



**UNITED ARAB EMIRATES
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT**

Digital Services User Guide

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:

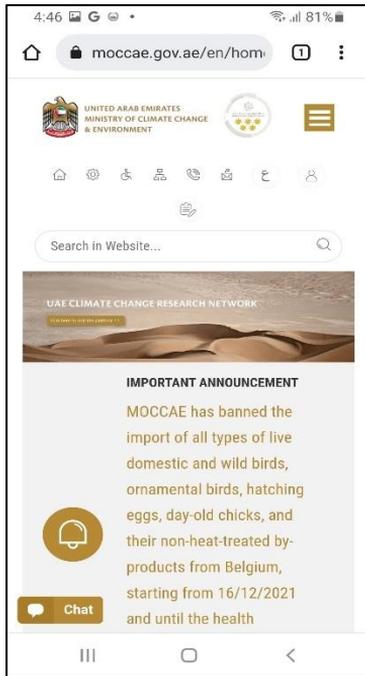
- Electronic website
- Mobile version (responsive)
- Smart application
- USSD service

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

The screenshot displays the homepage of the Ministry of Climate Change & Environment (MOCCA) website. At the top left is the UAE coat of arms and the text "UNITED ARAB EMIRATES MINISTRY OF CLIMATE CHANGE & ENVIRONMENT". To the right is a circular logo with five yellow stars. A search bar with the placeholder "Search in Website..." is located in the top right. Below the header is a navigation menu with links: "ABOUT THE MINISTRY", "LEGISLATIONS", "OUR SERVICES", "KNOWLEDGE", "DIGITAL PARTICIPATION", "MEDIA CENTER", and "OPEN DATA". The main banner features a desert landscape with the text "UAE CLIMATE CHANGE RESEARCH NETWORK" and a button that says "Click here to visit the platform >>". Below the banner is an "IMPORTANT ANNOUNCEMENT" section with a bell icon and the text: "MOCCA has banned the import of all types of live domestic and wild birds, ornamental birds, and their non-heat-treated by-products from Bashkortostan and Tatarstan in Russia, starting from 25/11/2021 and until the health situation stabilizes". At the bottom is a "CHOOSE SERVICES" section with five categories: "Activity & Professional Licensing" (30 Services), "Export & Import Services" (37 Services), "Registration & Accreditation" (23 Services), "Fishermen, Farmers & Animal Breeders Services" (17 Services), and "Cities" (9 Services). There are also buttons for "Check Application Status" and "View all Services".

Or Mobile version:



or Smart application



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

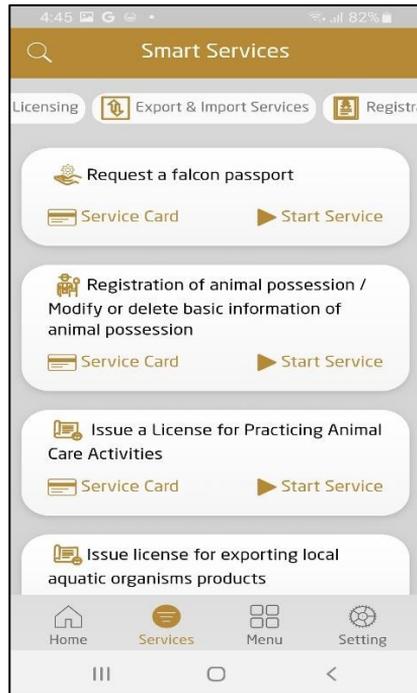
- Go to our services
- Choose the Service Directory
- Choose the Service name

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

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

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

- Clicking on Services in the menu bar.
- 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 of pets (cats / dogs)



SERVICE CODE D1-1-AAA-04-Q	NUMBER OF USERS 98 COMPANIES INDIVIDUALS	NUMBER OF TRANSACTION 14605 26559 COMPANIES INDIVIDUALS
SERVICE CARD RATING (3)(⚙ 496) ★ ★ ★ ★ ★	TARGET AUDIENCE INDIVIDUAL COMPANIES	SERVICE CHANNELS 🌐 🍏 🤖



User Manual Download Form Expand All Collapse All

SERVICE TIME
1 working days

CUSTOMER HAPPINESS CENTERS

CALL CENTER
8003050

EMAIL
info@moccae.gov.ae

TUTORIAL VIDEO

WEB MOBILE

SERVICE DESCRIPTION

Through this service, it is agreed to import companion's animals - cats or dogs from outside the country and obtain an import permit valid for 30 days from the date of issuance and then examine these animals at the entry port when they arrive in the country and release them. Verifying that they comply with the import permission, conditions and specifications Necessary technical.

SERVICE PROCEDURES

To apply for a service over any of the service channels, you should register in the digital services system From here

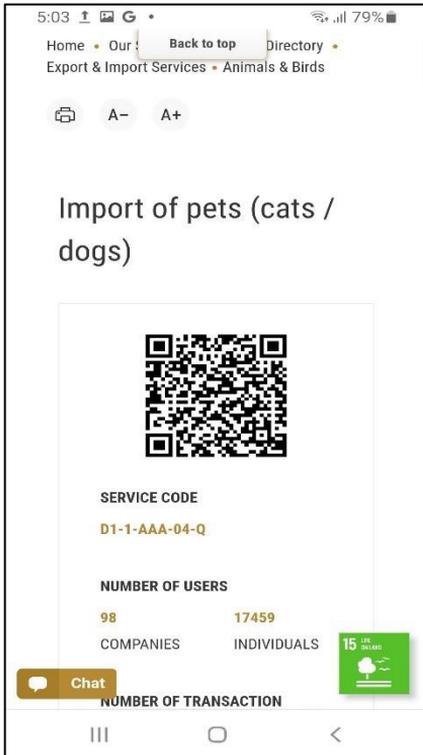
To obtain import permission:

- Fill out the e-form
- E - Payment
- Issuing the Electronic Permit

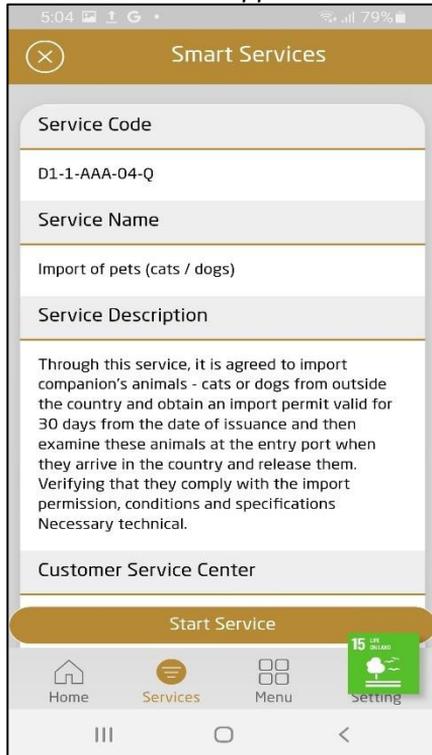
To release the consignment:

- Fill out the e-form
- E - Payment
- vision inspection
- Inspect the Electronic Permit

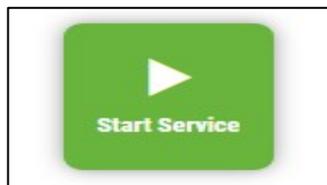
Mobile version



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 Digital services system by typing his/her username and password in the following page:

Electronic website or Mobile version:

Login

User name* 
Forgot Username?
Please enter User Name

Password* 
Forgot Password?
Please enter your Password

Remember Me

OR

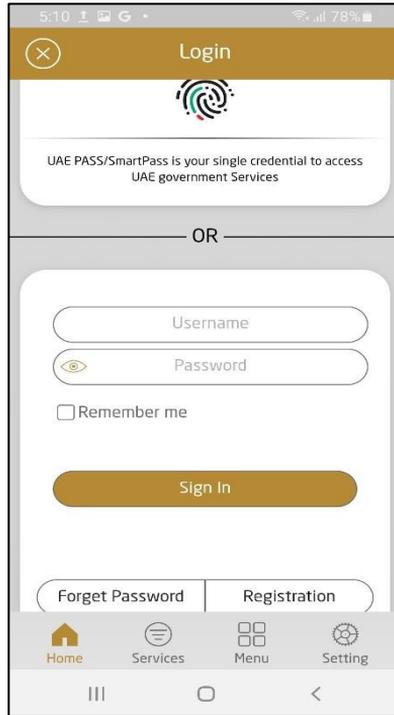
 **Sign in with UAE PASS**

A single trusted digital identity for all citizens, residents and visitors

Login Clear Fields

Note: Login is possible either by MOCCAЕ account or by UAE pass account.

Smart application:



In case the user didn't have an account in the Digital Services system of the ministry, he/she can visit the below link

<https://eservices.moccae.gov.ae/OnlineRegistration.aspx> and then fill out the required information.

Registration

Fields marked with (*) are mandatory.

Registration type * Individual 

 **Sign up with UAE PASS**

Sign up with MOCCAЕ

Sign up with MOCCA

Registration

Fields marked with (*) are mandatory.

Registration type = ⓘ

+ Online account data

- Individual details

Residency Status = ⓘ

ID Number = ⓘ

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

Full english name = ⓘ

Sex = Male Female ⓘ

Are you one of the people of * determination? No Yes

Nationality = ⓘ

+ Communication Data

Sign up with UAE pass



Login to UAE PASS

Remember me

Don't have UAEPASS account? [Create new account](#)

[Recover your account](#)

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 Digital Services to apply for requests, attach documents online, and pay online.

Initial and Services Information Attachments

Fields marked with (*) are mandatory.

- Initial Information

Applicant Information

Applicants * ⓘ

Name * ⓘ

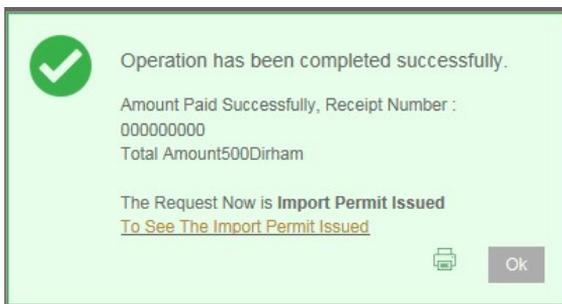
Identity Type * ID Passport

Identity Number\ Passport Number * ⓘ

Mobile Phone Number * ⓘ
Example: 00971123456789

Email ⓘ

Preferred language * Arabic ⓘ English Urdu



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 MOCCAE العربية:1
2:Request Inquiry
...
3:-->

CANCEL SEND

Request Inquiry:
Please enter Request Number?

00:menu
0:<--

CANCEL SEND

Request Number
APH-13112013-43123 is
Finished.

OK

THANK YOU
FOR Using MOCCA
Digital Services