



Developer Enrollment

USER
MANUAL

ISSUE DATE

28 Nov 2023

REVISION DATE

28 NOV 2021

VERSION

1.0

Overview

Developer Enrollment Process in DEWA is to enroll consultant and contractor by themselves by using e-Service selfenrollment process. Customer Portal is specially designed for Consultant, Contractor and Developers to serve his customer with full satisfaction. Consultant, Contractor and Developers needs to be register with DEWA for availing various services offered by DEWA.

The following categories have been defined to fit the business requirement of DEWA Consultant:

1. Consultant
 - a. General
 - b. Electrical
 - c. Infrastructure
 - d. Utility
 - e. Electrical & DRRG Solar Contractor
 - f. Major Projects (MA'LEM)
2. Contractor
 - a. Electrical
 - b. Civil
 - c. FitOut
 - d. Demolition
 - e. Infrastructure
 - f. Civil & Demolition
 - g. Electrical & demolition
 - h. Electrical & DRRG Solar Developer
3. Developer
 - a. Government (MA'LEM)

b. Private (MA'LEM)

The aim of this tutorial is to provide step by step guide for users on how to enroll as a developer using e-service portal.

1.1 Service features

1. Enrollment of developer
2. Track Enrollment Application
3. Invitation to Register on DEWA Portal

1.2 How to request

Builder Portal URL : <https://crm.dewa.gov.ae/irj/portal/anonymous>

1.2.1 Enrollment (Company Details)

In enrolment screen user will be first registering his/her company as an Organizational Business Partner by providing relevant Company details. Here user will be selecting builder category and type (along with application type when category is Developer) and provided trade license no along with issued by values and expiry date of issued document. In case of trade license issued by DED, user will click on “Search & Auto-fill Company details” button and available details in DED interface for that trade license will be auto-fetched. In case builder category is developer, system will provide an additional field selection of application type as Power or Water. If builder category & type is government company, then system will have input field for Authorization letter number instead of Trade License Number.

Welcome to DEWA

I am a

Consumer

Builder

Supplier

Job Seeker

Government

Builder Login

Username

Username

Password

Password

[Forgot Password?](#)

☐ Remember me

Login

OR

Create an Account

User Action: To initiate process, go to Login Page . Click on **Create an Account** button

All fields are mandatory, unless marked optional

Company Details
Basic Information of the Company

Administrator Details
Details of the Administrator from the company

Document Uploads
All Documents that are to be uploaded for the process

Builder Details

Builder Category

▼

-- Select the Builder Category --

Consultant

Contractor

Developer

Company Identification

Trade Licence Number

Trade Licence Number

Expiry Date

DD/MM/YYYY



User Action: Click and Select **Builder Category**. Select **Developer**.

Create an Account

All fields are mandatory, unless marked optional

Company Details
Basic Information of the Company

Administrator Details
Details of the Administrator from the company

Document Uploads
All Documents that are to be uploaded for the process

Builder Details

Builder Category

Developer

Builder Type

Private(MA'LEM)

-- Select the Builder Type --

Government(MA'LEM)

Private(MA'LEM)

User Action: Click and select **Builder Type as Private (MA'LEM)** and **Application type as Power**

Builder Type

Private(MA'LEM)

i Developer – Private should have Trade License issued by Department of Economic Development - Government of Dubai.

Application Type

Power

Issued By

Non-Dubai Economic Department

User Action: Click and Select Issued By as **Non-Dubai Economic Department**.

User Action: Enter Trade License Number and its Expiry Date and click on **Search and Auto Fill Company Details**

Company Identification

Trade Licence Number

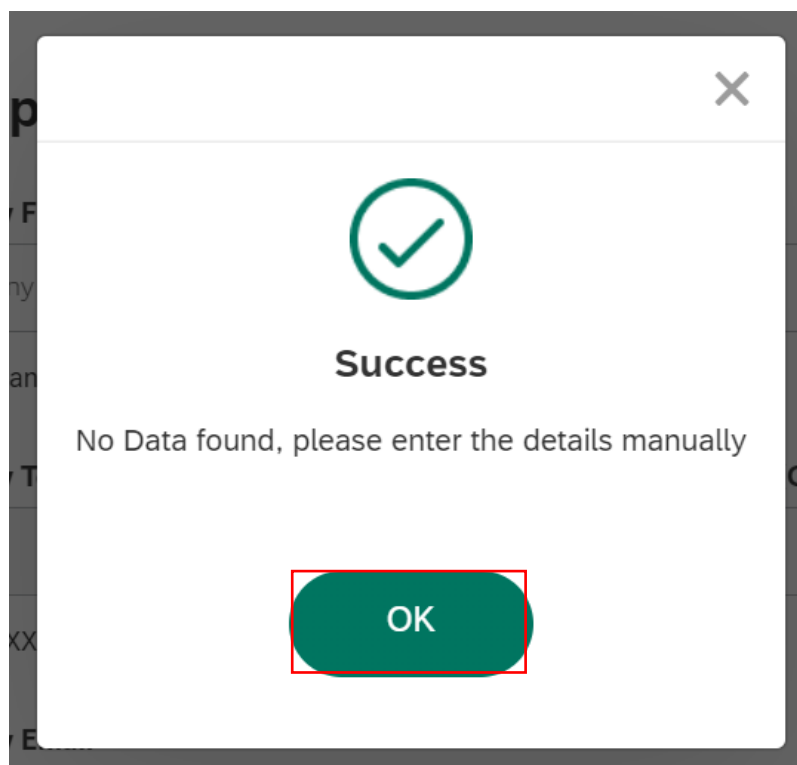
Expiry Date

1139459

11/01/2024



Search and Auto Fill Company Details




User Action: As the entered trade license number is NON-DED so the details needs to be entered manually

Company Details

Company Full Name

Al Warqa Services LLC

 Company Full Name as per Trade License.

Company Telephone Number

+971

42341234


Extension (Optional)

Extension

eg:4XXXXXXX

Company Email

yourname@alwarqaser.com

 Eg. yourname@emirates.net.ae or yourname@companyname.com

User Action: Enter Company Name and Telephone number (if not auto-filled) and Company Email address

Fax (Optional)

+971

Fax

(4XXXXXXX eg. 41234567)

VAT Registration Number (Optional)

VAT Registration Number

Company Activity Description

Major Power services

User Action: Enter VAT Registration number (Optional) and Company's Activity Description.

Company Activity Description

Major Power services

Street Name (Optional)

Street Name

Office Location Area

422-AL WARQA'A SECOND

City

Dubai

PO Box

4230

Next

User Action: Enter Street Name (Optional) and Select Office Location Area from dropdown. Click on **Next** to go to Administrator's Details Page.

1.2.2 Enrollment (Administrator Details)

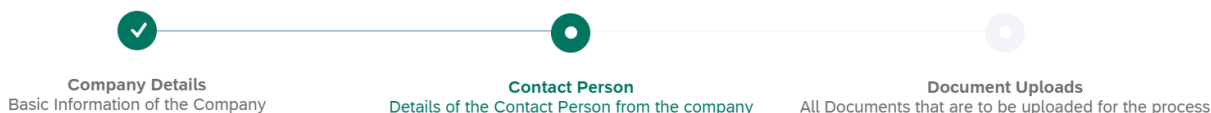
In this section, the applicant will enter the emirate ID and expiry date and click on search button. Clicking on search button will trigger below actions.

- System will first validate the emirates ID. If validation failed system will give error to enter valid emirate ID.
- If Emirate validation is passed, system will search for existing BP in the system. If BP found with contact person role and without any active relationship, then system will fetch the details from backend system.

- If no BP found, ICA integration service will be triggered to fetch applicant details like name, email and mobile number. Entered individual will automatically be assigned as a contact person.

Create an Account

All fields are mandatory, unless marked optional



Contact Person

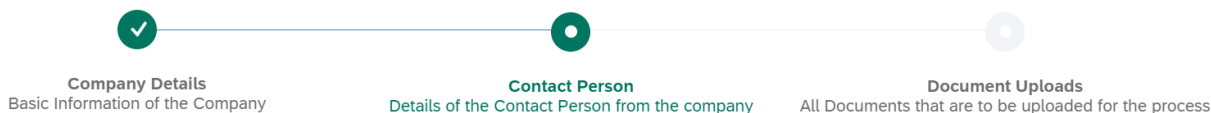
Applicant's Emirates ID Number	Expiry Date
784197607494644	23/03/2024

Search and Auto Fill

User Action: Enter Applicant's Emirates ID Number. Click calendar icon and select Expiry date

Create an Account

All fields are mandatory, unless marked optional



Contact Person

Applicant's Emirates ID Number	Expiry Date
784197607494644	23/03/2024

Search and Auto Fill

User Action: Click on **Search and Auto Fill** to fetch data from ICA integration.

Applicant Name

EVELYN JABONI PARCON

Designation

Civil Engineer

Mobile Number

+971

505011212

Verify

eg:5XXXXXXX

User Action: Select Designation from available dropdown values. For Example Civil Engineer

Applicant Name

EVELYN JABONI PARCON

Designation

Civil Engineer

Mobile Number

+971

505011212

Verify


eg:5XXXXXXX

User Action: Click on **Verify** button to verify mobile number.

×

📅

Verify Mobile Number



Please enter the 6-digit OTP sent to your mobile number **505011212**.

9

9

9

9

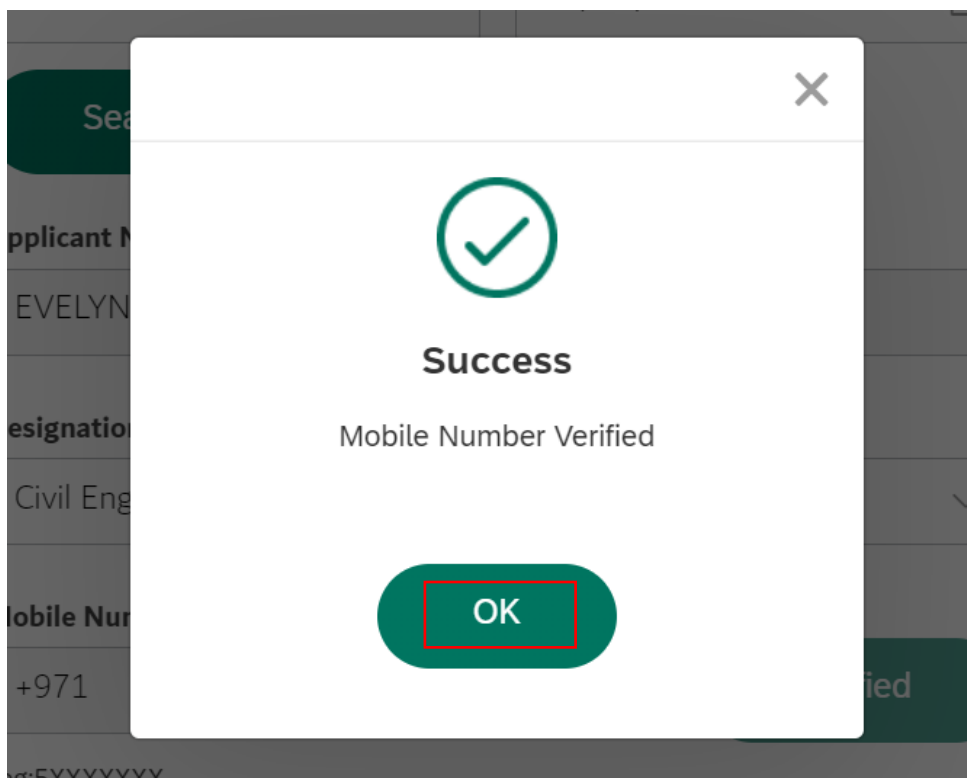
9

9

The session will end in **2:50**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click **OK**

Mobile Number

+971 505011212 ✓ **Verified**

eg:5XXXXXXX

Email

arathi@alwarqaser.com **Verify**


❗ Eg. yourname@emirates.net.ae or yourname@companyname.com

Back **Next**

User Action: If email or mobile number is not automatically fetched from ICA, user must manually enter and click on **Verify** Button.



Verify Email Address



Please enter the 6-digit OTP sent to your e-mail
arathi@alwarqaser.com.

9

9

9

9

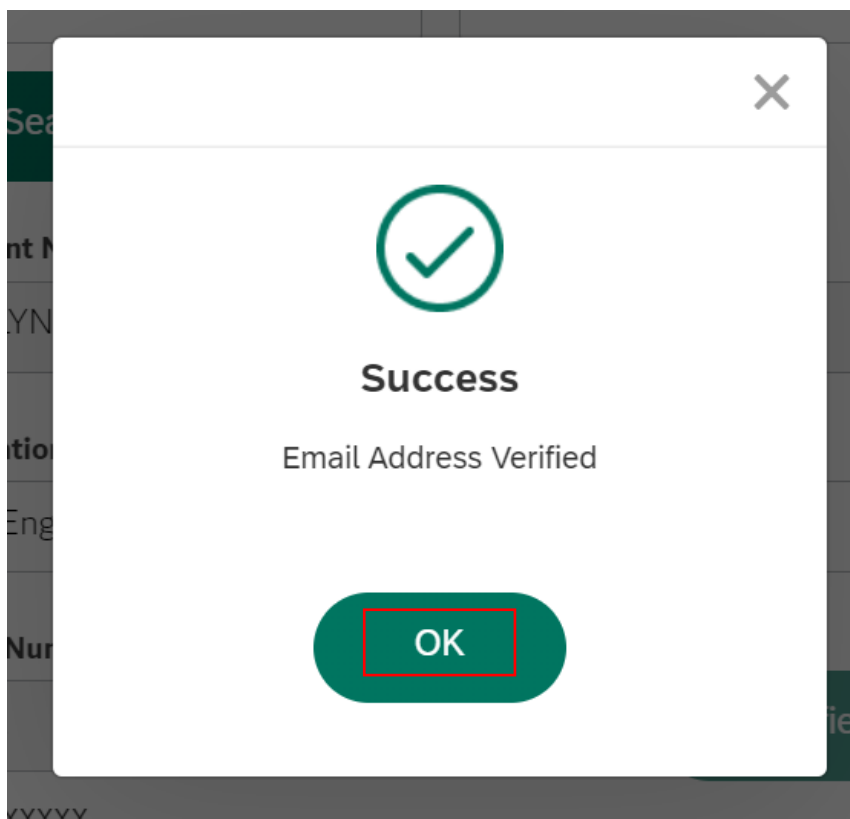
9

9

The session will end in **9:51**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** after entering OTP on entered Email ID.



User Action: Click OK

Applicant Name

EVELYN JABONI PARCON

Designation

Civil Engineer

Mobile Number

+971

505011212



Verified

eg:5XXXXXXX

Email

arathi@alwarqaser.com



Verified

Eg. yourname@emirates.net.ae or yourname@companyname.com

Back

Next

User Action: Click **Next** to go to attachments page.

Create an Account

All fields are mandatory, unless marked optional



Company Details
Basic Information of the Company



Contact Person
Details of the Contact Person from the company



Document Uploads
All Documents that are to be uploaded for the process

Document Uploads

Trade License

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)

VAT Registration Letter (Optional)


Upload your File

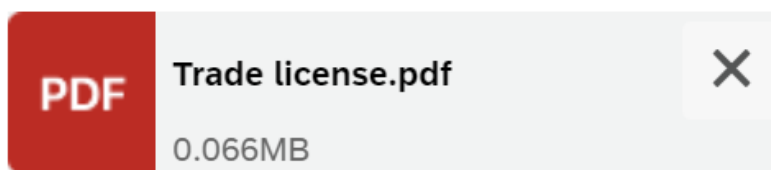
Supported File Types: PDF,PNG,JPG (Upto 5 MB)

User Action: Click **Upload your File**. Upload all mandatory attachments. Attachments can differ as per selection of different builder type and category combinations.

Trade License


Upload your File

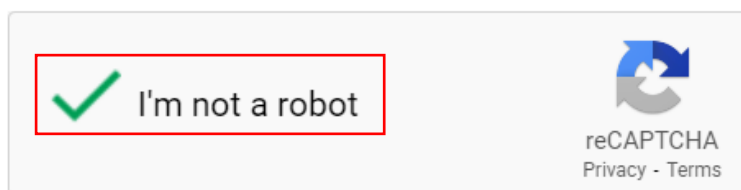
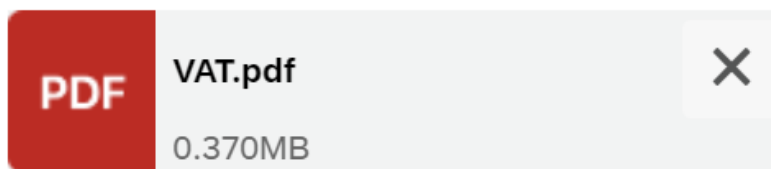
 Supported File Types: PDF,PNG,JPG (Upto 5 MB)



VAT Registration Letter (Optional)

Upload your File

 Supported File Types: PDF,PNG,JPG (Upto 5 MB)

☐

I have read and understood the [Terms and Conditions of Use](#)

Back

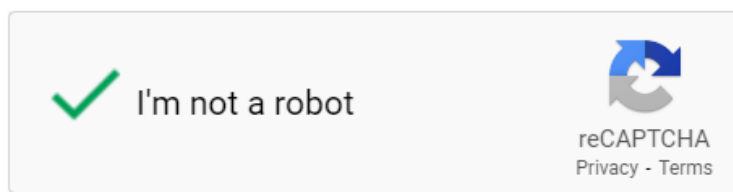
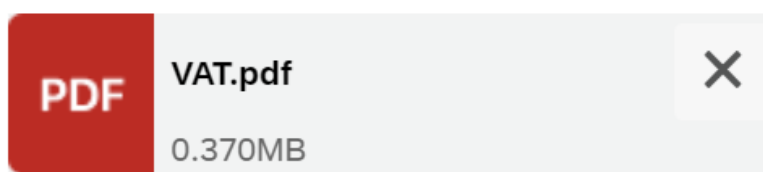
Submit

User Action: Check and complete “I’m not a robot” verification

VAT Registration Letter (Optional)

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)



☒ I have read and understood the [Terms and Conditions of Use](#)

Back

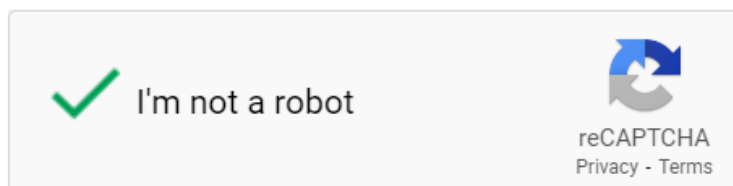
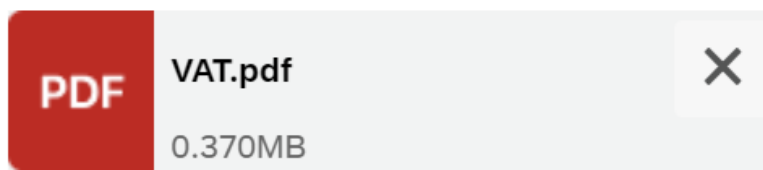
Submit

User Action: Check **Terms and Conditions** of User after carefully reading them.

VAT Registration Letter (Optional)

Upload your File

Supported File Types: PDF,PNG,JPG (Upto 5 MB)

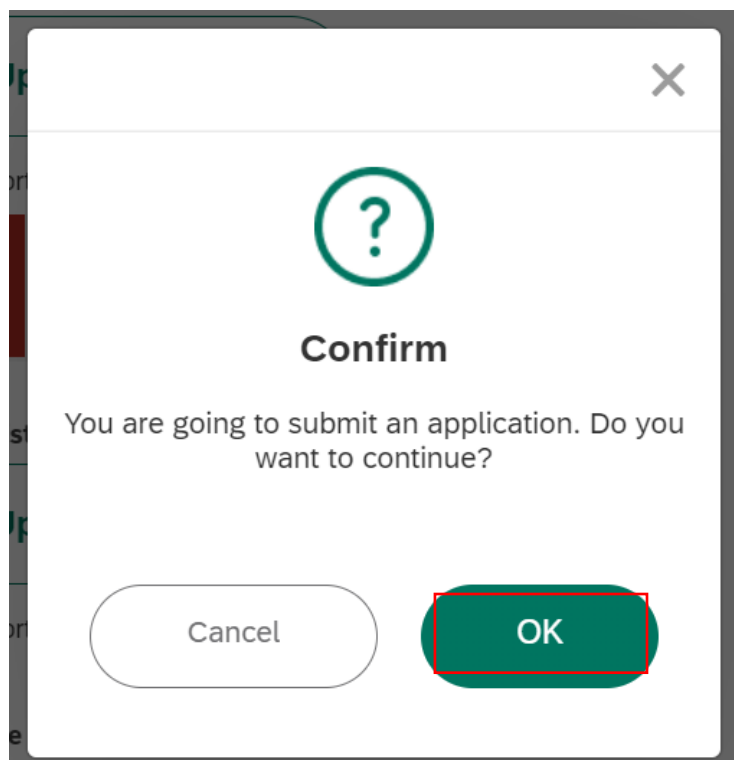


☒ I have read and understood the [Terms and Conditions of Use](#)

Back

Submit

User Action: Click **Submit** button after completing above application.



User Action: Click **OK** button to complete and submit application.



Submission Successful

Your new enrollment reference no is 5000010701

Your New Enrollment request submission request(s) is under review

Submitted Date	30 Nov 2023 06:42:18
Trade Licence Number	1139459
Company Full Name	Al Warqa Services LLC
Applicant Name	EVELYN JABONI PARCON
Builder Category	Developer-Private(MA'LEM)

What's Next?

Your application is being processed. We will send you an E-mail and SMS once application status changes. Once application is approved, an email with a link to create user name and password will be sent.

[Track Application](#)

User Action: Application has been successfully submitted for approval process and unique request number will be generated against the same which could be used to track application status.

Upon Submission of application:


- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.
- Upon approval, system will automatically send Invitation to Register on DEWA portal.

Track Enrollment Application


All fields are mandatory unless marked optional


Requests

Request No: 5000010701



 Request for Developer – Private Enrollment
 5000010701

In-Process


 Request No.5000010701 Submitted
 30 November 2023 18:41:27


 Request No.5000010701 is in Process
 30 November 2023 18:41:27

Remarks

 Your request is currently in progress. Please note that the estimated completion time for this service is 3 working days

[View Application](#)

1.2.3 Intimation of submission to user through SMS/Email.

After approval of enrollement request. You will recieve an email, click on the link provided in the email

Invitation to Register on DEWA Portal



noreply@dewa.gov.ae

To: [Redacted]

This message was sent with High importance.

Dear Applicant,

With reference to your Request no: [Redacted] for registering on DEWA portal.

Please click on the below link to complete your registration and set your credentials to access DEWA self service portal.

[Click Here](#)

If you have any questions, send an E-Mail to customercare@dewa.gov.ae

Thank You,

Dubai Electricity & water Authority (PJSC)


Our Vision: A globally leading sustainable innovative corporation committed to achieving Net-Zero by 2050.

Our Mission: We are committed and aligned to Dubai's 8 Guiding Principles and 50-Year Charter supporting the UAE's directions through the delivery of global leading services and innovative energy and pota stakeholders, for a sustainable Net-Zero carbon 2050.

Please consider the environment before printing this email.

×

Verify User

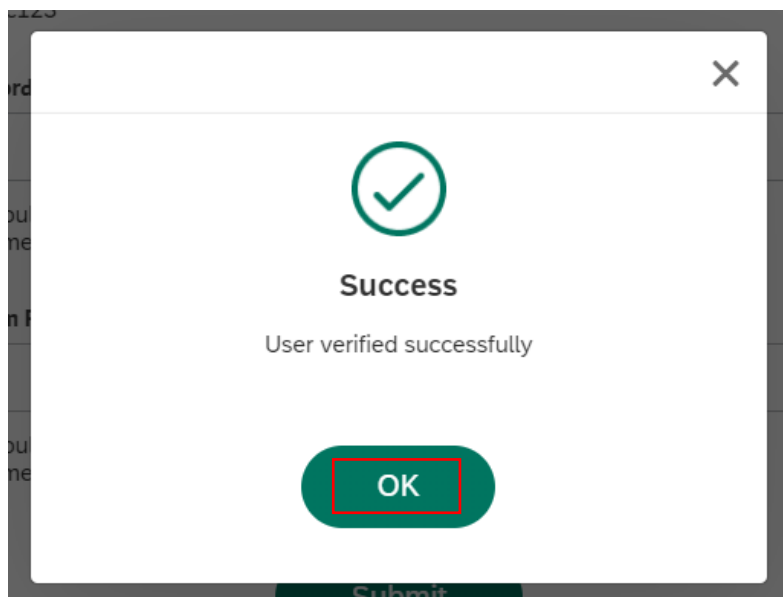


Please enter the 6-digit OTP sent to your e-mail **gari** and mobile **05*****33**.

The session will end in **2:6**
Didn't receive any code? [Resend](#)

Verify

User Action: Click **Verify** button by entering OTP received in registered mobile number.



User Action: Click OK

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

qa_demo_1001

Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

.....

Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Medium Password

Confirm Password

.....

Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Register with unique Username and Password

Registration

Complete your registration to get access to DEWA Customer Management Portal

User Name

- ① Should be between 6-16 characters. Can contain only alphabets and numbers eg 'abc123'

Password

- ① Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

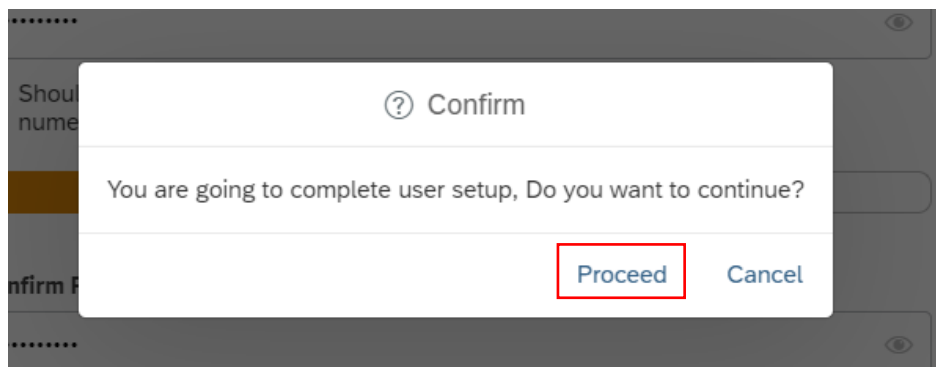
Medium Password

Confirm Password

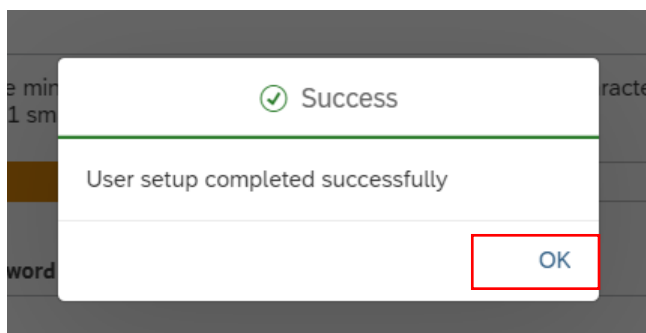
- ① Should be minimum 8 characters and contain atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg.'Abcd@efg1'.

Submit

User Action: Click **Submit** after entering “Confirm Password” field making sure both Password and Confirm Password should match.



User Action: Click **Proceed** to complete the user setup process.



User Action: User setup successfully completed. These login details can be used later to access services assigned to selected rôle.