objection	
Signature: _____ Date: _____ Registrar of Companies	

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<p>If Requested Visas exceeds 10%</p> <p>Signature: _____</p> <p>Date: _____</p> <p style="text-align: center;">(DHCR - CEO)</p>
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Required Documents:

1. Letter from the company signed by the Authorized Signatory detailing the reasons for the Additional Visas requirements and the Timeframe.
2. Copy of Project Agreement.

DHCR-GSO, V1.0, Dated: 01 Sep 2016