

User Manual

Appeal Against Violation

V1.0

General Services

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Introduction:

The Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

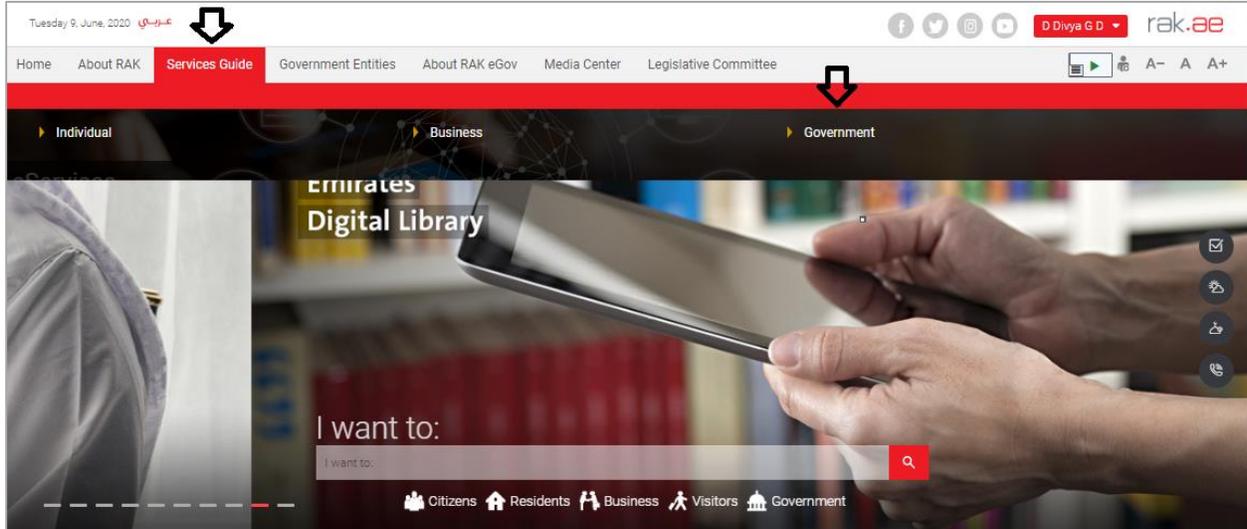
This service will allow the establishments' representatives to submit an appeal against unpaid violation(s) after attaching the required documents.

This guide shows customers how to access the **Appeal Against Violation** request. It also guides them on how to create, send and track the requests electronically.

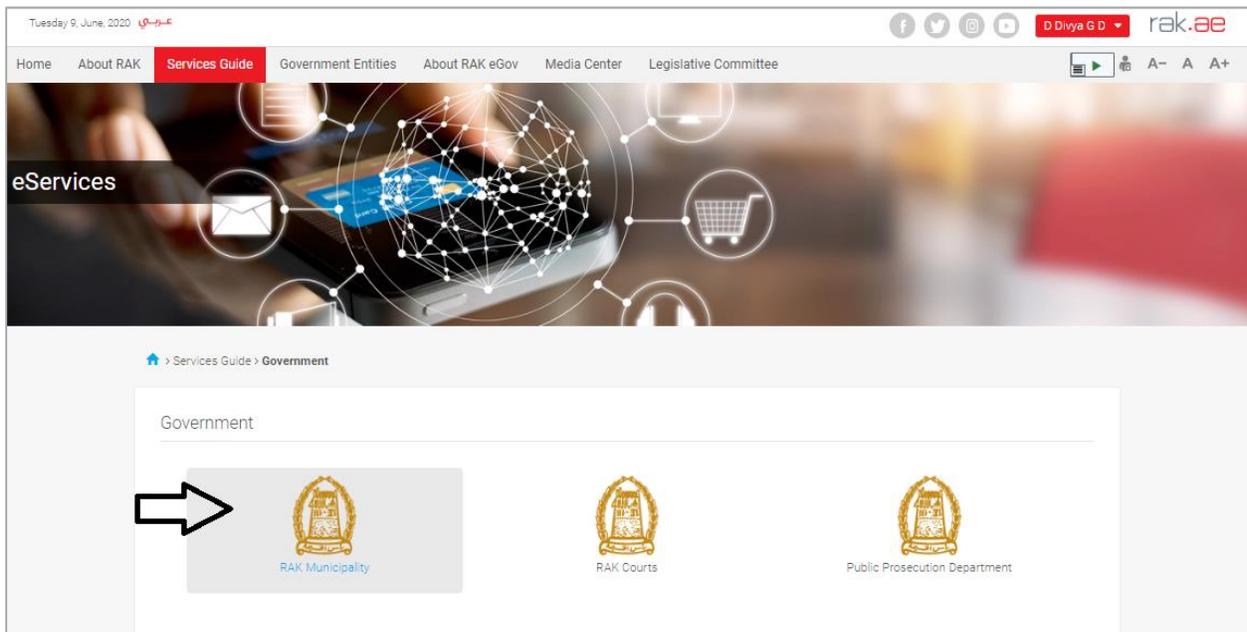
Customers will be able to log in to the electronic services of the section, submit requests, track requests, and finally get them approved or rejected electronically.

Login and access to the Appeal Against Violation Service

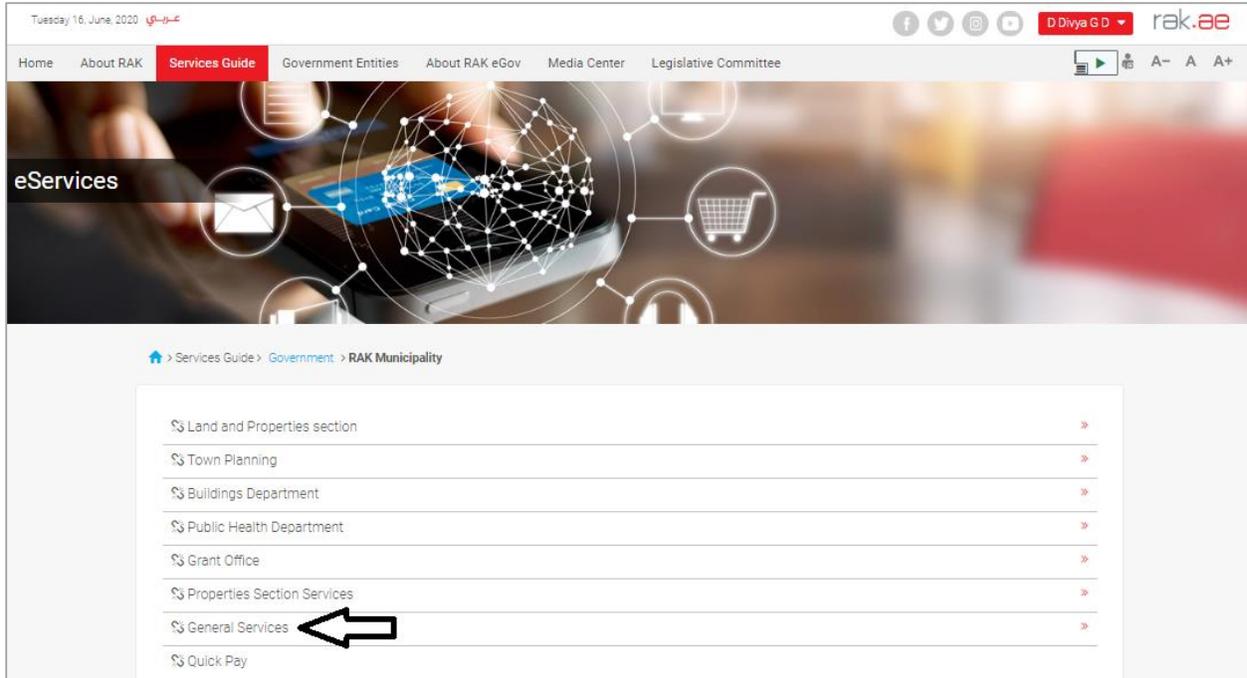
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Appeal Against Violation** request, click on the **“Service Guide”** then click on **“Government”**



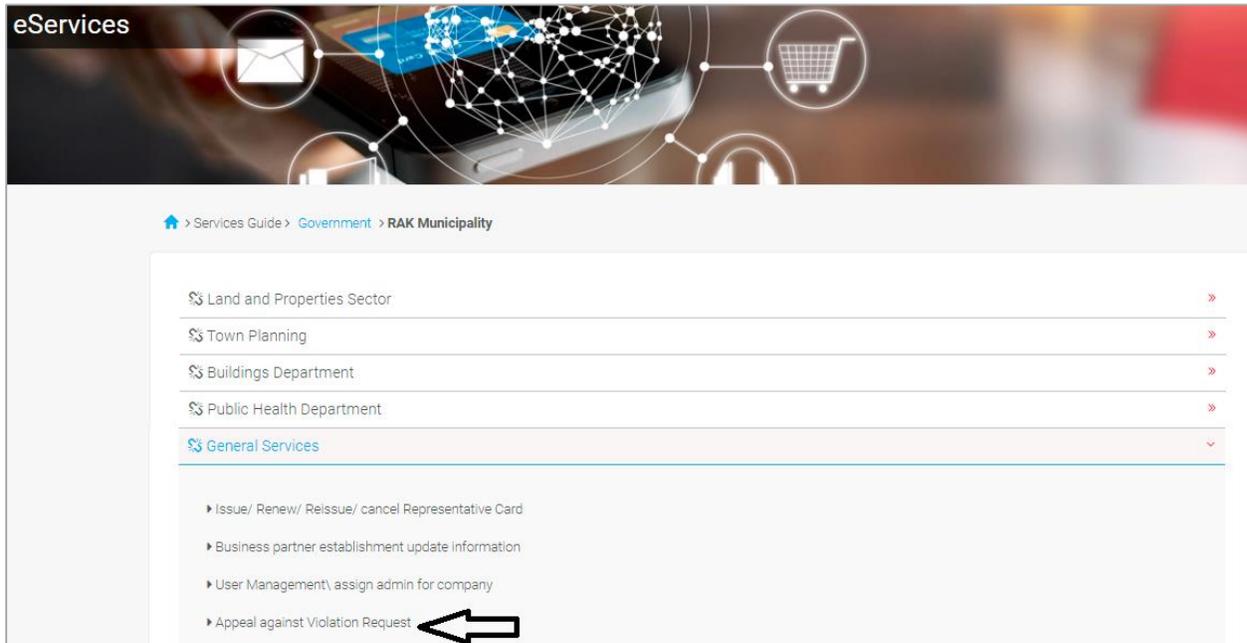
- 3- Next, select **“RAK Municipality”**



- 4- Next, select **“General Service”**



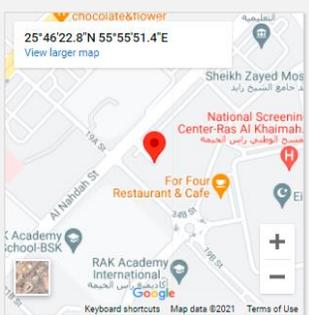
5- Next, click on the Appeal Against Violation



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

eServices

Services Guide > Government > RAK Municipality > Appeal against Violation Request



25°46'22.8"N 55°55'51.4"E
View larger map

Appeal against Violation Request

This service allows the establishment to appeal against violation cases.

- Step 1** Sign up using UAE PASS
- Step 2** The applicant will submit the online request and attach the required documents
- Step 3** The concerned section will review the request, and take the appropriate decision (approve the request, reject it with specifying the reason)
- Step 4** Applicant will be notified once the request is completed

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

+971 72330899
info@mun.rak.ae
updategroup@mun.rak.ae

All data and documents provided are correct, in case otherwise, it could expose you to legal action.

- The establishment must be registered as a business partner
- Valid trade license

Processing Time

4 working day from submission

Required Documents

- 1- A Copy of the violation and fines report
- 2- Letter from the customer to clarify the appeal reasons

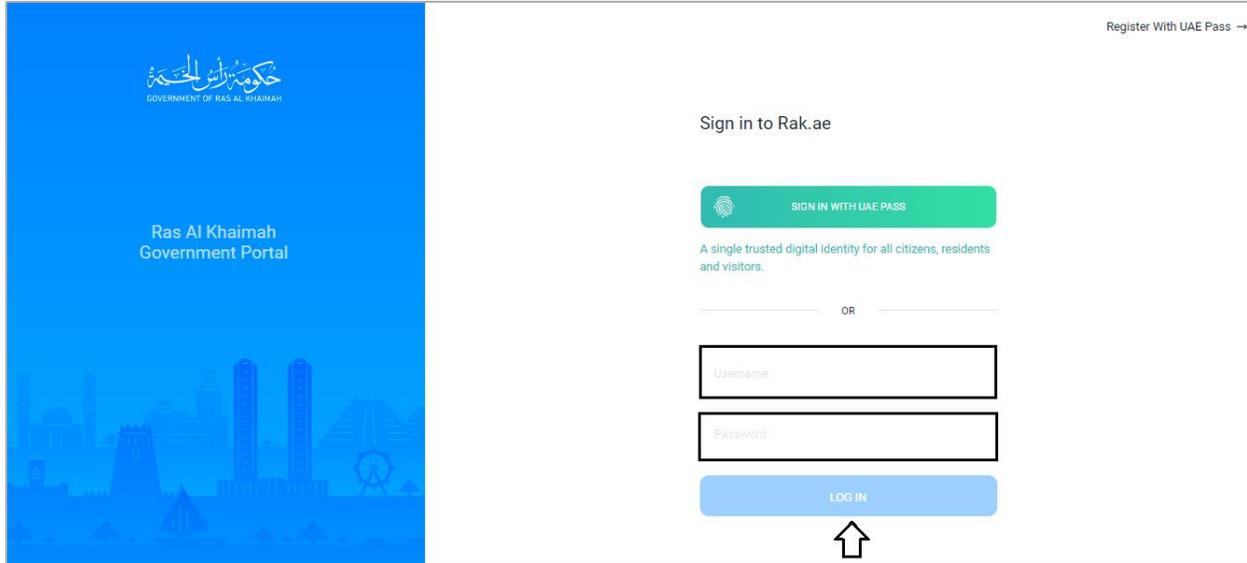
Start Service

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 previous steps until reaching the services of Ras Al Khaimah Municipality → General Services → Business Partner Establishment Update Information for companies, by submitting the following documents to register the establishment:
 - a) Valid registration certificate.
 - b) A copy of the trade name certificate or trade license.
 - c) Fill out the company information document and the licensee / managers / company representatives
 - d) The EID of the company owner and manager
- The Customer must also register a **company representative (an individual)** by providing the following documents:
 - a) Create an Internet user (Electronic Company Representative) and UAE Pass account, a valid Emirates ID Card is needed for the request
 - b) Provide a letter of authorization from the Company including the company representative's name, ID/Passport number and contact information
 - c) Provide the representative's ID/Passport number

Create an Appeal Against Violation Request

1. After you access the **Appeal Against Violation Request** and click on the “**Start Service**” button, the login page will appear as follow:



Register With UAE Pass →

حكومة رأس الخيمة
GOVERNMENT OF RAS AL KHAIMAH

Ras Al Khaimah
Government Portal

Sign in to Rak.ae

SIGN IN WITH UAE PASS

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

OR

Username

Password

LOG IN

2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Appeal Against Violation** request form will be displayed enabling you to submit it:

Appeal Against Violation Case

Create Appeal against Violation Request

General Information

* Title:

Applicant

* Applicant: Mahmoud Nazieh
Applicant Type:
Applicant Name: Mahmoud Nazieh
Applicant Mobile Number: 0564041094
Applicant Email: adel.n@egac.rak.ae

Appeal Against Violation Details

* Related Violation Case:

Select	Related Violation Number	Violation Description	Fine Amount (in AED)	Appeal Description
The table does not contain any data				

Attachments

File Description	Document Type

- In the **General Information** block, enter the description of your request in the “**Title**” field.

General Information

* Title:

- Select the establishment for which you want to submit the appeal request against its’ violations from the dropdown list of the “**Applicant**” field, then the information of the selected establishment will be displayed below:

Applicant

* Applicant: 

Applicant Type:

Applicant Name: Julphar Business Solutions

Applicant Mobile Number: 564041094

Applicant Email: end.m@egac.rak.ae

Note: The "Applicant" dropdown list displays the establishments to which the applicant is registered within the electronic services of the Ras Al Khaimah government as a representative.

6. You can select the violation against which you want to submit the appeal request, from the **Appeal Against Violation Details** block by two ways:
 - A. Enter the case number of the required violation case and press the "Enter" key, to have the related list of violations being displayed below, then select the required violation(s):

Appeal Against Violation Details

* Related Violation Case: 

Select	Related Violation Number	Violation Description	Fine Amount (in AED)	Appeal Description
<input checked="" type="checkbox"/>	1	Building Violation	500	
<input type="checkbox"/>	2	minor Violation	60,000	

- B. Or, click on the **Search** icon  in the "Related Violation Case" field, to have the list of the related violation cases being displayed as follows:

Search: Related Violation Case  

Case ID	Case Description
71431	Building Violation
114215	Violation

Select the required case to have the related violations displayed in the violations list enabling you to select the required violation(s) for which you want to appeal against:

Appeal Against Violation Details

* Related Violation Case:

Select	Related Violation Number	Violation Description	Fine Amount (in AED)	Appeal Description
<input checked="" type="checkbox"/>	1	Building Violation	500	
<input type="checkbox"/>	2	minor Violation	60,000	

7. Enter the description of the selected violations in the “**Appeal Description**” field:

Appeal Against Violation Details

* Related Violation Case:

Select	Related Violation Number	Violation Description	Fine Amount (in AED)	Appeal Description
<input checked="" type="checkbox"/>	1	Building Violation	500	the violation is issued be...
<input type="checkbox"/>	2	minor Violation	60,000	

8. In the **Attachments** block you have to attached all of the documents (Violation report and violation clarifications in addition to any image or video that may support your appeal) to complete the request. You also, can edit all attachments (add new or remove/replace existing).
9. To upload documents:
- Click the “**Add Attachment**” button, a window pops up allowing you to choose the files as shown below:

Attachments

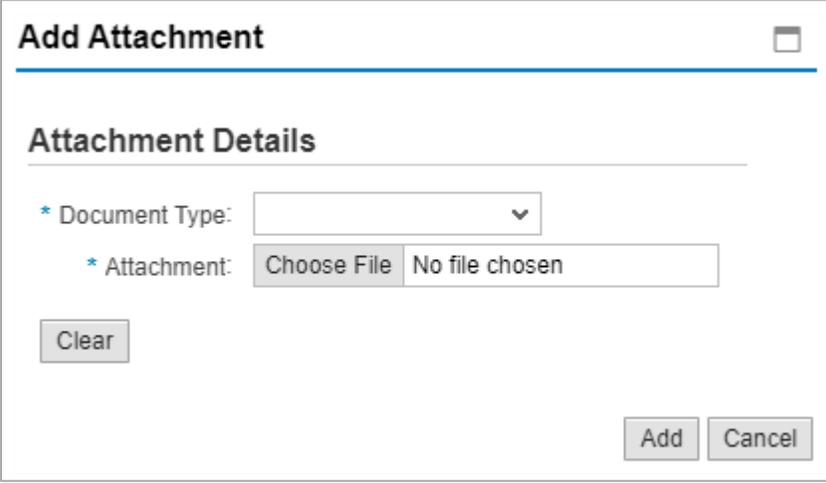
File Description	Document Type

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

* Document Type:

- Image
- Other documents
- Video

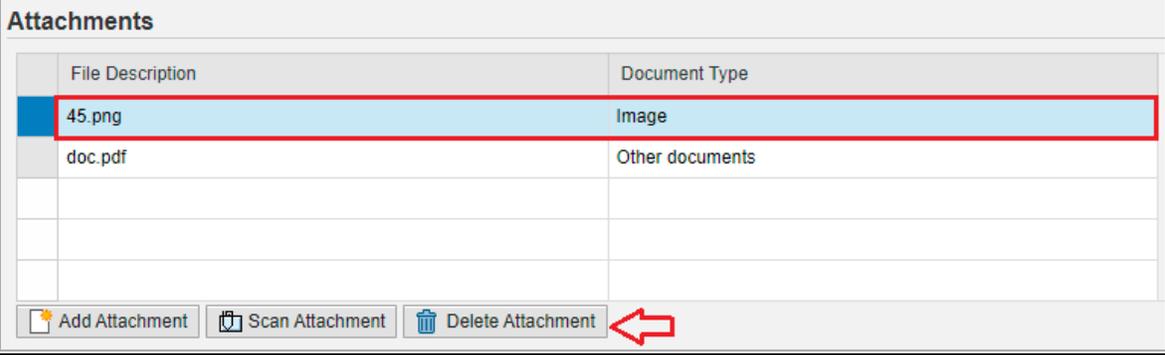
C. Browse for the file and Click on **Add** → the file will be uploaded successfully.



D. Repeat the steps to attach next documents.

Notes:

- Click **“Scan Attachment”** to upload the document directly from the scanner.
- In case of incorrect upload, you can select the record and click the **“Delete Attachment”** button to remove it



File Description	Document Type
45.png	Image
doc.pdf	Other documents

Buttons: Add Attachment, Scan Attachment, Delete Attachment

10. After you fill the request mandatory fields, you have options to:



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

11. Click **“Initiate Service”** and confirm the submission in the displayed confirmation message.

Submit Case Creation

Do you want to submit the request to the municipality?

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

Appeal Against Violation Case

Case was successfully created!

Case Information

Newly created Case ID:

After the request is submitted, you need to access your [cases](#) on the RAK Portal www.rak.ae to track your request and upon approval, the violation will be cancelled.

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:

مؤشر السعادة
HAPPINESS METER

How was your Experience?

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

My Cases

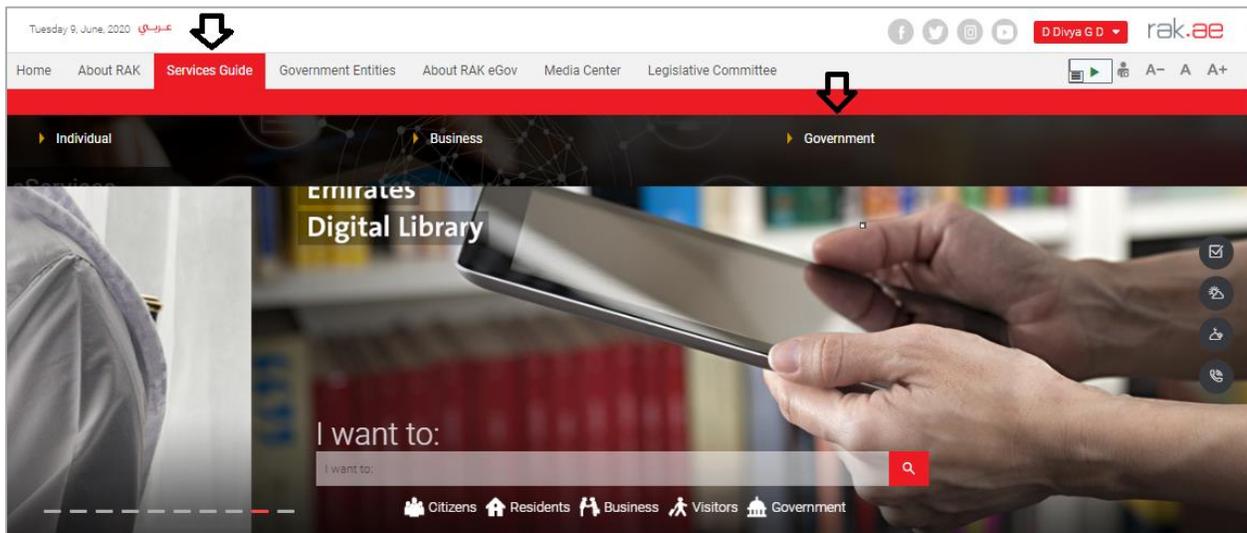
When you submit one of the **Appeal Against Violation** request, it is received by the head of the concerned section in the municipality to review it and accordingly he/she will take one of the following decision:

- Accept the request, then the violation will be cancelled.
- Reject the request stating the justifications, then you have to pay the violation fee.
- Ask for a new violation report by a new inspector than the one who did the first report, and upon the new report the section head will take the right decision.

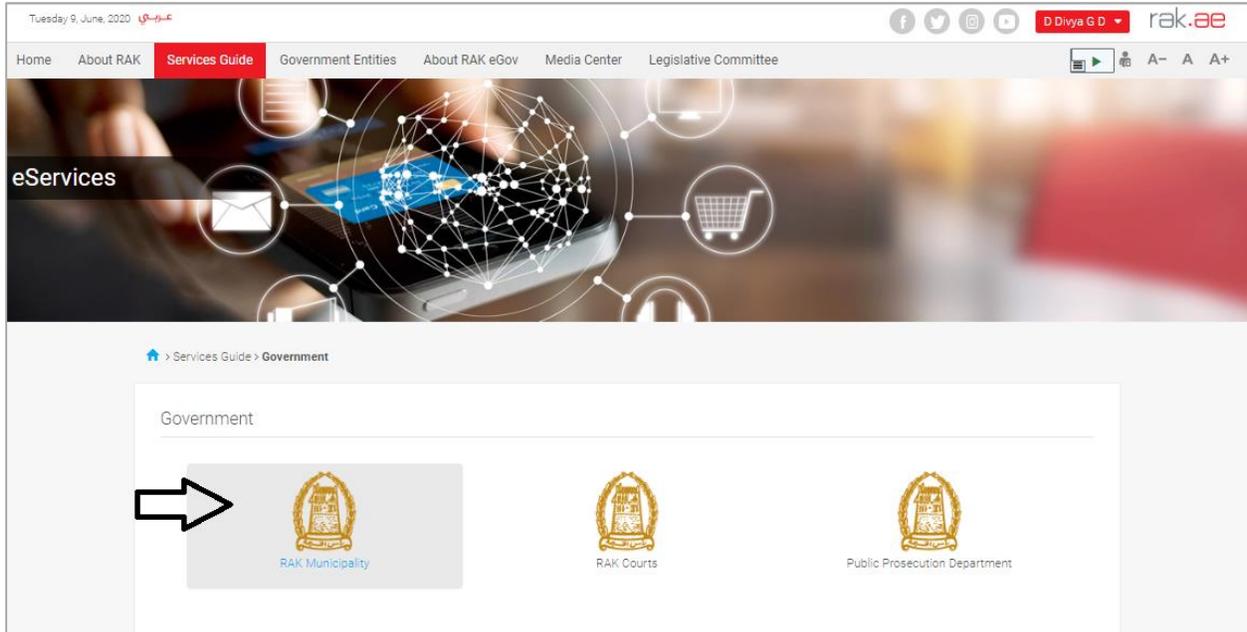
Note: when the concerned section head takes one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know if their request is accepted, rejected or needs new violation report.

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”**



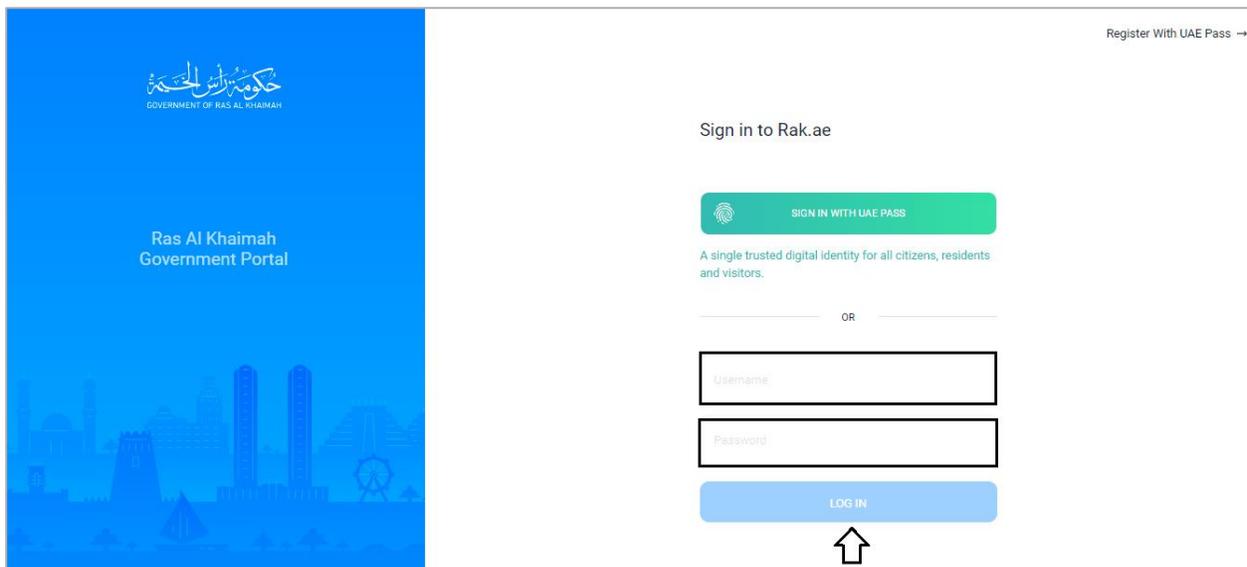
Next, Select the “Buildings Section”



Next, Select “General Services”



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



“My Cases” tab will display all of your transactions that are submitted to the **Buildings** section.

E-General

My cases (ZG) My Notifications General

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
114550	Appeal against Violation Request			Appeal against building	Mahmoud Nazieh	14.06.2021 07:42:02		Head Of Sec
114544	Fees Exemption Request				Gehad Ramzy webtest1	14.06.2021 05:40:29		1st Level of A
114543	Appeal against Violation Request			تظلم من مخالفة	Mahmoud Nazieh	13.06.2021 14:46:27		Head Of Sec
114511	Complaint Request			complain	Gehad Ramzy webtest1	10.06.2021 11:33:05		Building Cool
114465	Violation Management Request			102095190	Mahmoud Nazieh	08.06.2021 13:50:07		HOS Review
114215	Violation Management Request			Test Case Creation	Mahmoud Nazieh	25.05.2021 08:09:45	Approved	Violation Fee

Case Details Case Documents Case Notifications Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 136

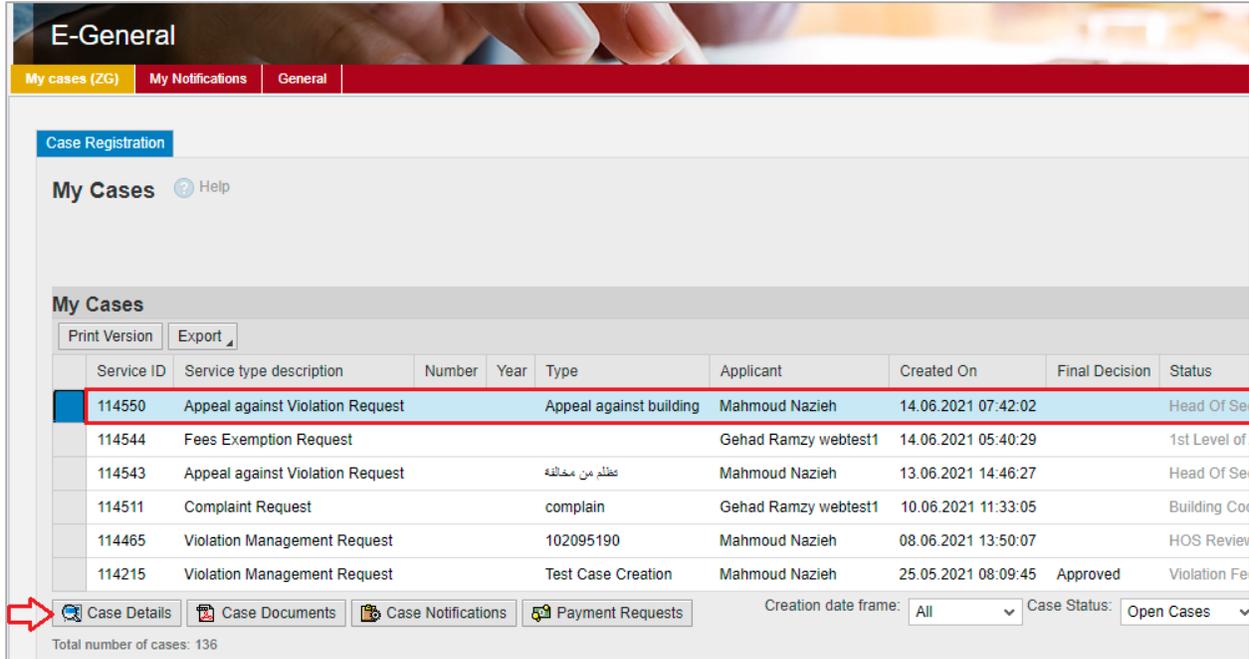
“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:

- Print (As a Pdf) [Print Version](#)
- Export (As excel files) [Export](#)

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

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



E-General

My cases (ZG) | My Notifications | General

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

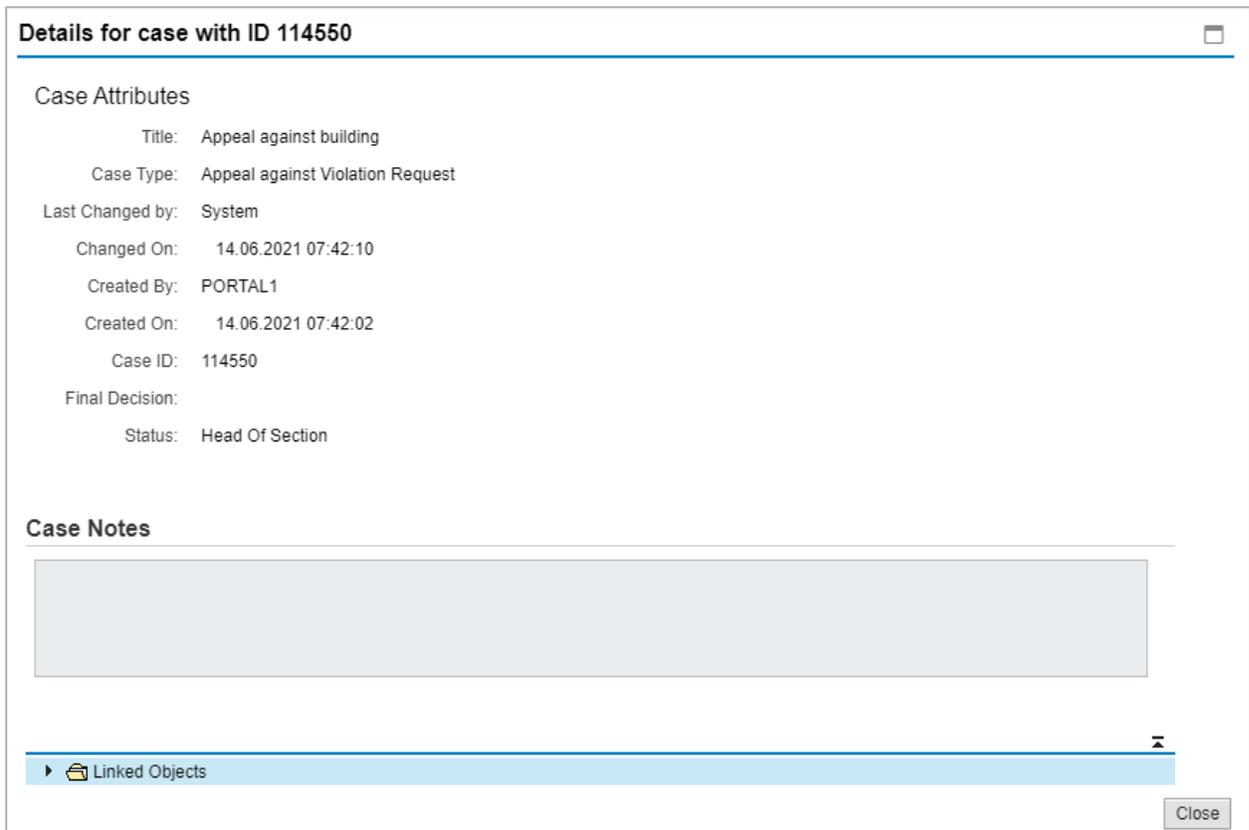
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114215	Violation Management Request			Test Case Creation	Mahmoud Nazieh	25.05.2021 08:09:45	Approved	Violation Fe

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

Creation date frame: All | Case Status: Open Cases

Total number of cases: 136

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



Details for case with ID 114550

Case Attributes

Title: Appeal against building

Case Type: Appeal against Violation Request

Last Changed by: System

Changed On: 14.06.2021 07:42:10

Created By: PORTAL1

Created On: 14.06.2021 07:42:02

Case ID: 114550

Final Decision:

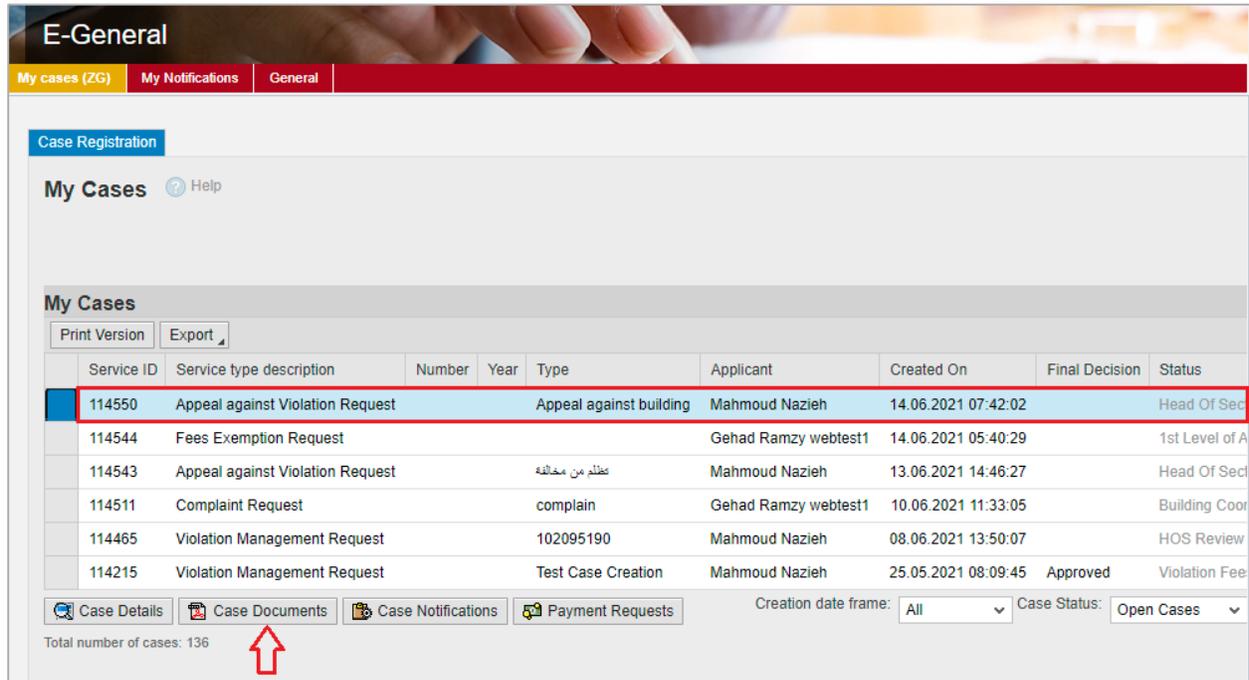
Status: Head Of Section

Case Notes

Linked Objects

Close

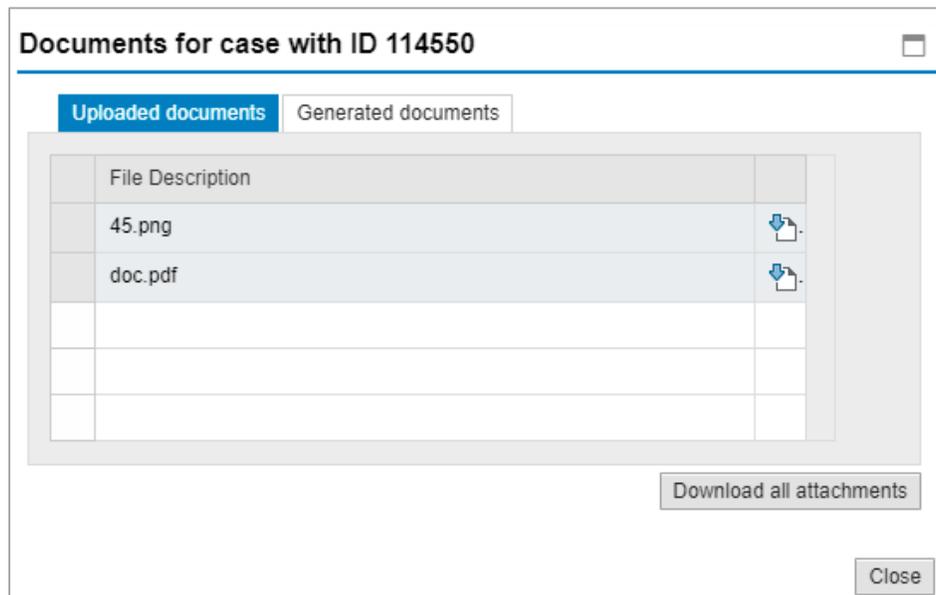
- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button



The screenshot shows the 'My Cases' section of a web application. At the top, there are navigation tabs: 'My cases (ZG)', 'My Notifications', and 'General'. Below this is a 'Case Registration' header. The main area is titled 'My Cases' and includes a 'Help' icon. A table lists several cases. The first row, with Service ID 114550, is highlighted in blue. Below the table, there are buttons for 'Case Details', 'Case Documents', 'Case Notifications', and 'Payment Requests'. A red arrow points to the 'Case Documents' button. At the bottom left, it says 'Total number of cases: 136'. On the right, there are filters for 'Creation date frame' (set to 'All') and 'Case Status' (set to 'Open Cases').

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
114550	Appeal against Violation Request			Appeal against building	Mahmoud Nazieh	14.06.2021 07:42:02		Head Of Sec
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114215	Violation Management Request			Test Case Creation	Mahmoud Nazieh	25.05.2021 08:09:45	Approved	Violation Fee

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.



The screenshot shows a pop-up window titled 'Documents for case with ID 114550'. It has two tabs: 'Uploaded documents' (active) and 'Generated documents'. Below the tabs is a table with two columns: 'File Description' and a download icon. The table contains two rows: '45.png' and 'doc.pdf'. At the bottom right of the window, there are two buttons: 'Download all attachments' and 'Close'.

File Description	
45.png	
doc.pdf	

Fee Payment

The service of free of charge