

User Manual

Issue Site Plan Request

Town Planning Department

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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.

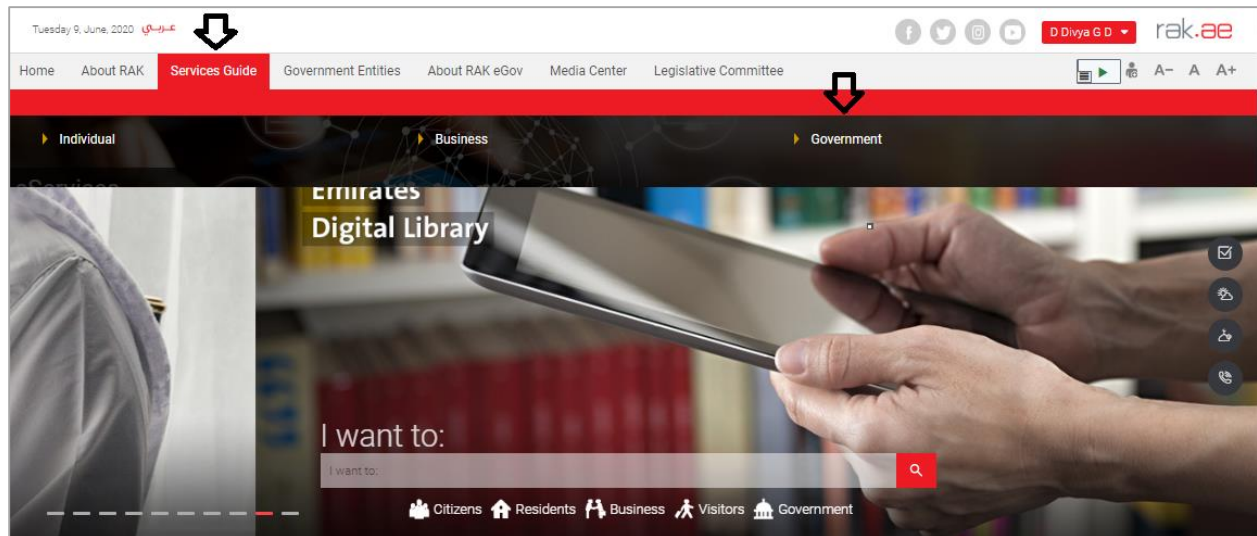
The Issue Site Plan Request allows the construction companies to issue site plans for investment units, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Issue Site Plan Request. It also guides them on how to create, send and track the request electronically.

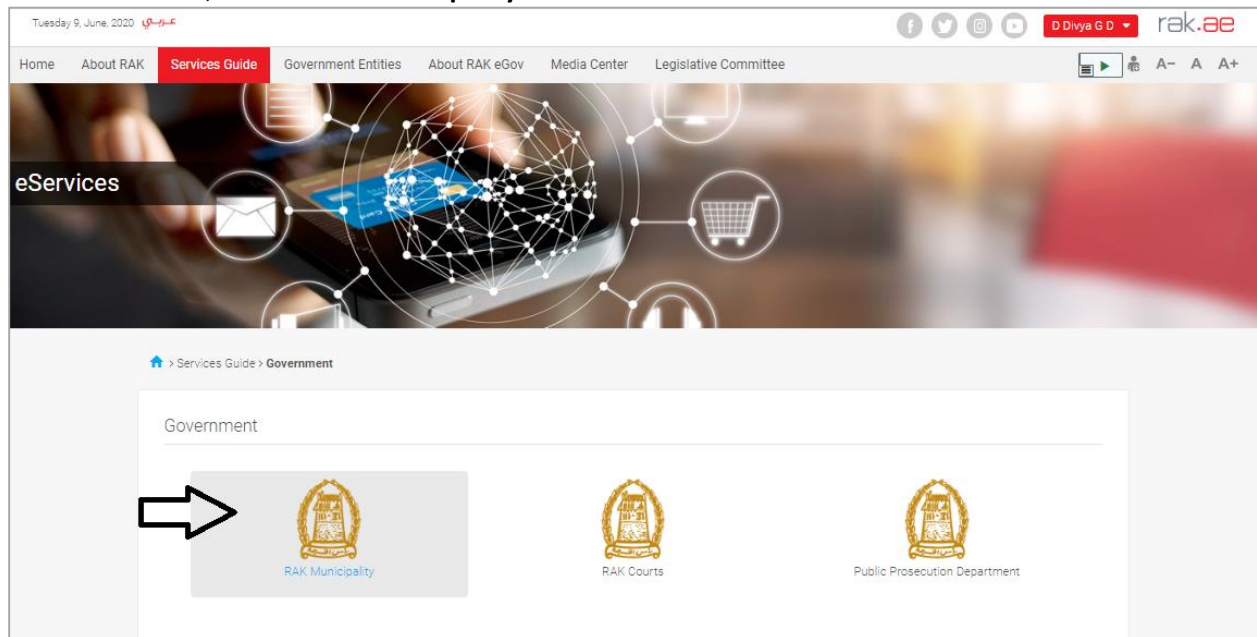
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Issue Site Plan Request

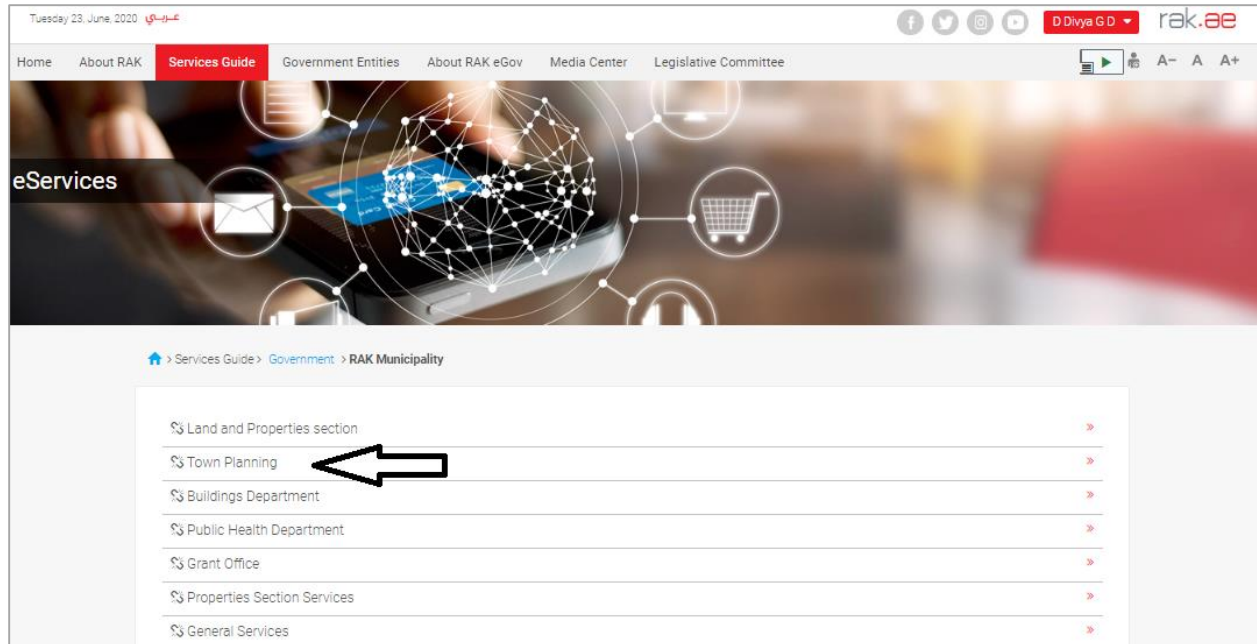
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the **Issue Site Plan Request** service, click on the **"Service Guide"** then click on **"Government"**



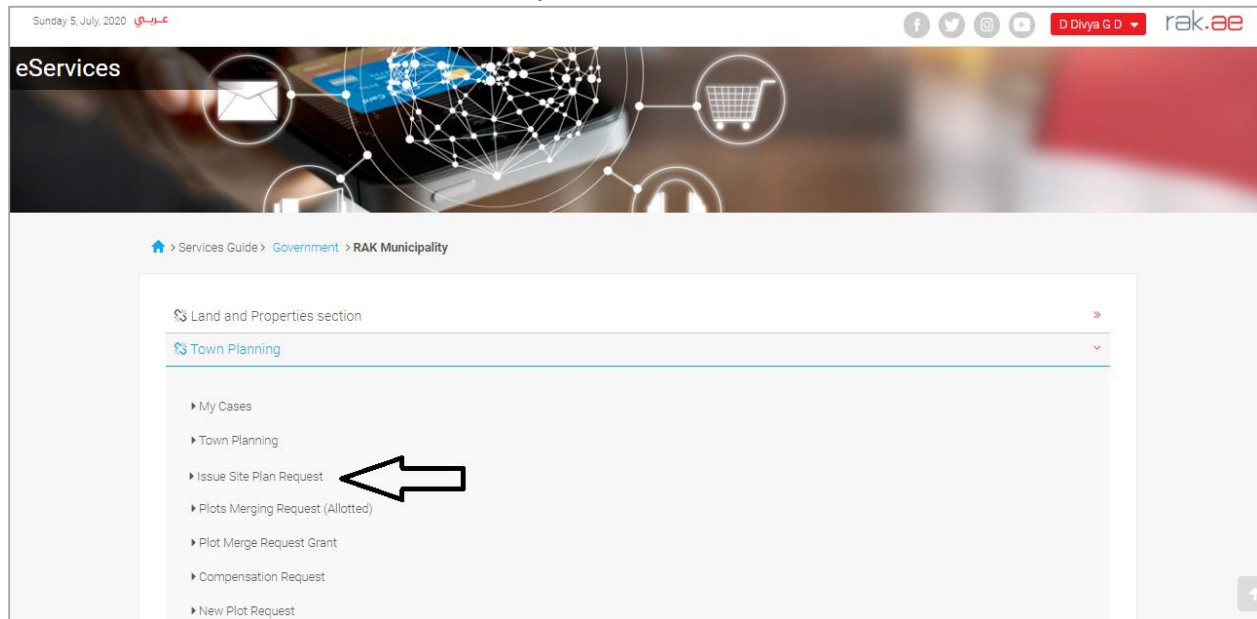
- 3- Next, select **"RAK Municipality"**



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



5- Next, click on Issue Site Plan Request



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

Sunday 5, July, 2020 عجمي rak.ae

eServices

> Services Guide > Government > RAK Municipality > Town Planning > Issue Site Plan Request

Report a Bug

Issue Site Plan Request

Online submission and payment channels for Issue Site Plan Request Service

- Step 1 Login using Portal User Credentials
- Step 2 Submit a service request for Issue Site Plan
- Step 3 Complete the request payment fee using Online/Payment machine channel
- Step 4 Predefined Coordinator by RAK MUN review and validate the entered Data and attached Documents by the Applicant
 - Coordinator Approve Request:**
Site Plan is Send to Applicant by Email
 - Coordinator Reject Request:**
Email/SMS Notification for Applicant to add/modify missing documents
Applicant reattach the missing/wrong documents
Coordinator review and approve
Site Plan is Send to Applicant by Email

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

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+971 72330899

info@mun.rak.ae

updategroup@mun.rak.ae

Service Fees

200 AED Initial Fees

Service Conditions

This is a **VIP** Service provided for only Real State Companies.

The service is available only for:

- “RAK Properties” Representatives
- “Al Hamra Properties” Representatives

Required Documents

- Company Letter
- Site Plan
- Ownership Document

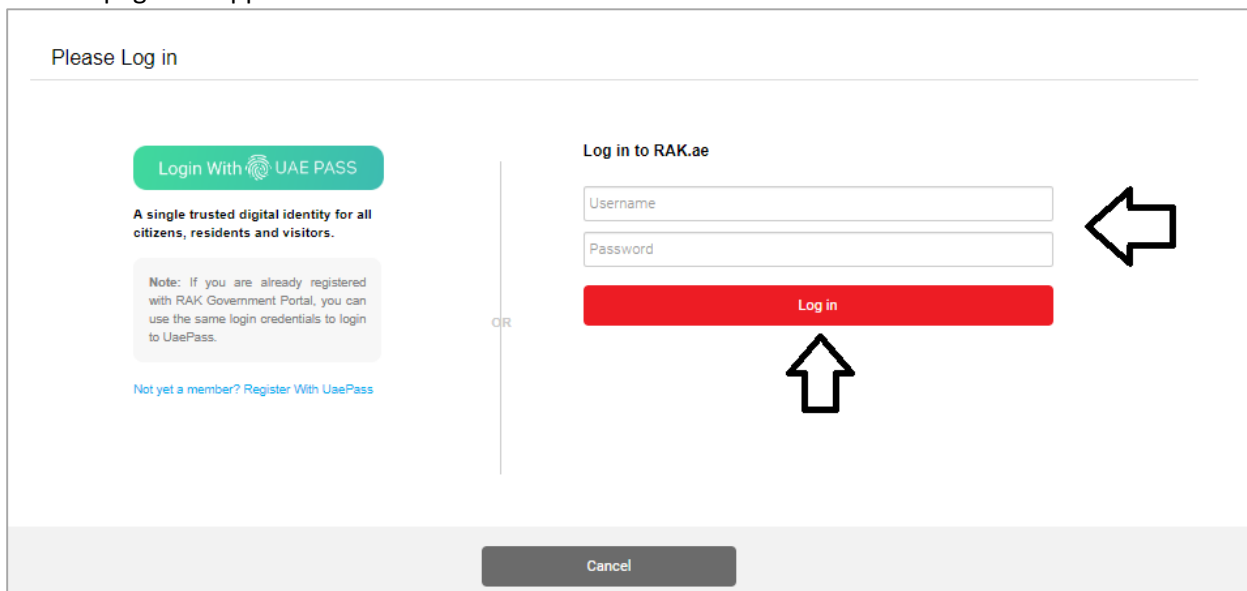
Start Service

Important note:

- **This is a VIP Service provided for only Real State Companies.**
- **The service is available only for:**
 - “RAK Properties” Representatives
 - “Al Hamra Properties” Representatives
- **To be able to use the service, you should register the Company as the following:**
 - Apply on Update Business Partner Information Service.
 - Attach Trade License Copy, Title Deed and Company Information Form.

Create an Issue Site Plan Request

1. After you access the **Issue Site Plan Request** and click on the “**Start Service**” button, the login page will appear as follow:



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

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

Issue Site Plan Request

يحتاج الطالب إصدار مخطط الموقع للوحدات الاستثمارية

General Information

Request Description: Issue Site Plan Request

* Property Type:

Comments:

Business Partner Details

* Applicant Type: Representative

Applicant: 3000112602 Tariq Ziad Alshaik

Mobile number: 0506608860 Email ID: tariq.z@ega.rak.ae

ID: 784-1993-9402579-7

* Owner: 3000112926 السارد للمواد الكيماوية

Mobile number: 564041094

Parcel Of Land

Parcel ID	Owner ID	Owner Name	Location Key

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

Field	Description
Request Description	A field used to show the service subject.
Property Type	<p>A dropdown menu used to select the type of the unit for which you want to issue a site plan:</p> <div> <p>* Property Type: <input type="text"/></p> <p>Villa</p> <p>Unit</p> </div> <ul style="list-style-type: none"> When the "Villa" is selected, the Parcel of Land block will be activated to enable you to enter the land number of the villa for which you want to issue the site plan. When the "Unit" is selected, the Investment Property block will be activated to enable you to enter the number of the unit for which you want to issue the site plan.
Comments	A text field used to enter your comments.

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- In the **Business Partner** block, the system automatically displays the name, number, Emirates ID number, mobile number and email address of the applicant who logged in to the service.

Business Partner Details

* Applicant Type:	Representative	
Applicant:	3000112602	Tariq Ziad Alshaik
Mobile number:	0506608860	Email ID: tariq.z@ega.rak.ae
ID:	784-1993-9402579-7	
* Owner:	3000112926	الصفوة للإنشاءات
Mobile number:	564041094	
<input type="button" value="Search Owner"/>		

5. In the **Parcel of Land** block, add the land of the villa by clicking on the “Add Parcel” button:

Parcel Of Land				
	Parcel ID	Owner ID	Owner Name	Location Key

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

Add Parcel

Parcels

* Parcel ID:

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

Parcel Of Land				
	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.

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

7. In the “Investment Property” block, you have to add the numbers of the investment unites for which you want to issue the site plan as below:

Investment Property					
* Parcel ID:	602011329		Add Unit		
	Parcel ID	Investment Building	Investment Floor	Investment Unit	Unit Number

- Enter the Parcel number of the unite that you want to issue the site plan for, in the “Parcel ID” field
- Press the “Add Unit” button, to have the **Add Investment Unit** form displayed as below:

Add Investment Property

Add Investment Property

Parcel ID: 602011329

* Investment Building:

* Investment Floor:

* Investment Unit:

Unit Number:

Clear

Add Cancel

- C. Select the building in which your investment unit is located from the “**Investment Building**” dropdown menu:

Add Investment Property

Add Investment Property

Parcel ID: 602011329

* Investment Building: BLD-14-0823-RB1-AL01

* Investment Floor: BLD-14-0823F6-RB1 / 6

* Investment Unit: BLD-14-0823216-P3-B1-0607

Unit Number: UNI-14-3434

Clear

Add Cancel

- D. Select the floor in which your investment unit is located in the previous building, from the “**Investment Floor**” dropdown menu.
- E. Select your investment unit from the “**Investment Unit**” dropdown menu:
- F. Click on the “**Add**” button to have the selected unit displayed in the list as below:

Investment Property					
* Parcel ID:	602011329	Add Unit			
Parcel ID	Investment Building	Investment Floor	Investment Unit	Unit Number	
602011329	BLD-14-0823	BLD-14-0823F6	BLD-14-0823216	UNI-14-3434	

Note: to delete one investment unit form the unites list, select the required unit, then click on the “Delete Entry” button.

Investment Property

* Parcel ID:

	Parcel ID	Investment Building	Investment Floor	Investment Unit	Unit Number
	602011329	BLD-14-0823	BLD-14-0823F6	BLD-14-0823216	UNI-14-3434

8. 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).
9. To upload documents:

Attachments

File Description	Document Type

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

Add Attachment

Attachment Details

* Document Type:

* Attachment: Choose File No file chosen

Clear

Add Cancel

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

* Document Type:

- Site Plan
- Copy of Ownership Document
- Formal Letter from Entity/Company

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

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

Attachments

File Description	Document Type
doc.pdf	Formal Letter

Add New Delete Entry

15. You have the following options to do:

Submit
Clear

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

16. 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.

Issue Site Plan Request

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

Town Planning Department

Request Number:	109104
Request Name:	Issue Site Plan Request
Request Date:	05.07.2020
Applicant Type:	Representative
:	3000112926
Applicant Name:	3000112602
Process for Parcel:	

Back

Print Result Form

17. You can return to the main page of the service by clicking **"Back"**.

18. 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 site plan will be sent to the applicant 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:

مؤشر السعادة
HAPPINESS METER

How was your Experience?

Three red speech bubble icons representing different levels of satisfaction: a happy face, a neutral face, and a sad face.

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

My Cases

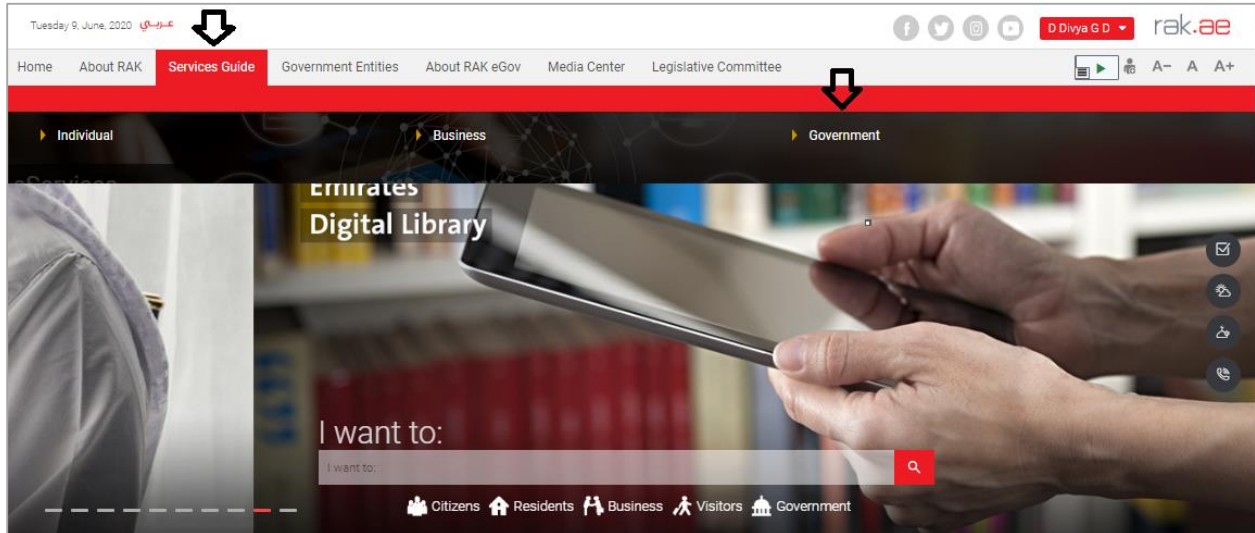
When you submit the **Issue Site Plan Request** and pay the fee, it is received by the coordinator in the Town Planning Department to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which the site plan will be issued.
- 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.

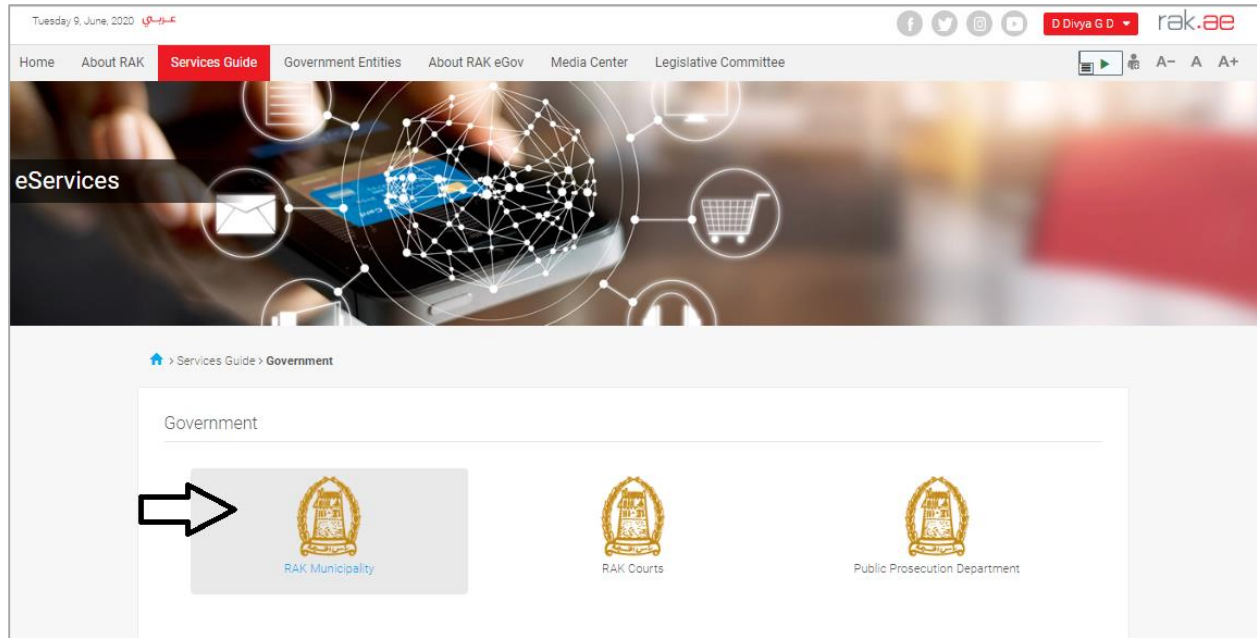
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

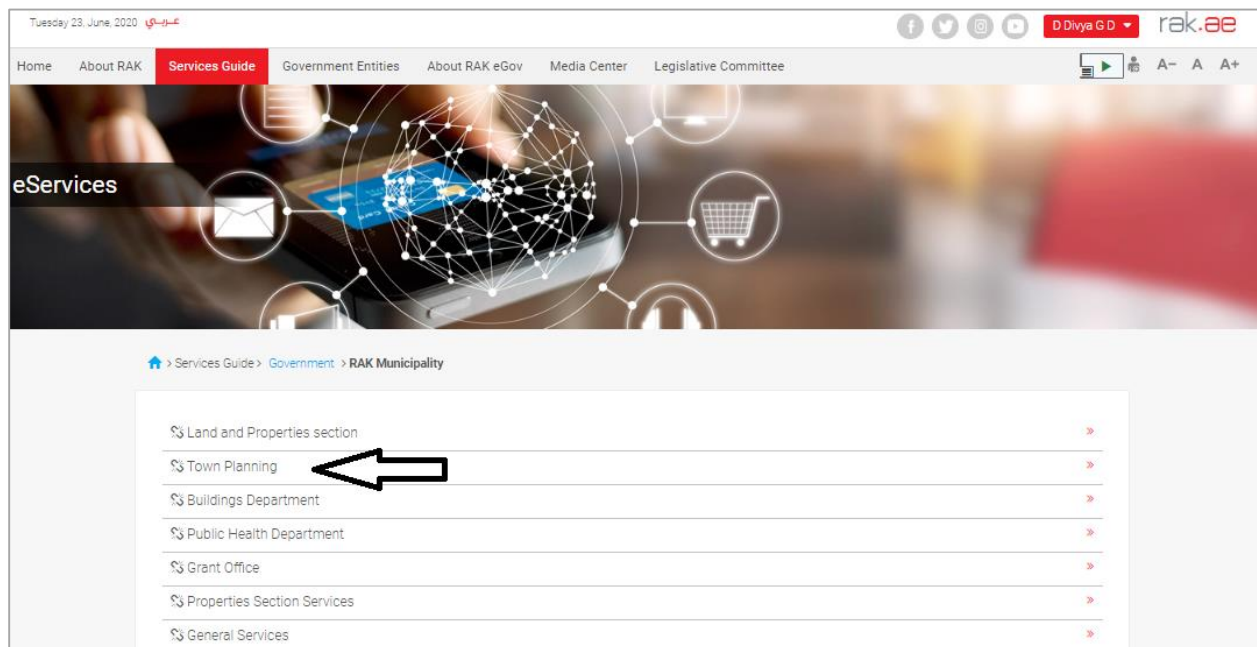
Then, Click the **“Service Guide”** then click **“Government”**:



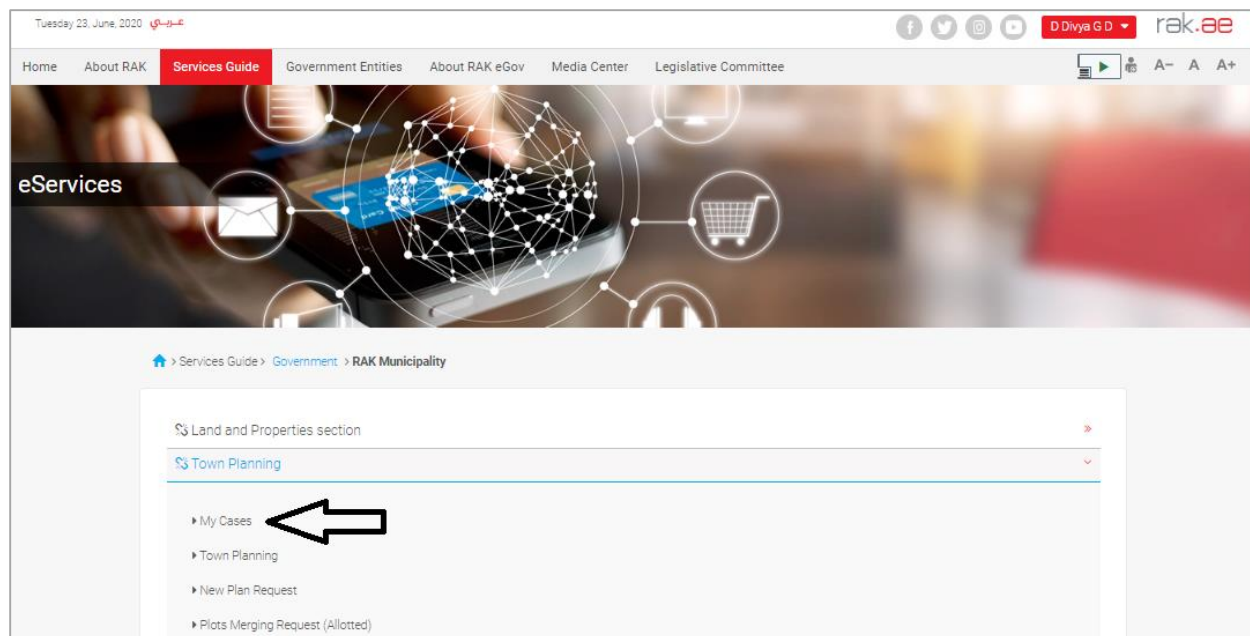
Next, select **“RAK Municipality”**



Next, Select the “Town Planning Department”



Next, Select “My Caese”



Next, enter your RAK Government portal username and password, then press the “Log in” button.

A screenshot of the RAK Government portal login page. The page is titled 'Please Log in'. On the left, there is a 'Login With UAE PASS' button and a note stating: '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'. In the center, there is a vertical line with 'OR' written next to it. On the right, under the heading 'Log in to RAK.ae', there are input fields for 'Username' and 'Password' (indicated by a large black arrow). Below these fields is a red 'Log in' button (indicated by a large black arrow). At the bottom of the page is a grey 'Cancel' 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 وتجديد - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيديل (ملف) - 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 (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			108665 - طلب تقارير مساحية	Divya Kushalappa	09.06.2020 09:56:01	
108550	Compensation Request			108550 - طلب تعويض		01.06.2020 08:25:35	
108547	Plot Rearrangement Request			108547 - طلب فرز		01.06.2020 07:34:36	
108545	Plot Document Comparison Request			108545 - طلب تحديث وجدديد	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			108536 - مخطط بدیل (ملك)	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

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	
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108547	Plot Rearrangement Request			طلب فرز - 108547		01.06.2020 07:34:36	
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108536	Plot Document Renewal Allotted Request			مخطط بيديل (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

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

Documents for case with ID 108667

Uploaded documents Generated documents

File Description	
Copy of new site plan	
Copy of ownership	

Download all attachments

Close

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 you will select the request whose status is “pending for payment” and then click on the “**Payment Requests**” button.

Town Planning Services

My Cases (27) My Notifications

Case Registration

My Cases ? Help

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			108665 - طلب تقارير مساحية	Divya Kushalappa	09.06.2020 09:56:01	
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108536	Plot Document Renewal Allotted Request			108536 - مخطط بديل (ملك)	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 following screen will be displayed to show the amount needed to be paid for the select request.

Town Planning Services

My Cases (27) 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
	108667	910027435	5,000.00	0.00	5,000.00	AED

Pay Selected Item Back

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

My cases (ZH)


My Notification

Payment Amount: 5,000.00



Amount Already Payed: 0.00

* Transaction Amount 5,000.00 AED

☒ E-Dirham




☐ Banks Cards






By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.

Pay

Cancel

 Back



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 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] Print Version Export

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

Complete

Attachments

Add attachment ³

Comments

2

Note from Department:

Add missing attachments

Note from Applicant:

Save Cancel

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: Choose Files No file chosen

Clear Add attachment

File Description	Mime Type	
dummy.pdf	application/pdf	

Delete Attachment

Save Cancel

- 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 site plan will be sent to the applicant via Email.