



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

# REPORT ON THE MAIN FINDINGS AND RECOMMENDATIONS OF THE DIGITAL PARTICIPATION

## FORUM OF CUSTOMERS AND PARTNERS TO ELIMINATE BUREAUCRACY PROCESSES FOR MARITIME TRANSPORT SERVICES

2024

Version number (1)

## 1.Introduction

<b>Participation title</b>	Forum of Customers and Partners to Eliminate Bureaucracy Processes for Maritime Transport Services
<b>Participation type</b>	Forum
<b>Brief description</b>	The "Forum of Customers and Partners to Eliminate Bureaucracy Processes for Maritime Transport Services" was held on October 3, 2024, to discuss the impact of eliminating bureaucracy on improving efficiency and streamlining procedures in the sector. During the forum, feedback from participants was gathered to develop the services and enhance cooperation among the involved parties.
<b>Participation objective</b>	The goal of the forum was to explore the impact of eliminating bureaucracy processes on improving maritime transport services, gather feedback from customers and partners regarding the changes that have been implemented, and work towards enhancing cooperation among the stakeholders to develop the system, improve efficiency, and reduce administrative complexities.
<b>Target audience</b>	Customers and partners of maritime transport services
<b>Responsible entity</b>	Ministry of Energy and Infrastructure
<b>Start date</b>	03/10/2024
<b>End date</b>	03/10/2024
<b>Participation duration</b>	1 day
<b>Languages used</b>	[Arabic / English]
<b>Marketing channels</b>	[Social media / Ministry website]

## 2. Participations Overview

Number of participants	25
Number of comments	3

### 3. Results Overview

As part of efforts to improve the efficiency of maritime transport services and enhance cooperation among all relevant parties, the "Forum of Customers and Partners to Eliminate Bureaucracy Processes for Maritime Transport Services" was held on October 3, 2024. The aim of this forum was to gather feedback on the impact of eliminating bureaucracy on performance improvement and the simplification of procedures, as well as to highlight the challenges and opportunities available.

During the forum, several observations and suggestions were raised with the goal of simplifying procedures and eliminating bureaucracy. The responses and clarifications regarding these observations were as follows:

**1. Possibility of involving both citizens and residents in a single license for recreational boat**

**registration:** It was confirmed during the forum that both citizens and residents can share a single license for recreational boat registration.

**2. Possibility of separating the registration of recreational boats and jet skis in the system:** It was stated that the possibility of introducing a separate service for jet ski registration will be studied. Currently, both recreational boats and jet skis are registered through a single service, where the employee selects the appropriate type during registration.

**3. Adding a list of insurance companies and training institutes to the ministry's website:** It was announced that an updated list of approved insurance companies and training institutes will be added to the ministry's website, making it easier for stakeholders to access this information.

These responses are an important step towards improving and developing maritime services, as they contribute to streamlining procedures and enhancing cooperation among all relevant entities.

## 4. Decisions that were taken

In the context of the forum held to improve the efficiency of maritime transport services and enhance cooperation among the involved parties, a set of decisions was made aimed at improving procedures and simplifying services for stakeholders. The decisions taken were summarized as follows:

1. **Allowing both citizens and residents to share a single license for recreational boat registration:** It was decided to allow citizens and residents to share a single license for recreational boat registration, thus simplifying the procedures and reducing bureaucracy.
2. **Separating recreational boat registration from jet ski registration in the system:** It was decided to study the possibility of introducing a separate service for jet ski registration.
3. **Adding a list of insurance companies and training institutes on the ministry's website:** It was decided to add an updated list of approved insurance companies (currently under development). A list of approved maritime training institutes has been added to the ministry's website. The link to the training institutes is available on the service card: <https://www.moei.gov.ae/ar/services/issuing-of-small-boat-driving-license>.

### Issuing of small boat driving license

#### Partners

- Training and education institutes accredited by the Maritime Administration
- Federal Authority for Identity, Citizenship, Customs and Ports Security

4. **Conducting training workshops for employees, customers, and partners:** It was decided to organize training workshops for employees, customers, and partners to enhance skills and awareness.



#	التاريخ	عدد الحضور	الجهة
1	31/03/2022	11	عمام
2	21/04/2022	10	عمام
3	21/05/2022	13	عمام
4	16/07/2022	12	عمام
5	25/05/2023	40	عمام
6	08/06/2023	15	المستودعات فطحت
7	23/06/2023	73	عمام
8	20/08/2024	22	عمام
9	27/06/2024	23	مدرسة الموانئ دبي
10	02/10/2024	22	عمام



5. **Showcasing the ministry's platform in shopping malls:** It was decided to display the ministry's platform in shopping malls to increase public awareness and engagement with maritime services.



## 5. Resources

