

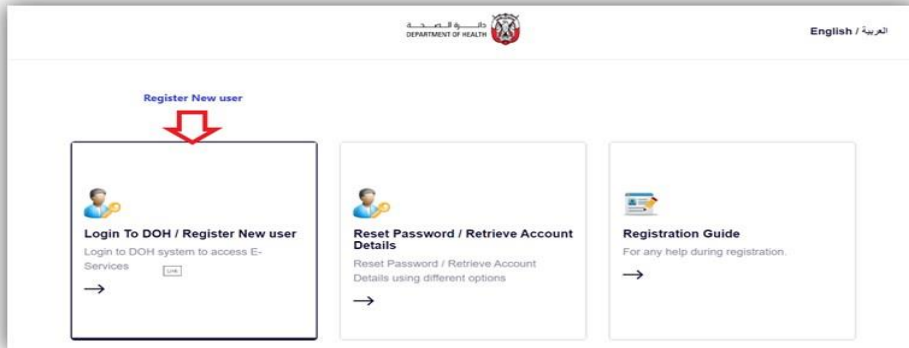
Dear customer

Thank you for contacting the Department of Health - Abu Dhabi, the legislative body for the healthcare sector in the Emirate of Abu Dhabi

For Violation Payment can be accessed from DOH Portal via link below

1. <https://bpmweb.doh.gov.ae/UserManagement/MainPage.html>

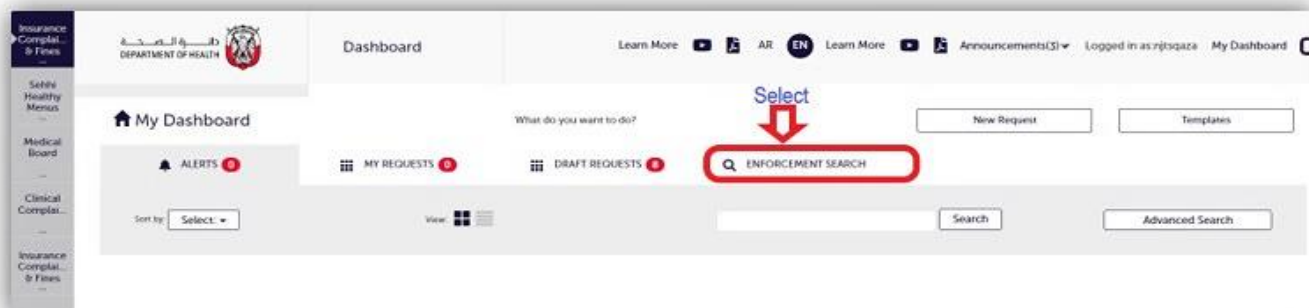
Select Register New user & register through the UAE pass.



2. Go to Self-services & select Insurance complaints



3. Select Enforcement Search.



4. Then enter the HSVIO file number (**HSVIO-2025-00000**) provided in the **Title** of **DOH Notifications** email in the search field below.

The screenshot shows the DOH dashboard with a sidebar on the left containing links like 'Insurance Complains & Fines', 'Medical Board', and 'Clinical Complaints'. The main header includes the DOH logo and 'Dashboard'. Below the header, there's a 'My Dashboard' section with tabs for 'ALERTS', 'MY REQUESTS', and 'DRAFT REQUESTS'. A search bar is present with the text 'Transaction Number: HSVIO-2024-000000' and a 'Search' button. The search bar and its contents are highlighted with a red rectangle.

5. The below window (Application) should appear for you for with **Payment**, **Appeal** & **Reconciliation** options & if below **Application** is not appearing as blow, please follow with DOHIT email with screen shot (IT@doh.gov.ae)

The screenshot shows the DOH dashboard with a sidebar on the left. The main header includes the DOH logo and 'Dashboard'. Below the header, there's a 'My Dashboard > Insurance Complains & Fines' section. A search bar is present with the text 'Transaction Number: HSVIO-2023-002564'. Below the search bar, there's a 'Pending Appeal/Pay' section with a calendar icon and the number '10'. This section is highlighted with a red rectangle. To the right of the red rectangle, there's a red arrow pointing to the word 'Application'.