Circular 344: Measures In View of the Outbreak of Coronavirus Disease 2019 (COVID-19)

Date: March 24, 2020

Dear Business Partner,

Dubai Development Authority is committed to supporting our valued business partners during this challenging time by adopting the necessary policies to minimise the risks associated with the consequences of COVID-19 on the business sectors in our zones. To this end, the following measures have been introduced in an effort to safeguard public health while supporting the continuity of business during the period:

1. Registration and licensing service requests shall be made, submitted and completed electronically via our service portal, AXS; please login here.

2. All approvals and documents issued by the Authority shall be in electronic format.

3. The Authority will accept scanned copies of all documents for the purposes of processing an application. Where original notarised and attested documents are required, these shall be submitted to the Authority within sixty (60) calendar days of completion of the service.

The Authority encourages Licensees to support the UAE's public health measures by adopting remote working policies and observing social distancing at this time. The health and welfare of yourselves, your families and the wider community is important to us.

For further information, clarification or general enquiries, please contact us on info@dda.gov.ae or call 800-4-DDA (332).

This Circular is made effective from 24 March 2020 and shall remain effective until further notice.

Stay safe.

Regards,
Dubai Development Authority

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