

# User Manual

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## DTCM Classification System – Partner Interface

Version 1.2

## Table of Contents

<b>1. General Information</b>	<b>1</b>
1.1 Overview	1
1.2 Purpose	1
<b>2. Accessing DTCM Partner Interface Module</b>	<b>2</b>
2.1 User Registration	2
2.1.1 Username	3
2.1.2 Password	3
2.1.3 Login	3
2.1.4 Forgot Password	3
2.1.5 New User Registration	4
<b>3. Dashboard</b>	<b>7</b>
3.1 User Information	8
3.2 Dashboard	8
3.3 Notifications	8
3.4 Establishment	8
3.4.1 Establishment Details	9
3.5 Application Count	15
3.5.1 Application Details	17
3.6 Assessment Count	21
3.6.1 Assessment Report	22
3.6.2 Violation Log	23
3.7 Create New Application	24
3.7.1 Replace Classification Certificate/ Replace Classification Plaque	24
3.8 Work Queue	26
<b>4. Reference Material</b>	<b>27</b>
<b>5. Notifications</b>	<b>28</b>
5.1 Create New Notification	29
5.2 View Notification	30

## 1. General Information

### 1.1 Overview

The User Manual contains all essential information for the user to make full use of Partner Interface module. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use. User graphics where possible are provided in this manual for easy reference.

### 1.2 Purpose

#### 1.2.1 Purpose of this manual

This user's manual has been developed to help guest accommodations and DTCM to better understand the partner interface module of the DTCM classification system. This document is a simple, easy-to-use reference that will help them navigate through the features and available options within the partner interface.

#### 1.2.2 Purpose of the application module

**Partner Interface** aims at providing a simple and user friendly bi-lingual interface to allow authorized users of establishment to perform classification related activities with DTCM classification system. The basic purpose of this application module is to

- Act as a repository of classification information for DTCM/Establishment
- An interface to establishments to access information relating to their properties along with the ability to initiate and track applications with DTCM.

## 2. Accessing DTCM Partner Interface Module

Steps to Login to the DTCM Partner interface Module:

1. Go to <http://classification.dubaitourism.ae>
2. Enter valid username and password

### 2.1 User Registration

New Users need to register with the DTCM Classification System to login to the module.

The Login screen acts as a platform for authorized and un-authorized users to access required information. Following options are available on the login screen –

- Authorized establishment users can access the partner dashboard by providing valid username and password (allocated by DTCM post successful completion of registration process)
- Un-registered users can request for registration via “New User Registration” feature. Note: Un-registered users are the establishment users who needs a valid username and password for
- Users can also access public material published y DTCM from “Download Reference Material”
- An enquiry can also be submitted via this screen for people with interest in media, investments etc.

Given below is the snapshot of login page:

2.1.8 English العربية

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DTCM aims at enhancing the accommodation service level, facilitating the selection of accommodations suitable to every category of visitors, international tour and travel agencies. The current classification system ensures the availability of services and facilities in accordance with the expectations of such visitors.

DTCM is responsible for the administrative tasks related to the issuance of tourism licenses, follow-up with the licensing procedures comprising preliminary approvals, renewal, amendment and cancellation. DTCM is responsible for administrative tasks related to the issuance of permanent/temporary tourism activity permits, follow-ups and inspections of such authorized activities to ensure their compliance with the laws and regulations implemented in Dubai.

Registered User Login Here

2.1.1 Username

2.1.2 Password

Login 2.1.3

2.1.4 [Forgot Password?](#)

2.1.5 [New User Registration](#)

2.1.6 [Send Enquiry](#) [Download Reference Material](#) 2.1.7

GREEN R.D.B.A. definitely Dubai THE OFFICIAL TOURISM PORTAL

Dubai DUBAI CONVENTION BUREAU

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### 2.1.1 Username

It is the unique Username generated after the successful completion of registration process. Users are required to enter the valid username to login to the partner interface.

### 2.1.2 Password

It is the unique password generated after the registration process. Users are required to enter the valid password to login to the application.

### 2.1.3 Login

After entering User ID and Password click on [Login](#) button to access the application. It will validate the User ID and Password entered by the user and on successful validation navigates the user to the module home page.

### 2.1.4 Forgot Password

Click on Forgot Password link to generate a new password. On clicking Forgot Password, system prompts the user to enter their Passport Number, Emirates ID, Secret Question & Answer, and Email address as displayed in the image below. Upon entering details, system will validate the credentials and generates a new password and send the same to the user's email id which is the same as specified by the user at the time of registration.

English العربية

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**Forgot Password**

User ID \*

Passport Number \*

Emirates ID \*

Secret Question \*

Answer \*

Email Address \*

**Note :** Either Emirates ID or Passport Number is mandatory.  
If you have forgotten both User ID & Secret Question, Please use the new user registration link for registering new User ID.  
Upon verification, Password will be sent on the email address specified by you at the time of registration.

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In case user has forgotten both User ID and Secret Question, then they need to register again by clicking on New User Registration link.

## 2.1.5 New User Registration

New user has to be authenticated by DTCM to gain system access. New users are required to complete and submit the registration application, then submit required documents (Letter of Authority and Passport) in person to DTCM within 3 business days.

In order to fill the application, click on the “New User Registration” button. This will navigate you to an online registration page.

**New User Registration**

1. New User have to be authenticated by DTCM to gain system access. You must complete and submit the following application, then submit required documents (Letter of Authority and Passport) in person to DTCM within 3 business days.

2. New Establishments are defined as not yet received a valid License #. New Establishments may apply for user registration by supplying Transaction ID from Licensing Dept.

3. Existing Establishments are defined as already having a valid License #. Existing Establishments must provide License # on this application form.

**Required**

Suffix \*  
First Name \*  
Middle Name  
Last Name \*  
Representative Email Address \*  
Telephone Number  
Mobile Number \*  
Emirates ID / Passport Number \*  
Establishment Type  
Establishment Name(English) \*  
Establishment Name(Arabic) \*  
Transaction ID \* (Mandatory for New Establishment)  
Category \*  
Secret Question \*  
Answer \*

Attach scanned copies of  
Letter of Authority \*  
Passport \*

Type the characters you see in the picture below

Letters are not case-sensitive

**d** **Submit** **Cancel** **e**

Note: Either Emirates ID or Passport Number is mandatory.

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#### a) Registration Instructions

This section provides the details on the registration process. User needs to go through the instructions before starting the registration process.

#### b) Registration Form

Fill the registration form with the requested details. In order to complete the registration form you need to fill all the required fields marked with red asterisk sign (\*)

While filling the application form, users are requested to select the appropriate “Establishment Type”.

- **New Establishment:** New Establishments are defined as not yet received a valid License #. New Establishments may apply for user registration by supplying Transaction ID from Licensing Dept.
- **Existing Establishment:** Existing Establishments are defined as already having a valid License #. Existing Establishments must provide License # on this application form.

#### c) Attach Documents

Attach the mandatory documents. User can browse and attach the required mandatory documents. It is mandatory to attach (i) Letter of Authority (ii) Passport Copy to complete the registration process.

#### d) Submit

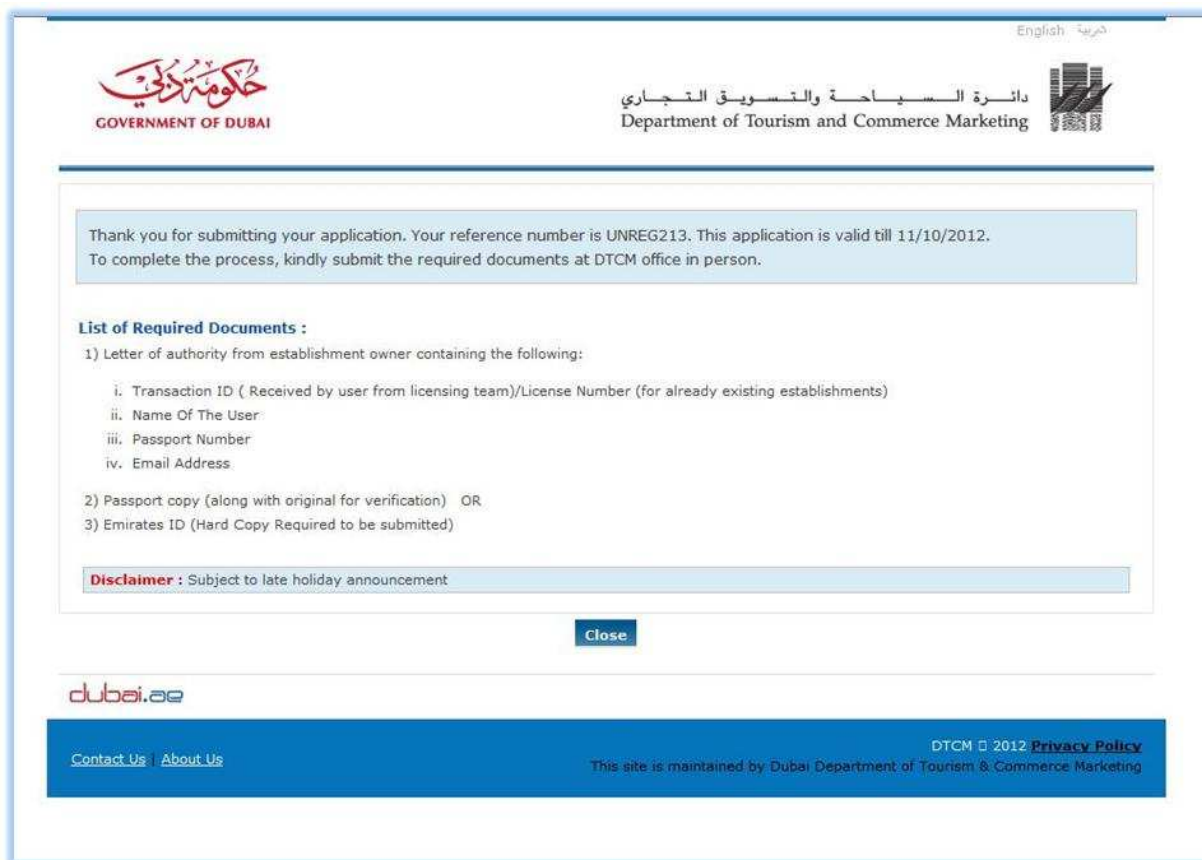
Click on the [Submit](#) button submit the application form and generate the application / registration number

#### e) Cancel

Click on the [Cancel](#) button to cancel the registration process and navigate back to the home page.

#### f) Registration Process:

On successful registration user will be redirected to the following page:



The screenshot shows a web page from the Government of Dubai, Department of Tourism and Commerce Marketing. It features a confirmation message in a light blue box: "Thank you for submitting your application. Your reference number is UNREG213. This application is valid till 11/10/2012. To complete the process, kindly submit the required documents at DTCM office in person." Below this is a section titled "List of Required Documents :" with three numbered items: 1) Letter of authority from establishment owner containing specific details (Transaction ID, Name of User, Passport Number, Email Address); 2) Passport copy or Emirates ID. A disclaimer states the process is subject to late holiday announcements. A "Close" button is at the bottom of the list. The footer includes the "dubai.ae" logo, links for "Contact Us" and "About Us", and a "Privacy Policy" link for 2012, along with a statement that the site is maintained by the DTCM.

The following process of registration is done offline by the user at the DTCM office

- a) User takes a copy of the registration number to the DTCM office and presents the required documents to the counter staff along with the application number.
- b) If the establishment is not registered with DED, the user is required to fill the licensing form (manually) and submit the same, based on which, licensing will provide a Transaction ID to the Establishment Representative (To be handled out of system)

Once verification has been completed, the system will send a username and password to the user on the registered email address. The user will be prompted to change the password on the first login and will be asked to update his/her secret question.

- a) Username to be auto generated alphanumeric number.
- b) Password to be auto generated alphanumeric number.



### 3. Dashboard

Once you are logged in, the system will redirect you to the Partner Interface Dashboard.

**3.1** Welcome **Ekhlaque Ahmad** | Partner | My Profile | Help | Logout

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**3.2** Dashboard

**Welcome to DTCM!**

The Partner Interface serves as a medium of communication between DTCM and Guest accommodations. It enables an establishment to apply for, and track their different types of application online. It also allows establishments to send and receive notifications to and from DTCM, and acts as a central repository for all information & functions related to the establishment within the boundary of the DTCM classification process.

**3.3** Notifications (1 New)

- Application ref no. DTCM-3641285 has been verified.  
20/09/2012 10:44:35 AM
- Fee amount paid for application ref no DTCM-3881309  
28/09/2012 5:49:14 PM
- Application ref no. DTCM-3881309 has been verified.  
28/09/2012 5:10:04 PM
- Assessment against application No. DTCM-3641285 Completed  
28/09/2012 4:47:32 PM

**3.4** Establishment

EKhI\_Hotel\_4  
Hotel ★★★★★  
License # 123456

**3.5** Applications

2

Draft (0) In Progress (0) Completed (2)

**3.6** Assessments

2

With DTCM (0) Completed (2)

**DTCM** HOTLINE 800 7090 888

**3.7** Create New Application

**3.8** Application Details

Application #	Application Purpose	File Date & Time	Application Status	Assessment Number	Result	Delete
<a href="#">DTCM-3881309</a>	New Designator	28/09/12 17:09	Approved	AS-530		
<a href="#">DTCM-3641285</a>	New Classification	20/09/12 10:35	Completed	AS-515		

Displaying items 1 - 2 of 2

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### 3.1 User Information

This section will display user information which includes:

- Name of user logged in.
- Link to My profile  
Click on [My Profile](#) hyperlink to go to User Profile screen.
- Link to Help  
Click on the [Help](#) link to go to the help page which provides help documents that lists out information relating to Categories, Grading, Designators, and Accolades etc. This section guides the establishments by providing all the required information and will ease their process of applying for the guest accommodation classification
- Logout  
Clicking on Logout will logs you out of the application

### 3.2 Dashboard

Dashboard is the home page of the authorized user which displays summary statistics relating to the establishment.

The summary statistics comprises of:

**Notifications:** Displays a list of all the received notifications. The notification pertains to update on violations recorded, fees status, upcoming expiry, and relevant information pushed by DTCM to the establishment.

**Establishment:** Display the establishment image and details. Clicking on Establishment name opens the establishment details page.

**Applications:** Displays the count for the total number of applications submitted, drafts, In-Progress and Completed applications for the establishment

Clicking on any of the application count, will display the list of applications in the table below. Clicking on a specific application will provide ability to the user to view the details of the selected application.

**Assessments:** Displays the count for all assessments as well as a split-up into scheduled, In-Progress and Completed assessments conducted for the establishment.

**Application Detail:** Displays the summary of the applications like Application Number, Purpose, and Status etc.

User can click on the dashboard logo to go to the dashboard page at any point of time. This will act as a shortcut to the dashboard.

### 3.3 Notifications

Notifications display a list of all the newly received notifications. It displays an update on all violations recorded, fees statuses, upcoming expiry, and all relevant information pushed by DTCM to the establishment

### 3.4 Establishment

This section will give preview of the establishment which includes hotel name, rating, license number and image. You can click on the establishment name to go view establishment details.

### 3.4.1 Establishment Details

Display the establishment image and details. Clicking on Establishment name opens the establishment details page.

Welcome Ekhlague Ahmad | Partner | My Profile | Help | Logout

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Dashboard

**Establishment Details**

**EKhl\_Hotel\_4**

Building Number: 1, Plot Number: 12  
Dubai, Jumeirah  
PostBox: 123456

[View Establishment Room Details](#)

[Application History](#)

[Assessment History](#)

[Document Library](#)

[View Map](#)

[Image](#) [Image](#) [Image](#) [Image](#) [Image](#)

**Guest Accommodation Details**

Guest Accommodation Name: EKhl\_Hotel\_4  
Category: Hotel  
Location: 123456  
Tourism Trade License Number: 123456  
License Expiry Date: 30/09/2012  
Estimation Date of First Guest Arrival: 30/09/2012  
Approve Guest Arrival Date: 30/09/2012  
Management Company Name: ABCCL  
Accommodation Representative's Name: Ekhlague  
First Name: Ekhlague  
Middle Name: Ahmad  
Last Name: Ahmad  
Email Address: ekhlague.ahmad@wms.com  
Passport Number: e 12345  
Telephone Number: 8787677676

**Owners/Partners**

**Site Information & Lease Contract**

Building Owner's Name: Ekhlague  
First Name: Ekhlague  
Middle Name: Ahmad  
Last Name: Ahmad  
Email Address: ekhlague.ahmad@wms.com  
Annual Lease Fee: 20000.00  
Tel Number: 3335555666  
Fax Number: 123456  
P.O. Box: 123456  
Area: Dubai  
Street: Jumeirah  
Plot's Number: 12  
Bldg's Number: 1  
Latitude: 1  
Longitude: 1  
Expiry Date: 30/09/2012

**Building Details**

Floors: 1  
Ground aqm.: 1  
Laundry: 1  
Total Rooms/Units: 2  
Tennis/Squash Courts: 1  
Theme Park: 1  
Studios: 0  
Swimming Pools: 1  
Kids Club: 1  
Single Rooms/1 Bedroom: 1  
Gymnasium: 1  
Dresses/Night Clubs: 1  
Double Rooms/2 Bedrooms: 1  
Sips: 1  
Triple Rooms/3 Bedrooms: 0  
Restaurant/Cafes: 1  
Suits/4 Bedrooms or more: 0  
Bars: 1  
Parking Spaces: 1  
No of Building: 1  
Others: test  
Tour Operator Desk: Yes  
Car Rental Desk: Yes  
Travel Agency Desk: Yes  
Barber/Salon: Yes  
Retail Outlets: Yes

**Designator Details**

Designator Name: Expiry Date:



**Accreditation Details**

Accreditation Name: Applicable To:

[Close](#)

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### a) Image Gallery

It displays the set of images uploaded by the user. You can click on the edit link  to update the image or click on Delete icon  to delete the image from the gallery. Clicking on any of the thumbnail image displays the image as the main image

Click on the edit link opens a pop-up window which will allow you to browse and upload additional images.

### b) View Establishment Room Details

User can click on this link to open establishment room details. This will be the same information provided by establishment while submitting the application form.

Room Number	Room Types	Floor	Building Number	Length (meter)	Width (meter)	Area (sq. m)
1	Single	1	1			34
2	Single	1	1			35

### c) Application History

Click on Application History link to displays a complete list of all applications submitted with respect the selected establishment. User can further go ahead and use to search options to search the desired results.

The screenshot shows the 'Application History' section of the DTCM Classification System Partner Interface. At the top, there is a header with the Government of Dubai logo, the Department of Tourism and Commerce Marketing name in Arabic and English, and a user welcome message for 'Ekhlaque Ahmad | Partner'. Below the header, there is a 'Dashboard' link. The main section is titled 'Application History' and contains a search form with the following fields: 'Application Purpose' (dropdown menu), 'Application Status' (dropdown menu), 'Application Number' (text input), 'From' (date picker), and 'To' (date picker). A 'Search' button is located to the right of the search fields. Below the search form is a table with the following columns: 'Application #', 'Application Purpose', 'Application File Date & Time', 'Application Status', and 'Payment Order Number'. The table contains two rows of data: one for 'New Classification' (Application # DTCM-3641285, Status Completed, Payment Order Number 23424) and one for 'New Designator' (Application # DTCM-3881309, Status Approved, Payment Order Number 123233). Below the table, there is a pagination bar showing 'Displaying items 1 - 2 of 2'. At the bottom of the page, there is a 'Back' button and a footer with 'Contact Us | About Us' and 'DTCM © 2012 Privacy Policy'.

They can use the following search options to narrow down the search result:

- Application Name
- Application Status
- From Date
- To Date

#### d) Assessment History

Welcome **Ekhlaque Ahmad** | Partner | My Profile | Help | Logout

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Dashboard

### Assessment History

Search

Date From  To

Assessment Number	Application #	Date & Time	Type	Violation Count	Deficiency Count	Appeal Count
<a href="#">AS-515</a>	DTCM-3641285	28/09/12 14:41	Informed (Day)	0	0	0
<a href="#">AS-530</a>	DTCM-3881309	28/09/12 17:53	Informed (Day)	0	3	0

Displaying items 1 - 2 of 2

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Clicking on the assessment history displays the list of all assessments done for the selected establishment. User can further search the assessment providing a date range in search criteria.

User can click on Assessment Number to open the assessment report and violation log. They can update the violation detail from the same area if there is any.



### e) Document Library

Click on Document Library to open an online library of all documents pertaining to the establishment. User can download and upload Establishment Document. In addition to that they can click on Self-Assessment to download self-assessment document by clicking on the document name.

English العربية

Welcome **Ekhlaque Ahmad** | **Partner** | [My Profile](#) | [Help](#) | [Logout](#)

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Dashboard

Document Library

**Establishment Document** | **Self-Assessment**

Document Name	Document Type	Updated By	Date & Time
<a href="#">123.JPG</a>	Establishment blueprints	DTCM	20/09/2012 10:44
<a href="#">123.JPG</a>	Establishment blueprints	DTCM	28/09/2012 17:10
<a href="#">123.JPG</a>	Establishment blueprints	DTCM	28/09/2012 17:10

1

Displaying items 1 - 3 of 3

Select Type: Establishment blueprints

Upload:  [Browse...](#) [Upload](#)

[Cancel](#)

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### Self-Assessment:

In order to upload a document user needs to select the type of document being uploading from the dropdown and then provide the path where the document is located on the system. There are two types of documents:

- Establishment blueprints
- Land and Location map

Welcome **Ekhlaque Ahmad** | Partner | My Profile | Help | Logout

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Dashboard

Document Library

Establishment Document | **Self-Assessment**

Self-Assessment	Category	Rating	Date & Time
<a href="#">Self Assessment DTCM: 3641285</a>	Hotel	5 Star	20/09/2012 10:14
<a href="#">Self Assessment DTCM: 3881309</a>	Hotel	5 Star	28/09/2012 16:54

Displaying items 1 - 2 of 2

Cancel

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### f) View Map

Clicking on the [View Map](#) link navigates the user to the Google Maps page to view the location of the establishment.

### g) Establishment Details

This section will provide more details about the establishment. Following are the key information areas listed out in this section:

- Guest Accommodation Details
- Owners/Partners
- Site Information and Lease Contract
- Building Details
- Designator Details
- Accolade Details

### h) Close

Click on the [Close](#) button will close the screen and will take the user to Home page.



### 3.5 Application Count

Application section displays the count for the total number of application submitted, drafts, In-Progress and completed application for the establishment.

Click on application count to display the list of applications in the table below the count. You can select a specific application from the list to open its details.

Application Details						
Application #	Application Purpose	File Date & Time	Application Status	Assessment Number	Result	Delete
<a href="#">DTCM-4991420</a>	Replace Classification Plaque	25/10/12 15:03	Invoiced			
<a href="#">DTCM-4981419</a>	Replace Classification Certificate	25/10/12 13:24	Paid			
<a href="#">DTCM-3651286</a>	Downgrade	20/09/12 10:39	Approved	AS-498		
<a href="#">DTCM-3381259</a>	Refurbish / Major Repairs / Add Facility / Reduce Facility	18/09/12 20:28	Completed			
<a href="#">DTCM-3321253</a>	Receive Guest	18/09/12 20:23	Paid	AS-468		
<a href="#">DTCM-3371258</a>	Refurbish / Major Repairs / Add Facility / Reduce Facility	18/09/12 20:20	Completed			
<a href="#">DTCM-3331254</a>	Renew Classification	18/09/12 19:14	Approved	AS-466		
<a href="#">DTCM-3341255</a>	Upgrade	18/09/12 19:13	Approved	AS-465		
<a href="#">DTCM-3351256</a>	Downgrade	18/09/12 19:13	Approved	AS-464		
<a href="#">DTCM-3201241</a>	Replace Designator Certificate	12/09/12 10:42	Paid			

This section displays the list of Applications submitted by the establishment and their statuses thereof along with details such as:

#### Application Number

The first column will list out all the applications in the system. User can click on application number to open the application form in a separate window.

#### Application Purpose

This section will display the purpose of the application. User can sort the results based on the purpose by clicking on sort icon in the column header.

You can also filter the result by clicking the filter icon present in the column header and provide the search criteria.

### File Date and Time

This column will display the Date as well as Time on which application was filed. Filter option is also available in this column.

### Application Status

Display the current status of the application. User can also sort the result based on the status. You can filter out the result based on the status value.

### Assessment Number

Displays the assessment number generated by system. You can search for a specific application number by using the search option.

### Result

This column will display the result of the assessment.

### Delete

User can delete the application which are in draft or not submitted so far. The delete icon is enabled only for the applications which are not completed and not submitted.

### 3.5.1 Application Details

On clicking on the application number on the dashboard, you will be redirected to the application details page

a

b

c

Application Form

Application Number : DTCM-3341255

Application Purpose

Upgrade

Guest AccommodationDetails

Guest Accommodation Name (Arabic)

Guest Accommodation Name (English)

Tourism Trade License Number

License Expiry Date

Estimated Date of first Guest Arrival  
(Only for New Guest Accommodation)

Management Company Name

Marriott Group

Management Company Representative Contact Information

First (English)

Middle (English)

Last (English)

First (Arabic)

Middle (Arabic)

Last (Arabic)

Email Address

Passport Number

Telephone Number

Nitya

Nitya

1111111

Marriott Group

Nitya

Venkat

Nitya

Venkat

nitya.venkataraman@wms.com

ao11100011

1231111111

General Manager Contact Information

First (English)

Middle (English)

Last (English)

First (Arabic)

Middle (Arabic)

Last (Arabic)

Email Address

Passport Number

Telephone Number

GM First Name

GM Mid Name

GM Last Name

GM First Name Arb

GM Mid Name Arb

GM Last Name Arb

GMEEmail@wms.com

123456

9071234567

Guest Accommodation Category

Category	Grading
<input type="radio"/> Hotel	<input type="radio"/> Budget <input type="radio"/> 1 Star <input type="radio"/> 2 Star <input type="radio"/> 3 Star <input type="radio"/> 4 Star <input type="radio"/> 5 Star
<input type="radio"/> Resort	<input type="radio"/> 3 Star <input type="radio"/> 4 Star <input type="radio"/> 5 Star
<input type="radio"/> Hotel Apartment	<input type="radio"/> Standard <input type="radio"/> Superior <input type="radio"/> Deluxe
<input type="radio"/> Guest House	<input type="radio"/> Standard <input type="radio"/> Superior <input type="radio"/> Deluxe
<input type="radio"/> Self Catering	<input type="radio"/> Standard <input type="radio"/> Superior <input type="radio"/> Deluxe
<input type="radio"/> Time Share	<input type="radio"/> 3 Star <input type="radio"/> 4 Star <input type="radio"/> 5 Star <input type="radio"/> Standard <input type="radio"/> Superior <input type="radio"/> Deluxe
<input type="radio"/> Youth Hostel	<input type="radio"/> Hostel/Campus
<input type="radio"/> University Campus	<input type="radio"/> Hostel/Campus

Building Details

Floors	2	Ground sqm.	100	Tennis/Squash Courts	0
Total Rooms/Units	2	Spa	0	Swimming Pools	0
Studio	0	Gymnasium	0	Service Lifts	0
Single Rooms/1 Bedrooms	1	Ballroom/ Banquet Halls	0	Restaurant/Cafes	0
Double Rooms/2 Bedrooms	1	Bars	1	Parking Spaces	0
Triple Rooms/3 Bedrooms	0	Guest Lifts	0	Conference Rooms	0
Suite/4 Bedrooms or more	0	Kitchens	1	Laundry	0
Twin		Kids Club	0	Discos/Night Clubs	0
Dormitory		Theme Park	0	No of Building	1
Others					
<input type="checkbox"/> Tour Operator Desk		<input checked="" type="checkbox"/> Car Rental Desk		<input type="checkbox"/> Travel Agency Desk	
<input type="checkbox"/> Barber/Salon		<input checked="" type="checkbox"/> Retail Outlets			

Back

Next >>

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### a) Application Form

The first section of application detail will display the details of application form submitted.

### b) Self-Assessment

On clicking Next, you will be redirected to the Instruction list for self-assessment. The instruction contains the checklist for assessment.


The screenshot displays the 'Self-Assessment' section of the DTCM Classification System. The user is logged in as 'Ekhlaque Ahmad | Partner'. The interface includes a 'Dashboard' link and tabs for 'Application Form', 'Self-Assessment', and 'Supporting Documents'. The 'Self-Assessment' tab is active, showing a 'Checklist Sheets' table with instructions for each criterion.

Column	Instructions
Omit	Click on the radio button to omit a criteria. Comment is mandatory on the Omit tab.
Licensing	Select Y/N radio button to indicate if criteria is met. Comment is mandatory if criteria is not met. Attach supportive evidence.
Operating	Select Y/N radio button to indicate if criteria is met. Comment is mandatory if criteria is not met. Attach supportive evidence.
Enhancing	Select Y/N radio button to indicate if criteria is met. Comment is mandatory if criteria is not met. Attach supportive evidence.
Quality	Select Y/N radio button to indicate if criteria is met. Select specific reason if not met.
Condition	Select Y/N radio button to indicate if criteria is met. Select specific reason if not met.
Cleanliness	Select Y/N radio button to indicate if criteria is met. Select specific reason if not met.

Navigation buttons: << Previous, Next >>

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Click on Next>> to move the Self- Assessment Statutory Violation page, and the subsequent self-assessment checklist filled by the establishment while submitting the application.






















Dashboard

Application Form
Self-Assessment
Supporting Documents

Self-Assessment => Statutory Violations

**Establishment Classification File Requirements**

The following documentation should be stored in a file marked "Classification Assessment Documentation" and produced on arrival of the Classification Assessor to conduct the assessment.

Statutory Requirements	Met/Not Met	
Child Care Certificates	<input checked="" type="checkbox"/>	
Completion certificate verified and checked by DTCM	<input checked="" type="checkbox"/>	
Emergency Procedures	<input checked="" type="checkbox"/>	
Employee Insurance	<input checked="" type="checkbox"/>	
Entertainment licences	<input checked="" type="checkbox"/>	
Establishment showed the Statutory Folder to the Authorized employees.	<input checked="" type="checkbox"/>	
F&B Hygiene Certificate	<input checked="" type="checkbox"/>	
Garbage Collection Contract	<input checked="" type="checkbox"/>	
General Managers Hotel Management Certificate	<input checked="" type="checkbox"/>	
Islamic Awareness Training Certificate (to be implemented in 2011)	<input checked="" type="checkbox"/>	
Issued by DTCM Licensing	<input checked="" type="checkbox"/>	
Liquor licence	<input checked="" type="checkbox"/>	
Live Entertainment Contracts	<input checked="" type="checkbox"/>	
Passport/Guest data registration system username and password	<input checked="" type="checkbox"/>	
Pest Control Contract	<input checked="" type="checkbox"/>	
Previous licence year and for the coming licence year	<input checked="" type="checkbox"/>	
Public Liability Insurance	<input checked="" type="checkbox"/>	
safety Procedures	<input checked="" type="checkbox"/>	
Security Cameras Compliance	<input checked="" type="checkbox"/>	
Third Party Indemnity Insurance	<input checked="" type="checkbox"/>	


<< Previous
Next >>

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### c) Supporting Documents


On navigating through the checklist, or on clicking the Supporting Document header from the tabbed pane, you may view the documents uploaded with relevance to the application form..



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




Dashboard

[Application Form](#)
[Self-Assessment](#)
[Supporting Documents](#)

### Supporting Documents

Document Type	Document Name
Guest Accommodation Blue Prints	<a href="#">Test.jpg</a>
Guest Accommodation Owner's Passport Copy	<a href="#">Test1.bmp</a>

Displaying items 1 - 2 of 2

Comment

<< Previous

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### 3.6 Assessment Count

Clicking on the assessments hyperlink on the dashboard, displays the list of all assessments completed or pending for the establishment.

The following information is displayed in the table:

- Assessment type
- Assessment number
- Application number
- Date & Time of assessment
- Status
- Violations

Assessment Details					
Assessment Type	Assessment Number	Application #	Date & Time	Status	Violations
New Classification	<a href="#">AS-515</a>	<a href="#">DTCM-3641285</a>	28/09/2012 14:08	Completed	0
New Designator	<a href="#">AS-530</a>	<a href="#">DTCM-3881309</a>	28/09/2012 17:50	Approved	0
New Accolade	AS-573	<a href="#">DTCM-4211342</a>	09/10/2012 10:48	With DTCM	0

Displaying items 1 - 3 of 3

#### Assessment Type

Indicates the type of assessment performed. User can filter the result using the filter option available in the column header

#### Assessment Number

Clicking on the assessment number displays the assessment report for the selected assessment on a separate screen

#### Application Number

Clicking on the application number opens the application form in non-editable mode

#### Date and Time

Indicates the date and time the assessment is to be performed or has been performed

#### Status

It displays the status of the assessment. Filter option is also available in Status.

#### Violation

The count indicates the total number of violations that have been filed for a particular assessment conducted for an establishment.



### 3.6.1 Assessment Report

Clicking on the Assessment number on the Dashboard – Assessments displays the assessments reports screen. This screen displays the assessment report that is associated with a specific assessment.

The screenshot shows the 'Classification Assessment Report' page. At the top, there is a header with the Government of Dubai logo, the Department of Tourism and Commerce Marketing name in Arabic and English, and a user welcome message: 'Welcome Ekhlague Ahmad | Partner | My Profile | Help | Logout'. Below the header is a 'Dashboard' link. The main content area is titled 'Classification Assessment Report' and is divided into three sections: 'Establishment Details', 'Assessment Details', and 'Classification Criteria'.

**Establishment Details:**

Establishment Type	Hotel
Establishment Name	EKN_Hotel_4
License Number	123456
Category	Hotel
Rating applied for	5 Star
Address	Building Number: 1, Plot Number: 12, Street: Jumeira, Area: Deira, Post Box: 123456
Location	
Longitude	1
Latitude	1
General Manager Name	Ekhlague Ahmad
Contact Number	3335555666

**Assessment Details:**

Assessment Type	Informed (Day)
Date of Assessment	28/09/12
Application Type	New Classification
Primary Assessor Name	Mr. Ekhlague Ahmad
Secondary Assessor Name	Mr. Chandra Kumar
Rooms Assessed	0
Rooms not meeting criteria	0

**Classification Criteria:**

Sections	Hotels					Budget	Omitted Items
	5 Star	4 Star	3 Star	2 Star	1 Star		
1 Public Areas	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
2 Food & Beverage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
3 Conference & Banqueting	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0
4 Services	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
5 Leisure	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0
6 Bedrooms	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
7 Bathrooms	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
8 Suite	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0
9 Housekeeping	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
10 Maintenance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
Overall score	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0
Licensing Classifications	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0
Classification Violations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0

**Notes:**

test

Navigation: << Previous, Next >>

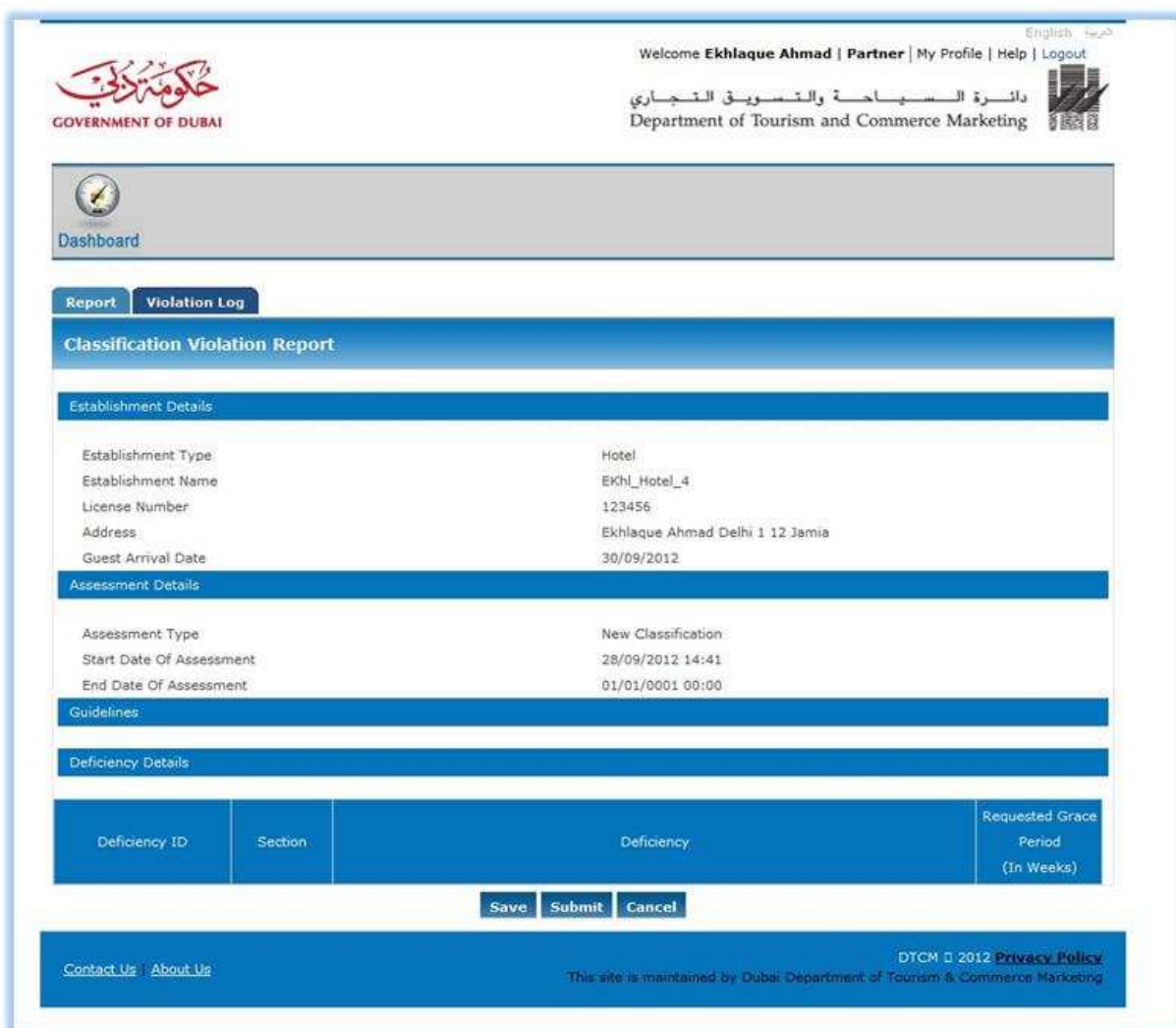
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Click on [Next >>](#) to go to Violation Log.

### 3.6.2 Violation Log

This page will display the Classification Violation Report. This list out the Deficiency Details reported and user can add the requested grace period to fix/remove the deficiency. User can click on Save to continue working



The screenshot shows the 'Classification Violation Report' page. At the top, there is a header with the Government of Dubai logo, the DTCM logo, and the user's name 'Ekhlaque Ahmad | Partner'. Below the header, there is a 'Dashboard' link. The main content area is titled 'Classification Violation Report' and contains several sections: 'Establishment Details', 'Assessment Details', 'Guidelines', and 'Deficiency Details'. The 'Establishment Details' section shows information for a hotel named 'EKHl\_Hotel\_4'. The 'Assessment Details' section shows the assessment type as 'New Classification' and the start/end dates. The 'Deficiency Details' section is a table with columns for 'Deficiency ID', 'Section', 'Deficiency', and 'Requested Grace Period (In Weeks)'. At the bottom of the table, there are 'Save', 'Submit', and 'Cancel' buttons. The footer contains links for 'Contact Us' and 'About Us', and a note that the site is maintained by the Dubai Department of Tourism & Commerce Marketing.

Establishment Details			
Establishment Type	Hotel		
Establishment Name	EKHl_Hotel_4		
License Number	123456		
Address	Ekhlaque Ahmad Delhi 1 12 Jamia		
Guest Arrival Date	30/09/2012		

Assessment Details	
Assessment Type	New Classification
Start Date Of Assessment	28/09/2012 14:41
End Date Of Assessment	01/01/0001 00:00

Guidelines:

Deficiency Details			
Deficiency ID	Section	Deficiency	Requested Grace Period (In Weeks)
<div>Save Submit Cancel</div>			

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on the violation log or Submit the log for further processing by DTCM officials.

### 3.7 Create New Application

A new application can be applied through the Create New Application on the dashboard.

#### 3.7.1 Replace Classification Certificate/ Replace Classification Plaque

1. Click on Create New Application from the dashboard
2. Select Application Purpose> Replace Classification Certificate/ Replace Classification plaque from the Application Purpose section.

The Guest Accommodation Details section comes prepopulated with the establishment's details.

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**Dashboard**

**Application Form**

**Application Form** | **Self-Assessment** | **Supporting Documents**

Establishment owns the responsibility of providing correct and appropriate information/documents/evidence/photos in the Classification System.  
Please fill the application form correctly as incorrect information will attract penalty.

**Application Purpose**

- ☐ New Classification
- ☐ Receive Guest
- ☐ Renew Classification
- ☐ Refurbish / Major Repairs / Add Facility / Reduce Facility
- ☐ Upgrade
- ☐ Downgrade
- ☐ New Accolade
- ☐ Renew Accolade
- ☐ Cancel Accolade
- ☐ Replace Accolade Plaque
- ☐ Replace Accolade Certificate
- ☐ New Designator
- ☐ Renew Designator
- ☐ Cancel Designator
- ☐ Replace Designator Icon
- ☐ Replace Designator Certificate
- ☐ Replace Classification Plaque
- ☒ Replace Classification Certificate
- ☐ Advisory Consultancy
- ☐ Change Management Company Details
- ☐ Re-Assessment
- ☐ Others

**Guest AccommodationDetails**

Guest Accommodation Name(Arabic)

Guest Accommodation Name(English)

Tourism Trade License Number (If not available then Transaction Number)

Transaction Number

License Expiry Date

Estimated Date of first Guest Arrival (Only for New Guest Accommodation)

Management Company Name(Arabic)

Management Company Name(English)

Accommodation Representative's Name(Arabic) First  Middle  Last

Accommodation Representative's Name(English) First  Middle  Last

Accommodation Representative's Email Address

Passport Number

Telephone Number

**Save** **Cancel** **Next >>**

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- Click on next, the Application fee details and Applicant Information Details are displayed. Clicking on Previous will navigate back to the Application Details screen. Clicking on save saves the Application Form as a draft.

The screenshot displays the 'Application Form' section of the DTCM Classification System - Partner Interface. The interface includes a header with the Government of Dubai logo, the Department of Tourism and Commerce Marketing name in Arabic and English, and a user welcome message for Nitya Venkat. The main content area is divided into two tabs: 'Application Form' (active) and 'Supporting Documents'. Below the tabs, there is a section for 'Application Fees' listing the costs for replacing a classification certificate and a knowledge fee, along with the total fee amount. An 'Applicant Information' section displays the user's details, including name, email address, telephone number, and mobile number. A message box shows the application reference number: DTCM-4981419. At the bottom of the form, there are 'Save' and 'Cancel' buttons. Navigation buttons for '<< Previous' and 'Next >>' are located at the bottom of the page. The footer contains links for 'Contact Us' and 'About Us', a copyright notice for DTCM 2012, a privacy policy link, and a statement that the site is maintained by the Dubai Department of Tourism & Commerce Marketing.

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**Dashboard**

**Application Form**

**Application Form** **Supporting Documents**

[Industry Manual](#)

**Application Fees**

Replace Classification Certificate : 500 Dh's  
Knowledge Fee : 10 Dh's  
Total Fee Amount : 510 Dh's

**Applicant Information**

Name	Nitya Venkat
Email Address	nitya.venkataraman@wns.com
Telephone Number	1231111111
Mobile Number	8989898989

Your Application reference number is: DTCM-4981419.

**Save** **Cancel**

**<< Previous** **Next >>**

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- Click on Next to move to the Supporting Documents section

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Dashboard

**Application Form**

**Application Form** **Supporting Documents**

Supporting Documents

Documents	
Official Request Letter *	<input type="text"/> <a href="#">Browse...</a>
Comment	<div></div>

Your Application reference number is : DTCM-4981419 . Please click on submit button to initiate your application.

[<< Previous](#) [Save](#) [Submit](#) [Cancel](#)

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- Click on Browse and Upload the required Documents, and Click on Submit to Submit the application. User is navigated back to the dashboard and the Application with status may be viewed from the Application list

### 3.8 Work Queue

This section displays the Application/ Assessment details as per the selected item, corresponding to the establishment.

#### 4. Reference Material

The reference documents uploaded by the DTCM may be viewed by the clicking on the Download Reference Material button on the DTCM Partner login screen

You may save and view these documents by clicking on the document name of the corresponding document.

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### Reference Material

Select Category All Search

Category	Document Name	Publish Date	Size
Document	<a href="#">Hotel 5 Star Checklist</a>	28/07/2012 23:09	895 KB
Document	<a href="#">Industry Manual</a>	30/07/2012 10:54	1845 KB
Document	<a href="#">إسم المستند (إنجليزي)</a>	02/08/2012 20:02	70 KB
Document	<a href="#">RRR</a>	04/08/2012 22:28	759 KB
Document	<a href="#">Hotel 4 Star Checklist</a>	21/08/2012 17:15	1018 KB
Document	<a href="#">English Document</a>	23/08/2012 07:39	35 KB
Document	<a href="#">ekhlaque</a>	04/09/2012 11:08	13 KB
Document	<a href="#">Test</a>	08/09/2012 10:12	32 KB
Report	<a href="#">Test</a>	08/09/2012 10:15	32 KB
Statistics	<a href="#">Statistics</a>	08/09/2012 10:27	32 KB

1 2

Displaying items 1 - 10 of 12

Back

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## 5. Notifications

On clicking the Notifications header from the dashboard, user is navigated to the Notifications Details screen.

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Dashboard

**Notification Details**

Create New Notification | Print

Mail	Attach	Subject	Date & Time	Type
		اختبار التقييم مقابل الرقم DTCM-2971218	25/10/2012 12:44	Received
		Completed / Assessment against application No. DTCM-2971218 Completed	22/10/2012 12:11	Received
		التقييم مقابل الرقم DTCM-52 Completed / Assessment against application No. DTCM-52 Completed	16/10/2012 11:28	Received
		التقييم مقابل الرقم DTCM-3051226 Completed / Assessment against application No. DTCM-3051226 Completed	16/10/2012 10:41	Received
		subject arb	10/10/2012 16:35	Received
		قد تم التأكيد من الطلب كتمتلكه لعدد واحد بإحدى الطلبات رقم	10/10/2012 15:43	Received
		المطوب التحيات	10/10/2012 15:39	Received
		Testingggg_1	10/10/2012 14:12	Received
		Testingggg	10/10/2012 14:11	Received
		Application ref no. DTCM-2181131 has been verified.	28/09/2012 17:14	Received

1 2 3 4 5 6 7 8 ...

Displaying items 1 - 10 of 80

**Subject:**  
**From:** DTCM  
**To:**

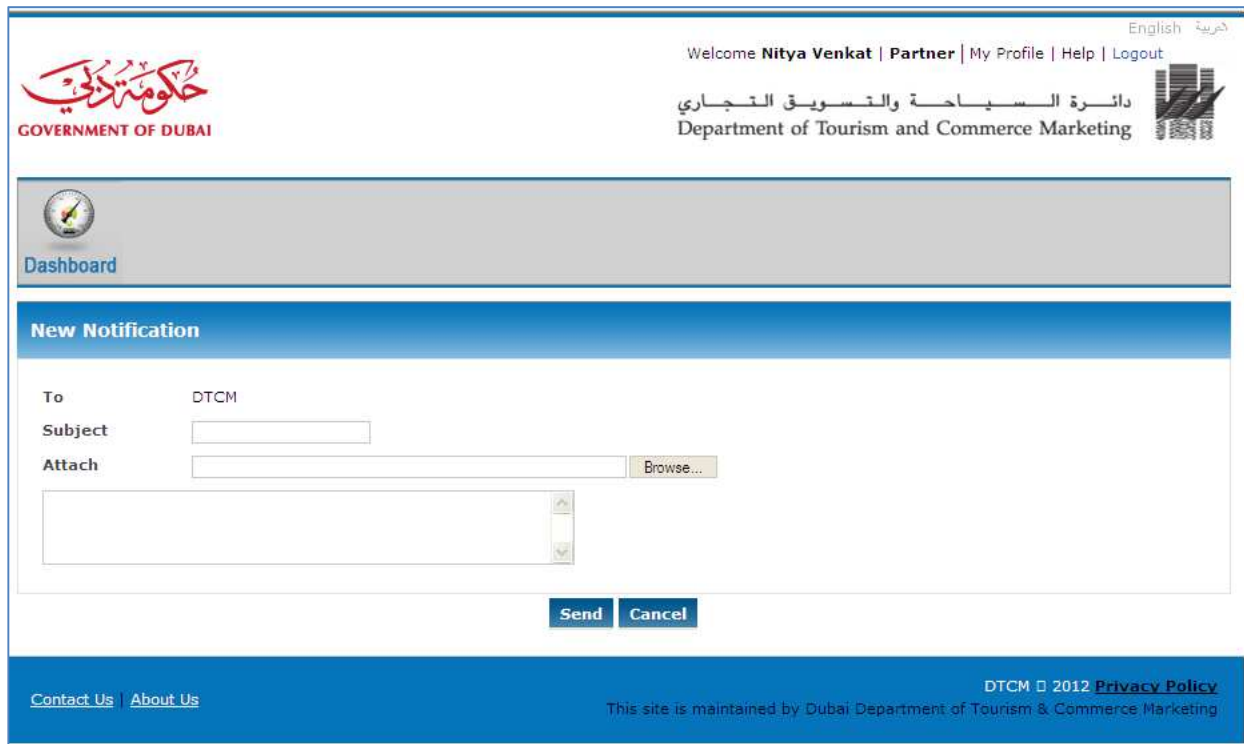
Back

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## 5.1 Create New Notification

1. Clicking on Create New Notification button displays the Notification Compose screen, to send a notification to the DTCM staff.



The screenshot shows the 'New Notification' form within the DTCM Partner Interface. The header includes the Government of Dubai logo, the DTCM logo, and a welcome message for 'Nitya Venkat | Partner'. The form has a blue header bar with the title 'New Notification'. Below this, there are fields for 'To' (set to 'DTCM'), 'Subject' (with an empty text box), and 'Attach' (with an empty text box and a 'Browse...' button). A large text area for the message body is located below the 'Attach' field. At the bottom of the form are 'Send' and 'Cancel' buttons. The footer contains links for 'Contact Us' and 'About Us', and a copyright notice for 2012.

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**Dashboard**

**New Notification**

To: DTCM

Subject:

Attach:

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2. Enter the required Subject and Message body.
3. Click on Browse to send an attachment along with the notification.

## 5.2 View Notification

User has the ability to View a Notification directly from the Notification Summary in the Dashboard or from the Notifications screens.

Clicking on a Notification from the dashboard directly opens the Notification. Else clicking on a Notification Subject from in the Notifications Details screen displays the Notification.

Clicking on back will navigate user back to the Dashboard.

	Testingggg	10/10/2012 14:11	Received
	Application ref no. DTCM-2181131 has been verified.	28/09/2012 17:14	Received

Displaying items 1 - 10 of 80

**Subject:** التقييم مقابل الطلب رقم DTCM-2971218 Completed / Assessment against application No. DTCM-2971218 Completed

**From:** DTCM

**To:** Nitya Venkat

ال على علم (يوم التقييم) الذي تم إجرائه بتاريخ 2012/09/08 من قبل Mr. Chandra Kumar على الطلب لتخفيض درجة رقم مرجع. -DTCM-2971218 قد تم إكماله.

تجدون تفاصيل التقييم أدناه:

نوع التقييم: على علم (يوم التقييم)

تاريخ التقييم: 08/09/2012

وقت بدء التقييم: 13:42

وقت انتهاء التقييم: 14:12

Date: 22/10/2012

Nitya Venkat/Nitya

License No. 1111111

The Informed (Day) conducted on 08/09/2012 by Mr. Chandra Kumar against the application for Downgrade Ref No. DTCM-2971218 has been completed.

Kindly find the Assessment details below:

Assessment Type: Informed (Day)

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