



Proactive Services

Definition

Anticipate and forecast services that the customer needs, based on his requests, preferences, and daily life requirements in a timely manner.

Services provided by the Ministry of Energy and Infrastructure

- **Renewal services**

The customer will be notified to renew certificate/license/card before the expiry or eligibility to apply for some services as the following services:

1. Request to Renewal Non-Objection Certificate
2. Request to renew Automobile Club License
3. Request to renew a guarantor license
4. Request for renewal / Re-issuance of navigation License for National / Foreign commercial ship
5. Request for renewal of PRO card
6. Request for the renewal of certificate of competency and endorsement
7. Request To Issue to Whom It May Concern Certificate for Housing Services
8. Government housing ownership request
9. Opening a File for Housing Assistance Implementation
10. Request of Individual Housing Initial Handover
11. Apply for renewal of flag state endorsement
12. Apply for renewal of Seafarer's license
13. Housing Arrears Assistance Scheduling Request
14. Request to renew an operating card for national vehicles
15. Request to renew the permanent operating license for national establishments - Branch
16. Request for issuance of Navigation License for national / foreign commercial ship
17. Request issuance of insurance for oil tanker Civil Liability (CLC) for national commercial ship
18. Request to renew registration license for a national and foreign pleasure boat



19. Request to renew Seafarer Discharge Book
20. Request to extend a provisional registration certificate for a national commercial ship
21. Request to transfer ownership of a national commercial ship
22. Request to amend data of the minimum safe manning document for national commercial ship
23. Request for issue / extension of exemption certificate for national commercial ship
24. Request for issuance of Ownership Data Certificate for a commercial vessel
25. Annual endorsement of port statement of compliance
26. Request to issue an operating card for national vehicles
27. Request for Seafarer Discharge Book
28. Request for issuance of permanent certificate of registry for national commercial ship