User Manual

TOC (Taking Over Certificate) Services

Suppliers (Consultants)

VERSION 1.0

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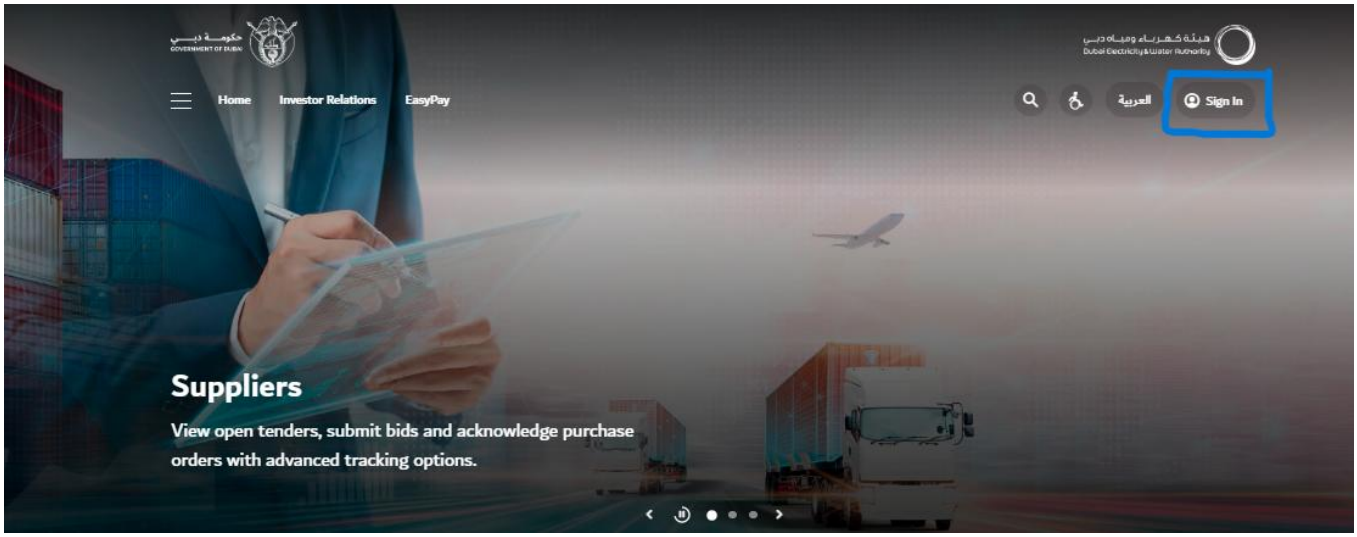
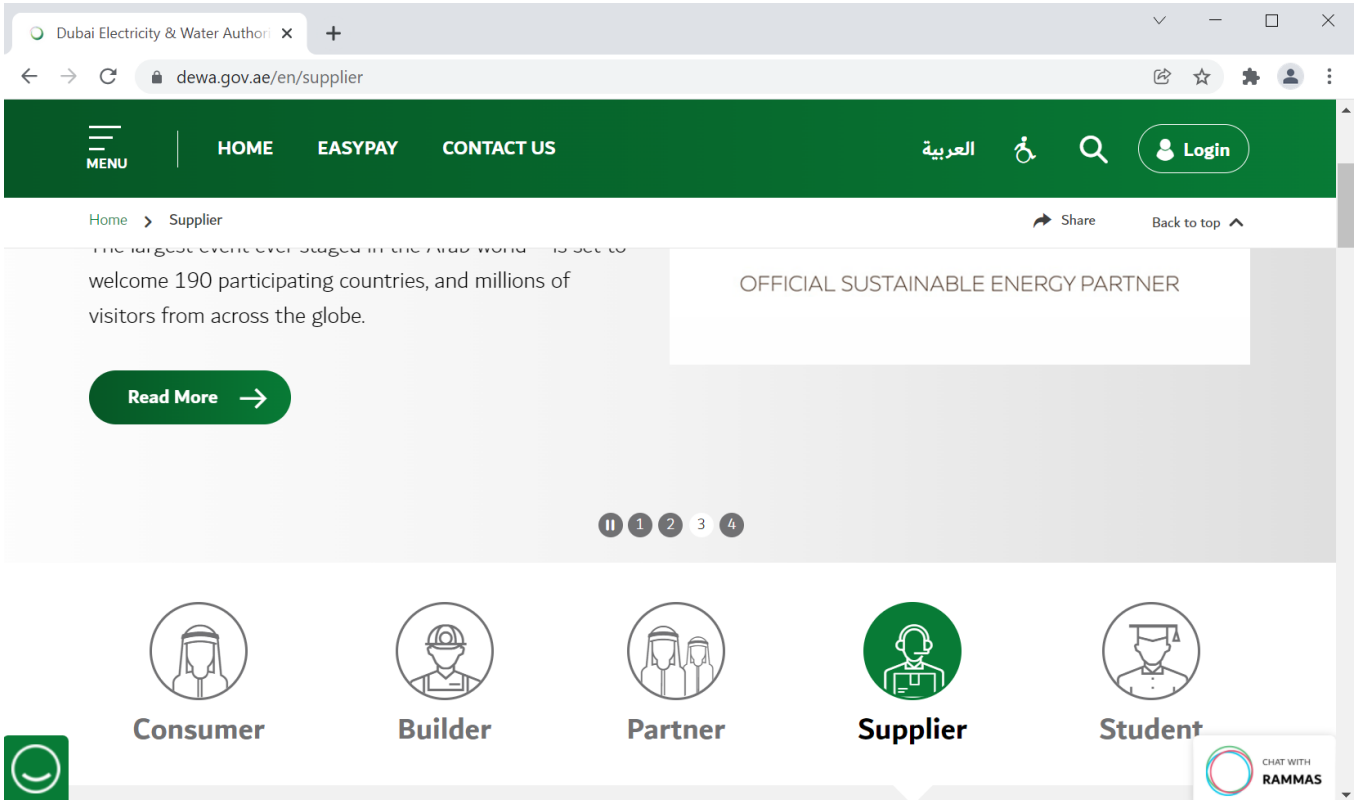
1. Consultant will receive a notification for approval after TOC document is submitted by the supplier/contractor. Then consultant can login to **DEWA website** https://www.dewa.gov.ae



1.1. Select “Suppliers”



1.2. Supplier login

Logon to SRM portal with Consultant’s credentials

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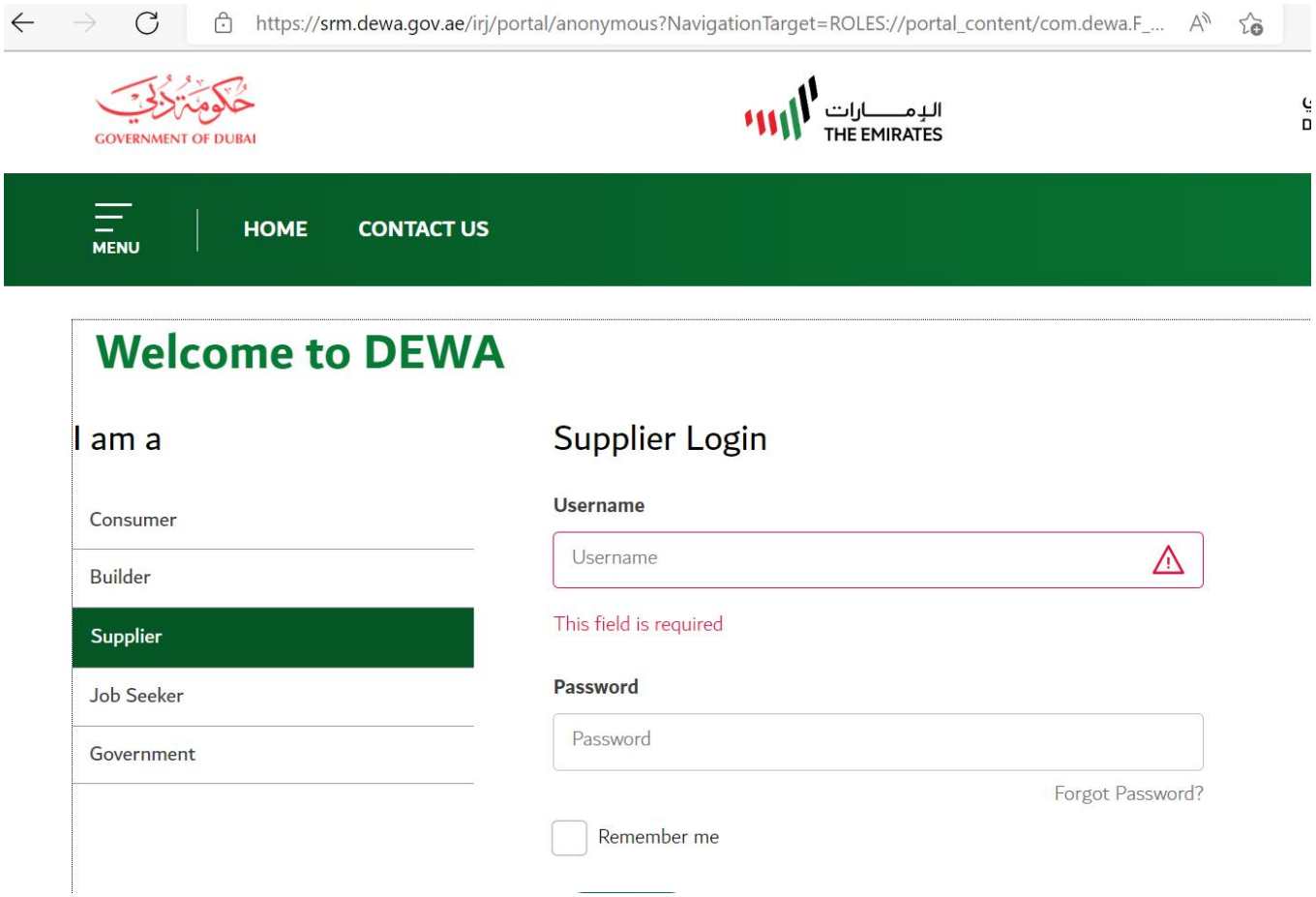

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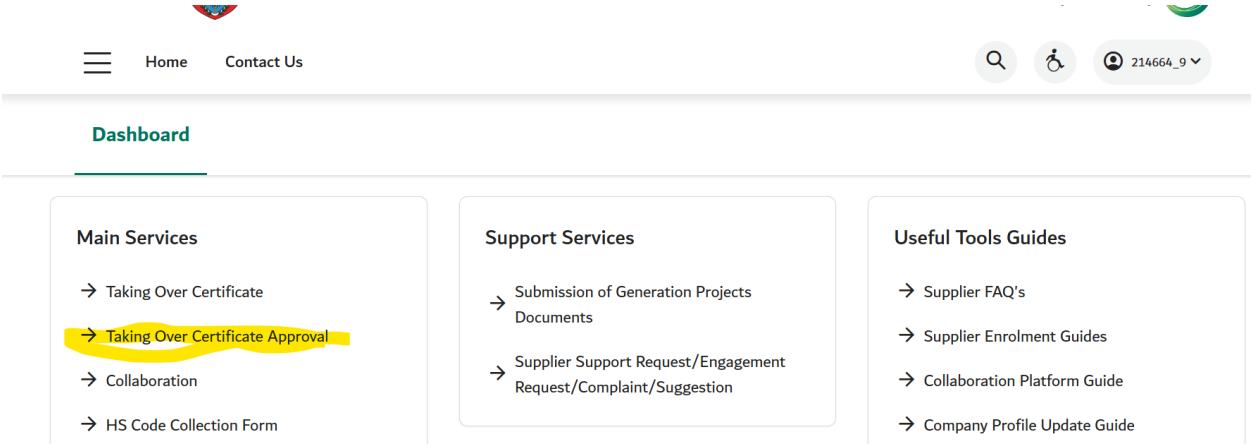
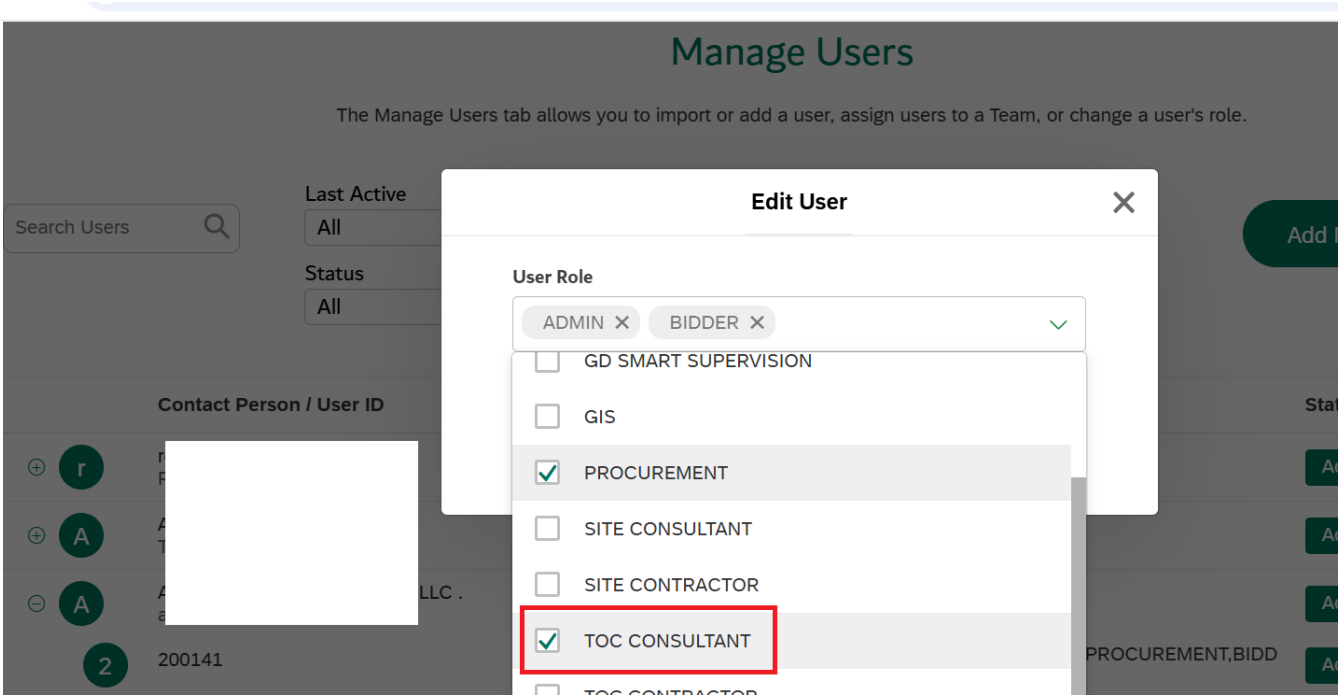
1.3. Under Main services, Select Taking over Certificate Approval

Select the service Taking over certificate Approval as highlighted in yellow



Add additional role access to the supplier user through managing user service. Only administrator account can add the additional role to the users. TOC certificate approval link will enabled once add the additional “TOC Consultant” role to the supplier user.



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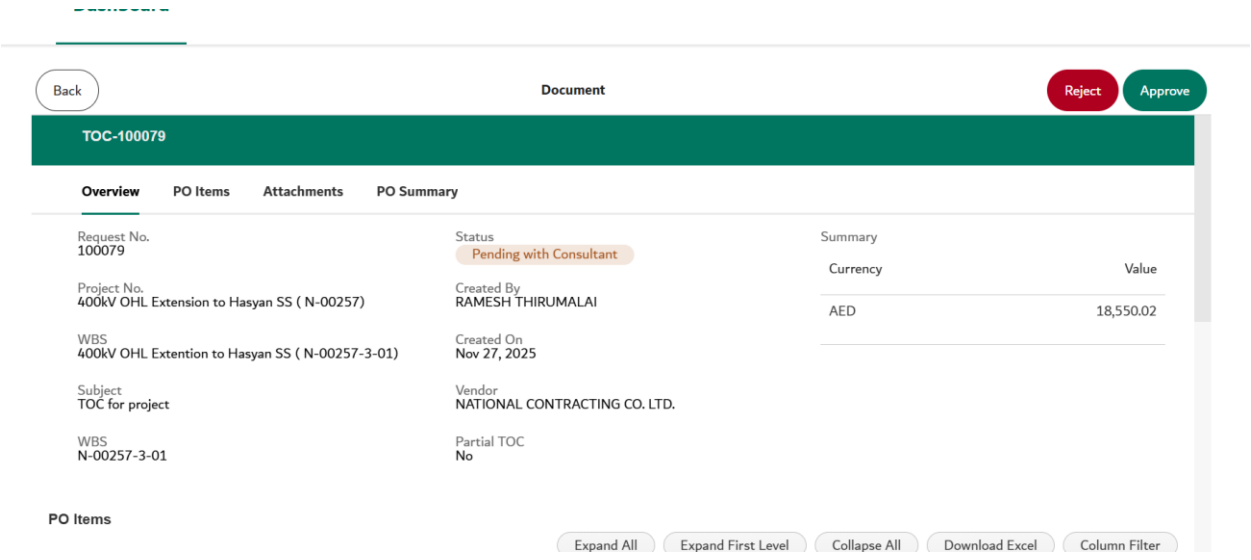
The list below will display all the requests number assigned to him along with status in SRM portal

Request No.	Description	Project	WBS	Created Date	TOC Date	TOC Approved Date	SRM Status	DEWA Status
100079	TOC for project	(N-00257) 400kV OHL Extension to Hasyan SS	(N-00257-3-01) 400kV OHL Extention to Hasyan SS	Nov 27 2025	Oct 31 2025		Pending with Consultant	Pending in SRM

Click on requests no to see the details of TOC request and to approve or reject the request.

Step 2 – Consultant can view the TOC request as shown in the screenshot below.



One can either approve or reject the TOC request by adding supporting documents along with comments. The other fields will be in display mode

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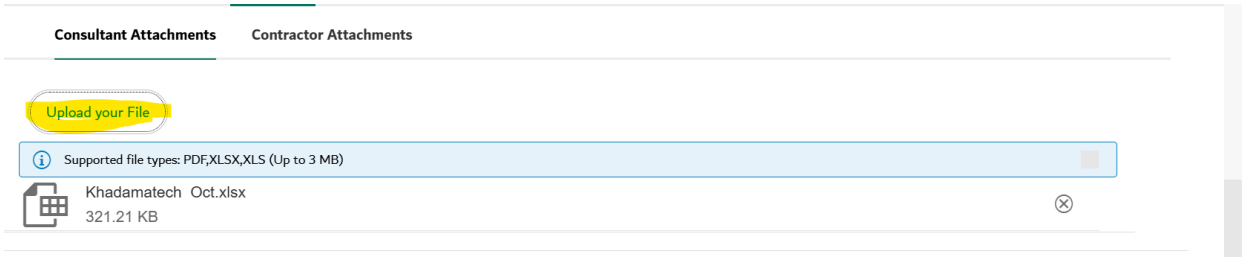
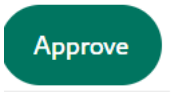
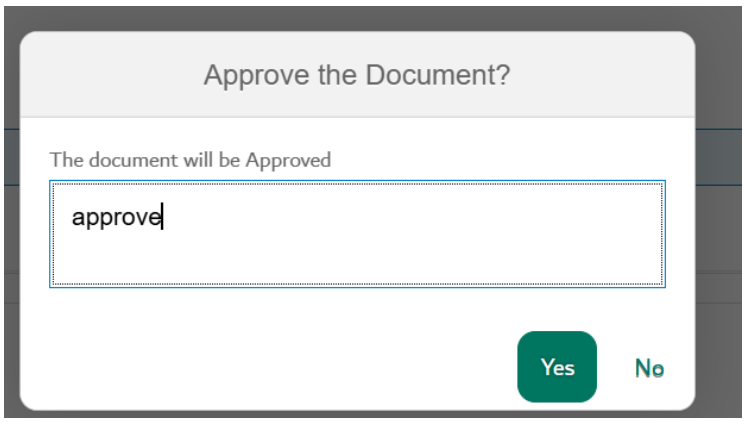


Click on upload your file to attached supporting document.

Click on  to approve TOC request. Click on Reject to Reject the TOC request

Enter approval or rejection comments



Once the document is approved or rejected , Supplier will receive a notification for consultant approval or Rejection.

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Alert
The document 100079 has been Approved
OK