



Ministry of Interior U.A.E

**To whom it may concern certificate
User Manual**



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 .

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

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	



1. 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 then choose between saving the request as a draft or completing the application process by pressing the **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 يطلب

Certificate Destination * Federal Authority of Electricity and ...

Template Name * نموذج شهادة لمن يهيمه الامر توصيل كهرباء-لشجرة

Template Editor

B

I

U

A

T

H

السادة / الهيئة الاتحادية للكهرباء والماء المحترمين

،، السلام عليكم ورحمة الله وبركاته

الموضوع : شهادة لمن يهيمه الامر

لا مانع لدينا من توصيل تيار الكهرباء والماء بصفة _____ إلى / _____ ارض رقم () الكائنة -

بمنطقة / _____ بالشجرة والعائدة إلى / _____ وذلك بعد التأكد من صلاحية

. جميع الخدمات من التوصيلات الكهربائية والقواطع الأوتوماتيكية من قبلكم بشكل جيد

للعلم وإجراء انكم

Text and numbers are allowed.

Save Draft

Next



2. Service fees:

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

Institution Info.

Service Fees

Online Payment Gateway

Step: Service Fees

filter...

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

Showing 1 to 1 of 1 entries

Pay

3. Online Payment:

To complete the payment process follow the following steps:

1. Choose the payment method and then press **confirm and calculate prices** button.

Payment

General Directorate of Civil Defense القيادة العامة للدفاع المدني

Time remaining to complete the payment 00 h. 08 min. 15 sec.

Payment Method

Select payment method

Credit or Debit card Payment (Visa/Master Card)

Confirm & Calculate Prices

Back To Merchant



2. The details of fees will be displayed to move to the next step click on **proceed with payment** .

Confirm & Calculate Prices

Purchased Services

1 Qty.

Service Name

Related Fees

Including Fees & Charges

Including Tax

Total Payment

Cancel Process

Back To Merchant

Proceed With Payment



٣. If you choose "Non-E-Dirham card", the next screen will appear where you can enter card data and then press the **Pay Now** button.

Credit or Debit card Payment (Visa/Master Card)

Total Payment AED 4.08

Time remaining to complete the payment 00 h. 05 min. 34 sec.

Card Information

Card Holder Full Name

Card Holder Full Name

Card Number

Card Number

Expiry Date

CVV2 / CVC2

Month

Year

Cancel

Change Payment Method

Pay Now

- After the payment process has been successfully completed, the screen below will appear.

Payment

eDirham

Ministry of Interior

✓

Payment

has been completed

Successful transaction


You will be redirected back to the merchant page 7 s

Back to Merchant Page

- The happiness meter screen will appear through which you can rate the service.

How was your service experience?

Hold and swipe to the face that best represents your level of happiness.



Not at all happy

Completely happy

Payment Result:

Payment details are displayed as described 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	0.0799999982118607 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 ⓘ



- 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.

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	
2019-1-748032	هيفة الإنماء السياحي بالشارقة	09/01/2019	Auditing	

Certificate form

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 الإمارات 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>يرجى 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>		



- If you press the **"Save as draft "** button in the first step of the request, the following message will appear.

Institution Info.

Service Fees

Online Payment Gateway



Step: Institution Info.

Your request has been saved as a draft successfully.

Request No. 2020-1-750013

You can find and complete your application in our service inquiry page. For help and assistance you may contact us on 8005000 or by email on smart@moi.gov.ae





- In this case, the status of the application is **"pay fees"**, where you can follow up on the request through the following:

- Press the "View" icon and then press the proceed button 
- Press the proceed icon 

Emirates ID 784198370598025

Please select Institutions *
قنصل سوترن صن

i You have 90 institutions registered in civil defence.

Application No.	Template Title	Date	Status	Actions
2020-1-750013	توصيل التيار الكهربائي - أم القيوين	17/11/2020	Pay Fees	 
2020-1-750009	بلديه الشارقة (قبل الصيانة)	17/11/2020	Pay Fees	 



- The details of the request are displayed, press the proceed request button to complete the steps

i View Application

Application No.	2020-1-750013
Date	17/11/2020 12:00 AM
Status	Pay Fees
Institution Name	
Institution File NO.	2018-1-210232
Institution License NO.	CN2239894
Certificate Destination	Federal Authority of Electricity and Water
Template Name	توصيل التيار الكهربائي - أم القيوين

Proceed

Template Preview

السادة/ الهيئة الاتحادية للكهرباء والماء
مدير المنطقة الغربية (ب)

السلام عليكم و رحمة الله و بركاته

الموضوع : شروط الوقاية والسلامة

تحيطكم علما بأنه بتاريخ () تم الكشف على () الكائنة بمنطقة () رقم القطعة () , حيث تبين بان الاحتياطات ضد الحريق كافية ومستوفية لشروط الوقاية والسلامة ولا مانع لدينا من توصيل التيار الكهربائي ..

- You can successfully continue submitting the application by following the steps described previously.

Institution Info.

Service Fees

Online Payment Gateway

Step: Institution Info.

Institution Name *

قندق سوترن صن

i You have 90 institutions registered in civil defence.

File Number

2018-1-210232

Institution License Number

CN2239894

Certificate Destination *

Federal Authority of Electricity and ...

Template Name *

توصيل التيار الكهربائي - أم القيوين

Template Editor

B

I

U

A

T

H

السادة/ الهيئة الاتحادية للكهرباء والماء
مدير المنطقة الغربية (ب)

السلام عليكم و رحمة الله و بركاته

الموضوع : شروط الوقاية والسلامة

تحيطكم علما بأنه بتاريخ () تم الكشف على () الكائنة بمنطقة () رقم القطعة () , حيث تبين بان الاحتياطات ضد الحريق كافية ومستوفية لشروط الوقاية والسلامة ولا مانع لدينا من توصيل التيار الكهربائي ..

Enter text.

Next