



## User Manual

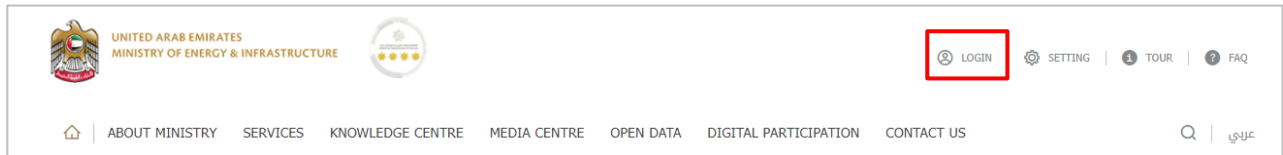
# Request to Provide Geographic Information data and Geographic

## Maps Service

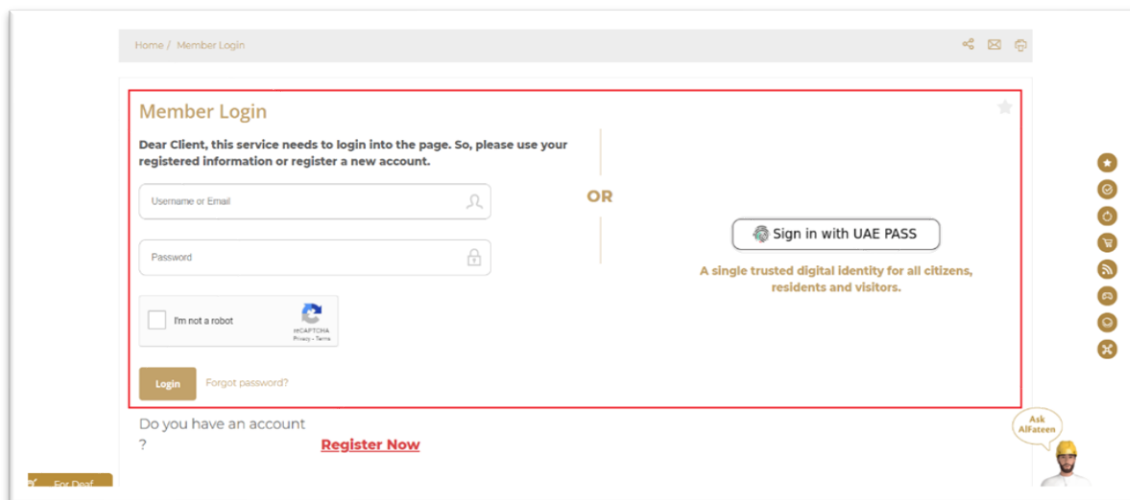
V 3.0

2021

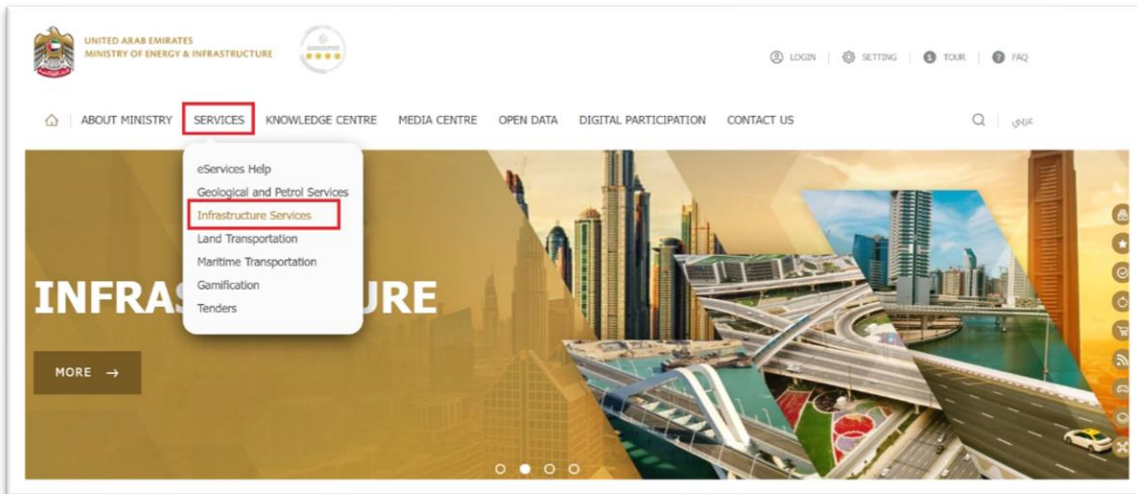
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



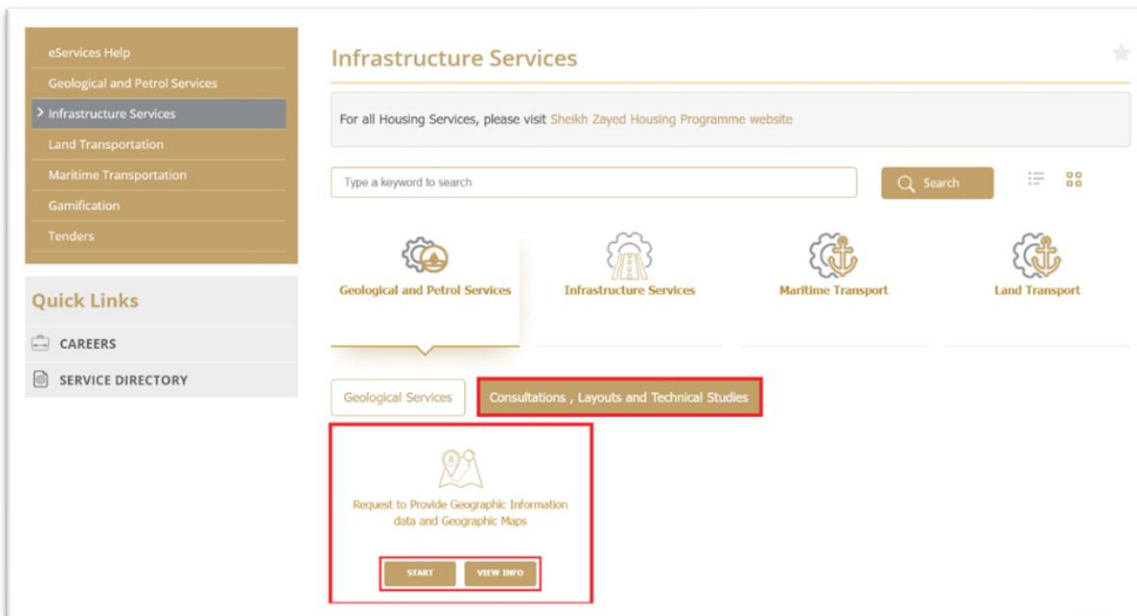
3. Then it will redirect you to the Login page, you can login by email registered and password or using UAE PASS.



4. From the home page, go to “Services” tab, then choose “Infrastructure Services”.



5. From Services Directory, choose the category “Consultations, Layouts and Technical Studies”.
6. Then select the needed service “Request to Provide Geographic Information data and Geographic Maps” , you can view the service Info or start the service immediately.



## 7. Choose the type of requested data.

**GIS Application**  
The service aims to provide geographic information data and descriptive data for federal services, buildings, roads and housing network for the UAE.

Progress: Type of Requested Data → Information Receiver → Detailed Information → Complete Form

Completion Status: 0%

Buttons: Save as Draft, Cancel Application

**Type of requested Data**

☐ Base Map

☐ Descriptive Data

Next »

## 8. Fill the Information Receiver.

**GIS Application**  
The service aims to provide geographic information data and descriptive data for federal services, buildings, roads and housing network for the UAE.

Progress: Type of Requested Data → Information Receiver → Detailed Information → Complete Form

Completion Status: 25%

Buttons: Save as Draft, Cancel Application

**Information Receiver**

Beneficiary \*  
Name Of Recipient \*  
Mobile No \*

Buttons: Previous, Next »

## 9. Fill the Detailed Information.

**GIS Application**  
The service aims to provide geographic information data and descriptive data for federal services, buildings, roads and housing network for the UAE.

Progress: Type of Requested Data → Information Receiver → **Detailed Information** → Complete Form

Completion Status: 75%

✓ Type of Requested Data  
✓ Information Receiver  
✓ Detailed Information

Save as Draft

**Detailed Information**

Emirate \*  
Dubai

Region \*  
TEST

Data Format \*  
PDF

Description \*  
TEST

10. Submit the request by clicking on “Submit” button, or you can click on “Save as Draft” to save the request and modify it later before sending it to the Ministry.

**GIS Application**  
The service aims to provide geographic information data and descriptive data for federal services, buildings, roads and housing network for the UAE.

Progress: Type of Requested Data → Information Receiver → Detailed Information → **Complete Form**

Completion Status: 100%

✓ Type of Requested Data  
✓ Information Receiver  
✓ Detailed Information

Save as Draft  
Cancel Application

**Complete Form**

**Applicant Information**  
Application Number: 065556

**Detailed Information**  
Emirate: Dubai  
Region: TEST  
Description: TEST

**Data Format**  
Data Format: PDF

**Information Receiver**  
Beneficiary: TEST  
Mobile No: 0902380674

**Type of requested Data**  
Data Map

**Region**  
TEST

**Name Of Recipient**  
مستفيد

Previous

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

نظير المتعامل  
**CUSTOMER PULSE**

English

### Customer Pulse Survey



Overall, how satisfied are you about the service? \*

★ ★ ★ ★ ★ ★ ★

Extremely Dissatisfied

Extremely Satisfied

Next

نظير المتعامل  
**CUSTOMER PULSE**

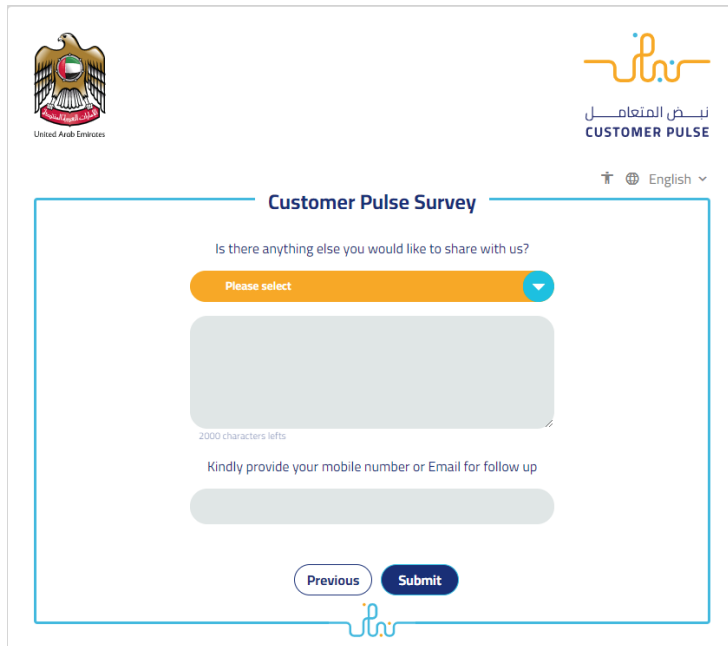
English

### Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

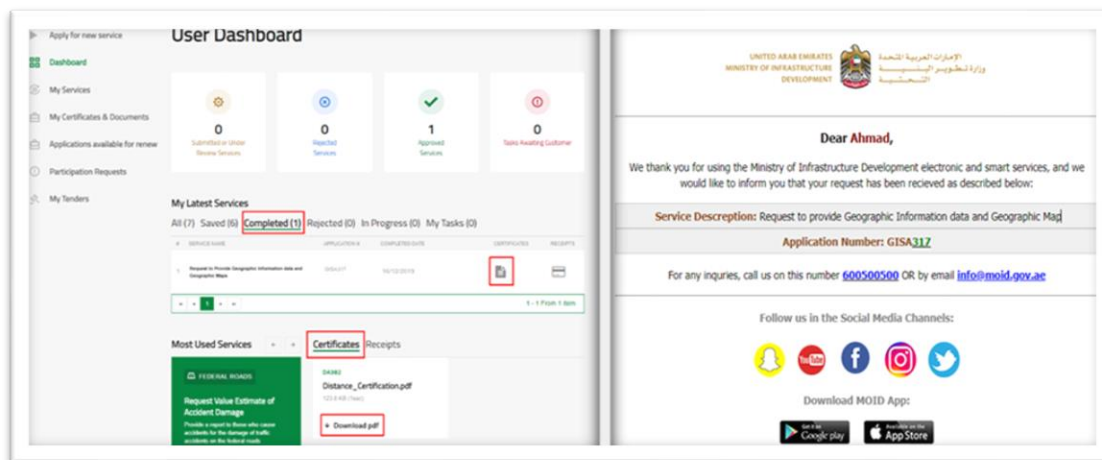
	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of 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



The image shows a 'Customer Pulse Survey' form. At the top left is the United Arab Emirates logo. At the top right is the 'CUSTOMER PULSE' logo with the text 'نظير المتعامل' above it. Below the logos is a language selector showing 'English'. The main heading is 'Customer Pulse Survey'. The first question is 'Is there anything else you would like to share with us?'. Below this is a dropdown menu labeled 'Please select' and a large text area for comments. A character count '2000 characters left' is shown below the text area. Below the text area is a prompt 'Kindly provide your mobile number or Email for follow up' followed by a text input field. At the bottom are 'Previous' and 'Submit' buttons.

12. After the application is approved by the ministry, you will receive the documents automatically via email. However, you can also view and download the documents from the end user dashboard.



The image shows a 'User Dashboard' for the Ministry of Infrastructure Development. The dashboard includes a sidebar with navigation links: 'Apply for new service', 'Dashboard', 'My Services', 'My Certificates & Documents', 'Applications available for renew', 'Participation Requests', and 'My Tenders'. The main content area shows service status statistics: 'Submitted or Under Review Services' (0), 'Rejected Services' (0), 'Approved Services' (1), and 'Tasks Awaiting Customer' (0). Below this is a table of 'My Latest Services' with columns for SERVICE NAME, APPLICATION NO., COMPLETED DATE, CERTIFICATE, and RECEIPT. One service is listed: 'Request to Provide Geographic Information data and Geographic Map' with application number GISA317, completed on 10/10/2019, and a certificate icon. A 'Download pdf' button is highlighted. Below the table is a 'Most Used Services' section with a 'Certificates' tab. Under this tab, a 'Distance\_Certification.pdf' is listed with a 'Download pdf' button highlighted. The right sidebar contains a greeting 'Dear Ahmad,', a thank you message, service description, application number GISA317, contact information (600500500 or info@moid.gov.ae), social media links, and app download instructions for Google Play and the App Store.