



Issuance of Clear Criminal Record Certificate

MOI Services Website

User Journey

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 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, showing 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. Below it, another card for 'To Whom It May Concern Certificate to Prove a Case' is visible with its own 'Start Service' button. The left sidebar contains icons for 'Traffic Services', 'Policing Services', '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.

[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](#)

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 for the Ministry of Interior. The page is titled "Payment" and shows a total amount of 50.36 AED. The payment method is "Card" (VISA). The interface includes a "Session time left: 00:58:50" warning, a "Card" section with fields for Email, Cardholder Name, Card Number, Month, Year, and CVV, and a "Pay Now" button. Below the card section are options for "Google Pay" and "Bank Transfer". The "Invoice Details" section on the right lists "Fees of issuing criminal investigation record" with a total of 50 AED, and "Card Charges" with a total of 0.36 AED. The "Total Tax" is 0.02 AED, and the "Total Amount" is 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. The survey question is "Overall, how satisfied are you about the Website? *". The response scale consists 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 below the scale. The screen features the United Arab Emirates logo and the "CUSTOMER PULSE" logo. The language is set to "English".



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** ⓘ