



Provide Inquiries, Suggestions and Observations

About the Service

It is the service of responding to Inquiries, Suggestions and Observations by logging to National CRM website "Tawasul171"

Service Process

- Go to the CRM website
- Register/Login to the website
- Submit the request
- Recieve the answer from the ministry

Expected Time

- Answering within 5 working days

Service Fees

- No fees

Target Audience

- All society categorize government and individuals (citizens, residents, people of determination, senior citizens)

Service Channels

- Website: 24/7
- Smart App: 24/7

Required Documents

The required documents issued by approved authorities require a stamp, taking into consideration that the digital stamp is acceptable.

- Service Code:MOEI-10091
- Service Type:G2B , G2C , G2G

Related Services

Request for issuance of PRO card

Having trouble?

- customer.happiness@moei.gov.ae
- [8006634](tel:8006634)