



**Ministry of Interior
United Arab Emirates**

**To Whom It May Concern
Certificate For Lost Document**



1. Select **To Whom It May Concern certificate For Lost Document** service from the list of certificate services that fall under the category of policing services, then click on **Start Service** button.

The screenshot shows the E-Services portal interface. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES'. The main content area is titled 'E-Services' and features a search bar. A sidebar on the left lists various services: Traffic Services, Policing Services (selected), Punitive & Reformatory, Civil Defence Services, and Weapons & Explosives. The 'Policing Services' section is expanded, showing sub-categories: Certificate Services, CID Fines, Financial Cases, Smart Incidents, Other Services, and Public Services. Under 'Certificate Services', three services are listed: 'Issuance of Clear Criminal Record Certificate', 'Police Clearance Certificate Inquiry', and 'To Whom it May Concern Certificate For Lost Document'. Each service has a 'Start Service' button.

2. To add new lost document certificate request, Click on **New Request** button.

The screenshot shows the 'To Whom it May Concern Certificate For Lost Document' service page. The top section is titled 'Service Description' and contains the text: 'In this service, you can apply for a "To whom it may concern certificate lost documents" and follow up on previous submitted applications.' Below this, the user's name 'Rashed Murad Ibrahim Ezzat Alblooshi' and Unified ID '136164' are displayed. A 'New Request' button is located on the right. The bottom section contains two 'Certificate Info.' boxes. The first box shows details for App. No. 213162122365, Date 08/08/2021, Case Year 2012, Status Send, Case Number 591, and Organization Unit 'فرع التحقيق والبحث الجنائي'. The second box shows details for App. No. 213162002364, Date 08/08/2021, Case Year 2012, Status Send, Case Number 591, and Organization Unit 'فرع التحقيق والبحث الجنائي'.



3. Applicant information will be displayed which includes the mobile number and E-mail, Click on Next button to move to the next step.

The screenshot shows the 'Applicant Info' step of a three-step process. The steps are 'Applicant Info.', 'Police Case', and 'Application Status'. The current step is 'Applicant Info.', indicated by a bookmark icon and the text 'Step: Applicant Info.'. There are two input fields: 'Mobile' with the value '0565914014' and 'Email' with the value 'ghadah@q-pros.com'. Below each field is an example format: 'ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx' for Mobile and 'ex. email@email.com' for Email. A 'Next' button is located at the bottom right.

Application Inquiry

Applicant Info. Police Case Application Status

Step: Applicant Info.

Mobile * 0565914014
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email * ghadah@q-pros.com
ex. email@email.com

Next

4. Determine the police case that you want to issue the certificate for by one of the following ways:

4.1. Choose a specific case from the list by clicking on the **select** button then click on **next** button.

The screenshot shows the 'Police Case' step of a three-step process. The steps are 'Applicant Info.', 'Police Case', and 'Application Status'. The current step is 'Police Case.', indicated by a bookmark icon and the text 'Step: Police Case'. There are two radio buttons: 'Select Case From List' (selected) and 'Enter Case Information'. Below the radio buttons is a table with columns 'Case Year', 'Case Number', and 'Organization Unit'. The first row shows '2014', '4', and 'Bur Dubai Police Station'. The second row shows '2012', '591', and an empty 'Organization Unit' cell. Each row has a 'Select' button. A search bar is located above the table. At the bottom, there is a 'Save Draft' button and a 'Next' button.

Applicant Info. Police Case Application Status

Step: Police Case

☒ Select Case From List
☐ Enter Case Information

Search...

	Case Year	Case Number	Organization Unit
Select	2014	4	Bur Dubai Police Station
Select	2012	591	

Showing 1 to 2 of 2 entries

Save Draft Next



4.2. Enter case information then click on **Next** button.

A screenshot of a web application interface showing the 'Police Case' step. At the top, there are three tabs: 'Applicant Info.', 'Police Case' (active), and 'Application Status'. Below the tabs, it says 'Step: Police Case'. There are two radio buttons: 'Select Case From List' (unselected) and 'Enter Case Information' (selected). Below this, there are four input fields: 'Case Number *' with the value '955' and a hint 'Enter number ex. 135xxxxxxxxx'; 'Case Year *' with the value '2022' and a hint 'Enter number ex. 2020'; 'Emirate *' with a dropdown menu showing 'Abu Dhabi'; and 'Organization *' with a dropdown menu showing 'Federal'. At the bottom right, there are two buttons: 'Save Draft' (grey) and 'Next' (orange).

5. Confirmation message is displayed to move to submit your application click on **yes** button

A screenshot of a web application interface showing a confirmation dialog box. The dialog box is titled 'Confirmation' and contains the text 'Are you sure you want to submit this application?'. There are two buttons: 'NO' (grey) and 'YES' (orange). The background shows the application interface with the United Arab Emirates Ministry of Interior logo, a search bar, and a user profile. The user profile shows the name 'Murad Ibrahim Ezzat Alblooshi' and the language 'العربية'. There are also some navigation links like 'E-SERVICES', 'DASHBOARD', 'Policing Services', and 'Certificate'. A 'Service Details' section is visible on the right.



6. Add your rate to the service experience using happiness meter screens.

How was your service experience?

Not at all happy Completely happy

60%

The image shows a green background with a large yellow smiley face. Below it is a horizontal slider bar with a green circle indicating the current rating. The bar is labeled 'Not at all happy' on the left and 'Completely happy' on the right. The value '60%' is displayed on the left side of the bar.

The request was sent successfully, and request number is displayed for follow-up later.

Applicant Info. Police Case Application Status

Step: Application Status

Your request has been sent successfully. ✓

Application Number 220184793712

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 moi@moi.gov.ae ⓘ

The image shows a navigation bar with three tabs: 'Applicant Info.', 'Police Case', and 'Application Status'. Below the tabs, it says 'Step: Application Status'. A green box with a checkmark contains the message 'Your request has been sent successfully.'. Below this, the 'Application Number' is displayed as '220184793712'. At the bottom, a message box contains the text '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 moi@moi.gov.ae' followed by an information icon.