

**User Manual**  
**Supervision Public Services**  
**Completion Certificate**  
**Buildings Department Services**

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## Introduction:

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

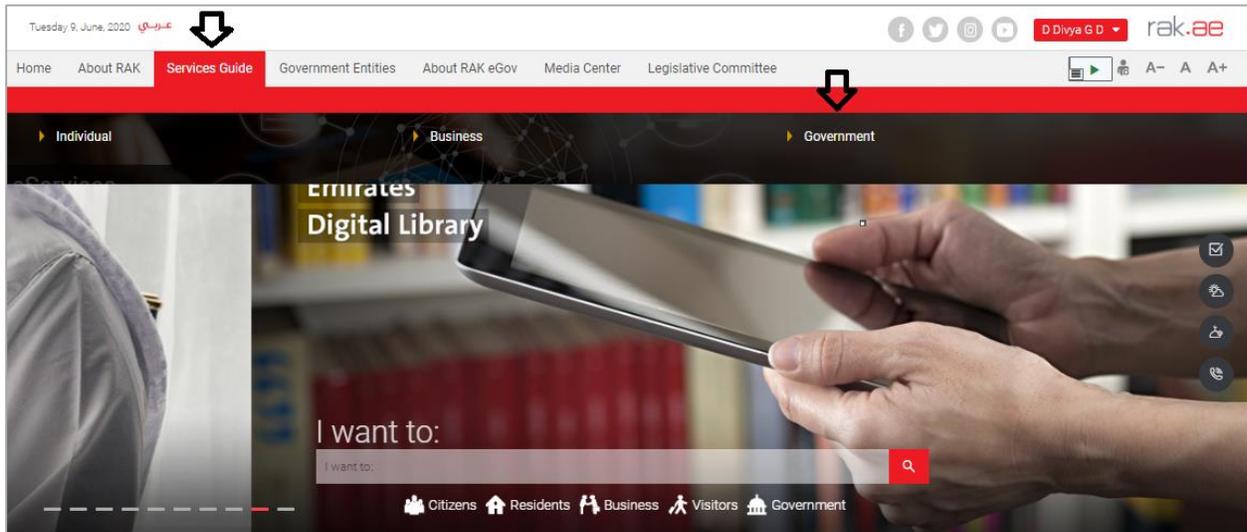
The service allows the individuals to apply for the Completion Certificate for services enable and rental purposes, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Supervision Public Services (Completion Certificate Request). It also guides them on how to create, send and track the request electronically.

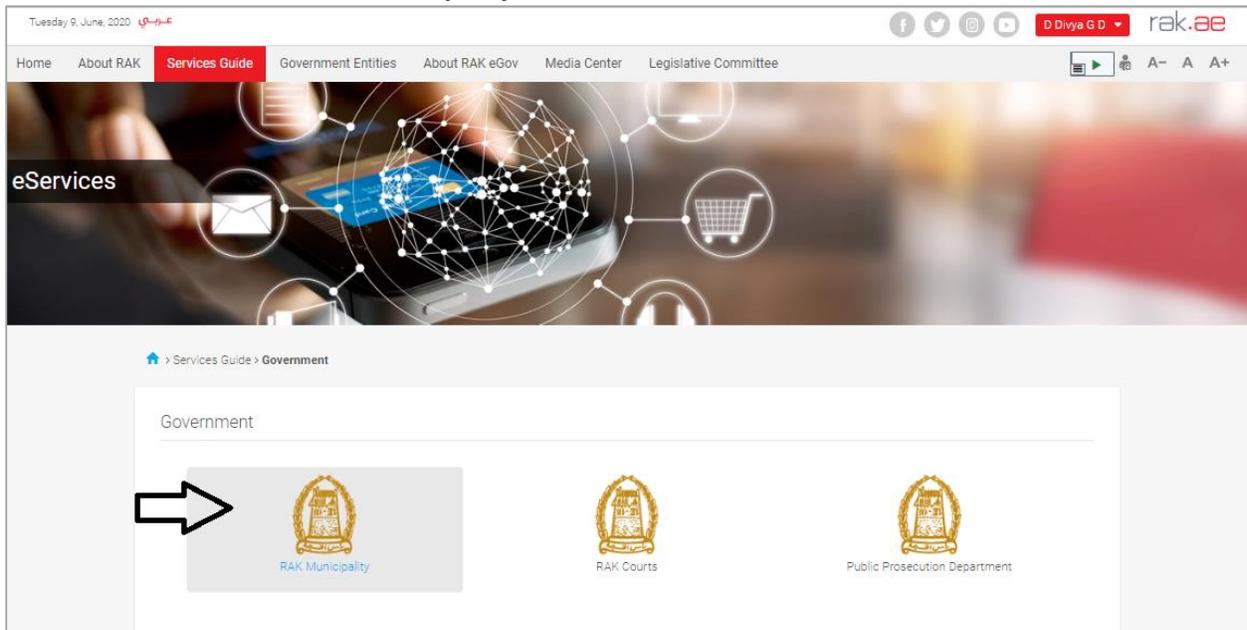
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and Access the Supervision Public Services (Completion Certificate Request)

- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Supervision Public Services (Completion Certificate Request), click on the “Service Guide” then click on “Government”



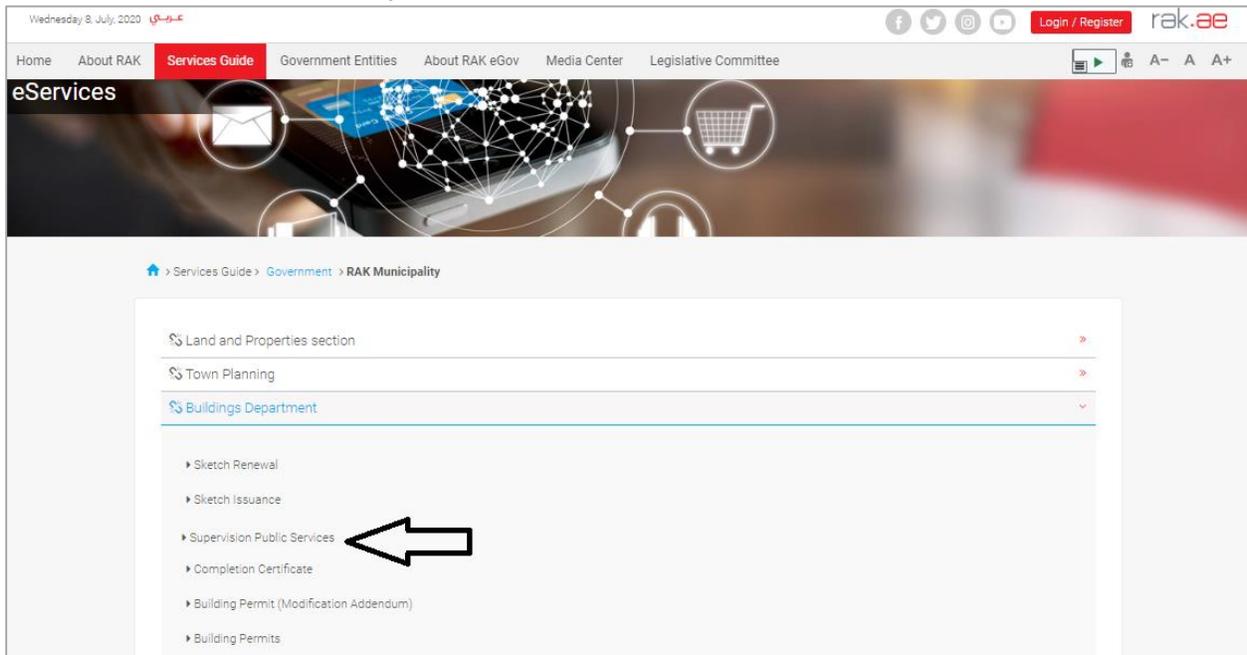
- 3- Next, select “RAK Municipality”



- 4- Next, select “Buildings Department”



### 5- Next, click on the Supervision Public Services



The Login page will be displayed as below:

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

- 6- Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.
- 7- Then, the **Supervision Public Services** screen will be displayed enabling you to create, track, modify and pay the fees of the Supervision public requests through its tabs.

Supervision Public Services

My cases (25) | My supervision notifications | Completion Certificate

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status

Case Details | Case Documents | Case Notifications | Payment Requests

Creation date frame: All | Case Status: Open Cases

Total number of cases: 0

- 8- Click on the **Completion Certificate** tab to have the request form displayed as below:

## Supervision Public Services

My cases (ZS) | My supervision notifications | **Completion Certificate**

### Create Completion Certificate Request [? Help](#)

**General Data**

Case Description:

Parcel Number:

Completion Certificate Type:

**Applicant**

\* Applicant Number:

Applicant Type:

Applicant Name:

Applicant Mobile Number:

Applicant Mail Address:

**Building Details**

**Important note: to be able to use the service, you should register the individuals as below:**

- Create Account on E-Service Portal using UAE Pass
- Scan your EID and your fingerprint in MBME machine (Must have a valid EID during registration).

## Create a Completion Certificate Request

Once you clicked on the “**Completion Certificate Request**” tab, the request form will be displayed as follows allowing you to fill and submit the request:

The screenshot shows a web interface for creating a completion certificate request. At the top, there is a navigation bar with three tabs: 'My cases (ZS)', 'My supervision notifications', and 'Completion Certificate'. The 'Completion Certificate' tab is selected. Below the navigation bar, the main heading is 'Create Completion Certificate Request' with a 'Help' icon. The form is organized into three sections: 'General Data', 'Applicant', and 'Building Details'. The 'General Data' section contains three fields: 'Case Description' (filled with 'Completion Certificate Request'), 'Parcel Number' (empty), and 'Completion Certificate Type' (a dropdown menu). The 'Applicant' section contains five fields: '\* Applicant Number' (filled with '3000113378'), 'Applicant Type' (filled with 'Owner'), 'Applicant Name' (filled with 'Divya Kushalappa'), 'Applicant Mobile Number' (filled with '564041094'), and 'Applicant Mail Address' (filled with 'moustafa.l@egac.rak.ae'). The 'Building Details' section is currently empty.

1. In the **General Information** block, enter the parcel number of the land for which you want to issue the completion certificate, in the “**Land Parcel ID**” field. The following will show up:
  - A. The parcel number in the “**Case Description**” field
  - B. The type of the certificate applicable for the entered parcel number in the “**Completion Certificate Type**”
  - C. The list of objects available on the entered parcel number in the “**Objects in the Approved Permit**” list:

**General Data**

Case Description:  ← A

Parcel Number:

Completion Certificate Type:  ← B

**Applicant**

\* Applicant Number:

Applicant Type:

Applicant Name:

Applicant Mobile Number:

Applicant Mail Address:

**Building Details**

**Objects in the approved Permit**

Object ID	Object Name	Object Type	Object Type Description	Building Height (in m)	Building Height (in other format)	Area (in m <sup>2</sup> )	Fence Height
BLD-14-10300	فيلا	10BU	Building	8.8000	G + F	285.0000	0.0000
BLD-14-10543	مبنى	10SB	Service Block	0.0000	G	105.0000	0.0000

2. In the **Applicant** block, the system automatically displays the name, number, mobile number and email address of the applicant who logged in to the service.

**Applicant**

\* Applicant Number:

Applicant Type:

Applicant Name:

Applicant Mobile Number:

Applicant Mail Address:

3. Select the required building for which you want to issue the completion certificate from the “**Objects in the Approved Permit**” list, and click on the “**Select Object**” button. The selected objects will be displayed in the “**Selected Objects**” list as below:

**Building Details**

**Objects in the approved Permit**

Object ID	Object Name	Object Type	Object Type Description	Building Height (in m)	Building Height (in other format)	Area (in m <sup>2</sup> )	Fence Height	Fen
BLD-14-10300	فيلا	10BU	Building	8.8000	G + F	285.0000	0.0000	
BLD-14-10543	مبنى	10SB	Service Block	0.0000	G	105.0000	0.0000	

Select Object 

**Selected Objects**

Object ID	Object Name	Object Type	Object Type Description	Building Height (in m)	Building Height (in other format)	Area (in m <sup>2</sup> )	Fence Height	Fen
BLD-14-10300	فيلا	10BU	Building	8.8000	G + F	285.0000	0.0000	

Add the required objects one by one following the same procedure.

**Note:** to delete one object form the Objects list, select the required object, then click on the “Remove from List” button.

**Selected Objects**

Object ID	Object Name	Object Type	Object Type Description	Building Height (in m)	Building Height (in other format)	Area (in m <sup>2</sup> )	Fence Height	Fen
BLD-14-10300	فيلا	10BU	Building	8.8000	G + F	285.0000	0.0000	

Remove from List 

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).

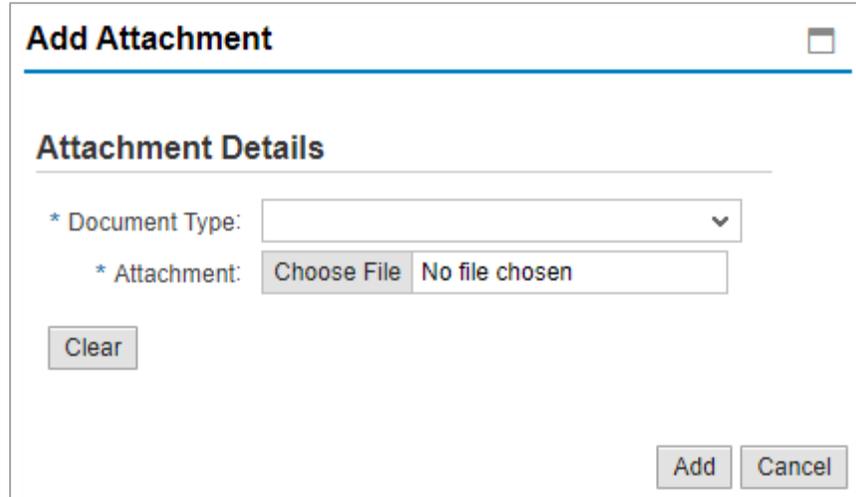
12. To upload documents:

**Attachments**

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:

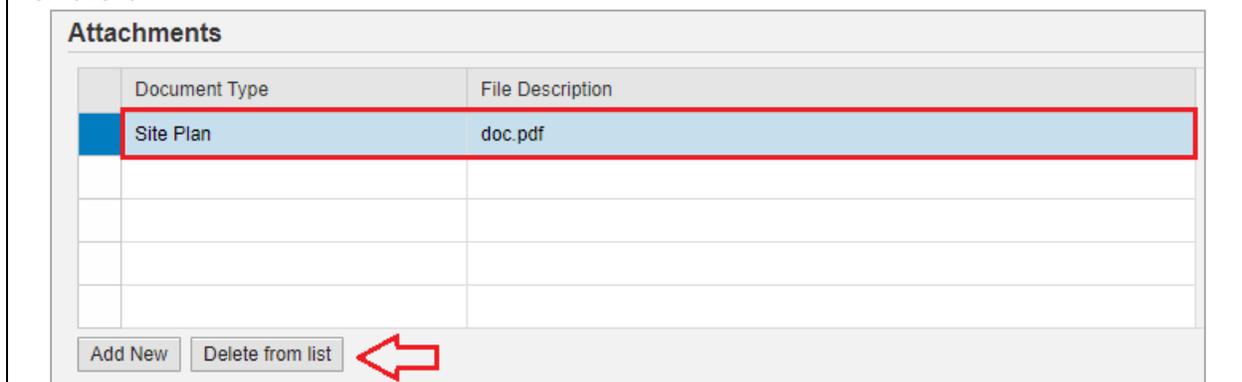


- B. Select the name of the document to be attached from the “**Document Type**” drop down list:



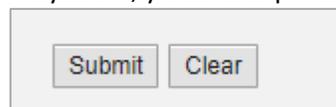
- C. Browse for the file and Click on Add → the file will be uploaded successfully.  
D. Repeat the steps to attach next documents.

**Note:** In case of incorrect upload, you can select the record and click the “**Delete from List**” button to remove it



Document Type	File Description
Site Plan	doc.pdf

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



- “Submit” to complete the request.
  - or clear all fields by selecting “clear”
7. Click “Submit” and confirm the submission in the displayed confirmation message.  
A screen will appear stating that the case is submitted in addition to the **case ID**.

**Case was successfully created!**

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

**Case Information**

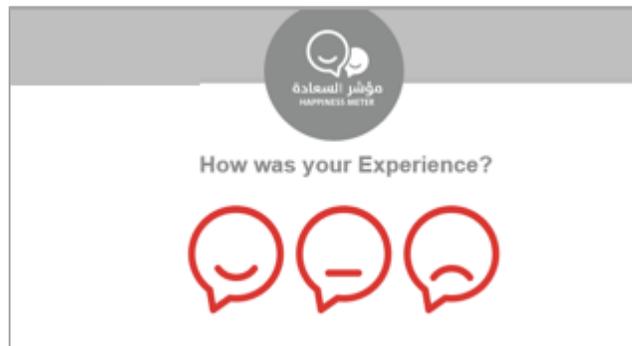
Case Type: ZS06 Completion Certificate Request	Applicant: 3000113378 Divya Kushalappa
Created Case ID: 109178	
Parcel ID: 412060234	Owners of the Parcel: 3000113378 Divya Kushalappa
Date of Submission: 08.07.2020 15:39:27	Buildings: Building BLD-14-10300 Private Villa

External Submission

After your application has been successfully submitted:

- ✓ You will need to go directly to "[My Cases](#)" tab to track your request.
- ✓ Then you should pay the [request fees](#), so that the application is sent to the concerned employee of the Engineering and Buildings Department.
- ✓ The employee then checks the request and either returns it to you for [amendment](#), or approves the request.
- ✓ Upon approval, the required document will be issued and sent via E-mail to the applicant.

**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?

Three smiley face icons: a happy face (smiling), a neutral face (straight line), and a sad face (frowning).

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

## My Cases

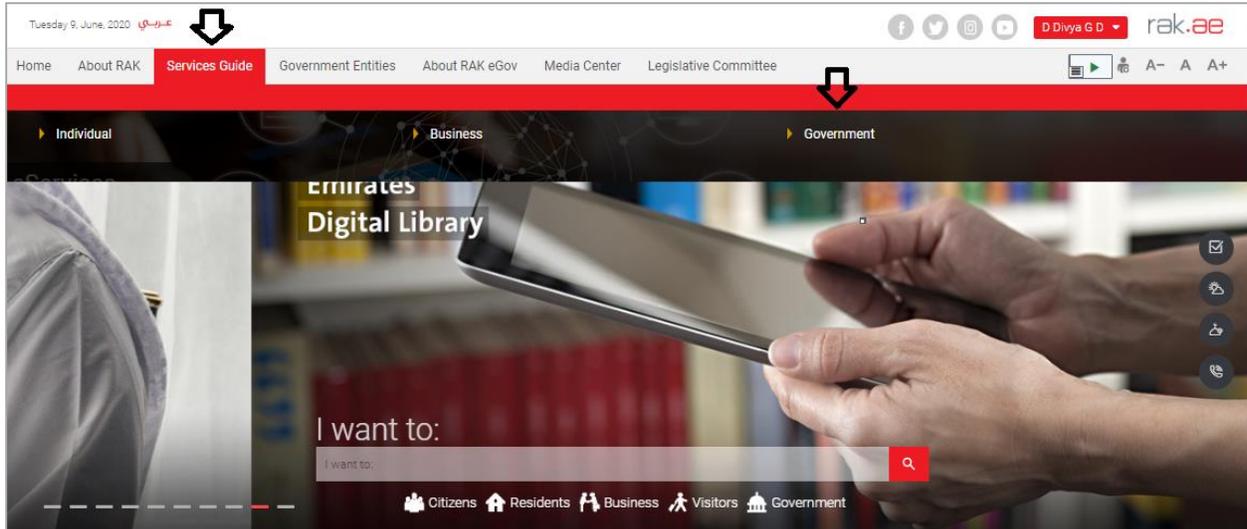
When you submit the Supervision Public Services (**Completion Certificate Request**) and pay the initial fee, it is received by the coordinator in the buildings department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, then you should pay the inspection fee.
- 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.

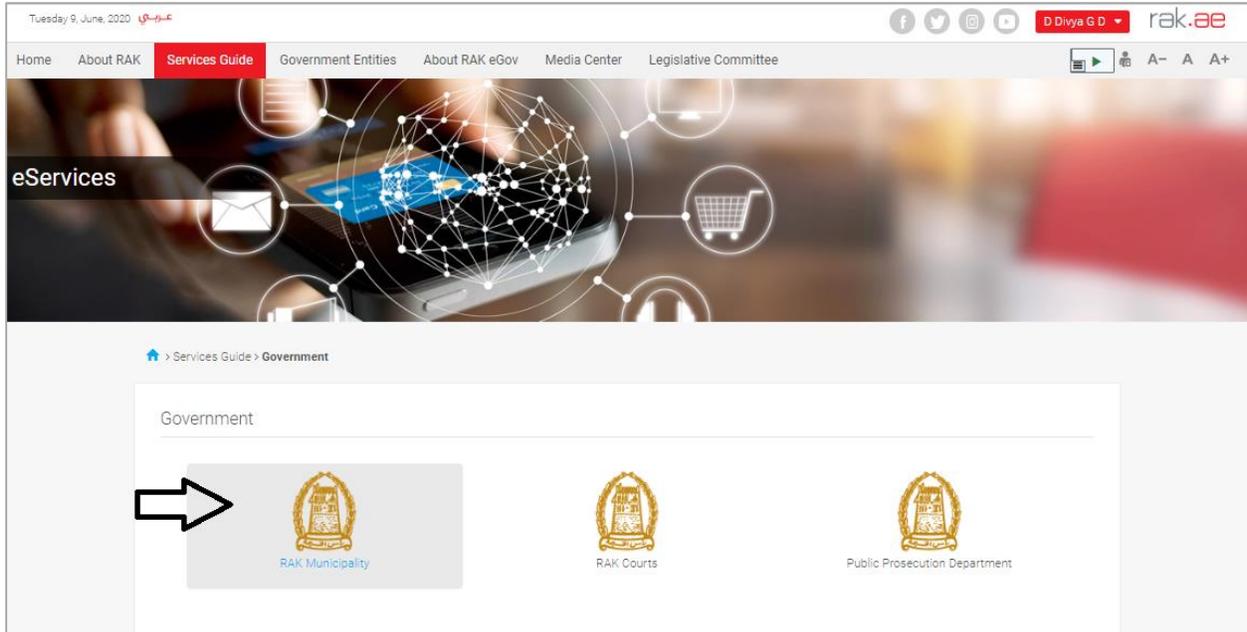
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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**”:



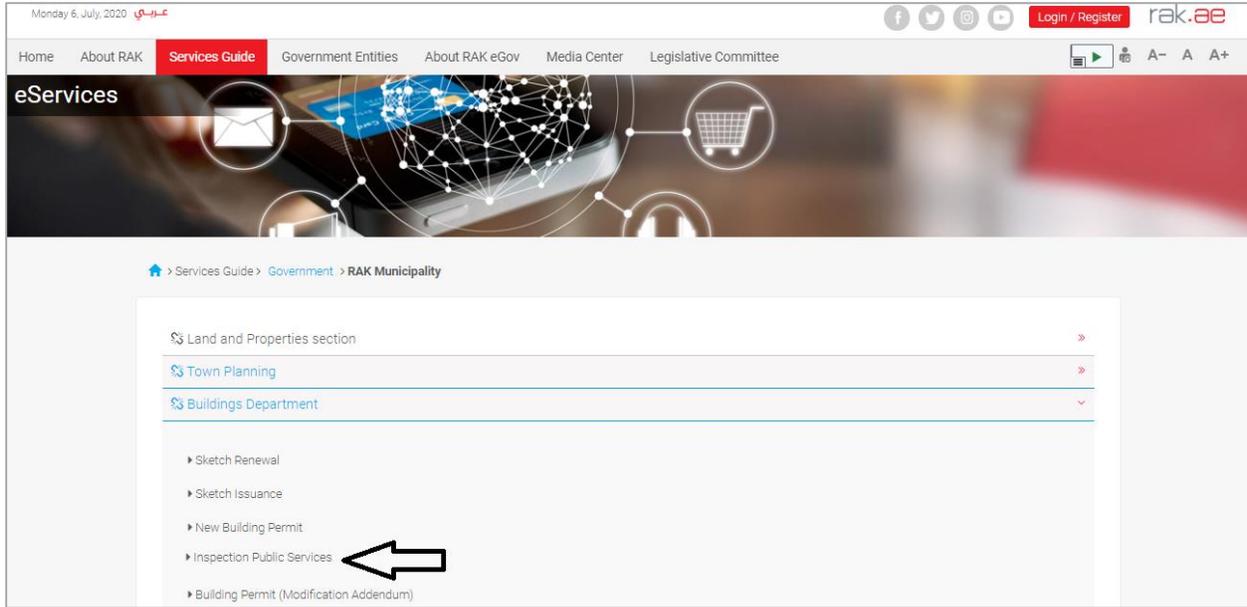
Next, select “**RAK Municipality**”



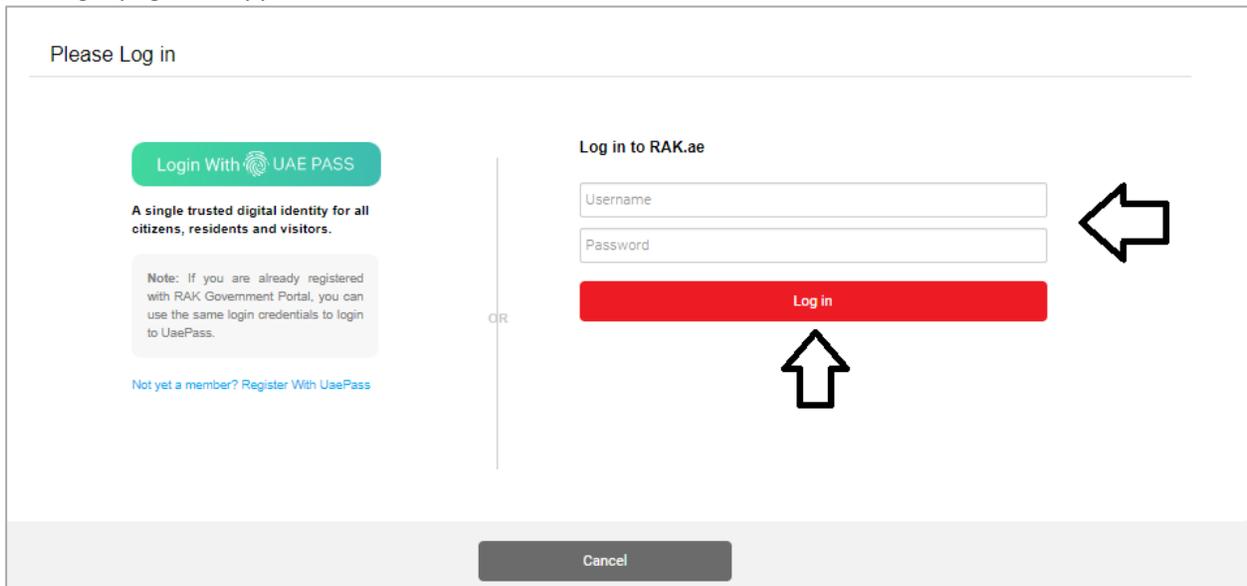
Next, select “Buildings Department”



Next, click on the **Inspection Public Services**



The login page will appear as follow:



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 buildings section and pending for payment (if not paid yet) or pending for coordinator action.



**Supervision Public Services**

My cases (ZS) | My supervision notifications | Completion Certificate

Case Registration

My Cases [Help](#)

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final
109203	Completion Certificate Request			Completion Certificate Request - 211050333	مؤسسة الربيع للمقاولات العامة والديكور	09.07.2020 11:12:58	
109184	Completion Certificate Request			412060234 - طلب شهادة اجاز -		08.07.2020 13:13:40	
109178	Completion Certificate Request			Completion Certificate Request - 412060234		08.07.2020 11:39:27	
108733	Completion Certificate Request			211050333 - طلب شهادة اجاز -	مؤسسة الربيع للمقاولات العامة والديكور	11.06.2020 11:37:26	

Case Details | Case Documents | Case Notifications | Payment Requests

Creation date frame: All | Case Status:

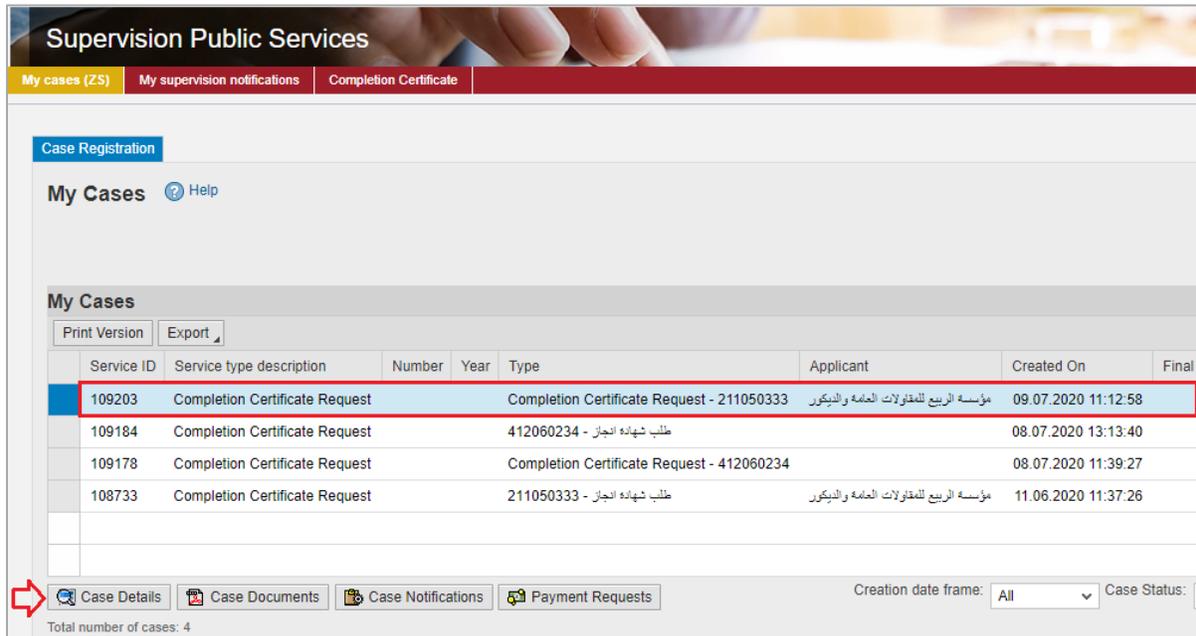
“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

**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:



**Supervision Public Services**

My cases (ZS) | My supervision notifications | Completion Certificate

Case Registration

My Cases [Help](#)

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final
109203	Completion Certificate Request			Completion Certificate Request - 211050333	مؤسسة الربيع للمقاولات العامة والديكور	09.07.2020 11:12:58	
109184	Completion Certificate Request			412060234 - طلب شهادة اجاز -		08.07.2020 13:13:40	
109178	Completion Certificate Request			Completion Certificate Request - 412060234		08.07.2020 11:39:27	
108733	Completion Certificate Request			211050333 - طلب شهادة اجاز -	مؤسسة الربيع للمقاولات العامة والديكور	11.06.2020 11:37:26	

Case Details | Case Documents | Case Notifications | Payment Requests

Creation date frame: All | Case Status:

Total number of cases: 4

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

### Details for case with ID 109203

Case Attributes

Case Decision Date:

Title: Completion Certificate Request - 211050333

Case Type: Completion Certificate

Last Changed by: System

Changed On: 09.07.2020 11:13:04

Created By: PORTAL1

Created On: 09.07.2020 11:12:58

Case ID: 109203

Final Decision:

Internet Creator: Divya Kushalappa

Completion certificate Type: Construction Works

Form Issue Date:

Parcel Owner Name: Divya Kushalappa

Permit Issue date: 11.06.2020

Permit Number:

Project Number: 00000000005573

Representative Email: moustafa.l@egac.rak.ae

Represent Mobile No: 564041094

Representative Name: Divya Kushalappa

Status: Initial Fee Payment

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

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final
109203	Completion Certificate Request			Completion Certificate Request - 211050333	مؤسسة الربيع للتقنيات العامة والديكور	09.07.2020 11:12:58	
109184	Completion Certificate Request			412060234 - طلب شهادة انجاز		08.07.2020 13:13:40	
109178	Completion Certificate Request			Completion Certificate Request - 412060234		08.07.2020 11:39:27	
108733	Completion Certificate Request			211050333 - طلب شهادة انجاز	مؤسسة الربيع للتقنيات العامة والديكور	11.06.2020 11:37:26	

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.

File Description	
doc.pdf	
doc.pdf	

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

**Supervision Public Services**

My cases (ZS) | My supervision notifications | **Completion Certificate**

Case Registration

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

**My Cases**

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final
109203	Completion Certificate Request			Completion Certificate Request - 211050333	مؤسسة الربيع للمقاولات العامة والديكور	09.07.2020 11:12:58	
109184	Completion Certificate Request			412060234 - طلب شهادة انجاز		08.07.2020 13:13:40	
109178	Completion Certificate Request			Completion Certificate Request - 412060234		08.07.2020 11:39:27	
108733	Completion Certificate Request			211050333 - طلب شهادة انجاز	مؤسسة الربيع للمقاولات العامة والديكور	11.06.2020 11:37:26	

Case Details | Case Documents | **Case Notifications** | Payment Requests

Creation date frame: All Case Status:

Total number of cases: 4

The Notifications screen of the selected request appears as follows:

**Supervision Public Services**

My cases (ZS) | My supervision notifications | **Completion Certificate**

**Notifications** [Help](#)

**Notifications**

View: [Standard View] | Print Version | Export

Notification	Description	Due Date	Planned Visit Date	Case ID	Ty.	Case type text	Inspection Purpose	Permit Number	Business Partner	Busines
300097248	Customer Action Created for Case 109184	09.07.2020	09.07.2020	109184	ZS06	Completion Certificate				
300097247	إرسال ميثاق المتعاين للطلب رقم 109184	09.07.2020	09.07.2020	109184	ZS06	Completion Certificate				
300097246	Customer Action Created for Case 109184	09.07.2020	09.07.2020	109184	ZS06	Completion Certificate				
300097245		09.07.2020	09.07.2020	109184	ZS06	Completion Certificate				

Back

Click "Back" to return to the "My Cases" tab.

## Fee Payment

You need to access the "My Cases" tab to pay the inspection dues immediately after submitting your request, so your request will be received by the Buildings section coordinator to review it. Then, after the approval, you need to pay the final fee following the same procedure below.

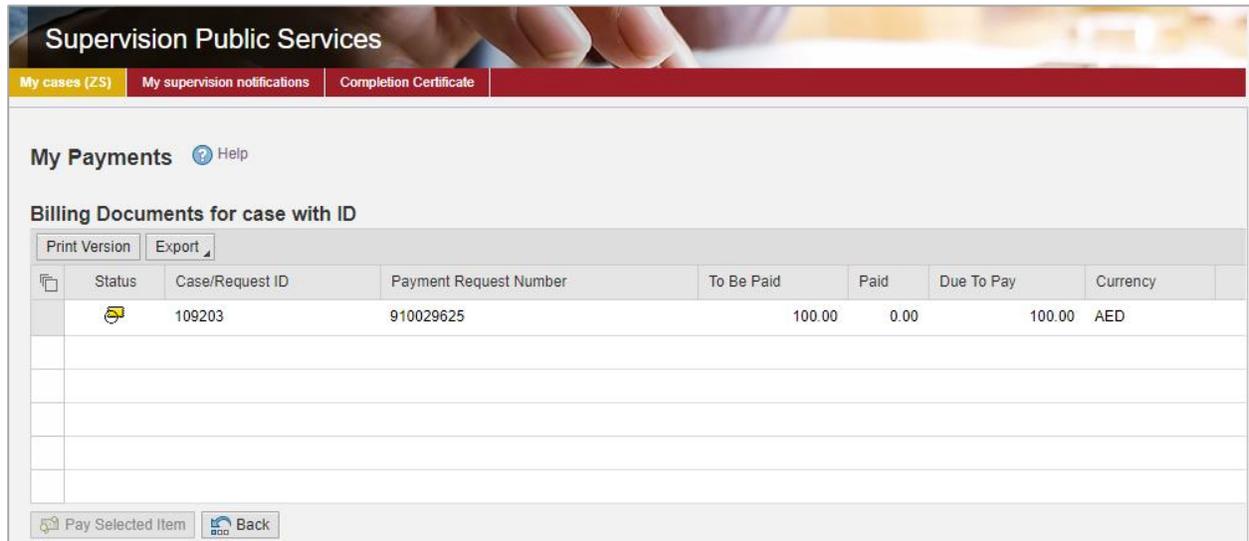
To pay the request fee, select the request for which you would like to pay fees (where the application is in the "pending payment") status, then click the " Payment Requests" button:



The screenshot shows the 'Supervision Public Services' interface. The 'My Cases' section is active, displaying a table of cases. The first row is highlighted in blue and has a red border around it. Below the table, there are several buttons: 'Case Details', 'Case Documents', 'Case Notifications', and 'Payment Requests'. A red arrow points to the 'Payment Requests' button. The 'Total number of cases: 4' is displayed at the bottom left.

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final
109203	Completion Certificate Request			Completion Certificate Request - 211050333	مؤسسة الربيع للمقاولات العامة والديكور	09.07.2020 11:12:58	
109184	Completion Certificate Request			412060234 - طلب شهادة انجاز		08.07.2020 13:13:40	
109178	Completion Certificate Request			Completion Certificate Request - 412060234		08.07.2020 11:39:27	
108733	Completion Certificate Request			211050333 - طلب شهادة انجاز	مؤسسة الربيع للمقاولات العامة والديكور	11.06.2020 11:37:26	

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



The screenshot shows the 'Supervision Public Services' interface. The 'My Payments' section is active, displaying a table of billing documents for a specific case. The first row is highlighted in blue. Below the table, there are two buttons: 'Pay Selected Item' and 'Back'.

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	109203	910029625	100.00	0.00	100.00	AED

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: 100.00  
Amount Already Payed: 0.00

\* Transaction Amount 100.00 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.

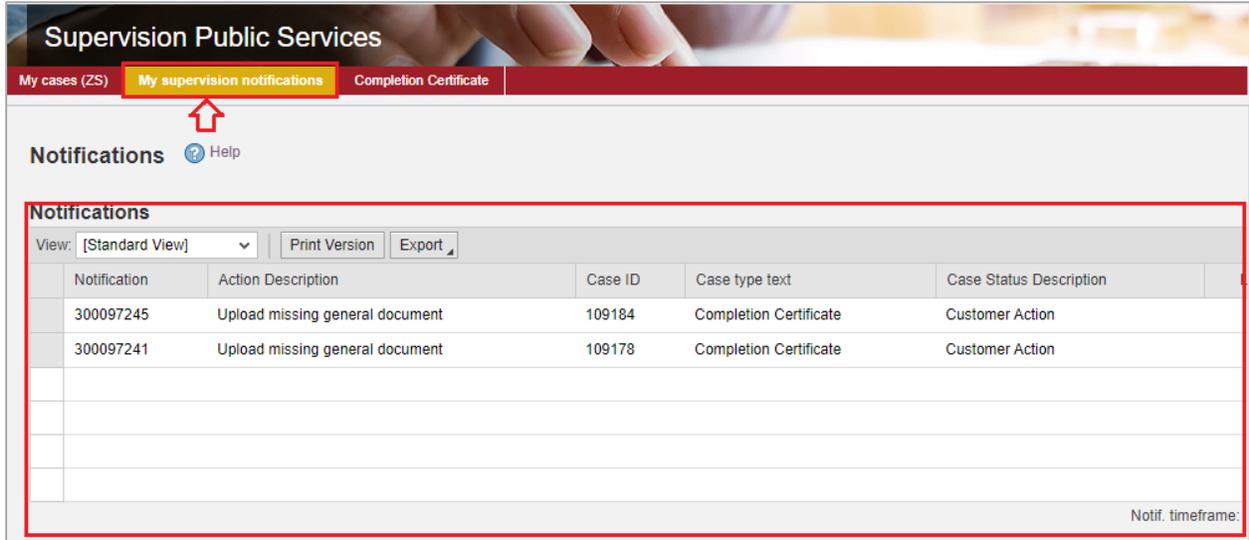
The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

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 Buildings 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 Supervision Notification”** tab. To access **“My Supervision Notification”** tab, follow the [same procedure you did to reach “My Cases” tab](#).



Supervision Public Services

My cases (ZS) My supervision notifications Completion Certificate

Notifications Help

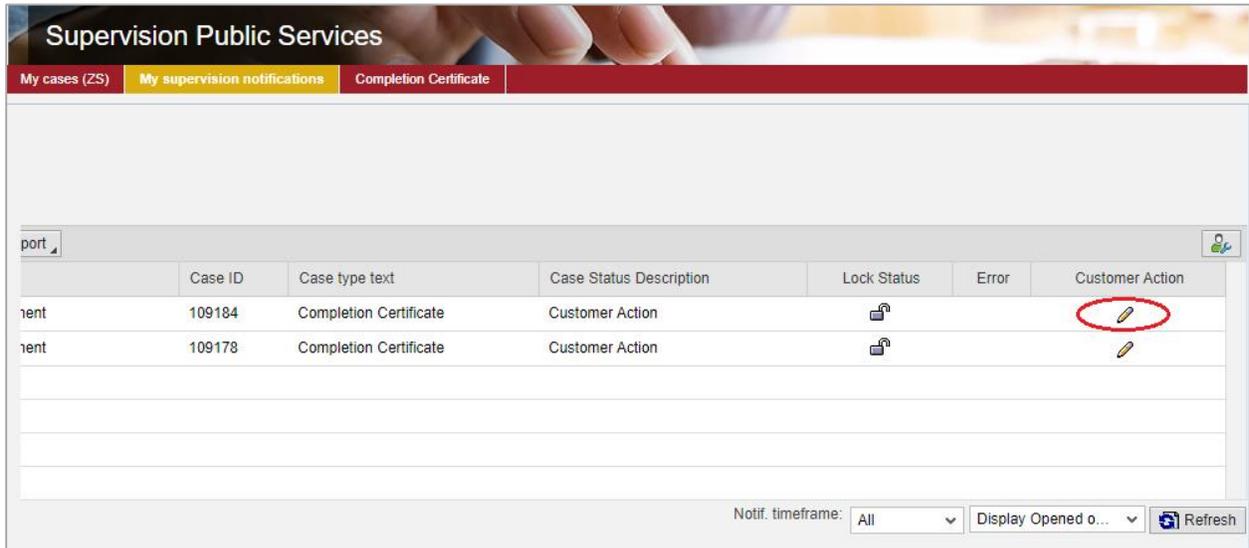
Notifications

View: [Standard View] Print Version Export

Notification	Action Description	Case ID	Case type text	Case Status Description
300097245	Upload missing general document	109184	Completion Certificate	Customer Action
300097241	Upload missing general document	109178	Completion Certificate	Customer Action

Notif. timeframe:

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



Supervision Public Services

My cases (ZS) My supervision notifications Completion Certificate

port

Case ID	Case type text	Case Status Description	Lock Status	Error	Customer Action
109184	Completion Certificate	Customer Action	🔒		
109178	Completion Certificate	Customer Action	🔒		

Notif. timeframe: All Display Opened o... Refresh

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 300097245

---

#### Selected Notification

Notification: 300097245	Case ID: 109184
Created on: 09.07.2020	Case Type: ZS06 Completion Certificate
Requester: Gincy Anto	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID: 412060234
	Building: BLD-14-10543

---

#### Status details

Current System Status: **Open**

Complete

---

#### Attachments

Add attachment <sup>3</sup>

---

#### Comments

<sup>2</sup>

Note from Department:

Upload Trade license

Note from Applicant:

2. Read the notes that are sent to you from the Building coordinator.
3. Click on the “**Add Attachment**” button, the Document Attachment screen will pop up as below:

### Documents management for notification: 300097245

#### Attachment Details

\* Attachment:  No file chosen

File Description	Mime Type		

- 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 300097245

---

#### Selected Notification

Notification: 300097245	Case ID: 109184
Created on: 09.07.2020	Case Type: ZS06 Completion Certificate
Requester: Gincy Anto	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID: 412060234
	Building: BLD-14-10543

---

#### Status details

Current System Status: **Open**

Complete

---

#### Attachments

Add attachment

---

#### Comments

Note from Department:

Upload Trade license

Note from Applicant:

6. Click **“Complete”** and then **“Save”** to complete your modifications, then the request will be removed from **“My Supervision Notifications”** tab and the request will be submitted again to the Building coordinator for review.

Upon approval, the required document will be issued and sent to the applicant via E-mail, so he can download the electronic copy.