

URL: <https://u.ae/en/information-and-services/g2g-services/guidance-and-tutorials-on-eservices>

Title: Guidance and tutorials on eServices | The Official Portal of the UAE Government

Content:

Guidance and tutorials on eServices | The Official Portal of the UAE Government

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Connected government (G2G)

Guidance and tutorials on eServices

Guidance and tutorials on eServices

Government websites in the UAE provide help and tutorials on how to use eServices through service cards, interactive pages and

How to access eServices?

Find digital services of the key sectors

171Tawasul, customer relationship management platform

Live support about public services

Get help

How to access eServices?

The UAE offers a host of

online services

that cater to the people's needs in all sectors. Online services on government websites are attached with service cards that provide

Issue a new work permit

Check this tutorial about the service and how it is done.

Check also this

eService card on the website of Ministry of Interior

.

Before you start any service, you are advised to read the service card and know all the requirements of the service ahead. Remember

UAE Pass

, if you are already registered. If you are not registered, you need to create an account.

Find digital services of the key sectors

Below are links to eServices available in the following sectors:

eServices for ICT

-

Telecommunications and Digital Government Regulatory Authority

eServices for health

- Ministry of Health and Prevention

eServices for education

- Ministry of Education

eServices for social affairs

- Ministry of Community Development

eServices for labour issues

- Ministry of Human Resources & Emiratisation

eServices for human resources in federal government

(PDF, 450 KB)

- Federal Authority for Government Human Resources

eServices for finance matters

- Ministry of Finance

eServices for business matters

- Ministry of Economy

eServices for tax matters

- Federal Tax Authority

eServices which relate to the environment

- Ministry of Climate Change and Environment

eServices for energy and infrastructure

- Ministry of Energy and Infrastructure

eServices related to traffic and licensing

- Ministry of Interior

eServices related to civil defence

- Ministry of Interior

eServices related to crime and security

- Ministry of Interior

eServices related to punitive and reformatory

- Ministry of Interior

eServices related to visa matters

- Federal Authority for Identity, Citizenship, Customs & Port Security

eServices related to UAE citizens abroad

- Ministry of Foreign Affairs.

171Tawasul, customer relationship management platform

171Tawasul is the UAE Government's customer relationship management (CRM) platform, serving as a unified national platform for federal government services

, efficiently.

Customers can use the CRM to file a complaint, share feedback, ask questions or report issues relating to the eServices of the federal entities.

Channels of the UAE's CRM

171Tawasul uses the following channels to connect with the customers:

1.

The 171

Tawasul website

Through

the website of 171Tawasul

, customers can track the status of their requests conveniently and access the responses provided by the federal entities.

2.

The national call centre-171

171, is the number for the national call centre of Tawasul. The call centre receives calls from the customers and integrates them into the CRM platform.

The national call centre 171, operates from 7.30 am to 3.30 pm from Monday to Thursday, and from 7.30 am to 12 pm on Fridays.

3.

WhatsApp

Customers can connect with the CRM system through WhatsApp number: +9714-777-1777.

Live support about public services

Read about

live support about public services
for people of determination.

Get help

For additional help in understanding eServices and main sections on the entities' websites, look for 'help' which provides you with
Help

- Ministry of Education

Help -

Ministry of Health and Prevention

Help

- Ministry of Community Development

Help

- Ministry of Human Resources & Emiratization

Help

- Ministry of Finance

Site tour

- Ministry of Climate Change and Environment

Help

- Federal Authority for Identity, Citizenship, Customs & Port Security

Site map

- Ministry of Interior

Updated on 01 Feb 2024

Was this information helpful?

Give us your feedback so we can improve your experience.

Thank you for submitting your feedback.

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Jobs

Job search, regulations, employment process, contracts, rights, benefits, pensions and more

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Jobs

The Work Bundle initiative

eServices for jobs

Working in UAE government sector

Working in the private sector

Working in free zones

Training and development

Health and safety at workplace

Insurance

Searching for a job

Working for two employers at one time

Employment of people of determination

Employment and training of minors

Gender equality in the workplace

Human resources budget

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URL: <https://u.ae/en/information-and-services/social-affairs/people-of-determination/protection-support-and-assistance-of-people-of-determination>

Title: Live support about public services | The Official Portal of the UAE Government

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Social affairs

People of determination

Protection, support and assistance of people of determination

Live support about public services

Live support about public services

Live support about public services

Dubai police offers the ‘

Universal Accessibility Pack’

feature on its website to ensure convenient and user-friendly access by people of determination (people with special needs).

The ‘Universal Accessibility Pack’ feature can be accessed by clicking on

the logo of 'People of Determination' in the top right corner

of the Dubai Police website.

The feature includes customisation options such as: the ability to select preferred font types for website and service usage, and to

Other features of the pack include:

a smart reader programme

a virtual sign language translator

assistance settings for individuals with attention deficit and reading difficulties

support for those with epilepsy seizure

a colour contrast feature for individuals with visual impairments

special features that cater to the needs of people of determination, such as an enlarged mouse cursor.

The content of the Dubai Police website is translated into 131 languages.

Read news coverage on WAM

.

Some entities offer support in the form of a video in which an animated character communicates with the user in sign language. W

In addition, people of determination can send their queries to MoCD by recording a video and asking questions in the sign language.

This portal and many other government websites use text-to-speech facility. Users just need to select text and a software will read

Ministry of Economy published

awareness videos in sign language

.

Zayed Higher Organization for People of Determination (ZHO) offers translation service in sign language. Any government entity c

ZHO for translation

and ZHO will get the text translated into sign language for the benefit of people of determination.

Roads and Transport Authority has many videos for people who cannot hear properly. The videos have an interpreter speaking in

View the videos

.

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Visit visas, work permits, entry permits, residency visas and Emirates IDs

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Visa and Emirates ID

Check if you need a visa to enter the UAE

Check where to apply for a visa

Residence visas

Visit visas

Tourist visa

Transit visa

Visa charges

Track visa application and validity

Emirates ID

Lost your passport with UAE residence visa on it?

Tips to stay safe from labour and visa fraud

FAQs about visa and Emirates ID

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Government services around the clock

Access key digital services offered by federal entities across diverse sectors, including business, education, community affairs, labour, pension, health, safety, justice and more. Our services are available 24/7, wherever you are.

Additionally, download our mobile applications to ensure your needs are met even when you are on the go.

National Call Center - Tawasul 171

171

047771777

Providing Entities

Entity Services

Service Categories

Ministry of Interior

Ministry of Foreign Affairs

Ministry of Human Resources and Emiratization

Federal Authority for Identity, Citizenship, Customs and Port Security

Ministry of Community Development

General Pension and Social Security Authority

Ministry of Health and Prevention

Emirates Health Services

Ministry of Education

Emirates Schools Establishment

Ministry of Justice

Ministry of Energy and Infrastructure

Ministry of Economy

Ministry of Climate Change and Environment

Telecommunication and Digital Government Regulatory Authority

Zakat Fund

Etihad Water and Electricity

Emirates Post Group

Ministry of Finance

Central Bank of the U.A.E

Securities and Commodities Authority

Ministry of Culture and Youth

Ministry of Industry and Advanced Technology

Federal Authority for Government Human Resources

Filter by entity:

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Ministry of Foreign Affairs

Ministry of Human Resources and Emiratization

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Ministry of Culture and Youth
Ministry of Industry and Advanced Technology
Federal Authority for Government Human Resources
Federal Authority for Nuclear Regulation
Issue Diplomatic Cards

Ministry of Foreign Affairs

Issue Diplomatic, Special or Mission Passport

Ministry of Foreign Affairs

Attest Official Documents and Certificates

Ministry of Foreign Affairs

Twajudi

Ministry of Foreign Affairs

Issue Return Document

Ministry of Foreign Affairs

Issue Traffic Clearance Certificate

Ministry of Interior

Renew Vehicle Driving Licence

Ministry of Interior

Replace Driving Licence Issued by Another Country

Ministry of Interior

Open Traffic File

Ministry of Interior

Issuance of a Vehicle Registration

Ministry of Interior

Hassantuk

Ministry of Interior

Police Clearance Certificate

Ministry of Interior

Minor Traffic Accident Preview Report

Ministry of Interior

'To Whom It May Concern' Certificate – Civil Defence

Ministry of Interior

Pay Traffic Fines

Ministry of Interior

File Criminal Report

Ministry of Interior

Register Labour Complaints

Ministry of Human Resources and Emiratisation

Register Domestic Worker Complaint

Ministry of Human Resources and Emiratisation

Request a Quota of Work Permits for Establishments

Ministry of Human Resources and Emiratisation

Issue New Work Permit

Ministry of Human Resources and Emiratisation

Issue Domestic Worker Contract

Ministry of Human Resources and Emiratisation

Issue Domestic Worker Work Permit

Ministry of Human Resources and Emiratisation

Renew Domestic Worker Contract

Ministry of Human Resources and Emiratisation

Cancel Domestic Worker Contract

Ministry of Human Resources and Emiratisation

Issue Passport

Federal Authority for Identity, Citizenship, Customs and Port Security

Renew Passport

Federal Authority for Identity, Citizenship, Customs and Port Security

Apply for a new ID card

Federal Authority for Identity, Citizenship, Customs and Port Security

Renew ID Card

Federal Authority for Identity, Citizenship, Customs and Port Security

Issue Entry Permit

Federal Authority for Identity, Citizenship, Customs and Port Security

Issue Residency for Employee

Federal Authority for Identity, Citizenship, Customs and Port Security

Renew Residency Permits

Federal Authority for Identity, Citizenship, Customs and Port Security

Issue Family Book

Federal Authority for Identity, Citizenship, Customs and Port Security

Amend Family Book Details

Federal Authority for Identity, Citizenship, Customs and Port Security

Issue license to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Amend license to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Renew license to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Surrender license to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Issue import permit for radiation sources and nuclear materials

Federal Authority for Nuclear Regulation

Issue export permit for radiation sources and nuclear materials

Federal Authority for Nuclear Regulation

Issue statement for customs

Federal Authority for Nuclear Regulation

Issue Calibration Certificate

Federal Authority for Nuclear Regulation

Issue Irradiation Certificate

Federal Authority for Nuclear Regulation

Issue registration certificate to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Amend registration certificate to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Surrender registration certificate to conduct regulated activities with regulated materials or regulated items

Federal Authority for Nuclear Regulation

Issuing the license of rehabilitation and care center of People of Determination for non-governmental organizations

Ministry of Community Development

Renewing license for non-governmental Care and Rehabilitation Centers for People of Determination

Ministry of Community Development

Registration in the center of care and rehabilitation of People of Determination

Ministry of Community Development

Registration in early intervention center/ unit

Ministry of Community Development

Recruitment Platform for People of Determination (Disabled) for Entities and Individuals

Ministry of Community Development

Requesting Sign Language service

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Request a replacement of Damaged or Lost Card

Ministry of Community Development

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Ministry of Community Development

Reporting an Abuse

Ministry of Community Development

Marriage Grant application

Ministry of Community Development

Apply to Participate in Mass Wedding

Ministry of Community Development

Issue "To Whom It May Concern" Certificate (Marriage Grants)

Ministry of Community Development

Application for the membership card of Emirati Businesses from the Community

Ministry of Community Development

Family Counseling

Ministry of Community Development

■ Issue To Whom It May Concern for Private Associations and Institutions of Public Interest and So

Ministry of Community Development

Issue 'To Whom It May Concern' Certificate

General Pension and Social Security Authority

Update Insured Details

General Pension and Social Security Authority

Addition of Previous Service

General Pension and Social Security Authority

Registration of UAE National Employees Working in GCC Countries

General Pension and Social Security Authority

Registration of Insured in Governmental or Private Sector

General Pension and Social Security Authority

End-of-service gratuity and pension calculation

General Pension and Social Security Authority

Disbursement of Social Security Benefits

General Pension and Social Security Authority

Issue of Birth Certificate

Ministry of Health and Prevention

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Attestation of Medical Leaves and Reports

Ministry of Health and Prevention

Health Professional Evaluation

Ministry of Health and Prevention

Accreditation of Medical Committee for Request for Retirement or Medical Disability

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Request "To Whom it may Concern" Certificate for Patient and Companion

Ministry of Health and Prevention

Submit Complaints about Private Health Facilities & Medical Staff

Ministry of Health and Prevention

Examination of Medical Fitness for Residency Visa

Emirates Health Services

Issue of a Health Card

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Issue of a Health Card for people of determination

Emirates Health Services

Mobile Healthcare

Emirates Health Services

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Emirates Health Services

Premarital Counseling and Screening

Emirates Health Services

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Ministry of Education

Request for EmSAT test Registration

Ministry of Education

Application for Registration in higher education institutions in the UAE and scholarships to study abroad

Ministry of Education

Request for attestation of academic and professional university qualifications issued from within the UAE

Ministry of Education

Inquiry on study program outside the UAE (IFADA)

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Equivalency of a General Education certificate within the UAE (Grade 12) Request

Ministry of Education

University qualification equivalency request - higher education outside the UAE

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Application for registration and admission of a student to a public school

Emirates Schools Establishment

Application for registration in home study

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Request for Issuance of a To Whom It May Concern Certificate - Student's Academic Sequence in Omani Schools

Emirates Schools Establishment

Request to modify data of a previous student

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Request to issue a study continuity certificate for a public school student

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Issuance and attestation of school certificate

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Request to issue a certificate of leaving studies in a public school

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Verifying certificate authenticity

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Ministry of Justice

Registration of Order of Payment

Ministry of Justice

Registration of Cases Before Federal Courts of Appeal

Ministry of Justice

Registration of Cases Before Federal Courts of First Instance

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Registration of Disputes Before Alternative Litigation Systems

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Request Value Estimate of Accident Damage

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Request of Individual Housing Initial Handover

Ministry of Energy and Infrastructure

Housing assistance loan exemption Request

Ministry of Energy and Infrastructure

Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship

Ministry of Energy and Infrastructure

Cancellation request for foreign pleasure boat license

Ministry of Energy and Infrastructure

Request permission to sail out of the territorial waters for visiting foreign vessels

Ministry of Energy and Infrastructure

Apply for Certificate of Competency (CoC)

Ministry of Energy and Infrastructure

Request to issue registration license for a national and foreign pleasure boat

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Request for small boat driving license

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Apply for renewal of Seafarer's license

Ministry of Energy and Infrastructure

Request to issue To Whom It May Concern Certificate for Housing Services

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Renewal of a national transportation vehicle permit

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Housing Assistance Request

Ministry of Energy and Infrastructure

Request to update housing assistance data

Ministry of Energy and Infrastructure

Apply for Seafare's license

Ministry of Energy and Infrastructure

Reconsideration For Housing Assistance Decision Request

Ministry of Energy and Infrastructure

Cancellation of Seafarer's license

Ministry of Energy and Infrastructure

Request to renew the permanent operating license for national establishments - Branch

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Postponing Or Reducing Housing Assistance Instalment Request

Ministry of Energy and Infrastructure

Request A Certificate Of Origin

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Resolve Consumers Complaints

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Ministry of Economy

Request Agricultural Guidance

Ministry of Climate Change and Environment

Request Support Materials for Farmers

Ministry of Climate Change and Environment

Request Support Materials for Fishermen

Ministry of Climate Change and Environment

Submit Complaint about Telecom Providers

Telecommunication and Digital Government Regulatory Authority

Fatwa Request and Zakat calculation Service

Zakat Fund

Zakat Payment

Zakat Fund

Request Senior benefactors Service

Zakat Fund

Request Relief Service

Zakat Fund

Follow up Zakat Request Service (Follow Up, To Whom it may Concern Certificate)

Zakat Fund

Request Zakat (New / Renew / Urgent / Mutaafifin)

Zakat Fund

Service Activation

Etihad Water and Electricity

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Etihad Water and Electricity

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Etihad Water and Electricity

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Electricity Technical Drawings Approval

Etihad Water and Electricity

Water Technical Drawings Approval

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Pay Water & Electricity Bills

Etihad Water and Electricity

Application for Clearance Certificate

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Renew P.O.Box

Emirates Post Group

Rent P.O.BOX - Corporate

Emirates Post Group

Rent P.O.BOX - Individual

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Central Bank of the UAE

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Central Bank of the UAE

Submit insurance related complaint

Central Bank of the UAE

Escalation of the complaint to the Insurance Disputes Committee

Central Bank of the UAE

Submit inquiry in the financial field

Central Bank of the UAE

Provide Resolutions of Complaints in Securities Trading

Securities and Commodities Authority

Settle Securities Trading Disputes

Securities and Commodities Authority

Financial activity licenses

Securities and Commodities Authority

Foreign investment fund registration

Securities and Commodities Authority

Register Sites Archaeological & Artefacts

Ministry of Culture and Youth

Regulate Entry of Media Materials through state Ports

Ministry of Culture and Youth

Register Borrowed Cultural Objects

Ministry of Culture and Youth

Issue International Standard Book Number (ISBN)

Ministry of Culture and Youth

Publications Printing

Ministry of Culture and Youth

Library Membership

Ministry of Culture and Youth

Rent MCKD Theatres, Halls & Areas

Ministry of Culture and Youth

Borrowing Library Items

Ministry of Culture and Youth

Extended Borrowing Library Items

Ministry of Culture and Youth

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Ministry of Industry and Advanced Technology

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Ministry of Industry and Advanced Technology

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Federal Authority for Government Human Resources

Job Descriptions Review

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Registration of Copyright Works

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Scholarship Request	Student Services
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Addition of Previous Service Period	Retiree Services
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ID	Personal Documents Services
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Open File For Housing Assistance	Housing Services
Government House Ownership Request	Housing Services
Initial Delivery Request	Housing Services
Issuance of Birth Certificate	Health Services
Mobile Home Care	Health Services
University Students Tests	Health Services
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Title: eServices for jobs | The Official Portal of the UAE Government

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eServices for jobs

eServices for jobs

This page contains a list of links to eServices provided by government entities relating to jobs in the UAE.

Find links to eServices provided by government entities relating to jobs in the UAE.

Ministry of Human Resources and Emiratization

Federal Authority for Government Human Resources

Human Resources Authority – Government of Abu Dhabi

(site in Arabic)

Dubai Government Human Resources Department

Directorate of Human Resources – Government of Sharjah

.

Updated on 26 Feb 2024

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Public sector employees

are governed by the Federal Decree Law No. 49 of 2022 on Human Resources Law in the Federal Government.

Sabbatical for Emiratis working in the federal government

Working hours in the public sector

Work patterns in the federal sector

Reporting grievances

Employment laws for the government sector

Implementing a remote work system in the federal government in normal situations

Maternity and paternity leave

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People of determination

People of determination

The UAE refers to the people with disabilities as 'people of determination' in recognition of their achievements in different fields.

This page provides information about how people of determination are protected and empowered through services and facilities in the UAE.

Protection, support and assistance of people of determination

Rehabilitation of people of determination

The People of Determination Retreat

Education for people of determination

Employment of people of determination

Health of people of determination

Abu Dhabi Comprehensive Strategy for People of Determination 2020-2024

The National Policy for Empowering People of Determination

Strategic Plan for the Rights of Children with Disabilities 2017-2021

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National identity, marriage, divorce, births, deaths, social welfare and more
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Digital wellbeing

Social welfare policies, laws...

Social protection budget

Subscribe to updates and alerts on social protection

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Digital services for social protection

'Al Bayt Mitwahid' (Our Home is United) Association

'Al Bayt Mitwahid' (Our Home is United) Association

'Al Bayt Mitwahid' provides an open platform for UAE communities to take part in creating, fundraising, planning and implementing

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The Work Bundle initiative

The Work Bundle initiative

The Work Bundle initiative aims to facilitate employee residency procedures and the issuance of work permits for those working in the UAE.

The initiative aligns with the Zero Bureaucracy programme aimed to simplify and reduce government procedures and eliminate unnecessary steps.

Work Bundle is a result of close cooperation between federal and local government entities to enable clients to complete their transactions more efficiently.

In its first phase, Work Bundle will be offered through the ‘Invest in Dubai’ platform. Eventually, it will be available on a number of other government portals.
WorkinUAE
portal.

Read related news coverage

.
A Guide to register a profile account on the IID Work Residence Bundle
Updated on 13 May 2024

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URL: <https://u.ae/en/information-and-services/visa-and-emirates-id/where-to-apply-for-entry-permits-or-visas>
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Check where to apply for a visa

You can apply for entry permits through the websites of ICP and GDRFA, through the apps: ICP App and Dubai Now, and typing a keyword in the search bar.

Online channels

Services centres

Entry permits

Online channels

These are the online channels for applying for entry permits:

the eChannels portal

the website of GDRFA

- Dubai

ICP App on

Google Play

and

App Store

Dubai Now on

Google Play
and
App Store

.

For more information, please contact:

Federal Authority for Identity, Citizenship, Customs & Ports Security

General Directorate of Residency and Foreigners Affairs

– Dubai.

Services centres

Offline visa application can be done through

typing centres registered by ICP

or

typing centres of GDRFA

, where visa application is typed and processed through the GDRFA of the respective emirate. Upon approval, the sponsor will receive

Entry permits

An entry permit is an initial document in an electronic form that a foreigner receives after being issued a visa, regardless of its type.

Source:

Federal Law by Decree No. 29 of 2021 Concerning Entry and Residence of Foreigners

Cabinet Resolution Issuing the Executive Regulation of Federal Decree Law Concerning the Entry and Residence of Foreigners

(available in Arabic only)

Most entry permits are valid for 60 days,

after which, the foreigner must either:

renew the permit or

convert it to residence (dependent visa) or standard work visa or

leave the country.

When an

entry permit is issued for a foreigner

to finalise his/her residence visa procedures, it is valid for:

2 months for normal visas and green residence visas (whose duration is 1 to 5 years) and

6 months with multiple entries for golden visas.

You can check the validity of your visa and fines on overstaying on the

eChannels platform

of the ICP or on the

website of Dubai GDRFA

.

Related links

Entry permits at the airports

– GDRFA - Dubai

Entry permit services

– GDRFA - Dubai

Visa services on smart channels

– ICP

Updated on 21 May 2024

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Golden visa

Residence visa for working in the UAE

Residence visa for working outside the UAE

Blue visa

Residence visa for the retired

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Abu Dhabi Residents Office

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Title: Mabrouk Ma Yak | The Official Portal of the UAE Government
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Social affairs

Having a baby

Mabrouk Ma Yak

Mabrouk Ma Yak

Use the Mabrouk Ma Yak digital service to get all the identification documents for your newborn in one single visit.

What is Mabrouk Ma Yak?

Mabrouk Ma Yak

is an integrated eService for newborn Emiratis. Under this eService, a newborn Emirati can get:

a birth certificate

his/her name added in the

family data

his/her passport

an Emirates Identity card

thiqa (insurance)

health card (optional).

In addition, his/her name will be registered in the population register.

Parents will have an option to apply for paternity and maternity leaves and child allowance to Federal Authority for Government H

Pre-requisites for the service

In order to get this service,

the father must apply for it within 3 months from the date of the baby's birth

he must be a UAE National and his wife should be added to the family book

he must have a verified account on

UAE Pass

the baby should have been born at one of the

hospitals that provide the Mabrouk Ma Yak service

and

the following documents should have been submitted while opening a file in the hospital:

valid Emirates ID of both parents

family book

marriage certificate (only if the woman is delivering for the first time).

Service steps

Follow these steps to get the identification documents for a newborn Emirati:

inform the hospital that you wish to avail the Mabrouk Ma Yak service

you will receive an SMS confirming completion of the procedure. The SMS will include a link to complete your request online
log in to the

Mabrouk Ma Yak Service portal

and fill in the newborn baby's name and upload his/her photo

apply for paternity and maternity leaves and child allowance

(this is optional and applicable only to employees of the federal government)

choose either 'home delivery' or 'collect from service centre' for receiving the document

pay fees online

you will receive an SMS after the documents are ready.

Note:

if you had chosen 'c

ollect

t

from s

ervice

centre', then please visit General Directorate of Residency and Foreigners' Affairs along with the original family book.

If you had chosen 'h

ome delivery', then the documents will be delivered at the home address mentioned while submitting the application.

Entities participating in the service

The service is provided as a consequence of cooperation among

Federal Authority for Identity, Citizenship, Customs & Port Security

, Ministry of Health and Prevention, Ministry of Finance, Telecommunications and Digital Government Regulatory Authority, Dubai

Useful links:

Mabrouk Ma Yak FAQs

Mabrouk Ma Yak User Guide

Updated on 27 May 2024

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Sabbatical for Emiratis working in the federal government

Emirati employees who work for the federal government and wish to start a business can apply for one-year exceptional leave to conduct business.

Emirati employees who work for the federal government and wish to start a business can apply for one-year exceptional leave to conduct business.

Rules and conditions

The employee must fulfil all the below conditions for his leave application to be considered. He/she must:

intend to establish an economic project in the private sector, or manage an existing project, or partner with others in a project

obtain the approval of the federal entity he/she works for and comply with the necessary rules

obtain the necessary approvals for the business from the competent authorities.

The goal of the leave is to encourage Emiratis to take advantage of the economic opportunities offered by the national economy.

Read news coverage on the website of Government of Dubai Media Office

.

Find out more information about

S
abbatical for Emiratis
on the website of Federal Authority for Government Human Resources.
Updated on 09 Feb 2023

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Disclosing government data brings transparency in government transactions and makes them accountable for their actions. It facilitates
 Open government data - laws, policies and platforms

Benefits of open government data and guidelines

Open government data - laws, policies and platforms
 The benefits of open government data can be reaped if it is supported by a legal framework. To support the open government data
 Launched

data protection laws

Smart Data Strategy

(PDF, 1.72 MB)

The UAE Smart Data framework

(PDF, 2.18 MB)

the open data guidelines

adopted open data policy; an example can be found on

the website of

Telecommunications and Digital Government Regulatory Authority

launched

Dubai Data strategy

; one of its aim is to optimise use of data for data providers

passed the Dubai Data law

; one of its aim is data protection and privacy of the individual

launched

DubaiPulse

, that will serve as the central platform for providing computing and storage services, core analytic services and big data services

launched the

UAE's data portal - Bayanat

to make data open for public use

launched the

Abu Dhabi Data

to build the foundational capabilities of the data management agenda across the government of Abu Dhabi

launched

Abu Dhabi Government Data Management Policy

(PDF, 1 MB)

launched

Abu Dhabi Government Data Management Standards

(PDF, 1 MB)

launched Ajman Data

which provides datasets from various government entities in Ajman, to enable all society segments collaborate in pursuing Ajman

launched

UAE SDG Data Hub

to monitor and record the country's progress in achieving the SDGs. The Hub includes four main elements. They are:

Spatially referenced data - open data on the SDG indicator data on the emirate level can be downloaded in various formats and e

Data stories – this section consists of significant data at the national and emirate levels in a story format, engaging us with the top

Initiatives & Surveys – they summarise the SDG-related initiatives in an easy-to-visualize manner with high-level explanation follow

Media highlights – these provide access to a library of speeches by the UAE's ministers and footage of events, in video format.

Federal Competitiveness and Statistics Centre

is the UAE government source for national statistics in all sectors. In addition, all federal entities in the UAE have open data and p

Below are links to open data available in the following sectors in the UAE:

Open Data for health

- Ministry of Health & Prevention

Open Data for education

- Ministry of Education

Open Data for government human resources and employment

- Federal Authority for Government Human Resources (FAHR)

Open Data for social affairs

- Ministry of Community Development

Open Data for labour and private sector establishments

- Ministry of Human Resources & Emiratization

Open Data for finance matters on the website of Ministry of Finance. It includes:

Federal budgets

Government Financial Statistics

Statistical Reports on the Gulf Market

Read open data policy of Ministry of Finance

.

Open Data which relates to environment

- Ministry of Climate Change and Environment

Open Data for Justice

- Ministry of Justice

Open Data for Telecommunications and Digital Government

- Telecommunications and Digital Government Regulatory Authority.

Benefits of open government data and guidelines

What is open government data?

Government data that is freely available for anyone to use, reuse, distribute or share with others without restrictions is called open

UN eGovernment Survey 2018

(PDF, 2 MB)

, open government data is government information proactively disclosed and made available online for all to access, without restri

Benefits of open government data

Disclosing government data brings transparency in government transactions and makes them accountable for their actions. It facili

SDGs

.

A

document issued by World Bank

(PDF, 1.5 MB) estimates the direct, annual economic value of open government data in two different studies as up to 40 billion eu

Increasingly many countries have launched an open data portal. In 2014, just 46 countries had an open data portal. However, in 2

The UAE has two data portals:

UAE Numbers

and

Bayanat

.

The World Bank document brings out the key benefits of open data which are:

Fostering in economic growth and job creation.

Open data can promote economic growth by helping launch new businesses, create new jobs, increase efficiency in existing orga

Improving efficiency, effectiveness and coverage of public services

Open data can help strengthen healthcare systems by connecting patients to providers, promote education and ongoing learning,

Increasing transparency, accountability and citizen participation

Open data can expose and prevent mismanagement and corruption. It also helps ensure environmental sustainability through tran

Facilitating better information sharing within the government

Open data can help improve cities and urban infrastructure. It is key to high-tech smart cities, modern urban planning and the tran

A picture showing the benefits of open data

Source:

the UAE's Ministry of Finance

Data Change Management Framework

The Dubai Data Change Management Framework provides a practical structure to facilitate transition within the Dubai government

Open Data Guidelines

The purpose of

Open Data Guidelines

is to guide the governmental bodies (ministries, agencies, Councils, etc.) what they are required to adhere to when they follow the

Related links

UAE federal open data licence

(PDF, 500 KB)
UAE Smart Data Classifications
(PDF, 500 KB)
UAE Smart Data Framework
(PDF, 500 KB)
UAE Smart Data Principles
(PDF, 500 KB)
Updated on 30 Jan 2024

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URL: <https://u.ae/en/information-and-services/jobs/working-in-uae-government-sector/working-hours-in-the-public-sector>
Title: Working hours in the public sector | The Official Portal of the UAE Government
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Working in UAE government sector

Working hours in the public sector

Working hours in the public sector

Find out about working hours in the public sector in the seven emirates.

In federal government entities

The UAE

federal government has adopted a four and a half-day working week

. Hence, employees work eight hours, from 7.30 am to 3.30 pm from Monday to Thursday, and from 7.30 am to 12.00 pm on Friday

Saturdays and Sundays are the
official weekends
for the federal government sector.

Note: The above
work week system was announced in December 2021
and became effective from 1 January 2022.

Related link
FAHR defines mechanisms for implementing the new workweek system in federal entities

In local government entities
Abu Dhabi, Dubai, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah Governments have adopted a similar work week system

However, employees of the
Government of Sharjah work four days a week;
from Monday to Thursday ; 7.30 am to 3.30 pm. Official weekend in Sharjah is for three days: Friday, Saturday and Sunday.

Sources:

Weekend to become Saturday, Sunday and half working day on Friday in Abu Dhabi

Dubai Government announces four and half day working week

Circular no.14 of 2021 Regarding the New Official Work System in the Government of Ajman

-2021- Department of Human Resources -Ajman

Umm Al Quawain adopts UAE's new workweek in local government

(In Arabic) -WAM

Ras Al Khaimah adopts UAE's new workweek in local government

-WAM

Fujairah Government announces Saturday and Sunday as official weekend with Friday being half day

Updated on 09 Feb 2023

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URL: <https://u.ae/en/information-and-services/visa-and-emirates-id/do-you-need-an-entry-permit-or-a-visa-to-enter-the-uae>

Title: Check if you need a visa to enter the UAE | The Official Portal of the UAE Government

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[Do you need an entry permit/visa to enter the UAE?](#)

[Check if you need a visa to enter the UAE](#)

GCC citizens do not need a visa to enter the UAE. Some of the other nationalities can obtain a visa on arrival while others need to apply for a visa in advance.

[Related eServices](#)

[Visa-free entry](#)

[Visa on arrival](#)

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[Apply for an entry permit to the UAE](#)

- ICP

[Apply for eVisa from GCC countries](#)

- General Directorate of Residency and Foreigners Affairs, Dubai

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- Etihad Airways

[Visa services offered by Emirates Airline](#)

- Emirates Airline

[Visa services of Fly Dubai](#)

- Fly Dubai

[Visa services of Air Arabia](#)

- Air Arabia

[Apply for a visa](#)

- Abu Dhabi Residents Office.

[Visa-free entry](#)

Citizens of GCC countries do not require a visa or permit or to be sponsored by a national or resident in the UAE.

[Visa on arrival](#)

[30-day visa on arrival](#)

[Citizens of these countries](#)

do not require advance visa arrangements to enter the UAE and can obtain a visa upon arrival for 30 days with a 10-day grace period.

[90-day visa on arrival](#)

[Citizens of these countries](#)

do not require advance visa arrangements to enter the UAE and can obtain a visa upon arrival for 90 days:

[Indian citizens](#)

Indian citizens holding a normal passport and either

a visit visa issued by the USA or
a green card issued by the USA or
a residence visa issued by the UK or
a residence visa issued by the EU
can

obtain a visa on arrival

for a maximum stay of 14 days provided that the visas or the green card is valid for at least six months from the date of arrival into the UAE.

Read about

the UAE visa requirements for non-US citizens

.

Note: Passports must be valid for at least 6 months from the date of entry into the UAE.

Lists of countries eligible for visa on arrival may vary from time to time; therefore, please check with the UAE embassy

in your country before travelling to the UAE.

Related links

Visa on arrival

- General Directorate of Residency and Foreigners Affairs Dubai

For more information, please contact:

The UAE

Federal Authority for Identity and Citizenship, Customs and Port Security

General Directorate of Residency and Foreigners Affairs

– Dubai

Updated on 21 May 2024

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URL: <https://u.ae/en/information-and-services/social-affairs/people-of-determination/protection-support-and-assistance-of-people->

Title: Protection, support and assistance of people of determination | The Official Portal of the UAE Government

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[People of determination](#)

[Protection, support and assistance of people of determination](#)

[Protection, support and assistance of people of determination](#)

According to Federal Law No. 2 of 2001, people of determination (citizens with special needs as known before) are entitled to receive specific services.

[Online services for people of determination](#)

[The UAE sign language dictionary](#)

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[New logo for people of determination](#)

[Online services for people of determination](#)

The UAE Government provides specific services to benefit people of determination. Services range from providing a medical card to requesting a licence to operate a non-government care and rehabilitation centre for people of determination.

Websites and the online services use simple language and include features such as the option to increase the size of the text, use of large fonts and high contrast colours.

[Request for medical card](#)

- Emirates Health Services Establishment-EHS

[Request for mobile healthcare](#)

- EHS

[Request a card to indicate that you are a person of determination](#)

- Ministry of Community Development

[Request a licence to operate a non-government care and rehabilitation centre for people of determination](#)

– Ministry of Community Development

[Register students of determination](#)

[in government care and rehabilitation centres](#)

– Ministry of Community Development

[Seek recruitment \(for people of determination\)](#)

) – Ministry of Community Development

Apply for Sanad smart card to access services tailored for people of determination by different entities

- Community Development Authority (CDA)

Apply for people of determination card in Abu Dhabi

- ZHO

Request

an authority to translate documents into sign language

- ZHO

Request for educational materials in Braille

- ZHO

Plans for People of determination

- Etisalat

Request membership in a sports club for people of determination

- ZHO

Find out a

list of digital services for people of determination

in Abu Dhabi -TAMM.

The UAE sign language dictionary

In 2018, the UAE launched the first ‘

Emirati sign language dictionary’

, which seeks to develop and standardise the signs used by people of determination with hearing impairments across the UAE. The

dictionary is available online

, and it includes 5,000 words for teaching people with hearing difficulties and training sign language translators. The dictionary is in

Vision 2021

and

National Agenda

which aim to maintain a cohesive society and promote an inclusive environment that integrates all segments of society.

Watch this video in sign language on tips to stay safe from #COVID-19.

Provision under the law

Federal Law No. 29 of 2006 Concerning the Rights of People with Disabilities

, as amended with federal law No. 14 of 2009 (the law) protects the rights of people of determination and guarantees them the right

Dubai’s law on the rights of people of determination

Law No. 3 of 2022 on the Rights of People of Determination (people with disabilities) in the Emirate of Dubai seeks to include people

The law sets forth their rights and the services that relevant entities should provide them. Services include:

inclusive education at every stage

rehabilitation

inclusive job opportunities in all sectors

healthcare, therapeutic and social services

.

other services such as worship, police and legal services.

People of determination should have the ability to access data and information through various platforms and be informed about the

The Law also outlines the tasks and responsibilities of government entities in implementing this law. It also stipulates creating a pe

Read related news coverage on

WAM

.

Who are people of determination?

Under

the National Policy for Empowering People with Special Needs

, people with special needs or disabilities will be referred to as ‘people of determination’ to recognise their achievements in different

Protection from abuse

The UAE Cabinet approved a

People of Determination Protection from Abuse Policy

aiming at protecting the people with special needs from abuse while empowering them, their families and their co-workers to deal

The Government condemns all forms of abuse and neglect of people of determination. Abuse and neglects involves depriving people

Related links:

The Cabinet Approves a Policy to Protect People of Determination from Abuse

– UAE Cabinet

UAE Cabinet approves policy to protect 'People of Determination'

– WAM

Social assistance for people of determination

According to

Federal Law No. 2 of 2001

, people of determination (citizens with special needs as known before) are entitled to receive monthly assistance subject to terms

Live support about public services

Dubai police offers the '

Universal Accessibility Pack'

feature on its website to ensure convenient and user-friendly access by people of determination (people with special needs).

The 'Universal Accessibility Pack' feature can be accessed by clicking on

the logo of 'People of Determination' in the top right corner

of the Dubai Police website.

The feature includes customisation options such as: the ability to select preferred font types for website and service usage, and to

Other features of the pack include:

a smart reader programme

a virtual sign language translator

assistance settings for individuals with attention deficit and reading difficulties

support for those with epilepsy seizure

a colour contrast feature for individuals with visual impairments

special features that cater to the needs of people of determination, such as an enlarged mouse cursor.

The content of the Dubai Police website is translated into 131 languages.

Read news coverage on WAM

.

Some entities offer support in the form of a video in which an animated character communicates with the user in sign language. W

In addition, people of determination can send their queries to MoCD by recording a video and asking questions in the sign language

This portal and many other government websites use text-to-speech facility. Users just need to select text and a software will read

Ministry of Economy published

awareness videos in sign language

.

Zayed Higher Organization for People of Determination (ZHO) offers translation service in sign language. Any government entity c

ZHO for translation

and ZHO will get the text translated into sign language for the benefit of people of determination.

Roads and Transport Authority has many videos for people who cannot hear properly. The videos have an interpreter speaking in

View the videos

.

Accessible transport and parking facilities

The UAE provides access to safe, affordable, accessible and sustainable transport systems for people of determination (special n

Abu Dhabi

In Abu Dhabi city, public parking spaces, pavements, walkways, pedestrian underpasses and overbridges, entrances of buildings

Abu Dhabi Government offers the people of determination subsidised fares at different modes of public transportation. They are a

Hafilat smart card

Abu Dhabi Police provides people of determination with special permits to park in the designated parking spaces available in public parking areas and exempts them from Mawaqif parking fees.
Those who park illegally at spaces reserved for vehicles of people of determination will get a fine of AED 1,000.

Read more about
Transportation for people of determination in Abu Dhabi
Benefits offered for people of determination in Abu Dhabi

Dubai
Roads and Transport Authority (RTA
)
in the emirate of Dubai offers integrated services tailored for people of determination at all facilities and stations provided by RTA's agencies and sectors.

The people of determination are exempt from paying Salik toll on one vehicle and such exemption can be renewed every year. In addition, RTA provides dedicated parking spaces for the people of determination. Dubai Taxi Corporation operates taxis to meet the needs of the people of determination 24 hours a day covering all areas of the emirate.

People of determination with personalised NOL cards can use Dubai Metro and public buses in the Dubai city for free. Metro stations in Dubai are featured with: tactile floor paths to guide visually-impaired persons at the stations CCTV for hearing-impaired persons audio notices for visually-impaired persons stations are provided with escalators fitted with side hand rests stretching along the rail dedicated parking for people of determination near the station's entrances automatic doors to ease the entry and exit process designated space for a wheel chair in each carriage, located in close proximity to the door. The public buses of Dubai are provided with all means of comfort and accessibility for the people of determination.

Marine transport stations and water-buses have been designed to be user-friendly for them, as well. LCD monitors are available to provide information about water-bus and Dubai Ferry.

Read in detail on the RTA website about:
Public transportation and parking services offered for people of determination in Dubai
Facilities and smart services for people of determination in Dubai

Also read about the various services and facilities provided by Dubai Municipality to the People of Determination.
Watch this video to learn more about these facilities and services offered for people of determination in Dubai.

The ID card for people of determination issued by the Ministry of Community Development offers many facilities and benefits in transport sector and others. Read the benefits of this document.

Contact the local transport authorities to find more about transport and parking services for people of determination across the emirate.

Integrated Transport Centre
in Abu Dhabi
Roads and Transport Authority
in Dubai

Roads and Transport Authority
in Sharjah
RAK Transport Authority

in Ras Al Khaimah
Transport Authority
in Ajman.

Useful links

Federal Law No. 29 of 2006 Concerning the Rights of People of Determination

New logo for people of determination

In December 2019, the UAE government introduced

a new logo for people of determination

, which replaced the old logo. The new logo emphasises that the people of determination are active members of the society and th

Additionally,

Ministry of Community Development

adopted new symbols for each of the disabilities mentioned in the document titled

National Classification of Disabilities

(PDF, 2.29 MB) (Arabic only). The types of logos are as mentioned below:

Broad logos which embrace:

.

visual impairment

physical impairment

hearing impairment

Combined logos, where more than one disability is present, and include:

deaf-blind disability

multiple disability

Specific logos to indicate the below disabilities:

emotional\psychological disorders

specific learning disorder

attention hyperactive disorder

autism spectrum disorder

communication disorders

intellectual disability.

The new logo is in accordance with the

UAE National Policy for Empowering People of Determination

,

which includes several pillars to empower people of determination and recognise their accomplishments in different fields.

Updated on 23 May 2024

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URL: <https://u.ae/en/information-and-services/social-affairs/people-of-determination/rehabilitation-of-people-with-special-needs>
Title: Rehabilitation of people of determination | The Official Portal of the UAE Government

Content:

Rehabilitation of people of determination | The Official Portal of the UAE Government



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Social affairs

People of determination

Rehabilitation of people of determination

Rehabilitation of people of determination

Read about the rehabilitation, and support centres and programmes for people of determination in the UAE.

Article 3 of the

Federal Law No. 29 of 2006 Concerning the Rights of People with Disabilities

, as amended with federal law No.14 of 2009 (the law)

provides: The UAE guarantees people of determination (people with disabilities) the equality and non-discrimination between them.

Ministry of Community Development

has launched the Harmonization of Disabled Persons initiative to integrate them into the society. It issues the 'Atheer' card; hold

Ministry of Interior's

Centers for the rehabilitation and employment

for people with special needs, offer training, rehabilitation and employment opportunities with the aim of integrating people of determination.

Zayed Higher Organization for People of Determination

(ZHO) works as an umbrella for all humanitarian bodies, social services, orphanages, special needs institutions and any future bodies.

Community Development Authority in Dubai issues

Sanad card

to Emiratis and expatriate residents of determination. Holders of the Sanad card are entitled to special services and privileges.

View a list of

government and private centres for people of determination

in the UAE. (Available only in Arabic language.)

For more information about rehabilitation for people of determination, refer to below links:

Abu Dhabi:

Employment for people of determination

- TAMM - Abu Dhabi government portal

Empower people of determination

-TAMM - Abu Dhabi government portal

Dubai:

Noor Dubai

Dubai Autism Center

Dubai Center for Special Needs

Dubai Club for People of Determination

Other emirates

Sharjah City for Humanitarian Services

Al Thiqah Club for Handicapped (Sharjah)

UAQ Ruler allocates land for Rehabilitation Centre for the disabled

- WAM news agency website

The following associations provide special programmes for people of determination ones:

Emirates Foundation

Tamkeen

- Knowledge and Human Development Authority in Dubai

UAE Deaf Association

(in Arabic)

Updated on 23 May 2024

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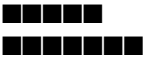
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Social welfare

Read about social welfare programmes, corporate social responsibility, and pensions and end of service benefits.
Social welfare programmes

Corporate social responsibility

Pensions and social security for UAE citizens

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'We the UAE 2031 proposes an advanced and integrated social empowerment model that unleashes the potential of our people, and contributes to building a nation, proud of its identity, that supports the prosperity of its citizens -

[Forward society](#)

[The UAE's ranking in Human Development Report \(HDR\)](#)

[Forward society](#)

[We the UAE 2031](#)

proposes an advanced and integrated social empowerment model that unleashes the potential of our people, and contributes to building a nation, proud of its identity, that supports the prosperity of its citizens -

A nation, proud of its identity, that supports the prosperity of its citizens -

An integrated social system that empowers and unleashes the potential of Emiratis, protects the cultural heritage and instils national pride

An inclusive and empowering society -

A cohesive society that cultivates harmony, tolerance and generosity as key attributes defining the lives of individuals and communities

A cutting-edge education catering for lifelong learners -

An environment that produces pioneering, knowledgeable skilled minds able to design and seize the future, and capable of acquiring new skills

An innovative, state-of-the-art healthcare system

An advanced, integrated and accessible healthcare system that focuses on enhancing the quality of life of individuals, supports health and well-being

[The UAE's ranking in Human Development Report \(HDR\)](#)

The UAE was ranked 1

st

in the Arab region and 17

th

globally in the 2023-2024

Human Development Report

, which is published annually by

United Nations Development Programme

(UNDP).

The Human Development Index (HDI) is a summary measure for assessing long-term progress in three basic dimensions of human development: a long and healthy life, access to knowledge, and a decent standard of living.

Since 1990, the UAE has made significant progress in all areas of social development. The UAE's HDI value rose from 0.728 to 0.847 in 2023.

[Related links:](#)

[UAE leads regionally, only Arab country among top 20 globally in Human Development](#)

– WAM

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Gender equality

Gender equality

Achieve gender equality and empower all women and girls - Read about the UAE's efforts to fulfill the SDG

'Gender equality' on the UAE's SDGs portal

.

Gender gap reports

Gender balance

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National Strategy for Empowerment of Emirati Women

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Residence visas
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Residence visa for working in the UAE

The green visa is for skilled employees on self-sponsorship. The standard work visa is for employees of government and private sector.
Green visa for work

Standard work visa

Golden visa

Domestic worker's visa

Related digital services

Green visa for work

What is the UAE's Green visa?

The

UAE's Green visa

is a type of residence visa, that allows its holder to sponsor himself/herself for 5 years, eliminating the need for a UAE national or

Who can apply for a Green visa?

Freelancers, self-employed and skilled employees

can apply for a Green visa.

1-Freelancers and/or self-employed people

Freelancers and/or self-employed people who wish to apply for a Green visa need to submit:

a freelance/self-employment permit from

Ministry of Human Resources and Emiratization

proof of a bachelor's degree or a specialised diploma

evidence of annual income from self-employment for the previous two years amounting to not less than AED 360,000, or proof of

2-Skilled employees

To apply for a Green visa, skilled employees must:

have a valid employment contract

be classified in the

first, second or third occupational level

as per Ministry of Human Resources and Emiratization

hold a minimum of bachelor's degree or equivalent

have a salary of not less than AED 15,000 per month.

Renewing the visa

The visa is renewable for the same term upon its expiry.

Read related news coverage on

WAM

.

For more information on the Green visa, contact:

Federal Authority for Identity, Citizenship, Customs and Port Security

(ICP)

General Directorate of Residency and Foreigners Affairs

– Dubai

Standard work visa

A foreigner can get a normal employment visa, usually for two years, if he/she is:

Employed in the private sector

Apply for a

residency visa for a person working in the private sector

– GDRFAD Dubai

Employed in the government sector or a free zone

Apply for a

residency visa for an individual in (free zone)

– GDRFAD Dubai

The

employer must apply

for the standard residence visa.

Golden visa

Read about

golden visa

.

Domestic worker's visa

Read about
domestic workers' recruitment

Related digital services

Issuing residency visa

– ICP

Issuing entry permits

– ICP

Issuing Entry Permit for Green Residence (High Skilled Worker)

– GDRFAD

Issuing Entry Permit for Green Residence (Self-Employment)

– GDRFAD

Employment entry permit (GOV sector)

– GDRFAD

Employment entry permit for private sector

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Social affairs

Having a baby

Having a baby

This page provides information about the legal provisions of having a baby in the UAE and the process for apply for the identification

Pregnancy and maternity care

Getting a birth certificate

Mabrouk Ma Yak

Birth certificate and residence visa for newborn expatriates

Updating family data (UAE nationals)

Getting a passport

Getting Emirates ID and a residence visa

Maternity leave and entitlements

Birth statistics

Pregnancy and maternity care

Read about

pregnancy and maternity care
in the health section.

Getting a birth certificate

After the baby is born, the hospital will provide a stamped and signed birth notification.

Government hospitals will issue birth certificate as a next step.

However, for babies born in private hospitals, parents will need to apply to Ministry of Health and Prevention or the health authority.

For getting a birth certificate for babies born outside the UAE, refer to the
travelling abroad

page.

You can check links below for related services.

Request for a birth certificate

- MoHAP

Request a birth certificate for a newborn

- TAMM.

Mabrouk Ma Yak

What is Mabrouk Ma Yak?

Mabrouk Ma Yak

is an integrated eService for newborn Emiratis. Under this eService, a newborn Emirati can get:

a birth certificate

his/her name added in the

family data

his/her passport

an Emirates Identity card

thiqa (insurance)

health card (optional).

In addition, his/her name will be registered in the population register.

Parents will have an option to apply for paternity and maternity leaves and child allowance to Federal Authority for Government Human Resources

Pre-requisites for the service

In order to get this service,

the father must apply for it within 3 months from the date of the baby's birth

he must be a UAE National and his wife should be added to the family book

he must have a verified account on
UAE Pass
the baby should have been born at one of the
hospitals that provide the Mabrouk Ma Yak service
and
the following documents should have been submitted while opening a file in the hospital:

valid Emirates ID of both parents
family book
marriage certificate (only if the woman is delivering for the first time).

Service steps

Follow these steps to get the identification documents for a newborn Emirati:
inform the hospital that you wish to avail the Mabrouk Ma Yak service
you will receive an SMS confirming completion of the procedure. The SMS will include a link to complete your request online
log in to the
Mabrouk Ma Yak Service portal
and fill in the newborn baby's name and upload his/her photo
apply for paternity and maternity leaves and child allowance

(this is optional and applicable only to employees of the federal government)
choose either 'home delivery' or 'collect from service centre' for receiving the document
pay fees online
you will receive an SMS after the documents are ready.
Note:

if you had chosen 'c
ollect
t
from s
ervice
centre', then please visit General Directorate of Residency and Foreigners' Affairs along with the original family book.
If you had chosen 'h
ome delivery', then the documents will be delivered at the home address mentioned while submitting the application.

Entities participating in the service

The service is provided as a consequence of cooperation among
Federal Authority for Identity, Citizenship, Customs & Port Security
, Ministry of Health and Prevention, Ministry of Finance, Telecommunications and Digital Government Regulatory Authority, Dubai

Useful links:

Mabrouk Ma Yak FAQs
Mabrouk Ma Yak User Guide
Birth certificate and residence visa for newborn expatriates
Residents have a maximum period of 30 days to register their child's birth in the UAE. If the parents are of different nationalities, th

To process the birth certificates, a parent must submit the following identification papers to the hospital where the child is born, or
attested Arabic translated marriage certificate, if it is in a language other than Arabic
copy and original of husband's and wife's passport and residence visa
birth notification details from the hospital
discharge summary from the hospital.

All expatriates must get birth certificates attested by Ministry of Health and Prevention and
Ministry of Foreign Affairs
. Birth certificates stamped by
Department of Health - Abu Dhabi
(Doh) or

Dubai Health Authority

(DHA) are equivalent to the seal of Ministry of Health and Prevention.

Residents have 120 days from the birth of their child to arrange the formal documents which includes birth certificates, passports, how to sponsor a residency visa for your children in the UAE.

Updating family data (UAE nationals)

After you get the birth certificate, you should visit ICP with the same set of required documents to add the new born to the family data

Getting a passport

Based on the birth certificate, you can apply for a passport of the baby.

UAE nationals can apply for their children's passport through General Directorates of Residence and Foreigners Affairs/Citizenship apply online

through the website of Federal Authority for Identity, Citizenship, Customs & Port Security.

Expatriate residents need to apply to their

embassy in the UAE

Getting Emirates ID and a residence visa

For information, refer to the sponsoring your family in the UAE in the visa and Emirates ID section.

Useful links:

Request issuance of a birth certificate

- MoHAP

Issue new passport

-- ICP

Maternity leave and entitlements

Read about maternity leave and entitlements in the

public

and

private

sectors.

Birth statistics

According to

Federal Competitiveness and Statistics Centre

, here are the figures for births in 2019:

Total births: 94,697

Males: 48,857

Females: 45,840

Related links:

Births by citizenship, gender and emirates

– UAE.STAT

Births and deaths

– Federal Competitiveness and Statistics Centre

Updated on 27 May 2024

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Visa and Emirates ID

Residence visas

Golden visa

Golden visa

The Golden visa is a long-term residence visa which enables foreign talents to live, work or study in the UAE while enjoying exclusive benefits.

What is the UAE's Golden visa?

Golden visa requirements

The 'One touch' Golden Visa service

Related digital services

What is the UAE's Golden visa?

The UAE's 'Golden visa' is a long-term residence visa which enables foreign talents to live, work or study in the UAE while enjoying exclusive benefits, including:

an entry visa for six months with multiple entries to proceed with residence issuance

a long-term, renewable residence visa valid for 5 or 10 years

the privilege of not needing a sponsor

the ability to stay outside the UAE for more than the usual period of six months in order to keep their residence visa valid

the ability to sponsor their family members, including spouses and children regardless of their ages

the ability to sponsor unlimited number of domestic helpers

the permit for family members to stay in the UAE until the end of their permit duration, if the primary holder of the Golden visa passes away.

For queries regarding visas, please contact

Federal Authority for Identity, Citizenship, Customs and Port Security (ICP)

or the
UAE's embassies and consulates

.

For Dubai visas, contact
the General Directorate of Residency and Foreigners Affairs - Dubai (GDRFAD)

.

Related links

UAE Cabinet approves Executive Regulations of Federal Decree-Law on Entry and Residence of Foreigners

- WAM
Golden Residency

- Federal Authority for Identity, Citizenship, Customs & Port Security
Golden visa in Abu Dhabi

– TAMM
Discover the golden visa and its categories

- Abu Dhabi Residents Office

Golden visa requirements

Requirements for the Golden visa depend on the type of residence, whether investor, talent, entrepreneur, etc.

Investors in public investments

If you invest in an investment fund, you may be granted a Golden Visa for a period of 10 years without a sponsor, subject to the:
submission of a letter from an investment fund accredited in the UAE stating that the investor has a deposit of AED two million, or
submission of a valid commercial licence or industrial licence and a memorandum of association stating that the investor's capital
submission of a letter from Federal Tax Authority stating that the investor pays the government no less than AED 250,000 (two hundred thousand AED)

Additionally, you must:

own the invested capital completely; it must not be a loan and
provide proof of medical insurance for himself and his family (if any).

Real estate investors

If you own a property or a group of properties, you may be granted a Golden visa for a period of 5 years, renewable on the same conditions, subject to the:
provision of a letter from the land department of the respective emirate stating that he owns one or more properties whose value is not less than AED 500,000 (five hundred thousand AED)
purchase of a property with a loan from specific local banks approved by the competent local entity.

Entrepreneurs

If you are an entrepreneur, you may get a Golden visa for a period of 5 years, if you own an economic project of a technical or future nature, subject to the:
an auditor in the UAE stating that the project value is not less than 500,000 dirhams
the authorities in the emirate stating that the project is of a technical or future nature
an accredited business incubator in the UAE to establish the proposed activity in the country.

Outstanding specialised talents

Outstanding specialised talents include:

doctors

scientists

creative people of culture and art

inventors

executives

specialists in scientific fields

athletes

doctoral degree holders and

specialists in the fields of engineering and science.

Subjects relating to engineering and science include:

- epidemiology and viruses
- artificial intelligence
- big data
- computer engineering
- electronic engineering
- software engineering
- electrical engineering
- genetics and biotechnology engineering.

If you have an outstanding specialised talent, you may get a Golden visa for 10 years after meeting the requirements mentioned below.

Doctors and scientists

- an approval Letter from Ministry of Health and Prevention in the UAE to practice the profession of medicine (for doctors)
- a letter of recommendation from Emirates Council of Scientists or a letter from Secretariat of the Mohammed bin Rashid Medal for Scientific Excellence stating that the applicant has been awarded the Medal of Scientific Excellence (for scientists).

Inventors

- a recommendation letter from Ministry of Economy stating that your patent has an added value to the country's economy

Creative people in the fields of culture and art

- an approval letter from the department of culture and arts in the respective emirate.

Related services

- Apply for a creative talented accreditation (cultural visa)

 - Dubai Culture

- Get an endorsement certificate for creative people

 - Abu Dhabi Department of Culture and Tourism

- Get a recommendation letter for golden visa request

 - Ministry of Culture and Youth

Executive Directors

- a copy of a university degree accredited by

- Ministry of Education

 - with educational attainment not less than a bachelor's degree

- a letter of experience of no less than 5 years holding the same position

- a salary certificate with a salary of AED 50,000 at least

- a valid work contract.

Athletes

- a recommendation letter from

- General Sports Authority

 - or one of the sports councils

Specialists in engineering and science

- a copy of a Bachelor's or a Master's degree certified by

- Ministry of Education

- and a work contract.

Outstanding Students

High school students

- If you are a high school student and a national-level topper, (with a minimum grade of 95 per cent in public or private secondary schools)

University students

- If you are an outstanding university student, you may be granted a Golden visa for a period of 10 years without a sponsor, provided that the university must be rated either A or B class by Ministry of Education

- a recommendation letter from the university or an accredited graduation certificate or an accredited academic record stating that the student is outstanding

it has not been more than 2 years since you graduated.

Outstanding students of foreign universities may be granted a Golden visa for a period of 10 years without a sponsor, provided that:
The university is rated among the best 100 universities global according to the rating system recognized by Ministry of Education
The student's cumulative GPA is not less than 3.5
It has not been more than 2 years since you graduated
Graduation certificate is accredited by the Ministry of Education

Pioneers of humanitarian work

If you are a pioneer of humanitarian work, you may get a Golden visa for 10 years. You must be one amongst the following categories:
members and outstanding employees who have worked for international and regional organisations for a minimum of five years
members and outstanding employees who have worked for civil associations and institutions of public interest for a minimum of five years
individuals who have received an appreciation award from a local, regional or international organisation that focuses on humanitarian work
funders of humanitarian work provided that the value of the support does not fall below two million UAE dirhams or its equivalent.

Frontline heroes

Frontline heroes who displayed extraordinary effort in crises, such as the COVID-19 pandemic also may get the Golden visa with the 'One touch' Golden Visa service.
The 'One touch' Golden visa service is a comprehensive service designed to simplify the application and the renewal process for a Golden residence visa, saving the applicants' time and effort.

The service will assist the applicants with their applications for the visa, issuance of other visas, regularisation of status, the issuance of a new passport, etc.

Apply
through the ICP website
or the ICP App available on
Google Play
and
App Store

Related digital services

eServices related to Golden visa

- ICP

Check your eligibility for Golden visa

- ICP

Golden visa services

- GDRFA

Apply for a recommendation of a Golden visa (for creatives)

- Ministry of Youth and Culture

Updated on 23 May 2024

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Gender balance

The UAE Gender Balance Council Strategy 2026 aims to enhance the UAE’s ranking in global competitiveness reports on gender balance. The National Platform for Gender Balance

UAE Gender Balance Council Strategy 2026

The UAE Gender Balance Council

Gender Balance Guide

National Platform for Gender Balance

The National Platform for Gender Balance features a central display panel for gender balance data at federal and local government levels.

It will function as a powerful instrument for assessing and overseeing gender balance data, initiatives, and accomplishments in the government sector.

It will be instrumental in fostering a culture of gender balance as an ingrained institutional value within the government sector. This platform will also serve as a key tool for monitoring and reporting on gender balance progress.

Read related news coverage on WAM

UAE Gender Balance Council Strategy 2026

Read about

UAE Gender Balance Council Strategy 2026

The UAE Gender Balance Council

In May 2015, the Government adopted a decision to establish UAE's Gender Balance Council

to ensure that Emirati women continue to play a leading role in the development of the UAE. The Council is charged to oversee the

Objectives:

Reduce the gender gap across all government sectors in the UAE

Enhance the UAE's ranking in global competitiveness reports on gender balance

Promote gender balance in decision-making positions

Establish the UAE as a role model for gender balance

Promote the UAE's status as a benchmark for gender balance legislation

Responsibilities of the Council:

Reviewing current legislation, policies and programs, and proposing or updating new legislation or programs in order to achieve g

Recommending the implementation of laws, regulations, resolutions and international agreements related to gender balance, in or

Reviewing and monitoring international competitiveness reports, and developing programs, plans and policies aimed at reducing t

Proposing gender balance indexes and submitting them to the Council of Ministers for approval, in addition to seeking to promote

Coordinating with the Ministry of Foreign Affairs to represent the United Arab Emirates in international circles, and proposing coop

Creating a database related to gender balance in the workplace.

Submitting regular reports to the Council of Ministers pertaining to the achieved progress, initiatives, projects and requirements of

Any other tasks related to the Council's objectives, commissioned by the Council of Ministers.

Gender Balance Guide

In September 2017, the Gender Balance Council launched the Gender Balance Guide: Actions for UAE Organisations prepared b
Organisation for Economic Co-operation and Development (OECD)

. The guide recommends actions for organisations to:

Implement commitment and oversight for gender balance

Integrate gender into policies and programmes

Engage personnel towards gender balance

Implement gender balance in leadership positions

Implement gender sensitive communication.

Source: Gender Balance Guide

The guide aims to aid in bringing gender balance in the society and achieve the pillars of the
UAE Vision

. Read the

Gender Balance Guide

(PDF 120 KB).

Related news from WAM:

Mohammed bin Rashid attends the launch of Gender Balance Guide

The Gender Balance Guide: Actions for UAE Organisations

.

Updated on 22 May 2024

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Corporate social responsibility

Corporate social responsibility

Corporate social responsibility (CSR) is the contribution of a company to the community's development by implementation of social responsibility.

What is corporate social responsibility (CSR)?

CSR UAE Fund

Social responsibility in Sharjah

What is corporate social responsibility (CSR)?

Corporate social responsibility (CSR) is the contribution of a company to the community's development through the provision of corporate social responsibility.

CSR UAE Fund

CSR UAE Fund is a federal authority setting the framework and governance for Corporate Social Responsibility in the UAE while promoting its implementation.

CSR UAE Fund was formed under the UAE Ministerial Cabinet Decision No. 2 for 2018- PDF- 3.71 MB (Available in Arabic only).

Vision

To establish the United Arab Emirates as a global leader in corporate social responsibility.

Mission

To establish a platform that encourages the business sector to actively engage in socially responsible practices that lead to a positive impact on society.

Objectives

increase community awareness of social responsibility

activate sustainable development partnerships between the public and private sector

develop social responsibility frameworks to regulate and enhance social responsibility

create a reward system for corporations and business entities

direct corporate contributions towards sustainable development projects in line with UAE priorities and the sustainable development goals.

Social responsibility in Sharjah

Department of Social Services of the Government of Sharjah
implements projects and initiatives which support social responsibility programmes in the emirate. These programmes are executed

The department believes in the ethical role of the corporations and their responsibility to encourage positive impact through activities

Social responsibility programmes aim to:
enhance communication and social cohesion between members of the community and its institutions
encourage corporates to balance between material profit, community service and the safety of the environment
promote social responsibility projects and programmes that balance between social welfare and institutional work
attract supporters and feed them back on their contributions.

Visit the
Social responsibility platform
of the Department of Social Services to contribute.
Updated on 01 Apr 2024

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Gender equality

Gender gap reports

Gender gap reports

The UAE was ranked 1st across the Arab countries in the World Economic Forum's Global Gender Gap Report 2022. Additionally, the UAE was ranked 1st in the Arab region in WEF's Global Gender Gap Report 2023

The UAE in UNDP's Gender Inequality Index-GII

WEF's Global Gender Gap Report 2023

The UAE was ranked 1st across the Arab countries in the

World Economic Forum's Global Gender Gap Report 2023

. Additionally, the UAE was ranked 1st globally in 3 of the report's sub-indicators:

enrolment in tertiary education

sex ratio at birth

women in parliament.

The UAE is one of the world's leading countries in terms of the percentage of women's parliamentary representation, with 50 per cent of the total seats in the UAE's federal parliament.

The UAE in UNDP's Gender Inequality Index-GII

The UAE was

ranked

7th globally and 1st regionally in the Gender Inequality Index

(GII

)

of the United Nations Development Programme's Human Development Report 2024. From being ranked 49th in 2015, the UAE rose to 7th place in the 2021 and 2022 editions of the report.

The UNDP publishes the Human Development Report annually.

Gender Inequality Index

is a part of the report that measures gender balance across three dimensions:

reproductive health

empowerment

labour market.

The index ranks countries across these five indicators:

maternal mortality ratio

adolescent birth rate

female and male shares of parliamentary seats

female and male population with at least secondary education

female and male labour force participation rates.

Read the

United Nations Development Programme's Human Development Report 2024

(PDF, 945 MB)

United Nations Development Programme's Human Development Report 2022

(PDF, 1 MB).

Updated on 22 May 2024

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Social welfare programmes

The UAE's social welfare programme and aid extends to widows, divorced women, people of determination (disabled or those with special needs)
How to apply for social welfare

Social welfare programme for low-income citizens

The social welfare system

Legal provision

Eligibility and value for social welfare

The value of the social welfare

Special cases

Social welfare against disasters

Abu Dhabi Social Support Programme

Social assistance in Dubai

Social assistance system in Sharjah

How to apply for social welfare

UAE nationals can apply for

social subsidy services

under the social welfare policy through the website of Ministry of Community Development.

■Also, social assistance is provided at the local level.

Apply for periodic social assistance - for nationals from Dubai

- Community Development Authority

Apply for an emergency benefit - for nationals from Dubai

- Community Development Authority

Apply for financial assistance if your monthly income is less than the approved support line in Abu Dhabi (for nationals of Abu Dhabi only, content in Arabic only) - The Abu Dhabi Social Support Programme

■Apply for social welfare

-

Family Development Foundation, Abu Dhabi

Apply for financial assistance if your income is equal to or less than the assistance provided by the Ministry of Community Development

(for nationals of Sharjah only, content in Arabic only) - Social Services Department in Sharjah.

Social welfare programme for low-income citizens

The UAE's new

social welfare programme for low-income citizens

targets Emirati families whose total income is less than AED 25,000 a month. The programme covers various social aspects and

Introducing new allowances - These cover housing allowance, university education allowance, allowance for unemployed citizens

Increasing existing allowances

-

The programme increased the existing allowances allocated to all family members, including the head of the family, wife and children

In addition, there is the inflation allowance, which covers food, electricity and water, and fuel subsidies.

Restructured in July 2022, the social welfare Programme for low-income citizens was allocated a budget of AED 28 billion. The programme

The UAE President restructures Social Welfare Programme

of low-income citizens into an integrated programme worth AED28 billion instead of AED14 billion.

Three main programmes within the UAE's President's initiative for social

welfare.

Three main programmes within the UAE's President's initiative for social welfare.

1. New Allowances

Unemployed citizens allowance: Up to AED 5,000 per month for citizens over the age of 45

Housing allowance: Up to AED 2,500 per month

University education allowance: AED 3,200 per month to outstanding students

Unemployed job seekers allowance: AED 5,000 per month for six months

2. Increasing Allowances

Head of family allowance: Increases up to AED 13,000 according to years of experience

01

Wife allowance: Increases up to AED 3,500 per month

02

Children allowance:

AED 2,400 per month for the first child

AED 1,600 per month for the second and third child

AED 800 for the fourth child or more

03

3. Inflation Allowance

Fuel subsidies

A monthly subsidy of 85% of the fuel price increase over AED2.1 per litre

01

Electricity and water subsidies

Monthly subsidy of 50% for electricity consumption less than 4,000 kilowatts, and for water at a value of 50% for consumption less

02

Food supplements subsidies

75% of food price inflation

03

How to apply

Eligible individuals can apply for social subsidy services

through the website and/or the

application

of MoCD.

.

Contact MoCD

f

or queries.

Related links

President restructures social welfare programme of low-income citizens

- WAM.

Watch this video about how to apply for Social welfare programme.

The social welfare system

At the federal level,

Ministry of Community Development

oversees the UAE's social welfare system. The ministry makes specific allocations to the country's women's organisations to ensure

In addition, the government supports social welfare and rehabilitation centres that provide assistance to the needy and disabled.

Legal provision

According to

Federal Law No. 2 of 2001

(PDF in Arabic, 2 MB)

monthly assistance

is provided to the following categories of UAE nationals residing within the UAE:

widows

01

divorced women

02

disabled or those with special needs

03

elderly

04	orphans
05	children whose parents are not known
06	medically unfit persons
07	married student
08	families of prisoners
09	financially unfit
10	abandoned women
11	Emirati women married to expatriates

12

More categories may be added upon the Cabinet's approval.

Eligibility and value for social welfare

The UAE law stipulates that only nationals residing in UAE can avail the social assistance provided by Ministry of Community Development.

An Emirati woman who is married to a foreigner may seek a monthly assistance for herself and her children if her husband:

suffers from a disability which impedes his work ability

is imprisoned for a period of not less than two months

is being deported.

An Emirati woman can also seek social assistance for herself if her foreigner husband has no income for a reason behind his continued absence.

An Emirati widow from her marriage to a foreigner and her children are also entitled for social assistance.

Further, a divorcee or a widow of an Emirati man can seek welfare for herself if she has children of that marriage and resides in the UAE.

The value of the social welfare

The value/amount of social assistance is decided by the UAE Cabinet and on the recommendation of the Minister of Community Development.

If the beneficiary has another source of income, the assistance amount will be reduced in proportion to that income, given that the total income does not exceed the value of the social assistance.

For values of social assistance, refer to Cabinet Decision No. 21 for 2005 and No. 14 for 2008 regarding amendments on social welfare.

Special cases

People, whose applications were declined, may submit a petition to the Minister within 60 days of being informed of the decision.

The assistance amount may not be given up or seized, unless it will be used to fulfil a court-ordered assistance for one of the beneficiaries.

In case the applicant provided false information or falsifying documents, the ministry has the right to stop the assistance and request for recovery of the amount.

The committee has the right to pay the assistance to the legal guardian, if it is proved that the beneficiary is not qualified to handle the assistance.

The complete assistance amount is given to the beneficiary's family in case of his death.

Social welfare against disasters

Cabinet Decision No 22 for 2008 provides about monetary compensation to citizens for their losses because of personal or natural disasters.

The compensation amounts range from 50 to 80 per cent of the total estimate of losses in money and properties resulting from the disaster.

The ministry is also tasked with providing urgent aid such as food and shelter needed immediately after the disaster. Article 2 of the law.

Useful links

Federal Law No. 2 of 2001 regarding Social Welfare in the UAE

(Arabic only)

People of Determination Statistics 2015-2016

- Ministry of Community Development (Excel, 500 KB)

Relief Statistics 2016

- Ministry of Community Development (Excel, 500 KB)

Total number of mass weddings for the year 2015

- Ministry of Community Development (Word, 500 KB)

Social welfare

- the official portal of Abu Dhabi Government

Abu Dhabi Social Support Programme

The

Abu Dhabi Social Support Programme

(website in Arabic only) is an income-based scheme that is managed by the Department of Community Development in Abu Dhabi. It aims to provide financial support to low-income families and to improve their living conditions.

' and the establishment of social welfare and other development initiatives to support Abu Dhabi's limited-income Emirati families and to ensure a decent life

for them. In addition to financial support, the programme empowers individuals who can work and enables them to secure jobs and income.

Conditions

Every householder in Abu Dhabi with a family book issued by the emirate may apply for financial assistance if their monthly income is less than AED 10,000.

Divorced women and widows too can apply for the scheme.

For evaluation, the programme will accept applications submitted from 6 January 2019 until 31 March 2019. Applicants who meet the conditions will be eligible for financial assistance.

How to apply for Abu Dhabi Social Support Programme?

Eligible applicants can apply through the website of Abu Dhabi Social Support Programme (website in Arabic only), after registering with the UAE Pass.

.

People of determination (special needs' people) and senior Emiratis who need technical assistance, may visit one of the Tamm's services centres in Abu Dhabi city, Al Dhafrah and Al Ain.

For more inquiries, please contact Abu Dhabi Government Call Centre on 800555.

.

Social assistance in Dubai

Community Development Authority (CDA) offers a variety of social benefits to citizens in Dubai. It offers periodic benefits

for citizens to meet their daily living expenses.

It offers

one-time benefits

of maximum value of AED 50,000 for facilities for medical treatment and education.

It offers

emergency benefit

in cash up to AED 25,000 in times of emergency situations that result in a threat to life.

CDA also offers one-time assistance by providing cash to low-income families to buy

air-conditioner

and

furnish their homes

.

Bunyan card

Dubai Municipality launched the

Bunyan card

under the theme 'We build happiness for a better life' for UAE citizens aged 18 years and above. The card provides citizens with the opportunity to meet their needs of building materials and home furnishings at reduced price, thus providing them with good financial savings.

A citizen can get the Bunyan card from Dubai Municipality centres at Al Tawar, Al Kafaf and Hatta.

Social assistance system in Sharjah

The Social Services Department in Sharjah offers an

assistance for the low-income citizens

of the Emirate of Sharjah, whose income is equal to or less than the assistance provided by the Ministry of Community Development.

Updated on 21 May 2024

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Public Private People Partnership (PPPP)

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Find out how crowdsourcing, crowdfunding, volunteering and corporate social responsibility help the UAE realise its Public Private Partnership vision.

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Crowdsourcing

Crowdsourcing

In the recent years, the practice of crowdsourcing to engage public in government decisions has increased. This page gathers some of the initiatives.

Inviting public to choose the UAE's logo

In 2019, the UAE initiated a national project under the title 'The UAE Nation Brand' to design and create a logo that will highlight the UAE's identity and values. The project was launched on the official website of the UAE Nation Brand.

The winning logo is set to be declared on Wednesday 8 January 2020.

The '7 Lines' logo was announced to be the winning design. Read more about the selected logo.

Enhancing the regulatory framework of the UAE financial sector

The Central Bank of the U.A.E. (CBUAE)

proposed

a draft regulation for loan-based crowdfunding platforms (CFPS)

operating in the UAE.

Through a public consultation, CBUAE invited all; particularly those who intend to operate a CFP in the UAE, existing licensed financial institutions and fintech companies.

Improving the health and education sector

In December 2013, H. H. Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, announced a series of initiatives to improve the health and education system.

Through his Twitter account, Sheikh Mohammed said, "We want every man, woman and child to join us in the biggest ever nation-building project."

Sheikh Mohammed received 65,000 suggestions from the public on how to improve the nation's health and education system. He announced that the suggestions would be taken into consideration.

With regard to the nation's education system, the Cabinet adopted a range of measures including:

Scrapping the preparatory year at university and developing subjects at secondary school level to match university requirements

Making teaching a more attractive option, with career progression and incentives

A licensing system, similar to that in western countries, for those who want to become teachers

A new system for evaluating and ranking universities

Assessment of educational performance at nurseries

Ridding the need for students to choose between science and arts streams early in secondary school.

In addition, the following initiatives were announced and endorsed:

Launch of the teacher career progress and development system, and career advancement measures for teachers in order to make teaching a more attractive option

Study to abolish the system of branching for the literary and science sections, and shifting to the educational system that combine the two

Launch of system to evaluate schools and publish detailed reports on the academic performance to increase competitiveness among schools

A programme to attract distinguished graduates to teaching to ensure employment of talented cadres given importance of teacher

A specialised training programme for teachers to improve their skills and keep pace with the latest teaching methods, as well as to develop their leadership and life skills

Cancellation of a preparatory year at universities through development of subjects at the secondary school level to match the university requirements

A project to classify and evaluate public and private universities in the UAE as per unified standards. Periodic reports on the evaluation will be published

Creation of subjects to develop the leadership and life skills for students

Endorsement of licensing system for teachers in accordance with the certified standards

Evaluation of educational performance at public and private kindergartens, being the cornerstone of education system

Provision of electronic platform on the curricula in form of video lessons to help in self-education and fight the private tuitions

Setting of full system to detect talented students to develop them

Launch of the academic guide system for students to help them choose future academic specialisation in a way that matches requirements

With regard to the nation's health system, the Cabinet approved the following health initiatives:

Launching an e-healthcare programme to deliver primary health care services to remote regions, especially to elderly people

Launching a system to evaluate hospitals and health clinics and measure customer satisfaction and success of surgeries

Approving a comprehensive regular screening programme for every citizen so as to enhance prevention

Preparing a professional organisational structure for the government health sector and developing career path plans to make the sector more attractive

Standardising benchmarks of accrediting doctors and healthcare professionals across the UAE

Introducing unified national standards for the quality of health services

Launching an early cancer detection programme

Establishing a national data base for medical records to allow easy referral of patients between government and private hospitals

Approving a package of measures to address obesity and promote healthy lifestyles (limiting the size of fizzy drinks, imposing con

Setting a strategy for establishing R&D centres in partnership with academic institutions

Establishing a national cancer registry

Launching the UAE Board to become a reference for all medical specialisations

Setting up a world-class technical centre for continuous training of health professionals

Launching a stimulus programme to attract more Emiratis to the nursing profession

Implementing an integrated programme to promote public awareness about healthy lifestyle in order to increase prevention

Introducing and implementing common standards for healthy food in all government and private schools.

Protecting dangerous and exotic animals

The Federal National Council raises common public concerns during the sessions. In 2016, the members raised the concern of the

Federal

Law No. 22 of 2016

(PDF, 500 KB) which regulates the possession and trade of predatory, dangerous and semi-dangerous animals was passed. Under

Enhancing life

Mohammed bin Rashid Smart Majlis

(MBR Majlis) also used crowdsourcing and found it to be a successful way to obtain collaborative ideas. In one year since its launch

ideas that were converted into reality

by the Mohammed bin Rashid Smart Majlis.

Enriching the content of the official portal of the UAE Government

In 2018,

the UAE Government launched a campaign to enrich the content of the official portal of the UAE Government. The purpose of the

position U.ae (previously Government.ae) as a main source of information on the UAE government

engage public in building content on the portal

enrich the content on the federal portal

encourage the practice of eParticipation and

encourage other government entities to review their related parts on the portal.

Over the year, thousands responded with suggestions on topics to be added to the portal. The team behind the portal's content re

enriching the content on the federal portal

(PDF 870 KB).

Consulting on various matters

The UAE Government is keen to keep the public informed and consult them on all issues that affect them. Hence, it holds regular

The consultations page

lists all past, present and future consultations from various UAE Government entities. Closed consultations share their outcome; l

The Government looks forward to hearing your views to use them as input for effective decision-making which in turn would enhan

Offering smart services

In 2017, Dubai Health Authority (DHA) introduced the smart pharmacy which dispenses medicines by reading the barcode on it. T

DHA's successful projects

based on suggestions and ideas of the public.

Promoting crowdsourcing through initiatives

Federal Youth Authority is promoting the culture of crowdsourcing in the UAE through their initiative

'Done by Youth'

. The UAE believes that among the youth are potential philosophers, artists, writers, entrepreneurs, craftsmen, strategists and ma

A

pply for the 'Done by Youth' seal

.

Watch this video (in Arabic):

For drafting policies and strategies

In applying the eParticipation concept, the UAE Government is keen to partner with all parties concerned including the common m
Sharik.ae

).

Sharik.ae provides forum, blogs, consultations, idea-sharing platform and polls where community members can voice their viewpo

Examples of the UAE Government engaging people in policymaking include:

Government wide meetings to discuss the future of UAE till 2071

The biggest-ever national brainstorming session to develop health and education

List of government consultations on Sharik.ae

.

Updated on 29 Apr 2024

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The UAE, an ideal investment destination

The UAE, an ideal investment destination

What makes the UAE an ideal destination for your investments? The UAE offers an open economy and unmatched socio-political

Set up your business in the UAE

Open economy

Economic stability

The Economic Principles of UAE

Ease of doing business

Variety of business premises

Skilful talent and labour

Investment incentives

Political stability

Social stability

Set up your business in the UAE

Set up

your business in the UAE in just 15 minutes

(Basher)

Invest in Abu Dhabi

Invest in Dubai

Read

Why the UAE is Considered One of the World's Most Attractive Investment Hubs?

– Ministry of Economy.

Open economy

The UAE encourages private sector growth and competition and enforces regulations that prohibit monopoly. It has strong ties with the world and is a member of the World Trade Organization (WTO) since 1996

is a member of the Greater Arab Free-Trade Area (GAFTA) in which all GCC countries participate

concluded Free Trade Agreements with Singapore and the EFTA

is cooperating with the GCC countries to conclude the Free Trade Agreements with the EU, Japan, China, India, Pakistan, Turkey

Economic stability

The UAE is the 25

th

most competitive economy globally as per the

Global Competitiveness Report 2019

, leading the MENA region

and works to enhance this status by diversifying its national income. Features of the UAE's solid economy include:

Strategic location

Strong financial reserves

Large sovereign wealth funds

Healthy international relations

Consistent government spending on infrastructure, digital transformation and innovation

Progressive policy of economic diversification

Multi-specialty free zones

Increased foreign direct investments (FDIs).

The Economic Principles of UAE

Inspired by the

Principles of the 50

, which serve as a guideline for the UAE's new era of political, economic and social development, the Economic Principles of UAE

The 10 Economic Principles aim to position the UAE as a globally integrated economy offering a fully-fledged digital infrastructure

The Economic Principles of UAE are:

The UAE is a globally open free-market economy

The UAE serves as a model of a free economy, open to the entire world, welcoming international and regional economic and trade

The UAE attracts top talent

The UAE provides an environment that both attracts the world's top talent, entrepreneurs and innovators, and nurtures home-grown

The UAE invests in the digital economy

The UAE serves as a global hub for the digital economy, offering an international platform for digital transactions and a compelling

The UAE invests in developing and creating opportunities for its youth

The UAE is committed to integrating young Emirati talent in the country's economic model, enabling them to discover and leverage

The UAE manages a sustainable and balanced economy

The UAE is focused on ensuring the sustainability of the country's economy through advanced legislations, policies that safeguard

The UAE offers a strong and stable financial system

The UAE maintains the strength and stability of its financial systems and practices, ensuring sound and resilient public finance to

The UAE offers a strong and fair legislative environment

The UAE continuously develops its legislative system and processes to guarantee a robust investment environment supported by

The UAE upholds the principles of transparency and the rule of law

The UAE is dedicated to upholding transparency, compliance and the rule of law, creating an environment where trade can flourish

The UAE's business community is supported by a strong banking sector

The UAE is committed to the development and operation of a robust and advanced banking system, in line with the best global sta

The UAE offers the world's finest transport and logistics infrastructure

The UAE continues to develop the world's most advanced transport and logistics infrastructure, including world-leading ports, airp

Read related news coverage on WAM

Ease of doing business

The UAE presents a favourable business environment. Excellent infrastructural facilities coupled with professional expertise and p

th globally, as per the

World Bank's Ease of Doing Business Report 2020

. Its rank in the various indices is as follows:

1

st

globally in 'getting electricity'

3

th

globally in 'dealing with construction permits'

9

th

globally in 'enforcing contracts'.

10

th

globally in 'registering property'

Variety of business premises

The UAE extends the flexibility to do business anywhere in the country. Choices of locations include free zones, industrial areas a

There are more than 40 free zones that allow 100 per cent foreign ownership of business
Mainland business regulations too allow
100 per cent foreign ownership in 122 economic activities across 13 sectors
The UAE provides state-of-the-art industrial and commercial areas
It hosts high-profile conferences, international exhibitions and trade and investment events.

Skilful talent and labour

The UAE's talent and labour force is one of the most skilful in the world. Its multi-cultural population enhances workforce productivity
The country's official language is Arabic, with English and other major languages also being widely used
The UAE launched a
new visa system

, attracting qualified workforce in the health, scientific, technological and cultural sectors.

The UAE is seeking to be the first incubator of highly skilled professionals and talented human capital in dynamic, economic sectors

Investment incentives

Attractive investment incentives include:

Up to 100 per cent foreign ownership in free zones

100 per cent foreign ownership in 122 economic activities across 13 sectors

100 per cent profit repatriation

An effective visa system allowing for renewable

10-year residence visa

Competitive financing costs, high levels of liquidity and strong banking system

No foreign exchange controls

Strong appreciation and fully convertible currency

Low inflation

Low customs tariffs (between 0 and 5 per cent for almost all goods).

Political stability

The UAE has a long-term political stability, with open diplomatic policy worldwide. The UAE has more than 100 dynamic diplomatic missions
a member of Gulf Cooperation Council (GCC), Arab League and the UN and its agencies

the 3

rd

most peaceful country in the region according to the

Global Peace Index 2021

, compiled by

Institute for Economics and Peace

, a New York think tank.

Social stability

The UAE is a safe place to live and invest in.

Tolerance

and respect to diverse cultures is innate to the UAE. The UAE is ranked

1st at the Arab region

in the general index of the

World Happiness Report 2020

. The UAE:

has a minister of tolerance and launched a year of tolerance and a national programme for tolerance –

read about tolerance in the UAE

has adopted effective

anti-discrimination and anti-hatred regulations

hosted

the Human Fraternity Meeting

, with the aim to enhance dialogue on co-existence of humans

adopted effective regulations to

support vulnerable community groups

.

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Doing business in free zones
 Doing business in free zones

Know the steps to start, run and close a business in free zones. Also, learn about how to access essential government services.
 Starting a business in a free zone

Accessing services for free zone companies

Running a business in a free zone

Recruiting in free zones

Closing a business in a free zone

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Business
Business partnerships
Public Private Partnership (PPP)
Public Private Partnership (PPP)
Public Private Partnership (PPP)

What is PPP? What are the advantages of adopting the PPP model and how does the UAE's legal framework support it? Read ab

What is PPP?

Legal framework of public-private partnerships

Why adopt the 'PPP' model?

Services based on the PPP model

UAE's strategic partnerships with the private sector and international bodies

What is PPP?

Public Private Partnership (PPP) is a contractual relationship between one or more government entities and one or more organisations.

service contracts

management contracts

leasing contracts

concession contracts

build, operate, transfer (BOT)

build, own, operate, transfer (BOOT)

build, own, operate (BOO)

Legal framework of public-private partnerships

The Federal

Decree-Law No. 12 of 2023 on Public-Private Partnerships

sets the general framework for partnerships between federal government entities and the private sector.

In addition to regulating public-private partnerships in the UAE, the law aims to:

encourage the private sector to participate in developmental and strategic projects,

increase investment in federal government projects of social and economic value,

enable the government to efficiently implement strategic projects

benefit from financial and administrative expertise, technical knowledge, and technology solutions available to the private sector.

The new law, which came into force on 1st December 2023, will accelerate the implementation of projects that offer an added value.

[Read related news coverage](#)

Why adopt the 'PPP' model?

The PPP model would serve the UAE's goals and agenda in implementing a sustainable, competitive-economy based on knowledge.

Other benefits include:

attracting national, regional and foreign investments

cost saving on projects' operation and maintenance through competitive bidding and innovative technologies offered by private partners

motivating the private sector to innovate

promoting economic growth by creating more job opportunities in the country

reducing government spending and funding and/or sharing economic risks with the private sector

Services based on the PPP model

There are many private partners in the UAE, which work in association with the public sector to render services. Some of them are:

Utility services

Abu Dhabi Distribution Company

distributes and supplies water and electricity in the emirate of Abu Dhabi except in the city of Al Ain.

Typing services

General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA) facilitates the application for visa and residence-related services.

Postal and mail services

Several government departments such as Roads and Transport Authority and Dubai Courts

use the services of

Zajel

courier company for mail deliveries.

UAE's strategic partnerships with the private sector and international bodies

Learn more about the UAE's strategic partnerships with the private sector and international bodies in the following key sectors:

health

education

employment

environmental

social
justice
financial
technology
telecom and digital

.

Read also about
UAE's global partnership for sustainable development

.

Updated on 28 Mar 2024

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Accessing services for free zone companies

This page provides information about the key steps involved in accessing basic services such as water, electricity and telecommu

Basic services

Support services

Basic services

Office spaces in free zones are either fully furnished, complete with carpet and window shades and ready to move in or partially fu

Free zones provide:

Full time, in-house IT support

Telephone devices and connections

Wireless internet connection

High-speed internet access

Data network connection

IP Telephony

Support services

Free zone authorities provide the following services and facilities:

Enquiring, reserving and applying for trade names

Getting NOC letters/'To whom it may concern' letters

Issuing, renewing and cancelling visas

Investing and funding opportunities

Legal advice

Furnished/semi-furnished offices

Warehouse

Telecommunications

Utilities

State-of-the-art IT infrastructure

Secretarial services

Photocopy and printing services

Meeting rooms with AV facility

Transportation

Labour accommodation

Assistance with recruitment

Employee and family housing

Services and facilities vary from one free zone to another.

TwoFour54

provides studios, production and post-production services and play out and broadcast services.

Updated on 25 Mar 2024

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Information and services
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Doing business on the mainland
Steps to start a business on the mainland
Steps to start a business on the mainland

An investor can apply online to start his/her own business on the UAE mainland within 15 minutes at the most. Starting a business online

Starting a business regularly

Identify business activity

Select the legal form

Register the trade name

Initial approval

MOA and LSA

Select a business location

Get additional government approvals

Collect the business licence

Starting a business online

The UAE Government introduced the Bashr service to start a business. Bashr is an integrated eService, which enables investors to use a unified online platform

. This platform is connected with federal and local government entities, which provide commercial licence services.

Read

more about Bashr

.

Abu Dhabi Business Centre

provides investors with an

instant licence service

to start their businesses online and get the commercial licence without need to visit the service centre.

Department of Economy and Tourism

along with other Dubai government entities launched the

Dubai Virtual Commercial City programme (VCC

) which will enable entrepreneurs and freelancers across the world to start a virtual company in the UAE, even if they do not live in the UAE.

Related links

Invest in Abu Dhabi

Invest in Dubai

.

Starting a business regularly

Starting a business in ordinary ways involves a series of steps, including:

Identifying a business activity

Selecting an appropriate legal form

Registering the trade name

Applying for an initial approval

Drafting a Memorandum of Association and local service agent agreement

Select a business location

Get additional government approvals

Submit documents and pay fees

Identify business activity

Business activity is the basis for selecting the legal form and type of licence, whether commercial, industrial or professional, etc. There are six types of licences

. They are: i

industrial, commercial, professional, tourism, agricultural and occupational.

Notes:

An investment/business can have more than one business activity.

There are more than 2,000 business activities to choose from in the UAE.

Select the legal form

The legal form depends mainly on the business requirements. Moreover, the legal form is basis for identifying applicable laws and regulations.

In the UAE, an investor can select one of these legal forms:

General partnership

Limited partnership

Limited liability company (LLC)

Public joint stock company (PJSC)

Private joint stock company (PrJSC)

Civil company

Local company branch

GCC company branch

Foreign company branch
Free zone company branch
Sole establishment
Holding companies.

Note:

the legal form of the business must match the business activity.

To learn more about the requirements of each business activity and legal form, check the following pages:

Dubai economy

:

start your business in Dubai

Sharjah

Investment and Development Authority:

process and requirements

Ajman Department of Economic Development:

issue business licence

RAK Department of Economic Development –

issuing licences

Fujairah

Government

-

doing business in Fujairah

.

Register the trade name

A trade name distinguishes one business from another. It also reflects the nature and the form of the business. An investor can ap

Provisions for selecting the trade name:

The trade name must:

be followed by the business structure acronym (legal form of the company) such as: LLC, EST, PJSC, PrJSC

not violate the public morals or the public order of the country

be compatible with the required type of activity and the legal status of the company or business entity

not contain names of any religion, or governing authority, nor names or logos of any external bodies

not have been previously registered.

During the application process, you will be issued a payment voucher or a transaction number, which you will need to use as a ref

Notes

The local department of economic development registers the trade name, while Ministry of Economy registers the trademark.

Trade name certificates are renewable.

Search

trade name and verify business licences

.

Initial approval

An initial approval means that the UAE Government has no objection for the business to be established in the country. It also allow

Foreign investors must obtain the approval of the General Directorate of Residency and Foreigners' Affairs before getting the initia

Some activities require additional approvals from government entities related to that particular business before applying for the ini
ctivities related to legal affairs, security affairs and financial securities and commodities.

MOA and LSA

Depending on the legal form of a business, a completed and signed Memorandum of association (MoA) or a local service agent a

Limited partnership

Limited liability company (LLC)

Public joint stock company (PJSC)

Private joint stock company (PrJSC).

Notes:

UAE-based law firms, courts and notary public prepare and attest MoAs and agreements.

Businesses owned completely by non-GCC residents require a local service agent from the UAE. Appointing the local service agent

Select a business location

All businesses in the UAE must have a physical address to operate. The business premises and location must comply with the requirements

Office and warehouse rental agreement must be provided. Some emirates require the agreements to be attested. In Dubai, the agreement must be attested by Ejari

.

Get additional government approvals

In some cases, additional approvals from government entities governing certain business activities are required. The following are the entities that may require approvals:

Ministry of Interior

Ministry of Interior issues approvals for activities related to general transport - driving schools, fire equipment, alarm and safety systems

Ministry of Justice

Legal activities and legal consultancy

Local municipal department

Architectural and engineering affairs

Telecommunications and Digital Government Regulatory Authority (TDRA)

Telecommunication activities

Executive Council

Travel and tourism, general services, charter trading, ship and maritime agencies, car clubs, charter air transport and foreign companies

Ministry of Economy

Insurance activities and insurance consultancy

Local health departments

Health-related activities

Supreme Petroleum Council

Onshore and offshore gas and oil-field services and onshore and offshore oil drilling operations

Collect the business licence

After completing the above steps, investor can collect the business licence from service centres of the economic departments or the relevant authority

Documents required for getting a licence for all legal forms

The following documents are required for getting a licence for all legal forms:

Initial approval receipt and all the previously-submitted documents

Copy of the lease contract duly attested by the Real Estate Regulatory Agency (RERA) in Dubai

Duly attested memorandum of association (for all types of companies)

Approvals from other government entities concerned, as may be required

Duly attested service agent contract (for civil establishments and companies that are 100% owned by non-GCC nationals), the UAE

Notes

You have to pay for your trade licence within 30 days of receiving the payment voucher.

In the event of non-payment in a specific period, the application will be cancelled.

Websites of local economic authorities:

Abu Dhabi –

Department of Economic Development

Dubai -

Department of Economy & Tourism

Sharjah –

Economic Development Department

Ajman –

Department of Economic Development
Umm Al Quwain –
Department of Economic Development
Ras Al Khaimah –
Department of Economic Development
Fujairah –
Fujairah Municipality

References

:
Starting and managing business
- Abu Dhabi government portal
Start your business in Dubai

- Department of Economy & Tourism
Doing business in Fujairah
-
Fujairah
Government
Process and requirements to start a business
– Sharjah Investment and Development Authority
Updated on 25 Mar 2024

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Information and services

Business

Doing business in free zones

Starting a business in a free zone

Starting a business in a free zone

This page provides information about the key steps to set up a business in a free zone from determining the type of legal entity and

Related eServices

Authorities regulating free zone activities

Key steps to start a business

FAQs

Related eServices

Apply for an industrial licence in Khalifa Industrial Zone

- KIZAD

Register for the online services (for companies)

- Hamriyah Free Zone Authority

Apply for licensing and renewal services in Ras Al Khaimah Economic Zone

- RAKEZ

Set up a business in Masdar Free Zone

Set up a new company in DMCC

Authorities regulating free zone activities

Refer to the websites of free zones and the authorities in:

Abu Dhabi

Abu Dhabi

Media Free Zone

(Media Zone Authority)

Masdar City

Khalifa Industrial Zone Abu Dhabi (

KIZAD)

Abu Dhabi Global Market

(ADGM)

Dubai

Dubai CommerCity (DCC) free zone

The following free zones work under

Dubai Development Authority

Dubai Internet City

Dubai Media City

Dubai Production City

Dubai Studio City

Dubai Outsource City

Dubai Knowledge Park

Dubai International Academic City

Dubai Science Park

Dubai Design District
Under Dubai Multi Commodities Centre Authority:
Dubai Multi Commodities Centre
(DMCC)
Jumeirah Lakes Towers
(it is now part of DMCC)
Others:
Jebel Ali Free Zone
(Jebel Ali Free Zone Authority)
Dubai Airport Free Zone
(Dubai Airport Free Zone Authority)
Dubai Silicon Oasis
- (Dubai Silicon Oasis Authority)
Dubai HealthCare City -
(Dubai Healthcare City Authority)
International Humanitarian City
Dubai Maritime City -
(Dubai Maritime City Authority)
Gold and Diamond Park
Dubai South
Dubai International Financial Centre
Meydan
National Industries Park

Sharjah
Sharjah Airport International Free Zone
(Sharjah Airport International Free Zone Authority)
Hamriyah Free Zone
(Hamriyah Free Zone Authority)
Sharjah Media City - Shams
(Free Zone)

Ras Al Khaimah
Ras Al Khaimah Economic Zone (RAKEZ)
RAK Digital Assets Oasis

Ajman
Ajman Free Zone
(Ajman Free Zone Authority)
Ajman Media Free Zone
(announced)

Umm Al Quwain
Umm Al Quwain Free Trade Zone
(Umm Al Quwain Free Trade Zone Authority)

Fujairah
Fujairah Free Zone Authority
International Free Zone Authority
(IFZA)
Creative City

Special cases
Apart from the respective free zone authorities, certain industries/sectors of businesses are additionally governed by other govern

Media
The following entities govern media organisations in the UAE:
Sharjah Media Council

Fujairah Culture and Media Authority

Food and beverage

The following entities govern food and beverage businesses in the UAE:

Abu Dhabi Agriculture and Food Safety Authority

Dubai Municipality

Sharjah Municipality

Ras Al Khaimah Municipality

Ajman Municipality and Planning Department

Umm Al Quwain Municipality

Fujairah Municipality

Key steps to start a business

Setting up a business in a free zone is relatively easier. Free zone authorities require minimum paperwork and duration. Here are

Determine the type of legal entity

Choose a trade name

Apply for a business licence

Choose an office space

Get pre-approvals, register your business and get your licence

Determin

e the type of legal entity

Determine the type of legal entity your business would take up. In a free zone, you can set up one of the two types of companies:

Free Zone Limited Liability Company (FZ LLC) or Free Zone Company (FZ Co.)

Free Zone Establishment (FZE)

The differences lie in the number of shareholders and whether the shareholder is a natural person or a legal person. All free zones

Learn about

new business setup packages

in Dubai Multi Commodities Centre (DMCC).

Branches

Existing local and foreign companies may set up a branch of their company in free zones.

Capital requirement

There is no minimum capital requirement at twofour54 Abu Dhabi.

In KIZAD, you can form an LLC for which the minimum paid-up capital should be AED 150,000.

In Dubai Airport Free Zone, you can form an FZ Co. with a minimum share capital of AED 1000. Each share should be in the den

In DMCC, the minimum share capital for forming a free zone company is AED 50,000 per company and AED 10,000 per shareho

In Hamriya Free Zone, you can form an FZE with a share capital of AED 150,000.

Choose a trade name

While you are deciding upon the type of legal entity your business should take, you should choose a trade name.

In most cases, you should check either with the respective free zone authority or the respective with the Department of Economic

As per the website of twofour54, you cannot use 'Abu Dhabi' and/or 'United Arab Emirates' in the name of the FZ-LLC or the bran

Refer to DMCC's

list of restricted trade names

(PDF, 207 KB).

In general, for DED to approve the proposed trade name, the key requirements are that the trade name:

must not violate the public morals or the public order of the country

must be followed by the legal form of the company, for example (LLC, FZE, DMCC etc.)

has not been previously registered

is compatible with the required type of activity and legal status

should not contain names of any religion, or governing authority, nor names or logos of any external bodies.

Related links:

Trade name search

- Abu Dhabi Government portal - TAMM

Search trade name

- Department of Economy and Tourism - Dubai

Trade name inquiry

- Sharjah Economic Development Department

Trade name issuance -

Sharjah Economic Development Department

Apply for a business licence

The type of business licence you will apply for depends on the primary activity of your business.

Types of business activities you can conduct

In

twoofour54

, you can carry out the following businesses:

Content production

Advertising

Animation

Corporate Film production

Corporate Print Material

Digital content production (e.g. CGI, 3D etc)

Educational content material

Film production

Gaming development

Graphic design

Illustration

Mobile media (e.g. content for interactive media services on mobile phones)

Music production and recording

Music videos

Online electronic content production (e.g. websites, e-books, travel guides etc.)

Performing arts and theatre

Photography/videography

Print content production (e.g. magazines, journals, periodicals, newsletters, guides, and handbooks etc.)

Radio content production

Script writing

Software development (e.g. applications)

Song writing and composing

TV production

Web design and development (e.g. portal, search engine, community site, web production, online library)

Other business activities

Branding Agency

Events/Festivals

Exhibitions/Conferences

Information Services (e.g. media related market research)

Marketing Communications

Media content management (e.g. digital archiving)

Post Production (e.g. Film, TV, editing services)

Professional Association (e.g. non-profit)

Public Relations

Rights Management

Training (media related)

Publishing and broadcasting

publish a book

publish a magazine

publish a newspaper

broadcast a satellite/terrestrial television channel

broadcast a satellite/terrestrial radio channel

In this case, you would need to apply for a dissemination licence.

In DMCC, you can choose from over 600 business activities ranging from over 20 sectors such as energy, commodities, gold and businesses you can conduct in DMCC

.
In
DIFC

, you can conduct financial and non-financial businesses. Financial businesses include banks, insurance, wealth management and
about areas of business in DIFC

.
Accordingly, some types of business licences are:
Commercial/trade

Consultancy/services

Industrial

Educational

Media

eCommerce

Offshore

Freelancer

Warehousing

Manufacturing.

Dubai Multi Commodities Centre
(DMCC) allows establishing 'single family offices'. These have the standard FZ LLC structure. They can provide services to a fam

Choose an office space

You can either buy or lease office spaces in free zones. Office requirements depend on the number of employees and type of bus

In DMCC, you can choose from a flexi desk of 20-30 sq. m., a flexi office of 200-265 sq. m., or offices running through multiple flo

In

Dubai Airport Free Zone

, you can

choose

between 'Office Packages', 'Smart Desk Office Packages' and 'Executive Office Packages'.

Hamriyah Free Zone Authority provides over 100 executive offices suits ranging in size from 15 m2 to 42 m2 with conferencing an

Get pre-approvals, register your business and get your licence

Companies established in free zones are governed by the rules of the respective free zones. To get the necessary approvals, you

A. Initial approval

First, you need the initial approval. You are required to provide:

Completed application form

Business plan

Copy of existing trade licence/registration certificate (if you are an existing company, applicable for local company only)

Coloured passport copies of the company's shareholder/s and the appointed Manager/Director for the new company

Specimen signature of the company's shareholder/s and the appointed Manager/Director for the new company

2 years' audited financial reports for corporate entity or certificate of reference from a personal bank of the individual shareholder

NOC from current sponsor (for individuals)

Unit title deed

Letter of Intent

Registry Identification Code Form (RIC) for Manager/Director (Original and notarised)

Freelancers need to submit fewer documents. In most cases, they need to submit:
Application for registration

CV

Bank reference letter

Registry Identification Code Form (RIC) (Original and notarised)

B. Registration

After getting initial approval, you need to pay registration fees and licence fees. The fees depend on the type of licence required. The
Completed application for registration

Board Resolution appointing Manager/Director (Notarised and attested)

Power of Attorney given to Manager/Director (Notarised and attested)

Memorandum and Articles of Association (Notarised and attested)

Specimen signature of Manager/Director (Notarised and attested)

Passport-size photo of Manager/Director against white background

Share capital information

C. Licensing and visa process

Lease agreements will be prepared by the authority

Then trade licence will be issued

Visa processing will start

Note that certain activities may be subject to approval from external authorities. Refer to special cases.
New business setup packages

FAQs

What are the requirements regarding capital investment?
These vary on the business type and the free zone authority.

What are the types of businesses I can do in a free zone?
You can do any business in the fields of financial, educational, retail, hospitality and media to name a few. Check with the respective authority.
Updated on 28 May 2024

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 Accessing services for mainland companies
 This page provides information about the key steps involved in accessing services such as water, electricity and telecommunication
 Government commercial directories
 Business support services
 Legal advice and counselling
 Arbitration services
 Utility services
 Postal and courier services

Government commercial directories

Search businesses' contact details and activities via the following links:

National Economic Register

- The Official Portal of the UAE Government

Dubai commercial directory

- Dubai Chamber

Abu Dhabi online commercial directory

- Abu Dhabi Chamber

Sharjah business directory -

Sharjah Chamber of Commerce and Industry

Business networks-

Ajman Chamber of Commerce

Business support services

The Department of Economic Development, Chamber of Commerce, business councils in the respective emirate offer several support services

Issuing NOC letters/'To whom it may concern' letters

Secretarial, photocopy and printing services

Transportation

Labour accommodation

Training in subject matter

Business incubators

Credit rating services

Related links from the Ministry of Economy

Business Support Services programme for SMEs

Services for businesses (Scale up platform)

You can find the facilities and services offered by these entities; listed below by emirate:

Abu Dhabi

Abu Dhabi Business Centre

Abu Dhabi Chamber

Abu Dhabi Businesswomen Council

Higher Corporation for Specialized Economic Zones

Dubai

Department of Economy and Tourism

Dubai Chamber

Dubai Businesswomen Council

Dubai SME

Sharjah

Department of Economic Development

Sharjah Chamber of Commerce and Industry

Sharjah Businesswomen Council

Ras Al Khaimah

Department of Economic Development

Ras Al Khaimah Chamber

Ajman

Department of Economic Development

Ajman Chamber

Ajman Businesswomen Council

Umm Al Quwain

Umm Al Quwain Chamber

Department of Economic Development

- Umm Al Quwain

Legal advice and counselling

Business startups and established companies may access legal counselling and business advice

from the
government via the following links:

MAAK-

Economic and legal consulting services for investors and startups in Abu Dhabi

Business advisory and legal services

- Abu Dhabi Chamber

L

egal services to business community

- Dubai Chamber

Ask Rashid

- Dubai Economy.

Arbitration services

Arbitration

is becoming an optimal method for parties to resolve their commercial disputes in the UAE. Check the

key arbitration institutions

in the UAE and the services they render.

Utility services

Getting water and electricity

You can get water and electricity services after applying to the entity concerned; depending on the emirate your business is in.

Useful links:

Etihad

Water and Electricity

(for the emirates of Ajman, Fujairah, Ras Al Khaimah and Umm Al Quwain)

Abu Dhabi Distribution Company

Al Ain Distribution Company

(for Al Ain city in the emirate of Abu Dhabi)

Dubai Electricity & Water Authority

Sharjah Electricity, Water and Gas Authority

Telecommunications

Etisalat

and

du

are the telecommunications' service providers in the UAE. Both companies offer a variety of products, services and solutions to s

Although, on the mainland, Etisalat provides services to most areas. You need to apply to the company that provides service to th

To apply for telecom service, you need to submit:

sponsor's passport copy

his UAE visa copy

his Emirates ID copy

trade licence copy

rent agreement copy

other documents as might be required.

Useful links:

Etisalat for businesses

Du for businesses
Umm Al Quwain Chamber
Department of Economic Development
- Umm Al Quwain
Fujairah

Department of Industry and Economy

Fujairah Chamber of Commerce and Industry

Postal and courier services

Emirates Post

offers postal (including post box) and courier services. It also offers non-postal services including utility bill payment and marketing

Read about

mail services and how to apply for PO box for your company.

Updated on 25 Mar 2024

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