

in business, together

Service Guide

Immigration



مركز قطر للمال
Qatar Financial Centre

Unit VII

Annexure

Immigration Service Guide

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1. Computer Card (New, Renewal & Add/Remove Signatory)

1.1. New Computer Card

Eligibility:

- The authorized signatory has to be in Qatar on any visa (visa on arrival, family visa or business visa)
- Company stamp must be ready
- If the authorized signatory is a resident, transfer of sponsorship request must also be submitted on portal
- The authorized signatory must update his national address after the issuance of his resident permit through Metrash2.

Required documents

Original(s)

- In case of non-Qatari, who has QID should submit original QID

Copies

- A copy of QFC license
- A copy of QFC Companies Registration Office (CRO) Certificate
- A copy of passport (including the copy of the visa page with the stamp) for non-Qatari authorized signatory or a copy of Qatari ID for Qatari citizen authorized signatory
- Company stamp (please ensure compliance with QFC regulations and requirements and in particular the disclosure provisions). It is also recommended to include your firm's QFC registered Arabic name
- Blank company letter head, only if the company does not have staff to prepare an Arabic letter. Otherwise, the company can prepare the letter in Arabic and the blank letter head is not needed. (The letterhead and all business letters must be in compliance with QFC regulations and requirements and in particular the disclosure provisions).

CODE	SERVICE TYPE	EST TIME	COST
IS-1	NORMAL	10 WORKING DAYS	QAR 600
IS-80	EXPRESS	5 WORKING DAYS	QAR 800

1.2. Renewal of Computer Card

Eligibility:

- All authorized signatory should not be out of Qatar for more than 3 months
- QIDs of the authorized signatories should be valid (not expired)

Required documents

Original(s)

- The original company computer card

Copies

- A company letter in Arabic addressed to Ministry of Interior requesting for computer card renewal
- A copy of the authorized signatory's resident ID card
- Copy of company registration and license certificate
- After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed, stamped and uploaded to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-2	NORMAL	3 WORKING DAYS	QAR 500
IS-54	EXPRESS	2 WORKING DAYS	QAR 700

1.3. Add and/or Remove Authorized Signatory

Note: If there is only one authorized signatory on the computer card, who is a non-Qatari, then this person cannot be removed from the computer card or cannot cancel the RP until there is a new authorized signatory added.

Eligibility:

- All authorized signatory must be in Qatar
- New authorized signatory should be under firm's sponsorship (Optional)

Required documents*Original(s)*

- The original company computer card

Copies

- A company letter in Arabic addressed to Ministry of Interior requesting to add/remove signatory
- A copy of QID of both the existing and new authorized signatories
- Copy of company registration and license certificate

CODE	SERVICE TYPE	EST TIME	COST
IS-55	NORMAL	3 WORKING DAYS	QAR 400

2. Business Visa and Visit Visa Multiple Entry

Eligibility:

- Applicant should not have any valid visa (can be checked on the MOI website using the Passport number)
- Applicant should not be having a valid RP
- Applicant should not be in Qatar

Required documents*Original(s)*

- None

Copies

- A copy of the applicant's passport
- A company letter in Arabic or English addressed to the QFC Authority requesting a business visa and clearly stating the Name, Passport Number, Job Title of the visitor and the purpose of visit

- An international certificate of vaccination against polio from the home country is required for the Pakistan
- Health certificate is required from following countries: Afghanistan, Cameroon, Guinea, Nigeria, Pakistan, Kenyan, Somalia & Zimbabwe

CODE	SERVICE TYPE	EST TIME	COST
IS-3	NORMAL	5 WORKING DAYS	QAR 500
IS-47	EXPRESS	2 WORKING DAYS	QAR 600

2.1. Business Visa Extension (30 days or 60 days)

Eligibility:

- Applicant has to be in Qatar
- Business visa cannot be extended if it was already extended for 2 months.

Required documents

Original(s)

- None

Copies

- A copy of the business visa

CODE	SERVICE TYPE	EST TIME	COST
IS-4	30 DAYS EXTENSION	3 WORKING DAYS	QAR 300
IS-71	60 DAYS EXTENSION	3WORKING DAYS	QAR 500

2.2. Visit Visa Multiple Entry (6 And 12 Months)

Eligibility:

- Applicant should not have any valid visa (can be checked on the MOI website using the passport number)
- Applicant should not have a valid RP

- Applicant should not be in Qatar

Required documents

Original(s)

- None

Copies

- A copy of the applicant's passport
- A company letter in Arabic or English addressed to the QFC Authority requesting a business visa and clearly stating the name, passport number, job title of the visitor and the purpose of visit.
- An international certificate of vaccination against polio from the home country is required for the Pakistan
- Health certificate is required from following countries: Afghanistan, Cameroon, Guinea, Nigeria, Pakistan, Kenyan, Somalia and Zimbabwe

CODE	SERVICE TYPE	EST TIME	COST
IS-5	NORMAL	5 WORKING DAYS	QAR 1500
IS-83	NORMAL	5 WORKING DAYS	QAR 3500

3. Working Visa, Labour Approval and Hukoomi Card

3.1. Labour Approval - Work Visa

Eligibility:

- Check for designation when the client applies for VP number

Required documents

- This option is only for following nationalities - Bangladesh, Pakistan, Sri Lanka, Nepal and India.

Original(s)

- N/A

Copies

- Company letter in Arabic or English requesting for a working visa for the visitor and clearly stating the name, passport number, nationality, job title (A list of approved job titles can be requested from Client Affairs) and the purpose of the visit.
- A copy of the applicant's passport

CODE	SERVICE TYPE	EST TIME	COST
IS-331	NORMAL	3 WORKING DAYS	QAR 100

Mol form and letter template

- After the submission of all documents, QFC Immigration department will prepare a MOI form. This form should be signed by the authorised signatory and stamped. Copy of the signed form should be uploaded to the client portal.

3.2. Work Visa

Eligibility:

- If applicant is from a QVC country, follow QVC process
- Applicant should not belong to any of the difficult nationalities
- Computer card of applicant's firm should be valid
- If out of Qatar with an active or expired QID but not cancelled, then please cancel it before applying for working visa.

Required documents

Original(s)

- N/A

Copies

- A company letter in Arabic or English requesting for a working visa for the visitor and clearly stating the name, passport number, nationality, job title (A list of approved job titles can be requested from Client Affairs) and the purpose of the visit
- A copy of the applicant's passport
- Certain professions (e.g., engineer, accountant, lawyer, auditor) require a copy of the relevant educational degree (e.g., an engineer will need to provide an engineering degree. Attestation not required)

- A certificate of vaccination against polio is required for Pakistan
- Health or fitness certificate required for Afghanistan, Guinea, Kenyan & Somalia
- Kindly submit additional documents as mentioned below if applicant is already in Qatar
- Family visa - NOC letter from sponsor, ID copy of the sponsor and family visa copy
- Working visa/ non-QFC business visa/ tourist visa sponsored by hotel (not on arrival visa) - NOC letter from sponsor, computer card copy and visa copy

After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed, stamped and uploaded back to the portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-6	NORMAL	10 WORKING DAYS	QAR 500

3.3. New Hukoomi Card

Required documents

Original(s)

- Original QID for authorized signatory

Copies

- Copy of the QID for the authorized signatory
- The authorized signatory has to be physically present in QFC tower 1, 2nd floor to complete this process which includes biometrics
- This service is offered only for authorized signatory of the company and not for family use.

CODE	SERVICE TYPE	EST TIME	COST
IS-333	NORMAL	2 WORKING DAYS	QAR 400

3.4. Hukoomi Card Renewal

Required documents

Original(s)

- Original QID of authorized signatory

Copies

- Copy of the QID of the authorized signatory
- The authorized signatory has to be physically present in QFC tower 1, 2nd floor to complete this process which includes biometrics.
- This service is offered only for authorized signatory of the company and not for family use.

CODE	SERVICE TYPE	EST TIME	COST
IS-332	NORMAL	2 WORKING DAYS	QAR 300

4. Medical Checkup - Employee

4.1. Professional Medical Check-Up

Required documents

Original(s)

- Original passport to be carried on the date of medical appointment
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements

Copies

- Copy of applicant's passport
- Copy of the applicant's visa
- Scanned copy of applicant passport sized photo without spectacles and the blue background in accordance with MOI requirements.
- Copy of Resident Permit if ever applicant had Resident Permit before

CODE	SERVICE TYPE	EST TIME	COST
IS-113	MEDICAL NOT PREGNANT	3 WORKING DAYS	QAR 750
IS-329	MEDICAL PREGNANT	3 WORKING DAYS	QAR 900

4.2. Non-Professional Medical Checkup

Required documents

Original(s)

- Original passport to be carried on the date of medical appointment
- Applicant passport sized photo without spectacles and a blue background in accordance with MOI requirements

Copies

- Copy of applicant's passport
- Copy of the applicant's visa
- Copy of Resident Permit if ever applicant had Resident Permit before

CODE	SERVICE TYPE	EST TIME	COST
IS-114	NON-PROFFESIONAL	3 WORKING DAYS	QAR 200

5. Employee Residence Permit + 1 Year Leave Notification

Eligibility:

- Medical test should have been cleared before processing Resident Permit
- For QVC, check documents (blood group) (SR not required for medical check-up as they have already undergone medical/finger print in home country)
- Applicant must have valid working visa

Required documents

Original(s)

- Two (2) original passport size photos of the applicant without spectacles and plain blue background in accordance with MOI requirements.

Copies

- A copy of the applicant's visa
- Medical check-up. Please refer to IS-113 and IS-114 for further details

- Copy of the old resident permit if the applicant had a resident permit before
- Blood group certificate in case of a QVC applicant

CODE	SERVICE TYPE	EST TIME	COST
IS-301	NORMAL - 1 YEAR	10 WORKING DAYS	QAR 2750
IS-302	NORMAL - 2 YEARS	10 WORKING DAYS	QAR 3750
IS-304	EXPRESS - 1 YEARS	2 WORKING DAYS	QAR 4500
IS-305	EXPRESS - 2 YEARS	2 WORKING DAYS	QAR 6000

MOI form & letter template

After the medical and finger print results are out, QFC immigration department will prepare a MOI form. The original form will need to be signed by the authorized signatory, stamped and signed by the applicant. Original signed form must be submitted to front desk.

5.1. Residence Permit – Employee (New) 1 Year Validity + One Year Exit Permit – Qatar Visa Centre

Required documents

Original(s)

- Two (2) original passport size photos of the applicant without spectacles and plain blue background in accordance with MOI requirements.

Copies

- A copy of the applicant's visa
- Blood group certificate in case of a QVC applicant

CODE	SERVICE TYPE	EST TIME	COST
IS-334	NORMAL	3 WORKING DAYS	QAR 1500

6. Residence Permit Renewal – Employee

6.1. Employee Residence Permit Renewal

Eligibility:

- Applicant has to be in Qatar
- QID should not be valid for more than 6 months
- If renewal request is for 2 or 3 years, check with back office for validity before payment
- If renewal request is for 2 years and available/approved validity is 1 year SR will be rejected and client has to apply for 1-year renewal
- If renewal request is for 3 years and available/approved validity is less, then SR will be rejected, and we will request client to apply again according to the available/approved validity years

Required documents

Note - The applicant should be in Qatar to renew the ID

Original(s)

- Applicant's original resident ID Card

Copies

- Applicant's resident ID copy

CODE	SERVICE TYPE	EST TIME	COST
IS-18	NORMAL-1 YEAR	3 WORKING DAYS	QAR 1500
IS-19	NORMAL-2 YEARS	3 WORKING DAYS	QAR 2800
IS-103	EXPRESS-1 YEARS	2 WORKING DAYS	QAR 2600
IS-104	EXPRESS-2 YEARS	2 WORKING DAYS	QAR 3300

6.2. Transfer of RP from Old to New Passport

Eligibility:

In case old passport is lost

- **Lost in Qatar** - Obtain police letter and submit the request
- **Lost outside Qatar** - Get letter from your country embassy stating that new passport issued because old passport was lost

Required documents

Original(s)

- Applicant's original old and new passport
- Applicant's original Qatari ID

Copies

- Applicant's old and new passports
- Applicant's Qatari ID

CODE	SERVICE TYPE	EST TIME	COST
IS-56	NORMAL	5 WORKING DAYS	QAR 200

6.3. Employee Resident Permit Cancellation

Eligibility:

Scenarios when Resident Permit can be cancelled –

- The employee should be in Qatar to cancel the ID
- If out of Qatar for more than 6 months or the ID expired while out of Qatar, then we can cancel the ID without the original card
- If out of Qatar for less than 6 months and ID is still active, then we cannot cancel even if original card is provided
- The employee should not have any family member under his sponsorship or vehicle under his name.

Required documents

Original(s)

- Applicant's original Qatari ID card (No need for original QID for applicant who completed six (6) months outside Qatar and/ or the residency permit is expired)

Copies

- A company letter in Arabic or English requesting the cancellation of residence permit/ sponsorship
- Copy of Resident Permit

After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed, stamped by the client and uploaded back to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-41	NORMAL	5 WORKING DAYS	QAR 600

7. Family Visit Visa and Extension

7.1. Family Visit Visa 1 Month

Eligibility:

- Sponsor's salary should be at least QAR 5,000
- Single man/woman cannot sponsor their brother
- Single man cannot sponsor his sister
- Single man cannot sponsor daughter (<14 years)

Required documents

Original(s)

- None

Copies

- Letter in Arabic on company letterhead clearly stating the job title, monthly salary, applicant's relationship to the sponsor which must be stamped and signed by the authorized signatory
- A copy of the applicant's passport
- A copy of the sponsor's residence permit and passport copy
- A copy of the spouse Resident Permit (if married)

- Proof of relationship to sponsor
- A certificate of vaccination against polio is required for Pakistan.
- Health or fitness certificate required for Afghanistan, Guinea, Pakistan, Kenyan and Somalia.
- A house rent agreement is required (no need of attestation)

After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed and uploaded to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-7	NORMAL	5 WORKING DAYS	QAR 300

7.2. Family Visit Visa Extension

Eligibility:

- 1st line relative can get extension up to 5 months
- 2nd line relative can get extension up to 2 months

Required documents

Original(s)

- None

Copies

- A medical receipt
- A copy of the family visit visa

CODE	SERVICE TYPE	EST TIME	COST
IS-8	1 MONTH EXTENSION	5 WORKING DAYS	QAR 300
IS-67	2 MONTHS EXTENSION	5 WORKING DAYS	QAR 600
IS-68	3 MONTHS EXTENSION	5 WORKING DAYS	QAR 800
IS-69	4 MONTHS EXTENSION	5 WORKING DAYS	QAR 1000
IS-70	5 MONTHS EXTENSION	5 WORKING DAYS	QAR 1200

MOI form & letter template

After the submission of all documents, QFC immigration department will prepare MOI form. This form should be signed by the sponsor. Copy of the signed form should be uploaded to the client portal.

7.3. Family Visit Visa 1 Year (Spouse and Child)

MOI form and letter template

After the submission of all documents, QFC immigration department will prepare a MOI form. The original form should be collected, signed and original form must be submitted to helpdesk.

7.4. Family Visit Visa 1 Year (Spouse and Child)

Required documents

Original(s)

- Original company letter in Arabic clearly stating the job title, monthly salary, relationship of the applicants to the sponsor which must be stamped and signed by the authorized signatory

Copies

- A copy of the applicant's passport
- A copy of the sponsor's Resident Permit and passport copy
- A copy of an attested marriage certificate from the Qatar Ministry of Foreign Affairs
- Child birth certificate (in case of child sponsorship)
- A copy of an education degree attested by your embassy and Qatar Ministry of Foreign Affairs
- A certificate of vaccination against polio is required for Pakistan
- Health or fitness certificate required for Afghanistan, Guinea, Pakistan, Kenyan and Somalia.

After all documents are submitted to QFC, a form will be prepared. The original form has to be signed and given to helpdesk at QFC tower 1, 2nd floor.

CODE	SERVICE TYPE	EST TIME	COST
IS-9	SPOUSE	20 WORKING DAYS	QAR 1000
IS-10	CHILD	20 WORKING DAYS	QAR 1000

7.5. Tourist Visa Conversion to Family Visit Visa (1 Year)

Eligibility:

- Applicant has to be in Qatar

Required Documents

Original(s)

- N/A

Copies

- Applicant's both visa copies (Tourist and Family)
- Sponsor's ID and passport copies

CODE	SERVICE TYPE	EST TIME	COST
IS-61	NORMAL	3 WORKING DAYS	QAR 700

8. Medical Checkup - Family

8.1. Medical Checkup - Spouse

Required documents

Original(s)

- Original passport to be carried on the date of medical appointment
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements.

Copies

- Copy of applicant's passport
- A copy of the applicant's visa
- Scanned copy of applicant passport sized photo without spectacles and the blue background in accordance with MOI requirements.

- Copy of Resident Permit if ever applicant had Resident Permit before

CODE	SERVICE TYPE	EST TIME	COST
IS-307	NON PREGNANT	3 WORKING DAYS	QAR 560
IS-328	PREGNANT	3 WORKING DAYS	QAR 750

8.2. Medical Checkup - Child (Above 15 years)

Required documents

Original(s)

- Original passport to be carried on the date of medical appointment
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements.

Copies

- Copy of applicant's passport
- A copy of the applicant's visa
- Scanned copy of applicant passport sized photo without spectacles and the blue background in accordance with MOI requirements.
- Copy of Resident Permit if ever applicant had resident permit before

CODE	SERVICE TYPE	EST TIME	COST
IS-308	MEDICAL CHECK UP-CHILD	3 WORKING DAYS	QAR 560

9. Resident Permit - Spouse and Child

9.1. Residence Permit - Spouse

Eligibility:

- Applicant should have cleared medical check-up before processing resident permit.
- Applicant should have valid family visit visa (1-year)

Required documents

Original(s)

- Two (2) original passport size photos of the applicant without spectacles and plain blue back ground in accordance with MOI requirements.
- Original passport to be carried for medicals

Copies

- A copy of the applicant's visa
- A copy of the sponsor's Resident Permit and passport copy
- Request for a medical checkup for spouse. Please refer to IS-307
- Copy of the old Resident Permit if the applicant had a Resident Permit before

After all documents are submitted to QFC, a form will be prepared. The original form has to be signed and given to front desk at QFC tower 1, 2nd floor.

CODE	SERVICE TYPE	EST TIME	COST
IS-21	NORMAL 1 YEAR	10 WORKING DAYS	QAR 1000
IS-22	NORMAL 2 YEAR	10 WORKING DAYS	QAR 1500
IS-23	NORMAL 3 YEAR	10 WORKING DAYS	QAR 1700
IS-74	EXPRESS 1 YEAR	5 WORKING DAYS	QAR 1700
IS-75	EXPRESS 2 YEARS	5 WORKING DAYS	QAR 2300
IS-76	EXPRESS 3 YEARS	5 WORKING DAYS	QAR 2900

MOI form and letter template

After the submission of all documents, QFC immigration department will prepare a MOI form. The original form should be signed by the spouse sponsor. Original signed form must be submitted to helpdesk.

9.2. Residence Permit – Child

Required documents

Original(s)

- Applicant's original passport
- Two (2) original passport size photos of the applicant without spectacles and plain blue background in accordance with MOI requirements.

Copies

- A copy of the applicant's visa. Note: required for the children born outside Qatar and above two (2) months-old
- A copy of the sponsor's passport and residence permit
- Child birth certificate
- Blood group certificate which can be obtained from any laboratory
- Request for medical checkup for the child (15 years old and above). Please refer to IS-308. No medical is required for child below 15 years.

After all documents are submitted to QFC, a form will be prepared. The original form has to be signed and given to help desk at QFC tower 1, 2nd floor.

CODE	SERVICE TYPE	EST TIME	COST
IS-27	NORMAL 1 YEAR	10 WORKING DAYS	QAR 1000
IS-28	NORMAL 2 YEAR	10 WORKING DAYS	QAR 1500
IS-29	NORMAL 3 YEAR	10 WORKING DAYS	QAR 1800
IS-77	EXPRESS 1 YEAR	5 WORKING DAYS	QAR 1900
IS-78	EXPRESS 2 YEARS	5 WORKING DAYS	QAR 2100
IS-79	EXPRESS 3 YEARS	5 WORKING DAYS	QAR 2900

Medical request

Child under 14 years do not require medical checkup however if the child is over 14 years then they have to complete medical checkup.

9.3. Residence Permit Renewal - Spouse

Eligibility:

- Qatari ID card can be renewed only if the applicant is in the country and the expiry date is less than 6 months

Required documents - Spouse

Original(s)

- Applicant's original Qatari ID Card

Copies

- Applicant's QID copy

CODE	SERVICE TYPE	EST TIME	COST
IS-24	NORMAL 1 YEAR	3 WORKING DAYS	QAR 700
IS-25	NORMAL 2 YEAR	3 WORKING DAYS	QAR 1200
IS-26	NORMAL 3 YEAR	3 WORKING DAYS	QAR 1600
IS-106	EXPRESS 1 YEAR	2 WORKING DAYS	QAR 1000
IS-107	EXPRESS 2 YEARS	2 WORKING DAYS	QAR 1500
IS-108	EXPRESS 3 YEARS	2 WORKING DAYS	QAR 2100

Notes

Qatari ID card can be renewed only if the applicant is in the country and the expiry date is less than 6 months.

Kindly note, employees will be given a specific duration called as validity (stay duration) on their working visa. A Resident Permit can be valid/renewed only for that many years. Once the duration has been completed, we will send a request to the labor department for an extension. As of now, family do not need exit permit to exit Qatar.

9.4. Residence Permit Renewal - Child

Required documents

Original(s)

- Applicant's original Qatari ID Card

Copies

- Applicant's QID copy

CODE	SERVICE TYPE	EST TIME	COST
IS-30	NORMAL 1 YEAR	3 WORKING DAYS	QAR 700
IS-31	NORMAL 2 YEAR	3 WORKING DAYS	QAR 1100
IS-32	NORMAL 3 YEAR	3 WORKING DAYS	QAR 1260
IS-109	EXPRESS 1 YEAR	2 WORKING DAYS	QAR 1200
IS-110	EXPRESS 2 YEARS	2 WORKING DAYS	QAR 2000
IS-111	EXPRESS 3 YEARS	2 WORKING DAYS	QAR 2120

10. Family - Cancellation Of Sponsorship

MOI form and letter template

After the submission of all documents, QFC immigration department will prepare an MOI form. This form should be signed by the sponsor and family member. Copy of the signed form should be uploaded to the portal.

10.1. Family Resident Permit Cancellation

Required documents

Original(s)

- Applicant's original QID card

Copies

- A copy of sponsor's Qatari ID

- After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed and uploaded to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-42	NORMAL	5 WORKING DAYS	QAR 300

11. Employee - Transfer of Sponsorship + Multiple Exit Permit

11.1. Transfer of Sponsorship + 1 Year Leave Notification

Eligibility:

- Check for difficult nationalities
- Transfer of sponsorship for female from family.
- QFC to QFC – Transfer of sponsorship
- Non-QFC to QFC – Transfer of sponsorship
- From non-QFC firm to QFC firm: Original Computer Card of the non-QFC firm must be provided.
- From family sponsor to QFC firm: Original QID of the current family sponsor must be provided.
- From family sponsor to family sponsor (new sponsor is employee of QFC firm) : Original QID of the current family sponsor must be provided.

Note: we are no longer provide signature verification service for those who are transferring from QFC entity to non-QFC entity and our ESO team are working with Labor Ministry to agree on the process for such cases

Required documents

Original(s)

- Original Sponsorship transfer form must be signed and stamped by the applicant, the previous sponsor and the new sponsor. However, signature verification should be done by the previous sponsor
- Original NOC letter in Arabic issued by the current sponsor
- Original NOC letter in Arabic issued by the new sponsor which includes name, ID number, salary and position

Copies

- A copy of the applicant's passport
- A copy of the applicant's Qatari ID card (the original will be needed at the later stage)
- A copy of the computer card for both the current and the new sponsor
- A copy of education certificate attested by the Qatar Ministry of Foreign Affairs

Note: Police certificate is required if,

- Applicant was born in Qatar and under family sponsorship
- Applicant is in Qatar from the age of 10 and below and under family sponsorship
- Applicant is going to be employed by a government firm

CODE	SERVICE TYPE	EST TIME	COST
IS-35	1 st TIME TRANSFER	20 WORKING DAYS	QAR 3800
IS-36	2 nd TIME TRANSFER	20 WORKING DAYS	QAR 4500
IS-37	3 rd TIME TRANSFER	20 WORKING DAYS	QAR 5200

11.2. Transfer of Sponsorship

Eligibility:

- Applicant should not belong to any of the difficult nationalities
- Sponsor's salary should be more than QAR 10,000

Required documents

Original(s)

- Original sponsorship transfer form must be signed and stamped by the applicant, the previous sponsor and the new sponsor. However, signature verification should be done by the previous sponsor
- Original NOC letter in Arabic issued by the current sponsor
- Original NOC letter in Arabic issued by the new sponsor

Copies

- A copy of the applicant's passport
- A copy of the applicant's Qatari ID card (the original will be needed at the latter stage)

- A copy of the company registration for the current (required if one of the sponsors is a firm)
- Copy of ID and passport for both the new and old sponsor.

CODE	SERVICE TYPE	EST TIME	COST
IS-311	NORMAL	20 WORKING DAYS	QAR 3200

11.3. Employee - Secondment

Eligibility:

- Secondment cannot be renewed/extended after completion of 12 months
- Employee has to wait for another 12 months to apply for secondment
- Signature verification process is required if the employee is going from a QFC firm to a non-QFC firm on secondment

Required documents

Original(s)

- Original secondment form must be signed and stamped by the applicant, the previous sponsor and the new sponsor. However, signature verification should be done by the previous sponsor
- A NOC letter in Arabic only issued by the current sponsor
- A NOC letter in Arabic only issued by seconded firm which includes both salary and position
- Original passport size photo (any background)

Copies

- A copy of the applicant's passport (the original will be needed at the latter stage)
- A copy of the applicant's Qatari ID card (the original will be needed at the latter stage)
- A copy of the computer card for both current and new sponsor
- A copy of education certificate attested by the Qatar Ministry of Foreign Affairs

CODE	SERVICE TYPE	EST TIME	COST
IS-313	3 MONTHS	20 WORKING DAYS	QAR 800
IS-314	6 MONTHS	20 WORKING DAYS	QAR 1100
IS-315	12 MONTHS	20 WORKING DAYS	QAR 1700

12. Leave Notification - Single and Multiple

12.1. Express Single Leave Notification

Eligibility:

- Not applicable for QFC firm employees, as they will already have a multiple exit permit.
- If the MEP expires for a QFC firm employee, they can only apply for MEP and not for SEP
- Not required for business visa holders, who will leave the country within 30 days
- Only domestic helper, extended business visa holder, drivers and working visa holders can request for single exit.
- Single exit permit is valid for 7 days

Required documents

Original(s)

- None

Copies

- Copy of sponsor's ID card (if individual under personal sponsorship like domestic helper or driver)
- Copy of extended business visa and passport copy (for business visa holders)
- Copy of working visa (for working visa holders)
- No form required for this request

CODE	SERVICE TYPE	EST TIME	COST
IS-63	EXPRESS	1 WORKING DAY	QAR 0

MOI form and letter template

After the submission of all documents, QFC Immigration department will prepare an MOI form. This form should be stamped by the firm or signed in case of personal sponsorship. Copy of the stamped/ signed form should be uploaded to the client portal.

12.2. Express Multiple Leave Notification

Eligibility:

- QFC firm employees with RP can apply for multiple exit permit
- Visit visa holders with multiple entry can apply for multiple exit permit
- People with personal sponsorship cannot apply for multiple exit permit

Required documents

Original(s)

- None

Copies

- A copy of the applicant's Residence Permit
- After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed, stamped and uploaded to the client portal

CODE	SERVICE TYPE	EST TIME	COST
IS-51	EXPRESS	1 WORKING DAY	QAR 0

12.3. Cancellation of Leave Notification (Multiple)

Required documents

Leave notification will be cancelled if Employment Standard Office (ESO) and Head of Operations approves the request.

Original(s)

- None

Copies

- A copy of applicant's Residence Permit
- Copy of letter from sponsor in Arabic requesting the cancellation of exit permit mentioning valid reason for cancellation

CODE	SERVICE TYPE	EST TIME	COST
IS-60	EXPRESS	3 WORKING DAY	QAR 100

13. Gate Pass Letter

13.1. Gate Pass Letter

Eligibility:

Applicant should have Business Visa issued by QFC

Required documents

Original(s)

- None

Copies

- A copy of the applicant's visa
- Any form or letter that has to be signed and stamped by QFC

CODE	SERVICE TYPE	EST TIME	COST
IS-309	NORMAL	3 WORKING DAY	QAR 200

14. Visit Visa 1 Year for RP Holders

MOI form and letter template

After the submission of all documents, QFC Immigration department will prepare an MOI form. This form should be signed by the sponsor. Copy of the signed form to be uploaded to the client portal.

14.1. Return Visa RP Holder - (Out of Qatar More Than 6 to 12 Months with Valid RP)

Eligibility:

- Applicant must have a valid RP
- Applicant should not be out of Qatar for more than 365 days

Required documents

Original(s)

- None

Copies

- A copy of the applicant's Resident Permit and passport copy
- A copy of sponsor's Resident Permit

If Resident Permit is lost outside of Qatar, then inform the Qatar embassy in that country and then submit a request to get this visa. (No guarantee if this will work for lost Resident Permit) visa on arrival will not resolve the ban.

After all documents are submitted to QFC, a form will be prepared and uploaded to the portal. This form has to be signed, stamped and uploaded to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-72	NORMAL	10 WORKING DAYS	QAR 1500

15. Visa on Arrival – Extension

15.1. On Arrival Visa Extension 1 Month (As Per Nationality)

Eligibility:

- Extension depends on the nationality of the applicant.

Required documents**Original(s)**

- N/A

Copies

- Copy of applicant's passport

CODE	SERVICE TYPE	EST TIME	COST
IS-11	NORMAL	2 WORKING DAYS	QAR 300

16. Change of Profession

Eligibility:

- Check with Head of Operations before taking payment

Required documents

Original(s)

- None

Copies

- A copy of the applicant's passport
- A copy of the applicant's Qatari ID card (the original will be needed at the latter stage)
- A copy of education certificate attested by the Qatar Ministry of Foreign Affairs
- Company letter requesting the change of profession along with promotion letter
- Six months bank statement
- Other supporting documents

There is no indicative timeline for this request as the process is complex and may require three months or longer to complete. There is no guarantee that your request will be approved.

CODE	SERVICE TYPE	EST TIME	COST
IS-316	NORMAL	NA	QAR 2500

17. Driving License Conversion

Eligibility:

- Should be an QFC employee
- Available only for manager and higher designations

Note: Payment will be done only after approval.

Required documents

Original(s)

- Applicant's original driving license
- Original drivers eye vision test report

- NOC from Metrash2. Please call Metrash2 customer service on how to get this done
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements

Copies

- Copy of applicant's residence permit
- Copy of the computer card
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements.

CODE	SERVICE TYPE	EST TIME	COST
IS-327	NORMAL	NA	QAR 1000

17.1. Replacement of Lost or Damaged Driving License

Eligibility:

- Must be a QFC firm employee

Required documents

Original(s)

- Applicant's original Qatari ID

Copies

- Copy of applicant's driving license in case of lost and original in case of damaged
- Two (2) passport sized photos without spectacles and plain blue background in accordance with MOI requirements.
- Police report from capital police in case of lost card

CODE	SERVICE TYPE	EST TIME	COST
IS-320	QATARI CITIZEN	3 WORKING DAYS	QAR 500
IS-321	NON QATARI CITIZEN	3 WORKING DAYS	QAR 400

17.2. Vehicle Registration Renewal

Required documents

Original(s)

- Applicant's original car registration

Copies

- Insurance certificate policy valid for one (1) year
- Proof of vehicle inspection (mandatory for vehicles three (3) years upon year of manufacture)

CODE	SERVICE TYPE	EST TIME	COST
IS-322	NORMAL	3 WORKING DAYS	QAR 300

17.3. Renewal of Driving License

Eligibility:

- Should be a QFC firm employee
- Renewal can be done only for Qatar driving license
- License renewal can also be done for dependents (spouse/children) of QFC firm employee

Required documents

Original(s)

- Applicant's original driving license

Copies

- Applicant's driving license copy

CODE	SERVICE TYPE	EST TIME	COST
IS-318	QATARI CITIZEN	3 WORKING DAYS	QAR 600
IS-319	NON QATARI CITIZEN	3 WORKING DAYS	QAR 350

After the submission of all documents, QFC Immigration department will prepare an MOI form. Copy of the signed form to be uploaded to the client portal.

17.4. Transfer Vehicle Ownership

Required documents

Original(s)

- Original Qatari ID of both buyer and seller and appear before the employee in charge to sign on the confirmation of ownership transfer
- Applicant's original car registration

Copies

- Both the parties Resident Permit copies
- Copy of applicant's valid insurance policy

CODE	SERVICE TYPE	EST TIME	COST
IS-323	NORMAL	3 WORKING DAYS	QAR 300

18. Domestic Help - Approval and/or Working Visa

Eligibility:

- Medical is not done by QFC. They have to go to the main Medical Commission.
- Sponsor should be at the airport to pick up the domestic helper.
- Approved nationalities are Filipino, Sri Lankan and Kenyan (Indians are approved only for Qataris). This list may change without notice.

Required documents

Original(s)

- Original salary certificate in Arabic on a company letterhead stating the salary, the employee's job title, stamped and signed by the authorized signatory (not required if applying for visa only)

Copies

- A copy of applicant's passport (not required for approval only)

- A copy of the sponsor's Resident Permit and passport
- A copy of sponsor's family Resident Permit and passport
- Domestic helper approval MOI receipt (not required for approval only)

After all documents are submitted to QFC, a form will be prepared. The original form has to be signed and to be uploaded to the client portal.

CODE	SERVICE TYPE	EST TIME	COST
IS-14	APPROVAL AND WORKING VISA	20 WORKING DAYS	QAR 2500
IS-84	APPROVAL ONLY	20 WORKING DAYS	QAR 1000
IS-101	WORKING VISA ONLY	5 WORKING DAYS	QAR 2000

18.1. Domestic Helper - Renewal

Eligibility:

- The applicant should have a visa before applying for Resident Permit.
- Resident Permit can be renewed within 6 months from the expiry date and the applicant has to be in the country

Required documents

Original(s)

- Applicant's original Resident Permit card

Copies

- Applicant's passport copy
- Applicant's Resident Permit copy

CODE	SERVICE TYPE	EST TIME	COST
IS-34	NORMAL	5 WORKING DAYS	QAR 800

18.2. Domestic Helper - New Resident Permit

Note: Medical is not done by QFCA hence applicant has to visit the medical commission directly.

Required documents

Original(s)

- Applicant's original passport

Copies

- A copy of the applicant's visa
- Two (2) original passport size photos of the applicant without spectacles and plain blue back ground in accordance with MOI requirements.
- A copy of sponsor's Residence Permit, passport and Qatari ID
- Blood group and medical receipt note

CODE	SERVICE TYPE	EST TIME	COST
IS-33	NORMAL	10 WORKING DAYS	QAR 900

18.3. Cancellation of Sponsorship – Domestic Helper

- Please follow Family Resident permit cancellation

19. Policies and Procedures

19.1. Company Letterhead and Stamp (LLC)

Disclosure Provisions:

Please note that we do not advise or issue confirmations to QFC firms on their obligations as set out in the relevant QFC legislation (as this is a matter purely for the QFC Firms to interpret and satisfy themselves); this notwithstanding, in relation to your request for the disclosure provisions.

For a limited liability company, the disclosure requirements are stated under Articles 45 and 46 of the QFC's Companies Regulations as well as the QFCA Rules - General Rule 3.2.2.

Company stamp

Digital can help you with the company stamp. Please see below contact details and requirements:

Qatar Financial Centre Authority • PO Box 23245 • Doha, Qatar

T: +974 4496 7777 • F: +974 4496 7676 • info@qfc.qa • qfc.qa

20. Portal Access

20.1. FAQ General

Q. To add a User/ SPOC

To get access to the portal or any module, you need to contact the SEF (Senior Executive Function) of the firm. The SEF has access to the admin portal and can add/delete or modify users. The SEF has to login to the portal, click on E Services - User management - Select the user or create a new user and grant access. The user will get an email with the username and password.

Q. I'm not getting my PIN on my mobile or I want to change my mobile number?

(Make sure that the email is coming from the User and not someone else)

Your request to reset the mobile number is sent to our IT team. Note that after we reset your account, while login in, the portal will prompt you to enter your mobile number. Please select the country and then enter the city code and the number.

Q. I forgot my password. Can you please reset it?

To reset your password, kindly click on forgot password, enter your username and reset password. If you can't remember your username then you can inform the SEF (Senior Executive Function) to login to the portal, click on E services - User management - Select the user and reset the password.

Q. My SEF is never available, or can we give the user management/ admin access to someone else?

Kindly ask the SEF (Senior Executive Function) to email us requesting to give his admin access to someone else. The email should come from the SEF email ID.

Q. My SEF doesn't have portal access. We don't know if the SEF has portal access?

We will ask our IT team to create a username or reset the profile for the SEF. Once this is done, the SEF will get the username and password via email. Kindly ask the SEF to check their inbox or junk or spam mail box.

21. Multiple Portal Access

21.1. FAQ General

Q. I already have access to the portal with one firm and want access to another firm. How can I do that?

Attached is the form that needs to be filled by your firm to get multiple firm access. Kindly fill it, sign it by the SEF and email it back to us. You will get an email once this is done.

Q. I have multiple access but can see another company or can't see the company I'm looking for?

Kindly login to the portal, click on E services, click on the Username at the right side top most corner of the page and then click on switch firms. It will show you all the firms names that you have access to. Kindly select the firm you want and click switch.

22. Immigration Terms and Conditions

22.1. Immigration Services

- The QFC provides immigration services to clients which consist of QFC Group Entities and QFC firms, including their employees, family members, and business visitors. All immigration applications and queries should only be submitted to the QFC, unless otherwise directed.
- The QFC provides access to a one-stop shop immigration service that includes
 - (1) a fully dedicated QFC team that is available to process and assist in immigration applications,
 - (2) privileges and exemptions that are only available to QFC entities (which result in lower documentation requirements), and
 - (3) a dedicated Ministry of Interior specialized office at the QFC which handles only QFC entities applications and provides onsite eye scan / finger print / ID printing services.
- The QFC levies service charges for immigration services and administrative processing. The amount of the charges will vary subject to the QFC's discretion. Service charges and fees are published in this Immigration Service Guide. The latest version of which is published in the immigration module of the QFC Portal.
- All immigration service requests will incur service charges that are non-refundable, regardless of whether the immigration benefit is granted. Service requests that are cancelled by the applicant or rejected by the QFC, prior to receiving the immigration benefit may be eligible for a partial refund at the QFC's discretion, minus a non-refundable administrative fee of 200 QAR

and any other costs. Refunds will generally be issued within 20 business days of submitting all required information.

22.2. Single Point of Contact (SPOC)

- Clients must appoint an immigration Single Point of Contact (SPOC) who is responsible for ensuring that all immigration-related applications to the QFC are in compliance with QFC Immigration Regulations, department procedures, and Immigration Terms & Conditions which are detailed in this Immigration Service Guide.
- The SPOC is primarily responsible for
 - (1) submission of accurate and compliant immigration service requests,
 - (2) completing all required prerequisites and processing actions in an accurate and timely manner,
 - (3) responding in an accurate and timely manner to any requests from the QFC, and
 - (4) creating and updating contacts and their details in the immigration contact database to ensure the system contains accurate data at all times. Inaccuracies in service requests and/or the contact database will directly cause issues with application processing and system notifications. Clients should ideally appoint immigration SPOCs that are experienced with immigration matters. SPOCs should obtain further training on the immigration module of the QFC Portal through attending orientation sessions and requesting training to helpdesk@qfc.qa on immigration matters to keep up to date with current regulations and procedures.

22.3. QFC Portal & Estimated Processing Timelines

- The QFC processes immigration service requests through the immigration module of the QFC Portal. Automated Portal system notifications will keep SPOCs apprised of developments to the application and if there are any required additional documentation. The current status of an application can be viewed on the QFC Portal under the “Status” field.
- For ease of reference, the QFC provides estimated processing timelines for each service request however the timelines are only estimates and variances may occur which are outside of QFC control. The process may take shorter or longer than the estimated timeline and is dependent on the individual circumstances of each case. As such, please do not make any travel arrangements or plans until the applicant actually receives the visa and/or official document.

- The processing timelines will only start once the SPOC has completed all 6 required prerequisites which consist of
 - (1) Submission of a Complete & Accurate Service Request,
 - (2) Received Preliminary Approval of Service Request,
 - (3) Paid Service Charges,
 - (4) Submitted Any Required Original Documents,
 - (5) Submitted Any Required Ministry of Interior / Government Application Forms, and
 - (6) Submitted Any Other Required Document or Information Requested by the Department, if applicable. Once all prerequisites are satisfied, the status of the service request will be updated on the Portal to “In Progress” and the estimated processing timeline will begin. Note that the timeline will freeze if there is any change in the status of the service request (e.g., Pending with Customer, Pending with External Gov). It will start once more once the status is changed back to “In Progress”.
- The timelines are calculated based on business hours and each working day consists of 9 business hours. QFC working days are Sunday to Thursday from 8AM to 5PM, excluding weekends and holidays. For example, a service request with a 1 Day Turnaround time that completes all prerequisites and its status is reflected as “In Progress” on the QFC Portal on Thursday at 4PM, will be expected to complete processing within 9 business hours on Sunday at 4PM. Timelines will vary during the Holy month of Ramadan, when shorter working hours are in operation.

22.4. QFC Helpdesk – Centralized Contact Point

- For convenience, the QFC provides access to a helpdesk team that can answer standard questions on immigration services through the following centralized contact points:
 - (1) telephone at 4496 7777,
 - (2) email at helpdesk@qfc.qa, or
 - (3) walk-in to helpdesk counter at QFC Tower 1, 2nd Floor.
- Complicated questions on immigration matters should be submitted solely via email to helpdesk@qfc.qa and marked on the subject header with the notation, “Complicated Query”, in order to be directed to a dedicated immigration expert to review the case.
- Urgent matters, complaints, and escalations should be submitted solely through any of the centralized contact points. Emails should be marked on the subject header with the appropriate notation (e.g., Urgent, Complaint). The department will review the case and respond accordingly at the earliest.

- The centralized contact points allow the department to register and track queries & response times. Accordingly, please do not contact individual members of the department. Such direct contact impacts operations and causes delays to other applications and the overall process. Contact may only be made via the above mentioned centralized contact points in order to allow an orderly and organized process. The department strives to respond to all questions, queries, and requests within two business days, though response times for certain cases may take longer depending on complexity.
- Answers by the department to all questions and queries are provided on a reasonable-efforts basis only, general in nature, and in response to the information provided. Due to time and resource constraints, a detailed response and/or investigation may not be possible for every question and query. Accordingly, please provide all available and relevant information when discussing your case, including but not limited to: service request number, attachments of all related and relevant documents, detailed description of the case, etc. This will allow the department to better service your request.
- Questions on the status of applications will be answered based on the available information on the QFC Portal. If the status is, "In Progress", personnel will unfortunately be unable to provide any further information on the application other than that it is in progress and will strive to have the application processed within the estimated timelines. For cases that have significantly exceeded the estimated processing timelines, a detailed review will be undertaken to determine and update the Portal status. Immigration processing is handled on a case-by-case basis by the QFC and external governmental authorities and rules and procedures are subject to change without notice. Immigration applications require the review and approval of the QFC and other governmental authorities. As such, there is no guarantee that an immigration application will be approved and/or processed within estimated timelines. Furthermore, the QFC may not know the full reason(s) for the denial and/or delay of an application by external governmental authorities. However, the QFC will endeavor to, on a reasonable-efforts basis, facilitate the approval of applications.

22.5. Submission of Immigration Applications

- To request immigration services, the SPOC will create an immigration service request on the immigration module of the QFC Portal. The submission must be fully complete & accurate, contain all required documentation (including copies of original documents), and be in compliance with all prevailing rules & regulations. The Portal status will reflect the service request as "Saved" at this stage.

- All immigration service requests will undergo a brief and preliminary review by the department within four business hours of submission. If the request is found to be inadequate due to the absence of any of the requirements listed in 5.1, the request will be rejected. If adequate, the request will be accepted, and the Portal status will reflect the service request as “Approved” at this stage. The initial brief and preliminary review by the department is not considered as acceptance of the application, but only that the service request appears to be adequate at this preliminary stage.
- After receiving approval, the SPOC can proceed to the payment stage which requires the payment of service charges on the QFC Portal. After acceptance of payment, the Portal status will reflect the service request as “Paid” at this stage.
- If applicable, the SPOC must then submit any and all required original documents in-person to the helpdesk counter at QFC Tower 1, 2nd Floor. The SPOC must also fill out a Document Control Sheet that will be provided by personnel at the helpdesk counter indicating the original documents submitted in order to enable the tracking of such documents. This Immigration Service Guide details for each service request whether an original document is needed (e.g., passports, certificates, attestations). If no original documents are required, the SPOC will not need to take any actions at this stage.
- The initiation of processing will depend on whether the service request requires a Ministry of Interior / Government Application signed hard copy form. This Immigration Service Guide will detail for each service request whether a Ministry of Interior / Government Application form is required. If not required, the processing of the application will be initiated, and the Portal status will reflect the service request as “In Progress” at this stage.
- If a signed hard copy form is required, the department will prepare the draft form and fill in applicable details. An automated Portal notification will be sent to the SPOC informing them that the draft form is ready for pick-up from the helpdesk counter. The SPOC will need to pick up and review for accuracy the draft form and obtain signatures and stamps on relevant sections of the form from the authorized signatories of their organization. The form will need to be submitted by the SPOC to the helpdesk counter and will then be reviewed by the department and if adequate, will be considered as a final form. The Portal status will then be updated to reflect the service request as “In Progress” at this stage. The estimated processing timelines will now begin.
- Department processing of service requests requires timely actions from the SPOC throughout the prerequisite and possibly during the in-progress stage and as such, any delays from the SPOC will directly impact the total processing time of applications. Delays from SPOCs in responding to department requests for documentation/information or in completing the

necessary prerequisites, may result in the rejection of the service request in order to ensure that applications in the pipeline are managed in an orderly and organized manner. SPOC delays of more than 20 business days from the date of submission on the Portal may be rejected with a deduction for administrative fees of 200 QAR and any other costs. This includes but is not limited to delays that are caused by SPOCs due to payments not completed, documents/forms not submitted, etc.

- Immigration service requests may be rejected at any time during any stage of the process. Acceptance of applications is at the discretion of the QFC and other governmental authorities. Common reasons for rejection include but are not limited to: non-compliance with prevailing rules & regulations, changes to requirements, and external governmental authorities' decisions.

22.6. Processing of Immigration Applications

- All applications will be processed on a first-come, first-served basis, except for “Express” service requests which will be processed on a Fast-Track basis. However, there is no guarantee that an “Express” service request will receive approval and/or be processed within the estimated processing timelines and as such refunds are not permitted for failure in such cases. All reasonable-efforts will be undertaken by the department to ensure that service requests are processed within their estimated processing timelines.
- The QFC Portal will reflect the current status of the service request. The department will strive to ensure that the status is updated in a timely and accurate manner. However, there are several procedures required internally and externally with governmental authorities and as such the status on the QFC Portal is the only status that is applicable and recognized by the QFC. Other government websites or portals may not reflect the complete administrative procedures required and as such are not applicable to the servicing of QFC applications. Any additional information and/or documentation required will be communicated to the SPOC via automated system notification and/or directly from the helpdesk.
- Once an application has received all necessary approvals and completed administrative processing, the Portal status will reflect the service request as either “Closed” or “Ready for Collection” at this stage. “Closed” means the application is approved and complete and the immigration benefit (e.g., visa) can be downloaded directly from the Portal. “Ready for Collection” means the original documents that were submitted for this application are now ready for pick-up and/or the newly issued immigration benefit (e.g., residence permit) can be collected from the helpdesk counter.
- Please verify the accuracy of official documents (e.g., visas, residence permits, Qatar ID, exit permits, etc.) right away to make sure there are no errors. If there are any errors, contact the

- Helpdesk promptly. It is the responsibility of the applicant to check their documentation details (e.g., names, passport numbers, etc.) for accuracy and to immediately notify the Helpdesk for correction.
- QFC firms (including assigned immigration SPOCs), their employees (and family members) and their visitors are responsible for keeping track of the validity of their residence permits, visas, exit permits, and related official documents and for ensuring that these permits & visas are renewed in compliance with the prevailing rules and regulations and in failure thereof will be wholly responsible for all charges, fines or other penalties which may be imposed by the QFC or State authorities. Do not rely on automated Portal notifications or on any other sources to inform you of expiring assets, given that there are a variety of factors which could occur that would cause the information provided to be inaccurate. Instead, reliance should be on the information contained within the official documents (e.g., expiry date of exit permit).
 - If the applicant is denied boarding or experiences any issues with the immigration authorities, please contact the QFC immediately at clientaffairs@qfc.qa. Please mark the subject header with the notation, "Emergency". The department will respond with immediate urgency on the same business day during working hours or if received after hours, on the next business day. Resolution of such cases is provided on a reasonable-efforts basis and may be dependent on several external factors outside of the control of the QFC. As such, there is no guarantee of a successful resolution of emergency cases.