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UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION

11/1/2023

# Issue of a Death Certificate

Updated: January 11<sup>th</sup>, 2023

Ministry of Health & Prevention - UAE©

Ministry of Health & Prevention – UAE©

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#### 1. Service Overview – Summary

This service facilitates the process of holding of a death certificate upon the customer's request. The deceased's original documents should be submitted to request this certificate.

2. Service Conditions

Attested death notification.

Original documents / copy of the original documents.

Name in the police statement must match the name in passport or Emirates ID card.

Visit the public health center in the emirate where the death took place, with the required documents.

Death certificate issued and attested from Department of Health Abu Dhabi, or Dubai Health Authority, or Emirates Health Services is equivalent to that of MOHAP attestation.

Death certificate should be attested through the UAE Ministry of Foreign Affairs and International Cooperation as well as the Embassy of the country in which the death certificate will be used.

A forensic report indicating the cause of death must be submitted in the case of criminal suspicion or when the cause of death is recorded as unknown in the death report.

The death certificate will be presented to the parties or authorized persons concerned, or those specifically stated in a letter from the Consulate, a letter from the deceased's place of work, or a letter from the police..

3. Create new account

If the user is new (i.e., you do not have account) you need to Register and Create a New Account to be able to access MOHAP services.

If you are already a MOHAP user, then <u>Login to the system</u> directly.

#	Create New Account – Register/Sign up					
1						
	If the user is new (i.e., doesn't have an account) the user needs to Create a New Account First					
	- Go to the official website of the <u>Ministry of Health</u>					
	- On the right side click on the Login tab					
	- Since the user does not have an account yet, the user will need to Register					
2	UNITED ARAB EMIRATES يربي ڪ Login					
	Ministry Of Health And Prevention					
	Login Register					
	Cogin with UAE PASS					
	A single trusted digital identity for all citizens, residents and visitors.					

3	To Sign Up, the user needs to fill all the req	uired information and follow the steps
	Please Enter The Details	► +971 - 05xxxxxxxxx
		Select
	Accepts only English letters and Numbers, maximum length is 50.	City
	At least 1 numeric character and 1 capital letter with minimum	Area
	C Verify Password	Address //
		Identity Select
	First Name	User Group Select
	Middle Name	Two Factor Authentication
	Last Name	
	⊡ email@address.com	Word Verification:
		Create New Account Cancel
4	<ul> <li>Click create account.</li> <li>After completing the registration s that all records are saved successfu activation.</li> </ul>	teps, the following alert will show to confirm Jlly, and a verification email has been sent for
	Signup	
	Record Saved Successfully and Emai	I has been sent to User For Activation
5	Go to the email entered when registering,	and click on the link to activate the MOHAP
	Account	

#### Dear

Thank you for registering with Ministry of Health and Prevention E-Services.

Please open below url to activate your account.

Account Activation Link

Regards,

Ministry of Health And Prevention, UAE

### 4. Log into the system

#	User Login
1	If the user already has an account and wants to access any of MOHAP services, the user needs to follow the below steps
	1. Go to the official website of the <u>Ministry of Health</u>
	2. Click on Services
	3. Look for the required service OR search for its name in the search bar
	4. Select the required Service icon
	5. After choosing the service click on Start Service as the below screen.
	6. If the user has logged in from the official page, then when the user clicks on "Services" they'll be directly transferred to the service, otherwise the user will have to login after clicking on "Start Service".
	Services Issue of a death certificate Q
	🔀 All 📁 Most used services 🙎 Individual services 😤 Social services 🗇 Business services 🏠 Government services 💟 My Favourites
	Issue of a Death Certificate
	Start Service (2)
	1 of 1 12 V Total services: 1

Home > Services > Iss	ue of a Death Certificate			
Issue of	a Death Certificate	Start Service → Bookmark service ♡		
Service comple 1 Working day View more	tion duration Service fees AED 65 for a cert View more	ificate in Arabic and AED 65 for	Lexport as PDF     Export as XLS     Service Rating     ★★☆☆     average rating : 3 from 6 users	
	Ministry	of Health and Prevention		
	Login	Register		
	A single trusted o	<b>Login with UAE PASS</b> Igital identity for all citizens, residents and visitors.		
		or		
	Our Ser Name			
	A Password		0	
	Remember me	Forget P	Password ?	
		Login with MOHAP		

# 5. Submit Certificate Request

a									
	ITED ARAB EMIRATES NISTRY OF HEALTH & PREVENTION						العربية Hi, Noor 🗸	3	
<b>*</b> B	Birth Certificates 👻 D	eath Certificates 🐱					🔗 / Individual Dashbo	vard	
I Requests							Q Search reques	ts Trilters	)
gistration (Qaid) Number	Person Name (EN)	Person Name (AR)	Date Created	Date of Birth	Date of Death	Status	Туре	Actions	
3/DU/000025/2022	Khalid	خالد	03/02/2022	30/01/2022	🗐 N/A	Under Process	Normal Birth-Reissue	9	
/DU/000068/2022	english name	الاسم العربي	12/09/2022	23/07/1980	03/08/2022	Under Process	Death-Modification	9	
/DU/000028/2022	Omar	عمرو	01/02/2022	31/01/2022	N/A	Ready to Pay	Normal Birth-New	2	
DU/000021/2022	noocor	نوووور	28/12/2022	30/11/2022	🗐 N/A	Notification Submitted	Age Estimation-New	2	
DU/000072/2022	Smart	سمارت	12/09/2022	01/08/2022	🛄 N/A	Under Process	Normal Birth- Modification	0	
DU/000026/2022	Salma	سلمى	03/02/2022	30/01/2022	🗐 N/A	Notification Submitted	Normal Birth-Reissue	Z	
DU/000066/2022	english name	الاسم العربي	12/09/2022	23/07/1980	03/08/2022	Notification Submitted	Death-Lost	Z	
DU/000027/2022	Talal	طلال	03/02/2022	06/06/1992	30/01/2022	Notification Submitted	Death-Reissue	Z	
DU/c 🥱 Sign Language	Mohammed Ahmed	محمد أحمد	01/09/2022	26/12/2000	S0/08/2022	Ready to Pay	Death-New	128	
F	Registration (Qaid) Numbe	er Person Name Omar	(EN) Issue Requ	e of an Authentica e of a Replaceme uest Death Certific	ated Copy of Death nt of a lost Death C cate Modification	Certificate ertificate 1/ 12/			
	B/DU/000025/2022	Khalid		خالد		iii 03/ )2/			
	D/DU/000068/2022								
		english name		سم العربي	ותי	12/09/			
	A/DU/000021/2022	english name noooor		سم العربي نوووور	ווזי				
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<ul> <li>This interface will appear skip the review:</li> </ul>	r to you, to reveal the deceased perso	n information, you may view them
Create New Death Notificatio	n D/SJ/000032/2021	DD Skip Review
> Person Details	Person Details	+
Notification Details	Notification Details	+
Notification Attachments	Notification Attachments	+
• The next step will be in trequired certificate copi	this interface <u>the Request Details, y</u> ou es	need to fill the number of the
		العربية HL, Noor V
😤 Birth Certificates 🗸 Death Certificates 🗸		*
C Request Certificate		
E Request De	tails	~
Request Details      Arabic Copies *	- Number of Copies +	Service Fee
Delivery Details	Number of Copies	Service Fee
English Copies	- 0 +	0 AED
	Next→	
<ul> <li>Then click on <u>Next</u></li> <li>Once you clicked on <u>Nex</u></li> </ul>	<u>t, the Delivery Details</u> Interface will ta	ke place,
UNITED ARAB EMIRATES		قيرية Hi, Noor ب
🛠 Birth Certificates 🤟 Death Certificates	~	*
Request Details	Delivery Details	~
Delivery Details	Certificate delivery to my doorstep     Collect personally from Preventive Medicine Center / MCHAP hospital	
	Please ensure that you provide a complete and correct address to avoid delivery delays.	
	Receiver contact name *      Receiver company name	
	Receiver address *     Receiver address *     Select	· (*)
	] Receiver contact mobile *	
	🖓 Receiver email *	
	Proceed to payment	(2) Sove Details

- You need to fill you information in the required fields, or you may select the PMC option so you can collect the certificate personally
- There is an option save the details, for the application to be saved as a draft so you can go back and fill the application when in need.
- If you choose to fill the information and click to proceed to payment you will be transferred to the payment step

	Process	d to payment	(2) Save Details
Complete Progress 60%	Application > E	est Certificate > Payment	$\widehat{\mathbf{A}}$
Website last updated on : 07/12/2021 ( V-1.0.1.7)			

#### 6. Payment Process

UNITED ARAB EMIRATES MINISTRY OF HEALTH & PREVENTION	Ó	H, Noor ∨ 🤤
Birth Certificates - De	ath Certificates ~	
	A transaction of total amoun 80.75 AEE excluding Bank Charges will be initiate	ed on your confirmation
	Smart 0 health BD	5 AED
	MOHAP share of the smart form for issuing, amending or replacing lost copy death or	ertificate requests 5 AED
° +	Issuance of death certificate	50 AED
ē 0°	Ministry Share	5 AED
	Share of Emirates Post Group	15.75 AED
	Payment Methods Now you can pay easily using one of these payment methods	UISA
	i agree to all payment terms provided by the Ministry of Health and Prevention	
		🚍 Pay



#### 7. Notes

\*Note: The request of the certificate maybe approved or rejected

\*Note: The user will receive notifications via SMS to verify the payment, and with the rejection or the acceptance of the certificate request.

\*Note: Once the certificate is ready to be delivered in case the user chose "delivery to doorstep" SMS is sent to the user: it will be delivered within 24 hours.

If the user chose the delivery option to be "collect personally from PMC center" then SMS is sent to notify that: the certificate is ready to be collected.

\*Note: the certificate will take 1 working day till you receive it.