



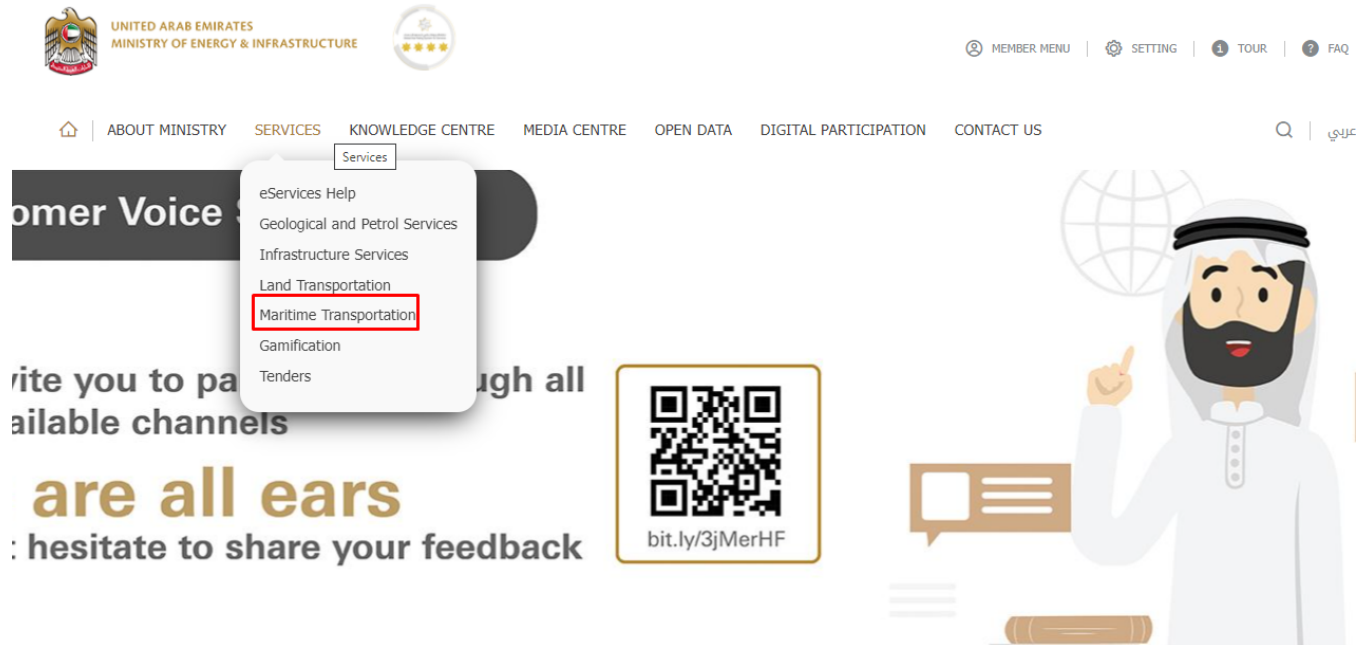
User Manual

Request to Pleasure boat 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 “Maritime Transportation”.

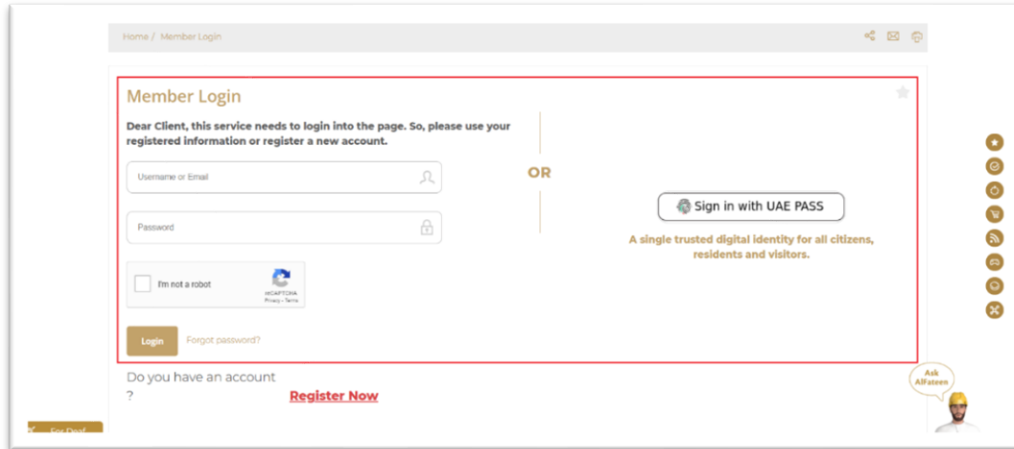


3. From Services Directory, choose the category “Maritime Transportation”.
4. Then select the Sub category “Pleasure boat services” ,thin choice the service you need.

The screenshot displays the Ministry of Energy and Infrastructure website interface. At the top, there are four service categories: Geological and Petrol Services, Infrastructure Services, Maritime Transport (highlighted with a red box), and Land Transport. Below these, there are four sub-menu items: Pleasure Boat Services (highlighted with a red box), Seamen Affairs Services, Commercial Vessel Services, and PROs Services. The main content area is a grid of 12 service cards, each with a document icon, a title, and two buttons: 'START' and 'VIEW INFO'. The services listed are:

- Issuing competency certificate (license) for driving small marine vessel
- Cancellation request for foreign pleasure boat license
- Request data modification / name change for a national and foreign pleasure boat license
- Request for replacement of lost / damaged deletion certificate for national pleasure boat
- Request for National / foreign Pleasure boat registration license
- Request to renew license for a national and foreign pleasure boat
- Request to transfer ownership of a national pleasure boat
- Request to lift the mortgage of a national pleasure boat
- Request replacement of lost/damaged for registration/ license of national and foreign pleasure boat
- Request to register a mortgage on national pleasure boat
- Request for small boat driving license
- Request to issue To Whom It May Concern Certificate to cancel foreign pleasure boat license

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.

REGISTER PLEASURE BOAT- NEW

Step 2 of 2:

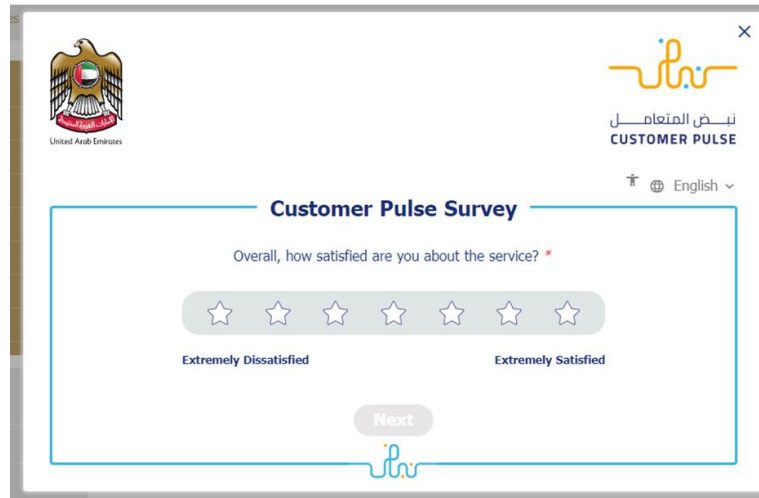
Fill all the required feilds (*) then submit and finish the application:

Steps:				▼
Required Documents to complete this application:				▼
User Guidance				▼
BASIC DETAILS *				▼
Registration Centre				
<input type="text" value="--Please Select--"/>				* <i>Your Application will be Processed in the Selected Registration Centre</i>
Port Of Registry		Port Registry Date		
<input type="text" value="--Please Select--"/>		<input type="text"/>		*
Hull Identifiacion No		Hull Color		
<input type="text"/>		<input type="text" value="--Please Select--"/>		*
Boat Name Arabic		Boat Name English		
<input type="text"/>		<input type="text"/>		*
IMO No.		No. of Passenger		
<input type="text"/>		<input type="text"/>		*
Owner Type		Previously Registered		
<input type="text" value="--Please Select--"/>		<input type="radio"/> Yes <input checked="" type="radio"/> No		*
Insurance Start Date		Insurance End Date		
<input type="text"/>		<input type="text"/>		*
Builder Name		Built Year		
<input type="text"/>		<input type="text"/>		
<input type="button" value="Save"/>		<input type="button" value="Clear"/>		
SHIP/Boat DETAILS *				▼
RADIO LICENSE				▼
ENGINE PARTICULARS *				▼
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:



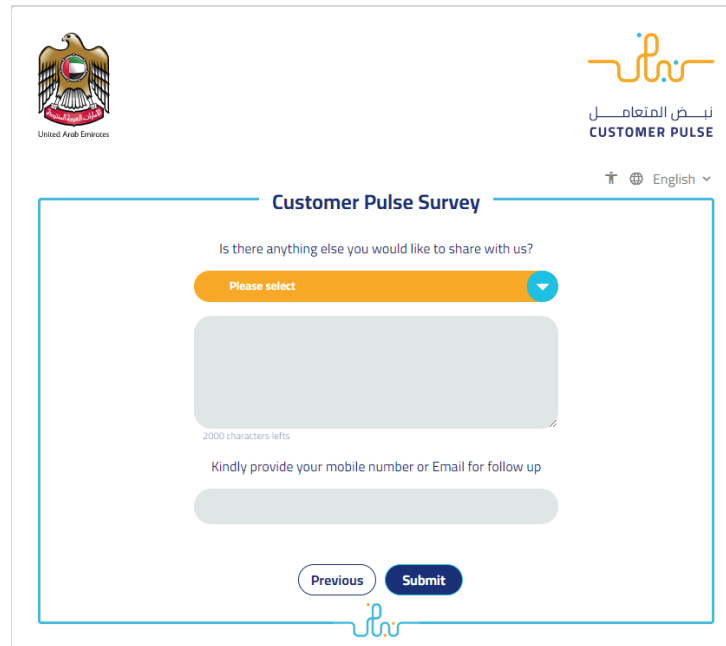
United Arab Emirates logo and CUSTOMER PULSE logo are visible at the top. The survey title is "Customer Pulse Survey". The question is "Overall, how satisfied are you about the service? *". Below the question is a 7-point star rating scale from "Extremely Dissatisfied" to "Extremely Satisfied". A "Next" button is located below the scale.



United Arab Emirates logo and CUSTOMER PULSE logo are visible at the top. The survey title is "Customer Pulse Survey". The question is "Based on your experience in getting the service. To what extent do you agree on the following statements?". Below the question is a 7-point Likert scale with labels: "Extremely Disagree", "Disagree", "Somewhat Disagree", "Neutral", "Somewhat Agree", "Agree", and "Extremely Agree". There are eight statements, each with a corresponding 7-point scale:

- 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 located at the bottom of the survey area.




The screenshot shows a web form titled "Customer Pulse Survey". At the top left is the United Arab Emirates coat of arms logo. At the top right is the "نظير التعامل CUSTOMER PULSE" logo and a language selector set to "English". The main question is "Is there anything else you would like to share with us?". Below this is a dropdown menu with "Please select" and a blue arrow. Underneath is a large grey text input area with a "2000 characters left" indicator. Below the text area is a label "Kindly provide your mobile number or Email for follow up" and a grey input field. At the bottom are two buttons: "Previous" and "Submit". A small logo is at the bottom center of the form area.


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