User Manual
Issue Site Plan 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 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.

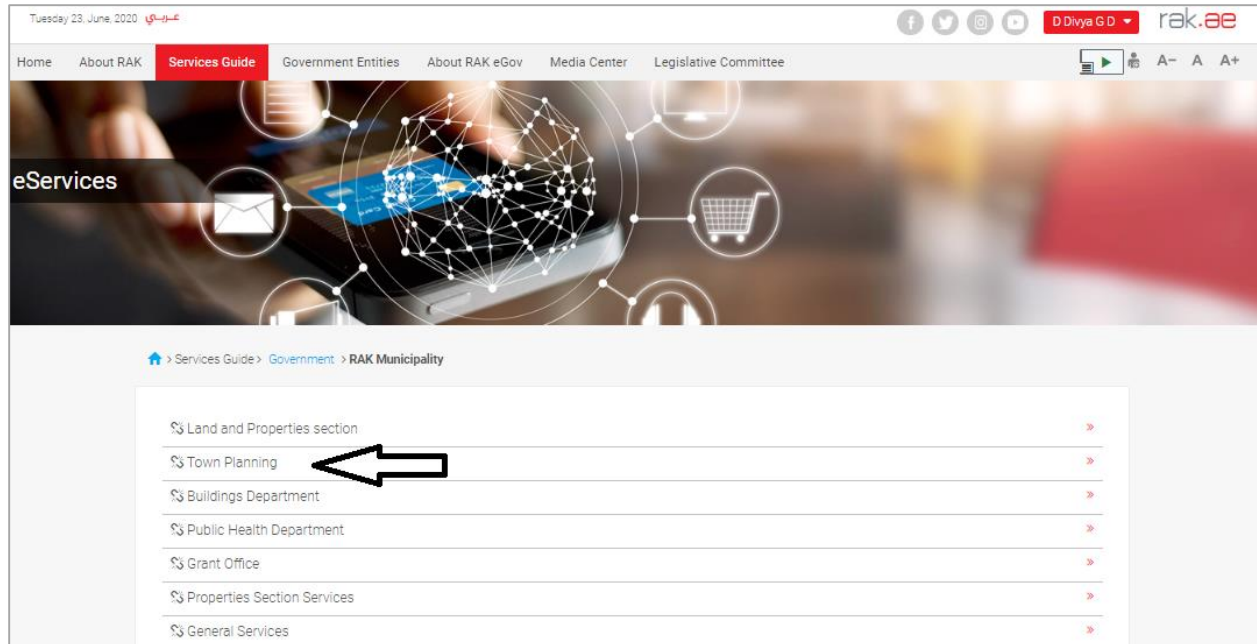## Login and access to the Issue Site Plan Request

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**"
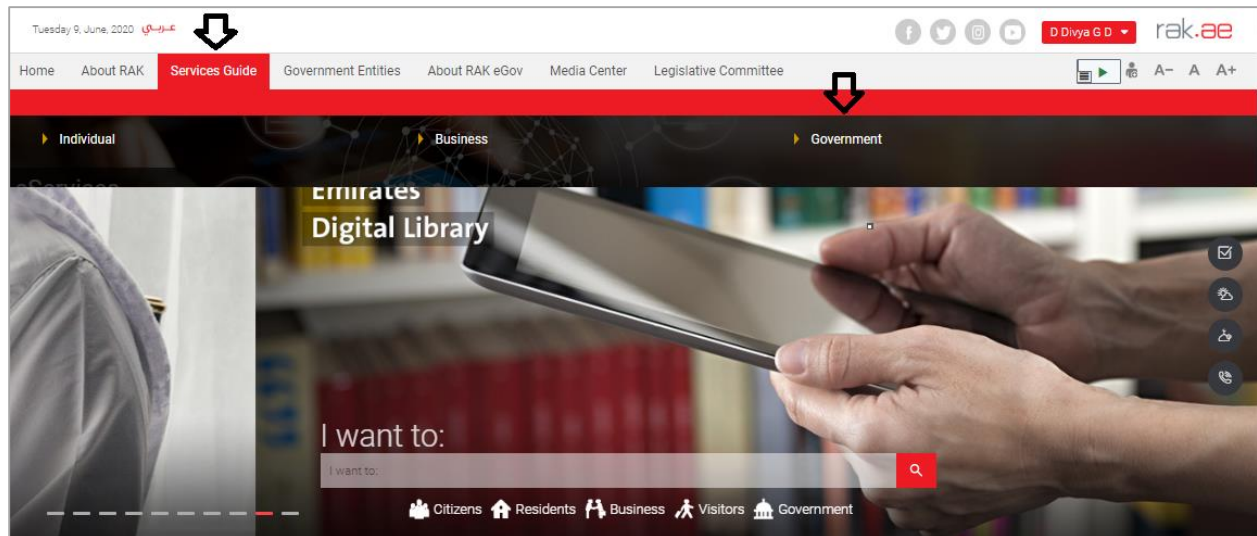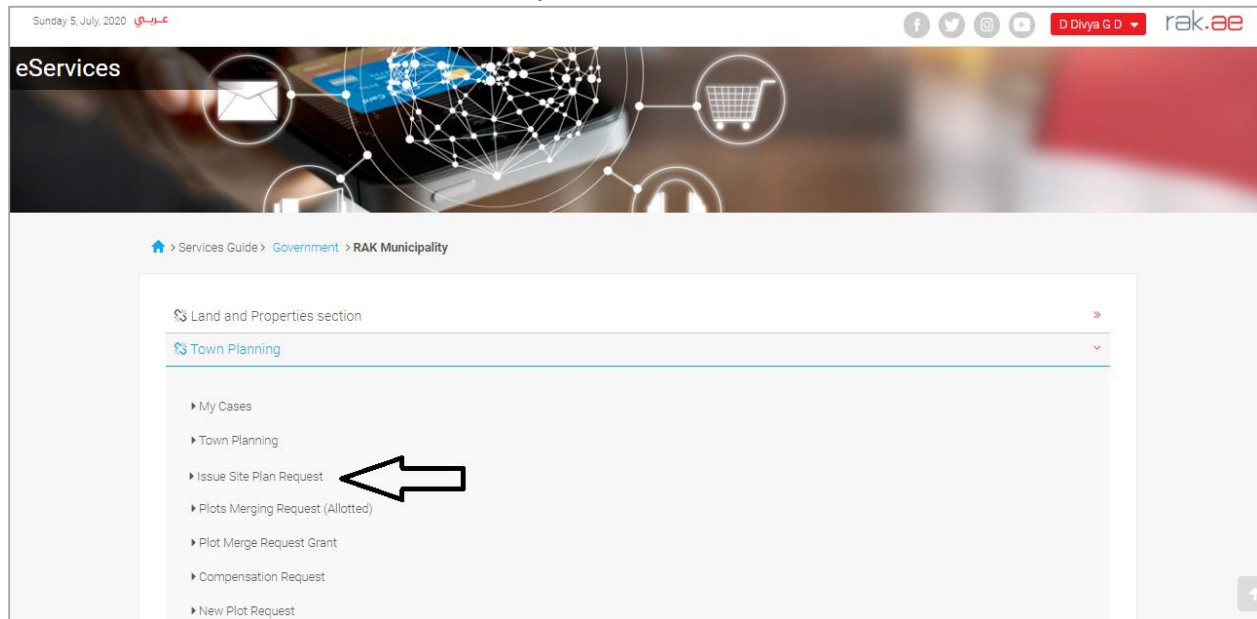

3- Next, select "**RAK Municipality**"
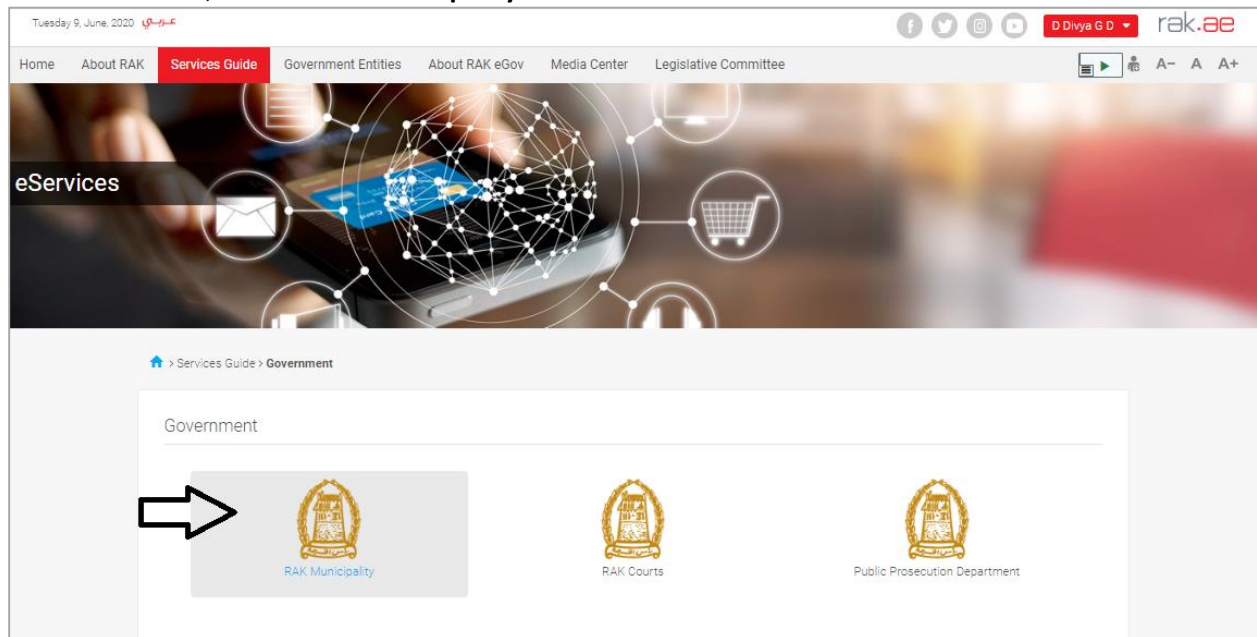
4- Next, select "**Town Planning Department**"

5- Next, click on **Issue Site Plan Request**

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

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

Important note:

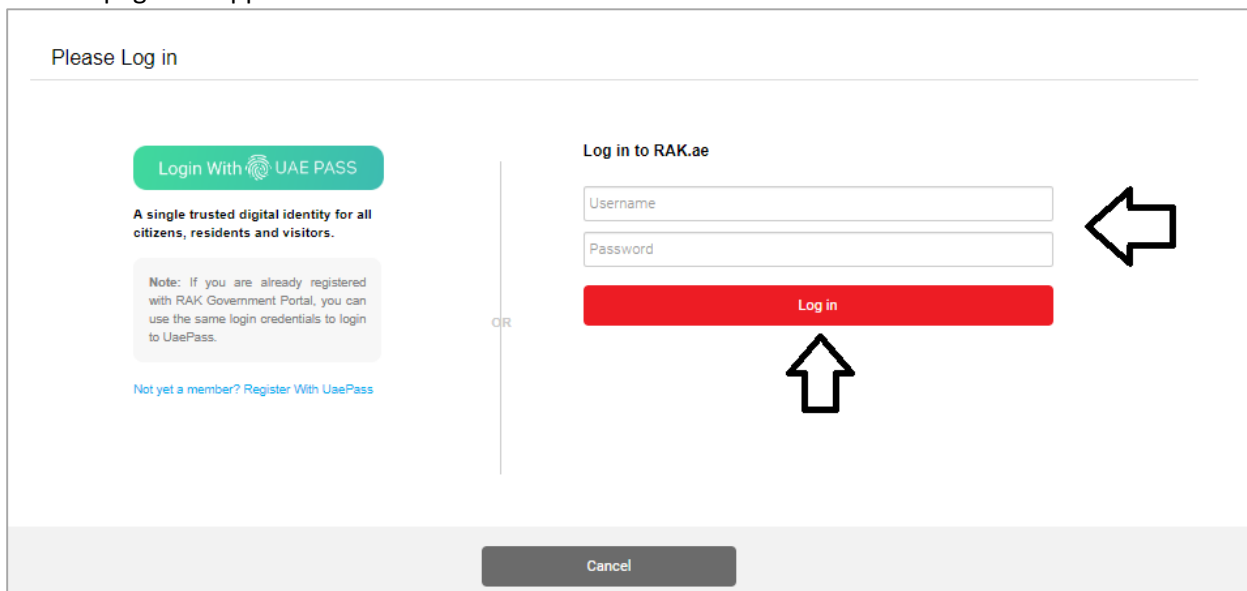- **This is a VIP Service provided for only Real State Companies.**
- **The service is available only for:**
  "RAK Properties" Representatives
  "Al Hamra Properties" Representatives

- **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:

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

يتيح الطلب اصدار 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	السارة للمواد التمويدية
Mobile number:	564041094	

Search Owner

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	A dropdown menu used to select the type of the unit for which you want to issue a site plan: * Property Type: [▾] Villa Unit • 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	
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

Add Parcel   Delete Parcel

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

Add Parcel

Parcels

* Parcel ID: [   ]

Ok   Cancel

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

Add Parcel   Delete Parcel

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

A   B

* Parcel ID: 602011329   Add Unit

Parcel ID	Investment Building	Investment Floor	Investment Unit	Unit Number

A. Enter the Parcel number of the unite that you want to issue the site plan for, in the "**Parcel ID**" field

B. Press the "**Add Unit**" button, to have the **Add Investment Unit** form displayed as below:

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

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:

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: 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

[Delete Entry]   ⇐

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

⇒ [Add New]   [Delete Entry]

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

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

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

15. You have the following options to do:

- "**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 ?

[Submit] [Cancel]

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	الصفوة للإنشاءات
Applicant Name:	**3000112602**	Tariq Ziad Alshaik
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:

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**":
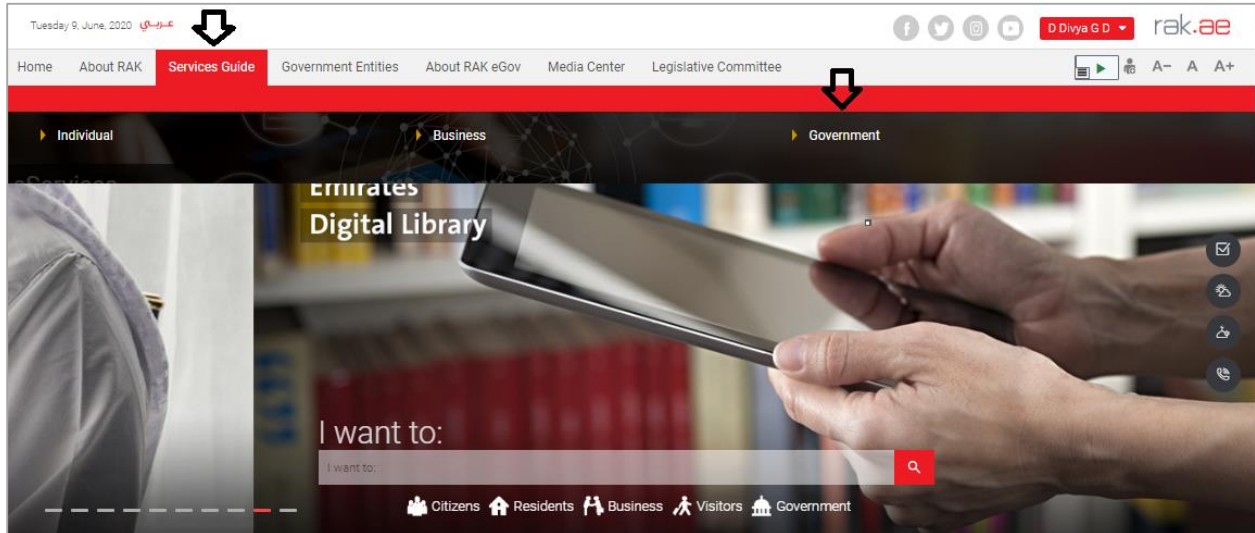
Next, select "**RAK Municipality**"
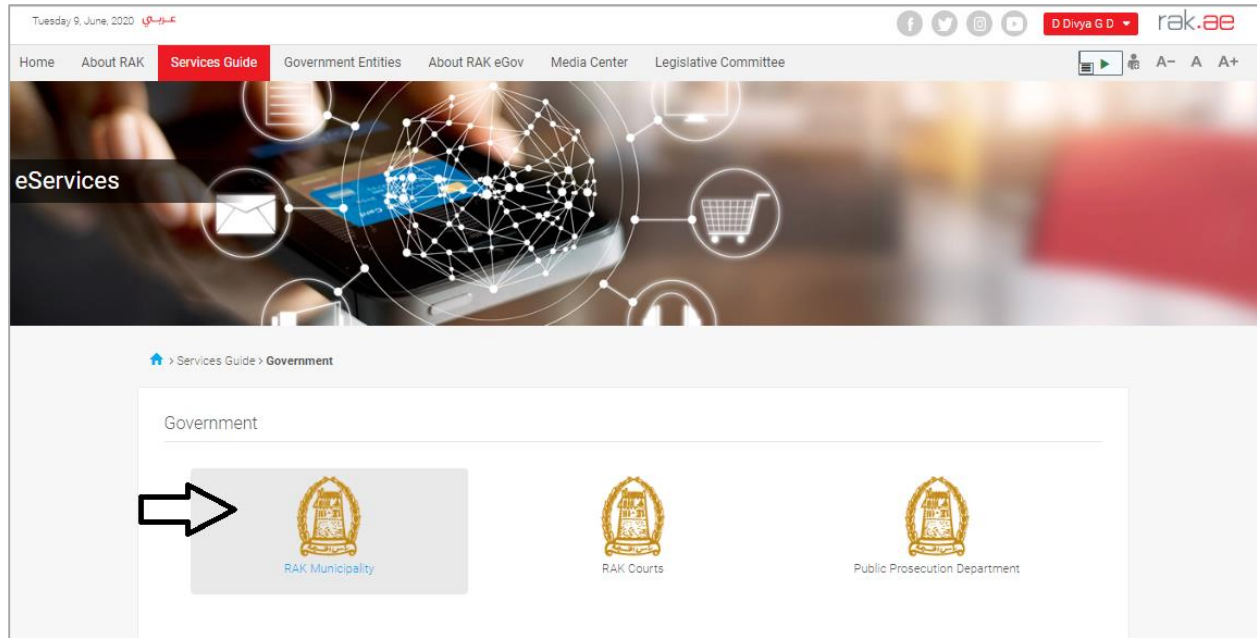
Next, Select the "**Town Planning Department**"
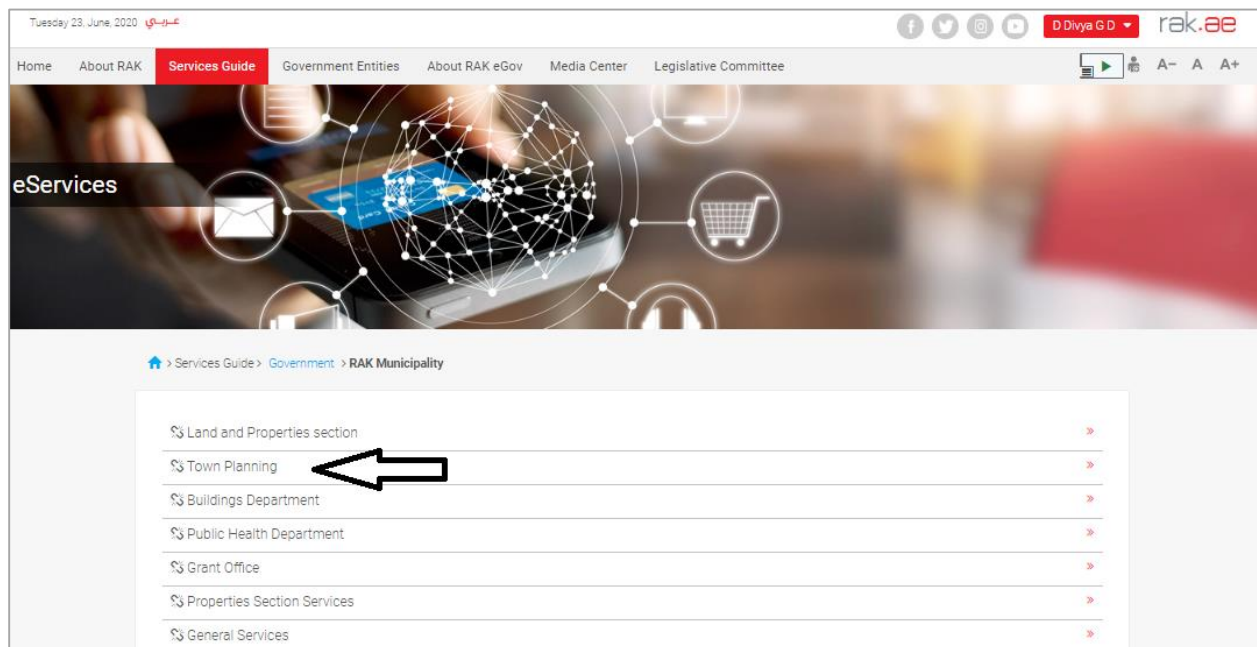
Next, Select "**My Caese**"
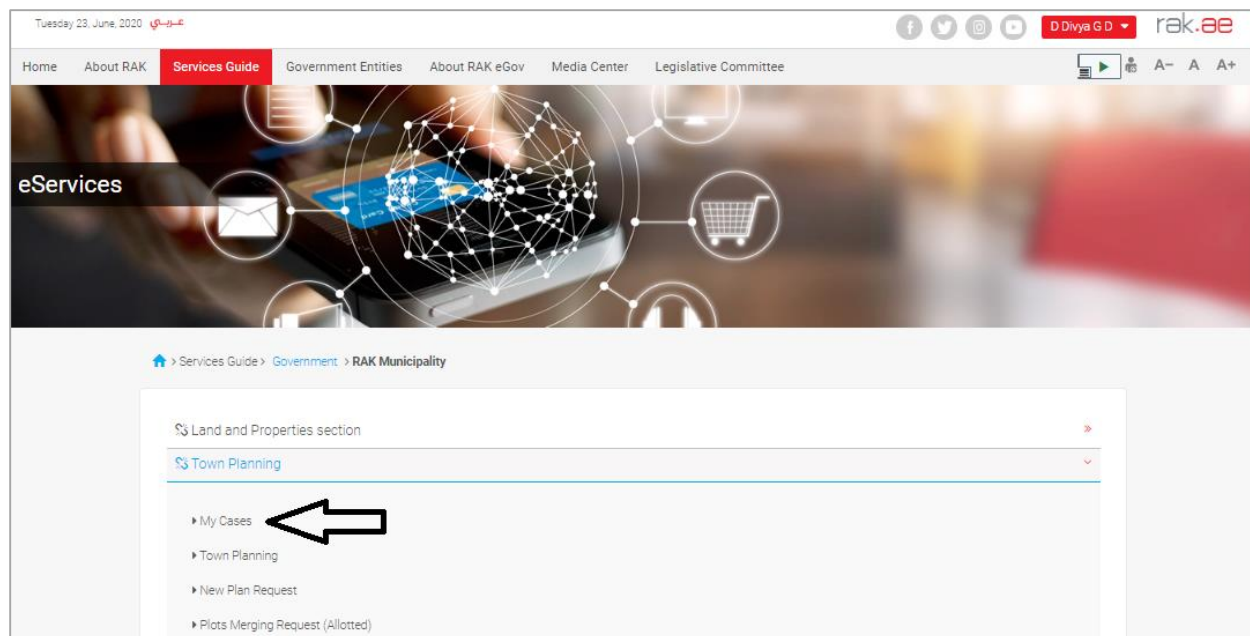
Next, enter your RAK Government portal username and password, then press the "**Log in**" button.

"**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 documents that are attached to the selected request when it is created where you can upload any file or all of the files.

Fee Payment

After 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.

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

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

My cases (ZH)	My Notification	

Payment Amount: 5,000.00

Amount Already Payed: 0.00

* Transaction Amount   5,000.00   AED

◉ E-Dirham   الدرهم الإلكتروني e-dirham

◯ Banks Cards   VISA   mastercard.

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

mastercard   VISA   e-dirham

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:

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 site plan will be sent to the applicant via Email.