



وزارة الصحة ووقاية المجتمع  
MINISTRY OF HEALTH & PREVENTION

# User Guide

Request List of Licensed Pharmaceutical  
Establishment  
MOHAP External Users



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



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## 2. Service Overview

Enables pharmaceutical establishment to request a list of the licensed pharmaceutical facilities in the UAE.

## 3. Service Channel



Website





## 4. Service Target Audience



**Facility**





## 5. Service Prerequisites

1

**Applicant should have valid license as a pharmaceutical facility.**

2

**The application should be auto removed, if the application is not submitted within 5 days of Initiation.**

3

**15 days will be given to complete payment of service fees after which the application will be deactivated and auto cancelled..**





## 6. Service Outputs



### List of Pharmaceutical Establishment in UAE Report.

## 7. Submit Service Request

### 7.1 Open the form from services list

Priority Services

Q Search | Bookmark

**Evaluation**

Health Professionals Evaluation

Show More

**Medical**

Issue Primary Approval of Private Medical Establishment

**Pharmaceutical**

Issue primary approval for Pharmaceutical Establishment





## 7.2 Start the application by uploading the required document(s)

Request List of Licensed Pharmaceutical Establishment in UAE

Request Information  
Requester No : 003.005.1

Attachment File Completed 1 of 1

Letter from the owner of the Pharmaceutical facility requesting the list of licensed pharmaceutical facilities in UAE.

Drag and Drop Documents Here to Get Started!  
Use the button below to upload your documents.  
Supported File Types: pdf, doc, jpeg  
Maximum File Size: 10 MB

Browser For Document On Your Computer

Processing, please wait a moment.

Uploading Document(s) - 100% Checking Document(s) for viruses - 75%

Go To Preview







## 7.3 Preview the application and edit it if required

UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

عربي
User Name

Request List of Licensed Pharmaceutical Establishment in UAE
Services > Request List of Licensed Pharmaceutical Establishment in UAE

Collaps All
Expand All
Submit

#### Establishment Information

Establishment Name (English) Establishment Name (English)	Establishment Name (Arabic) Establishment Name (Arabic)
Category Category	Establishment Type Establishment Type

#### Contact information

Contact Name Contact Name	Designation Contact Name
Primary Email Email@Mail.Com	Alternative Email Email@Mail.Com
Contact Number +971 000 000	Alternate Contact No +971 000 000

Complete Progress  
90%

Attachments
 Preview
 Payment

#### Location Information

Emirate Emirate	Area Area
Street Street	Building Name PO Box
PO Box PO Box	Google Map URL <a href="#" style="color: red; text-decoration: none;">Google Map URL</a>
Building No Building No	

#### Owner Details

	Gender Male	UAE Citizen Yes
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Complete Progress  
90%

Attachments
 Preview
 Payment

First Name (Arabic) First Name (Arabic)	Middle Name (Arabic) Middle Name (Arabic)	Last Name (Arabic) Last Name (Arabic)
Nationality Nationality	Passport No Passport No	Emirates ID Emirates ID
Family Book No Family Book No	Share Percentage Share Percentage	

Contact Number  
+971 000 000

Primary Email  
Email@Mail.Com

#### Partner Details

Full Name_EN	Full Name_AR	Emirates ID	Passport No	Nationality	Share %
Mohamed Elsayat	محمد اليزات	12313-1231	#1234567	Nationality	20%
Samatha hussein	سماثا حسين	12313-1231	#1234567	Nationality	20%
Ehab Ali mohamed	عبد الهادي	12313-1231	#1234567	Nationality	20%

#### Attachments

Letter from the owner of the Pharmaceutical facility requesting the list of licensed pharmaceutical facilities in UAE.

65 KB

✕

Submit

Complete Progress  
90%

Attachments
 Preview
 Payment





## 7.4 Submit the application for review

The screenshot shows the 'Request List of Licensed Pharmaceutical Establishment in UAE' page. A large green checkmark icon is centered on the page. Below it, the text reads: 'Your request has been submitted. Kindly make the payment to proceed Application Number : #Number'. There are two green buttons: 'Go To Workspace' and 'Go To Payment'. At the bottom, there is a 'File a complaint' section with a small icon and text: 'If You Still Have Any Inquiries, You Can Call Us On Hotline XXXXX Or Using Suggestion And Improvement Center'. To the right of this is the 'مركز الشكاوى والتطوير' (Complaints and Improvement Center) logo.

## 7.5 Pay the fees at the required stages

The screenshot shows the 'Request Information' page for 'Request No : 003-003-1'. It features a 'Fee Details' table and a 'Select Payment Method' section.

Fee Details	Amount
Service Fee	300 AED
Tax 3%	15 AED
<b>Total : 315 AED</b>	

Below the table, there is a checked box for 'Accept Terms And Conditions'. The 'Select Payment Method' section shows 'VISA' and 'eDirham' as options. A green 'Process For Payment' button is located below the payment methods.

At the bottom of the page, there is a progress bar showing 'Complete Progress 98%' and three icons: 'Attachments', 'Preview', and 'Payment'.





## 7.6 Download the approval letter(s) or certificates

Service Card Status

Request List of Licensed Pharmaceutical Establishment

Progress: 100%

Status: Under Review

Application Number : #Number

Details

Request List of Licensed Pharmaceutical Establishment

Progress: 100%

Status: Completed

Application Number : #Number

Details > Download Report

This screen only guideline for preview and not include in system only the cards

