UNITED ARAB EMIRATES MINISTRY OF FINANCE





User Guide for Submit inquiries about the Ministry's services

Process Flow

Customers can access the service through the Ministry of Finance portal at <u>https://mof.gov.ae/general-inquiries/</u> by selecting the Services option, as illustrated below:

	Digital participation \sim Open Data \sim Mini	stry of Finance 🧹	۹	ŵ	0
Individuals & Corporate Services Trust Voice Submitting a suggestion regarding the Ministry's services Submitting complaints about the services of the Ministry of Finance Supplier Services Current business opportunities FATCA and CRB Country by Country Reporting	Covernment Services Transfer of financial allocations between chapters and program Request to impose/modify fees for federal agencies services Request to one and close bank accounts for federal entities Create or Remove new hires requests Create or Remove new hires requests Create or Remove new hires requests Create or Service Service Service Service Request to closely entities for XAT purposes Processing requests from fideral entities requiring real estate properties of the federal government. Tableus (Isma' Reporting System / Data Lake User management Applying to create reports in the Simart Reporting System / Data Lake	Data Federal Budget (2025) Federal Budgets (2015 - 2024) Federal Budgets (2017 - 2014) Government Finance Statistics (OFG) Statistical Reports on the Ouf Market eParticipation Supervision Policy (Arabic Only)			
	Submitting inquiries for federal entities' accounting Contracting with the World Bank for advisory services				

Figure 1: Services

New Inquiry





After successfully logging in via the Digital Pass, the customer will reach the start page as shown in the image below.

ubmit inquiries about the Ministrys services shboard / Submit inquiries about the Ministrys services / Create New Request /				
cperience Enhanced Efficiency with Our Generative AI Form-Filling Feature Discover a faster way to complete forms with our Generative AI-enhanced feature, designed for your convenience and efficiency. Your satisfaction is our priority, so the option for manual entry remains. We're committed to innovation and your happiness.				
Al Assistance				
Conversational AI Assistance Let Al know your concern and get assistance	Fill service form manually write the form fields by yourself			
tat with Any PDF – Instant Answers at Your Fingertips Quickly find the information you need from any PDF-just ask and get immediate, accurate responses. Explore documents faster, with no hassle				
Ministry Of Finance thrilled to announce the pilot launch of our new feature! You're among the first to try it out, and we'd love to hear your feedback. Stay tuned as we continue to improve and enhance your experience				
Unlock the Power of Your PDFs				
Chat PDF Interact with Any PDF - Get Instant Answers, Insights, and Morel				

Figure 3: Home Page

Adding a New Inquiry

After a successful login, the user will be redirected directly to the dashboard page. Upon reaching the inquiry submission page, the customer is required to fill in only five essential details:

- Name
- Email Address
- Phone Number
- Inquiry Summary

Submit inquiries about the Ministrys services					
Dashboard / Submit inquiries about the Ministrys services / Create New Request /					
Progress 100%	Do you want Al Asaistance?				
Name	AHMED OSMAN JAMA				
Email	ahmedoj@hotmail.com				
Mobile Number *	971502524562				
Subject	Subject				
Inquiry Summary	Inquiry Summary				
Attachments	Colect fires				
	Allowed file type doc, doc, ogf, pag, pgf, site, xitex pag, pdf, xite, xitex Maximum size for each file 2MB				
	Submit Save as Draft				

Figure 4: Inquiry Submission Page

Once the submission process is completed, the **Customer Pulse Survey** must be filled out as illustrated below.

Submit inquir	ies about the Ministrys services	
Dashboard / Submit	The And France	
	Customer Pulse Survey	a congram
	Overall, how satisfied are you about the ser	rvice? *
	* * * * * *	☆ ☆
	Extremely Dissatisfied	Extremely Satisfied
You	Next	ard.

Figure 5: Customer Pulse Survey

Reviewing a Previous Inquiry

This can be done by logging in via Digital Identity, navigating to the Dashboard, and selecting Ongoing Requests to track the status of inquiries.

Dashboard Dashboard /						
2 Planning		4 Closed	1 InProgress	Tota	7 I Requests	
	Frequently used	Services in past 6 n	months Services requ	uested by month (2025	5) My Favourite Services	
Submit inquiries a	bout the Ministrys	services - (7)				

Figure 6: Reviewing a Previous Inquiry