



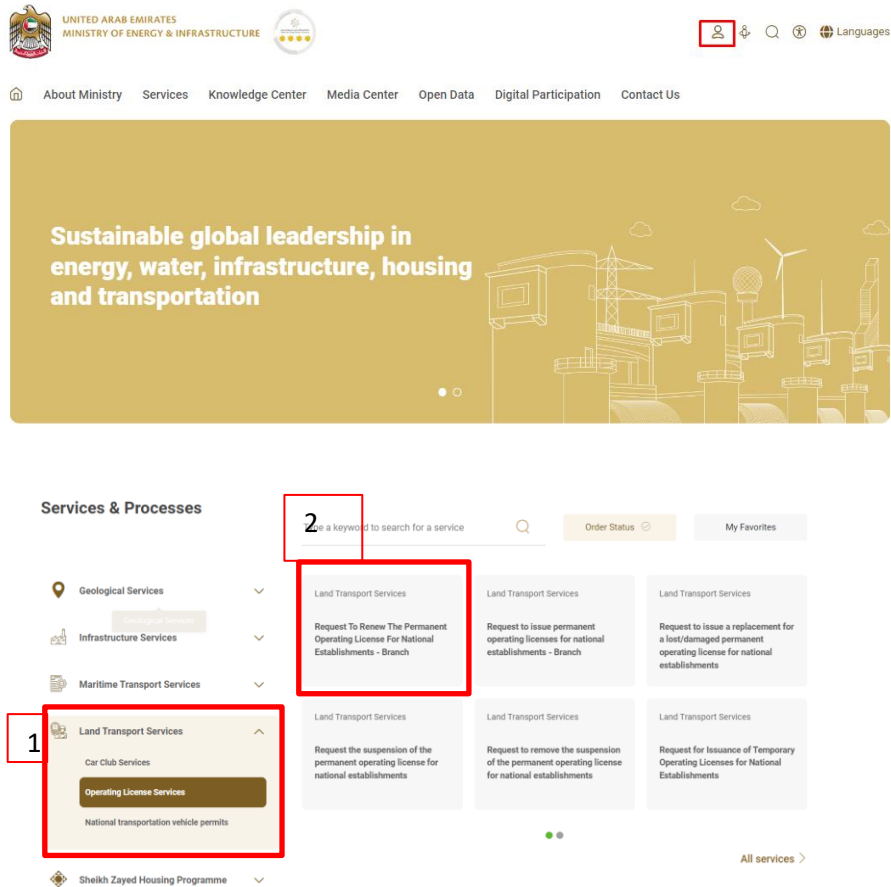
User Manual

Request To Renew The Permanent Operating License For National Establishments - Branch

V 1.1


2023

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to Services Directory, choose the category “Land Transportation” Then select the Sub category “National transportation vehicle permits”. you can view the service Info or start the service immediately by clicking on Start Button



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

Sign in to your account

 **Sign in 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. Search Operating License Number and Select .


Home / Service / Land Transport Services

Request To Renew The Permanent Operating License For National Establishments - Branch


Operating License No *


 **Search**

No data found

Request To Renew The Permanent Operating License For National Establishments - Branch  Back to Filter Panel

Filter Result (1)

| Operating License No | Company Name | Owner Name | TransportType | Expiry Date | |
|----------------------|--------------|------------|---------------|-------------|---|
| | | | | |  |

 Back to Filter Panel

5. Fill the application Information.

Request To Renew The Permanent Operating License For National Establishments - Branch

Operations License Info

Registration Centre ▾
Please Select ▾

| | | | |
|-------------------------|------------|---------------------------|---------------------------|
| Operating License No | | Status | Permanent - Active |
| Parking Space Available | No | No. of Vehicles | 3 |
| Parking Space Yard | 0 | Parking Space Type | |
| Trans Station available | No | Recover service available | No |
| No. of administrative | 2 | Transport Type | Shipping between Emirates |
| Issue Date | 08/02/2023 | Expiry Date | 07/02/2024 |
| Capital | 50000 | | |

0%
Form Completion

Save and Continue Later

Next

Cancel

Request To Renew The Permanent Operating License For National Establishments - Branch

Update Operations License Info

Emirate Where the Operator will be located ▾
Abu Dhabi ▾

Destination ▾
Shipping between Emirates ▾

Parking Space Available ▾
 Yes
 No

Capital No of administrative

Is Branches Available

100%
Form Completion

Save and Continue Later

Previous

Next

Cancel

Request To Renew The Permanent Operating License For National Establishments - Branch

Activities And Establishment Staff

| Transport Activity | Sub Transport Activity |
|---------------------|------------------------|
| Transfer passengers | Passangers Transport |

Speciality * Number Of Staff * Staff Classification *

مواصلات 2 Administrations

100% Form Completion

Save and Continue Later Previous Next Cancel

Request To Renew The Permanent Operating License For National Establishments - Branch

Emergency Service

Emergency Service Available *

Yes

No

100% Form Completion

Save and Continue Later Previous Next Cancel

Request To Renew The Permanent Operating License For National Establishments - Branch

Agent Station

Station Available *

No

100% Form Completion

Save and Continue Later Previous Next Cancel

6. Upload the needed documents.

Request To Renew The Permanent Operating License For National Establishments - Branch

Upload Attachments

(Owner Emirates ID copies (2 sides -

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.

List of vehicles , Ownership Deed, or lease contracts of means of transportation -

Drag and Drop files here
(jpg/jpeg/png/bmp/gif/pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

Valid trade license -

Drag and Drop files here
(jpg/jpeg/png/bmp/gif/pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

If the applicant is authorized by a principal, he/she must present the POA, the principal's ID and a

Drag and Drop files here
(jpg/jpeg/png/bmp/gif/pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

letter from the Economic Development Department if it was general transport activity

Drag and Drop files here
(jpg/jpeg/png/bmp/gif/pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

Owner Passport Copy

Drag and Drop files here
(jpg/jpeg/png/bmp/gif/pdf) extensions are allowed with maximum 1 file(s) and up to 4 MB of size.

0%
Form Completion

Save and Continue Later Previous Next Cancel

7. Submit the request by click on "Submit".

Request To Renew The Permanent Operating License For National Establishments - Branch

Submit And Finish

Comments

100%
Form Completion

Save and Continue Later Previous Submit Cancel

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

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next

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

9. 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 "My Application" as shown in the image below

Dashboard

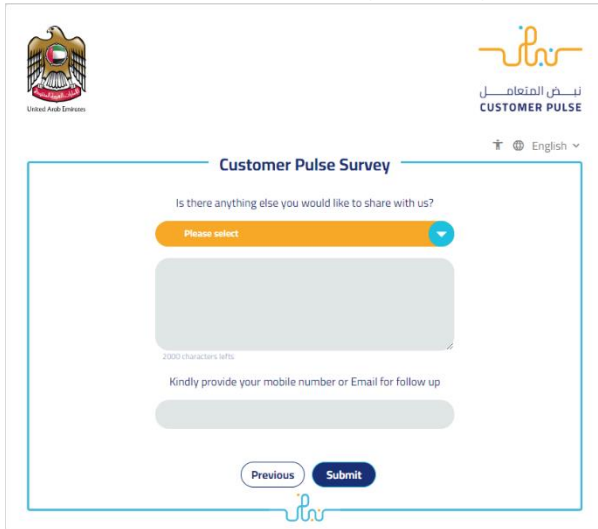
My Applications

My Payments

Notifications

Welcome,
Test User

b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:



The screenshot shows a web interface for a "Customer Pulse Survey". At the top left is the United Arab Emirates logo. At the top right is the "CUSTOMER PULSE" logo with Arabic text "نص المتعامل" and "CUSTOMER PULSE". Below the logo is a language selector set to "English". The main content area is titled "Customer Pulse Survey" and contains the question "Is there anything else you would like to share with us?". Below the question is a dropdown menu with "Please select" and a blue arrow. Underneath is a large text input field with a "2000 characters left" indicator. Below the text field is a label "Kindly provide your mobile number or Email for follow up" and a corresponding input field. At the bottom are "Previous" and "Submit" buttons.

My Applications

Services by Category: Maritime Transport Services

Service: Please Select

My Company: Please Select

Company PRO: Please Select

Application Status: Please Select

Keyword (Reference Number):

Use Date Range

Search **Reset Filters**