



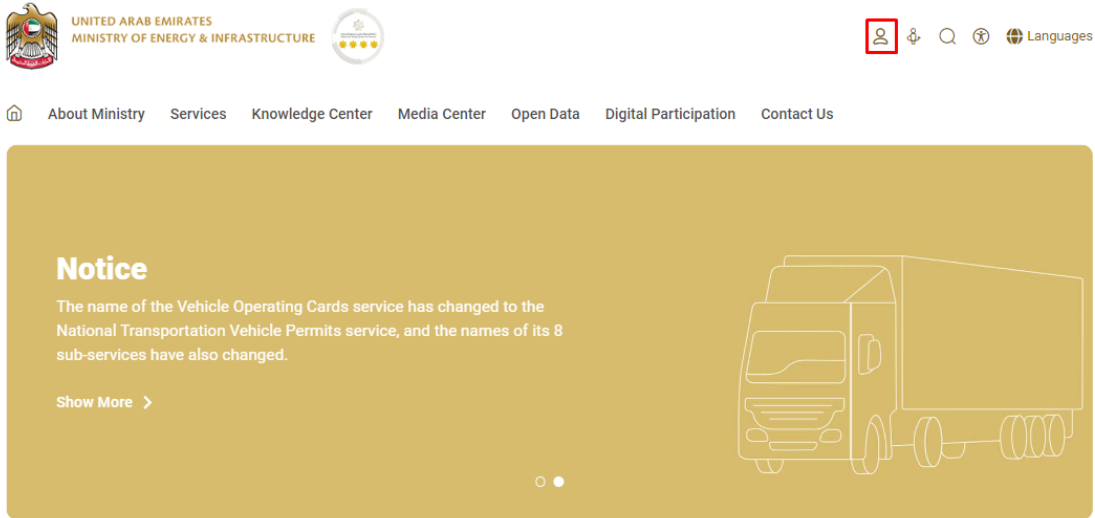
User Manual

Running Payment Submission

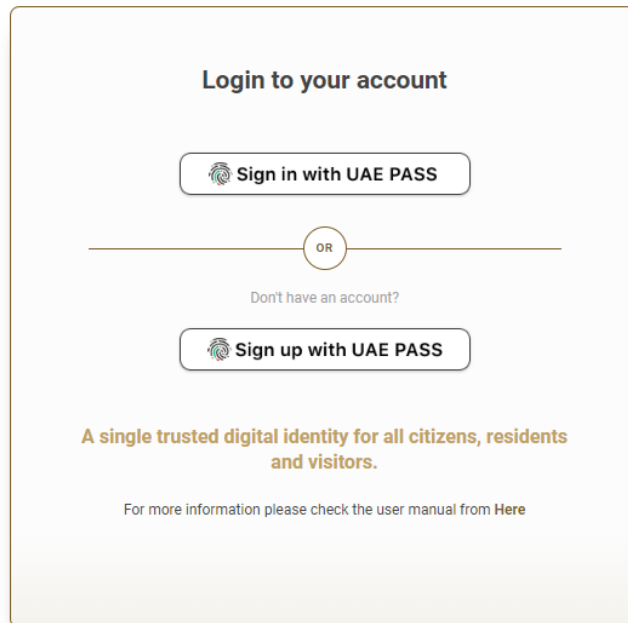
3.2 V

2025

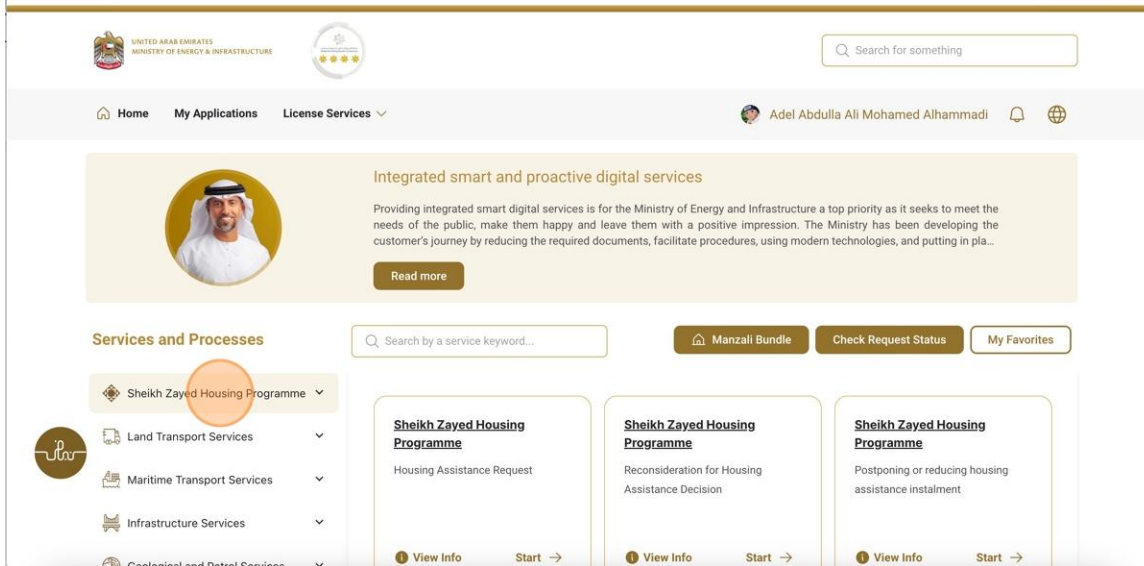
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



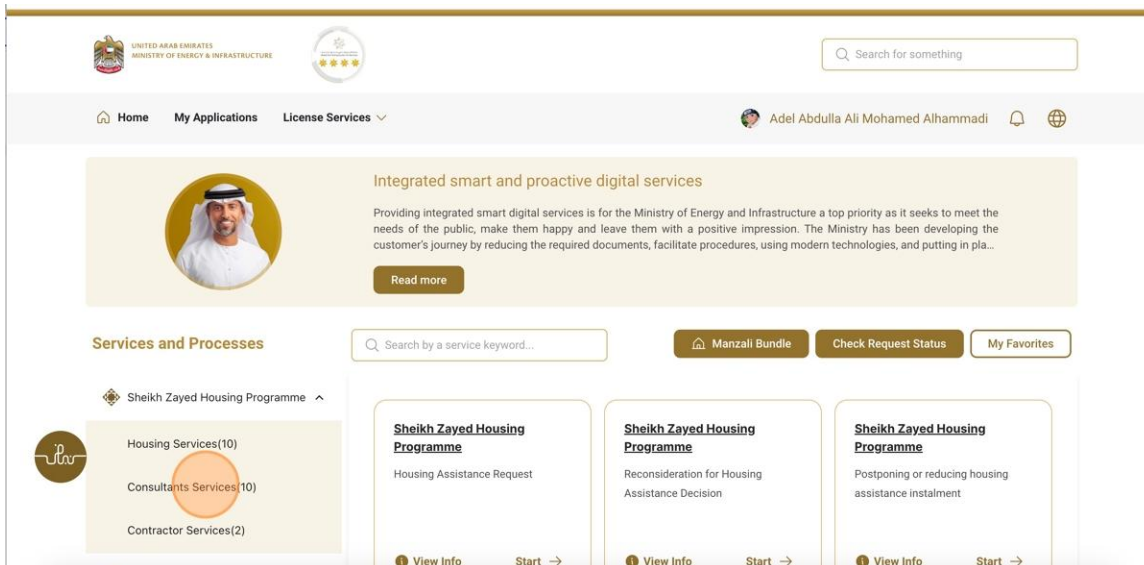
3. Then it will redirect you to the Login page, you can login using UAE PASS.



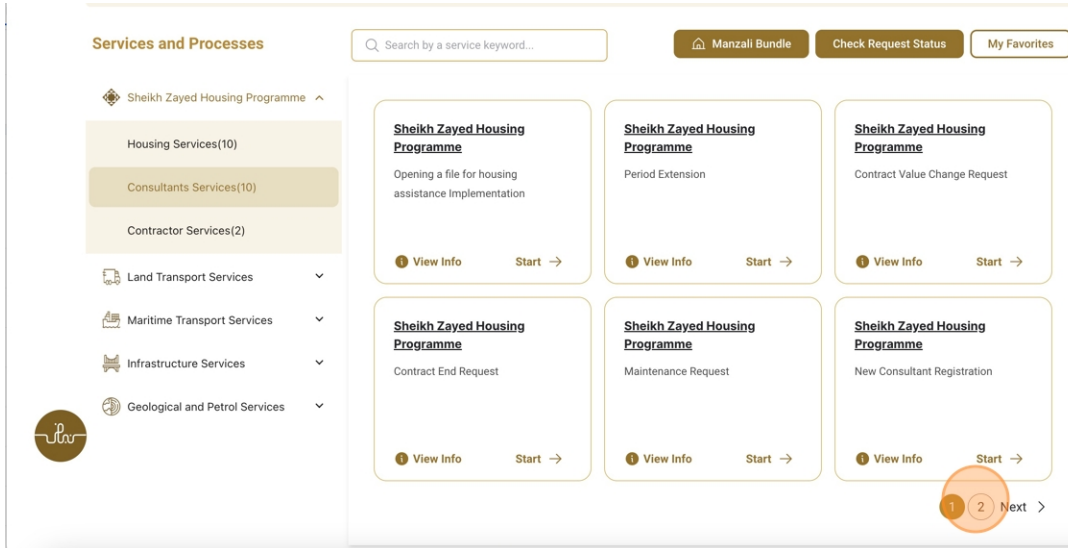
4. Click here on the Sheikh Zayed Housing Programme



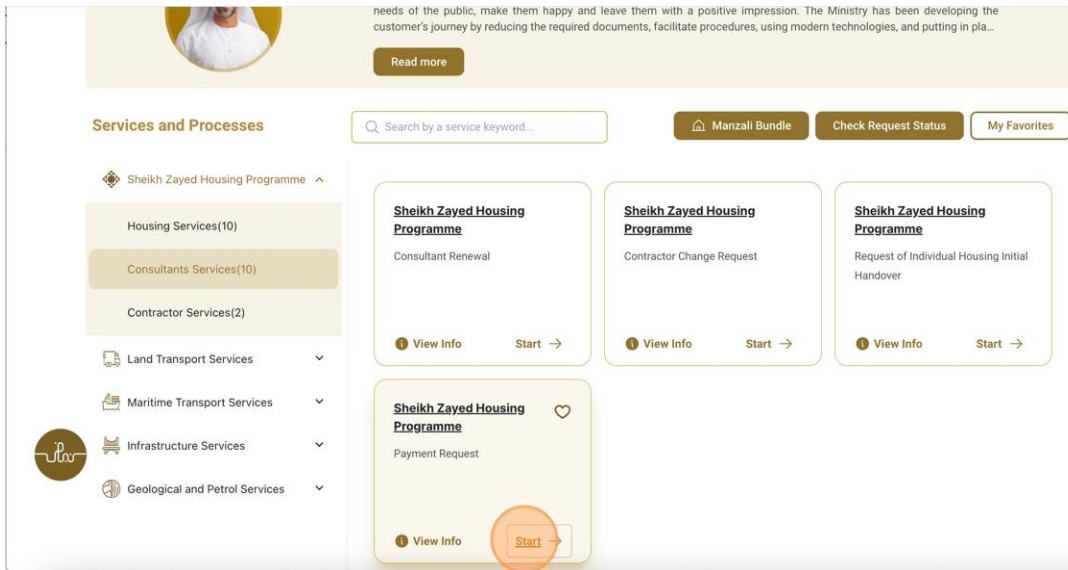
5. Click here on the Consultant Service option



6. Click here to go to Next Page



7. Click here on the Start button to Start the Payment Service



8. Click here on the Application Number

The screenshot shows the 'My Projects' section of the user interface. At the top, there is a search bar and navigation links for 'Home', 'My Applications', and 'License Services'. The user's name 'Adel Abdulla Ali Mohamed Alhammadi' is displayed. Below the navigation, the 'My Projects' title is shown with a 'Filter' button. A table lists project records, with the first record highlighted. The 'Application No.' field in this record is circled in orange.

Application No	Open File No	Contractor Name	Contract No	% Completed	Beneficiary Name	Status
IS251121100450	4222	IC Innovatechs Contractor	-	0%	AA Adel Abdi	Open

Rows per page 10 1-1 of 1

9. Click here on the Request Payment

The screenshot shows the 'Project Details' page for a 'Housing Assistance Form'. It features a 'Back' button and a 'Request Payment' button, with the latter circled in orange. The page displays project completion status (0%) and project value details. A donut chart shows the total value of 1.0 M, split into 80.0% for the beneficiary (200,000) and 20.0% for aid (800,000).

Project Completion Delivery Initiated
 Overall Completion Percentage of the Project to Date: 0%

Project Start Date: 07-Jan-2021 | Project End Date: 07-Jan-2027
 Delivery Date: 07-Jan-2026 | Extended Delivery Date: 07-Jan-2026

Project Value Details

Total Project Value: **1.0 M AED**
 Total AID Amount: **800,000 AED**

Beneficiary Value: 200,000 | Aid Value: 800,000

10. Click here to Enter the Claimed Percentage Value

- ✔ Payment Summary
- 3 Attachments

Please select payment date *

2025-02-07

[Save](#)

Work Item Name	Weighted %	% Completed	Claimed %	Attachments
Excavation	5 %	0	0 %	Click to attach
Concrete Foundation	5 %	0	0 %	Click to attach
Concrete-Ground	5 %	0	0 %	Click to attach
Concrete-First Floor	5 %	0	0 %	Click to attach
Brick Work	5 %	0	0 %	Click to attach
External and Internal Plaster works	5 %	0	0 %	Click to attach
Tile Works for Floors and Walls	5 %	0	0 %	Click to attach
Health Works, kits and Fittings	5 %	0	0 %	Click to attach

11. Click here to Upload the Attachment

- ✔ Payment Summary
- 3 Attachments

Please select payment date *

2025-02-07

[Save](#)

Work Item Name	Weighted %	% Completed	Claimed %	Attachments
Excavation	5 %	0	5 %	Click to attach
Concrete Foundation	5 %	0	5 %	Click to attach
Concrete-Ground	5 %	0	5 %	Click to attach
Concrete-First Floor	5 %	0	5 %	Click to attach
Brick Work	5 %	0	5 %	Click to attach
External and Internal Plaster works	5 %	0	5 %	Click to attach
Tile Works for Floors and Walls	5 %	0	05 %	Click to attach
Health Works, kits and Fittings	5 %	0	5 %	Click to attach
Electrical and pneumatic works	5 %	0	5 %	Click to attach

12. Click here to go to Next Step Where the user can view Payment Summary

nanoraais					
Woodwork and Kitchen Cabinets	5 %	0	5 %	File Uploaded Successfully	
Internal and External Pigments	5 %	0	0 %	Click to attach	
Works of Insulating Layers	5 %	0	0 %	Click to attach	
Works of Annexes	5 %	0	0 %	Click to attach	
Works of Outerwall and gates of the entire	5 %	0	0 %	Click to attach	
Outdoor Works and parking covers	5 %	0	0 %	Click to attach	
Cleaning the site	20 %	0	0 %	Click to attach	
Others	0 %	0	0 %	Click to attach	
Total Percentage	100 %	0 %	55 %		

[< Previous Step](#)
[Next Step >](#)

Payment Summary +

13. Here the user can view the Payment Summary

3 Attachments

Project Details

Project Start Date 07-Jan-2021	Initial Project Delivery Date 07-Jan-2026	Project Duration --	Contract Number --
Project Delivery Date 07-Jan-2026	Project End Date 07-Jan-2027	Project Extension -	Payment Date 07-Feb-2025
Payment Request Date 07-Feb-2025			

Claimed Payment Details

Claimed Amount	550,000 AED (55.0%)
Total Beneficiary Contribution	- 200,000 AED (20.0%)
MOEI Contribution Till Now	- 0 AED (0.0%)
Bank Guarantee Amount	- 40,000 AED
Retention Amount	- 35,000 AED
Penalties	- 0 AED

Net Claimed Amount: 275,000.0 AED

[< Previous Step](#)
[Next Step >](#)

14. Click here to go to Next Step

Project Start Date 07-Jan-2021	Initial Project Delivery Date 07-Jan-2026	Project Duration --	Contract Number --
Project Delivery Date 07-Jan-2026	Project End Date 07-Jan-2027	Project Extension -	Payment Date 07-Feb-2025
Payment Request Date 07-Feb-2025			

Claimed Payment Details

Claimed Amount	550,000 AED (55.0%)
Total Beneficiary Contribution	- 200,000 AED (20.0%)
MOEI Contribution Till Now	- 0 AED (0.0%)
Bank Guarantee Amount	- 40,000 AED
Retention Amount	- 35,000 AED
Penalties	- 0 AED

Net Claimed Amount: 275,000.0 AED

[< Previous Step](#) [Next Step >](#)

Attachments +

15. Click here to upload the Attachment

Home / Payment Details

Payment Details Back Submit

- ✔ Work Progress
- ✔ Payment Summary
- 3 Attachments

Percentage of Completion +

Payment Summary +

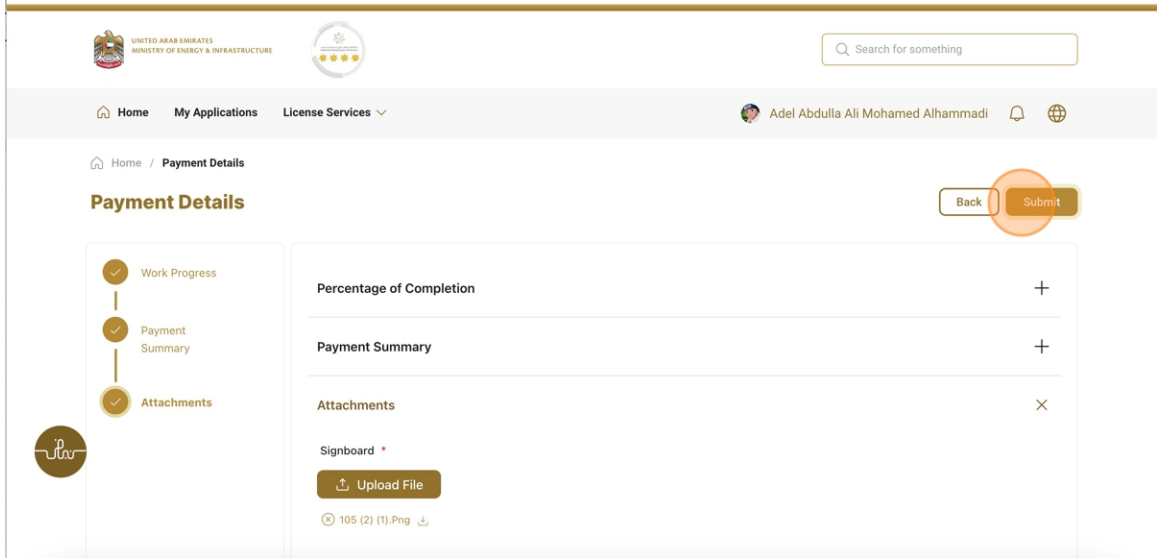
Attachments ×

Signboard *
 [Upload File](#)

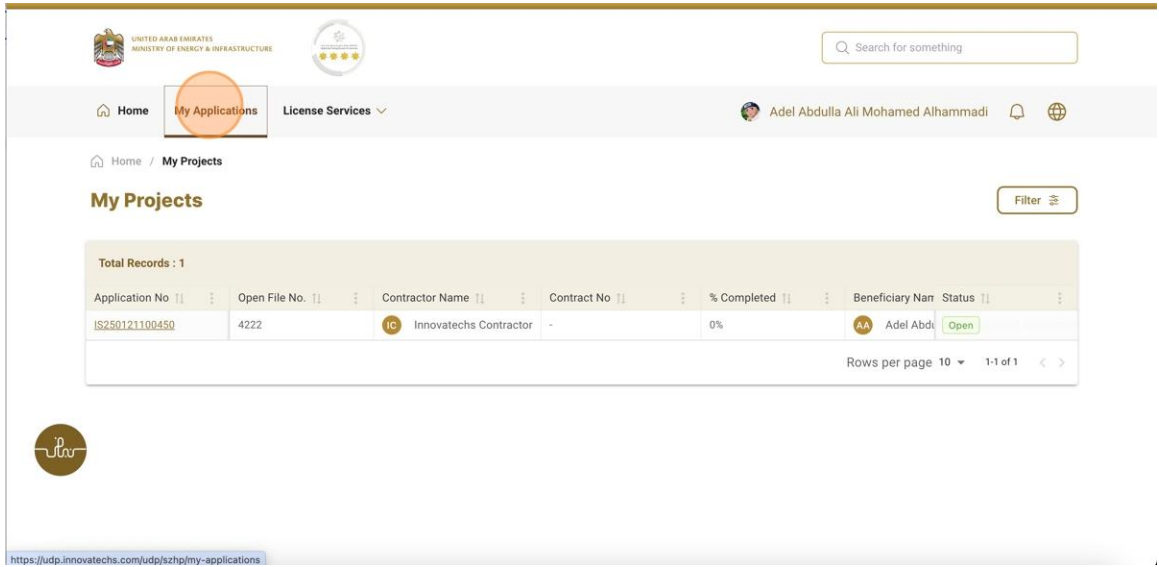
Work Schedule *
 [Upload File](#)

Receipt of Beneficiary amount received *
 [Upload File](#)

16. Click here on the Submit button



17. Click here on the My Applications



18. Click here on Payment Request option to view the Payment Request

The screenshot shows the user interface of the Ministry of Energy and Infrastructure portal. At the top, there are logos for the United Arab Emirates Ministry of Energy & Infrastructure and the Ministry of Energy & Infrastructure. A search bar is present with the placeholder text "Search for something". The user's name, "Adel Abdulla Ali Mohamed Alhammadi", is displayed in the top right corner. The main navigation bar includes "Home", "My Applications", and "License Services". The "My Applications" section is active, showing a "Click to Refresh" button. Below this, there is a search filter for "Service by category" set to "Sheikh Zayed Housing Programme" and a "Service" search box containing "pay". A dropdown menu is open under the "Service" search box, showing "Payment Request" as an option, which is highlighted with an orange circle. Below the search filters, it says "Total Records : 2". The first record is a "Housing Application" with a status of "Application Under Review". The details for this application are as follows:

#	Application Number	Requested By	Requested Date	Last Updated Date
	SZHP_3859	Adel Abdulla Ali Mohamed Alhammadi	06-Feb-2025	06-Feb-2025



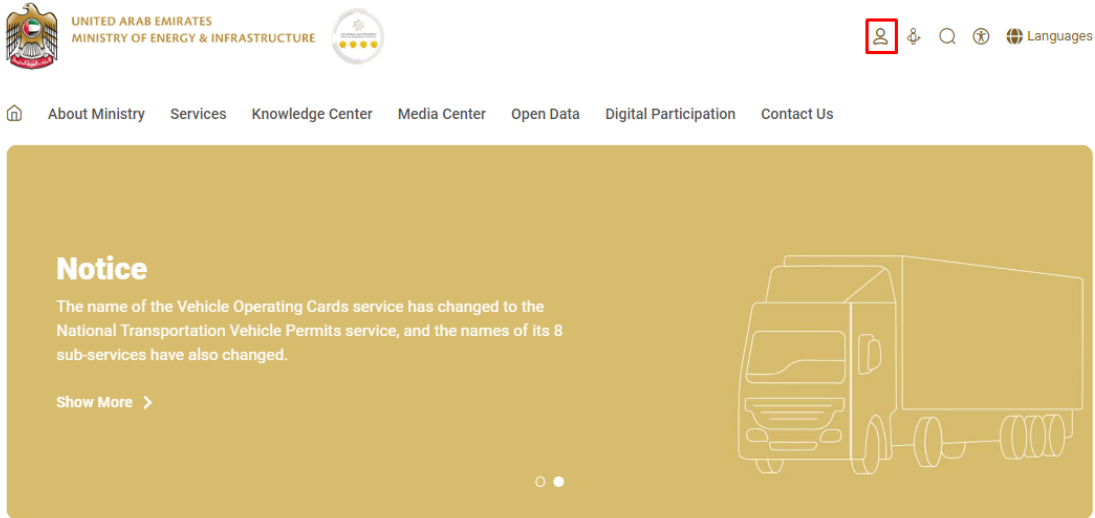
User Manual

Final Payment Submission

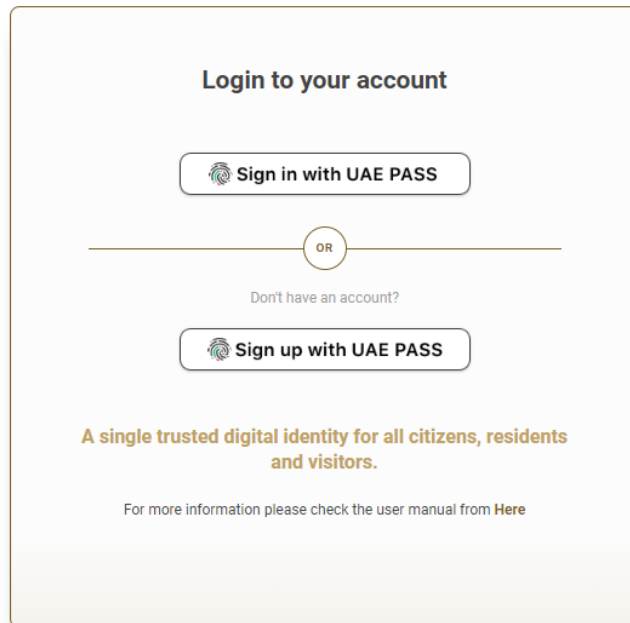
3.2 V

2025

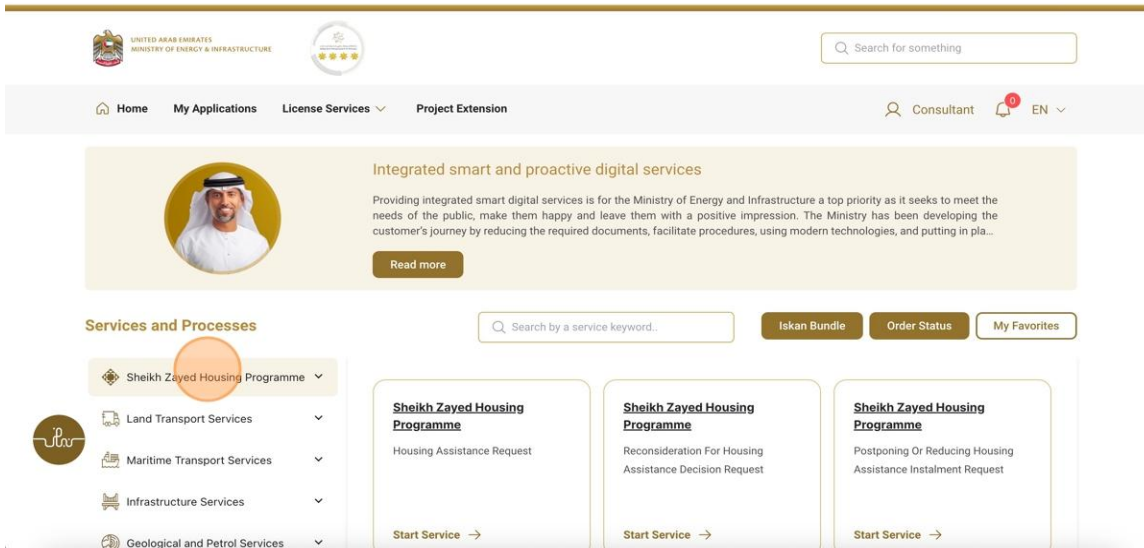
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



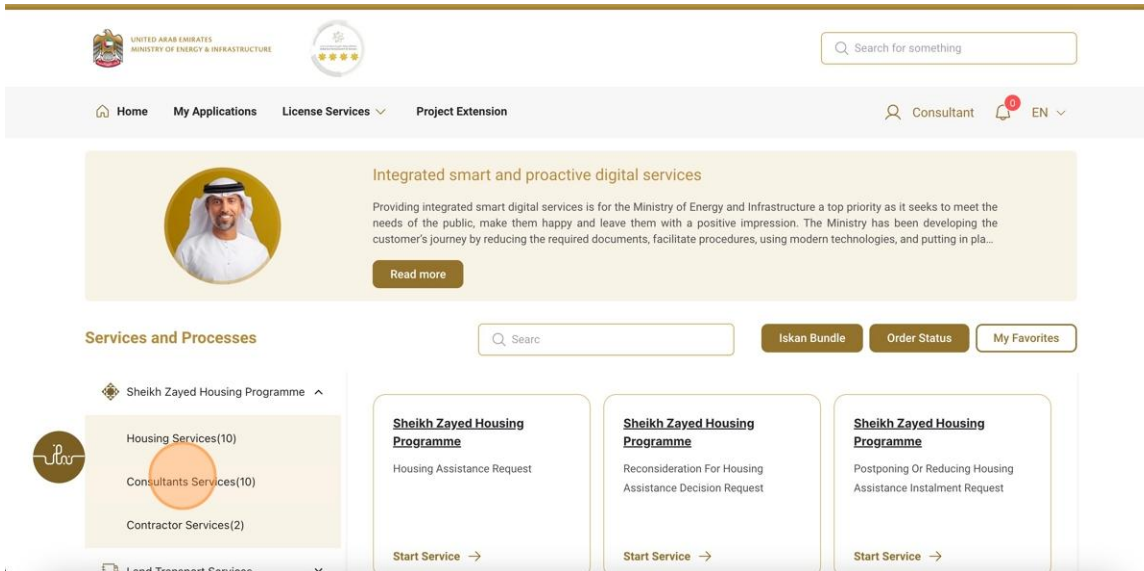
3. Then it will redirect you to the Login page, you can login using UAE PASS.



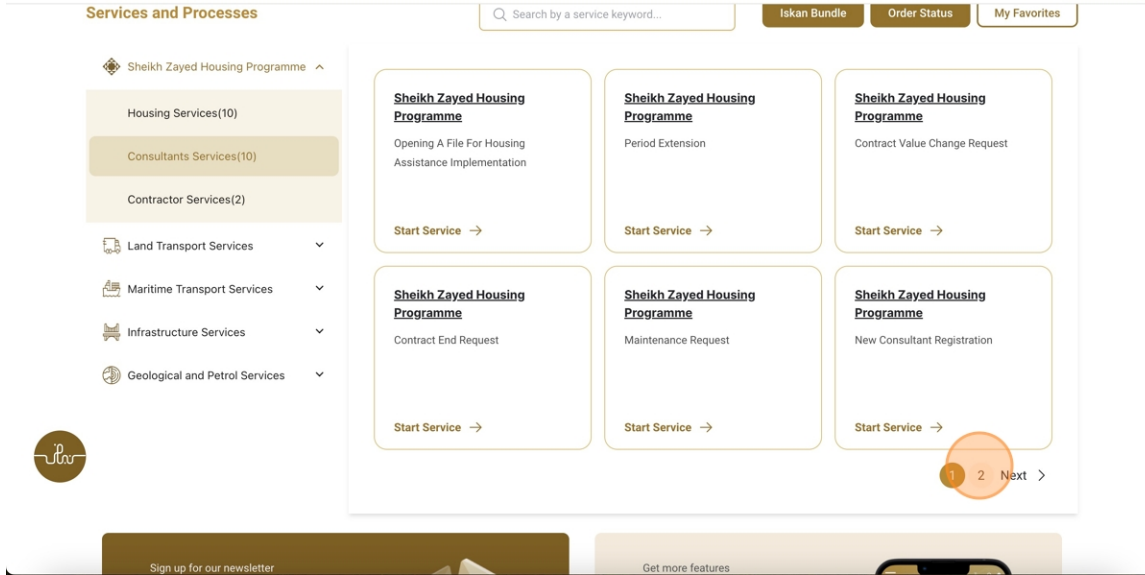
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services.



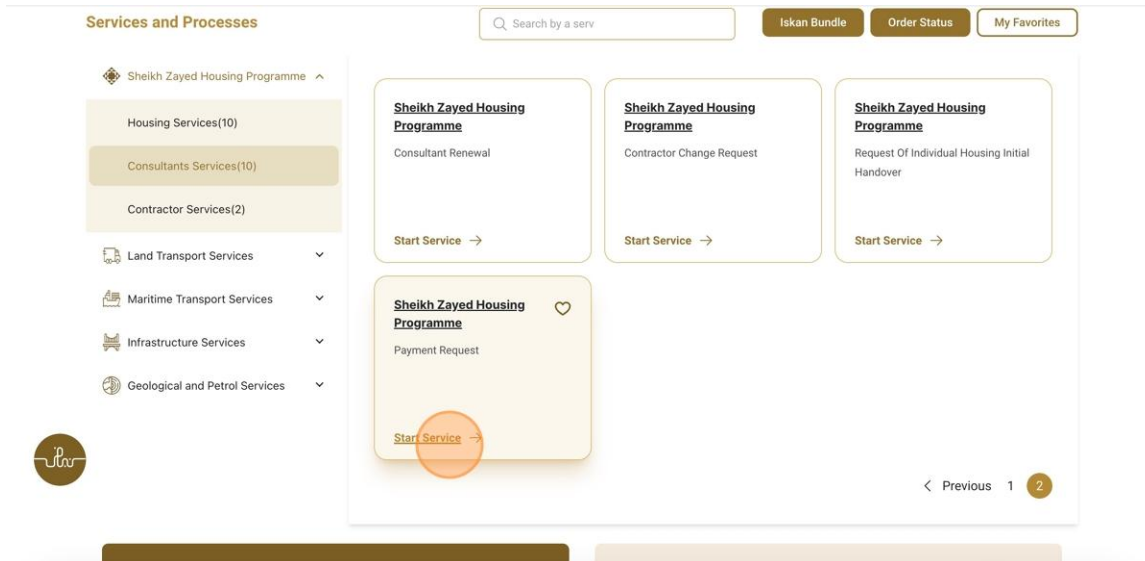
5. Click here to open the Consultant services



6. Click here to go to next page



7. Click here to Open the Payment Request



8. Click here to Open the application

Home / My Projects

My Projects

Grouped by Beneficiary Name

Total Records : 2

Application No	Beneficiary Name	Contract No	Contractor Name	% Completed	Primary Delivery Date
SZ241015170041	Sowjanya Reddy (1)	e2234234	INNOVATECHS CONTRACTOR	0%	26-Mar-2025
SZ241026430063	Tarunendra Sappa (1)	12	INNOVATECHS CONTRACTOR	0%	-

Rows per page 10 1-4 of 4

9. Click here to Request Payment

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home / My Applications / License Services / Project Extension

Home / Project Details

Project Details

Back Request Payment

Work Summary Housing Assistance Form View Property Location

Project Completion Delivered

Overall Completion Percentage of the Project to Date

Project Start Date 26-Oct-2024 Project End Date 26-Mar-2026

Delivery Date 26-Mar-2025 Extended Delivery Date 26-Mar-2025

0%

Project Value Details

Total Value
3.1 M

● Beneficiary Value: 2.3 M ● Aid Value: 800,000

Project value
Total contract value

3.1 M AED

Aid Value
Total Value Issued by SZHP

800,000 AED

10. Click here to enter the claimed value

Home / Payment Details

Payment Details Back Submit

- Work Progress
- Payment Summary
- 3 Attachments**

Percentage of Completion Save + Add Work Item

Work Item Name	Weighted %	% Completed	Claimed %	Attachments	Actions
Excavation	5 %	0	0 %	Click to attach	
Concrete Foundation	5 %	0	0 %	Click to attach	
Concrete-Ground	5 %	0	0 %	Click to attach	
Concrete-First Floor	5 %	0	0 %	Click to attach	
Brick Work	5 %	0	0 %	Click to attach	
External and Internal Plaster works	5 %	0	0 %	Click to attach	

11. Click here to go to Next step where the use can view the payment details

pneumatic works				Click to attach	
Aluminum works, metal glass, handrails	5 %	0	5 %	Click to attach	
Woodwork and Kitchen Cabinets	5 %	0	5 %	Click to attach	
Internal and External Pigments	5 %	0	5 %	Click to attach	
Works of Insulating Layers	5 %	0	5 %	Click to attach	
Works of Annexes	5 %	0	5 %	Click to attach	
Works of Outerwall and gates of the entire	5 %	0	5 %	Click to attach	
Outdoor Works and parking covers	5 %	0	5 %	Click to attach	
Cleaning the site	20 %	0	20 %	Click to attach	
Total Percentage	100 %	0 %	100 %		

< Previous Step Next Step >

Payment Summary +

12. Click here to go to next page where the user can upload the file

The screenshot shows a 'Claimed Payment Details' form. It lists various financial items and their amounts. A 'Next Step' button is circled in orange. Below the form is a navigation bar with links: 'The Ministry', 'Using the website', 'Information and', and 'References'.

Claimed Payment Details	
Claimed Amount	3.1 M AED (100.0%)
Total Beneficiary Contribution	- 2.3 M AED (74.55%)
MOEI Contribution Till Now	- 0 AED (0%)
Bank Guarantee Amount	- 40,000 AED
Retention Amount	- 40,000 AED
Penalties	-0 AED
Net Claimed Amount:	720,000.0 AED

Navigation: < Previous Step | Next Step >

Attachments: +

Footer: The Ministry | Using the website | Information and | References

13. Click here to upload the file

The screenshot shows an 'Attachments' form. It includes a progress indicator on the left with 'Attachments' selected. The main form area has a 'Click to attach' button circled in orange. Below the form is a navigation bar with links: 'The Ministry', 'Using the website', 'Information and support', and 'References'.

Progress: Work Progress | Payment Summary | **Attachments**

Percentage of Completion +

Payment Summary +

Attachments ×

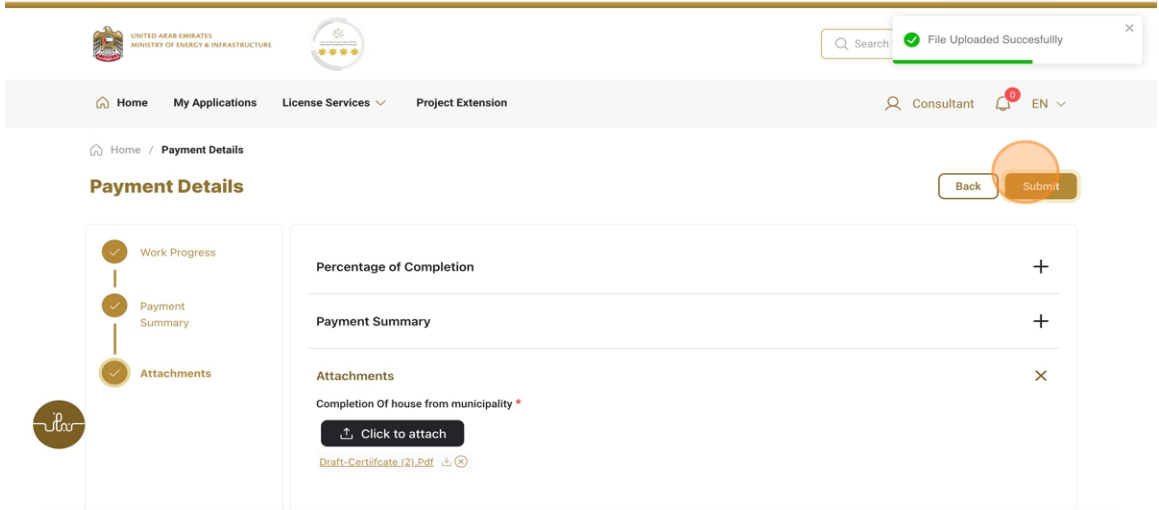
Completion Of house from municipality *

Click to attach

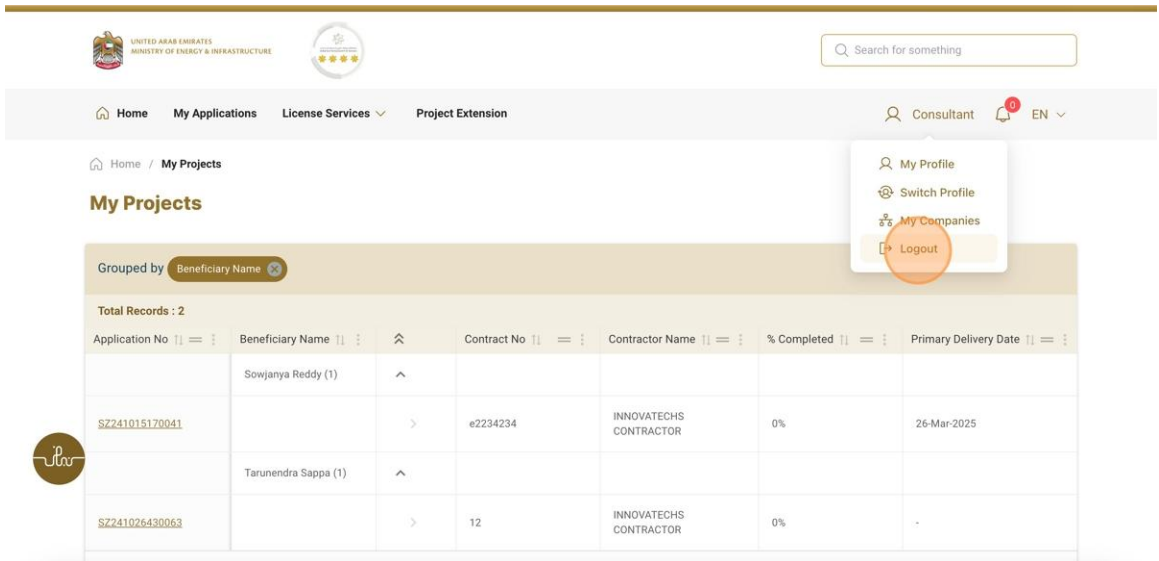
Navigation: < Previous Step | Next Step >

Footer: The Ministry | Using the website | Information and support | References | 171 TAWASUL

14. Click here to Submit the application

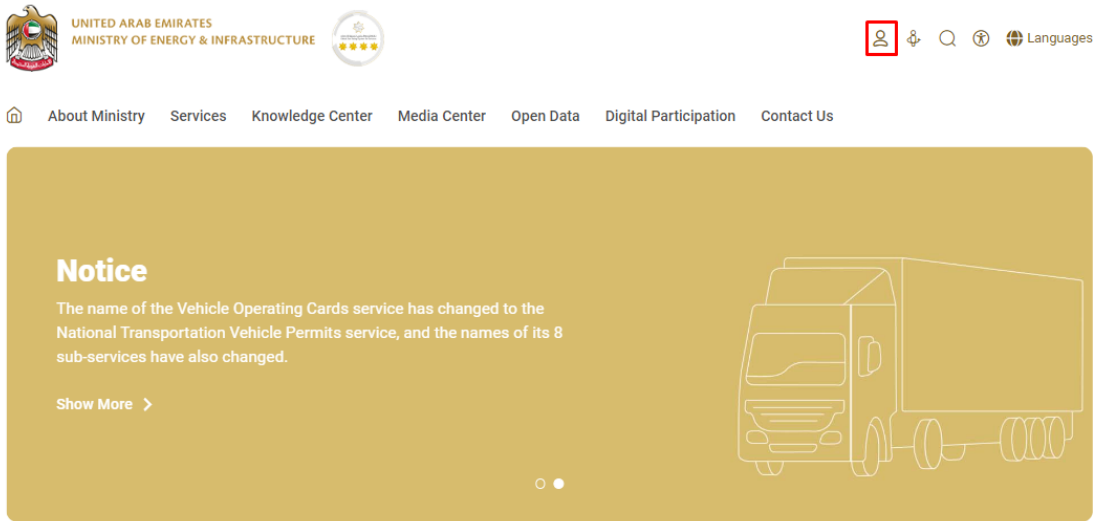


15. Click here to logout as consultant and login as both Beneficiary and Contractor as a task will be assign for both the users

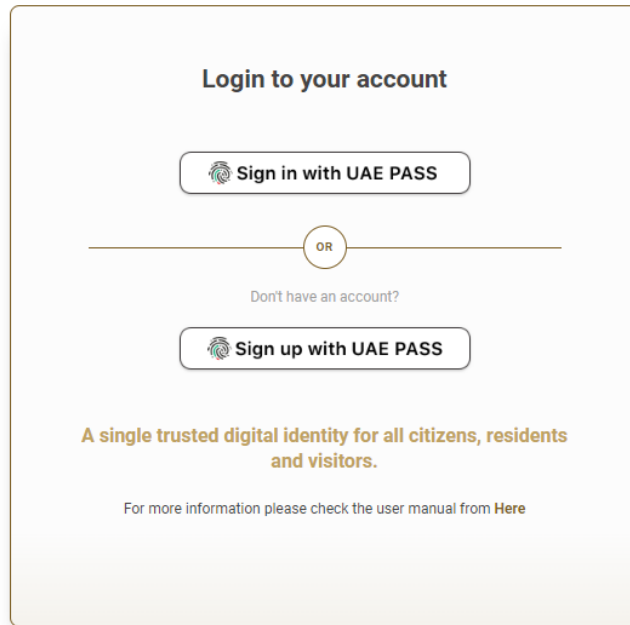


16. Open MOEI website: <https://www.moei.gov.ae>

17. Click on “LOGIN” on the header



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



19. After Successful login, Beneficiary will be navigated to the page where they can view all the Services. Click on My Applications to view the applications

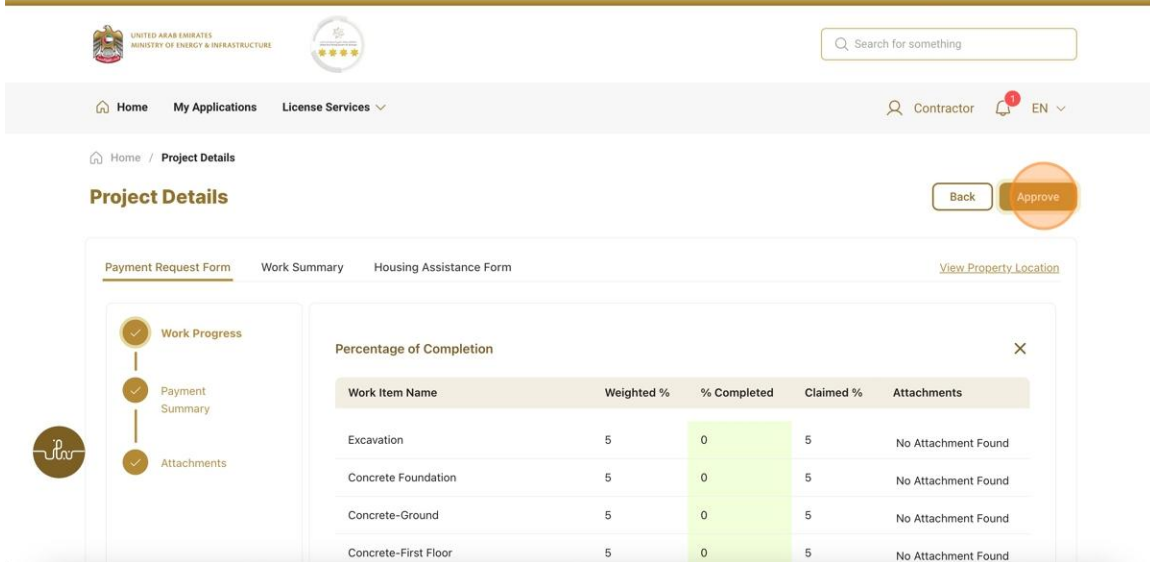
The screenshot shows the user interface of the Ministry of Energy and Infrastructure website. At the top, there is a navigation bar with 'Home', 'My Applications', and 'License Services'. A notification bubble indicates that a One-Time Password (OTP) has been sent successfully. Below the navigation bar, there is a profile card for the user and a section titled 'Services and Processes'. This section contains a search bar and several service cards, including 'Sheikh Zayed Housing Programme' with options like 'Housing Assistance Request', 'Reconsideration For Housing Assistance Decision Request', and 'Postponing Or Reducing Housing Assistance Instalment Request'. A red circle highlights the 'My Applications' link in the navigation bar and the 'Sheikh Zayed Housing Programme' cards.

20. Click here to open the Payments Application

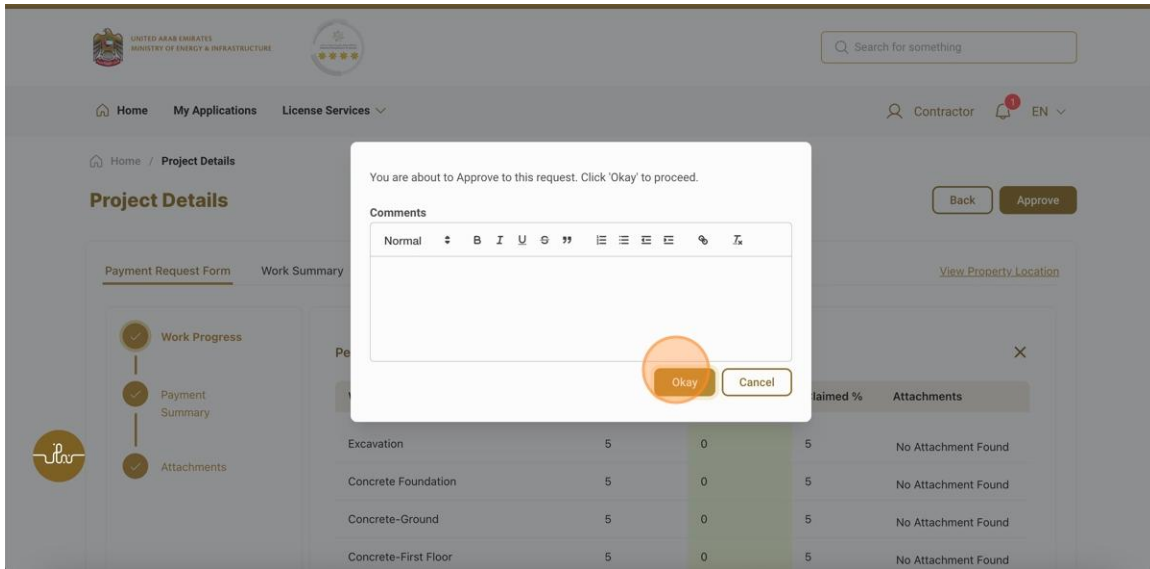
The screenshot shows the 'My Applications' page. It features a table with 20 records. The first record, 'PAY_REQ_1111', is highlighted with a red circle. The table columns include Application Number, Request Type, Requested Date, Requested By, Status, and Work Flow. The status of the highlighted record is 'Under Review'. A red circle also highlights the 'My Applications' link in the navigation bar.

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
PAY_REQ_1111	Final Payment request	26-Oct-2024	Sowjanya Reddy	Under Review	Workflow icon
AGREE_3038	Open File Application	26-Oct-2024	Tarunendra Sappa	Approved	Workflow icon
HNDOVER_724	Individual Housing Initial Handover	26-Oct-2024	Sowjanya Reddy	Approved	Workflow icon
CONCR_284	Contract Value Change Application	25-Oct-2024	Sowjanya	Application Under Review	Workflow icon
AGREE_3035	Open File Application	25-Oct-2024	Samara Simha Reddy	Draft	Workflow icon
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	Workflow icon
HNDOVER_723	Individual Housing Initial Handover	23-Oct-2024	Sai Rohit	Submitted	Workflow icon

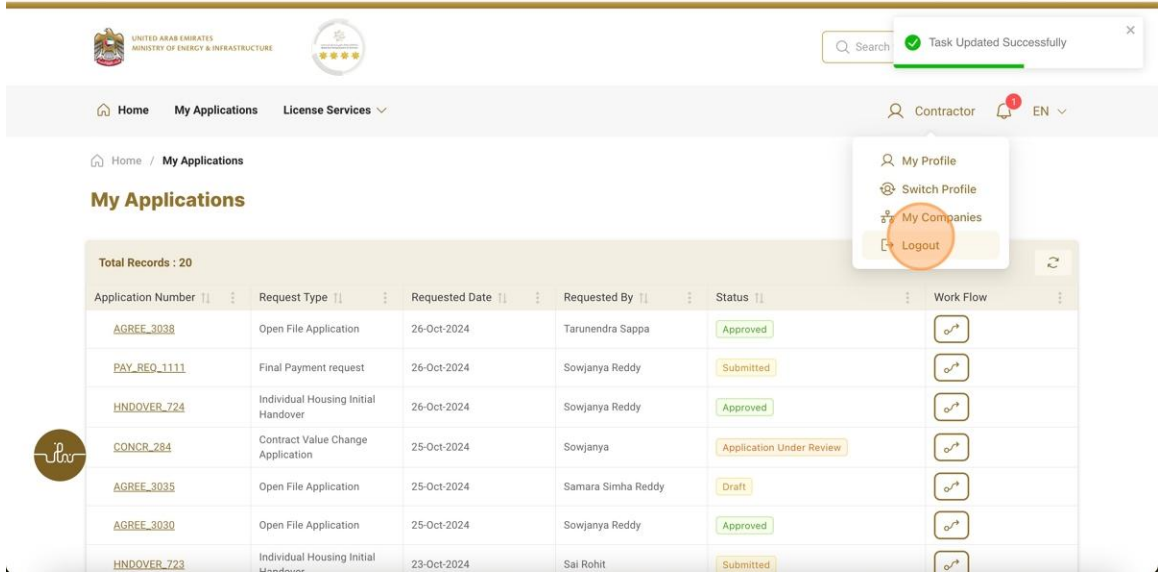
21. Click here to Approve



22. Click here on Okay

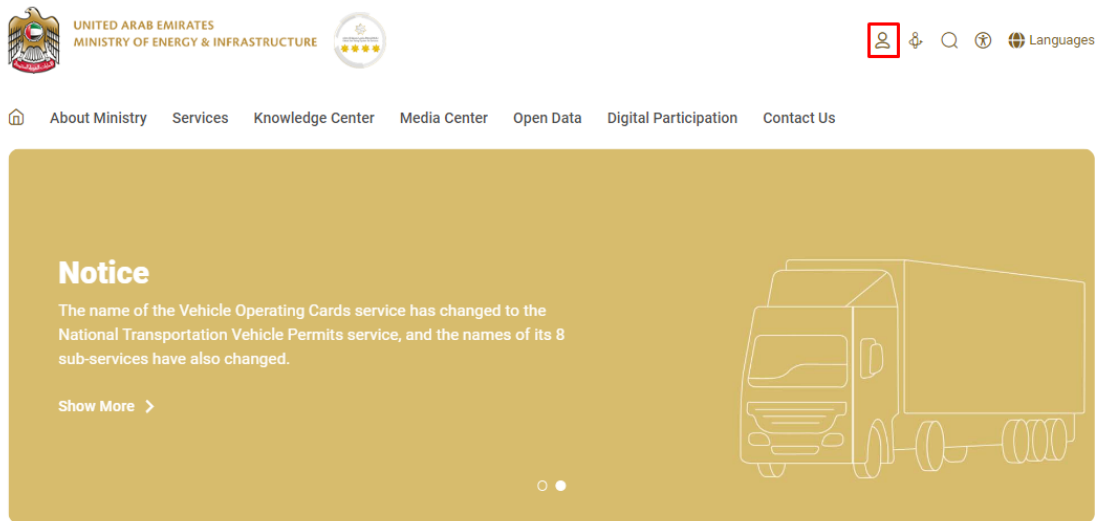


23. Click here to logout as Contractor and login as Beneficiary

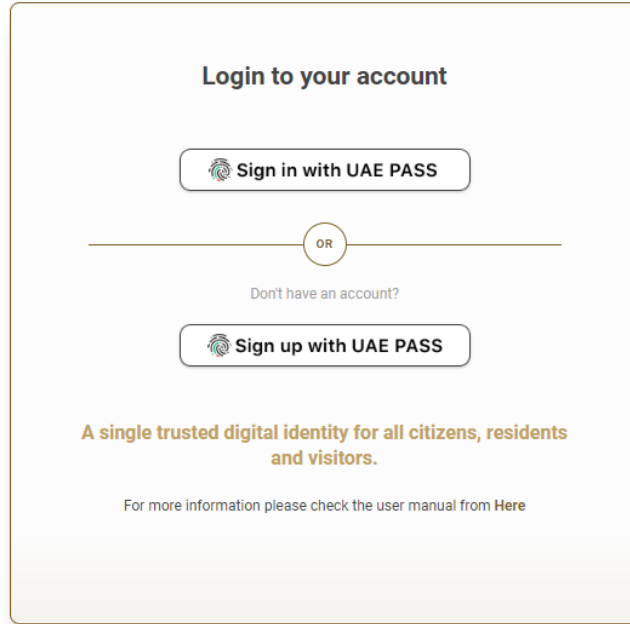


24. Open MOEI website: <https://www.moei.gov.ae>

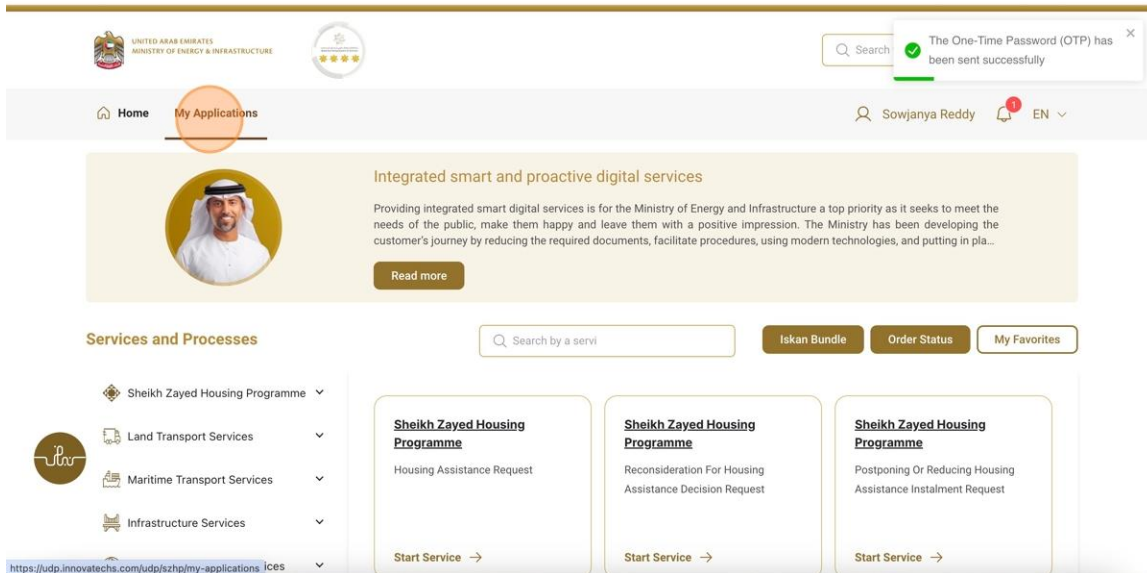
25. Click on “LOGIN” on the header



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



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



28. Click here to open the Payments Application

The screenshot shows the 'My Applications' page with a table of 5 records. The first record, 'PAY_RED_1113', is highlighted with a red circle. The table columns are: Application Number, Request Type, Requested Date, Requested By, Status, and Work Flow.

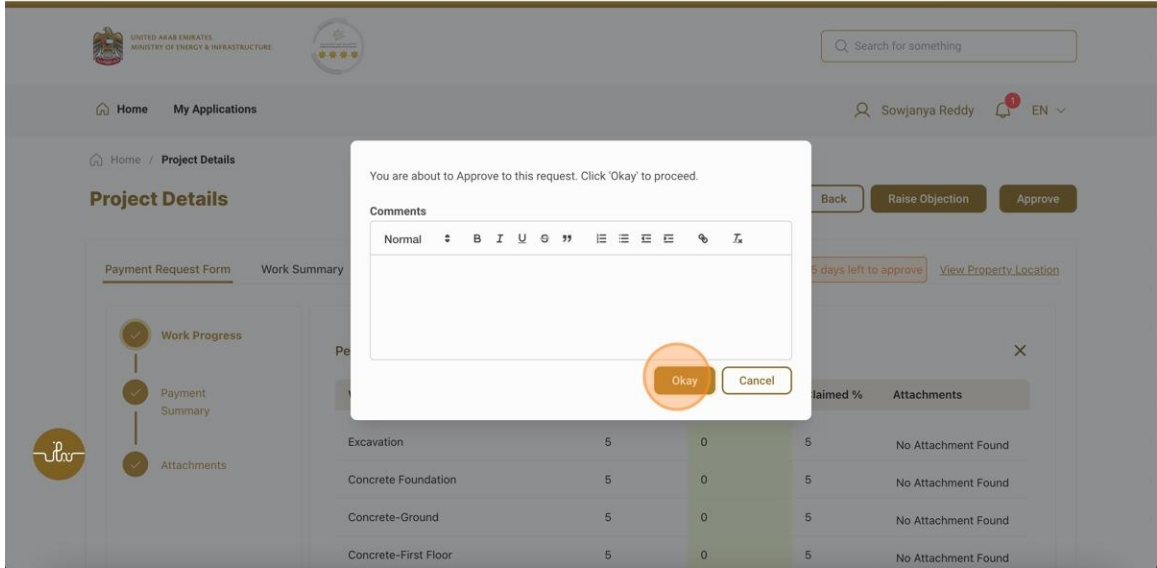
Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
PAY_RED_1113	Final Payment request	27-Oct-2024	Sowjanya Reddy	Under Review	
HANDOVER_725	Individual Housing Initial Handover	27-Oct-2024	Sowjanya Reddy	Approved	
CONCR_284	Contract Value Change Application	25-Oct-2024	Sowjanya	Application Under Review	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
SZ241015170041	Housing Application	15-Oct-2024	Sowjanya Reddy	Approved	

29. 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 shows the 'Project Details' page with a 'Percentage of Completion' table. The table has columns: Work Item Name, Weighted %, % Completed, Claimed %, and Attachments. The 'Approve' button is highlighted with a red circle.

Work Item Name	Weighted %	% Completed	Claimed %	Attachments
Excavation	5	0	5	No Attachment Found
Concrete Foundation	5	0	5	No Attachment Found
Concrete-Ground	5	0	5	No Attachment Found
Concrete-First Floor	5	0	5	No Attachment Found

30. Click here on Okay





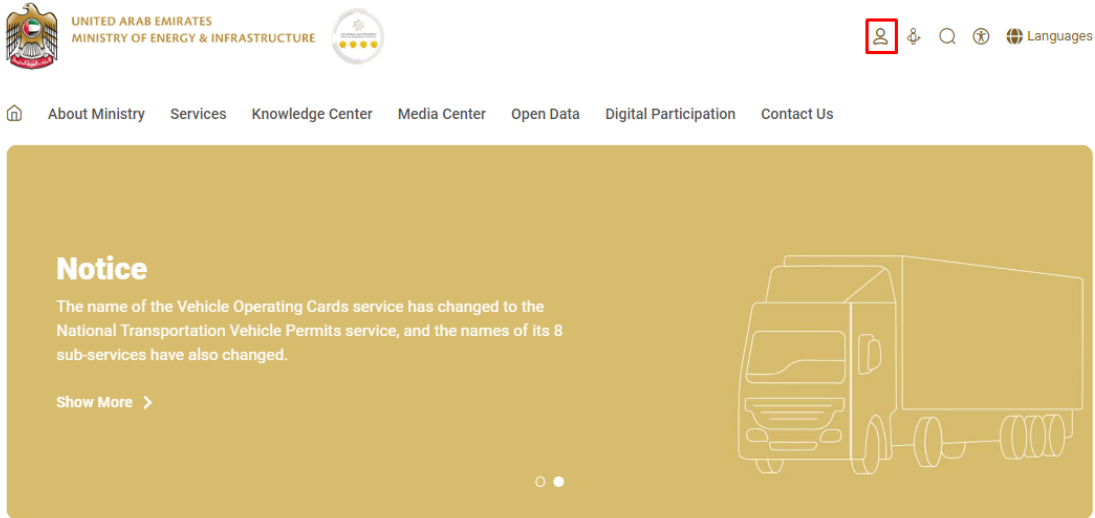
User Manual

Retention or Claim Balance Request

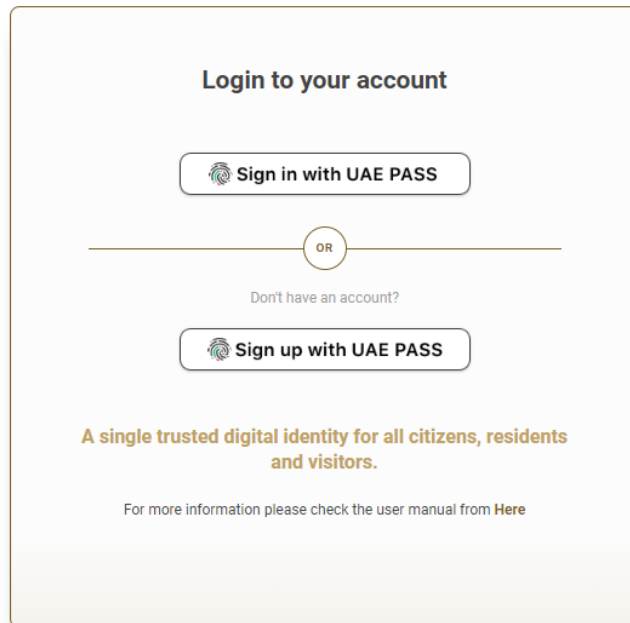
3.2 V

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. Click here on the My Applications to view the Applications

5. Click here on the PAYMENTS Application

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
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	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
HNDOVER_723	Individual Housing Initial Handover	23-Oct-2024	Sai Rohit	Submitted	
		22-Oct-2024	Shubham Rathi	Approved	

6. Click here on the Claim Amount

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services Project Extension Consultant EN

Home / Project Details

Project Details Back View Payment Details

You are now eligible to claim your pending balance Claim Amount →

Work Summary Housing Assistance Form View Property Location

Project Completion Delivered
Overall Completion Percentage of the Project to Date

Project Start Date 26-Oct-2024 Project End Date 26-Mar-2026
Delivery Date 26-Mar-2025 Extended Delivery Date 26-Mar-2025

100%

Project Value Details

25.8% Total Value 3.1 M 74.9%

Project value Total contract value Aid Value Total Value Issued by SZHP

7. Click here to tic on the Check Box

Attachments

Claimed Details

Project Details

Application No S2241015170041	Applicant Name Sowjanya Reddy	Consultant Name Consultant	Contractor Name Contractor
Project Start Date 26-Oct-2024	Project End Date 26-Mar-2026	Contract Value 3.1 M	Aid Amount 800,000
Beneficiary Share 2.3 M	House Delivery Date 26-Mar-2025	House Delivery Document HouseDeliveredLetter.Pdf	Final Payment Approved Date 27-Oct-2024

Pending Amount Details

Retention Amount
Retention amount available for withdrawal 40,000 AED

Guarantee Amount
5% of Aid amount available for withdrawal 40,000 AED

Total Amount
Total amount requested for withdrawal 0 AED

Next Step >

Attachments +

8. Click here to tic on the Check Box

✓ Attachments

Claimed Details

Project Details

Application No SZ241015170041	Applicant Name Sowjanya Reddy	Consultant Name Consultant	Contractor Name Contractor
Project Start Date 26-Oct-2024	Project End Date 26-Mar-2026	Contract Value 3.1 M	Aid Amount 800,000
Beneficiary Share 2.3 M	House Delivery Date 26-Mar-2025	House Delivery Document HouseDeliveredLetter.Pdf	Final Payment Approved Date 27-Oct-2024

Pending Amount Details

Retention Amount
Retention amount available for withdrawal **40,000 AED**

Guarantee Amount
5% of Aid amount available for withdrawal **40,000 AED**

Total Amount
Total amount requested for withdrawal **40000 AED**

[Next Step >](#)

9. Click here to go to Next Step

✓ Attachments

Claimed Details

Project Details

Application No SZ241015170041	Applicant Name Sowjanya Reddy	Consultant Name Consultant	Contractor Name Contractor
Project Start Date 26-Oct-2024	Project End Date 26-Mar-2026	Contract Value 3.1 M	Aid Amount 800,000
Beneficiary Share 2.3 M	House Delivery Date 26-Mar-2025	House Delivery Document HouseDeliveredLetter.Pdf	Final Payment Approved Date 27-Oct-2024

Pending Amount Details

Retention Amount
Retention amount available for withdrawal **40,000 AED**

Guarantee Amount
5% of Aid amount available for withdrawal **40,000 AED**

Total Amount
Total amount requested for withdrawal **80000 AED**

[Next Step >](#)

10. Click here to upload the file

Attachments

Attachments

Supporting Documents

Click to attach

Previous Step

The Ministry

- About the ministry
- About the minister
- The UAE charter for Future Services
- Customer happiness charter

Using the website

- Sitemap
- Disclaimer
- Privacy policy
- Terms and conditions
- Accessibility

Information and support

- Services catalogue
- Media centre
- Contact us
- FAQ's

References

- Regulations
- Media kit
- Abbreviations and glossary

171 تواصل TAWASUL

171 | 04-7771777

Toll Free 800 6634

11. Click here to Submit the Application

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE

File Uploaded Successfully

Home My Applications License Services Project Extension Consultant EN

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Payment Details

Back Submit

Claimed Details

Attachments

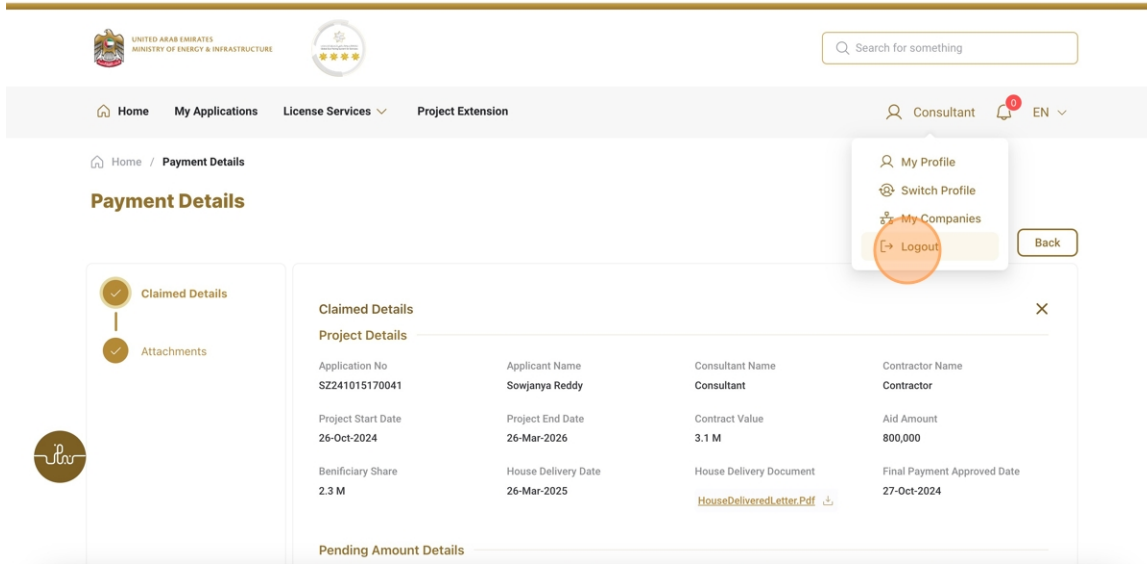
Supporting Documents

Click to attach

Draft-Certificate (2).Pdf

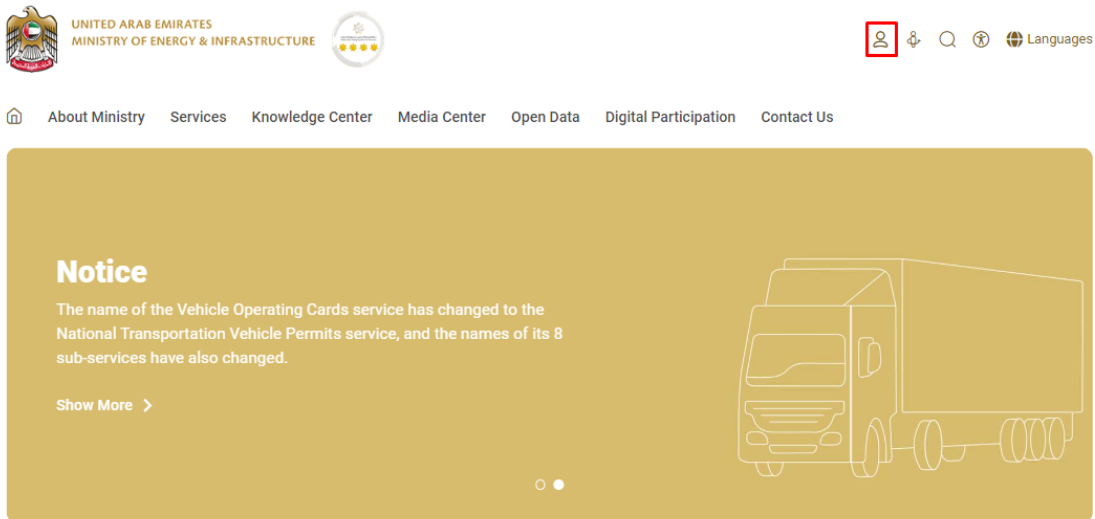
Previous Step

12. After Submitting the Application a task will be assign to both Contractor and Beneficiary Click here to Logout as Consultant and Login as both Contractor and Beneficiary

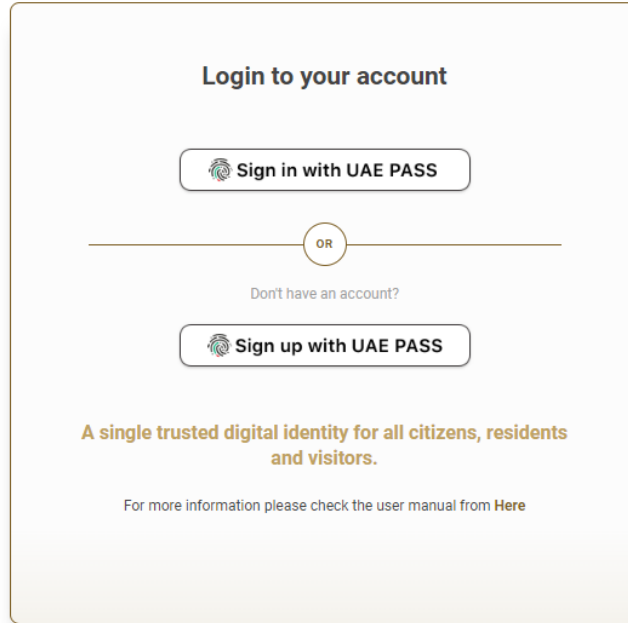


13. Open MOEI website: <https://www.moei.gov.ae>

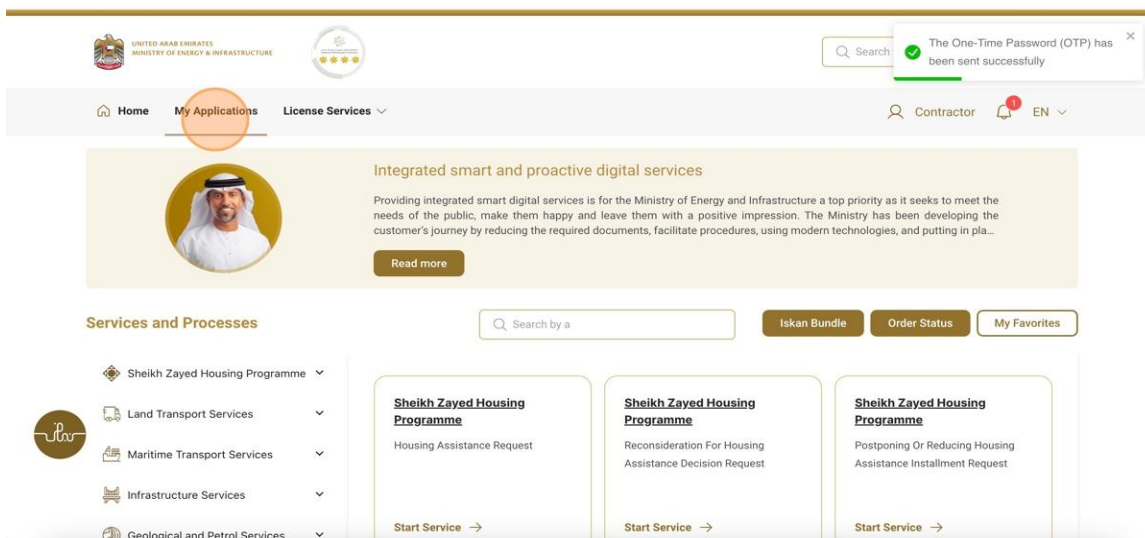
14. Click on “LOGIN” on the header



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



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



17. Click here on the Application number

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Search for something

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Contractor EN

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My Applications

Total Records : 20

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
CLAIM_1073	Claim Balance Request	28-Oct-2024	Sowjanya Reddy	Under Review	
PAY_REO_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	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
HNDOVER_723	Individual Housing Initial Handover	23-Oct-2024	Sai Rohit	Submitted	

18. Click here to Approve

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Payment Details

Back Approve

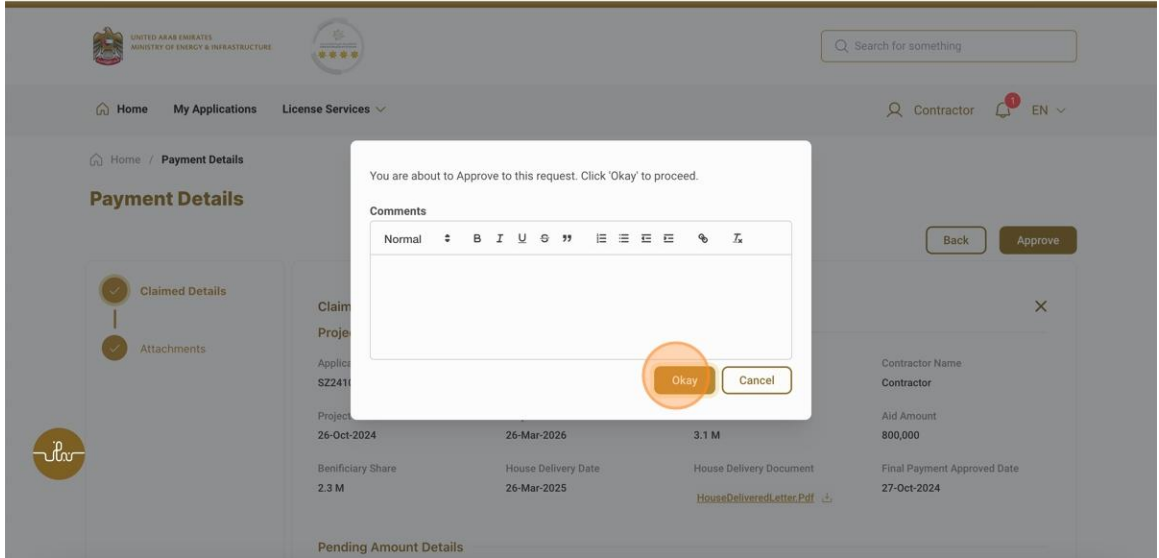
Claimed Details

Project Details

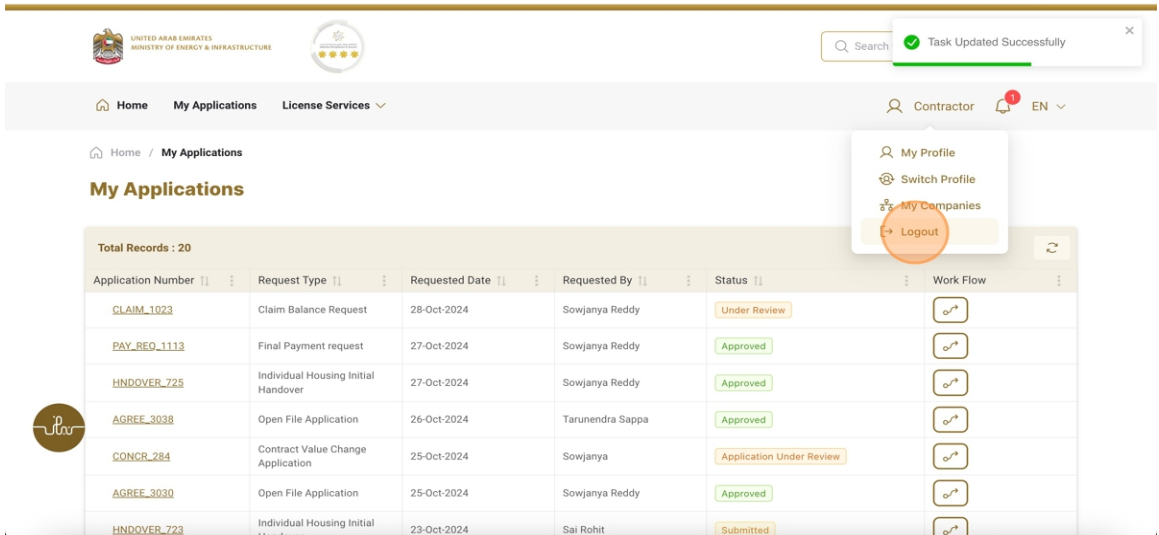
Application No S2241015170041	Applicant Name Sowjanya Reddy	Consultant Name Consultant	Contractor Name Contractor
Project Start Date 26-Oct-2024	Project End Date 26-Mar-2026	Contract Value 3.1 M	Aid Amount 800,000
Beneficiary Share 2.3 M	House Delivery Date 26-Mar-2025	House Delivery Document HouseDeliveredLetter.Pdf	Final Payment Approved Date 27-Oct-2024

Pending Amount Details

19. Click here on Okay

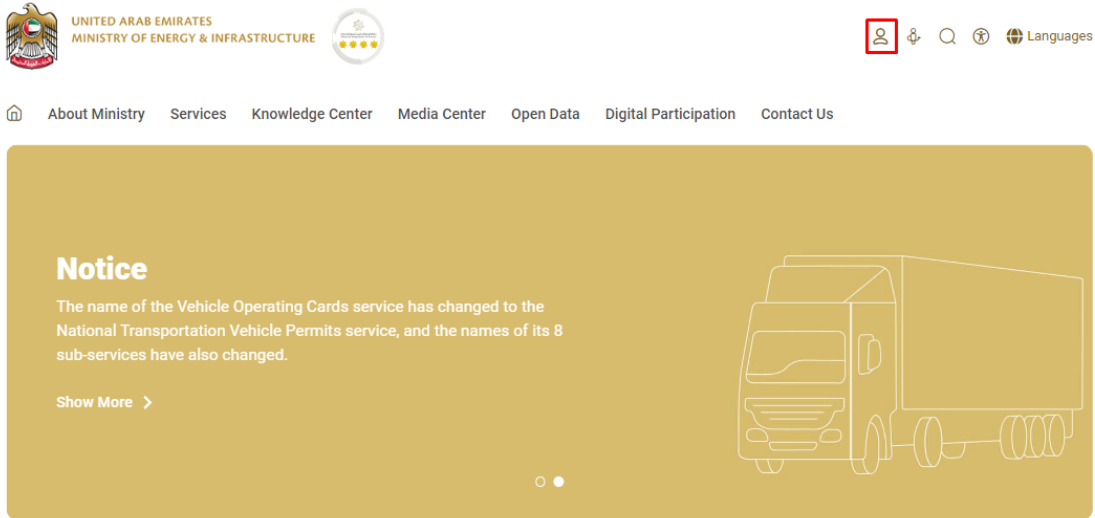


20. Click here to logout as Contractor and Login as Beneficiary

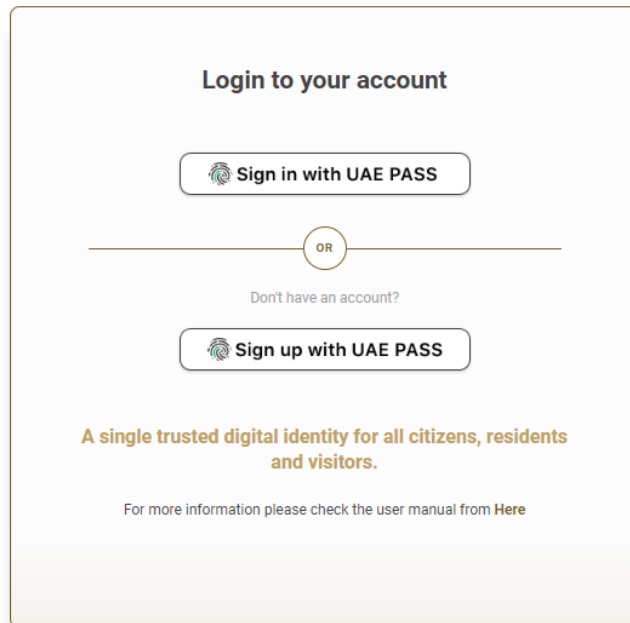


21. Open MOEI website: <https://www.moei.gov.ae>

22. Click on “LOGIN” on the header



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

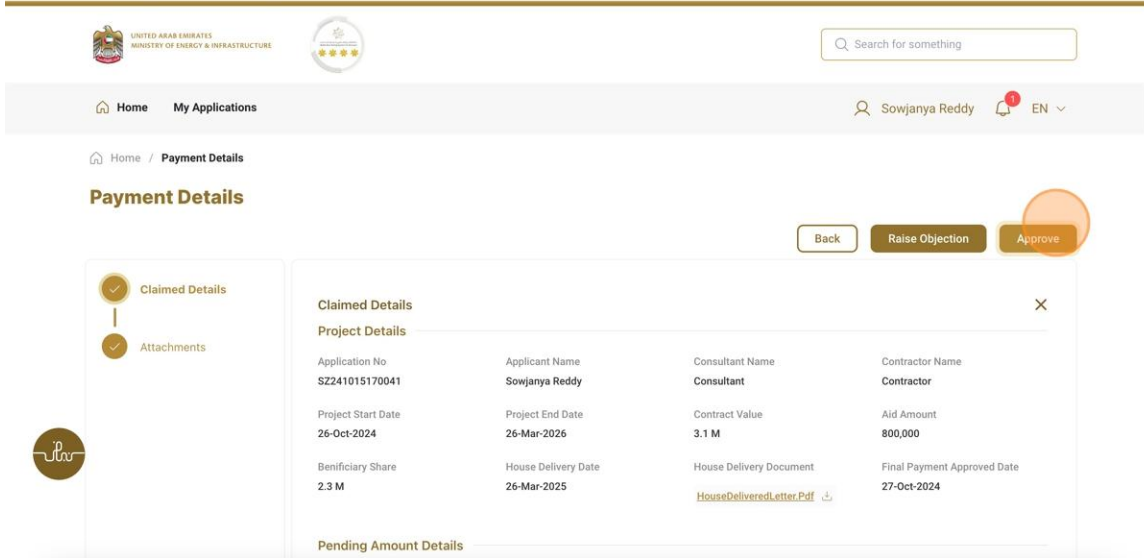


24. Click here on the Application number

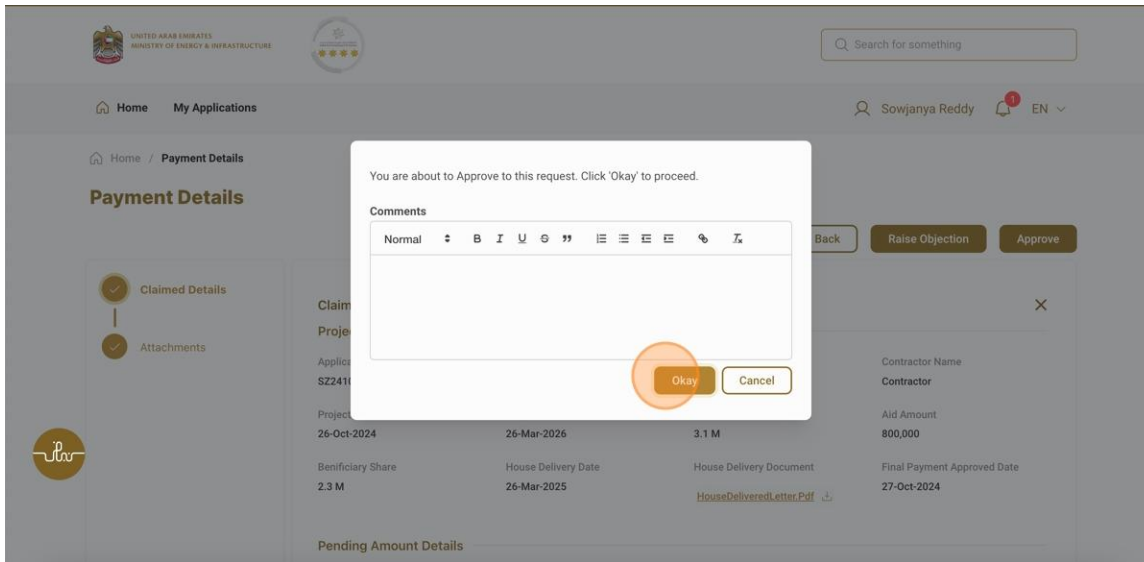
25. Click here on the Application Number

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
CLAIM_1023	Claim Balance Request	28-Oct-2024	Sowjanya Reddy	Under Review	
PAY_REQ_1113	Final Payment request	27-Oct-2024	Sowjanya Reddy	Approved	
DIS_300	Disposal of House	27-Oct-2024	Sowjanya Reddy	Under Review	
HANDOVER_725	Individual Housing Initial Handover	27-Oct-2024	Sowjanya Reddy	Approved	
CONCR_284	Contract Value Change Application	25-Oct-2024	Sowjanya	Application Under Review	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
S2241015170041	Housing Application	15-Oct-2024	Sowjanya Reddy	Approved	

26. Here the user will have to Buttons



27. Click here on Okay



28. 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