



Issue of Permit to Import Raw Materials

About the Service

This service enables customers to apply for permission to import raw materials and entitles local to use them in pharmaceutical manufacturing processes.

Service Process

- Login to the MoHAP website or smart app using the UAE PASS
- Submit an initial import permit application before shipping from the country of origin, and pay the application fees
- If the requirements and conditions are met, pre-import application will be approved, and the applicant would be notified via email. The approved pre-import application is valid for 60 days from the date of its issuance, during which the shipment from the country of origin will be prepared and initiated
- During the second stage, the applicant will apply for a shipment clearance application - upon obtaining the confirmed air / land / sea freight bill - and pay the due fees
- If the requirements and conditions are met, the approval is obtained electronically. The permit is valid for 60 days from the date of its issuance and is conditional on the final approval of the Ministry's inspectors for customs clearance upon arrival at the country's ports and before all medical products are marketed locally through the imported stores

Required Documents

- The documents required vary according to the application stage as follows: The first stage: Pre-import application: The second Stage: Shipment Clearance Permission:

Conditions & Requirements

1. A halal certificate must be attached in case the product contains gelatin
2. All required licenses must be valid

FAQ's

Service completion duration

- From 1 to 3 working days for pre-import applications
From 1 to 2 working days for shipment clearance applications

Service fees

Service channels

Service locations

For support, contact us through the following channels:

- MOHAP Call Center: 80011111

- Technical Support: applications.support@mohap.gov.ae
- For inquiries related to import and export: import.export@mohap.gov.ae

Support

For support, contact us through the following channels:

- MOHAP Call Center: 80011111
- Technical Support: applications.support@mohap.gov.ae
- For inquiries related to import and export: import.export@mohap.gov.ae

Payment channels

- E- Payment

Target audience

- Local pharmaceutical Manufacturing facilities

Resources

- [MOHAP - ImportExport-AgentManual V4](#)
- [Minister Resolution No.22](#)
- [Infographic - Issue of Permit to Import Raw Materials](#)

Department name

Drug

Sector name

Health Regulation

Main service

Clearance, Import and Export Permits

Service Code

110-02-005-000

Sub Service Type

Variation

Service Type

Government to Business

Related Services

- This service is not linked to other services

Number of Users

41

Number of Transactions

1102

Notes

This service accepts documents authenticated with the UAE PASS Digital Seal.

Sustainable Goals

Good Health And Well-Being