

User Manual

Occupational Health Certificate

Public Health Department

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Introduction:

The Public Health Department (PHD) of Ras Al Khaimah has published various online service to save the customers time and efforts, and to enable them to submit any request anytime from anywhere.

The customer (individuals /establishments) should have a registered account on the Public Health Department to be able to use the online services.

This service allows the establishments' representatives to apply for the Occupational health certificate for the establishment's workers (already registered workers) whether it is for new certificate, renew a certificate before or after expiry, or cancel certificate, by providing the required document and pay the fees.

This guide shows establishments' representatives how to access the **Occupational Health Certificate** service. It also guides them on how to create, send, pay fees and track the request electronically.

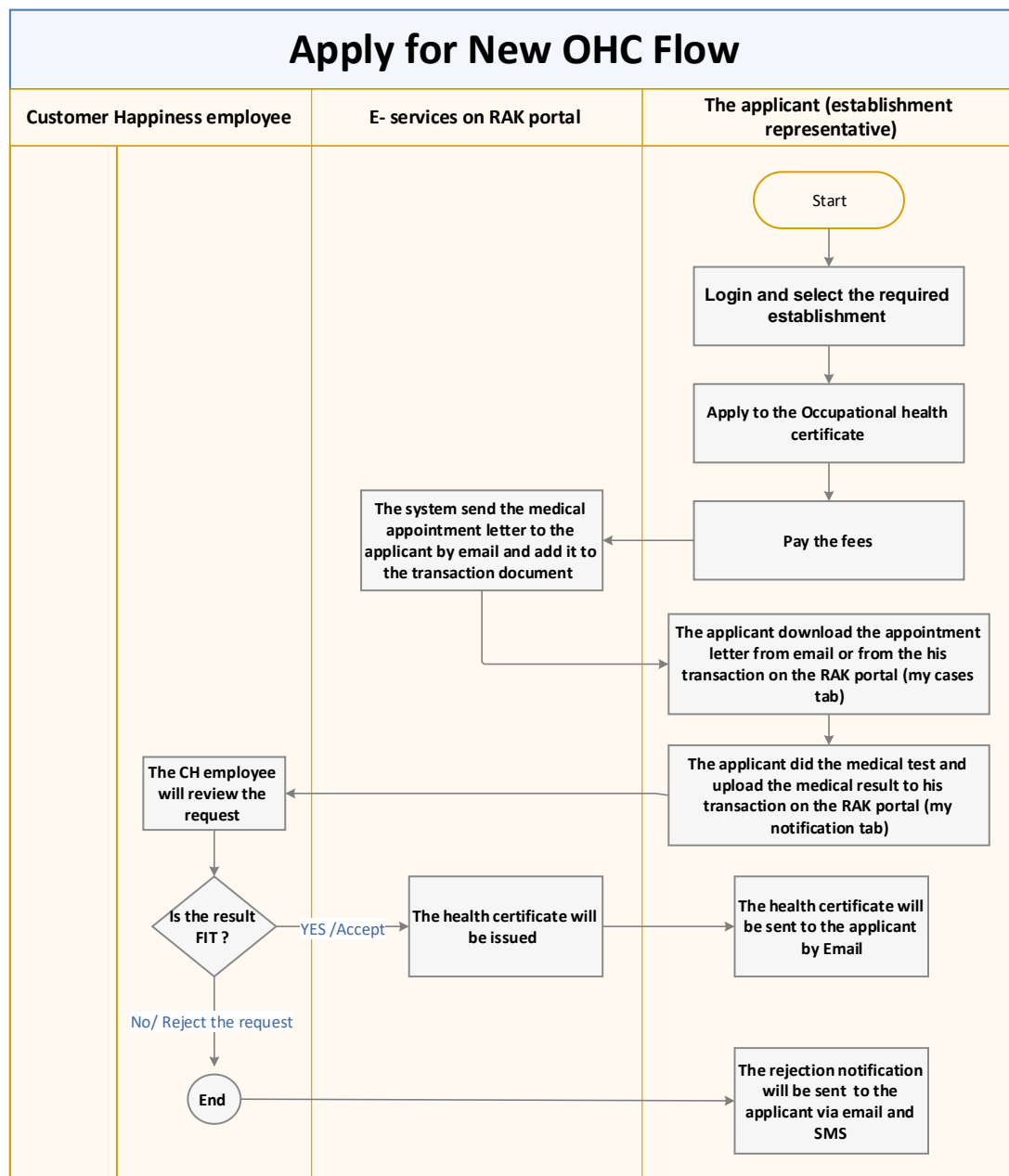
Representatives will be able to log in to the service, submit requests, pay the fees, download medical appointment, upload medical result, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally receive the certificate electronically.

Important Notes:

- To be able to apply for online services, the customer must apply on the Business Partner Establishment Update Information service, register his establishment and update his information in the system.
- The registration process is carried out electronically on the Ras Al Khaimah government link by following the steps below until reaching the services of Ras Al Khaimah Municipality → Public Health Department → Public Health Department Online Services, by submitting the following documents to register/update the establishment:
 - a) Copy of the License
 - b) Lease Contract/ Title Deed
 - c) Filled Establishment update information form for (Owner / manager / Representative contacts, EID number)
 - d) Letter of Authorization from the Company (if registering a company representative) with the ID/ Passport Number, full name and representative's relation to the Company
N.B. In case Manager / owner is not mentioned in license
- The Customer must also register a **company representative** (an individual) by providing the following documents:
- Create an Internet user (Electronic Company Representative) and RAK Government portal account by:
 - Registering in RAK Government portal.

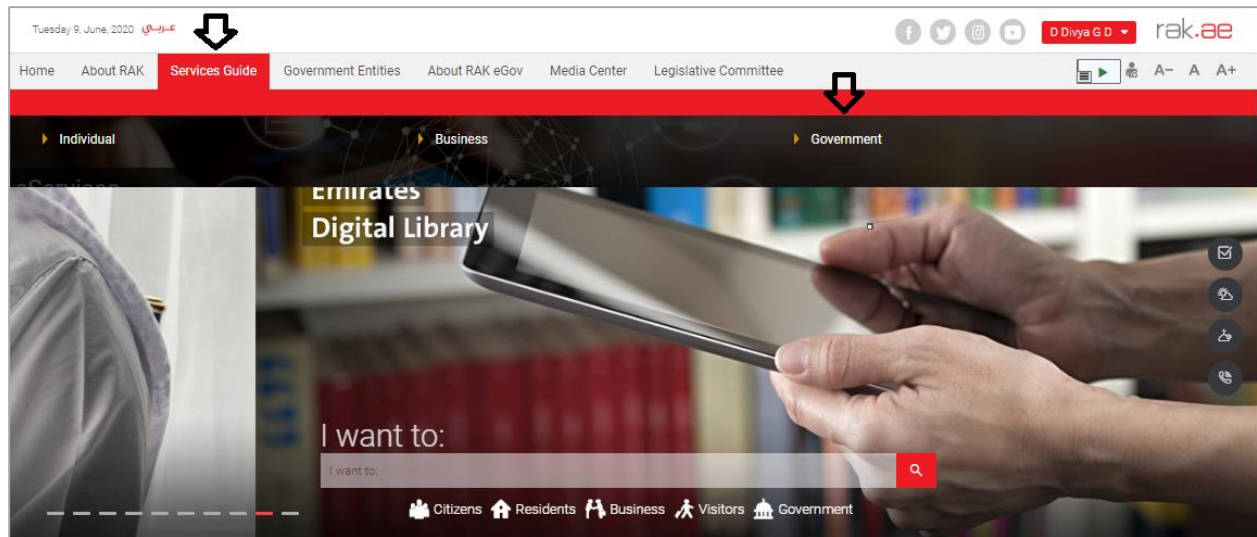
- A valid Emirates ID Card is needed for the request
- Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
- Provide the representative's ID/Passport number
- The Customer must also register a worker through **worker registration service** as prerequisite service.

New OHC process flow:

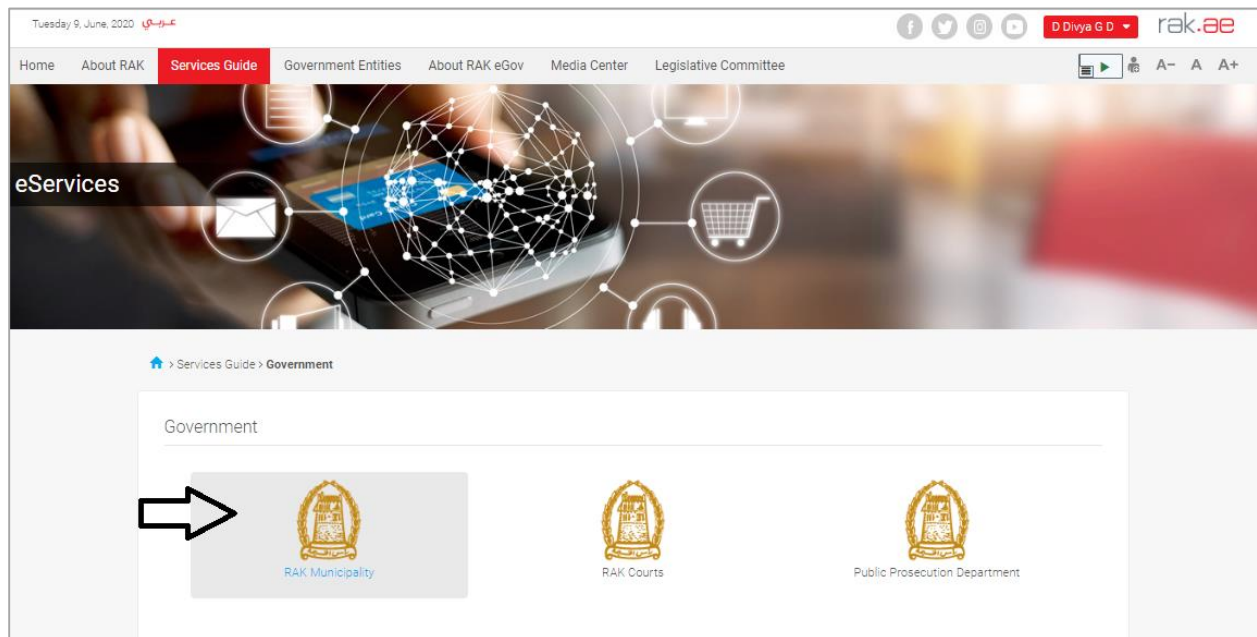


Login and access to the Register Occupational Health Certificate Service

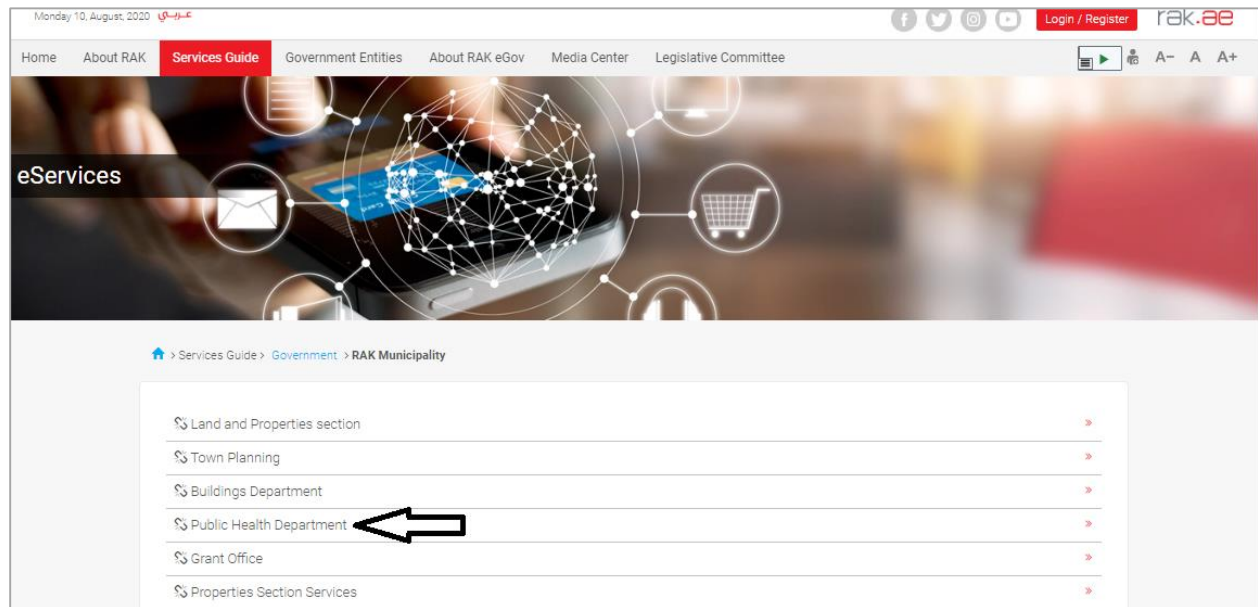
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Occupational Health Certificate** service, click on the “Service Guide” then click on “Government”



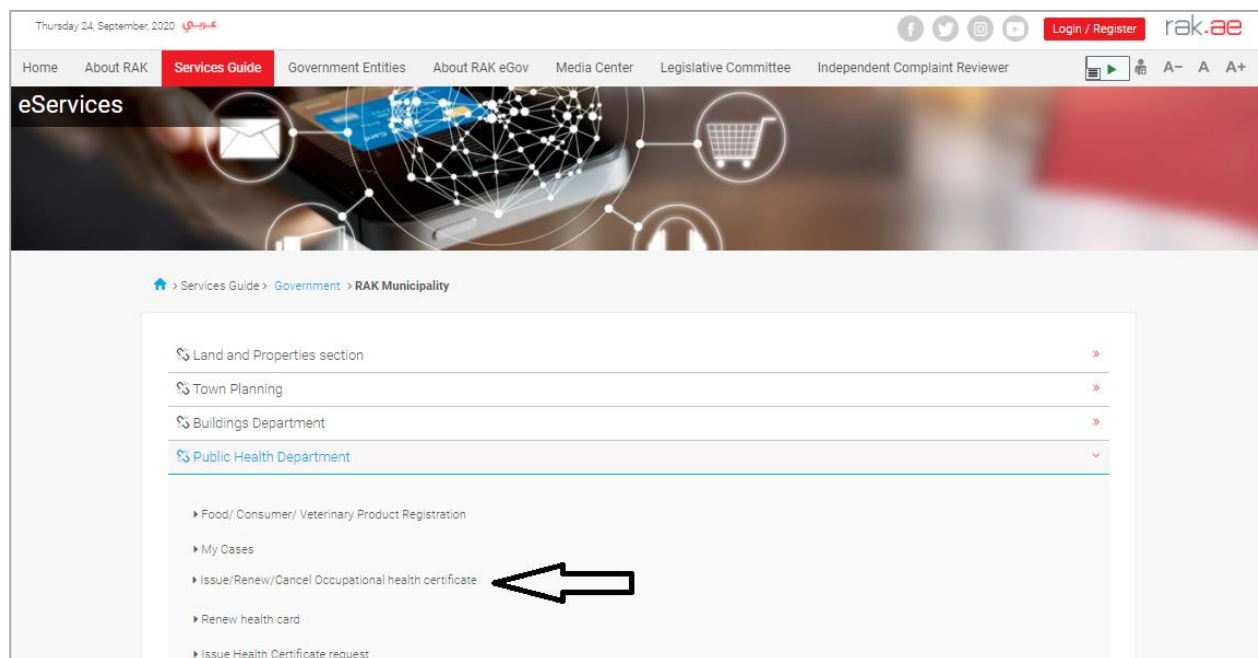
- 3- Next, select “RAK Municipality”



- 4- Next, select “Public Health Department”



5- Next, click on the **Issue/Renew/Cancel Occupational Health Certificate**




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

Thursday 24, September, 2020 عرربي Login / Register rak.ae

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eServices

Services Guide > Government > RAK Municipality > Issue/Renew/Cancel Occupational health certificate



Issue/Renew/Cancel Occupational health certificate

The service enables establishments related to public health to issue, renew or cancel occupational health certificates for workers registered under an establishment

- Step 1 Sign Up using portal registration.
- Step 2 Submit Issue/Renew/Cancel Occupational health certificate request by filling the online form, and attaching the required documents
- Step 3 Pay request fees
- Step 4 After payment, a medical examination letter will be sent via e-mail to conduct the medical examination required to issue or renew the certificate
- Step 5 Attach Medical test result

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

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1. registration or company employees first through the service (employee registration)
2. Submit the required documents to start the service
3. The Applicant can apply for more than one different transaction within the same submitted application. For example, the applicant can submit a renewal application, issue a new certificate and cancel for a different group of workers within the same application
4. Pay the application fee
5. The medical examination letter is valid for 5 working days from the date of issuance. The medical examination happen and the result attached again in the system during this period or the transaction will be cancelled after 5 days have passed.
6. The application fee is 100 dirhams per application for the issuance of the Occupational Health Certificate
7. The health certificate is valid for one year from the date of issue
8. A fine of 25 dirhams will be imposed for each month of delay in case the certificate expires and the certificate is not renewed or canceled
9. A valid residency for workers must be in place in order for the health card to be issued or renewed

Required Documents

**** Issue/Renew/Cancel Occupational health certificate**

Cancellation letter from MOHRE or the passport and Immigration in case of submitting cancellation request

Start Service

Create a New Occupational Health Certificate Request

1. Request Initial Submission

1. After you access the **Occupational Health Certificate** 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.

Not yet a member? [Register With UaePass](#)

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Company Information** form will be displayed enabling you to select the required establishment for whose workers you want to issue the OHC:

Friday 18th September 2020 Welcome Randa Issa

Home About RAK Services Guide Government E

Issue Occupational Health Certificate

Company Information

Select Establishment

Establishment Name : Al Rabi Company

Occupational Health Certificate Registration

☐ New OHC Registration

☐ Get Drafts

Ok

Applicant Information

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Note:

- If the establishment license is expired, you will not be able to submit the request.
- Though this service the establishment's representative can apply for:
 - New health certificate for the establishment's already registered workers.
 - Re-new the health certificate before expiry or Re-new the already expired health certificate for the establishment's workers.
 - Cancel the workers' health certificates by representative or by worker.

4. Select the establishment for whose workers you want to issue the health certificates, from the **Establishment Name** dropdown list.
5. To create a new OHC request, select the **"New OCH Registration"** option then click **"Ok"**:

Company Information

Select Establishment

Establishment Name : Al Rabi Company

Occupational Health Certificate Registration

☒ New OHC Registration

☐ Get Drafts

Ok

Then the **Issue Occupational Health Certificate** request form will be displayed enabling you to create the request:

Occupational Health Certificate Request [Help](#)

Applicant Information

Applicant Name: Randa Issa
Applicant Phone No:
Applicant Email ID: r.issa@ega.rak.ae

Establishment Information

Establishment Name: Al Rabi Company License No:
License Authority: License Activities: Show
Establishment Phone No: 0564885112 Establishment Email: ibtesam.a@egac.rak.ae
Establishment PO Box No: XWDWEDEW Establishment Address: al horiya st,15,giza,,United Arab ...

Employee Details

View: [Standard View]

Select	Name	ID	Emirates ID	Passport No	Unified ID	Cer
<input type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	784-1978-2021918-4	YJCR90562	434478	H12
<input type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	784-1988-9615868-8	RL7G15715	531275	
<input type="checkbox"/>	Naser Mohammed Abdulkarim Almudharab Alahmed	1000024585	784-1972-4038978-5	CK4740281	516082	
<input type="checkbox"/>	Randa Issa	3000115561	784-1988-9625419-4	PSP-00120197...		H12

Remarks

6. View and check your information in the “**Applicant Information**” block:

Applicant Information

Applicant Name: Randa Issa
Applicant Phone No.:
Applicant E-mail: r.issa@ega.rak.ae

7. View and check the information of your establishment in the “Establishment Information” block:

Establishment Information

Establishment Name: مؤسسة الربيع للمقاولات العامة والديكور

License No:

License Authority:

License Activity: Show

Establishment Phone No.: 0564885112

Establishment E-mail: ibtesam.a@egac.rak.ae

Establishment P.O. Box: XWDWEDEW

Establishment Address: al horiya st,15,giza,, United Arab ...

Note: to view the establishment’s activities, click on the “Show” button beside the “License Activity” item, then the activities list will pop up as below:

License Activities

Industry System	License Activit	Description	Description
FCS	0146002	PHD: Food Control Section	Egg Production
FCS	01490	PHD: Food Control Section	Egg Production
HSCS	12000	PHD: Food Control Section	Egg Production
VCSS	0142001	PHD: VCS Section	Horses Raising
VCSS	0142002	PHD: VCS Section	Special Barns for Raising Racing-horses

Close

Click the “Close” button to close the screen.

8. The “Employee Details” block shows the worker who is already registered in the establishment and need a new OHC, and the worker whose OHC is expired or about to be expired and you should either cancel it or apply for renew (as needed).

Employee Details

View: [Standard View]

Export

Select	Name	ID	Emirates ID	Passport No	Unified ID	Cer
<input type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	784-1976-2021918-4	YJCR90562	434476	H12
<input type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	784-1968-9615868-8	RL7G15715	531275	
<input type="checkbox"/>	Naser Mohammed Abdulkarim Almudharab Alahmed	1000024585	784-1972-4036976-5	CK4740281	516082	
<input type="checkbox"/>	Randa Issa	3000115561	784-1988-9625419-4	PSP-60120197...		H12

Notes:

- In case the worker is new and needs a new OHC, then once the worker is selected, only one option is allowed in the **Action** field which is (**Issue New Occupational Health Certificate**)

<input checked="" type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	Issue New Occupational Health Certificate
-------------------------------------	------------------------	------------	---

- In case the worker's OHC is active but about to be expired or already expired, then once the worker is selected, two options will be allowed in the Action field that are (**renew or cancel OHC**):

Select	Name	ID	Action	Certificate No
<input checked="" type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	<div> <div></div> <div>Issue Renew Occupational Health Certificate</div> <div>Canceling Occupational Health Certificate</div> </div>	H120000000035

9. To issue a new OHC;

- Select the required worker
- Enter your remark (if any)
- Click the **"Submit"** button:

Employee Details

View: Action

Export

Select	Name	ID	Action	Certificate No
<input type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531		H120000000035
<input checked="" type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	Issue New Occupational Health Certificate	
<input type="checkbox"/>	Naser Mohammed Abdulkarim Almudharab Alahmed	1000024585	Issue New Occupational Health Certificate	
<input type="checkbox"/>	Randa Issa	3000115561		H120000000037

Remarks

New OCH

Save As Draft

Back To Initial Screen

Submit

10. To re- new an OHC;

- Select the required worker,
- Select (**issue renew Occupational Health Certificate**) from the **Action** dropdown field,
- Enter you remark (if any)
- Click the “**Submit**” button:

Employee Details

View: Action

Export

Select	Name	ID	Action	Certificate No
<input checked="" type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	Issue Renew Occupational Health Certificate	H120000000035
<input type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	Issue New Occupational Health Certificate	
<input type="checkbox"/>	Naser Mohammed Abdulkarim Almudharab Alahmed	1000024585	Issue New Occupational Health Certificate	
<input type="checkbox"/>	Randa Issa	3000115561		H120000000037

Remarks

Re-new OCH

Save As Draft

Back To Initial Screen

Submit

11. To cancel an OHC;

- Select the required worker.
- Select (**Cancelling Occupational Health Certificate**) from the **Action** dropdown field

Employee Details



View: Action


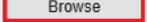
Export

Select	Name	ID	Action	Certificate No
<input checked="" type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	Cancelling Occupational Health Certificate	H120000000035

- Click on the “**Browse**” button, which will be activated only in cancellation case, to attach the mandatory document.

Employee Details

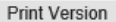
View: Action  Export 


n	Certificate No	Emirates ID	Passport No	Unified ID	Upload
Occupational Health Certificate	H120000000035	784-1976-2021918-4	YJCR90562	434476	 


The **Upload Attachment** screen will pop up as below:



Upload attachment

Attachment List



Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Cancellation letter from MOHRE or passport and immigration	 Upload	



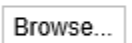
 


- D. Click on the “**Upload**” button beside the only required document which is the Cancellation letter from MOHRE or the passport and immigration, a window pops up allowing you to choose the files as below:



Add Attachment

Attachment Details

* Document Type: Cancellation letter fro...

* Attachment: 



E. Browse for the file, the Click on **Add** → the file will be uploaded successfully

Upload attachment

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>	Cancellation letter from MOHRE or passport and immigration	Upload	doc.pdf

Clear

Add

Cancel


Notes:


- Once the document is attached successfully, a green tick will appear on its caption.

Employee Details



View: [Standard View]

Export



Art No	Unified ID	Certificate No	Status	Expiry Date	Action	Upload
0562	434476	H120000000035	Active	19.09.2020	Canceling Occupational Health Certificate	<input checked="" type="checkbox"/> Browse 

- To view or delete the attachments, click on the “display”  icon to the right of the worker record. Then, the following form will pop up:

Attached Documents

Doc Description	File Name	Delete
Cancellation letter from MOHRE or passport and immigration	 doc.pdf	

Close

- Click on the **View** Icon  to view the document.
- Click on the **Delete** icon  to delete the document.
- You will not be able to issue an OHC for a worker whose visa or passport is expired.

12. Enter your remark (if any), then click the “Submit” button:

Remarks

Cancel OHC

Save As Draft Back To Initial Screen Submit

Notes:


- You can export the establishment’s list of workers into an Excel sheet by clicking on the “Export” button and select “Export to Microsoft Excel”.

Employee Details

View: [Standard View]
Export


Export to Microsoft Excel

Part No	Unified ID	Certificate	Status	Issue Date	Action	Upload	
0562	434476	H120000000035	Active	19.09.2020	Canceling Occupational Health Certificate	✓ Browse	
5715	531275				Issue New Occupational Health Certificate	Browse	
0281	516082				Issue New Occupational Health Certificate	Browse	
1120197...		H120000000037	Active	19.09.2020		Browse	

- The “Employee Details” block allows you to create a new view for the block as suitable for you through the **Setting** icon :


Employee Details





View: [Standard View]
Export



Select	Name	ID	Emirates ID	Passport No	Unified ID	Cer
<input type="checkbox"/>	Fida Mohamed El Kaddour	1000010534	784-1978-2042754-6	RL2095483	35125489	

To change the block view, follow the steps below:

- Click on the Setting icon  at the top right side of the block, to have the Setting screen pop up as below:

2. Select the required column to be displayed in the detailed block from Hidden Column, then click on the “Add” button to move them to the Displayed Column.
3. Remove the required column from the detailed block by selecting them from the Displayed Column, then click on the “Remove” button to move them to the Hidden Column.
4. Organize the view in the displayed columns by selecting the required column caption and move it up , down , to the top , to the last 
5. Click on the “Apply” button to apply the changes directly on the detailed block.
6. Click on the “Ok” to confirm the changes.
7. Click “Reset” to clear changes.
8. Click on the “Save as” button at the top to save the new changes under view caption, the following screen pops up:

9. Enter the description of the new view then select the “Initial View” box if you want the new view to be your default view, then click “ok”.

13. After filling the mandatory fields to create new/ re-new/Cancel OHC, you have options to:

- “[Save as Draft](#)” to keep the request in your draft for later submission.
- “**Back to Initial Screen**” to start over a new request.
- “**Submit**” to complete the request and submit it.

14. Click “**Submit**” and confirm the submission in the displayed confirmation message.

PHD:Occupational Health Certificate ☐

Do you want to submit the request?

A screen will appear stating that the case is submitted in addition to the **case ID**.

Occupational Health Certificate Submission Details.

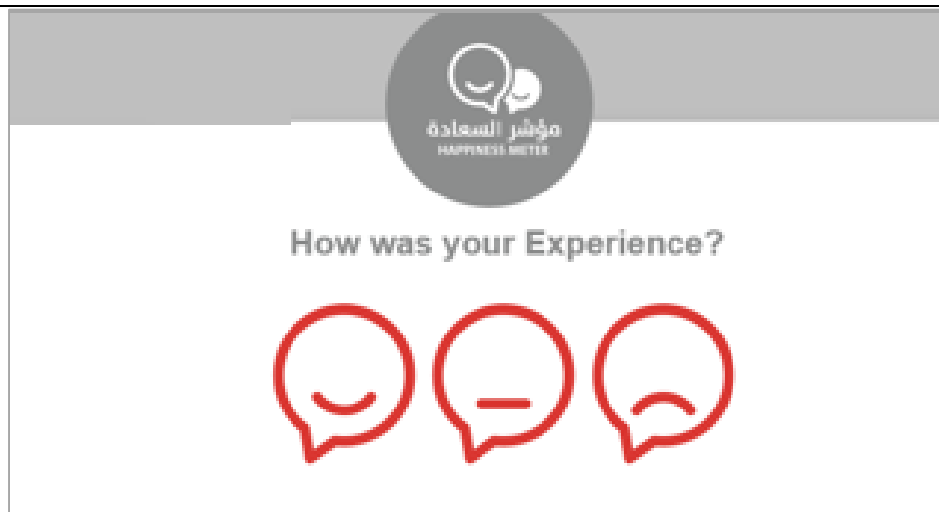
Case is submitted, for case details please go to My Cases tab.

Result

Case ID	Full Name	BusinessPartner	Case Description
110420	الشيرة مختار عمرو	1000024583	Issue New Occupational Health Certi...

Notes:

- 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 interface features a grey header with a circular logo containing two speech bubbles and the text 'مؤشر السعادة' and 'HAPPINESS METER'. Below the header, the text 'How was your Experience?' is displayed. Underneath, there are three red speech bubble icons, each containing a different facial expression: a smile, a neutral face, and a frown.

- Select the required face and your evaluation will be submitted directly.
- Upon submission, the system will show error messages at the top of the request if there any problem related to any of the workers as below:



The form is titled 'Issue Occupational Health Certificate'. It displays two error messages in a red-bordered box: 'Visa of business partner 1000010534 has expired' and 'Emirates ID of business partner 1000010534 has expired'. Below the errors, the text 'Occupational Health Certificate Request' is followed by a 'Help' link. At the bottom, there are three buttons: 'Save As Draft', 'Back To Initial Screen', and 'Submit'.

- Upon successful submission, an Email will be sent to the applicant stating that the OHC request is submitted successfully and it is pending for payment.

Dear Customer,

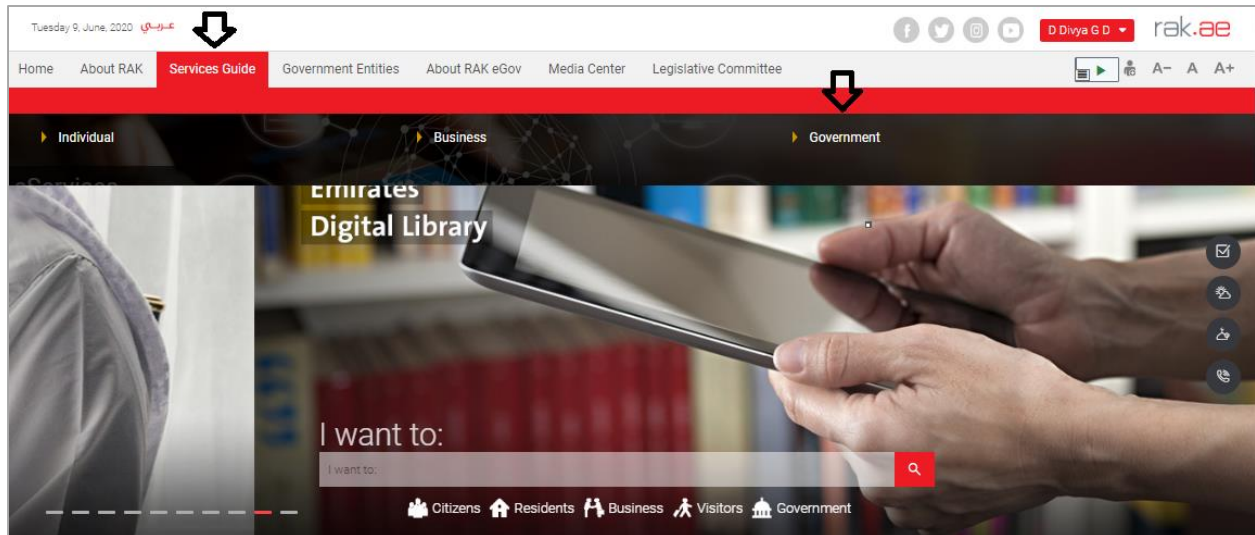
Your application number (110393) – (إصدار شهادة الصحة المهنية) has been submitted.
You can pay online or using E-dirham

Public Health Department

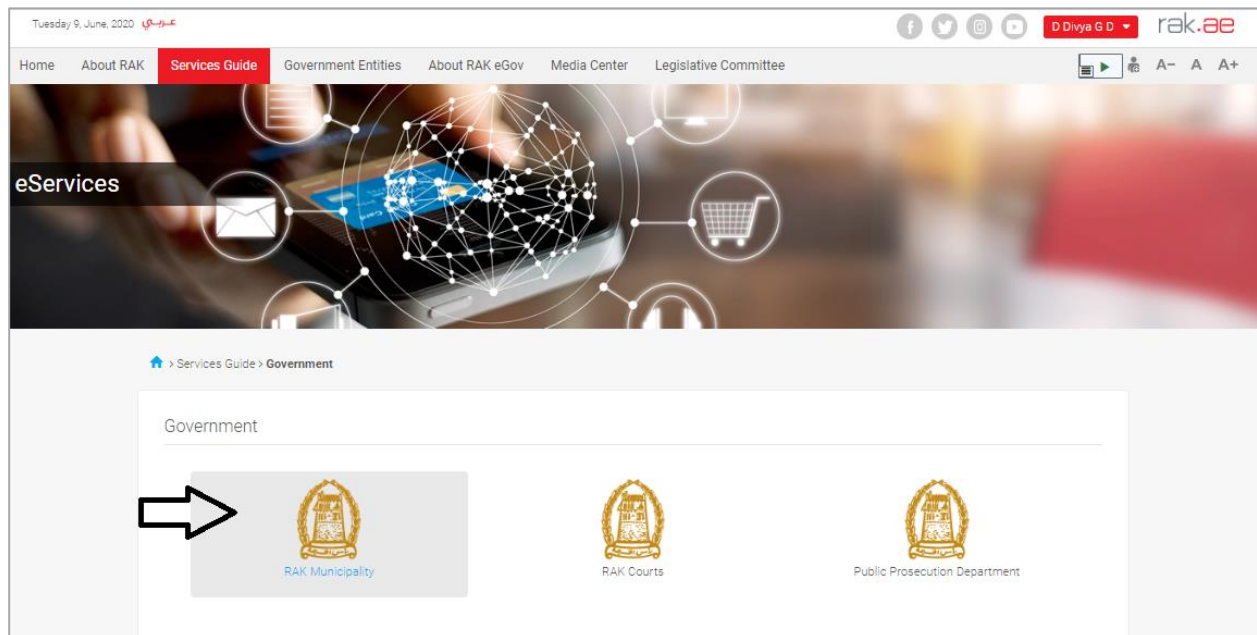
2. Request fee Payment

After the request is submitted, you need to access My Cases service on the RAK Portal www.rak.ae to pay the request fee. To access the **My Cases** page and pay the fee your request:

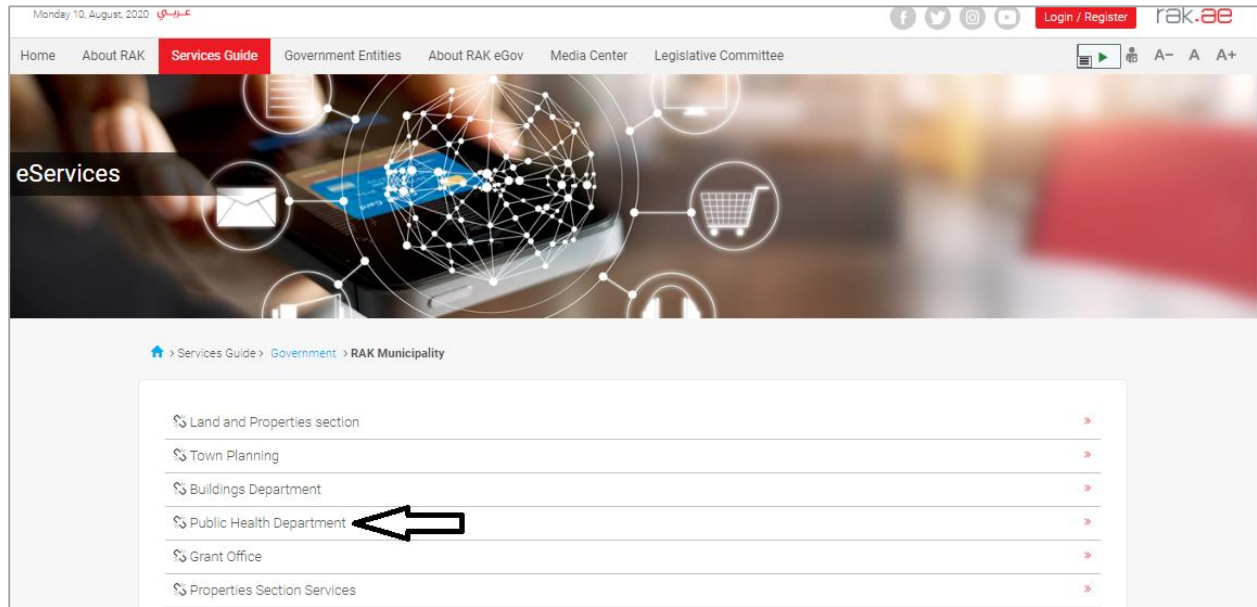
1. Click on the “**Service Guide**” then click on “**Government**” item.



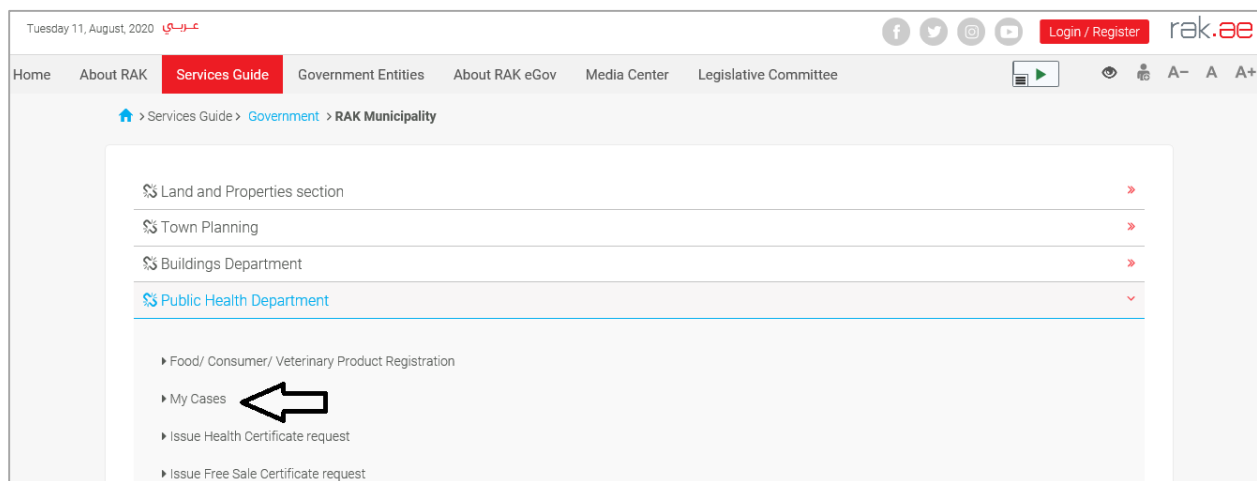
2. Next, select “**RAK Municipality**”



3. Next, Select the “**Public Health Department**”



4. Next, Select “My Cases”



5. Next, enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.

Please Log in

Login With UAE PASS

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

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? [Register With UaePass](#)

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

6. “My Cases” tab will be displayed to show all of your transactions submitted to the Public Health Department and pending for PHD approval.

Public Health Services

My cases (ZH)My NotificationPHD Services

Case Registration

My CasesHelp

My Cases

Print VersionExport

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decis
110420	Occupational Health Certificate			Issue New Occupational Health Certificate	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 13:41:22	
110396	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:41:58	
110394	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:24	Approved
110393	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:22	
110392	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:20	Approved
110391	Register workers			تسجيل العمال	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:16:11	Approved

Case DetailsCase DocumentsPayment Requests

Creation date frame: AllCase Status:

Total number of cases: 636

“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](#)
- 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

My Cases

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Dec
110420	Occupational Health Certificate	Issue New Occupational Health Certificate			مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 13:41:22	
110396	Occupational Health Certificate	اصدار شهادة الصحة المهنية			مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:41:58	

Case Details

Case Documents

Payment Requests

Creation date frame: All Case Status

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

Details for case with ID 110420	
Case Attributes	
Title:	Issue New Occupational Health Certificate
Case Type:	Occupational health certificate
Last Changed by:	System
Changed On:	20.09.2020 13:41:41
Created By:	PORTAL1
Created On:	20.09.2020 13:41:22
Case ID:	110420
Final Decision:	
MISC Service Fee:	0.00
MISC Service Qty:	0
Payment Exemption:	
Fine Date:	
Rejection Type:	000
Status:	Pending for Payment
Sub Scenario:	01

7. Select the required request and then click on the “**Payment Requests**” button.

Public Health Services

My cases (ZH) | My Notification | PHD Services

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decis
110420	Occupational Health Certificate			Issue New Occupational Health Certificate	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 13:41:22	
110396	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:41:58	
110394	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:24	Approved
110393	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:22	
110392	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:20	Approved
110391	Register workers			تسجيل العمال	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:16:11	Approved

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

Creation date frame: All Case Status:

Total number of cases: 636

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

Public Health Services

My cases (ZH) | My Notification | PHD Services

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
	110420	910030689	100.00	0.00	100.00	AED

Pay Selected Item | **Back**

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

Public Health Services


My cases (ZH)My NotificationPHD Services

Payment Amount: 100.00



Amount Already Paid: 0.00

* Transaction Amount 100.00 AED


☒ E-Dirham







☐ Banks Cards



By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.





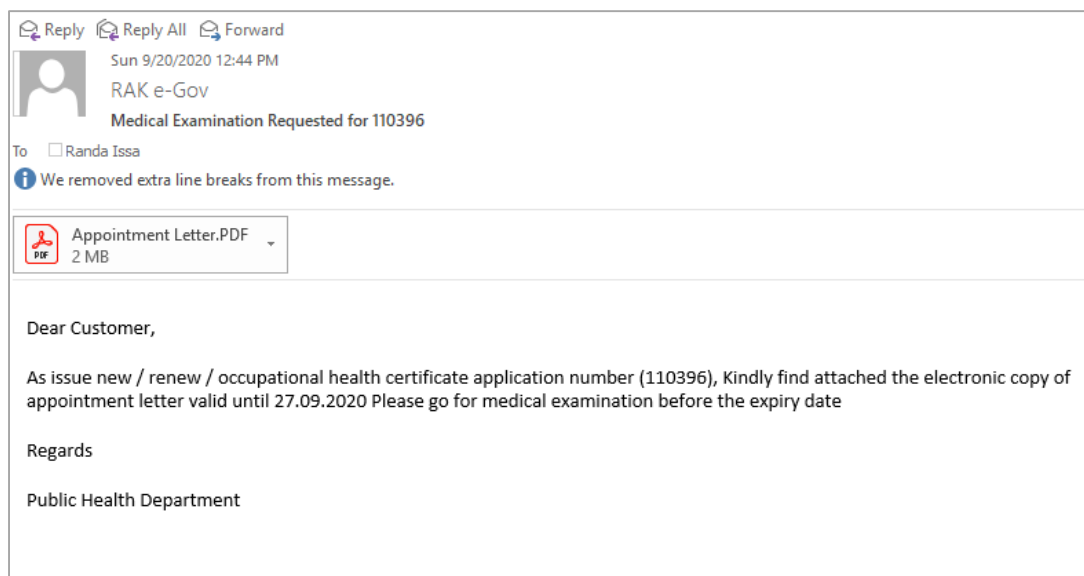


The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

10. Select the required payment channel and click the **"Pay"** button to proceed with the payment process as usual.

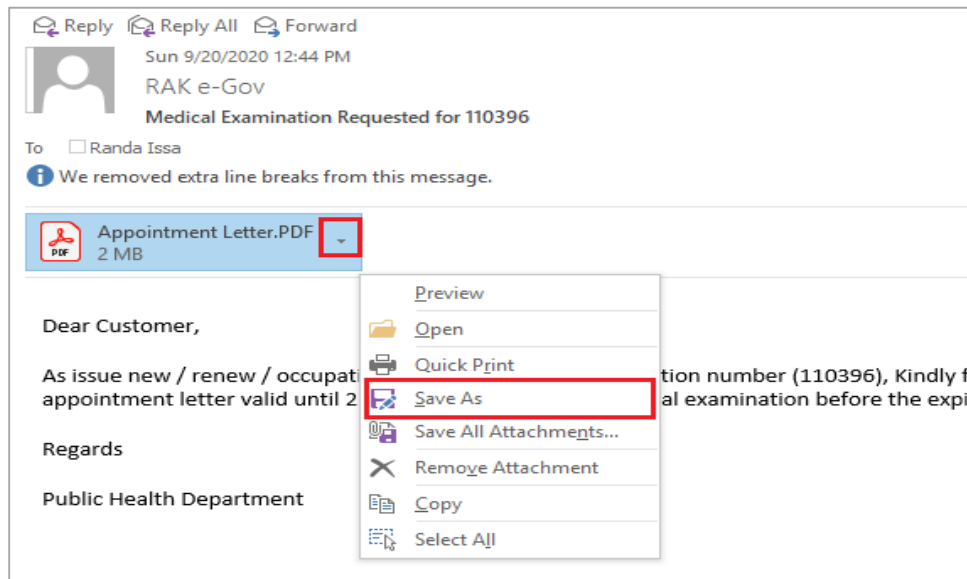
3. Medical Appointment Download

After payment is done successfully, you will receive an email including the medical appointment which you should download and submit it to the medical provider where you should do the required tests.



There are two ways to download the appointment letter:

1. **First**, from the email you have received upon successful payment, click on the arrow to the right of the attached letter or right click the attached letter, then save it to your desktop and print it out.



2. **Second**, you need to access My Cases service on the RAK Portal www.rak.ae.

A. Select the required request and then click on the **"Case Documents"** button

Public Health Services

My cases (ZH) | My Notification | PHD Services

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decis
110420	Occupational Health Certificate			Issue New Occupational Health Certificate	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 13:41:22	
110396	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:41:58	
110394	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:24	Approved
110393	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:22	Approved
110392	Occupational Health Certificate			اصدار شهادة الصحة المهنية	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:21:20	Approved
110391	Register workers			تسجيل العمال	مؤسسة الربيع للمقاولات العامة والديكور	20.09.2020 08:16:11	Approved

Case Details | Case Documents | Payment Requests

Creation date frame: All Case Status:

Total number of cases: 636

B. A screen will pop up to show the documents that are inserted to the selected request (appointment letter).

Documents for case with ID 110396

Case Documents

File Description
Appointment Letter

Download all attachments

Close



- C. Click the Download icon beside the required document to download it, or click on the **"Download all Attachments"** button to download all of the attachments at once (if any).

Note: The appointment letter looks like below empty form while the medical test result will be the same form after being filled and stamped by the medical provider:

<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>حكومة رأس الخيمة Government of Ras Al Khaimah</p> </div> <div> <p>إدارة الصحة العامة Public Health Department</p> </div> <div> <p>بلدية رأس الخيمة Ras Al Khaimah Municipality</p> </div> </div>			
<p>خطاب فحص طبي لشهادة الصحة المهنية Medical Examination Letter for Occupational Health Certificate</p>			
Issuance Date:	20/09/2020	تاريخ الانتهاء:	27/09/2020
<p>Establishment Details:</p>			
اسم المؤسسة Company Name	مؤسسة الربيع للمقاولات	رقم الرخصة License Number	39139
البريد الإلكتروني Email	ibtesam.a@egac.rak.ae	رقم الهاتف Phone	0564885112
<p>Personal Details:</p>			
الاسم Name	نواف جريز مشعل لهر عبدالحق	العمر Age	35
الجنس Gender	ذكر Male	المهنة Occupation	طبيب جراح بيطري Vet. Surgeon
الجنسية Nationality	الإمارات العربية المتحدة United Arab Emirates	رقم بطاقة الهوية Emirates ID NO	784-1985-1657025-0
رقم جواز السفر Passport Number	PR1909388	رقم الإقامة Visa Number	VS1909388
<p>For Official Use Only:</p>			
التاريخ Date			
توقيع الدكتور Doctor Signature	اختبار طبي Medical Test	Fit لائق	Unfit غير لائق
<p>Medical provider Stamp</p>			
<p>هذا الخطاب صالح لمدة 5 أيام عمل من تاريخ الإصدار ويحتمل أن يتم إلغاؤه بعد انتهاء صلاحيته. this letter is valid for 5 working days and it will be cancelled after expiration</p>			
<p> </p> <p> Director, Public Health Department مدير إدارة الصحة العامة </p>			
<p> <small> United Arab Emirates - RAK P.O. Box 4 Tel: 07-246666 Vision & planning municipality for a sustainable urban and healthy Emirate For a better society Vision: Innovation in providing distinctive municipal services, to ensure sustainability of urban development and public health through optimal utilization of resources to achieve happiness for entire society together. </small> </p>			

4. Medical Results Upload

After receiving the medical result, you have to upload it to your OHC transaction on My Cases service (My Notification tab) on the RAK Portal www.rak.ae.

To access “**My Notification**” tab, [follow the same procedure you did to reach “My Cases” Tab](#).

To upload the medical result, follow the steps below:

1. Click on “**My Notification**” tab, to view your requests that are pending for your actions there:

The screenshot shows the 'Public Health Services' portal with the 'My Notification' tab selected. A red box highlights a list of notifications. The table below represents the data shown in the screenshot:

Notification	Due Date	Request Type	Case ID	Case type text	Details
300102661	20.09.2020	اصدار شهادة الصحة المهنية	110396	Occupational health certificate	
300102628	20.09.2020	اصدار شهادة الصحة المهنية	110393	Occupational health certificate	
300100025	19.08.2020	Register workers	109767	ZH11 - Register Workers	
300099646	13.08.2020	تسجيل العمال	109787	ZH11 - Register Workers	
300093003	20.04.2020	تطيل صفة مواد غذائية أو مياه	107653	PHD Generic Service Request	
300092110	09.04.2020	Issue health card (new/renewal)	107673	PHD Generic Service Request	

2. Click the “**Details**” icon to the right of the OHC required request → the “**Customer Action**” screen pops up as below:

Customer Action 300102628

Selected Notification

Notification: 300102628

Case ID: 110393

Created on: 20.09.2020

Case Type: ZH12 Occupational health certificate

Requester:

BusinessPartner: 3000115561 Randa Issa

Lock Status:

Current System Status: Open

Occupational Health Certificate

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 Customer Happiness:

Download the Appointment Letter then go to the medical Provider and attach the Medical Test Results

Save Cancel

3. Read the notes of the PHD customer happiness employee.
4. Click on “Open Case” button → the request details screen opens

Public Health Services

My cases (ZH) My Notification PHD Services

Occupational Health Certificate Request [Help](#)

[Update](#)

Applicant Information

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Establishment Information

Establishment Name: Al Rabi Company License No:

License Authority: License Activities: [Show](#)

Establishment Phone No: 0504885112 Establishment Email: ibtesam.a@egac.rak.ae

Establishment PO Box No: XWDWEDEW Establishment Address: al horiya st,15,giza,,United Arab ...

Employee Details

View: [Standard View] [Print](#) [Export](#)

ort No	Unified ID	Certificate No	Status	Expiry Date	Action	Upload	
9107	129594	H120000000036			Issue New Occupational Health Certificate	Browse	Add

5. Click on the “**Browse**” button to upload the test result on the request form, then click “**upload**” in the next pop up to upload the “**Employee medical test result**”, the click on “**Add**”.

Upload attachment

Attachment List

[Print Version](#)

	Mandatory	Doc Description	Attach File	File Path
<input checked="" type="checkbox"/>		Employee Medical test results	Upload	

[Clear](#)

[Add](#) [Cancel](#)

6. Click the “**Update**” button. A confirmation message will pop up:

PHD:Occupational Health Certificate ☐

Do you want to submit the request?

7. Click **"Yes"**, then you will return to the **"Customer Action"** screen:

Customer Action 300102628 ☐

Selected Notification

Notification: **300102628**

Case ID: **110393**

Created on: **20.09.2020**

Case Type: **ZH12 Occupational health certificate**

Requester:

BusinessPartner: **3000115561 Randa Issa**

Lock Status:

Current System Status: **Open**

Occupational Health Certificate

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 Customer Happiness:

Download the Appointment Letter then go to the medical Provider and attach the Medical Test Results

8. Click **"Complete"** and then **"Save"** to complete your request → the request will be removed from **"My Notifications"** tab and the request will be submitted to the PHD employee for review and take the decision as follows:

- **Accept** the request, if the result was **"Fit"**, after which you will receive a confirmation message SMS and the OHC certificate will be sent to you via email.

- **Reject** the request, if the result was “**unfit**”, after which you will receive an email and a short message SMS for the same.
- **Return** the request for [modification](#) after which you will receive an email and a short message SMS for the same. In addition, you should modify the request as per the notes then re-send it to the employee to review it again and take the appropriate action against it.

Create an Occupational Health Certificate Request from Draft

If you have created an **Occupational Health Certificate** request before and saved it as a draft, you can open it and submit it any time instead if create it again as below:

1. After you access the **Occupational Health Certificate** and click on the “**Start Service**” button, the login page will appear as follow:

Please Log in

Login With UAE PASS

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

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.

Not yet a member? Register With UaePass

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Company Information** form will be displayed:

Friday 18th September 2020 Welcome Randa Issa

Home About RAK Services Guide Government E-services

Issue Occupational Health Certificate

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Company Information

Select Establishment

Establishment Name: Al Rabi Company

Occupational Health Certificate Registration

☐ New OHC Registration

☒ Get Drafts

Ok

4. Select the establishment from the **Establishment Name** dropdown list.
5. Select “**Get Draft**” option and click “**OK**”:

Company Information

Select Establishment

Establishment Name : Al Rabi Company

Occupational Health Certificate Registration

☐ New OHC Registration
 ☒ Get Drafts

Ok

Then, the **List Draft** cases will be displayed as below:

List Draft cases

View: [Standard View]

Print Version

Export

Case Description	Created By	Time Stamp	Establishment	Case Type	Applicant Name	Business Partner
Occupational Health Certificate	R.ISSA	20.09.2020 13:09:19	3000113077	ZH12		3000115561

Select

Delete

Back To Initial Screen

6. Select the required draft and click on the “**Select**” button to open it and complete with the request update and submission as [explained before](#).

Issue Occupational Health Certificate

Occupational Health Certificate Request [Help](#)

Applicant Information

Applicant Name:
 Applicant Phone No:
 Applicant Email ID:

Establishment Information

Establishment Name: License No:
 License Authority: License Activities:
 Establishment Phone No: Establishment Email:
 Establishment PO Box No: Establishment Address:

Employee Details

View:

Select	Name	ID	Emirates ID	Passport No	Unified ID	Cer
<input type="checkbox"/>	Mashal Abdal-Raheem Yaaqoob Dawood Shoaib	1000024531	784-1978-2021918-4	YJCR90562	434476	H12
<input checked="" type="checkbox"/>	Al-Nayyera Mokhtar Amr	1000024583	784-1968-9615868-8	RL7G15715	531275	
<input type="checkbox"/>	Naser Mohammed Abdulkarim Al mudharab Alahmed	1000024585	784-1972-4036976-5	CK4740281	516082	
<input type="checkbox"/>	Randa Issa	3000115561	784-1988-9625419-4	PSP-60120197...		H12

7. To delete a request draft, select the required draft and click on the “Delete” button:

List Draft cases

View:

Case Description	Created By	Time Stamp	Establishment	Case Type	Applicant Name	Business Partner
Occupational Health Certificate	R.ISSA	20.09.2020 13:09:19	3000113077	ZH12		3000115561

Customer Action

Upon successful submission the request will be displayed for the PHD customer happiness employee to review it and take the decision, but if the request requires a modification from the applicant, then the employee will return it to the applicant to apply the modification and send it again after modification for review.

When 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:

Public Health Services

My cases (ZH) **My Notification** PHD Services

Notifications [Help](#)

Notifications

View: [Standard View] [Print Version](#) [Export](#)

Notification	Due Date	Request Type	Case ID	Case type text	Details
300102661	20.09.2020	اصدار شهادة المهنة	110396	Occupational health certificate	
300102628	20.09.2020	اصدار شهادة المهنة	110393	Occupational health certificate	
300100025	19.08.2020	Register workers	109767	ZH11 - Register Workers	
300099646	13.08.2020	تسجيل العمال	109787	ZH11 - Register Workers	
300093003	20.04.2020	تحليل عينه مواد غذائية أو مياه	107653	PHD Generic Service Request	
300092110	09.04.2020	Issue health card (new/renewal)	107673	PHD Generic Service Request	


Notif. timeframe: All [Display Opened o...](#) [Refresh](#)

To modify a request, follow the step below:

1. Click the **"Details"** icon to the right of the required OHC request → the **"Customer Action"** screen pops up as below:

Customer Action 300102661

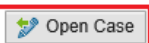
Selected Notification

Notification: 300102661	Case ID: 110396
Created on: 20.09.2020	Case Type: ZH12 Occupational health certificate
Requester: Abdallah Wageh Elgibaly	BusinessPartner: 3000115561 Randa Issa
Lock Status: 	
Current System Status: Open	

Occupational Health Certificate

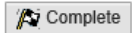
Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

 **Open Case** ³

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


Step 4: Complete the notification modification by clicking the below

 **Complete**

Comments

²
Please attach clear Medical Result, Attachment corrupted

Note from Customer Happiness:




Save **Cancel**

2. Read the notes of the PHD customer happiness employee.
3. Click on “**Open Case**” button to modify the request → the request details screen opens

Public Health Services

My cases (ZH) My Notification PHD Services

Occupational Health Certificate Request [Help](#)

 Update

Applicant Information

Applicant Name: Randa Issa

Applicant Phone No:

Applicant Email ID: r.issa@ega.rak.ae

Establishment Information

Establishment Name: Al Rabi Company

License No:

License Authority:

License Activities: [Show](#)

Establishment Phone No: 0564885112

Establishment Email: ibtesam.a@egac.rak.ae

Establishment PO Box No: XWDWEDEW

Establishment Address: al horiya st,15,giza,,United Arab ...

Employee Details

4. Modify the request as per the employee comments through add/replace or delete the request attachments. In addition, you can add remarks.
5. Click the **"Update"** button. A confirmation message will pop up:

PHD:Occupational Health Certificate ☐

Do you want to submit the request?

Yes Cancel

6. Click **"Yes"**, then you will return to the **"Customer Action"** screen:

Customer Action 300102661

Selected Notification

Notification: **300102661**

Case ID: **110396**

Created on: **20.09.2020**

Case Type: **ZH12 Occupational health certificate**

Requester: **Abdallah Wageh Elgibaly**

BusinessPartner: **3000115561 Randa Issa**

Lock Status:

Current System Status: **Open**

Occupational Health Certificate

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 Customer Happiness:

Please attach clear Medical Result, Attachment corrupted

Save

Cancel

7. 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 PHD employee for review and take the decision.

After getting your request approved by the customer happiness employee, you will receive a confirmation short message SMS stating that the OHC is issued successfully, also you will receive the approved OHC via Email as below:

Reply Reply All Forward

Sun 9/20/2020 12:41 PM

RAK e-Gov

Case Number (110394) is approved

To ☐ Randa Issa

We removed extra line breaks from this message.

Occupational Health Certificate.PDF
527 KB

Dear Customer,

Your application number (110394) Issue new / Renew / Lost Replacement / Canceling Occupational Health Certificate has been approved.

Public Health Department

The attached Occupational Health Certificate will look like below:

<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>حكومة رأس الخيمة Government of Ras Al Khaimah</p> </div> <div> <p>إدارة الصحة العامة Public Health Department</p> <p>شهادة المهنية Occupational Health Certificate</p> </div> <div> <p>بلدية رأس الخيمة Ras Al Khaimah Municipality</p> </div> </div>			
Certificate Details بيانات الشهادة			
رقم شهادة Certificate number	H120000000037		
تاريخ إصدار الشهادة Certificate issue date	20/09/2020		
تاريخ الانتهاء Certificate expiry date	19/09/2021		
Establishment Details بيانات المؤسسة			
اسم المؤسسة Company Name	مؤسسة الربيع للمقاولات إل	رقم الرخصة License Number	39139
الايمل Email	rbtesam.a@egac.rak.ae	رقم الهاتف Phone	0564885112
Personal Details البيانات الشخصية			
اسم الموظف Employee name	Randa Issa	العمر Age	00
الجنس Gender	أنثى Female	مهنة Profession	
الجنسية Nationality	الإمارات العربية المتحدة United Arab Emirates	الإمارات Emirates	رأس الخيمة
نتيجة الفحص الطبي Medical test result	لائق Fit		
<p>هذه الشهادة هي شهادة تم إنتاجها إلكترونياً ، ولا تتطلب ختمًا أو توقيعًا</p> <p>This certificate is electronically generated certificate, and does not require stamp or signature.</p>			
<small> <p>United Arab Emirates - RAK P.O. Box 4 Tel: 07-2446666</p> <p>Vision: A pioneering municipality for a sustainable urban and healthy Emirate for a global society.</p> <p>Mission: Strive to provide distinctive municipal services, to ensure sustainability of urban development and public health through optimal utilization of resources to achieve happiness for entire society together.</p> </small>			