

User Manual

Transportation Impact Study Request

Town Planning Department

Contents:

1. INTRODUCTION:	3
2. LOGIN AND ACCESS TO THE TRANSPORTATION IMPACT STUDY	4
3. CREATE A TRANSPORTATION IMPACT STUDY REQUEST	8
4. MY CASES.....	27
5. FEE PAYMENT.....	33
6. CUSTOMER ACTION	35

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.

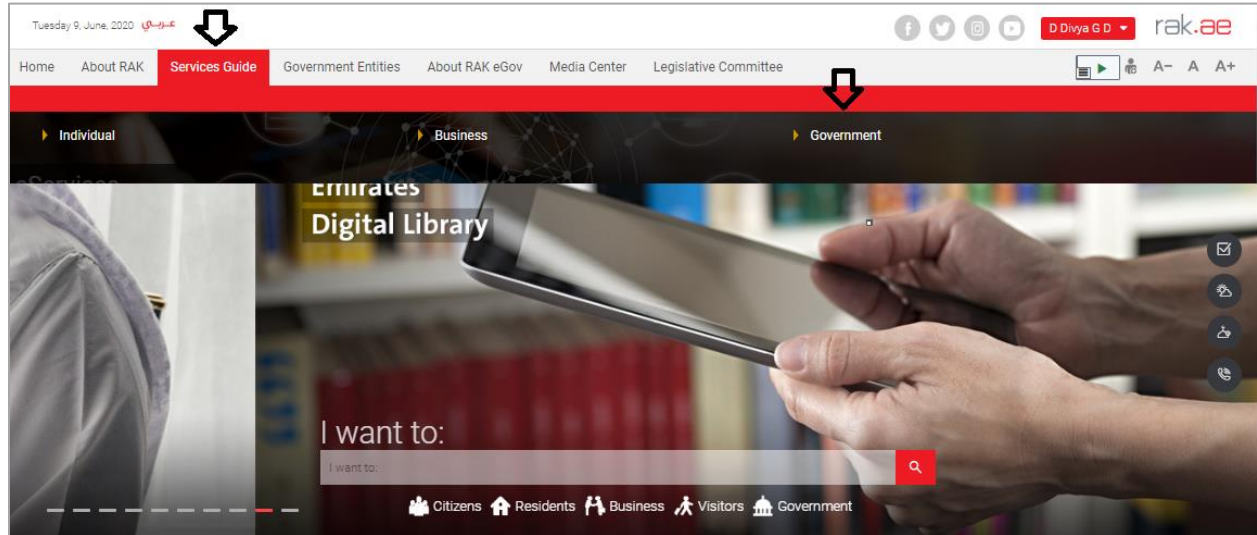
The Transportation Impact Study Request allows the consultants to get no-objection certificates for projects, after attaching the required documents and paying the required service fees.

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.

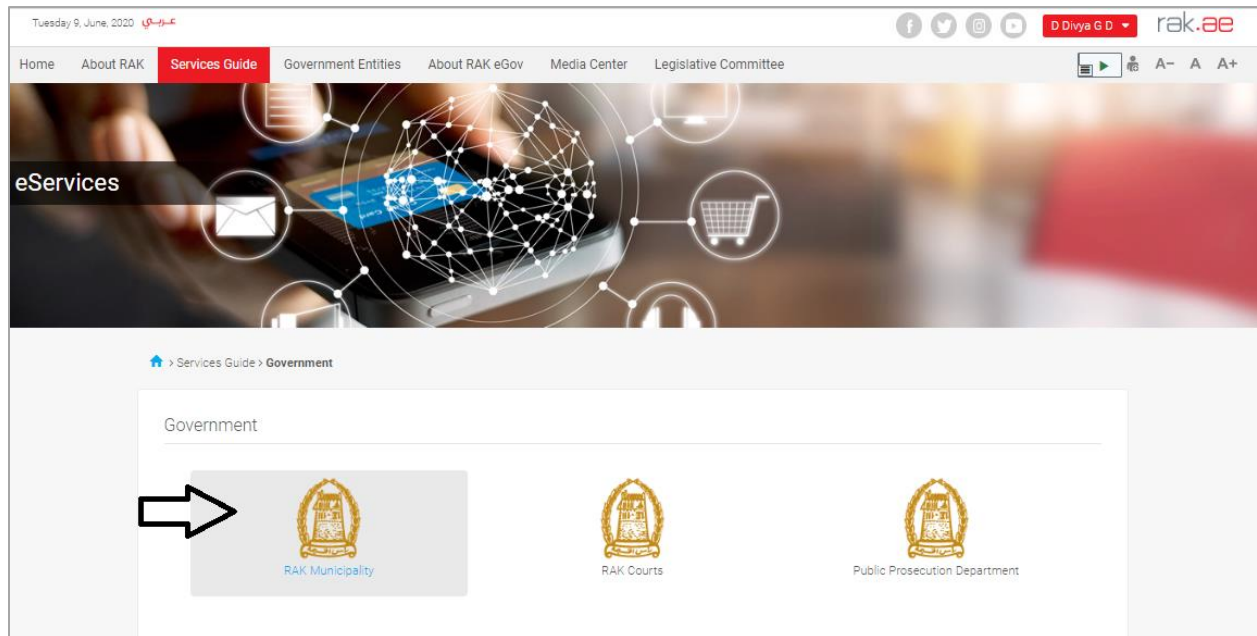
Consultants will be able to log to the electronic services of the section, submit requests, track requests, modify requests (if necessary), pay fees, re-submit the requests after applying the modifications electronically, and finally obtain the required certificates either electronically or by receiving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

Login and access to the Transportation Impact Study

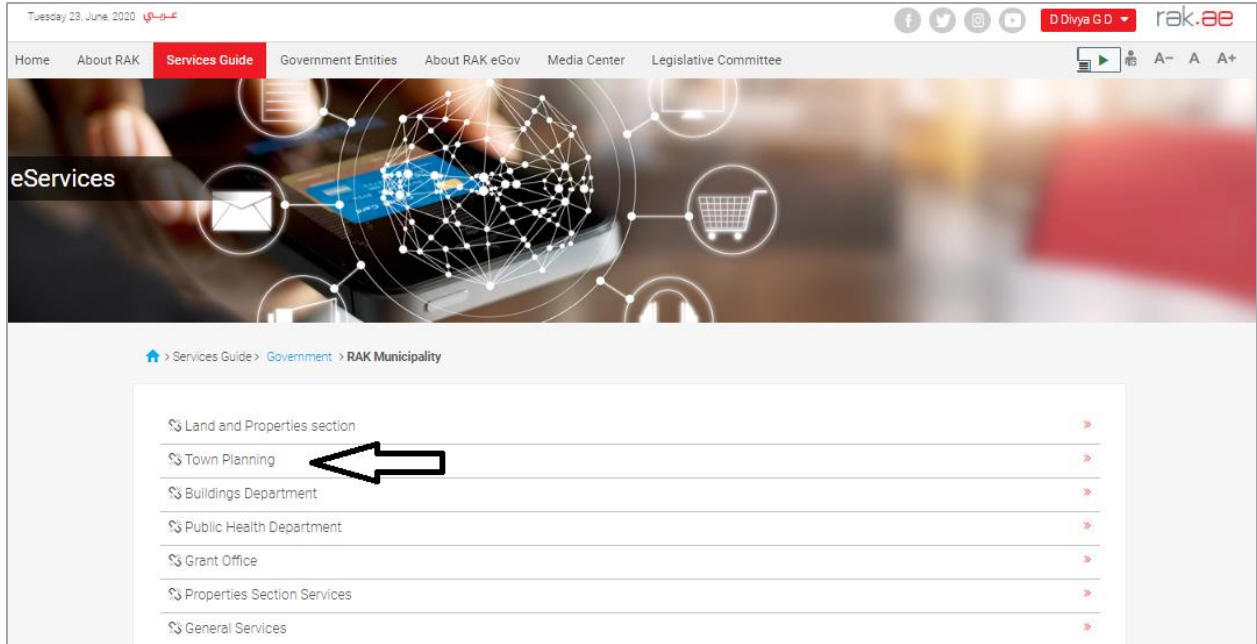
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Transportation Impact Study** service, click on the “**Service Guide**” then click on “**Government**”:



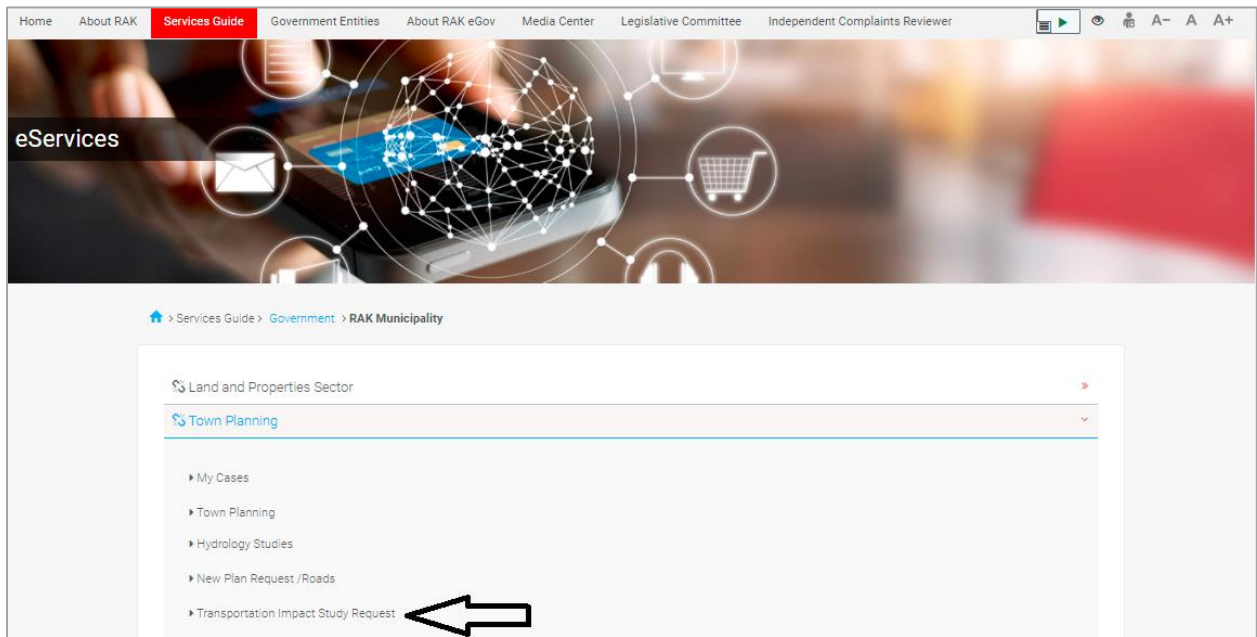
- 3- Next, select “**RAK Municipality**”



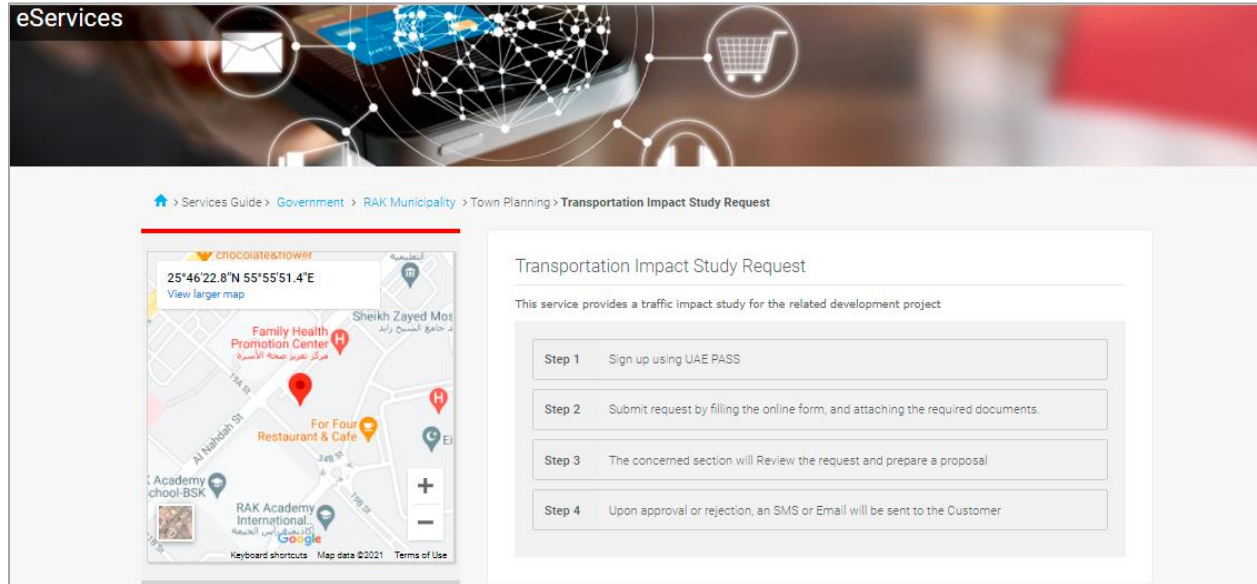
- 4- Next, select “**Town Planning Department**”



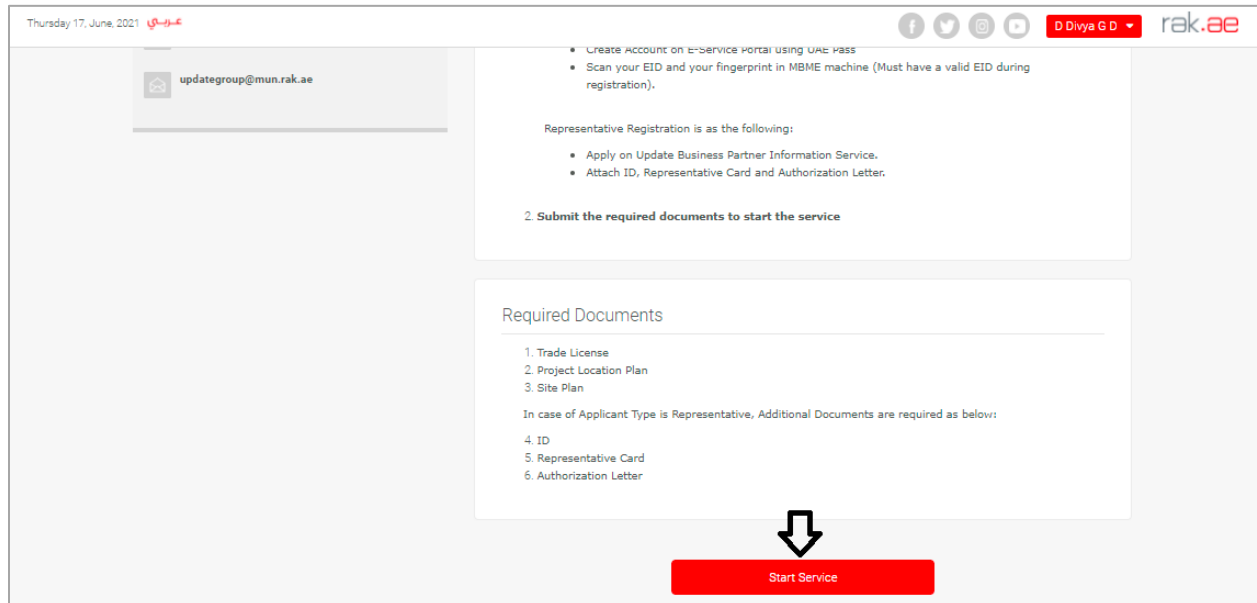
5- Next, click on Transportation Impact Study



- 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:

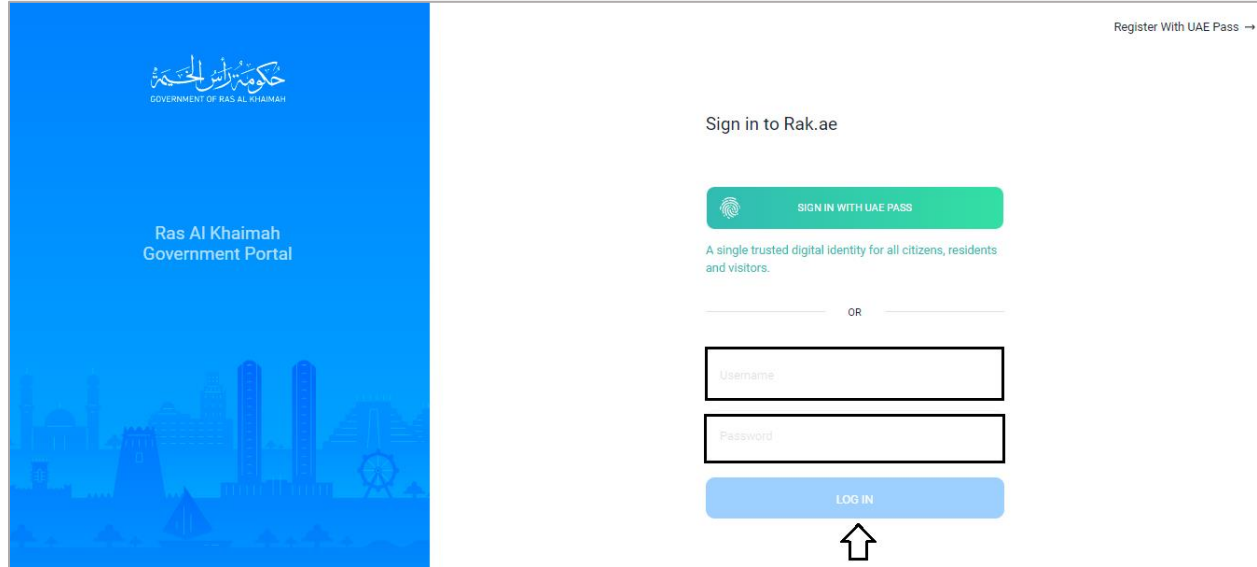
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

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:



The screenshot shows the login page of the Ras Al Khaimah Government Portal. On the left, there is a blue sidebar with the government logo and the text "Ras Al Khaimah Government Portal". The main content area is white and contains the following elements:

- Top right: "Register With UAE Pass →"
- Center: "Sign in to Rak.ae"
- Below that: A green button with a fingerprint icon and the text "SIGN IN WITH UAE PASS".
- Text: "A single trusted digital identity for all citizens, residents and visitors."
- Separator: "OR"
- Form fields: "Username" and "Password" input boxes.
- Bottom: A blue "LOG IN" button with an upward-pointing arrow below it.

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:

ZT45 - Transportation Impact Study Request

General Information

Request Description:

Comments:

Business Partner Details

Applicant

Name: Mobile number:

ID: Email ID:

Consultant

Name: Mobile number:

ID: Email ID:

Owner*

Name: Mobile number:

ID: Email ID:

Contacts Details

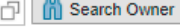
BusinessPartner	Full Name	Mobile Phone	E-Mail Address	Role	Notes

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

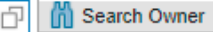
Field	Description
Request Description	A field used to show the service subject (Transportation Impact Study)
Comments	A text field used to enter your comments.

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.

Business Partner Details			
Applicant	3000113378		
Name:	Gehad Ramzy webtest1	Mobile number:	0564041094
ID:	784-1990-1245414-1	Email ID:	g.mokhtar@egac.rak.ae
Consultant	3000112926		
Name:	Julphar Business Solutions	Mobile number:	564041094
ID:	955489	Email ID:	hend.m@egac.rak.ae
Owner*	<input type="text"/> 		
Name:	<input type="text"/>	Mobile number:	<input type="text"/>
ID:	<input type="text"/>	Email ID:	<input type="text"/>

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:


Owner*	<input type="text" value="3000113378"/> 		
Name:	Gehad Ramzy webtest1	Mobile number:	0564041094
ID:	784-1990-1245414-1	Email ID:	g.mokhtar@egac.rak.ae


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


Owner*	<input type="text"/> 
--------	--


The **Search** screen appears as follows:


All Values: Business Partner Number □ ×


Search Criteria Hide Search Criteria 


Reference Full Name: 


Emirates Id: 


Pass No: 


Fifth Name: 


Business Partner: 


First Name: 

Second Name: 


Third Name: 

Fourth Name: 

Unified Number: 

Mobile Phone: 

Restrict Number of Value List Entries To

More Search Helps: 

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:

Search Criteria


Reference Full Name:

Emirates Id:

Pass No:

Fifth Name:

Business Partner:

First Name: 

Second Name:

Third Name:

Fourth Name:

Unified Number:

Mobile Phone:

Restrict Number of Value List Entries To

Results List: 8 results found for Owner

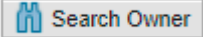
First name	Name at Birth	Middle Name	Other Last Name	Last name	Reference Full Name	Business...	Emirates Id	Pas...	Unified N...
afra	ali				afra ali	3000112989			
ali				ali		1000041639			
ali				emam		1000041738			

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

Owner*

Name: Mobile number:

ID: Email ID:

- 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.

Search Owner

Search Business Partner

Selection Criteria

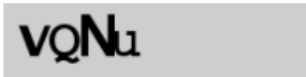
Selection Criteria: Emirates ID ▼

Emirates ID:* 784

Nationality:* ▼

Date of Birth:* 1

Please enter the code shown in the image *



 Refresh

Search Clear

Add Cancel

Select the appropriate way of search from the dropdown menu of “**Selection Criteria**”, and 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"> EID number Select the nationality Select the date of birth 	<div style="border: 1px solid gray; padding: 10px;"> <p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: 784 </p> <p>* Nationality: ▼</p> <p>* Date of Birth: 1</p> </div>

<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> • Passport number • Select the Passport type • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> • Unified number • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="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" value="1"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> • license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are the owner, select "Myself" and then click the "OK" button to have your name displayed in the owner field.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

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

Search Owner ☐

Search Business Partner

Selection Criteria

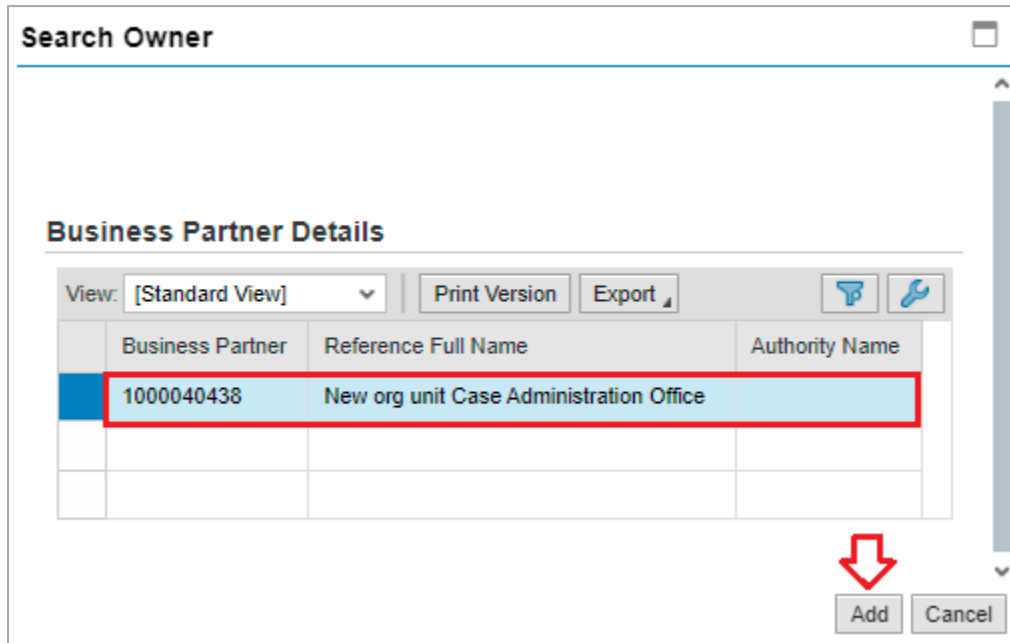
Selection Criteria:

License number:*

Please enter the code shown in the image *

WOje

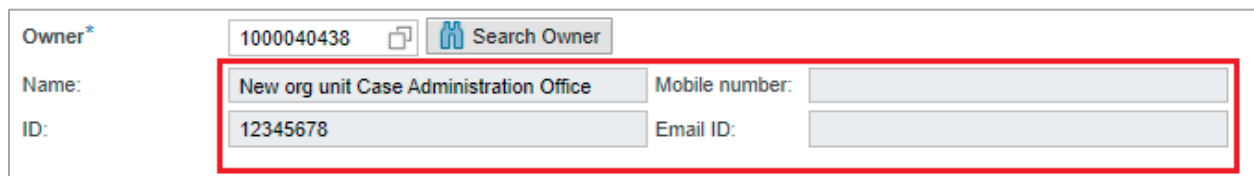
Note: Click the “Refresh” button to get a new clearer code, or click on “Clear” button to clear the input and re-write the code again.



Business Partner	Reference Full Name	Authority Name
1000040438	New org unit Case Administration Office	

Add Cancel

Select the required owner then click “Add” to insert the selected one in the owner field.

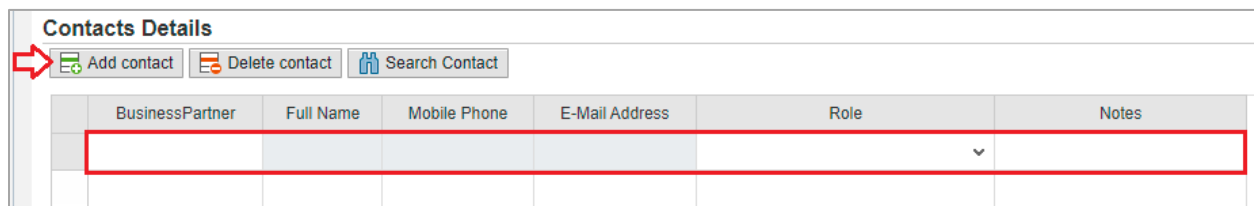


Owner* 1000040438 Search Owner

Name: New org unit Case Administration Office Mobile number:

ID: 12345678 Email ID:

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:

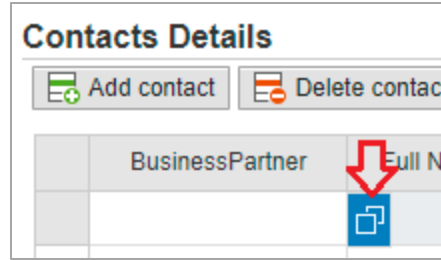


Contacts Details

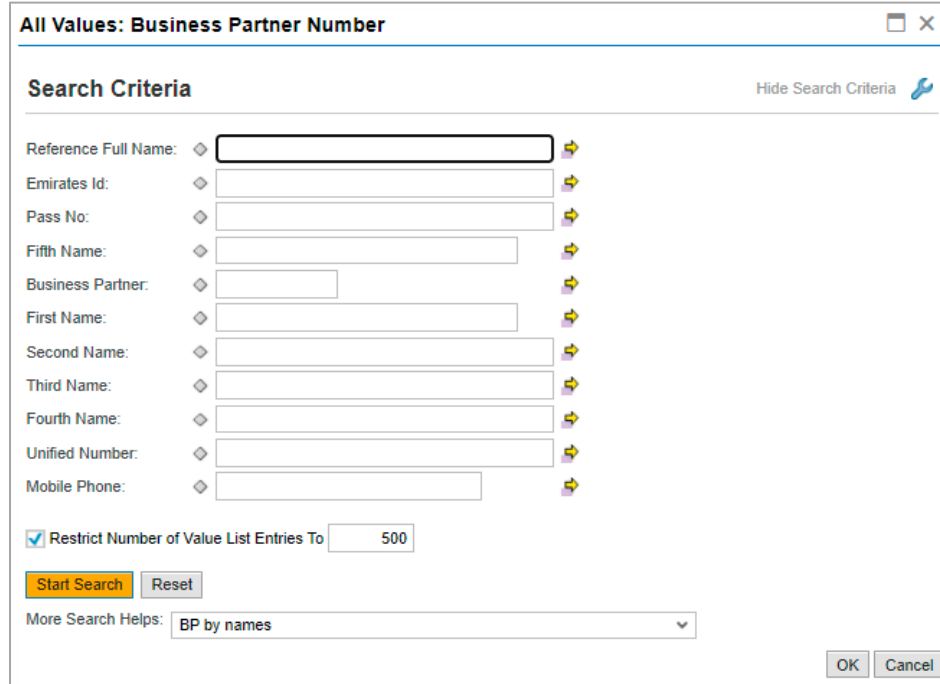
Add contact Delete contact Search Contact

BusinessPartner	Full Name	Mobile Phone	E-Mail Address	Role	Notes

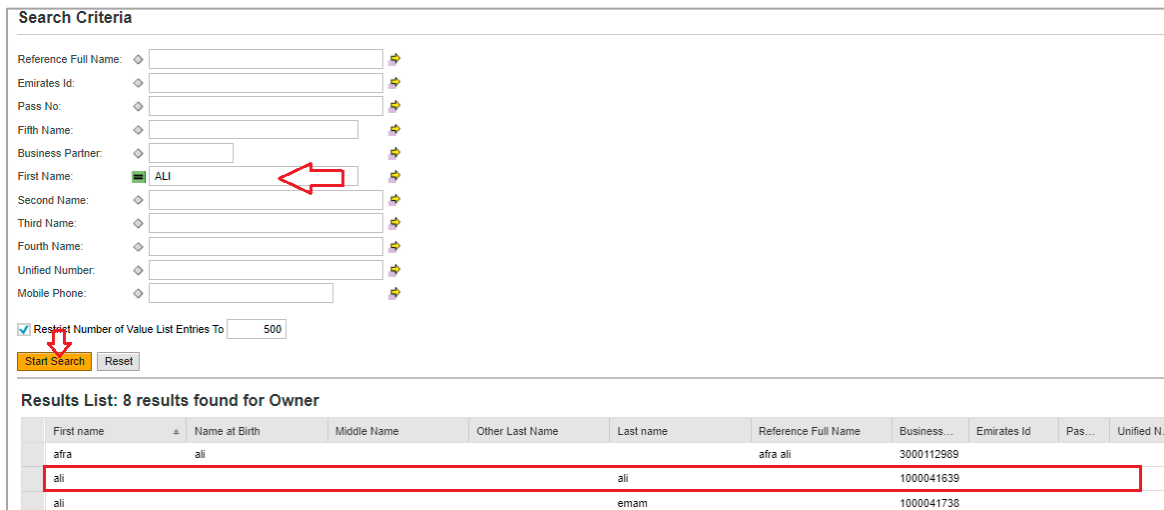
- a. Enter the number of the required contact in the “Business Partner” field then press the “Enter” key, or click the search icon in the “Business Partner” field to search for it using multiple search criteria:



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:



Search Criteria

Reference Full Name:

Emirates Id:

Pass No:

Fifth Name:

Business Partner:

First Name:

Second Name:

Third Name:

Fourth Name:

Unified Number:

Mobile Phone:

Restrict Number of Value List Entries To

Start Search

More Search Helps:

Results List: 8 results found for Owner

First name	Name at Birth	Middle Name	Other Last Name	Last name	Reference Full Name	Business...	Emirates Id	Pas...	Unified N...
afra	ali				afra ali	3000112989			
ali				ali		1000041639			
ali				emam		1000041738			

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


Contacts Details

BusinessPartner	Full Name	Mobile Phone	E-Mail Address	Role	Notes
1000041639					

Note: you can search for the required contact by clicking on the “Search Contact” button:

Contacts Details

BusinessPartner	Full Name	Mobile Phone	E-Mail Address
-----------------	-----------	--------------	----------------



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](#):

Search Owner

Search Business Partner

Selection Criteria


Selection Criteria:

Emirates ID:*

Nationality:*

Date of Birth:*

Please enter the code shown in the image *

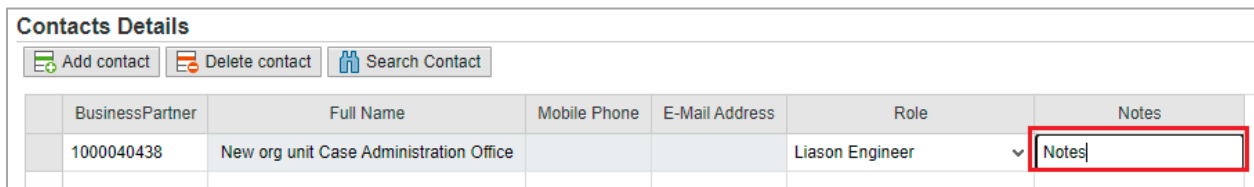


- d. Select the role of the contact party in the project from the “Role” dropdown list:



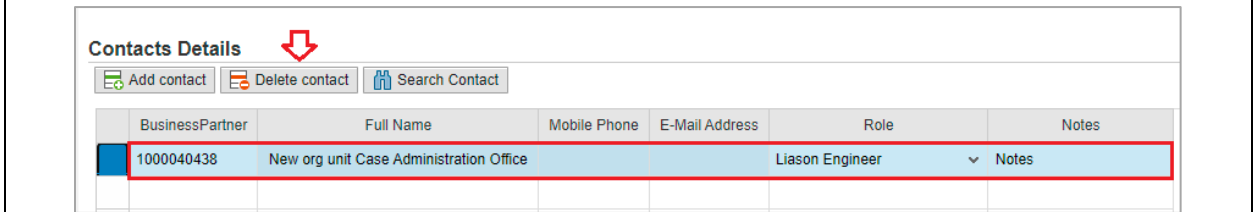
Note: You can register multiple contacts with different roles but at least you have to register one contact party as a **Liason Engineer**.

e. Enter your notes (if any) in the “Notes” field:



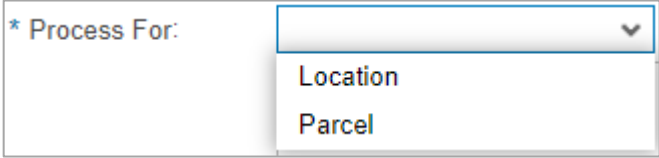
BusinessPartner	Full Name	Mobile Phone	E-Mail Address	Role	Notes
1000040438	New org unit Case Administration Office			Liason Engineer	Notes

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

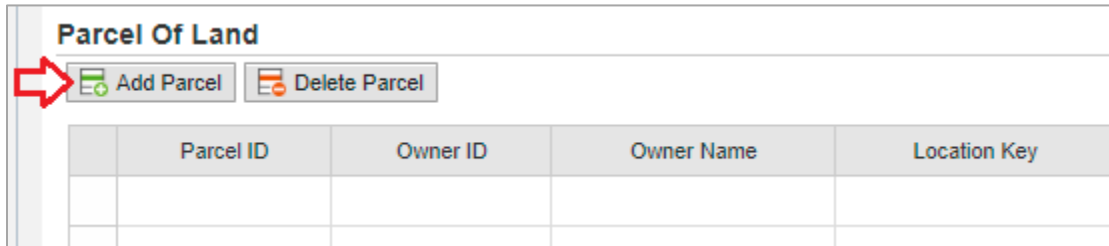


BusinessPartner	Full Name	Mobile Phone	E-Mail Address	Role	Notes
1000040438	New org unit Case Administration Office			Liason Engineer	Notes

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

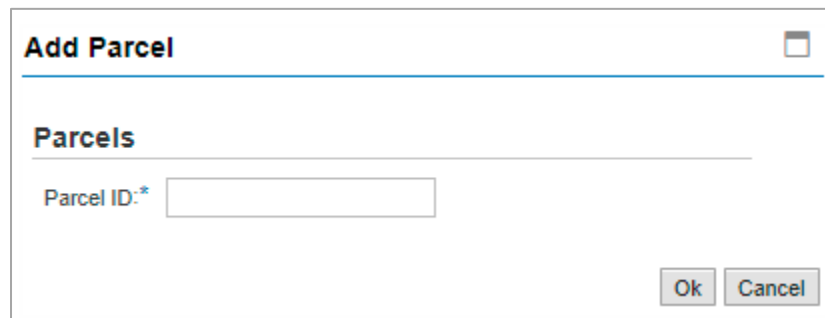
Field	Description
Process for	<p>A dropdown menu used to select the parcel or location for which you want to issue the transportation impact study:</p>  <ul style="list-style-type: none"> When you select the location, the "Location" section will be activated. When you select the Parcel, the "Parcel of 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 screenshot shows the 'Parcel Of Land' interface. At the top, there are two buttons: 'Add Parcel' (with a green plus icon) and 'Delete Parcel' (with a red minus icon). A red arrow points to the 'Add Parcel' button. Below the buttons is a table with the following columns: Parcel ID, Owner ID, Owner Name, and Location Key. The table is currently empty.

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



The screenshot shows the 'Add Parcel' pop-up screen. It has a title bar with 'Add Parcel' and a close button. Below the title bar is a section labeled 'Parcels'. There is a text input field labeled 'Parcel ID:*'. At the bottom right, there are 'Ok' and 'Cancel' buttons.

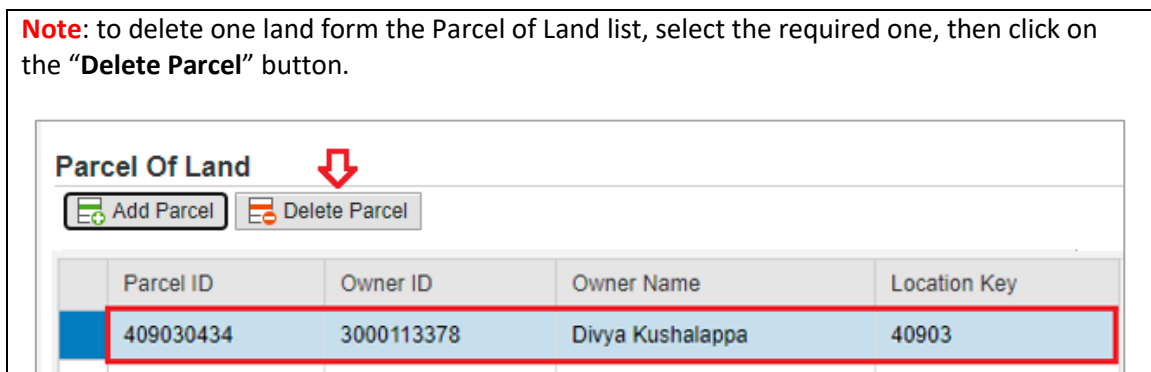
9. Enter the number of the land in the “**Parcel ID**” field, to have it listed in the request form as below:



The screenshot shows the 'Parcel Of Land' interface. The 'Add Parcel' button is highlighted with a red box. Below the buttons is a table with the following columns: Parcel ID, Owner ID, Owner Name, and Location Key. The table has one row highlighted in red:

Parcel ID	Owner ID	Owner Name	Location Key
409030434	3000113378	Divya Kushalappa	40903

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



The screenshot shows the 'Parcel Of Land' interface. The 'Delete Parcel' button is highlighted with a red arrow. Below the buttons is a table with the following columns: Parcel ID, Owner ID, Owner Name, and Location Key. The table has one row highlighted in blue and red:

Parcel ID	Owner ID	Owner Name	Location Key
409030434	3000113378	Divya Kushalappa	40903

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:

* Sector:

- 1 - 1 القطاع
- 2 - 2 القطاع
- 3 - 3 القطاع
- 4 - 4 القطاع
- 5 - 5 القطاع
- 6 - 6 القطاع
- 7 - 7 القطاع
- 8 - 8 القطاع
- 9 - 9 القطاع

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:

Location

* Sector: 3 - 3 القطاع * Area:

- 301 - جلفار
- 302 - جلفار
- 303 - جلفار
- 304 - جلفار
- 305 - جلفار
- 306 - جلفار
- 307 - جلفار
- 308 - جلفار
- 309 - المعيريس
- 310 - التخيل

Location

* Sector: 3 - 3 القطاع * Area: 303 - جلفار * Block:

- 30301 - جلفار
- 30302 - جلفار
- 30303 - جلفار
- 30304 - جلفار

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:

	<p>Development Type:* <input type="text" value="Developing New Site"/> <input type="text" value="Re-Developing Existing Site"/></p> <p>When “Re- Developing Existing Site” is selected, you have to enter the description of the existing land use:</p> <p>Development Type:* <input type="text" value="Re-Developing Existing Site"/></p> <p>Describe existing land use (attach relevant documents if available) : <input type="text" value="description"/></p>
<p>What is the proposed maximum building height? (meters)</p>	<p>Enter the maximum proposed height of the project building by meter:</p> <p>What is the proposed maximum building height? (meters) : <input type="text" value="50.00"/></p>
<p>Optional Fields</p>	<p>Description</p>
<p>Was a TIS/TMP submitted before?</p>	<p>Select “Yes” if the request is submitted before, or “No” if the request is submitted for the first time.</p> <p>Was a TIS/TMP submitted before: <input type="text" value="No"/></p> <p>When you select “Yes”, you have to enter the reason for re-submission.</p> <p>Was a TIS/TMP submitted before: <input type="text" value="Yes"/></p> <p>Re-submittal Reason:* <input type="text" value="reason"/></p>
<p>Is the project located within an approved Development Master Plan?</p>	<p>Select “Yes” if the project is located within an approved development master plan, or “No” if it is not.</p> <p>Is the project located within an approved Development Master Plan : <input type="text" value="Yes"/></p> <p>When you select “Yes”, you have to enter the plan information.</p> <p>Is the project located within an approved Development Master Plan : <input type="text" value="Yes"/></p> <p>Master Plan Name:* <input type="text"/></p> <p>Master Plan Approval Date:* <input type="text"/></p> <p>Master Plan Approving Entity:* <input type="text"/></p> <p>Is the land use consistent with the approved Master Plan : <input type="text" value="No"/></p>
<p>Does the development contain or adjacent to maritime feature</p>	<p>Select “Yes” if the project contains or adjacent to maritime feature or proposed water transport, or “No” if it is not.</p>

or proposed water transport?	<p>Does the development contain or adjacent to maritime feature or proposed water transport</p> <p>Yes <input type="button" value="v"/> Yes No</p>
Does the development contain or adjacent to an Airport (within a 15km radius)?	<p>Select "Yes" if the project contains or adjacent to an Airport (within a 15km radius), or "No" if it is not.</p> <p>Does the development contain or adjacent to an Airport (within a 15km radius)</p> <p>Yes <input type="button" value="v"/> Yes No</p>

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

Brief description of the proposed development/project and staging:*

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

Proposed Land Use Details

Brief description of the proposed development/project and staging:*

Land Use Class	Land Use Category	Land Use Group	Unit	Size/QTY	Notes
<input type="text" value="v"/>				0	

- Select the class of the land use from the field dropdown list:


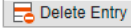
Land Use Class

- Regional Shopping Centre/ Mall
- Local Shopping Centre
- Superstore
- Supermarket
- On-street Shopping
- Vegetable/ Fish Market
- Souk
- High End Restaurant
- Quality/High Turnover Restaurant
- Fast Food Restaurant

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

Proposed Land Use Details

Brief description of the proposed development/project and staging:* BRIEF DESCRIPTION


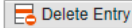
 

Land Use Class	Land Use Category	Land Use Group	Unit	Size/QTY	Notes
Superstore	Shopping Malls/Centers	Commercial	100 SQM of GFA	0	

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

Proposed Land Use Details

Brief description of the proposed development/project and staging:* BRIEF DESCRIPTION


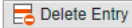
Land Use Class	Land Use Category	Land Use Group	Unit	Size/QTY	Notes
Superstore	Shopping Malls/Centers	Commercial	100 SQM of GFA	1	store in a residential area

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:

Proposed Land Use Details

Brief description of the proposed development/project and staging:* BRIEF DESCRIPTION

Land Use Class	Land Use Category	Land Use Group	Unit	Size/QTY	Notes
Superstore	Shopping Malls/Centers	Commercial	100 SQM of GFA	1	store in a residential area

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


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)
Level 2 (100 to 2,500 Vehicle Trips)
Level 3 (More than 2500 Vehicle Trips)


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:

Attachments

 + Add New - Delete Entry

Document Type	File Description

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

Add Attachment

Attachment Details

Document Type:*

Attachment:* Choose File No file chosen

Clear

Add Cancel

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

Document Type:*

- Trade License
- Other documents
- Site Plan
- Emirates ID
- Representative Card

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

Attachments

Document Type	File Description
Trade License	Trade License.pdf

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

Attachments

Document Type	File Description
Trade License	doc.pdf
Site Plan	doc.pdf

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.

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.

ZT45 - Transportation Impact Study Request

Transportation Impact Study Request

You request has been submitted successfully with the following information:

Request Number:	114632	
Request Name:	Transportation Impact Study Request	
Request Date:	20.06.2021	
Project Name:	mall	
Applicant:	3000113378	Gehad Ramzy webtest1
Consultant Name:	3000112926	Julphar Business Solutions
Owner:	3000113378	Gehad Ramzy webtest1
Process for Location:	وادي حقييل - 20303	
Comments:		

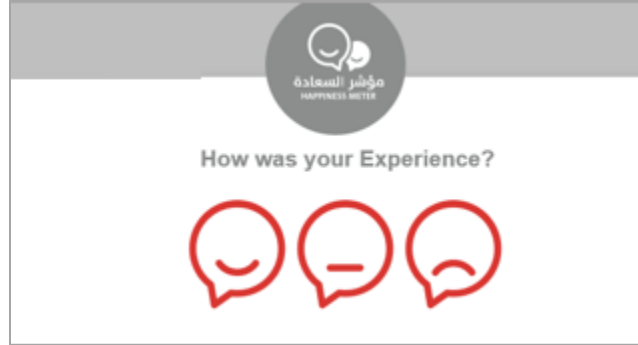
For more details about the request, Please go to My Case Screen.

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

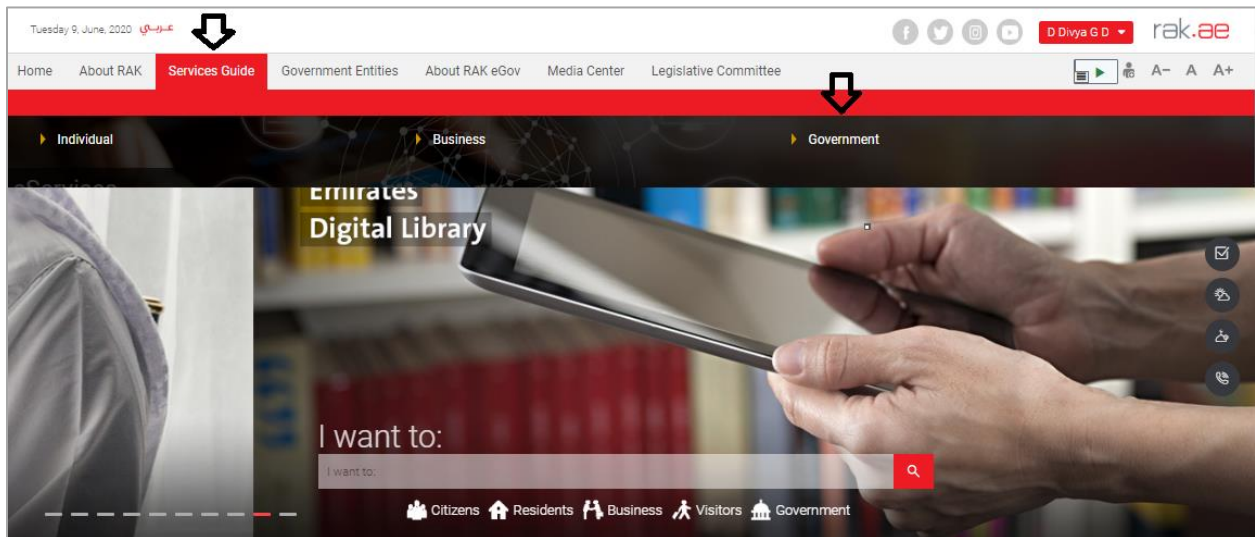
When you submit the **Transportation Impact Study** and pay the fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

- 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.

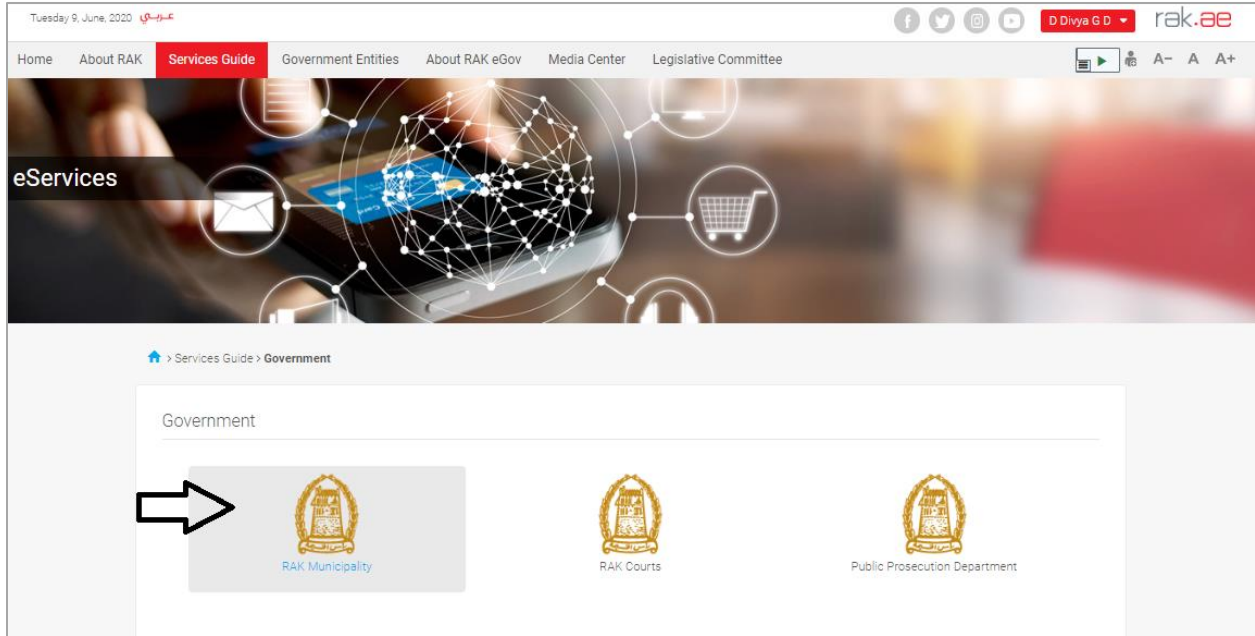
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

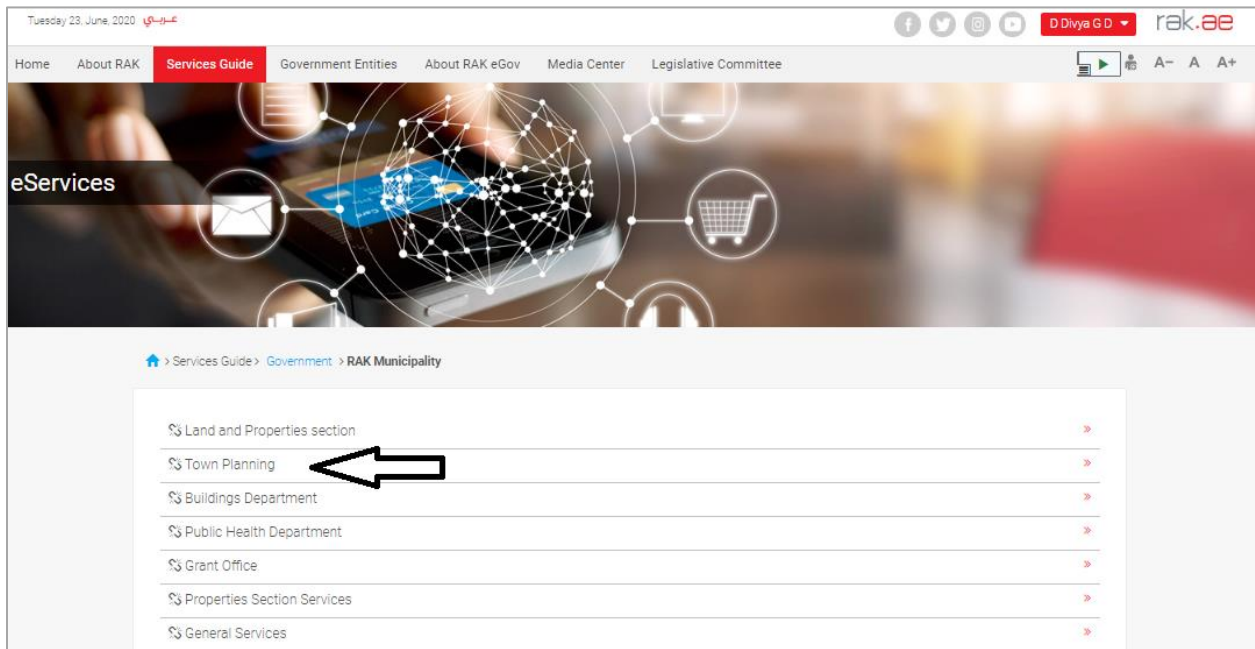
Then, Click the **“Service Guide”** then click **“Government”**:



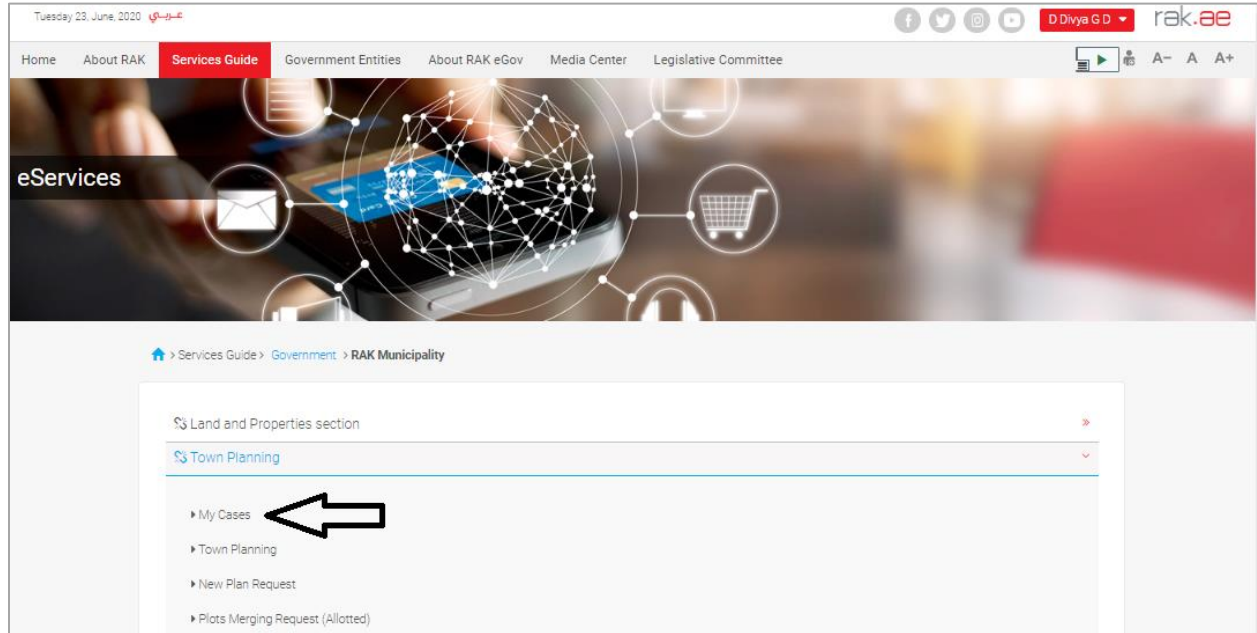
Next, select **“RAK Municipality”**



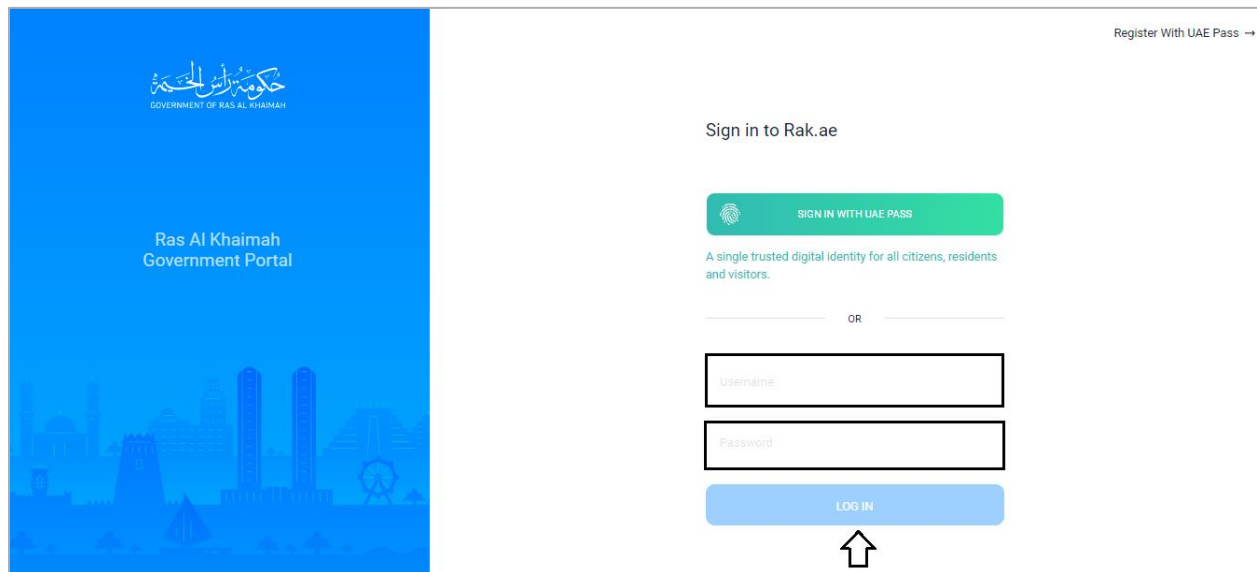
Next, Select the “Town Planning Department”



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.

Town Planning Services

My Cases (27) My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مساحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بنيل (ملك) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

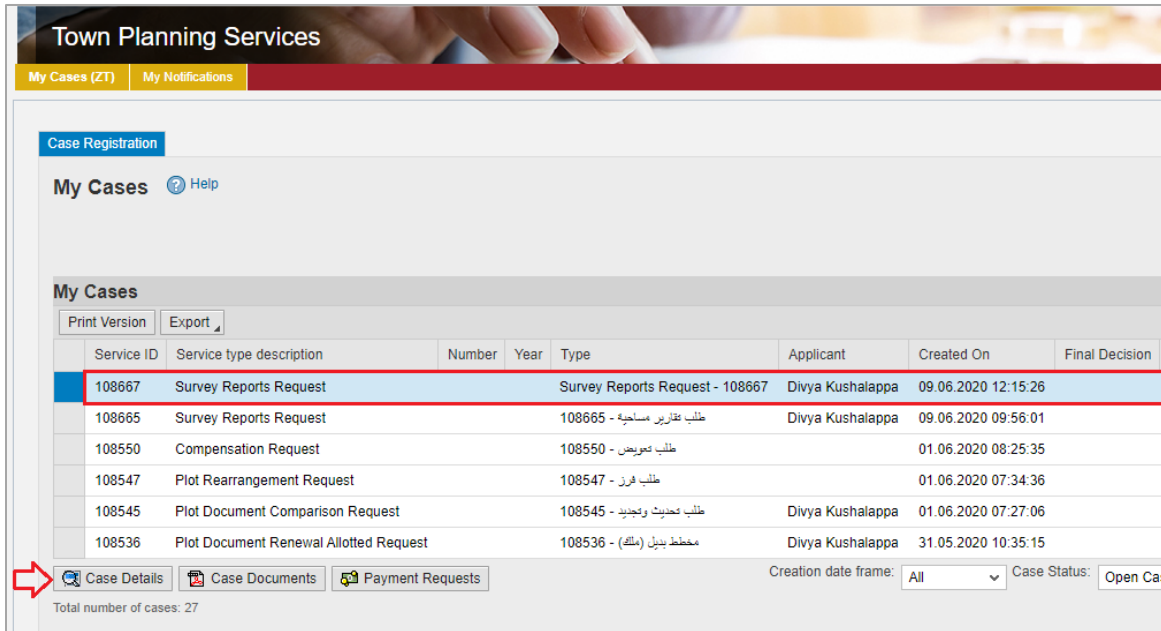
“My Cases” Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

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



Town Planning Services

My Cases (ZT) | My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

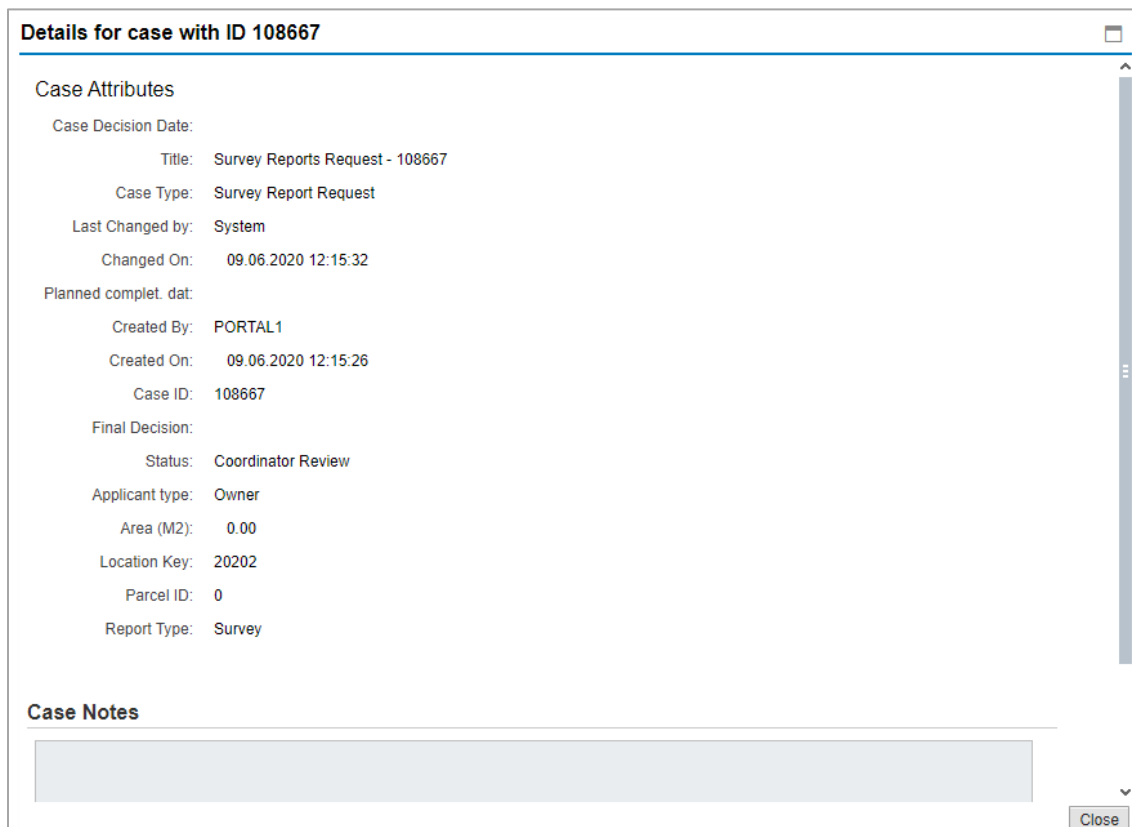
Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مسحيه - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتجنيد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بديل (ملاحه) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

[Case Details](#) | [Case Documents](#) | [Payment Requests](#)

Creation date frame: All Case Status: Open Cas

Total number of cases: 27

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



Details for case with ID 108667

Case Attributes

Case Decision Date:

Title: Survey Reports Request - 108667

Case Type: Survey Report Request

Last Changed by: System

Changed On: 09.06.2020 12:15:32

Planned complet. dat:

Created By: PORTAL1

Created On: 09.06.2020 12:15:26

Case ID: 108667

Final Decision:

Status: Coordinator Review

Applicant type: Owner

Area (M2): 0.00

Location Key: 20202

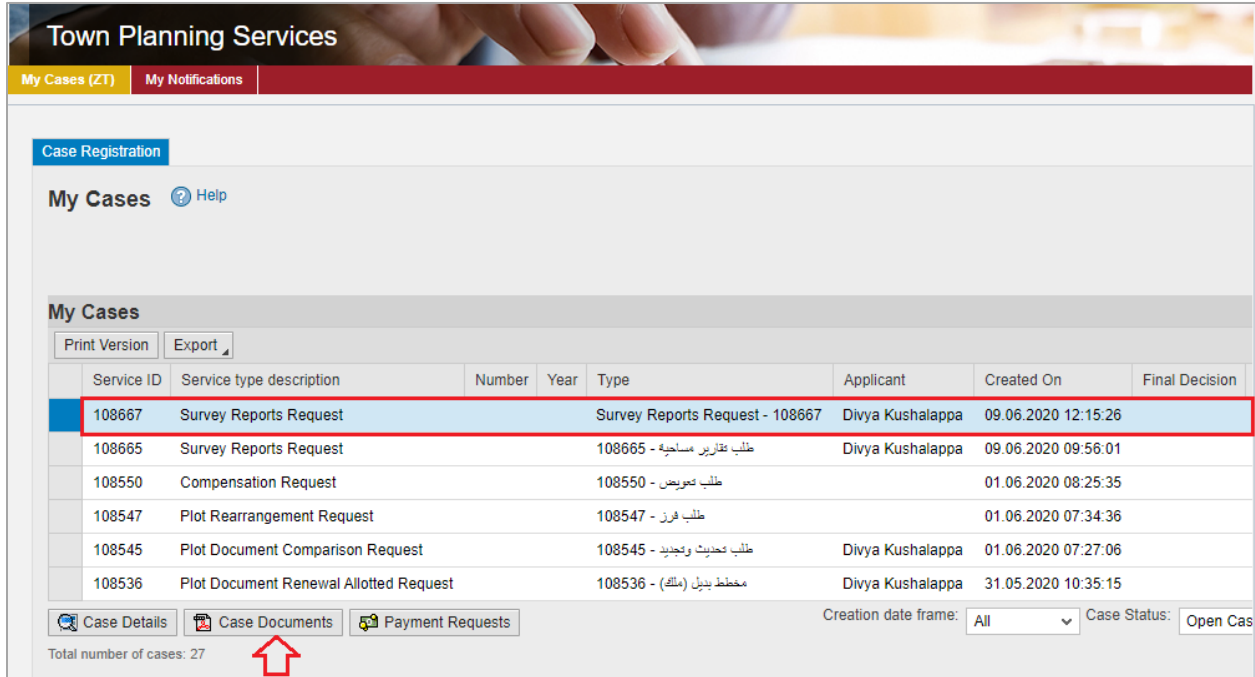
Parcel ID: 0

Report Type: Survey

Case Notes

Close

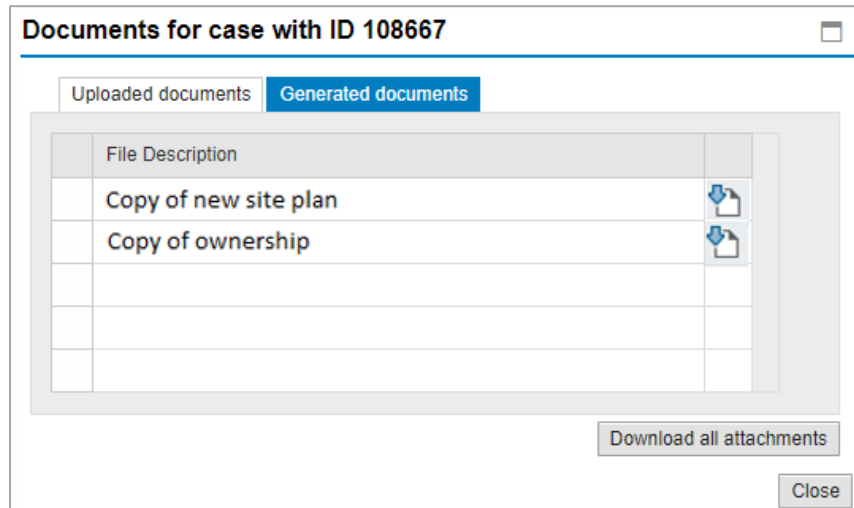
- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button





The screenshot shows the 'Town Planning Services' interface. At the top, there are tabs for 'My Cases (ZT)' and 'My Notifications'. Below this is a 'Case Registration' section with a 'My Cases' link and a 'Help' icon. A table lists several cases, with the first row (Service ID 108667) highlighted in blue. Below the table, there are buttons for 'Case Details', 'Case Documents', and 'Payment Requests'. A red arrow points to the 'Case Documents' button. The 'Total number of cases: 27' is displayed at the bottom left.

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision
108667	Survey Reports Request			Survey Reports Request - 108667	Divya Kushalappa	09.06.2020 12:15:26	
108665	Survey Reports Request			طلب تقارير مساحية - 108665	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			طلب تعويض - 108550		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			طلب تحديث وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيّنل (ملك) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

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.



The screenshot shows a pop-up window titled 'Documents for case with ID 108667'. It has two tabs: 'Uploaded documents' and 'Generated documents'. The 'Generated documents' tab is active, showing a table with two rows of documents. Each row has a 'File Description' and a download icon. Below the table is a 'Download all attachments' button and a 'Close' button.

File Description	
Copy of new site plan	
Copy of ownership	

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:

Town Planning Services

My Cases (21) My Notifications

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Sta
111949	Survey Reports Request			New Plot Document Request - 108895	Gehad Ramzy webtest1	01.02.2021 09:56:50	Rejected	Wa
111234	Compensation Request			Compensation Request - 111234		18.11.2020 13:46:52	Approved	Wa
100257	Issue Site Plan Request			Test - 100257		21.03.2019 12:47:05	Approved	Wa
98203	Demarcation Request			Demarcation Request for Information - 98203		27.05.2018 09:06:01		Wa
98202	Leveling Achievement Certificate Request			98201 - 98202		27.05.2018 09:03:47	Rejected	Wa
98201	Determine Level Request			3000106400 - 98201		27.05.2018 09:02:06		Wa

Case Details Case Documents **Payment Requests**

Creation date frame: All Case Status: Open Cases

Total number of cases: 89

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

Town Planning Services

My Cases (21) My Notifications

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	Payment Request
<input checked="" type="checkbox"/>	111949	910032116	200.00	0.00	200.00	AED	Download
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

Pay Selected Item Back

2. Click on the required payment item and then click on the “**Pay Selected Item**” button to move to the payments channels screen:

Town Planning Services

My Cases (ZT) My Notifications

Payment Details

Payment Amount: 200.00
Amount Already Payed: 0.00

Transaction Amount 200.00

e-Dirham Payment Gateway

Applicable Fees using eDirham payment gateway




- * If you want to pay by eDirham Card, a flat rate of 3 AED shall apply.
- * If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 3 AED + (2%) of total debited amount.
- * If you want to pay by direct eDebit from bank Account, a flat rate of 10 AED shall apply.

Credit cards (Etisalat Payment Gateway)

Applicable Fees using Etisalat Payment Gateway

If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 0.50 AED + 1.40% of the transaction amount shall apply.

I / We acknowledge and accept the Terms & Conditions applicable and available on the site

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

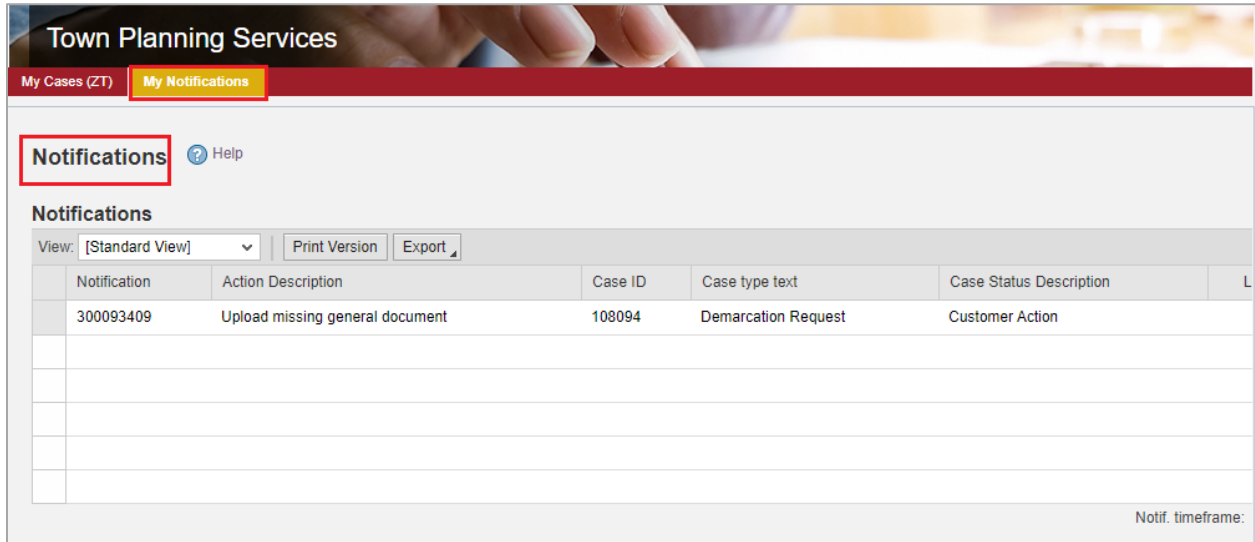
3. Select the required payment channel and select the terms and condition approval check box, then click the **"Pay"** button to proceed with the payment process as usual.

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:





Town Planning Services

My Cases (ZT) My Notifications

Notifications  Help


Notifications

View: [Standard View]  

Notification	Action Description	Case ID	Case type text	Case Status Description	L
300093409	Upload missing general document	108094	Demarcation Request	Customer Action	

Notif. timeframe:

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 300093409

Selected Notification

Notification: 300093409 Case ID: 108094
Created on: 26.04.2020 Case Type: ZT41 Demarcation Request
Requester: System BusinessPartner: 3000113378 Divya Kushalappa
Lock Status: Land Parcel ID:
Building:

Status details

Current System Status: Open

Attachments

3

Comments

2

Note from Department:
Add missing attachments

Note from Applicant:

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:

Documents management for notification: 300093409

Attachment Details

* Attachment: No file chosen

File Description	Mime Type	
dummy.pdf	application/pdf	

- 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 300093409

Selected Notification

Notification: 300093409	Case ID: 108094
Created on: 26.04.2020	Case Type: ZT41 Demarcation Request
Requester: System	BusinessPartner: 3000113378 Divya Kushalappa
Lock Status:	Land Parcel ID:
	Building:

Status details

Current System Status: **Open**

Complete

Attachments

Add attachment

Comments

Note from Department:

testing external

Note from Applicant:

Save Cancel

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

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