



User Manual

Renewal of the permanent operating license for national establishments - branch

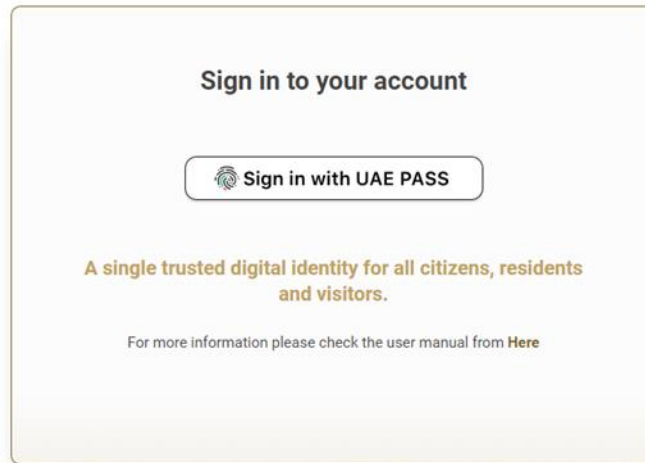
V 1.1

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, the header includes the United Arab Emirates Ministry of Energy & Infrastructure logo, a search bar, and navigation links: Home, Services, Media Center, Knowledge Center, Digital Participation, Open Data, About Ministry, and Ask MOEI. Below the header, a large banner for the 'Research & Innovation Award' is visible. The 'Services' section is highlighted, with a 'Check Request Status' button. A horizontal menu lists various service categories: Most used services, All Services, My Favourites, Zayed Housing Program, Land Transport (highlighted with a red box), Maritime Transport, Infrastructure, Geological, Inquiry, and Petroleum Products Trading. 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 facilitit...'. The card includes a 'Start Service' button with a right arrow and a bookmark icon. At the bottom, 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

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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

6. Upload the needed documents.

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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

نِصْ المِتعَامِلِ
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next



نابض 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Service accessibility in the Smart Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease & Simplicity of Service Application Steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease and Variety of payment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility of Service Status Tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Completion time was reasonable & within my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Application efficiency (no delays or errors in app)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Online Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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نابض المتعامل
CUSTOMER PULSE

🌐 English

Customer Pulse Survey

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

Please select

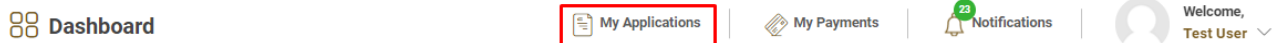
2000 characters left

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



- 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

Search

Reset Filters

