UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



User Manual

FA Housing Finance Open File Submission

3.2 V 2025

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

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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?
	Sign up with UAE PASS
A single	trusted digital identity for all citizens, residents and visitors.
For r	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 EMERATES MINISTER OF ENERGY & INFRASTRUCTURE	***		C Search The One-Time Password (OTP) has been sent successfully
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Services and Processes Sheikh Zayed Housing Programme Sheikh Zayed Housing Programme Maritime Transport Services Maritime Transport Services Infrastructure Services	Sheikh Zayed Housing Programme Housing Assistance Request	Sheikh Zayed Housing Programme Reconsideration For Housing Assistance Decision Request	Shelkh Zayed Housing Programme Postponing Or Reducing Housing Assistance Instalment Request

5. Click here to open the Consultant services



6. Click here to Open the Open file application

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	Integrated smart and proactive digital services Providing integrated smart digital services is for the Ministry of Energy and Infrastructure a top priority as it seeks to meet the needs of the public, make them happy and leave them with a positive impression. The Ministry has been developing the customer's journey by reducing the required documents, facilitate procedures, using modern technologies, and putting in pla Read more									
Services and Processes	Q Search by a serv	rice ke	kan Bundle Order Status My Favorites							
Sheikh Zayed Housing Programme										
Housing Services(10)	Sheikh Zayed Housing <u>Programme</u>	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme							
Consultants Services(10)	Opening A File For Housing Assistance Implementation	Period Extension	Contract Value Change Request							
Contractor Services(2)										
Land Transport Services	Start Service	Start Service \rightarrow	Start Service →							
Am	Sheikh Zaved Housing	Sheikh Zaved Housing	Sheikh Zayed Housing							
Maritime Transport Services	Programme	Programme	Programme							

7. Click here to go to Loan request page where all the banks available

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dp.innovatechs.com/udp/szhp/registered-banks?backUri=/udp/szhp/ope...

8. Click on the particular bank



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

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Based on your expe you ag	rience in ree on th	gettin 1e follo	g the so owing s	ervice tatem	e. To what nents?	at ext	tent do								
	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree								
Availability & accuracy of Service information		\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	☆	☆									
Ease of Service accessibility in the Smart Application		\overleftrightarrow		\overleftrightarrow		\Leftrightarrow	☆								
Ease & Simplicity of Service Application Steps		\overleftrightarrow		☆	☆	☆		2	`						
Ease and Variety of payment options		\overleftrightarrow		\overleftrightarrow		\Leftrightarrow	☆								
Possibility of Service Status Tracking		☆	\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	$\stackrel{\frown}{\simeq}$		United Arab Emiror	otes						
Service Completion time was reasonable & within my expectations		☆	\overleftrightarrow	☆	\overleftrightarrow	☆				— c	ustom	er Pul	se Sui	vey	-
Smart Application efficiency (no delays or errors in app)		\overleftrightarrow	\overleftrightarrow	\overleftrightarrow	☆	☆				Overall,	now satisfi	ed are you	about th	e service	2?
Availability of Online Support		\overleftrightarrow	\overleftrightarrow	$\stackrel{\frown}{\simeq}$	\overleftrightarrow	☆			Ex	tremely Dissatis	fied	V	W	Extrer	me
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