



UNITED ARAB EMIRATES  
MINISTRY OF HEALTH & PREVENTION

# Services Guide

Ministry of Health and Prevention



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## Introduction

The UAE government seeks to be among the best in the world in providing government services, as it focuses on developing government work and adopting innovative solutions using future technology and creating a new generation of government services to reach the best government model that keeps pace with future requirements and achieves efficiency and effectiveness, reflects the leadership and excellence of the government work system in the UAE and supports national efforts in preparation for the next fifty years.

The “Principles and Standards for Designing the Government Services Experience” document aims to clarify the roadmap for government agencies and teams working on designing and digitizing new government services, as it includes a set of principles and standards that must be followed and adhered to when designing government packages and services.

Accordingly, the Ministry of Health and Prevention, under the guidance and support of the wise leadership, has been keen to adopt and launch many innovative initiatives and projects that focus on people and aim to enhance community health through easy, fast, comprehensive and innovative health services according to international standards, building a healthy society free of diseases. The Ministry of Health and Prevention has also developed a comprehensive plan to integrate artificial intelligence 100% into medical services, in implementation of the UAE Strategy for Artificial Intelligence and in line with the UAE Centennial 2071 to achieve an exceptional qualitative shift in the field of healthcare in the UAE.



## Vision

A world-class health system for a community  
with long healthy life expectancy.

## Strategic Objectives

01



Provide a vital legislative framework and, governance, and distinctive regulatory and supervisory services for the health sector.

02



Develop preventive health programs in innovative and sustainable ways to prevent the spread of diseases in the community.

03



Apply global standards in the management of the infrastructure of the ministry.

04



Ensure and guarantee the provision of all administrative services according to the standards of quality, efficiency and transparency.

05



Entrench a culture of innovation in the institutional work environment.





# THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

## Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

1

## Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

## One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

3

## Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

4

## Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

5

## Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

6

## Listening to Customer's Voice

Listening to the customer's voice and ensuring transparency in the evaluation results.

7










## Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.

8



## Customer Classification

 <b>Individuals</b>				
 <b>Demographic Classification</b>	 <b>Lifestyle-based Classification</b>	 <b>Behavior- based Classification</b>	 <b>Geographic Classification</b>	 <b>Special Categories</b>
<ul style="list-style-type: none"><li>• Gender</li><li>• Nationality</li><li>• Age</li></ul>	<ul style="list-style-type: none"><li>• Customer category (citizen/resident)</li><li>• Social status</li><li>• Profession</li><li>• Education level</li></ul>	<ul style="list-style-type: none"><li>• Channel used to access information</li><li>• Channel used to submit requests</li><li>• Channel used to follow up on requests</li><li>• Channel used to obtain the service</li><li>• Communication language</li></ul>	<ul style="list-style-type: none"><li>• Place of service submission</li><li>• Place of residence</li></ul>	<ul style="list-style-type: none"><li>• People of determination</li><li>• Senior citizens</li></ul>
 <b>Businesses</b>				
 <b>Business sector categories</b>	 <b>Government entities</b>			
<ul style="list-style-type: none"><li>• Pharmacies &amp; medical equipment suppliers</li><li>• Private Health Facilities</li><li>• Factories and Companies</li></ul>	<ul style="list-style-type: none"><li>• Local</li><li>• Federal</li></ul>			



## 01- Licensing of a Visiting Foreign Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-005-000



**Service Completion Duration**  
5 working days



**Outcome**  
Visiting Foreign  
Doctor License



**Service Structure  
(Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**  
Visiting doctors may work in no more than two entities



**Target Audience**  
Health facilities, consultant doctors, specialist doctors



### Service Required Documents

- An application letter submitted by the facility to license the visiting doctor
- Job offer
- Copy of permanent license
- Plan of the facility approved by MOHAP engineers
- Certificate of experience
- Insurance against medical errors
- Facility license
- List of licensed doctors and technicians in the facility
- Letter of undertaking from the doctor with the number of licenses
- License of the doctor responsible for following up cases



### Service Fees

- Application fees: AED 100
- License for visiting physician from outside the UAE: AED 3,000



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 02- Licensing of a Visiting Doctor from the UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-006-000



**Service Completion Duration**  
5 working days



**Outcome**  
A Visiting Doctor  
from the UAE License



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**  
Visiting doctors may work in no more than two entities



**Target Audience**  
Health facilities, specialist doctors, and consultant doctors



### Service Required Documents

- Job offer
- Copy of permanent license
- Plan of the facility approved by MOHAP engineers
- Certificate of good conduct (for doctors of Dubai Health Authority)
- Certificate of experience
- Insurance against medical errors
- Facility license
- List of licensed doctors and technicians in the facility
- Letter of undertaking from the doctor with the number of licenses
- License of the doctor responsible for following up cases



### Service Fees

- Application fees: AED 100
- License for visiting physician from the UAE: AED 4,000



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 03- Registration of a Change to the Professional Title of a Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-010-010



**Service Completion Duration**  
3 working days



**Outcome**  
Registration of the changed Professional Title of a Doctor



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**  
A valid assessment certificate, updated as per the Health Professional Licensing Requirements (PQR)



**Target Audience**  
Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians



### Service Required Documents

- Physician's assessment certificate
- Letter from the facility requesting the amendment of the job title
- Emirates ID card



### Service Fees

- Application fee: AED 500



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.





## 04- Transfer of a Doctors License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-010-020



**Service Completion Duration**  
3 working days



**Outcome**  
Transfer of a Doctor's License



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**  
The license of the doctor to be transferred must be valid



**Target Audience**  
General practitioner, dentist, specialist physician, consultant



### Service Required Documents

- A letter from the facility requesting the transfer of the physician's license
- The contract of employment
- A copy of license or ID card
- No objection letter
- The facility's plan



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 05- Re-licensing of a Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-010-019



**Service Completion Duration**  
3 working days



**Outcome**  
Doctors' license



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



### Service Terms and Conditions

- The facility must have a registered nurse for every two doctors employed
- A certificate of medical fitness from the Department of Preventive Medicine, if the doctor is 60 years or older



### Target Audience

Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians



### Service Required Documents

- Letter from the facility requesting the re-licensing of the doctor
- Doctor's contract of employment
- Copy of the doctor's valid license
- Assessment certificate
- Facility's plan
- Certificate of good conduct for the doctor
- Medical fitness certificate (if doctor is 60 years or older)



### Service Fees

- Application fees: AED 100
- Re-licensing of a doctor: AED 3000



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 06- Cancellation of a Doctors License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-010-018



**Service Completion Duration**  
3 working days



**Outcome**  
Doctor's License Cancellation



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**

- Fines, if any, must be paid fully



**Target Audience**  
Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians



### Service Required Documents

- Letter from the facility requesting the cancellation of the license
- Copy of the doctor's valid license
- Cancellation of residence license or business card



### Service Fees

- Application fees: AED100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 07- Licensing of a Doctor or Dentist to Utilize the Services of a Private Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-012-000



**Service Completion Duration**  
5 working days



**Outcome**  
Licensing of a Doctor or Dentist to Utilize the Services of a Private Health Facility



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**

- Each doctor is provided with two opportunities only



**Target Audience**  
Private health facilities, general practitioners, dentists, specialist physicians, consultant physicians



### Service Required Documents

- Letter from the facility
- Job offer
- Copy of permanent license
- Facility plan approved by MOHAP engineers
- Good conduct certificate (only for DHA doctors)
- Insurance against medical errors
- Facility's license
- List of licensed doctors and technicians in the facility
- Letter of undertaking addressed by the doctor with the number of licenses
- No objection letter from the other facility
- List of operations to be carried out by the facility
- Letter of responsibility from the facility



### Service Fees

- Application fees: AED 100
- Licensing of a doctor or dentist to utilize the services of a private health facility: AED 1000



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose your favorite channel to apply for the service (website, smart application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.





## 08- Renewal of Licenses for Nursing and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-017-019



**Service Completion Duration**  
3 working days



**Outcome**  
License for Nursing and Medical Professionals



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Bundle**  
None

### Service Delivery Channel



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Email:  
[sarc.request@mohap.gov.ae](mailto:sarc.request@mohap.gov.ae)



### Service Limitation

- A medical report must be submitted if the age is 60 years and above.
- Number of hours of continuing education required: 20 hours for nursing professionals, and 10 hours for medical and dental technicians.



### Service Terms and Conditions

- A medical report must be submitted if the age is 60 years and above
- Number of hours of continuing education required: 20 hours for nursing professionals, and 10 hours for medical and dental technicians



### Target Audience

Private, governmental and semi-governmental medical facilities (certified nurse, nursing assistant, registered midwife, midwife's assistant, medical laboratory technician, occupational therapy technician, optometry technician

Audiology technician, radiology technician, anesthesia technician, genetics technician, cosmetic technician, emergency technician, Dialysis technicians, dental assistants, psychology and sociology technicians, and other medical specialties)



### Service Required Documents

- Valid assessment certificate
- Certificates of recent experience from the employer
- Certificate of good conduct
- Letter of authorization request from the facility
- Job offer
- List of doctors and technicians licensed to work in the facility
- Copy of valid passport
- Recent passport-size photo with white background
- Copy of valid residence license
- Copy of valid Emirates ID card
- Employment contract
- Business card
- Insurance against medical errors



### Service Fees

- Private sector
- Application fee: AED 100
- License renewal fees to practice the nursing profession or the profession of medical and alternative medicine technicians: AED 1000
- Semi-governmental sector:  
Free (for all types of orders)
- Government sector:  
Free (for all types of orders)



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.














### Obtaining the service

The license is obtained through the website or the mobile application.



## 09- Cancellation of Licenses for Nurses and Medical Professionals

 <b>Service Delivery Time</b> 24 Hours	 <b>Service Type (Sub Service)</b> Transactional	 <b>Service Code</b> 110-040-017-022	 <b>Service Completion Duration</b> 3 working days
 <b>Outcome</b> Cancellation of Licenses for Nurses and Medical Professionals		 <b>Service Structure (Main Service / Sub Service)</b> Sub Service	 <b>Service Limitation</b> Any outstanding fines must be paid
<b>Service Delivery Channel</b>  <a href="http://www.mohap.gov.ae">www.mohap.gov.ae</a>  MOHAP Smart App			 <b>Service Bundle</b> None
 <b>Service Terms and Conditions</b> <ul style="list-style-type: none"><li>Any outstanding fines must be paid</li></ul>			



### Target Audience

Medical facilities, registered nurses, nursing assistants, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiologists, anesthetists, geneticists beauticians,

emergency technicians, dialysis technicians, dental assistants, psychologists and social workers, other medical specialists



### Service Required Documents

- A letter requesting cancellation of the license submitted by the facility
- Copy of the last license
- Cancellation of the residence or business card



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The facility will be notified of cancellation via text messages and email.



## 10- Transfer of Licenses for Nurses and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-008-040



**Service Completion Duration**  
3 working days



**Outcome**  
Transfer of Licenses for Nurses and Medical Professionals



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
The license must be valid

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**

- The license of the nurse or professional to be transferred must be valid



### Target Audience

Medical facilities, registered nurses, nursing assistants, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiologists, anesthetists, geneticists beauticians,

emergency technicians, dialysis technicians, dental assistants, psychologists and social workers, other medical specialists



### Service Required Documents

- A letter requesting transfer of the license submitted by the facility
- Contract of employment
- A copy of the last license or ID
- No objection letter from the previous facility



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 11- Changing the Professional Titles of Nursing Practitioners and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-008-040



**Service Completion Duration**  
3 working days



**Outcome**  
Changing the Professional Titles of Nursing Practitioners and Medical Professionals



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
A valid assessment certificate updated as per the Health Professional Licensing Requirements (PQR)

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- A valid assessment certificate updated as per the Health Professional Licensing Requirements (PQR)



### Target Audience

Medical facilities, registered nurses, nursing assistants, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiologists, anesthetists, geneticists beauticians,

emergency technicians, dialysis technicians, dental assistants, psychologists and social workers, other medical specialists



### Service Required Documents

- Letter requesting the change in the title submitted by the facility
- Copy of business card
- Copy of assessment certificate



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website.





## 12- Renewal of a License to Practice as a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-014



**Service Completion Duration**  
3 working days



### Outcome

Providing medical and pharmaceutical facilities to submit their applications to renew the license of those working in the pharmacy profession, such as a responsible pharmacist, second pharmacist, or pharmacist assistant



**Service Structure (Main Service / Sub Service)**  
Sub Service

### Service Delivery Channel



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



MOHAP Smart App



### Service Limitation

A medical fitness certificate from EHS is required for those who are 60 years and above



**Service Bundle**  
None



### Service Terms and Conditions

- A medical fitness certificate from EHS is required for those who are 60 years and above



### Target Audience

Medical and pharmaceutical facilities (in-charge pharmacist, second pharmacist, assistant pharmacist)



### Service Required Documents

- List of continuous medical education indicating required number of hours (20 hours for the in-charge pharmacist and second pharmacist, 10 hours for assistant pharmacist)
- List of controlled drugs (for official pharmacist)
- UAE ID
- A no objection letter
- A copy of passport
- A copy of residency/visa
- A copy of medical malpractice insurance



### Service Fees

- Application fee: AED 100
- License renewal: AED 1,000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 13- Transfer License for Practicing the Profession of Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-009-015



**Service Completion Duration**  
5 working days



### Outcome

This service allows medical and pharmaceutical facilities to apply for the transfer of licenses of employees in the pharmacy profession from one facility to another, including first and second official pharmacists and assistant pharmacists



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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



MOHAP Smart App



### Service Limitation

There should be only one pharmacist in charge in the facility



**Service Bundle**  
None



### Service Terms and Conditions

- The facility must have one official pharmacist



### Target Audience

Medical and pharmaceutical facilities, first official pharmacist, second official pharmacist, assistant pharmacist



### Service Required Documents

- Letter of appointment from the facility
- Contract of employment approved by the Ministry of Labor
- Certificate of criminal clearance
- List of employees working in the facility
- Copy of valid trade license
- The same person must complete the character reference
- Payment receipt for the license from the Ministry of Health and Prevention
- List of controlled drugs (for official pharmacist)
- Registration certificate of Chamber of Commerce membership
- Emirates ID card
- Copy of passport
- Clearance letter from the previous facility
- Copy of residence license or visa



### Service Fees

- **Application fees: AED 100**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 14- Re-licensing of a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-009-017



**Service Completion Duration**  
5 working days



**Outcome**  
Re-licensing a pharmacist



**Service Limitation**  
None



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The facility must have one official pharmacist



**Target Audience**

Medical and pharmaceutical facilities, first official pharmacist, second official pharmacist, assistant pharmacist



### Service Required Documents

- Contract of employment approved by the Ministry of Human Resources and Emiratization
- Assessment certificate
- List of controlled drugs (for official pharmacist)
- Emirates ID card
- Letter of No Objection from the facility
- Copy of passport
- Copy of residence license or visa



### Service Fees

- Application fees: AED 100
- Re-license to practice pharmacy: AED 1,000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 15- Registration of a Change to the Professional Title of a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-009-018



**Service Completion Duration**  
5 working days



### Outcome

Change the professional job titles on the licenses of employees in the pharmacy profession, including first and second official pharmacists and assistant pharmacists



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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



MOHAP Smart App



**Service Limitation**  
None



**Service Bundle**  
None



### Service Terms and Conditions

- A valid assessment certificate, updated as per the Health Professional Licensing Requirements (PQR)



### Target Audience

Medical and pharmaceutical facilities, first official pharmacists, second official pharmacists, assistant pharmacists



### Service Required Documents

- Letter requesting amendment to the title from the facility
- List of controlled drugs (for official pharmacist)



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The registration of changes to the professional job titles is obtained through the website or the mobile application.





## 16- Cancellation of a License to Practice as a Pharmacist



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-009-016



**Service Completion Duration**  
5 working days



**Outcome**  
Cancellation of a pharmacist license



**Service Limitation**  
None



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Pay fines, if any



**Target Audience**  
Pharmacist in-charge, second pharmacist, assistant pharmacist



### Service Required Documents

- A letter by the establishment to cancel the license



### Service Fees

- Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The cancellation of a pharmacist license is obtained through the website or the mobile application.



## 17- Renew a Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-021-054



**Service Completion Duration**  
2 working days



### Outcome

This service allows health facilities to renew the necessary license to practice and provide health and treatment services in the UAE. Such facilities include public and specialized clinics, medical centers, diagnostic and rehabilitation centers, emergency and home health centers, fertility and recuperation centers, one-day surgery centers and hospitals, and hospitals of different sizes and specialties



**Service Structure (Main Service / Sub Service)**  
Auxiliary

### Service Delivery Channel



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



MOHAP Smart App



**Service Limitation**  
None



**Service Bundle**  
None



### Service Terms and Conditions

- The facility must have been open and practising its commercial activity with a valid license for more than 6 months
- The license must be renewed annually. If such renewal is delayed, fines will be calculated at a rate of 25% of the facility's basic fee for every 30 days up to 6 months. After the 6-month period, the license will be legally cancelled



### Target Audience

Investors in the health sector who own different health facilities (hospital, convalescent home, fertility center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center)



### Service Fees

- License application fee: AED 100
- Final License Fees
  - » Renewal of the license for general clinic/rehabilitation center/home healthcare center: AED 5000
  - » Renewal of the license for specialty clinic/diagnostic center/emergency services: AED 6000
  - » Renewal of the license for multi-specialty medical center (maximum 18000): AED 12000
  - » Renewal of the license for IVF center/convalescence center/one-day surgery hospital: AED 20000
  - » Renewal of the license for hospital of 1-50 beds: AED 20000
  - » Renewal of the license for hospital of 51-100 beds: AED 30000
  - » Renewal of the license for hospital of more than 100 beds: AED 40000



### Penalties

None



### Service Required Documents

#### External billboard of the facility

- Medical waste agreement
- List of medical equipment
- Price list of services
- License of radiation protection (issued by the Federal Authority for Nuclear Regulation)
- Trade license issued by the Department of Economic Development

- Certificate of preventive safety (issued by the Civil Defense)
- List of partners' names
- Internal regulations and rules of the facility
- Approved facility layout
- Recent license of the facility
- Letter to apply for the renewal of the license
- A copy of the RIAYATI system
- Registration in Tatmeen

#### Additional documents for hospital and one day surgery centers:

- JCI certificate for the quality of health services or other accreditations (such as, Canadian and Australian accreditation)

#### Additional documents for schools and nurseries:

- A letter clarifying the total number of students, including gender and grade in which they are studying, and the capacity.

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.

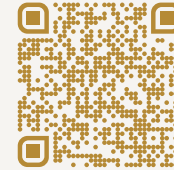


### Obtaining the service

The renewal of the health facility license is obtained through the website or the mobile application.



## 18- Healthcare Professional Evaluation



Scan the QR code or visit:

Healthcare Professional Evaluation



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-006-008-000



**Service Completion Duration**

Upon customization, you will be able to see the duration related to your selection. For more info, check the service on the website: <https://mohap.gov.ae/en/w/healthcare-professional-evaluation>



**Outcome**  
Obtaining an evaluation certificate to issue the necessary licenses to practice the profession in the country



**Service Structure (Main Service / Sub Service)**  
Variation

### Service Delivery Channel



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



MOHAP Smart App



**Service Limitation**  
This certificate is valid in the UAE.



**Service Bundle**  
None



### Service Terms and Conditions

- Number of test attempts available is three attempts for all medical categories and all types of tests.
- You can get an exemption from the evaluation test by providing:
  - A valid medical license in the UAE (from other authorities)
  - A certificate of good conduct, not older than six months
  - Recent experience, not older than two years, related to the medical license



### Target Audience

Paramedical professionals (medical technicians, alternative medicine technicians and complementary medicine technicians), physicians, Dentists, pharmacists, nursing and midwifery professionals



### Service Required Documents

Upon customization, you will be able to see the required documents related to your selection. For more info, check the service on the website:  
<https://mohap.gov.ae/en/w/healthcare-professional-evaluation>



### Service Fees

Upon customization, you will be able to see the fees related to your selection. For more info, check the service on the website:  
<https://mohap.gov.ae/en/w/healthcare-professional-evaluation>



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application)
- Search for the required service
- Fill out the service request
- Payment of fees



### Communication during the process

Communication is done through text messages and email



### Obtaining the service

The certificate is obtained through the website or the mobile application.



## 19- Renewal of Registration Certificate for Medical Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-06-008-050



**Service Completion Duration**  
30 working days



**Outcome**  
Renewed Registration Certificate for Medical Professional



**Service Limitation**  
None



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None





### Service Terms and Conditions

- There may be no more than a two-year gap in applicant's work record
- Refer to the Unified Healthcare Professional Qualification Requirements (PQR) Manual for verification of the required years of experience and conformity of scientific certificates
- The certificate must be from a recognized university
- Experience is calculated from the license issuance date
- Non-citizen graduates of universities and colleges within the UAE must submit an experience certificate stamped by the Ministry of Health Training and Development Center as per Federal Law No. (7) of 1975 regarding the practice of medicine or accredited by the Health Department in Dubai or Abu Dhabi, indicating practical training as described in the Professional Qualifications Requirements (PQR) Manual.
- Graduates who are licensed by the following countries will be exempt from the exam: Canada, South Africa, USA, Ireland, Australia, New Zealand and Britain, as well as UAE citizens who live outside the country, served in MOHAP before 6/1993, and who passed the exam in the period from 1993 to 2011
- A positive report from DataFlow
- Certificates are accepted in Arabic or English. Certificates in other languages must be translated legally and duly attested
- Certificates must be attested, however the client may apply for the exam without an attested certificate, provided it is attested upon issue of the license in accordance with the requirements of other entities (such as the Ministry of Human Resources and Emiratization)
- In case of referral from the Dubai Health Authority and Department of Health Abu Dhabi, the license must be valid or have been renewed or canceled for a period no longer than 6 months, failing which the referral will not be valid, and the applicant will be required to take the examinations
- Examinations may be attempted a maximum of three times
- The certificates are valid for 5 years



### Target Audience

Registered nurses, nursing assistants,  
registered midwives and assistant midwives



### Service Required Documents

- Academic certificates
- Proof of any legal change to the name (such as a marriage document or any other official document)
- Transcript of grades of academic certificates
- Equivalence of academic certificates for holders of masters and doctorate degrees from the Ministry of Higher Education and the scientific research papers
- License from MOHAP or the Health Authority in Dubai or Abu Dhabi or Human Resources letter if the client is an employee of MOHAP
- Passport, visa and valid UAE ID
- Family book for citizens
- Continuous Education Hours (approved 20 hours required)
- DataFlow report
- Expired registration certificate
- Certificate of good professional conduct issued by the licensing authority and valid for at least 6 months from the date of issue
- BLS certificate for cardiopulmonary resuscitation



### Service Fees

- **Application fees: AED 250**
- **Registration card: AED 150**
- **Verification of certificates for government employees: AED 300**
- **DataFlow services fees to verify academic certificates for employees of the private sector: AED 1,200**



### Penalties

None

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The Certificate is obtained through the website or the mobile application.



## 20- Amend a Pharmaceutical Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-025



**Service Completion Duration**  
The service completion time varies depending on the type of modification\*  
For more details, kindly view the service card on the website: Pending



**Outcome**  
Amendment of a pharmaceutical facility license



**Service Limitation**  
None



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The facility's license must be valid



**Target Audience**  
Investors in the health sector who own different pharmaceutical facilities



### Service Required Documents

- The required documents vary according to the type of modification\*

For more details, kindly view the service card on the website: Pending



### Service Fees

- Application Fees: AED 100
- Service Fees vary according to the type of modification
- For more details, kindly view the service card on the website: Pending



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The amendment of a pharmaceutical facility license is obtained through the website or the mobile application.



## 21- Cancellation of a Pharmaceutical Facility's License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-028



**Service Completion Duration**  
3 working days



**Outcome**  
Cancelled Pharmaceutical Facility's License



**Service Limitation**  
The facility's pharmacists must be cancelled or transferred before the facility can cancel its license



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Fines, if any, must be paid
- Licenses of the facility's pharmacists must be cancelled or transferred before the facility can cancel its license



**Target Audience**

Pharmacies, Warehouses, Manufacturers of medicines and medical devices, Marketing Offices, Warehouses for re-export



### Service Required Documents

- A copy of the facility's license issued by MOHAP
- A request letter from the owner to cancel the license
- Current commercial license issued by the Department of Economic Development



### Service Fees

- Service fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The cancellation of a pharmaceutical facility license is obtained through the website or the mobile application.



## 22- Issue a Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-021-000



### Service Completion Duration

- Approval of the application: 1 working day
- Final licensing: 2 working days
- Engineering team approval:
  - » Initial inspection: 2 working days
  - » Verification of the facility plan: 5 to 7 working days
  - » Final inspection: 7 to 10 working days



**Outcome**  
Health Facility License



**Service Structure (Main Service / Sub Service)**  
Variation

### Service Delivery Channel



www.mohap.gov.ae



MOHAP Smart App



**Service Limitation**  
None



**Target Audience**  
Investors in the health sector who own different health facilities



**Service Bundle**  
None



## Service Terms and Conditions

- The following documents are required to be attached to the owner's page:
  - A copy of the owner's passport
  - A copy of the owner's family book
  - A copy of Emirates ID
  - Recent passport-size photos with white background
- A character reference (document available in Customer Happiness Centers) must be completed by the owner; licensing procedures will resume after the approval of the authority concerned.
- A non-national can own a health facility provided that the local authority to which the facility belongs issues an approval letter regarding the percentage of foreign ownership.
- An electric elevator must be installed if the facility consists of high floors.
- Compliance with engineering conditions and standards for licensing health facilities (regulations for healthcare facilities.)
- Initial approval will be valid for six (6) months only, which is the period granted to the owner to meet all the technical requirements and conditions for obtaining the MOHAP license. The initial approval does not imply the approval to practice or operate the facility; it is only granted in order to complete the procedures required to obtain the license.



## Service Required Documents

- |   |  |  |  |
|---|--|--|--|
| <ul style="list-style-type: none"> <li>• The following documents are required to be attached to the owner's page:               <ul style="list-style-type: none"> <li>» A copy of the owner's passport</li> <li>» A copy of the owner's family book</li> <li>» A copy of the Emirates ID</li> <li>» Recent passport-size photos with white background</li> <li>» A character reference (document available in Customer Happiness Centers) must be completed by the owner; licensing procedures will resume after the approval of the authority concerned</li> </ul> </li> <li>• Initial approval of inspection:</li> </ul> | <ul style="list-style-type: none"> <li>» An application letter from the owner requesting the license of the medical facility</li> <li>» A letter addressed 'To whomsoever it may concern'</li> <li>» The plan of the facility</li> <li>» Photos of the site</li> <li>» Statement of the total number of students, including gender and school stage, and the capacity of the facility (in the case of school and nursery clinics)</li> <li>• Initial approval of the license:               <ul style="list-style-type: none"> <li>» The facility's plan with initial approval from MOHAP engineers</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>» License of the Department of Economic Development</li> <li>» Application letter of the facility</li> <li>» Security clearance of owner</li> <li>» Proof of owner's qualifications</li> <li>• Final approval of inspection:               <ul style="list-style-type: none"> <li>» The facility's plan with initial approval of MOHAP engineers</li> <li>» The facility's plan with final approval of MOHAP engineers</li> </ul> </li> <li>• Final approval of the license:               <ul style="list-style-type: none"> <li>» External billboard of the facility</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>» Medical waste agreement</li> <li>» List of medical equipment</li> <li>» Services price list</li> <li>» License of radiation protection (issued by the Federal Authority for Nuclear Regulation)</li> <li>» Trade license issued by the Department of Economic Development</li> <li>» Certificate of preventive safety (issued by the Civil Defense)</li> <li>» List of partners' names</li> <li>» Internal regulations and rules of the facility</li> <li>» The facility's plan with final approval of MOHAP engineers</li> <li>» Registration in Tatmeen</li> <li>» Registration in Riayati</li> </ul> |
|---|--|--|--|





### Service Fees

- License Application Fees: AED 100
- Initial Inspection Fees:
  - » Hospital/Convalescent Home/Fertility Center/Emergency Center/Home Medical Center: AED 2,000
  - » General Clinic/Specialist Clinic/Medical Center/Medical Diagnosis Center/Rehabilitation Center: AED 1,000
- Verifying Site Plan Fees:
  - » Hospital/Convalescent Home/Fertility Center/Emergency Center/Home Medical Center: AED2,000
  - » General Clinic/Specialist Clinic/Medical Center/Medical Diagnosis Center/Rehabilitation Center: AED 1,000\
- Re-verifying Geometric Site Plan Fees:
  - » Hospital/Convalescent Home/Fertility Center/Emergency Center/Home Medical Center: AED1,000
  - » General Clinic/Specialist Clinic/Medical Center/Medical Diagnosis Center/Rehabilitation Center: AED 500
- Final License Fees:
  - » General Clinic/Rehabilitation Center/Home Health Center: AED 5,000
  - » Specialist Clinic/Medical Diagnosis Center/Emergency Center: AED 6,000
  - » Multi-Specialty Clinic: AED 12,000 - AED 18,000
  - » Fertility Center/Convalescent Home/One-Day Surgery: AED 20,000
  - » Hospital (1 to 50 beds): AED 20,000
  - » Hospital (50 to 100 beds): AED 30,000
  - » Hospital (100+ beds): AED 40,000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The facility license is obtained through the website or the mobile application.



## 23- Licensing of a Pharmaceutical Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional











**Service Code**  
110-03-020-000



### Service Completion Duration

- **Categories:** Pharmacies, warehouses, marketing offices, warehouses for re-export: 3 working days
- **Manufacturing facilities of pharmaceuticals and medical device:**
  - » Handling the first licensing step (primary approval): Within 5 working days from the application receiving date
  - » Assigning inspection team to audit the compliance with good manufacturing practice (GMP): 10 days from the date of receiving the request
  - » Issuance of the certificate of compliance with current good manufacturing practice (c-GMP): 5 working days from the date of generation of the visit report. It is recommended to issue a GMP certificate
  - » Issuing MOHAP facility license upon completing the required fees\documents: 3 working days from the date of receiving the last requirement



 <b>Outcome</b> Pharmaceutical facility license	 <b>Service Structure (Main Service / Sub Service)</b> Variation		 <b>Service Limitation</b> For pharmacies, warehouses, and scientific offices, the owner must be a UAE national as per the Companies Law. The client must not own more than two pharmacies in the UAE
<b>Service Delivery Channel</b>  www.mohap.gov.ae  MOHAP Smart App		 <b>Service Bundle</b> None	
 <b>Service Terms and Conditions</b> <ul style="list-style-type: none"><li>For pharmacies, warehouses, and scientific offices, the owner must be a UAE national as per the Companies Law. The client must not own more than two pharmacies in the UAE</li><li>The following technical and health conditions must be met in pharmaceutical facilities:<ul style="list-style-type: none"><li>In case of applying for a pharmacy license, the applicant should follow Ministerial Circular No. (932) Regarding the Health and Technical Conditions that Must be Met in Private Pharmacies. Click the link to view the circular:<ul style="list-style-type: none"><li>» <a href="https://mohap.gov.ae/app_content/legislations/php-law-ar-55/mobile/index.html">https://mohap.gov.ae/app_content/legislations/php-law-ar-55/mobile/index.html</a></li><li>» In case of applying for a medical warehouse license, the applicant should follow Circular No. (90) of 2021 of Federal Law No. (8) of 2019 on Medical Products the Profession of Pharmacy and Pharmaceutical Facilities</li></ul></li></ul></li></ul>			
 <b>Target Audience</b> <ul style="list-style-type: none"><li>Pharmacies • Warehouses • Manufacturers of medicines and medical devices • Marketing Offices • Warehouses for re-export</li></ul>			



## Service Required Documents

Documents required for pharmacies, warehouses, marketing offices, warehouses for re-export:

- Initial approval (owner profile check & primary inspection):
  - » A copy of owner's passport
  - » A copy of owner's family book
  - » A copy of valid ID card
  - » A recent color photograph
  - » An introductory statement filled out exclusively by the owner and the responsible pharmacist (the statement is available at any Customer Happiness Center)
  - » The site's architectural drawing approved by an engineering consultant office
- Registration in Tatmeen:
  - » Location photos
  - » License initial approval:
  - » Affection plan attested by the municipality
  - » A copy of the establishment lease agreement
  - » A copy of the trade name
- Final inspection and final approval of the license:
  - » A copy of trade license issued by the Department of Economic Development
  - » A copy of license of the pharmacist responsible for pharmaceutical facility
  - » A copy of a certificate of conformity with preventive safety requirements issued by the civil defense
  - » A list of partners
  - » Additional documents for marketing offices:
- Documents required for initial approval:
  - » A copy of the marketing office's memorandum and articles of association
  - » A document representing the marketing authorization holder registered with the ministry (the licensed applicant must be a representative of a medical product company registered with MOHAP)
  - » A copy of the project's feasibility study

- » The partnership contract, which includes the owners' right to the capital in accordance with the UAE Companies' Law
- » Initial inspection report of the marketing office
- » Documents required for final approval:
- » Approval regarding the pharmacist responsible for the marketing office
- » Final inspection report

### Additional documents for manufacturing facility:

- Initial approval of the manufacturing facility
  - » A copy of the memorandum and articles of association
  - » A copy of the project's feasibility study
  - » The partnership contract, which includes the owners' right to the capital in accordance with the UAE Companies' Law
  - » A copy of the partners' passports
  - » A copy of the family book (for UAE national partner(s))
  - » A copy of the national ID card of each partner
  - » Photos for each partner
  - » This step also includes security approval of each partner separately, and this will be done by filling an 'introductory statement' and attaching a copy of the passport, the family book, the ID card and photos

Note: The requirements are submitted to the Ministry of Health and Prevention and the initial approval is issued by the Pharmaceutical Licensing Committee after completing security clearances and document submission. The approval granted is valid for 6 months and can be extended upon request.

- Manufacturing facility construction and preparation
  - » After obtaining the initial approval in step (1), the manufacturing facility must submit detailed engineering drawings of the facility

- including the drawings that demonstrate material flow, personnel flow and other technical requirements for good manufacturing practices (GMP) - and obtain approval of drawings from the technical committee concerned within the drug department prior to construction.

- » After obtaining the technical committee's approval on the drawings, this step also includes submission of the following documents:
- » After submitting the above-mentioned required documents, the manufacturing facility is ready for inspection (GMP certification inspection) through coordination with the drug department to set an appointment for inspection.

Final licensing of the manufacturing facility and good manufacturing practice certificate issuance

- » After obtaining approval for the construction and preparation stage in step (2), the manufacturing facility must appoint technicians and issue licenses for technicians working in the following jobs: production manager / quality assurance manager / quality control manager.

Note: Pharmacists' license may be replaced by a biomedical engineer license if the manufacturing facility is limited to medical equipment production only.

- » To obtain the final approval, the following documents must be submitted:
- » After submitting all documents, the manufacturing facility becomes eligible for the final inspection. After final inspection by the inspection team and submission of documents, the final license is issued to the facility



### Service Fees

- Application fee: AED 100
- Fees for initial inspection, according to the type of facility:
- Warehouses, pharmacies and marketing offices: AED 1,000 per inspection
- Final inspection fees, according to the type of facility:  
Warehouses, pharmacies and marketing offices: AED 1,000 per inspection
- Final license fees, according to the type of facility:  
Pharmacies and warehouses: AED 7500  
Marketing offices: AED 10,000  
Warehouses for export: AED 10,000
- Manufacturing facilities of pharmaceuticals and medical device:  
Application fee: AED 100  
Final inspection fee: AED 3000 per inspection  
Approval fee for architectural plans and drawings: AED 2000  
Fees for final licensing of manufacturing facilities of pharmaceuticals and medical device: AED 50000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (web-site-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The pharmaceutical facility license is obtained through the website or the mobile application.



## 24- Renewal of a Pharmaceutical Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-020-023



**Service Completion duration**  
3 working days



**Outcome**  
Pharmaceutical facility  
license



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

### Service Delivery Channel



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



MOHAP Smart App



**Service Bundle**  
None



### Target Audience

- Pharmacies • Warehouses
- Manufacturers of medicines and medical devices
- Marketing Offices • Warehouses for re-export



### Service Required Documents

- A copy of the pharmacist's valid license
- A copy of the valid commercial license and membership registration certificate
- A copy of the valid annual rental contract
- A copy of the facility's civil defense certificate of fulfillment of fire prevention and firefighting requirements
- Additional documents that must be submitted to renew the marketing office:
- A copy of the fee payment receipt
- An undertaking from the responsible pharmacist that the authorizations submitted to the marketing office by the factories and medical product companies he represents are valid
- Additional documents that must be submitted to renew the manufacturing facilities of pharmaceuticals and medical devices:
- A copy of the trade license
- A copy of the industrial license
- A copy of the technical managers license
- Good manufacturing practices inspection report



### Service Fees

- **Application fee: AED 100**
- **Final license fee for pharmacies and warehouses: AED 7,500**
- **Final license fee for manufacturing facilities of pharmaceuticals and medical device: AED 25,000**
- **Final license fee for marketing offices: AED 5,000**
- **Warehouse renewal fee for re-export: AED 10,000**
- **Manufacturing facilities of pharmaceuticals and medical device**
- **Application fee: AED 100**
- **Final inspection fee: AED 3000 per inspection**
- **Approval fee for architectural plans and drawings: AED 2000**
- **Fees for final licensing of manufacturing facilities of pharmaceuticals and medical device: AED 50000**



### Penalties

**None**



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website-smart application).
- Search for the required service.
- Fill out the service application.
- Pay the fees.



### Communication during the process

Communication is done through SMS and Email.



### Obtaining the service

The pharmaceutical facility license is obtained through the website.





## 25- Re-registration of Licenses for Nurses and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-017-021



**Service Completion duration**  
3 working days



**Outcome**  
Nurses and medical professionals  
License Relicensing



**Service Structure  
(Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

A certificate of functional fitness from the Department of Preventive Medicine is required if the applicant is aged 60 or older



### Target Audience

- Medical facilities
- Registered nurses
- Nursing assistants
- Registered midwives
- Assistant midwives
- Medical laboratory technicians
- Occupational therapists
- Opticians
- Audiologists
- Radiologists
- Anesthetists
- Geneticists
- Beauticians
- Emergency technicians
- Dialysis technicians
- Dental assistants
- Psychologists and social workers
- Other medical specialists



### Service Required Documents

- Valid assessment certificate
- Certificates of recent experience from the employer
- Certificate of good conduct
- Letter of authorization request from the facility
- Job offer
- List of doctors and technicians licensed to work in the facility
- Copy of valid passport
- Recent passport-size photo with white background
- Copy of valid residence license
- Copy of valid Emirates ID card
- Employment contract
- Business card
- Insurance against medical errors



### Service Fees

- Application fee: AED 100
- License to practice nursing, medicine or alternative medicine: AED 1,000



### Penalties

None



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website-smart application).
- Search for the needed service.
- Fill in the application form.
- Pay the fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 26- Training of Pharmacists/Assistant Pharmacists in a Pharmaceutical Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-009-012-000



**Service Completion duration**  
5 to 10 minutes



**Outcome**  
Pharmacists/Assistant  
Pharmacists Training



**Service Structure  
(Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

### Service Delivery Channel



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



MOHAP Smart App



**Service Bundle**  
None



### Target Audience

- Bachelor of Pharmacy students (pharmacist)
- Diploma of Pharmacy students (assistant pharmacist)



### Service Terms and Conditions

- Applicant must have a bachelor's degree in pharmacology (for pharmacist) or a Diploma in Pharmacology (for assistant pharmacist)
- Training commencement form must be approved by the Director of the Drug Department and stamped by the department
- Training must be provided within official morning working hours and under the supervision of the pharmacist in charge
- Training must be over a period of 8 hours
- Prior approval must be obtained before the training commences



### Service Required Documents

- Application form for training in the pharmacy approved by the Drug Department, stating the date of training commencement
- The form should have name and signature of the pharmacist in charge and stamped by the pharmacy
- A copy of a valid passport and residence visa
- Copies of authenticated academic certificates
- Two recent passport-size photographs



### Service Fees

Free



### Penalties

None



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay the fees.



### Communication during the process

The communication will be via text messages and email.

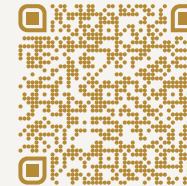


### Obtaining the service

Once your application is approved, you can obtain the certificate through email, website, and Mobile Application.



## 27- Issue a Good Standing Certificate for a Health Professional



Scan the QR code or visit:

Issue a Good Standing Certificate for a Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-015-000



**Service Completion duration**  
3 Working days



**Outcome**  
Health Professional good standing certificate



**Service Structure (Main Service / Sub Service)**  
Variation



### Service Limitation

- Good standing certificate will not be issued to a trainee, a visitor, or to who only has an initial license
- Good standing certificate will not be issued to those who are not licensed by the Ministry of Health and prevention
- The customer must be licensed by the Ministry of Health and Prevention for more than 3 months



### Service Delivery Channel

www.mohap.gov.ae



MOHAP Smart App



**Service Bundle**  
None



### Target Audience

- Medical physicians and dentists
- Specialist and consultant doctors
- Technicians, nurses and midwives
- Alternative medicine practitioners
- Pharmacists and assistant pharmacists



## Service Terms and Conditions

- Good standing certificate will not be issued to a trainee, a visitor, or to who only has an initial license
- Good standing certificate will not be issued to those who are not licensed by the Ministry of Health and prevention
- The customer must be licensed by the Ministry of Health and Prevention for more than 3 months
- The customer must not have been sentenced for a medical offense or violation that prohibits the issuance of the certificate
- The certificate is valid for 6 months from the date of issuance
- Medical staff in the private sector:
  - » For the pharmacist or assistant pharmacist: A letter of experience from the employer, certified by the Department of Medicine in the Ministry of Health and Prevention
  - » For the manual license: specifying the purpose of the application (issue of a good professional conduct certificate)
- Medical staff in the government sector:
  - » The customer must have evaluation certificate or licensed by the Ministry of Health and Prevention



## Service Required Documents

- Medical staff in the private sector:
  - » A copy of medical profession practice card (electronic license issued by MOHAP)
  - » A copy of a valid passport
  - » A copy of a valid passport
  - » An experience certificate issued from the private medical facility, approved by the medical director
  - » In case of license cancellation please attach the cancellation letter from MOHAP
- Medical staff in the government sector:
  - » A letter of experience from the Department of Human Resources - Ministry of Health and Prevention or Emirates Health Services from Bayanati
  - » An electronic experience certificate for licensing purposes, signed by the medical/technical director from HR gate of Emirates Health Services
  - » A letter of experience from the employer approved by the outsourcing company. It should include the dates of experience, the name of the facility in which the employee works, which must be affiliated with the Emirates Health Services (EHS)
  - » A copy of the license issued by MOHAP
  - » A copy of valid passport
  - » Copy of evaluation certificate (issued by the MOHAP)





#### Service Fees

- Nursing professionals, medical professionals and doctors: AED 500
- Pharmacists and assistant pharmacists: AED 300



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



#### Communication during the process

The communication will be via text messages and email.

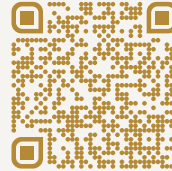


#### Obtaining the service

Once your application is approved, you can obtain the certificate through the website or the mobile application.



## 28- Licensing of a Doctor



Scan the QR code or visit:

Licensing of a Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-010-000



**Service Completion duration**

- Licensing of a doctor: 2 days
- Instant Temporary License for Rare Non-Surgical Specialties: Instant



**Outcome**  
Licensing a doctor



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



www.mohap.gov.ae



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**

- Private health facilities
- General practitioners
- Dentists
- Specialist physicians
- Consultant physicians



### Service Terms and Conditions

- **Licensing of a Doctor:**
  - » At least two years of experience is required
  - » There should be no more than a two-year gap in the work record
  - » Assessment certificates are valid for five years only, provided that there is no more than a two-year gap in work
  - » The facility must have a registered nurse for every two doctors it employs
  - » A certificate of functional fitness from the Department of Preventive Medicine is required if the applicant is 60 or older
  - » Dataflow report should be 'positive' or 'not verified'
- **Instant Temporary License for Rare Non-Surgical Specialties:**
  - » Complete the evaluation and license process within 2 months from issue date



### Service Required Documents

- **Licensing of a doctor:**
  - » Valid assessment certificate
  - » Certificates of recent experience from the employer
  - » Certificate of good conduct
  - » Letter of authorization request from the facility
  - » Job offer
  - » Copy of valid passport
  - » A recent photo with a white background
  - » Copy of valid residence license
  - » Copy of valid Emirates ID
  - » Employment contract
- **Instant Temporary License for Rare Non-Surgical Specialties**
  - » Labor card
  - » Insurance against medical errors
  - » Recent experience letter
  - » Recent certificate of good conduct
  - » Last valid license (not older than 6 months)



### Service Fees

- **Licensing of a doctor:**
  - » Application fees: 100 AED
  - » Doctor's license fees: 3,000 AED
- **Instant Temporary License for Rare Non-Surgical Specialties: Free**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the certificate through the website or the mobile application.



## 29- License for Nursing and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-040-017-019



**Service Completion duration**  
Automatic renewal



**Outcome**  
License for Nursing  
and Medical Professionals



**Service Structure  
(Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Applicant must have at least two years of experience.
- A gap in the work record may not exceed two years
- The assessment certificate is valid for five years
- A certificate of functional fitness from the Department of Preventive Medicine is required if the applicant is aged 60 or older
- DataFlow report should be 'positive' or 'not verified'



### Service Required Documents

- Valid assessment certificate
- Certificates of recent experience from the employer
- Certificate of good conduct
- Letter of authorization request from the facility
- Job offer
- List of doctors and technicians licensed to work in the facility
- Copy of valid passport
- Recent passport-size photo with white background
- Copy of valid residence license
- Copy of valid Emirates ID card
- Employment contract
- Business card
- Insurance against medical errors



### Target Audience

Private, governmental and semi-governmental medical facilities (certified nurse, nursing assistant, registered midwife, midwife's assistant, medical laboratory technician, occupational therapy technician, optometry technician, audiology technician, radiology technician, anesthesia technician, genetics technician, cosmetic technician, emergency technician, Dialysis technicians, dental assistants, psychology and sociology technicians, and other medical specialties)



### Service Fees

- Private sector  
Application fee: AED 100  
License renewal fees to practice the nursing profession or the profession of medical and alternative medicine technicians: 1000
- Semi-governmental sector: Free (for all types of orders)
- Government sector: Free (for all types of orders)



### Penalties

None



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 30- Licensing of Pharmacists



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-009-000



**Service Completion duration**  
5 working days



**Outcome**  
Licensing of  
Pharmacists



**Service Structure  
(Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

### Service Delivery Channel



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



MOHAP Smart App



**Email:**  
[sarc.request@mohap.gov.ae](mailto:sarc.request@mohap.gov.ae)



**Service Bundle**  
None



### Service Terms and Conditions

- At least two years of experience is required.
- There should be no more than a two-year gap in the applicant's work record
- The assessment certificate is valid for five years only





### Target Audience

- Medical and pharmaceutical facilities
- First official pharmacist
- Second official pharmacist
- Assistant pharmacist



### Penalties

None



### Service Required Documents

- Scientific and academic certificates
- Certificates of recent experience from employer
- Valid assessment certificate
- Certificate of criminal clearance
- Letter of license request from the facility
- Job offer
- List of employees licensed to work in the facility
- Copy of valid passport
- Copy of valid residence license
- Copy of valid Emirates ID card
- Pharmacist's character reference (form available at Customer Happiness Centers)
- List of controlled medicines (for official pharmacist)
- Employment contract
- Labor card



### Service Fees

- Application fee: AED 100
- License to practice pharmacy: AED 1,000



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application



## 31- Renewal of a License to Practice as a Doctor



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-010-021



**Service Completion Duration**  
Automatic renewal



**Outcome**  
Renewed doctor's license



**Service Structure (Main Service / Sub Service)**  
Complementary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- A medical report is required if the doctor is 60 years and above.
- Continuous Medical Education in the same licensing field



**Target Audience**

Private health facilities/government/ semi government (general practitioners, dentists, specialist physicians, consultant physicians)



### Service Required Documents

- Recent Continuous Medical Education (CME) (40)
- Valid Insurance Against Medical Faults
- Valid Labor Card
- Valid National Identity Card
- Valid Visa Copy
- Recent Medical Report (for those who are aged above 60)



### Service Fees

- **Private sector:**
  - » Application fees: 100 AED License renewal fees for Doctors: AED 3,000
- **Semi government:**
  - » Application fees: 100 AED for all applications types
- **Government sector:**
  - » Free for all applications types



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service. (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 32- Verification of Registration of a Nursing Certificate Issued Outside UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-06-012-000



**Service Completion Duration**  
Immediacy



**Outcome**  
Verification of Registration of a Nursing Certificate Issued Outside UAE



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



Email:  
[sarc.request@mohap.gov.ae](mailto:sarc.request@mohap.gov.ae)



**Service Bundle**  
None



**Service Terms and Conditions**

The customer must have a nursing practice certificate from the Ministry of Health and Prevention



**Target Audience**

- Nurse, assistant nurse, midwife and assistant midwife



### Service Required Documents

None



### Service Fees

Application fees: AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.



## 33- Amend a Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-021-044



**Service Completion Duration**  
Service completion time depends on the type of modification\*  
For more details, please see the service card  
<https://mohap.gov.ae/en/services/new-service-details?serviceid=13>



**Outcome**  
Amend a Health Facility License



**Service Structure (Main Service / Sub Service)**  
Complementary

### Service Delivery Channel



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



MOHAP Smart App



**Service Limitation**  
A valid assessment certificate updated as per the Health Professional Licensing Requirements (PQR)



**Service Bundle**  
None



**Service Terms and Conditions**  
Conditions vary depending on the type of amendment  
For more details, please see the service card <https://mohap.gov.ae/en/services/new-service-details?serviceid=13>



**Target Audience**  
Investors in the health sector who own different health facilities (hospital, convalescent home, fertility center, emergency center, home medical center, general and specialized clinics, multi-specialty center, medical diagnosis center, rehabilitation center, one-day surgery center)



### Service Required Documents

The required documents vary depending on the type of amendment  
For more details, please see the service card <https://mohap.gov.ae/en/services/new-service-details?serviceid=13>



### Service Fees

**Fees vary depending on the type of amendment**  
For more details, please see the service card  
<https://mohap.gov.ae/en/services/new-service-details?serviceid=13>



### Penalties

-

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Payment of fees.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained through the website or the mobile application.





## 34- Cancel a Health Facility License



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-021-046



**Service Completion Duration**  
2 working days



**Outcome**  
Cancel a Health Facility License



**Service Structure (Main Service / Sub Service)**  
Complementary



**Service Limitation**  
Medical staff licenses must be cancelled or transferred prior to the cancellation of the facility

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
Medical staff licenses must be cancelled or transferred prior to the cancellation of the facility



**Target Audience**  
Investors in the health sector who own different health facilities



### Service Required Documents

- Copy of the facility's license issued by MOHAP
- A letter addressed by the UAE owner requesting the cancellation of the facility's license
- Trade license issued by the Department of Economic Development



### Service Fees

**Application fee: AED 10**

**Any fines will be calculated at 25% for every 30 days from the base fee of the facility up to 6 months 0**



### Penalties

**Any fines will be calculated at 25% for every 30 days from the base fee of the facility up to 6 months**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 35- Re-license (Re-register) a Health Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-021-048



**Service Completion Duration**

- Approval of the license application: 5 working days
- Verification of the facility plan: 5 to 7 working days
- Final inspection: 7 to 10 working days
- Final licensing: 5 working days



**Outcome**  
Health facility license



**Service Structure (Main Service / Sub Service)**  
Complementary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Limitation**  
None



**Service Terms and Conditions**

To apply for this service, the facility's license must be cancelled



**Target Audience**

Investors in the health sector who own different health facilities



### Service Required Documents

- Initial site plan approved by MOHAP engineers
- Latest trade license issued by the Department of Economic Development
- Letter of application from the owner
- Latest license issued by MOHAP
- List of partners' names
- Security character reference forms
- Final site plan approved by MOHAP engineers
- Copy of the facility's license issued by the Department of Economic Development
- Preventive safety agreement issued by the Civil Defense Department
- Copy of the agreement signed with the municipality or a company for the disposal of medical waste
- List of medical equipment, with names and their respective functions
- Price list of services provided by the medical facility
- List of licensed doctors and technicians
- Internal regulations of the medical facility
- License of radiation protection, for those facilities that include a radiation section
- Approval of the board of the medical facility



### Service Fees

- Application fee: AED 100
- Initial inspection fee:
- Hospital, convalescent home, fertility center, emergency center, home medical center: AED 2000
- General clinic, specialist clinic, medical center, medical diagnosis center, rehabilitation center: AED 1000
- Final License fees:
- General clinic, rehabilitation center, home health center: AED 5,000
- Specialist clinic, medical diagnosis center, emergency center: AED 6,000
- Multi-specialty clinic: AED 12000 to AED 18000 maximum
- Fertility center, convalescent home, one-day surgeries hospital: AED 20000
- Hospital (1 to 50 beds): AED 20000
- Hospital (50 to 100 beds): AED 30000
- Hospital (100+ beds): AED 40000



### Penalties

None



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 36- Re-license (Re-register) a Pharmaceutical Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-020-024



**Service Completion Duration**  
3 working days



**Outcome**  
Pharmaceutical facility  
license



**Service Structure  
(Main Service / Sub Service)**  
Complementary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

This service can be applied only after cancelling the existing license and the cancellation will be temporary



**Target Audience**

Pharmacies, Warehouses, Manufacturers of medicines and medical devices, Marketing offices, Warehouses for re-export



### Service Required Documents

- A letter signed by the owner
- Initial approval:
  - Request letter for re-licensing
- Final approval:
  - A copy of establishment lease agreement
  - A copy of establishment trade license
  - A copy of Civil Defense certificate
  - License of the pharmacist concerned



### Service Fees

Application fee: AED 100

Final approval fees, according to the type of facility:

Pharmacies and medical store : AED 7,500

Marketing offices: AED 10,000

Warehouse for export: AED 10,000



### Penalties

Any fines will be calculated at 25% for every 30 days from the base fee of the facility up to 6 months

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The license is obtained via email, website, or mobile application.



## 37- Add Privilege for Health Professional



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-06-008-049



**Service Completion Duration**  
5 working days



**Outcome**  
Add Privilege for Health Professional



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Physicians and dentists



**Service Fees**  
Application fees: AED 500



**Penalties**  
None





### Service Terms and Conditions

- There should be no interruption of practicing the profession for more than two years
- The certificate must be accredited in the country
- Pass the prescribed exams, if required
- All documents submitted by Data Flow are checked and the result of the report must be positive
- Certificates are accepted in Arabic or English only, and if they are in other languages, the certificate must be legally translated and duly certified, and the two original certificates must be uploaded with the translated copy
- In the case of transfer from the Abu Dhabi Department of Health or the Dubai Health Authority, the license must be valid, and if it is not renewed or canceled, it must not exceed a period of 6 months, and in the case of exceeding 6 months in one day, the transfer is not made, and the applicant is subject to the prescribed exams
- Experience is calculated from the date of issuance of the license
- For more information about the approval of the scientific certificate for the target specialty, read the Handbook of Unified Standards for Licensing Practitioners of Health Professions (PQR)



### Service Required Documents

- Academic qualification recognized according to the Guide to the Unified Standards for Licensing Health Professions
- The duration of practical experience corresponding to the field of specialization according to the Guide to Unified Standards for Licensing Health Professions
- A professional license corresponding to the period of work experience
- A certificate of good professional conduct issued at the same place where the professional license was issued
- A valid passport
- Passport and family book for citizens
- The applicant's birth certificate and the mother's family book for children of female citizens
- For more information, refer to the Handbook of Unified Standards for Practitioners of Health Professions Licensing (PQR)



## Customer Journey

### Receiving service information



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



MOHAP Smart App

### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service.
- Fill out the service request.
- Pay fees and fines (if any).

### Communication during the process

Communication is done through text messages and email.

### Obtaining the service

The license is obtained via email, website, or mobile application.



## 38- List of Licensed Pharmaceutical Facilities in the UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-027-000



**Service Completion Duration**  
3 working days



**Outcome**  
List of Licensed  
Pharmaceutical Facilities  
in the UAE



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
• None



**Target Audience**

- Licensed pharmaceutical institutions, research centers and audience



#### Service Required Documents

A request letter explaining the reason of requesting the list



#### Service Fees

AED 300 for each request



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the needed service.
- Fill out the service request.
- Pay fees.



#### Communication during the process

Communication is done through text messages and email.

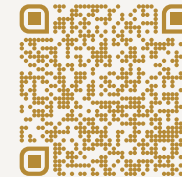


#### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 39- Issue/ Cancel Online Pharmacy Permit



Scan the QR code or visit:

Issue/ Cancel Online Pharmacy Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-029-000



**Service Completion Duration**  
One working days



**Outcome**  
Issue/ Cancel Online Pharmacy Permit



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

The classification of the establishment should be 'pharmacy'  
The establishment license should be valid  
The pharmacist-in-charge should have a valid license



### Target Audience

- Pharmacies licensed by the Ministry of Health and Prevention



#### Service Required Documents

- Trade license



#### Service Fees

Free



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



#### Communication during the process

The communication will be via text messages and email.



#### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 40- Issue of a 24-Hour Pharmacy Work Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-006-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue of a 24-Hour Pharmacy Work Permit



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Pharmacies licensed by the Ministry of Health and Prevention



**Service Fees**

- Application fees: AED 100
- Per year: AED 6000
- For 6 months: AED 3000



**Penalties**  
None



### Service Terms and Conditions

- The facility's license must be valid for 2 months before expiry.
- The facility's license must include at least four pharmacists, each with a valid license
- One of the four pharmacists should be pharmacist in charge
- The work permit will be suspended if the facility's license is expired
- The work permit will be suspended if the license of the pharmacist in charge is expired
- Pharmacies licensed to operate 24 hours must have a licensed pharmacist present at all times (the pharmacy must have 4 licensed pharmacists)



### Service Required Documents

- Request letter signed by owner requesting for 24-hour work permit
- Valid licenses of the four pharmacists of the facility
- License of pharmacists in-charge with their contact information

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



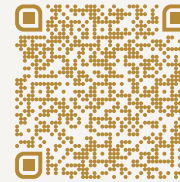
### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.





## 41- Issue License/ Renewal License for a Healthcare Advertisement



Scan the QR code or visit:

License/ Renewal Licence for a Healthcare Advertisement



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-005-029-000



**Service Completion Duration**  
1-3 working days



**Outcome**  
License for a Healthcare Advertisement



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Non-medical companies, General Clinic - Pharmacy - Rehabilitation Center, Polyclinic Medical Center - Diagnostic Center - Specialty Clinic - Medical Store - Scientific Office, Hospital - Factory - Drug Company - Convalescence Home - Medical Equipment & Supplies



**Service Fees**  
Application fees vary depending on the type of healthcare declaration\* For more details, please see the service card on the website: <https://mohap.gov.ae/en/w/issue-license/-/renew-license-for-a-health-advertisement>



**Penalties**  
None



### Service Terms and Conditions

- The advertising license from the Ministry of Health and Prevention does not exempt the institution from complying with the requirements imposed by other parties in terms of services and products contained in the material.
- Documentation must be provided for each product included in the licensed advertisement
- Advertisements in languages other than Arabic or English must be legally translated into Arabic or English
- One account must be opened for each healthcare institution holding a license from one of the licensing authorities to practice the healthcare professions in the UAE
- One account must be opened under the name of each pharmaceutical group upon registration, subject to their registration as a group with the healthcare licensing authority (with a list of all pharmacies affiliated within the group, stating the pharmacies' names, the start and end dates of the license, and contact details of each pharmacy)
- One account must be opened for each commercial organization licensed by one of the economic departments in the UAE, provided that their activities are related to healthcare
- Every healthcare institution is permitted to open one account. If more than one account is opened for the same institution, all of its accounts on the program will be frozen



### Service Required Documents

- Documents required vary depending on the type of health declaration\*
- For more details, please see the service card on the website: <https://mohap.gov.ae/en/w/issue-license-/renew-license-for-a-health-advertisement>

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 42- Appealing Against Health Advertisement Violation



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-07-005-005



**Service Completion Duration**  
One working day



**Outcome**  
Getting the response to the Appeal



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Documents validating the appeal must be submitted



**Target Audience**

- Companies and investors in the health, health products and pharmaceutical sectors



#### Service Required Documents

- Identification documents (the violation may be cleared once the documents have been submitted)



#### Service Fees

Free



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



#### Communication during the process

The communication will be via text messages and email.



#### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 43- Complaints about private health and pharmaceutical facilities and their medical staff



Scan the QR code or visit:

Complaints about private health and pharmaceutical facilities and their medical staff



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-07-006-000



**Service Completion Duration**  
45 days (according to complaint procedures) The time frame depends on the nature of the complaint. Complaints may take an extensive and detailed investigation and for a longer time to ensure the interests of all parties and achieve the best results



**Outcome**  
Getting the response to the complaint



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Limitation**  
None



**Target Audience**

- Community members who received health services in the private sector licensed by the Ministry of Health and Prevention in the Northern Emirates



### Service Terms and Conditions

- Complaints may be submitted against health and pharmaceutical facilities in the private sector that are licensed by the MOHAP. This includes private health facilities in the northern emirates (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah). Complaints against medical facilities located in the Emirate of Dubai or the Emirate of Abu Dhabi should be channelled through the authorities concerned
- Complaints may be submitted by citizens and residents of the UAE
- A complainant should be a mentally sane adult above the legal age (21 years) or, alternatively, should the patient be unable to submit their complaint in person, the complaint may be submitted by the patient's guardian, family member or any person holding power of attorney to act on his or her behalf
- Complaints related to financial and insurance matters are not received, the customer is directed to submit the complaint at the competent authority (the Economic Department)



### Service Required Documents

- The required documents vary according to the type of complaint\*
- For more details, please visit the card service on the website:
- <https://mohap.gov.ae/en/services/new-service-details?serviceid=1>



### Service Fees

Free



### Penalties

None



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay Fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 44- Appeal Against Medical Licensing Committee Decisions



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-07-006-006



**Service Completion Duration**  
30 working days



**Outcome**  
Getting the response to the Appeal



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Appeals may be lodged within 15 days from the date of receiving the decision of the Medical Licensing Committee



**Target Audience**

- Companies and investors in the health, health products and pharmaceutical sectors





### Service Required Documents

- A letter of appeal addressed to the Minister of Health and Prevention, and no other agent or person
- All documents related to the grievance must be submitted, namely:
- Letter of grievance
- Decision of the Medical Licensing Committee
- Subject (Medical Complaint or Inspection Report)
- Documents and evidence related to the subject



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 45- Approval of Medical Leaves and The Leave of Patient's Companion



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-10-027-000



**Service Completion Duration**  
14 working days



**Outcome**  
Getting the response to the Appeal



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**

- Patients and their companions of all age groups working in the government sector



**Service Fees**  
Free



**Penalties**  
None



## Service Terms and Conditions

- In the case of medical leaves issued by a licensed medical facility in the UAE:
- Medical leave should be attested through the “Attestation of Medical Leaves and Reports” service. After completing the request and paying the attestation fees, the user submits the request through the system and attach the medical report that has the same issuance date for the sick leave certificate including the medical diagnosis and dates of admission and discharge from the medical facility
- In the case of medical leaves issued from outside the UAE - at the expense of a government entity:
- Submit a To Whom It May Concern certificate issued by the government entity that sponsored the patient’s treatment abroad, stating the patient’s name as well as the beginning and end dates of the travel for the treatment
- Submit a medical report with the patient’s name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis and the date of entry and exit from the medical facility
- Submit a To Whom It May Concern certificate issued from the UAE Embassy in the country of treatment, stating the patient’s name, the beginning and end dates of the treatment, and the name of the government entity that sponsored the treatment abroad
- Provide a copy of the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app
- In the case of medical leaves issued from outside the UAE - at the patient’s own expense:
- Submit a medical report with the patient’s name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis and the date of entry and exit from the medical facility
- Submit a To Whom It May Concern certificate from the UAE Embassy in the country of treatment, stating the patient’s name, the beginning and end dates of the treatment, as well as a note mentioning that the patient is traveling at his own expense
- Provide a copy of the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app
- In the case of a patient’s companion leave outside the UAE - at the expense of a government entity (UAE citizen employee):
- Submit a To Whom It May Concern certificate issued by the government entity that sponsored the patient’s treatment abroad, stating the patient’s name, the companion’s name, as well as the beginning and end dates of the travel for the treatment
- Submit a medical report with the patient’s name, tested by the UAE Embassy in the country of treatment, stating the medical diagnosis, as well as the entry and exit dates from the medical facility
- Submit a To Whom It May Concern certificate issued by the UAE Embassy in the country of treatment, stating the patient’s name, the companion’s name, the beginning and end dates of the treatment, as well as the name of the government entity that sponsored the patient’s treatment abroad



### Service Terms and Conditions

- Provide a copy of the companion's passport showing the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app
- In the case of a patient's companion leave outside the UAE - at the patient's own expense (Emirati employee):
- Submit a medical report with the patient's name, attested by the UAE Embassy in the country of treatment, stating the medical diagnosis, as well as the entry and exit dates from the medical facility
- Submit a To Whom It May Concern certificate issued by the UAE Embassy in the country of treatment, stating the patient's name, the companion's name, the beginning and end dates of the treatment, as well as a note mentioning that the patient is traveling at his own expense
- Provide a copy of the companion's passport showing the exit and entry stamps from and to the UAE airports or a copy of an e-statement of entry and exit movements from the Federal Authority for Identity and Citizenship mobile app



### Service Required Documents

- Medical leaves issued from within UAE
- Medical leaves issued from outside UAE (at the expense of UAE)
- Medical leaves issued from outside UAE (at the Patient's own expense)
- In case that the companion leave is outside UAE (at the expense of UAE)
- In case that the companion leave is outside UAE (at the Patient's own expense)
- Subject (Medical Complaint or Inspection Report)
- Documents and evidence related to the subject

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose your favorite channel to apply for the service (Website, Smart Application).
- Search for the needed service.
- Fill in the application form.
- Pay fees.



### Communication during the process

The communication will be via text messages and email.



### Obtaining the service

Once your application is approved, you can obtain the license through the website or the mobile application.



## 46- Health Statistics



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-015-005-000



**Service Completion Duration**  
5 working days -  
depending on the type and  
amount of data required



**Outcome**  
Health Statistics



**Service Structure  
(Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
The service is limited to  
information related to  
the scope of work of the  
Ministry of Health and  
Prevention

**Service Delivery Channel**



www.mohap.gov.ae



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The necessary approvals must be obtained from the competent authorities to conduct the research
- The research must be conducted within the United Arab Emirates



**Target Audience**

Workers in the field of medicine, health, health and medical research, and researchers from various members of society



### Service Required Documents

- An email with a detailed explanation of the type of statistical data required
- Fill in the requirements if the application is submitted through the website
- A completed confidentiality form when the application is submitted by a third party



### Service Fees Free



### Penalties None

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

Statistics are obtained via email, website, or mobile application.



## 47- Support and Coordination of Health Research



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-15-004-000



**Service Completion Duration**  
5 working days



**Outcome**  
Support and coordination of Health Research



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
The service is limited to researches done in UAE

**Service Delivery Channel**



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



MOHAP Smart App



Email:  
[sarc.request@mohap.gov.ae](mailto:sarc.request@mohap.gov.ae)



**Service Bundle**  
None



**Service Terms and Conditions**

- Approvals from the competent authorities must be obtained prior to conducting the research
- Research must be conducted within the UAE



**Target Audience**

Medical and health workers, health and medical research, and researchers from various members of society



### Service Required Documents

- Submit an email indicating the type of support required
- Fill in the requirements if the application is submitted through the website
- Complete and submit the Data Confidentiality form when requesting statistical data



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

Statistics are obtained via email, website, or mobile application.





## 48- Publish a Research Paper in the Research Bank



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Informational



**Service Code**  
None



**Service Completion Duration**  
5 working days -  
depending on the study  
type and size



**Outcome**  
Publish a research paper



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Approvals from the competent authorities must be obtained prior to conducting the research
- Research must be conducted within the UAE



**Target Audience**

- Researchers from various members of society



#### Service Required Documents

- Fill out the requirements on the Ministry's website
- Attach the study and necessary approvals



#### Service Fees

Free



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service. Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via email.



## 49- Arranged Health Awareness or Health Educational Event



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-16-006-000



**Service Completion Duration**  
5 working days



**Outcome**  
Approval to carry out an awareness or educational event



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**

- Associations
- Educational institutions
- Government institutions



### Service Required Documents

- Application form for organizing a health education event



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

Statistics are obtained via website, or mobile application.



## 50- Healthy Restaurant Accreditation



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-16-007-000



**Service Completion Duration**  
30 working days



**Outcome**  
Approval Healthy Restaurant



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The restaurant must have a fixed location and offer integrated services
- Have complete local control and authority in decision-making regarding the restaurant's menu
- The restaurant must hold a local valid trade license
- The restaurant must have received no more than two violation notifications over the past year from regulatory authorities, such as municipalities



**Target Audience**  
• Restaurants



### Service Required Documents

- Registration form
- Copy of valid trade license
- Latest approved menu



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via email.



## 51- Submit Suggestions



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-49-001-000



**Service Completion Duration**  
Normal suggestion: within 14 working days  
Complex suggestion: within 30 working days



**Outcome**  
Response to the suggestion



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
Suggestions shall be related to the MOHAP scope of work

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Suggestions shall be related to the MOHAP scope of work. For suggestions/ideas out of MOHAP scope, the customer will be directed to the entity concerned
- MOHAP is committed to maintaining the confidentiality of information submitted by customers



**Target Audience**  
The service is available for all customers



### Service Required Documents

The following information should be provided:

- Customer name
- The proposed suggestion
- Customer contact number or email address
- The suggestion details when using email, website, live chat or social media channels



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via email.





## 52- Submit Complaints and Feedback



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-49-002-000



**Service Completion Duration**

- Urgent complaints: within 1 working day
- Normal complaints: within 5 working days
- Complex complaints: within 14 working days



**Outcome**  
Response to the suggestion



**Service Structure (Main Service / Sub Service)**  
Sub Service

**Service Delivery Channel**



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



MOHAP Smart App



Email:  
[sarc.request@mohap.gov.ae](mailto:sarc.request@mohap.gov.ae)



**Service Limitation**  
None



**Service Bundle**  
None



**Service Terms and Conditions**

- Complaints/feedback must be related to the MOHAP scope of work.
- Complaints/feedback out of MOHAP's scope of work will not be answered and the customer will be directed to the entity concerned
- MOHAP is committed to maintaining the confidentiality of information provided by customers



**Target Audience**

The service is available for all customers



### Service Required Documents

The following information must be provided:

- Customer name
- Customer contact number or email address.
- Complaint/feedback with all the details when using email, website, live chat or social media channels



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via email.



## 53- Attestation of Medical Leaves and Reports



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-10-019-000



**Service Completion Duration**  
For less than 5 days:  
Instant (The sick leave will be automatically attested)  
  
For more than 5 days: Sick leave will be reviewed by the medical committee, the service will require 1 working day to get the medical committee decision



**Outcome**  
Attestation of Medical Leaves and Reports



**Service Structure (Main Service / Sub Service)**  
Main Service

### Service Delivery Channel



www.mohap.gov.ae



MOHAP Smart App



**Service Limitation**  
None



**Service Bundle**  
None



**Target Audience**  
• Patients (of all age categories)



**Service Fees**  
Free



**Penalties**  
None



### Service Terms and Conditions

- Sick leave issued by a private or government health facility in Sharjah or a northern emirate can be attested at the health facility where the treatment was provided
- If the leave period is for five days or less, it can be attested electronically without the need for accreditation from a medical committee.
- If the sick leave exceeds five days and extends for up to one month, it must be attested electronically, with fee payment, and then approved by the medical sub-committee in the emirate
- If the duration of the leave exceeds one month, it must be attested electronically, with fee payment, and then approved by the Higher Medical Committee of MOHAP
- The private medical facility must be licensed
- The period of time between the date of leave issuance by the medical establishment and the request for attestation from the Ministry must not exceed one month
- Sick leave issued by health institutions in Dubai and Abu Dhabi must first be approved by the relevant city's Health Authority and then submitted electronically through the MOHAP website
- Medical reports or sick leave issued by medical institutions outside the UAE must be certified by the Ministry of Foreign Affairs and International Cooperation; where customers require approval of such sick leave from MOHAP, they will be referred to the relevant medical committee for approval



### Service Required Documents

- Sick leave of 5 days or less:
  - » Original sick leave certificate
- Sick leave of more than 5 days:
  - » Sick leave certificate
  - » Medical report related to the leave
- Escort Leave:
  - » Attach proof of relationship
  - » Sick leave certificate
  - » Medical report



## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application)
- Search for the required service
- Fill out the service request
- Payment of fees



### Communication during the process

Communication is done through text messages and email



### Obtaining the service

The certificate is obtained through the website or the mobile application.



## 54- Submit Inquiries



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Informational



**Service Code**  
110-49-003-000



### Service Completion Duration

- MOHAP Website: within 2 working days
- MOHAP Smart Application: within 2 working days
- The UAEs Centralized Portal for your observations, suggestions and Inquires: within 2 working days

Live Chat: immediate, providing the response if available

- Social Media Channels: immediate, providing the response if available

Email: within 1 working days

- MOHAP Call Center: immediate, providing the response if available

- Customer Happiness Centers: immediate, providing the response if available



**Outcome**  
Response to inquiry



**Service Structure (Main Service / Sub Service)**  
Sub Service

### Service Delivery Channel



www.mohap.gov.ae



MOHAP Smart App



**Service Limitation**  
Inquiries shall be related to the MOHAP scope of work



### Target Audience

- The service is available for all customers



### Service Terms and Conditions

- Inquiries should be related to MOHAP's scope of work. In cases of inquiries outside of MOHAP's scope, the customer will be redirected to the entity concerned
- MOHAP is committed to maintaining the confidentiality of information provided by customers



**Service Bundle**  
None



### Service Required Documents

The required information includes:

- Customer name
- Customer contact number or email address
- The inquiry details when using email, website, live chat or social media channels



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via email.



## 55- Treatment Abroad



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-39-001-000



**Service Completion Duration**  
5 working days



**Outcome**  
Committee decision



**Service Structure (Main Service / Sub Service)**  
Sub Service



**Service Limitation**  
This service is limited to UAE nationals

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Unavailability of appropriate treatment in the health establishments authorized by the Ministry
- Emergency medical treatment required while travelling abroad



### Target Audience

Patients (all age groups) UAE Nationals





### Service Required Documents

- Copy of a recent medical report issued by a government hospital in the UAE
- Copy of the patient's passport
- Copy of the patient's ID card
- Copy of the citizenship (family book)



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website.



## 56- Issue/Cancel Pharmacy Home Delivery Permit



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-003-028-000



**Service Completion Duration**  
Self-inspection:  
1 working day  
Field inspection:  
1 - 5 working days



**Outcome**  
Issue/Cancel Pharmacy Home  
Delivery Permit



**Service Structure  
(Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



Email:  
[info@mohap.gov.ae](mailto:info@mohap.gov.ae)



**Service Bundle**  
None



**Service Terms and Conditions**

- The classification of the establishment should be 'pharmacy'
- The establishment license should be valid
- The pharmacist-in-charge should have a valid license



**Target Audience**

Pharmacies licensed by the Ministry of Health  
and Prevention



#### Service Required Documents

- Trade license
- Vehicle Registration Card
- Storage Unit Photo
- Storage Unit Temperature



#### Service Fees

Free



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 57- Issue of Permit to Import Medicines for Personal Use



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-001-000



**Service Completion Duration**  
Instant



**Outcome**  
Issue of Permit to Import Medicines for Personal Use



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

For residents of the country:

- above the legal age: The application must be submitted through the electronic system to obtain the approval
- under the legal age: The guardian shall submit through the electronic system

For travelers:

- This service is optional for travelers visiting the country who wish to obtain electronic approvals, as it is allowed for those coming to the country to take narcotic medicine and psychotropics (controlled medications) with them within the limits of a quantity that does not exceed the patient's need for a maximum period of three months



**Target Audience**  
Patients (all age groups)



### Service Required Documents

Prescription (Is a doctor's order for medicine)

- Prescription should include the Patients Full Name, Medicine Name with the dose, dosage form & duration of treatment, also date of issuance along with the name of physician are required
- The document should be issued within the last three months & recognized/ stamped by the healthcare facility the patient is following up in

Medical Report (Is a comprehensive report that covers a person's clinical history.) - Optional

- Medical Report should include the Patients Full Name, Diagnosis (Medical Condition), Treatment Plan (Medicine name, dose, dosage form along the duration of treatment) also date of issuance along with the name of physician are required
- The document should be issued within the last year & recognized/ stamped by the healthcare facility the patient is following up in



**Service Fees**  
Free



**Penalties**  
None

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 58- Issue a Certificate of Compliance with the good Practice Standards of a Pharmaceutical Establishment



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-026-000



**Service Completion Duration**  
10 working days for inspection + 5 working days for certificate issuance



**Outcome**  
Issue a Certificate of Compliance with the good Practice Standards of a Pharmaceutical Establishment



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Providing all requirements and documents
- Passing the inspection successfully



**Target Audience**

Companies desire to store their products in the logistic warehouses in the free zones as per MOHAP regulations



### Service Required Documents

First: To obtain the Good Storage and Distribution Practice (GSDP) Certificate for the purpose of exporting to the UAE market and outside:

- The agreement between the Marketing Authorization Holder or the manufacturer and the logistic warehouse
- The manufacturing Site registration certificate (Mandatory) and the product registration (in case it's registered) in the MOHAP
- A valid Good Manufacturing Practice (GMP) Certificate for all relevant manufacturing sites issued by the competent authority in the country of origin and legalized by the Embassy of the UAE in the country of origin
- A copy of the Free Sale Certificate (FSC) and the Certificate of Pharmaceutical Products (CPP) for all products that are un-registered or having marketing authorization approval by the MOHAP, issued by the competent authority in the country of origin and legalized by the Embassy of the UAE in the country of origin, along with the countries planning to export to
- An authorization letter from a licensed pharmaceutical establishment with a valid license authorizing the

pharmacist to be the pharmacist incharge of the assigned storage area in the logistic warehouse

- A valid license for the pharmacist in charge of the assigned storage area in the logistic warehouse
- The applicant's commercial license issued by the Free Zone Authority
- The commercial license of the logistic warehouse issued by the Free Zone Authority
- The marketing office license (formerly the scientific office) issued by the MOHAP
- License of the pharmacist in charge of the marketing office
- Biomedical engineer qualification certificate legalized by the UAE Ministry of Education in case dealing only with non-pharmaceutical medical equipment
- List of the products that will be stored in the logistic warehouse (registered and un-registered in the MOHAP)

Second: To obtain the GSDP Certificate for the purpose of exporting only (outside) the country:

- All of the above applies, plus:
- A copy of the marketing approval for medical products



**Service Fees**  
**AED 1,000**  
**Inspection fee**  
  
**AED 2,000**  
**certificate**  
**issuance fees**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 59- Issue a Certificate of Compliance with good Manufacturing Practice Standards



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-022-000



**Service Completion Duration**  
3 - 5 working days



**Outcome**  
Issue a Certificate of Compliance with good Manufacturing Practice Standards



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The GCC and WHO standards must be adhered to
- The final report, including approval of the certificate, will be issued by the Head of the Drug Department
- Should the report contain any comments, another inspection will be arranged



**Target Audience**  
Local medication factories





#### Service Required Documents

- A written request for an inspection of the manufacturing site should be addressed to the Drug Department



#### Service Fees

**AED 2,000 per production line annually**



#### Penalties

**None**

### Customer Journey

#### Receiving service information



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



**MOHAP Smart App**



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 60- Registration/ Renewal of Chemical Precursor Companies



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-024-024



**Service Completion Duration**

3 working days to issue the registration certificate from the Ministry of Health and Prevention, following the issuance of security approval from the Ministry of Interior, which takes 4-6 weeks



**Outcome**  
Registration/ Renewal of Chemical Precursor Companies



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Limitation**  
None



**Service Terms and Conditions**

- Commercial license, industrial license and Chamber of Commerce and Industry certificates must be valid for at least 3 months
- Application will be approved by the Ministry of Interior after audit and inspection have been conducted



**Target Audience**  
Companies using chemical precursors



**Service Bundle**  
None



### Service Required Documents

- Copy of trade license, valid for more than three months
- Copy of industrial license, valid for more than three months
- List of the required chemical precursors
- Copies of the passport and Emirates ID of the company owner, citizen partners and non-citizen partners
- Facility card
- Copy of the company's memorandum of association, certified by a public notary, stating the percentage of the citizen partner (51% of the capital), except for those companies established in the free zones
- Copy of signatory's letter of credit (approved by official authorities)
- Copy of Chamber of Commerce and Industry certificate, valid for more than three months



### Service Fees

Application fees: AED 100

Registration of a chemical precursor company: AED 10,000

Renewal of Registration of a chemical precursor company: AED 5,000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 61- Reporting Side Effects of Medicines and Medical Products within UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Informational



**Service Code**  
110-45-004-000



**Service Completion Duration**  
3 working days



**Outcome**  
Reporting Side Effects of Medicines and Medical Products within UAE



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The report should list all required patient data
- The report should state all required data of the writer
- The report should define the required drug data
- The report should clearly state the side effects experienced from the drug



### Target Audience

Marketing Offices, Medical stores, Local and international pharmaceutical factories, Patients Health care practitioners, Health institutions, Marketing Offices



#### Service Required Documents

No document required



#### Service Fees

Free



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 62- Verification of Registration of a Nursing Certificate Issued Outside UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-06-012-000



**Service Completion Duration**  
Instant



**Outcome**  
Verification of Registration of a Nursing Certificate Issued Outside UAE



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The customer must have a nursing certificate issued from MOHAP



**Target Audience**

Nurse, assistant nurse, midwife and assistant midwife



#### Service Required Documents

No document required



#### Service Fees

100 AED



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 63- Issue a Price List for a Medical Product Registered to a company



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Informational



**Service Code**  
110-04-021-000



**Service Completion Duration**  
1 to 5 working days



**Outcome**  
Issue a Price List for a Medical Product Registered to a company



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- To request the list through MOHAP official website, with paying the fees



**Target Audience**

Medical warehouses, Local pharmaceutical manufacturersmm, Marketing offices





#### Service Required Documents

- Submit Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead



#### Service Fees

Price list of  
medicines priced  
per company:  
300 AED



#### Penalties

None

### Customer Journey

#### Receiving service information



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



MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 64- Evaluation of Pharmacovigilance Plan for Medical Products within UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-45-002-000



**Service Completion Duration**  
3 working days



**Outcome**  
Evaluation of Pharmacovigilance Plan for Medical Products within UAE



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- Clarification of the roles and responsibilities of the manufacturer regarding pharmacovigilance
- Clarification of plan for monitoring compliance and inspection of pharmaceutical products.
- Appointment of a qualified person to be the responsible pharmacovigilance officer



**Target Audience**

Marketing Offices, Medical drug stores, Local pharmaceutical factories



### Service Required Documents

- The role and responsibilities of the manufacturer regarding PV
- Compliance monitoring and pharmacovigilance inspections
- Role of the Qualified Person Responsible for Pharmacovigilance (QPPV)
- Pharmacovigilance Plan of the company
- Organizational chart of the company
- Quality Management System
- Risk Management Systems requirement: Clinical & non-clinical studies of the drug's safety specifications
- Drugs' adverse events/adverse reactions
- Clarification and identification of potential interactions, including food-drug and drug-drug interactions
- Epidemiology
- Risk Minimization Plan
- Requirements for expedited reporting of the side effects of patients (Individual Safety reports)
- Requirements for reporting for patients in special situations (Individual Case Safety Special Situation)
- Requirements for Periodic Safety Update reports or Periodic Benefit Risk reports
- QPPV training plan
- Documentation of PV system



**Service Fees**  
**Evaluation of PV Plan for pharmaceutical establishment and its subsidiaries:**  
**AED 1,000**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service
- Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 65- Approval of Pharmacovigilance Officer within UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-45-001-000



**Service Completion Duration**  
3 working days



**Outcome**  
Approval of Pharmacovigilance Officer within UAE



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- QPPV must be resident in the UAE
- QPPV must be a doctor or pharmacist
- QPPV must have experience in pharmacovigilance, monitoring of side effects and risk analysis
- QPPV must hold an appropriate qualification in pharmacovigilance from an international establishment
- QPPV must have an appointment letter from the medical facility and not a recruitment agent
- QPPV must provide a list of the registered drugs for which he is responsible
- Standard Operating Procedures of QPPV tasks must be provided



### Target Audience

Marketing offices, Medical drug stores, Local pharmaceutical factories



### Service Required Documents

- Letter of appointment from the medical facility
- QPPV Qualification Certificate from university or postgraduate education
- Statement of QPPV experience
- CV of the QPPV
- Applicant's training certificates
- Applicant's proof of UAE residency
- List of products covered by QPPV
- Minimum of 15 ADR reports in the UAE
- SOP of the QPPV in the company



**Service Fees**  
**Free**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 66- Repricing of a Medical Product



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-015-015



**Service Completion Duration**  
90 working days



**Outcome**  
Repricing of a Medical Product



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Approval of the Drugs Pricing Committee
- All registration requirements must be completed
- The price certificate should be submitted as per subject number 3 in the pricing regulations
- The certificate should be issued, signed and stamped from the manufacturer or the marketing authorization holder
- The certificate should be attested from the ministry of health, ministry of commerce or the trade chamber in the COO or its competent
- The certificate should be attested from the United Arab Emirates embassy in the COO. In case there is no UAE embassy, it could be attested from an embassy of one of the GCC countries
- The GCC products are excepted from attesting the price certificate from UAE embassy
- Re-pricing reasons certificate should be submitted



**Target Audience**  
Medical warehouses,  
Local pharmaceutical  
manufacturers



### Service Required Documents

- Pricing certificate from the country of origin
- Genuine Reasons for re-pricing the product
- Reference prices from Gulf and European countries for further comparison



### Service Fees

Re-pricing per  
medical product:  
AED 1000

New pricing  
certificate:  
AED 500



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text  
messages and email.



### Obtaining the service

The customer will be notified of  
the response via the website or the  
mobile application.



## 67- Issue a Medical Product Pricing Certificate



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-015-000



**Service Completion Duration**  
90 working days



**Outcome**  
Issue a Medical Product Pricing Certificate



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Approval of the Drugs Pricing Committee
- Complete all registration requirements
- The price certificate should be submitted as per subject number 3 in the pricing regulations
- The certificate should be issued, signed and stamped from the manufacturer or the marketing authorization holder
- The certificate should be attested from the

ministry of health, ministry of commerce or the trade chamber in the COO or its competent

- The certificate should be attested from the United Arab Emirates embassy in the COO. In case there is no UAE embassy, it could be attested from an embassy of one of the GCC countries
- The GCC products are excepted from attesting the price certificate from UAE embassy



**Target Audience**  
Medical warehouses,  
Local pharmaceutical manufacturers, Marketing Offices





### Service Required Documents

- Pricing certificate issued by the country of origin which includes the proposed price of the product in UAE in AED or USD and CIF of the reference countries in which the product is marketed in AED or USD



### Service Fees

Pricing  
certificate per  
medical product:  
500 AED



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 68- Amend the Registration Data of a Pharmaceutical Manufacturer or Marketing Authorization Holder



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-009-000



**Service Completion Duration**  
10 working days



**Outcome**  
Amend the Registration Data of a Pharmaceutical Manufacturer or Marketing Authorization Holder



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The applicant must be a medical warehouse licensed by MOHAP and must hold a valid license
- The Company must provide the valid approval of the competent authorities in the country of origin regarding such submitted changes



### Target Audience

Medical warehouses, Local Pharmaceutical manufacturers, Marketing offices



### Service Required Documents

- A legalized letter issued by the company on its original letterhead, signed and stamped by the responsible person in the company, authorizing a person or a local establishment to submit the registration file on its behalf, to the Drug Control Department. Attested true by UAE Embassy. This person / the local establishment will be responsible to receive the registration certificate from the Drug Control Department
- Legalized Current GMP Certificate Issued By The Competent Authority In Country Of origin. (Attested True By The UAE Embassy In country of origin)
- Legalized Valid Manufacturing License Issued By The Competent Authority In Country Of Origin. (Attested True By the UAE Embassy In country of origin)
- List of medicines manufactured at the manufacturing site.
- Site Master File
- Certified copies of certificates of registration/ certificates of good manufacturing practice of the manufacturing site in other countries
- A Declaration Letter Issued By The Company On Its Original Letterhead, Signed And Stamped By The Responsible Person In The Company , Showing The Details Of Minor Change With Existing Details & Proposed Minor Changes
- Current Registration Certificate Issued By MOHAP UAE.



**Service Fees**  
Certificate of amendment to any registration data of a medical company or a manufacturer with marketing rights: 2000 AED



**Penalties**  
None

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service
- Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 69- Issue a price list for controlled or semi-controlled drugs



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-008-000



**Service Completion Duration**  
1 to 5 working days



**Outcome**  
Issue a price list for controlled or semi-controlled drugs



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- To request the list through MOHAP official website, with paying the fees



**Target Audience**

Pharmaceutical warehouses,  
Local pharmaceutical factories,  
Marketing offices



### Service Required Documents

- Submit Official letter of request for the list of medicines addressed to the Director of the Pharmaceutical Department on the company's letterhead



**Service Fees**  
**Price List Fee:**  
**AED200**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 70- Provide controlled drugs prescription book



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-006-000



**Service Completion Duration**  
3 working days



**Outcome**  
Provide controlled drugs prescription book



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The healthcare facility must hold a valid license



**Target Audience**

Inpatient ward hospitals,  
licensed by MOHAP or DHCC,  
One day Surgery Clinics licensed  
by MOHAP or DHCC



### Service Required Documents

- A Letter addressed to the Director of the Drug Department requesting issuance of the prescription book
- Copy of the facility license



### Service Fees

Book Fees:  
AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 71- Approve the signature of the responsible for Narcotic Drugs custody



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-004-000



**Service Completion Duration**  
1 to 3 working days



**Outcome**  
Approve the signature of the responsible for Narcotic Drugs custody



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The customer must complete forms F1 (Narcotic application) and F2 (Signature approval) if the facility is new or if a new administrator has been appointed
- If the administrator resigns or is on leave and a substitute supervisor is appointed, the customer must fill out form F3 (NARCOTIC DRUGS STOCK HAND OVER)
- The narcotic drugs receipt form must be approved and signed by the appointed official.
- A delivery list of semi-controlled, controlled and narcotic drugs should accompany the form



**Target Audience**  
Pharmacies within hospitals, One day surgery centers





### Service Required Documents

- A letter from the technical director of the hospital/one-day surgery clinic or medical warehouse owner, listing the drugs required, including their type, quantities and concentrations, the name of the pharmacist/doctor in charge of drug custody, and the reason for the drugs requirement
- Copy of valid license of the person in charge of the narcotic drugs
- Copy of the establishment's license, where issued by a licensing authority other than the Ministry of Health and Prevention (Dubai Health Authority/Dubai Healthcare City/Health Authority Abu Dhabi/Ministry of Environment and Climate Change)
- Copies of the UAE IDs of the technical director and the custodian
- NOC from the licensing authority
- Copy of the establishment's Dubai Chamber of Commerce & Industry membership
- Copy of the commercial license issued by the Department of Economic Development
- List of doctors and their valid licenses.



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 72- Handover of Narcotic Drugs custody permission



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-003-000



**Service Completion Duration**  
1 to 3 working days



**Outcome**  
Handover of Narcotic Drugs custody permission



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The customer must complete forms F1 (Narcotic application) and F2 (Signature approval) if the facility is new or if a new administrator has been appointed
- If the administrator resigns or is on leave and a substitute supervisor is appointed, the customer must fill out form F3 (NARCOTIC DRUGS STOCK HAND OVER)
- The narcotic drugs receipt form must be approved and signed by the appointed official
- A delivery list of semi-controlled, controlled and narcotic drugs should accompany the form



**Target Audience**  
Pharmacies within hospitals, One day surgery centers



### Service Required Documents

- Letter from the technical director of the hospital/one-day surgery clinic or medical warehouse owner, listing the drugs required, including their types, concentrations and quantities, the name of the designated pharmacist/doctor in custody of the drugs, and reason for the drug requirement
- Copy of valid license of the custodian
- Copy of the establishment's license, where issued by a licensing authority other than the Ministry of Health and Prevention (Dubai Health Authority/Dubai Healthcare City/Health Authority Abu Dhabi/Ministry of Environment and Climate Change)
- Copy of the UAE ID of the technical director and of the custodian
- NOC from the licensing authority
- Copy of the establishment's Dubai Chamber of Commerce & Industry membership
- Copy of the commercial license issued by the Department of Economic Development
- List of doctors and their valid licenses



### Service Fees

Free



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 73- Approve Emergency Drugs and Psychotropic Materials



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-001-000



**Service Completion Duration**  
1 working day



**Outcome**  
Approve Emergency Drugs and Psychotropic Materials



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The list must include drugs registered or imported legally in the UAE



**Target Audience**

Private and government hospitals and one day surgery centers



### Service Required Documents

- Official letter from the director of the health facility to the drug department justifying the medication transfer and specifying the required quantities
- Patient's name, prescription and medical report
- The establishment's valid license, issued by the licensing authority (Dubai Health Authority /Abu Dhabi Health Authority/Ministry of Climate Change and Environment)
- Doctor's/pharmacist's valid license
- NOC from the licensing authority
- Import permit from the transferring health facility



**Service Fees**  
**Free**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 74- Issue an authorization to Export Narcotic Drugs



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-026-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue an authorization to Export Narcotic Drugs



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The drug must be registered by MOHAP
- The application should be submitted and fees paid through the e-service channel
- The Export Permit must be valid for two months from the date of approval



**Target Audience**

Local manufacturers,  
Pharmaceutical drug stores



### Service Required Documents

- Import Permit approved by the importing country
- Application for Export Permit
- Invoice/initial invoice
- License issued by MOHAP
- Trade License
- License of pharmacist in charge



### Service Fees

**Application fee:**  
**100 AED**

**Fees for  
exporting  
narcotic drugs:**  
**500 AED for  
each permit**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 75- Issue a Batch Release Certificate for Shipment of Pharmaceutical Products Derived from Biological Sour



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-025-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue a Batch Release Certificate for Shipment of Pharmaceutical Products Derived from Biological Sour



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- \* Registration Certificate must be submitted if the final product is registered with the Ministry
- \* Registration certificate in the country of origin and Purchase orders from the end users must be submitted by the applicant where the product is not registered in the UAE



### Target Audience

Drug Stores, Local pharmaceutical factories, Government Hospitals





### Service Required Documents

Required documents for the products derived from Human Blood and Vaccines:

- Original batch release certificate issued by OMCL in country of origin / Legalized copy
- Original Certificate of Final Product Analysis signed, stamped and duly authenticated / Legalized copy
- Invoice
- Report of the production process flow, from beginning to final product (Protocol of manufacturing and Analysis)
- LPO, Declaration and Technical report about consumption from end user
- Copy of pharmacist's and warehouse licenses
- Certificate of Pharmaceutical Product
- WHO prequalification certificate for Vaccines

Required documents for the products of Human Tissue Origin:

- Valid Tissue Bank Certificate of the exporter
- FDA/Authority License for the manufacturer and Product
- Storage and Handling temperature details
- Invoice
- Copy of pharmacist's and warehouse licenses



### Service Fees

Fees for the release of a shipment of pharmaceutical products derived from biological sources: AED500



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 76- Issue an authorization to Import Narcotic Drugs



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-003-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue an authorization to Import Narcotic Drugs



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The institution's license must be valid
- The pharmacist's license must be valid



**Target Audience**  
Pharmaceutical drug stores



### Service Required Documents

- Copy of invoice from the country of origin
- Product Analysis certificate
- Product Registration certificate
- License issued by MOHAP
- Trade License
- Application form for importing controlled medicines
- Standard stock of medicines approved by MOHAP
- Letter of Commitment from the requesting hospital
- License of the pharmacist in charge
- Local purchase request from the requesting hospital
- Application form for narcotic and psychotropic drugs
- Technical report from the hospital performing operations
- Minutes of medicine clearance from the customs authority and approved by inspectors



### Service Fees

**Application fee:**  
**100 AED**

**Fees for importing  
narcotic drugs:**  
**1% of the invoice  
value and a  
minimum of 200  
AED for each  
permit**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 77- Re-license (Re-register) a Pharmaceutical Facility



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-03-020-024



**Service Completion Duration**  
3 working days



**Outcome**  
Re-license (Re-register) a  
Pharmaceutical Facility



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- This service can be applied only after cancelling the existing license and the cancellation will be temporary



**Target Audience**

Pharmacies, Warehouses,  
Manufacturers of medicines and  
medical devices, Marketing offices,  
Warehouses for re-export



### Service Required Documents

A letter signed by the owner

Initial approval:

- Request letter for re-licensing

Final approval:

- A copy of establishment lease agreement
- A copy of establishment trade license
- A copy of Civil Defense certificate
- License of the pharmacist concerned



### Service Fees

Application fee: AED 100

Final approval fees, according  
to the type of facility:

Pharmacies and medical store:  
AED 7,500

Marketing offices: AED 10,000

Warehouse for export: AED  
10,000



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text  
messages and email.



### Obtaining the service

The customer will be notified of  
the response via the website or the  
mobile application.



## 78- Issue of Permit to Import Raw Materials



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-005-000



**Service Completion Duration**  
From 1 to 3 working days for pre-import applications  
From 1 to 2 working days for shipment clearance applications



**Outcome**  
Issue of Permit to Import Raw Materials



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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MOHAP Smart App



**Service Limitation**  
None



**Service Terms and Conditions**

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



**Target Audience**  
Local pharmaceutical Manufacturing facilities



**Service Bundle**  
None



### Service Required Documents

The documents required vary according to the application stage as follows:

The first stage: Pre-import application:

- Valid License of local factory issued by MOHAP
- Valid License of the pharmacist in charge of the factory
- Valid Trade License of the local factory
- Certificate of Pharmaceutical Product (CPP) to confirm that the imported material will be used to produce registered drugs
- Composition formula (CF) in which the Active & Inactive ingredients will be used for formulation of final products
- Manufacturing contract for semi-finished products
- GMP Certificate of the factory from which the raw material was imported
- Purchase invoice must include the country of origin, production and expiry dates
- Controlled authorization should be provided from the MOHAP controlled medicines section if product CDA/ CDB/NP

- If the product is bulk, the Registration certificate (RC) is mandatory
  - If the raw material is importing for Compounding pharmacy, the approval from Drug Dept is required
- The second Stage: Shipment Clearance Permission:
- Freight bill (air / land / sea freight bill) (and the container should be temperature monitored and in accordance with Ministerial resolution no. (2) of year 2022
  - Packing list must include gross weight
  - Original Customs Declaration
  - Delivery order from shipping company
  - Certificates of Suitability of Content (COS)
  - Original Certificates of Analysis for all imported batches, including production and expiration dates, issued by the factory



### Service Fees

**Application fee: AED 100**

**Shipment clearance issuance fee: 1% of the invoice value for the CIF price, not less than 200 dirhams per invoice**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 79- Issue of Permit to Import Medicines to a Local Agent



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-004-000



**Service Completion Duration**

For initial import applications: 3 working days  
For shipment clearance applications: 2 working days



**Outcome**

Issue of Permit to Import Medicines to a Local Agent



**Service Structure (Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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



MOHAP Smart App



**Service Limitation**  
None



**Service Terms and Conditions**

- Obtaining marketing authorization approval from the Ministry of Health and Prevention
- Products may only be imported by the local agent mentioned in the product's marketing authorization approval
- One commercial invoice must be attached to each initial import permit application
- It is allowed to include more than one initial import permit application, under the shipment clearance application, provided that they are all

under the same bill of lading, air waybill, or truck waybill (consignment note). The shipment must contain products that are under the purview of the Ministry of Health and Prevention

- Obtaining electronic shipment clearance permits
- Inspection at the customs port by MOHAP inspectors
- Inspection to release the shipment for distribution in the local market



**Service Bundle**  
None



**Target Audience**  
Medical store with a valid license issued from the Ministry of Health and Prevention





### Service Required Documents

- The first stage: Initial approval for import: The submission is made through the electronic system of import to obtain the initial approval for import before starting to ship from the country of origin, and it requires attaching the following documents:
- The invoice (Commercial Invoice or Invoice) issued by marketing authorization holder, including the country of origin, production and expiry dates for each batch, and the remaining shelf life of the product must not be less than two-thirds of the total shelf life
- Minor Variation Certificate (MVC) - if any
- Import authorization from the Regulation of Controlled Substances and Products section- for Narcotic, Controlled or semi-controlled Drugs
- Batch Release Certificate (BRC) - if the product is a biological derivative and vaccine - issued by the Ministry of Health & Prevention for each batch
- Import permit from the Federal Authority for Nuclear Regulation - mandatory for radioactive products and materials
- European Directorate for Quality of Medicines and Healthcare (EDQM) Certificate of Suitability (if the product contains gelatin from an animal source)
- In case of importing from the designated free zones in the country, the following must be provided:
- A valid MOHAP Marketing Office License of MAH (Marketing Authorization Holder)
- A valid certificate of Good Storage and Distribution Practice (GSDP) issued by MOHAP (Ministry Of Health & Prevention) to the MAH (Marketing Authorization Holder)
- The second Stage: Shipment Clearance Permission: The application is submitted when the freight bill is issued, and it requires attaching the following documents:
- Air Way Bill (Air) / Bill of Lading (Sea) / Truck Way Bill (Consignment Note) (Road), noting the necessity of shipping in temperature controlled containers, while adhering to the Ministerial decree No. 22 of 2022
- The packing list must include the total weight and the number of packages
- Original Certificates of Analysis (C.O.A) for all imported batches and must include production and expiry dates and be issued by the batch releaser (to be viewed upon request from MOHAP inspectors)



### Service Fees

**Application fee: AED 100**

**Shipment clearance issuance fee: 1% of the invoice value for the CIF price, not less than 200 dirhams per invoice**



### Penalties

**None**

## Customer Journey

### Receiving service information



**www.mohap.gov.ae**



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service
- Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 80- Issue of Permit to Import Medical Equipment



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-007-000



**Service Completion Duration**

Pre-permit applications:  
Three working days -  
Shipment clearance  
applications: Two  
working days



**Outcome**  
Issue of Permit to Import Medical  
Equipment



**Service Structure  
(Main Service / Sub Service)**  
Variation

**Service Delivery Channel**



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



MOHAP Smart App



**Service Limitation**  
None



### Service Terms and Conditions

- Obtaining marketing authorization approval from Ministry Of Health & Prevention
- Products may only be imported by the local agent mentioned in the product's marketing authorization approval
- One commercial invoice is attached to each initial import permit application
- It is allowed to include more than one initial import permit application under the shipment clearance application, provided that they are all

under the same Bill of Lading, Air Way Bill, Truck Way Bill (Consignment Note) provided that the shipment contains products subject to the Ministry of Health & Prevention only.

- Obtaining electronic shipment clearance permits
- Inspection at the customs port by MOHAP inspectors
- Inspection to release the shipment for distribution in the local market (for medicated medical devices)



**Service Bundle**  
None



**Target Audience**  
Medical store with a  
valid license issued  
from the Ministry of  
Health and Prevention



### Service Required Documents

The first stage: Pre-import permit: The submission is made through the electronic system of import to obtain the initial approval for import before starting to ship from the country of origin, and it requires attaching the following documents:

- The invoice (Commercial Invoice or Invoice) issued by the manufacturer / marketing authorization holder, including the country of origin, production, and expiry dates for each batch. The remaining shelf life of the product must not be less than two-thirds of the total shelf life
- Catalogue, or brochure or photos for each product arranged as mentioned in the invoice
- Valid US Food and Drug Authority (FDA) registration certificate, or valid (ISO13485 and EC) quality certificates, or valid Free Sale Certificate (FSC) from the country of origin, or valid Good Manufacturing Practice certificate (GMP) (upon request)
- Product Minor Variation Certificate (MVC) - if any
- Valid product classification certificate (upon request)
- Authorisation letter for distribution in the UAE from the manufacturer to the local agent - for the products that do not need to obtain marketing authorisation approval (as per their classification)
- An import permit from the Federal Authority for Nuclear Regulation (FANR) - to import diagnostic radiological devices that emit ionizing radiation (X-ray and Gamma rays), for example: radiography, medical imaging and radiotherapy, fluoroscopy, mammography, Radiotherapy and CT scan
- Batch Release Certificate (BRC) issued by MOHAP according to the batch number - in case the product contains human blood, plasma or tissue

- European Directorate for Quality of Medicines and Healthcare (EDQM) Certificate of Suitability (if the product contains gelatin from an animal source)
- Import Authorization of Narcotic, Controlled or Semi-controlled Drugs - for Narcotic, controlled and semi-controlled drugs
- In case of importing from the designated free zones in the country, the following must be provided:
- A valid MOHAP marketing office license of Marketing Authorization Holder (MAH)
- A valid certificate of Good Storage and Distribution Practice (GSDP) issued by MOHAP to MAH (Marketing Authorization Holder)

The second stage: Shipment Clearance Permission: The application is submitted when the freight bill is issued, and it requires attaching the following documents:

- Air Way Bill (Air) / Bill of Lading (Sea) / Truck Way Bill (Consignment Note) (Road), noting the necessity of shipping in temperature controlled containers, while adhering to the Ministerial decree No. 22 of 2022
- The packing list must include the total weight and the number of packages.
- Original Certificates of Analysis (C.O.A) for all imported batches and must include production and expiry dates and be issued by the batch releaser (to be viewed upon request from MOHAP inspectors) (for medicated medical devices)



### Service Fees

Application fee: AED 100

Shipment clearance issuance fee: 1% of the invoice value for the CIF price, not less than AED 200 per invoice



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 81- Renewal of Licenses for Nursing and Medical Professionals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-40-017-019



**Service Completion Duration**  
Instant



**Outcome**  
Renewal of Licenses for Nursing and Medical Professionals



**Service Structure (Main Service / Sub Service)**  
Auxiliary

**Service Delivery Channel**



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



MOHAP Smart App



**Service Limitation**  
None



### Service Terms and Conditions

- A medical report is required if the doctor is 60 years and above
- Number of continuing education hours required for nursing practitioners (20 hours) and medical and dental technicians (10 hours)



### Target Audience

Private Medical facilities/government / semi government (registered nurses, assistant nurses, registered midwives, assistant midwives, medical laboratory technicians, occupational therapists, opticians, audiologists, radiographers, anesthetists, geneticists ,beauty therapist, emergency technician, dialysis technicians, dental assistants, psychologists and social workers, and other medical specialties)



**Service Bundle**  
None



### Service Required Documents

- Number of continuing education hours required for nursing practitioners (20 hours) and medical and dental technicians (10 hours)
- Valid Insurance Against Medical Faults
- Valid Labor Card
- Valid National Identity Card
- Valid Visa Copy



### Service Fees

#### Private Sector:

Application fees: 100 AED

Renewal of a license to practice the profession of nursing or the profession of medical technician and alternative medicine: AED 1000

#### Semi government sector:

Application fees: AED 100 (for all applications types)

#### Government Sector:

Free (for all applications types)



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 82- Authorize a pharmaceutical company to Dispose any pharmaceutical products as medical waste



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-009-000



**Service Completion Duration**  
1 to 3 working days



**Outcome**  
Authorize a pharmaceutical company to Dispose any pharmaceutical products as medical waste



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The standard inventory of narcotic drugs approved by the drug department must be adhered to
- An original copy of the drugs disposal form must be kept in the pharmacy and submitted upon request to the Ministry inspector



### Target Audience

Pharmacies, Pharmaceutical warehouses, Pharmaceutical warehouses for export purpose



### Service Required Documents

- The drugs to be destroyed must be listed by the pharmacist in charge of the pharmaceutical establishment and included in the relevant form along with the name of the commercial item, unit, quantity, batch number, expiry date and reason for destruction
- The request is approved by the pharmacist in charge of the pharmaceutical institution



### Service Fees

**Application Fee  
AED100  
Authorization  
Fee AED100**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.





## 83- Issue of Permit to Import Medicines for Exhibitions



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-002-000



**Service Completion Duration**  
1 Working day



**Outcome**  
Issue of Permit to Import Medicines for Exhibition



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The Purchase invoice should include country of origin, batch/ serial number and dates of production and expiry (The validity date must be more than two-thirds of the product validity period)
- The product(s) are only to be displayed in the mentioned event and a clear statement regarding their status as unregistered non-priced should be displayed at the event
- The advertisement for the medical products for exhibition at local media is not allowed
- It's prohibited to sell, use or distribute those products



### Target Audience

Global pharmaceutical factories,  
Local pharmaceutical factories,  
Scientific Offices, Drug stores,  
Companies wishing to display their products at exhibitions



### Service Required Documents

- A letter from the exhibition management containing the name of the company participating in the exhibition
- An undertaking from the importer to re-export the products after the exhibition and not to sell them
- Invoice for products from the factory (manufacturer) or authorized distributor (a relationship letter from the manufacturer is required)
- Information or catalog of products to be imported
- Quality certificates from the product manufacturer (EC & ISO or FDA Certificate)
- The commercial license of the intermediary company / importer
- Air Way Bill or Bill Of Lading (shipment must be refrigerated if shipped by sea)



### Service Fees

**Application fee:**  
**AED100**  
**Entry Permit**  
**fee for medical**  
**products: AED**  
**1,000**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 84- Registration of A Pharmaceutical Product Derived from Natural Sources



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-018-000



**Service Completion Duration**  
45 working days



**Outcome**  
Registration of A Pharmaceutical Product  
Derived from Natural Sources



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local  
Pharmaceutical Manufacturers



### Service Required Documents

- The application form for registering pharmaceutical products derived from natural sources completely signed and stamped by the company
- Certificate of pharmaceutical product or certificate of free sale of the product issued by the competent authorities in the country of origin certified by the UAE Embassy
- Detailed product formulation certificate which includes active and inactive substances along with their quantities and functions of inactive substances
- A certificate of absence of pig derivatives/ hormones/ steroids
- Certificate of absence of mad cow disease and its causes in products containing dairy products
- A copy of the certified contract of the product agency signed between the marketing company and the local agent
- A valid certificate of registration of the manufacturing company issued by MOHAP.
- One sample of the product
- Provide product analysis requirements



### Service Fees

**Application: 100 AED**  
**Registration of a pharmaceutical product derived from natural sources: 5,000 AED**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 85- Issue of a Certificate of Amendment of Registered Pharmaceutical Products



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-033-000



**Service Completion Duration**  
22 working days



**Outcome**  
Issue of a Certificate of Amendment of Registered Pharmaceutical Products



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The application for minor variations to pharmaceutical products will not be accepted if the registration date has expired
- All submitted documents should be provided on official papers holding the name and logo of the concerned company
- The company should provide a valid proof that these proposed changes have been approved by the competent authorities of the country of origin



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



### Service Required Documents

Application of minor variation of the pharmaceutical product for each type signed and stamped by the company

Documents required for minor variations in:

- Human pharmaceutical products (traditional, biological, ... etc.)
- Pharmaceutical products derived from natural sources (herbal medicines, homeopathic medicines)
- Pharmaceutical products for general sale (supplements, disinfectants, medical cosmetics substances, miscellaneous)
- Medical equipment and reagents



### Service Fees

**Certificate of amendment to any registered medical product data: AED 1000**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 86- Registration of a Medical Equipment



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-013-000



**Service Completion Duration**  
45 working days



**Outcome**  
Registration of a Medical Equipment



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The marketing office or medical warehouse must be licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers, Marketing offices



### Service Required Documents

- Filling out the application form of registration completely and to be signed and stamped by company
- A copy of valid registration certificate of the factory.
- A valid certificate of free sale/ registration issued by the competent authorities in the country of origin certified by the Embassy of the United Arab Emirates
- A copy of the product agency contract signed between the company and the agent
- Certificate of quality conformity/ marketing authorization, such as EC (European Conformity), 510 K (Premarket Notification), PMA (Parts Manufacturer Approval) as per the classification of the equipment, i.e. Class I, II, III, IV
- Post-marketing monitoring requirements
- Product's information, including: description, formulation, types, sizes, models, accessories, usages, side effects, contradictions, warnings, precautions, usage guidelines, photos of packaging covers, brochures and usage manuals
- Provide laboratory requirements and analysis, as well as pricing for certain medical equipment
- Providing one samples, certificate of analysis (as per equipment type), external and internal covers and brochures
- Acknowledgement of the company that equipment conforms to the specifications as per the Medical Equipment Manual (EC(European Conformity)-Declaration of Conformity)
- Safety and efficacy data (for products classified as Class III, IV).
- Special requirements: Certificate of conformity to equipment manufactured from animal products



### Service Fees

**Application: 100 AED**

**Registration of a medical device: 5,000 AED**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.





## 87- Registration of Pharmaceutical Product for General Sale



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-011-000



**Service Completion Duration**  
45 working days



**Outcome**  
Registration of Pharmaceutical Product for General Sale



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers, Marketing officers



### Service Required Documents

- Certificate of pharmaceutical product in accordance with the WHO (World Health Organization) system or a certificate of free sale of the product issued by the competent authorities in the country of origin and certified by the Embassy of the United Arab Emirates. It should contain the following information:
- Product Brand Name: If the brand name required to be registered in UAE is different from the name in the country of origin, this shall be made clear in the certificate, besides stating the reason for that and making both names clear with an emphasis on their conformity in terms of formulation and other specifications
- The detailed formulation of the product contains active and inactive substances with their quantities and functions of inactive substances
- Name of the company entitled to marketing/ manufacturing/ manufacturing sites/ subcontract manufacturers along with their addresses
- One samples of the product
- A valid registration certificate of the manufacturing company issued by MOHAP-UAE with intended production line
- Halal certificate issued by certified authorities and organizations
- A statement issued by the company confirming that the product to be registered is free of hormones, heavy metals, antibiotics, steroids, pig derivatives and any other natural or chemical substances that have a harmful impact on human beings biologically and behaviorally
- If the product contains animal derived substances, the animal type and the part extracted from it should be mentioned with the percentage of alcohol used "if any and why it is used"
- A copy of the certified contract signed between the marketing company and local agent indicating the products for which the agent will be responsible
- A certified certificate from the competent authorities of the country of origin stating that the materials used in manufacturing the product is free from mad cow disease and its causes (if the product contains substances classified as potential substances for transmitting the disease) (Bovine Spongiform Encephalopathy (BSE)/ Transmissible Spongiform Encephalopathies (TSE) free certificate)
- A copy of the outer and inner cover and the leaflet printed on letterhead paper stamped by the company and signed by the authorized person
- Detailed Composition Certificate (active & inactive ingredients with their quantities)
- Summary of Product Characteristics (SPC)



### Service Fees

Application: AED 100

Registration of a pharmaceutical product for general sale:  
AED 5,000



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 88- Verification of Registration of a Nursing Certificate Issued Outside UAE



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-06-012-000



**Service Completion Duration**  
Instant



**Outcome**  
Verification of Registration of a  
Nursing Certificate Issued Outside UAE



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**  
Nurse, assistant nurse, midwife and  
assistant midwife



### Service Required Documents

None



### Service Fees

100 AED



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 89- Registration of a Conventional Pharmaceutical Product



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-007-000



**Service Completion Duration**  
45 working days



**Outcome**  
Registration of a Conventional  
Pharmaceutical Product



**Service Structure  
(Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local  
pharmaceutical manufacturers,  
Marketing officers



### Service Required Documents

- The required documents are to be submitted in accordance with the requirements of the standard technical file eCTD (Electronic Common Technical Document)



### Service Fees

**Application: AED 100**  
**Registration of a conventional pharmaceutical product: AED 7,000**  
**Analysis or re-analysis of a medical product: AED 3,500**  
**Pricing certificate after committee approval: AED 500**  
**For PV plan evaluation: AED 1000**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 90- Classification of a Product



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-008-000



**Service Completion Duration**  
10 working days



**Outcome**  
Classification of a Product



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The purpose of the Classification letter is to inform you about the laws governing your products within UAE
- The classification letter identifies the product classification if the product needs or does not need registration by MOHAP. If it is determined that it needs registration by MOHAP, it must be registered in MOHAP according to the class identified in the classification letter.
- Classification is available for all types of Companies and for Individuals
- For more information regarding the conditions and requirements, please check the resources



### Target Audience

Medical warehouses,  
Pharmaceutical manufacturers,  
Local facilities, Individuals





### Service Required Documents

- Emirates ID or the applicant's passport or trade license or drug store license (depends on the user type) (mandatory)
- Certificate from the regulatory authority of the country-of-origin, related to the submitted product (copy of the CPP/free sale certificate/CFG/CE/ISO) along with English or Arabic translation (mandatory) [CPP: Certificate of pharmaceutical product; CFG: Certificate to foreign government; CE: European conformity; ISO: International organization for standardization with submitted product name]
- A photo of the product (mandatory)
- Leaflet/product information in English/Arabic (mandatory)
- Product catalogue for medical devices
- Inner pack label with clear and readable product name and information (artwork)
- Outer pack label with clear and readable product name and information (artwork)
- Composition Certificate (Active/ Inactive ingredient list with each ingredients quantity)/ MSDS (applicable for product that have Medicinal/Chemical Ingredients in it) MSDS: Material Safety Data Sheet
- Registration and Marketing Status in other Countries (Copy of the Certificates along with English or Arabic Translation from Reference Countries approved by UAE MOHAP (Reference Country List Attached Above) / CE Certificate from EU approved Notified Body for the submitted Product) [CE: European Conformity. EU: European Union]
- Product Sample in their Final Original Pack (Upon Request)
- MOHAP Quality Control Lab Analysis Report (Upon Request)
- Letter of Authorisation from Marketing Authorization Holder (Upon Request)



### Service Fees

**Classification of product Fees: AED 500**



### Penalties

**None**

## Customer Journey

### Receiving service information



**www.mohap.gov.ae**



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 91- Register for controlled or semi-controlled drugs custody



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-013-000



**Service Completion Duration**  
3 working days



**Outcome**  
Register for controlled or semi-controlled drugs custody



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The healthcare facility must hold a valid license



**Target Audience**

Pharmacies within private hospitals, licensed by MOHAP or DHCC, Pharmaceutical warehouses, Pharmacies licensed by MOHAP or DHCC, Clinics licensed by MOHAP or DHCCs



### Service Required Documents

- A Letter addressed to the Director of Drug Department requesting the register
- Copy of valid facility license



### Service Fees

Register Fee AED300



### Penalties

None

## Customer Journey

### Receiving service information



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MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 92- Narcotics custody for hospital permission



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-002-000



**Service Completion Duration**  
3-5 working days



**Outcome**  
Narcotics custody for hospital permission



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The quantities of drugs expected to be used annually should be determined



**Target Audience**

Pharmacies within hospitals, One day surgery centers



### Service Required Documents

- Copy of valid license of the hospital/one-day surgery clinic.
- Copy of pharmacy's valid license
- Copy of valid license of the pharmacist or doctor in charge
- Form for the custody of narcotic drugs
- Official letter from the technical director of the hospital/day surgery clinic, listing the hospital's drug requirements, including the types, concentrations and quantities of narcotic drugs (standard stock), the number of hospital beds and the designated custodian of the drugs
- Copy of trade license of the hospital/one-day surgery clinic
- Copy of membership of the Dubai Chamber of Commerce
- Copy of the commercial license of the hospital/day surgery clinic
- Completed copy of Form F6, "Approval/determination or modification of quotas of drugs", signed by the pharmacist/doctor in charge or, in their absence, the supervising pharmacist/doctor, and stamped by the applicant
- Copy of the UAE ID of the pharmacist/doctor in charge
- Copy of the UAE ID of the medical director
- Receipt of service Fees
- Previous approval in case of quota amendment
- Approval of the health authority, if the establishment's license is from the Dubai Healthcare City Authority or the Dubai Health Authority



### Service Fees

Application Fee AED 100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service
- Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 93- Registration of A Manufacturer of Medical Products



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-016-000



**Service Completion Duration**  
2 to 4 weeks



**Outcome**  
Registration of A Manufacturer of Medical Products



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Target Audience**  
Pharmaceutical drug stores, Local manufacturers



### Service Terms and Conditions

- The applicant must be a medical warehouse licensed by MOHAP and must have a valid license
- Renewal of registration must be done every 5 years
- Renewal of registration will be in the same fees and procedures
- Manufacturing Site Should have a Marketing Authorization Holder (Legal Manufacturer) & it should be registered on Ministry Of Health & Prevention
- Required documents for MAH registration:
- The application form (part 1) duly filled, signed and stamped by the responsible person in the company
- A legalized letter issued by the company on its original letterhead, signed and stamped by the responsible person in the company, authorizing a person or a local establishment to submit the registration file on its behalf, to the Drug Control Department. Attested true by UAE Embassy. This person / the local establishment will be responsible to receive the registration certificate from the Drug Department
- Legalized company license issued by the competent authority in its country origin, showing all its licensed activities there. (attested true by UAE Embassy)
- Company Profile
- List of associated manufacturing facilities, if any
- List of all products dealing with, in the country of origin
- Evidence of the company's presence in other countries, if available
- For registration of marketing authorization holder (MAH) in UAE MOHAP, applicant can submit the documents with the site registration application OR by submitting the required documents through the courier to drug department of ministry of health & prevention



### Service Required Documents

- Required Documents For Registering A (Conventional/GSL/Herbal) Manufacturer:
  - A legalized letter issued by the company on its original letterhead, signed and stamped by the responsible person in the company, authorizing a person or a local establishment to submit the registration file on its behalf, to the Drug Control Department. Attested true by UAE Embassy
  - This person / the local establishment will be responsible to receive the registration certificate from the Drug Department
  - Legalized Current GMP Certificate Issued By The Competent Authority In Country Of origin. (Attested True By The UAE Embassy In country of origin)
  - Legalized Valid Manufacturing License Issued By The Competent Authority In Country Of Origin. (Attested True By the UAE Embassy In country of origin)
  - List of medicines manufactured at the manufacturing site
  - Site Master File
- Certified copies of certificates of registration/ certificates of good manufacturing practice of the manufacturing site in other countries
- Required Documents For Registering A medical device manufacturing site:
  - A Notarized letter issued by the company on its original letterhead, signed and stamped by the responsible person in the company, authorizing a person or a local establishment to submit the registration files on their behalf, to the Drug Department of ministry of health and prevention
  - Valid legalized ISO 13485 certificate issued by the competent authority in country of origin
  - Require Legalized valid Business licenses / Manufacturing License issued by the competent authority in country of origin (Attested true by the UAE Embassy In country of origin)
  - List of the products manufactured and/or assembled by the site.
  - Detailed Company profile



### Service Fees

**Application: AED 100**

**Registration of a medical products manufacturer: AED 10,000**



### Penalties

**None**

## Customer Journey

### Receiving service information



**www.mohap.gov.ae**



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service
- Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.





## 94- Renewal of Registration of a Pharmaceutical Product Derived from Natural Sources



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-018-018



**Service Completion Duration**  
15 working days



**Outcome**  
Renewal of Registration of a Pharmaceutical Product Derived from Natural Sources



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



### Service Required Documents

- Filling out the application form for renewal of pharmaceutical products derived from natural sources completely and to be signed and stamped by manufacturing company.
- Certificate of pharmaceutical product or certificate of free sale of the product issued by the competent authorities in the country of origin certified by the Embassy of the United Arab Emirates
- A valid manufacturing certificate of the factory



### Service Fees

**Application: 100 AED**  
**Renewal of the registration of a pharmaceutical product derived from natural sources: 2,500 AED**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 95- Renewal of Registration of Medical Equipment



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-013-013



**Service Completion Duration**  
15 working days



**Outcome**  
Renewal of Registration of Medical Equipment



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



### Service Required Documents

- The application form of renewing the registration of medical equipment and reagents
- The original registration certificate of the product issued previously by the Drug Control Department
- A valid manufacturing certificate of the factory issued by MOHAP
- Certificate of free sale/ registration issued by the competent authorities in the country of origin
- A copy of all minor changes certificates issued by the Drug Control Department and certificates of quality conformity/ marketing authorization, such as EC, 510 (K), PMA as per the classification of the equipment, i.e. Class I, II, III, IV
- Post-marketing monitoring requirements
- Providing 3 samples (as per equipment type), certificate of analysis (as per equipment type), external and internal covers and brochures
- Acknowledgment of the company that equipment conforms to the specifications as per the Medical Equipment Manual (EC-Declaration of Conformity)



### Service Fees

**Application: 100 AED**

**Renewal of the registration of a medical device: 2,500 AED**



### Penalties

**None**

## Customer Journey

### Receiving service information



**www.mohap.gov.ae**



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 96- Issue of Permit to Import Chemical Precursors



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-006-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue of Permit to Import Chemical Precursors



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- MOHAP Registration Certificate and Trade License must be valid.
- Permit and detailed information about the material required by the authorized and accredited officer must be provided
- Ministry of Interior's prior approval for chemical precursors must be obtained.
- Permit must be valid for two months from the date of issuance



### Target Audience

Industrial and commercial companies dealing with precursor chemicals



### Service Required Documents

- Completed e-form.
- Valid Commercial / Industrial License
- Registration Certificate from MOHAP for the trading of precursor chemicals or importing as an end-user
- Air or sea shipping invoice
- Delivery order from shipping company
- Purchase invoice issued by country of origin
- Packing list must include net weight and gross weight
- Original Customs Declaration



### Service Fees

**Application fee: AED 100**

**Fees for importing precursor chemicals: 1% of the invoice value and a minimum of AED 200 for each permit**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 97- Renewal of Registration of a Pharmaceutical Product for General Sale



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-011-011



**Service Completion Duration**  
15 Working days



**Outcome**  
Renewal of Registration of a Pharmaceutical Product for General Sale



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



### Service Required Documents

- Filling out the application form for renewal of registration of pharmaceutical products with general sale completely and to be signed and stamped by company
- A copy of a valid certificate of a pharmaceutical/ free sale product
- A valid manufacturing certificate of the factory issued by MOHAP
- The original registration certificate issued by MOHAP
- The original registration certificate of the product issued previously by the Drug Department
- A new copy of the product registration certificate issued by the competent authorities in the country of origin certified by the Embassy of the United Arab Emirates
- A valid registration certificate of manufacturing location issued by the Drug Control Department
- A copy of all minor changes certificates issued by the Drug Department
- The outer cover, the inner poster and the internal leaflet
- Original 2 samples of the product used in UAE



### Service Fees

**Application: AED 100**

**Renewal of the  
registration of  
pharmaceutical  
product for general  
sale: AED 2,500**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.





## 98- Renewal of Registration of a Conventional Pharmaceutical Product



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-007-007



**Service Completion Duration**  
5 working days



**Outcome**  
Renewal of Registration of a Conventional Pharmaceutical Product



**Service Structure (Main Service / Sub Service)**  
Auxiliary



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Marketing Authorization Holder companies must be registered by MOHAP before they could register their products
- The applicant must be a medical warehouse licensed by the Ministry of Health and have a valid license



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



### Service Required Documents

- Application to renew the registration of pharmaceutical product a signed and stamped [Part A from the MAH and part B from the manufacturing site]
- Certificate of registration of the original product issued by the Ministry of Health & Prevention.(whenever requested)
- A recent copy of the certificate of pharmaceutical product [CPP] issued by the concerned authorities in the country of origin attested by the United Arab Emirates Embassy
- Valid copy of the registration certificate of the manufacturer issued by the Ministry of Health & Prevention
- A copy of all certificates of minor changes issued by the Ministry of Health & Prevention
- External packaging data, inner packaging, internal leaflet
- Samples of the pharmaceutical product submitted for renewal within the UAE with the certificate of analysis
- Documents related to the active substances (DMF) or approvals from the concerned authorities, letter from the source (factory) clarifying active ingredient
- Pharmacovigilance system of the company or medical product and risk management plan
- Price certificate (whenever requested)



### Service Fees

**Application: AED 100**

**Registration of  
a conventional  
biological  
pharmaceutical  
product: AED 3,500**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 99- Issue of permit to Export Medicines



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-010-000



**Service Completion Duration**  
2 working days



**Outcome**  
Issue of permit to Export Medicines



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- The medicine should be registered by MOHAP
- The export permit must be valid for two months from the date of approval
- The exporter must comply with MOHAP rules and regulations regarding the export of goods from the departure port
- All relevant documents are mandatory and must be submitted at the port to the relevant MOHAP inspectors



### Target Audience

Local Manufacturers,  
Pharmaceutical drug stores



### Service Required Documents

- Application form for obtaining an export license for medicines
- Purchase invoice, including country of origin, production and expiry dates
- Purchase order from importing country
- Approval from MOHAP or health authority of the importing country



### Service Fees

**Application fee: AED 100**

**Fees for the approval of the Export License: AED 500**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 100- Register of the Narcotic drugs distributed to Private Health Establishments



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-012-000



**Service Completion Duration**  
One hour



**Outcome**  
Register of the Narcotic drugs distributed to Private Health Establishments



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**  
Pharmacies within private hospitals,  
One day surgery centers



### Service Required Documents

- Letter addressed to the Director of Drug Administration, requesting the record.
- Copy of valid pharmacy license



**Service Fees**  
**AED300**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



**www.mohap.gov.ae**



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 101- Determine or Modify the Narcotic Drugs Quotas of A Private Health or Pharmaceutical Institution



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-011-000



**Service Completion Duration**  
One hour



**Outcome**  
Determine or Modify the Narcotic Drugs Quotas of A Private Health or Pharmaceutical Institution



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The quantities of drugs expected to be used annually should be determined



**Target Audience**

Pharmacies within hospitals, One day surgery centers



### Service Required Documents

- Copy of valid license of the hospital/day surgery clinic.
- Copy of valid license of the pharmacy
- Copy of valid license of the hospital/day surgery clinic
- Copy of valid pharmaceutical license/doctor in charge
- Form for custody of narcotics
- Official letter from the technical director of the hospital/day surgery clinic, listing the hospital's required drugs, including their types, concentration and quantities (standard stock), number of hospital beds and operations performed, as well as identification of the custodian of drugs
- Copy of trade license of the hospital/day surgery clinic
- Copy of Chamber of Commerce membership
- Copy of the commercial license of the hospital/day surgery clinic
- Completed Form F6, "Approval/determination or modification of quotas of drugs", signed by the pharmacist/doctor in charge or, in their absence, the supervising pharmacist/doctor, and stamped by the applicant
- Copy of the UAE ID of the pharmacist/doctor in charge
- Copy of the UAE ID of the medical director
- Fee of AED100
- Previous approval in case of quota amendment
- Approval of the health authority, if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority



### Service Fees

**Application Fee AED100**



### Penalties

**None**

## Customer Journey

### Receiving service information



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



**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.





## 102- Approve narcotic drugs for internal pharmacies at private hospitals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-007-000



**Service Completion Duration**  
One hour



**Outcome**  
Approve narcotic drugs for internal pharmacies at private hospitals



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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



MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The quantities of drugs expected to be used annually should be determined



**Target Audience**

Pharmacies within hospitals, One day surgery centers



### Service Required Documents

- A copy of valid license of the hospital/one-day surgery clinic.
- A copy of valid license of the pharmacy
- A copy of valid license of pharmacist/ one-day surgery clinic.
- Form for the custody of narcotic drugs
- An official letter from the technical director of the hospital/day surgery clinic including the hospital's need for drugs, identification of the types and quantities of narcotic drugs (standard stock), drug concentration, number of hospital beds and operations performed with identification of the custodian of drugs
- A copy of trade license of the hospital/one-day surgery clinic
- A copy of chamber of commerce
- A copy of the commercial license of the hospital / day surgery clinic
- Complete the Form of "approval/determination or modification of quotas of the drugs", it shall be signed by the pharmacist/ doctor in charge or the supervising pharmacist/doctor in case of holiday, and to be sealed by the requester (Form F6)
- A copy of the UAE ID for the pharmacist / doctor in charge
- A copy of the UAE ID of the medical director
- Fees payment receipt
- Previous approval in case of quota amendment
- The approval of the health authority if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority



### Service Fees

Application Fee AED100



### Penalties

None

## Customer Journey

### Receiving service information



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



MOHAP Smart App



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 103- Approve narcotic drugs for one day surgery centers



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-46-005-000



**Service Completion Duration**  
3 to 5 working days



**Outcome**  
Approve narcotic drugs for one day surgery centers



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



**Service Terms and Conditions**

- The quantities of drugs expected to be used annually should be determined



**Target Audience**

One Day Surgery Centers, Internal Pharmacies in the Hospitals



### Service Required Documents

- The quantities of drugs expected to be used annually should be determined.
- Copy of pharmacy's valid license
- Copy of valid license of hospital/one-day surgery clinic
- Copy of valid license of pharmacist/doctor in charge
- Form for the custody of narcotic drugs
- Official letter from the medical director, listing the narcotic drug requirements, including their purpose, type and quantities, the pharmacist/doctor in charge of custody of the narcotics, and the activities and operations performed by the hospital/day surgery clinic
- Copy of trade license of the hospital/day surgery clinic
- Copy of Chamber of Commerce membership
- Copy of the commercial license of the hospital/day surgery clinic
- Completed copy of Form F6, "Approval/determination or modification of quotas of drugs", signed by the pharmacist/doctor in charge or, in their absence, the supervising pharmacist/doctor, and stamped by the applicant
- Copy of the UAE ID of the pharmacist/doctor in charge
- Copy of the UAE ID of the medical director
- Fee of AED100
- Previous approval in case of quota amendment
- The approval of the health authority, if the license of the establishment is from the Dubai Healthcare City Authority or the Dubai Health Authority
- The customer submits the application, with the completed Form F6, accompanied by the required documents
- The application is studied by the employee concerned.
- The customer pays the fees
- The employee concerned issues, approves and delivers the approval to the customer via e-mail



### Service Fees

**Application Fee AED100**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 104- Issue of quality report for medical product issued by Drug Quality Control Laboratory



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-44-003-000



**Service Completion Duration**  
A maximum of 30 working days from date of receiving samples and analysis requirements



**Outcome**  
Issue of quality report for medical product issued by Drug Quality Control Laboratory



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- All data must be provided in Arabic and English
- The approval of the Director of Drug Administration for re-examination of new samples is required



**Target Audience**  
Drug warehouses, Local pharmaceutical factories



### Service Required Documents

- Samples, and standard and reference materials for the product to be analyzed
- Receipt of payment of analysis fee (or electronic application number with proof of payment of service fee)
- Receipt of payment of examination certificate issuance fee (or electronic application number with proof of payment of service fee)
- CD with all documents and information, such as eCTD
- In the absence of eCTD of the product, the CD must contain:
- Certificate of final product analysis for three batches
- Certificate of analysis of standard substances, if the compound contains a therapeutic substance
- Statement of composition certificate, including active and inactive ingredients, their concentrations and specifications
- Certificate of final product specifications
- Method of final product analysis and test validation methods (validation report for test methods)
- Analysis certificate for active and inactive ingredients in the finished product
- If the analysis is constitutional, a copy of the most recent version of the constitution must be attached
- When high-performance liquid chromatography (HPLC) or gas chromatography (GC) is used for analysis, the chromatogram must be attached, and evidence should also be provided when other methods, such as FTIR, TLC and UV spectrum, are used
- Standard samples and materials:
- A sufficient number of samples of the final product (enough to analyze the product three times) must be provided
- Primary reference standard, such as USP and EP
- Working standard, with an attached certificate of analysis of all details.
- Related substance and degradation product standard for the active and preservative ingredients
- If a special type of HPLC column was used, it must be provided to the laboratory
- External packaging of the product and the enclosed leaflet, including all necessary data (batch number, date of manufacture and validity, storage conditions, name of commercial compound, name of manufacturer and country of origin, directions for use, capacity or volume, drug code if applicable, and any necessary warnings) must be provided



### Service Fees

Fee for a medical product quality report issued by a drug quality control laboratory: AED 500



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 105- Issue of a Certificate of Accreditation for a Center of Clinical Studies or Bioequivalence



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-022-000



**Service Completion Duration**  
4 Month



**Outcome**  
Issue of a Certificate of Accreditation for a Center of Clinical Studies or Bioequivalence



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- This application should be submitted by the pharmaceutical company or the local agent which contracted with BA/BE center along with letter of authorization
- The service is not required for bioavailability/bioequivalence centers approved by GCC countries



### Target Audience

Medical warehouses, Local pharmaceutical manufacturers



## Service Required Documents

The following documents are required, according to each stage in the service:  
Phase I (at the Center):

- Application form
- Latest inspection report issued by competent authority (if any)
- Notarized Copy of the operating license issued by the competent authority in the country of origin
- Copy of the Contract(s) of Leasing of the Clinical Unit and of the Rendering of Services of Laboratory Analysis (if applicable)
- Training schedule for employees
- Curricula of the main researchers and the persons responsible for the clinical, analytical and statistical stages
- List of SOP's , and 5 SOP's from the above mentioned should be provided.
- Organizational chart of the center and the study plan
- Background of the Bio equivalence Center (Site, Master file), including total number of studies conducted and list of those submitted to other health authorities
- Notarized copy of accreditation certificates

Clinical Phase:

- Notarized copy of the operating license issued by the competent authority in the country of origin (in case of outsourcing)
- Staff training schedule
- List of the equipment and instruments used
- The following SOPs: collecting samples , emergency care of subjects, hospitalization of subjects, cleaning and preparation of areas for hospitalization of subjects

Clinical Laboratory Analysis Stage:

- Notarized copy of the operating license issued by the competent authority

in the country of origin (in case of outsourcing).

- Staff training schedule
- List of the equipment and instruments used
- List of technicians in the area with the technical qualifications for each professional
- Models of the control file / control records used ( temperature of the refrigerators, freezers, room temperature, room humidity, calibration of pipettes, reagents and standards)
- Bio-safety programs

Analysis Phase:

- Notarized copy of the operating license issued by the competent authority in the country of origin (in case of outsourcing)
- Staff training schedule
- List of the equipment and instruments used
- List of area technicians with technical qualifications for each professional.
- Models of the control file / control records used ( temperature of the refrigerators, freezers, room temperature, room humidity, calibration of pipettes, reagents and standards)

Statistics Stage:

- Standards Operation Procedures, contemplating of the following points:
  - a. Data entry ((tabulation, verification of transcript data, software used)
  - b. Data processing and statistical analysis (methods of calculating pharmacokinetic parameter methods to identify factors to define the outliers, variance analysis, confidence interval calculation and program used)
- Proof of contract between the bio-equivalence center and the person in charge of statistics (in case of outsourcing)





### Service Fees

Approval certificate of clinical studies or bioequivalence  
center: 2,000 AED



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text  
messages and email.



### Obtaining the service

The customer will be notified of  
the response via the website or the  
mobile application.



## 106- Issue of a Certificate of a Pharmaceutical Product for Export



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-017-000



**Service Completion Duration**  
5 working days



**Outcome**  
Issue of a Certificate of a  
Pharmaceutical Product for Export



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Certificates of pharmaceutical Products (for locally manufactured pharmaceutical products) valid for one year effective the date of issuance, provided that the validity period of registration of the product should not exceed (five years)



### Target Audience

Medical warehouses, Local  
pharmaceutical manufacturers



### Service Required Documents

- Product composition certificate, including the active and inactive substances and their quantities, signed and stamped by the authorized person
- Insert leaflet of the product, approved by the Ministry of Health and Prevention, and signed and stamped by the authorized person



### Service Fees

**Certificate  
for an export  
pharmaceutical  
product: 1000 AED**



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 107- Issue of a Certificate of Free Sale of a Medical Product for Export



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-012-000



**Service Completion Duration**  
5 working days



**Outcome**  
Issue of a Certificate of Free Sale of a Medical Product for Export



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



### Service Terms and Conditions

- Certificates of pharmaceutical products (for locally manufactured pharmaceutical products) valid for one year effective the date of issuance, provided that the validity period of registration of the product should not exceed (five years)



### Target Audience

Local pharmaceutical manufacturers



### Service Required Documents

- A letter issued by the company requesting the issuance of a certificate of free to sale of medical product for export
- Certificate of product composition which includes its active and inactive substances along with their quantities
- The internal product leaflet



### Service Fees

Free sale certificate  
for an export medical  
product: 1000 AED



### Penalties

None

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 108- Assessment of Medical Products for Pharmacological Research and Clinical Studies of Drugs



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-04-010-000



**Service Completion Duration**  
90 calendar days



**Outcome**

Assessment of Medical Products for Pharmacological Research and Clinical Studies of Drugs



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**

- The approval of the Regulatory Committee at the Ministry of Health and Prevention (RCMOHP) is required before clinical trials can commence



**Target Audience**

Doctors, Medical store, Marketing Offices, Local Manufactures, Government hospitals, Private hospitals, Pharmaceutical Companies, Government Universities, Private Universities, CRO (Contract research Organizations)



## Service Required Documents

Before the Clinical Trial Commences, The approval of Regulatory Committee at the Ministry of Health and Prevention (RCMOHP) is essential.

New Submission:

Administrative documentation:

- Payment receipts
- Cover Letter: The applicant shall submit as an attachment a signed cover letter. The cover letter should contain, the protocol number and title and a full list of all essential documents accompanied the proposed clinical trial
- List of Regulatory Authorities and Ethics Committees apart from UAE ones, to which the application has been submitted and information about their decisions
- List of all study centers and investigators planned to participate in the UAE
- Power of Attorney or Agreement authorizing the applicant of the submission on behalf of the sponsor, in cases where the applicant is not the sponsor of the trial
- Evidence of registration of the clinical trial on the ClinicalTrials.gov website
- Certified copy of the CRO license granted by the MOHAP

Information about subjects:

- Information for the patient/ subject and Informed Consent Form (in English; in Arabic and any other language that will be used)
- Description of the procedures for obtaining informed consent from a legal representative, where applicable
- Any other information that will be used for subject enrollment and/ or presented to patients before or during the course of a study (in English and in Arabic). Project-specific documents for the trial subjects could be any of the following:
  - Patient diary
  - Patient card
  - Adverse Events diary
  - Scales and Questionnaires (including Quality of Life questionnaires)

- Calendar(s)
- Patient advertisement
- Additional trial information given in writing & / or multimedia technology to the subject
- Pictures of any materials intended to be given to the patient

Documentation concerning the trial protocol:

- Study Protocol and all current amendments, developed in accordance with ICH-GCP requirements
- Peer review of the scientific value of the trial, where available
- Protocol pages signed by the sponsor and by the Investigator from each study site participating in the trial
- Case Report form

Documentation about the medicinal product tested:

- Investigator's brochure (issued not later than one year before application submission)
- Summary of Product Characteristics, when applicable
- Outline/ summary of all currently active clinical trials with the investigated product

Documentation about the technical requirements and the staff:

- Description of the equipment and/ or the technical requirements necessary to perform the Protocol procedures
- Certificates for external quality assessments (for the local laboratories) or Certificate for successful accreditation procedure (for the Central laboratories). Those documents are submitted for each laboratory that will be participating in the study procedures
- CV and/ or other documents confirming the qualification, experience and training of study staff members (Investigator and Sub-Investigators).
- GCP training certificates of all study staff members
- Financial Disclosure of Principal Investigator
- Confidentiality agreement of Principal Investigator



### Service Required Documents

- Documents, confirming the Accreditation of the Institution
- Data about funding and the administrative organization of trials:
- Insurance covering the liability of the sponsor and the Principal investigator(s) in case of property or non-property damages caused to the subjects related to their participation in the trial
- Provision for compensation or a sample agreement between Sponsor and study subjects, when such compensation is considered
- Sample Agreement between Sponsor, Institution and investigator, defining terms and conditions of conducting the clinical trial
- Written approval Statement by the Director of the Institution regarding permission for conducting the study (if applicable)
- Information about a clinical trial finance resource in case the Sponsor is a not-profit organization
- Pre site assessment report signed by the sponsor or its representative.

#### Additional documents:

- Investigational Product Dossier (IPD)
- Statement from the manufacturer, in all cases when the investigational product has a market authorization
- Copy of the manufacturing authorization for medicinal products that are in the process of research and development, if the investigational product does not have a marketing authorization
- Document to certify the conformity of the manufacturing conditions of the active substances of biological origin, control and storage standards to be equivalent to the requirements of the GMP for medicinal products in a process of research and development
- Results/ reports from viral safety studies, where applicable
- Examples of drug labels in English & Arabic, according to the requirements to the information on the packaging of medicinal products used in clinical trials

#### RE- SUBMISSION (substantial Amendment):

- Cover Letter
- Application form
- Summary of the proposed amendment
- List of modified documents with their effective dates and version numbers.
- Pages from the amended documents according to Appendix 02 (Initial submission) with previous and new wording
- Comments of any novel aspect of the amendment (if any)





**Service Fees**  
**5000 AED**



**Penalties**  
**None**

## Customer Journey

### Receiving service information



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### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 109- Issue of Permit to Export Precursors Chemicals



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
Transactional



**Service Code**  
110-02-011-000



**Service Completion Duration**  
3 working days



**Outcome**  
Issue of Permit to Export Precursors Chemicals



**Service Structure (Main Service / Sub Service)**  
Variation



**Service Limitation**  
None

**Service Delivery Channel**



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**Service Bundle**  
None



### Service Terms and Conditions

- MOHAP Registration Certificate and Trade License must be valid
- Valid Permit and detailed information regarding the material required by the authorized and accredited person must be provided
- Ministry of Interior's prior approval for chemical precursors must be obtained
- Permit must be valid for at least two months from the date of issuance



### Target Audience

Trading and manufacturing companies dealing with precursor chemicals



### Service Required Documents

- Valid Commercial/Industrial license for trading of precursor chemicals as per practice
- Purchase order from the importer
- Purchase invoice issued from country of origin
- Packing list, including net weight and gross weight
- MOHAP Registration Certificate for trading of precursor chemicals



### Service Fees

**Application fee:**  
100 AED  
**Export Permit**  
fee: 500 AED



### Penalties

**None**

## Customer Journey

### Receiving service information



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**MOHAP Smart App**



### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



### Communication during the process

Communication is done through text messages and email.



### Obtaining the service

The customer will be notified of the response via the website or the mobile application.



## 110- Ajr Wa Aafya Bundle



Scan the QR code or visit:

Ajr Wa Aafya Bundle



**Service Delivery Time**  
24 Hours



**Service Type (Sub Service)**  
None



**Service Code**  
None



**Service Completion Duration**  
None



**Outcome**  
Ajr Wa Aafya Bundle



**Service Structure (Main Service / Sub Service)**  
None



**Service Limitation**  
None

**Service Delivery Channel**



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MOHAP Smart App



**Service Bundle**  
None



**Service Terms and Conditions**  
None



**Target Audience**  
None



#### Service Required Documents

None



#### Service Fees

50 AED



#### Penalties

None

### Customer Journey

#### Receiving service information



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MOHAP Smart App



#### Submitting service application

- Choose the preferred channel to apply for the service (website - smart application).
- Search for the required service  
Fill out the service request.



#### Communication during the process

Communication is done through text messages and email.



#### Obtaining the service

The customer will be notified of the response via the website or the mobile application.

**Thank You**