

## Overview of the New ENOC System

The system provides a process flow for the Customers to submit their request for NOC through the use of a questionnaire following which the NOC request is routed to various service authorities & Departments based on the answers to the questions. In addition to that NOC processors from the departments are also able to route the applications to further sections based on their review of the application.

The Customers have the facility to track their NOC at various stages in the process and align themselves to the requirements of obtaining an NOC, revalidating an NOC and interacting with the service authorities to address any queries or additional documentation requirements.

The following sections describes the key functionality available to the customer:

e-NOC application can be accessible over the internet via the following URL:

<https://noc.rta.ae>

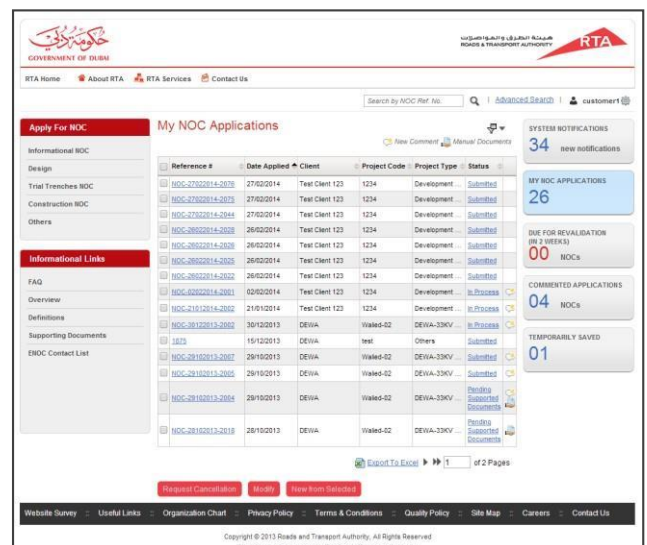
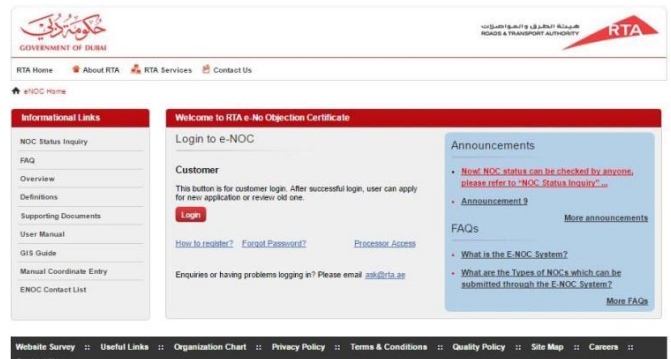
## Customer Dashboard

Upon successful login, the system will present the Customer with the dashboard which will have:

- A list of NOC applied by the user
- Predefined filters in form of cards which displays the current status of his applications in numbers. Clicking on these cards will filter the grid accordingly
- Filter the grid by selecting custom filters. The user will have the option to save these filters and load them later to save time

The dashboard will also allow the user to:

- Apply for a new NOC application

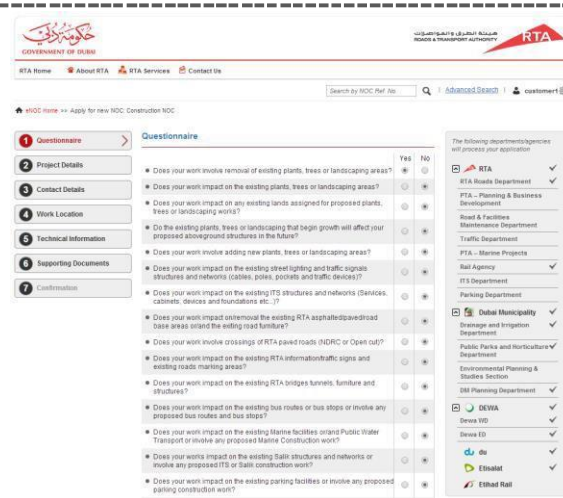


- Perform operations on the NOCs applied - Revalidate, Request Cancellation and Create New From Existing.
- Search for an application either using the reference number or using the Advanced Search option

## Apply for a new NOC

The customer will be able to apply for a new NOC application by selecting from the menu of the available types. The system will guide the user through a series of self-explanatory steps till the final electronic receipt is generated.

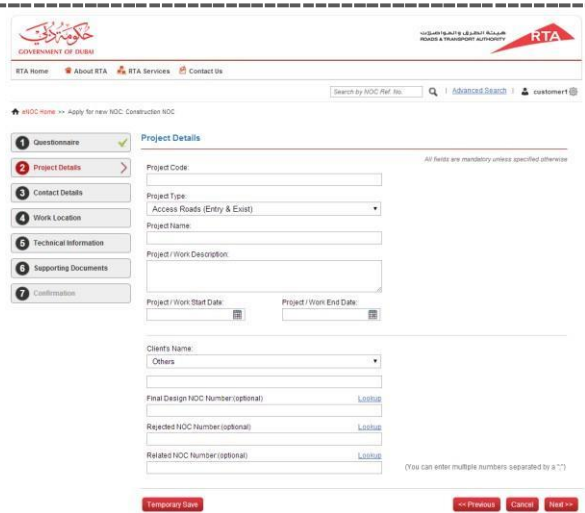
### Step 1: Questionnaire



The screenshot shows the 'Questionnaire' step of the NOC application process. It features a navigation menu on the left with steps 1 through 7. The main area contains a list of questions with 'Yes' and 'No' columns. A sidebar on the right lists various government departments and agencies that will be involved in processing the application, such as RTA, PTA, and Dubai Municipality.

**Step 1:** The user is provided a series of questions. Depending on the user response, the agencies/authorities which will be involved in the processing of the application will be determined. This will be indicated using appropriate visual cues.

### Step 2: Project Details



The screenshot shows the 'Project Details' step of the NOC application process. It includes a navigation menu on the left and a form on the right for entering project information. Fields include Project Code, Project Type (Access Roads (Entry & Exit)), Project Name, Project / Work Description, Project / Work Start Date, and Project / Work End Date. There are also fields for Client Name, Final Design NOC Number (optional), Rejected NOC Number (optional), and Related NOC Number (optional). Buttons for 'Temporary Save', '<< Previous', 'Cancel', and 'Next >>' are visible at the bottom.

**Step 2:** User enters the project details and related NOC numbers

### Step 3: Contact Details

Step 3: User provides the contact details

### Step 4: Location Details

Step 4: User enters the location details by drawing on the interactive map or entering manual coordinates. The system automatically calculates the impacted communities

### Step 5: Technical Details

Step 5: Interface to enter the technical details

### Step 6: Supporting Documents

Step 6: Interface to attach electronic documents with real time progress indicators for each file. Currently users can upload up to 100 MB for each NOC

### Step 7: Confirmation

Step 7: Confirmation page with link to download the PDF copy of the e-receipt

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## Temporary Save

The user will be able to save the entered information on a temporary basis and continue filling the form at a later time without losing any information already entered. The application will not be submitted for processing but will be available the logged in user to complete at a later date

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## New From Selected

The system will allow the user to create a new application by using an existing NOC application as a template.

- User selects an existing application
- User clicks “New from selected”
- System will start the “Apply for NOC” wizard with values pre-populated from selected application
- User will be able to edit the existing information and add documents
- On submission, system generates a new NOC reference number
- Existing NOC application remains unaffected.

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## Revalidation

- Each NOC is valid from date of issue until six (6) months. Customer can perform revalidation of approved NOC from 4 weeks before expiry, till the date of expiry.

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## Note

- If you submit the supporting documents manually, you are requested to submit the documents to the respective departments within ten (10) working days. Failure to do so will result to cancel the NOC application automatically by the system. Clearly mark the NOC reference number on your supporting documents when submitting them or attach a copy of the electronic confirmation receipt. [Please click here to see the list of required supporting documents.](#)
- If the application is not approved from all Departments within sixty (60) working days, the system will cancel the application automatically and the applicant will be notified.