

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issue Certification for Releasing Impounded Vehicle

MOI Services Website
User Journey

Version Number:2.0





1. Access to the Service:

Navigate to **Issue certification for releasing impounded vehicle** from **vehicle services** that fall under **traffic services**, then click on **Start Service** button.

The screenshot displays the E-Services portal interface. At the top, there is a navigation bar with 'E-SERVICES', 'DASHBOARD', 'INITIATIVE OF A DAY WITHOUT ACCIDENTS', and 'EMPLOYEE SERVICES'. Below this is a search bar and an 'Action Center' with 66 pending notifications. The main content area is titled 'TRAFFIC SERVICES' and includes a sub-menu with 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services' (highlighted with a red box), 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. Under 'Vehicles Services', there are several service cards: 'Issuing a Certificate for Releasing Impounded Vehicles', 'Change Vehicle Plate Number', 'Change Vehicle Color', 'Issuance of a Permit for Heavy Vehicle to Pass', 'Secure a Heavy Vehicle Itinerary', and 'Trip Ticket Service (CPD)'. Each card has a 'Start Service' button. A sidebar on the left lists other service categories like 'All Services', 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', and 'Other Services'. A pagination bar at the bottom shows '1' and '2'.



1. Use the search options available of the **Emirate** and **Vehicle Make** then select the vehicle **plate number** that you want to issue the certificate for.

Issuing a Certificate for Releasing Impounded Vehicles

Service Description

Through this service, vehicle owners can request the release of their impounded vehicles after the expiry of the impoundment period.

Progress Percentage

30%

Traffic No. **1100155048**

Select one of the following plate numbers:

Filter by Emirate: Filter by Vehicle Make:

CHEVROLET - -- 7 41612	DODGE - DURANGO 16 25990
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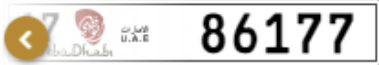
Showing 2 of 2 Plates



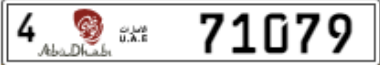
2.The service fees and fines (if exists) will be displayed, then click on **next** button to proceed with service steps.

Select one of the following plate numbers: 🔍 Search by plate number

TOYOTA



GMC



✓ Selected

Showing 3 of 3 Plates

Chassis No. 1GTN29E07DZ223232 Plate Number
FOURTH CATEGORY / ABU DHABI / 71079

i Confiscation Details

File Number 100200000187 Confiscation Date ---

End Date 21/09/2020 Number of Confiscation Days 60 Days

Service FeesVehicle Recipient InfoPayment Gateway

Step: Service Fees

No.	Description	Amount
1	Impounded vehicles floor fees	3100
Total Amount (AED)		3100 AED

Next



3. Determine the vehicle recipient by selecting (myself, another person) from the list then click on **next** button.

Service Fees Vehicle Recipient Info Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Please Select

Please Select

Myself

Another Person

Next

3.1. If you select **another person** as the vehicle recipient, you should add the receiver Traffic number and mobile number then click on **next** button to move to payment step.

Confiscation Details

File Number 100200000188 Received Date

End Date 21/09/2020

Period For Release 21 Days

Service Fees Vehicle Recipient Info Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Another Person

Receiver TCF No. *

Please Enter Receiver TCF No.

Enter number ex. 11301967xx

Receiver Mobile No. *

Please Enter Receiver Mobile No.

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Next



3.2. If you select **myself**, click on **next** button directly.

Confiscation Details

File Number: 100200000187 Confiscation Date: ---

End Date: 21/09/2020 Number of Confiscation Days: 60 Days

Service Fees Vehicle Recipient Info Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Myself

Next

4. To confirm the payment process click on **yes** button


Confirmation X

You are going to be redirected to the payment gateway.
Would you like to continue ?




NO YES



5. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay** button.

 **سداد أبوظبي**
Abu Dhabi Pay





Summary

Payment to	Ministry of Interior
Transaction Amount	AED 
Service Fees	AED 
Total Amount	AED 

Choose Payment Method

Select Payment Method >

Please do not click the back button or refresh the page or close the window while the transaction is processing. This is a secure payment gateway using 128-bit SSL encryption.

Powered by    



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

The screenshot shows a survey interface for the United Arab Emirates Ministry of Interior. At the top left is the UAE coat of arms logo. At the top right is the 'نبض المتعامل' (Customer Pulse) logo with the text 'CUSTOMER PULSE' and a language dropdown 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. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered at the bottom of the survey area. The UAE coat of arms logo is also present at the bottom center of the survey frame.