

# User Manual

## Registration Extension Request

### Buildings Department Services

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## Introduction:

The 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.

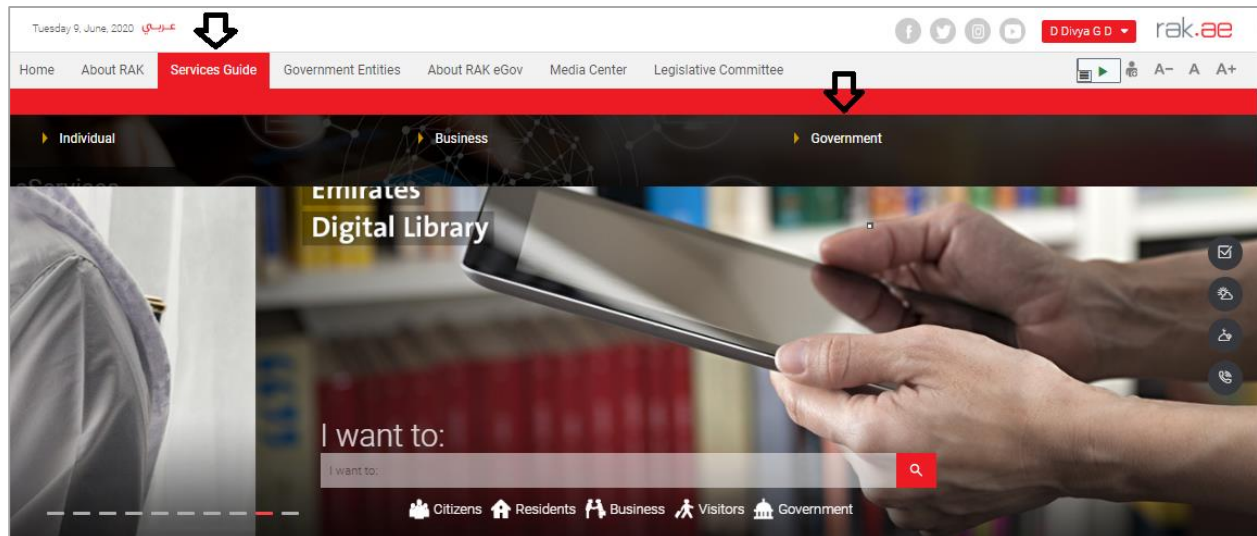
The Registration Extension Request allows consulting offices and construction companies working in the field of construction in the Emirate of Ras Al Khaimah to obtain temporary renewal of the Registration for one month with a further extension for a further month being possible. This is only applicable where normal renewal requirements cannot be met (such as the status of staff or labor accommodation details not being available)

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

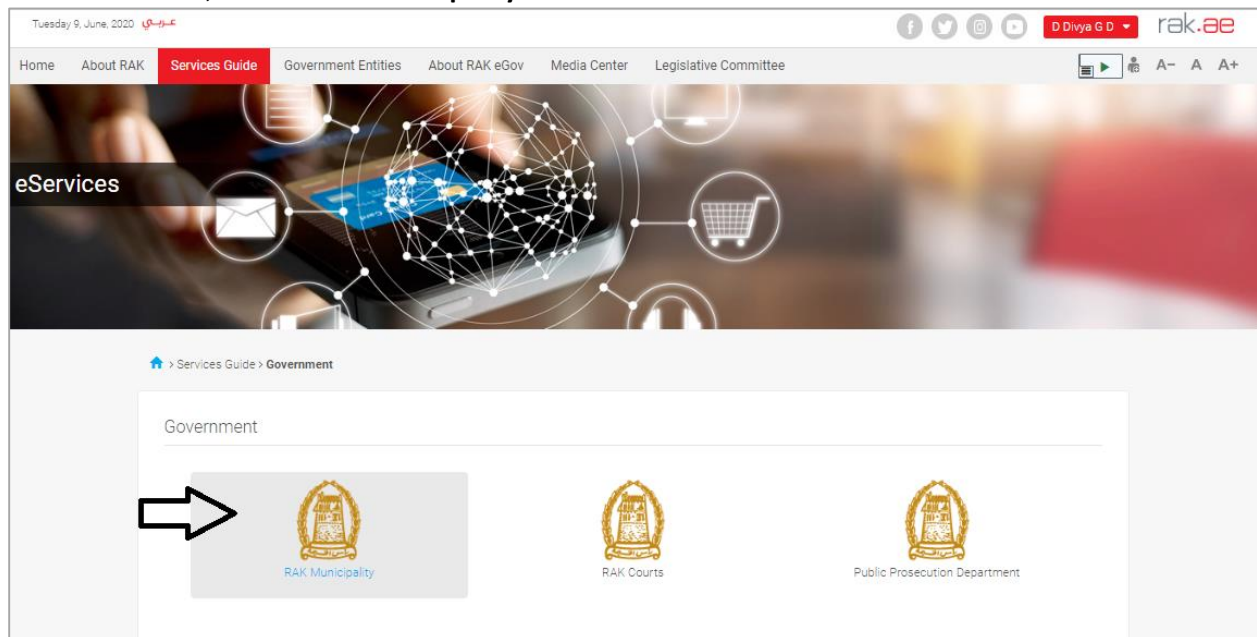
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and Access to the Registration Extension Request Service

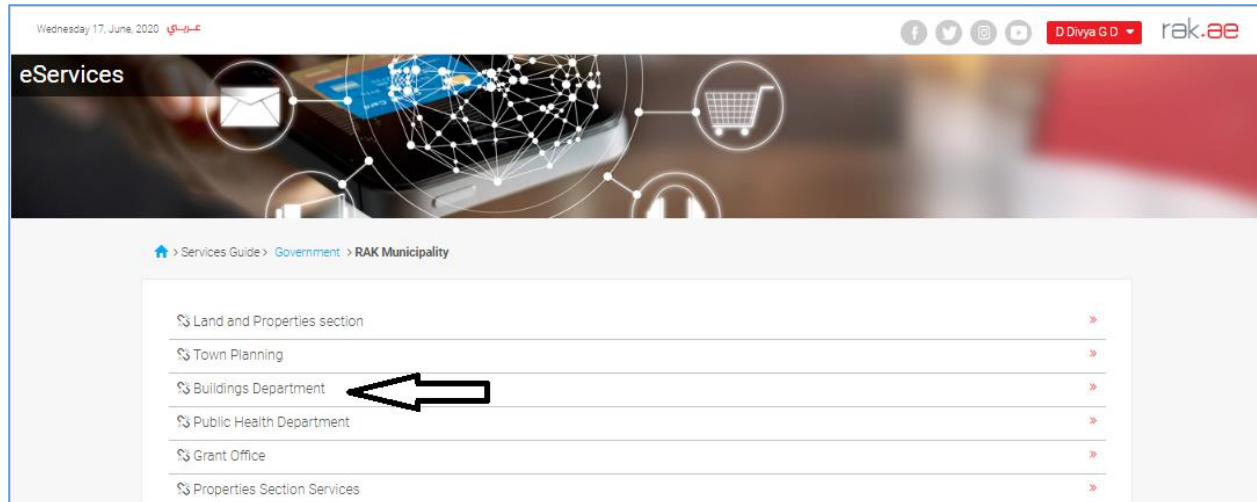
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Registration Extension Request, click on the “Service Guide” then click on “Government”



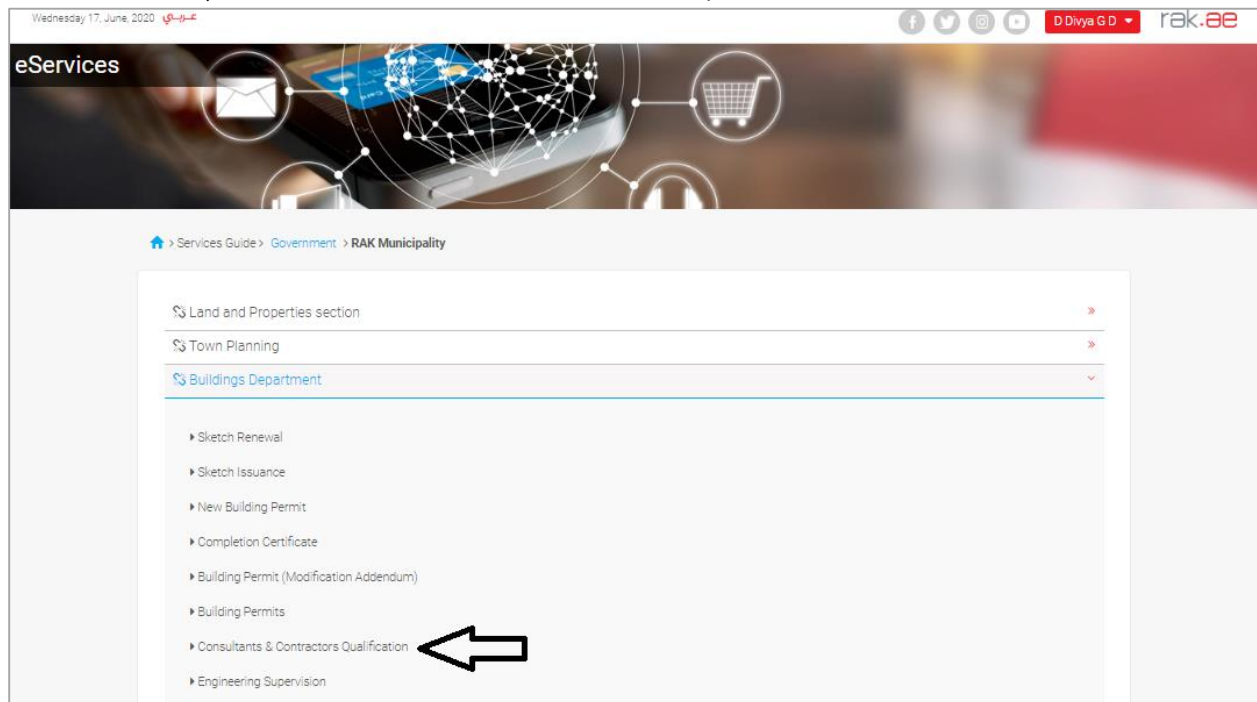
- 3- Next, select “RAK Municipality”



- 4- Next, select “Buildings Department”



**5- Next, click on the Consultants & Contractors Qualification**



- 6-** The services screen displays the consultants and contractors services list and the description of the section as it is intended to register consulting companies and local construction contracting within the engineering staff of Building and Engineering department and to ensure that they fulfill all the conditions and provide them the necessary requirements of each company to get the final and permanent registration, as the available grades, section cares to interview and registration of technical staff of contracting and consulting companies in order to ensure their eligibility engineering by building and engineering management standards. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.

Wednesday 17, June, 2020 عربي

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**eServices**

Services Guide > Government > RAK Municipality > Consultants & Contractors Qualification

25°46'35.0"N 55°56'01.0"E  
Ampliar el mapa

Emirates Post - Ras Al Khaimah  
Sheikh Zayed Mosque  
DAFAN AL KHOR  
Al Saif Grand  
Academy national...

Report a Bug

**Service Enquiry**

RAK Municipality

### Consultants & Contractors Qualification

This section is intended to register consulting companies and local construction contracting within the engineering staff of Building and Engineering department and to ensure that they fulfill all the conditions and provide them the necessary requirements of each company to get the final and permanent registration, as the available grades, section cares to interview and registration of technical staff of contracting and consulting companies in order to ensure their eligibility engineering by building and engineering management standards. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.

### Section Services

- Primary Registration Request
- Registration Modification Request
- Primary Registration Extension Request
- Registration Renewal Request
- Registration Approval Request
- Approval of Technical Staff Request
- Request Project for Companies Outside The Emirate
- Request Project Higher Than the Registration Grade
- Modification of Registration Grade Request (Upgrade)
- Approve Government Entity as Consultant Office
- Registration Cancel Request
- Registration Extension Request

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

Wednesday 17, June, 2020 عربي

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25°46'35.0"N 55°56'01.0"E  
Ampliar el mapa

Emirates Post - Ras Al Khaimah  
Sheikh Zayed Mosque  
DAFAN AL KHOR  
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Academy national...

Report a Bug

**Service Enquiry**

RAK Municipality

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### Consultants & Contractors Qualification

This section is intended to register consulting companies and local construction contracting within the engineering staff of Building and Engineering department and to ensure that they fulfill all the conditions and provide them the necessary requirements of each company to get the final and permanent registration, as the available grades, section cares to interview and registration of technical staff of contracting and consulting companies in order to ensure their eligibility engineering by building and engineering management standards. The department also aims to register the non-local contracting and consulting companies for some special projects within the emirate.

### Section Services

- Primary Registration Request
- Registration Modification Request
- Primary Registration Extension Request
- Registration Renewal Request
- Registration Approval Request
- Approval of Technical Staff Request
- Request Project for Companies Outside The Emirate
- Request Project Higher Than the Registration Grade
- Modification of Registration Grade Request (Upgrade)
- Approve Government Entity as Consultant Office
- Registration Cancel Request
- Registration Extension Request

Start Service

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

- Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.
- Then, the Qualification Services List screen will be displayed to enable you to create, track, modify and pay the fees of the qualification requests through its tabs.

حكومة رأس الخيمة  
Government of Ras Al Khaimah

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rak.ae

E-Qualifications

My Cases (20) My Qualification Notifications Qualifications

Case Registration

My Cases ? Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
108380	Registration Approval Request				مؤسسة الترويج للمعاملات العامة والديكور	11.05.2020 10:19:52		Registration Commi
108378	Primary Registration Extention Request				مؤسسة الترويج للمعاملات العامة والديكور	11.05.2020 07:27:26		Coordinator Review
108365	Primary Registration Request				مؤسسة الترويج للمعاملات العامة والديكور	10.05.2020 09:41:05		Customer Action

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 3

- Click on the **Qualifications** tab to view the list of the qualification requests:



Wednesday 17th June 2020 Welcome QA Test

Government of Ras Al Khaimah

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## E-Qualifications

My Cases (ZO) My Qualification Notifications **Qualifications**

> Primary Registration Request	> Primary Registration Extension Request
> Registration Approval Request	> Registration Renewal Request
> Registration Modification Request	> Registration Extension Request
> Modification of Registration Grade Request (Upgrade)	> Request Project Higher Than the Registration Grade
> Approval of Technical Staff Request	> Request Project for Companies Outside The Emirate
> Approve Government Entity as Consultant Office	> Registration Cancel Request
> Survey	

**11- Click on the “Registration Extension Request” to have the request form displayed below the requests list as follows:**

## E-Qualifications

My Cases (ZO) My Qualification Notifications **Qualifications**

> Primary Registration Request	> Primary Registration Extension Request
> Registration Approval Request	> Registration Renewal Request
> Registration Modification Request	> <b>Registration Extension Request</b>
> Modification of Registration Grade Request (Upgrade)	> Request Project Higher Than the Registration Grade
> Approval of Technical Staff Request	> Request Project for Companies Outside The Emirate
> Approve Government Entity as Consultant Office	> Registration Cancel Request
> Survey	

↓

### Create Registration Extension Request [Help](#)

#### General Information

General Notes:



**Important Notes:**

- To be able to apply for the Request, the customer must have a valid certificate of an initial registration and a trade license issued by the Department of Economic Development in order to register and update his establishment in the system.
- The registration process is carried out electronically on the Ras Al Khaimah government link by following the previous steps until reaching the services of Ras Al Khaimah Municipality → General Services → Business Partner Establishment Update Information for companies, by submitting the following documents to register the establishment:
  - a) Valid registration certificate.
  - b) A copy of the trade name certificate or trade license.
  - c) Fill out the company information document and the licensee / managers / company representatives
  - d) The EID of the company owner and manager
- The Customer must also register a **company representative** (an individual) by providing the following documents:
  - a) Create an Internet user (Electronic Company Representative) and UAE Pass account, a valid Emirates ID Card is needed for the request
  - b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
  - c) Provide the representative's ID/Passport number

## Create a Registration Extension Request

Once you clicked on the “**Registration Extension Request**”, the request form will be displayed below the requests list as follows allowing you to fill and submit the request:

### E-Qualifications

My Cases (ZQ)	My Qualification Notifications	Qualifications
> Primary Registration Request	> Primary Registration Extension Request	
> Registration Approval Request	> Registration Renewal Request	
> Registration Modification Request	> <b>Registration Extension Request</b>	
> Modification of Registration Grade Request (Upgrade)	> Request Project Higher Than the Registration Grade	
> Approval of Technical Staff Request	> Request Project for Companies Outside The Emirate	
> Approve Government Entity as Consultant Office	> Registration Cancel Request	
> Survey		

### Create Registration Extension Request [Help](#)

#### General Information

General Notes:

1. In the **General Information** block, enter your notes in the “**General Notes**” field.

General Notes:

2. In the **Applied Company Details** block, the ID and the name of the company in addition to the applicant mobile number, that are registered on your username, will be displayed automatically:

### Applied Company Details

\* Company ID: 3000113077

Company Name: مؤسسة الربيع للمقاولات العامة والديكور

\* Trade License Number:

License Expiry Date:

Applicant Mobile Number: 0564885112

- Enter the number of the company trade license in the “**Trade License Number**” filed, and click on the “**Enter**” key, then the license expiry date will be displayed automatically:

### Applied Company Details

\* Company ID: 3000113077

Company Name: مؤسسة الربيع للمقاولات العامة والديكور

\* Trade License Number: 39139

License Expiry Date: 20.05.2050

- In the “**Application Details**” block, the applicant type and qualification type that are registered on your account will be displayed automatically:

### Application Details

\* Applicant Type: Consultant

\* Qualification Type: Expert Engineering Consultant

- 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).
- To upload documents:

### General Attachments

File Description	Document Type

Add Attachment
Delete Attachment

- Click the “**Add Attachment**” 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:

- Trade License
- General Attachment
- Classification Certificate

- 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 Attachment**” button to remove it

### General Attachments

File Description	Document Type
doc.pdf	Emirates ID

7. After you fill the request mandatory fields, you have options to:

- “**Initiate Service**” to complete the request.
  - or clear all fields by selecting “**clear**”
8. Click “**Initiate Service**” and confirm the submission in the displayed confirmation message. A screen will appear stating that the case is submitted in addition to the **case ID**.

## Case was successfully created!

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

### Case Information

New created Case ID: **108819**

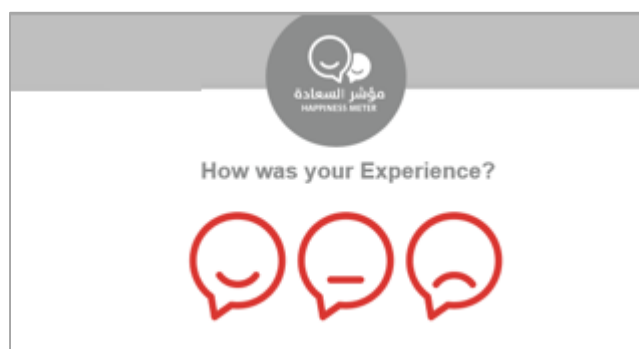
Back

Print Result Form

After your application has been successfully submitted:

- ✓ You will need to go directly to "[My Cases](#)" tab to track your request.
- ✓ Upon submission, the application is sent to the concerned employee of the Engineering and Buildings Department.
- ✓ The employee then checks the request and either returns it to you for [amendment](#), or approves the request.
- ✓ Upon approval, you should pay the request fee, then the Company registration extension certificate is issued for the applicant company and sent via E-mail thereby providing the customer with an electronic 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:



The image shows a digital interface for a 'Happiness Meter'. At the top, there is a grey header with a circular logo containing a speech bubble and the text 'مؤشر السعادة' (Happiness Meter) and 'HAPPINESS METER'. Below the header, the question 'How was your Experience?' is displayed. Underneath the question are three red speech bubble icons: the first contains a smiley face, the second contains a minus sign, and the third contains a frowny face, representing different levels of satisfaction.

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

## My Cases

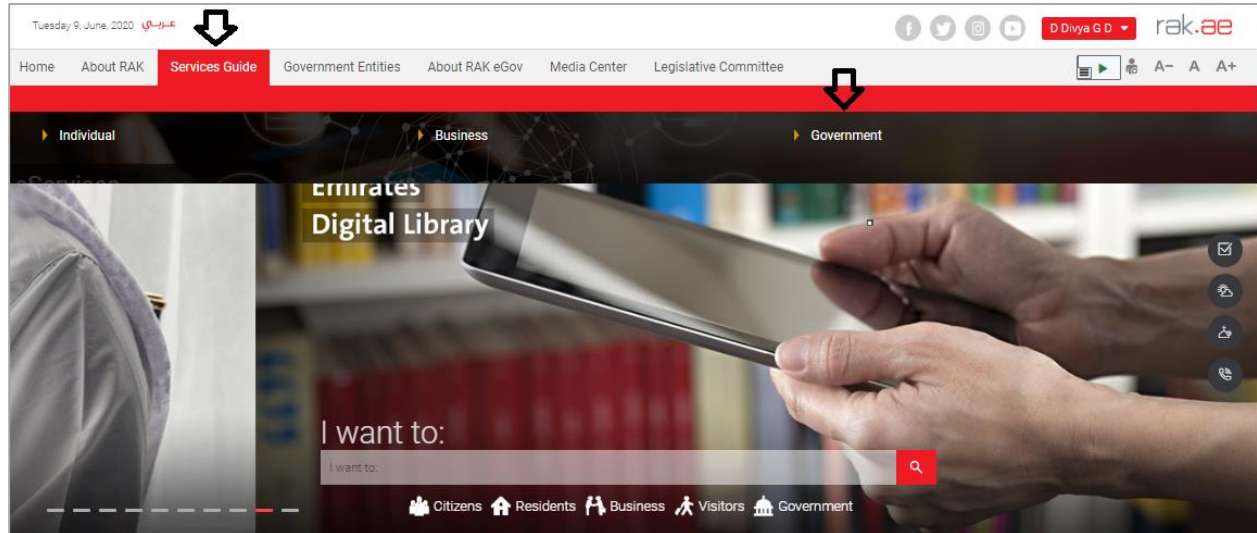
When you submit the Registration Extension Request, it is received by the coordinator in the buildings department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then you should pay the request fee.
- 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.

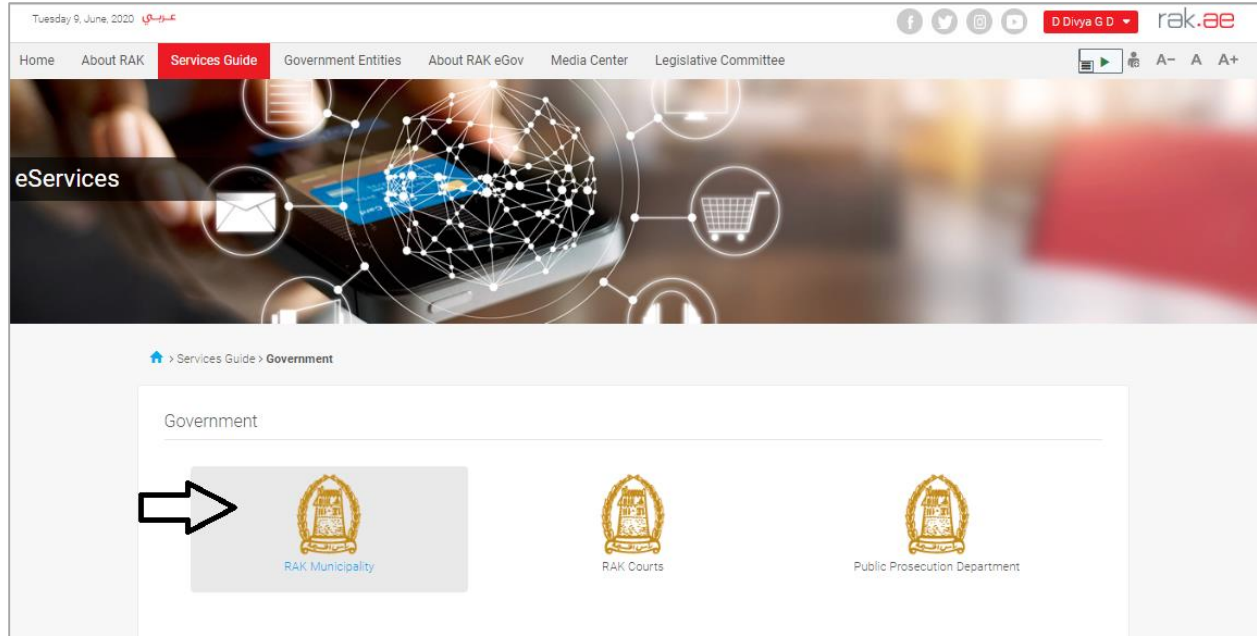
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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](http://www.rak.ae) as shown on the screen below.

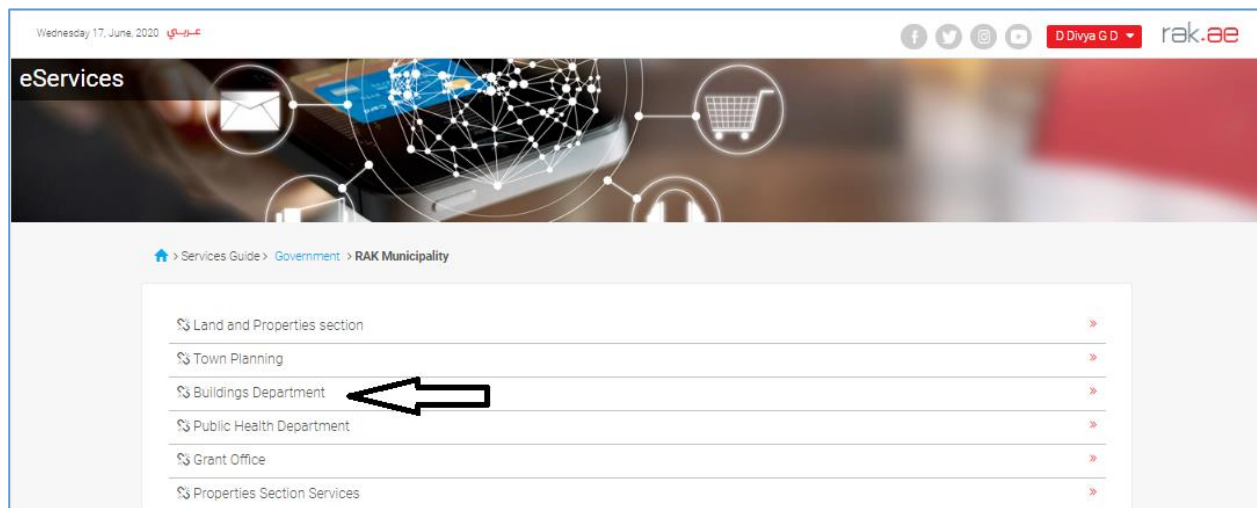
Then, Click the **“Service Guide”** then click **“Government”**:



Next, select **“RAK Municipality”**

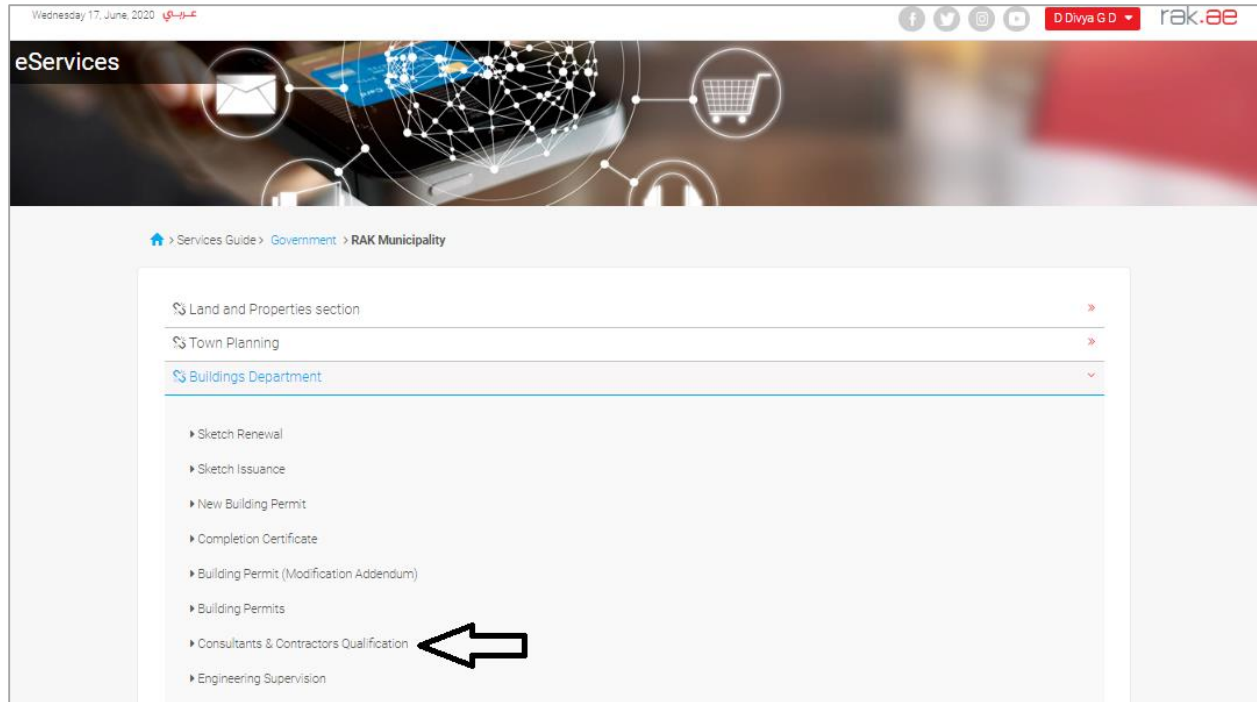


Next, select “Buildings Department”

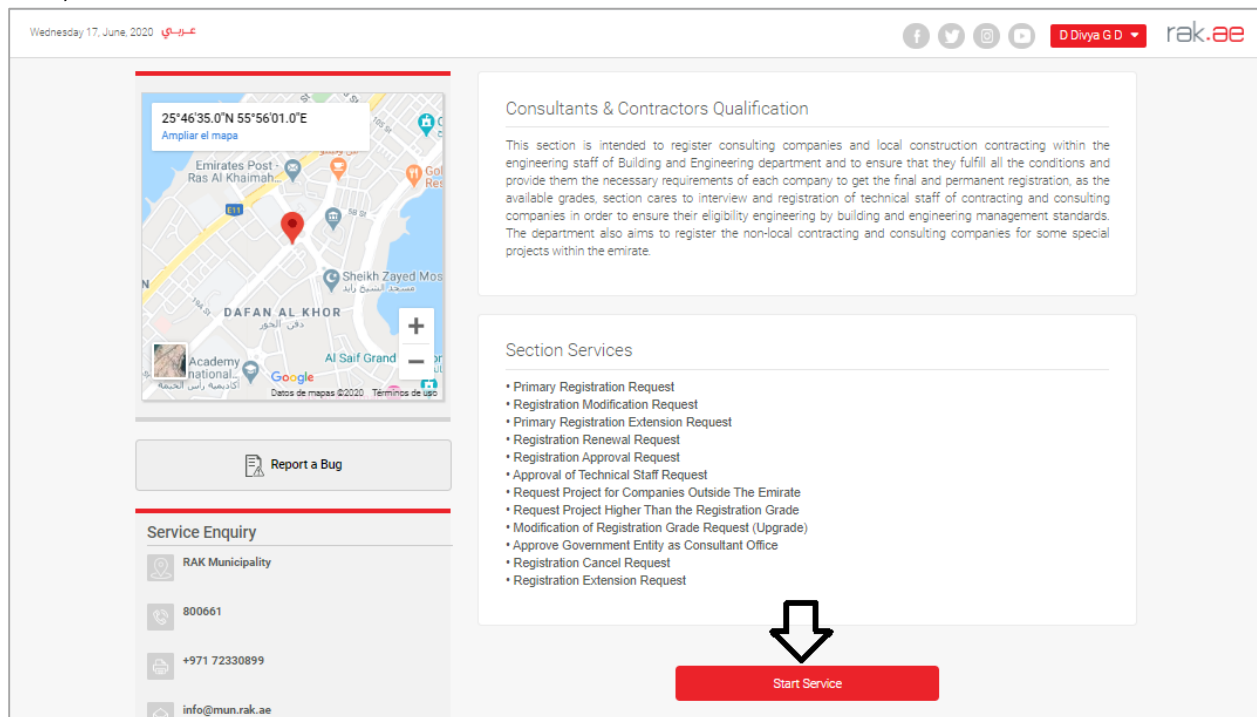


Next, click on the **Consultants & Contractors Qualification**





Next, 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

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 buildings section and pending for payment (if not paid yet) or pending for coordinator action.

E-Qualifications

My Cases (ZQ) My Qualification Notifications Qualifications

Case Registration

My Cases ? Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
108380	Registration Approval Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Commi
108378	Primary Registration Extention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review
108365	Primary Registration Request				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 3

“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:

**E-Qualifications**

My Cases (ZQ) My Qualification Notifications Qualifications

**Case Registration**

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
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Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 3

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

**Details for case with ID 108365**

**Case Attributes**

Title:

Case Type: Primary Registration Request

Last Changed by: Gincy Anto

Changed On: 10.05.2020 11:04:01

Created By: PORTAL1

Created On: 10.05.2020 09:41:05

Case ID: 108365

Final Decision:

Internet Creator: Divya Kushalappa

Applicant Type: Consultant

Date:

Time: 00:00:00

Qualification Type: Foreign Engineering Consultant

Requested Grade:

Valid From Date:

Valid To Date:

Status: Customer Action

**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

**E-Qualifications**

My Cases (ZQ) My Qualification Notifications Qualifications

**Case Registration**

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
108380	Registration Approval Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 10:19:52		Registration Commi
108378	Primary Registration Extention Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review
108365	Primary Registration Request				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 3

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 108365**

Uploaded documents Generated documents

File Description	
Copy of ID	Download
Copy of new site plan	Download
Copy of ownership	Download

Download all attachments

Close

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

E-Qualifications

My Cases (ZQ)
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Qualifications

Case Registration

My Cases
Help

My Cases

Print Version
Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
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108365	Primary Registration Request				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action

Case Details
Case Documents
Case Notifications
Payment Requests

Creation date frame: All
Case Status: Open Cases

Total number of cases: 3

The Notifications screen of the selected request appears as follows:

E-Qualifications

My Cases (ZQ)
My Qualification Notifications
Qualifications

Notifications
Help

Notifications

View: [Standard View]
Print Version
Export

Notification	Description	Due Date	Planned Visit Date	Case ID	Ty.	Case type text	Inspection Purpose	Permit Number	Business Partner
300093921	Customer Action Created for Case 108365	10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			
300093920	Customer Action Created for Case 108365	10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			
300093919		10.05.2020	10.05.2020	108365	ZQ01	Primary Registration Request			

Back

Click “Back” to return to the “My Cases” tab.

## Fee Payment

You need to access the "**My Cases**" tab to pay the request fee after your request is approved by the Buildings section coordinator.

To pay the request fee, select the request for which you would like to pay fees (where the application is in the "pending payment") status, then click the "**Payment Requests**" button:

**E-Qualifications**

My Cases (ZQ) My Qualification Notifications Qualifications

**Case Registration**

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
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108378	Primary Registration Extension Request				مؤسسة الربيع للمقاولات العامة والديكور	11.05.2020 07:27:26		Coordinator Review
108365	Primary Registration Request				مؤسسة الربيع للمقاولات العامة والديكور	10.05.2020 09:41:05		Customer Action

Case Details Case Documents Case Notifications **Payment Requests** Creation date frame: All Case Status: Open Cases

Total number of cases: 3

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

**E-Qualifications**

My Cases (ZQ) My Qualification Notifications Qualifications

**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
	108365	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
<p>Payment Amount: 5,000.00</p> <p>Amount Already Payed: 0.00</p> <p>* Transaction Amount 5,000.00 AED</p> <p><input checked="" type="radio"/> E-Dirham </p> <p><input type="radio"/> Banks Cards  </p> <p>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.</p> <p><input type="button" value="Pay"/> <input type="button" value="Cancel"/> <input type="button" value="Back"/></p> <p>  </p>	

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 Buildings 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 Qualification Notification”** tab, follow the [same procedure you did to reach “My Cases” tab](#).

**E-Qualifications**

My Cases (ZQ) **My Qualification Notifications** Qualifications

**Notifications** ? Help

**Notifications**

View: [Standard View] Print Version Export

Notification	Action Description	Case ID	Case type text	Case Status Description
300093919	Upload missing general document	108365	Primary Registration Request	Customer Action

Notif. timeframe:

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

**E-Qualifications**

My Cases (ZQ) **My Qualification Notifications** Qualifications

**Notifications** ? Help


**Notifications**

View: [Standard View] Print Version Export

Notification	Action Description	Case ID	Case type text	Case Status Description
300093919	Upload missing general document	108365	Primary Registration 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 300093919

Selected Notification

Notification: 300093919

Case ID: 108365

Created on: 10.05.2020

Case Type: ZQ01 Primary Registration Request

Requester: Gincy Anto

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:

Kindly upload copy of trade license document.

Note from Applicant:

Save Cancel

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

Documents management for notification: 300093919

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 300093919**

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**Selected Notification**

Notification: 300093919	Case ID: 108365
Created on: 10.05.2020	Case Type: ZQ01 Primary Registration Request
Requester: Gincy Anto	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID:
	Building:

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**Status details**

Current System Status: Open

Complete

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**Attachments**

Add attachment

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**Comments**

Note from Department:

Kindly upload copy of trade license document.

Note from Applicant:

Save Cancel

6. Click "**Complete**" and then "**Save**" to complete your modifications, then the request will be removed from "**My Qualification Notifications**" tab and the request will be submitted again to the Building coordinator for review.

Upon approval, you should pay the request fee, then the Company registration extension certificate is issued for the applicant company and sent via E-mail thereby providing the customer with an electronic copy.