



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INDUSTRY

# MINISTRY OF ENERGY & INDUSTRY SERVICES GUIDE 2017

Industrial Development Sector  
Industrial Organization Department

[www.moei.gov.ae](http://www.moei.gov.ae)

## Ministry of Energy & Industry's Office

Emirate	Telephone	Fax
Abu Dhabi	800-6634	02 619 0001
Dubai		



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برنامج الإمارات للخدمة الحكومية المتميزة  
Emirates Government Service Excellence Program



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## Customer Happiness Formula

Proud Employee + Dedicated Entity + Positive and Proactive Customer



We pledge to make you happy

1. Greet you with a smile
2. Make an excellent first impression
3. Be courteous and polite
4. Be a great listener
5. Be professional and helpful
6. Show empathy
7. Be positive
8. Be innovative in service provision
9. Go the extra mile
10. Deliver a wow experience



We work to make you happy

1. Provide a happy and a positive culture and environment
2. Simplify and speed up service delivery
3. Know the customer preferences and personalize the experience
4. Offer services at customer convenience
5. Provide fair and unbiased service
6. Delight the customer by going beyond expectations
7. Listen to the voice of the customer
8. Engage the customer to improve services
9. Continuously innovate (future service delivery)
10. Work with one-team spirit for customer happiness



Help us make you happy

1. Provide accurate and up-to-date information and documents
2. Offer constructive feedback and innovative and positive suggestions
3. Participate in service co-creation
4. Be our partner in shaping the future of services
5. Share your happy and positive experience



## Customer Happiness

## Customer Happiness Charter

Proud Employee + Dedicated Entity + Positive and Proactive Customer =



We pledge to make you happy



We work to make you happy



Help us make you happy

## Customer Happiness

**“ We are committed to providing special, innovative and easy services of international standards, commensurate with the aspirations of the customers, exceeding their expectations and bringing them happiness”**

**H.E Suhail Mohamed Al Mazrouei**  
Minister of Energy & Industry



## Service of Issuing Initial Approval Certificate

### Service Card

1	Service Description	This certificate is a primary approval in order to exercise an industrial activity for 6 months, it's allowed to complete other documents at concerned departments, start establishing the factory, bring machinery, equipment & raw materials and start trial production.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Investors in industrial sector from UAE nationals & expatriates
6	Requirements of service	<ol style="list-style-type: none"> <li>Memorandum of Association and the shares of UAE nationals not less than 51%</li> <li>Total of employees shall be less than 10</li> <li>Total of capital shall be less than AED 250,000.</li> <li>Obtain Initial industrial license from local licensing Dept.</li> <li>Fill out the electronic forms at website &amp; attach documents as the following (basic information, activities &amp; employees, Owners' information, feasibility study, machinery &amp; equipment, raw materials, products, Commitment from owner of industrial project or the manager to comply with all applicable laws and regulations in the state, and implement all provisions related to industrial security, public health and environment protection upon Art. 32 of industry law)</li> </ol>

## Service of Issuing Initial Approval Certificate

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>log in (<a href="https://services.economy.ae">https://services.economy.ae</a>)</li> <li>The customer will choose (Start using this service) in industrial license.</li> <li>The customer will choose (new user registration).</li> <li>Fill out information of new user account (Name, Gender, contact number, username, password &amp; secret question).</li> <li>Choose (Start using this service) in industrial license.</li> <li>Log in upon the name of user &amp; password that registered in the website.</li> <li>Choose (new Initial approval) fill out (basic information, activities &amp; employees, Owners' information, feasibility study, machinery &amp; equipment, raw materials, products and Commitment)</li> <li>The system gives the transaction number &amp; send the application to the ministry.</li> <li>The employee will log in the system upon username &amp; password.</li> <li>Open new Initial approvals application, check data &amp; information contained in the application and make sure of upload required documents.</li> <li>In case of not completing data &amp; attachment, an electronic letter to be sent to the applicant to complete the application.</li> <li>In case of accuracy &amp; validity of data &amp; attachment, the application is approved</li> <li>The customer pays license fees through E-Dirham.</li> <li>The employee prints the primary approval certificate.</li> <li>In resolving the non-compliance of the conditions, the request is converted to payment and the certificate is printed.</li> <li>Send the Initial approval certificate to applicant by email</li> </ol>
8	Linkage the service with other services	E-Dirham service, industrial license Dept.
9	Limits on service	Initial approval certificate (valid for 6 month)
10	The average duration of service completion	3 Working Days
11	Service Fees (If any)	AED 1000 (Pay through E-Dirham) - AED 500 for non-compliance of the conditions
12	Times of providing the service	7:30 a.m. – 2:30 p.m.

## Issue Industrial production License

### Service Card

1	Service Description	This certificate is provided for companies that apply & meet industrial licensing requirements, the factory can benefit from the exemption of custom duties on machinery & equipment, spare parts, not manufactured & semi-manufactured raw materials and packaging materials.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Subdivision Procedural
5	Categories of concerned customers	Investors in industrial sector from UAE nationals & expatriates
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Memorandum of Association and the shares of UAE nationals not less than 51%</li> <li>2. Total of employees should be less than 10</li> <li>3. Total of capital should be less than AED 250,000.</li> <li>4. Obtain industrial license from local licensing Dept. of industrial activity.</li> <li>5. Fill out the electronic form at website that includes (basic information, activities &amp; employees , Owners' information , feasibility study , machinery &amp; equipment , raw materials , products, financial statements, commitment from owner of industrial project or the manager to comply with all applicable laws and regulations in the state, and implement all provisions related to industrial security, public health and environment protection upon Art. 32 of industry law)</li> </ol>

## Issue Industrial production License

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. The applicant to submit the application through the website.</li> <li>2. The employee to check the application and to verify the accuracy of the attached data and documents.</li> <li>3. In case of non-conformity of the conditions, a certificate of non-compliance will follow.</li> <li>4. In terms of deficiencies, the application shall be transferred to the applicant in order to submit all required documents.</li> <li>5. In case of approval, the application will be directed to the applicant to pay the inspection fees.</li> <li>6. The inspector will visit the factory.</li> <li>7. The inspector will enter the site &amp; write inspection report.</li> <li>8. The employee will log in Ministry's website &amp; choose issue industrial license service.</li> <li>9. Print out the industrial license, and send the industrial production license to applicant through email.</li> </ol>
8	Linkage the service with other services	E-Dirham service , industrial license Dept.
9	Limits on service	Initial approval certificate (valid for 6 month).
10	The average duration of service completion	15 working days
11	Service Fees (If any)	AED 100 inspection fees and AED 1000 certificate fees can be made through dirham electronic or credit card.
12	Times of providing the service	7:30 a.m. – 2:30 p.m.

## Renewal of Initial Approval Certificate

### Service Card

1	Service Description	Renew the license of primary approval in order to exercise an industrial activity for another 6 months to complete establish the factory, bring machinery, equipment & raw materials and start trial production.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Investors in industrial sector from UAE nationals & expatriates
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Validity of primary industrial license from local licensing Dept.</li> <li>2. Submit renewal application through website.</li> <li>3. Pay required fees through E-Dirham or credit cards.</li> </ol>

## Renewal of Initial Approval Certificate

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. The customer submits the application through e-system.</li> <li>2. Open website of primary approvals by the employee.</li> <li>3. Check data &amp; renewal reasons.</li> <li>4. The inspector visits the facility and writes the inspection report.</li> <li>5. The employee revise the inspection report.</li> <li>6. In case the customer failed to take an action to establish the factory, the request will be rejected.</li> <li>7. In case of approval, the customer pays the fees via Dirham electronic.</li> <li>8. The employee to print the primary license certificate.</li> <li>9. Send the primary approval certificate to applicant through courier.</li> </ol>
8	Linkage the service with other services	E-Dirham service, industrial license Dept.
9	Limits on service	Initial approval certificate (valid for 6 month).
10	The average duration of service completion	24 Hours.
11	Service Fees (If any)	AED 100 inspection fees and AED 500 renewal fees can be made through dirham electronic or credit card.
12	Times of providing the service	7:30 a.m. – 2:30 p.m.

## Renew of Industrial production License

### Service Card

1	Service Description	Renewal of Industrial production certificate, The factory can apply for a value added certificate as one of the registration requirements in the originating system of export
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Owners of industrial license in Ministry of Economy
6	Requirements of service	<ol style="list-style-type: none"> <li>Validity of local industrial license</li> <li>Fill out the electronic form at website that includes (basic information, activities &amp; employees , Owners' information , feasibility study , machinery &amp; equipment , raw materials , products, financial statements, commitment from owner of industrial project or the manager to comply with all applicable laws and regulations in the state, and implement all provisions related to industrial security, public health and environment protection upon Art. 32 of industry law)</li> <li>Pay renewal fees.</li> </ol>

## Renew of Industrial production License

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>The customer shall submit the application through website.</li> <li>The employee will log in Ministry's website &amp; choose renewal of industrial license service.</li> <li>Check the data &amp; information contained in application and documents.</li> <li>The customer shall pay renewal fees of AED 500 through E-Dirham.</li> <li>The employee shall print the industrial license certificate.</li> <li>Send the certificate to applicant through courier.</li> </ol>
8	Linkage the service with other services	E-Dirham service , industrial license Dept.
9	Limits on service	Initial approval certificate (valid for 6 month).
10	The average duration of service completion	One working day
11	Service Fees (If any)	AED 500 to be paid through E-Dirham or credit card and a fine of AED 100 for the delay. The calculation will start on the day after the end of the first month of the certificate expiry date.
12	Times of providing the service	7:30 a.m. – 2:30 p.m.

## Update Data of Industrial production License

### Service Card

1	Service Description	This service is allowed the company to update and amend its data contained in e-industrial register as the address, owners, activities, etc...
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Owners of industrial license in Ministry of Economy
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Fill out the electronic form at website and update the required such as (basic information, activities &amp; employees , Owners' information , machinery &amp; equipment , raw materials , products )</li> <li>2. Attach the amendment documents.</li> <li>3. Provide the amendment in local industrial license certificate.</li> <li>4. Pay amendment fees.</li> </ol>

## Update Data of Industrial production License

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. The customer shall submit the application through website.</li> <li>2. Pay inspection fees in case of adding a new industrial activity or changing the address.</li> <li>3. The inspector will visit the factory.</li> <li>4. The inspector will enter the site &amp; write inspection report.</li> <li>5. The employee will log in Ministry's website &amp; choose update industrial license service.</li> <li>6. Make sure of providing visit report of factory's site.</li> <li>7. Check the data &amp; information contained in application and documents.</li> <li>8. In case of any remarks, it shall review the Dept.</li> <li>9. The customer shall be informed about the remarks to amend it.</li> <li>10. In case of approval, the customer shall pay update fees AED 250.</li> <li>11. The employee will print out the updated industrial license.</li> <li>12. Send updated industrial production license to applicant through courier</li> </ol>
8	Linkage the service with other services	E-Dirham service , industrial license Dept.
9	Limits on service	Initial approval certificate (valid for 1 year).
10	The average duration of service completion	One working day
11	Service Fees (If any)	AED 100 inspection fees (subject to activity or address change- AED 250 amendment Fees are paid through E-Dirham or credit card.
12	Times of providing the service	7:30 a.m. – 2:30 p.m.



## Cancel of Industrial production License

### Service Card

1	Service Description	If the customer is wish to cancel the license and for the avoidance of non-renewal fine, he shall apply for the service to stop factory licensing in the system.
2	Plan	N/A
3	Places of Obtaining the service	<ul style="list-style-type: none"> <li>Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a></li> <li>customer service centers</li> </ul>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Owners of industrial license in Ministry of Economy
6	Requirements of service	<ol style="list-style-type: none"> <li>Fill out the electronic form at website and update the required such as (basic information, activities &amp; employees , Owners' information , machinery &amp; equipment , raw materials , products )</li> <li>Submit official letter requesting for cancellation.</li> <li>Provide evidence to cancel the local license.</li> </ol>

## Cancel of Industrial production License

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>The customer shall submit official letter requesting for cancellation through customer service office.</li> <li>Check the data &amp; information of factory that contained in the website, and verify the accuracy &amp; validity of license.</li> <li>Print out the To Whom It May Concern letter of cancellation and submit the same to customer by hand.</li> </ol>
8	Linkage the service with other services	E-Dirham service, industrial license Dept. and Notaries
9	Limits on service	No certificate with an expiry date
10	The average duration of service completion	One working day
11	Service Fees (If any)	N/A
12	Times of providing the service	8:00 a.m. – 2:00 p.m.

## Application to add material for Exemption from customs

### Service Card

1	Service Description	This service is used by factories that have industrial licenses. These materials are added to the factory for exempting them (raw materials, machinery, equipment, spare parts, raw materials, semi-finished products, packaging materials) directly in the manufacturing process.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Customers who have industrial licensing certificate from ministry of economy.
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Industrial License Certificate</li> <li>2. Fill out the electronic form for the service and attach the invoices, the bill of lading and the list of materials</li> <li>3. Payment of fees</li> </ol>

## Application to add material for Exemption from customs

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. Submit the application through website.</li> <li>2. Check the data &amp; information contained in application and documents.</li> <li>3. In case of any remarks, the application will be rejected and write the remarks.</li> <li>4. Submit the application through website upon the remarks sent by the ministry.</li> <li>5. In case of approval, the customer shall pay fees AED 100. and add the quantity to the customer's account.</li> </ol>
8	Linkage the service with other services	E-Dirham service
9	Limits on service	(Service ends with license expiration or cancellation)
10	The average duration of service completion	Five working days
11	Service Fees (If any)	AED 100 (Pay through E-Dirham ) or by Credit card
12	Times of providing the service	24 hours 7 days on the electronic system

## Application to increase quantity for Exemption from customs

### Service Card

1	Service Description	This service is used by factories that have an industrial license. The request for increasing the quantity in kilograms for the previously added materials (raw and semi-processed raw materials and packaging materials) is added to the customer's balance for the purpose of exempting them from import duties
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Customers who have industrial license from ministry of economy.
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Industrial License Certificate</li> <li>2. Fill out the electronic form for the service and attach the invoices, the bill of lading and the list of materials</li> <li>3. Payment of fees</li> </ol>

## Application to increase quantity for Exemption from customs

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. Submit the customer request through the website</li> <li>2. Entering the employee to the Ministry's website and opening a service to increase the quantity</li> <li>3. Check the data and information contained in the application and documents</li> <li>4. In the case of a note, the request is rejected and the note is written</li> <li>5. In case of approval, the customer pays the fee</li> <li>6. Add the quantity to the client account automatically</li> </ol>
8	Linkage the service with other services	E-Dirham service
9	Limits on service	(Service ends with license expiration or cancellation).
10	The average duration of service completion	Five working days.
11	Service Fees (If any)	AED 50 (Pay through E-Dirham ) or by Credit Card.
12	Times of providing the service	24 hours 7 days on the electronic system

## Use customs exemption that available to Company

## Use customs exemption that available to Company

Service Card		
1	Service Description	This service is used by factories that have an industrial license from the Ministry of Economy, where the available balance is used in the customer's account of raw and semi-manufactured raw materials, machinery and equipment, spare parts and packaging materials for the purpose of exempting them from customs duties.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Customers who obtained industrial licensing certificate from ministry of economy.
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Industrial License Certificate</li> <li>2. Fill out the electronic form for the service and attach the invoices, the bill of lading and the list of materials</li> <li>3. Payment of fees</li> </ol>

Service Card		
7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. The customer shall submit the application through the website in the service of customs exemptions and payment of fees</li> <li>2. Enter the customs officer on the order and check the data request exemption</li> <li>3. If there is a note or insufficient quantity, the application is rejected</li> <li>4. In case of approval, the fees shall be paid according to weight and the quantity deducted from the customer's account</li> </ol>
8	Linkage the service with other services	E-Dirham service
9	Limits on service	(Service ends with license expiration or cancellation).
10	The average duration of service completion	One working day
11	Service Fees (If any)	AED 50 service fees - Certificate fees are awarded to the Ministry of Foreign Affairs depending on the weight of the shipment, value, E-Dirham or credit card.
12	Times of providing the service	24 hours 7 days on the electronic system.

## Issue Price Preference Certificate

### Service Card

1	Service Description	This service is provided for factories that have an industrial license from the Ministry of Economy, and this certificate shall have the priority to the products of national factories when applying for tenders at Ministry of finance or local financial departments if its price is more expensive than foreign products by 10%.
2	Plan	N/A
3	Places of Obtaining the service	Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Customers who obtained industrial licensing certificate from ministry of economy.
6	Requirements of service	<ol style="list-style-type: none"> <li>1. Industrial License Certificate</li> <li>2. Fill out the electronic form for the service and attach the invoices, the bill of lading and the list of materials</li> <li>3. Payment of fees</li> </ol>

## Issue Price Preference Certificate

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>1. Submit the application through website.</li> <li>2. Employee shall log in ministry's website and Check the data &amp; information contained in application and documents.</li> <li>3. The customer pay certificate fees</li> <li>4. The employee print out price preference certificate.</li> <li>5. Submit the certificate to customer by hand.</li> </ol>
8	Linkage the service with other services	E-Dirham service
9	Limits on service	(Validity period of the certificate 1 year from the date of issue)
10	The average duration of service completion	One working day
11	Service Fees (If any)	AED 100. (Pay through E-Dirham or by Credit Card )
12	Times of providing the service	7:30 a.m. – 2:30 p.m.

## Issue Value-Added Certificate

### Service Card

1	Service Description	This service is provided for factories that have an industrial license from the Ministry of Economy. This certificate is issued for factories that submitted the financial statements in the system, the system calculates the value -added which is the ratio of any national product, such ratio should not be less than 40%, in order to enable the factory to register in the certificate of origin, thus can use this service to export its products to outside the country.
2	Plan	N/A
3	Places of Obtaining the service	<ul style="list-style-type: none"> <li>Website of Ministry: <a href="http://www.economy.ae">www.economy.ae</a></li> <li>Customer service centers</li> </ul>
4	Category of service Kind of service	Supplementary Procedural
5	Categories of concerned customers	Customers who obtained industrial licensing certificate from ministry of economy.
6	Requirements of service	<ol style="list-style-type: none"> <li>Industrial license certificate</li> <li>Submit the application to the system and attach the report of the auditor for the past year and attach invoices for raw materials purchased from local factories or Gulf</li> <li>Payment of fees</li> </ol>

## Issue Value-Added Certificate

### Service Card

7	Procedures & Steps of providing service	<ol style="list-style-type: none"> <li>The customer shall submit the application through website.</li> <li>The employee shall log in ministry's website &amp; Check the data &amp; information contained in application and documents.</li> <li>In case of refusal, a request to modify the license and to correct the financial statements is submitted and then an add value request is submitted again.</li> <li>In case of approval, the applicant shall pay service fees.</li> <li>The employee shall print out value-added certificate.</li> <li>Submit the certificate to customer by hand.</li> </ol>
8	Linkage the service with other services	E-Dirham service
9	Limits on service	(Validity period of the certificate 1 year from the date of issue)
10	The average duration of service completion	Five working days
11	Service Fees (If any)	AED 1000. (Pay through E-Dirham or by Credit Card )
12	Times of providing the service	7:30 a.m. – 2:30 p.m.