



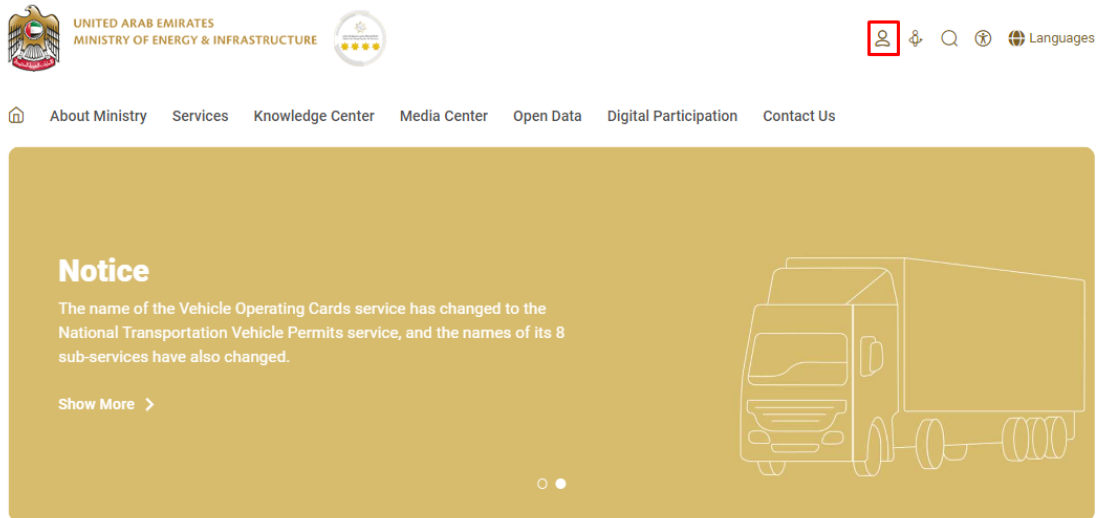
## User Manual

### To Whom It May Concern Request

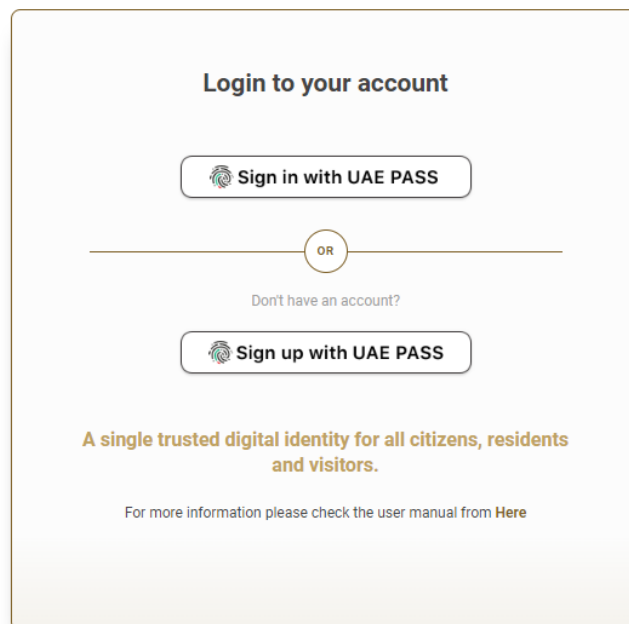
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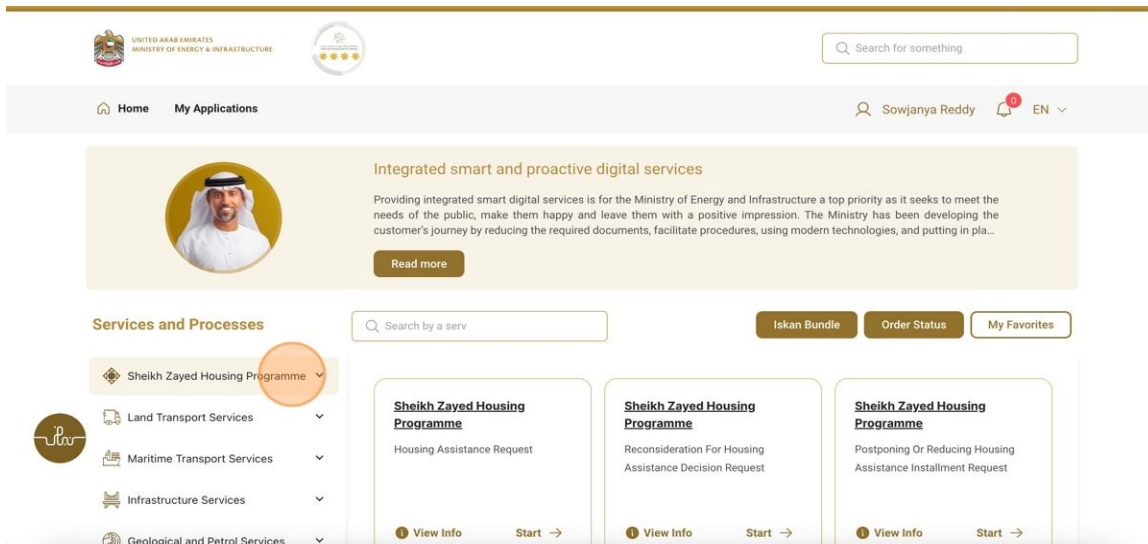
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



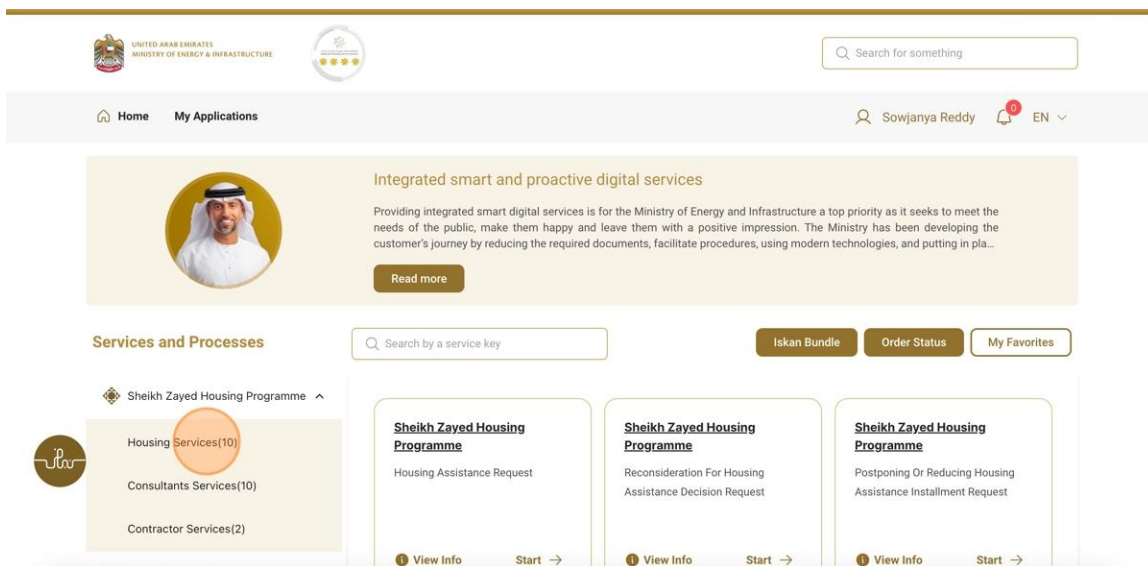
3. Then it will redirect you to the Login page, you can login using UAE PASS.



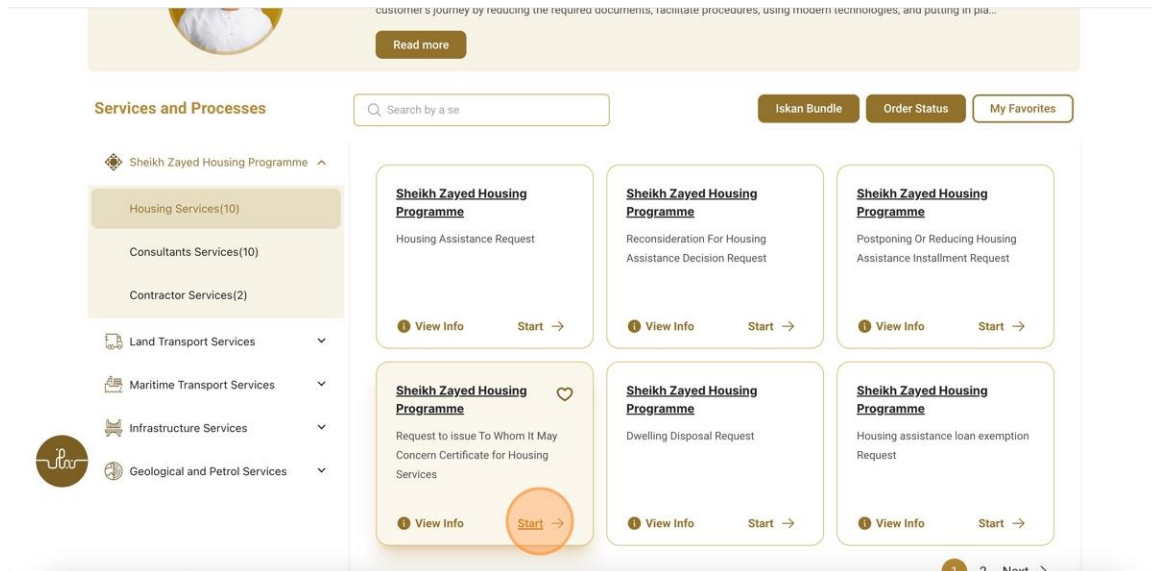
#### 4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services



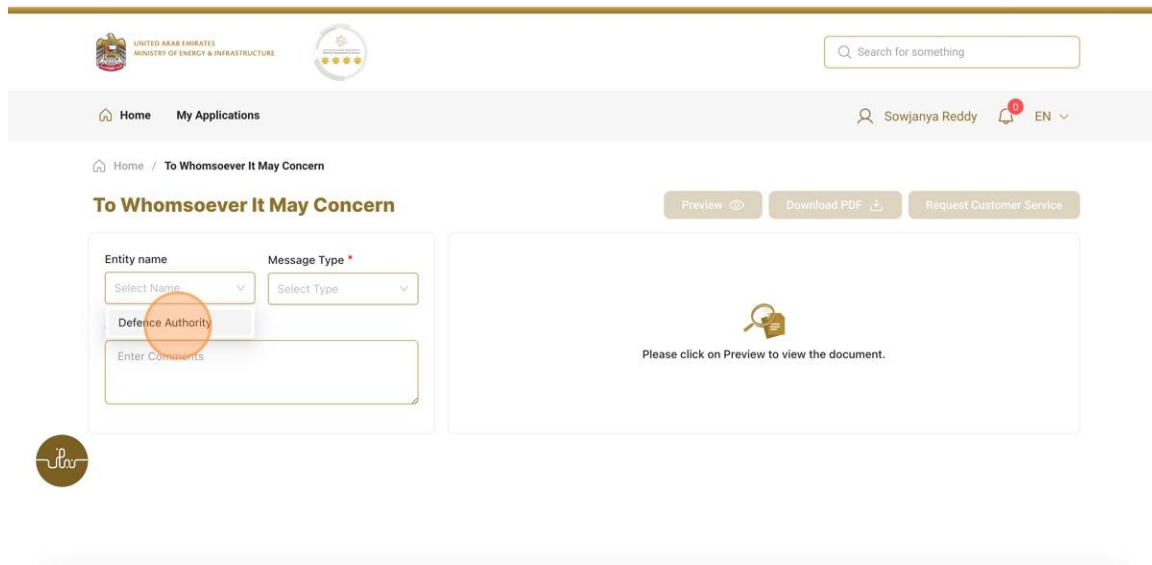
#### 5. Click here to open the Housing Services




## 6. Click here to Start the To Whom It May Concern




## 7. Click here to Select the Entity Name



## 8. Click here to Select the Message Type from the Dropdown



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Search for something

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Sowjanya Reddy

EN

Home / To Whomsoever It May Concern

To Whomsoever It May Concern

PreviewDownload PDFRequest Customer Service

Entity name

Defence Authority

Message Type \*

Instant Letter


Customized Letter

Comments


Enter Comments

Please click on Preview to view the document.

## 9. Click here to Enter the Comments



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To Whomsoever It May Concern

PreviewDownload PDFRequest Customer Service

Entity name

Defence Authority

Message Type \*


Instant Letter

Comments


Enter Comments

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## 10. Here the user can Preview or Download the Document



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### To Whomsoever It May Concern

[Preview](#) [Download PDF](#) [Request Customer Service](#)

Entity name


Defence Authority

Message Type \*

Instant Letter

Comments

test



Please click on Preview to view the document.

## 11. When the user clicks on Preview or Download the Document will be generated

Entity name

Defence Authority

Message Type

Instant Letter

Comments

test

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الإمارات العربية المتحدة  
وزارة الطاقة والبنية التحتية

تاريخ : 29/10/2024

إلى  
هيئة الدفاع

الاسم : سوجانيا ريددي

رقم الهوية : 784198910519293

تفيد وزارة الطاقة والبنية التحتية أنه بعد التحقق من سجلاتها وبشأن المساعدة السكنية المذكورة أدناه تبين ما يلي:

حقة المشروع

بنك حائل دعم السكن من  
مساعدات مالية لـ  
AED 800000  
على أن  
تقضى في 15/10/2024  
القراريين المذكورين حتى  
تاريخه

رقم الطلب

SZ241015170041 :

رقم المعلة

331368 :

رقم المدينة

103 :

Copyright © MOEI

2025


## 12. If the user Selected the Message as Customized Letter then the Request Customer Service button will be enabled

The screenshot shows the 'To Whomsoever It May Concern' form. The 'Entity name' is set to 'Defence Authority' and the 'Message Type' is 'Customized Letter'. The 'Basic Details' section has 'Application Number' checked. The 'Assistance Review Details' section has 'Type of Assistance' checked. The 'Request Customer Service' button is enabled and highlighted. The 'Preview' and 'Download PDF' buttons are also visible. The user 'Sowjanya Reddy' is logged in, and the language is set to 'EN'.


## 13. Click here to Tic the Check box

The screenshot shows the 'To Whomsoever It May Concern' form. The 'Entity name' is set to 'Defence Authority' and the 'Message Type' is 'Customized Letter'. The 'Basic Details' section has 'Application Number' checked. The 'Assistance Review Details' section has 'Type of Assistance' checked. The 'Request Customer Service' button is enabled and highlighted. The 'Preview' and 'Download PDF' buttons are also visible. The user 'Sowjanya Reddy' is logged in, and the language is set to 'EN'.

## 14. Click here to Preview the Document



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Home / To Whomsoever It May Concern

To Whomsoever It May Concern

Preview

Download PDF

Request Customer Service

Entity name

Defence Authority

Message Type \*

Customized Letter

Basic Details

☒ Application Number

☐ Area

☐ Land Number

☐ Construction Emirate

Assistance Review Details

☒ Type of Assistance


☐ Purpose of Assistance

☐ Aid Type


☐ Aid Amount

Please click on Preview to view the document.

## 15. Click here to Request to Customer Service



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Sowjanya Reddy

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Home / To Whomsoever It May Concern

To Whomsoever It May Concern

Preview

Download PDF

Request Customer Service

Entity name

Defence Authority

Message Type \*

Customized Letter

Basic Details

☒ Application Number

☐ Area

☐ Land Number

☐ Construction Emirate

Assistance Review Details

☒ Type of Assistance

☐ Purpose of Assistance

☐ Aid Type

☐ Aid Amount

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MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة  
وزارة الطاقة والبنية التحتية

29/10/2024 : تاريخ

هيئة الدفاع

الإسم : سوجانيا ريددي


رقم الهوية : 784198910519293

تفيد وزارة الطاقة والبنية التحتية أنه بعد التحقق من سجلاتها وبشأن المساعدة السكنية المذكورة أدناه تبين ما يلي:

حالة المشروع : يكون حامل رقم السكن من : رقم الهوية : 103 : مساعدة مالية : APT



## 16. Here the user can view the document



Sowjanya Reddy  
784-1989-XXXXXX-X  
40 Years (F)  
Fujairah

File No

TWMC\_624

Application Type

To Whomsoever Concern

Submitted On

29-Oct-2024

SUBMITTED

Entity name

Defence Authority

Message Type

Customized Letter

Basic Details

☒ Application Number

☐ Area

☐ Land Number

☐ Construction Emirate

Assistance Review Details

☒ Type of Assistance

☐ Purpose of Assistance

☐ Aid Type

☐ Aid Amount

☐ Awarded Message

Comments

UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة  
وزارة الطاقة والبنية التحتية

29/10/2024 : تاريخ

تي  
هيئة الدفاع

الاسم : سوجانيا ريددي

رقم الهوية : 784198910519293

تفيد وزارة الطاقة والبنية التحتية أنه بعد التحقق من سجلاتها وبشأن المساعدة السكنية المذكورة أدناه تبين ما يلي:

حالة المشروع

رقم المدينة

103 :

يكون حامل دعم السكن من  
مساعدة مالية لـ  
AED 800000  
على أن  
القرار ساري المفعول حتى  
تاريخه  
15/10/2024

رقم الطلب

SZ241015170041 :

نوع المساعدة الممنوحة

مساعدة مالية

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



The image shows a 'Customer Pulse Survey' form. At the top left is the United Arab Emirates coat of arms. At the top right is the 'CUSTOMER PULSE' logo with the text 'نِصْص المِيعَامِل' and 'English' with a dropdown arrow. The survey title is 'Customer Pulse Survey'. The main question is 'Based on your experience in getting the service. To what extent do you agree on the following statements?'. Below this are eight statements, each with a row of seven stars for rating. The rating scale is defined as: Extremely Disagree, Disagree, Somewhat Disagree, Neutral, Somewhat Agree, Agree, and Extremely Agree. The statements are: 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), and Availability of Online Support. At the bottom are 'Previous' and 'Next' buttons.

	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	★	★	★	★	★	★	★



The image shows a 'Customer Pulse Survey' pop-up. At the top left is the United Arab Emirates coat of arms. At the top right is the 'CUSTOMER PULSE' logo with the text 'نِصْص المِيعَامِل' and 'English' with a dropdown arrow. The survey title is 'Customer Pulse Survey'. The main question is 'Overall, how satisfied are you about the service? \*'. Below this is a row of seven stars for rating. The rating scale is defined as: Extremely Dissatisfied and Extremely Satisfied. At the bottom is a 'Next' button.