حكومة رأس الخيمة
Government of Ras Al Khaimah

بلدية رأس الخيمة

User Manual
Plot Exchange Request
Grant Office

Contents:

Introduction:

The Grant Office 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.

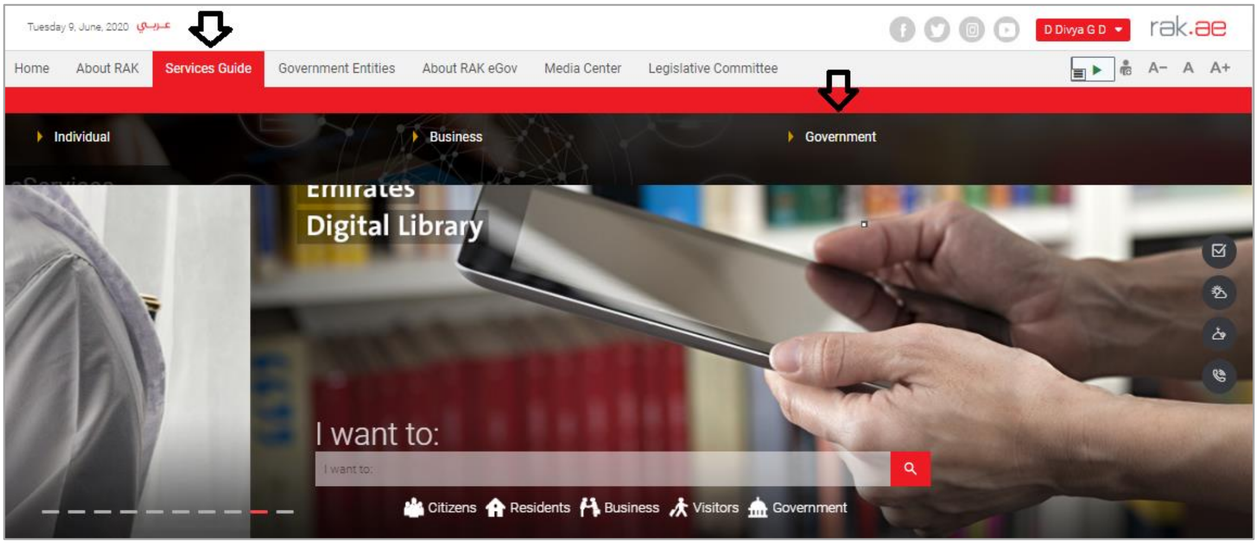
The Plot Exchange Request service allows the applicant to exchange the grant plots which must be in the same location, after attach the required documents and pay the required service fee.

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

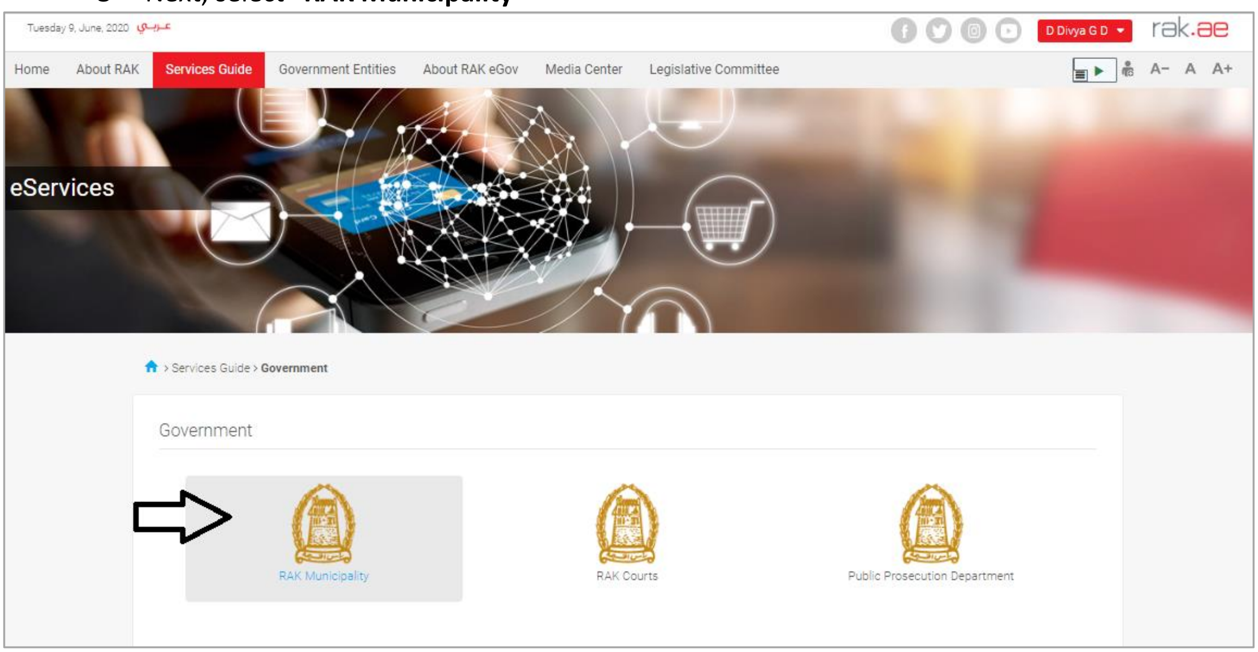
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Plot Exchange Request

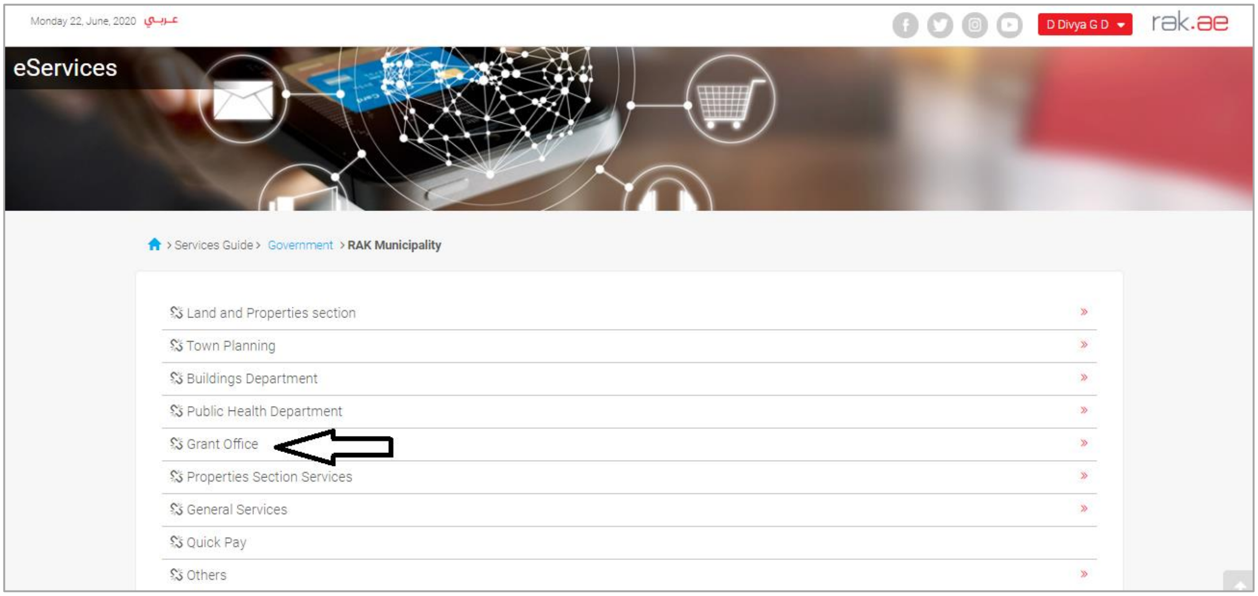
1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the **Plot Exchange Request** service, click on the "**Service Guide**" then click on "**Government**"



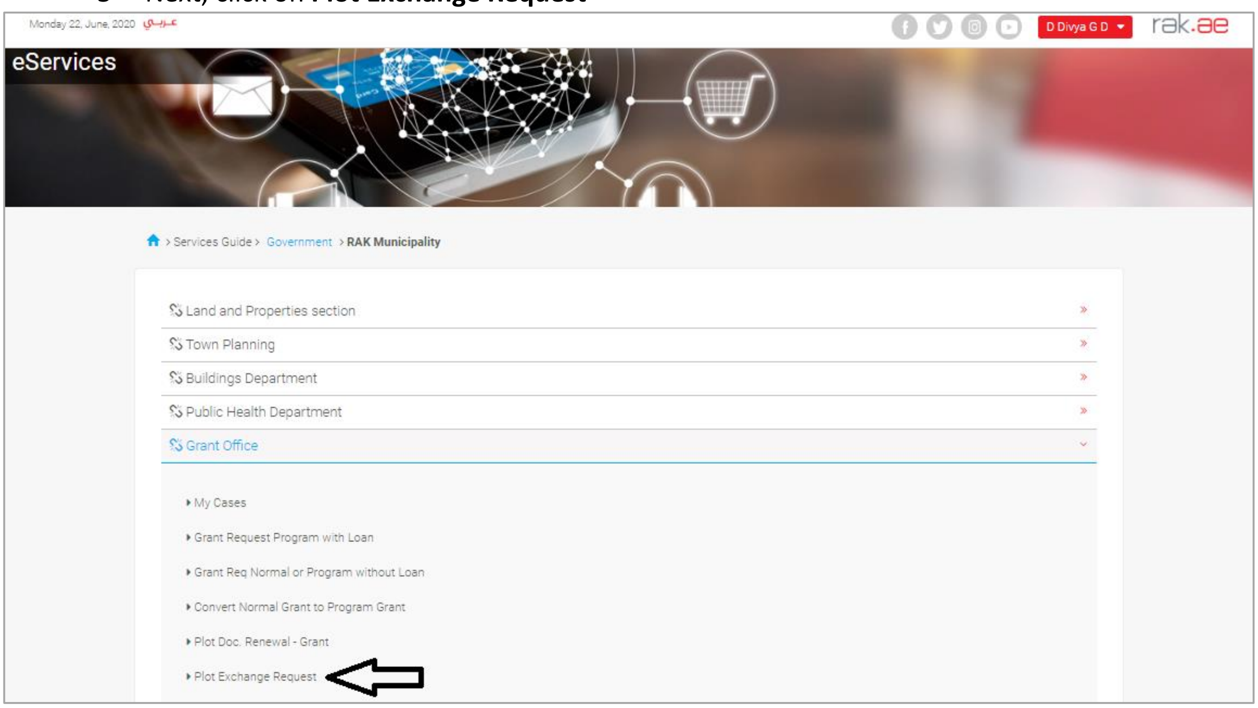
3- Next, select "**RAK Municipality**"



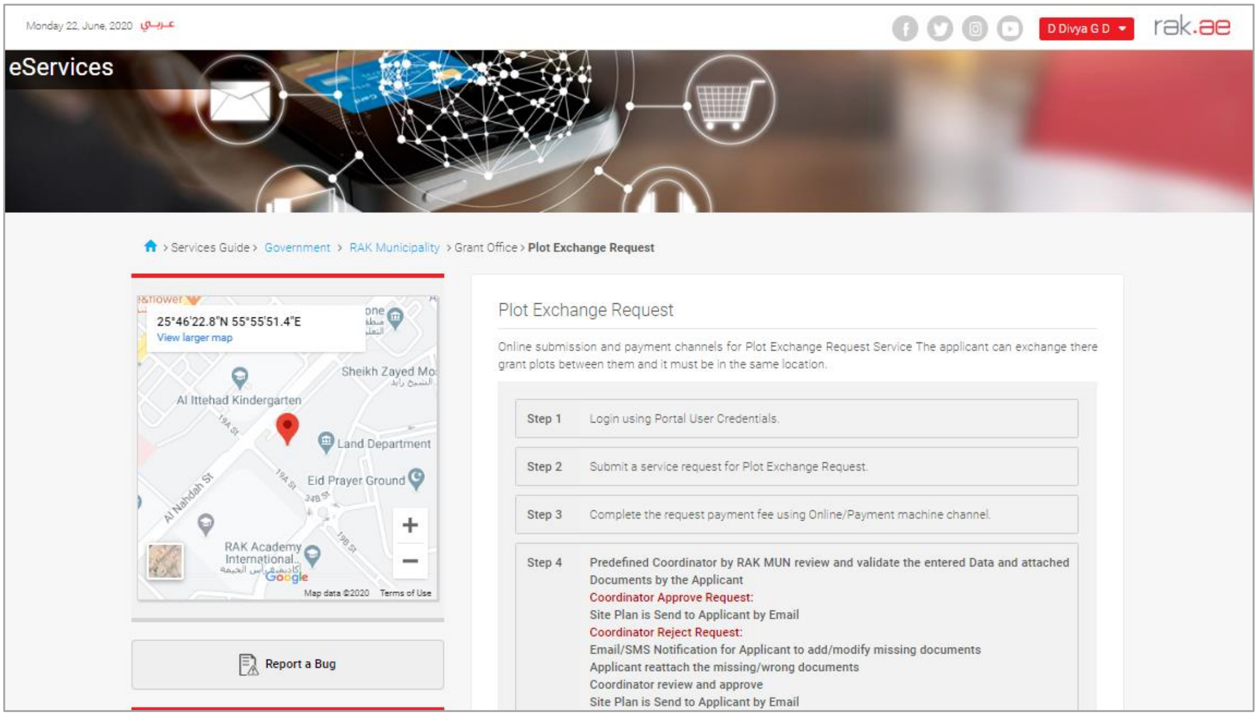
4- Next, select "**Grant Office**"



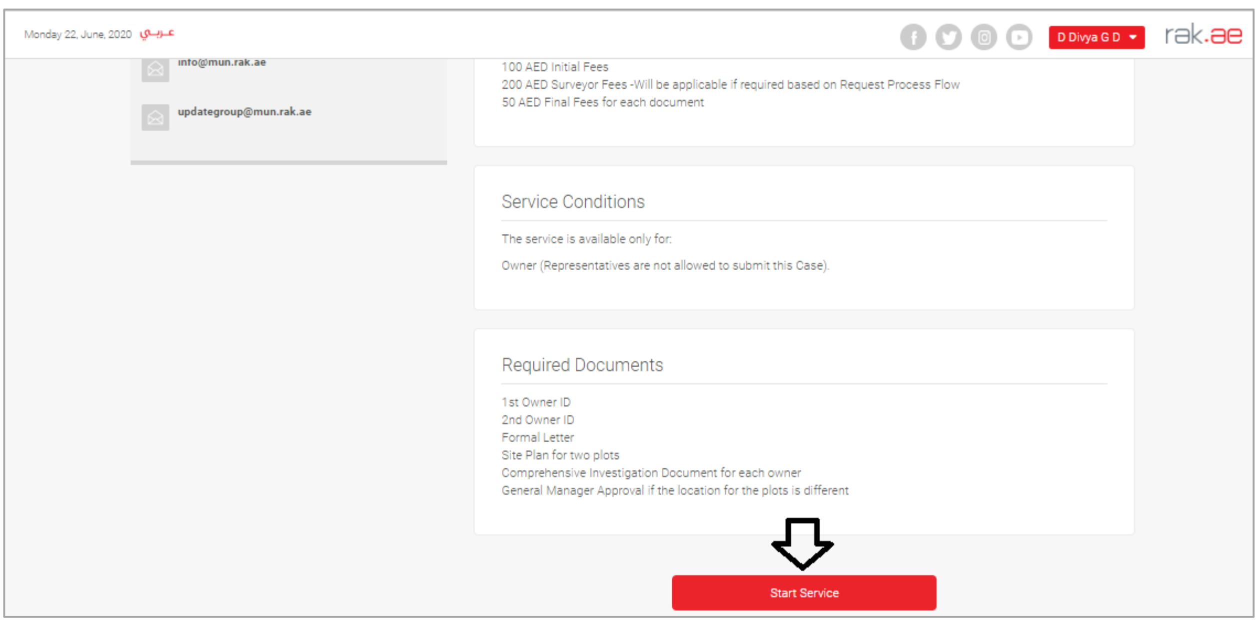
5- Next, click on **Plot Exchange Request**



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

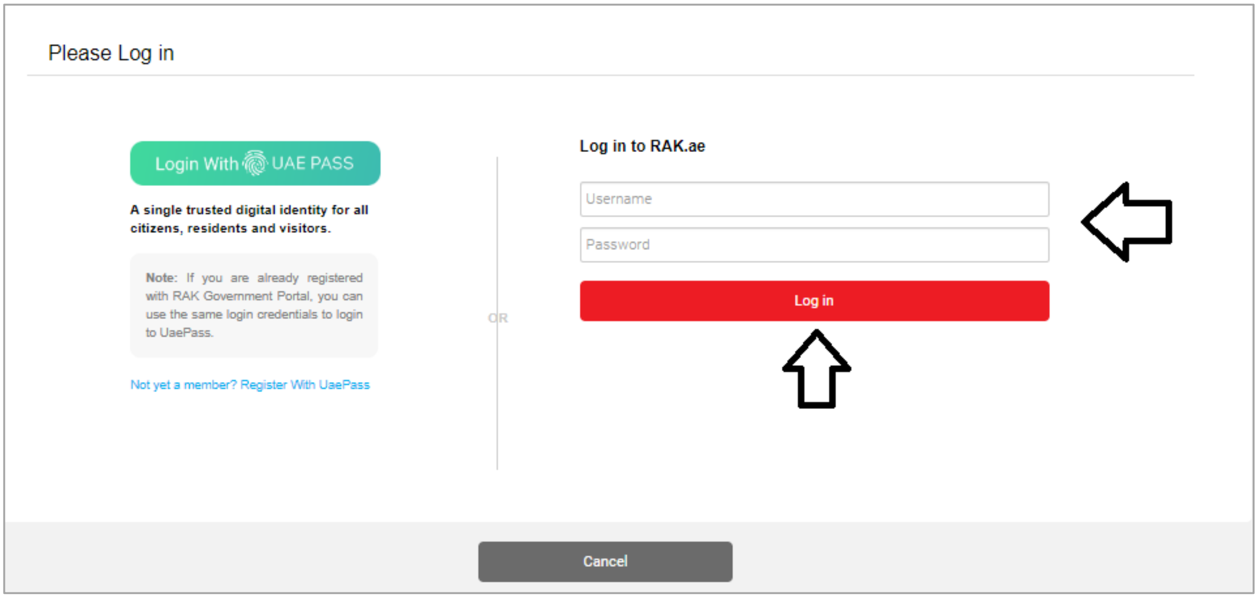


7- To use the service, click on the "**Start Service**" button.



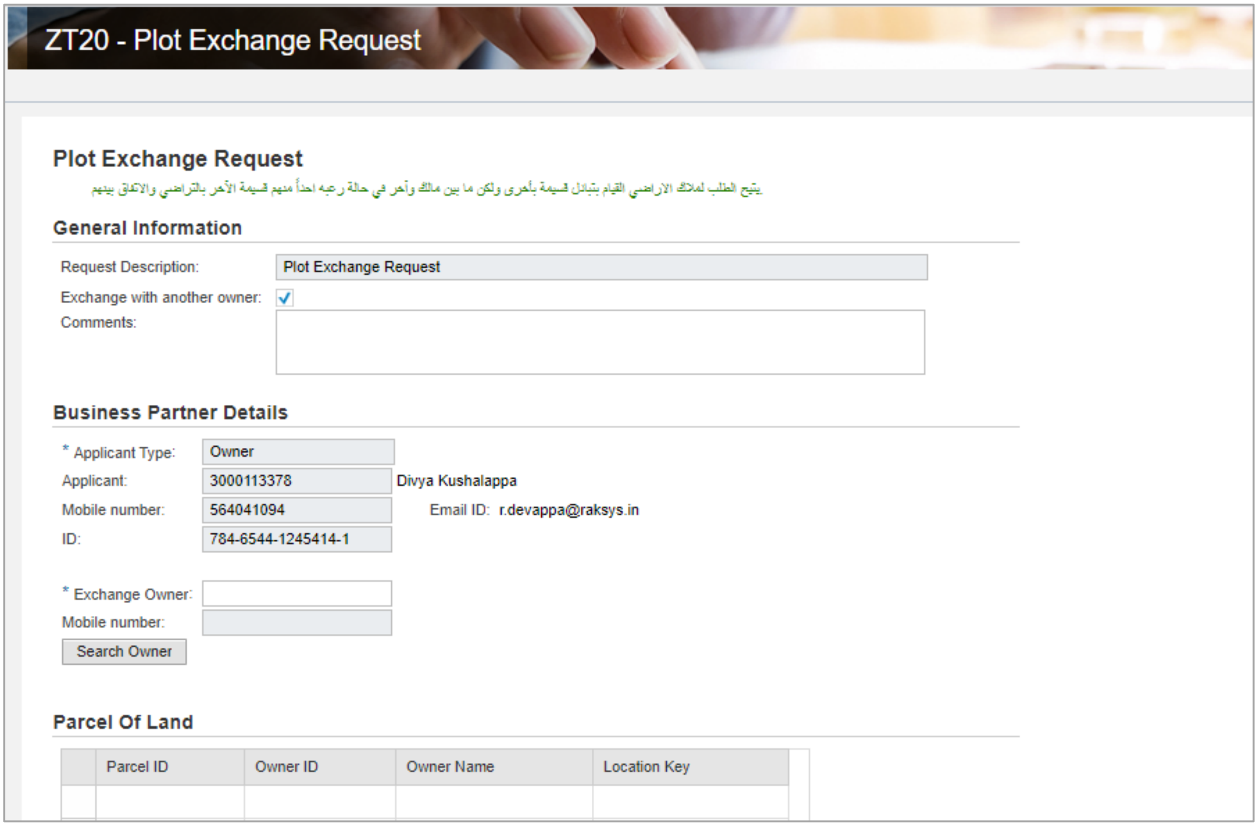
Create a Plot Exchange Request

1. After you access the **Plot Exchange Request** and click on the "**Start Service**" button, the login page will appear as follow:



2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

3. The **Plot Exchange Request** form will be displayed enabling you to create the request:

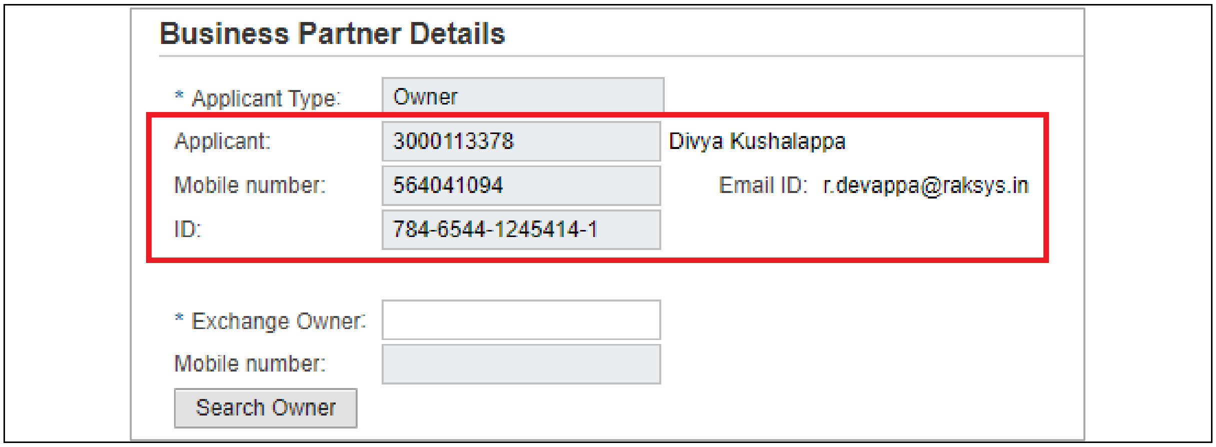


4. In the **General Information** block, enter the information as below:

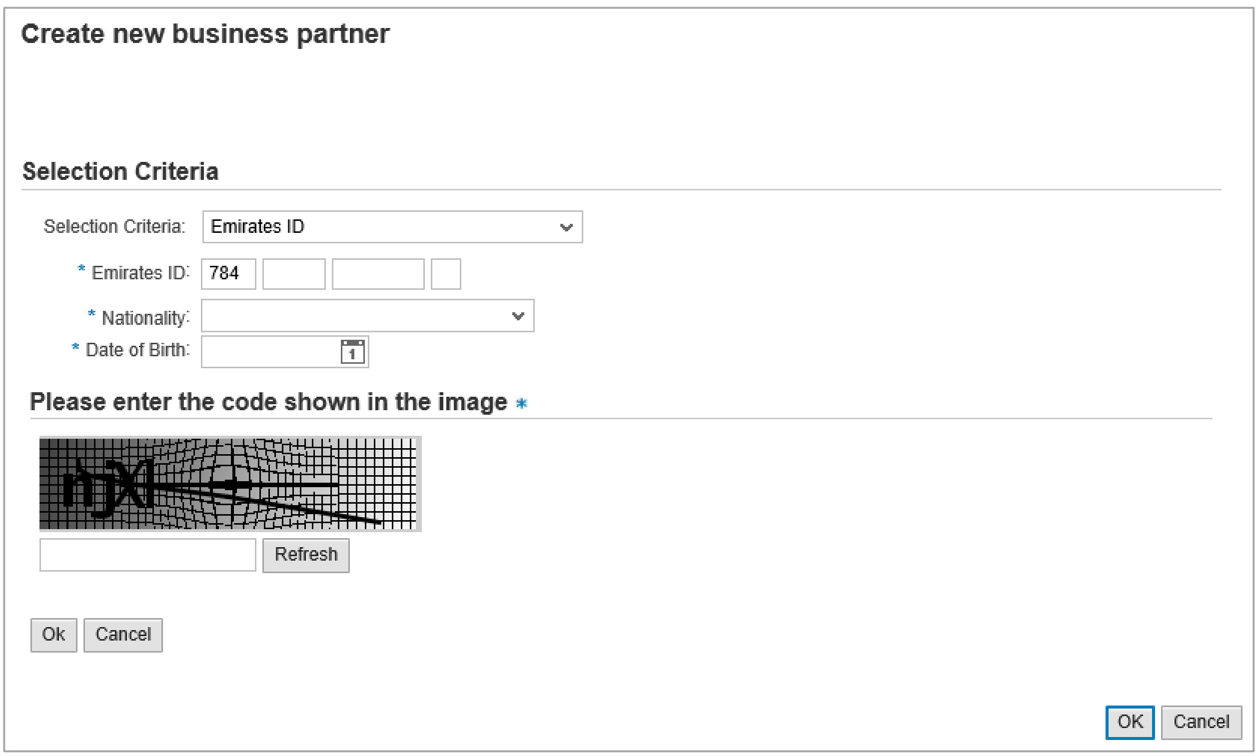
Field	Description
Request Description	A field used to show the service subject.
Exchange with another owner	A check box used to ensure the exchange of the plot with another owner.
Comments	A text field used to enter your comments.

Notes:

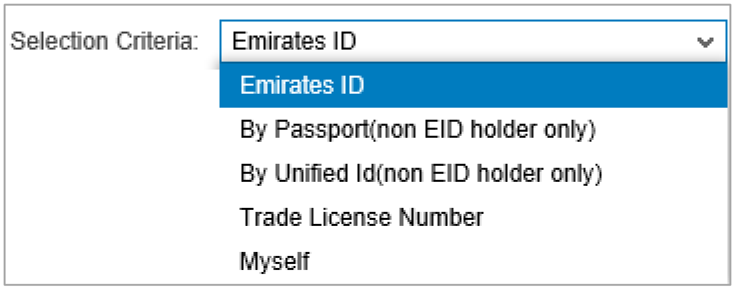
- All fields that are preceded by an asterisk * are mandatory fields.
- The owner is the only person authorized to submit the request, while the representative is not allowed to submit the request.
- In the **Business Partner** block, the system automatically displays the name, number, Emirates ID number, mobile number and email address of the applicant who logged in to the service.



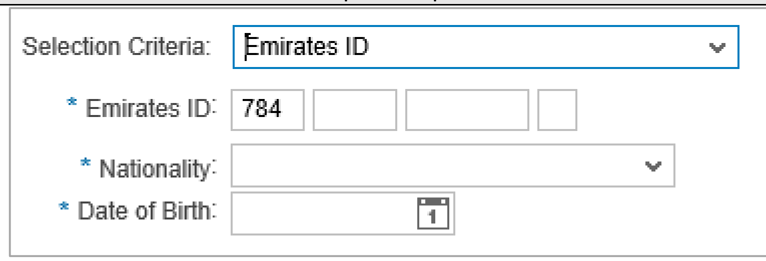
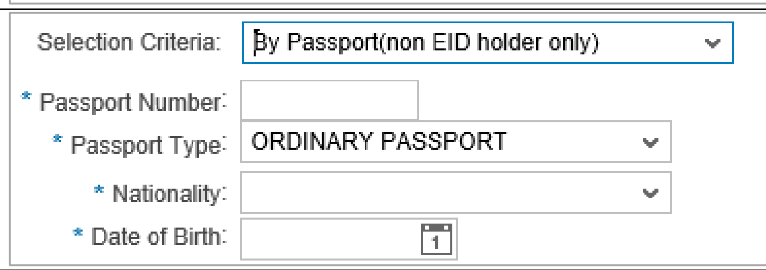
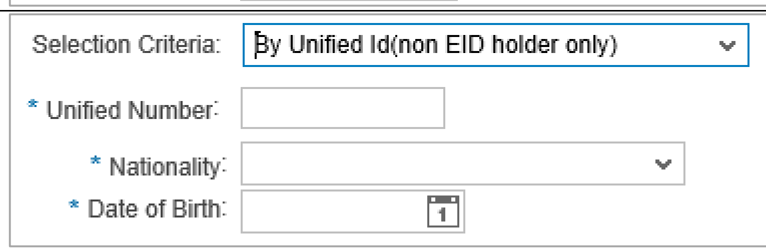
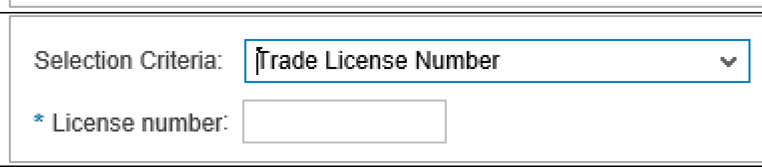
5. Click on the "**Search Owner**" button at the bottom of the "**Business Partner Details**" block, then the "**Create new Business partner**" screen shows up to enable you to search for the owner with whom you want to exchange the plot, in many ways:



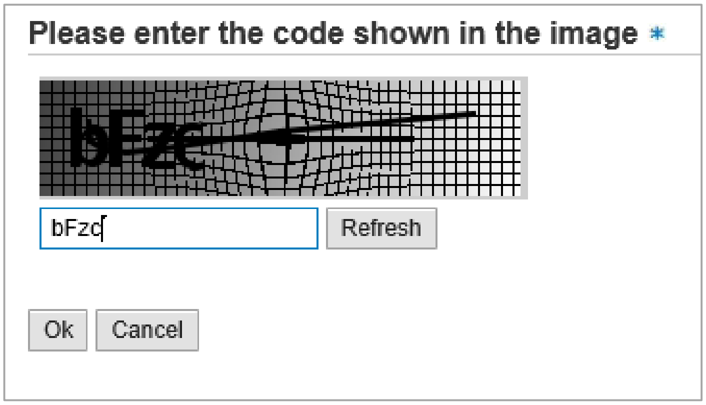
6. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:



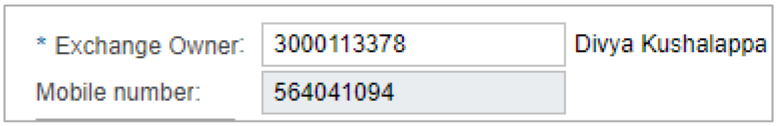
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	
Search by the passport number (for non-Emirates ID holders), then enter: • Passport number • Select the Passport type • Select the nationality • Select the date of birth	
Search by the unified ID (for non-Emirates ID holders) then enter: • Unified number • Select the nationality • Select the date of birth	
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	
In case you are the owner, select "**Myself** " and then click the "**OK**" button to have your name displayed in the owner field.	

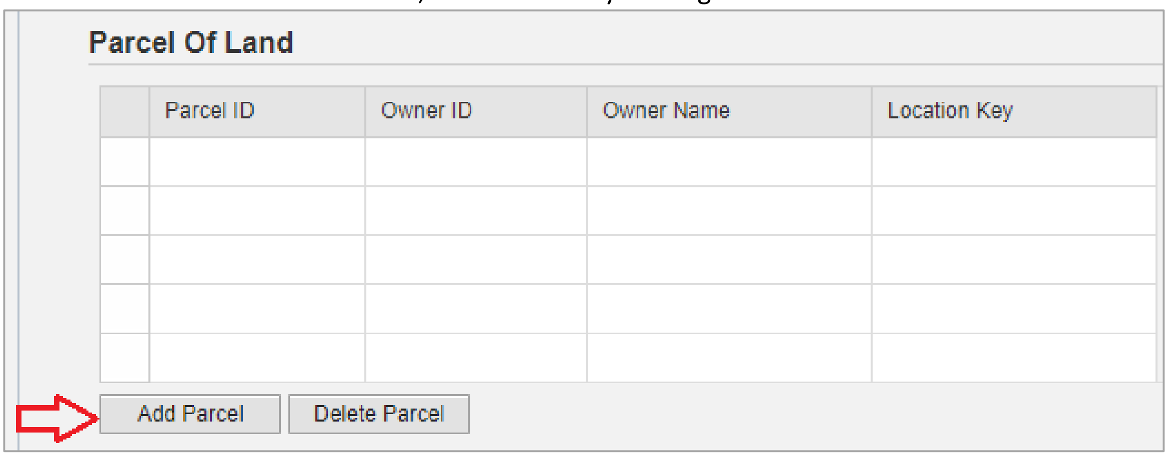
7. Enter the code that appears in the figure, then click on "**Ok**" below the figure to ensure the code.



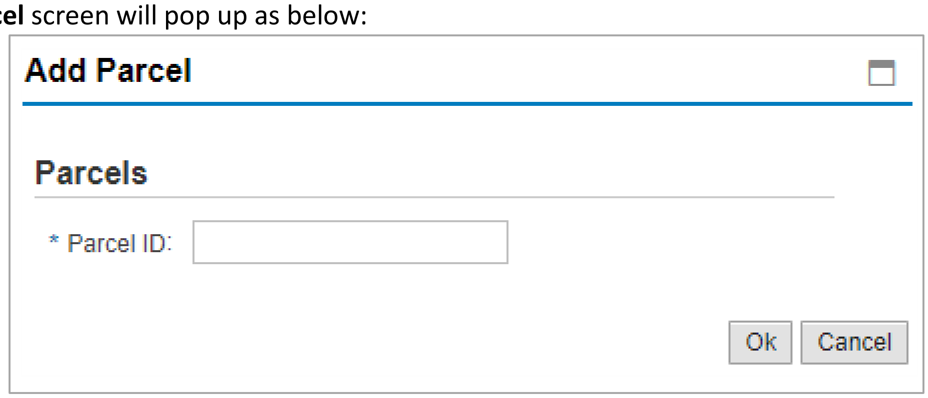
Note: enter "**Refresh**" button to get a new clearer code, or click on "**Cancel**" button to clear the input and re-write the code again.



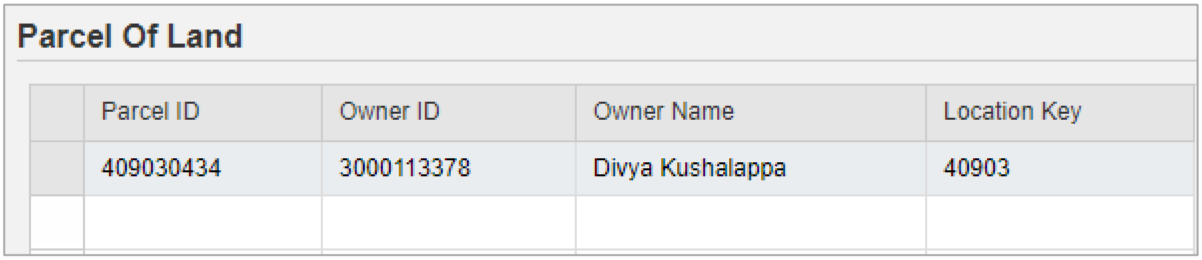
8. Enter the "**Ok**" button to insert the selected person in the owner field.
9. In the **Parcel of Land** block, add the land by clicking on the "**Add Parcel**" button:



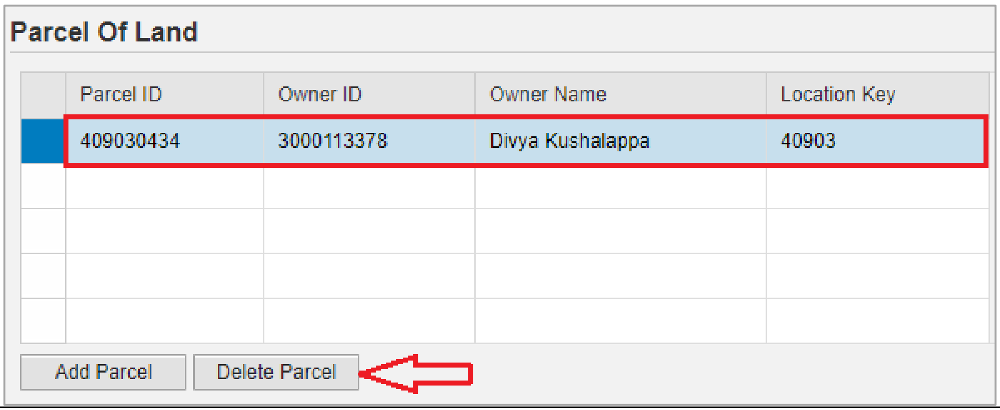
The **Add Parcel** screen will pop up as below:



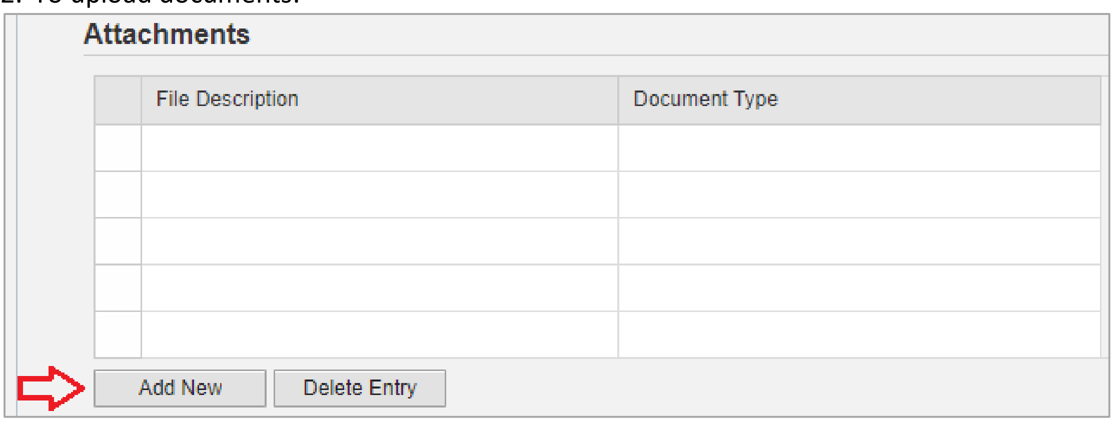
10. Enter the number of the land in the "**Parcel ID**" field, to have it listed in the request form as below:



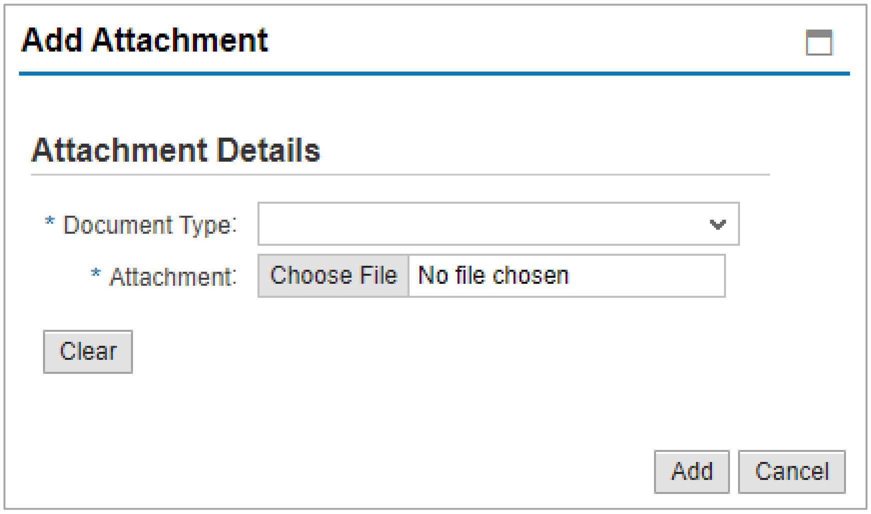
Note: to delete one land form the Parcel of Land list, select the required one, then click on the "**Delete Parcel**" button.



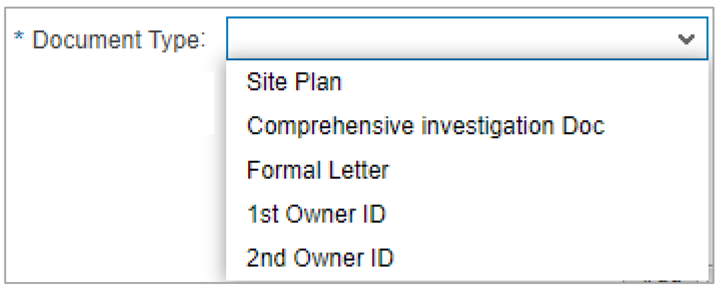
11. In the **Attachments** block you have to attached all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).
12. To upload documents:



A. Click the "**Add New**" button, a window pops up allowing you to choose the files as shown below:

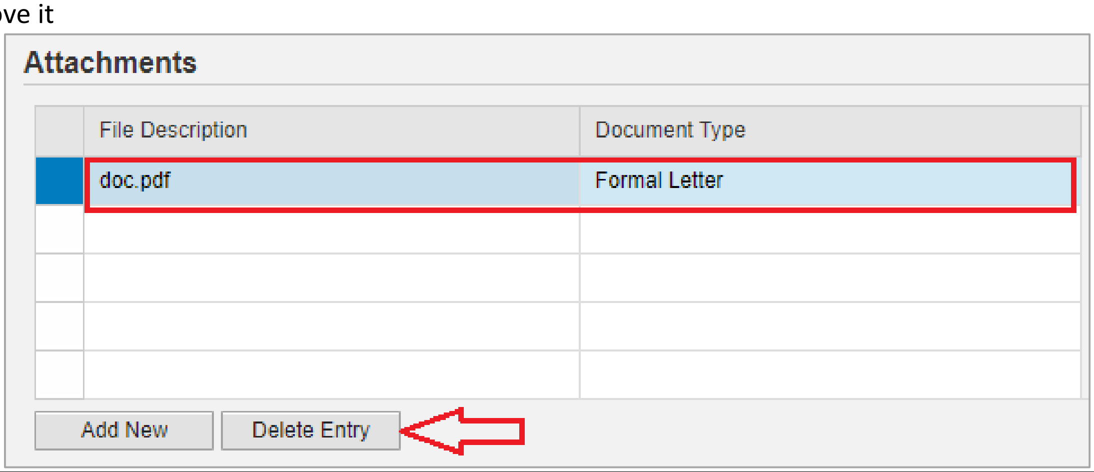


B. Select the name of the document to be attached from the "**Document Type**" drop down list:



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

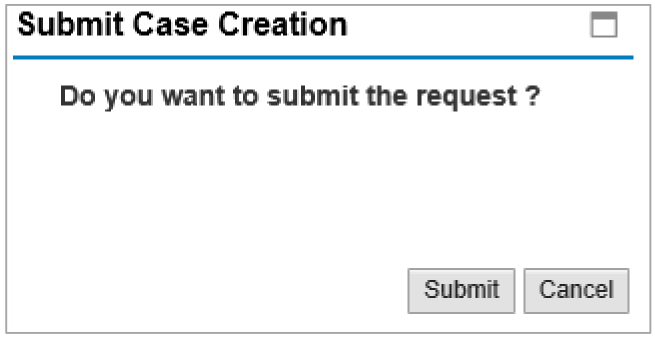
Note: In case of incorrect upload, you can select the record and click the "**Delete Entry**" button to remove it



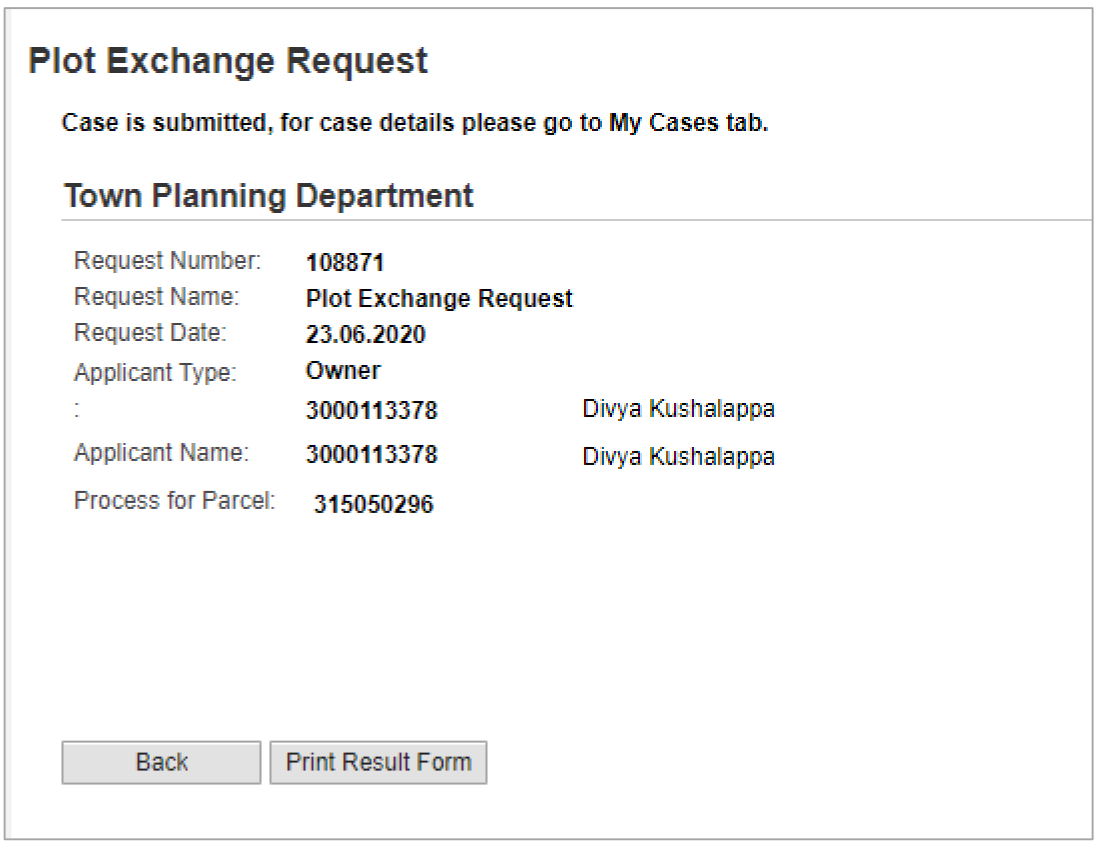
13. You have the following options to do:

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

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



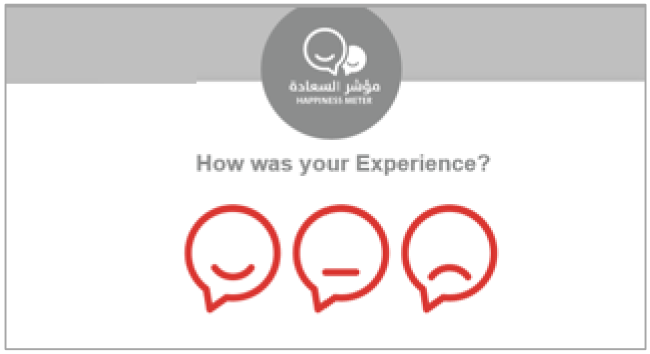
A screen will appear stating that the case is submitted successfully including the case ID.



15. You can return to the main page of the service by clicking "**Back**".
16. You can print the request by clicking on the "**Print Result form**" button.

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 **Site Plan** will be issued and sent to the applicant via 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:



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

My Cases

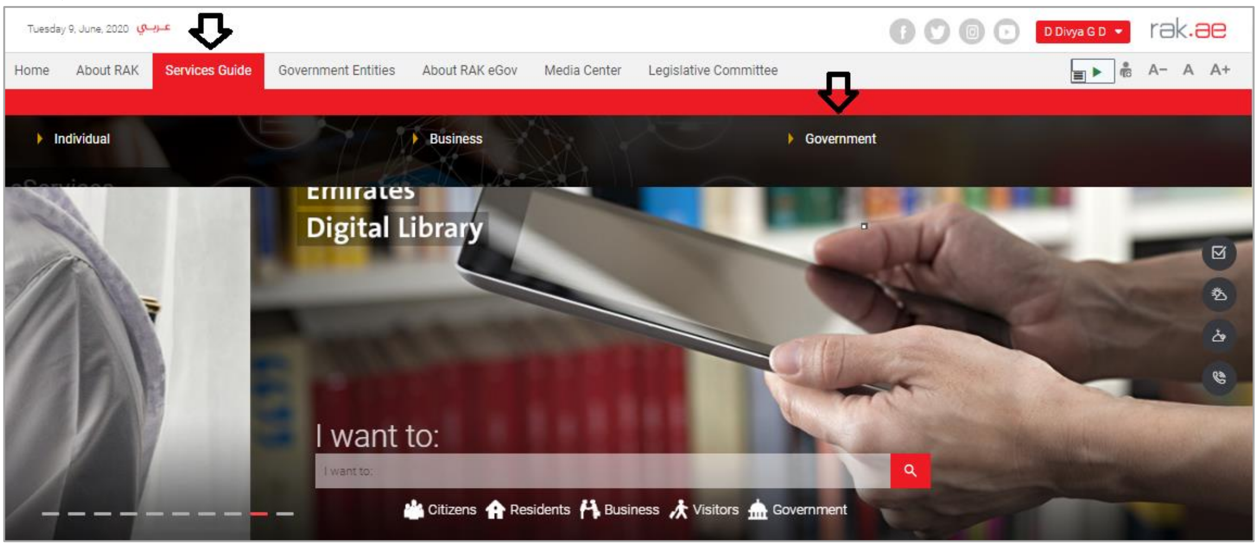
When you submit the Plot Exchange Request, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the fees.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

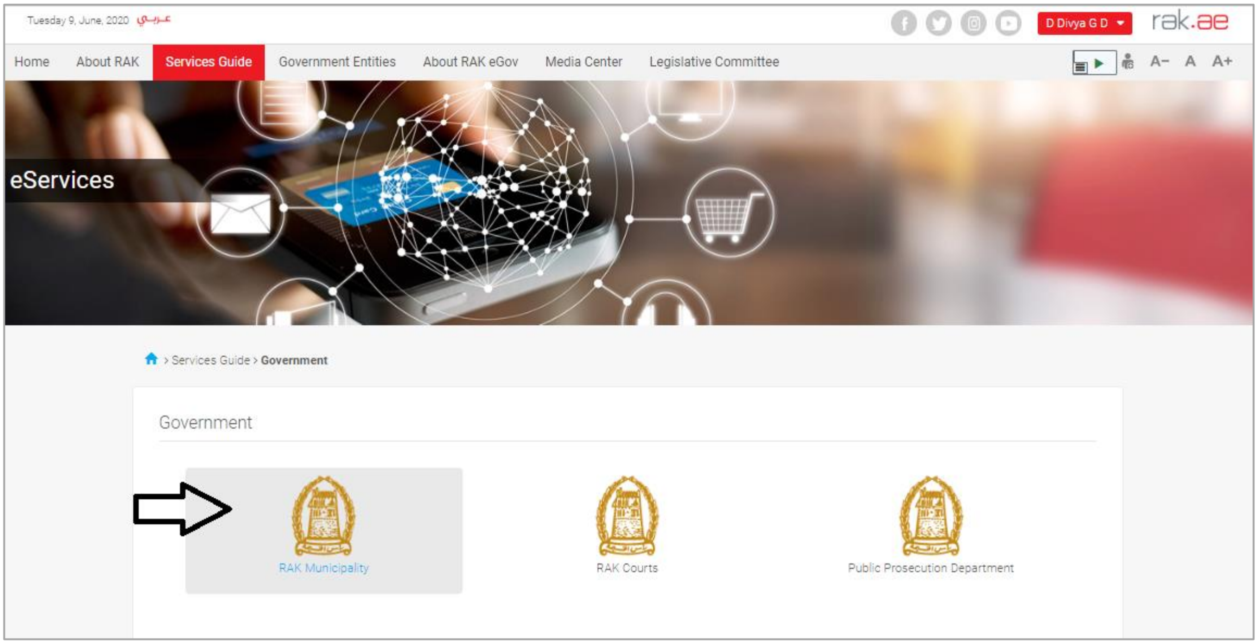
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

You can find the submitted requests in "**My Cases**" tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

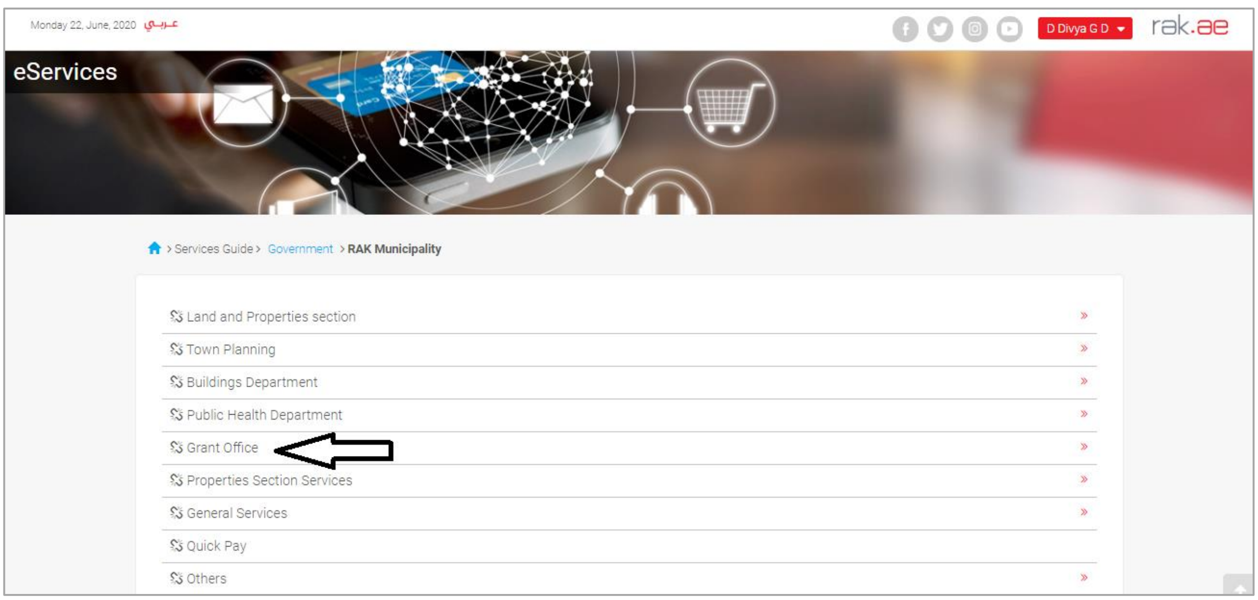
Then, Click the "**Service Guide**" then click "**Government**":



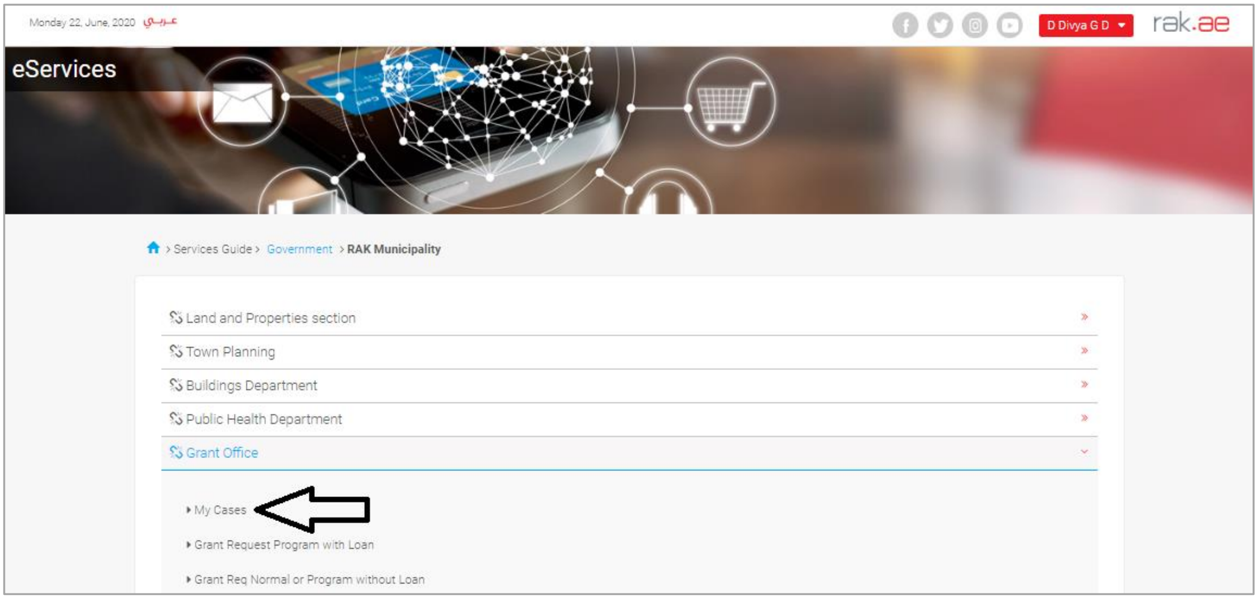
Next, select "**RAK Municipality**"



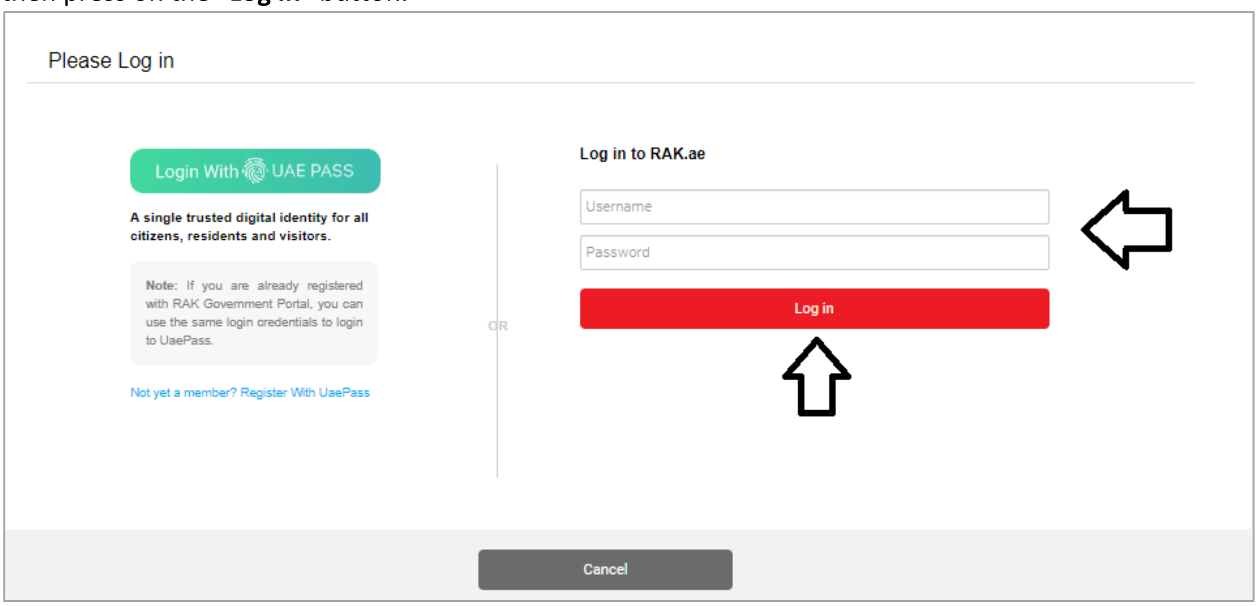
Next, Select the “**Grant Office**”



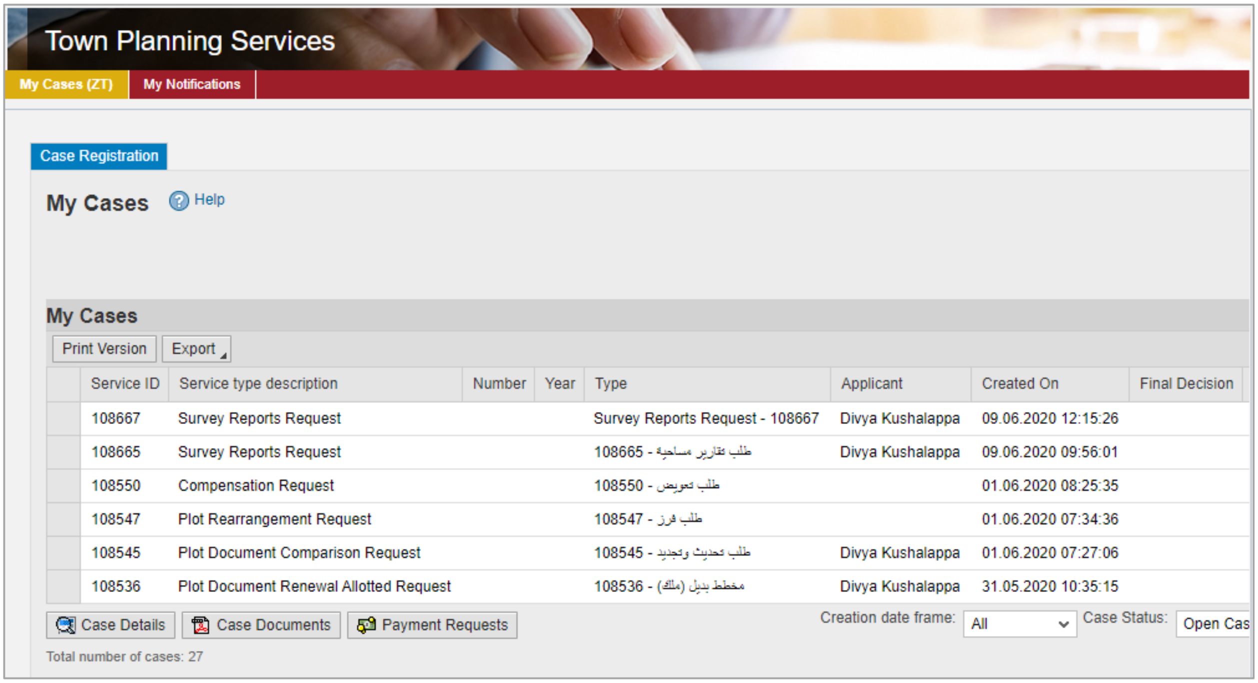
Next, Select “**My Caese”**



Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.



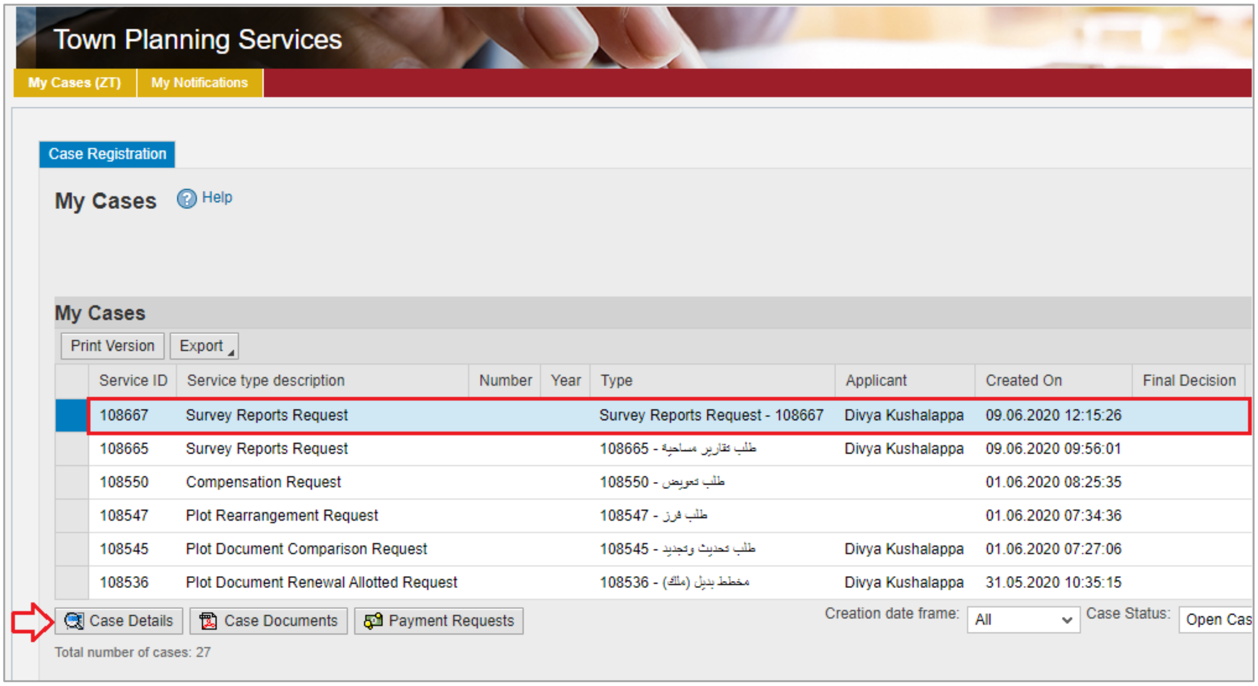
"**My Cases**" tab will be displayed to show all of your transactions submitted to the grant office section and pending for payment (if not paid yet) or pending for coordinator action.



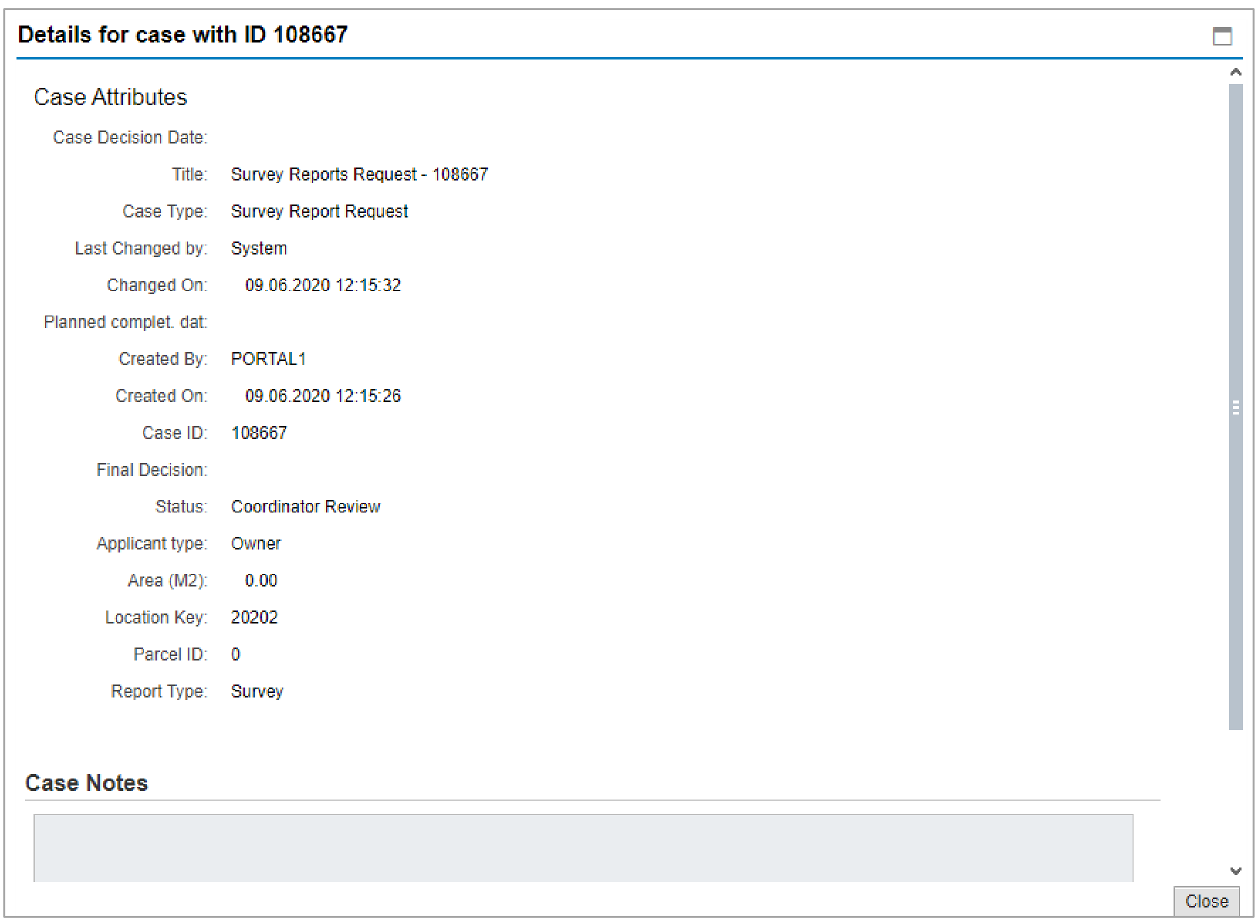
"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

> **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

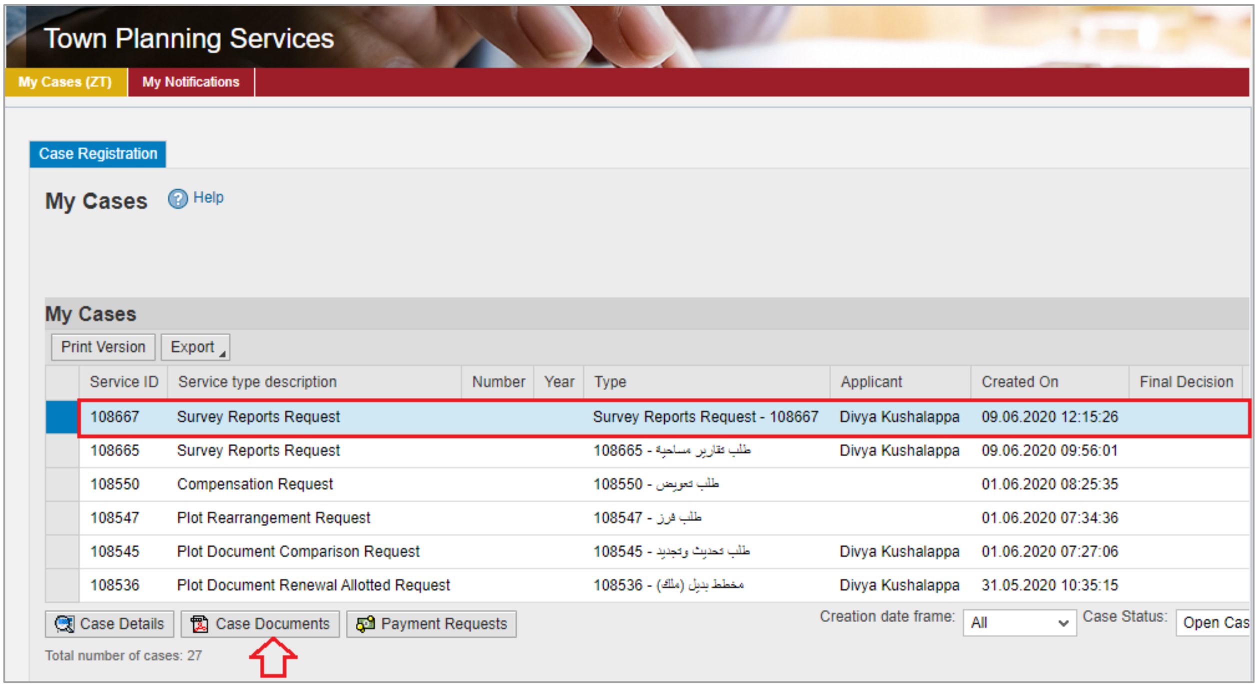
- You will be able to view the details of the service request by selecting the required request and then clicking on the "**Case Details**" button



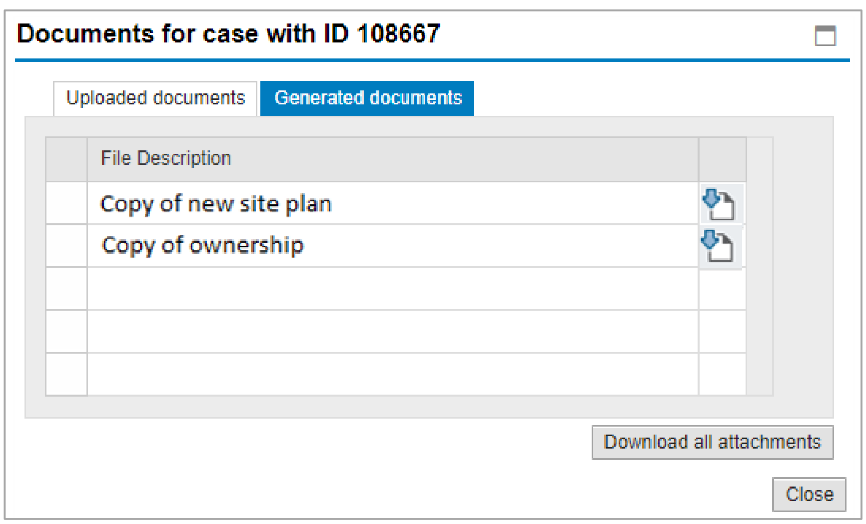
The details screen of the selected request pops up to show all of its details as below:



- 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

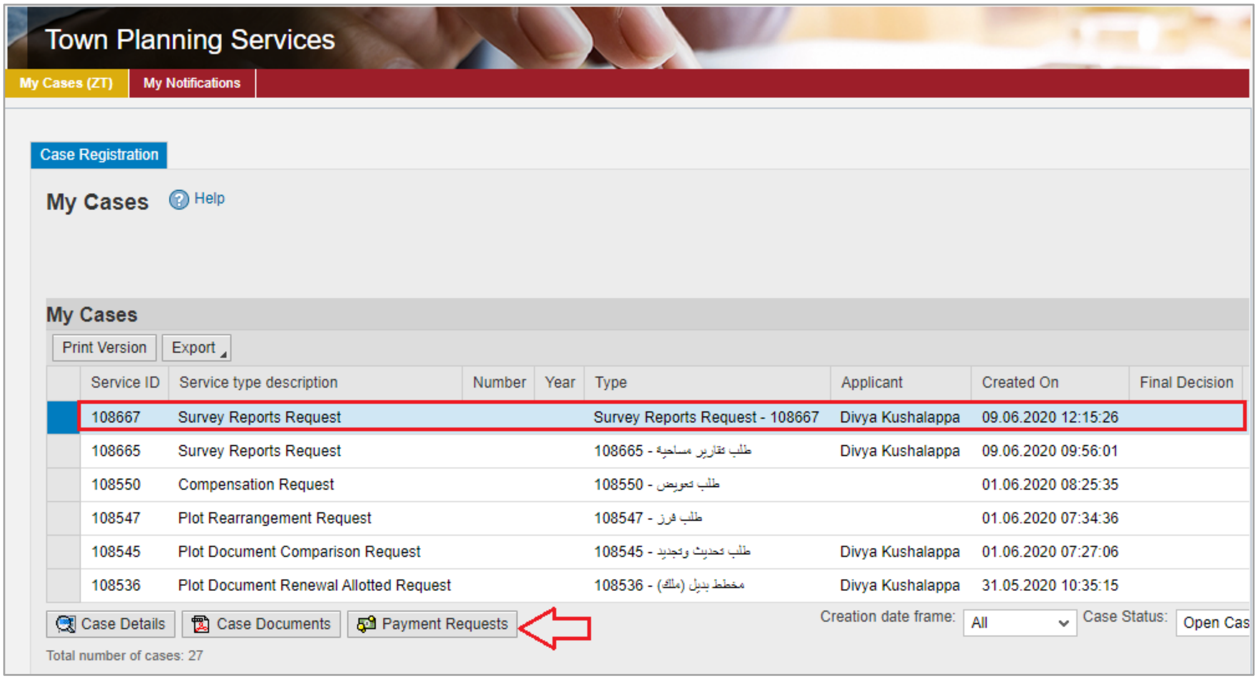


A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.

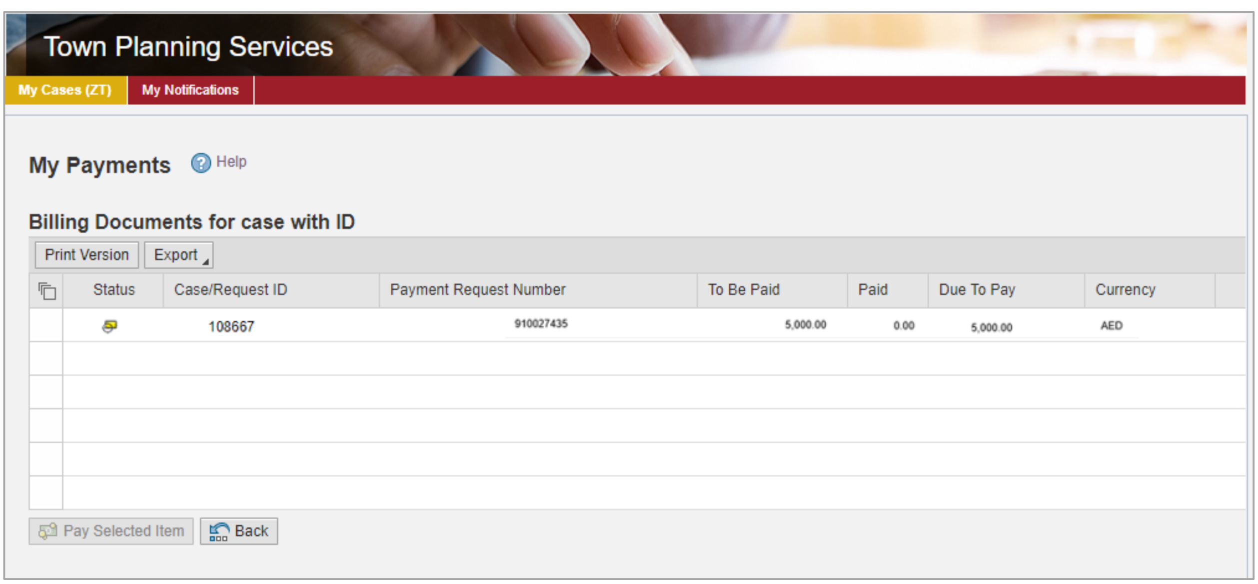


Fee Payment

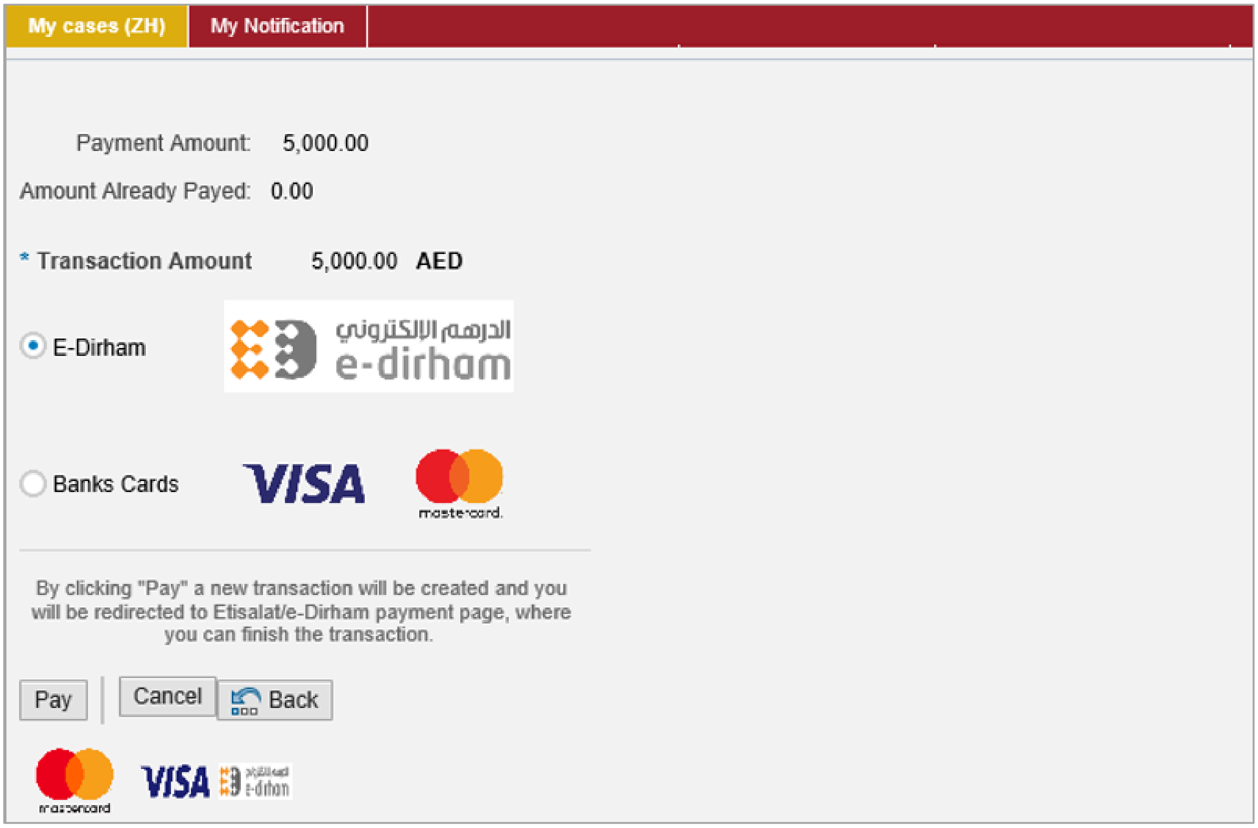
After the coordinator of grant office accepts your request, the system will notify you to pay the request fees via email and SMS, so in “**My Cases**” page you will select the request whose status is “pending for payment” and then click on the “**Payment Requests**” button.



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



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



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

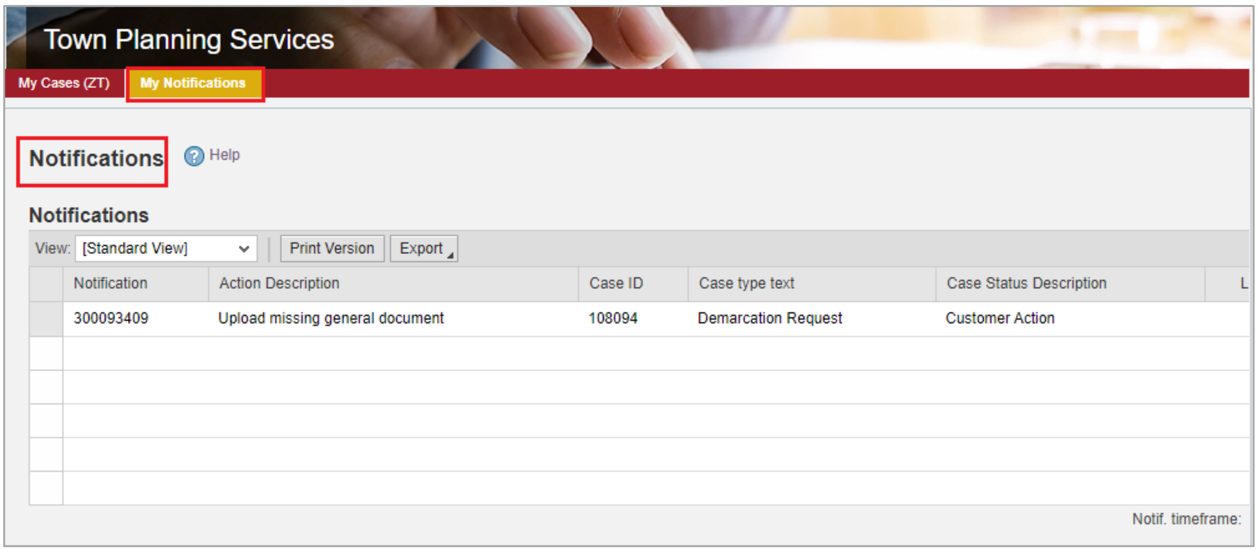
Select the required payment channel and click the “**Pay**” button to proceed with the payment process as usual.

Customer Action

Upon successful submission, the request will be displayed for the grant office 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.

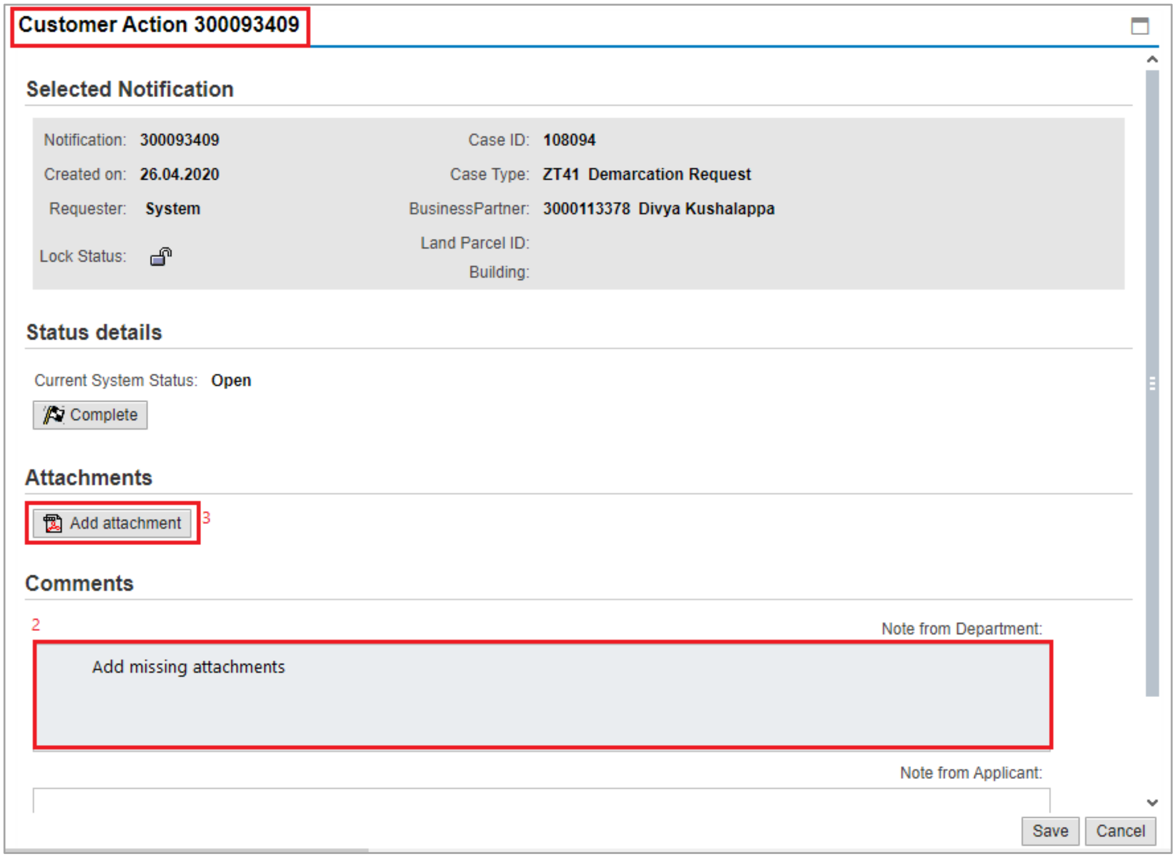
When one of your request is returned to you for modification, you will find it in "**My Notification**" tab. To access "**My Notification**" tab, follow the same procedure you did to reach "My Cases" tab.

In "**My Notification**" tab, you can open the request for modification as in the screen below:

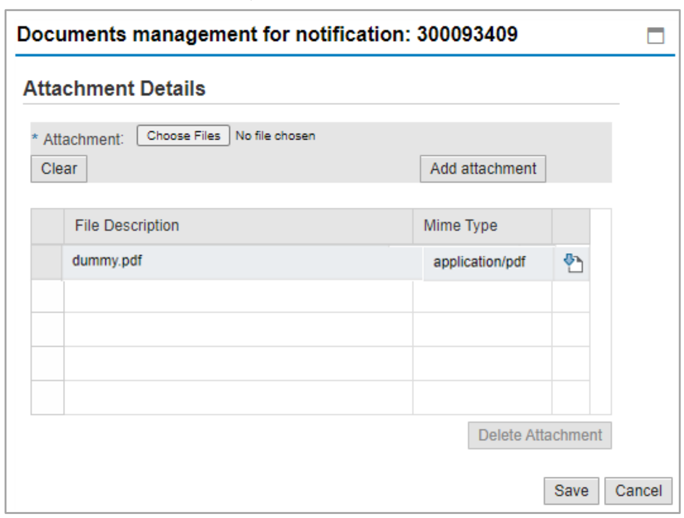


To modify a request, follow the step below:

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



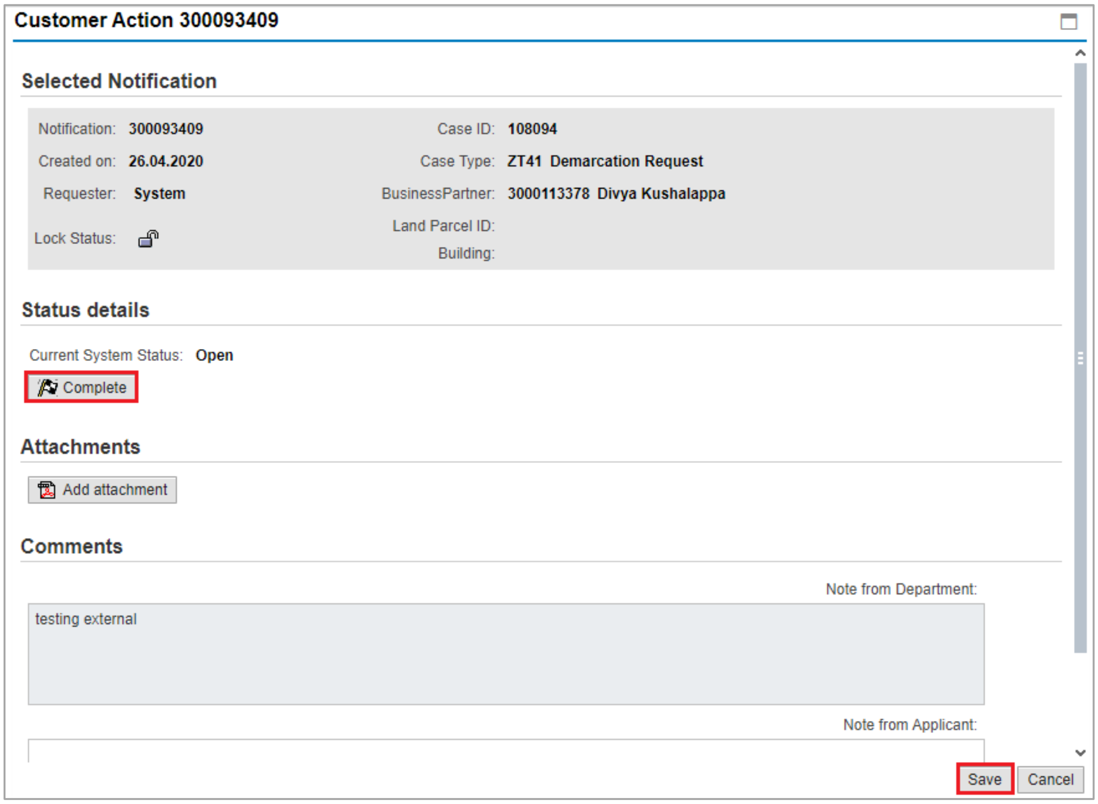
2. Read the notes that are sent to you from the grant office coordinator.
3. Click on the “**Add Attachment**” button, the Document Attachment screen will pop up as below:



I. Click the "**choose files**" button and then choose the file to attach.
II. Click the "**Add Attachment**" button to add it to the attachments list
III. If you want to delete an attachment, select it from the list, then click the "**Delete Attachment**" button.

4. Attach the required documents.

5. Click the "**Save**" button, then you will return to the "**Customer Action**" screen:



6. Click "**Complete**" and then "**Save**" to complete your modifications ➔ the request will be removed from "**My Notifications**" tab and the request will be submitted again to the grant office coordinator for review.

After your request gets the final approval, and the Site Plan will be issued and sent to the applicant via Email