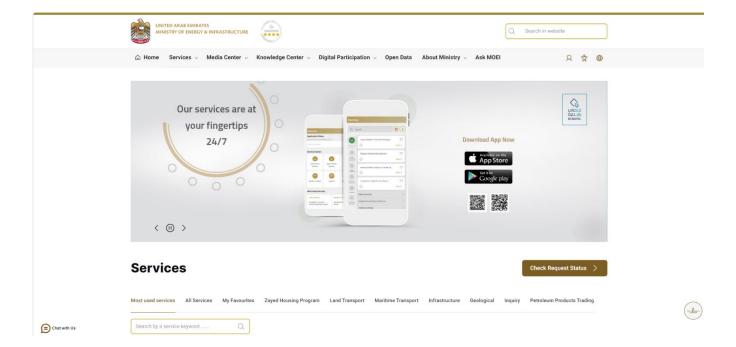
User Manual

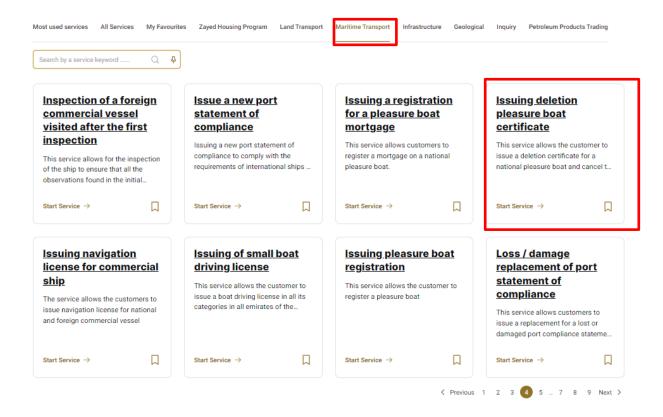
Issuing deletion pleasure boat certificate

V 1.0

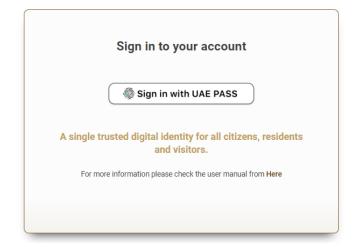
2025

- 1. Open MOEI website: https://www.moei.gov.ae
- From the home page, go to Services Directory, choose the category "Maritime
 Transportation" Then select the Sub category "Issuing deletion pleasure boat certificate". you
 can view the service Info or start the service immediately by clicking on Start Button

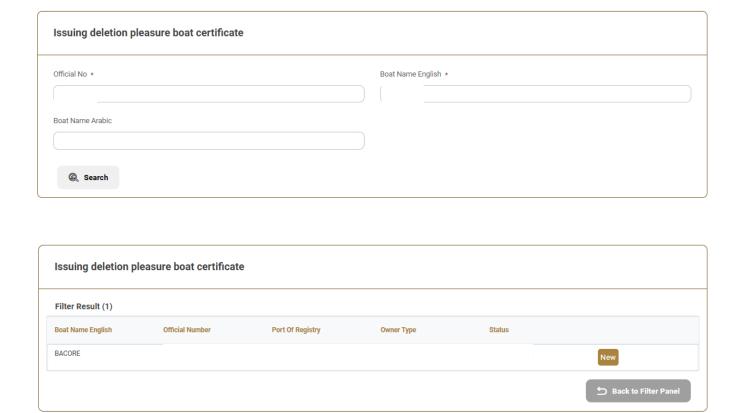




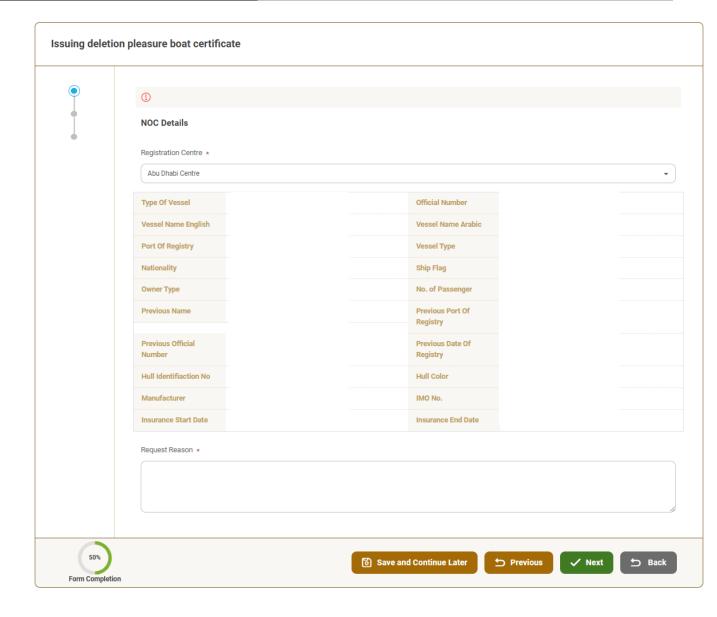
3. Then it will redirect you to the Login page, you can login by using UAE PASS.

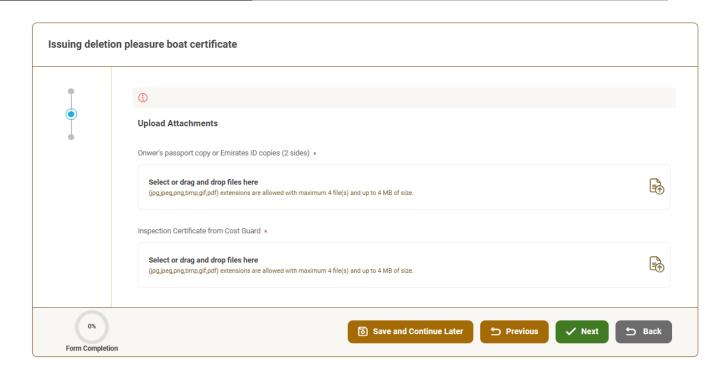


4. Add the "official Number" and "Boat Name in English" and click on search

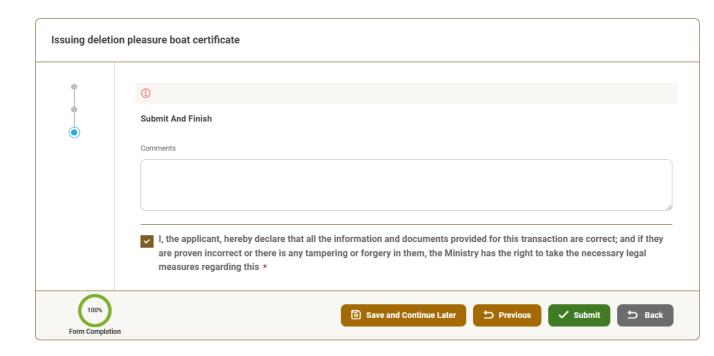


5. Fill the request required information.

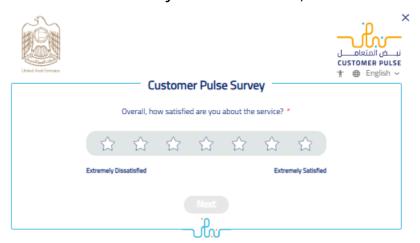




6. Submit the request by click on "Save and Continue Later" for saving as draft and if you want to send it to Ministry please click on "Submit".



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







Customer Pulse Survey

statements?							
	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Ease of using UAE Pass	$\stackrel{\triangle}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$		☆
Service information was clear and accurate	☆	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	☆	$\stackrel{\wedge}{\square}$	☆
was able to access the service through the website easily		$\stackrel{\wedge}{\Box}$	☆	$\stackrel{\wedge}{\square}$	☆		☆
The service application procedures were easy		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$		$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$
Payment options were easy and error-free	\Box	☆	$\stackrel{\wedge}{\square}$	☆	$\stackrel{\wedge}{\square}$		$\stackrel{\wedge}{\square}$
was able to track my service status and get updates	$\stackrel{\triangle}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$
The time to complete the service was as per my expectations	☆	☆	☆	☆	☆	☆	☆
There were no obstacles or technical issues while using the website	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$
Availability of Online Support	\Box	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$		☆
was proactively notified or reminded to apply for the service	☆	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	☆	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$
My documents & Information were available and there was no need to upload them again		$\stackrel{\wedge}{\Box}$	☆	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$		$\stackrel{\wedge}{\square}$



- 8. 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/RequestDate/Service Name/Request Status:

Pleasure boat services

