

Circular 343: Engineering Services Submissions

Date: March 21, 2020

Dear Customer,

In view of the current situations, DDA – Engineering Services has decided to close the Customer Service Center, located in Dubai Studio City, Building 1, Ground Floor, starting from Sunday, 22nd March, 2020.

Accordingly, you are requested to apply for all service requests through Portal <https://webzoning.dda.gov.ae> (please ensure to register online to access our portal).

Further, for the ease of customer access to our services, DDA – Engineering Services has expanded the [Connect With Us](#) functionality as mentioned below:

1. “Request for a Service” To apply for new services request or re-submission (only for services that are **not available in Portal** and ensure to **attach the Service Form** along with all the **required documents**). The service request will be created within 1 working day and the reference number will be shared with you. If payment is required, please use the quick [Pay Online](#) by entering the reference number.
2. “Meeting Request” Request for meetings which will be replied either by phone / email / video conference.
3. “Submit a Letter” you can attach letters addressed to Engineering services through this option (no more physical letters will be accepted).

As our submission counters will be closed, **payment for DDA Engineering Services** shall be **accepted only through online**. The following payment modes are available for the customers to pay for their services:

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

Please note that our Call Center will remain active and as usual you may call them on 800-4-DDA (332) or through [Connect With Us](#).

Regards,

Dubai Development Authority