



United Arab Emirates

# UAE Government Services Around the Clock

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**171**

For WhatsApp inquiries,  
contact us on  
**04 777 1777**



# UAE Government Services Around the Clock



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# UAE Government Services Around the Clock



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# UAE Government Services Around the Clock



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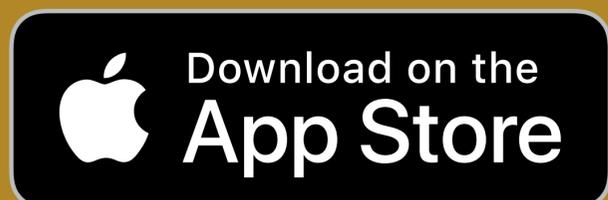


# UAE Government Services Around the Clock



United Arab Emirates

- Issue Light Vehicle Driving Licence
- Issue Vehicle Licence



# UAE Government Services Around the Clock



United Arab Emirates

- Issue Emergency Passport
- Attest Official Documents, Certificates & Commercial Invoices

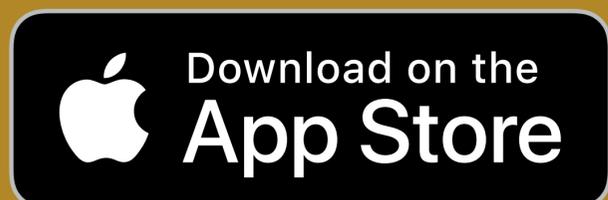


# UAE Government Services Around the Clock



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- Issue New Work Permit
- Issue Domestic Worker Work Permit



# UAE Government Services Around the Clock



United Arab Emirates

- Apply for Social Aid
- Register Elderly in Mobile Unit

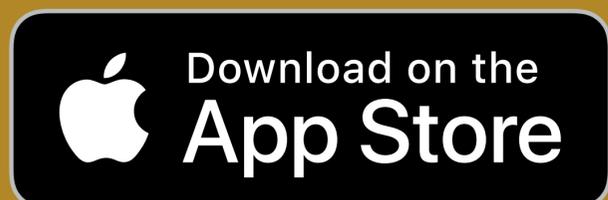


# UAE Government Services Around the Clock



United Arab Emirates

- Registration of Cases Before Federal Courts
- Request Marriage Contract



# UAE Government Services Around the Clock



United Arab Emirates

- Issue Birth Certificate
- Issue Death Certificate

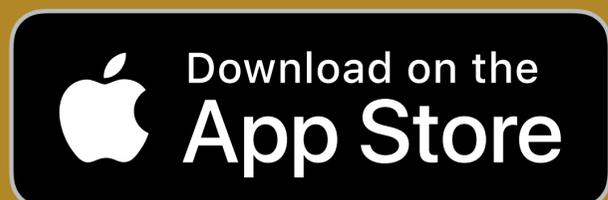


# UAE Government Services Around the Clock



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- Request for Equivalence of Educational Qualifications Abroad - Higher Education
- Request for Equivalence of a General Education Certificate



# UAE Government Services Around the Clock



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- Issue New Passport
- Renew ID Card
- Renew Residency Permits



# UAE Government Services Around the Clock



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- **Submit Complaint about  
Telecomm Providers**



# UAE Government Services Around the Clock



United Arab Emirates

- Issue International Standard Book Number (ISBN)
- Library Membership

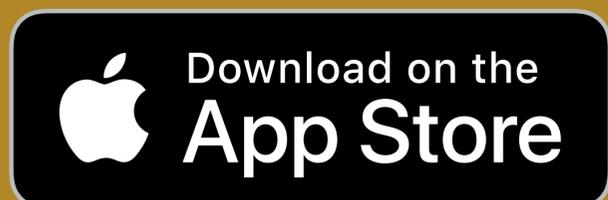


# UAE Government Services Around the Clock



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- Request Support Materials for Farmers
- Request Support Materials for Fishermen



# UAE Government Services Around the Clock



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- Register Compilations
- Resolve Consumer Complaints



# UAE Government Services Around the Clock



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- Provide Ownership of Governmental Houses



# UAE Government Services Around the Clock



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- Refill Unregistered e-Dirham Cards
- Refund Revenue Due to Customers



# UAE Government Services Around the Clock



United Arab Emirates

- Order New Residential Support
- Open File for Housing Assistance

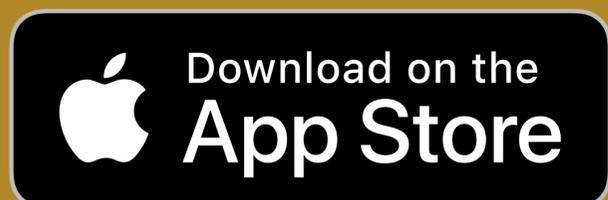


# UAE Government Services Around the Clock



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- Electricity & Water Connection (Permanent / Temporary)
- Pay Water & Electricity Bills



# UAE Government Services Around the Clock



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- Zakat Payment
- Request Zakat (New, Renew, Urgent, Mutaefifin)

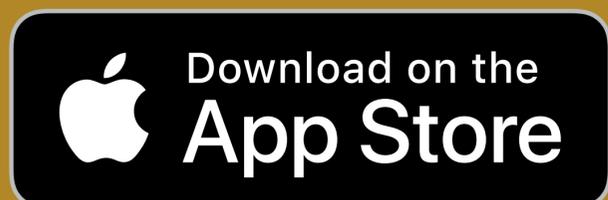


# UAE Government Services Around the Clock



United Arab Emirates

- Send / Receive - Domestic Express
- Send / Receive - Domestic Premium

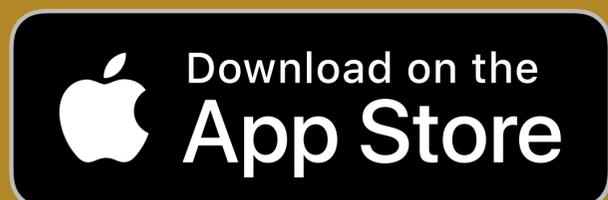


# UAE Government Services Around the Clock



United Arab Emirates

- Publish / Broadcast News through Available Channels & Platforms (WAM Website Social Network)
- Regulate Entry of Media Materials through State Ports

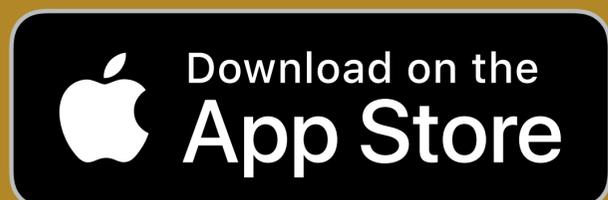


# UAE Government Services Around the Clock



United Arab Emirates

- Submit / Follow Up a Dispute or Inquiry
- Provide Solutions to Complaints & Follow Dispute



# UAE Government Services Around the Clock



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- Issue To Whom It May Concern Certificate
- Update Pensioners & Beneficiaries Data

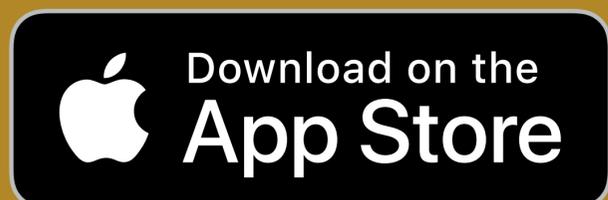


# UAE Government Services Around the Clock



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- Issue Certificate of Conformity (ECAS)
- Notification of Conformity Assessment Bodies



# UAE Government Services Around the Clock



United Arab Emirates

- Dissemination of Circulars & Decisions through Single Window System
- Respond to Customs Inquiries



# UAE Government Services Around the Clock



United Arab Emirates

- Register Pleasure Boat - New
- Operating Licence - Renew



# UAE Government Services Around the Clock



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- Provide Resolutions of Complaints in Securities Trading
- Settle Securities Trading Disputes

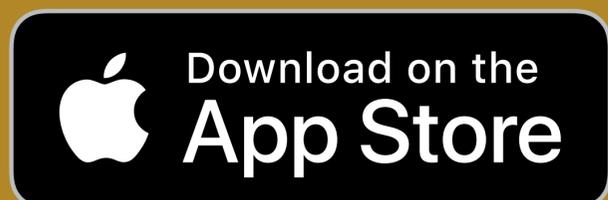


# UAE Government Services Around the Clock



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- Customer Support in Using "Bayanti" (Technical Support Request)
- Inquiry about HR Legislations



# UAE Government Services Around the Clock



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- Electronic Fatwas



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue Traffic Clearance Certificate
2. Replace Driver's Licence Issued by Another Country
3. Issue Light Vehicle Driving Licence
4. Renew Vehicle Driving Licence
5. Open Traffic File
6. Issue Vehicle Licence
7. Police Clearance Certificate
8. Minor Traffic Accident Preview Report
9. To Whom It May Concern Certificate - Civil Defence



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



### 1. Pay Traffic Fines

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1. File Criminal Report
  2. File Financial Reports (Insufficient Funds / Bounced Cheque)
- 



### 1. Hassantuk



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue Emergency Passport
2. Issue Diplomatic Cards
3. Issue Diplomatic, Special or Mission Passport



1. Renew Passport for UAE Nationals Abroad



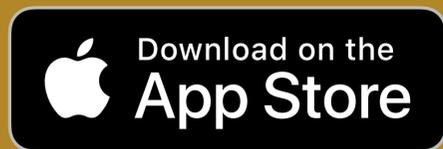
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Attest Official Documents, Certificates  
& Commercial Invoices



1. Twajudi



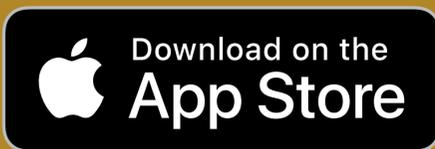
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Register Labour Complaints
2. Register Domestic Worker Complaint



1. Request a Quota of Work Permits for Establishments
2. Issue New Work Permit
3. Issue Domestic Worker Contract
4. Issue Domestic Worker Work Permit
5. Renew Domestic Worker Contract
6. Issue Labour Contract
7. Renew Work Permit & Labour Contract / Work Permit
8. Cancel Domestic Worker Contract

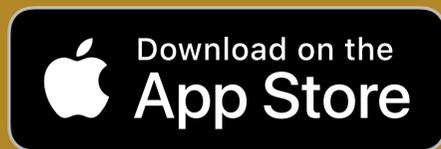
# UAE Government Services Around the Clock



United Arab Emirates



## Offering services 100% via smart channels



1. Apply for Social Aid
  2. Request To Whom It May Concern Certificate
- 



1. Assess Disability Case
  2. Issue New Card for People of Determination
  3. Renew Card for People of Determination
- 



1. Join Senior Citizens' Homes Registration
  2. Register Elderly in Mobile Unit
- 



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Apply for Marriage Grant
2. Apply to Participate in Mass Wedding
3. Family Counselling "Ta'aluf"



1. Register Public-interest Associations



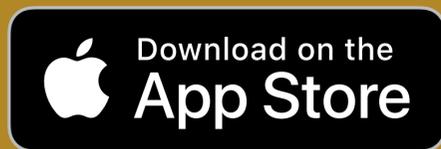
# UAE Government Services Around the Clock



United Arab Emirates



## Offering services 100% via smart channels



### 1. Apply for To Whom It May Concern Certificate in Public Prosecution

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1. Registration of Order of Payment
  2. Registration of Cases Before Federal Courts of Appeal
  3. Registration of Cases Before Federal Courts of First Instance
  4. Registration of Disputes Before Alternative Litigation Systems
  5. Registration of Execution File
- 



### 1. Request Marriage Contract

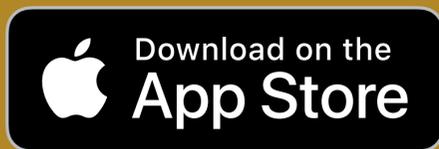
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Submit Complaints about Private Health Facilities & Medical Staff
2. Submit Medical Complaints about Government Hospitals



1. Issue Birth Certificate
2. Issue Authenticated Copy of Birth Certificate
3. Issue Death Certificate
4. Issue Authenticated Copy of Death Certificate
5. Issue Age Estimation Certificate
6. Issue Health Card



# UAE Government Services Around the Clock



United Arab Emirates



## Offering services 100% via smart channels



7. Renew Health Card

8. Issue Health Card for People of Determination



1. Attestation of Sick Leave

2. Approval of Medical Reports



1. Examination of Expatriates

2. Home Mobile Healthcare

3. Schedule Medical Appointment



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Request for Equivalence of Educational Qualifications Abroad - Higher Education
2. Request for Equivalence of a General Education Certificate
3. Inquire about Educational Institutes / Study Programme
4. Apply for Scholarships
5. Apply for Registration & Admission of a Student at an Emirati School
6. Enrol Students in Public Higher Education Institutions



1. Provide Social, Academic & Career Care for Students

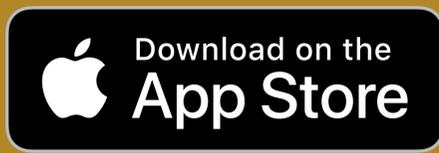
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue New Passport
2. Renew Passport



1. Issue New Family Book



1. Renew ID Card



1. Issue Entry Permit
2. Renew Residency Permits
3. Issue Residency for Employee

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Submit Complaint about  
Telecomm Providers

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Register Archaeological Sites & Pieces
2. Register Borrowed Cultural Objects



1. Issue International Standard Book Number (ISBN)
2. Library Membership



1. Rent MCKD Theatres, Halls & Areas

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Request Agricultural Guidance
2. Request Support Materials for Farmers
3. Request Support Materials for Fishermen

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue Certificate of Origin to National & GCC Industrial Products
2. Apply for Price Increase Requests
3. Register Compilations
4. Register Commercial Agency
5. Renew Registration of Commercial Agency
6. Register Patents
7. Renew Patents



1. Resolve Consumer Complaints
2. Copyright Infringement

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Provide Ownership of  
Governmental Houses

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Refill Unregistered e-Dirham Cards (Red & Blue)
2. Refill Registered e-Dirham Cards (Green, Silver & Gold)



1. Refund Revenue Due to Customers

# UAE Government Services Around the Clock

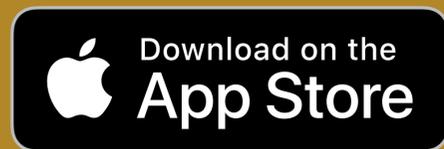


United Arab Emirates



برنامج الشيخ زايد للإسكان  
Sheikh Zayed Housing Programme

## Offering services 100% via smart channels



1. Order New Residential Support
2. Submit Grievance to a Housing Aid Decision
3. Open File for Housing Assistance
4. Initial Delivery Request

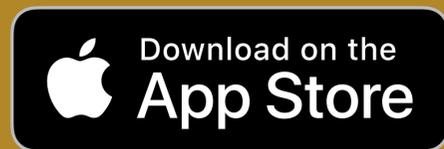
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



### 1. Activate Service for New Customer

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### 1. Electricity & Water Connection (Permanent / Temporary)

### 2. Approve Electricity Technical Drawings

### 3. Approve Water Technical Drawings

### 4. Report Water & Electricity Breakdowns

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### 1. Pay Due Amounts

### 2. Pay Water & Electricity Bills

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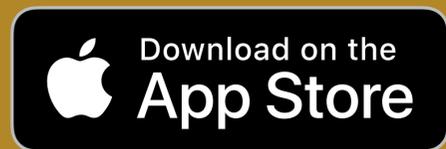
# UAE Government Services Around the Clock



United Arab Emirates



## Offering services 100% via smart channels



1. Request NOC (Water)
2. Request NOC (Electricity)



# UAE Government Services Around the Clock



Offering services  
100% via smart channels



1. Fatwa Request & Zakat Calculation
2. Zakat Payment
3. Request Zakat (New, Renew, Urgent, Mutaefifin)

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Send / Receive - Domestic Express
2. Send / Receive - Domestic / International Premium



1. Request MyPost / Business Box
2. Renew MyPost / Business Box

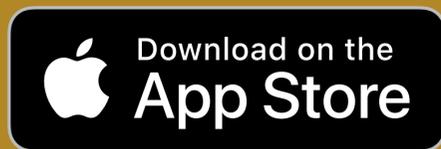
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Publish / Broadcast News through Available Channels & Platforms (WAM Website Social Network)



1. Publications Printing



1. Regulate Entry of Media Materials through State Ports

# UAE Government Services Around the Clock



## Offering services 100% via smart channels



1. Registration Renewal of National Insurance Company Branch
2. Registration Renewal of Insurance Broker Branch
3. Registration Renewal of Insurance Agents for Individuals
4. Registration Renewal of Insurance Agents for Companies
5. Registration Renewal of Insurance Consultant - Individual
6. Registration Renewal of Health Insurance
7. Registration Renewal of Branch of Foreign Insurance Company

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue To Whom It May Concern Certificate
  2. Update Pensioners & Beneficiaries Data
- 



1. Addition of Previous Service
  2. Registration of UAE National Employees Working in GCC Countries
  3. Registration of Insured in Governmental or Private Sector
- 



1. Calculation of End-of-service Benefits & Pension Salary
2. Disbursement of Social Security Benefits

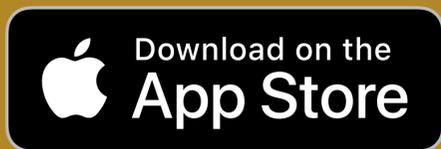
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Issue Certificate of Conformity (ECAS)
2. Notification of Conformity Assessment Bodies

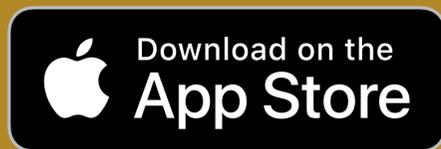
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



**1. Dissemination of Circulars & Decisions  
through Single Window System**



**1. Respond to Customs Inquiries**



# UAE Government Services Around the Clock



United Arab Emirates



## Offering services 100% via smart channels



1. Renew Licence to Practice Profession
2. Register Pleasure Boat - New
3. Register Pleasure Boat - Renew
4. Issue Navigation Licence for National Commercial Vessel - Renew
5. Issue Document on the Minimum Safe Manning - Renew
6. Operating License - Renew
7. Operating Card for National Vehicles - Renew

# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Provide Resolutions of Complaints in  
Securities Trading

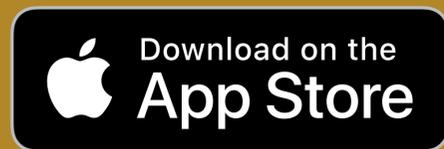
2. Settle Securities Trading Disputes



# UAE Government Services Around the Clock



## Offering services 100% via smart channels



1. Objection to the Grievance Committee Decision Request
2. Organisational Structures Review & Approval Request
3. Job Evaluation & Description Support
4. Support AI Mawrid System
5. Training on E-systems Related to HR Legislations & Systems Request
6. Training on HR Legislations & Systems Request
7. Training Companies Approval Request
8. Emirates Award for Federal Government HR Support Request
9. Support for HR Enablers Request
10. Benchmark Request
11. HR Club Subscription Request



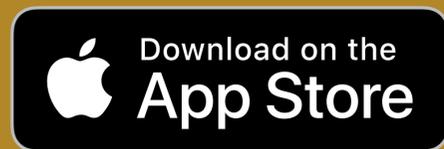
# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



12. Technical Support for Government Skills Bank Portal
13. HR Monthly Magazine Subscription Request
14. HR Echo Magazine Subscription Request
15. Imtiyazat Monthly Newsletter Subscription Request
16. Join Request for Merchants in Imtiyazat Programme
17. Technical Support for Imtiyazat



1. Customer Support in Using "Bayanti" (Technical Support Request)
2. Inquiry about HR Legislations
3. Maaref Initiative HR Registration Request



# UAE Government Services Around the Clock



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## Offering services 100% via smart channels



1. Electronic Fatwas
2. Smart Platform for Teaching Holy Qura'an

