

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issuance of a Permit for Heavy Vehicle to Pass

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

Navigate to Traffic Services and choose **Issuance of a Permit for Heavy Vehicle to Pass** service from the **vehicles services** menu then click on **start service**.

The screenshot shows the 'TRAFFIC SERVICES' portal. The 'Vehicles Services' menu is highlighted in red. The 'Issuance of a Permit for Heavy Vehicle to Pass' service is highlighted in red.

Service Category	Service Name	Action
Traffic Services	Vehicle Details	Start Service
	Issuance of a Vehicle Registration Card	Start Service
	Vehicle Ownership Renewal	Start Service
	Vehicle Ownership Transfer	Start Service
	Lost Vehicle Registration Card Replacement	Start Service
	Damaged Vehicle Registration Card Replacement	Start Service
	Vehicle Details Modification in the Vehicle Registration Card	Start Service
	Vehicle Possession Certificate (Cancel)	Start Service
	Issue Tour Certificate	Start Service
	Issue Certification for Releasing Impounded Vehicle	Start Service
	Issuance of a Permit for Heavy Vehicle to Pass	Start Service
	Secure a Heavy Vehicle Itinerary	Start Service



2. Service Steps:

1. Choose the company the desired heavy vehicle belongs to.

Note that this service can be used by representatives of companies that are registered in traffic system only.

MINISTRY OF INTERIOR

Company User Test Account

Select Company

E-SERVICES DASHBOARD

Traffic Services Vehicles Services Issuance of a Permit for Heavy Vehicle to Pass

Issuance of a Permit for Heavy Vehicle to Pass

Service Description

It is a service of traffic engineering and road safety management department, companies by applying to this service can be given a permission to pass trucks on public roads and prohibited areas, and follow-up on previous submitted requests.

Helping Tools

User Manual 900 KB

Watch a Video

Representative In

Sector

Civil Defence Services

1

Traffic and Licensing Services ALHADEETH TRASPORT

2. To apply for heavy vehicle pass permit click on **New Request** button.

Issuance of a Permit for Heavy Vehicle to Pass

Service Description

It is a service of traffic engineering and road safety management department, companies by applying to this service can be given a permission to pass trucks on public roads and prohibited areas, and follow-up on previous submitted requests.

+ New Request

Application No	19821220000041	Application No	19821220000040
Date	19/01/2022	Date	19/01/2022
TCF No	6130027022	TCF No	6130027022
Name	ALHADEETH TRASPORT	Name	ALHADEETH TRASPORT
Permit Status	ACTIVE	Permit Status	APPROVAL REQUIRED
Permit Date	21/01/2022 to 22/01/2022	Permit Date	20/01/2022 to 20/01/2022
Permit Type	load transfer	Permit Type	load transfer
DETAILS	CONTINUE	DETAILS	



3. Add application details which include the following:

3.1. Permit type, start and end date and moving time.

3.2. Load info which include: load type, load weight, height and more.

Application Info.	Attachments	Application Tracking Info.
Step: Application Info.		
Company	MINISTRY OF INTERIOR	
Emirate *	Abu Dhabi	
Permit Type *	road uses	
Start Date *	25/11/2022	
	Text and numbers are allowed.	
End Date *	30/11/2022	
	Text and numbers are allowed.	
Moving Time *	Not to move during peak evening	
Load Count	Please Enter Load Count	
	Only numbers are allowed	
Load Type *	Public road use	
Load Weight (Ton)	Please Enter Load Weight (Ton)	
	Only numbers are allowed	
Load Direction *	Back to back	



3.3. Load way info which include: vehicle axel, load and unload location and if an escort is needed or not.

Vehicle Axel	<input type="text" value="Please Enter Vehicle Axel"/>
	<small>Only numbers are allowed</small>
Is Escort Needed	<input checked="" type="radio"/> NO <input type="radio"/> YES
Load Location *	<input type="text" value="Industrial Mafraq"/> x ▾
UnLoad Location *	<input type="text" value="Lewa"/> x ▾

3.4. Vehicle info and path information, which can be divided into:

3.4.1. Using all company vehicles by clicking in **YES** icon.

All Company Vehicles	<input type="radio"/> NO <input checked="" type="radio"/> YES
Path Information *	<input type="text"/> <input checked="" type="checkbox"/> Abu Dhabi Internal and External Roads and its Suburbs (Passing through Sheikh Zayed Tunnel is NOT Allowed)
Remarks	<input type="text" value="Please Enter Remarks"/> <small>Text and numbers are allowed.</small>
<div> <input type="button" value="Save Draft"/> <input type="button" value="Next"/> </div>	



3.4.2. Add vehicle by clicking on **NO** then add vehicle details and click on **Add Vehicle** button.

All Company Vehicles

NO
YES

Vehicles

Plate No *

Please Enter Plate No

Enter number ex. 123xxxxx

Plate Source *

Please Select

Plate Type *

Please Select

Plate Color *

Please Select

Add Vehicle

Path Information *

× Abu Dhabi Internal and External Roads and its Suburbs (Passing through Sheikh Zayed Tunnel is NOT Allowed)

Remarks

Please Enter Remarks

Text and numbers are allowed.

Save Draft

Next

4. Upload company letter attachment then click on **Submit** button.

Application Info.
Attachments
Application Tracking Info.

Step: Attachments

Image should be less than 2 MB in size and of JPG/JPEG/PNG types only.

Company Letter *

Upload

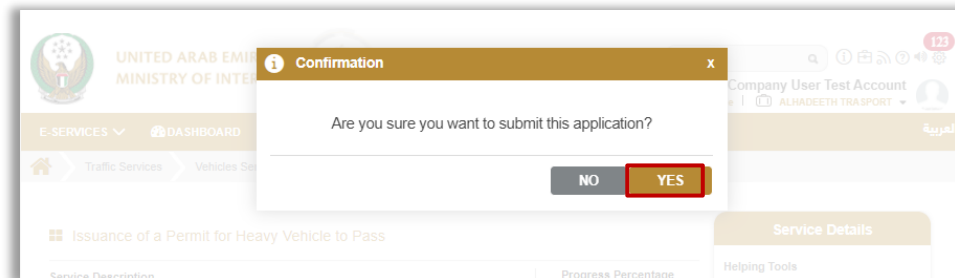
A recent photograph showing the location *

Upload

Submit



5. A confirmation message appears, click **YES** to submit your application.



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





7. Your Request has been submitted successfully,
request number and support contact details will be
displayed for follow up purposes.

Vehicle Details

Permit Details

Tracking Info.

Step: Tracking Info.

Your request has been submitted successfully.

Request Number : 3621

This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email smart@moi.gov.ae