

User Manual

Issue Title Deed for First Time

Land and Property Section

Contents:

1. INTRODUCTION:	3
2. CREATE ISSUE TITLE DEED FOR FIRST TIME REQUEST	7
3. MY CASES.....	14
4. FEE PAYMENT.....	20
5. CUSTOMER ACTION	22

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 **Issue Title Deed for First Time** service allows customers to issue a title deed in each of the following cases:

- For granted parcels (residential, commercial, investment, agricultural) after fulfilling the requirements for ownership, by issuing a completion certificate.
- For unproved old property based on pledge certificate.
- For granted parcels through residential programs or public housing of all types.

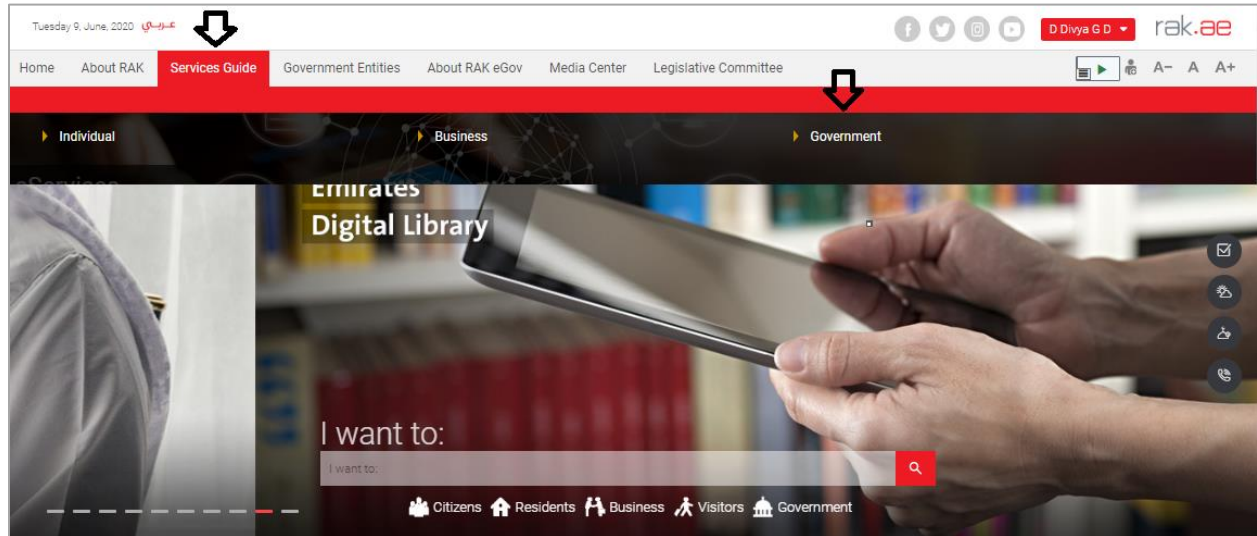
After attach the required documents and pay the required service fee.

This guide shows customers how to access the Issue Title Deed for First Time service. It also guides them on how to create, send and track the request electronically.

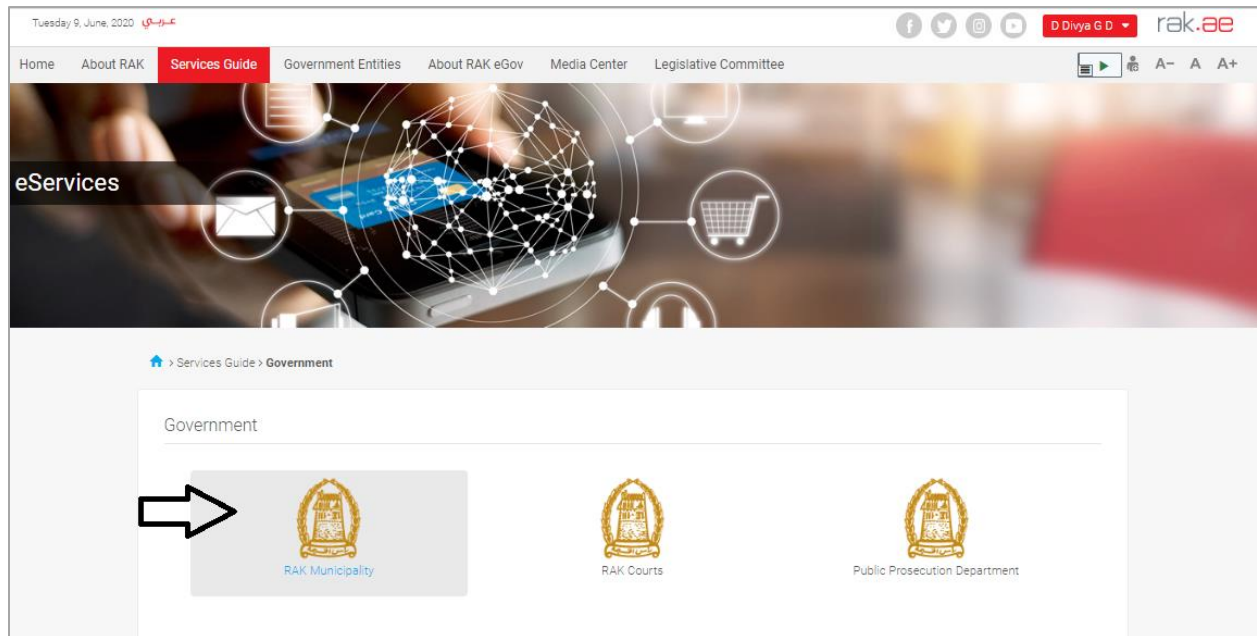
Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fee, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving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

Login and access to the Issue Title Deed for First Time Service

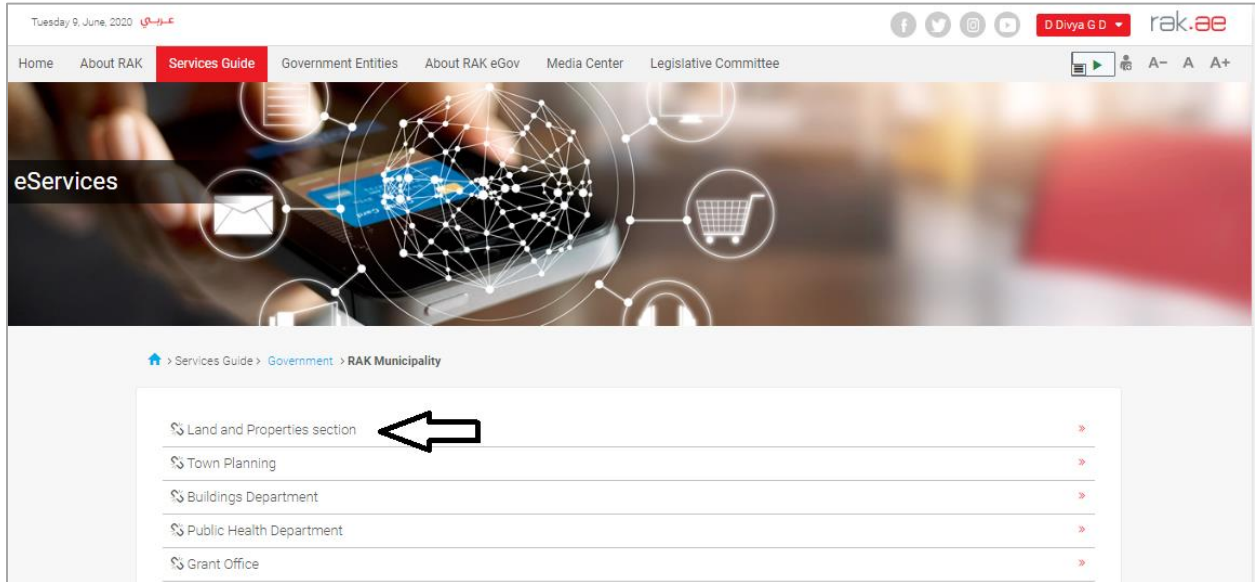
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Issue Title Deed for First Time service, click on the “**Service Guide**” then click on “**Government**”



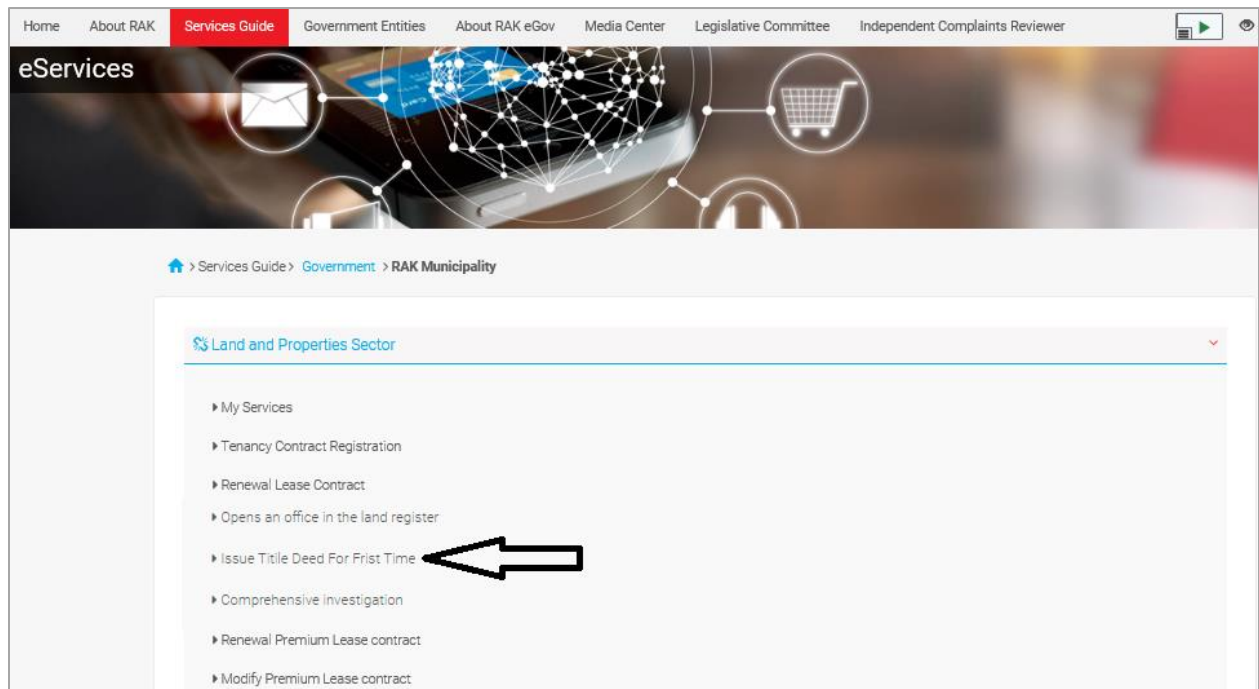
- 3- Next, select “**RAK Municipality**”



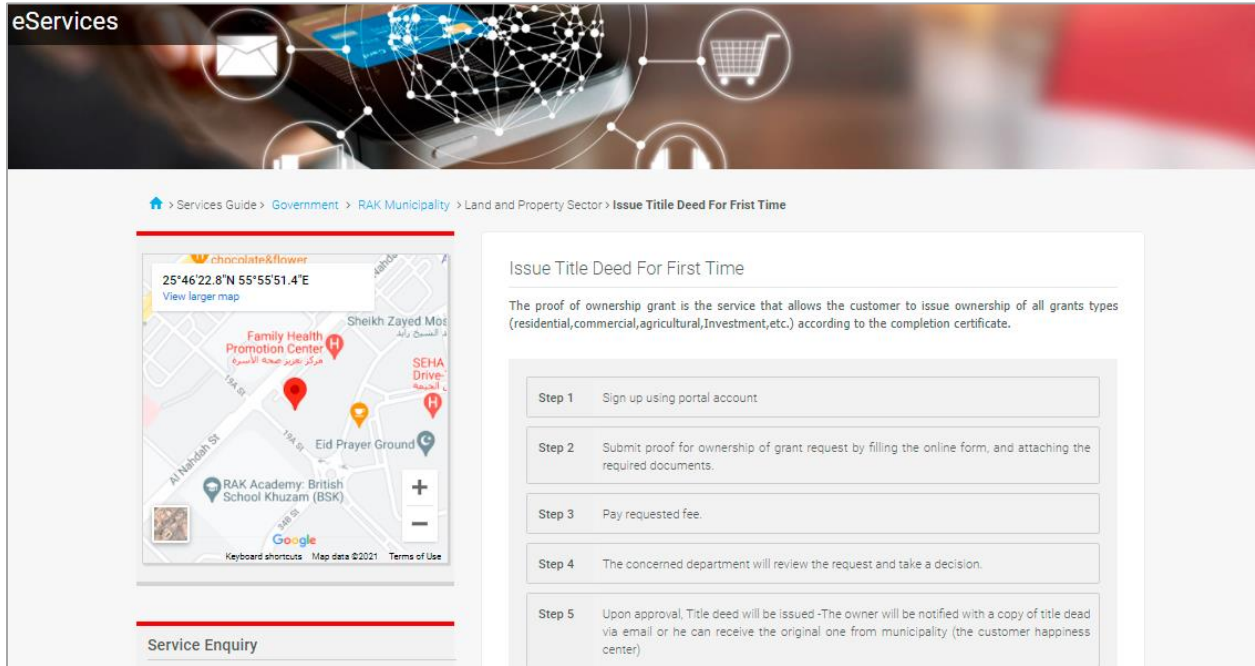
4- Next, select “Land and Properties Section”



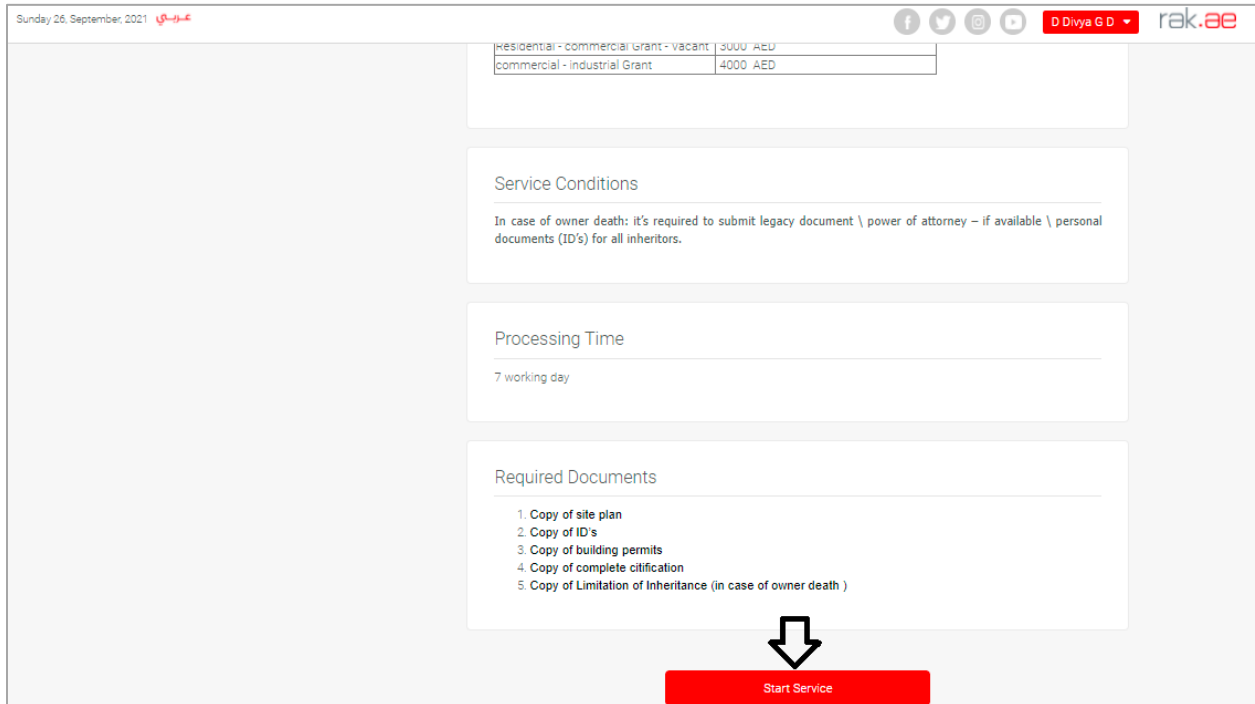
5- Next, click on Issue Title Deed for First Time



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

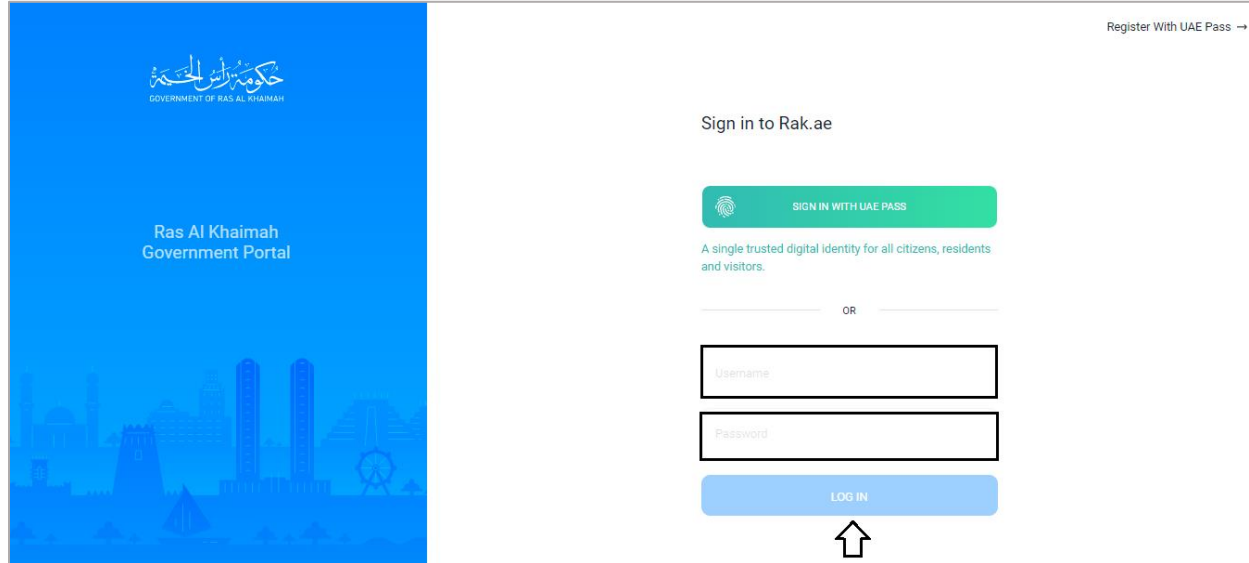


- 7- To use the service, click on the “Start Service” button.



Create Issue Title Deed for First Time Request

1. After you access the **Issue Title Deed for First Time** service and click on the “**Start Service**” button, the login page will appear as follow:




Register With UAE Pass →

حكومة رأس الخيمة
GOVERNMENT OF RAS AL KHAIMAH

Ras Al Khaimah
Government Portal

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

↑

2. Enter your RAK Government Portal username and password, which you have previously created, then press on the “**Log in**” button.
3. The **Issue Title Deed for First Time** request form will be displayed enabling you to create the request:

Issue Title Deed For First Time

General Information

* Ownership Type:

* Parcel Land:

Is Ownership Request:

* Applicant:

Business Partner Details

List of Owners

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

Attachments

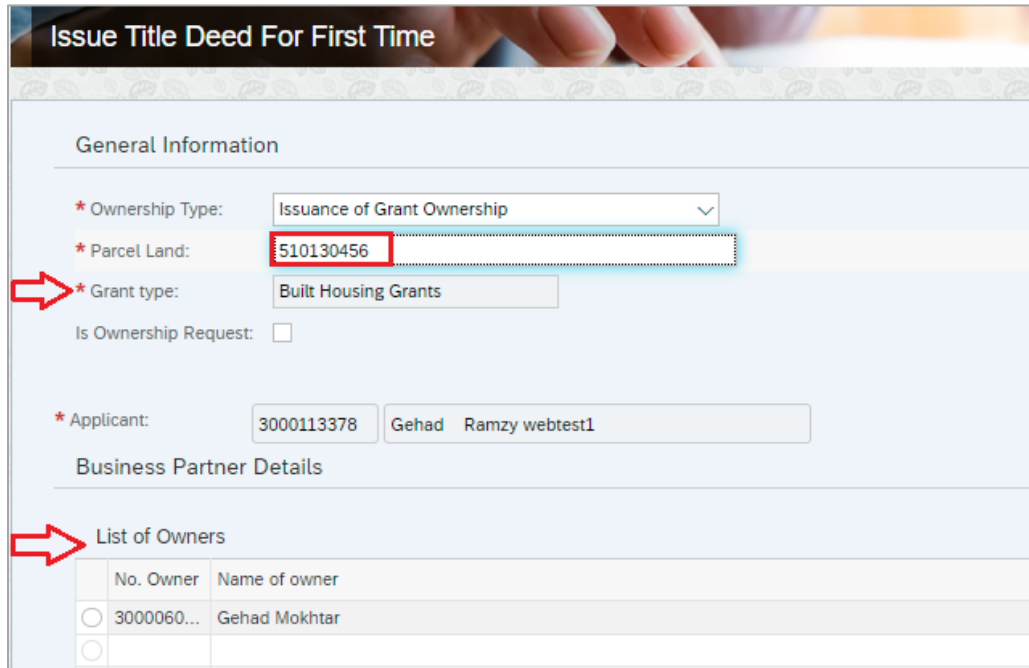
Note

4. In **General Information** block, select the type of the required Ownership to be issued, from the dropdown list.

* Ownership Type:

- Issuance of Grant Ownership
- Issuance of Government Housing Ownership
- Issuance of Old Properties (Tafweet)

5. Enter the number of the required Parcel in the “Parcel land” field, then press the “Enter” key to have the grant type and the list of the original owners displayed automatically:



Issue Title Deed For First Time

General Information

* Ownership Type: Issuance of Grant Ownership

* Parcel Land: 510130456

* Grant type: Built Housing Grants

Is Ownership Request:

* Applicant: 3000113378 Gehad Ramzy webtest1

Business Partner Details

List of Owners

No. Owner	Name of owner
<input type="radio"/> 3000060...	Gehad Mokhtar
<input type="radio"/>	

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: 3000113378 Gehad Ramzy

6. Select the “**Ownership Request**” checkbox if the ownership request is available, then, you have to attach it.

Is Ownership Request:

* Applicant: 3000113378 Gehad Ramzy webtest1

Business Partner Details

List of Owners


No. Owner	Name of owner
<input type="radio"/> 3000060...	Gehad Mokhtar
<input type="radio"/>	

Attachments

* Building Completion Certificate: No file chosen

* Building Permit: No file chosen

















* Emirates ID: No file chosen

 * Ownership Request: No file chosen


7. 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).

Note: the required attachments will be changed as per the selected type of ownership:


Ownership Type	Required Attachments
Issuance of Grant Ownership	<p>* Building Completion Certificate: No file chosen <input type="button" value="↑"/></p> <p>* Building Permit: No file chosen <input type="button" value="↑"/></p> <p>* Emirates ID: No file chosen <input type="button" value="↑"/></p> <p>* Ownership Request: No file chosen <input type="button" value="↑"/></p> <p>* Site Plan: No file chosen <input type="button" value="↑"/></p> <p>General Document: No file chosen <input type="button" value="↑"/></p> <p>Limitation of Inheritance: No file chosen <input type="button" value="↑"/></p>



<p>Issuance of Government Housing Ownership</p>	<p>* Building Completion Certificate: No file chosen </p> <p>* Building Permit: No file chosen </p> <p>* Copy of city council letter: No file chosen </p> <p>* Copy of low cost housing certificate: No file chosen </p> <p>* Emirates ID: No file chosen </p> <p>* Housing Program Approval: No file chosen </p> <p>* Ownership Request: No file chosen </p> <p>* Sheikh Zayed Program Letter: No file chosen </p> <p>* Site Plan: No file chosen </p> <p>General Document: No file chosen </p> <p>Limitation of Inheritance: No file chosen </p>
<p>Issuance of Old Properties (Tafweet)</p>	<p>* Emirates ID: No file chosen </p> <p>* Ownership Request: No file chosen </p> <p>* Site Plan: No file chosen </p> <p>General Document: No file chosen </p> <p>Limitation of Inheritance: No file chosen </p>



8. 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.

* Emirates ID: No file chosen  ✓ وثيقة.pdf 

View **Delete**

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

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


Note

Note|

10. You have the following options to do:

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


11. 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**.

Issue Title Deed For First Time



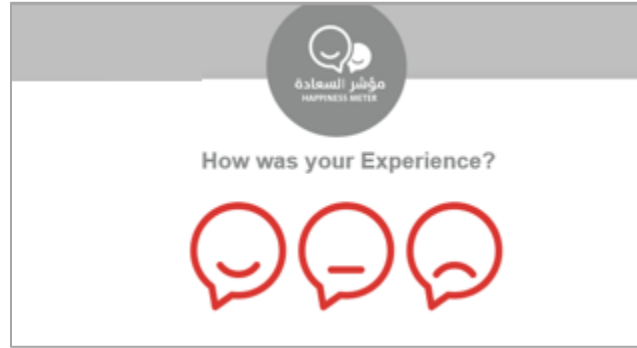
Thank You!
Case was successfully created!

Newly created Case ID: 119535

12. Click “**New Case**” to apply for a new service.

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 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:



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

My Cases

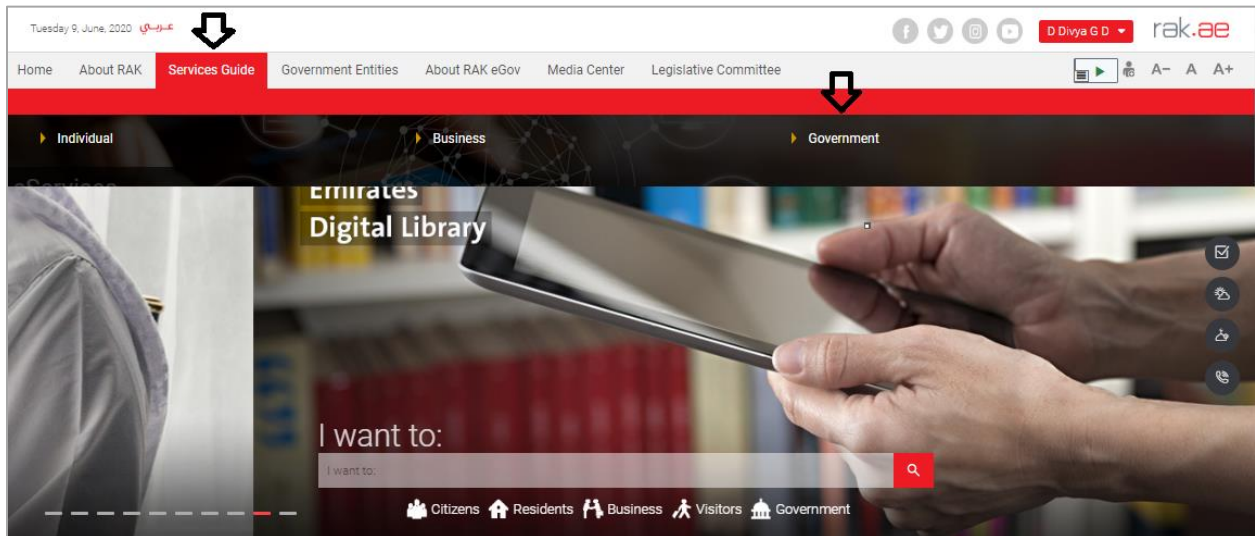
When you submit the **Issue Title Deed for First Time** request, the coordinator in the land and property section will review it and accordingly the coordinator will do one of the following actions:

- 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.

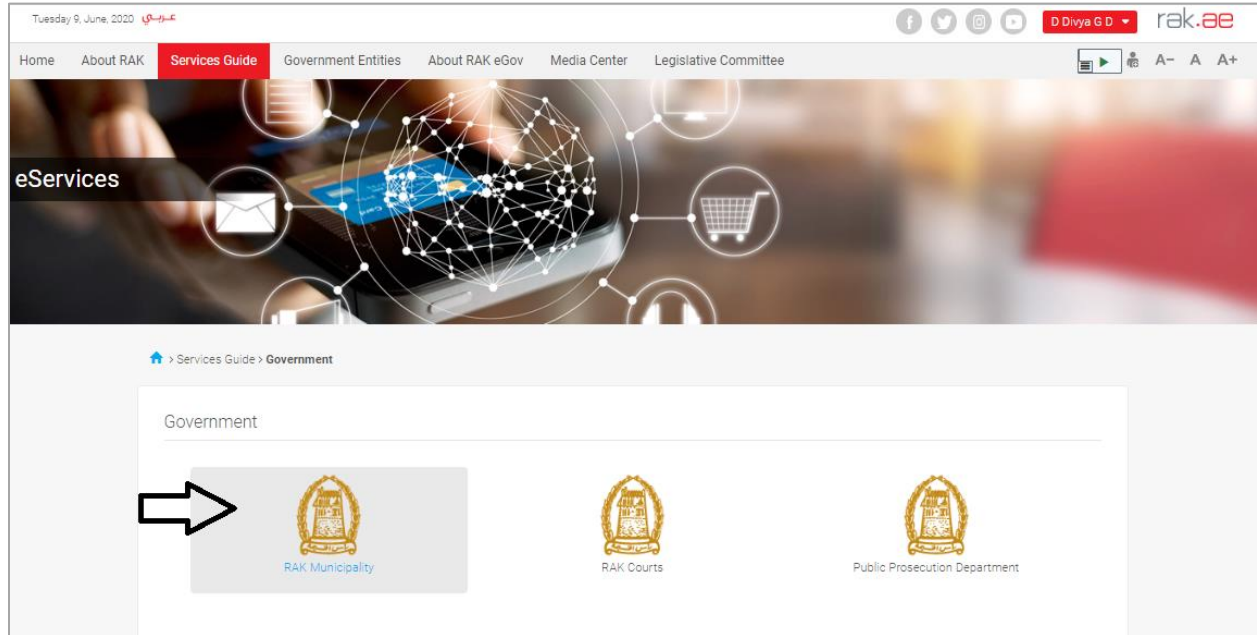
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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 as shown on the screen below.

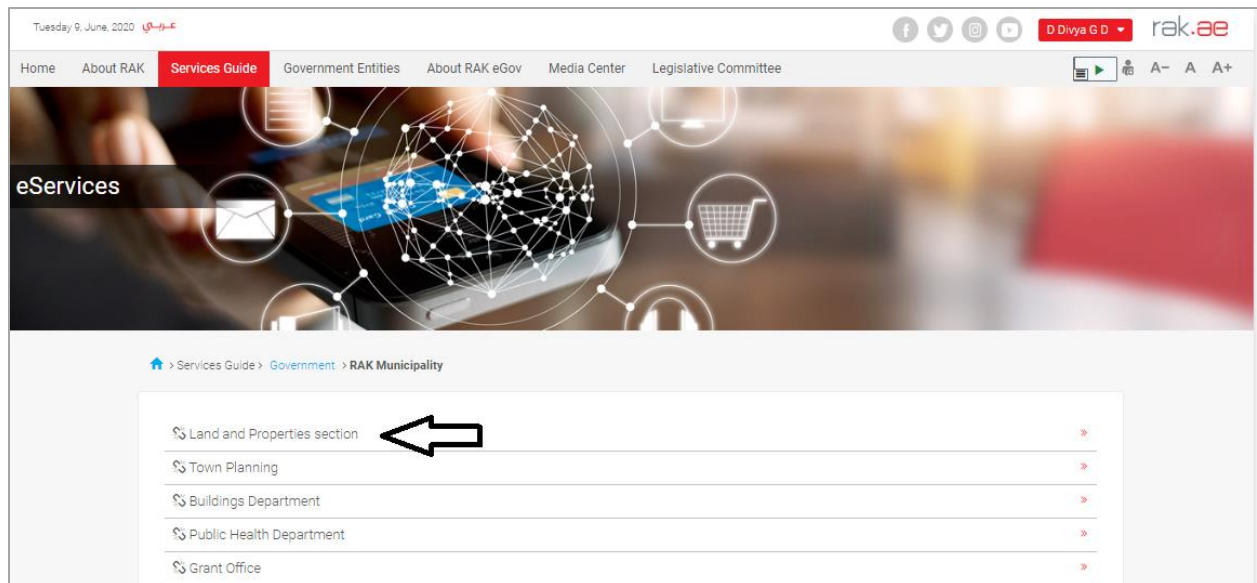
Then, Click the **“Service Guide”** then click **“Government”**:



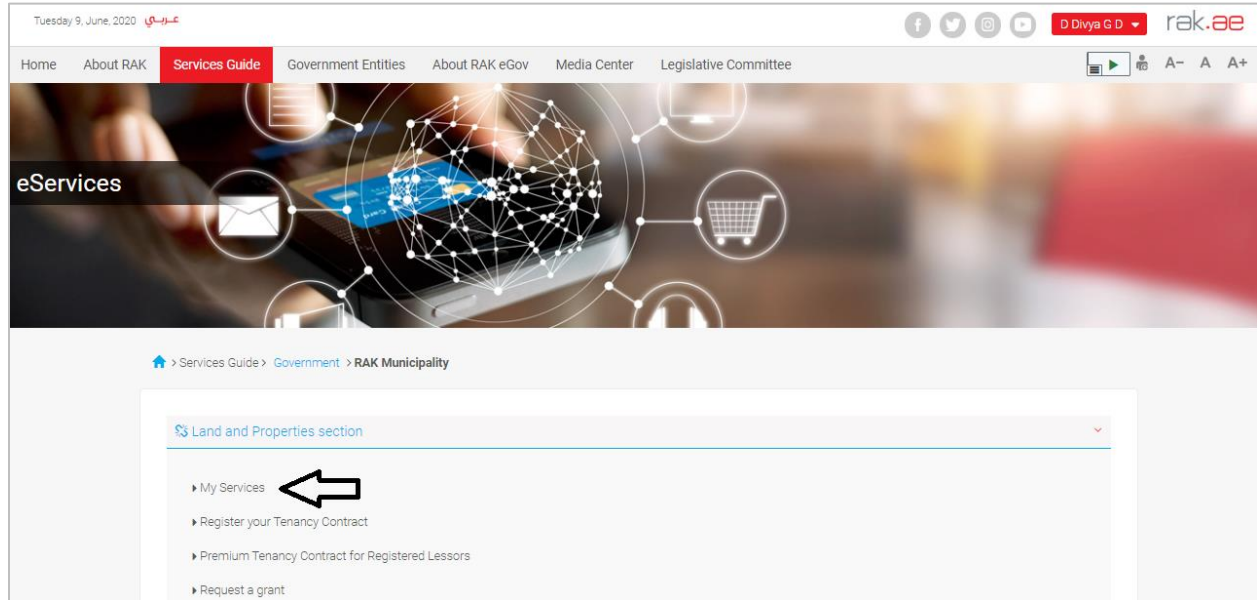
Next, select “RAK Municipality”



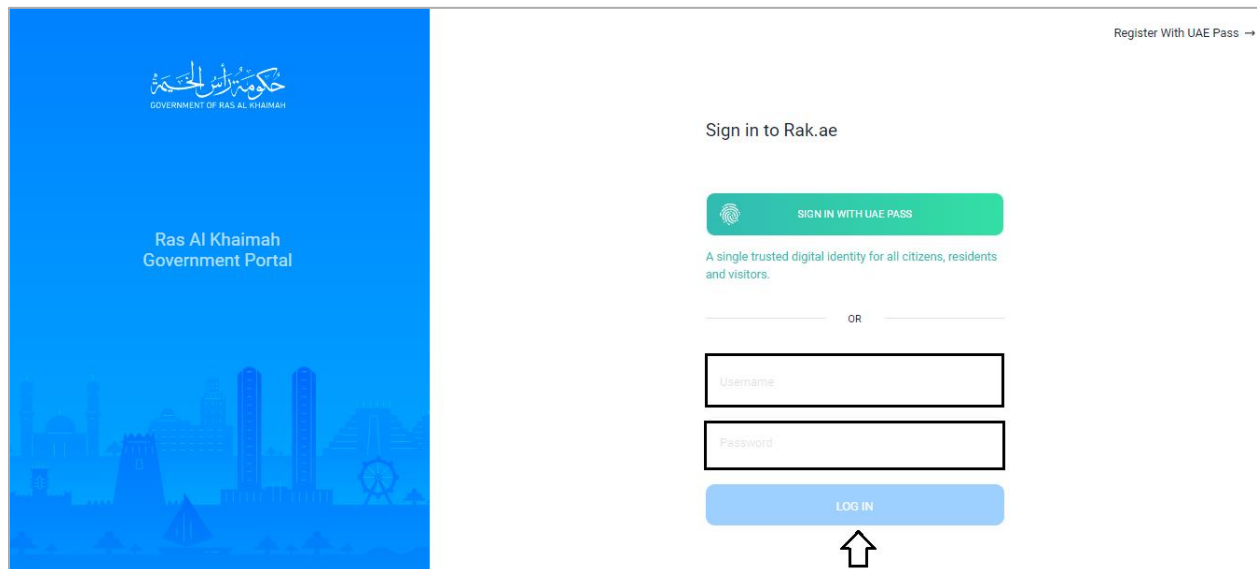
Next, Select the “Land and Properties Section”



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 submitted transactions 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		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

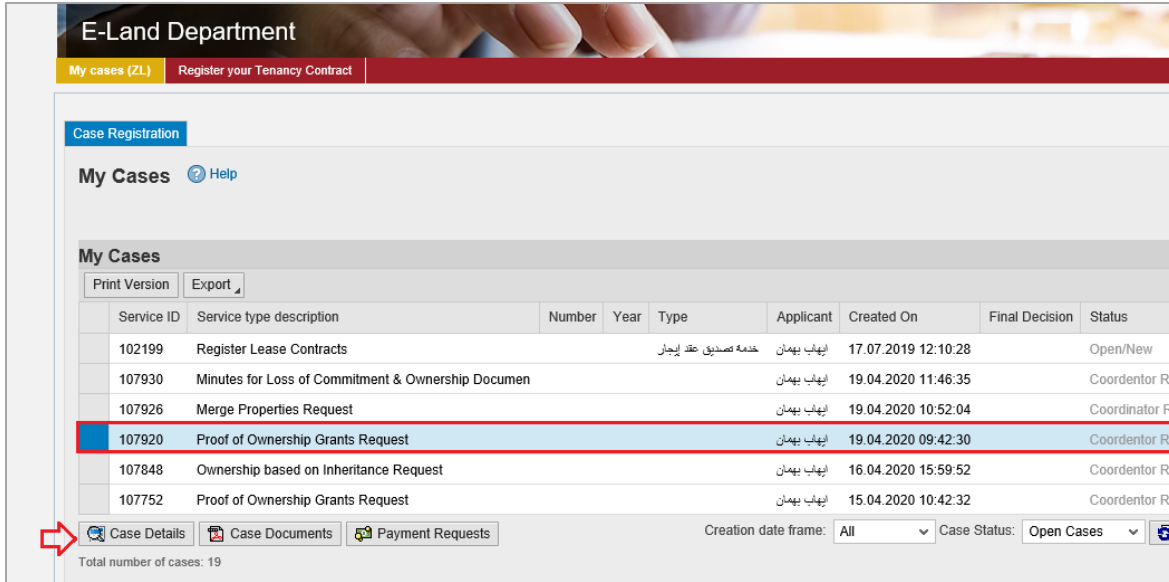
“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

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) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

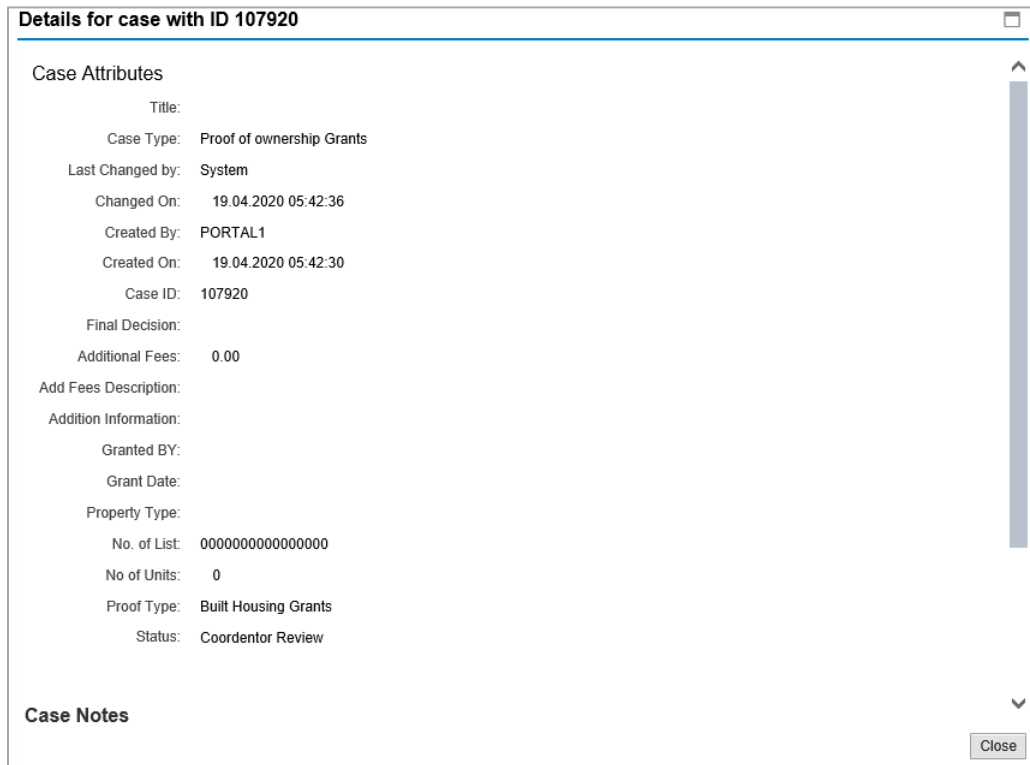
Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R
107926	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

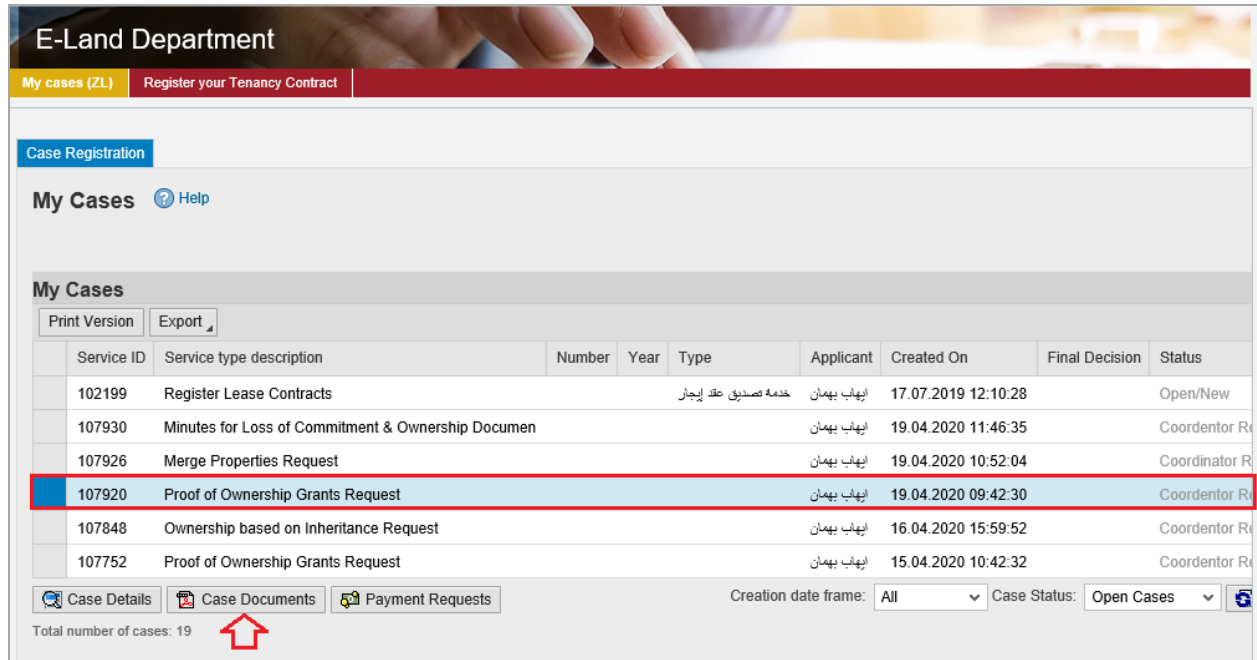
Proof Type: Built Housing Grants

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

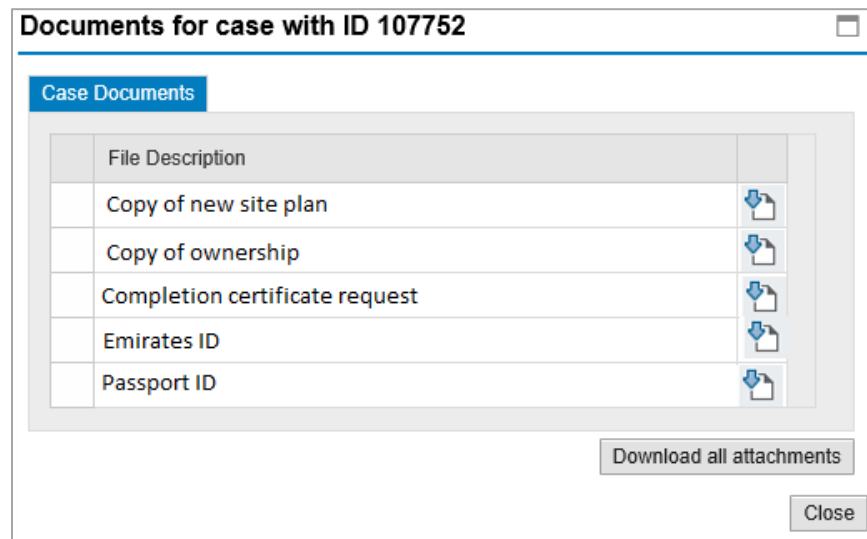
Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R
107926	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

A screen will pop up to show all of the attached documents to the selected request when it is created where you can download 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

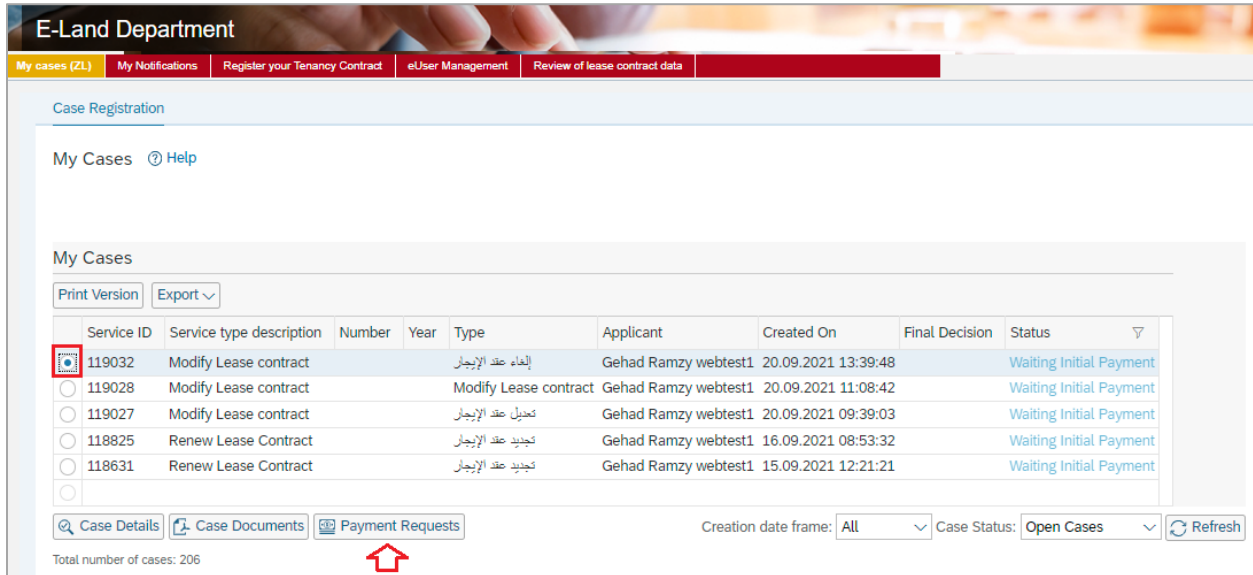
Close

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.

To pay a request's fee:

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

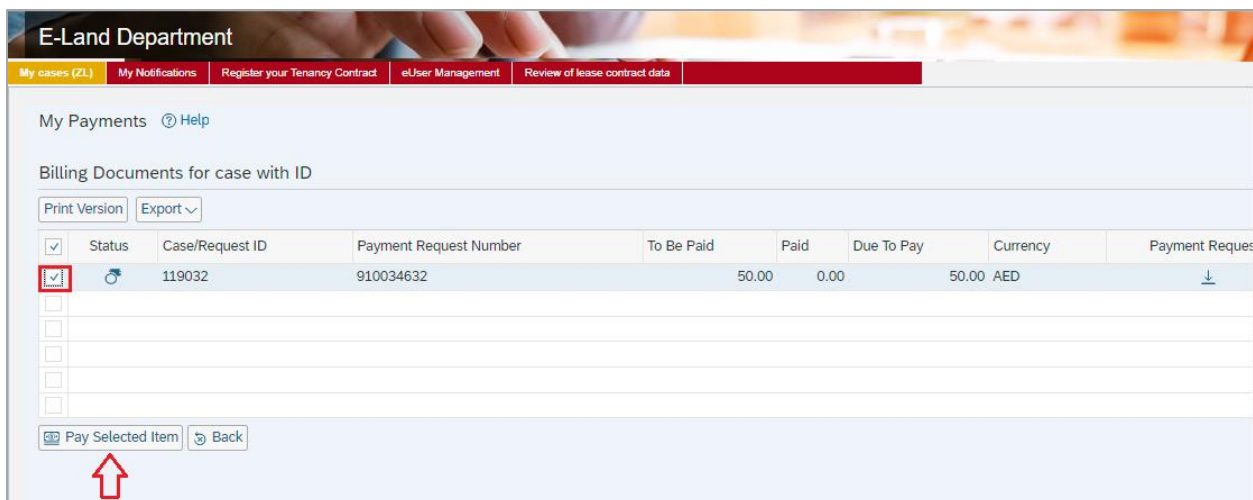
Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
119032	Modify Lease contract			إلغاء عقد الإيجار	Gehad Ramzy webtest1	20.09.2021 13:39:48		Waiting Initial Payment
119028	Modify Lease contract			Modify Lease contract	Gehad Ramzy webtest1	20.09.2021 11:08:42		Waiting Initial Payment
119027	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	20.09.2021 09:39:03		Waiting Initial Payment
118825	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	16.09.2021 08:53:32		Waiting Initial Payment
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 required amount 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	↓
<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.

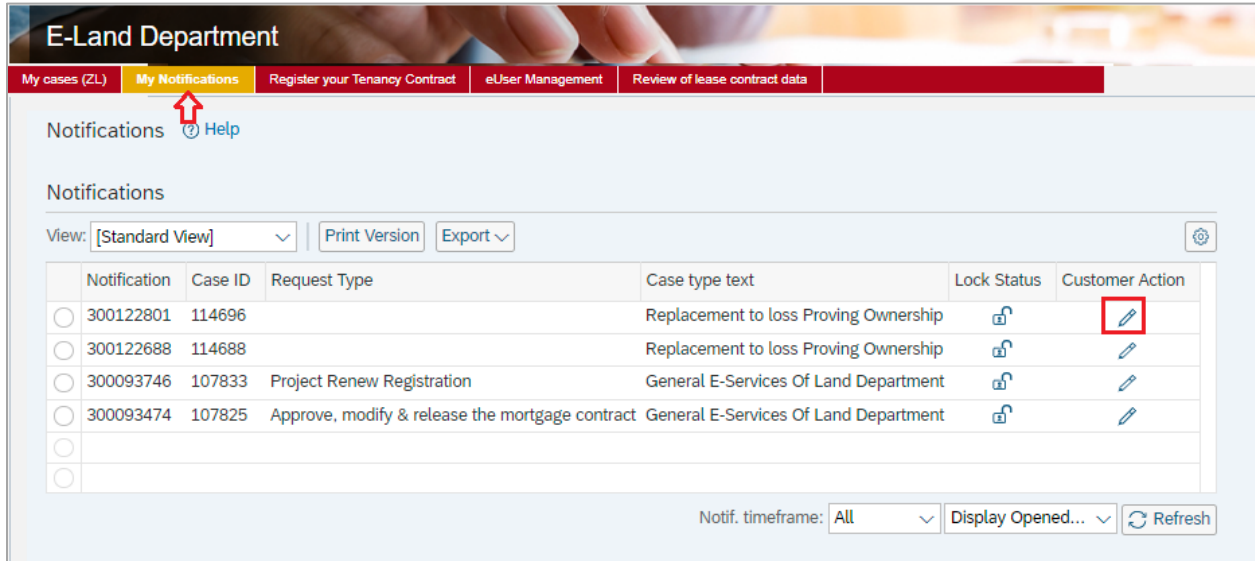
3. Select the payment channel and select the terms and condition approval check box, then click the “Pay” button to proceed with the payment process as usual.





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:




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


To modify a request, follow the step below:

1. Click the “**Details**” icon  on 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

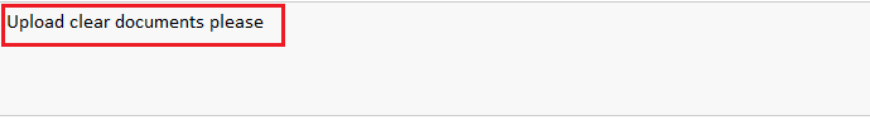
Status details





Attachments

3 


Comments

2 Note from Department:



Note from Applicant:


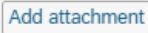
 

2. Read the coordinator notes of the required modification.
3. Click on **“Add attachment”** button → the Attachment Details screen opens:


Documents management for notification: 300122801 



Attachment Details

A
* Attachment:  No file chosen

B
 

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

4. Modify the request as per the coordinator comments.


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.

Customer Action 300122801


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





Comments

Note from Department:

To testing again and again

Note from Applicant:

Upon final approval, you will be notified via SMS and Email that your request is approved and you can receive the original Title Deed from the customer happiness centre in the RAK municipality.