

User Manual

Tenancy Contract Registration Request V1.0

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.

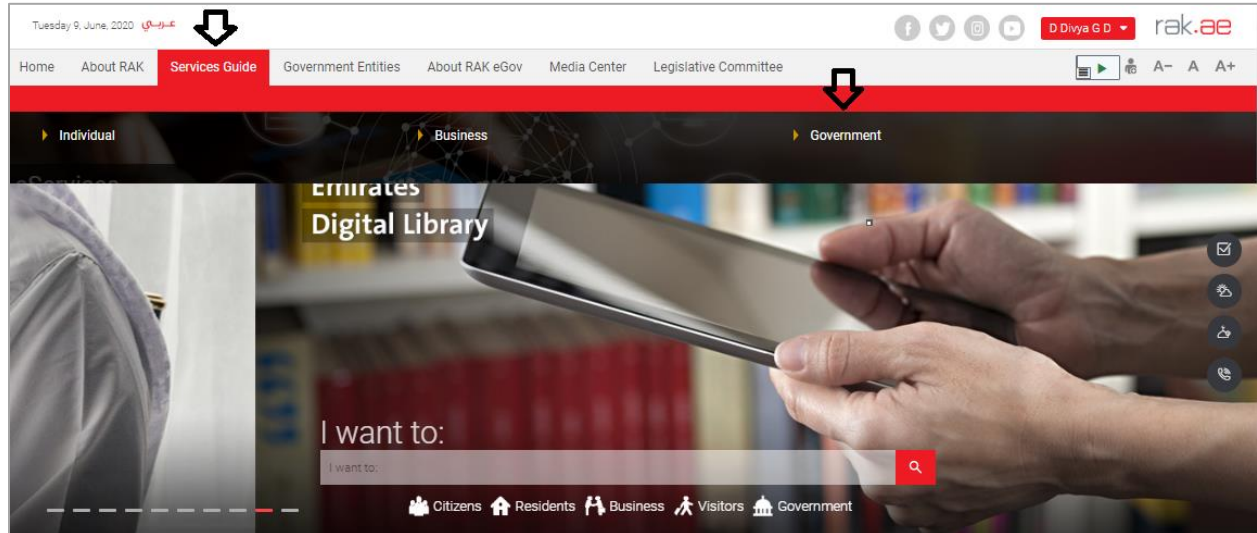
This guide explains to customers (lessor/lessee/third party “a rental company for example”) how to access the **Tenancy Contract Registration** service. It also guides customers on how to create, send and track the request electronically without the need to buy a tenancy contract, or to go to a typing center or even to visit the Land and property section.

The **Tenancy Contract Registration** service allows customers to attest the tenancy contracts of their leased properties, whether residential, investment or commercial, by attaching the required documents and paying the service fees.

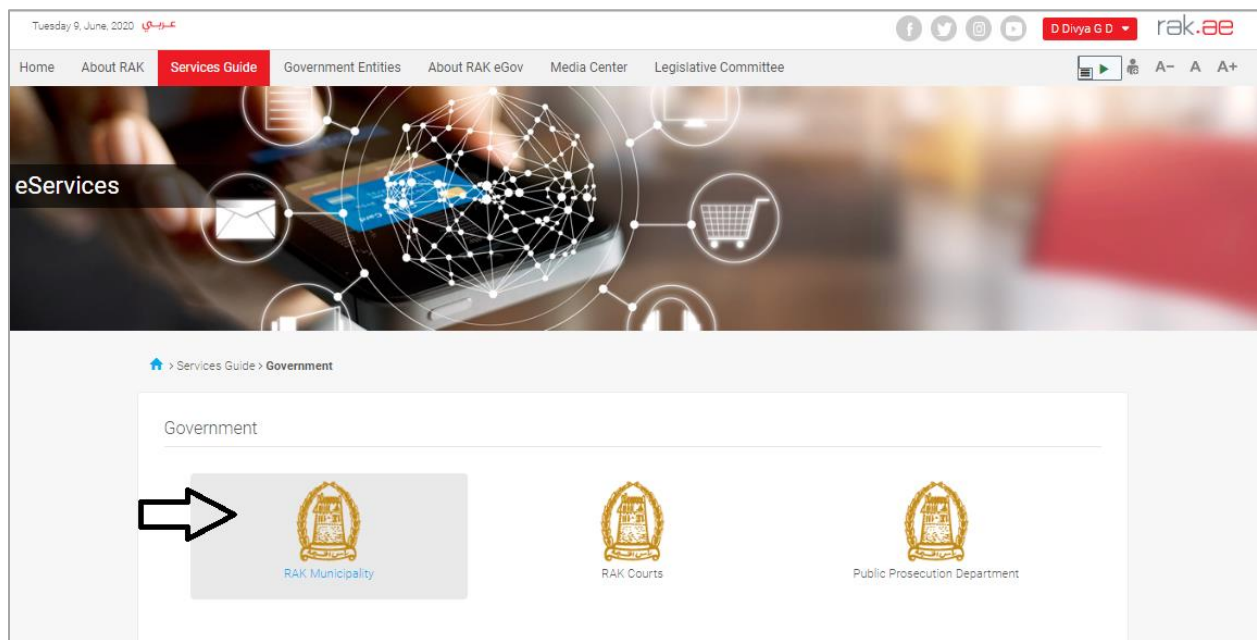
Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fees, modify requests (if necessary), re-submit the requests after applying the modifications, and finally obtain their attested contracts electronically.

Login and Access to the Tenancy Contract Registration Service

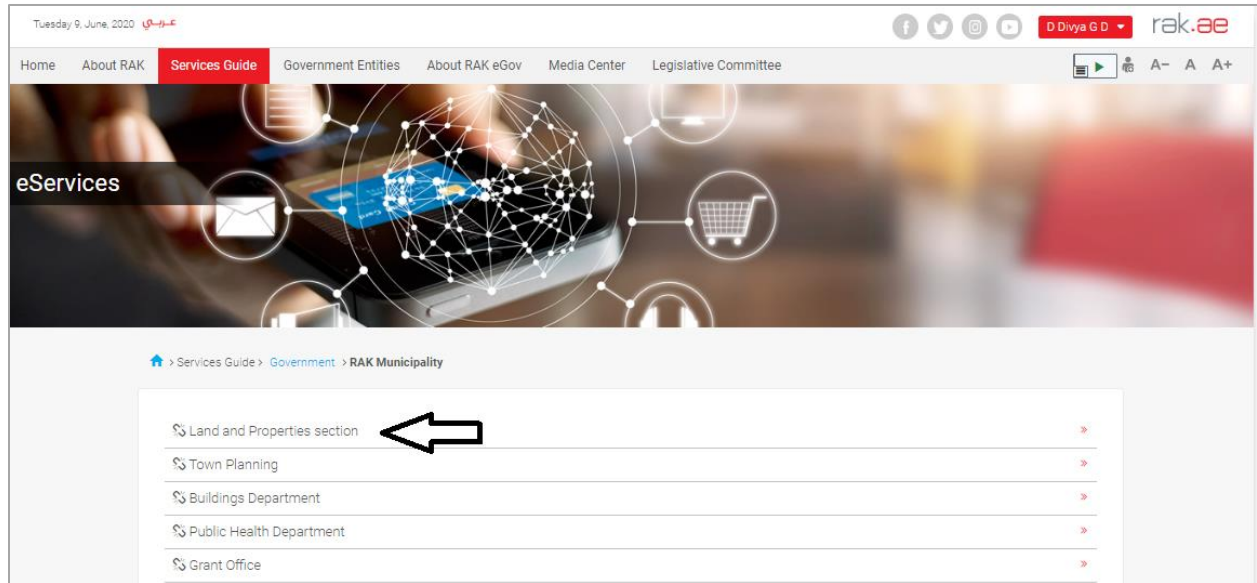
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on the **Service Guide** then click on **Government**:



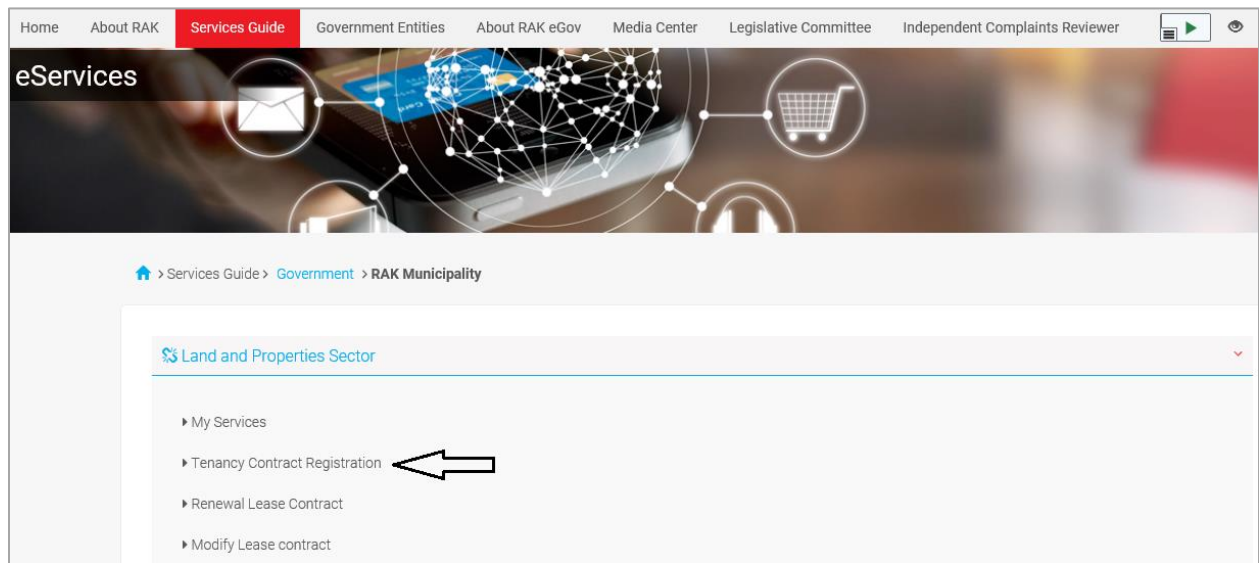
3. Next, select **RAK Municipality**



4. Next, select **Land and Properties Section**



5. Next, click on **Tenancy Contract Registration**



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

The screenshot displays the eServices portal with a navigation bar at the top. The 'Services Guide' tab is selected. Below the navigation bar, there's a banner for 'eServices' with icons representing various services. The main content area shows the 'Tenancy Contract Registration' service. On the left, there's a map of an area in Ras Al Khaimah with a warning message: 'You are using a browser that is not supported by the Google Maps JavaScript API. Please consider changing your browser.' The right side of the page contains the 'Tenancy Contract Registration' section, which includes a description of the service and a five-step process:

- Step 1: Sign up using portal account.
- Step 2: Read the service conditions and make sure that you have the required documents.
- Step 3: Fill in Contract Details, attach required documents and submit for approval
- Step 4: Pay Fees.
- Step 5: You will receive the Contract stamped and registered from the land sector to your email registered in the service.

At the bottom left, there is a 'Service Enquiry' button.

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

This screenshot shows the 'Start Service' button at the bottom of the page. Above the button, there's a section titled 'Processing Time' which states '1 working day'. Below that, there's a section titled 'Required Documents' which lists the following:

- Tenancy contract
- Title Deed
- EID for Lessee
- EID for Lessor
- 3rd party documents

A large downward-pointing arrow is positioned above the 'Start Service' button, which is a red rectangular button with the text 'Start Service' in white.

Create a Tenancy Contract Registration Request

1. After you access the **Tenancy Contract Registration** service and click on the “**Start Service**” button, the login page will appear as follow:

The screenshot shows the login page of the Ras Al Khaimah Government Portal. On the left is a blue sidebar with the government logo and the text 'Ras Al Khaimah Government Portal'. The main area is white and contains the text 'Sign in to Rak.ae'. Below this is a green button labeled 'SIGN IN WITH UAE PASS' with a small icon. Underneath is a line of text: 'A single trusted digital identity for all citizens, residents and visitors.' Below that is the word 'OR'. Then there are two input fields: 'Username' and 'Password'. At the bottom is a blue button labeled 'LOG IN'. An arrow points to the 'LOG IN' button.

2. Enter your RAK Government Portal username and password that you have previously created, and then press on the “**LOG IN**” button.
3. The **Tenancy Contract Registration** request form will be displayed letting you create the request:

The screenshot shows the 'Residential Tenancy Contract' registration form. At the top, there is a header with the text 'Register your Tenancy Contract' and 'My cases (ZL)'. Below this is a green bar with the text 'Residential Tenancy Contract' and links for 'FAQ' and 'User Guide'. The form is titled 'Please enter the Contract Details' and has two radio buttons: 'Draft Contract' and 'New Contract'. Below the form, there are several input fields for personal information: Name, P.O.Box, Nationality, Emirates ID, Unified ID, and Passport No. The form is partially obscured by a modal window.

4. To attest a new tenancy contract, select the “**New Contract**” button, then select the type of the required contract (Residential, Commercial, or Investment)

Please enter the Contract Details

☐ Draft Contract
☒ New Contract

☒ Residential Lease
 ☐ Commercial Lease
 ☐ Investment Lease

5. Enter the number and year of the title deed of the leased property, and click the "Search" button:

Lessor information – title deed details

Please enter the ownership document number

* Title deed number: 0021 * Year: 2021

6. Select the role of the lessor and enter the required information as follows:
- When choosing the lessor role as "Owner", select his/her name and enter his/her phone number:

Lessor information – title deed details

Please enter the ownership document number

* Title deed number: 00021 * Year: 2021

* Lessor Role: ☒ Owner
☐ 3rd party

Hend Gomaa

Please enter the owner's mobile number

- When choosing the lessor role as "Third party", the Search Business Partner screen appears:

Lessor information – title deed details

Please enter the ownership document number

* Title deed number: 00021 * Year: 2021

☐ Owner
☒ 3rd party

Search BP by identification number

Search Business Partner

Selection Criteria

Selection Crit... : Emirates ID

* Emirates ID: 784

* Nationality:

* Date of Birth:

Please enter the code shown in the image *

ImWa

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

Selection Crit... : **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
<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: Emirates ID ▼</p> <p>* Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></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: 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"/> <input type="text"/> <input type="text"/> <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"/> <input type="text"/> <input type="text"/> <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 lessor, select "Myself" and then click "OK" to be displayed in the field.</p>	<h3 style="text-align: center;">Selection Criteria</h3> <p>Selection Criteria: Myself ▼</p> <p style="text-align: center;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </p>
--	---

8. Enter the code that appears in the figure, and then click **"Search"**:

Please enter the code shown in the image *



Note: click **"Refresh"** to get a new clearer code, or click **"Clear"** to clear the input and re-write the code again.

9. Select the required lessor then click **"Ok"** to have the required lease contract form displayed letting you complete the request. The information of the lessor who you have selected appears in the **"Details of Lessor"** section, where you can modify only his/her phone number or email:

Register your Tenancy Contract

Register your Tenancy Contract
My cases (2)



بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Case ID: **118057**

Residential Tenancy Contract

[FAQ](#)
[User Guide](#)

▼ Details of Lessee

Click to Fill Lessee

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

▼ Details of lessor

Click to Fill Lessor

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

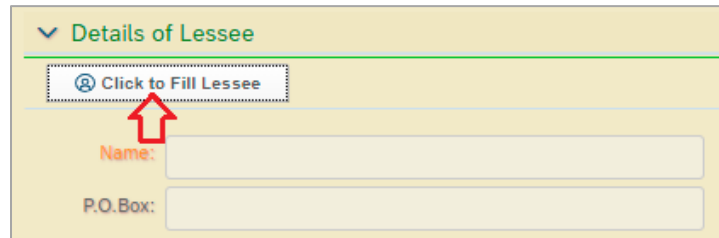
Fax No.:

Profession:

Notes:

- The lease contract form appears in yellow for residential contracts, in pink for investment contracts, or in blue for commercial contracts.
- To change the lessor, click the “**Click to Fill Lessor**” button, and [follow the previous steps](#).

10. To enter the lessee information, click the "**Click to Fill lessee**" button:



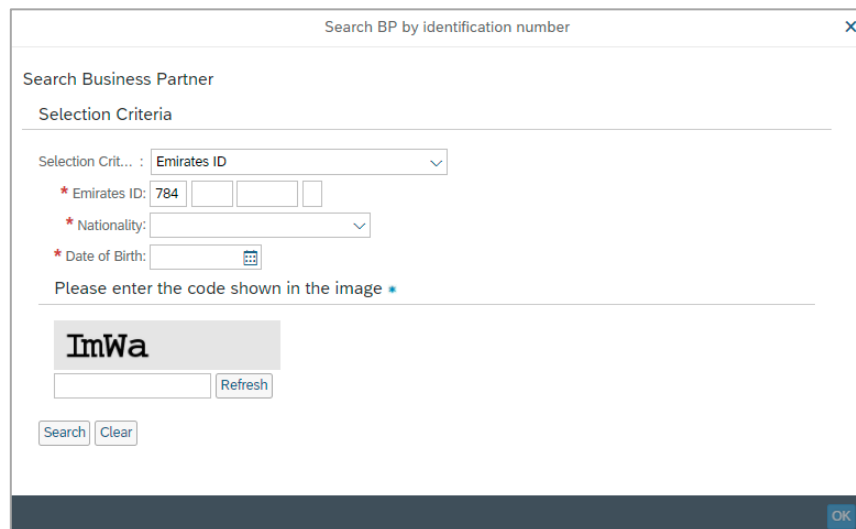
Details of Lessee

[Click to Fill Lessee](#)

Name:

P.O.Box:

The **Search Business Partner** screen appears letting you search for the lessee in several ways, [as previously explained](#).



Search BP by identification number

Search Business Partner

Selection Criteria

Selection Crit... :

* Emirates ID:

* Nationality:

* Date of Birth:

Please enter the code shown in the image *

ImWa

Upon selecting the required lessee, his/her details will be displayed in the **Details of lessee** as follows where you can only modify the phone number and email:

Details of Lessee

Click to Fill Lessee

Name: رشيد طعيمة
P.O.Box: 0
Nationality: Iraqi
Emirates ID: 784-2002-3062659-8
Unified ID:
Passport No: G2107506
* Tel. No:
* Email ID:
Fax No.:
Profession:

11. In the **Details of Property** section, the property information that you have entered will appear, and you should enter the information of the leased unit as follows:

Field	Description
<p>Note: All fields that are preceded by an asterisk * are mandatory fields.</p>	
<div> <div>Details of Property</div> <div> Plot No: 211080099 Title deed: 00021/2021 Ownership Type: Residential - Villa * Unit Type: Villa * Bulding No: 123 FEWA Premise No: * No of rooms: 5 * Unit Area by Meter: 250 Location: </div> </div>	
Unit Type	<p>Select the unit type from the drop-down list as follows:</p> <div> * Unit Type: Apartment <div> Apartment Villa Studio Local House Building Service Block </div> </div>
Building No	Enter the number of the building where the unit is located, in the numeric field.
No of Rooms	Enter how many rooms the unit consist of, in the numeric field.
Unit Area by Meter	Enter the unit area in meter, in the numeric field.

Details of Property

Plot No: 211080099

Title deed: 00021/2021

Ownership Type: Residential - Villa

* Unit Type: Apartment

* Building No: 123

* Floor No: 1

* Unit No: 105

* No of rooms: 5

* Unit Area by Meter: 250.00

FEWA Premise No:

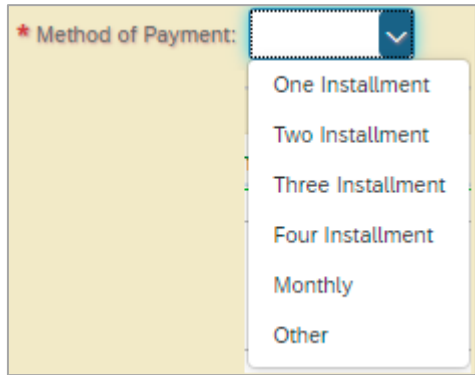
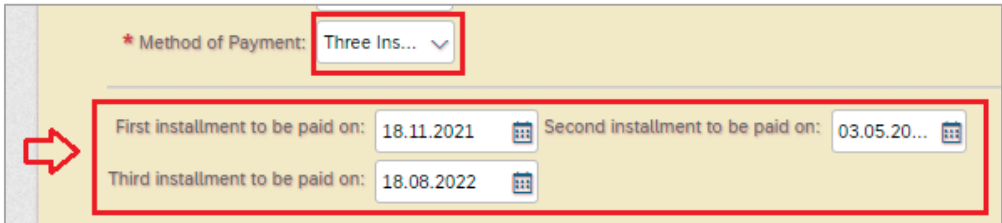
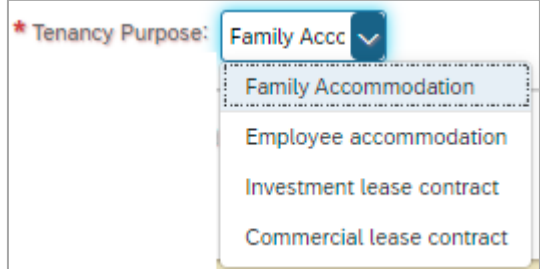
Location:

In case the type of the leased property is "**Apartment**", you should also enter the following details:

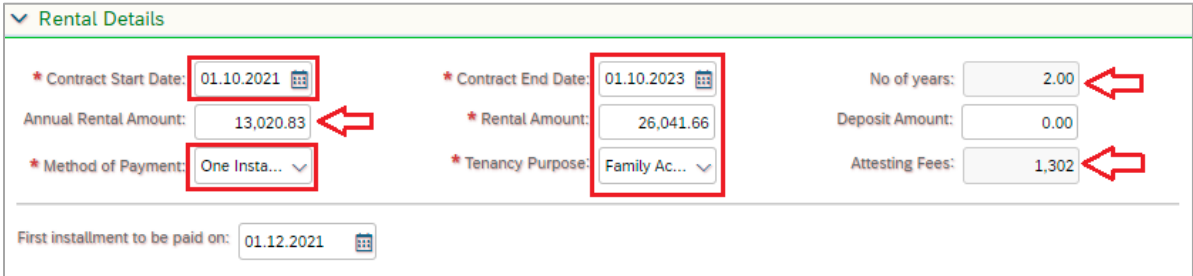
Floor No	Enter the number of the floor where the apartment is located, in the numeric field.
Unit No	Enter the apartment number, in the numeric field.
FEWA Premise No (Optional field)	Enter the unit's electricity (FEWA) premise, in the numeric field.
Location (Optional field)	Enter a link or description of the unit's location.

12. In the **Rental Details**, enter the following information:

Field	Description
<p>Note: All fields that are preceded by an asterisk * are mandatory fields.</p>	
<div> <div>Rental Details</div> <div> <div>* Contract Start Date: 12.09.2021</div> <div>* Contract End Date:</div> <div>No of years: 0.00</div> </div> <div> <div>Annual Rental Amount: 0.00</div> <div>* Rental Amount: 0.00</div> <div>Deposit Amount: 0.00</div> </div> <div> <div>* Method of Payment:</div> <div>* Tenancy Purpose: Family Ac...</div> <div>Attesting Fees: 0</div> </div> </div>	
Contract Start Date	<p>This field will automatically show the current day's date. Enter the lease start date or click the calendar icon and choose it directly.</p> <div> <div>* Contract Start Date: 12.09.2021</div> <div> <div>September 2021</div> <div> <div>Mo Tu We Th Fr Sa Su</div> <div> <div>35 30 31 1 2 3 4 5</div> <div>36 6 7 8 9 10 11 12</div> <div>37 13 14 15 16 17 18 19</div> <div>38 20 21 22 23 24 25 26</div> <div>39 27 28 29 30 1 2 3</div> </div> </div> </div> </div>
Contract End Date	Enter the lease end date or click the calendar icon and choose it directly.
Rental Amount	Enter the agreed total amount of rent, in the numeric field.

<p>Method of Payment</p>	<p>Choose a payment method from the drop-down list:</p>  <p>When choosing the method as one, two, three or four installments, you must enter the dates of the payments in the fields that will appear below as follows:</p> 
<p>Tenancy Purpose</p>	<p>Select the tenancy purpose from the drop-down list as follows:</p>  <p>Notes:</p> <ul style="list-style-type: none"> When choosing the purpose "Employee Accommodation", you need to attached one more document which is a "labor housing inspection report". When choosing an investment or commercial contract, the contract type and form color change according to the chosen type.

Note: Upon filling the mandatory fields, the system calculates and shows the number of years, annual rental amount, and attesting fees as follows:



13. Enter the rental conditions (if any), in the **Special Conditions** textbox field:

▼ **Special Conditions**

services should be provided before moving to the unit

14. Add the information of the unit's occupants in the **Occupant Details** section as follows:

a. Click the "Add New" button to insert a new occupant line:

▼ **Occupant Details**

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/>	▼			
<input type="radio"/>	▼			

b. Enter the full name of the occupant, choose his nationality, and enter his contact number, ID number and unified ID in the relevant fields as follows:

▼ **Occupant Details**

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/> Ali Ali	Afghanistan ▼	559988432	784-1996-2374821-7	456743

c. To delete an occupant, select the one you want to delete and then click the "Delete" button:

▼ **Occupant Details**

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/> Ali Ali	Afghanistan ▼	559988432	784-1996-2374821-7	456743

15. In the **Attachments** section, you must attach all the mandatory documents to complete the request, and you can modify all attachments (add a new attachment or replace the existing one).


To upload the attachments, do the following:

a. Click the "Print Contract" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:



Submit Clear Save As Draft **Print Contract** Cancel

- b. Click the **Upload** icon  next to the required attachment.

▼ Attachments

* Tenancy contract: No ...sen  First print contract, then sign and upload

- c. Select the required document, and then click the **"Open"** button → to upload the document successfully.
- d. To preview the attached document, click the preview icon that will appear next to the required attachment:

* Tenancy contract: No ...sen  


- e. Repeat the previous steps from point (b) to upload the rest of the attachments.

16. Upon filling in the required information, you can do one of the following:

D **C** **B** **A**

✓ Submit Clear Save As Draft Print Contract X Cancel

- A. **"Cancel"** to cancel the request.
- B. **"Save As Draft"** to save the request as a draft for later use.
- C. **"Clear"** to delete the inputs you have entered.
- D. **"Submit"** to complete the request.
17. Click the **"Submit"** button and confirm the submission in the message that will be displayed directly.

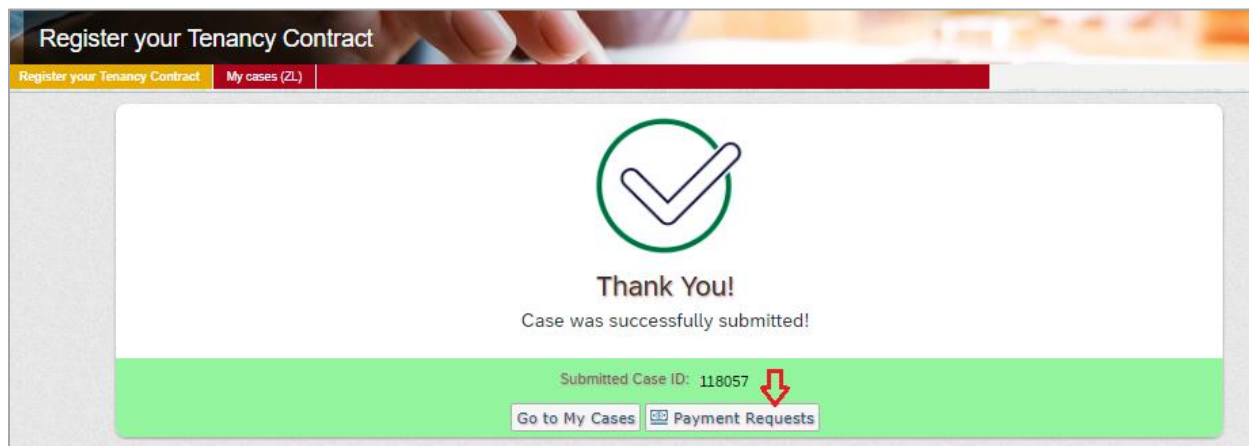
Submit Case Creation 

Please revise and confirm all the entered data, as you will not be able to modify it after attesting the contract from Municipality Land Sector. Please Note that: In case of no activity taken on this contract for a duration of 10 days, your request will be automatically canceled, and you shall resubmit your case.

Submit Cancel

Note: The system will automatically cancel all incomplete requests if you do not take any action on them within ten days of their creation.

A message will appear confirming that the request has been submitted successfully and displaying the transaction reference number.



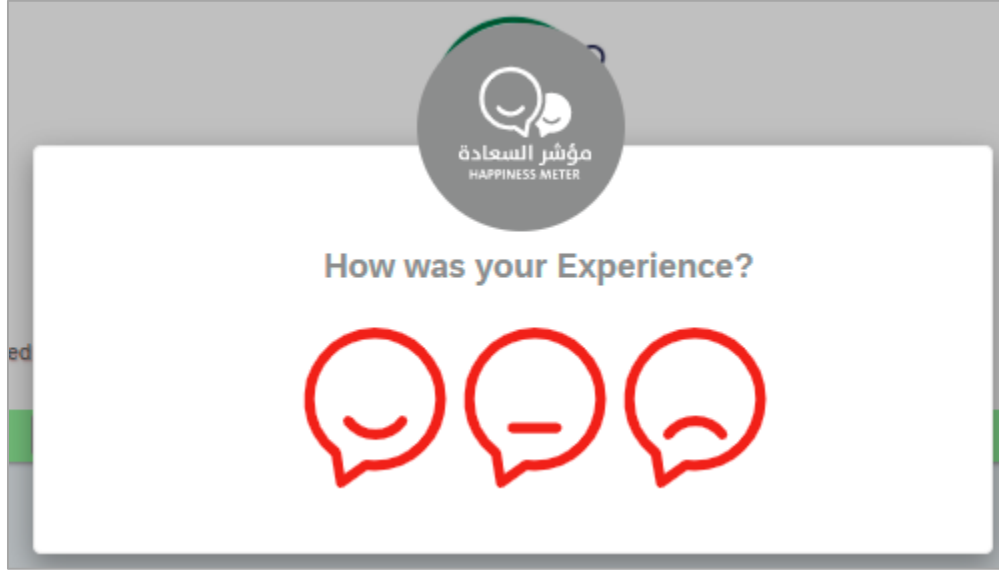
18. Click the **“Payment Requests”** button or click on the **“My Cases”** tab to pay the initial request fees [as will be explained in the Fees Payment section below](#).



After you submit your request and successfully pay the initial fee, the coordinator will review it and take the appropriate decision to reject, accept or return it to you for modification (if required).

You will then need to open your cases on the Ras Al Khaimah government portal www.rak.ae to track or amend your request or to pay the final fees, after which the final approval of your request will be issued and the attested tenancy contract is issued and sent to your 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:



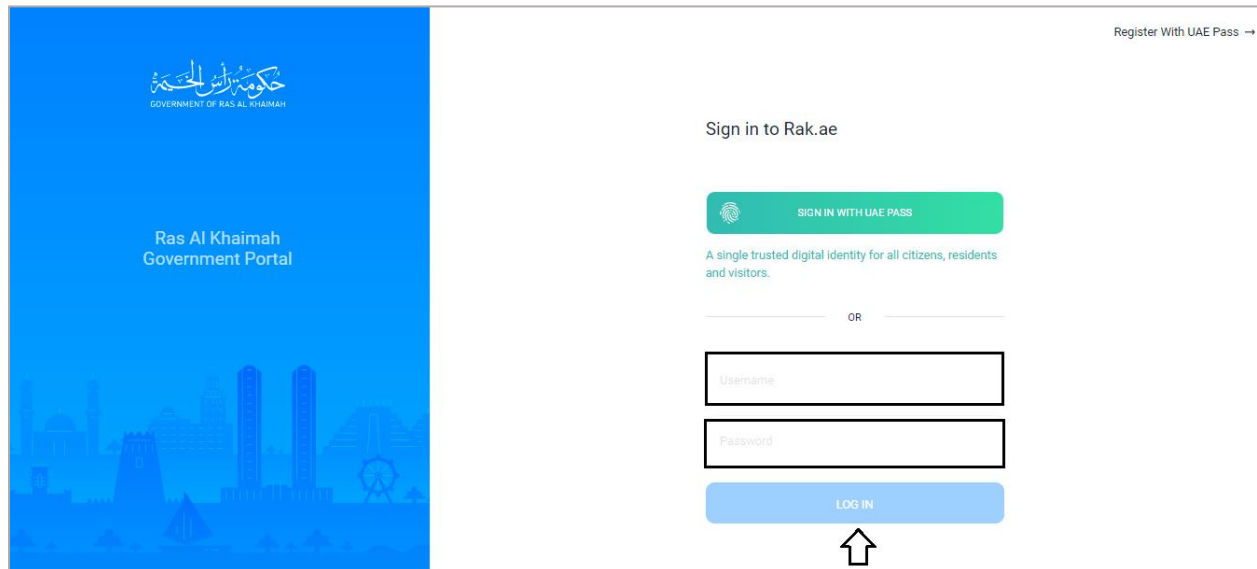
The image shows a digital screen for a 'Happiness Meter'. At the top center, there is a circular logo with a speech bubble icon and the text 'مؤشر السعادة' (Happiness Meter) and 'HAPPINESS METER'. Below the logo, the text 'How was your Experience?' is displayed. Underneath this text are three red speech bubble icons arranged horizontally. The first icon contains a smiley face, the second contains a straight line, and the third contains a frowny face. The screen has a light gray background with a white central area where the text and icons are located.

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

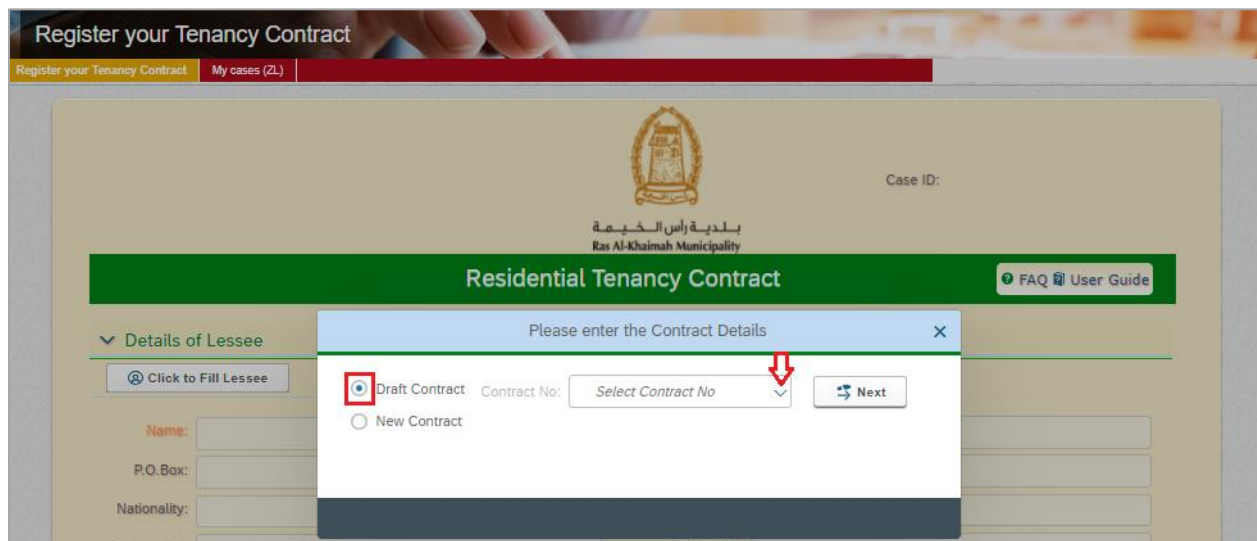
Register Tenancy Contract from Draft

If you have previously created a tenancy contract registration request and saved it as a draft, you can open it and complete it within ten days instead of creating a new request as follows:

1. After accessing the **Tenancy Contract Registration** request and clicking on the **"Start Service"** button, the login page will appear as follows:



2. Enter the username and password for the Ras Al Khaimah Government Portal that you created earlier, then press the **"Login"** button.
3. The **Contract Details** screen will appear as follows:



4. Select the **"Draft Contract"** button.
5. Select the contract for which you want to complete the request, from the **"Contract Number"** drop-down list:

Please enter the Contract Details

☒ Draft Contract Contract No: Select Contract No Next


☐ New Contract

⊗ Rejected --Gehad	000000112257
📄 New --	000000117751
📄 New --	000000117761
📄 New --	000000117763
📄 New --	000000117767

Note: Drafts appear in blue, while requests that have been returned to you for modification appear in red.

- Click **“Next”**, to have the request form displayed as follows, letting you complete it [as previously explained in the “Creating a Tenancy Contract Registration Request” section](#)

Register your Tenancy Contract
High for your Tenancy Contract
My account


Case ID: 117751

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Residential Tenancy Contract
FAQ User Guide

Details of Lessee
Details of Lessor

Click to fill in Lessee
Click to fill in Lessor

Name:
P.O.Box:
Nationality:
Emirates ID:
Unified ID:
Passport No:
Tel. No:
Email ID:
Fax No:
Profession:

Name:
P.O.Box:
Nationality:
Emirates ID:
Unified ID:
Passport No:
Tel. No:
Email ID:
Fax No:
Profession:

Details of Property

Plot No:
Title deed:
Ownership Type:
Unit Type:
Building No:
RCA/Premise No:
No of rooms:
Unit Area by Meter:
Location:

Rental Details

Contract Start Date: 01-06-2021
Contract End Date:
No of years: 0.00
Annual Rental Amount: 0.00
Rental Amount: 0.00
Deposit Amount: 0.00
Method of Payment:
Tenancy Purpose: Family Ac...
Attending Fees: 0

Special Conditions

Occupant Details

Add New
Delete

Full Name:
Nationality:
Contact No:
Emirates ID:
Unified ID:

The table does not contain any data

Attachments

Tenancy contract: No ... seen
Title deed: No ... seen
License ID: No ... seen
Lessor ID: No ... seen

First print contract, then sign and upload

Return
Clear
Reset All Draft
Print Contract
Cancel

I approve that the details entered on my part are correct and am willing to take all responsibility for the same and i'm fully aware that i will not be able to regenerate the contract in case of using data from my side

My Cases

When you submit the **Tenancy Contract Registration** request and pay the initial fees, 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 final fees.
- Reject the request stating the justifications.
- Return the request for modification after which you should modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action.

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.

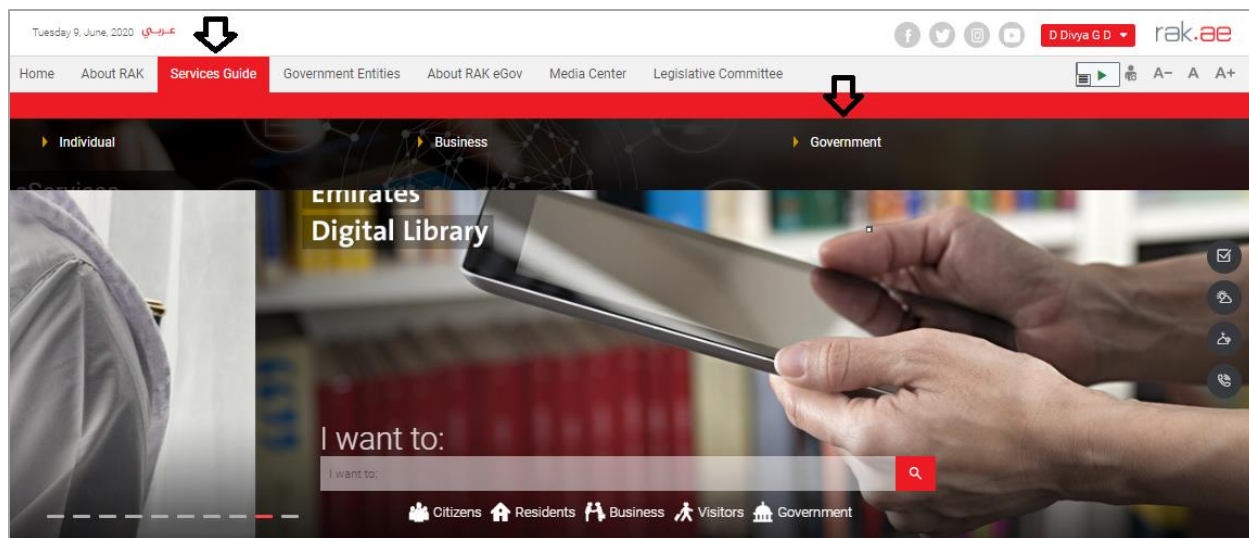
You can access the submitted requests through "**My Cases**" tab in two ways:

- First way, press **My Cases** tab at the top of the **Tenancy Contract Registration** request screen:

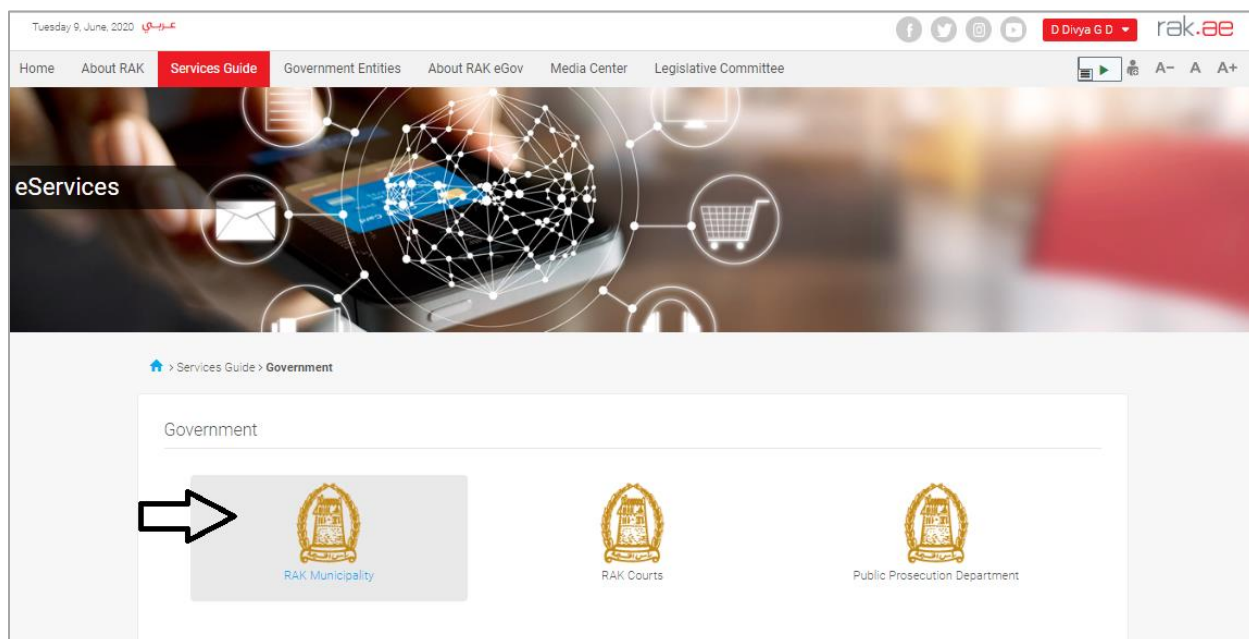
Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
117858	Register Lease Contracts			تمتدق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تمتدق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action

- Second way, visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

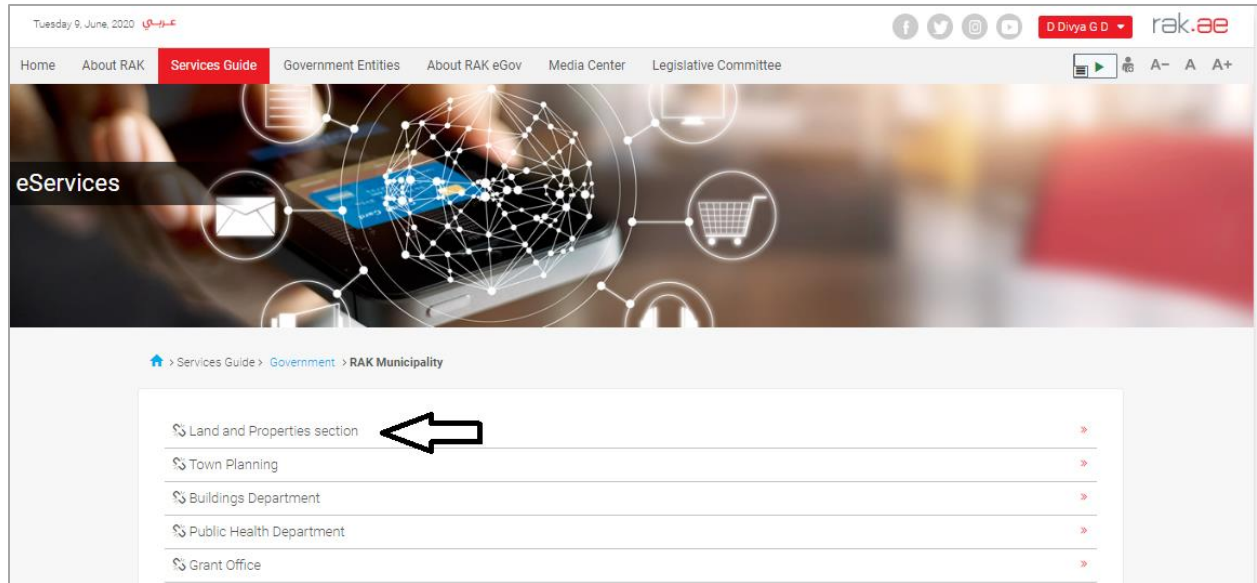
Then, Click the "**Service Guide**" then click "**Government**":



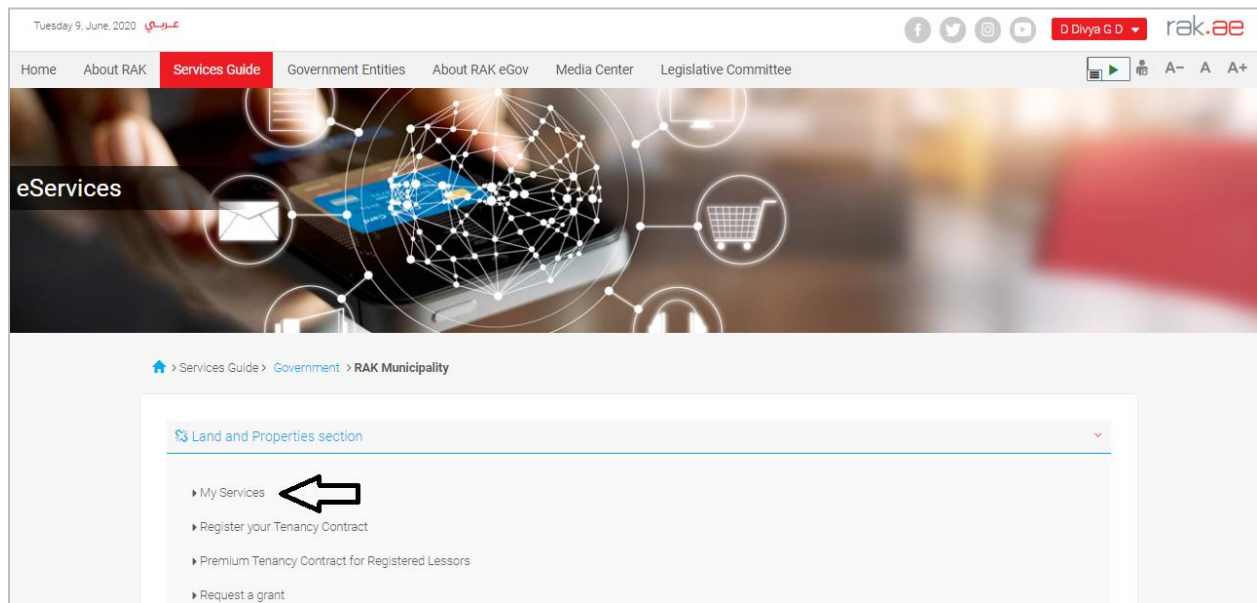
Next, select “RAK Municipality”



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.

حكومة رأس الخيمة

GOVERNMENT OF RAS AL KHAIMAH

Ras Al Khaimah
Government Portal

Register With UAE Pass →

Sign in to Rak.ae

SIGN IN WITH UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

OR

Username

Password

LOG IN

My Cases tab shows all of your submitted requests to the Land and property section in the following statues:

- **Open:** It means the contract is stored as a draft.
- **Coordinator Review:** It means the request is under implementation by the Land and property section.
- **Rejected:** It means the Land and property section rejected the request for reasons that is displayed in the rejection reasons.
- **Waiting for initial fee:** It means the request is pending for 25 dirhams payment.
- **Waiting for Final fees:** It means the Land and property section has approved the request and is pending for 5% payment of the contract value.
- **Waiting for Customer Action:** it means the request is returned to the customer for modification.
- **Complete:** It means the request has been completed and the contract is attested and sent to the customer's e-mail.

E-Land Department

My cases (ZL)

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
	117858	Register Lease Contracts			تصديق عند الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
	112257	Register Lease Contracts			تصديق عند الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
	112252	Renew Lease Contract			تجديد عند الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
	112128	Modify Lease contract			تعديل عند الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
	118056	Register Lease Contracts			تصديق عند الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
	117869	Register Lease Contracts			تصديق عند الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

Case Details

Case Documents

Payment Requests

Creation date frame: All

Case Status: Open Cases

Refresh

Total number of cases: 170

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 (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="radio"/> 118057	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
<input type="radio"/> 118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
<input type="radio"/> 117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
<input type="radio"/> 117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
<input type="radio"/> 117772	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
<input type="radio"/> 117771	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

[Case Details](#) [Case Documents](#) [Payment Requests](#)

Creation date frame: All Case Status: Open Cases [Refresh](#)

Total number of cases: 170

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

Details for case with ID 118057

Case Attributes

Title: تصديق عقد الإيجار

Case Type: Register Lease contracts

Last Changed by: System

Changed On: 12.09.2021 08:14:23

Created By: PORTAL1

Created On: 12.09.2021 07:07:40

Case ID: 118057

Final Decision:

Lessee Email ID: EERR@gmail.com

Lessee Mobile Number: 0567854321

Lessor Email ID: g.mokhtar@egac.rak.ae

Lessor Mobile Number: 0564041094

Addition Information:

Building No.: 123

Contract No: _

FEWA Account No.:

Floor No.: 1

Lease Date:

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 (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="radio"/> 118057	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
<input type="radio"/> 118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
<input type="radio"/> 117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
<input type="radio"/> 117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
<input type="radio"/> 117772	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
<input type="radio"/> 117771	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

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

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

Total number of cases: 170

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 download any file or all of the files.

Documents for case with ID 118057

Case Documents

File Description	
عقد الإيجار.pdf	↓
وثيقة الملكية.pdf	↓
مستندات طرف آخر (عقد استثمار أو وكالة).pdf	↓
هوية المستأجر.pdf	↓
هوية المؤجر.pdf	↓

[Download all attachments](#)

[Close](#)

Fee Payment

Upon the request submission, you should pay the initial fees, and upon the request approval, you should pay the final fees.

You can pay the initial and final fees of your request as follows:

1. Select the request for which you would like to pay fees, then click the **"Payment Request"** 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
118057	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
117772	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
117771	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

[Case Details](#) [Case Documents](#) [Payment Requests](#)

Creation date frame: [All](#) Case Status: [Open Cases](#) [Refresh](#)

Total number of cases: 170

The following screen will be displayed to show the required amount to be paid for the selected request.

E-Land Department

My cases (ZL) | 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](#)

<input type="checkbox"/>	Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency	Payment Request
<input checked="" type="checkbox"/>		118057	910034607	50.00	0.00	50.00	AED	Download

[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 Paid: 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

[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.

3. Select the appropriate payment channel and check the box to accept the terms and conditions, then click the **“Pay”** button, to proceed with the electronic 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.

You can access the requests that have been returned for modification in the **My Cases** tab in two ways:

- Through the **My Cases** tab at the top of the **Tenancy Contract Registration** request screen:

Register your Tenancy Contract

Register your Tenancy Contract My cases (ZL)

Case Registration

My Cases Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action

- Or by [following the same steps](#) that you did to access the **My Cases** tab on the Ras Al Khaimah Government portal, where the request appears with the status of “**Waiting for Customer Action**”:

E-Land Department

My cases (ZL) 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
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases Refresh

Total number of cases: 212

To modify a request, follow these steps:

1. Select the request that you want to modify and click the "Open Draft Case" 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="radio"/>	117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
<input type="radio"/>	112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
<input type="radio"/>	112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
<input type="radio"/>	112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
<input type="radio"/>	118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
<input type="radio"/>	117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New


Case Details Open Draft Case Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases Refresh

Total number of cases: 212

The request form will appear for you to modify as follows:

E-Land Department
My cases (2) | My notifications | Register your tenancy contract | eLand Management | Review of lease contract data



بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Case ID: 117858

Residential Tenancy Contract

[FAQ](#) [User Guide](#)

Details of Lessee

[Click to Fill Lessee](#)

Name: راشد محمد

P.O.Box: 0

Nationality: Iraqi

Emirates ID: 784-2002-3062659-8

Unified ID:

Passport No: G2107506

* Tel. No: 05555667789

* Email ID: re@gmail.com

Fax No.:

Profession:

Details of Lessor

[Click to Fill Lessor](#)

Name: Gehad

P.O.Box:

Nationality: United Arab Emirates

Emirates ID: 784-1990-1245414-1

Unified ID:

Passport No: IN56578788

* Tel. No: 0564041094

* Email ID: g.mokhtar@egpc.rak.ae

Fax No.:

Profession:

Details of Property

Plot No: 101025022 Title deed: 00020/2021 Ownership Type: Residential - Villa

* Unit Type: Villa * Building No: 5 FEWA Premise No:

* No of rooms: 5 * Unit Area by Meter: 500.00

Location:

Rental Details

* Contract Start Date: 01.10.2021 * Contract End Date: 01.10.2023 No of years: 2.00

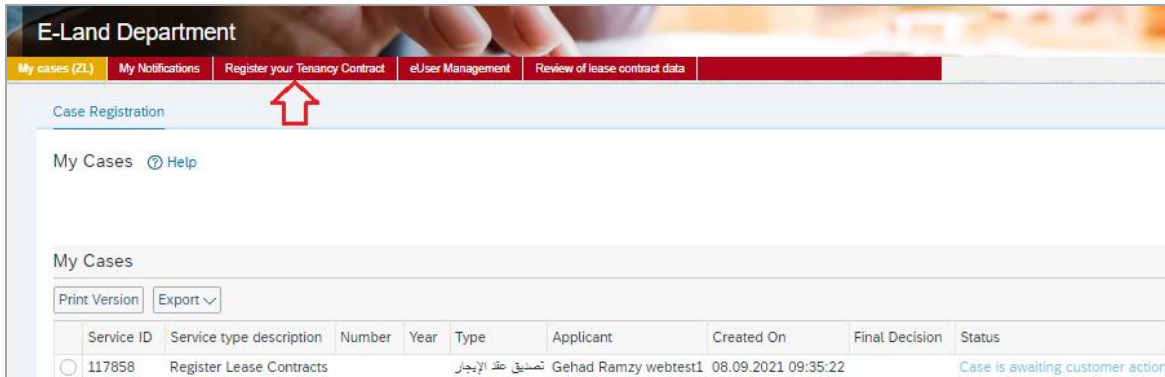
Annual Rental Amount: 25,000.00 * Rental Amount: 50,000.00 Deposit Amount: 0.00

* Method of Payment: One insta... * Tenancy Purpose: Employee... Attesting Fees: 0

First instalment to be paid on: 01.10.2021

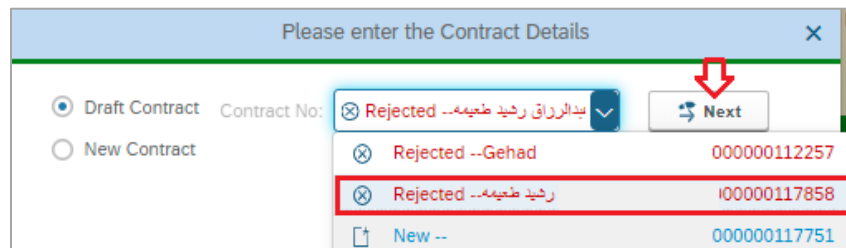
2. Modify the request and then click the **“Submit”** button to resubmit the request.
3. Upon the final approval and paying the final fees, the certified copy of the tenancy contract will be sent to the customer's e-mail.

Note: You can also open the request to be modified by clicking on the “**Register your Tenancy Contract**” tab:



Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
117858	Register Lease Contracts			تمديد عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action

Select “**Draft Contract**” button, and then choose the required request from the list where it appears in red, then click “**Next**”:



Please enter the Contract Details

☒ Draft Contract Contract No: ⊗ Rejected -- رشيد طعيمة ⊗ Rejected --Gehad ⊗ Rejected -- رشيد طعيمة ⊗ New --

000000112257 00000117858 000000117751

Next

The request form will appear and you can modify it as follows:

E-Land Department


My cases (2)

My Notifications

Register your Tenancy Contract

My Land Management

Review of lease contract date



بلدية رأس الخيمة
Ras Al Khaimah Municipality

Case ID: 117858

Residential Tenancy Contract

FAQ User Guide

Details of Lessee

Click to Fill Lessee

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of Lessor

Click to Fill Lessor

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of Property

Plot No:

Title deed:

Ownership Type:

* Unit Type:

* Building No:

FEWA Premise No:

* No of rooms:

* Unit Area by Meter:

Location:

Rental Details

* Contract Start Date:

* Contract End Date:

No of years:

Annual Rental Amount:

* Rental Amount:

Deposit Amount:

* Method of Payment:

* Tenancy Purpose:

Attesting Fees:

First installment to be paid on: