

# User Manual

## Plot Merging Request (Allotted)

### Town Planning Department

## Contents:

1. INTRODUCTION: .....	3
2. LOGIN AND ACCESS TO THE PLOT MERGE ALLOTTED REQUEST.....	4
3. CREATE A PLOT MERGE ALLOTTED REQUEST .....	8
4. MY CASES.....	17
5. FEE PAYMENT.....	23
6. CUSTOMER ACTION .....	25

## 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.

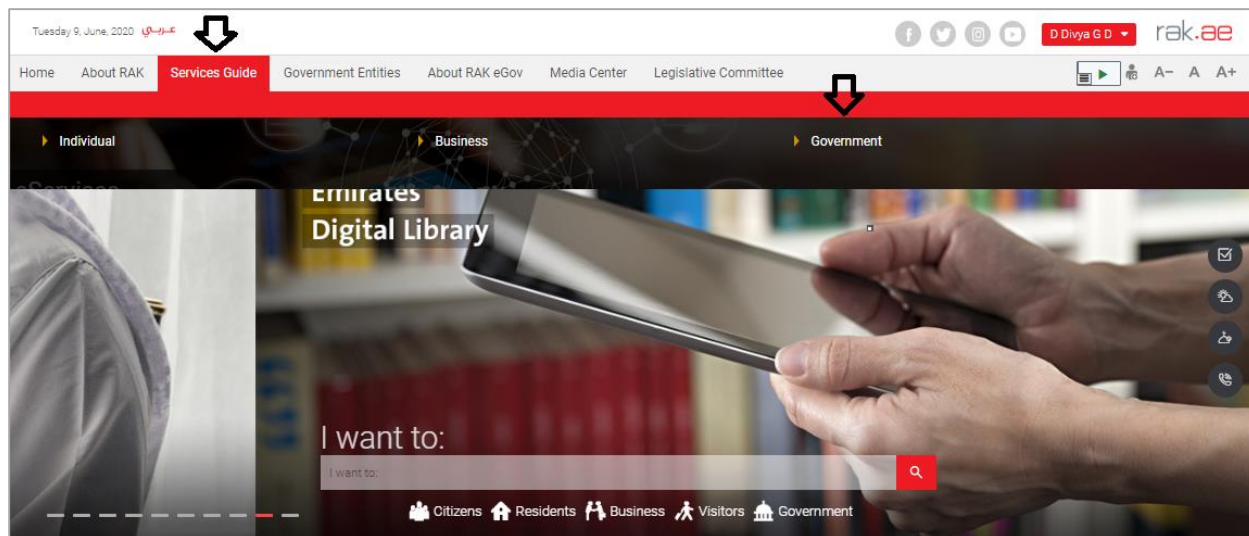
The Plot Merge Allotted Request allows the applicant to Merge two or more plots of land with each other, if possible, according to the technical and planning conditions, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Plot Merge Allotted Request. It also guides them on how to create, send and track the request electronically.

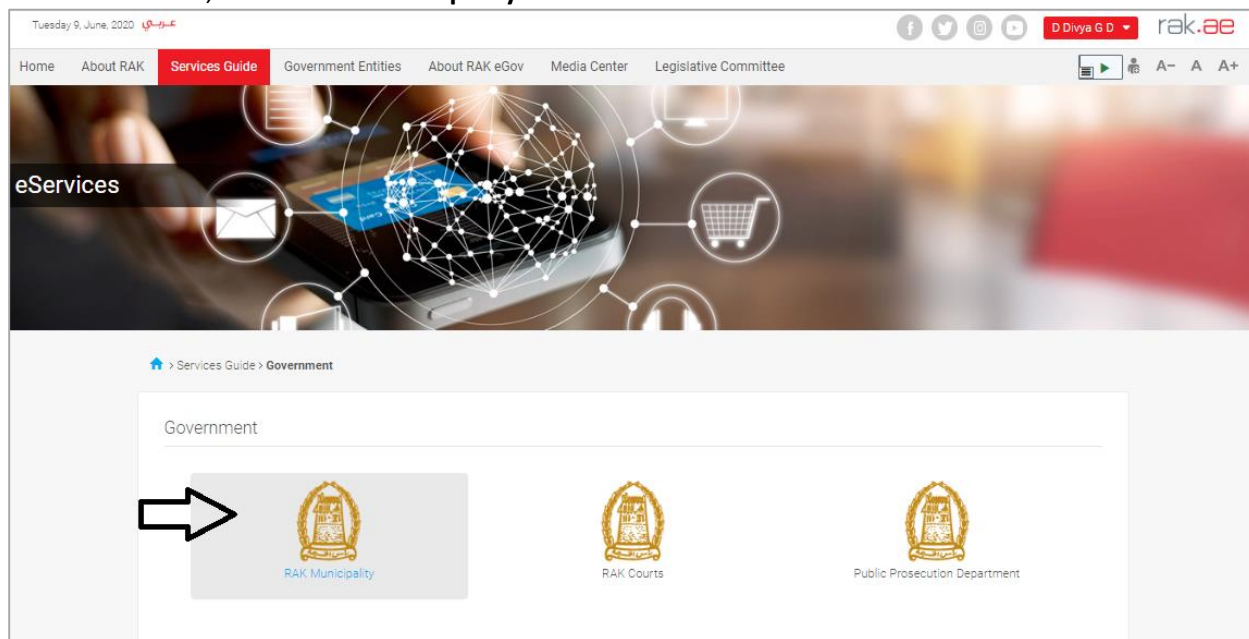
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Plot Merge Allotted Request

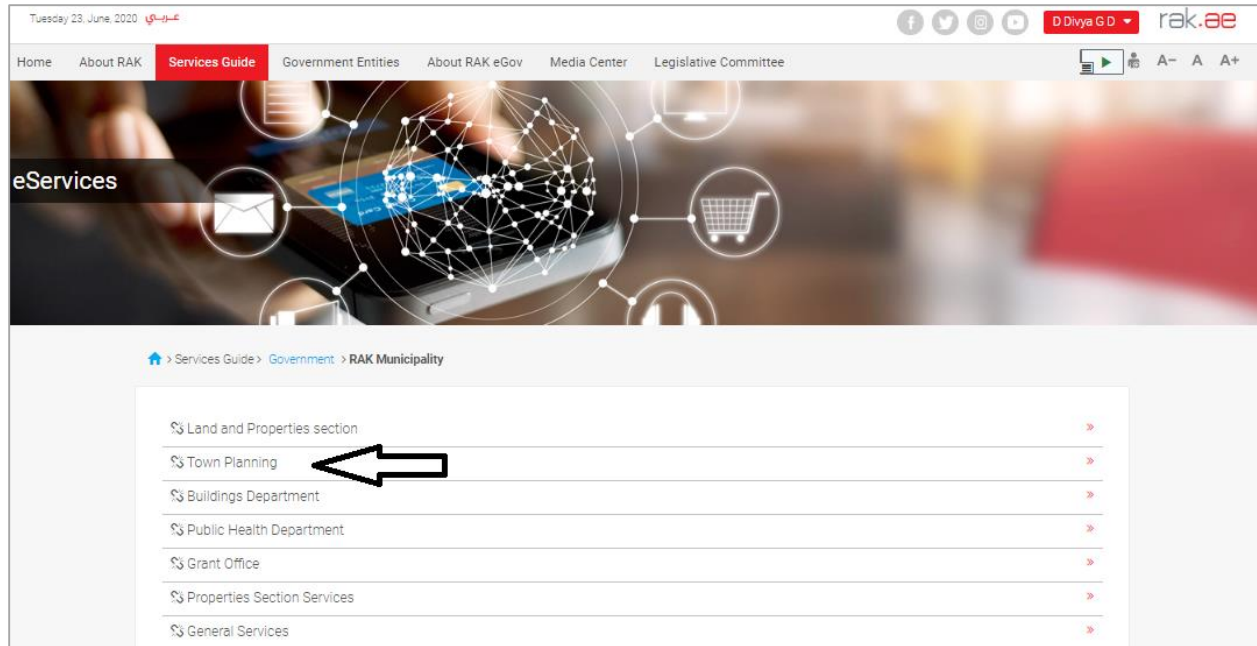
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Plot Merge Allotted Request** service, click on the **"Service Guide"** then click on **"Government"**



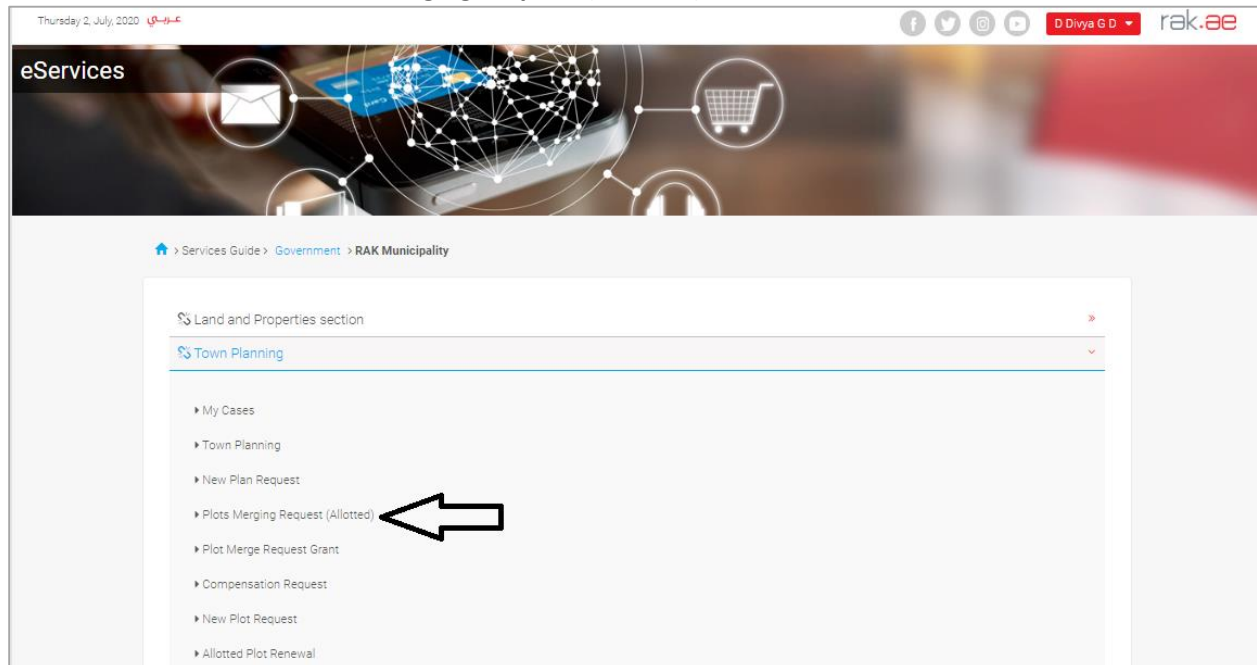
- 3- Next, select **"RAK Municipality"**



- 4- Next, select **"Town Planning Department"**



**5- Next, click on Plot Merging Request (Allotted)**



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

Thursday 2, July, 2020 عربي rak.ae

eServices

> Services Guide > Government > RAK Municipality > Town Planning > Plot Merge Request Allotted

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

Al Ittehad Kindergarten  
Sheikh Zayed Mosque  
Land Department  
Eid Prayer Ground  
RAK Academy International  
Map data ©2020 Terms of Use

### Plots Merging Request (Allotted)

This service is used to split grant plot to two plots or more.

- Step 1** Sign Up using E-Service Portal Account .
- Step 2** Submit new plan 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 approval, document will be generated, sent to customer by email where he can download the new document copy

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

Thursday 2, July, 2020 عربي rak.ae

Processing Time

1 to 10 working days if need survey report

Required Documents

1. Parcel document
2. Owner ship
3. Emirates ID
4. Letter from applicant

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

- o ID
- o Representative Card
- o 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:**

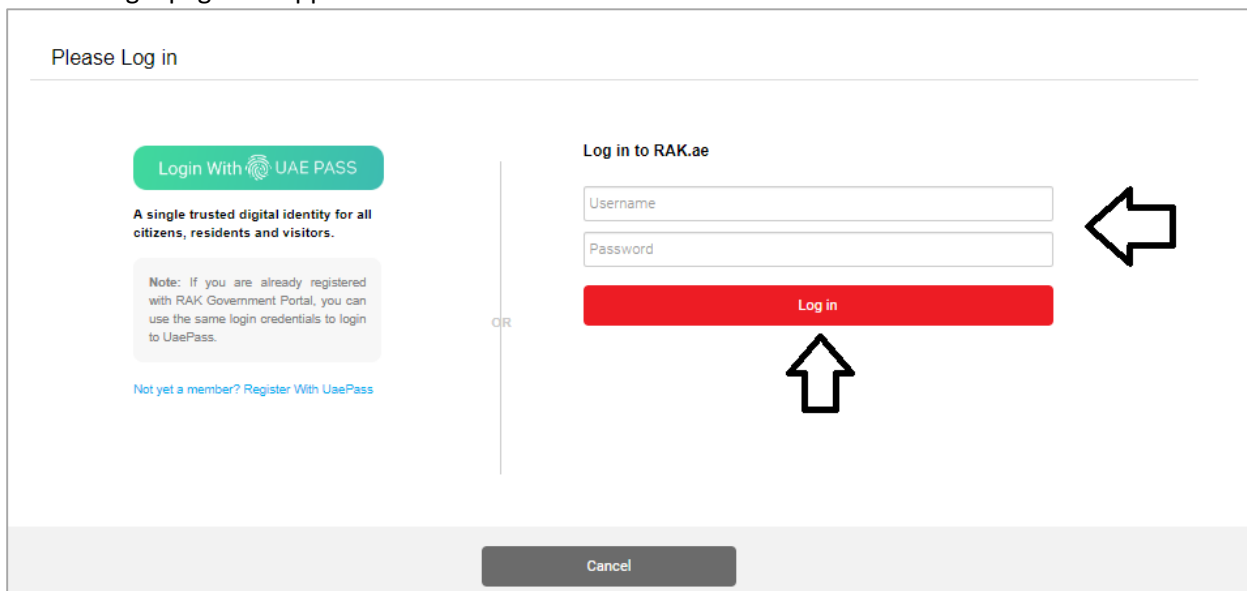
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

**Representative Registration is as the following:**

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

## Create a Plot Merge Allotted Request

1. After you access the **Plot Merge Allotted 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 **Plot Merge Allotted Request** form will be displayed enabling you to create the request:



## ZT32 - Plot Merge Allotted Request

### Plot Merge Allotted Request

يُتيح الطلب دمج قطعتين من الأرض أو أكثر مع بعضهما البعض إن أمكن ذلك حسب الشروط الفنية والتخطيطية.

#### General Information

Request Description:

\* Request Clarification:

#### Business Partner Details

\* Applicant Type:

Applicant:  Divya Kushalappa

Mobile number:  Email ID: moustafa.l@egac.rak.ae

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.
Request Clarifications	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: r.devappa@raksys.in

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

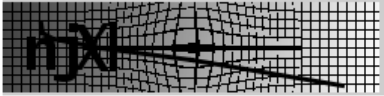
Selection Criteria: Emirates ID

\* 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"> <li>EID number</li> <li>Select the nationality</li> <li>Select the date of birth</li> </ul>	<div> <p>Selection Criteria: <span>Emirates ID</span></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <span></span></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"> <li>• Passport number</li> <li>• Select the Passport type</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: <b>By Passport(non EID holder only)</b></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <b>ORDINARY PASSPORT</b></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"> <li>• Unified number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: <b>By Unified Id(non EID holder only)</b></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"> <li>• license number</li> </ul>	<p>Selection Criteria: <b>Trade License Number</b></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><b>Selection Criteria</b></p> <p>Selection Criteria: <b>Myself</b></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



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:

No file chosen

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 Copy of Ownership Document Ownership Investigation Document Owner ID Copy </div> </div>

Representative	* Document Type: <div> <div>Site Plan</div> <div>Copy of Ownership Document</div> <div>Ownership Investigation Document</div> <div>Representative Card</div> <div>Owner ID Copy</div> <div>Authorized ID copy</div> <div>letter of authorization to the service applicant</div> </div>
----------------	---

- 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.

### Plot Merge Alloted Request

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

#### Town Planning Department

Request Number: 108871  
Request Name: Plot Merge Alloted Request  
Request Date: 23.06.2020  
Applicant Type: Owner  
: 3000113378 Divya Kushalappa  
Applicant Name: 3000113378 Divya Kushalappa  
Process for Parcel: 315050296

Back

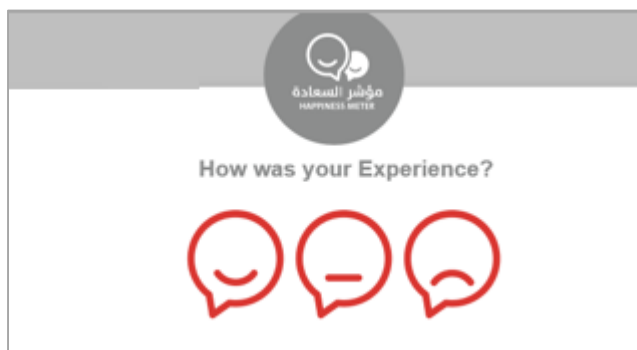
Print Result Form

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](http://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 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:



هؤشر السعادة  
HAPPINESS METER

How was your Experience?

Three smiley face icons: happy (smiling), neutral (straight line), and sad (frowning).

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



## My Cases

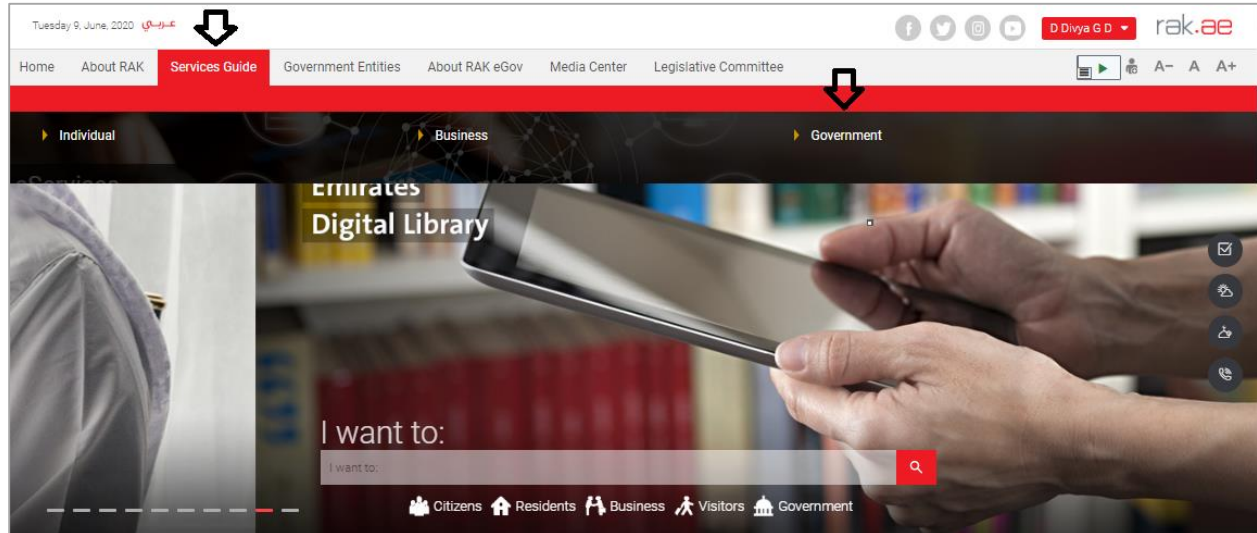
When you submit the **Plot Merge Allotted Request** and pay the fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

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

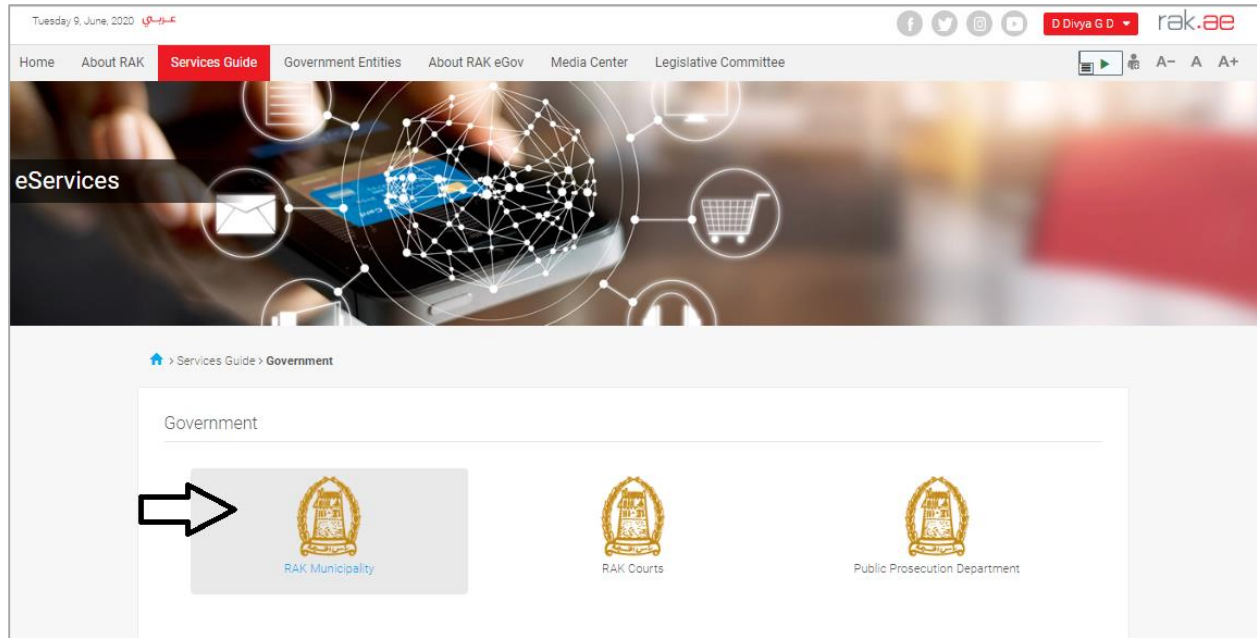
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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](http://www.rak.ae) as shown on the screen below.

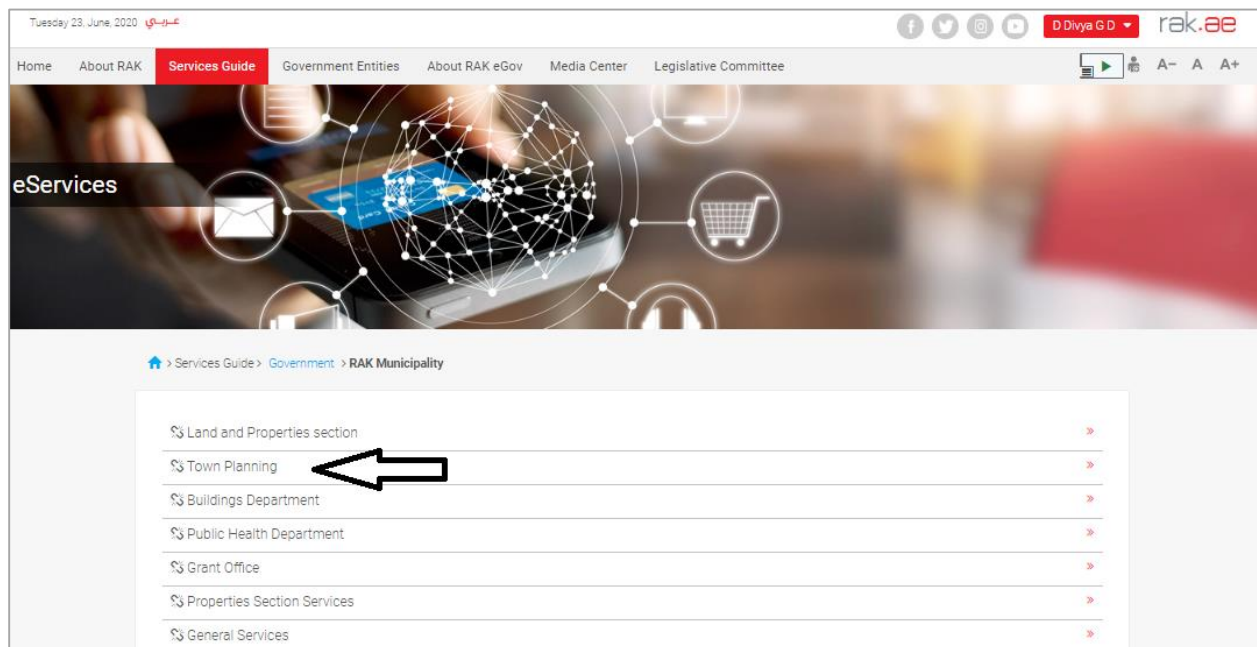
Then, Click the **“Service Guide”** then click **“Government”**:



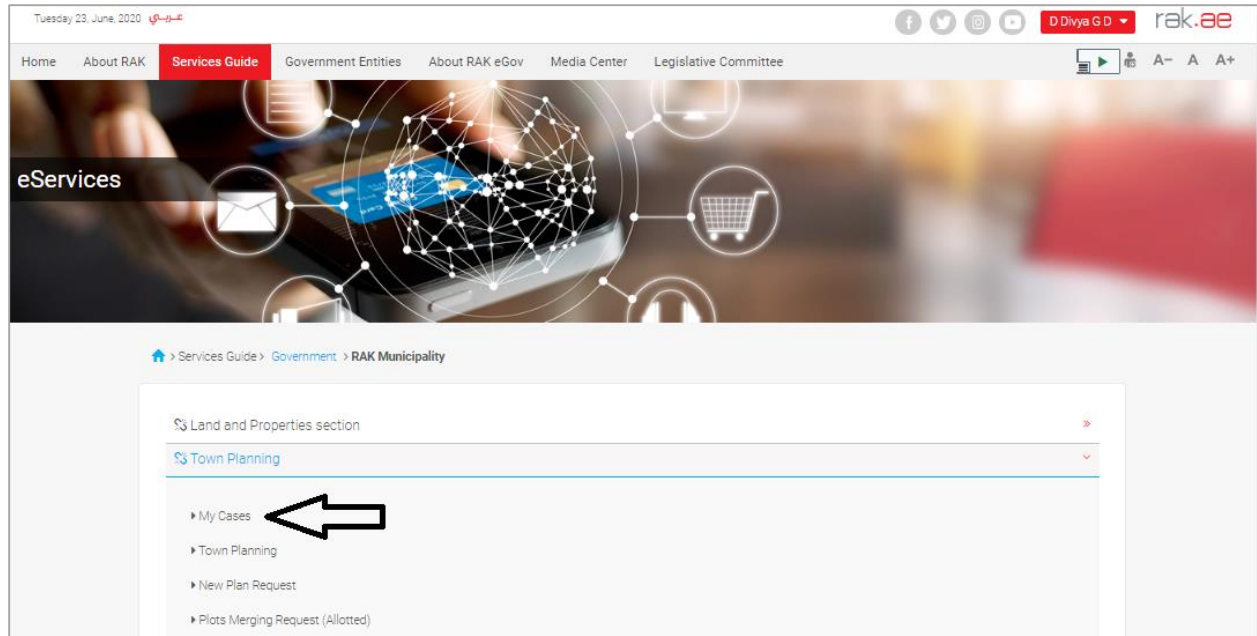
Next, select **“RAK Municipality”**



Next, Select the “Town Planning Department”



Next, Select “My Caese”



Next, enter your RAK Government portal username and password, then press 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 مساحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيديل (ملف) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame:

All

Case Status:

Open Cas

Total number of cases: 27

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

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

- Print (As a Pdf) 

Print Version
- Export (As excel files) 

Export

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

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

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases

Help

My Cases

Print Version

Export

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

Case Details

Case Documents

Payment Requests

Creation date frame: All

Case Status: Open Cas

Total number of cases: 27

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

Details for case with ID 108667

Case Attributes

Case Decision Date:

Title:

Survey Reports Request - 108667

Case Type:

Survey Report Request

Last Changed by:

System

Changed On:

09.06.2020 12:15:32

Planned complet. dat:

Created By:

PORTAL1

Created On:

09.06.2020 12:15:26

Case ID:

108667

Final Decision:

Status:

Coordinator Review

Applicant type:

Owner

Area (M2):

0.00

Location Key:

20202

Parcel ID:

0

Report Type:

Survey

Case Notes

Close

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

**Town Planning Services**

My Cases (27) My Notifications

Case Registration

My Cases [Help](#)

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 مسح - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط 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 fee in order to get it received by the coordinator of the Town Planning Department for review, and after it is accepted, you have to pay its final fee.

To pay the request fee, from “**My Cases**” page you will select the request whose status is “pending for payment” and then click on the “**Payment Requests**” button.

Town Planning Services

My Cases (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	
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 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.

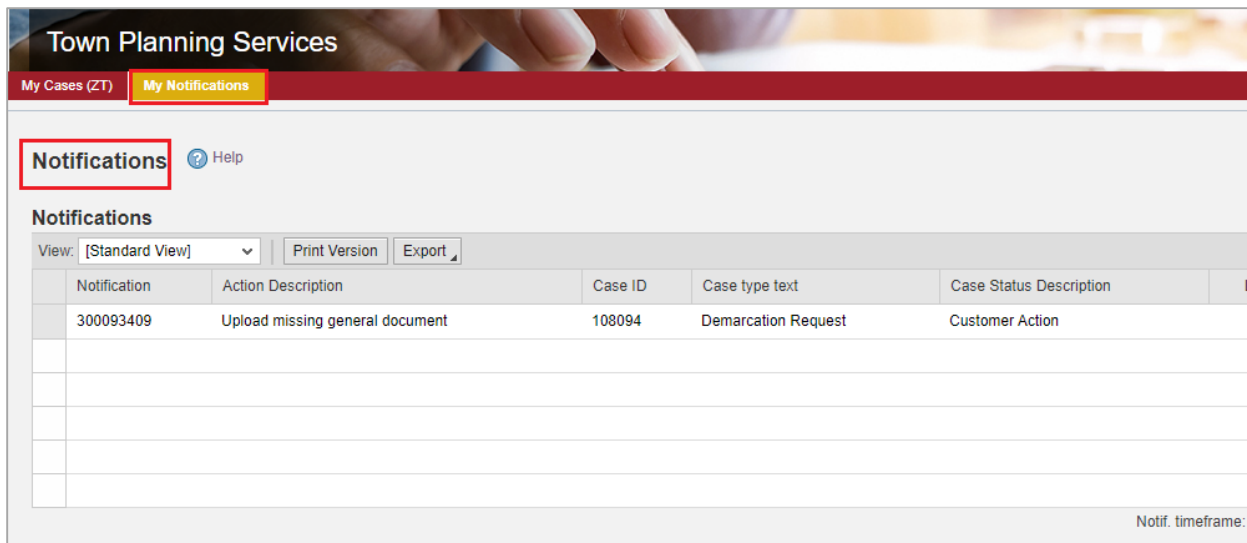


## Customer Action

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 <sup>3</sup>

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 will be sent to the applicant via Email.