



## User Manual

# Renewal of the permanent operating license for national establishments - branch

V 1.1

2025

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to Services Directory, choose the category “Land Transportation”  
Then select the Subcategory “National transportation vehicle permits”. you can view the service Info or start the service immediately by clicking on Start Button

The screenshot displays the MOEI website interface. At the top, there is a navigation bar with the MOEI logo, the text 'UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE', a search bar, and a menu with items: Home, Services, Media Center, Knowledge Center, Digital Participation, Open Data, About Ministry, and Ask MOEI. Below the navigation bar is a banner for the 'Manzili Bundle' and a 'Research & Innovation Award' announcement. The 'Services' section is highlighted, with a 'Check Request Status' button. A horizontal menu lists various service categories, with 'Land Transport' selected and highlighted with a red box. Below this menu, a search bar contains the text 'Renewal of the permanent operating...'. A service card for 'Renewal of the permanent operating...' is displayed, featuring a description: 'This service allows the renewal of the operating license of the national facilit...'. The card includes a 'Start Service' button with a right-pointing arrow and a bookmark icon. A red box highlights the entire service card. At the bottom of the services section, there is an 'All Services' button.

3. Then it will redirect you to the Login page, you can login by using UAE PASS.



4. Search Operating License Number and Select .

Request To Renew The Permanent Operating License For National Establishments - Branch

Operating License No \*

 Search

5. Fill the application Information.

### Request To Renew The Permanent Operating License For National Establishments - Branch

[Service User Guide \(pdf 1.05 MB\)](#)

#### Operations License Info

Registration Centre \*

Abu Dhabi Centre

Operating License No		Status	Permanent - Active
Parking Space Available	No	No. of Vehicles	8
Parking Space Yard	0	Parking Space Type	
Trans Station available	No	Recover service available	No
No. of administrative	0	Transport Type	Shipping between Emirates
Issue Date	08/03/2023	Expiry Date	07/03/2024
Capital	0		

100%

Form Completion

[Save and Continue Later](#)

[Next](#)

[Back](#)

### Request To Renew The Permanent Operating License For National Establishments - Branch

[Service User Guide \(pdf 1.05 MB\)](#)

#### Update Operations License Info

Emirate Where the Operator will be located \*

Abu Dhabi

Destination \*

Shipping between Emirates

Parking Space Available \*

No

Capital

0

Only numbers are allowed

No of administrative

0

Only numbers are allowed

Is Branches Available

100%

Form Completion

[Save and Continue Later](#)

[Previous](#)

[Next](#)

[Back](#)

Request To Renew The Permanent Operating License For National Establishments - Branch

Service User Guide (pdf 1.05 MB)

Activities And Establishment Staff

Transport Activity	Sub Transport Activity
Cargo	Refrigerated Transportation
Cargo	Transport of materials Assembly heavy truck
Cargo	Transport of materials Assemble light trucks

Specialty \*

MANAGER

Number Of Staff \*

2

Only numbers are allowed

Staff Classification \*

Executives

100%

Form Completion

Save and Continue Later

Previous

Next

Back

Request To Renew The Permanent Operating License For National Establishments - Branch

Service User Guide (pdf 1.05 MB)

Emergency Service

Emergency Service Available \*

Yes

Emergency Service Provider

Outsource Company

Internal Team

Company Name \*

Please add Company Name

Contract Expiry Date \*

01/01/1900

Additional Details

Please add Additional Details

Contract Issue Date \*

01/01/1900

Contact Person Name

Please add Contact Person Name

Contact Person Job Role

Please add Contact Person Job Role

Contact Person Phone No

Only numbers are allowed

Contact Person E-Mail

Please add Contact Person E-Mail

No of Emergency Team Available

Only numbers are allowed

75%

Form Completion

Save and Continue Later

Previous

Next

Back

### Request To Renew The Permanent Operating License For National Establishments - Branch

Service User Guide (pdf 1.05 MB)

**Agent Station**

Station Available \*

Station Ownership Type  Rented  Owned

Station Place Yard Area

Unit

Only numbers are allowed

No of Bathrooms

No of Rest Area

No of Vehicles Umbrellas

Only numbers are allowed

No of Storage Places

Remarks

Only numbers are allowed

100% Form Completion

Save and Continue Later Previous Next Back

6. Upload the needed documents.

### Request To Renew The Permanent Operating License For National Establishments - Branch

Service User Guide (pdf 1.05 MB)

**Upload Attachments**

(Owner Emirates ID copies (2 sides) \*

Select or drag and drop files here

(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

A copy of the trade license or the initial approval of the trade name in case he is applying for a trade license for the first time \*

Select or drag and drop files here

(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

0% Form Completion

Save and Continue Later Previous Next Back

## 7. Submit the request by click on “Submit”.

### Request To Renew The Permanent Operating License For National Establishments - Branch

Service User Guide (pdf 1.05 MB)

#### Submit And Finsih

Comments

Please add Comments

I, the applicant, hereby declare that all the information and documents provided for this transaction are correct; and if they are proven incorrect or there is any tampering or forgery in them, the Ministry has the right to take the necessary legal measures regarding this \*

100%  
Form Completion

Save and Continue Later Previous Submit Back

## 8. Fill the satisfaction survey about the eService, when the following pop-up shows up:



United Arab Emirates



نص المتعامل  
CUSTOMER PULSE

English

### Customer Pulse Survey

Overall, how satisfied are you about the service? \*

Extremely Dissatisfied Extremely Satisfied

Next




English

### Customer Pulse Survey

**Based on your experience in getting the service. To what extent do you agree on the following statements?**

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of payment options	★	★	★	★	★	★	★
Possibility of Service Status Tracking	★	★	★	★	★	★	★
Service Completion time was reasonable & within my expectations	★	★	★	★	★	★	★
Smart Application efficiency (no delays or errors in app)	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★

Previous Next




English

### Customer Pulse Survey

Is there anything else you would like to share with us?

Please select

2000 characters lefts

Kindly provide your mobile number or Email for follow up

Previous Submit

9. After the application is approved by the ministry, you will receive the Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

- a. Click on the "My Application" as shown in the image below

 Dashboard

 My Applications

 My Payments

 Notifications

 Welcome,  
Test User 

- b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

### My Applications

Services by Category

Service

My Company

Company PRO

Application Status

Keyword (Reference Number)

Use Date Range

