UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة
وزارة الطاقـــة والبنيـــة التحتيــة

User Manual

Port Compliance Certificate services
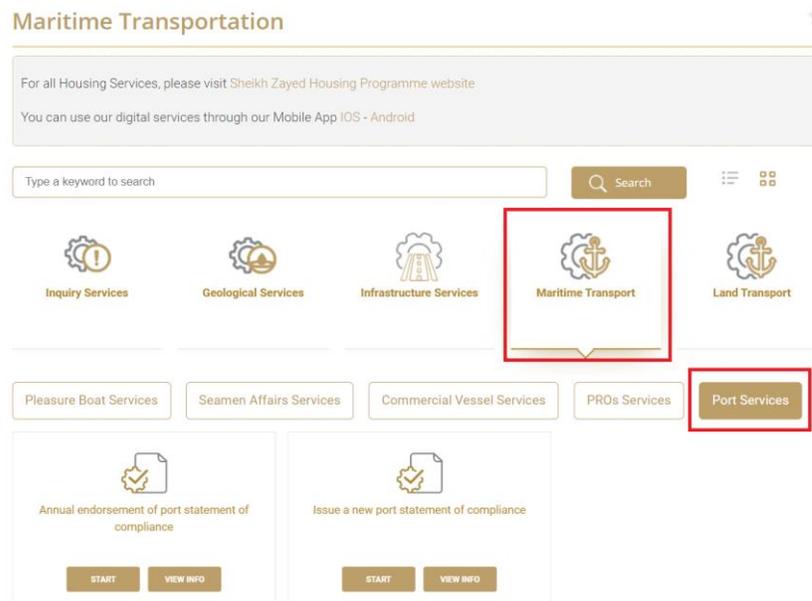
V 1.0

2022

1. **Open MOEI website:** https://www.moei.gov.ae

2. **From the home page, go to "Services" tab, then choose "Maritime Transportation".**
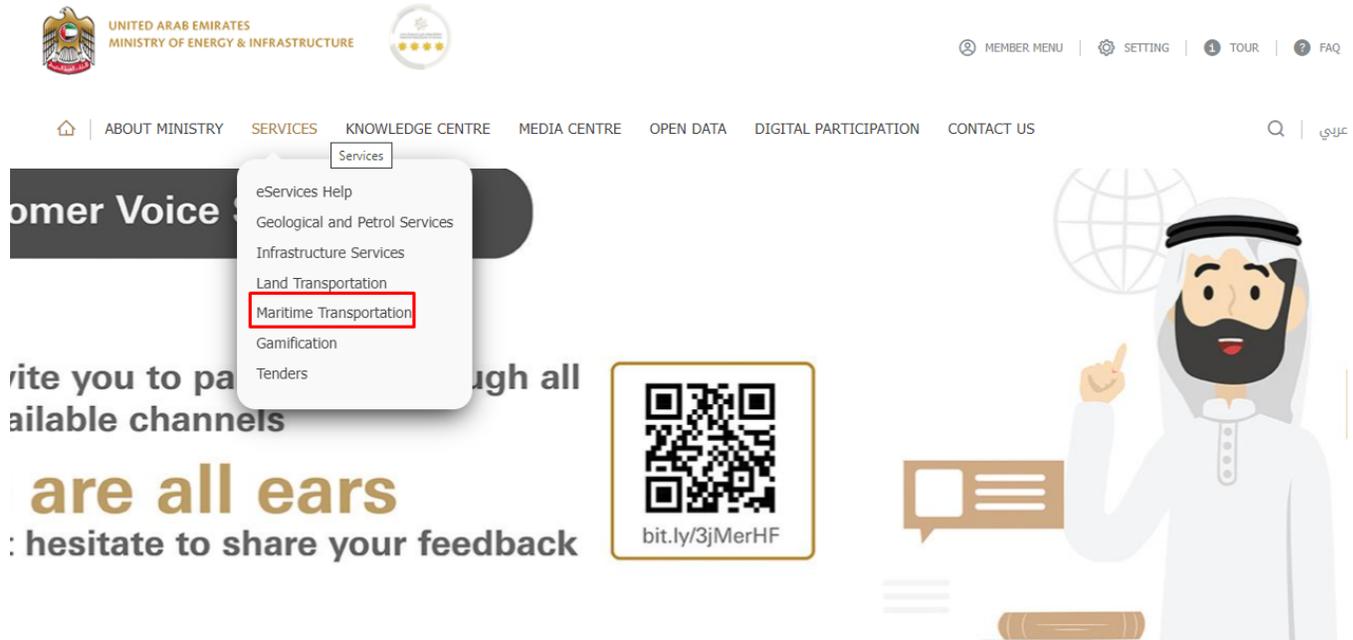
3. **From Services Directory, choose the category "Maritime Transportation".**

4. **Then select the Sub category "Port Services" ,thin choice the service you need.**

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.
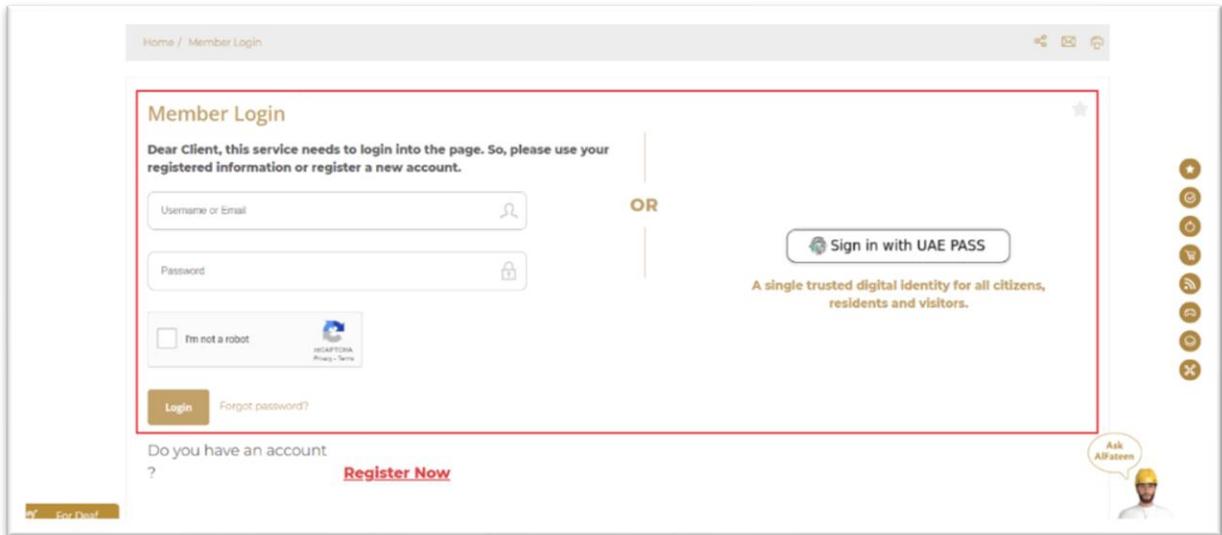
7. Fill the applicantion Information.

ISSUE A NEW PORT STATEMENT OF COMPLIANCE

Step 1 of 3:

Enter company name and licence number to find your data:

Port Facility Name Arabic

Port Facility Name English

Statement No

Search   Clear   Create New Application for Not Registered Ports

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:**

United Arab Emirates

نبــض المتعامــل
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	☆	☆	☆	☆	☆	☆	☆
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

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.**