



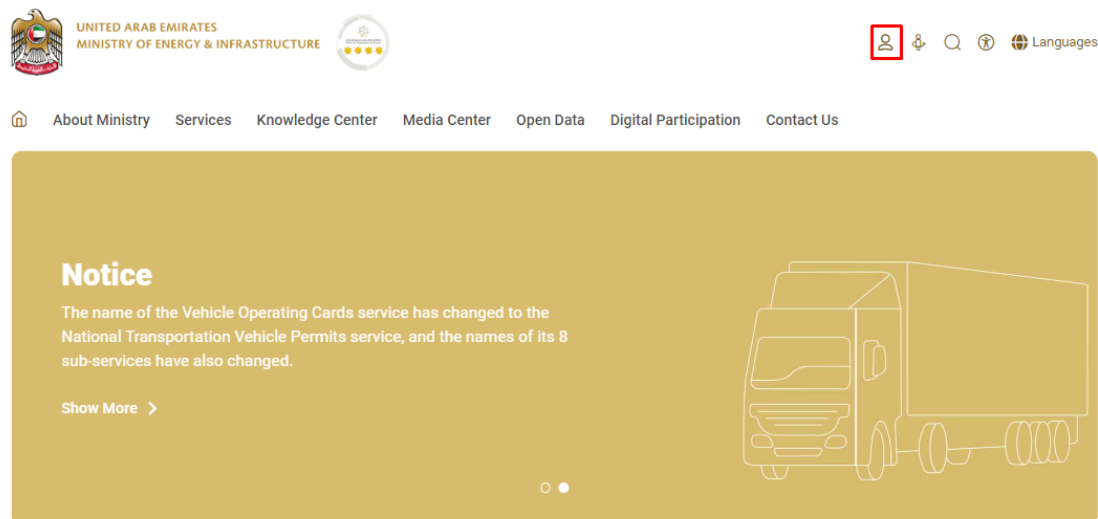
User Manual

Request to Issue Non-Objection Certificate Service

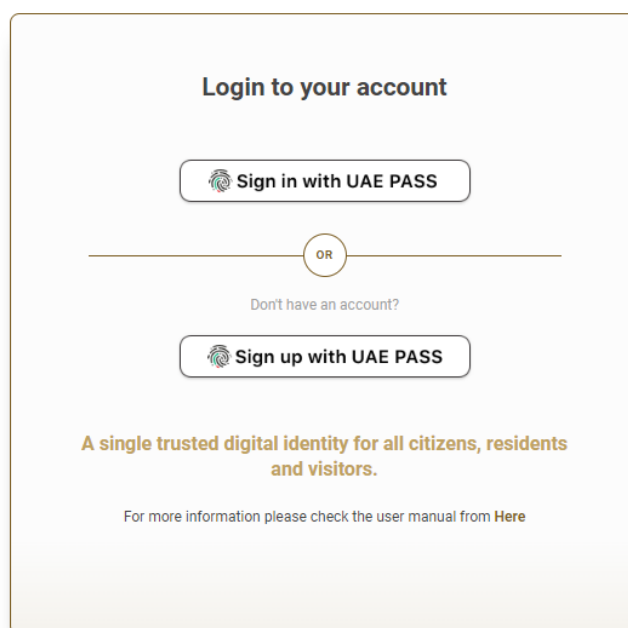
V 3.0

2023

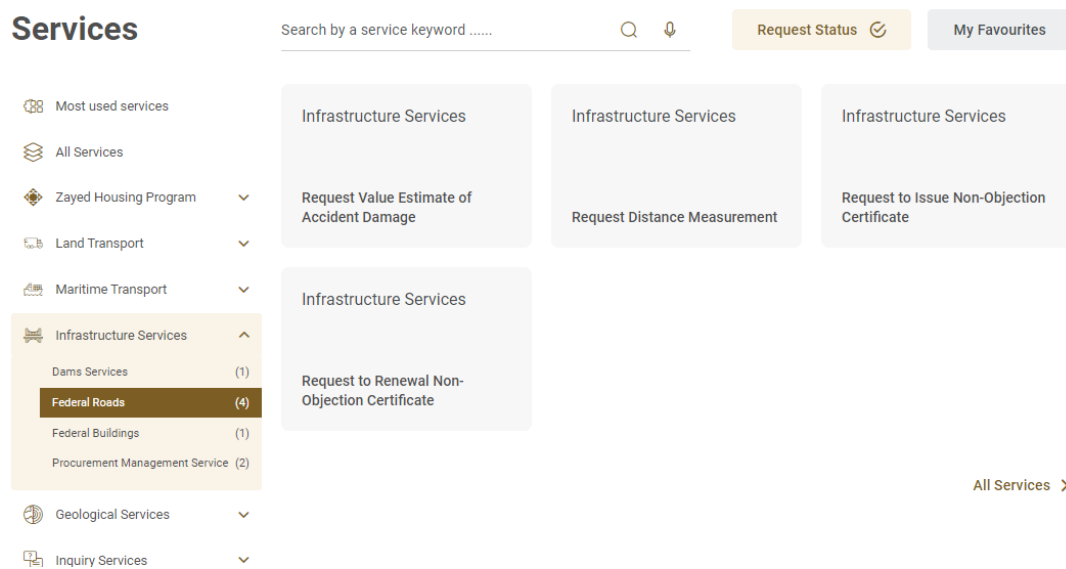
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



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



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



5. 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

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

Contact Person *

Submitter Name *

Owner Entity *

Mobile Number *

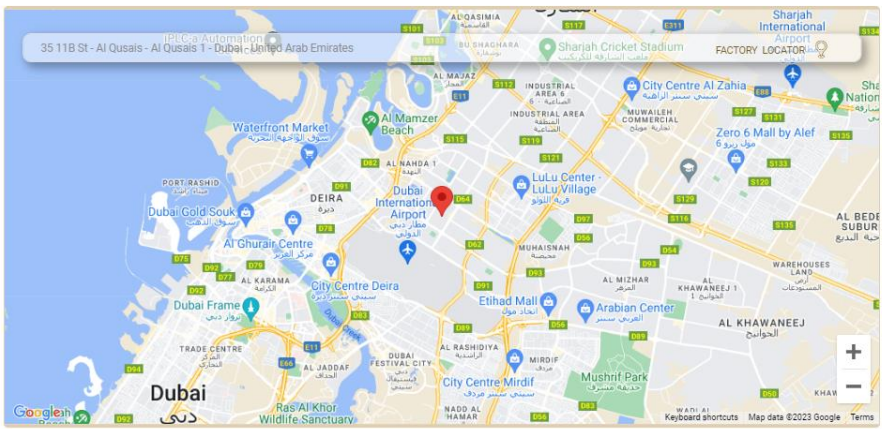
Owner Entity

971505154155

example 0097150xxxxxxx

8. Fill the Work Details.

Work Details



Street *

Please Select

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).

الرجاء الانتظار

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](#)

13. The following Message will appear upon successful payment:

Home / Service /

Payment - Deletion Request for national pleasure boat



Payment Completed Successfully!

We have already received your payment and your application will be reviewed. You will be notified soon on your application status

Receipt Number	265918189947239273	Payment Date	Thu, 08 Jun 2023 11:01
Application Number	A004001483080623	Application Date	Thu, 08 Jun 2023 10:49

Amount	AED 100
Fees	AED 0.71
Total Payment	AED 100.71

[BACK TO MY APPLICATIONS](#) [BACK TO DASHBOARD](#)

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



Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next

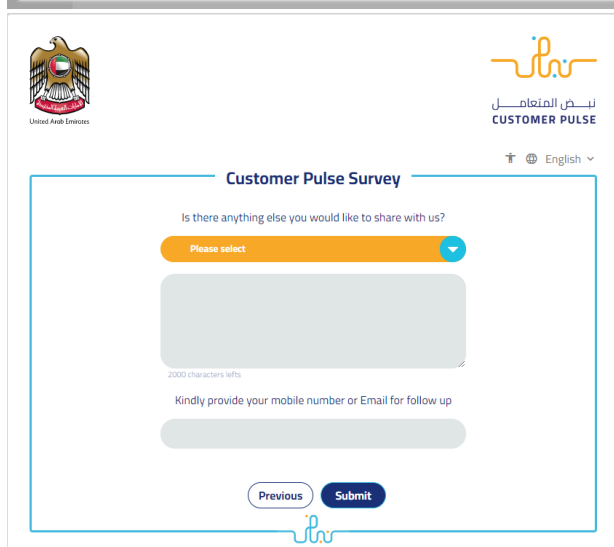


Customer Pulse Survey

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



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

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

 Dashboard

 My Applications

 My Payments

 Notifications

 Welcome,
Test User ▾

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