

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issuance of a Clearance Certificate

Moi Services Website

User Manual

Version Number:2.0



1. Access to the Service:

Select **Issuance of a Clearance Certificate** from **Traffic Fines** services category that fall under the list of **Traffic service**.

The screenshot displays the 'Traffic Services' web portal. At the top, there is a navigation bar with a home icon and the text 'Traffic Services'. Below this is an 'Action Center' section with '2 Pending Notifications'. Two notification cards are visible, both titled 'Policing General Head Quarter File Criminal Reports' with a sub-message 'Police case is pending, waiting for your answers'. A 'View All' button is present to the right of these notifications. A search bar is located below the notifications, containing the text 'Search here in services'. The main content area is titled 'TRAFFIC SERVICES' and features a horizontal menu with several categories: 'Traffic Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Profile Services', 'Traffic Fines Services', 'Traffic Accidents', 'Other Services', and 'Public Services'. The 'Traffic Fines Services' category is highlighted with a red box. Below the menu, there is a grid of service cards. The 'Issuance of a Clearance Certificate' card is highlighted with a red box. Other cards include 'Payment of Traffic Fines', 'Register Black Points', 'Traffic Fines History', 'Traffic Points Program', and 'Traffic Points Program - Application Inquiry'. Each card has a 'Start Service' button.



2. Service Steps:

1. Click on **New Request** icon, then choose one of the following options to proceed with your request: TCF Number, Plate number, Driving License

Ticket Clearance Certificates

Service Description
By this service you will be able to view your traffic clearance certificates.

Progress Percentage
30%

+ New Request

TCF Number	Plate Number	Driving License
Traffic Profile No.	1070035002	
Name	MOHAMMAD MARUF ELSAYED	

Inquire



1.1. If you choose traffic profile number, your name and your **TCF number** will be displayed click on **Next** button to proceed

Request Info. Traffic Clearance Certificate Online Payment Gateway

To continue, please choose one of the following options.

TCF Number	Plate Number	Driving License
Name: RASHED MURAD IBRAHIM EZZAT ALBLOOSHI		
Traffic Profile No.: 1040029329		

Next

1.2. If you select **plate number** option, you will have to determine the plate number for the vehicle that you want to issue the certificate for, then click on **Next** Button

Request Info. Traffic Clearance Certificate Online Payment Gateway

To continue, please choose one of the following options.

TCF Number	Plate Number	Driving License
Search Options		
Select one of the following plate numbers:		
Filter by plate number		
NISSAN - PATHFINDER	LEXUS - LX 570	
9 1026	4 6037	

Showing 5 of 5 Plates

Next




1.3. If you choose **driving license**, your driving license will be displayed, click on **Next** button to proceed.




Request Info. Traffic Clearance Certificate Online Payment Gateway

To continue, please choose one of the following options.

TCF Number Plate Number **Driving License**



United Arab Emirates دولة الإمارات العربية المتحدة	
Driving License رخصة قيادة	
License No. 611963	رقم الرخصة
Name Noora Maryam Rala	الإسم نورة سعيدة بالقرشيان
Nationality UNITED ARAB EMIRATES	الجنسية
Date of Birth 21-Oct-92	تاريخ الميلاد
Issue Date 18-Aug-04	تاريخ الإصدار
Expiry Date 16-Aug-24	تاريخ الانتهاء
Place of Issue Abu Dhabi	جهة الإصدار أبوظبي

Click to see the other side Zoom File Size: 350 KB

Next

2. The Service **fees** will show, you can check it then click on **Submit** icon to move to the online payment gateway.

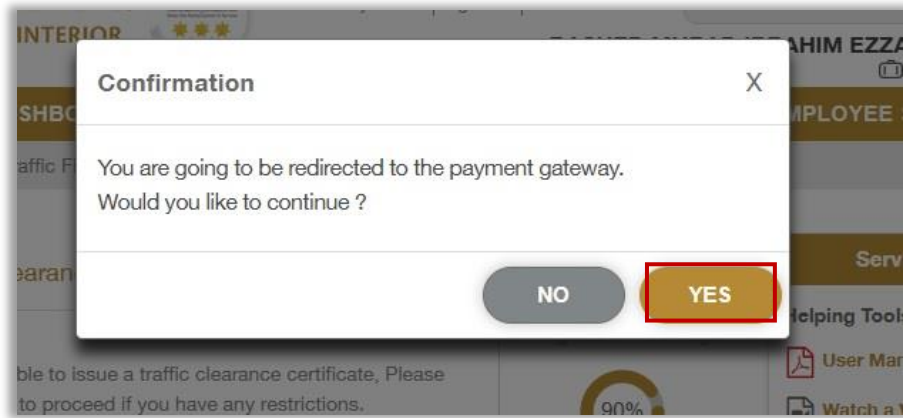
Request Info. **Traffic Clearance Certificate** Online Payment Gateway

No.	Material Description	Amount (AED)
1	Fines clearance certificaee fees	100

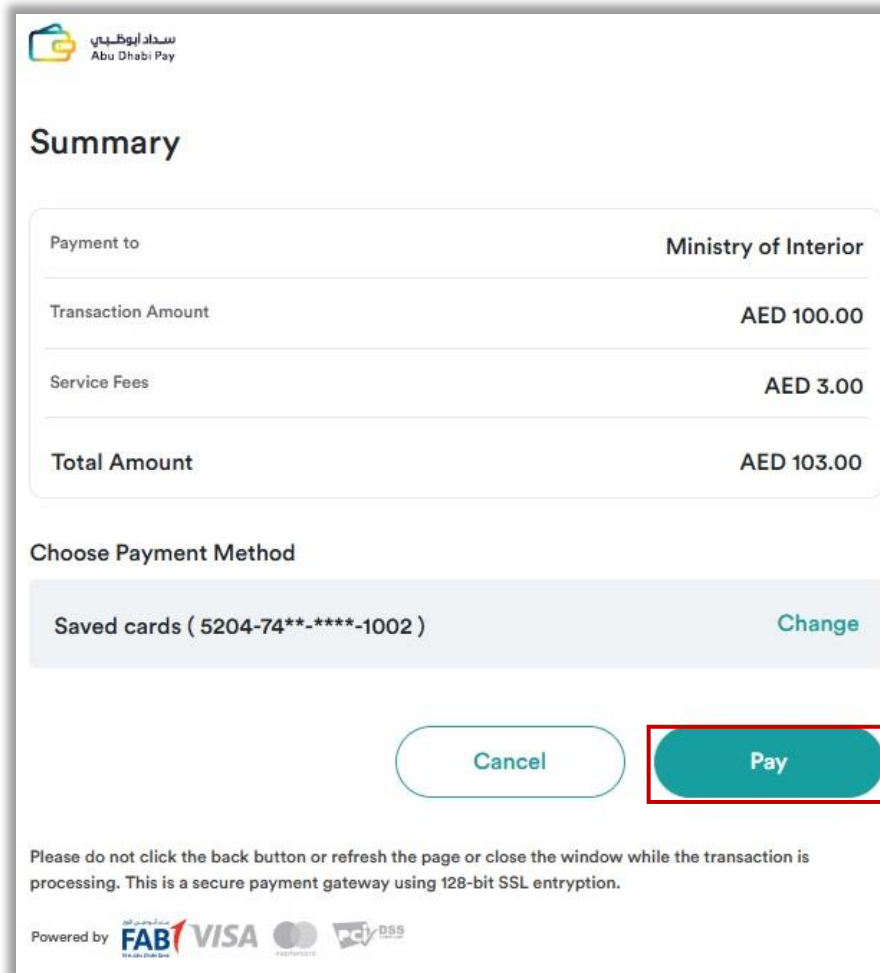
Submit



3. A Confirmation message will show to redirected to the payment gateway, click on **YES**



4. In the payment gateway, click on **Pay**





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

The screenshot shows the first screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نابض 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 stars. The first star is filled, and the others are empty. Below the stars are the labels 'Extremely Dissatisfied' on the left and 'Extremely Satisfied' on the right. At the bottom center is a 'Next' button. The 'نابض المتعامل' logo is at the bottom center.

The screenshot shows the second screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نابض 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 dropdown menu with the text 'Please select' and a downward arrow. Below the dropdown is a large text input area. Below the input area is the text '2000 characters lefts'. Below that is the text 'Kindly provide your mobile number or Email for follow up'. Below this text is a text input field. At the bottom are two buttons: 'Previous' and 'Submit'. The 'نابض المتعامل' logo is at the bottom center.



6. Certificate will be shown successfully

UNITED ARAB EMIRATES Ministry of Interior Abu Dhabi Police GHQ		دولة الإمارات العربية المتحدة وزارة الداخلية القيادة العامة لشرطة أبوظبي
براءة الذمة - المخالفات المرورية Clearance Traffic Fines		
		الوقت 03:17 PM Time
		تاريخ الإصدار 20/11/2022 Issue Date
ABU DHABI POLICE GHQ/ABU DHABI certifies that there is no fines recorded on the federal traffic & license program on the details above on the following emirates: Abu Dhabi, Sharjah, Ajman, Umm Al Quwain and Ras al-Khaimah.		تشهد القيادة العامة لشرطة أبوظبي بأنه لا توجد أي مخالفات مسجلة في نظام المرور والترخيص الاتحادي على البيانات الواردة أعلاه حتى تاريخه في كل من: أبوظبي والشارقة وصحمان وأم القيوين والفجيرة ورأس الخيمة.
Full Name	Abdulkhkim Hasan Rashed	الإسم بالعربية عبدالحكيم حسن راشد
Clearance No.	111111111111	رقم المعاملة
Traffic No.	1020025432	الرمز المروري
* أي كسح أو تعديل يلغي الشهادة		
ص.ب 253 - أبوظبي - دولة الإمارات العربية المتحدة - هاتف: 8000500 - فاكس: 025125360 الموقع الإلكتروني: www.adpolice.gov.ae - البريد الإلكتروني: customerservice@adpolice.gov.ae		