



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

# SERVICES GUIDE

Ministry of Energy and Infrastructure

Infrastructure  
Services

Roads, Buildings and  
Dams Services

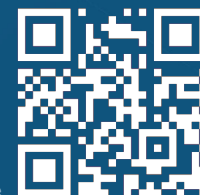
Energy  
Services

Maritime Transport  
Services

Land Transportation  
Services

Housing  
Services

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enjoy the AR experience











“Citizen First” Services

In line with our objective of catering to the needs and aspirations of our community, we merged the Ministries of Infrastructure Development and Energy to form the Ministry of Energy and Infrastructure; as well as handed over the Sheikh Zayed Housing Program and the Federal Transport Authority to the new Ministry. Striving to achieve our goal, we have committed ourselves to implementing a strategic plan that seeks to organise, develop, and boost the competitiveness of the UAE. The plan enables us to capitalise on valuable partnerships, advanced technologies, and innovative solutions to improve the quality of life through better energy and water resources, land and sea transportation, roads, utilities, housing, and sustainable infrastructure.

The goal of this strategy is to establish sustainable global leadership in the areas of energy, water, infrastructure, housing, and transportation; as well as adopt innovative solutions to raise societal standards of living.

For these reasons, we revised and reclassified our services in order to fulfill the UAE government’s commitment to future services. By doing so, mark the start of a new phase in which we enhance the quality of life in the UAE, and effectively contribute to achieving economic and sustainable development of cities that are global metropolises with prosperous and contented citizens and residents.

H.E. Eng. Suhail Mohammed Faraj Al Mazroui  
UAE Minister of Energy and Infrastructure.



Human  
Centreed  
Services

Digital  
Services  
by Default

One-time  
Data  
Provision

Safe  
Data and  
Guaranteed  
Privacy

Integrated,  
Varied and  
Consistent  
Service  
Channels

Seamless  
and Proactive  
Experience

Listening  
to Customer’s  
Voice

Value  
Added  
Services



# THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

## Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

# 1

## Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

# 2

## One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

# 3

## Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

# 4

## Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

# 5

## Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

# 6

## Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

# 7

## Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.

# 8



GOVERNMENT OF  
UNITED ARAB EMIRATES



## Seamless experience



The Ministry of Energy and Infrastructure is powering the UAE's growth through the development of key structures such as roads, schools, hospitals, mosques and dams. The Ministry is also responsible for regulating land and maritime transport sectors which are the key pillars of the national economy and play a pivotal role in bolstering local and foreign trade in the country.

This is in line with the UAE's goals for the next fifty years and will make the country one of the best places in the world in terms of infrastructure, facilities, as well as the quality of life. The Ministry of Energy and Infrastructure also provides an integrated service channel that meets the needs of its customers through a unified government interface.

This is in line with the fifth pillar of the UAE Government Charter for Future Services. MOEI is continuously developing plans and launching initiatives to upgrade its service offerings and enhance its performance.

The Ministry also complies with international best practices in the fields of energy, infrastructure, and transport. Its goal is to become a centre of excellence and a hub for innovation and provide outstanding services and world-class expertise to its customers.

His Excellency Eng. Hassan Mohamed Juma Al-Mansoori,  
Undersecretary for Infrastructure and Transport Sector, MOEI

## Human first



When His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched the UAE Strategy for Government Services 2021-2025, he said that our priorities as a nation are to raise customer satisfaction rates, improve organisational structures, simplify procedures, and ensure that everyone has access to the world-class government services.

At the Ministry of Energy and Infrastructure, our methodology is inspired by his grand vision. We launch this guide in full compliance with the UAE Government Charter for Future Services.

Delivering 'Human-Centred Services' is the first pillar of the UAE Government Charter for Future Services which keeps people at the heart of everything. The second is 'Digital Services by Default'. To fulfil these, we have launched an integrated campaign to enhance the digitisation of our services, making them accessible at any time and from anywhere. This guide will make it easy for our customers to adopt our digital services, the first of their kind to use augmented reality technology.

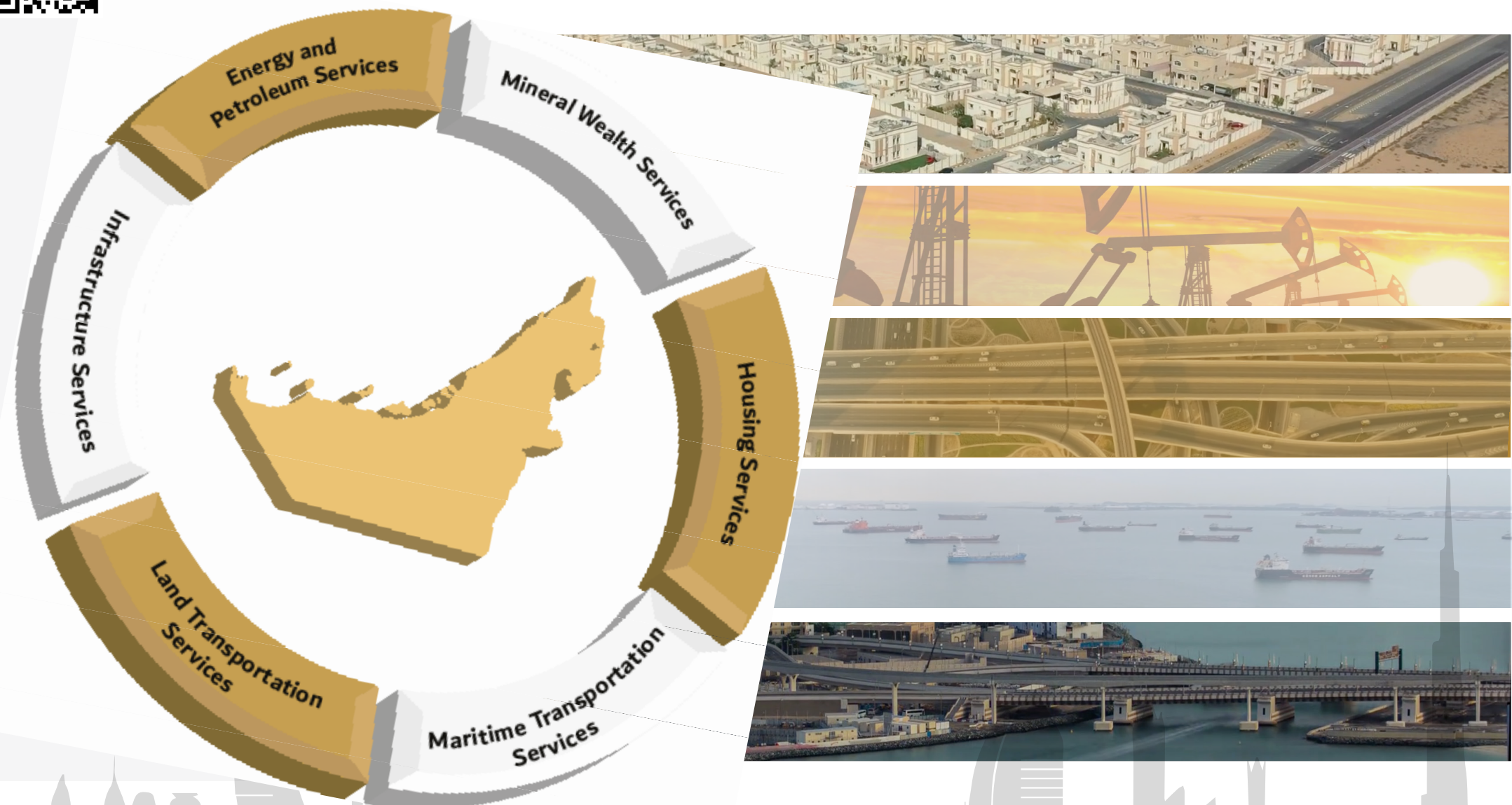
'One Time Data Provision' is the third pillar of the Charter and we fulfil it through the strong integration of government services based on a solid information structure that serves every customer as per their unique needs. We could not have achieved this promise without incorporating the fourth pillar of the Charter namely 'Safe Data and Guaranteed Privacy'. Protecting the information of our customers is one of the most important pillars of national security. Our goal is to improve efficiency and prioritise the needs of our customers.

His Excellency Eng. Sharif Al Olama  
Undersecretary for Energy and Petroleum Affairs, MOEI





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## On a mission to make the UAE a world-class Country

After the restructuring of the UAE government in 2020 that optimised the performance of the public sector, the key task before the Ministry of Energy and Infrastructure is to make the country a global leader in sustainable energy and infrastructure over the next 50 years.

The UAE's leadership is committed to making the country one of the world's best places to live and work. This has enabled the unification of all government sectors working actively in pursuit of this mission. In line with this, the Ministry of Energy and Infrastructure has been undertaking large-scale development projects to take UAE cities to the next level. The Ministry is doing so through the construction of dams, roads, and bridges, and undertaking many major and minor infrastructural upgrades.

The maritime transport sector that links the UAE and its trade routes with the rest of the world and the land transport sector which regulates the activities of land transport companies and vehicles have efficiently integrated to further expand the country's natural endowments and energy sources.

The Ministry of Energy and Infrastructure is also offering top-rated services to secure the best housing amenities in line with the highest international standards to ensure the well-being of UAE's citizens and residents. Our mission is to build highly sustainable, future-ready, and world-class cities equipped with advanced transportation networks and smart mobility options. These cities will meet their energy needs through renewable energy sources and enable the UAE to reach its goal of carbon neutrality by 2050. The Emirates will do so while continuing to provide the highest levels of luxury and comfort to their residents.



# THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

You can communicate with me via  
«Twitter»

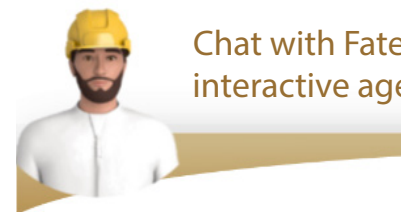


سهيل المزروعي  
@HESuhail



www.171.ae

Feedback and comments  
can be sent to the Ministry  
through TAWASUL  
communication portal  
around the clock



Chat with Fateen  
interactive agent

You can have instant chats  
with Fateen around the clock



Call Centre

800 - 6634

Calls are answered  
From: 7:30 am - 7:30 pm

Happiness Centres for the MOEI and Sheikh Zayed Housing Program

Working hours from Monday to Thursday: 7:30 am - 2:00 pm  
Friday: 7:30 am - 12:00 pm

## ✓ People of determination

Free valet parking



Provide facilities such as ramp  
entrance and the wheelchair



Priority for obtaining the service



Provides information panels in Braille



## ✓ Advanced business center

Latest computers and printers



Smart login device



ATM machines



Emirates ID Readers



## ✓ Elder Citizens

Free valet parking



Priority for obtaining the service



Home service delivery



## ✓ Waiting area

Priority service for pregnant women



Women's waiting area



Internet Service

Free wireless internet



Locations of the MOEI  
Happiness Centres

Ras Al Khaimah



Dubai

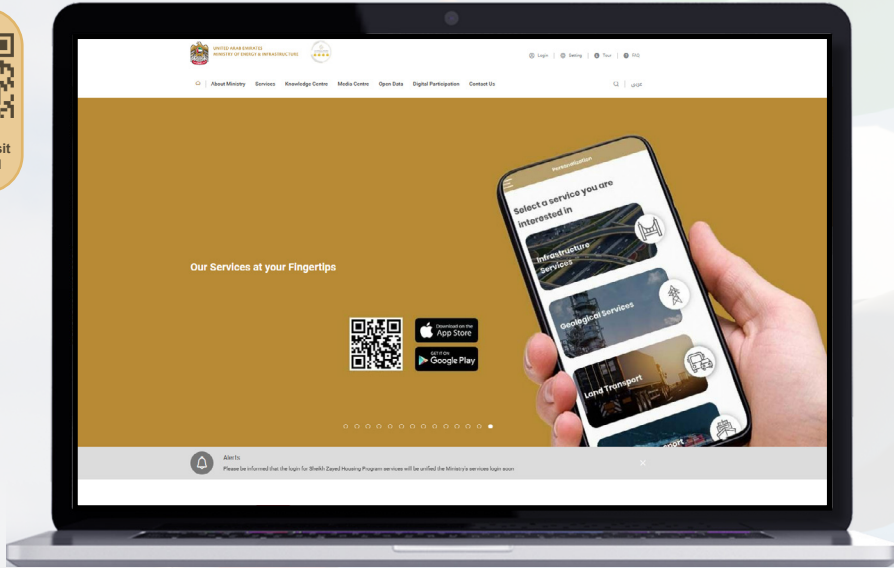


Fujairah



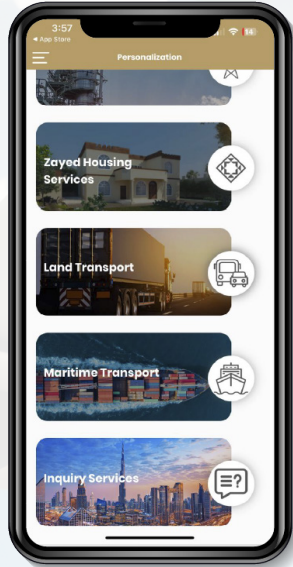


Our smart channels to provide electronic services to the MOEI



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

You can use the MOEI website around the clock



Ministry of Energy & Infra



You can use the MOEI app around the clock

MOEI Social Media Accounts



@MoEIUAE



@MoEIUAE



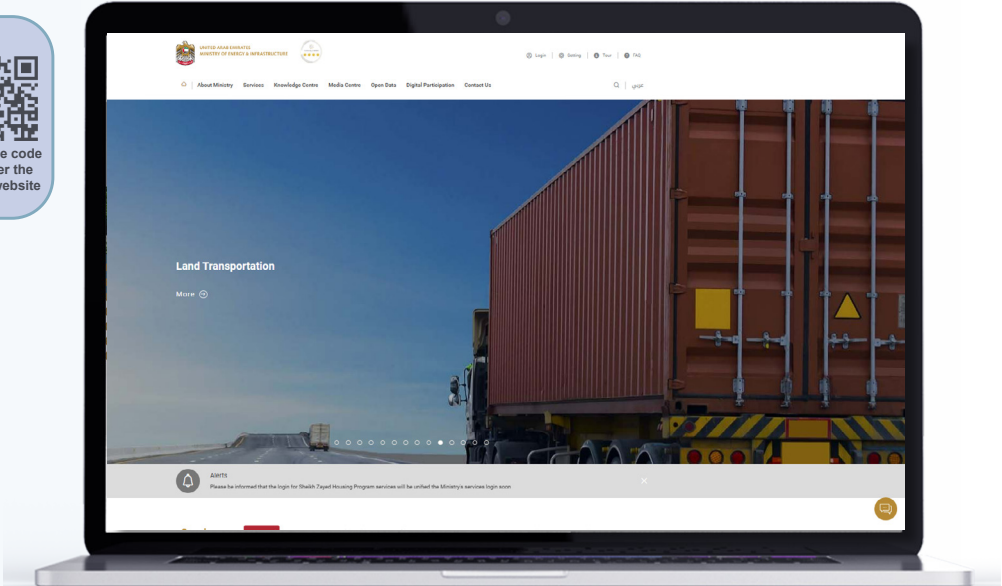
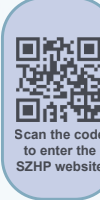
@MoEIUAE



@MoEIUAE

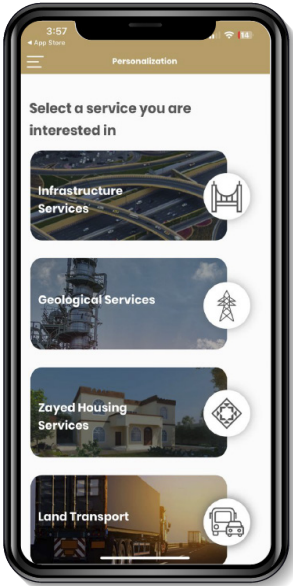
[info@moei.gov.ae](mailto:info@moei.gov.ae)

Our smart channels to provide electronic services for Sheikh Zayed Housing Program



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

You can use the SZHP website around the clock



SZHP

You can use the SZHP App around the clock

SZHP Social Media Accounts



@szhp1999



@iskanZayed



@iskanZayed



@iskanZayed



# Customers Classification

From Government to Government

## G-G

Government Entities

Federal entities

Local authorities

From Government to Business

## G-B

Business Sector

Contractors

Consultants

Companies

Land

Maritime

Geology

Energy

From Government to Citizen

## G-C

Residents

People of Determination

Elder citizens

+60

Locals

Women

The divorced

The widow

The woman with no family

The woman with no parents

The local woman who is married to an expat




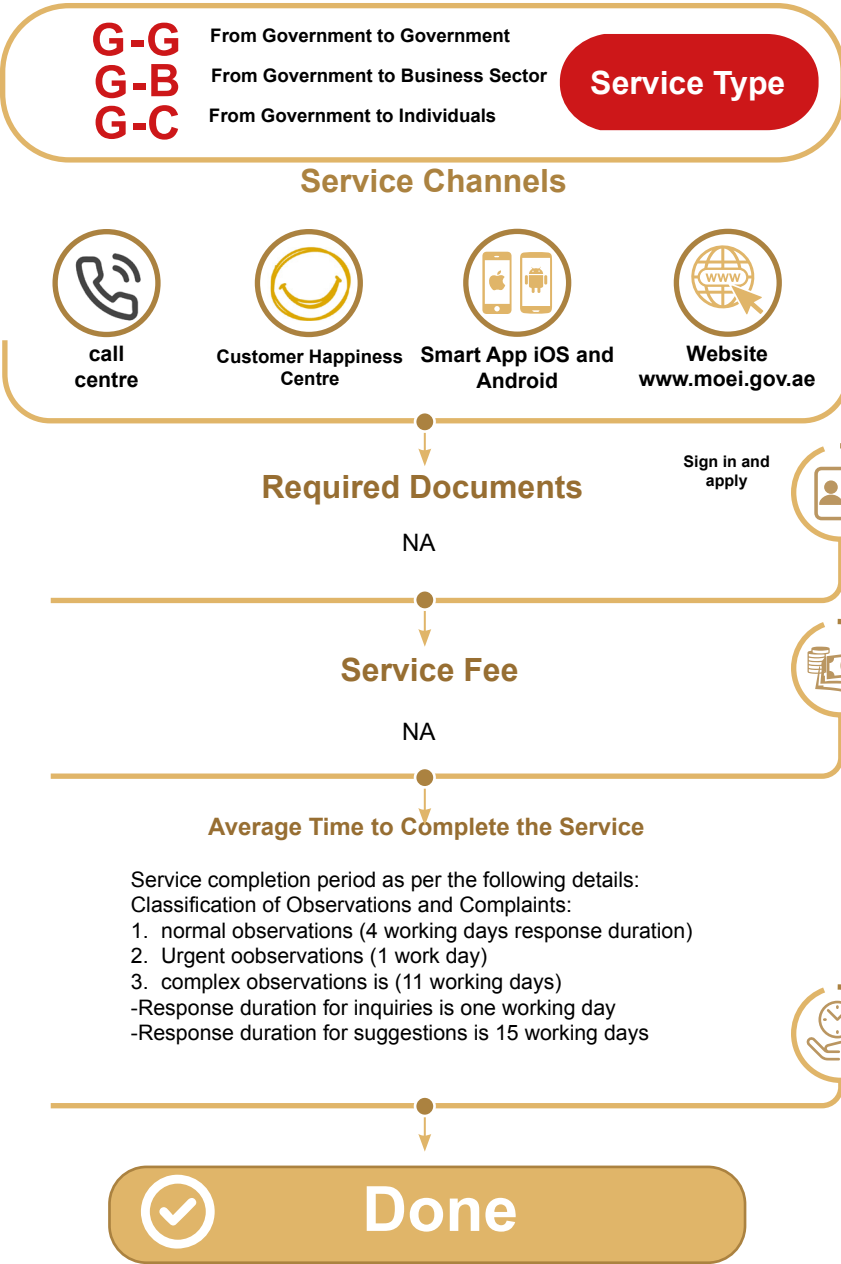




# Ministry of Energy and Infrastructure Services

## Provide Inquiries, Suggestions and Observations

Description of the Service	It is the service of responding to Inquiries, Suggestions and Observations
Service Classification	Informative
	
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	NA





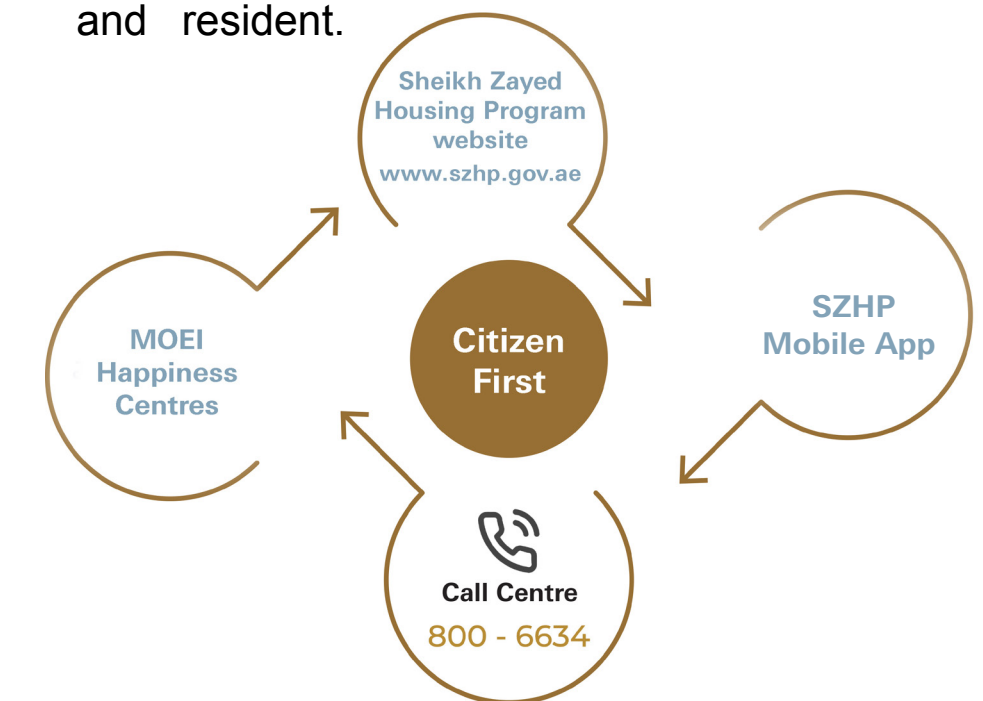


## Housing Services



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At the Ministry of Energy and Infrastructure, we understand that a home is a person's most valuable possession. Therefore, we provide integrated housing services to meet our customers' desire for exceptional living. This includes obtaining housing support for their dream homes, managing financial assistance, and facilitating the repayment of instalments. We provide an integrated service that is perfectly tailored to the needs of every citizen and resident.





# Housing Services Beneficiaries

We help citizens with limited incomes who need support in obtaining decent housing.



# Customer Journey for Housing Services



# Housing Services and Customer Journey

We designed our housing services from the customer's point of view according to his needs.

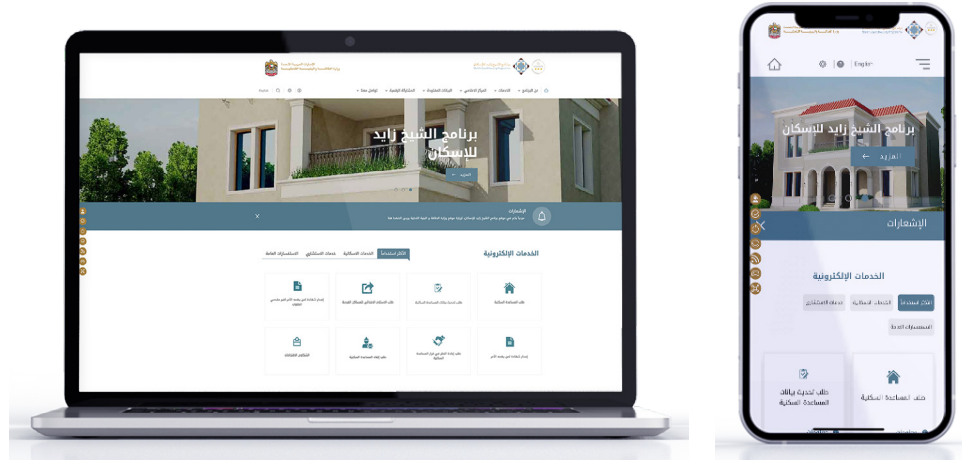
We simplified our services, while providing various channels to apply for them, starting from our website, the Ministry mobile app. In addition the call centre, and the happiness centres across the UAE. Our service centres are equipped with the best amenities and services for the elderly and people of determination.





## Service delivery channels

### Sheikh Zayed Housing Program services



- Sheikh Zayed Housing Program website [www.szhp.gov.ae](http://www.szhp.gov.ae)
- Sheikh Zayed Housing smart app on iOS and Android
- Call Centre toll-free number 8006634
- Happiness centres

## Housing Services Details

### Housing Assistance Request

- Housing Assistance Request
  - » Request to update housing assistance data
  - » Reconsideration for Housing Assistance Decision Request
- Residential Assistance Cancellation Request
- Opening a file for housing assistance Implementation
- Request of Individual Housing Initial Handover

### House Ownership

- Government House Ownership Request
- Dwelling Disposal Request

### General Housing Services

- Request for an emergency visit to the residence
- Request to issue To Whom It May Concern Certificate for Housing Services

### Loans Services

- Postponing or Reducing Housing Assistance Instalment Request
- Housing Arrears Assistance Scheduling Request
- Housing assistance loan exemption Request



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Housing Assistance Services

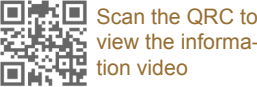
- Housing Assistance Request
  - Request to update housing assistance data
  - Residential Assistance Cancellation Request
  - Reconsideration for Housing Assistance Decision Request
- Opening a file for housing assistance Implementation
- Request of Individual Housing Initial Handover

Housing Services

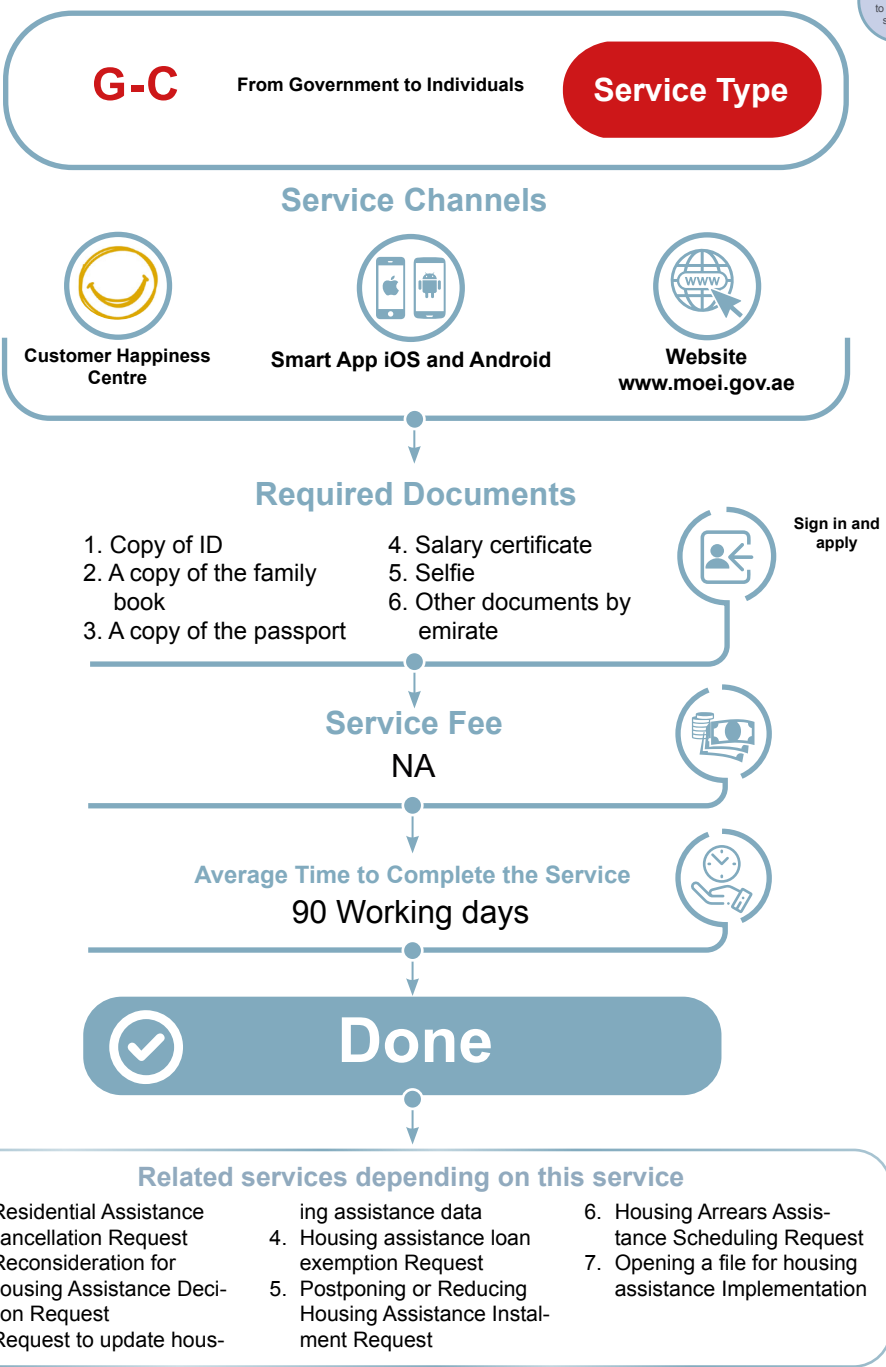


Housing Assistance Request

Description of the Service	This service allows UAE citizens who need housing assistance to obtain a residence or modify an existing residence by providing a grant, loan or government housing according to the eligibility conditions for each case.
Service Classification	Social
Category of Service	Citizen - Old Citizen / Elderly- People of Determination
Terms and Conditions	<div>1. The applicant must be a citizen holding a family book and an identity card.</div> <div>2. To be the breadwinner for a female family in which the children and the wife are citizens. If the wife is not a citizen, he must have children from her, or that a period of no less than (7) years has passed from the date of marriage.</div> <div>3. He should not be the owner of a suitable dwelling for habitation</div> <div>4. That the applicant has not previously obtained housing assistance from a government agency in the country.</div> <div>5. The applicant should not have previously disposed of a suitable dwelling owned by him in a transferable manner unless a period of not less than (10) ten years has elapsed from the date of disposal.</div> <div>6- The applicant should not be financially able so that his total income or property does not allow him to own a suitable house, make the necessary addition or complete the construction of his house, and the applicant is considered capable in the following cases:<div>(a) If he is the owner of one or more properties, he can dispose of some of them in a manner that meets his housing needs, provided that this is proven by a report issued by an official authority.</div><div>(b) If he is the owner or partner in any or more commercial activities that achieve financial returns exceeding (100,000) one hundred thousand dirhams per month.</div><div>(c) If his monthly income from salary and other financial returns exceeds the amount of (100,000) one hundred thousand dirhams per month.</div></div>



Scan the QRC to view the information video



Scan the QRC to apply for the service online





## Request to update housing assistance data

### Description of the Service

A service provided to enable the customer to update the data of the housing assistance request in case there is new information that has arisen after submitting the request, which may affect the type and amount of housing assistance

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

UAE National

### Terms and Conditions

The customer must apply for housing assistance

### Pre-required services to apply for this service

Housing Assistance Request

G-C

From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

According to the documents that require updating



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

One working day



Done

## Reconsideration for Housing Assistance Decision Request

### Description of the Service

This service allows the citizen to request a reconsideration of the housing assistance decision.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

UAE National

### Terms and Conditions

Submitting within 60 days of the decision being issued

### Pre-required services to apply for this service

Housing Assistance Request

G-C

From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Property List
2. Copy of ID
3. Salary certificate



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

10 Days




Done

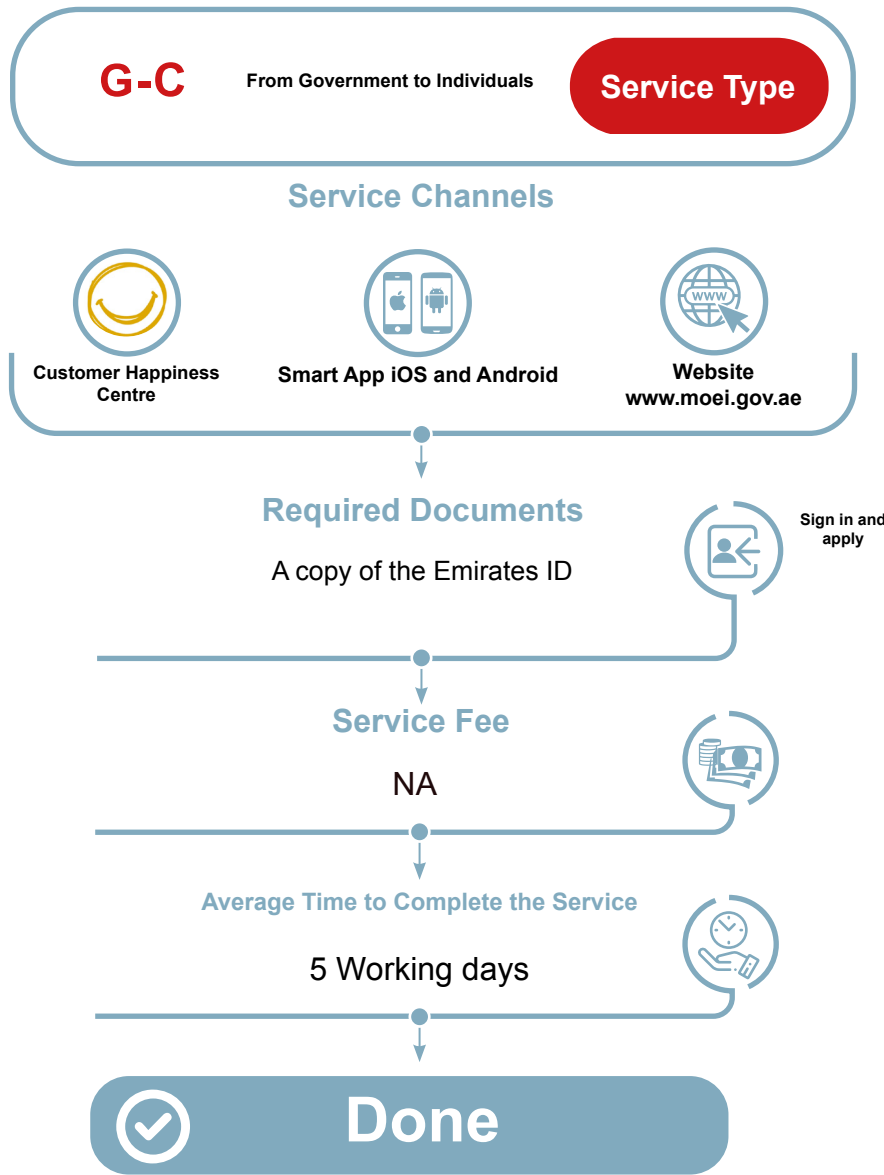






## Residential Assistance Cancellation Request

<b>Description of the Service</b>	Cancellation of housing assistance by the customer
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	UAE National
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Housing Assistance Request



## Opening a file for housing assistance Implementation

### Description of the Service

This service allows opening the individual project implementation file after issuing a housing assistance decision to start project work

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

UAE National

### Terms and Conditions

The customer must have been issued a housing assistance decision

### Pre-required services to apply for this service

Housing Assistance Request



## Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

## Required Documents

Sign in and apply

### • If the purpose of the housing support is (building / completing / adding / expanding / maintaining a house):

- 1- Housing support decision.
- 2- A copy of the building permit.
- 3- A picture of the Earth's map.
- 4- A letter from the bank with the contractor's account number.
- 5- List the remaining works in case of completion, maintenance, addition and expansion (contracting parties).
- 6- Annex to the contract.
- 7- A copy of the land mortgage (in case of a loan).
- 8- Emirates Development Bank receipt (in case of loan).
- 9- Receipt of housing insurance (2500 dirhams) (in case of a loan).

### • If the purpose of the housing support (government housing):

- 1- A copy of the identity card
- 2- A picture of the Earth's map.
- 3- Emirates Development Bank receipt (in case of loan)
- 4- In the case of a loan, the original housing insurance receipt (2500 dirhams).

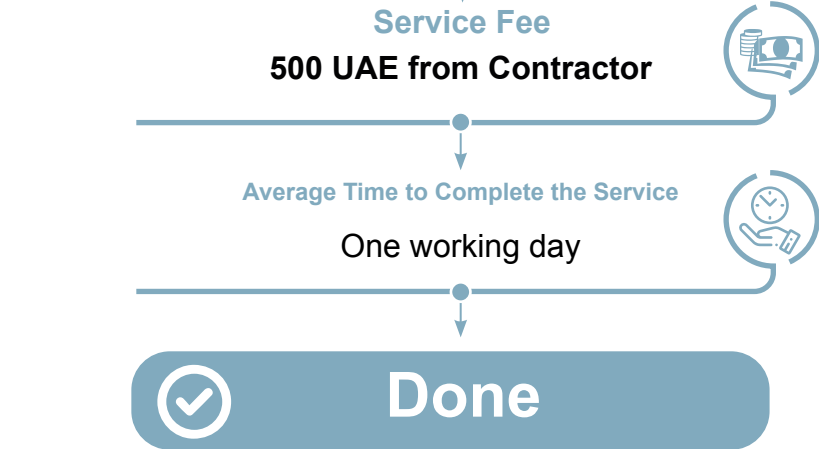
### • If the purpose of the housing support is (buying a home):

1. A copy of the passport or identity card (seller).
2. A letter from the seller with the required price for the dwelling (or a preliminary sale contract).
3. A copy of the passport or identity card (seller).
4. A copy of the ownership of the dwelling in the name of the seller.

5. A copy of the building permit.
6. A copy of the dwelling completion certificate (the dwelling age shall not be more than 5 years).
7. A copy of the insulating layer guarantee (10 years).
8. A letter from the bank with the seller's account number (the original).
9. In the case of a loan, the original housing insurance receipt (2500 dirhams)

### • In the case of buying an apartment, the following documents must be added to the above:

- 1- A copy of the floor plan.
- 2- A copy of the ownership of the apartment in the name of the seller.
- 3- A copy of the building completion certificate (less than 7 years old).







## Request of Individual Housing Initial Handover

### Description of the Service

This service allows the owner, through the consultant, to request the initial receipt of the dwelling after the completion of the project according to the plans and specifications mentioned in the contract

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Contractor/ Subcontractor, Consultant,

### Terms and Conditions

Not completing 15 days after the date of contract termination

### Pre-required services to apply for this service

N/A

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

A preliminary receipt request after being signed by the consultant



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

9 days



**Done**



House Ownership Services



- Government House Ownership Request
- Dwelling Disposal Request

Housing Services



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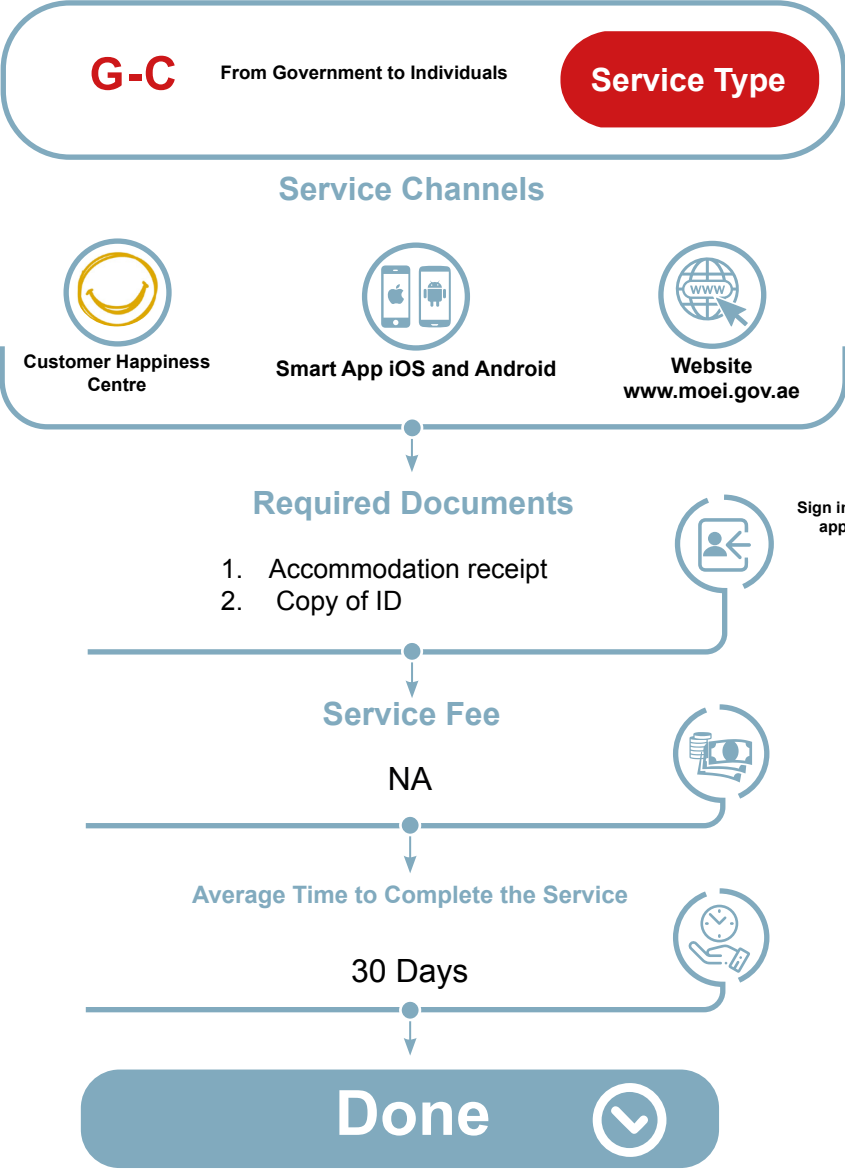


Government House Ownership Request

Description of the Service	This service allows the beneficiary to request a government house ownership
Service Classification	Social
Category of Service	UAE National
Terms and Conditions	A year has passed since the citizen received the housing from the Ministry of Energy and Infrastructure
Pre-required services to apply for this service	NA




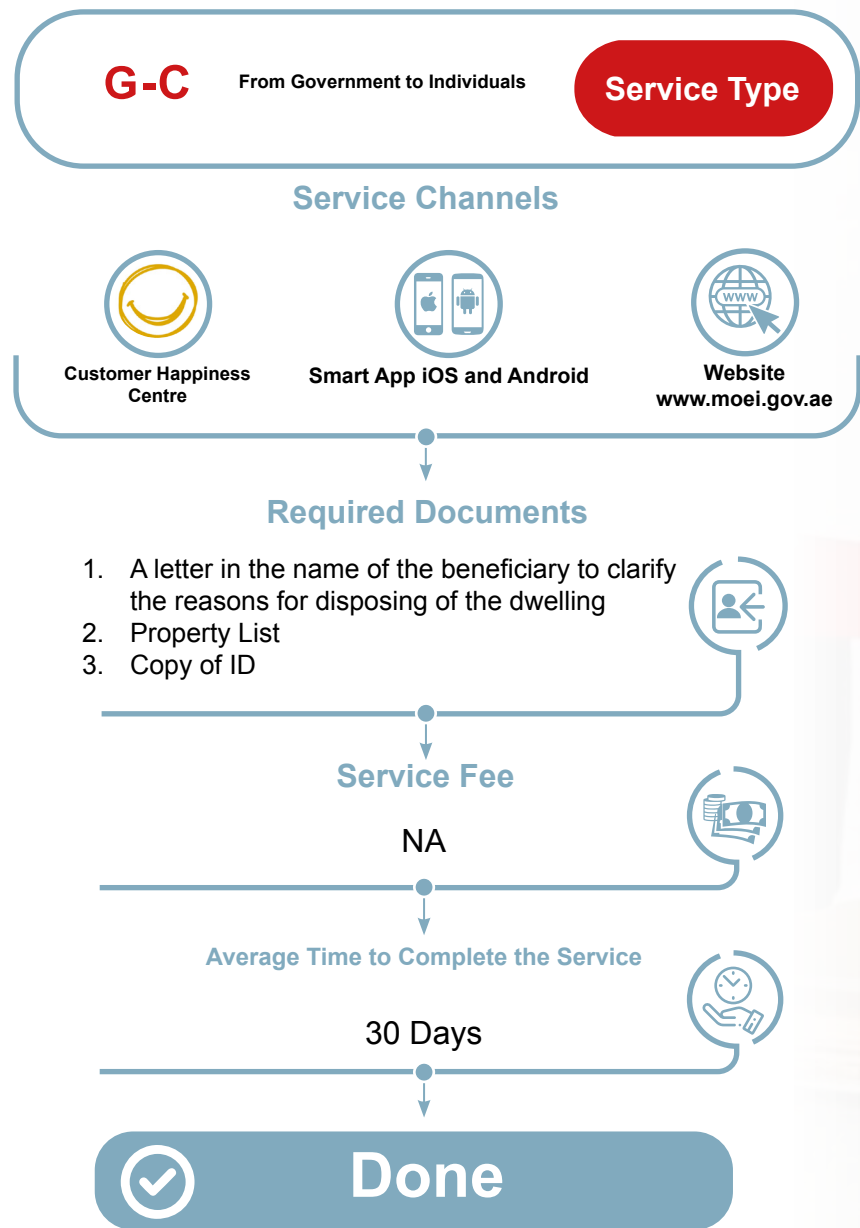
Scan the QRC to apply for the service online





## Dwelling Disposal Request

<b>Description of the Service</b>	This service allows the beneficiary to request the disposal of the dwelling
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	UAE National
<b>Terms and Conditions</b>	Conditions of sale: - Providing a suitable home for the family . Conditions for renting : Presentation of convincing reasons - Commitment to provide a suitable home for the family - The rental period does not exceed two years
<b>Pre-required services to apply for this service</b>	NA





General Housing Services



- Request for an emergency visit to the residence
- Request to issue To Whom It May Concern Certificate for Housing Services


Housing Services

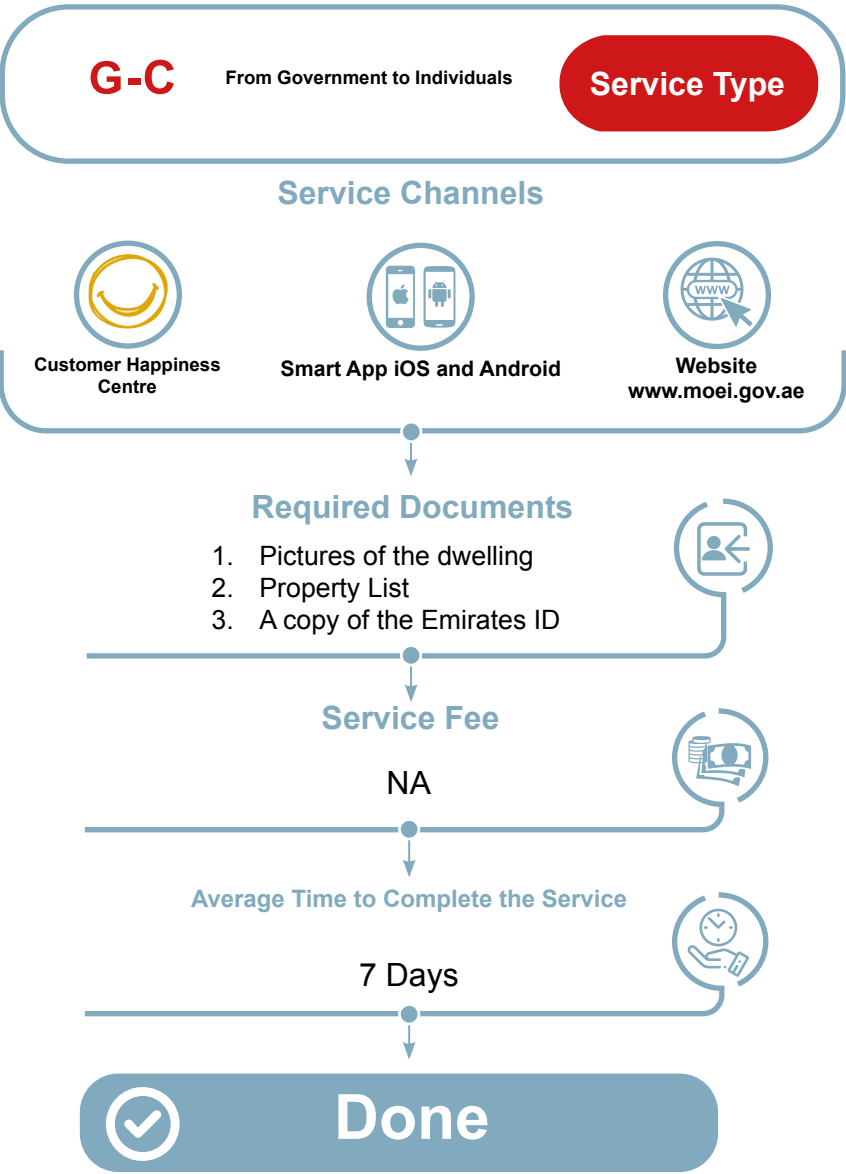


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Request for an emergency visit to the residence

<b>Description of the Service</b>	This service allows citizens of homeowners to request an emergency visit to their home in case it poses a danger to its residents
<b>Service Classification</b>	Procedural
	
<b>Category of Service</b>	UAE National
<b>Terms and Conditions</b>	The applicant must be living in the dwelling
<b>Pre-required services to apply for this service</b>	NA







# Request to issue To Whom It May Concern Certificate for Housing Services

## Description of the Service

A service provided by the MOEI to citizens of the United Arab Emirates that enables the customer to request a certificate stating the existence or absence of a housing support application for him in the Sheikh Zayed Housing Program

## Service Classification

Informative



Scan the QRC to view the information video



## Category of Service

UAE National

## Terms and Conditions

NA

## Pre-required services to apply for this service

NA

G-C

From Government to Individuals

Service Type

## Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

## Required Documents

1. ID card
2. Family book



Sign in and apply

## Service Fee

NA



## Average Time to Complete the Service

One working day



Done



Loans Services



- Postponing or Reducing Housing Assistance Instalment Request
- Housing Arrears Assistance Scheduling Request
- Housing assistance loan exemption Request

Housing Services

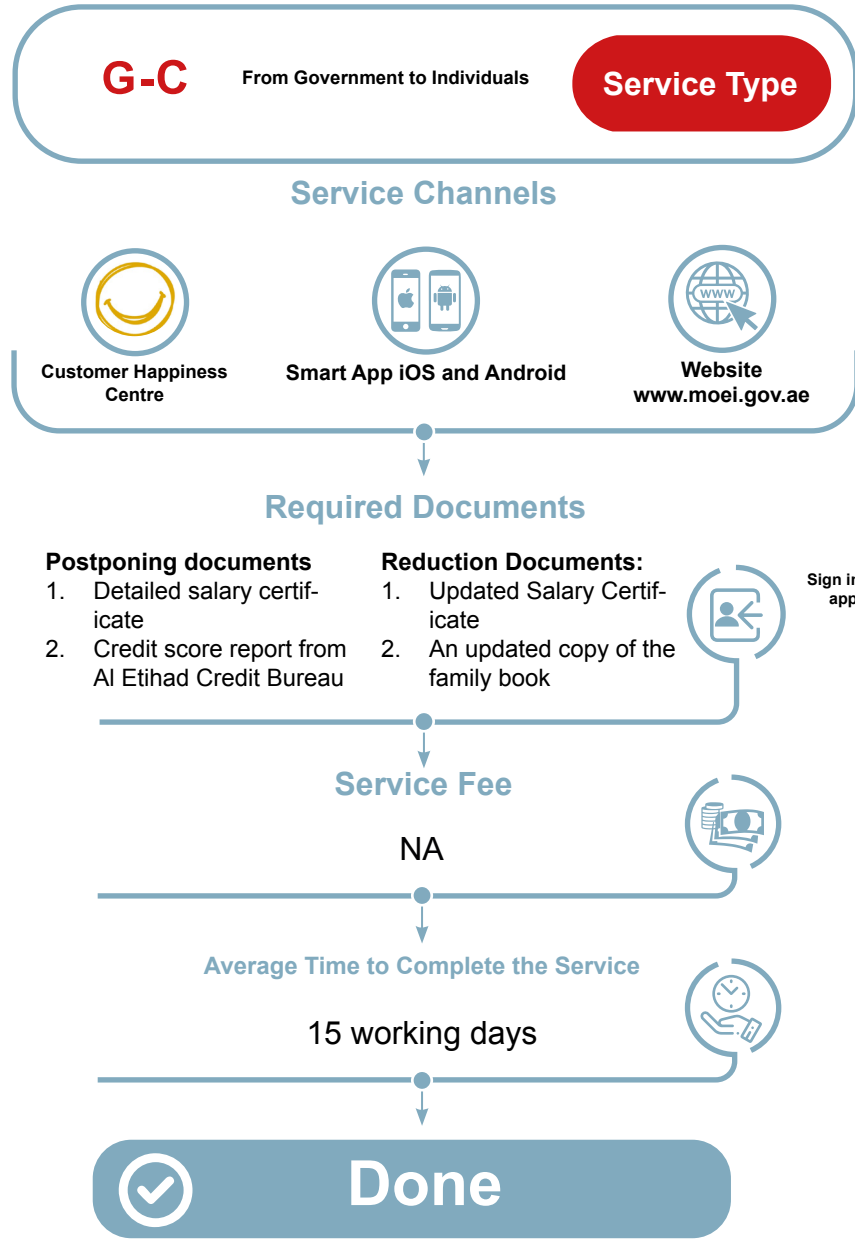


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Postponing or Reducing Housing Assistance Instalment Request

Description of the Service	This service allows recipients of housing assistance to submit a request to reduce or postpone the housing assistance premium	
Service Classification	Social	
Category of Service	Citizen - Old Citizen / Elderly- People of Determination	
Terms and Conditions	<p><b>Postponement Terms:</b></p> <ol style="list-style-type: none"><li>1. The total monthly income does not exceed thirty thousand dirhams</li><li>2. Prove that the beneficiary is unable to pay the premium</li><li>3. Commitment to periodic payment of monthly instalments</li><li>4. Signing the direct debit form from the Emirates Development Bank</li><li>5. If any additional clarifications, information or documents are requested within a period not exceeding thirty days from the date of their request, and they are not provided, the request will be canceled.</li><li>6. Applying once during the year.</li></ol> <p><b>Reduction terms:</b></p> <ol style="list-style-type: none"><li>1. A decrease in the beneficiary's monthly income by 20% or more.</li></ol> <p>A decrease in the beneficiary's monthly income by less than 20%, provided that the total monthly income after the reduction does not exceed (30,000) thirty thousand dirhams, and the average income of the individual in the dependent family does not exceed (5,000) five thousand dirhams per month</p>	
Pre-required services to apply for this service	N/A	



Scan the QRC to apply for the service online





## Housing Arrears Assistance Scheduling Request

### Description of the Service

This service allows beneficiaries of housing assistance to submit a request to reschedule the arrears of housing assistance instalments

### Service Classification

Social



### Category of Service

UAE National

### Terms and Conditions

Paying the value of the arrears according to the financial study prepared by the department based on the total salary and financial obligations

### Pre-required services to apply for this service

Housing Assistance Request

G-C

From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Detailed salary certificate
2. Arrears Rescheduling Agreement



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

10 Days



Done

## Housing assistance loan exemption Request

### Description of the Service

This service allows recipients of housing assistance to submit a request for exemption from the housing assistance loan

### Service Classification

Social



### Category of Service

Citizen - Old Citizen / Elderly- People of Determination

### Terms and Conditions

**Death of the beneficiary according to the following conditions :** -  
Exempting the borrower's heirs from paying part or full remaining amount, in case of their difficult financial and social status, and their inability to repay the loan.  
The heirs must submit the necessary documents for case assessment.  
**Decrease in the monthly income of the borrower according to the following conditions :** -

The borrower's monthly income falls below the monthly income limit specified for obtaining the financial loan, or as per capita income in the borrower's family has become (3000) dirhams or less, with the expectation that this decrease will continue due to the age of the borrower and according to the adopted methodology.

### Pre-required services to apply for this service

NA

G-C

From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

#### Documents required, in case of beneficiary death:

- 1- Exemption request form from the beneficiary's heirs.
- 2- A copy of beneficiary's death certificate
- 3- A copy of Heritage Confinement.
- 4- A copy of the beneficiary's family book.
- 5- A copy of the power of attorney for the heirs, to proceed procedure on their behalf in government entities. .
- 6- Real State and properties statement, valid commercial licenses in the real estate field of the applicant.
- 7- Income and Salary Certificate for the deceased beneficiary's.
- 8- A document from the deed of ownership of the house.
- 9 - Any other documents deemed by the committee.

#### Documents required in case decreasing borrower income :

- 1- Complete Exemption request form.
- 2- A copy of the passport
- 3- A copy of the family book.
- 4- A copy of the ID.
- 5- Detailed salary certificate or valid monthly subsidy, and in case of non-work, proof of non-work issued by the court or the notary public is required.
- 6- A certificate of real estate owned from authorized entity in the applicant's emirate.
- 7- A statement from Al Etihad Credit Bureau regarding the applicant's data and accounts.
- 8- In the case of medical disability: - Submit an approved medical report stating the applicant's partial or total disability.
- 9- Providing a valid certificate of indebtedness to the applicant.
- 10-Any other necessary documents requested by the committee



### Service Fee

NA



### Average Time to Complete the Service

25 Days



Done

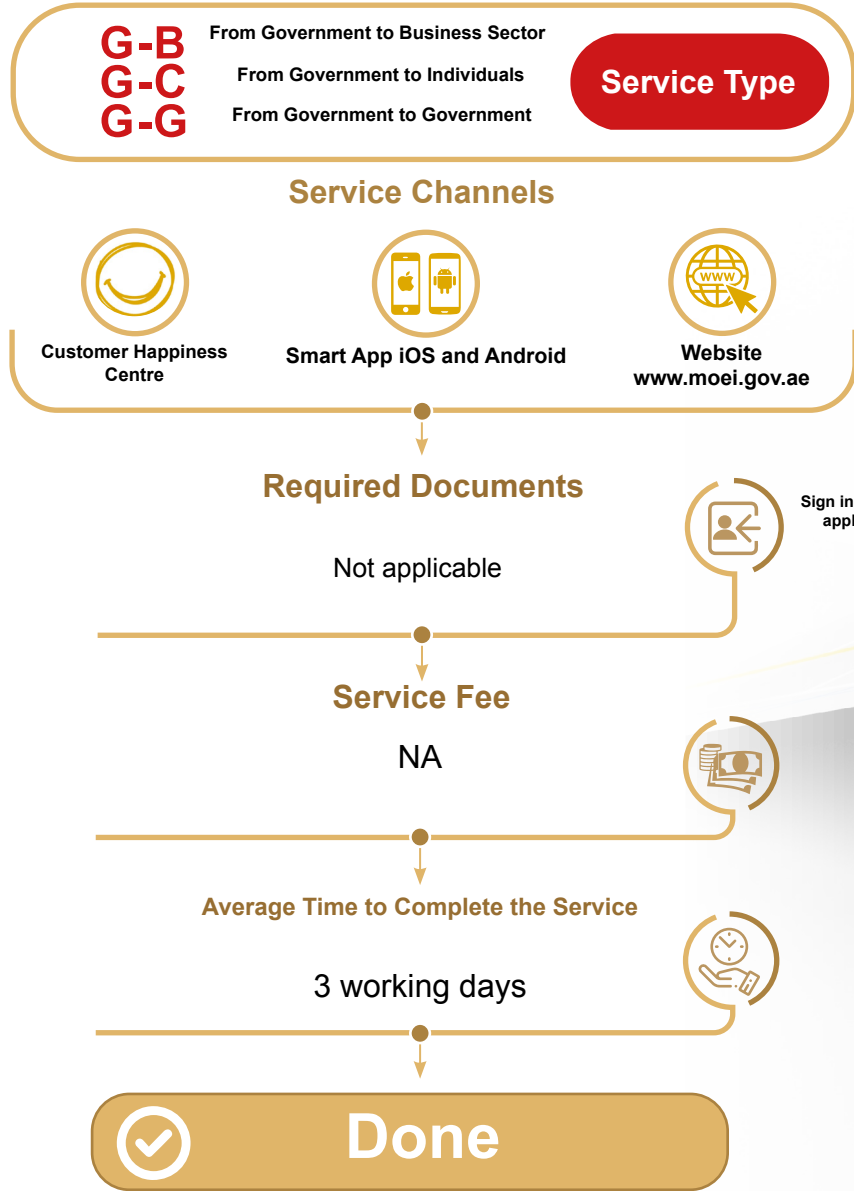






# Request to Provide Geographic Information data and Geographic Maps

Description of the Service	The service aims to provide geographical maps and spatial data for services of infrastructure, energy, transportation, and housing in the UAE
Service Classification	Informative
Category of Service	Citizen - Resident - Senior Citizen / Elderly - People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	NA





## Questions about housing administration requests

### What are the general requirements for providing housing assistance?

To obtain housing assistance, the following are required:

1. The applicant must be a citizen holding a family book and identity card.
2. The applicant must be a breadwinner for a local family where the kids and the wife are locals. If the wife is not a UAE citizen, it is required that the applicant has children from her, or they are married for more than 7 years.
3. The applicant should not have previously disposed of a suitable dwelling owned by him in a transferable manner unless a period of not less than (10) ten years has elapsed from the date of disposal.
4. The applicant should not be financially able and his monthly income from salary / real estate does not exceed (100,000) dirhams per month.

### What are the requirements for providing housing assistance to this category?

- Special needs:
  - a. To obtain an authorized special needs card
  - b. Male gender
  - c. 21 years old

- Senior citizens:

The following conditions are required to obtain housing assistance:

  - a. To be (60) sixty years or more, whether male or female.

- The orphan:

The following conditions are required to obtain housing assistance:

  - a. Father is deceased.
  - b. Age is less than (21) twenty-one years old, whether male or female.
  - c. Mother is not entitled to housing assistance.

One housing assistance is granted

to the orphan siblings.

- The custodial widow:
  - a. The following conditions are required to obtain housing assistance:
  - b. Husband is deceased.
  - c. A custodian for male children under the age of (24) twenty-four years, unmarried and not working, or unmarried females.
- The custodial divorcee:

The following conditions are required to obtain housing assistance:

  - a. Age should not be less than (30) thirty years, period of divorce should be more than (5) ) five years.
  - b. A custodian for children whose father is unable to provide a suitable children's house.

- Unknown dynasty:

The following conditions are required to obtain housing assistance:

  - a. To prove that she is of unknown dynasty (of unknown mother and father) by a court ruling or by a certificate issued by a competent court in the country.
  - b. Age is not less than (30) thirty years old.
  - c. Social research's proof conducted by the Ministry or the competent authority in the country, her need to obtain housing assistance, taking into consideration her circumstances.
- Both Parents Orphan  
The following conditions are required to obtain housing assistance:

- d. Female and both of her parents (father and mother) have passed away.
- e. Unmarried, divorced or widowed, doesn't have children, or children beyond the age of custody.
- f. Not less than (30) thirty years of old
- g. Social research proof conducted by the Ministry or a competent authority to prove that it is impossible for her to continue living with her family, or that she is residing in an independent house that she does not own permanently. In the case of all sisters eligible , they are granted one housing assistance.

- A woman married to a non-citizen  
The following conditions are required to obtain housing assistance:
  - a. Age is not less than (40) forty years old.
  - b. To have male sons whose age does not exceed (24) twenty-four years old, who is unmarried and unemployed, or unmarried daughters.
  - c. Women and her children are residents in UAE, and registered on her or their father's residency.
  - d. Husband is unable to provide suitable housing for the family.
  - e. A period of no less than (10) ten years has elapsed since the marriage.



### What are the priorities for dealing with submitted housing assistance requests?

All applications submitted are reviewed and classified by category, based on the social status and type of assistance needed. In order to apply, the criteria of priority housing entitlement based on the number of annual approvals needs to be issued.

### What are the priority criterias for housing entitlement (housing calculator)?

In order to achieve the principles of justice and transparency in dealing with housing assistance

requests, a process has been developed to determine the actual need for housing assistance by developing a comprehensive measure for all groups based on three main aspects (the social aspect - the financial aspect – the residential aspect).

### How is the number of annual approvals determined?

The Ministry of Energy and Infrastructure is committed to the annual financial allocations specified for the two categories of housing loans and grants, according to the financial budgets allocated by the government in this

regard, and the expected numbers are announced periodically.

### How can the data of the submitted housing assistance application be updated?

The housing support applicant can update the housing assistance application data through the website or the Ministry's services application.

### Is it possible to change the type of housing assistance after the approval decision is issued?

The type of assistance (loan, grant) is determined based on the monthly income of the beneficiary.

With regards to changing the value of the housing assistance, the grievance committee should be given justification for reconsidering the approval decision. Changing the application from financial assistance to government housing or vice versa requires canceling the previous request and submitting a new application.

### What are the necessary steps to be taken after issuing a housing assistance decision?

In case if the decision is related to financial assistance, it requires the applicant to apply for the requirements to open the implementation file during the validity period of the decision (one year) in one of the banks associated with the Ministry.

If the approval decision is for government housing, notifications and text messages will be received explaining the steps and stages of obtaining the house and the selected residential compound.





## Questions related to the initial receiving service and housing ownership

What are the consequences/actions that will be taken when the contractor delays the completion of work?

A delay fine worth 10% of the contractual value is charged on the contractor in case of non-compliance with the approved contract period.

What should I do if the contractor/consultant is not cooperating and does not abide by the contract?

It is possible to change the contractor and consultant by issuing a new certified building permit through the site's electronic systems.

Is it possible to know the amount paid to the contractor by Sheikh Zayed Housing Program?

It is possible to follow up the process related to individual housing (payments - engineering modifications) through the electronic systems and "Bayti" service on the website.

If I change the contractor, will the new contractor get the guarantees (bank guarantee and maintenance reservation)? Bank guarantees are entitled to the previous contractor, unless there is a written waiver

from the contractor and the delay fine is not applied.

Will I receive the house with minor deficiencies such as cabinets, pendants and interior decorations due to my difficult financial circumstances?

The house can be received with full facilities according to the contract between the contracting parties, with the possibility of excluding some non-essential items if the contracting parties agree on that.

Is it possible to request for an extension in the duration of the project if the contractor is responsible for the delay?

The project cannot be extended unless it is proven that the delay is out of the contractor's control or due to force majeure conditions that the project is going through.

Q7 Can the contractor terminate the contract if he does not want to complete the works?

A 7 The contractor cannot terminate the contract unless it is proven that he was harmed by the beneficiary or if the beneficiary did not respond and did not cooperate in completing the house, and by submitting a

request to terminate a contract and through official channels and electronic platforms.

Can the contractor terminate the contract if he does not want to complete the project?

The contractor cannot terminate the contract unless it is proven that he was harmed by the beneficiary or if the beneficiary did not respond and did not cooperate in completing the house. This can be done by submitting a request to terminate a contract to the MOEI through the official channels or the electronic platforms.

Can I change the value of the project after making a payment?

The value of the contract cannot be changed after releasing the payments of the housing assistance.

What are the process for changing a contractor and approving a new contractor?

The process can be done by the issuance of a new building permit through the formal electronic systems.

## Questions related to borrower services

Can the installments be postponed or the installment value be reduced if the rescheduling is accepted?

It is possible to apply to postpone or reduce the housing support installment after approval of requests to reschedule the payment of the arrears.

Can the delayed installments be paid over continuous or non-continuous periods?

The beneficiary can choose the repayment process and periods, provided that he does not exceed the loan repayment period.

Can late installments be postponed to the last payment phase?

It is agreed to postpone the late installments to the last payment stage if it is proven that the beneficiary did not cause a delay in the payment.

How is the delayed installment rescheduling period calculated?

The overdue amounts are paid in installments over a period not exceeding the loan repayment period, and then added to the current monthly installment until the payment of the arrears.

Does the beneficiary have to update the data and sign the direct debit form?

The beneficiary must go to the Emirates Development Bank headquarters to sign the direct debit form and update the data in order to avoid the accumulation of monthly installments.

What are the documents required to update the data?

To pay off the remaining amount of the loan or pay off arrears, please contact the Emirates Development Bank call center 80027274

Can the beneficiary issue a document to whom it may concern with the remaining amount of the loan?

Yes, the beneficiary can issue the document through the Emirates Development Bank call center 80027274







# Maritime Transport Services



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The UAE is considered among the top global maritime hubs. As it's a leading flag state, committed to the highest standards of quality and compliance to the international conventions. A leading port state with more than 20 international commercial ports, and a coastal state with more than 16 marine reserves and over 230 islands.

Appreciating its role in the maritime industry, the UAE was elected for the third time consecutively to be a member of the Council of the Maritime Organization in Category B.

The country's ports serve as a regional port, and it is the commercial gateway to the GCC countries. More than 25,000 commercial vessels annually visit the country.

For lovers of the sea and fishing, the UAE became a global destination for a water sport lifestyle, with the best marinas for super yachts and leisure boats. Its crystal clear water and golden beaches became an attraction point for boating lifestyle enthusiasts from all over the world.

Accordingly, we, in the Ministry of Energy and Infrastructure, dedicated more interest in the maritime transport sector, which provides the largest number of services to the ministry customers, whether they were individuals owning a small fishing boat or VLCC owners. We pay more attention to the seafarers, in order to build the foundations of the UAE's blue and sustainable economy.



Beneficiaries of maritime transport services

The maritime transport sector is one of the largest sectors of the Ministry of Energy and Infrastructure in terms of the number of services, and it serves a large number of Centre’s segments, whether citizens or residents, as well as national and foreign companies, shipowners, and a number of federal and local government agencies and institutions.



Commercial Vessel Services



Pleasure Boats Services



Maritime services companies and ports

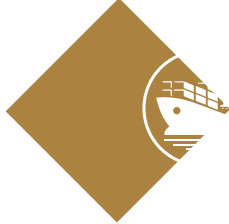


Seafarers and PROs Services

Maritime Transport Services



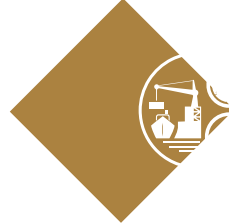
Pleasure Boats Services



Commercial Vessel Services



Seafarers and PROs Services



Maritime services companies and port compliance services



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# Pleasure Boats Services

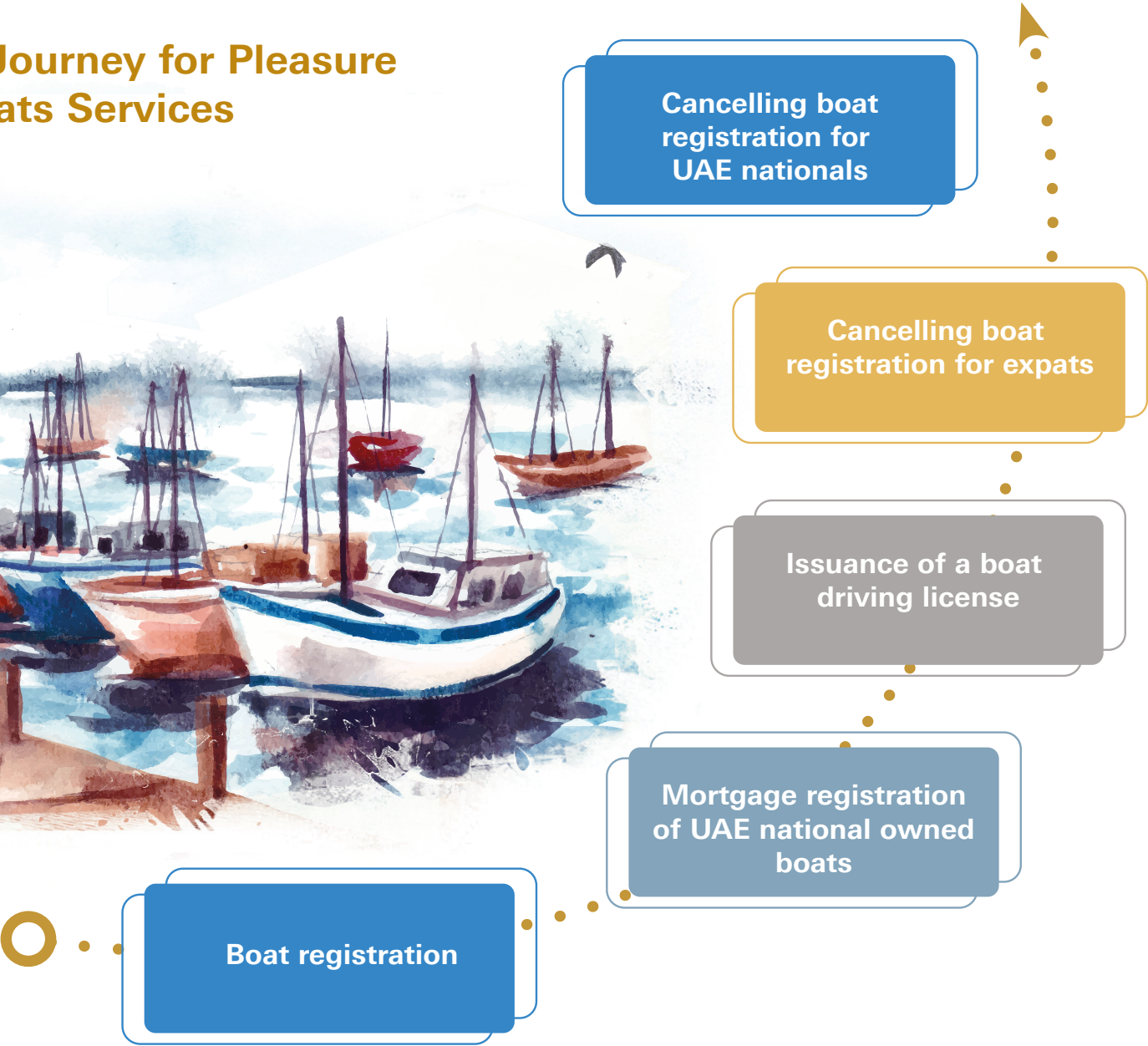
- Request to issue registration license for a national and foreign pleasure boat
  - » Request for data modification / name change for a national and foreign pleasure boat license
  - » Request to renew registration license for a national and foreign pleasure boat
  - » Request replacement of lost/ damaged for registration license of national and foreign pleasure boat
- Request for registering mortgage of a national pleasure boat
- Request for deleting mortgage against of a national pleasure boat
- Request for small boat driving license
- Request for transfer ownership National /Foreign boat
- Cancellation request for foreign pleasure boat license
  - » Deletion Request for national pleasure boat
  - » Request for replacement for lost / damaged deletion certificate for national pleasure boat



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## Customer Journey for Pleasure Boats Services

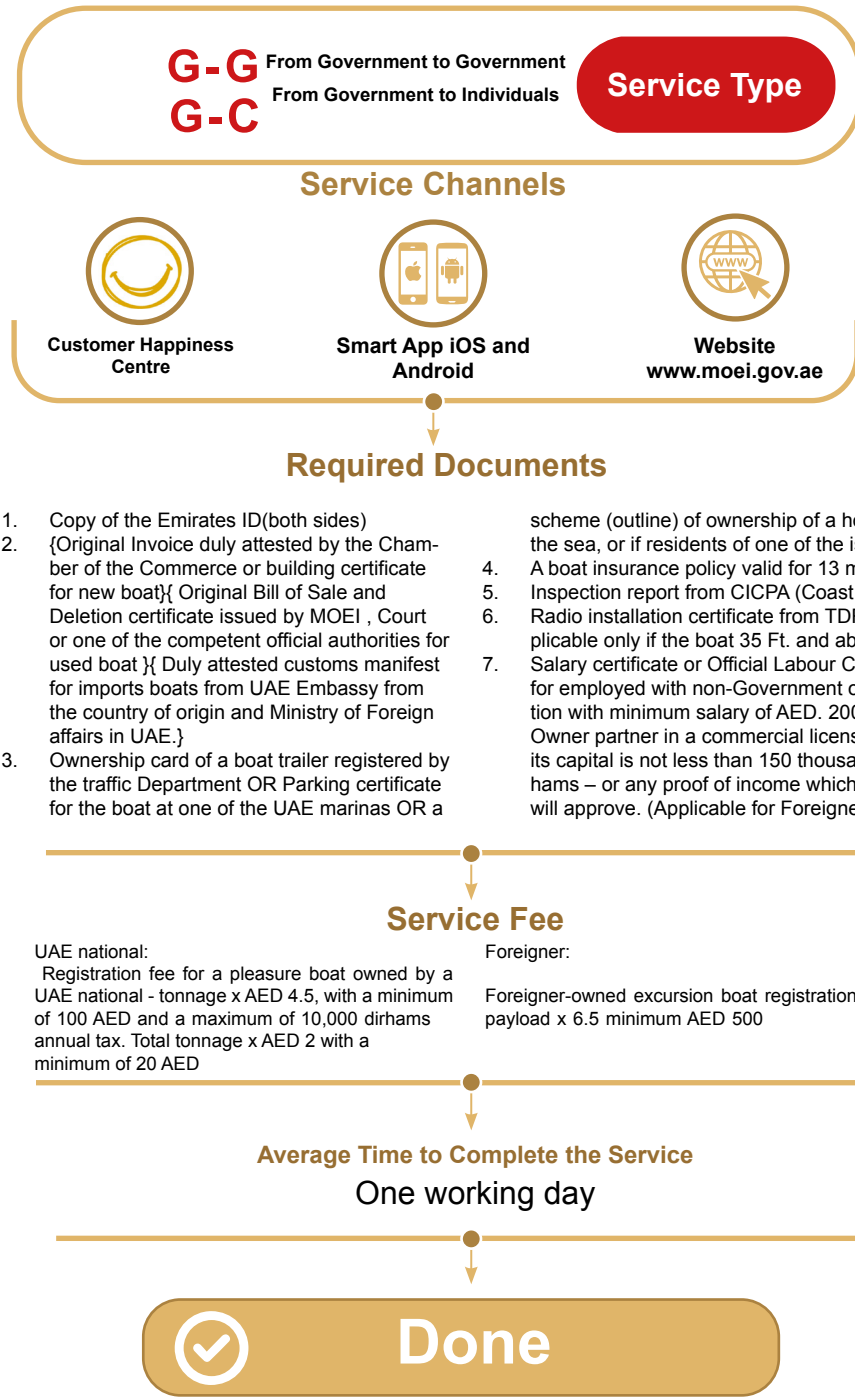








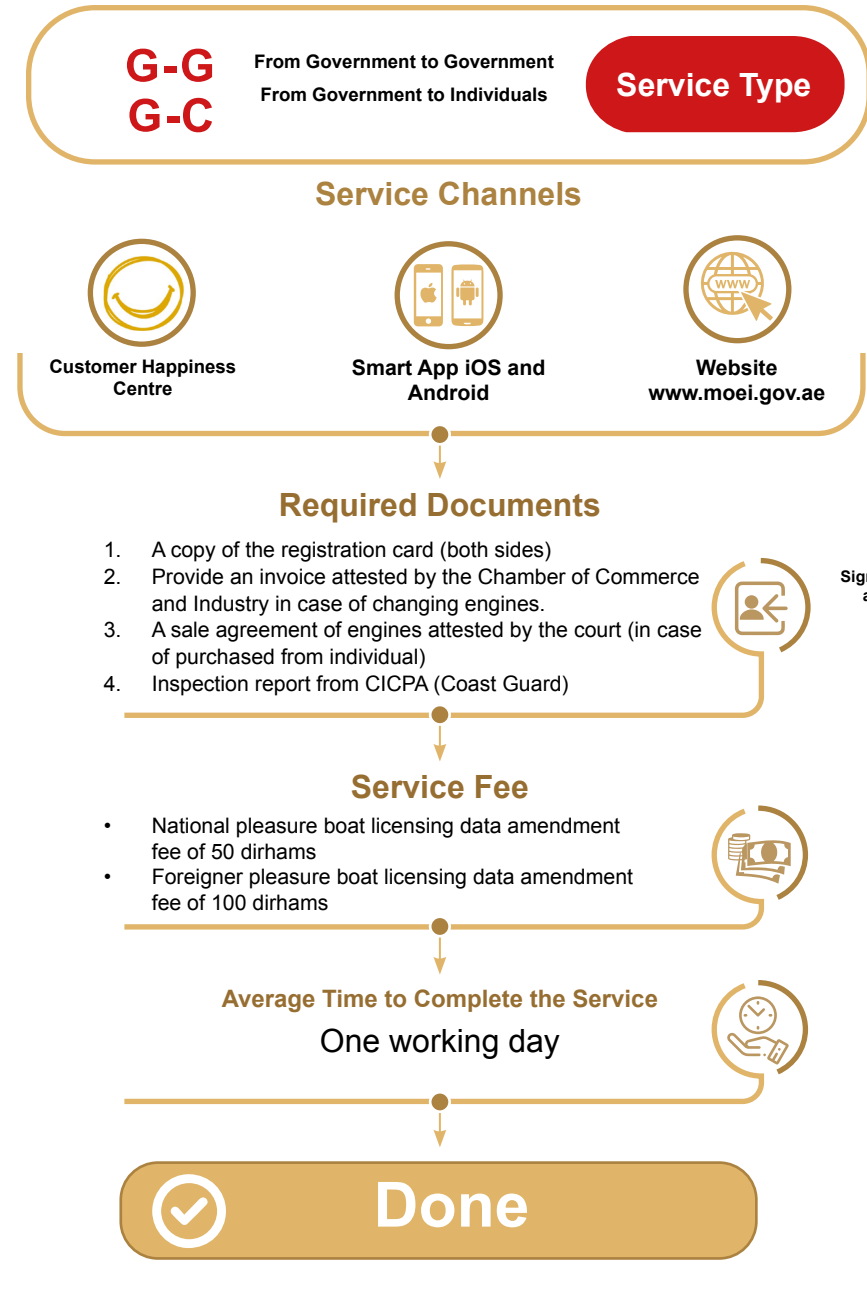
## Request to issue registration license for a national and foreign pleasure boat

<b>Description of the Service</b>	This service allows the customer to register / license pleasure boat / national / foreign
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Citizen - Resident - Senior Citizen / Elderly - People of Determination
<b>Terms and Conditions</b>	<ol style="list-style-type: none"><li>The age of the applicant for registration shall not be less than (18) eighteen years old</li><li>The total monthly income is not less than 20 thousand dirhams according to a salary certificate issued by a competent governmental authority or official Labour Contract for employed with non-Government organization ,owner /partner in a commercial license, and its capital should not be less than 150 thousand dirhams (Applicable for Foreigners owners)</li></ol>
<b>Pre-required services to apply for this service</b>	NA
<b>Related services depending on this service</b> <ol style="list-style-type: none"><li>Cancellation request for foreign pleasure boat license</li><li>Request for data modification / name change for a national and foreign pleasure boat license</li><li>Request to renew registration license for a national and foreign pleasure boat</li><li>Request replacement of lost/ damaged for registration license of national and foreign boat</li></ol>	



## Request for data modification / name change for a national and foreign pleasure boat license

<b>Description of the Service</b>	This service allows individuals to request an amendment to the data or change the name of the license for a national and foreign pleasure boat
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Citizen - Resident - Senior Citizen / Elderly - People of Determination
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	National pleasure boat registration application







## Request to renew registration license for a national and foreign pleasure boat

### Description of the Service

This service allows the customer to renew the license for a national / foreign pleasure boat

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Citizen - Resident - Senior Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for the issuance of foreign pleasure boat license

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Copy of the Emirates ID (both sides)
2. Copy of the registration card (both sides)
3. A boat insurance policy valid for 13 months
4. Ownership card of a boat trailer registered by the traffic Department OR Parking certificate for the boat at one of the UAE marinas OR a scheme (outline) of ownership of a house on the sea, or if residents of one of the islands
5. Inspection report from CICPA (Coast Guard)
6. Salary certificate or Official Labour Contract for employed with non-Government organization with minimum salary of AED. 20000 Or Owner partner in a commercial license and its capital is not less than 150 thousand dirhams – or any proof of income which MOEI will approve. (Applicable for Foreigners)

Sign in and apply



### Service Fee

- » Renewal of a pleasure boat owned by a UAE national – tonnage x AED 2 with a minimum of 20 AED



### Average Time to Complete the Service

One working day



Done

## Request replacement of lost/ damaged for registration license of national and foreign pleasure boat

### Description of the Service

This service allows the customer to obtain replacement of lost / damaged for registration/ license of national or foreign pleasure boat

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Citizen - Resident - Senior Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request to issue registration license for a national and foreign pleasure boat

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A police report stamped by Coast Guard in case of loss
2. Original registration card needs to submitted in order to receive the replacement In case of damage



Sign in and apply

### Service Fee

- » Issuance fee for replacing lost/damaged national pleasure boat registration certificate 100 AED
- » Fee for issuing a replacement for a lost/damaged license for a foreign pleasure boat 200 AED



### Average Time to Complete the Service

One working day



Done







## Request for registering mortgage of a national pleasure boat

### Description of the Service

This service allows individuals to register a mortgage on a national pleasure boat

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Citizen - Senior Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Request for deleting mortgage againts of a national pleasure boat

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Mortgage letter from the bank (attested)
2. Emirates ID both sides
3. Original Permit



Sign in and apply

### Service Fee

200 AED



### Average Time to Complete the Service

One working day



Done

## Request for deleting mortgage against of a national pleasure boat

### Description of the Service

This service allows individuals to issue a certificate of lifting of a mortgage registration on a national pleasure boat

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Citizen - Senior Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request to register a mortgage on national pleasure boat

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A letter from the mortgagee to release the mortgage of the boat approved by the bank
2. Approval of the signature and authorization of the signatory on the letter of the bank
3. Copy of UAE ID
4. Original ownership card



Sign in and apply

### Service Fee

100 AED



### Average Time to Complete the Service

One working day



Done




Scan the QRC to apply for the service online



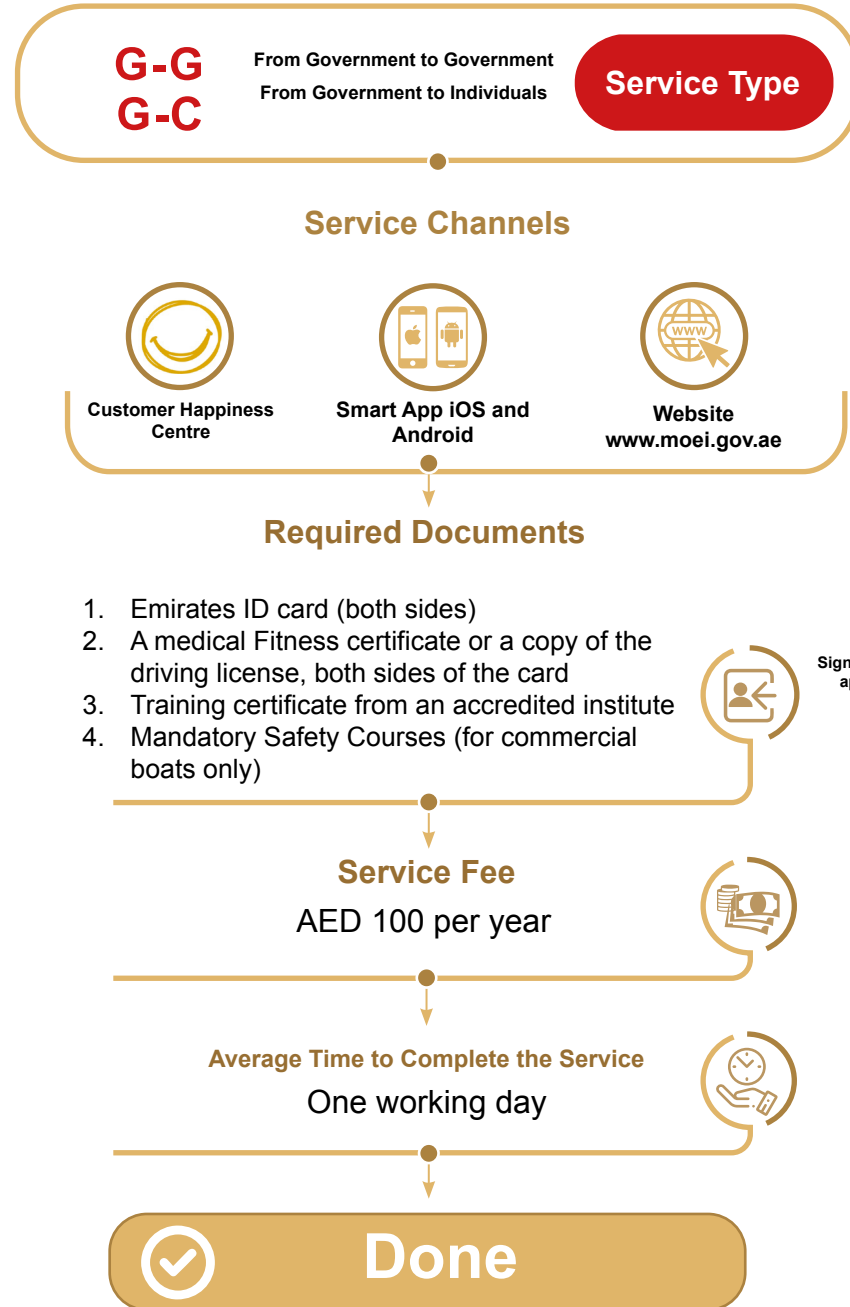


## Request for small boat driving license


<b>Description of the Service</b>	This service allows the customer to obtain small boat driving license
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	Citizen - Resident - People of Determination
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA



Scan the QRC to view the information video

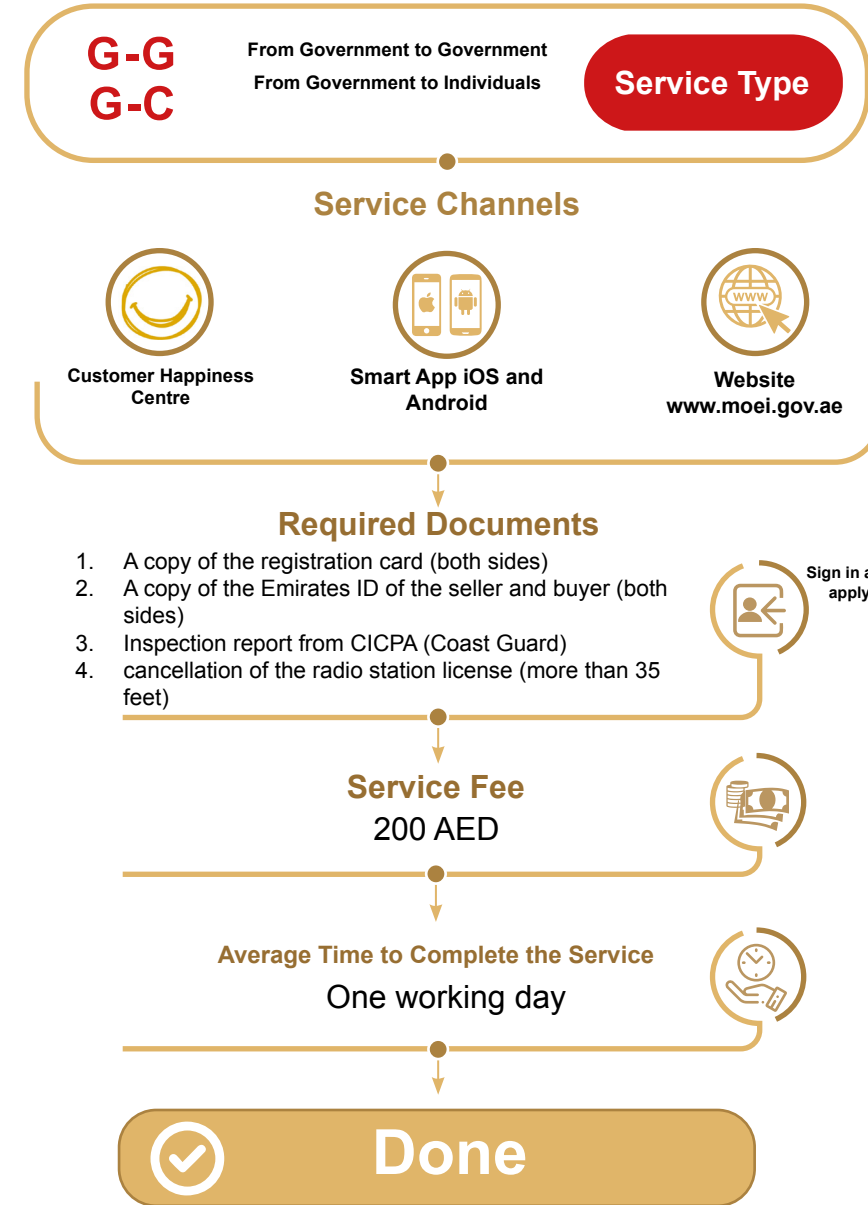


## Request for transfer ownership National /Foreign boat

<b>Description of the Service</b>	This service allows individuals to transfer ownership on a national pleasure boat
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	Citizen - Resident - Senior Citizen / Elderly - People of Determination
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA



Scan the QRC to view the information video







## Cancellation request for foreign pleasure boat license

### Description of the Service

This service allows the customer to cancel the foreign boat license

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Resident

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for foreign pleasure boat license

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Copy of registration card (both sides)
2. Emirates ID (both sides)
3. Cancellation letter from the coast guard
4. Radio station license cancellation letter from the TDRA for the boats of more than 35 feet above



Sign in and apply

Service Fee  
100 AED



Average Time to Complete the Service  
One working day



Done

## Deletion Request for national pleasure boat

### Description of the Service

This service allows the customer to issue a deletion certificate for a national pleasure boat

### Service Classification

Procedural



### Category of Service

Citizen - Old Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Request for replacement for lost / damaged deletion certificate for national pleasure boat

G-G  
G-C

From Government to Government  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Copy of the registration card(both sides)
2. Copy of the Emirates ID (Both sides)
3. A deletion letter from the coast guard
4. Radio station license cancellation from TDRA (for boats more than 35 feet)



Sign in and apply

Service Fee  
50 AED



Average Time to Complete the Service  
One working day



Done





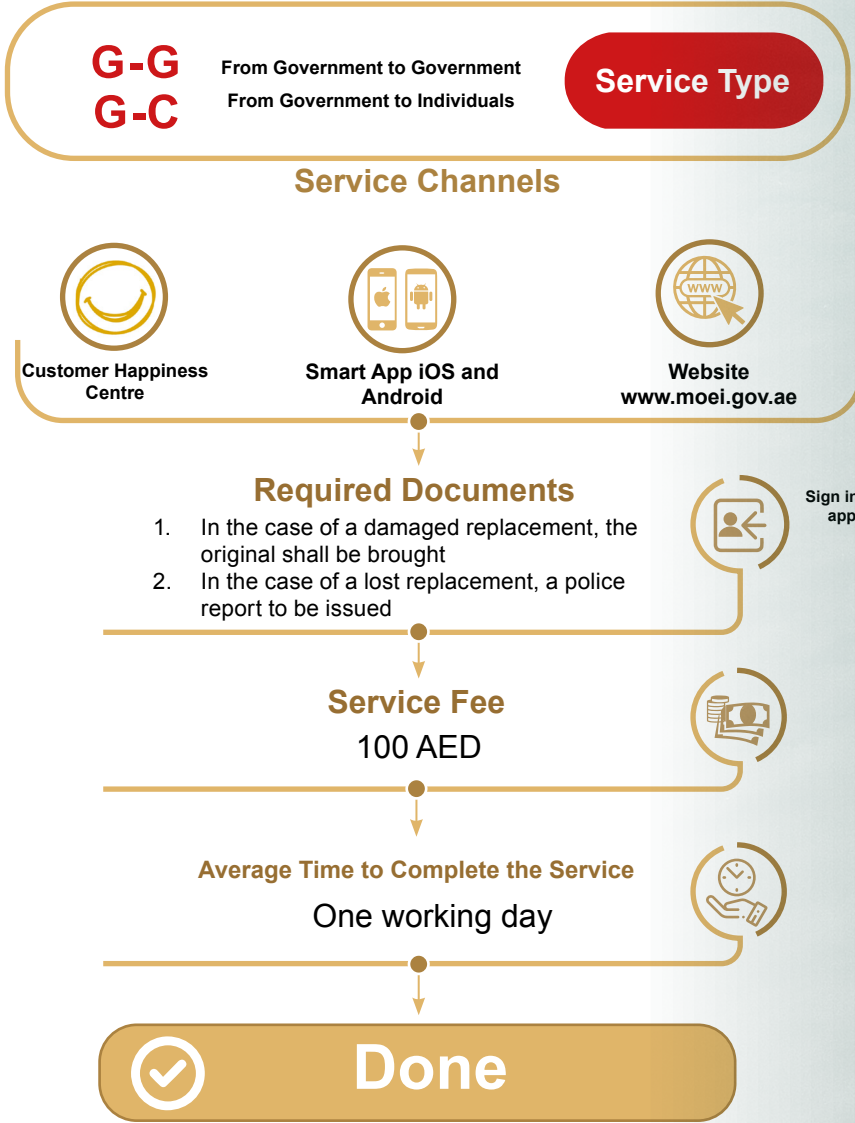


# Request for replacement for lost / damaged deletion certificate for national pleasure boat

Description of the Service	This service allows the individuals to obtain replacement of lost / damaged deletion certificate of a national pleasure boat
Service Classification	Procedural
Category of Service	Citizen - Old Citizen / Elderly - People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	Deletion Request for national pleasure boat



Scan the QRC to view the information video





# Commercial Vessel Services

- Request for issuance of Temporary provisional certificate of registry for commercial ship
  - » Request to amend data for permanent certificate registry for national commercial ship
  - » Request to extend a provisional registration certificate for a national commercial ship
- Request for issuance of permanent certificate of registry for national commercial ship
  - » Request to amend data for permanent certificate registry for national commercial ship
  - » Request to replace a lost/damaged permanent registration certificate for a national commercial vessel
- Application for mortgage on a national commercial vessel
  - » Request of deletion the registered mortgage on a national commercial vessel
- Request for replacement of lost / damaged minimum safe manning document for national commercial ship
  - » Request to amend data of the minimum safe manning document for national commercial ship
- Request to amend data of the Continuous Synopsis Record for national commercial ship
  - » Request for replacement of lost / damaged of the Continuous Synopsis Record for national commercial ship
- Request for issuance of Navigation License for national / foreign commercial ship
  - » Request to amend Navigation Licence data for for national / foreign commercial ship
  - » Request replacement for a lost / damaged Navigation License for national / foreign commercial ship
  - » Request for extend the navigation License for Foreign commercial ship
  - » Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship
  - » Request for the cancellation of the Navigation License for foreign commercial ship

- Request for issue / extension of exemption certificate for national commercial ship
- Request for extension of statutory certificate for national commercial ship
- Request issuance of insurance for oil tanker Civil Liability (CLC) for national commercial ship
- Request for issuance of Ownership Data Certificate for a commercial vessel
- No objection request for 21 days extension for foreign visiting vessels
- Request to amend data of the Continuous Synopsis Record for national commercial ship
- Request permission to sail out of the territorial waters for visiting foreign vessels
- Request to Inspect visiting foreign commercial vessel after the first inspection.
  - » Request to attest a contract of sale of a national commercial vessel
- Request for replacement of lost / damaged attested contract of sale of a national commercial vessel
- Request to transfer ownership of a national commercial ship
- Request for issuance of deletion certificate for national commercial ship
- Request for replacement of lost / damaged deletion certificate for national commercial ship



Scan the QR code and view the page through your mobile's screen to enjoy the AR experience



Regulating the services marine companies

issuance of Navigation License

Ensure the safety of lives

Adhere to international agreements

The UAE Maritime Department at the MOEI is driving excellence and sustainability in the blue economy

Protecting the marine environment

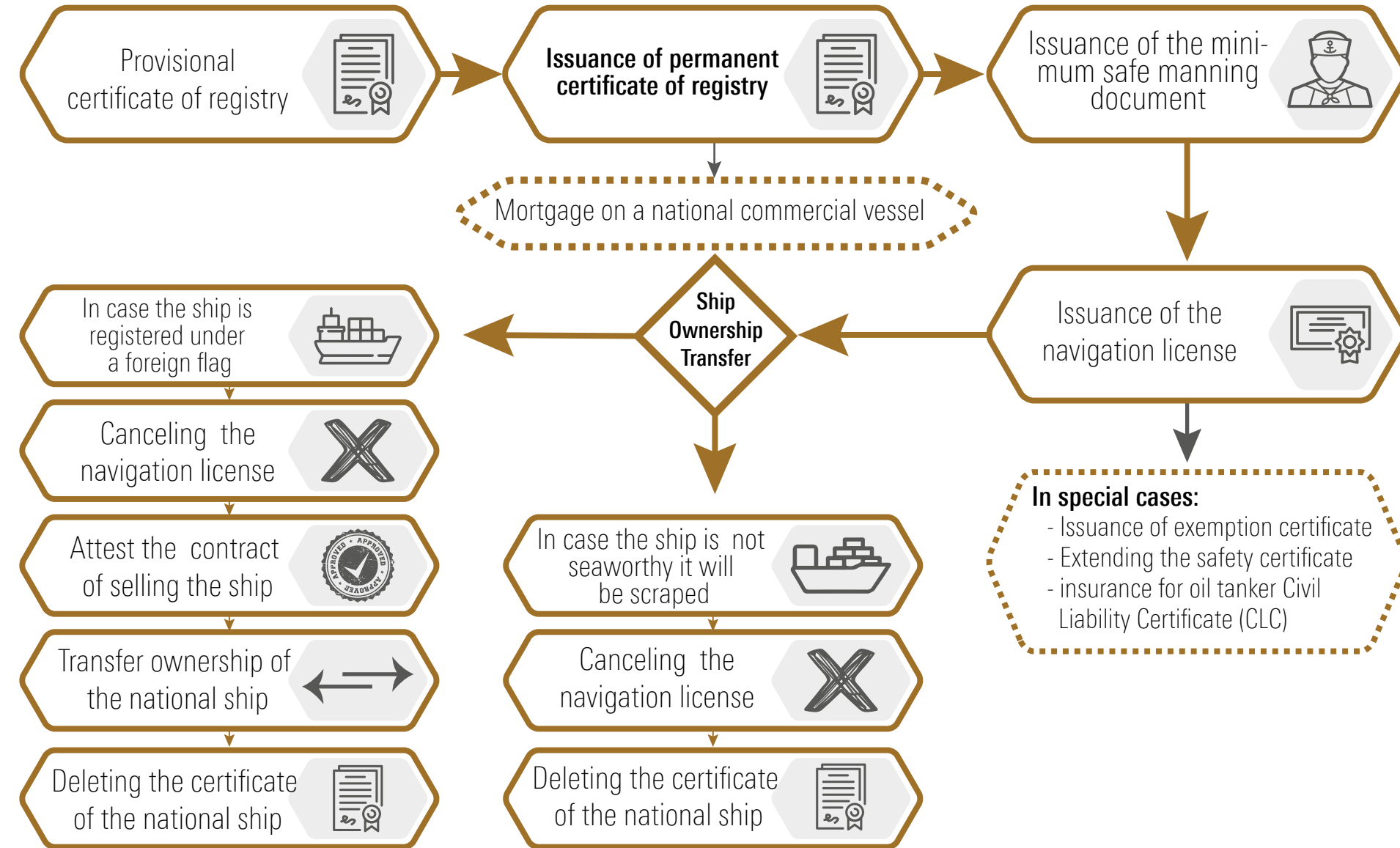
Conduct inspection and control of ship safety

Issuance of Certificate of Competency

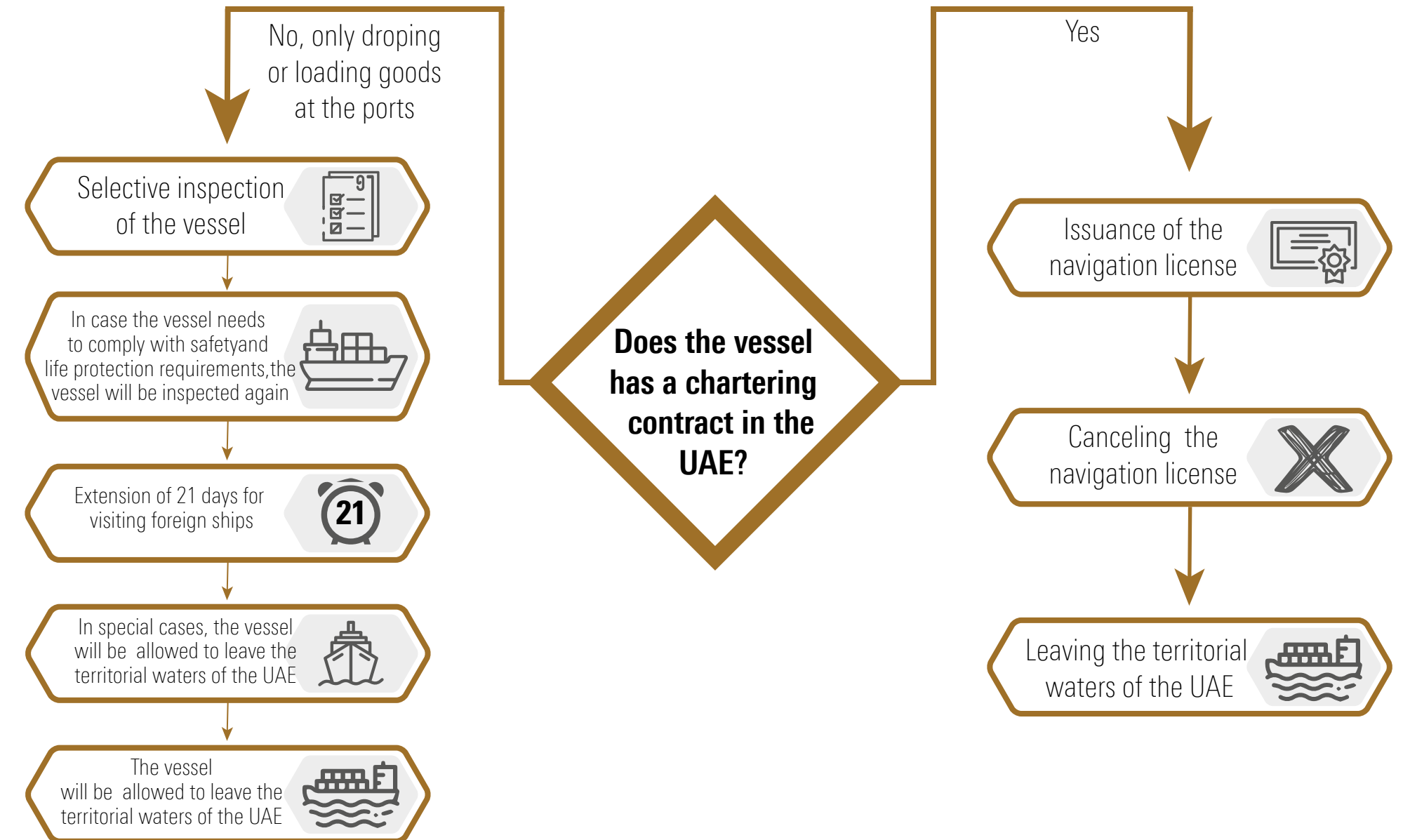
Protecting the rights of seafarers



## Customer Journey for UAE Flag Commercial Vessel Services




## Customer Journey for Foreign Commercial Vessel Services







# Request for issuance of Temporary provisional certificate of registry for commercial ship

Description of the Service	This service allows the company to issue of provisional certificate of registry for commercial ship		
Service Classification			
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly - People of Determination		
Terms and Conditions	NA		
Pre-required services to apply for this service	NA		

## Related services depending on this service

- Request to amend data for permanent certificate registry for national commercial ship
- Request to extend a provisional registration certificate for a national commercial ship

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

## Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

- Attach a copy of company trade license, chamber of commerce membership, and the company memorandum of association (MOA)
  - Documents to prove ownership of the ship (purchase invoice attested by the Chamber of Commerce and Industry) or / A bill of sale attested by the court
  - Building certificate attested by the Chamber of Commerce and Industry
  - company memorandum of association (MOA)
- In the case of a ship from outside the UAE:
- A bill of sale from outside the country, attested by the Ministry of Foreign Affairs and the UAE embassy, or a duly certified building certificate.
  - Verifiable original or electronic ship deletion certificate



Sign in and apply

### Service Fee

- GT x AED 5.4 with a minimum of 100 AED and a maximum of 10,000 AED
- Annual tax: GT x AED 2 x number of days left in the year / 365
- Permit to advertise in newspapers AED 100 x 2 AED for advertising + inspection fee




### Average Time to Complete the Service

3 working days



Done

# Request to amend the data of a provisional registration certificate for a national commercial ship

Description of the Service	This service allows the company to amend the data of a provisional registration certificate for a national commercial ship		
Service Classification			
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly - People of Determination		
Terms and Conditions	NA		
Pre-required services to apply for this service	Application to issue of provisional registry for commercial ship		



Scan the QRC to view the information video

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

## Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

Provide proof of the modification in the ship's data from the concerned authority or the RO, according to each case



Sign in and apply

### Service Fee

100 AED



### Average Time to Complete the Service

One working day



Done





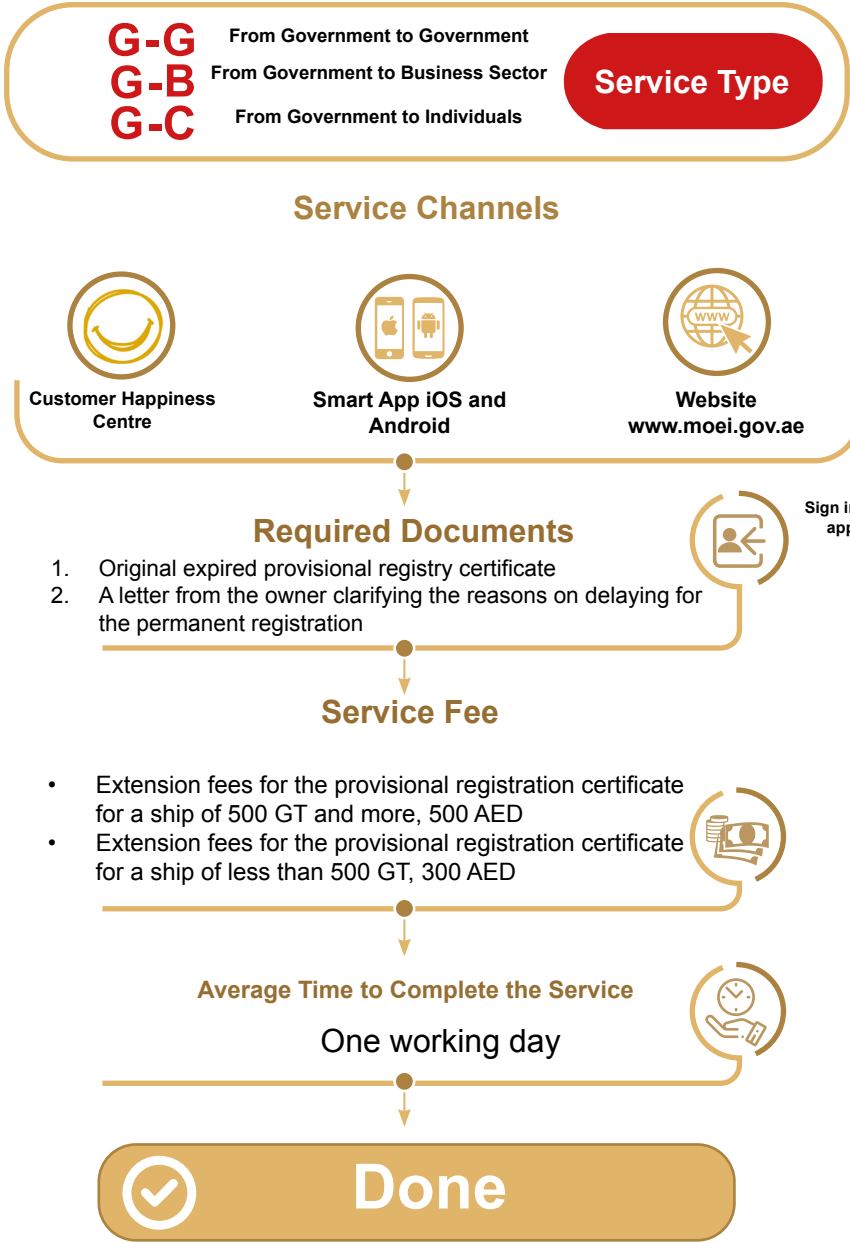


## Request to extend a provisional registration certificate for a national commercial ship

Description of the Service	This service allows the company to extend the provisional registration certificate for a national commercial ship
Service Classification	Procedural
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly - People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	Application for the issuing of provisional certificate of ship registry



Scan the QRC to view the information video



## Request for issuance of permanent certificate of registry for national commercial ship

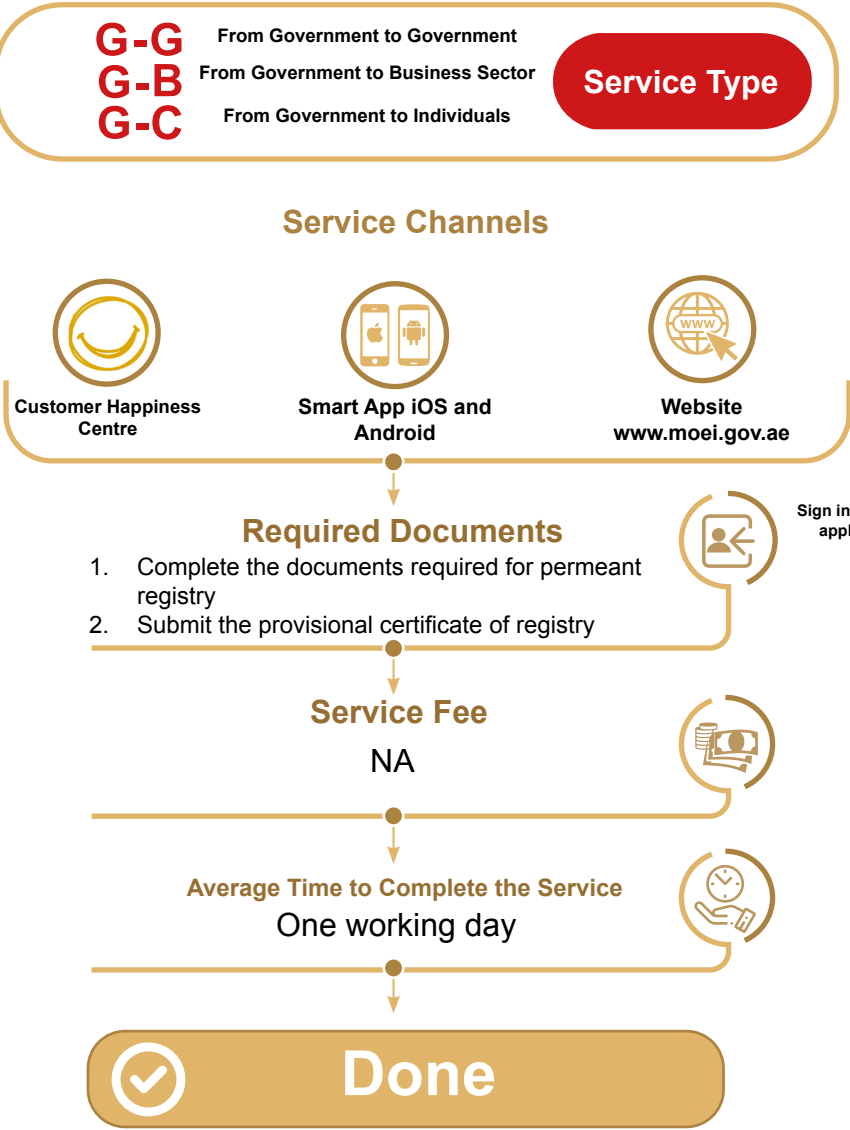
Description of the Service	This service allows the company to issue permanent certificate of registry for national commercial ship
Service Classification	Procedural
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	NA



Scan the QRC to view the information video



- Related services depending on this service**
1. Request to amend data for permanent certificate registry for national commercial ship
  2. Request to replace a lost/damaged permanent registration certificate for a national commercial vessel







## Request to amend data for permanent certificate registry for national commercial ship

### Description of the Service

This service allows the company to amend the data of permanent certificate of registry for national commercial ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

Issuance of permanent certificate of registry for national commercial ship

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Copy of the ship's statutory certificates
2. The classification society technical report related to the change on ship's data
3. In the case of changing the name or the owner's data and shares, a letter from the bank if it is mortgaged and all the original certificates
4. A data modification letter from Coast Guard (CICPA) (for small ships and pleasure boats only)



Sign in and apply

### Service Fee

- Registering a commercial ship - modifying the data of 100 AED
- Fees for changing the name for a ship of 500 GT or more, 300 AED
- Fees for changing the name of a ship with a tonnage less than 500 GT, 200 AED



Average Time to Complete the Service  
2 working days



Done

## Request to replace a lost/damaged permanent registration certificate for a national commercial vessel

### Description of the Service

This service allows the company to issue replacement of a lost/damaged permanent registration certificate for a national commercial vessel

### Service Classification

Procedural



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request issuance of permanent registration certificate for a national commercial vessel

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Coast Guard / Police report, if lost outside UAE applicable documents to be submitted
2. In case of damaged original certificate to be provided



Sign in and apply

Service Fee  
200 AED



Average Time to Complete the Service

One working day



Done







## Application for mortgage on a national commercial vessel

### Description of the Service

This service allows the company to register a mortgage on a national commercial vessel

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

#### Related services depending on this service

1. Request of deletion the registered mortgage on a national commercial vessel

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A letter from the creditor (the mortgagee) stating a mortgage entry on the ship. With the authorization of the signatory for mortgage
2. The original mortgage contract attested by a notary public, and if the mortgagee creditor is outside the country, the contract shall be attested by the Ministry of Foreign Affairs of that country, then from the UAE embassy and the UAE Ministry of Foreign Affairs.
3. The original registration certificate



Sign in and apply

Service Fee  
2500 AED



Average Time to Complete the Service

One working day



Done

## Request of deletion the registered mortgage on a national commercial vessel

### Description of the Service

This service allows the company to delete the registered mortgage on a national commercial vessel

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for registration of mortgage on a national commercial ship

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. An original letter from the mortgagor to release the mortgage on the ship with the approval of the authorized persons to release the mortgage.
2. The original certificate of registry



Sign in and apply

Service Fee  
300 AED



Average Time to Complete the Service

One working day




Done



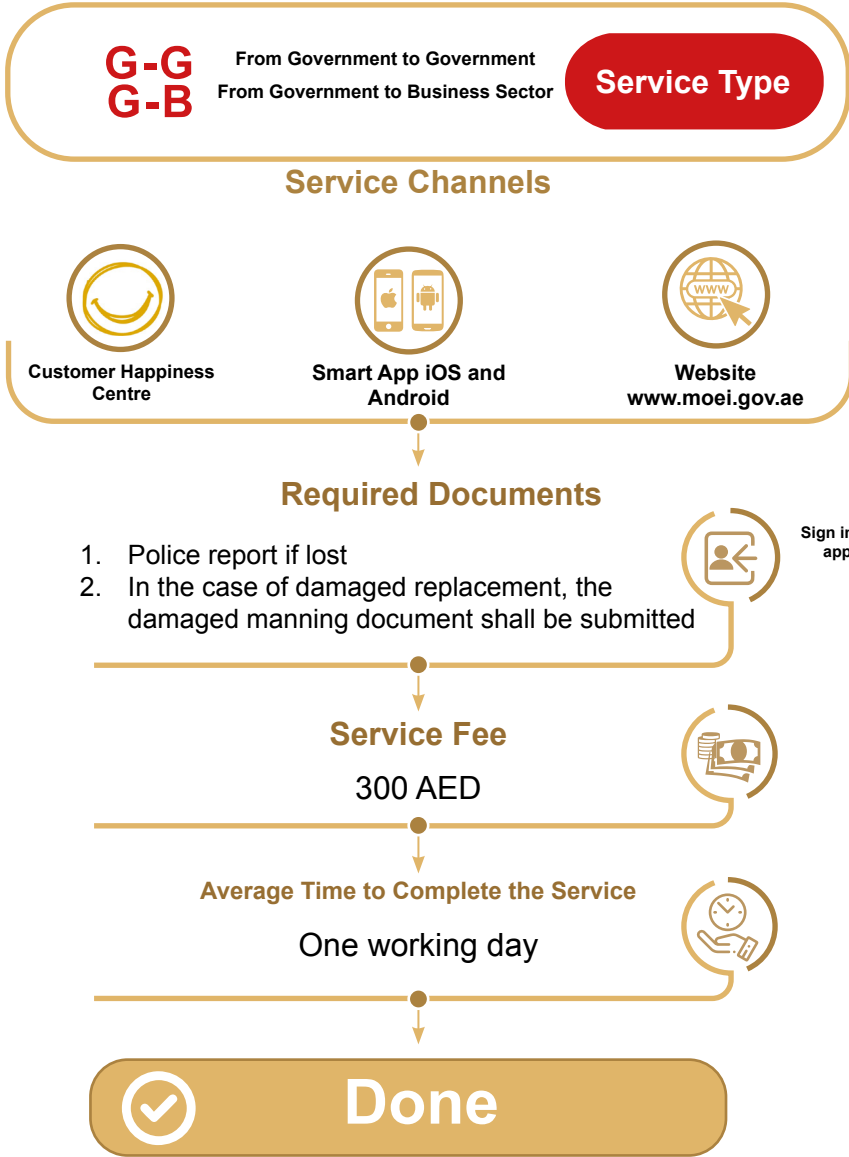


# Request for replacement of lost / damaged minimum safe manning document for national commercial ship

Description of the Service	This service allows the company to issue replacement of lost / damaged minimum safe manning document for national commercial ship
Service Classification	Procedural
	
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	NA



Scan the QRC to view the information video

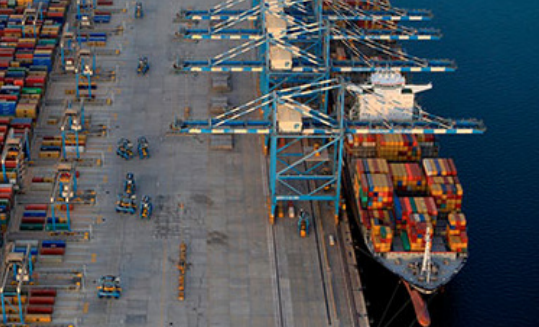


Sign in and apply

Sign in and apply

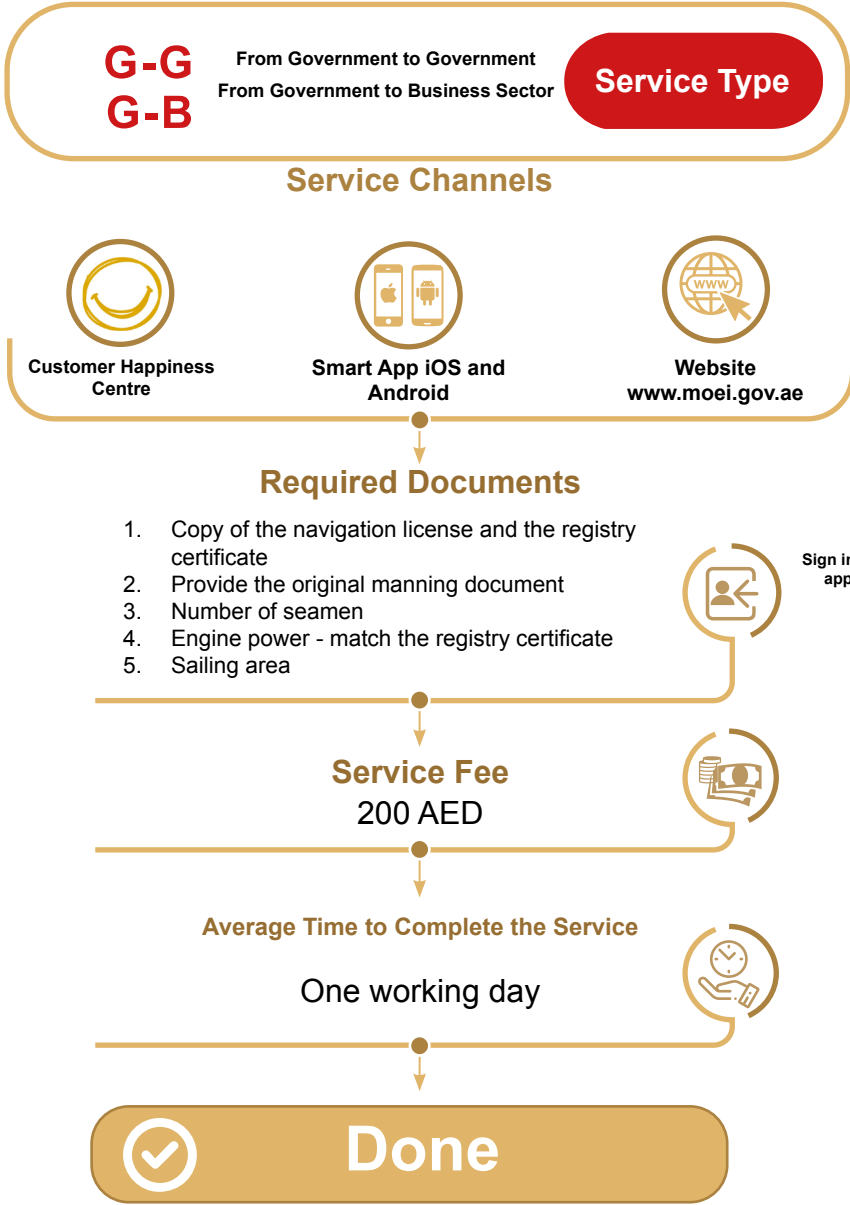
Sign in and apply

# Request to amend data of the minimum safe manning document for national commercial ship

Description of the Service	This service allows the company to amend the data of the minimum safe manning document for national commercial ship
Service Classification	Procedural
	
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	NA



Scan the QRC to view the information video



Sign in and apply



Sign in and apply

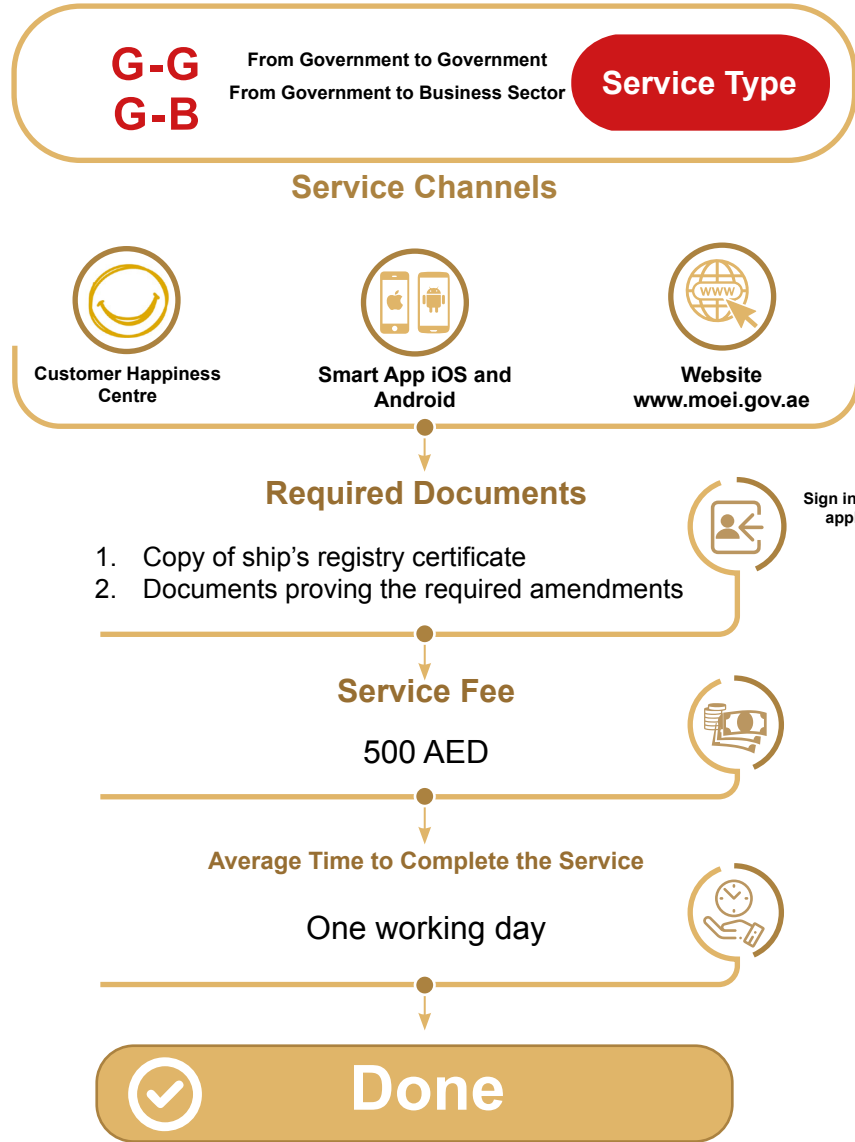
Sign in and apply







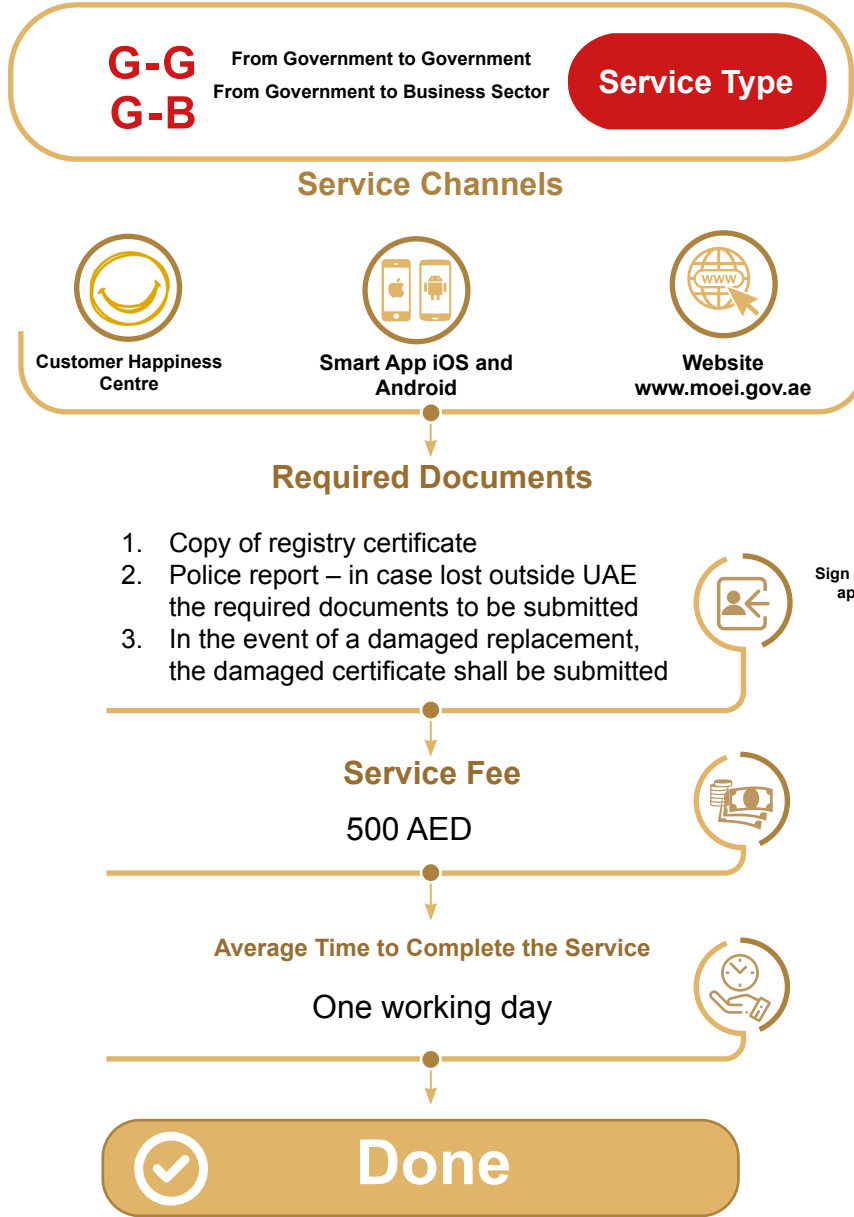
## Request to amend data of the Continuous Synopsis Record for national commercial ship

<b>Description of the Service</b>	This service allows the company to amend the data of the Continuous Synopsis Record for national commercial ship
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA



## Request for replacement of lost / damaged of the Continuous Synopsis Record for national commercial ship

<b>Description of the Service</b>	This service allows the issuance of a replacement for a lost / damaged of the Continuous Synopsis Record for a national commercial vessel
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA







## Request for issuance of Navigation License for national / foreign commercial ship

### Description of the Service

This service allows the company to issue Navigation License for national / foreign commercial ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Request for the cancellation of the Navigation License for foreign commercial ship
2. Request for extend the navigation License for Foreign commercial ship
3. Request to amend Navigation Licence data for for national / foreign commercial ship
4. Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship
5. Request replacement for a lost / damaged Navigation License for national / foreign commercial ship

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Ship's statutory certificates issued by RO if the tonnage is 150 and above or survey report issued by an approved survey company if the tonnage is below 150
2. Ship's insurance as applicable
3. Copy of registry certificate
4. Copy of company trade license
5. Copy of chamber of commerce membership
6. A vessel employment contract with a governmental or semi-governmental entity or a company with marine activity inside the country (for foreign ships only)
7. Submission of GCC Code certificates for passenger ships above 12 m in length but less than 24 m, and the other ships of 12 m and more but less than 500 GT
8. Radio station license issued from TDRA (for national ships only)
9. Coast guard inspection report is a mandatory requirement for issuance of New / Renewal of navigation license for both UAE and Foreign Flagged vessels of less than 300GT (Self Propelled)



Sign in and apply

### Service Fee

- Fees for issuing a navigation license for a foreign ship - new (GT x AED 7), with a minimum of 500 AED and a maximum of 150,000 AED + inspection fees
- Fees for issuing a navigation license for a national vessel - new (GT x AED 2) with a minimum of 20 AED + inspection fee



### Average Time to Complete the Service

3 working days



Done

## Request to amend Navigation Licence data for national / foreign commercial ship

### Description of the Service

This service allows the company to amend the Navigation Licence data for national / foreign commercial ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request for issuance of Navigation License for national / foreign commercial ship

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Report from the classification society or the approved small vessels survey company related to the vessel data change as applicable
2. The original certificates and documents of the national ship / copy of registry certificate of the foreign ship



Sign in and apply

### Service Fee

- The fee for amending the data of a navigation license for a national commercial vessel is 100 AED
- The fee for amending the data of a navigation license for a foreign commercial vessel is 200 AED



### Average Time to Complete the Service

One working day



Done







## Request replacement for a lost / damaged Navigation License for national / foreign commercial ship

### Description of the Service

This service allows the issuance of a replacement for a lost / damaged Navigation License for national / foreign commercial ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request for issuance of Navigation License for national / foreign commercial ship

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Coast Guard / Police report if lost
2. In the event of a damaged replacement, the damaged certificate shall be submitted



Sign in and apply

### Service Fee

- Fee for issuing a navigation license for a national vessel - replacement for lost/damaged - 200 AED
- Fees for issuing a navigation license for a foreign ship - replacement for lost/damaged - 300 AED



### Average Time to Complete the Service

One working day



**Done**

## Request for issue / extension of exemption certificate for national commercial ship

### Description of the Service

This service allows the company to issue / extend the exemption certificate for national commercial ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A letter from the classification society about the nature of the exemption and the alternative measures.
2. A letter from the owner stating the convention, the number article from which the exemption is requested, and the period for which the exemption is required.
3. A letter from the owner stating the exemption to be granted.
4. A letter from the Classification Society stating the reference for exemption from the relevant international convention (IMO Instrument).



Sign in and apply

### Service Fee

200 AED



### Average Time to Complete the Service

One working day



**Done**

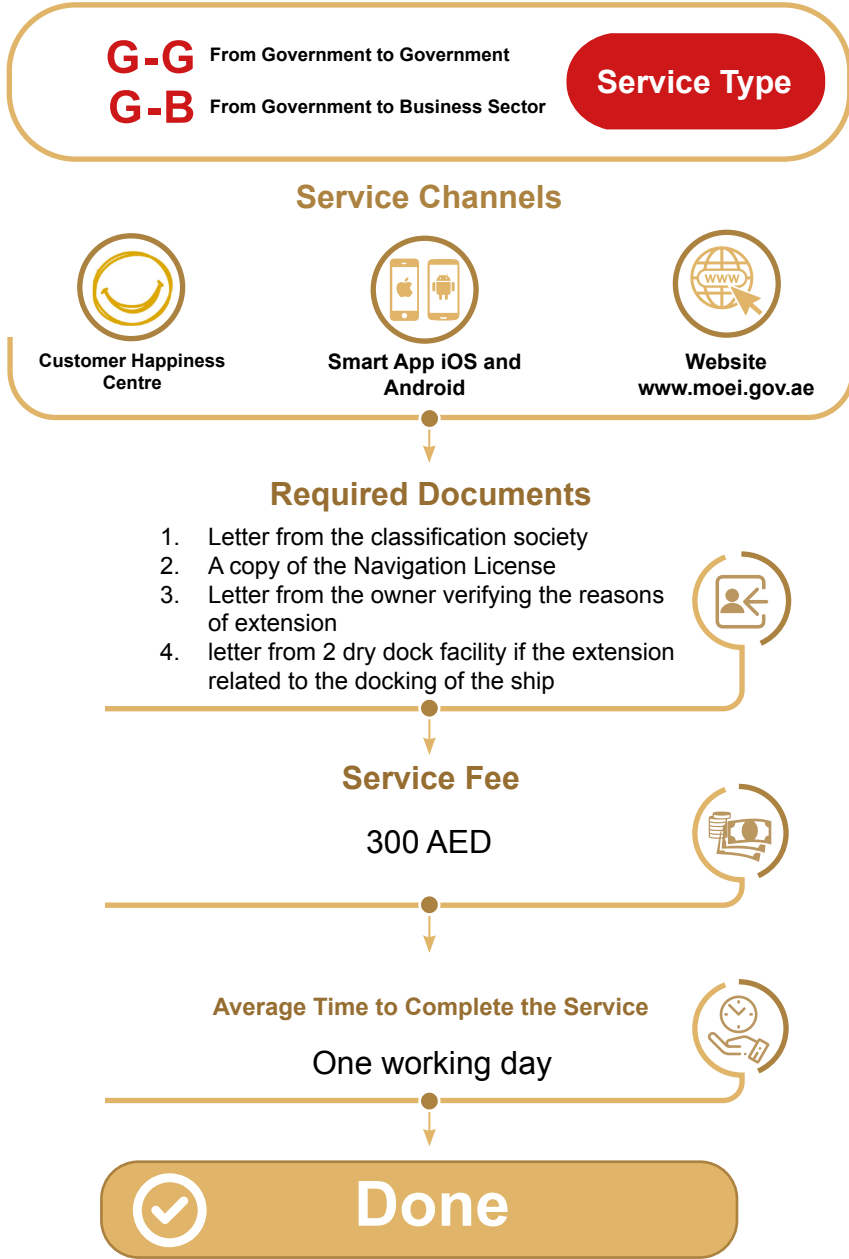






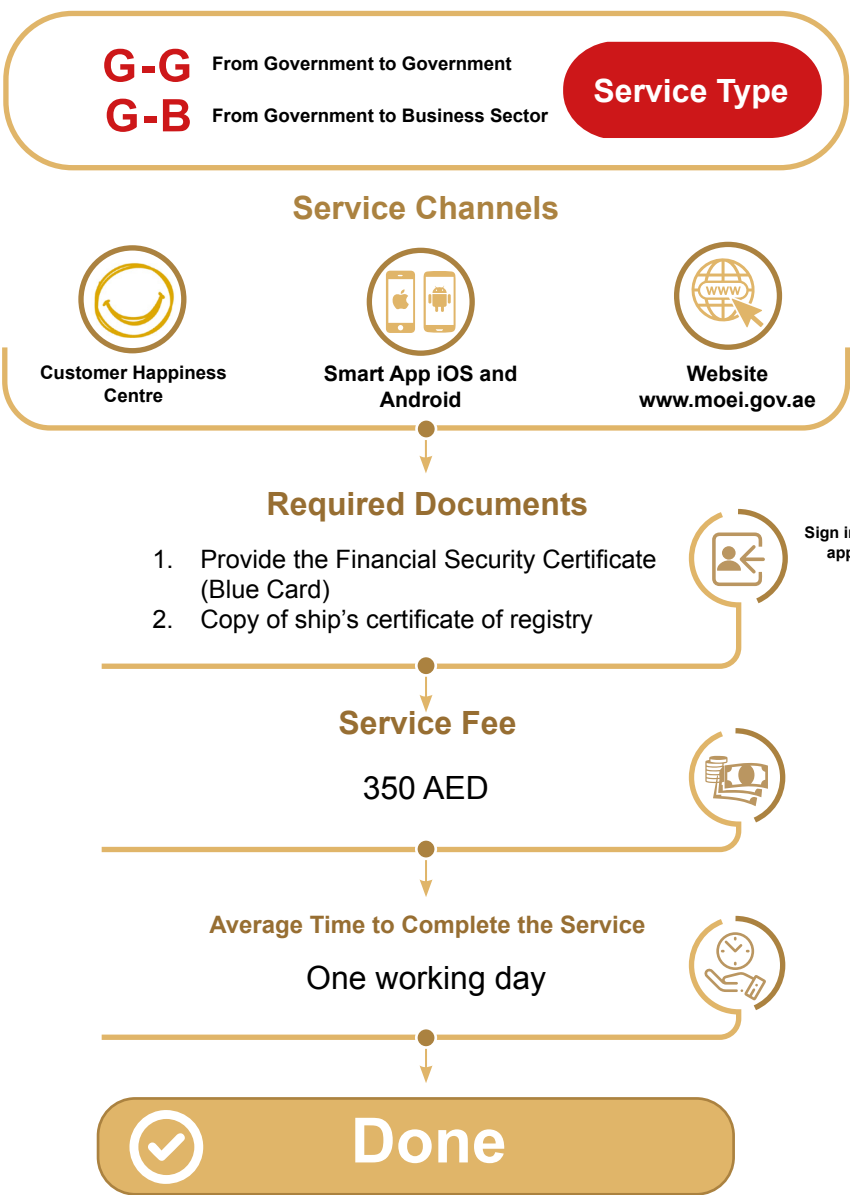
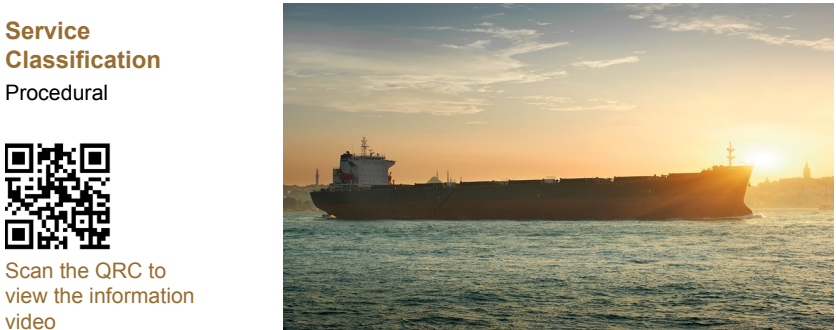
# Request for extension of statutory certificate for national commercial ship

Description of the Service	This service allows the company to extend the validity of statutory certificate for national commercial ship
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Request for Issuance/Extension of Exemption Certificate for a National Commercial ship



# Request issuance of insurance for oil tanker Civil Liability (CLC) for national commercial ship



Description of the Service	This service allows the company to issue the oil tanker Civil Liability (CLC) for national commercial ship
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	NA







## Request for extend the navigation License for Foreign commercial ship

<b>Description of the Service</b>	This service allows the company to extend the navigation License for Foreign commercial ship
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Request for issuance of Navigation License for foreign commercial ship

**G-B** From Government to Business Sector

**Service Type**

### Service Channels



### Required Documents

1. Ship's statutory certificates issued by one of the IACS members if the tonnage is 150 and above or survey report issued by an approved survey company if the tonnage is below 150
2. Ship's insurance as applicable
3. Copy of registry certificate
4. Copy of company trade license
5. Copy of chamber of commerce membership
6. a letter from the contracting party stating that the contract with the ship / owner has been extended.
7. Submission of GCC certificates for passenger ships above 12 m in length but less than 24 m, and the other ships of 12 m and more but less than 500 GT

Sign in and apply

### Service Fee

- Fees for extend the navigation license for a foreign commercial ship = tonnage x AED 5 with minimum of AED 500 and maximum AED 150,000 + the inspection fees



### Average Time to Complete the Service

3 working days



**Done**

## Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship

<b>Description of the Service</b>	This service allows the Renewal / Re-Issuance of navigation License for National / Foreign commercial ship
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Request for issuance of Navigation License for national / foreign commercial ship

**G-G** From Government to Government  
**G-B** From Government to Business Sector

**Service Type**

### Service Channels



### Required Documents

1. Ship's statutory certificates issued by one of the IACS members if the tonnage is 150 and above or survey report issued by an approved survey company if the tonnage is below 150
2. Ship's insurance as applicable
3. Copy of registry certificate
4. Copy of company trade license
5. Copy of chamber of commerce membership
6. A vessel employment contract
7. Submission of GCC certificates for passenger ships above 12 m in length but less than 24 m, and the other ships of 12 m and more but less than 500 GT
8. Radio station license issued from TRA (for national ships only)

Sign in and apply

### Service Fee

- Annual tax for each ship registered under the UAE flag = tonnage x AED 2 + the inspection fee
- A delay fee if the navigational license for a national commercial vessel is not renewed within 60 days from the expiry date of 100 dirhams for each month with a maximum of 1000 dirhams
- Fees for Re- issuing the navigation license for a foreign commercial ship = tonnage x AED 7 + the inspection fees

### Average Time to Complete the Service

3 working days



**Done**







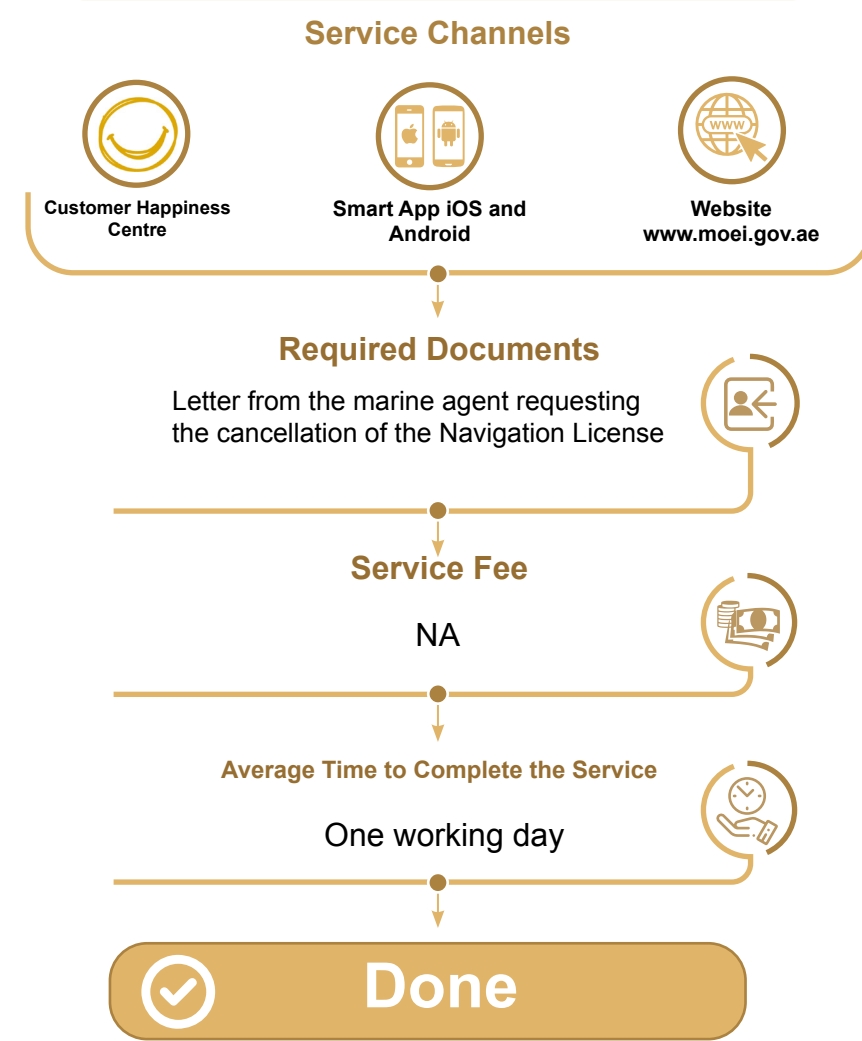
## Request for the cancellation of the Navigation License for foreign commercial ship

<b>Description of the Service</b>	This service allows the company to cancel the Navigation License for foreign commercial ship
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Request for issuance of Navigation License for national / foreign commercial ship



**G-B** From Government to Business Sector

Service Type



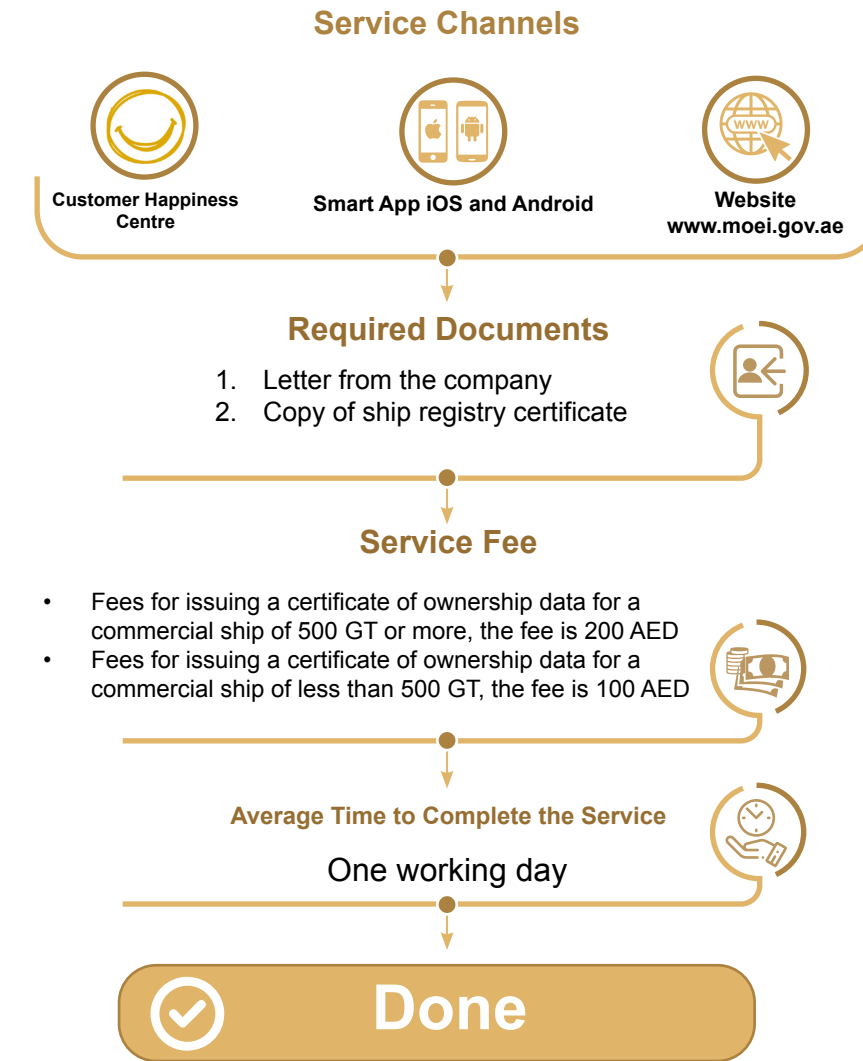
## Request for issuance of Ownership Data Certificate for a commercial vessel

<b>Description of the Service</b>	This service allows the company to issue of Owner-ship Data Certificate for a commercial vessel
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA



**G-G** From Government to Government  
**G-B** From Government to Business Sector



Service Type







## No objection request for 21 days extension for foreign visiting vessels

<b>Description of the Service</b>	Issuing No objection request for visited foreign vessel to stay in UAE ports and territorial waters for 21 days
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	The applicant must be the vessel's agent
<b>Pre-required services to apply for this service</b>	NA

### Related services depending on this service

1. Request permission to sail out of the territorial waters for visiting foreign vessels

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Request letter from ship agent.
2. Certificate of registry of the vessel.
3. Classification certificate.
4. Coast Guard Letter
5. NOC from the port in which the ship is located, according to the requirements of the Emirate.



Sign in and apply

### Service Fee

200 AED





### Average Time to Complete the Service

3 working days



**Done**

## Request permission to sail out of the territorial waters for visiting foreign vessels

<b>Description of the Service</b>	Issuing NOC for visiting foreign vessel to sail out of UAE territorial waters
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	The applicant must be Vessel's agent
<b>Pre-required services to apply for this service</b>	Commercial Vessels services

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

NA



Sign in and apply

### Service Fee

200 AED



### Average Time to Complete the Service

One working day



**Done**







## Request to Inspect visiting foreign commercial vessel after the first inspection.

**Description of the Service**

Inspecting the vessel to ensure that all deficiencies that found in first inspection were rectified

**Service Classification**

Regulatory



Scan the QRC to view the information video



**Category of Service**

Companies

**Terms and Conditions**

Deficiencies rectification after the first inspection

**Pre-required services to apply for this service**

Vessel Inspection to insure the rectification of the deficiencies

**G-B** From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

First inspection report



Sign in and apply

### Service Fee

From 50 to 550 – as per vessel type



### Average Time to Complete the Service

3 working days



**Done**

## Request to attest a contract of sale of a national commercial vessel

**Description of the Service**

This service allows the company to issue attested bill of sale of a a national commercial vessel

**Service Classification**

Procedural



**Category of Service**

Governmental Entities - Companies

**Terms and Conditions**

1. The presence of the person authorized from the company on selling the ship and sign the bill of sale.
2. The presence of a person authorized to sign on behalf of the buyer

**Pre-required services to apply for this service**

NA

### Related services depending on this service

1. Request for replacement of lost / damaged attested contract of sale of a national commercial vessel

**G-G** From Government to Government

**G-B** From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Original of all certificates issued by the Maritime Administration
2. The buyer commercial license and copy of the passport.
3. Deletion certificate from the Coast Guard (for small ships and commercial boats only)
4. Cancellation of the radio station license



### Service Fee

1. Fees for attesting the bill of sale of a commercial vessel having a total tonnage of 500 GT or more, 250 AED
2. Fees for attesting the bill of sale of a commercial vessel of less than 500 GT, 100 AED



### Average Time to Complete the Service

One working day



**Done**

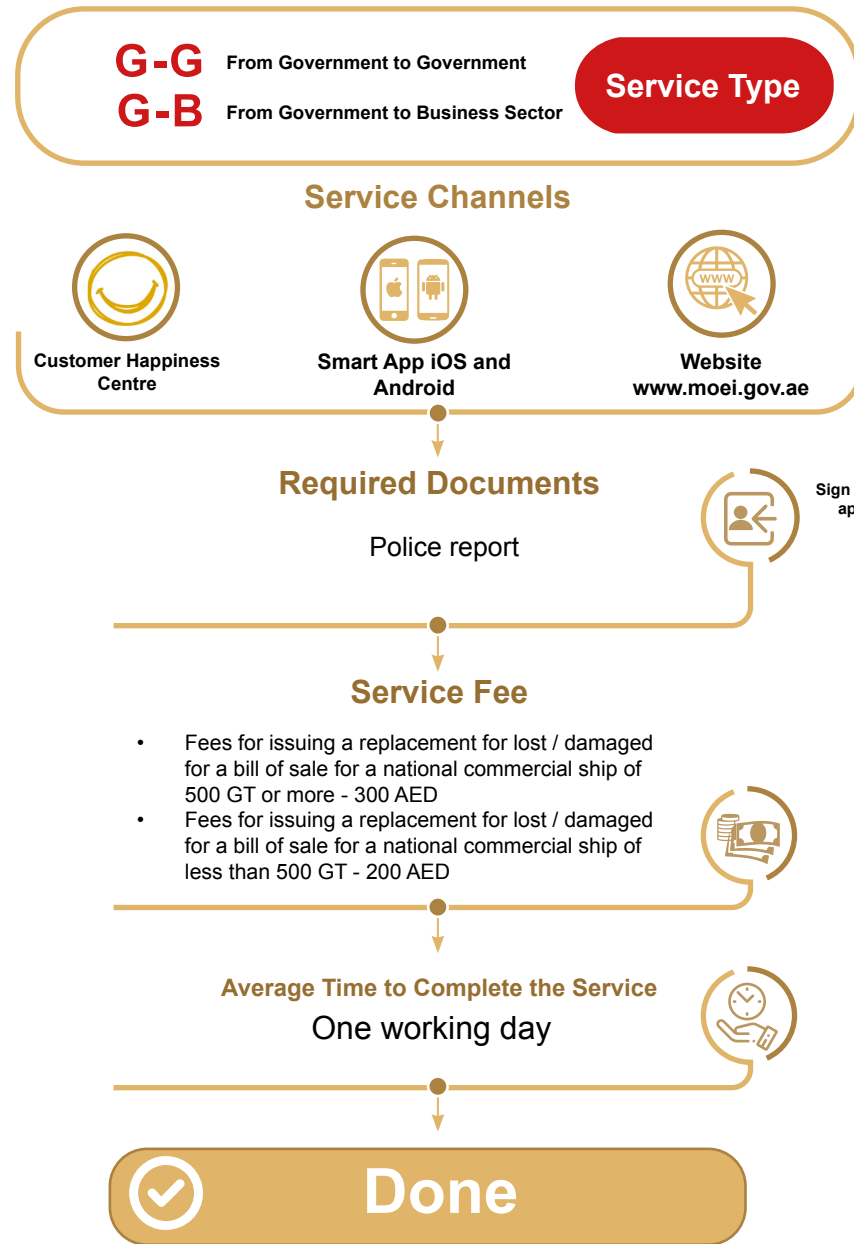






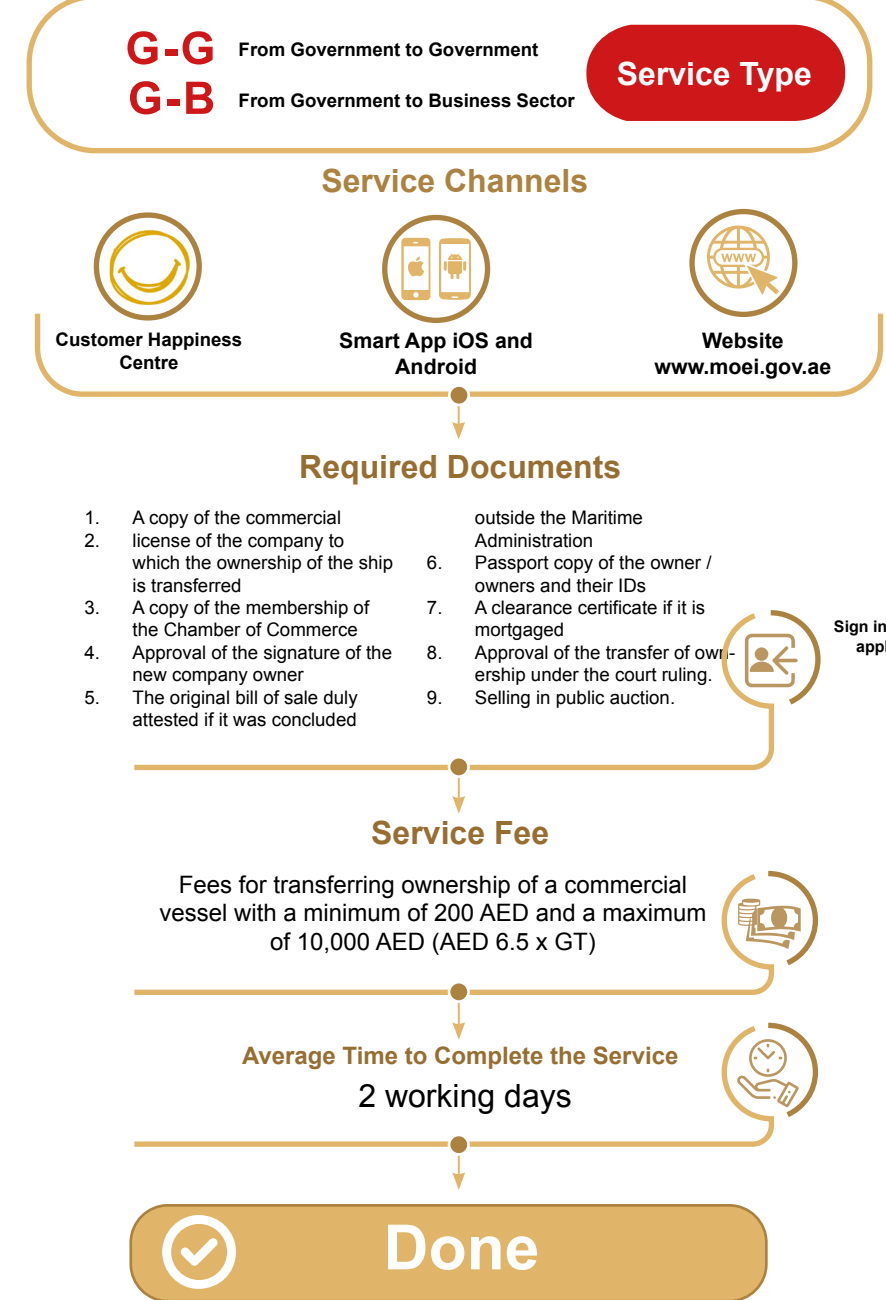
## Request for replacement of lost / damaged attested contract of sale of a national commercial vessel

Description of the Service	This service allows the issuance of a replacement for a lost / damaged attested contract of sale of a national commercial vessel
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Request to attest a contract of sale of a national commercial vessel



## Request to transfer ownership of a national commercial ship



Description of the Service	This service allows the company to transfer the ownership of a national commercial ship
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	NA







## Request for issuance of deletion certificate for national commercial ship

<b>Description of the Service</b>	This service allows the company to issue deletion certificate for national commercial ship
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA

### Related services depending on this service

1. Request for replacement of lost / damaged deletion certificate for national commercial ship

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

1. Owners letter requesting the deletion of the vessel with the reasons of deletion
2. Approval of the signature of the person issuing the letter provide the original registration certificate and other certificates issued by the flag administration
3. removing of the tracking
5. device from the CICPA, as applicable to small ships and commercial pleasure boats below 300 GT
6. Cancellation of the Radio station license to issued by the Telecommunications Regulatory Authority
6. A clearance certificate if the ship is mortgaged



Sign in and apply

#### Service Fee

- Fee for issuing a deletion certificate for a commercial ship of 500 GT or more, 350 AED
- Fee for issuing a deletion certificate for a commercial ship of less than 500 GT, 200 AED





#### Average Time to Complete the Service

One working day



Done

## Request for replacement for lost / damaged deletion certificate for national pleasure boat

<b>Description of the Service</b>	This service allows the individuals to obtain replacement of lost / damaged deletion certificate of a national pleasure boat
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Deletion Request for national pleasure boat

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

1. In the case of a damaged replacement, the original shall be brought
2. In the case of a lost replacement, a police report to be issued



Sign in and apply

#### Service Fee

100 AED



#### Average Time to Complete the Service

One working day



Done





Seafarers and PROs Services

- » Apply for Seafarer’s license
- » Apply for re-issue of Seafarer’s license
- » Apply for renew of Seafarer’s license
- Cancellation of Seafarer’s license
- » Apply for Certificate of Competency (CoC)
- » Apply for re-issue of Certificate of Competency (CoC) (damaged/lost)
- Apply for renewal of Certificate of Competency (CoC)
- » Apply for flag state endorsement
- » Apply for re-issue of flag state endorsement (loss/damage)
- » Apply for renew of flag state endorsement
- Issuance of certificate of receipt for an Application to obtain an endorsement of recognition of a Certificate of Competency for a seafarer working on UAE ships - temporary (three months) (CRA)
- Apply for GMDSS endorsement
- » Apply for Seafarer’s Discharge Book (SDB)

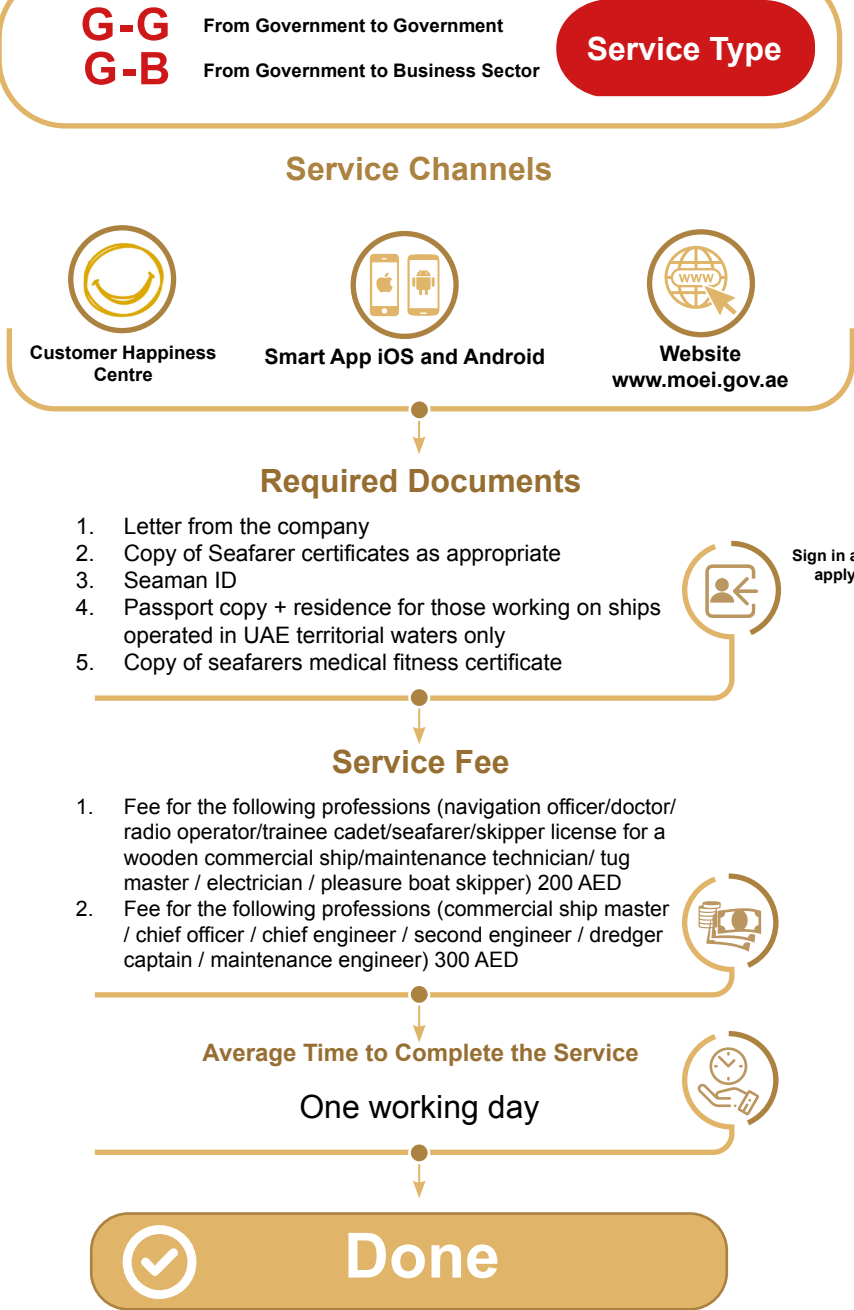
- » Apply for Seafarer’s Discharge Book (SDB) (lost/damaged)
- Apply for Seafarer’s Discharge Book (SDB) Renewal
- » Request for issuance of PRO card
- » Request for renewal of PRO card
- Request for PRO Card Cancellation
- Apply for Tanker Endorsement



Apply for Seafarer’s license

Description of the Service	This service allows the customer to obtain a license to practice a profession for all those working on ships
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	NA

- Related services depending on this service
- 1. Apply for renew of Seafarer’s license
  - 2. Apply for re-issue of Seafarer’s license
  - 3. Cancellation of Seafarer’s license





## Apply for re-issue of Seafarer's license

### Description of the Service

This service allows customers to obtain a replacement for a damaged / lost license to practice the profession for all seafarers working on ships

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for the issuance of licenses to practice the profession for seafarers (seaman card)

G-G  
G-B

From Government to Government

From Government to Business Sector

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A letter from the company
2. A report from the coast guard / the Police in the event of a replacement (lost)
3. provide the damaged card in case of replacement (damaged)



Sign in and apply

### Service Fee

100 AED



### Average Time to Complete the Service

One working day



Done

## Apply for renew of Seafarer's license

### Description of the Service

This service allows the customer to renew licenses to practice a profession for all seafarers working on ship

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for the issuance of licenses to practice the profession for seafarers (seaman card)

G-G  
G-B

From Government to Government

From Government to Business Sector

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. Copy of seafarer certificates as applicable
2. A copy of the mandatory certificates
3. Seafarer medical fitness certificate
4. A copy of the passport (and residence if working in the territorial waters)
5. Seafarer ID
6. A copy of the navigation license



Sign in and apply

### Service Fee

- Fee for the following professions (navigation officer/ doctor/radio operator/trainee cadet/seafarer/skipper license for a wooden commercial ship/maintenance technician/ tug master / electrician / pleasure boat skipper) 200 AED
- Fee for the following professions (commercial ship master / chief officer / chief engineer / second engineer / dredger captain / maintenance engineer) 300 AED
- Delay fee if the license is not renewed within 60 days from the date of its expiry, 50 AED for each month, with a maximum of 200 AED



### Average Time to Complete the Service

One working day



Done







## Cancellation of Seafarer's license

### Description of the Service

This service allows to cancel the licenses to practice the profession for seafarers

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request to issue a license to practice the profession for seafarers (seaman card)

G-G  
G-B

From Government to Government

From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

The application form stamped by the company or electronic application



Sign in and apply

### Service Fee

There are no fees unless the license expires for more than 60 days, then the renewal fee is calculated in addition to the fine for the delay



### Average Time to Complete the Service

One working day



Done

## Apply for Certificate of Competency (CoC)

### Description of the Service

This service allows the company to Request for certificate of competency and the endorsement

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Apply for renewal of Certificate of Competency (CoC)
2. Apply for re-issue of Certificate of Competency (CoC) (damaged/lost)

G-G  
G-B

From Government to Government

From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A copy of the passport / Emirates ID
2. Medical fitness certificate
3. Certificate of Completion of Maritime Education
4. A copy of the seafarer's register and marine service certificates
5. Marine Safety Certificates
6. Notice of eligibility after passing the administration exam
7. Personal Photograph



Sign in and apply

### Service Fee

500 AED



### Average Time to Complete the Service

One working day



Done





# Apply for re-issue of Certificate of Competency (CoC) (damaged/lost)

Description of the Service	This service allows the customers to obtain replacement of a damaged / lost certificate of competency and endorsement
Service Classification	Procedural
Category of Service	Governmental Entities - Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Application for the issuance of certificate of competency and endorsement



Scan the QRC to view the information video



G-G  
G-B

From Government to Government  
From Government to Business Sector

Service Type

## Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

## Required Documents

1. A letter from the company.
2. A report from the Vital Facilities and Coasts Protection Authority / the Police in the event of a replacement (lost)
3. If lost outside UAE the required document to be submitted
4. provide the damaged certificate in case of replacement (damaged)



Sign in and apply

## Service Fee

100 AED



## Average Time to Complete the Service

One working day



Done

# Apply for renewal of Certificate of Competency (CoC)

## Description of the Service

This service allows customers to renew the certificate of competency and endorsement for seafarers working on commercial ships, valid for 5 years

## Service Classification

Procedural



Scan the QRC to view the information video



## Category of Service

Governmental Entities - Companies

## Terms and Conditions

NA

## Pre-required services to apply for this service

Application for issuance of certificate of competency and endorsement

G-G  
G-B

From Government to Government  
From Government to Business Sector

Service Type

## Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

## Required Documents

1. A copy of the passport / Emirates ID
2. Medical fitness certificate
3. A copy of the seafarer's discharge book and marine service certificates
4. Maritime safety certificate and activation course
5. Peraonal Photograph



Sign in and apply

## Service Fee

100 AED per year



## Average Time to Complete the Service

2 working days



Done







## Apply for flag state endorsement

### Description of the Service

This service allows the customers to obtain UAE endorsement of recognition of a Certificate of Competency allowing the seafarer to work on UAE ships

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Apply for re-issue of flag state endorsement (loss/damage)
2. Apply for renewal of flag state endorsement

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A copy of the certificate of competency
2. A copy of the verification of the certificate
3. A copy of the marine safety certificate
4. A copy of the Passport (residence if working in territorial waters)
5. A copy of the Emirates ID (both sides of the ID)
6. A letter from the company
7. A copy of Discharge Book
8. A Copy of seafarer Medical fitness certificate
9. A copy of the vessel navigation license or registration certificate



Sign in and apply

Service Fee  
200 AED



Average Time to Complete the Service  
One working day



Done

## Apply for re-issue of flag state endorsement (loss/damage)

### Description of the Service

This service allows customers to obtain replacement for lost / damaged UAE endorsement of recognition of a Certificate of Competency for seafarer working on UAE ships

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for UAE endorsement of recognition of a Certificate of Competency for seafarer working on UAE ships

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A letter from the company
2. A report from the coast guard / the Police in the event of a replacement (lost)
3. If lost outside UAE the required documents to be provided as required
4. provide the damaged certificate in case of replacement (damaged)



Sign in and apply

Service Fee  
200 AED



Average Time to Complete the Service  
One working day



Done





## Apply for renew of flag state endorsement

### Description of the Service

This service allows the customers to renew UAE endorsement of recognition of a Certificate of Competency for seafarer to work on UAE ships -

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for issuance of UAE endorsement of recognition of a Certificate of Competency allow the seafarer to work on UAE ships

G-G  
G-B  
G-C

From Government to Government

From Government to Business Sector

From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. A copy of the certificate of competency
2. A copy of the verification of the certificate
3. A copy of the mandatory certificate
4. Passport copy (residence if working in territorial waters)
5. Copy of seafarer Discharge Book
6. Copy of seafarer Medical fitness certificate
7. A copy of the vessel navigation license



Sign in and apply

Service Fee  
200 AED



Average Time to Complete the Service  
One working day



Done

## Issuance of certificate of receipt for an Application to obtain an endorsement of recognition of a Certificate of Competency for a seafarer working on UAE ships - temporary (three months) (CRA)

### Description of the Service

This service allows the company to obtain CRA for the seafarer allowing him to continue working on UAE ships for a period of 3 months

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies - Citizen - Resident - Old Citizen / Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

G-B  
G-C

From Government to Business Sector

From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Copy of endorsement certificate
2. Copy of the online verification
3. Copy of the Basic safety training BST certificates.
4. Copy of the passport and UAE residence visa.
5. Emirates ID copy
6. Company employment letter.
7. Copy of the seafarer's discharge book.
8. Copy of the Seafarer's medical examination certificate.
9. Copy of navigation license or registration certificate.



Sign in and apply

Service Fee  
50 AED



Average Time to Complete the Service  
3 working days





Done

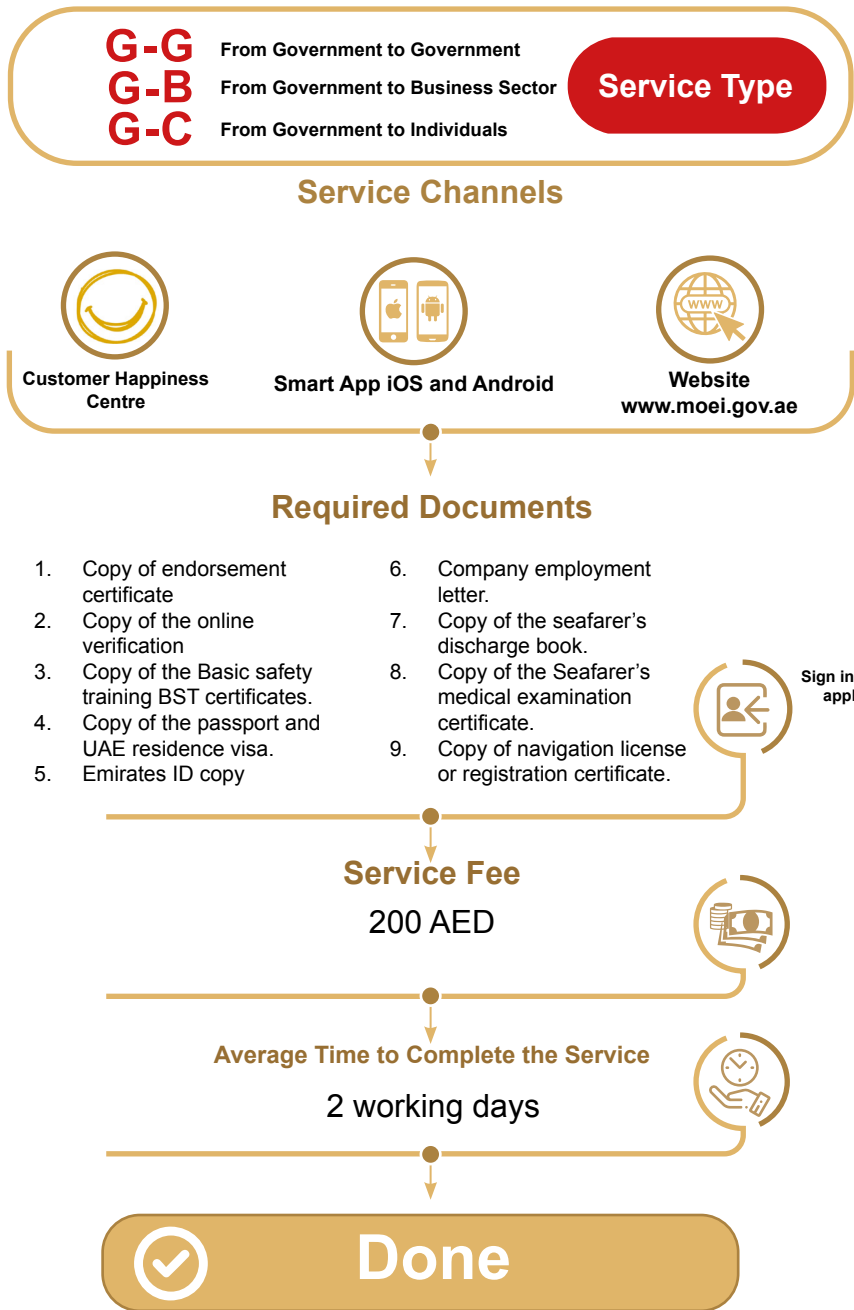








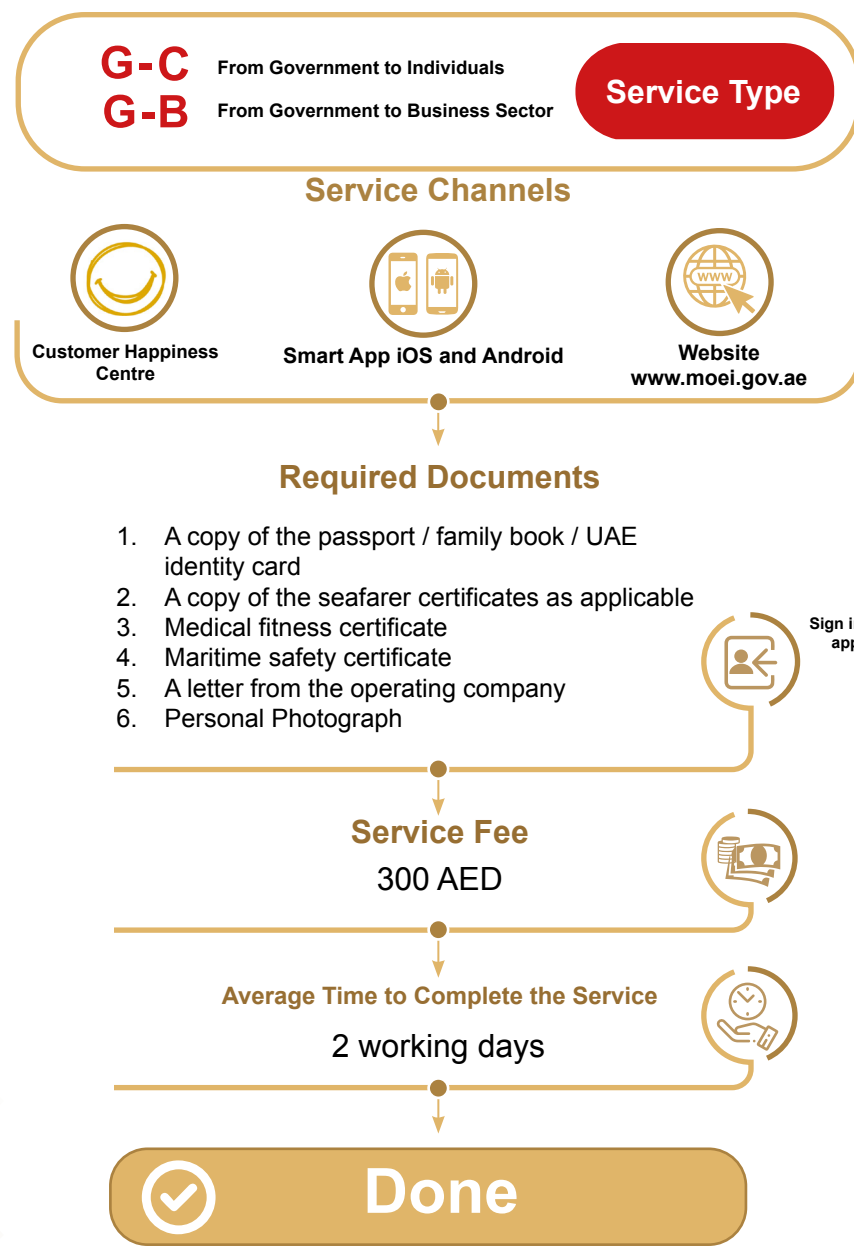
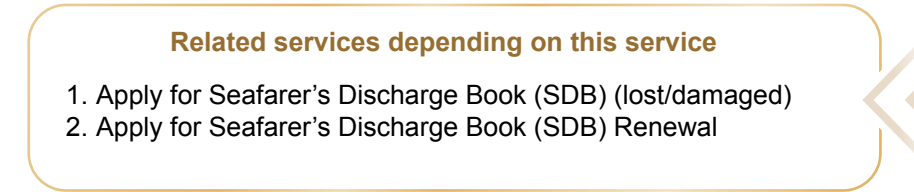
## Apply for GMDSS endorsement

<b>Description of the Service</b>	This service allows customers to issue a certificate and endorsement for the Global Maritime Distress and Safety System
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA



## Apply for Seafarer's Discharge Book (SDB)

<b>Description of the Service</b>	This service allows customers to issue a seaman book / discharge book for seafarers working on commercial ships
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies - Citizen - Resident - Old Citizen / Elderly - People of Determination
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA





## Apply for Seafarer's Discharge Book (SDB) (lost/damaged)

### Description of the Service

This service allows customers to issue a replacement for damaged / damaged seafarer's Discharge book who working on commercial ships

### Service Classification

Procedural



Scan the QRC to  
view the information  
video



### Category of Service

Companies - Citizen - Resident - Old Citizen /  
Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required ser- vices to apply for this service

Application for the issuance of seaman ID

**G-C**  
**G-B**

From Government to Individuals

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness  
Centre



Smart App iOS and Android



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

### Required Documents

1. A report from the police in the case of a lost replacement and in case it is lost outside the country, submitting the necessary documents
2. submit the damaged Seaman ID in case of a damaged replacement



Sign in and  
apply

### Service Fee

300 AED



### Average Time to Complete the Service

2 working days



**Done**

## Apply for Seafarer's Discharge Book (SDB) Renewal

### Description of the Service

This service allows customers to renew the seaman book / discharge book for seafarers working on commercial ships

### Service Classification

Procedural



Scan the QRC to  
view the information  
video



### Category of Service

Companies - Citizen - Resident - Old Citizen /  
Elderly - People of Determination

### Terms and Conditions

NA

### Pre-required ser- vices to apply for this service

Request for the issuance of Seafarer Discharge Book

**G-C**  
**G-B**

From Government to Individuals

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness  
Centre



Smart App iOS and Android



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

### Required Documents

1. A copy of the passport / family book / UAE identity card
2. A copy of the seafarer certificates as applicable
3. Medical report for seafarers fit for work
4. The original and copy of the Seafarer ID in case of renewal or modification of data



Sign in and  
apply

### Service Fee

200 AED



### Average Time to Complete the Service

2 working days



**Done**







## Request for issuance of PRO card

**Description of the Service**

This service allows the company to issue PRO card

**Service Classification**

Procedural



Scan the QRC to view the information video



**Category of Service**

Governmental Entities - Companies

**Terms and Conditions**

NA

**Pre-required services to apply for this service**

NA

### Related services depending on this service

1. Request for PRO Card Cancellation
2. Request for renewal of PRO card

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. A copy of the approval of the signature of the owner of the facility or the authorized signatory
2. A copy of the PRO passport (includes residence)
3. Photo of UID card
4. A copy of the company's trade license
5. A copy of the membership of the Chamber of Commerce
6. Letter of request for approval of a representative of an establishment stamped by the company
7. Power of attorney and approval of the authorized PRO signature



Sign in and apply

### Service Fee

150 AED



### Average Time to Complete the Service

One working day



**Done**

## Request for renewal of PRO card

**Description of the Service**

This service allows the company to renew the PRO card

**Service Classification**

Procedural



Scan the QRC to view the information video



**Category of Service**

Governmental Entities - Companies

**Terms and Conditions**

NA

**Pre-required services to apply for this service**

Application for the issuance of PRO card

**G-G**  
**G-B**

From Government to Government  
From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. A copy of the approval of the signature of the owner of the facility or the authorized signatory
2. A copy of the PRO passport (includes residence)
3. Photo of UID card
4. A copy of the company's trade license
5. A copy of the membership of the Chamber of Commerce
6. Letter of request for approval of a representative of an establishment stamped by the company
7. Power of attorney and approval of the authorized PRO signature



Sign in and apply

### Service Fee

150 AED annual fee



### Average Time to Complete the Service

One working day



**Done**





## Request for PRO Card Cancellation

### Description of the Service

This service allows companies to cancel the PRO card

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Application for issuance of PRO card

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Cancellation request stamped by the company
2. Electronic PRO card
3. ID card



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

One working day



Done

## Apply for Tanker Endorsement

### Description of the Service

This service allows endorsing the COC or the Flag endorsement with approval of the training to work on board Oil tanker, Chemical Tanker, or Gas carriers

### Service Classification

Procedural



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

G-G  
G-B

From Government to Government  
From Government to Business Sector

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Copy of Certificate of Competency
2. Copy of basic safety training certificates
3. Copy of the seafarer ID (CDC)
4. Copy of passport
5. 2 personnel photos
6. The certificate of proficiency (COP) completing training for cargo operation.



Sign in and apply

### Service Fee

350 AED



### Average Time to Complete the Service

One working day



Done







Mritime services companies and port compliance services

- Request for annual licenses for the accrediting of specialized companies for the survey of small ships not subject to maritime conventions
- Request for Annual license for the accreditation of specialized companies to correct and calibrate the magnetic compass
- Request annual licenses to approve specialized companies - inspection and maintenance of Lifesaving and firefighting equipment
- Request for Seafarer Discharge Book
- Request for annual licenses to approve specialized companies - pest control
  - » Issue a new port statement of compliance
  - » Modify data of port statement of compliance
  - » Loss /damage replacement of port statement of compliance
  - » Annual endorsement of port statement of compliance

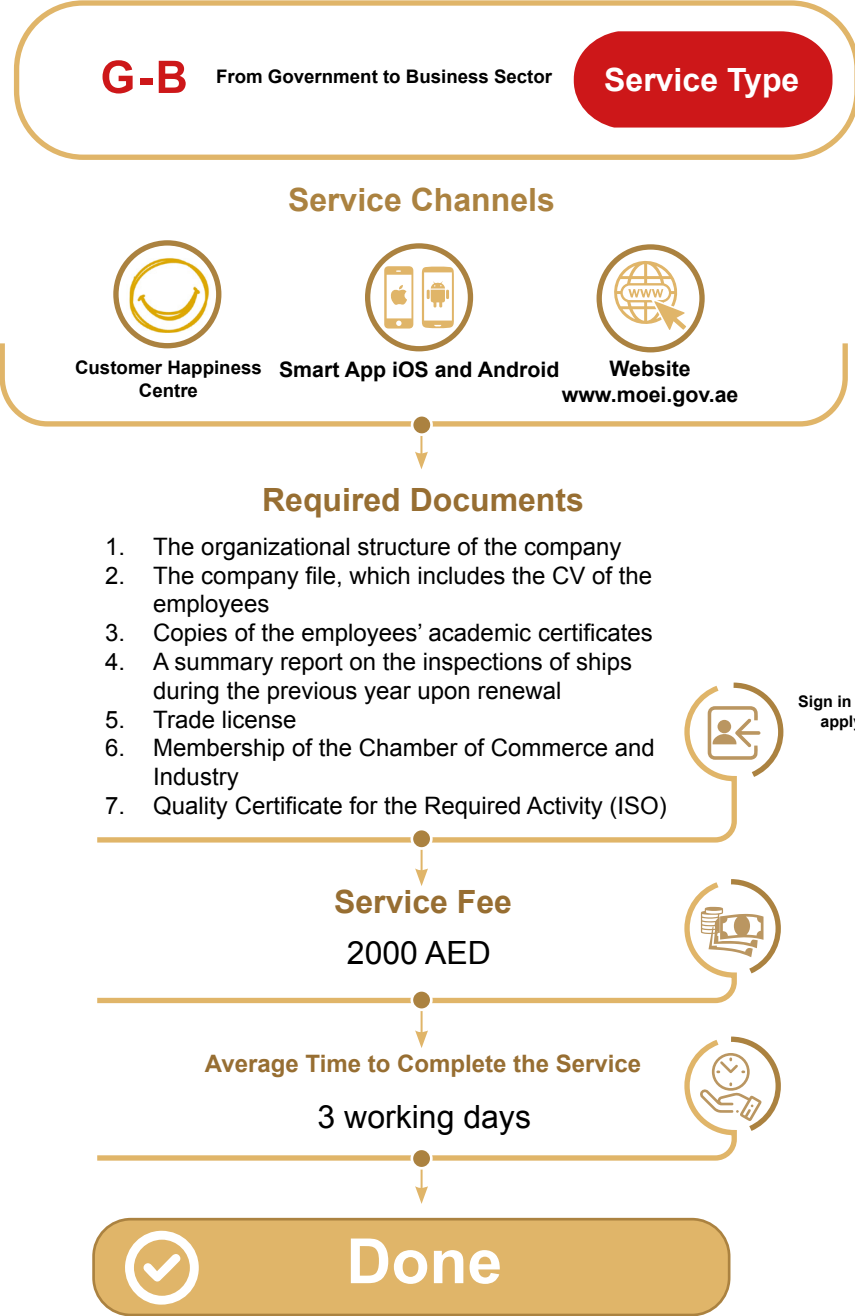


Request for annual licenses for the accrediting of specialized companies for the survey of small ships not subject to maritime conventions

Description of the Service	This service allows the company to obtain an accreditation license for the survey of small ships that are not subject to maritime conventions
Service Classification	Procedural
Category of Service	Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Audit the company on site



Scan the QRC to view the information video





## Request for Annual license for the accreditation of specialized companies to correct and calibrate the magnetic compass

### Description of the Service

This service allows the company to obtain an accreditation license to correct and calibrate the magnetic compass



### Service Classification

Procedural



Scan the QRC to view the information video

### Category of Service

Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. The company's qualification file, which includes the CV of the employees, the available facilities, and the human resources
2. Trade License
3. Membership of the Chamber of Commerce
4. Summary of magnetic calibration job carried out by each technician during the year (in case of renewal)



Sign in and apply

**Service Fee**  
2000 AED



**Average Time to Complete the Service**  
3 working days



**Done**

## Request annual licenses to approve specialized companies - inspection and maintenance of Lifesaving and firefighting equipment

### Description of the Service

This service allows the company to obtain an accreditation license to inspect and maintain Lifesaving and firefighting equipment

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Company audit must carried out at site

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Formal letter to request the service
2. Company file, including employee CVs
3. Commercial License
4. Membership of Chamber of Commerce and Industry
5. Summary of previous job done on ships
6. A copy of the current license upon renewal
7. Letter of credit from the equipment maker



Sign in and apply

**Service Fee**  
2000 AED



**Average Time to Complete the Service**  
3 working days





**Done**

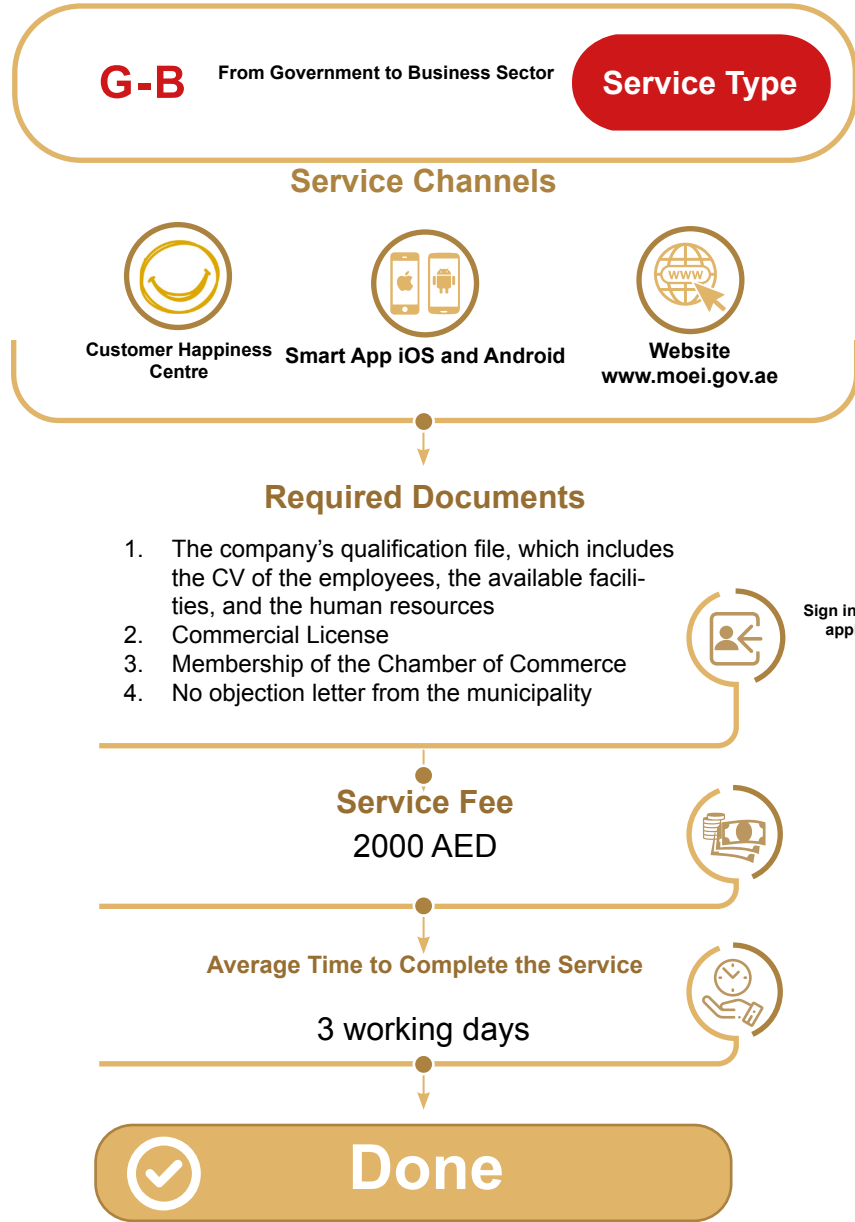








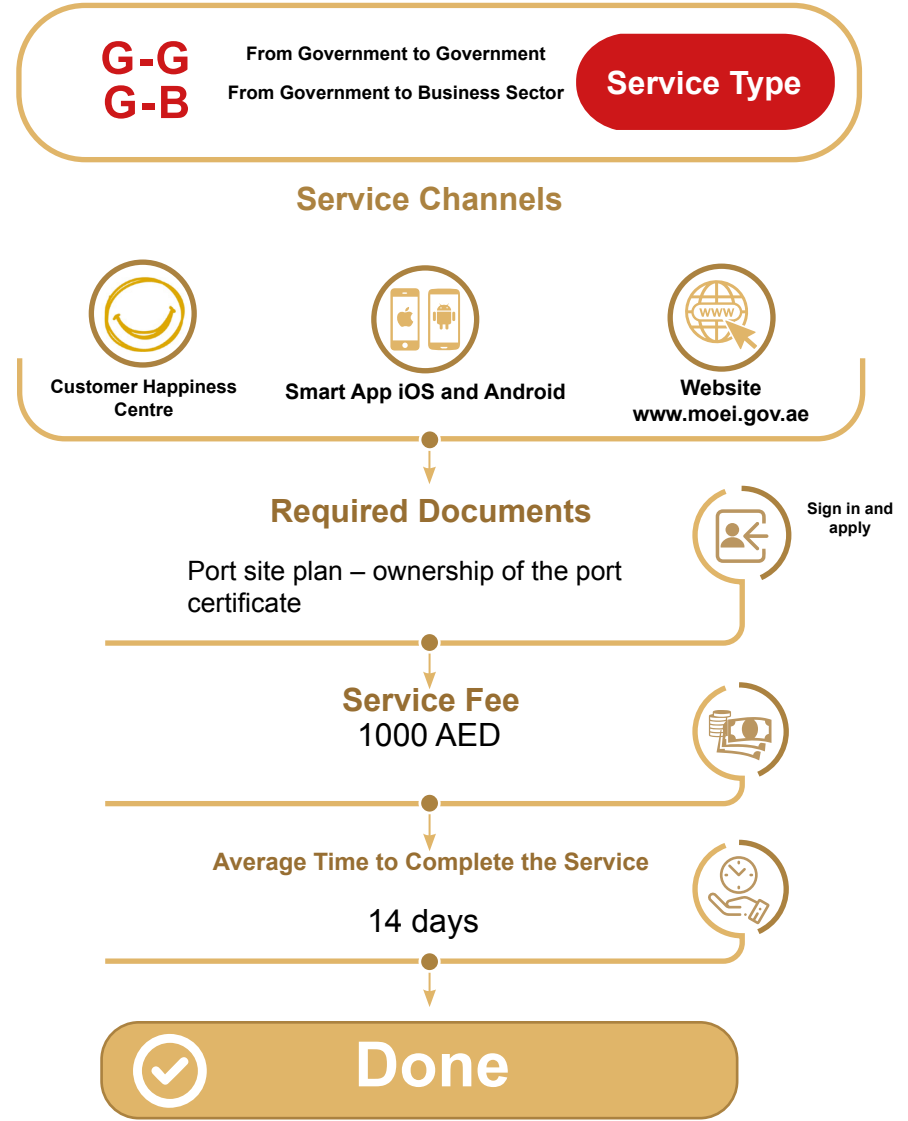
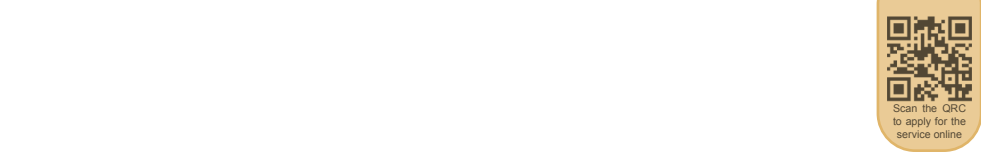
## Request for annual licenses to approve specialized companies - pest control

<b>Description of the Service</b>	This service allows the company to obtain license of approval for specialized companies - pest control on ships
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	NA





## Issue a new port statement of compliance

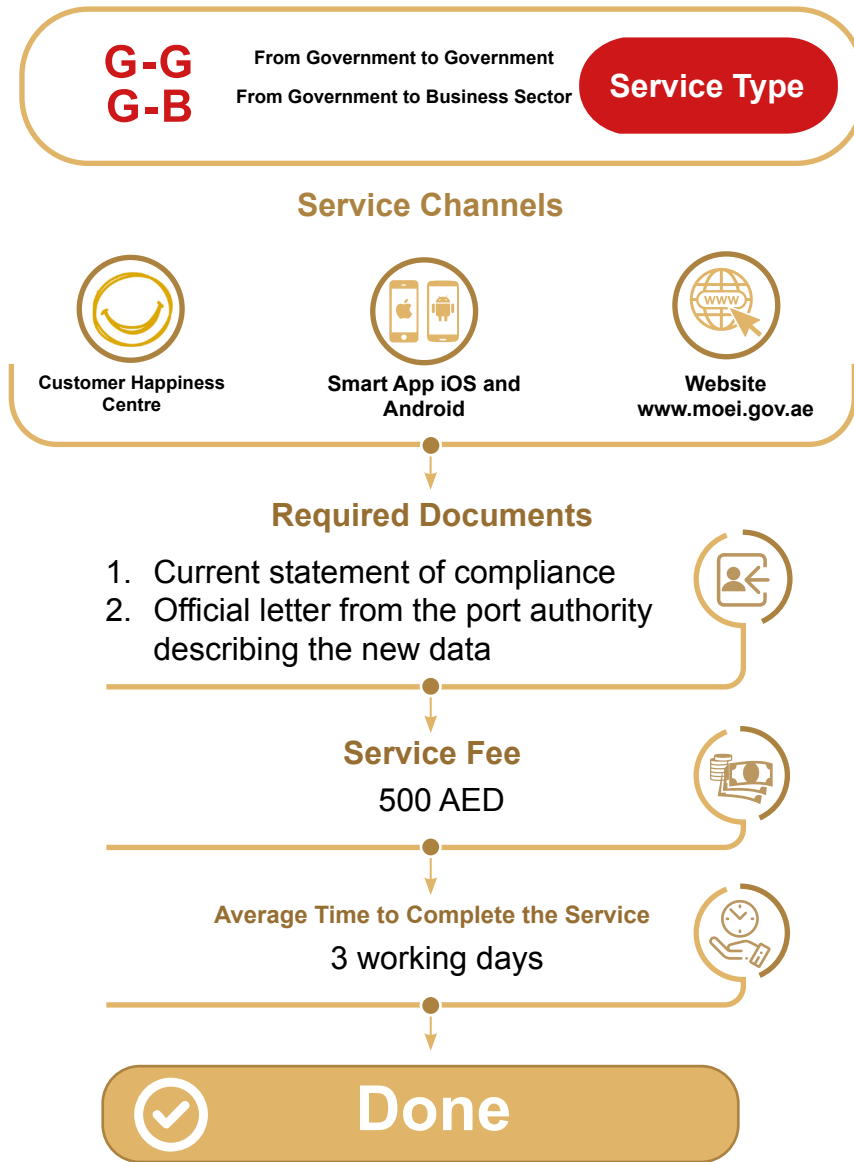
<b>Description of the Service</b>	Issuing a new port statement of compliance to comply with the requirements of international ships & ports security code
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	The applicant must be port authority or other authorized party
<b>Pre-required services to apply for this service</b>	Approval from Federal Authority Identity, Citizenship, Customs & Port Security
<b>Related services depending on this service</b> <ul style="list-style-type: none"><li>1. Loss /damage replacement of port statement of compliance</li><li>2. Modify data of port statement of compliance</li><li>3. Annual endorsement of port statement of compliance</li></ul>	





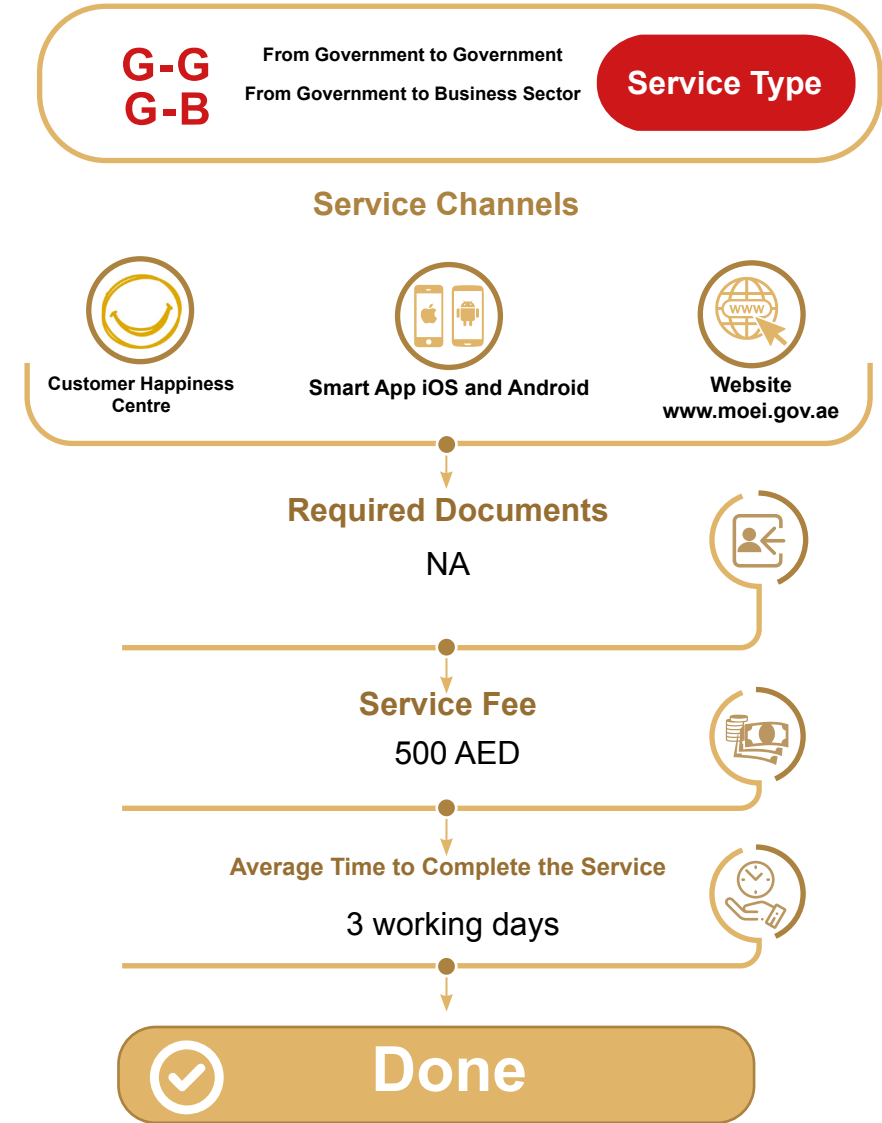
## Modify data of port statement of compliance

<b>Description of the Service</b>	Service will be provided in case if there is any updated data or modifications on port statement of compliance
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	The applicant must be port authority or other authorized party
<b>Pre-required services to apply for this service</b>	Issue new port statement of compliance



## Loss /damage replacement of port statement of compliance



<b>Description of the Service</b>	Issuing loss or damage replacement of port statement of compliance in case of the loss or damage of the document
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	The applicant must be port authority or other authorized party
<b>Pre-required services to apply for this service</b>	Issue new port statement of compliance

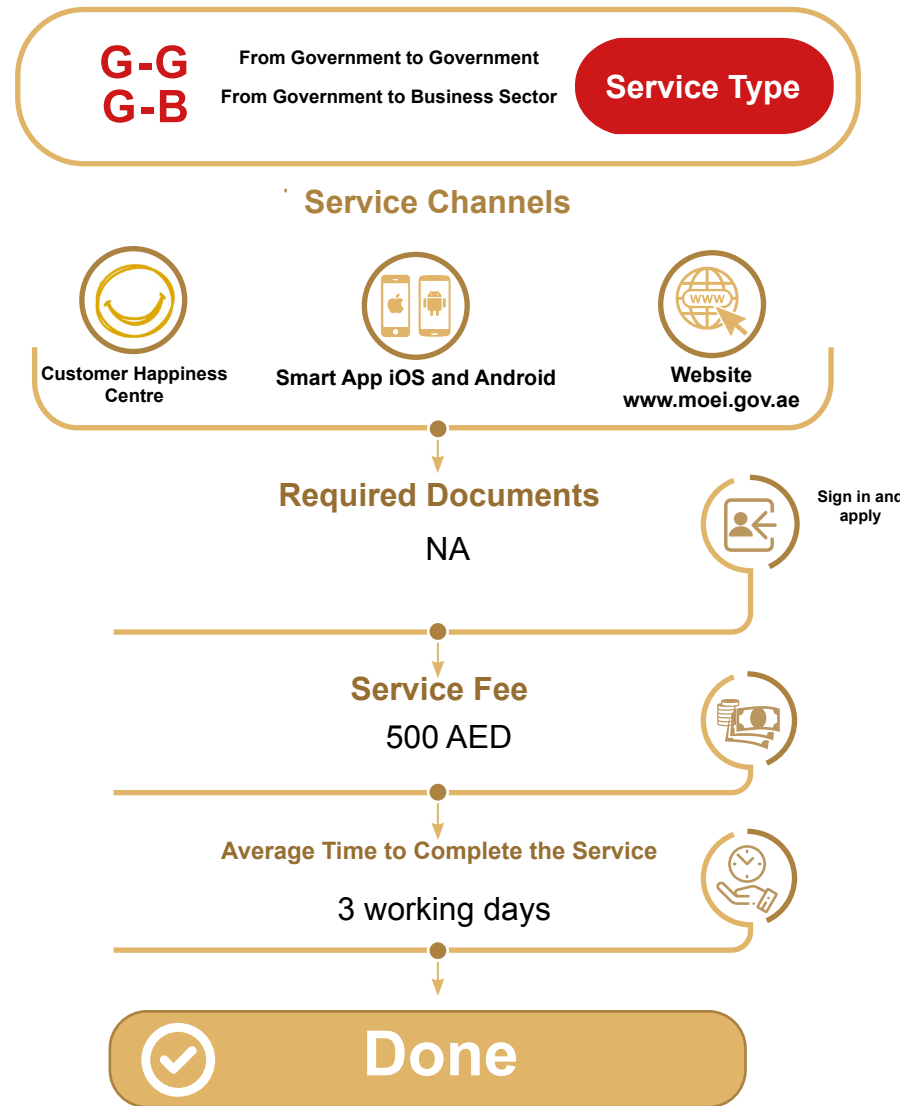






## Annual endorsement of port statement of compliance

<b>Description of the Service</b>	Annual endorsement of port statement of compliance to as per the requirements of international ships & ports security code
<b>Service Classification</b> Procedural	
 Scan the QRC to view the information video	
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	The applicant must be port authority or other authorized party
<b>Pre-required services to apply for this service</b>	Approval from Federal Authority Identity, Citizenship, Customs & Port Security"



## Maritime Transport Administration Questions

Is it allowed to register a boat under the name of more than one person?

More than one people may participate in the ownership of a boat, with a maximum of three people, provided that the necessary conditions and requirements are met.

Is a leisure boat allowed to be used by someone other than the boat owner?

It is not permissible to sail a boat without the presence of its owner, with the exception of relatives of the first or second degree, provided that the captain of the boat obtains a certificate of eligibility to sail, and a special permit from the Coast Guard.

Is there a fine for delaying the certificate of eligibility to sail a boat?

There are no fines if there is a delay in issuing a certificate of eligibility to sail a boat.

What is the age limit for obtaining a certificate of eligibility to sail a boat?

The minimum age to obtain a certificate of eligibility to sail a boat is 16 years

What is the age limit for registering a leisure boat?

The age of the applicant to register a leisure boat must be at least 18 years.

What is the validity period of the certificate of eligibility to sail a boat?

The lifespan of the certificate of eligibility is currently one year, two years or five years.

Is it possible to extend the validity of the sailing card?

The validity of the sailing card cannot be extended.

Who is responsible for registering jet skies in the UAE?

(Abu Dhabi - Registration is carried out by the Traffic Department), (Dubai - Registration is carried out by the Dubai Maritime City Authority), (Other Emirates, Ministry of Energy and Infrastructure)

What should I do if I'm not able to print the electronic application from the Ministry's e-services website?

This problem occurs when the browser blocks pop-up pages. To solve this problem, you must disable the pop-up blocker from your browser

How can I register a cruise boat in Dubai?

Please contact the Dubai Maritime City Authority at 8008855

Where can I get the security deposit for the tracking device (7000 AED)?

Please contact the Vital Facilities and Coasts Protection Authority 8002642 / 026555555 / 044025555 / 065082016

What should I do if I did not receive a letter of security approval for the renewal of a leisure boat in Abu Dhabi?

Please contact the Vital Facilities and Coasts Protection Authority 8002642 / 026555555 / 04/4025555 / 065082016 for this issue.

Is it possible to renew a leisure boat registered in Abu Dhabi through one of the centers in the other Emirates?

Yes, the leisure boat can be renewed in any of the customer happiness centers, regardless of the place of registration, but according to the procedures followed, including the provision of the inspection report of the Coast Guard.

## Questions about the Inspection and Oversight Department

How to pay for the services?

Through the Ministry's system or e-Dirham

How to get a receipt for the paid fees?

You can print the receipt through the system

Can we receive the original document of the port compliance statement?

According to the government's directions to reduce the printing of papers, the copy in the system is the approved version of the statement.

Is there a need to prove an authorisation from the entity to apply for the service?

Accessing the entity's account through its account name and password is considered as an authorisation to carry out service operations.



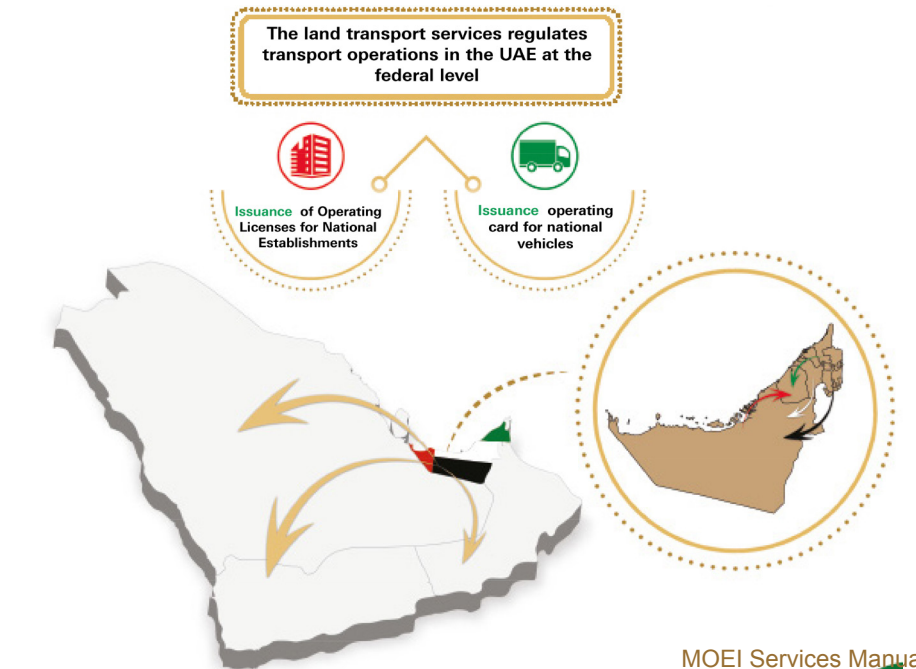


# Land Transport Services



Scan the QR code and view the page through your mobile's screen to enjoy the AR experience

The UAE has a strategic location and has become the trade gateway for the entire GCC region. It is also a robust hub for tourism and passenger travel which is why the land transport sector is essential to the UAE's economy. At the Ministry of Energy and Infrastructure, we have developed integrated service packages that meet the needs of our customers and support companies conducting business activities inside the UAE or internationally.





## Issuance of Operating Licenses for National Establishments

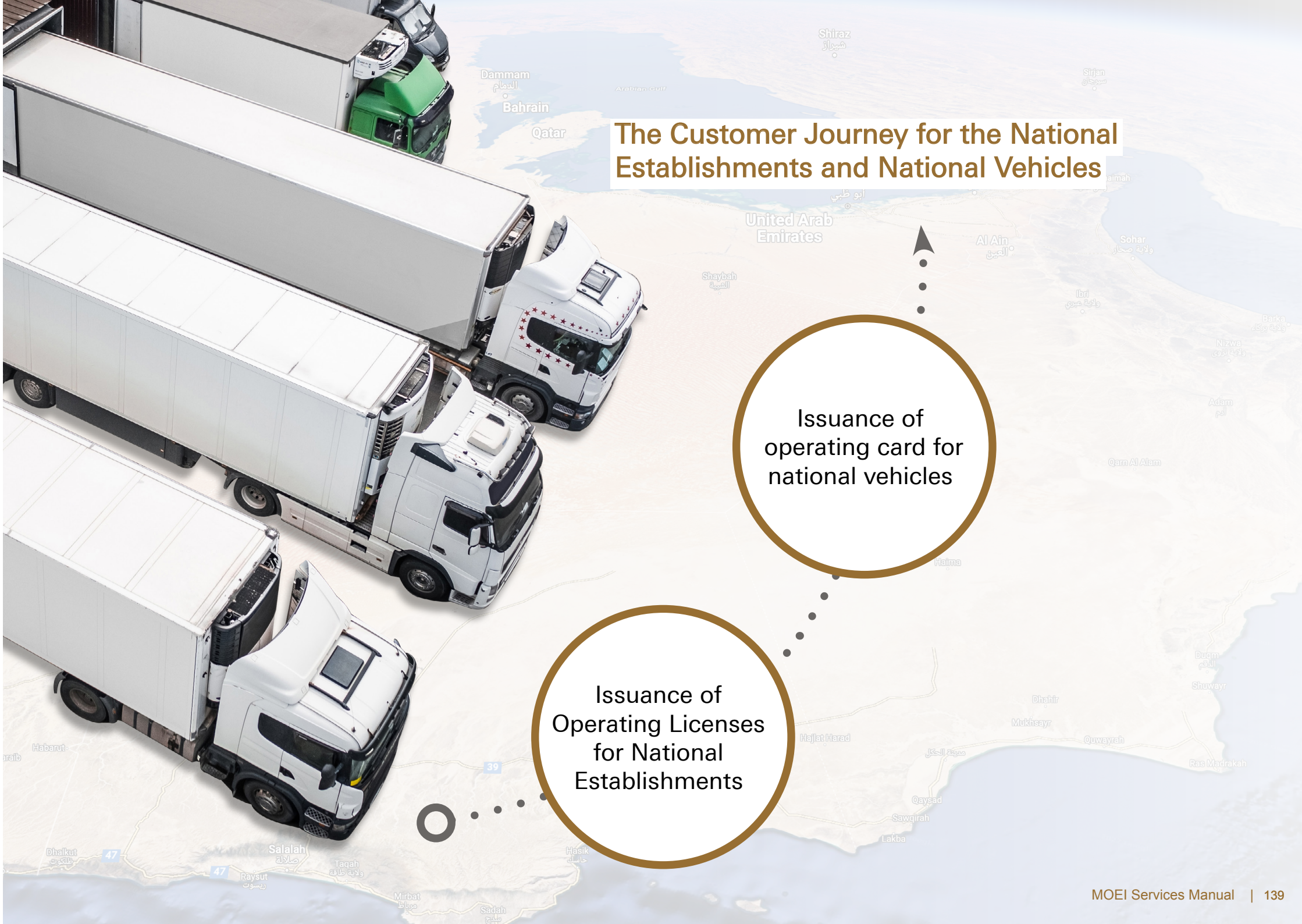
- Request for Issuance of Temporary Operating Licenses for National Establishments
  - » Request to issue permanent operating licenses for national establishments - Branch
  - » Request to modify data and information related to the permanent operating license for national establishments
  - » Request to issue a replacement for a lost/damaged permanent operating license for national establishments
- Request to renew the permanent operating license for national establishments - Branch
- Request to transfer the ownership of the operating license for national establishments for each license
  - » Request the suspension of the permanent operating license for national establishments
- Request to remove the suspension of the permanent operating license for national establishments
- Request to cancel / cross of the permanent operating license of the national establishments - Branch

## Issuance of operating card for national vehicles

- » Request to issue an operating card for national vehicles
- » Request to modify data and information for the national vehicle operating card
- » Request to issue a replacement for a lost/damaged operating card for national vehicles
- Request to renew an operating card for national vehicles
- Request to transfer the ownership of the national vehicle operating card for each vehicle
  - » Request to suspend the operating card for national vehicles
- Request to remove the suspension for an operating card for national vehicles
- Request to cancel / cross off the operating card for national vehicles

## Issuance of Guarantor and Automobile Club License

- » Request to issue Automobile Club License
- » Request to add/modify data and information for the Automobile Club license
- » Request to renew Automobile Club License
- » Request to issue a replacement for a lost/damaged Automobile club license
- Automobile Club License Cancellation Request
  - » Request to issue a guarantor license
  - » Request to add/modify data and information to the guarantor license
  - » Request to renew a guarantor license
  - » Request to replace lost/damaged guarantor license
- Request to cancel the guarantor's license











## Request to issue permanent operating licenses for national establishments - Branch

### Description of the Service

This service is available for the national facilities specialized in land transport (goods or passengers) (For main mother company and branches) and this process takes place in the event of applying for a operating license for the facility for the first time, which is valid for a period of three months.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

1. The license applicant should be a citizen of the United Arab Emirates.
2. Obtaining competent local authorities' approvals.
3. To specify in the application the type of activity for which a license is required.
4. To submit the power of attorney of the responsible person and approve the signature.
5. Provide evidence of his undertaking to accommodate the means of transport when it stops working in appropriate places as decided by the competent authority.

### Related services depending on this service

1. Request the suspension of the permanent operating license for national establishments
2. Request to renew the permanent operating license for national establishments - Branch
3. Request to transfer the ownership of the operating license for national establishments for each license
4. Request to modify data and information related to the permanent operating license for national establishments
5. Request to issue a replacement for a lost/ damaged permanent operating license for national establishments
6. Request to cancel / cross of the permanent operating license of the national establishments - Branch

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Copy of Emirates ID.
2. A commercial license certificate from the Department of Economic Development.
3. If the applicant is a client, the power of attorney must be brought with the identity of the client and the signature of the owner of the license must be approved
4. A list of the vehicles belonging to the company from the traffic department or the concerned licensing department in the emirate



Sign in and apply

### Service Fee

500 AED for each activity



### Average Time to Complete the Service

One working day



**Done**

## Request to modify data and information related to the permanent operating license for national establishments

### Description of the Service

This service allows the national facility that has an operating license to modify its data or add new activities, provided that it does not conflict with the license validity date.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

1. To state the type of modification and addition required.
2. To provide all legal documents supporting the modification or addition.
3. The approval of the competent authority.

### Pre-required services to apply for this service

Request to issue permanent operating licenses for national establishments

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Copy of Emirates ID.
2. A copy of the trade license.
3. A letter from the Department of Economic Development with the information that he wishes to modify or a copy of the trade license
4. If the applicant is a client, the power of attorney must be brought with the identity of the client and the signature of the owner of the license must be approved
5. A list of the vehicles belonging to the company from the Traffic department or the concerned licensing department in the Emirate



Sign in and apply

### Service Fee

100 AED



### Average Time to Complete the Service

One working day



**Done**





## Request to issue a replacement for a lost/damaged permanent operating license for national establishments

### Description of the Service

This service allows to issue an operating license (replacement for a lost) with a new license number, and issue an operating license (replacement for a damaged one) with the same number as the damaged license



Scan the QRC to view the information video



### Category of Service

Companies

### Pre-required services to apply for this service

Operational licenses for land transport operators

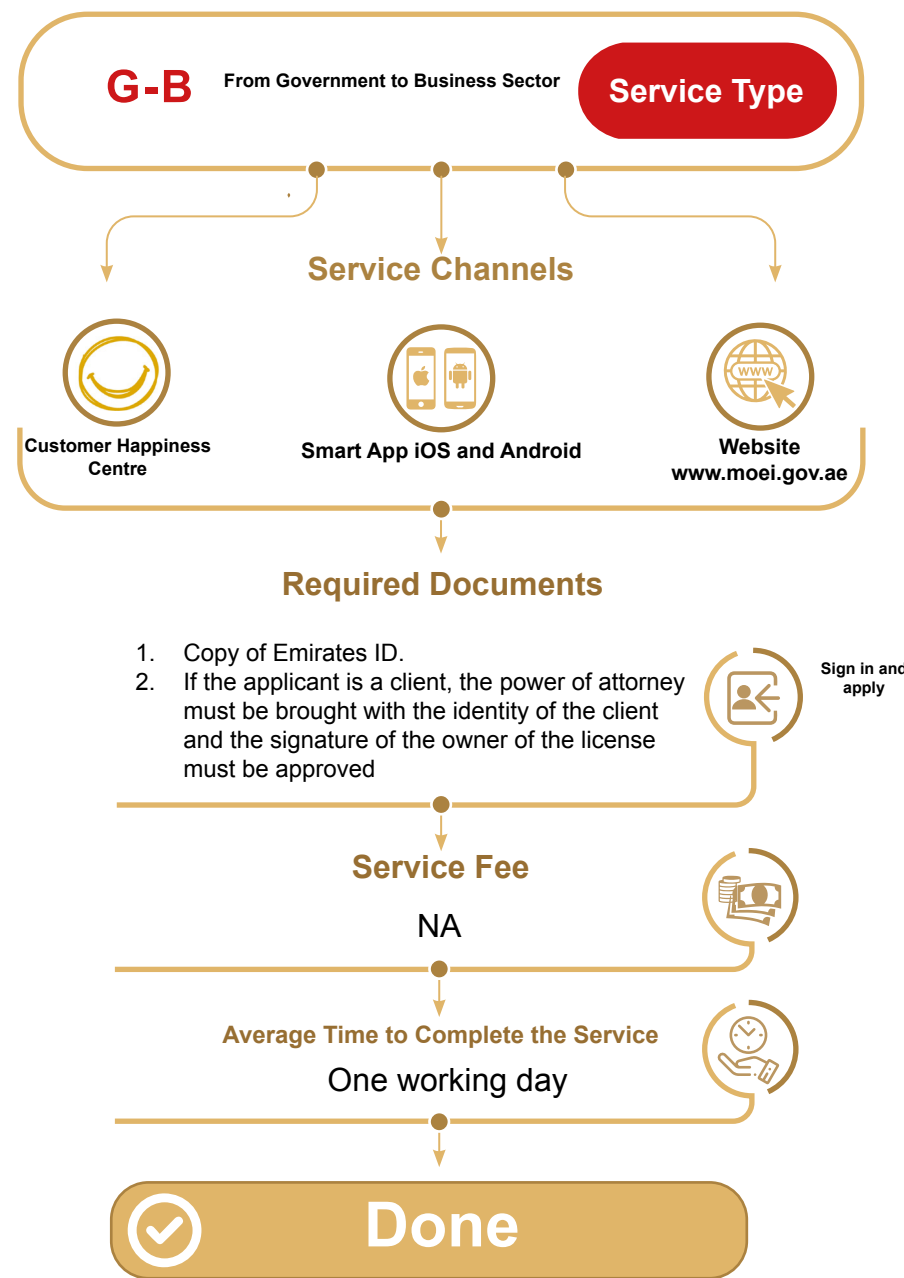
### Terms and Conditions

#### First: in the event of losing the operating license:

1. Notify the ministry at once regarding the loss.
2. Submitting evidence that the licensee has opened a report at the competent authorities
3. Fill out the Ministry's form.
4. Pledge to hand over the lost license in the event of obtaining it and not using it
5. The Ministry issues a new license to replace a lost license with a new number

#### Second: in the event of damaged operating license:

6. The licensee shall hand over the damaged license to the Ministry
7. Fill out the Ministry's form for this activity
8. The Ministry issues a replacement license for a damaged one with the same number.



## Request to renew the permanent operating license for national establishments - Branch

### Description of the Service

This service allows the renewal of the operating license (For main mother company and branches) of the national facility 30 days before the license expires or upon its expiry with a grace period of 30 days

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

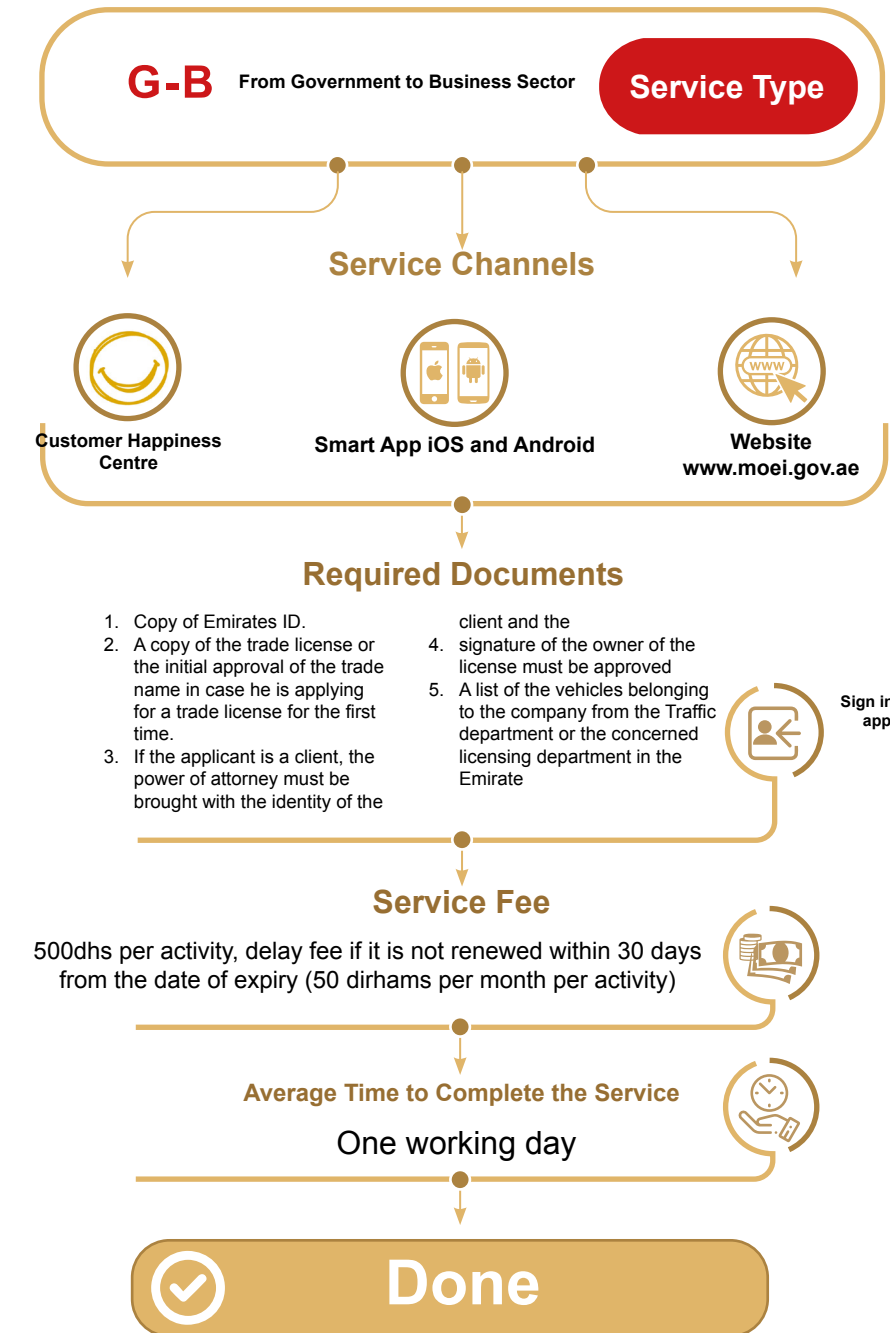
Companies

### Terms and Conditions

1. The license applicant should be a citizen of the United Arab Emirates.
2. Obtaining competent local authorities' approvals.
3. To specify in the application the type of activity for which a license is required
4. The power of attorney of the responsible person should be submitted and the signature approved.
5. Provide evidence of his undertaking to accommodate the means of transport when it stops working in appropriate places as decided by the competent authority.
6. Paying the amounts of financial fines that may have been inflicted on the licensee for violating the terms and conditions contained in these regulations in favor of the Ministry.

### Pre-required services to apply for this service

Request to issue permanent operating licenses for national establishments

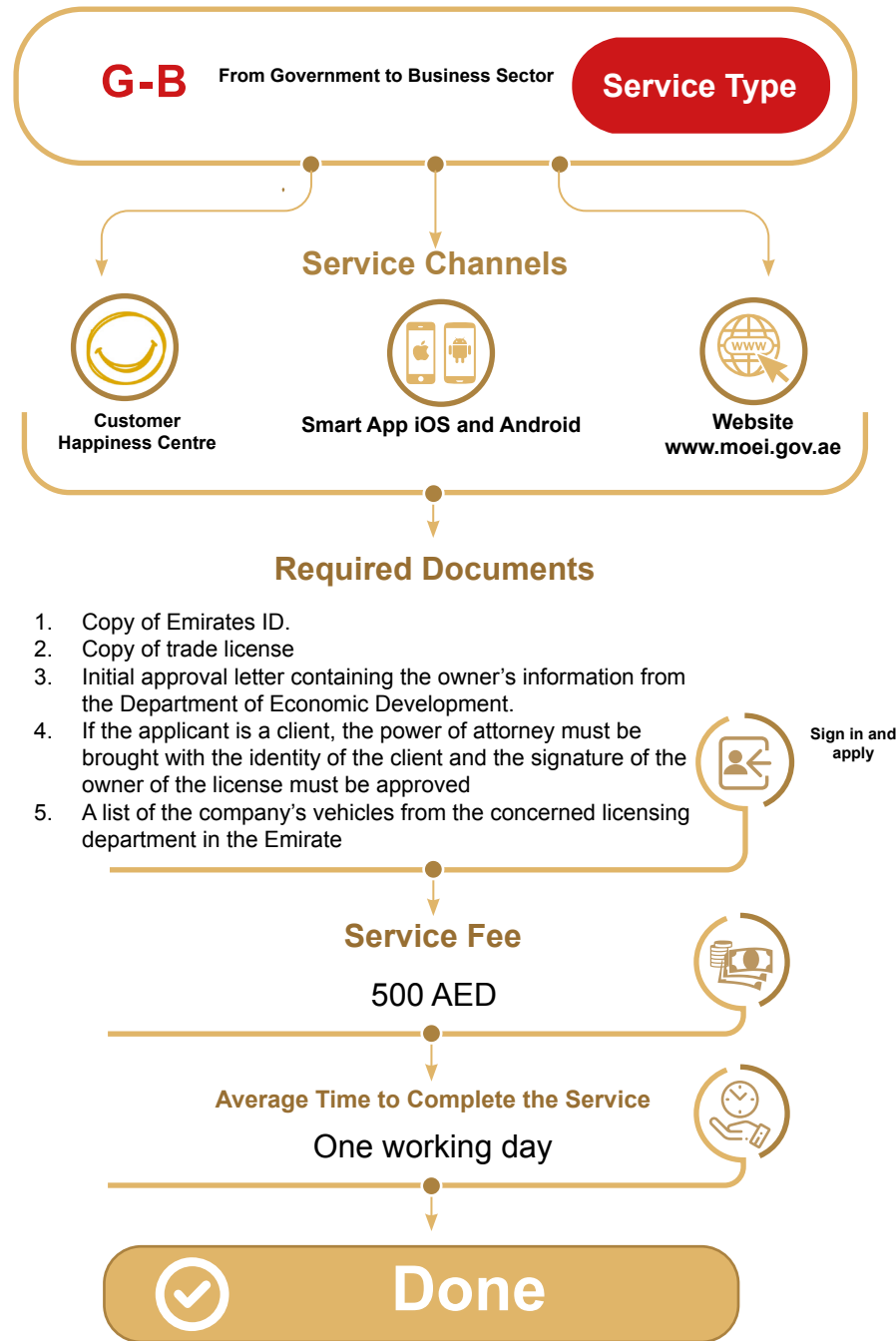






## Request to transfer the ownership of the operating license for national establishments for each license

<b>Description of the Service</b>	This service allows to transfer the ownership of the operating license to another party.
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	<ol style="list-style-type: none"><li>1. The license applicant should be a citizen of the United Arab Emirates.</li><li>2. Obtaining competent local authorities' approvals.</li><li>3. To specify in the application the type of activity for which a license is required.</li><li>4. To submit the power of attorney of the responsible person and approve the signature.</li><li>5. Provide evidence of his undertaking to accommodate the means of transport when it stops working in appropriate places as decided by the competent authority.</li></ol>
<b>Pre-required services to apply for this service</b>	Operational licenses for land transport operators



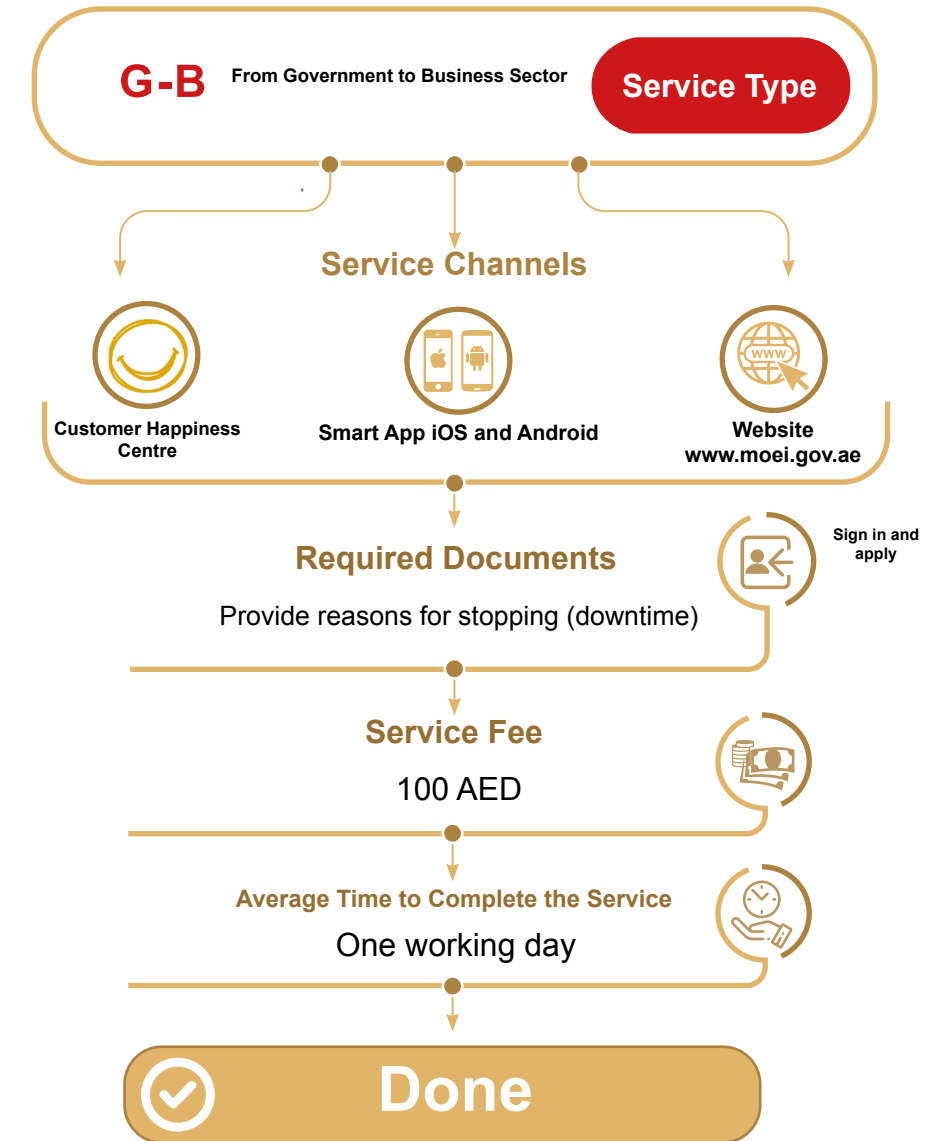
## Request the suspension of the permanent operating license for national establishments

<b>Description of the Service</b>	This service allows, upon the request of the operating license holder, to suspend the license for 3 month.
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	<ol style="list-style-type: none"><li>1. Determining the period of suspension so that it does not exceed three months and does not exceed the license expiration date.</li><li>2. Handover all licenses and original operating cards during the downtime.</li></ol>
<b>Pre-required services to apply for this service</b>	Request to issue permanent operating licenses for national establishments



### Related services depending on this service

1. Request to remove the suspension of the permanent operating license for national establishments





## Request to remove the suspension of the permanent operating license for national establishments

### Description of the Service

This service allows, upon the request of the operating license holder, to re-practice the activity.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

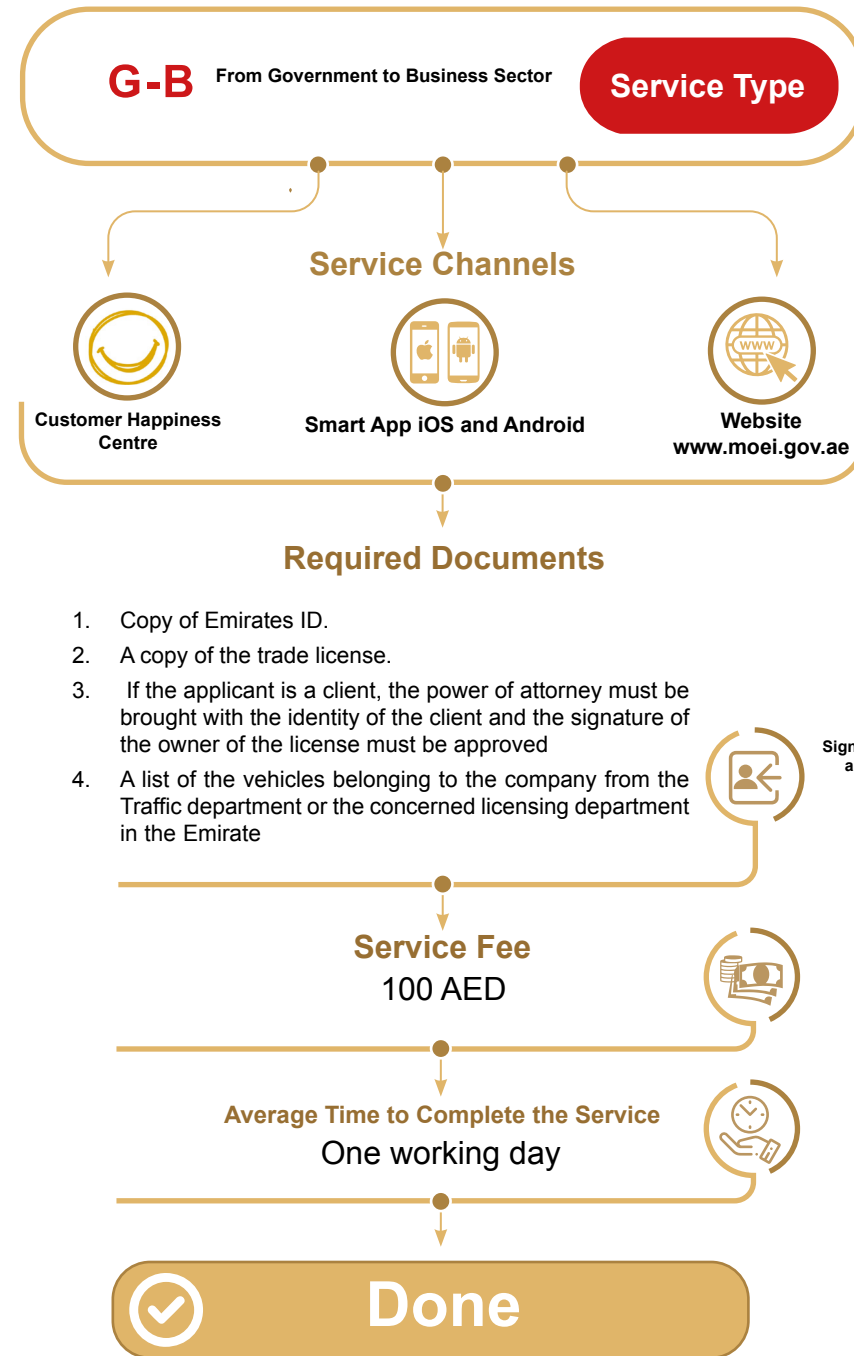
Companies

### Terms and Conditions

1. Obtaining competent local authorities' approvals.
2. Determine the temporary suspension period, not to exceed three months and not to exceed the license expiry date, with reasons mentioned.
3. Hand over all licenses and original operating cards to the Authority during the downtime, provided that they are returned to him after the suspension period ends.
4. When the licensee wishes to resume his activity, he must submit an application according to the form prepared for this and obtain the approval of the Ministry

### Pre-required services to apply for this service

Request to Suspend the Permanent Operating License of National Establishments



## Request to cancel / cross of the permanent operating license of the national establishments - Branch

### Description of the Service

This service allows the Ministry to cancel the license (For main mother company and branches) at the request of the concerned person, his, heirs, or the classifiers

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

Delivers all licenses and operating cards to the Ministry.

### Pre-required services to apply for this service

Request to remove the suspension of the permanent operating license for national establishments



### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. Copy of Emirates ID.
2. A copy of the trade license.
3. If the applicant is a client, the power of attorney must be brought with the identity of the client and the signature of the owner of the license must be approved
4. A list of the vehicles belonging to the company from the Traffic department or the concerned licensing department in the Emirate



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

One working day



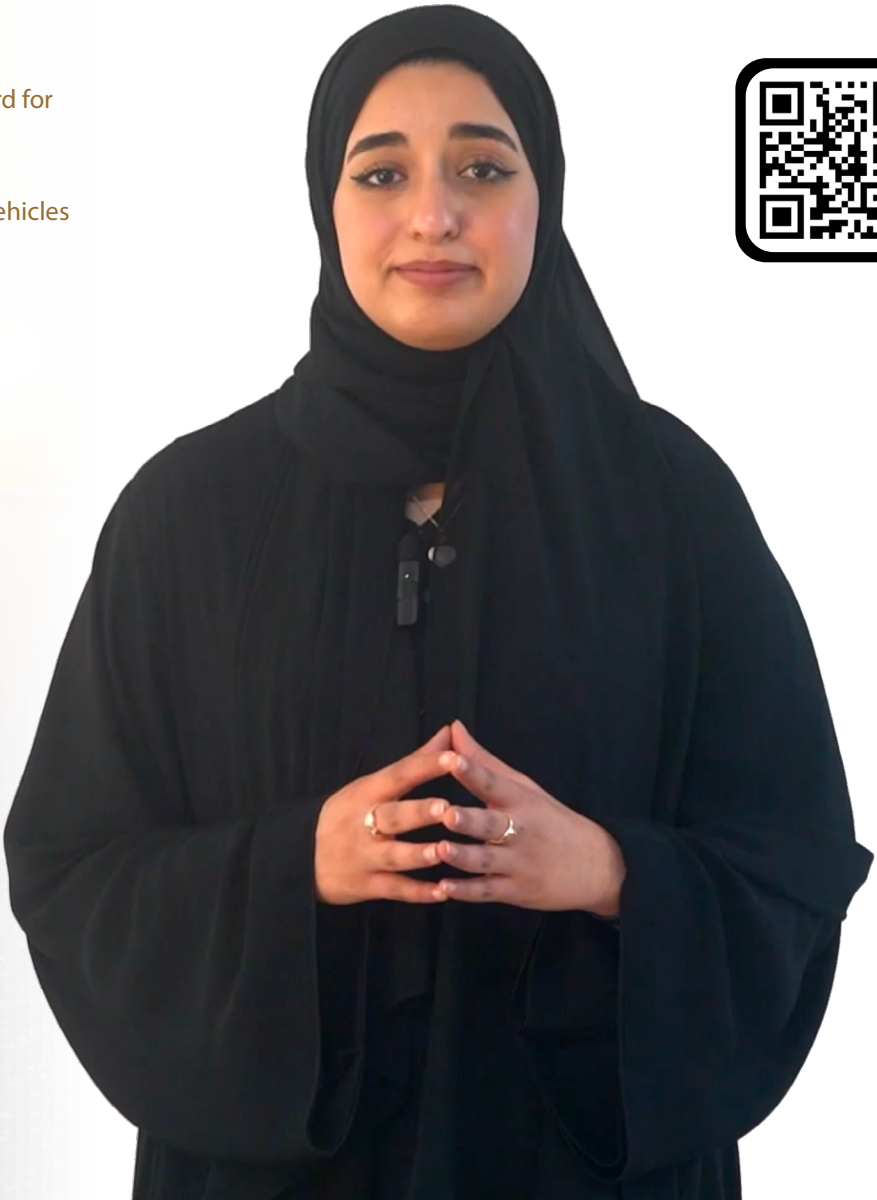
**Done**





## Issuance of operating card for national vehicles

- » Request to issue an operating card for national vehicles
- » Request to modify data and information for the national vehicle operating card
- » Request to issue a replacement for a lost/damaged operating card for national vehicles
- Request to renew an operating card for national vehicles
- Request to transfer the ownership of the national vehicle operating card for each vehicle
- » Request to suspend the operating card for national vehicles
- Request to remove the suspension for an operating card for national vehicles
- Request to cancel / cross off the operating card for national vehicles



## Request to issue an operating card for national vehicles

### Description of the Service

This service allows you to apply for an operating vehicle card for the first time, as it is intended for national vehicles specialized in land transport (goods or passengers).

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

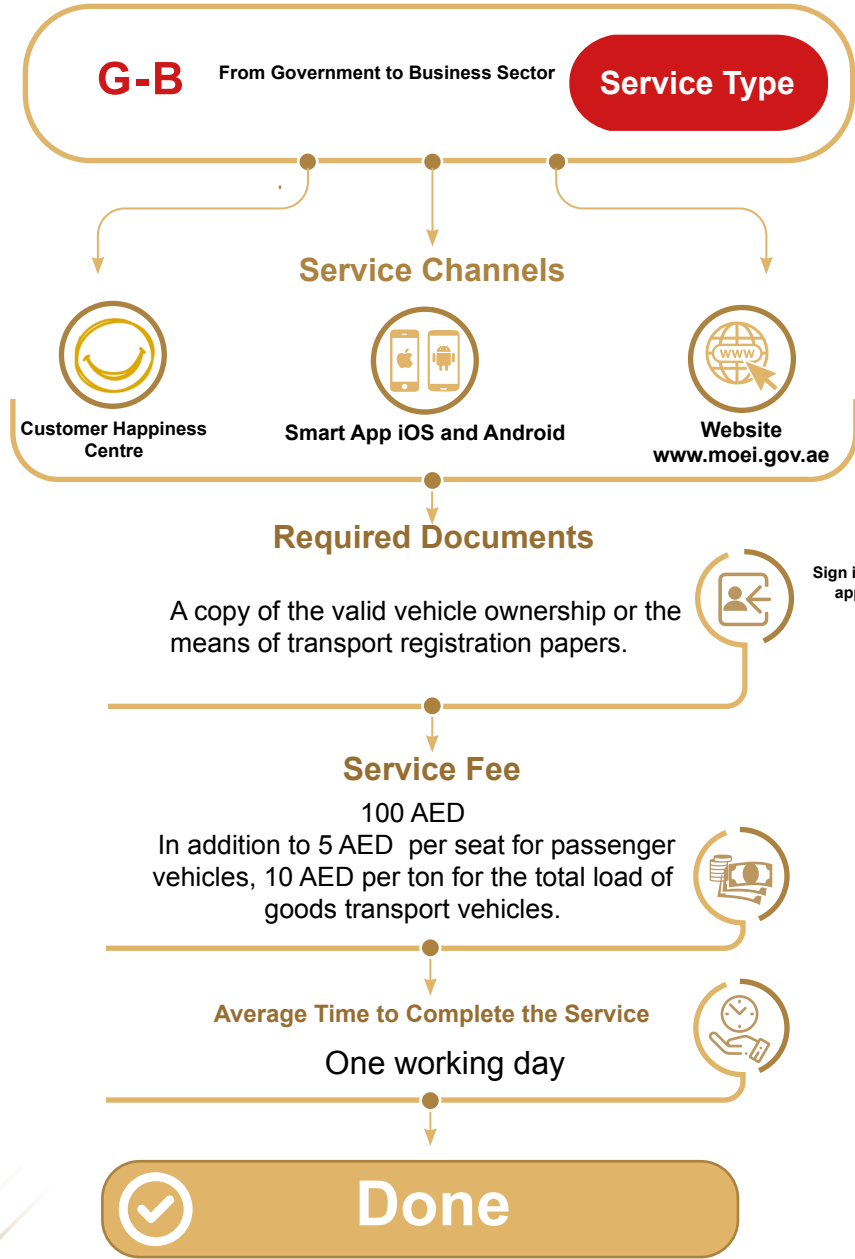
Companies

### Terms and Conditions

- 1- The applicant must attach a copy of (1) ownership of the means of transport or the registration papers of the means of transport.
- 2- The activity licensee/agent/branch owner must submit a copy of the operating license for the activity issued by the Ministry.
- 3- The means of land transport must be equipped with safety measures and meet all technical conditions required by the competent authority.
- 4- The applicant must attach a valid insurance document that covers the United Arab Emirates, the insurance must cover the following:
  - The means of transportation to be licensed.
  - Driver, assistant and passengers
  - Civil compensation.

### Related services depending on this service

1. Request to renew an operating card for national vehicles
2. Request to transfer the ownership of the national vehicle operating card for each vehicle
3. Request to modify data and information for the national vehicle operating card
4. Request to issue a replacement for a lost/damaged operating card for national vehicles
5. Request to suspend the operating card for national vehicles
6. Request to cancel / cross off the operating card for national vehicles



Scan the QRC to apply for the service online



## Request to modify data and information for the national vehicle operating card

### Description of the Service

This service allows the holder of an operational card to modify and update the data.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

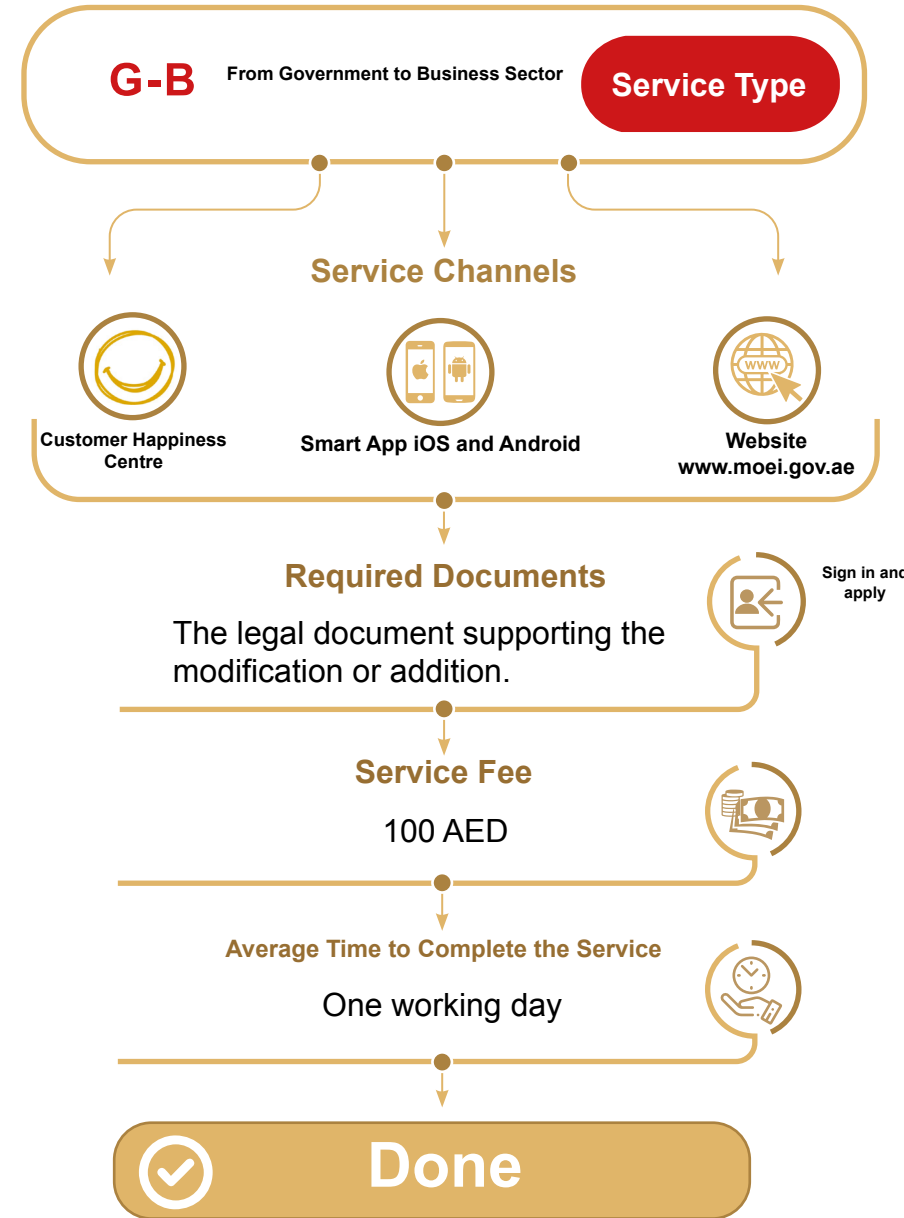
Companies

### Terms and Conditions

1. To state the type of modification and addition required.
2. To provide all legal documents supporting the modification or addition.
3. The approval of the competent authority.

### Pre-required services to apply for this service

Request to issue an operating card for national vehicles



## Request to issue a replacement for a lost/damaged operating card for national vehicles

### Description of the Service

This service allows to issue an operating card (replacement for a lost) with a new license number, and issue an operational card (replacement for a damaged one) with the same number as the damaged license

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

First: in the event of losing the operating card, the licensor must:

- 1- Notify the ministry.
- 2- Submitting evidence that the licensee has opened a report at the competent authorities.
- 3- Fill out the Ministry's form.
- 4- Pledge to hand over the lost operating card in the event of obtaining it and not using it.

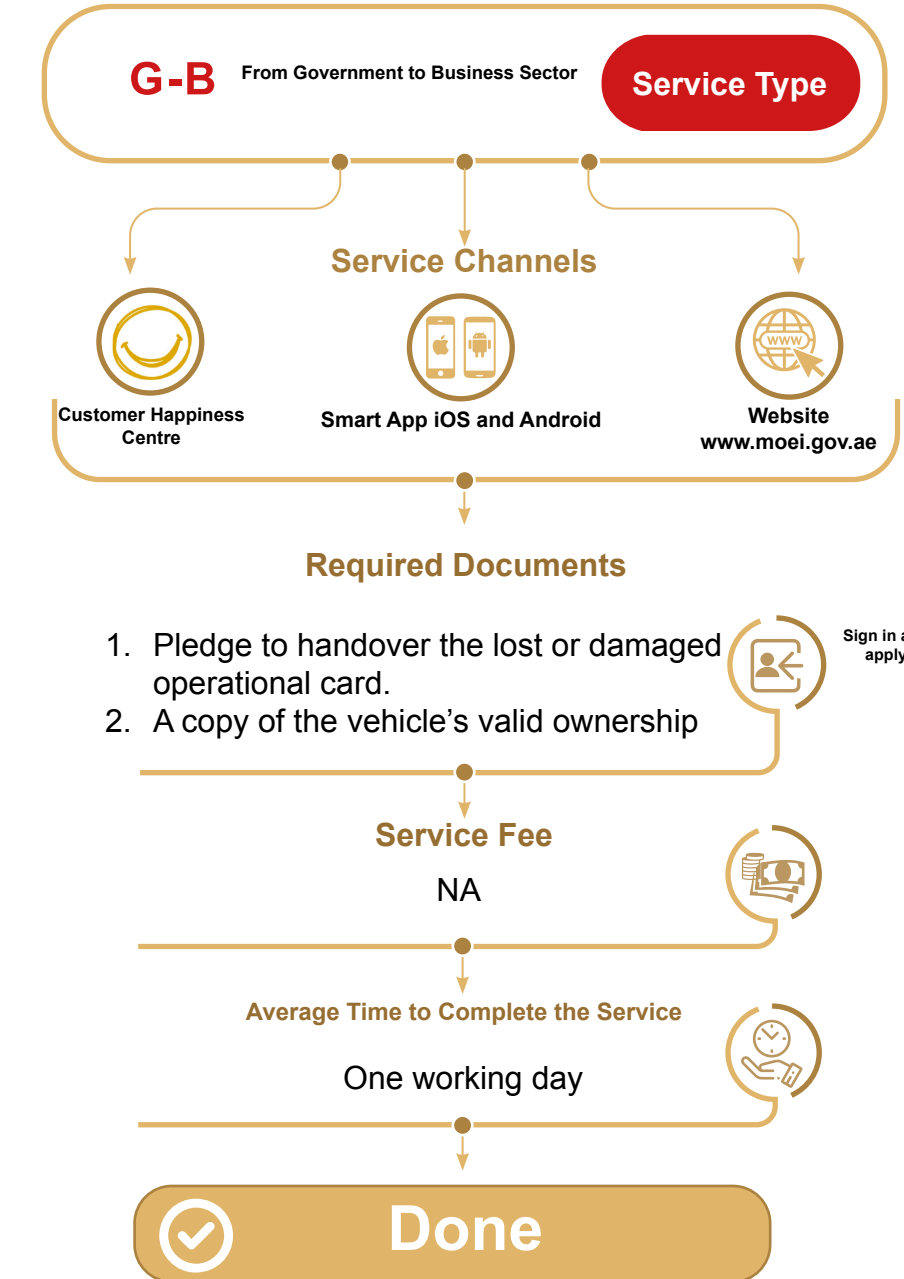
5- The Ministry issues a new operating card to replace the lost one.

Second: in the event of damaged operating card, the licensor must:

- 1- The licensee shall hand over the damaged operating card to the Ministry.
- 2- Fill out the Ministry's form.
- 3- The Ministry issues a replacement operating card.

### Pre-required services to apply for this service



Request to issue an operating card for national vehicles

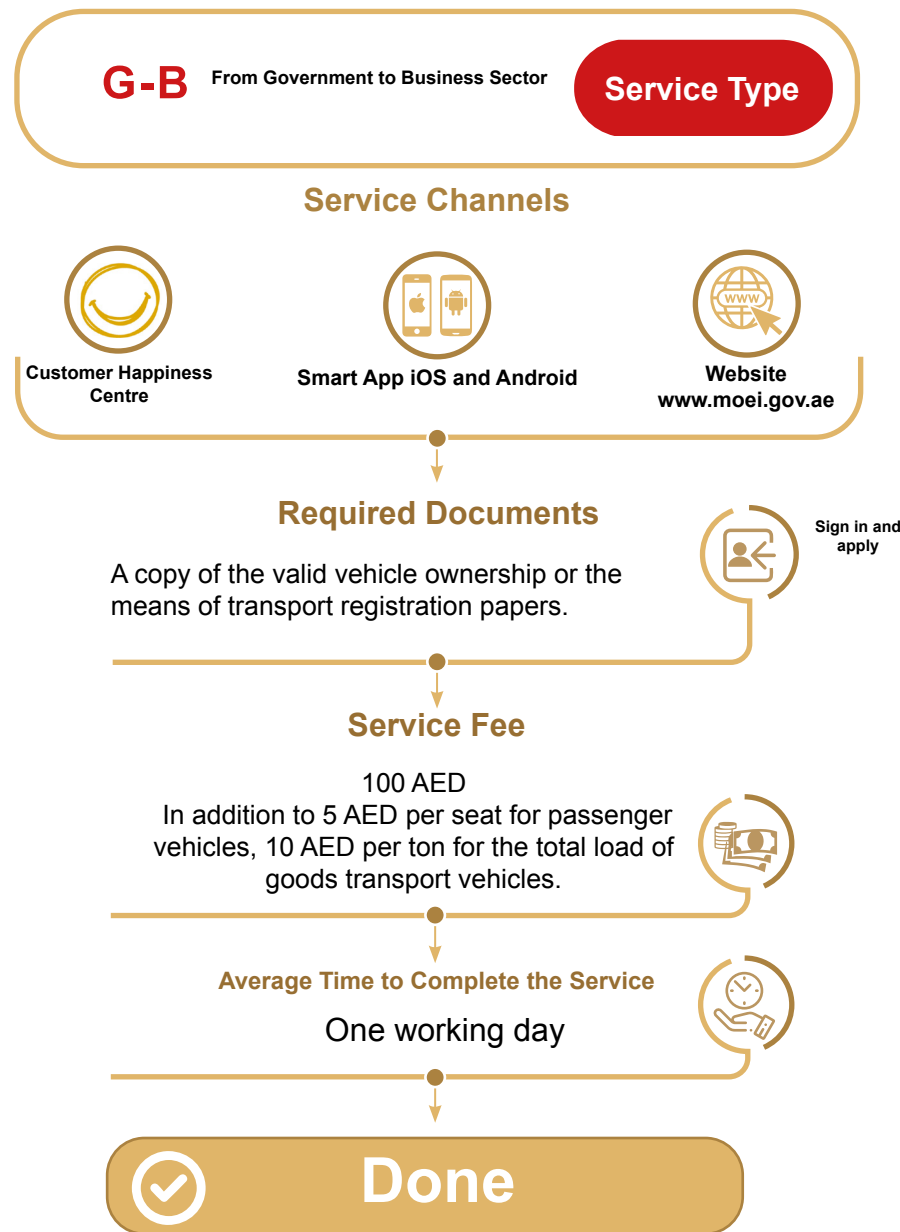







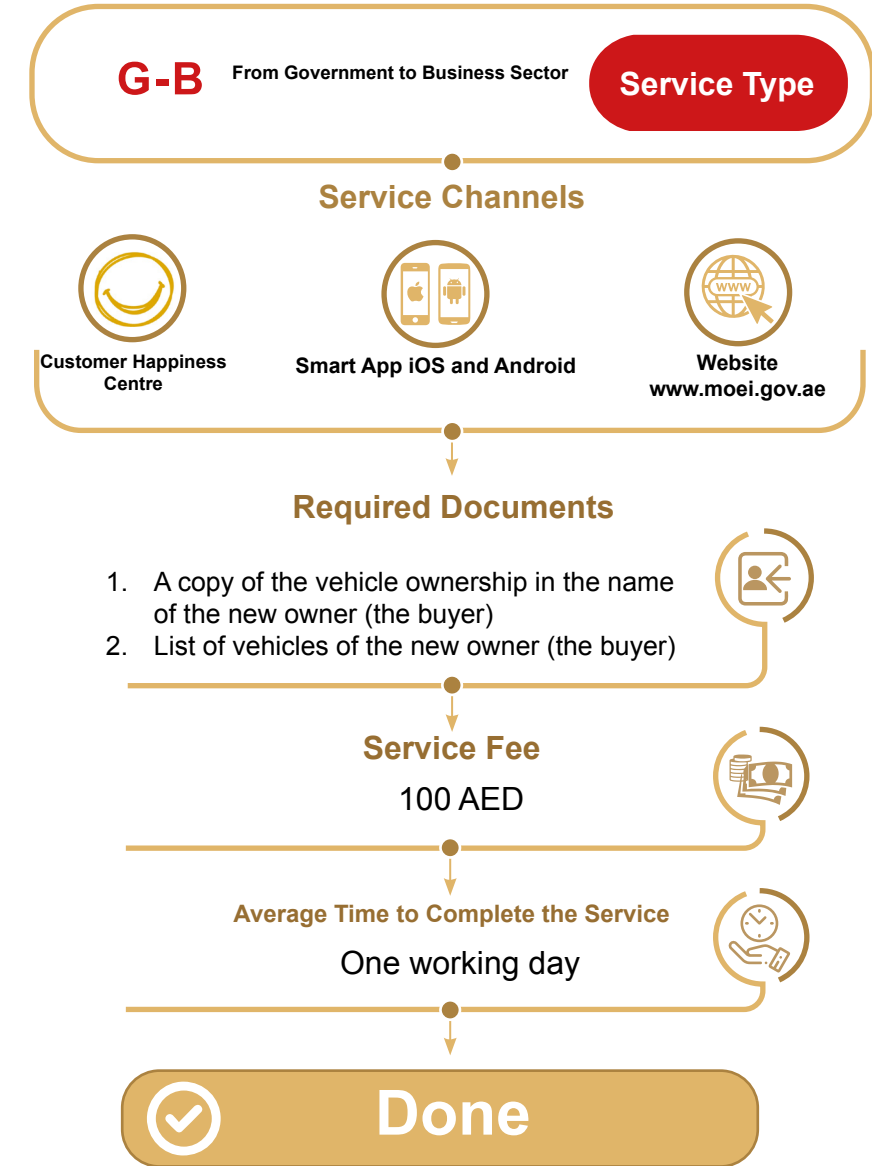
## Request to renew an operating card for national vehicles

<b>Description of the Service</b>	This service allows the renewal of the operational card when the expiry date is near, or 30 days before the expiry of the license validity period, or upon its expiry with a grace period of 30 days after expiry.		
<b>Service Classification</b> Procedural			
 Scan the QRC to view the information video			
<b>Category of Service</b>	Companies		
<b>Terms and Conditions</b>	<div><div><div>1. The applicant must attach a copy of (1) ownership of the means of transport or the registration papers of the means of transport.</div><div>2. The activity licensee/ agent/branch owner must submit a copy of the operating license for the activity issued by the Ministry.</div><div>3. The means of land transport must be equipped with safety measures</div></div><div><div>4. The applicant must attach a valid insurance document that covers the United Arab Emirates, the insurance must cover the following:</div><div><div><div>• The means of transportation to be licensed.</div><div>• Driver, assistant and passengers</div><div>• Civil compensation.</div></div></div></div></div>		
<b>Pre-required services to apply for this service</b>	Request to issue an operating card for national vehicles		



## Request to transfer the ownership of the national vehicle operating card for each vehicle

<b>Description of the Service</b>	This service allows the national facility that holds an operating license to transfer the ownership of the operating card to another party, provided that the other party obtains a valid operating license in the ministry.		
<b>Service Classification</b> Procedural			
<b>Category of Service</b>	Companies		
<b>Terms and Conditions</b>	<div><div><div>1. The applicant must attach a copy of (1) ownership of the means of transport or the registration papers of the means of transport.</div><div>2. The activity licensee/ agent/branch owner must submit a copy of the operating license for the activity issued by the Ministry.</div><div>3. The means of land transport must be equipped with safety measures</div></div><div><div>4. The applicant must attach a valid insurance document that covers the United Arab Emirates, the insurance must cover the following:</div><div><div><div>» The means of transportation to be licensed.</div><div>» Driver, assistant and passengers</div><div>» Civil compensation.</div></div></div></div></div>		
<b>Pre-required services to apply for this service</b>	Request to issue an operating card for national vehicles		





## Request to suspend the operating card for national vehicles

### Description of the Service

This service allows, upon the request of the operating license holder, to temporary suspend practicing the profession for 3 month.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

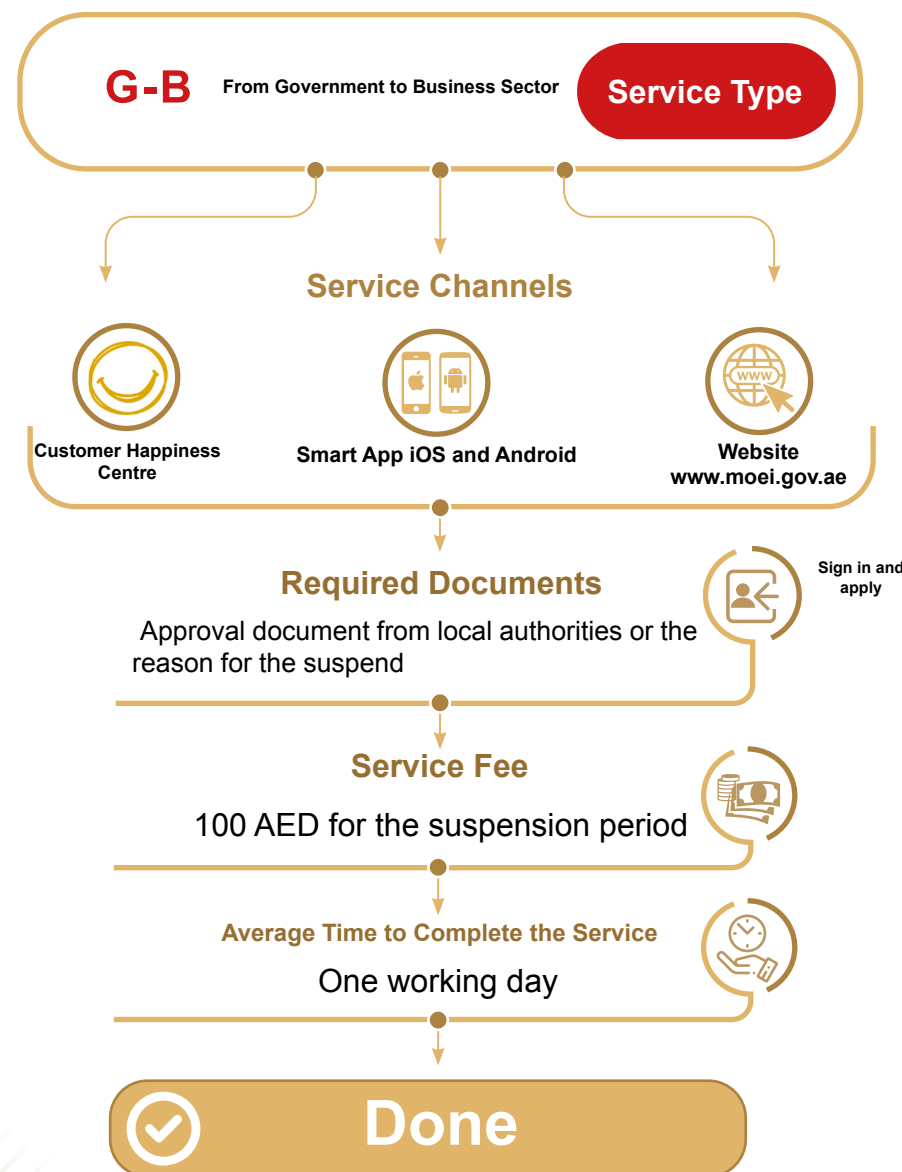
1. Obtaining the approvals of the competent local authorities.
2. Determine the period of the temporary suspension not to exceed three months and not to exceed the license expiry date, with mentioning the reasons.
3. Hand over all licenses and original operating cards to the Ministry during the suspension period, provided that they are returned to him after the suspension period ends.
4. When the licensee wishes to resume his activity, he must submit an application according to the form intended for that and obtain the ministry's approval.

### Pre-required services to apply for this service

Request to issue an operating card for national vehicles

### Related services depending on this service

1. Request to remove the suspension for an operating card for national vehicles



## Request to remove the suspension for an operating card for national vehicles

### Description of the Service

This service allows, upon the request of the operational card holder, to return to practice the activity before the end of the temporary suspension period

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

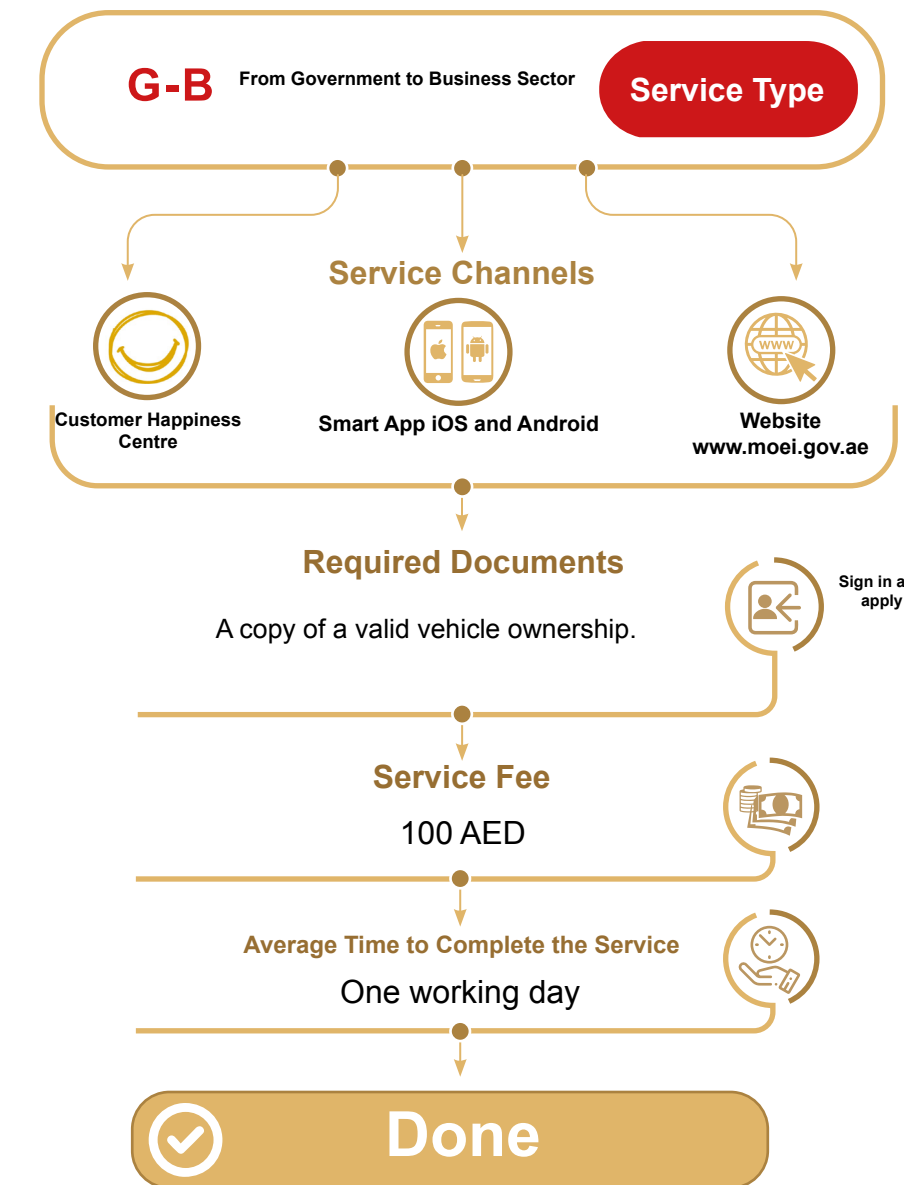
Companies

### Terms and Conditions

1. Obtaining competent local authorities' approvals.
2. Determine the temporary suspension period, not to exceed three months and not to exceed the license expiry date, with reasons mentioned.
3. Hand over all licenses and original operating cards to the Authority during the downtime, provided that they are returned to him after the suspension period ends.
4. When the licensee wishes to resume his activity, he must submit an application according to the form prepared for this and obtain the approval of the Ministry

### Pre-required services to apply for this service


Request the suspension for an operating card for national vehicles

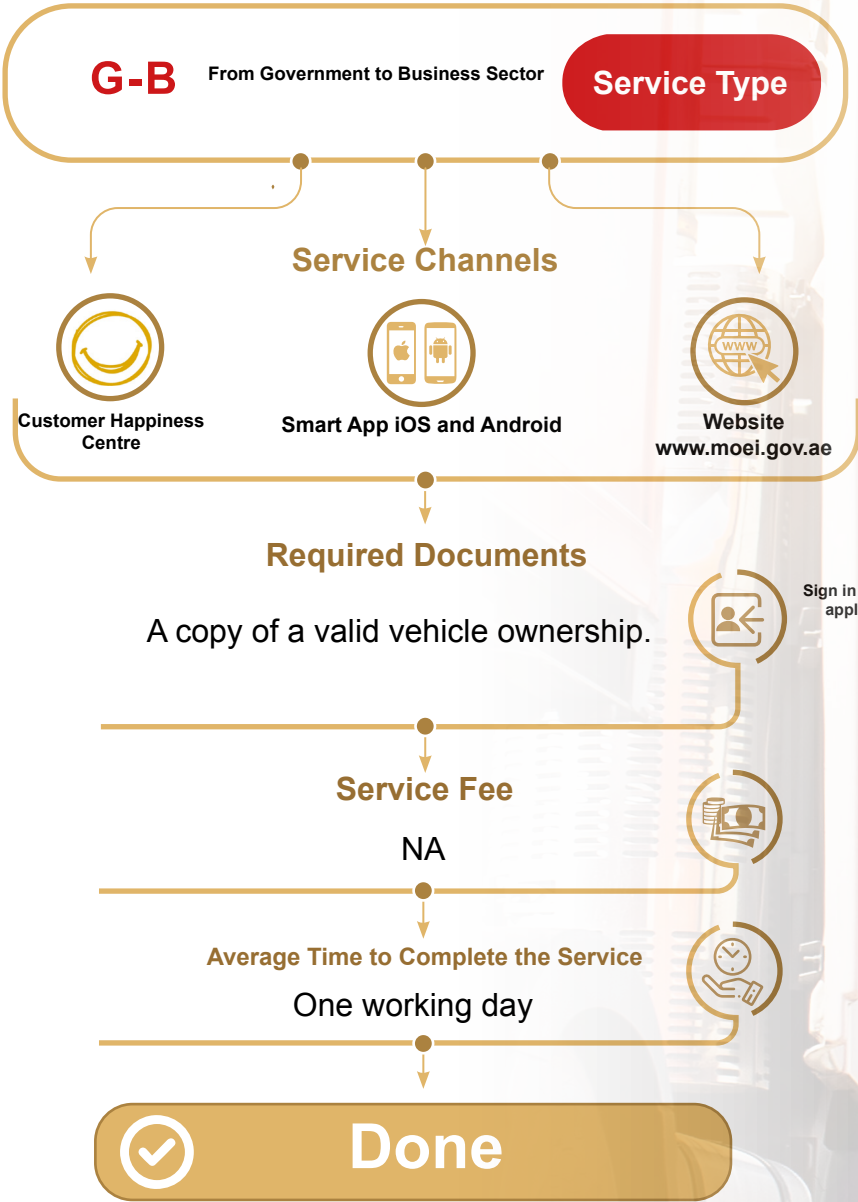






# Request to cancel / cross off the operating card for national vehicles

Description of the Service	This service allows, upon the request of the operating card holder and in accordance with the conditions and laws, or the transfer of ownership of the operating license of the company and the institution.
Service Classification	Procedural
	
Category of Service	Companies
Terms and Conditions	The licensee wishing to cancel the operating card should do the following: Submit the operating card to the Ministry.
Pre-required services to apply for this service	Request to issue an operating card for national vehicles







## Issuance of Guarantor and Automobile Club License

- » Request to issue Automobile Club License
- » Request to add/modify data and information for the Automobile Club license
- » Request to renew Automobile Club License
- » Request to issue a replacement for a lost/damaged Automobile club license
- Automobile Club License Cancellation Request
- » Request to issue a guarantor license
- » Request to add/modify data and information to the guarantor license
- » Request to renew a guarantor license
- » Request to replace lost/damaged guarantor license
- Request to cancel the guarantor's license



## Request to issue Automobile Club License

### Description of the Service

This service allows the automobile club to be licensed for the first time

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

1. The applicant must be a Local citizen.
2. To submit to the Ministry the specified bank guarantee issued by one of the approved banks in the country
3. To submit evidence of approval of the customs authorities
4. To submit proof of membership in the International Automobile Federation and the International Tourism Federation.

### Pre-required services to apply for this service

NA

### Related services depending on this service

1. Automobile Club License Cancellation Request
2. Request to add/modify data and information for the Automobile Club license
3. Request to renew Automobile Club License
4. Request to issue a replacement for a lost/damaged Automobile club license

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

1. A copy of the memorandum of association after the employee has reviewed the original and approved this.
2. A copy of the bank guarantee
3. A copy of the customs authorities Approval.
4. A valid copy of the International Automobile Federation and the International Tourism Federation membership.
5. A copy of ID.
6. A copy of the necessary documents for the legal representative



Sign in and apply

**Service Fee**  
500 AED



**Average Time to Complete the Service**  
One working day





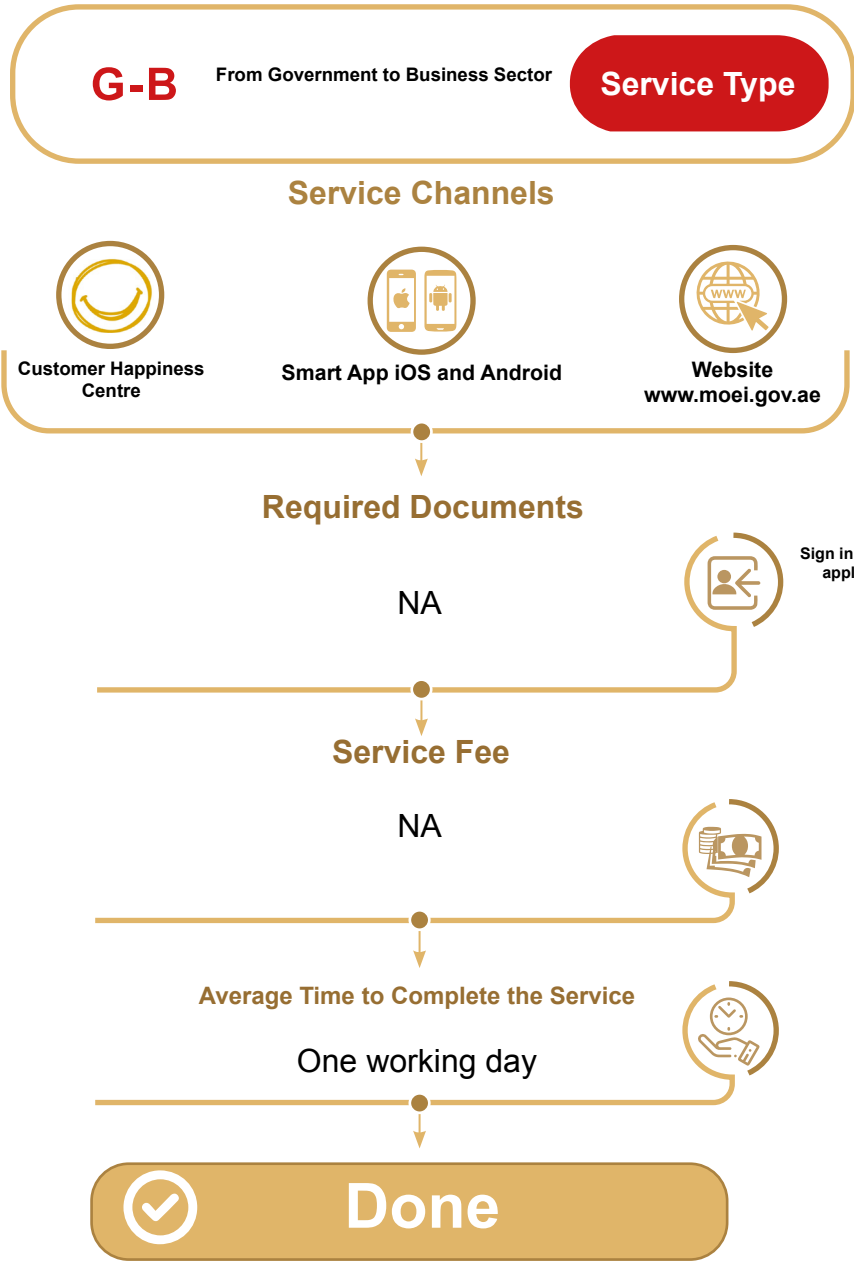
**Done**







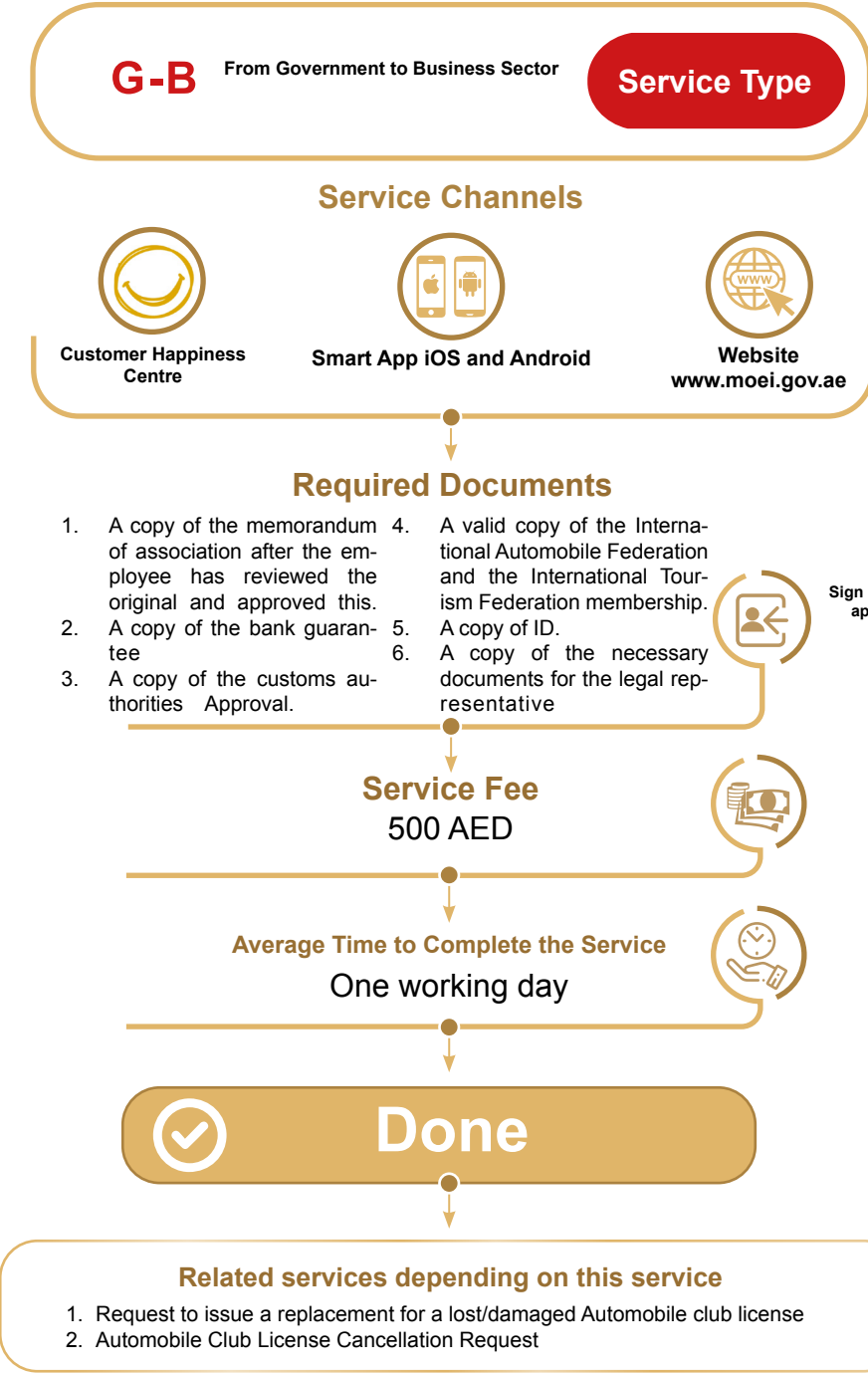
## Request to add/modify data and information for the Automobile Club license

<b>Description of the Service</b>	This service allows, upon the request of the entity that owns the license, to modify or add data to the issued license
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Automobile Club License Issuance





## Request to renew Automobile Club License

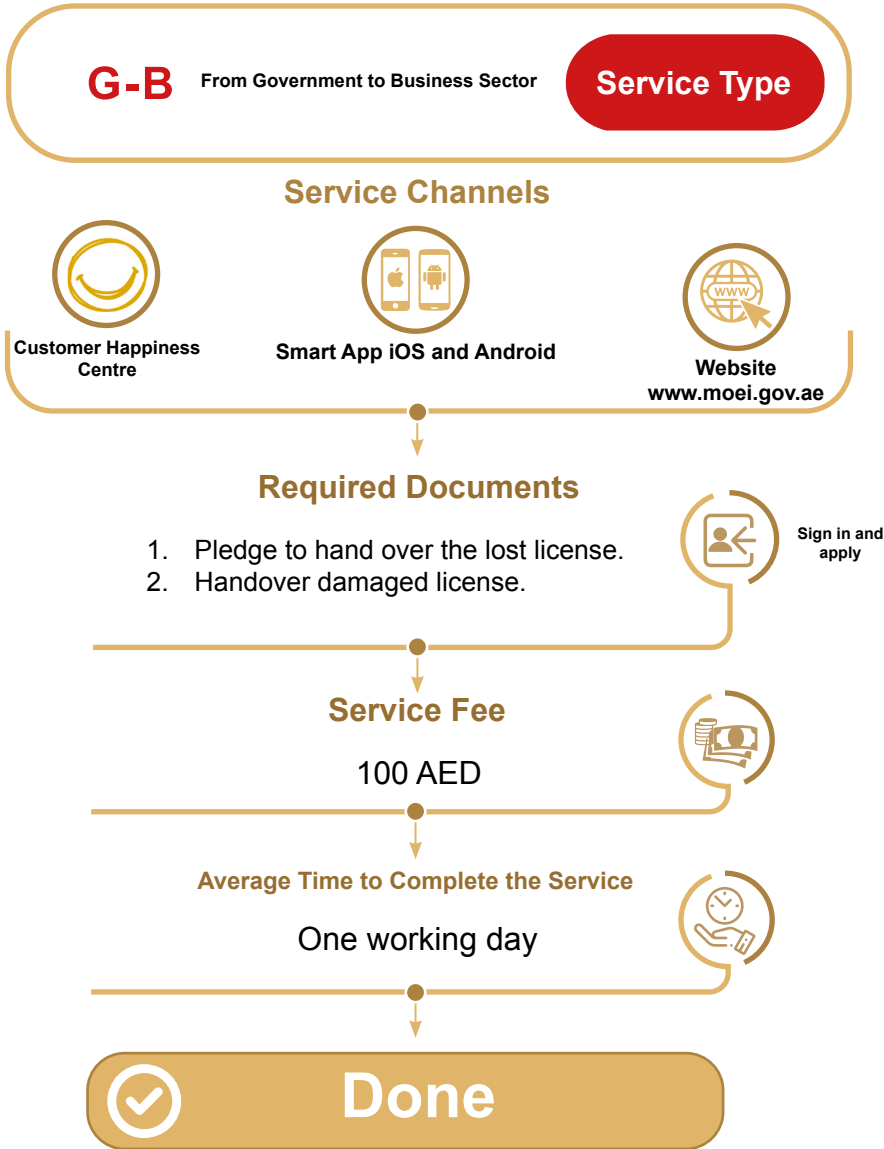
<b>Description of the Service</b>	This service is available 30 days before the license expires or when it expires with a grace period of 30 days after expiry.
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	<ol style="list-style-type: none"><li>The applicant must be a Local citizen.</li><li>To submit to the Ministry the specified bank guarantee issued by one of the approved banks in the country</li><li>To submit evidence of approval of the customs authorities</li><li>To submit proof of membership in the International Automobile Federation and the International Tourism Federation.</li></ol>
<b>Pre-required services to apply for this service</b>	NA







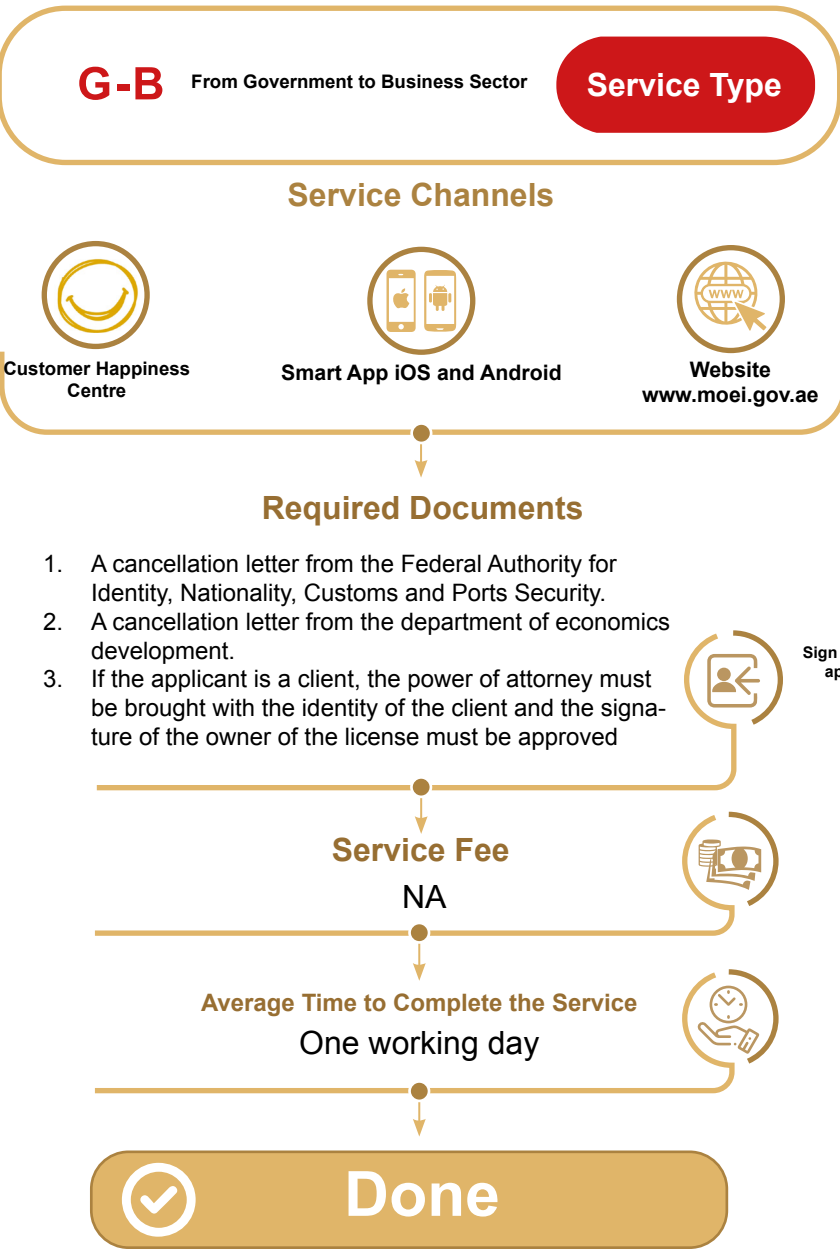
## Request to issue a replacement for a lost/damaged Automobile club license

<b>Description of the Service</b>	This service allows, upon request by the Automobile Club, to obtain a replacement for a lost or damaged license previously issued
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Automobile Club License Issuance



## Automobile Club License Cancellation Request

<b>Description of the Service</b>	This service allows the Ministry to cancel the license at the request of the related person.
<b>Service Classification</b>	Procedural
 Scan the QRC to view the information video	
<b>Category of Service</b>	Companies
<b>Terms and Conditions</b>	NA
<b>Pre-required services to apply for this service</b>	Automobile Club License Issuance







## Request to issue a guarantor license

### Description of the Service

This service allows issuance of a guarantors license for the first time

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

1. The applicant must be a Local citizen.
2. To submit to the Ministry the specified bank guarantee issued by one of the approved banks in the country
3. To submit evidence of approval of the customs authorities
4. To submit evidence of his membership and continuity of membership in the International Road Transport Union.

### Pre-required services to apply for this service

NA

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

1. A copy of the memorandum of association after the employee has reviewed the original and approved this.
2. A copy of the bank guarantee
3. A copy of the customs authorities Approval.
4. A valid copy of the IRU membership
5. A copy of ID.



### Service Fee

NA



Sign in and apply

### Average Time to Complete the Service

One working day



**Done**

### Related services depending on this service

1. Request to replace lost/damaged guarantor license
2. Request to add/modify data and information to the guarantor license
3. Request to cancel the guarantor's license
4. Request to renew a guarantor license

## Request to add/modify data and information to the guarantor license

### Description of the Service

This service allows, upon the request of the entity that owns the license, to modify or add data to the issued license

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Companies

### Terms and Conditions

NA

### Pre-required services to apply for this service

Request to issue a guarantor license

**G-B**

From Government to Business Sector

**Service Type**

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

NA



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

One working day



**Done**



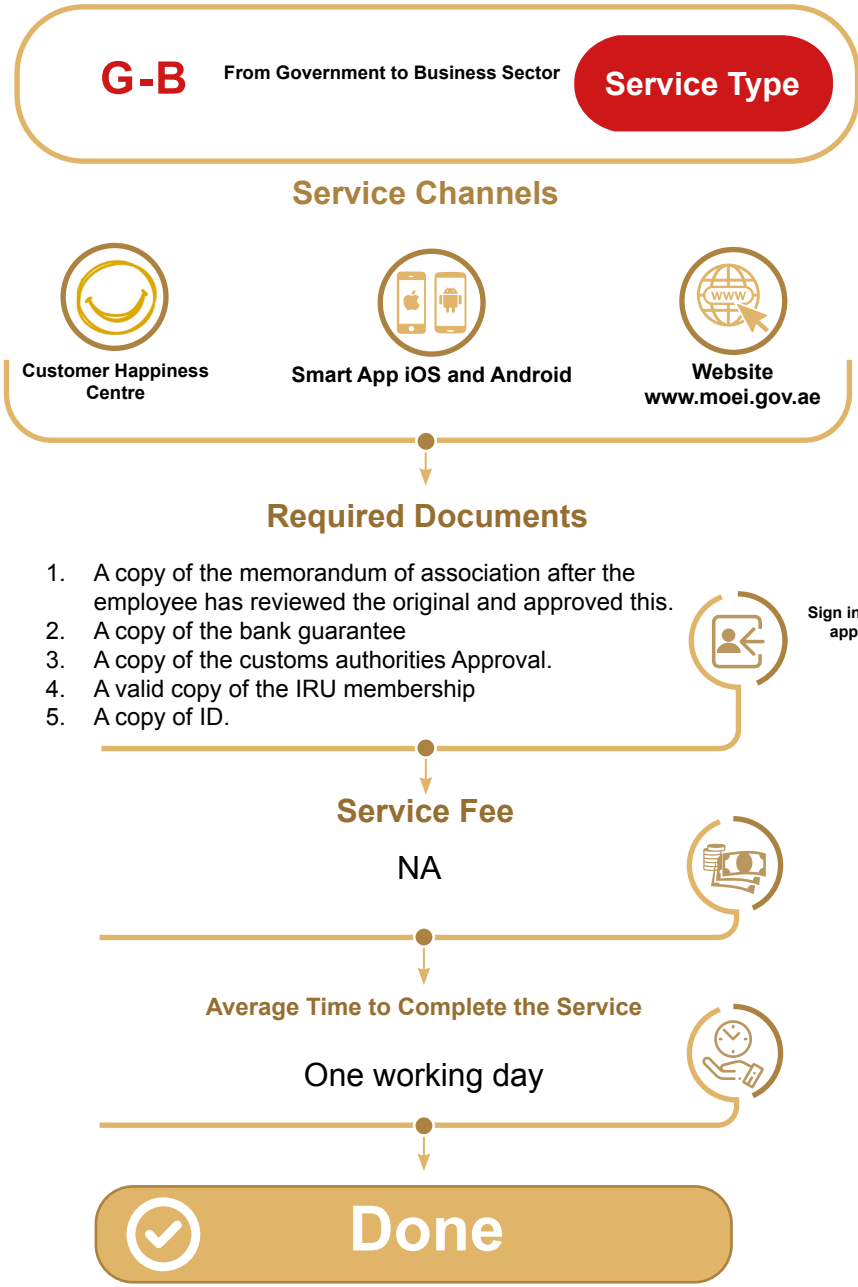


## Request to renew a guarantor license

Description of the Service	This service allows the guarantor's license to be renewed 30 days before the license expires or when it expires with a grace period of 30 days after expiry.
Service Classification	Procedural
Category of Service	Companies
Terms and Conditions	<ol style="list-style-type: none"><li>1. The applicant must be a Local citizen.</li><li>2. To submit to the Ministry the specified bank guarantee issued by one of the approved banks in the country</li><li>3. To submit evidence of approval of the customs authorities</li><li>4. To submit evidence of his membership and continuity of membership in the International Road Transport Union.</li></ol>
Pre-required services to apply for this service	Request to issue a guarantor license



Scan the QRC to view the information video

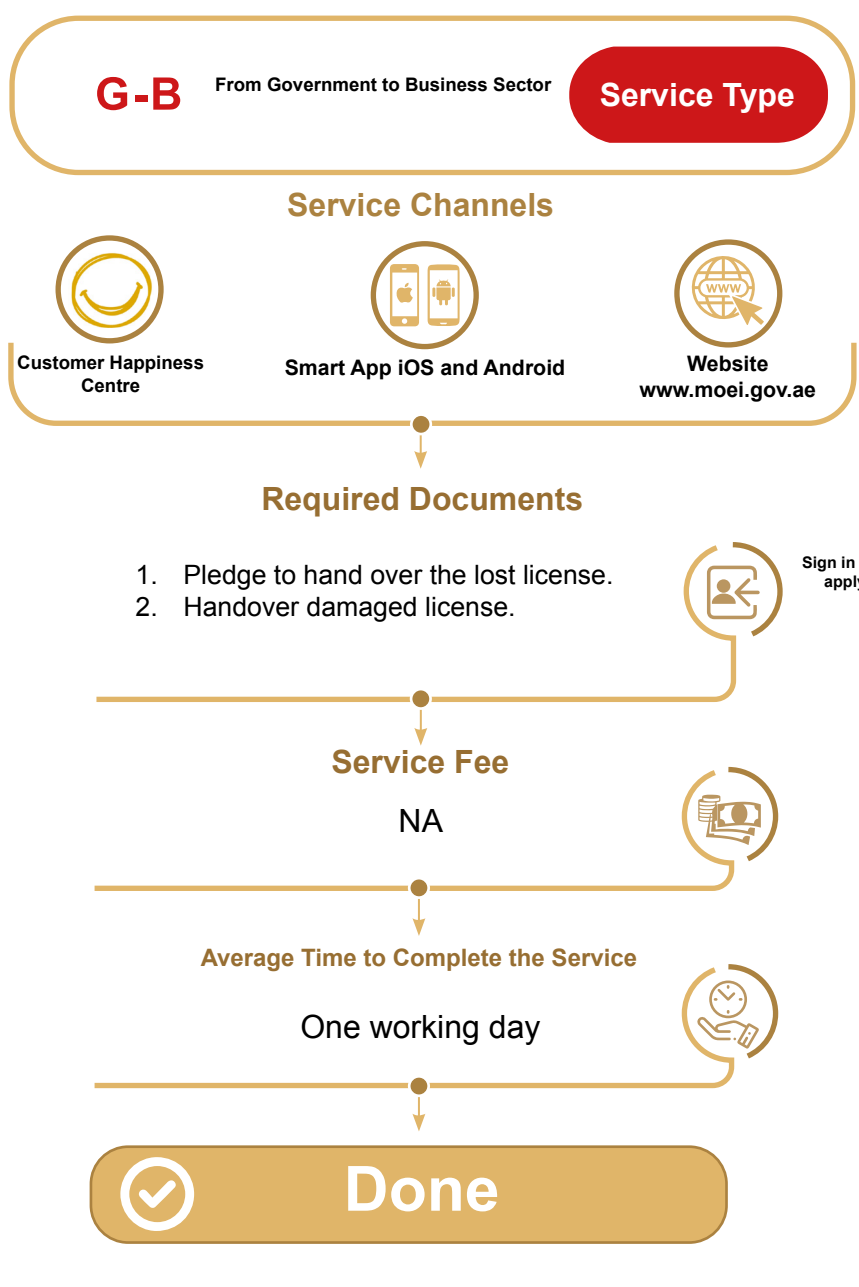


## Request to replace lost/damaged guarantor license

Description of the Service	This service is available upon request for a replacement for a lost or damaged guarantor license
Service Classification	Procedural
Category of Service	Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Request to issue a guarantor license



Scan the QRC to view the information video





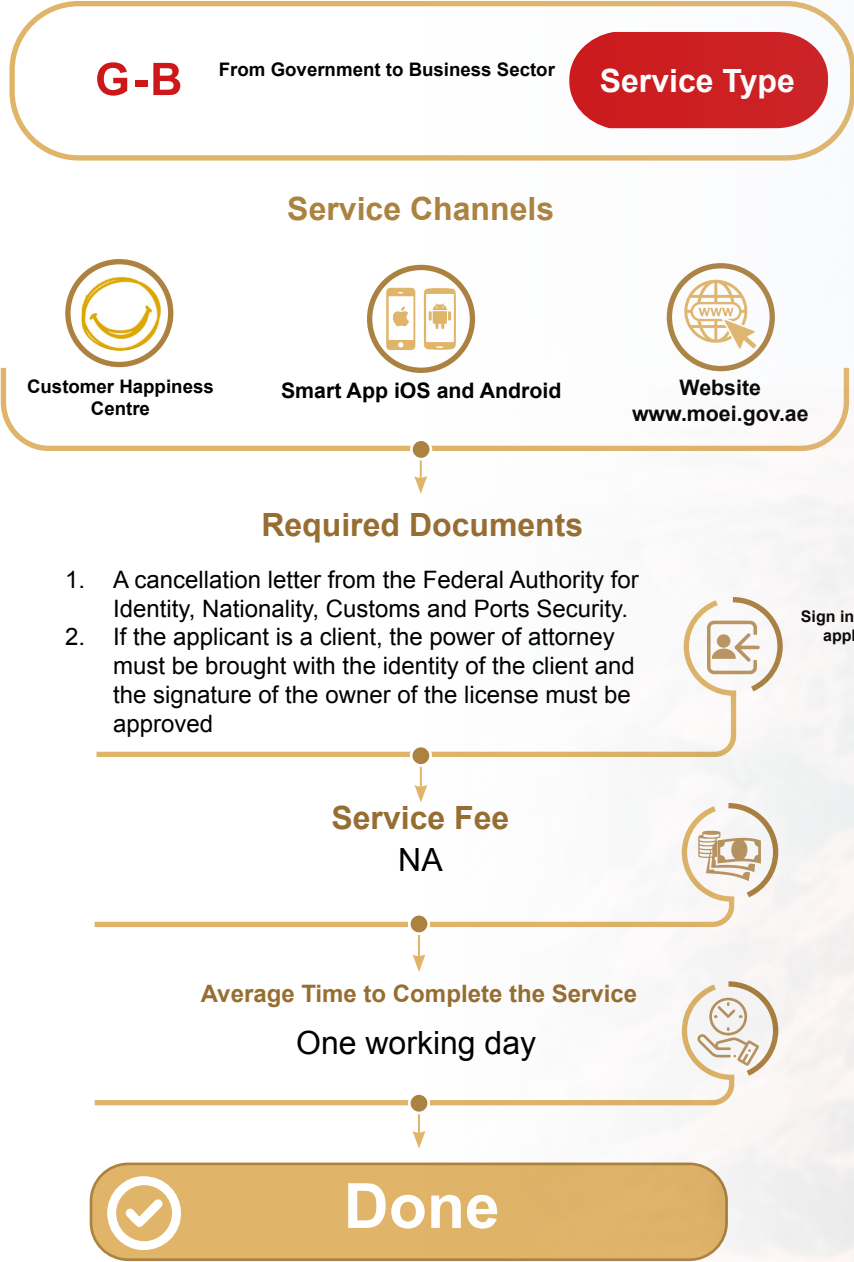


# Request to cancel the guarantor’s license

Description of the Service	The license is canceled by the Ministry at the request of the related person.
Service Classification	Procedural
Category of Service	Companies
Terms and Conditions	NA
Pre-required services to apply for this service	Request to issue a guarantor license



Scan the QRC to view the information video







# The infrastructure Services



Scan the QR code with your smart phone and view the page through your mobile's screen to enjoy the AR experience



Our infrastructure service is one of our core offerings. This sector provides proactive services for all infrastructure-related assets, including federal roads and corridors, government-owned buildings such as schools, hospitals, mosques and housing compounds, and dams and ports.

## Infrastructure services








# Federal Road Assets Services

- Request Value Estimate of Accident Damage
  - Request to Issue Non-Objection Certificate
1. Request to Issue Non-Objection Certificate to Place Signboards on Roadside
  2. Request to Issue Non-Objection Certificate to Design Roadside Exit / Entrance
  3. Request to Issue Non-Objection Certificate for Gate or Aperture in Existing Fence.
  4. Request to Issue No Objection Certificate to Expand Roadside Service Line
  5. Request to issue NOC to extend a service line below the road
  6. Request to Issue No Objection Certificate to Make Road Diversion
  7. Request to issue a no-objection certificate for other services

## Request Value Estimate of Accident Damage

<b>Description of the Service</b>	Submit a report to the accident's perpetrators about the damages resulting from the Ministry's Federal Road Campuses due to traffic accidents
<b>Service Classification</b> Procedural	
<b>Category of Service</b>	Citizen - Resident - Old Citizen / Elderly - People of Determination - Visitors
<b>Terms and Conditions</b>	The accident on the Ministry's Federal Roads
<b>Pre-required services to apply for this service</b>	NA

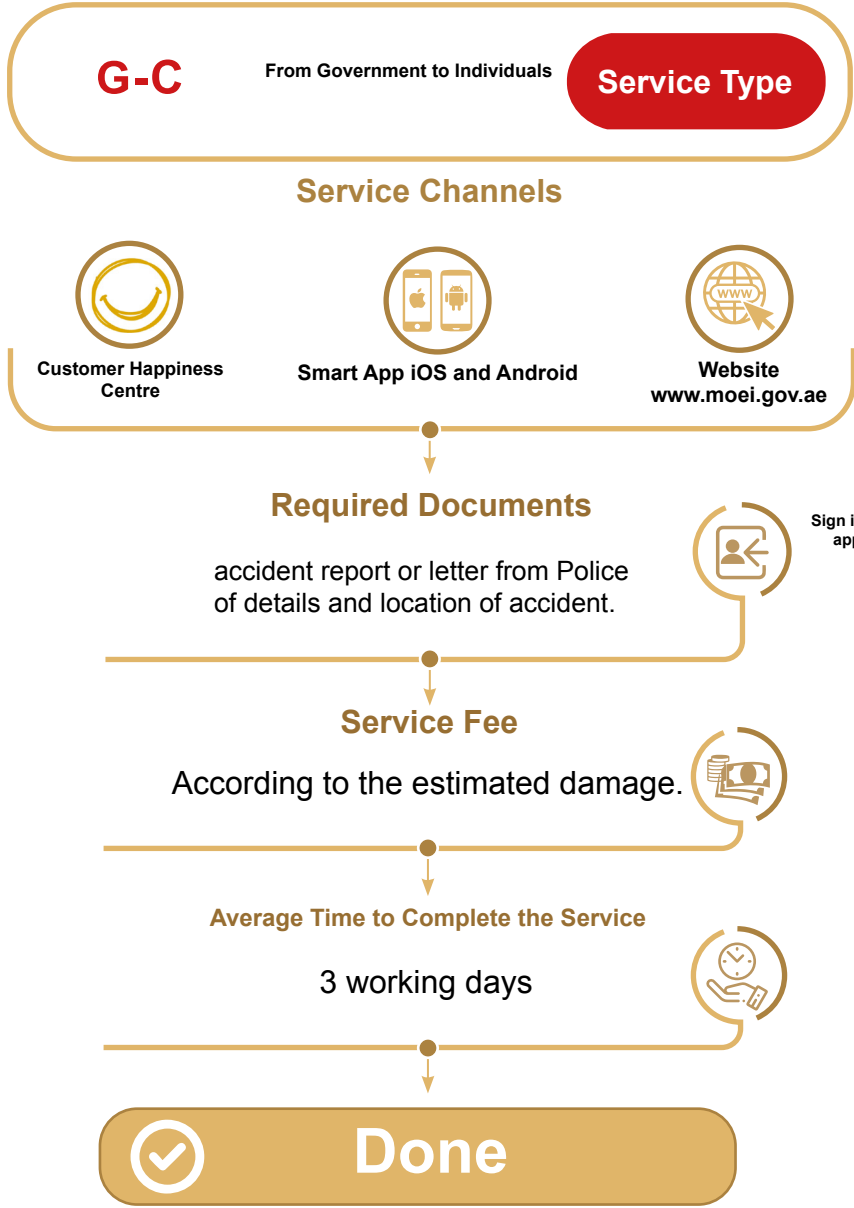
Service Classification  
Procedural



Category of Service  
Citizen - Resident - Old Citizen / Elderly - People of Determination - Visitors

Terms and Conditions  
The accident on the Ministry's Federal Roads

Pre-required services to apply for this service  
NA



Scan the QRC to apply for the service online



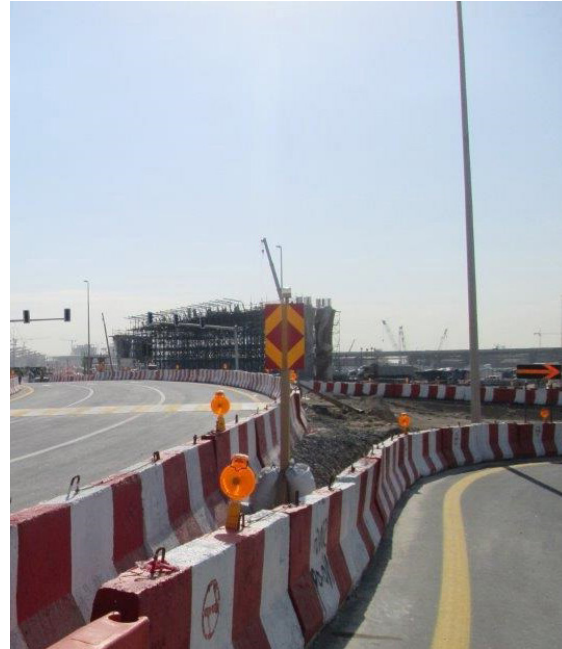
## Request to Issue Non-Objection Certificate

### Description of the Service

Request of NOC for any work on Federal Roads belongs to Ministry.

### Service Classification

Procedural



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

Attach the required documents accurately

### Pre-required services to apply for this service

NA

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

Depend on the type of NOC



Sign in and apply

### Service Fee

1. Request fee: 100 AED
2. Certificate Issuance: 1000 AED



### Average Time to Complete the Service

5-14 working days (depends on NOC type)



Done

### Related services depending on this service

1. Request to Renewal Non-Objection Certificate

## Request to Issue Non-Objection Certificate

### 1. Request to Issue Non-Objection Certificate to Place Signboards on Roadside

### Description of the Service

A service that allows the customer to issue a no-objection certificate to Place Signboards on Roadside, valid for a period of six months, not renewable

### Service Classification

Procedural



### Category of Service

Governmental Entities - Companies

### Terms and Conditions

Attach the required documents accurately

### Pre-required services to apply for this service

Request to Issue No Objection Certificate to Make Road Diversion

G-B  
G-G

From Government to Business Sector  
From Government to Government

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

- \* The first attachment to the messages (repeated with a capacity of 2 megabytes) and includes: -
  1. An official letter in Arabic, signed and stamped, explaining the required service and work details.
  2. The owner's letter authorizing the work or the necessary protection for the plates for any future expansion of the road
- 2. The design of the plate (measurement, the written material and its measurement, the material it is made of ...) The design of the base and columns bearing the plate (breakable, so that the columns consist of two parts connected by two inclined plates that allow breaking the column without causing harm to the vehicle, but the two ends sliding through the sliding of the two plates A plan for the special location of the board(s) so that it is at least 250 meters away from roundabouts and light signals and at least 500 meters away from bridged intersections.
- 3. Planned installation site for the plates 15 meters from the yellow line for speed 120, installed at 10 for speed 100, and installed 8 meters from the yellow line for speed 80 km/h.

- \* The second attachment of the plans (repeated with a capacity of 10 megabytes) and includes: -
  1. A general horizontal plan showing the location and location of the painting.

- \* The third attachment of the bank guarantee is attached by the technical support employee after receiving the original bank guarantee valid for a period of one year and automatically renewable (the amount is determined according to the type of transaction and the volume of work)



Sign in and apply

### Service Fee

1. Request fee: 100 AED
2. Certificate Issuance: 1000 AED
3. Other fees: An annual fee for placing directional signs for private or not wholly owned by the government on the road/ (first class type: 5000 dirhams electronically - second class: 3000 dirhams) for the sign annually (from the date of issuance of the certificate) \*



### Average Time to Complete the Service

5 Working days



Done







## Request to Issue Non-Objection Certificate

### 2. Request to Issue Non-Objection Certificate to Design Roadside Exit / Entrance

<b>Description of the Service</b>	A service that allows the customer to issue a non-objection certificate Design Roadside Exit / Entrance, valid for a period of six months, not renewable
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	Attach the required documents accurately
<b>Pre-required services to apply for this service</b>	Request to Issue Non-Objection Certificate to Make Road Diversion

**G-B** From Government to Business Sector  
**G-G** From Government to Government

**Service Type**



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

- \* The first attachment to the messages (repeated with a capacity of 2 megabytes) and includes: -
  1. An official letter in Arabic, signed and stamped, explaining the required service and work details.
  2. A letter of pledge to restore the situation to its previous state
  3. The owner's letter authorizing the work or the necessary protection for any future expansion of the road
- \* The second attachment of the plans (repeated with a capacity of 10 megabytes) and includes: -
  1. A general horizontal diagram of the proposed line with coordinates indicating the location and location of the service and the cross-section of the road
  2. A plan for the special location of the facility to be served based on the facility's relationship with the adjacent road
  3. Common outline of the proposed design
  4. Designing acceleration and deceleration lanes, storage, traffic signs, road signs adjacent to the entrance and exit, the proposed materials for paving, and the paving layers in proportion to the layers of the road adjacent to the entrance and exit and the type of vehicles used



Sign in and apply

#### Service Fee

1. Request fee: 100 AED
2. Certificate Issuance: 1000 AED
3. Other fees: An annual fee for use as stated in Cabinet Resolution No. 12 of 2021 and all relevant laws



#### Average Time to Complete the Service

5 Working days



**Done**

## Request to Issue Non-Objection Certificate

### 3. Request to Issue Non-Objection Certificate for Gate or Aperture in Existing Fence.

<b>Description of the Service</b>	A service that allows the customer to issue a no-objection certificate to install a gate or make an opening on an existing fence, valid for a period of six months and renewable three times
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination
<b>Terms and Conditions</b>	Attach the required documents accurately
<b>Pre-required services to apply for this service</b>	<ul style="list-style-type: none"><li>• Request to renew No Objection Certificate for Gate or Aperture in Existing Fence.</li><li>• Request to Issue No Objection Certificate to Make Road Diversion</li></ul>

**G-G** From Government to Government  
**G-B** From Government to Business Sector  
**G-C** From Government to Individuals

**Service Type**



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

- \* The first attachment to the messages (repeated with a capacity of 2 megabytes) and includes: -
  1. An official letter in Arabic, signed and stamped, explaining the required service and work details.
  2. Owner's letter authorizing the contractor to work
  3. The owner's pledge to establish a barrier to the passage of bulk animals approved by the Ministry and to submit the design of the undertaking to close the hatch after the end of the specified time period and to restore the conditions to what they were when the need for the gate is completed
  4. The owner's undertaking to make the necessary protection for the gate or to transfer it for any future expansion of the road
- \* The second attachment of the plans (repeated with a capacity of 10 megabytes) and includes: -
  1. A general horizontal plan showing the location of the work, the location of the opening, the name of the road, the nearest two main intersections, the nearest landmark, and the type of proposed work.
  2. Submit a design for the connection method with the Federal Road, if required
- \* The third attachment of the bank guarantee is attached by the technical support employee after receiving the original bank guarantee valid for a period of one year and automatically renewable (the amount is determined according to the type of transaction and the volume of work)



Sign in and apply

#### Service Fee

Request fee: 100 AED  
Certificate Issuance: 1000 AED



#### Average Time to Complete the Service

5 Working days



**Done**





## Request to Issue Non-Objection Certificate

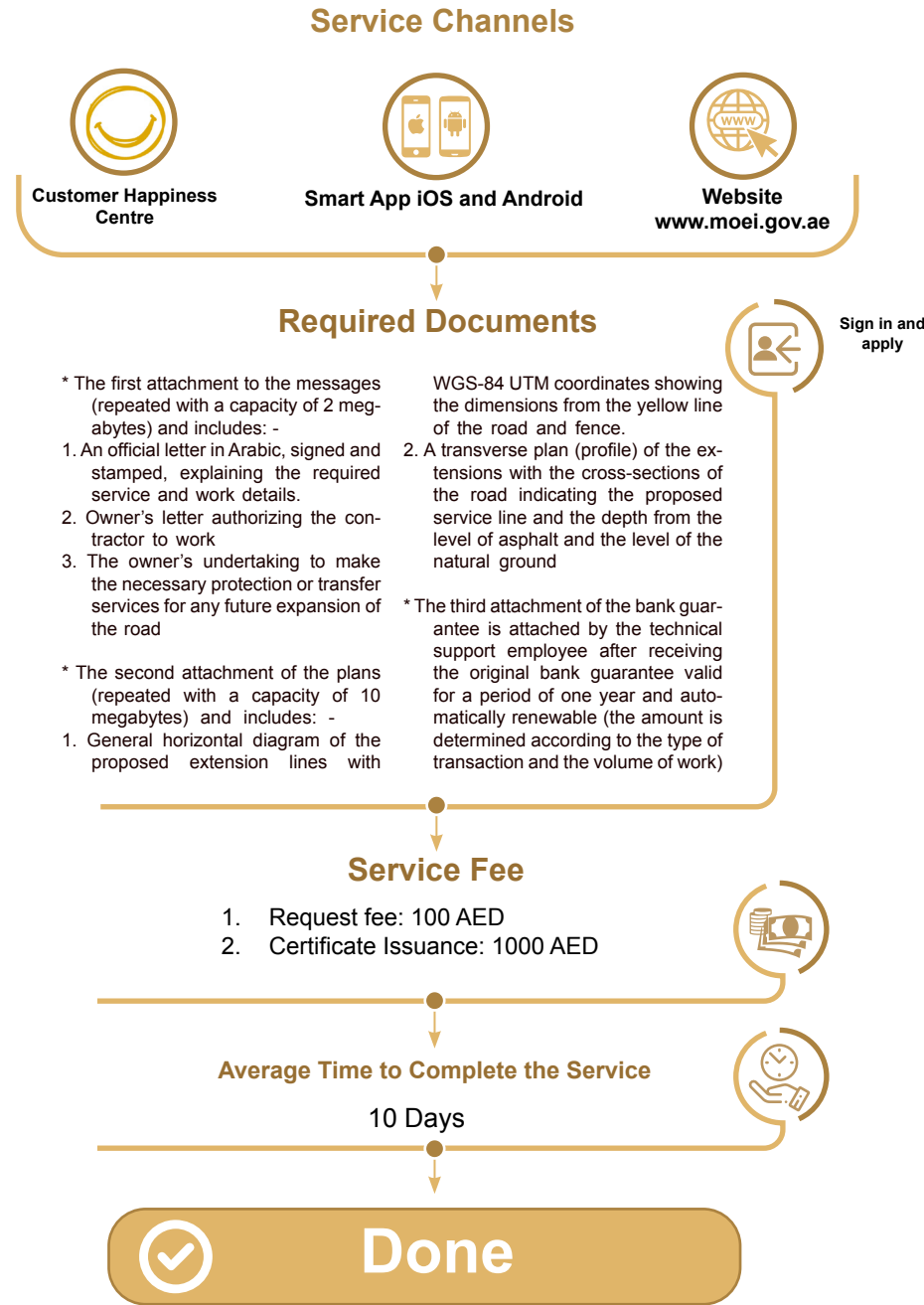
### 4. Request to Issue No Objection Certificate to Expand Roadside Service Line

<b>Description of the Service</b>	A service that allows the customer to issue NOC to Expand Roadside Service Line , valid for a period of six months and renewable three times
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	Attach the required documents accurately
<b>Pre-required services to apply for this service</b>	<ul style="list-style-type: none"><li>Request to renew NOC to Expand Roadside Service Line</li><li>Request to Issue No Objection Certificate to Make Road Diversion</li></ul>

G-B  
G-G

From Government to Business Sector  
From Government to Government

Service Type



## Request to Issue Non-Objection Certificate

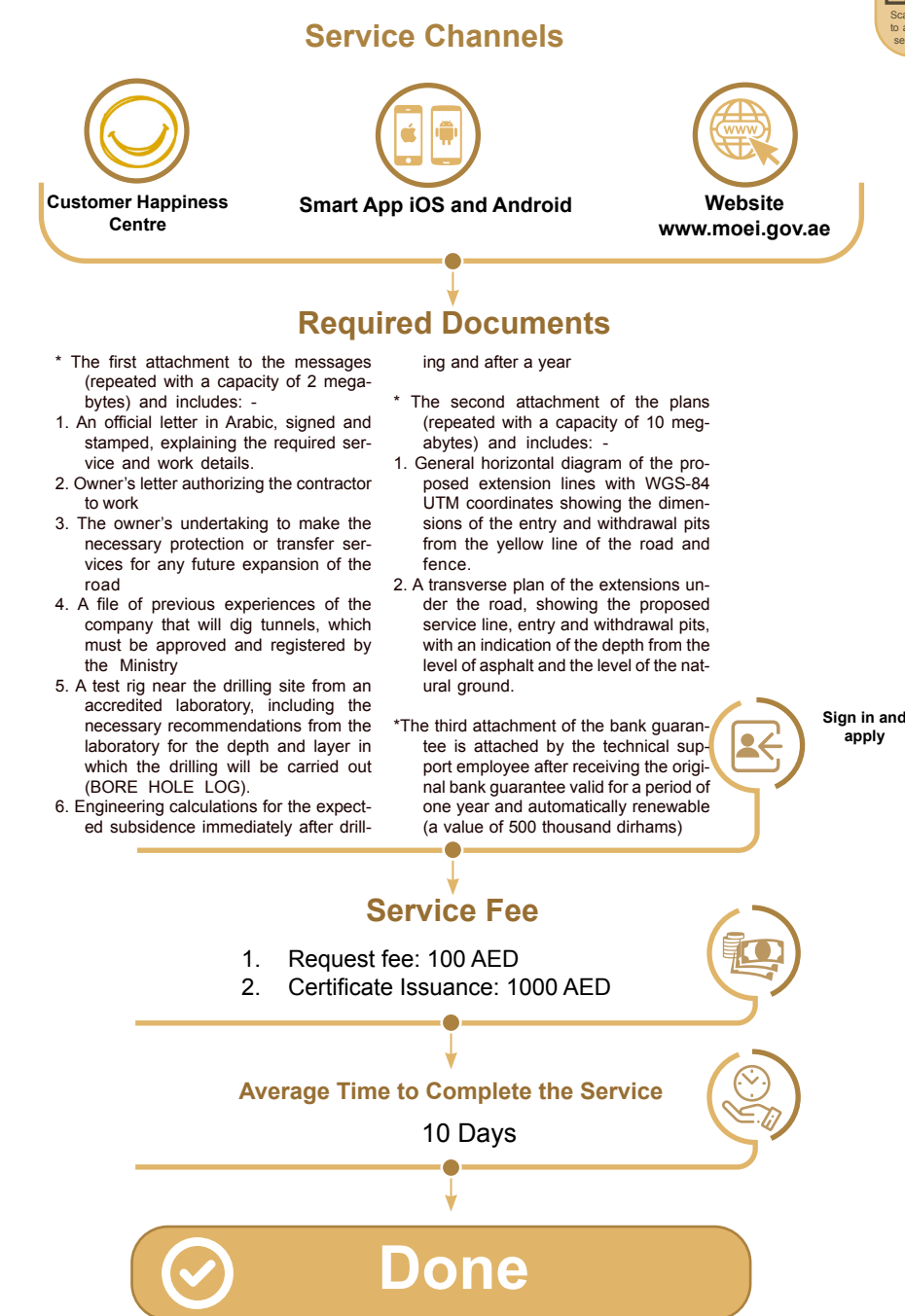
### 5. Request to issue NOC to extend a service line below the road

<b>Description of the Service</b>	A service that allows the customer to issue NOC to extend a service line below the road, valid for a period of six months and renewable three times
<b>Service Classification</b>	Procedural
<b>Category of Service</b>	Governmental Entities - Companies
<b>Terms and Conditions</b>	Attach the required documents accurately
<b>Pre-required services to apply for this service</b>	<ul style="list-style-type: none"><li>Request to renew NOC to extend a service line below the road</li><li>Request to Issue No Objection Certificate to Make Road Diversion</li></ul>

G-B  
G-G

From Government to Business Sector  
From Government to Government

Service Type



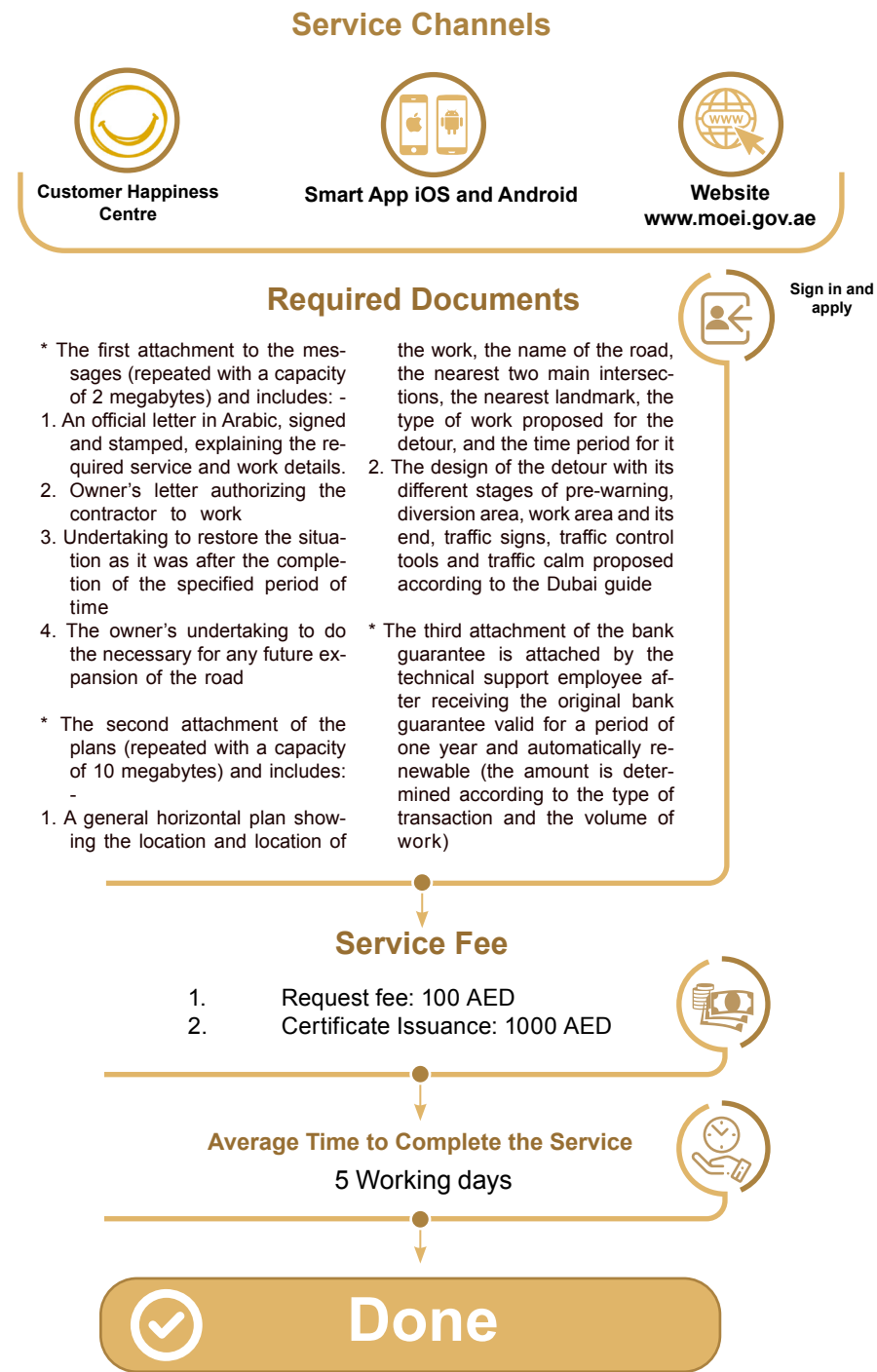




## Request to Issue Non-Objection Certificate

### 6. Request to Issue No Objection Certificate to Make Road Diversion

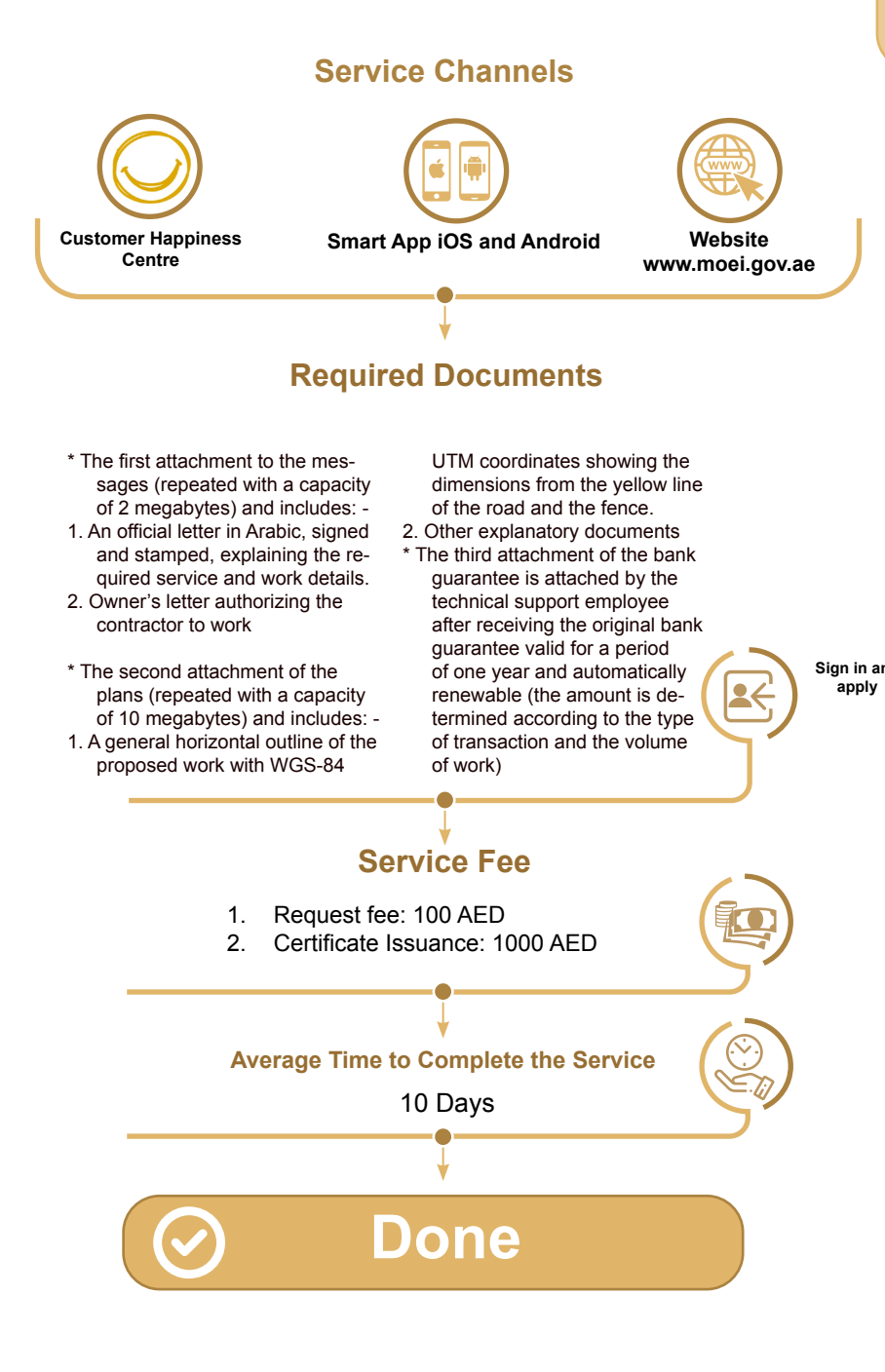
<b>Description of the Service</b>	A service that allows the customer to issue a no-objection certificate to Make Road Diversion, valid for a period of six months, and renewable three times	
<b>Service Classification</b>	Procedural	
<b>Category of Service</b>	Governmental Entities - Companies	
<b>Terms and Conditions</b>	Attach the required documents accurately	
<b>Pre-required services to apply for this service</b>	<ul style="list-style-type: none"><li>Request to Renew Non-Objection Certificate to Make Road Diversion</li><li>Request to Issue Non-Objection Certificate to Design Roadside Exit / Entrance</li><li>Request to Issue Non-Objection Certificate to Place Signboards on Roadside</li><li>Request to Issue Non-Objection Certificate for Gate</li></ul> or Aperture in Existing Fence. <ul style="list-style-type: none"><li>Request to Issue Non-Objection Certificate to Expand Roadside Service Line</li><li>Request to issue Non-Objection Certificate to extend a service line below the road</li><li>Request for Non-Objection certificate for other services</li></ul>	
<b>Service Type</b>	<div><div>G-B G-G</div><div>From Government to Business Sector From Government to Government</div><div>Service Type</div></div>	



## Request to Issue Non-Objection Certificate

### 7. Request to issue a no-objection certificate for other services

<b>Description of the Service</b>	A service that allows the customer to issue a no-objection certificate for other services, valid for a period of six months and renewable three times	
<b>Service Classification</b>	Procedural	
<b>Category of Service</b>	Governmental Entities - Companies	
<b>Terms and Conditions</b>	Attach the required documents accurately	
<b>Pre-required services to apply for this service</b>	<ul style="list-style-type: none"><li>Request to renew a no-objection certificate for other services</li><li>Request to Issue No Objection Certificate to Make Road Diversion</li></ul>	
<b>Service Type</b>	<div><div>G-B G-G</div><div>From Government to Business Sector From Government to Government</div><div>Service Type</div></div>	





## Request to Renewal Non-Objection Certificate

### Description of the Service

Request of NOC for any work on Federal Roads belongs to Ministry.

### Service Classification

Procedural



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

The expiry date of the certificate to be renewed must be a month or less, and it has not been renewed for three times

### Pre-required services to apply for this service

Request to Issue Non-Objection Certificate

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

NA



Sign in and apply

### Service Fee

Request fee: 100 AED



### Average Time to Complete the Service

4 working days



Done

## Request Distance Measurement

### Description of the Service

It is a service that enables the issuance of a certificate for determining the distance between (the place of work and the place of residence) or (the husband's workplace and the wife's workplace) and is provided to those wishing to obtain it from the employees of the federal and local authorities and others

### Service Classification

Social



Scan the QRC to view the information video



### Category of Service

Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

Attach the required documents accurately

### Pre-required services to apply for this service

NA

G-G  
G-B  
G-C

From Government to Government  
From Government to Business Sector  
From Government to Individuals

### Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

### Required Documents

- If the distance between the husband's workplace and the wife's workplace is requested: a letter from the workplace is required for each of the spouses
- If the distance between the place of work and the place of residence is requested: a letter is required from the workplace and any proof of where the residence is located (e.g. property contract or lease)



Sign in and apply

### Service Fee

NA



### Average Time to Complete the Service

2 working days



Done





# Federal Road Applications Questions

Is it possible to apply for road services from outside the country?

Yes, you can apply for road services through the website or smartphone application from anywhere, whether inside or outside the country.

What are the areas covered by road services?

Areas that fall within the federal roads of the Ministry.

What should I do after receiving the accident report electronically?

Either pay directly through the electronic system or the smartphone application, or send a report to estimate the value of the damages to the insurance company to pay the amount for the damages caused.

How can I pay for the damages caused by the accident?

Either pay directly through the

payment channels shown in the electronic system or the smartphone application, or deposit (cash or cheque) in the bank account of the Ministry as mentioned in the damages report.

What happens after paying for the damages caused by the accident through the system?

The system sends a clearance letter directly to the customer's e-mail.

What should I do after receiving the amount or cheque from the insurance company?

It must be deposited in the Ministry's account mentioned in the accident damages value report, then send the payment receipt with the damages value report to the following e-mail (Archive. Section@moei.gov.ae) and after two working days, the clearance letter is sent to the same e-mail.





## Federal Building Assets Services

- Emergency / Urgent Maintenance Service for Federal Buildings Assets

### Emergency / Urgent Maintenance Service for Federal Buildings Assets

#### Description of the Service

It is an automated service provided to external entities, to perform urgent maintenance service for federal buildings assets

#### Service Classification

Procedural



Scan the QRC to view the information video



#### Category of Service

Governmental Entities

#### Terms and Conditions

- The application must be submitted by the coordinator or the owner account of the federal authority (username, password).
- The building must be registered with the country properties.
- The maintenance work must be within the Ministry of Energy and Infrastructure responsibilities and scope of work.

#### Pre-required services to apply for this service

NA

**G-G**

From Government to Government

**Service Type**

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

#### Required Documents

- Maintenance Reports.
- Pictures of the Building Conditions.



Sign in and apply

#### Service Fee

NA



#### Average Time to Complete the Service

- In case of emergency work application, the request is received, and will be processed, and responded to within 24 working hours from the date of submission.
- In case of urgent work application, the request is received, and will be processed, and responded to within 5 working days from the date of submission.



**Done**



Scan the QRC to apply for the service online




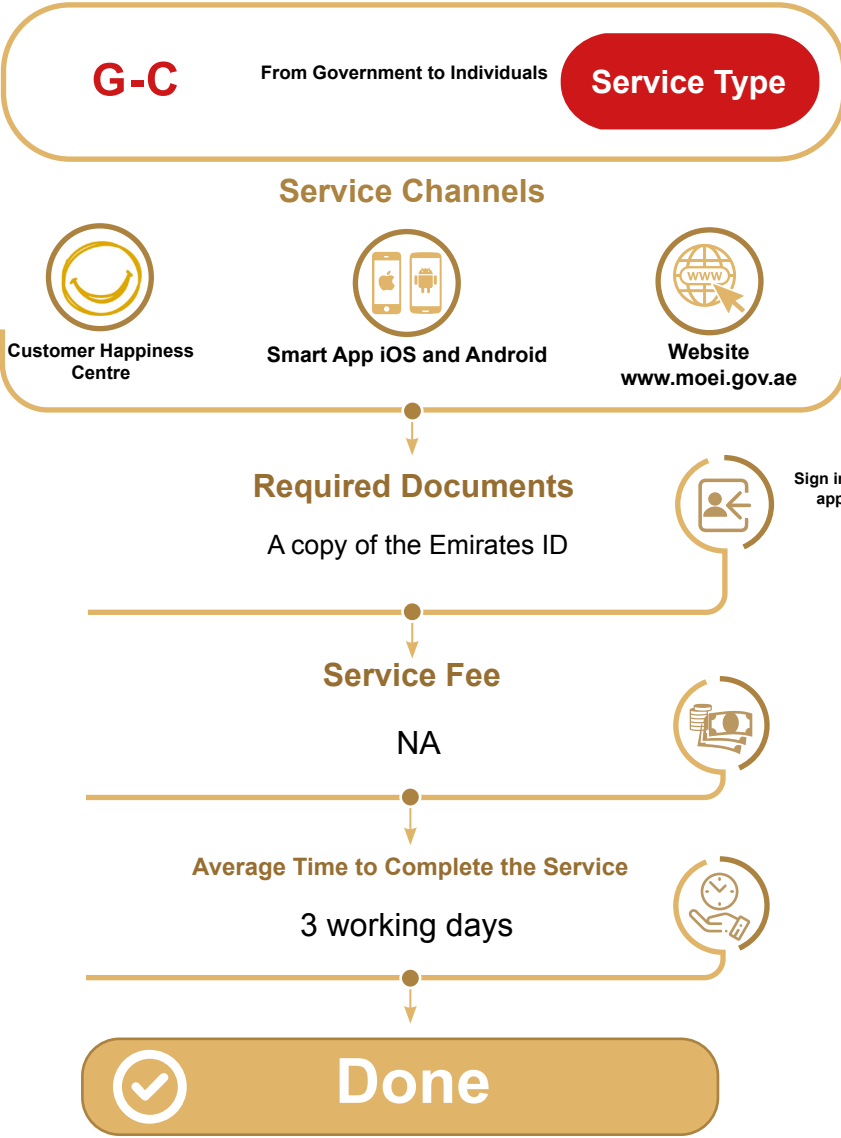


## Dams services

- Request for Issuance of No Objection Certificate for Removing Mud Sediments from Dam Lakes

### Request for Issuance of No Objection Certificate for Removing Mud Sediments from Dam Lakes

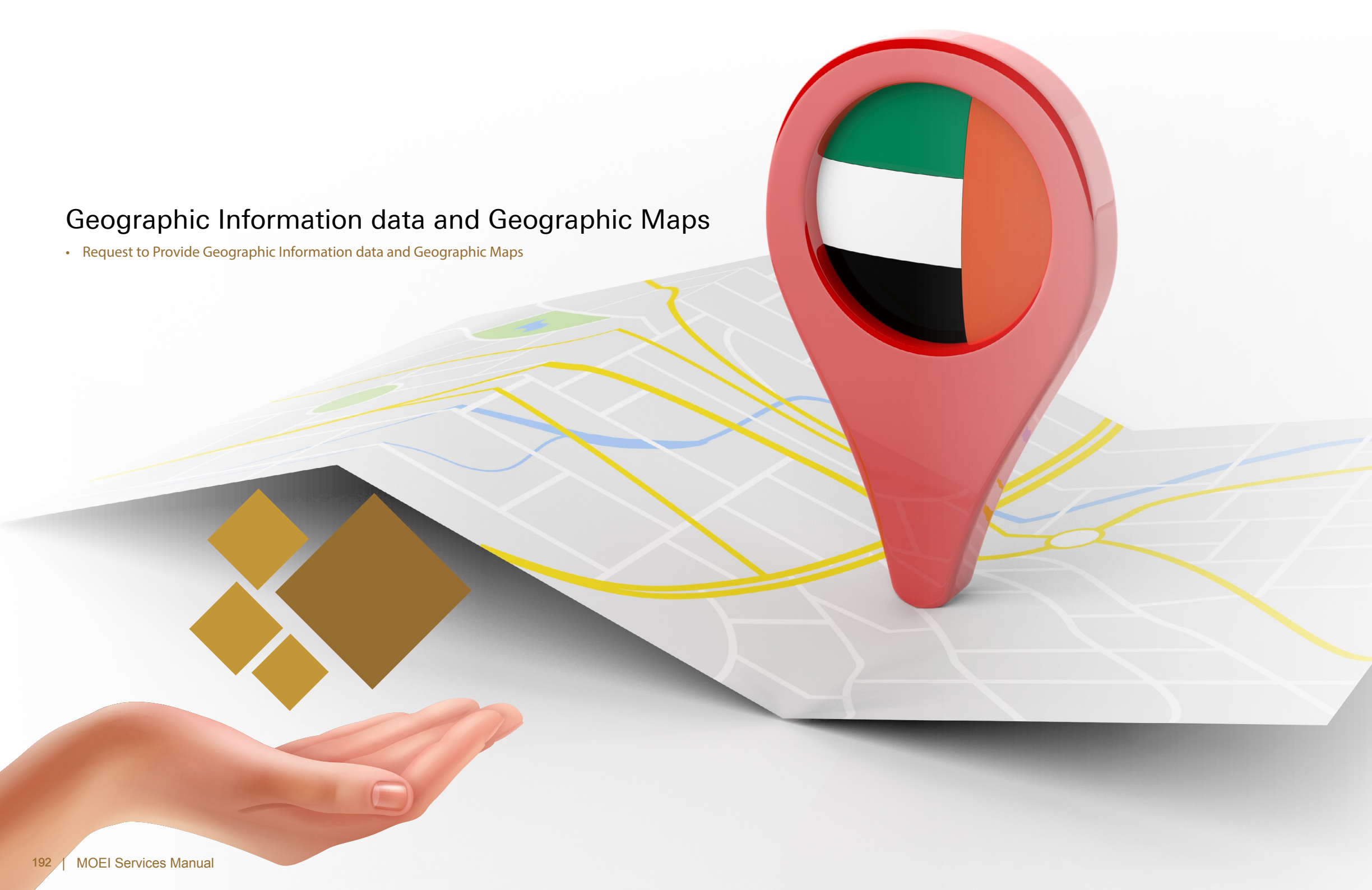
Description of the Service	The service aims to make use of the mud deposits accumulated in the dams' lakes as a result of the surface run-off of the dam's water for farmers and owners of agricultural areas close to the dam.
Service Classification Regulatory	
Category of Service	Citizen - Old Citizen / Elderly- People of Determination - Resident
Terms and Conditions	<ul style="list-style-type: none"><li>Comply with the Ministry's instructions regarding the removal of mud deposits from dam lakes and the instructions of the on-site monitors.</li><li>Reviewing the local authorities to issue the necessary approvals.</li></ul>
Pre-required services to apply for this service	Request to Issue Non-Objection Certificate





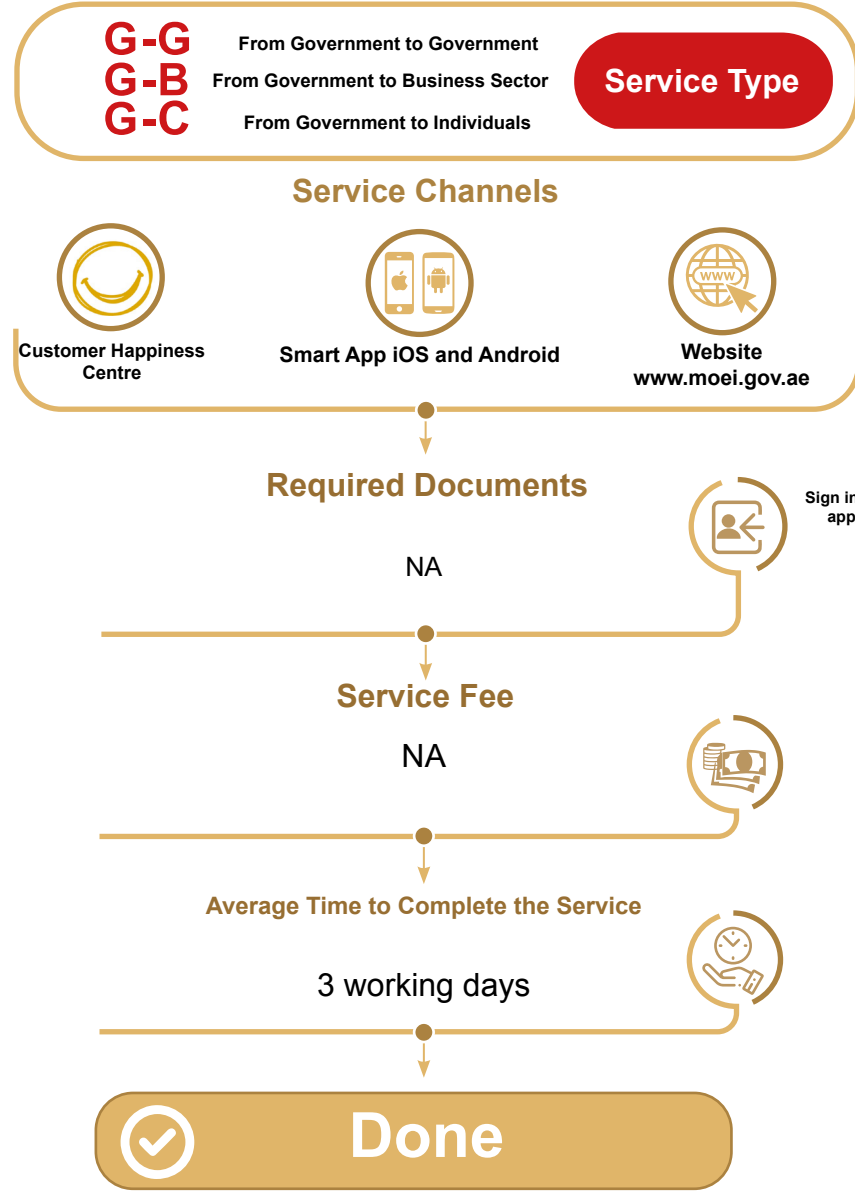
# Geographic Information data and Geographic Maps

- Request to Provide Geographic Information data and Geographic Maps

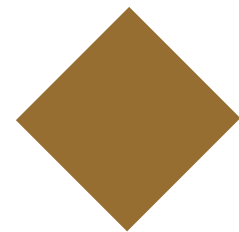


## Request to Provide Geographic Information data and Geographic Maps

Description of the Service	The service aims to provide geographical maps and spatial data for services of infrastructure, energy, transportation, and housing in the UAE
Service Classification	Informative
Category of Service	Governmental Entities - Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination
Terms and Conditions	NA
Pre-required services to apply for this service	NA





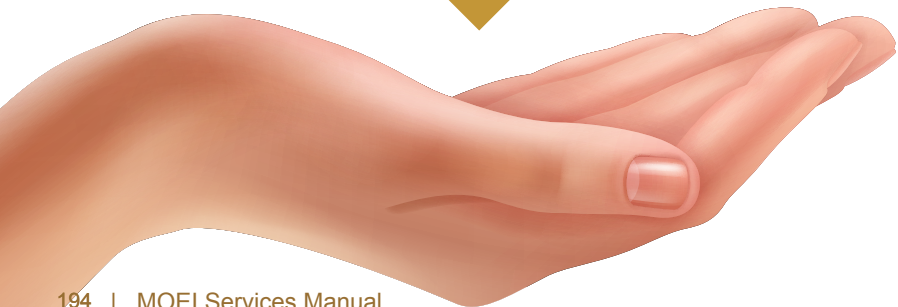
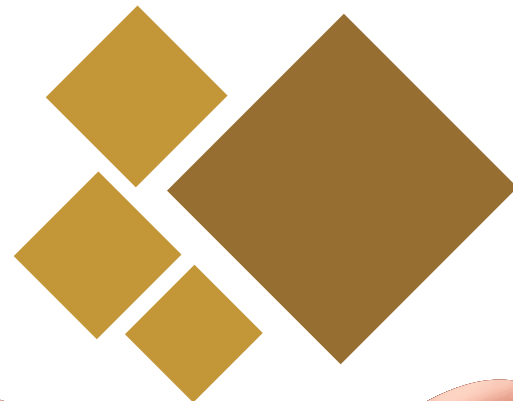


## Engineering contracts services:

- Request for registration for Consultants, Contractors, and suppliers for Engineering projects
- Request for bidding in engineering projects



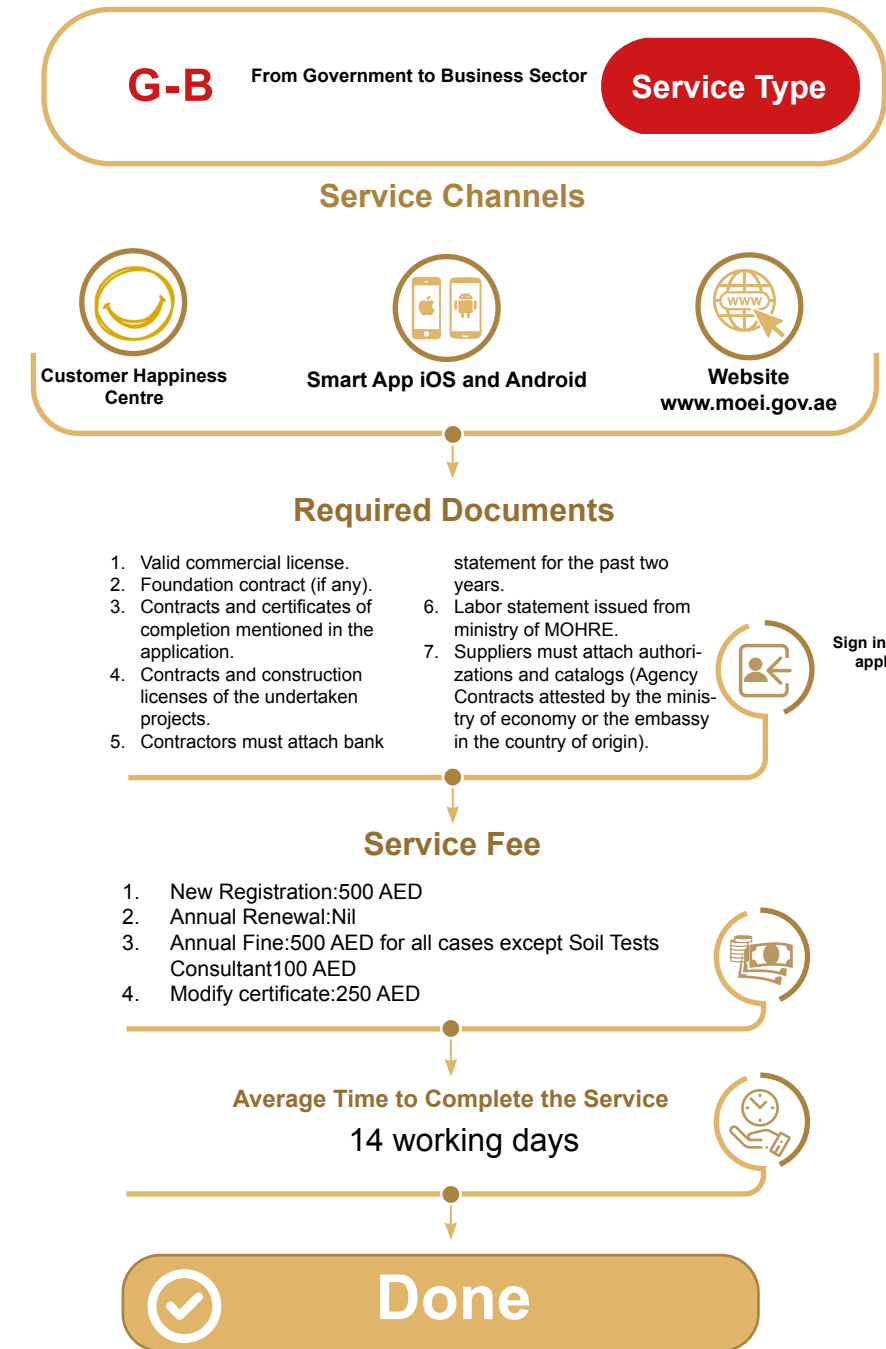
Scan the QR code and view the page through your mobile's screen to enjoy the AR experience



## Request for registration for Consultants, Contractors, and suppliers for Engineering projects



Description of the Service	Registration\renewal for consultants, contractors and suppliers and consultants to carry out ministry's projects.	
Service Classification	Procedural	
Category of Service	Contractor/ Sub contractor , Consultant , Supplier , Soil testing laboratory, Investor	
Pre-required services to apply for this service:	NA	
Terms and Conditions	<div>1. Applicant must have a license from any municipality in the state or any economic organization</div> <div>2. There must be no personal interest for any of company's employees. Also company must have no relationship with any of the ministry's employees</div> <div>3. Company must have experience in the field</div> <div>4. The field to be registered in must be included in the activities listed in the commercial license</div> <div>5. Copies of required documents must be clear</div> <div>6. Registration will be canceled in case the company did not renew the certificate for three consecutive years (starting from the date of registration)</div> <div>7. Registration certificate will be send after viewing and approving the request</div> <div>8. Subcontractors for electricity works must attach the license from Etihad Water &amp; Electricity entity or any other specialized entities</div> <div>9. Subcontractors and suppliers in firefighting works must attach the license from civil defense</div> <div>10. Suppliers must attach Agency Contracts attested by the ministry of economy or the embassy in the country of origin</div> <div>11. Applicants are required to make sure that all required documents and information are there to avoid any delay</div> <div>12. Information provided by contractors are confidential and will only be used for registration purposes</div> <div>13. Ministry may cancel the registration in case of giving any incorrect information.</div>	

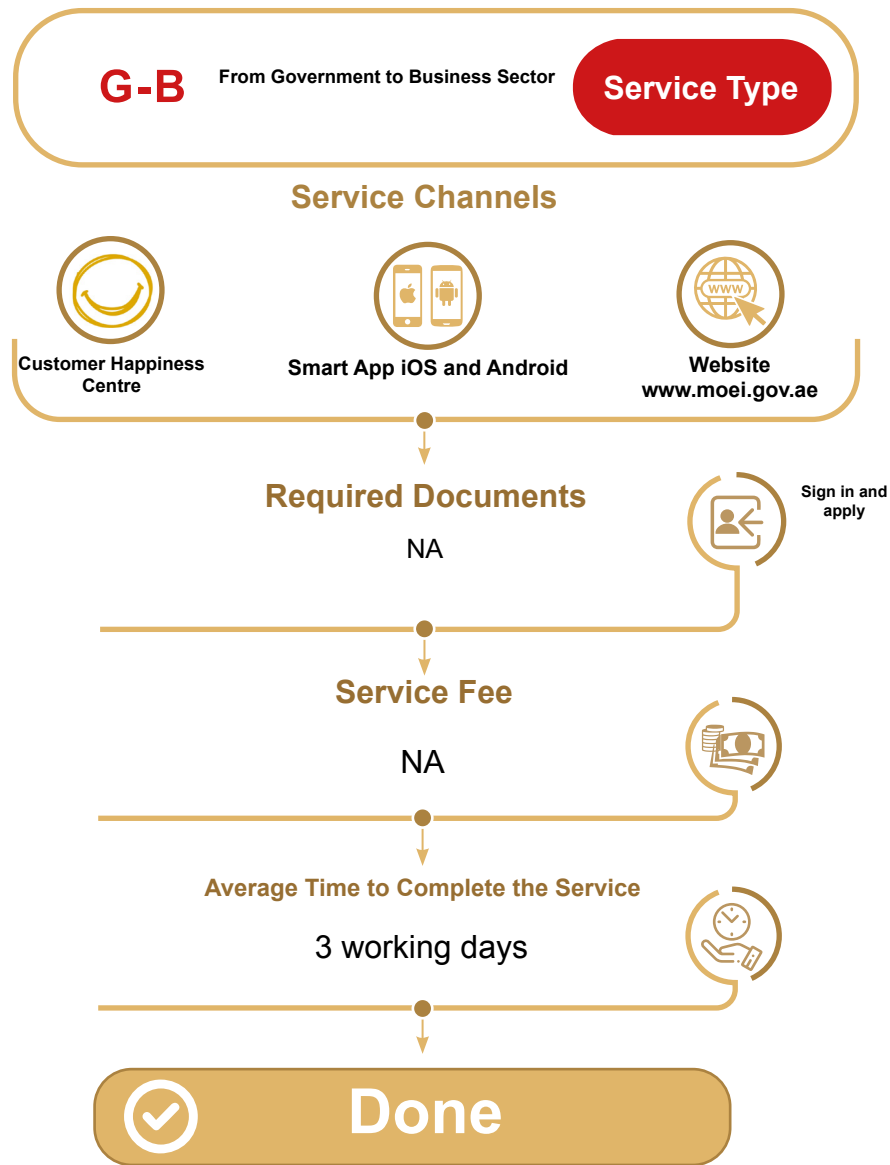
**Related services depending on this service**  
1. Request for bidding in engineering projects





## Request for bidding in engineering projects

<b>Description of the Service</b>	The request for bidding service is one of the most important services carried out by the Ministry of Energy and Infrastructure, as it is concerned with all federal infrastructure projects tenders, starting with tendering followed by the qualification of applicants in order to complete the rest of the tender stages (study, bid).	
<b>Service Classification</b>	Procedural	
		
Scan the QRC to view the information video		
<b>Category of Service</b>	Contractor/ Sub contractor • Consultant • Supplier	
<b>Terms and Conditions</b>	1. The applicant must be registered with the Ministry of Energy and Infrastructure 2. A valid certificate issued by the Ministry of Energy and Infrastructure	
<b>Pre-required services to apply for this service</b>	Request for registration for Consultants, Contractors, and suppliers for Engineering projects	



## Engineering Contracts Section Questions

What are the types of contracts?

Quantity contracts, lump sum contracts, design and implementation contracts.

What are the types of projects implemented by the Ministry?

Projects are divided by type into the following:

General Contracting:

- Establishment and maintenance of federal buildings and facilities.
- Establishment, maintenance and replacement of housing for citizens.
- Construction and maintenance of federal roads and their facilities, including bridges, ferries, etc.
- Construction and maintenance of dams, barriers and canals.
- Establishment and maintenance of fishermen's ports and water facilities, and the protection of beaches.
- Construction and maintenance of sewage networks, treatment plants and rainwater drainage networks.
- Establishing and maintaining any project assigned to the Ministry by the Cabinet, the

UAE leadership, or the initiatives made by the UAE's Rulers.

Consulting services:

- Preparing engineering designs and studies.
- Revision and audit of engineering designs.
- Supervising the implementation of projects.
- Do soil testing.
- Intelligent Transportation Strategies
- Information systems related to engineering projects.
- Making network budgets, topographic survey and calculating work quantities.
- Any other engineering consultancy services assigned by the leadership or the initiatives of the UAE President.
- One of the following services may be performed individually or in combination with another service under one contract.

Services, works and specialised supplies:

- Supply, installation and commissioning of electromechanical devices.
- Supplying and installing elevators, stairs and moving belts.

- Supply, installation and commissioning of medical equipment.
- Supply and installation of furniture.

How many documents approximately are in each contract?

- 5 main volumes include the following:
- Volume One: Tender and Contract Documents, Contract Agreement.
- Volume Two: General and Special Conditions, Quality Conditions, Security and Safety Conditions.
- Volume Three: General and Specific requirements.
- Volume Four: Schemes.
- Volume Five: Annexes (inquiries, correspondence, soil examination reports, undertakings, copies of guarantees...).

How long does the process of approving and documenting contracts take after the awarding decision is issued?

An average of (14) days.

What do contract documents contain?

The contract includes:

- Volume One: Tender and Contract Documents, Contract Agreement.
- Volume Two: General and Special Conditions, Quality Conditions, Security and Safety Conditions.
- Volume Three: General and Specific requirements.
- Volume IV: Schemes.
- Volume V: Annexes (inquiries, soil examination reports, pledges, copies of guarantees...).

Is there a difference between project documents in the bidding phase and the contracting phase?

Yes, the contract document is a legal document approved by both parties under the delegation of powers and a valid power of attorney by the second party, and it is a comprehensive document for all project documents during the offering.



**What is the process for signing and approving contractual documents?**

- Signing the contract by the bidder personally or by his officially authorised agent according to the applicable regulations and the availability of contractual terms and documents (final bank guarantee, insurance policies, valid license, power of attorney acknowledgment).
- Approval of the contract by the first party (the Ministry / initiatives of the UAE's Rulers and representatives of the Ministry).
- Stamping documents with the seal of the Ministry / initiatives of the UAE's Rulers and representatives of the Ministry.

**What are the conditions for the document to be considered legal?**

Approval and signature of all parties to govern the relationship between the Ministry and the winning bidder.

**What is the final (bank) guarantee?**

It is a document issued by the approved banks in the country that guarantees the fulfillment

of the debtor's obligations. The purpose of the final bank guarantee letter is to protect the Ministry from financial loss in case if the contracting company fails to fulfill its obligations, and the bank issuing the final letter of guarantee will pay the agreed amount to the Ministry if the project is not completed. These documents are also called (bank guarantee), or (good performance guarantee). **What are the terms of the final bank guarantee?** It shall be equal to 10% of the total contractual value for contracting works and 5% of the total value of study and design works for projects to provide engineering consultancy services, under an unconditional bank guarantee from one of the banks operating in the United Arab Emirates, which is accepted by the Ministry, provided that the validity of this guarantee begins from the date of signing the contract by both parties, and the contractor must renew the guarantee period until all the works subject to the contract are completed, and these works are accepted by the Ministry, and the computational settlement is made. Guarantees provided by financing companies are accepted.

**How much time is given to bring the final bank guarantee?**

According to the notification sent to the winning bidder, he will be given (5) working days from the date of notification, and if the period is exceeded, an alert message will be sent giving another (3) working days, after that a final warning message will be sent with a deadline of (2) working days. Prior to all the mentioned periods, the process of liquidating the initial bank guarantee will be initiated, with the price difference charged, plus 10% of the total value of the new contract as an administrative fees. All these amounts shall be collected from the dues of the winning bidder with the Ministry or any governmental or non-governmental entity with no notification, warning or taking any legal action. Additionally, the Ministry has the right to remove the contractor's name from its suppliers' register.

**Is it possible to have extra time to arrange the final bank guarantee?**

Kindly contact the Engineering Contracts Department with an official letter, to study the possibility of being granted an additional deadline.

**Is it possible to authorise another person to sign documents?**

If the person authorised to sign is not present in the country, another person may be authorised to sign, provided that a power of attorney certified by a notary public or a state court is presented.

**What is the value of the final bank guarantee required to be submitted for projects to provide engineering consultancy services? Is it 5% for study and design work only, or 5% of the total contract value?**

A guarantee of 5% of the study and design work is required, and if the Ministry wishes to assign you supervision work, you will be notified to provide an additional bank guarantee of 5% of the contract supervision work, according to what is mentioned in the contract clauses.

**What are the insurances required when signing a contract?**

An original insurance policy that includes insurance for the value of the contract works for the period of the contract implementation until the initial handover of

works. In addition to third party insurance worth 500,000 Dirhams for maintenance and additional projects, one million Dirhams for building construction projects, and two million Dirhams for road construction projects. A valid copy of the workers' insurance policy.

**Is it possible to amend the tender documents after opening the envelopes before signing the contract?**

It is not permissible to amend the project documents by adding or subtracting unless the amendment is requested during the tender period.

**How many copies are to be submitted?**

One complete copy, including all documents, sealed and signed by the authorised signatory.

**When can I apply for the advance?**

After receiving a notification that the site is free of obstructions.

**What happens to the documents after they are signed and approved?**

It is transferred to the Project Implementation Department under the geographical scope of the project.

**What are the conditions to apply for the advance payment?**

An incentive advance worth 10% of the amount to be paid to the local contractor in case of a claim for it in return for a bank guarantee, with the need to adhere to the approved form



# Engineering Contracts Section Questions

What are the types of project tenders offered by the Ministry of Energy and Infrastructure?

The Ministry of Energy and Infrastructure issues project tenders according to the following types:

General Contracting:  
Establishment and maintenance of federal buildings and facilities.  
Establishment, maintenance and replacement of housing for UAE citizens.

Construction and maintenance of federal roads and their facilities, including bridges, ferries, etc.

Construction and maintenance of dams, barriers and canals.

Establishment and maintenance of fishermen's ports and water facilities, and the protection of beaches.

Construction and maintenance of sewage networks, treatment plants and rainwater drainage networks.

Establishing and maintaining any projects assigned to the Ministry by the government, the leadership, or the initiatives of the UAE President.

Consulting services:

- Preparing engineering designs and studies.

- Revision and audit of engineering designs.
- Supervising the implementation of projects.
- Do soil testing.
- Information systems related to engineering projects.
- Making network budgets, topographic survey and calculating work quantities.
- Any other engineering consultancy services assigned by the leadership or the initiatives of the UAE's Rulers.

One of the following services may be performed individually or in combination with another service under one contract.

Services, works and specialised supplies:

- Supply, installation and commissioning of electromechanical devices.
- Supplying and installing elevators, stairs and moving belts.
- Supply, installation and commissioning of medical equipment.
- Supply and installation of furniture.

How can I bid for the tenders offered?

The company wishing to bid for tenders must be registered in the suppliers' registry of the Ministry of Energy and Infrastructure through the e-qualification service using the following link: <https://www.moei.gov.ae/ar/our-services/equalification.aspx>

What are the announcing channels for tenders?

The tenders offered are announced through the following channels:

The official website of the Ministry of Energy and Infrastructure [www.moei.gov.ae](http://www.moei.gov.ae)

The Ministry's official social media account @MOEIUAE

The company's registered e-mail in the suppliers' registry of the Ministry

Database of companies registered in the Contractors Association

How can I submit an application to bid for tenders?

You can apply to bid for tenders through the official website of the Ministry of Energy and Infrastructure by requesting for construction tender documents <https://www.moei.gov.ae/ar/our-services/equalification.aspx>

[moei.gov.ae/ar/our-services/equalification.aspx](https://www.moei.gov.ae/ar/our-services/equalification.aspx)

What are the criteria for approval to bid for the public tenders offered?

- The company should be classified under the project category
- The company should not have any delay in the projects under implementation
- The evaluation of the company in previous and current projects should be good or above
- The value of the projects implemented by the company shall not exceed the maximum value of the category in which it is classified
- The company must fulfill the conditions set out in the tender announcement

How can I get the tender documents?

You can obtain the tender documents through the Ministry's website.

How can I submit a request to extend the date of opening tender envelopes?

You can request to extend the

date of opening tender envelopes through the Bids and Tenders System or the email mentioned in the tender documents, a maximum of one week prior to the date of opening the envelopes.

What are the conditions for agreeing to extend the date of opening tender envelopes?

The Ministry has the right to extend the date of opening the tender envelopes according to the following conditions:

- The number of submitted offers is less than the expected number by the ministry.
- If a group of those who applied to bid for the tender requested an extension in the opening date of the envelopes.
- Adding supplements to the tender, amendments.

What is the bidding process?

Present the original initial bank guarantee in a separate envelope sealed with red wax.

Submit the bid envelopes sealed with red wax at the time and place specified for opening the envelopes. Submit the total price electronically through the tenders and bidding system.

What is the process for opening envelopes?

The Engineering Contracts Department undertakes the process of publicly opening envelopes in the presence of representatives of technical departments and all participants through the (Tender +) initiative, which allows participants to attend envelope-opening sessions remotely.

What is a primary bank guarantee?

It is a document issued by the approved banks in the country that guarantee the fulfillment of the debtor's obligations. The purpose of the initial bank guarantee letter is to assure the Ministry that each candidate in the tender will accept the contract if he is chosen for the tender and will fulfill his obligations. In case if the candidate refuses to accept the contract, the bank issuing the initial letter of guarantee will pay the agreed compensation amount upon the request of the Ministry. Bearing in mind that cheques are not accepted, even if they are certified, and bank guarantees issued by finance companies are not accepted.



# Engineering Contracts Section Questions

When is the initial bank guarantee released?

The initial bank guarantees are released immediately after the envelope-opening session for those who ranked fourth and above. The Ministry reserves the guarantees for the first, second and third bidders until the contracting procedures are completed and an appreciation letter is sent to all bidders mentioning the name of the winning bidder.

How can I obtain a letter for release of the bank guarantee from the Ministry?

You can obtain the required letter by submitting an application to the Department of Financial Resources.

How long is the tender analysis period?

The duration of bid analysis takes a maximum of 3 weeks, depending on the nature of each project.

How much is the fee for purchasing tender documents? How is it paid?

All companies have been exempted from the fees for purchasing tender documents according to Cabinet Resolution No. (38) of 2020.

Is it possible for my application to bid for a tender to be rejected even though I match the required category according to the tender announcement?

Yes, as the acceptance of companies for tenders depends on several criteria, including but not limited to:

The company should be classified under the project category.

The company shall not have any delay in the projects under implementation.

The evaluation of the company in previous and current projects should be good or above.

The value of the projects implemented by the company shall not exceed the maximum value of the category in which it is classified.

The company shall not have projects under implementation on a wide geographical scale during the same period.

The company must fulfill the conditions set out in the tender announcement.

Is the decision to accept the bidding for the tender considered final? What are the cases and consequences of exclusion from bidding for the tender?

The decision to accept bidding for the tender is not final, as the company may be excluded during the tendering period for the following reasons:

A statement from the project management for poor performance in the projects under implementation.

A statement from the local authorities about the company's weak performance in the projects under implementation or previous projects.

Failure to submit supporting documents related to technical requirements if the request was made during the offering period, such as: Previous experience in bridge projects.

Is the bidder with the lowest price automatically considered the winner of the tender? What is the criteria for winning the bid?

The bidder with the lowest price is not automatically considered as the winner of the tender, as all bids are subject to technical and financial analysis and should meet the following criteria, including but not limited to:

- Fulfillment of an initial bank guarantee of 5% of the total bid value.

- The absence of any reservations that are not translated into values and financial impact.

- The company shall not have any delay in the projects under implementation.

- The prices offered should be reasonable (in the case of lump-sum contracts).

- Providing the necessary commitments regarding low and high prices.

- The company should submit a project implementation action plan in terms of resource allocation.

- The company shall not have any delay in the projects under implementation for the Ministry.
- In case if the company has not previously worked with the Ministry, a statement of completion of projects on time as per the required quality is requested from any government authority previously worked with.
- The value of the projects implemented by the company in addition to the project under study shall not exceed the maximum value of the category in which it is classified.
- Fulfill all requirements set out in the tender documents.

What is the process to be followed if the Ministry's award issuing decision exceeds the period specified in the initial bank guarantee?

In case if the Ministry delays the is-

suing of the awarding decision, the bank guarantee shall be renewed for another (90) days by the contractor.

What is the difference between the procurement tenders offered by the Financial Resources Department and the tenders offered by the Engineering Contracts Department?

The Financial Resources Department is concerned with issuing tenders for administrative procurement. As for the Engineering Contracts Department, it is concerned with offering all engineering tenders according to the types shown in question No. (2.1).

Will housing complex tenders be issued through the Ministry of Energy and Infrastructure?

Yes.



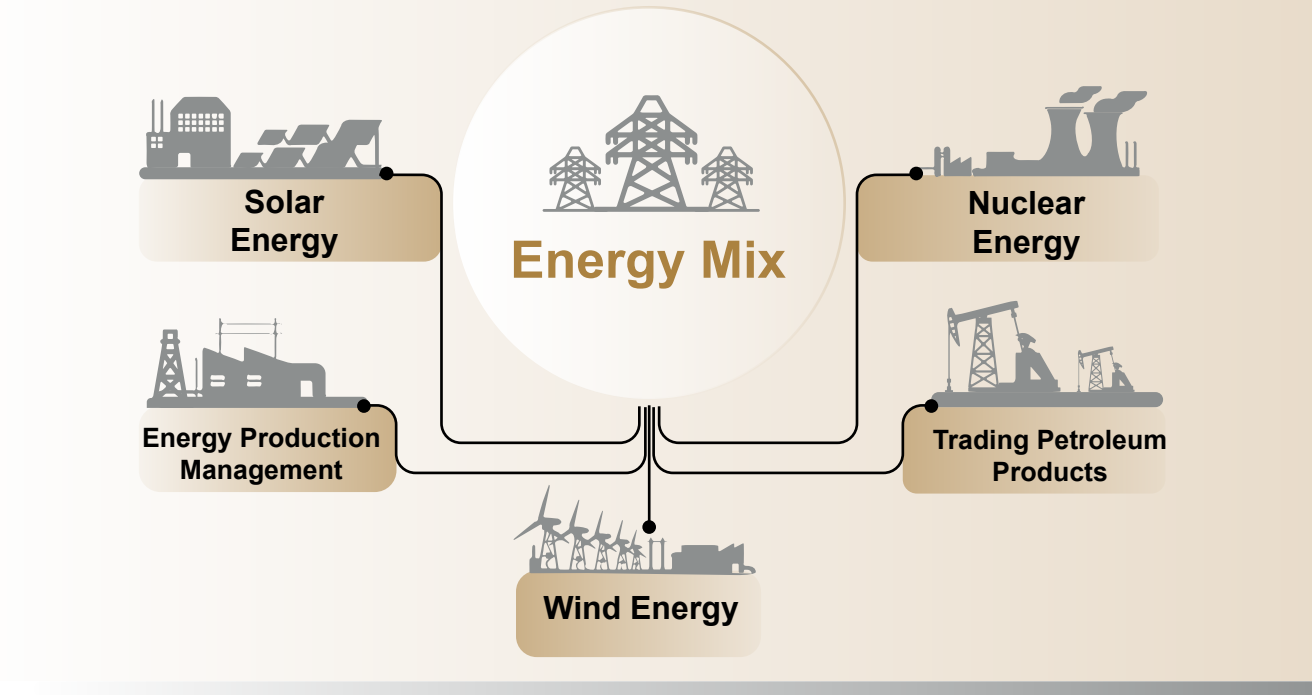


# Energy and Petroleum Services

Energy is the backbone of development and construction. That is why the ministry is responsible for developing a master plan at the federal level for energy and infrastructure in the UAE. This plan will work as a ‘reference’ and guide for every emirate and will enable coordination between federal and local governments to ensure nationwide synergy.

In collaboration with our strategic partners from the government and other local agencies, the Ministry of Energy and Infrastructure is diversifying the energy sources that the UAE relies on to produce electric power.

We also plan to better regulate the process of energy production and trade. The Ministry is also responsible for managing future projects and their utilisation of renewable, nuclear, and clean energy sources. Within the oil and gas sector, the Ministry is regulating the mining sector and is taking care of the management of water resources in the country.



## Mineral Services

Geological Studies

Geophysical Studies

Geological Maps

Issuing "To Whom it May Concern Letter" for Field Visit Permit to Geological locations

Geological Maps

Geological Films

MOEI Services Manual | 205





## Petroleum Trading Services

- Request for registration in the petroleum products trading register



### Request for registration in the petroleum products trading register

#### Description of the Service

This service enables companies and licensed transportation to be registered to the trading petroleum product register, whether they trade through it or through a local oil and gas company.

#### Service Classification

Procedural



#### Category of Service

Companies

#### Terms and Conditions

- Copy of the petroleum trading license
- Preliminary approval of a license, issued by the competent authority to issue a license to engage in economic activities in the emirate.
- Environmental permit issued by the competent environmental authority in the emirate.

#### Pre-required services to apply for this service

NA

**G-B**

From Government to Business Sector

**Service Type**

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

#### Required Documents

Copy of the petroleum trading license



Sign in and apply

#### Service Fee

AED 500 fee to register for a one-time trading record.



#### Average Time to Complete the Service

One working day



**Done**

## Questions related to the petroleum products trading service

## What is the record in the trading register?

It is the record in the register of companies licensed to trade petroleum products as defined and specified in Law No. 14 of 2017 regarding trading of petroleum materials and its Executive Regulations No. 35 of 2019. It is one of the conditions for obtaining a license for entities wishing to obtain a trading license for trading petroleum products in the UAE.

How can I contact the Petroleum Trading Register team?

You can contact the Petroleum Trading Register team via

Call Center: 8006634

Email: [customer.happiness@moei.gov.ae](mailto:customer.happiness@moei.gov.ae)

### How to pay the service fees?

The service fee is collected through the e-Dirham, international bank credit cards. 5% VAT is added automatically.

## Can companies modify their data through the Ministry of Energy and Infrastructure website?

Yes, users from companies can modify their data through the website of the Ministry of Energy and Infrastructure.

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## Mineral Resources Services

- Geophysical Studies Purchase Request
- Geological Maps Purchase Request
- Geological Studies Purchase Request
- Geological Film Purchase Request
- Issuing "To Whom it May Concern Letter" for Field Visit Permit to Geological locations

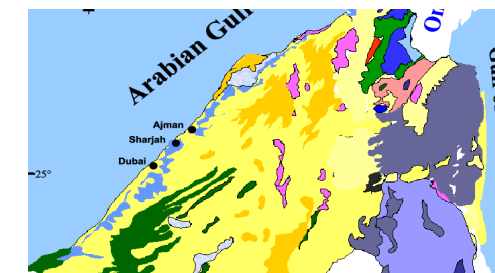
## Geophysical Studies Purchase Request

### Description of the Service

### Service Classification

Commercial

he service is concerned with providing digital and paper (magnetic - gravitational - radioactive) reports and atmospheric geophysical studies that were implemented through the use of private planes and covered an area (98,000 km<sup>2</sup>) of the UAE lands, in addition to providing digital and paper reports and geophysical studies to cover the territory of the UAE united seismic surveys



### Category of Service

Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

Signing an undertaking not to share or publish the data with other parties

### Pre-required services to apply for this service

NA

G-B  
G-C

From Government to Business Sector  
From Government to Individuals

Service Type

### Service Channels



Customer Happiness Centre



Smart App iOS and Android



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

### Required Documents

NA



Sign in and apply

### Service Fee

(15000 – 70000) AED (Depending on the required area)  
The final price of the service does not include shipping fees, the fees must be paid upon receipt to the shipping company



### Average Time to Complete the Service

Soft copy: one working day (receiving immediately after paying the fees)  
Hard copy: (via shipping companies):  
Inside the country (2 working days), outside the country (7 working days)



Done





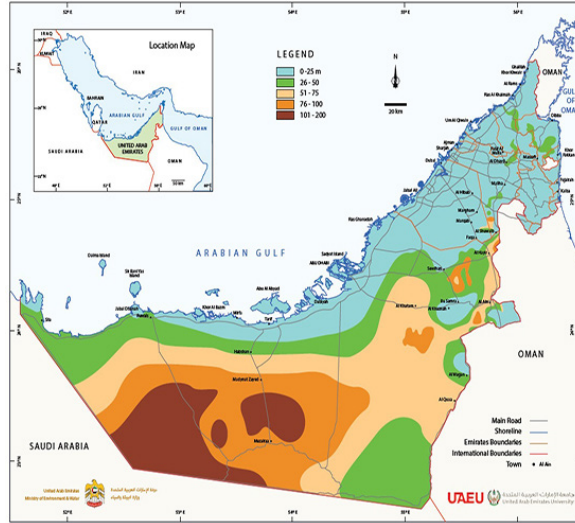
## Geological Maps Purchase Request

### Description of the Service

The service is concerned with providing geological maps (paper maps with the explanation booklet (or without the explanation booklet) and digital maps with the explanation booklet) for the territories of the United Arab Emirates at different scales.

### Service Classification

Commercial



**Category of Service**

Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

**Terms and Conditions**

NA

**Pre-required services to apply for this service**

NA

**G-B  
G-C**

From Government to Business Sector  
From Government to Individuals

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

NA

#### Service Fee

(100 – 5900) AED

The final price of the service does not include shipping fees, the fees must be paid upon receipt to the shipping company

#### Average Time to Complete the Service

Soft copy: one working day (receiving immediately after paying the fees)

Hard copy: (via shipping companies):  
Inside the country (2 working days), outside the country (7 working days)



**Done**

## Geological Studies Purchase Request

### Description of the Service

The service is concerned with providing digital and paper geological studies and reports related to the geology of the territories of the United Arab Emirates

### Service Classification

Commercial



### Category of Service

Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

**G-B  
G-C**

From Government to Business Sector  
From Government to Individuals

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

NA

#### Service Fee

(300 – 3000) AED

The final price of the service does not include shipping fees, the fees must be paid upon receipt to the shipping company

#### Average Time to Complete the Service

Soft copy: one working day (receiving immediately after paying the fees)

Hard copy: (via shipping companies):  
Inside the country (2 working days), outside the country (7 working days)



**Done**







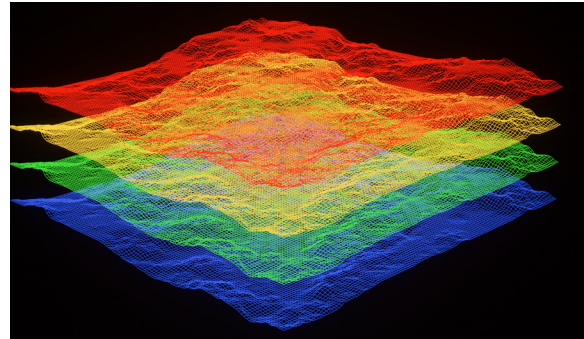
## Geological Film Purchase Request

### Description of the Service

The service is concerned with providing digital geological films related to the geology of the lands of the United Arab Emirates

### Service Classification

Commercial



### Category of Service

Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

NA

### Pre-required services to apply for this service

NA

G-B  
G-C

From Government to Business Sector  
From Government to Individuals

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

NA



Sign in and apply

#### Service Fee

500 AED

The final price of the service does not include shipping fees, the fees must be paid upon receipt to the shipping company



#### Average Time to Complete the Service

Soft copy: one working day (receiving immediately after paying the fees)

Hard copy: (via shipping companies):  
Inside the country (2 working days), outside the country (7 working days)



Done

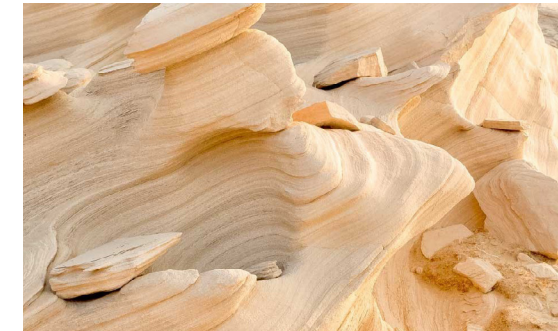
## Issuing “ To Whom it May Concern Letter” for Field Visit Permit to Geological locations

### Description of the Service

The service of issuing a book to whom it may concern for field visits to the distinguished geological sites in the United Arab Emirates.

### Service Classification

Procedural



### Category of Service

Companies - Citizen - Resident - Old Citizen / Elderly- People of Determination

### Terms and Conditions

Submission of a report on the outcomes of the visit to the Ministry

### Pre-required services to apply for this service

NA

G-B  
G-C

From Government to Business Sector  
From Government to Individuals

### Service Type

#### Service Channels



Customer Happiness Centre



Smart App iOS and Android



Website  
www.moei.gov.ae

#### Required Documents

1. A copy of the ID card
2. Personal Photo
3. To whom it may concern letter from the entity where the applicant works
4. A brief on the visit



Sign in and apply

#### Service Fee

NA



#### Average Time to Complete the Service

3 working days



Done





## Questions related to mineral wealth services

Does obtaining a non-digital copy require visiting the Ministry premises and collecting the documents personally?

The presence of the customer at the Ministry's headquarters is not required, the Ministry delivers the documents at the customer's expense.

Are non-digital geofilm prices inclusive of shipping and handling rates?

The prices of the services do not include shipping and delivery, the customer is required to bear the shipping and delivery fees.

What is the method for paying the service fee?

Services fees are collected through

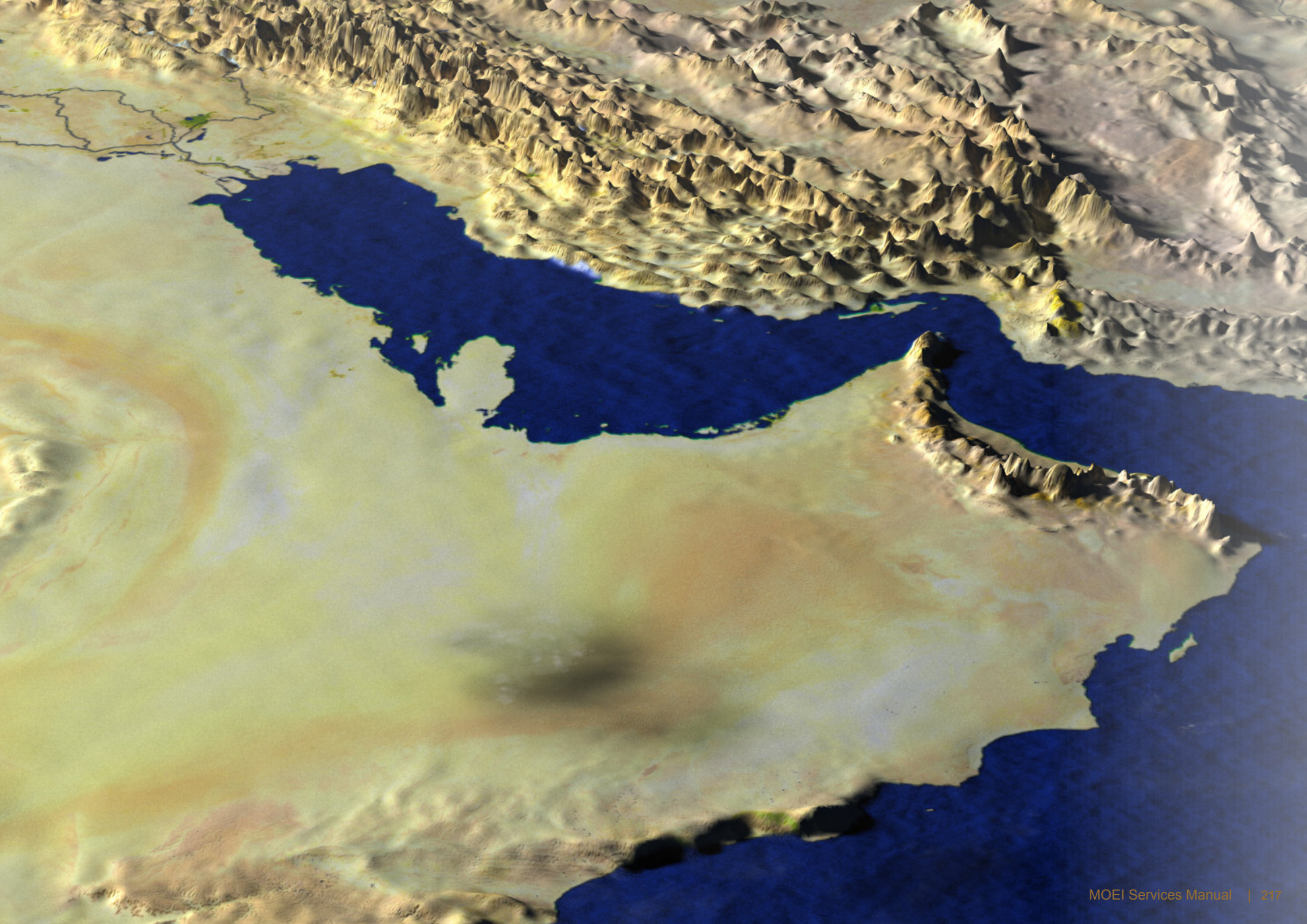
e-Dirham and international bank credit cards. VAT (5% of the value of the service) is added automatically.

Are geological and geophysical studies and maps available in hardcopy and digital format?

Yes, the Ministry provides services in the form of tangible and digital information.

Is it necessary to visit the Ministry's headquarters to receive a To Whom It May Concern letter?

It is not necessary to visit the Ministry's headquarters to receive the letter document. A letter can be sent by e-mail to the customer.







Scan the ORC  
to apply for the  
service online

## Proactive Services



### What is Proactive Services?

Anticipate and forecast services that the customer needs, based on his requests, preferences, and daily life requirements in a timely manner.



### Maritime Transport Services

- » Request for renewal of PRO card
- » Apply for renew of Seafarer's license
- » Request for Seafarer Discharge Book
- » Request to renew Seafarer Discharge Book
- » Apply for renew of flag state endorsement
- » Annual endorsement of port statement of compliance
- » Request to issue an operating card for national vehicles
- » Request to transfer ownership of a national commercial ship
- » Request for the renewal of certificate of competency and endorsement
- » Request for issuance of Ownership Data Certificate for a commercial vessel
- » Request to renew registration license for a national and foreign pleasure boat
- » Request for issuance of Navigation License for national / foreign commercial ship
- » Request for issue / extension of exemption certificate for national commercial ship
- » Request to extend a provisional registration certificate for a national commercial ship
- » Request for issuance of permanent certificate of registry for national commercial ship
- » Request issuance of insurance for oil tanker Civil Liability (CLC) for national commercial ship
- » Request to amend data of the minimum safe manning document for national commercial ship
- » Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship



### Housing Services

- » Government housing ownership request
- » Request of Individual Housing Initial Handover
- » Housing Arrears Assistance Scheduling Request
- » Opening a File for Housing Assistance Implementation
- » Request To Issue to Whom It May Concern Certificate for Housing Services



### Land Transport Services

- » Request to renew a guarantor license
- » Request to renew Automobile Club License
- » Request to renew an operating card for national vehicles
- » Request to renew the permanent operating license for national establishments - Branch



### The infrastructure Services

- » Request to Renewal Non-Objection Certificate





# SERVICES GUIDE

Ministry of Energy and Infrastructure

