Outcome of Digital Consultation on Closing Sheikh Zayed Housing Program App and Transferring Services

The Ministry of Energy and Infrastructure (MoEI) is keen to engage customers in developing and improving services and channels for providing them. In this context, the Ministry has published digital consultation on closing the smart app for the Sheikh Zayed Housing Program and transferring its services to the MoEI app. It called on the public to participate in the consultation and express their opinions transparently.

This consultation aimed to get the feedback of the users of the smart app of the Sheikh Zayed Housing Program and find out the extent of the smooth transition to the MoEI app.

A total of 340 participants from various emirates of the country participated in this digital consultation. The majority of participants, representing 42%, are from Ras Al Khaimah, and the least, representing 4.84%, are from Umm Al Quwain. A large percentage of participants, representing 76.50%, used the old app of the Sheikh Zayed Housing Program before it was closed.
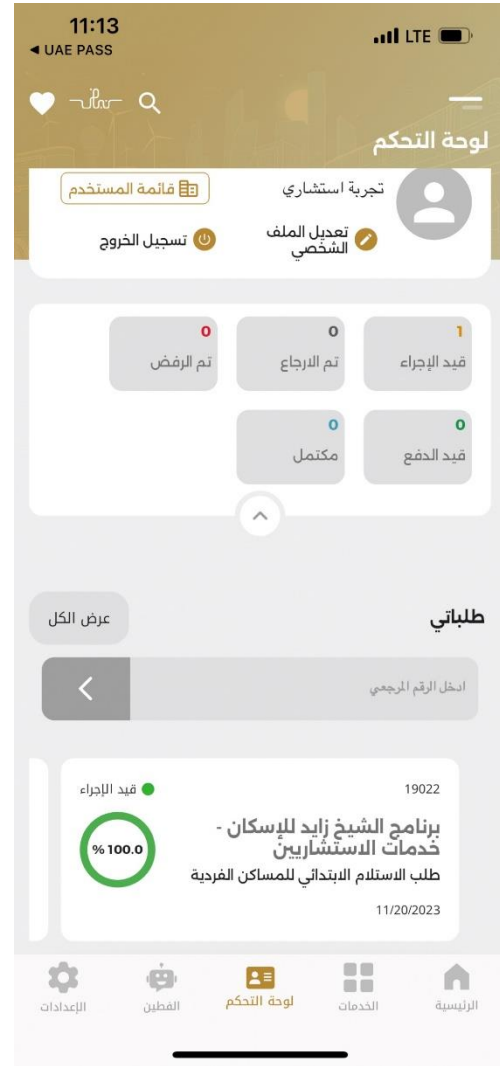
Many participants expressed their opinions on developing and improving the old app by submitting their comments and suggestions, which were taken into consideration when developing the MoEI app. These included:

- A section must be entirely dedicated to the Sheikh Zayed Housing Program: MoEI has customized a list of services for the Sheikh Zayed Housing Program in its app.

- Please add the application status feature to make it easier to track it: Based on this observation, the application status feature has been developed, showing every application's completion percentage, which makes it easier for the customer to know the status of their various applications at the same time without having to enter each service alone.

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Other comments included:

- I hope that the new app is easy to use.

 -Improving the quality of transition and providing smooth access.

As a result, the Ministry has added a guided tour feature to the app to explain how it works and how to navigate between pages easily.
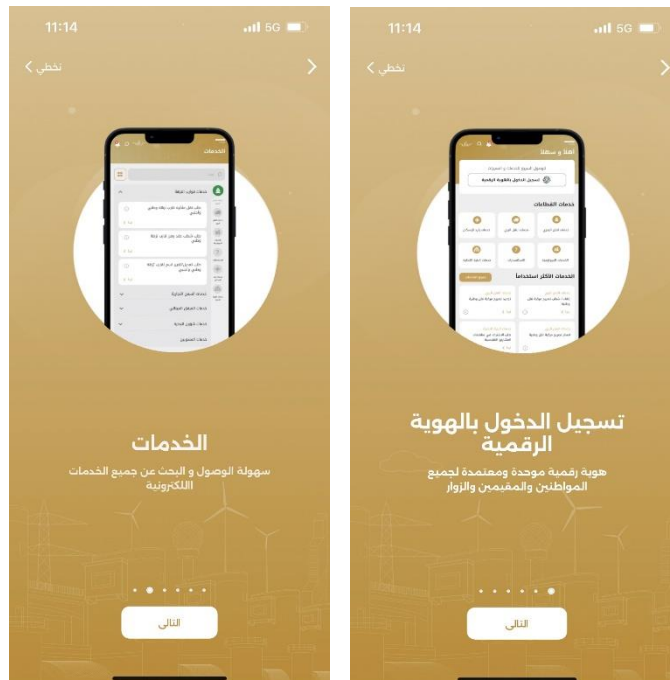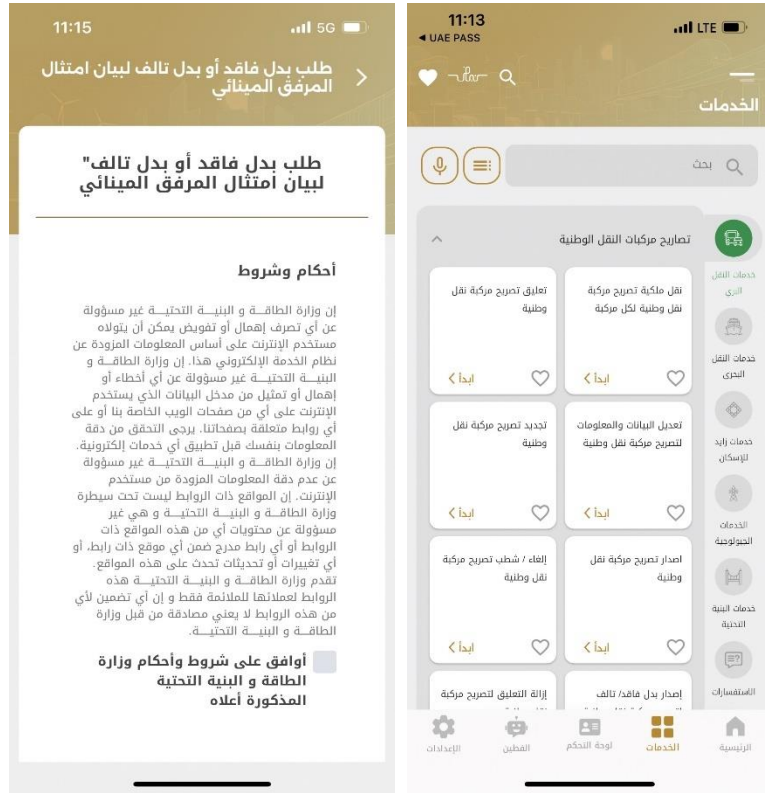
Another user feedback that was addressed in the MoEI app:

- The old program only worked online or at Sheikh Zayed Housing Program's headquarters.

MoEI added all services to the app, allowing customers to access any service, learn its conditions, and apply for it without going to the web pages or the Ministry's website.

The Ministry also implemented UAE Pass login in its app to facilitate access into the system for the customer. This was one of the comments that was repeatedly submitted through the digital consultation.

- Login using UAE Pass then direct access to the main page.
- My only suggestion is to make the login process easy.
- Linking all transactions with the new app and providing constant login using UAE Pass.
- Linking the login process with the UAE Pass.
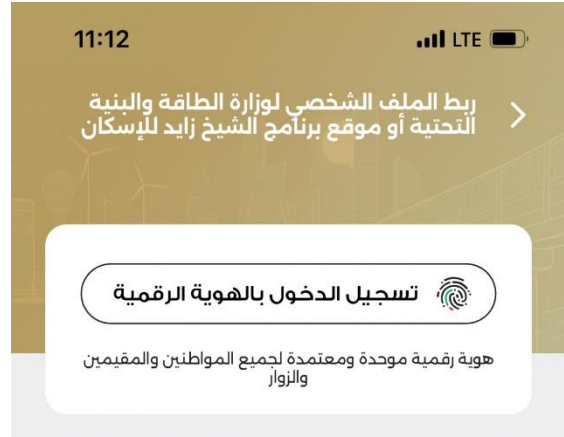
Among the comments received was "We ask that we only have one platform and place links in the main applications that lead to subsidiary or independent entities while preserving the identity of the institution). To implement this proposal, the Ministry added all sectors that were merged with the Ministry in one application through the side menu on the services page, which makes it easy to navigate between the different services for all sectors of the ministry.

Another comment was:

- Redeveloping the app design to suit customers' vision and facilitate use and access to services.

The Ministry developed the app design to implement the latest designs that suit the customers' vision, taking into account ease of use and ease of access to services and pages.