



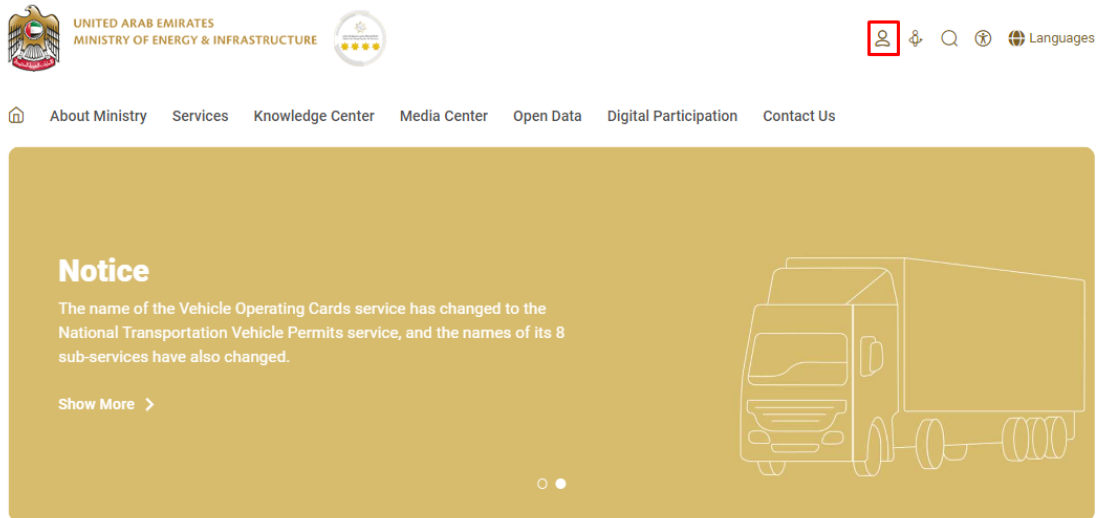
User Manual

Contract End Request Submission

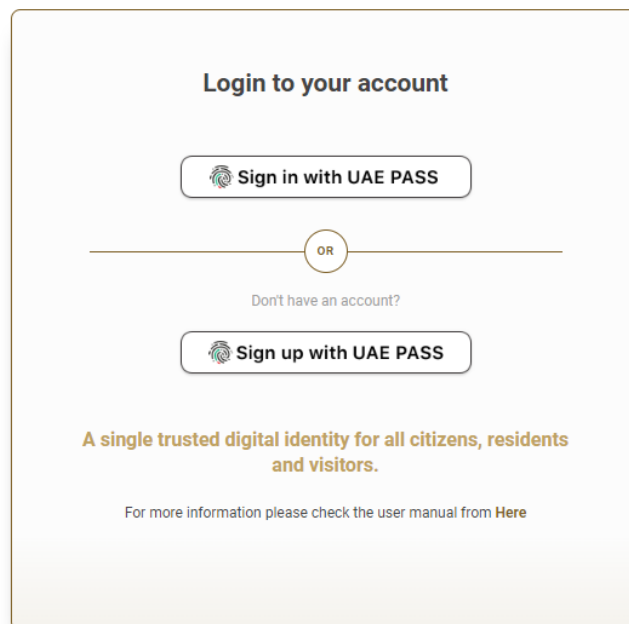
3.2 V

2025

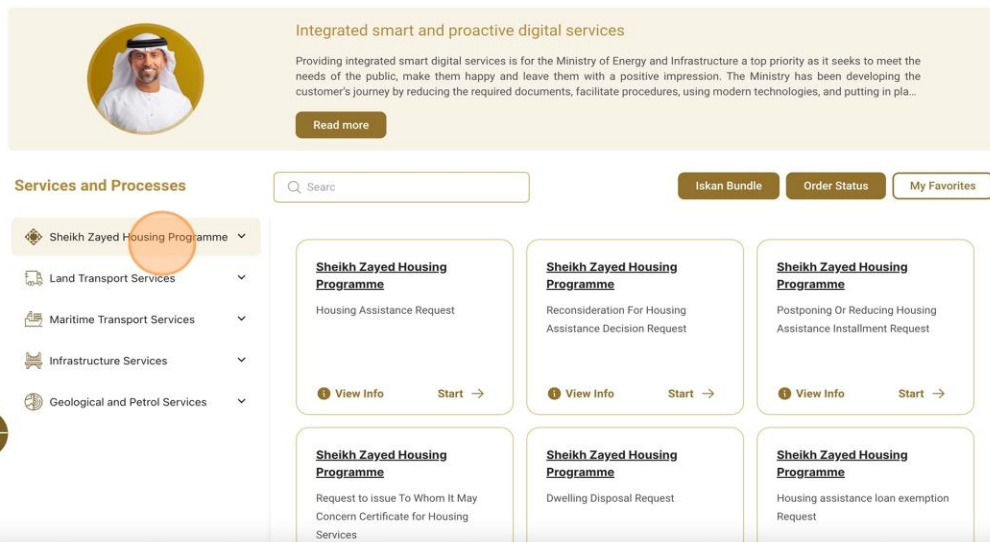
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



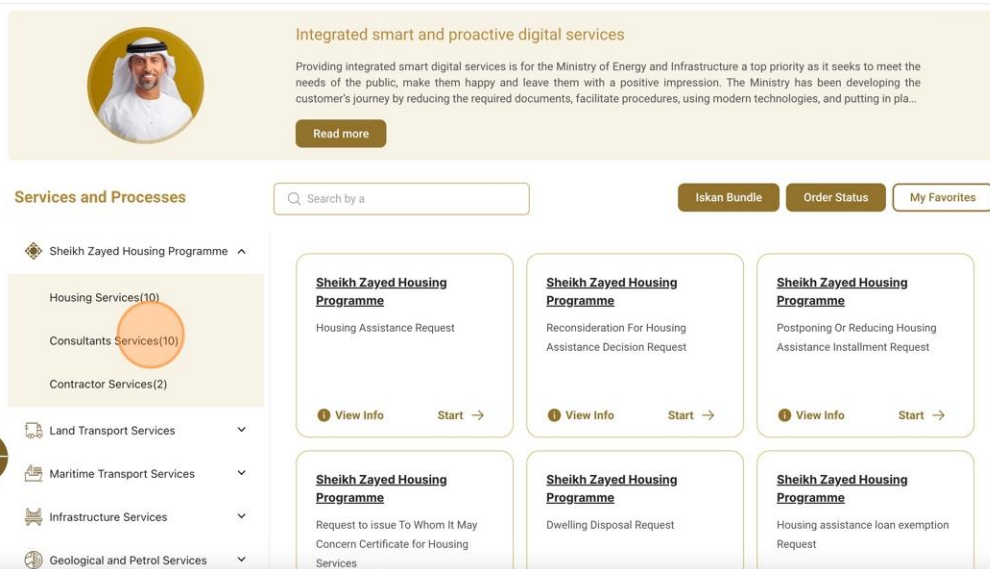
3. Then it will redirect you to the Login page, you can login using UAE PASS.



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 Start the Contract End Request Service

The screenshot shows the 'Services and Processes' page for the Sheikh Zayed Housing Programme. On the left, there is a sidebar with a search bar and buttons for 'Iskan Bundle', 'Order Status', and 'My Favorites'. The sidebar lists services: Housing Services(10), Consultants Services(10), Contractor Services(2), Land Transport Services, Maritime Transport Services, Infrastructure Services, and Geological and Petrol Services. The main content area displays a grid of request types for the Sheikh Zayed Housing Programme, including 'Opening A File For Housing Assistance Implementation', 'Period Extension', 'Contract Value Change Request', 'Contract End Request', 'Maintenance Request', and 'New Consultant Registration'. The 'Contract End Request' service is highlighted with a red circle and a 'Start' button. The URL at the bottom is <https://udp.innovatechs.com/udp/szhp/common-request-form/end-contract>.

7. Click here on the Application Number

The screenshot shows the 'Contract End Request' page. At the top, there is a header with the United Arab Emirates Ministry of Energy & Infrastructure logo and a search bar. Below the header, there is a navigation bar with links to Home, My Applications, License Services, and Project Extension. The main content area displays a table with one record. The 'Application No' is highlighted with a red circle. The table has columns for Application No, Agreement Id, Beneficiary Name, Contractor Name, and Consultant Name. The record shows Application No: SZ241015170041, Agreement Id: AGREE_3030, Beneficiary Name: Sowjanya Reddy, Contractor Name: INNOVATECHS CONTRACTOR, and Consultant Name: INNOVATECHS CONSULTANT. The URL at the bottom is <https://udp.innovatechs.com/udp/szhp/common-request-form/end-contract>.

8. Click here to Select the Date

The screenshot shows the 'Contract End Request' form in the 'Request Form' step. A calendar pop-up is displayed, showing the month of October 2024. The date 28 is highlighted. The form fields include:

- Beneficiary Name: Sowjanya Reddy
- Delivery Date: 26-Mar-2023
- Reason: Select an option (dropdown menu)
- Remarks: (text area)

The calendar pop-up shows the following dates: 29, 30, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 1, 2, 3, 4, 5, 6, 7, 8, 9. The date 28 is highlighted. The calendar also shows the month of October 2024.

9. Click here to Select the Reason from the Dropdown


The screenshot shows the 'Contract End Request' form in the 'Request Form' step. The 'Reason' dropdown menu is open, showing the following options:


- ✓ Select an option
- Not-Payment of dues to the contractor from the beneficiary
- Absence of a choice of finishing materials from the beneficiary or his cooperation in the completion of project
- Others

The form fields include:

- 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
- Contract End Date: 2024-10-28
- Reason: (dropdown menu)
- Remarks: (text area)

10. Click here to Enter the Remarks

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE



Search for something

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

[Home](#) / [Contract End Request](#)

Contract End Request

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

1 Request Form

✓ Payment Request Details

✓ Payment Request Summary

Request Form

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

Contract End Date *
2024-10-28

Reason *
Non-Payment of dues to the contractor from the beneficiary

Remarks *
Remarks

11. Click here to go to Next Step

✓ Payment Request Details

✓ Payment Request Summary

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

Contract End Date *
2024-10-28

Reason *
Non-Payment of dues to the contractor from the beneficiary

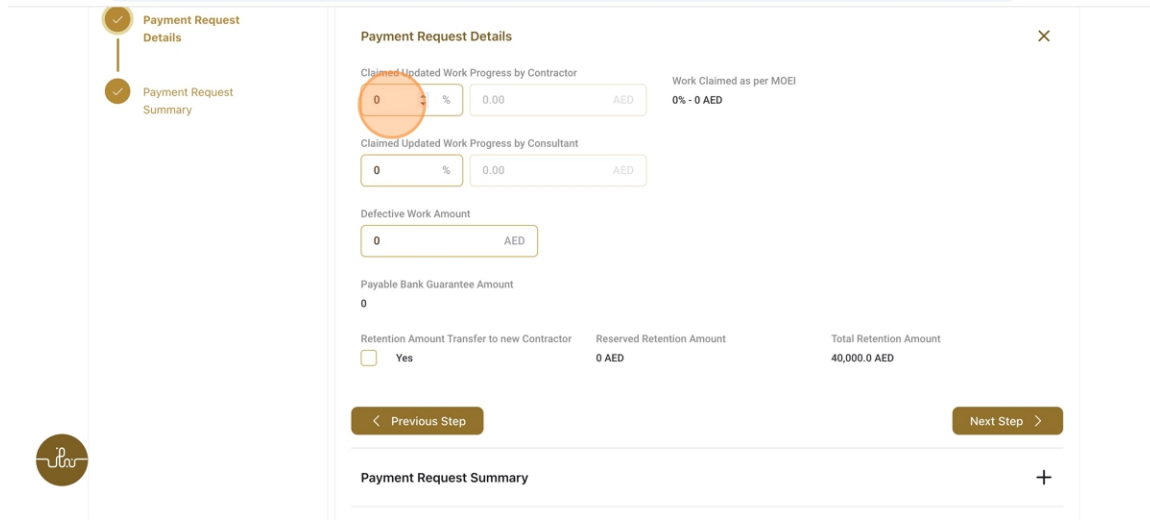
Remarks *
test

[Next Step](#)

Payment Request Details

Payment Request Summary

12. Click here to enter the Claimed Updated Work Progress By Contractor



Payment Request Details

Payment Request Details | Payment Request Summary

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 % 0.00 AED

Defective Work Amount: 0 AED

Payable Bank Guarantee Amount: 0

Retention Amount Transfer to new Contractor: ☐ Yes

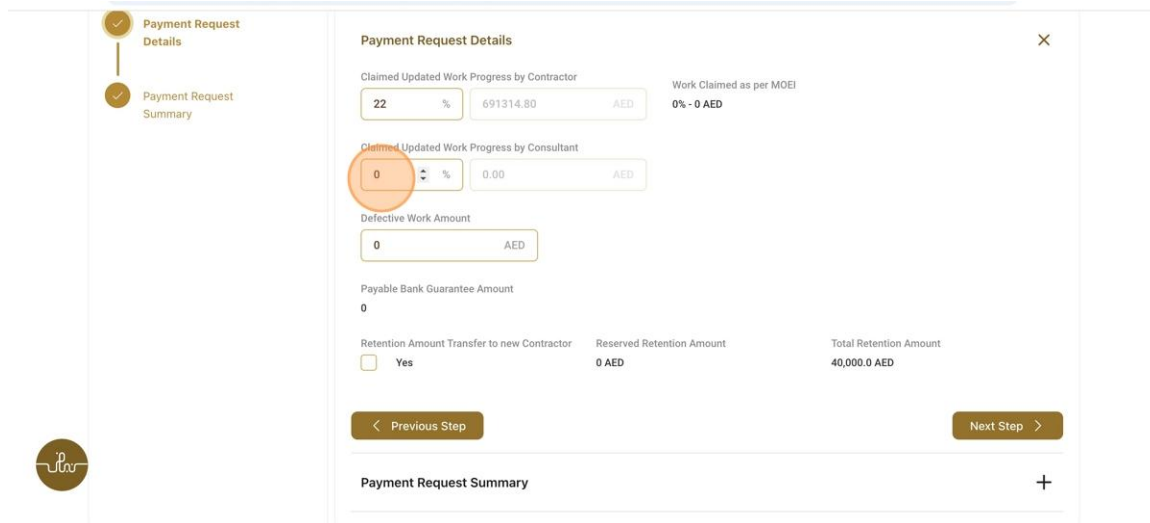
Reserved Retention Amount: 0 AED

Total Retention Amount: 40,000.0 AED

< Previous Step | Next Step >

Payment Request Summary +

13. Click here to enter the Claimed Updated Work Progress By Consultant



Payment Request Details

Payment Request Details | Payment Request Summary

Claimed Updated Work Progress by Contractor: 22 % 691314.80 AED

Work Claimed as per MOEI: 0% - 0 AED

Claimed Updated Work Progress by Consultant: 0 % 0.00 AED

Defective Work Amount: 0 AED

Payable Bank Guarantee Amount: 0

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 to enter the Defective Work Amount

✓ Payment Request Details

✓ Payment Request Summary

Payment Request Details

Claimed Updated Work Progress by Contractor

22 % 691314.80 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

22 % 691314.80 AED

Defective Work Amount

0 AED

Payable Bank Guarantee Amount

0

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 to Tic the Check box

✓ Payment Request Details

✓ Payment Request Summary

Payment Request Details

Claimed Updated Work Progress by Contractor

22 % 691314.80 AED

Work Claimed as per MOEI

0% - 0 AED

Claimed Updated Work Progress by Consultant

22 % 691314.80 AED

Defective Work Amount

1000 AED

Payable Bank Guarantee Amount

0

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 Summary

22 % 691314.80 AED 0% - 0 AED

Claimed Updated Work Progress by Consultant

22 % 691314.80 AED

Defective Work Amount

1000 AED

Payable Bank Guarantee Amount

0

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 +

The Ministry

About the ministry

Using the website

Sitemap

Information and support

References

Regulations

171 تواصل

17. Click here to Submit

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services Project Extension Consultant EN

Home / Contract End Request

Contract End Request

Back Submit

Request Form

Payment Request Details

Payment Request Summary

Request Form +

Payment Request Details +

Payment Request Summary ×

Payment Details

Work Claimed Amount 691,314.8 AED (22.0%)

Beneficiary Share - 2,342,340.0 AED

MOEI Contribution Till Date - 0.0 AED

18. 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

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services Project Extension

Consultant EN

My Profile
Switch Profile
My Companies
Logout

Back

Home / Contract End Request

Contract End Request

Request Form

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 End Date		
26-Mar-2023	28-Oct-2024		

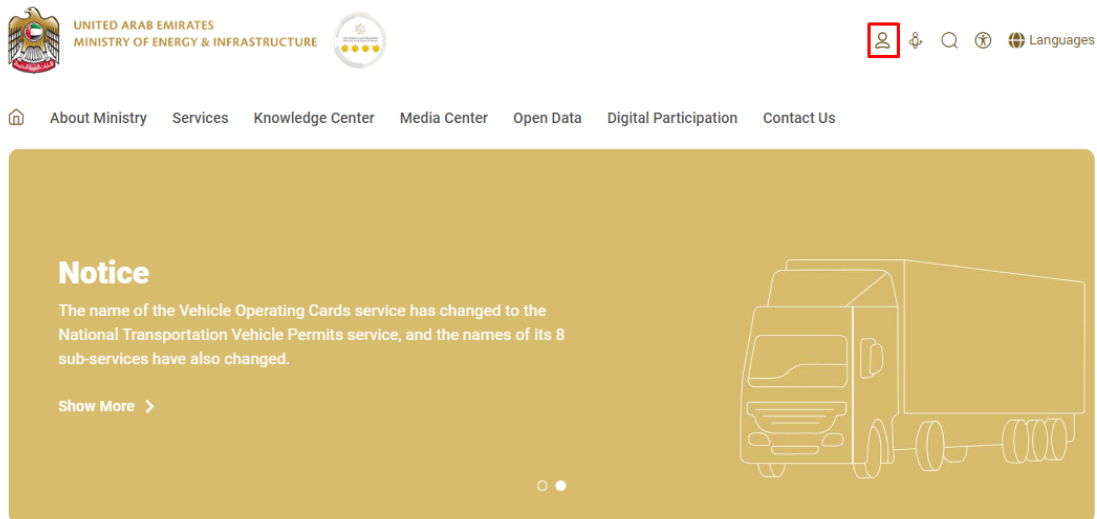
Reason
Non-Payment of dues to the contractor from the beneficiary

Remarks
test

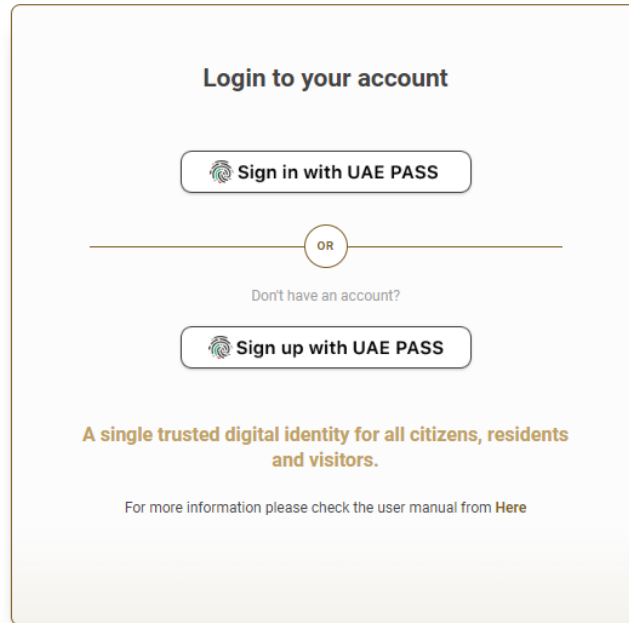
Next Step >

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

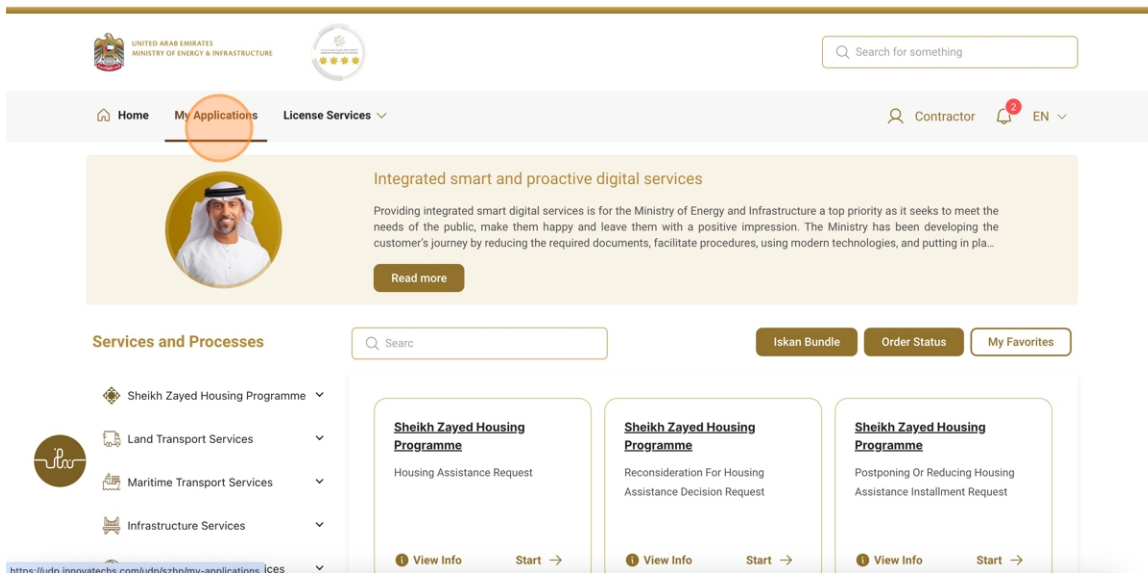
20. Click on “LOGIN” on the header



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



22. Click here on the My Applications to view the Applications Status



23. 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
CHANGE_REQ_705	End Contract	28-Oct-2024	Sowjanya Reddy	REVIEW_END_CONTRCAT_REQUEST	
AGREE_3051	Open File Application	28-Oct-2024	Dilip Kumar	SIGNATURES_PAYFEE	
PAY_REQ_1115	Payment Request	28-Oct-2024	Sowjanya Reddy	Submitted	
MNTASS_202	Maintenance Assignment Request	28-Oct-2024	Sowjanya	Application Under Review	
AGREE_3038	Open File Application	26-Oct-2024	Tarunendra Sappa	Approved	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
HNDOVER_723	Individual Housing Initial Handover	23-Oct-2024	Sai Rohit	Submitted	

24. Click here to Approve

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications License Services

Contractor EN

Home / Contract End Request

Contract End Request

Back Approve

File No. CHANGE_REQ_705

Application Type Contractor Change Request

Submitted On 28-Oct-2024

Status SUBMITTED

Request Form

Payment Request Details

Payment Request Summary

Request Form

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

Contract End Date 28-Oct-2024

Reason Non-Payment of dues to the contractor from the beneficiary

Remarks test

25. Click here on Okay

You are about to Approve to this request. Click 'Okay' to proceed.

Comments

Normal B I U G " | E E E |

Okay Cancel

Back Approve

Status SUBMITTED

Initial Delivery Date 26-Mar-2025

Delivery Date 26-Mar-2023 Contract End Date 28-Oct-2024

Reason Non-Payment of dues to the contractor from the beneficiary

Remarks test

26. Click here to Logout and Login as Beneficiary

Search Task Updated Successfully

Home My Applications License Services Contractor EN

Home / My Applications

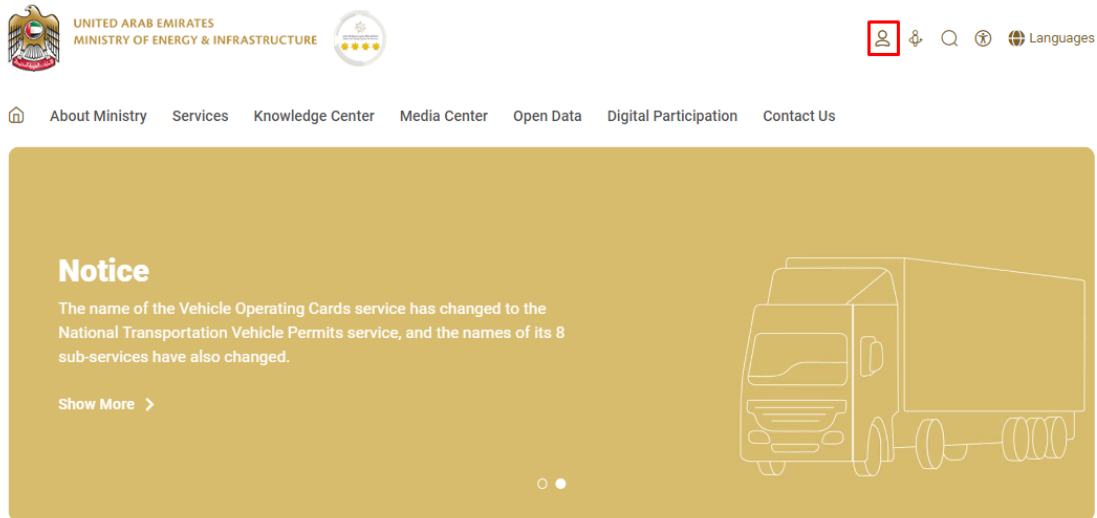
My Applications

Total Records : 21

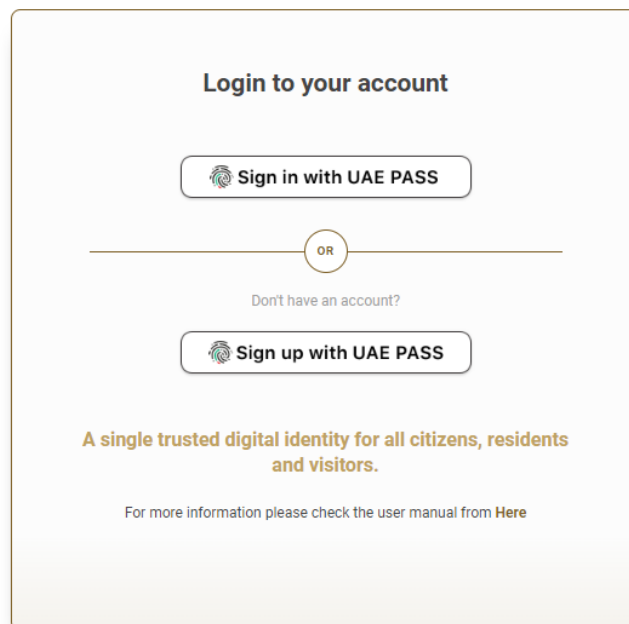
Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
AGREE_3051	Open File Application	28-Oct-2024	Dilip Kumar	SIGNATURES_PAYFEE	
CHANGE_REQ_705	End Contract	28-Oct-2024	Sowjanya Reddy	REVIEW_END_CONTRCAT_REQUEST	
PAY_REQ_1115	Payment Request	28-Oct-2024	Sowjanya Reddy	Submitted	
MNTASS_202	Maintenance Assignment Request	28-Oct-2024	Sowjanya	Application Under Review	
AGREE_3038	Open File Application	26-Oct-2024	Tarunendra Sappa	Approved	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
HNDQOVER_723	Individual Housing Initial Handover	23-Oct-2024	Sai Rohit	Submitted	

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

28. Click on “LOGIN” on the header



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



30. Click here on the My Applications to view the Applications Status

The screenshot shows the user interface of the Ministry of Energy and Infrastructure portal. At the top, there is a navigation bar with 'Home' and 'My Applications' (highlighted with an orange circle). A search bar and a notification 'The One-Time Password (OTP) has been sent successfully' are also visible. Below the navigation bar, there is a section titled 'Integrated smart and proactive digital services' with a profile picture of a man in a white thobe and a 'Read more' button. The main content area is titled 'Services and Processes' and features a sidebar with a list of services: Sheikh Zayed Housing Programme, Land Transport Services, Maritime Transport Services, and Infrastructure Services. The main area displays three cards for the 'Sheikh Zayed Housing Programme' with options to 'View Info' and 'Start'.

United Arab Emirates
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

The One-Time Password (OTP) has been sent successfully

Home My Applications

Sowjanya Reddy 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 place...

Read more

Services and Processes

Search

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

31. Click here on the Application Number

The screenshot shows the 'My Applications' page on the Ministry of Energy and Infrastructure portal. The page displays a table of applications with columns for Application Number, Request Type, Requested Date, Requested By, Status, and Work Flow. The first row is highlighted with an orange circle around the 'Application Number' column header and the first row of data. The table shows 6 total records. The first row is 'CHANGE_REQ_705' with status 'REVIEW_END_CONTRCAT_REQUEST'. The second row is 'PAY_REQ_1115' with status 'Submitted'. The third row is 'DIS_300' with status 'Under Review'. The fourth row is 'AGREE_3030' with status 'Approved'. The fifth row is 'SZ241015170041' with status 'Approved'. The sixth row is 'CLAIM_1027' with status 'Submitted'.

United Arab Emirates
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications

Sowjanya Reddy EN

Home / My Applications

My Applications

Total Records : 6

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
CHANGE_REQ_705	End Contract	28-Oct-2024	Sowjanya Reddy	REVIEW_END_CONTRCAT_REQUEST	
PAY_REQ_1115	Payment Request	28-Oct-2024	Sowjanya Reddy	Submitted	
DIS_300	Disposal of House	27-Oct-2024	Sowjanya Reddy	Under Review	
AGREE_3030	Open File Application	25-Oct-2024	Sowjanya Reddy	Approved	
SZ241015170041	Housing Application	15-Oct-2024	Sowjanya Reddy	Approved	
CLAIM_1027	Claim Balance Request	-	Sowjanya Reddy	Submitted	

Rows per page 0 of 0

32. 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.

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications Sowjanya Reddy EN

Home / Contract End Request

Contract End Request Back Raise Objection Approve

File No. CHANGE_REQ_705 Application Type Contractor Change Request Submitted On 28-Oct-2024 Status SUBMITTED

Request Form

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-2025	26-Mar-2025
Delivery Date	Contract End Date		
26-Mar-2023	28-Oct-2024		

Reason
Non-Payment of dues to the contractor from the beneficiary

Remarks
test

33. Click here on Okay

UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

Search for something

Home My Applications Sowjanya Reddy EN

Home / Contract End Request

Contract End Request Back Raise Objection Approve

File No. CHANGE_REQ_705 Application Type Contractor Change Request Submitted On 28-Oct-2024 Status SUBMITTED

Request Form

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-2025	26-Mar-2025
Delivery Date	Contract End Date		
26-Mar-2023	28-Oct-2024		

Reason
Non-Payment of dues to the contractor from the beneficiary

Remarks
test

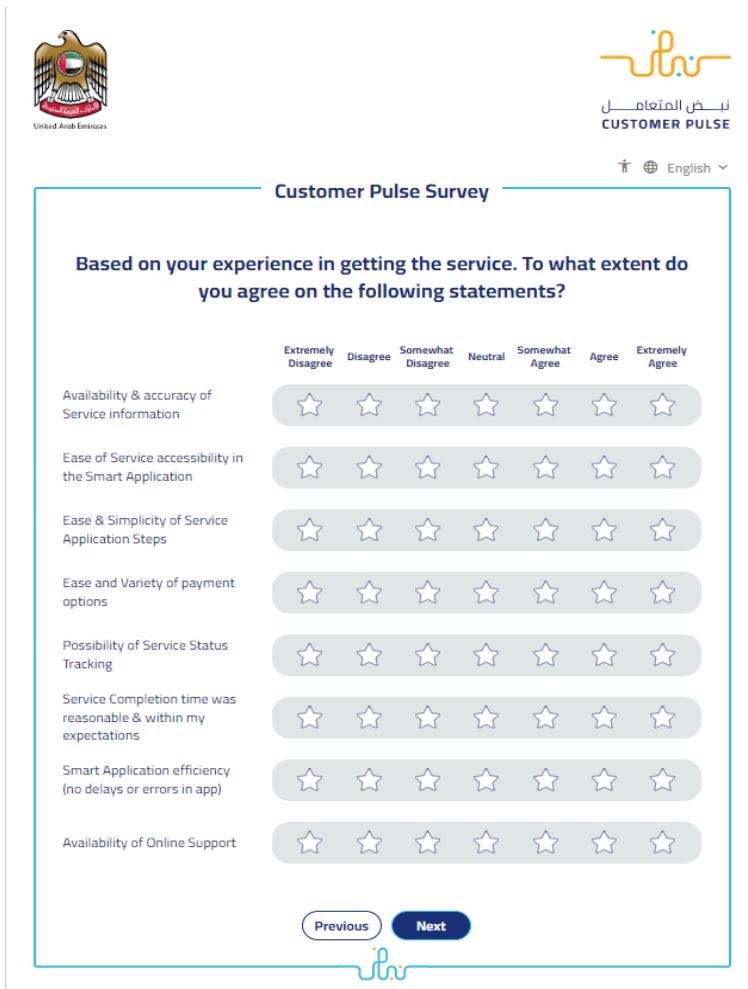
You are about to Approve to this request. Click 'Okay' to proceed.

Comments

Normal B I U G " | E E E E

Okay Cancel

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

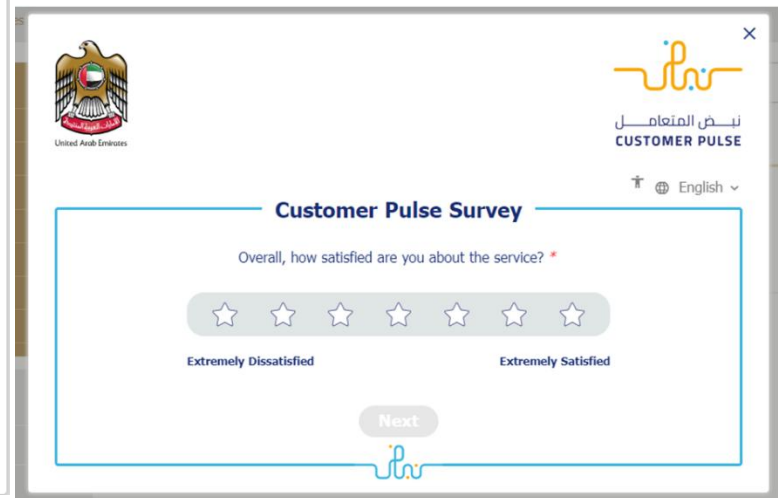


Customer Pulse Survey

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](#)