



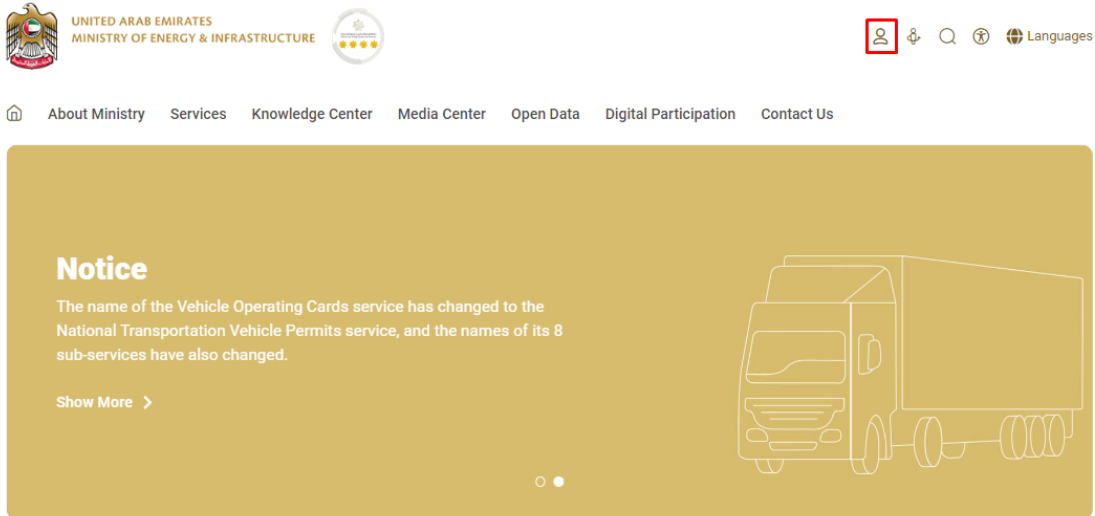
User Manual

Postponing Or Reducing Housing Assistance Installment Request

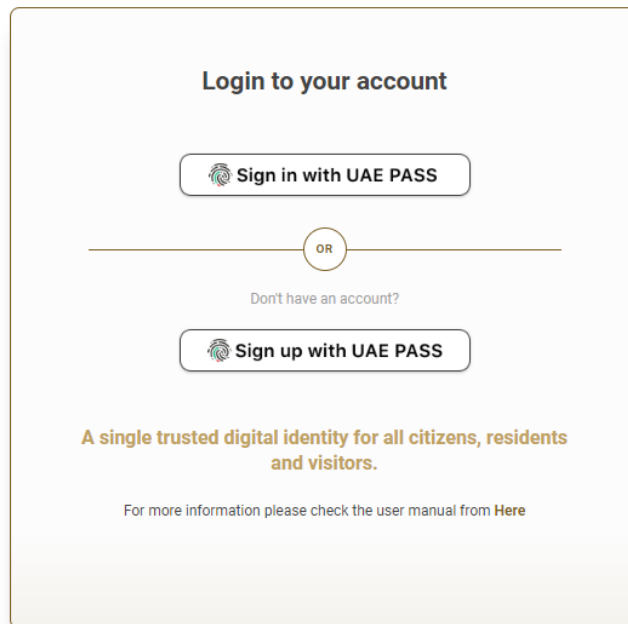
3.2 V

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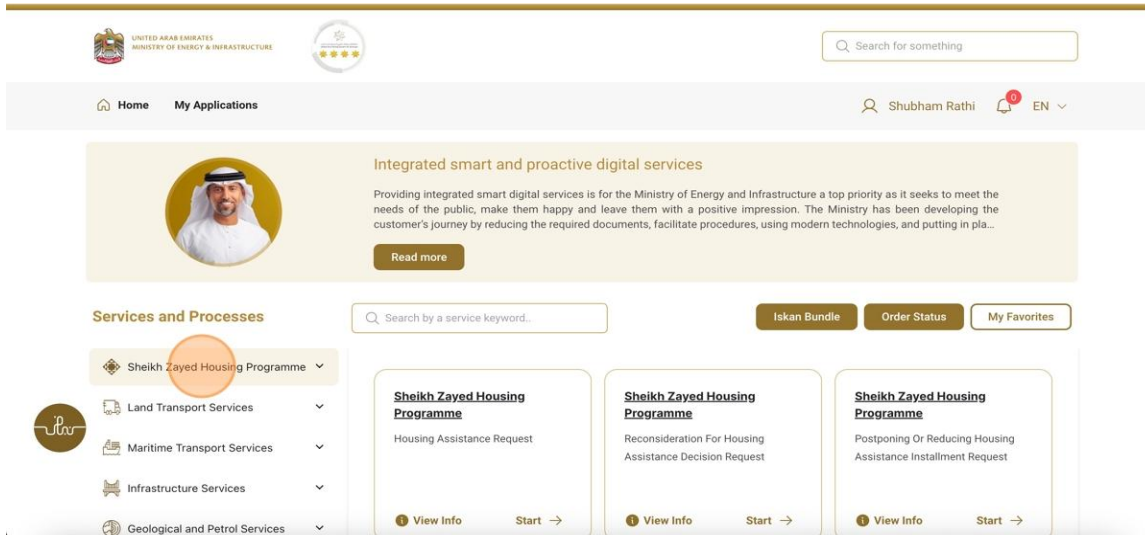
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



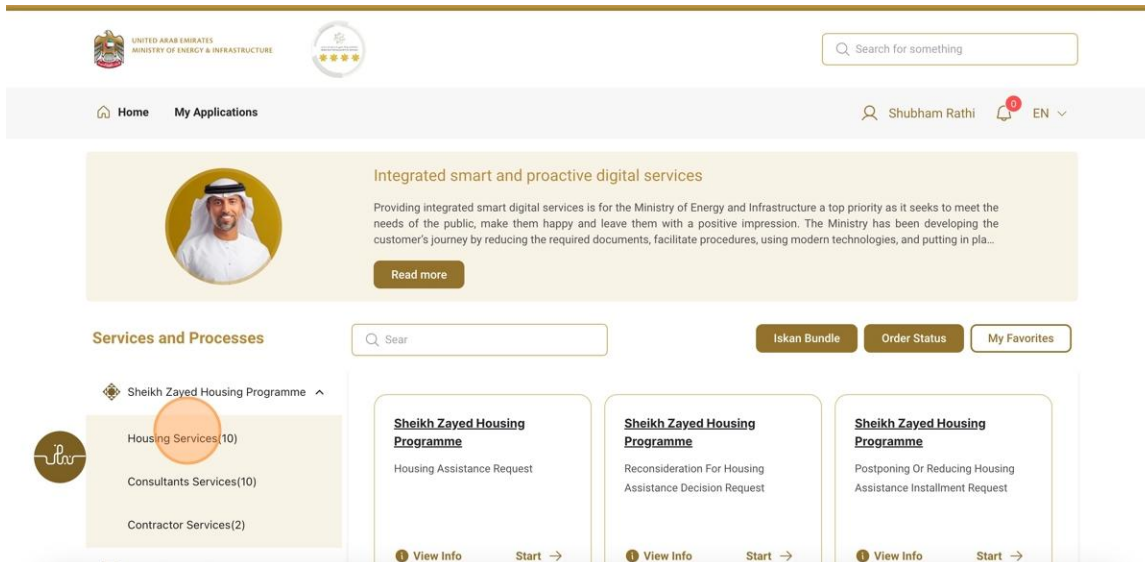
3. Then it will redirect you to the Login page, you can login using UAE PASS.



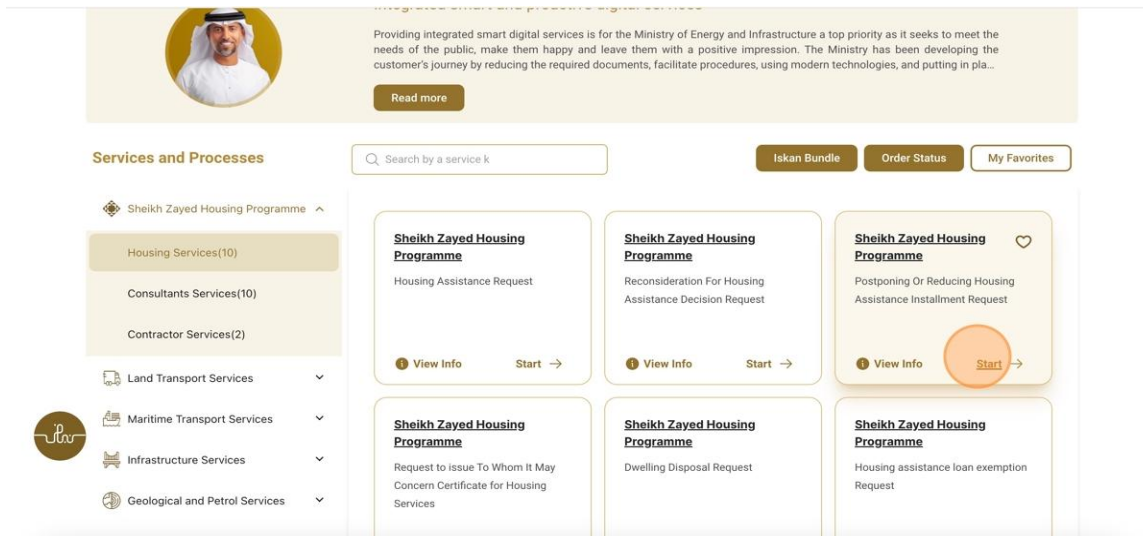
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services



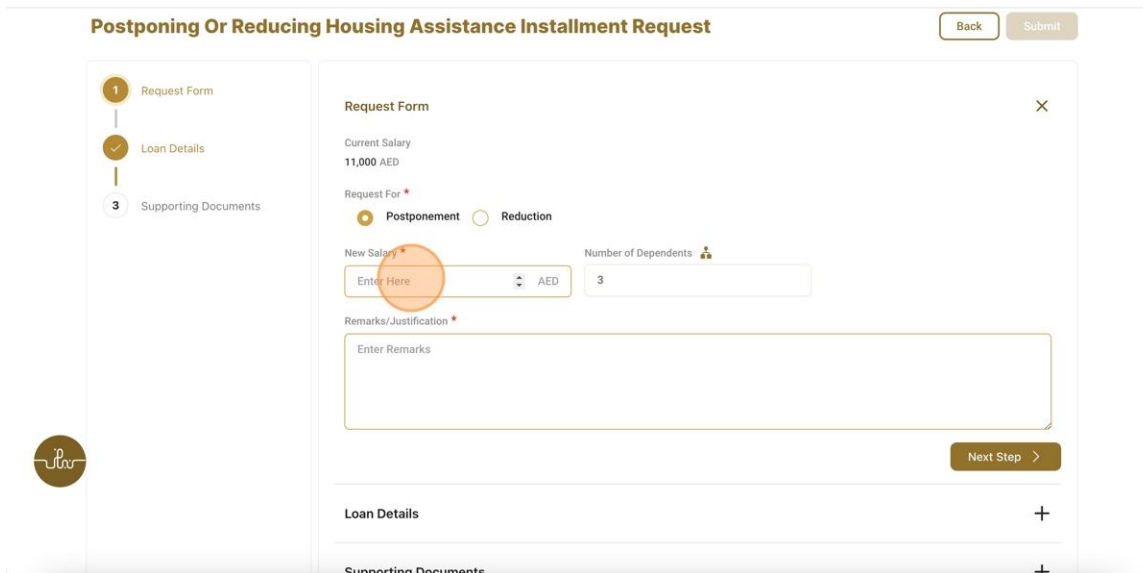
5. Click here to open the Housing Services



6. Click here to Start the Postponing Or Reducing Housing Assistance Installment Request Service



7. Click here to enter the New Salary



8. Click here to enter the Remarks

The screenshot shows the 'Request Form' step of the application process. The left sidebar indicates the current step is 'Request Form' (1), with 'Loan Details' (2) and 'Supporting Documents' (3) following. The main form area contains the following fields: 'Current Salary' (11,000 AED), 'Request For' (radio buttons for 'Postponement' and 'Reduction'), 'New Salary' (input field with '10000' and 'AED' dropdown), and 'Number of Dependents' (input field with '3'). The 'Remarks/Justification' field is a large text area with the placeholder 'Enter Remarks', which is highlighted with an orange circle. A 'Next Step >' button is located at the bottom right of the form. Below the form are expandable sections for 'Loan Details' and 'Supporting Documents'.

9. Click here to go to Next Step where the user can view the loan details

This screenshot is identical to the previous one, showing the 'Request Form' step. The 'Remarks/Justification' field now contains the text 'test'. The 'Next Step >' button at the bottom right of the form is highlighted with an orange circle, indicating the next action to be taken.

10. Click here to go to Next Step

Loan Details

3 Supporting Documents

Loan Bank Name بنك أبوظبي الوطني	Loan Account Number LD1524585001	Total Loan Amount 500,000 AED
Current Installment 1,000 AED	Balance Amount 20,000 AED	Auto DDA Enabled

[Previous Step](#) [Next Step](#)

Supporting Documents

The Ministry

- About the ministry
- About the minister
- The UAE charter for Future Services
- Customer happiness charter

Using the website

- Sitemap
- Disclaimer
- Privacy policy
- Terms and conditions
- Accessibility

Information and support

- Services catalogue
- Media centre
- Contact us
- FAQ's

References

- Regulations
- Media kit
- Abbreviations and glossary

تواصل 171 TAWASUL

171 04-7771777

Toll Free **800 6634**

11. Click here to Upload the File

3 Supporting Documents

Supporting Documents

Salary Certificate *

Any Supporting Documents

Upload File Upload File

[Previous Step](#)

The Ministry

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Toll Free **800 6634**

12. Click here to Submit the Application

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search File Uploaded Successfully

Home My Applications Shubham Rathi EN

Home / Postponing Or Reducing Housing Assistance Installment Request

Postponing Or Reducing Housing Assistance Installment Request

Back Submit

- Request Form
- Loan Details
- Supporting Documents

Request Form +

Loan Details +

Supporting Documents X

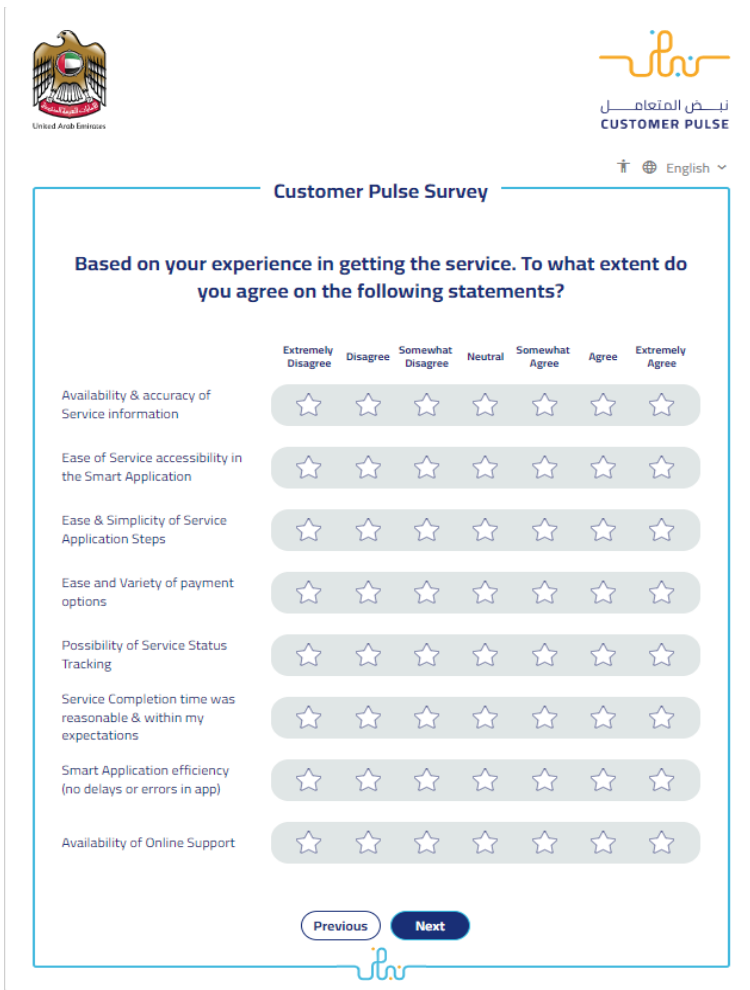
Salary Certificate * Any Supporting Documents

Upload File Upload File

Draft-Certificate (1) (1).Pdf

Previous Step

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

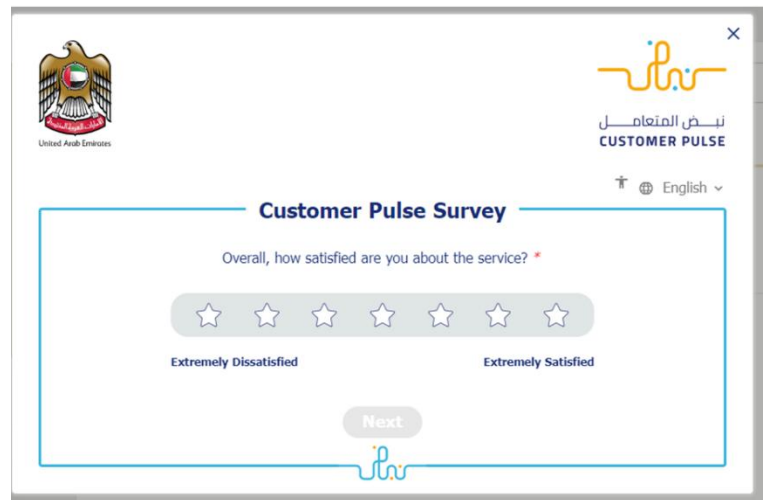


Customer Pulse Survey

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



Customer Pulse Survey

Overall, how satisfied are you about the service? *

☆ ☆ ☆ ☆ ☆ ☆ ☆

Extremely Dissatisfied Extremely Satisfied

Next