UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



# **User Manual**

# Maintenance Assignment 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 E MINISTRY OF E	MIRATES NERGY & INFR						<u>م</u>	Q	٢	🌐 Languages
6	About Ministry	Services	Knowledge Center	Media Center	Open Data	Digital Participation	Contact Us				
	<b>Notice</b> The name of the National Trans				I to the es of its 8						
	sub-services h										

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

	🖗 Sign in with UAE PASS
	Don't have an account?
	🔞 Sign up with UAE PASS
A single	trusted digital identity for all citizens, residents and visitors.
Form	ners information places should be user manual from Here

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

Services.

			Q Search for something
G Home My Applications License Ser	vices V Project Extension		Q Consultant 🖉 EN 🗸
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Services and Processes	Read more Q. Search by a service k	Iskan Bu	Indle Order Status My Favorites
Services and Processes	Read more     Q. Search by a service k     Sheikh Zaved Housing	Iskan Bu Sheikh Zaved Housing	Indle Order Status My Favorites
Services and Processes  Sheikh Zayed Housing Programme  Land Transport Services	Read more      Q Search by a service k      Sheikh Zayed Housing     Programme	Iskan Bu Sheikh Zayed Housing Programme	Indle Order Status My Favorites           Sheikh Zayed Housing           Programme
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Services and Processes  Sheikh Zayed Housing Programme  Land Transport Services  Maritime Transport Services  Infrastructure Services	Read more      Search by a service k      Sheikh Zayed Housing     Programme      Housing Assistance Request	Iskan Bu Sheikh Zayed Housing Programme Reconsideration For Housing Assistance Decision Request	Inde Order Status My Favorites           Sheikh Zayed Housing           Programme           Postponing Or Reducing Housing           Assistance Installment Request

5. Click here to open the Consultant services

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Services and Processes	Q Search by a service keyword	Iskan B	undle Order Status My Favorites
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Housing Services(10)		<u>Sheikh Zayed Housing</u> <u>Programme</u>	Sheikh Zayed Housing Programme	<u>Sheikh Zayed Housing</u> Programme
Consultants Services(10)		Opening A File For Housing Assistance Implementation	Period Extension	Contract Value Change Request
Contractor Services(2)				
Land Transport Services	~	I View Info Start →	⑦ View Info Start →	O View Info Start →
Maritime Transport Services	~	Sheikh Zayed Housing	Sheikh Zayed Housing	Sheikh Zayed Housing
Infrastructure Services	~	Contract End Request	Maintenance Request	New Consultant Registration
③ Geological and Petrol Services	~			
		1 View Info Start $\rightarrow$		Wiew Info     Start →
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6. Click here to Start the Maintenance Assignment Request Application

7. Click here on the Application Number

G Home My Applica	ations License Services 🗸 Proj	ect Extension		Q Consultant 💭 EN
G Home / Maintenance	Assignment			
Maintenance A	Assignment			
Total Records : 1				c
Application No.	Agreement Id	Beneficiary Name	Contractor Name	Consultant Name
<u>SZ241015170041</u>	AGREE_3030	Sowjanya Reddy	INNOVATECHS CONTRACTOR	INNOVATECHS CONSULTANT
			Ro	wsperpage 10 👻 1-1 of 1 🤇

### 8. Click here to Search Contractor

M nome my Approatons Licer				X consultant L	
Home / Maintenance Assignment					
Maintenance Assignme	ent			Back	Submit
1 Request Form	Request Form 🌗				×
Supporting Documents	Maintenance Assignme	nt			
-	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 *				
	9876543567	Search			
	Remarks *				
	Enter Remarks				

9. Click here to enter the Remarks

Maintenance Assignm	ent			Back	Submit
1 Request Form	Request Form 🌗				×
Supporting Documents	Maintenance Assignment				
	Beneficiary Name Sowjanya Reddy	Project Start Date 26-Oct-2024	Project End Date 26-Mar-2026	Initial Delivery Date 26-Mar-2025	
	Delivery Date 26-Mar-2023	Retention Amount Available 40,000.0 AED	Bank Guarantee Amount Available 40,000.0 AED	Maintenance End Date	
	Search Contractor *				
	9876543567	Search			
	Contractor Company Name INNOVATECHS CONTRACTOR	Contractor Representative Contractor	Contractor Representative Status Active	Licence Number 9876543567	
	Mobile Number				
	9876543210				
	Remarks *				

#### Maintenance Assignment Request

#### 10. Click here to go to Next Step

	Sowjanya Reddy Delivery Date 26-Mar-2023	26-Oct-2024 Retention Amount Available 40,000.0 AED	26-Mar-2026 Bank Guarantee Amount Available 40,000.0 AED	26-Mar-2025 Maintenance End Date	
	Search Contractor * 9876543567	Search			
	Contractor Company Name INNOVATECHS CONTRACTOR Mobile Number 9876542210	Contractor Representative Contractor	Contractor Representative Status Active	Licence Number 9876543567	
	Remarks *				
				Next Step >	
-ile-	Supporting Documents			+	

#### 11. Click here to Upload the File

Supporting Documents	Supporting Documents	×
	Attachments       ①     Click to attach       <	

	The Ministry	Using the website	Information and	References	Manuality
10	About the ministry	Sitemap	support	Regulations	تواصل[7]
	About the minister	Disclaimer	Services catalogue	Media kit	TAWASUL
	The UAE charter for Future	Privacy policy	Media centre	Abbreviations and glossary	😂 171 🛛 🙆 04-7771777
	Services	Terms and conditions	Contact us		-
	Customer happiness charter	Accessibility	FAQ's		Coll Free 800 6634

#### 12. Click here to Submit

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Services V Project Extension	Q Consultant $\mathcal{L}^{\circ}$ EN $\sim$
ıt	Back
Request Form	+
Supporting Documents	×
Attachments	
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**13.** Once the Application submits task will be assigned to Contractor...Click here to logout as consultant.

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE			Q Sear	rch for something	
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Home / Maintenance Assignment     Maintenance Assignment	t			오 My Profile 용 Switch Profile 장 My Companies	Back
40 Years (F) Sowjanya Reddy 784-1989-XXXXXXX & C Pujarah	File No MNTASS_201	(i) New Contractor Contractor	Application Num SZ241015170041	E Logout 28-Oct-2 Under Contractor R	ed On 1024 eview
Request Form	Request Form				×
Supporting Documents	Beneficiary Name Sowjanya Reddy Delivery Date	Project Start Date - Retention Amount Available	Project End Date <b>26-Mar-2026</b> Bank Guarantee Amount Available	Initial Delivery Date - Maintenance End Date	
	Contractor Company Name	0 AED Contractor Representative	0 AED Contractor Representative Status	- Licence Number 9876543567	

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

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	<b>Notice</b> The name of the National Trans sub-services h	he Vehicle ( sportation V ave also ch	Operating Cards servi /ehicle Permits servic nanged.	ice has changed e, and the name	l to the es of its 8						
	Show More 🗲				0 •				()		

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

	Login to your account
	🖗 Sign in with UAE PASS
	OR
	Don't have an account?
	Sign up with UAE PASS
A single	e trusted digital identity for all citizens, residents and visitors.
For	more information please check the user manual from Here

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



18. Click here on the Application number

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRA:				Q Se	earch for so	mething	
🙆 Home My Applicat	ions License Services $\vee$				Q c	ontractor 💭	EN ~
My Application	s S						
Total Records : 21							г
Application Number	Request Type 📋	Requested Date 📋 📑	Requested By 🏗 🚦	Status 1		Work Flow	
MNTASS 201	Maintenance Assignment Request	28-0ct-2024	Sowjanya	Under Contractor Review		o/*	
AGREE_3051	Open File Application	28-Oct-2024	Dilip Kumar	SIGNATURES_PAYFEE		~^*)	
PAY_RE0_1113	Final Payment request	27-0ct-2024	Sowjanya Reddy	Approved		~*)	
HNDOVER_725	Individual Housing Initial Handover	27-Oct-2024	Sowjanya Reddy	Approved		~*)	
AGREE_3038	Open File Application	26-0ct-2024	Tarunendra Sappa	Approved		~*)	
CONCR_284	Contract Value Change Application	25-0ct-2024	Sowjanya	Application Under Review		~~	
	A STATE OF A	25.0-1 2024	Couriesus Daddu	(Tanana and a second se			

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

G Home My Applications License	Services 🗸			Q Contractor 📿 EN	~
Home / Maintenance Assignment     Maintenance Assignment	ıt		Back	Raise Objection	
40 Years (F) Sowjanya Reddy 784-1993-2000000 X & ® 6 @ Figiarah	File No MNTASS_201	New Contractor     Contractor	Application Number SZ241015170041	Submitted On 28-Oct-2024 Under Contractor Review	
Request Form	Request Form			×	
Supporting Documents	Beneficiary Name Sowjanya Reddy Delivery Date -	Project Start Date - Retention Amount Available <b>0 AED</b>	Project End Date 26-Mar-2026 Bank Guarantee Amount Available 0 AED	Initial Delivery Date - Maintenance End Date -	
	Contractor Company Name INNOVATECHS CONTRACTOR Mobile Number 9876542310	Contractor Representative Contractor	Contractor Representative Status Active	Licence Number 9876543567	

#### 20. Click here on Okay

G Home	My Applications License Ser	vices 🗸			Q Contractor 🥼 EN 🗸
⊜ Home / M Mainten	taintenance Assignment ance Assignment			Back	Raise Objection Approve
40 Years (*	Sowjanya Reddy 784-1959-XXXXXXXX & (6) (2) Figuriah	You are about to Approve to 1 Comments Normal  + B I	his request. Click 'Okay' to proceed 및 ⊖ ୨୨ IE E E	l. ion Number 15170041	Bubmitted On 28-Oct-2024 Under Contractor Review
Requ     Supp	est Form arting Documents		Okay	Cancel	X Initial Delivery Date
-ilv-		- Contractor Company Name INNOVATECHS CONTRACTOR Mobile Number 9876543210	0 AED Contractor Representative Contractor	ant Available O AED Contractor Representative Status Active	Maintenance End Date - Licence Number 9876543567

Maintenance Assignment Request

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

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Based on your exper you ag	ience in ree on th	gettir e folle	ng the so owing s	ervice tatem	. To what ients?	at ext	tent do			
	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree			
vailability & accuracy of ervice information		$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$				
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ase & Simplicity of Service pplication Steps	☆	$\hat{\Sigma}$	☆	$\overleftrightarrow$	$\hat{\Sigma}$	$\overleftrightarrow$	会	~ <del>~</del> ~		
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ervice Completion time was easonable & within my epectations		$\overleftrightarrow$	$\overleftrightarrow$		$\stackrel{\frown}{\simeq}$	☆			Customer Puls	e Survey
mart Application efficiency o delays or errors in app)		☆	$\stackrel{\frown}{\simeq}$	☆	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$			Overall, how satisfied are you	about the service? *
vailability of Online Support		$\stackrel{\frown}{\simeq}$	☆	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	$\Diamond$			Extremely Dissatisfied	Extremely Satisfied
	Prev	/ious	Next							