UNITED ARAB EMIRATES MINISTRY OF INTERIOR





File Criminal Reports

MOI Services Website User Manual

Version Number:2.0

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1. Access to the Service:

The **File criminal Reports** service is available on the list of **smart incidents** services that fall under the **policing services**.

=	E-SERVICES	🐻 DA SHBOARD		العربية
~	E-Services			
			Search here in service	s Q
Ι.	Traffic Services	POLICING SERVICE Certificate Services	S B Financial Cases Other Services Public Services	
	Policing Services	File Crimina	al Reports	
	Punitive & Reformatory	Start Ser	rvice Start Service Start Service	
	Civil Defence	A Missing Per	rson Others Others	
	Services	Start Ser	rvice Start Service Start Service	

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2. Service Steps:

1.Read the terms and conditions carefully then click on **Accept** button.

The applicant must have an identity card issued in the United	d Arab Emirates.
Clearance Certificate is issued in both (Arabic / English) lan	guages only.
Fees are not refundable after applying for the certificate.	
The certificate shall be issued in accordance with the particul during his stay in the United Arab Emirates.	lars of the applicant
The certificate shall not be considered outside the UAE unles Foreign Affairs within the country or the centers of customer	ss by the Ministry of r happiness.
The certificate shall be issued in accordance with the proceed of the United Arab Emirates.	ures and regulations
In the event of criminal restrictions within the country, the ca issued and the fees are not refundable.	ertificate will not be
In the event of any judicial dispute, the courts of the United A shall be competent to resolve these disputes.	Arab Emirates alone
The validity of the issued certificate is 90 days from the date	of issuance.



2. Enter the **incident details**, which include the following:

2.1. Personal data which includes applicant's **name**, **mobile number** and **Email** displayed automatically, then enter **incidents details**.

Inciden	Details Attachments Tracking Info.
Step: Incident	Details
Name	RASHED MURAD IBRAHIM EZZAT ALBL Enter text.
Mobile	 ★ 0503861004 ex. 05x0000000, +9715x00000000, 009715x00000000
Email	rt9@msn.com ex.email@email.com
Incident Details	Please Enter Incident Details
	Enter text.

2.2. Locate the location where the incident has occurred then click on **Next** button.







3.Upload attachments (if exists) then click on **submit** button to complete the process.



4.Confirmation message will be displayed to move to the next step click on yes button.





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





6.Your request has been sent successfully, and request number is displayed for follow up later.

				Progress Perc	entage
In this service a use	r can report a crimin	al incident		100%	
Emirate ID	7841981608	19615		 	
Incide	nt Details	>	Attachments	Tracking Info.	
Step: Trackin	g Info.				
Your requ	est has been se	nt success	fully.		~
Request Number	: 202001000681				
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