حكومة رأس الخيمة
Government of Ras Al Khaimah

بلدية رأس الخيمة

User Manual
Title Deed Investigation Statement Request
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.

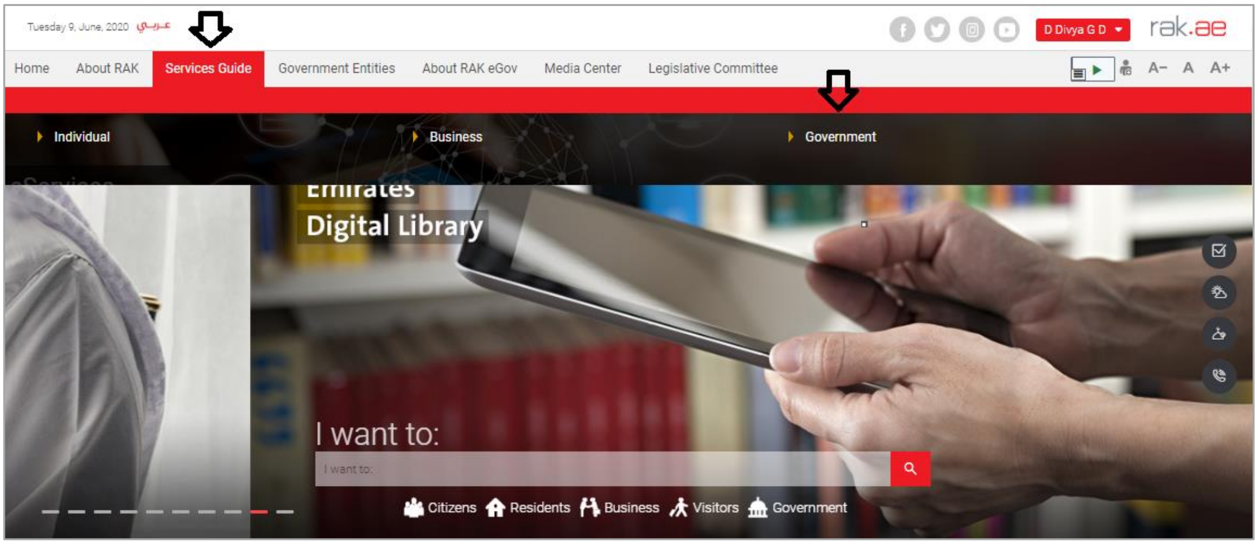
The Title Deed Investigation Statement Request allows customers to issue an investigation statement about the title deed status, after attach the required documents and pay the required service fee.

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.

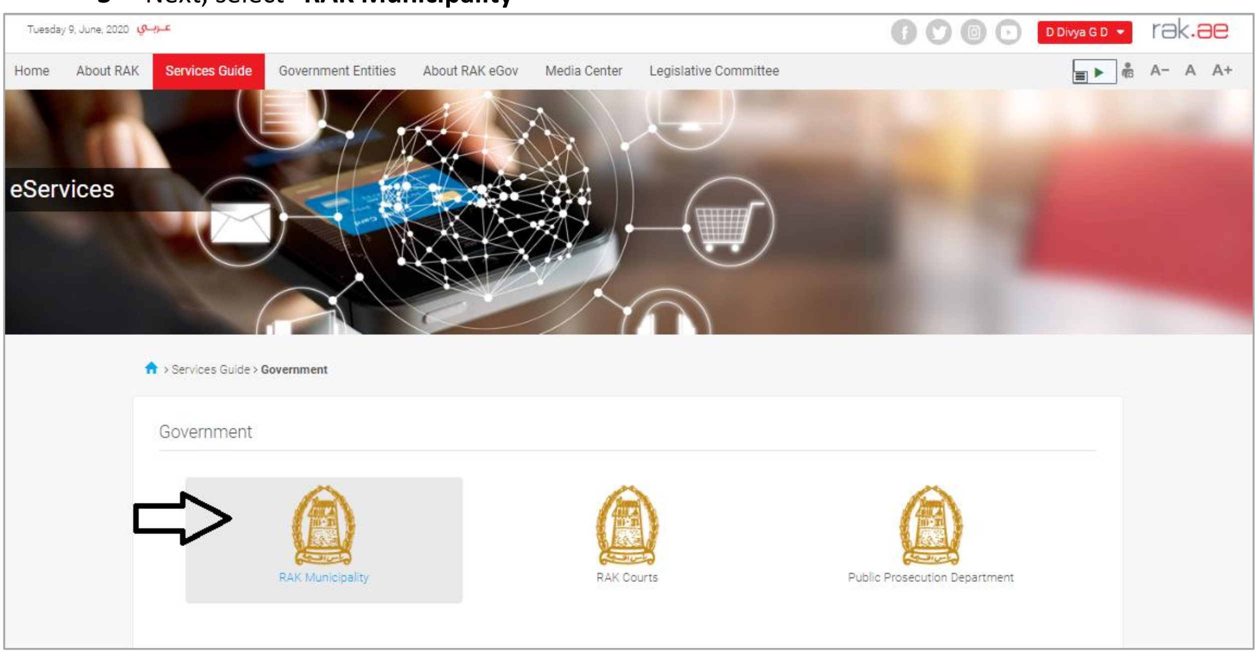
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Title Deed Investigation Statement Request

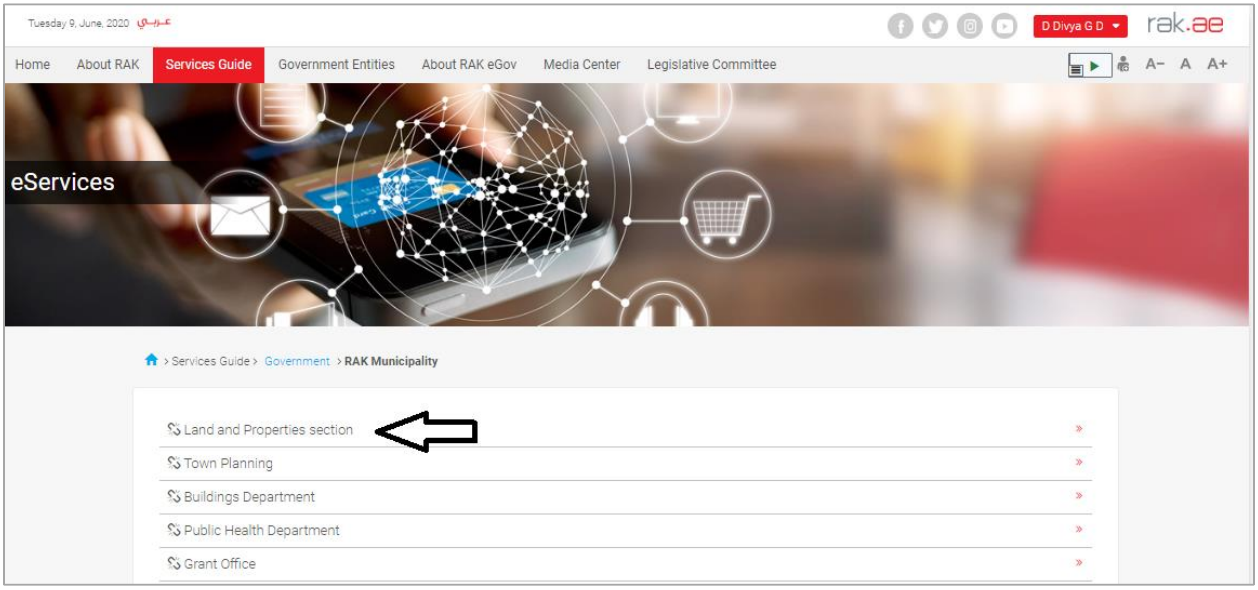
1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the Title Deed Investigation Statement request, click on the "**Service Guide**" then click on "**Government**"



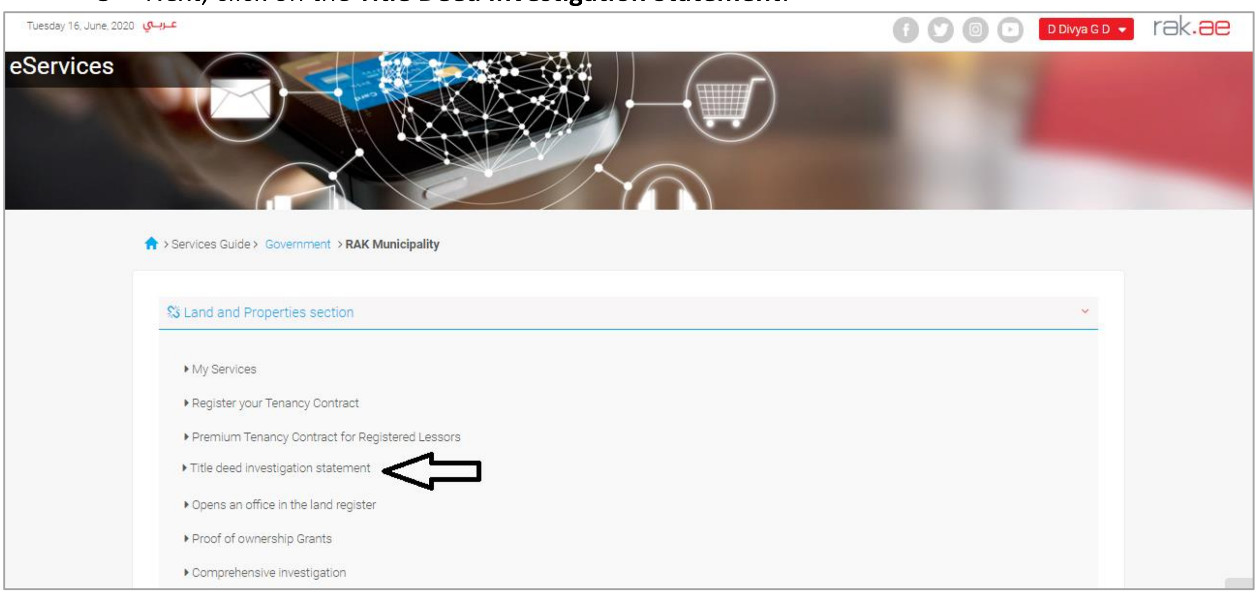
3- Next, select "**RAK Municipality**"



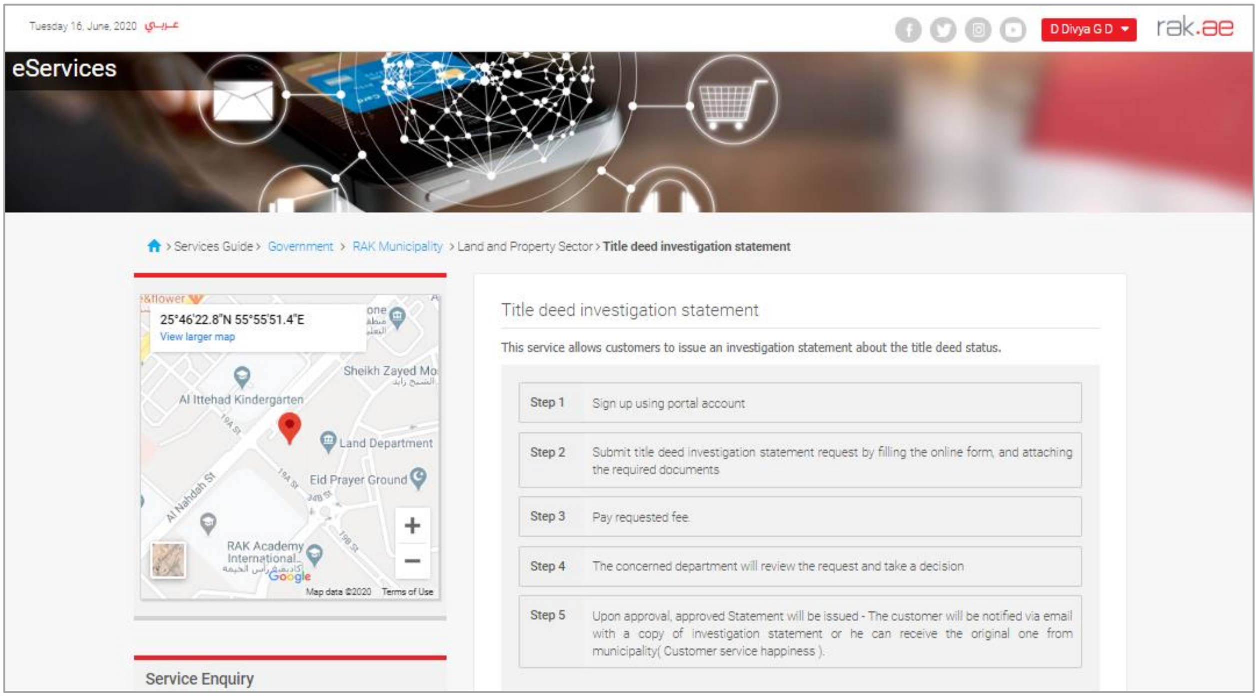
4- Next, select "**Land and Properties Section**"



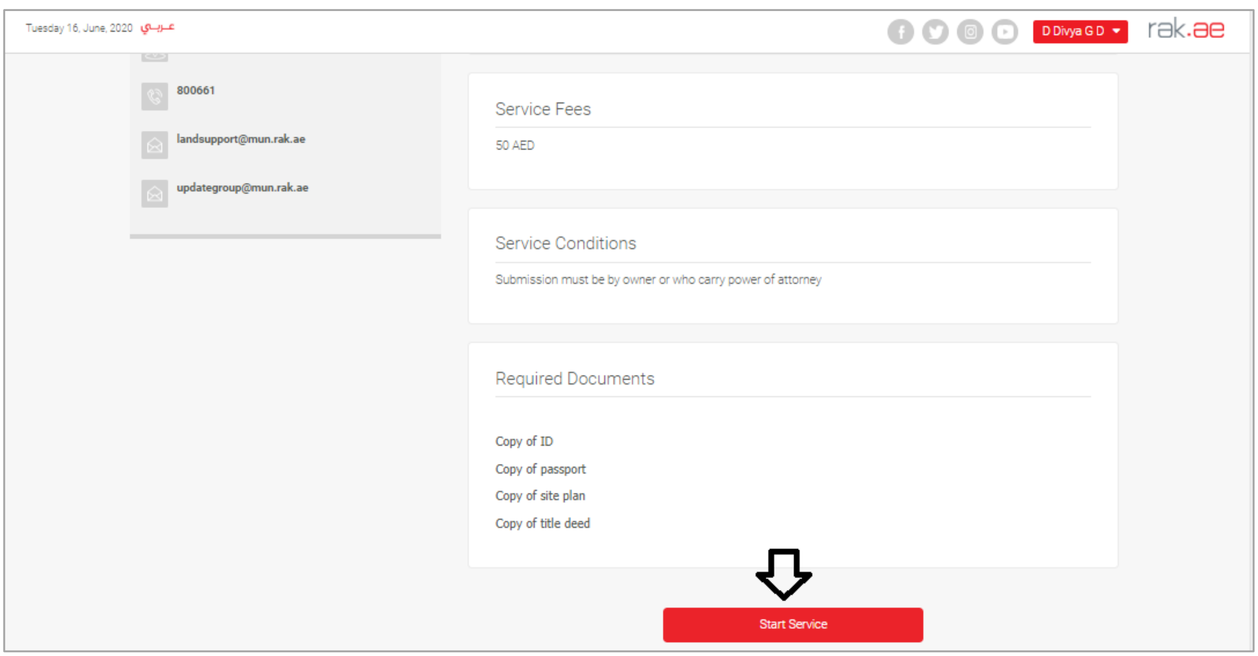
5- Next, click on the **Title Deed Investigation Statement**:



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

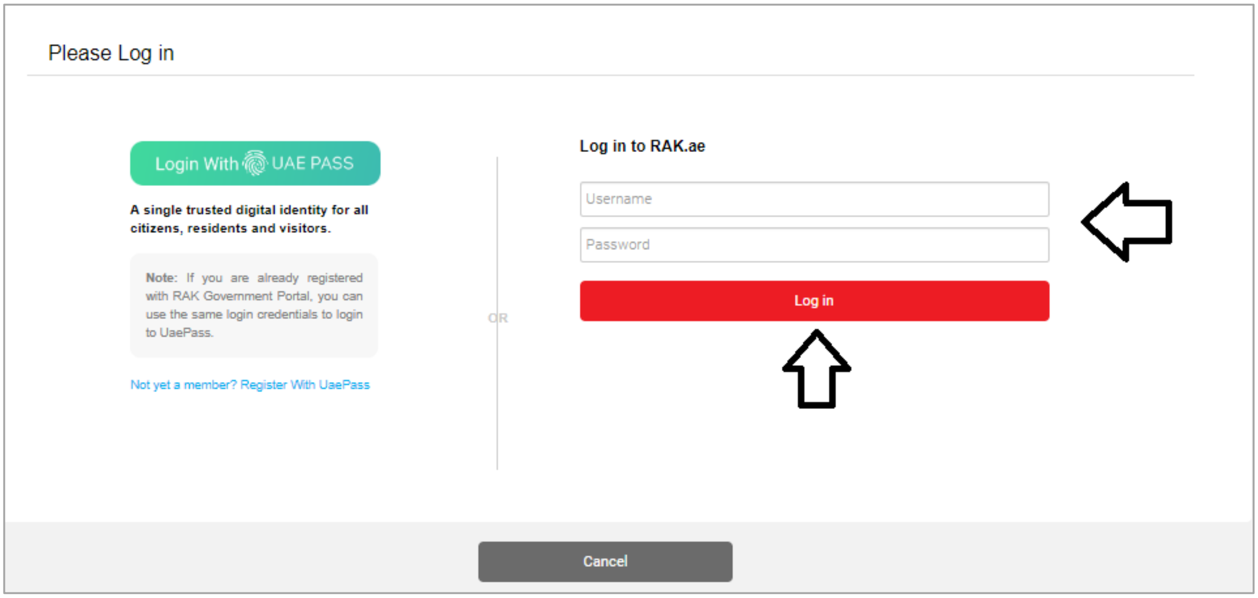


7- To use the service, click on the "**Start Service**" button.



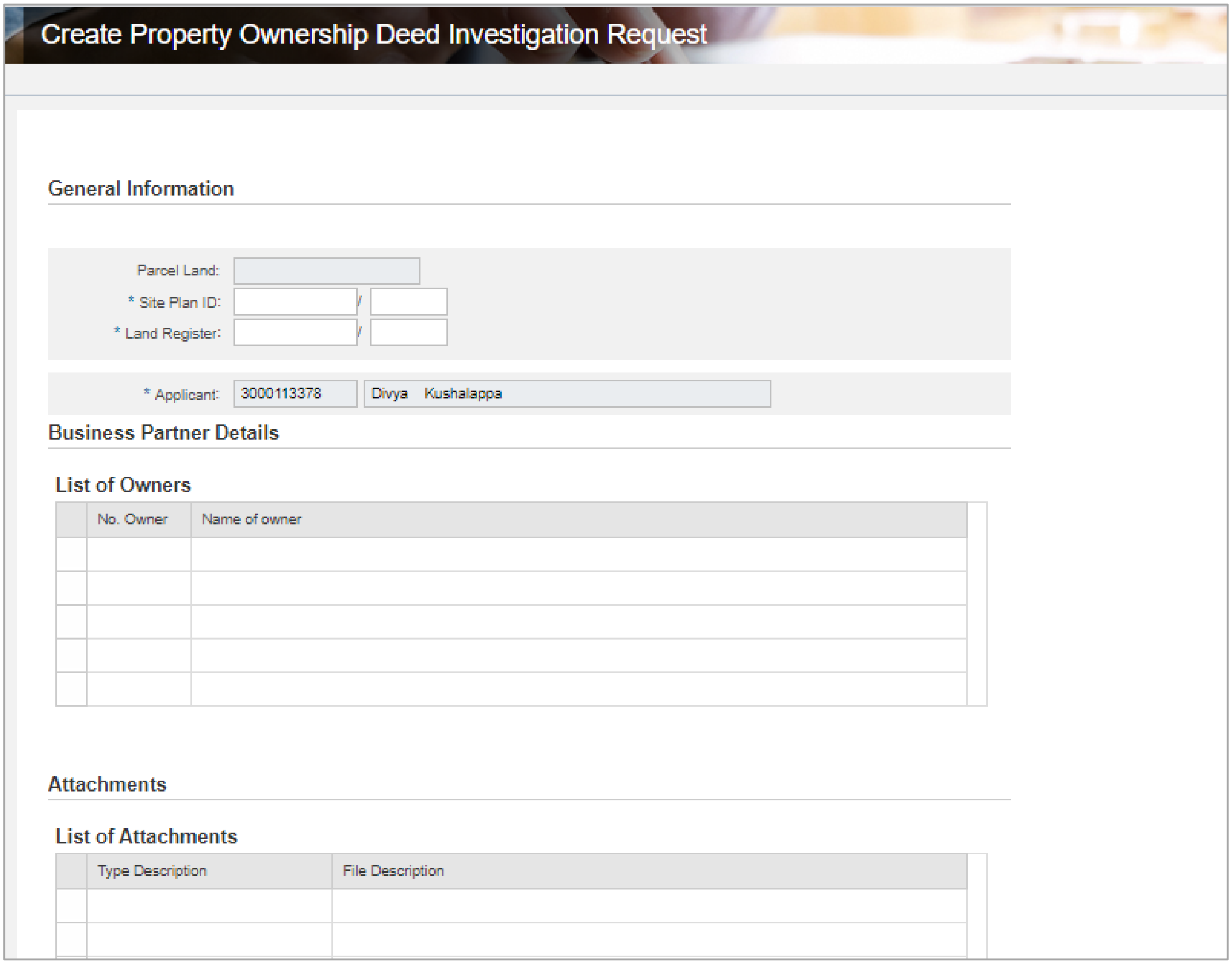
Create a Title Deed Investigation Statement Request

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

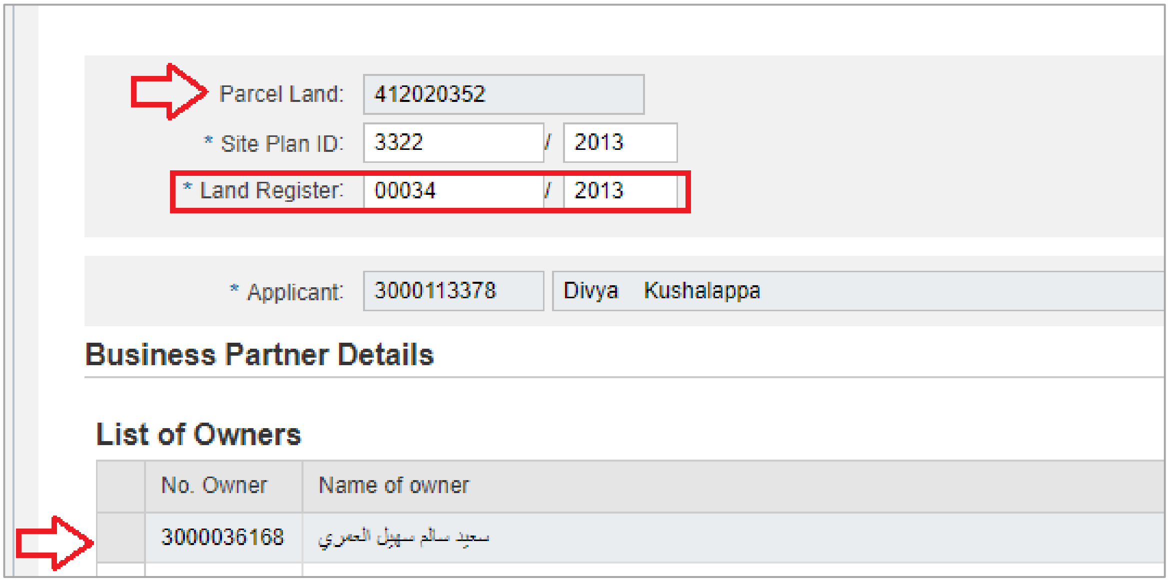


2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

3. The **Create Property Ownership Deed Investigation Request** form will be displayed enabling you to create the request:

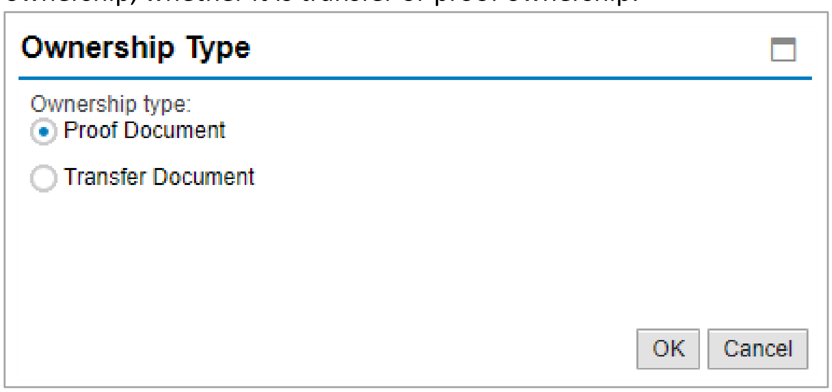


4. In **General Information** block, enter the number of the site plan in the "**Site Plan ID** "field in (Number/date) format.
5. Enter the land register of the land that you want to investigate, in the "**Land Register**" fields in (Number/date) format then press the "**Enter**" key on your keyboard, 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**.



Notes:

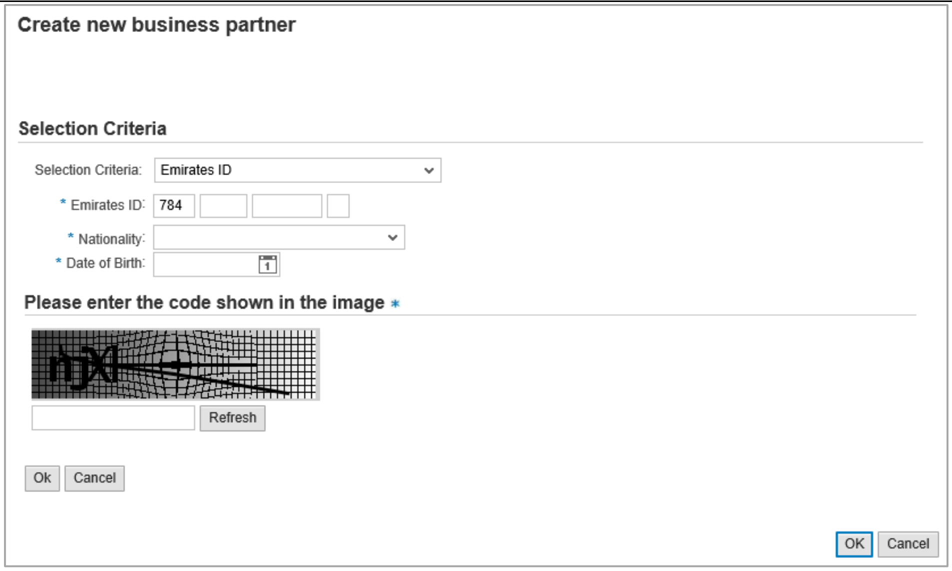
- All fields that are preceded by an asterisk * are mandatory fields.
- If the land register is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:



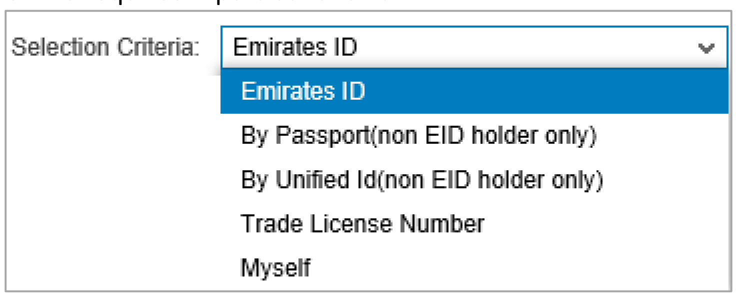
Check your ownership type from its' header, select the correct type, then click "**OK**" to continue with the request

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

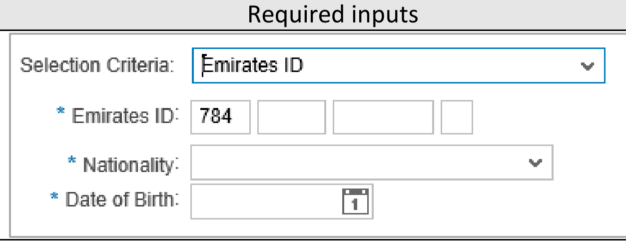
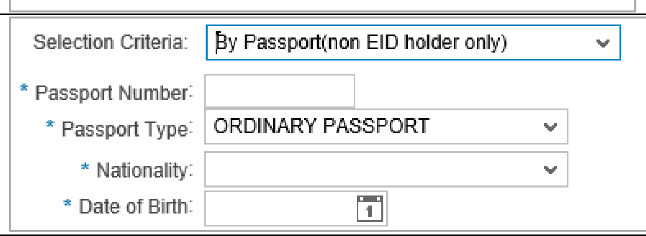
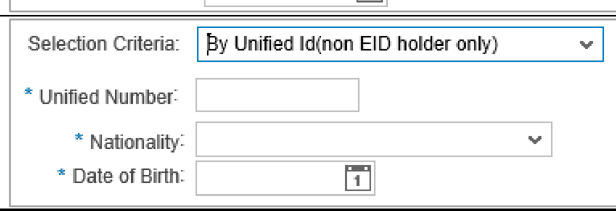
- In case the system asks you to update your information, click on the "**Update**" button next to the "**Applicant**" field to display "**Create new Business Partner**" screen through which you can update your information as below:

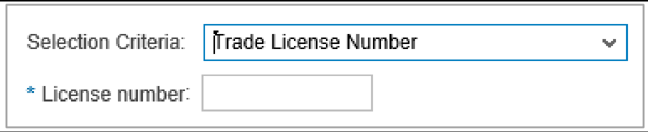


- Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

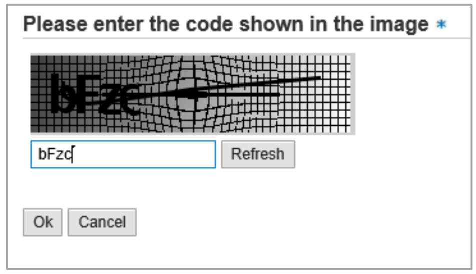


The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

<table>
<tr><th>Search way</th><th>Required inputs</th></tr>
<tr><td>Search by the Emirates ID, then enter:
• EID number
• Select the nationality
• Select the date of birth</td><td>
</td></tr>
<tr><td>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</td><td>
</td></tr>
<tr><td>Search by the unified ID (for non-Emirates ID holders) then enter:
• Unified number
• Select the nationality
• Select the date of birth</td><td>
</td></tr>
</table>

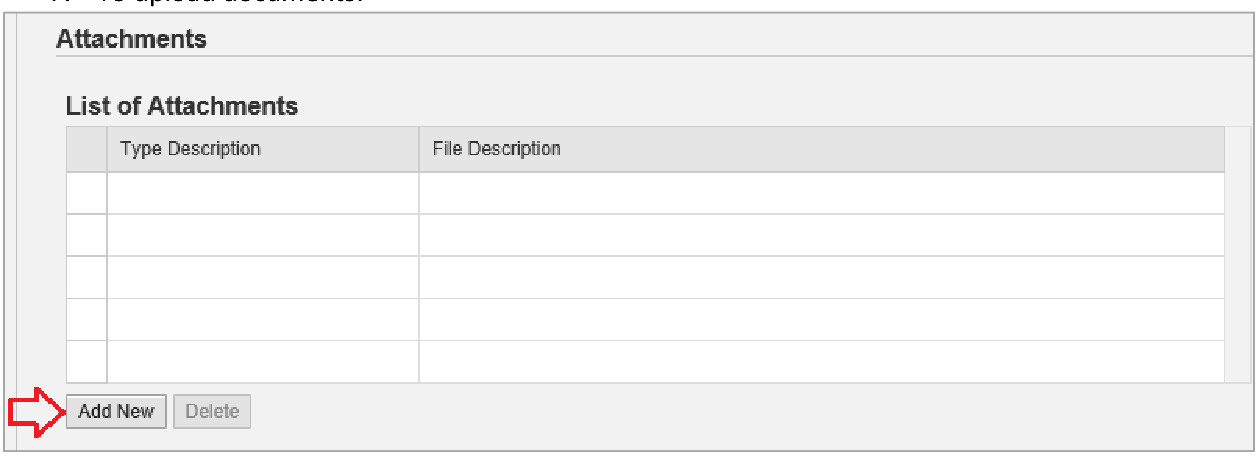
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	

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

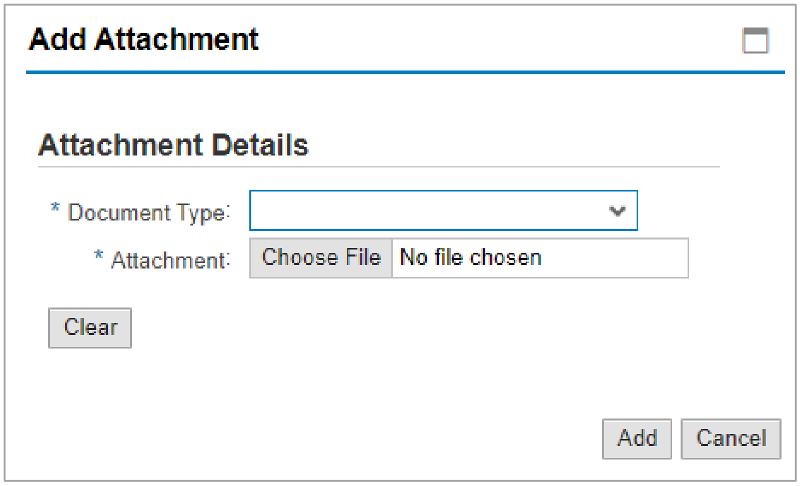


Note: enter "**Refresh**" button to get a new clearer code, or click on "**Cancel**" button to clear the input and re-write the code again.

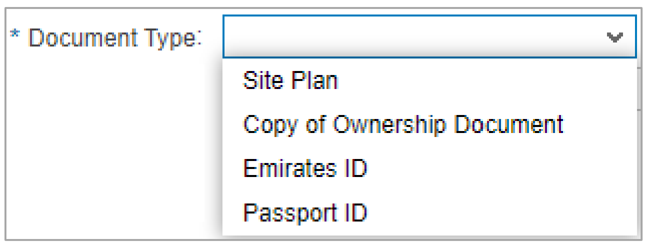
6. In the **Attachments** block you have to attached all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).
7. To upload documents:



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



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

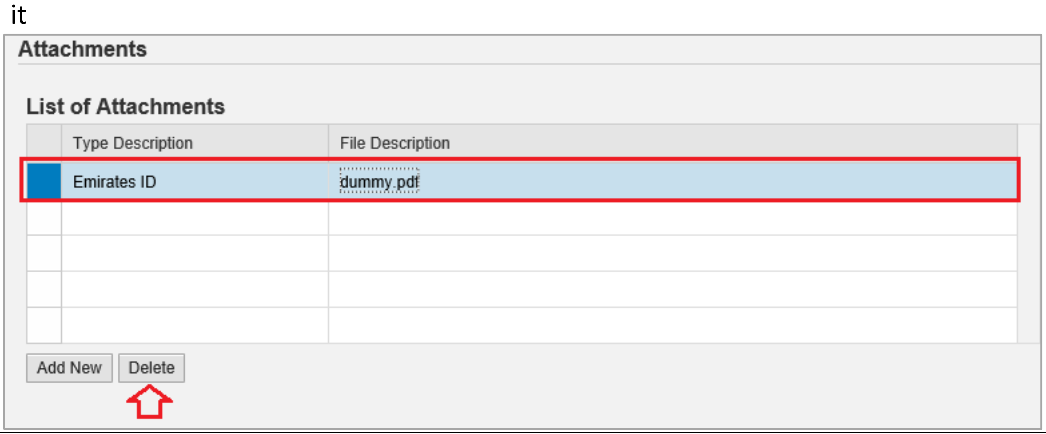


C. Browse for the file and Click on **Add** ➔ the file will be uploaded successfully.

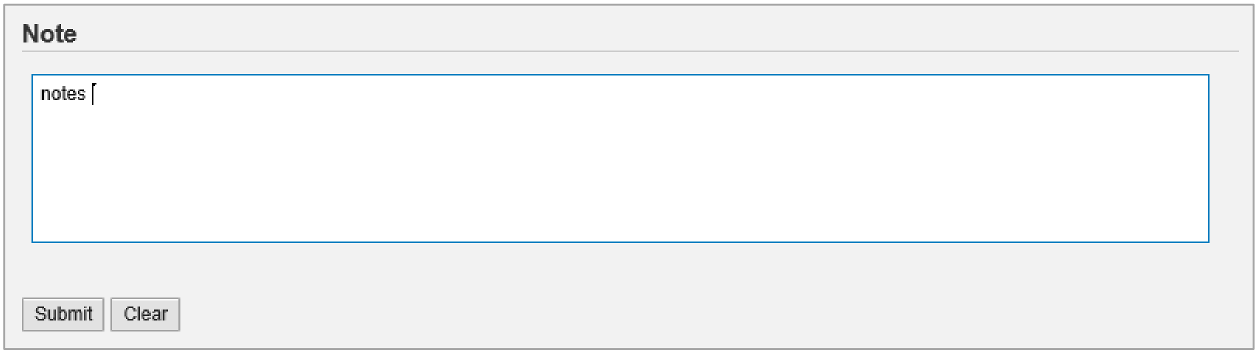
D. Repeat the steps to attach next documents.

Notes:

- In case of incorrect upload, you can select the record and click the "**delete**" button to remove it

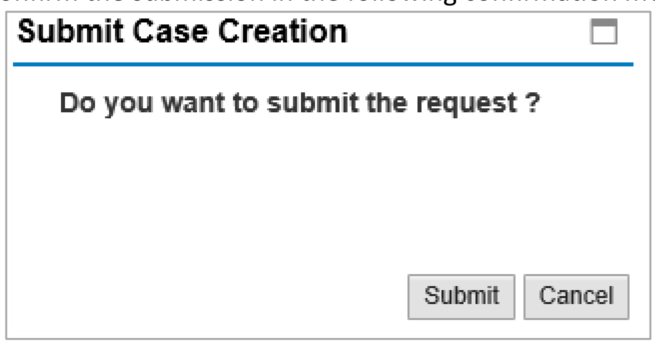


8. Enter your notes in the "**Notes**" field

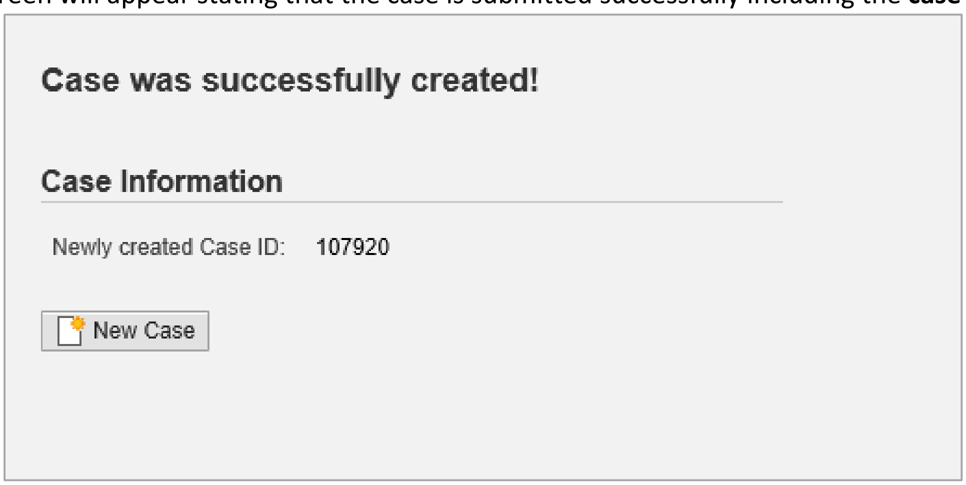


9. You have the following options to do:
   - "**Submit**" to complete the request.
   - or clear all fields by selecting "**clear**"

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



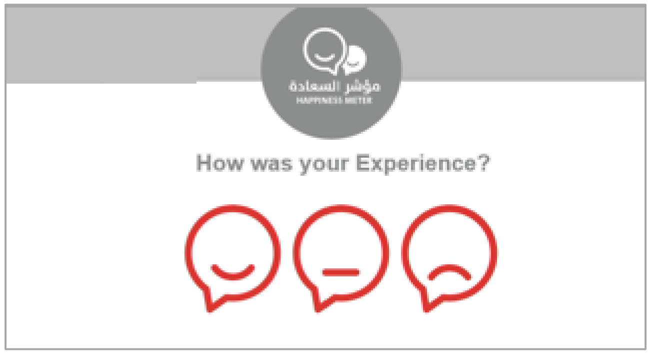
A screen will appear stating that the case is submitted successfully including the **case ID**.



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 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

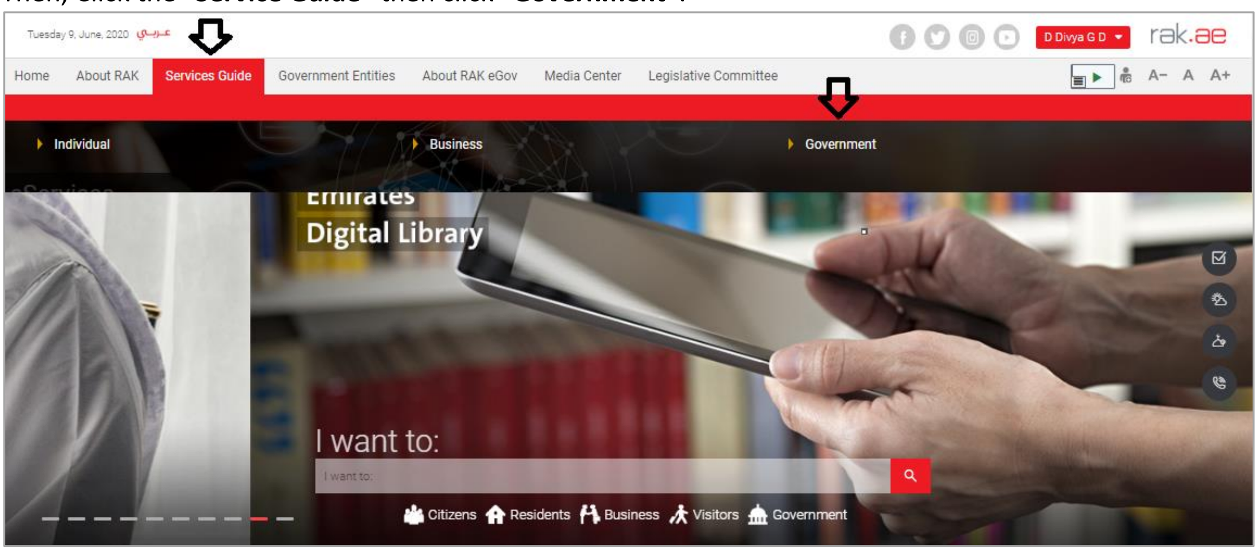
When you submit the Title Deed Investigation Statement Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

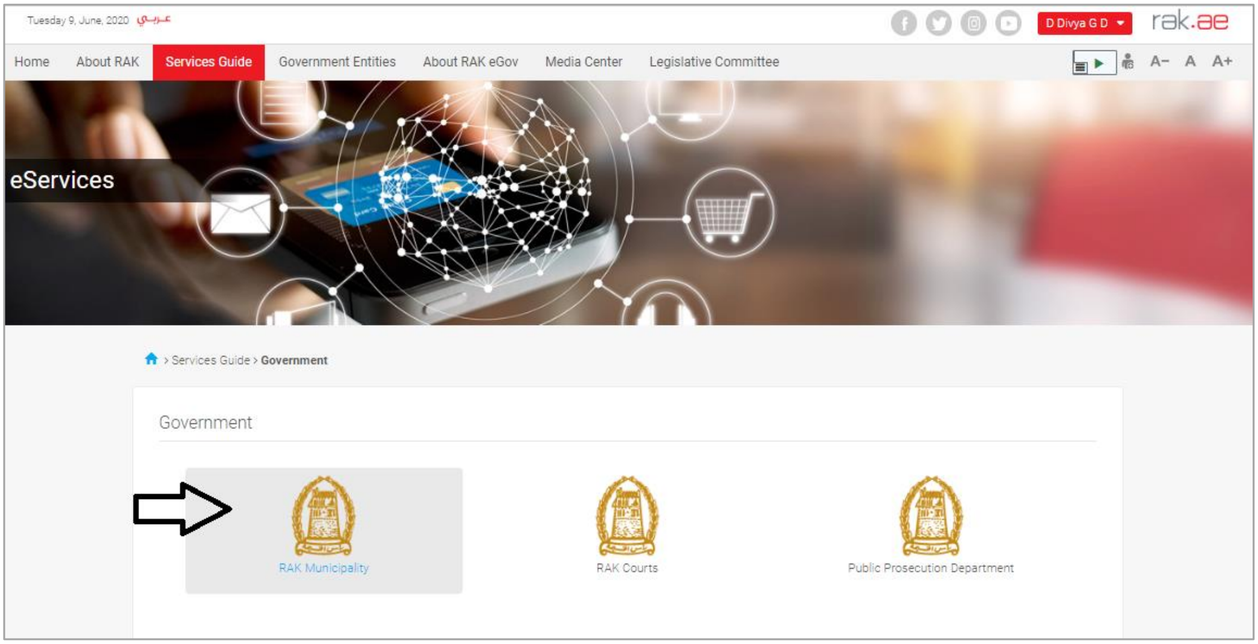
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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 as shown on the screen below.

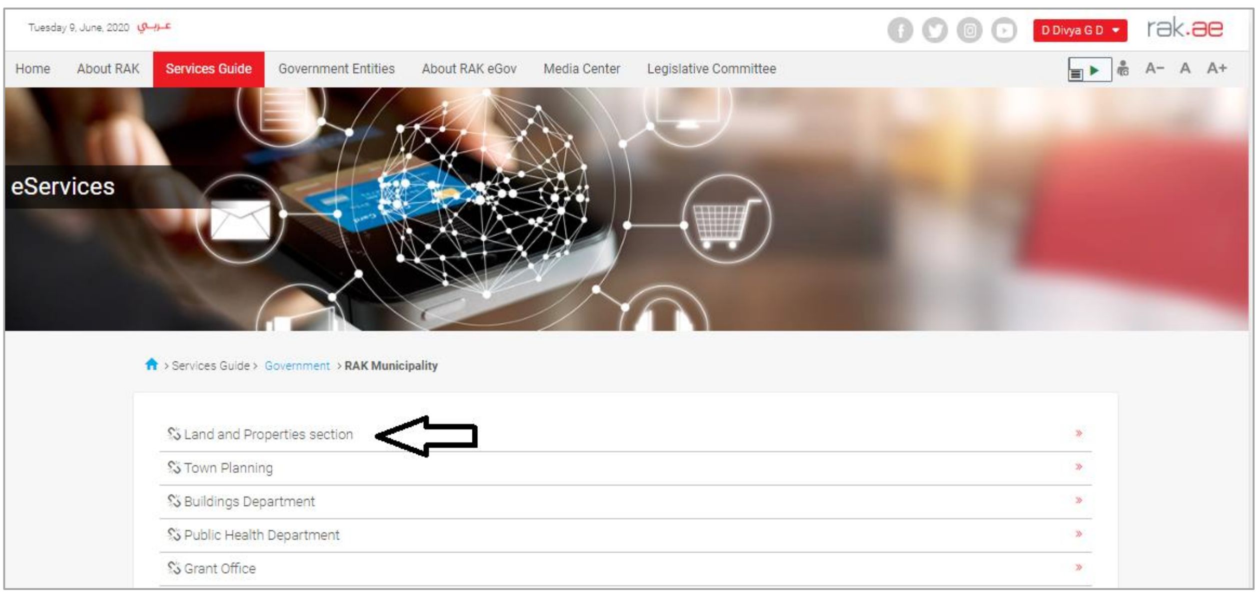
Then, Click the "**Service Guide**" then click "**Government**":



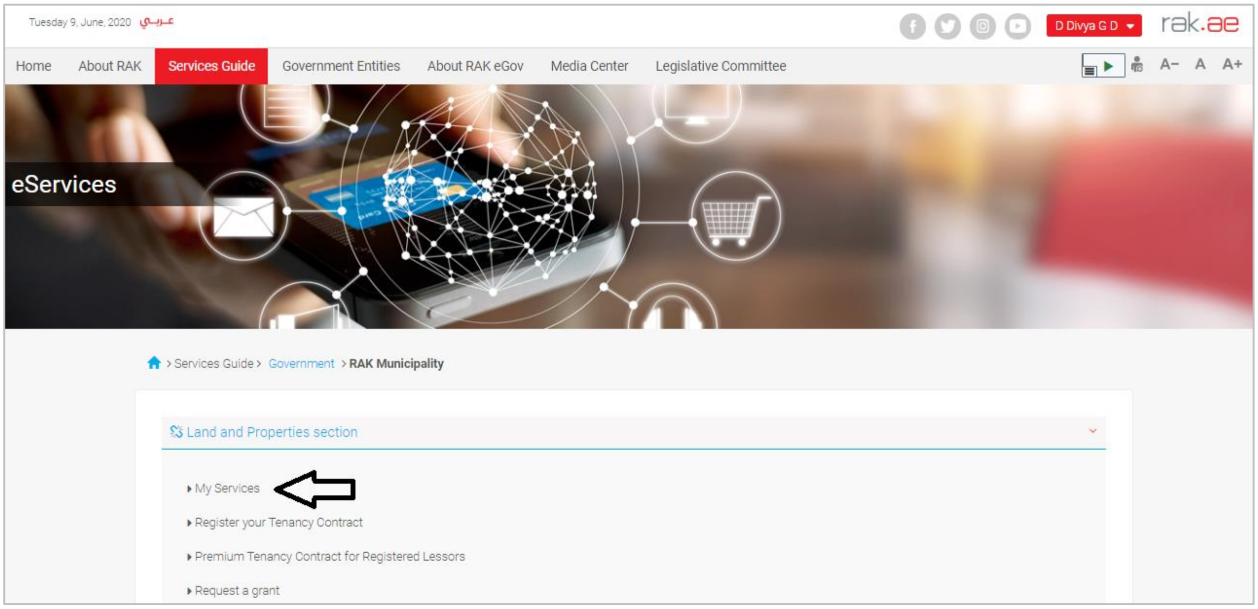
Next, select "**RAK Municipality**"



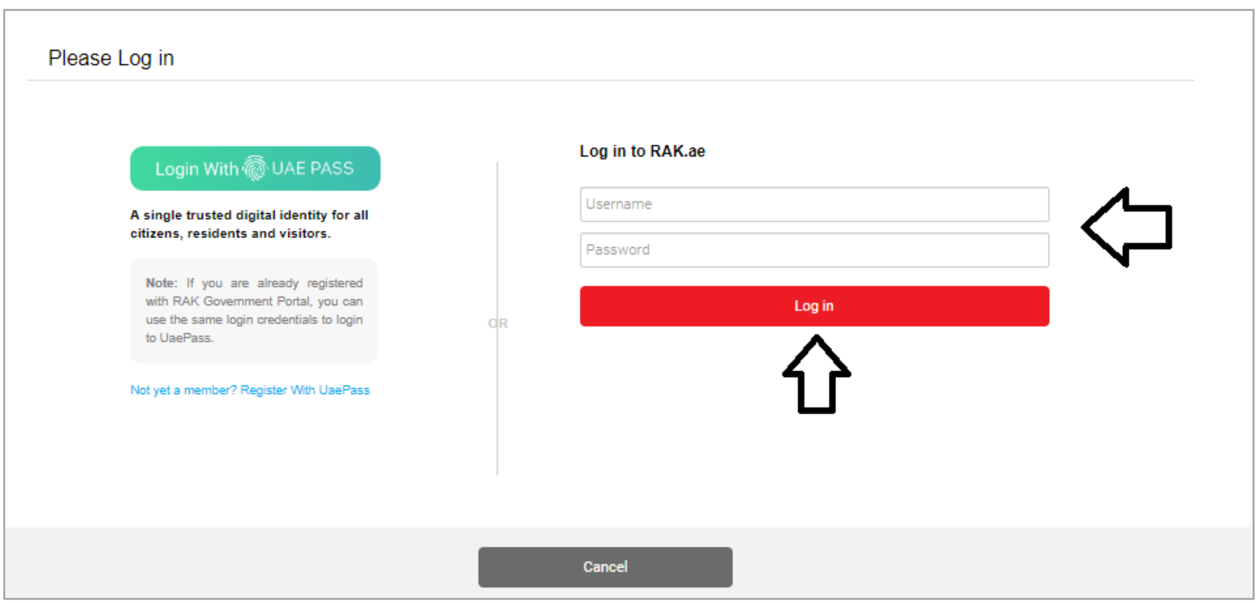
Next, Select the “**Land and Properties Section**”



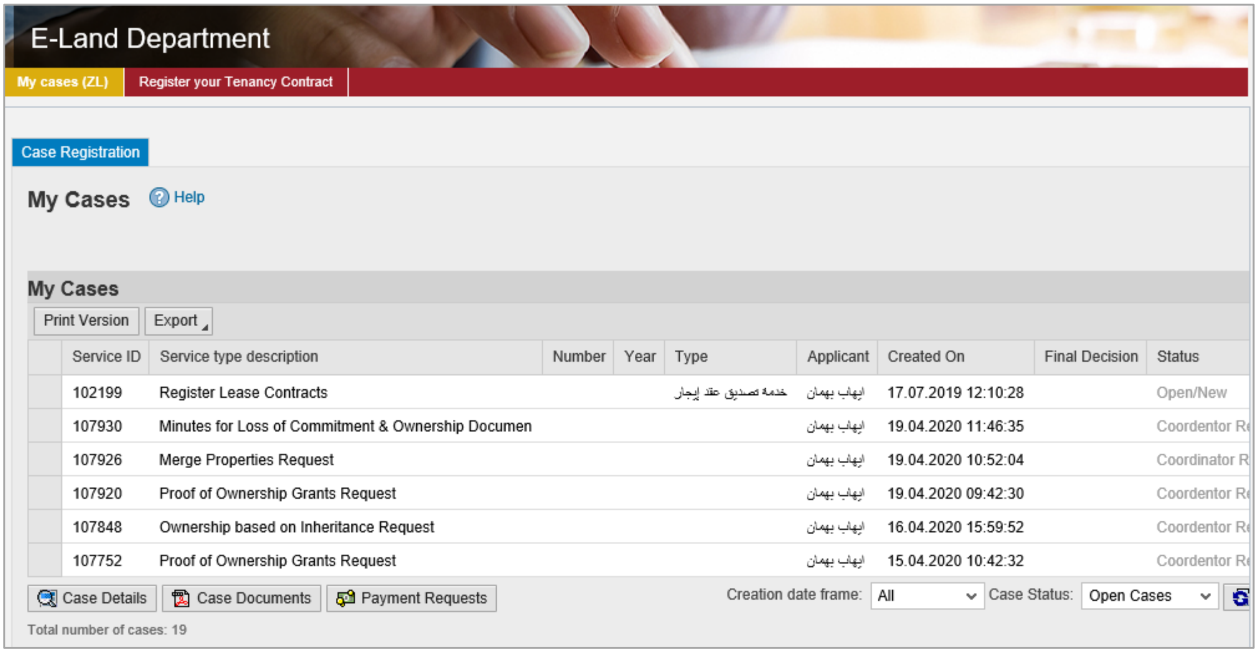
Next, Select “**My Services”**



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.



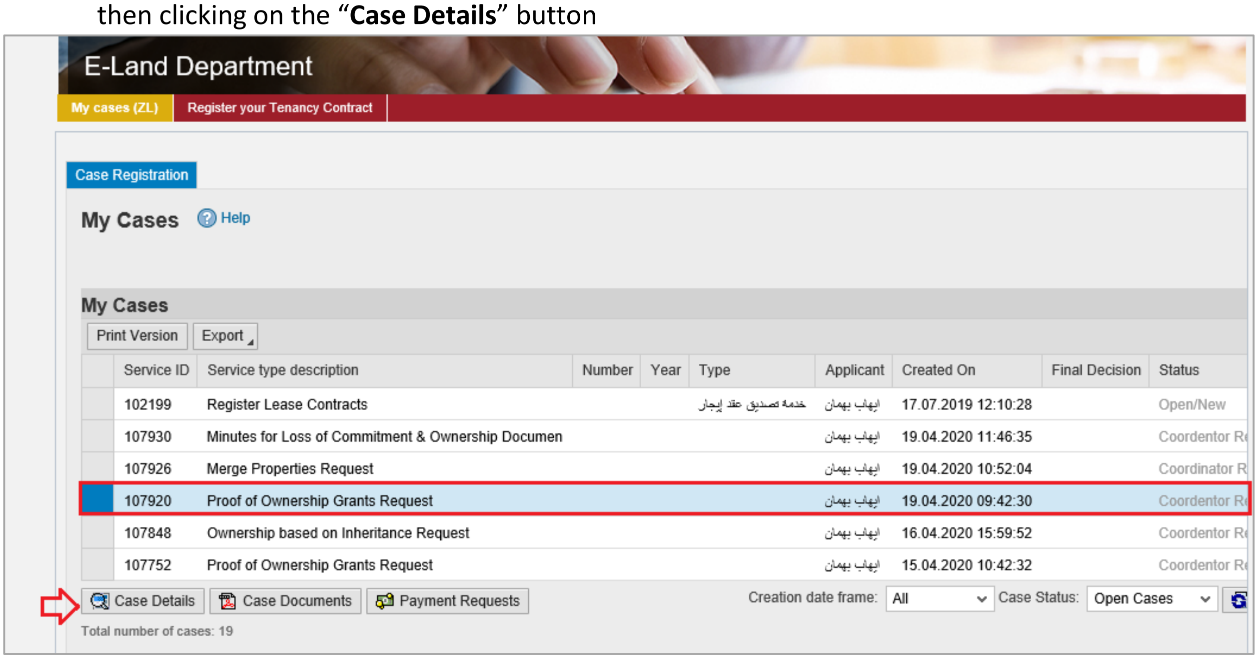
"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

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

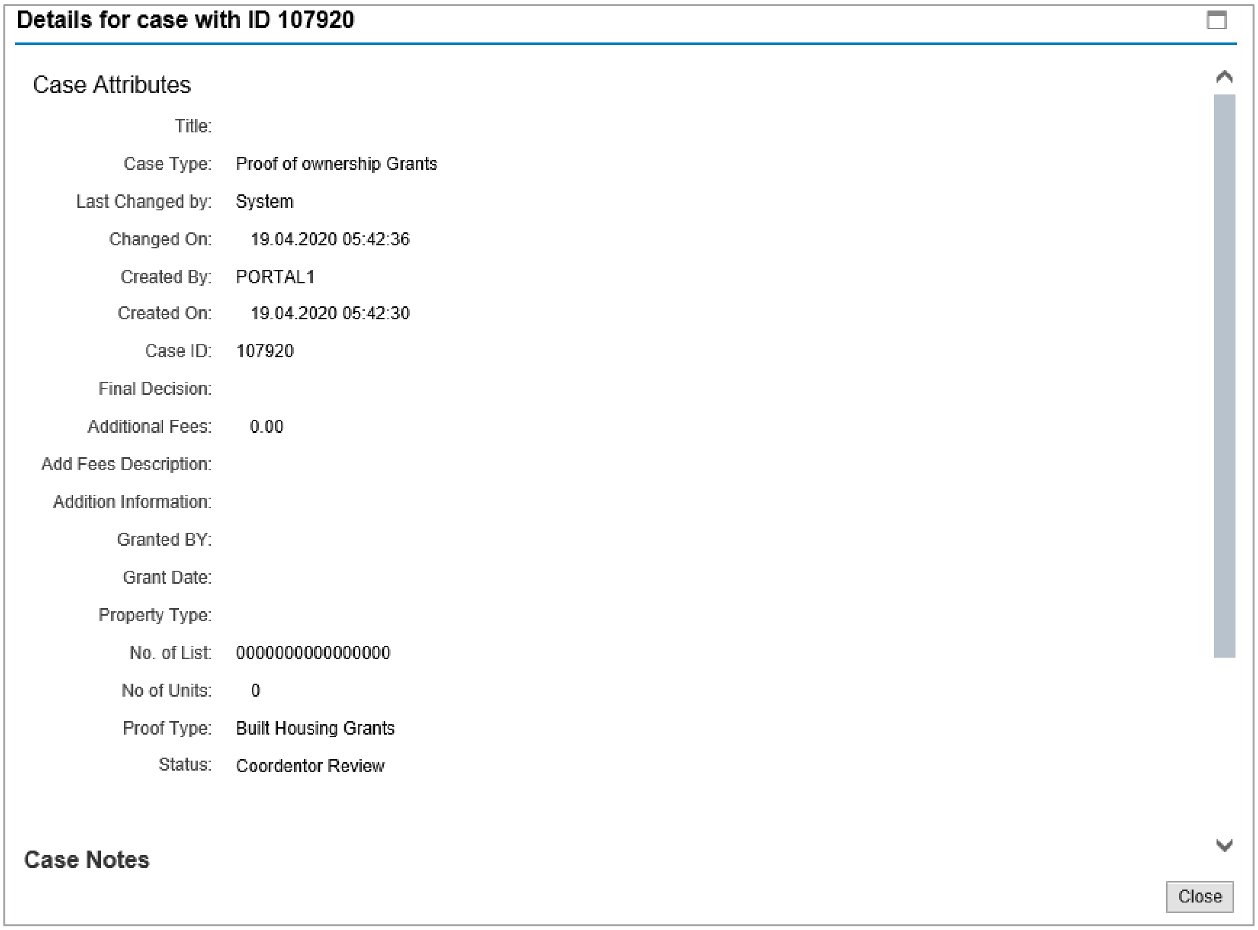
- Print (As a Pdf) Print Version
- Export (As excel files) Export

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

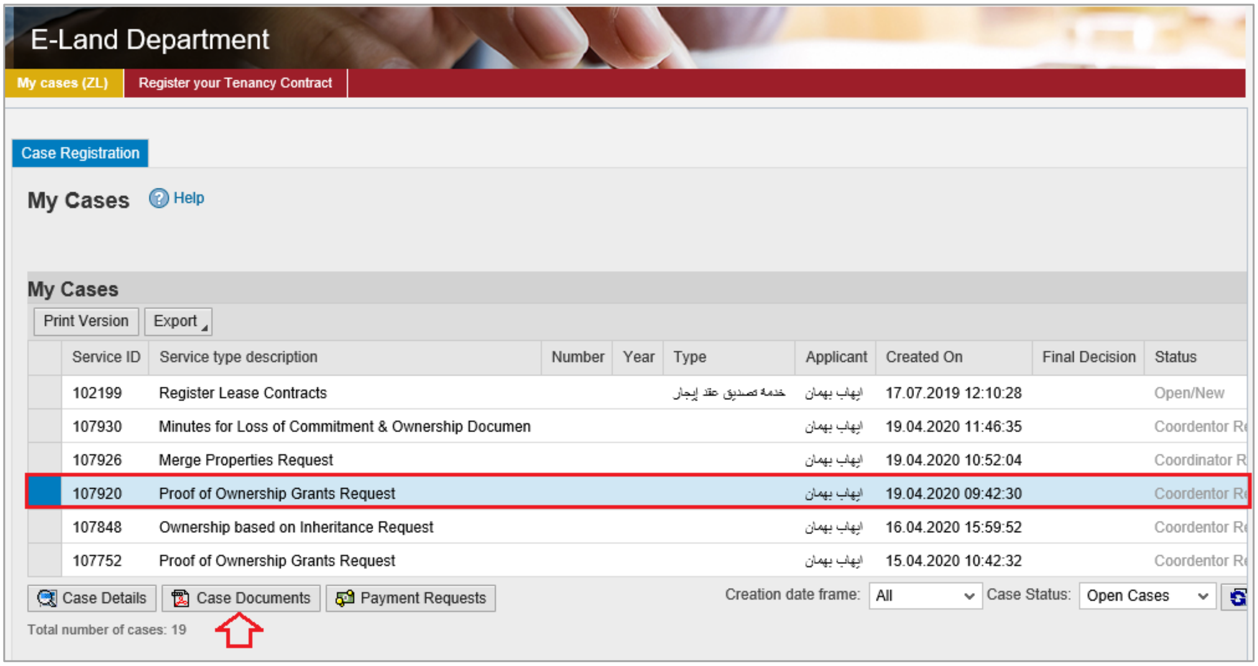
Case Attributes

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

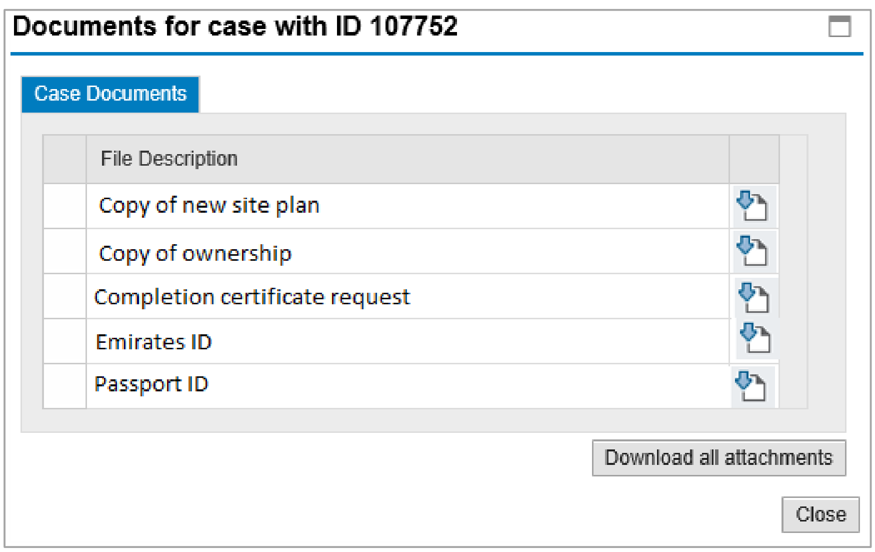
Case Notes

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

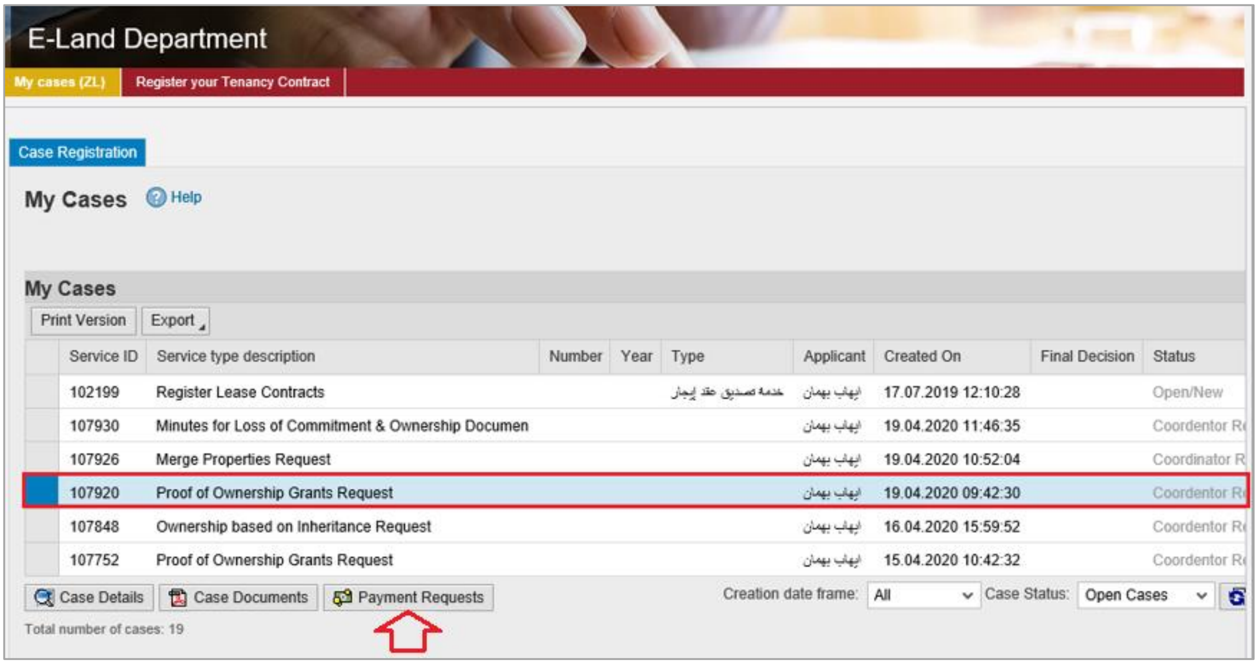


A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.

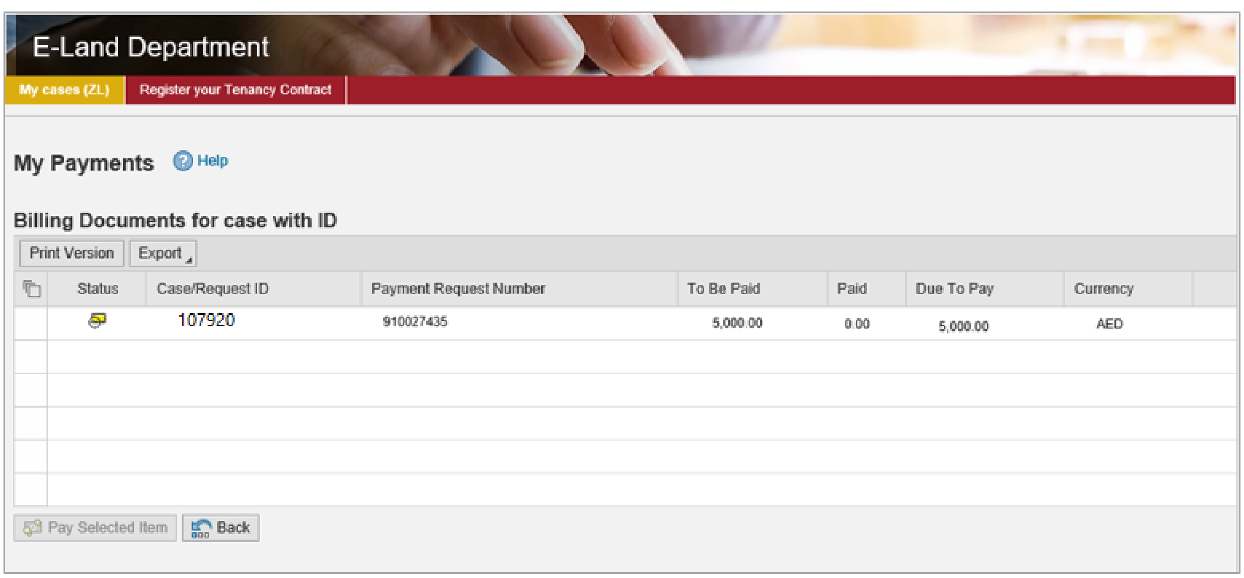


Fee Payment

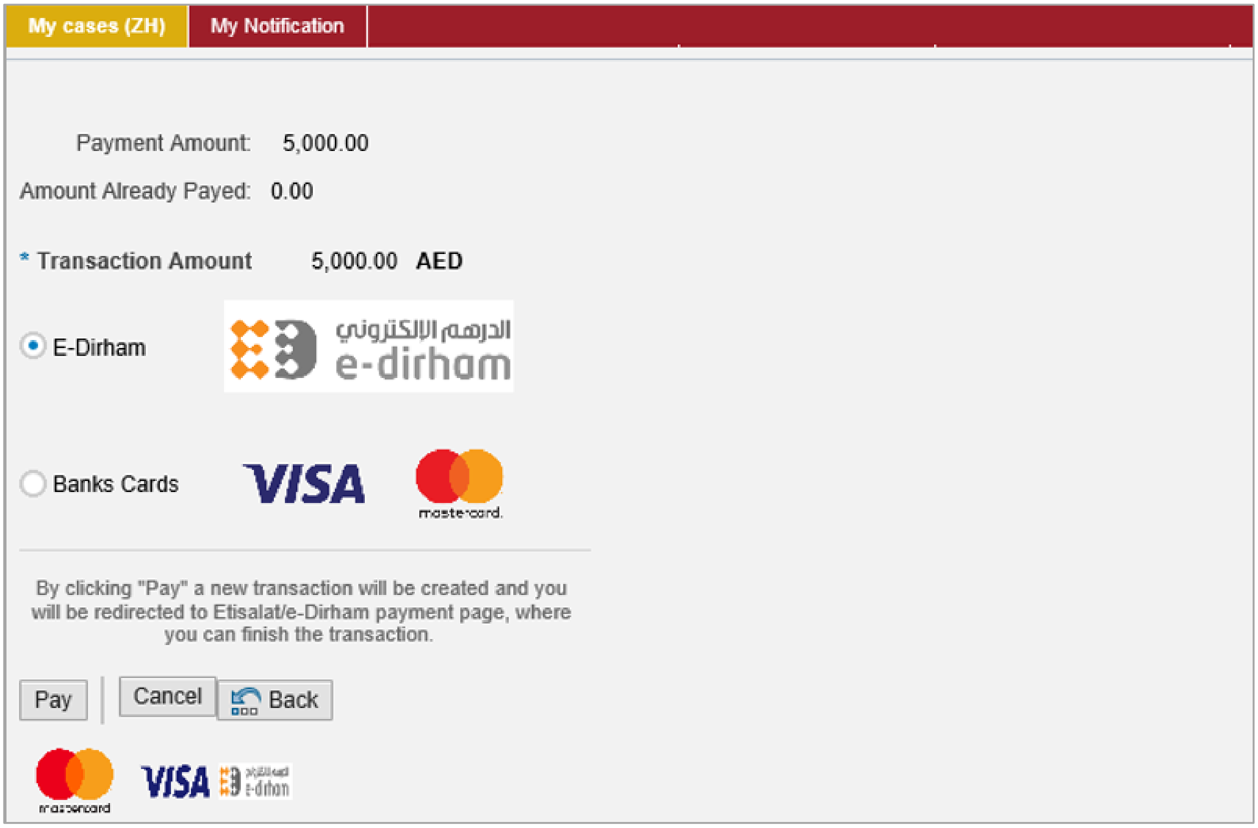
After the coordinator of the land and property section accepts your request, the system will notify you to pay the request fees via email and SMS, so in “**My Cases**” page you will select the request whose status is “pending for payment” and then click on the “**Payment Requests**” button.



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.

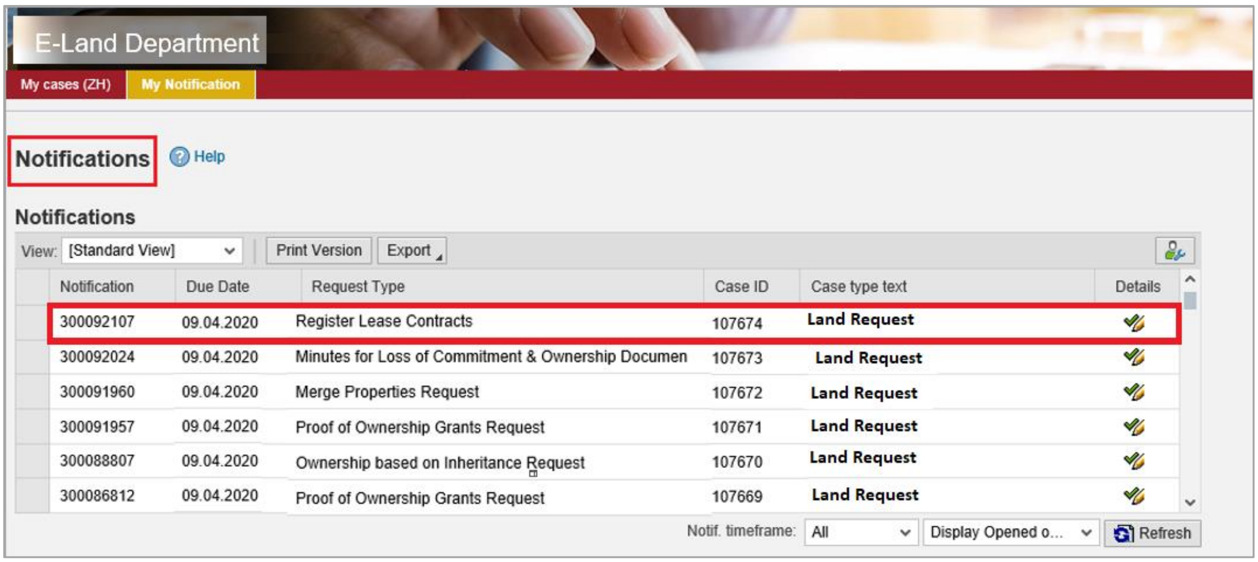
Select the required payment channel and click the “**Pay**” button to proceed with the payment process as usual.

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.

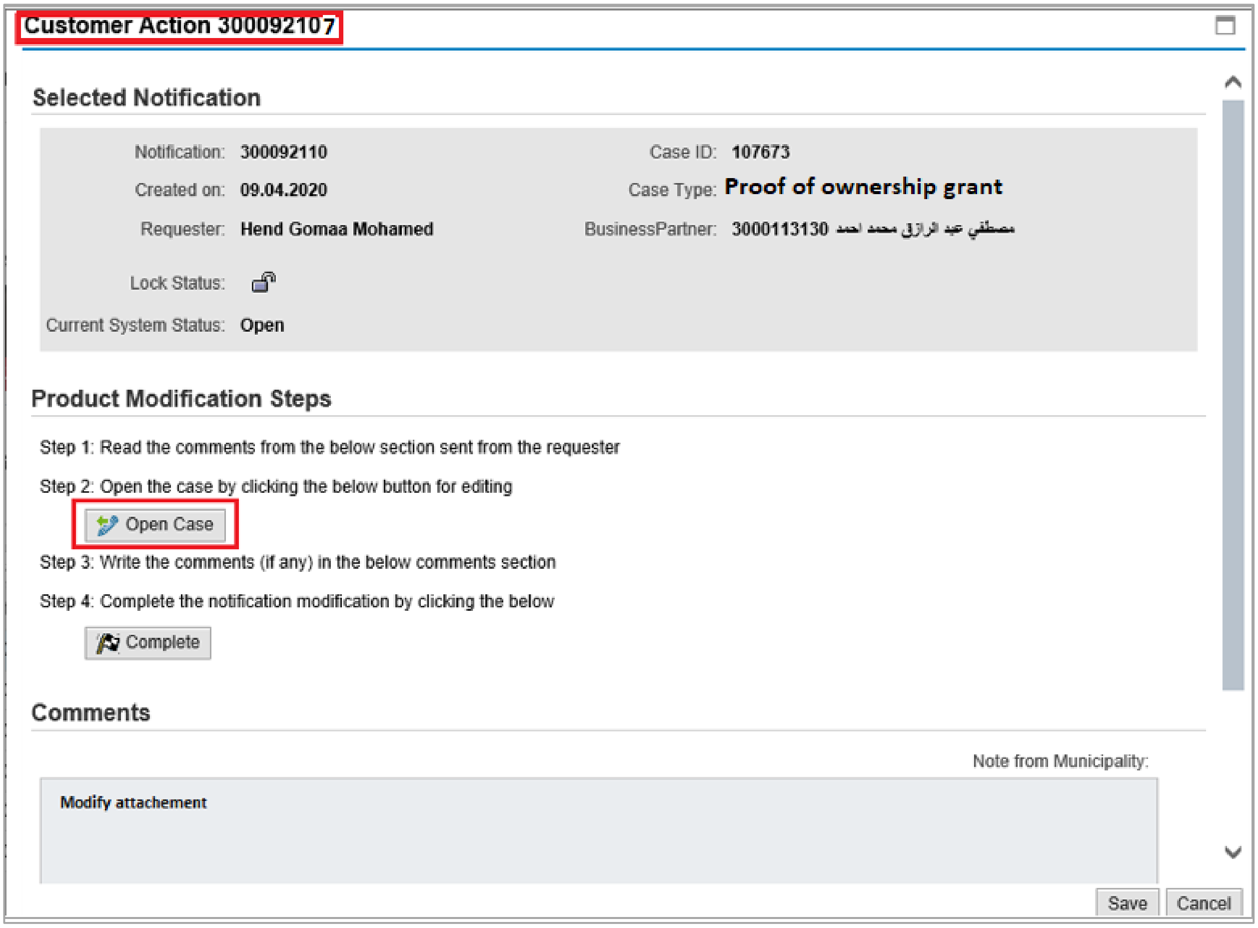
When one of your request is returned to you for modification, you will find it in “**My Notification**” tab. To access “**My Notification**” tab, follow the same procedure you did to reach “My Cases” tab.

In “**My Notification**” tab, you can open the request for modification as in the screen below:

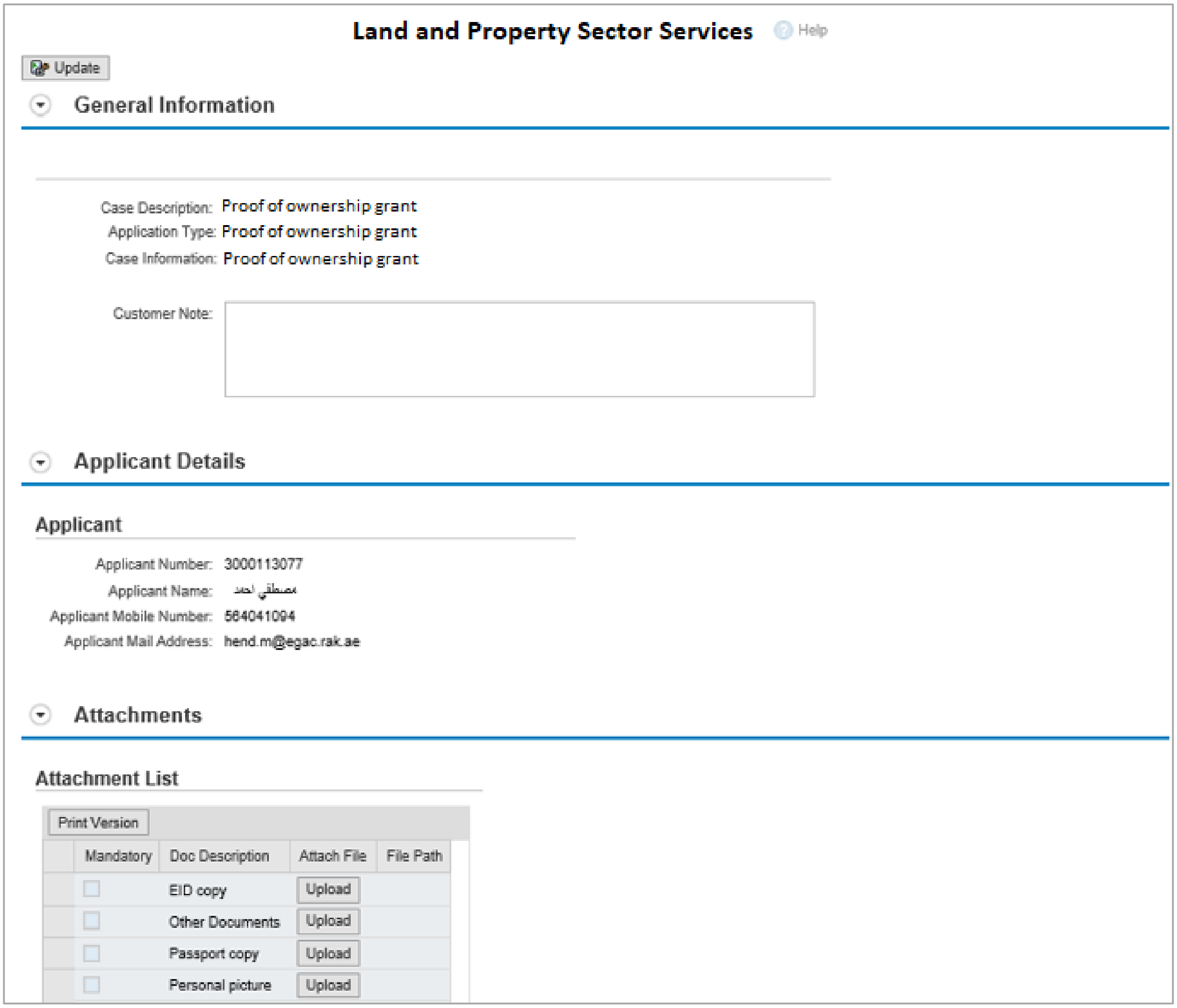


To modify a request, follow the step below:

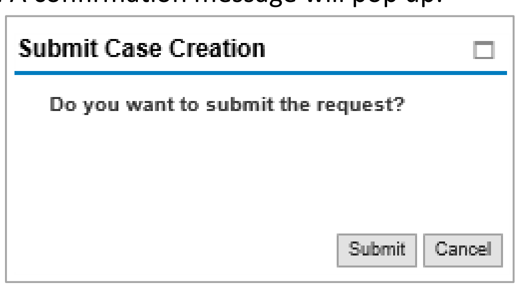
1. Click the “**Details**” icon to the right of the required request ➔ the “**Customer Action**” screen pops up as below:



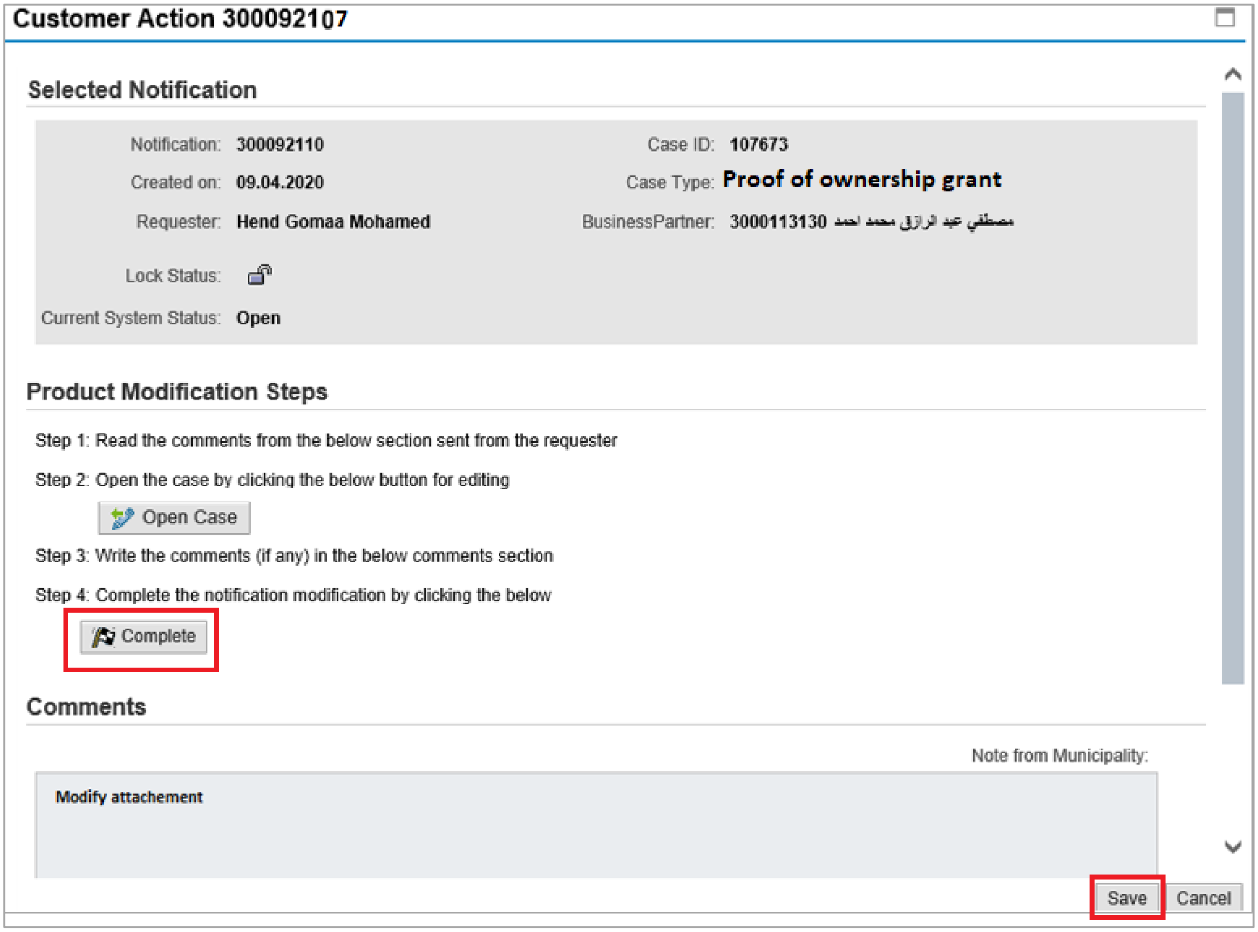
2. Click on “**Open case**” button to modify the request ➔ the request details screen opens



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



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



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).