

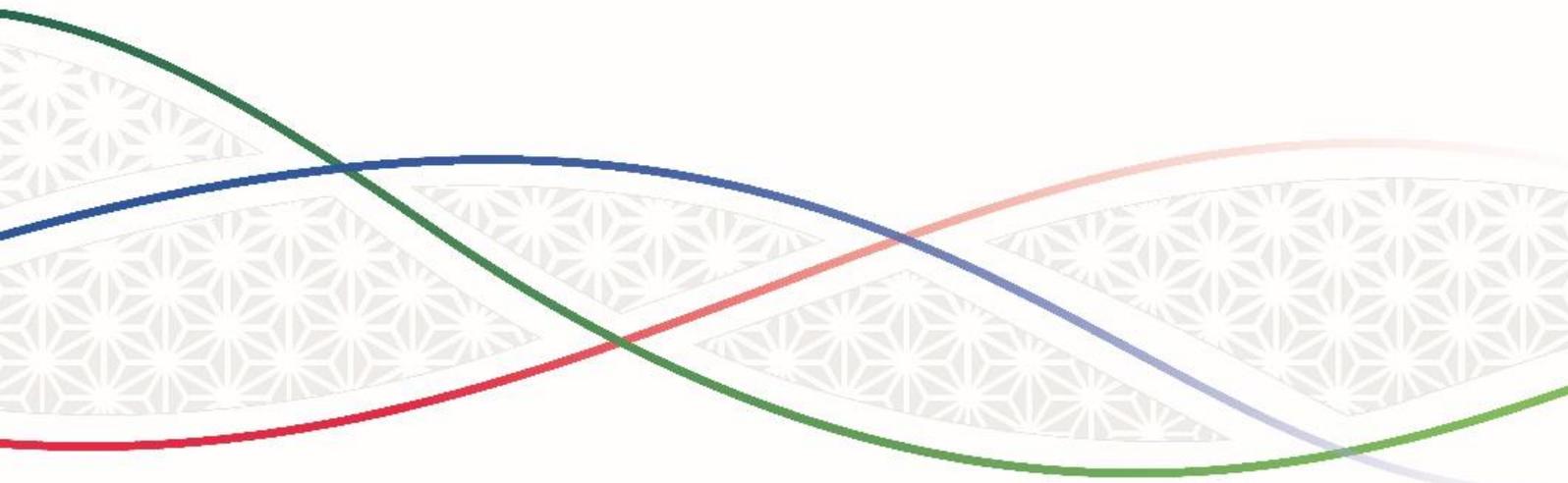


# User Manual

## DEWA Digital Portal

### Infrastructure Projects Services

Version: 2.3



## **Our Vision**

A globally leading sustainable innovative corporation

## **Our Mission**

We are committed and aligned to Dubai's 8 Principles and 50-years charter supporting the UAE's directions through the delivery of global leading services and innovative energy solutions enriching lives and ensuring happiness of our stakeholders in a sustainable manner.

## **Our Motto**

For Generations to Come

## **Our Values**

- Stakeholders Happiness
- Sustainability
- Innovation
- Excellence
- Good Governance

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# 1. MANUAL OBJECTIVES

Objective of this manual to provide hands on experience of DEWA Digital Portal – Infrastructure Project services transactions to the users.

# 2. DESCRIPTION

Technical Services for Infrastructure Projects Customer Portal is exclusively designed for Consultant, Contractor, Private Developers and Govt. Organization to apply and track the applications online.

# 3. SYSTEM REQUIREMENTS

To access the eService Website, we recommend your computer meet the following requirements:

## Computer requirements

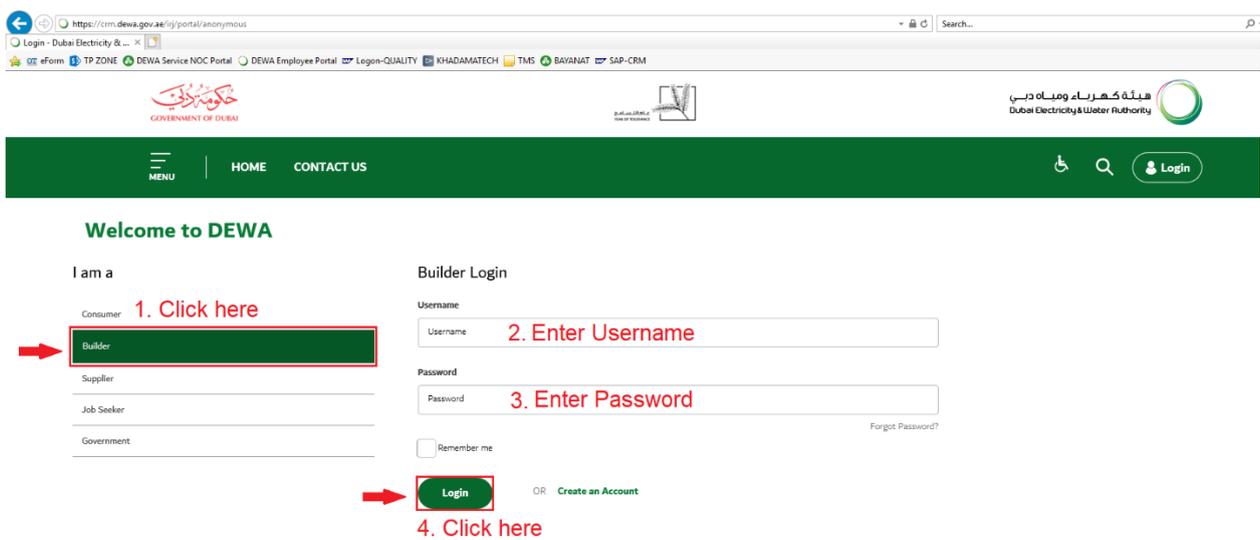
Your computer must have at least 2GB RAM, 100MB disk space, 133MHz, and Internet access.

## Web Browser Requirements

For the best eService experience, we recommend you access the eService site using Microsoft® Internet Explorer - version 6.0 or higher and pop-up should be enable.

# 4. NAVIGATE TO SERVICE

To navigate you need to go to <https://crm.dewa.gov.ae/irj/portal/anonymous>



## 5. REGISTER / UPDATE PROFILE / UPDATE EXPIRED TRADE LICENSE

The enrolment process is applicable for following application category:

- Infrastructure Projects Services

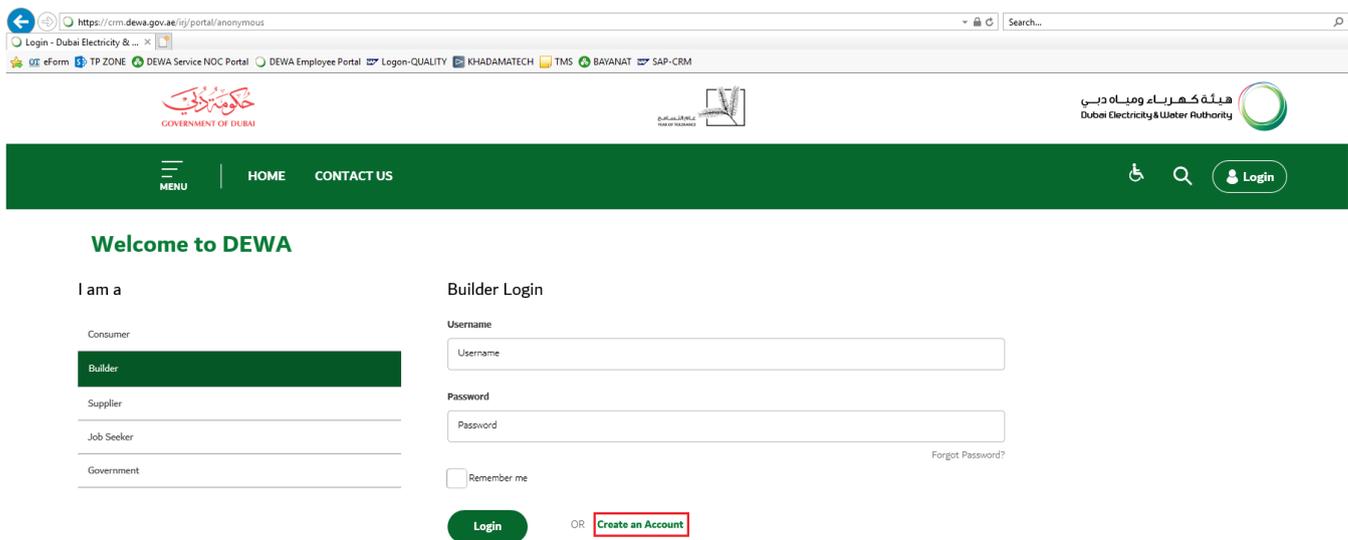
### Prerequisite

- Valid Trade License

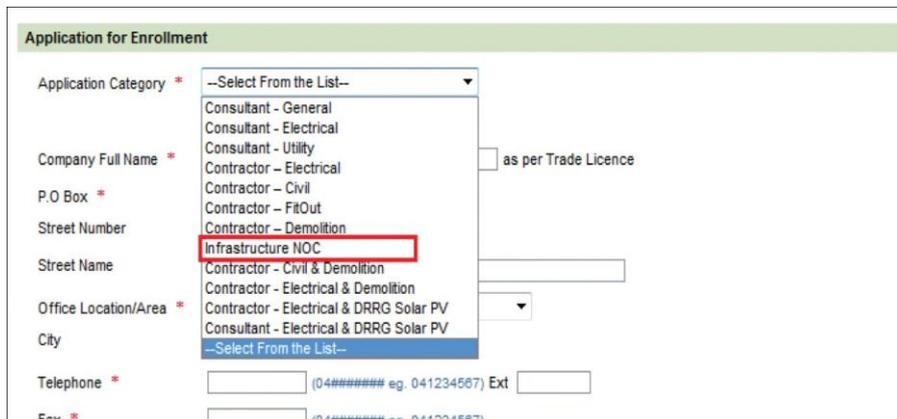
**Note:** Existing users registered under with any enrolment category with DEWA need not to register for using Technical Services for Infrastructure Projects enrolment. However, for any additional role, update existing profile details, and for expired trade license update, you can login and use update profile option.

### Steps for Registration

**Step 1:** Click on create an Account



**Step 2:** Select Technical Services for Infrastructure Projects from the Application Category from drop down



list.

### Step 3: Enter all mandatory fields.

#### Application for Enrollment

Application Category *	<input type="text" value="Infrastructure NOC"/>
Company Full Name *	<input type="text"/> as per Trade License
P.O Box *	<input type="text"/>
Street Number	<input type="text"/>
Street Name	<input type="text"/>
Office Location/Area *	<input type="text"/>
City	<input type="text" value="Dubai"/>
Telephone *	<input type="text"/> (04##### eg. 041234567) Ext. <input type="text"/>
Fax *	<input type="text"/> (04##### eg. 041234567)
Email *	<input type="text"/> (e.g. yourname@emirates.net.ae or yourname@companyname.com)
<b>Note: Only company /etisalat email address is allowed.</b>	
Trade License Number *	<input type="text"/>
Date of Issue *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
Date of Expiry *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
VAT Registration Number	<input type="text"/> (eg. 123456)
Company Activity Description *	<input type="text"/>

#### Applicant's/Engineer's Details

Applicant Name *	<input type="text"/> as per passport
Nationality *	<input type="text"/>
Designation *	<input type="text" value="--Select From the List--"/>
Department *	<input type="text" value="--Select From List--"/>
Passport Number *	<input type="text"/>
Passport Issue Date *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
Passport Expiry Date *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
Residence Permit Number *	<input type="text"/>
Residence Permit Issue Date *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
Residence Permit Expiry Date *	<input type="text"/> (DD.MM.YYYY eg. 02.02.2010)
Mobile Number *	<input type="text"/> (050##### e.g. 0501234567 or 055##### e.g. 0551234567)

#### User Details

UserName *	<input type="text"/>
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>
<small>(Should be between 6-16 characters. Can contain only alphabets and numbers e.g. abc123)</small>	
<small>Should be minimum 8 characters and contains atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg. 'Abcd@jtg1'</small>	
<small>Should be minimum 8 characters and contains atleast 1 special character, 1 numeric, 1 small and 1 capital letter. eg. 'Abcd@jtg1'</small>	

#### Documents to Upload

Only Valid PDF attachments are allowed by DEWA

Trade License *	<input type="button" value="Choose File"/> No file chosen
VAT Registration Letter	<input type="button" value="Choose File"/> No file chosen

### Step 4: Submit application

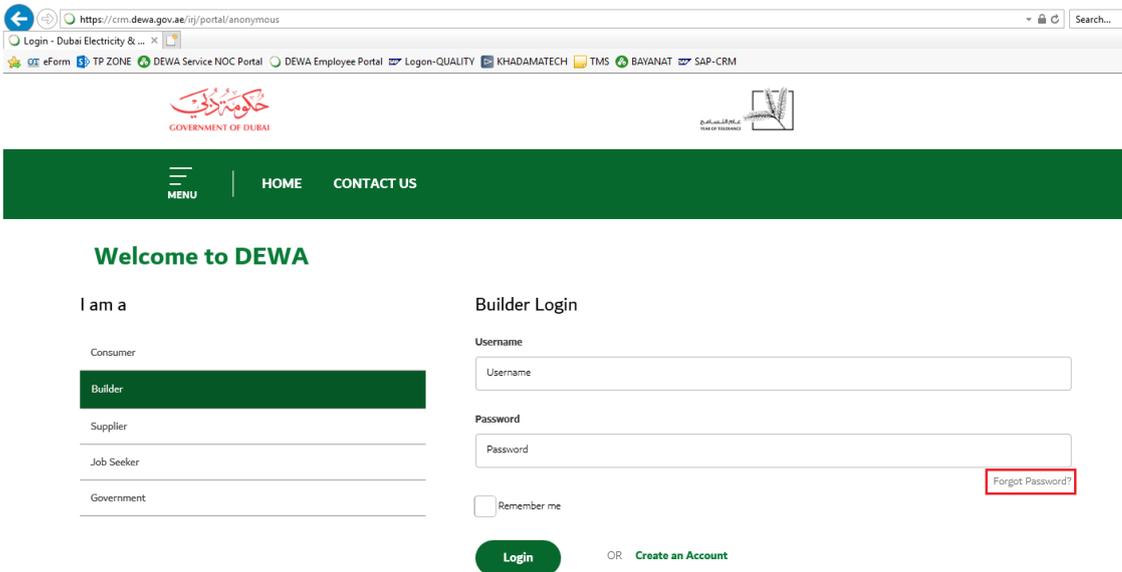
All \* Fields are Mandatory \*

By registering for a user account, you explicitly agree to DEWA site [Terms of use](#)  
Registration data and other personally identifiable information that the site may collect is subject to the terms of the DEWA [Privacy policy](#).

## 6. FORGET PASSWORD

For resetting password, please follow below steps

**Step 1:** Click on “Forgot Password”



https://crm.dewa.gov.ae/irj/portal/anonymous

GOVERNMENT OF DUBAI

HOME CONTACT US

Welcome to DEWA

I am a

Consumer

**Builder**

Supplier

Job Seeker

Government

Builder Login

Username

Username

Password

Password

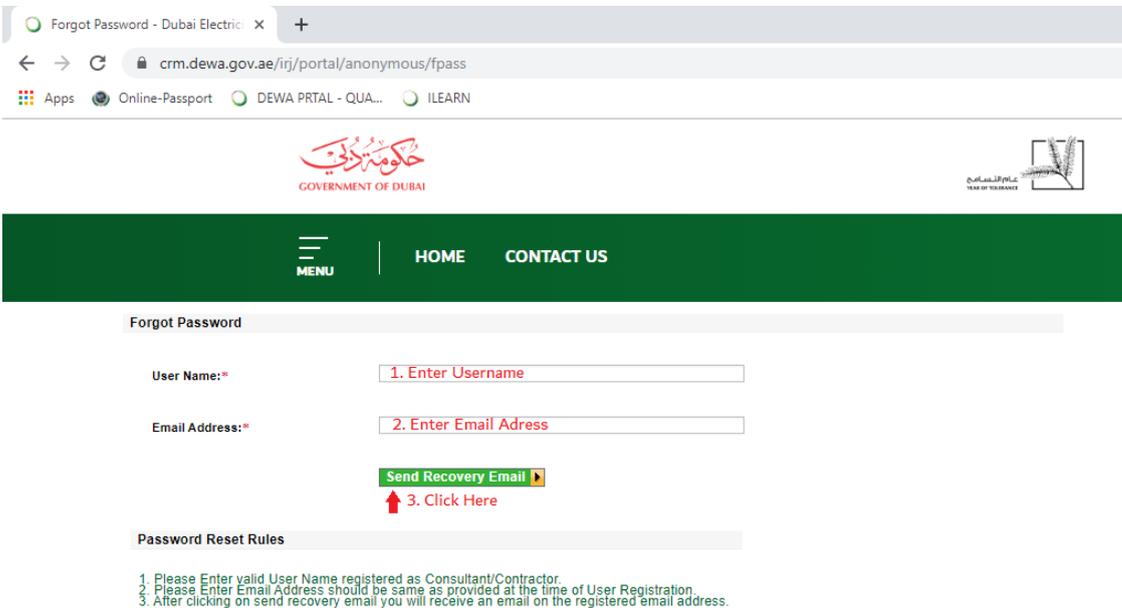
[Forgot Password?](#)

Remember me

Login OR Create an Account

**Step 2:** Enter your Login ID.

**Step 3:** Enter valid e-mail ID.



Forgot Password - Dubai Electric X +

crm.dewa.gov.ae/irj/portal/anonymous/fpass

GOVERNMENT OF DUBAI

HOME CONTACT US

Forgot Password

User Name:\*

1. Enter Username

Email Address:\*

2. Enter Email Address

[Send Recovery Email](#)

3. Click Here

Password Reset Rules

1. Please Enter valid User Name registered as Consultant/Contractor.
2. Please Enter Email Address should be same as provided at the time of User Registration.
3. After clicking on send recovery email you will receive an email on the registered email address.

**Step 4:** Click” Send Recovery Email”.

Note: System will automatically confirm the password assigned to your user id.

## 7. TO LOGIN

Accessing Technical Services for Infrastructure Projects Customer Portal, you need to use your credentials approved by DEWA e.g. User ID and Password.

### Steps for Login into DEWA Digital Portal

**Step 1:** Click on "Builder"

**Step 1:** Enter your User Id

**Step 2:** Enter your Password

**Step 3:** Click Login Button

The screenshot shows the DEWA Digital Portal login interface. The browser address bar displays <https://cm.dewa.gov.ae/rij/portal/anonymous>. The page header includes the Government of Dubai logo, the DEWA logo, and the text "هيئة كهرباء ومياه دبي" and "Dubai Electricity & Water Authority". The navigation bar contains "MENU", "HOME", and "CONTACT US" on the left, and accessibility icons and a "Login" button on the right.

The main content area is titled "Welcome to DEWA" and features two sections:

- I am a:** A list of user roles: Consumer, Builder, Supplier, Job Seeker, and Government. The "Builder" role is highlighted with a red box and a red arrow pointing to it, with the annotation "1. Click here".
- Builder Login:** A form with the following fields:
  - Username:** A text input field with the annotation "2. Enter Username".
  - Password:** A text input field with the annotation "3. Enter Password".
  - Remember me
  - [Forgot Password?](#)
  - OR [Create an Account](#)The "Login" button is highlighted with a red box and a red arrow pointing to it, with the annotation "4. Click here".

## 8. OWNER / CLIENT REGISTRATION

Organize your owner through owner registration procedure by using unique identification key e.g. Emirates ID. Single identity for all process in DEWA e.g. Billing, NOC, DA etc.

The screenshot shows the DEWA My Dashboard website. The browser address bar displays <https://crm.dewa.gov.ae/irj/portal/anonymous/myservices>. The user is logged in as Roman Shafiq. The dashboard is organized into several service categories:

- Electricity Network Services**
  - Electricity Connection Cost Calculator
- Shams Dubai Guides Tools**
  - DRRG Solar PV Consultants & Contractors Enrollment
  - Enrolled Solar PV Consultants & Contractors
  - Solar PV Equipment Eligibility
  - Shams Dubai for Consultants & Contractors
  - Shams Dubai Calculator
  - Shams Dubai Newsletter Subscription
- General Technical Services**
  - DEWA Generation Projects Document Submission
  - Testing Services
  - Infrastructure Projects Services
  - Solar PV Certification Training
  - Jointer Certification for DEWA Projects
- Technical Discussion & Support**
  - Request Call Back
  - Request Email
  - Request SMS
  - Request Online Discussion
- Estimate Payment & Tracking**
  - Track your Applications
  - Connections Estimate Payment
  - Connections Estimate History
- Useful Links & Guides**
  - DEWA Circulars & Regulations
  - Consultants & Contractors Guide
  - Consultants & Contractors Enrollment
  - SOQOOR Programme
  - Technical Publications & Resources
  - Major Project Guidelines
  - Technical User Manuals
  - EHV protective regulations
  - Forms
  - Green Buildings
  - Frequently Asked Questions
  - Project Owner Registration** **CLICK HERE**
  - Change Password

### Prerequisite

- Valid User ID and Password.
- Valid Emirates ID / Trade License
- Owner Authorization Letter addressing to DEWA

## 9. CREATE OWNER IF OWNER IS NOT IN DEWA DATABASE

### Step 1: Press Create Owner Button

My Project's Owners

CLICK HERE TO CREATE OR SEARCH CRITERIA

Search/Create Owner

Owner Number	Owner Name	Actions
10025144	DUBAI SILICON OASIS AUTHORITY .	View Details
10025874	DUBAI ROADS & TRANSPORT AUTHORITY .	View Details
10026183	AL NASR CLUB	View Details
10026158	DUBAI POLICE .	View Details
10026246	DUBAI MUNICIPALITY .	View Details
10026267	<-- ALREADY RELATED OWNERS	View Details
10026719	TECOM Investments FZ LLC .	View Details
10026095	DUBAI ELECTRICITY AND WATER AUTHORITY -E .	View Details
10031391	MEYDAN (L.L.C) .	View Details
10042845	EMIRATES INTEGRATED TELECOMMUNICATION CO .	View Details

### Step 2: Press Create Owner Button

Search Owners

Search existing Owner BP to relate with your project or if not found, click on the "Create Owner" for the new owner registration.

Search by Emirates ID  Search

Government Organizations Help

Create Owner

Owner Number	Owner Name	Actions
No data		

**Step 3:** Select Owner Type (Individual – For Individual Customer and Organization – Company etc.) and Enter all the fields and then click next



< Back

### Owner Registration

**Select Owner Type**

Individual  Organization

**Street Number (Optional)**

**Street Name (Optional)**

**City**

**Office Location/Area**

**P.O.Box**

**Telephone**

**Telephone Extension (Optional)**

**Mobile**

**Fax (Optional)**

**Email**

[Next](#)



Fill the following information and click Next

< Back

### Owner Registration

Step 2 of 3

**Trade License Number**

**Trade License Issue Date**

**Trade License Expiry Date**

**VAT Registration Number (Optional)**

**Additional Information (Optional)**

[Next](#)

## Attach the required documents

**Owner Registration**  
Step 3 of 3

Mandatory documents to process the submission

Owner Trade License Copy <input type="text"/> <input type="button" value="Choose"/>	<b>1. Upload Trade License copy</b>
Owner Authorization Letter <input type="text"/> <input type="button" value="Choose"/>	<b>2. Owner Authorization Letter</b>
VAT Authorization Letter (Optional) <input type="text"/> <input type="button" value="Choose"/>	<b>3. VAT Letter (Optional)</b>

**4. Click Here**

Note: The maximum size allowed for attachments is 40 MB and Only 'PDF' file formats allowed

**Step 4:** Press submit.

Note: You will get the system generated Unique Number, which can be referred any time in DEWA for reference purpose.

## 10. SEARCH EXISTING OWNERS AND HOW TO RELATE THEM UNDER YOUR USER PROFILE

**Step 1:** Enter any of the Search parameter e.g. Driving License No, Passport No, Trade License of the existing owner.

https://crm.dewa.gov.ae/rij/portal/anonymous/crmownreg

OT E-Services: Login Khadamatech AFKARI DEWA Employee Po... DEWA GIS SAP-CRM QTY VPN DEWA ReturnPermitServic...

GOVERNMENT OF DUBAI THE EMIRATES دبيّة كهرباء ومياه دبي Dubai Electricity & Water Authority

HOME CONTACT US ROMAN SHAFI VA... LOGOUT

My Dashboard My Profile

### Search Owners

Search existing Owner BP to relate with your project or if not found, click on the 'Create Owner' for the new owner registration.

Search by Emirates ID   Government Organizations Help

**1. Click Drop Down and select the document.** **2. Enter the document No.** **3. Click here to Search**

Owner Name	Actions
No data	

**1. Click Drop Down and select the document.**

Search Owners

Search existing Owner BP to relate with your project or if not found, click on the 'Create Owner' for the new owner registration.

Search by Trade License No. 10026181 Search Government Organizations Help Create Owner

1. Select the document type 2. Enter the Document No. 3. Click here

Owner Number	Owner Name	Actions
10026181	AL SHABAB CLUB	View Details Relate Owner

4. Click here to relate

## 11. INFRASTRUCTURE PROJECTS SERVICES

DEWA Infrastructure Information and Permits Department will process all acceptable applications for Road Projects, Network Service Projects and General Projects only.

Ensure that you select accurate Application Type and Project Type so that checklist which will be displayed complies with Technical Services for Infrastructure Project's Submission Guideline.

You can check the status of your application by using 'Track Your Application' option at any time.

Once application will be approved, you must download approved drawings / documents attached in the application from this portal and drawings copy should be kept at site.

## 12. DEWA PORTAL APPLICATION

**Step 1:** Select Technical Services for Infrastructure Projects.

Infrastructure Projects No Objection Certificate

Electricity Network Services

Electricity Connection Cost Calculator

Shams Dubai Guides Tools

DRRG Solar PV Consultants & Contractors Enrollment

Enrolled Solar PV Consultants & Contractors

Certificate

General Technical Services

DEWA Generation Projects Document Submission

Testing Services

Infrastructure Projects Services 1. CLICK HERE TO APPLY

Solar PV Certification Training

Jointer Certification for DEWA Projects

Technical Discussion & Support

Estimate Payment & Tracking

Track your Applications

Connections Estimate Payment

Connections Estimate History

Useful Links & Guides

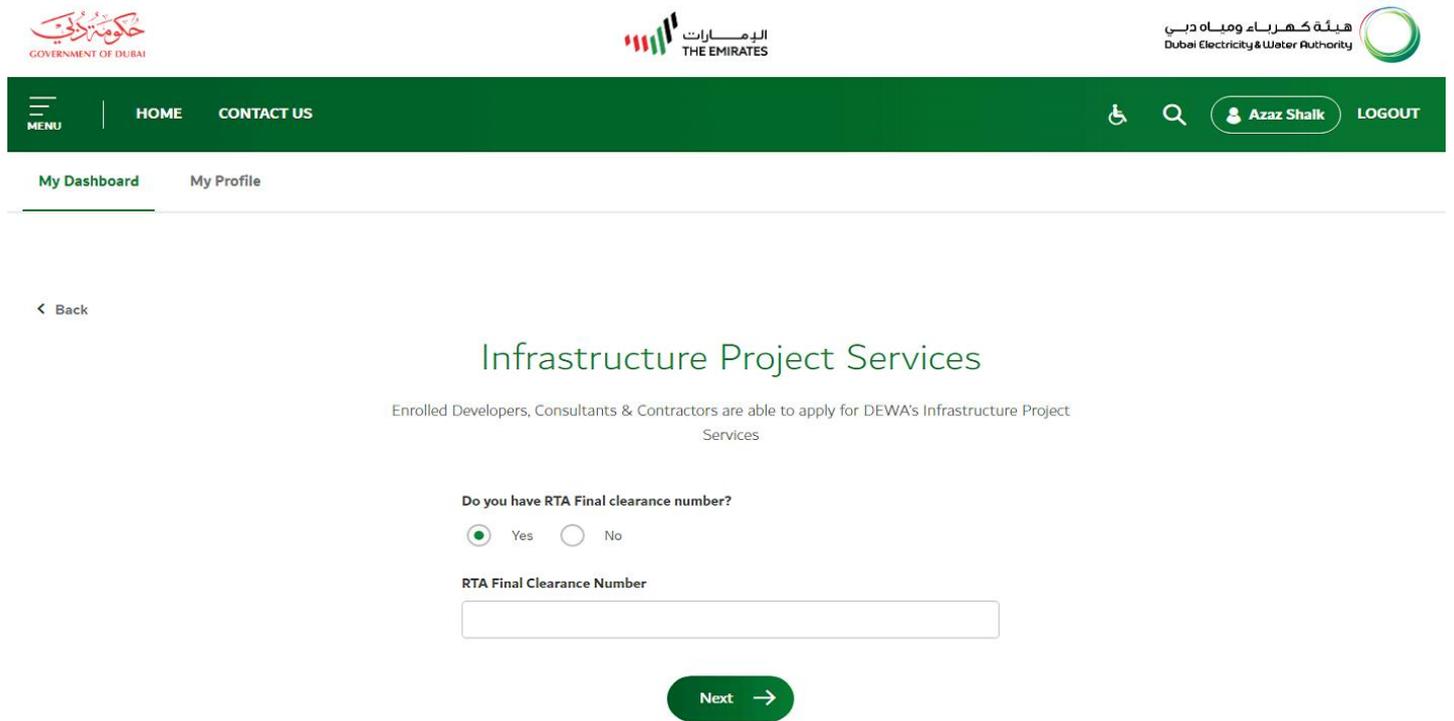
DEWA Circulars & Regulations

Consultants & Contractors Guide

Consultants & Contractors Enrollment

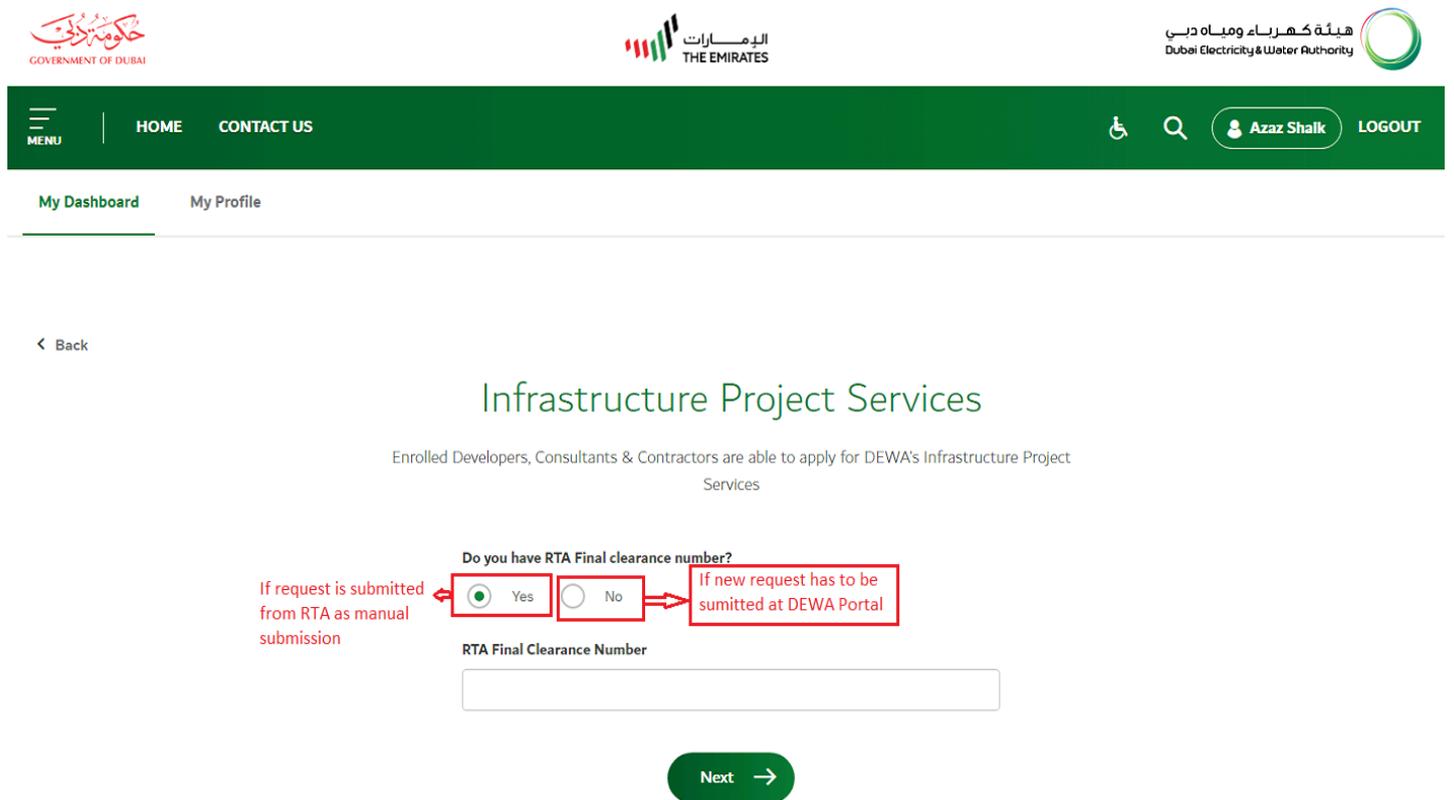
SOQOOR Programme

**Step 2:** “Infrastructure Project Services” landing page should get opened



**Step 3:** Landing page should have 2 options-

- a. “Yes’ – If application has been submitted through RTA Portal as “Manual Submission”
- b. “No” – If new application is required to be submitted for “Infrastructure Project Services”



## 13. SUBMIT APPLICATION WITH RTA FINAL CLEARANCE NUMBER - "Yes" Option

**Step 1:** Enter the RTA Final Clearance Number which must have been generated once application was submitted at RTA Portal with application status as "Manually Submitted" and application number starts with "FC-XXXXXXXX-XXXX"

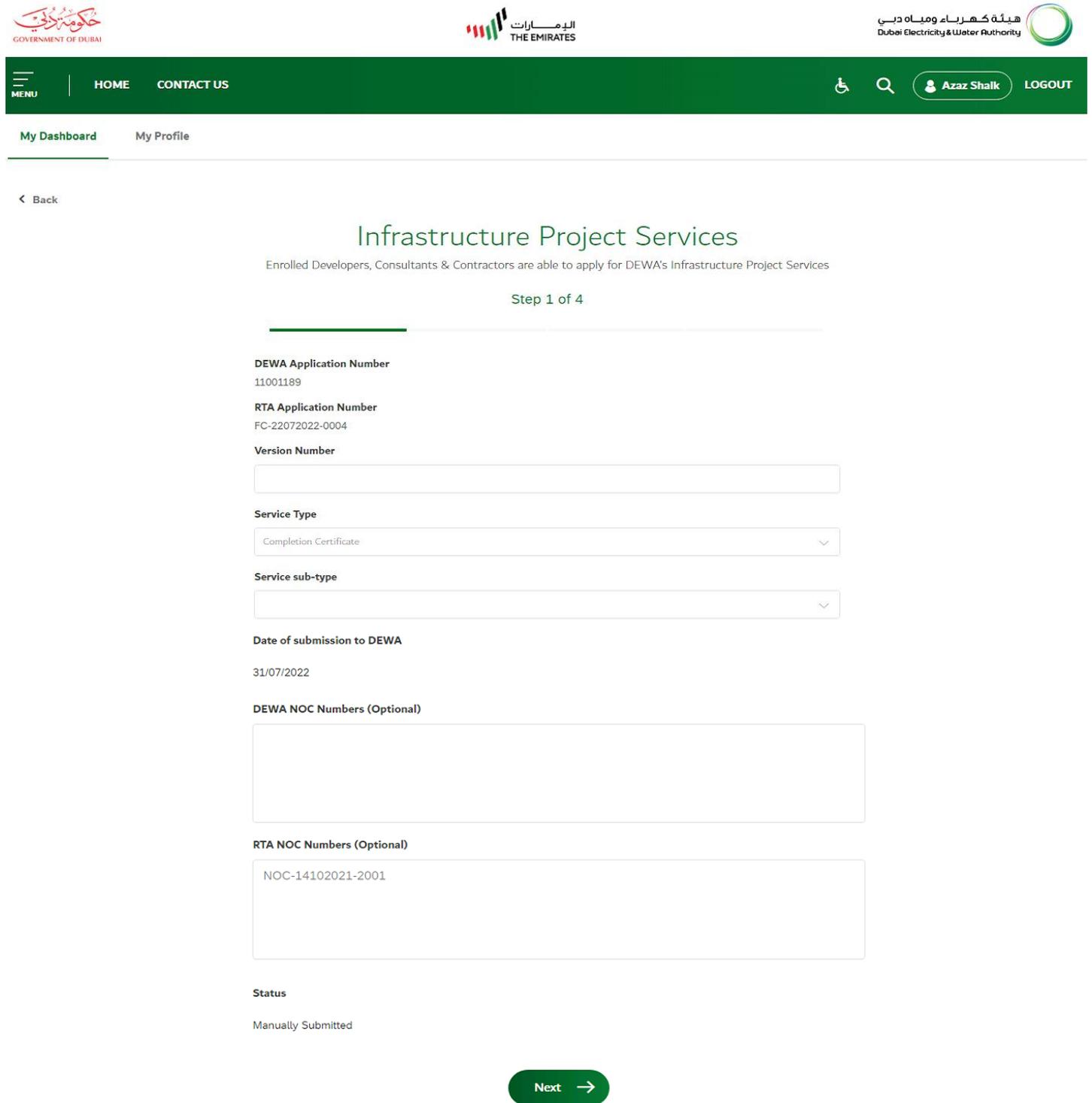
Government of Dubai, The Emirates, and Dubai Electricity & Water Authority logos are present at the top. The navigation bar includes 'HOME' and 'CONTACT US'. The user is logged in as 'Azaz Shaikh'. The page title is 'Infrastructure Project Services'. Below the title, it states: 'Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services'. The form contains the following elements:

- Question: "Do you have RTA Final clearance number?"
- Options:  Yes,  No
- Field: "RTA Final Clearance Number" with value "FC-22072022-0004" (highlighted in red)
- Label: "RTA FC Number" (pointed to by a red arrow)
- Button: "Next" with a right arrow

**Step 2:** Click on "Next" button to proceed further to update the "Final Clearance" application

This screenshot is identical to the one above, showing the same form and user interface. The only difference is that the "Next" button is now highlighted with a red rectangular box, indicating the next step in the process.

**Step 3:** “Final Clearance” application should get open. “Step 1 of 4” page should be displayed which will have all the fields in display mode to verify the details which were submitted earlier as part of RTA application



Government of Dubai logo:  **حكومة دبي**  
GOVERNMENT OF DUBAI

The Emirates logo:  **الإمارات**  
THE EMIRATES

Dubai Electricity & Water Authority logo:  **هيئة كهرباء ومياه دبي**  
Dubai Electricity & Water Authority

Navigation: MENU | HOME | CONTACT US

User: Azaz Shalk | LOGOUT

My Dashboard | My Profile

< Back

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

**DEWA Application Number**  
11001189

**RTA Application Number**  
FC-22072022-0004

**Version Number**

**Service Type**  
Completion Certificate

**Service sub-type**

**Date of submission to DEWA**  
31/07/2022

**DEWA NOC Numbers (Optional)**

**RTA NOC Numbers (Optional)**  
NOC-14102021-2001

**Status**  
Manually Submitted

Next →

**Step 4:** Click on “Next” button to proceed further to “Step 2 of 4”

Date of submission to DEWA

31/07/2022

DEWA NOC Numbers (Optional)

RTA NOC Numbers (Optional)

Status

Manually Submitted

Next →

**Step 5:** “Step 2 of 4” (Project details) page should be displayed which will have all the fields in display mode



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 2 of 4

### Project Details

Client Name

Project Number

Project Name

Project Type

Company Name

**Company Name**  
AZAZ ALI.

**Customer Type**  
Contractor

**Consultant Name**

**Subject**  
testing with old iPr

### Work Details

**Work Start Date** 22/07/2022 

**Work End Date** 30/07/2022 

**Work Description**

Next →

**Step 6:** Click on “Next” button to proceed further to “Step 3 of 4”

### Work Details

**Work Start Date** 22/07/2022 

**Work End Date** 30/07/2022 

**Work Description**

Next →

**Step 7:** “Step 3 of 4” (Contact Information) page should be displayed

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 3 of 4

### Contact Information

Contact Person Name

RoltaTest01\_Manual

Mobile Number

+971 500123456

Email

RoltaTest01\_Manual@gmail.com

Customer Notes

Qualified Engineer Name (Optional)

Card Number (Optional)

### Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 8:** Contact Person Name, Mobile Number, Email field should be in display mode. Kindly enter "Customer Notes" (mandatory field), while Qualified Engineer, Card Number and Scanned Card are optional fields.

**Customer Notes**

Mandatory field to be entered

**Qualified Engineer Name (Optional)**

**Card Number (Optional)**

**Upload Scanned Card (Optional)**

Please upload the scanned card (front side only)



Choose

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 9:** Fill in the Information as below

**Customer Notes**

Original request was submitted with RTA. Will attach require documents under this application

**Qualified Engineer Name (Optional)**

Saleem Sheikh

**Card Number (Optional)**

PQN1090390

**Upload Scanned Card (Optional)**

Please upload the scanned card (front side only)



Choose

test image.jpg  
Remove X

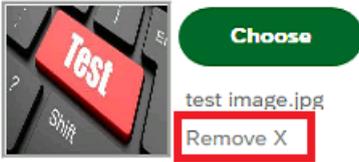
Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 10:** If mistakenly incorrect image is attached, it can be removed and another image for Contact person can be uploaded. Do not upload any project related attachment under Scanned card option.

## Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg



**Step 11:** Click on “Next” button to proceed further to “Step 4 of 4”

### Customer Notes

Original request was submitted with RTA. Will attach require documents under this application

### Qualified Engineer Name (Optional)

Saleem Sheikh

### Card Number (Optional)

PQN1090390

## Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg



**Step 12:** “Step 4 of 4” (List of Documents) page should be displayed

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 4 of 4

List of documents we accept to quickly process the application

1. Covering letter.
2. DEWA approved BOQ for DEWA betterment work (Duct).
3. Material reconciliation for cables and ducts as per DEWA standard Template.
4. Material Approval by DEWA if the Material procured from Suppliers.
5. As Built drawings in Micro Stations V7 / AutoCAD dwg format.
6. Approved Construction NOC for DEWA WD & ED.
7. DEWA-ED approved Shop Drawing NOC for ducts and cable diversion work.
8. As Built drawings signed and stamped by the project consultant and contractor in PDF.
9. As built drawing Approved by DEWA project & Engineering Water Department.
10. As-built cross section Approved by project consultant & RTA in PDF Format.
11. DEWA-ED Duct inspection record verified by DEWA inspector.
12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

entity1.pdf:

RO

Submit →

**Step 13:** Page should display the list of all the required documents which are requested from DEWA "Infrastructure Projects Services" team to analyze and approve the "Completion Certificate" request. Kindly read all the required documents list and attach the required documents carefully using the "+" button

- 11. DEWA-ED Duct inspection record verified by DEWA inspector.
- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

entity1.pdf:

RO

Submit →

**Step 14:** Once documents are selected, click on “Upload” button, so that uploaded documents are uploaded (Limit is 100 MB for overall size of documents).

- 11. DEWA-ED Duct inspection record verified by DEWA inspector.
- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (3)



test pdf file.pdf

387.6 KiB



Comments to customer 2.pdf

189.4 KiB



Comments to customer 1.pdf

189.4 KiB



Upload

Uploaded by Customer

entity1.pdf:

RO

Submit →

Note:

1. Documents type uploaded can be - jpg, bmp, gif, png, jpeg, pdf, doc, docx, xls, csv, xlsx, dwf, dwg
2. Uploaded document file name should not contain any special character. Ex :-  
[!@#\$%^&\*()+=[]{},:'"\|,<>/?]+

**Step 15:** Once documents are uploaded, click on “Submit” button to submit the application

13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.

14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).

15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

Comments to customer 1.pdf:

RO

Comments to customer 2.pdf:

RO

entity1.pdf:

RO

test pdf file.pdf:

RO

Submit →

**Step 16:** Once submitted, system should display the “Successful Submission” message.



### Submission Successful

Your request(s) to apply for Infrastructure Project Service is submitted successfully.

### Application Details

Application Number  
**11001189**

RTA Application Number  
**FC-22072022-0004**

Submitted Date  
**August 13, 2022**

### What's Next?

Your application is being processed. We will send you an E-mail and SMS shortly.

You can also track your application by clicking on the button below.

[Track Request](#)

## 14. SUBMIT APPLICATION AT DEWA PORTAL - "No" Option

**Step 1:** Select the "No" option to create the new application at DEWA Portal

Do you have RTA Final Clearance Number?

Yes  No

Next →

**Step 2:** Click on "Next" button to proceed further to select Owner from the list

My Project's Owners

Search by Emirates ID

Owner Number	Owner Name	Action
81028	Test Owner from Portal	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000017	Onyx Fahedi	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000027	VenkataKrishna. Chava.	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000036	Ramesh Yelanati	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000037	MOHD ALKAABI	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>

**Step 3:** Click on “Apply for Service” from the list of Owner’s to create a new application for “Infrastructure Project Services”.

Government of Dubai logos and DEWA logo are visible at the top.

Navigation: MENU, HOME, CONTACT US, Azaz Shalk, LOGOUT

My Dashboard | My Profile

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

### My Project's Owners

Search by Emirates ID

Owner Number	Owner Name	Action
81028	Test Owner from Portal	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000017	Onyx Fahedi	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000027	VenkataKrishna. Chava.	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000036	Ramesh Yelanati	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>
17000037	MOHD ALKAABI	<input type="button" value="View Details"/> <input type="button" value="Apply for the service"/>

**Step 4:** “Step 1 of 4” page should be available to fill required details

Government of Dubai logos and DEWA logo are visible at the top.

Navigation: MENU, HOME, CONTACT US, Azaz Shalk, LOGOUT

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

### Step 1 of 4

Service Type  
---Select Service Type---

Service sub-type

Date of submission to DEWA  
12/08/2022

**RTA NOC Numbers (Optional)**

Separate the NOC numbers by commas

**DEWA NOC Numbers (Optional)**

Separate the NOC numbers by commas

Next →

**Step 5:** Kindly select “Service type” from the list. If Service type is having any “Service sub-type”, kindly select the same as well (Service Material & Specification Approval, As Built Approval) are having required service sub-types



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

**Service Type**

---Select Service Type---

---Select Service Type---

- GIS Landbase Update
- Completion Certificate
- Sample Material & Specification Approval
- Miscellaneous
- As Built Approval
- BOQ Approval – (Betterment Work)
- Estimate (HV Cable)
- Electrical Sub-Contractor Approval ( Cable Diversion work )

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

### Service Type

As Built Approval

### Service sub-type

---Select Service Sub Type---

---Select Service Sub Type---

HV Cable Diversion

Partial As-Built For DEWA-ED

Full as Built Without Water Checklist

**Step 6:** "RTA NOC Numbers" and "DEWA NOC Number are optional fields, in case data is available fill the required fields

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

### Service Type

As Built Approval

### Service sub-type

HV Cable Diversion

### Date of submission to DEWA

13/08/2022

### RTA NOC Numbers (Optional)

NOC-01082022-0001

### DEWA NOC Numbers (Optional)

10090901

Next →

**Step 7:** Click on “Next” button to proceed further to “Step 2 of 4”



## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

**Service Type**

As Built Approval

**Service sub-type**

HV Cable Diversion

**Date of submission to DEWA**

13/08/2022

**RTA NOC Numbers (Optional)**

NOC-01082022-0001

**DEWA NOC Numbers (Optional)**

10090901

Next →

**Step 8:** “Step 2 of 4” (Project details) page should get opened



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 2 of 4

### Project Details

**Client Name**

VenkataKrishna. Chava.

**Project Number**

**Project Name**

**Project Type**

---Select Project Type---

**Company Name**  
Azaz Ali.

**Customer Type**  
---Select Customer Type---

**Subject**

**Work Details**

**Work Start Date**  
dd/mm/yyyy

**Work End Date**  
dd/mm/yyyy

**Work Description (Optional)**

**Next** →

**Step 9:** Fill in required details in all fields (Client Name and Company Name are non-editable and can't be edited)



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 2 of 4

### Project Details

**Client Name**  
VenkataKrishna, Chava.

**Project Number**  
PROJ VENKATA 10903456

**Project Name**  
HOUSING PROJECT FOR VENKATA CHAVA

**Project Type**  
House Connection

**Company Name**  
Azaz Ali.

**Customer Type**  
Contractor

**Consultant Name**  
VENKATA KRISHNA

**Subject**  
REQUESTING PROJECT APPROVAL FOR VENKATA CHAVA

**Work Details**

**Work Start Date** 10/08/2022 **Work End Date** 31/08/2022

**Work Description (Optional)**  
WORKING ON THE PROJECT FOR VENKATA CHAVA FOR THE HOUSING PROJECT

**Next** →

**Step 10:** Click on “Next” button to proceed further to “Step 3 of 4”

**Work Details**

**Work Start Date** 10/08/2022 **Work End Date** 31/08/2022

**Work Description (Optional)**  
WORKING ON THE PROJECT FOR VENKATA CHAVA FOR THE HOUSING PROJECT

**Next** →

**Step 11:** “Step 3 of 4” (Contact Information) page should be displayed



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 3 of 4

### Contact Information

**Contact Person Name**

**Mobile Number**  
+971 5\*\*\*\*\*

**Email**  
dummy@dummy.com

**Customer Notes (Optional)**

Qualified Engineer Name (Optional)

Card Number (Optional)

Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 12:** Fill all the required data and other optional data if available.



MENU HOME CONTACT US

Accessibility icons, Search, Azaz Shaik, LOGOUT

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 3 of 4

### Contact Information

Contact Person Name

RAMKRISHNA CHAVA

Mobile Number

+971 500090911

Email

RKCHAVA@TEST.com

Customer Notes (Optional)

Qualified Engineer Name (Optional)

KUMARS CHAVA

Card Number (Optional)

KUMAR9019029

Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

test image.jpg

Remove X

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 13:** If mistakenly incorrect image is attached, it can be removed and another image for Contact person can be uploaded. Do not upload any project related attachment under Scanned card option.

### Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 14:** Click on “Next” button to proceed further to “Step 4 of 4”

### Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 15:** “Step 4 of 4” (List of Documents) page should be displayed



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 4 of 4

List of documents we accept to quickly process the application

1. Covering letter.
2. DEWA approved BOQ for DEWA betterment work (Duct).
3. Material reconciliation for cables and ducts as per DEWA standard Template.
4. Material Approval by DEWA if the Material procured from Suppliers.
5. As Built drawings in Micro Stations V7 / AutoCAD dwg format.
6. Approved Construction NOC for DEWA WD & ED.
7. DEWA-ED approved Shop Drawing NOC for ducts and cable diversion work.
8. As Built drawings signed and stamped by the project consultant and contractor in PDF.
9. As built drawing Approved by DEWA project & Engineering Water Department.
10. As-built cross section Approved by project consultant & RTA in PDF Format.

11. DEWA-ED Duct inspection record verified by DEWA inspector.
12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

entity1.pdf:  
RO

Submit →

**Step 16:** Page should display the list of all the required documents which are requested from DEWA “Infrastructure Projects Services” team to analyze and approve the “Completion Certificate” request. Kindly read all the required documents list and attach the required documents carefully using the “+” button

11. DEWA-ED Duct inspection record verified by DEWA inspector.
12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

entity1.pdf:  
RO

Submit →

**Step 17:** Once documents are selected, click on “Upload” button, so that uploaded documents are uploaded (Limit is 100 MB for overall size of documents).

- 11. DEWA-ED Duct inspection record verified by DEWA inspector.
- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (3) +

 test pdf file.pdf	387.6 KIB	✕
 Commnets to customer 2,.pdf	189.4 KIB	✕
 Comments to customer 1,.pdf	189.4 KIB	✕

Upload

Uploaded by Customer

entity1.pdf:  
RO

Submit →

**Note:**

1. Documents type uploaded can be - jpg, bmp, gif, png, jpeg, pdf, doc, docx, xls, csv, xlsx, dwf, dwg
2. Uploaded document file name should not contain any special character. Ex :-

[!@#%&\*()+=[]{};':"\|,<>/?]+

**Step 18:** Once documents are uploaded, click on “Submit” button to submit the application

- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0) +



No files found.  
Drop files or use the "+" button to keep files ready for upload

**Upload**

---

Uploaded by Customer

<b>Comments to customer 1.pdf:</b>
RO
<b>Comments to customer 2.pdf:</b>
RO
<b>entity1.pdf:</b>
RO
<b>test pdf file.pdf:</b>
RO

**Submit** →

**Step 19:** Once submitted, system should display the “Successful Submission” message.



MENUHOMECONTACT USAccessibilitySearchAzaz ShalkLOGOUT

My DashboardMy Profile



**Submission Successful**

Your request(s) to apply for Infrastructure Project Service is submitted successfully.

### Application Details

Application Number  
**11001341**

Submitted Date  
**August 13, 2022**

### What's Next?

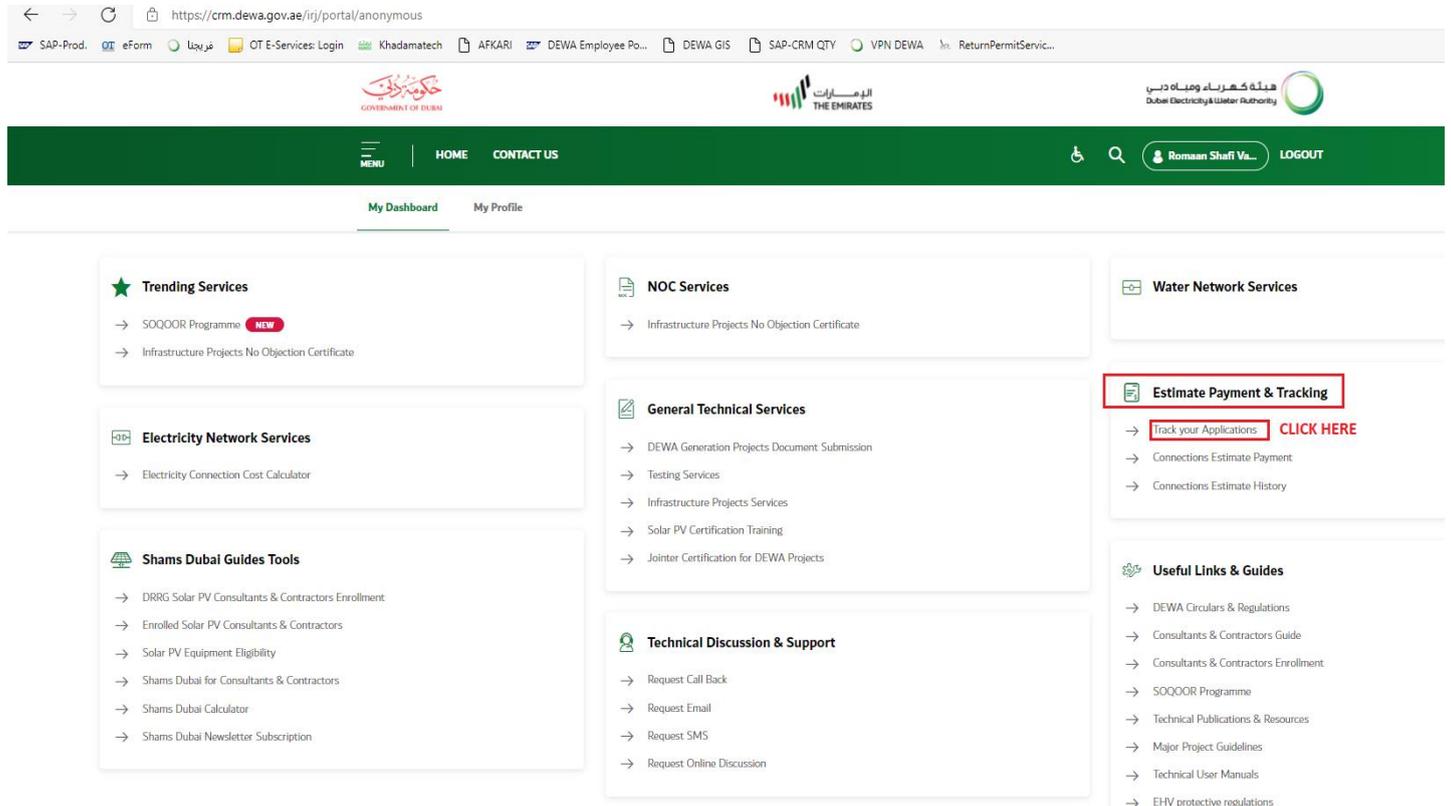
Your application is being processed. We will send you an E-mail and SMS shortly.  
You can also track your application by clicking on the button below.

**Track Request**

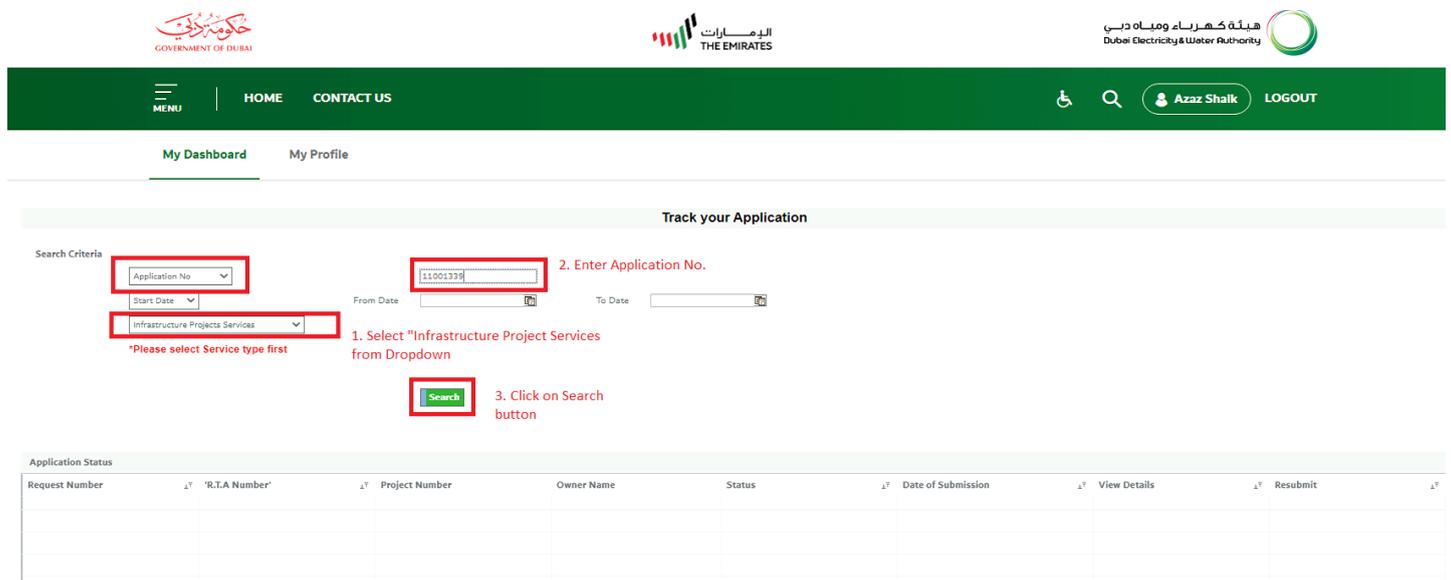
# 15. TRACK YOUR APPLICATION

## Steps for “Track your Application”

**Step 1:** Go to Tab “Estimate Payment & Tracking” and then click on “Track Your Applications”.



**Step 2:** Select Technical Services for Infrastructure Projects application from the drop down and input your DEWA application No. etc...



**Step 3:** Select your required application and click on view to display the detailed information, which includes DEWA, comments, application detailed history, attachments in approved or commented status, etc.

### Track your Application

Search Criteria

Application No:   
Start Date:  To Date:   
Infrastructure Projects Services  
**\*Please select Service type first**

#### Application Status

Request Number	'RTA Number'	Project Number	Owner Name	Status	Date of Submission	View Details	Resubmit
11001341		PROJ VENKATA 10903456	VenkataKrishna. Chava. / 665-WADI AL SAFA 7	Submitted	14.08.2022	<a href="#">View</a>	
11001339		sda	Ornyx Fahedi / 512-HESSAYAN SECOND	Documents Pending-Submission	11.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001338		asd	Ornyx Fahedi / 512-HESSAYAN SECOND	Submitted	10.08.2022	<a href="#">View</a>	
11001331		3434	Test Owner from Portal	Submitted	09.08.2022	<a href="#">View</a>	
11001330		4	Test Owner from Portal	Documents Pending-Submission	09.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001329		dfd	Ornyx Fahedi / 512-HESSAYAN SECOND	Documents Pending-Submission	09.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001328		asd	Ornyx Fahedi / 512-HESSAYAN SECOND	Documents Pending-Submission	09.08.2022	<a href="#">View</a>	<a href="#">Edit</a>

## Step 4: "Step 1 of 4" should get opened in display mode

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

### Step 1 of 4

DEWA Application Number

11001339

RTA Application Number

Version Number

Service Type

Service sub-type

Date of submission to DEWA

11/08/2022

DEWA NOC Numbers (Optional)

RTA NOC Numbers (Optional)

Status

Documents Pending-Submission

Next →

**Step 5:** Click on “Next” button to proceed

Status

Documents Pending-Submission

Next →

**Step 6:** “Step 2 of 4” should get opened in display mode



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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 2 of 4

### Project Details

Client Name

Project Number

Project Name

**Project Type**  
Network Projects

**Company Name**  
AZAZ ALI.

**Customer Type**  
Consultant

**Contractor Name**  
asd

**Subject**  
asd

### Work Details

**Work Start Date**

**Work End Date**

**Work Description (Optional)**

Next →

**Step 7:** Click on “Next” button to proceed

**Work Description (Optional)**

Next →

**Step 8:** “Step 3 of 4” should get opened in display mode

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 3 of 4

### Contact Information

Contact Person Name

Mobile Number

Email

DEWA Comments History

Customer Notes

Qualified Engineer Name (Optional)

Card Number (Optional)

### Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

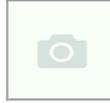
Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 9:** Click on “Next” button to proceed

## Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

### Step 10: "Step 4 of 4" should get opened in display mode



MENU HOME CONTACT US



Azaz Shalk

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 4 of 4

List of documents we accept to quickly process the application

1. Covering letter.
2. DEWA approved BOQ for DEWA betterment work (Duct).
3. Material reconciliation for cables and ducts as per DEWA standard Template.
4. Material Approval by DEWA if the Material procured from Suppliers.
5. As Built drawings in Micro Stations V7 / AutoCAD dwg format.
6. Approved Construction NOC for DEWA WD & ED.
7. DEWA-ED approved Shop Drawing NOC for ducts and cable diversion work.
8. As Built drawings signed and stamped by the project consultant and contractor in PDF.
9. As built drawing Approved by DEWA project & Engineering Water Department.
10. As-built cross section Approved by project consultant & RTA in PDF Format.
11. DEWA-ED Duct inspection record verified by DEWA inspector.
12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.



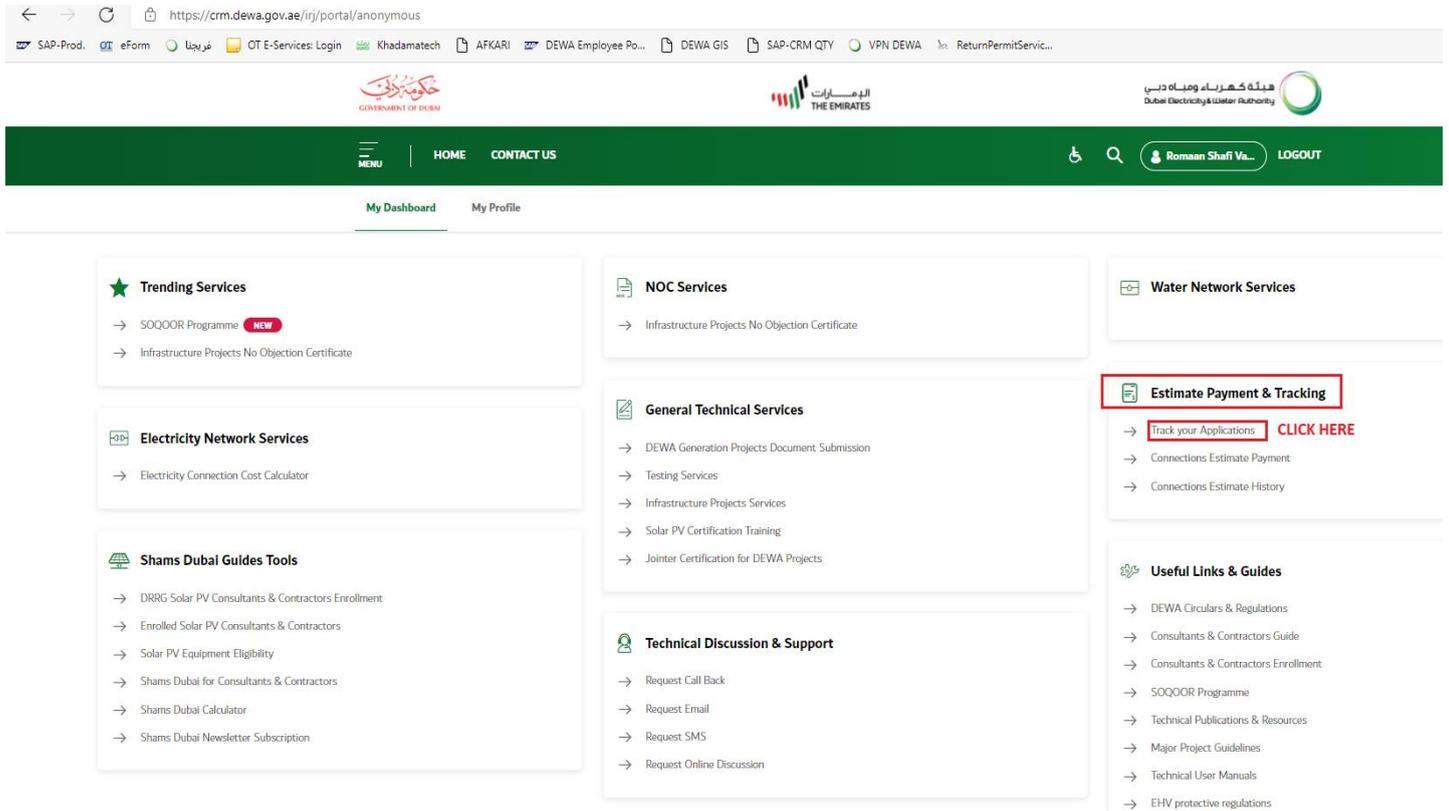
## 16. APPLICATION STATUS AND YOUR ACTION

S.No.	APPLICATION STATUS	STATUS INFORMATION
1.	Submitted	Application is submitted and it is with DEWA.
2.	Under Process	Application is with DEWA and it is being reviewed and studied.
3.	Documents Pending - Submission	<ul style="list-style-type: none"> <li>• Application has not submitted to DEWA's Infrastructure Project Services.</li> <li>• Application is still in your inbox and</li> <li>• Track your application and click Edit to submit and don't forget to click on box in line to change the button "Save as draft" to "Submit".</li> <li>• Both type of application can be edited under this status               <ul style="list-style-type: none"> <li>○ Application submitted at RTA with RTA Final Clearance Number</li> <li>○ Application submitted at DEWA website</li> </ul> </li> </ul>
4.	Documents Pending - Re-Submission	<ul style="list-style-type: none"> <li>• Application has not submitted to DEWA's Infrastructure Project Services.</li> <li>• Application is still in your inbox and</li> <li>• Track your application and click Edit to submit and don't forget to click on box in line to change the button "Save as draft" to "Submit".</li> <li>• Applications submitted at DEWA Website can only be edited under this status</li> </ul>
5.	Technical Comments to Customer	<ul style="list-style-type: none"> <li>• Application has been commented by DEWA and same application should be resubmitted by customer not a new application or else your new application for the same will be rejected.</li> <li>• Applications submitted at DEWA Website can only be edited under this status</li> </ul>
6.	Objected	<ul style="list-style-type: none"> <li>• Application has been rejected by DEWA and you should submit new application for the same service type along with all new files which was attached in objected application.</li> <li>• Please remember Objected application can't be resubmitted under the same application number.</li> </ul>
7.	Not Applicable	<ul style="list-style-type: none"> <li>• Application is not related to Infrastructure Projects services. It should be submitted to a different service category.</li> <li>• Please remember Not Applicable Application can't be resubmitted under the same application number.</li> </ul>

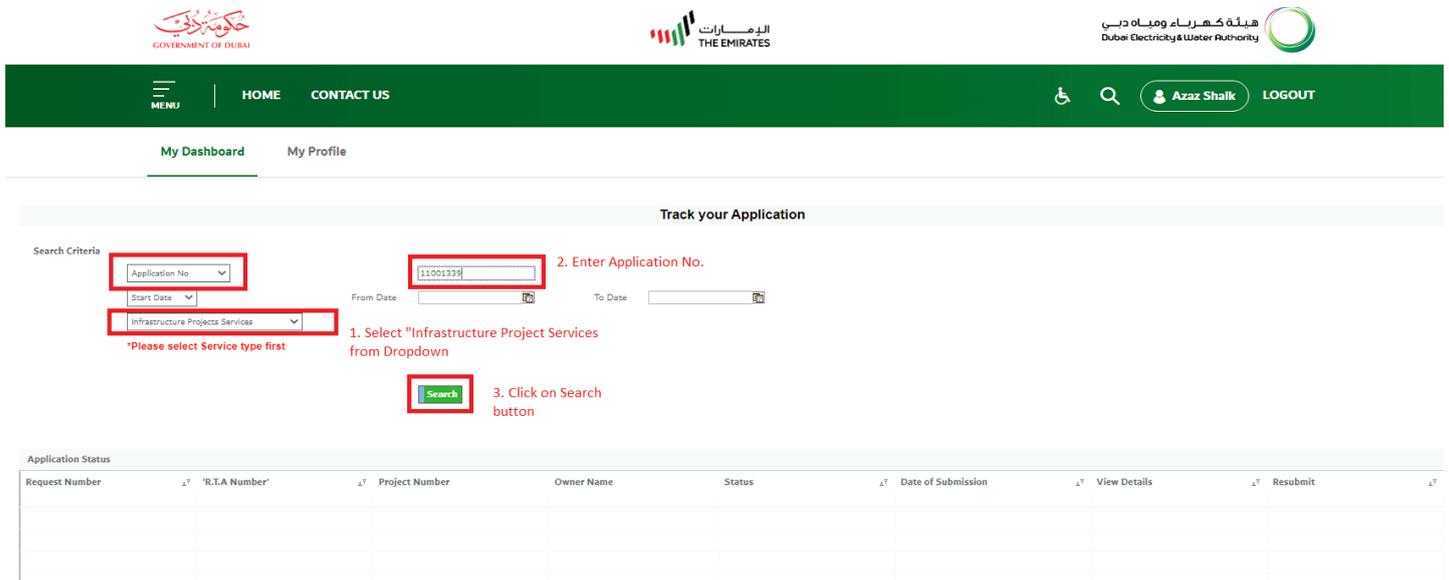
# 17. APPLICATION RESUBMISSION

## Steps for Application Resubmission

**Step 1:** Go to Tab “Estimate Payment & Tracking” and then click on “Track Your Applications”.



**Step 2:** Select Technical Services for Infrastructure Projects application from the drop down and input your DEWA application No. etc...



**Step 3:** Select your required application and click on view to display the detailed information, which includes DEWA, comments, application detailed history, attachments in approved or commented status, etc.

### Track your Application

Search Criteria

Application No:

Start Date:  From Date:  To Date:

Infrastructure Projects Services

**\*Please select Service type first**

Request Number	'R.T.A Number'	Project Number	Owner Name	Status	Date of Submission	View Details	Resubmit
11001348		rtrrt	New Owner Tester / 1234 346-Business Bay	Documents Pending-Submission	14.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001347		232	New Owner Tester / 1234 346-Business Bay	Documents Pending-Submission	14.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001346		67	New Owner Tester / 1234 346-Business Bay	Documents Pending-Submission	14.08.2022	<a href="#">View</a>	<a href="#">Edit</a>
11001345		test778	New Owner Tester / 1234 346-Business Bay	Documents Pending-Submission	14.08.2022	<a href="#">View</a>	<a href="#">Edit</a>

## Step 4: "Step 1 of 4" should get opened in display mode

[Back](#)

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

DEWA Application Number  
11001348

RTA Application Number

Version Number

Service Type

GIS Landbase Update

Service sub-type

Date of submission to DEWA

14/08/2022

DEWA NOC Numbers (Optional)

RTA NOC Numbers (Optional)

Status

Documents Pending-Submission

Next →

**Step 5:** Click on “Next” button to proceed

Status

Documents Pending-Submission

Next →

**Step 6:** “Step 2 of 4” should get opened in display mode



HOME

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Test User

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## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 2 of 4

### Project Details

Client Name

NEW OWNER

Project Number

rtrt

Project Name

rtrt

**Project Type**  
Road Projects

**Company Name**  
TEST USER 4

**Customer Type**  
Consultant

**Contractor Name**  
rtrt

**Subject**  
rtr

**Work Details**

**Work Start Date**  

**Work End Date**  

**Work Description (Optional)**

**Next** →

**Step 7:** Click on “Next” button to proceed

**Work Description (Optional)**

**Next** →

**Step 8:** “Step 3 of 4” should get opened in display mode

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 3 of 4

### Contact Information

Contact Person Name

fgfg

Mobile Number

+971

534343434

Email

dsdsd@ddd.ddd

DEWA Comments History

Customer Notes

Qualified Engineer Name (Optional)

Card Number (Optional)

### Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Choose

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

Next →

**Step 9:** Contact Person Name, Mobile Number, Email field should be in display mode. Kindly enter “Customer Notes” (mandatory field), while Qualified Engineer, Card Number and Scanned Card are optional fields.

**Customer Notes**

Mandatory field to be entered

**Qualified Engineer Name (Optional)**

**Card Number (Optional)**

**Upload Scanned Card (Optional)**

Please upload the scanned card (front side only)



**Choose**

Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

**Next** →

**Step 10:** Fill in the Information as below

**Customer Notes**

Request is getting submitted again with DEWA along with required documents

**Qualified Engineer Name (Optional)**

Shamroo Adil

**Card Number (Optional)**

ADIL908909

**Upload Scanned Card (Optional)**

Please upload the scanned card (front side only)



**Choose**

test image.jpg  
Remove X

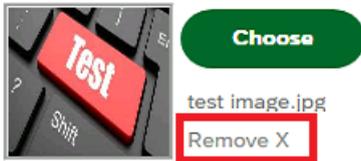
Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg

**Next** →

**Step 11:** If mistakenly incorrect image is attached, it can be removed and another image for Contact person can be uploaded. Do not upload any project related attachment under Scanned card option.

## Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg



**Step 12:** Click on “Next” button to proceed further to “Step 4 of 4”

### Customer Notes

Request is getting submitted again with DEWA along with required documents

### Qualified Engineer Name (Optional)

Shamroo Adil

### Card Number (Optional)

ADIL908909

## Upload Scanned Card (Optional)

Please upload the scanned card (front side only)



Note that the maximum size allowed for each attachment is 2MB. Format allowed: pdf, gif, jpeg, png, jpg



**Step 13:** “Step 4 of 4” (List of Documents) page should be displayed

< Back

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 4 of 4

List of documents we accept to quickly process the application

1. Covering letter.
2. DEWA approved BOQ for DEWA betterment work (Duct).
3. Material reconciliation for cables and ducts as per DEWA standard Template.
4. Material Approval by DEWA if the Material procured from Suppliers.
5. As Built drawings in Micro Stations V7 / AutoCAD dwg format.
6. Approved Construction NOC for DEWA WD & ED.
7. DEWA-ED approved Shop Drawing NOC for ducts and cable diversion work.
8. As Built drawings signed and stamped by the project consultant and contractor in PDF.
9. As built drawing Approved by DEWA project & Engineering Water Department.
10. As-built cross section Approved by project consultant & RTA in PDF Format.
11. DEWA-ED Duct inspection record verified by DEWA inspector.
12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

test image.jpg:

RO

Submit →

**Step 14:** Page should display the list of all the required documents which are requested from DEWA "Infrastructure Projects Services" team to analyze and approve the "Completion Certificate" request. Kindly read all the required documents list and attach the required documents carefully using the "+" button

- 11. DEWA-ED Duct inspection record verified by DEWA inspector.
- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the "+" button to keep files ready for upload

Upload

Uploaded by Customer

test image.jpg:  
R0

Submit →

**Step 15:** Once documents are selected, click on “Upload” button, so that uploaded documents are uploaded (Limit is 100 MB for overall size of documents).

Attachments (3) +

 test pdf file.pdf	387.6 KiB	×
 Comments by customer 1.pdf	39.7 KiB	×
 Comments by customer 2.pdf	189.8 KiB	×

**Upload**

Uploaded by Customer

test image.jpg:  
R0

**Submit** →

Note:

1. Documents type uploaded can be - jpg, bmp, gif, png, jpeg, pdf, doc, docx, xls, csv, xlsx, dwf, dwg
2. Uploaded document file name should not contain any special character. Ex :-

[!@#\$\$%^&\*()+=[]{},:'"\|,<>/?]+

**Step 16:** Once documents are uploaded, click on “Submit” button to submit the application

- 11. DEWA-ED Duct inspection record verified by DEWA inspector.
- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0)



No files found.

Drop files or use the “+” button to keep files ready for upload

Upload

Uploaded by Customer

Comments by customer 1.pdf:

RO

Comments by customer 2.pdf:

RO

test image.jpg:

RO

test pdf file.pdf:

RO

Submit →

**Step 17:** Once submitted, system should display the “Successful Submission” message.



HOME

CONTACT US



Test User

LOGOUT

My Dashboard

My Profile



### Re-submission Successful

Your request(s) to apply for Infrastructure Project Service is submitted successfully.

#### Application Details

Application Number  
11001348

RTA Application Number

Submitted Date  
August 14, 2022

#### What's Next?

Your application is being processed. We will send you an E-mail and SMS shortly.

You can also track your application by clicking on the button below.

Track Request

## 18. ATTACHMENTS DOWNLOADING

### Step 1: Select Track your application.

The screenshot shows the DEWA CRM portal dashboard. The navigation bar includes 'HOME' and 'CONTACT US'. The user is logged in as 'Rosaan Shaif Va...'. The dashboard features several service categories:

- Trending Services:** SOQOOR Programme (NEW), Infrastructure Projects No Objection Certificate.
- Electricity Network Services:** Electricity Connection Cost Calculator.
- Shams Dubai Guides Tools:** DRRG Solar PV Consultants & Contractors Enrollment, Enrolled Solar PV Consultants & Contractors, Solar PV Equipment Eligibility, Shams Dubai for Consultants & Contractors, Shams Dubai Calculator, Shams Dubai Newsletter Subscription.
- NOC Services:** Infrastructure Projects No Objection Certificate.
- General Technical Services:** DEWA Generation Projects Document Submission, Testing Services, Infrastructure Projects Services, Solar PV Certification Training, Jointer Certification for DEWA Projects.
- Technical Discussion & Support:** Request Call Back, Request Email, Request SMS, Request Online Discussion.
- Water Network Services:** (Empty)
- Estimate Payment & Tracking:** Track your Applications (CLICK HERE), Connections Estimate Payment, Connections Estimate History.
- Useful Links & Guides:** DEWA Circulars & Regulations, Consultants & Contractors Guide, Consultants & Contractors Enrollment, SOQOOR Programme, Technical Publications & Resources, Major Project Guidelines, Technical User Manuals, EHV protective regulations.

### Step 2: Select Technical Services for Infrastructure Projects application from the drop down and input your DEWA application No. etc...

The screenshot shows the 'Track your Application' form. The search criteria are:

- Application No.:** 11001333 (Annotated with '2. Enter Application No.')
- Start Date:** (Empty)
- From Date:** (Empty)
- To Date:** (Empty)
- Service Type:** Infrastructure Projects Services (Annotated with '1. Select "Infrastructure Project Services from Dropdown' and '\*Please select Service type first')
- Search:** (Annotated with '3. Click on Search button')

The table below shows the application status:

Request Number	'R.T.A Number'	Project Number	Owner Name	Status	Date of Submission	View Details	Resubmit

### Step 3: Select your approved Technical Services for Infrastructure Projects application and click on view

### Track your Application

Search Criteria

Application No: 11003907

Start Date: [ ] From Date: [ ] To Date: [ ]

Infrastructure Projects Services

**\*Please select Service type first**

[Search](#)

Request Number	R.T.A Number	Project Number	Owner Name	Status	Date of Submission	View Details	Resubmit
11003907		TEST PROJECT	AUBANGZAIB SHARAFAT ZULIFGAR HIMAYAT BAWANI / 237-AL GHUSAIS	Application Approved	14.02.2022	<a href="#">View</a>	

Page 1 of 1

### Step 4: "Step 1 of 4" should get opened

[Back](#)

## Infrastructure Project Services

Enrolled Developers, Consultants & Contractors are able to apply for DEWA's Infrastructure Project Services

Step 1 of 4

DEWA Application Number

11003907

RTA Application Number

Version Number

Service Type

Estimate (HV Cable)

Service sub-type

**Step 5:** Proceed to “Step 4 of 4” to display attachments

- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0) +



No files found.

---

**Upload**

---

Uploaded by Customer

---

**HV As-Built.pdf:**  
R0

---

DEWA's Response

---

**Dewa\_commented\_0011003907\_R0:**

---

**Dewa\_Approved\_0011003907\_R0:**

---

**Step 6:** Click on “DEWA\_Approved\_0011xxxxx\_Rx” to download the approved document

- 12. Approved checklist clearance Approved by DEWA Water Project Department, Consultant & Contractor.
- 13. Final Duct summary details for DEWA (ED) betterment as per DEWA (ED Template) & as per the site verification quantity Approved by project consultant and contractor.
- 14. Final BOQ for betterment work should be acknowledged by the RTA (For RTA Projects only).
- 15. CSV File as per DEWA standard.

Attachments (0) +



No files found.

---

**Upload**

---

Uploaded by Customer

---

**HV As-Built.pdf:**  
R0

---

DEWA's Response

---

**Dewa\_commented\_0011003907\_R0:**

---

**Dewa\_Approved\_0011003907\_R0:**

---

**Step 7:** Once clicked document should get download.



---

## DEWA ESTIMATE APPROVAL (HV CABLE DIVERSION)

**To :** azaz ali  
**Client :** AURANGZAIB SHARAFAT ZULIFQAR HIMAYAT BAWANI  
**Project No.:** TEST PROJECT  
**Application Type :** Estimate  
**Project :** TEST  
**Subject :** TEST

**DEWA App.No :** 11003907  
**Revision :**  
**Date :** 14.02.2022  
**Project Type :** Road Projects

Reference to your application regarding the above mentioned subject. Please find attached the approved copy of Estimate along with terms & conditions mentioned in the same for your information and further action.



This is for your information and necessary action.  
Issued By : Eng. Amina Ali Hashem  
Senior Manager- Infrastructure Information and Permits  
Prepared by : Ravi Sankar Katta  
NOTE: This is a computer generated document and may not require any signature.

Page 1 of 1

**YOUR HAPPINESS IS OUR PRIORITY**

سعادتكم أولويتنا



customercare@dewa.gov.ae | www.dewa.gov.ae

**Our Vision رؤيتنا**  
A globally leading sustainable innovative corporation  
مؤسسة رائدة عالمياً مستدامة ومبتكرة  
P.O. Box 564, Dubai, United Arab Emirates  
ص.ب. 564، دبي، الإمارات العربية المتحدة  
F: +971 4 601 9995 فاكس: +971 4 601 9999 هاتف:



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Dubai, United Arab Emirates  
Official Sustainable Energy Partner

## 19. CONTACT US

If you require any clarification or you face any difficulty in using this portal, please feel free to contact:

<u>Name</u>	<u>Email</u>	<u>Contact No.</u>
Engr. Imran Shahid Al Balooshi	<a href="mailto:iip.tsc@dewa.gov.ae">iip.tsc@dewa.gov.ae</a>	04-3221627
Engr. Khalid Al Ali	<a href="mailto:iip.tsc@dewa.gov.ae">iip.tsc@dewa.gov.ae</a>	04-3221240

OR

Send us an email at : [iip.tsc@dewa.gov.ae](mailto:iip.tsc@dewa.gov.ae)  
Call us : 04-3221610