



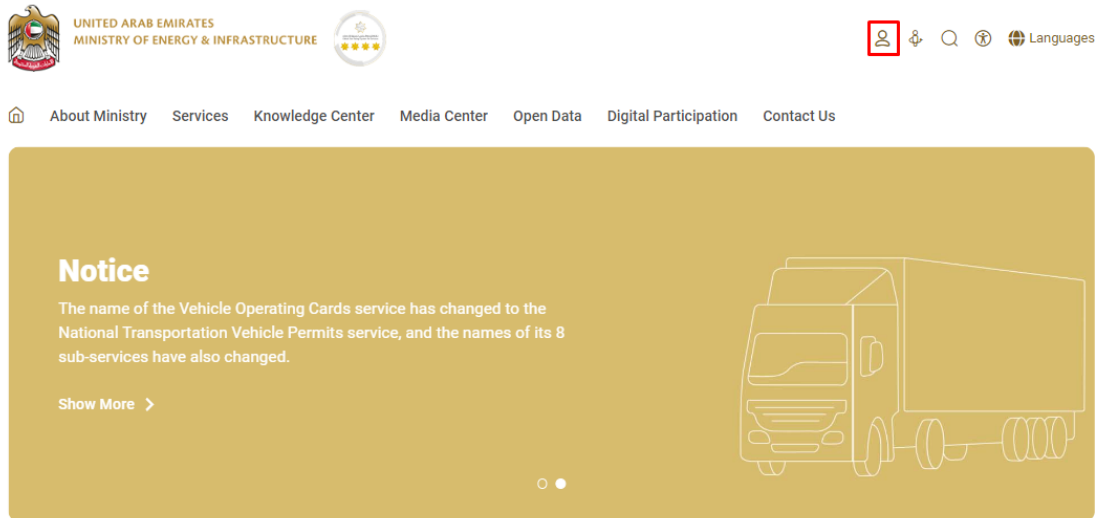
## User Manual

# Contractor Change Request Submission

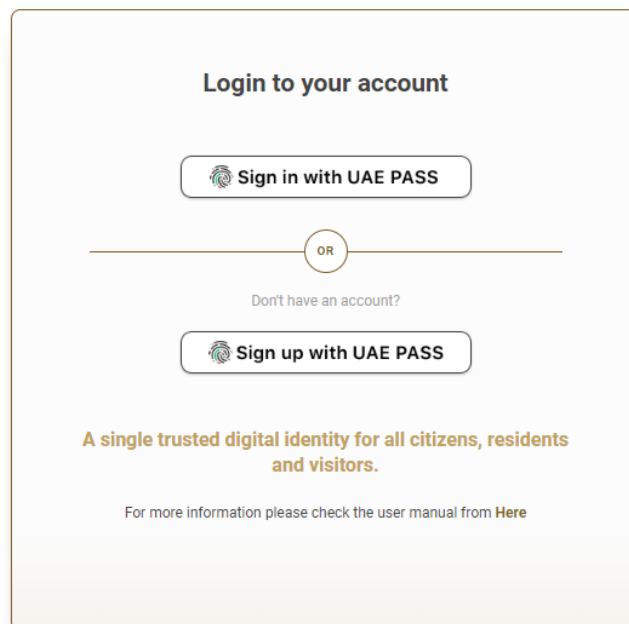
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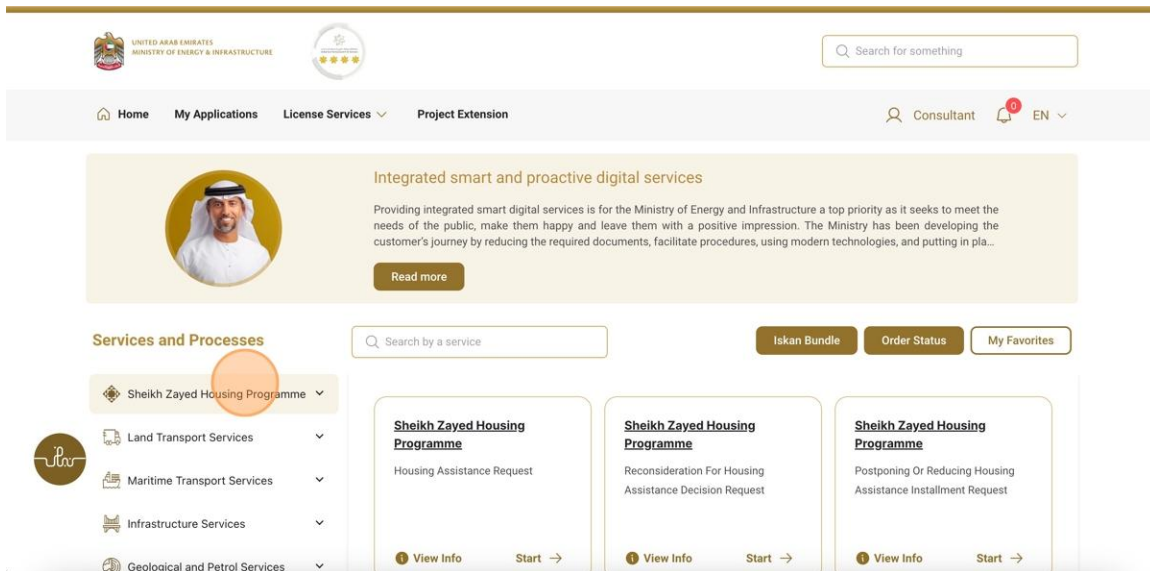
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



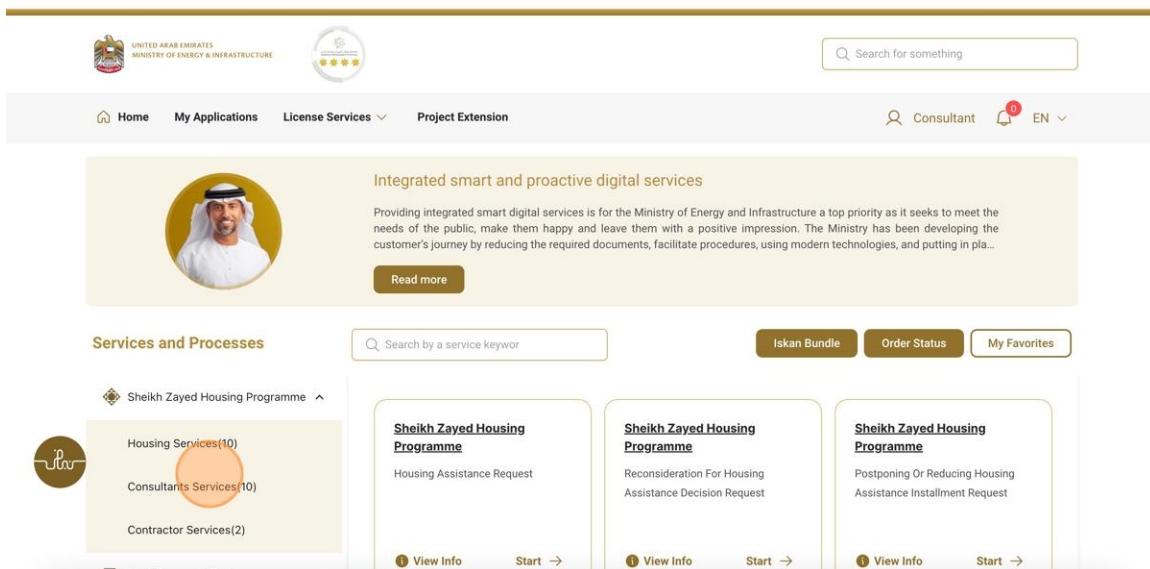
3. Then it will redirect you to the Login page, you can login using UAE PASS.



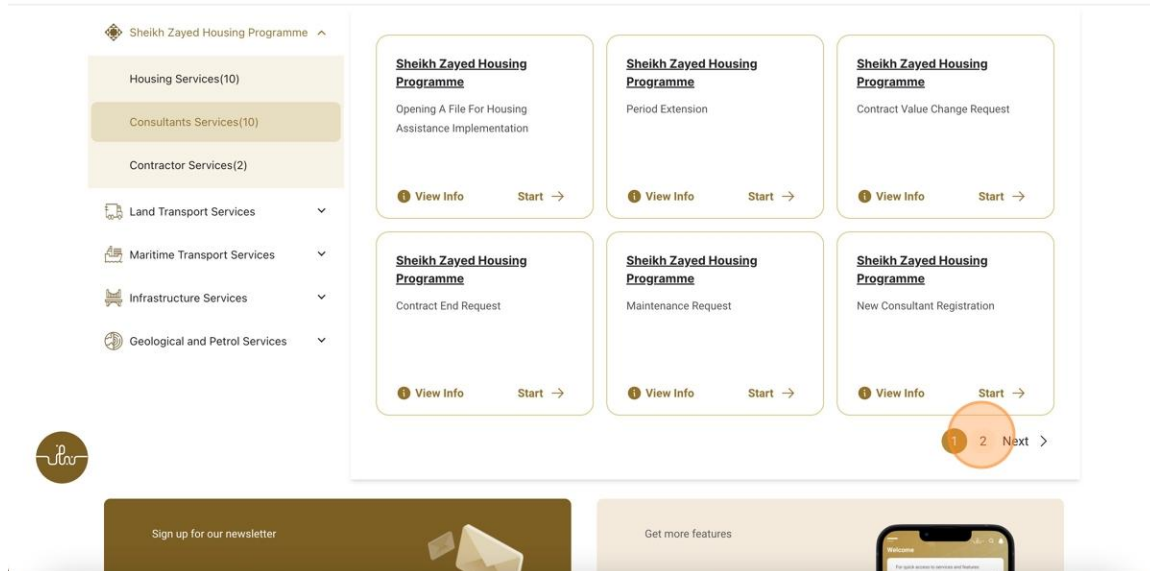
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services.



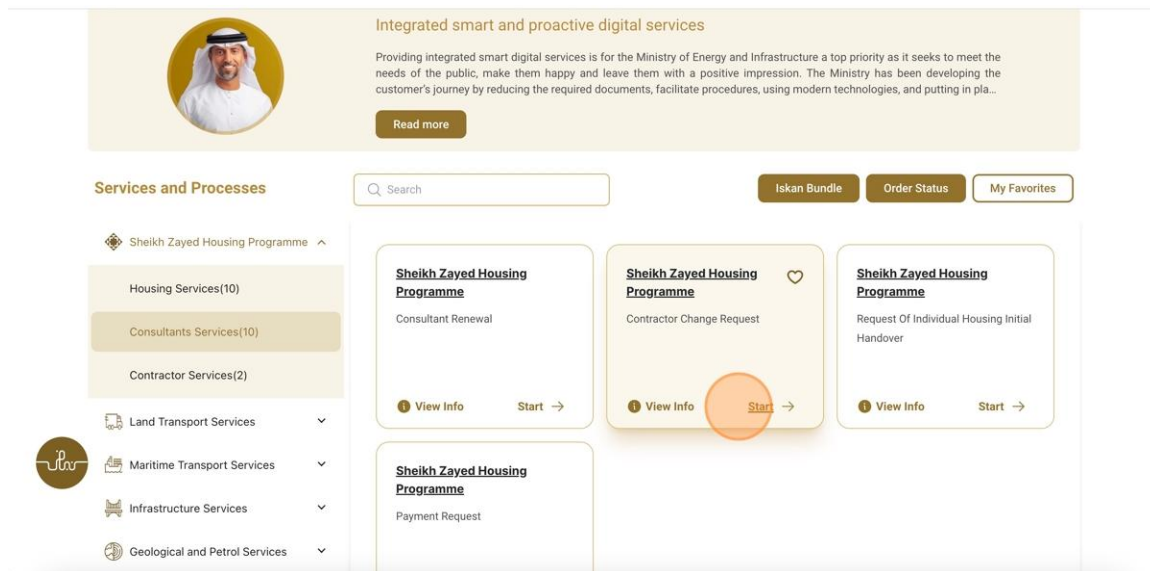
5. Click here to open the Consultant services




## 6. Click here to go to Next Page




## 7. Click here to Start the Contractor Change Request Service



## 8. Click here on Application Number



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE



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

[Consultant](#) [EN](#)

[Home](#) / [Contractor Change Request](#)

### Contractor Change Request

Total Records : 1

Application No	Agreement Id	Beneficiary Name	Contractor Name	Consultant Name
<a href="#">SZ4101512031</a>	AGREE_3030	Sowjanya Reddy	INNOVATECHS CONTRACTOR	INNOVATECHS CONSULTANT

Rows per page 10 1-1 of 1

## 9. Click here to Upload the File

### Contractor Change Request

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

1 Request Form

2 Payment Request Details

✓ Payment Request Summary

Request Form

Beneficiary Name	Project Start Date	Project End Date	Initial Delivery Date
Sowjanya Reddy	26-Oct-2024	26-Mar-2026	26-Mar-2025
Delivery Date	Contract Amount	Beneficiary Share	Aid Amount
26-Mar-2023	3142340 AED	2,342,340.0 AED	800,000.0 AED

Attachments

New Building Licence With new Contractor \*

[Upload File](#)

Official Letter From Minister of Change Contractor \*

[Upload File](#)

Letter from Contractor to not withdraw Retention and Bank Guarantee \*

[Upload File](#)

Next Step >

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## 10. Click here to go to Next Step

Payment Request Summary

Delivery Date	Contract Amount	Preliminary Amount	AED Amount
26-Mar-2023	3142340 AED	2,342,340.0 AED	800,000.0 AED

**Attachments**

New Building Licence With new Contractor \*

Upload File

Draft-Certificate (4).Pdf

Official Letter From Minister of Change Contractor \*

Upload File

Draft-Certificate (4).Pdf

Letter from Contractor to not withdraw Retention and Bank Guarantee \*

Upload File

Draft-Certificate (4).Pdf

Next Step >

Payment Request Details +

Payment Request Summary +

File Uploaded Successfully

## 11. Click here to Enter the Claimed Updated Work Progress by Contractor

Payment Request Details

Claimed Updated Work Progress by Contractor

0 % 0.00 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

0 % Amount AED

Defective Work Amount

0 AED

Bank Guarantee Transfer to new Contractor

Yes

Reserved Bank Guarantee Amount

0 AED

Bank Guarantee Amount

40,000.0 AED

Retention Amount Transfer to new Contractor

Yes

Reserved Retention Amount

0 AED

Total Retention Amount

40,000.0 AED

Previous Step

Next Step >

Payment Request Summary +

File Uploaded Successfully

## 12. Click here to Enter the Claimed Updated Work Progress by Consultant

**Payment Request Details**

2 Payment Request Details  
✓ Payment Request Summary

Claimed Updated Work Progress by Contractor: 10% 314234.00 AED Work Claimed as per MOEI: 0% - 0 AED

Claimed Updated Work Progress by Consultant: 10% Amount AED

Defective Work Amount: 0 AED

Bank Guarantee Transfer to new Contractor: ☐ Yes Reserved Bank Guarantee Amount: 0 AED Bank Guarantee Amount: 40,000.0 AED

Retention Amount Transfer to new Contractor: ☐ Yes Reserved Retention Amount: 0 AED Total Retention Amount: 40,000.0 AED

< Previous Step Next Step >

Payment Request Summary +

## 13. Click here to enter the Defective Work Amount

**Payment Request Details**

✓ Payment Request Details  
✓ Payment Request Summary

Claimed Updated Work Progress by Contractor: 10% 314234.00 AED Work Claimed as per MOEI: 0% - 0 AED

Claimed Updated Work Progress by Consultant: 10% 314234.00 AED

Defective Work Amount: 0 AED

Bank Guarantee Transfer to new Contractor: ☐ Yes Reserved Bank Guarantee Amount: 0 AED Bank Guarantee Amount: 40,000.0 AED

Retention Amount Transfer to new Contractor: ☐ Yes Reserved Retention Amount: 0 AED Total Retention Amount: 40,000.0 AED

< Previous Step Next Step >

Payment Request Summary +

## 14. Click here Tic the check box

✓ Payment Request Details

✓ Payment Request Summary

Payment Request Details

Claimed Updated Work Progress by Contractor

10 % 314234.00 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

10 % 314234.00 AED

Defective Work Amount

10000 AED

Bank Guarantee Transfer to new Contractor

☐ Yes

Reserved Bank Guarantee Amount

0 AED

Bank Guarantee Amount

40,000.0 AED

Retention Amount Transfer to new Contractor

☐ Yes

Reserved Retention Amount

0 AED

Total Retention Amount

40,000.0 AED

< Previous Step

Next Step >

Payment Request Summary

+

## 15. Click here Tic the check box

✓ Payment Request Details

✓ Payment Request Summary

Payment Request Details

Claimed Updated Work Progress by Contractor

10 % 314234.00 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

10 % 314234.00 AED

Defective Work Amount

10000 AED

Bank Guarantee Transfer to new Contractor

☒ Yes

Reserved Bank Guarantee Amount

0 AED

Bank Guarantee Amount

40,000.0 AED

Retention Amount Transfer to new Contractor

☐ Yes

Reserved Retention Amount

0 AED

Total Retention Amount

40,000.0 AED

< Previous Step

Next Step >

Payment Request Summary

+



## 16. Click here to go to Next Step

✓ Payment Request Details

✓ Payment Request Summary

Payment Request Details

Claimed Updated Work Progress by Contractor

10 % 314234.00 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

10 % 314234.00 AED

Defective Work Amount

10000 AED

Bank Guarantee Transfer to new Contractor

☒ Yes

Reserved Bank Guarantee Amount

0 AED

Bank Guarantee Amount

40,000.0 AED

Retention Amount Transfer to new Contractor

☒ Yes

Reserved Retention Amount

0 AED

Total Retention Amount

40,000.0 AED

< Previous Step

Next Step >

Payment Request Summary

## 17. Click here to Submit the Application

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Search for something

Home My Applications License Services Project Extension

Consultant EN

Home / Contractor Change Request

Contractor Change Request

Back Submit

✓ Request Form

✓ Payment Request Details

✓ Payment Request Summary

Request Form

Payment Request Details

Payment Request Summary

Payment Details

Work Claimed Amount

314,234.0 AED (10.0%)

Beneficiary Share

- 2,342,340.0 AED


MOEI Contribution Till Date

- 0.0 AED

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18. 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](#)