



حكومة الشارقة
دائرة الأشغال العامة

Government of Sharjah
Department of Public Works

SERVICES guide

Individuals Category
Companies Category
Government Bodies

3rd Edition 2022

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In the Directorate of Public Works, we strongly believe in offering the best to our community. Directorate's strategy is hence based on the implementation and management of state-of-the-art and sustainable infrastructure and buildings with modern specifications. The strategy aims to attract the most important and largest specialized companies and expert houses in the management and implementation of urban projects.

One of our top priorities is to meet various commitments to our customers and highly experienced and efficient employees, as well as working diligently to implement the projects according to their respective schedules, at the highest international standards. Also, we, in the Directorate of Public Works, encourage interactive approach of constructive and continuous dialogue with our customers. Through our vision and the implementation of the provisions of our strategic plan, we are working to provide the best services to our customers..

Ali Saeed Bin Shaheen Al Suwaidi
DPW Chairman
Executive Council Member - Sharjah



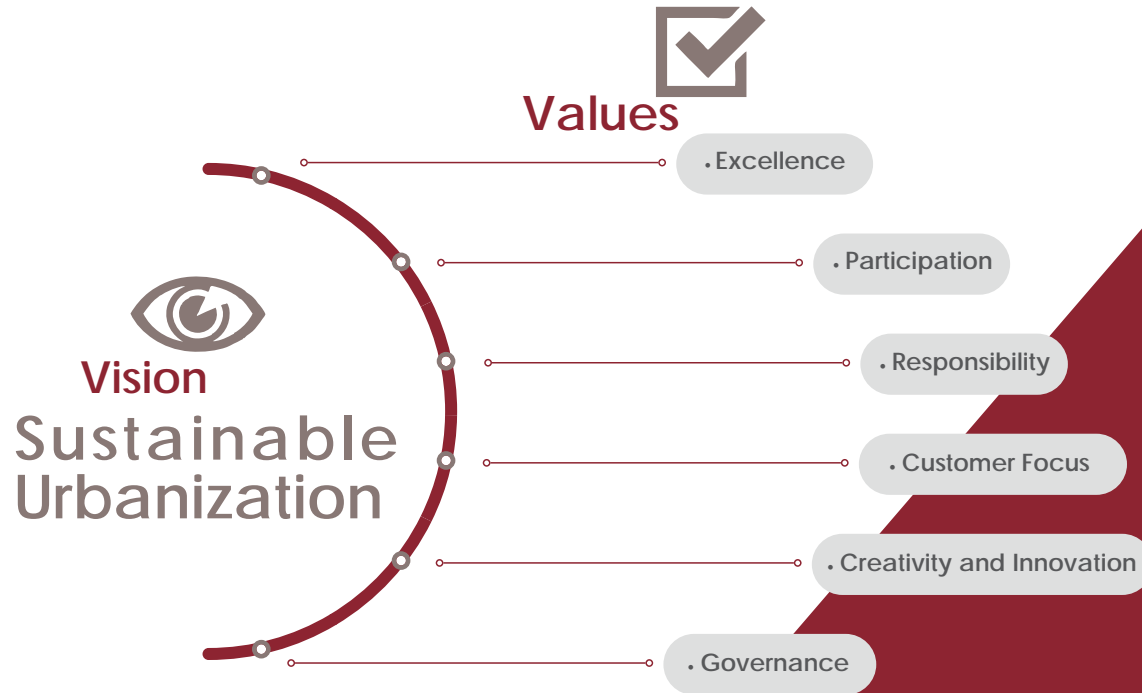


Dear customer,

Directorate of Public Works in Sharjah is pleased to provide you with a guide for its services as we look forward to providing high quality services and transparent, respected and fair interactions, while constantly endeavor to develop and strengthen relationships through providing outstanding service to stakeholders.

Thanks for your precious time taken to read this Customer Services Guide issued by the Directorate. This booklet is designed to provide our customers with the information they need to ensure their applications, requests, queries and follow-ups are completed as quickly as possible and to their complete satisfaction and happiness.

This Guide presents a range of services provided by DPW, which include service channels to facilitate the work for customers. In line with the Customer Happiness Charter, we pledge to ensure happiness for you.



Management and development of urban and public infrastructure projects in accordance with the best standards and practices to meet the ambitions of the Emeriti community through the optimal investment of resources.

Customer Happiness Charter



The Communication channels:



Customer Happiness Center Main branch

Sharjah – Al Nasriyah - Street 2 -
Opposite to Al Nasriyah Garden

Al Dhaid Branch

Central Region - Al Dhaid - Weshah
Street - Next to the Municipality-
Directorate of Town Planning and
Survey - First Floor

Dibba Al Hisn Branch

Dibba Al Hisn area - Al Doub District- Al
Eqd Al Shareef Street next to the Sharia
Court

Kalba Branch

Kalba - Opposite to Kalba Lake - Next
to Human Resources Building.

Khorfakkan Branch

Khorfakkan - Al Mudaifi Area - opposite
to Khorfakkan Sports & Cultural Club



Phone

065165555



Instagram

@dpw_sharjah



E-mail

customers@dpw.sharjah.ae



Twitter

@dpwsharjah



Website

www.dpw.sharjah.ae



Smart APP



Sharjah DPW

Definitions



Service	A series of activities, procedures or processes provided by the Directorate of public work, aiming to meet the needs of customers		Customer Segment The category benefiting from receiving this service, such as the government, individuals and businesses
* Service Category	Procedural Service	Services that meet the transactional needs of the customers	
	Social Service	Services provided by the government for promoting the welfare of the citizens	Service Interdependency The obstacles and requirements that if not available may prevent access to the required service
	Information Service	Services related to the dissemination of information from the governmental center to the beneficiary	
* Service Structure	Main Service	A comprehensive service that includes sub-services and complementary services	Service Requirements Terms and conditions or any documents if not available may prevent access to the required service
	Sub Service	A service that is ancillary to the main services according to the type of customers or the purpose of the service. It's a service that falls under, and cannot be obtained without, the main service	
	Complementary Service	A service that falls under the main services and sub services and cannot be obtained without access to one of them, but other services can be obtained without it	Service Fees Specific fees in order to obtain service
DPW	Stands for Directorate of Public Works		Service Channels The means that ensure communication between the customer and the Directorate for providing the service

Individuals Services

Register New Individual Account



Service	Register New Individual Account	Customer Segment	Citizens
Service Description	A service that enables individual to create a personal account with the Directorate of Public Works through which he/she applies for and follows up various services		
Service Category & Type	Service Category : Main Service Type: Procedural	Service Interdependency with Other Services	Land Settlement
Service Interdependency with Third Parties		N/A	
Service Channels		 Website +  Smart App	
Service Availability	• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none">• Contact the Directorate of Public Works through one of the service delivery channels• Fill in the available service form and attach the required documents• Activate the account via e-mail	Service & document Requirements	<ul style="list-style-type: none">• Copy of the passport• Copy of Emirates ID
Service Application Timings	3.5 minutes	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	Upon activating the account via e-mail		

Land Settlement

Service	Land Settlement	Customer Segment	sharjah Citizens
Service Description	A service provided by DPW to the citizens of Sharjah, including the grading of residential areas in preparation for the construction of their home, in Suyoh 10 to Al Suyoh 15 in sharjah		
Service Category & Type	Service Category : Sub-service Service Type: Social	Service Interdependency with Other Services	Individuals Registration
Service Interdependency with Third Parties	Sharjah Executive Council Sharjah Finance Department (SFD)		
<div>Service Channels</div> <div> Website +  Smart App</div>			
Service Availability	• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none">• Contact the Directorate of Public Works through one of the delivery channels• Fill in the available service form and attach the required documents	Service & document Requirements	<ul style="list-style-type: none">• Copy of land map• Receipt certificate(from Directorate Of TownPlanning and Survey)• Building permit• Copy of housing support
Service Application Timings	5 minutes	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	The time period will be determined after the evaluation of the site		

Companies Services

Company Registration



Service	Company Registration	Customer Segment	Companies (Contractors - Consultants - Suppliers)
Service Description	A service that enables companies to create an account with the Directorate of Public Works to practice the activity according to the permissible regulatory and legal forms, as well as applying for other various services available for companies at the Directorate		
Service Category & Type	Service Category : Main Service Type: Procedural	Service Interdependency with Other Services	N/A
Service Interdependency with Third Parties	N/A		
Service Channels		<div><div></div><div>Website</div></div> <div>+</div> <div><div></div><div>Smart App</div></div>	
Service Availability	• Service is available 7/24 via the smartphone application and the DPW website		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none">• Contact the Directorate of Public Works through one of the service channels• Fill in the service form• Attach the required documents• Pay the fees through the website after approval by the concerned department• Receive the registration certificate via website		

Company Registration

Service & Documents Requirements	<ul style="list-style-type: none">• Registration with Sharjah Finance Department (SFD)• Copy of trade license• Copy of membership of Sharjah Chamber of Commerce and Industry• Copy of the registration certificate in the Commercial Register• Copy of the approved authorization of the signatory authorized to sign transactions under a notarized power of attorney• Copy of the signatures authorization card from the Ministry of Human Resources and Emiratisation (MOHRE)• Balance sheet of the company or the company's bank account statement for three months• Bank account number - IBAN• VAT registration NO.• Standard contract for construction projects			
	Additional requirements of contracting companies:			
	<ul style="list-style-type: none">• List of the employees of the establishment (Ministry of Human Resources and Emiratisation)• List of the construction projects of the company			
	Additional requirements of Consulting Companies:			
	<ul style="list-style-type: none">• General contract of the consultant			
Service Application Timings	Additional requirements of suppliers:			
	<ul style="list-style-type: none">• General contract of the supplier• Copy of approval card issued by SEWA (Only for Electro-mechanic "MEP" companies)			
	Service Fees	Contractor	Payment Method	<ul style="list-style-type: none">• Tahseel Card• Credit card
		AED 2000 / year		
		Consultant		
Time Required to Deliver this Service	Supplier	5 Working day		
	AED 1000 / year			

Companies Services

Company Registration Renewal



Service	Company Registration Renewal	Customer Segment	Companies (Contractors - Consultants - Suppliers)
Service Description	A service that enables a company to renew its account with the Directorate of Public Works to run its business according to the permissible regulatory and legal forms, as well as applying for the other various services available for companies at DPW		
Service Category & Type	Service Category : Sub-service Service Type: Procedural	Service Interdependency with Other Services	Company Registration
Service Interdependency with Third Parties	N/A		
Service Channels		 Website +  Smart App	
Service Availability	• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none">• Contact the Directorate of Public Works through one of the service channels and register with it• Fill in the service form• Attach the required documents• Pay the fees through the website after approval by the concerned department• Receive the renewal certificate via website		

Company Registration Renewal

Service & Documents Requirements	Registration with Sharjah Finance Department (SFD)		
	<ul style="list-style-type: none">• Copy of trade license• Copy of membership of Chamber of Commerce and Industry• Copy of the registration certificate in the Commercial Register• Copy of the approved authorization of the signatory authorized to sign transactions under a notarized power of attorney• Copy of the signatures authorization card from the Ministry of Human Resources and Emiratization (MOHRE)• Balance sheet of the company or the company's bank account statement for three months• Bank account number - IBAN• VAT Registration No.• Standard contract for construction projects		
	Additional requirements of contracting companies:		
	<ul style="list-style-type: none">• List of the employees of the establishment (Ministry of Human Resources and Emiratization)• List of the construction projects of the company		
	Additional requirements of Consulting Companies:		
	<ul style="list-style-type: none">• General contract of the consultant		
	Additional requirements of suppliers:		
	<ul style="list-style-type: none">• General contract of the supplier• Copy of approval card issued by SEWA (Only for Electro-mechanic “MEP” companies)		
Service Application Timings	10 minutes as a minimum	Service Fees Contractor AED 1,000 Consultant AED 500 Supplier AED 500 Fines, if any (in case of delay of the company renewal after the expiry date of registration): Contractor AED 200 / year Consultant AED 100 / year Supplier AED 100 / year	Payment Method <ul style="list-style-type: none">• Tahseel Card• Credit card
Time Required to Deliver this Service	5 Working day		

Companies Services

Passing Financial Dues

Service	Passing Financial Dues	Customer Segment	Companies (Contractors - Consultants - Suppliers)
Service Description	Service provided to companies registered in DPW and have projects with financial entitlements		
Service Category & Type	Service Category : Sub-service Service Type: Procedural	Service Interdependency with Other Services	Company Registration & Registration Renewal
Service Interdependency with Third Parties		<ul style="list-style-type: none">• Sharjah Finance Department (SFD)• The government body concerned with the project	
Service Channels		<div> Website</div> + <div> Smart App</div>	
Service Availability	<ul style="list-style-type: none">• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none">• On DPW's Website, log in using company's account• Select " Payment " to apply for payments• Select " Payment " Type" under registered projects• Provide required details• Save & Print out payment to be signed by DPW's Supervision Engineer & Assigned Consultant, then attached fully-signed payment request as required• Save & Send to receive barcode number		

Passing Financial Dues

Service & Documents Requirements

First Payment for Building Projects (advance payment):

- Copy of the project assignment order
- Copy of the quotation approved by DPW to carry out the project

First Payment:

- Completion ratio approved by the consultant and the supervising engineer of DPW for the payment certificate
- The detailed bill of quantities for the executed work items approved by the consultant / contractor / supplier
- Copy of the commencement order
- A certified photocopy of the project works execution schedule

Progress Payments for Building Projects:

- Completion ratio approved by the consultant and the supervising engineer of the Directorate for the payment certificate
- The detailed bill of quantities for the executed work items approved by the consultant / contractor / supplier
- Copy of the commencement order
- Copy of assignment order of additional works (if any)
- Copy of prepayment certificate approved for the same project

Pre-Final Payment of Building Projects:

- Completion ratio approved by the consultant and the supervising engineer of the Directorate for the payment certificate
- Record of initial handover approved by the beneficiary, consultant and members of the handover committee of the Directorate
- An electronic copy of the plans (as built) approved by (project consultant / design department of the Directorate / supervising engineer at the Directorate)
- Report of delay in the execution of project works (if any) explaining the reasons for the delay with supporting documents
- Copy of assignment order of additional works (if any)
- Copy of payment certificate approved for the same project
- Guarantee certificates and operation manuals for project items

Final Payment for Building Projects:

- Copy of the approved handover record of the project
- Copy of the final handover record approved by the beneficiary, consultant and members of the handover committee from the Directorate
- Copy of the previous payment certificate approved for the same project

Consultant Payment (Design):

- Approval of the application for the payment certificate to the consultant (design fees) by the competent department
- Copy of the last approved payment certificate for the consultant

Consultant Payment (supervision):

- Approval of the application for the certificate of payment to the consultant (supervision fees) by the supervising engineer
- Copy of the last approved payment certificate for the consultant

Service Application
Timings

5 minutes

Service Fees

Free

Payment
Method

N/A

Time Required to
Deliver this Service

5 - 4 Working days

Companies Services

Tenders

Service	Participation in Tenders	Customer Segment	Companies (Contractors - Suppliers)
Service Description	A set of formal procedures aiming at inviting the largest number of qualified bidders to submit their tenders/bids in preparation for selecting the most appropriate financial and technical bid among them		
Service Category & Type	Service Category: Sub-service Service Type: Procedural	Service Interdependency with Other Services	Company Registration
Service Interdependency with Third Parties	Sharjah Finance Departments (SFD)		






Website

Service Channels

Service Availability	<ul style="list-style-type: none"> Service is available 7/24 via DPW website. 		
Procedures and Steps of Obtaining the Service	<ol style="list-style-type: none"> 1. Login to DPW website using the company account 2. Click on (Company Services) then (Tenders) 3. Select the required tender and pay the tender fees online 4. Download the tender documents and tender payment receipt 		
Service & document Requirements	<ul style="list-style-type: none"> Company valid trade license Tender Invitation Letter Registration certificate / renewal of the company's membership with DPW 		
Service Application Timings	5 minutes	Service Fees	according to the regulation
Time Required to Deliver this Service	5 Minutes	Payment Method	Tahseel Card or Vias Card



Government Departments Services

Hotline (Smart maintenance)

Service	Hotline	Customer Segment	Sharjah government departments		
Service Description	A service provided to government departments in Sharjah which is located within the buildings that DPW supervises their maintenance.				
Service Category & Type	Service Category : Main Service Type: Procedural	Service Interdependency with Other Services	Activating the concerned department account		
Service Interdependency with Third Parties	•Government departments				
Service Channels		<div> Website +  Smart App +  Sharjah Contact Center</div>			
Service Availability	• Service is available 7/24 via the smartphone application, DPW website and Sharjah Contact Center via 80080000.				
Procedures and Steps of Obtaining the Service	• Submit the report / maintenance request through one of the service delivery channels available for the service		Service & document Requirements	• The beneficiary shall be one of the local departments government in Sharjah	
Service Application Timings	2 minutes	Service Fees	Free	Payment Method	N/A
Time Required to Deliver this Service	7 working days				

All Categories of Customers (Individuals / Companies / Government Departments)

Transaction Status

Service	Transaction Status	Customer Segment	Individuals / Companies		
Service Description	A service that enables customers to follow up the status of various transactions (under processing, completed...etc.) by entering the bar code				
Service Category & Type	Service Category : Sub-service Service Type: Information	Service Interdependency with Other Services	N/A		
Service Interdependency with Third Parties	N/A				
Service Channels		<div><div></div><div>Website</div></div> <div>+</div> <div><div></div><div>Smart App</div></div>			
Service Availability	• Service is available 7/24 via the smartphone application and DPW website.				
Procedures and Steps of Obtaining the Service	• Contact the Directorate of Public Works through one of the service delivery channels • Enter the bar code	Service & document Requirements	• bar code number		
Service Application Timings	30 seconds	Service Fees	Free	Payment Method	N/A
Time Required to Deliver this Service	30 seconds				

Contact the CEO

Service	Contact the CEO	Customer Segment	Individuals / Government Departments / Companies
Service Description	Receiving any inquiries, suggestions or developments with significant or improving positive impacts on the services provided		
Service Category & Type	Service Category : Main Service Type: Information	Service Interdependency with Other Services	N/A
Service Interdependency with Third Parties	N/A		

Service Channels



Website

+





Smart App

Service Availability	• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none"> • Access via the website or Smartphone application • Enter the required data 	Service & document Requirements	Providing the following data: <ul style="list-style-type: none"> • Customer Name • E-mail • Mobile No. • Details of the complaint or proposal
Service Application Timings	1 minute	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	Depending on the application type		

All Categories of Customers (Individuals / Companies / Government Departments)

Complaints and Suggestions

Service	Complaints and Suggestions	Customer Segment	Individuals / Government Departments / Companies	
Service Description	This service allows customers to submit their complaints regarding DPW services or their suggestions for development			
Service Category & Type	Service Category : Main Service Type: Information	Service Interdependency with Other Services	N/A	
Service Interdependency with Third Parties	N/A			
Service Channels		<div><div></div><div>Website</div></div> <div>+</div> <div><div></div><div>Smart App</div></div>		
Service Availability	• Service is available 7/24 via the smartphone application and DPW website.			
Procedures and Steps of Obtaining the Service	• Contact DPW through one of the service delivery channels. • Entering the required data		Service & document Requirements	Providing the following data: • Customer Name • E-mail • Mobile No. • Details of the Complaint or Suggestion
Service Application Timings	1 minute	Service Fees	Free	Payment Method N/A
Time Required to Deliver this Service	5 working days			

Technical Support Request Service

Service	Technical Support Request Service	Customer Segment	Individuals / Government Departments / Companies
Service Description	Services provided by DPW to support user by answering their inquiries and remarks related to DPW E-procedures and receiving the technical support requests.		
Service Category & Type	Service Category : Sub-service Service Type: procedural	Service Interdependency with Other Services	N/A
Service Interdependency with Third Parties	N/A		

Service Channels



Website

+



Smart App

Service Availability	• Service is available 7/24 via the smartphone application and DPW website.		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none"> • Access via the website or Smartphone application • Enter the required data 	Service & document Requirements	Providing the following data: <ul style="list-style-type: none"> • Customer Name • E-mail • Mobile No. • Details of the complaint or proposal
Service Application Timings	1 minute	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	3 working days		

All Categories of Customers (Individuals / Companies / Government Departments)

Online chat

Service	Online chat	Customer Segment	Individuals / Government Departments / Companies
Service Description	Services that allows the user to communicate in real time with a service provider by using an instant messaging		
Service Category & Type	Service Category : Main Service Type: Information	Service Interdependency with Other Services	N/A
Service Interdependency with Third Parties	N/A		

Service Channels



Website



+ Smart App

Service Availability	Service is available through DPW website and smartphone application during official working hours (Sunday - Thursday, 2:30 - 7:30)		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none"> Contact DPW through one of the service delivery channels. Enter the required data 	Service & document Requirements	Providing the following data: <ul style="list-style-type: none"> Customer Name E-mail Mobile No. Commercial license
Service Application Timings	1 minute	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	1 minute		