

Supplier Enrolment - Local Suppliers (UAE)

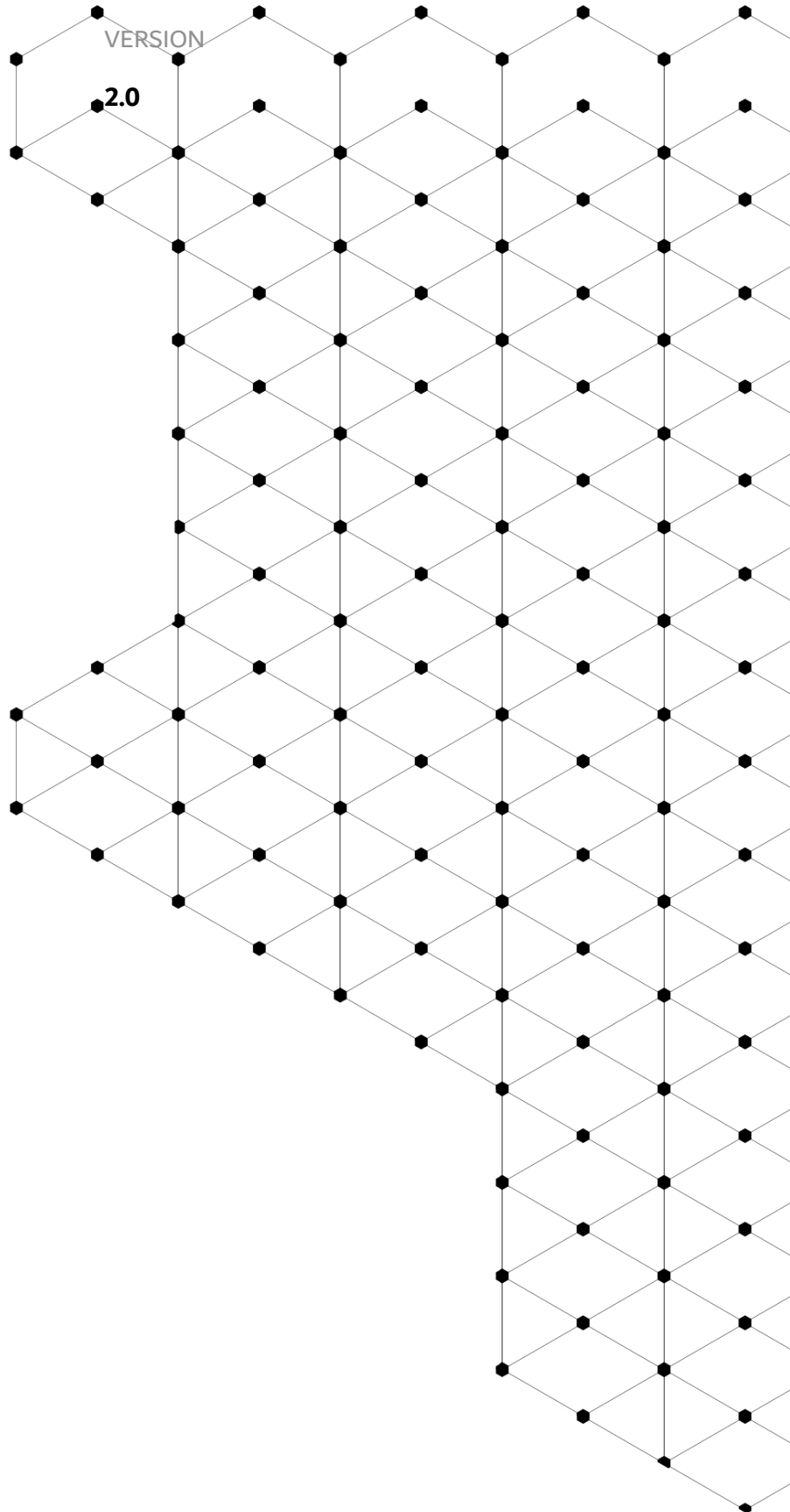
**USER
MANUAL**

ISSUE DATE

28 Nov 2023

REVISION DATE

10 Jul 2025



Overview

The objective of this tutorial is to learn the DEWA SAP Local Vendor registration process. New Supplier Registration is an enhanced service on SRM portal for new supplier registration.

1.1 Service features

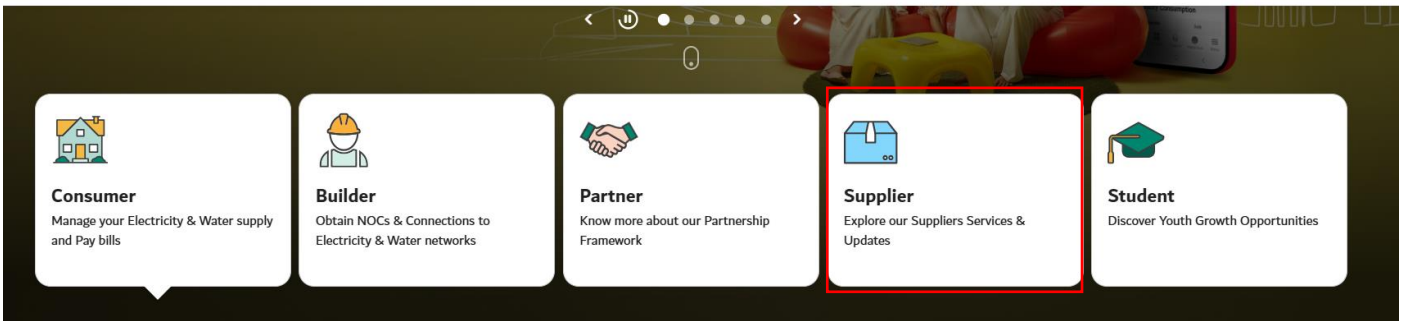
1. Company & Trade License Details
2. Other Company and Admin Details
3. User Details
4. Product Details
5. Questionnaire
6. Document Uploads

1.2. How to request

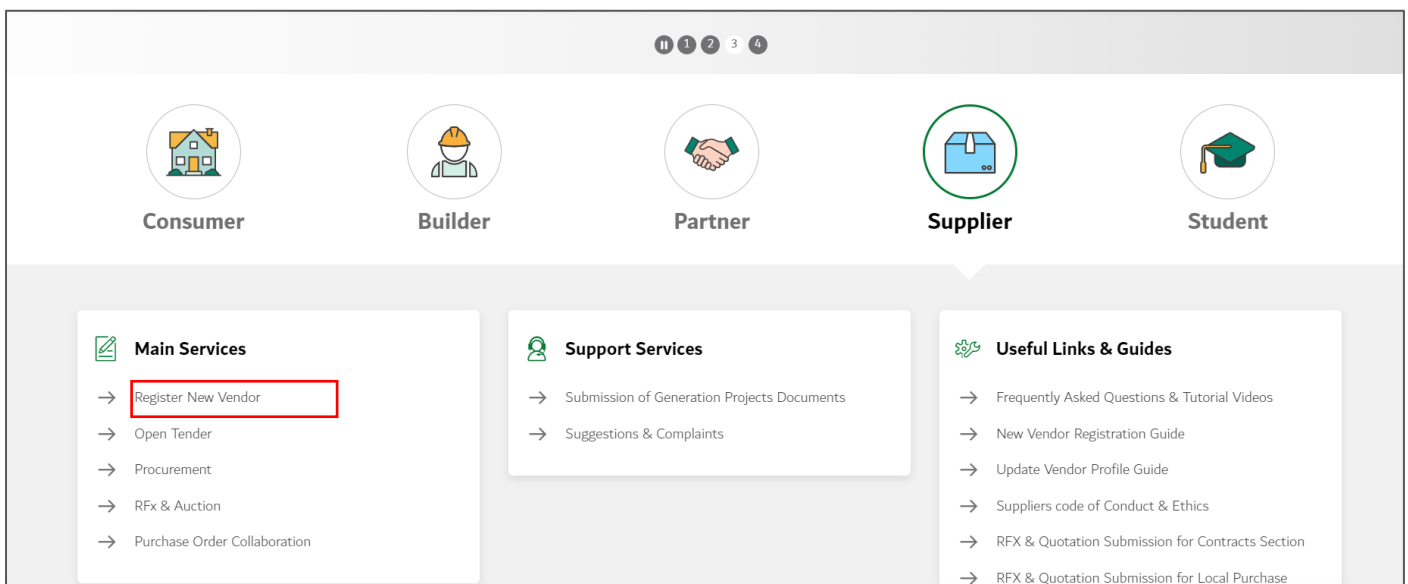
1.2.1. Dewa Web-Page

The screenshot displays the Dewa website interface. At the top left is the Government of Dubai logo, and at the top right is the Dewa logo. The navigation menu includes 'Home', 'Investor Relations', and 'EasyPay'. On the right side, there are icons for search, accessibility, Arabic language, and login. The main banner features the text 'Expand Your Smart Choices This Summer' and 'Easily monitor, manage and optimise your electricity and water use anytime with our Smart Living dashboard.' Below the banner is a 'Read More' button. The banner image shows a family sitting on a red sofa, with a large lightbulb and a smartphone displaying a dashboard. At the bottom, there are five icons representing different services: a house, a worker, a handshake, a box, and a graduation cap.

User Action: User can use <https://www.dewa.gov.ae/en/supplier> link to access this portal



User Action: Scroll down and click on Supplier to access the supplier portal.



User Action: Click on **Register New Vendor** Service to register new vendor. This will open Enrollement Page.

1.2.2. Company and Trade License Details

In this section user must enter the details of the company and trade license

Create an Account

All fields are mandatory, unless marked optional

Company & Trade License Details
Basic information of the Company & Trade License details

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

User Details
Users who coordinate with DEWA on behalf of company

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Questionnaire
Supplier Sustainability Questionnaire

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

Details of the company

Company Full Name

ⓘ Company Full Name as per Trade License

Street Name

User Action: Enter the Company Full Name.

Create an Account

All fields are mandatory, unless marked optional

Company & Trade License Details
Basic information of the Company & Trade License details

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

User Details
Users who coordinate with DEWA on behalf of company

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Questionnaire
Supplier Sustainability Questionnaire

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

Details of the company

Company Full Name

ⓘ Company Full Name as per Trade License

Street Name

User Action: Enter the Street Name for the company.

Details of the company

Company Full Name

Smart Energy Solution Corp

① Company Full Name as per Trade License

Street Name

1250 - Building 1, TCOM

Country

United Arab Emirates

Emirate

DUBAI

PO Box/Postal Code

PO Box/Postal Code

Company Telephone

+971 4

Extension

Extension

① eg:4XXXXXXX

User Action: Select Country Name and Emirates from Dropdown list. For Ex. Country selected as **United Arab Emirates** and Emirates selected as **Dubai**.

Company Full Name

Smart Energy Solution Corp

① Company Full Name as per Trade License

Street Name

1250 - Building 1, TCOM

Country

United Arab Emirates

Emirate

DUBAI

PO Box/Postal Code

4323

Company Telephone

+971 45654217

Extension

34

① eg:4XXXXXXX

Mobile Number (Optional)

+971 Mobile Number

① eg:5XXXXXXX

E-mail

smartsolutions@gov.ae

① Only Company E-mail address is allowed

User Action: Fill up **PO Box / Postal Code** details of the company. Enter **Company Telephone** number with extension. **Mobile Number** is optional field. Enter **Email** address of the company.

E-mail

smartsolutions@gov.ae

① Only Company E-mail address is allowed

Are you a Sheikh Mohd. Bin Rashid Establishment?

Yes No

Are you registering for HR Training related Procurement?

Yes No

Details of Trade License

Issued By

Trade License Number

Trade License Number

Trade License - Date of Expiry

DD/MM/YYYY

Trade License - Date of Issue

DD/MM/YYYY

Chamber of Commerce Registration (Optional)

Chamber of Commerce Registration

User Action: If vendor is a Sheikh Mohd. Bin Rashid Establishment then select Radio button as **Yes** else select **No**.
Select radio button **Yes**.

Are you a Sheikh Mohd. Bin Rashid Establishment?

Yes No

SME Registration Number

3423

SME Registration Date

02/10/2023



SME Expiry Date

01/10/2028



Are you registering for HR Training related Procurement?

Yes No

Details of Trade License

Issued By

Trade License Number

Trade License Number

Trade License - Date of Expiry

DD/MM/YYYY



User Action: Enter SME Registration number and select Registration Date and Expiry Date for it.

Are you a Sheikh Mohd. Bin Rashid Establishment?

Yes No

SME Registration Number

3423

SME Registration Date

02/10/2023

SME Expiry Date

01/10/2028

Are you registering for HR Training related Procurement?

Yes No

Details of Trade License

Issued By

Trade License Number

Trade License Number

Trade License - Date of Expiry

DD/MM/YYYY

User Action: Select Radio Button as **No** for HR training related Procurement as you are registering for Local Vendor only.

Details of Trade License

Issued By

Dubai Economic Development
Others

Trade License - Date of Issue

DD/MM/YYYY

Chamber of Commerce Registration (Optional)

Chamber of Commerce Registration

Turn Over Amount (AED)

VAT Registration Number (Optional)

VAT Registration Number

VAT Region (Optional)

User Action: If Trade License For vendor is issued by DED then select the same option otherwise select option as Others. For ex. **Dubai Economic Development** is selected.

Details of Trade License

Issued By

Dubai Economic Development

Trade License Number **Trade License - Date of Expiry**

1000818 19/12/2023

Search

Trade License - Date of Issue

DD/MM/YYYY

Chamber of Commerce Registration (Optional)

Chamber of Commerce Registration

Turn Over Amount (AED)

VAT Registration Number (Optional)

VAT Registration Number

VAT Region (Optional)

Is this company in any way is owned or related to one of DEWA Employee?

User Action: Enter **Trade License Number** and select **Trade License Date of Expiry** then click on **Search** button. This will automatically fetch Trade License Date of Issue.

Details of Trade License

Issued By

Dubai Economic Development

Trade License Number **Trade License - Date of Expiry**

1000818 19/12/2023

Search

Trade License - Date of Issue

20/12/2021

Chamber of Commerce Registration (Optional)

Chamber of Commerce Registration

Turn Over Amount (AED)

0 to 186,999
187,000 to 375,000
375,001 and above

Is this company in any way is owned or related to one of DEWA Employee?

Yes No

User Action: Select **Turn Over Amount** from dropdown list.

If turn over amount is greater than 375000 AED, You must have to enter VAT registration number and have to select VAT region. For ex. **375,001 and above** is selected.

Trade License Number: 1000818

Trade License - Date of Expiry: 19/12/2023

Trade License - Date of Issue: 20/12/2021

Chamber of Commerce Registration (Optional): Chamber of Commerce Registration

Turn Over Amount (AED): 375,001 and above

VAT Registration Number: 432443534353534

VAT Region: Dubai

Is this company in any way is owned or related to one of DEWA Employee?
 Yes No

Save and Continue

User Action: Enter **VAT Registration Number** and Select **VAT Region** from dropdown. If company is owned by DEWA employee select Radio Button as **Yes** else select **No**.

Trade License Number: 1000818

Trade License - Date of Expiry: 19/12/2023

Trade License - Date of Issue: 20/12/2021

Chamber of Commerce Registration (Optional): Chamber of Commerce Registration

Turn Over Amount (AED): 375,001 and above

VAT Registration Number: 432443534353534

VAT Region: Dubai

Is this company in any way is owned or related to one of DEWA Employee?
 Yes No

Save and Continue

User Action: Verify entered all details and click on **Save and Continue** button to move on next page.

1.2.3. Other Company & Admin Details

In this section user must enter the details of the company Sponsor and Administrator.

Create an Account

All fields are mandatory, unless marked optional

Company & Trade License Details (Completed) | Other Company & Admin Details | User Details | Product Details

Additional Company Details

Sponsor Name: Ahmed Khan

Web URL (Optional): Web URL

Company Activity: Consulting

Category: Accident protection

User Action: Enter **Sponsor Name**, Select **Company Activity** and **Categories** from dropdown list. For ex **Consulting** and **Accident Protection** selected respectively.

Details for Company Administrator

Do you have Emirates ID Number?

Yes No

Emirates ID Number Expiry Date

Admin First Name Admin Last Name

Designation

Admin E-mail

Mobile Number

User Action: Select Radio button as **Yes** if Admin is having Emirate Id else Admin can be registered with Passport Details as well.

Do you have Emirates ID Number?

Yes No

Emirates ID Number: 784197806587255

Expiry Date: 04/10/2030

Search

Admin First Name:

Admin Last Name:

Designation:

Admin E-mail: **Verify**

Mobile Number: +971 **Verify**

Do you need access to all services?

User Action: Enter **Emirates ID Number** and Select **Expiry Date** then Click on **Search** Button to fetch the Admin **First Name** and **Last Name**.

Do you have Emirates ID Number?

Yes No

Emirates ID Number: 784197806587255

Expiry Date: 04/10/2030

Search

Admin First Name: CHANTAL

Admin Last Name: OLIVE

Designation: ARCHITECT

Admin E-mail: admin@smartsol.com **Verify**

Mobile Number: +971 **Verify**

Do you need access to all services?

User Action: Select **Designation** for Admin and enter **Admin Email** Address then click on **Verify** button for email Verification.

Do you have Emirates ID Number?

Verify Email Address

Please enter the 6-digit OTP sent to your e-mail admin@smarsol.com.

9 9 9 9 9 9

The session will end in 2:54
Didn't receive any code? Resend

Verify

Admin E-mail
admin@smarsol.com Verify

Mobile Number
+971 Mobile Number Verify

Do you need access to all services?

Letter from the Company Download Template

Upload your File

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

I have read and understood the Terms and Conditions of Use

Back Next

User Action: Enter OTP received on admin email and click on **Verify**. You will receive success message as below.

Do you have Emirates ID Number?

Yes No

Success

Email verified successfully

OK

Admin E-mail
admin@smarsol.com ✓ Verified

Mobile Number
+971 Mobile Number Verify

Do you need access to all services?

Letter from the Company Download Template

Upload your File

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

I have read and understood the Terms and Conditions of Use

Back Next

User Action: Click on **Ok** Button.

Do you have Emirates ID Number?

Yes No

Emirates ID Number

784197806587255

Expiry Date

04/10/2030

Search

Admin First Name

CHANTAL

Admin Last Name

OLIVE

Designation

ARCHITECT

Admin E-mail

admin@smartsol.com

Verify

Mobile Number

+971 542427657

Verify

Do you need access to all services?

User Action: Similarly enter **Mobile Number** and click on **Verify** Button.

Do you have Emirates ID Number?

Verify Mobile Number

Please enter the 6-digit OTP sent to your mobile number 542427657.

9 9 9 9 9 9

The session will end in 2:37
Didn't receive any code? [Resend](#)

Verify

Admin E-mail
admin@smarsol.com **Verified**

Mobile Number
+971 542427657 **Verified**

Do you need access to all services?

Letter from the Company [Download Template](#)

Upload your File

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

I have read and understood the Terms and Conditions of Use

[Back](#) [Next](#)

User Action: Enter OTP received on admin Mobile and click on **Verify**. You will receive success message as below.

Do you have Emirates ID Number?

Yes No

Success

Mobile verified successfully

OK

Admin E-mail
admin@smarsol.com **Verified**

Mobile Number
+971 542427657 **Verified**

Do you need access to all services?

Letter from the Company [Download Template](#)

Upload your File

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

I have read and understood the Terms and Conditions of Use

[Back](#) [Next](#)

User Action: Click on **Ok** Button.

Designation
ARCHITECT

Admin E-mail
admin@smartsol.com

Verify

Mobile Number
+971 542427657

Verify

Do you need access to all services?
Yes

Letter from the Company

Download Template

Upload your File

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

I have read and understood the Terms and Conditions of Use

Back

Next

User Action: Select option **Yes** if you need access for all Services. **Download Template** to upload the company letter in the shared format as below.

Company Letter Head

Dear Dubai Electricity & Water Authority,

We, [Supplier's Name & Vendor Number], hereby authorize and designate our employee, [Employee's Full Name], as the official administrative representative for your organization. This authorization is effective from [start date], unless otherwise specified.

The purpose of this letter is to grant [Employee's Full Name] the authority to act as the admin and primary point of contact on behalf of [Supplier's Name] within your organization. [Employee's Full Name] will have the necessary privileges to handle administrative tasks, manage account information, and perform other relevant duties as required.

Please find below the details of [Employee's Full Name] and the supporting information required for the admin assignment:

1. Employee's Full Name: [Employee's Full Name]
2. Employee's Designation: [Employee's Designation]
3. Employee's Emirates ID Number (if UAE Resident): [Employee's ID Number]
4. Employee's Contact Information:
 - Phone: [Employee's Phone Number]
 - Mobile: [Employee's Mobile Number]
 - Email: [Employee's Email Address]

By assigning [Employee's Full Name] as the authorized admin, we confirm that they have undergone the necessary training and possess the knowledge and skills required to fulfill administrative responsibilities effectively. They have also been briefed on the confidentiality and security measures required to protect sensitive information.

Yours sincerely,

[Supplier's Top Management Name]
[Supplier's Designation]
[Supplier's Company]
[Supplier's Contact Number]
[Supplier's Email Address]

Company stamp

Designation

ARCHITECT

Admin E-mail

admin@smartsol.com **Verify**

Mobile Number

+971 542427657 **Verify**

Do you need access to all services?

Yes

Letter from the Company [Download Template](#)

Upload your File

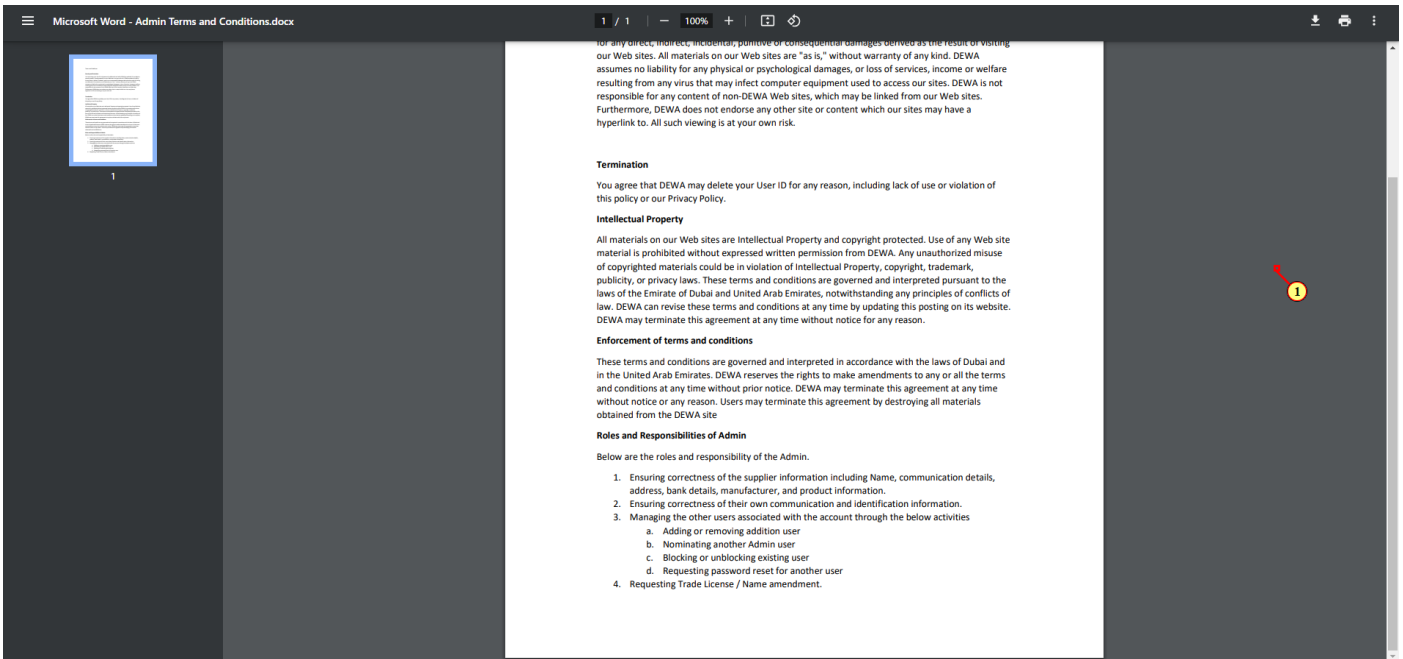
Supported File Types: PNG,JPG,PDF(Up to 5 MB)

letter.pdf 0.031MB

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

Back **Next**

User Action: Click on **Upload your File** button and Upload Company letter, then read the [Terms and Conditions](#) by clicking on hyperlink and select checkbox for agreeing the same.



Designation
ARCHITECT

Admin E-mail
admin@smartsol.com [Verify](#)

Mobile Number
+971 542427657 [Verify](#)

Do you need access to all services?
Yes

Letter from the Company [Download Template](#)

[Upload your File](#)

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

letter.pdf 0.031MB

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

[Back](#) [Next](#)

User Action: Click On [Next](#) button to move on next page.

1.2.4. User Details

In this section user can add single or multiple Users by providing their details

Create an Account

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

●

User Details
Users who coordinate with DEWA on behalf of company

●

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Contact Person 1 🗑️

Do you have Emirates ID Number?

Yes No

Emirates ID Number

Expiry Date

Search

First Name

Last Name

User Action: Select Radio button as **Yes** if Contact Person is having Emirate Id else Admin can be registered with Passport Details as well. Select Radio button as **No**.

Contact Person 1



Do you have Emirates ID Number?

Yes No

Passport Number

FGJS2313

Passport Issue Date

28/08/2023

Passport Expiry Date

27/08/2028

First Name

Rashid

Last Name

Khan

E-mail

rashid@smartsol.com

Mobile Number

+971 538342347

eg:5XXXXXXX

User Action: Enter Contact Person **Passport Number**, Select **Passport Issue** and **Expiry Date**, Enter Contact Person **First Name** and **Last Name**. As well as enter **Email** address and **Mobile Number**.

E-mail

rashid@smartsol.com

Mobile Number

+971 538342347

eg:5XXXXXXX

User Role

PROCUREMENT X BIDDER X

Designation

BRAND MANAGER

Passport Copy

Upload your File

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

+ [Add a new Contact Person](#)

Back

Next

User Action: Select required role for the contact person. Also Select Designation for Contact Person from Dropdown list.

Role details:

- **Bidder** – This role allows access to services related to RFX response submission. If required alternate quotations, you required to create multiple user under contact person for same RFX.
- **Procurement** – This role allows access to services related to operational procurement including PO acknowledgement, Advance Shipment Notification creation, Good receipt status, Invoice Submission.
- **GIS-** This allow access to submit As is build drawing submission on supplier portal.
- **FAT INSPECTION** – This role allows to create a inspection request (FAT test, Type test & Pro-type test) for Distribution Power division purchase orders.
- **Site Note Consultant** – This role allows access to services which display information related to ongoing Site Projects.
- **Site Note Contractor** - This role allows access to services which display information related to ongoing Site Projects.

Mobile Number

+971

eg:5XXXXXXX

User Role

PROCUREMENT X
BIDDER X
v

Designation

v

Passport Copy

Upload your File

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

PDF

passport 22.pdf
0.031MB

X

+ Add a new Contact Person

Back

Next

User Action: Click on [Upload your File](#) button to add supporting documents of the user. You can click on [Add a new Contact Person](#) button to add new Contact Person. Otherwise click on [Next](#) button to move on next page.

1.2.5. Product Details

This section user must update the information related to company product such as Name, Product type, Brand, Stock status etc. User can add single or multiple product in this section.

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

○

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Product 1

Choose Type 🗑️

Product Exclusive Agent
 Product Non-Exclusive Agent

Product Name

Product

Brand

Stock Held

+ [Add new Product](#)

Back
Next

User Action: Select appropriate radio button for Product type whether it is an **Exclusive Agent or Non-Exclusive Agent**, also Enter **Product Name**. For ex. Transformer. Enter **Product** details. Enter **Brand Name** of the product and Select **Stock held** status of the product.

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

○

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Product 1

Choose Type 🗑️

Product Exclusive Agent
 Product Non-Exclusive Agent

Product Name

Product

Brand Stock Held

+ [Add new Product](#)

Back
Next

User Action: To add new product details, click on [Add new Product](#) option.

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

○

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Product 1

Choose Type 🗑️

Product Exclusive Agent
 Product Non-Exclusive Agent

Product Name

Product

Brand Stock Held

+ [Add new Product](#)

Back
Next

User Action: Verify all the details and click on [Next](#) button to Move on Next Page.

1.2.6. Sustainability Screening Survey

This section is to participate in the DEWA's Supplier Sustainability Program. At DEWA, we believe that suppliers are essential partners to achieve sustainable progress across our operating footprint and on the journey to sustainable growth.



Sustainability Screening

Participation in this questionnaire is optional

SKIP

SECTION 1: ENVIRONMENT

1. Does your company have a formal Environmental policy?

- Yes
- No
- Not Applicable

2. Does your company have a Environment management system in place, targets and objectives to improve environmental performance?

User Action: Survey participation is optional and if you want to skip, enable the skip button



and objectives to improve environmental performance?

- Yes
- No
- Not Applicable

3. Is your company certified for in any of the following? (select all that apply)

- ISO 14001 or EMAS
- ISO14064 GHG
- ISO 50001 - Energy Management
- ISO 20400 - Sustainable Procurement
- Others (please specify)

4. Does your company have procedures to manage hazardous substances?

- Yes
- No
- Not Applicable

Not applicable for Service company

9. Does your company have:

- POD (people of determination) Inclusion policy
- POD (people of determination) Practices in HR rules and regulations
- POD (people of determination) Practices in Building and facilities
- Corporate social responsibility Policy
- CSR Activities/Initiatives to support local community
- Others (please specify)

[↑ Top](#)

Back

Next

User Action: For the participating in the survey, answer all the question under below sections by selecting the appropriate option and click on Next button.

Section1 : **ENVIRONMENT (15)**

Section2 : **SOCIAL (9)**

Section3 : **GOVERNANCE (16)**

1.2.7. Document Uploads

This section is used to upload all the relevant documents such as Trade License, Passport Copy of Owner/ Manager, VAT Certificate, etc. User have to check and upload all the mandatory documents. The attachments are to be provided to get registered with DEWA.

Create an Account

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

✓

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

✓

Questionnaire
Supplier Sustainability Questionnaire

○

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

Document Uploads

Trade License (Attach if Trade License not issued by DED) / Foreign vendor Registration attachment

Upload your File

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

Passport copy of Owner/Manager

Upload your File

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

Chamber of Commerce & Industry Certificate (Optional)

Upload your File

User Action: Click on **Upload your File** button to upload the documents

Create an Account

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

✓

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

✓

Questionnaire
Supplier Sustainability Questionnaire

○

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

Document Uploads

Trade License (Attach if Trade License not issued by DED) / Foreign vendor Registration attachment

Upload your File

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

PDF

Trade License.pdf

✕

0.031MB

Passport copy of Owner/Manager

Upload your File

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

PDF

Passport 3.pdf

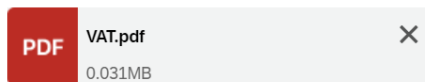
✕

0.031MB

VAT Certificate issued by Federal Tax Authority (Optional)

Upload your File

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



Agency Registration Certificate (Optional)

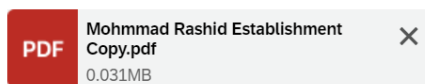
Upload your File

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

Sheikh Mohd Bin Rashid Establishment Copy (Optional)

Upload your File

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



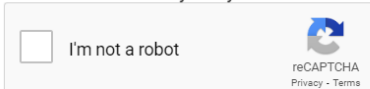
Young Business Leadership Membership (Optional)

Upload your File

- The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement
- I have read and agreed the [Code of Conduct](#)
- We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.
- [Supplier Acknowledgement \(Click here to read\)](#)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).

Please review the [Privacy Policy](#) and [Disclaimer](#) before enrolling with DEWA.



Back

Submit

User Action: Click on [Terms and Conditions](#) Hyperlink to read the clauses, Similarly read [Code of Conduct](#) and [Supplier Acknowledgement \(Click here to read\)](#) as well. To agree all clauses tick all the checkbox.

Terms and Condition -

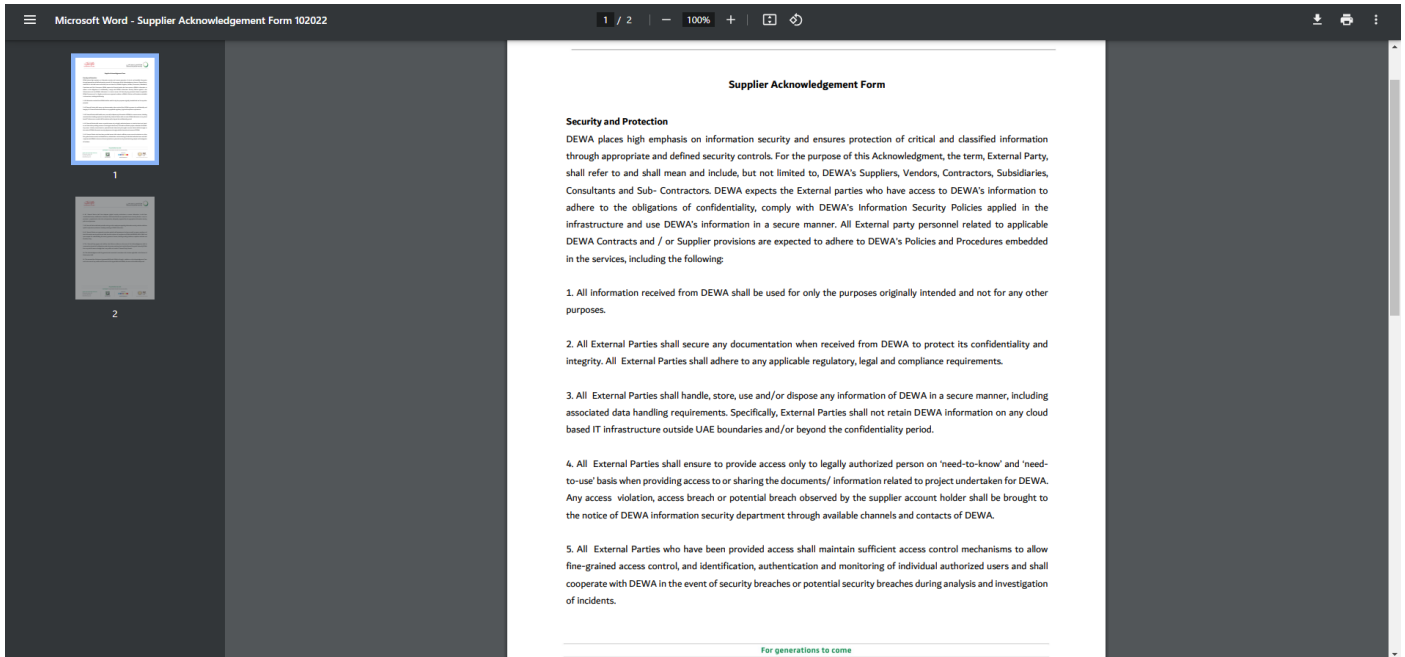
قبول الشروط والأحكام	قبول الشروط والأحكام
<p>Acceptance of Terms and Conditions</p> <p>Use of DEWA's website implies legal consent to the Terms, Conditions, Privacy Policy and Disclaimer. Any violation of these shall result in disqualification of the User from Registration and other processes and stopping the User from further access and use of this website. These websites are not affiliated with any other corporation or website with similar spelling URL. Any similarities are coincidental.</p>	<p>إب استخدام الموقع الإلكتروني للهيئة يعني موافقتك القانونية على الشروط والأحكام وسياسة الخصوصية واتخاذ المسؤولية. وأي مخالفة لهذه الشروط والأحكام ستحرم المستخدم من إمكانية التسجيل والأطلاع على الخدمات الأخرى وسنمنع من أي استخدامات أخرى لهذا الموقع الإلكتروني. لا ترتبط هذه المواقع الإلكترونية بأي شركة أخرى أو موقع إلكتروني آخر بعنوان محدد موقع مورد محددة مماثل، وأي شكل من أوجه التشابه تعتبر من قبيل المصادفة.</p>
<p>Dubai Electricity & Water Authority (DEWA) reserves the right to update the terms and conditions at any time without prior notice to the User. The use of the website binds the User to all the applicable updates. It is the user's responsibility to abide by and stay updated.</p>	<p>تحتفظ هيئة كهرباء ومياه دبي (الهيئة) بتحديث الشروط والأحكام في أي وقت دون إشعار مسبق. وعليه فإن استخدام الموقع الإلكتروني الخاصة بأمر المستخدم يجمع عمليات التحديث المطبقة. ويضمن على المستخدم الالتزام بـ وتحديث جميع العراجات للشروط والأحكام من حين لآخر.</p>
<p>Submissions to DEWA's World Wide Web</p> <p>DEWA has the right to use any information provided for any purpose without restriction or compensation to the person sending the submission.</p> <p>The User acknowledges the authenticity of any submission to DEWA and accepts responsibility for its accuracy, suitability and legality.</p>	<p>دبي بالمعلومات والبيانات</p> <p>يحق لهيئة كهرباء ومياه دبي استخدام أي معلومات تقدم لها لأي غرض من الأغراض دون قيد أو تعويض للشخص المرسل.</p> <p>يقر المستخدم بأصالة أي بيانات ترسل إلى هيئة كهرباء ومياه دبي ويتحمل مسؤولية دقتها وملاءمتها وشروطها.</p>
<p>Usage restrictions</p> <p>The User account issued for the website services is applicable only for the relevant purpose and misuse of credentials may lead to revocation of the account as per DEWA ISMS policies.</p> <p>The authorised person handling the privileged account will be held accountable for the activities of users on the DEWA website or any other channel of services.</p> <p>DEWA provides Users with passwords and other authentication mechanisms and Users are required to comply with these restrictions for security reasons.</p>	<p>قيود الاستخدام</p> <p>تقوم الهيئة بإصدار حساب المستخدم لخدمات الموقع الإلكتروني فقط للأغراض ذات الصلة وقد تؤدي إساءة استخدام بيانات الحساب إلى إلغاء الحساب وفقاً لسياسات نظم إدارة أمن المعلومات في هيئة كهرباء ومياه دبي.</p> <p>يكون الشخص المسؤول الذي يتعامل مع الحساب المميز مسؤولاً عن أنشطة المستخدمين الذين تم إنشاء حساباتهم لهم في الموقع الإلكتروني لهيئة كهرباء ومياه دبي أو أي قناة خدمات.</p> <p>تقوم هيئة كهرباء ومياه دبي بتزويد المستخدمين بكلمات مرور وأليات توثيق أخرى وتضمن على هؤلاء المستخدمين الامتثال لهذه القيود لأسباب أمنية.</p>

Code of Conduct-

**DEWA'S CODE OF CONDUCT AND ETHICS
FOR SUPPLIERS, CONTRACTORS AND
ASSOCIATES**

Version 1.0 : January 2020

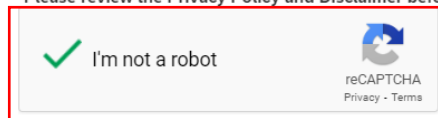
Supplier Acknowledgement -



- The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement
- I have read and agreed the [Code of Conduct](#)
- We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.
- [Supplier Acknowledgement \(Click here to read\)](#)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).

Please review the [Privacy Policy](#) and [Disclaimer](#) before enrolling with DEWA.



Back

Submit

User Action: Verify Captcha and Click **Submit** button to do the final submission for creation of the vendor.



Submission Successful

Your reference number is 0000021809
Your request(s) is under review

Submitted Date	29 Nov 2023 05:33:57
Application Number	0000021809
Trade License/Company Registration Number	234324234
Company Full Name	Smart Solution Corp

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: On submission you will get success message as above.

Information on Submission:

- Upon submission, you will get the Request Number which will be used for future reference till your registration process completion.
- Upon the data verification and approval by DEWA SRM Team you will be receiving mail confirmation from DEWA. Company admin and contact person will be getting separate mail to set password for their account.
- In case of rejection you will receive a notification with rejection reason.
- SRM team will revert the request with clarification comments. You will be able to view the enrollment application from track enrollment and resubmit with required amendments