

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issuance of a Permit for Heavy Vehicle to Pass

Moi Services Website

User Manual



1. Access to the Service:

Navigate to Traffic Services and choose **Issuance of a Permit for Heavy Vehicle to Pass** service from the **vehicles services** menu then click on **start service**.

The screenshot displays the 'TRAFFIC SERVICES' section of the website. The 'Vehicles Services' menu item is highlighted with a red box. Below it, a grid of service tiles is shown. The tile for 'Issuance of a Permit for Heavy Vehicle to Pass' is highlighted with a red box. Each tile includes an icon, the service name, and a 'Start Service' button.

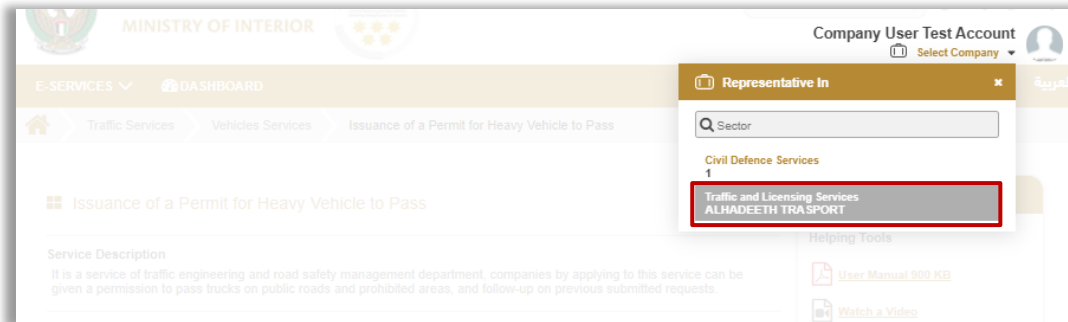
| Service Category | Service Name | Action |
|------------------|---|----------------------|
| Traffic Services | Vehicle Details | Start Service |
| | Issuance of a Vehicle Registration Card | Start Service |
| | Vehicle Ownership Renewal | Start Service |
| | Vehicle Ownership Transfer | Start Service |
| | Lost Vehicle Registration Card Replacement | Start Service |
| | Damaged Vehicle Registration Card Replacement | Start Service |
| | Vehicle Details Modification in the Vehicle Registration Card | Start Service |
| | Vehicle Possession Certificate (Cancel) | Start Service |
| | Issue Tour Certificate | Start Service |
| | Issue Certification for Releasing Impounded Vehicle | Start Service |
| | Issuance of a Permit for Heavy Vehicle to Pass | Start Service |
| | Secure a Heavy Vehicle Itinerary | Start Service |



2. Service Steps:

1. Choose the company the desired heavy vehicle belongs to.

Note that this service can be used by representatives of companies that are registered in traffic system only.



2. To apply for heavy vehicle pass permit click on **New Request** button.

Issuance of a Permit for Heavy Vehicle to Pass

Service Description
It is a service of traffic engineering and road safety management department, companies by applying to this service can be given a permission to pass trucks on public roads and prohibited areas, and follow-up on previous submitted requests.

[+ New Request](#)

| Application No | |
|----------------|--------------------------|
| 19821220000041 | |
| Date | 19/01/2022 |
| TCF No | 6130027022 |
| Name | ALHADEETH TRASPOT |
| Permit Status | ACTIVE |
| Permit Date | 21/01/2022 to 22/01/2022 |
| Permit Type | load transfer |
| | |
| DETAILS | CONTINUE |

| Application No | |
|----------------|--------------------------|
| 19821220000040 | |
| Date | 19/01/2022 |
| TCF No | 6130027022 |
| Name | ALHADEETH TRASPOT |
| Permit Status | APPROVAL REQUIRED |
| Permit Date | 20/01/2022 to 20/01/2022 |
| Permit Type | load transfer |
| | |
| DETAILS | |



3. Add application details which include the following:

3.1. Permit type, start and end date and moving time.

3.2. Load info which include: load type, load weight, height and more.

Application Info.

Attachments

Application Tracking Info.

Step: Application Info.

| | |
|---------------|---------------------------------|
| Company | MINISTRY OF INTERIOR |
| Emirate * | Abu Dhabi |
| Permit Type * | road uses |
| Start Date * | 25/11/2022 |
| | Text and numbers are allowed. |
| End Date * | 30/11/2022 |
| | Text and numbers are allowed. |
| Moving Time * | Not to move during peak evening |

| | |
|-------------------|--------------------------------|
| Load Count | Please Enter Load Count |
| | Only numbers are allowed |
| Load Type * | Public road use |
| Load Weight (Ton) | Please Enter Load Weight (Ton) |
| | Only numbers are allowed |
| Load Direction * | Back to back |



3.3. Load way info which include: vehicle axel, load and unload location and if an escort is needed or not.

| | |
|-------------------|--|
| Vehicle Axel | <input type="text" value="Please Enter Vehicle Axel"/> |
| | <small>Only numbers are allowed</small> |
| Is Escort Needed | <input checked="" type="radio"/> NO <input type="radio"/> YES |
| Load Location * | <input type="text" value="Industrial Mafraq"/> x ▼ |
| UnLoad Location * | <input type="text" value="Lewa"/> x ▼ |

3.4. Vehicle info and path information, which can be divided into:

3.4.1. Using all company vehicles by clicking in **YES** icon.

| | |
|----------------------|---|
| All Company Vehicles | <input type="radio"/> NO <input checked="" type="radio"/> YES |
| Path Information * | <input type="text"/> <div> x Abu Dhabi Internal and External Roads and its Suburbs (Passing through Sheikh Zayed Tunnel is NOT Allowed) </div> |
| Remarks | <input type="text" value="Please Enter Remarks"/> |
| | <small>Text and numbers are allowed.</small> |
| | <input type="button" value="Save Draft"/> <input type="button" value="Next"/> |



3.4.2. Add vehicle by clicking on **No** then add vehicle details and click on **add vehicle** button.

All Company Vehicles

NO
YES

Vehicles

Plate No *

Please Enter Plate No

Enter number ex. 123xxxxx

Plate Source *

Please Select

Plate Type *

Please Select

Plate Color *

Please Select

Add Vehicle

Path Information *

× Abu Dhabi Internal and External Roads and its Suburbs (Passing through Sheikh Zayed Tunnel is NOT Allowed)

Remarks

Please Enter Remarks

Text and numbers are allowed.

Save Draft

Next

4. Upload company letter attachment then click on **Submit** button.

Application Info.
Attachments
Application Tracking Info.

Step: Attachments

Image should be less than 2 MB in size and of JPG/JPEG/PNG types only.

Company Letter *

Upload

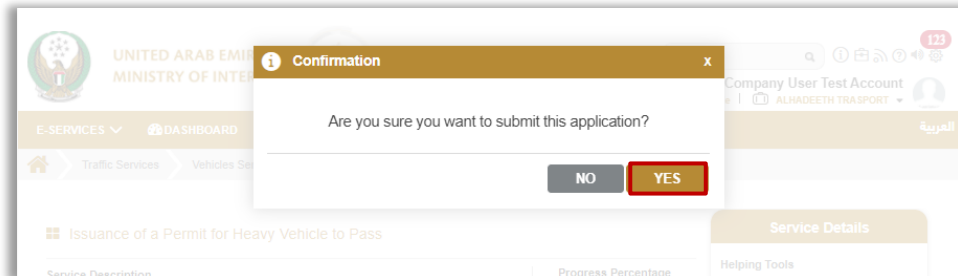
A recent photograph showing the location *

Upload

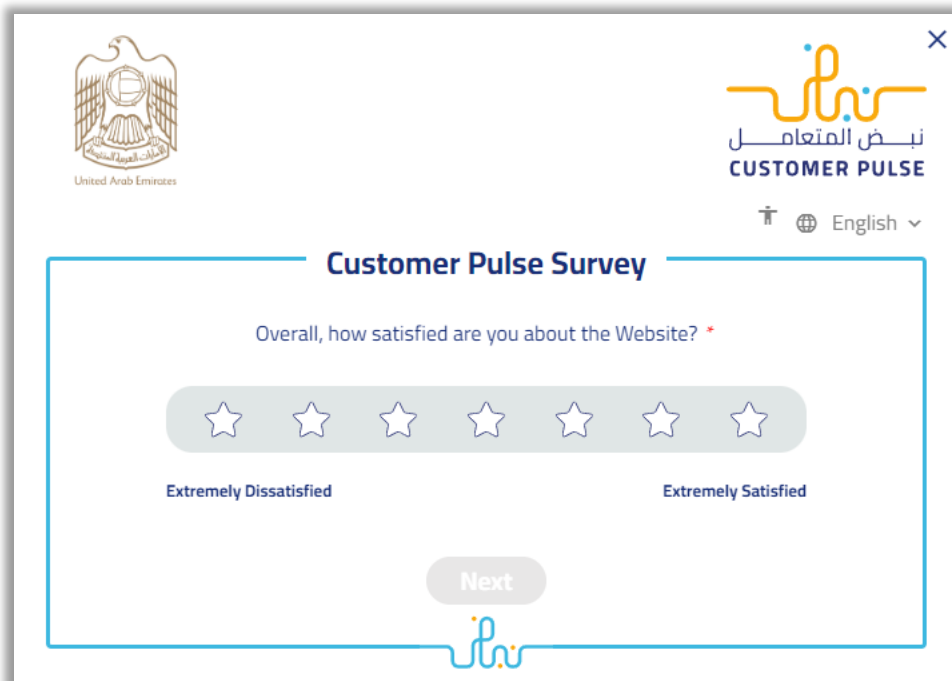
Submit



5. A confirmation message appears, click **YES** to submit you application.



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





7. Your Request has been submitted successfully,
request number and support contact details will be
displayed for follow up.

Vehicle Details

Permit Details

Tracking Info.

Step: Tracking Info.

Your request has been submitted successfully.

Request Number : 3621

This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email smart@moi.gov.ae