

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Issuance of "To Whom it May Concern" Certificate -Civil Defense

Moi Services Website

User Manual

Version 2.0



1. Access to the Service:

To access the service, navigate **Issuance of “to whom it may concern” certificate – Civil Defense** from the list of other services that is related to civil defense services then click on **start service** icon.

The screenshot displays the E-Services Dashboard for Civil Defence Services. The dashboard features a sidebar on the left with navigation options: Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services (highlighted), and Weapons & Explosives. The main content area is titled "CIVIL DEFENCE SERVICES" and contains a grid of service cards. The card for "Issuance of 'To Whom It May Concern' Certificate - Civil Defense" is highlighted with a red border, and its "Start Service" button is also highlighted. Other cards include "Hassantuk - Homes", "Hassantuk - Commercial Properties", "Preventive Fire Safety for Institutions", "Prevention & Safety Procedures for Vehicles", "Consulting Firms Licensing Applications", "Other Services", "UAE Code Purchase Applications", "Lab license", "Awareness Lectures in the Field of Preventive Safety", and "Financial Receipts For Civil Defense Services".



2. Service Steps:

1. To apply for to whom it may concern certificate, Select the required institution first then click on **New Request** button.

Issuance of "To Whom It May Concern" Certificate - Civil Defense

Service Description
In this service, you can apply for a "To whom it may concern certificate" and follow up on previous submitted applications.

[+ New Request](#)

Emirates ID: 784198370598025

Please select Institutions * Violation Institution QA

i You have 164 institutions registered in civil defence.

Application No.	Template Title	Date	Status	Actions
2019-1-748042	توصيل التيار الكهربائي - أم القيوين	10/01/2019	Certificate Issued	
2019-1-748033	توصيل الكهرباء - رأس الخيمة	09/01/2019	Auditing	



2. Enter Institution Information:

Make sure you have selected the correct **institution**, then choose the **certificate destination** and **template name**.

- You can modify the certificate form through the template editor below. Also, you can choose between saving the request **as a draft** or completing the application process by pressing on **next** button.

Institution Info.
Service Fees
Online Payment Gateway

Step: Institution Info.

Institution Name * Violation Institution QA

📌 You have 164 institutions registered in civil defence.

File Number 2018-1-212183

Institution License Number بيلي

Certificate Destination * Federal Authority of Electricity and ...

Template Name * تمودج شهادة لمن يهमे الامر توصيل كهرباء-الفجيرة

📄 Template Editor

B I U A Tl H

السادة / الهيئة الاتحادية للكهرباء والماء المحترمين
,, السلام عليكم ورحمة الله وبركاته

الموضوع : شهادة لمن يهमे الامر

لا مانع لدينا من توصيل تيار الكهرباء والماء بصفة _____ إلى / _____ ارض رقم () الكائنة -
بمنطقة / _____ بالفجيرة والعائدة إلى / _____ وذلك بعد التأكد من صلاحية
. جميع الخدمات من التوصيلات الكهربائية والقواطع الأوتوماتيكية من قبلكم بشكل جيد

. للعلم وإجراءتكم

Text and numbers are allowed.

Save Draft
Next



3. View service fees:

3.1. If you click the **Next** button, you will be directed to the service fees step where the service charge is displayed as shown below. To go to the online payment gateway, press the **pay** button

No.	Description	Amount (AED)
1	To whom it may concern certificate	100
Total Amount		100 AED

Showing 1 to 1 of 1 entries

Payment options: e-dirham, MasterCard, VISA

Pay

3.2. To confirm the payment step, click on **yes** button.

Confirmation

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 of the Ministry of Interior, to pay the service fees follow these steps:

4.1. Select the required payment method then click on **calculate price**.

Ministry of Interior
Session time left: 00:06:44

Method Confirm

Select the required payment method


Card Bank Transfer

Cancel Process Calculate Price



4.2. Review the details of the amount due for payment then click on **proceed with payment** button to continue the payment process.

You can also change payment method by clicking on **change payment method** button or cancel payment by clicking on **cancel process**.



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MINISTRY OF INTERIOR

Ministry of Interior
Session time left: 00:05:42

Method — Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOI test service 1	150 AED	0.00 AED	1	150 AED
Total				150 AED


Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
Total			1.07 AED

Total Tax	0.05 AED
Total Amount	151.07 AED

Cancel Process
Change Payment Method
Proceed With Payment

4.3. If you confirm to proceed with payment, add card details then click on **Pay Now** icon.



وزارة الداخلية
MINISTRY OF INTERIOR

Ministry of Interior
Total Payment: 151.07 AED
Session time left: 00:08:56

Cardholder Name

Card Number

Month

Year

CVV

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process
Change Payment Method



5. Add your rating of the service through the customer pulse survey screens shown below.

The screenshot shows the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates logo. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and a language dropdown set to 'English'. The main heading is 'Customer Pulse Survey'. Below it is the question: 'Overall, how satisfied are you about the Website? *'. A rating scale consists of seven stars, with the first three stars filled and the last four empty. Below the stars are the labels 'Extremely Dissatisfied' and 'Extremely Satisfied'. A 'Next' button is centered at the bottom of the survey area.

The screenshot shows the 'Customer Pulse Survey' interface for providing feedback. At the top right is a language dropdown set to 'English'. The main heading is 'Customer Pulse Survey'. Below it is the question: 'Is there anything else you would like to share with us?'. There is a large text input area with a '2000 characters left' indicator. Below the input area is a prompt: 'Kindly provide your mobile number or Email for follow up' and a corresponding input field. At the bottom are 'Previous' and 'Submit' buttons.



6.Payment details will be displayed as shown below

Institution Info. Service Fees Online Payment Gateway

Step: Online Payment Gateway

Payment Result

Payment has been done successfully ✓

Payment Details

Application NO.	749924
Confirmation ID	03023990026423273581
Transaction Date & Time	28/10/2020 11:06:11 AM
eDirham Fee for Non eDirham Card	3 AED
Non eDirham Charges	0.079999982118607 AED
Ministry Of Interior Test Service 1	1 AED
Total Amount	4 AED

You will be notified by either SMS or Email, for further assistance contact 8005000 or through smart@moi.gov.ae ⓘ



7. Your application is then transferred to the audit or inspection phase by the Civil Defense department and if the application is approved the application status changes to **"Certificate Issued"** where you can successfully upload the certificate.

i You have 90 institutions registered in civil defence.

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2019-1-748042	توصيل التيار الكهربائي - أم القيوين	10/01/2019	Certificate Issued	
2019-1-748033	توصيل الكهرباء - رأس الخيمة	09/01/2019	Auditing	
2019-1-748032	هيئة الإنماء السياحي بالشارقة	09/01/2019	Auditing	

Here is an example of an issued certificate

<p>United Arab Emirates Ministry of Interior General Directorate of Civil Defense General Department of Civil Defense - Abu Dhabi</p>		<p>دولة الامارات العربية المتحدة وزارة الداخلية القيادة العامة للدفاع المدني أبوظبي - الإدارة العامة للدفاع المدني</p>
<p>Application number Date</p>	<p>2017-1-552841 23/05/2017</p>	<p>رقم المعاملة التاريخ</p>
<p>السلام عليكم ورحمة الله وبركاته ...</p>		
<p>الموضوع : تقرير خيمة فندق باب القصر عدد 1</p>		
<p>برجى العلم بأنه تم الكشف على إشتراطات الوقاية والسلامة من الحريق في خيمة فندق باب القصر , والكائنة في منطقة الكورنيش , حيث وجدت مستوفية لشروط الوقاية والسلامة المطلوبة أثناء الكشف .</p>		
<p>أعطيت هذه الشهادة بناء على طلب فندق باب القصر دون تحمل الإدارة العامة للدفاع المدني أدنى مسؤولية تجاه الغير .</p>		