

User Manual

Plot Document Renewal Request (Grant)

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.

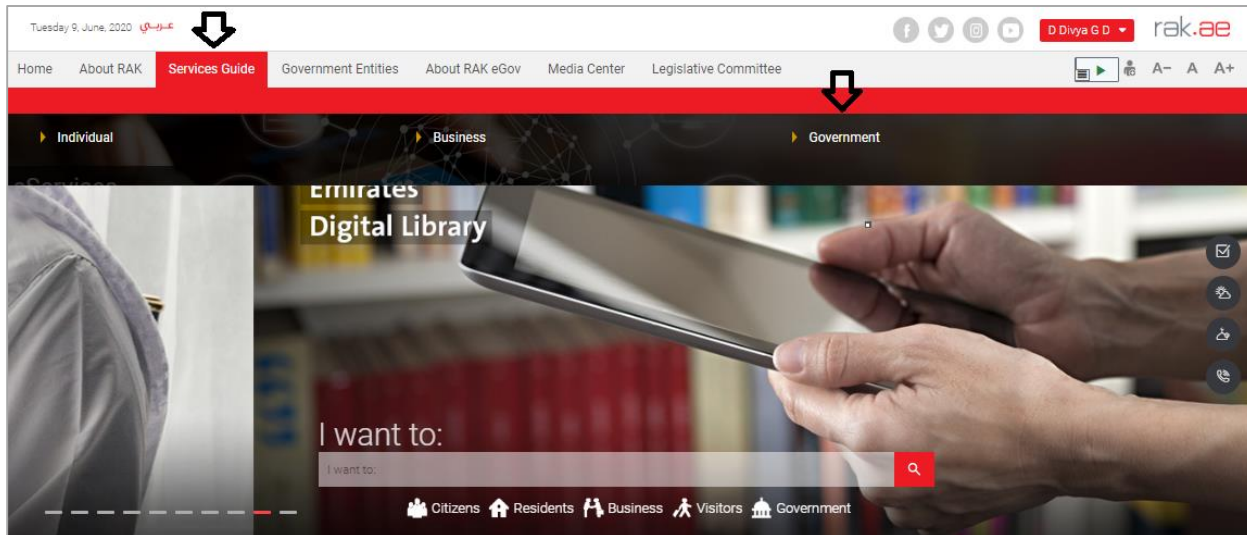
The Plot Document Renewal Request (Grant) allows the applicant to issue a new document for the grants after fulfilling the terms of the update or the terms of a lost replacement, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Plot Document Renewal Request (Grant). It also guides them on how to create, send and track the request electronically.

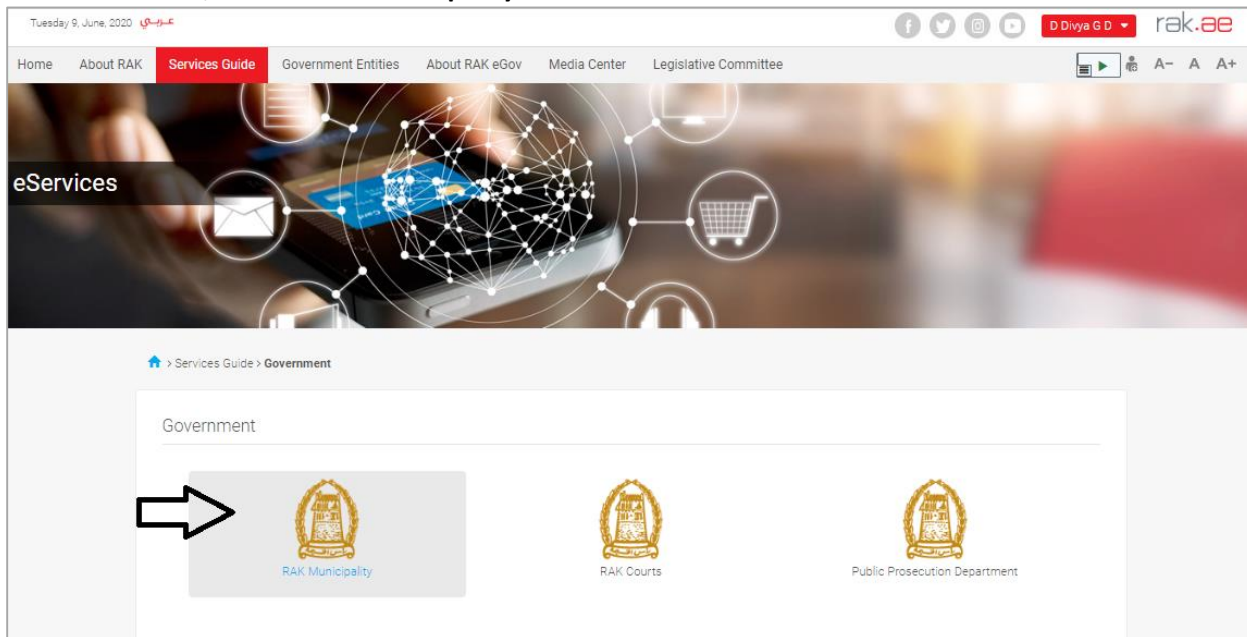
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Plot Document Renewal Request (Grant)

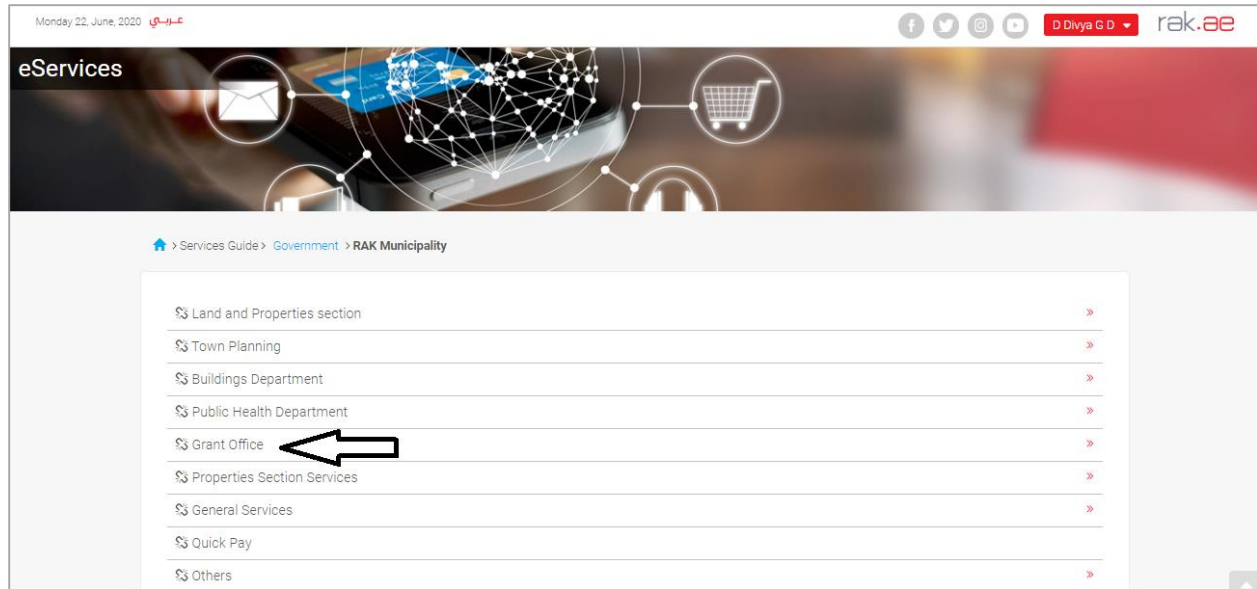
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Plot Document Renewal Request (Grant)** service, click on the “Service Guide” then click on “Government”



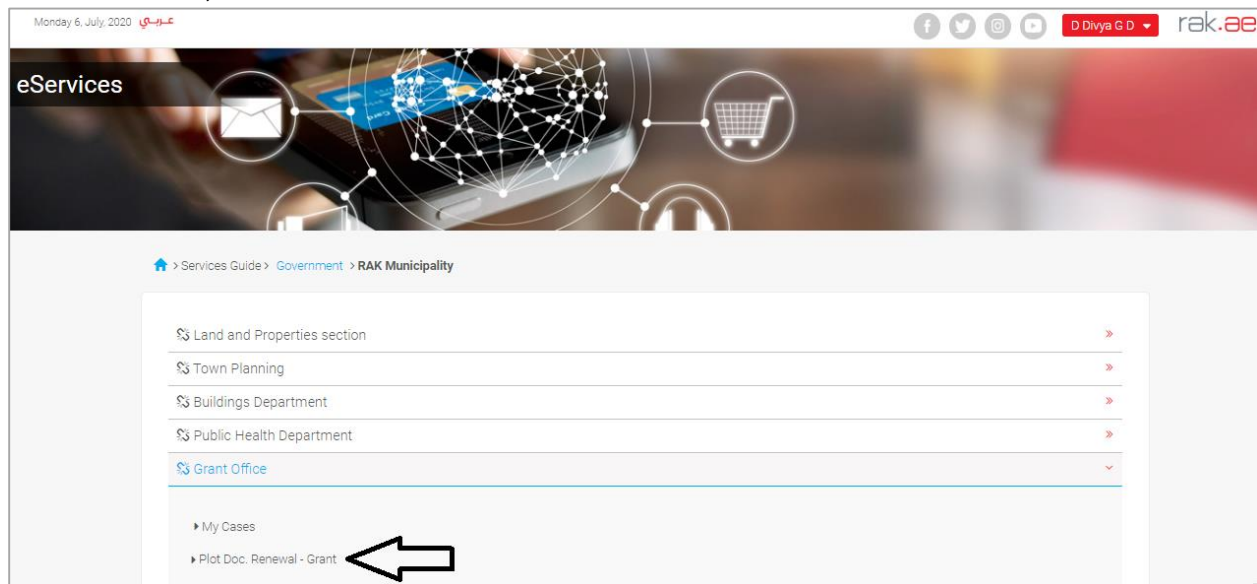
- 3- Next, select “RAK Municipality”



- 4- Next, select “Grant Office”



5- Next, click on Plot Doc. Renewal -Grant

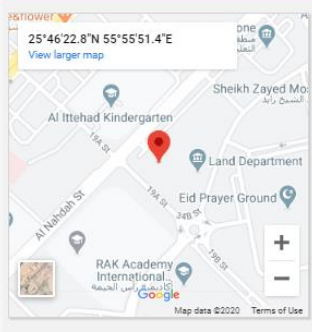


6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Monday 6, July, 2020 عربي rak.ae

eServices

> Services Guide > Government > RAK Municipality > Grant Office > Plot Doc. Renewal - Grant



Plot Doc. Renewal - Grant

Online submission and payment channels for renewal plots for six month

- Step 1 Login using Portal User Credentials
- Step 2 Submit a service request for renewal Plot.
- Step 3 Complete the request payment fee using Online/Payment machine channel.
- Step 4 Coordinator will review and validate the entered Data and attached Documents
- Step 5 Applicant receive a copy of the Site Plan via email.

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

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Service Enquiry

RAK Municipality

800661

+971 72330899

info@mun.rak.ae

updategroup@mun.rak.ae

Service Fees

50 AED Initial Fees
50 AED Final Fees

Service Conditions

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

Required Documents

Owner ID
Site Plan for plot
Comprehensive Investigation Document
A letter from the Zayed Housing Program in force

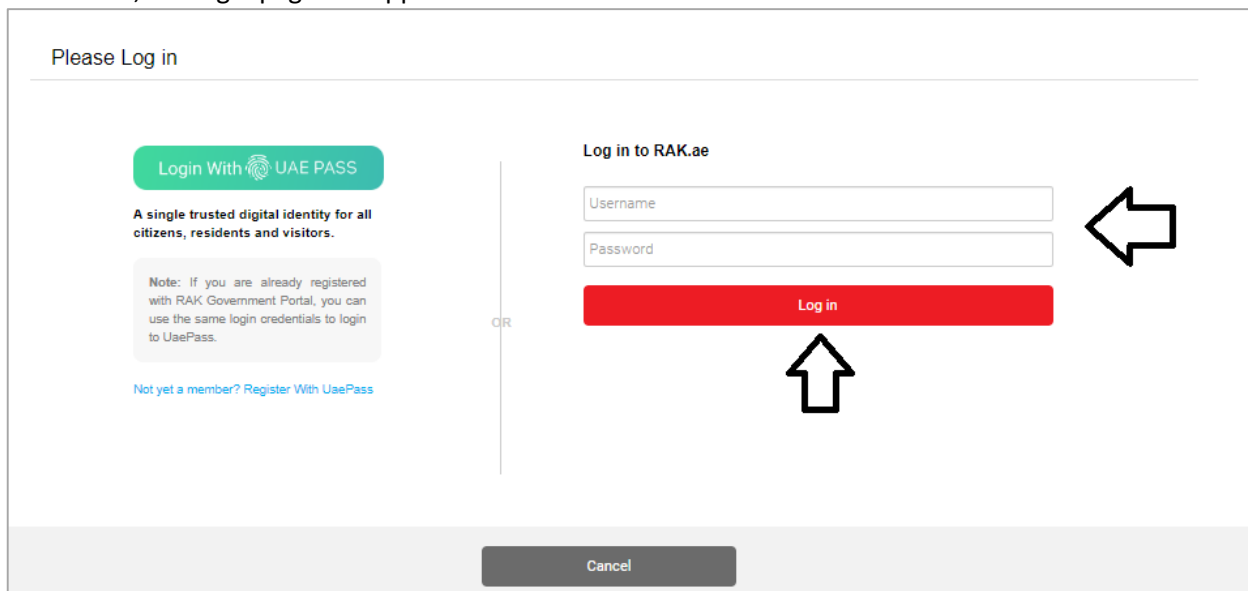
Start Service

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 Document Renewal Request (Grant)

1. After you access the **Plot Document Renewal Request (Grant)** and click on the “**Start Service**” button, the login page will appear as follow:



Please Log in

Login With UAE PASS

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

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

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

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

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

Plot Document Renewal Grant Request

يتمحور الطلب إصدار مستند جديد للمنتج بعد استيفاء شروط التحديث أو شروط البديل فاكه

General Information

Request Description: Plot Document Renewal Grant Request

* Request Type:

Comments:

Business Partner Details

Applicant: 3000112602 Tariq Ziad Alshaik

Mobile number: 0506608860 Email ID: tariq.z@ega.rak.ae

ID: 784-1993-9402579-7

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 menu used to select the type of the request: <div> <p>* Request Type:</p> <input type="text"/> <ul style="list-style-type: none"> Renew Request Modify Request Replacement of Lost Request Transfer Ownership </div> |
| 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: | 3000112602 Tariq Ziad Alshaik |
| Mobile number: | 0506608860 Email ID: tariq.z@ega.rak.ae |
| ID: | 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 |
| | | | |
| | | | |
| | | | |
| | | | |

7. 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).
8. 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:

Choose File

No file chosen

Clear

Add

Cancel

- B. Select the name of the document to be attached from the “**Document Type**” drop down list, the required documents will be different as per the selected request:

| Request Type | Required Attachments |
|-----------------------------|--|
| Renew Request | <p>* Document Type: <input type="text" value="v"/></p> <ul style="list-style-type: none"> Site Plan Comprehensive investigation Doc Sheikh Zayed Program Letter Owner ID Copy |
| Modify Request | |
| Replacement of Lost Request | <p>* Document Type: <input type="text" value="v"/></p> <ul style="list-style-type: none"> Court Letter Site Plan Comprehensive investigation Doc Owner Pldege Police Report Sheikh Zayed Program Letter Owner ID Copy |
| Transfer Ownership | <p>* Document Type: <input type="text" value="v"/></p> <ul style="list-style-type: none"> Site Plan Comprehensive investigation Doc Owner Pldege 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 |
| | |
| | |
| | |
| | |
| <div> Add New Delete Entry </div> | |

9. You have the following options to do:

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

10. 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 Document Renewal Grant Request

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

Town Planning Department

| | | | |
|---------------------|-------------------------------------|------------------|--|
| Request Number: | 108871 | | |
| Request Name: | Plot Document Renewal Grant Request | | |
| Request Date: | 23.06.2020 | | |
| Applicant Type: | Owner | | |
| : | 3000113378 | Divya Kushalappa | |
| Applicant Name: | 3000113378 | Divya Kushalappa | |
| Process for Parcel: | 315050296 | | |

11. You can return to the main page of the service by clicking “**Back**”.

12. 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/Lost Replacement** 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:

مؤشر السعادة
HAPPINESS METER

How was your Experience?

Three red speech bubble icons representing different levels of satisfaction: a happy face, a neutral face, and a sad face.

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

My Cases

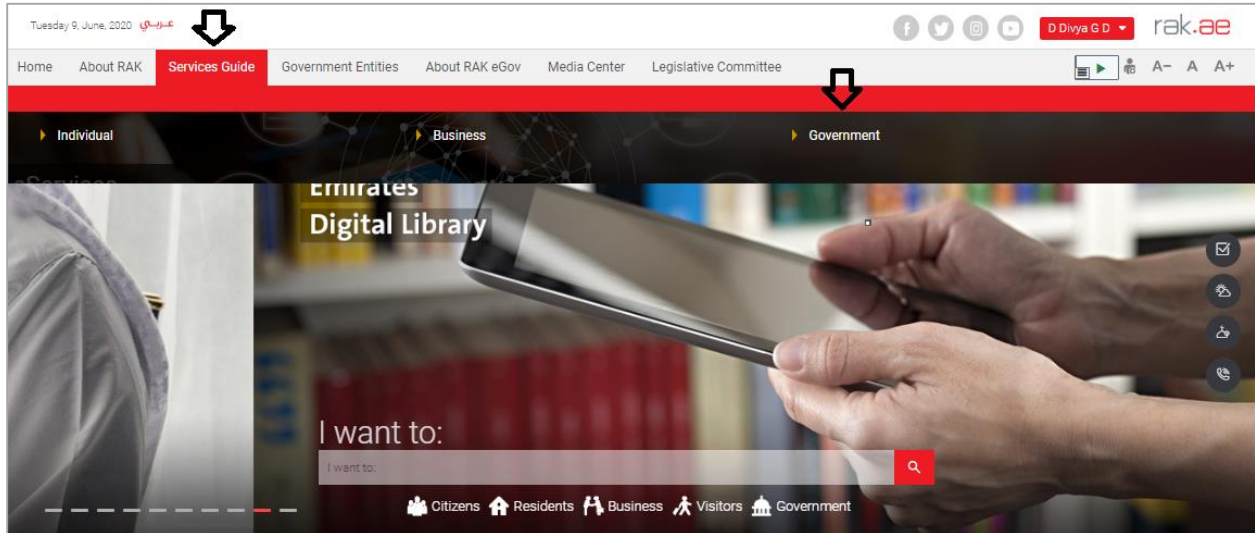
When you submit the Plot Document Renewal Grant Request and pay its fee, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- 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.

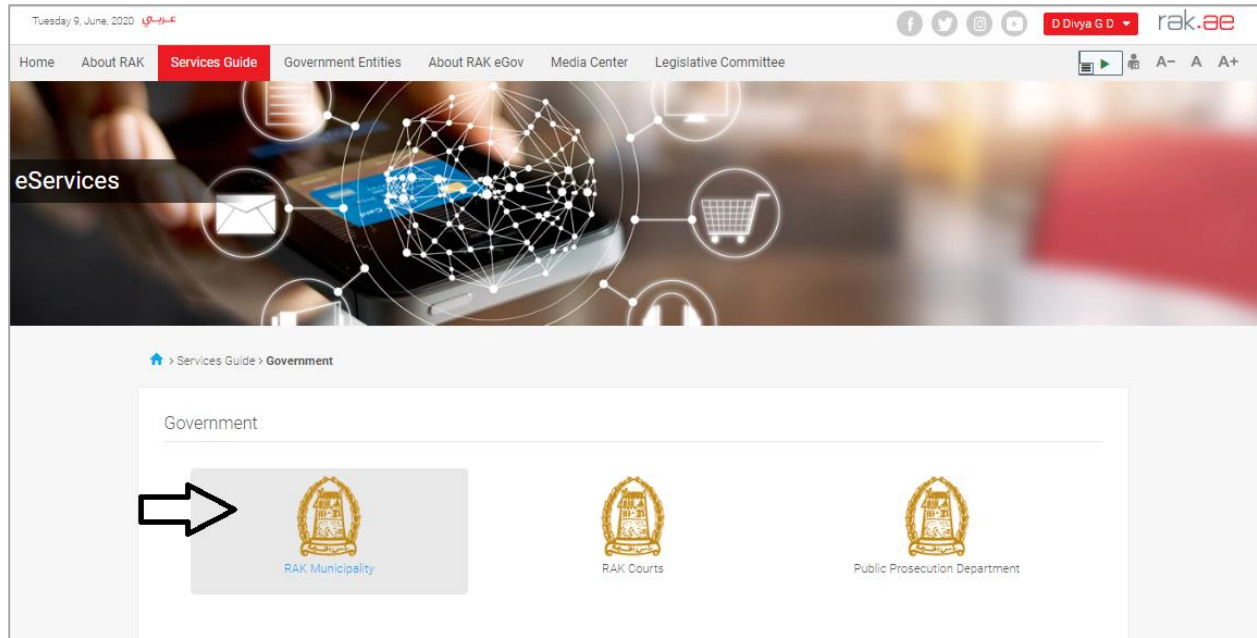
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

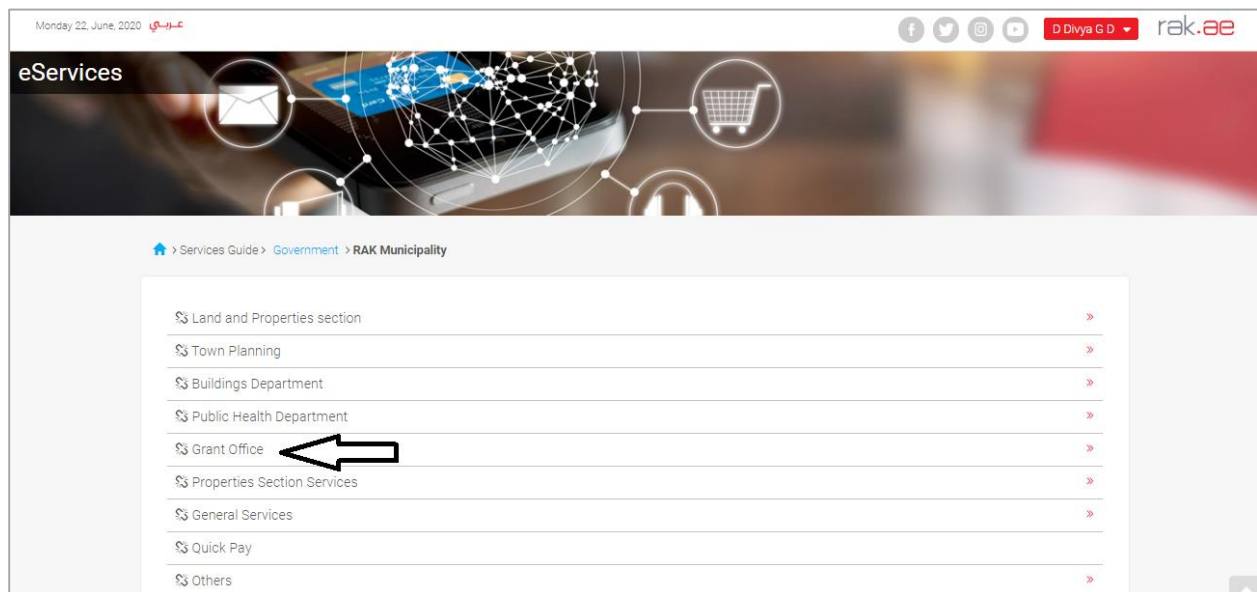
Then, Click the “**Service Guide**” then click “**Government**”:



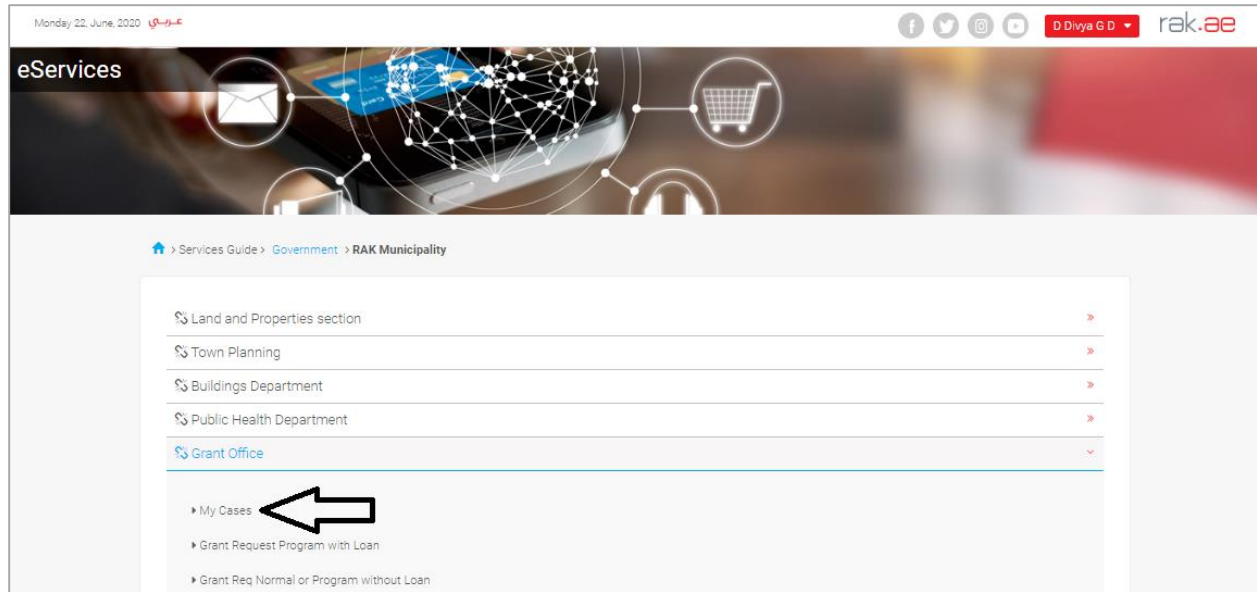
Next, select “**RAK Municipality**”



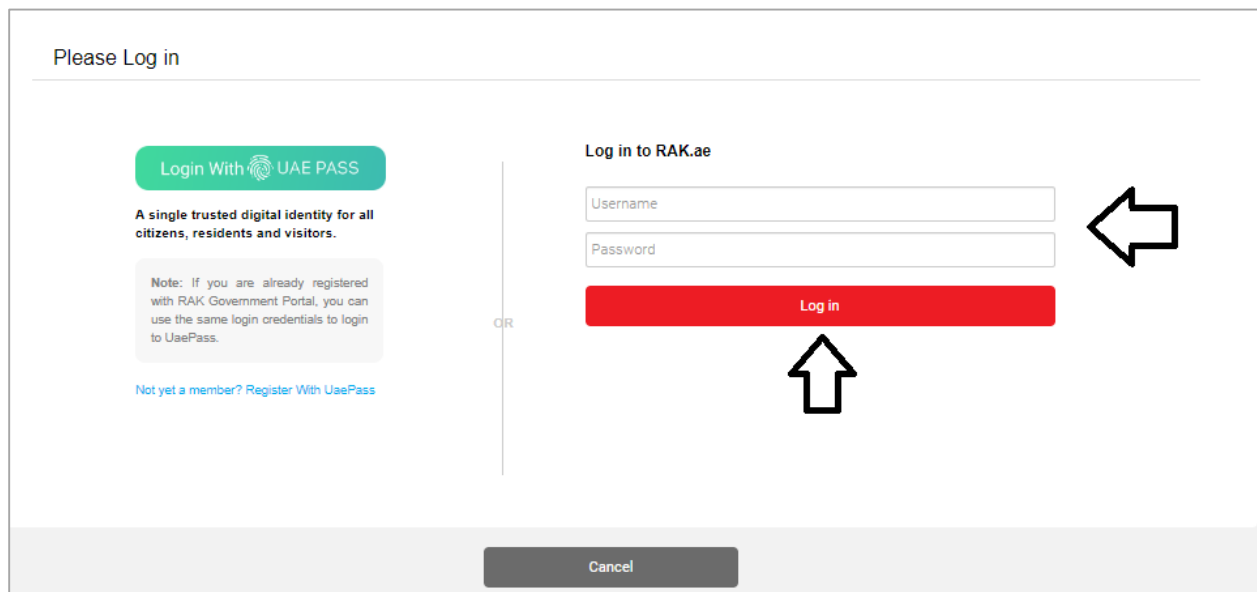
Next, Select the “Grant Office”



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 بيديل (ملف) - 108536 | Divya Kushalappa | 31.05.2020 10:35:15 | |

Case Details

Case Documents

Payment Requests

Creation date frame:

All

Case Status:

Open Cas

Total number of cases: 27

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

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

- Print (As a Pdf)

Print Version
- Export (As excel files)

Export

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

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

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version

Export

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

Case Details

Case Documents

Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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

Details for case with ID 108667

Case Attributes

Case Decision Date:

Title:

Survey Reports Request - 108667

Case Type:

Survey Report Request

Last Changed by:

System

Changed On:

09.06.2020 12:15:32

Planned complet. dat:

Created By:

PORTAL1

Created On:

09.06.2020 12:15:26

Case ID:

108667

Final Decision:

Status:

Coordinator Review

Applicant type:

Owner

Area (M2):

0.00

Location Key:

20202

Parcel ID:

0

Report Type:

Survey

Case Notes

Close

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

Town Planning Services

My Cases (27) My Notifications

Case Registration

My Cases [Help](#)

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 وتعديل - 108545 | Divya Kushalappa | 01.06.2020 07:27:06 | |
| 108536 | Plot Document Renewal Allotted Request | | | مخطط بيديل (ملك) - 108536 | Divya Kushalappa | 31.05.2020 10:35:15 | |

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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

Documents for case with ID 108667

Uploaded documents Generated documents

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

Download all attachments

Close

Fee Payment

After 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, then, when 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 (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 | | | 108665 - طلب تقارير مساحية | Divya Kushalappa | 09.06.2020 09:56:01 | |
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| 108536 | Plot Document Renewal Allotted Request | | | 108536 - مخطط بديل (ملك) | Divya Kushalappa | 31.05.2020 10:35:15 | |

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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

Town Planning Services

My Cases (27) My Notifications

My Payments ? Help

Billing Documents for case with ID

Print Version Export

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

Pay Selected Item Back

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

My cases (ZH)


My Notification

Payment Amount: 5,000.00



Amount Already Payed: 0.00

* Transaction Amount 5,000.00 AED

☒ E-Dirham




☐ 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: Choose Files No file chosen

Clear Add attachment

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

Delete Attachment

Save Cancel

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

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

Customer Action 300093409

Selected Notification

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

Status details

Current System Status: Open

Complete

Attachments

Add attachment

Comments

Note from Department:

testing external

Note from Applicant:

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/lost Replacement will be issued and sent to the applicant via Email