UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



**User Manual** 

## Postponing Or Reducing Housing Assistance Installment 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 MINISTRY OF	EMIRATES ENERGY & INFR	ASTRUCTURE					Q \$	Q 🛞	🌐 Languages
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3. Then it will redirect you to the Login page, you can login using UAE PASS.

	Login to your account
	Sign in with UAE PASS
	(0R)
	Don't have an account?
	Sign up with UAE PASS
A sing	le trusted digital identity for all citizens, residents and visitors.
Fo	or more 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
Home My Applications				🞗 Shubham Rathi 🧔 EN 🗸
	Providing needs of customer	the public, make them happy a s journey by reducing the require	ve digital services is for the Ministry of Energy and Infrastruct and leave them with a positive impression. ed documents, facilitate procedures, using m	The Ministry has been developing the
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Services and Processes	Q Search I	hore	liskan	Bundle Order Status My Favorites
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Sheikh Zayed Housing Progra     Land Transport Services	amme ¥ ¥ Sheii Housia	by a service keyword ch Zayed Housing camme	Sheikh Zayed Housing Programme Reconsideration For Housing	Sheikh Zayed Housing Programme Postponing Or Reducing Housing

5. Click here to open the Housing Services



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

Service

	needs of the public, make them happy an	s for the Ministry of Energy and Infrastructure to d leave them with a positive impression. The documents, facilitate procedures, using moder	Ministry has been developing the
Services and Processes	Q Search by a service k	Iskan Bur	order Status My Favorites
Sheikh Zayed Housing Programme 🔺			
Housing Services(10)	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme
Consultants Services(10)	Housing Assistance Request	Reconsideration For Housing Assistance Decision Request	Postponing Or Reducing Housing Assistance Installment Request
Contractor Services(2)			
Land Transport Services 🗸 🗸	O View Info Start →	I View Info Start →	• View Info     Start →
Maritime Transport Services	Sheikh Zayed Housing	Sheikh Zayed Housing	Sheikh Zayed Housing
Haractive Services	Programme Request to issue To Whom It May	Programme Dwelling Disposal Request	Programme Housing assistance loan exemption
Geological and Petrol Services 💙	Concern Certificate for Housing Services		Request

7. Click here to enter the New Salary

1 Request Form		
Request Form	Request Form	×
Loan Details	Current Salary. 11,000 AED	
3 Supporting Documents	Request For *	
	New Salary* Number of Dependents 🛔	
	Enter Here AED 3 Remarks/Justification *	
	Enter Remarks	
		Next Step >
	Loan Details	+
	Supporting Documents	+

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8. Click here to enter the Remarks

Postponing Or Reduci	ng Housing Assistance Installment Request	Back Submit
<ul> <li>Request Form</li> <li>Loan Details</li> <li>Supporting Documents</li> </ul>	Request Form         Current Salary         11,000 AED         Request For *         O       Postponement         New Salary *         10000       AED         3         Remarke/Justification *	×
Æ	Enter Remarks	Next Step >
	Supporting Documents	+

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

Request Form	Request Form	
Loan Details	Current Salary 11,000 AED	
3 Supporting Documents	Request For *	
	New Salary * Number of Dependents 👗	
	10000 AED 3	
	Remarks/Justification *	
	test	
		Next Step
	Loan Details	

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## 10. Click here to go to Next Step

Loan Details			×
Loan Bank Name	Loan Account Number	Total Loan Amount	
بنك أيوظبي الوطني	LD1524585001	500,000 AED	
Current Installment	Balance Amount	Auto DDA	
1,000 AED	20,000 AED	Enabled 🤣	
< Previous Step			Next Step >
Supporting Documents			+
	Current Installment 1,000 AED	ينٽ ايونٽي ايونٽي ايونٽي Current Installment Balance Amount 1,000 AED 20,000 AED < Previous Step	بتك الوظني الوظني الوطني المالي بي المالي المالي الوظني الوطني الوطني المالي مالي

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The UAE charter for Future	Privacy policy	Media centre	Abbreviations and glossary	171 Ø 04-7771777
Services	Terms and conditions	Contact us		
Customer happiness charter	Accessibility	FAQ's		送 Toll Free 800 6634

## 11. Click here to Upload the File

3 Supporting Documents	Supporting Documents		×
	Salary Certificate *	Any Supporting Documents	

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12. Click here to Submit the Application

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE		Q Search File Uploaded Succesfulliy
G Home My Applications		🔉 Shubham Rathi 🛛 💭 EN 🗸
G Home / Postponing Or Reducing Ho	using Assistance Installment Request	
Postponing Or Reduci	ng Housing Assistance Installment Reques	Back
Request Form	Request Form	+
Loan Details	Loan Details	+
Supporting Documents	Supporting Documents	×
u -	Salary Certificate *	Any Supporting Documents
	① Upload File	企 Upload File
	(*) Draft-Certiifcate (1) (1).Pdf 👌	
	< Previous Step	

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

tab faminozes	Customer Pulse Survey					CUSTOMER	
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	Extremel Agree
Availability & accuracy of Service information	☆	☆	☆	$\overleftrightarrow$	☆	☆	☆
Ease of Service accessibility in the Smart Application		☆	☆	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	☆	☆
Ease & Simplicity of Service Application Steps		$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	☆
Ease and Variety of payment options		☆	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	☆	$\overleftrightarrow$
Possibility of Service Status Tracking		☆	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$	☆	☆
Service Completion time was reasonable & within my expectations		☆	☆	$\overleftrightarrow$	☆	☆	☆
Smart Application efficiency no delays or errors in app)		☆	$\Diamond$	$\overleftrightarrow$	$\overleftrightarrow$	☆	☆
Availability of Online Support	52	$\hat{\Sigma}$	$\hat{\Sigma}$	$\hat{\Sigma}$	$\hat{\Sigma}$	$\hat{\Sigma}$	2

