

User Manual

Plot Replacement Request

Grant Office

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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.

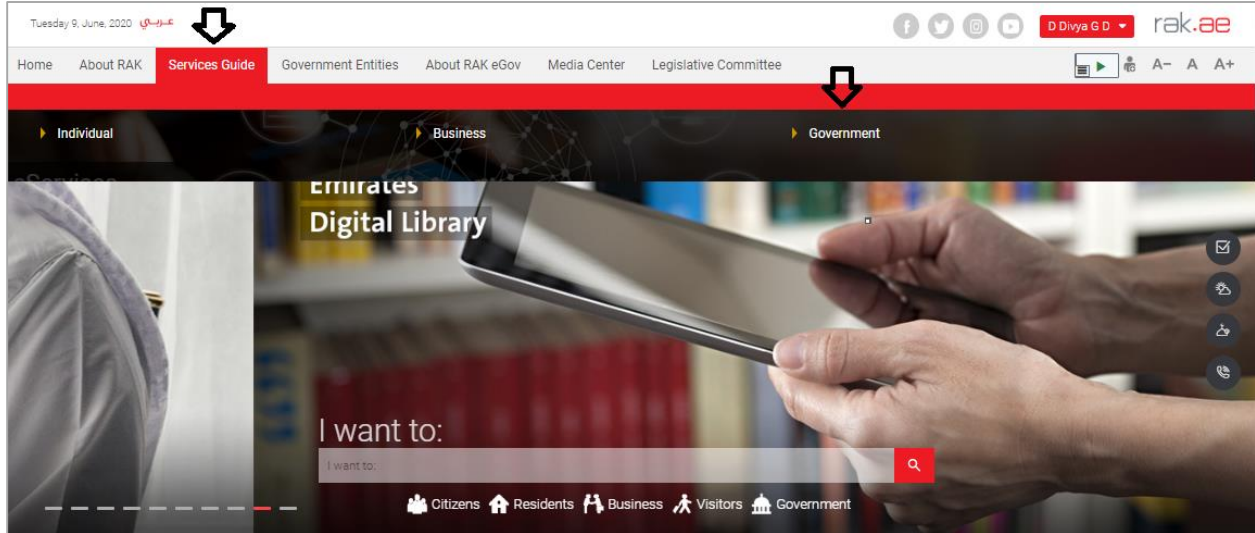
The Plot Replacement Request allows the applicant to change the location of the land "granted plot", based on the owner's desire because of obstacles and it should be applicable to the terms of the replacement to another site, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Plot Replacement Request. It also guides them on how to create, send and track the request electronically.

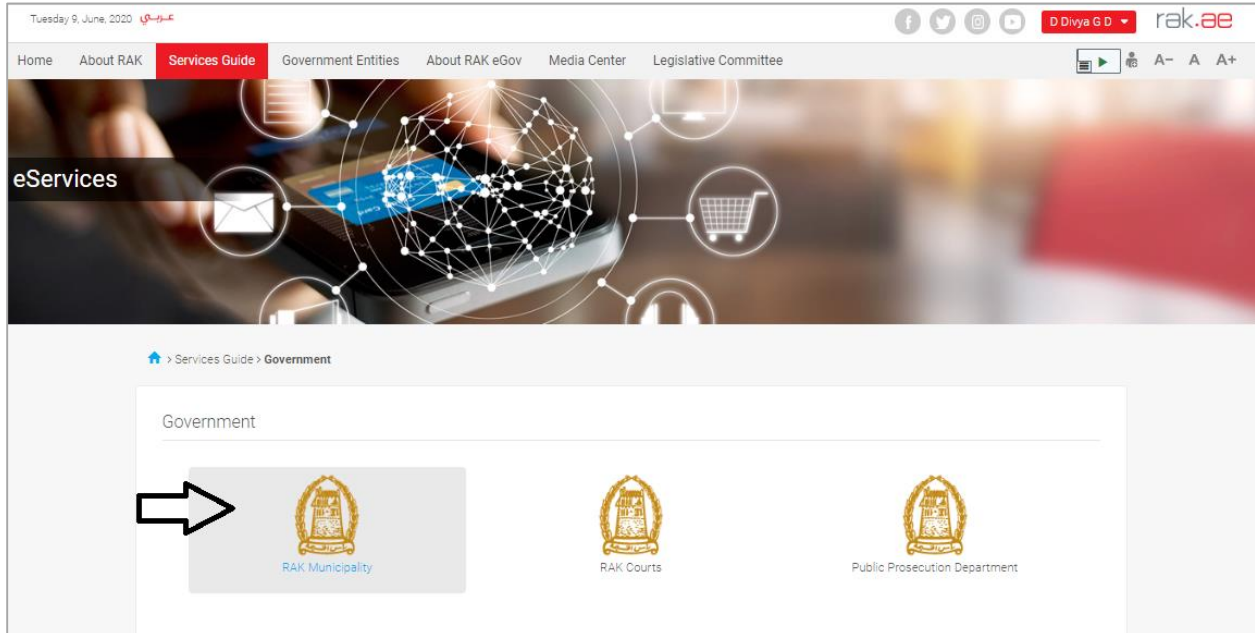
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Plot Exchange Request

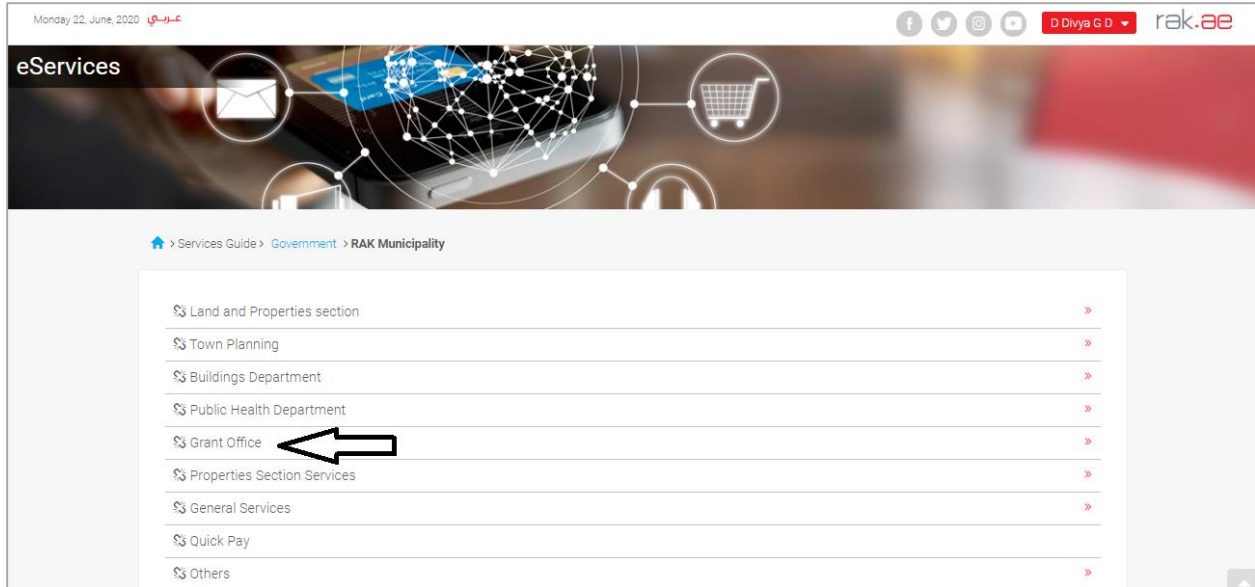
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Plot Replacement Request** service, click on the **“Service Guide”** then click on **“Government”**



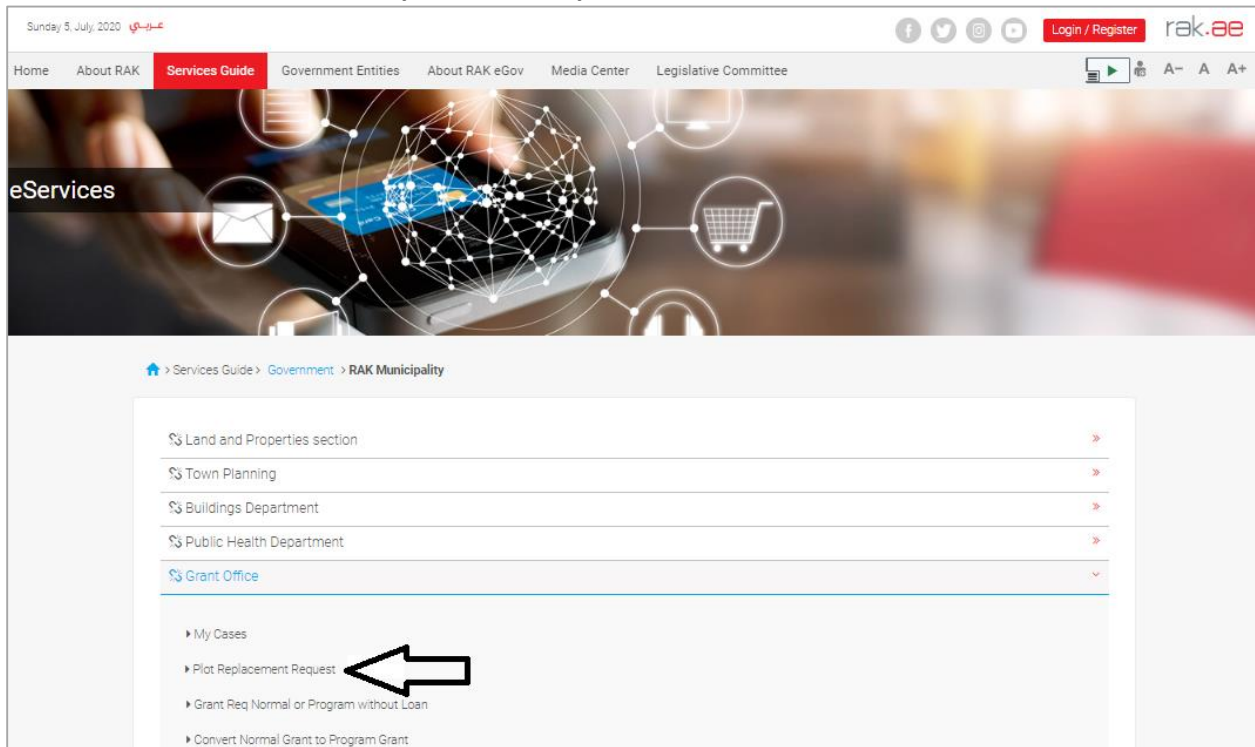
- 3- Next, select **“RAK Municipality”**



- 4- Next, select **“Grant Office”**



5- Next, click on Plot Replacement Request



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

Sunday 5, July, 2020 عربي

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eServices

> Services Guide > Government > RAK Municipality > Grant Office > Plot Replacement Request

Plot Replacement Request

Online submission and payment channels for Plot Exchange Request Service

Step 1 Login using Portal User Credentials.

Step 2 Submit a service request for Plot Exchange Request.

Step 3 Complete the request payment fee using Online/Payment machine channel.

Step 4 Predefined Coordinator by RAK MUN review and validate the entered Data and attached Documents by the Applicant
Coordinator Approve Request:

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

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Login / Register rak.ae

updategroup@mun.rak.ae

50 AED Final Fees for each document

Service Conditions

The service is available only for:
Owner (Representatives are not allowed to submit this Case).

Required Documents

1st Owner ID
Formal Letter
Site Plan for two plots
Comprehensive Investigation Document for each owner
General Manager Approval if the location for the plots is different

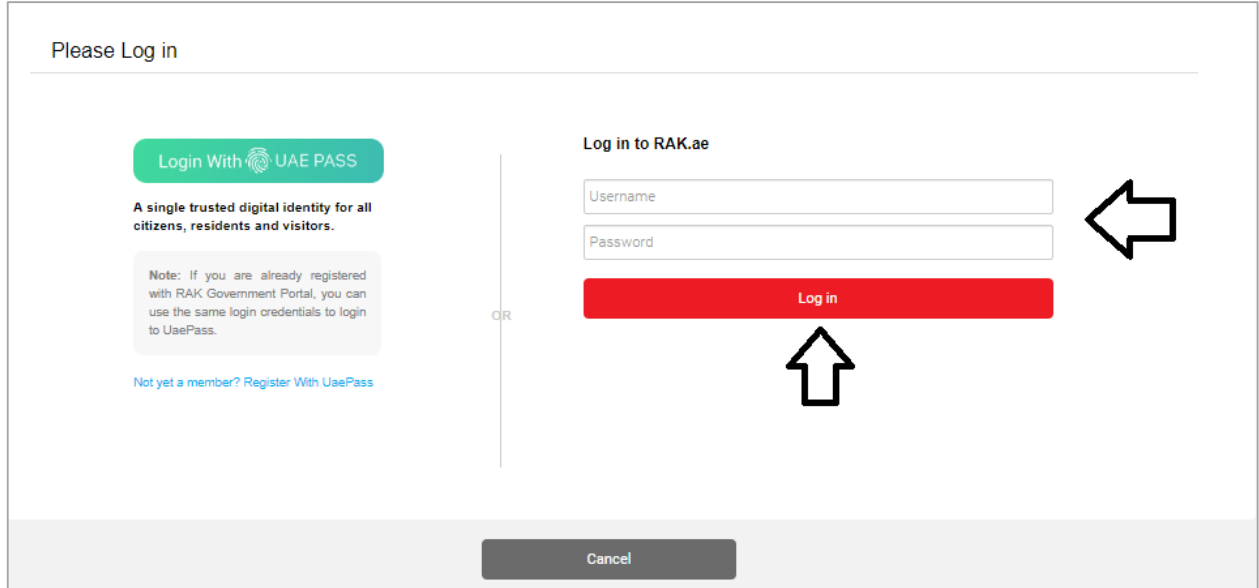
Start Service

Important note: to be able to use the service, you should register the individuals as below:

- Create Account on E-Service Portal using UAE Pass (Must have a valid EID during registration).

Create a Plot Replacement Request

1. After you access the **Plot Replacement Request** 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.

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 **Plot Replacement Request** form will be displayed enabling you to create the request:

Plot Replacement Request

يتمحور الطلب تغيير موقع الأرض "الضيقة الممنوحة" وذلك بناء على رغبة صاحب الحفلة لوجود عواقب مع وجود شروط الاستبدال إلى موقع آخر.

General Information

Request Description:

* Replacement Reason:

Comments:

Business Partner Details

Applicant: Tariq Ziad Alshaik

Mobile number: Email ID:

ID:

Parcel Of Land

| Parcel ID | Owner ID | Owner Name | Location Key |
|-----------|----------|------------|--------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Replacement Destination

* Sector: * Area: * Block:

Attachments

| File Description | Document Type |
|------------------|---------------|
| | |

4. In the **General Information** block, enter the information as below:

| Field | Description |
|---------------------|--|
| Request Description | A field used to show the service subject. |
| Replacement reason | A text field used to enter the reason of the land replacement request. |
| Comments | A text field used to enter your comments. |

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- The owner is the only person authorized to submit the request, while the representative is not allowed to submit the request.
- In the **Business Partner** block, the system automatically displays the name, number, Emirates ID number, mobile number and email address of the applicant who logged in to the service.

| Business Partner Details | |
|--------------------------|--|
| Applicant: | <input type="text" value="3000112602"/> Tariq Ziad Alshaik |
| Mobile number: | <input type="text" value="0506608860"/> Email ID: tariq.z@ega.rak.ae |
| ID: | <input type="text" value="784-1993-9402579-7"/> |

5. In the **Parcel of Land** block, add the land by clicking on the “Add Parcel” button:

| Parcel Of Land | | | |
|----------------|----------|------------|--------------|
| Parcel ID | Owner ID | Owner Name | Location Key |
| | | | |
| | | | |
| | | | |
| | | | |



The **Add Parcel** screen will pop up as below:

Add Parcel

Parcels

* Parcel ID:

6. Enter the number of your land in the “Parcel ID” field, to have it listed in the request form as below:

| Parcel Of Land | | | |
|----------------|------------|------------------|--------------|
| Parcel ID | Owner ID | Owner Name | Location Key |
| 409030434 | 3000113378 | Divya Kushalappa | 40903 |
| | | | |

Note: to delete one land form the Parcel of Land list, select the required one, then click on the “Delete Parcel” button.

| Parcel Of Land | | | |
|----------------|------------|------------------|--------------|
| Parcel ID | Owner ID | Owner Name | Location Key |
| 409030434 | 3000113378 | Divya Kushalappa | 40903 |
| | | | |
| | | | |
| | | | |

Add Parcel Delete Parcel

7. In the **Replacement Destination** block, select the location at which you want to have the new site plan by first selecting the sector where the plot is, from the “Sector” dropdown menu:

* Sector:

- 1 - 1 القطاع
- 2 - 2 القطاع
- 3 - 3 القطاع
- 4 - 4 القطاع
- 5 - 5 القطاع
- 6 - 6 القطاع
- 7 - 7 القطاع
- 8 - 8 القطاع
- 9 - 9 القطاع

8. Second, select the Area where the plot is located within the sector that you have selected in the “Sector” field as below:


Location

* Sector: 3 - 3 القطاع * Area:

- 301 - جلفار
- 302 - جلفار
- 303 - جلفار
- 304 - جلفار
- 305 - جلفار
- 306 - جلفار
- 307 - جلفار
- 308 - جلفار
- 309 - المعيريس
- 310 - النخيل

9. 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).
10. To upload documents:

| Attachments | |
|------------------|---------------|
| File Description | Document Type |
| | |
| | |
| | |
| | |
| | |



- 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:

- Site Plan
- Comprehensive investigation Doc
- Sheikh Zayed Program Letter
- Owner ID Copy

- 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 Entry” button to remove it

| Attachments | |
|------------------|---------------|
| File Description | Document Type |
| doc.pdf | Formal Letter |
| | |
| | |
| | |

11. You have the following options to do:

| | |
|---------------------------------------|--------------------------------------|
| <input type="button" value="Submit"/> | <input type="button" value="Clear"/> |
|---------------------------------------|--------------------------------------|

- “**Submit**” to complete the request.
- or clear all fields by selecting “**Clear**”

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

Submit Case Creation

Do you want to submit the request ?

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

Plot Replacement Request

Case is submitted, for case details please go to My Cases tab.

Town Planning Department

Request Number: **108871**
Request Name: Plot Exchange Request
Request Date: **23.06.2020**
Applicant Type: **Owner**
: **3000113378** Divya Kushalappa
Applicant Name: **3000113378** Divya Kushalappa
Process for Parcel: **315050296**

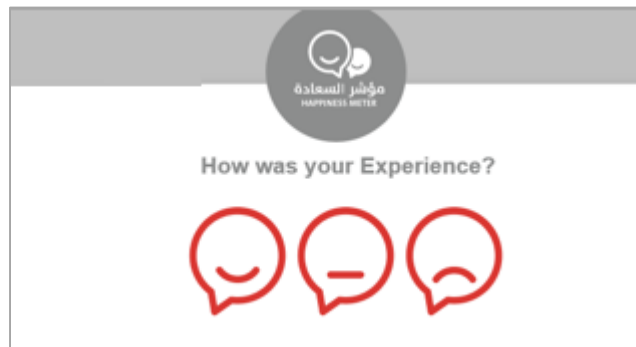
Back

Print Result Form

15. You can return to the main page of the service by clicking "**Back**".
16. You can print the request by clicking on the "**Print Result form**" button.

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 **Site Plan** will be issued and sent to the applicant via Email.

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:



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

My Cases

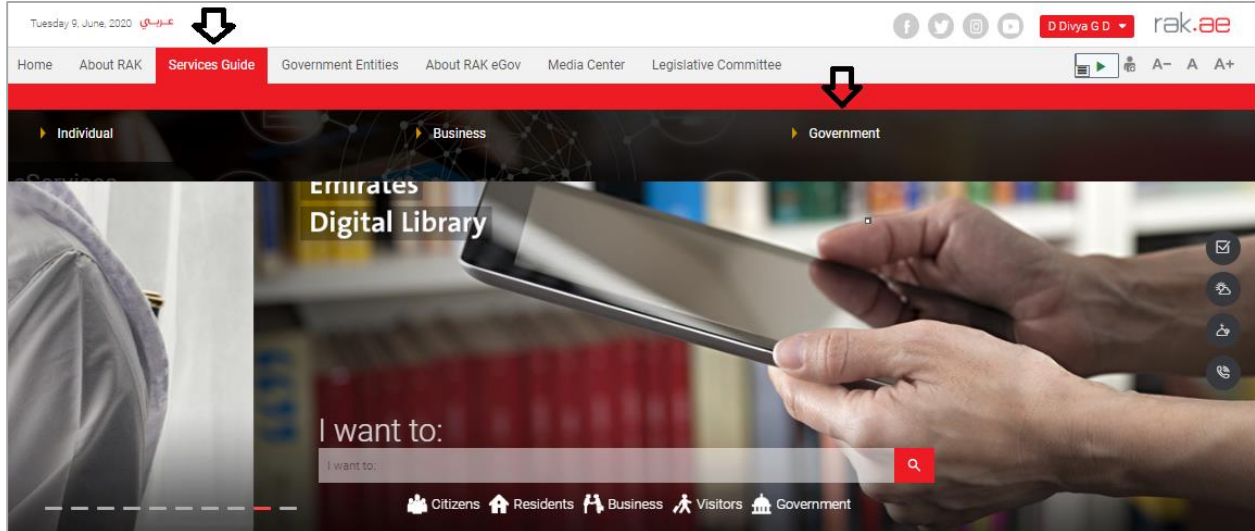
When you submit the Plot Replacement Request, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the final 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.

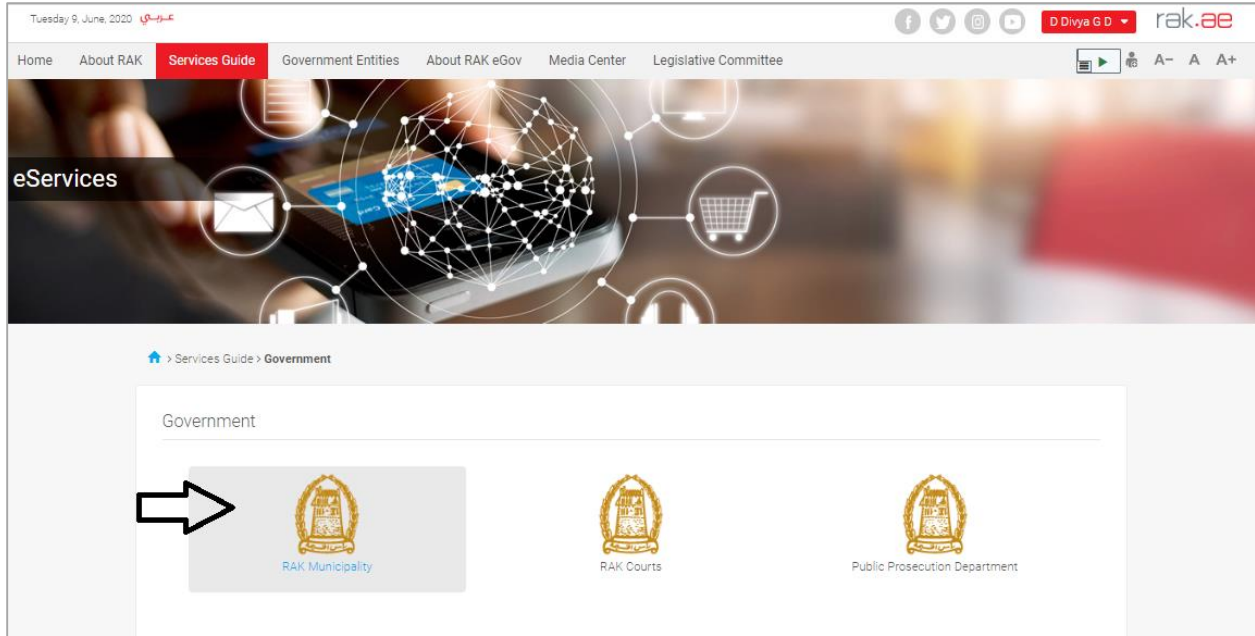
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

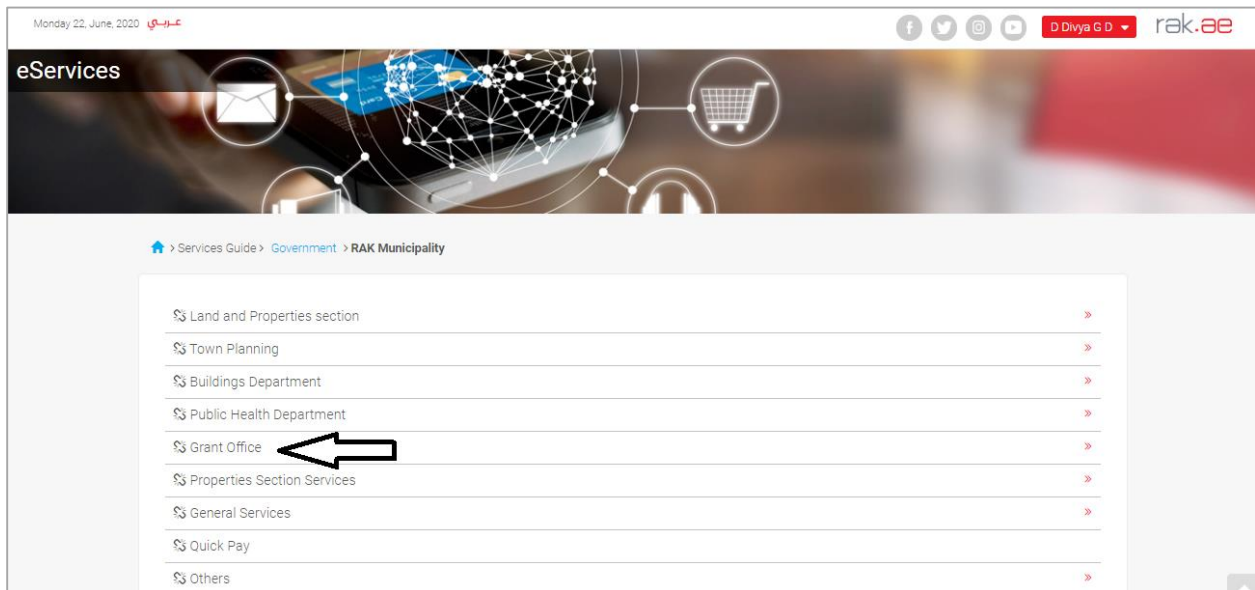
Then, Click the “**Service Guide**” then click “**Government**”:



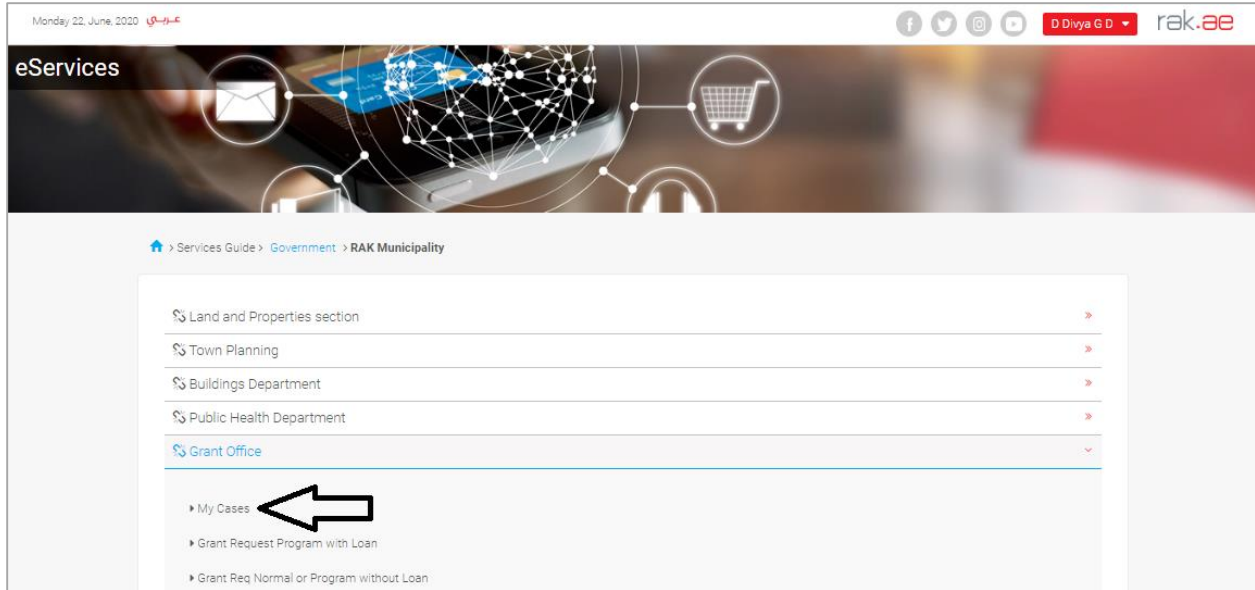
Next, select “**RAK Municipality**”



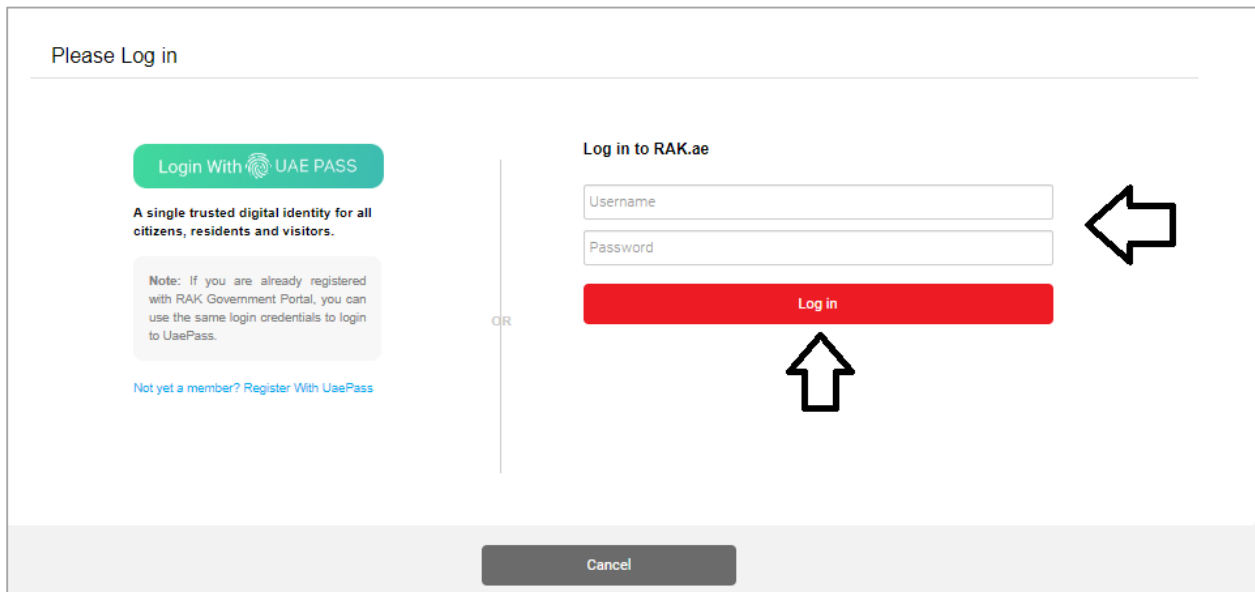
Next, Select the “Grant Office”



Next, Select “My Caese”



Next, enter your RAK Government portal username and password, then press the “**Log in**” button.



“**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 بديل (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

“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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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

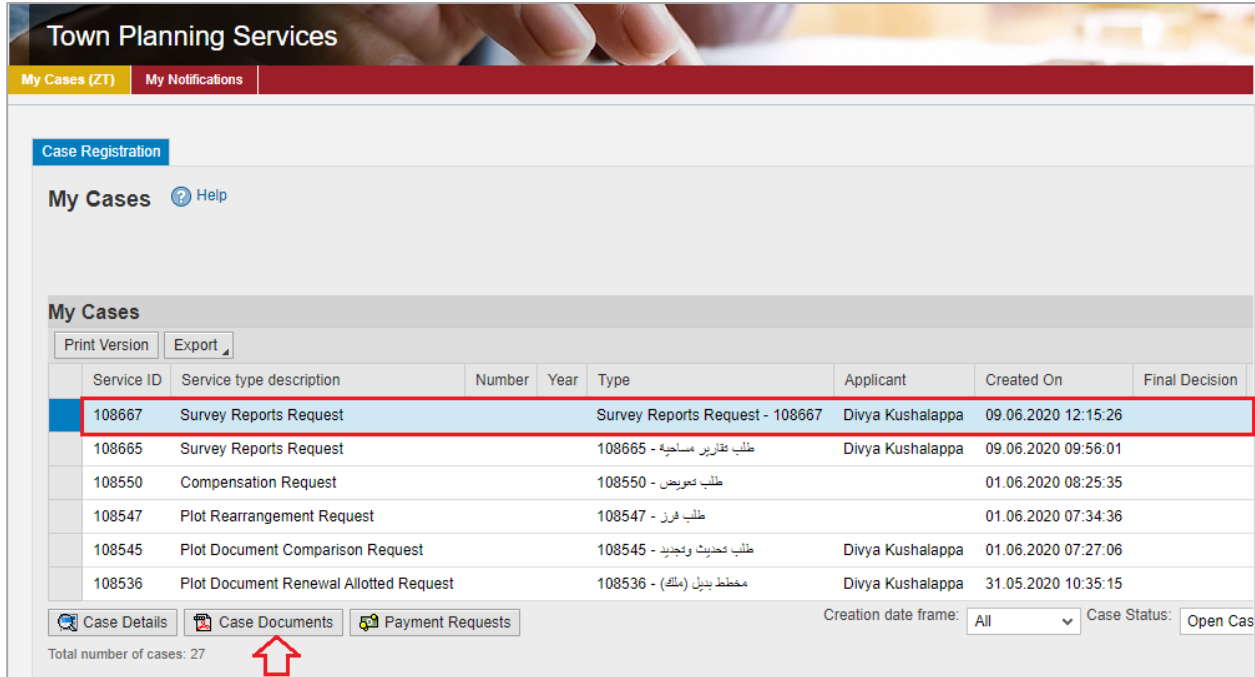
Parcel ID: 0

Report Type: Survey

Case Notes

Close

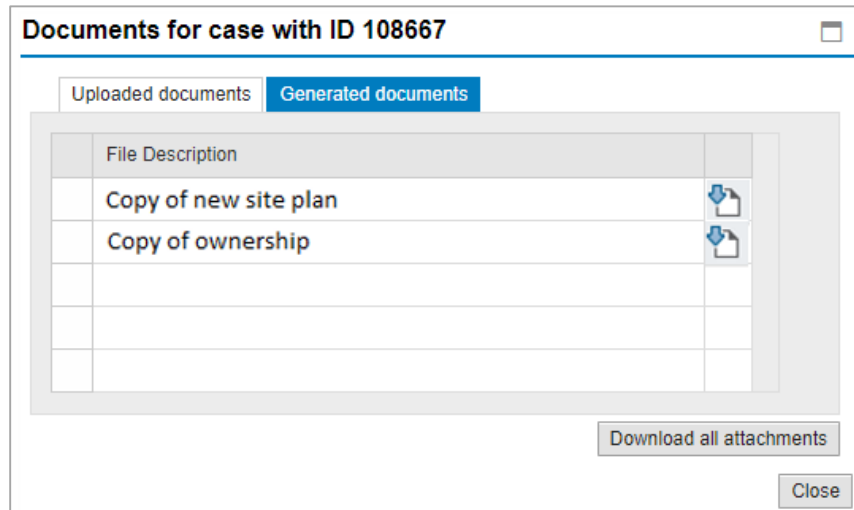
- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button





The screenshot shows the 'Town Planning Services' interface. At the top, there are tabs for 'My Cases (27)' and 'My Notifications'. Below this is a 'Case Registration' section with a 'My Cases' link and a 'Help' icon. A table lists several cases, with the first row (Service ID 108667) highlighted in blue. Below the table, there are buttons for 'Case Details', 'Case Documents', and 'Payment Requests'. A red arrow points to the 'Case Documents' button. The 'Total number of cases: 27' is displayed at the bottom left.

| 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 | |
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| 108536 | Plot Document Renewal Allotted Request | | | مخطط بيديل (ملك) - 108536 | Divya Kushalappa | 31.05.2020 10:35:15 | |

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.



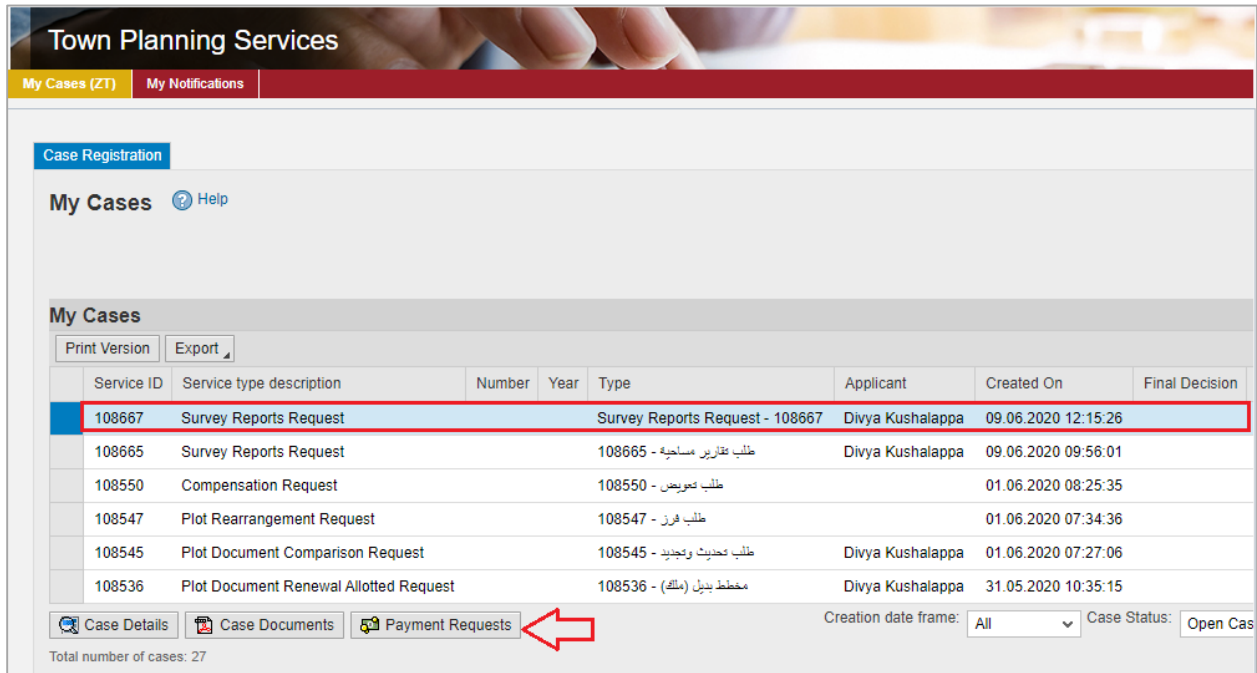
The screenshot shows a dialog box titled 'Documents for case with ID 108667'. It has two tabs: 'Uploaded documents' and 'Generated documents'. The 'Generated documents' tab is active, showing a table with two rows of documents. Each row has a 'File Description' column and a download icon. Below the table is a 'Download all attachments' button and a 'Close' button.

| File Description | |
|-----------------------|---|
| Copy of new site plan |  |
| Copy of ownership |  |
| | |
| | |
| | |

Fee Payment

After submitting the request, you have to pay the request fee in order to get it received by the coordinator of the grant office for review, and you have to pay the inspection fee (if any), then, after it is accepted, you have to pay its final fee.

To pay the request fee, from “**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 (ZT) My Notifications

Case Registration

My Cases [Help](#)

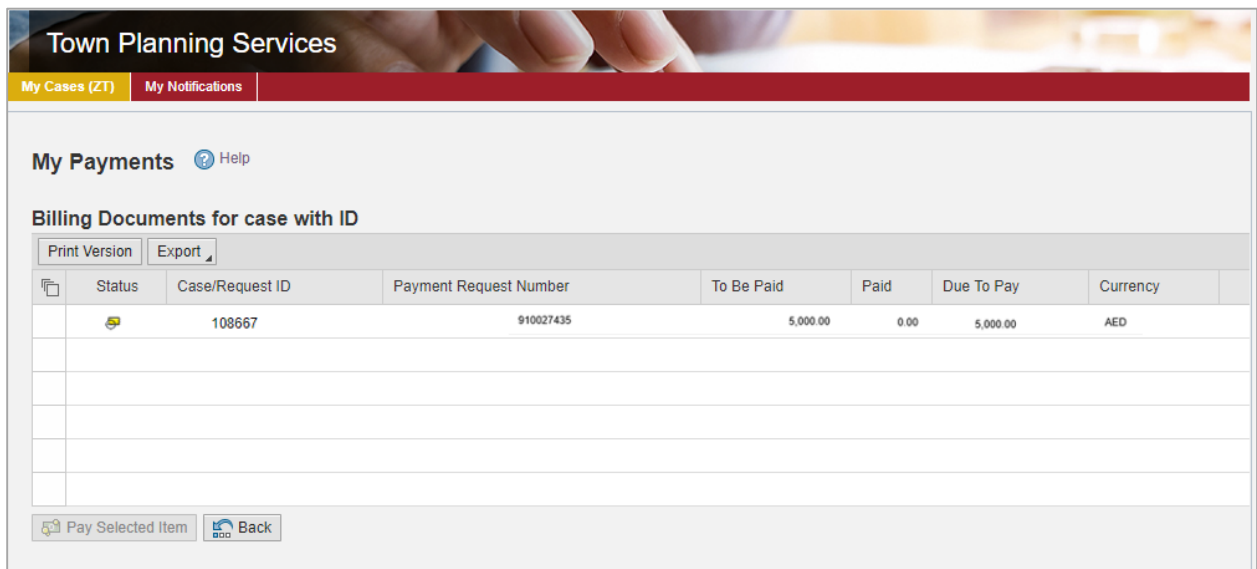
Print Version Export

| 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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| 108536 | Plot Document Renewal Allotted Request | | | مخطط بديل (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

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



Town Planning Services

My Cases (ZT) 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 

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.

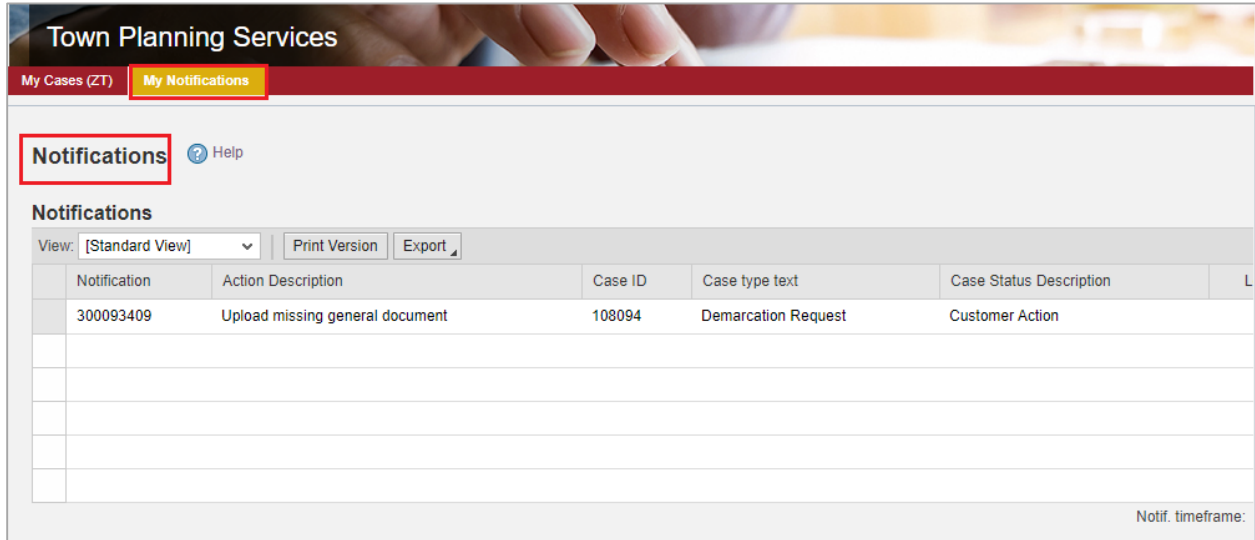
Select the required payment channel and click the “Pay” button to proceed with the payment process as usual.

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

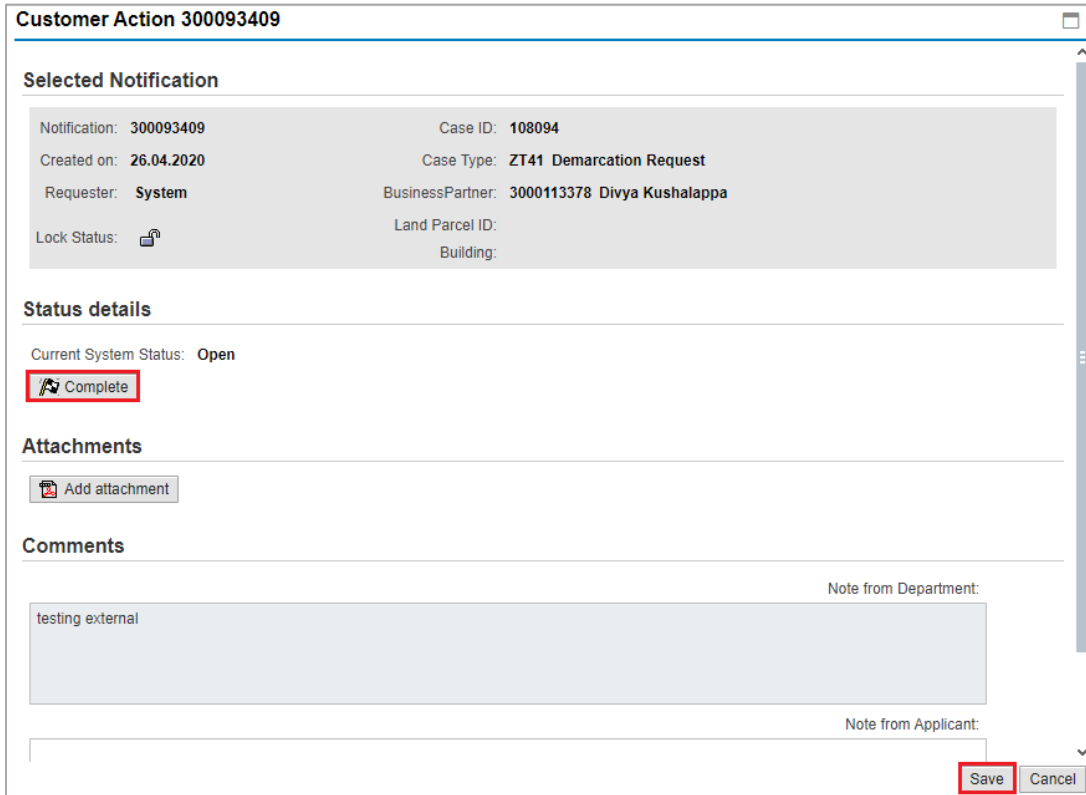
* Attachment: No file chosen

| File Description | Mime Type | |
|------------------|-----------------|--|
| dummy.pdf | application/pdf | |
| | | |
| | | |
| | | |

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:

Save Cancel

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, and the Site Plan will be issued and sent to the applicant via Email