



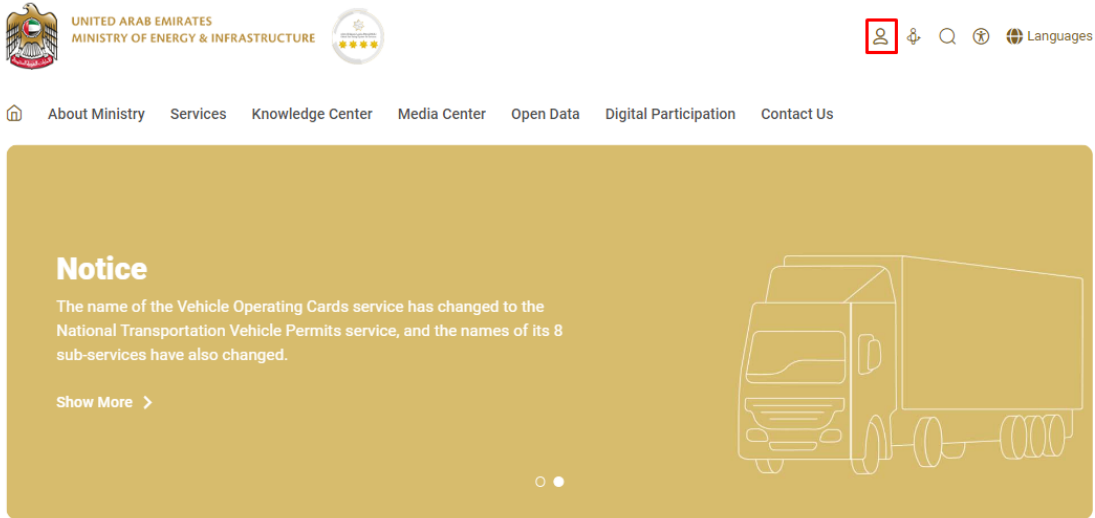
User Manual

Housing Arrears Assistance Scheduling Request

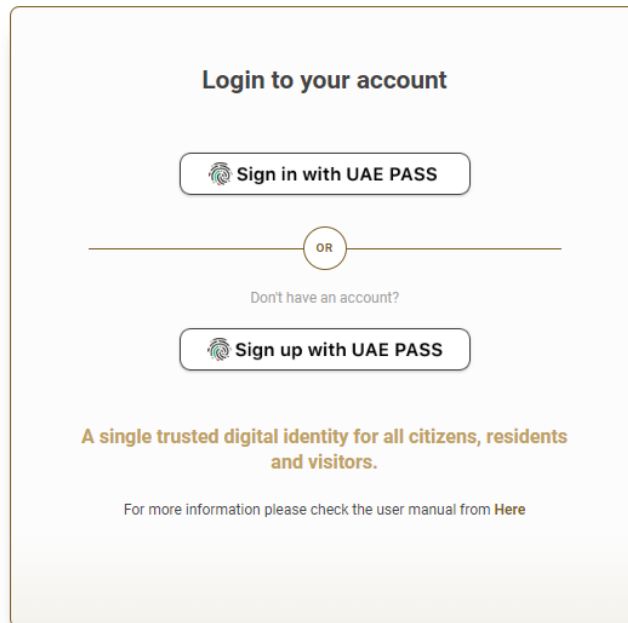
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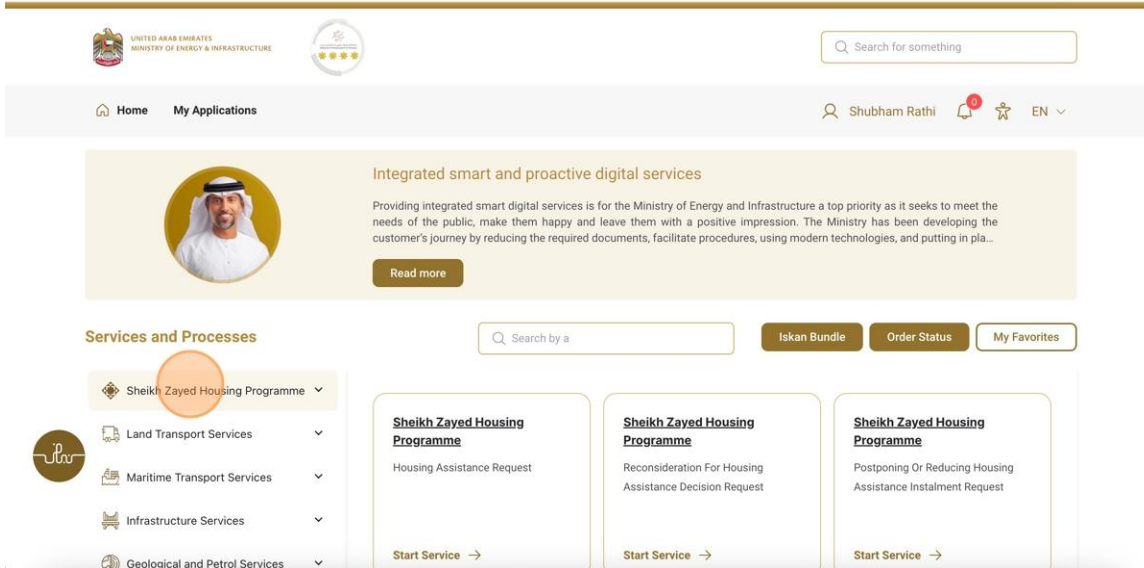
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



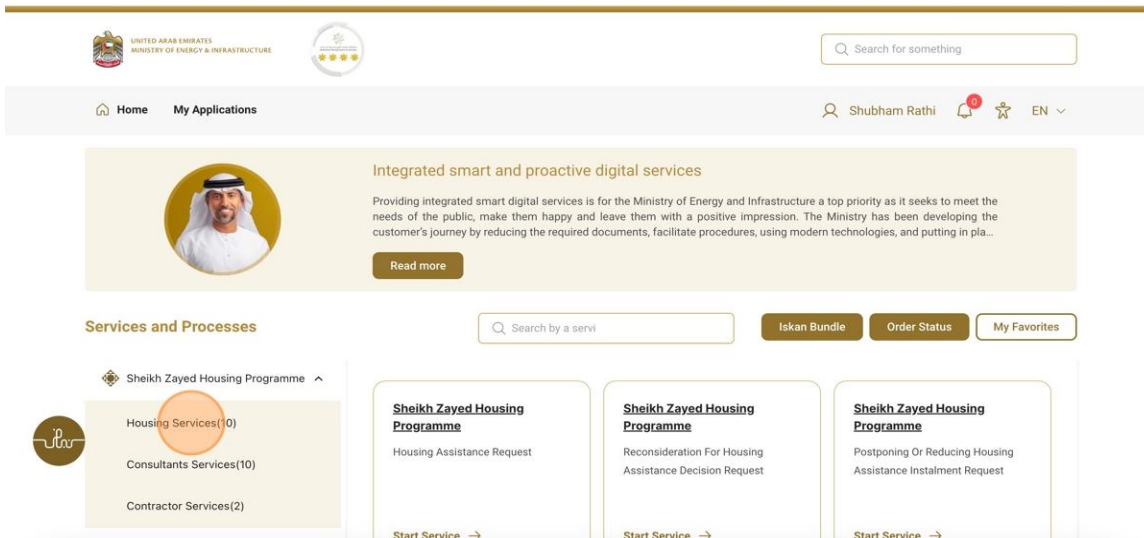
3. Then it will redirect you to the Login page, you can login using UAE PASS.



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



5. Click here to view the housing services



6. Click here to go to next page

The screenshot shows a web application interface with a sidebar on the left containing a menu for 'Sheikh Zayed Housing Programme' with sub-items: 'Housing Services(10)', 'Consultants Services(10)', and 'Contractor Services(2)'. Below these are other service categories like 'Land Transport Services', 'Maritime Transport Services', 'Infrastructure Services', and 'Geological and Petrol Services'. The main content area features a search bar and buttons for 'Iskan Bundle', 'Order Status', and 'My Favorites'. A grid of six service cards is displayed, each with a title, description, and a 'Start Service' button. A red circle highlights the 'Next' button at the bottom right of the grid.

7. Click here to start the service

The screenshot shows a web application interface similar to the previous one. It includes a profile picture of a man in a white thobe and ghutra, and a text block titled 'Integrated smart and proactive digital services' with a 'Read more' button. The main content area features a search bar and buttons for 'Iskan Bundle', 'Order Status', and 'My Favorites'. A grid of four service cards is displayed. A red circle highlights the 'Start Service' button for the card titled 'Housing Arrears Assistance Scheduling Request'.

8. Click here enter the current salary

Home / Housing Arrears Assistance Scheduling Request

Housing Arrears Assistance Scheduling Request

Back Submit

- 1 Request Form
- 2 Loan Details
- 3 Supporting Documents

Request Form

Number of Months Delays: 0 Overdue Amount: 20000 AED Current Salary*: AED

Remarks:

Deduct a monthly instalment 20% of salary until overdraft is completed. I agree

Next Step >

Loan Details +

Supporting Documents +

9. Click here to enter the remarks

Home / Housing Arrears Assistance Scheduling Request

Housing Arrears Assistance Scheduling Request

Back Submit

- 1 Request Form
- 2 Loan Details
- 3 Supporting Documents

Request Form

Number of Months Delays: 0 Overdue Amount: 20000 AED Current Salary*: AED

Remarks:

Deduct a monthly instalment 20% of salary until overdraft is completed. I agree

Next Step >

Loan Details +

Supporting Documents +

10. Click here to select the Check Box

Home / Housing Arrears Assistance Scheduling Request

Housing Arrears Assistance Scheduling Request Back Submit

Request Form

Number of Months Delays: 0 Overdue Amount: 20000 AED Current Salary*: 10000 AED

Remarks: test

Deduct a monthly instalment 20% of salary until overdraft is completed. I agree

Next Step >

Loan Details +

Supporting Documents +

11. Click here to go to next step

Home / Housing Arrears Assistance Scheduling Request

Housing Arrears Assistance Scheduling Request Back Submit

Request Form

Number of Months Delays: 0 Overdue Amount: 20000 AED Current Salary*: 10000 AED

Remarks: test

Deduct a monthly instalment 20% of salary until overdraft is completed. I agree

Next Step >

Loan Details +

Supporting Documents +

12. Here the user can view the loan details

Loan Details		
Loan Bank Name بنك أبوظبي الوطني	Loan Account Number LD1524585001	Total Loan Amount 500000.00 AED
Current Installment 1000.00 AED	Balance Amount 20000.00 AED	Number of EMI's Pending 20
Auto DDA Enabled		

13. Click here upload the file

14. Click here to submit the application

The screenshot shows a web application interface for submitting a 'Housing Arrears Assistance Scheduling Request'. At the top, there is a navigation bar with the Ministry of Energy and Infrastructure logo and a search bar. A notification banner at the top right states 'File Uploaded Successfully'. The user's name 'Shubham Rathi' and a language dropdown 'EN' are visible in the top right corner. The main heading is 'Housing Arrears Assistance Scheduling Request', with 'Back' and 'Submit' buttons. A sidebar on the left lists the application steps: 'Request Form' (checked), 'Loan Details' (checked), and 'Supporting Documents' (checked). The main content area is divided into three sections: 'Request Form', 'Loan Details', and 'Supporting Documents'. The 'Supporting Documents' section includes a 'Salary Certificate' field with an 'Upload File' button, a 'Draft-Certificate (1) (1).Pdf' file, and an 'Upload Any Supporting Document' field with an 'Upload File' button. A 'Previous Step' button is located at the bottom left of the form area.

15. 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