



حكومة الشارقة
دائرة الأشغال العامة

Government of Sharjah
Department of Public Works

SERVICES guide

لمعرفة المزيد عنا
To know more about us



Individuals Category
Companies Category
Government Bodies

6th Edition 2023

Table of Contents



• CEO Message	1
• Introduction	3
• Vision	4
• Mission	4
• Values	4
• The Customer Happiness Charter	5
• Definitions	6
Individuals Services	
• Register New Individual	7
• Land grading	8
Companies Services	
• Company Registration	9
• Company Registration Renewal	11
• Passing Financial Dues	13
• Participation in Tenders	15
Government Departments Services	
• Smart Maintenance System	16
Other Services	
• Transaction Status	17
• Contact the CEO	18
• Complaints and Suggestions	19
• Technical Support Request Service	20
• Online chat	21
• Electronic Library	22

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



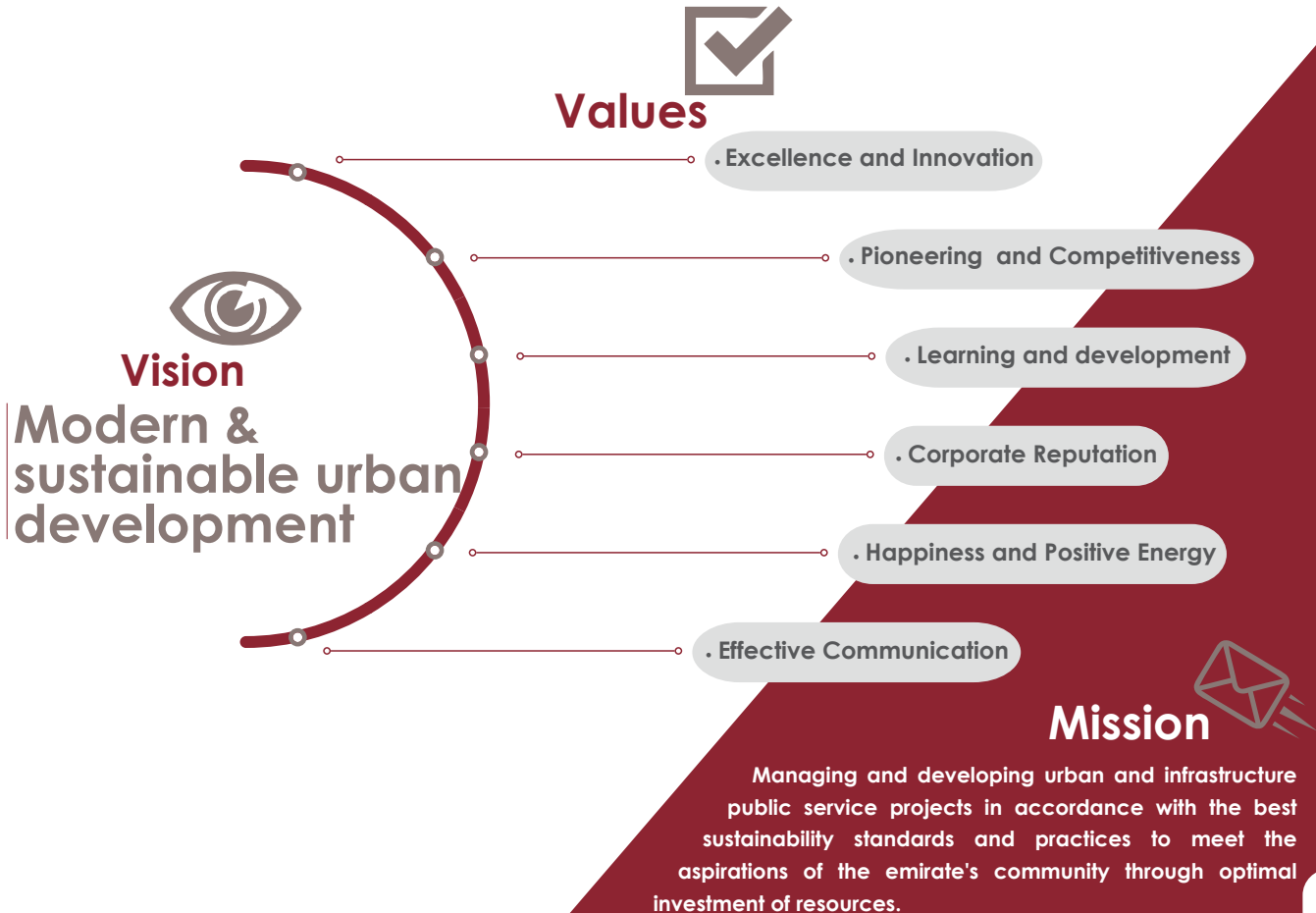


Dear customer,

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.



Customer Happiness Center Charter:

Customer Happiness =

Positive and Proactive Customer	+	Dedicated Entity	+	Proud Employee
				
Help us make you happy		We work to make you happy		We pledge to make you happy

The Communication channels:



Customer Happiness Center Main branch

Sharjah – Al Nasiriyah - Street 2 -
Opposite to Al Nasiriyah 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 &



Phone

065165555



E-mail

customers@dpw.sharjah.ae



Whatsapp

065165555



Website

www.dpw.sharjah.ae



Instagram

@dpw_sharjah



Twitter

@dpwsharjah



Communicate with Chairman

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 of Sharjah
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	N/A
Service Interdependency with Third Parties	N/A		

Service Channels



Website

+






Smart App +



WhatsApp




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"> 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
Time Required to Deliver this Service	Upon activating the account via e-mail		
		Payment Method	

Land Settlement

Service	Land Settlement	Customer Segment	Citizens of Sharjah
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		
Service Category & Type	Service Category : Sub-service Service Type: Social	Service Interdependency with Other Services	register new Individual Account
Service Interdependency with Third Parties	Sharjah Executive Council Sharjah Finance Department (SFD)		
<div><div>Service Channels</div><div><div></div><div>Website</div></div><div>+</div><div><div></div><div>Smart App</div></div><div>+</div><div><div></div><div>WhatsApp</div></div></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 Passport• Copy of UAE ID• Receipt certificate(from Directorate Of TownPlanning and Survey)• Building permit• Copy of housing support
Service Application Timings	5 minutes	Service Fees	Free
Time Required to Deliver this Service	Depends on the cost of business & technical audit from the concerned department		

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> Website +  Smart App +  WhatsApp</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 Emiratization (MOHRE)• Balance sheet of the company or the company's bank account statement for three months• Bank account number - IBAN• VAT registration NO.			
	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			
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		
Supplier	AED 1000 / year			
	Supplier			
	AED 1000 / year			
Time Required to Deliver this Service	5 days			

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 +  WhatsApp	
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. Additional requirements of contracting companies: <ul style="list-style-type: none">• General contract of the contractor• 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	5 minutes as a minimum	Service Fees	Contractor AED 500 Consultant AED 250 Supplier AED 250 <i>Delay of company renewal:</i> Renewal fees x number of years of delay	Payment Method	<ul style="list-style-type: none">• Tahseel Card• Credit card
	Time Required to Deliver this Service	5 days				

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		
<div><div>Service Channels</div><div><div></div><div>Website</div></div><div><div>+</div></div><div><div></div><div>Smart App</div></div><div><div>+</div></div><div><div></div><div>WhatsApp</div></div></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

4-5 Working days

Tenders

Service	Participation in Tenders	Customer Segment	Companies (Contractors - Consultants - Suppliers)
Service Description	A set of formal procedures aiming at inviting the largest number of bidders to submit their tenders/bids in preparation for selecting the most appropriate among them on the basis of the price and material quality		
Service Category & Type	Service Category: Sub-service Service Type: Procedural	Service Interdependency with Other Services	Company Registration/Renwal
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	<ul style="list-style-type: none"> • Visit the department's website and sign in with the company's account • Select (Corporate Services) then (Tenders) • Select the required tender and pay the fees electronically on the site • Download the tender documents and electronic payment receipt from the website 		
Service & document Requirements	<ul style="list-style-type: none"> • Company valid trade license • Participate in the 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	4 Weeks	Payment Method	Tahseel Card

Government Departments Services

Smart Maintenance System

Service	Smart Maintenance System	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></div> <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 provided that beneficiary should have a valid maintenance contract
Service Application Timings	2 minutes	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	7 - 10 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



Website

+



Smart App

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"> Access via the website or Smartphone application Enter the bar code 	Service & document Requirements	<ul style="list-style-type: none"> 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>Instagram + Whatsapp + Smart App + Website + Operator + Twitter</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">• 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 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
Time Required to Deliver this Service	3 working days		
		Payment Method	N/A

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 (Monday - Thursday, 7:30 - 3:30)		
Procedures and Steps of Obtaining the Service	<ul style="list-style-type: none"> • Access via the website or Smartphone application • Click on OMRAN Icon • 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
Time Required to Deliver this Service	1 minute	Payment Method	N/A

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

Electronic library

Service	Electronic library	Customer Segment	Individuals / Government Departments / Companies
Service Description	Services Guide and all the departments forms, including (contract and payment forms, user guide, terms and policies), in order to facilitate work procedures and deal with different departments where all services are monitored and presented in an easy and organized way for the clients of the department		
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	<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"> Contact DPW through one of the service delivery channels. DPW Services 	Service & document Requirements	N/A
Service Application Timings	1 minute	Service Fees	Free
		Payment Method	N/A
Time Required to Deliver this Service	1 minute		