

## Zoning E-services – Registration:

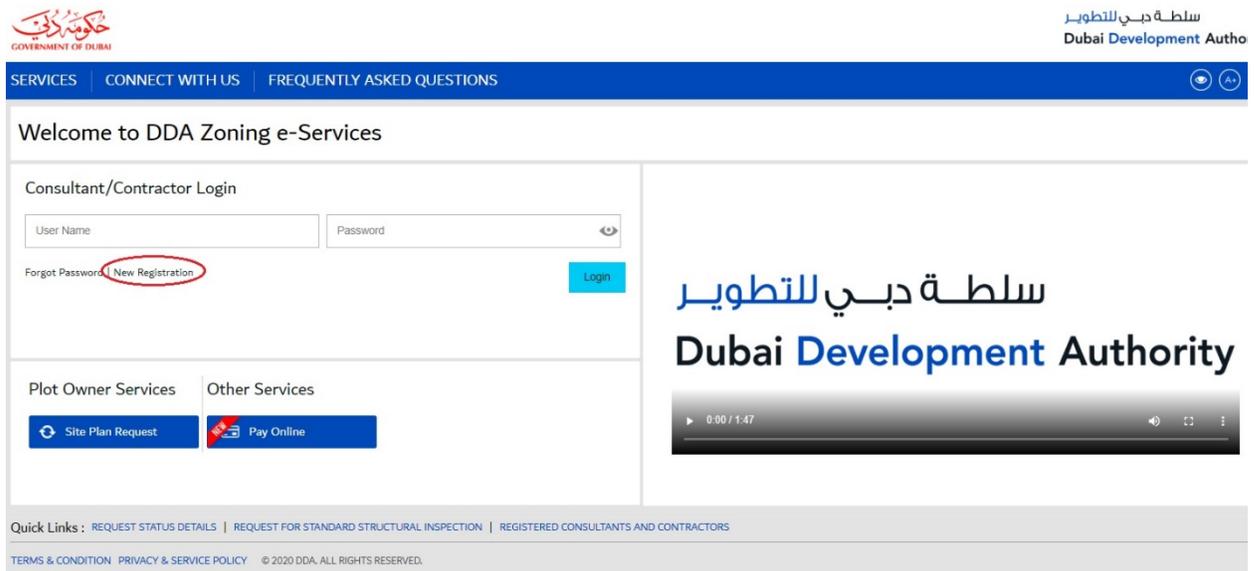
The Dubai Development Authority (DDA) portal is a Web-based application that allows users to login and use the application using the appropriate browser.

To register as Zoning E-services user, please follow the steps out lined below:

### User Registration

The Consulting or Contracting companies holding a valid trade license from Dubai Department of Economic Development (DED) can use the DDA portal to register with the Planning and Building e-Services.

- Access the DDA portal through <https://webzoning.dda.gov.ae>
- Online registration is required for both existing & new companies
- Click on New registration shown below:



The screenshot displays the DDA Zoning e-Services portal. At the top, there is a navigation bar with links for 'SERVICES', 'CONNECT WITH US', and 'FREQUENTLY ASKED QUESTIONS'. The main heading reads 'Welcome to DDA Zoning e-Services'. Below this, there is a 'Consultant/Contractor Login' section with input fields for 'User Name' and 'Password', a 'Forgot Password' link, and a 'New Registration' link (circled in red). A 'Login' button is also present. To the right, there is a large banner for the 'Dubai Development Authority' with Arabic text 'سلطة دبي للتطوير'. Below the banner, there are buttons for 'Plot Owner Services' (Site Plan Request) and 'Other Services' (Pay Online). At the bottom, there are 'Quick Links' for 'REQUEST STATUS DETAILS', 'REQUEST FOR STANDARD STRUCTURAL INSPECTION', and 'REGISTERED CONSULTANTS AND CONTRACTORS'. The footer contains 'TERMS & CONDITION', 'PRIVACY & SERVICE POLICY', and '© 2020 DDA. ALL RIGHTS RESERVED.'

### Registering Your Company

The company can be registered in the DDA portal by completing the following four steps:

1. Entering Company Details
2. Entering the Master User Details
3. Uploading Required Documents
4. Paying Fees

## Entering Company Details:

Select the company type **Consultant** or **Contractor**

**ZONING E-SERVICES**

NEW REGISTRATION

1-Company Details > 2-Master User Details > 3-Upload Required Documents > 4-Pay Fees

Registration is accepted for Consultants, Contractors having a valid trade license issued by DED or DDA.

Type of Company:

Consultant  Contractor

Trade Licence Authority:

Select

Trade Licence No:

Next

Select the **Trade License** issuing Authority from the drop down

**ZONING E-SERVICES**

NEW REGISTRATION

1-Company Details > 2-Master User Details > 3-Upload Required Documents > 4-Pay Fees

Registration is accepted for Consultants, Contractors having a valid trade license issued by DED or DDA.

Type of Company:

Consultant  Contractor

Trade Licence Authority:

Select

Select

Dubai Development Authority (DDA)

Dubai - Department of Economic Development (DED)

Next

Enter trade license number and license expiry date

## ZONING E-SERVICES

NEW REGISTRATION

1-Company Details > 2-Master User Details > 3-Upload Required Documents > 4-Pay Fees

Registration is accepted for Consultants, Contractors having a valid trade license issued by DED or DDA.

Type of Company:  
 Consultant  Contractor

Trade Licence Authority:  
Dubai - Department of Economic Development (DED)

Trade Licence No:

Licence Expiry:

Activity Code for DED / Activity for DDA:  
Select Here

Next

In the **Activity Code for DED / Activity for DDA** field, select the activity as mentioned in the license. Multiple activities can be selected from the list. The list can be filtered by typing in a few characters of the activity code or name in the textbox

NEW REGISTRATION

1-Company Details > 2-Master User Details > 3-Upload Required Documents > 4-Pay Fees

Registration is accepted for Consultants, Contractors, Master Developers having a valid trade license issued by DED or DCCA.

Type of Company:  
 Consultant  Contractor

Trade Licence Authority:  
Dubai - Department of Economic Development (DED)

Trade Licence No:  
711592

Licence Expiry:  
07-Jun-2019

Activity Code for DED / Activity for DCCA:  
Contr  
 4520-01 Building Contracting  
 4520-02 Road Marking Contracting  
 4520-09 Road Contracting  
 4520-10 Sewage & Drainage Contracting

Top

Click **Next**. The system will display a table of the selected DED Activities mapped to the corresponding DDA Category. The documents required to be attached will be displayed based on the selected activities (example: Dubai Municipality Pre-Qualification Certificate, and/or Dubai Land Department Registration Certificate).

Enter inputs for the following fields:

Registration is accepted for Consultants, Contractors, Master Developers having a valid trade license issued by DED or DCCA.

Type of Company:  
 Consultant  Contractor

Trade Licence Authority:  
Dubai - Department of Economic Development (DED)

Trade Licence No:  
711592

Licence Expiry:  
07-Jun-2019

DED Activity	DCCA Category
4520-01 Building Contracting	Building-G+1
4520-01 Building Contracting	Building-G+4
4520-01 Building Contracting	Building-G+12
4520-01 Building Contracting	Building-Unlimited
★ 4520-09 Road Contracting	Infrastructure-Contracting
★ 4510-05 Piling & Foundation Contracting	Specialize-Enabling (Shoring & Piling)

\*Require Pre-Qualification certificate from Dubai Municipality

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Service Fee

Registration Fee:	250
Knowledge Dirham:	10
Innovation Dirham:	10
<b>Total (AED)</b>	<b>270</b>

Company Name(English):  
Company Name(Arabic):  
PO Box No:  
City:  
Office Phone No:  
+971 - 4 -  
Email ID:

**Note:** If there is an error in the input, the system will display relevant error message against the input field which must be corrected

On entering all the mandatory fields, click **Next**. The Master User Details page will be displayed.

### Entering Master User Details:

Enter master user details on this page. Master user of the company is the sole admin of the company account and can apply for services on behalf of the company. The Master User can also create sub-users, make payments and manage the company contacts.

On the Master User Details page, enter inputs for all the provided fields:

- **First Name & Last Name**
- Designation
- Nationality
- **Emirates ID No. & Expiry date**
- Email ID (This will be your login ID)
- Mobile No.

1- Company Details > 2- Master User Details > 3- Upload Required Documents > 4- Pay Fees

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Delegated Master User by the company will have a full access to apply for eServices and to add or remove users from the company with limited access.

Mandatory Fields

First Name:

Last Name:

Designation:

Nationality:

Emirates ID No:  -  -  -

ID Expiry:

Email ID (This will be your login ID):

Mobile No: +971 -  -

Gender:  Male  Female

BACK NEXT

Service Fee	
Registration Fee	250
Knowledge Dirham	10
Innovation Dirham	10
<b>Total (AED)</b>	<b>270</b>

In the **Gender** field, select the gender and Click **Next**.

### Uploading Required Documents:

On the Upload Required Documents page, attach relevant documents against each type. If there are more than one document under each type it must be added together

1- Company Details > 2- Master User Details > 3- Upload Required Documents > 4- Pay Fees

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DDA reserves the right to verify the original documents or ask for more documents.  
File name should NOT contain any of the following characters: | @ # \$ % ^ & \* ( ) + = { [ ] \ ; : ' " < > ? /

Max size : 5 mb/file  
Download Master User Delegation of Authority template

Required documents to be uploaded

Document Type	File Name	Size	Status
★ Copy of Master User valid Emirates ID (back and front)	<a href="#">Attach File</a>		
★ Master User Delegation of Authority (to be printed in company letterhead, refer to the above link to download the template)	<a href="#">Attach File</a>		
Company Logo	<a href="#">Attach File</a>		
★ Copy of Valid Trade License	<a href="#">Attach File</a>		
<b>Total</b>		<b>0.00 MB</b>	

I hereby acknowledge that I have read and understood all the terms and conditions as provided in the attached link and confirm to abide by all the terms and conditions.

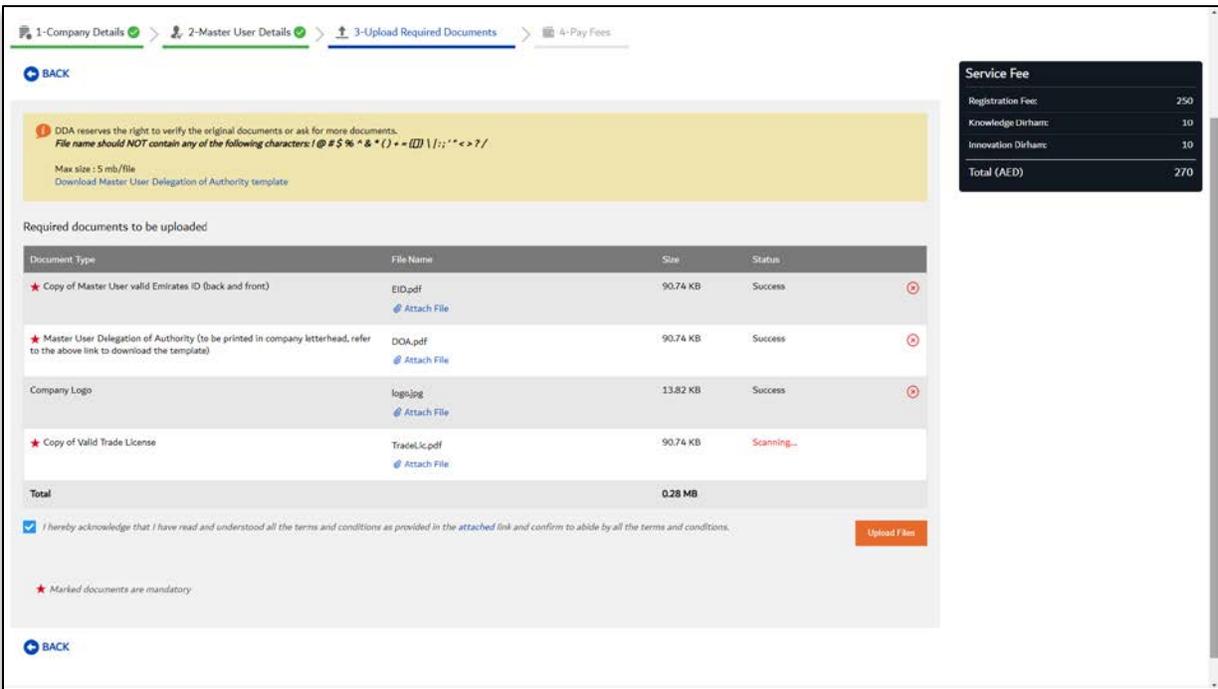
[Upload Files](#)

★ Marked documents are mandatory.

BACK

Service Fee	
Registration Fee	250
Knowledge Dirham	10
Innovation Dirham	10
<b>Total (AED)</b>	<b>270</b>

**Note:** Once all documents are attached, the system checks the documents for security and size. If the document is appropriate as per the requirement, then its status is displayed as 'Success'.

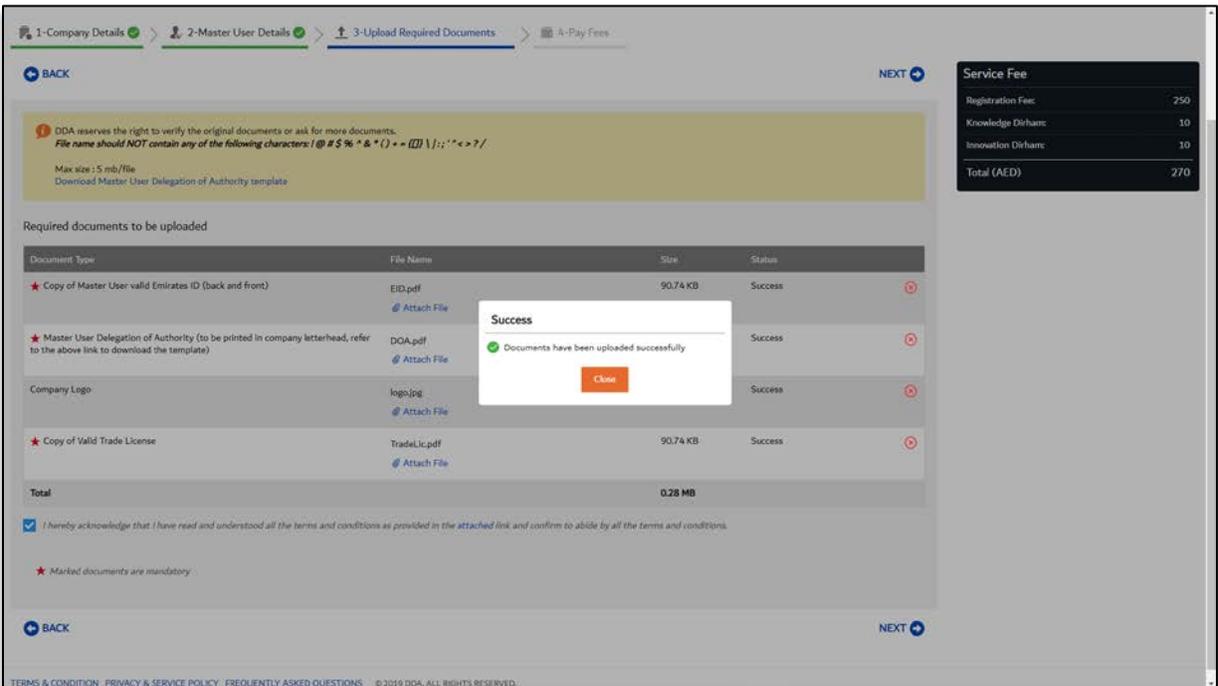


Individual files can be deleted or replaced, if required. Every time a file is replaced, security scan is carried out and Upload Files button is enabled.

Select the checkbox to accept the terms & conditions

Click **Upload Files** to upload all the files.

Click **Close** when the **Documents uploaded successfully** message is displayed.



## Pay Fees

The applicant is required to pay the fee as indicated in the **Service Fee** area on the right-hand side of the page. (An annual fee will be payable on registration and will be required to renew the registration every year). The registration request will be processed only on receipt of the service fee.

**Note:** If the company is already registered and registration is active, there is no need to pay any fee during registration.

The applicant has two options for payment:

- Pay Online (is recommended)
- Pay at counter or Pay Offline

The screenshot shows the '4-Pay Fees' step in a registration process. It offers two payment methods: online and in-person at a counter. The online options include Credit Card (VISA, MasterCard, American Express, Discover), EdirhamG2, Direct Debit, and One Click Pay. The in-person options include a note that the registration process will be on hold until the fee is paid, a warning to pay within 7 working days to avoid cancellation, and a link to see payment locations. A 'Pay At Counter' button is visible. A 'Service Fee' table is shown on the right.

Service Fee	
Registration Fee:	250
Knowledge Dirham:	10
Innovation Dirham:	10
<b>Total (AED)</b>	<b>270</b>

## Paying at counter

You can choose to pay in person at the Customer Service Counter. The Payment Pending page with tracking number and payment voucher is displayed.

The registration process will be kept on hold till the fee is paid. To avoid cancellation of the request, you need to pay within 7 working days.

The screenshot shows the 'Payment Pending' page for a new registration. It displays the tracking number CCRS-007049 and provides contact information for registration@dcca.gov.ae. The page also includes the same service fee summary table as seen in the previous screenshot.

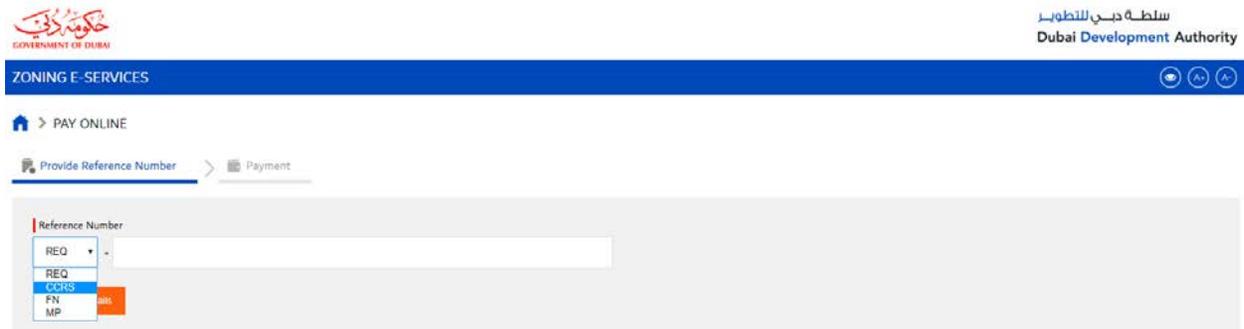
Service Fee	
Registration Fee:	250
Knowledge Dirham:	10
Innovation Dirham:	10
<b>Total (AED)</b>	<b>270</b>

In case counter payment option has been selected still online payment is possible through the main page-**other services**.

Click pay online option



Choose CCRS in the drop down menu and add the CCRS number to make the payment



**Note:** for all method of payment, an email notification will be sent to Company email as well delegated Master User.

## Online Payment

At **Pay Online** option, click **Pay Now** to make online payment. You will be redirected to the **Dubai ePay Payment Gateway**.

Make payment using any of the following payment modes:

- Credit Card
- E-Dirham
- Direct Debit
- OneClick Pay
- Noqodi

The screenshot displays the DubaiPay online payment gateway interface. At the top, there are logos for 'دبي الذكية SMART DUBAI' and 'smart dubai حكومة دبي الدّية gov'. The main heading is 'DubaiPay MIDDLE EAST LEADING GATEWAY'. Below this, the interface is divided into three main sections:

- Transaction Information:** Shows 'Service Provider: Dubai Development Authority', 'Service: Online Service', 'SP Transaction No: 184220575971438531', and 'Amount: [input] AED'.
- Payment Method:** Lists five options with radio buttons: 'VISA Credit Card', 'EdirhamG2', 'BANK Direct Debit', 'One OneClick Pay', and 'Noqodi'.
- Contact Information:** Includes 'Email Address' and 'Mobile Number' input fields, and a link '(Add Another Contact)'. Below this is a checkbox for 'I have read the warning and understood the consequences'.

At the bottom right, there is a 'Total Amount: [input] AED' field and 'Cancel' and 'Pay' buttons. A footer contains a phone icon and the text 'For Inquiries Call AskDubai 6005 6 0000 على الرقم "دبي" على الترميز 6005 6 0000'.

**Note:** A notification will be received whether the payment is successful or failed due to certain reason.

Once the payment is successful, the DDA registration confirmation page with a tracking number is displayed.

## Logging in to DDA Zoning e-Services:

Upon approval of the registration, an email notification with the user name (email Id of the master user) and reset password link will be provided.

سطة دبي للتطوير  
Dubai Development Authority

SERVICES | CONNECT WITH US | FREQUENTLY ASKED QUESTIONS

Welcome to DDA Zoning e-Services

Consultant/Contractor Login

User Name  Password

Forgot Password | New Registration [Login](#)

Plot Owner Services [Site Plan Request](#) Other Services [Pay Online](#)

سطة دبي للتطوير  
Dubai Development Authority

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Quick Links : [REQUEST STATUS DETAILS](#) | [REQUEST FOR STANDARD STRUCTURAL INSPECTION](#) | [REGISTERED CONSULTANTS AND CONTRACTORS](#)

TERMS & CONDITION | [PRIVACY & SERVICE POLICY](#) | © 2020 DDA. ALL RIGHTS RESERVED.

Enter your registered email address in the **User Name** textbox.

Enter password in the **Password** textbox after resetting the password through the provided link

Click **Login** to log in to the DDA portal.

**Note:** There is an option available to reset the password (forget Password).