User Manual
Plot Temporary Occupation Request
Town Planning Department

Contents:

Introduction:

The Town Planning Department 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.
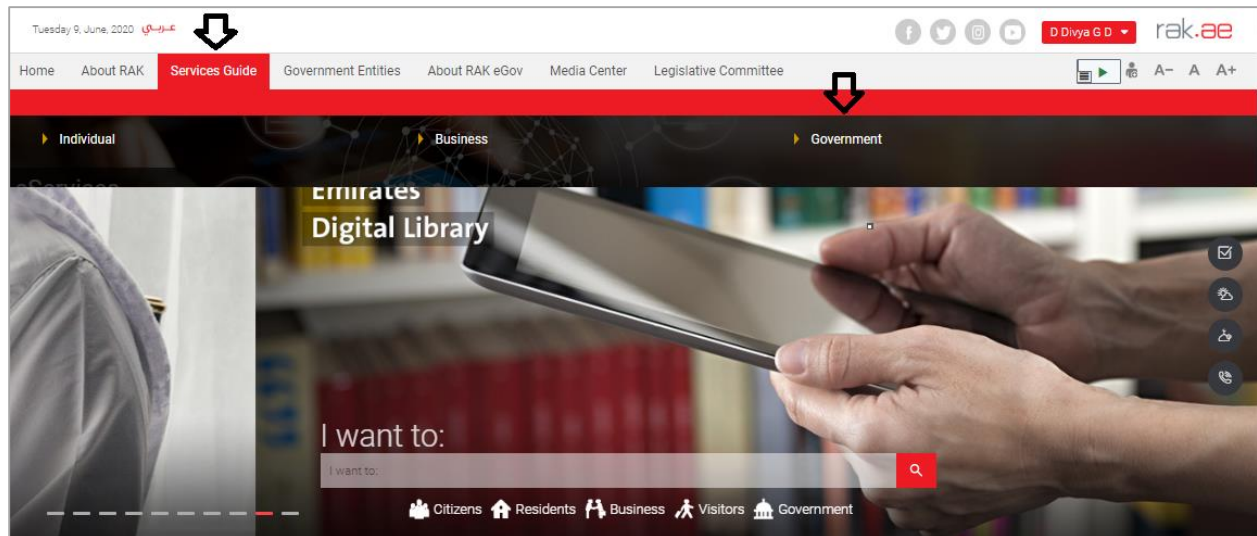
The Plot Temporary Occupation Request service allows the applicant to apply for a Plot Temporary Occupation (as site office or storage or labor camp), after attach the required documents and pay the required service fee.

This guide shows customers how to access the Plot Temporary Occupation 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.

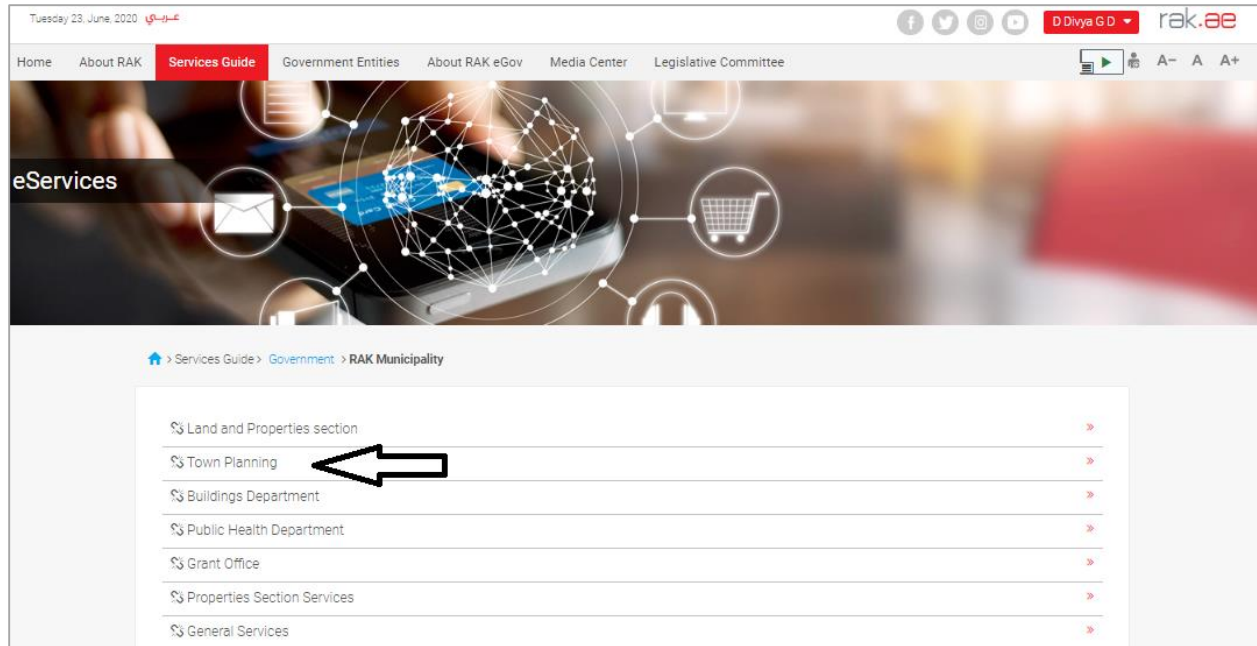## Login and access to the Plot Temporary Occupation Request

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal

2- To access the **Plot Temporary Occupation Request** service, click on the "**Service Guide**" then click on "**Government**"

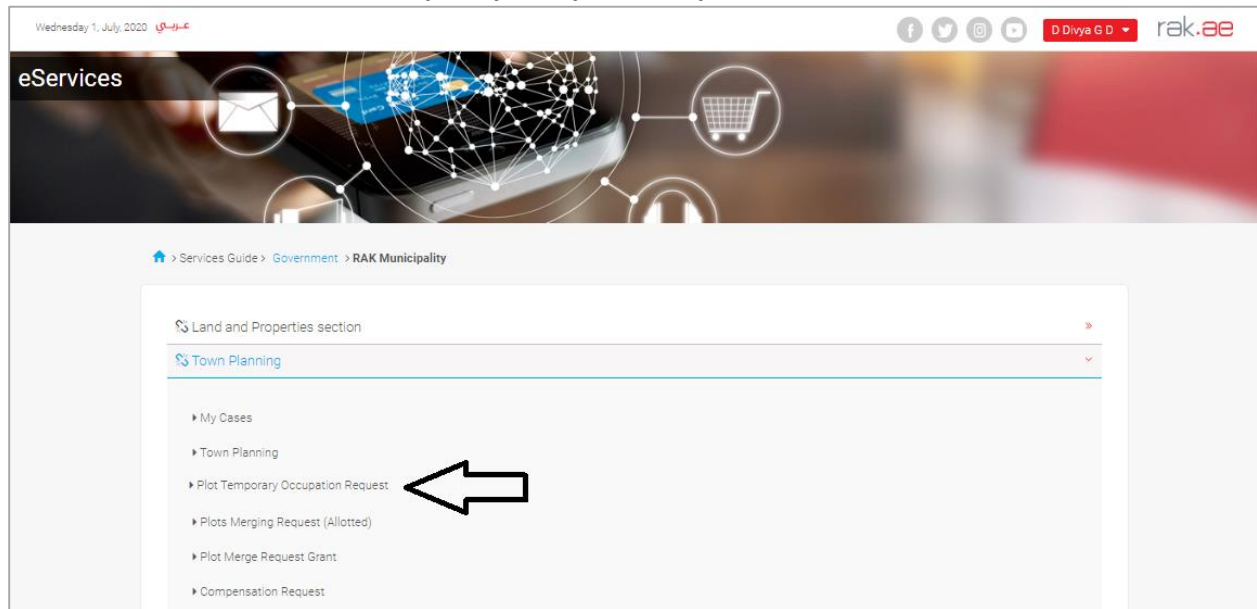3- Next, select "**RAK Municipality**"
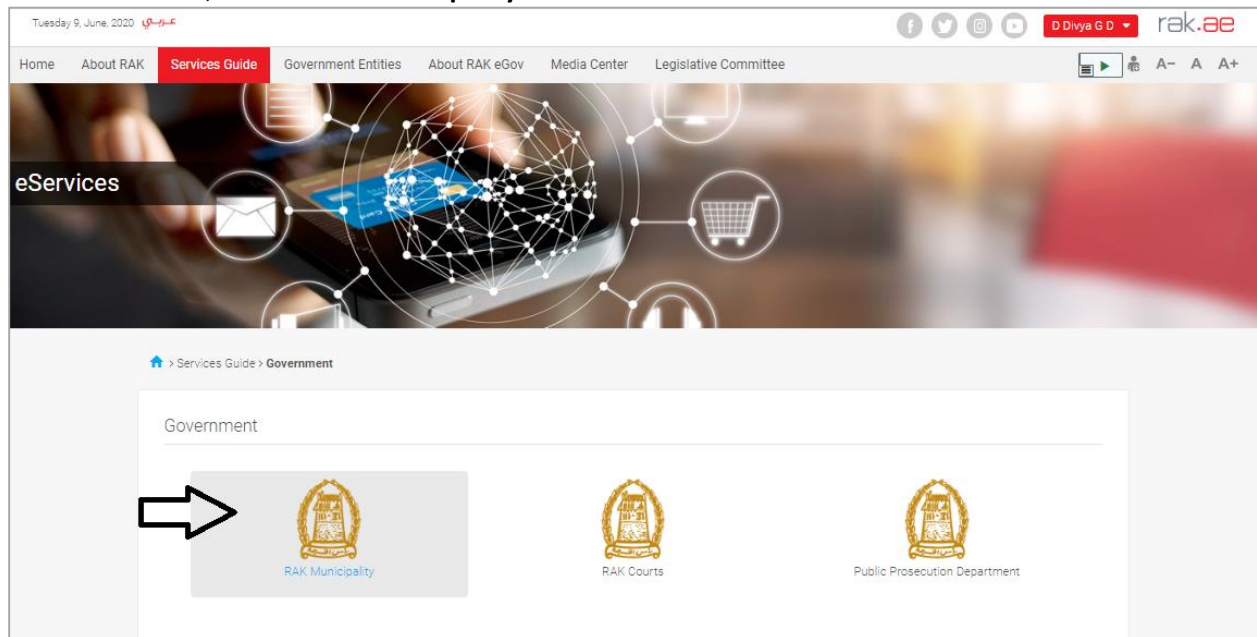
4- Next, select "**Town Planning Department**"
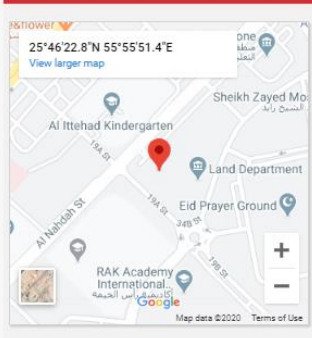
5- Next, click on **Plot Temporary Occupation Request**

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

🏠 > Services Guide > Government > RAK Municipality > Town Planning > **Plot Temporary Occupation Request**

25°46'22.8"N 55°55'51.4"E
View larger map

Plot Temporary Occupation Request

Service is for Plot Temporary Occupation Request (as site office or storage or labor camp)

Step 1	Sign Up using E-Service Portal Account
Step 2	Submit request by filling the online form, and attaching the required documents.
Step 3	Pay request fees (Service is free except survey and rental fees)
Step 4	Coordinator will review and validate the entered Data and attached Documents
Step 5	Upon approval, request forwarded to Properties Section to proceed with rental contract.

7- To use the service, click on the "**Start Service**" button.

- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.

2. Submit the required documents to start the service

3. Pay the request fees in order to proceed with the request.

Processing Time

21 Working Days

Required Documents

1. Formal Letter from Entity
2. ID
3. Representative Card
4. Authorization Letter

Start Service

Important note: to be able to use the service, you should register the Company as the following:
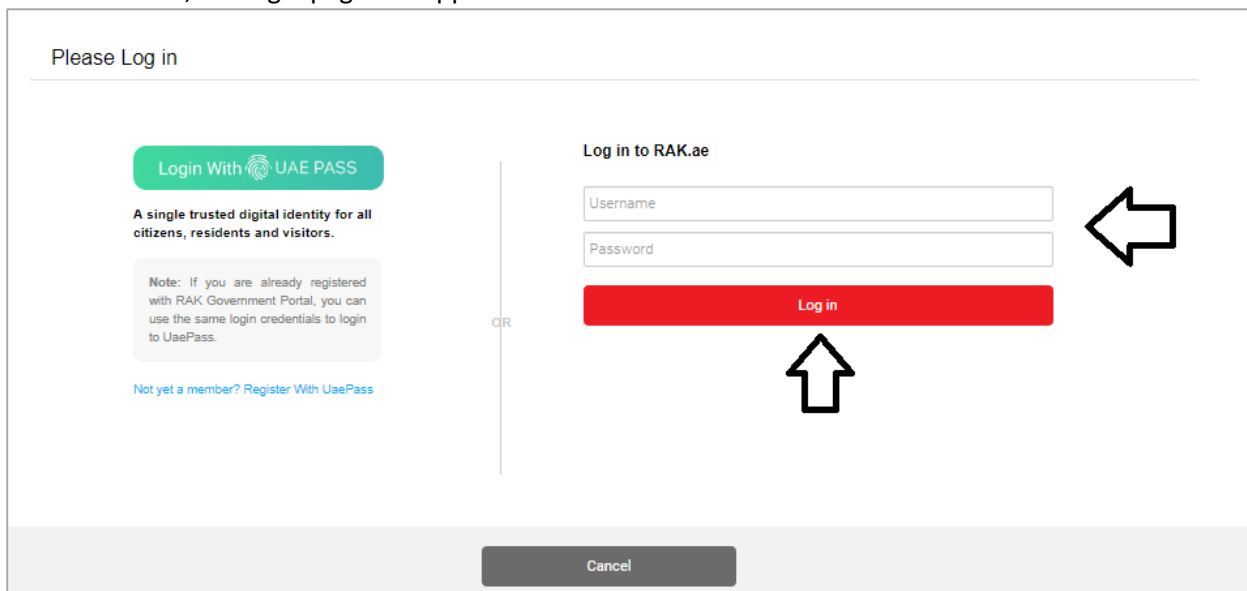
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

Representative Registration is as the following:

- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.

Create a Plot Temporary Occupation Request

1. After you access the **Plot Temporary Occupation Request** and click on the "**Start Service**" button, the login page will appear as follow:

2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

3. The **Plot Temporary Occupation Request** form will be displayed enabling you to create the request:

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

Field	Description
Request Description	A field used to show the service subject.
Letter Reference No	An alphanumeric field used to enter the reference number of the letter regarding your request.
Request entity	A text field used to enter the entity name that needs the temporary site to provide a service.
Process for	A dropdown menu used to select the service which will be provided through the temporary site:
Occupation period in months	A numeric field used to enter the occupation period in months.
Occupation purpose	A text field used to enter occupation purpose.
Comments	A text field used to enter your comments.

Notes:

- All fields that are preceded by an asterisk [*] are mandatory fields.
- 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.

5. If the applicant is the owner, then select "**Owner**" form the "**Applicant Type**" dropdown list, to have the owner name and mobile number displayed in the owner's fields as below:

6. If the applicant is the representative, then select "**Representative**" form the "**Applicant Type**" dropdown list, then the "**Search Owner**" will be active:

7. Click on the "**Search Owner**" button, then the "**Create new Business partner**" screen shows up to enable you to search for the representative, in many ways:

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 *

[captcha image]

[text field] Refresh

Ok   Cancel

OK   Cancel

8. 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
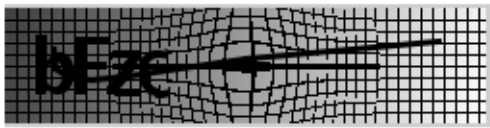
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	Selection Criteria: Emirates ID * Emirates ID: 784 * Nationality: * Date of Birth:

Search by the passport number (for non-Emirates ID holders), then enter: • Passport number • Select the Passport type • Select the nationality • Select the date of birth	Selection Criteria: By Passport(non EID holder only) * Passport Number: * Passport Type: ORDINARY PASSPORT * Nationality: * Date of Birth:
Search by the unified ID (for non-Emirates ID holders) then enter: • Unified number • Select the nationality • Select the date of birth	Selection Criteria: By Unified Id(non EID holder only) * Unified Number: * Nationality: * Date of Birth:
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number * License number:
In case you are the owner, select "**Myself**" and then click the "**OK**" button to have your name displayed in the owner field.	**Selection Criteria** Selection Criteria: Myself Ok Cancel

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

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.

* Owner: 3000113378 Divya Kushalappa
Mobile number: 564041094

10. Enter the "**Ok**" button to insert the selected person in the owner field.
11. In the **Location** block, select the location which you want to rent it temporary by first selecting the sector where your plot is, from the "**Sector**" dropdown menu:

12. Second, select the **Area** and **Block** where your plot is located within the sector that you have selected in the "**Sector**" field as below:

13. 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).
14. To upload documents:

Attachments

File Description	Document Type

Add New   Delete Entry

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: Choose File   No file chosen

Clear

Add   Cancel

A. Select the name of the document to be attached from the "**Document Type**" drop down list, the required documents will be changed as per the applicant identity as below:

Applicant Identity	The Required Documents
Owner	* Document Type: Formal Letter from Entity/Company
Representative	* Document Type: Representative Card Formal Letter from Entity/Company Authorized ID copy letter of authorization to the service applicant

B. Browse for the file and Click on Add ➔ the file will be uploaded successfully.

C. 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

15. You have the following options to do:

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

16. Click "**Submit**" and confirm the submission in the following confirmation message.

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

Plot Temporary Occupation Request

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

Town Planning Department

Request Number:	109057	
Request Name:	Plot Temporary Occupation Request	
Request Date:	01.07.2020	
Applicant Type:	Owner	
:	3000113378	Divya Kushalappa
Applicant Name:	3000113378	Divya Kushalappa
Process for Location:	30202 - جلفار	
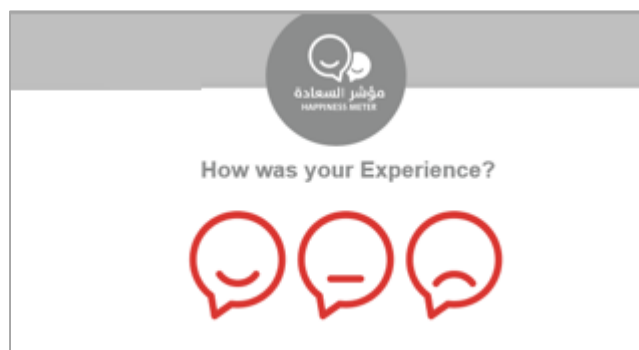
Back   Print Result Form

17. You can return to the main page of the service by clicking "**Back**".
18. 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 inspection and rent fee (if any) after getting the request approved, then your request will be forwarded to the Properties Section to proceed with rental contract.

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 **Plot Temporary Occupation Request** and pay the fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the inspection and rent fee (if any)
- 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**":
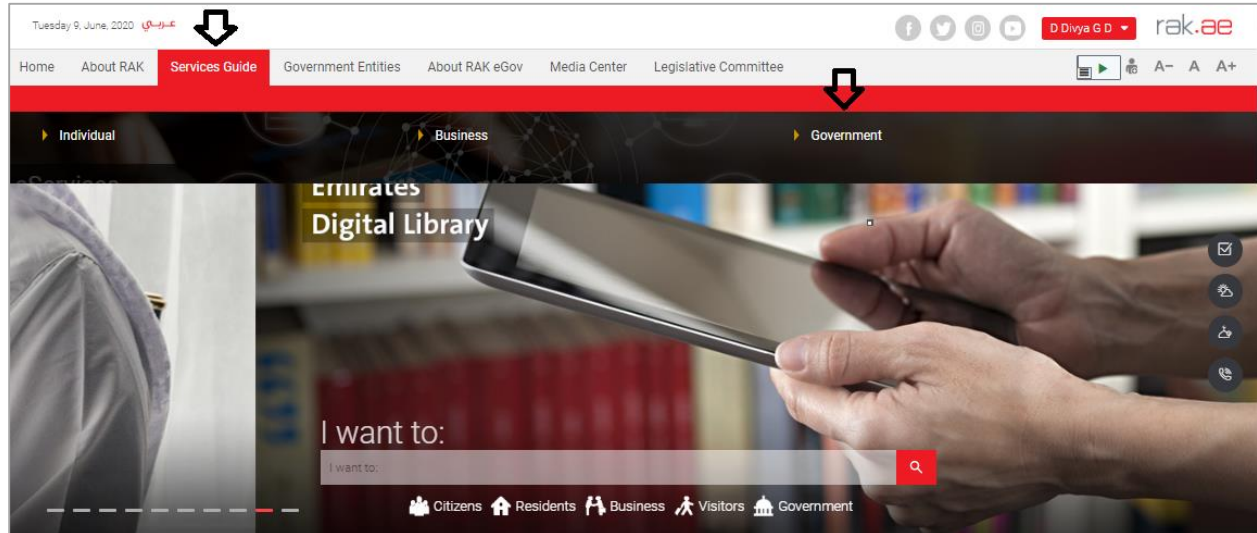
Next, select "**RAK Municipality**"
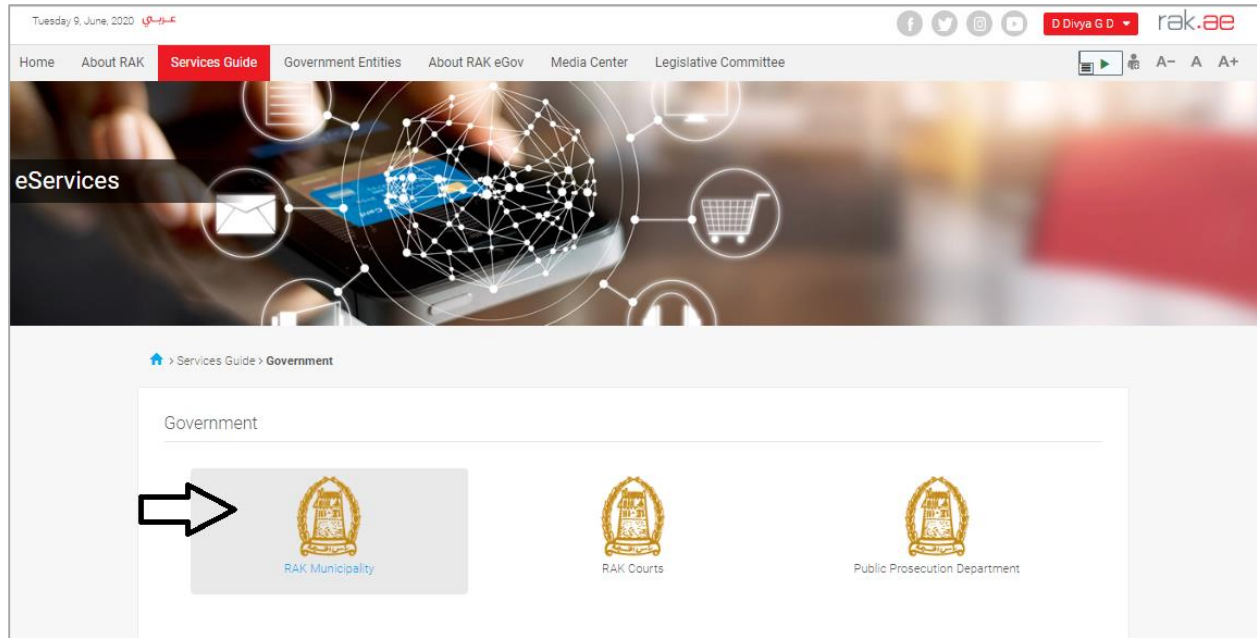
Next, Select the "**Town Planning Department**"
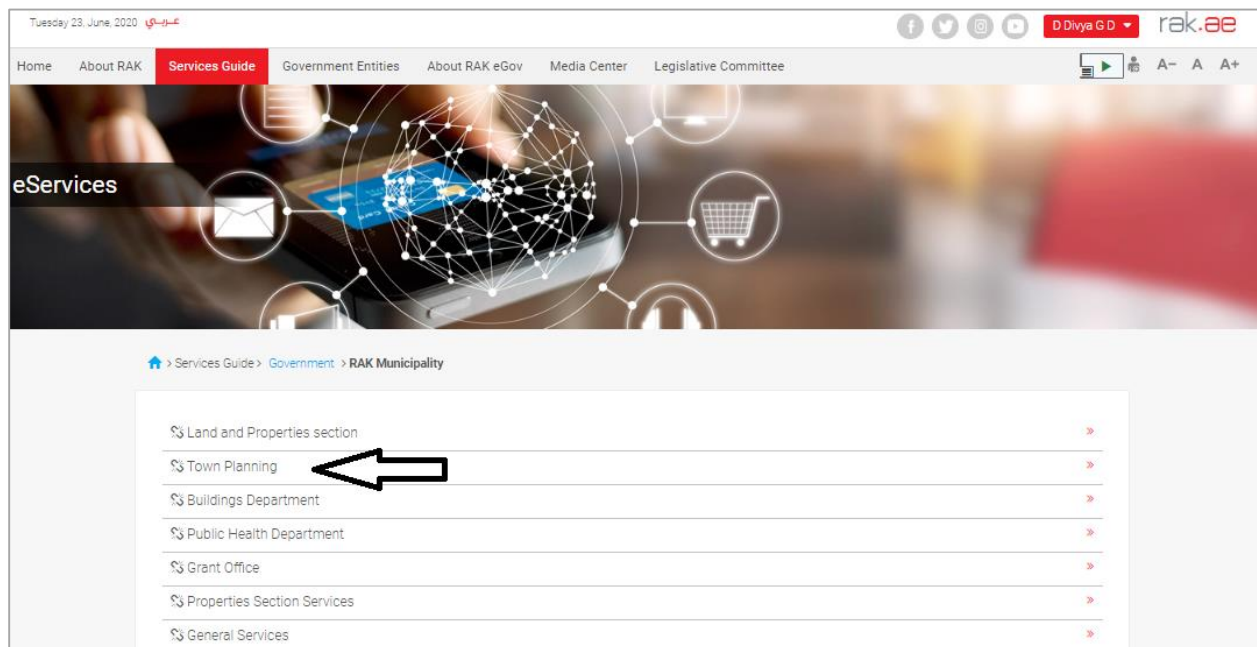
Next, Select "**My Caese**"
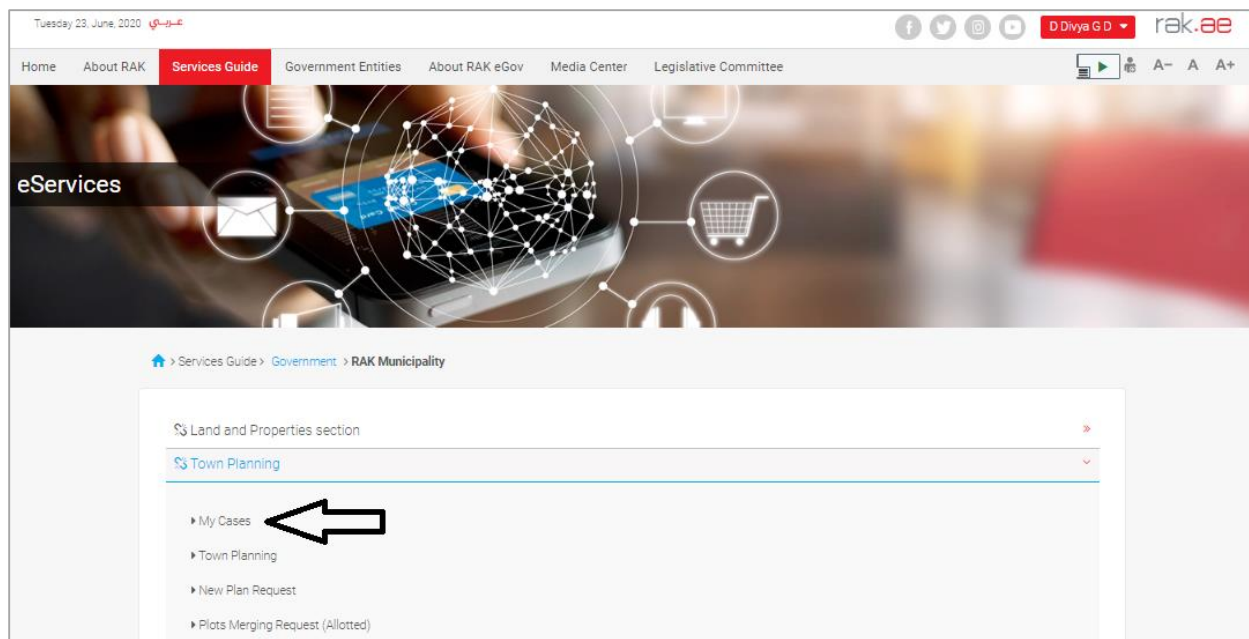
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the Town Planning Department and pending for payment (if not paid yet) or pending for coordinator action.

"**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

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

- 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

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.

Fee Payment

After submitting the request, it is received by the coordinator of the Town Planning Department for review, then, you have to pay the inspection and rent fee (if any).

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.

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

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

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 Town Planning Department 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:

To modify a request, follow the step below:

1. Click the "**Change**" icon [pencil icon] to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

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

    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:

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 Town Planning Department coordinator for review.

Upon request approval and inspection\rent fee payment, your request will be forwarded to the Properties Section to proceed with rental contract.