

# User Manual

## Title Deed Investigation Statement Request

### Land and Property Section

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## 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.

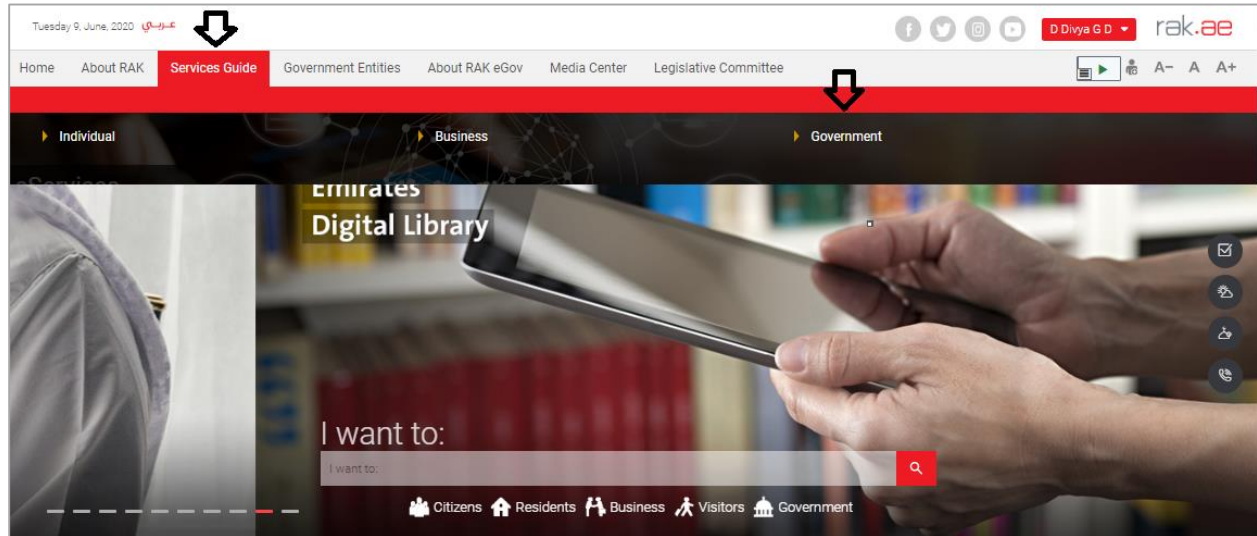
The Title Deed Investigation Statement Request allows customers to issue an investigation statement about the title deed status, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Title Deed Investigation Statement Request. It also guides them on how to create, send and track the request electronically.

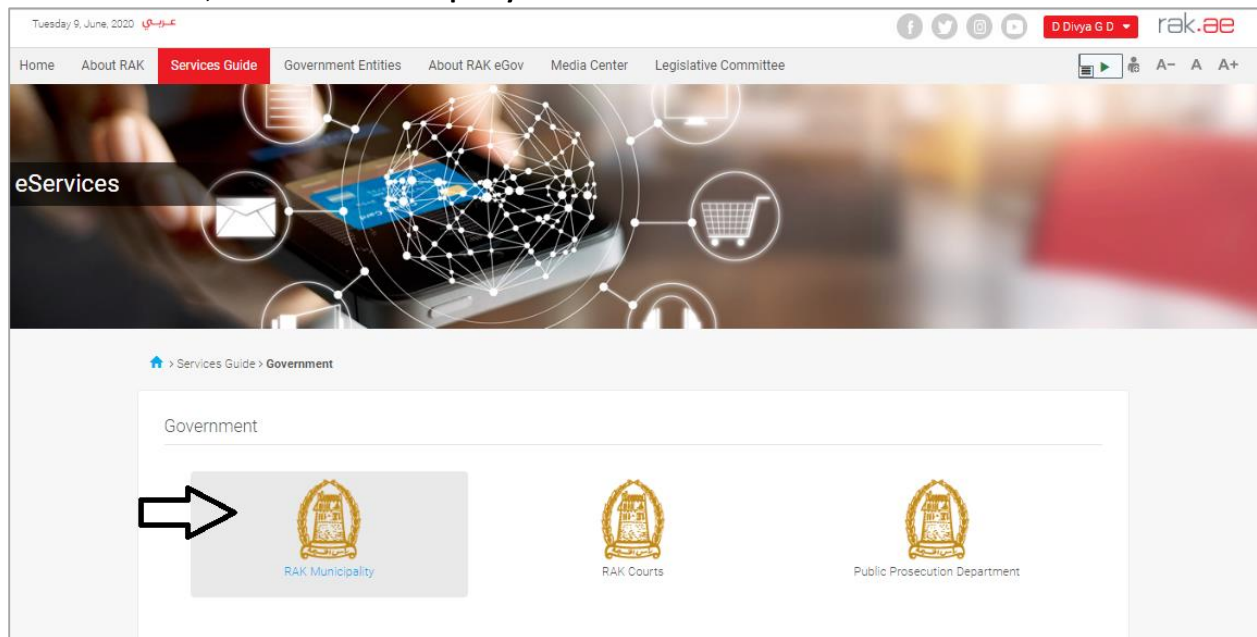
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Title Deed Investigation Statement Request

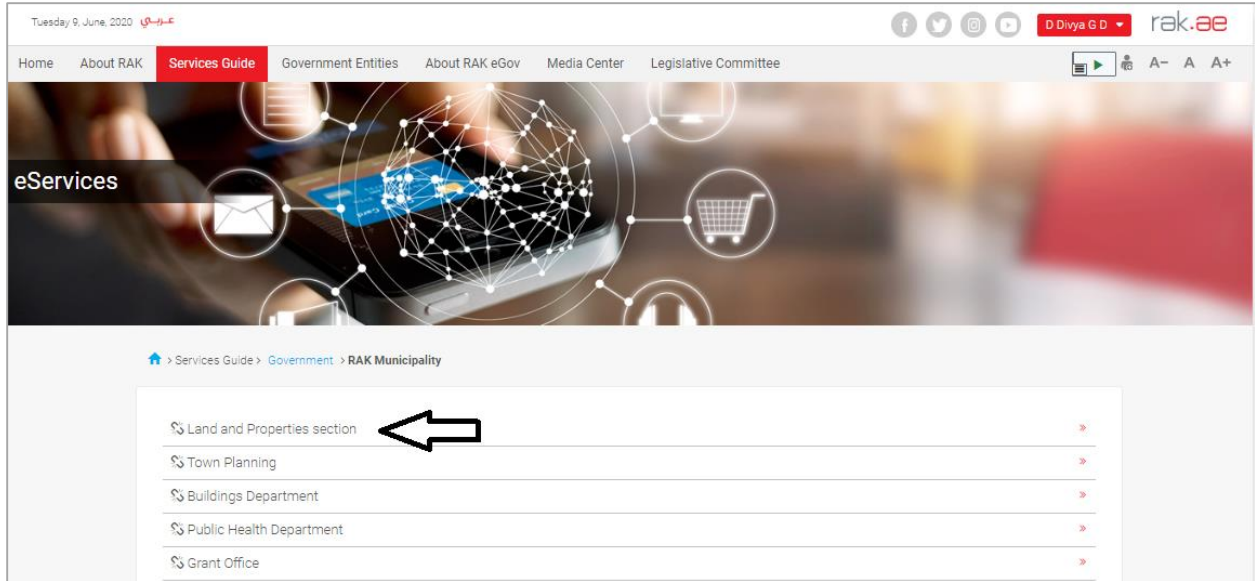
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Title Deed Investigation Statement request, click on the “Service Guide” then click on “Government”



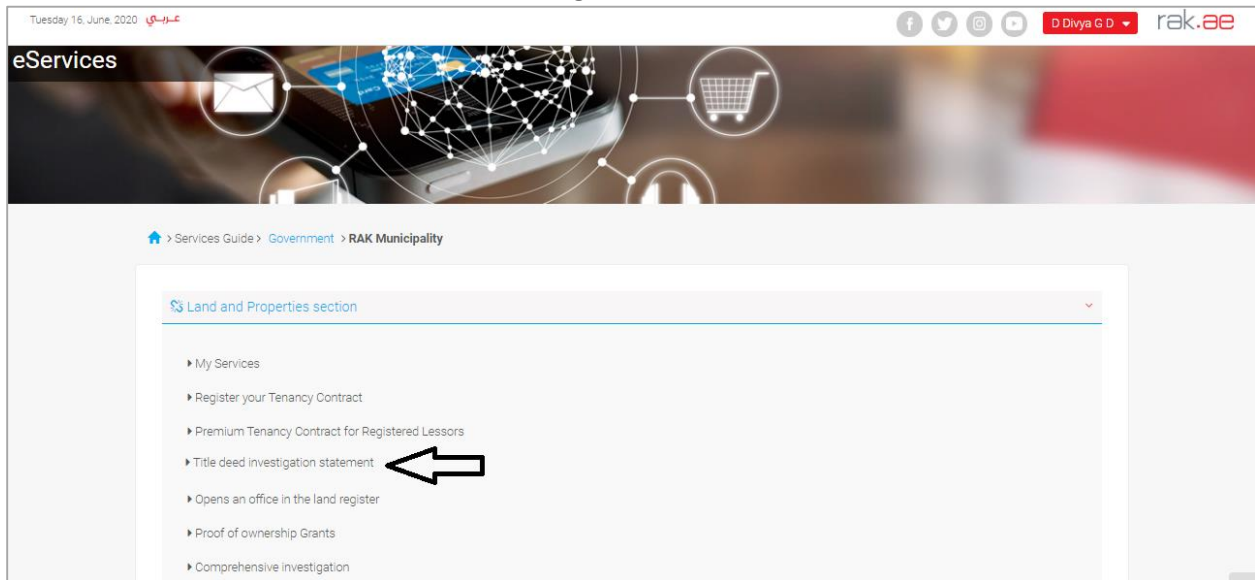
- 3- Next, select “RAK Municipality”



- 4- Next, select “Land and Properties Section”



**5- Next, click on the Title Deed Investigation Statement:**

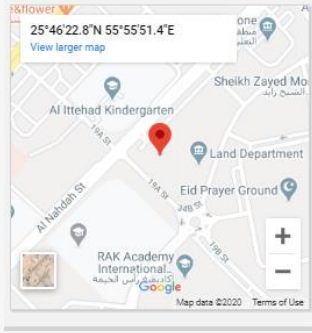


**6- The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.**

Tuesday 16, June, 2020 عرربي rak.ae

eServices

Services Guide > Government > RAK Municipality > Land and Property Sector > Title deed investigation statement



25°46'22.8"N 55°55'51.4"E

one  
المدينة

Sheikh Zayed Mo  
المسجد زايد

Al Ittehad Kindergarten

Land Department

Eid Prayer Ground  
العيد

Al Nakurah St

RAK Academy International  
أكاديمية رأس الخيمة

Map data ©2020 Terms of Use

### Title deed investigation statement

This service allows customers to issue an investigation statement about the title deed status.

- Step 1** Sign up using portal account
- Step 2** Submit title deed investigation statement 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, approved Statement will be issued - The customer will be notified via email with a copy of investigation statement or he can receive the original one from municipality( Customer service happiness ).

Service Enquiry

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

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800661

landsupport@mun.rak.ae

updategroup@mun.rak.ae

### Service Fees

50 AED

### Service Conditions

Submission must be by owner or who carry power of attorney

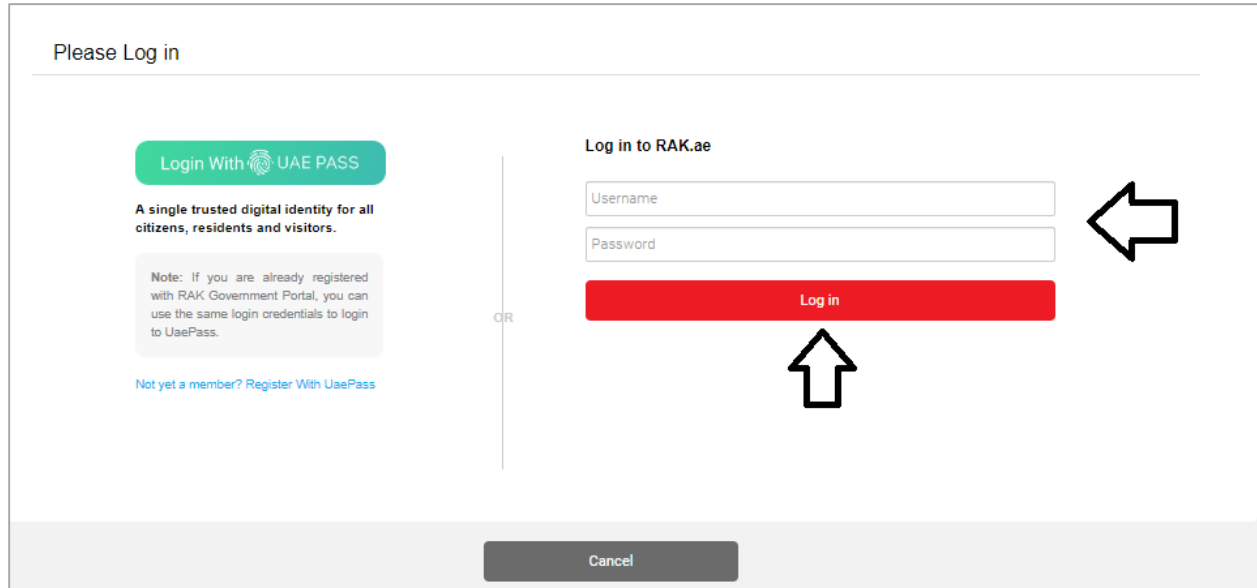
### Required Documents

- Copy of ID
- Copy of passport
- Copy of site plan
- Copy of title deed

Start Service

## Create a Title Deed Investigation Statement Request

1. After you access the **Title Deed Investigation Statement Request** and click on the “**Start Service**” button, the login page will appear as follow:



2. Enter your RAK Government Portal username and password which you have previously created, then press on the “**Log in**” button.
3. The **Create Property Ownership Deed Investigation Request** form will be displayed enabling you to create the request:

### Create Property Ownership Deed Investigation Request

---

#### General Information

Parcel Land:

\* Site Plan ID:  /

\* Land Register:  /

\* Applicant:

#### Business Partner Details

---

#### List of Owners

No. Owner	Name of owner

#### Attachments

---

#### List of Attachments

Type Description	File Description

4. In **General Information** block, enter the number of the site plan in the “**Site Plan ID**” field in (Number/date) format.
5. Enter the land register of the land that you want to investigate, in the “**Land Register**” fields in (Number/date) format then press the “**Enter**” key on your keyboard, to have the concerned parcel land number displayed in the “**Parcel Land**” field, as well as the owners of the land will be displayed in the **list of Owners**.



Parcel Land: 412020352

\* Site Plan ID: 3322 / 2013

\* Land Register: 00034 / 2013

\* Applicant: 3000113378 Divya Kushalappa

### Business Partner Details

### List of Owners

No. Owner	Name of owner
3000036168	سعيد سالم سهيل الحبري

#### Notes:

- All fields that are preceded by an asterisk \* are mandatory fields.
- 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:

**Ownership Type**

Ownership type:

Proof Document

Transfer Document

OK Cancel

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

- As you login to the service, the system will display your name and number in the "Applicant" fields automatically.

\* Applicant: 3000030002 محمد محمود بغدادى Update

- 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:

**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 \***



Refresh

Ok Cancel

OK Cancel

- 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

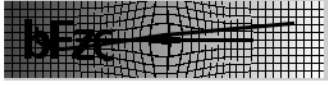
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> <li>• EID number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: Emirates ID</p> <p>* Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/></p>
<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> <li>• Passport number</li> <li>• Select the Passport type</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: By Passport(non EID holder only)</p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: ORDINARY PASSPORT</p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> <li>• Unified number</li> <li>• Select the nationality</li> <li>• Select the date of birth</li> </ul>	<p>Selection Criteria: 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"/></p>

Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: <ul style="list-style-type: none"><li>• license number</li></ul>	Selection Criteria: Trade License Number * License number: <input type="text"/>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------

- 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 \*



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.

- 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).
- To upload documents:

### Attachments

#### List of Attachments

Type	Description	File Description



- 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:

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

\* Document Type:


- Site Plan
- Copy of Ownership Document
- Emirates ID
- Passport ID

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

**Notes:**

- 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



8. Enter your notes in the “**Notes**” field

**Note**

notes [

9. You have the following options to do:
- “**Submit**” to complete the request.
  - or clear all fields by selecting “**clear**”
10. 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**.

**Case was successfully created!**

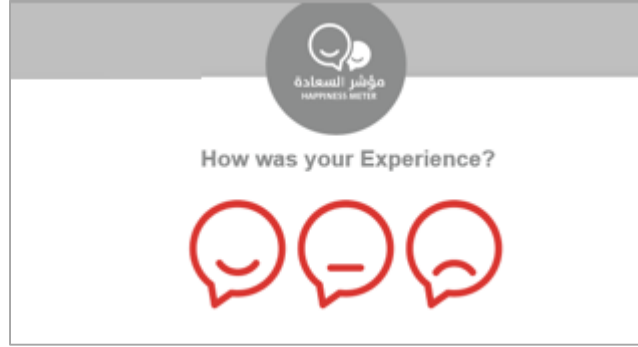
**Case Information**

Newly created Case ID: 107920

11. 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](http://www.rak.ae) to track your request and pay the required fees after getting the request approved, the approved Statement will be issued and the customer will be notified via email with a copy of investigation statement or he can receive the original one from municipality (Customer service happiness).

**Note:** To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:



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

## My Cases

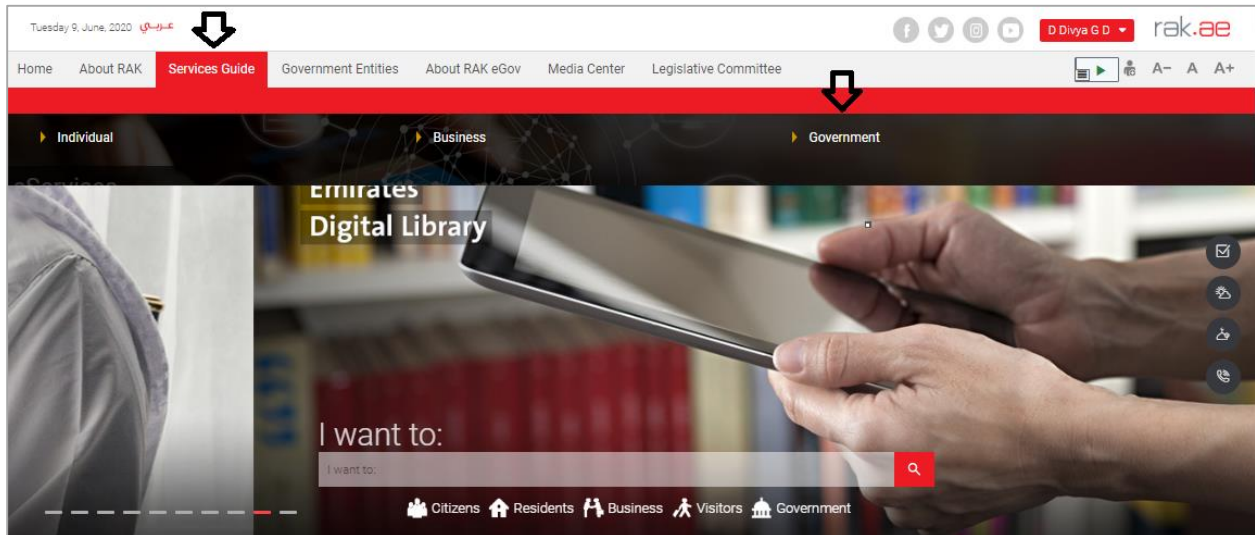
When you submit the Title Deed Investigation Statement Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

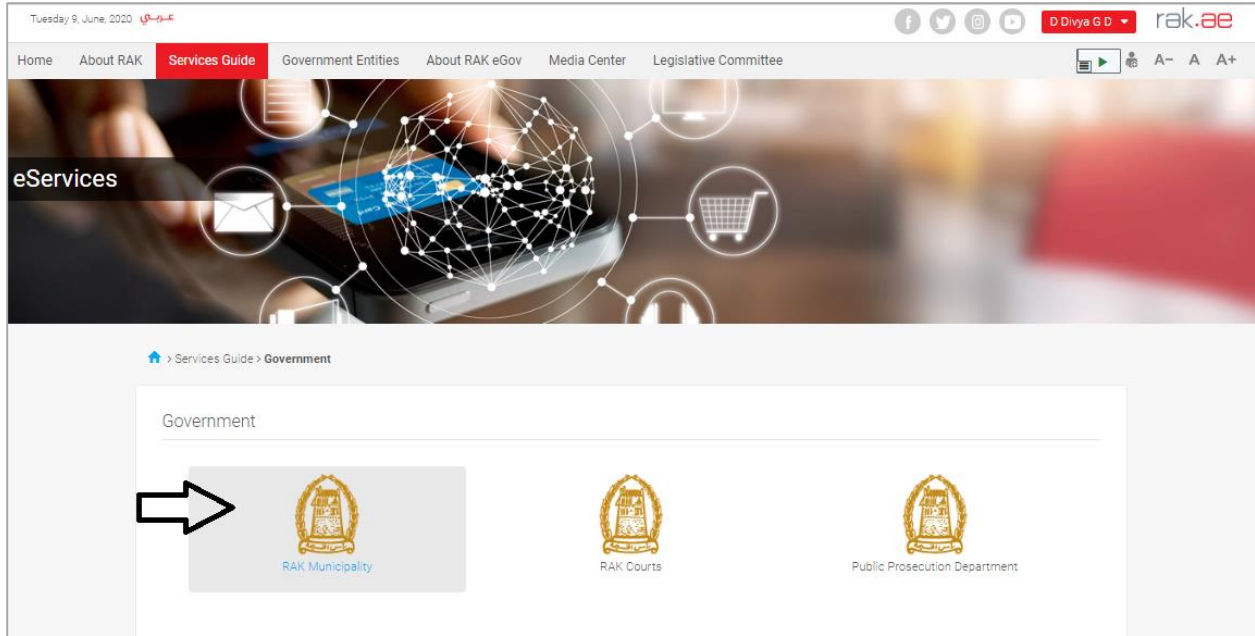
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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

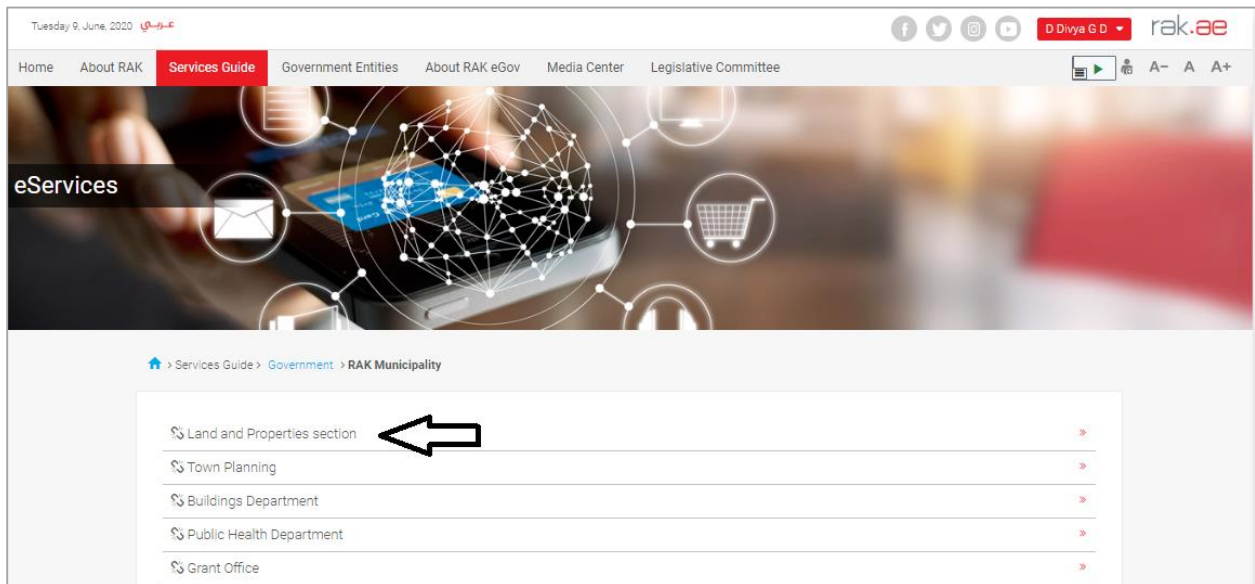
Then, Click the “**Service Guide**” then click “**Government**”:



Next, select “**RAK Municipality**”

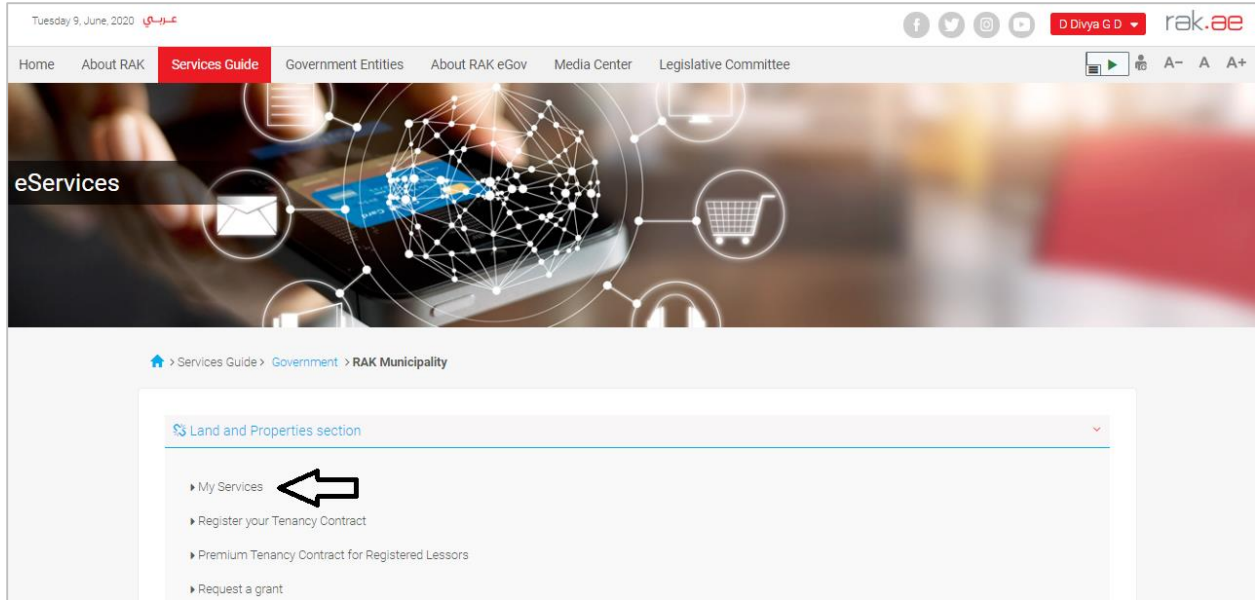


Next, Select the “Land and Properties Section”

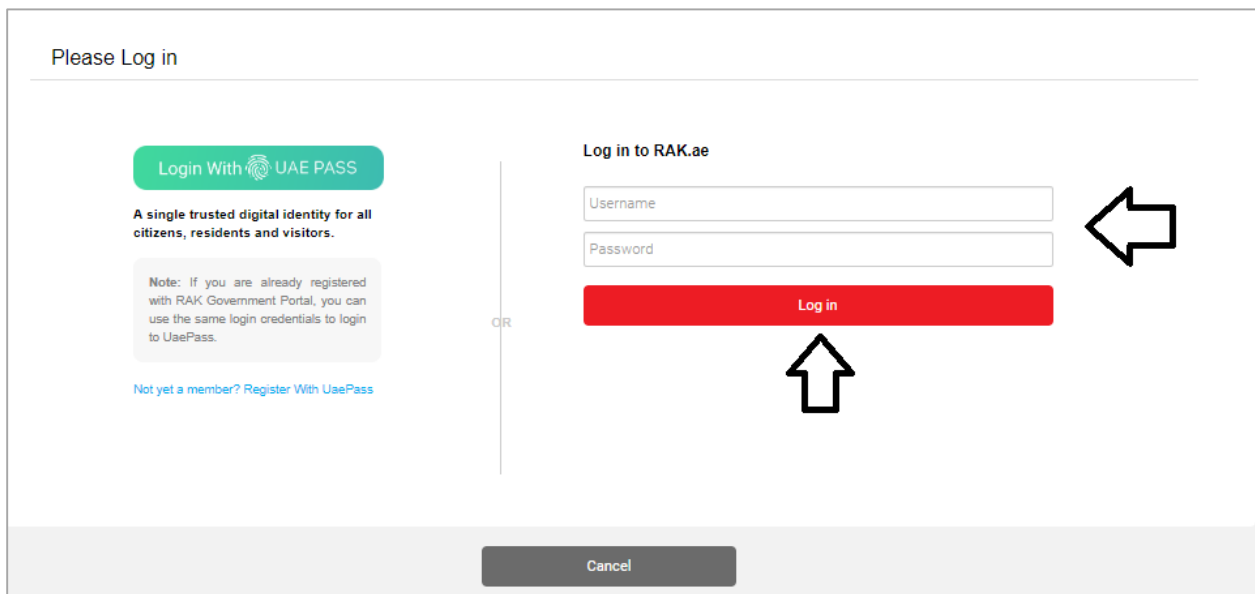


Next, Select “My Services”

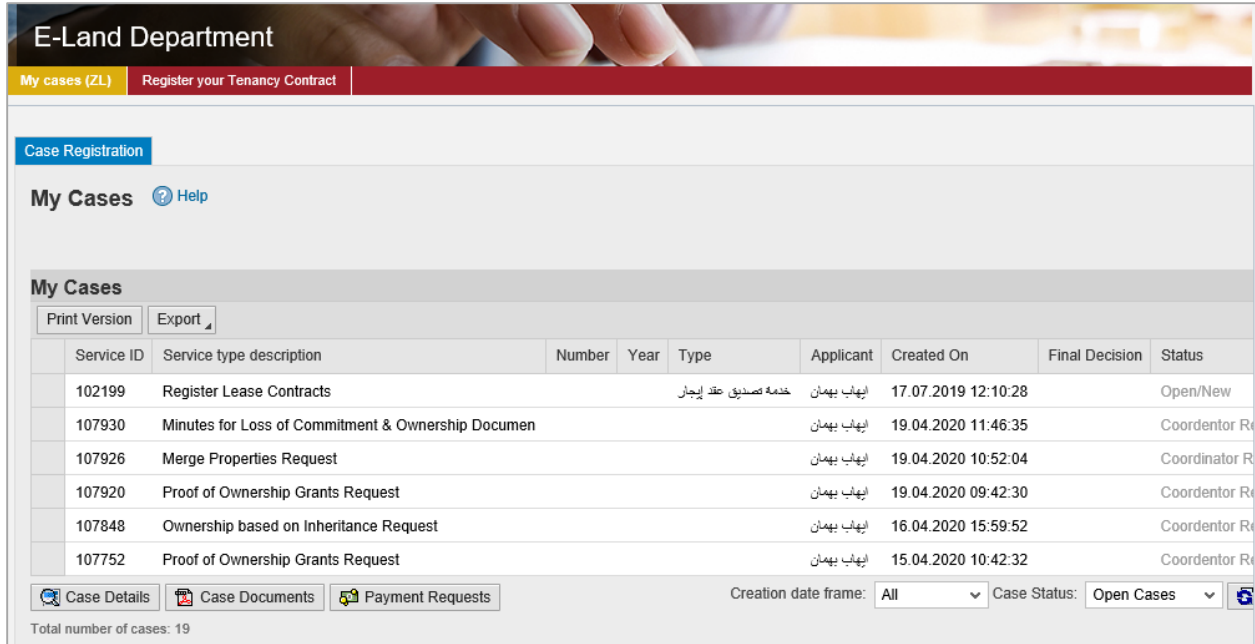




Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.



“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.



**E-Land Department**

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

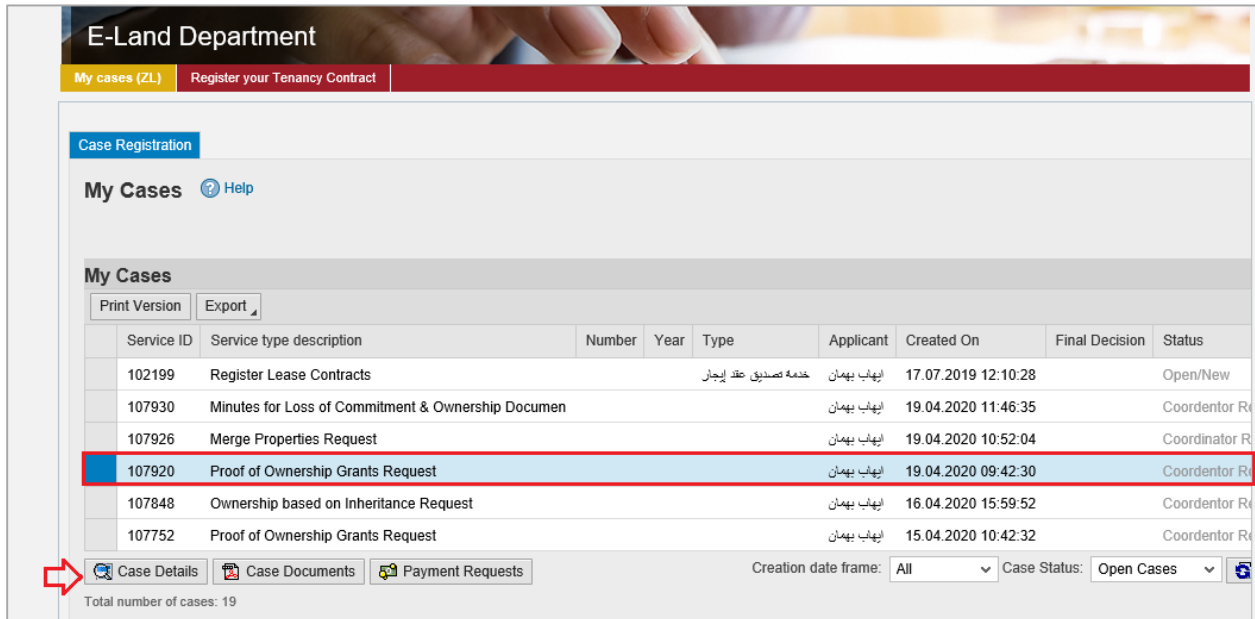
“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

**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-Land Department**

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordinator R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordinator R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordinator R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordinator R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

**E-Land Department**

My cases (ZL) Register your Tenancy Contract

Case Registration

**My Cases** [Help](#)

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب يهيمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب يهيمان	19.04.2020 11:46:35		Coordentor R4
107926	Merge Properties Request				ايهاب يهيمان	19.04.2020 10:52:04		Coordinator R4
107920	Proof of Ownership Grants Request				ايهاب يهيمان	19.04.2020 09:42:30		Coordentor R4
107848	Ownership based on Inheritance Request				ايهاب يهيمان	16.04.2020 15:59:52		Coordentor R4
107752	Proof of Ownership Grants Request				ايهاب يهيمان	15.04.2020 10:42:32		Coordentor R4

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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 107752**

Case Documents

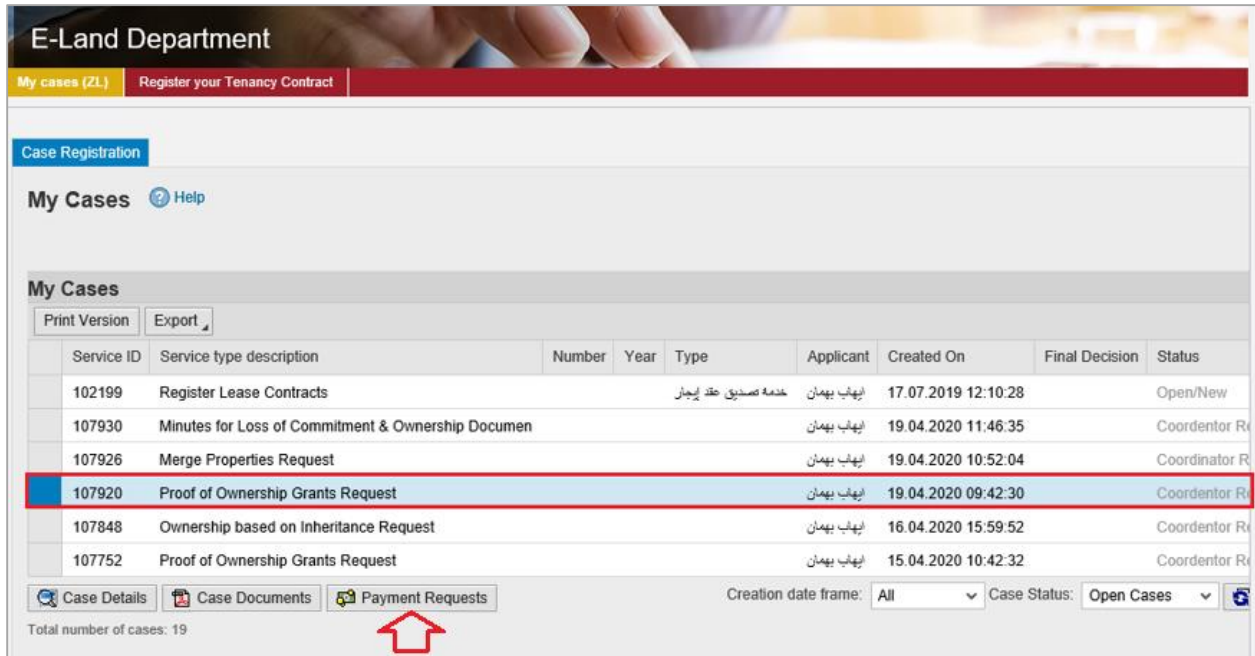
File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close

## 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.



**E-Land Department**

My cases (ZL) Register your Tenancy Contract

Case Registration

**My Cases** [Help](#)

**My Cases**

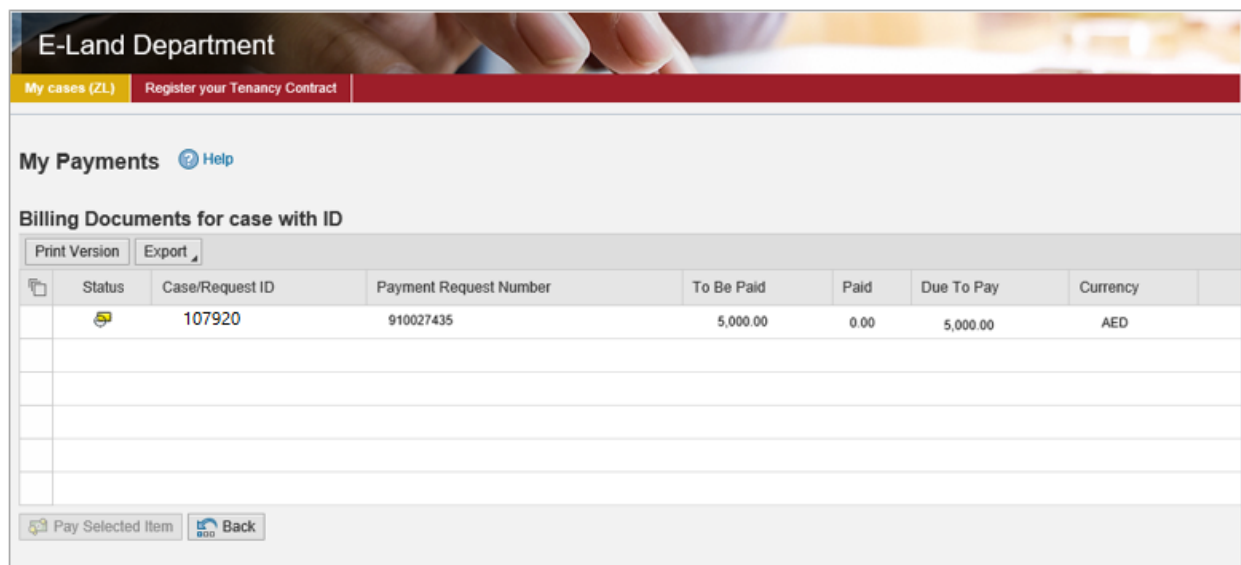
Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordentor R

Case Details Case Documents **Payment Requests** Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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



**E-Land Department**

My cases (ZL) Register your Tenancy Contract

**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
	107920	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.

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 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:

The screenshot shows the 'E-Land Department' interface with the 'My Notification' tab selected. A 'Notifications' section is visible, containing a table of notifications. The first row is highlighted with a red border. The table columns are: Notification, Due Date, Request Type, Case ID, Case type text, and Details. The first row contains: 300092107, 09.04.2020, Register Lease Contracts, 107674, Land Request, and a green checkmark icon.

Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	👍
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	👍
300091960	09.04.2020	Merge Properties Request	107672	Land Request	👍
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	👍
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	👍
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	👍


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:

### Customer Action 300092107

---

#### Selected Notification

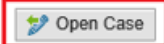
Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: <b>Proof of ownership grant</b>
Requester: <b>Hend Gomaa Mohamed</b>	BusinessPartner: 3000113130 مصطفى عبد الرزاق محمد احمد
Lock Status: 	
Current System Status: <b>Open</b>	

---

#### 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



Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below





---

#### Comments

Note from Municipality:

Modify attachment

2. Click on “Open case” button to modify the request → the request details screen opens



**Land and Property Sector Services** [Help](#)

---

**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**

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other Documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Passport copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Personal picture	<input type="button" value="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?

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

### Customer Action 300092107

---

#### Selected Notification


Notification: 300092110	Case ID: 107673
Created on: 09.04.2020	Case Type: <b>Proof of ownership grant</b>
Requester: Hend Gomaa Mohamed	BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد
Lock Status: 	
Current System Status: <b>Open</b>	

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#### 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



Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below





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#### Comments

Note from Municipality:

Modify attachement

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 the request gets the final approval, the approved Statement will be issued and the customer will be notified via email with a copy of investigation statement or he can receive the original one from municipality (Customer service happiness).