



User Manual

Request to issue permanent operating licenses for national .establishments - Branch

V 1.1
2024

1. Open MOEI website: <https://www.moei.gov.ae>
2. From From the home page, go to Services Directory, choose the category “Land Transportation”
Then select the Sub category “Operating License Services”.

you can view the service Info or start the service immediately by clicking on Start Button

The screenshot displays the MOEI Services Directory interface. On the left, a sidebar lists various service categories, with 'Operating License Services' (9) highlighted. The main content area features a search bar, navigation buttons for 'Request Status' and 'My Favourites', and a grid of service cards. The cards are organized into two rows. The first row includes cards for 'Land Transport' with descriptions: 'Issuing a permanent operating licenses for national establishments - Branch', 'Request for Issuance of Temporary Operating Licenses for National Establishments', and 'Request the suspension of the permanent operating license for national establishments'. The second row includes cards for 'Land Transport' with descriptions: 'Request to cancel / cross of the permanent operating license of the national establishments - ...', 'Request to issue a replacement for a lost / damaged permanent operating license for national...', and 'Request to modify data and information related to the permanent operating license f...'. The 'Operating License Services' category is highlighted in the sidebar.

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

The screenshot shows the MOEI login page. At the top, it says 'Sign in to your account'. Below this is a button labeled 'Sign in with UAE PASS'. Underneath the button, there is a message: 'A single trusted digital identity for all citizens, residents and visitors.' At the bottom, it says 'For more information please check the user manual from Here'.

4. Fill the application Information.

Request to issue permanent operating licenses for national establishments - Branch

-
-
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-
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-

Select Classification Type

Trade License No *

Emirates *

Abu Dhabi

Application Type *

Individual Foundation(own not more than ten transportation vehicles)

66.67%
Form Completion

Save and Continue Later Next Back

Request to issue permanent operating licenses for national establishments - Branch

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Company Details

Notes

The system was unable to retrieve the trade license details , please make sure you have typed the right details , or you can manually complete the information below.

Company Arabic Name *

Company English Name *

Trading Type *

Trade License No *

Trade License Year *

Address in arabic *

Address in English *

Email Address *

e.g email@gmail.com

Company Phone No *

Please add the Company Phone No with the following format 000000000

0%

Form Completion

📄 Save and Continue Later

↶ Previous

✓ Next

↷ Back

Request to issue permanent operating licenses for national establishments - Branch

!

Operations License Info

Emirate Where the Operator will be located *

Destination *

Parking Space Available *

Width

Capital

Parking Space Type *

Length

Unit *

No of administrative

40%

Form Completion

📄 Save and Continue Later


↶ Previous

✓ Next


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Request to issue permanent operating licenses for national establishments - Branch







Activities

Activities *  Add New



Transport Activity *

Sub Transport Activity *

 Save  Delete

0%

Form Completion

 Save and Continue Later  Previous  Next  Back

Request to issue permanent operating licenses for national establishments - Branch



Owners Details

Owner Details

+ Add New

Owner English Name *

Owner Arabic Name *

Nationality *

Please Select

Gender *

Please Select

Ownership Share % *

Residence Type *

Please Select

MobileNo *

Please add the mobile number with the following format 9715xxxxxxx

Email Address *

e.g email@gmail.com

✓ Save

✗ Delete

Ownership Share %

0.00

0%

Form Completion

Save and Continue Later

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Request to issue permanent operating licenses for national establishments - Branch

-
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- 0%**
Form Completion

Upload Attachments

A copy of the trade license or the initial approval of the trade name in case he is applying for a trade license for the first time *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Copy of Owner's EID (2 sides) *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Save and Continue Later Previous Next Back

5. Submit the request by click on “Submit“.

Request to issue permanent operating licenses for national establishments - Branch

-
-
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-
- 100%**
Form Completion

Comments

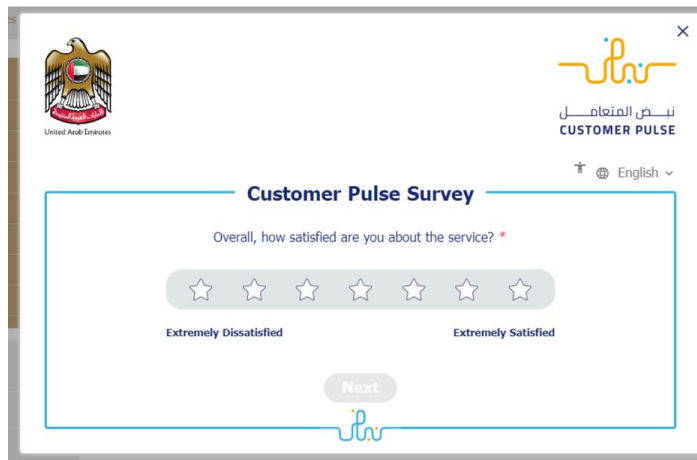
Comments

please add your 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 *

Save and Continue Later Previous Submit Back

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



The image shows a screenshot of a 'Customer Pulse Survey' pop-up window. The window has a white background and a grey border. In the top left corner, there is the United Arab Emirates national emblem and the text 'United Arab Emirates'. In the top right corner, there is a logo for 'نبيض التعامل CUSTOMER PULSE' and a close button (X). Below the logo, there is a language selector showing 'English' with a dropdown arrow. The main content of the survey is enclosed in a blue-bordered box. At the top of this box, it says 'Customer Pulse Survey'. Below that, the question is 'Overall, how satisfied are you about the service? *'. Underneath the question is a horizontal row of seven stars. Below the stars, the text 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center of the box, there is a 'Next' button. Below the box, there is a small logo for 'نبيض التعامل'.



نظير 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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نظير المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

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

Please select


2000 characters lefts


Kindly provide your mobile number or Email for follow up


[Previous](#) [Submit](#)

7. 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 arrow 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

<p>Services by Category</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Maritime Transport Services</div>	<p>Service</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Please Select</div>
<p>My Company</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Please Select</div>	<p>Company PRO</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Please Select</div>
<p>Application Status</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Please Select</div>	
<p>Keyword (Reference Number)</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"></div>	
<p><input type="checkbox"/> Use Date Range</p>	
<div style="display: flex; gap: 10px;"> <div style="background-color: #4a5558; color: white; padding: 5px 10px; border-radius: 3px;">Search</div> <div style="background-color: #7f7f7f; color: white; padding: 5px 10px; border-radius: 3px;">Reset Filters</div> </div>	