



Issuance of Clear Criminal Record Certificate

MOI Services Website

User Journey

Version Number: 4.0





1. Access to the Service:

To apply for clear criminal record certificate, navigate to **Issuance of clear criminal record certificate** service from the **certificate services** tab that fall under the **policing services** category then click on **start service** button.

The screenshot displays the 'E-SERVICES' dashboard for the Ministry of Interior. The main navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'العربية'. Below this, the 'Policing Services' category is selected, with a search bar and a list of sub-services: 'Certificate Services', 'Smart Incidents', 'CID Fines', 'Financial Cases', 'Other Services', and 'Public Services'. The 'Certificate Services' sub-tab is active and highlighted with a red box. Under this sub-tab, the 'Issuance of Clear Criminal Record Certificate' service is highlighted with a red box and features a 'Start Service' button. Other visible services include 'Police Clearance Certificate Inquiry' and 'To Whom it May Concern Certificate For Lost Document', each with its own 'Start Service' button. The left sidebar lists other service categories: Traffic Services, Policing Services (selected), Punitive & Reformatory, Civil Defence Services, and Weapons & Explosives.



2. Service Steps:

1. Enter main application data, which varies according to the purpose of using the certificate:

1.1. If you select **use inside the country**, you should enter the Issuance Emirate, reason, language of the certificate and others, then click on **next** button.

The screenshot shows a web interface for 'Application Inquiry'. At the top right is a button with a menu icon and the text 'Application Inquiry'. Below this is a progress bar with three steps: 'Application Info' (active), 'Service Fees', and 'Online Payment'. The main content area is titled 'Step: Application Info' and contains several form fields:

- Mobile Number ***: Input field with '0565914014'. Below it, example text: 'ex. 05xxxxxxxx, +9715xxxxxxxx, 00xxxxxxxx'.
- Email Address ***: Input field with 'ghadah@q-pros.com' and a pencil icon. Below it, example text: 'ex. email@email.com'.
- Purpose of Use ***: A dropdown menu with 'Use inside the country' selected. This field is highlighted with a red border.
- Issuance Emirate ***: A dropdown menu with 'Abu Dhabi' selected.
- Reason ***: A dropdown menu with 'Driving Trainer Permit' selected.
- Language ***: A dropdown menu with 'Arabic' selected.
- Organization ***: Input field with 'organization'. Below it, text: 'Enter text (Arabic only)'.
- Delivery Method ***: A dropdown menu with 'Email' selected.

At the bottom right of the form are two buttons: 'Save Draft' and 'Next'.



1.2. If you select **use outside the country**, enter the issuance Emirate, requesting country and delivery method, then click on **next** button.

Application Info Service Fees Online Payment

Step: Application Info

Mobile Number * 0502683020
ex. 05xxxxxxxx, +9715xxxxxxxx, 00xxxxxxxx

Email Address * ghada@mailinator.com
ex. email@email.com

Purpose of Use * **Use outside the country** ▼

Issuance Emirate * Abu Dhabi ▼

Reason * For Work x ▼

Requesting Country * JORDAN x ▼

Delivery Method * Email ▼

Save Draft **Next**



2. Check fees details, accept the terms and conditions then click on **next** button to proceed.

Application Info Service Fees Online Payment

Step: Service Fees




Search...

No.	Description	Amount (AED)
1	Fees of issuing criminal investigation record	50
Total Amount		50 AED

Showing 1 to 1 of 1 entries

- Note: An additional fee will be added by the bank.
- To continue please accept terms and conditions, then press on the "Next" button.

I accept the **Terms and Conditions**

Next

3. Click **YES** to be redirected to the payment gateway

Confirmation X

You are going to be redirected to the payment gateway.
Would you like to continue ?

NO **YES**



4. You will be redirected to the payment gateway to complete payment process

5. You can evaluate your experience in obtaining the service through the **customer pulse survey** screens shown below.



6. After rating our service your application status and ID shows up as follows.

Application Info > Service Fees > Online Payment

Step: Online Payment

Payment Result

Payment has been done successfully ✓

Application Number **28605**


Payment Details

Confirmation ID	817940346132147901
Transaction Date & Time	14/11/2022 02:56:54 PM
Card Charges	0.36 AED
Fees of issuing criminal investigation record	50 AED
Total Amount	50.36 AED

You will be notified by either SMS or Email, for further assistance contact **8005000** or through **moi@moi.gov.ae** ⓘ



7.1. Issued Certificate Inside Country




UNITED ARAB EMIRATES
Ministry of Interior

دولة الإمارات العربية المتحدة
وزارة الداخلية

شهادة بحث الحالة الجنائية

**Criminal Clearance
Certificate**




Serial No رقم التسلسل	2014-075396\0111010000		
Issue Date التاريخ	23/12/2014		


PERSONAL DATA البيانات الشخصية	
Full Name : RUBAYATH ASIYA CHOWDHURY	الاسم الكامل : رويباث اسيا شودي مالك جويد احمد
Nationality : BANGLADESH	الجنسية : بنغلادش
Date of Birth : 19/08/1988	تاريخ الميلاد : 19/08/1988
Passport No. : AC8658506	رقم الجواز : AC8658506
ID Number : 784198857398354	رقم الهوية : 784198857398354

DETAILS التفاصيل	
Requesting Authority : كندا	جهة الطلب : كندا
Issuing Authority : Ministry of Interior	جهة الإصدار : وزارة الداخلية
Certificate Purpose : Financial Broker	الغرض من الشهادة : وسيط مالي

RESULT النتيجة	
The aforementioned person has no criminal record/s until the date of issuance of this certificate	الذكور ليست لديه سوابق / سابقة جنائية حتى تاريخ صدور هذه الشهادة

REMARK ملاحظات	
<p>هذه الشهادة للإستخدام داخل الدولة وهي صالحة لمدة (30) يوماً من تاريخ الإصدار. This certificate is for use inside country and valid for (30) days from the date of issue.</p>	






مباشر: 8005000 أبوظبي - الإمارات العربية المتحدة البريد الإلكتروني: moi@moi.gov.ae
Office: 8005000 Abu Dhabi United Arab Emirates Email: moi@moi.gov.ae

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7.2. Issued Certificate Outside Country


UNITED ARAB EMIRATES
Ministry of Interior



دولة الإمارات العربية المتحدة
وزارة الداخلية

شهادة بحث الحالة الجنائية

Criminal Clearance
Certificate




PERSONAL DATA		البيانات الشخصية	
Full Name	: NAGIB SOBH ATTAALLA HAMZA	الاسم الكامل : نجيب صبح عطا الله حمزه	
Nationality	: EGYPT	الجنسية : مصر	
Date of Birth	: 01/07/1979	تاريخ الميلاد : 01/07/1979	
Passport No.	: 981548	رقم الجواز : 981548	
ID Number	: 784197917182574	رقم الهوية : 784197917182574	

DETAILS		التفاصيل	
Requesting Authority	: كندا	جهة الطلب : كندا	
Issuing Authority	: Ministry of Interior	جهة الإصدار : وزارة الداخلية	
Certificate Purpose	: For Work	الغرض من الشهادة : للعمل	

RESULT		النتيجة	
The aforementioned person has no criminal record/s until the date of issuance of this certificate		المذكور ليست لديه سوابق / سابقة جنائية حتى تاريخ صدور هذه الشهادة	

REMARK		ملاحظات	
This certificate is for use outside country and valid for (30) days from the date of issue.		هذه الشهادة للإستخدام خارج الدولة وهي صالحة لمدة (30) يوماً من تاريخ الإصدار.	



8005000 مباشر: أبو ظبي - الإمارات العربية المتحدة البريد الإلكتروني: moi@moi.gov.ae
Office: 8005000 Abu Dhabi United Arab Emirates Email: moi@moi.gov.ae

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- The criminal record certificate has been issued outside the country successfully, to attest the certificate apply for **MOI Certificate Attestation from MOFA**, navigate to **other services list** then click on **Start Service** button.

The screenshot displays the MOI E-Services portal interface. At the top, there is a navigation bar with tabs for 'E-SERVICES', 'DASHBOARD', 'INITIATIVE OF A DAY WITHOUT ACCIDENTS', and 'EMPLOYEE SERVICES'. Below this, an 'Action Center' shows pending notifications. The main content area is titled 'OTHER SERVICES' and includes a search bar. A sidebar on the left lists various service categories, with 'Other Services' highlighted in a red box. The main grid of services includes: 'Submit Your CV', 'Conferences and Events Smart Platform', 'Best Practice Visit to MOI', 'My Address', 'Smart Receipts', 'Data Sharing Inquiries', 'Initiative of a Day Without Accidents', and 'MOI Certificate Attestation From MOFA (Ministry of Foreign Affairs)'. The 'MOI Certificate Attestation From MOFA' service is highlighted with a red box, and its 'Start Service' button is also highlighted.



• **Certificate Attestation Steps:**

1. Navigate to your Police Clearance Certificate application then click on **Certificate Attestation** button. Please note that the Certificate Attestation option is displayed for completed applications only.

MOI Certificate Attestation From MOFA (Ministry of Foreign Affairs)

Service Description
In this service, you can attest MOI certificates from the MOFA (Ministry of Foreign Affairs)

Progress Percentage

30%

Certificate Type * **Police Clearance Certificate** ▼

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Application Number</td><td>177943</td></tr> <tr><td>Application Status</td><td>Emailing phase</td></tr> <tr><td>Issuance Emirate</td><td>Abu Dhabi</td></tr> <tr><td>Language</td><td>Arabic</td></tr> <tr><td>Description</td><td>IRAN</td></tr> <tr><td>Email Address</td><td>mrkhanaa@gmail.com</td></tr> </table>	Application Number	177943	Application Status	Emailing phase	Issuance Emirate	Abu Dhabi	Language	Arabic	Description	IRAN	Email Address	mrkhanaa@gmail.com	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Application Number</td><td>177927</td></tr> <tr><td>Application Status</td><td>Emailing phase</td></tr> <tr><td>Issuance Emirate</td><td>Abu Dhabi</td></tr> <tr><td>Language</td><td>Arabic</td></tr> <tr><td>Description</td><td>الاردن</td></tr> <tr><td>Email Address</td><td>acilm@mailinator.com</td></tr> </table>	Application Number	177927	Application Status	Emailing phase	Issuance Emirate	Abu Dhabi	Language	Arabic	Description	الاردن	Email Address	acilm@mailinator.com
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Language	Arabic																								
Description	الاردن																								
Email Address	acilm@mailinator.com																								

Certificate Attestation
 Applications Inquiry

Certificate Attestation
 Applications Inquiry



2. The data of the Police Clearance certificate application will be displayed in addition to the attestation request number, click on **Next** button to complete the procedure.

Certificate Name	Police Clearance Certificate
Issuance Emirate	Abu Dhabi
Application Number	177943
Application Status	Emailing phase
Description	For Work
Country	IRAN
Attestation Request Number	110
Attestation Request Date	18/09/2024

Application Info Service Fees Online Payment

Name English	RASHED MURAD IBRAHIM EZZAT ALBLOOSHI
Name Arabic	راشد مراد ابراهيم عزت البلوشي
Emirates ID	784198160819615
Mobile Number	0503861004
Email Address	alhajaj_jawad@yahoo.com

Back **Next**




3.The service fee will be displayed as shown below Click on **Submit** button to go to the payment gateway.

Certificate Name	Police Clearance Certificate
Issuance Emirate	Abu Dhabi
Application Number	177943
Application Status	Emailing phase
Description	For Work
Country	IRAN
Attestation Request Number	110
Attestation Request Date	18/09/2024

Application Info **Service Fees** Online Payment

No.	Description	Amount (AED)
1	Documents Attestation in missions - MOFA	150
2	Fees of attestation on Certificates - MOFA	150
Total Amount		300 AED

Showing 1 to 2 of 2 entries

Note: An additional fee will be added by the bank. 

Submit



4. Issued Certificate **Outside Country** Attested from **Ministry of foreign Affairs (MOFA)**

UNITED ARAB EMIRATES Ministry of Interior		دولة الإمارات العربية المتحدة وزارة الداخلية
شهادة بحث الحالة الجنائية		
Serial No رقم التسلسل	2024-000073/0111010000	Criminal Clearance Certificate
Issue Date التاريخ	17/12/2024	
PERSONAL DATA البيانات الشخصية		
Full Name : NAGIB SOBH ATTAALLA HAMZA		الاسم الكامل : نجيب صبح عطا الله حمزه
Nationality : EGYPT		الجنسية : مصر
Date of Birth : 01/07/1979		تاريخ الميلاد : 01/07/1979
Passport No. : 981548		رقم الجواز : 981548
ID Number : 784197917182574		رقم الهوية : 784197917182574
DETAILS التفاصيل		
Requesting Authority : كندا		جهة الطلب : كندا
Issuing Authority : Ministry of Interior		جهة الإصدار : وزارة الداخلية
Certificate Purpose : For Work		الغرض من الشهادة : للعمل
RESULT النتيجة		
The aforementioned person has criminal record/s and has not been rehabilitated until the date of issuance of this certificate. المذكور لديه سوابق / سابقة جنائية ولم يرد إليه اعتباره حتى تاريخ صدور هذه الشهادة.		
REMARK ملاحظات		
This certificate is for use outside country and valid for (30) days from the date of issue. هذه الشهادة للإستخدام خارج الدولة وهي صالحة لمدة (30) يوماً من تاريخ الإصدار. AEPIC20250213090000054112DF0		
	مباشر: 8005000 أبو ظبي - الإمارات العربية المتحدة البريد الإلكتروني: moi@moi.gov.ae Office: 8005000 Abu Dhabi United Arab Emirates Email: moi@moi.gov.ae	
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