

User Manual

Waiver Registration 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.

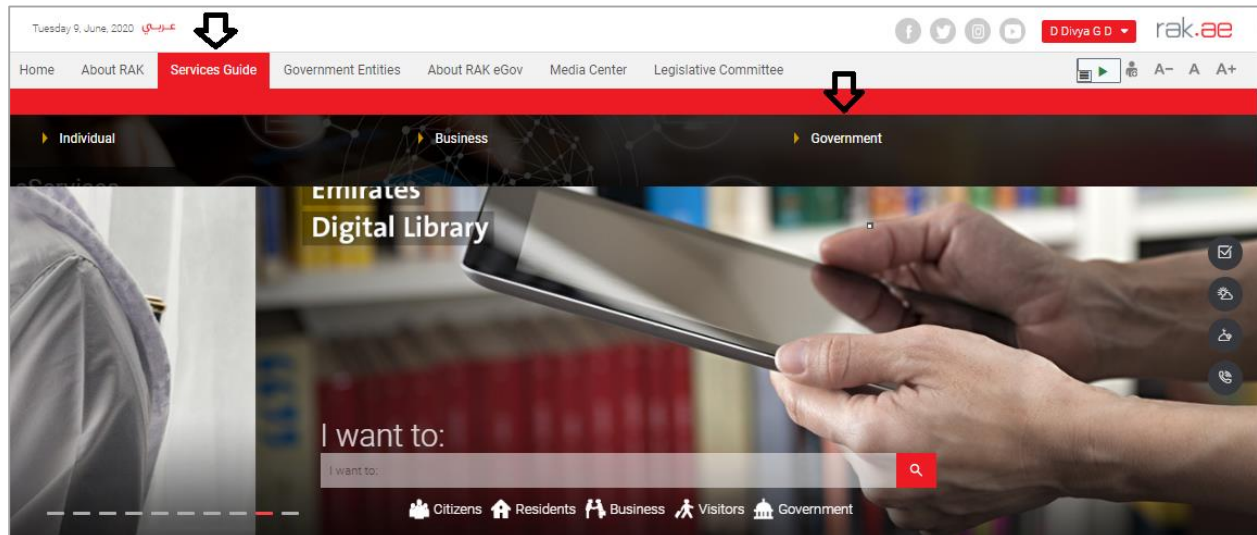
The Waiver Registration request allows the assigning person to issue a declaration whereby he assigns his assignment of the shares or shares owned by him in any property to the assignee who must be a relative from the first degree, after attach the required documents and pay the required service fee.

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

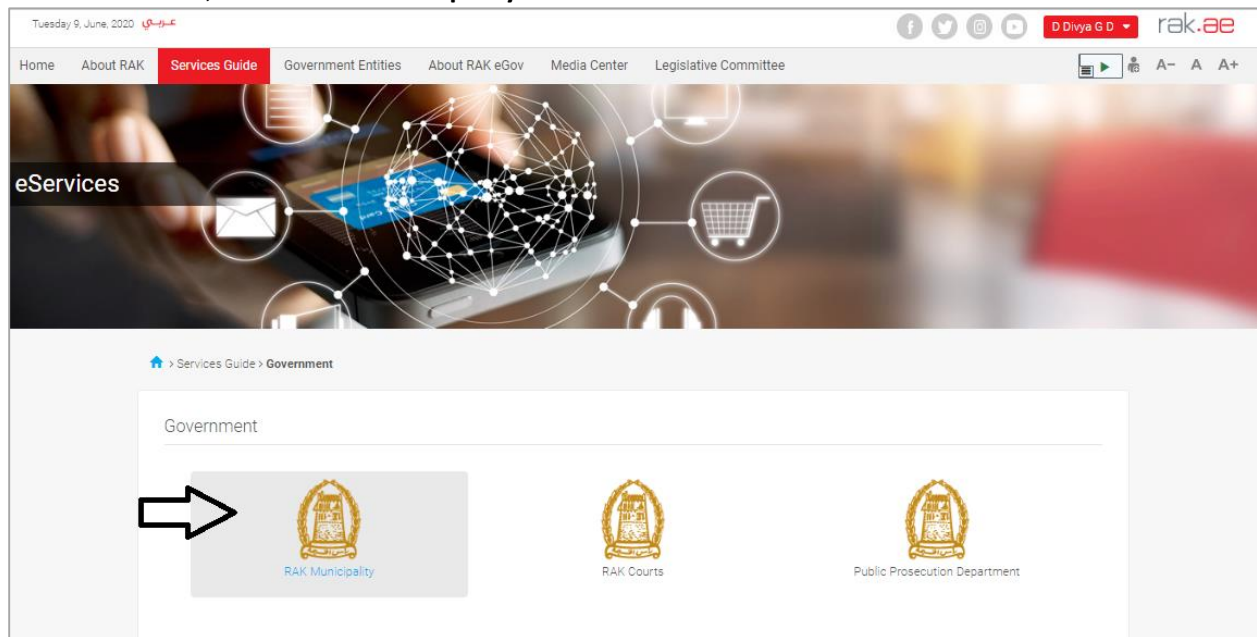
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Waiver Registration Request

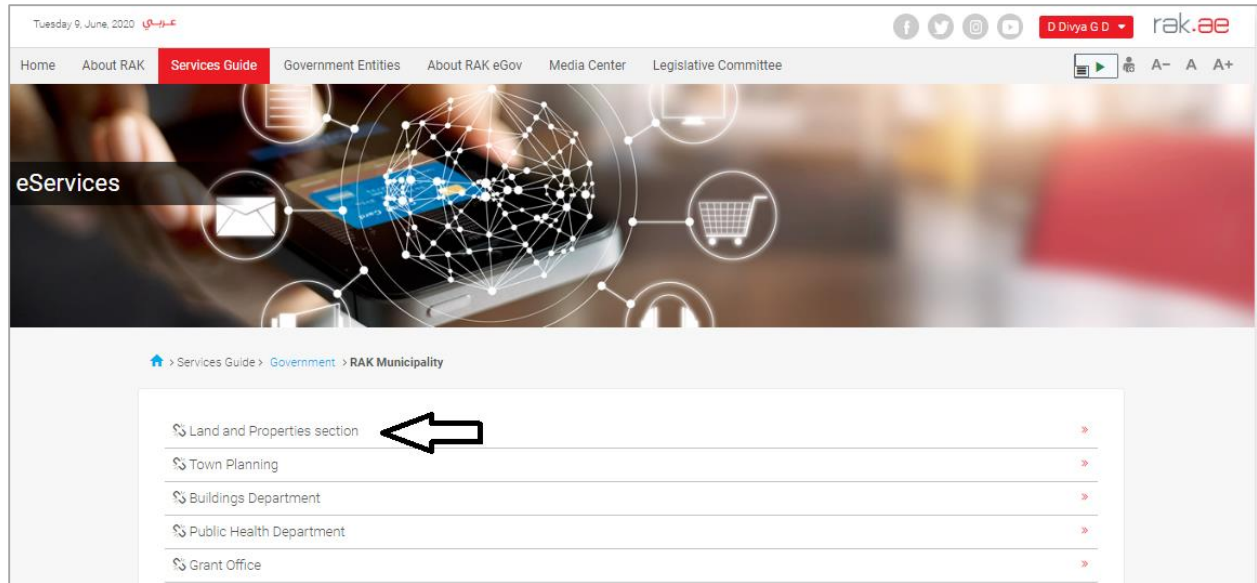
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Waiver Registration Request, click on the “Service Guide” then click on “Government”



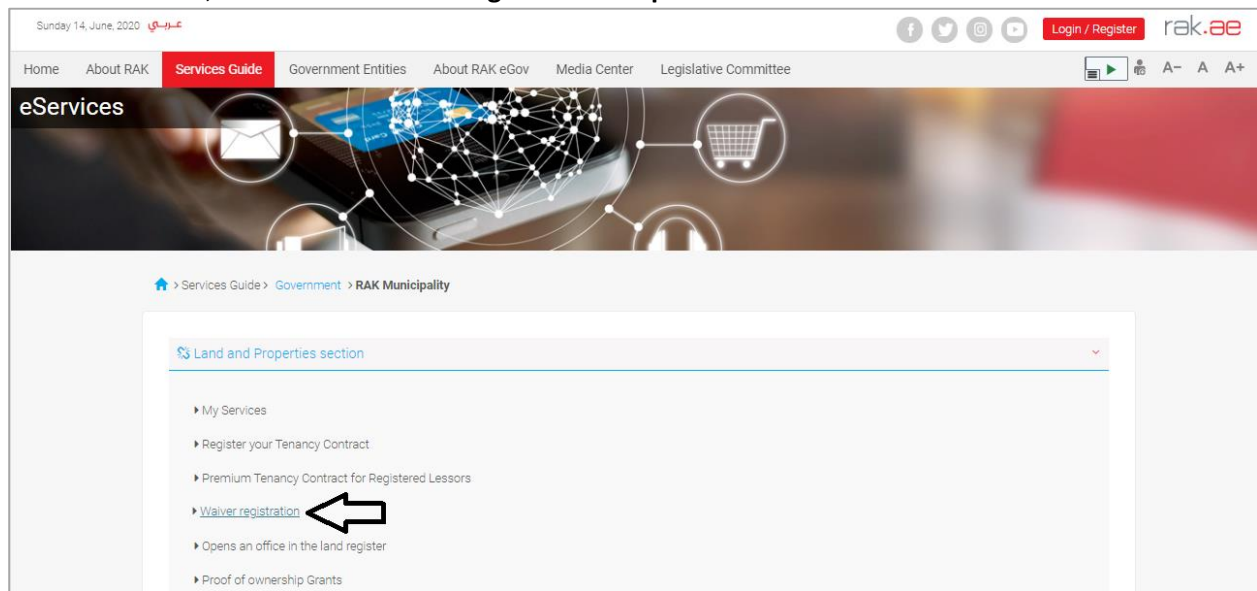
- 3- Next, select “RAK Municipality”



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



5- Next, click on the Waiver Registration Request



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

Sunday 14, June 2020 عربي

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eServices

> Services Guide > Government > RAK Municipality > Land and Property Sector > Waiver registration

Waiver registration

A declaration issued by the assigning person, whereby he assigns his assignment of the shares or shares owned by him in any property to the assignee who must be a relative from the first degree.

- Step 1** Sign up using portal account
- Step 2** Submit Waiver registration 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 with a copy of title deed 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.

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Processing Time

7 working day

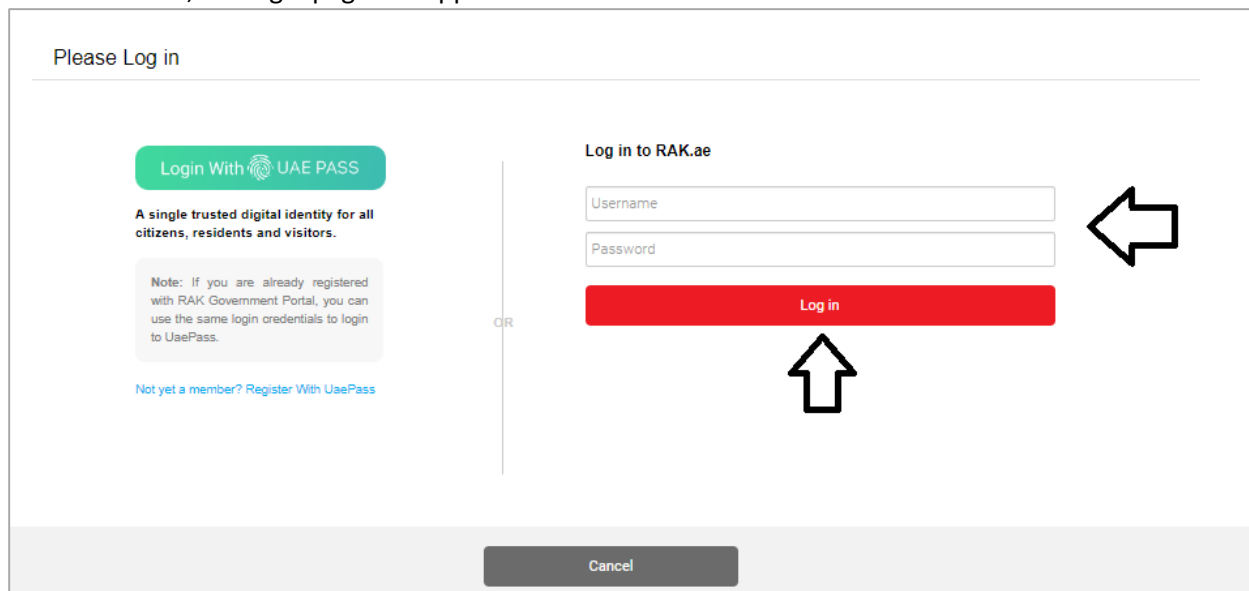
Required Documents

- Copy of site plan
- Copy of Title deed
- Copy of ID's
- Family book (Emirates only)
- Marriage certificate (Residents)

Start Service

Create Waiver Registration Request

1. After you access the **Waiver Registration Request** service 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.

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 **Waiver Registration Request** form will be displayed enabling you to create the request:

Waiver Registration

General Information

* Waiver Type:

Parcel Land:

* Site Plan ID: /

* Land Register: /

* Applicant:

Business Partner Details

List of New Owners

| No. Owner | Name of owner |
|-----------|---------------|
| | |
| | |
| | |
| | |
| | |

List of Old Owners

| No. Owner | Name of owner |
|-----------|---------------|
| | |
| | |
| | |

4. In **General Information** block, select the **Waiver Type**, from the dropdown list:

* Waiver Type:

- First time first-degree relatives.
- Second time to first-degree at least one year
- Waiver empty for housing property.
- Waiver for built housing property.
- Waiver for trading-housing property.
- Waiver for empty trading property.
- Waiver for built trading property.
- Waiver for industrial property.
- Waiver for trading-industrial property.
- Waiver for empty agricultural property.

5. Enter the land register number in the "**Land Register**" fields in (number / year) format, then click the "**Enter**" key to have the parcel land number displayed in the "**Parcel Land**" field and the owners of the land are displayed in the list of Owners automatically.

Parcel Land: 412020352

* Site Plan ID: /

* Land Register: 00034 / 2013

* Applicant: 3000030002 محمود محمد محمود بغدادى Update

Business Partner Details

List of New Owners

| No. Owner | Name of owner |
|-----------|---------------|
| | |
| | |
| | |
| | |
| | |

Add New Delete from List

List of Old Owners

| No. Owner | Name of owner |
|------------|-----------------------|
| 3000036... | سعيد سالم سهيل العمري |

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:

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

6. Enter the site plan number in the " **Site plan ID** " fields in (number / year) format

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- As you login to the service, the system will display your name and number in the "Applicant" fields automatically.

* Applicant: 3000030002 محمود محمد محمود بغدادى Update

- 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

By Passport(non EID holder only)

By Unified Id(non EID holder only)

Trade License Number

Myself

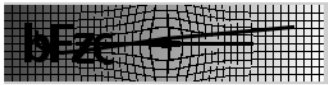
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

| 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 | <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> |
| 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 | <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: By Unified Id(non EID holder only)</p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: </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> |

- 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.

7. In the “**Business Partner Details**” block, you need to insert the list of the new owners, click on the “**Add New**” button to insert the new owner/s:

Business Partner Details

List of New Owners

| No. | Owner | Name of owner |
|-----|-------|---------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

➡

“**Create new Business partner**” screen shows up to enable you to search for the new owner/s by 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

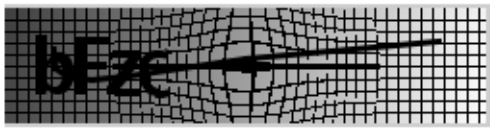
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

| 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 original owner of the grant, select " Myself " and then click the "OK" button to have your name listed in the owners list.</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.

10. Enter the "Ok" button to insert the selected person in the owner list as below:

| List of New Owners | |
|--------------------|-------------------------|
| No. Owner | Name of owner |
| 3000030... | محمود محمد محمود بغدادى |
| | |
| | |
| | |
| | |
| | |

Note: to delete one owner form the owners list, select the required one, then click on the “Delete from list” button.

| List of New Owners | |
|--------------------|-------------------------|
| No. Owner | Name of owner |
| 3000030... | محمود محمد محمود بغدادى |
| | |
| | |
| | |
| | |
| | |

↑

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:

- Limitation of Inheritance
- Site Plan
- Copy of Ownership Document
- Emirates ID
- Passport ID

Note: the list includes all of the mandatory documents that you have to attached to the request except for the “**limitation of Inheritance**” which should be attached if the original owner of the grant is dead.

- C. Browse for the file and Click on **Add** ➔ the file will be uploaded successfully.
D. Repeat the steps to attach next documents.

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

Attachments

List of Attachments

| Type Description | File Description |
|------------------|------------------|
| Emirates ID | dummy.pdf |
| | |
| | |
| | |
| | |

13. Enter your notes in the “**Notes**” field

Note

notes [

14. You have the following options to do:

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

15. 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**.

Case was successfully created!

Case Information

Newly created Case ID: 107920

1. 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, then your request will be approved and the new ownership will be printed, then 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:

مؤشر السعادة
HAPPINESS METER

How was your Experience?

Three red speech bubble icons representing different levels of satisfaction: a happy face, a neutral face, and a sad face.

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

My Cases

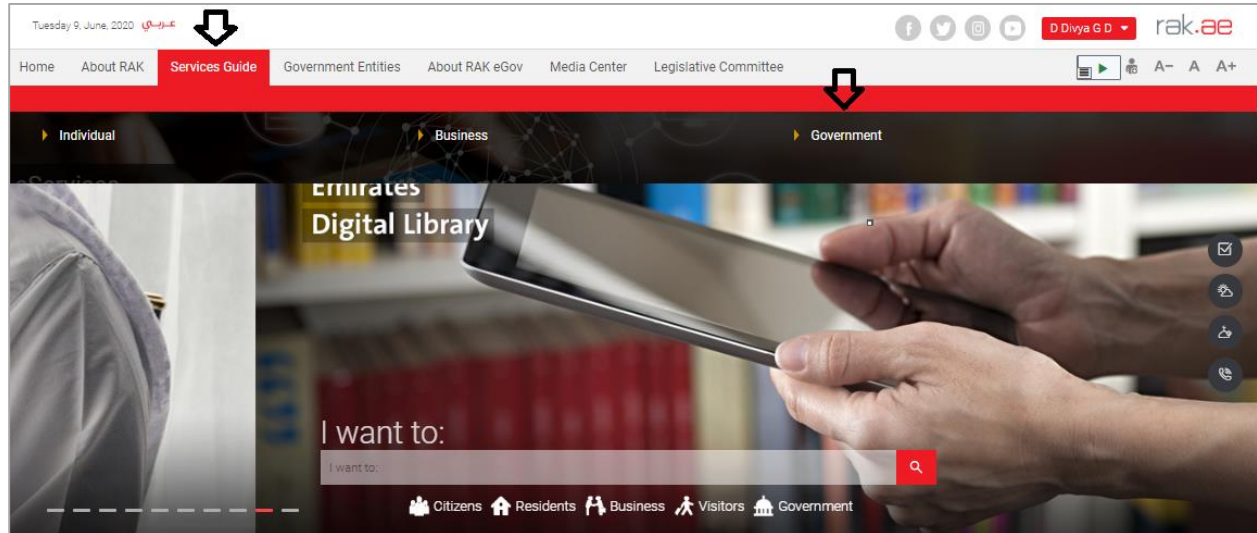
When you submit the Waiver Registration Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

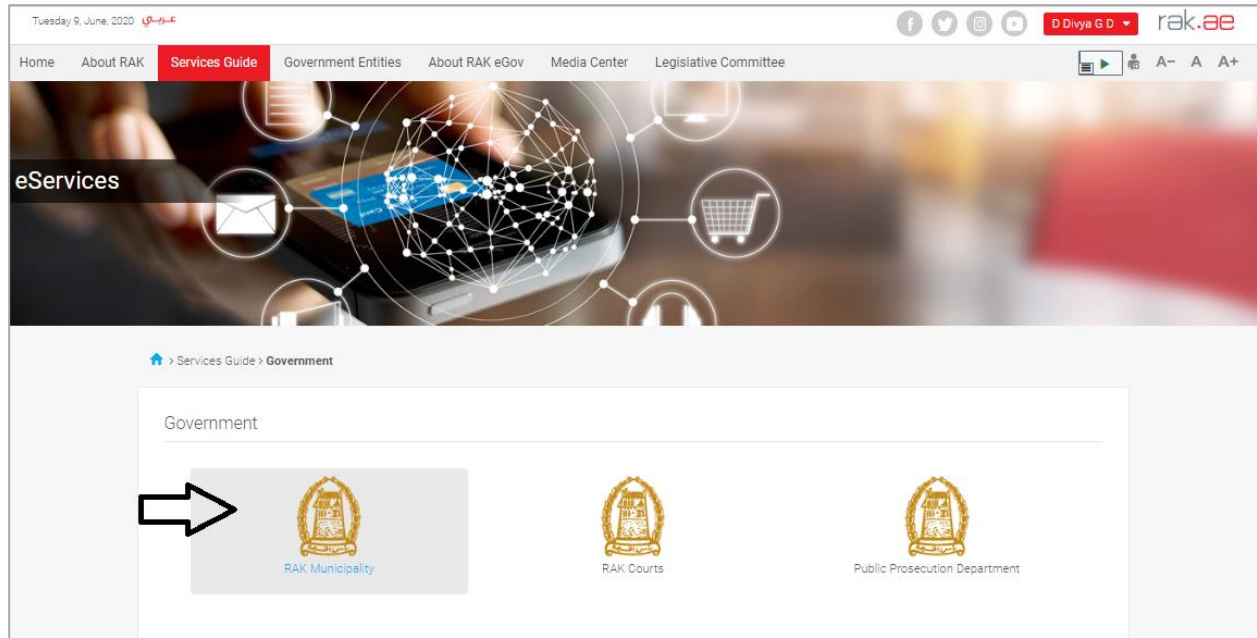
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

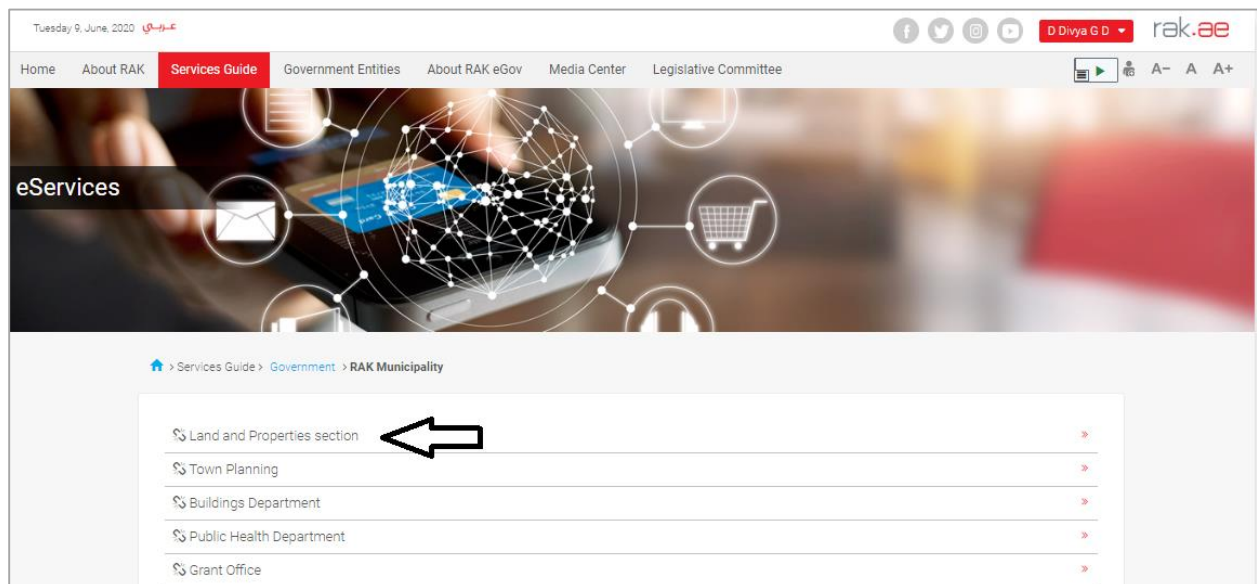
Then, Click the **“Service Guide”** then click **“Government”**:



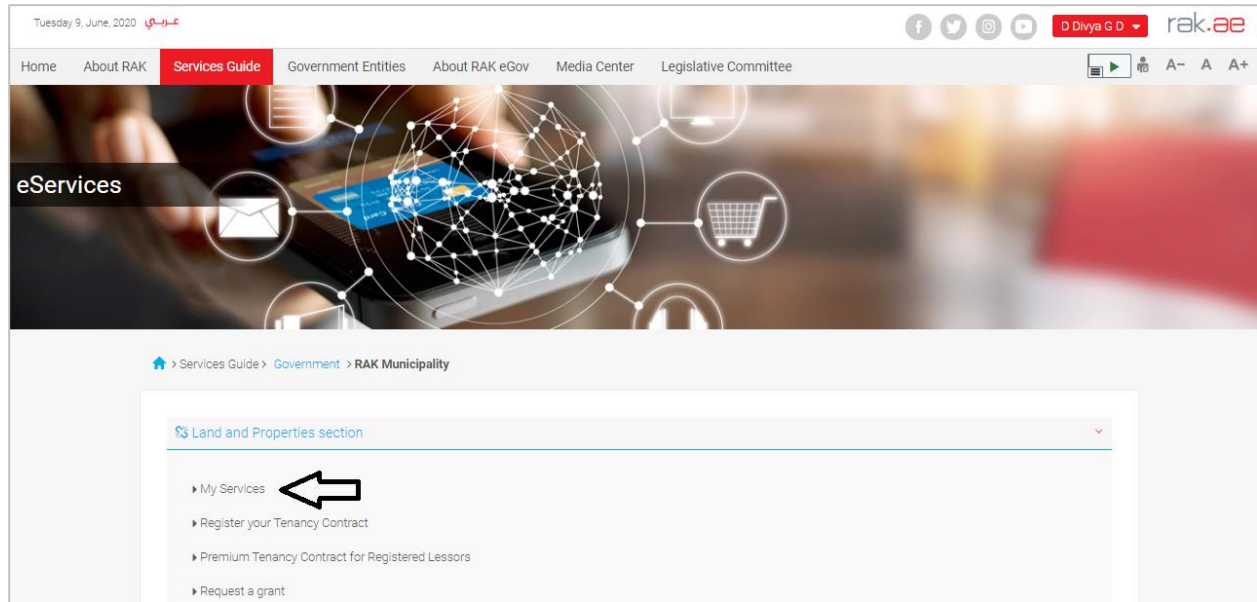
Next, select **“RAK Municipality”**



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.

The screenshot shows the login page of the RAK Government Portal. The title is 'Please Log in'. On the left, there is a green button labeled 'Login With UAE PASS' with the text 'A single trusted digital identity for all citizens, residents and visitors.' Below this, a note states: 'Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.' and a link 'Not yet a member? Register With UaePass'. In the center, there is a vertical line with 'OR' on either side. On the right, under the heading 'Log in to RAK.ae', there are two input fields: 'Username' and 'Password'. Below these fields is a red button labeled 'Log in', which is indicated by an arrow. At the bottom of the page, there is a 'Cancel' 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 | | Coordontor 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 | | Coordontor R |
| 107848 | Ownership based on Inheritance Request | | | | ايهاب بهمان | 16.04.2020 15:59:52 | | Coordontor R |
| 107752 | Proof of Ownership Grants Request | | | | ايهاب بهمان | 15.04.2020 10:42:32 | | Coordontor 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 |
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| 107752 | Proof of Ownership Grants Request | | | | ايهاب بهمان | 15.04.2020 10:42:32 | | Coordontor 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: Coormentor 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 | إيهاب يهمان | 17.07.2019 12:10:28 | | Open/New |
| 107930 | Minutes for Loss of Commitment & Ownership Documen | | | | إيهاب يهمان | 19.04.2020 11:46:35 | | Coordentor R |
| 107926 | Merge Properties Request | | | | إيهاب يهمان | 19.04.2020 10:52:04 | | Coordinator R |
| 107920 | Proof of Ownership Grants Request | | | | إيهاب يهمان | 19.04.2020 09:42:30 | | Coordentor R |
| 107848 | Ownership based on Inheritance Request | | | | إيهاب يهمان | 16.04.2020 15:59:52 | | Coordentor R |
| 107752 | Proof of Ownership Grants Request | | | | إيهاب يهمان | 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 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 |
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| 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





الدرهم الإلكتروني
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.

Note: the fees amount will vary as per the selected type of waiver; the fees will be as follows:

| Waiver Type | Fees Amount |
|-----------------------------------------------|-------------|
| First time first-degree relatives. | 750 AED |
| Second time to first-degree at least one year | 2150 AED |
| Waiver for Second time (Less than one year). | 2000 AED |

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:

| 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

Created on: 09.04.2020

Requester: Hend Gomaa Mohamed

Lock Status:

Current System Status: Open

Case ID: 107673

Case Type: **Proof of ownership grant**

BusinessPartner: 3000113130 مصطفى عبد الرزاق محمد احمد

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

Open Case

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

Step 4: Complete the notification modification by clicking the below

Complete

Comments


Note from Municipality:

Modify attachment

Save Cancel

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

Land and Property Sector Services [Help](#)

 **Update**

General Information

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

Customer Note:

Applicant Details

Applicant

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

Attachments

Attachment List

Print Version

| Mandatory | Doc Description | Attach File | File Path |
|--------------------------|------------------|---------------------------------------|-----------|
| <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**

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

Open Case

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

Step 4: Complete the notification modification by clicking the below

Complete

Comments

Note from Municipality:

Modify attachment

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 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 new ownership from the customer happiness centre in the RAK municipality.