UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



User Manual

Housing Arrears Assistance Scheduling Request

3.2 V 2025

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

	UNITED ARAB E MINISTRY OF E							2 \$	Q	٢	🏶 Languages
Ô	About Ministry	Services	Knowledge Center	Media Center	Open Data	Digital Participation	Contact Us				
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3. Then it will redirect you to the Login page, you can login using UAE PASS.

	🔞 Sign in with UAE PASS
	OR
	Don't have an account?
	lign up with UAE PASS
A single	trusted digital identity for all citizens, residents and visitors.
For n	nore information please check the user manual from Here

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

Services

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE			Q Search for something
A Home My Applications			🞗 Shubham Rathi 🧔 🛣 EN 🗸
	needs of the public, make them happy	ve digital services is is for the Ministry of Energy and Infrastructu and leave them with a positive impression. red documents, facilitate procedures, using mo	The Ministry has been developing the
Services and Processes	Q Search by a	Iskar	1 Bundle Order Status My Favorites
Sheikh Zayed Housing Programm Land Transport Services		Sheikh Zayed Housing Programme	n Bundle Order Status My Favorites Sheikh Zayed Housing Programme
Sheikh Zayed Housing Programm	ne Y Sheikh Zayed Housing	Sheikh Zayed Housing	Sheikh Zayed Housing

5. Click here to view the housing services



6. Click here to go to next page

Services and Processes	Q, Search	Iskan	Bundle Order Status My Favorites
Sheikh Zayed Housing Programme			
Housing Services(10)	Sheikh Zayed Housing Programme	<u>Sheikh Zayed Housing</u> <u>Programme</u>	<u>Sheikh Zayed Housing</u> <u>Programme</u>
Consultants Services(10)	Housing Assistance Request	Reconsideration For Housing Assistance Decision Request	Postponing Or Reducing Housing Assistance Instalment Request
Contractor Services(2)			
Land Transport Services	Start Service →	Start Service →	Start Service →
Aritime Transport Services V	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme
High Infrastructure Services	Request to issue To Whom It May	Dwelling Disposal Request	Housing assistance loan exemption
Geological and Petrol Services	Concern Certificate for Housing Services		Request
	Start Service \rightarrow	Start Service →	Start Service →

7. Click here to start the service

	needs of the public, make them happy and	digital services for the Ministry of Energy and Infrastructure I beave them with a positive impression. Th documents, facilitate procedures, using mode	e Ministry has been developing the
Services and Processes	Q Search by a serv	ice key Iskan B	undle Order Status My Favorites
Sheikh Zayed Housing Programme			
Housing Services(10)	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme	Sheikh Zayed Housing <u>Programme</u>
Consultants Services(10)	Residential Assistance Cancellation Request	Request for an Emergency Visit to the Residence	Housing Arrears Assistance Scheduling Request
Contractor Services(2)			
Land Transport Services	Start Service →	Start Service \rightarrow	<u>Start Service</u> →
Maritime Transport Services	Sheikh Zayed Housing		
Hinfrastructure Services	Programme Request to update housing		
Geological and Petrol Services	assistance data		

8. Click here enter the current salary

Request Form	Request Form			×
Loan Details	Number of Months Delays	Overdue Amount 20000 AED	Current Salary *	C AED
3 Supporting Documents	Remarks Enter Remarks Here			
	Deduct a monthly instalment 20% of salar	y until overdraft is completed. 📄 I agree		Next Step >
	Loan Details			+
	Supporting Documents			+

9. Click here to enter the remarks

	sistance Scheduling Requ		Ĺ	Back Subn
Request Form	Request Form			×
Loan Details	Number of Months Delays	Overdue Amount	Current Salary *	
	0	20000 AED	10000	2 AED
3 Supporting Documents	Remarks			
	Enter Remarks Here			
	Deduct a monthly instalment 20% of s	salary until overdraft is completed.	ee	Next Step >
	Loan Details			+

10. Click here to select the Check Box

Request Form				
Ī	Request Form			×
Loan Details	Number of Months Delays 0	Overdue Amount 20000 AED	Current Salary *	
1	U	20000 AED	10000	AED
3 Supporting Documents	Remarks			
	test			
	Deduct a monthly instalment 20% of a	salary until overdraft is completed.		Next Step >

11. Click here to go to next step

Request Form	Request Form			×
Loan Details	Number of Months Delays	Overdue Amount	Current Salary *	
	0	20000 AED	10000	AED
3 Supporting Documents				
3 Supporting Documents	Remarks			
3 Supporting Documents	Remarks			
3 Supporting Documents				
3 Supporting Documents		alary until overdraft is completed. 🕑 1 agre	-	
3 Supporting Documents	test	alary until overdraft is completed. 🕑 1 agre	-	Next Step >

Housing Arrears Assistance Scheduling Request



Ĩ	Loan Details			×
3 Supporting Documents	Loan Bank Name بنك أبوظبي الوطني		ccount Number 4585001	Total Loan Amount 500000.00 AED
	Current Installment 1000.00 AED	Balance 20000.	e Amount 00 AED	Number of EMI's Pending 20
	Auto DDA Enabled 🤗	_		
	< Previous Ste			Next Step >
	Supporting Doct	uments		+
The Ministry About the ministry	Supporting Doct	Information and support	References Regulations	
	Using the website	Information and support Services catalogue		+
About the ministry	Using the website	Information and support	Regulations	

13. Click here upload the file

	3 Supporting Documents	Supporting Docum	ents	Upload Any Supporting 소 Upload File	Document	
Ĩ	The Ministry About the ministry About the minister The UAE charter for Future Services Customer happiness charter Awards Careers	Using the website Sitemap Disclaimer Privacy policy Terms and conditions Accessibility Digital participation policy	Information and support Services catalogue Media centre Contact us FAQ's Feedback and complaints	References Regulations Media kit Abbreviations and glossary	تواصل TAWASUL 171 © 04-7771777 S Toll Free 800 6634	

14. Click here to submit the application

UNITED ARAB EMIRATES MINISTRY OF DERGY & INFRASTRUCTURE		Q Search Sile Uploaded Succesfully
G Home My Applications		🔍 Shubham Rathi 🧔 🛱 EN 🗸
Home / Housing Arrears Assistance	scheduling Request	Back
Request Form	Request Form	+
Loan Details	Loan Details	+
Supporting Documents	Supporting Documents	×
lv	Salary Certificate *	Upload Any Supporting Document
	Oraft-Certilifcate (1) (1) Pdf	

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

	Custom	or Du				ī	F 🕀 Eng
	Custon	ier Pu	ise sur	vey			
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
wailability & accuracy of iervice information	☆	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow
ase of Service accessibility in he Smart Application		\overleftrightarrow	$\stackrel{\frown}{\simeq}$	$\stackrel{\frown}{\simeq}$	$\stackrel{\frown}{\simeq}$	$\stackrel{\frown}{\simeq}$	\overleftrightarrow
ase & Simplicity of Service Application Steps		☆	\Diamond	☆	$\stackrel{\frown}{\simeq}$	☆	☆
ase and Variety of payment ptions		☆	\overleftrightarrow	☆	\overleftrightarrow	☆	\overleftrightarrow
Possibility of Service Status Tracking		\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	$\hat{\Box}$	\overleftrightarrow	$\stackrel{\frown}{\simeq}$
ervice Completion time was easonable & within my expectations		\overleftrightarrow	$\stackrel{\frown}{\simeq}$	$\stackrel{\frown}{\simeq}$	☆	\overleftrightarrow	\overleftrightarrow
imart Application efficiency no delays or errors in app)		☆	\overleftrightarrow	\overleftrightarrow	$\stackrel{\frown}{\simeq}$	\overleftrightarrow	☆
vailability of Online Support	☆	\overleftrightarrow	\overleftrightarrow	$\stackrel{\frown}{\simeq}$	\overleftrightarrow	\overleftrightarrow	$\stackrel{\frown}{\simeq}$

