



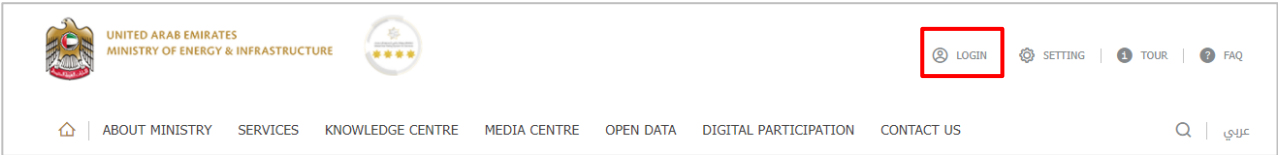
User Manual

Request for Issuance of No Objection Certificate for Removing Mud Sediments from Dam Lakes

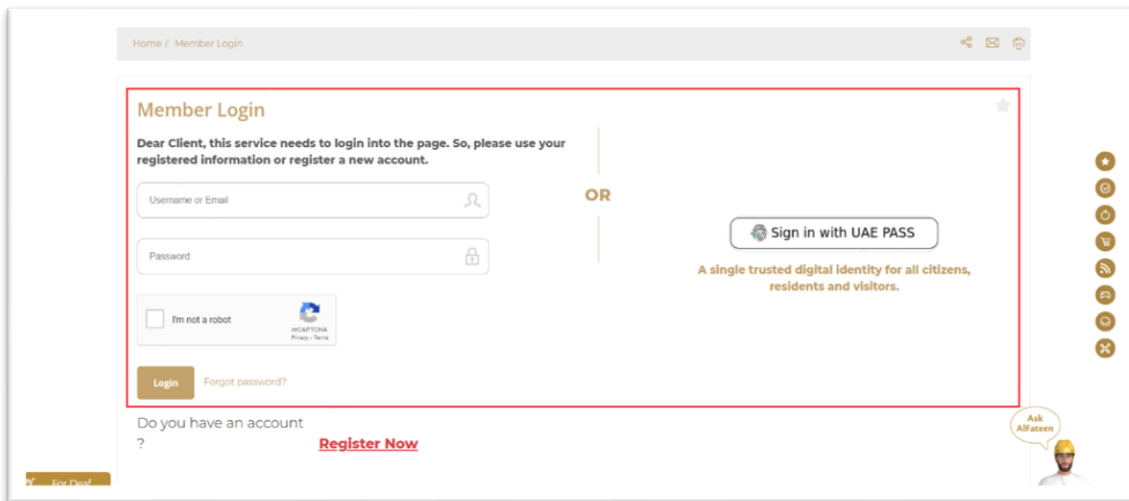
V 1.0

2022

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 by email registered and password or using UAE PASS.



4. From the home page, go to “Services” tab, then choose “Infrastructure Services”.



5. From Services Directory, choose the category “Dam Services”.

6. Then select the needed service “Request for Issuance of No Objection Certificate for Removing Mud Sediments from Dam Lakes” , you can view the service Info or start the service immediately.

Infrastructure Services



For all Housing Services, please visit [Sheikh Zayed Housing Programme website](#)

You can use our digital services through our Mobile App [IOS](#) - [Android](#)

Type a keyword to search

Search



Inquiry Services



Geological Services



Infrastructure Services



Maritime Transport



Land Transport

Dams Services

Federal Roads

Federal Buildings

Housing Services

Procurement Management Service



Request for Issuance of No Objection
Certificate for Removing Mud Sediments from
Dam Lakes

START

VIEW INFO

7. Add the required fields in “Request for Issuance of No Objection Certificate for Removing Mud Sediments from Dam Lakes” Form and click “Submit”

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Rate this page ★★★★★

Request For Issuance Of No Objection Certificate For Removing Mud Sediments From Dam Lakes ★

Applicant Data

Name *

Emirates ID Number *

Emirate *

Mobile Number *


Email *

Application Details - Requesting You To Get Sedimentation (Silt) From The Dams Belong To Ministry Of Energy And Infrastructure

Emirate *

Dam *

Attachment Emirate Id Copy *
File Type : JPEG, JPG,PNG , Max Size (2 MB)

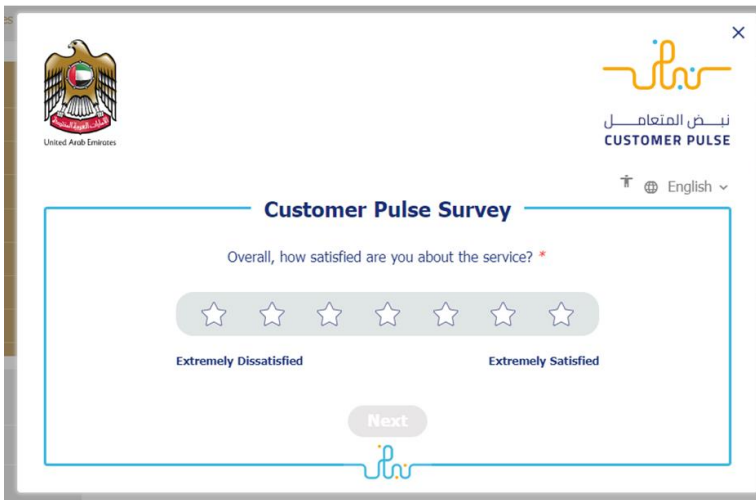
Please enter text shown * I'm not a robot  [Privacy](#) [Terms](#)

- Add a statement to read the instructions
- I acknowledge that I bear the responsibility of issuing any permits required by the relevant local authorities also; I abide by the instructions of the Ministry at the site.

[PRINT INSTRUCTIONS](#)

[SUBMIT](#)

- Reference number for the request will be displayed in the page and a confirmation email for the request will be sent to the customer's email.
- Fill the satisfaction survey about the eService, when the following pop-up shows up:



The image shows a screenshot of a 'Customer Pulse Survey' pop-up window. The window has a white background with a grey border. In the top left corner, there is the United Arab Emirates national emblem and the text 'United Arab Emirates'. In the top right corner, there is a logo for 'نِضْ المتعاملِ CUSTOMER PULSE' and a close button (X). Below the logo, there is a language selector showing 'English' with a dropdown arrow. The main content area is titled 'Customer Pulse Survey' and contains the question 'Overall, how satisfied are you about the service? *'. Below the question is a horizontal row of seven stars. The first star is filled, and the others are empty. Below the stars, the text 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center, there is a 'Next' button. The window also features a small logo at the bottom center.



نظير المتعامل
CUSTOMER PULSE

English

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



The screenshot shows a web-based survey form. At the top left is the United Arab Emirates coat of arms. At the top right is the 'CUSTOMER PULSE' logo in Arabic and English. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is '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 grey text input area with '2000 characters left' written below it. Below the text area is a smaller grey input field with the prompt 'Kindly provide your mobile number or Email for follow up'. At the bottom are two buttons: 'Previous' (light blue) and 'Submit' (dark blue). A small logo is at the bottom center of the form area.

10. When the request is approved by the Ministry , the customer will receive approval email with certificate attached .