

Technical Guide

**COMPREHENSIVE GUIDELINE FOR CERTIFICATION & QUALITY
CONTROL OF PRODUCTS SECTION SERVICES- CERTIFICATION
SCHEMES (FACTORY ASSESSMENT OR TYPE 5, BATCH CERTIFICATION-
TYPE 1 OR TYPE 2) AND REGISTRATION OF SUPPLIERS**

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FOREWORD

SCOPE

The guideline defines the requirements and procedures for the certification and quality control of products under the Dubai Municipality (DM) Certification Body schemes for **Batch Certification (Type 1 and Type 2)** and **Factory Assessment Certification (Type 5)**. It also establishes the requirements for the registration of suppliers of steel products and Solar Water Heating Systems (SWHS) certified under the applicable schemes.

The guideline is issued by the **Dubai Central Laboratory Department – Certification and Quality Control of Products Section (DM-DCLD-CQPS)** and aims to ensure that certified products consistently meet the applicable technical, quality, and regulatory requirements.

This guideline applies to the following certification activities:

- **Batch Certification – Type 1:** Certification of specific batches of products in accordance with on the applicable requirements.
- **Batch Certification – Type 2:** Certification of concrete block batches in accordance with the applicable requirements.
- **Factory Assessment Certification – Type 5:** Certification of regulated products and products voluntarily submitted for certification, based on an assessment of the manufacturer's production facilities, quality management system, production processes, and product conformity.
- **Supplier Registration:** Registration of suppliers providing DM-DCLD-CQPS certified steel products and Solar Water Heating Systems (SWHS) certified under the Factory Assessment (Type 5) scheme.

For the purpose of supplier registration, **steel products include**, but are not limited to:

- Steel bars and coils;
- PC wire strands;
- Steel couplers - mechanical splices;
- Steel wires and mesh; and
- Other steel products used for the reinforcement of concrete.

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The provisions of this guideline apply to all clients and suppliers who:

- Apply for product certification under the applicable Dubai Municipality certification schemes;
- Maintain valid product certification;
- Request an extension or modification of their existing certification scope;
- Apply for registration as suppliers of products certified by the Dubai Central Laboratory Department – Certification and Quality Control of Products Section (DCLD-CQPS); or
- Maintain their supplier registration in accordance with the applicable requirements.

Clients and suppliers shall comply with all relevant requirements of this guideline, applicable technical regulations and standards, and any additional requirements specified by DM-DCLD-CQPS as part of the certification or supplier registration process.

The requirements of this guideline shall be applied throughout the certification lifecycle, from the initial application and assessment through certification, surveillance or quality control activities, renewal, scope extension or reduction, and continued maintenance of certification or supplier registration.

1. INTRODUCTION

This Comprehensive Guideline for Certification & Quality Control of Product Section certification services has been developed to establish a unified, structured, and consistent framework for the certification of specific batch of products under Batch Certification Scheme (Type 1 & Type 2), the certification of the regulated products and products voluntarily submitted for certification and their manufacturing facilities under Factory Assessment Scheme (Type 5) , the registration of the suppliers of the certified steel products and Solar Water Heating Systems (SWHS), and the verification of compliance with applicable Dubai Municipality regulations, approved standards, and relevant technical requirements.

The guideline provides a clear framework for assessing and verifying compliance with applicable **Dubai Municipality regulations, approved standards, technical requirements, and conformity assessment criteria**. It is intended to ensure that manufacturers, suppliers, and other relevant parties understand the requirements and processes applicable to obtaining and maintaining certification and supplier registration.

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The guideline defines the procedures, requirements, and evaluation criteria for the certification and registration process, including where applicable:

- Submission and review of certification or registration applications;
- Review and evaluation of technical and supporting documentation;
- Factory assessment and audits;
- Sampling and product testing;
- Evaluation of test results and conformity with applicable requirements;
- Surveillance and follow-up activities to verify continued conformity;
- Issuance, maintenance, renewal, suspension, or withdrawal of certification, as applicable; and
- Initial and renewal of supplier registration, including verification of continued compliance.

The guideline is intended for manufacturers, suppliers, applicants, and other relevant stakeholders seeking certification or supplier registration to supply applicable products within the Emirate of Dubai. It provides a clear and consistent approach to the evaluation of products, manufacturing facilities, and suppliers, while defining the responsibilities and requirements throughout the certification and registration lifecycle.

Through the effective implementation of this guideline, DCLD-CQPS aims to safeguard the quality, safety, reliability, and conformity of products placed on the market, while promoting regulatory compliance, transparency, consistency, and confidence in the certification and supplier registration processes.

This document serves as an official reference for the implementation of Batch Certification (Type 1 and Type 2), Factory Assessment Certification (Type 5), and supplier registration activities. It is intended to support a systematic, efficient, and transparent certification process and to ensure that certified products and registered suppliers continue to meet the applicable performance, safety, quality, and regulatory requirements throughout the validity of the certification or registration.

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2. PURPOSE OF THIS GUIDE

This guideline has been developed to establish a comprehensive and standardized framework for the certification and quality control of products under Product Section Services.

It aims to ensure that all suppliers, manufacturers and users of the regulated products are properly guided to be certified with DM-DCLD-CQPS and meet the applicable technical standards, safety regulations, and quality benchmarks set by Dubai Municipality.

This guide is intended to assist applicants in understanding the certification and registration process, including documentation requirements, conformity procedures, and other defined and required obligations. By providing clear guidance, Dubai Municipality seeks to facilitate a transparent, efficient, and consistent certification and registration process for all stakeholders.

Furthermore, this guideline is intended to enhance transparency, improve the efficiency and effectiveness of certification and registration activities, and ensure that products placed on the market meet the required safety, performance, and quality requirements, in alignment with local regulations and recognized international standards.

3. INTENDED PARTY

This guideline is applicable to all parties involved in the certification and registration process under Product Section Services.

The provisions of this guideline shall apply to, but are not limited to, the following:

- **Manufacturers and factory management**, responsible for obtaining certification and maintaining compliance with applicable standards and regulatory requirements.
- **Suppliers and product owners**, responsible for ensuring that products comply with relevant technical specifications and quality requirements.
- **Quality assurance and quality control personnel**, responsible for the implementation, monitoring, and control of production and testing processes.
- **Certification bodies and factory assessors**, responsible for conducting audits, inspections, and conformity assessment activities in accordance with the approved procedures.
- **Regulatory authorities and government entities**, responsible for overseeing product compliance, safety, and market surveillance activities.
- **Technical consultants and industry professionals**, supporting manufacturers in achieving and maintaining compliance with certification requirements.

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This guideline shall serve as the official reference for defining the roles and responsibilities of all relevant parties, thereby ensuring a consistent, transparent, and efficient certification and registration process.

Link from dm website to the list of mandatory / voluntary products

[Factory Assessment](#)

[Block Batch Certification](#)

[Type 1 Product Certification](#)

Link from DM website for the list of certified products

[List of Certified Products under Type 1](#)

[List of Certified products Under the Factory Assessment Scheme](#)

[Certified Products](#)

4. GENERAL PROVISIONS

This guideline establishes the general principles and requirements governing the certification and quality control of products under product certification section services. All activities related to certification, inspection, registration and surveillance shall be conducted in accordance with the applicable standards, regulatory requirements, and approved procedures.

All applicants shall provide accurate, complete, and up-to-date information throughout the certification and registration process.

All information obtained during the certification and registration process shall be treated with confidentiality and used solely for the purpose of evaluation, assessment and compliance verification, unless disclosure is required by regulatory authorities.

This guideline shall be applied in conjunction with relevant local regulations and international standards and may be updated periodically to reflect changes in regulatory, technical, or industry requirements.

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5. DEFINITIONS

DM – DUBAI MUNICIPALITY

DCLD – DUBAI CENTRAL LABORATORY DEPARTMENT

CQPS – CERTIFICATION AND QUALITY CONTROL OF PRODUCTS SECTION

Service Owner: Dubai Central Laboratory Department-Certification and Quality Control of Products Section

Regulatory Authority: Dubai Municipality

Certification: Formal recognition that a product or manufacturing process complies with specified standards and requirements.

Registration: The formal process by which a supplier is evaluated and approved for inclusion in the applicable supplier registration scheme.

Applicant: The entity applying for certification of a product or manufacturing facility and registration as a supplier of the certified product.

Manufacturer: The organization responsible for producing the product within a controlled facility.

Quality Management System (QMS): A structured system of policies, processes, and procedures required for planning and execution in core business areas, typically aligned with ISO 9001 principles.

Scope of Certification: The defined range of products, processes, or activities covered under a certification.

Technical Specification: A documented requirement that defines product characteristics, performance criteria, or testing methods.

6. HOW TO USE THIS GUIDE

This guide has been designed to help applicants easily understand and navigate the certification and registration services. It provides a structured approach to ensure users can identify the correct service, follow the required steps, and complete their applications efficiently.

6.1 Service Categorization

6.1.1 Batch Certification (Type 1 and Type 2)

Services in this guide are categorized into two main products:

- **Steel Products:** (Steel Bars in straight bars and in coils, Pre-stressed Concrete Wire Strands-PCWS, Steel Couplers/Mechanical Splices, Steel Wire Mesh, among others)
This service applies to suppliers of **DCL-certified steel products** covered by the Factory Assessment Scheme (Type 5). Registration must be obtained prior to the commercial distribution of these products within the Emirate of Dubai.

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▪ **Solar Collectors / Solar Water Heating Systems:**

This service applies to suppliers of **DCL-certified Solar Collectors / Solar Water Heating Systems** covered by the Factory Assessment Scheme (Type 5). Registration must be obtained prior to the commercial distribution of these products within the Emirate of Dubai.

The above information clearly identifies the products covered by this requirement and indicates when supplier registration is necessary, helping applicants choose the correct registration pathway and reducing submission errors.

6.1.2 Factory Assessment Certification (Type 5)

Services in this guide are categorized as the most comprehensive type of product certification and registration.

7. SYMBOLS, ICONS, AND FORMATTING

To enhance usability and clarity, the guide uses consistent formatting and visual indicators:

- **Bold text:** Highlights key requirements or important instructions
- **Bullet points:** Present steps and conditions in a clear and simple format
- **Numbered steps:** Indicate the sequence of actions required to complete a service
- **Notes / Tips:** Provide additional guidance to avoid common mistakes or delays
- **Screenshots:**

8. SERVICE INFORMATION

8.1 Service Code

8.1.1 As per Dubai Municipality service catalog -**3043**

Certification of Conformity as Batch Certification (TYPE 1 and TYPE 2).

8.1.2 As per Dubai Municipality service catalog -**2985**

Certification of Conformity as Factory Assessment (TYPE 5).

8.1.3 As per Dubai Municipality service catalog -**4177**

Certification of Registration as Suppliers of Steel Products and Solar Water Heating Systems.

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8.2 Service Name

Service Code

(As per Dubai Municipality service catalog)-**3043**

8.2.1 CERTIFICATE OF CONFORMITY AS PER BATCH CERTIFICATION (TYPE 1 & TYPE 2)

This guide has been designed to help applicants easily understand and navigate the certification services for **Type 1 products and Type 2 (concrete block batches)**. It provides a structured approach to ensure users can identify the correct service, follow the required steps, and complete their applications efficiently.

Certificate of Conformity for a Specific Batch of Product

Obtain a Certificate of Conformity for a specific batch of concrete blocks (Type 2) or other Type 1 products, after testing the sample in an accredited laboratory and confirming its compliance with the approved standard specifications.

Eligibility Criteria: Building materials traders and manufacturers

You can apply through:

Dubai Municipality website: www.dm.gov.ae

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=3043>

Email for Type 1 and Block Batch products: certification@dm.gov.ae

Follow these simple steps:

I. Website

➤ Type 1 products:

- Log in to Dubai Municipality website using your username and password, or UAE Pass.
<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=3043>
- Upload the documents and submit the application.
- Pay the initial fees.
- Receive and assist the Dubai Central Laboratory Department (DM-DCLD-CQPS) assigned employees to check, verify, select, collect and identify samples from the specified location, depending on your (applicant) readiness, and send them to one of the DM-DCLD-CQPS approved laboratories.
- Pay the final fees.
- Receive the certificate of conformity by email, within 2 working days from the payment date.

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II. Email

➤ **Type 1 products (only pre-engineered steel structure):**

- a. Send an email to certification@dm.gov.ae.
- b. Attach the documents and submit the application.
- c. Pay the initial fees.
- d. Receive and assist Dubai Central Laboratory Department (DM-DCLD-CQPS) assigned employees to check, verify, select, collect and identify samples from the specified location, depending on your (applicant) readiness, and send them to one of the DM-DCLD-CQPS approved laboratories, within 1 working day from receiving the specific batch of blocks application.
- e. Pay the final fees.
- f. Receive the certificate of conformity by email, within 2 working days from the payment date.

➤ **Batches of concrete blocks (Type 2)**

- a. Log in to Dubai Municipality website using your username and password, or UAE Pass.
<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=3043>
- b. Upload the documents and submit the application.
- c. Receive and assist Dubai Central Laboratory Department (DM-DCLD-CQPS) assigned employee/s to check, verify, select, collect and identify samples from the specified location, depending on your (applicant) readiness, and send them to one of the DM-DCLD-CQPS approved laboratories, within 1 working day from receiving the specific batch of blocks application.
- d. Pay the fees.
- e. Receive the certificate of conformity by email, within 1 working day from receiving the test report.

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III. Detailed Application Process:

Required Documents

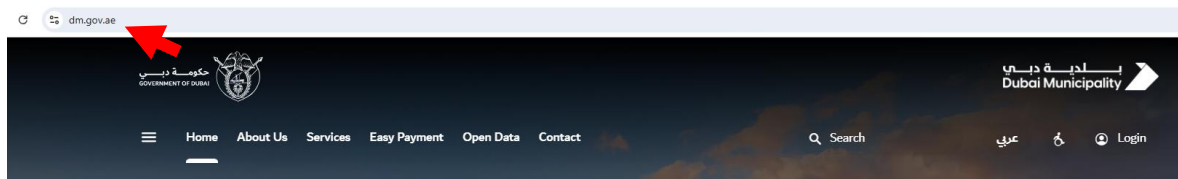
Table format recommended

Document Name	Description	Format	Mandatory (Yes/No)
Technical Data Sheet (TDS)	is a document provided by a manufacturer that contains detailed technical information about a product, including its specifications, performance, and application guidelines	PDF	Yes
Industrial or Trade License	is an official permit issued by a local municipal authority that allows a business to legally operate within a specific area.	PDF	Yes

8.2.1.1 Online Application (Step by Step Guide)

Step 1: Create / Log in to Account

- **Portal Name:** Dubai Municipality Smart Services Portal (See above)



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- **Access Method:**
 - UAE Pass (recommended)
 - Registered username and password

Login

Login with UAE PASS

OR

Username*

Enter username

Password*

Enter password

[Forgot username or password ?](#)

Login Create Account ▾

[? User manual](#)

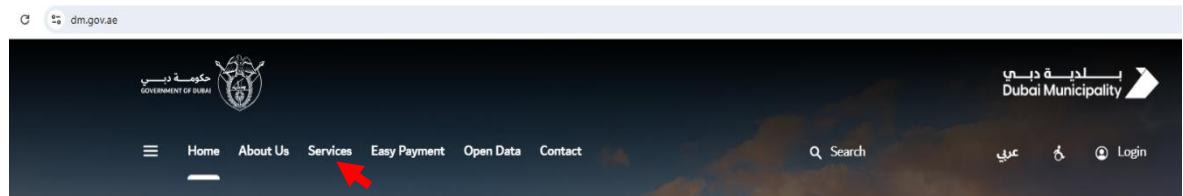
- **Registration Requirements (for new users):**
 - Valid email address
 - Mobile number (UAE-based preferred)
 - Trade license details (for companies)
- **Verification Process:**
 - One-Time Password (OTP) sent via SMS and/or email
 - Account activation required before accessing services

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Step 2: Select Service

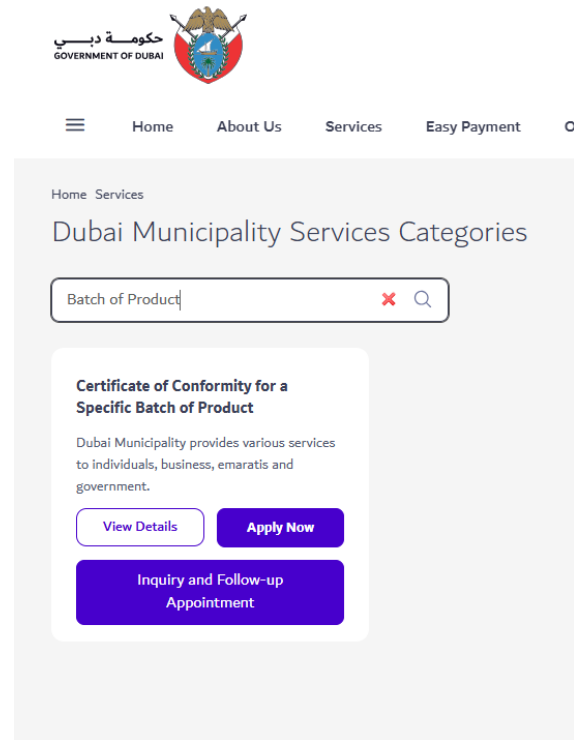
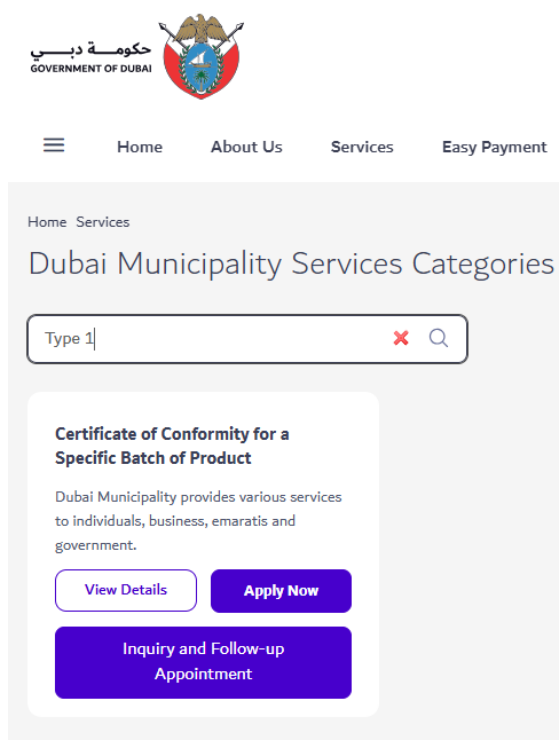
- **Navigation Path:**

Services → Dubai Central Laboratory → Product Certification & Quality Control → Select Service



- **Service Selection:**

- *Type 1:* Batch Certificate of Conformity – Type 1 Products
- *Type 2:* Certificate of Conformity – Concrete Block Batches



- **Search Tips:**

- Use keywords such as: ***“Type 1”, “Concrete Blocks”, “Batch CoC”***
- Filter by **service category** or **department (DCL)**

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Step 3: Fill Application Form

- **Required Fields Include:**
 - Applicant details (company name, contact person)
 - Trade license number and validity
 - Product details (type, description, specifications)
 - Batch details (quantity, production date, location)
 - Testing laboratory details (if applicable)
- **Mandatory vs Optional Fields:**
 - Mandatory fields are marked with (*)
 - Application cannot proceed without completing mandatory fields
- **Common Errors to Avoid:**
 - Incorrect or expired trade license details
 - Mismatch between product description and attached documents
 - Missing batch information (especially for Type 2)
 - Incorrect email or contact details

Step 4: Upload Documents

- **Required Documents May Include:**
 - Technical Data Sheet (TDS)
 - Trade License
 - Test Reports (from approved/accredited laboratories)
 - Additional supporting documents (if requested)
- **File Size Limits:**
 - Typically, up to **5–10 MB per file** (as per portal limits)
- **Accepted Formats:**
 - PDF (preferred)
 - JPG / PNG (for scanned documents if allowed)
- **Naming Conventions (Recommended):**
 - Example: *CompanyName_TDS_ProductName.pdf*
 - Avoid special characters or long file names

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- **Common Upload Issues:**
 - Unclear scans
 - Wrong document uploaded in incorrect field
 - Exceeding file size limits

Step 5: Review Application

- Before submission, carefully verify the following:
 - All mandatory fields are completed
 - Product and batch details are accurate
 - Uploaded documents match the application data
 - Correct service type selected (Type 1 vs Type 2)
 - Contact details are valid and active

 Incorrect or incomplete applications may lead to delays or rejection

Step 6: Payment (If Applicable)

- **Fees:**
 - As per Dubai Municipality approved fee structure
 - May include initial and/or final payment (mainly for Type 1)
- **Payment Methods:**
 - Credit / Debit Card
 - Payment gateway (**DM Quick Pay or through any Al Ansari Branches**)

To proceed with the payment, use the payment method through the link below:

<https://www.dm.gov.ae/easy-payments/>

Alternatively, payment using any of the payment options provided on the table below:

Dubai Municipality Website	Dubai Municipality App	Noqoudi App
Dubai Now	Lulu Exchange	Al Ansari Exchange

- **Important Notes:**
 - For **Type 1**, payment may be split into initial and final stages
 - For **Type 2 (Concrete Blocks)**, payment is typically processed in one stage

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- **Refund Policy:**

- Fees are generally non-refundable once application processing has started
- Exceptions are subject to Dubai Municipality regulations

Step 7: Submit Application

- Click “**Submit**” after completing all steps
- **Confirmation Message:**
 - A successful message will appear on the screen confirming submission
- **Reference Number:**
 - A unique application/reference number will be generated
 - This number should be saved for tracking and follow-up
- **Post-Submission Process:**
 - Application review by Dubai Central Laboratory
 - Sample collection scheduling (if required)
 - Testing and evaluation
 - Certificate issuance upon approval

Important Notes for Applicants

- **Type 1 Services:**

May involve more detailed review and multiple payment stages
- **Type 2 (Concrete Block Batches):**

Faster processing, frequent applications, and rapid sample collection aligned with production

FEES AND PROCESSING TIME

Fees

- <https://www.dm.gov.ae/documents/3043-fee-structure-for-type-1-certification-scheme/>
- <https://www.dm.gov.ae/documents/3043-fee-structure-for-dm-third-party-certification-scheme-by-batch-testing/>

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Service Completion

Certificate of conformity for a specific batch of block products: within 1 working day of receiving the test report

Type 1 certificate of conformity: within 2 working days from the date of final payment

APPROVAL, REJECTION & NEXT STEPS

This section outlines the possible outcomes of the application process for both **Type 1 products** and **Type 2 (Concrete Block Batches)**, along with the required actions for each case.

If Approved

How Results Are Delivered

- The **Certificate of Conformity (CoC)** is issued electronically via:
 - Registered email address
 - Dubai Municipality portal (downloadable copy)
- Applicants will receive a notification once the certificate is issued.
- The certificate includes:
 - Product and batch details
 - Applicable standards
 - Confirmation of compliance

Validity Period

- **Type 1 Products:**
 - The CoC is valid for the **specific tested batch only**
 - It may be used for regulatory approvals, project submissions, or market placement as applicable
- **Type 2 (Concrete Block Batches):**
 - The CoC is valid **only for the specific production batch**
 - Each new batch requires a **separate certification application**

If Rejected

Common Reasons for Rejection

- **Type 1 Products:**
 - Test results do not comply with approved standards
 - Missing or incorrect documentation
 - Mismatch between submitted data and technical documents
 - Test reports from non-accredited laboratories

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- **Type 2 (Concrete Block Batches):**
 - Failure of laboratory test results for collected samples
 - Inconsistent product quality or production issues
 - Incorrect or incomplete batch or production details

How to Fix Errors

- Review the rejection comments provided by Dubai Central Laboratory
- Take corrective actions such as:
 - Retesting after improving product quality
 - Updating or completing missing documents
 - Ensuring tests are conducted in accredited laboratories
 - Correcting application data to match actual product details
- Additional clarification or documents may be requested before final rejection in some cases

Reapplication Rules

- A **new application** must be submitted after resolving the issues
- **Type 1 Products:**
 - Requires **new test reports** and full process repetition
 - Applicable fees will be charged again
- **Type 2 (Concrete Block Batches):**
 - Reapplication is linked to a **new production batch**
 - The failed batch cannot be certified unless compliance is achieved through re-testing

Important Notes

- Approval is granted only when **all technical and regulatory requirements are met**
- Repeated rejections may lead to **additional review or inspection**
- Applicants are strongly advised to ensure **accuracy and completeness** at the initial submission stage to avoid delays.

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FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is the difference between Type 1 and Type 2 services?

- **Type 1 Products:** Certification for regulated products based on laboratory testing and full compliance verification per batch.
- **Type 2 (Concrete Block Batches):** Fast-track certification for concrete block batches based on sample testing to support continuous production.

2. When should I apply for Type 1 service?

You should apply for Type 1 certification when dealing with regulated products that require full compliance assessment against approved standards before market use or distribution.

3. When should I apply for Type 2 service?

You should apply for Type 2 service when certifying **concrete block production batches**, especially for ongoing manufacturing and construction supply requirements.

4. How long does it take to issue the Certificate of Conformity?

- **Type 1 Products:** Within 2 working days after final payment.
- **Type 2 (Concrete Blocks):** Within 1 working day after receiving the test report.

5. Can I use the same documents for both services?

Some documents are common (e.g., Trade License, Technical Data Sheet), but **Type 2 requires batch-specific information**, such as production details and sampling data.

6. Is sample collection required for both services?

Yes.

- For **Type 1**, sample collection is arranged based on readiness.
- For **Type 2**, sample collection is performed within 1 working day after application submission.

7. Can I apply online for both services?

Yes. Both Type 1 and Type 2 services are available through:

- Dubai Municipality Smart Services Portal
- Email submission (where applicable)

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8. Are the certificates valid for future batches?

No. Each Certificate of Conformity is valid **only for the specific tested batch** and cannot be reused for future production.

9. What happens if my application is rejected?

You will receive rejection comments explaining the reason. You may:

- Correct documentation or technical issues
- Improve product quality (if needed)
- Submit a new application for a new batch

10. Do both services require the same approval process?

No.

- **Type 1:** Full compliance verification process
- **Type 2:** Fast-track batch testing process for construction materials

TROUBLESHOOTING & COMMON ERRORS

Troubleshooting & Common Errors

This section highlights the most common issues faced during the application process and provides guidance to resolve them efficiently for both **Type 1 products** and **Type 2 concrete block batches**.

1. Application Submission Issues

- **Problem:** Unable to submit application

Possible Causes:

- Missing mandatory fields
- Incorrect service selection (Type 1 vs Type 2)

Solution:

- Complete all required (*) fields
- Ensure correct service type is selected before submission

2. Document Upload Problems

- **Problem:** File upload failure or error

Possible Causes:

- File size exceeds portal limit

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- Unsupported file format
- Blurry or unreadable documents

Solution:

- Use PDF format (preferred)
- Reduce file size (compress if needed)
- Ensure documents are clear and properly scanned

3. Incorrect or Missing Information

- **Problem:** Application delay or rejection due to data issues

Possible Causes:

- Incorrect trade license details
- Missing batch information (especially Type 2)
- Mismatch between product details and documents

Solution:

- Verify all entered information before submission
- Ensure batch details match actual production records

4. Laboratory Testing Delays

- **Problem:** Delay in receiving test results

Possible Causes:

- Sample not ready for collection
- Scheduling delays with approved laboratories

Solution:

- Ensure sample availability at agreed location
- Coordinate promptly with sampling team

5. Payment Issues

- **Problem:** Payment not processed or failed transaction

Possible Causes:

- Bank authorization failure
- Incorrect payment details

Solution:

- Retry payment using valid card or gateway
- Verify banking authorization settings

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6. Certificate Not Received

- **Problem:** Certificate not received after approval

Possible Causes:

- Incorrect email address
- Email in spam/junk folder

Solution:

- Verify registered email in application
- Check spam folder or download from portal

7. Type-Specific Issues

- **Type 1 Products:**
 - Non-compliance with standards due to test failure
 - Use accredited laboratories only for valid reports
- **Type 2 (Concrete Blocks):**
 - Batch inconsistency or poor production quality
 - Ensure production conditions are controlled before sampling

8. System or Portal Errors

- **Problem:** Portal not loading or system error

Possible Causes:

- Temporary system maintenance
- Browser compatibility issues

Solution:

- Refresh or use updated browser
- Try again later or contact support

Important Note

Most errors can be avoided by ensuring:

- Accurate data entry
- Complete documentation
- Correct selection of service type
- Proper coordination for sampling and testing

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Service Code-2985

8.2.2 CERTIFICATE OF CONFORMITY AS PER FACTORY ASSESSMENT (TYPE 5)

This guide has been designed to help applicants easily understand and navigate the certification services for **Factory Assessment Certification Scheme (Type 5)**. It provides a structured approach to ensure users can identify the correct service, follow the required steps, and complete their applications efficiently.

Service Description

- This service is for DM Third Party Certification Scheme of determining conformity with product standards through factory assessment. This scheme corresponds to International Organization for Standardization (ISO) Certification Scheme Type 5 as described in the ISO 17067 and consists of (1) initial testing of the product, (2) assessment of the factory's quality management system, (3) granting of the certification, and followed by (4) surveillance. A successful applicant is granted a Certificate of Product Conformity, which allows them to use the DCL Mark on their product.
- The certification service is established to ensure compliance with the local regulations issued by Dubai Municipality. It is a mandatory requirement for products to be certified prior to their use, distribution, or placement in the market within the Emirate of Dubai.
- This service aims to safeguard public health and safety, ensure product quality, and maintain consistency with approved standards and technical specifications. It also supports regulatory enforcement by verifying that all applicable products meet the necessary compliance requirements before approval.
- This service primarily benefits product manufacturers, suppliers, and distributors who intend to sell, distribute, or use their products within projects across the Emirate of Dubai.
- It also supports importers, contractors, and other stakeholders by ensuring that products comply with the regulatory requirements set by Dubai Municipality, enabling smooth market access and approval for use in local projects.

Eligibility Criteria

- The service is open to product manufacturers, including companies or organizations operating production facilities (factories).
- The service is available to manufacturers and suppliers globally. Applications are accepted from companies operating both within the United Arab Emirates and internationally, provided that all applicable requirements, standards, and regulatory conditions set by Dubai Municipality are fully complied with.

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- In certain cases, brand owners may also apply, particularly when the products are manufactured exclusively on their behalf by a designated manufacturer, for specific product categories such as solar collectors and couplers, applications may be accepted from parties other than the manufacturer, subject to approval as an exceptional case by Dubai Municipality Certification Department.

Where to Apply

- Applications shall be submitted through the official online portal of Dubai Municipality using a registered user account. Applicants are required to log in to the system and complete the application by providing all necessary information and supporting documents as specified.

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=2985>

- Physical office(s): Customer support services are available through the Dubai Central Laboratory Department located in Karama, the Customer Happiness Center, and the Certification Section of Dubai Municipality. Applicants may visit these locations for assistance, inquiries, and service-related support.
- Online Support: For account-related and IT technical support, applicants may contact the e-services support team via email at E_Service.Help@dm.gov.ae

How to Apply (Summary)

- **Online**
 - Applications shall be submitted through the official online portal of Dubai Municipality using a registered user account. Applicants are required to log in to the system and complete the application by providing all necessary information and supporting documents as specified.

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=2985>

- **Hybrid (online + visit)**
 - Applications shall be submitted through the official online portal of Dubai Municipality using a registered user account. Applicants seeking personal assistance may also avail themselves of support through the physical service channels mentioned above, where guidance and assistance will be provided by the relevant departments.

Technical Guide

Detailed Application Process:

1. Application Receipt and Proposal Stage
The application is received through the official system, followed by the issuance of a formal proposal and payment voucher to the applicant.
2. Audit Team Assignment
A qualified audit team is assigned by the relevant authority to conduct the assessment activities.
3. Audit Planning
An Audit Plan and Assessment Program are prepared and formally communicated to the applicant.
4. Initial Audit / Assessment
An initial audit is conducted to evaluate compliance against applicable requirements and standards.
5. Corrective Actions Submission
The applicant submits corrective actions addressing all identified non-conformities and findings raised during the initial assessment.
6. Product Sampling and Testing
Representative product samples are collected during the assessment and subjected to independent laboratory testing.
7. Evaluation of Test Reports
Test results are reviewed and evaluated against applicable specifications and requirements.
8. Verification of Corrective Actions
The submitted corrective actions are verified, and all non-conformities are formally closed upon satisfactory resolution.
9. Final Assessment Report Preparation
A comprehensive Final Assessment Report is prepared based on audit findings, test results, and corrective action verification.
10. Internal Review and Deliberation
The Final Assessment Report is reviewed and deliberated internally for approval.
11. Report Communication
The approved Final Assessment Report is formally communicated to the applicant for acceptance.
12. Certificate Issuance
Upon successful completion of all requirements, the certification is issued to the applicant company.

Technical Guide

Required Documents:

The following documents shall be submitted as a minimum requirement. However, additional supporting documents may be requested during the evaluation process, if deemed necessary.

1. Completed Application Form (DM-DCLD-F-CQP-2001 – FA Application Form).
2. Valid Industrial License
3. Brief description of the manufacturing process, including the Factory Production Control (FPC) system.
4. Internal Quality Assurance Plan (IQAP).
5. Technical Data Sheet (TDS) for the products to be certified.
6. Product Declaration in accordance with applicable standards, were required.
7. Confirmation of Quality Management System (QMS) compliance with current ISO 9001 requirements, or a valid ISO 9001 certificate (including certificate number and validity details).
8. Details of personnel involved in the manufacturing process, including total number of technical, managerial, and support staff, along with key personnel information.
9. Number of production lines dedicated to the products under application (if applicable).
10. Any other relevant supporting documents (to be specified, if applicable).

Table format recommended

Document Name	Description	Format	Mandatory (Yes/No)
Application Form (DM-DCLD-F-CQP-2001)	Official application form to be completed and submitted	PDF	Yes
Industrial License	Valid license with issuing authority details	PDF	Yes
Manufacturing Process Description (FPC)	Brief description of manufacturing process and Factory Production Control system	PDF	Yes
Quality Assurance Plan (QAP)	Internal quality assurance procedures and controls	PDF	Yes
Technical Data Sheet (TDS)	Technical specifications of the product(s)	PDF	Yes
Product Declaration	Declaration of product compliance with applicable standards (if required)	PDF	Yes
ISO 9001 Certificate / QMS Confirmation	Proof of QMS compliance or valid ISO 9001 certificate with details	PDF	Yes

Technical Guide

Personnel Details	List of technical, managerial, and support staff including key personnel	PDF	Yes
Production Line Details	Number of production lines used for the product(s)	PDF	Yes
Additional Supporting Documents	Any other relevant documents as required	PDF	Yes

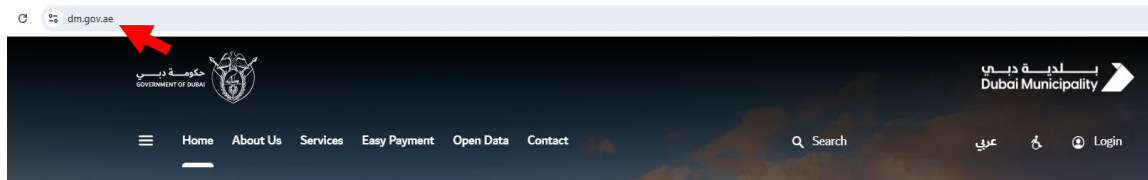
- Validity requirements
 - The factory shall hold a valid Industrial License issued by the competent and authorized authority in the respective country of operation.
- Translation/notarization requirements
 - Where applicable, all submitted documents shall be provided in English. In cases where the applicant originates from non-English speaking countries and supporting documents are issued in a local language, a certified English translation shall be submitted. Notarization or official attestation may be required for such translated documents to ensure authenticity and acceptance during the evaluation process.
- Common document mistakes
 - Lacking documents as listed on the above table
 - The documents cannot be opened due to protection.
 - Documents not in English language
 - Among others

Technical Guide

ONLINE APPLICATION – STEP BY STEP GUIDE

Step 1: Create / Log in to Account

- **Portal Name:** Dubai Municipality Smart Services Portal (See above)



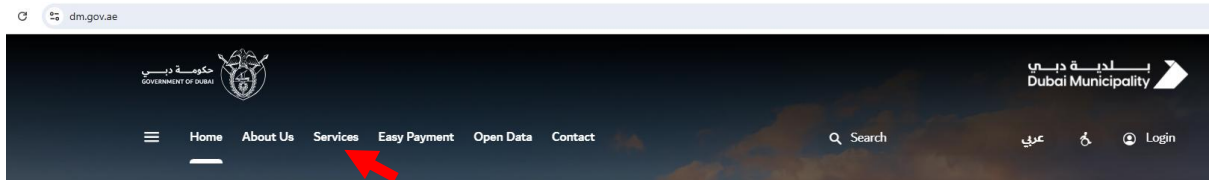
- **Access Method:**
 - UAE Pass (recommended)
 - Registered username and password
- **Registration Requirements (for new users):**
 - Valid email address
 - Mobile number (UAE-based preferred)
 - Trade/Industrial license details (for companies)
- **Verification Process:**
 - One-Time Password (OTP) sent via **SMS and/or email**
 - Account activation required before accessing services

Technical Guide

Step 2: Select Service

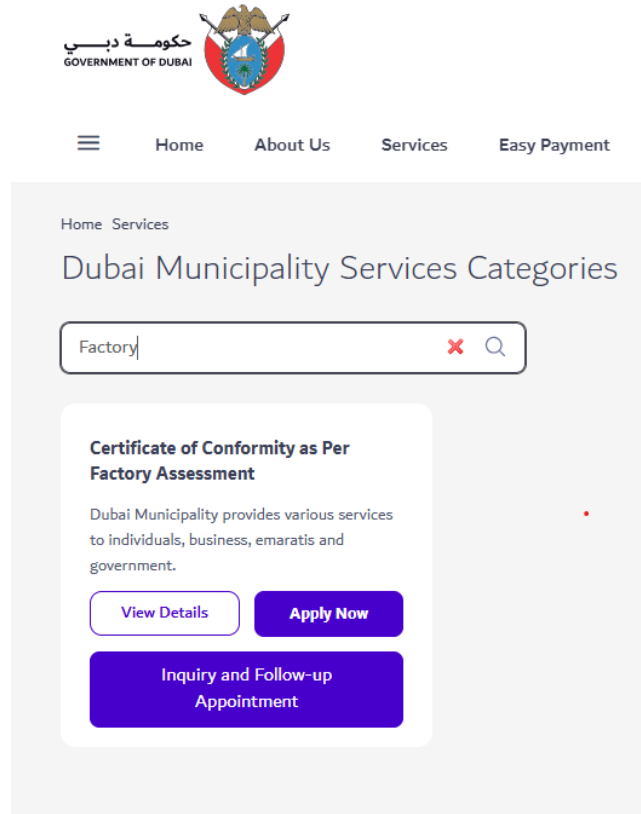
- **Navigation Path:**

Services → Dubai Central Laboratory → Product Certification & Quality Control → Select Service



- **Service Selection:**

- Certificate of Conformity – Factory Assessment



- **Search Tips:**

- Use keywords such as: “Factory Assessment”, “Conformity Certificate”, “Mandatory”
- Filter by **service category or department (DCL)**

Technical Guide

Step 3: Fill Application Form

- **Required Fields Include:**
 - Applicant details (company name, contact person, location)
 - Industrial license number and validity
 - Product details (type, description, specifications)
 - Standard Specification (e.g. ASTM, BS, EN, ISO, local standard-TG)
 - DCL Specific Rules (e.g. DM-DCLD-RD-CQP-2180 / 2129 / 2106, among others)
 - ISO 9001 Certification (if available)
- **Mandatory vs Optional Fields:**
 - Mandatory fields are marked with (*)
 - Application cannot proceed without completing mandatory fields
- **Common Errors to Avoid:**
 - Incorrect or expired industrial license details
 - Mismatch between product description and attached documents
 - Missing standard specification & product information
 - Incorrect email or contact details

Step 4: Upload Documents

- **Required Documents May Include:**
 - Technical Data Sheet (TDS)
 - Industrial License
 - ISO 9001 certificate (if available)
 - Test Reports (from approved/accredited laboratories)
 - Additional supporting documents (as specified in the online application)
- **File Size Limits:**
 - Typically, up to **5–10 MB per file** (as per portal limits)
- **Accepted Formats:**
 - PDF (preferred)
 - JPG / PNG (for scanned documents if allowed)

Technical Guide

- **Naming Conventions (Recommended):**
 - Example: *CompanyName_TDS_ProductName.pdf*
 - Avoid special characters or long file names
- **Common Upload Issues:**
 - Unclear scans
 - Wrong document uploaded in incorrect field
 - Exceeding file size limits

Step 5: Review Application

Before submission, carefully verify the following:

- ✓ All mandatory fields are completed
- ✓ Product and standard specification details are accurate
- ✓ Uploaded documents match the application data
- ✓ Correct service type selected (Type 5 or Factory Assessment)
- ✓ Contact details are valid and active
- ⚠ Incorrect or incomplete applications may lead to delays or rejection

Step 6: Payment (If Applicable)

- **Fees:**
 - As per Dubai Municipality approved fee structure for the specific products
 - May include initial, additional (follow-up or re-sampling), final payment
- **Payment Methods:**
 - Credit / Debit Card
 - Payment gateway (**Please refer to the table below for payment options**)

To proceed with the payment, use the payment method through the link below:

<https://www.dm.gov.ae/easy-payments/>

Alternatively, payment using any of the payment options provided on the table below:

Dubai Municipality Website	Dubai Municipality App	Noqoudi App
Dubai Now	Lulu Exchange	Al Ansari Exchange

Technical Guide

- **Important Notes:**
 - For additional activities other than the normal, extra charges according to the fee structure will be imposed
- **Refund Policy:**
 - Fees are generally **non-refundable** once application processing has started
 - Exceptions are subject to Dubai Municipality regulations

Step 7: Submit Application

- Click “**Submit**” after completing all steps
- **Confirmation Message:**
 - A successful message will appear on the screen confirming submission
- **Reference Number:**
 - A unique application/reference number will be generated (e.g. CMTA-10032026-001071)
 - This number should be saved for tracking and follow-up
- **Post-Submission Process:**
 - Application review by DCLD-CQPS
 - Audit planning & scheduling
 - Conducting the Audit which includes sampling (either online through MS Teams or physical)
 - Testing and evaluation
 - Follow-up audits or resampling (if applicable)
 - Preparation of Final Assessment Reports (FAR) for deliberation with the Certification Technical Committee
 - Sharing the FAR and the drafted Scope of Certification for client confirmation
 - Issuance of the final payment voucher
 - Receiving confirmation and proof of successful payment
 - Certificate issuance upon approval

Important Notes for Applicants

- **Type 5 Services:**

May involve more detailed review and multiple payment stages

Technical Guide

FEES AND PROCESSING TIME

Fees

Fees and charges vary on the products to be certified

Please visit the link below for more information:

<https://www.dm.gov.ae/municipality-business/factory-assessment-3/>

Processing Time

- Standard processing time (visit the link below)

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=2985>

APPROVAL, REJECTION & NEXT STEPS

If Approved

How Results Are Delivered

- The **Certificate of Conformity (CoC)** is issued electronically via:
 - Registered email address
 - Dubai Municipality portal (*for information only-not downloadable at the moment*)
- Applicants will receive an email notification once the certificate is issued.
- The certificate and scope of certification include:
 - Company name and location (*according to the Industrial license*)
 - Product details
 - Applicable standards specification or regulations and relevant DCL specific rules
 - Issuance date (original and current) and valid until
 - Among others

Validity Period

- Valid for one (1) year and renewable yearly

If Rejected

Common Reasons for Rejection

- Findings which the applicant failed to address or are not closed out according to allowable time
- Test results do not comply with approved standards or regulations
- Inconsistent product quality or production issues

Technical Guide

Important Notes

- Approval is granted only when **all technical and regulatory requirements are met**
- Repeated rejections may lead to **additional review or factory visits or online audits**
- Applicants are strongly advised to ensure **accuracy and completeness** at the initial submission stage to avoid delays.

Appeals & Complaints

- Appeal process
Available upon request (certification@dm.gov.ae)

FREQUENTLY ASKED QUESTIONS (FAQs)

○ **What is Factory Assessment Certification?**

Factory Assessment Certification is a conformity assessment process conducted by DCLD-CQPS to evaluate whether a manufacturing facility consistently produces products that comply with the applicable technical requirements, standards, and certification scheme requirements.

○ **Who can apply for Factory Assessment Certification?**

Any manufacturer or factory producing products covered under the DCLD-CQPS certification scheme may apply, provided that the manufacturing processes, facilities, and quality management system meet the applicable certification requirements.

○ **What are the main stages of the certification process?**

The certification process generally includes:

- Application submission
- Application review
- Document review (where applicable)
- Factory assessment (initial audit)
- Product sampling and testing (if applicable)
- Review of assessment results
- Certification decision
- Surveillance and recertification or renewal

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○ **What is assessed during the factory assessment?**

The assessment typically covers:

- Manufacturing process
- Production controls
- Inspection and testing activities
- Equipment and calibration
- Competence of personnel
- Raw material control
- Traceability
- Quality Management System implementation
- Product conformity with applicable standards

○ **Is ISO 9001 certification mandatory?**

Not necessarily. ISO 9001 certificate is not mandatory; however, the manufacturer shall demonstrate that an effective Quality Management System is implemented.

○ **How long does the factory assessment take?**

The duration depends on factors such as:

- Product complexity
- Number of manufacturing processes
- Factory size
- Number of production lines
- Number of product families
- Previous certification status

○ **Can the audit plan change during the assessment?**

Yes. The audit team may modify the audit plan to address operational requirements, emerging risks, or findings identified during the assessment while ensuring that the audit objectives are achieved.

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○ **Which part of the assessment is conducted first?**

The technical assessment of the manufacturing process is normally given priority because it is the core element of the certification assessment. Assessment of other Quality Management System requirements may follow, where practicable.

○ **What happens if major issues are found during the technical assessment?**

If the audit team identifies significant breakdowns or systemic failures affecting the manufacturing process or product conformity, the audit may be reclassified as a pre-assessment. In such cases, the applicant will be informed immediately, and the remaining assessment activities may be discontinued.

○ **What is pre-assessment?**

A pre-assessment is decided by the audit team if at the time of the initial audit major gaps had been identified before a formal initial certification assessment. It does not result in certification.

○ **What happens after a pre-assessment?**

The applicant should implement corrective actions to address the identified issues. Once ready, the applicant may request a new initial certification assessment.

○ **Will the entire initial audit be repeated?**

Yes. Following a pre-assessment, the initial certification audit will normally be conducted in full according to the originally agreed audit duration.

○ **What documents should be available during the assessment?**

Examples include:

- Quality Manual (if applicable)
- Procedures and work instructions
- Production records
- Inspection and testing records

Technical Guide

- Calibration certificates
- Internal audit reports
- Management review records
- Personnel competency records
- Supplier evaluation records
- Product specifications

○ **Can production be stopped during the audit?**

Production should normally be operating during the assessment so that auditors can observe actual manufacturing activities. If production is not running, additional arrangements may be required.

○ **Can auditors witness product testing?**

Yes. Auditors may witness routine inspections, in-process inspections, and final product testing to verify implementation of the documented procedures.

○ **Are product samples required?**

Yes, product representative samples will be selected for independent laboratory testing or witnessed testing (factory laboratory).

○ **What happens if nonconformities are identified?**

The applicant will receive a report describing the nonconformities. Corrective actions shall be proposed and implemented within the specified timeframe before certification can proceed.

○ **Does identifying a nonconformity automatically mean certification is denied?**

No. Certification decisions depend on the severity, number, and significance of the findings, together with the effectiveness of the corrective actions taken.

○ **Who makes the certification decision?**

The certification decision is made by DCLD-CQPS through an independent certification decision process, separate from the assessment team.

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○ **How long is the certificate valid?**

The validity period is one (1) year, renewable yearly and is subject to successful surveillance activities and continued compliance.

○ **Are surveillance assessments required?**

Yes. Certified manufacturers are normally subject to periodic surveillance assessments to verify continued compliance.

○ **Can DCLD-CQPS suspend, terminate or withdraw certification?**

Yes. Certification may be suspended for a specific period, terminated (voluntary withdrawal) or withdrawn if the manufacturer fails to maintain compliance with certification requirements, does not satisfactorily address significant nonconformities or the specified grounds to suspend, terminate or withdraw the certification had been identified.

○ **Can the manufacturer appeal a certification decision?**

Yes. Applicants have the right to submit an appeal or complaint in accordance with the DCLD-CQPS appeals and complaints procedure.

○ **What are the responsibilities of the applicant during the assessment?**

The applicant is expected to:

- Provide access to all relevant facilities.
- Make requested documents and records available.
- Ensure key personnel are available.
- Facilitate product sampling and in-plant testing, where required.
- Cooperate fully with the audit team.
- Implement corrective actions within the agreed timeframe.

Technical Guide

○ **How can an applicant prepare for the assessment?**

Applicants should:

- Review applicable standards and certification requirements.
- Verify implementation of manufacturing controls.
- Conduct internal audits.
- Resolve known nonconformities.
- Ensure calibration and testing records are current.
- Verify personnel competency.
- Confirm production is available for assessment.

○ **What are the different types of certificates of conformity that can be obtained through this service?**

- Certificate of conformity for products covered by international or local known standards and regulations
- Certificate of conformity (technical approval) for non-standard products.

○ **How can I review the general and specific rules, technical guidelines and procedures related to the service or any other additional information?**

Visit Dubai Municipality website or contact us by email at certification@dm.gov.ae

TROUBLESHOOTING & COMMON ERRORS

Troubleshooting & Common Errors

This section highlights the most common issues faced during the application process and provides guidance to resolve them efficiently the **Factory Assessment or Type 5 certification scheme**.

1. Application Submission Issues

- **Problem:** Unable to submit application

Possible Causes:

- Missing mandatory fields
- Incorrect service selection

Technical Guide

Solution:

- Complete all required (*) fields
- Ensure correct service type is selected before submission

2. Document Upload Problems

- **Problem:** File upload failure or error

Possible Causes:

- File size exceeds portal limit
- Unsupported file format
- Blurry or unreadable documents

Solution:

- Use PDF format (preferred)
- Reduce file size (compress if needed)
- Ensure documents are clear and properly scanned

3. Incorrect or Missing Information

- **Problem:** Application delay or rejection due to data issues

Possible Causes:

- Incorrect industrial license details
- Missing product information
- Mismatch between product details and standard specifications and relevant documents

Solution:

- Verify all entered information before submission
- Ensure products' details match relevant standard specification and DCL specific rules

4. Laboratory Testing Delays

- **Problem:** Delay in receiving test results

Possible Causes:

- Sample not submitted for testing
- Identified samples got damaged during handling before testing
- Scheduling delays with approved laboratories
- Testing fee delays in payment with approved laboratories

Solution:

- Ensure sample submission with approved laboratories

Technical Guide

- Ensure proper handling of identified samples and keeping reference samples protected at any given time until all required tests are completed
- Coordinate promptly with sampling team
- Coordinate promptly with approved laboratories
- Constant follow up and monitoring of test reports with approved laboratories

5. Payment Issues

- **Problem:** Payment not processed or failed transaction

Possible Causes:

- Bank authorization failure
- Incorrect payment details

Solution:

- Retry payment using valid card or gateway
- Verify banking authorization settings

6. Certificate Not Received

- **Problem:** Certificate not received after approval

Possible Causes:

- Incorrect email address
- Email in spam/junk folder

Solution:

- Verify registered email in application
- Check spam folder or download from portal

7. System or Portal Errors

- **Problem:** Portal not loading or system error

Possible Causes:

- Temporary system maintenance
- Browser compatibility issues

Solution:

- Refresh or use updated browser
- Try again later or contact support

Technical Guide

Important Note

Most errors can be avoided by ensuring:

- Accurate data entry
- Complete documentation
- Correct selection of service type
- Proper coordination for payment, auditing sampling and testing

Service Code-4177

8.2.3 CERTIFICATE OF REGISTRATION AS SUPPLIERS OF STEEL PRODUCTS AND SOLAR WATER HEATING SYSTEMS

This guide has been designed to help applicants easily understand and navigate the certification services for the **supplier registration process for steel bar products and solar water heating systems**. It provides a structured approach to ensure users can identify the correct service, follow the required steps, and complete their applications efficiently.

Service Categorization

Services in this guide are categorized into two main products:

Steel Products: (Steel Bars in straight bars and in coils, Pre-stressed Concrete Wire Strands-PCWS, Steel Couplers/Mechanical Splices, Steel Wire Mesh, among others)

This service applies to suppliers of **DCL-certified steel products** covered by the Factory Assessment Scheme (Type 5). Registration must be obtained prior to the commercial distribution of these products within the Emirate of Dubai.

Solar Collectors / Solar Water Heating Systems:

This service applies to suppliers of **DCL-certified Solar Collectors / Solar Water Heating Systems** covered by the Factory Assessment Scheme (Type 5). Registration must be obtained prior to the commercial distribution of these products within the Emirate of Dubai.

The above information clearly identifies the products covered by this requirement and indicates when supplier registration is necessary, helping applicants choose the correct registration pathway and reducing submission errors.

Technical Guide

Certificate of Registration

Obtain a Certificate of Registration for suppliers of **only** DCL certified steel products and solar water heating system.

Eligibility Criteria: Building materials traders and manufacturers

You can apply through:

Dubai Municipality website: www.dm.gov.ae

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=4177>

Email for steel and solar water heating system products: certification@dm.gov.ae

Follow these simple steps:

Website: <https://www.dm.gov.ae/municipality-business/supplier-registration-1/>

Steel products (initial and renewal): *Note: valid only for 1 year and renewable yearly.*

Log in to Dubai Municipality website using your username and password, or UAE Pass.

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=4177>

Upload the documents and submit the application [DM-DCLD-F-CQP-2023 (Application for Registration - Steel) and DM-DCLD-F-CQP-2064 (Steel Supplier Information)].

Receive Dubai Central Laboratory Department (DM-DCLD-CQPS) employees result of review and evaluation of the submitted documents.

Pay the initial or renewal fees (*whichever is applicable*).

Receive the certificate of registration within 2 working days from the payment date.

SWHS products (initial and renewal): *Note: valid only for 1 year and renewable yearly.*

Log in to Dubai Municipality website using your username and password, or UAE Pass.

<https://hub.dm.gov.ae/link/servicesdetails?ServiceCode=4177>

Upload the documents and submit the application [DM-DCLD-F-CQP-2039 (Application for Registration - SWHS) and DM-DCLD-F-CQP-2042 (Solar Water Heating System Information)].

Technical Guide

Receive Dubai Central Laboratory Department (DM-DCLD-CQPS) employees result of review and evaluation of the submitted documents.

Pay the initial or renewal fees (*whichever is applicable*).

Receive the certificate of registration within 2 working days from the payment date.

Detailed Application Process:

Required Documents

Table format recommended

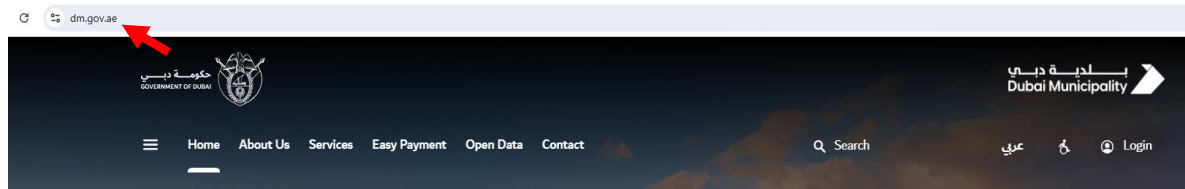
Document Name	Description	Format	Mandatory (Yes/No)
Accomplished application form	As mentioned above, it corresponds to the products.	PDF	Yes
Industrial or Trading License	It is an official permit issued by a local municipal authority that allows a business to legally operate within a specific area.	PDF	Yes
Active DCL Certificate of steel products manufacturers	It is a certificate of conformity issued by DM-DCLD-CQPS to certified steel product manufacturers	PDF	Yes
Accomplished Steel Suppliers, Dealers and Distributors - Required for Registration	It is a form (in word) to be filled by the applicant and submitted along with the application form.	PDF	Yes
Active DCL Certificate of Solar Collector / Solar Water Heating System	It is a certificate of conformity issued by DM-DCLD-CQPS to certified Solar Collector / Solar Water Heating System manufacturers	PDF	Yes
Accomplished Solar Water Heaters System - Information Required for Registration	It is a form (in word) to be filled by the applicant and submitted along with the application form.	PDF	Yes

Technical Guide

ONLINE APPLICATION – STEP BY STEP GUIDE

Step 1: Create / Log in to Account

- **Portal Name:** Dubai Municipality Smart Services Portal (See above)



- **Access Method:**
 - UAE Pass (recommended)
 - Registered username and password

- **Registration Requirements (for new users):**
 - Valid email address
 - Mobile number (UAE-based preferred)
 - Trade license details (for companies)

Technical Guide

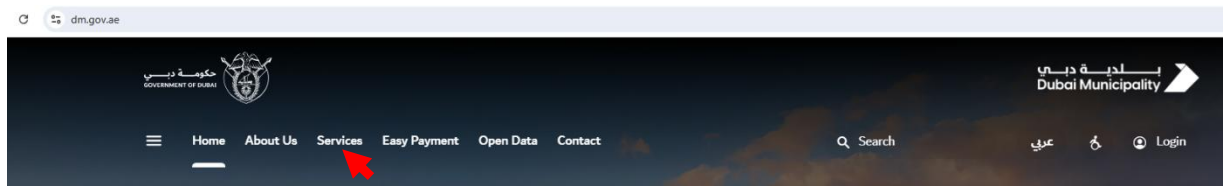
○ Verification Process:

- One-Time Password (OTP) sent via **SMS and/or email**
- Account activation required before accessing services

Step 2: Select Service

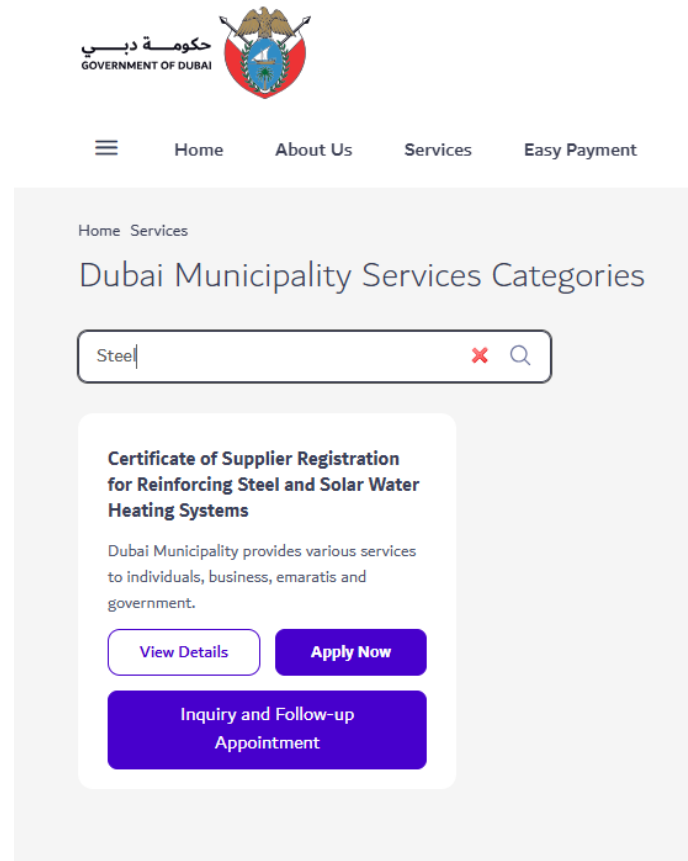
• Navigation Path:

Services → Dubai Central Laboratory → Product Certification & Quality Control → Select Service



• Service Selection:

- Supplier Registration



Technical Guide

- **Search Tips:**
 - Use keywords such as: “Supplier”, “SWHS”, “Steel”
 - Filter by **service category** or **department (DCL)**

Step 3: Fill Application Form

- **Required Fields Include:**
 - Applicant details (company name, contact person)
 - Trade license number and validity
 - Product details (type, description, specifications)
- **Mandatory vs Optional Fields:**
 - Mandatory fields are marked with (*)
 - Application cannot proceed without completing mandatory fields
- **Common Errors to Avoid:**
 - Incorrect or expired trade license details
 - Mismatch between product description and attached documents
 - Incorrect email or contact details

Step 4: Upload Documents

- **Required Documents May Include:**
 - Trade License
 - DCL Certificate
 - Additional supporting documents (if requested)
- **File Size Limits:**
 - Typically, up to **5–10 MB per file** (as per portal limits)
- **Accepted Formats:**
 - PDF (preferred)
 - JPG / PNG (for scanned documents if allowed)
- **Naming Conventions (Recommended):**
 - Example: *CompanyName_Certificate_ProductName.pdf*
 - Avoid special characters or long file names
- **Common Upload Issues:**
 - unclear scans
 - Wrong document uploaded in incorrect field
 - Exceeding file size limits

Technical Guide

Step 5: Review Application

Before submission, carefully verify the following:

- ✓ All mandatory fields are completed
- ✓ Product details are accurate
- ✓ Uploaded documents match the application data
- ✓ Correct service type selected (Supplier registration)
- ✓ Contact details are valid and active

⚠ Incorrect or incomplete applications may lead to delays or rejection

Step 6: Payment (If Applicable)

- **Fees:**

1044 + 20 (Knowledge & Innovation) = 1064 dirhams (As per Dubai Municipality approved fee structure)

- **Payment methods:**

Credit / Debit Card (**DM Quick Pay or through any Al Ansari Branches**)

To proceed with the payment, use the payment method through the link below:

<https://www.dm.gov.ae/easy-payments/>

Alternatively, payment using any of the payment options provided on the table below:

Dubai Municipality Website	Dubai Municipality App	Noqoudi App
Dubai Now	Lulu Exchange	Al Ansari Exchange

- **Refund policy**

Fees are generally non-refundable once application processing has started

Exceptions are subject to Dubai Municipality regulations

Step 7: Submit Application

- Click **"Submit"** after completing all steps
- **Confirmation message**

A successful message will appear on the screen confirming submission

- **Reference number:**

A unique application/reference number will be generated - **System Generated (Example: SRCP-130426-P0000037)**

Technical Guide

- **Post-Submission Process:**

- Application review by Dubai Central Laboratory
- Evaluation
- Certificate issuance upon approval

FEES AND PROCESSING TIME

Fees

As per fee structure **DM-DCLD-RD-CQP-2092** (Fee Structure for Reinforcing Steels as per DM Circulars [(159)2007, (176)2010, (184)2012]) and **DM-DCLD-RD-CQP-2083** (Fee Structure for Solar Water Heating Systems and Collectors as per DM Circular (183) 2011).

Service Completion

Certificate of Registration for suppliers of steel products and solar water heating system: within 2 working days from the date of final payment

1 APPROVAL, REJECTION & NEXT STEPS

If Approved

- How results are delivered: within 2 working days by email from the date of final payment
- Validity period: Valid for one (1) year and renewable yearly

If Rejected

- Common reasons:
Lack of required initial application or renewal documents; products supplied by non-certified or with expired or inactive certificate of the manufacturers
- How to fix errors
Submit the required documents; require or request the manufacturer of the products to provide valid DCL certificate
- Reapplication rules
Follow up using the system generated number

Technical Guide

FREQUENTLY ASKED QUESTIONS (FAQs)

- **I am a supplier of reinforcing steel or solar water heating systems products; can I apply for the service for factories that don't have a certificate of conformity from Dubai Municipality?**

No, this service is only provided for registered factories with a certificate of conformity from Dubai Municipality.

- **Should I have a trade license issued by the Department of Economy and Tourism in Dubai to register as a supplier?**

The trade license is only required to register suppliers of solar water heating systems products. Suppliers of reinforcing steel can submit a trade license issued by any governmental entity in the UAE.

- **If I am a supplier of any type of reinforcing steel or solar water heating system/collector products, and my offices are located outside the Emirate of Dubai, should I apply for this service?**

Yes. Any supplier intending to supply or distribute DCL-certified reinforcing steel or solar water heating collectors/ systems to any construction projects within the Emirate of Dubai must be registered under this service prior to distributing the products in Dubai, regardless of the supplier's location, and shall only supply those products from only DCLD certified manufacturers.

- **Are the wire mesh or any steel products that are used for reinforcing concrete covered under the mandatory product as per DM regulations?**

Yes. This product, along with any other reinforcing steel products, shall be supplied only by DCLD certified manufacturers before the supplier can apply for registration under this service.

- **What's the validity of the registration certificate, and do I need to renew it periodically?**

The validity is one year. The certificate can be renewed annually after paying the renewal fees.

Links to relevant sections: [List of Certified products Under the Factory Assessment Scheme](#)

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9. TROUBLESHOOTING AND COMMON ERRORS

9.1 Troubleshooting & Common Errors

This section highlights the most common issues faced during the application process and provides guidance to resolve them efficiently for both **Steel Products and Solar Collectors/Solar Water Heating Systems** supplier registration.

1. Application Submission Issues

- **Problem:** Unable to submit application

Possible Causes:

- Missing mandatory fields
- Incorrect service selection

Solution:

- Complete all required (*) fields
- Ensure correct service type is selected before submission

2. Document Upload Problems

- **Problem:** File upload failure or error

Possible Causes:

- File size exceeds portal limit
- Unsupported file format
- Blurry or unreadable documents

Solution:

- Use PDF format (preferred)
- Reduce file size (compress if needed)
- Ensure documents are clear and properly scanned

3. Incorrect or Missing Information

- **Problem:** Application delay or rejection due to data issues

Possible Causes:

- Incorrect trade license details
- Mismatch between DCL Certificate provided and the product details and documents submitted

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Solution:

- Verify all entered information before submission
- Ensure all relevant in the forms and records are accurate and complete

4. Payment Issues

- **Problem:** Payment not processed or failed transaction

Possible Causes:

- Bank authorization failure
- Incorrect payment details

Solution:

- Retry payment using valid card or gateway
- Verify banking authorization settings

5. Certificate Not Received

- **Problem:** Certificate not received after approval

Possible Causes:

- Incorrect email address
- Email in spam/junk folder

Solution:

- Verify registered email in application
- Check spam folder or download from portal

6. System or Portal Errors

- **Problem:** Portal not loading or system error

Possible Causes:

- Temporary system maintenance
- Browser compatibility issues

Solution:

- Refresh or use updated browser
- Try again later or contact support

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Important Note

- Most errors can be avoided by ensuring:
 - Accurate data entry
 - Complete documentation
 - Correct selection of service type

10. SUPPORT AND CONTACT INFORMATION

10.1 Dubai Central Laboratory Support

- **Service Owner:** Dubai Central Laboratory Department
- **Regulatory Authority:** Dubai Municipality

10.2 Email Support

- **General Certification Inquiries:**
certification@dm.gov.ae
- **Scope of Support:**
 - Application guidance
 - Document clarification
 - Status inquiries
 - Technical certification support

10.3 Online Support

- Dubai Municipality Smart Services Portal:
<https://www.dm.gov.ae> or Esupport E_Service.Help@dm.gov.ae
- Services available online:
 - Application submission
 - Document upload
 - Payment processing
 - Certificate download

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10.4 Phone Support (Call Center)

- Dubai Municipality Call Center:
800 900 (UAE Toll-Free)
- Available services:
 - General inquiries
 - Technical support
 - Service navigation assistance

10.5 Working Hours

- **Monday to Thursday:** 7:30 AM – 3:30 PM
- **Friday:** 7:30 AM – 12:00 PM
- **Closed:** Saturday & Sunday

10.6 In-Person Support (If required)

- **Dubai Central Laboratory Department Offices**
 - Available for specialized technical coordination
 - Prior appointment may be required depending on service type

Important Notes

- Applicants are encouraged to use the **online portal** for faster processing.
- Email communication should include **application reference numbers** for quicker response.