User Manual
Initial Approval for Real Estate Office Request
Land and Property Section

Contents:

Introduction:

The land and property section 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.
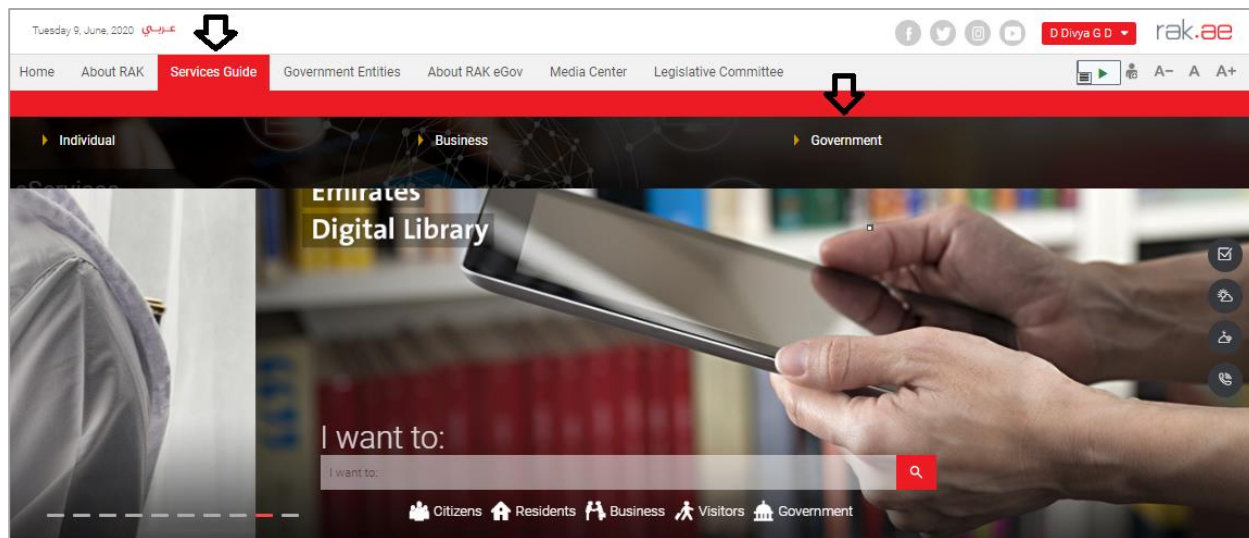
The Initial Approval for Real Estate Office Request allows customers to obtain approval statement to establish a real estate business, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Initial Approval for Real Estate Office 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.

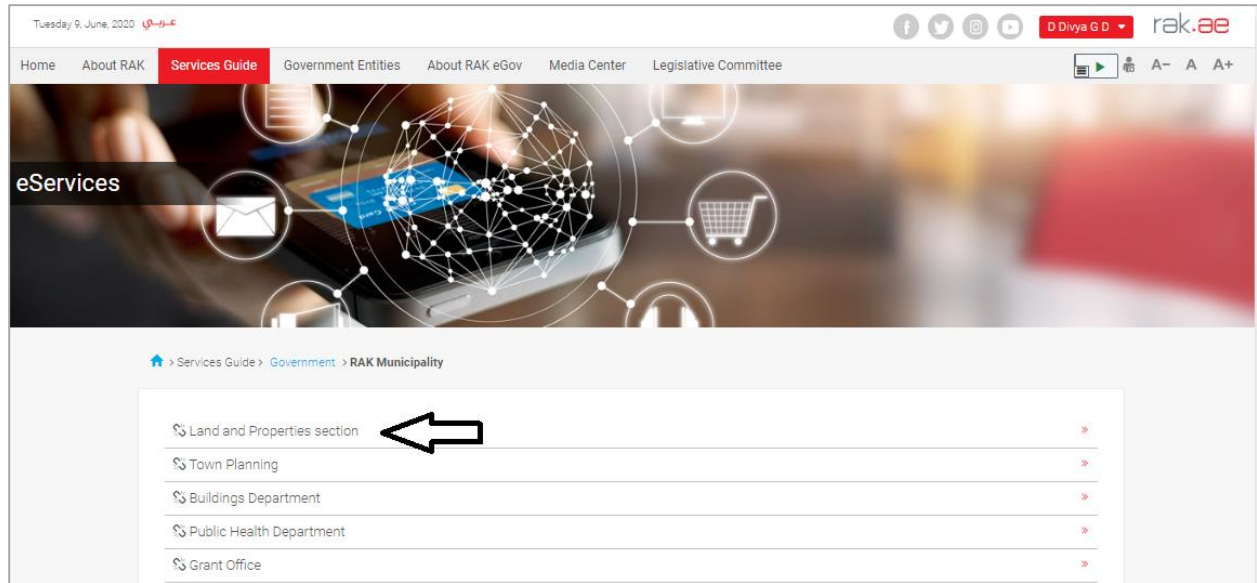# Login and access to the Initial Approval for Real Estate Office Request

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the Initial Approval for Real Estate Office Request, click on the "**Service Guide**" then click on "**Government**"
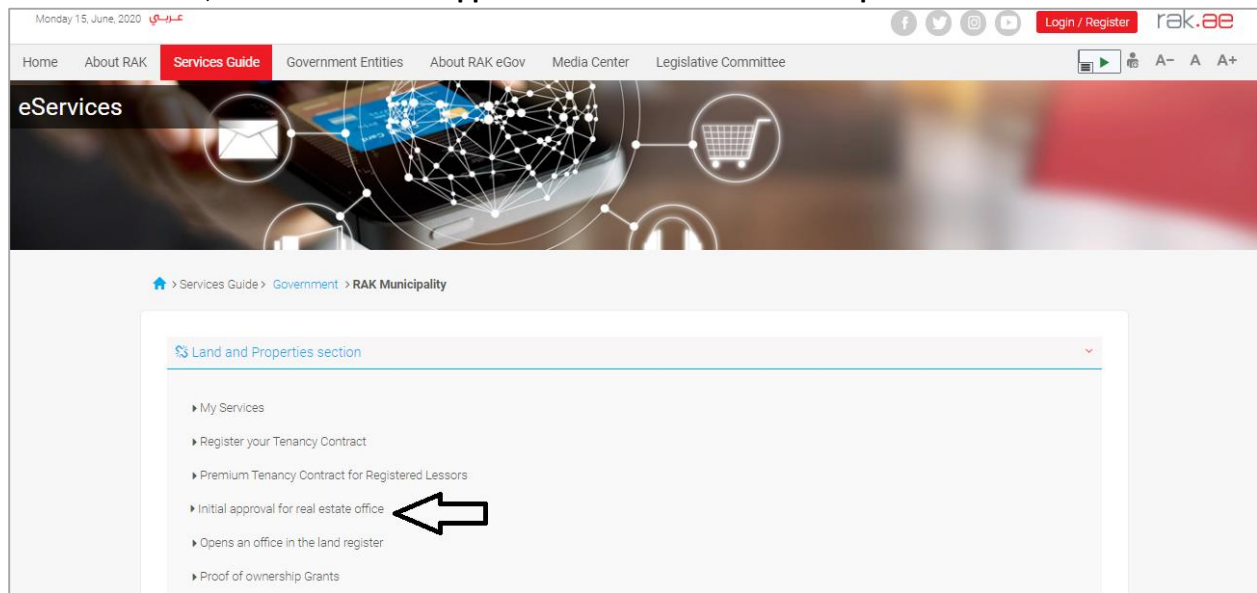

3- Next, select "**RAK Municipality**"
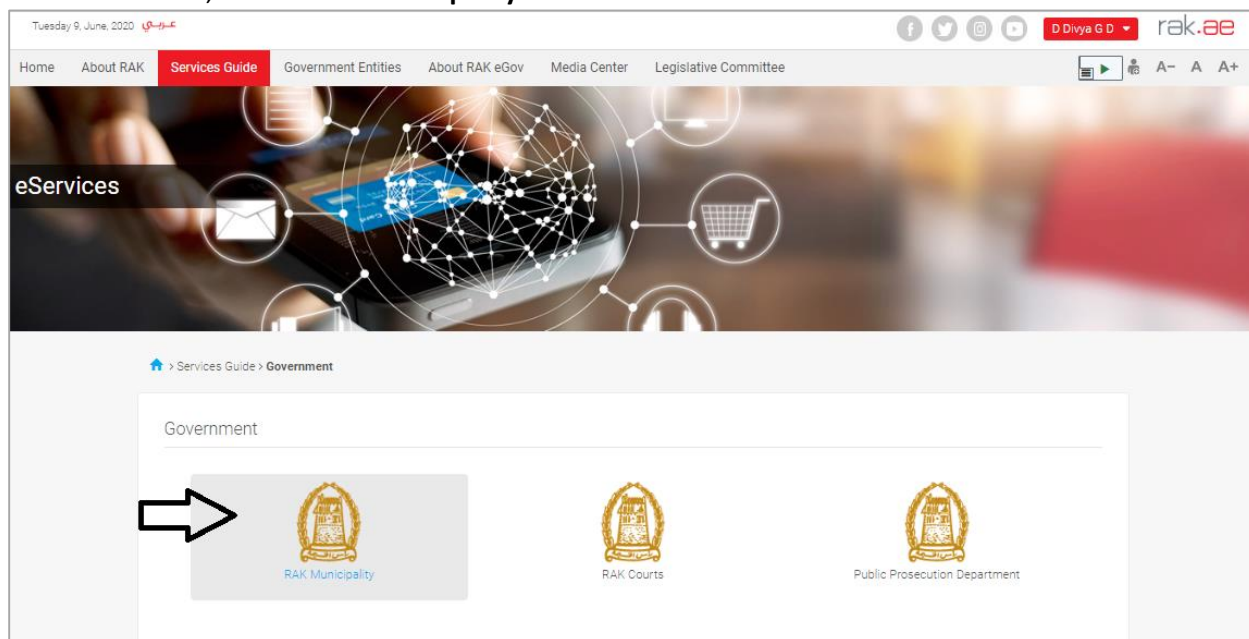
4- Next, select "**Land and Properties Section**"

5- Next, click on the **Initial Approval for Real Estate Office Request**

6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.
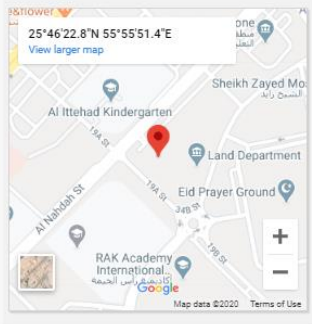
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Login / Register   rak.ae

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eServices

🏠 > Services Guide > Government > RAK Municipality > Land and Property Sector > **Initial approval for real estate office**

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

Initial approval for real estate office

This service allows customers to obtain approval statement to establish a real estate business.

Step 1	Sign up using portal account
Step 2	Submit Initial approval for real estate office request by filling the online form, and attaching the required documents
Step 3	Pay requested fee.
Step 4	The concerned department will review the request and take a decision
Step 5	Upon approval, Approval letter will be issued- The customer will be notified with a copy of approval letter via email, or he can receive the original letter from Municipality (customer service happiness).

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

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Processing Time

2 working hours

Required Documents

For emirates :

1. Copy of emirates ID
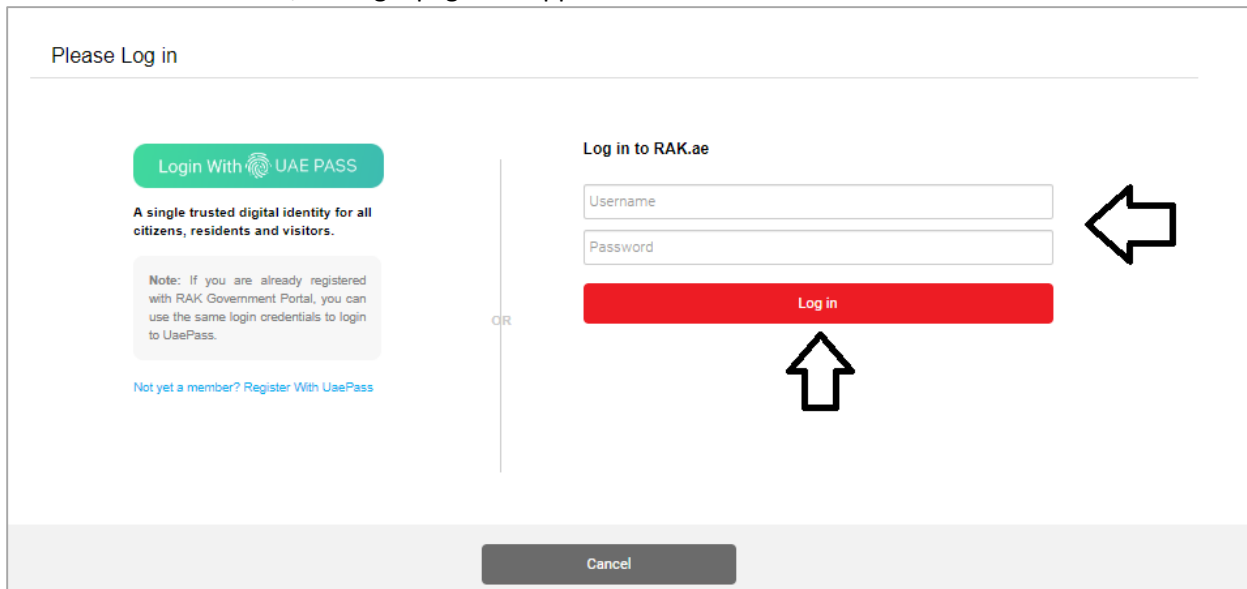2. Copy of good conduct certificate.

GGC :

1. Copy of ID (residence)
2. Copy of passport
3. Copy of good conduct certificate from UAE
4. National ID

Start Service

Create Initial Approval for Real Estate Office Request

1. After you access the **Initial Approval for Real Estate Office 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 **Initial Approval for Real Estate Office Request** form will be displayed enabling you to create the request:

Initial Approval for Real Estate Office

General Information

* Applicant:	3000113378	Divya Kushalappa

Beneficiaries Information

List of Partners

Partner ID	Partner Name	Nationality	Mobile

[Add] [Delete From List] [Clear]

Attachments

List of Attachments

Type Description	File Description

4. In **General Information** block, As you login to the service, the system will display your name and number in the "**Applicant**" fields automatically.

* Applicant:	3000113378	Divya Kushalappa

5. In the "**Beneficiaries Information**" block, you need to insert the list of the new partners, click on the "**Add**" button to insert the new partner/s:

Beneficiaries Information

List of Partners

Partner ID	Partner Name	Nationality	Mobile

[Add] [Delete From List] [Clear]

"**Search Business partner**" screen shows up to enable you to search for the new partner/s by many ways:

6. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:
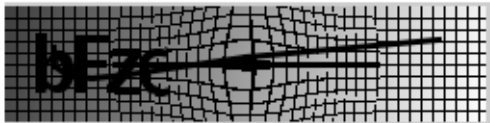

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	Selection Criteria: Emirates ID * Emirates ID: 784 * Nationality: * Date of Birth:
Search by the passport number (for non-Emirates ID holders), then enter: • Passport number • Select the Passport type • Select the nationality • Select the date of birth	Selection Criteria: By Passport(non EID holder only) * Passport Number: * Passport Type: ORDINARY PASSPORT * Nationality: * Date of Birth:

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

7. 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.

8. Enter the "**Ok**" button to insert the selected person in the partners list as below:

List of Partners

Partner ID	Partner Name	Nationality	Mobile
3000113378	Divya Kushalappa	AE - Utd.Arab Emir.	564041094

Note: to delete one partner form the partners list, select the required one, then click on the "**Delete from list**" button.

List of Partners

	Partner ID	Partner Name	Nationality	Mobile
	3000113378	Divya Kushalappa	AE - Utd.Arab Emir.	564041094

Add   Delete From List   Clear

9. 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).

10. To upload documents:

Attachments

List of Attachments

Type Description	File Description

Add New   Delete

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:

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**" button to remove it

10. Enter your notes in the "**Notes**" field

11. You have the following options to do:
  - "**Submit**" to complete the request.
  - or clear all fields by selecting "**clear**"
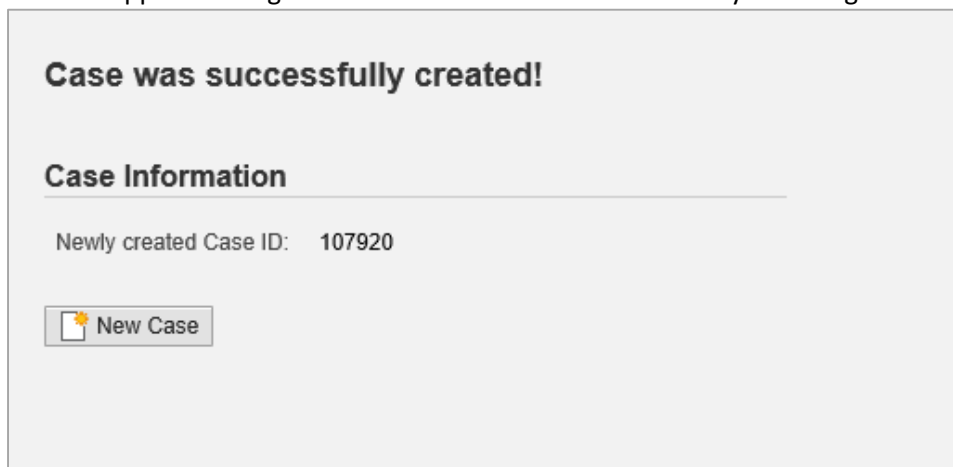
12. Click "**Submit**" and confirm the submission in the following confirmation message.

A screen will appear stating that the case is submitted successfully including the **case ID**.
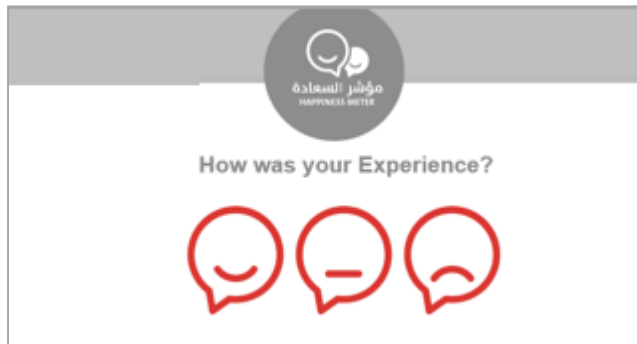
Case was successfully created!

Case Information

Newly created Case ID: 107920

[📄 New Case]

13. To apply for a new service, click "**New Case**"

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, the approval letter will be issued and the customer will be notified with a copy of approval letter via email, or he can receive the original letter from Municipality (customer service happiness).

> **Note**: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:
>
> مؤشر السعادة
> HAPPINESS METER
>
> How was your Experience?
>
> Select the required face and your evaluation will be submitted directly.

My Cases

When you submit the Initial Approval for Real Estate Office Request, it is received by the coordinator in the land and property 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 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**":
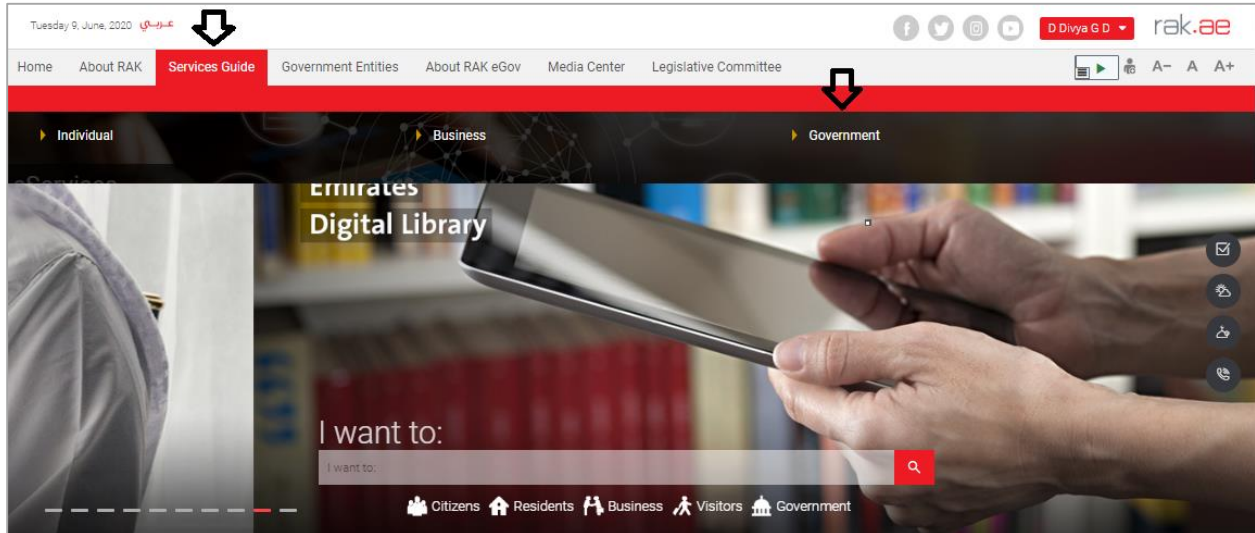
Next, select "**RAK Municipality**"
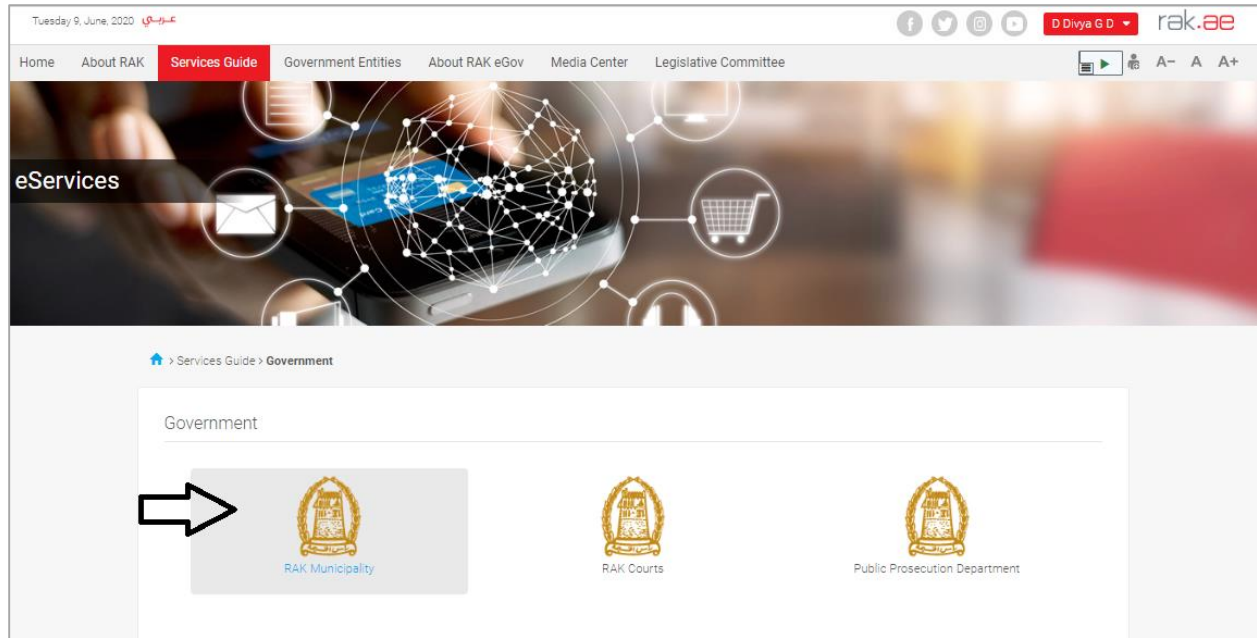
Next, Select the "**Land and Properties Section**"
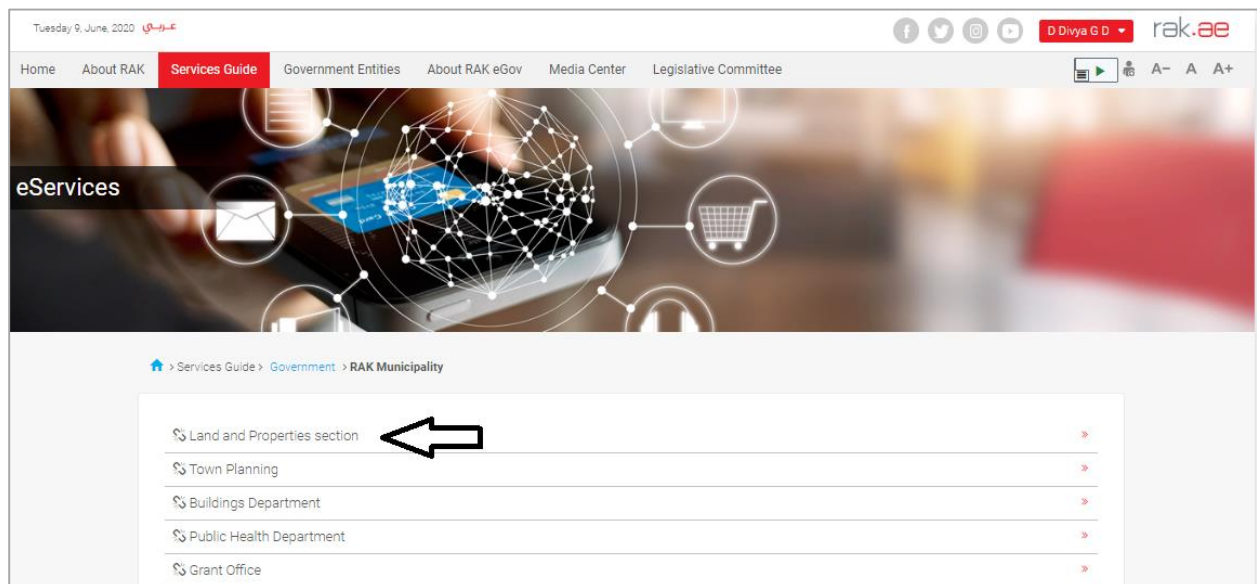
Next, Select "**My Services**"
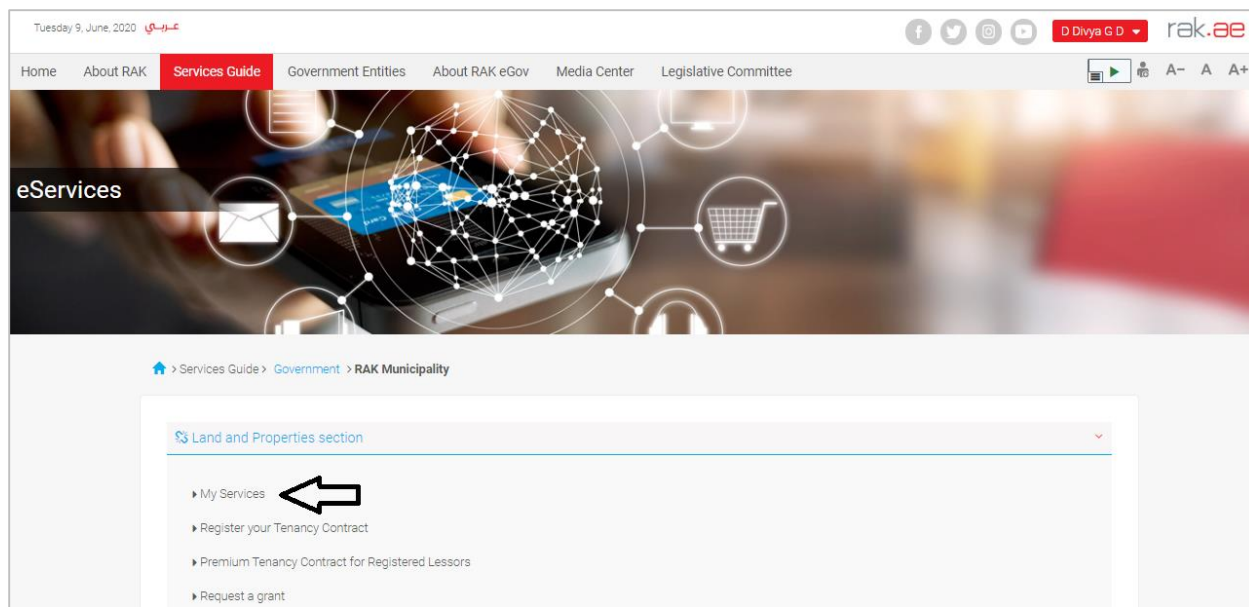
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the land and properties section 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

Details for case with ID 107920

Case Attributes

Title:	
Case Type:	Proof of ownership Grants
Last Changed by:	System
Changed On:	19.04.2020 05:42:36
Created By:	PORTAL1
Created On:	19.04.2020 05:42:30
Case ID:	107920
Final Decision:	
Additional Fees:	0.00
Add Fees Description:	
Addition Information:	
Granted BY:	
Grant Date:	
Property Type:	
No. of List:	0000000000000000
No of Units:	0
Proof Type:	Built Housing Grants
Status:	Coordentor Review

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

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 the coordinator of the land and property section accepts your request, the system will notify you to pay the request fees via email and SMS, so in "**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 land and properties 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 "**Details**" icon 🖉 to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

2. Click on "**Open case**" button to modify the request ➔ the request details screen opens

Land and Property Sector Services (?) Help

Update

(▼) **General Information**

Case Description: Proof of ownership grant
Application Type: Proof of ownership grant
Case Information: Proof of ownership grant

Customer Note:

(▼) **Applicant Details**

Applicant

Applicant Number: 3000113077
Applicant Name: مصطفى احمد
Applicant Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae

(▼) **Attachments**

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
☐	EID copy	Upload	
☐	Other Documents	Upload	
☐	Passport copy	Upload	
☐	Personal picture	Upload	

3. Modify the request as per the coordinator comments.
4. Click the "**Update**" button. A confirmation message will pop up:

Submit Case Creation ☐

Do you want to submit the request?

Submit   Cancel

5. Click "**Submit**", 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 land and properties coordinator for review.

After the request gets the final approval, the approval letter will be issued and the customer will be notified with a copy of approval letter via email, or he can receive the original letter from Municipality (customer service happiness).