User Manual
New Plot 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 New Plot Request allows the applicant to issue the following after attach the required documents and pay the required service fee:

- A new site plan with additional buildings added to land
- A site plan document for traditional housing for ownership

The service is also used in the following cases:

- Lands with no site plan or title dead, issued with land report and high order approval
- Old properties with title dead only, location is fixed as per lands department records and neighboring documents

This guide shows customers how to access the New Plot 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.
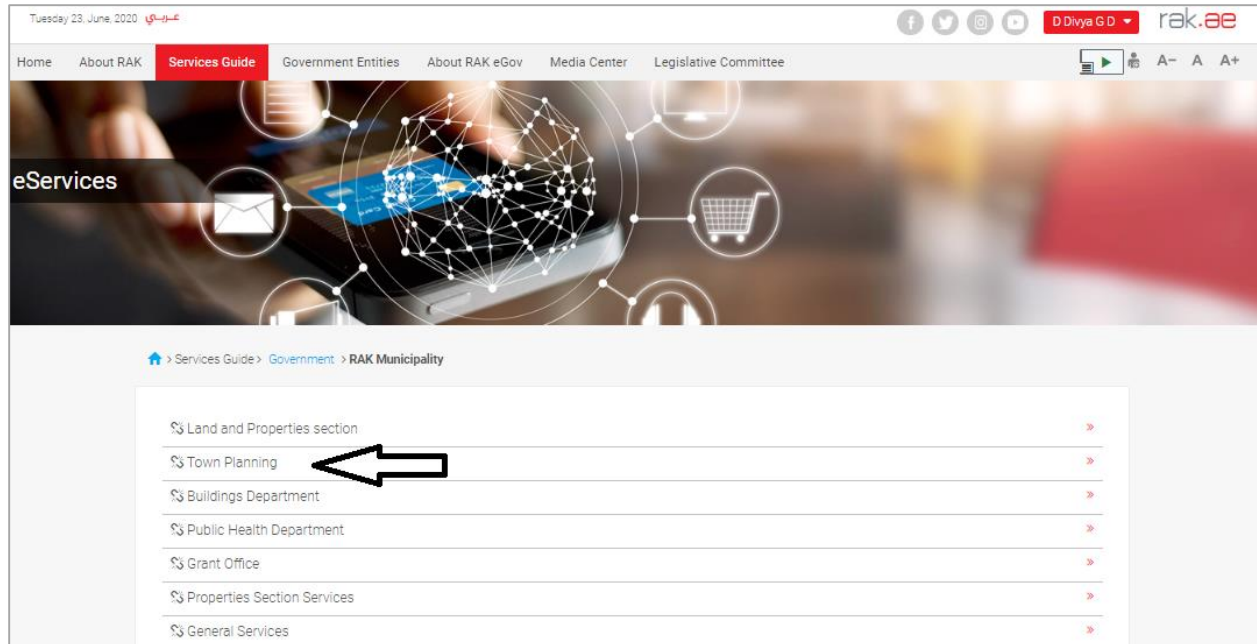
Login and access to the New Plot Request

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

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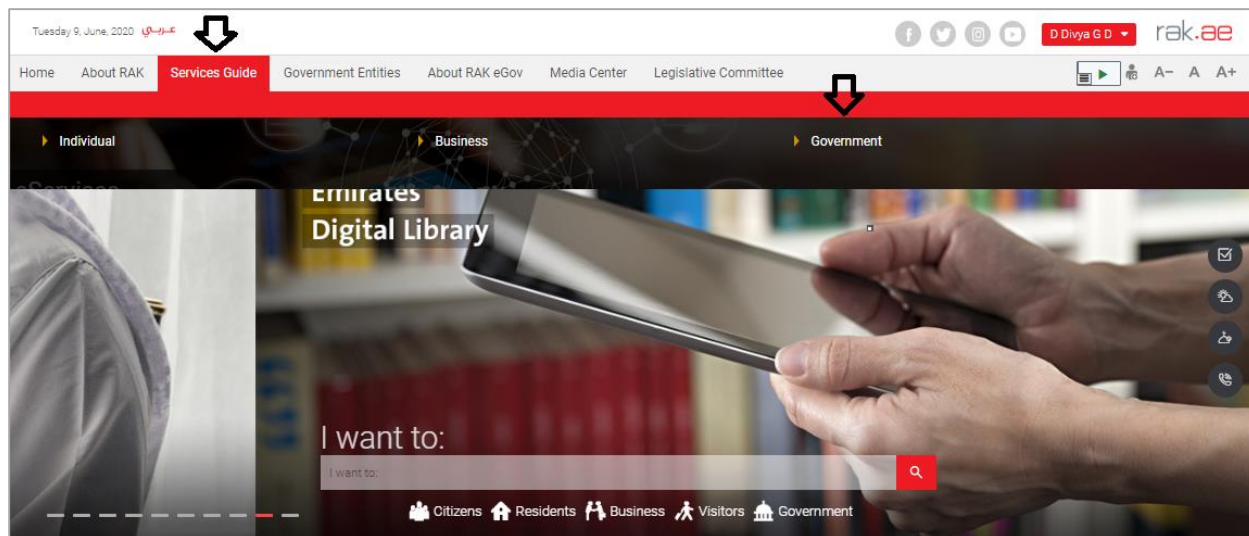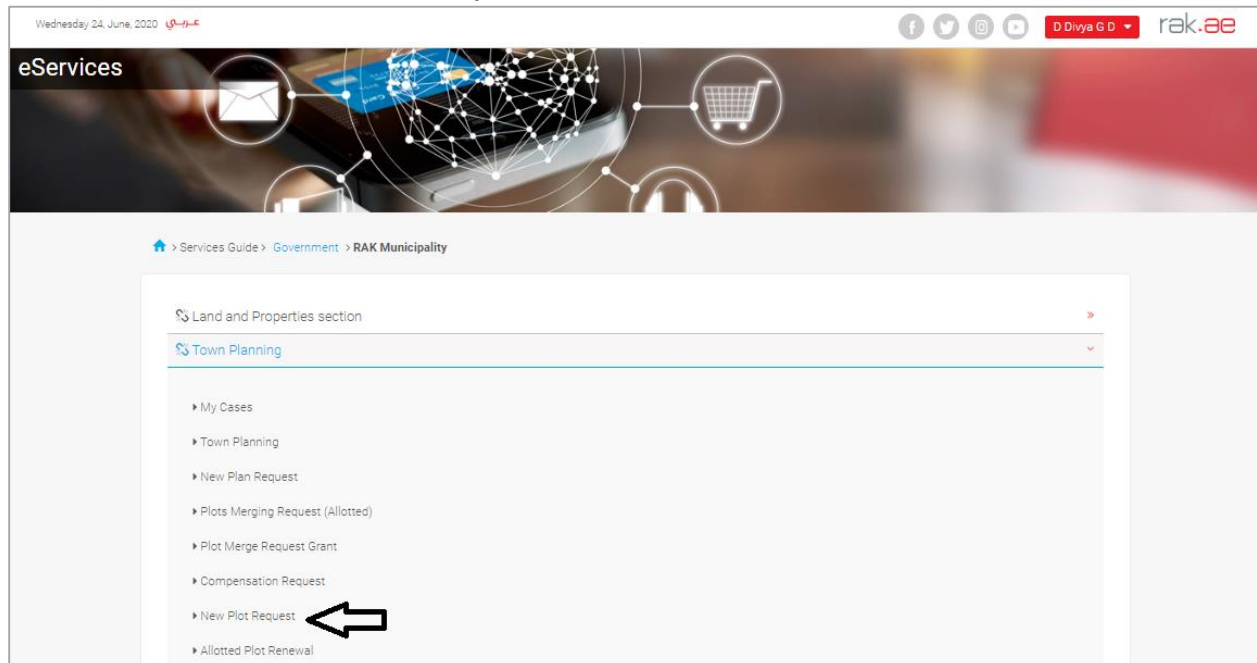

3- Next, select "**RAK Municipality**"
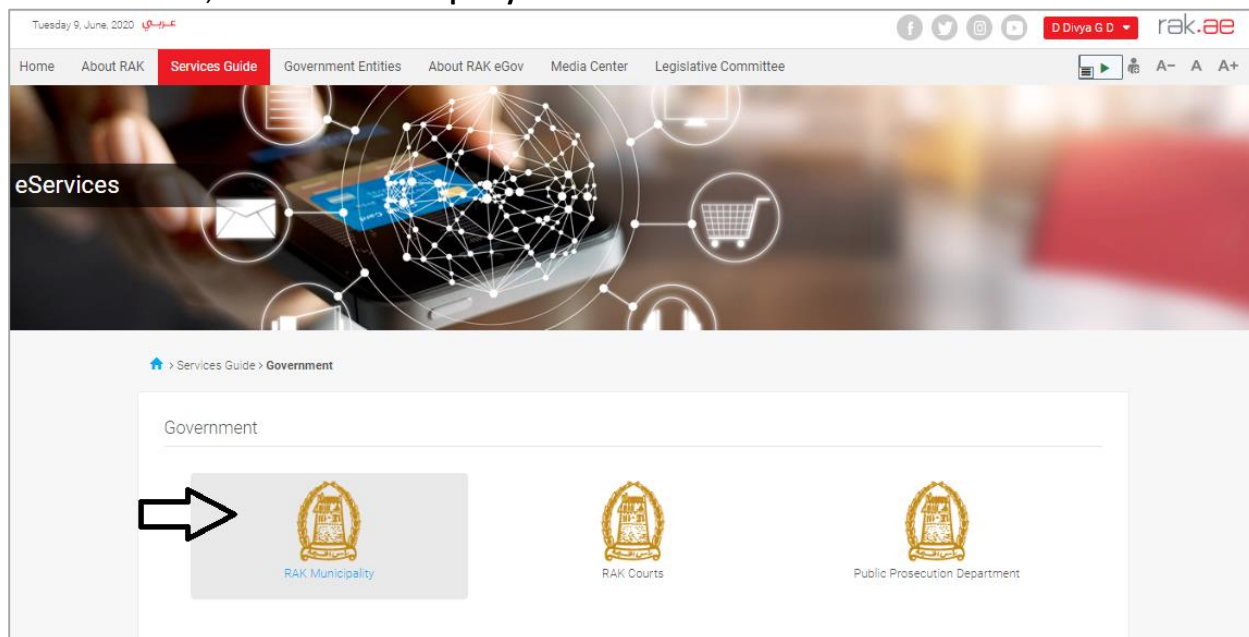
4- Next, select "**Town Planning Department**"

5- Next, click on **New Plot Request**

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

🏠 › Services Guide › Government › RAK Municipality › Town Planning › **New Plot Request**

New Plot Request

Online submission and payment channels for New Plot Request Service.

The service provides the following:

Issue a new site plan with additional buildings added to land
Issuing site plan document for traditional housing for ownership
Service is also used in the following cases:

Lands with no site plan or title dead, issued with land report and high order approval
Old properties with title dead only, location is fixed as per lands department records and neighboring documents

Step 1	Login using Portal User Credentials
Step 2	Submit a service request for New Plot 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:** Site Plan is Send to Applicant by Email

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

📝 Report a Bug

Service Enquiry

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

Site Plan
in case applicant is not owner
 will need additional documents:
Representative ID
Representative Card
Authorization Letter
For Traditional Housing Request:

Owner ID
Ownership Letter (City Council or Ministry of Public Work)
Building Permit and Completion Certificate if applicable
in case applicant is not owner will need additional documents:
Representative ID
Representative Card
Authorization Letter
For New Document Request (Tafweet):

Letter from lands department accompanied by written order to issue the document (grant or ownership)
Land Registry Report
For New Document for Owned Land:

Title Dead
Title Dead Inspection and Status Document from Lands Department
Additional Document for Lost/Stolen:

Lost/Stolen Undertaking Form
Court Report
Police Report
Valid Procuration document (in case request submitted by anyone except owner of land)

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
- Scan your EID and your fingerprint in MBME machine (Must have a valid EID during registration).
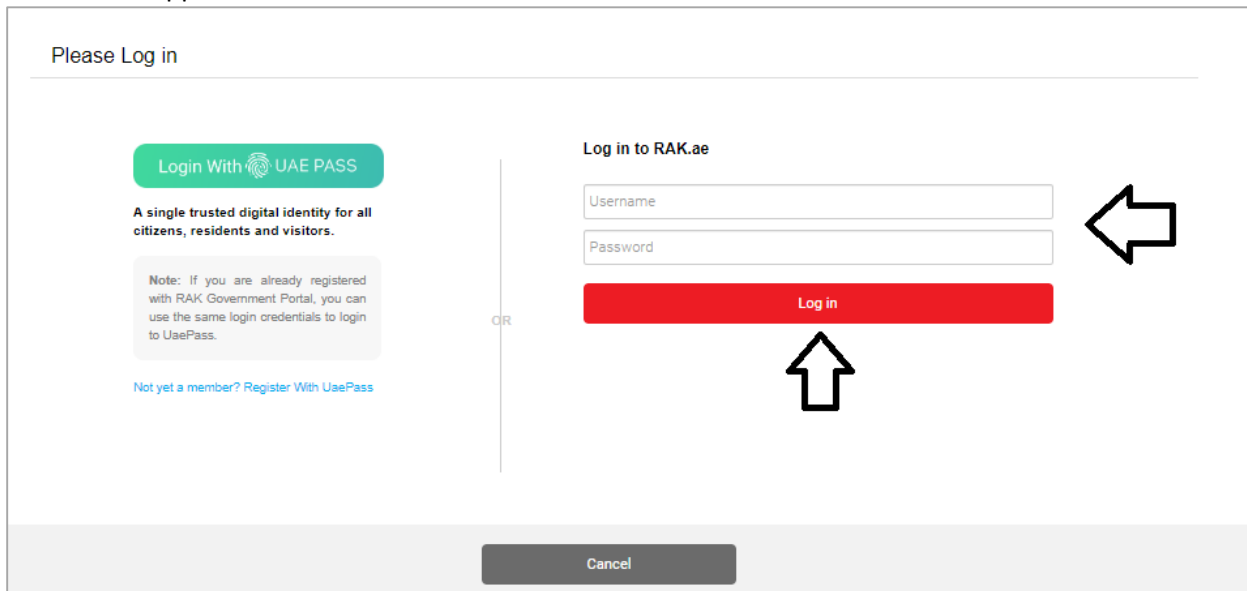
Company Registration is as the following:

- 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 New Plot Request

1. After you access the **New Plot 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 **New Plot Request** form will be displayed enabling you to create the request:

ZT22 - New Plot Document Request

New Plot Document Request

يتيح الطلب الخدمات التالية:
إصدار مخطط جديد مع اضافة المشتملات التي تم اضافتها للقسمة.
إصدار مخطط جديد للمساكن الشعبية لتمكن الأفراد من تمليك محضر تمليك + شهادة انجاز من ادارة المباني.
ويستخدم الطلب أيضا للحالات التالية:
أملاك قديمة غير صادر عليها مستندات (مخطط +وثيقة) ويتم تثبيتها بموجب الشهود وقرار اللجنة والجهات العليا.
أملاك قديمة صادر عليها وثيقة ملكية من غير مخطط ، فيتم تثبيت الموقع في المخطط العام وتحديثه وإصدار مخطط بموجب الملكية والجوار.

General Information

Request Description:	New Plot Document Request
* Request Type:	
* Request Purpose:	
* Process For:	
Comments:	

Business Partner Details

* Applicant Type:	Representative
Applicant:	3000113378 — Divya Kushalappa
Mobile number:	564041094 — Email ID: r.devappa@raksys.in
ID:	784-6544-1245414-1

* Owner:	
Mobile number:	

Search Owner

Parcel Of Land

Parcel ID	Owner ID	Owner Name	Location Key

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

Field	Description
Request Description	A field used to show the service subject.
Request Type	A dropdown list used to select the request type you wish to implement: * Request Type: [dropdown] New Plot Request New Additions Request Old Properties Request Grant Request **Note**: when you select the "**New Plot Request**", the "**Process For**" field and the "Location" block will be hidden.
Request Purpose	A dropdown list used to select the purpose of the request:

	* Request Purpose: [dropdown] Request New Site Plan Request Site Plan for the first time
Process for	A dropdown list used to select for which you want to issue the new plot, for a parcel or for a location: *** Process For:** [dropdown] Location Parcel • When you select the location, then the "**Location**" section is activated. • When you select the Parcel, then the "**Parcel of Land**" section is activated.
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.

Business Partner Details

* Applicant Type:	Representative	
Applicant:	3000113378	Divya Kushalappa
Mobile number:	564041094	Email ID: r.devappa@raksys.in
ID:	784-6544-1245414-1	

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:

Business Partner Details

* Applicant Type:	Owner	
Applicant:	3000113378	Divya Kushalappa
Mobile number:	564041094	Email ID: r.devappa@raksys.in
ID:	784-6544-1245414-1	
* Owner:	3000113378	Divya Kushalappa
Mobile number:	564041094	

Search Owner

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:

8. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:
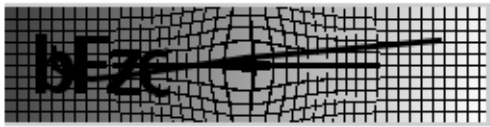
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	
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	
Search by the unified ID (for non-Emirates ID holders) then enter: • Unified number • Select the nationality • Select the date of birth	
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • 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.	

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 **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

| Add Parcel | Delete Parcel |

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

Add Parcel

Parcels

* Parcel ID: [   ]

| Ok | Cancel |

12. Enter the number of the 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

13. In the **Location** block, select the location for which you want to issue the new plot by first selecting the sector where your plot is, from the "**Sector**" dropdown menu:

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

Location

* Sector: القطاع 3 - 3   * Area:

301 – جلفار
302 – جلفار
303 – جلفار
304 – جلفار
305 – جلفار
306 – جلفار
307 – جلفار
308 – جلفار
309 – المعيريض
310 – الدخيل

15. 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).

16. To upload documents:

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

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 request type that is selected above and as per the applicant identity as below:

Request Type	Applicant Identity	The Required Documents
New Plot Request	Owner	
	Representative	
New Additions Request	Owner	
	Representative	

Old Properties Request	Owner	* Document Type: [dropdown] Copy of Ownership Document Ownership Invistigation Document Owner ID Copy
	Representative	* Document Type: [dropdown] Copy of Ownership Document Ownership Invistigation Document Representative Card Owner ID Copy Authorized ID copy letter of authorization to the service applicant
Grant Request	Owner	* Document Type: [dropdown] Copy of Ownership Document Ownership Invistigation Document Owner ID Copy
	Representative	* Document Type: [dropdown] Copy of Ownership Document Ownership Invistigation Document Representative Card Owner ID Copy 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

Attachments

File Description	Document Type
doc.pdf	Formal Letter

Add New   Delete Entry ⬅

17. You have the following options to do:

Submit	Clear

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

18. 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.

New Plot Document Request

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

Town Planning Department

Request Number:	108895	
Request Name:	**New Plot Document Request**	
Request Type:	**New Additions Request**	
Request Date:	24.06.2020	
Applicant Type:	Owner	
:	3000113378	Divya Kushalappa
Applicant Name:	3000113378	Divya Kushalappa
Process for Location:	20303 - وادي حقيل	

Back	Print Result Form

19. You can return to the main page of the service by clicking "**Back**".
20. 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 plot document will be 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 **New Plot 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 should pay the inspection 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**":
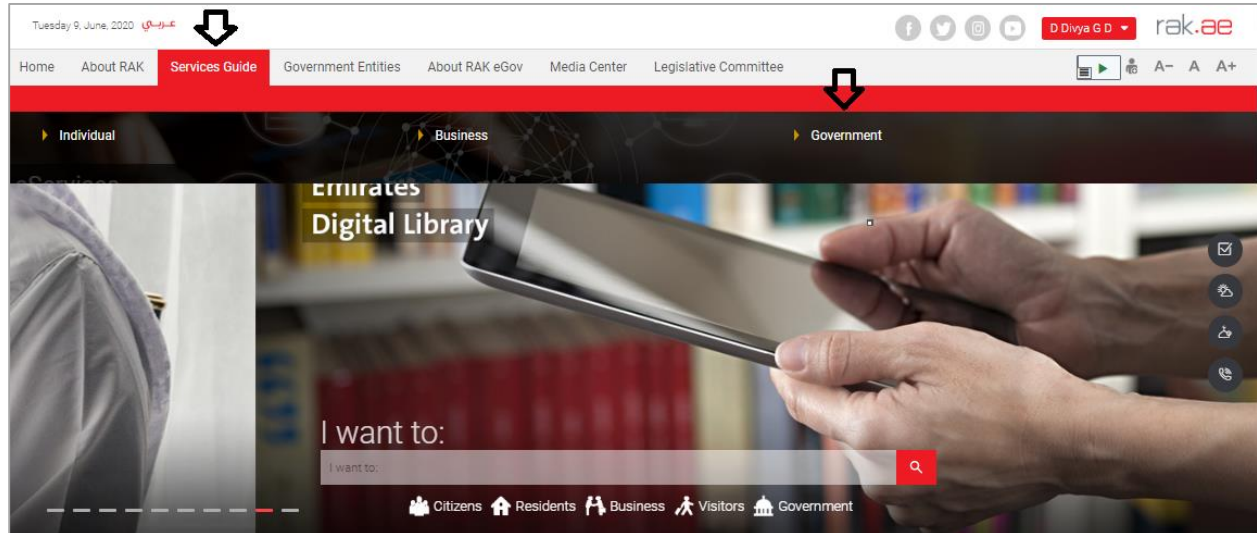
Next, select "**RAK Municipality**"
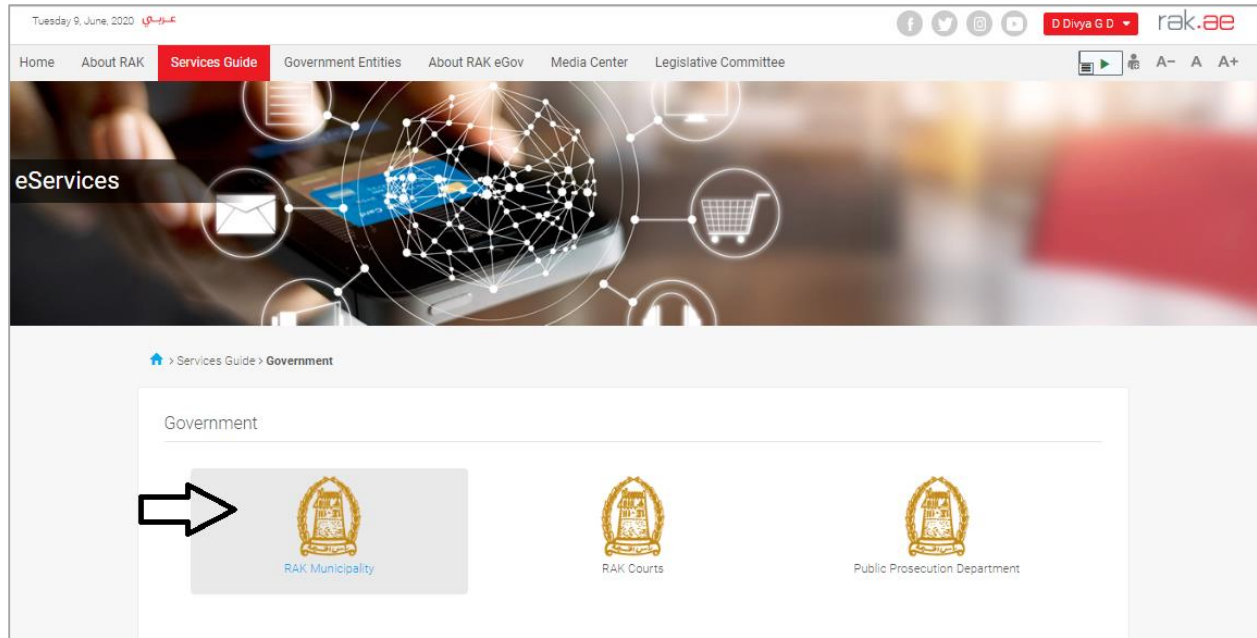
Next, Select the "**Town Planning Department**"
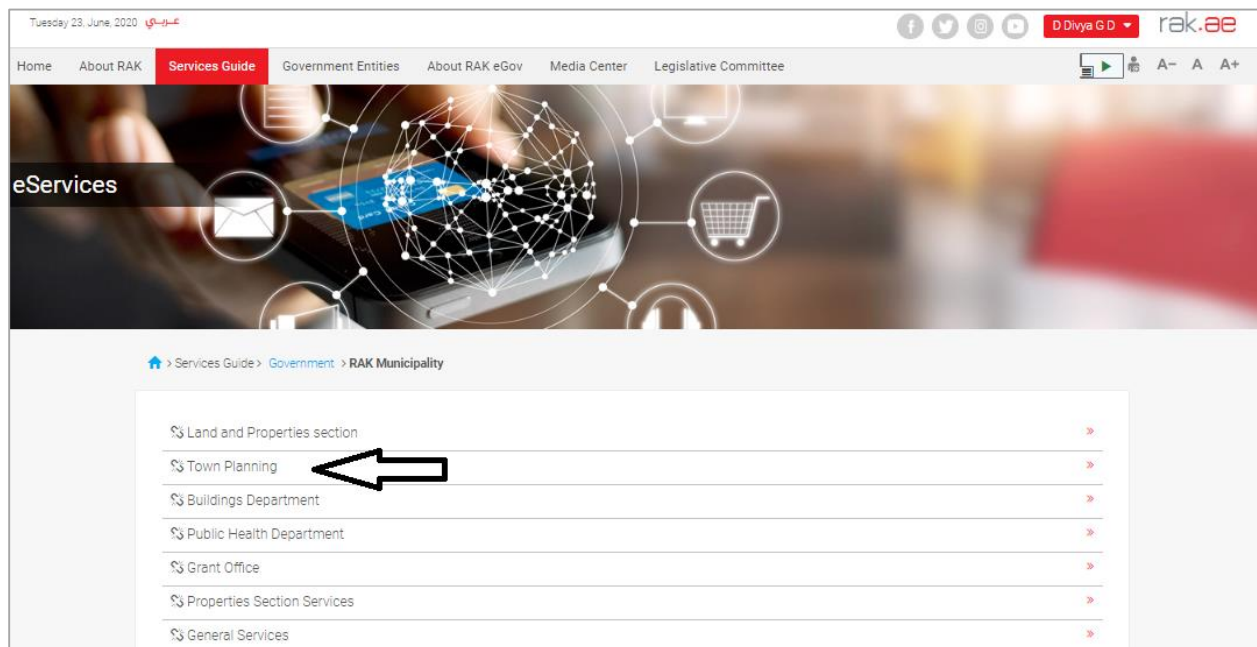
Next, Select "**My Caese**"
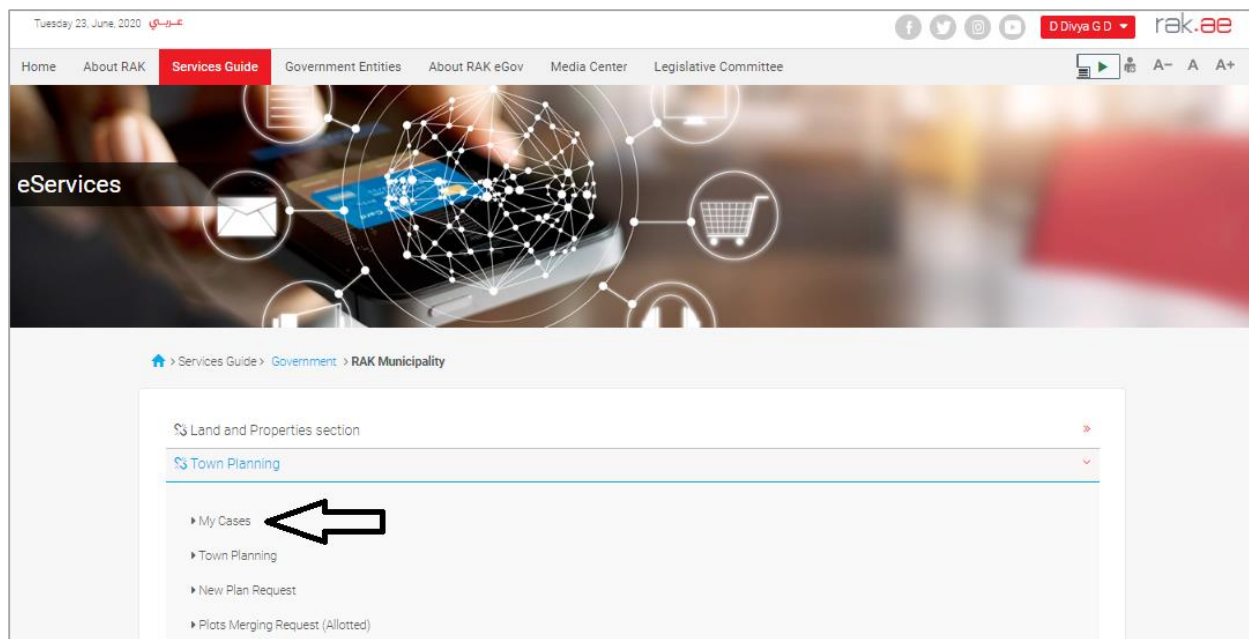
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**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, you have to pay the request initial fee in order to get it received by the coordinator of the Town Planning Department for review, then if the request needs inception, you have to pay the inspection fee, then upon your request approval, you have to pay the 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.

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.

After your request gets the final approval, the plot document will be sent to the applicant via Email.