

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issue Certification for Releasing Impounded Vehicle

MOI Services Website

User Manual

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 'TRAFFIC SERVICES' section of the website. The 'Vehicles Services' tab is selected and highlighted with a red box. Below this, a grid of service cards is shown. The card for 'Issue Certification for Releasing Impounded Vehicle' is highlighted with a red box. Each card includes an icon, the service name, and a 'Start Service' button.

Service Name	Start Service Button
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. 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 - -- DODGE - DURANGO

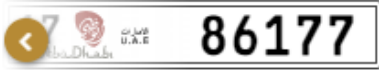
Showing 2 of 2 Plates




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 icon**.

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 the first screen of the Customer Pulse Survey. At the top left is the United Arab Emirates logo. At the top right is the 'نبض المتعامل' (Customer Pulse) logo and a language dropdown menu 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, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered at the bottom.

The screenshot shows the second screen of the Customer Pulse Survey. It features the same logos and language dropdown as the first screen. The 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 'Please select' and a blue arrow. Underneath is a large text input area with a '2000 characters left' indicator. Below the text area is a prompt: 'Kindly provide your mobile number or Email for follow up' followed by an empty input field. At the bottom are 'Previous' and 'Submit' buttons.