

# User Manual

## Replacement to loss Proving Ownership 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.

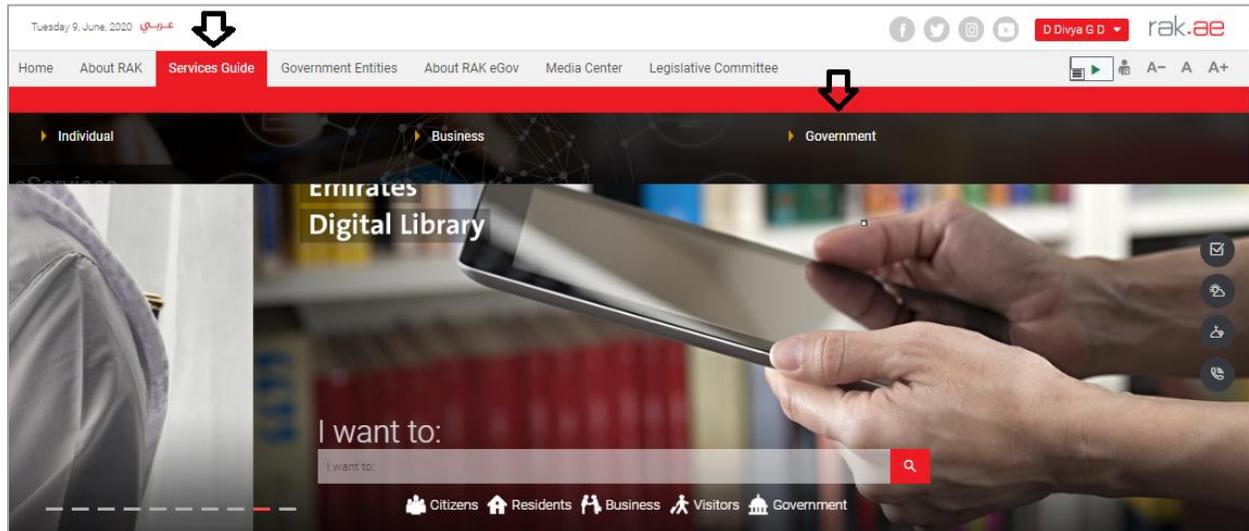
The **Replacement to loss Proving Ownership** service allows owners of properties to apply for a replacement for Title Deed. The new Title Deed is issued after publishing an announcement in the newspaper and the lapse of the time prescribed by the law for submitting objections, after attach the required documents and pay the required service fee.

This guide shows customers how to access the **Replacement to loss Proving Ownership** service. It also guides them on how to create, send and track the request electronically.

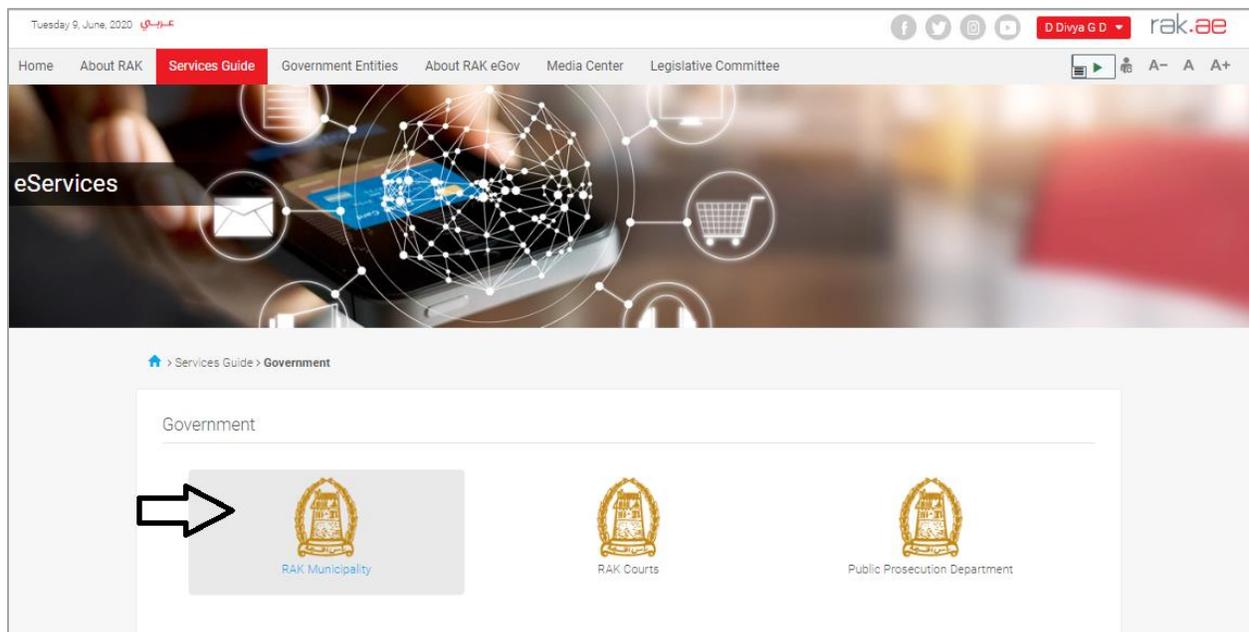
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Replacement to loss Proving Ownership Service

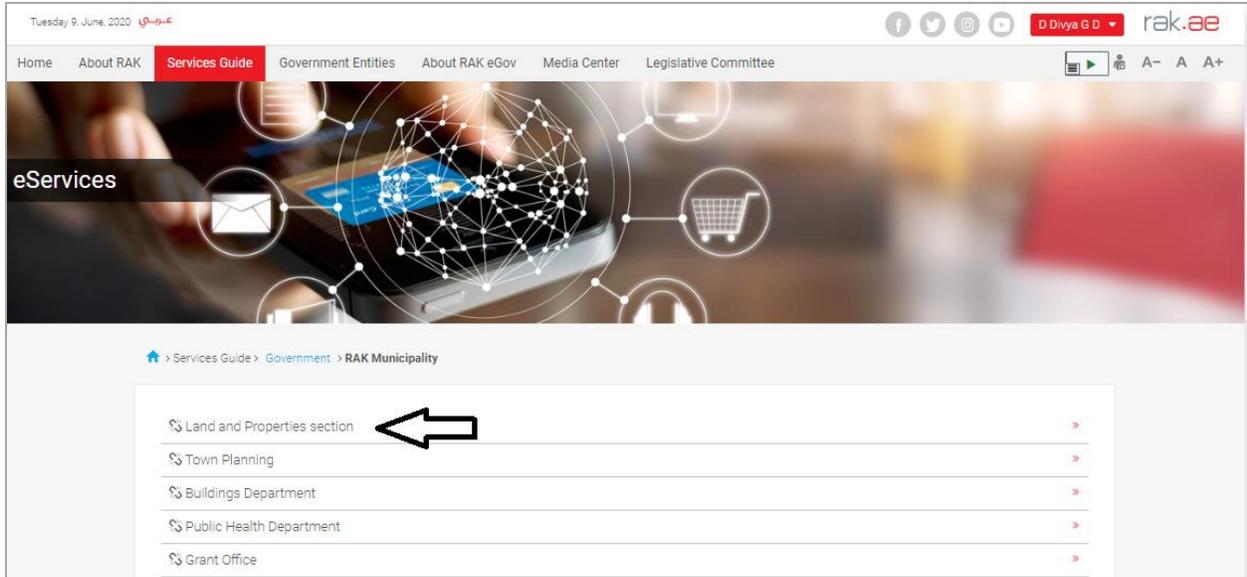
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Replacement to loss Proving Ownership** service, click on the “**Service Guide**” then click on “**Government**”



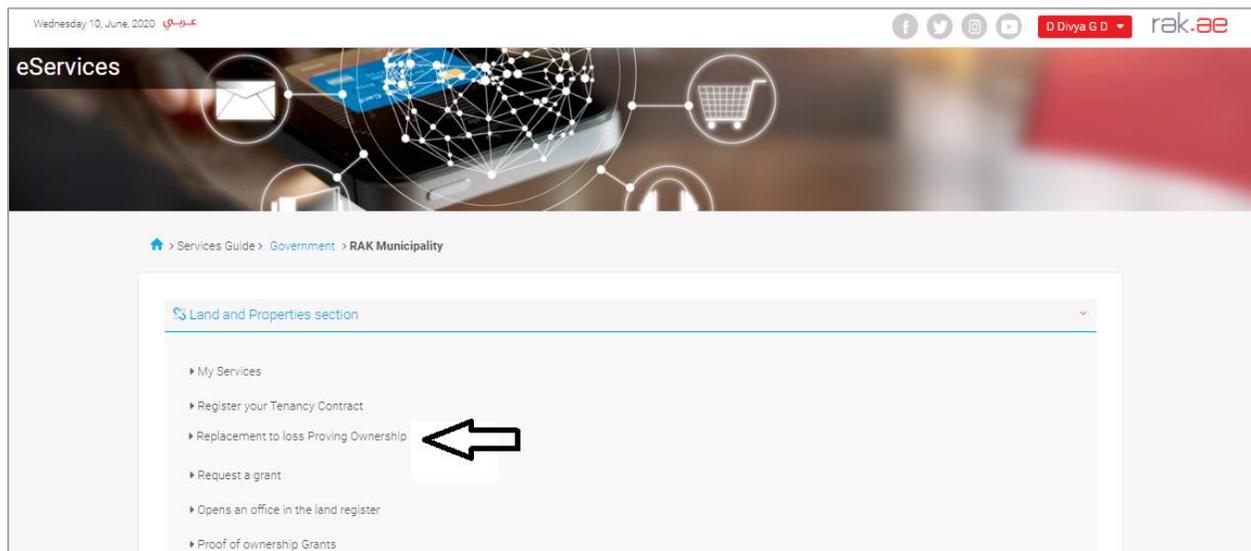
- 3- Next, select “**RAK Municipality**”



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



5- Next, click on Replacement to loss Proving Ownership



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

Wednesday 10, June, 2020 عربي rak.ae

eServices

Services Guide > Government > RAK Municipality > Land and Property Sector > Replacement to loss Proving Ownership

Service Enquiry

### Replacement to loss Proving Ownership

This service allows owners of properties to apply for a replacement for Title Deed. The new Title Deed is issued after publishing an announcement in the newspaper and the lapse of the time prescribed by the law for submitting objections.

- Step 1 Sign up using portal account
- Step 2 Submit issuing of losing title deed 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, Title deed will be issued -The owner will be notified via email or he can receive the original one from municipality (the customer happiness center)

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

Wednesday 10, June, 2020 عربي rak.ae

### Processing Time

One working day

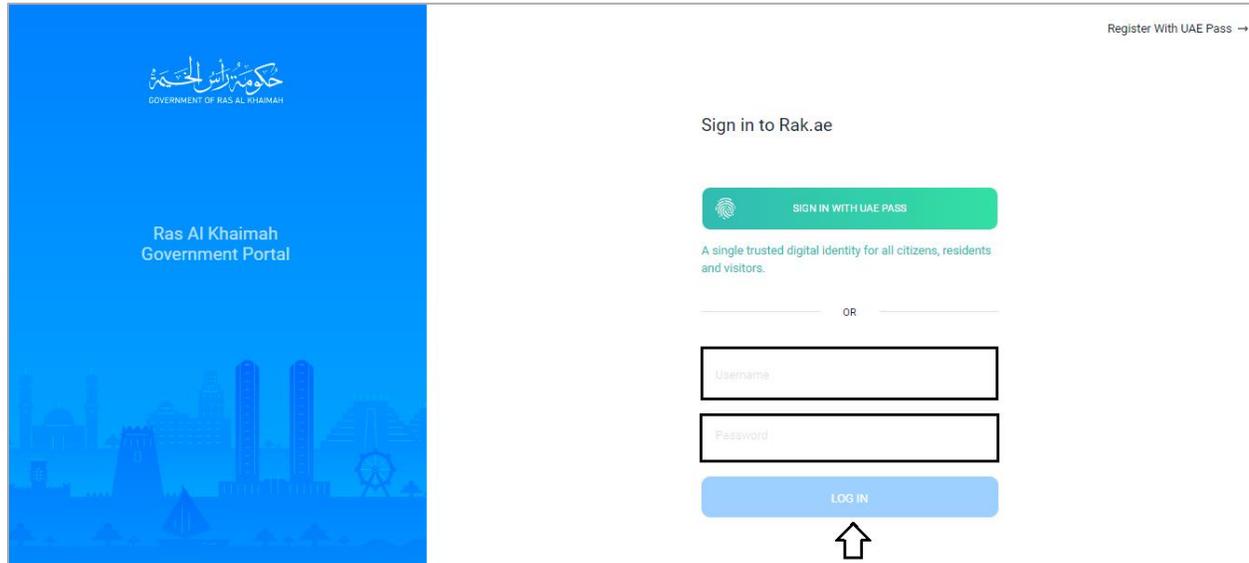
### Required Documents

- Copy of site plan
- Copy of title deed
- Copy of ID's
- Copy of police notification
- Copy of court notification
- Copy of letter from bank – if required for mortgage properties
- Copy of power of attorney – if required
- Copy of declaration
- Copy from announced newspaper
- Copy of inheritance certificate

  
**Start Service**

## Create Replacement to loss Proving Ownership Request

1. After you access the **Replacement to loss Proving Ownership** service 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 **Replacement to loss Property Document** request form will be displayed enabling you to create the request:

## Replacement to Lost Property Document Request

### General Information

\* Title Deed:  /

Parcel Land:

\* Missing Document ...:

\* Applicant:

### Business Partner Details

#### List of Owners

No. Owner	Name of owner
<input type="radio"/>	

### Attachments

\* Acknowledgment of loss from the court:

\* Copy of Police Notification:

\* Copy of Title deed:

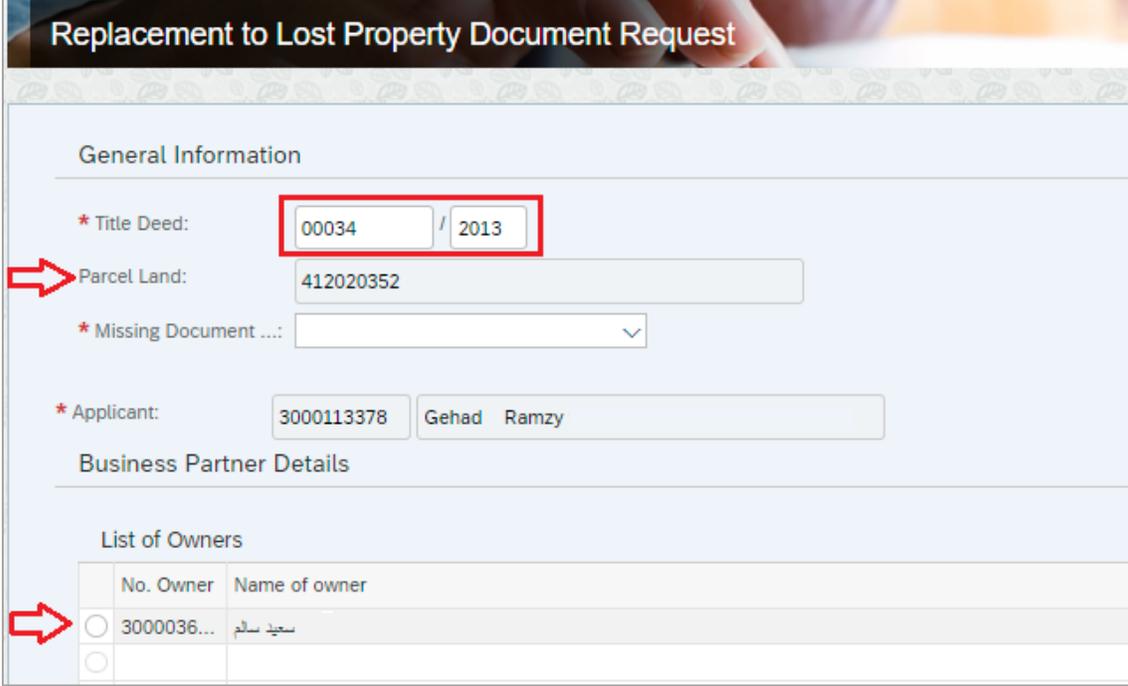
\* Emirates ID:

\* Site Plan:

Power of Attorney:

### Note

4. Enter the title deed number in the " **Title Deed** " fields in (number / year) format, then click the "Enter" key to have the parcel number displayed in the "Parcel Land " field automatically, as well as the list of the land's owners will be displayed in the " **The list of Owners** "



**Replacement to Lost Property Document Request**

General Information

\* Title Deed: 00034 / 2013

Parcel Land: 412020352

\* Missing Document ...:

\* Applicant: 3000113378 Gehad Ramzy

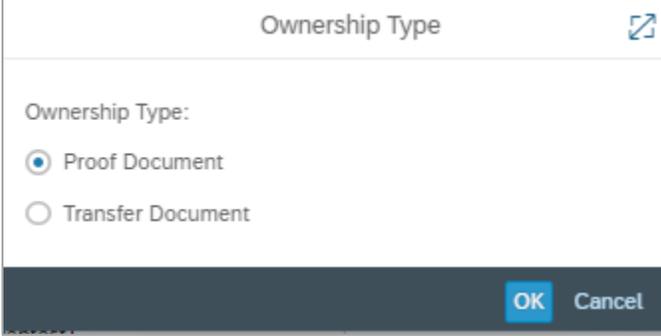
Business Partner Details

List of Owners

No. Owner	Name of owner
<input type="radio"/> 3000036...	سعيد سالم
<input type="radio"/>	

**Notes:**

- All fields that are preceded by an asterisk \* are mandatory fields.
- If the title deed is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:



Ownership Type

Ownership Type:

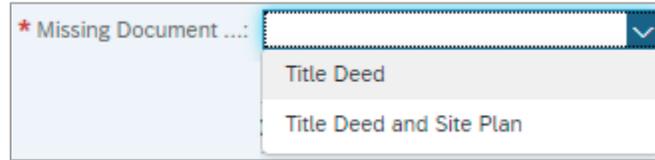
Proof Document

Transfer Document

OK Cancel

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

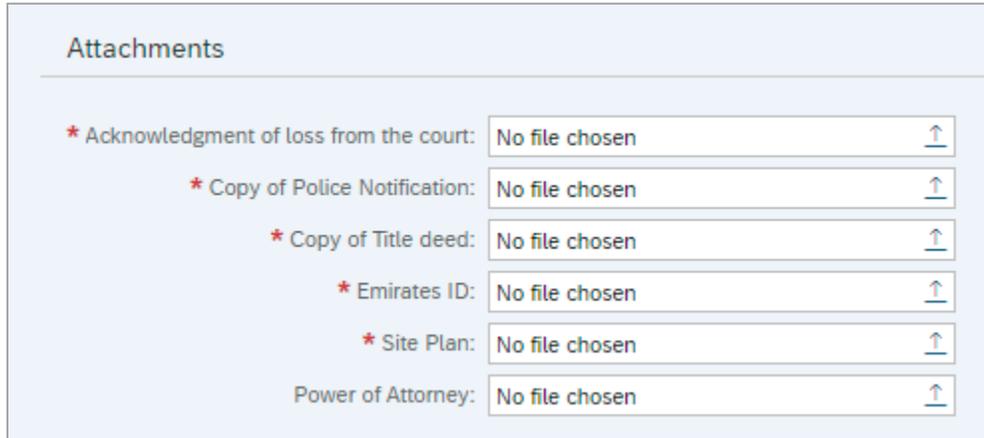
5. Select the **Missing Document**, from the dropdown list:



\* Missing Document ...

- Title Deed
- Title Deed and Site Plan

6. In the **Attachments** block, you have to attach all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).



**Attachments**

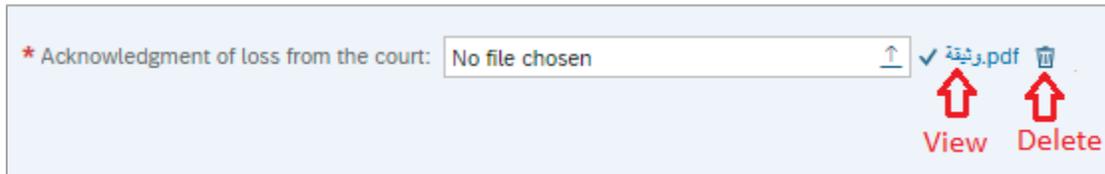
- \* Acknowledgment of loss from the court: No file chosen 
- \* Copy of Police Notification: No file chosen 
- \* Copy of Title deed: No file chosen 
- \* Emirates ID: No file chosen 
- \* Site Plan: No file chosen 
- Power of Attorney: No file chosen 

To upload documents:

- Click the **"Upload"** icon  next to the required attachment.
- Select the required document, and then click the **"Open"** button → to upload the document successfully.

**Notes:**

- To view a document, click on the **document title** link next to the required document.
- To delete a document, click on the **Delete** icon  next to the required document.



\* Acknowledgment of loss from the court: No file chosen  ✓ وثيقة.pdf 

   
View Delete

- Repeat the previous steps to upload the rest of the attachments.

7. Enter your notes in the “**Note**” field

Note

Note|

8. You have the following options to do:

- “**Submit**” to complete the request.
- “**Clear**” to clear all fields.

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

Submit Case Creation 

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Do you want to submit the request ?

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

Replacement to Lost Property Document Request



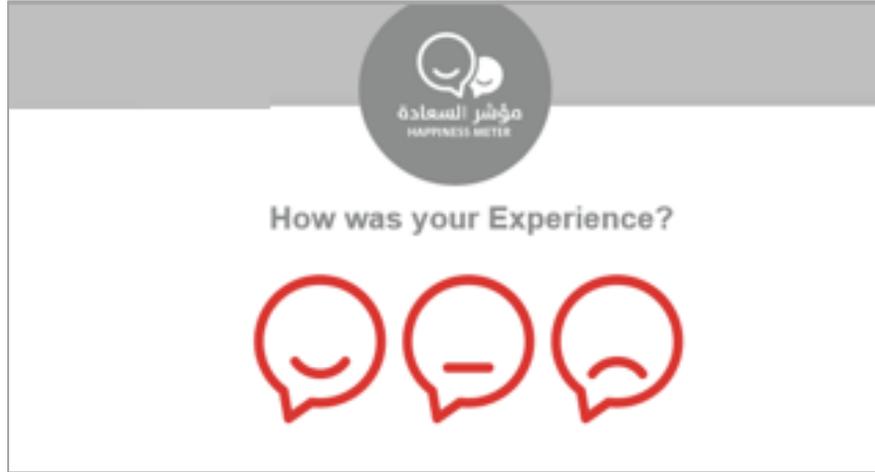
**Thank You!**  
Case was successfully created!

Newly created Case ID: 119237

10. To apply for a new service, click “**New Case**” 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, then your request will be approved and the replacement ownerships will be printed, and you can visit the customer happiness center in RAK municipality to get the original copy.

**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

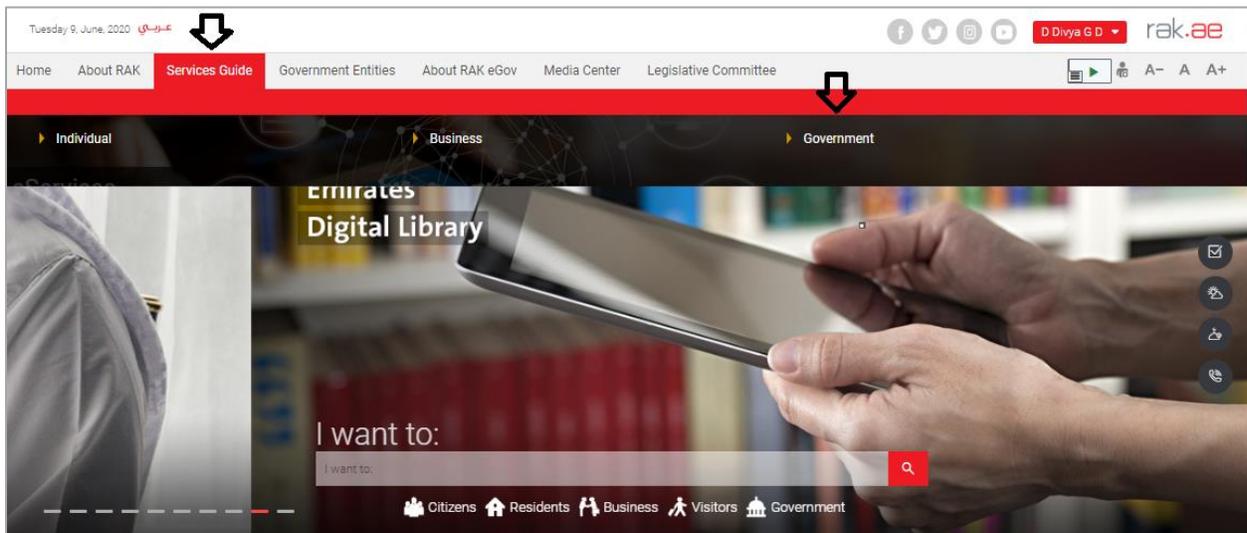
When you submit the **Replacement to loss Property Document** request, the coordinator in the land and property section will review it and accordingly the coordinator will do one of the following actions:

- 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.

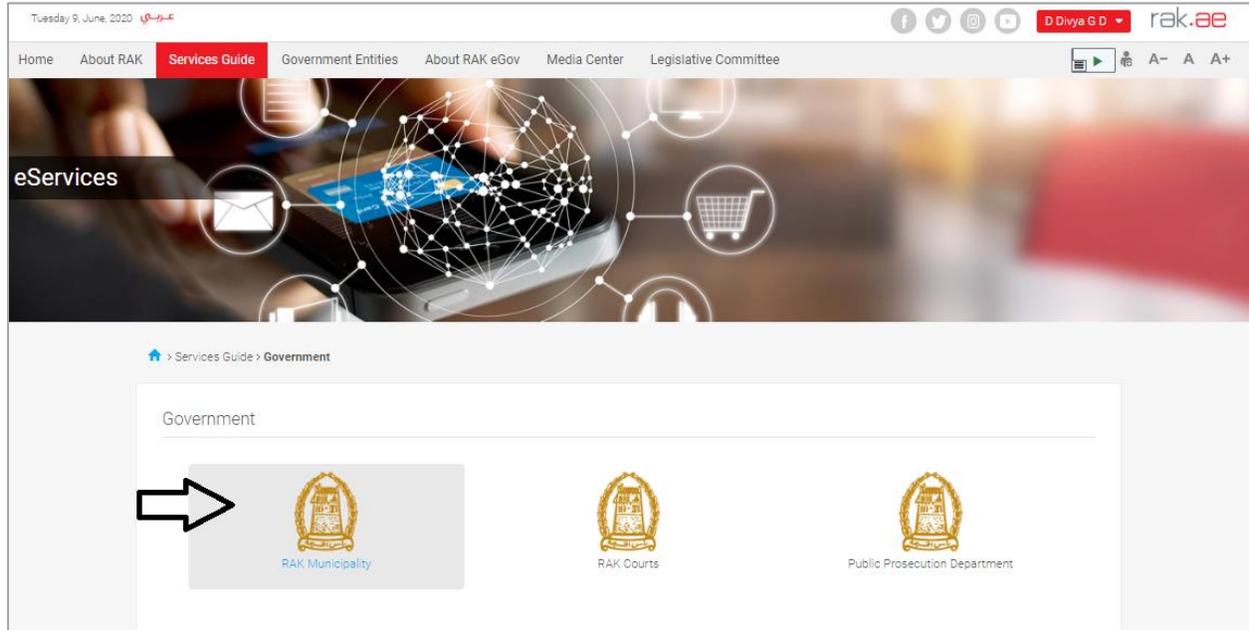
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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

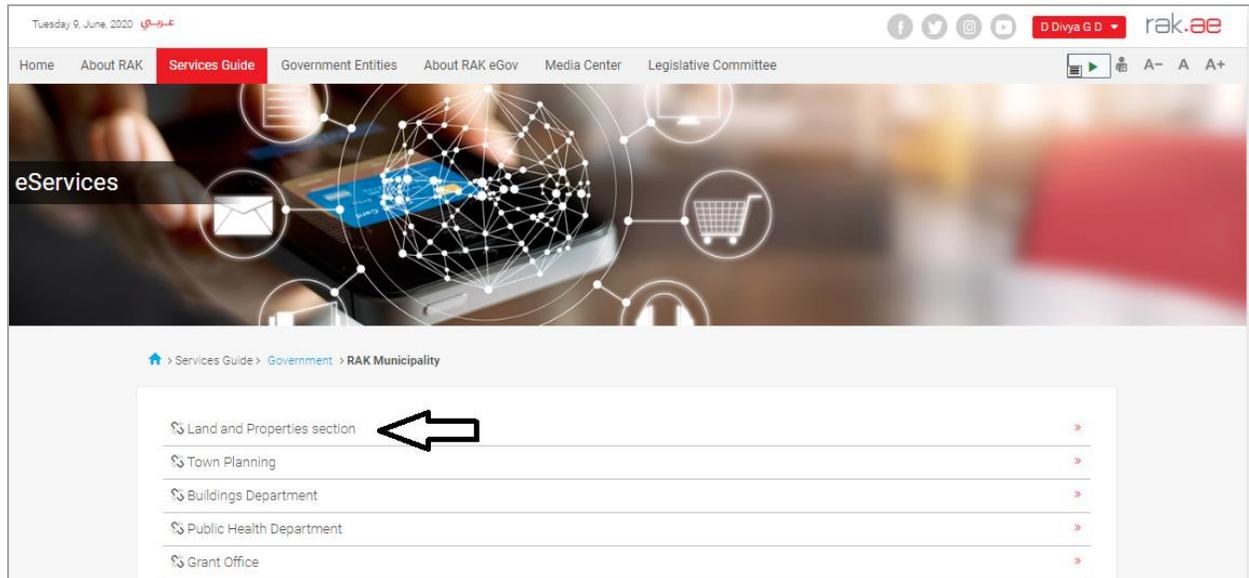
Then, Click the **“Service Guide”** then click **“Government”**:



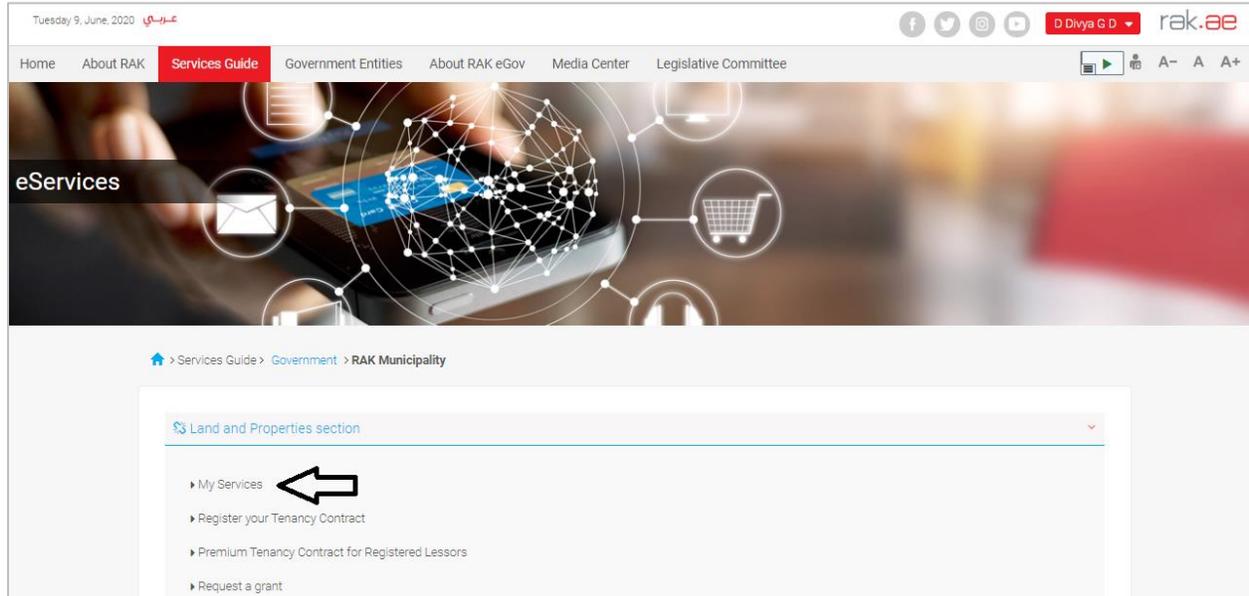
Next, select “RAK Municipality”



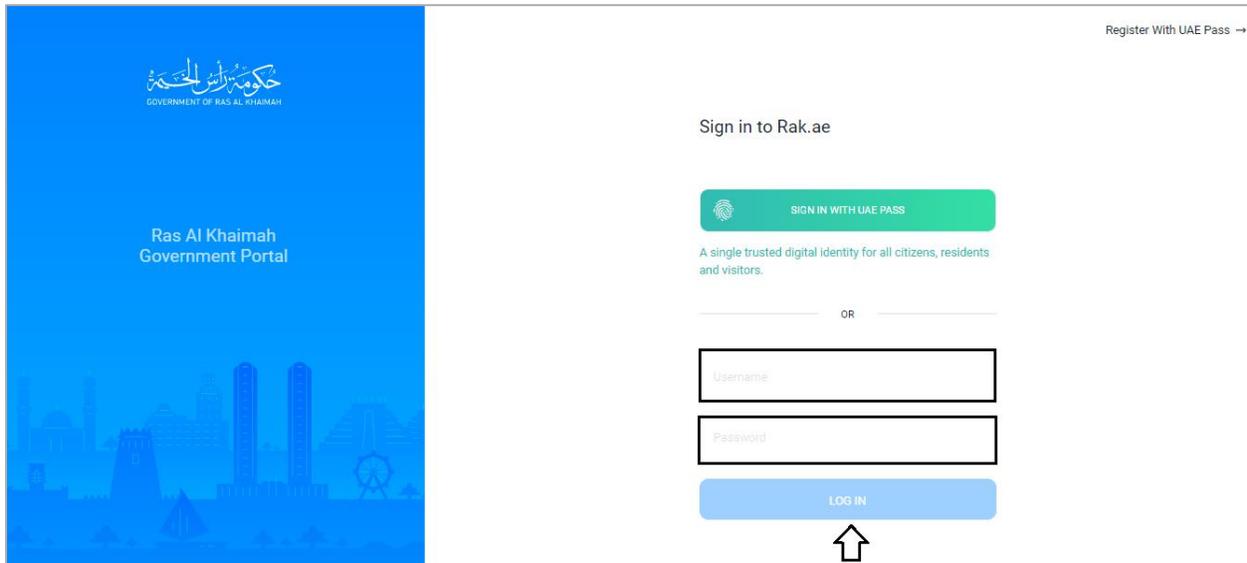
Next, Select the “Land and Properties Section”



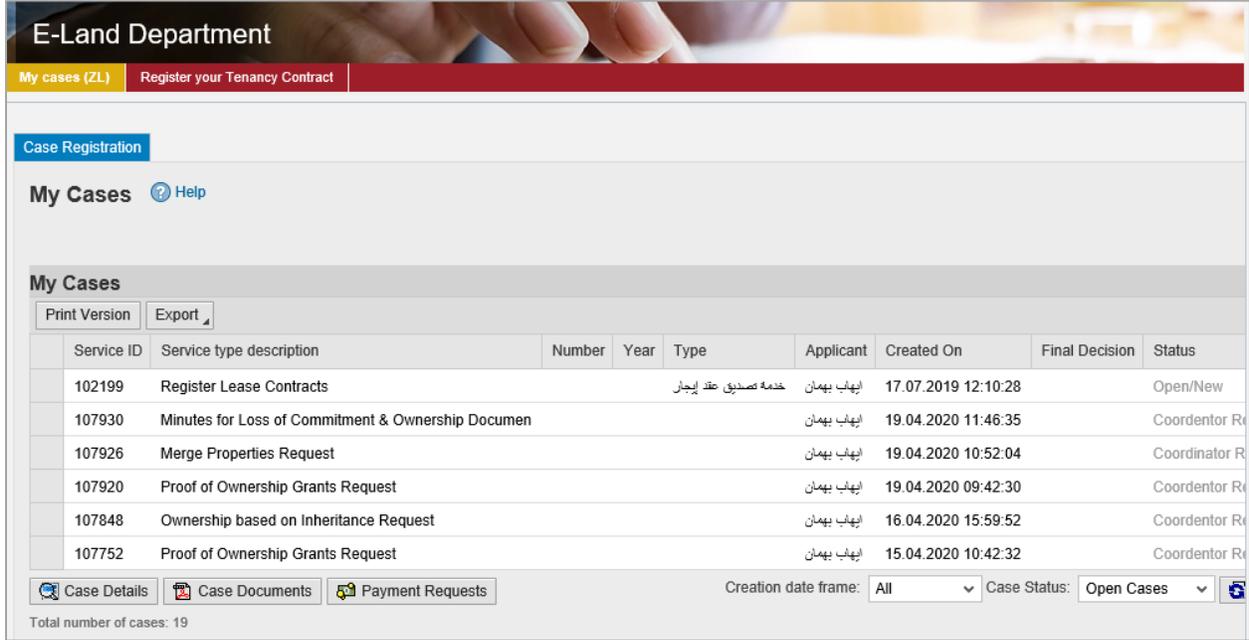
Next, Select “My Services”



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 that you have 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 بهيمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهيمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهيمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهيمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهيمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهيمان	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		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 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 بهيمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهيمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				ايهاب بهيمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهيمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				ايهاب بهيمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				ايهاب بهيمان	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

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	

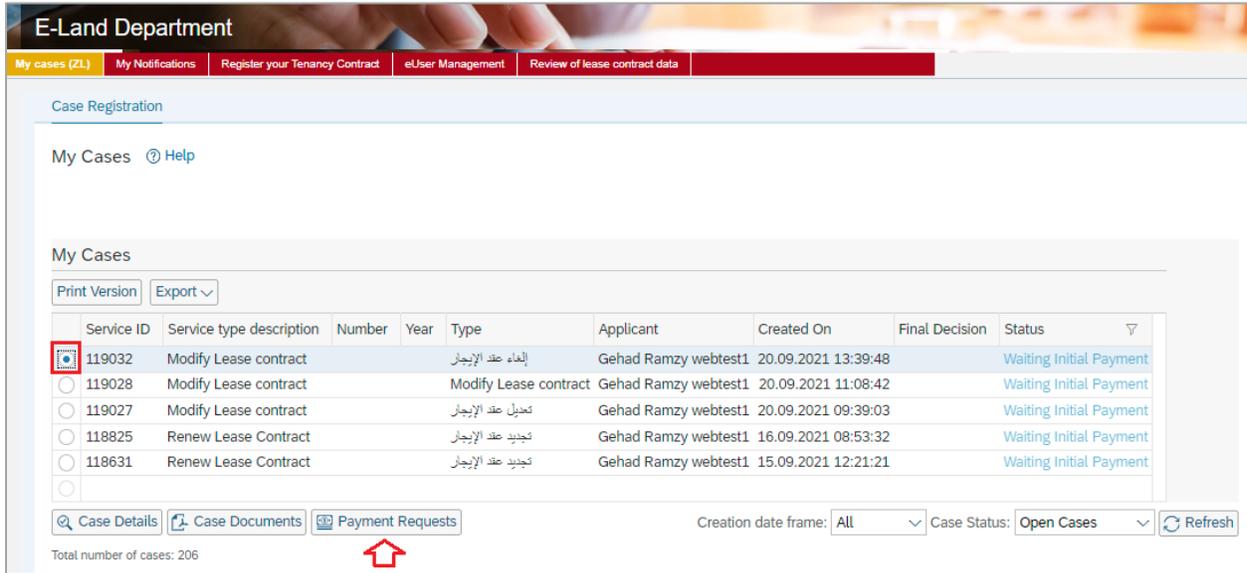
Download all attachments

Close

## Fee Payment

After the coordinator of the land and properties section accepts your request, the system will notify you to pay the request fees via email and SMS, so in **“My Cases”** page:

1. Select the request whose status is **“pending for payment”** and then click on the **“Payment Requests”** button.



**E-Land Department**

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

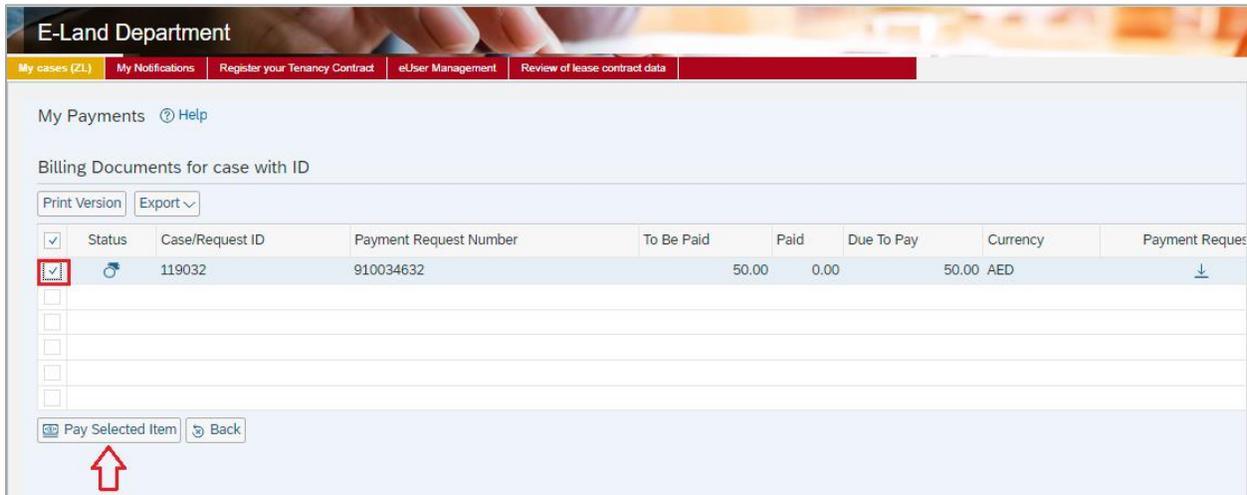
	Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
<input checked="" type="checkbox"/>	119032	Modify Lease contract			إلغاء عقد الإيجار	Gehad Ramzy webtest1	20.09.2021 13:39:48		Waiting Initial Payment
<input type="checkbox"/>	119028	Modify Lease contract			Modify Lease contract	Gehad Ramzy webtest1	20.09.2021 11:08:42		Waiting Initial Payment
<input type="checkbox"/>	119027	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	20.09.2021 09:39:03		Waiting Initial Payment
<input type="checkbox"/>	118825	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	16.09.2021 08:53:32		Waiting Initial Payment
<input type="checkbox"/>	118631	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	15.09.2021 12:21:21		Waiting Initial Payment

Case Details | Case Documents | **Payment Requests**

Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 206

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



**E-Land Department**

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

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	Payment Request
<input checked="" type="checkbox"/>		119032	910034632	50.00	0.00	50.00	AED	<a href="#">↓</a>
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Pay Selected Item | Back

2. Select the required payment item and then click on the **“Pay Selected Item”** button to move to the payments channels screen:

## E-Land Department

My cases (ZL) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

### Payment Details

Payment Amount: 50.00  
Amount Already Payed: 0.00

### Transaction Amount 50.00

e-Dirham Payment Gateway

**Applicable Fees using eDirham payment gateway**

- \* If you want to pay by eDirham Card, a flat rate of 3 AED shall apply.
- \* If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 3 AED + (2%) of total debited amount.
- \* If you want to pay by direct eDebit from bank Account, a flat rate of 10 AED shall apply.

Credit cards (Etisalat Payment Gateway)

**Applicable Fees using Etisalat Payment Gateway**

If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 0.50 AED + 1.40% of the transaction amount shall apply.

I / We acknowledge and accept the Terms & Conditions applicable and available on the site

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

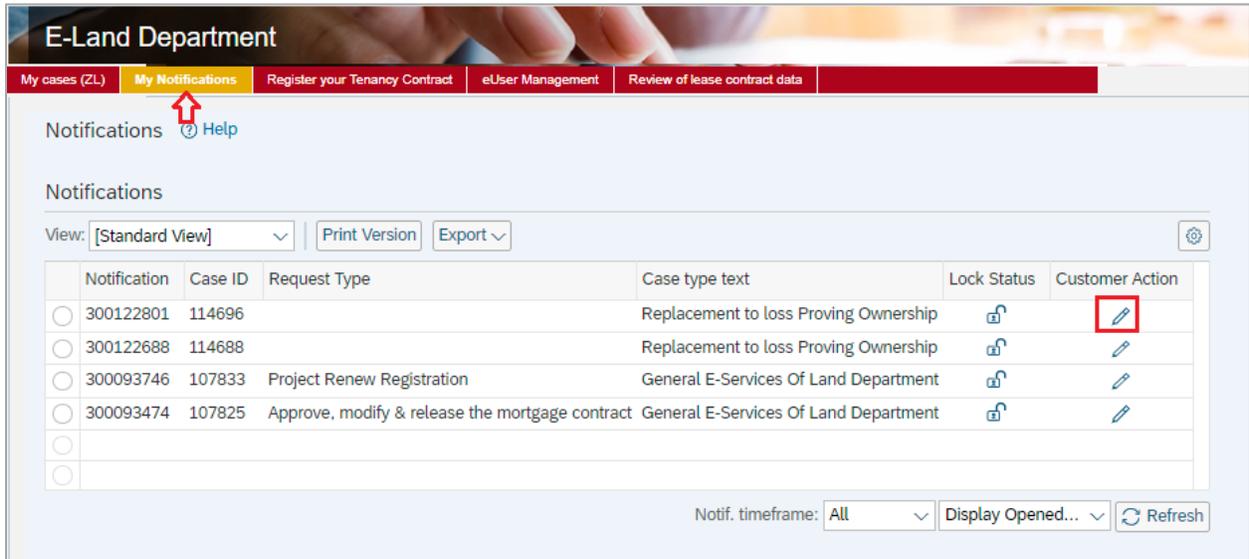
3. Select the payment channel and select the terms and condition approval check box, then click the “Pay” button to proceed with the payment process as usual.

## 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:



E-Land Department

My cases (ZL) My Notifications Register your Tenancy Contract eUser Management Review of lease contract data

Notifications  Help

Notifications

View: [Standard View] Print Version Export

Notification	Case ID	Request Type	Case type text	Lock Status	Customer Action
<input type="radio"/>	300122801	114696	Replacement to loss Proving Ownership		
<input type="radio"/>	300122688	114688	Replacement to loss Proving Ownership		
<input type="radio"/>	300093746	107833	Project Renewal Registration	General E-Services Of Land Department	
<input type="radio"/>	300093474	107825	Approve, modify & release the mortgage contract	General E-Services Of Land Department	
<input type="radio"/>					
<input type="radio"/>					

Notif. timeframe: All Display Opened... Refresh

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:

Selected Notification

Notification: 300122801 Case ID: 114696  
Created on: 24.06.2021 Case Type: ZL05 Replacement to loss Proving Ownership  
Requester: System BusinessPartner: 3000113378 Gehad Ramzy webtest1  
Lock Status:   
Current System Status: Open

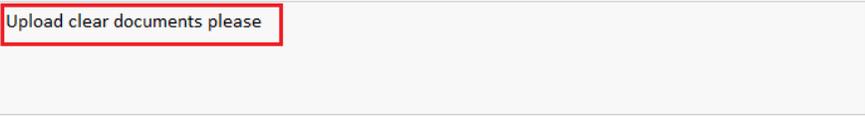
Status details



Attachments

3 

Comments

2 Note from Department:  


Note from Applicant:

2. Read the coordinator notes of the required modification
3. Click on “Add attachment” button → the request Attachment screen opens:

Documents management for notification: 300122801 

Attachment Details

A  
\* Attachment:  No file chosen

B  
 

	File Description	Mime Type		
<input type="radio"/>				



C  
 

- A. Click on the “Choose File” button → open the required document.
- B. Click “Add Attachment” button.
- C. Click “Save”.

**Note:** to delete an attachment, select the required document and click on the “Delete Attachment”:

Documents management for notification: 300122801

Attachment Details

\* Attachment:  No file chosen

File Description	Mime Type	
<input checked="" type="checkbox"/> وثيقة.pdf	application/pdf	<input type="button" value="↓"/>
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

4. Modify the request as per the coordinator comments.

Customer Action 300122801

**Selected Notification**

Notification: <b>300122801</b>	Case ID: <b>114696</b>
Created on: <b>24.06.2021</b>	Case Type: <b>ZL05 Replacement to loss Proving Ownership</b>
Requester: <b>System</b>	BusinessPartner: <b>3000113378 Gehad Ramzy webtest1</b>
Lock Status: 	
Current System Status: <b>Open</b>	

**Status details**



**Attachments**



**Comments**

Note from Department:

To testing again and again

Note from Applicant:

5. 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 your request gets the final approval, you will be notified via SMS and Email that your request is approved and you can receive the replaced ownership from the customer happiness centre in the RAK municipality.