

User Manual

Proof of Ownership Grants Request

Grant Office

Contents:

1. INTRODUCTION:	3
2. CREATE PROOF OF OWNERSHIP GRANTS REQUEST	7
3. MY CASES.....	17
4. FEE PAYMENT.....	23
5. CUSTOMER ACTION	26

Introduction:

The Grant Office in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

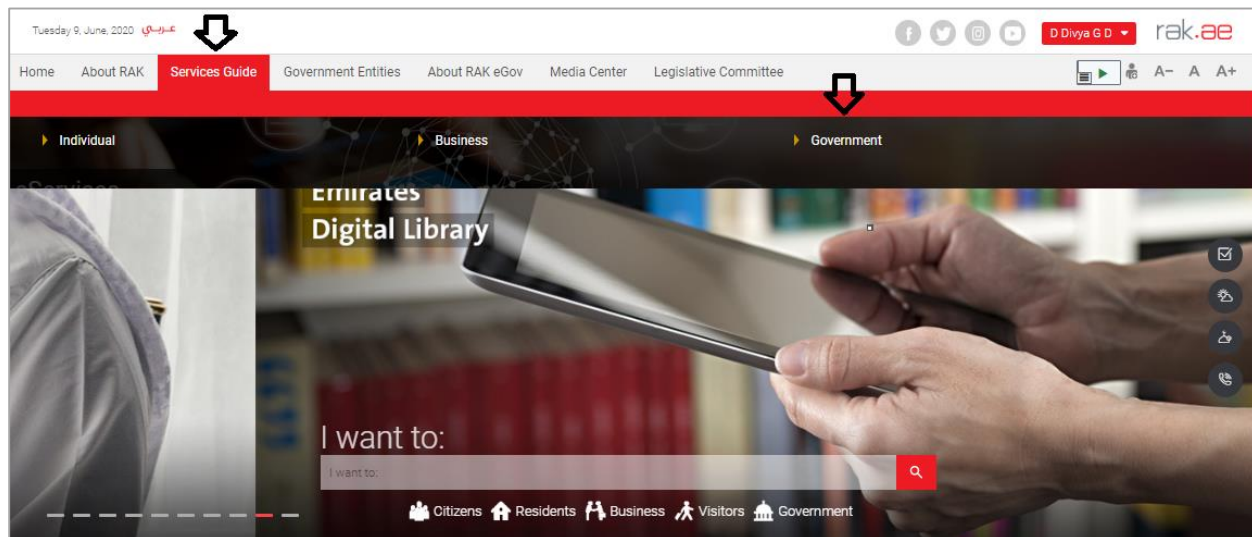
The Proof of Ownership Grants service allows the customer to issue ownership of all grants types (residential, commercial, agricultural, or Investment, etc.) according to the completion certificate, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Proof of Ownership Grants service. It also guides them on how to create, send and track the request electronically.

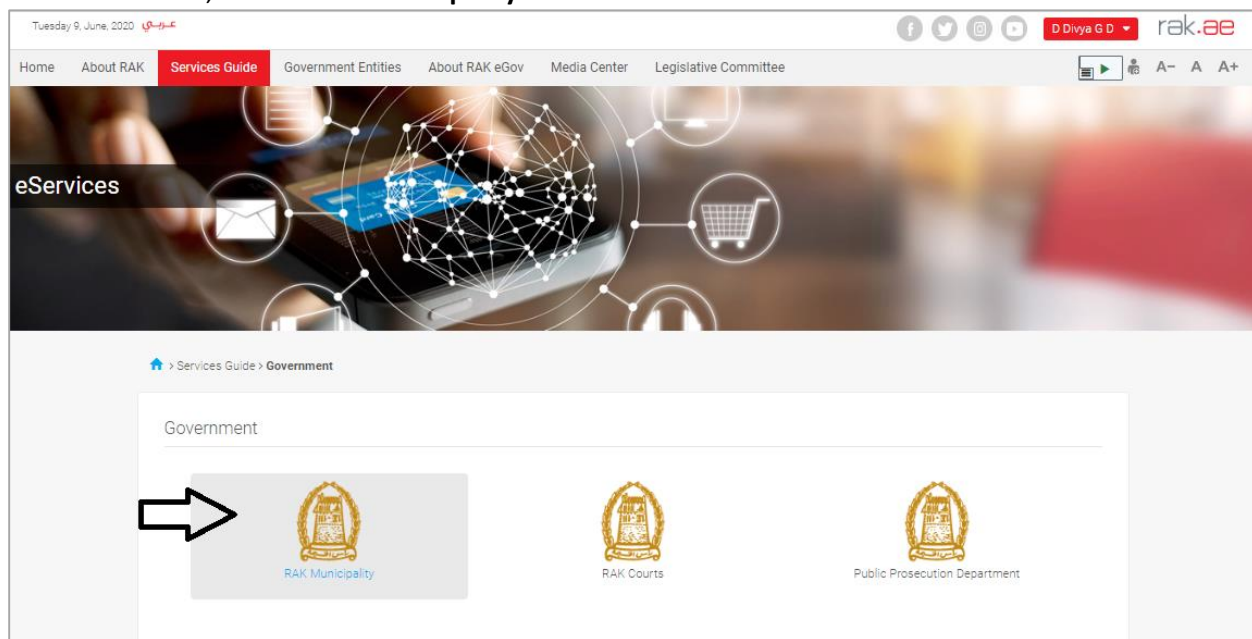
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them from the Customer Happiness Center as per the need for the original copy.

Login and access to the Proof of Ownership Grants Service

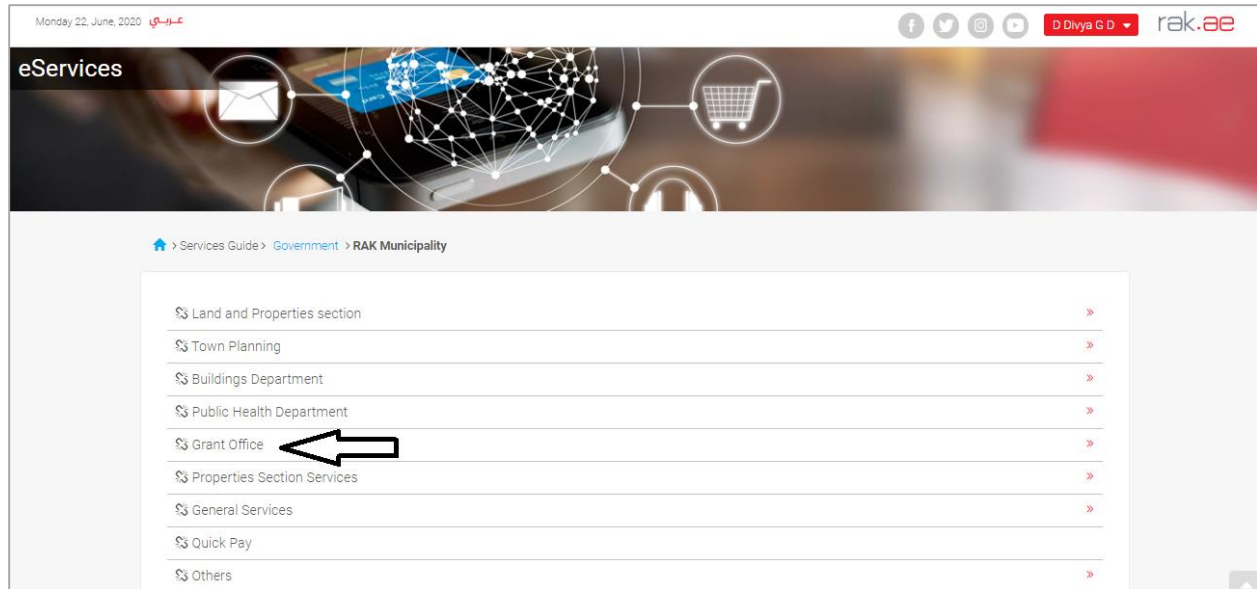
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Proof of Ownership Grant service, click on the “Service Guide” then click on “Government”



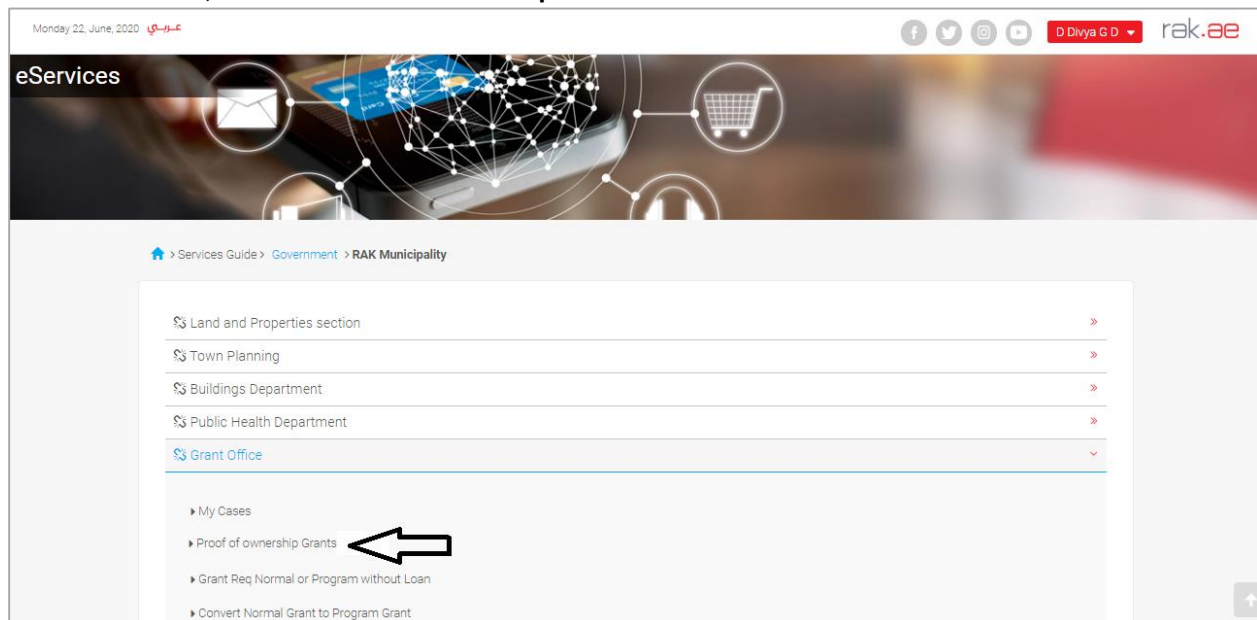
- 3- Next, select “RAK Municipality”



- 4- Next, select “Grant Office”



5- Next, click on Proof of Ownership Grants



6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Monday 22, June, 2020 عرربي rak.ae

eServices

> Services Guide > Government > RAK Municipality > Grant Office > Proof of ownership Grants

Proof of ownership Grants

The proof of ownership grant is the service that allows the customer to issue ownership of all grants types (residential, commercial, agricultural, investment, etc.) according to the completion certificate.

- Step 1** Sign up using portal account
- Step 2** Submit proof for ownership of grant request by filling the online form, and attaching the required documents.
- Step 3** Pay requested fee.
- Step 4** The concerned department will review the request and take a decision.
- Step 5** Upon approval, Title deed will be issued -The owner will be notified with a copy of title deed via email or he can receive the original one from municipality (the customer happiness center)

Service Enquiry

7- To use the service, click on the “Start Service” button.

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Service Conditions

In case of owner death: it's required to submit legacy document \ power of attorney – if available \ personal documents (ID's) for all inheritors.

Processing Time

7 working day

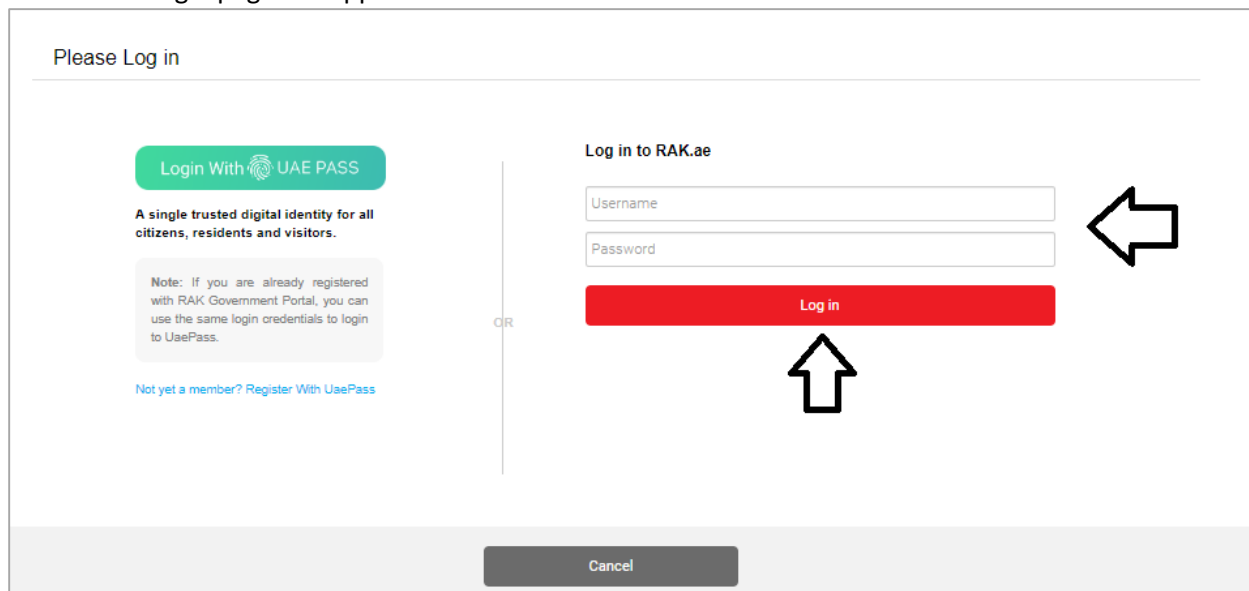
Required Documents

1. Copy of site plan
2. Copy of ID's
3. Copy of building permits
4. Copy of complete certification
5. Copy of Limitation of Inheritance (in case of owner death)

Start Service

Create Proof of Ownership Grants Request

1. After you access the **Proof of ownership grant** service and click on the “**Start Service**” button, the login page will appear as follow:



Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? [Register With UaePass](#)

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Proof of Ownership Grants** request form will be displayed enabling you to create the request:

Proof of Ownership Grants Request

General Information

* Grant type:

* New Parcel Land:

* Site Plan ID: /

* Applicant:

Business Partner Details

List of Owners

No. Owner	Name of owner

Attachments

List of Attachments

Type Description	File Description

4. In **General Information** block, select the **Grant Type**, from the dropdown list which includes 13 grant types.

* Grant type:

- Empty Housing Grants
- Built Housing Grants
- Empty Agricultural Grants
- Planted Agricultural Grants
- Empty Trading Grants
- Built Trading Grants
- Empty Manufacturing Grants
- Built Manufacturing Grants
- Empty Housing-Trading Grants
- Built Housing-Trading Grants

5. Enter the number of the new land in the "**New Parcel land**" filed.
6. Enter the site plan number in the "**Site plan ID**" fields in (number / year) format

General Information

* Grant type: Planted Agricultural Grants

* New Parcel Land: 1119872398

* Site Plan ID: 333567 / 2014

* Applicant: 3000113378 Divya Kushalappa

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- As you login to the service, the system will display your name and number in the "Applicant" fields automatically.

* Applicant: 3000030002 محمد محمود بغدادى Update

- In case the system asks you to update your information, click on the "Update" button next to the "Applicant" field to display "Create new Business Partner" screen through which you can update your information as below:

Create new business partner

Selection Criteria

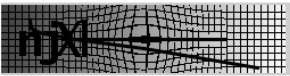
Selection Criteria: Emirates ID

* Emirates ID: 784

* Nationality:

* Date of Birth:

Please enter the code shown in the image *



Refresh

Ok Cancel

OK Cancel

- Select the appropriate way of search from the dropdown menu of "Search Criteria", then enter the required inputs as follows:

Selection Criteria: Emirates ID

Emirates ID

By Passport(non EID holder only)

By Unified Id(non EID holder only)

Trade License Number

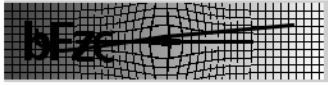
Myself

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	Selection Criteria: <input type="text" value="Emirates ID"/> * Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/> * Nationality: <input type="text"/> * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/> * Passport Number: <input type="text"/> * Passport Type: <input type="text" value="ORDINARY PASSPORT"/> * Nationality: <input type="text"/> * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/> * Unified Number: <input type="text"/> * Nationality: <input type="text"/> * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: <ul style="list-style-type: none"> license number 	Selection Criteria: <input type="text" value="Trade License Number"/> * License number: <input type="text"/>

- Enter the code that appears in the figure, then click on “Ok” below the figure to ensure the code.

Please enter the code shown in the image *




Note: enter “Refresh” button to get a new clearer code, or click on “Cancel” button to clear the input and re-write the code again.

- In the “**Business Partner Details**” block, you need to insert the list of the original owners, click on the “**Add New**” button to insert the original owner/s:

Business Partner Details

List of Owners

No. Owner	Name of owner



“**Create new Business partner**” screen shows up to enable you to search for the original owner/s by many ways:

Create new business partner

Selection Criteria

Selection Criteria:

* Emirates ID:

* Nationality:

* Date of Birth:

Please enter the code shown in the image *



- Select the appropriate way of search from the dropdown menu of “**Search Criteria**”, then enter the required inputs as follows:

Selection Criteria: **Emirates ID** ▼

Emirates ID

By Passport(non EID holder only)

By Unified Id(non EID holder only)

Trade License Number

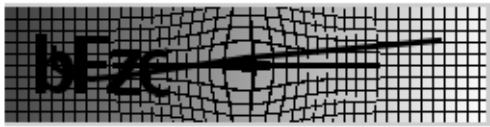
Myself

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/></p>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	<p>Selection Criteria: By Passport(non EID holder only) ▼</p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: ORDINARY PASSPORT ▼</p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/></p>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	<p>Selection Criteria: By Unified Id(non EID holder only) ▼</p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/></p>
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: <ul style="list-style-type: none"> license number 	<p>Selection Criteria: Trade License Number ▼</p> <p>* License number: <input type="text"/></p>
In case you are one of the original owner of the grant, select " Myself " and then click the "OK" button to have your name listed in the owners list.	<p>Selection Criteria</p> <p>Selection Criteria: Myself ▼</p> <p>Ok Cancel</p>

9. Enter the code that appears in the figure, then click on "OK" below the figure to ensure the code.

Please enter the code shown in the image *



bFzc

Refresh

Ok Cancel

Note: enter “Refresh” button to get a new clearer code, or click on “Cancel” button to clear the input and re-write the code again.

10. Enter the “OK” button to insert the selected person in the owner list as below:

Business Partner Details

List of Owners

No. Owner	Name of owner
3000114...	أيهاب يهمان

Add New Delete from List Clear

Note: to delete one owner form the owners list, select the required one, then click on the “Delete from list” button.

Business Partner Details

List of Owners

No. Owner	Name of owner
3000114...	أيهاب يهمان

Add New Delete from List Clear

↑


11. In the **Attachments** block you have to attached all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).

12. To upload documents:

Attachments

List of Attachments

Type Description	File Description



A. Click the “**Add New**” button, a window pops up allowing you to choose the files as shown below:

Add Attachment

Attachment Details

* Document Type:

* Attachment:

B. Select the name of the document to be attached from the “**Document Type**” drop down list:

* Document Type:

- Limitation of Inheritance
- Copy of Old Ownership Document
- New parcel site plan
- Emirates ID
- Passport ID
- Building Permit
- Completion Certificate NOC

Note: the list includes all of the mandatory documents that you have to attached to the request except for the “**limitation of Inheritance**” which should be attached if the original owner of the grant is dead.

- C. Browse for the file and Click on **Add** ➔ the file will be uploaded successfully.
- D. Repeat the steps to attach next documents.

Note: In case of incorrect upload, you can select the record and click the “**delete**” button to remove it

Attachments

List of Attachments

Type Description	File Description
Emirates ID	dummy.pdf

Add New Delete

13. Enter your notes in the “**Notes**” field

Note

notes [

Submit Clear

14. You have the following options to do:
- “**Submit**” to complete the request.
 - or clear all fields by selecting “**clear**”

15. Click “**Submit**” and confirm the submission in the following confirmation message.

Submit Case Creation

Do you want to submit the request ?


Submit Cancel

A screen will appear stating that the case is submitted successfully including the **case ID**.

Case was successfully created!

Case Information


Newly created Case ID: 107920

 **New Case**

16. To apply for a new service, click “**New Case**”




After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request and pay the required fees after getting the request approved, then your request will be approved and the grant ownership will be printed, then you can visit the customer happiness center in RAK municipality to get the original copy.

Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:



مؤشر السعادة
HAPPINESS METER

How was your Experience?



Select the required face and your evaluation will be submitted directly.

My Cases

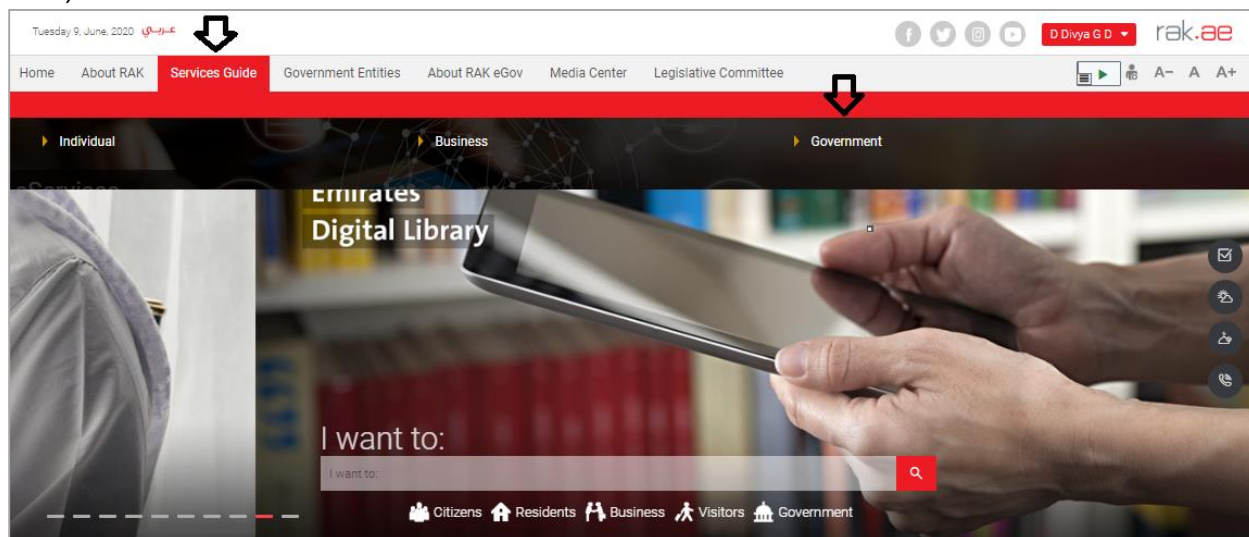
When you submit the proof ownership grants request, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the fees.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

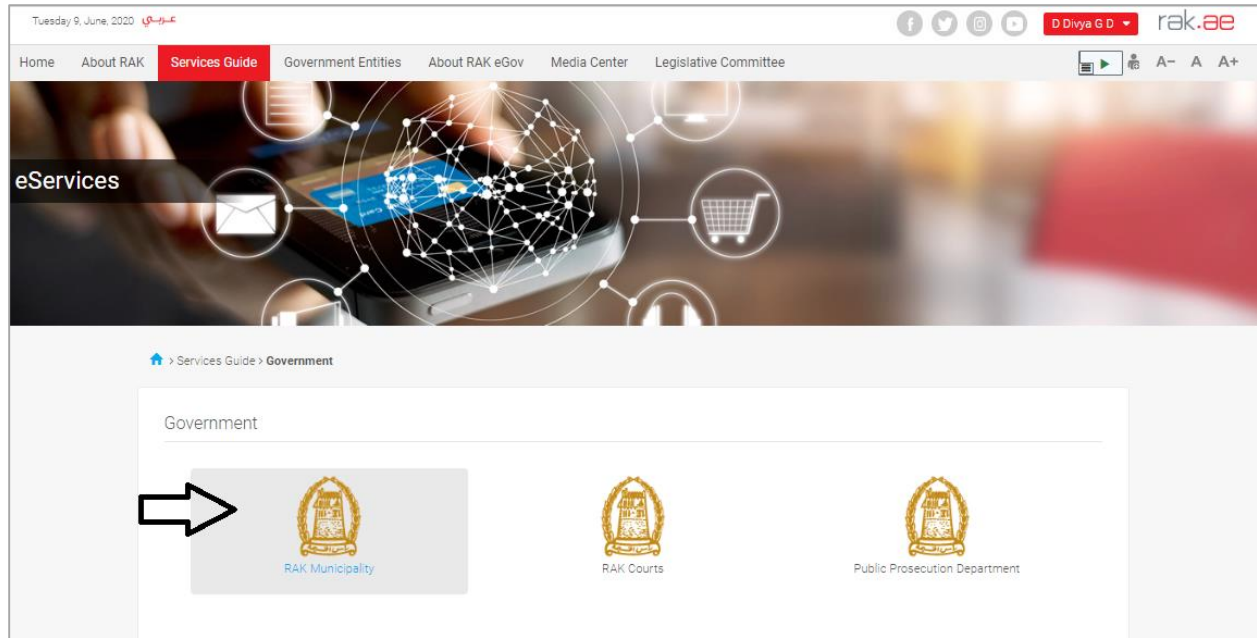
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

You can find the submitted requests in **“My Cases”** tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

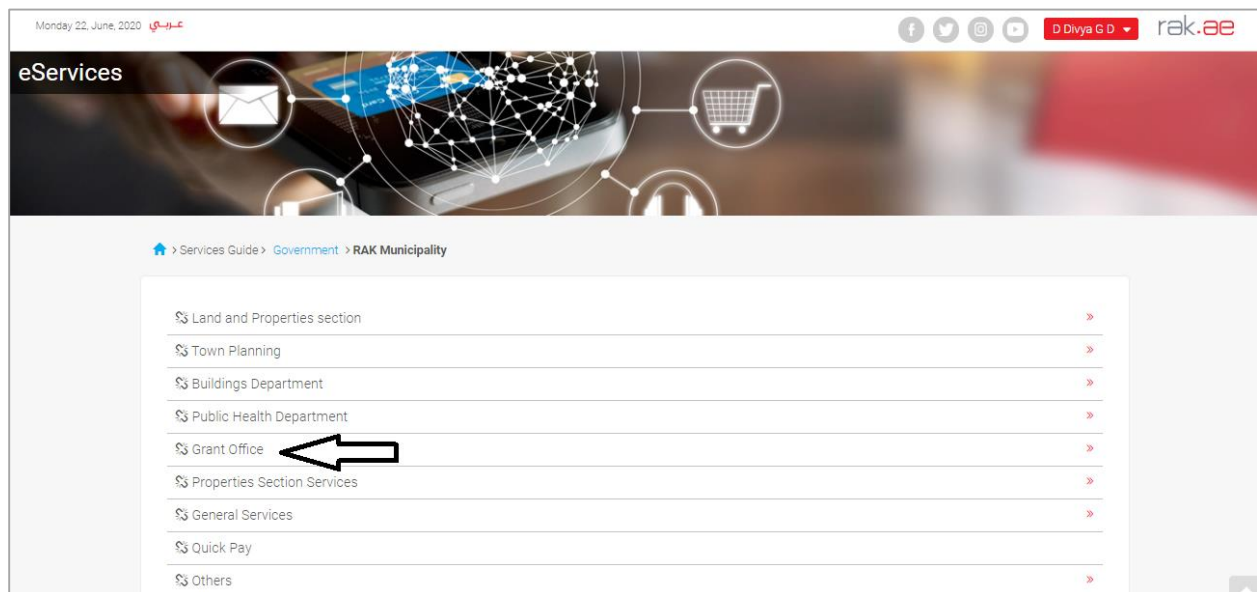
Then, Click the **“Service Guide”** then click **“Government”**:



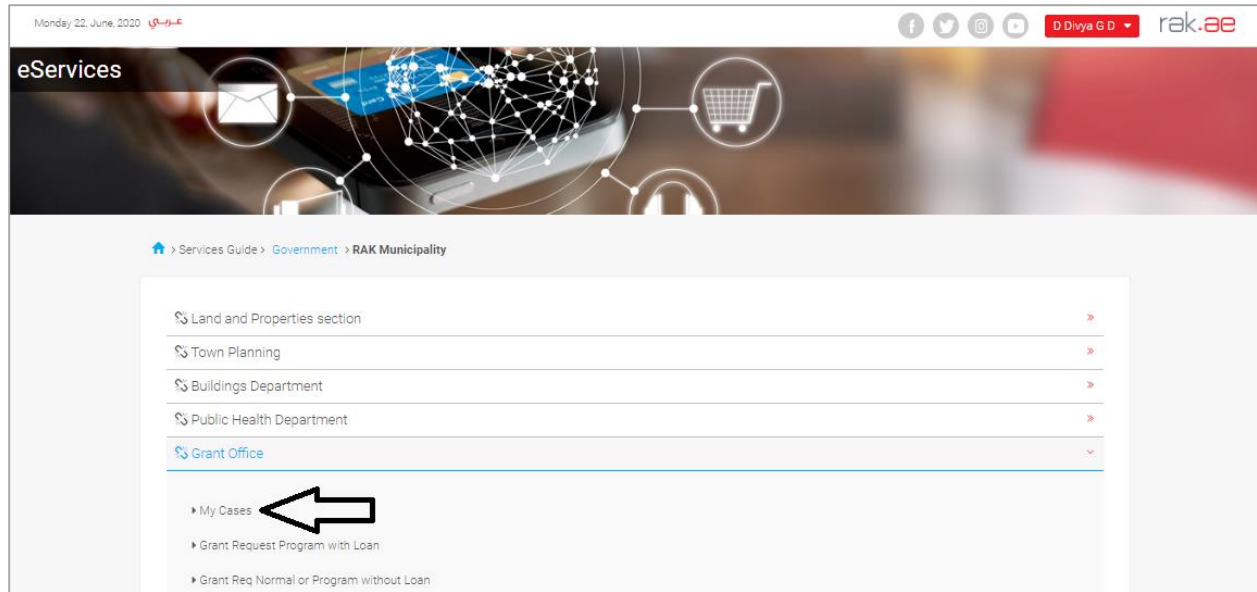
Next, select **“RAK Municipality”**



Next, Select the “Grant Office”



Next, Select “My Caese”



Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.

Please Log in

Login With UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? Register With UaePass

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

“My Cases” tab will be displayed to show all of your transactions submitted to the grant office section and pending for payment (if not paid yet) or pending for coordinator action.

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases

Help

My Cases

Print Version

Export

	Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
	108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
	108665	Survey Reports Request			طلب تقارير مساحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
	108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
	108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
	108545	Plot Document Comparison Request			طلب تحديث وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
	108536	Plot Document Renewal Allotted Request			مخطط بيديل (ملف) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame:

All

Case Status:

Open Cas

Total number of cases: 27

“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:

- Print (As a Pdf)

Print Version
- Export (As excel files)

Export

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

- You will be able to view the details of the service request by selecting the required request and then clicking on the “Case Details” button

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases

Help

My Cases

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
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108547	Plot Rearrangement Request			108547 - طلب فرز		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			108545 - طلب تحديث وجدديد	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			108536 - مخطط بدیل (ملك)	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame: All

Case Status: Open Cas

Total number of cases: 27

The details screen of the selected request pops up to show all of its details as below:

Details for case with ID 108667

Case Attributes

Case Decision Date:

Title:

Survey Reports Request - 108667

Case Type:

Survey Report Request

Last Changed by:

System

Changed On:

09.06.2020 12:15:32

Planned complet. dat:

Created By:

PORTAL1

Created On:

09.06.2020 12:15:26

Case ID:

108667

Final Decision:

Status:

Coordinator Review

Applicant type:

Owner

Area (M2):

0.00

Location Key:

20202

Parcel ID:

0

Report Type:

Survey

Case Notes

Close

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button

Town Planning Services

My Cases (27) My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مسح - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيديل (ملك) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.

Documents for case with ID 108667

Uploaded documents Generated documents

File Description	
Copy of new site plan	
Copy of ownership	

Download all attachments

Close

Fee Payment

After the coordinator of grant office accepts your request, the system will notify you to pay the request fees via email and SMS, so in **"My Cases"** page you will select the request whose status is "pending for payment" and then click on the **"Payment Requests"** button.

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
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108545	Plot Document Comparison Request			طلب تحديث وتجهيز - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بديل (مكافئ) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

The following screen will be displayed to show the amount needed to be paid for the select request.

Town Planning Services

My Cases (27)

My Notifications

My Payments [Help](#)

Billing Documents for case with ID

Print Version

Export

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	108667	910027435	5,000.00	0.00	5,000.00	AED

Pay Selected Item


Back

Click on the required payment item and then click on the **"Pay Selected Item"** button to move to the payments channels screen:



My cases (ZH)
My Notification

Payment Amount: 5,000.00
Amount Already Payed: 0.00
* Transaction Amount 5,000.00 AED

☒ E-Dirham





الدرهم الإلكتروني
e-dirham

☐ Banks Cards

By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.

Pay Cancel Back

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

Select the required payment channel and click the “**Pay**” button to proceed with the payment process as usual.

Note: the fees amount will vary as per the selected type of grant; the fees will be as follows:

Grant Type	Fees Amount
Built Housing-Trading Grant	3000AED
Built Trading Grant	4000 AED
Built Manufacturing Grant	5000 AED + 50 AED for unit
Investment grant	5000 AED
Planted Agricultural Grant	5000 AED
Public Housing.	4500 AED
Vacant Housing Grant	1000 AED
Vacant Agricultural Grant	2000 AED



	Built Housing-Trading Grant	3500 AED	
	Vacant Manufacturing Grant	4000 AED	
	Vacant Housing-Trading Grant	3000 AED	
	Trading Manufacturing Grant	5000 AED	

Customer Action

Upon successful submission, the request will be displayed for the grant office coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

When one of your request is returned to you for modification, you will find it in “**My Notification**” tab. To access “**My Notification**” tab, follow the [same procedure you did to reach “My Cases” tab](#).

In “**My Notification**” tab, you can open the request for modification as in the screen below:

Town Planning Services

My Cases (ZT) My Notifications

Notifications ? Help


Notifications

View: [Standard View] Print Version Export

Notification	Action Description	Case ID	Case type text	Case Status Description	L
300093409	Upload missing general document	108094	Demarcation Request	Customer Action	

Notif. timeframe:

To modify a request, follow the step below:

1. Click the “**Change**” icon  to the right of the required request → the “**Customer Action**” screen pops up as below:

Customer Action 300093409

Selected Notification

Notification: 300093409

Case ID: 108094

Created on: 26.04.2020

Case Type: ZT41 Demarcation Request

Requester: System

BusinessPartner: 3000113378 Divya Kushalappa

Lock Status:

Land Parcel ID:

Building:

Status details

Current System Status: Open

Complete

Attachments

Add attachment ³

Comments

2

Note from Department:

Add missing attachments

Note from Applicant:

Save Cancel

2. Read the notes that are sent to you from the grant office coordinator.
3. Click on the "Add Attachment" button, the Document Attachment screen will pop up as below:

Documents management for notification: 300093409

Attachment Details

* Attachment: Choose Files No file chosen

Clear Add attachment

File Description	Mime Type	
dummy.pdf	application/pdf	

Delete Attachment

Save Cancel

- I. Click the "choose files" button and then choose the file to attach.
- II. Click the "Add Attachment" button to add it to the attachments list
- III. If you want to delete an attachment, select it from the list, then click the "Delete Attachment" button.
4. Attach the required documents.

5. Click the “**Save**” button, then you will return to the “**Customer Action**” screen:

Customer Action 300093409

Selected Notification

Notification: 300093409	Case ID: 108094
Created on: 26.04.2020	Case Type: ZT41 Demarcation Request
Requester: System	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID:
	Building:

Status details

Current System Status: Open

Complete

Attachments

Add attachment

Comments

Note from Department:

testing external

Note from Applicant:

6. Click “**Complete**” and then “**Save**” to complete your modifications → the request will be removed from “**My Notifications**” tab and the request will be submitted again to the grant office coordinator for review.

After your request gets the final approval, you will be notified via SMS and Email that your request is approved and you can receive the original proof of ownership grant document from the customer happiness centre in the RAK municipality.