



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme



User Manual

Reconsideration for housing assistance decision request

V 2.1

2023

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” tab, then choose “Sheikh Zayed Housing Programme”.

The screenshot shows the MOEI website's 'Services' page. At the top, there is a navigation bar with links for 'About Ministry', 'Services', 'Knowledge Center', 'Media Center', 'Open Data', 'Digital Participation', and 'Contact Us'. Below this is a 'Notice' section with a yellow background and a truck illustration. The main 'Services' section includes a search bar and filters for 'Request Status' and 'My Favourites'. On the left, a sidebar lists service categories: 'Most used services', 'All Services', 'Zayed Housing Program' (expanded to show 'Housing Services (12)' and 'Consultants Services (2)'), 'Land Transport', 'Maritime Transport', 'Infrastructure Services', 'Geological Services', and 'Inquiry Services'. The main content area shows a grid of service cards, with the card for 'Reconsideration for Housing Assistance Decision Request' highlighted with a red box.

2. Click on “Housing Services”, select the needed service “Reconsideration assistance decision request”, you can view the service Info or start the service immediately.

The screenshot displays the MOEI website interface for the 'Reconsideration for Housing Assistance Decision Request' service. The page layout includes a top navigation bar with the MOEI logo and various service links. The main content area is divided into several sections: 'About the service' which explains the purpose of the service; 'Required documents' listing necessary documents and digital stamps; 'Terms and conditions' detailing submission timelines; and 'Service process' with a numbered step '1 Login using UAE PASS account.'. On the right side, there is a 'Start Service' button, a 'Register' button, a 'Favorite' button, a 'QR code' section with a QR code and a 'Scan the code to open this page on your mobile' instruction, and a 'Service code' section with 'MOEI-10013' and 'G2C'. A 'Having trouble?' section provides contact information: 'customer.happiness@moei.gov.ae' and '8006634'.

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

The screenshot shows a login page titled 'Sign in to your account'. The main heading is 'Sign in to your account'. Below it is a large button with the UAE PASS logo and the text 'Sign in with UAE PASS'. Underneath the button, there is a text block: 'A single trusted digital identity for all citizens, residents and visitors.' At the bottom, there is a link: 'For more information please check the user manual from [Here](#)'.

3. Fill the data in the form and click on submit .

Reconsideration For Housing Assistance Decision Request

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme

Application Details

Name	احمد علي راشد ابراهيم المازم -Test	Auto App No	006526
Emirate	Dubai	Region	International City
Mobile No	0504302679	Phone No	010101065541
E-mail ID	alya.alali@moei.gov.ae	POBox No	48050505055

Fill The Request Form

Cause For Appeal *

--Select--

Appeal Details *

Enter Appeal details

0%
Form Completion

Save and Continue Later Submit Cancel

When the request is submitted, you will receive email and SMS” .

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

United Arab Emirates

نبض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next



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

