UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



User Manual

Request to Issue Non-Objection Certificate Service

V 3.0 2023

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

| | UNITED ARAB | EMIRATES ENERGY & INFR | | | | | | <u>م</u> | Q | ٦ | languages |
|---|---|---|---|-------------------------------------|--------------------------------|-----------------------|------------|----------|----|---|-----------|
| â | About Ministry | Services | Knowledge Center | Media Center | Open Data | Digital Participation | Contact Us | | | | |
| | Notice The name of National Tran sub-services Show More | the Vehicle (sportation \ have also cf | Operating Cards serv (ehicle Permits servic langed. | ice has changed se, and the name | i to the es of its 8 ○ ● | | | | 0- | | ()()) |

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

| | Login to your account |
|---------|--|
| | line with UAE PASS |
| | OR |
| | Don't have an account? |
| | Sign up with UAE PASS |
| A singl | le trusted digital identity for all citizens, residents and visitors. |
| Fo | r 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 Buildings".

| Services | | Search by a service keyword | Q Q | Request | Status 🔗 | My Favourites |
|-------------------------------|-------|--|------------------------|---------|---------------------------|---------------------|
| | | | | | | |
| Most used services | | Infrastructure Services | Infrastructure Service | S | Infrastruct | ture Services |
| All Services | | | | | | |
| Zayed Housing Program | ~ | Request Value Estimate of Accident Damage | Request Distance Measu | ırement | Request to Certificate | Issue Non-Objection |
| ‱⊌ Land Transport | ~ | | | | | |
| Am Maritime Transport | ~ | Infrastructure Services | | | | |
| Hinfrastructure Services | ^ | | | | | |
| Dams Services | (1) | Request to Renewal Non- | | | | |
| Federal Roads | (4) | Objection Certificate | | | | |
| Federal Buildings | (1) | | | | | |
| Procurement Management Servic | e (2) | | | | | All Services > |
| Geological Services | ~ | | | | | |
| Inquiry Services | ~ | | | | | |

 From Services Directory, choose the category "Federal Roads". Then select the needed service "Request to Issue Non-Objection Certificate", you can view the service Info or start the service immediately.

| Services | | | | | | | | | |
|---|----------|--|-------|---------------------------------|------------|-----------|--|---------------------------|--|
| Services | | Search by a service keyword . | | Q | Ŷ | Reques | st Status 🔗 | My Favourites | |
| | | 🔓 Iskan bundle | G, E∹ | Services Help | (| Proactive | services | 😞 Added value | |
| Most used services All Services | | Infrastructure Services | | Infrastruct | ure Servic | es | Infrastru | cture Services | |
| Zayed Housing Program | ~ | Request Value Estimate of Accident Damage | | Request Distance Measurement | | | Request to Issue Non- Objection Certificate | | |
| t‱ Land Transport | ~ | | | | | | | | |
| Ameritime Transport | ~ | Infrastructure Services | | | | | | | |
| Infrastructure Services Dams Services (1) Federal Roads (4) Exteral Buildings (1) | | Request to Renewal Non- Objection Certificate | | | | | | | |
| Procurement Management Serv | rice (2) | ✓ Previous 1 of 1 Next > | | | | | | Total number of items : 4 | |

6. Select NOC type.

| Request to Is | sue Non-Objection Certificate |
|---------------|--|
| | () 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. |
| • | [] Federal road violations (pdf 0.18 MB) ය |
| | Application Type |
| | Application Type * |
| | Please Select |
| | I have seen the table of road violations and I agree to abide by them * |

7. Fill the applicant Information.

| • | Applicant Information | | |
|---|-----------------------|------------------------|--|
| ۲ | Contact Person * | Submitter Name * | |
| • | | Submitter Name | |
| | Owner Entity * | Mobile Number * | |
| | Owner Entity | 971505154155 | |
| | | example 0097150xxxxxxx | |

8. Fill the Work Details.



9. Upload the needed documents. Submit the request by click on "Submit", or click on "Save and Continue Later" to save the request and modify it later before sending it to the Ministry.

Request to Issue Non-Objection Certificate Service

| | Official letter in Arabic from the client (signed and sealed) explaining the required service and business details * | |
|--------|--|----------|
| | Drag and Drop files here (pdf) extensions are allowed with maximum 1 file(s) and up to 5 MB of size. | |
| | Horizontal scheme in line with the proposed coordinates stating the place and location of the service and the transverse scheme for the road(WGS-84 UTM coordinates) * | |
| | Drag and Drop files here (pdf) extensions are allowed with maximum 1 file(s) and up to 20 MB of size. | B |
| | Transverse scheme for the road explaining its line level and depth of asphalt (2 A1 paper copies and one electronic AutoCAD copy) * | |
| | Drag and Drop files here (pdf) extensions are allowed with maximum 1 file(s) and up to 20 MB of size. | |
| 45.45% | Save and Continue Later ✓ Submit × 0 | Cancel |

10. Pay the application fees (Note: an email will be sent to the customer including the payment receipt as an attachment).

| - تمر الله | | |
|----------------|--|-----------------|
| | Ministry of energy and infrastructure Session time left: 00:09:17 | |
| | | |
| | Method Confirm | |
| | Select the required payment method | |
| | Card Giny | |
| | t 🛱 Bank Transfer | |
| Cancel Process | | Calculate Price |

11. Payment details will appear, please click on "Proceed with Payment" button to go to next

step

| | | - | 8 | | |
|----------------------|----------------------|---------------------------------|--|------------------|-----------------------|
| | | Ministry of ener Session tin | gy and infrastructure ne left: 00:08:36 | | |
| | | - | 0 | - | |
| | | Method | Confirm | | |
| Description | | Amount | Tax Amount (AED) | Quantity | Total With Tax Amount |
| Compensation for dam | age to federal roads | 100 AED | 0.00 AED | 1 | 100 AED |
| Total | | | | | 100 AED |
| Request Fees | | | | | |
| Description | Amount | Tax Amount (AEI |)) | Total With Tax A | Imount |
| Card Charges | 0.68 AED | 0.03 AED | | 0.71 AED | |
| Total | | 10 | | 0.71 AED | |
| | | | | | |
| Total Tax | | | | | 0.03 AE |
| Total Amount | | | | | 100.71 AE |
| | | | | | |

12. Add Card details and click on "I agree to Terms & Conditions" , then click on "Pay Now"

button

1

| | Ministry of energy and Total Payment: 10 Session time left: | infrastructure 0.71 AED 00:07:33 |
|-------------------|---|--|
| | | G Pay |
| Cardholder Name | | |
| Cardholder Name | | |
| Card Number | YYY | |
| Month | Var | 000 |
| Month | Year | *** |
| | | |
| | Conditions | |
| I agree to Terms& | | |

13. The following Message will appear upon successful payment:

| Payment - | Deletion Request for national pleasure boat | | ÷ |
|-----------|--|--|---|
| | Payment Co We have already received your payment and y you | mpleted Successfully! rour application will be reviewed. You will be notified soon on application status | |
| | ©7 Receipt Number 265518189947239275 | Payment Date Thu, 08 jun 2023 11:01 | |
| | Application Number A004001483080523 | Application Date Thu, 08 Jun 2023 10:49 | |
| | Amount | AED 100 | |
| | Fees | AED 0.71 | |
| | Total Payment | AED 100.71 | |
| | | | |

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

Request to Issue Non-Objection Certificate Service

| | Under Andre Armere | | | | | | ل cus | • ۲ سرت المتعام TOMER PULS |
|---|---|------------------------|-----------------------|-------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|
| | | Custon | Customer Pulse Survey | | | | Ť | ⊕ English ∨ |
| | Based on your exper you ag | rience in ree on th | nat ext | t extent do | | | | |
| | | Extremely Disagree | Disagree | Somewhat Agree | Agree | Extremely Agree | | |
| | Availability & accuracy of Service information | ☆ | ☆ | ☆ | ☆ | ☆ | ☆ | |
| | Ease of Service accessibility in the Smart Application | ☆ | ☆ | ☆ | ☆ | ☆ | ☆ | |
| | Ease & Simplicity of Service Application Steps | ☆ | ☆ | ☆ | ☆ | ☆ | ☆ | |
| نبــض المتعامـــل CUSTOMER PULSE | Ease and Variety of payment options | ☆ | ☆ | ☆ | ☆ | ☆ | $\stackrel{\frown}{\simeq}$ | ☆ |
| * English | Possibility of Service Status Tracking | ☆ | ☆ | ☆ | $\stackrel{\frown}{\simeq}$ | ☆ | ☆ | |
| Overall, how satisfied are you about the service? * | Service Completion time was reasonable & within my expectations | ☆ | ☆ | ☆ | ☆ | ☆ | ☆ | |
| | Smart Application efficiency (no delays or errors in app) | ☆ | ☆ | ☆ | ☆ | ☆ | ☆ | |
| Extremely Dissatisfied Extremely Satisfied | Availability of Online Support | | ☆ | ☆ | $\stackrel{\frown}{\simeq}$ | $\stackrel{\frown}{\simeq}$ | ☆ | ☆ |
| Next | | | | 1 Jacob | | | | |
| | | Pre | | · · | | | | |
| للسنة عدو السنية للسنة عدو اللسنة عدو السنية للسنة عدو السنة عدو السنية للسنة عدو السنية للسنة عدو السنية للسنة عدو السنة عدو السنة عدو السنية للسنة عدو السنة عدو السنية للسنة عدو السنية للسنة عدو السنية للسنة عدو السنية للسنة عدو السنية للسنة عدو السنية للسنة عدو المالي السنة عدو المالي المالي المالي المالية للسنة عدو المالي المالية للمالي المالي الماليمالي الماليما | | | | | | | | |
| Please select 2000 cheractives lefts 2000 cheractives lefts Kindly provide your mobile number or Email for follow up Previous Submit | | | | | | | | |
| Previous Submit | | | | | | | | |

15. When the request is approved by the ministry, then an email notification will be sent automatically to the customer in order to pay the NOC fees through the electronic service by going to the "My Payment" Page or through notification page.

- 16. Upon paying the fees, the NOC 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 page - My payment page)
- 17. you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

18. <u>My Application/My Payment:</u>

a. Click on the My Application as shown in the image below

Bashboard

My Applications 🖉 My Payments

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

| The second secon | |
|--|-----------------|
| Services by Category | Service |
| Maritime Transport Services 🗸 | Please Select 🗸 |
| My Company | Company PRO |
| Please Select 🗸 | Please Select 🗸 |
| Application Status | |
| Please Select 🗸 | |
| Keyword (Reference Number) | |
| | |
| Use Date Range | |
| Search Reset Filters | |

Welcome,

Test User