



Department Of Health

Insurance Penalty Payment with Shafafiya COC



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1. Introduction

This guide provides detailed instructions on how to initiate Insurance Penalty Payment with Shafafiya COC service

2. Interactive Application Interface

The upcoming sections provide a comprehensive guide on initiating Insurance Penalty Payment with Shafafiya COC service from DOH portal .



2.1. Login through the UAE PASS

- After successful login via UAE PASS, applicant to review the Users Manual for the required service.
- Select **Insurance Complaints** under self services as showing blow.

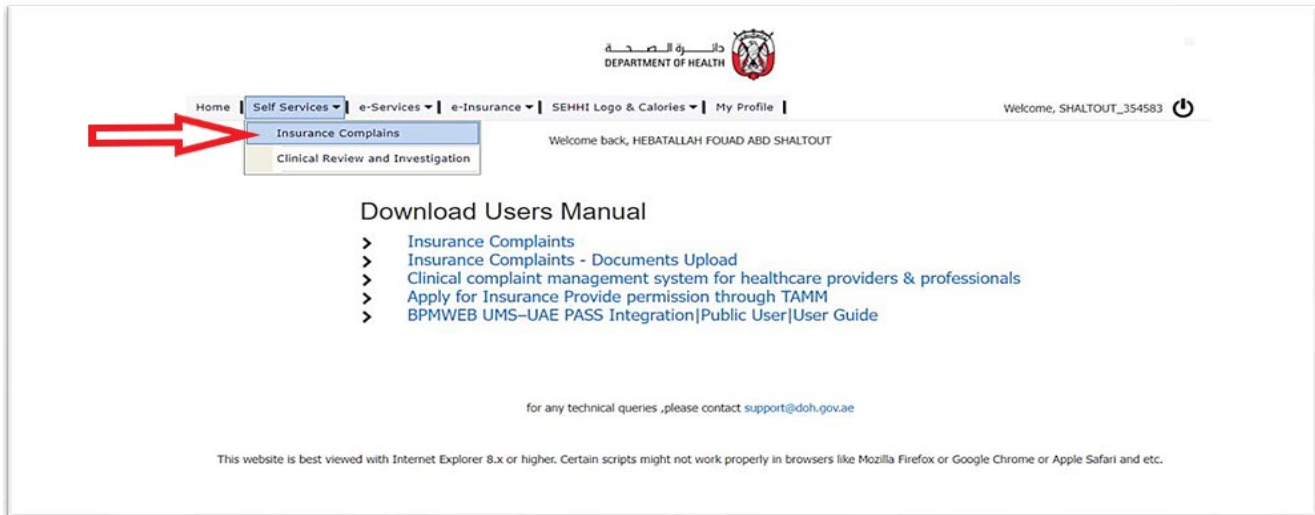


Figure 1 : Login Page



2.2. Dashboard

"My Dashboard" will appear as below if registering for first time with features multiple tabs, each offering functionalities.

- To initiate a new service request, the applicant should click on the 'New Request' button and then list of different services will appear.

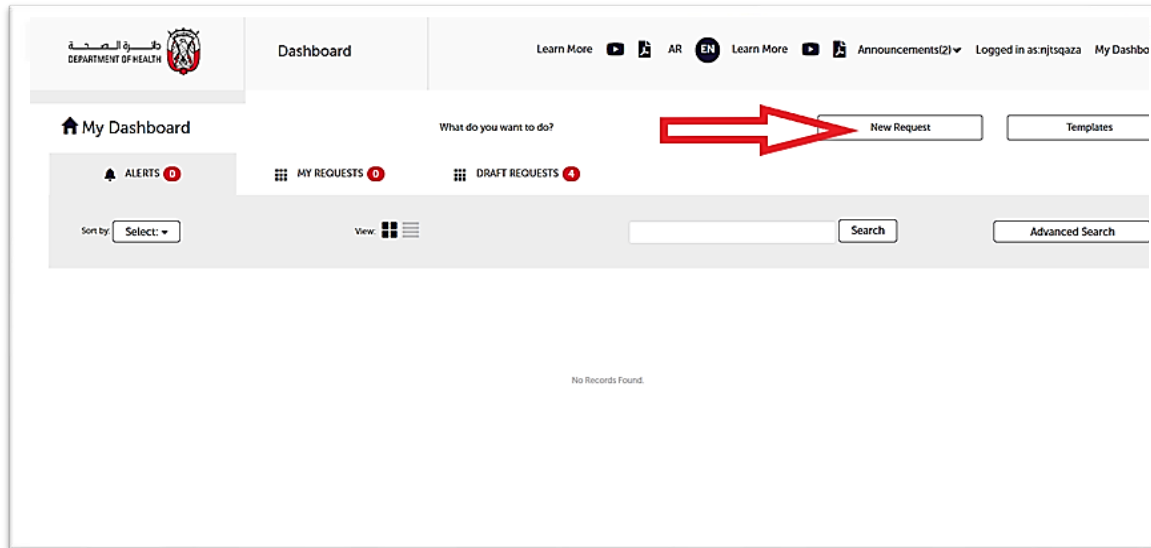


Figure 2: Dashboard



2.2. Dashboard

- To Select 'Insurance Penalty Payment with Shafafiya COC' from the list appearing as below .

New Service [X]

- + Reconciliation of Health Insurance Violations (Fines Reduction)
- + Health Insurance Complaints Against Old Employer
- + Health Insurance Complaints Against Current Employer
- + General Health Insurance Complaints
- + General Enquires About Health System Financing
- + Request for analyses of medical product with suspected quality defect (Pharmaceutical/ Herbal/Dietary/Cosmetic)
- + SEHI
- + Clinical Complaint Request
- + Insurance Penalty Payment with Shafafiya COC

Cancel

Figure 3: Service Link



Applicant information :

- System will automatically fetch the applicant's information from their profiles.
- Applicants should choose option from the 'Applicant Type' dropdown list (DDL). Additionally, they can enter other required fields, such as address.

Figure 4: Service Link



Applicant information :

- System will automatically fetch the applicant's information from their profiles.
- Applicants to select 'Applicant Type' , enter other required fields; address in Arabic & English.

Figure 5: Type of Applicant



To enter the DED trade license number in case of private employer

Employer Details

EMPLOYER DETAILS

DED LICENSE NUMBER: *	DOH LICENSE NO:
<input type="text" value="CN-1019762"/>	<input type="text" value="OG00611"/>
COMPANY ENGLISH NAME:	COMPANY ARABIC NAME:
<input type="text" value="CN-1019762 تجرسي"/>	<input type="text" value="CN-1019762 TEST"/>
COMPANY EMAIL: *	COMPANY PHONE NUMBER: *
<input type="text"/>	<input type="text" value="+971561992172"/>
COMPANY ENGLISH ADDRESS: *	COMPANY ARABIC ADDRESS: *
<input type="text" value="مصنوع في 1/1 - منطقة الخدمات
الترويجية، وحدة المالك/رائد القابات
والترعاة"/>	<input type="text" value="مصنوع في 1/1 - منطقة الخدمات
الترويجية، وحدة المالك/رائد القابات
والترعاة"/>
COMPANY LICENSE EXPIRY DATE: *	
<input type="text" value="08/06/2024"/>	

Figure 6: Employer Details



COC Detail

- Within the 'COC Details' section, applicants will find helpful text and instructions that provide clear guidance on the rules associated with appeals and late payment fees.
- The applicant is required to input both the 'Penalty Amount' and the 'COC Reference Number'.
- After entering the 'COC Reference Number', the subsequent information will be automatically fetched from the Shafafiya system.
 - COC Total Penalty Amount
 - Insurance Expiry Date
 - Validity Date
 - Personnel Under Penalty (If exists)



To enter the Penalty amount & COC reference number

Insurance Penalty Payment with Shafafiya COC

Learn More Announcements Logged in as MOSTAFA_587566 My Dashboard

COC Details

COC DETAILS
In case of Pay/Reconcile please make your penalty payment is paid immediately, otherwise penalty will be revised for each day of delay. If the penalty amount is not paid within 24 hours, your case will be referred for the issuance of isolation decision as per Health insurance law 21 (2009). Kindly note that the Appeal application requires a fee of AED 2,000 in case of company & AED100 in case of individual with document supporting the appeal request. The result of the appeal case shall be provided within 30 days from the fees payment date, and DCH will not be liable for any cost due to non-insurance during the 30 days.

1 → * PENALTY AMOUNT:

COC TOTAL PENALTY AMOUNT:

VALIDITY DATE:

2 → * COC REFERENCE NO.:

INSURANCE EXPIRY DATE:

* WHAT WOULD YOU LIKE TO DO:
Pay

Personnel Under Penalty

PERSONNEL UNDER PENALTY

Showing 0 - 0 of 0

Emirates ID	Unified Number	Non-Insurance Days	Penalty Amounts
No records found.			

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

[Save and resume later](#) [Continue Application >](#)

Figure 7: COC Details



To enter the Penalty amount & COC reference number

COC Details

COC DETAILS
In case of PpY/Raoncola please make your penalty payment is paid immediately, otherwise penalty will be revised for each day of delay. If the penalty amount is not paid within 24 hours, your case will be referred for the issuance of violation decision as per Health Insurance law 23 (2005)
 Kindly note that the Appeal application requires a fee of AED 2,000 in case of company & AED100 in case of individual with document supporting the appeal request. The result of the appeal case shall be provided within 30 days from the fees payment date, and DOH will not be liable for any cost due to non-insurance during the 30 days.

* PENALTY AMOUNT:

COC TOTAL PENALTY AMOUNT:

VALIDITY DATE:

* COC REFERENCE NO:

INSURANCE EXPIRY DATE:

* WHAT WOULD YOU LIKE TO DO?:

Personnel Under Penalty

PERSONNEL UNDER PENALTY

Showing 1-2 of 2

<input type="checkbox"/>	Emirani ID	Unified Number	Non-Insurance Days	Penalty Amount	Actions
<input type="checkbox"/>	784123456789765	122344222	30	1000	Actions
<input type="checkbox"/>	784123456789750	122344765	30	1000	Actions

[Add a Row](#)
[Edit Selected](#)
[Delete Selected](#)

[Save and resume later](#)
[Continue Application >>](#)

Figure 8: Information fetched from Shafafiya.




“What Would You Like to Do” Pay option for penalty amount payment.

Once all the required details are filled in, the applicant should click on the 'Continue Application' button.

Attachments:

- Depending on the type of applicant selected, specific attachments will be required.
- To Upload attachment , applicant must do the following :
 - Click on “Add” button.
 - Choose attachment from your files.
 - Select document type , enter brief description for the attachment.
 - Click the 'Save' button to finalize the upload.





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Top 2: Attachments > Attachments

- Step 1
Request Details
- Step 2
Attachments
- Step 3
Review
- Step 4
Record Issuance

Insurance Penalty Payment & Reconciliation with Shafafiya COC

Please upload the required documents indicated below (if any).

* Indicates a required field

Attachment

The following documents are required:

- Sponsor Emirates ID

The following documents are optional (please note some documents could be mandatory when requested by DOH):



- Supporting Documents

The maximum file size allowed is 50 MB.
 adx,adp,application,aspx,bar,bin,cmd,com,cpl,dll,exe,gadget,hta,htm,html,inc,isp,jar,jls,jpeg,jsp,lib,lnk,mde,mp3,mp4,mpeg,mis,misp,mn,php,pif,sz,scr,shb,sql,swf,swg,sys,vb,vcbe,vbs,vad,wsw,wic,wif,whl are disallowed file types to upload.

Name	Type	Size	Last Update	Action
No records found.				

Add
←

Save and resume later
Continue Application »

Learn More   Announcements

Logged in as: Test586 [My Dashboard](#)

Figure 9: Attachments

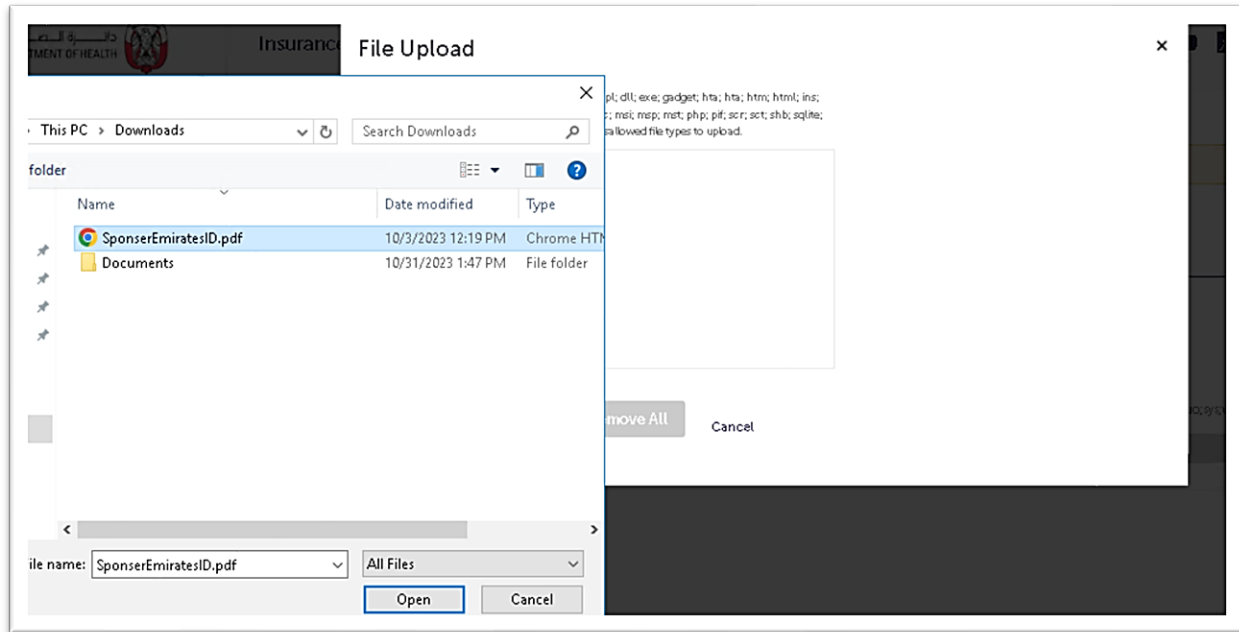


Figure 10: Add Attachment



The applicant should proceed by Saving & clicking the 'Continue Application' button.

Insurance Penalty Payment & Reconciliation with Shafafiya COC

Announcements Logged in as: Test586 My Dashboard Learn More

No records found.

* TYPE: Sponsor Emirates ID Remove

File: SponsorEmiratesID.pdf 100K

* DESCRIPTION: Sponsor Emirates ID Document

1 Save Add Remove All

Save and resume later

2 Continue Application >

Figure 11: Save Attachment



Review Page

Applicant given the chance to make final edits to their information before finalizing the application.

Insurance Penalty Payment & Reconciliation with Shafatiya COC

Learn More Announcements Logged in as Test586 My Dashboard

Save and resume later **Continue Application »**

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type
Insurance Penalty Payment & Reconciliation with Shafatiya COC

Applicant Information

APPLICANT INFORMATION Type of Applicant: Individual English Full Name: NAVEEN ALLURI SURYANARAYANA ALLURI Gender: MALE Nationality: INDIA Email: neenamam@hotmail.com Address in Arabic: الوطني	Emirates ID: 784199342190156 Arabic Full Name: نون النوري سوريناني ابنا النوري Date of Birth: 17/08/1978 Mobile Number: 0569085574 Address in English: Abu Dhabi	Edit
--	--	-------------

Employer Details

EMPLOYER DETAILS	Edit
-------------------------	-------------

COC Details

COC DETAILS Penalty Amount: 2000 COC Total Penalty Amount: 7000 Validity Date: 30/10/2023	COC Reference No: 2027 Insurance Expiry Date: 01/07/2023 What would you like to do?: Pay	Edit
---	--	-------------

Personnel Under Penalty

Activate Windows
Go to Settings to activate Windows.

Figure 13: Review Page



Review Page

Applicant to read and acknowledge terms and conditions by ticking checkbox prior to submitting their request.

Insurance Penalty Payment & Reconciliation with Shafafiya COC
Learn More Announcements Logged in as:Test586 My Dashboard

Attachment Edit

The maximum file size allowed is 50 MB.
ads,ads,application,aspx,bar,bin,cmd,com,cpl,dll,css,gadgets,hta,htm,html,lnk,isp,jar,jcs,jre,json,lib,ls,lnk,mde,mp3,mp4,mpeg,mid,mpeg,mis,php,ppt,pptx,scr,shb,sql,sys,sysd,sysv,sysv2,wcs,wcsx,wst,wstx are disallowed file types to upload.

Name	Type	Size	Last Update	Action
SponsorEmiratesID.pdf	Sponsor Emirates ID	437.31 KB	31/10/2023	Actions

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.
 In case of Pay/Reconcile please make your penalty payment is paid immediately, otherwise penalty will be revised for each day of delay. If the penalty amount is not paid within 24 hours, your case will be referred for the issuance of violation decision as per Health insurance law 23 (2005)
 The Appeal application requires a fee of AED 2,000 in case of company & AED100 in case of individual with document supporting the appeal request
 The result of the appeal case shall be provided within 30 days from the fees payment date, and DOH will not be liable for any cost due to non-insurance during the 30 days.

1

By checking this box, I agree to the above certification.

Date

Save and resume later


2

Figure 14: Terms & Conditions



Pay Online

- Following the 'Review Page', applicant will be directed to the online payment gateway to settle the entire penalty amount.



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Insurance Penalty Payment & Reconciliation with Shafafiya COC

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Step 4: Pay Fees

Step 1
[Request Details](#)

Step 2
[Attachments](#)

Step 3
[Review](#)

Step 4
[Pay Fees](#)

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Violation of Scope 1	7000	AED7,000.00

TOTAL FEES: AED7,000.00
Note: This does not include additional inspection fees which may be assessed later.

Pay Online »
Defer Payment »

Figure 15: Pay Penalty Amount



Applicant can retrieve the receipt from the dashboard.

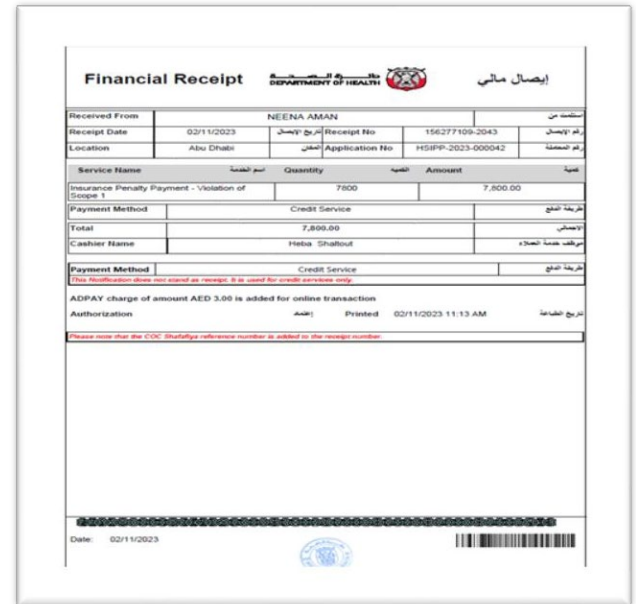
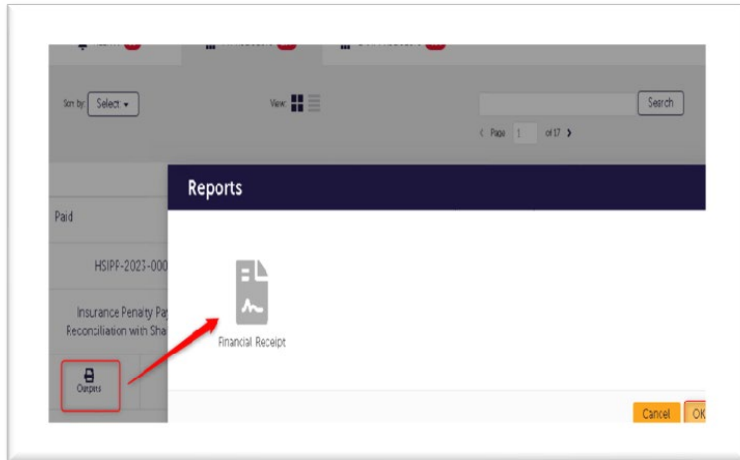


Figure 16: Financial Receipt



Defer Payment :

- Applicant has the te option to defer payment and pay within 24 hours to avoid penalties.
- If Applicant selects defer payment , the request will be submitted, and applicant can pay later with the provided refrence number.

The screenshot displays a web interface for the Department of Health. At the top left is the department's logo and name in Arabic and English. The main heading is "Insurance Penalty Payment & Reconciliation with Shafafiya COC". On the right, there are links for "Learn More", "Announcements", and "My Dashboard", along with a user login status "Logged in as: Test586". A prominent green banner with a checkmark icon states: "Your application has been successfully submitted. Please print your record and retain a copy for your records." Below this, a message says "Thank you for using our online services. Your Record Number is HSIPP-2023-000038." A note follows: "You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area." Another message states: "A licensed professional is now authorized to proceed with work at the designated location." A final note says: "Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose 'View Record Details' to Schedule Inspections, check status, or make other updates." At the bottom left, there is an orange button labeled "View Record Details >" and a note in parentheses: "(You must post the record in the work area.)"

Figure 17: Request submission



Pending Payment application appears on “My Dashboard” for applicant to complete payment

The screenshot shows the 'My Dashboard' interface. At the top, there is a navigation bar with the Department of Health logo, the title 'Dashboard', and user information including 'Learn More', 'AR', 'EH', 'Announcements', and 'Logged in as: Test586 My Dashboard'. Below this, the 'My Dashboard' section features a search bar and navigation options like 'New Request' and 'Templates'. A summary row displays 'ALERTS 53', 'MY REQUESTS 199', and 'DRAFT REQUESTS 441'. A search section includes a 'Sort by' dropdown, a 'View' toggle, a search input, and an 'Advanced Search' button. The main content area contains a 'Pending Payment' card with the ID 'HSIPP-2023-000037' and the description 'Insurance Penalty Payment & Reconciliation with Shafafiyah COC'. The card has three buttons: 'Outputs', 'Pay' (highlighted with a red circle), and 'Comments'. Below the card are several faded cards for 'My Requests' and 'Draft Requests'.