

# User Manual

## Convert Normal Grant to Program Grant

### Request

### Grant Office

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## 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.

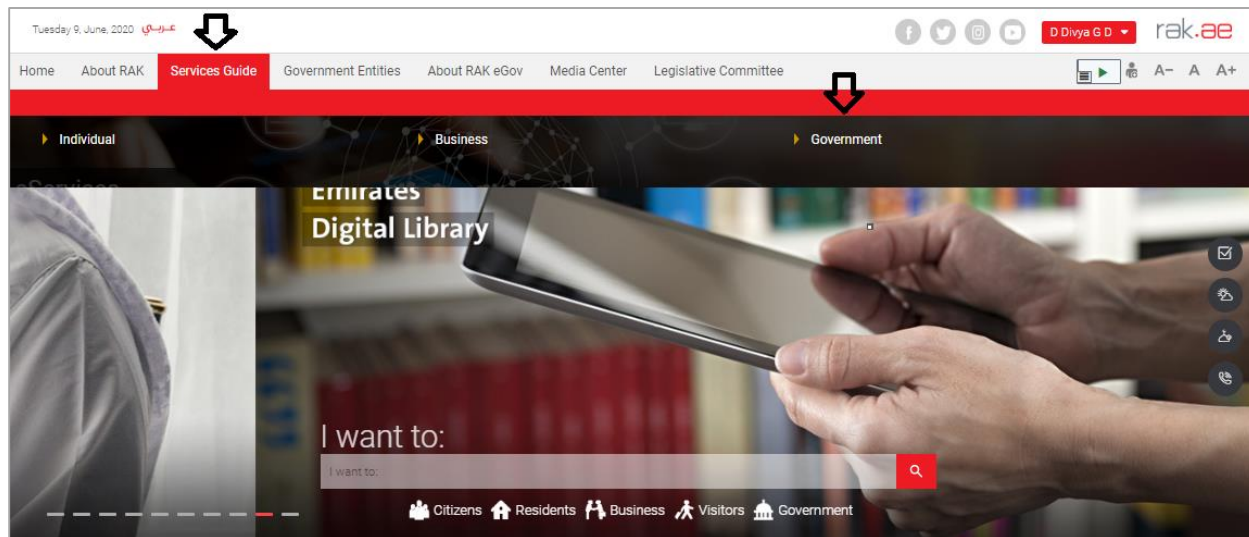
The Convert Normal Grant to Program Grant service allows the customer to transfer a grant document that was disbursed with the approval of the Emiri Diwan and based on the approval of a financing program, then the document is transferred from a regular grant to a program grant and vice versa (transfer from a program grant to a regular grant), after attach the required documents and pay the required service fee.

This guide shows customers how to access the Convert Normal Grant to Program Grant service. It also guides them on how to create, send and track the request electronically.

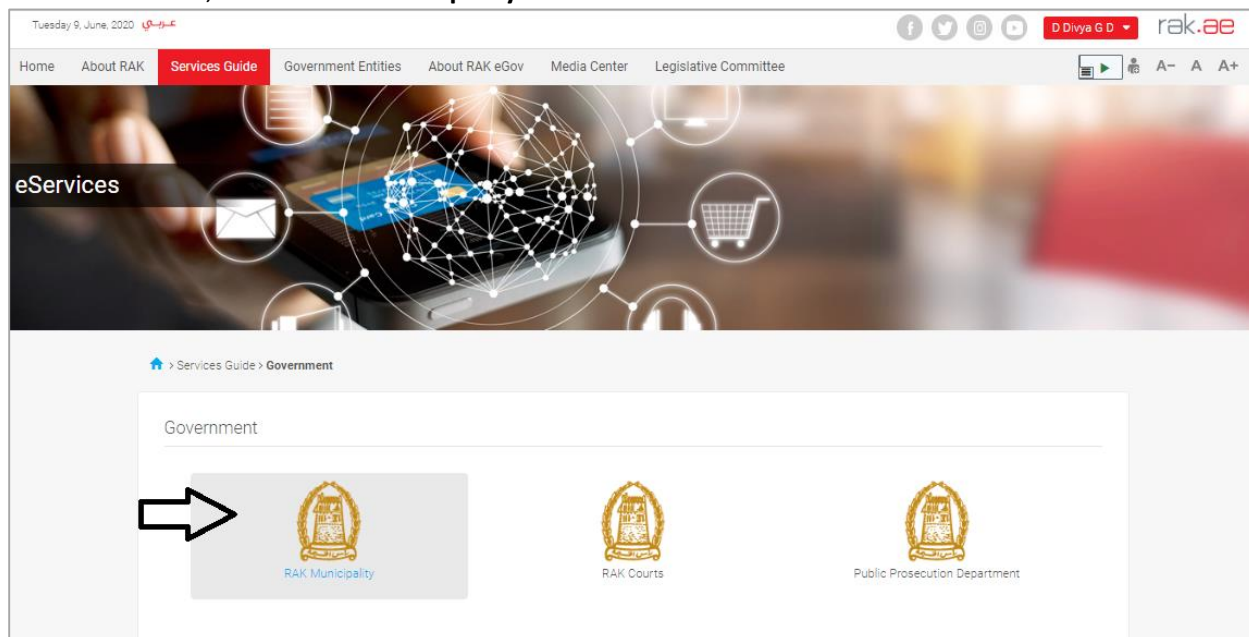
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Convert Normal Grant to Program Grant

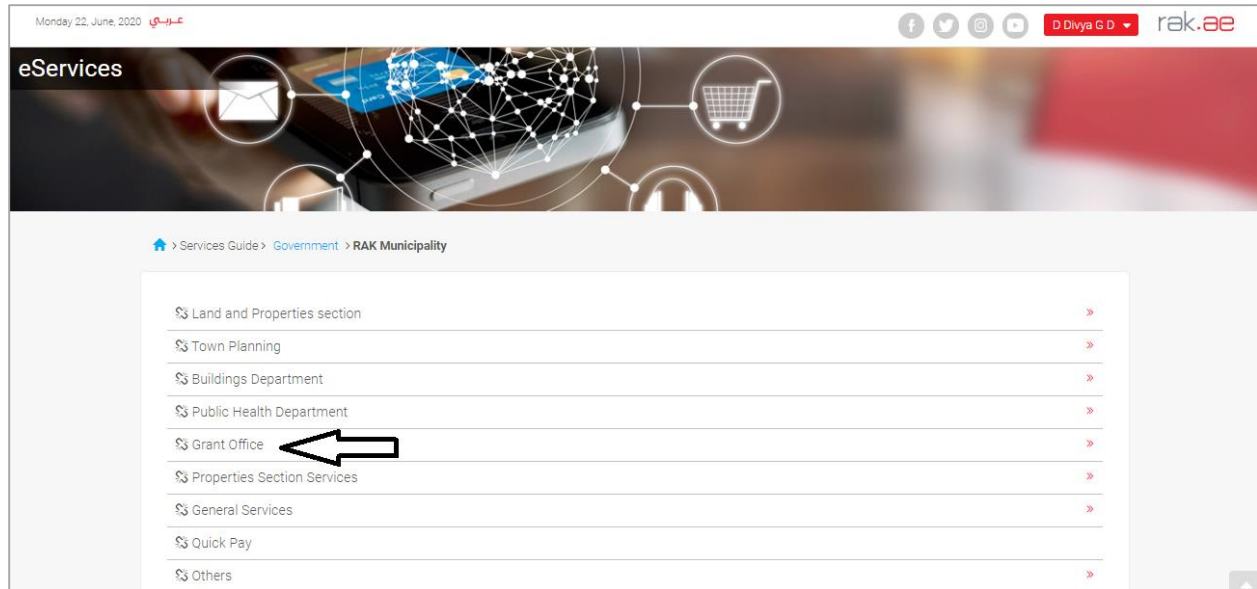
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Convert Normal Grant to Program Grant service**, click on the “Service Guide” then click on “Government”



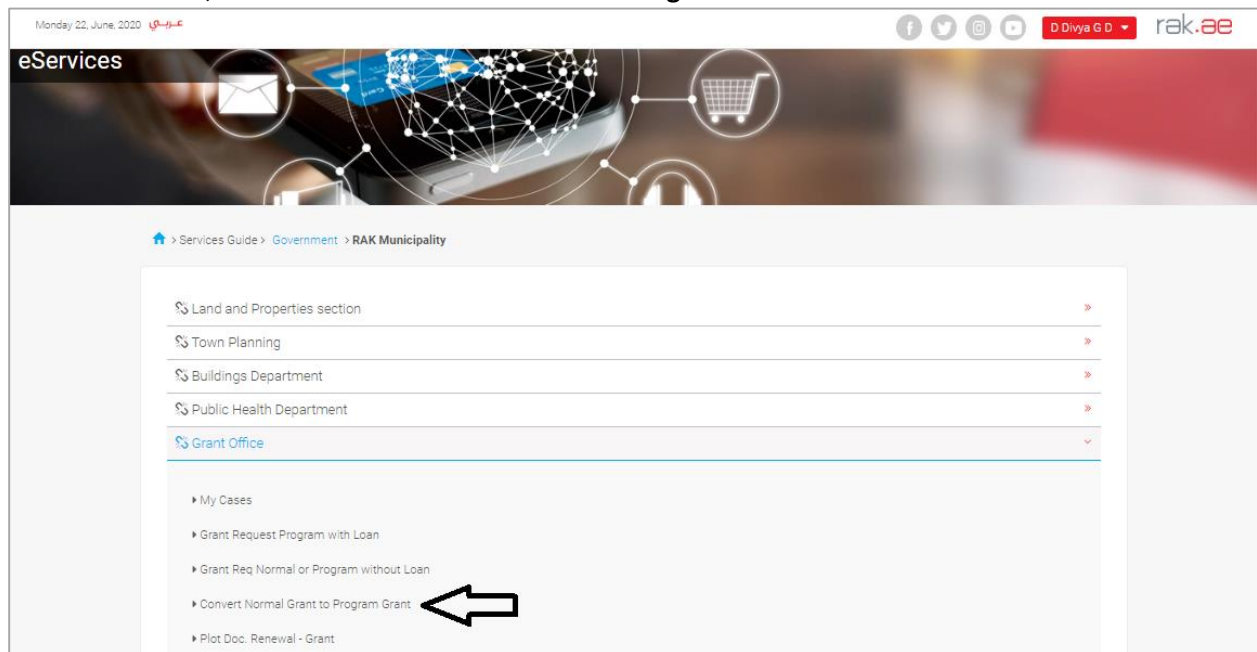
- 3- Next, select “RAK Municipality”



- 4- Next, select “Grant Office”



**5- Next, click on Convert Normal Grant to Program Grant**



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

Monday 22, June, 2020 عربي

f t i y D Divya G D rak.ae

eServices

> Services Guide > Government > RAK Municipality > Grant Office > Convert Normal Grant to Program Grant

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

Sheikh Zayed Mo  
Al Ittehad Kindergarten  
Land Department  
Eid Prayer Ground  
RAK Academy International  
Map data ©2020 Terms of Use

### Convert Normal Grant to Program Grant

Online submission and payment channels for Issuing a new document for the Zayed Housing Program

- Step 1 Sign in using portal account
- Step 2 Submit a service request for Convert Normal Grant to Program Grant
- Step 3 Complete the request payment fee using Online/Payment machine channel.
- Step 4 Coordinator will review and validate the entered Data and attached Documents
- Step 5 Applicant receive a copy of the Site Plan via email.

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

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### Service Enquiry

RAK Municipality

800661

+971 72330899

info@mun.rak.ae

updategroup@mun.rak.ae

### Service Fees

50 AED Initial Fees  
50 AED Final Fees

### Service Conditions

The service is available **only** for:  
Owner (Representatives are not allowed to submit this Case).

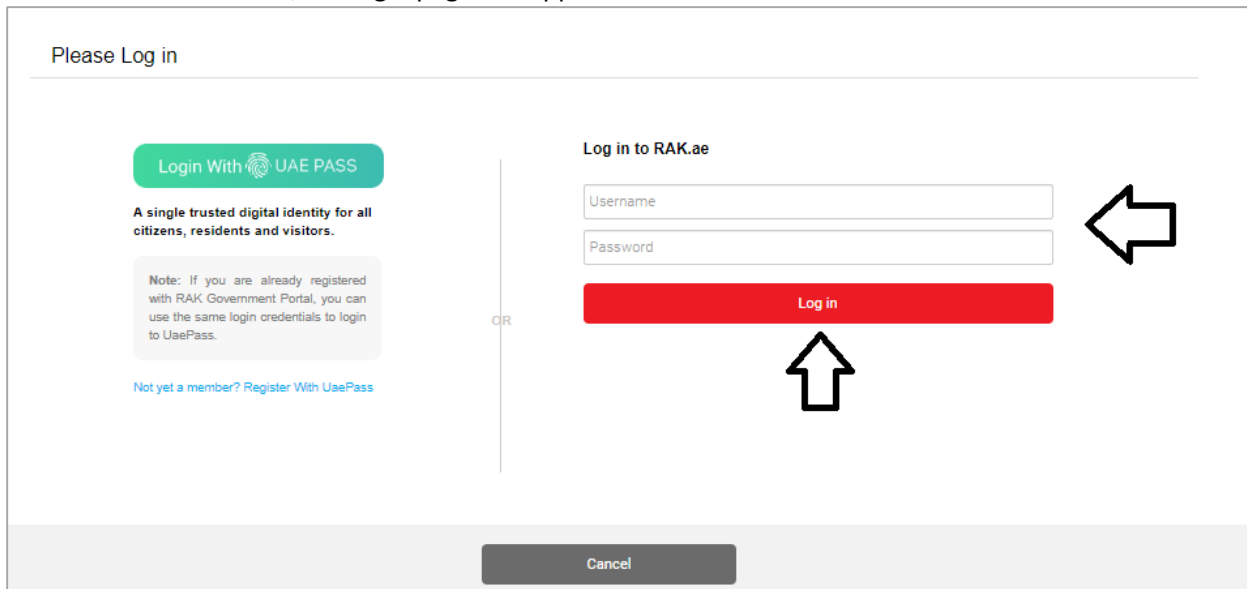
### Required Documents

1. Owner ID
2. Site Plan for plot
3. Comprehensive Investigation Document
4. A letter from the Zayed Housing Program in force

Start Service

## Create a Convert Normal Grant to Program Grant request

1. After you access the **Convert Normal Grant to Program Grant** service 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 **Convert Normal Grant to Program Grant** request form will be displayed enabling you to create the request:

**ZT15 - Convert Normal to Program Grant Request**

### Convert Normal to Program Grant Request

يُتيح الطلب تحويل مستند منحة تم صرفه بموافقة الديوان الاميرى وحصول المالك لموافقة برنامج , فيتم تحويل المستند من منحة عادية الى منحة برنامج والعكس

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#### General Information

Request Description: Convert Normal to Program Grant Request

\* Letter/Reference No:

\* Grant Reference Number:

\* Grant Type: ▼

Grant / Loan Value: 0

\* Grant Letter Expiry Date: 1

\* Loan Period: 0

---

#### Business Partner Details

\* Applicant Type: Representative ▼

Applicant: 3000113378 Divya Kushalappa

Applicant Id: 784-6544-1245414-1

Mobile number: 564041094 Email ID: r.devappa@raksys.in

Search Owner

\* Owner:

Mobile number:

---

#### Parcel Of Land


Parcel ID	Owner ID	Owner Name	Location Key

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

Field	Description
Request Description	A field used to show the service subject.
Letter/Reference No	An alphanumeric field used to enter the financing program message number (reference number of the financing program message).
Grant Reference Number	An alphanumeric field used to enter the grant number for which you want to obtain title of deed.
Grant Type	<p>A drop-down list used to choose the type of financing program that you would like to get the ownership for, which is either the Sheikh Zayed Housing Program or the Sheikh Saud Housing Program.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>* Grant Type: <span style="float: right;">▼</span></p> <div style="background-color: #003366; color: white; padding: 2px; margin-top: 5px;"> Sheikh Zayed Housing Program  Sheikh Saud Housing Program </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 <span style="border: 1px solid #ccc; padding: 2px;">1</span> to choose the expiry date of the grant.



Notes:

- All fields that are preceded by an asterisk  are mandatory fields.
- The grant owner is the only person authorized to submit the request to transfer a regular grant to a program, while the representative cannot 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.

**Business Partner Details**

\* Applicant Type: Representative ▼

Applicant:3000113378Divya Kushalappa

Applicant Id:784-6544-1245414-1

Mobile number:564041094Email ID: r.devappa@raksys.in


5. In the “**Business Partner Details**” block, and as the representative cannot submit this request, you have to select the “Owner” from the “**Applicant Type**” dropdown list, to have the owner information displayed as below:

</

6. In the Parcel of Land block, add the grant land by clicking on the **“Add Parcel”** button:

### Parcel Of Land

Parcel ID	Owner ID	Owner Name	Location Key



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

### Add Parcel

**Parcels**

\* Parcel ID:

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


### Parcel Of Land

Parcel ID	Owner ID	Owner Name	Location Key
409030434	3000113378	Divya Kushalappa	40903

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

### Parcel Of Land

Parcel ID	Owner ID	Owner Name	Location Key
409030434	3000113378	Divya Kushalappa	40903



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: ▼

Site Plan

Comprehensive investigation Doc

Sheikh Zayed Program Letter

Formal Letter

Sheikh Saud Program Letter

Request Approval / Diwan

Owner ID Copy

- 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

10. You have the following options to do:

<input type="button" value="Submit"/>	<input type="button" value="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.

## Convert Normal to Program Grant Request

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

### Town Planning Department

Request Number: 108862  
Request Name: Convert Normal to Program Grant Request  
Request Date: 22.06.2020  
Applicant Type: Owner  
Owner: 3000113378 Divya Kushalappa  
Applicant Name: 3000113378 Divya Kushalappa  
Process for Parcel: 409030434

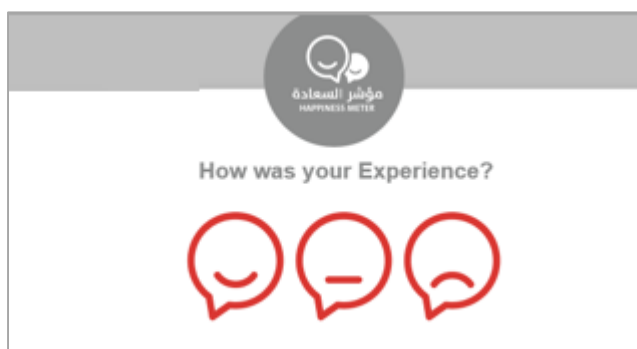
Back

Print Result Form

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](http://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:



The image shows a 'HAPPINESS METER' screen. At the top, there is a circular logo with a speech bubble and the text 'مؤشر السعادة' and 'HAPPINESS METER'. Below the logo, the question 'How was your Experience?' is displayed. Underneath the question, there are three red speech bubble icons: the first contains a smiley face, the second contains a minus sign, and the third contains a frowny face.

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

## My Cases

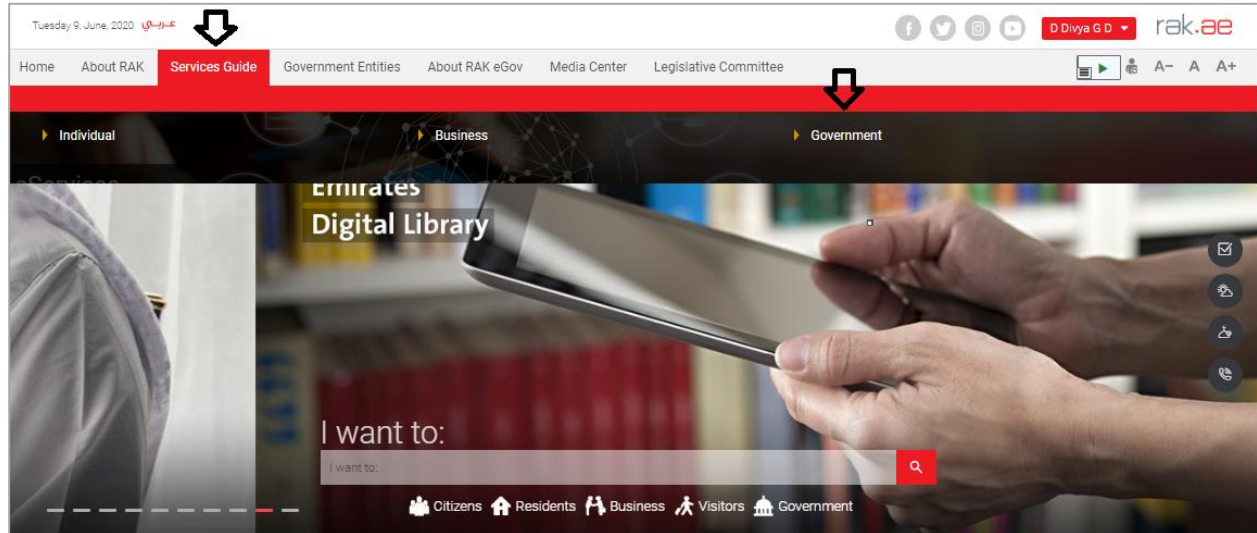
When you submit the **Convert Normal Grant to Program Grant** request, it is received by the coordinator in the Grant office section to review it and accordingly the coordinator will do one of the following actions:

- 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.

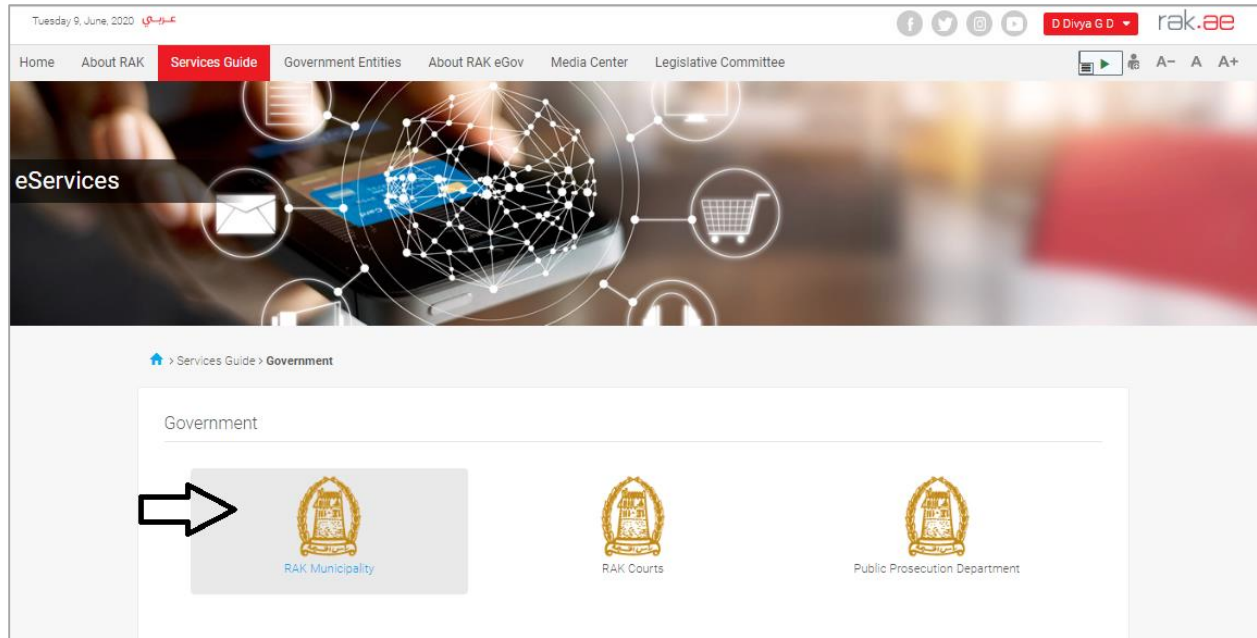
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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](http://www.rak.ae) as shown on the screen below.

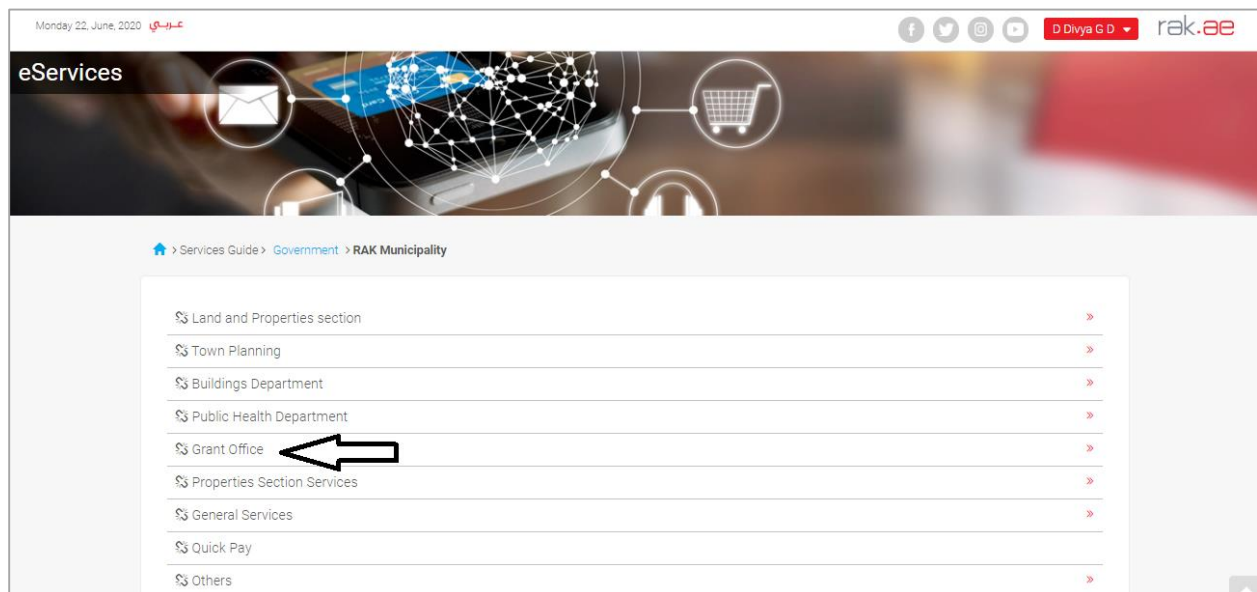
Then, Click the **“Service Guide”** then click **“Government”**:



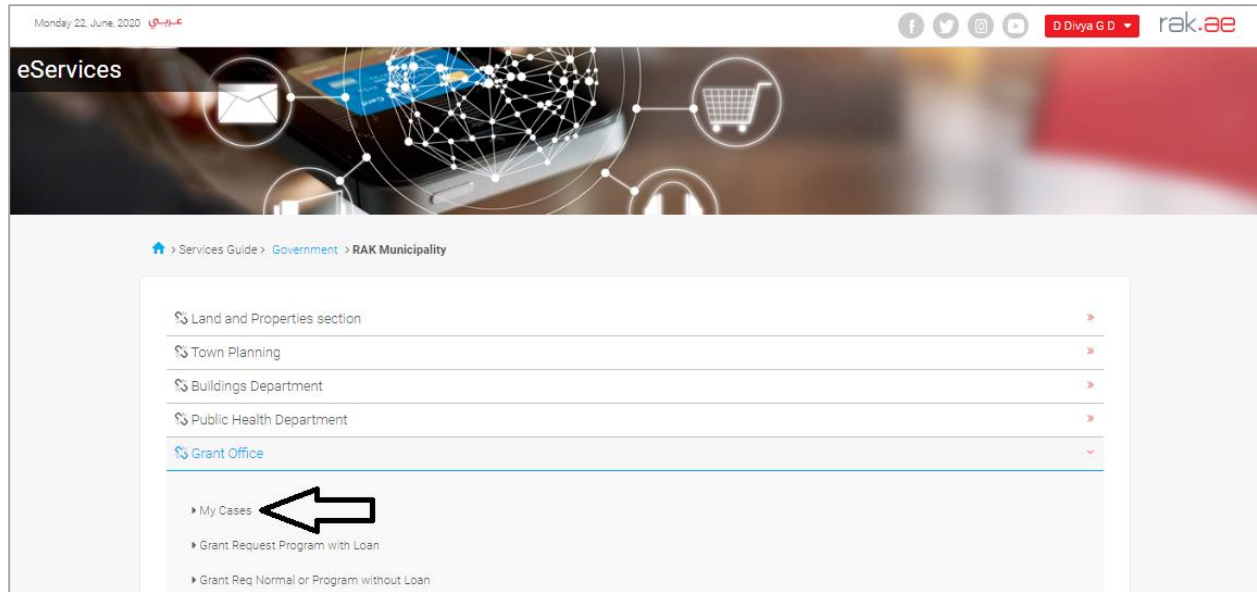
Next, select **“RAK Municipality”**



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 (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			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 وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيديل (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 مساحية	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 وجدديد	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](#)

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 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 وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بديل (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	
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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](#)

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

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 <sup>3</sup>

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:

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