

# User Manual

## Tafweet - Open file to install old property Request

### Land and Property Section

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## 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.

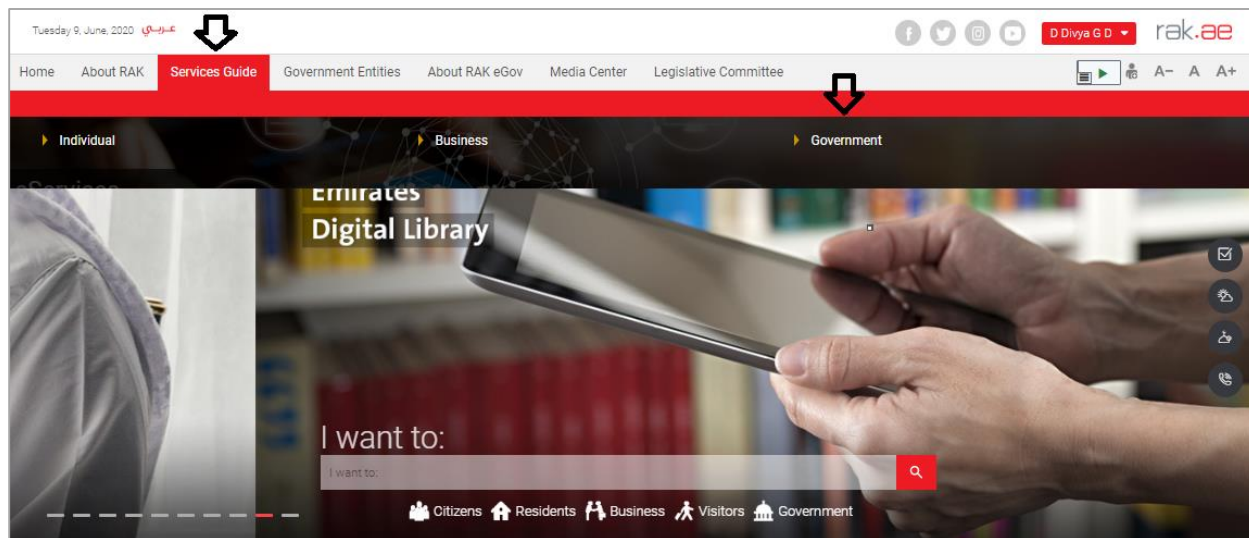
The Tafweet - Open file to install old property request allows customers to investigate about undocumented old properties and start to issue title deed if its approved, after attach the required documents and pay the required service fee.

This guide shows customers how to access the Tafweet - Open file to install old property Request. It also guides them on how to create, send and track the request electronically.

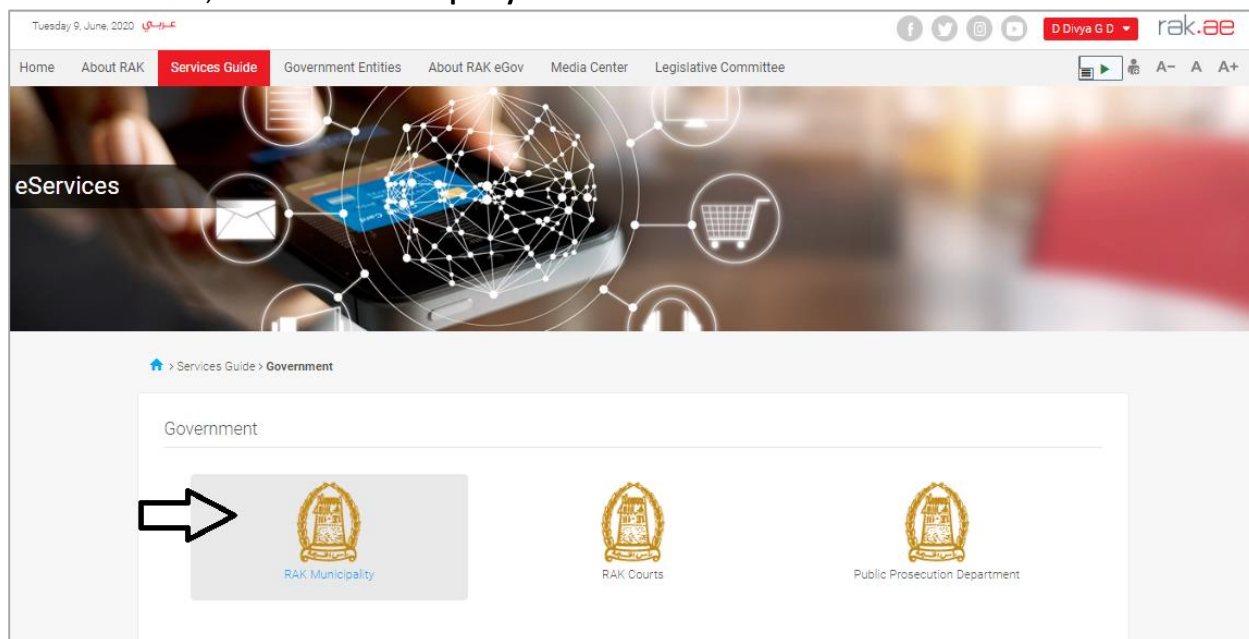
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

## Login and access to the Tafweet - Open file to install old property Request

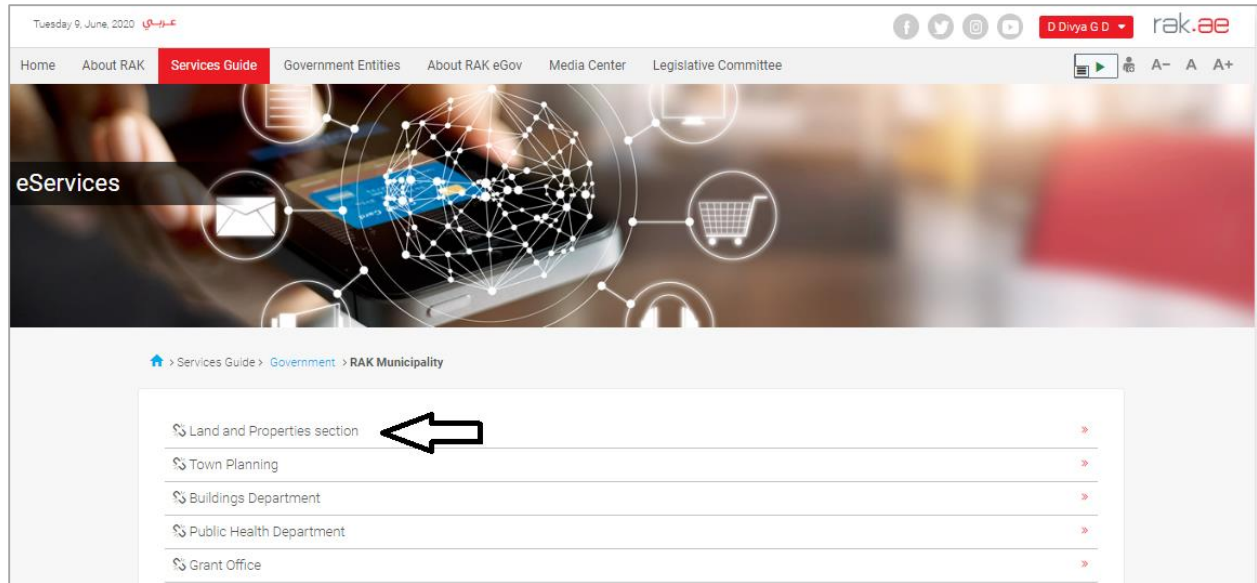
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Tafweet - Open file to install old property request, click on the “Service Guide” then click on “Government”



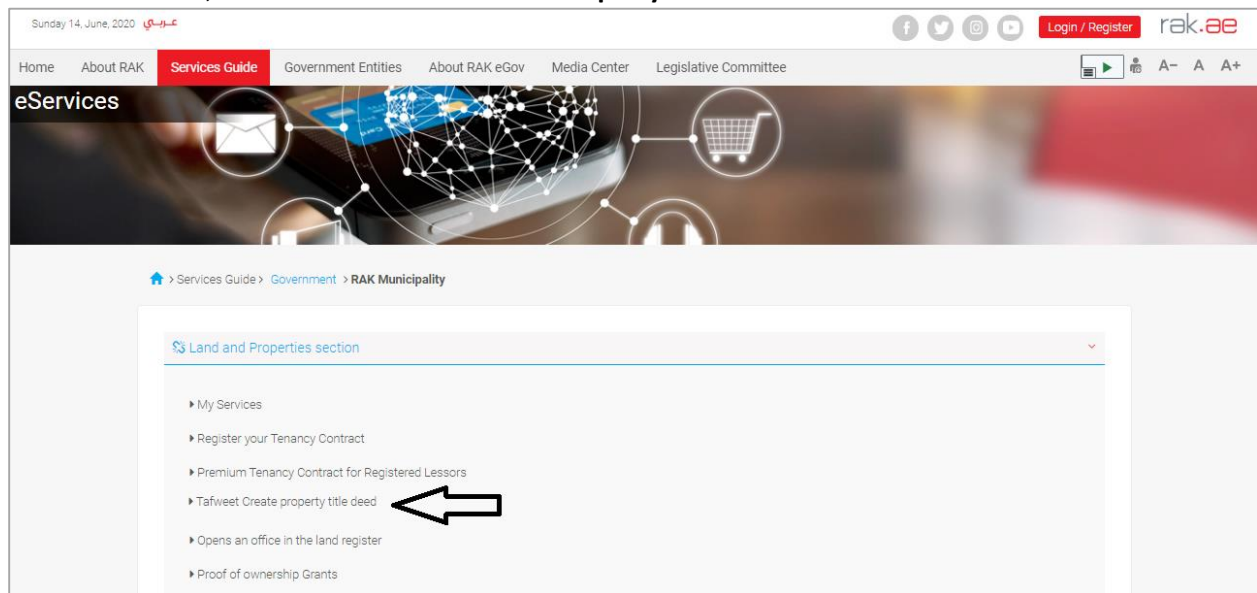
- 3- Next, select “RAK Municipality”



- 4- Next, select “Land and Properties Section”



**5- Next, click on the Tafweet Create Property Title Deed**



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

Sunday 14, June, 2020 عربي

Home About RAK **Services Guide** Government Entities About RAK eGov Media Center Legislative Committee

Login / Register rak.ae

eServices

> Services Guide > Government > RAK Municipality > Land and Property Sector > Tafweel Create property title deed

25°46'22.8"N 55°55'51.4"E  
View larger map

Al Ittehad Kindergarten  
Land Department  
Eid Prayer Ground  
RAK Academy International  
Map data ©2020 Terms of Use

Tafweel - Open file to install old property.

This service allows customers to investigate about undocumented old properties and start to issue title deed if its approved.

**Step 1** Sign up using portal account

**Step 2** Submit investigation request -statement- request by filling the online form, and attaching the required documents

**Step 3** Pay requested fee.

**Step 4** The concerned department will review the request and set an appointment with the survey for site inspection .

**Step 5** Upon approval, the owner will be notified with the approve of his request to complete the procedure of issuing a new site plan

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

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Login / Register rak.ae

Processing Time

1-7 days.

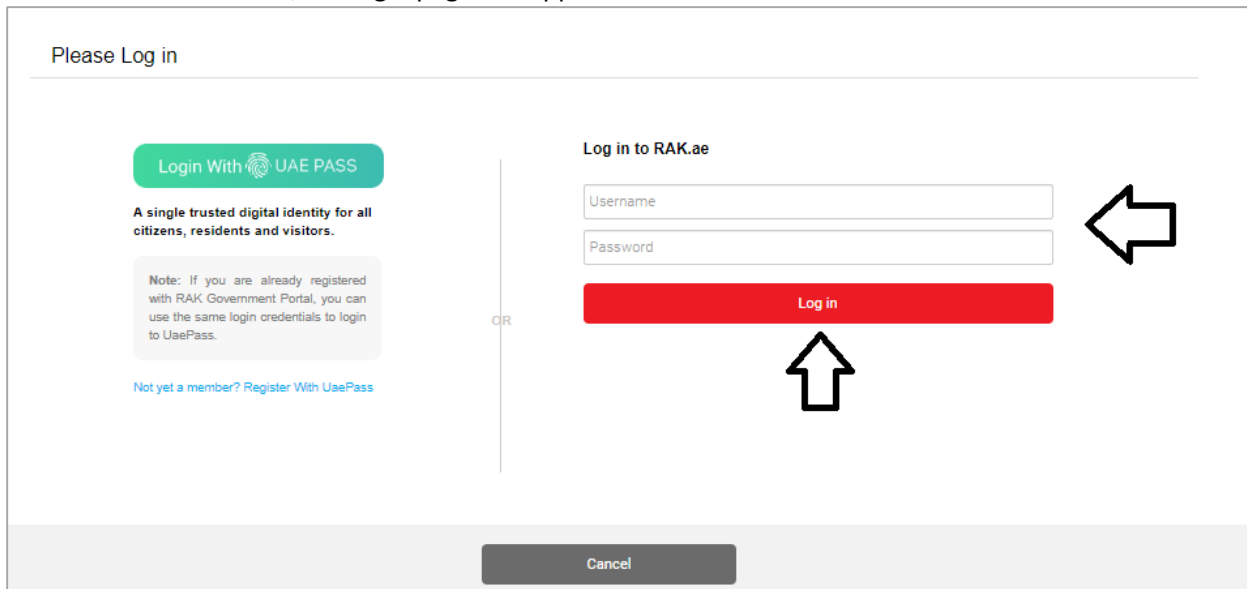
Required Documents

Copy of emirates ID.  
Copy of passport.  
Copy of request letter - Tafweel  
Copy of investigation certificate  
Copy of inheritance certification  
Copy of power attorney for inheritance

Start Service

## Create Tafweet Create Property Title Deed Request

1. After you access the **Tafweet Create Property Title Deed 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 **Open File to Old Property Installation Request** form will be displayed enabling you to create the request:

### Open File to Old Property Installation Request

**General Information**

Sector:

\* Applicant:

**Business Partner Details**

**List of Owners**

No. Owner	Name of owner

**Attachments**

**List of Attachments**

Type Description	File Description

4. In **General Information** block, enter the area where the old property is located in the “Sector” field:

Sector:

**Notes:**

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

\* Applicant:

- 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:



### Create new business partner

#### Selection Criteria

Selection Criteria: Emirates ID

\* Emirates ID:

\* Nationality:

\* Date of Birth:

Please enter the code shown in the image \*

- 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: <ul style="list-style-type: none"> <li>EID number</li> <li>Select the nationality</li> <li>Select the date of birth</li> </ul>	<div> <p>Selection Criteria: <span>Emirates ID</span></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <span></span></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p> </div>
Search by the passport number (for non-Emirates ID holders), then enter: <ul style="list-style-type: none"> <li>Passport number</li> <li>Select the Passport type</li> <li>Select the nationality</li> <li>Select the date of birth</li> </ul>	<div> <p>Selection Criteria: <span>By Passport(non EID holder only)</span></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <span>ORDINARY PASSPORT</span></p> <p>* Nationality: <span></span></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p> </div>
Search by the unified ID (for non-Emirates ID holders) then enter: <ul style="list-style-type: none"> <li>Unified number</li> <li>Select the nationality</li> <li>Select the date of birth</li> </ul>	<div> <p>Selection Criteria: <span>By Unified Id(non EID holder only)</span></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <span></span></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p> </div>

Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:

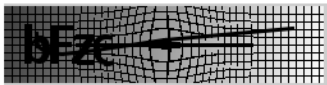
- license number

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 \*



bFzq 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.

5. In the “**Business Partner Details**” block, you need to insert the owners list, click on the “**Add New**” button to insert the owner/s:

**Business Partner Details**

**List of 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:

\* Nationality:

\* Date of Birth:

Please enter the code shown in the image \*

- 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

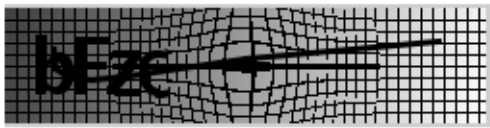
The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter: <ul style="list-style-type: none"> <li>EID number</li> <li>Select the nationality</li> <li>Select the date of birth</li> </ul>	<div> <p>Selection Criteria: <span>Emirates ID</span></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <span></span></p> <p>* Date of Birth: <input type="text"/> <input type="text" value="1"/></p> </div>

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

7. 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 \***



**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.

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

List of Owners		
No. Owner	Name of owner	
3000030...	محمود محمد محمود بخدادى	

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

List of Owners

No. Owner	Name of owner
3000030...	محمود محمد محمود بخدادى

Add New
Delete from List
Clear

- 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).
- To upload documents:

Attachments

List of Attachments

Type Description	File Description

Add New
Delete

- 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:

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

\* Document Type:

- Limitation of Inheritance
- Emirates ID
- Passport ID
- Comprehensive investigation Doc
- Power of Attorney
- Letter of dep manager approval

**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

Type Description	File Description
Emirates ID	dummy.pdf

11. Enter your notes in the “**Notes**” field

**Note**

notes [

12. You have the following options to do:

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

13. 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**.

**Case was successfully created!**

**Case Information**

Newly created Case ID: 107920

14. 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](http://www.rak.ae) to track your request and pay the required fees after getting the request approved, then upon approval, the owner will be notified with the approve of his request to complete the procedure of issuing a new site plan

**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

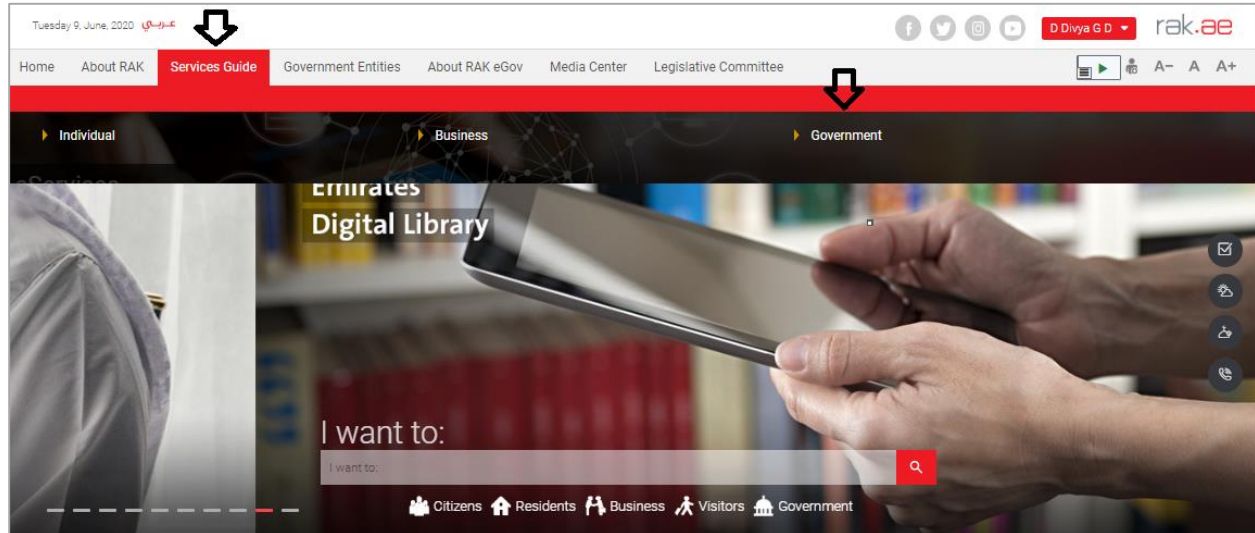
When you submit the Tafweet Create Property Title Deed Request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

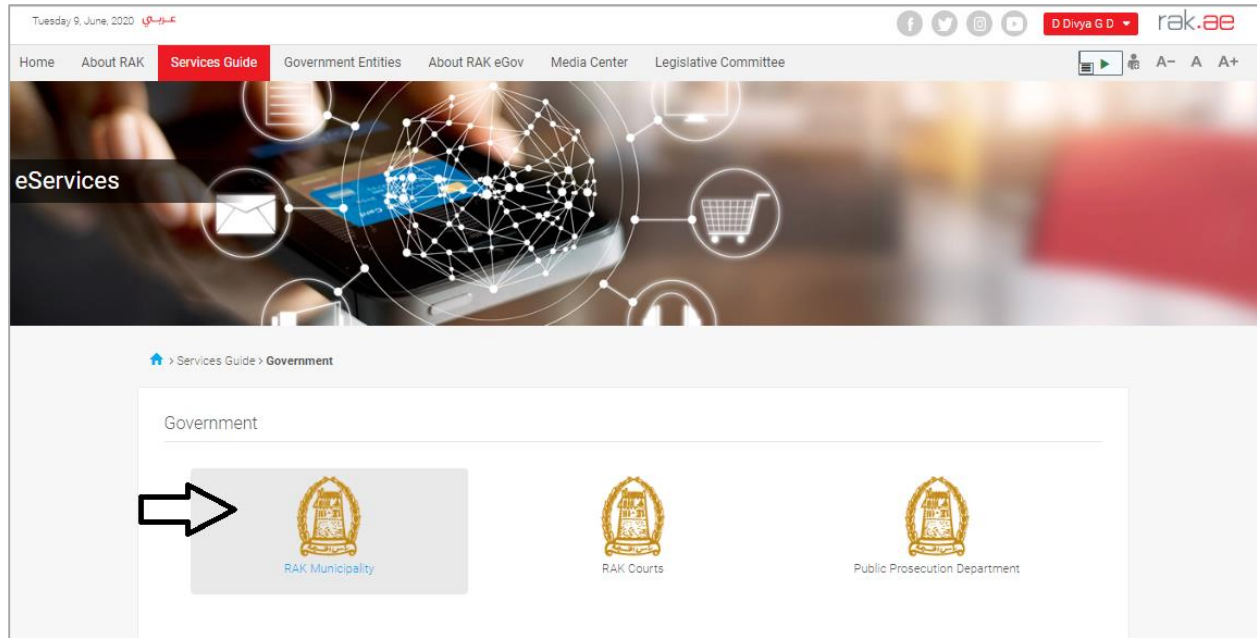
**Note:** when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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](http://www.rak.ae) as shown on the screen below.

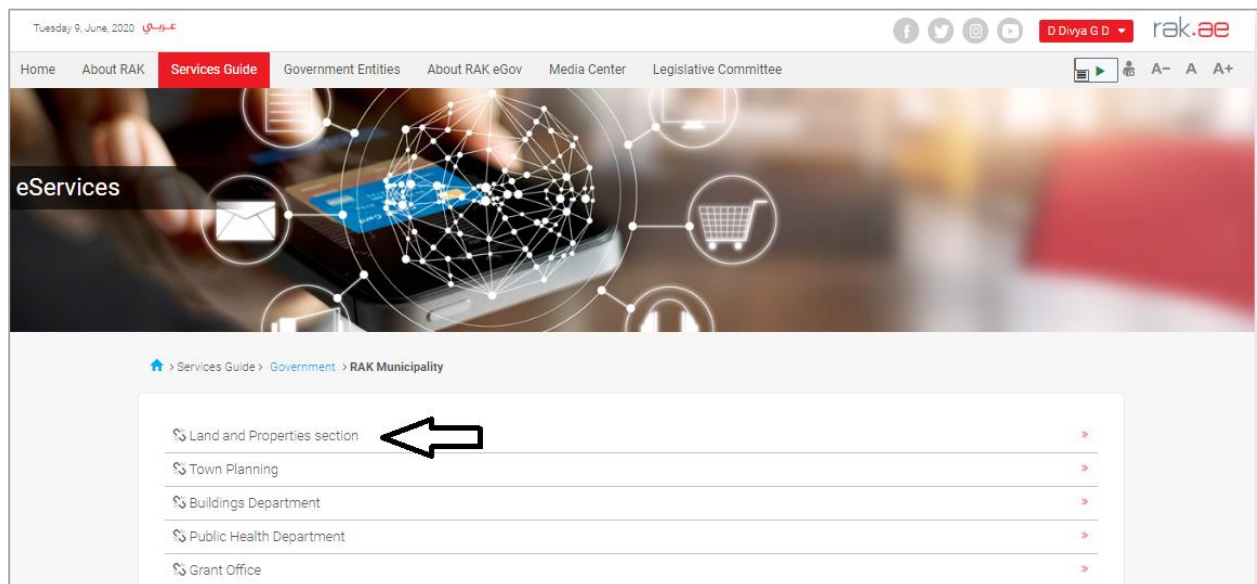
Then, Click the **“Service Guide”** then click **“Government”**:



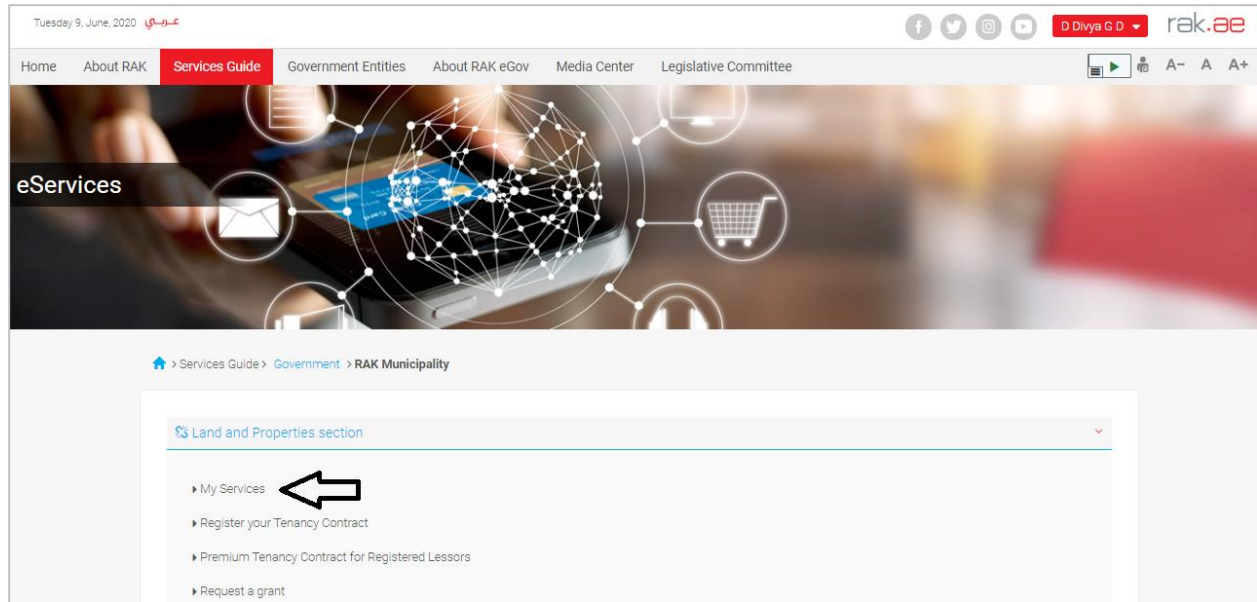
Next, select **“RAK Municipality”**



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.

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](#)

“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.

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordontor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

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

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

“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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordontor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

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

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

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: Coormentor 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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	إيهاب يهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				إيهاب يهمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				إيهاب يهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				إيهاب يهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				إيهاب يهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				إيهاب يهمان	15.04.2020 10:42:32		Coordentor R

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

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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 107752

Case Documents

File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close



## 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.

**E-Land Department**

My cases (21) Register your Tenancy Contract

Case Registration

**My Cases** ? Help

**My Cases**

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordentor R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

**E-Land Department**

My cases (21) Register your Tenancy Contract

**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
	107920	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 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:

Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	
300091960	09.04.2020	Merge Properties Request	107672	Land Request	
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	

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 الرزاق 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 attachment

Save Cancel

- 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: مصطفى 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
<input type="checkbox"/>	EID copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other Documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Passport copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Personal picture	<input type="button" value="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?

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

**Customer Action 300092107**

**Selected Notification**

Notification: 300092110

Created on: 09.04.2020

Requester: Hend Gomaa Mohamed

Lock Status:

Current System Status: Open

Case ID: 107673

Case Type: **Proof of ownership grant**

BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد

**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 attachment

Save Cancel

- 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 the request gets the final approval, the owner will be notified with the approve of his request to complete the procedure of issuing a new site plan