

User Manual

Request Value Estimate of Accident Damage Service

V 1.1 2023

TEL، هاتف UNITED ARAB EMIRATES 8006634، الإمارات العربية المتحدة DUBAI دبي P.O. BOX، ص.ب. ABU DHABI 1828 أبو ظبي ABU CHABI 280، ب

- 1. Open MOEI website: <u>https://www.moei.gov.ae</u>
- 2. Click on "LOGIN" on the header

	UNITED ARAB I MINISTRY OF E	EMIRATES NERGY & INFR						<u>ک</u>	Q	®	languages
۵	About Ministry	Services	Knowledge Center	Media Center	Open Data	Digital Participation	Contact Us				
	Notice The name of th National Trans sub-services h Show More >	he Vehicle (sportation V lave also ch	Operating Cards serv (ehicle Permits servic langed.	ice has changed ce, and the name	i to the es of its 8 ○ ●				D-		

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

	Sign in with UAE PASS
	OR
	Don't have an account?
	Sign up with UAE PASS
A sing	le trusted digital identity for all citizens, residents and visitors.
F	or more information please check the user manual from Here

4. From the home page, go to "Services Section" and then choose "Infrastructure Services" then "Federal Roads".

Services	Search by a service keyword	Q Q Reques	t Status 🧭 My Favourites
(28 Most used services	Infrastructure Services	Infrastructure Services	Infrastructure Services
All Services			
 Zayed Housing Program 	Request Value Estimate of Accident Damage	Request Distance Measurement	Request to Issue Non-Objection Certificate
🖘 Land Transport 🗸			
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Dams Services (1)	Request to Renewal Non-		
Federal Roads (4)	Objection Certificate		
Federal Buildings (1)			
Procurement Management Service (2)			
			All Services >
Geological Services			
Inquiry Services			

5. Then select the needed service "Request Value Estimate of Accident Damage", you can view the service Info or start the service immediately.

		Ser	vices				
Services		Search by a service keyword .	Q \$		Request Stat	us 🛇	My Favourites
(28 Most used services) All Services		Infrastructure Services	Infrastructure Si	ervices		Infrastruc	ture Services
Zayed Housing Program Land Transport Maritime Transport	~ ~ ~	Request Value Estimate of Accident Damage	Request Distance Measurement	ce		Request t Objection	o Issue Non- Certificate
Infrastructure Services	(1)	Infrastructure Services Request to Renewal Non-					
Federal Roads Federal Buildings Procurement Management Serv	(4) (1) ice (2)	Objection Certificate					

6. Fill the service application form.

Request Value Estimate of Accident Damage								
Applicant Information								
	① The customer is responsible for the information he/she provides, please make sure	that all the details are correct to get the best of our services.						
Ŭ								
	Applicant Information							
	Full Name / caused the accident	Phone Number						
	E-mail	Alternative Phone						

7. Upload the needed documents & Submit the request by clicking on "Submit" button, or

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Overall, how satisfied are you about the service? *	Based on your experience in getting the service. To what extent you agree on the following statements?							ent do
☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆		Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
	Availability & accuracy of Service information	☆	☆	☆	☆	☆	☆	
, REAC	Ease of Service accessibility in the Smart Application		☆	☆	☆	☆	☆	☆
and Continue Later" to save	Ease & Simplicity of Service Application Steps	☆	☆	☆	☆	☆	☆	☆
and modify it later before	Ease and Variety of payment options		☆	☆	☆	☆	☆	☆
it to the Ministry.	Possibility of Service Status Tracking	☆	☆	☆	☆	☆	☆	☆
	Service Completion time was reasonable & within my expectations		☆	☆	☆	☆	☆	
	Smart Application efficiency (no delays or errors in app)		☆	$\dot{\Box}$	☆	$\stackrel{\frown}{\simeq}$	☆	☆
	Availability of Online Support		☆	☆	☆	☆	☆	☆
		Pre	vious	Next				
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Police Report								
Police Reports *								
Drag and Drop files here (ipg.jpeg.ong.bmp.gif.pdf) extensions are allowed with maximum 1 file(s) and	up to 2 MB of size.						E>>	

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



9. When the request is completed and the value of the accident damages is determined by the ministry, then the Accident Damage Report will be sent automatically to the customer by email, to pay the fees through the electronic

service by going to the "My payment" in end user dashboard.

10. Upon paying the fees, the Clearance Certificate will be automatically issued and sent to the customer by email. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

My Application/My Payment:

a. Click on the arrow as shown in the image below

Contraction Contra	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
Maritime Transport Services	Please Select 🗸
My Company	Company PRO
Please Select V	Please Select 🗸
Application Status	
Please Select V	
Keyword (Reference Number)	
Use Date Range	
Search Reset Filters	