



UNITED ARAB EMIRATES  
MINISTRY OF CLIMATE CHANGE  
& ENVIRONMENT

# E-Services User Guide



## Overview

Ministry of Climate Change and Environment Customers can register its services, apply for requests, finish them, and even follow-up with them without the need to visit Customer Happiness Centers.

The Available channels are:

- Electronic website
- Mobile version
- Smart application
- USSD service
- Twitter self service
- Apple smart watch

## Details

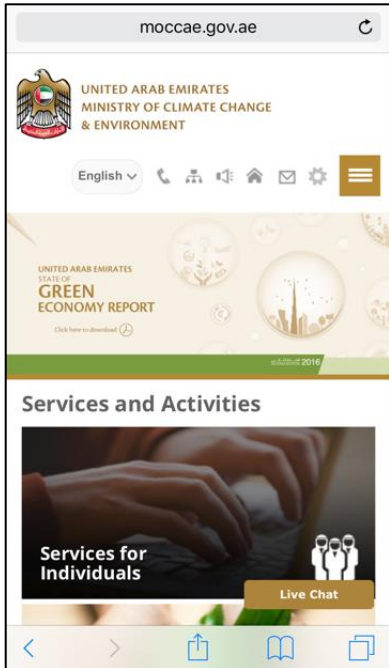
Ministry's electronic website enables users to use services and follow-up with them in a smart way without the need to visit Customer Happiness Centers.

User can access the website through visiting the following URL

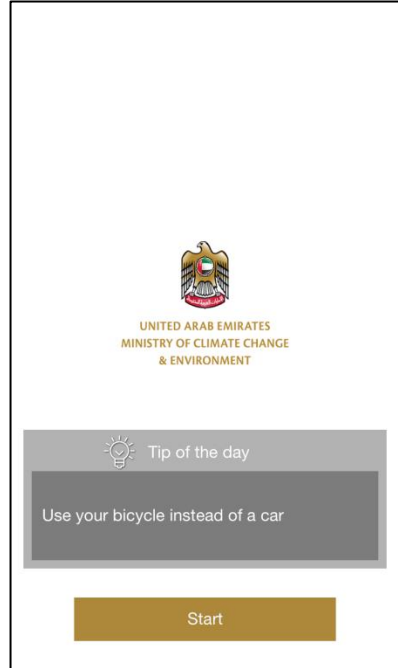
[www.moccae.gov.ae](http://www.moccae.gov.ae)

The screenshot shows the homepage of the United Arab Emirates Ministry of Climate Change & Environment. The header includes the national emblem, the ministry's name, a language dropdown set to 'English', a search bar, and utility icons for phone, accessibility, home, mail, and settings. A navigation menu contains links for 'ABOUT THE MINISTRY', 'LAWS & LEGISLATIONS', 'OUR SERVICES', 'INFORMATION', 'E-PARTICIPATION', 'MEDIA CENTRE', and 'OPEN DATA'. The main banner features the text 'UNITED ARAB EMIRATES STATE OF GREEN ECONOMY REPORT' with a 'Click here to download' link and a download icon. The background is decorated with circular icons representing green energy, nature, and urban development. A green footer bar at the bottom contains the text 'Most Used Services' and 'SECOND EDITION 2016'.

Or Mobile version:

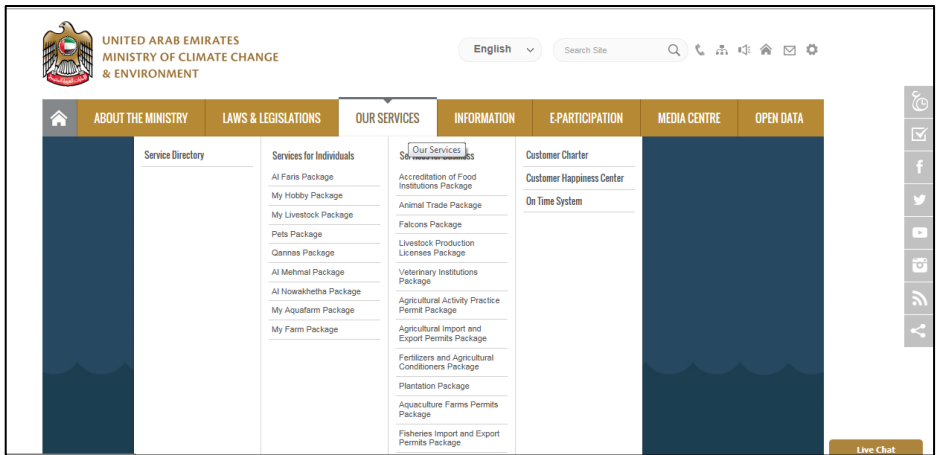


or Smart application



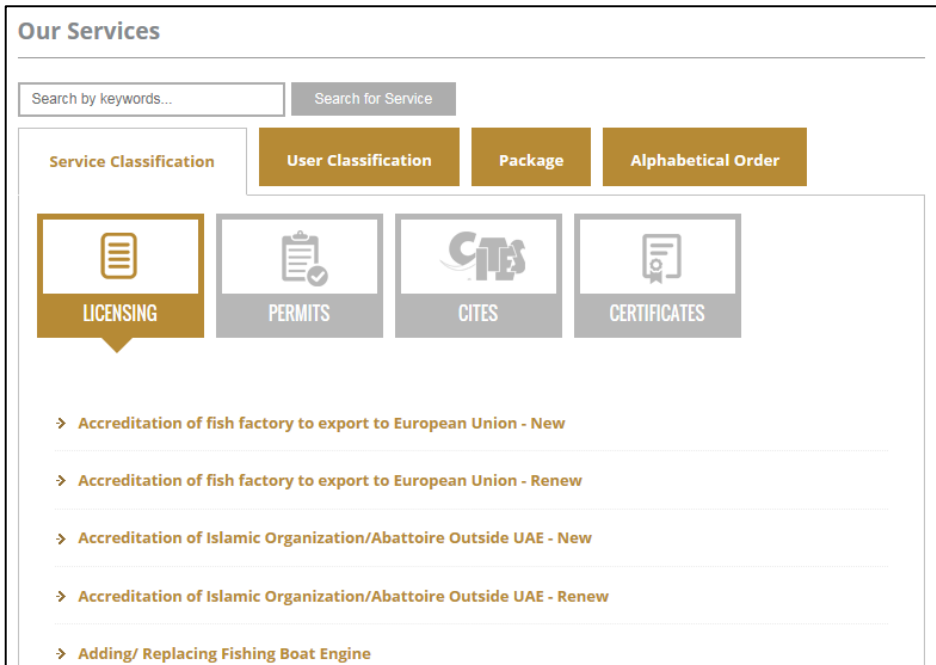
User can apply for new requests (Electronic website and mobile version) from the main menu:

- Go to our services
- Choose the Service Package
- Choose the Service name



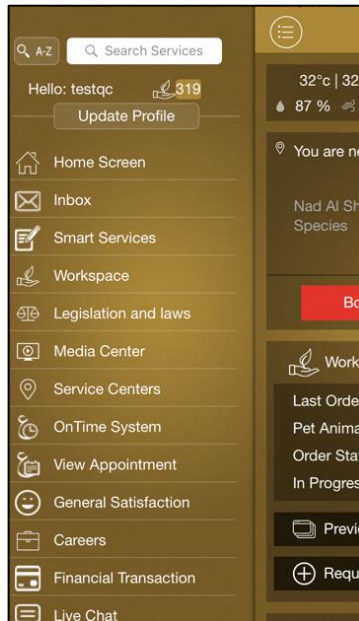
Or by searching for the service name by following the steps:

- Click on Our Services
- Type the service name or part of it in the search bar.



Apply for new requests in the (smart application) by:

- Clicking on Smart Services from the main menu
- Choose the service directly or search for it from the search bar.



Each service has a Service Card that contains all the necessary information like service fees, terms and conditions, required attachments, etc.

## Electronic website:

### Import Permit for Pets (Cats/Dogs)

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#### Service Code

AAA-04-G

#### Service Description

A written approval for Pet Importing (Dogs and Cats) from out of state

[WATCH VIDEO](#)

#### Service Procedures

```
graph LR; S1((STEP1)) --> S2((STEP2)); S2 --> S3((STEP3));
```

STEP1: Fill out the e-form

STEP2: Payment

STEP3: Issuing of electronic permit

[WATCH VIDEO](#)

Note: to start applying on the service, please register and sign up to have your personal user name in the system

#### Target Audience

Individual/ Companies

#### Required Documents

**Imported:**

- A copy of animal's passport of animal and immunizations certificate

**Resident:**

#### Service Fees

- 500 AED fee for Request a permit to import (horses-cats-dogs) per head.

[START THE SERVICE](#)

[FORM DOWNLOAD](#)

#### Number of Transaction

14524

#### Number of Users

- Individuals: 6414
- Companies: 44

#### Service Card Rating

★★★★☆

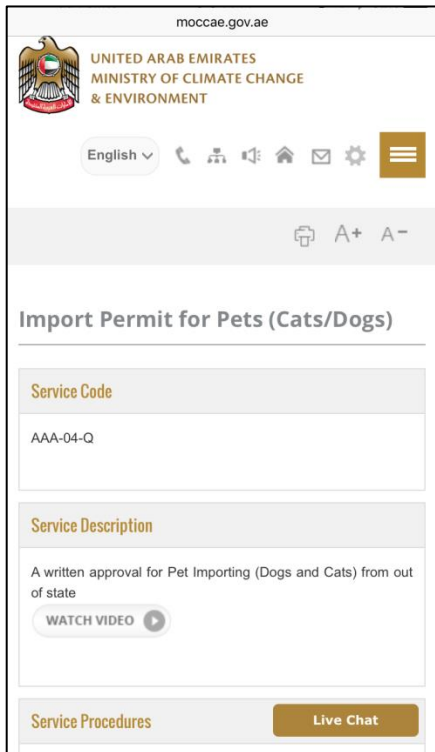
Average rating: 4 from 69 users

#### Enquiries

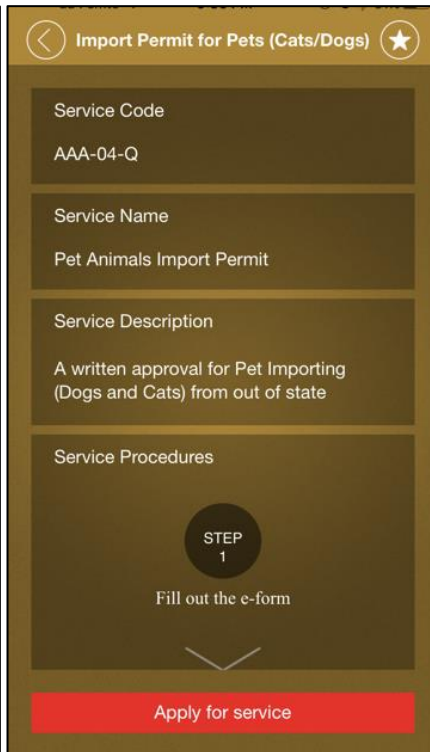
Branches that provide the service:

- Abu Dhabi
- Abu Dhabi Customer Service Center

## Mobile version



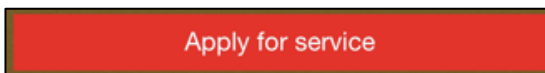
## Smart application



To start a request in the website and the mobile version, click on (Start the service) from the service card:



And in the smart application (Apply for service):





Customer has to login in the eServices system by typing his/her username and password in the following page:

Electronic website or Mobile version:

**Login**

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User name \*

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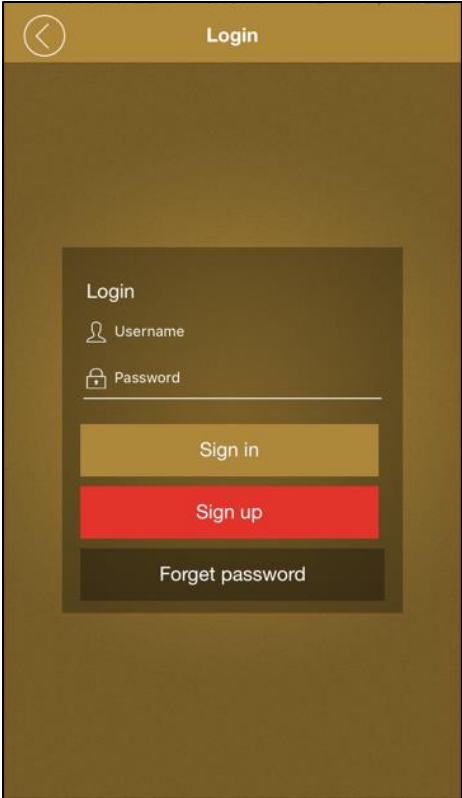
Password \*

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Remember Me

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Smart application:



In case the user didn't have an account in the eService system of the ministry, he/she can visit the (Registration) page and then fill out the required information.

### Registration

Fields marked with (\*) are mandatory.

Registration type \*

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### Online account data

User name \*

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Password \*   
Password should be 8 characters at least with alpha-numeric and special characters, example: abCD12!@

---

Confirm password \*

---

Email \*

---

Confirm Email \*

---

Enable 2 Step Authentication feature

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### Individual details

Full arabic name \*   
This field accepts English letters in case the client can't speak Arabic

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Full english name \*

The user will then receive an activation code as an SMS on the phone number they registered by, then he/she has to type the code on their first login attempt to activate the account.

The user then can use the eService to apply for requests, attach documents online, and pay online.

## Pet Animals Import Permit

▶

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7%

Initial and Services Information Attachments

Fields marked with (\*) are mandatory.

- Initial Information

### Applicant Information


**Applicants** \*

**Name** \*

**Identity Type** \*  ID  Passport

**Identity Number\ Passport Number** \*


**Mobile Phone Number** \*   
Example: 00971123456789



Operation has been completed successfully.

Amount Paid Successfully, Receipt Number :  
000000000  
Total Amount500Dirham

The Request Now is **Import Permit Issued**  
[To See The Import Permit Issued](#)



**USSD Service** is a smart channel which enables the users to apply for 2

services which are:

1. Request of Veterinary Consultation
2. Request of Agricultural Consultation

User can also check the service information or the status of his/her requests by following the bellow steps:

1. Dial \*163# (Etisalat operator only)
2. Choose the language
3. Follow the instructions given in the messages.

مرحبا بكم في وزارة التغير المناخي والبيئة  
1:English  
...  
2:-->

---

CANCEL SEND

Welcome to MOCCA  
العربية:1  
2:Request Inquiry  
...  
3:-->

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CANCEL SEND

Request Inquiry:  
Please enter Request Number?  
---  
00:menu  
0:<--

---

CANCEL SEND

Request Number  
APH-13112013-43123 is  
Finished.

OK

**Twitter Self Service** is a smart service to check the status of customers' request by sending the request name in twitter in the following format:  
@m\_environment request 12345

Note: 12345 being the request number



