



Investor's Guide



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◆ Objectives

This guide aims to clearly outline the responsibilities of the Inspection Division during the inspection process to ensure compliance with applicable laws and regulations. It also aims to:

◆ Provide Guidance:

Direct investors on the procedures to follow in order to ensure readiness for inspection and effective cooperation with inspectors.

◆ Define Rights and Responsibilities:

Explain the responsibilities and obligations of the investor, such as providing the required documents and granting access to areas subject to inspection.

◆ Ensure Transparency:

Promote transparency and clarity in the inspection process, helping to build trust between regulatory authorities and investors.

◆ Minimize Risks:

Assist investors in understanding and avoiding potential violations or infractions that could result in penalties or fines.

◆ Achieve Compliance:

Ensure that the investor adheres to all applicable laws and regulations, contributing to the creation of a safe and sustainable investment environment.

In summary, the guide aims to empower investors to effectively manage inspection processes and ensure regulatory compliance to avoid potential risks.

◆ Introduction and Division's description

The Inspection and Monitoring Division is one of the divisions within the Commercial Registration and Licensing Department. It is responsible for overseeing and inspecting commercial establishments to ensure compliance with the applicable laws and regulations.

◆ Importance of the Division's Role:

- ◆ **Monitoring Commercial Activities:** The department plays a key role in inspecting shops and commercial activities to ensure legal compliance, which helps improve service quality and promote fair competition.
- ◆ **Ensuring Legal Compliance:** The department ensures that all establishments adhere to laws and regulations, thereby enhancing the overall reputation of the market.
- ◆ **Encouraging Investment:** Through a clear and structured regulatory inspection framework, the department helps create a supportive environment for investment.
- ◆ **Early Detection of Violations:** Regular inspections help detect potential violations before they escalate, allowing for timely and effective corrective measures to minimize possible harm.
- ◆ **Raising Awareness:** The department conducts awareness campaigns and inspections to educate both establishments and consumers on the importance of complying with laws and standard.
- ◆ **Market Regulation:** The Inspection and Monitoring Department plays a vital role in regulating the market and acts as a key mechanism to ensure a balance between consumer rights and business interests
- ◆ **Supporting Economic Stability and Growth:** By ensuring a well-regulated commercial environment, the department contributes to enhancing economic stability and fostering sustainable growth.

01

◆ Chapter 1

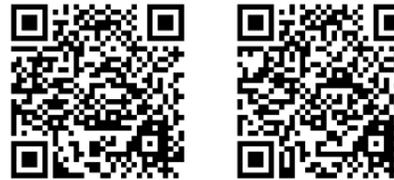
Legal and Regulatory Rules



◆ Legal and Regulatory Rules



Law no. (5) of 2015 on Commercial, Industrial, and Similar Public Shops, and Street Vendors, and Ministerial Decision no. (161) of 2017 on General and Special Requirements to be available in Similar Industrial and Commercial Shops and Public Premises



Law no. (25) of 2005 on Commercial Registration



Ministerial Decision no. (243) of 2016 on Street Vendors



Ministerial Decision no. (239) of 2011 on Service Villas in residential areas



Ministerial Decision no. (55) of 2023 on Emiri Grant Shops



Ministerial Decision no. (242) on Temporary and Home Licenses



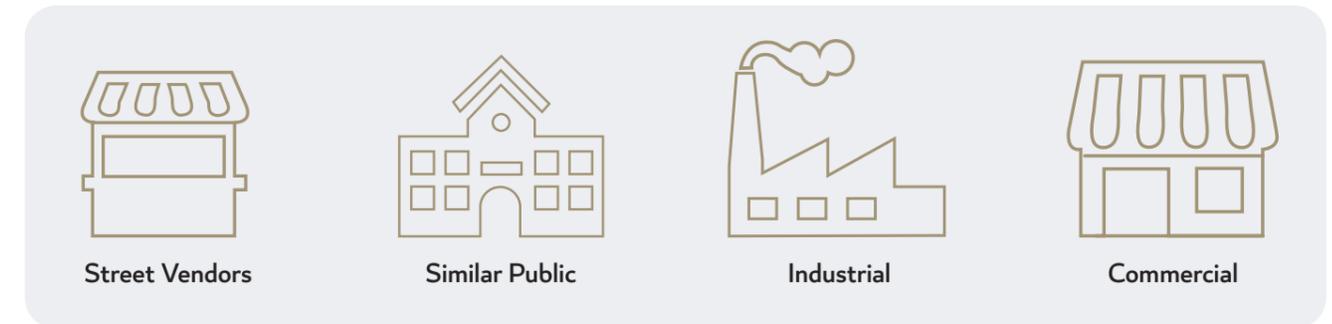
02

◆ Chapter 2

- Types of Licenses
- Procedures of Issuing a commercial License
- Procedures of Issuing a Peddler License



◆ License Types



◆ Procedures of Issuing a commercial License

- Leasing contract (of the location to be licensed)
- Building completion certificate (including site utilities)
- Proof of identification
- External approvals (if the activity requires it)
- Civil defense certificate
- Approval from real estate committee (if the site is (temporary villa))

◆ Procedures of modifying a License

- Site amendment (requires all documents as a new license)
- "Changing location" form must be submitted, and competent department approval must be obtained before any amendment or changing location.
- Manager in charge amendment (proof of identity)
- Activity amendment (competent department and authority approval)

◆ Renewing a commercial license procedures:

To renew a commercial license, the application must be submitted through the Single Window with the following requirements:

- A copy of the personal ID of the responsible manager
- Approval from the relevant authorities if the activity requires it
- A Civil Defense certificate if the site area exceeds 250 square meters

◆ Canceling a commercial license procedures

To submit a request for canceling a commercial license, it must be done through the Single Window with the following attachment:

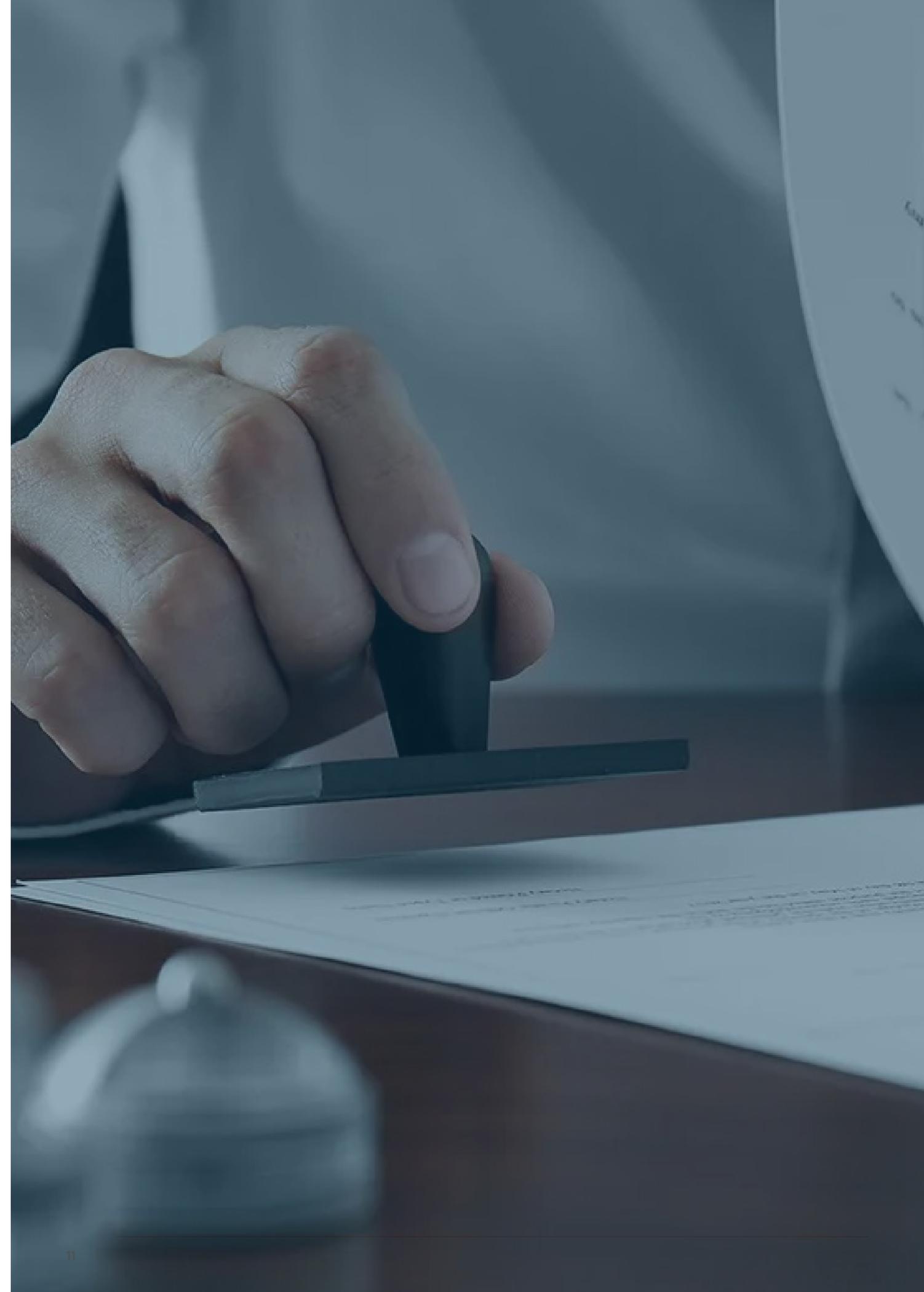
- A copy of the personal ID of the responsible manager

◆ Street vendors license requirements

- The applicant for the license must be at least eighteen (18) years old.
- The applicant must be medically fit and free from diseases, as certified by the relevant medical authority.
- The applicant must not have been previously convicted of a crime involving dishonesty or breach of trust.
- The applicant must obtain the necessary approvals from the relevant government authorities.

◆ Street vendors license requirements

- The activity must be limited to one type of activity and within a specific area.
- The activity must not obstruct or disrupt traffic or pedestrian movement.
- The applicant must meet the specific requirements according to the type of activity for which the license is requested.
- The carts and containers used by the licensee must comply with health and environmental standards and specifications



03

◆ Chapter 3



◆ Procedures of Issuing a commercial License



Routine Periodic Inspection

Conducted according to a predefined schedule set by the department and the head of the department



Unannounced Inspection

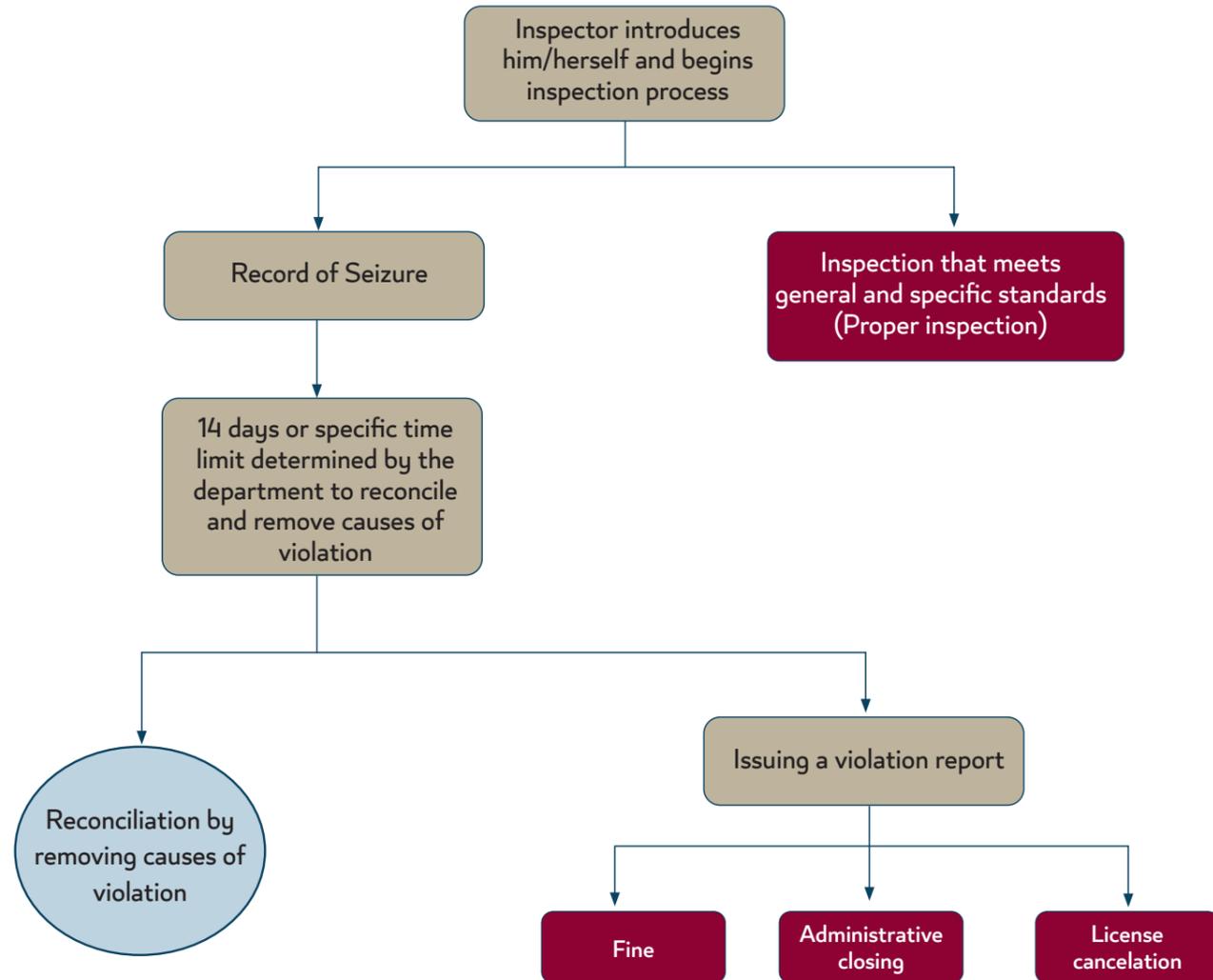
Conducted without prior notice, targeting specific areas or activities where violations or irregularities are suspected, or as part of inspection campaigns in coordination with external entities



Inspection Based on Complaints

Carried out upon receiving complaints from citizens or various entities to verify the existence of the reported violations at the specified site

◆ Procedures of Issuing a commercial License



◆ Investor's rights during inspection:

-  Present their identification card at the start of the inspection
-  Treat the investor in a respectful and professional manner
-  Conduct the inspection during official working hours
-  Inform the investor of the inspection result and provide information on the grievance process

◆ Investor's duties during inspection:

-  The investor must provide the required documents upon request by officials from the relevant authorities
-  The investor must cooperate, facilitate the inspection process, and not hinder the inspector from performing their duties
-  The investor must comply with deadlines for reconciliation and appeals regarding violations and must not continue operations if the shop is closed or the license is revoked
-  For reconciliation, the investor must rectify the cause of the violation and pay the applicable fines to settle the offense.
-  A street vendor must carry their identification card and license to practice and present them to the relevant authorities when requested. They must also adhere to the authorized activity and designated area

04

◆ Chapter 4

- General Requirements to be available in Commercial, Industrial, and Similar General Shops and Street Vendors
- Special Requirements to be available in Commercial, Industrial, and Similar General Shops and Street Vendors



◆ Main General Requirements to be available in Commercial, Industrial, and Similar General Shops when Practicing the Activity

1. The location must be suitable for the type of shop.
2. The shop area must be adequate and appropriate for the activity, in accordance with the standards set by the competent authority in coordination with the relevant entity.
3. A building completion certificate must be issued for the site where the activity will be conducted.
4. The shop location details must match the information stated in the license.
5. Safety and Civil Defense requirements must be met as per the relevant authority's regulations.
6. Health regulations must be applied as determined by the relevant authority for specific activities.
7. The shop must be opened with a license issued by the competent authority, and all necessary approvals from relevant authorities must be obtained to practice the activity.
8. A signboard must be displayed showing the shop's trade name in accordance with the standards and conditions approved by the competent authority. (The signboard must include the shop name in Arabic and the registration number. No additional information—such as advertisements or trademarks—may be added unless legally approved by the competent authority.)
9. The commercial license must be valid and match the shop location. It must be displayed in a visible place and presented upon request to officials from the relevant authorities.
10. Electronic payment services must be provided for the shop and used in all related transactions.
11. No additional activity may be practiced without the approval of the competent authority. Work must be conducted strictly within the licensed premises, and disturbing or pursuing pedestrians is prohibited.
12. The shop must operate during the designated working hours, and no modifications may be made to the licensed premises without approval from the competent authority.
13. It is prohibited to advertise, by any means, for shops subject to the provisions of this law unless the licensee provides the advertising entity with a valid copy of the commercial license.
14. Shops must close their doors and cease all activity during Friday prayers for a period of one and a half hours starting from the first call to prayer.

15. The shop must not be connected to residential premises, nor should any part of it be used for residential purposes.
16. The licensee must not engage in any activity other than what is authorized in the license without prior approval from the competent authority, and must not make any modifications to the premises without such approval
17. The licensee may not transfer the license to another party without obtaining written approval from the competent authority.
18. The shop must not pose any imminent threat to public safety, public health, public order, or public morals
19. The license must not be issued based on false or misleading information.
20. The shop must not cease operations for more than 120 days without a valid reason acceptable to the competent authority
21. If the building where the shop is located is demolished, the business must be relocated to a new site with the approval of the competent authority.
22. The licensee must notify the competent authority if business operations are suspended.

Obtaining a commercial license does not grant the right to commence business activities unless all required approvals and conditions from the relevant authorities are fulfilled. These approvals may include, for example, Civil Defense clearance, villa licensing approval, and authorization from the authority responsible for the specific activity. This is to ensure compliance with legal and regulatory safety and security requirements

◆ Main Private Requirements to be available in Commercial, Industrial, and Similar General Shops when Practicing the Activity

Main Private Requirements must be available in Commercial, Industrial, and Similar General Shops when Practicing the Activity. Special requirements to be determined according the activity each is practicing as follows:

Business Hubs

A layout must be prepared for the distribution of offices and spaces allocated for shared services, in accordance with the requirements set by the competent authority.
The trade name of each shop must be clearly displayed within business centers.

Shops established on transportation means

The vehicle to be licensed for commercial use must have valid operating approval from the relevant authorities.
The vehicle must operate only in the designated location or along the approved route specified for commercial operation.
The trade name signage must be appropriately displayed in accordance with the specifications set by the competent authority.

Self-service Machines and ATMs

Self-service Machines and ATMs

Dairy and Ice-cream Factories

These factories must be established in industrial areas, commercial streets, or other locations as determined by the competent authority in coordination with relevant agencies.

Sweet Factories and Shops

Must have a glass storefront and a dedicated display area.
Must be equipped with suitable preparation areas that are separate from the display space.

Public Bakeries

Must have a glass storefront. Must include a baking hall, a dough preparation room, and a flour storage area.
Must have proper bread ventilation facilities and a display and sales area.

Car Repair and Bodywork Shops, Marble and Stone Workshops, Public Printing Shops, Laboratories, and Warehouses

A layout must be prepared for the distribution of offices and spaces allocated for shared services, in accordance with the requirements of the competent authority.
The trade name of each shop must be clearly displayed within business centers

Car Washing, Lubrication, Oil Change, Repair, and Tire Charging Shops:

These establishments must be located in industrial zones, petrol stations, or other approved locations as determined by the competent authority in coordination with the relevant entities.
A rest area must be provided for visitors, as specified by the competent authorities.
Adequate parking spaces must be designated for vehicles



Cafés (Non-Shisha Serving):

Must have a glass storefront.

Must include designated areas for customer seating, preparation of materials, and storage.

Must be equipped with sufficient washbasins and restrooms.

Must provide separate sections for smokers, clearly marked with signage.



Non-Medical Public Health-Related Establishments

Must provide separate areas within the salon for different services allowed, such as non-medical massage and body treatments, henna application, hair coloring, Moroccan baths, steam baths, Jacuzzis, swimming pools, and the sale of accessories and cosmetics, as approved by the relevant authority.

For services provided exclusively to women, a sign reading "Women Only" must be placed at the entrance.

The shop front must have a visual barrier or use one-way/mirrored glass to prevent visibility from the outside for women's services.

Providing any cosmetic medical services is strictly prohibited.



Blacksmithing, Aluminum, Carpentry, and Metal Welding Workshops (Electric, Acetylene, or Oxygen), Motorcycle Repair Shops, and Auto Electrical Shops

Must be established in industrial areas, commercial streets, or other locations as determined by the competent authority in coordination with the relevant entities.



05

◆ Chapter 5

- Street Vendors' Violations and Penalties
- Shops' violations and penalties
- Commercial registration violations and penalties



◆ Violations and Penalties (Street Vendors)

Governing Laws: Law No. 25 of 2005, Law No. 5 of 2015, and Minister of Commerce Decision No. 161 of 2017

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was the street vending activity practiced without obtaining a license from the competent authority?	Fine	-	10,000	5,000	Violation: Article (21) of Law No. (5) of 2015 "It is prohibited to engage in street vending unless a license is obtained from the competent authority." Penalty: Application of Article (27) of the same law – A fine not exceeding QAR 10,000 Reconciliation Option: Allowed upon payment of half the maximum fine and removal of the cause of the violation, in accordance with Article (29) of the same law.
Did the vendor refrain from chasing the public to offer or sell goods, provide services, or promote products?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (24) of Law No. (5) of 2015 "A street vendor is prohibited from chasing the public to offer or sell goods, conduct activities, or provide services." Penalty: Application of Article (27) – A fine not exceeding QAR 10,000 Reconciliation Option: Allowed upon payment of half the maximum fine and removal of the cause of the violation, under Article (29).
Did the vendor avoid operating near schools, educational centers, hospitals, or health centers as regulated by the competent authority?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (24) of Law No. (5) of 2015 "A street vendor is prohibited from operating near schools, educational institutions, hospitals, or health centers, as determined by the competent authority." Penalty: Application of Article (27) – A fine not exceeding QAR 10,000 Reconciliation Option: Allowed upon payment of half the maximum fine and removal of the cause of the violation, under Article (29).

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the vendor operate only in licensed areas and avoid restricted zones as prohibited by the Minister or police?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (24) of Law No. (5) of 2015 "A street vendor is prohibited from operating in unlicensed areas or in places where the Minister or police prohibit such activity." Penalty: Application of Article (27) – A fine not exceeding QAR 10,000 Reconciliation Option: Allowed upon payment of half the maximum fine and removal of the cause of the violation, under Article (29).
Did the vendor avoid endangering public safety?	Follow-up Notification	Revocation of the license			Violation: Article (19) of Law No. (5) of 2015 "The license of a street vendor shall be revoked by decision of the competent authority if the vendor poses a threat to public safety." Penalty: Application of Article (19) – Revocation of the license
Did the vendor avoid operating near shops that practice a similar licensed activity?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (24) "A street vendor is prohibited from operating near shops that engage in a similar licensed activity." Penalty Article (27) applies – fine up to QAR 10,000 Reconciliation allowed: pay half the maximum fine and eliminate the violation under Article (29).
Did the vendor refrain from operating inside transportation vehicles?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (24) "A street vendor is prohibited from operating inside transportation vehicles." Penalty: Article (27) applies – fine up to QAR 10,000 Reconciliation allowed pay half the maximum fine and eliminate the violation under Article (29).

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the vendor refrain from selling or displaying fireworks or other prohibited items?	Fine	-	10,000	5,000	Violation: Article (24) "A street vendor is prohibited from selling or displaying fireworks or any other items that are legally banned." Penalty: Article (27) applies – fine up to QAR 10,000 Reconciliation allowed pay half the maximum fine and eliminate the violation under Article (29)..
Did the vendor avoid practicing any licensed activity during Friday prayers (1.5 hours from the first call to prayer) or outside of permitted hours?	Fine	-	10,000	5,000	Violation: Article (24) "A street vendor is prohibited from conducting any licensed activity during Friday prayer (for 1.5 hours starting from the first call) or outside the designated times." Penalty: Article (27) applies – fine up to QAR 10,000 Reconciliation allowed pay half the maximum fine and eliminate the violation under Article (29).
Did the vendor carry the license issued by the competent authority while working?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (23) "A licensed street vendor must carry the license issued by the competent authority while conducting their activity." Penalty: Article (27) applies – fine up to QAR 10,000 Reconciliation allowed pay half the maximum fine and eliminate the violation under Article (29).
Did the vendor present the license upon request to authorized officials?	Fine	-	10,000	5,000	Violation: Article (23) "The licensed street vendor must present the license upon request by authorized officials." Penalty: Article (27) applies – fine up to QAR 10,000 Reconciliation allowed pay half the maximum fine and eliminate the violation under Article (29)..

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the vendor visibly display the identification card issued by the competent authority while practicing the activity?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (23) of law no. (5) of 2015 "A licensed street vendor must visibly display the identification card issued by the competent authority while conducting their activity." Penalty: • Article (27) applies – Fine not exceeding QAR 10,000 • Reconciliation allowed: Pay half the maximum fine and remove the cause of the violation in accordance with Article (29).
Did the vendor notify the administration in case of loss or damage of the license or ID card?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (23) of law no. (5) of 2015 "A licensed street vendor must notify the administration in case of loss or damage of the license or ID card." Penalty: • Article (27) applies – Fine not exceeding QAR 10,000 • Reconciliation allowed: Pay half the maximum fine and remove the cause of the violation in accordance with Article (29).
Was the ID card returned to the competent authority in case of license cancellation or cessation of activity?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (23) of law no. (5) of 2015 "The licensed street vendor must return the ID card to the competent authority upon cancellation of the license or cessation of activity" • Article (27) applies – Fine not exceeding QAR 10,000 • Reconciliation allowed: Pay half the maximum fine and remove the cause of the violation in accordance with Article (29).

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the vendor refrain from advertising their activity through shouting, bells, loudspeakers, or other disturbing means?	Fine	-	10,000	5,000	Violation: Article (24) of law no. (5) of 2015 "A street vendor is prohibited from advertising their activity through shouting, bells, loudspeakers, or any other means disturbing public comfort." Penalty: • Article (27) applies – Fine not exceeding QAR 10,000 Reconciliation allowed: Pay half the maximum fine and remove the cause of the violation in accordance with Article (29).
Has the vendor maintained all conditions required for obtaining the license?	Follow-up Notification	License Revocation	-	-	Violation: Article (25) of law no. (5) of 2015 "The license of a street vendor shall be revoked by a decision from the competent authority if any of the required conditions for licensing are no longer met." Penalty: Article (25) applies – License Revocation
Were accurate and truthful documents and information submitted to obtain the license?	License Revocation	-	-	-	Violation: Article (25) of law no. (5) of 2015 "The street vendor's license shall be revoked by decision of the competent authority if false or inaccurate documents or information were submitted to obtain the license." Penalty: Article (25) applies – License Revocation
Did the vendor operate only within the scope of the activity authorized in the license?	License Revocation	-	-	-	Violation: Article (25) of law no. (5) of 2015 "The street vendor's license shall be revoked if they engage in activities beyond the scope of their authorized license." Penalty: Article (25) applies – License Revocation
Did the vendor refrain from allowing others to use their license or ID card?	License Revocation	-	-	-	Violation: Article (25) of law no. (5) of 2015 "The license shall be revoked if the vendor enables others to use their license or ID card." Penalty: Article (25) applies – License Revocation

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the vendor avoid causing serious harm to public health?	Follow-up Notification	License Revocation	-	-	Violation: Article (19) of law no. (5) of 2015 "The license shall be revoked if the vendor causes a serious threat to public health." Penalty: Article (19) applies – License Revocation
Did the vendor respect public order?	Follow-up Notification	License Revocation	-	-	Violation: Article (19) of law no. (5) of 2015 "The license shall be revoked if the vendor causes a breach of public order." Penalty: Article (19) applies – License Revocation
Did the vendor avoid behavior that violates public morality?	Follow-up Notification	License Revocation	-	-	Violation: Article (19) of law no. (5) of 2015 "The license shall be revoked if the vendor violates public morality." Penalty: Article (19) applies – License Revocation

◆ Violations and Penalties (Commercial Licenses)

Governing Laws: Law No. 25 of 2005, Law No. 5 of 2015, and Minister of Commerce Decision No. 161 of 2017)

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was electronic payment service provided to consumers at the shop?	Follow-up Notification	Shop Closing			Violation: Article (18) of law no. (5) of 2015 "The competent authority, in coordination with relevant entities, may issue a justified decision to close the shop for up to fifteen days in case of violating any general or specific conditions referred to in Article (5) of this law. If the violation is not rectified, the closure may be extended for a similar period or periods as determined by the authority." Penalty: Article (18) applies – Shop Closure
Was any additional activity carried out without prior approval from the competent authority?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (3, Paragraph 2) of law no. (5) of 2015 "No additional activity may be practiced without the approval of the competent authority." Penalty: Article (27) applies – Fine not exceeding QAR 10,000 Reconciliation allowed: Pay half the maximum fine and remove the violation, per Article (29).
Was the shop location consistent with the information stated in the license?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (3, Paragraph 2) of law no. (5) of 2015 "The shop location may not be changed without the approval of the competent authority." Penalty: Article (27) applies – Fine not exceeding QAR 10,000 Reconciliation allowed under Article (29).
Was the commercial license displayed in a clearly visible location?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (11) of law no. (5) of 2015 "The licensee must display the license in a clearly visible place." Penalty: Article (27) applies – Fine not exceeding QAR 10,000 Reconciliation allowed under Article (29).

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was the commercial license presented upon request to officials of the competent authority?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (11) of law no. (5) of 2015 "The licensee must present the commercial license to officials of the competent authority upon request." Penalty: Article (27) applies – Fine not exceeding QAR 10,000 Reconciliation allowed under Article (29).
Were all general and specific requirements met according to the type of licensed activity?	Follow-up Notification	Fine	25,000	50,000	Violation: Article (7), Paragraph 2 of law no. (5) of 2015 "Failure of the applicant to meet the general and specific requirements according to the licensed activity." Penalty: • Article (26) applies – Fine not exceeding QAR 50,000 • Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Was there a trade name sign displayed at the shop in accordance with applicable conditions?	Follow-up Notification	Shop Closing	-	-	Violation: Article (18) of law no. (5) of 2015 "The competent authority, in coordination with relevant entities, may issue a justified decision to close the shop for up to fifteen days in case of violating any general or specific conditions referred to in Article (5). If not rectified, the closure may be extended." Penalty: • Article (18) applies – Shop Closure
Was an official identification sign installed on the licensed shop façade, as required by the authority?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (12) of law no. (5) of 2015 "The licensee must place an identification sign on the shop's façade, according to the regulations determined by the competent authority." Penalty: • Article (27) applies – Fine not exceeding QAR 10,000 • Reconciliation allowed under Article (29).

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was the shop opened and operated with a valid license from the competent authority?	Fine	-	50,000	25,000	Violation: Article (3), Paragraph 1 of law no. (5) of 2015 "Opening or operating any shop subject to this law without a license from the competent authority." Penalty: • Article (26) applies – Fine not exceeding QAR 50,000 • Reconciliation allowed under Article (29).
Was the activity conducted only after obtaining all required approvals from the relevant authorities?	Follow-up Notification	Fine	50,000	25,000	Violation: Article (3), Paragraph 2 of law no. (5) of 2015 "No modification may be made to the licensed shop without the approval of the competent authority." Penalty: • Article (27) – Fine not exceeding QAR 10,000 • Reconciliation allowed per Article (29). Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Was any modification made to the licensed shop without approval from the competent authority?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (3), Paragraph 2 of law no. (5) of 2015 "No modification may be made to the licensed shop without the approval of the competent authority." Penalty: • Article (27) – Fine not exceeding QAR 10,000 • Reconciliation allowed per Article (29). Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Was the trade name sign removed from the shop's façade in case of license cancellation or cessation of activity?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (12) of law no. (5) of 2015 "The licensee must remove the sign in case of license cancellation or cessation of activity." Penalty: • Article (27) – Fine not exceeding QAR 10,000 Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was the shop closed, and activity halted for 1.5 hours during Friday prayer, starting from the first call to prayer?	Fine	-	10,000	5,000	Violation: Article (13) of law no. (5) of 2015 "Shops must close and cease operations during Friday prayer for 1.5 hours from the first call to prayer." Penalty: • Article (27) – Fine not exceeding QAR 10,000 Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Was a valid license presented to the advertising entity before any form of advertising?	Follow-up Notification	Fine	10,000	5,000	Violation: Article (14) of law no. (5) of 2015 "No advertising is allowed unless the licensee provides the advertising party with a valid shop license." Penalty: • Article (27) – Fine not exceeding QAR 10,000 Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Was the license transferred to another party after written approval from the authority?	Fine	Fine	10,000	5,000	Violation: Article (16) of law no. (5) of 2015 "The license may not be transferred without written approval from the competent authority." Penalty: • Article (27) – Fine not exceeding QAR 10,000 Reconciliation allowed per Article (29). Reconciliation allowed: Pay half the maximum fine and eliminate the violation, per Article (29)
Were the general and specific requirements of the licensed shop maintained?	Follow-up Notification	Shop Closing	-	-	Violation: Article (18) of law no. (5) of 2015 "The competent authority may close the shop for up to 15 days if general or specific conditions mentioned in Article (5) are violated." Penalty: Article (18) – Shop Closure , if violation reasons were not removed, closure will be extended for one or multiple periods of time.

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Is the shop directly connected to a residential space or part of it used for residence?	Follow-up Notification	Shop Closing			Violation: Article (18) of law no. (5) of 2015 The competent authority may close the shop for up to 15 days if general or specific conditions mentioned in Article (5) are violated." Penalty: Article (18) – Shop Closure , if violation reasons were not removed, closure will be extended for one or multiple periods of time.
Was a modification made to the shop, in violation of the license, without prior approval?	Follow-up Notification	License Revocation			Violation: Article (19) of law no. (5) of 2015 "The license is revoked if the licensee modifies the shop against the licensed conditions without prior approval." Penalty: Article (19) – License Revocation
Is the shop no longer operable?	License Revocation				Violation: Article (19) of law no. (5) of 2015 "The license is revoked if the shop becomes inoperable." Penalty: Article (19) – License Revocation
Is the shop still compliant with the licensing conditions?	License Revocation				Violation: Article (19) – of Law No. (5) of 2015 "The license shall be revoked by decision of the competent authority if the shop is no longer compliant with the licensing conditions." Penalty: License Revocation
Does the shop pose an imminent threat to public security?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if the shop poses a serious threat to public security." Penalty: License Revocation

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Does the shop pose an imminent threat to public health?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if the shop poses a serious threat to public health." Penalty: License Revocation
Were public order requirements upheld in the shop?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if actions violating public order take place in the shop." Penalty: License Revocation
Were public morality requirements upheld?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if actions violating public morality take place in the shop." Penalty: License Revocation
Was the license obtained using accurate and truthful information?	License Revocation				Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if it was obtained using false or fictitious information." Penalty: License Revocation
Did the shop cease operations for 120 days without acceptable justification?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if the shop stops operating for 120 days without acceptable justification approved by the authority." Penalty: License Revocation

Statement of violation	1 st Procedure	2 nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Was a new location approved by the authority if the original premises were demolished?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if the shop premises are removed, and it is not relocated within 120 days with the authority's approval." Penalty: License Revocation
Did the licensee notify the authority upon suspending shop operations?	Follow-up Notification	License Revocation			Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if the licensee fails to notify the authority of the cessation of activity." Penalty: License Revocation
Was the trade name and registration number displayed in Arabic on the shopfront?	Follow-up Notification	Fine	50,000	25,000	Violation: Article (19) of Law No. (5) of 2015 "The license shall be revoked if actions violating public morality take place in the shop." Penalty: License Revocation

◆ Violations and Penalties (Commercial Register)

Governing Laws: Law No. 25 of 2005 and Minister of Commerce Decision No. 161 of 2017

Statement of violation	1st Procedure	2nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Has the trade name and registration number been written in Arabic on the store front?	Follow-up Notification	Fine	50,000	25,000	Violation of Article (6) of Law No. 25 of 2005: "Any person registered in the Commercial Register must write on the storefront their trade name and registration number in Arabic." Accordingly, it has been decided to apply Article (15) of the same law, imposing a fine not exceeding QAR 50,000.
Has the trade name and registration number been written in Arabic on all correspondence, printed materials, and documents related to the business?	Follow-up Notification	Fine	50,000	25,000	Violation of Article (6) of Law No. 25 of 2005: "Any person registered in the Commercial Register must write on all correspondence, printed materials, and documents related to their business their trade name and registration number in Arabic." Accordingly, it has been decided to apply Article (15) of the same law, imposing a fine not exceeding QAR 50,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.
Has the business activity begun only after registration in the Commercial Register?	Follow-up Notification	Fine	200,000	100,000	Violation of Article (7) of Law No. 25 of 2005: "No natural or legal person may engage in commerce unless registered in the Commercial Register." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.
Was the commercial establishment set up only after registration in the Commercial Register?	Follow-up Notification	Fine	200,000	100,000	Violation of Article (7) of Law No. 25 of 2005: "No natural or legal person may establish a commercial outlet unless registered in the Commercial Register." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.

Statement of violation	1st Procedure	2nd Procedure	Max Amount	Reconciliation Amount	Text of violation in Seizure Report
Did the registered person refrain from allowing others to exploit their commercial registration?	Fine	–	200,000	100,000	Violation of Article (8) of Law No. 25 of 2005: "Anyone registered in the Commercial Register is prohibited from allowing others to exploit their registration." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.
Did any person refrain from exploiting a commercial registration that does not belong to them?	Fine	–	200,000	100,000	Violation of Article (8) of Law No. 25 of 2005: "No person may exploit a commercial registration that does not belong to them." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.
Did any person claim to be registered in the Commercial Register without actually being registered?	Fine	–	200,000	100,000	Violation of Article (8) of Law No. 25 of 2005: "No person may claim to be registered in the Commercial Register without having obtained such registration." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.
Has the company refrained from providing false information, forged documents, or engaging in fraud or deception to obtain or amend a commercial registration?	Fine	–	200,000	100,000	Violation of Article (16) of Law No. 25 of 2005: "Providing false information, forged documents, or engaging in fraud or deception to obtain or amend a commercial registration." Accordingly, it has been decided to apply Article (16) of the same law, imposing a fine not exceeding QAR 200,000. Settlement is possible by paying half of the maximum fine and removing the cause of the violation, in accordance with Article (16) of the same law.



The investor must comply with the instructions issued by the inspector, whether they pertain to financial penalties, closure orders, or license cancellation. The investor must execute these instructions without objection or obstruction to the inspector's work to avoid legal liability. In the case of financial violations, the investor must promptly rectify the cause of the violation and pay the dues as soon as possible to avoid the closure of the establishment or cancellation of the license.

06

◆ Chapter 6

- Online Services
- FAQs
- Recommendations



◆ Online Services

In order to facilitate all transactions, Investors may visit MOCI website to conclude the following applications.



Violation Settlements



File a complaint



<https://www.moci.gov.qa/en/>



Hotline 16001



◆ FAQs

◆ What documents must I present during an inspection?

- A valid Commercial Registration (specific to the licensed company)
- A commercial license for the location
- The activity being conducted must be listed on the commercial license
- Approval from the competent authority for the activity
- Civil Defense approval

◆ What happens if violations are found during the inspection?

The reasons will be explained. You may be granted a specific time period to correct the violations. If you fail to comply, an official violation report may be issued, and penalties or fines may be imposed, or the commercial license may be suspended or revoked.

◆ Do I have the right to appeal the inspection results?

Yes, you may file a grievance against the inspection results if you believe they are inaccurate or based on a misunderstanding. The appeal must be submitted to the competent authority and supported with appropriate evidence.

◆ How can I verify that the inspector is authorized to carry out the inspection?

You have the right to request identification from the inspector.

◆ How often can inspections be conducted at my business?

This depends on the nature of your business activity and the applicable regulations. Inspections may be conducted periodically, upon the filing of complaints, or if there is suspicion of violations.

◆ Can inspection authorities enter company premises without permission?

Authorized officers (inspectors) may enter all types of establishments during official working hours without prior permission or notice, except in the case of home-based licenses, which require prior approval from the licensee.

◆ How can I prepare for an inspection?

Ensure that all records and licenses are up-to-date and relevant to the licensed activity and location and make them available to the authorized inspector upon request. You may also conduct an internal review to ensure compliance with applicable laws and regulations, and train employees on how to properly respond to inspections.

◆ What if an unintentional error is discovered during the inspection?

In the case of unintentional errors, you may be granted a grace period to rectify the issue without penalties, provided that the violations are neither serious nor repeated.

◆ What steps follow the completion of an inspection?

After the inspection, a report will be prepared containing observations and findings. If violations are found, you will receive a notice specifying the corrective actions required and the time frame for compliance.

◆ Can I request to postpone an inspection?

Yes, you may request a postponement if there are valid reasons, such as the absence of key company officials or emergency circumstances. The request must be submitted to the relevant authority with a clear explanation of the reasons.

◆ Tips and Guidelines

Dear Investors, We present to you a set of obligations that must be adhered to when conducting business activities in the State of Qatar.



Ensure that the Commercial Registration and the Trade License are displayed prominently at the licensed premises to avoid legal violations.



It is essential to display the license number on the shop signboard to avoid penalties or violations.



Housing workers within the commercial premises is strictly prohibited. If workers are currently housed in the shop, this must be rectified immediately to avoid any sanctions



To avoid legal liability, make sure to renew your Commercial Registration and Trade License at least 30 days before their expiry date.



Make sure to update the information on the Commercial Registration and Trade License in the event of any changes



Obtain the required approvals from the competent authorities before signing a lease contract for service activities located in residential areas



When choosing a service activity within residential zones, ensure it complies with planning and zoning standards. You may do this by visiting any of the Ministry's regional branches



As a trader, you are obligated to provide the consumer with a detailed invoice. The invoice must be in Arabic, though you may add another language alongside it



Verify the names and classifications of commercial activities before creating a Commercial Registration by using the Ministry's mobile application or visiting the nearest Ministry branch



Practicing any commercial activity that is not listed in your Commercial Registration and Trade License is strictly prohibited



Please obtain preliminary approval from the Commercial Licensing Department before signing a lease contract for the intended licensed site



If you wish to conduct any promotional offers, you must obtain prior approval from the Market Control and Specialized Licenses Department at the Consumer Sector. This can be done through the Ministry's e-services portal: services.moci.gov.qa



Continuing business operations after a violation report has been issued is not permitted unless the violation is settled. Failure to comply may result in penalties including shop closure or license cancellation



Business operations must remain strictly within the boundaries of the licensed premises. Operating outside these boundaries is prohibited



Avoid disturbing or harassing consumers by aggressively offering them products



Adhere to the official operating hours as designated for the location of your shop



Do not obstruct traffic or pedestrian movement outside the licensed premises, such as placing goods or equipment on sidewalks



Comply with all health and safety requirements applicable to certain types of commercial activities

وزارة التجارة والصناعة
Ministry of Commerce and Industry
دولة قطر • State of Qatar



Investor's Guide

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