User Manual
Inheritance Waive – Legacy Request
Land and Property Section

Contents:

Introduction:

The land and property section 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.
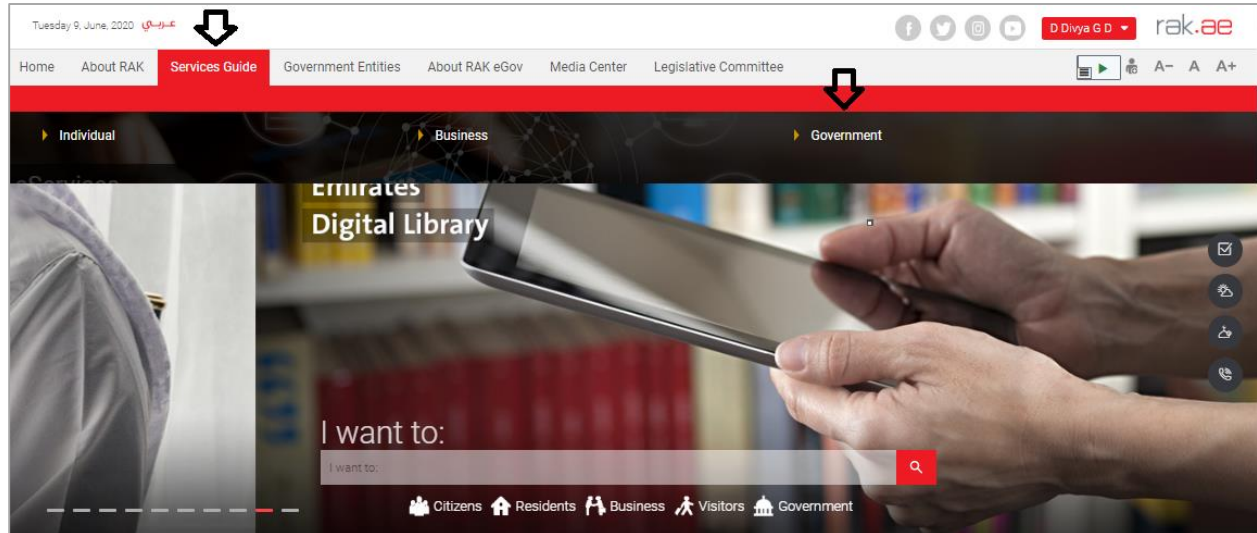
The Inheritance Waive – Legacy request allows the owners to issue ownership after dividing the owned property among co-owners by consent, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Inheritance Waive – Legacy 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.

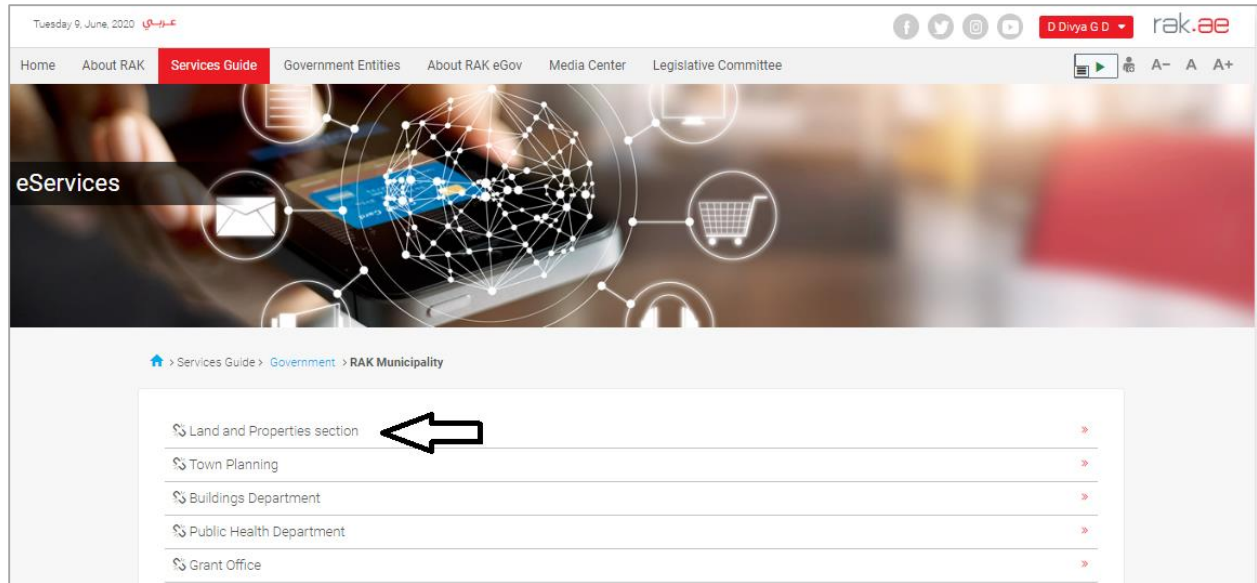## Login and access to the Inheritance Waive – Legacy Request

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the Inheritance Waive – Legacy Request, click on the "**Service Guide**" then click on "**Government**"
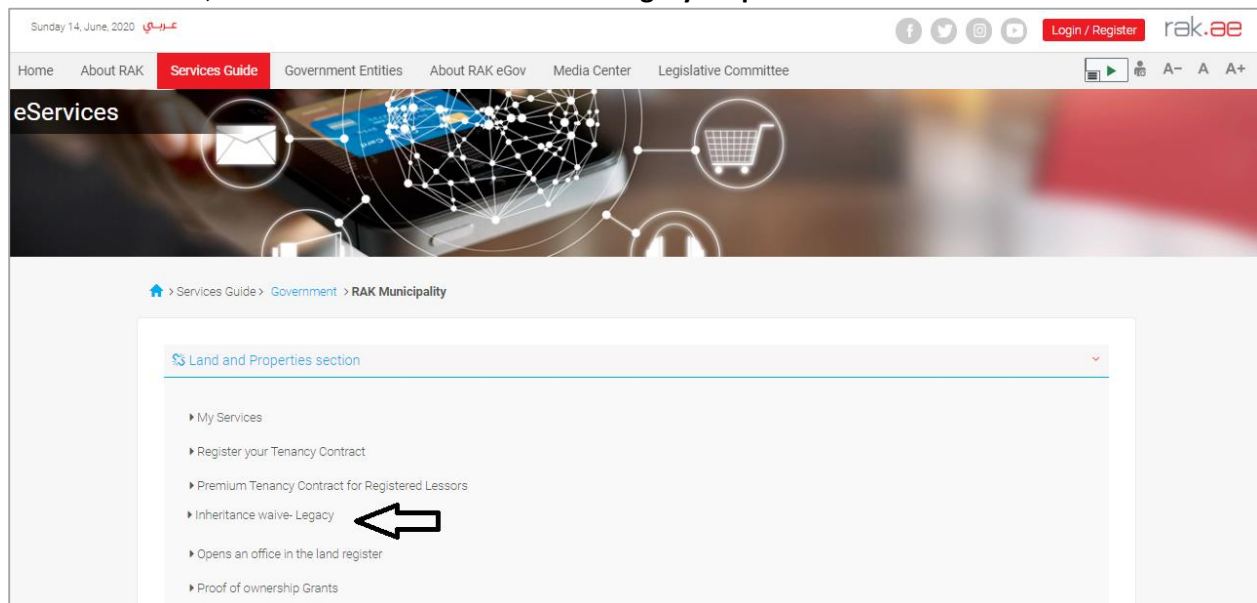

3- Next, select "**RAK Municipality**"
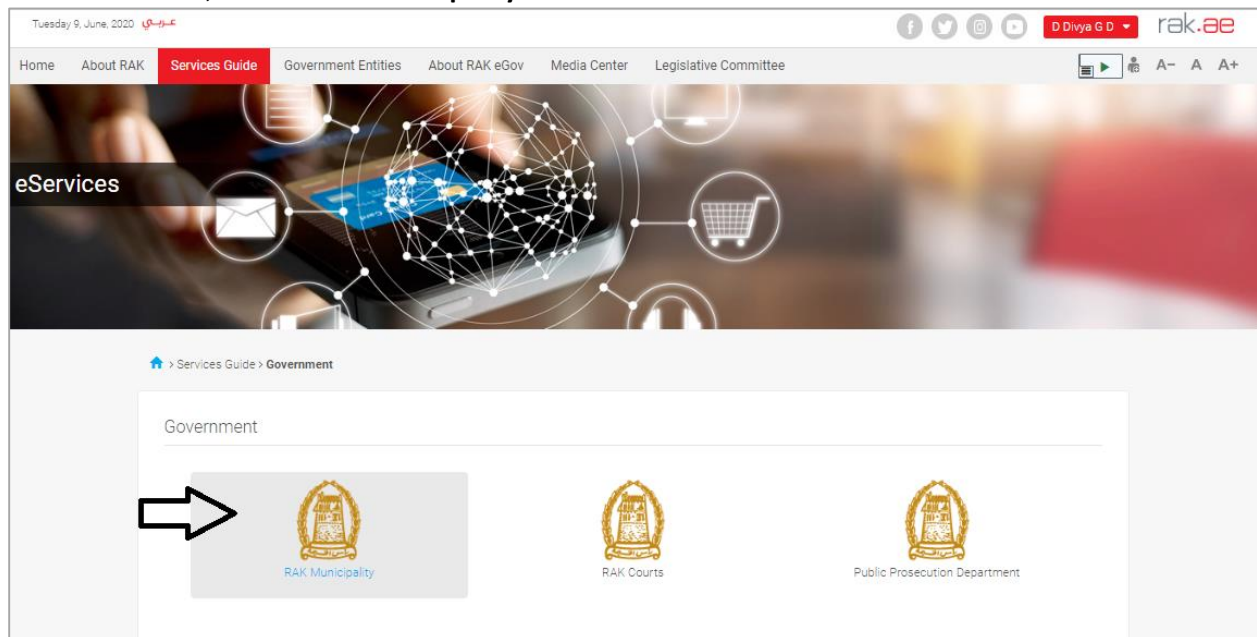
4- Next, select "**Land and Properties Section**"

5- Next, click on the **Inheritance Waive – Legacy 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.
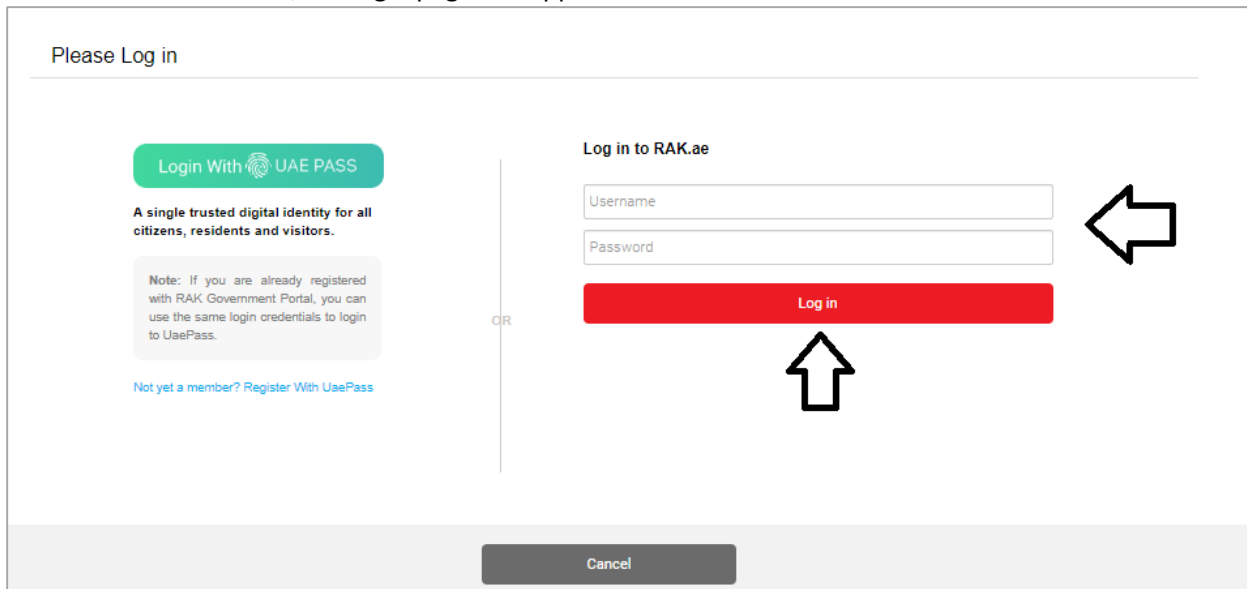
Create Inheritance Waive – Legacy Request

1. After you access the **Inheritance Waive – Legacy Request** 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 **Inheritance Waive – Legacy Request** form will be displayed enabling you to create the request:

4. In **General Information** block, select the **LR Property Type**, from the dropdown list:

5. Enter the land register number in the "**Land Register**" fields in (number / year) format, then click the "**Enter**" key to have the parcel land number displayed in the "**Parcel Land**" field and the owners of the land are displayed in the list of Owners automatically.

Note:
- If the land register is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:

Check your ownership type from its' header, select the correct type, then click "**OK**" to continue with the request

6. Enter the site plan number in the " **Site plan ID** " fields in (number / year) format

Notes:
- All fields that are preceded by an asterisk ᐧ are mandatory fields.
- As you login to the service, the system will display your name and number in the "**Applicant**" fields automatically.

- In case the system asks you to update your information, click on the "**Update**" button next to the "**Applicant**" field to display "**Create new Business Partner**" screen through which you can update your information as below:

- Select the appropriate way of search from the dropdown menu of "**Search Criteria**", 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:

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	
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	Selection Criteria: By Unified Id(non EID holder only) * Unified Number: * Nationality: * Date of Birth:
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number * License number:

- Enter the code that appears in the figure, then click on "**Ok**" below the figure to ensure the code.

Please enter the code shown in the image *

bFzc

bFzc   Refresh

Ok   Cancel

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

7. In the "**Business Partner Details**" block, you need to insert the list of the new owners, click on the "**Add New**" button to insert the new owner/s:

Business Partner Details

List of New Owners

No. Owner	Name of owner

Add New   Delete from List   Clear

"**Create new Business partner**" screen shows up to enable you to search for the new owner/s by many ways:
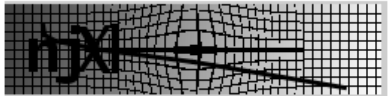
Create new business partner

Selection Criteria

Selection Criteria:	Emirates ID ▾
* Emirates ID:	784			
* Nationality:	▾
* Date of Birth:	🗓

Please enter the code shown in the image ∗

[captcha image]

[input] Refresh

Ok Cancel

OK Cancel

8. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

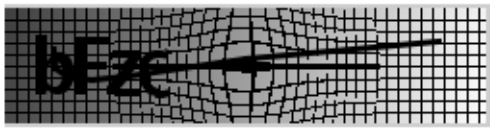| Selection Criteria:	Emirates ID ▾
	Emirates ID
	By Passport(non EID holder only)
	By Unified Id(non EID holder only)
	Trade License Number
	Myself

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

Search way	Required inputs
Search by the Emirates ID, then enter: • EID number • Select the nationality • Select the date of birth	Selection Criteria: Emirates ID ▾ * Emirates ID: 784 | | | | * Nationality: ▾ * Date of Birth: 🗓

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	Selection Criteria: By Passport(non EID holder only) * Passport Number: * Passport Type: ORDINARY PASSPORT * Nationality: * 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	Selection Criteria: By Unified Id(non EID holder only) * Unified Number: * Nationality: * Date of Birth:
Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter: • license number	Selection Criteria: Trade License Number * License number:
In case you are the original owner of the grant, select " **Myself** " and then click the "**OK**" button to have your name listed in the owners list.	**Selection Criteria** Selection Criteria: Myself Ok Cancel

9. Enter the code that appears in the figure, then click on "**Ok**" below the figure to ensure the code.

Please enter the code shown in the image *

bFzc

bFzc   Refresh

Ok   Cancel

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

10. Enter the "**Ok**" button to insert the selected person in the owner list as below:

List of New Owners

	No. Owner	Name of owner
	3000030…	محمود محمد محمود بغدادى

Add New Delete from List Clear

Note: to delete one owner form the owners list, select the required one, then click on the "**Delete from list**" button.

List of New Owners

	No. Owner	Name of owner
	3000030…	محمود محمد محمود بغدادى

Add New Delete from List Clear

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11. In the **Attachments** block you have to attached all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).
12. To upload documents:

Attachments

List of Attachments

Type Description	File Description

Add New Delete

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]

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

* Document Type: [▼]

Limitation of Inheritance

State Letter From Court

Site Plan

Copy of Ownership Document

Emirates ID

Passport ID

Building Permit

Completion Certificate NOC

Note: the list includes all of the mandatory documents that you have to attached to the request except for the "**limitation of Inheritance**" which should be attached if the original owner of the grant is dead.

C. Browse for the file and Click on **Add** ➜ the file will be uploaded successfully.

D. Repeat the steps to attach next documents.

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

Attachments

List of Attachments

	Type Description	File Description
	Emirates ID	dummy.pdf

[Add New] [Delete]
⇧

13. Enter your notes in the "**Notes**" field

Note

notes

| Submit | Clear |

14. You have the following options to do:
   - "**Submit**" to complete the request.
   - or clear all fields by selecting "**clear**"

15. 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**.

Case was successfully created!

Case Information

Newly created Case ID: 107920

New Case

16. To apply for a new service, click "**New Case**"

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 new ownership will be printed, then you can visit the customer happiness center in RAK municipality to get the original copy.

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 Inheritance Waive - Legacy Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the fees.
- 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**":
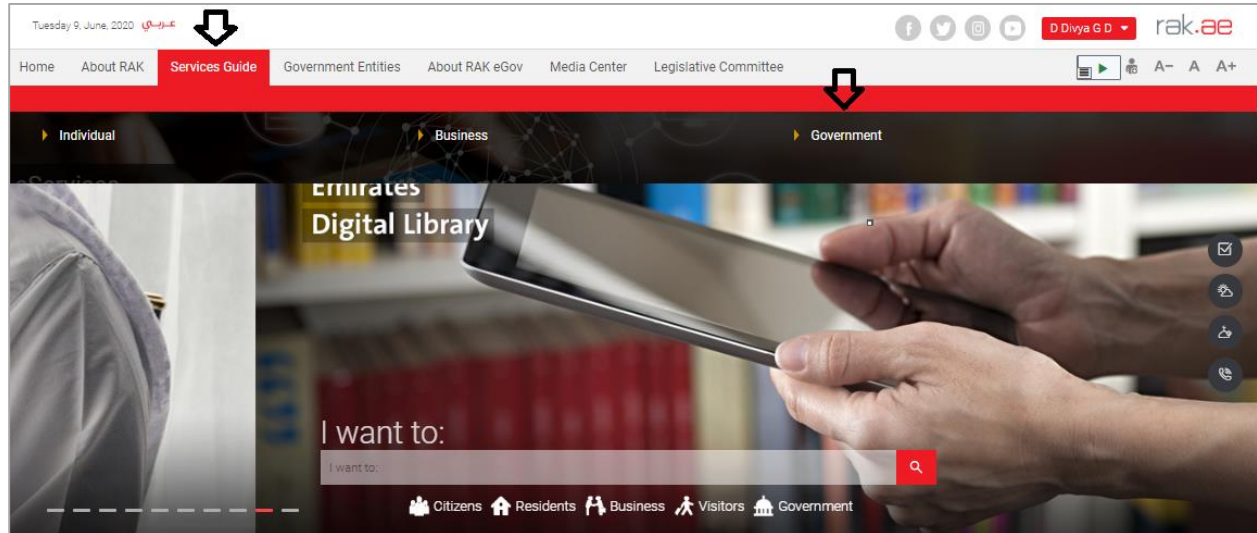
Next, select "**RAK Municipality**"
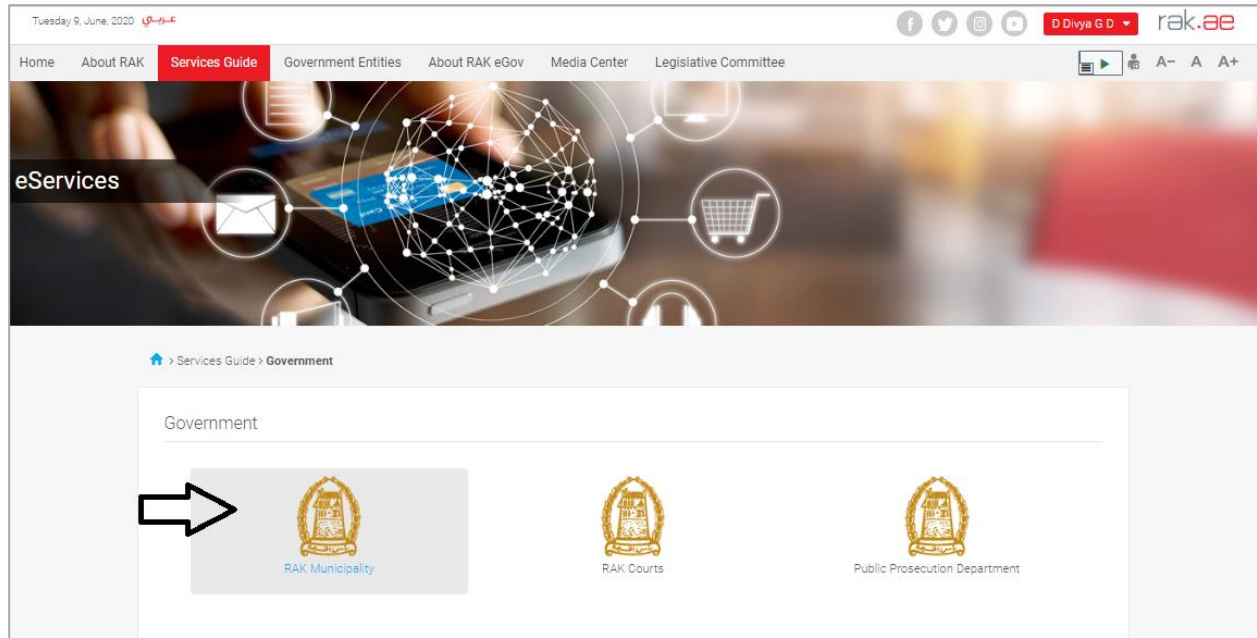
Next, Select the "**Land and Properties Section**"
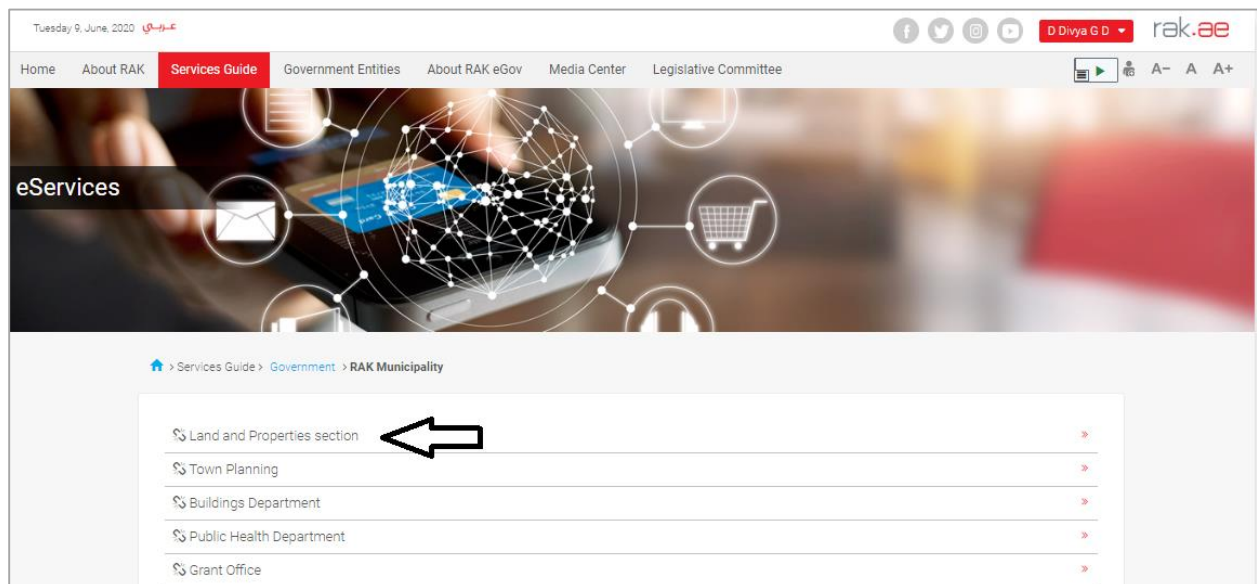
Next, Select "**My Services**"
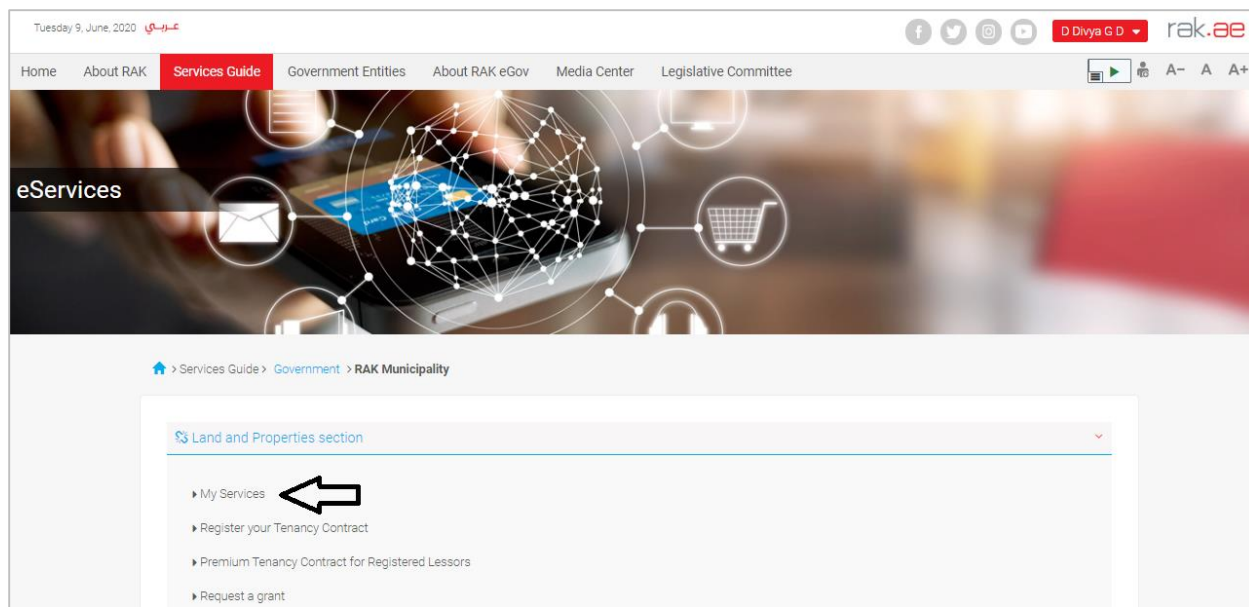
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the land and properties section 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

Details for case with ID 107920

Case Attributes

Title:	
Case Type:	Proof of ownership Grants
Last Changed by:	System
Changed On:	19.04.2020 05:42:36
Created By:	PORTAL1
Created On:	19.04.2020 05:42:30
Case ID:	107920
Final Decision:	
Additional Fees:	0.00
Add Fees Description:	
Addition Information:	
Granted BY:	
Grant Date:	
Property Type:	
No. of List:	0000000000000000
No of Units:	0
Proof Type:	Built Housing Grants
Status:	Coordentor Review

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

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 the coordinator of the land and property section accepts your request, the system will notify you to pay the request fees via email and SMS, so in "**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:

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 land and properties 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 "**Details**" icon 🖋 to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

Customer Action 300092107

Selected Notification

Notification:	300092110	Case ID:	107673
Created on:	09.04.2020	Case Type:	**Proof of ownership grant**
Requester:	Hend Gomaa Mohamed	BusinessPartner:	3000113130 مصطفى عبد الرازق محمد احمد

Lock Status: 🔓

Current System Status: **Open**

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

> 🔧 Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

> 🏁 Complete

Comments

Note from Municipality:

Modify attachement

Save   Cancel

2. Click on "**Open case**" button to modify the request ➔ the request details screen opens

Land and Property Sector Services ⓘ Help

🔄 Update

▼ **General Information**

Case Description: Proof of ownership grant
Application Type: Proof of ownership grant
Case Information: Proof of ownership grant

Customer Note:

▼ **Applicant Details**

Applicant

Applicant Number: 3000113077
Applicant Name: مصطفي احمد
Applicant Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae

▼ **Attachments**

Attachment List

Print Version			
Mandatory	Doc Description	Attach File	File Path
☐	EID copy	Upload	
☐	Other Documents	Upload	
☐	Passport copy	Upload	
☐	Personal picture	Upload	

3. Modify the request as per the coordinator comments.
4. Click the "**Update**" button. A confirmation message will pop up:

Submit Case Creation ☐

Do you want to submit the request?

Submit   Cancel

5. Click "**Submit**", then you will return to the "**Customer Action**" screen:

Customer Action 300092107

Selected Notification

Notification:	300092110	Case ID:	107673
Created on:	09.04.2020	Case Type:	**Proof of ownership grant**
Requester:	Hend Gomaa Mohamed	BusinessPartner:	3000113130 مصطفي عبد الرازق محمد احمد

Lock Status: 🔓

Current System Status: **Open**

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

　　　📝 Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

　　　🏁 Complete

Comments

Note from Municipality:

Modify attachement

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 land and properties coordinator for review.

After your request gets the final approval, you will be notified via SMS and Email that your request is approved and you can receive the new ownership from the customer happiness centre in the RAK municipality.