

# User Manual

## Building Permits

### Building Permit for Building without Permit

### 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.

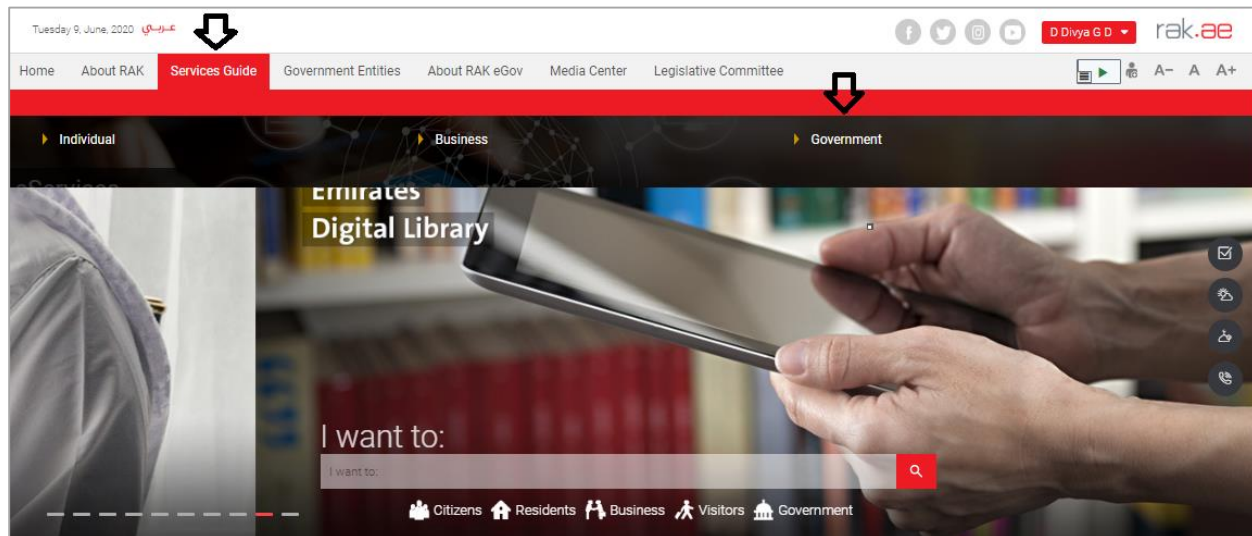
The Building Permits (Building Permit for Building without Permit) allows the consultants to get the building permit for building without permit from the RAK municipality, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Building Permits (Building Permit for Building without Permit). It also guides them on how to create, send and track the request electronically.

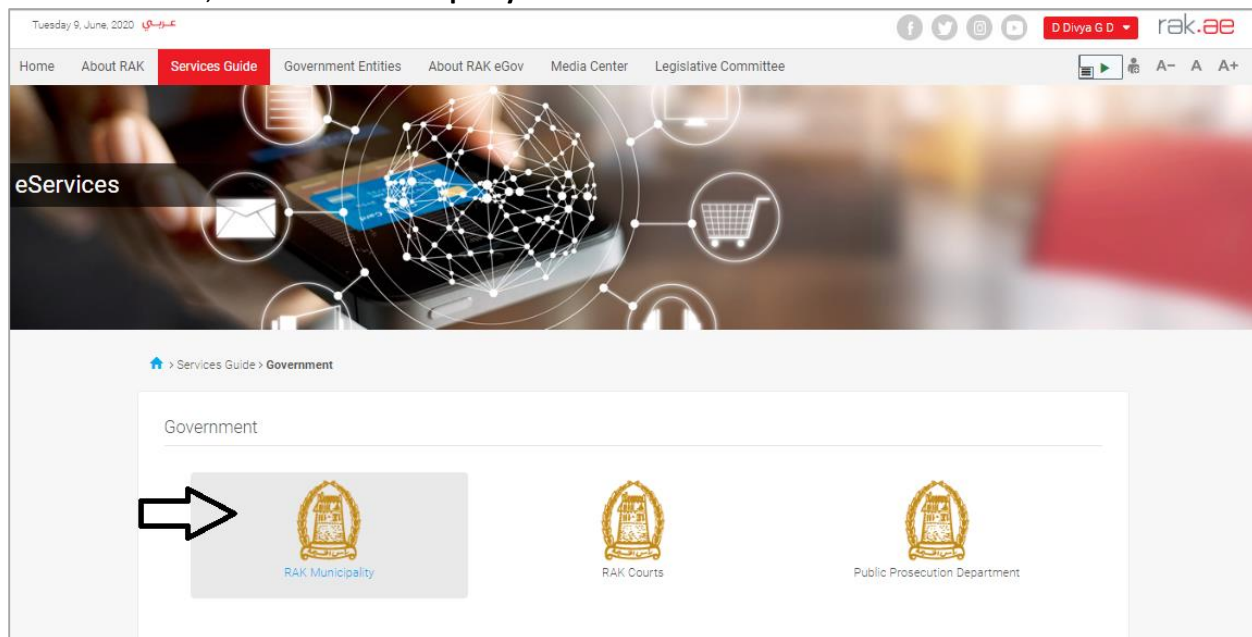
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and Access the Building Permits (Building Permit for Building without Permit)

- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Building Permits (Building Permit for Building without Permit), click on the “Service Guide” then click on “Government”



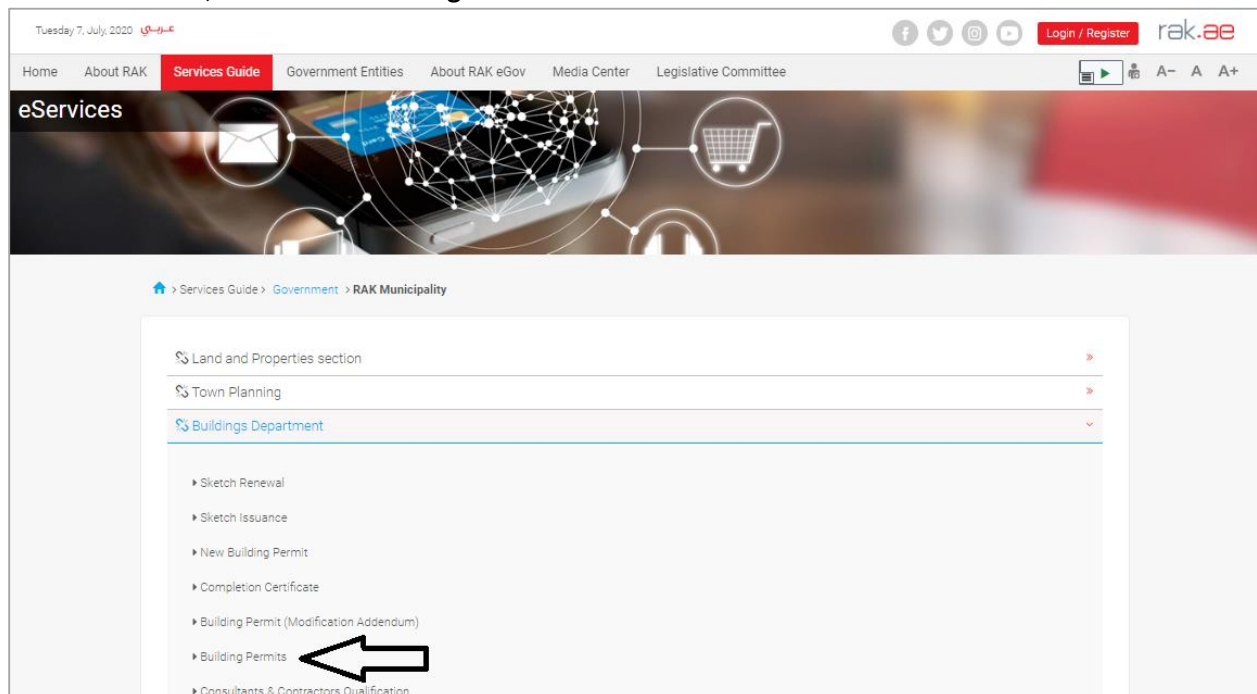
- 3- Next, select “RAK Municipality”



- 4- Next, select “Buildings Department”



##### 5- Next, click on the Building Permits



The services screen displays list of the building permits services that are provided to the consultants and the definition of this section which is aimed to improve the regulations, specifications, construction standards and buildings, also to ensure compliance with the law and the development of buildings and develop the standard specifications of the buildings and the issuance of different permits and ensure compliance with the requirements of the approved requirement. In addition to the issuance of permits for construction projects in the emirate, and coordination with local departments and federal institutions about the requirements of buildings.

The screenshot shows the RAK Municipality eServices portal. The top navigation bar includes links for Home, About RAK, Services Guide (highlighted), Government Entities, About RAK eGov, Media Center, and Legislative Committee. The main header features the 'eServices' logo and a background image of a smartphone with various service icons. Below the header, a breadcrumb trail reads: Home > Services Guide > Government > RAK Municipality > Building Permits. The left sidebar contains a map of Ras Al Khaimah with a location pin and coordinates (25°46'35.0"N 55°56'01.0"E). The main content area is titled 'Building Permits' and includes a descriptive paragraph about the section's purpose. Below this, a 'Section Services' list is provided, including: Modification and Adjustment Permit Request, Fencing Permit Request, Final New Building Permit Request, Building Permit Request for Buildings without Permit Request, Drawings Approval Request, Final Arrangement and Digging Permit Request, Interlock (Paving) Permit Request, Décor Permit Request, Maintenance Permit Request, Caravan Permit Request, Demolition Permit Request, Outside Planting Permit Request, Painting or Cladding Permit Request, Shaded Parking Permit Request, Renew Permit Request, Application Cancellation Request, Permit Cancellation Request, Change Design Consultant Request before Permit Delivery Case, Technical Exception Request, Project Request, and Occupy Public Space Permit.

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

This screenshot shows the same RAK Municipality eServices portal, but with the 'Start Service' button highlighted. The button is a red rectangle with the text 'Start Service' in white. A large black arrow points down to the button. The left sidebar now includes a 'Report a Bug' button and a 'Service Enquiry' section with contact information for the RAK Municipality, including a phone number (800661), a fax number (+971 72330899), an email address (info@mun.rak.ae), and a group email address (updategroup@mun.rak.ae). The main content area still displays the 'Section Services' list.

The Login page will be displayed as below:

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 **E-Permits** screen will be displayed enabling you to create, track, modify and pay the fees of the Building permits requests through its tabs.

**E-Permits**

My cases (ZP) My properties My permit notifications Permits Permits – ZP01 Drawing Approval

Case Registration

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
109142	To Whom It May Concern Letter Request			Building completion rate	Gincy Anto	07.07.2020 09:4
109004	Final New Building Permit Request			Final New Building Permit Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
109003	Project Request			Project Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
108883	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	24.06.2020 06:0
108880	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	23.06.2020 14:2

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All

Total number of cases: 18

- Click on the **Permits** Tab to have the requests displayed below:



E-Permits

My cases (ZP)

My properties

My permit notifications

Permits

Permits – ZP01 Drawing Approval

> ZP00-Project	> ZP01 - Drawing Approval
> ZP02 - New Building Permit	> ZP03 - Modification and Adjustment Permit Request
> ZP07 - Final Arrangement & Digging	> ZP08 - Building Permit Request for Buildings without Permit Request
> ZP09 - Temporary Building Permit	> ZP10 - Décor Permit
> ZP13 - Maintenance Permit	> ZP14 - Painting or Cladding Permit
> ZP15 - Demolition Permit	> ZP16 - Outside Planting Permit
> ZP17 - Interlock (Paving) Permit	> ZP18 - Extend Approval Validity Request
> ZP19 - Renew Permit Request	> ZP20 - Application Cancellation Request
> ZP21 - Permit Cancellation Request	> ZP22 - Shaded Parking Permit Request
> ZP23 - Change Design Consultant before Permit Delivery	> ZP24 - Technical Exception
> ZP25 - To Whom It May Concern letter	> ZP26 - Fees Exemption Request
> ZP27 - Outdoor Area Occupancy For Roads & Public Area	> ZP28 - Registering of Existing Units

**10- Click on the Building Permit for Building without Permit request to have the request form displayed below as follows:**

E-Permits

My cases (ZP)

My properties

My permit notifications

Permits

> Building Completion Rate	> ZP00-Project
> ZP01 - Drawing Approval	> ZP02 - New Building Permit
> ZP03 - Modification and Adjustment Permit Request	> <b>ZP08 - Building Permit Request for Buildings without Permit Request</b>
> ZP09 - Temporary Building Permit	> ZP10 - Décor Permit
> ZP13 - Maintenance Permit	> ZP14 - Painting or Cladding Permit
> ZP15 - Demolition Permit	> ZP16 - Outside Planting Permit
> ZP17 - Interlock (Paving) Permit	> ZP18 - Extend Approval Validity Request
> ZP19 - Renew Permit Request	> ZP20 - Application Cancellation Request
> ZP21 - Permit Cancellation Request	> ZP22 - Shaded Parking Permit Request
> ZP23 - Change Design Consultant before Permit Delivery	> ZP24 - Technical Exception
> ZP25 - To Whom It May Concern letter	> ZP26 - Fees Exemption Request
> ZP27 - Outdoor Area Occupancy For Roads & Public Area	> ZP28 - Registering of Existing Units

Create Building Permit Request for Buildings without Permit Request ? Help

Case Description:

Building Permit Request for Buildings without Permit Request

\* Submission Type:

\* Land Parcel ID:

Display Land Details



**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 Building Permit for Building without Permit Request

Once you clicked on the “Building Permit for Building without Permit” request, the request form will be displayed as follows allowing you to fill and submit it:

**E-Permits**

My cases (ZP) | My properties | My permit notifications | **Permits**

> Building Completion Rate	> ZP00-Project
> ZP01 - Drawing Approval	> ZP02 - New Building Permit
> ZP03 - Modification and Adjustment Permit Request	> <b>ZP08 - Building Permit Request for Buildings without Permit Request</b>
> ZP09 - Temporary Building Permit	> ZP10 - Décor Permit
> ZP13 - Maintenance Permit	> ZP14 - Painting or Cladding Permit
> ZP15 - Demolition Permit	> ZP16 - Outside Planting Permit
> ZP17 - Interlock (Paving) Permit	> ZP18 - Extend Approval Validity Request
> ZP19 - Renew Permit Request	> ZP20 - Application Cancellation Request
> ZP21 - Permit Cancellation Request	> ZP22 - Shaded Parking Permit Request
> ZP23 - Change Design Consultant before Permit Delivery	> ZP24 - Technical Exception
> ZP25 - To Whom It May Concern letter	> ZP26 - Fees Exemption Request
> ZP27 - Outdoor Area Occupancy For Roads & Public Area	> ZP28 - Registering of Existing Units

**Create Building Permit Request for Buildings without Permit Request** ? Help

Case Description: Building Permit Request for Buildings without Permit Request

\* Submission Type:

\* Land Parcel ID:

1. Select the type of the building for which you want to issue the permit from the “**Submission Type**” dropdown list:

\* Submission Type:

Building without Permit

Under Construction without Permit

Old System Permit

2. Enter the parcel number of the land for which you want to issue the permit in the “**Land Parcel ID**” field, then press the “**Enter**” key to have the parcel number displayed in the “**Case Description**” field, and the list of projects that exist on the land will be displayed in the “**Project Number**” field:

**Case Description:** Building Permit Request for Buildings without Permit Request - 211050333

\* Submission Type: Building without Permit

\* Land Parcel ID: 211050333

\* Project Number:

5573 - 211050333 - مشروع

**Notes:**

- Click on the “**Display Land Details**” button beside the “**Land Parcel ID**” field to view the details of the land as below:

\* Land Parcel ID: 211050333 **Display Land Details**

**Land Details**

Community:	القطاع 2   العربي	Maximum Building Height:	0.00
Block Number:	الجويس	Land Type:	
Plot Area:	0.00	<input type="checkbox"/> Demarcations	
Built Up Ratio:	0.00	Gate Level:	0.00
Land Usage:		Parcel Status:	Active

OK Close

- To create a new Project, click on the “**Create Project**” next to the “**Project Number**” field:

\* Project Number:  **Create Project**

The Create Project Request screen will show up as below:

Case Description: Project Request  
\* Land Parcel ID:  [Display Land Details](#)  
Submission Type:   
Sheikh Zayed Program Expiry Date:

**Applicant**  
\* Applicant Number: 3000113077  
Applicant Type: Consultant  
Applicant Name: مؤسسة اربع المزارات العامة والتجارة  
Applicant Mobile Number: 0954885112  
Applicant Mail Address: broussard@egac.rak.ae  
\* Trade Licence: 39139

**Applicant Representative**  
\* Rep. Name: Gincy Anto  
Rep. Mail Address: msouafa.k@egac.rak.ae  
\* Rep. Mobile Number: 0502635646

**Business Partner**  
[Design Consultant](#) [Supervision Consultant](#) [Contractor](#) [Subcontractor](#)  
Business Partner Number:   
Design Consultant Name:   
Trade Licence Number:   
Trade Licence Expiry Date:   
Grade:   
Registration Expiry Date:

**List of Activities**  

Action Description

**Attachments**  
**List of Attachments**  

Document Type	File Description


  
[Add New](#) [Delete from List](#)  
[Submit](#) [Clear](#)

Enter the required information then press “**Submit**” to create a new project.

- Select the required project for which you want to issue the permit from the “Project Number” dropdown list:

\* Project Number:

- Enter the number of the old permit in the “**Old System Permit Number**” field when you selected the “**Old System Permit**” from the “**Submission Type**” dropdown list.

\* Submission Type: Old System Permit 

\* Land Parcel ID: 211050333

\* Project Number:

Old System Permit Number: 3456663

5. Enter the description of the required permit in the “**Permit Description**” field:

\* Permit Description:

6. Select the project submission type from the “**Submission Type**” dropdown list:

Submission Type:

- Sheikh Zayed Program Case
- Old System Approved Drawing Case
- Special Project Case
- Normal Case
- Completion Certificate

Note: if you select the submission type to be “**Sheikh Zayed Program**”, you have to select the expiry date from the “**Sheikh Zayed Program Expiry Date**” calendar:

Submission Type: Sheikh Zayed Program Case

\* Sheikh Zayed Program Expiry Date:

Calendar view for July 2020:

	Mo	Tu	We	Th	Fr	Sa	Su
27	29	30	1	2	3	4	5
28	6	7	8	9	10	11	12
29	13	14	15	16	17	18	19
30	20	21	22	23	24	25	26
31	27	28	29	30	31	1	2
32	3	4	5	6	7	8	9

7. In the **Applicant** block, the system automatically displays the name, number, mobile number and email address of the applicant who logged in to the service, in addition to the representative information.

Applicant	
* Applicant Number:	3000113077
Applicant Type:	Consultant
Applicant Name:	مؤسسة الربيع للمقاولات العامة والديكور
Applicant Mobile Number:	0564885112
Applicant Mail Address:	ibtesam.a@egac.rak.ae
* Trade Licence:	39139
Applicant Representative	
* Rep. Name:	Divya Kushalappa
Rep. Mail Address:	moustafa.l@egac.rak.ae
* Rep. Mobile Number:	564041094

8. In the **Business Partner** block, the information, list of activities and the engineers list of the selected project's design consultant, supervision consultant, contractors, and subcontractor.

Business Partner

Design Consultant

Supervision Consultant

Contractor

Subcontractor

Business Partner Number:

3000113077

Design Consultant Name:

مؤسسة الربيع للمقاولات العامة...

Trade Licence Number:

39139

Trade Licence Expiry Date:

20.05.2050

Grade:

2

G+M+4

Registration Expiry Date:

01.01.2050

List of Activities

Action Description

Consultation

Design Consultant Engineers

Name	Speciality	Mobile Number	Assigned Area
Ali	Civil Eng	55667895	Julfar

Add New

Delete from List

Edit

Note: if there is missed information for any of the business partners, you can add them as follows for the contractor for example:

Business Partner


Design Consultant

Supervision Consultant

Contractor

Subcontractor

Business Partner Number:



Contractor Name:

Trade Licence Number:

Trade Licence Expiry Date:

Grade:

Registration Expiry Date:

To add a contractor, click on the Search icon in the “Business Partner Number” field, the search screen pops up:



Search: Business Partner Number

×

Search Criteria

Hide Search Criteria ?

Trade Licence Number

Search

Clear Entries

Reset to Default

Enter the trade license number then press the Search button to have the results list below:

Search: Business Partner Number

×

Search Criteria

Hide Search Criteria ?

Trade Licence Number

170

Search

Clear Entries

Reset to Default

Results List: 1 results found for Business Partner Number

BP Number	BP Name
3000000099	... العبادي لمقاولات البناء لمقاولات البناء ا

Select the required business partner, then it's information and list of activities will be displayed in the main screen:

**Business Partner**

Design ConsultantSupervision Consultant**Contractor**Subcontractor

Business Partner Number:3000000099

Contractor Name:العجادي لمقاولات البناء

Trade Licence Number:170

Trade Licence Expiry Date:01.09.2025

Grade:1

Registration Expiry Date:23.04.2021

**List of Activities**

Activity Description

Airports Contracting

- To add an engineer to the contractor, click on the “Add New” button:

**Contractor Engineers**

	Name	Speciality	Mobile Number	Assigned Area

Add NewDelete from ListEdit

The **Add Staff Engineer** screen will pop up:

### Add Staff Engineer

\* Staff Engineer ID:

Staff Engineer Name:

\* Speciality in Project:

Available Quota:

Mobile Number:

\* Assigned Area:

Enter the required information and click the “**Add**” button to have it in the engineer list:

### Contractor Engineers

Name	Speciality	Mobile Number	Assigned Area
محمد ؟	Structural	3534543	11

- To remove an engineer from the list, select it then click on the “**Delete from List**” button.

- In the **Existing Buildings** block, the buildings and fences available on the parcel will be displayed automatically, and you can add the missed ones as below:

### Existing Buildings

- To add a building to the selected project, click on the “**Add New**” below the **Existing Buildings** table:

Existing Buildings

Buildings

Existing Fence Details

Building Details

Building Number	Building Name	Construction Type	Foundation Type	Building Type	Height	Building (floors)

Add New

Delete from List

Edit

Add Floor

The **New Building Details** screen will pop up as below:

New Building Details

Building

Building Named:

\* Number of Typical Buildings:

1

Street/Street Number:

/:

\* Construction Type:

\* Building Type:

\* Foundation Type:

\* Building Cost:

0.00

\* Building System Type:

No of Heliports:

0

\* Building Status:

\* Building Height (in m):

0

No. Of Typical Floors:

0

No of Basement Floors:

0

No of Mezzanine Floors:

0

No of Roof Floors:

0

No of Penthouse:

0

No of Lifts:

0

Soil Barring Capacity:

0

Air Conditioned Area:

0

Power Consumption for AC:

0

Thermal Load:

0

Add Main Usage

Add

Cancel

- Enter the required information of the building and click on the **"Add Main Usage"** to select the usage of the building as below:

Main Usages List

Main Usages List

Main Usage Name
Offices
Residential
Villa
Commecrial
Service Block
Shopping Centers
Labor Accommodation
Employees /Students Accommodation
Warehouse
Car Services
Education
Moques
Hospitals
Hotels
Hotel Apartment
Bank
Cinema

Add

Cancel

c. Click the “Add” button to have the building listed in the Buildings table:

Existing Buildings

Buildings

Existing Fence Details

Building Details

Building Number	Building Name	Construction Type	Foundation Type	Building Type	Height	Building (floors)
1		Building	Isolated Foundation	Private Villa	5.00	G

d. To update the information of a building, select the required building then click on the “Edit” button.

Existing Buildings

Buildings Existing Fence Details

Building Details

Building Number	Building Name	Construction Type	Foundation Type	Building Type	Height	Building (floors)
1	Building	Isolated Foundation	Private Villa	5.00	G	

Add New
Delete from List
Edit
Add Floor

- e. To remove a building, select the required building then click on the **“Delete from List”** button

Building Details

Building Number	Building Name	Construction Type	Foundation Type	Building Type	Height	Building (floors)
1	Building	Isolated Foundation	Private Villa	5.00	G	

Add New
Delete from List
Edit
Add Floor

- f. To add floors to a building, select the required building then click on the **“Add Floor”**:

Building Details

Building Number	Building Name	Construction Type	Foundation Type	Building Type	Height	Building (floors)
1	Building	Isolated Foundation	Private Villa	5.00	G	

Add New
Delete from List
Edit
Add Floor

The Add Floor screen will pop up enabling you to add the floor/s to the selected building:

### Add Floor

\* Floor Number:

Floor Description:

\* Floor Type:

### Floor Measurements

Residential No.:

0

Residential Space:

0.00

Governmental No.:

0

Governmental Space:

0.00

Commercial No.:

0

Commercial Space:

0.00

Industrial No.:

0

Industrial Space:

0.00

Clear

Add

Cancel

- g. Fill the required information then click on the “**Add**” button to have the floor listed in the floors table as below:

Floors Related to Selected Building									
	Building Number	Floor Description	Floor Number	Floor Type	Residential No.	Residential Space	Governmental No.	Governmental Space	Commercial
	1	ground	G01	Ground Floor	1	400.00	10	10.00	
Delete from List									


- h. To remove a floor, select the required floor then click on the “**Delete from List**” button.
- i. To add or delete fences follow the same procedure of the building after clicking on the “**Existing Fence Details**” tab.
10. 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).
11. To upload documents:



### Attachments

#### List of Attachments

	Document Type	File Description



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

### Add Attachment

#### Attachment Details

\* Document Type:

\* Attachment:

- B. Select the name of the document to be attached from the “**Document Type**” drop down list:

\* Document Type:

Letter of Assignment  
Soil Report  
General  
Site Service Clearence  
Supervision Consultant Contract  
Design Consultant Contract  
Main Contractor Contract  
Sub Contractor Contract

- 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 from List” button to remove it

List of Attachments	
Document Type	File Description
Building Permit	doc.pdf

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

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

13. Click “Submit” 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.

**Result**

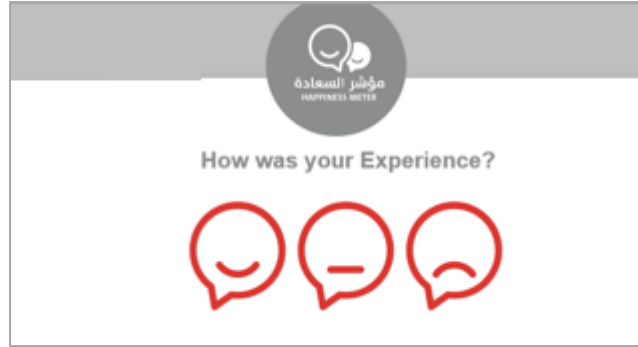
Request Type: ZP08 Building Permit Request for Buildings without Permit Request	Applicant Type: Owner
Created Case ID: 109177	Consultant:
Project Number:	Contractor:
Parcel ID: 412060234	Owners: 3000113378 Divya Kushalappa
Permit Description: ttty	Applicant Rep. Name:
Static Statement:	Applicant Rep. Mobile:
	Applicant Rep. Mail Address:
	Date of Submission: 08.07.2020 15:24:56

After your application has been successfully submitted:

- ✓ You will need to go directly to “[My Cases](#)” tab to track your request.
- ✓ Then you should pay the [request fees](#), so that 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, the required document will be issued and sent via E-mail to the applicant.

**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

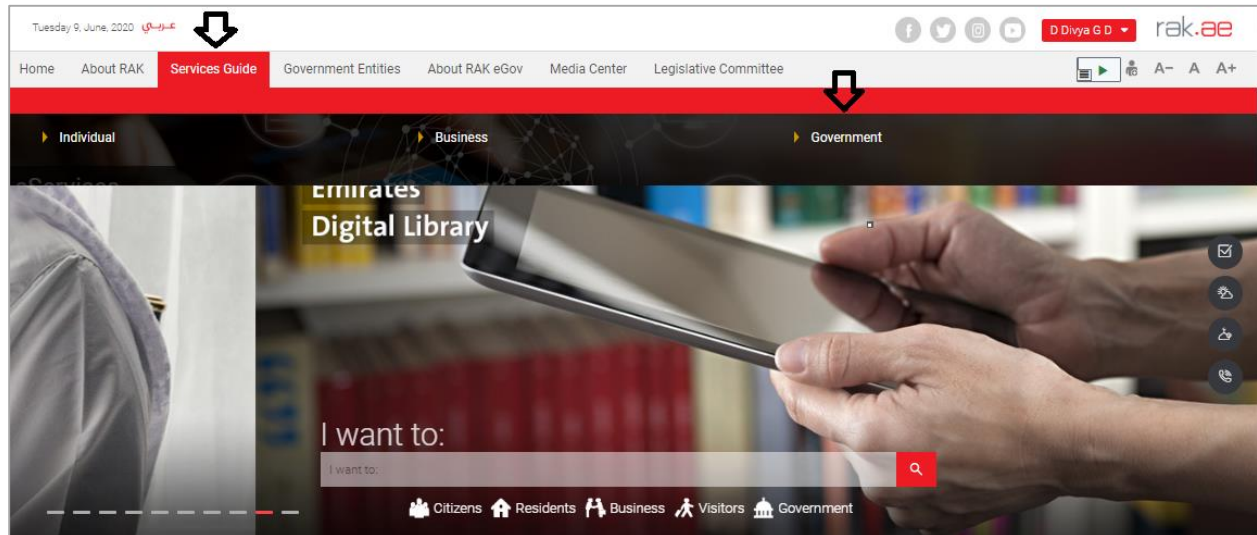
When you submit **Building Permit for Building without Permit** and pay the initial fee, it is received by the coordinator in the buildings department to review it and accordingly the coordinator will do one of the following actions:

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

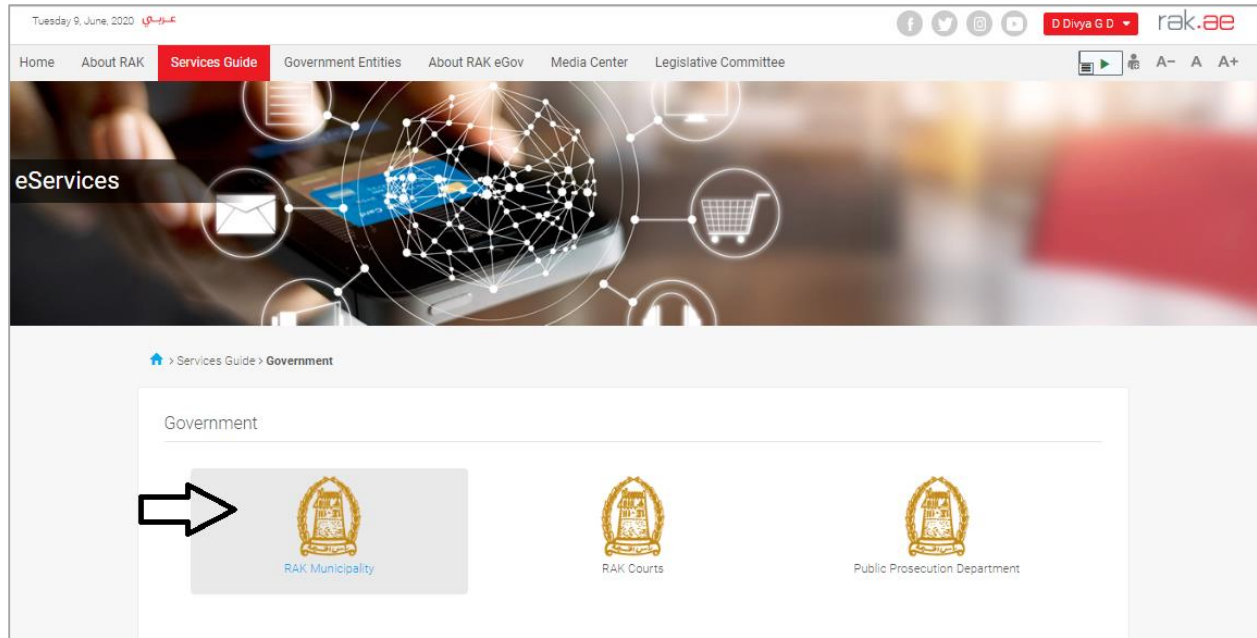
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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”**:



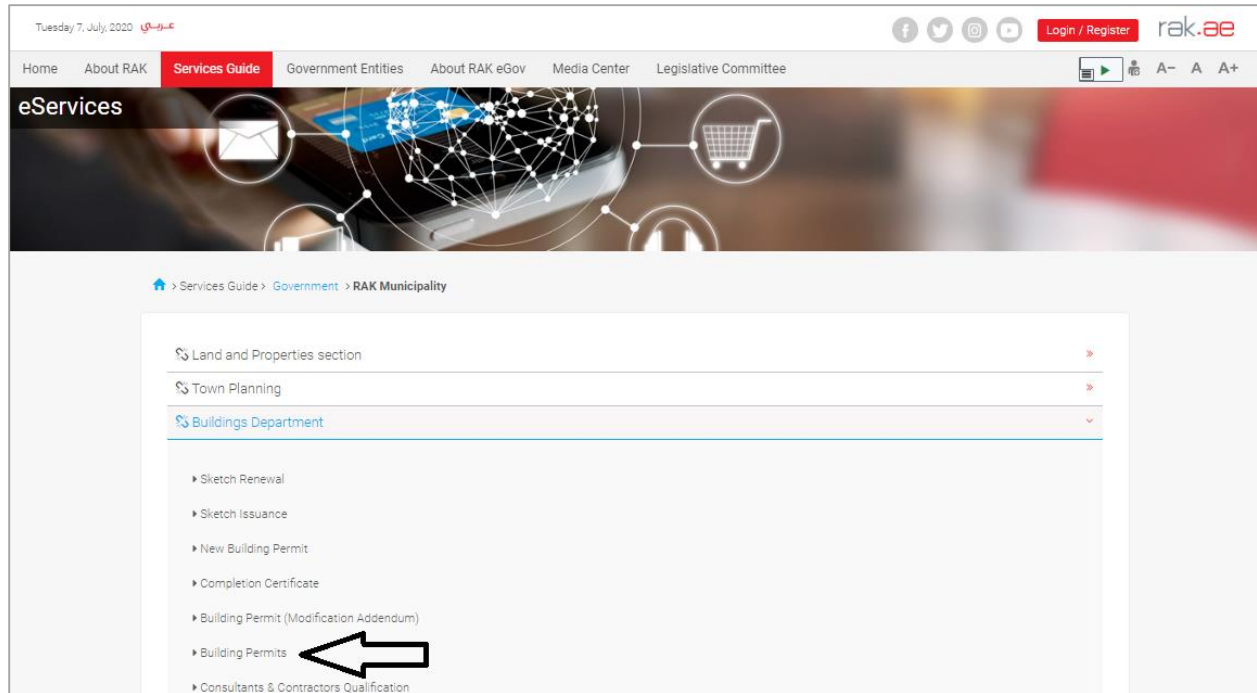
Next, select **“RAK Municipality”**



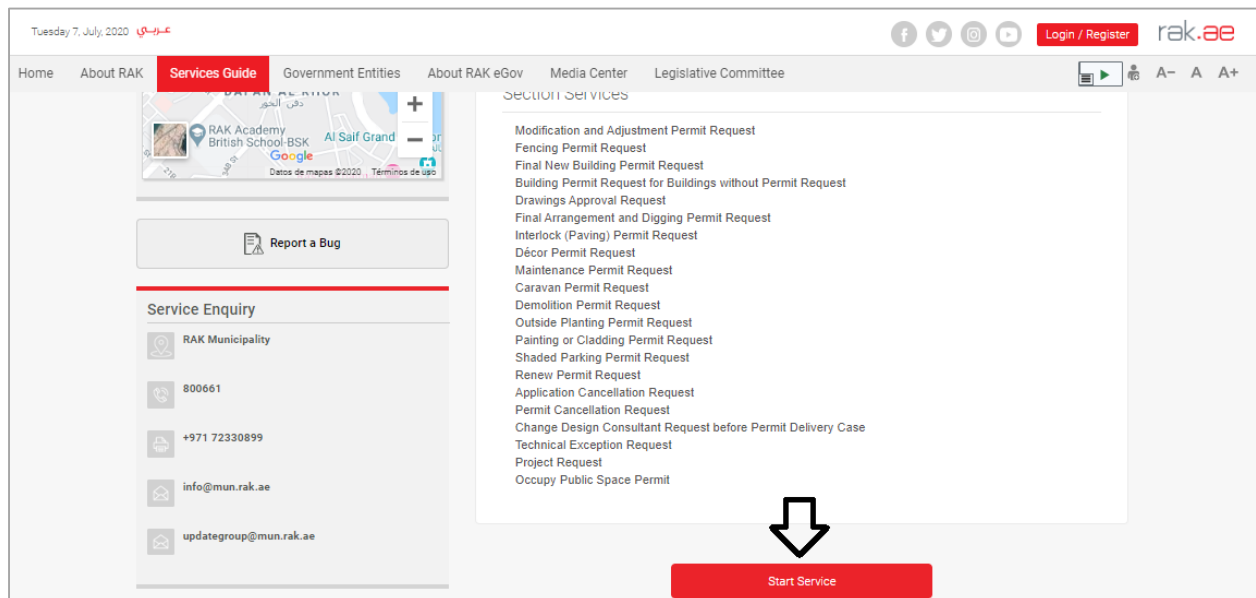
Next, select “**Buildings Department**”



Next, click on the **Building Permits**



Next, the service screen will be displayed, click on the “Start Service” button.



Next, the **Login** page will be displayed as below:

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-Permits

My cases (ZP) My properties My permit notifications Permits Permits – ZP01 Drawing Approval

Case Registration

My Cases ? Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
109142	To Whom It May Concern Letter Request			Building completion rate	Gincy Anto	07.07.2020 09:4
109004	Final New Building Permit Request			Final New Building Permit Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
109003	Project Request			Project Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
108883	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	24.06.2020 06:0
108880	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	23.06.2020 14:2

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All

Total number of cases: 18

“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-Permits**

My cases (ZP) My properties My permit notifications Permits Permits – ZP01 Drawing Approval

Case Registration

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
109142	To Whom It May Concern Letter Request			Building completion rate	Gincy Anto	07.07.2020 09:4
109004	Final New Building Permit Request			Final New Building Permit Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
109003	Project Request			Project Request - 412090848	مؤسسة الربيع للمقاولات العامة والديكور	30.06.2020 06:5
108883	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	24.06.2020 06:0
108880	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	23.06.2020 14:2

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All

Total number of cases: 18

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

**Details for case with ID 108883**

**Case Attributes**

Title: Registering Existing Units

Case Type: Registering Units for Existing Buildings

Last Changed by: System

Changed On: 24.06.2020 06:15:51

Created By: PORTAL1

Created On: 24.06.2020 06:07:56

Case ID: 108883

Final Decision:

Applicant ID: مؤسسة الربيع للمقاولات العامة والديكور

Representative Email: hend.m@egac.rak.ae

Represent Mobile No: 0564885112

Representative Name: Gincy Anto

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-Permits**

My cases (ZP) | My properties | My permit notifications | Permits | Permits – ZP01 Drawing Approval

Case Registration

**My Cases** [Help](#)

**My Cases**

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
109142	To Whom It May Concern Letter Request			Building completion rate	Gincy Anto	07.07.2020 09:4
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108883	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	24.06.2020 06:0
108880	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	23.06.2020 14:2

Case Details | Case Documents | Case Notifications | Payment Requests

Creation date frame: All

Total number of cases: 18

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 108883**

Uploaded documents | **Generated documents**

File Description	
E20 WorkingFileKAYInvestmentconcordUAT.xlsx	

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-Permits

My cases (ZP) | My properties | My permit notifications | Permits | Permits – ZP01 Drawing Approval

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
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Case Details | Case Documents | Case Notifications | Payment Requests

Creation date frame: All

Total number of cases: 18

The Notifications screen of the selected request appears as follows:

### E-Permits

My cases (ZP) | My properties | My permit notifications | Permits | Permits – ZP01 Drawing Approval

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 F
300095697	إرسال مهام المتعامل للطلب رقم 108883	24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			
300095696	Customer Action Created for Case 108883	24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			
300095695	Customer Action Created for Case 108883	24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			
300095694	إرسال مهام المتعامل للطلب رقم 108883	24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			
300095693	Customer Action Created for Case 108883	24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			
300095692		24.06.2020	24.06.2020	108883	ZP28	Registering Units for Existing Buildings			

Back

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

## Fee Payment

You need to access the "My Cases" tab to pay the inspection dues immediately after submitting your request, so your request will be received by the Buildings section coordinator to review it. Then, after the approval, you need to pay the final fee following the same procedure below.

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-Permits**

My cases (ZP) | My properties | My permit notifications | Permits | Permits – ZP01 Drawing Approval

Case Registration

**My Cases** ? Help

**My Cases**

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On
109143	Registering Existing Units			Registering Existing Units	مؤسسة الربيع للمقاولات العامة والديكور	07.07.2020 09:4
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Case Details | Case Documents | Case Notifications | **Payment Requests**

Creation date frame: All

Total number of cases: 18

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

**E-Permits**

My cases (ZP) | My properties | My permit notifications | Permits | Permits – ZP01 Drawing Approval

**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
	108883	910029355	100.00	100.00	0.00	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: 100.00



Amount Already Paid: 0.00

\* Transaction Amount 100.00 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



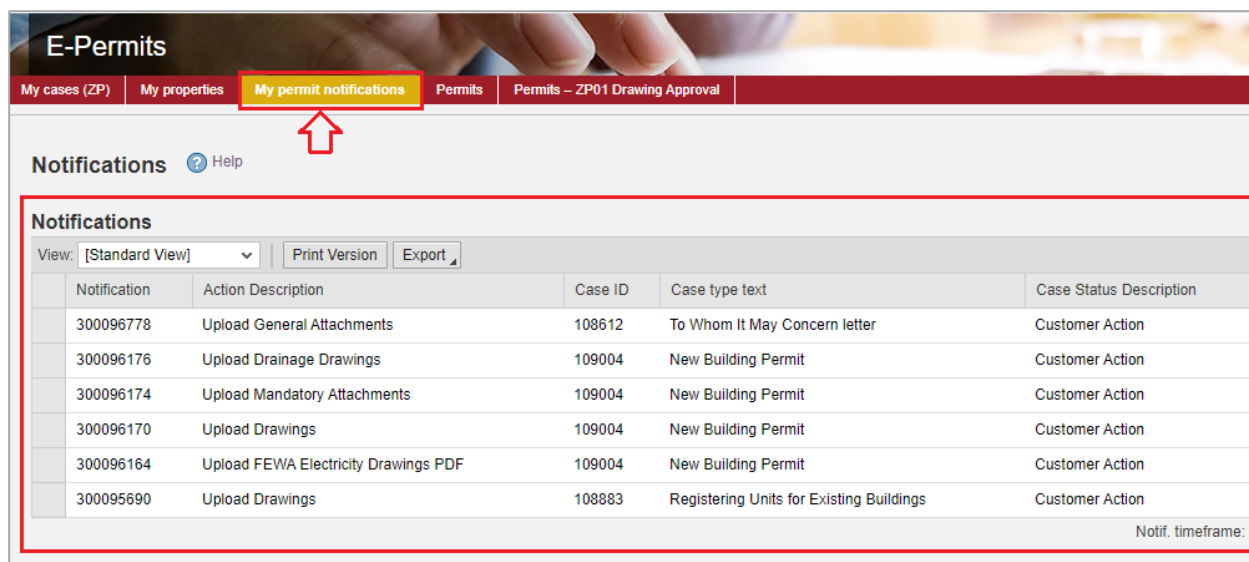
The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

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



**E-Permits**

My cases (ZP) | My properties | **My permit notifications** | Permits | Permits – ZP01 Drawing Approval

**Notifications** ? Help

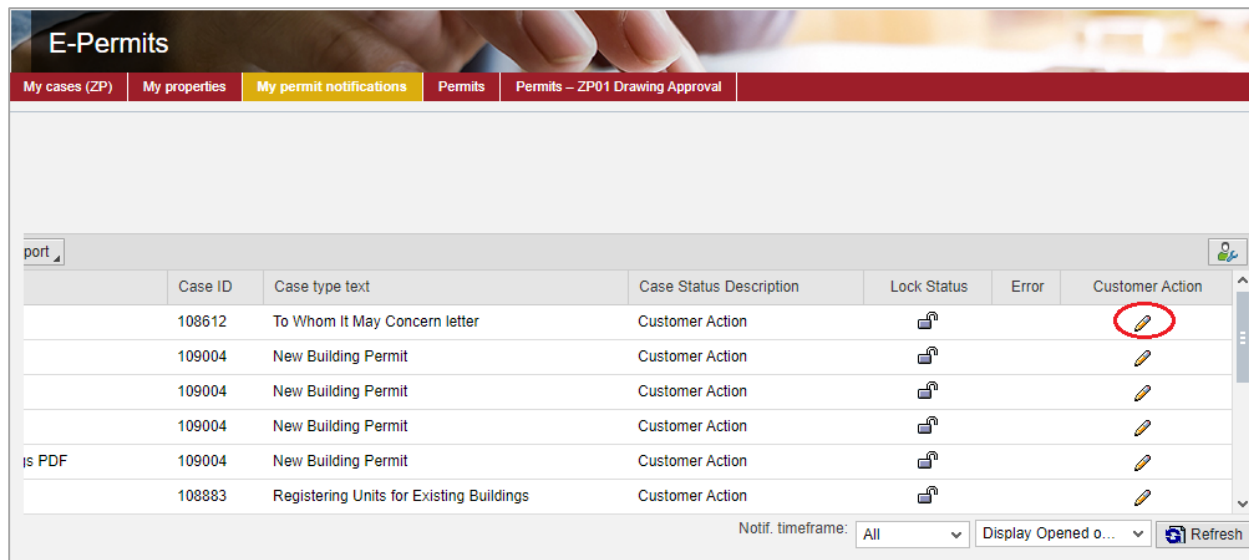
**Notifications**

View: [Standard View] | Print Version | Export

Notification	Action Description	Case ID	Case type text	Case Status Description
300096778	Upload General Attachments	108612	To Whom It May Concern letter	Customer Action
300096176	Upload Drainage Drawings	109004	New Building Permit	Customer Action
300096174	Upload Mandatory Attachments	109004	New Building Permit	Customer Action
300096170	Upload Drawings	109004	New Building Permit	Customer Action
300096164	Upload FEWA Electricity Drawings PDF	109004	New Building Permit	Customer Action
300095690	Upload Drawings	108883	Registering Units for Existing Buildings	Customer Action

Notif. timeframe:







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



**E-Permits**


My cases (ZP) | My properties | **My permit notifications** | Permits | Permits – ZP01 Drawing Approval

port

Case ID	Case type text	Case Status Description	Lock Status	Error	Customer Action
108612	To Whom It May Concern letter	Customer Action	🔒		
109004	New Building Permit	Customer Action	🔒		
109004	New Building Permit	Customer Action	🔒		
109004	New Building Permit	Customer Action	🔒		
109004	New Building Permit	Customer Action	🔒		
108883	Registering Units for Existing Buildings	Customer Action	🔒		

Notif. timeframe: All | Display Opened o... | Refresh

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 300096778**

**Selected Notification**

Notification: 300096778	Case ID: 108612
Created on: 06.07.2020	Case Type: ZP25 To Whom It May Concern letter
Requester: System	BusinessPartner: 1 Gincy Anto
Lock Status:	Land Parcel ID: 305010018
	Building:

**Status details**

Current System Status: Open

Complete

**Attachments**

Add attachment 3

**Comments**

2

Note from Municipality:

Cusotmer Action..Notes from Muncipality

Note from Consultant:

Save Cancel

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

**Documents management for notification: 300096778**

**Attachment Details**

\* Attachment:

Choose Files

No file chosen

Clear

Add attachment

	File Description	Mime Type	

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 300096778**

**Selected Notification**

Notification: 300096778

Case ID: 108612

Created on: 06.07.2020

Case Type: ZP25 To Whom It May Concern letter

Requester: System

BusinessPartner: 1 Gincy Anto

Lock Status:

Land Parcel ID: 305010018

Building:

**Status details**

Current System Status: Open

Complete

**Attachments**

Add attachment

**Comments**

Note from Municipality:

Cusotmer Action..Notes from Municipality

Note from Consultant:

Save

Cancel

- Click **“Complete”** and then **“Save”** to complete your modifications, then the request will be removed from **“My Permits Notifications”** tab and the request will be submitted again to the Building coordinator for review.

Upon approval, the required document will be issued and sent to the applicant via E-mail, so he can download the electronic copy.