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
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
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.

Accreditation of fish factory to export to European Union - New

Accreditation of fish factory to export to European Union - Renew

Accreditation of Islamic Organization/Abattoire Outside UAE - New

Accreditation of Islamic Organization/Abattoire Outside UAE - Renew

Adding/ Replacing Fishing Boat Engine
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.
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:

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Login

User name * 

Password * 

☐ Remember Me

Login Clear Fields
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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. 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.
**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 below steps:

1. Dial *163# (Etisalat operator only)
2. Choose the language
3. Follow the instructions given in the messages.
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
Outstanding services comes by committing to