



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان  
Sheikh Zayed Housing Programme



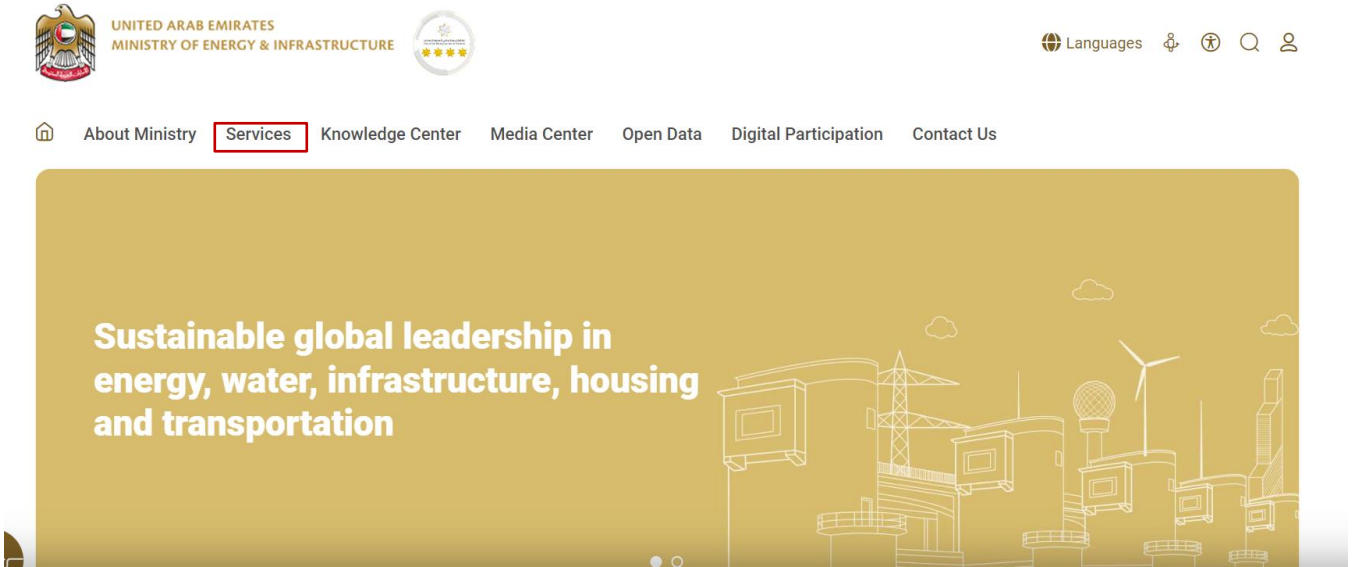
## User Manual

# Initial Delivery request Service

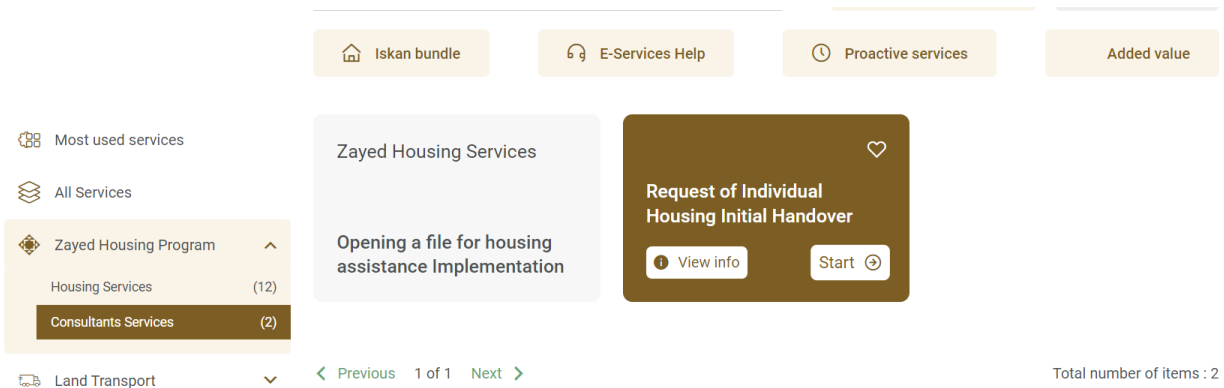
V 2.3

2024

1. Open MOEI website: <https://www.moei.gov.ae/>
2. From the home page, go to “Services”.



3. Select “Zayed Housing Program”, then “Consultant Services”, then “Initial Delivery request”, you can view the service Info or start the service immediately.



Home > Services > Request of Individual Housing Initial Handover

## Request of Individual Housing Initial Handover

### About the service

This service allows the owner, through the consultant, to request the initial receipt of the dwelling after the completion of the project according to the plans and specifications mentioned in the contract.

### Service process

- 1 Fill the online form
- 2 Attach the required documents

Start Service →

Register →

Favorite

Export

### QR code



Scan the code to open this page on your mobile



4. Then it will redirect you to the Login page, you can login by using UAE PASS.



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Languages

**Sign in to your account**

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

For more information please check the user manual from [Here](#)

Sign up for our newsletter

**Stay in touch with the latest news from MOEI**

Enter the Email Address

Get more features

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5. Then it will redirect you to search project page, fill the required fields and click on search.

Home / Service / Sheikh Zayed Housing Programme

**Request Of Individual Housing Initial Handover**

File Number	Beneficiary Name
<input type="text"/>	<input type="text"/>
Project Emirate	Contractor Number
<input type="text" value="Please Select"/>	<input type="text"/>
Project Type *	Housing Party Type *
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
File State	
<input type="text" value="Please Select"/>	

6. Select the project

Home / Service / Sheikh Zayed Housing Programme

**Request Of Individual Housing Initial Handover**

Filter Result (14)

File Number	Beneficiary Name	Contractor Name	Contractor Registration Number	File Status
				<input type="button" value="Select"/>

## 7. Fill the form and upload the required attachments

Request Of Individual Housing Initial Handover

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Kindly note that if the entered date is after the scheduled initial delivery date, a fine will be calculated

**Project Details**

File Number	Beneficiary Name
Contractor Registration No	Contractor Name
Consultant Registration No	Consultant Name
Status	

**Initial Delivery Data**

Initial Delivery Date \*

09/11/2023

Remarks \*

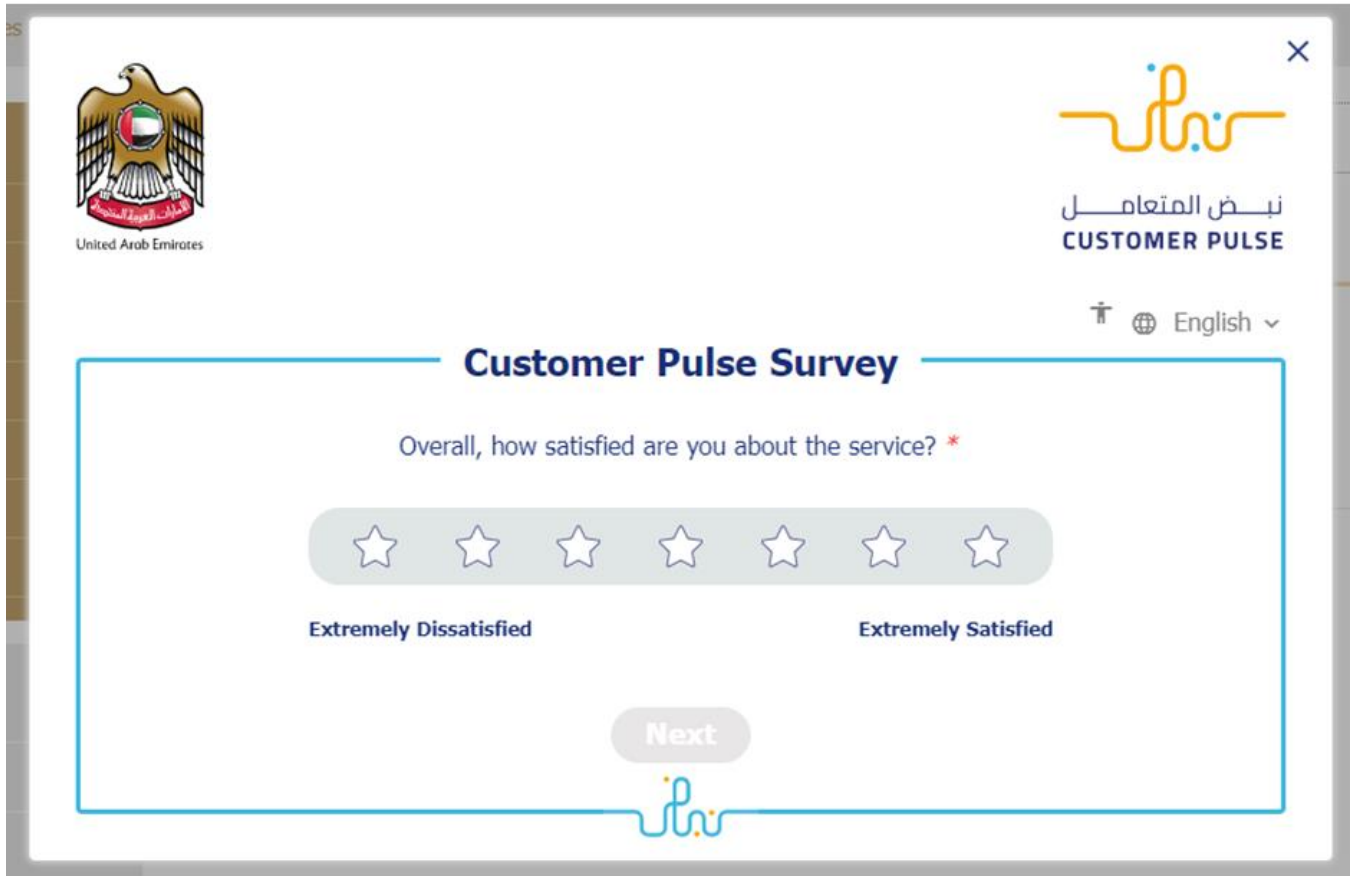
I, the consulting office, acknowledge that the project has been completed according to the approved plans and specifications for the project \*

75%  
Form Completion

Save and Continue Later Submit Cancel

8. After submitting the request you will get an SMS and E-mail notification contain request details and state

9. Fill the satisfaction survey about the eService, when the following pop-up shows up:



The image shows a digital survey interface for 'Customer Pulse'. At the top left is the United Arab Emirates national emblem with the text 'United Arab Emirates'. At the top right is the 'Customer Pulse' logo in Arabic and English, with a close button (X). Below the logo is a language selector showing 'English' with a dropdown arrow. The main heading is 'Customer Pulse Survey'. The survey question is 'Overall, how satisfied are you about the service? \*'. Below the question is a horizontal row of seven stars. The first star is filled, indicating a rating of 1. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center is a 'Next' button and a small logo.



English

### Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of payment options	★	★	★	★	★	★	★
Possibility of Service Status Tracking	★	★	★	★	★	★	★
Service Completion time was reasonable & within my expectations	★	★	★	★	★	★	★
Smart Application efficiency (no delays or errors in app)	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★

Previous Next





United Arab Emirates



نبض المتعامل  
CUSTOMER PULSE

🗑️ 🌐 English ▾

### Customer Pulse Survey

Is there anything else you would like to share with us?

Please select



2000 characters lefts

Kindly provide your mobile number or Email for follow up

Previous

Submit

