

eNOC Portal - Customer User Manual

Version	Author	Type of Revision	Date of changes
Version 1.0	RTA eNOC	Initial Draft	24 December 2025
Version 1.1	RTA eNOC	Added Different options to draw the work area.	02 March 2026

Overview of the eNOC System

The Electronic No Objection Certificate (eNOC) Portal is the official digital platform of the Roads and Transport Authority (RTA) for submitting, tracking, and managing NOC applications related to utility works, construction activities, infrastructure projects, and right-of-way usage in Dubai.

The portal provides a unified online workflow that ensures faster processing, enhanced transparency, and reduced manual paperwork.

This manual guides customer through:

- Accessing the eNOC Portal
- Navigating the customer dashboard
- Submitting a **NOC application**
- Managing deposit refunds and Right of way (ROW) fines
- Viewing application details and responding to comments
- Understanding submission confirmations and status updates

Portal Link: <https://noc.rta.ae/RTAeNOCNew/>

Login page

The Login page provides secure access for registered eNOC customers to manage their applications and services.

Customers can perform the following actions:

1. Customer Login

- Enter username and password and click Login.

2. Register

- New users can create an account by following the Registration Manual.

<https://noc.rta.ae/RTAeNOC/Docs/Howtoregister.pdf>

3. Forgot Password

- To reset your password, select Forgot Password, verify your email, and follow the on-screen instructions.

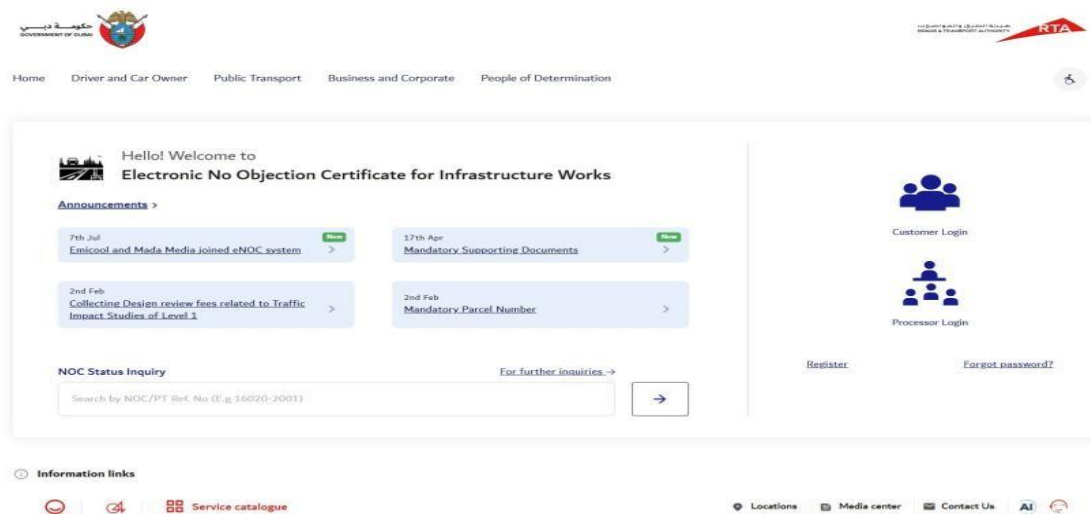


Figure 1: Login page

Public Features

Available without login:

- **Announcements** – Displays system updates and new feature releases.
- **NOC Status Query** – Track NOC status using the reference number.
- **Further Inquiry** – Submit general queries and response will be sent by email.
- **Supporting Documents** – Access guidelines and reference material.
- **FAQs** – View common questions.
- **Contact List** – See contact information for the NOC processing entities and departments.
- **Chat with Mahboub** – Virtual assistant for quick support.

Customer dashboard

After login, the system opens the Customer Dashboard, which provides:

Tabs & Filters

- **My Applications:** View all submitted applications with their status.
- **Temporarily Saved:** Access draft applications.
- **Commented Applications:** Applications requiring your response to authority comments.
- **Pending Payments:** Lists applications awaiting payment.
- **Revalidation Due:** Applications needing revalidation.
- **Refund Requests:** Track deposit refund submissions.

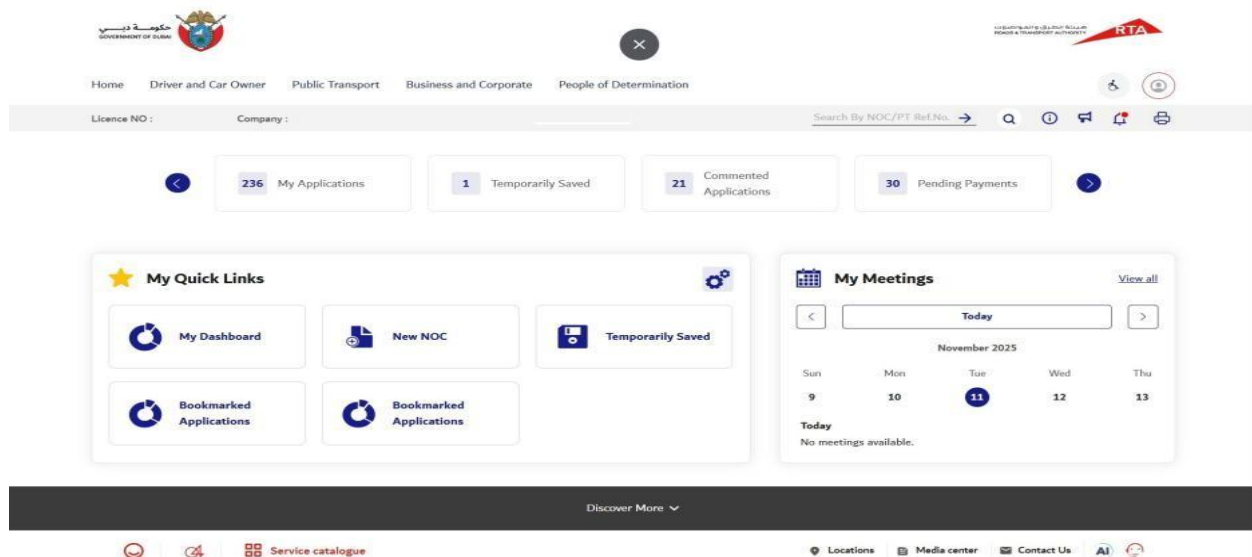


Figure 2: Customer Dashboard

Quick Links

Quick Links provide fast access to frequent actions like New NOC, Bookmarked Applications, and Temporarily Saved items. Customers can personalize the shortcuts displayed.

Customize Quick Links

1. Click the **Gear (Settings)** icon.
2. Select the items to display.
3. Select **Save** to confirm your changes.

Notes:

- Default items cannot be removed.
- A maximum of **six quick links** can be selected.

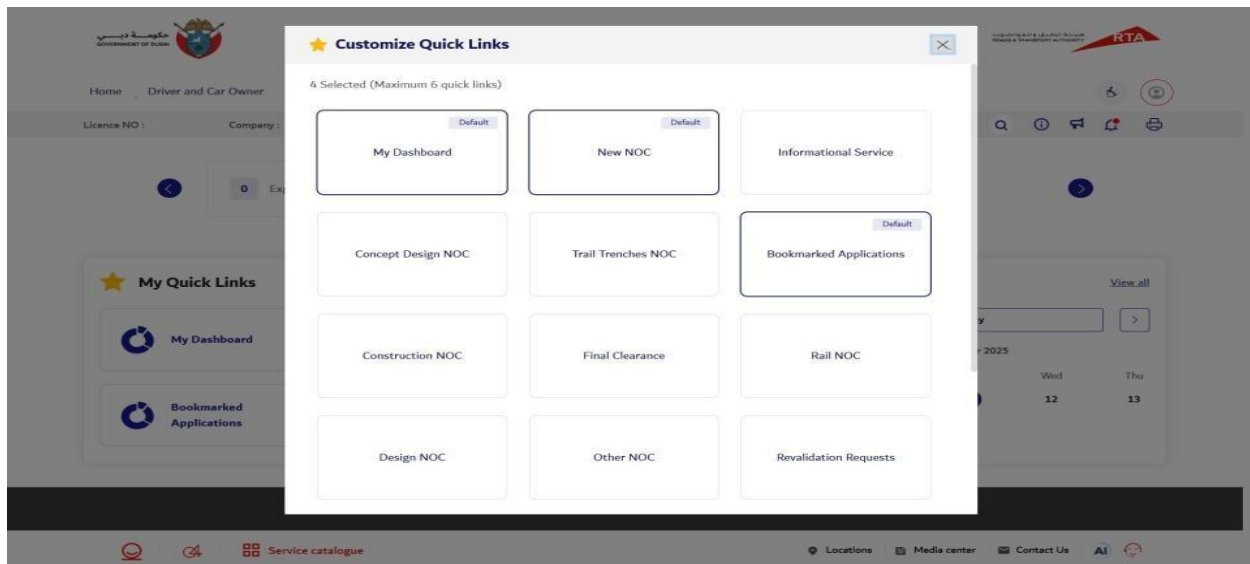


Figure 3: Quick link customization

Apply for New NOC

The system guides customers through a structured application process. Follow these steps to submit a new NOC Application.

Begin:

1. Click **New NOC** from Quick Links or Dashboard.
2. Select the required **NOC Category** from the list.

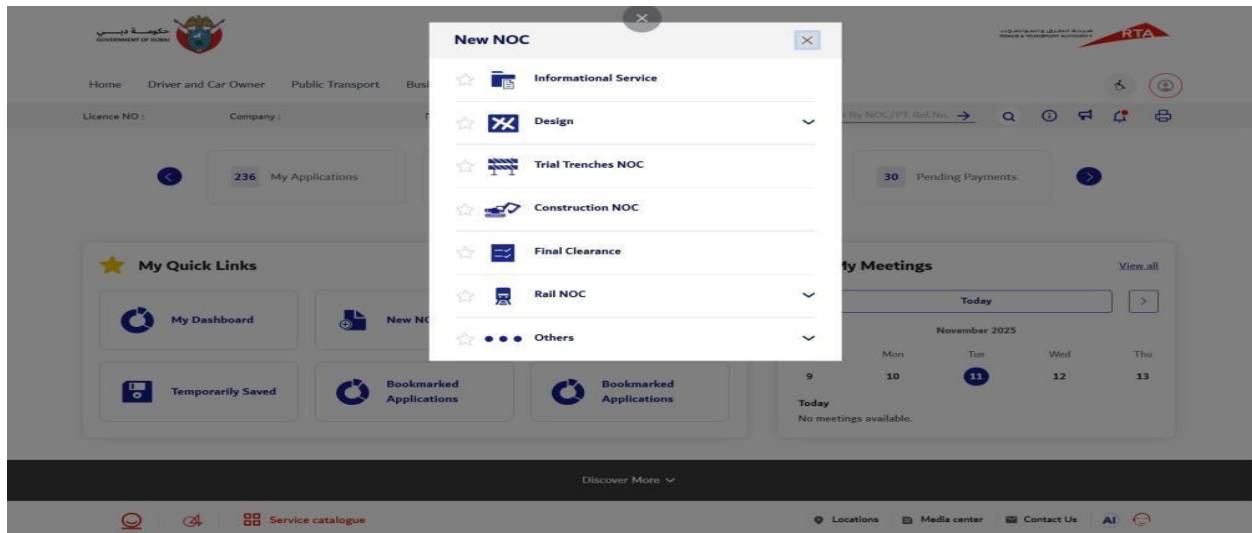


Figure 4: New NOC category list

Step 1: Questionnaire

The system displays a short questionnaire based on the type of work.

1. Select the work categories affected by your project.
2. Answer all questions with **Yes or No**.
3. Based on answers, relevant departments are automatically selected.
4. If the answer changes, the list updates instantly.

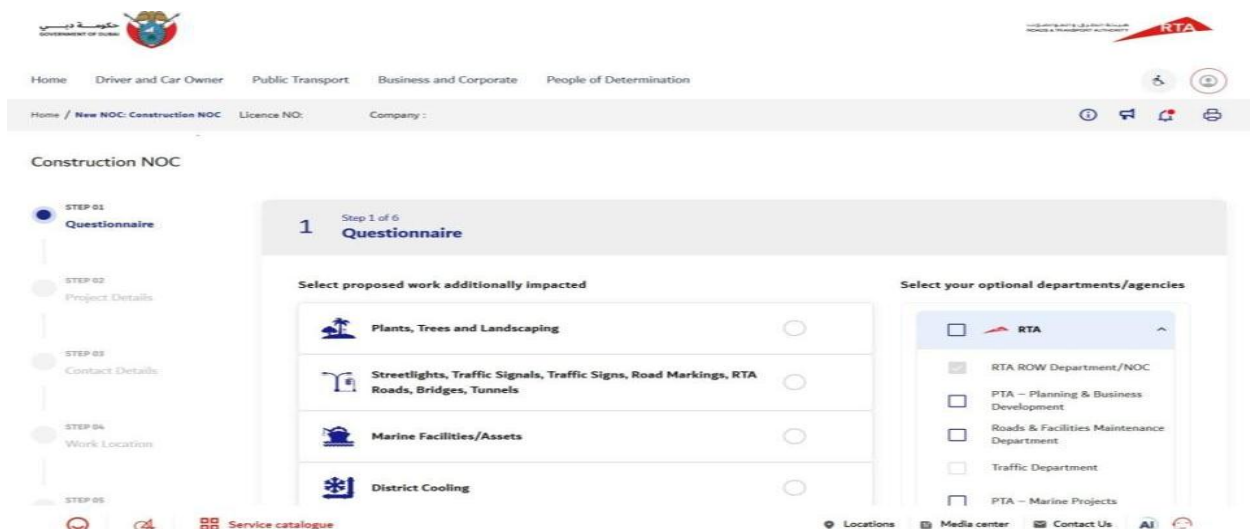


Figure 5: Questionnaire

1 Step 1 of 6 Questionnaire

Select proposed work additionally impacted

Plants, Trees and Landscaping	Yes	No
Does your work involve removal of existing plants, trees or landscaping areas?	Yes	No
Does your work impact on the existing plants, trees or landscaping areas?	Yes	No
Does your work impact on any existing lands assigned for proposed plants, trees or landscaping works?	Yes	No
Do the existing plants, trees or landscaping that begin growth will affect your proposed aboveground structures in the future?	Yes	No
Does your work involve adding new plants, trees or landscaping areas?	Yes	No

Select your optional departments/agencies

- ☐ RTA
- ☒ RTA ROW Department/NOC
- ☐ PTA – Planning & Business Development
- ☐ Roads & Facilities Maintenance Department
- ☐ Traffic Department
- ☐ PTA – Marine Projects
- ☐ Rail Agency
- ☐ ITS Department
- ☐ Parking Department
- ☐ RTA Strategic Planning

Locations Media center Contact Us AI

Figure 6: Questionnaire

Note: Answer accurately to ensure correct department selection

Step 2 – Project Details

Enter project related information including Project Code and Name, Project Type, Start and End Dates, Work Description.

2 Step 2 of 6 Project Details

Project Code #

Project Name

Work Description

Project Type

Project Start Date

Project End Date

Traffic impact Study (TIS) Number (Optional):

Client's Name

Client name if other selected

Final Design NOC Number (Optional):

(You can enter multiple numbers separated by a ",")

Related NOC Number (Optional):

(You can enter multiple numbers separated by a ",")

Rejected NOC Number (Optional):

(You can enter multiple numbers separated by a ",")

Figure 7: Project details

Note: Check for optional fields based on your project type

Step 3 – Contact Details

Enter contact details including Name, Email, Mobile Number, optional Office Phone and Fax, and the Trade License Number (auto filled for existing companies).

The screenshot shows the RTA website interface for a Construction NOC application. The top navigation bar includes the Government of Dubai and RTA logos, and a menu with links: Home, Driver and Car Owner, Public Transport, Business and Corporate, and People of Determination. Below the menu, the breadcrumb trail reads: Home / New NOC: Construction NOC / Licence NO: / Company: . The main content area is titled 'Construction NOC' and features a vertical sidebar with six steps: STEP 01 Questionnaire, STEP 02 Project Details, STEP 03 Contact Details (highlighted), STEP 04 Work Location, STEP 05 Technical Information, and STEP 06 Supporting Documents. The main form area is titled '3 Step 3 of 6 Contact Details' and contains the following sections:

- Contact Details provided should be for a point of contact who can provide all of the technical details related to the application.**
 - Contact Details**
 - Name * (text input)
 - Email * (text input)
 - Mobile * (text input)
 - Office Phone No * (text input)
 - Fax No * (text input)
 - Trade License No (text input, highlighted in grey)
- Client Company Details**
 - Name * (text input)
 - Email * (text input)
 - Mobile * (text input)
 - Office Phone No (Optional): (text input)
 - Fax No (Optional): (text input)
- Project Site or Construction Consultant/Client Details:**
 - Construction Supervision To Be Done By * (dropdown menu, currently showing 'DEWA')
 - Project Site or Construction Consultant Trade License Number (Optional) (text input)
 - Consultant/Client Contact Name: * (text input)

Figure 8: Contact details

Step 4 – Work Location

Customers must mark the work location on an interactive map. Use the available tools to define the work area accurately.

Home / New

- NOC, Construction NOC
- Vehicle licencing
- Drivers licencing
- Construction NOC
- Parking

Home / Driver and Car Owner / Public Transport / Business and Corporate / People of Determination

STEP 01 Questionnaire

STEP 02 Project Details

STEP 03 Contact Details

STEP 04 **Work Location**

STEP 05 Technical Information

STEP 06 Supporting Documents

4 Step 4 of 6
Work Location

Project Location

Refresh Map

Base Maps

Note: Applicant is requested to draw the work area as accurately as possible reflecting the actual work location as per the submitted drawings. If not, then the application can be objected by Services Entities.

Impacted Communities

Please select the communities that are affected

Select

645 - WADI AL SAFA 3

Coordinates

The coordinates you've marked in the Map will be displayed below

Area 1

x: 498725.7340	y: 2776249.1860
x: 498782.1320	y: 2776272.8580
x: 498811.9810	y: 2776201.7440
x: 498807.6120	y: 2776199.8400
x: 498782.6000	y: 2776191.5120
x: 498753.0420	y: 2776184.1240
x: 498725.7340	y: 2776249.1860

Affected road (Optional)

Service catalogue

Locations

Media center

Contact Us

Figure 9: Work Location

Method 1 – Add Work Area by Shape File

- Click **Add Project Boundary by Shape File**

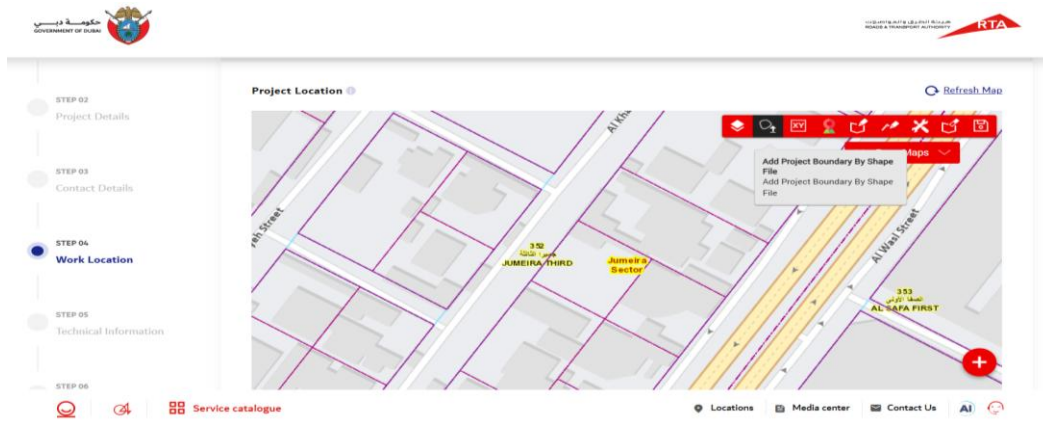


Figure 10: Shape File Tool Button

- Choose a shape file in ZIP format and upload it

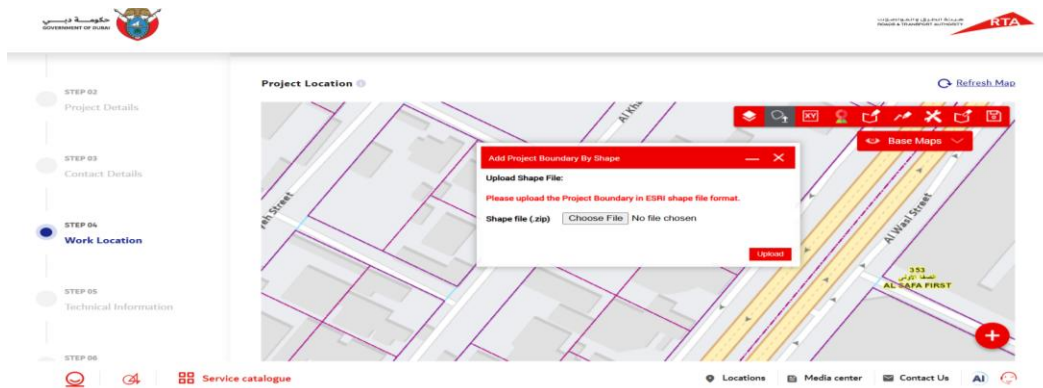


Figure 11: Shape File Upload Window

- Once uploaded successfully, the boundary will be drawn on the map

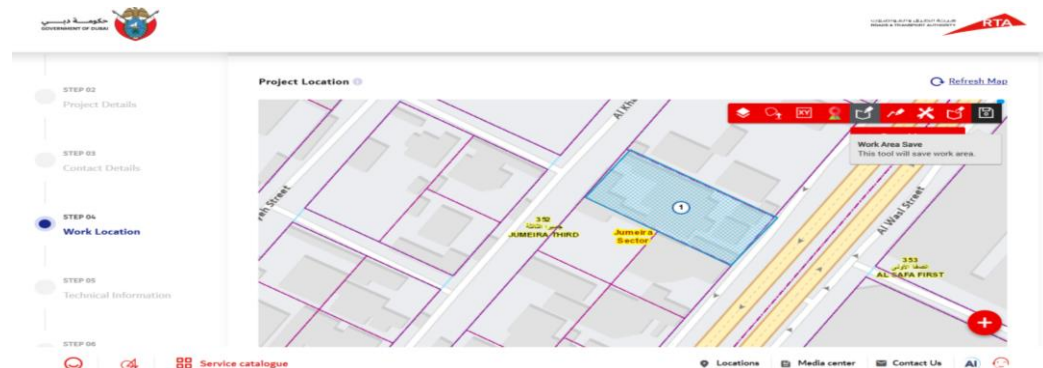


Figure 12: Shape File Boundary Result

- Click Save

Method 2 – Add Work Area by Coordinates

- Click **Add Work Area by Coordinates** from the Work Location tools
- Ensure DLTM Coordinates are entered correctly **and in sequence**.

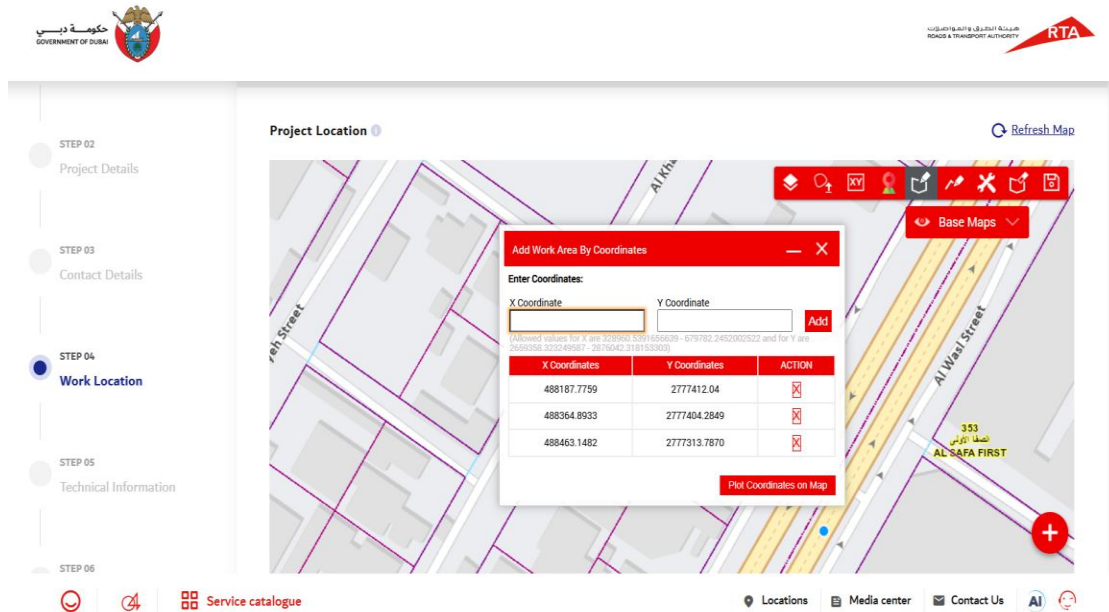


Figure 13: Coordinates Entry Panel

- Click Plot Coordinates on Map

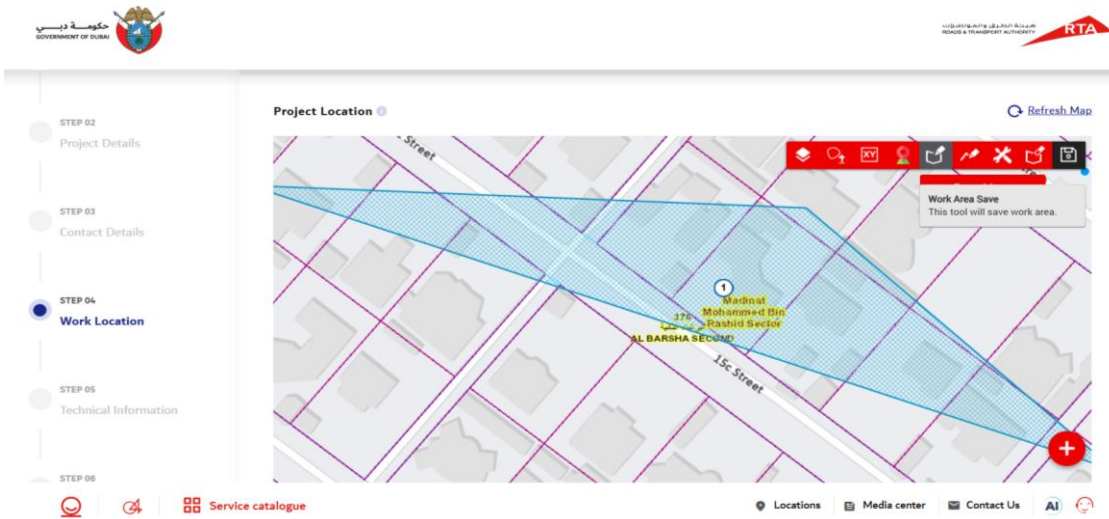


Figure 14: Coordinates Plot Result

- Click Save

Method 3 – Draw Work Area by Entering Plot Number

- Click **Add Work Area by Plot Number**

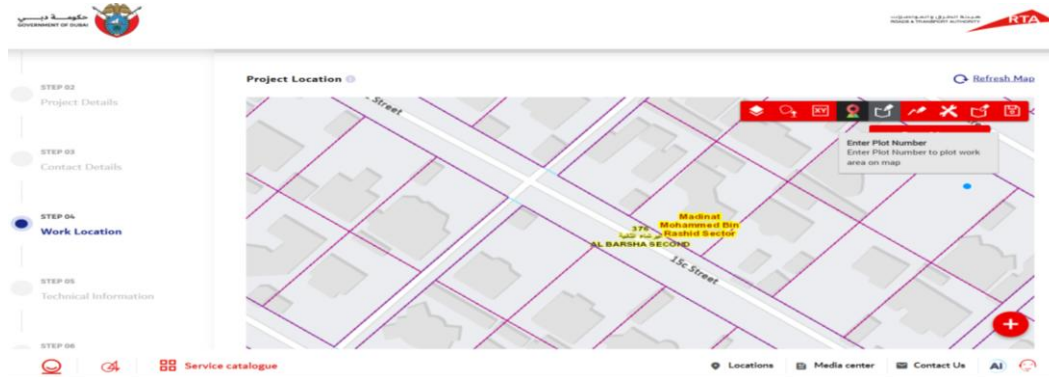


Figure 15: Plot Number Selection Tool

- Enter **Plot Number** and click **Plot** Plot Number Format (E.g xxx0xxx)

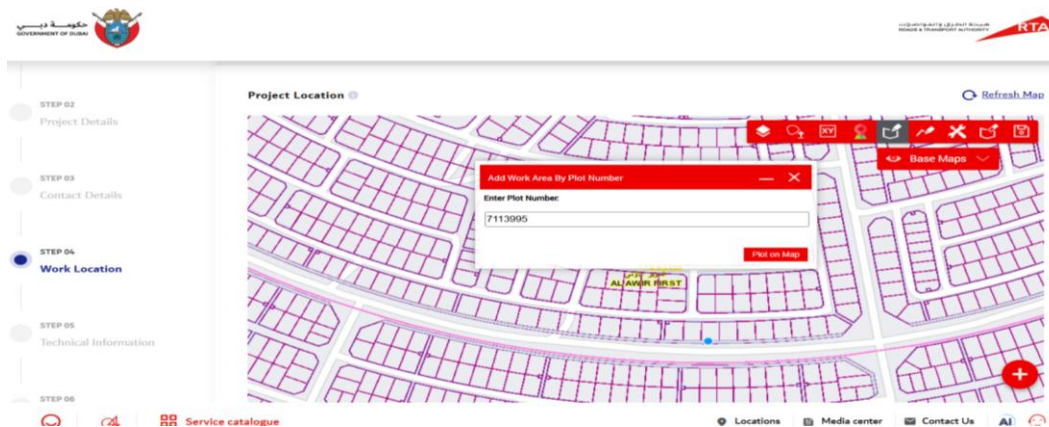


Figure 16: Plot Number Entry

- The map zooms to the selected plot

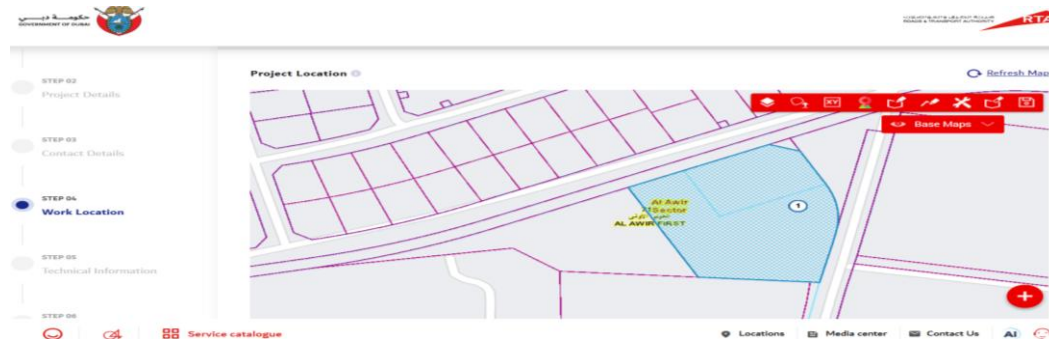


Figure 17: Parcel Plot Result

- Click Save

Method 4 – Add Work Area by Free Drawing

- Click the polygon drawing icon

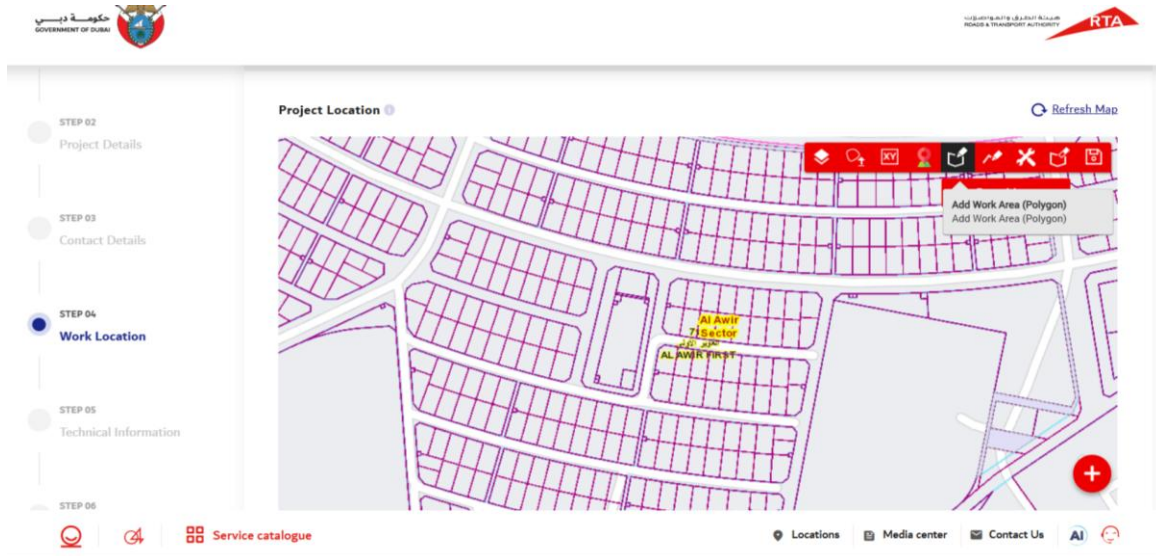


Figure 18: Polygon Tool Icon

- Draw the polygon on the map

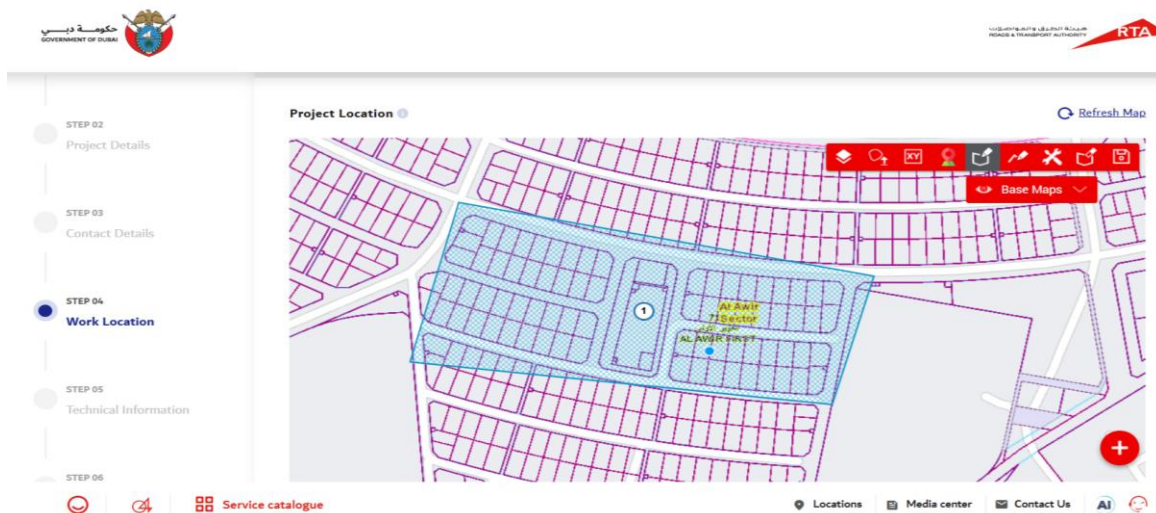


Figure 19: Polygon Drawn Result

- Click Save

Step 5 – Technical Information

Enter technical details such as surface types impacted, dimensions, reinstatement party, and type of construction or drilling.

Construction NOC

STEP 01 Questionnaire
STEP 02 Project Details
STEP 03 Contact Details
STEP 04 Work Location
STEP 05 Technical Information
STEP 06 Supporting Documents

5 Step 5 of 6
Technical Information

Select the surface type(s) designated for cutting (Optional) ⓘ

Type	Length (mts)	Width (mts)	Area	Depth (mts)	Reinstatement by	Payment by
☐ Asphalt (Carriageway)					RMS	Applicant
☐ Tiles (sq./IL)					RMS	Applicant
☐ Unmade					RMS	Applicant
☐ Hard shoulder/Parking					RMS	Applicant
☐ Landscaping					RMS	Applicant
☐ Others						

Type of trench support used: (Mandatory if depth is > 50 centimeters) ⓘ
Select :

Type(s) of surface to be constructed (Optional) ⓘ

Thrustboring / Drilling Details (Optional) ⓘ

No. of drilling / thrust	Length (mts)	Depth (mts)	Drilling Type	Drilling Start Date
			Select drilling type	DD/MM/YYYY:

Figure 20: Technical Information

Note: Provide accurate technical details to avoid approval delays.

Step 6 – Supporting Documents

Upload required documents including layout drawings and site photos, ensure file size compliance and make sure to upload all the mandatory documents, agree to terms, and submit the application.

Final Design NOC

- STEP 01
Questionnaire
- STEP 02
Project Details
- STEP 03
Contact Details
- STEP 04
Work Location
- STEP 05
Technical Information
- STEP 06
Supporting Documents

6 Step 6 of 6 Supporting Documents

- You can upload as many documents as possible to the application. However a single document cannot exceed 100MB in size.
- You will be issued your NOC in digital format if supporting documents are submitted in digital format.
- If supporting documents are submitted in paper format, then you will be issued a digital NOC cover page and will be required to collect the stamped supporting documents personally from each department.
- Please be informed that copy of original approved docs should be attached along with the new submission.
- In case manual option is selected, you must submit supporting documents to the service authorities within 10 days after the electronic submission. Kindly coordinate with the authorities to get the official address to submit the documents.
- You must provide all the supporting documents according to the list available on the [e-NOC](#) website.
- Please upload the layout drawing, showing all scope of work, in both CAD and PDF format, if applicable.
- Please ensure to upload up to date photos of the site conditions, if applicable.

☒ Upload digital documents
For the fastest and most hassle-free experience, upload your documents digitally!

Location plan (with scope boundary DLTM coordinates) * ⓘ

Figure 21: Supporting Documents (1)

Location plan (with scope boundary DLTM coordinates) *

Drag & Drop files here or

Browse Files

NOC-18122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Roads layout *

Drag & Drop files here or

Browse Files

NOC-18122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Cross section with section markers drawings *

Drag & Drop files here or

Browse Files

NOC-18122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Figure 23: Supporting Documents (2)

Location plan (with scope boundary DLTM coordinates) * ⓘ

Drag & Drop files here or

Browse Files

NOC-16122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Roads layout * ⓘ

Drag & Drop files here or

Browse Files

NOC-16122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Cross section with section markers drawings * ⓘ

Drag & Drop files here or

Browse Files

NOC-16122025-2157-NOCCertificate-22-01-2026-090652.pdf
1.81 MB

Figure 23: Supporting Documents (3)

Step 7 - Submission Confirmation

After submission, a confirmation screen displays the NOC Reference Number, allows you to download the receipt, and sends a confirmation email to your registered address.

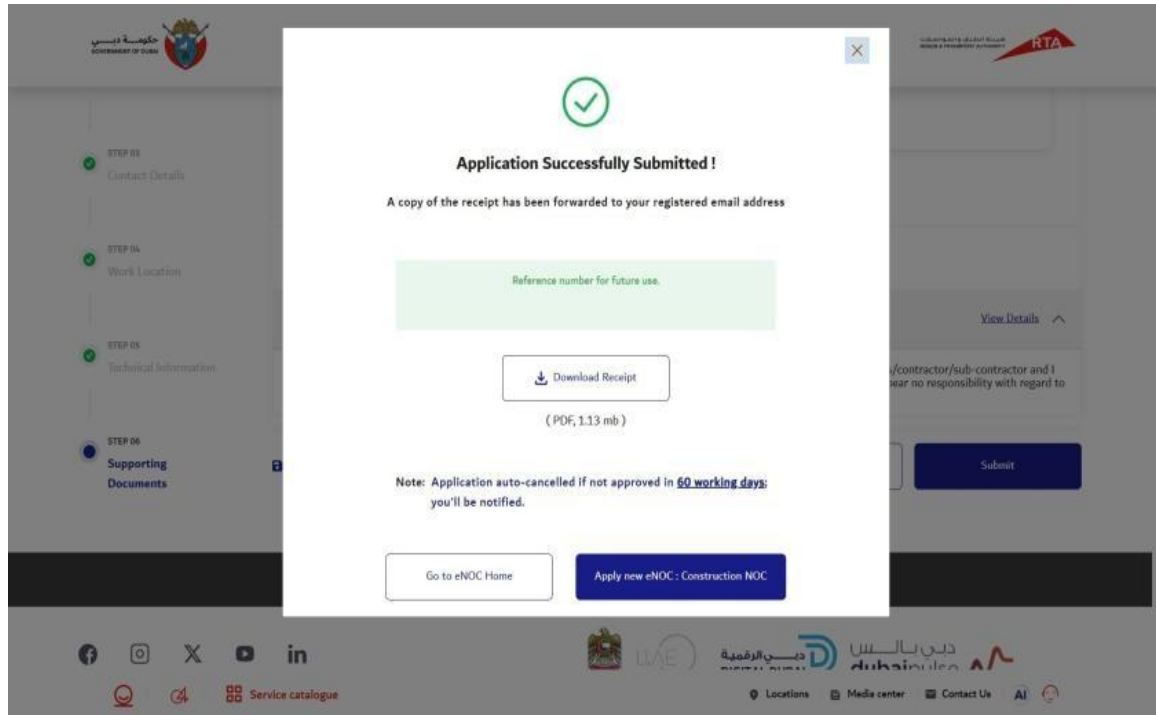


Figure 24: Submission

Note: You can return to the dashboard or start another application if needed.

Application Details

After submission, you can view each NOC in detail including project summary, attachments, reviewer comments, authority workflow, payments, and pending actions. Check comments regularly to avoid delays.

Construction NOC (Digital)

Reference # : Application Type : Application submitted date :
New Noc 11/11/2025 [Download Receipt](#) ⬇

Overall Status : **Submitted**

[Expand all](#) [Collapse all](#)

Project Details

Project Code :	Client Name :
Project Type : Soil investigation	Final Design NOC# :
Project Name : Development of Saih Al Salaam Street	Rejected NOC# :
Work Description : Demo to DCAA	Related NOC# :
Project/Work Start date : 03/08/2024	
Project/Work End date : 31/08/2024	

Work Location

Contact Details - Applicant Details Section

Key Contact Person Details

Contact Person Name :
Contact Person Email :
Mobile number :
Company mobile number :
Fax No :
Trade License Number :

Client Company Details

Client Name :
Client Email :
Mobile number :
Company mobile number :
Fax No :

Project Site or Construction Consultant/Client Details :

Figure 25: Application Details

In Case of Rejection

- If an application is rejected, the customer will receive an email notification showing the rejection reason and processor contact details.

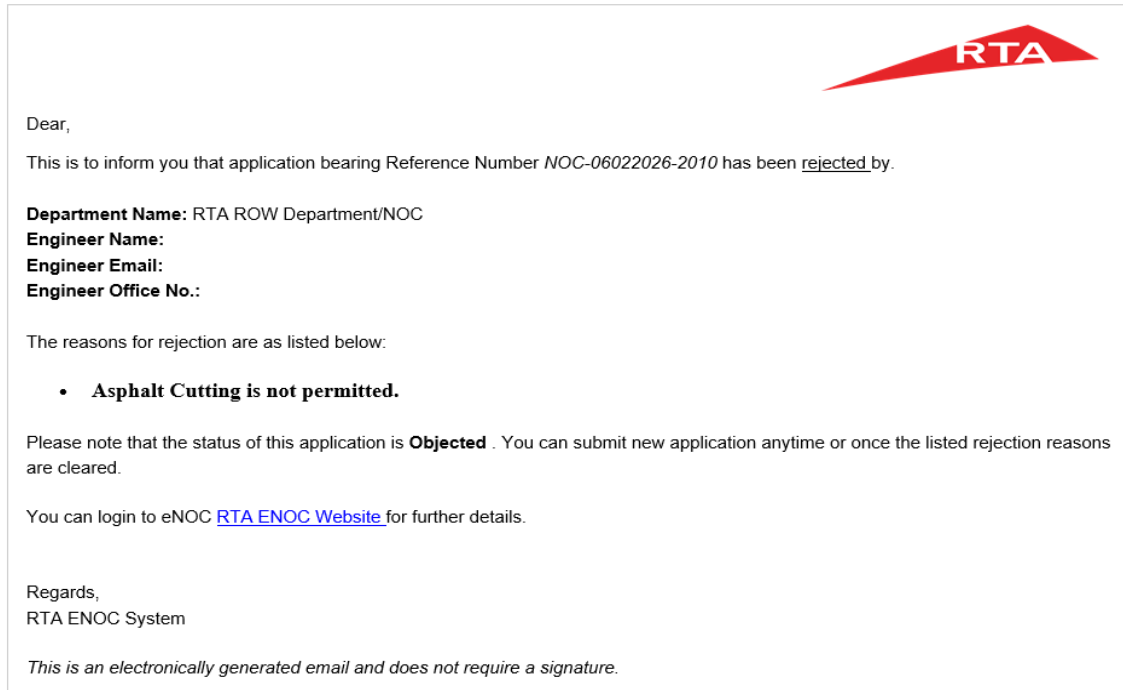


Figure 26: Rejection Email

- Customers can also check rejection details inside the portal under the NOC Details page/ Application Status section.

Application Status

Overall Status

Objected

Individual Status For Each Department

Department	Date	Role	Owner	Status
DEWA	23/02/2026	Processor	DEWA	Owned
du	23/02/2026	Processor		New
EMPOWER	24/02/2026	Processor	Abdalkarim.alalami@empower.ae	Owned
Etisalat	23/02/2026	Processor	Squraishi@eand.com	Owned
Rail Agency	23/02/2026	Processor		New
Roads & Facilities Maintenance Department	23/02/2026	Processor	romelito.salvador@rta.ae	Owned
RTA ROW Department/NOC	24/02/2026	Processor	saeed1.heshmat	Objected
Sewerage & Recycle Water Projects	23/02/2026	Processor		New

Figure 27: Rejection Status Screen

- Clicking the 'Objected' hyperlink will display the reason for rejection.

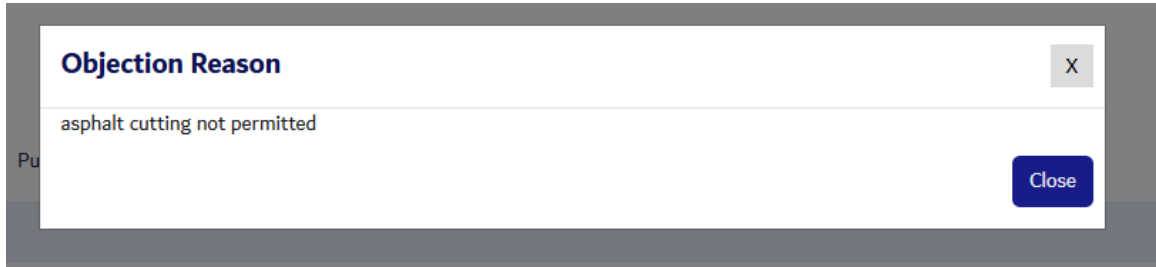


Figure 28: Rejection Reason Screen

In Case of that you have Active ROW Fines

If there is active ROW Fines, NOC Certificate will not be generated. And you will receive an email notification stating that you need to clear the fines so you can be able to submit new NOCs and receive NOC Certificate. Once the fines are paid, NOC Certificate will be generated automatically. Steps to Pay the fines are listed below in ROW Fines Section.

Deposit Refund

Customers can request refunds for deposits paid during earlier applications. Your request is sent to the respective department.

How to Apply for Deposit Refund

1. Click **Apply Deposit Refund** from the dashboard.
2. Fill in all required details in the refund form.
3. Click **Submit**.

The screenshot shows the 'My Dashboard' page of the RTA portal. At the top, there are navigation links: Home, Driver and Car Owner, Public Transport, Business and Corporate, and People of Determination. Below these is a search bar labeled 'Search By NOC/PT Ref.No.' and a 'My Dashboard' section with buttons for 'ROW Fines', 'Apply Deposit Refund', and '+ New NOC'. A summary row displays statistics: 236 My Applications, 21 Commented Applications, 30 Pending Payments, 0 Expiring NOCs, and 17 Revalidation Due. The main section, 'My Applications', contains a table with columns: Reference #, Type, Client, Project Code, Project Type, Date Applied, and Status. The table lists four applications, all from client 'DCAA' and project 'TRA/RDS/...', with statuses ranging from 'Submitted' to 'In Process'. At the bottom, there are links for 'Service catalogue', 'Locations', 'Media center', and 'Contact Us'.

Reference #	Type	Client	Project Code	Project Type	Date Applied	Status
NOC-11112025-2001	Constructio...	DCAA	TRA/RDS/...	Soil investig...	11/11/2025	Submitted
NOC-10112025-2003	Constructio...	DCAA	TRA/RDS/...	Soil investig...	10/11/2025	In Process
NOC-10112025-2002	Constructio...	DCAA	TRA/RDS/...	Traffic Cam...	10/11/2025	In Process
NOC-10112025-2001	Constructio...	DCAA	TRA/RDS/...	Traffic Cam...	10/11/2025	In Process

Figure 29: Apply Deposit refund

The screenshot shows the 'Deposit Refund Request' form. It contains several input fields for user information and application details. The fields are organized into three columns. The first column includes 'NOC Reference Number', 'Deposit Paid Date', 'Swift Code', 'Contact Person Email', and 'Deposit Refund Description'. The second column includes 'Sales Order Number', 'Deposit Type', 'Deposit Receipt Number', 'Contact Person Mobile', and 'Related NOC Number'. The third column includes 'Deposit Amount (AED)', 'Bank Name', 'Contact Person Name', and 'Parcel Number'. Each field has a placeholder text indicating what to enter. At the bottom, there are links for 'Service catalogue', 'Locations', 'Media center', and 'Contact Us'.

Figure 30: Deposit refund request

Note: Accuracy in form data helps avoid delays.

ROW Fines

After approval, an inspection team may issue fines for non-compliance. Use this feature to view and pay ROW fines.

Steps to View or Pay Fines

1. Click **ROW Fines** from the dashboard.
2. View the list of fines associated with your account.

3. Select one or multiple fines to pay.
4. Complete payment through the portal.

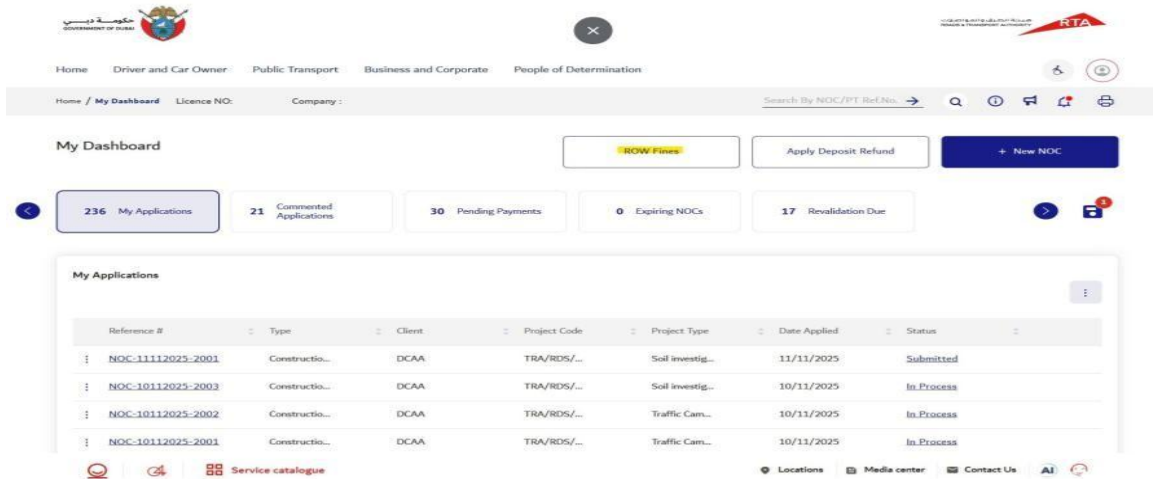


Figure 31 Apply ROW Fines

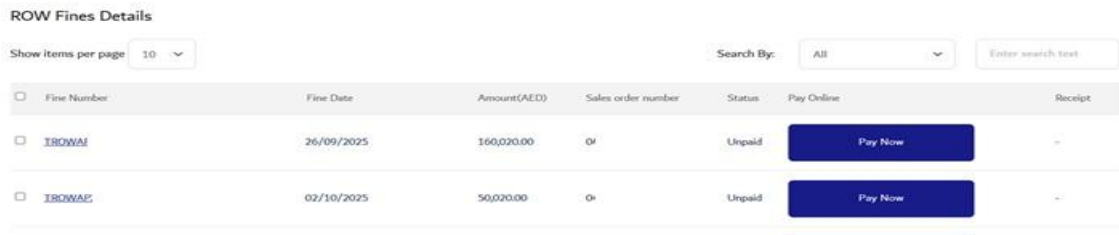


Figure 32 Pay ROW Fines

Note: Pay fines within one month to avoid restrictions on new NOC submissions

Notes and Compliance

- All screenshots in this manual are masked to protect sensitive information.
- The manual is periodically updated to reflect system enhancements.