User Manual
Transfer of Ownership Registration Request (Sheikh Zayed)
Land and Property Section

Contents:

Introduction:

The land and property section 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.
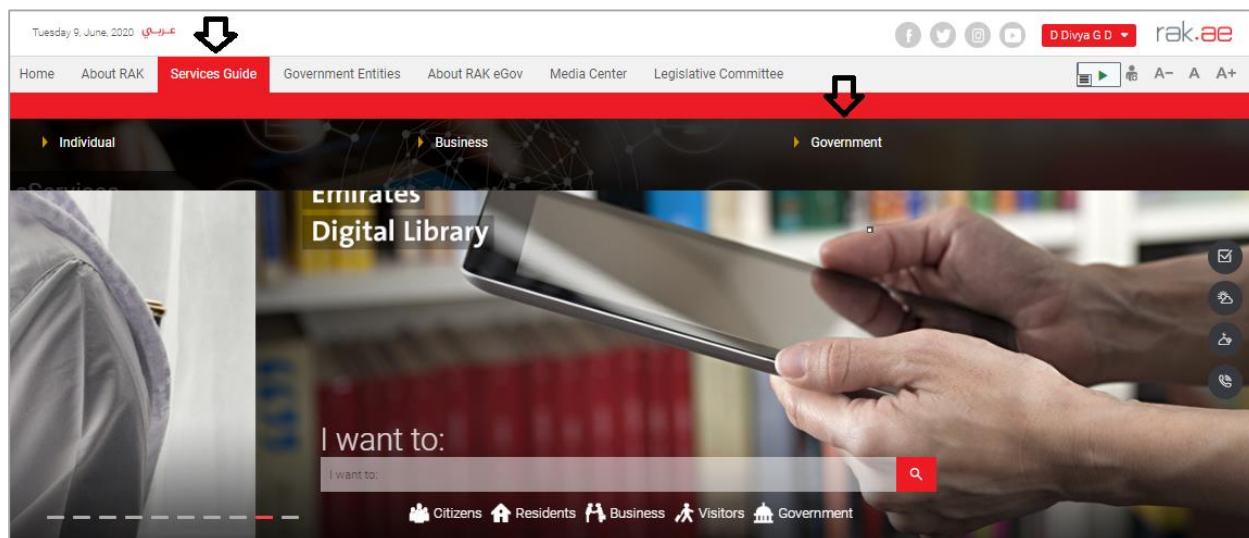
The Transfer of Ownership Registration Request (Sheikh Zayed) allows customers to register a sales contract for ownership under Sheikh Zayed Program's financing (For Buyer) or other re-financing authority, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Transfer of Ownership Registration Request (Sheikh Zayed). 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 Transfer of Ownership Registration Request (Sheikh Zayed)
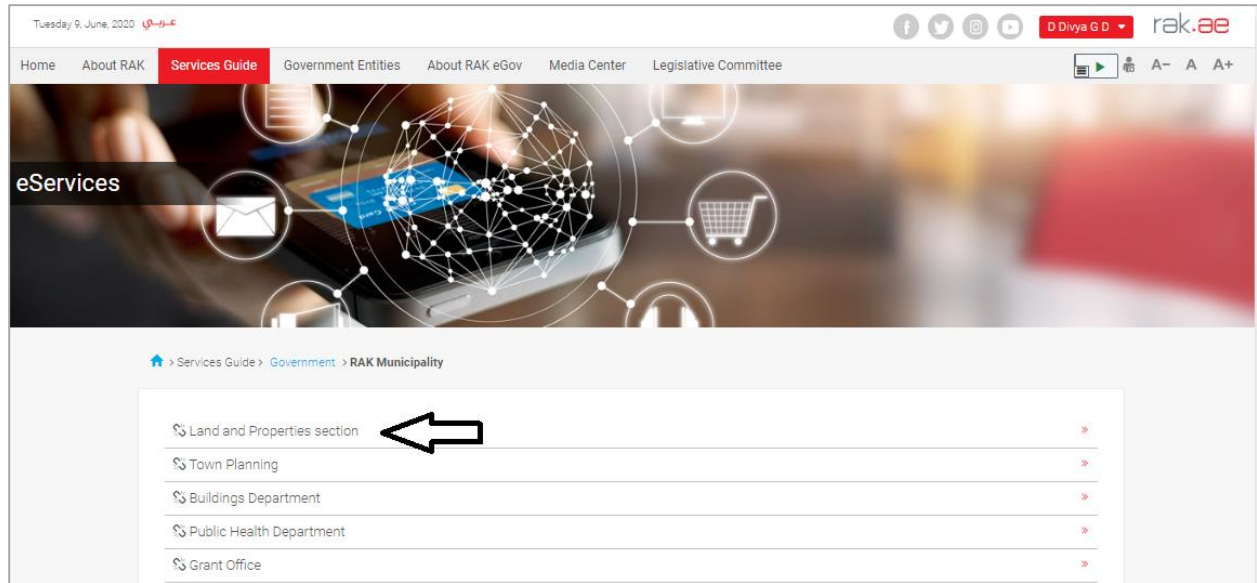
1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal

2- To access the Transfer of Ownership Registration Request (Sheikh Zayed), click on the "**Service Guide**" then click on "**Government**"
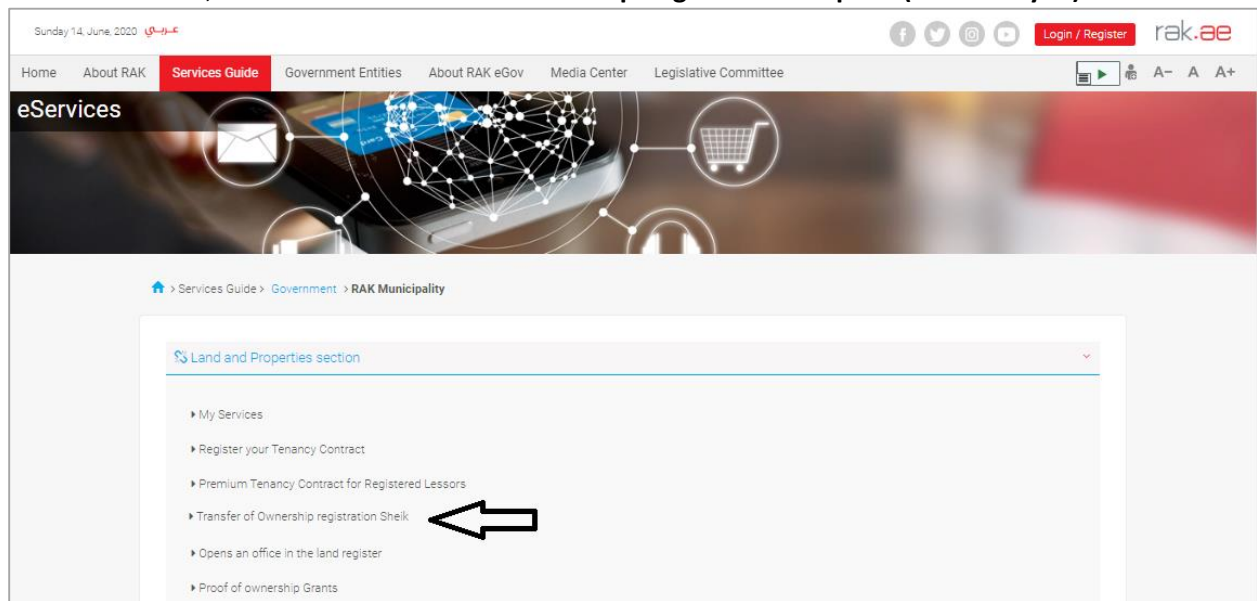

3- Next, select "**RAK Municipality**"
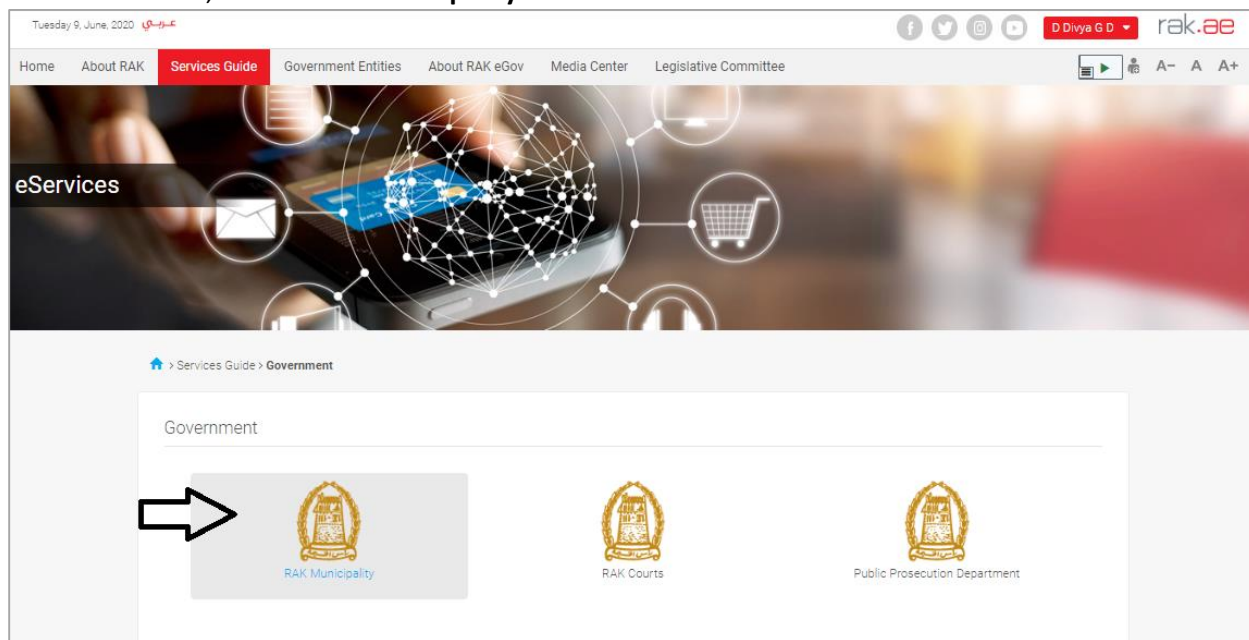
4- Next, select "**Land and Properties Section**"

5- Next, click on the **Transfer of Ownership Registration Request (Sheikh Zayed)**
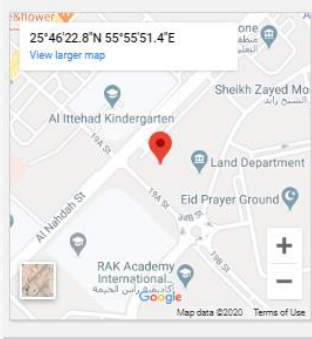

6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Transfer of Ownership registration Sheik

This service allows customers to register a sales contract for ownership under Sheikh Zayed Program's financing (For Buyer) or other RE financing authority

Step 1	Sign up using portal account
Step 2	Submit Transfer of ownership registration Sheik request by filling the online form, and attaching the required documents
Step 3	Pay requested fee.
Step 4	The concerned department will review the request and take a decision
Step 5	Upon approval, Title deed will be issued -The owner will be notified with a copy of title dead via email or he can receive the original one from municipality (the customer happiness center)

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

Grant loan	500 AED

Processing Time

7 working day

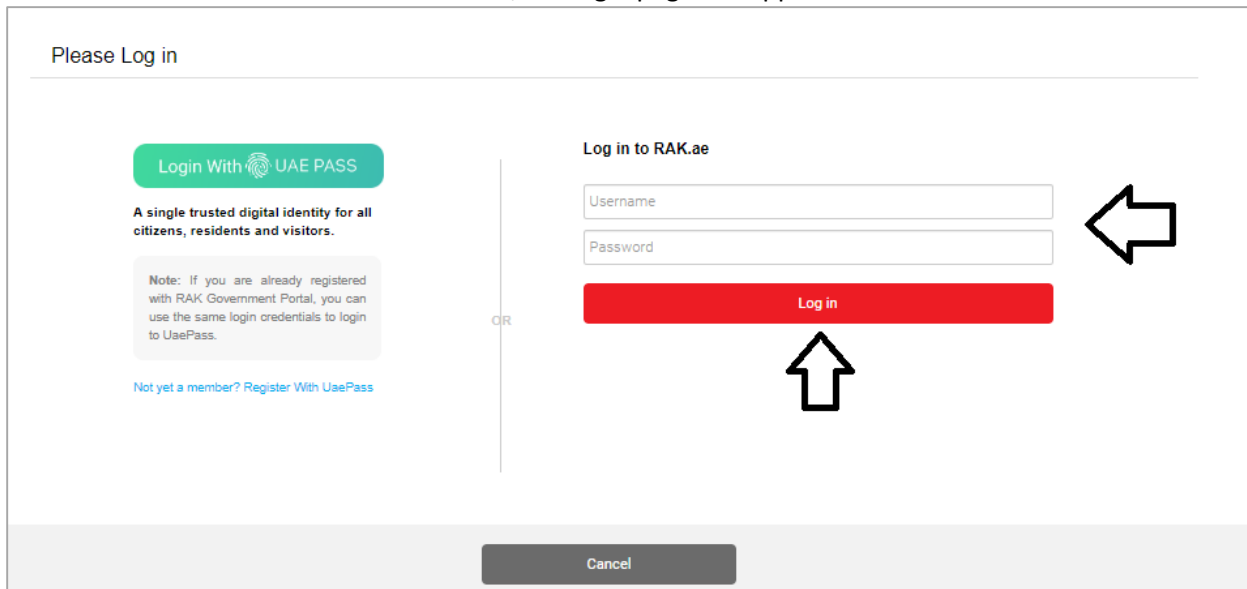**Required Documents**

Copy of site plan

Copy of Title dead

Copy of ID's

Financial assistance letter from the program

Approval letter from the program.

Start Service

Create Transfer of Ownership Registration Request (Sheikh Zayed)

1. After you access the **Transfer of Ownership Registration Request (Sheikh Zayed)** 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 **Transfer of Ownership Registration Request (Sheikh Zayed)** form will be displayed enabling you to create the request:

Transfer of Ownership Registration Request (Sheikh Zayed)

General Information

* Program Type:
* LR Property Type:
* Selling Price: 0.00
* Program Price: 0
* Price Difference: 0.00

Parcel Land:
* Site Plan ID: /
* Land Register: /

* Applicant: 3000030002   محمود   محمد محمود بغدادي   Update

Business Partner Details

List of New Owners

	No. Owner	Name of owner	No. Del...	Name of Delegate

Add New   Delete from List   Add Delegate

List of Old Owners

	No. Owner	Name of owner	No. Del...	Name of Delegate

4. In **General Information** block, select the **program type**, from the dropdown list:

* Program Type:
  Grants of Sheikh Zayed Housing program
  Loans of Sheikh Zayed Housing program

Please note that when you select "Loans of Sheikh Zayed Housing Program", a new field of "**Mortgagee**" below:

5. Select the type of the property for which the ownership will be transferred from the "**LR Property Type**" dropdown list:

6. Enter the selling price and the program price, then press the "**Enter**" key to have the price difference displayed automatically in the "**Price Difference**" field:

7. Enter the land register number in the "**Land Register**" fields in (number / year) format, then click the "**Enter**" key to have the parcel land number displayed in the "**Parcel Land**" field and the owners of the land are displayed in the list of Owners automatically.

Note:
- If the land register is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:

Check your ownership type from its' header, select the correct type, then click "**OK**" to continue with the request

6. Enter the site plan number in the " **Site plan ID** " fields in (number / year) format

Notes:
- All fields that are preceded by an asterisk * are mandatory fields.
- As you login to the service, the system will display your name and number in the "**Applicant**" fields automatically.

- In case the system asks you to update your information, click on the "**Update**" button next to the "**Applicant**" field to display "**Create new Business Partner**" screen through which you can update your information as below:

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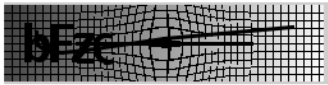

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

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	Selection Criteria: By Unified Id(non EID holder only) ▼ * Unified Number: [ ] * Nationality: [ ] ▼ * Date of Birth: [ ] 🗓
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number ▼ * License number: [ ]

- 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.

7. In the "**Business Partner Details**" block, you need to insert the list of the new owners, click on the "**Add New**" button to insert the new owner/s:

"**Create new Business partner**" screen shows up to enable you to search for the new owner/s by many ways:

Create new business partner

Selection Criteria
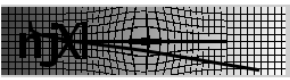
Selection Criteria:	Emirates ID ⌄
* Emirates ID:	784
* Nationality:	⌄
* Date of Birth:	📅

Please enter the code shown in the image ✶

[captcha image]

[   ] Refresh

[Ok] [Cancel]

[OK] [Cancel]

8. 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

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	Selection Criteria: Emirates ID ⌄ * Emirates ID: 784 * Nationality: ⌄ * 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	Selection Criteria: By Passport(non EID holder only) * Passport Number: * Passport Type: ORDINARY PASSPORT * Nationality: * 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	Selection Criteria: By Unified Id(non EID holder only) * Unified Number: * Nationality: * Date of Birth:
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number * License number:
In case you are the original owner of the grant, select " **Myself** " and then click the "**OK**" button to have your name listed in the owners list.	**Selection Criteria** Selection Criteria: Myself Ok Cancel

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

Please enter the code shown in the image *

bFzc

bFzc   Refresh

Ok Cancel

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.

10. Enter the "**Ok**" button to insert the selected person in the owner list as below:

List of New Owners

🗐	No. Owner	Name of owner	No. Del...	Name of Delegate
	3000030...	محمود محمد محمود بغدادى		

Note:

- To add a delegate to one of the new owners, select the required owner, then click on the "**Add Delegate**" button:

List of New Owners

🗐	No. Owner	Name of owner	No. Del...	Name of Delegate
	3000030...	محمود محمد محمود بغدادى		

Add New | Delete from List | Add Delegate ⇦

"**Create new Business partner**" screen shows up to enable you to search and add the delegate in the same way you have added the new owner, then the delegate will be located next to the selected owner:

Business Partner Details

List of New Owners

🗐	No. Owner	Name of owner	No. Del...	Name of Delegate
	3000030...	محمود محمد محمود بغدادى	30000...	علي علي

- to delete one owner form the owners list, select the required one, then click on the "**Delete from list**" button.

List of New Owners

🗐	No. Owner	Name of owner	No. Del...	Name of Delegate
	3000030...	محمود محمد محمود بغدادى	30000...	علي علي

Add New | Delete from List ⇧ | Add Delegate

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:

Attachments

List of Attachments

Type Description	File Description

➡️ Add New   Delete

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: [⌄]

Financial Assistance Letter from the Program
Copy of Ownership Document
Emirates ID
Passport ID
Letter of Financial ability
Old Site Plan
Power of Attorney

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**" button to remove it

Attachments

List of Attachments

	Type Description	File Description
	Emirates ID	dummy.pdf

Add New   Delete

13. Enter your notes in the "**Notes**" field

Note

notes

Submit   Clear

14. You have the following options to do:
   - "**Submit**" to complete the request.
   - or clear all fields by selecting "**clear**"

15. Click "**Submit**" and confirm the submission in the following confirmation message.

Submit Case Creation

Do you want to submit the request ?

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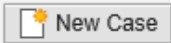
A screen will appear stating that the case is submitted successfully including the **case ID**.

Case was successfully created!

Case Information

Newly created Case ID: 107920

New Case

1. To apply for a new service, click "**New Case**"

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 new ownership will be printed, then you can visit the customer happiness center in RAK municipality to get the original copy.

> **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 the Transfer of Ownership Registration Request (Sheikh Zayed), it is received by the coordinator in the land and property 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**":
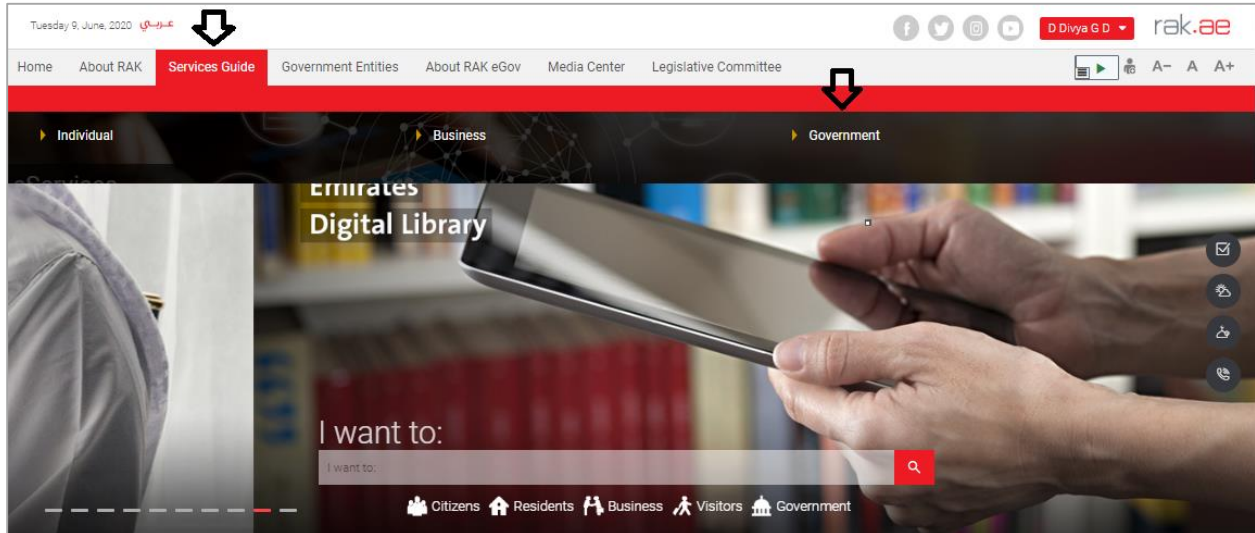
Next, select "**RAK Municipality**"
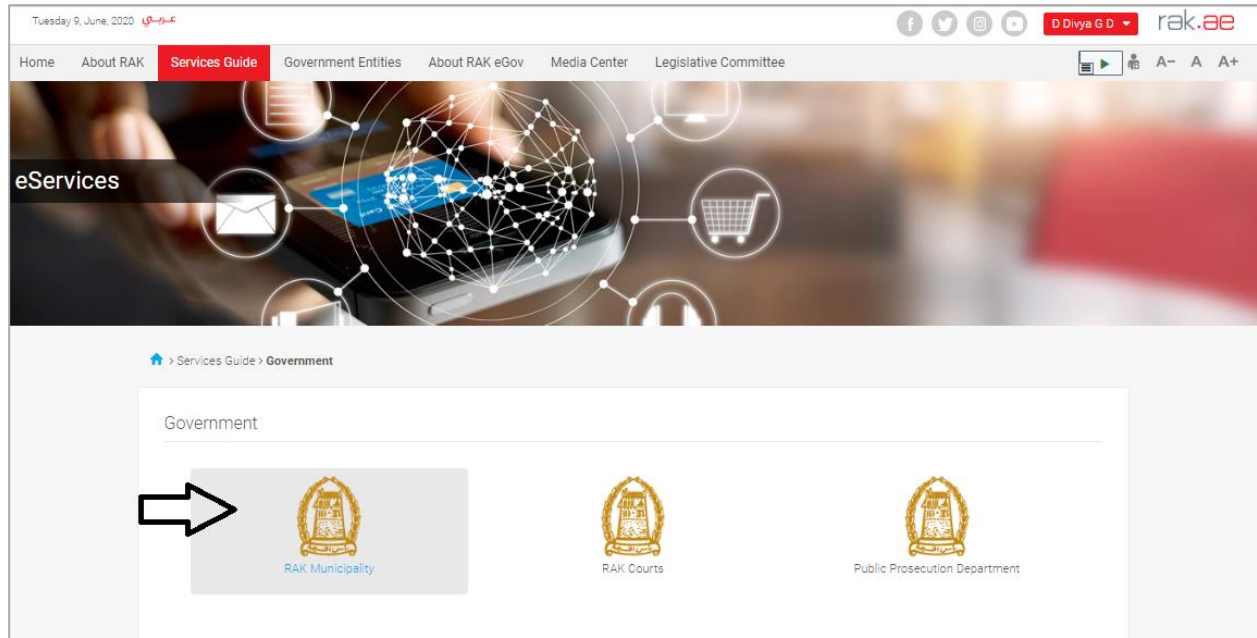
Next, Select the "**Land and Properties Section**"
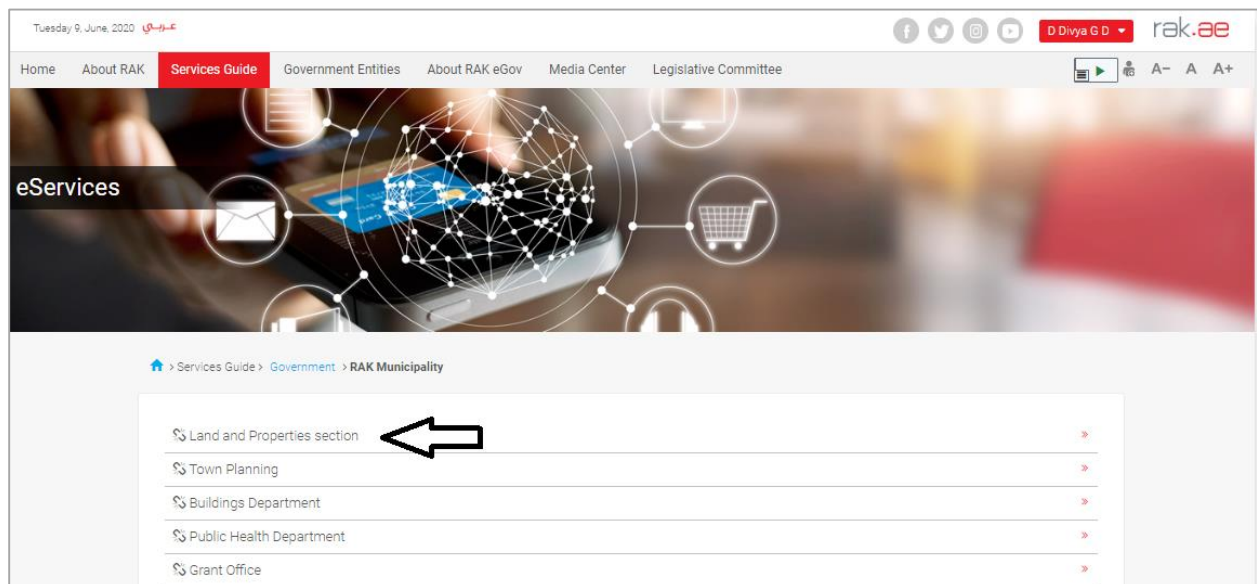
Next, Select "**My Services**"
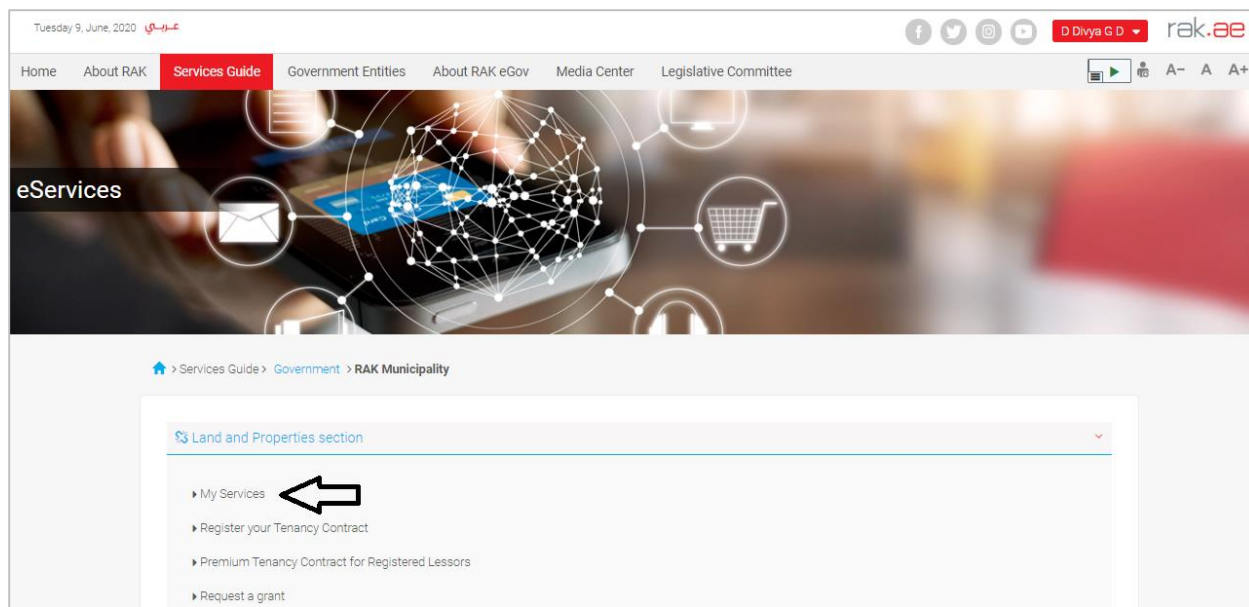
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the land and properties 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:

Details for case with ID 107920

Case Attributes

Title:	
Case Type:	Proof of ownership Grants
Last Changed by:	System
Changed On:	19.04.2020 05:42:36
Created By:	PORTAL1
Created On:	19.04.2020 05:42:30
Case ID:	107920
Final Decision:	
Additional Fees:	0.00
Add Fees Description:	
Addition Information:	
Granted BY:	
Grant Date:	
Property Type:	
No. of List:	0000000000000000
No of Units:	0
Proof Type:	Built Housing Grants
Status:	Coordentor Review

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

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 the land and property section 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.

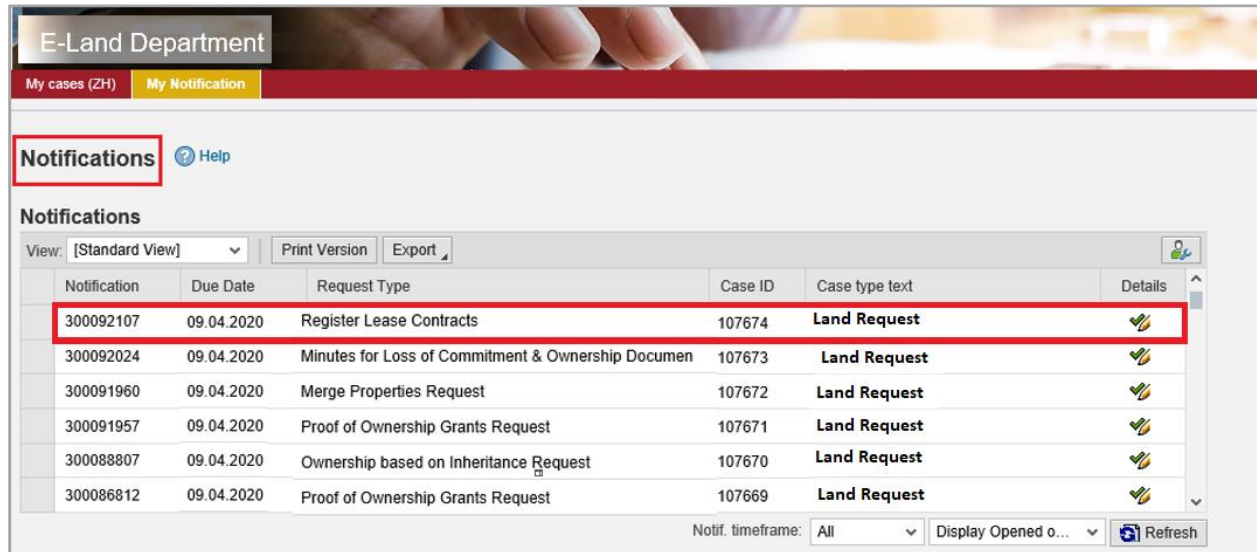| **Note**: the fees amount will vary as per the selected type of grant; the fees will be as follows: |
| --- |

Grant Type	Fees Amount
Grant property	1000 AED
Grant loan	500 AED

Customer Action

Upon successful submission, the request will be displayed for the land and properties 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 "**Details**" icon to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

2. Click on "**Open case**" button to modify the request ➔ the request details screen opens

Land and Property Sector Services ⓘ Help

🔄 Update

▼ **General Information**

Case Description: Proof of ownership grant
Application Type: Proof of ownership grant
Case Information: Proof of ownership grant

Customer Note:

▼ **Applicant Details**

Applicant

Applicant Number: 3000113077
Applicant Name: مصطفى احمد
Applicant Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae

▼ **Attachments**

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
☐	EID copy	Upload	
☐	Other Documents	Upload	
☐	Passport copy	Upload	
☐	Personal picture	Upload	

3. Modify the request as per the coordinator comments.
4. Click the "**Update**" button. A confirmation message will pop up:

Submit Case Creation ☐

Do you want to submit the request?

Submit Cancel

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

Customer Action 300092107

Selected Notification

Notification: 300092110
Created on: 09.04.2020
Requester: Hend Gomaa Mohamed

Case ID: 107673
Case Type: **Proof of ownership grant**
BusinessPartner: 3000113130 مصطفي عبد الرازق محمد احمد

Lock Status: 🔓

Current System Status: **Open**

Product Modification Steps

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 Municipality:

Modify attachement

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 land and properties coordinator for review.

After your request gets the final approval, you will be notified via SMS and Email that your request is approved and you can receive the new ownership from the customer happiness centre in the RAK municipality.