



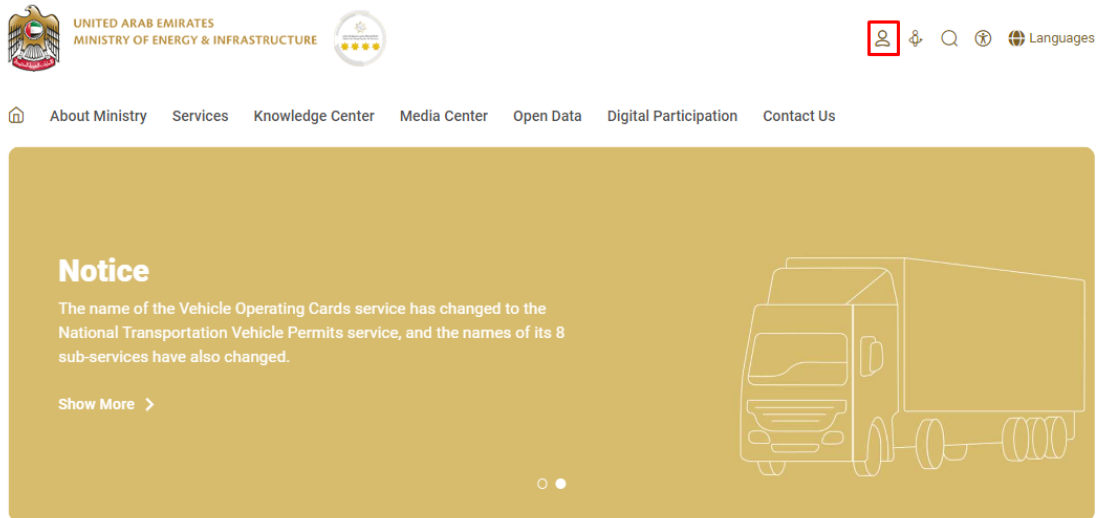
User Manual

Maintenance Assignment Request

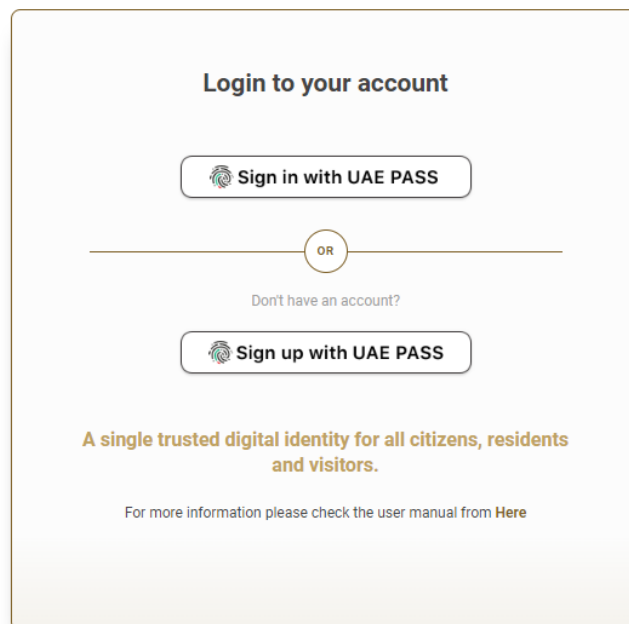
3.2 V

2025

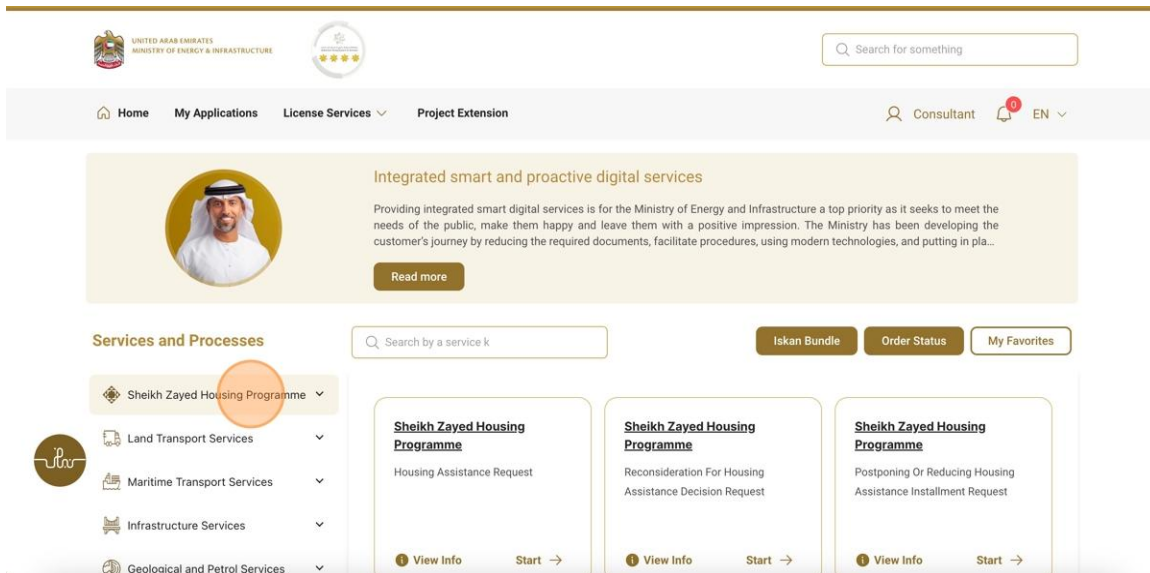
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



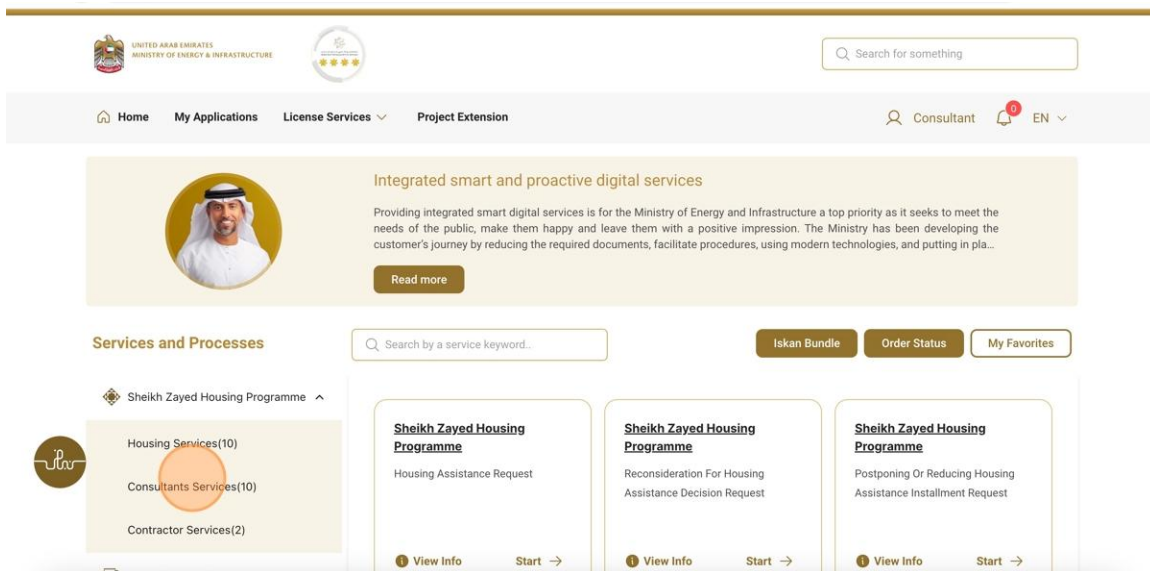
3. Then it will redirect you to the Login page, you can login using UAE PASS.



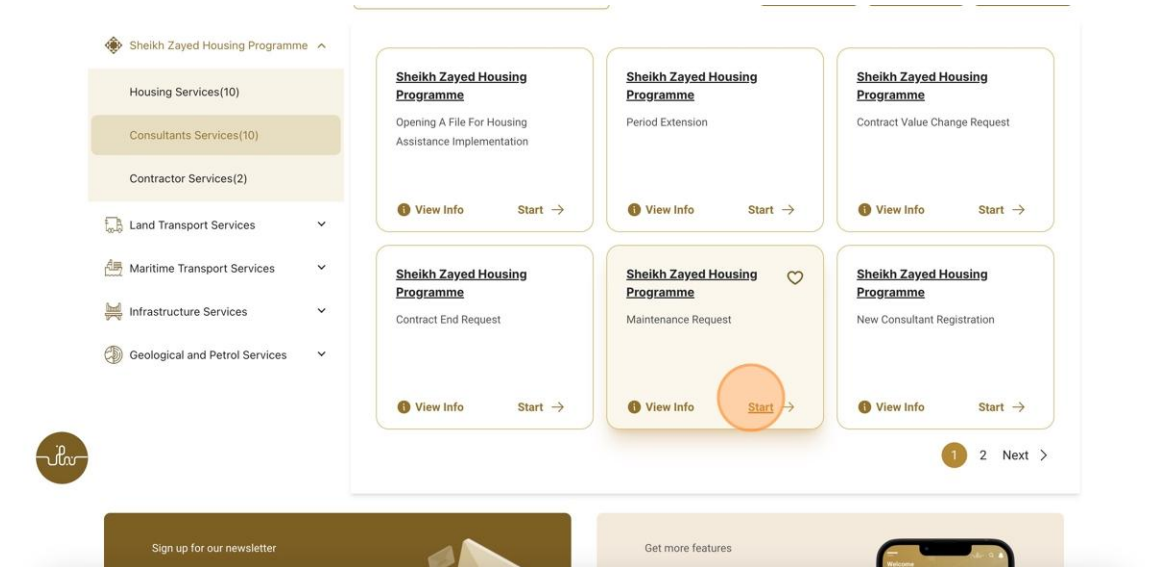
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services.



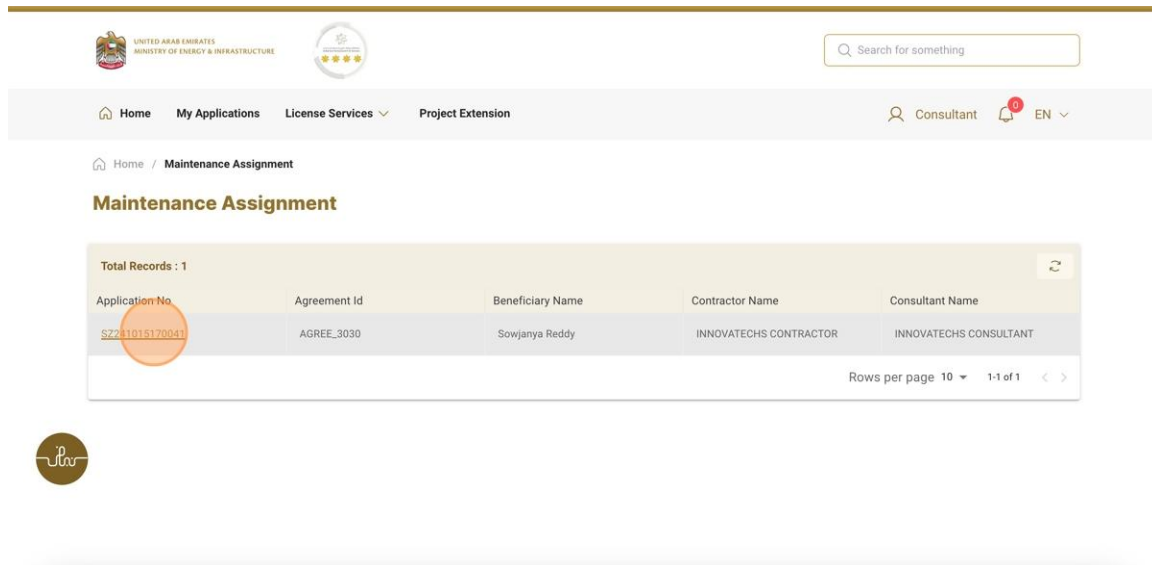
5. Click here to open the Consultant services



6. Click here to Start the Maintenance Assignment Request Application



7. Click here on the Application Number



8. Click here to Search Contractor

[Home](#) [My Applications](#) [License Services](#) [Project Extension](#) [Consultant](#) [EN](#)

[Home](#) / [Maintenance Assignment](#)

[Back](#) [Submit](#)

1 Request Form

2 Supporting Documents

Request Form

Maintenance Assignment

Beneficiary Name	Project Start Date	Project End Date	Initial Delivery Date
Sowjanya Reddy	26-Oct-2024	26-Mar-2026	26-Mar-2025
Delivery Date	Retention Amount Available	Bank Guarantee Amount Available	Maintenance End Date
26-Mar-2023	40,000.0 AED	40,000.0 AED	-

Search Contractor *

[Search](#)

Remarks *

[Next Step](#)

9. Click here to enter the Remarks

[Home](#) [My Applications](#) [License Services](#) [Project Extension](#) [Consultant](#) [EN](#)

[Home](#) / [Maintenance Assignment](#)

[Back](#) [Submit](#)

1 Request Form

2 Supporting Documents

Request Form

Maintenance Assignment

Beneficiary Name	Project Start Date	Project End Date	Initial Delivery Date
Sowjanya Reddy	26-Oct-2024	26-Mar-2026	26-Mar-2025
Delivery Date	Retention Amount Available	Bank Guarantee Amount Available	Maintenance End Date
26-Mar-2023	40,000.0 AED	40,000.0 AED	-


Search Contractor *

[Search](#)

Contractor Company Name	Contractor Representative	Contractor Representative Status	Licence Number
INNOVATECHS CONTRACTOR	Contractor	Active	9876543567
Mobile Number			
9876543210			

Remarks *

10. Click here to go to Next Step



Sowjanya Reddy	26-Oct-2024	26-Mar-2026	26-Mar-2025
Delivery Date	Retention Amount Available	Bank Guarantee Amount Available	Maintenance End Date
26-Mar-2023	40,000.0 AED	40,000.0 AED	-


Search Contractor *

Contractor Company Name	Contractor Representative	Contractor Representative Status	Licence Number
INNOVATECHS CONTRACTOR	Contractor	Active	9876543567
Mobile Number			
9876543210			

Remarks *

Supporting Documents

11. Click here to Upload the File

 Supporting Documents

Supporting Documents

Attachments

12. Click here to Submit

The screenshot shows the 'Maintenance Assignment' form submission page. The header includes the Ministry of Energy and Infrastructure logo, a search bar, and a notification 'File Uploaded Successfully'. The navigation bar shows 'Home', 'My Applications', 'License Services', and 'Project Extension'. The user is logged in as 'Consultant' with a notification badge. The breadcrumb trail is 'Home / Maintenance Assignment'. The main heading is 'Maintenance Assignment' with 'Back' and 'Submit' buttons. The form is divided into two sections: 'Request Form' and 'Supporting Documents'. The 'Request Form' section has a '+' icon, and the 'Supporting Documents' section has an 'x' icon. Below these sections is an 'Attachments' area with a 'Click to attach' button and a file named 'Draft-Certificate (2).Pdf'. A 'Previous Step' button is at the bottom left of the form area.

Home / Maintenance Assignment

Maintenance Assignment

Back Submit

Request Form +

Supporting Documents x

Attachments

Click to attach

Draft-Certificate (2).Pdf

Previous Step

13. Once the Application submits task will be assigned to Contractor...Click here to logout as consultant.

The screenshot shows the 'Maintenance Assignment' form submission page after submission. The header includes the Ministry of Energy and Infrastructure logo, a search bar, and a notification 'File Uploaded Successfully'. The navigation bar shows 'Home', 'My Applications', 'License Services', and 'Project Extension'. The user is logged in as 'Consultant' with a notification badge. The breadcrumb trail is 'Home / Maintenance Assignment'. The main heading is 'Maintenance Assignment' with 'Back' and 'Submit' buttons. The form is divided into two sections: 'Request Form' and 'Supporting Documents'. The 'Request Form' section has a '+' icon, and the 'Supporting Documents' section has an 'x' icon. Below these sections is an 'Attachments' area with a 'Click to attach' button and a file named 'Draft-Certificate (2).Pdf'. A 'Previous Step' button is at the bottom left of the form area.

Home / Maintenance Assignment

Maintenance Assignment

Back Submit

Request Form +

Supporting Documents x

Attachments

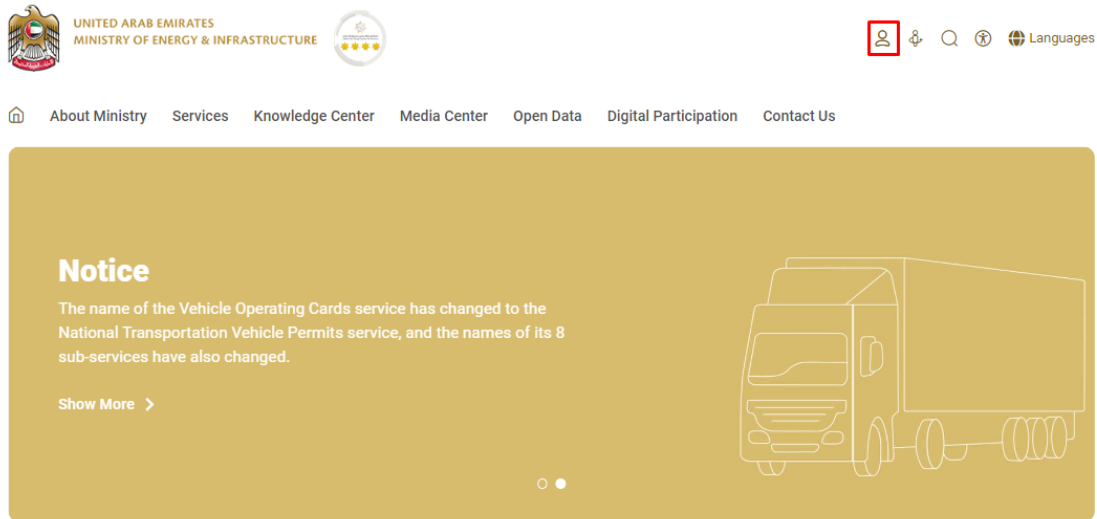
Click to attach

Draft-Certificate (2).Pdf

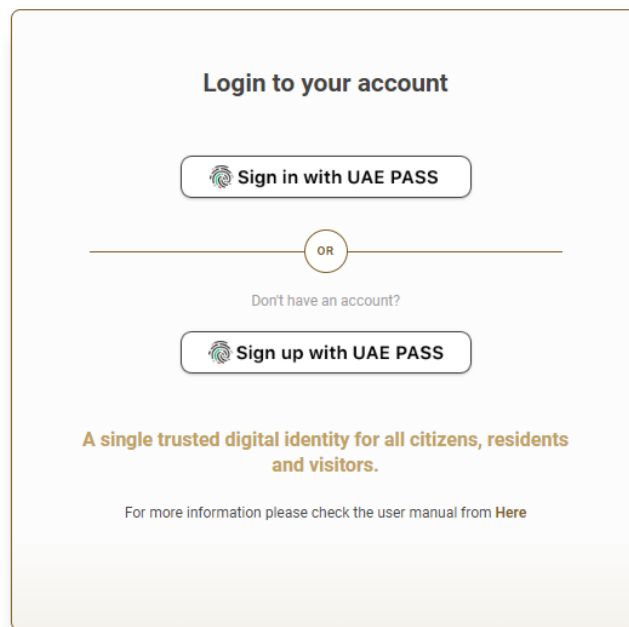
Previous Step

14. Open MOEI website: <https://www.moei.gov.ae>

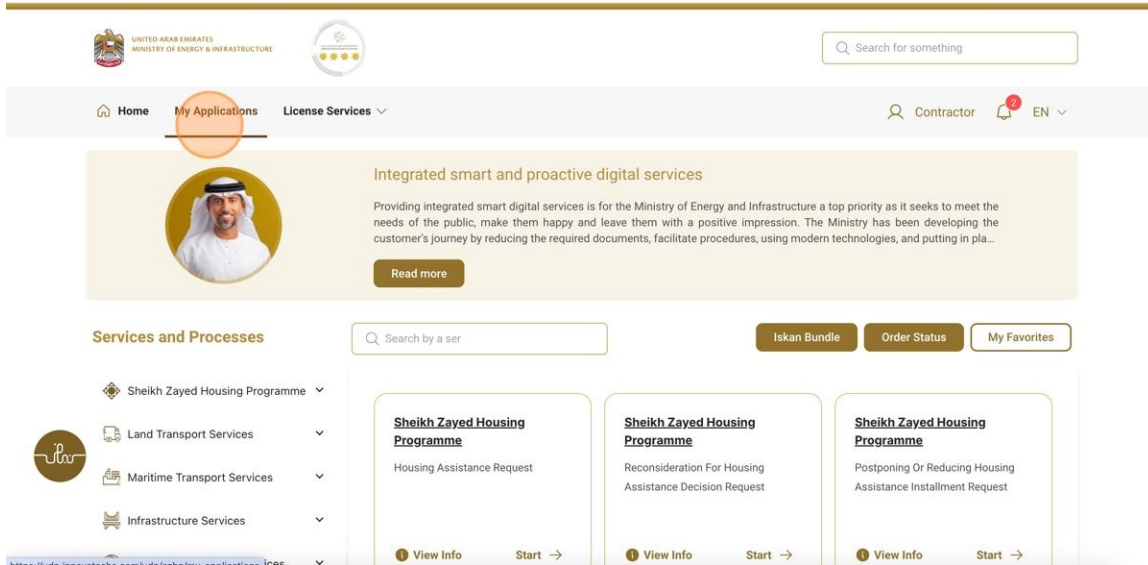
15. Click on “LOGIN” on the header



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



17. Click here on the My Applications to view the Applications



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services

Contractor EN

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

Search by a ser

Iskan Bundle Order Status My Favorites

Sheikh Zayed Housing Programme

Land Transport Services

Maritime Transport Services

Infrastructure Services

Sheikh Zayed Housing Programme

Housing Assistance Request

View Info Start

Sheikh Zayed Housing Programme

Reconsideration For Housing Assistance Decision Request

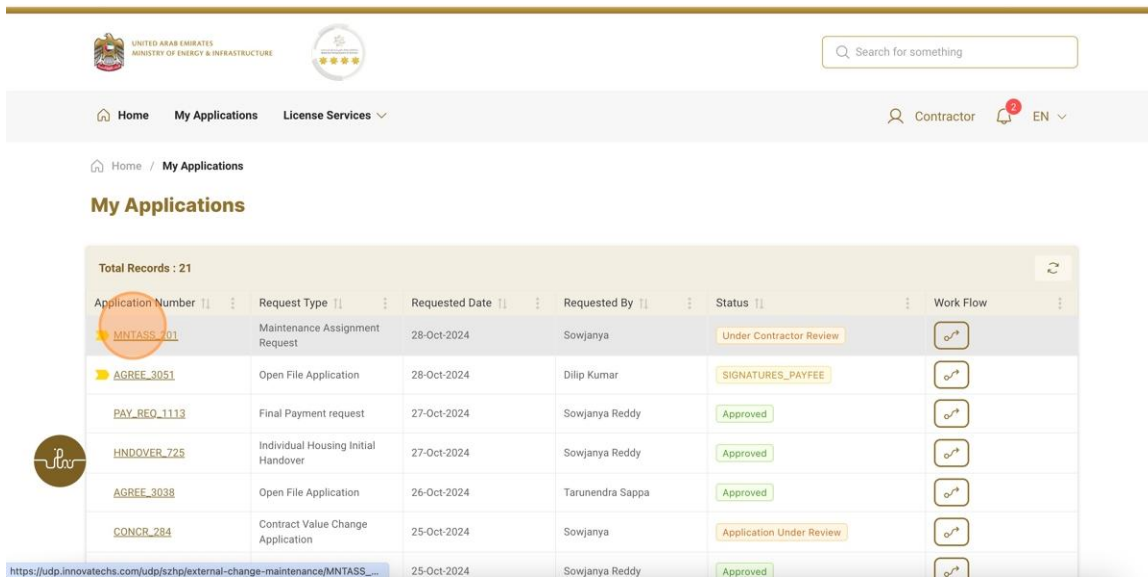
View Info Start

Sheikh Zayed Housing Programme

Postponing Or Reducing Housing Assistance Installment Request

View Info Start

18. Click here on the Application number



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services

Contractor EN

Home / My Applications

My Applications

Total Records : 21

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
MNTASS_701	Maintenance Assignment Request	28-Oct-2024	Sowjanya	Under Contractor Review	
AGREE_3051	Open File Application	28-Oct-2024	Dilip Kumar	SIGNATURES_PAYFEE	
PAY_REQ_1113	Final Payment request	27-Oct-2024	Sowjanya Reddy	Approved	
HNDOVER_725	Individual Housing Initial Handover	27-Oct-2024	Sowjanya Reddy	Approved	
AGREE_3038	Open File Application	26-Oct-2024	Tarunendra Sappa	Approved	
CONCR_284	Contract Value Change Application	25-Oct-2024	Sowjanya	Application Under Review	
		25-Oct-2024	Sowjanya Reddy	Approved	

19. Here the user will have two buttons Rise Objection and Approve buttons...if the user clicks on Rise Objection task will be assigned to Technical Engineer....if the user clicks on approve button task will be assigned to Audit team

The screenshot displays the 'Maintenance Assignment' form. At the top, there are navigation links: Home, My Applications, and License Services. On the right, there are user profile links for Contractor and EN. The form title 'Maintenance Assignment' is prominently displayed. Below the title, there are three buttons: Back, Raise Objection, and Approve. The form is divided into two main sections: 'Request Form' and 'Supporting Documents'. The 'Request Form' section contains a table with the following data:

Beneficiary Name	Project Start Date	Project End Date	Initial Delivery Date
Sowjanya Reddy	-	26-Mar-2026	-
Delivery Date	Retention Amount Available	Bank Guarantee Amount Available	Maintenance End Date
-	0 AED	0 AED	-
Contractor Company Name	Contractor Representative	Contractor Representative Status	Licence Number
INNOVATECHS CONTRACTOR	Contractor	Active	9876543567
Mobile Number	9876543210		

20. Click here on Okay

The screenshot shows the same 'Maintenance Assignment' form as in the previous image, but with a modal dialog box open. The dialog box contains the text: 'You are about to Approve to this request. Click 'Okay' to proceed.' Below this text is a 'Comments' section with a rich text editor. At the bottom of the dialog box, there are two buttons: 'Okay' and 'Cancel'.

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

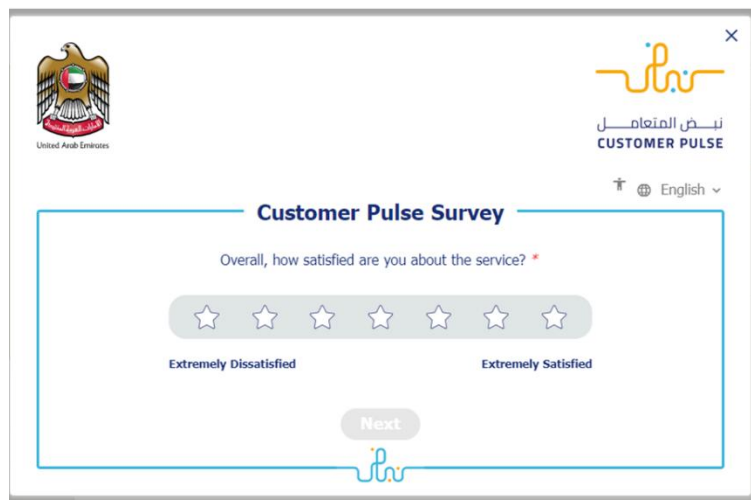


Customer Pulse Survey

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](#)