

User Manual

Re-planning request for Grant

Town Planning Department

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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.

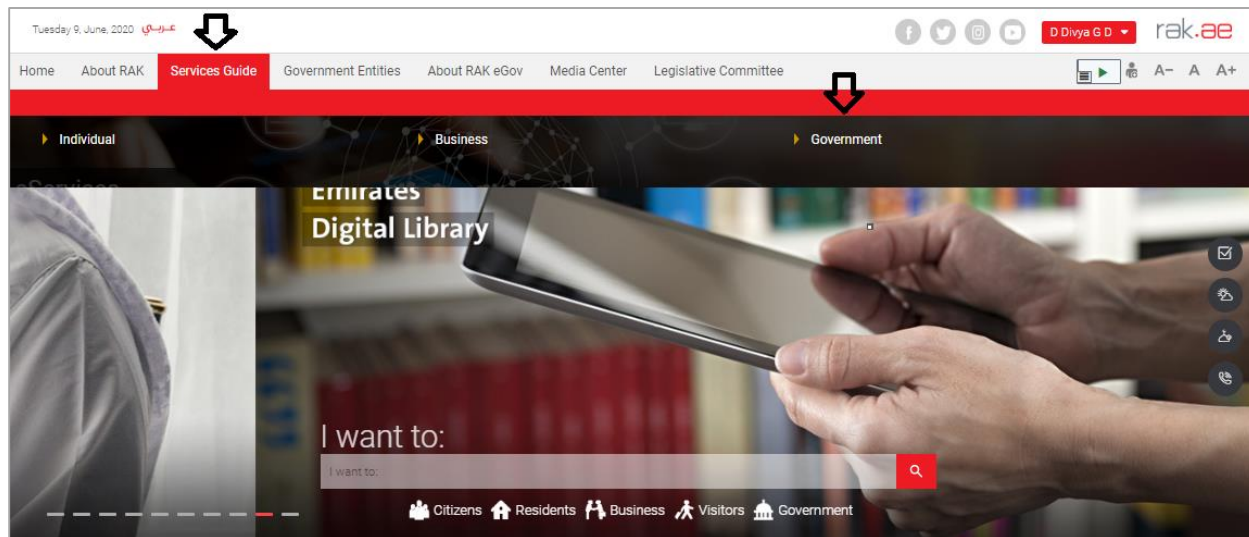
The Re-planning request for Grant service allows the applicant to re-plan a grant plot that has an issue to build on it., after attach the required documents and pay the required service fee.

This guide shows customers how to access the Re-planning request for Grant. It also guides them on how to create, send and track the request electronically.

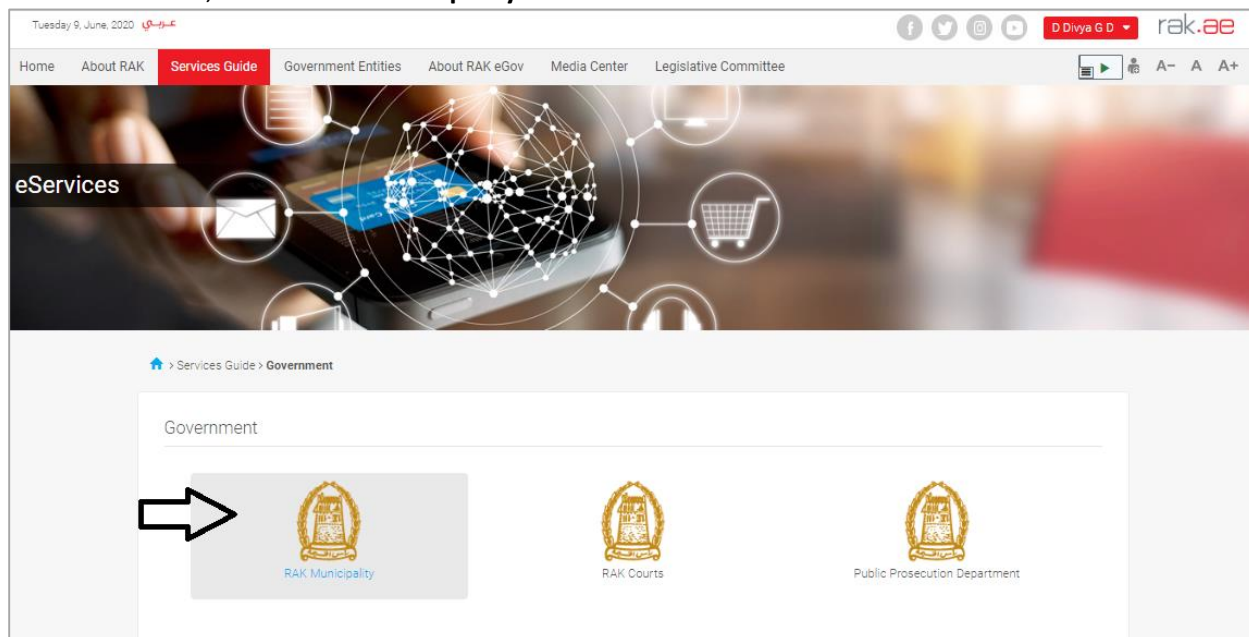
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Re-planning request for Grant

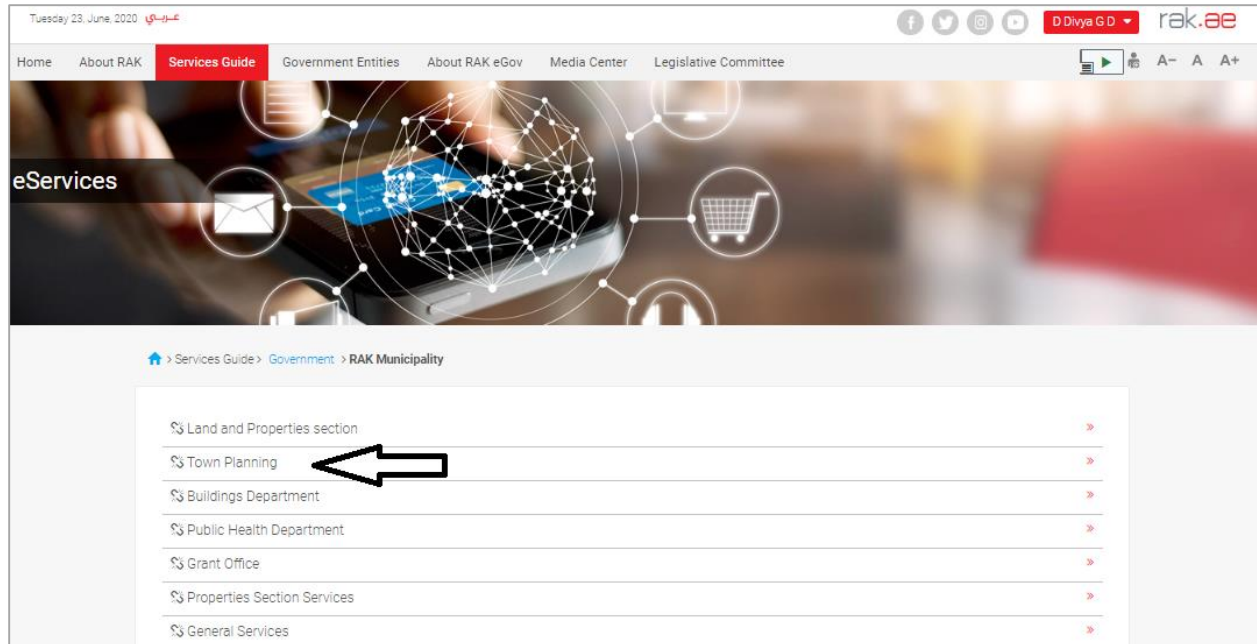
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Re-planning request for Grant** service, click on the “**Service Guide**” then click on “**Government**”



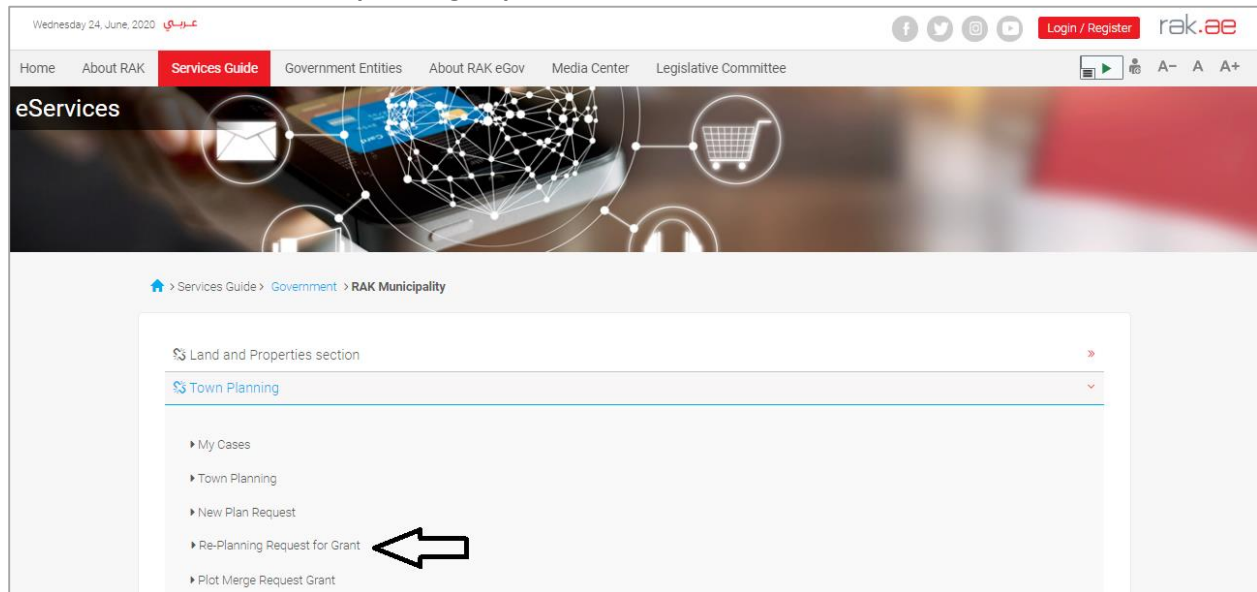
- 3- Next, select “**RAK Municipality**”



- 4- Next, select “**Town Planning Department**”



5- Next, click on Re-planning request for Grant



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

Wednesday 24 June, 2020 عربي

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eServices

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Re-Planning Request for Grant

This service is used to Re-planning plot have an issue to build on it.

- Step 1** Sign Up using E-Service Portal Account
- Step 2** Submit request by filling the online form, and attaching the required documents.
- Step 3** Pay request fees
- Step 4** Coordinator will review and validate the entered Data and attached Documents
- Step 5** Upon Final Approval, requested Document will be generated and sent to customer email, where he/she can download the electronic copy, if it rejected will sent an SMS or Email to Customer.

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

Wednesday 24 June, 2020 عربي

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Processing Time

1 to 10 Working Days

Required Documents

- Owner ID
- Affection Plan
- Applicant Letter

In case of Applicant Type is Representative, Additional Documents are required as below:

- ID
- Representative Card
- Authorization Letter

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:

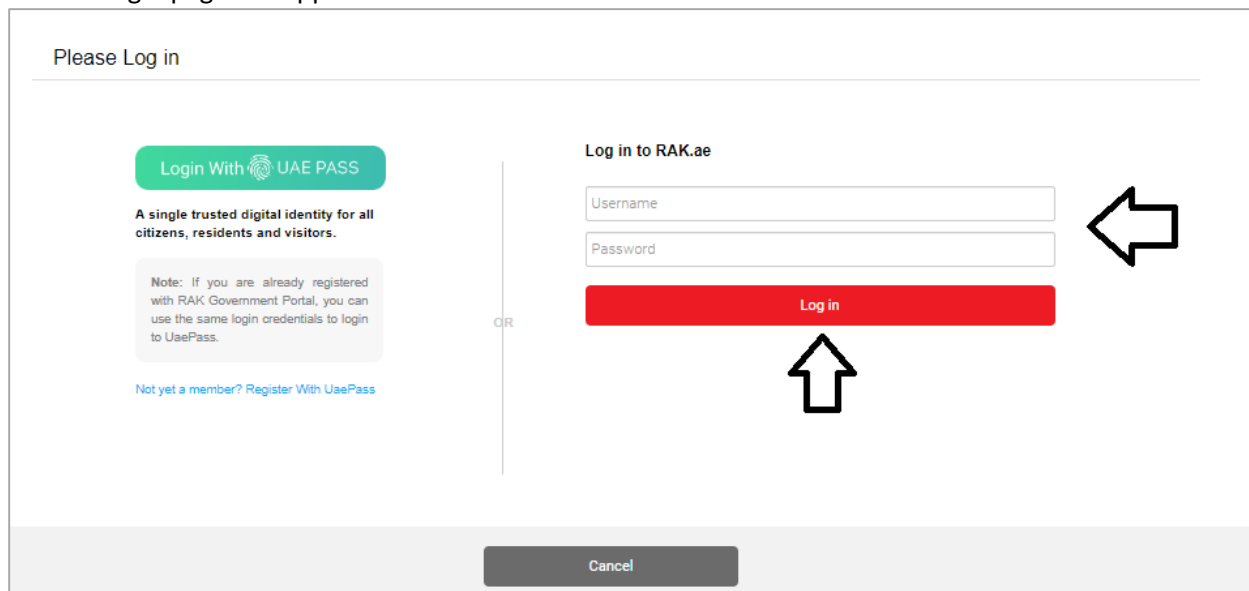
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

Representative Registration is as the following:

- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.

Create a Re-planning request for Grant

1. After you access the **Re-planning request for 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 **Re-planning request for Grant** form will be displayed enabling you to create the request:

ZT18 - Re-Planning Request for Grant

Re-Planning Request for Grant

يُتيح الطلب إعادة التخطيط للقسمة سكنية أو زراعية واحدة أو أكثر سواء ان كانت منفذة أو لا. وذلك لأسباب متعددة منها تأثر القسمة بعوامل طبيعية (جبل - وادي أو غير ذلك..) أو بخطط خدمات (كهرباء - ماء - اتصالات - غاز). أو تدخل معين بين القسام ودراسة إعادة التخطيط مما يضمن إمكانية حل للمشكلة الموجودة حالياً وتخطيطاً

General Information

Request Description:

* Re-planning Reason:

* Request Clarification:

Business Partner Details

* Applicant Type:

Applicant: Divya Kushalappa

Mobile number: Email ID:

ID:

* Owner:

Mobile number:

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.
Re-planning reason	A text field used to enter the reason why you want to re-plan the grant plot.
Request clarification	A text field used to enter more details regarding the request.

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:

Applicant: Divya Kushalappa

Mobile number: Email ID:

ID:

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:

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

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:

Create new business partner

Selection Criteria

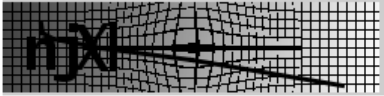
Selection Criteria: Emirates ID

* Emirates ID:

* Nationality:

* Date of Birth:

Please enter the code shown in the image *



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

Selection Criteria: Emirates ID

- Emirates ID
- By Passport(non EID holder only)
- By Unified Id(non EID holder only)
- Trade License Number
- Myself

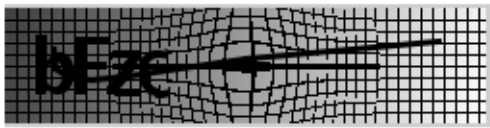
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<div> <p>Selection Criteria: Emirates ID</p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: </p> <p>* Date of Birth: <input type="text"/> <input type="text" value="1"/></p> </div>

<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	<p>Selection Criteria: By Passport(non EID holder only)</p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: ORDINARY PASSPORT</p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	<p>Selection Criteria: By Unified Id(non EID holder only)</p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> license number 	<p>Selection Criteria: Trade License Number</p> <p>* License number: <input type="text"/></p>
<p>In case you are the owner, select "Myself" and then click the "OK" button to have your name displayed in the owner field.</p>	<p>Selection Criteria</p> <p>Selection Criteria: Myself</p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

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 *



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: **Divya Kushalappa**

Mobile number:

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

- 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 **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).

14. To upload documents:

Attachments

File Description	Document Type

➔
Add New
Delete Entry

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

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 applicant identity as below:

Applicant Identity	The Required Documents
Owner	<div> * Document Type: <div> Site Plan Formal Letter Owner ID Copy </div> </div>

Representative	* Document Type: ▼ Site Plan Representative Card Formal Letter Owner ID Copy Authorized ID copy letter of authorization to the service applicant
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- 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

15. You have the following options to do:

<input type="button" value="Submit"/>	<input type="button" value="Clear"/>
---------------------------------------	--------------------------------------

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

16. 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.

Re-Planning Request for Grant

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

Town Planning Department

Request Number:	108871	
Request Name:	Re-Planning Request for Grant	
Request Date:	23.06.2020	
Applicant Type:	Owner	
:	3000113378	Divya Kushalappa
Applicant Name:	3000113378	Divya Kushalappa
Process for Parcel:	315050296	

BackPrint Result Form

17. You can return to the main page of the service by clicking "**Back**".




18. 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 for the grant 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:

مؤشر السعادة
HAPPINESS METER

How was your Experience?



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

My Cases

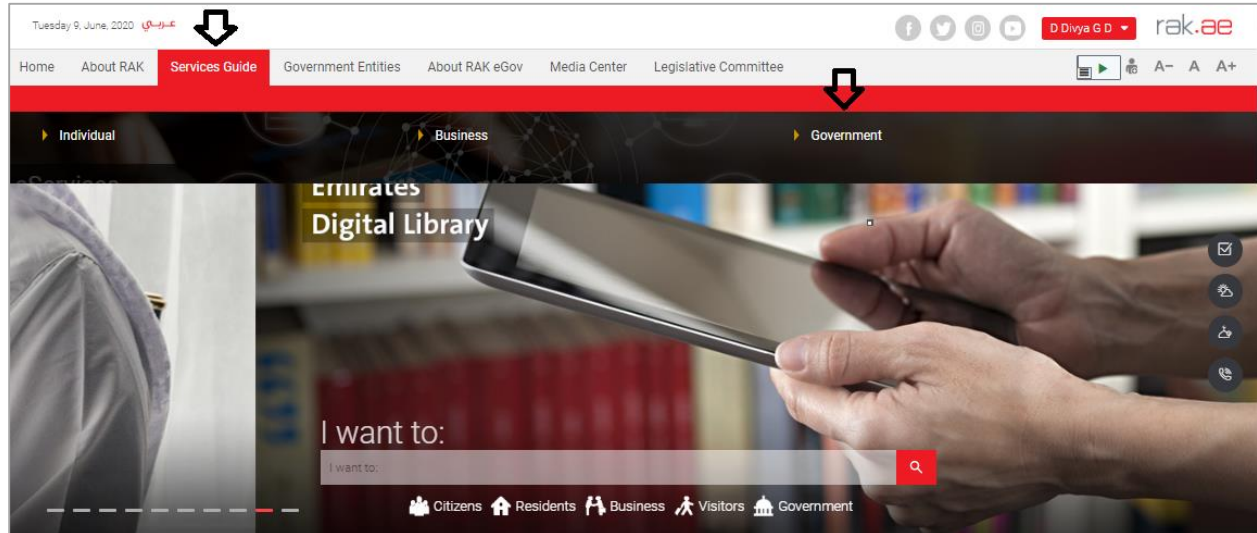
When you submit the Re-planning request for Grant and pay the initial fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the final 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.

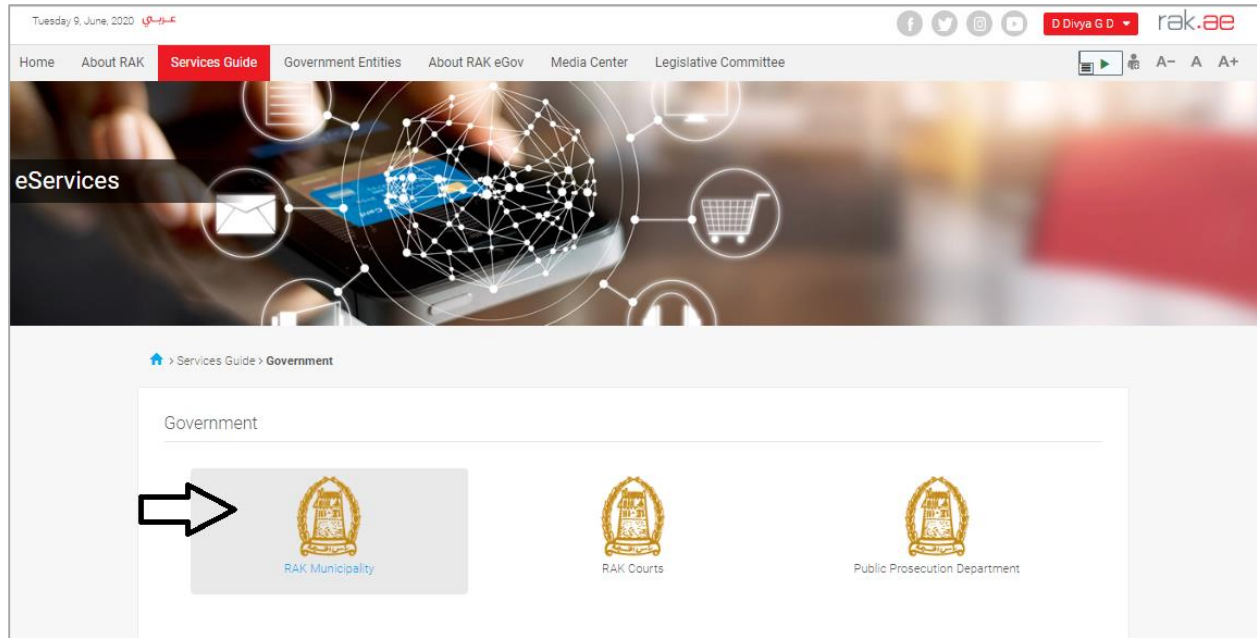
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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 as shown on the screen below.

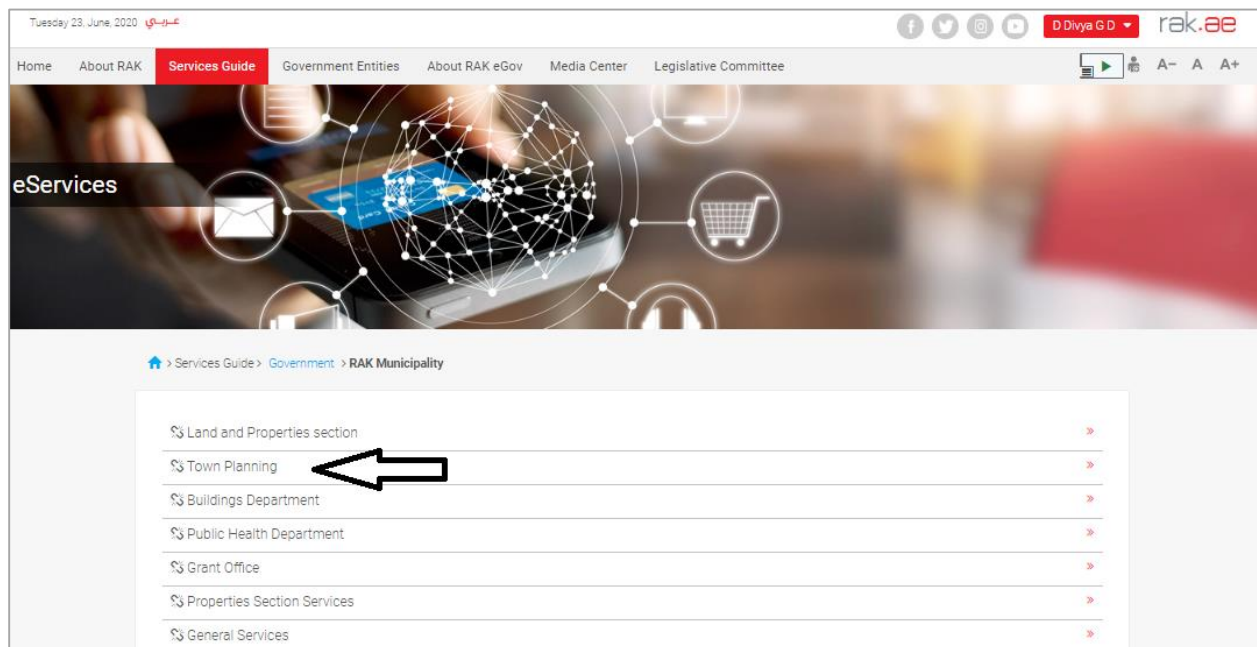
Then, Click the “**Service Guide**” then click “**Government**”:



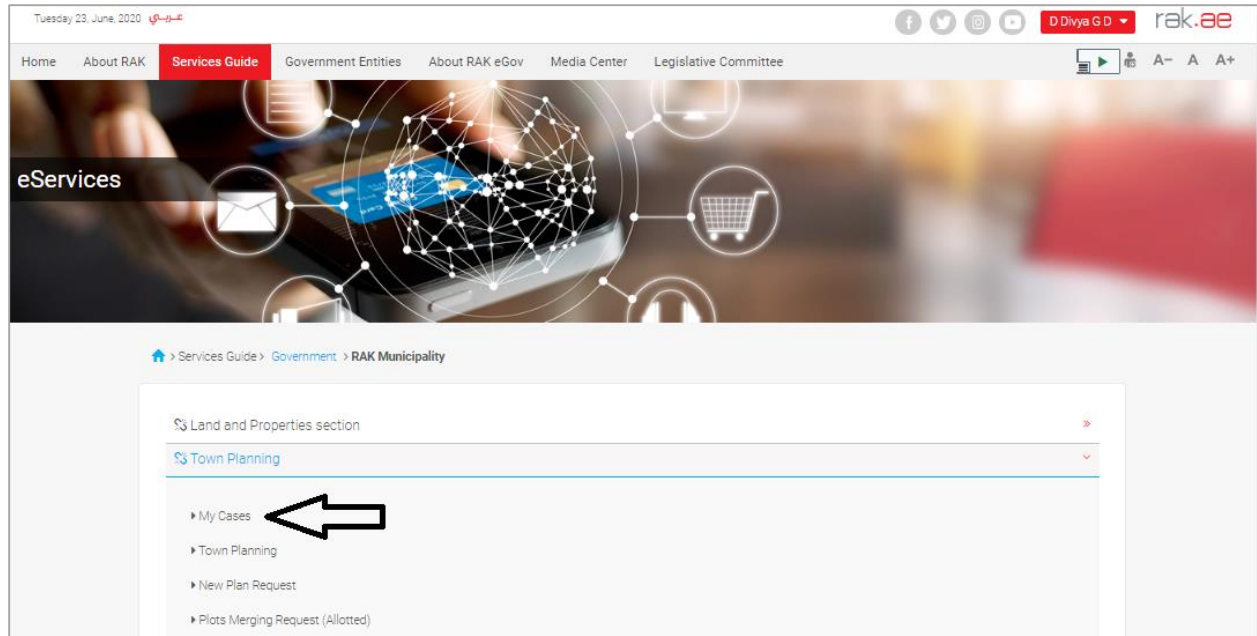
Next, select “**RAK Municipality**”



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.

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

“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.

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 مسحية - 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	
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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
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108536	Plot Document Renewal Allotted Request			مخطط بديل (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 initial fee in order to get it received by the coordinator of the Town Planning Department for review, and upon the request approval, you have to pay the final fee.

To pay any of 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 (ZT) 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	
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108545	Plot Document Comparison Request			طلب تحديث وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بديل (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

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

Town Planning Services

My Cases (ZT) 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 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:

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 Town Planning Department 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 Town Planning Department coordinator for review.

After your request gets the final approval, the site plan for the grant will be sent to the applicant via Email.