



User Manual

Request Value Estimate of Accident Damage Service

V 1.0

2025

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” menu, then choose “Infrastructure services” then select “Federal Roads”.

The screenshot displays the MOEI website's home page. At the top, there is a navigation bar with the MOEI logo and the text 'UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE'. A search bar is located on the right. Below the navigation bar, a large banner image features the word 'Vision' and the text 'Sustainable global leadership in energy, water, infrastructure, housing and transportation.' Below the banner, the 'Services' section is visible, with a 'Check Request Status' button. A horizontal menu lists various service categories: 'Most used services', 'All Services', 'My Favourites', 'Zayed Housing Program', 'Land Transport', 'Maritime Transport', 'Infrastructure', 'Geological', 'Inquiry', and 'Petroleum Products Trading'. A search bar for services is present. The 'Value Estimate of Accident Damages' service card is highlighted with a red border. Other service cards include 'Emergency / Urgent Maintenance Service...', 'Issuing Non-Objection Certificate', 'Participate in engineering project...', 'Registration and E-qualification for...', 'Renewal of Non-Objection Certificate', 'Request Distance Measurement', and 'Request for Issuance of No Objection...'. Each card includes a brief description and a 'Start Service' button with a right-pointing arrow.

Value Estimate of Accident Damages

Submit a report to the accident's perpetrators about the damages resulting from ...

Start Service →

Emergency / Urgent Maintenance Service...

This service allows the beneficiary from federal entities to apply for emergency...

Start Service →

Issuing Non-Objection Certificate

This service allows customers to issue a non-objection certificate for any work ...

Start Service →

Participate in engineering project...

This service allows contractors and consultants of engineering projects to require...

Start Service →

Registration and E-qualification for...

Renewal of Non-Objection Certificate

Request Distance Measurement

Request for Issuance of No Objection...


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

Login to your account

 Sign in with UAE PASS

OR

Don't have an account?

 Sign up with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

For more information please check the user manual from [Here](#)

4. Fill the service application form and Upload the needed documents & 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.

Request Value Estimate of Accident Damage

ⓘ 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.

📄 Service User Guide (pdf 0.59 MB) 📄

Applicant Information

Full Name / caused the accident * Phone Number *

Full Name / caused the accident Phone Number

E-mail * Alternative Phone

E-mail please add e.g 0097150xxxxxxx

Police Report

Police Reports *

Select or drag and drop files here
(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 5 MB of size.

Police Reports

75% Form Completion

📄 Save and Continue Later ✓ Submit ↩ Back

5. 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.
6. 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:

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





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
Ease of using UAE Pass	★	★	★	★	★	★	★
Service information was clear and accurate	★	★	★	★	★	★	★
I was able to access the service through the website easily	★	★	★	★	★	★	★
The service application procedures were easy	★	★	★	★	★	★	★
Payment options were easy and error-free	★	★	★	★	★	★	★
I was able to track my service status and get updates	★	★	★	★	★	★	★
The time to complete the service was as per my expectations	★	★	★	★	★	★	★
There were no obstacles or technical issues while using the website	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★
I was proactively notified or reminded to apply for the service	★	★	★	★	★	★	★
My documents & Information were available and there was no need to upload them again	★	★	★	★	★	★	★

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Customer Pulse Survey

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

Please select

2000 characters left

Kindly provide your mobile number for follow up

Previous

Submit

