

User Manual

Cancelation of the Issuance of Mortgage Contracts for Real Estate Office Request Land and Property Section

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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.

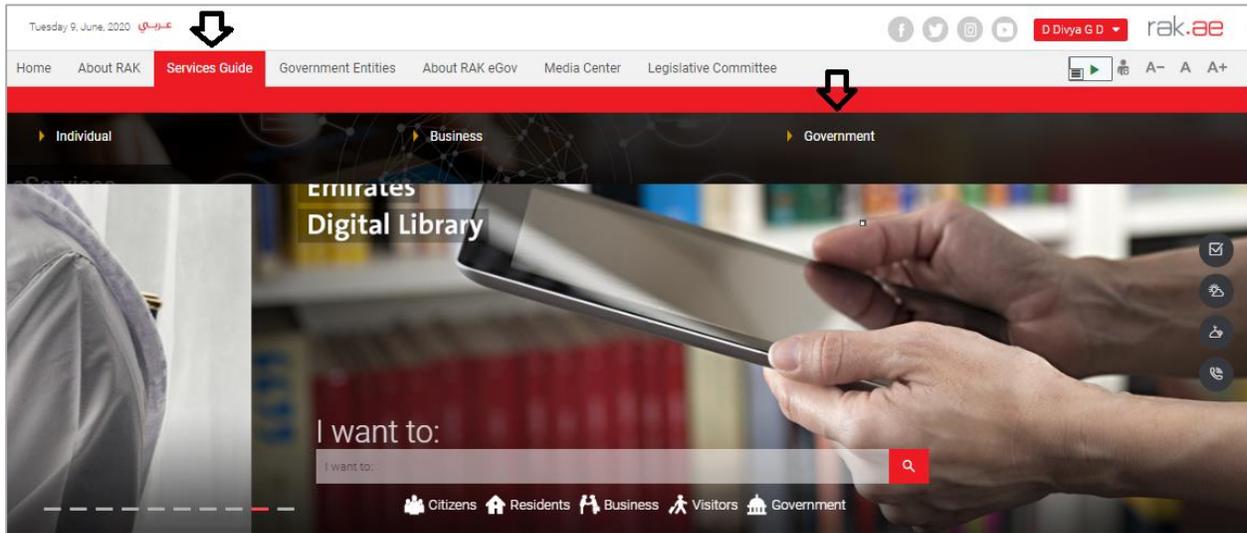
The Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request allows customers to stop practice real estate activities by the mortgage of a property to RAK municipality and Economic department, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request. It also guides them on how to create, send and track the request electronically.

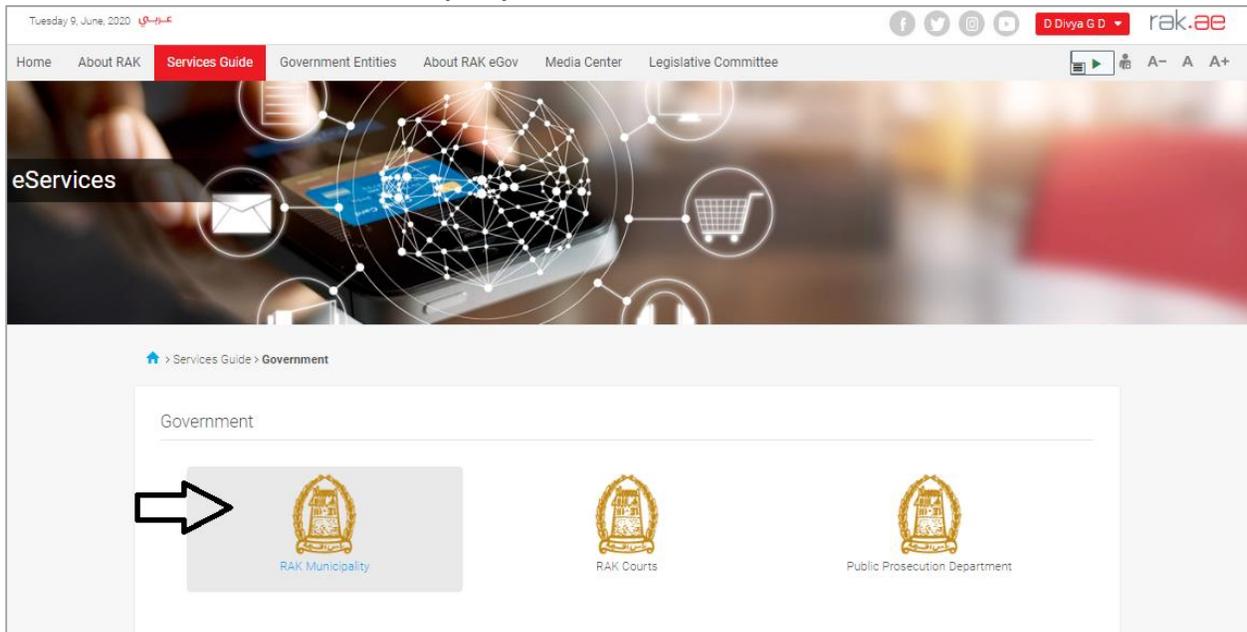
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request

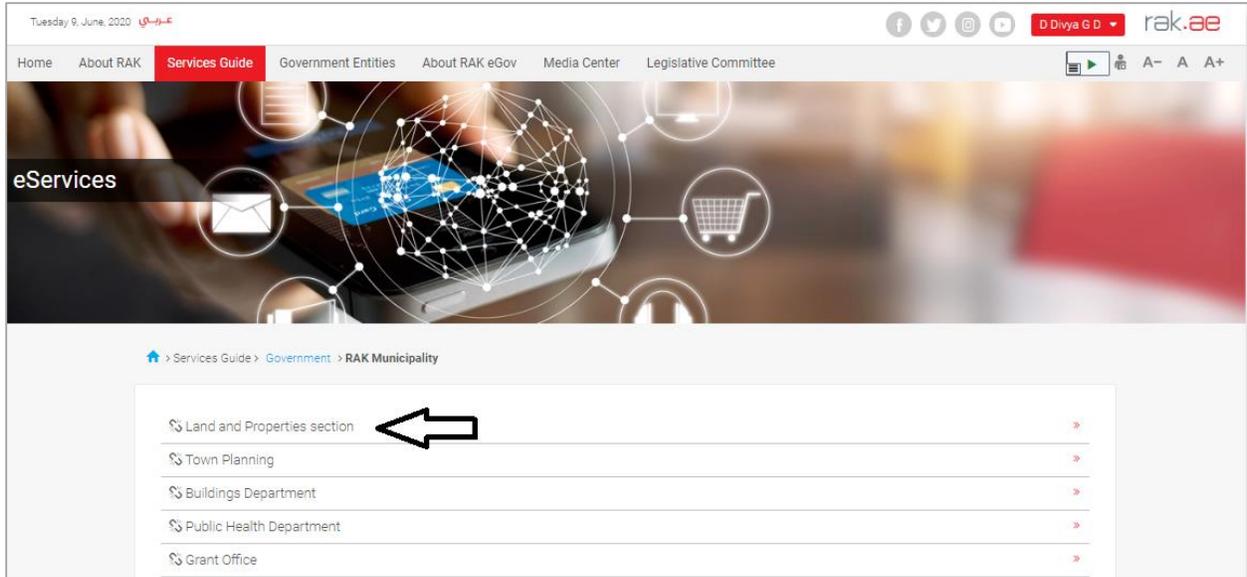
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Replacement Cancellation of the Issuance of Mortgage Contracts for Real Estate Office request, click on the “Service Guide” then click on “Government”



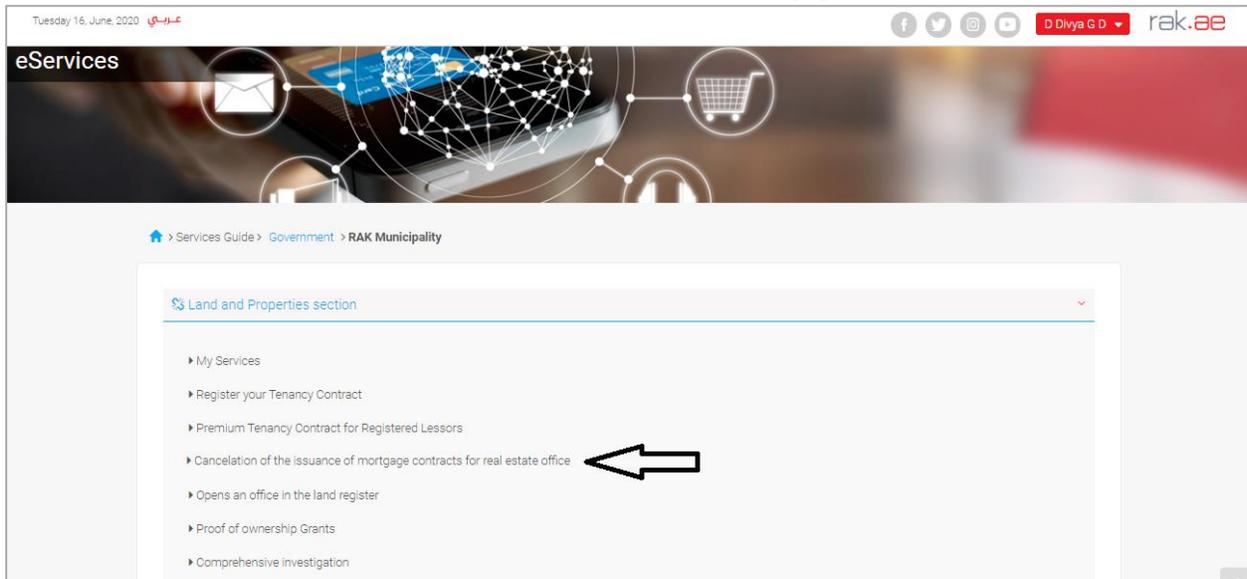
- 3- Next, select “RAK Municipality”



- 4- Next, select “Land and Properties Section”



5- Next, click on the **Cancellation of the Issuance of Mortgage Contracts for Real Estate Office:**



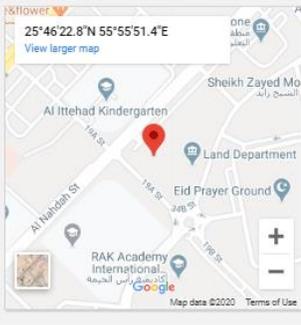
6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Tuesday 16, June, 2020 عربي

f t i y D Divya G D rak.ae

eServices

> Services Guide > Government > RAK Municipality > Land and Property Sector > Cancellation of the issuance of mortgage contracts for real estate office



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

one
المنطقة
العامة

Sheikh Zayed Mo
الشيخ زايد

Al Ittehad Kindergarten

Land Department

Eid Prayer Ground

RAK Academy International
الأكاديمية الدولية
رأس الخيمة

Map data ©2020 Terms of Use

Cancellation of the issuance of mortgage contracts for real estate office

This service allows customers to stop practice real estate activities by the mortgage of a property to RAK municipality and Economic department.

- Step 1 Sign up using portal account.
- Step 2 Submit cancellation of the issuance of mortgage contracts 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, the certificate of cancellation will be issued -The owner will be notified via email or he can receive the original one from municipality (the customer happiness center)

Service Enquiry

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

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Service Enquiry

RAK Municipality

800661

landsupport@mun.rak.ae

updategroup@mun.rak.ae

Service Fees

200 AED

Processing Time

One working day

Required Documents

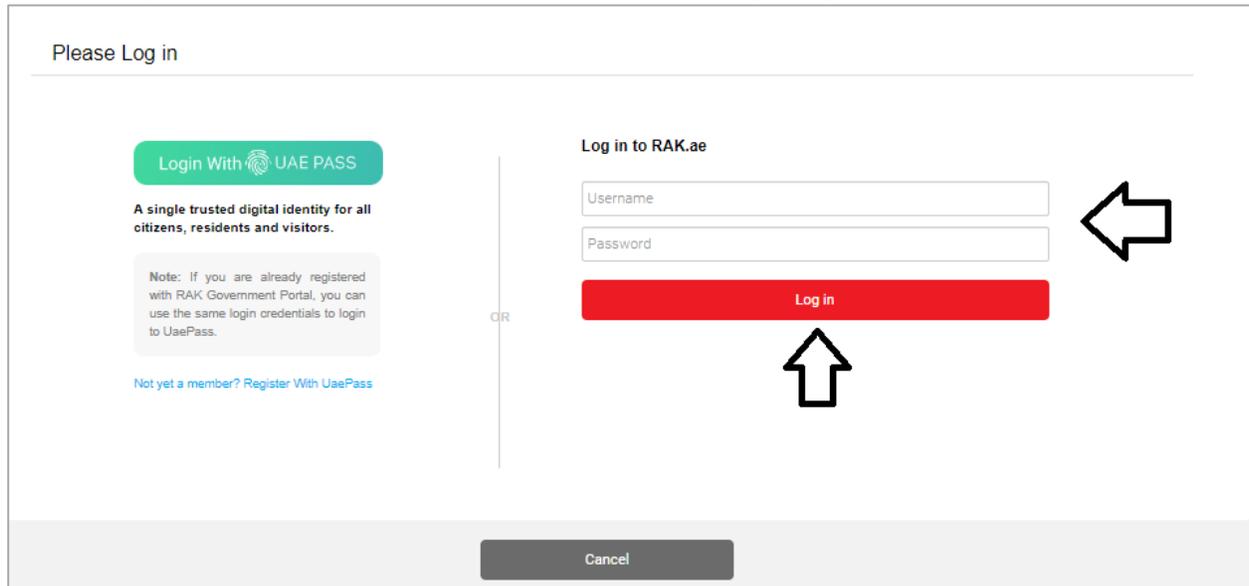
Passport copy
Emirates ID
Letter from the Economic Department to municipality to cancel the license.



Start Service

Create Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request

1. After you access the **Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request** 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 **Cancel a Real Estate Office with – Redemption Request** form will be displayed enabling you to create the request:

Cancel a Real Estate Office with - Redemption

General Information

Parcel Land:

* Land Register: /

* Company:

Beneficiary:

* Applicant: 3000113378 Divya Kushalappa

Mortgagees

Mortgagee: 9000000001 دائرة الأراضي والإمتلاك Land Department.

Mortgagee: 9000000002 دائرة التنمية الاقتصادية Department of Economic Development

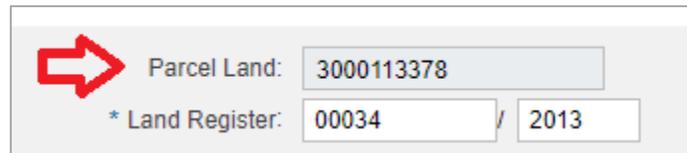
Attachments

List of Attachments

Type Description	File Description

Note

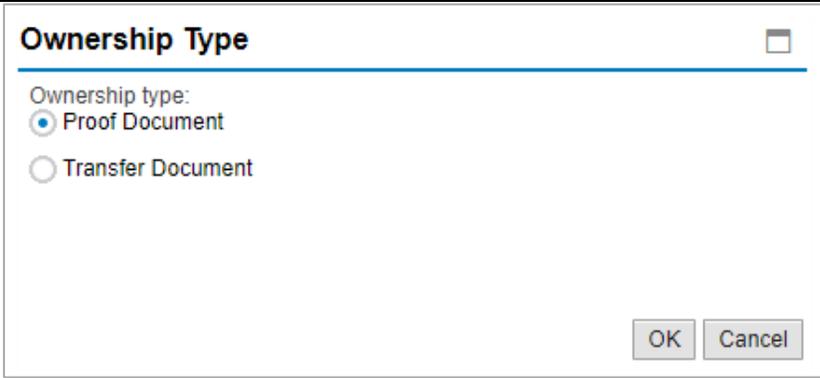
- In **General Information** block, Enter the land register of the land that you want to cancel its mortgage for the real estate office, in the “**Land Register**” fields in (Number/date) format then press the “**Enter**” key on your keyboard, to have the concerned parcel land number displayed in the “**Parcel Land**” field.



Parcel Land: 3000113378

* Land Register: 00034 / 2013

Note: If the land register is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:

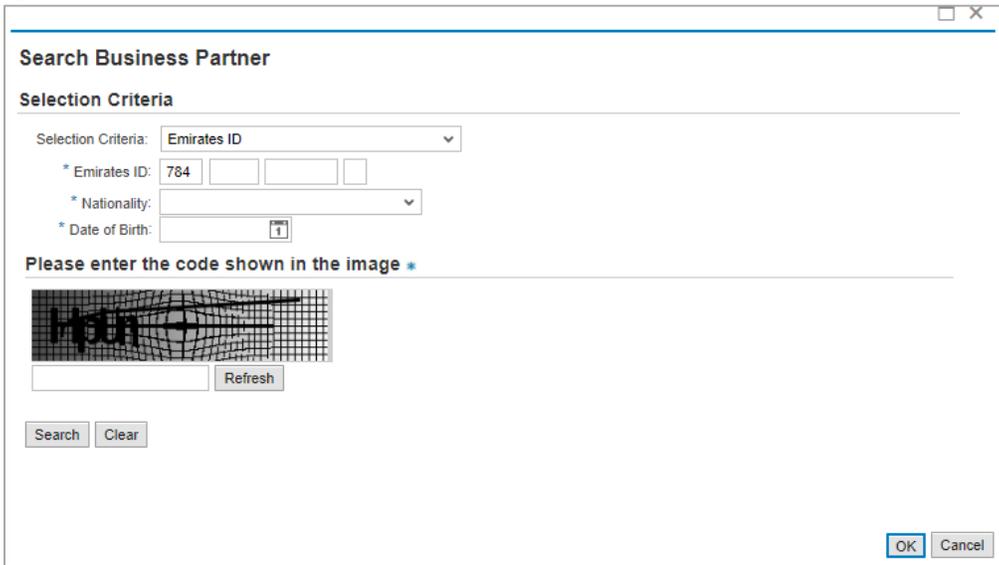


Check your ownership type from its' header, select the correct type, then click "OK" to continue with the request

5. To add the office, click on the "Select" button next to the "Company" field:

* Company: 

"Search Business partner" screen shows up to enable you to search for the company 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
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="Emirates ID"/></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<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: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></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: <input type="text" value="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" value="1"/></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: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are a company, select "Myself" and then click the "OK" button to have your name listed in the list.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

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 *



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 name in the company field as below:

* Company:

9. Click on the “Change BP” button to update the company following the [same procedure](#) to add the company.
10. To add the beneficiary click on the “select” button next to the “Beneficiary” field and follow the [same procedure](#) you did to add the company.

Beneficiary: 

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- All offices in Ras EL Khaimah are mortgaged in two main entities as appears in the Mortgagees part:

Mortgagees	
Mortgagee:	9000000001 دائرة الأراضي والاملاك Land Department.
Mortgagee:	9000000002 الدائرة الاقتصادية Department of Economic Development

- As you login to the service, the system will display your name and number in the “Applicant” fields automatically.

* Applicant:

- In case the system asks you to update your information, click on the “Update” button next to the “Applicant” field to display “Create new Business Partner” screen through which you can update your information as below:

Create new business partner

Selection Criteria

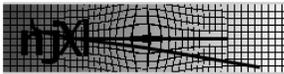
Selection Criteria:

* Emirates ID:

* Nationality:

* Date of Birth:

Please enter the code shown in the image *



- 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 	Selection Criteria: Emirates ID ▼ * Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/> * Nationality: <input type="text"/> ▼ * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> • Passport number • Select the Passport type • Select the nationality • Select the date of birth 	Selection Criteria: By Passport(non EID holder only) ▼ * Passport Number: <input type="text"/> * Passport Type: ORDINARY PASSPORT ▼ * Nationality: <input type="text"/> ▼ * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> • Unified number • Select the nationality • Select the date of birth 	Selection Criteria: By Unified Id(non EID holder only) ▼ * Unified Number: <input type="text"/> * Nationality: <input type="text"/> ▼ * Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/>
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: <ul style="list-style-type: none"> • license number 	Selection Criteria: Trade License Number ▼ * License number: <input type="text"/>

- 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.

11. 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).

12. To upload documents:

Attachments

List of Attachments

Type	Description	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 from the Economic Department to cancel the license
- Emirates ID
- Passport ID
- Approval letter to be transferred to second holder

C. Browse for the file and Click on **Add** → the file will be uploaded successfully.

D. Repeat the steps to attach next documents.

Notes:

- In case of incorrect upload, you can select the record and click the “delete” button to remove it

Attachments

List of Attachments

Type	Description	File Description
Emirates ID		dummy.pdf



14. Enter your notes in the “Notes” field

Note

notes |

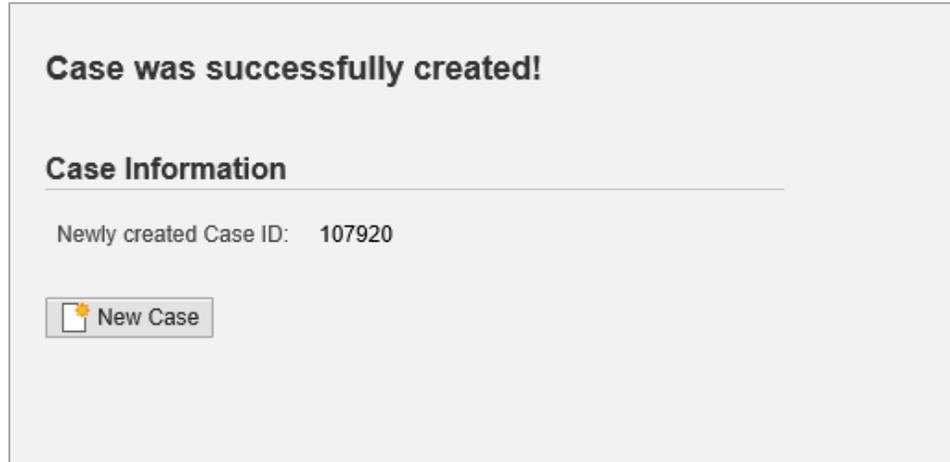
15. You have the following options to do:
 - “Submit” to complete the request.
 - or clear all fields by selecting “clear”

16. Click “Submit” and confirm the submission in the following confirmation message.

Submit Case Creation

Do you want to submit the request ?

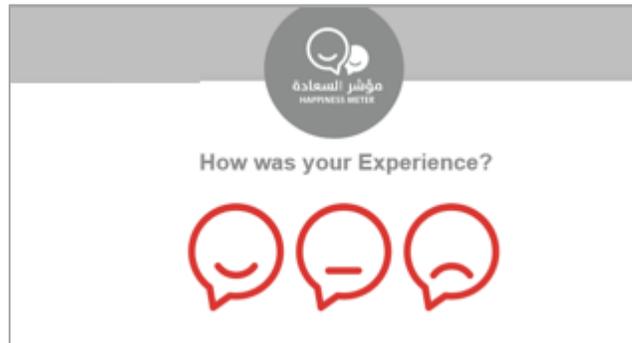
A screen will appear stating that the case is submitted successfully including the **case ID**.



17. 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 certificate of cancellation will be issued and the owner will be notified with a copy of the cancellation certificate via email.

Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:



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

My Cases

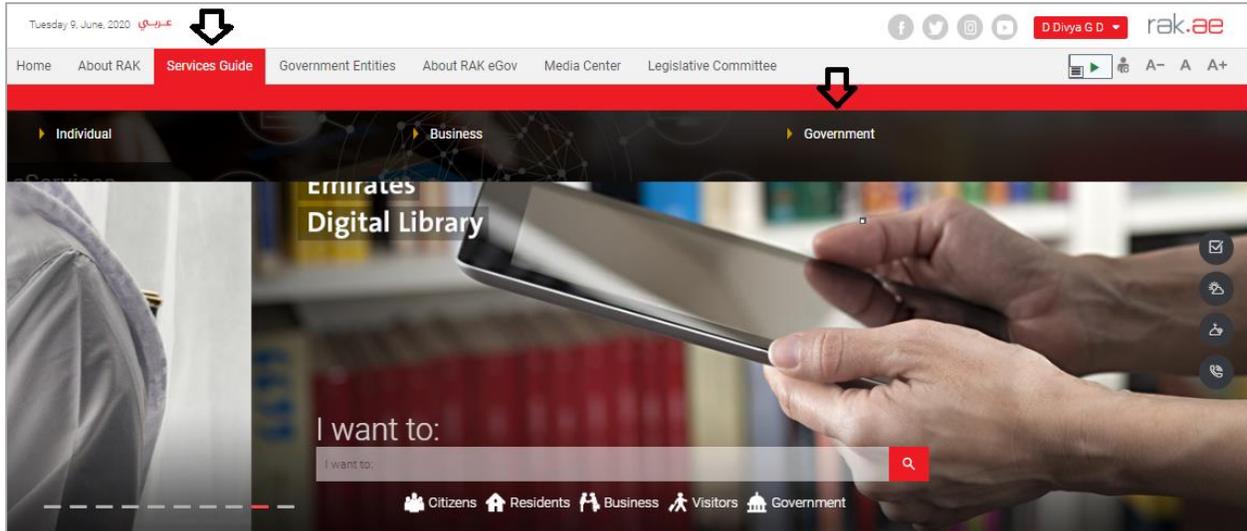
When you submit the Cancellation of the Issuance of Mortgage Contracts for Real Estate Office Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

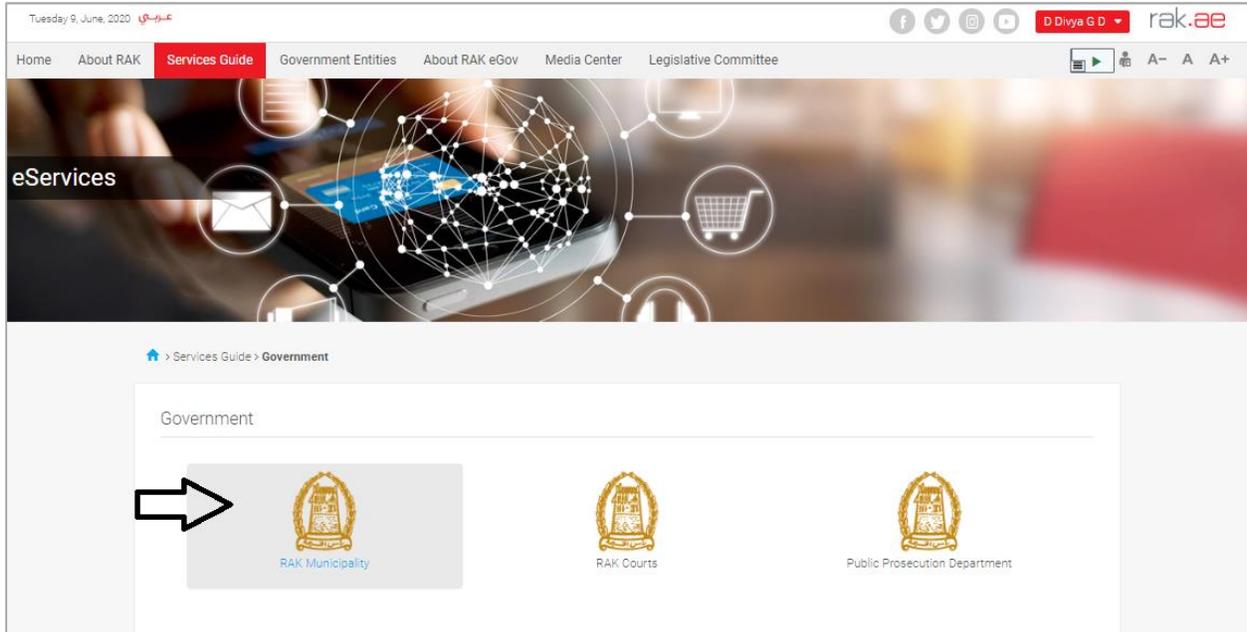
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

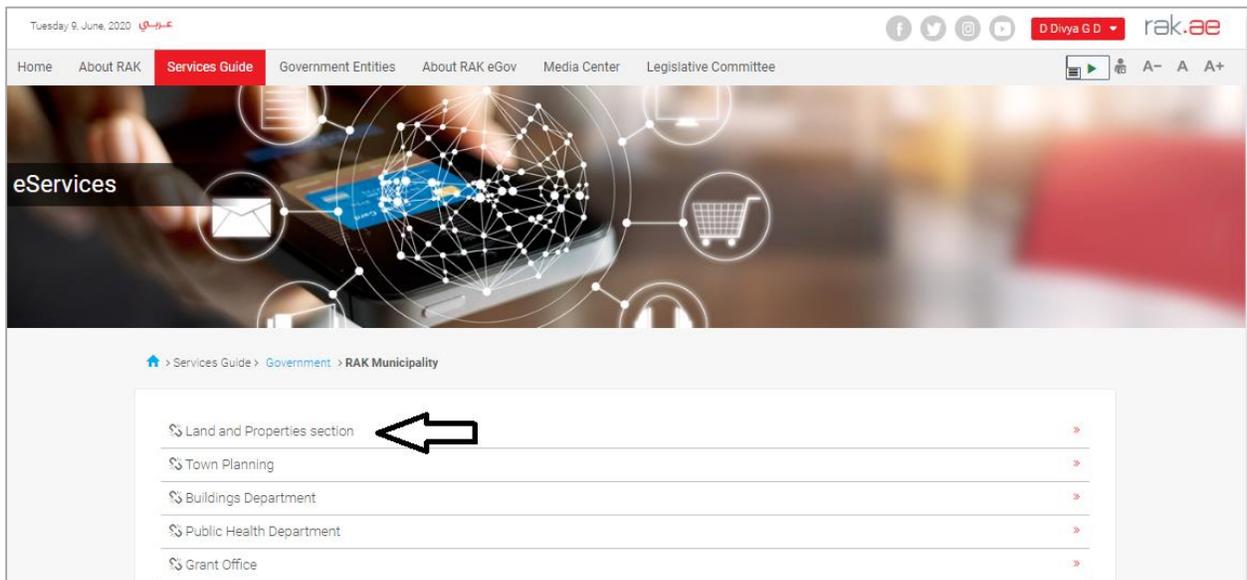
Then, Click the **“Service Guide”** then click **“Government”**:



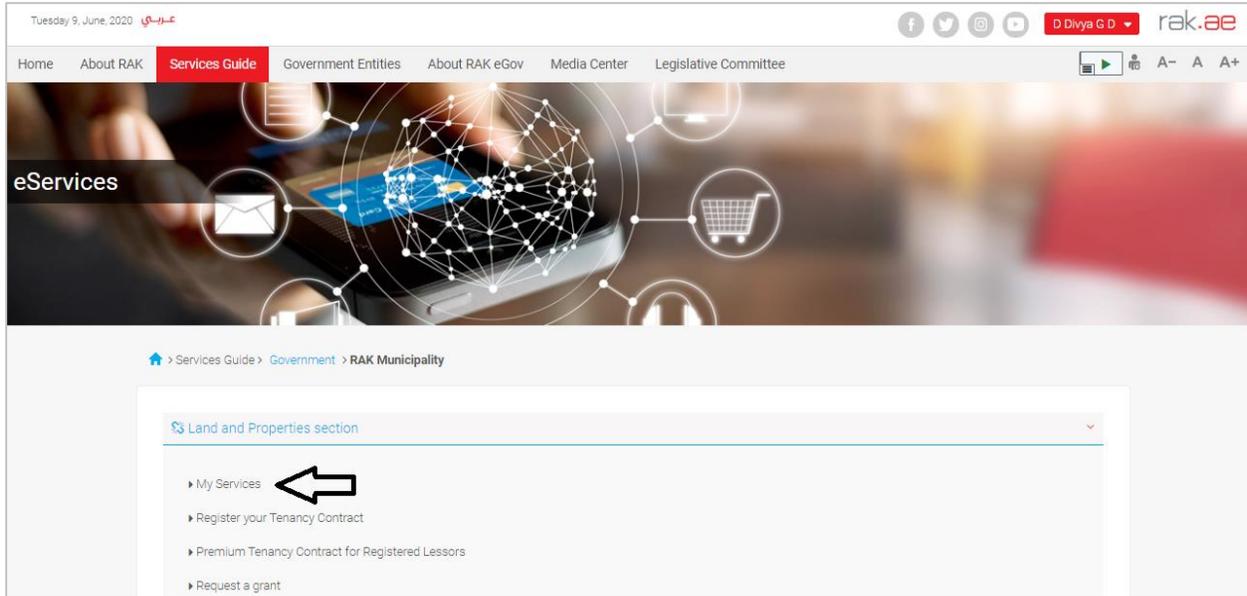
Next, select **“RAK Municipality”**



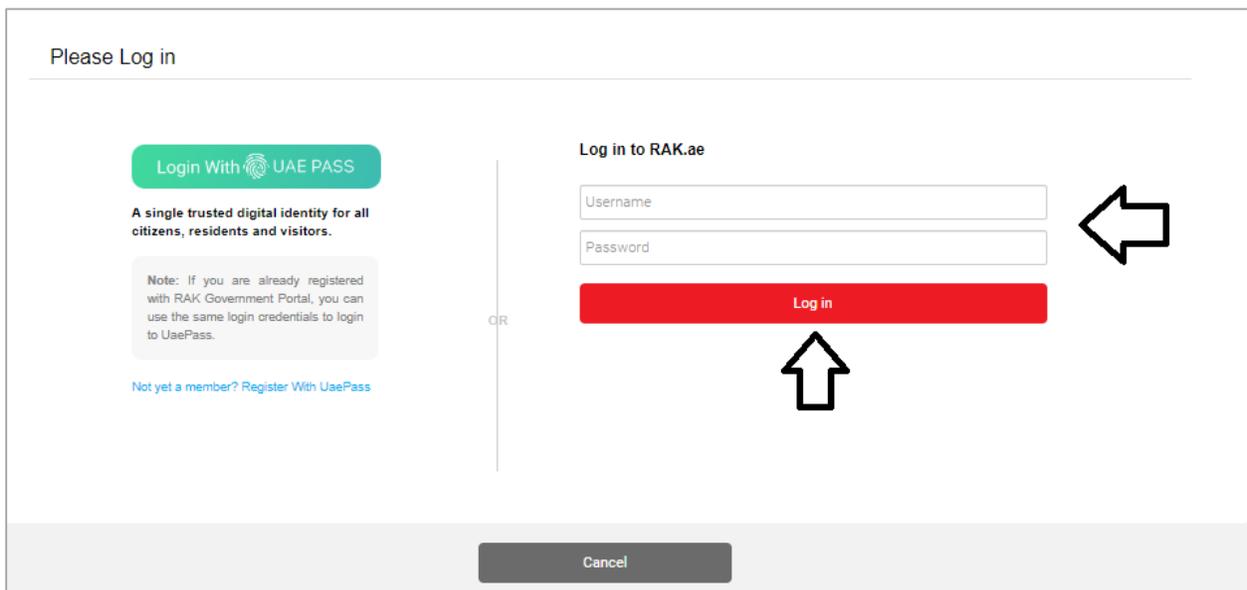
Next, Select the “Land and Properties Section”



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.

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

“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-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R4
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R4
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordentor R4
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordentor R4
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordentor R4

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19 

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 107752

Case Documents

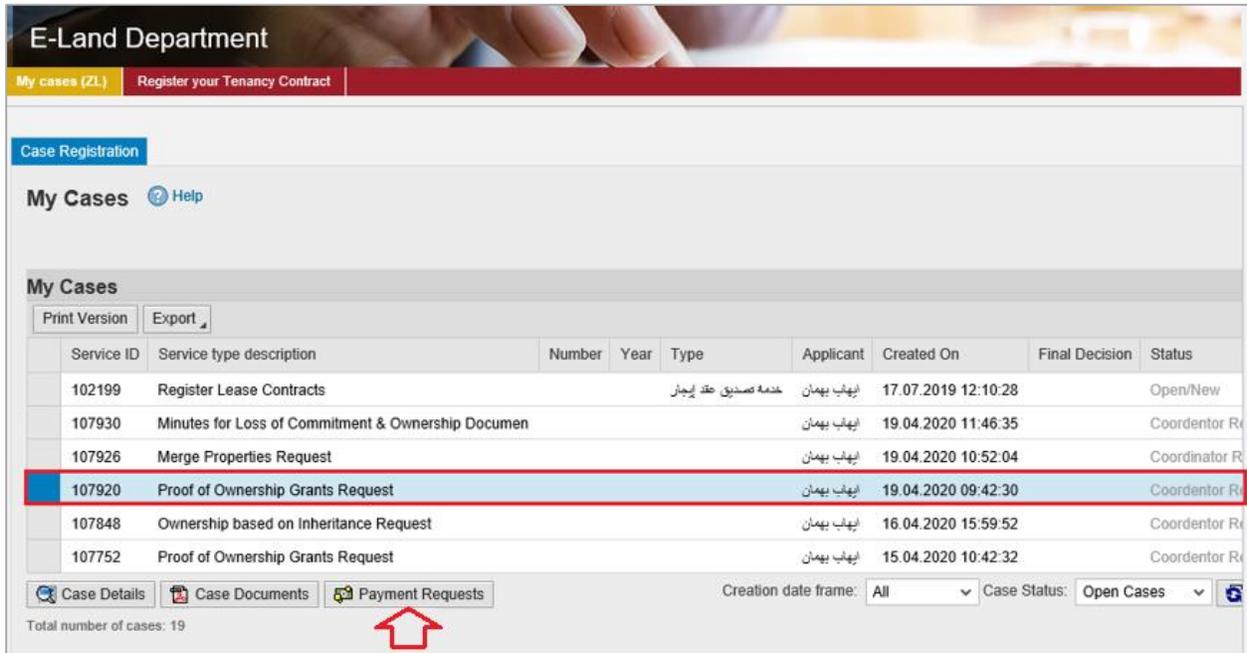
File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close

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.



E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

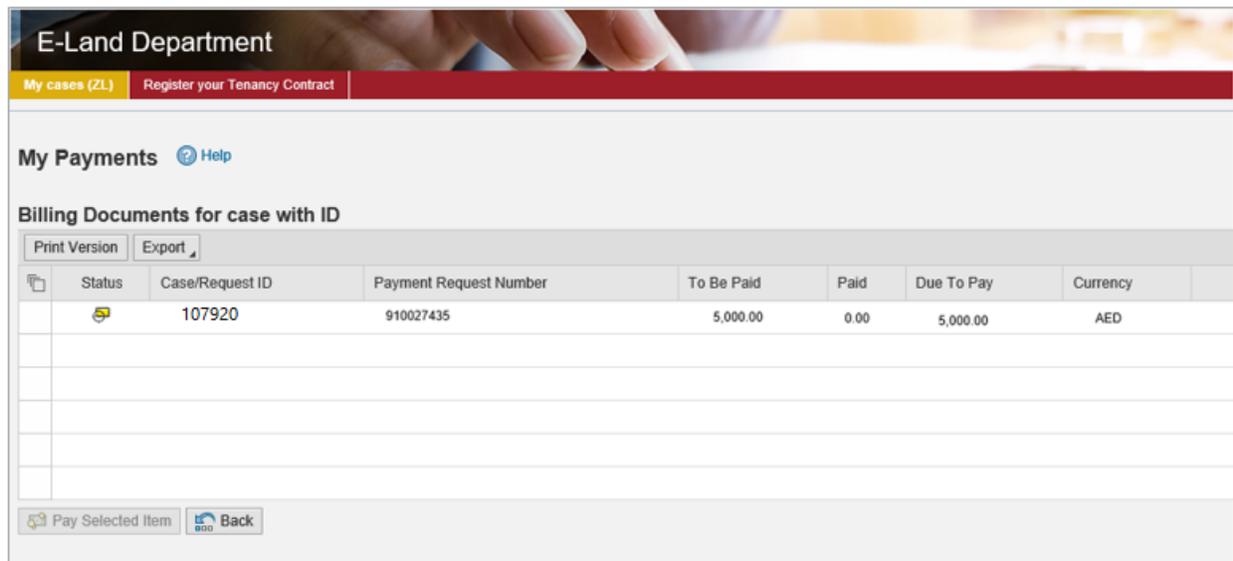
Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordentor R

Case Details Case Documents **Payment Requests** Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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



E-Land Department

My cases (ZL) Register your Tenancy Contract

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
	107920	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.

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

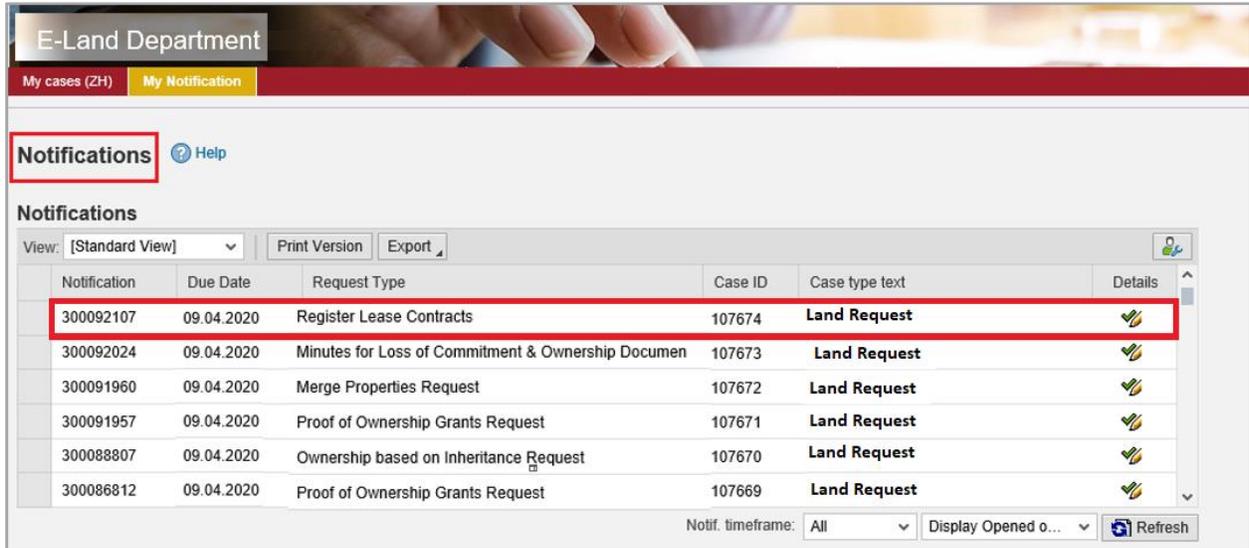
Select the required payment channel and click the “Pay” button to proceed with the payment process as usual.

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:



The screenshot shows the 'E-Land Department' interface with the 'My Notification' tab selected. A 'Notifications' section is visible, containing a table of notifications. The first row is highlighted with a red box.

Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	
300091960	09.04.2020	Merge Properties Request	107672	Land Request	
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	

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:

Customer Action 300092107

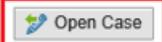
Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: Proof of ownership grant
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرزاق محمد احمد
Lock Status: 	
Current System Status: Open	

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing



Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below



Comments

Note from Municipality:

Modify attachment

2. Click on “Open case” button to modify the request → the request details screen opens

Land and Property Sector Services [Help](#)

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

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other Documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Passport copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Personal picture	<input type="button" value="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?

5. Click **"Submit"**, then you will return to the **"Customer Action"** screen:

Customer Action 300092107

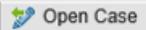
Selected Notification

Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: Proof of ownership grant
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
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Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

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Comments

Note from Municipality:

Modify attachment

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 certificate of cancelation will be issued and the owner will be notified with a copy of the cancelation certificate via email.