

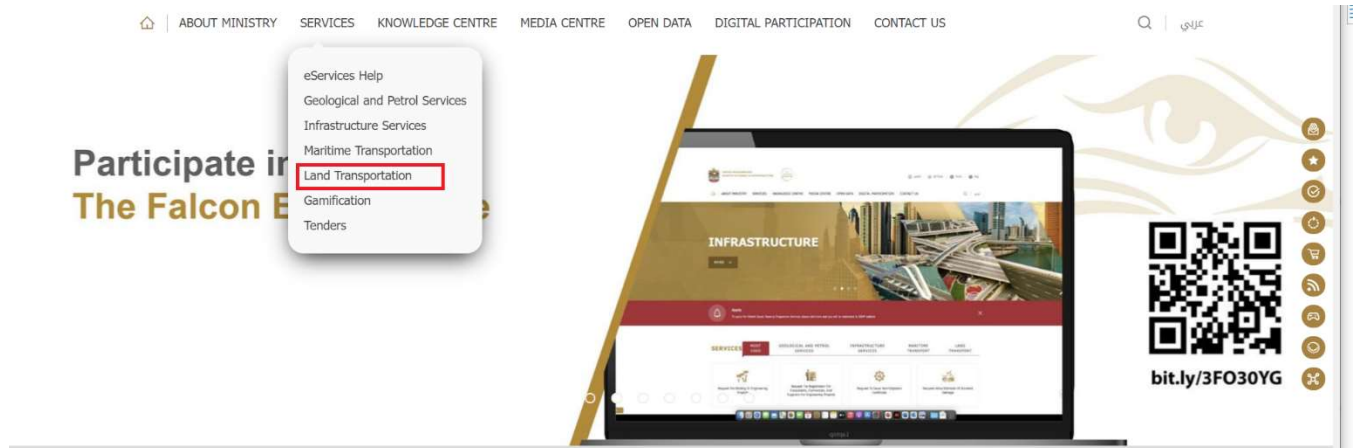


User Manual

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 “Infrastructure Services”.

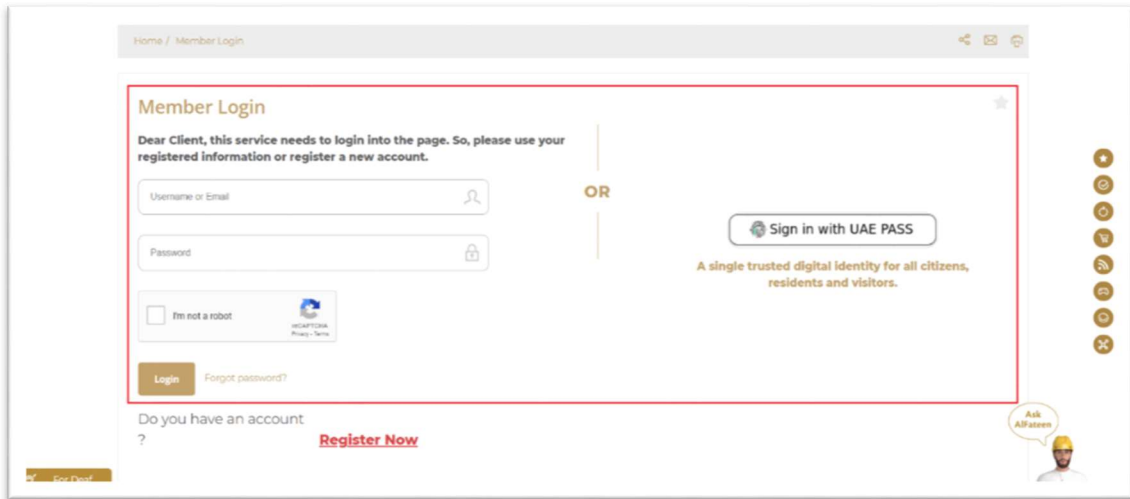


3. From Services Directory, choose the category “Land Transportation”.
4. Then select the Sub category “Operating License Services” ,thin choice the service you need.

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, and Land Transport. The Land Transport category is highlighted with a red border. Below this, there are three tabs: Car Club Services, Operating License Services (which is selected and highlighted with a red border), and Vehicle Operating Cards. Under the Operating License Services tab, there is a grid of nine service cards. Each card contains an icon of a document with a checkmark, a description of the service, and two buttons: 'START' and 'VIEW INFO'. The services listed are:

- Request to transfer the ownership of the operating license for national establishments for each license
- Request to remove the suspension of the permanent operating license for national establishments
- Request to issue permanent operating licenses for national establishments
- Request to renew the permanent operating license for national establishments
- Request for Issuance of Temporary Operating Licenses for National Establishments
- Request to issue a replacement for a lost/damaged permanent operating license for national establishments
- Request to cancel / cross of the permanent operating license of the national establishments
- Request the suspension of the permanent operating license for national establishments
- Request to modify data and information related to the permanent operating license for national establishments

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* ▼

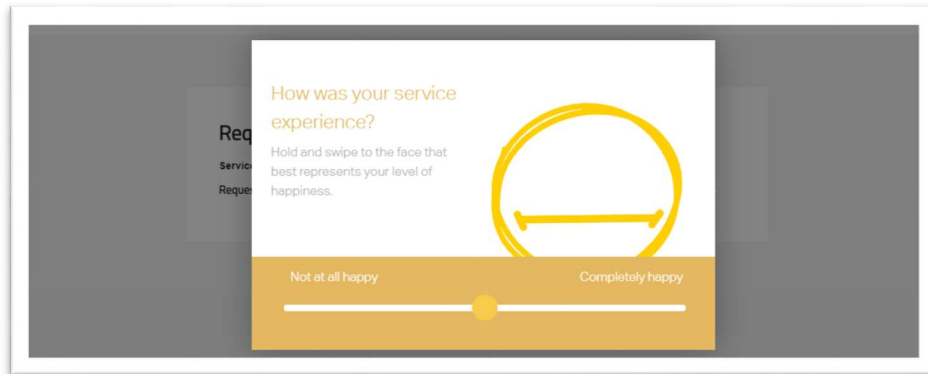
UPLOAD ATTACHMENTS * ▼

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:



- 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.

