



Issuance of Clear Criminal Record Certificate

MOI Services Website

User Manual

Version Number: 3.0



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 'Policing Services' category is selected in the left sidebar. Under the 'POLICING SERVICES' tab, the 'Certificate Services' sub-tab is active. The 'Issuance of Clear Criminal Record Certificate' service is highlighted with a red box, and its 'Start Service' button is also highlighted. Other visible services include 'Police Clearance Certificate Inquiry' and 'To Whom It May Concern Certificate For Lost Document'. The interface includes a search bar and a language selector for Arabic.



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

Requesting Country * JORDAN

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 to complete payment process

The screenshot displays a payment gateway interface. On the left, the 'Payment' section shows a total amount of 50.36 AED. Below this, there are input fields for 'Email', 'Cardholder Name', and 'Card Number'. A 'Session time left: 00:58:50' is displayed. There are 'Pay Now' and 'Cancel Process' buttons. At the bottom, there are options for 'Google Pay' and 'Bank Transfer'. On the right, the 'Invoice Details' section lists 'Fees of issuing criminal investigation record' with a total of 50 AED, and 'Card Charges' with a total of 0.36 AED. A summary row shows 'Total Tax' as 0.02 AED and 'Total Amount' as 50.36 AED. The interface is powered by ATB.

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

The screenshot shows a 'Customer Pulse Survey' screen. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo. The survey question is 'Overall, how satisfied are you about the Website? *'. Below the question is a horizontal scale of seven stars, with the first star on the left labeled 'Extremely Dissatisfied' and the last star on the right labeled 'Extremely Satisfied'. A 'Next' button is located at the bottom center of the survey area.



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. Service Outputs.

7.1 Police clearance certificate for inside country purposes.


UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Clearance Certificate

Ref: 2024-08832010111010000
Date: 08/05/2024




Full Name:	RAFIQ BADSHAH RAFIQ
Nationality:	PAKISTANIAN
Date of Birth:	03/03/1984
Passport No.:	VB4202162
Date of Issue:	19/11/2022
Residence No.:	201/2020/2/366141
Date of Issue:	19/12/2020


Profession:	BUS DRIVER
Place of Birth:	KARAK PAK
Place of Issue:	PAKISTANIAN
Date of Expiry:	29/11/2031
Place of Issue:	FEDERAL AUTHORITY FOR IDENTITY,
Date of Expiry:	09/12/2022

To be submitted to **Emirater general transport and**

This is to certify that the bearer of this certificate, whose photo and description are shown above, has no previous convictions as to the date of issuance of this certificate.

Remarks:-
Any scratch of change voids this certificate.
This certificate is valid for three months only.





رابط الاستعلام عن شهادة بحث الحالة الجنائية :
<https://portal.moi.gov.ae/eservices/Certificate.aspx?Culture=ar&type=6>



7.2 Police clearance certificate for outside country purposes.

UNITED ARAB EMIRATES
Ministry of Interior
General Directorate for Federal Criminal Police

دولة الإمارات العربية المتحدة
وزارة الداخلية
الإدارة العامة للشرطة الاتحادية

شهادة الحالة الجنائية
Criminal Clearance
Certificate

رقم التسلسل Serial No.	2024-17010400
تاريخ الإصدار Issue Date	24/03/2024

Full Name JONE SUTRODHAR SUSIL SUTRODHAR الاسم الكامل جون سوترودهار سوسيل سوترودهار	
Passport No. 701040529 رقم الجواز	Nationality CROATIA جنسية كرواتيا
Date of Birth 03/09/1991 تاريخ الميلاد	Sex MALE الجنس ذكر
Place of Birth BARISHAL مكان الولادة	
Requesting Country BANGLADESHI جهة الطلب بنغلادش	Occupation PRIVATE DRIVER المهنة سائق خاص

★ No Criminal Antecedents of The Above Subject Till Date.
This Certificate Is Issued Upon His Request Without
Any Liability Towards Others.

★ لا سوابق جنائية بحق المذكور حتى تاريخه
أعطيت له هذه الشهادة بناءً على طلبه دون
تحمل أي مسؤولية تجاه الغير.

Remarks: ملحظات : هذه الشهادة صالحة لمدة 3 أشهر من تاريخ الإصدار وبحسب بيانات فترة إقامة المستفيد وصورته
This Certificate is Valid for 3 Months From Issue Date According To His Residency Period Details and Picture

هاتف: 02-4414666 - ص.ب : 13030 - فاكس: 02-4023121 - أبو ظبي - الإمارات العربية المتحدة
Tel : 02-4414666 - P.O. Box : 13030 - Fax : 02-4023121 - Abu Dhabi - United Arab Emirates
<https://portal.moi.gov.ae/eservices/Certificate.aspx?Culture=ar&type=6>