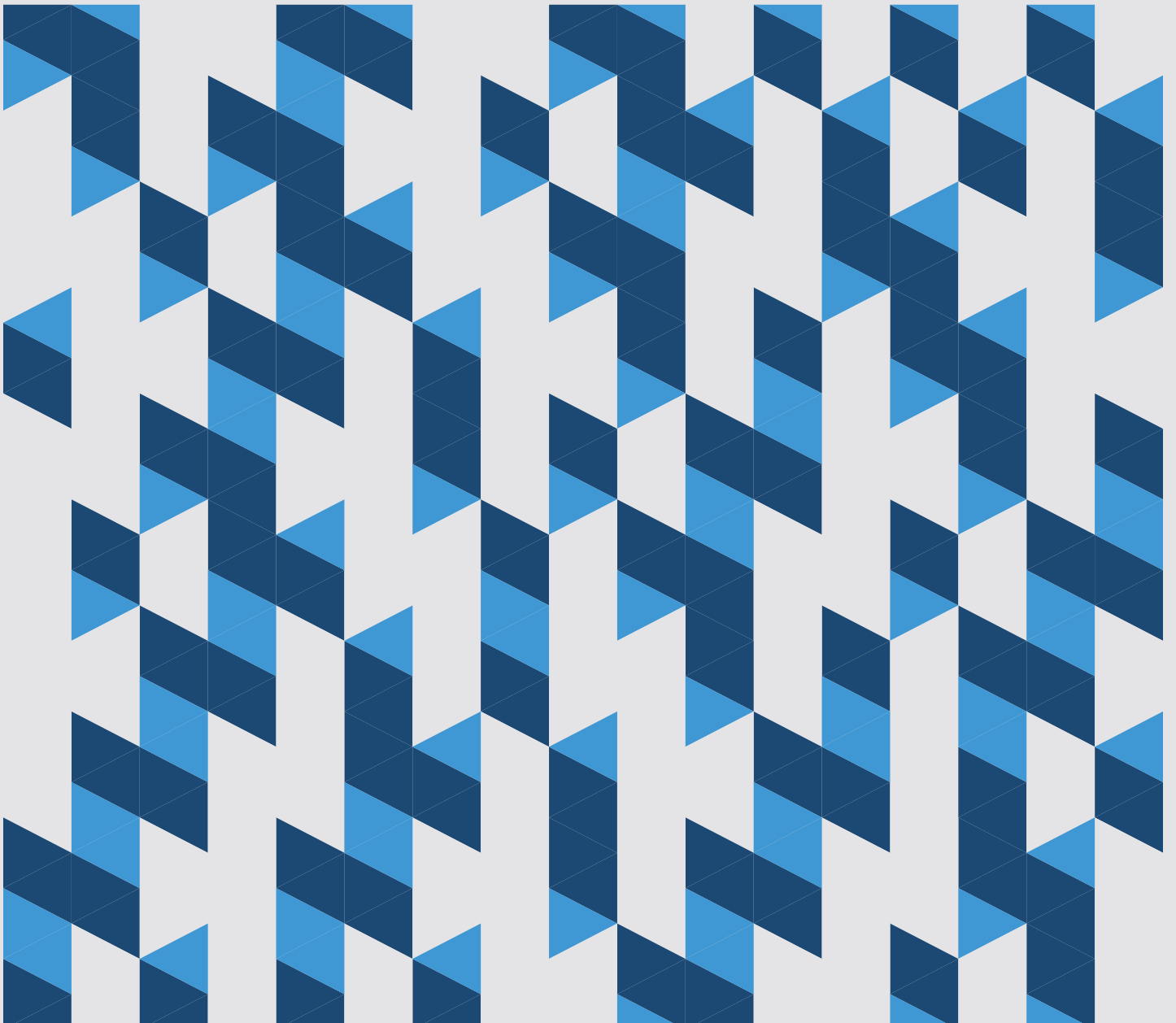




UNITED ARAB EMIRATES
MINISTRY OF SPORTS

Services Guide



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Introduction

The Ministry of Sports is committed to continuously working on enhancing customer experience by listening to their opinions and suggestions in order to develop and improve the quality, efficiency, and type of services, where it allows all different categories of customers to maintain constant communication through designated communication channels.

The Ministry has issued a service guide designed according to the leadership requirements in the Global Star Rating System for Services Classification, including the information needed by customers when desiring to obtain any of its services. This guide describes the set of services provided by the Ministry and explains the requirements and steps necessary to obtain them.

This guide represents an embodiment of the Ministry's service strategy, which stems from its constant pursuit to ensure customer confidence and strengthen its partnership with both public and private sectors in an environment characterized by innovation and leadership.

Services of the Ministry of Sports

#	Service Name	Service Type
Main Service Sports Institutions Licensing		
1	Issuing Sports Activities Practice License Service	Sub-service
2	Renewing Sports Activities Practice License Service	Complementary service
3	Adding Activity to Sports Activities Practice License	Complementary service
4	Updating Sports Activities Practice License Data	Complementary service
5	Issuing License for Sports Professions Practice	Sub-service
6	Approval for Organizing Sports Event or Activity	Sub-service
Main Service Registered Sports Entities		
7	Issuing Sports Sabbatical	Sub-service
8	Updating Sports Sabbatical Data	Complementary service
9	Issuing Sports Sabbatical	Complementary service
10	Registration of Sports Entities	Sub-service
11	Cancellation of Registration of Sports Entities	Complementary service
Main Service Customer Service		
12	Suggestions Service	Sub-service
13	Inquiries Service	Sub-service
14	Complaints Service	Sub-service

CLASSIFICATION OF CUSTOMER CATEGORIES

#	Customer Categories
1	Registered Sports Entities
2	Private sports institutions and companies engaged in commercial sports activities
3	Administrative, technical and medical staff, and all players, referees, observers and consultants in registered sports entities, in addition to companions of child players or people of determination
4	Society

SERVICE DELIVERY CHANNELS

#	Service Delivery Channels
1	Website
2	Ministry of Sports Building for registration and cancellation of sports entities registration services

Service Details Data

#	Services	Number of Steps	Beneficiary Category	Service Delivery Channel
1	Issuing Sports Activities Practice License	4	Private sports institutions engaged in commercial sports activities	Website
2	Renewing Sports Activities Practice License	3	Private sports institutions engaged in commercial sports activities	Website
3	Adding Activity to Sports Activities Practice License	3	Private sports institutions engaged in commercial sports activities	Website
4	Updating Sports Activities Practice License Data	2	Private sports institutions engaged in commercial sports activities	Website
5	Issuing License for Sports Professions Practice	4	Private sports institutions engaged in commercial sports activities	Website
6	Approval for Organizing Sports Event or Activity	3	Private sports institutions engaged in commercial sports activities	Website
7	Issuing Sports Sabbatical	2	Administrative, technical and medical staff, and all players, referees, observers and consultants in registered sports entities, in addition to companions of child players or people of determination	Website
8	Updating Sports Sabbatical Data	2	Administrative, technical and medical staff, and all players, referees, observers and consultants in registered sports entities, in addition to companions of child players or people of determination	Website
9	Cancellation of Sports Sabbatical	2	Administrative, technical and medical staff, and all players, referees, observers and consultants in registered sports entities, in addition to companions of child players or people of determination	Website
10	Registration of Sports Entities	5	Registered Sports Entities	Ministry of Sports Building
11	Cancellation of Registration of Sports Entities	4	Registered Sports Entities	Ministry of Sports Building
12	Suggestions Service	4	All Ministry customers	Website
13	Inquiries Service	4	All Ministry customers	Website
14	Complaints Service	4	All Ministry customers	Website



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PRIVATE SPORTS INSTITUTIONS LICENSING SERVICES

Service Identification Card for Issuing Sports Activities Practice License

General Information

Service Name	Issuing Sports Activities Practice License	Service Category	Procedural Service
Transaction Completion Time	5 working days	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions, enabling them to open a private center or club for training in sports activities		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

1. Obtain initial approval and reserve the trade name from licensing authorities
2. Approval from registered sports entities concerned with the sports activities in the license (sports federations / organizations / associations / specialized clubs / committees)

Required Documents

1. Copy of initial approval and trade name reservation from licensing authorities
2. A copy of the passport for all license parties
3. No-objection certificate from registered sports entities concerned with the sports activities in the license (sports federations / organizations / associations / specialized clubs / committees)

Steps to Obtain Service

1. Submit application through the website
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Notify the customer of approval or rejection
4. Complete fee payment procedures and upload no-objection certificate

Service Fees (in UAE Dirhams)

4000 dirhams for each sports activity in the commercial license

List of Sports Activities

NO.	Activity Name	Concerned Sports Federation
1	Training in Recreational Sports	General
2	Sports Consultancy and Studies	General
3	Investment in Sports Projects, Establishment and Management	General
4	Management and Operation of Sports Clubs and Facilities	General
5	Management and Organization of Sports Events	General
6	Sports Training Services	General
7	Sports Marketing	General
8	Sports Broker	General
9	Sports Services and Commitments	General
10	Rental of Sports Fields and Facilities	General
11	Administrative and Professional Sports Training	General
12	Football Training	UAE Football Association
13	Player Agent	UAE Football Association
14	Basketball Training	UAE Basketball Federation
15	Handball Training	UAE Handball Federation
16	Volleyball Training	UAE Volleyball Federation
17	E-Sports Training	UAE E-Sports Federation
18	Air Sports Training	UAE Air Sports Federation
19	Marine Sports Training Services	UAE Marine Sports Federation
20	Swimming Training Services	UAE Swimming Federation
21	Diving Training	UAE Swimming Federation
22	Rescue Services in Swimming Areas	UAE Swimming Federation
23	Sailing and Rowing Training	UAE Sailing and Modern Rowing Federation
24	Ice Sports Training	UAE Winter Sports Federation
25	Hockey Training	UAE Hockey Federation
26	Paralympic Sports Training	UAE National Paralympic Committee
27	Bodybuilding and Physical Fitness Training for Men	UAE Bodybuilding and Fitness Federation
28	Bodybuilding and Physical Fitness Training for Women	UAE Bodybuilding and Fitness Federation
29	Athletics Training	UAE Athletics Federation
30	Obstacles Training	UAE Obstacles Federation
31	Self-Defense Arts Training	This activity is used for self-defense sports that do not have a sports federation registered by the Ministry
32	Karate Training	UAE Karate Federation
33	Taekwondo Training	UAE Taekwondo Federation

List of Sports Activities

NO.	Activity Name	Concerned Sports Federation
34	Jiu-Jitsu Training	UAE Jiu-Jitsu Federation
35	Judo Training	UAE Judo Federation
36	Wrestling Training	UAE Wrestling Federation
37	Boxing Training	UAE Boxing Federation
38	UAE Muay Thai and Kickboxing Training	UAE Muay Thai and Kickboxing Federation
39	Fencing Training	UAE Fencing Federation
40	Shooting Training	UAE Shooting Federation
41	Archery Training	UAE Archery Federation
42	Darts Training	UAE Darts Federation
43	Motor Sports and Motorcycles Training	UAE Automobile and Motorcycle Organization
44	Cycling Training	UAE Cycling Federation
45	Canoeing and Rafting Training	UAE Canoeing and Rafting Federation
46	Tennis Training	UAE Tennis Federation
47	Padel Tennis Training	UAE Padel Tennis Federation
48	Badminton Training	UAE Badminton Federation
49	Squash Training	UAE Squash Federation
50	Table Tennis Training	UAE Table Tennis Federation
51	Equestrian Training	UAE Equestrian and Racing Federation
52	Horse Racing Training	UAE Equestrian and Racing Federation
53	Camel Racing Training	UAE Camel Racing Federation
54	Bowling Training	UAE Bowling Federation
55	Billiards and Snooker Training	UAE Billiards and Snooker Federation
56	Chess Training	UAE Chess Federation
57	Polo Training	UAE Polo Federation
58	Golf Training	UAE Golf Federation
59	Cricket and Baseball Training	UAE Cricket Federation
60	Netball Training	UAE Netball Federation
61	Modern Pentathlon Training	UAE Modern Pentathlon Federation
62	Triathlon Training	UAE Triathlon Federation
63	Rugby and American Football Training	UAE Rugby Federation
64	Heritage Sports Training	UAE Sports for All Federation
65	Yoga Training	UAE Sports for All Federation
66	Mountain Sports Training	UAE Sports for All Federation
67	Gymnastics Training	UAE Sports for All Federation

Service Identification Card for Renewing Sports Activities Practice License

General Information

Service Name	Renewing Sports Activities Practice License	Service Category	Procedural Service
Transaction Completion Time	One working day	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions enabling them to renew their license to practice their sports activity		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

1. Approval from the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees).

Required Documents

1. Approval from the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees).

Steps to Obtain Service

1. Submit application through the website.
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Complete fee payment procedures and upload no-objection certificate

Service Fees (in UAE Dirhams)

2000 dirhams for each sports activity in the commercial license



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Service Identification Card for Adding Activity to Sports Activities Practice License

General Information

Service Name	Adding Activity to Sports Activities Practice License	Service Category	Procedural Service
Transaction Completion Time	One working day	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions enabling them to add a new sports activity to the license		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

1. Approval from the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees).

Required Documents

1. Copy of initial approval issued by licensing authorities confirming the addition of the activity to the commercial license
2. Approval from the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees).

Steps to Obtain Service

1. Submit a request to add an activity through the website
2. Verify the accuracy of application data and fulfillment of conditions
3. Completing the fee payment procedures and uploading the No Objection Certificate

Service Fees (in UAE Dirhams)

4,000 dirhams for each sports activity added to the license
Please refer to the list of sports activities on pages (9-10) in the services guide



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Service Identification Card for Updating Sports Activities Practice License Data

General Information

Service Name	Updating Sports Activities Practice License Data	Service Category	Procedural Service
Transaction Completion Time	Instant service	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions enabling them to update the commercial license data (change of location - change of trade name - update license parties data - delete activity - cancel license)		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

No conditions

Required Documents

No documents

Steps to Obtain Service

1. Submitting the application through the website.
2. Updating the license details and printing the certificate.

Service Fees (in UAE Dirhams)

Free



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Service Identification Card for Issuance of License for Sports Profession Practice

General Information

Service Name	Issuing License for Sports Professions Practice	Service Category	Procedural Service
Transaction Completion Time	5 Working Days	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions enabling them to issue a license for sports professions practice		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

1. Approval from registered sports entities for the sports profession, or specialized certificates approved by official authorities for the sports profession in case there is no sports federation for the activity in which the profession will be practiced

Required Documents

1. A copy of the passport of the sports profession owner.
2. A copy of the approval issued by the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees) to practice the sports profession, or a copy of the specialized professional certificates for the sports profession, duly approved by the official authorities, in case there is no sports entity for the activity in which the profession will be practiced.

Steps to Obtain Service

1. Submit application through the website
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Notify the customer of approval or rejection
4. Complete fee payment procedures and upload no-objection certificate

Service Fees (in UAE Dirhams)

500 dirhams



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Service Identification Card for Approval for Organizing a Sports Event or Activity

General Information

Service Name	Approval for Organizing Sports Event or Activity	Service Category	Procedural Service
Transaction Completion Time	One working day	Target Category	Private sports institutions engaged in commercial sports activities
Service Description	An approval issued to private sports institutions enabling them to organize a sports event or activity		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

1. No-objection certificate from concerned registered sports entities for the sports activity in which the event or activity is organized

Required Documents

1. A copy of the approval issued by the officially recognized sports entities concerned with the sports activities stated in the license (sports federations / organizations / associations / specialized clubs / committees), authorizing the sports institution or company to organize the sports event or activity.

Steps to Obtain Service

1. Submit application through the website
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Complete fee payment procedures and upload no-objection certificate

Service Fees (in UAE Dirhams)

5000 dirhams

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REGISTERED SPORTS ENTITIES

Service Identification Card for Issuing Players' Sabbaticals in Institutions

General Information

Service Name	Issuing Sports Sabbatical	Service Category	Procedural Service
Transaction Completion Time	Instant service	Target Category	All administrative, technical and medical staff, players, officials, and registered participants, including companions of child players and people of determination.
Service Description	An approval issued to athletes to facilitate their participation in championships or preparation camps through issuing a sports sabbatical to be addressed to their workplace or educational institution		
Concerned Department	Competitive Sports Department	Service Delivery Channels	Website

Terms and Conditions for Service

1. Obtaining prior approval from the Ministry of Sports to participate in training camps, championships, or sports assignments.

Required Documents

None

Steps to Obtain Service

1. Submitting the application through the website.
2. Uploading the sports leave certificate.

Service Fees (in UAE Dirhams)

Free



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Service Identification Card for Updating Players' Sabbatical Data in Sports Institutions

General Information

Service Name	Updating Sports Sabbatical Data	Service Category	Procedural Service
Transaction Completion Time	Instant service	Target Category	All administrative, technical and medical staff, players, officials, and registered participants, including companions of child players and people of determination.
Service Description	An approval issued to athletes to update previously issued sports sabbatical data regarding their participation in championships or preparation camps to be addressed to their workplace or educational institution		
Concerned Department	Competitive Sports Department	Service Delivery Channels	Website

Terms and Conditions for Service

1. Submit request for sports sabbatical service at least ten days before the preparation or participation period

Required Documents

None

Steps to Obtain Service

1. Submitting the application through the website.
2. Uploading the updated sports leave data certificate.

Service Fees (in UAE Dirhams)

Free



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Service Identification Card for Canceling Players' Sabbatical Requests in Sports Institutions

General Information

Service Name	Canceling Sports Sabbatical	Service Category	Procedural Service
Transaction Completion Time	Instant service	Target Category	All administrative, technical and medical staff, players, officials, and registered participants, including companions of child players and people of determination.
Service Description	An approval issued to athletes to cancel previously issued sports sabbatical regarding their participation in championships or preparation camps to be addressed to their workplace or educational institution		
Concerned Department	Competitive Sports Department	Service Delivery Channels	Website

Terms and Conditions for Service

No conditions

Required Documents

None

Steps to Obtain Service

1. Submitting the application through the website.
2. Uploading the updated sports leave data certificate.

Service Fees (in UAE Dirhams)

Free



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Service Identification Card for Registration of Sports Entities

General Information

Service Name	Registration of Sports Entities	Service Category	Procedural Service
Transaction Completion Time	3 months	Target Category	Sports Entities Registered by the Ministry
Service Description	An approval issued to integrate sports activity within an approved regulatory framework according to regulations and systems		
Concerned Department	Competitive Sports Department	Service Delivery Channels	Ministry of Sports Building in Dubai

Establishing and Registering a Sports Club:

Conditions	Documents
1. Twenty-five individuals including at least one female member who meet the following conditions: • Must be a UAE national not less than twenty-one years old • Has not been convicted of any felony or misdemeanor unless the reasons have been removed • Holder of a high school certificate or equivalent • Must be knowledgeable or related to the sport 2. Having permanent premises for practicing club activities 3. Articles of Association as legally prescribed 4. Approval from relevant local authorities in the Emirate	1. List of founding members' names, passport photos and ID cards 2. Articles of Association including official name, logo and premises information 3. Financial resources, their sources and the entity to which they transfer upon club dissolution 4. Objectives, goals and jurisdictions including General Assembly and Board of Directors 5. Founding meeting minutes 6. Sports activities practiced by the club 7. Written declaration to comply with regulations and decisions issued by the Ministry

Establishing and Registering a Sports Association

Conditions	Documents
1. The Ministry approves the establishment and registration of the sports association when founders from any of the following categories are available: - Two registered clubs - A sports club officially recognized by the Ministry or a sports institution registered with the Ministry 2. Twenty-five individuals including at least one female member who meet the following conditions: - Must be a UAE national not less than twenty-one years old - Has not been convicted of any felony or misdemeanor unless the reasons have been removed - Holder of a high school certificate or equivalent - Must be knowledgeable or related to the sport	- Articles of Association including official name, and premises information - Names of founders and proof of meeting requirements - Financial resources, sources and receiving entity upon dissolution if other than the Ministry - Founding meeting minutes - Objectives, goals and jurisdictions - International game name and information about international and continental federation and international law translated to Arabic - Local activities for the past two years and number of practitioners - Available human resources and infrastructure

Establishing and Registering a Sports Federation

Conditions	Documents
Olympic and Semi-Olympic Federation: - Availability of not less than four clubs or sports association or sports center Non-Olympic Federation: - Availability of five clubs or sports association or sports center Specialized Federation: - Availability of an internationally recognized federation or organization Popular Federation: - Availability of an entity in the country that practices organized activity in popular sports	1. Basic Information including: - Articles of Association including official name (derived from international name) and headquarters information - Financial resources, sources and receiving entity upon federation dissolution if other than the Ministry - Objectives, goals and jurisdictions including General Assembly and Board of Directors 2. Founding meeting minutes 3. Written declaration to comply with regulations and decisions issued by the Ministry 4. Technical Information including: - International game name and federation category - Statement of external federations (international, continental, etc.) and international law - Main local activities and external participations (if any) - Available human resources and infrastructure in the country and their geographical distribution 5. Any other information requested by the Ministry

Steps to Obtain Service

1. Submit registration request to the Ministry
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Respond to the entity with approval or rejection
4. Form the board of directors of the sports institution
5. Register the sports institution

Service Fees (in UAE Dirhams)

Free service

Service Identification Card for Cancellation of Sports Entities Registration

General Information

Service Name	Cancellation of Registration of Sports Entities	Service Category	Procedural Service
Transaction Completion Time	3 months	Target Category	Sports Entities Registered by the Ministry
Service Description	An approval issued to cancel registration of sports entities previously issued by the Ministry		
Concerned Department	Competitive Sports Department	Service Delivery Channels	Ministry of Sports Building in Dubai

Terms and Conditions for Service

No conditions

Required Documents

1. A resolution from the General Assembly by voting or a justified decision from the President of the Ministry

Steps to Obtain Service

1. Submit request to cancel sports institution registration to the Ministry.
2. Verify the accuracy of application data, documents, and fulfillment of conditions
3. Respond to the entity with approval/rejection
4. Cancel the sports institution registration

Service Fees (in UAE Dirhams)

Free service



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CUSTOMER SERVICE

Service Identification Card for Suggestions Service

General Information

Service Name	Suggestions	Service Category	Procedural Service (G2C G2B)
Transaction Completion Time	15 working days	Target Category	Individuals and Institutions
Service Description	Submitting any suggestions within the scope of the Ministry's services and initiatives to improve quality of life and develop a better experience for customers		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

None

Required Documents

None

Steps to Obtain Service

1. Register on the website using UAE Pass
2. Create the application
3. Submit the application and attach documents
4. Process the application

Service Fees (in UAE Dirhams)

Free

Service Identification Card for Inquiries Service

General Information

Service Name	Inquiries	Service Category	Procedural Service (G2C G2B)
Transaction Completion Time	One working day	Target Category	Individuals and Institutions
Service Description	Inquiring about Ministry services, initiatives and events, or checking on application status for services previously provided, or any other inquiries customers may have		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

None

Required Documents

None

Steps to Obtain Service

1. Register on the website using UAE Pass
2. Create the application
3. Submit the application and attach documents
4. Process the application

Service Fees (in UAE Dirhams)

Free

Service Identification Card for Suggestions Service

General Information

Service Name	Complaints	Service Category	Procedural Service (G2C G2B)
Transaction Completion Time	5 working days	Target Category	Individuals and Institutions
Service Description	Submitting observations and complaints about previous applications for Ministry services or their procedures, operations and programs, with the aim of improving service quality and providing a better experience for customers		
Concerned Department	Customer Happiness Office	Service Delivery Channels	Website

Terms and Conditions for Service

None

Required Documents

None

Steps to Obtain Service

1. Register on the website using UAE Pass
2. Create the application
3. Submit the application and attach documents
4. Process the application

Service Fees (in UAE Dirhams)

Free

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THANK YOU