

I n f r a s t r u c t u r e N O C

U s e r M a n u a l

Version: 3.0

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1. MANUAL OBJECTIVES

This manual aims to guide applicants, step by step, in submitting Infrastructure NOC applications via the DEWA Builder Portal under the NOC Services category.

2. ADDITIONAL USER MANUALS

Before proceeding with the steps in this user manual, kindly ensure you follow the instructions in the below mentioned user manuals (if required).

Step 1: Company Enrollment

Step 2: Administrator Registration

Step 3: Project Owner Search/Creation

Support User Manuals

- Manage Users
- Update Profile
- Password Reset Guide

Please visit <https://www.dewa.gov.ae/en/builder/useful-tools/builder-enrollment-guide>

3. DESCRIPTION

The manual is exclusively designed to use DEWA portal for consultants, contractors, developers and government organizations in order to apply/track Infrastructure NOC applications.

Submission/Resubmission:

You can use the DEWA Infrastructure NOC Portal to submit or resubmit NOC applications under the following service categories:

1. New Infrastructure NOC applications for projects that do not require an RTA ENOC reference number
2. Uploading attachments digitally for RTA eNOC applications that were submitted in manual mode
3. Resubmission of any type of NOC application, whether originally submitted through the DEWA or RTA portals

Tracking:

You can track all your applications through this portal, including those submitted through the eNOC Portal and the Dubai Municipality Building Permit System.

Note:

Any **Infrastructure NOC** application submitted directly through this portal **will not be processed**, if by law, it is required to be submitted via the RTA eNOC system – specifically for works within ‘Right of Way’.

All acceptable NOC applications will be processed by the DEWA Infrastructure Information and Permits Department for the following projects:

- Road Projects
- Network Service Projects
- General Projects
- House Connections

These must fall within Right of Way, DEWA reservations or DEWA premises.

Once your NOC application is approved, you can download approved drawings or any associated documents attached with the NOC from the portal.

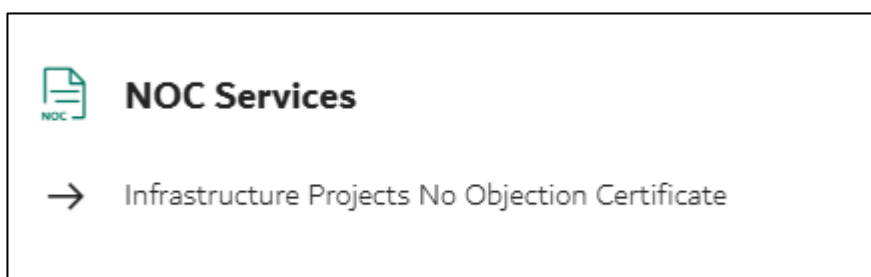
4. INFRASTRUCTURE NOC SERVICE

a. New Submission

1. Infrastructure NOC (New/Revalidation) –

This service is only for NOCs that do not require an RTA number

Step 1:- Log_in and navigate to Infrastructure Projects No Objection Certificate



Step 2 : Select new NOC (In case of revalidation, select Revalidation NOC. This option will appear within 14 days before the expiry date of the previously approved NOC)

The screenshot displays a four-step process flow: 1. Search NOC Application, 2. Search Owner, 3. Submit NOC, and 4. NOC Number. Step 1 is highlighted with a green box. Below the flow, under the heading "Search Criteria", is a question: "Does your proposed work require R.T.A (E-NOC) Number?". There are three radio button options: "Yes", "No - (New NOC)" (which is selected), and "No - (Revalidation NOC)". At the bottom, there is a red text instruction: "Please download the DEWA DWG standard template from" followed by a green button labeled "Forms".

Step 3 : Select your owner (client)

1 Search NOC Application 2 Search Owner 3 Submit NOC 4 NOC Number

Select Identification Type for the Owner Trade License No

Search Owners

Step 4 : Fill in application details, upload attachments and then submit

Dashboard My Profile Manage Users

DEWA Infrastructure NOC Application

1 Search NOC Application 2 Search Owner 3 Submit NOC 4 NOC Number

General Information

DEWA Application No. Reference RTA No.

Reference Dewa No. Version No.

Related approved NOC's

e.g. Approved NOCs for hold areas

NOC Type Date of submission to DEWA 16.01.2025

Status

Project Details

Project Type Project No.

Customer Name DUBAI MARITIME CITY Company Name DEWA I&P Department.

Letter Reference No.

Project Name Subject

(Maximum 200 Characters)

Work Details

2. RTA eNOC (Manual)

This service is for NOCs that are submitted in RTA portal for manual mode submission.

To proceed:

- Repeat Step 1 from the new submission process
- In Step 2, select 'Yes' to indicate a manual RTA submission
- Click search and your manually submitted RTA NOC will appear
- Repeat Steps 3 and 4 from the new submission process to complete your application

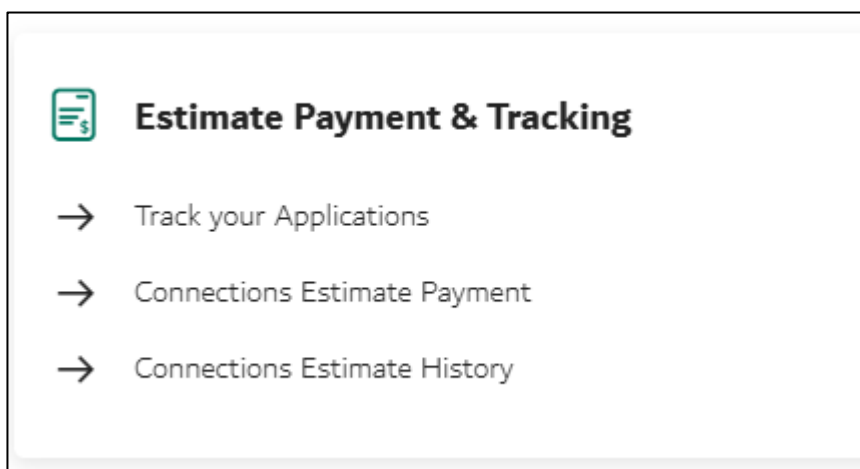
3. RTA eNOC (Digital)

This service is only for tracking and resubmitting RTA eNOCs submitted through the RTA portal in digital mode.

b. Tracking/Re-submission

The three types of NOCs mentioned above can be tracked and resubmitted through this portal.

Step 1: On the main dashboard, under Estimate Payment & Tracking, select 'Track your Applications'



Step 2 : Select Infrastructure NOC Application from search options

The screenshot shows a web interface with a top navigation bar containing 'Dashboard', 'My Profile', and 'Manage Users'. The 'Dashboard' tab is active. Below the navigation bar is a section titled 'Track your Application'. Under this section, there is a 'Search Criteria' area with the following fields:

- DEWA NOC No. (dropdown menu)
- Start Date (dropdown menu)
- Infrastructure NOC Application (dropdown menu)
- From Date (text input field)
- To Date (text input field)

Below the search criteria, there is a red error message: ***Please select Service type first**. At the bottom of the search area is a green 'Search' button. Below the search area, the text 'Application Status' is partially visible.

Step 3:- Application details can be viewed by clicking on the view option. For resubmission, use the edit option

	View Details	Noc Type	Resubmit
	View	Informational Service	
	View	Construction NOC	
	View	Construction NOC	
	View	Construction NOC	Edit
	View	Construction NOC	
	View	Final Design NOC	
	View	Final Design NOC	
	View	Construction NOC	

Note:

1. For submission/resubmission, if the attachments with your NOC application are more than 100MB, save the application as a draft. Use the 'Track Your Application' option and search for the same NOC to upload more attachments.
2. Repeat the same process until all your attachments are uploaded.
3. Click the check box when you are ready to submit the application.
4. After successful submission, you will get a confirmation via email and text message.

c. Attachment downloading and DEWA approval conditions/comments

Repeat Step 1 and 2 of the tracking/resubmission section. In Step 3, click view and the attachments related to the NOC application. They will be visible at the bottom of the application. DEWA's conditions/comments are also visible in the same location.

(04##### Eg: 047654321)

DEWA Comments

*** General Comments ***

- 1.You are advise to submit the following details for further review:
- 2.Existing 132 kv cable route to be incorporate in the plan view drawing.
- 3.Undertaking letter from the owner for the proposed Temp. Seating arrangement over the Existing 132 kv cable route.
- 4.TLP staff verification details.
- 5.(For Trail pit verification, you are advised to contact DEWA TLP engineers Mr. Ahammad Mohammad: 050-8854687)

*** Electricity Comments ***

*** Water Comments ***

Interaction History

Commented 15.03.2024 11:05:14

General Comments

Customer Notes

REVISION0 - Attachments

[Requirements.zip](#)

Commented - Attachments [Use the Option 'Right Click and Save As' Only to download the documents](#)

[100579987](#)

[DEWA commented 0100579987_R0](#)

5. CONTACT US

If you require any clarification or face any difficulty in using this portal, please contact us on the following communication channels:

1. Email at: iip.noc@dewa.gov.ae
2. Call us at: 04-3221614
3. Technical Discussion Support Service (Main dashboard)
4. Visit us at **DEWA's Warsan Office, Academic City Road, Dubai**