



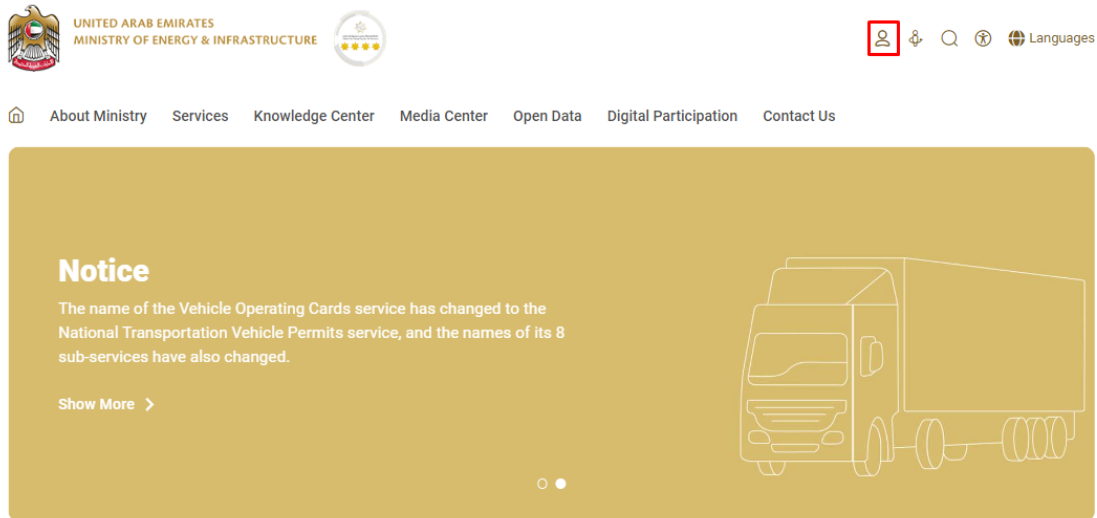
User Manual

Housing Application Cancellation

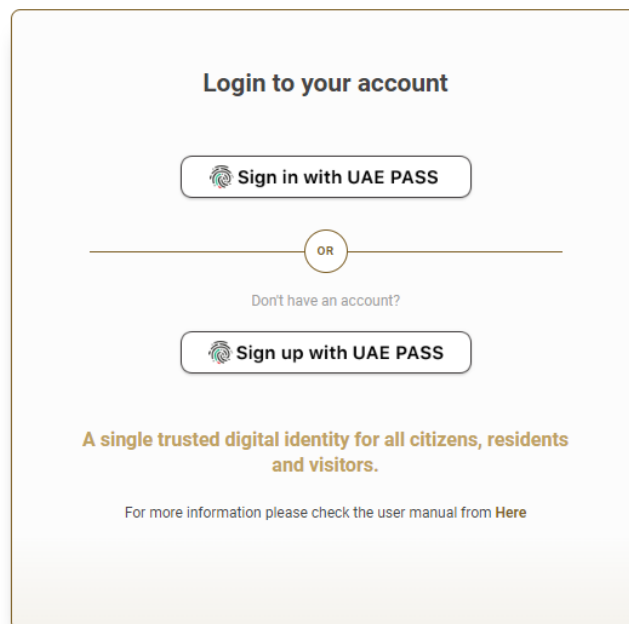
3.2 V

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 entering the OTP, Beneficiary will be navigated to the page where they can view all the Services...Click on My Applications

The screenshot shows the homepage of the Ministry of Energy and Infrastructure. The header includes the ministry's name and logo, a search bar, and user information (Mayuri Kolse). The main navigation bar has 'Home' and 'My Applications' (highlighted with an orange circle). Below the navigation bar, there is a section titled 'Integrated smart and proactive digital services' with a 'Read more' button. The 'Services and Processes' section features a sidebar with categories like 'Sheikh Zayed Housing Programme', 'Land Transport Services', 'Maritime Transport Services', 'Infrastructure Services', and 'Geological and Petrol Services'. The main content area displays three cards for the 'Sheikh Zayed Housing Programme', each with a 'Start Service' button. The cards represent different request types: 'Housing Assistance Request', 'Reconsideration For Housing Assistance Decision Request', and 'Postponing Or Reducing Housing Assistance Instalment Request'.

5. Click here to view the housing application to cancel

The screenshot shows the 'My Applications' page. The header is identical to the previous screenshot. The main content area is titled 'My Applications' and shows 'Total Records : 1'. Below this is a table with the following columns: Application Number, Request Type, Requested Date, Requested By, Status, and Work Flow. The table contains one record with the following details:

Application Number	Request Type	Requested Date	Requested By	Status	Work Flow
SZ241024100010	Housing Application	23-Oct-2024	Mayuri Kolse	Application Under Review	

At the bottom right of the table, there is a 'Rows per page' dropdown set to '0-0 of 0'.

6. Click here to view the cancelation form

The screenshot shows the 'Housing Assistance Request' form. At the top, there is a search bar and a navigation bar with 'Home' and 'My Applications'. The user is logged in as 'Mayuri Kolse'. The form title is 'Housing Assistance Request'. Below the title, there are buttons for 'Back' and 'Cancel Application'. The user's profile information is displayed: 'Mayuri Kolse', '784-1989-XXXXXX-X', '40 Years (F)', and 'Fujairah'. The application details include: 'File No: SZ241024100010', 'Application Type: SZHP', and 'Submitted On: 23-Oct-2024'. The status is 'Application Under Review'. The form is divided into two sections: 'Housing Assistance Form' and 'Issued Documents'. The 'Housing Assistance Form' section has a 'Work flow' button and a progress indicator showing 'Social Status' and 'Assistance Request Details'. The 'Issued Documents' section shows a table with the following data:

Marital Status	Marital Category	Number of Children
Married	Senior Citizens (Age over 60)	1

7. Click here to select the Cancelation Reason from the drop-down list

The screenshot shows the 'Housing Cancellation Request' form. At the top, there is a search bar and a navigation bar with 'Home' and 'My Applications'. The user is logged in as 'Mayuri Kolse'. The form title is 'Housing Cancellation Request'. Below the title, there are buttons for 'Discard' and 'Submit'. The user's profile information is displayed: 'Mayuri Kolse', '784-1989-XXXXXX-X', '40 Years (F)', and 'Fujairah'. The application details include: 'File No: SZ241024100010', 'Application Type: SZHP', and 'Submitted On: 23-Oct-2024'. The status is 'Application Under Review'. The form is divided into two sections: 'Cancellation Reasons' and 'Supporting Documents'. The 'Cancellation Reasons' section has a 'Reason For Cancellation' dropdown menu with the following options: 'Apply for a new request', 'Applying in another authority (Other than SZHP)', and 'Other'. The 'Supporting Documents' section has a '+' button to add documents.

8. Click here enter the Justification

The screenshot shows the 'Housing Cancellation Request' form. On the left, a sidebar contains two steps: '1 Cancellation Reasons' (active) and 'Supporting Documents'. The main form area is titled 'Cancellation Reasons' and includes a close button (X). It contains a 'Reason For Cancellation *' dropdown menu with the option 'Apply for a new request'. Below this is a 'Justification *' text area with the placeholder text 'Enter Justification'. An orange circle highlights this text area. At the bottom right of the form is a 'Next Step >' button. The top of the page features a header with the Ministry of Energy and Infrastructure logo, a search bar, and user information (Mayuri Kolse, notifications, and language settings).

9. Click here to go to next step

The screenshot shows the 'Housing Cancellation Request' form at the 'Supporting Documents' step. The sidebar now shows 'Cancellation Reasons' as a completed step (with a checkmark) and 'Supporting Documents' as the active step. The main form area is titled 'Supporting Documents' and includes a close button (X). It contains a 'Reason For Cancellation *' dropdown menu with the option 'Apply for a new request'. Below this is a 'Justification *' text area with the placeholder text 'TEST'. An orange circle highlights this text area. At the bottom right of the form is a 'Next Step >' button. The top of the page features a header with the Ministry of Energy and Infrastructure logo, a search bar, and user information (Mayuri Kolse, notifications, and language settings).

10. Click here to upload the document

✓ Supporting Documents

Supporting Documents

Other Documents

Upload File

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 Cancellation application



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE



Search

File Uploaded Successfully

Home My Applications

Mayuri Kolse 0 EN

Home / Housing Cancellation Request

Housing Cancellation Request

Discard Submit

✓ Cancellation Reasons

✓ Supporting Documents

Cancellation Reasons

Supporting Documents

Other Documents

Upload File

105 (2).Png

Previous Step


12. Click here to enter the otp received to beneficiary

The screenshot shows the 'Housing Assistance Request Cancellation' page. At the top, there's a navigation bar with 'Home' and 'My Applications'. The main heading is 'Housing Assistance Request Cancellation'. Below it, a form titled 'Residential Assistance Cancellation Request' asks the user to enter an OTP. The form includes a text input field for the OTP, a message stating 'The one-time password has been sent to email address *****kolse@innovatechs.com and mobile number *****8903', and a link to 'Resend OTP'. There are also 'Cancel' and 'Verify' buttons. A 'Microsoft Outlook' notification is visible at the bottom right of the form area.


13. Click " You are about to cancel the Housing Assistance Request which was submitted in Ministry Of Energy and Infrastructure. Please enter the OTP 0000 to proceed with your cancellation request."

The screenshot shows a verification screen with text in both Arabic and English. The Arabic text at the top reads 'وزارة الطاقة والبنية التحتية' (Ministry of Energy and Infrastructure). Below it, the English text says 'Hello User,' followed by 'You are about to cancel the Housing Assistance Request which was submitted in Ministry Of Energy and Infrastructure. Please enter the OTP 0000 to proceed with your cancellation request.' The screen also features a large orange circle with the number '0000' inside, indicating the required OTP. At the bottom, there are logos for '52 SUSTAINABILITY' and 'UAE PASS' (We the UAE 2031).





14. Click here to verify the otp



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE



[Home](#) [My Applications](#)

 Mayuri Kolse   EN 

[Home](#) / [Housing Assistance Request Cancellation](#)

Housing Assistance Request Cancellation

Residential Assistance Cancellation Request

Please enter the OTP that comes to your registered e-mail id and mobile number

0


0

0

0

The one-time password has been sent to email address *****kolse@innovatechs.com and mobile number *****8903


Didn't receive OTP? [Resend OTP](#)

 Retry in 3 seconds


Cancel

Verify





15. Click here to view the Cancellation document



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE






[Home](#) [My Applications](#)


 Mayuri Kolse   EN 

[Home](#) / [Housing Cancellation Request](#)

Housing Cancellation Request



Mayuri Kolse
784-1989-XXXXXX-X
40 Years (F)   Fujairah




#

File No
CANCEL_REQ_775


#

Housing Application Number
SZ241024100010





Submitted On
25-Oct-2024

Approved


 The Housing Application has been Cancelled by applicant. Please [Click here](#) to view the generated Cancellation document.

[Housing Cancellation Details](#) [Housing Assistance Details](#)

 Cancellation Reasons

 Supporting Documents

Cancellation Reasons



16. A mail will be generated to the beneficiary



17. Click the Preview button to view the document



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

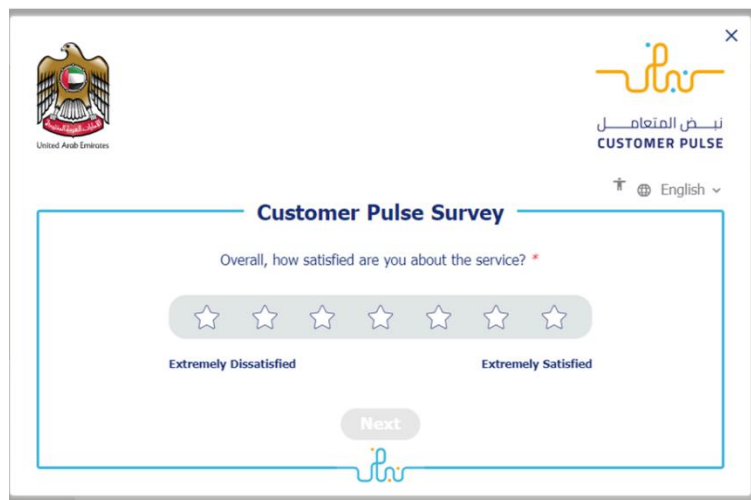


Customer Pulse Survey

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](#)