

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE



الإمارات العربية المتحدة
وزارة الطاقة والبنية التحتية

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة
وزارة الطاقة والبنية التحتية

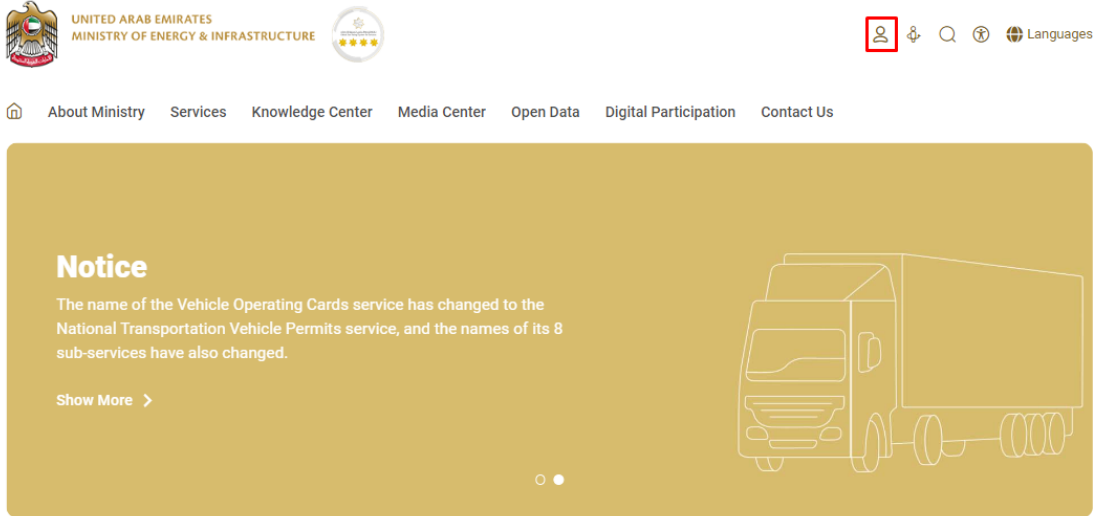
User Manual

Request Distance Measurement Service

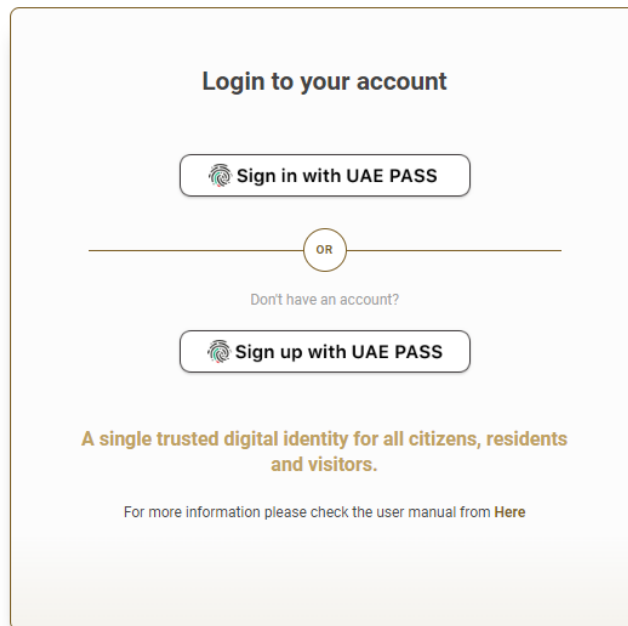
V 3.1

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.



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

The screenshot displays the 'Services' section of a web application. On the left is a vertical navigation menu with categories: 'Most used services', 'All Services', 'Zayed Housing Program', 'Land Transport', 'Maritime Transport', 'Infrastructure Services' (expanded to show 'Dams Services (1)', 'Federal Roads (4)', 'Federal Buildings (1)', and 'Procurement Management Service (2)'), 'Geological Services', and 'Inquiry Services'. The 'Federal Roads' sub-item is highlighted in a dark brown bar. At the top right, there is a search bar with the placeholder 'Search by a service keyword', a search icon, a dropdown arrow, and two buttons: 'Request Status' and 'My Favourites'. The main content area shows a grid of service cards. Three cards are visible under the 'Infrastructure Services' category: 'Request Value Estimate of Accident Damage', 'Request Distance Measurement', and 'Request to Issue Non-Objection Certificate'. A fourth card, 'Request to Renewal Non-Objection Certificate', is partially visible below. An 'All Services >' link is located at the bottom right of the grid.

- From Services Directory, choose the category “Federal Roads”. Then select the needed service “Request Distance Measurement”, you can view the service Info or start the service immediately.

Services

Services Search by a service keyword .

Request Status My Favourites

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

1 of 1
Total number of Items : 4

6. Choose the application type.

Request Distance Measurement

Please Select Application Type

Please Select Application Type

The customer is responsible for the information he/she provideds, please make sure that all the details are correct to get the best of our services *

Distance between husband and wife work
 Distance between work and home

7. Fill the application Information.

Applicant Information

Full Name *

Nationality

Mobile Number *

Email

Work Address

Company Name

Emirate

Street


Building Number or Makani Number

Home Address

Emirate *

Street *

Building Number or Makani Number

 Bottom Note

18.18% Form Completion

- Submit the request by clicking on “Submit” button, or you can click on “Save and Continue Later” to save the request and modify it later before sending it to the Ministry.

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


The survey consists of three main sections:

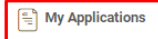
- Overall Satisfaction:** A question asking "Overall, how satisfied are you about the service?" with a 7-point star rating scale from "Extremely Dissatisfied" to "Extremely Satisfied".
- Statement Agreement:** A question asking "Based on your experience in getting the service. To what extent do you agree on the following statements?" with eight statements and 7-point Likert scales:
 - 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
- Additional Feedback:** A question asking "Is there anything else you would like to share with us?" with a text input field (2000 characters left), a dropdown menu for "Please select", and a request to provide a mobile number or email for follow-up.

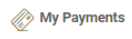
10. After the application is approved by the ministry, you will receive the Distance Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

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. Searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

 My Applications

Services by Category:

Service:

My Company:

Company PRO:

Application Status:

Keyword (Reference Number):

Use Date Range