



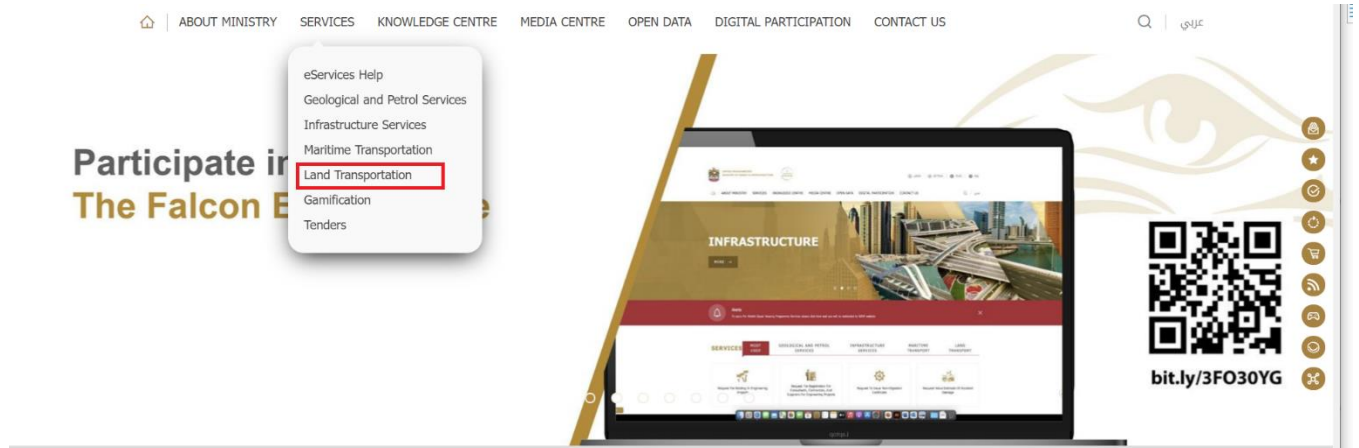
User Manual

Request to Operating License Services

V 1.0

2021

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Land Transportation”.



3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Operating License Services” ,thin choice the service you need.



Car Club Services

Operating License Services

Vehicle Operating Cards



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

START

VIEW INFO



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

START

VIEW INFO



Request to issue permanent operating licenses for national establishments

START

VIEW INFO



Request to renew the permanent operating license for national establishments

START

VIEW INFO



Request for Issuance of Temporary Operating Licenses for National Establishments

START

VIEW INFO



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

START

VIEW INFO



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

START

VIEW INFO



Request the suspension of the permanent operating license for national establishments

START

VIEW INFO

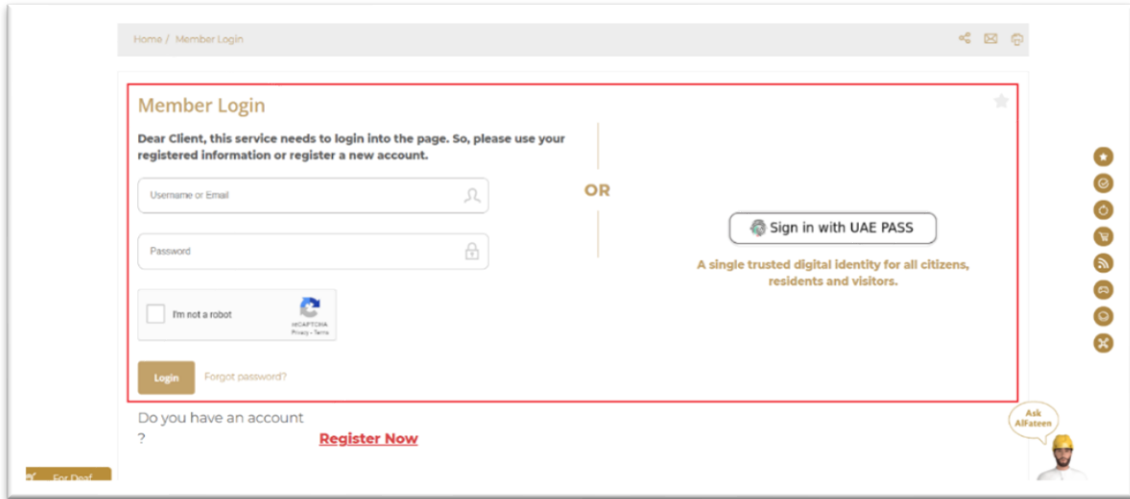


Request to modify data and information related to the permanent operating license for national establishments

START

VIEW INFO

5. you can view the service Info or start the service immediately by clicking on Start Button
6. Then it will redirect you to the Login page, you can login by email registered and password or using UAE PASS.



7. Fill the application Information.

ISSUE PERMANENT OPERATING LICENSE FOR NATIONAL

Step 2 of 2:

Fill all the required feilds (*) then submit and finish the application:

Steps: ▼

SELECT CLASSIFICATION TYPE* ▼

Registration Centre
 * Your Application will be Processed in the Selected Registration Centre

Individual Foundation(own not more than ten transportation vehicles)
 Individual Foundation(own more than ten transportation vehicles)
 Company License
 Government Institutions involved in Land Transport

[Next](#)

OPERATIONS LICENSE INFO* ▼

ACTIVITIES* ▼

ESTABLISHMENT STAFF* ▼

EMERGENCY SERVICE* ▼

AGENT STATION* ▼

COMPANY DETAILS* ▼

OWNERS DETAILS* ▼

UPLOAD ATTACHMENTS * ▼

SUBMIT & FINISH * ▼

8. Upload the needed documents.

9. Submit the request by click on “Submit“.

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

United Arab Emirates

نيض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next

United Arab Emirates

نيض المتعامل
CUSTOMER PULSE

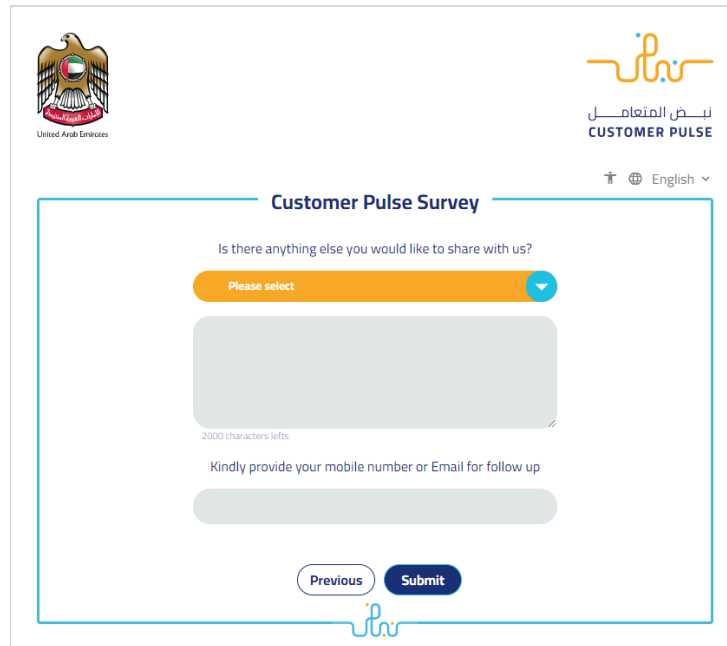
English

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




The screenshot shows the 'Customer Pulse Survey' form. At the top left is the United Arab Emirates logo. At the top right is the 'نظير التعامل CUSTOMER PULSE' logo and a language dropdown set to 'English'. The main heading is 'Customer Pulse Survey'. Below it is the question 'Is there anything else you would like to share with us?'. There is a dropdown menu with 'Please select' and a blue arrow. Below the dropdown is a large grey text area with a '2000 characters left' indicator. Underneath is a prompt 'Kindly provide your mobile number or Email for follow up' with a grey input field. At the bottom are 'Previous' and 'Submit' buttons, with the 'Customer Pulse' logo below them.

11. When the request is approved by the ministry, then an email notification will be sent automatically to the customer in order to pay the fees through the electronic service
12. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

My favorite list - 1

Delete Pleasure Boat- New




0
Certificates Expiring Soon




0
Expired Certificates




0
My Certificates




0
My Receipts




0
My Applications



0
Return/Reject Applications



0
Overdue Applications



0
Ready For Payment