



# Issuance of Clear Criminal Record Certificate

Moi Services Website

User Manual



## 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 portal interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a search bar. The main content area is titled 'POLICING SERVICES' and includes a sidebar with categories like 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', and 'Weapons & Explosives'. The 'Policing Services' category is selected, showing sub-tabs for 'Certificate Services', 'Smart Incidents', 'CID Fines', 'Financial Cases', 'Other Services', and 'Public Services'. The 'Certificate Services' sub-tab is active, displaying three service cards: 'Issuance of Clear Criminal Record Certificate', 'Police Clearance Certificate Inquiry', and 'To Whom it May Concern Certificate For Lost Document'. The 'Issuance of Clear Criminal Record Certificate' card is highlighted with a red box, and its 'Start Service' button is also highlighted.



## 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.

[Application Inquiry](#)

Application InfoService FeesOnline Payment

Step: Application Info

Mobile Number *	<input type="text" value="0565914014"/>
	<small>ex. 05xxxxxxxx, +9715xxxxxxxx, 00xxxxxxxx</small>
Email Address *	<input type="text" value="ghadah@q-pros.com"/>
	<small>ex. email@email.com</small>
Purpose of Use *	<input type="text" value="Use inside the country"/>
Issuance Emirate *	<input type="text" value="Abu Dhabi"/>
Reason *	<input type="text" value="Driving Trainer Permit"/>
Language *	<input type="text" value="Arabic"/>
Organization *	<input type="text" value="organization"/>
	<small>Enter text (Arabic only).</small>
Delivery Method *	<input type="text" value="Email"/>



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](#)

e-dirham    

**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 of the Ministry of Interior, to pay the service fees follow these steps:

4.1. Select the desired payment method then click on **calculate price**.

Ministry of Interior  
Session time left: 00:06:44

Method Confirm

Select the required payment method

Card Bank Transfer

Cancel Process Calculate Price



4.2. Review the details of the amount due for payment then click on **proceed with payment** button to continue the payment process.

You can also change payment method by clicking on **change payment method** button or cancel payment by clicking on **cancel process**.



وزارة الداخلية  
MINISTRY OF INTERIOR

Ministry of Interior  
Session time left: 00:05:42



Method



Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOI test service 1	150 AED	0.00 AED	1	150 AED
<b>Total</b>				<b>150 AED</b>

**Request Fees**

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
<b>Total</b>			<b>1.07 AED</b>

Total Tax

0.05 AED

Total Amount

151.07 AED

Cancel Process

Change Payment Method

Proceed With Payment



4.3. If you confirm to proceed with payment, add the card details, then click on **Pay Now** icon.

  
وزارة الداخلية  
MINISTRY OF INTERIOR

**Ministry of Interior**  
**Total Payment: 151.07 AED**  
**Session time left: 00:08:56**

**Cardholder Name**

  
**Card Number****Pay Now**

Cancel Process

Change Payment Method



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

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website? \*'. Below the question is a horizontal row of seven white stars on a light grey background. The first star is filled, and the others are empty. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered below the stars. The United Arab Emirates logo is at the bottom center.

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. 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 yellow dropdown menu with the text 'Please select' and a blue arrow. Below the dropdown is a large grey text input field. Below the input field is the text '2000 characters left'. Below that is the text 'Kindly provide your mobile number or Email for follow up'. Below this text is a grey input field. At the bottom are two buttons: 'Previous' and 'Submit'. The United Arab Emirates logo is at the bottom center.



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	<b>817940346132147901</b>
Transaction Date & Time	<b>14/11/2022 02:56:54 PM</b>
Card Charges	<b>0.36 AED</b>
Fees of Issuing criminal investigation record	<b>50 AED</b>
Total Amount	<b>50.36 AED</b>

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