UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE



**User Manual** 

# To Whom It May Concern Request

3.2 V 2025

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

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Ô	About Ministry	Services	Knowledge Center	Media Center	Open Data	Digital Participation	Contact Us				
	Notice										
	Show More 🗲										

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

	🔞 Sign in with UAE PASS
	OR
	Don't have an account?
	lign up with UAE PASS
A single	trusted digital identity for all citizens, residents and visitors.
For n	nore information please check the user manual from Here

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

Services

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5. Click here to open the Housing Services

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

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Sheikh Zayed Housing Programme			
Housing Services(10)	Sheikh Zayed Housing Programme	<u>Sheikh Zayed Housing</u> Programme	<u>Sheikh Zayed Housing</u> Programme
Consultants Services(10)	Housing Assistance Request	Reconsideration For Housing Assistance Decision Request	Postponing Or Reducing Housing Assistance Installment Request
Contractor Services(2)			
Land Transport Services 🗸 🗸	() View Info Start →	O View Info Start →	O View Info Start →
Aaritime Transport Services 🗸	Sheikh Zayed Housing O	Sheikh Zayed Housing Programme	Sheikh Zayed Housing Programme
Infrastructure Services V	Request to issue To Whom It May Concern Certificate for Housing	Dwelling Disposal Request	Housing assistance loan exemption Request
Geological and Petrol Services	Services		nequest

7. Click here to Select the Entity Name

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Children / To Whomsoever It May Concern To Whomsoever It May Concern	Preview (1) Download PDF 👌 Request Customer Service
Entity name Message Type * Select Name  Defence Authority Enter Comments	Please click on Preview to view the document.

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



9. Click here to Enter the Comments



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



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

Entity name Message Type Defence Authority Instant Letter Comments test	UNITED ARAB EMIRATES MINISTEY OF ENERGY & INVERSITUCTIONE وزارة الطاقـــــــــــــــــــــــــــــــــــ
	تاريخ : 29/10/2024 لى هيئة الدفاع
	الإسم : سوجلتما ريدى تقيد وزارة الطقة والبنية التحقية أنه بعد التحقق من سجلاتها ويشأن المساعدة السكنية المذكورة أدناه تبين ما يلي:
_	محقة المشروع : ينكير الأملان مع أسكن من رقم المنينة : 103 . مُعَنَّعَا مَعْدَيَة لَنَّ عَلَيْهِ : في 1511/2024 . منا أن
	انتر <mark>المستري المنيور خ</mark> تى نتريمه رقم الطلب : SZ241015170041 : رقم المطلة :

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12. If the user Selected the Message as Customized Letter then the Request Customer Service

## button will be enabled

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Home My Applications	🔍 Sowjanya Reddy 🧳 EN 🗸
Home / To Whomsoever It May Concern	
To Whomsoever It May Concern	Preview 💿 🛛 Download PDF 🕁 🛛 Request Customer Service
Entity name         Message Type *           Defence Authority         V           Customized Letter         V	
Basic Details Application Number	
Land Number Construction Emirate	
Assistance Review Details Type of Assistance Purpose of Assistance	Please click on Preview to view the document.
Aid Type Aid Amount	

13. Click here to Tic the Check box

UNITED ARABE EMBRATES MINISTRY OF ENERGY & INFRASTRUCTURE	Q Search for something
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Entity name Message Type *	
Defence Authority V Customized Letter V	
Basic Details	
Application Number	
Area	
Land Number	
Construction Emirate	
Assistance Review Details	
Type of Assistance	
Purpose of Assistance	Please click on Preview to view the document.
Aid Type	

#### 14. Click here to Preview the Document



#### 15. Click here to Request to Customer Service

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Home / To Whomsoever It May Concern	
To Whomsoever It May Concern	Preview   Download PDF   Request Customer Service
Entity name Message Type *	
Defence Authority V Customized Letter V	UNITED ARAB EMIRATES الأوسارات التحمية التحمية المحمدة المحمدة المحمدة المحمدة المحمدة المحمدة المحمدة المحمدة
Basic Details	
Application Number	ئارىخ: 29/10/2024
Land Number	لى
Construction Emirate	حينة الدفاع
Assistance Review Details	الإسم : سرجانيا ريندي رقم الهورية : 784198910519293
Type of Assistance	تفد وزارة الطقة والبنية التحتية أنه بعد التحقق من سجلاتها ويشأن المساعدة السكنية المذكررة أدناه تبين ما يلى:
Purpose of Assistance	لغية وزارة الملك والبلية الملية ال بلد الملكي من جارية ريسان عند عند جاريا الماري من جي - وي.
Aid Type	
Aid Amount	حداثة المشروع : يتكون حامل دعم السكن من رقم العديشة : 103 سناعة لسلة ال

# 16. Here the user can view the document

40 Years (F) 6 8 Fujarah	Application Type         Submitted On           To Whomssever Concern         29-Oct-2024
Entity name Message Type Defence Authority Customized Letter Basic Details	UNITED ARAB EMIRATES الإمارات العربية المتحدة ووارد الطاقـــــــــــــــــــــــــــــــــــ
Application Number     Area     Land Number     Construction Emirate	تاريخ : 29/10/2024 لى هينة الطاع
Assistance Review Details           Image: Type of Assistance           Purpose of Assistance	الإسم : سرمانيا زيدي
Aid Type Aid Amount	تفد وزارة الطاقة والبنية التحتية أنه بعد التحقق من معلاتها وبشان المساعدة السكنية المذكورة أدناه تبين ما يلي:
Awarded Message Comments	حمة المشروع : يتكن مناز مر السكرين رقم هميئة : 103 AED ساعدا مماذي 800000 من القرار ساري لمنعان أن أسفان تقريمه

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

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Based on your exper					Towb	<b>at</b> or 4	ont de
	ree on th	0	<u> </u>			atexi	tent do
	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	☆	☆	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$
ase of Service accessibility in he Smart Application		☆	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	☆	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$
Ease & Simplicity of Service Application Steps	☆	$\overleftrightarrow$	$\Diamond$	$\stackrel{\frown}{\simeq}$	☆	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$
ase and Variety of payment options		☆	$\overleftrightarrow$	$\overleftrightarrow$	$\hat{\Sigma}$	☆	$\hat{\Box}$
Possibility of Service Status Tracking	☆	☆	$\overleftrightarrow$	$\hat{\boldsymbol{\Sigma}}$	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\overleftrightarrow$
Service Completion time was easonable & within my expectations		$\overleftrightarrow$	$\Diamond$	$\stackrel{\frown}{\simeq}$	$\Diamond$	☆	$\stackrel{\frown}{\simeq}$
imart Application efficiency no delays or errors in app)		☆	$\overleftrightarrow$	$\hat{\Box}$	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$
vailability of Online Support	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$	$\overleftrightarrow$	$\stackrel{\frown}{\simeq}$	$\overleftrightarrow$	$\overleftrightarrow$

