حكومة رأس الخيمة
Government of Ras Al Khaimah

بلدية رأس الخيمة

User Manual

Transportation Impact Study Request

Town Planning Department

Contents:

Introduction:

The Town Planning Department 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.

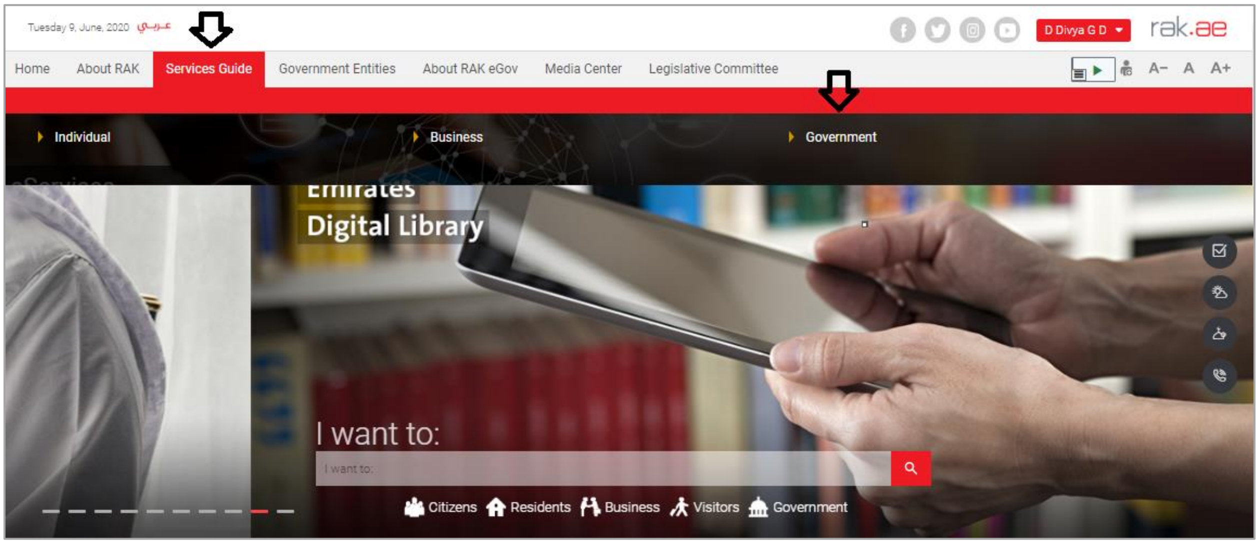
The Transportation Impact Study Request allows the consultants to get no-objection certificates for projects, after attaching the required documents and paying the required service fees.

This guide shows consultants how to access the Transportation Impact Study request. It also guides them on how to create, send and track the request electronically.

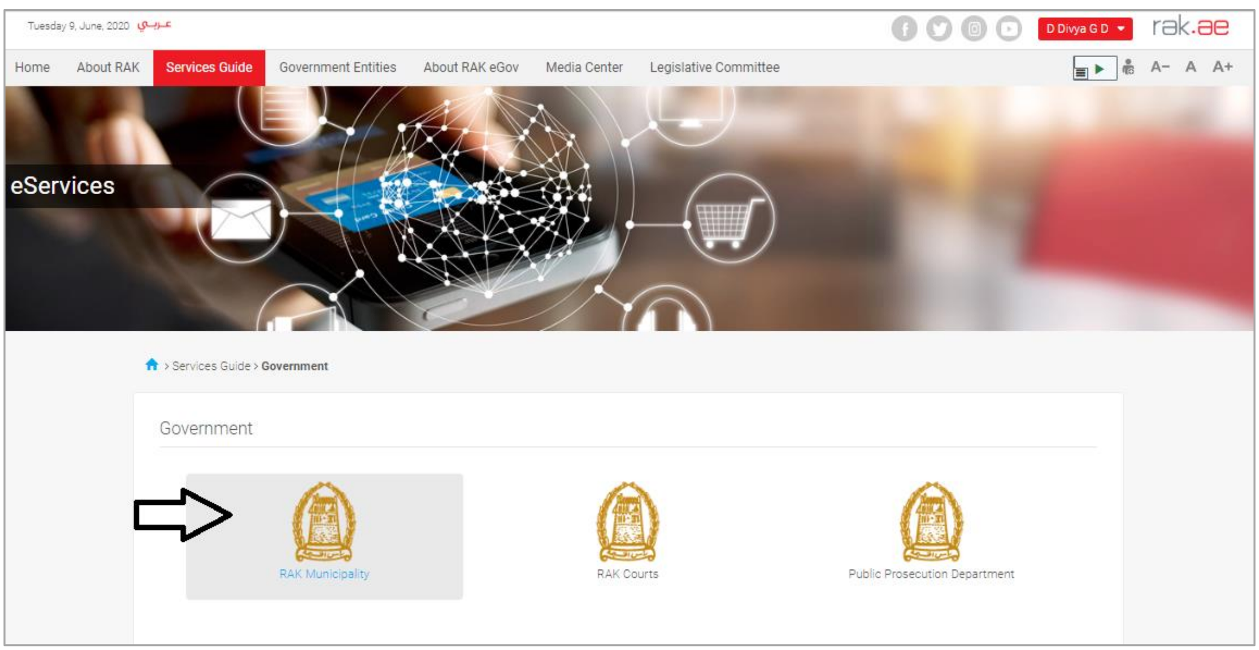
Consultants will be able to log to the electronic services of the section, submit requests, track requests, modify requests (if necessary), pay fees, re-submit the requests after applying the modifications electronically, and finally obtain the required certificates either electronically or by receiving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

Login and access to the Transportation Impact Study

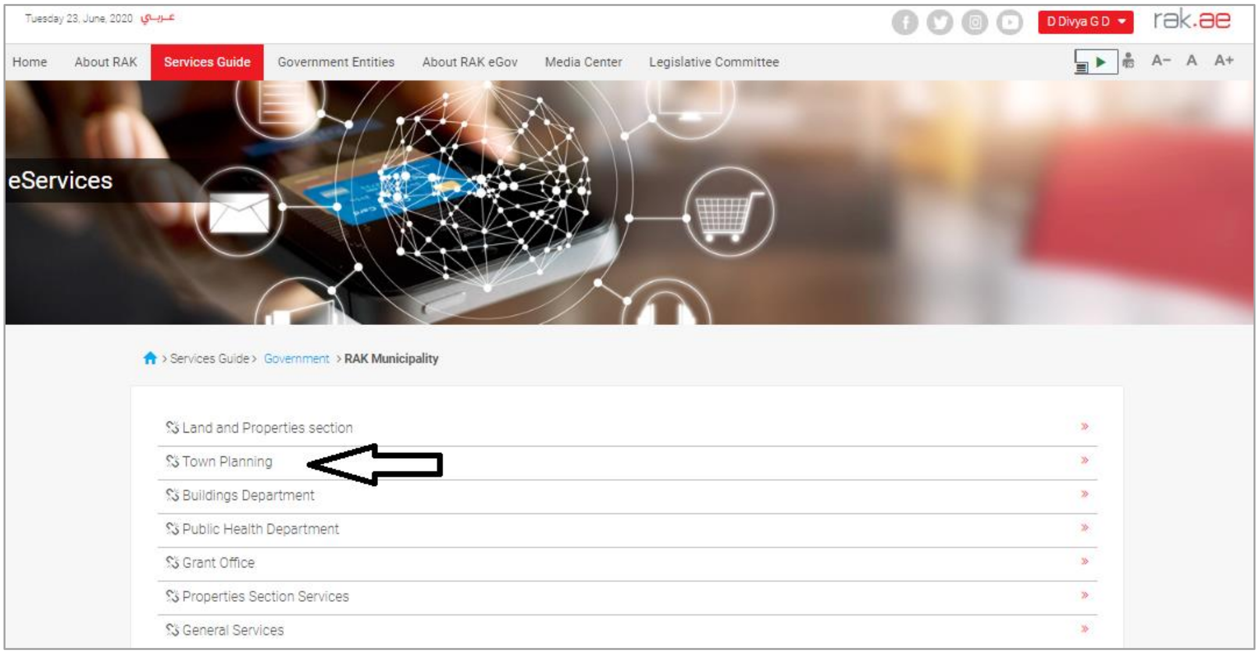
1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the **Transportation Impact Study** service, click on the "**Service Guide**" then click on "**Government**":



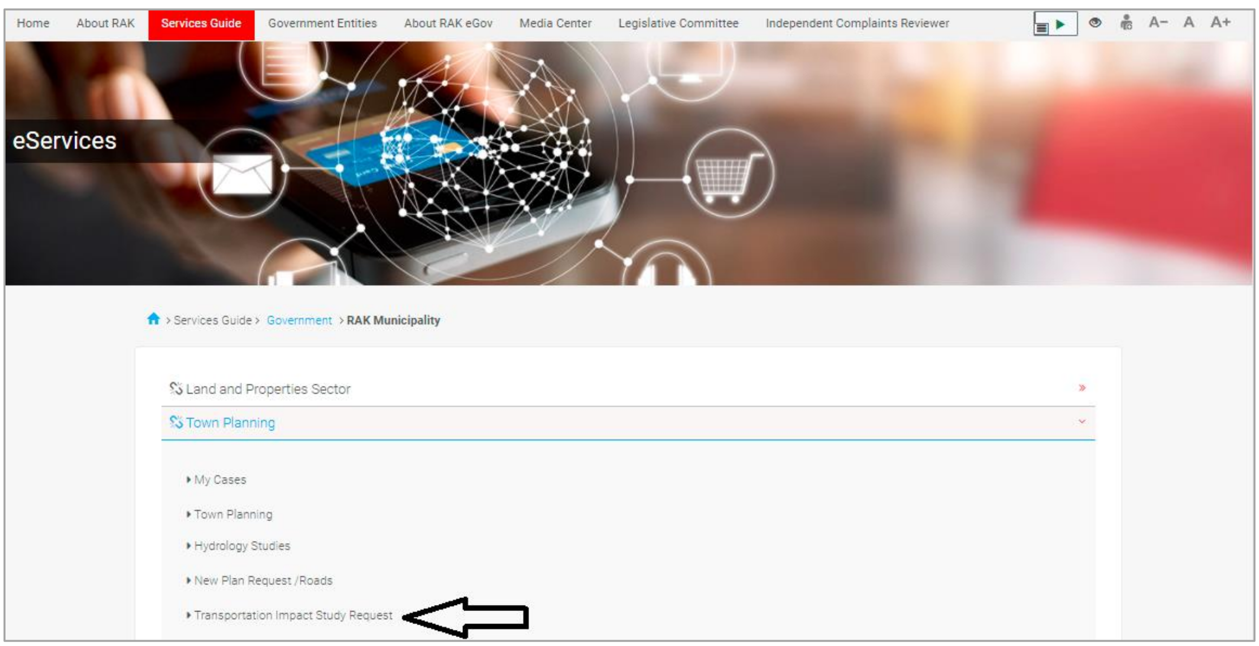
3- Next, select "**RAK Municipality**"



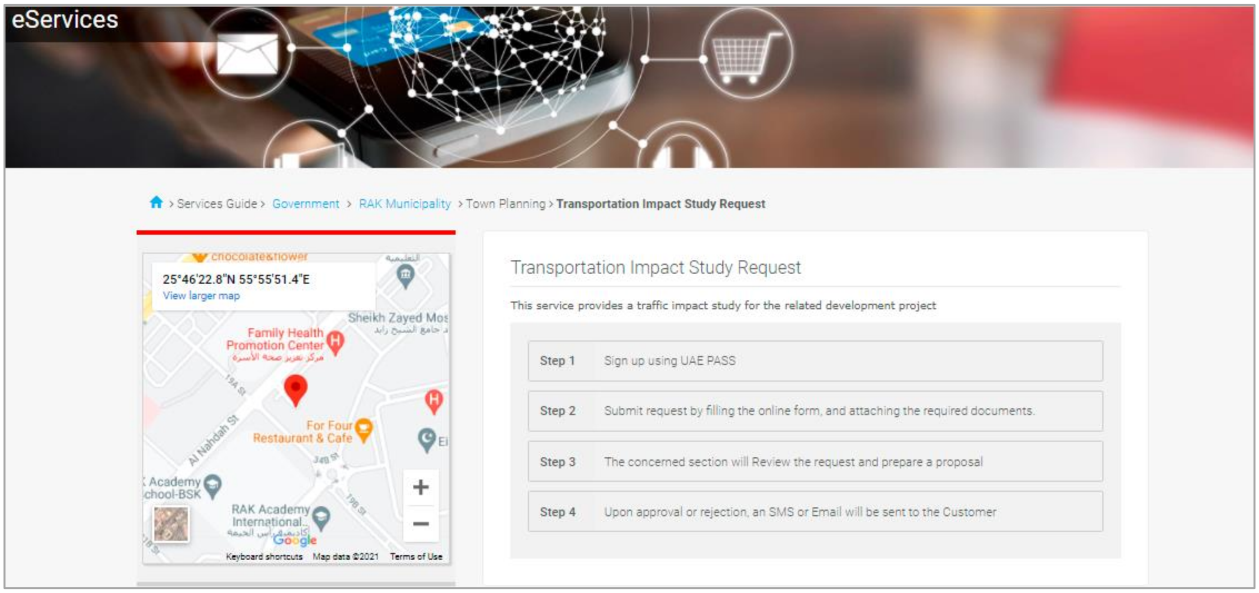
4- Next, select "**Town Planning Department**"



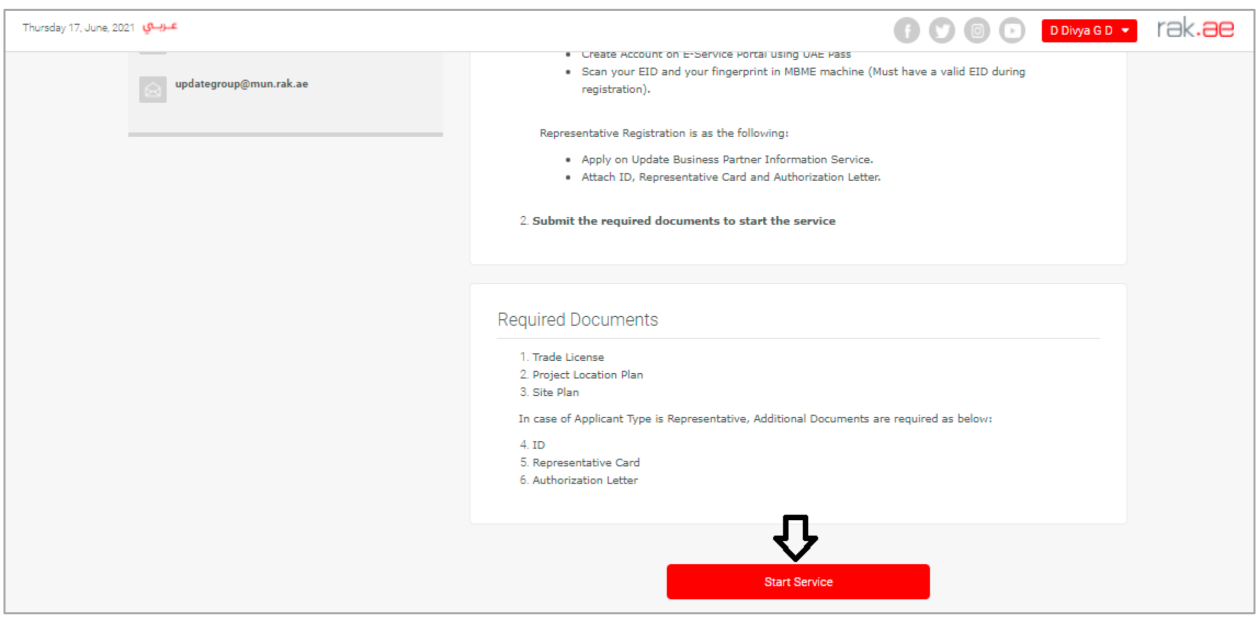
5- Next, click on **Transportation Impact Study**



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.



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 Emirates Identification Document (EID) and your fingerprint in MBME machine (Must have a valid EID during registration).

Company Registration is as the following:

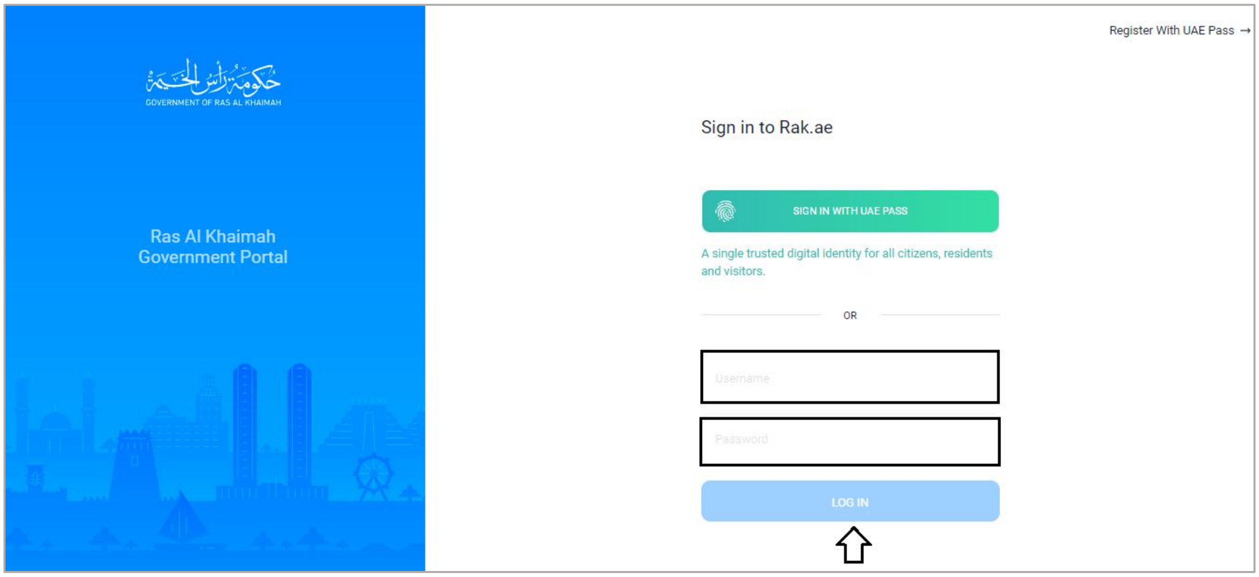
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

Representative Registration is as the following:

- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.

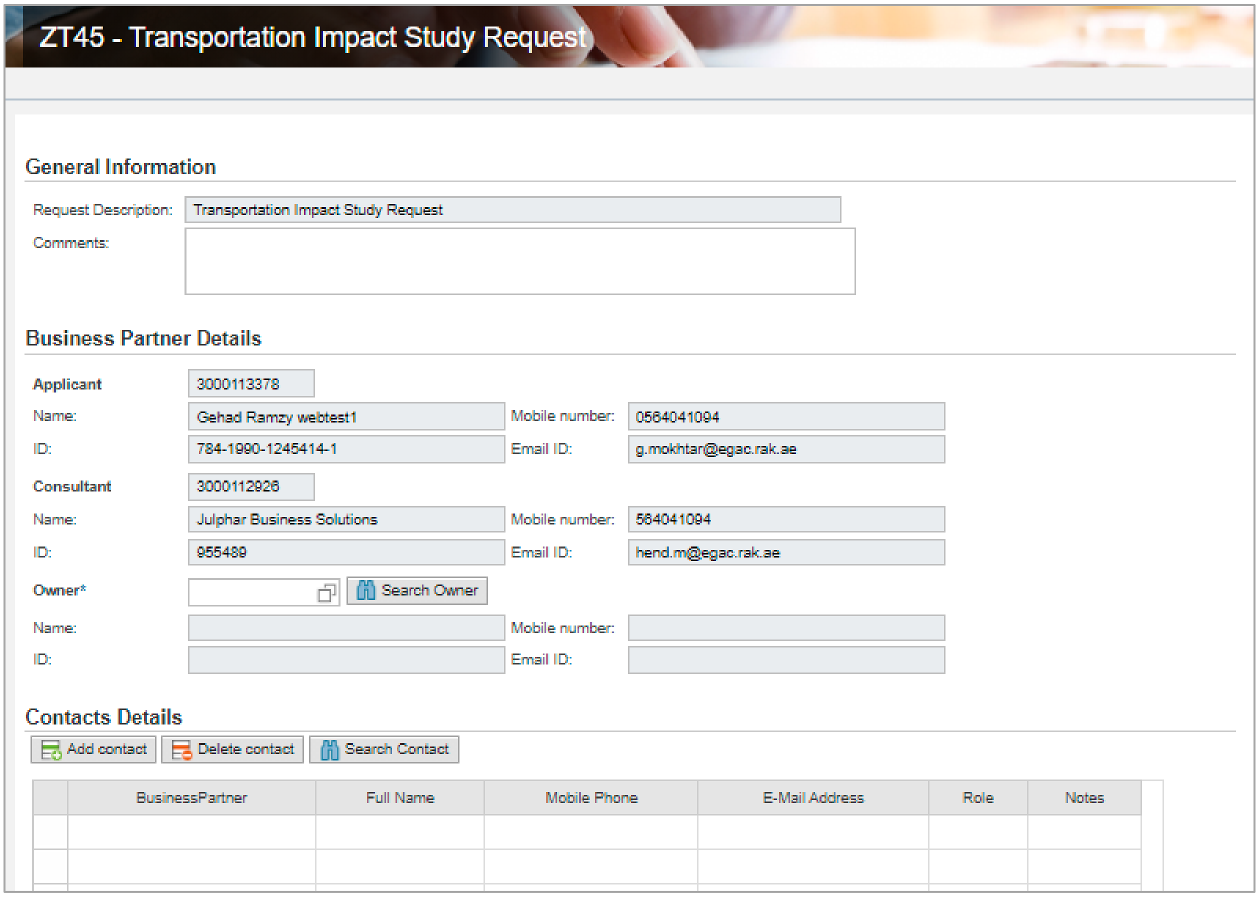
Create a Transportation Impact Study Request

1. After you access the **Transportation Impact Study** 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 **Transportation Impact Study** form will be displayed enabling you to create the request:

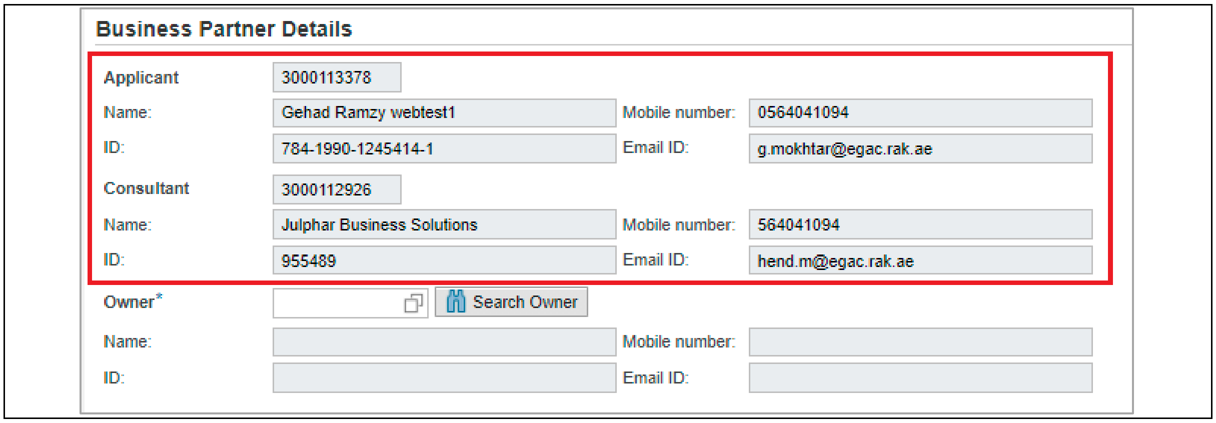


4. In the **General Information** block, enter the information as below:

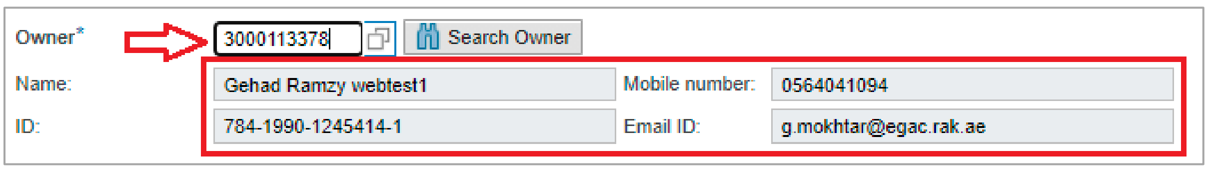
Field	Description
Request Description	A field used to show the service subject (Transportation Impact Study)
Comments	A text field used to enter your comments.

Notes:

- Only the consultants can submit this request on behalf of the owners in order to provide accurate and correct data about the project.
- All fields that are preceded by an asterisk * are mandatory fields.
- In the **Business Partner Details** block, the system automatically displays the name, number, Emirates ID number, mobile number and email address of the applicant who logged to the service.

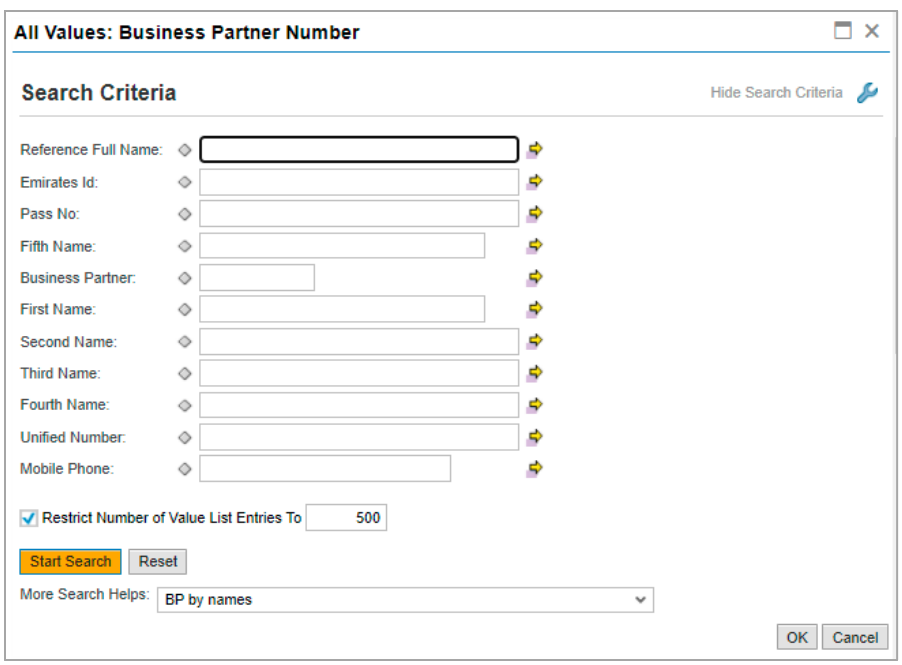


5. You can enter the owner information by two ways as follows:
   a. Enter the owner's number in the "**Owner**" field and press the “**Enter**” key, then the information of the owner will be displayed below:

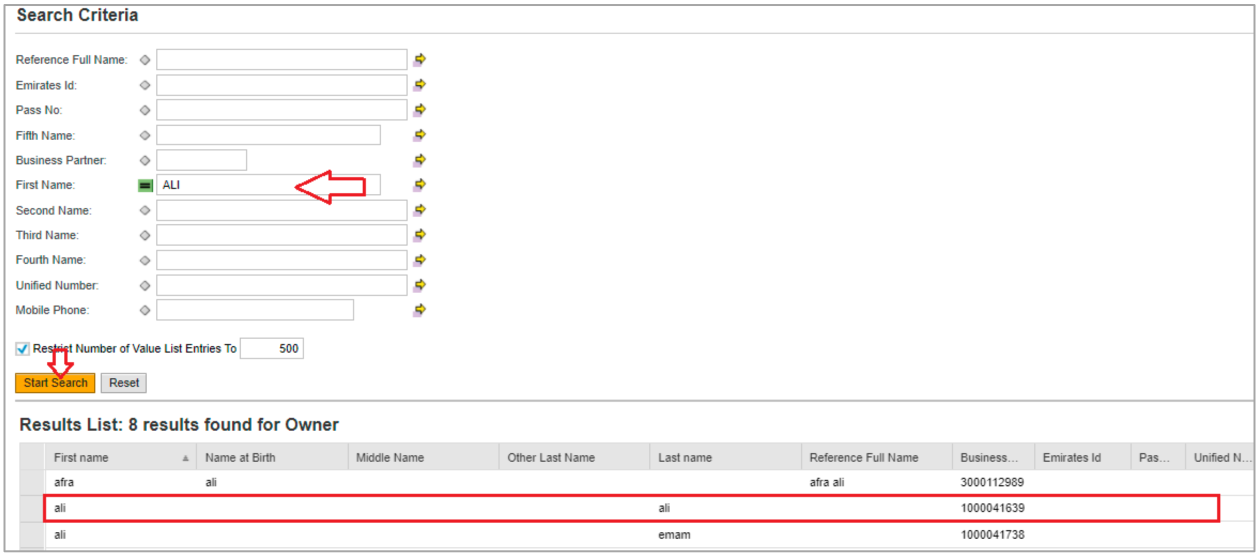


Alternatively, click the **Search** icon to search for the owner using multiple search criteria:

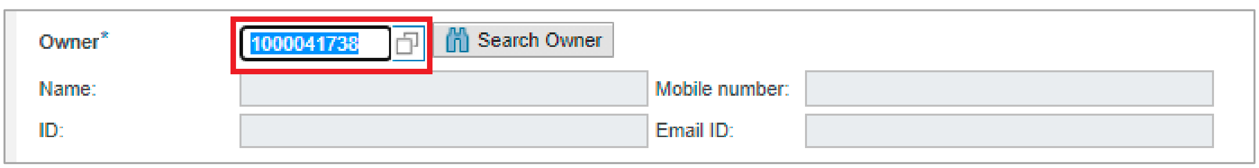
The **Search** screen appears as follows:

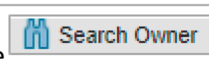


Enter the search value of the required owner in the appropriate search criteria field such as “**Ali**” in the “**First Name**” field, and then click the “**Start Search**” button to display the search results that match the inputs:

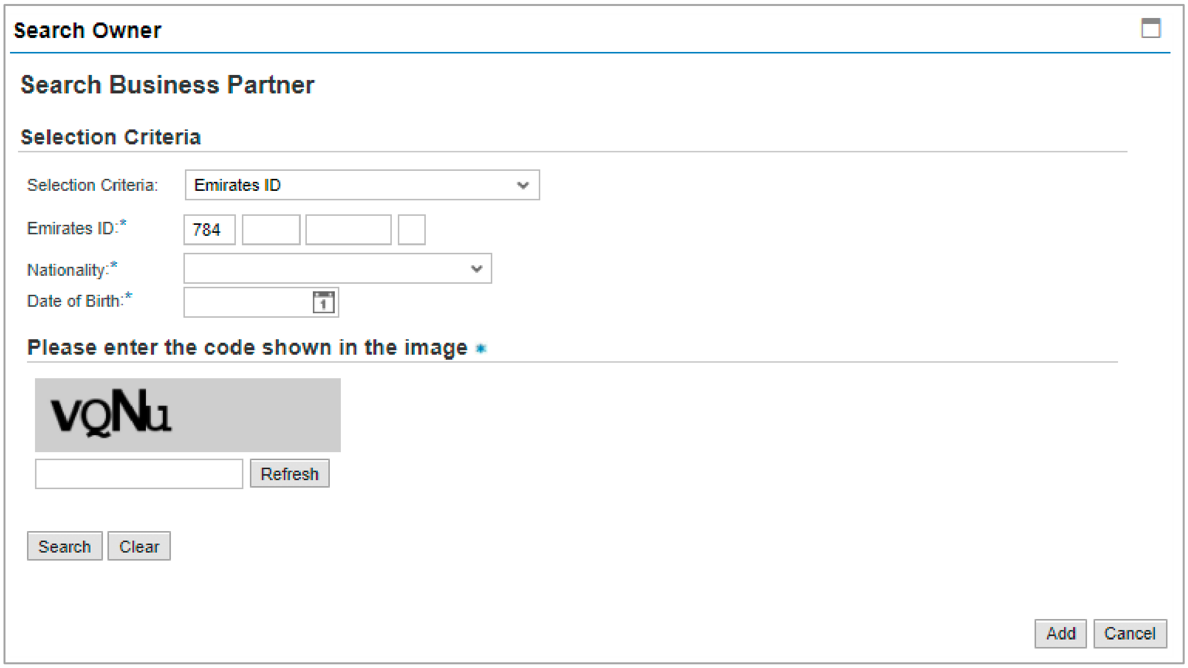


Choose the required owner from the search results to insert it directly in the owner field as follows:

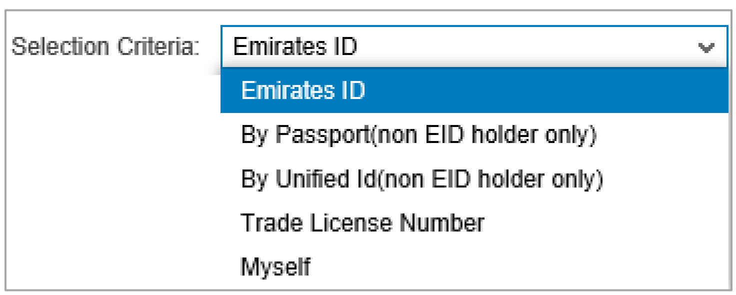


b. Click on the 

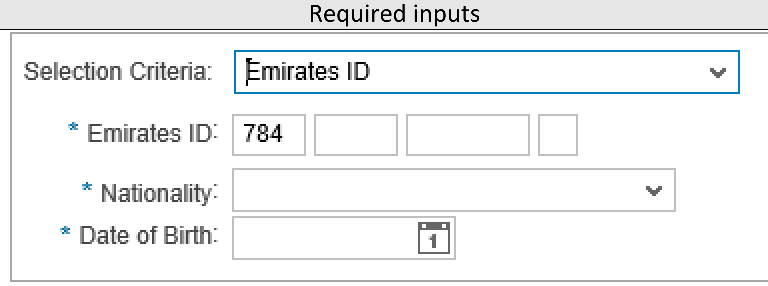
button beside the **Owner** field, to have the **Search Owner** screen displayed enabling you to search for the owner who wants to apply for the transportation impact study.

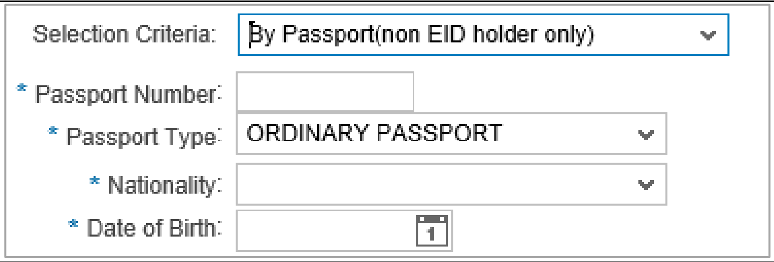
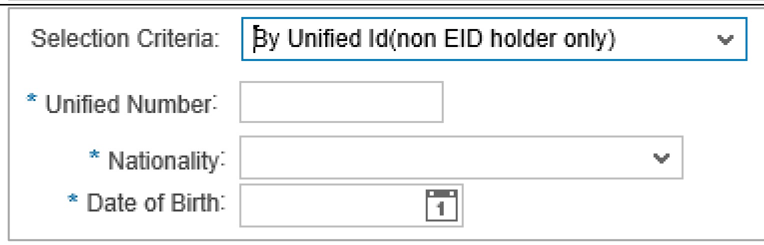
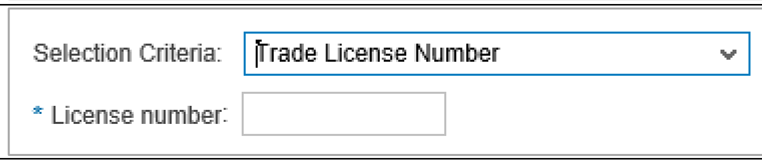
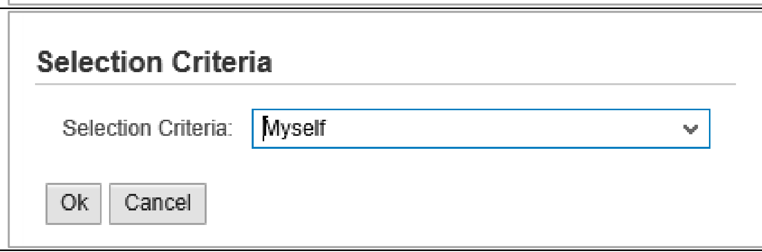


Select the appropriate way of search from the dropdown menu of “**Selection Criteria**”, and then enter the required inputs as follows:

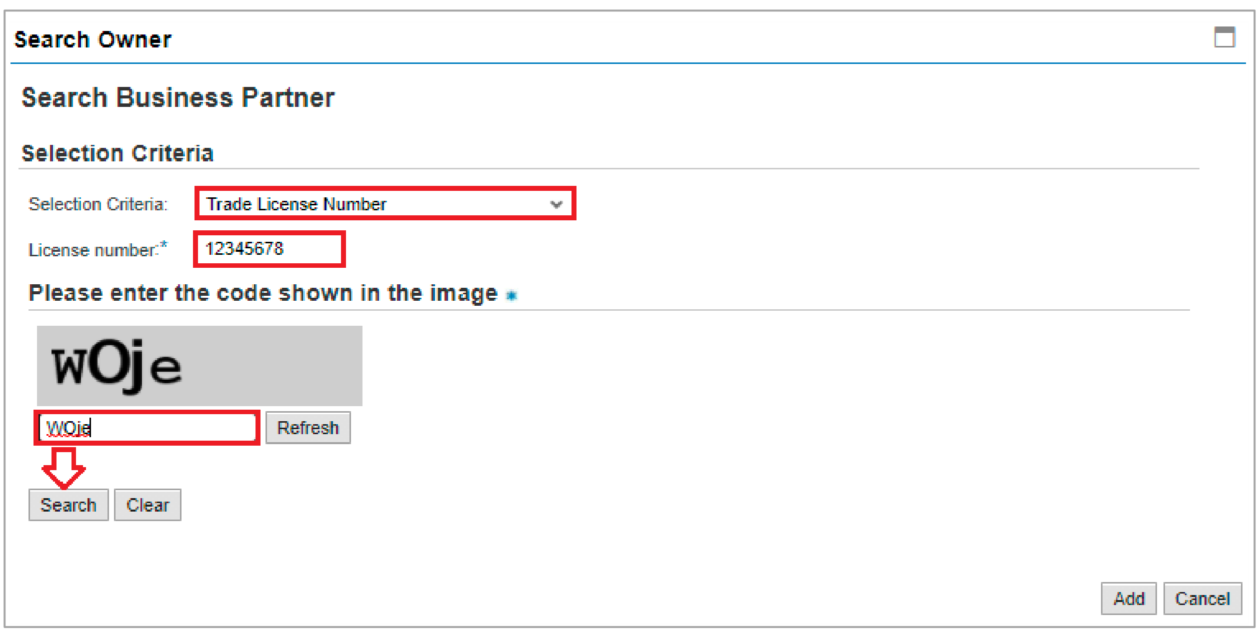


The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

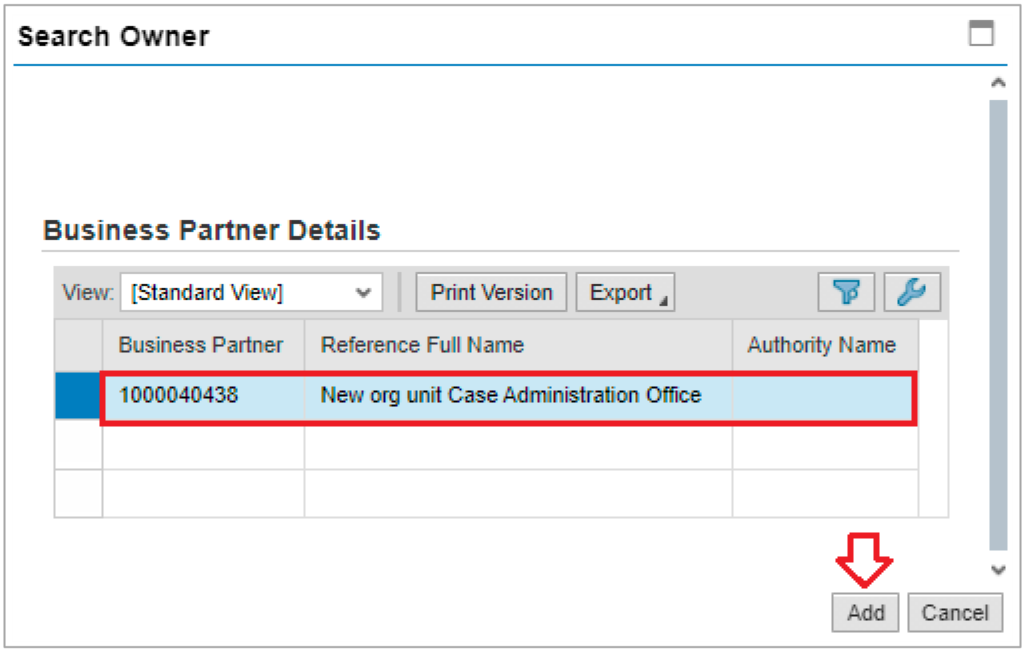
<table>
<tr><th>Search way</th><th>Required inputs</th></tr>
<tr><td>Search by the Emirates ID, then enter:
• EID number
• Select the nationality
• Select the date of birth</td><td>
</td></tr>
</table>

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	
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	
In case you are the owner, select "**Myself** " and then click the "**OK**" button to have your name displayed in the owner field.	

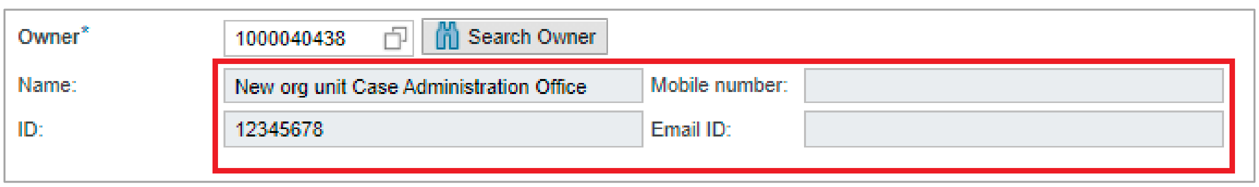
Enter the code that appears in the figure, then click on “**Search**:



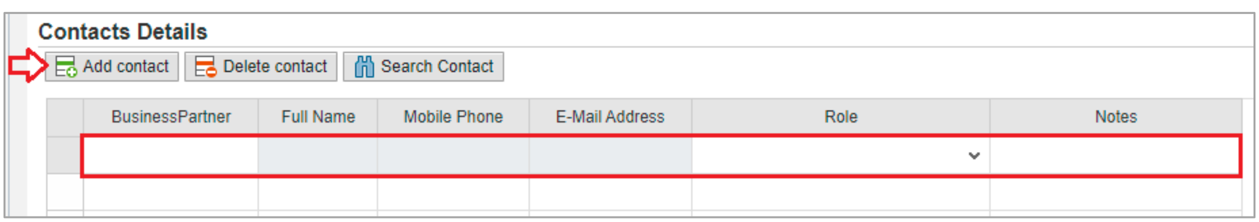
Note: Click the "**Refresh**" button to get a new clearer code, or click on "**Clear**" button to clear the input and re-write the code again.



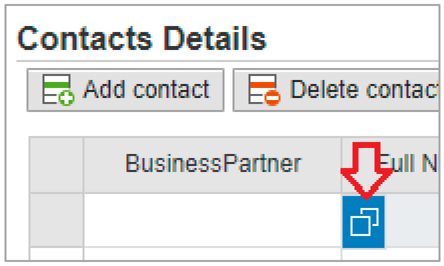
Select the required owner then click "**Add**" to insert the selected one in the owner field.



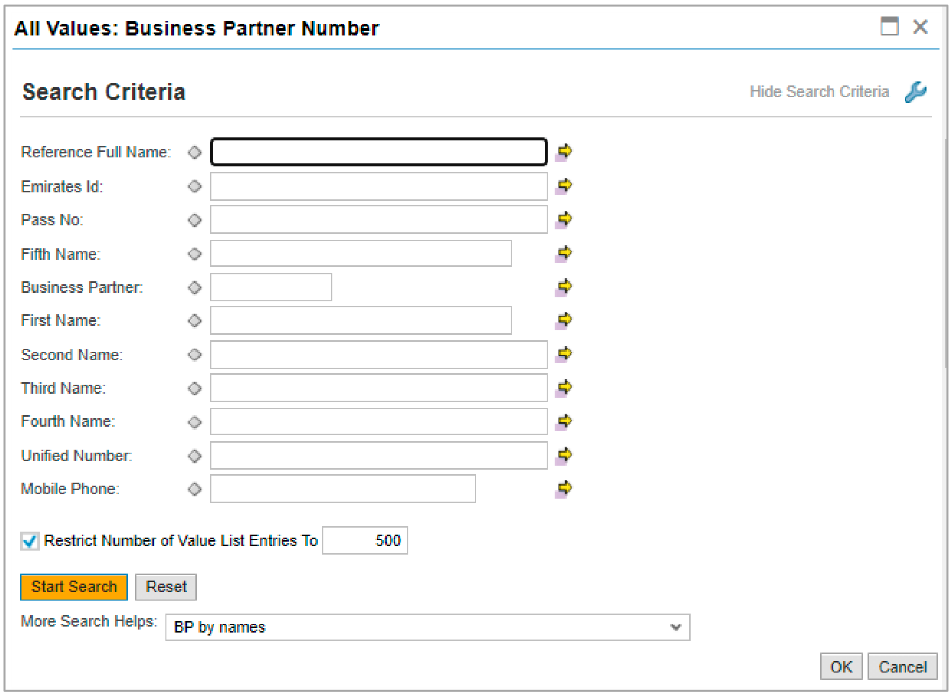
6. In the **Contact Details** block, add the contact information by clicking on the "**Add Contact**" button to have the new contact record displayed in the list as follows:



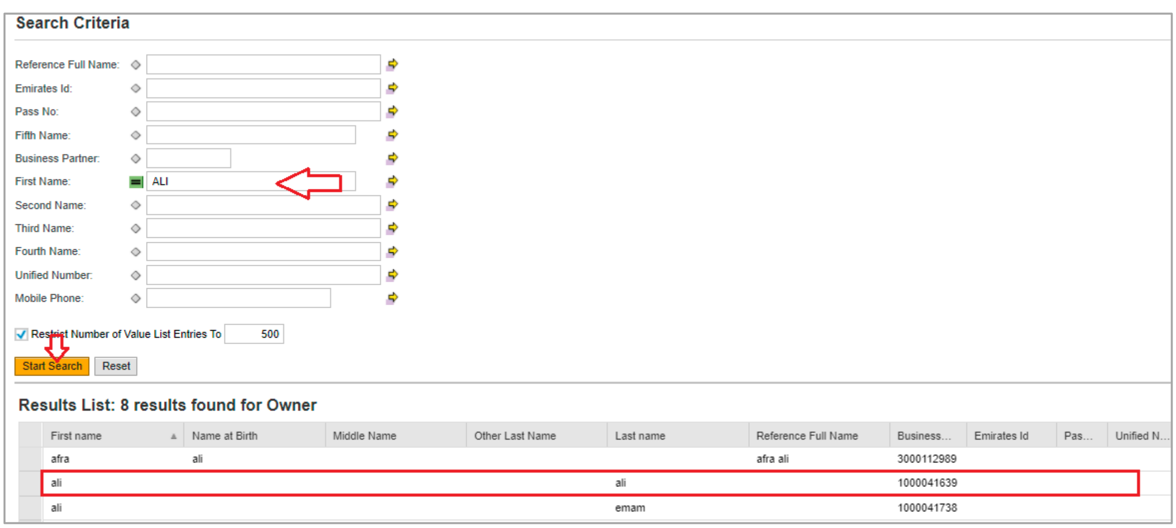
   a. Enter the number of the required contact in the "**Business Partner**" field then press the "**Enter**" key, or click the **search** icon in the " **Business Partner** " field to search for it using multiple search criteria:



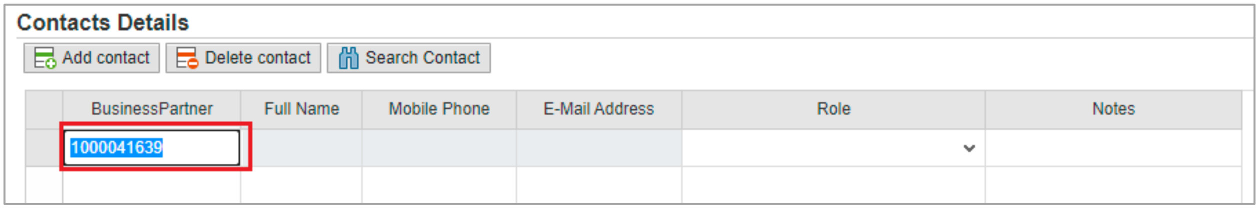
The **Search** screen will pop up as follows:



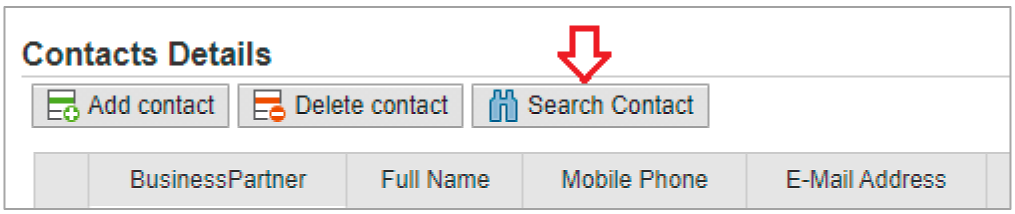
b. Enter the search value of the required contact in the appropriate search criteria field such as "**Ali**" in the "**First Name**" field, and then click the "**Start Search**" button to display the search results that match the inputs:



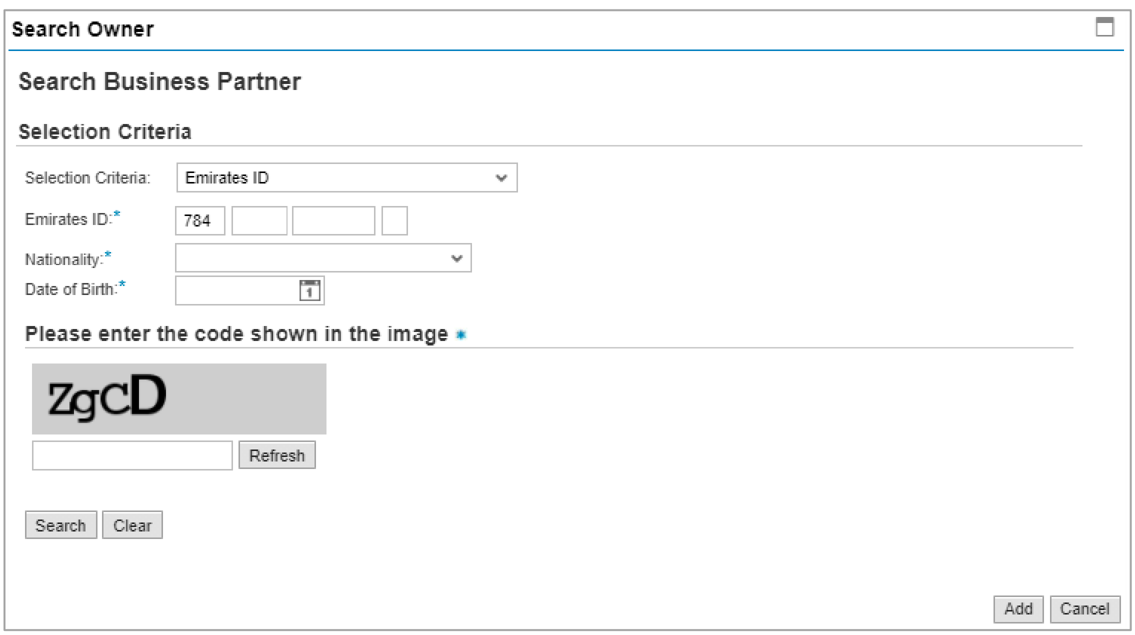
c. Choose the required business partner from the search results to insert it directly in the business partner field as follows:



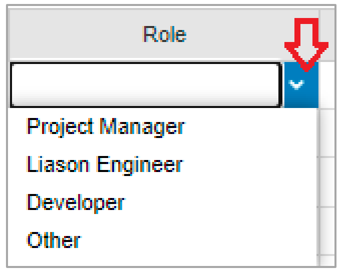
Note: you can search for the required contact by clicking on the "**Search Contact**" button:



The **Search** screen will pop up enabling you to search for the contact party by following [the same procedure of adding the owner as explained above]:

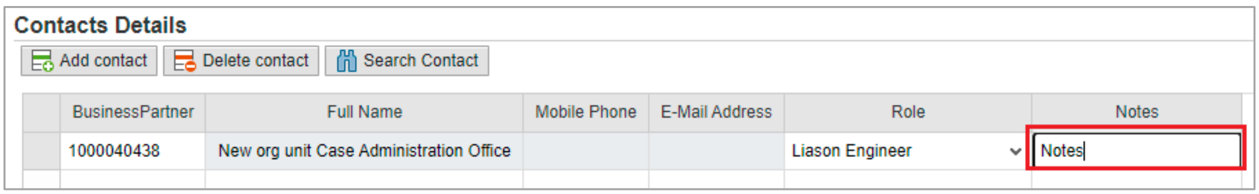


d. Select the role of the contact party in the project from the "**Role**" dropdown list:

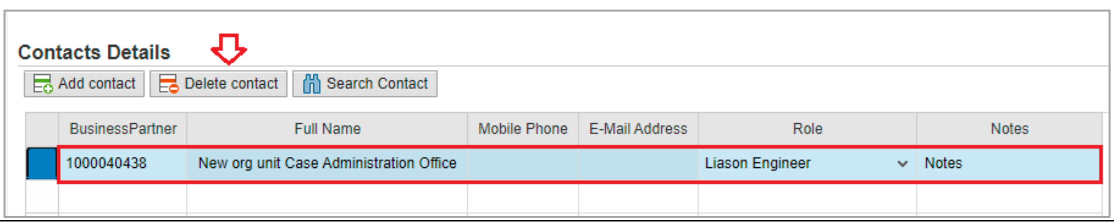


Note: You can register multiple contacts with different roles but at least you have to register one contact party as a **Liason Engineer**.

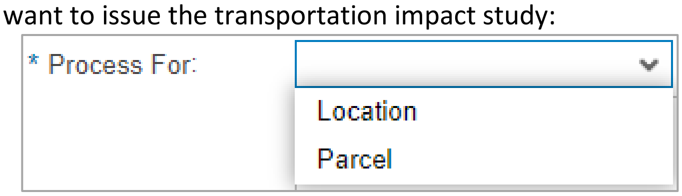
e. Enter your notes (if any) in the "**Notes"** field:



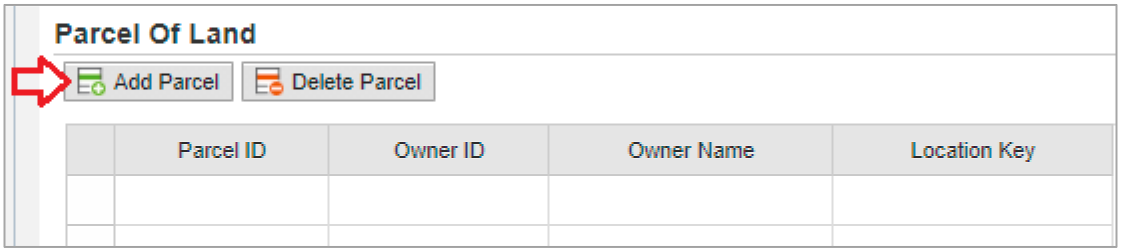
Note: to delete a contact party, select the required contact, then click on the "**Delete Contact**" to remove it for the list:



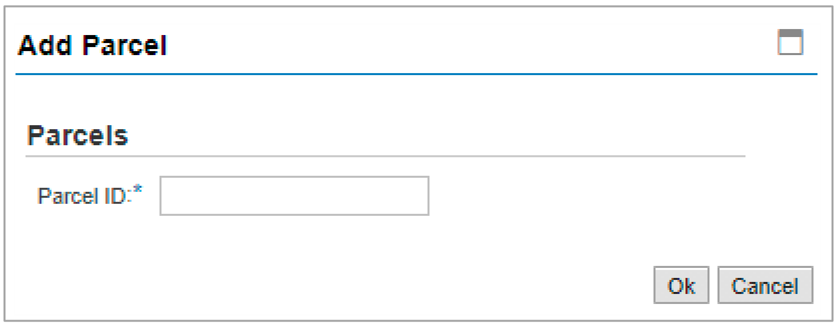
7. Select if you want to submit the request for a parcel or for a location from the "**Process For**" dropdown list:

Field	Description
Process for	A dropdown menu used to select the parcel or location for which you want to issue the transportation impact study:  • When you select the location, the "Location" section will be activated. • When you select the Parcel, the "Parcel of Land" section will be activated.

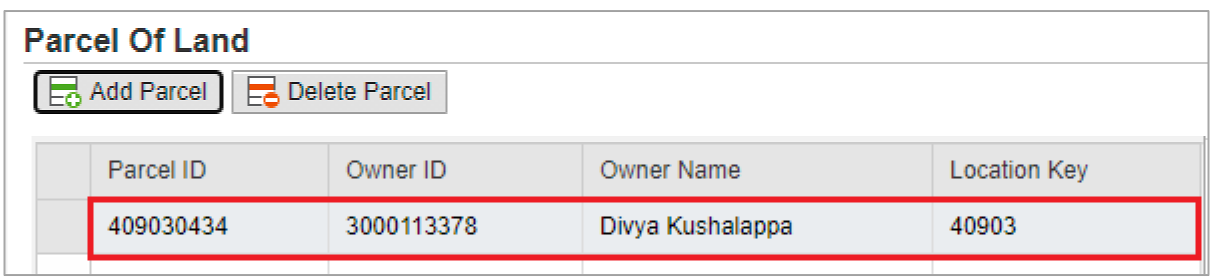
8. In the **Parcel of Land** block, add the land for which you want to issue the transportation impact study by clicking on the “**Add Parcel**” button:



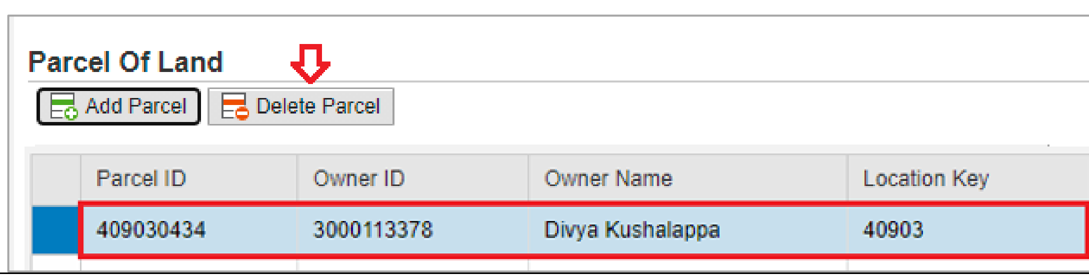
The **Add Parcel** screen will pop up as below:



9. Enter the number of the land in the “**Parcel ID**” field, to have it listed in the request form as below:

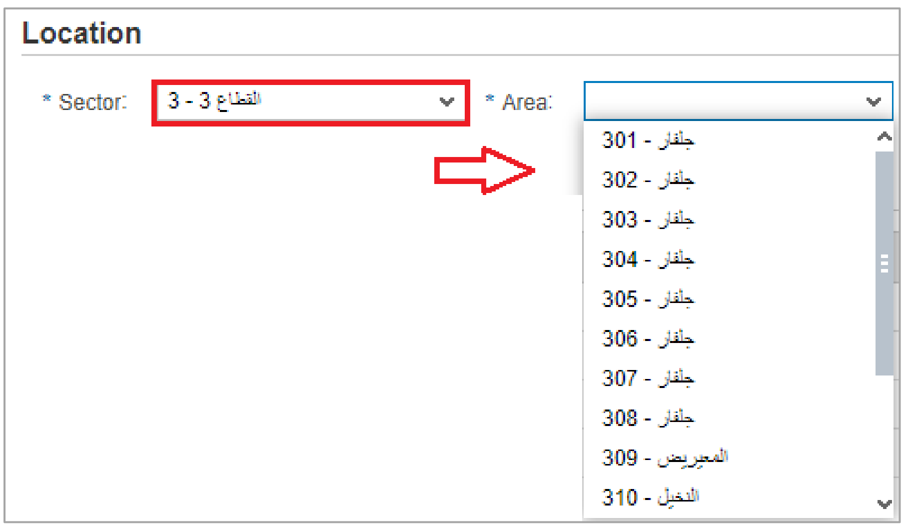


Note: to delete one land form the Parcel of Land list, select the required one, then click on the “**Delete Parcel**” button.



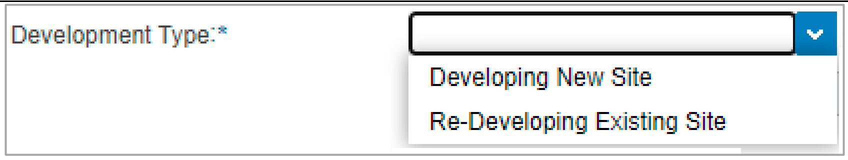
10. In the **Location** block, select the location for which you want to issue the transportation impact study by first selecting the sector where your plot is, from the “**Sector**” dropdown menu:

11. Second, select the **Area** and **Block** where your plot is located within the sector that you have selected in the "**Sector**" field as below:

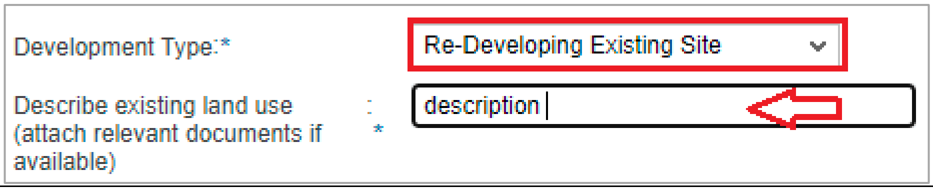


12. In the **Project Information** block, add the project information as follows:

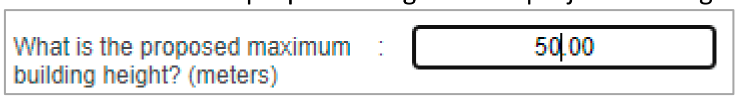
Mandatory Fields	Description
Project Name	Enter the name of the project for which you want to issue the transportation impact study.
Project Opening Date	Press the calendar icon and select the date when the project will be opened.
Development Type	Select the type of the project development from the drop down list:

<table>
<tr><td></td><td>


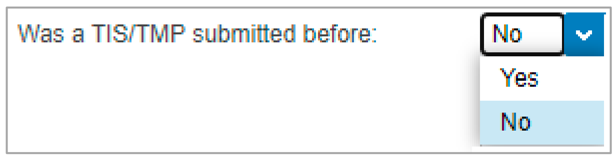
When "**Re- Developing Existing Site**" is selected, you have to enter the description of the existing land use:



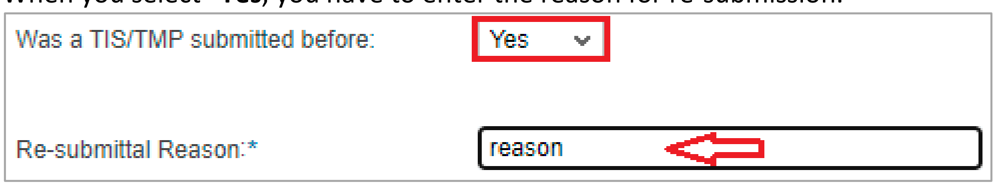
</td></tr>
<tr><td>What is the proposed maximum building height? (meters)</td><td>
Enter the maximum proposed height of the project building by meter:



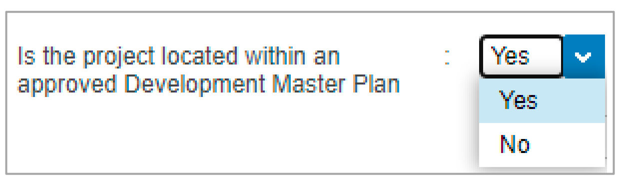
</td></tr>
<tr><th>Optional Fields</th><th>Description</th></tr>
<tr><td>Was a TIS/TMP submitted before?</td><td>
Select "Yes" if the request is submitted before, or "No" if the request is submitted for the first time.



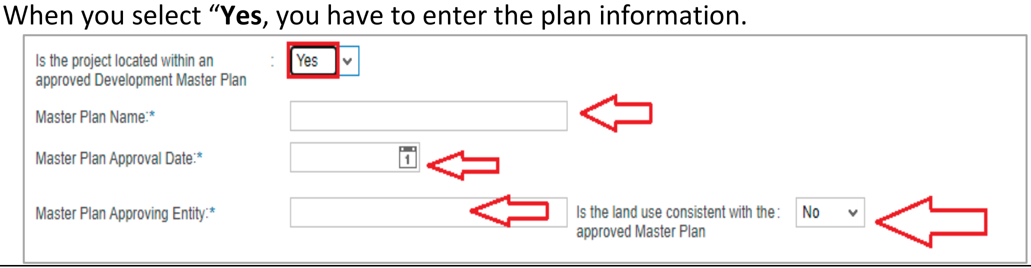
When you select "Yes, you have to enter the reason for re-submission.



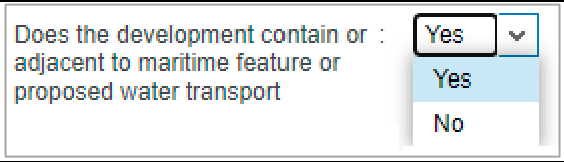
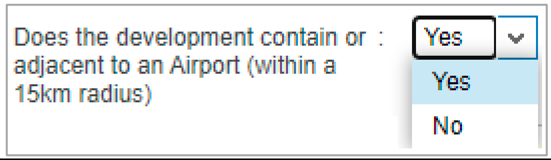
</td></tr>
<tr><td>Is the project located within an approved Development Master Plan?</td><td>
Select "Yes" if the project is located within an approved development master plan, or "No" if it is not.



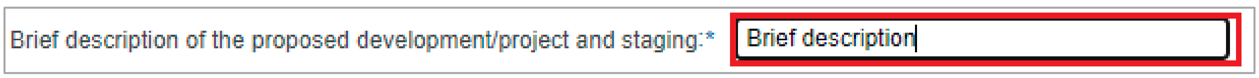
When you select "Yes, you have to enter the plan information.



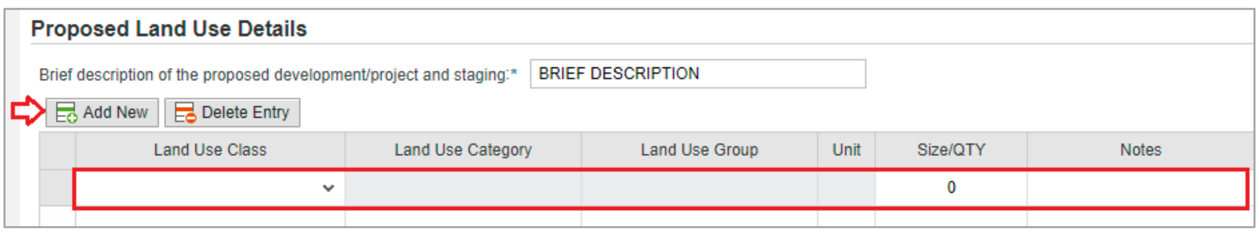
</td></tr>
<tr><td>Does the development contain or adjacent to maritime feature</td><td>
Select "Yes" if the project contains or adjacent to maritime feature or proposed water transport, or "No" if it is not.
</td></tr>
</table>

or proposed water transport?	
Does the development contain or adjacent to an Airport (within a 15km radius)?	Select "**Yes**" if the project contains or adjacent to an Airport (within a 15km radius), or "**No**" if it is not. 

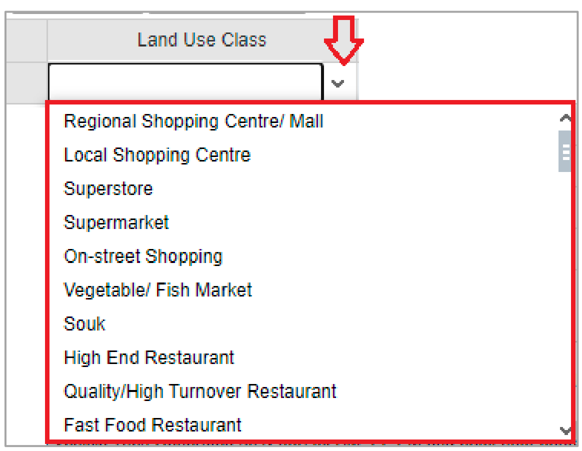
13. In the **Proposed Land Use Details** block, add the use of the project land in details as follows:
    a. Enter a brief description of the project in the "**Brief description of the proposed development/project and staging"** field**:**



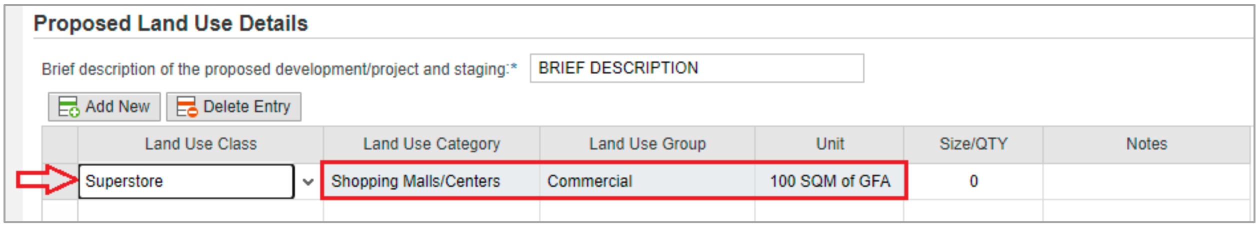
    b. Click on the "**Add New**" button, to have the use record displayed in the list enabling you to enter the use details:



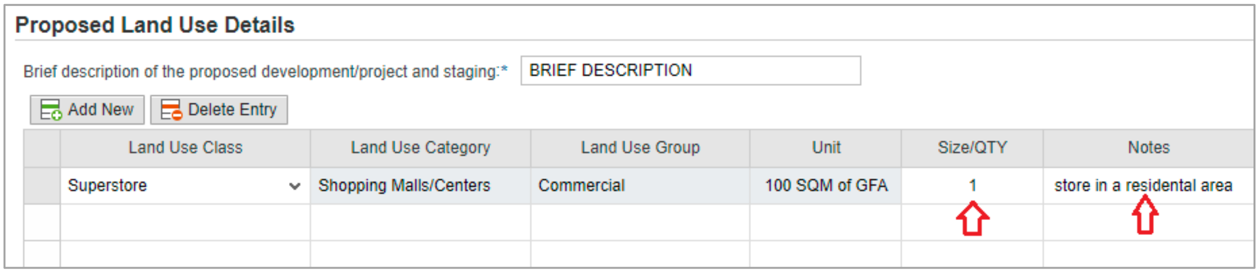
    c. Select the class of the land use from the field dropdown list:



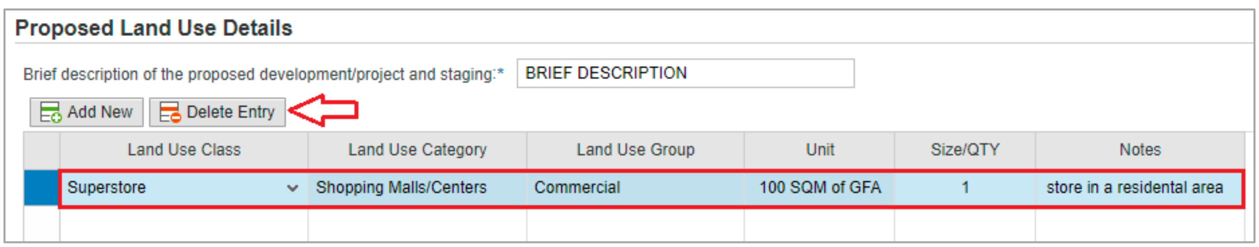
The details of the selected class will be displayed in the next fields as follows:



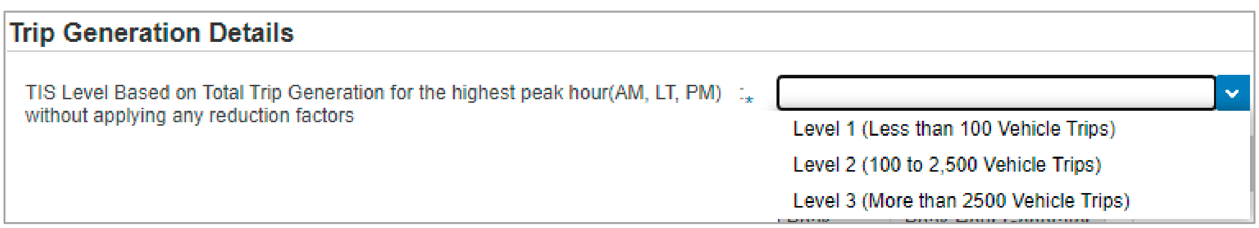
d. Enter the Size/quantity of the selected land class and add your notes (if any):



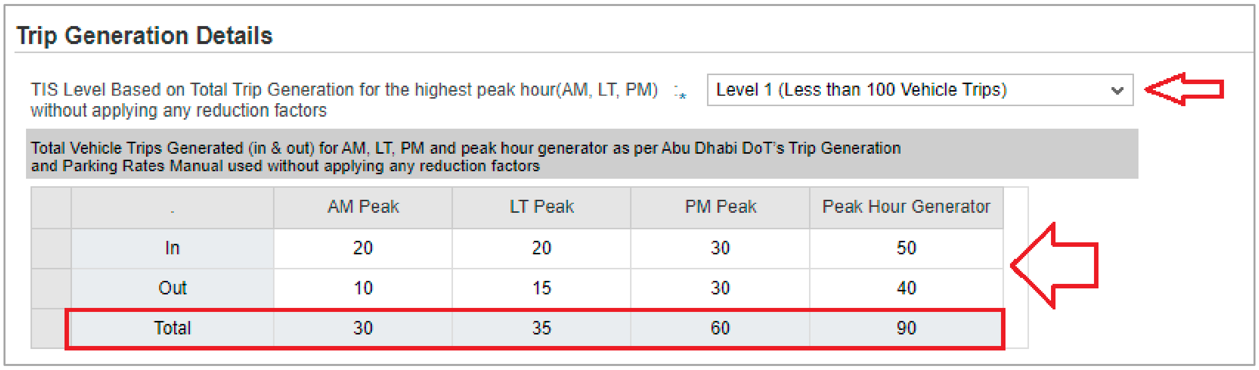
e. Repeat the procedure above to add more land use classes.
f. To delete a land use class, select the required class and click on the "**Delete Entry**" button:



14. In the **Trip Generation Details** block, select the traffic impact study level based on total trip generation for the highest peak hour:



15. Enter the number of trips that will be surrounding the project in and out during the morning, evening and peak hours, then press the "**Enter**" key to have the total of the same displayed automatically as follows:



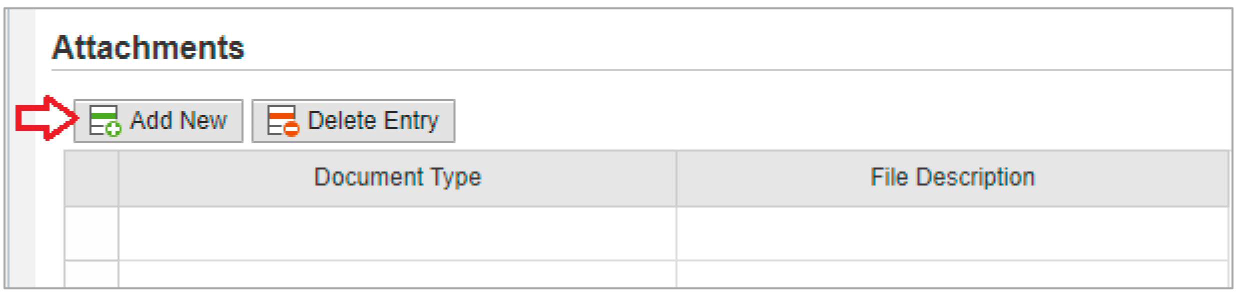
Trip Generation Details

TIS Level Based on Total Trip Generation for the highest peak hour(AM, LT, PM) without applying any reduction factors: Level 1 (Less than 100 Vehicle Trips)

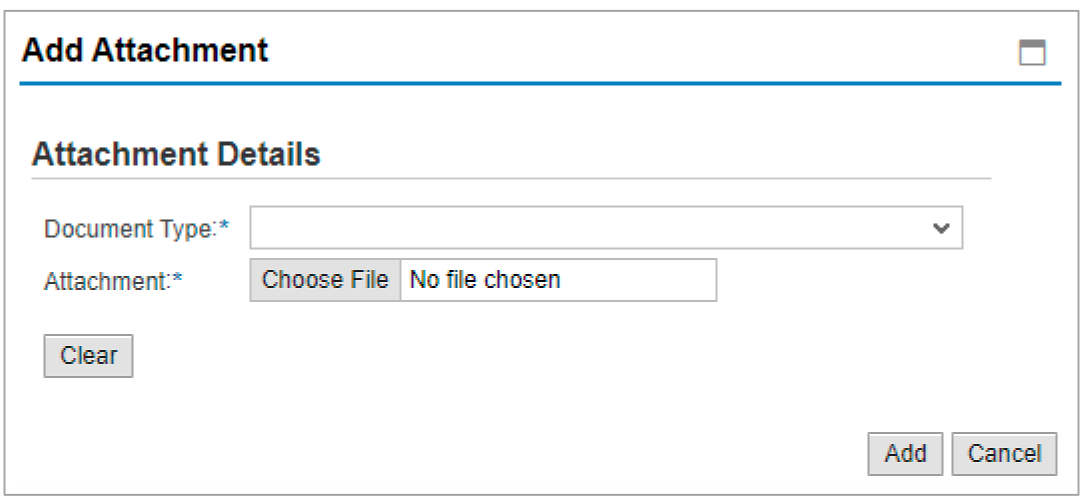
Total Vehicle Trips Generated (in & out) for AM, LT, PM and peak hour generator as per Abu Dhabi DoT's Trip Generation and Parking Rates Manual used without applying any reduction factors

.	AM Peak	LT Peak	PM Peak	Peak Hour Generator
In	20	20	30	50
Out	10	15	30	40
Total	30	35	60	90

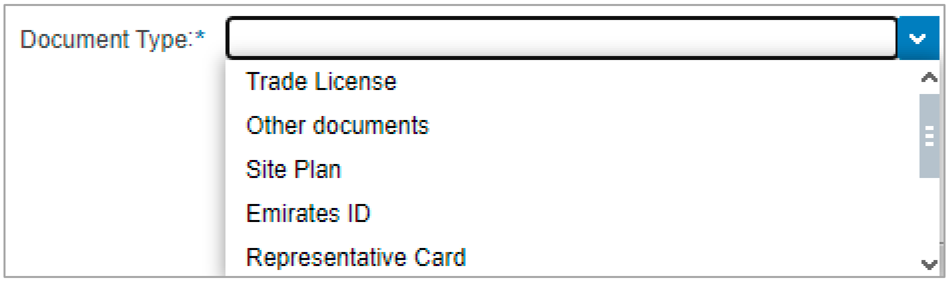
16. In the **Attachments** block, you have to attach all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).
17. To upload documents:
    A. Click the "**Add New**" button:



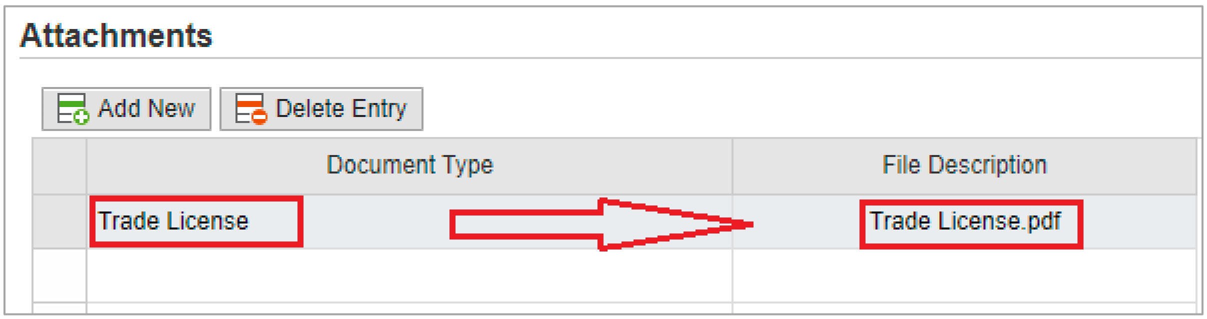
    B. A window pops up allowing you to choose the files as shown below:



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

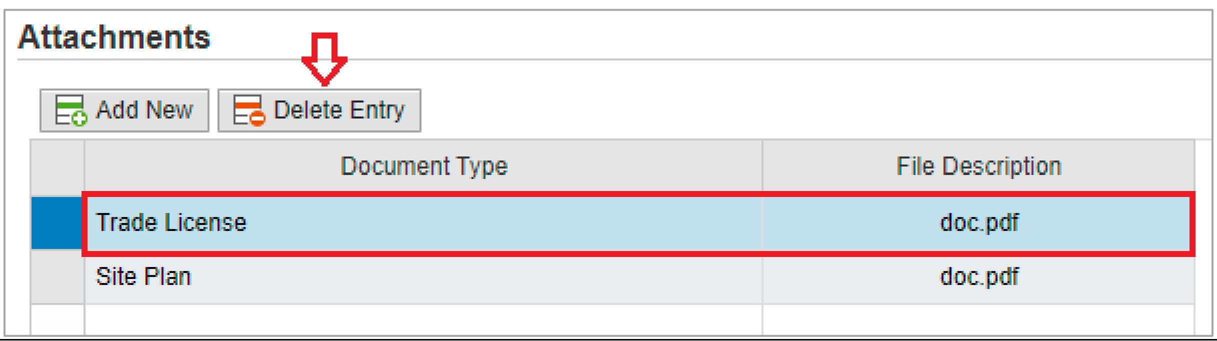


D. Browse for the file and Click on Add ➔ the file will be uploaded successfully and the attachment title will reflect the document type:

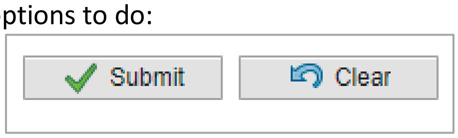


E. Repeat the steps above to attach the rest of the documents.

Note: In case of incorrect upload, you can select the file and click the "**Delete Entry**" button to remove it

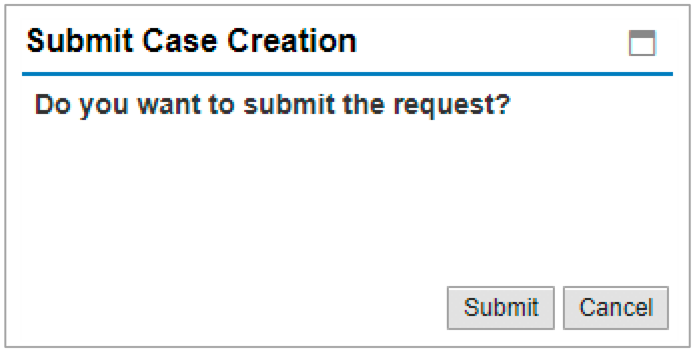


18. You have the following options to do:

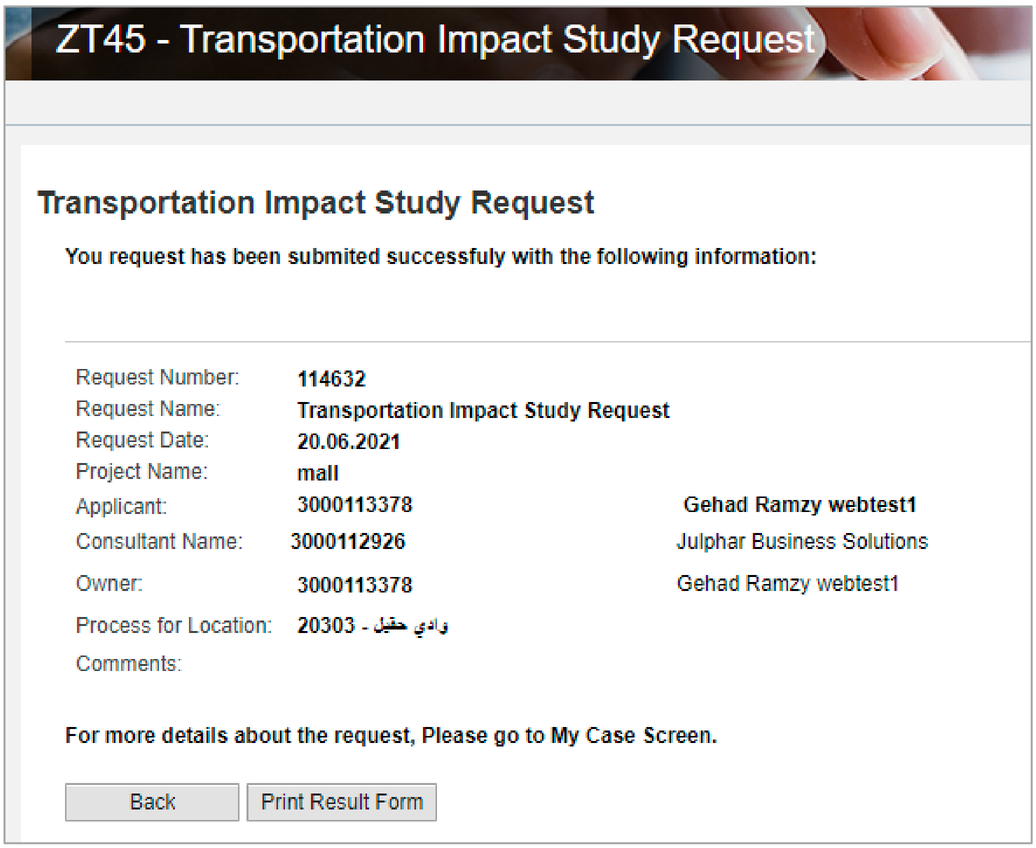


- "**Submit**" to complete the request.
- or clear all fields by selecting "**Clear**"

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



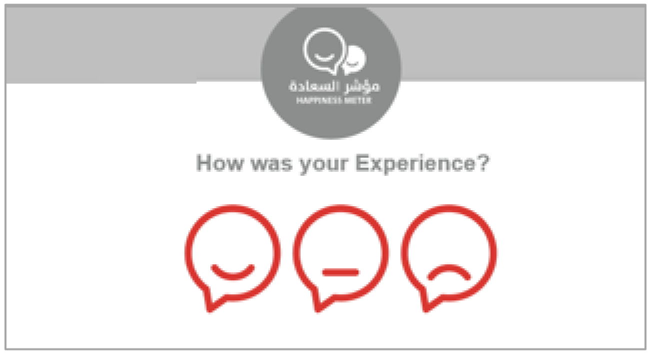
A screen will appear stating that the case is submitted successfully including the case ID.



20. You can return to the main page of the service by clicking "**Back**".
21. You can print the request by clicking on the "**Print Result form**" button.

After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request and pay the required fees after getting the request approved, then your request will be approved and the NOC will be sent to you via Email.

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



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

My Cases

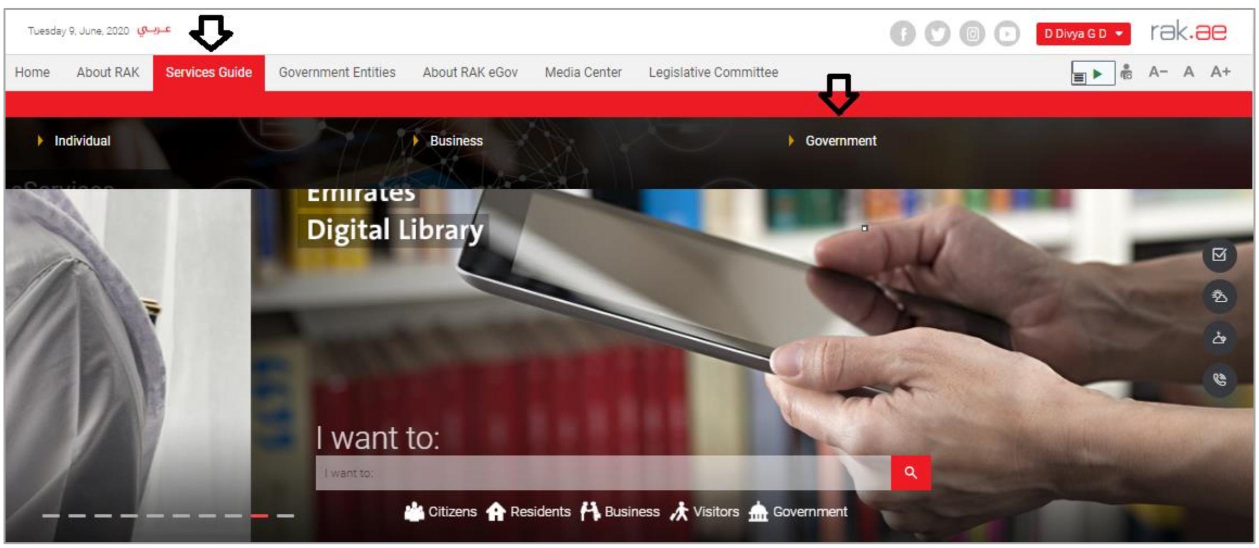
When you submit the **Transportation Impact Study** and pay the fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request.
- 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.

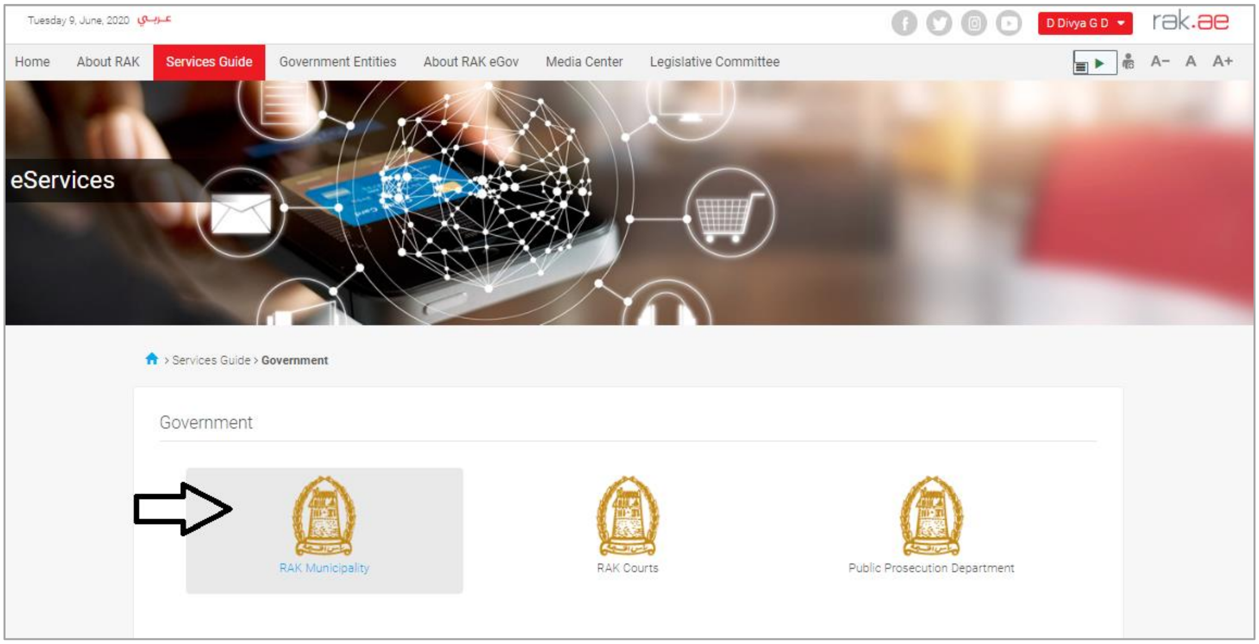
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

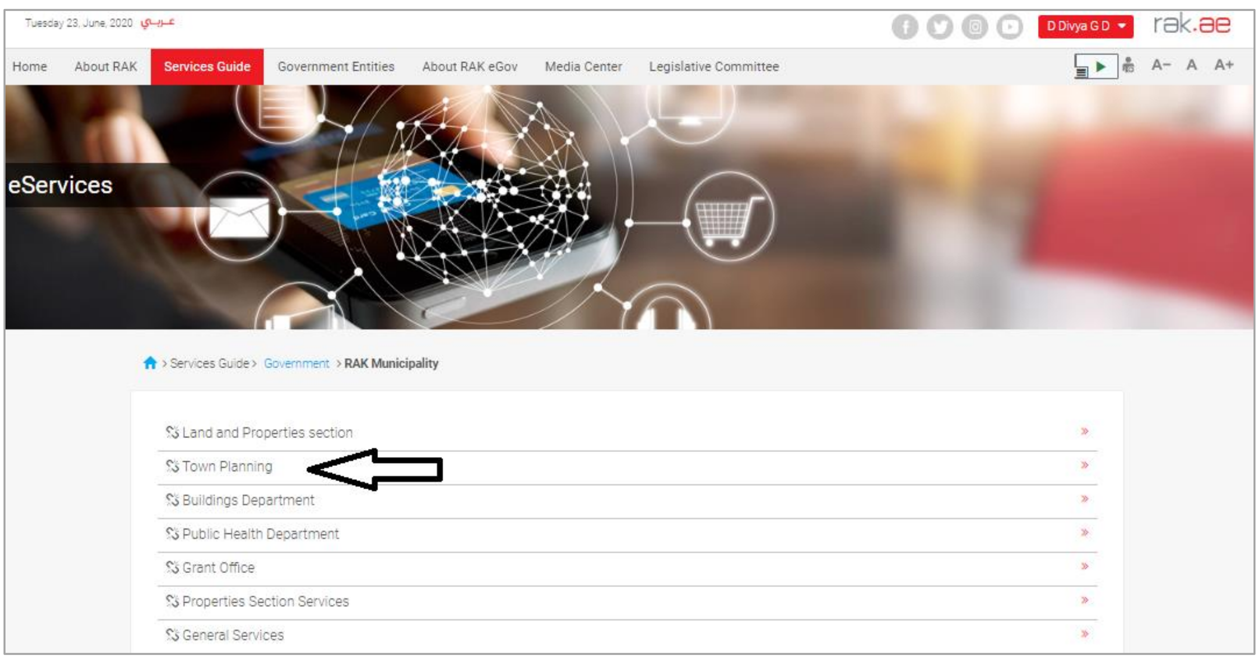
Then, Click the "**Service Guide**" then click "**Government**":



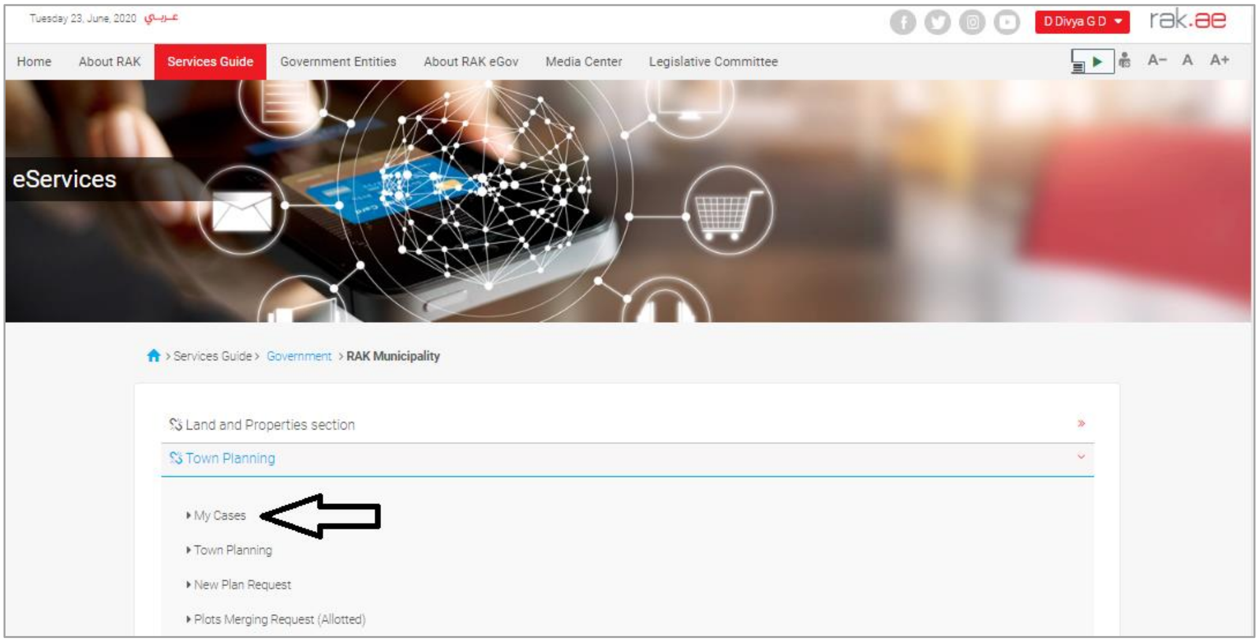
Next, select "**RAK Municipality**"



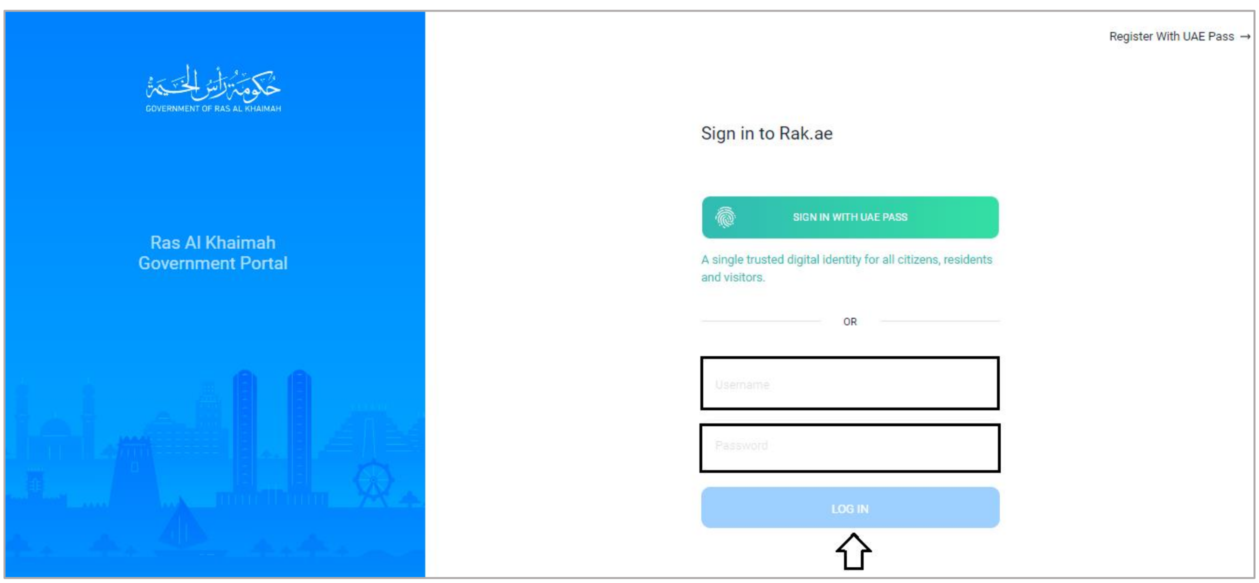
Next, Select the “**Town Planning Department**”



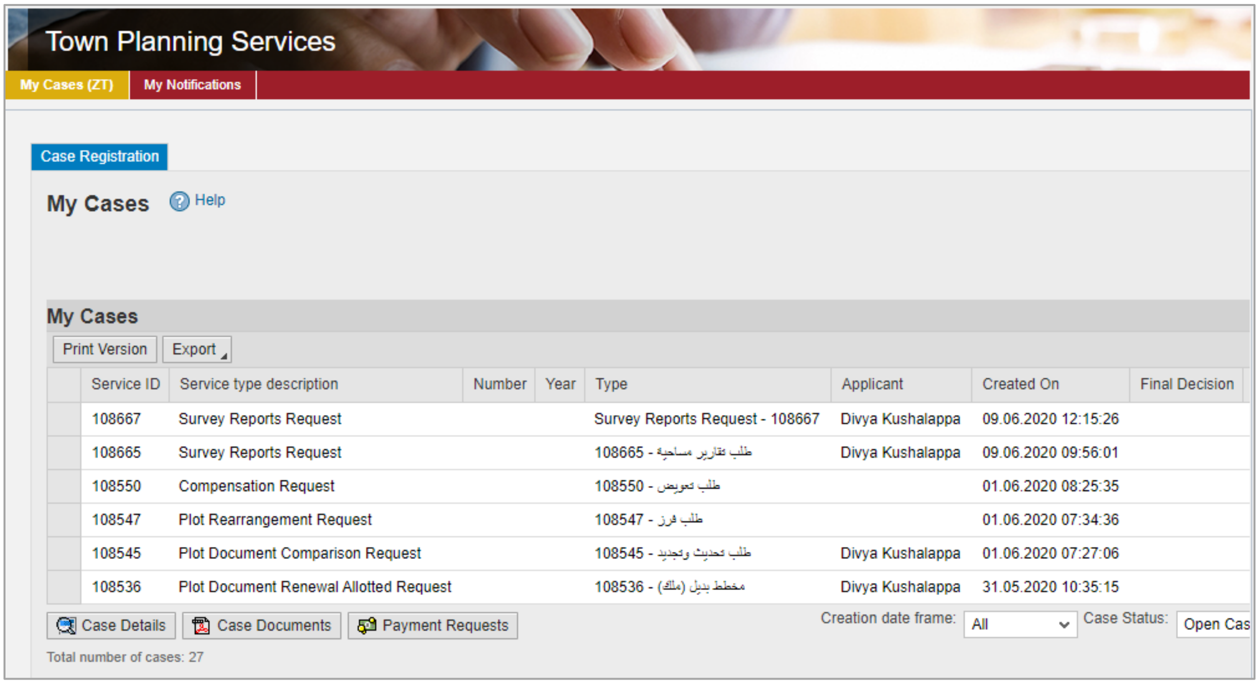
Next, Select “**My Cases”**



Next, Enter your RAK Government Portal username and password that 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 Town Planning Department and pending for payment (if not paid yet) or pending for coordinator action.



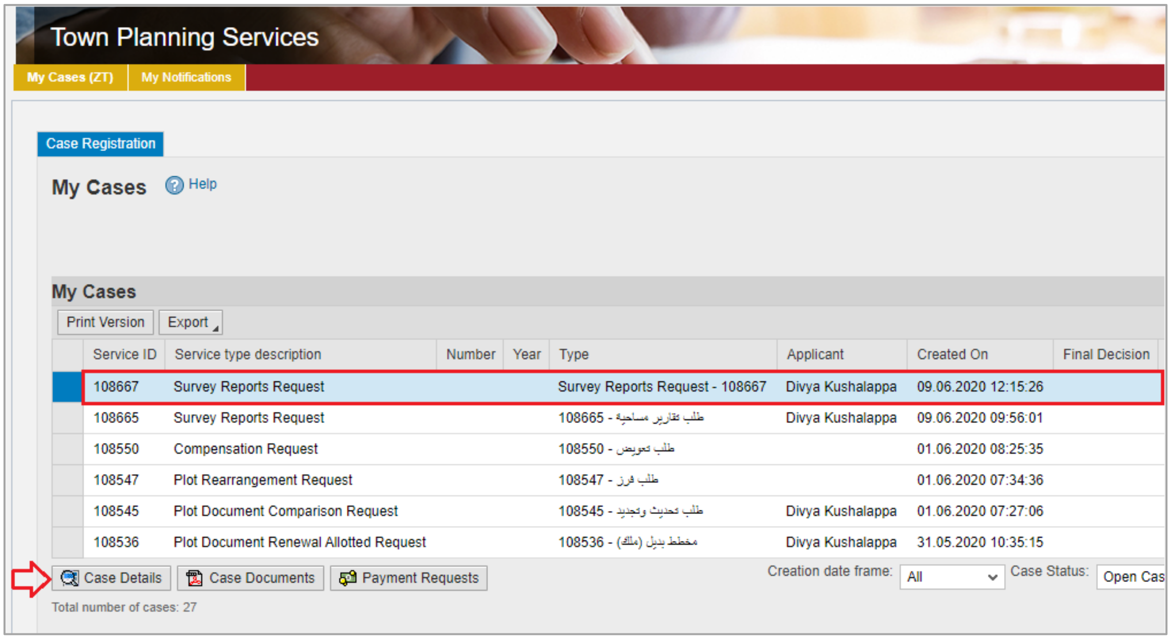
"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

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

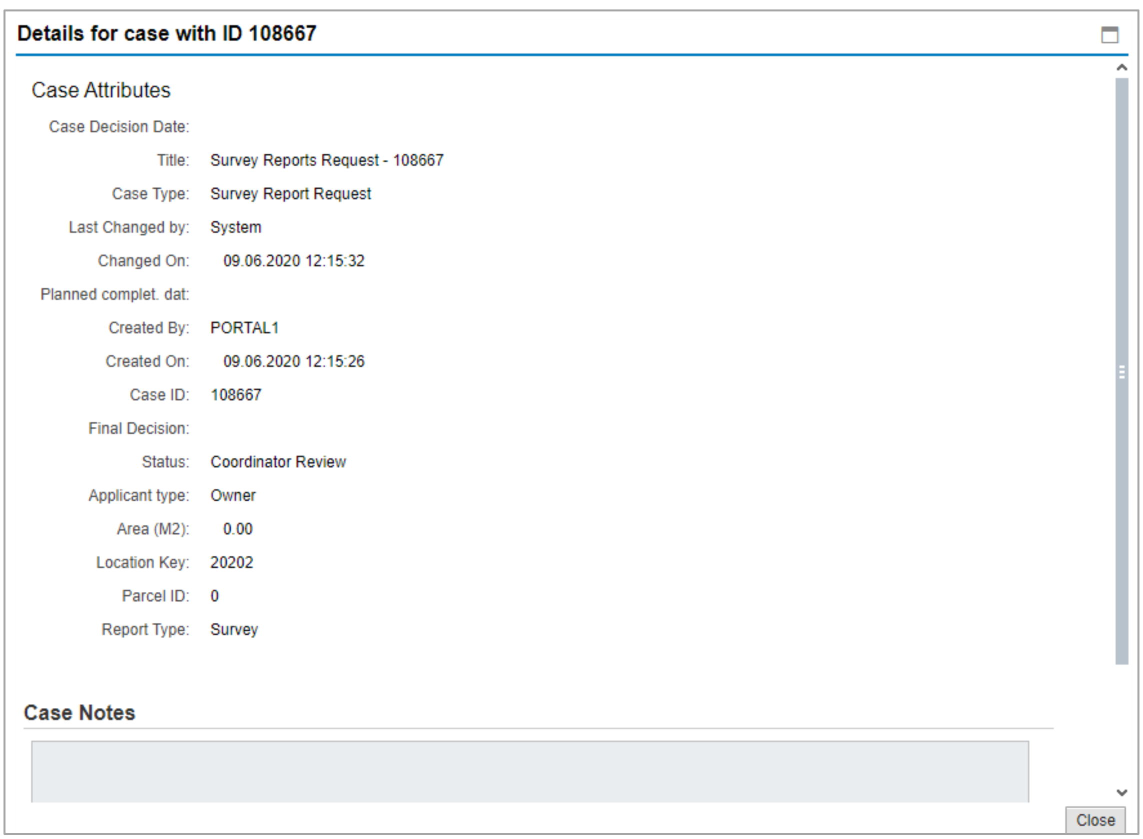
- Print (As a Pdf) Print Version
- Export (As excel files) Export

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

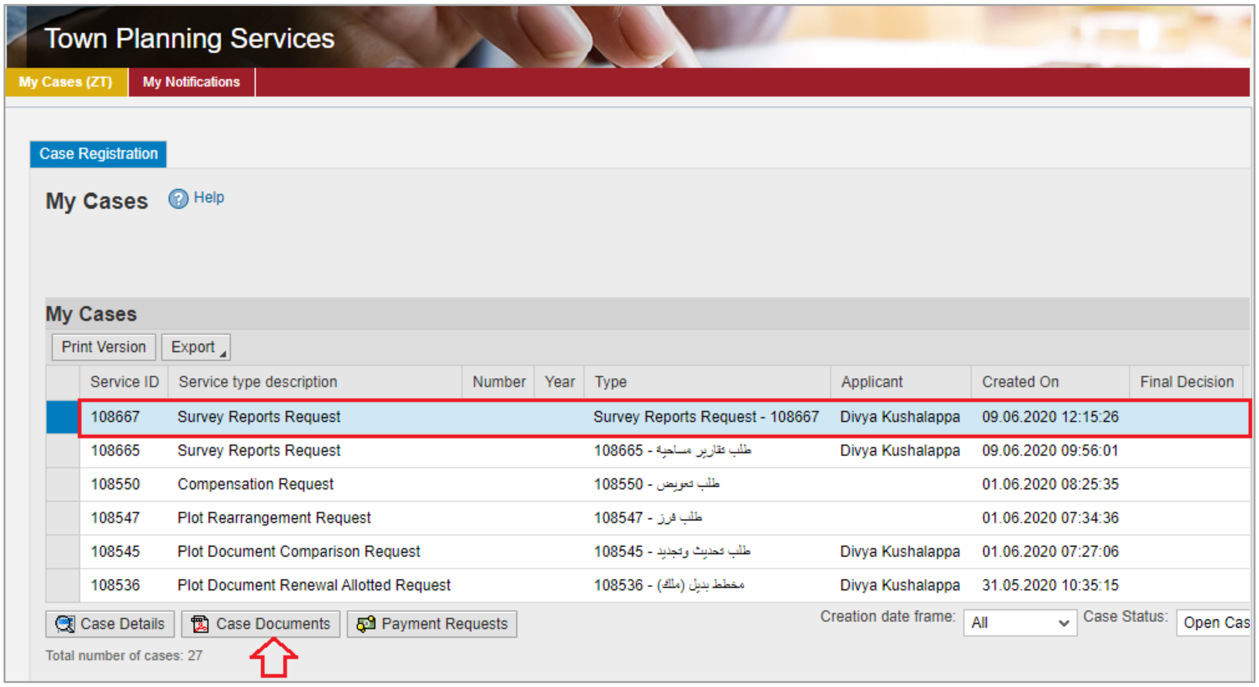
- You will be able to view the details of the service request by selecting the required request and then clicking on the "**Case Details**" button



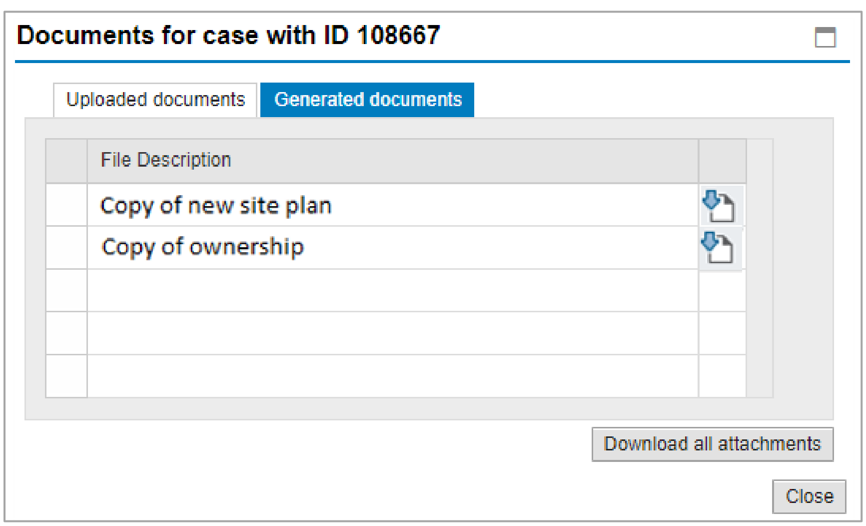
The details screen of the selected request pops up to show all of its details as below:



- 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 attached documents to the selected request when it is created where you can download any file or all of the files.

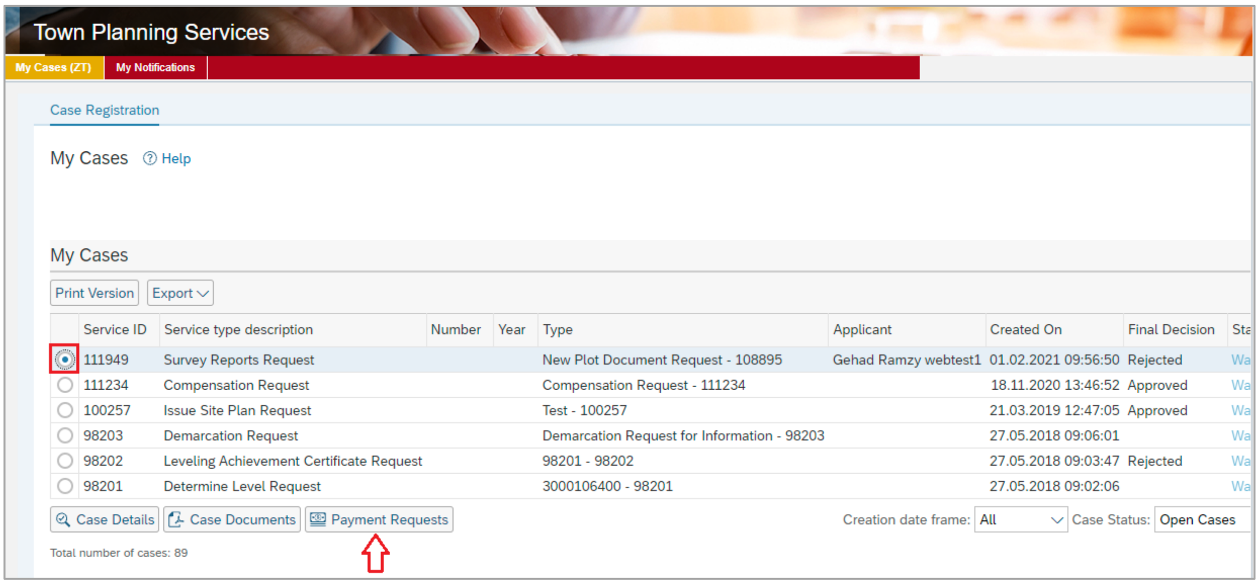


Fee Payment

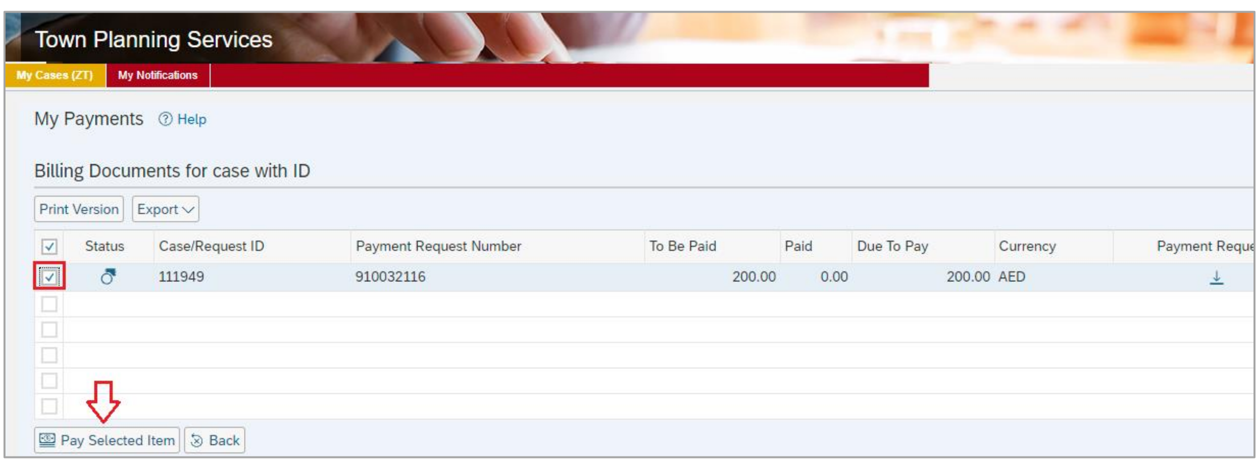
After submitting the request, you have to pay the request fee in order to get it received by the coordinator of the Town Planning Department for review.

To pay the request fee, from “**My Cases**” page:

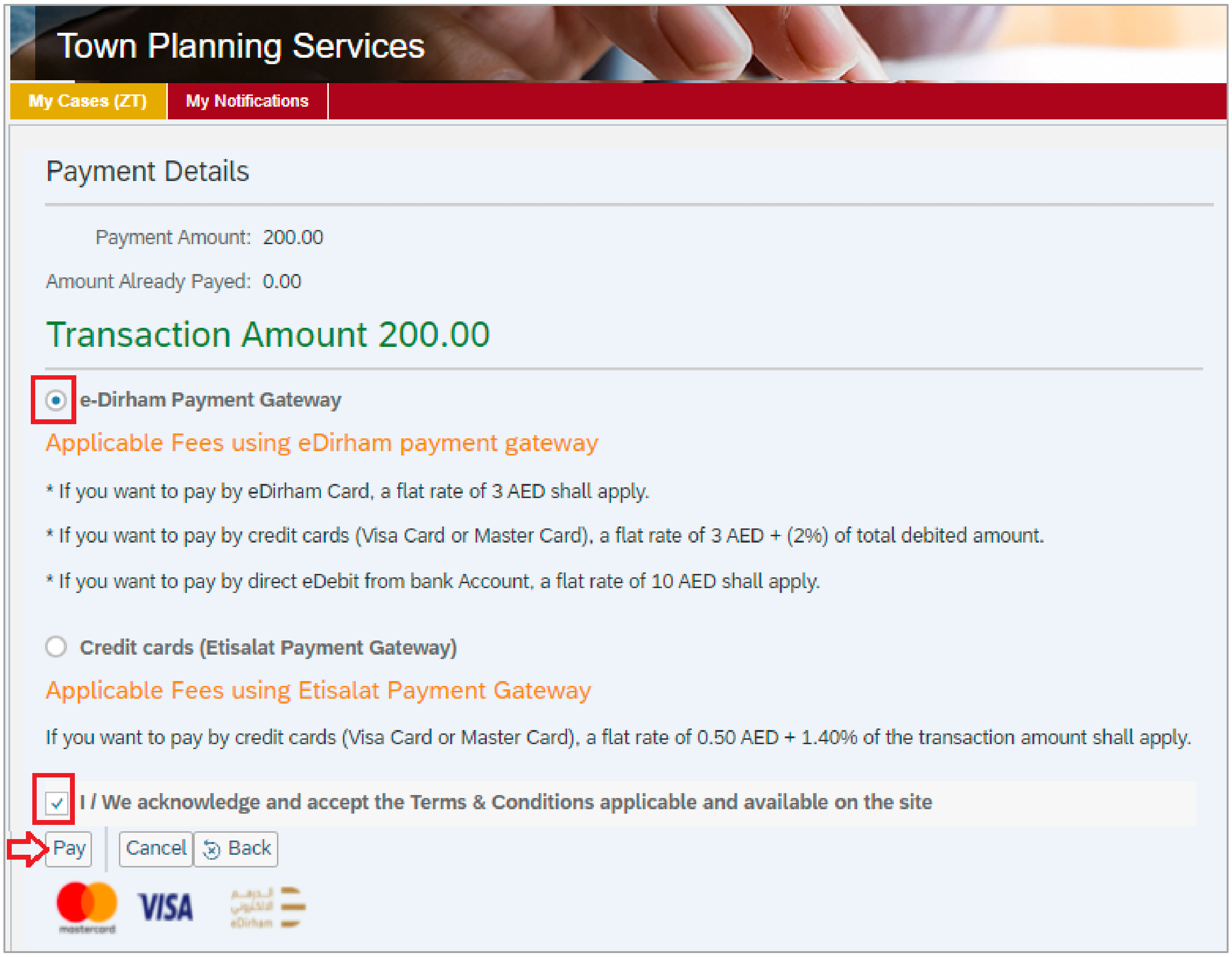
1. Select the required request and click on the “**Payment Requests**” button:



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



2. 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 bankcards or the electronic dirham.

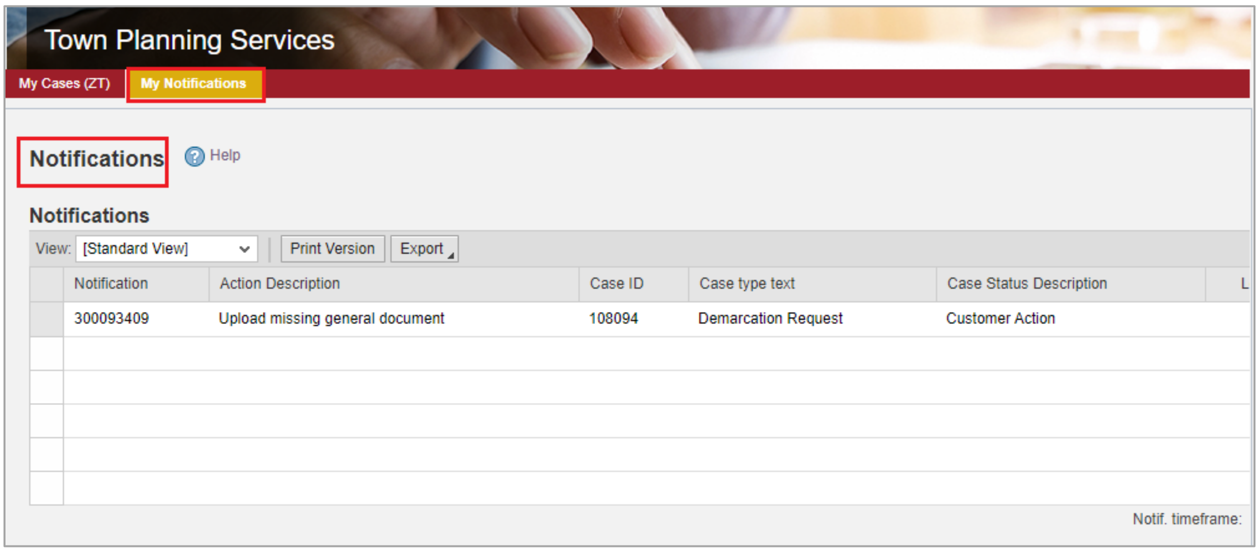
3. Select the required payment channel and select the terms and condition approval check box, then click the “**Pay**” button to proceed with the payment process as usual.

Customer Action

Upon successful submission, the request will be displayed for the Town Planning Department 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.

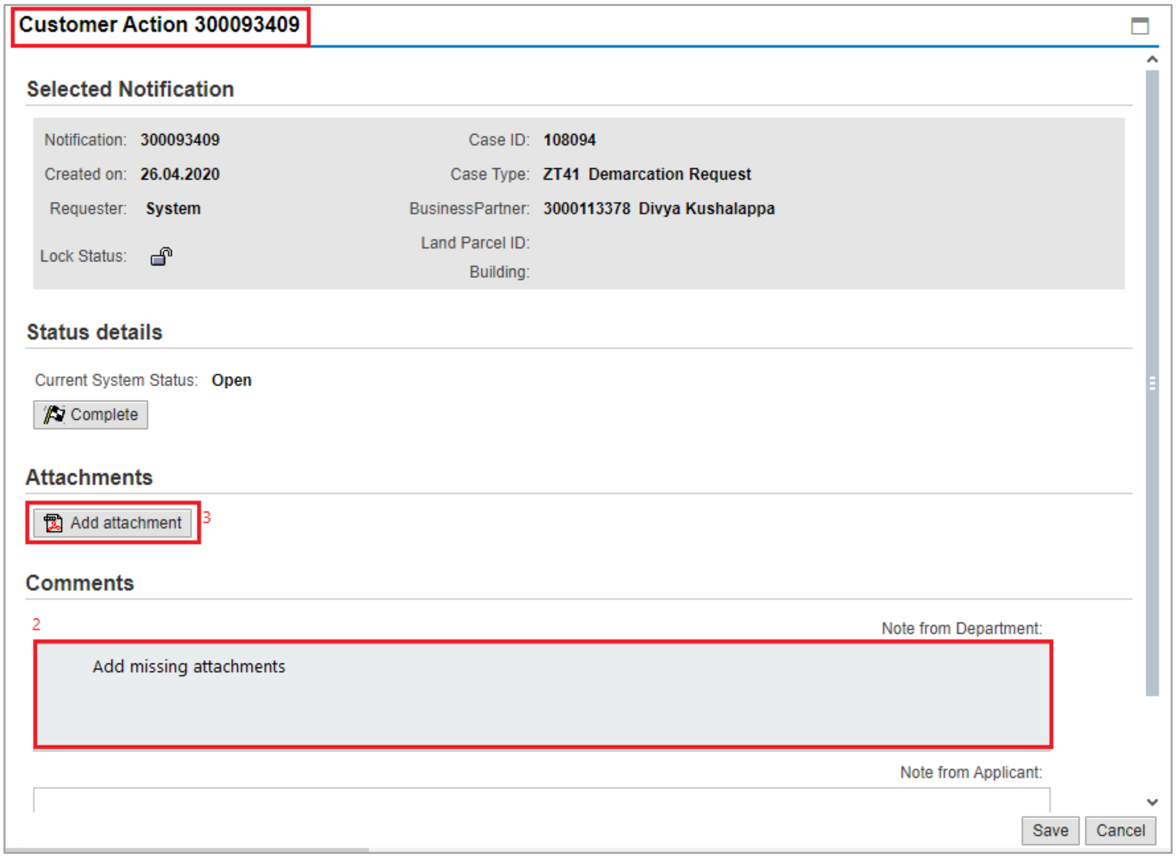
When one of your request is returned to you for modification, you will find it in "**My Notification**" tab. To access "**My Notification**" tab, follow the same procedure you did to reach "My Cases" tab.

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

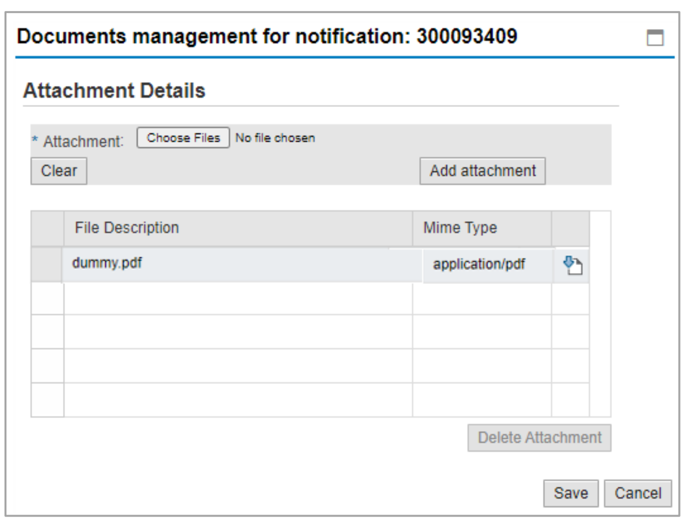


To modify a request, follow the step below:

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

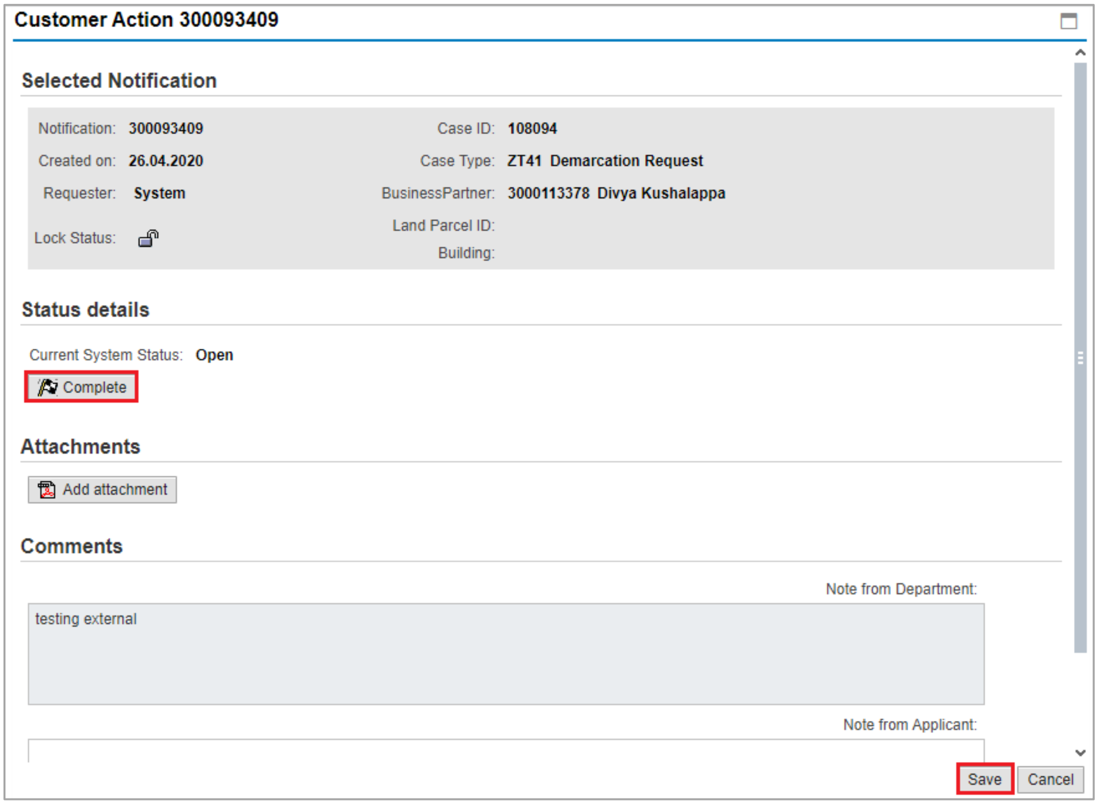


2. Read the notes that are sent to you from the Town Planning Department coordinator.
3. Click on the "**Add Attachment**" button, the Document Attachment screen will pop up as below:



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:



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 Town Planning Department coordinator for review.

After your request gets the final approval, the NOC certificate will be sent to you via Email.