

# in business, together

## Service Guide

Immigration



مركز قطر للمال  
Qatar Financial Centre

# Immigration Service Guide

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

### 1.1. New Computer Card

#### Eligibility and Notes

- The authorised signatory must be in Qatar on any visa (visa on arrival, family, or business visa). A copy of visa for a non-Qatari authorised signatory or a copy of QID for a Qatari citizen/Qatari residence authorised signatory must be provided.
- Company stamp and letterhead must be ready. (It is also recommended to include your firm's QFC registered Arabic name).
- If the authorised signatory is a resident, Temporary work permit must be submitted on QFC Client Portal which can be obtained from their current sponsor's Metrash2.
- Once the resident permit is issued, the authorised signatory must update his/her national address through Metrash2.
- A blank company letterhead may be provided to QFC if the company does not have a staff who can prepare a letter in Arabic.

#### Required Documents

##### Original

- [National address form.](#)
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- [Company letter.](#)

##### Copy

- A copy of QFC Companies Registration Office (CRO) Certificate and License.
- A copy of the applicant's passport.
- A copy of the applicant's visa.
- A copy of the authorised signatory's residence permit (QID).

CODE	SERVICE TYPE	EST TIME	COST
IS-1	Computer Card	5 Working Days	QAR 600

## 1.2. Renewal of Computer Card

### Eligibility and Notes

- All authorised signatories must be in Qatar.
- Residence permits (QIDs) of the authorised signatories should be valid (not expired).
- The authorised signatory should be under the firm's sponsorship or must have a temporary work permit from their current sponsor.
- A blank company letterhead may be provided to QFC if the company does not have a staff to prepare a letter in Arabic.

### Required Documents

#### Original

- The original company computer card.

#### Copy

- A copy of QFC Companies Registration Office (CRO) Certificate and License.
- A copy of the authorised signatory's residence permit (QID).
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- [Company letter](#).

CODE	SERVICE TYPE	EST TIME	COST
IS-2	Computer Card Renewal	5 Working Days	QAR 500

## 1.3. Add and/or Remove Authorised Signatory

### Eligibility and Notes

- All firm's authorised signatories must be in Qatar.
- The residence permits (QIDs) of the authorised signatories should be valid (not expired).
- The new authorised signatory should be under firm's sponsorship or must have temporary work permit from their current sponsor.
- If there is only one authorised signatory on the computer card, then this person cannot be removed from the computer card or cannot cancel the residence permit until there is a new authorised signatory added.
- A blank company letterhead may be provided to us if the company does not have staff to prepare an Arabic letter.

## Required Documents

### Original

- Company computer card.

### Copy

- A copy of QFC Companies Registration Office (CRO) Certificate and License.
- A copy of the authorised signatory's residence permit (QID).
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- [Company letter.](#)

CODE	SERVICE TYPE	EST TIME	COST
IS-55	Add and/or Remove Authorised Signatory	5 Working Days	QAR 400

## 2. Business Visa and Business Visa Extension

### 2.1. Business Visa

#### Eligibility and Notes

- Applicant must be over 30 years old.
- The applicant should not have any valid visa (this can be checked on the Ministry of Interior (MOI) website using the applicant's passport number).
- The applicant should not have a valid residence permit (QID).
- The applicant should not be in Qatar.

## Required Documents

### Original

- N/A.

### Copy

- A copy of the applicant's passport.
- [Company letter.](#)

CODE	SERVICE TYPE	EST TIME	COST
IS-3	Business Visa	5 Working Days	QAR 500

## 2.2. Business Visa Extension - 1 Month

### Eligibility and Notes

- The applicant must be in Qatar.
- A business visa cannot be extended if has already been extended for two (2) months.

### Required Documents

#### Original

- N/A.

#### Copy

- A copy of the applicant's visa.

CODE	SERVICE TYPE	EST TIME	COST
IS-4	30 Days Extension	5 Working Days	QAR 300

## 3. Working Visa, Temporary Working Visa, Labour Approval and Hukoomi Card

### 3.1. Labour Approval – Working Visa

#### Eligibility and Notes

- This service is applicable only to the following nationalities - Bangladesh, India, Nepal, Pakistan Philippines and Sri Lanka. Complete working visa procedures through Qatar Visa Center (QVC).
- To know more about QVC, kindly visit <https://www.qatarvisacenter.com/>.
- Here is the [list of approved job titles](#).
- Computer card of applicant's firm should be valid.
- A copy of the applicant's passport.

#### Required Documents

##### Original

- N/A.

##### Copy

- [Company letter](#).
- A copy of the applicant's passport.



CODE	SERVICE TYPE	EST TIME	COST
IS-331	Labour Approval	10 Working Days	QAR 100

### 3.2. Working Visa Under the Sponsorship of Company

#### Eligibility and Notes

- If applicant is from a Qatar Visa Center (QVC) country (Bangladesh, India, Nepal, Pakistan, Philippines, and Sri Lanka), follow the QVC process. (Please refer IS-331)
- The computer card of applicant's firm should be valid.
- If the applicant is outside Qatar with an active or expired residence permit (QID) but not cancelled, first cancel the QID before applying for a working visa.
- 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).
- If the applicant is already in Qatar on a family visa/ working visa an E-NOC from the sponsor and sponsor's QID/computer card copy is required where applicable.
- Here is the [list of approved job titles](#). (Refer Appendices: 22)
- The computer card of applicant's firm should be valid.

#### Required Documents

##### Original

- N/A.

##### Copy

- [Company letter](#).
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- A copy of the applicant's passport.

CODE	SERVICE TYPE	EST TIME	COST
IS-6	Working Visa	10 Working Days	QAR 500

### 3.3. Temporary Work Visa 3 Months Multiple Entry

#### Eligibility and Notes

- The computer card of the applicant's firm should be valid.
- If the applicant is outside Qatar with an active or expired QID but not cancelled, first cancel the QID before applying for working visa.
- The visa validity will be three (3) months from the date of issuance for the applicant to enter the country.
- The visa will be valid for one (3) month from the date the applicant enters the country and can be extended up to three (3) months (IS-336).
- A blank company letterhead may be provided to QFC if the company does not have a staff who cannot prepare a letter in Arabic.

#### Required Documents

##### Original

- [Ministry of Labour \(MoL\) Form](#) signed and stamped by the authorised signatory.
- [Company letter.](#)
- [Undertaking letter.](#)

##### Copy

- A copy of the applicant's passport.
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- A copy of the authorised signatory's residence permit (QID).

CODE	SERVICE TYPE	EST TIME	COST
IS-335	Temporary Working Visa	10 Working Days	QAR 900

### 3.4. Temporary Work Visa 3 Month Extension

#### Eligibility and Notes

- The computer card of applicant's firm should be valid.
- The applicant must be inside the country.
- The firm can apply two (2) weeks before the visa expiry date.

#### Required Documents

##### Original

- [Ministry of Labour \(MoL\) Form](#) signed and stamped by the authorised signatory.
- [Undertaking letter.](#)

##### Copy

- A copy of the applicant's visa.

CODE	SERVICE TYPE	EST TIME	COST
IS-336	Extension - Temporary Working Visa	5 Working Days	QAR 900

### 3.5. New Hukoomi Card

#### Eligibility and Notes

- The authorised signatory must visit QFC immigration department to do the biometrics.

#### Required Documents

##### Original

- Applicant's original residence permit (QID).

##### Copy

- N/A.

CODE	SERVICE TYPE	EST TIME	COST
IS-333	New Hukoomi Card	2 Working Days	QAR 400

### 3.6. Hukoomi Card Renewal

#### Eligibility and Notes

- The authorised signatory must be in Qatar at the time of renewal.

#### Required Documents

##### Original

- Applicant's original residence permit (QID).

##### Copy

- N/A.

CODE	SERVICE TYPE	EST TIME	COST
IS-332	Hukoomi Card Renewal	2 Working Days	QAR 300

## 4. New Residence Permit – Employee

### With medical - Without medical - Qatar Visa Centre

#### 4.1. New Residence Permit Employee

#### Eligibility and Notes

- The applicant must have a valid working visa.
- The applicant must remain in Qatar until his/her residence permit (QID) has been issued.
- If the applicant's job title is listed in the [medical job title list](#), then the applicant is eligible for IS-15 or IS-16, otherwise the applicant is required to submit two (2) separate applications (IS-117 or IS-121 and for medical is IS-114).
- For Qatar Visa Center applicant, please refer to IS-334.
- QFC Immigration department will notify the firm's SPOC with the medical registration and fingerprint appointment date.
- Original passport to be presented at medical appointment.
- One (1) Original passport size photo, with blue background must be submitted to the QFC Immigration department at the time of fingerprint appointment.
- After the medical and fingerprint results are out, the QFC Immigration department will prepare [an MOI form](#). The original form will need to be signed by the authorised signatory, stamped, and signed by the applicant. The original signed form must be submitted to Client Services team.

Note: Kindly ensure to update the national address (Metrash2).

### Required Documents

#### Original

- N/A.

#### Copy

- A copy of the applicant's passport.
- One (1) passport size photo, with blue background.
- A copy of the applicant's visa.

CODE	SERVICE TYPE	EST TIME	COST
IS-15	Employee (New) 1 year validity (with medical checkup)	7 Working Days	QAR 3500
IS-16	Employee (New) 2 years validity (with medical checkup)	7 Working Days	QAR 4500
IS-117	Residence Permit – Employee (without medical checkup) (New) 1 year validity	5 Working Days	QAR 2750
IS-121	Residence Permit – Employee (without medical checkup) (New) 2 years validity	5 Working Days	QAR 3750
IS-114	Non-Professional Medical Checkup	3 Working Days	QAR 200
IS-334	Residence Permit – Employee (New) 1 Year Validity– Qatar Visa Centre	5 Working Days	QAR 1500

## 5. Residence Permit Renewal

### 5.1. Employee – Spouse – Child, Residence Permit Renewal

#### Eligibility and Notes

- Applicant must be in Qatar.
- Resident permit (QID) should not be valid for more than six (6) months.
- If the renewal request is for three (3) years but the available/approved validity is less, the service request will be rejected. The client will be asked to apply again according to the available/approved validity years.

Note: Kindly ensure to update the national address (Metrash2).

### Required Documents

#### Original

- Applicant's original residence permit (QID).

*Copy*

- A copy of the applicant's residence permit (QID).

CODE	SERVICE TYPE	EST TIME	COST
IS-18	RP Renewal 1 year - Employee	3 Working Days	QAR 1500
IS-19	RP Renewal 2 years - Employee	3 Working Days	QAR 2800
IS-20	RP Renewal 3 years - Employee	3 Working Days	QAR 3500
IS-24	RP Renewal 1 year - Spouse	3 Working Days	QAR 700
IS-25	RP Renewal 2 years - Spouse	3 Working Days	QAR 1200
IS-26	RP Renewal 3 years - Spouse	3 Working Days	QAR 1600
IS-30	RP Renewal 1 year - Child	3 Working Days	QAR 700
IS-31	RP Renewal 2 years - Child	3 Working Days	QAR 1100
IS-32	RP Renewal 3 years - Child	3 Working Days	QAR 1260

## 5.2. Transfer of RP from Old to New Passport

### Eligibility and Notes

- In case of lost passport:
  - Lost in Qatar** - Obtain police letter and submit the request.
  - Lost outside Qatar** - Get letter from the owner's country embassy stating that a new passport was issued because the old passport was lost.
- In case of passport renewal.

### Required Documents

#### *Original*

- Applicant's original old and new passport.
- Applicant's original residence permit (QID).

#### *Copy*

- N/A.

CODE	SERVICE TYPE	EST TIME	COST
IS-56	Transfer RP from old to new passport	3 Working Days	QAR 200

## 6. Family Visit Visa Support

In order to avail QFC Family Visit Visa support 1) Client must apply for 'Family Visit' via Metrash2 app and obtain Metrash2 Application number(MT Number). 2) Client must then apply for 'Family Visit Visa Support' on QFC Client Portal and submit the MT Number to avail QFC support services.

### Eligibility and Notes

#### Stage 1 : Family Visit application on Metrash2

- Applicant must submit their Family visa application through Metrash2 app.
- Metrash2 app → Login → Visa → Issue Visa → Family Visit → Family Resident Application → Fill Details → Click "Validate" → Upload Documents → Submit.
- Post submission, Metrash2 Application number(MT Number) will be generated.

<u>Required documents on Metrash2</u>	<u>Documents to be uploaded</u>
1. Marriage/Birth Certificate	1. Marriage/Birth Certificate
2. Education Certificate	2. Sponsor's Education Certificate
3. Bank Salary Statement	3. Company Letter
4. Marriage Certificate (Others)	4. Sponsor's QID and Applicant Passport
5. Other Document(s)	5. Company Computer card (QFC Licensed)

**Note:** Kindly make sure all the data is clear and readable otherwise your application will be rejected by the Ministry.

#### Stage 2 : Family Visit Visa Support on QFC Client Portal

- Applicant must submit Family Visit Visa Support application through QFC Client Portal and provide Metrash2 Application number(MT Number).
- Sponsor's minimum monthly salary must be at least QAR 10,000.
- Additional supporting documents might be required for special cases.

**Note:** All reasonable efforts will be taken by the QFC to ensure the family visit visa application is processed with QFC assistance. In the meantime, applicant may disregard any MOI payment notification received on Metrash2.

## Required Documents

### Original

- N/A.

### Copy

- [Company Letter.](#)
- Metrash2 application number (MT number).

CODE	SERVICE TYPE	EST TIME	COST
IS-122	Family Visit Visa support	10 Working Days	QAR 700

## 7. Visa Conversion:

### Conversion of Business Visa to Working Visa

#### Eligibility and Notes

- The applicant must be in Qatar.

#### Required Documents

##### Original

- N/A.

##### Copy

- Applicant's both visa copies (Business and Work).
- A copy of the applicant's visa.

CODE	SERVICE TYPE	EST TIME	COST
IS-62	Business visa conversion to Working visa	3 Working Days	QAR 700



## 8. Residence Permit – Employee’s Dependent

### 8.1. New Residence Permit – Spouse and Child

#### Eligibility and Notes

- Applicant should have a valid family visit visa (1-year). Please refer to IS- 9/ IS-10.
- QFC Immigration department will notify the firm’s SPOC with the medical registration and fingerprint appointment date.
- Original passport to be presented at medical appointment.
- One (1) original passport size photo, with blue background must be submitted to QFC Immigration department at the time of fingerprint appointment.
- After the medical and fingerprint results are out, QFC Immigration department will prepare [an MOI form](#). The original form will need to be signed by the applicant’s sponsor. The original signed form must be submitted to the Client Services team.

#### Required Documents

##### Original

- N/A.

##### Copy

- A copy of the applicant’s passport.
- One (1) passport size photo, with blue background.
- A copy of the applicant’s visa.
- A copy of the sponsor’s residence permit (QID).
- A copy of an attested marriage certificate from the Qatar Ministry of Foreign Affairs.
- Childbirth certificate (in case of child sponsorship).

Child:

CODE	SERVICE TYPE	EST TIME	COST
IS-27	Residence Permit – Child (Above 15 years) (New) 1 year validity	7 Working Days	QAR 1660
IS-28	Residence Permit – Child (Above 15 years) (New) 2 years validity	7 Working Days	QAR 2060
IS-29	Residence Permit - Child 0-18 years (New) 3 years validity	7 Working Days	QAR 2360
IS-116	Residence Permit – Child (Below 15 years) (New) 1 year validity	5 Working Days	QAR 1100
IS-119	Residence Permit – Child (Below 15 years) (New) 2 year validity	5 Working Days	QAR 1500

IS-120	Residence Permit – Child Below 15 - 3 years customer	5 Working Days	QAR 1800
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Spouse:

CODE	SERVICE TYPE	EST TIME	COST
IS-21	Residence Permit - Spouse (New) 1 year validity	7 Working Days	QAR 1850
IS-22	Residence Permit - Spouse (New) 2 years validity	7 Working Days	QAR 2250
IS-23	Residence Permit - Spouse (New) 3 years validity	7 Working Days	QAR 2450

## 9. Residence Permit Cancellation

### 9.1. Residence Permit Cancellation - Employee

#### Eligibility and Notes

Scenarios when Residence Permit can be cancelled:

- The employee should be in Qatar to cancel the QID.
- If the employee is outside Qatar for more than six (6) months or his/her QID expired while outside Qatar, the QID can be cancelled without the original QID.
- If the employee is outside Qatar for less than six (6) months and the QID is still active, then original QID is required.
- The employee should not have any family member under his/her sponsorship or vehicle under his/her name.
- **If the employee is in Qatar - Original QID is required.**

#### Required Documents

##### Original

- Applicant's original residence permit (QID).

##### Copy

- A copy of the applicant's residence permit (QID).
- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.

CODE	SERVICE TYPE	EST TIME	COST
IS-41	RP Cancellation – Employee	5 Working Days	QAR 100

## 9.2. Residence Permit Cancellation - Family

### Eligibility and Notes

Scenarios when Residence Permit can be cancelled:

- The family member should be in Qatar to cancel the QID.
- If the applicant is outside Qatar for more than six (6) months or the QID expired while out of Qatar, the QID may be cancelled without the original QID.
- If the applicant is outside Qatar for less than six (6) months and QID is still active, then the original QID is required.
- **If the employee is in Qatar** - Original QID is required

### Required Documents

#### Original

- N/A.

#### Copy

- A copy of the applicant's residence permit (QID).
- A copy of the sponsor's residence permit (QID).
- [Ministry of Interior \(Mol\) Form](#) signed by the sponsor.

CODE	SERVICE TYPE	EST TIME	COST
IS-42	RP Cancellation - Family	5 Working Days	QAR 100

## 10. Transfer of Sponsorship

### 10.1. Transfer of Sponsorship - Employee

#### Eligibility and Notes

- **[From Non-QFC entity to QFC firm](#)**: Labour Notice must be applied through Ministry of Labour (MOL) website [here](#) NOC and signature verification from the previous sponsor are not needed.
- **From QFC firm to QFC firm**: E-NOC from Metrash2 must be provided by the current sponsor and the original company letter (NOC) must be provided by the new sponsor.
- From family to QFC firm - Labour notice must be provided. NOC and signature verification from the previous sponsor are not needed.
- The old process still applies. (NOC letters and signature verification are a must from the new sponsor).

- Applicant's original residence permit (QID) will be needed on a later stage upon receiving the approval from the external government authority.
- Police certificate is required if:
  - ❖ The applicant was born in Qatar and under family sponsorship.
  - ❖ The applicant has been in Qatar from the age of 10 and below and under family sponsorship.
  - ❖ The applicant is going to be employed by a government or semi government firm.

### Required Documents

#### Original

- [Ministry of Interior \(Mol\) Form](#) signed and stamped by the authorised signatory.
- [Company letter](#).

#### Copy

- A copy of the applicant's passport.
- A copy of the applicant's residence permit (QID).
- A copy of the computer card for both the current and the new sponsor.
- A copy of applicant's education certificate.
- A copy of approved labour notice with expiry date or E-NOC

CODE	SERVICE TYPE	EST TIME	COST
IS-35	1 <sup>st</sup> Time Transfer	20 Working Days	QAR 3800
IS-36	2 <sup>nd</sup> Time Transfer	20 Working Days	QAR 3800
IS-37	3 <sup>rd</sup> Time Transfer	20 Working Days	QAR 5200

## 11. Gate Pass Letter

### 11.1. Gate Pass Letter

#### Eligibility and Notes

- Applicant should have business visa issued by QFC.

#### Required Documents

##### Original

- N/A.

##### Copy

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

CODE	SERVICE TYPE	EST TIME	COST
IS-309	Gate Pass Letter	3 Working Days	QAR 200

## 12. Visit Visa 1 Year for RP Holders

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

#### Eligibility and Notes

- Applicant must have a valid residence permit (QID).
- Additional supporting documents might be required for special cases.

#### Required Documents

##### Original

- N/A.

##### Copy

- A copy of the applicant's residence permit (QID).
- A copy of the sponsor's residence permit (QID).
- [Ministry of Interior \(Mol\) Form](#) signed by the sponsor.

CODE	SERVICE TYPE	EST TIME	COST
IS-72	Visit Visa for RP Holder (Return Permit)	10 Working Days	QAR 1500

## 13. Policies and Procedures

### 13.1. 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.

## 14. Portal Access

### 14.1. 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 our team will reset your account, while logging 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 delegate 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?

Our IT team can 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 mailbox.

## 15. Multiple Portal Access

### 15.1. FAQ General

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

Kindly mark a mail to the QFC on [clientaffairs@qfc.qa](mailto:clientaffairs@qfc.qa).

**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 top right 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.

## 16. Immigration Terms and Conditions

### 16.1. 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 specialised office at the QFC which handles only QFC entities applications and provides onsite eye scan / fingerprint / 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 Client 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 100 QAR and any other costs. Refunds will generally be issued within 20 business days of submitting all required information.

## 16.2. 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) submitting 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 who are experienced with immigration matters. SPOCs should obtain further training on the Immigration module of the QFC Client Portal by attending orientation sessions and request training by contacting [clientaffairs@qfc.qa](mailto:clientaffairs@qfc.qa) on immigration matters to keep up to date with current regulations and procedures.

## 16.3. QFC Portal & Estimated Processing Timelines

- The QFC processes immigration service requests through the immigration module of the QFC Client 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 Client 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 six (6) required prerequisites which consist of:
  - (1) Submission of a complete and 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 QFC Immigration 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 Client 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.

#### **16.4. QFC – Centralised Contact Point**

- For convenience, the QFC provides access to a Client Services team that can answer standard questions on immigration services through the following centralized contact points:
  - (1) telephone at 4496 7777,
  - (2) email at [clientaffairs@qfc.qa](mailto:clientaffairs@qfc.qa), or
  - (3) walk-in to the Client Service counter at QFC Tower 1, 2nd floor.
- Complicated questions on immigration matters should be submitted solely via email to [clientaffairs@qfc.qa](mailto:clientaffairs@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 centralised 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 centralised 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 centralised contact points in order to allow an orderly and organised process. The department strives to respond to all questions, queries, and requests within two (2) 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 Client 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 endeavour to, on a reasonable-efforts basis, facilitate the approval of applications.

#### **16.5. Submission of Immigration Applications**

- To request immigration services, the SPOC will create an immigration service request on the immigration module of the QFC Client Portal. The submission must be fully complete and 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 One (1) business day of submission. If the request is found to be inadequate due to the absence of any of the requirements listed, 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 Client 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 Client Service counter at QFC Tower 1, 2<sup>nd</sup> floor. The SPOC will be responsible to submit the required original 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 Client Service 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 authorised signatories of their organisation. The form will need to be submitted by the SPOC to the Client Service 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 QFC Immigration 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 organised manner. SPOC delays of more than twenty (20) business days from the date of submission on the portal may be rejected with a deduction for administrative fees of 100 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 and regulations, changes to requirements, and external governmental authorities' decisions.

#### **16.6. Processing of Immigration Applications**











- All applications will be processed on a first-come, first-served basis. All reasonable efforts will be undertaken by the department to ensure that service requests are processed within their estimated processing timelines.
- The QFC Client Portal will reflect the current status of the service request. The QFC Immigration 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 Client Portal is the only status that is applicable and recognised 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 Client Services team.
- 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 Client Service 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 Client Services team 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 Client Services team 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 and 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](mailto: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.

## 17. Appendices:

Title	Reference document(s)
1. Company Letter IS-1	 Company Letter IS-1.doc
2. Company Letter IS-2	 Company Letter IS-2.doc
3. Company Letter IS-3	 Company Letter IS-3.docx
4. Company Letter IS-122	 Company Letter (Product IS-122).doc
5. Company Letter IS-6	 Company Letter IS-6.docx
6. Company Letter IS-35, IS-36, IS-37	 Company Letter IS-35, IS-36, IS-37.do
7. Company Letter IS-55	 Company Letter IS-55.doc
8. Company Letter IS-331	 Company Letter IS-331.docx
9. Company Letter IS-335	 Company Letter IS-335.docx
10. Medical job title list	 Medical job title list.pdf
11. MOI Form IS-6, 335	 MOI Form IS-6, 335.pdf

12. MOI form IS-122	 MOI form (Product IS-122).pdf
13. MOI form IS-35, IS-36, IS-37	 MOI form IS-35, IS-36, IS-37, IS-311.p
14. MOI form IS-41, IS-42	 MOI form IS-41, IS-42.pdf
15. MOI form IS-72	 MOI form IS-72.pdf
16. MOI form new RP	<a href="https://portal.moi.gov.qa/wps/portal/MOInternet/services/inquiries/residencypermits/rpapplicationtracking">https://portal.moi.gov.qa/wps/portal/MOInternet/services/inquiries/residencypermits/rpapplicationtracking</a>
17. MOI IS-1,2,55	 MOI IS-1,2,55.pdf
18. MOL Form IS-335	 MOL Form IS-335.pdf
19. MOL Form IS-336	 MOL Form IS-336.pdf
20. National Address Institutions	 National_Address_Institutions.pdf
21. Steps for changing employer - non QFC to QFC	 Steps for changing employer - non QFC
22. Updated Job title list IS-6,331	 Updated Job title list IS-6,331.pdf