



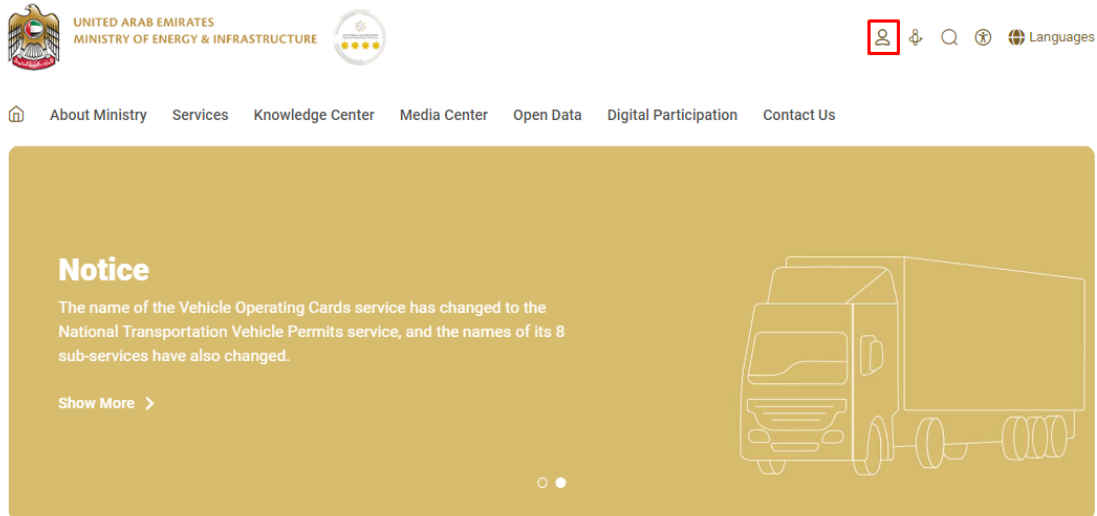
User Manual

Request to Renewal Non-Objection Certificate Service

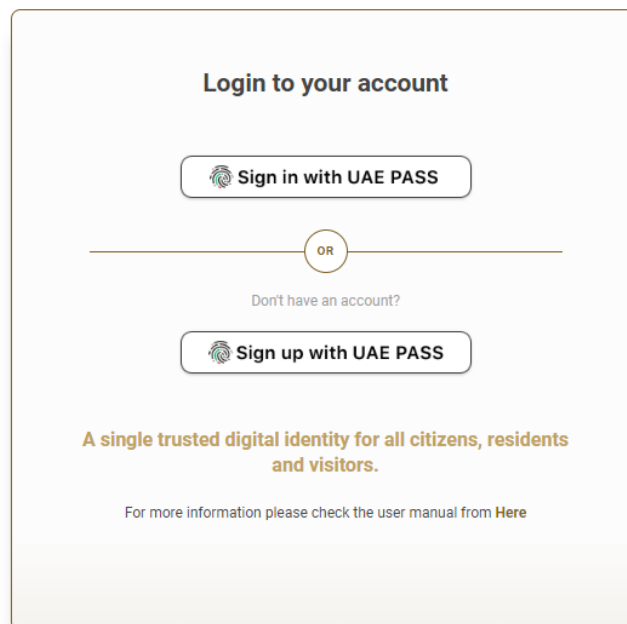
V 3.0

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, a vertical menu lists various service categories. 'Infrastructure Services' is selected and expanded, showing sub-categories: 'Dams Services (1)', 'Federal Roads (4)', 'Federal Buildings (1)', and 'Procurement Management Service (2)'. The 'Federal Roads' category is highlighted in a dark brown color. To the right of the menu, a search bar is present with the text 'Search by a service keyword'. Below the search bar, there are three buttons: 'Request Status' (with a refresh icon) and 'My Favourites'. The main content area shows a grid of service cards. The first row contains three cards, all labeled 'Infrastructure Services'. The second row contains two cards: 'Request Value Estimate of Accident Damage' and 'Request Distance Measurement'. The third row contains one card labeled 'Infrastructure Services' with the sub-text 'Request to Renewal Non-Objection Certificate'. At the bottom right of the main content area, there is a link 'All Services >'. The overall layout is clean and modern, with a light gray background and a dark brown accent color for the selected category.

- From Services Page, choose the category “Federal Roads”. Then select the needed service “Request to Renewal Non-Objection Certificate”, you can view the service Info or start the service immediately.

Services

Services

Request Status

My Favourites

Iskan bundle
E-Services Help
Proactive services
Added value

- 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

< Previous 1 of 1 Next >

Total number of Items : 4

6. Go to "End User Dashboard" >> Click on "Notifications" link.

Dashboard

My Applications
My Payments

99%
Notifications

Welcome, moeicustomer

7. Select "Task" from Category list and the list of expired certificates will be listed as Task for renewal as shown below, click on it.

Home / Tasks & Notifications

Notifications

Subject / Message	Category	Status
<input type="text" value="Type your search here"/>	<input type="text" value="All"/>	<input type="text" value="All"/>

Search
Reset Filters

Application with REF# NOCA ..._1 has been application is applicable for renewal


Nov 29, 2023 15:35

8. Click on "View Applications".



Application with REF# NOCA _1 has been application is applicable for renewal

Dear Requester:


 Wednesday, November 29, 2023 15:35

Application is applicable for renewal

Service	Request to Renewal Non-Objection Certificate	Reference No	NOCA _1
Date submitted	11/29/2023 14:54:19	Requester	Requester

 Back

 View Application

 Workflow History

9. Fill the required fields , and Upload the documents (optional) and click “Complete Form”.

Request to Renewal Non-Objection Certificate

1

2

3

4

Application Information

Submitter Name Owner

Phone

Address

NOC Location

Area

Application Attachments

Letter / Acknowledgement / Bank Guarantee

Drag and Drop files here
(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 2 MB of size.

We commit to bearing any damages that may occur in the work area for a period of one year from the date of the achievement certificate

100%
Form Completion

✔ Submit ✕ Cancel

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

التالي >

Ministry of energy and infrastructure
Session time left: 00:09:17

☰
Method

☰
Confirm

Select the required payment method


Card ☑ Pay

Bank Transfer

Cancel Process

Calculate Price

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



Ministry of energy and infrastructure
Session time left: 00:08:36

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
Compensation for damage to federal roads	100 AED	0.00 AED	1	100 AED
Total				100 AED


Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	0.68 AED	0.03 AED	0.71 AED
Total			0.71 AED



Total Tax	0.03 AED
Total Amount	100.71 AED

Cancel Process Change Payment Method Proceed With Payment

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



Ministry of energy and infrastructure
Total Payment: 100.71 AED
Session time left: 00:07:33

Cardholder Name
Cardholder Name

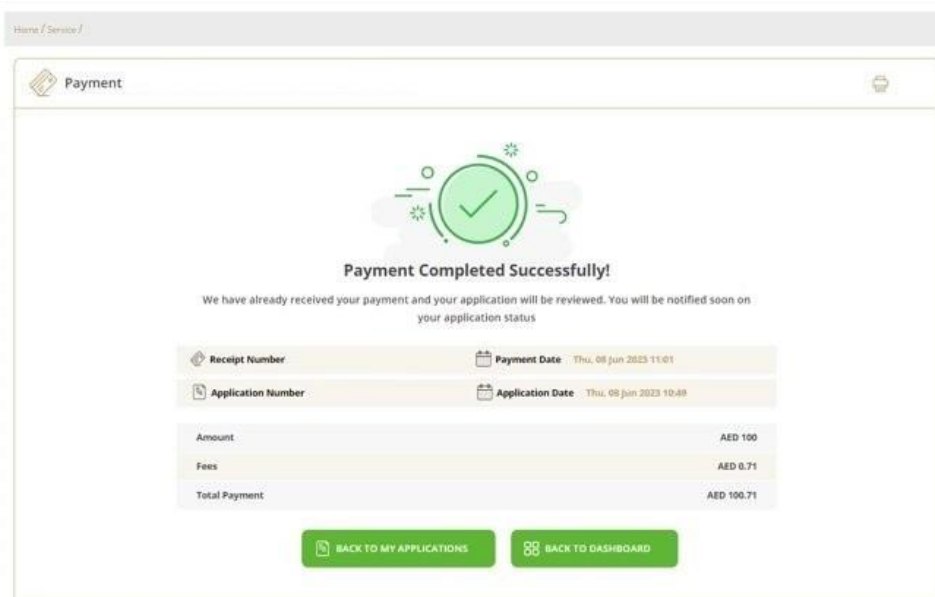
Card Number
XXXX XXXX XXXX XXXX

Month **Year** **CVV**
Month Year ***

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process Change Payment Method

13. The following Message will appear upon successful payment:**14. 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

Customer Pulse Survey

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

Please select

2000 characters left

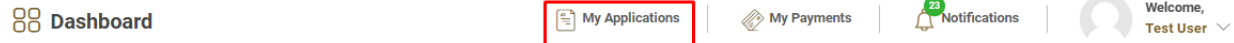
Kindly provide your mobile number or Email for follow up

Previous Submit

15. When the request is approved by the ministry, then the NOC Renewed will be automatically issued and sent to the customer by email. Also, you can find, view and download all your reports, certificates from My Application page and receipts from My payment page.

My Application/My Payment:

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



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

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

- c. For my payment page you can filter based on the fields (Status/Service Name/Payment Type/Date)

Home / My Payments

My Payments ↶ ⚙

Keyword (Ref No, Receipt No)

Status

Date From

Service


Payment Type

Date To

Search





Number of Entries **7**

Sort By

 **Request to amend data for permanent certificate registry for national commercial ship** View Payment Details

Successful Payment

N0560 | Service Fees

 Transaction Number	 Total Payment AED 100.71
 Payment Date May 31, 2023 12:07	 Receipt Number