

User Manual

Grant Request Normal or Program without Loan

Grant Office

Contents:

1. INTRODUCTION:	3
2. LOGIN AND ACCESS TO THE GRANT REQUEST NORMAL OR PROGRAM WITHOUT LOAN .	4
3. CREATE A GRANT REQUEST NORMAL OR PROGRAM WITHOUT LOAN	7
4. MY CASES.....	17
5. FEE PAYMENT.....	23
6. CUSTOMER ACTION	25

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.

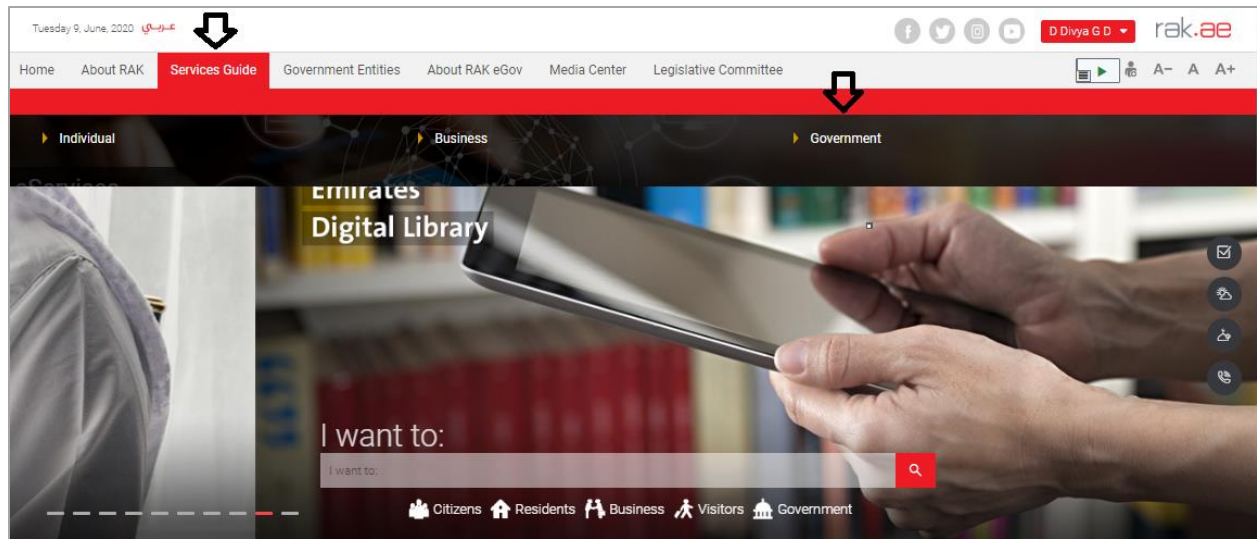
The Grant Request Normal or Program without Loan service allows one customer or a group of customers to get a plot as per the approval of the Amiri Diwan, after attaches the required documents and pay the required service fee.

This guide shows customers how to access the Grant Request Normal or Program without Loan service. It also guides them on how to create, send and track the request electronically.

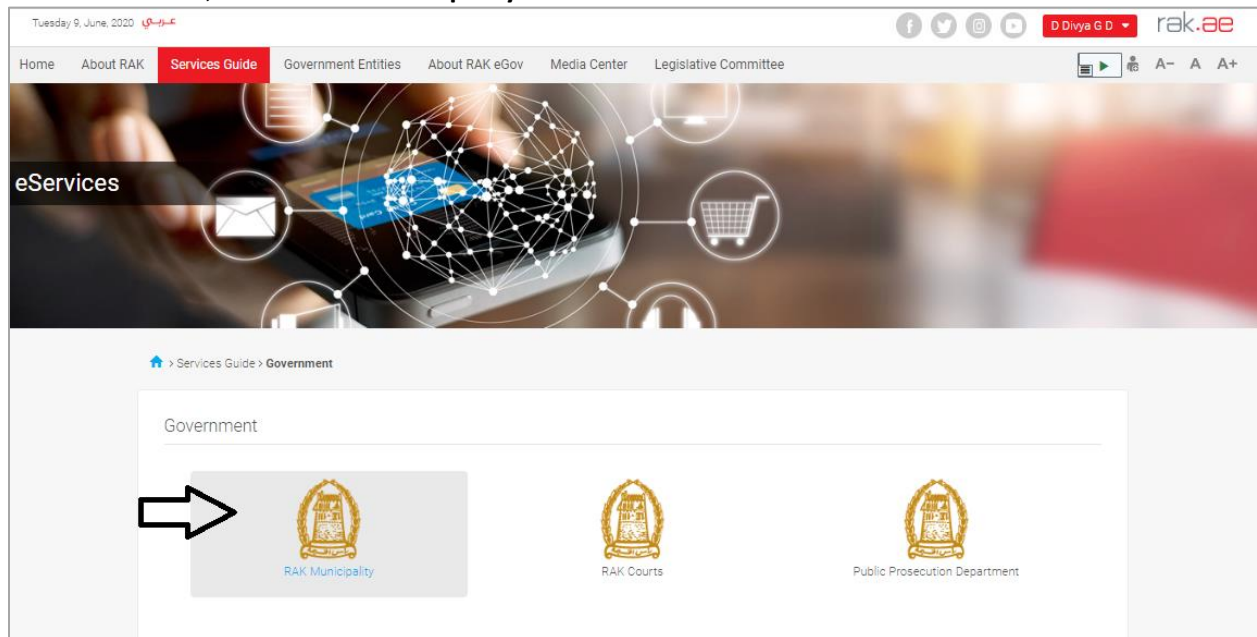
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Grant Request Normal or Program without Loan

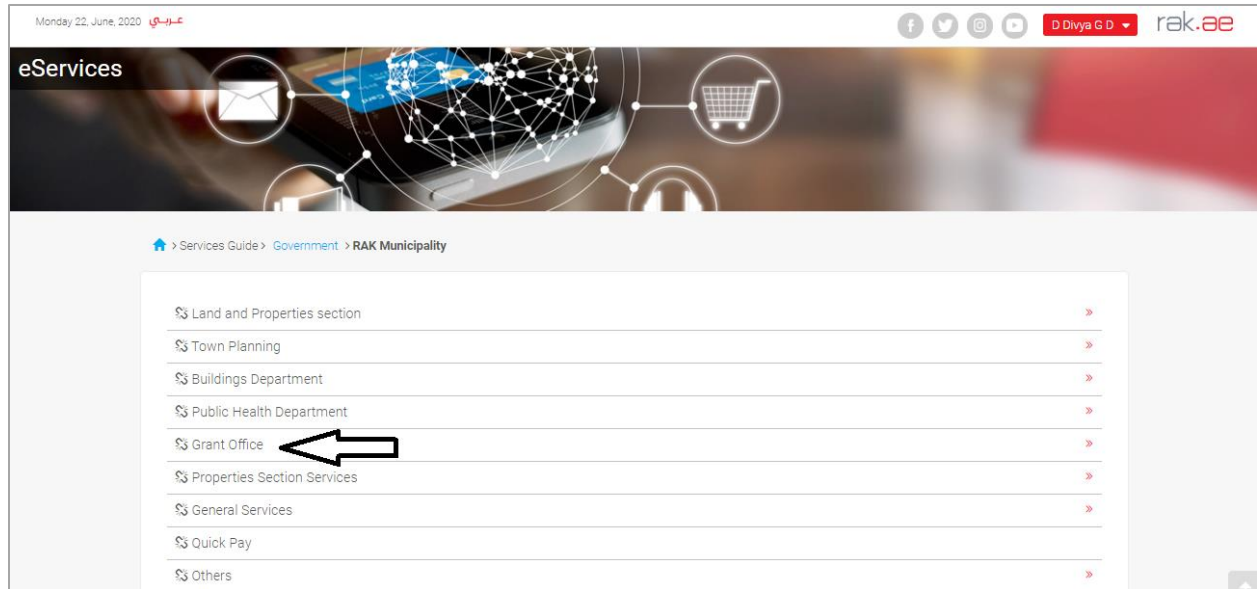
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Grant Request Normal or Program without Loan**, click on the “Service Guide” then click on “Government”



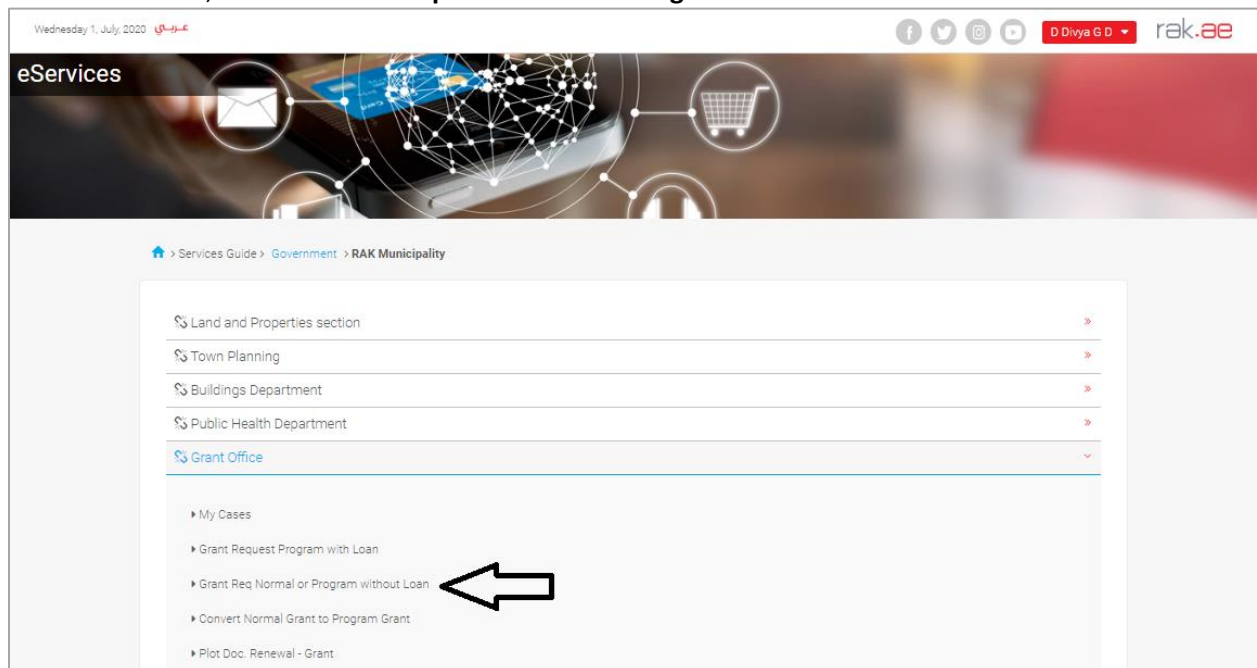
- 3- Next, select “RAK Municipality”



- 4- Next, select “Grant Office”



5- Next, click on Grant Request Normal or Program without Loan



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

Wednesday 1, July 2020 عربي

eServices

> Services Guide > Government > RAK Municipality > Grant Office > Grant Req Normal or Program without Loan

Grant Req Normal or Program without Loan

This service is used to get Plot

Step 1 Sign in using portal account

Step 2 Submit Grant request by filling the online form, and attaching the required documents

Step 3 The concerned department will Review the request and take a decision

Step 4 Upon approval a grant site plan will be issued.

Step 5 Fee payment and receipt of the site plan

Report a Bug

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

Wednesday 1, July 2020 عربي

1. Submit the required documents to start the service
2. Pay the request fees after site plan issuance

Processing Time

One week to month

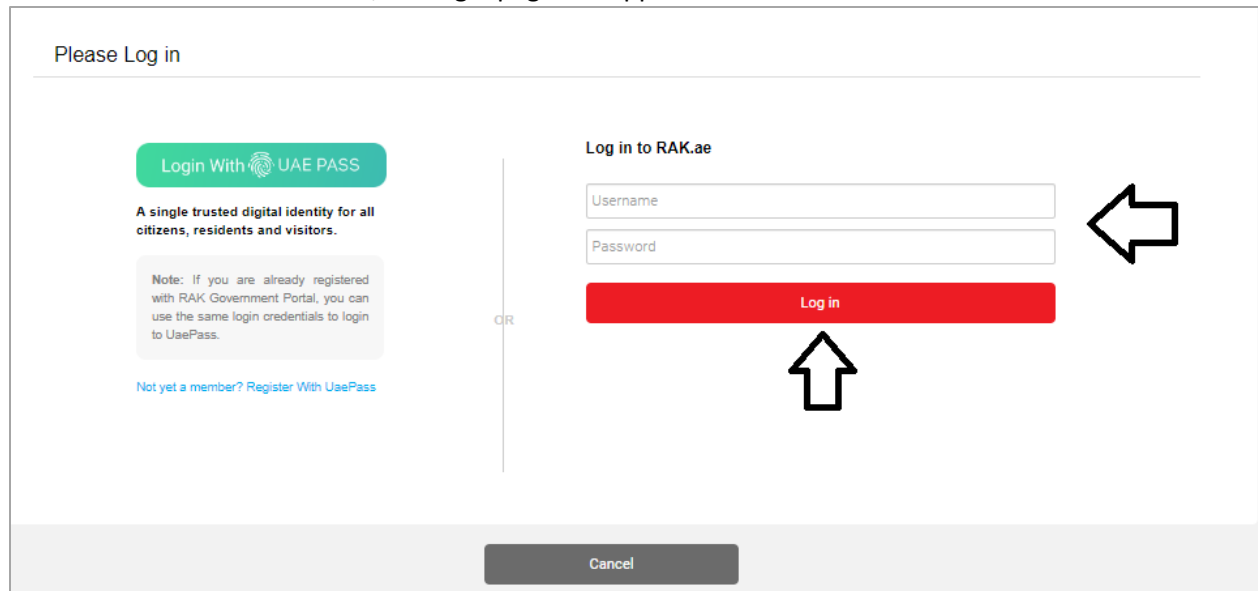
Required Documents

1. Grant order (Residential, commercial, industrial...)
2. Financial Capacity of AED 400,00
2.A letter from employer
4.A comprehensive two-month investigation.
5. Applicant ID card
6. Passport copy
7. Family book copy

Start Service

Create a Grant Request Normal or Program without Loan

1. After you access the **Grant Request Normal or Program without Loan** 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 **Normal or Program Grant Request without Loan** form will be displayed enabling you to create the request:

ZT02 - Grant Request Normal or Program without Loan

Normal or Program Grant Request without Loan

يتمتع الطلب من خلاله منح قسيمة سكنية بموجب موافقة الدewan الأخرى.

General Information

Request Description:	Normal or Program Grant Request without Loan
* Letter/Reference No:	<input type="text"/>
* Grant Reference Number:	<input type="text"/>
* Grant Type:	<input type="text"/>
Grant / Loan Value:	<input type="text" value="0"/>
Grant Letter Expiry Date:	<input type="text" value="1"/>

Business Partner Details

Applicant:	3000113378	Gehad Ramzy webtest1
Applicant Id:	784-1990-1245414-1	
Mobile number:	0564041094	Email ID: g.mokhtar@egao.rak.ae

Owners

Owner ID	Owner Name
3000113378	Gehad Ramzy webtest1


Location

* Sector:	<input type="text"/>	* Area:	<input type="text"/>
-----------	----------------------	---------	----------------------

Attachments

File Description	Document Type

4. In **General Information** block, enter the information of the grant as follows:

Field	Description																																																								
Request Description	A field used to show the service subject.																																																								
Letter/Reference No	An alphanumeric field used to enter the grant message number (reference number of the grant message).																																																								
Grant Reference Number	An alphanumeric field used to enter the grant number for which you want to get the plot.																																																								
Grant Type	A drop-down list used to choose the type of the grant. <div><div><div>* Grant Type:</div><div><div></div><div>Empty Housing Grant</div><div>Empty Agricultural Grant</div><div>Empty Trading Grant</div><div>Empty Manufacturing Grant</div><div>Empty Housing-Trading Grant</div></div></div></div>																																																								
Grant /Loan Value	A numeric field user to enter the value of the grant.																																																								
Grant letter Expiry Date	Click on the calendar icon  to choose the expiry date of the grant. <div><div><div><<</div><div><</div><div>June 2020</div><div>></div><div>>></div></div><table><tr><td></td><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr><tr><td>22</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr><tr><td>23</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr><tr><td>24</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr><tr><td>25</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr><tr><td>26</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr><tr><td>27</td><td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table></div>		Mo	Tu	We	Th	Fr	Sa	Su	22	25	26	27	28	29	30	31	23	1	2	3	4	5	6	7	24	8	9	10	11	12	13	14	25	15	16	17	18	19	20	21	26	22	23	24	25	26	27	28	27	29	30	1	2	3	4	5
	Mo	Tu	We	Th	Fr	Sa	Su																																																		
22	25	26	27	28	29	30	31																																																		
23	1	2	3	4	5	6	7																																																		
24	8	9	10	11	12	13	14																																																		
25	15	16	17	18	19	20	21																																																		
26	22	23	24	25	26	27	28																																																		
27	29	30	1	2	3	4	5																																																		

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- In the Business Partner Details 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.

Business Partner Details

Applicant: 3000113378 Divya Kushalappa
Applicant Id: 784-6544-1245414-1
Mobile number: 564041094 Email ID: r.devappa@raksys.in

5. In the **Owners** block, the applicant will be listed as the owner of the required plot, and you can add the rest of the owners (if the plot is required for many owners) as follows:
 - a. Click on the “**Add Owner**” button:

Owners

Owner ID	Owner Name
3000113378	Gehad Ramzy webtest1

- b. “**Create new Business partner**” screen shows up to enable you to search for the new owner/s by many ways:

Search Business Partner

Selection Criteria

Selection Criteria: Emirates ID ▼

* Emirates ID: 784

* Nationality: ▼

* Date of Birth: 1

Please enter the code shown in the image *

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

Selection Criteria: Emirates ID ▼

Emirates ID

By Passport(non EID holder only)

By Unified Id(non EID holder only)

Trade License Number


Myself

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

Search Option	Required Inputs
Search by the Emirates ID, then enter: <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="Emirates ID"/></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: <ul style="list-style-type: none"> license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
In case you are one of the owners, select " Myself " and then click the "OK" button to have your name listed in the owners list.	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

- e. Enter the code that appears in the figure, then click on "Search" button:

Please enter the code shown in the image *



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

f. Click “Ok” to insert the selected person in the owners list as below:

Owners		
Owner ID	Owner Name	
3000113378	Gehad Ramzy webtest1	
3000115585	Sheraz Khan Niaz Muhammad	✕

Notes:

- You cannot delete yourself as the first owner.
- To delete one owner from the owners list, click on the **Delete** “✕” icon next to the required owner.

Owners		
Owner ID	Owner Name	
3000113378	Gehad Ramzy webtest1	
3000115585	Sheraz Khan Niaz Muhammad	✕

6. In the **Location** block, select the location for which you want to issue the new site plan by first selecting the sector where your plot is, from the “Sector” dropdown menu:

* Sector:

▼

1 - 1 القطاع

2 - 2 القطاع

3 - 3 القطاع

4 - 4 القطاع

5 - 5 القطاع

6 - 6 القطاع

7 - 7 القطاع

8 - 8 القطاع

9 - 9 القطاع

7. Second, select the Area where your plot is located within the sector that you have selected in the “Sector” field as below:

Location

* Sector: القطاع 3 - 3 * Area:

301 - جلفار
302 - جلفار
303 - جلفار
304 - جلفار
305 - جلفار
306 - جلفار
307 - جلفار
308 - جلفار
309 - المعبري
310 - النخيل

8. 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).
9. To upload documents:

Attachments

File Description	Document Type

Add New **Delete Entry**

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

Add Attachment

Attachment Details

* Document Type:

* Attachment: Choose File No file chosen

Clear

Add **Cancel**

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

* Document Type:

Comprehensive investigation Doc
Registration Certificate
Grant Official Letter
Bank Certificate (400 Thousand AED)
Employment Letter (if not married)
Owner ID Copy
Passport

- 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

Attachments

File Description	Document Type
doc.pdf	Formal Letter

Add New Delete Entry

10. You have the following options to do:

Submit Clear

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

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.

Normal or Program Grant Request without Loan

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

Town Planning Department

Request Number:	109042
Request Name:	Normal or Program Grant Request without Loan
Request Date:	01.07.2020
Applicant Type:	Representative
Applicant Name:	3000113378 Divya Kushalappa
Process for Location:	302 جفرا

12. You can return to the main page of the service by clicking "**Back**".

13. 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:

How was your Experience?

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

My Cases

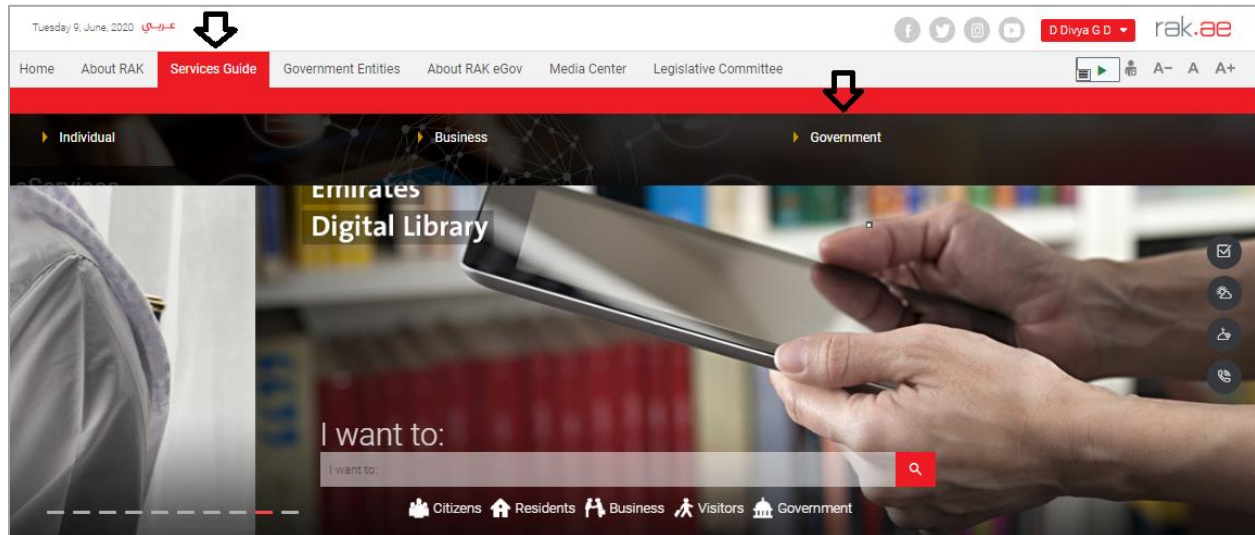
When you submit the **Grant Request Normal or Program without Loan** request, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- 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.

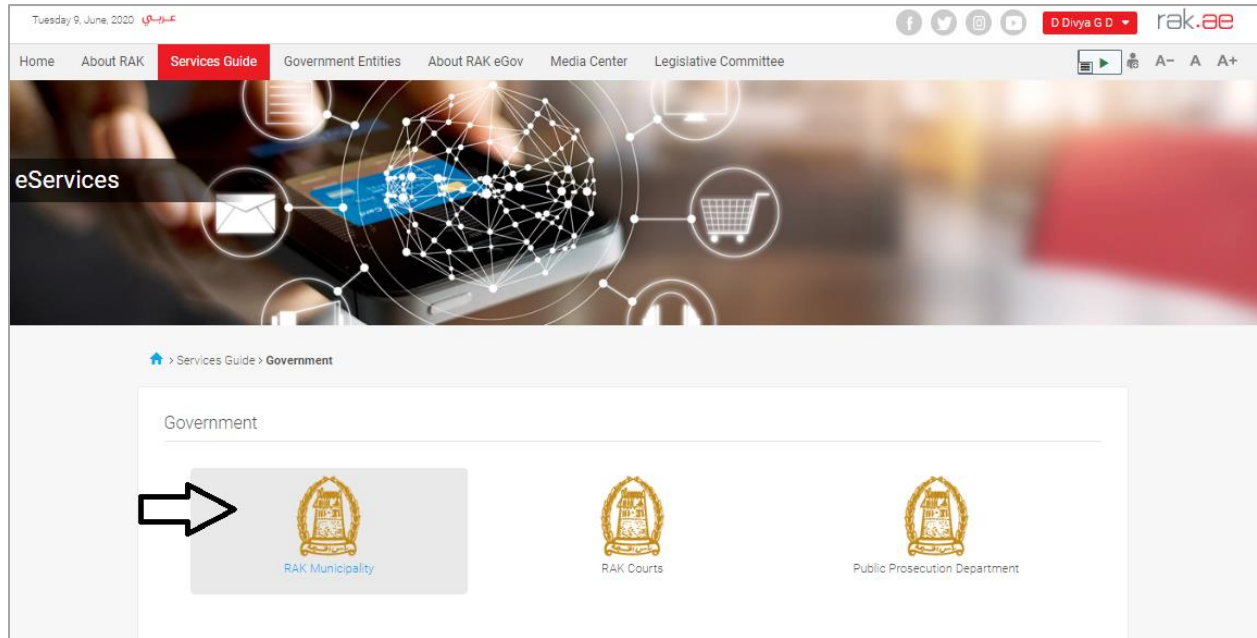
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

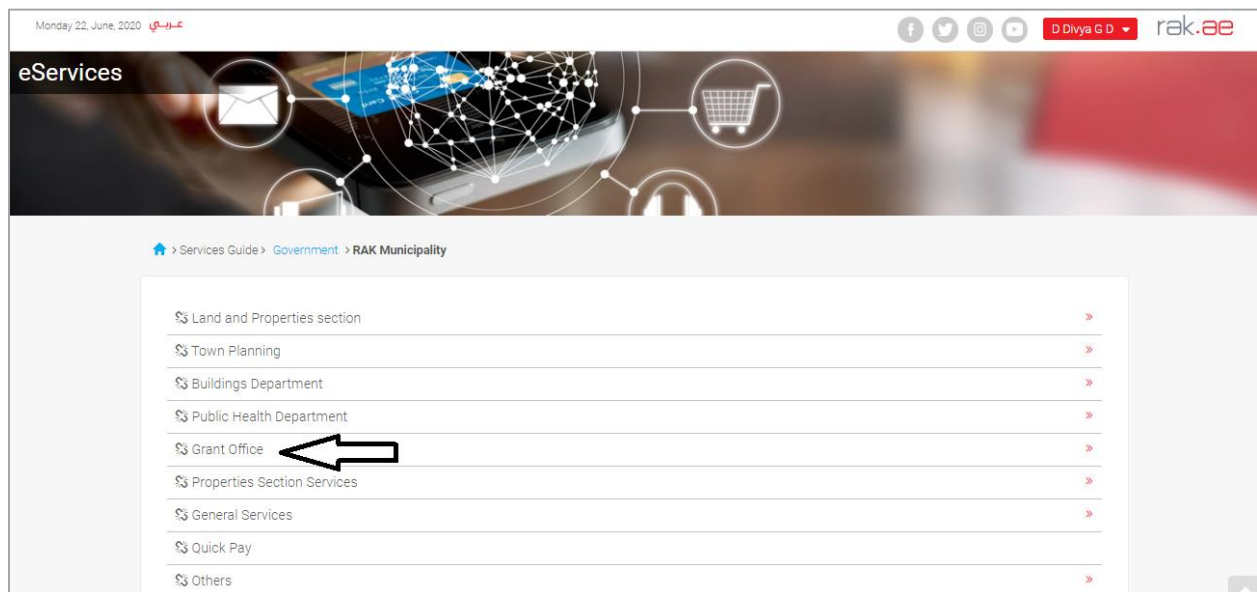
Then, Click the **“Service Guide”** then click **“Government”**:



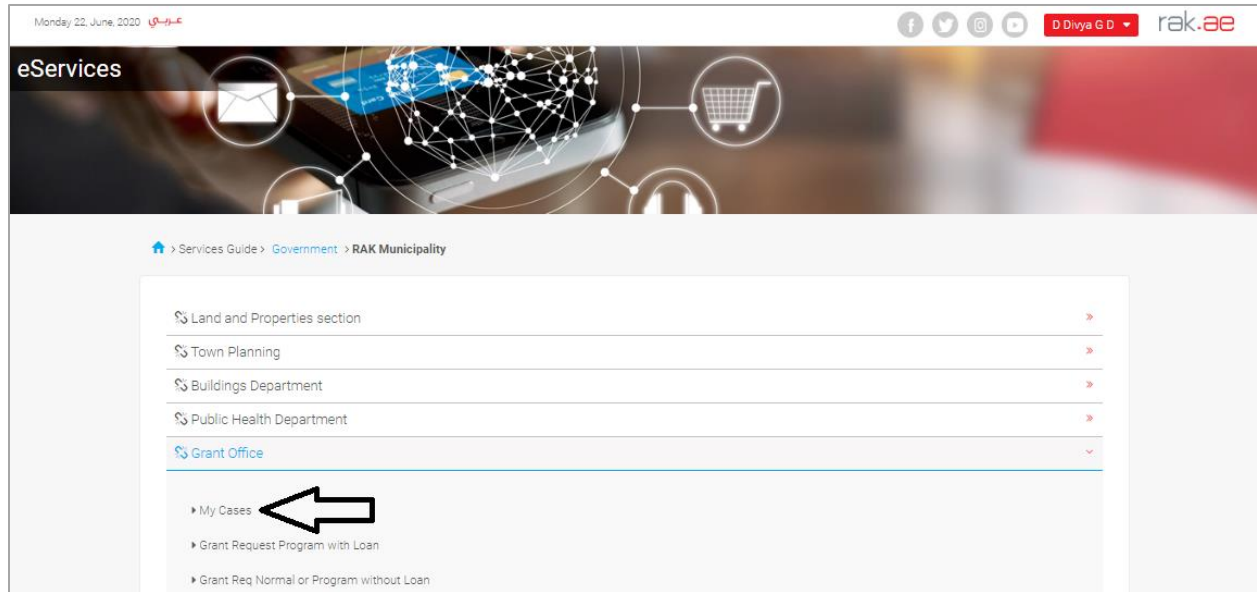
Next, select **“RAK Municipality”**



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.

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

“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.

Town Planning Services

My Cases (21)

My Notifications

Case Registration

My Cases

Help

My Cases

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مسحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيئي (ملف) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame:

All

Case Status:

Open Cas

Total number of cases: 27

“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

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases

Help

My Cases

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			108665 - طلب تقارير مسحية	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			108550 - طلب تعويض		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			108547 - طلب فرز		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			108545 - طلب تحديث وتعديل	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			108536 - مخطط بدیل (ملك)	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame: All

Case Status: Open Cas

Total number of cases: 27

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

Details for case with ID 108667

Case Attributes

Case Decision Date:

Title:

Survey Reports Request - 108667

Case Type:

Survey Report Request

Last Changed by:

System

Changed On:

09.06.2020 12:15:32

Planned complet. dat:

Created By:

PORTAL1

Created On:

09.06.2020 12:15:26

Case ID:

108667

Final Decision:

Status:

Coordinator Review

Applicant type:

Owner

Area (M2):

0.00

Location Key:

20202

Parcel ID:

0

Report Type:

Survey

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

Town Planning Services

My Cases (27) My Notifications

Case Registration

My Cases [Help](#)

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مساحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتجهيز - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيّن (ملك) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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

Documents for case with ID 108667

Uploaded documents Generated documents

File Description	
Copy of new site plan	
Copy of ownership	

Download all attachments

Close

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.

Town Planning Services

My Cases (27)

My Notifications

Case Registration

My Cases [Help](#)

Print Version

Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مسح - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتوحيد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بديل (مكافئ) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details

Case Documents

Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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

Town Planning Services

My Cases (27)

My Notifications

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
	108667	910027435	5,000.00	0.00	5,000.00	AED

Pay Selected Item

Back

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

My cases (ZH)


My Notification

Payment Amount: 5,000.00



Amount Already Payed: 0.00

* Transaction Amount 5,000.00 AED

☒ E-Dirham




☐ Banks Cards






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

Pay

Cancel

 Back



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

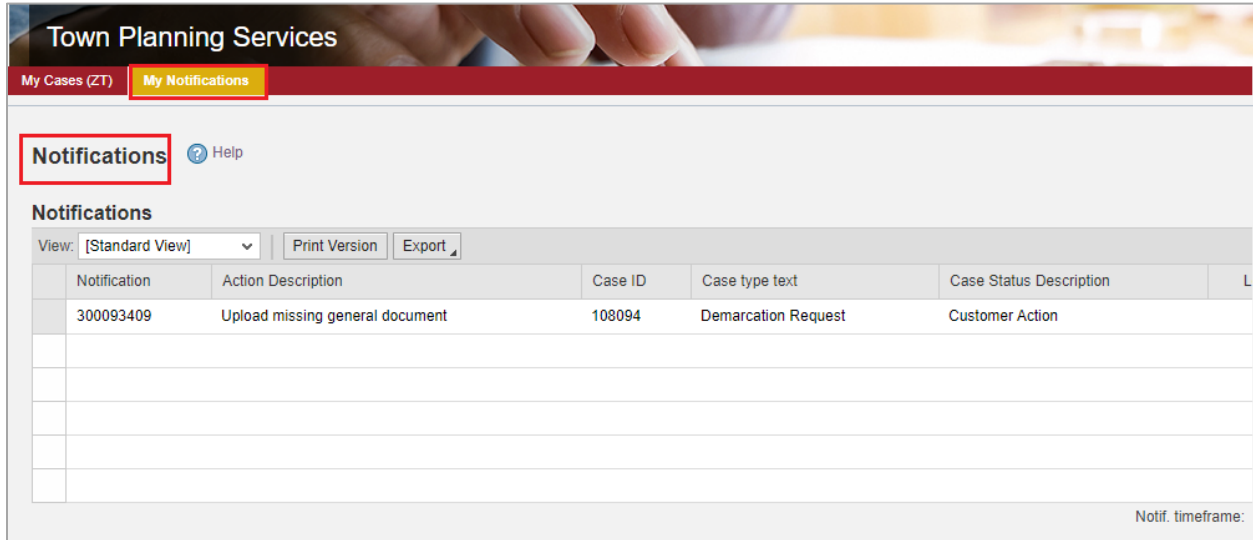
Select the required payment channel and click the “**Pay**” button to proceed with the payment process as usual.

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:





Town Planning Services

My Cases (ZT) My Notifications

Notifications  Help


Notifications

View: [Standard View]  

Notification	Action Description	Case ID	Case type text	Case Status Description	L
300093409	Upload missing general document	108094	Demarcation Request	Customer Action	

Notif. timeframe:

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:

Customer Action 300093409

Selected Notification

Notification: 300093409

Case ID: 108094

Created on: 26.04.2020

Case Type: ZT41 Demarcation Request

Requester: System

BusinessPartner: 3000113378 Divya Kushalappa

Lock Status:

Land Parcel ID:

Building:

Status details

Current System Status: Open

Complete

Attachments

Add attachment ³

Comments

2

Note from Department:

Add missing attachments

Note from Applicant:

Save Cancel

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:

Documents management for notification: 300093409

Attachment Details

* Attachment: Choose Files No file chosen

Clear Add attachment

File Description	Mime Type	
dummy.pdf	application/pdf	

Delete Attachment

Save Cancel

- 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:

Customer Action 300093409

Selected Notification

Notification: 300093409	Case ID: 108094
Created on: 26.04.2020	Case Type: ZT41 Demarcation Request
Requester: System	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID:
	Building:

Status details

Current System Status: Open

Complete

Attachments

Add attachment

Comments

Note from Department:

testing external

Note from Applicant:

Save **Cancel**

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

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