UNITED ARAB EMIRATES MINISTRY OF INTERIOR





## **Issuance of**

# "To Whom it May Concern" Certificate -Civil Defense

Moi Services Website

**User Manual** 

COPYRIGHT © 2022 - MINISTRY OF INTERIOR. ALL RIGHTS RESERVED.



**1. Access to the Service:** 

To access the service, navigate **Issuance of "to whom it may concern" certificate – Civil Defense** from the list of other services that is related to civil defense services then click on **start service** icon.

≡	E-SERVICES	© DASHBOARD	العربية
*	Civil Defence	Services	
		Search here i	in services Q
		CIVIL DEFENCE SERVICES	<b># =</b>
	Traffic Services	Hassantuk - Homes Hassantuk - Homes Commercial Safety for Properties Institutions Provention & Safety for Institutions Consulting Firms Licensing Other Service	<b>7</b> 5
		Properties Institutions Vehicles Applications	
	Policing Services	Issuance of "To Whom It May Concern" Certificate	
		- Civil Defense Start Service Start Service Start Service Start Service	
			• <u> </u>
	Civil Defence Services	Awareness Lectures in the Field of Preventive Safety	
		Start Service Start Service	
	Weapons & Explosives		



## 2. Service Steps:

1. To apply for to whom it may concern certificate, Select the required institution first then click on **New Request** button.

Issuance of "To Whom It May Concern" Certificate - Civil Defense								
Service Description In this service, you can apply for a "To whom it may concern certificate" and follow up on previous submitted applications.								
			0	New Request				
Emirates ID	784198370598025							
Please select Institution	Violation Institution	n QA ▼						
You have 164 institutions registered in civil defence.								
Application No.	Template Title	Date	Status	Actions				
2019-1-748042	توصيل التيار الكهريائي - أم القيوين	10/01/2019	Certificate Issued	<ul> <li></li> <li></li> </ul>				
2019-1-748033	توصيل الكيرياء - راس الخيمة	09/01/2019	Auditing	٢				



2. Enter Institution Information:

Make sure you have selected the correct **institution**, then choose the **certificate destination** and **template name**.

• You can modify the certificate form through the template editor below. Also, you can choose between saving the request **as a draft** or completing the application process by pressing on **next** button.

Institution Info.		Service F	ees		>	Onli	ne Payr	nent Gat	eway	
Step: Institution Info.										
Institution Name * Violation Institution QA *										
O You have 164 institutions registered in civil defence.										
File Number	er 2018-1-212183									
Institution License Number	Institution License Number									
Certificate Destination *										
Template Name <b>*</b>	عوصيل كهرياء-الفجيرة	ة لمن يهمه الامر	تموڌج شها:	*						
E Template Editor										
B I <u>U</u> ≡	± ± =	⊨ ■	Α	TI	H	1	▦	٥		
السادة / الهيئة الاتحادية للكهرباء والماء المحترمين ,, السلام عليكم و رحمة الله و بركاته <u>الموضوع : شهادة لمن يهمه الامر</u> لا مانع لدينا من توصيل تيار الكهرباء و الماء بصفة إلى / ارض رقم ( ) الكائنة - بمنطقة / و ذلك بعد التأكد من صلاحية . جميع الخدمات من التوصيلات الكهربائية و القواطع الأوتوماتيكية من قبلكم بشكل جيد . للعلم و إجراءاتكم								•		
Text and numbers are allowed.										
5 C										
					Sav	ve Drat	ft		Next	





#### 3. View service fees:

3.1. If you click the **Next** button, you will be directed to the service fees step where the service charge is displayed as shown below. To go to the online payment gateway, press the **pay** button

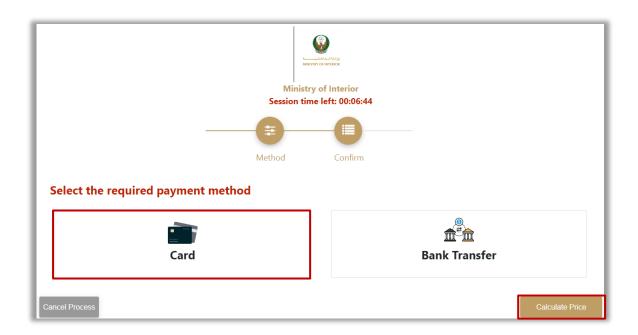
	Institution Info. Service Fees	Online Payment Gateway
Step:	Service Fees	
No. 🕈	Description	<ul> <li>Amount (AED)</li> </ul>
1	To whom it may concern certificate	100
	Total Amount	100 AED
Showing	I to 1 of 1 entries	
	e-dirham	Pay

#### 3.2. To confirm the payment step, click on **yes** button.

UNITED ARAB EMIR MINISTRY OF INTER	Confirmation	:	x Q () () () () () () () () () () () () ()
E-SERVICES V B DA SHEDOARD	You are going to be redirected t Would you like to		
Issue a Vehicle Driving Lice		NO YES	Service Details
Service Description This service issues a driving license after th	e applicant passes all needed tests	Progress Percentage	Helping Tools



- 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 required payment method then click on **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**.

Landard Landard Register of Anticon							
Ministry of Interior Session time left: 00:05:42							
		Method	Confirm				
Description	Amount	Tax Amount (AED)		Quantity	r	Total With Tax A	mount
MOI test service 1	150 AED	0.00 AED		1		150 AED	
Total						150 AED	
Request Fees	Amount	Tax Amount (AED)			Total W	ith Tax Amount	
Card Charges	1.02 AED	0.05 AED			1.07 AEC	)	
Total					1.07 AE	D	
Total Tax Total Amount							0.05 AED 151.07 AED
Cancel Process		Change Payment	Method				Proceed With Payment

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

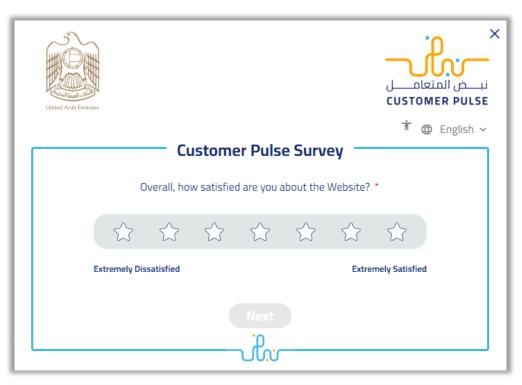
وزارد تا الـــاخـــــــــــــــــــــــــــــــ								
Ministry of Interior								
Total Payment: 151.07 AED Session time left: 00:08:56								
	Session um							
Cardholder Name								
Cardholder Name								
Card Number								
XXXX XXXX XXXX XXXX								
Month	Year		cvv					
Month	Year		***					
<b>_</b> .								
I agree to Terms&Con	ditions							
	Pa							

#### Page 7 of 10

 $\mathsf{COPYRIGHT} \ \textcircled{0} \ \texttt{2022} \ \textbf{-} \ \mathsf{MINISTRY} \ \mathsf{OF} \ \mathsf{INTERIOR}. \ \mathsf{ALL} \ \mathsf{RIGHTS} \ \mathsf{RESERVED}.$ 



5. Add your rating of the service through the customer pulse survey screens shown below.







### 6.Payment details will be displayed as shown below

Payment has been	done successfully
Payment Details	
Application NO.	749924
Confirmation ID	03023990026423273581
Transaction Date & Time	28/10/2020 11:06:11 AM
eDirham Fee for Non eDirha	m Card 3 AED
Non eDirham Charges	0.0799999982118607 AED
Ministry Of Interior Test Ser	ice 1 1 AED
Total Amount	4 AED





7.Your application is then transferred to the audit or inspection phase by the Civil Defense department and if the application is approved the application status changes to **"Certificate Issued"** where you can successfully upload the certificate.

Application No.	Template Title	Date	Status	Actions
2019-1-748042	توصيل التيار الكهربائي - أم القيوين	10/01/2019	Certificate Issued	۲ ک
2019-1-748033	كوصيل الكهرياء - راس الخيمة	09/01/2019	Auditing	۲
2019-1-748032	هيئة الإنماء السياحي بالشارقة	09/01/2019	Auditing	۲

#### Here is an example of an issued certificate

United Arab Emirates Ministry of Interior General Directorate of Civil Defense General Department of Civil Defense - Abu Dhabi		دولة الامارات العربية المتعدة وزارة الداخلية القيادة العامة للدفاع المدني أبوظبي – الإدارة العامة للدفاع المدني
Application number Date	2017-1-552841 23/05/2017	رقم المعاملة التاريخ
		السلام عليكم ورحمة الله ويركانه
	عدد 1	الموضوع : تقرير خيمة فندق باب القصر
		يرجى العلم بأنه تم الكشف على إشتراطات ا منطقة الكررنيش , حيث وجدت مستوقية ل
لعامة للدفاع المدني أدنى مسؤرلية تجاه	ب القصر دون تعمل الإدارة اا	أعطيت هذه الشهادة بناء على طلب فندق با الغير .

Page 10 of 10

COPYRIGHT © 2022 - MINISTRY OF INTERIOR. ALL RIGHTS RESERVED.