



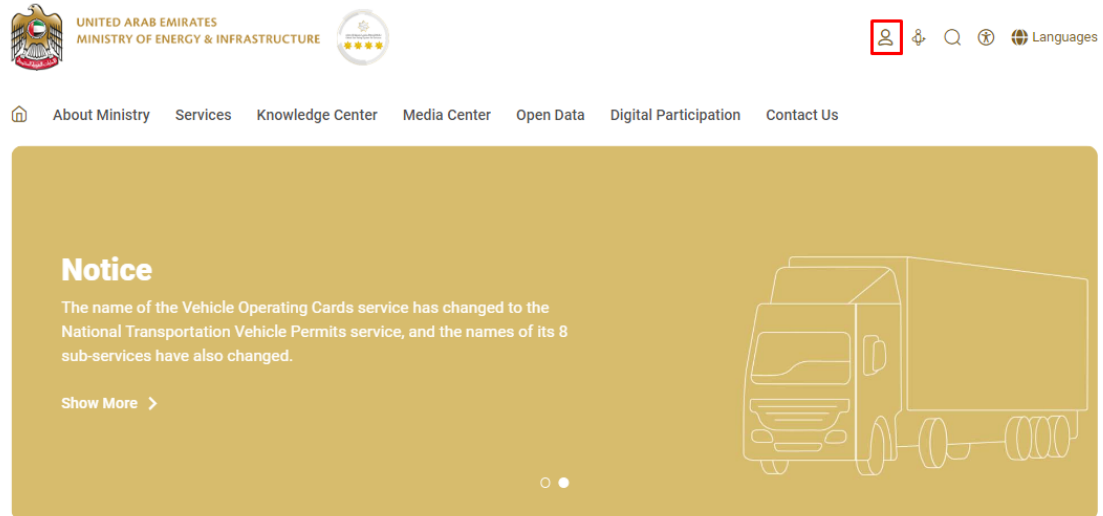
User Manual

Request to Issue Non-Objection Certificate Service

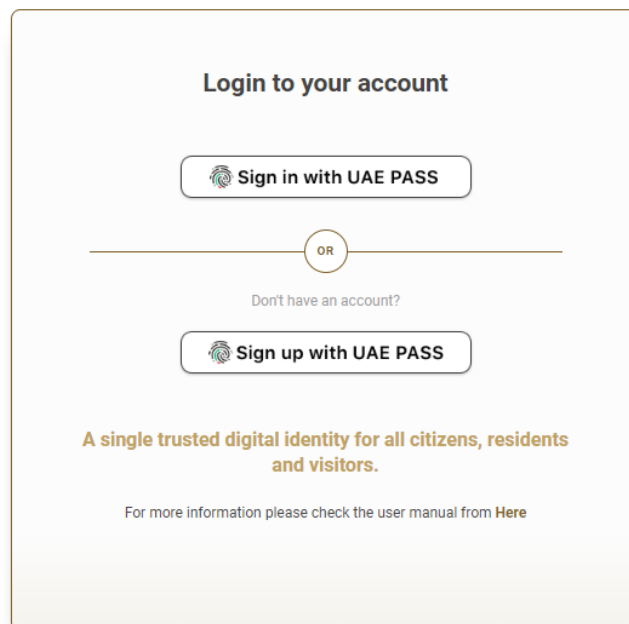
V 3.0

2023

1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



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



- From the home page, go to “Services Section” and then choose “Infrastructure Services” then “Federal Buildings”.

The screenshot displays the 'Services' section of a web application. On the left is a vertical navigation menu with categories: Most used services, All Services, Zayed Housing Program, Land Transport, Maritime Transport, Infrastructure Services (highlighted), Dams Services (1), Federal Roads (4), Federal Buildings (1), Procurement Management Service (2), Geological Services, and Inquiry Services. The main content area features a search bar, 'Request Status' and 'My Favourites' buttons, and a grid of service cards. The 'Federal Buildings' card is selected, showing a list of services including 'Request to Issue Non-Objection Certificate'. An 'All Services >' link is located at the bottom right of the grid.

- From Services Directory, choose the category “Federal Roads”. Then select the needed service “Request to Issue Non-Objection Certificate”, you can view the service Info or start the service immediately.

Services

Services

Search by a service keyword .

Request Status My Favourites

Iskan bundle E-Services Help Proactive services Added value

- Most used services
- All Services
- Zayed Housing Program
- Land Transport
- Maritime Transport
- Infrastructure Services**
 - Dams Services (1)
 - Federal Roads (4)**
 - Federal Buildings (1)
 - Procurement Management Service (2)

Infrastructure Services

Request Value Estimate of Accident Damage

Infrastructure Services

Request Distance Measurement

Infrastructure Services

Request to Issue Non-Objection Certificate

Infrastructure Services

Request to Renewal Non-Objection Certificate

< Previous 1 of 1 Next >

Total number of items : 4

6. Select NOC type.

Request to Issue Non-Objection Certificate

1

2

3

! THE CUSTOMER IS RESPONSIBLE FOR THE INFORMATION HE/SHE PROVIDES, PLEASE MAKE SURE THAT ALL THE DETAILS ARE CORRECT TO GET THE BEST OF OUR SERVICES.

Federal road violations (pdf 0.18 MB)

Application Type

Application Type *

Please Select

I have seen the table of road violations and I agree to abide by them *

7. Fill the applicant Information.

Applicant Information

<p>Contact Person *</p> <input type="text"/>	<p>Submitter Name *</p> <input type="text" value="Submitter Name"/>
<p>Owner Entity *</p> <input type="text" value="Owner Entity"/>	<p>Mobile Number *</p> <input type="text" value="971505154155"/> <small>example 0097150xxxxxxx</small>

8. Fill the Work Details.

Work Details

Street *

9. Upload the needed documents. Submit the request by click on “Submit”, or click on “Save and Continue Later” to save the request and modify it later before sending it to the Ministry.

Application Attachments

Official letter in Arabic from the client (signed and sealed) explaining the required service and business details *


Drag and Drop files here
(pdf) extensions are allowed with maximum 1 file(s) and up to 5 MB of size.

Horizontal scheme in line with the proposed coordinates stating the place and location of the service and the transverse scheme for the road(WGS-84 UTM coordinates) *

Drag and Drop files here
(pdf) extensions are allowed with maximum 1 file(s) and up to 20 MB of size.

Transverse scheme for the road explaining its line level and depth of asphalt (2 A1 paper copies and one electronic AutoCAD copy) *

Drag and Drop files here
(pdf) extensions are allowed with maximum 1 file(s) and up to 20 MB of size.




45.45%
Form Completion

Save and Continue Later
Submit
Cancel

10. Pay the application fees (**Note: an email will be sent to the customer including the payment receipt as an attachment**).

تكميل الطلب





Ministry of energy and infrastructure
Session time left: 00:09:17

☰
 Method

☰
 Confirm

Select the required payment method

 Card

 Bank Transfer

Cancel Process
Calculate Price

11. Payment details will appear, please click on “Proceed with Payment” button to go to next step

Ministry of energy and infrastructure
Session time left: 00:08:36

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Compensation for damage to federal roads	100 AED	0.00 AED	1	100 AED
Total				100 AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	0.68 AED	0.03 AED	0.71 AED
Total			0.71 AED

Total Tax	0.03 AED
Total Amount	100.71 AED

Cancel Process Change Payment Method Proceed With Payment



12. Add Card details and click on “I agree to Terms & Conditions” , then click on “Pay Now” button



Ministry of energy and infrastructure

Total Payment: 100.71 AED

Session time left: 00:07:33



Cardholder Name

Card Number

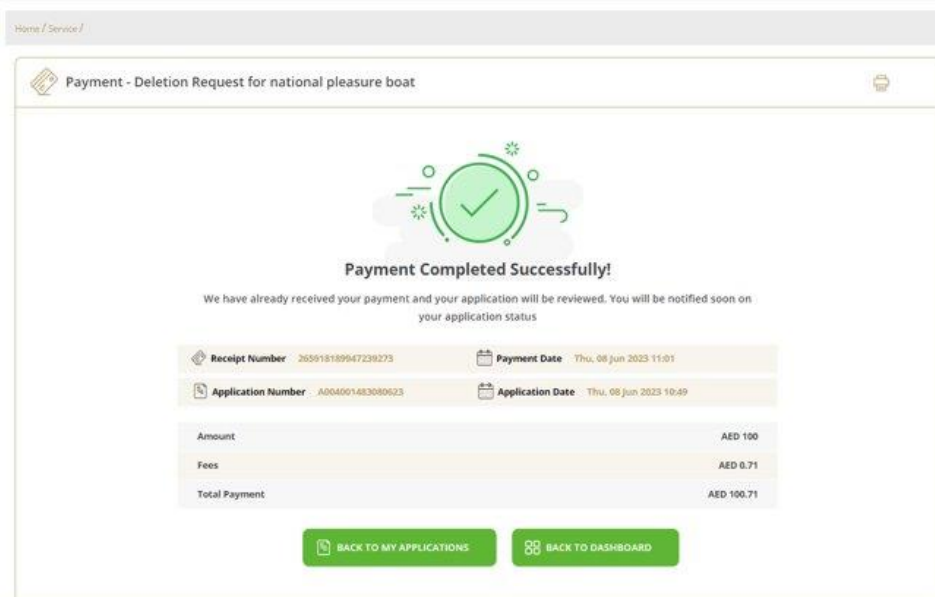
Month **Year** **CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process **Change Payment Method**

13. The following Message will appear upon successful payment:



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

This screenshot shows the 'Overall, how satisfied are you about the service?' question. It features a 7-point star rating scale from 'Extremely Dissatisfied' to 'Extremely Satisfied'. A 'Next' button is located at the bottom center of the survey area.

This screenshot displays the question: 'Based on your experience in getting the service. To what extent do you agree on the following statements?'. It lists ten statements, each with a 7-point Likert scale ranging from 'Extremely Disagree' to 'Extremely Agree'. The statements are:

- 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' and 'Next' buttons are at the bottom.

This screenshot shows the question: 'Is there anything else you would like to share with us?'. It includes a dropdown menu labeled 'Please select', a large text input area with a '2000 characters left' indicator, and a field for 'Kindly provide your mobile number or Email for follow up'. 'Previous' and 'Submit' buttons are at the bottom.

15. When the request is approved by the ministry, then an email notification will be sent automatically to the customer in order to pay the NOC fees through the electronic service by going to the “My Payment” Page or through notification page.

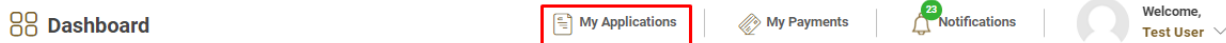
16. Upon paying the fees, the NOC will be automatically issued and sent to the customer by email.

Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard(My application page - My payment page)

17. you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

18. My Application/My Payment:

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



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

My Applications

Services by Category: Maritime Transport Services

Service: Please Select

My Company: Please Select

Company PRO: Please Select

Application Status: Please Select

Keyword (Reference Number):

Use Date Range