User Manual

Infrastructure NOC Request

Town Planning Department

Contents:

Introduction:

The Government of Ras Al Khaimah, Municipality Department, Town Planning Administration, have launched a set of electronic services to improve customer experience by enabling them to submit NOC requests online, without needing to visit the Municipality, thereby saving time and effort.

The Infrastructure NOC Request allows the authorities, consultants, and contractors to apply for no-objection certificates (NOC) for infrastructure works, by submitting the required documents and paying the required service fees.

This document provide guideline to the authorities, consultants, and contractors, on how to access the Infrastructure NOC Request. It also guides them on how to create, submit and track the request electronically.

Authorities, consultants, and contractors will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), pay fees, re-submit the requests after modifications electronically, and finally obtain the approved drawings and NOC certificate either downloading electronically or by receiving from the Customer Happiness Center, as needed.

**Important Note: to be able to use the service, you have to register your company as follows:**

- 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.

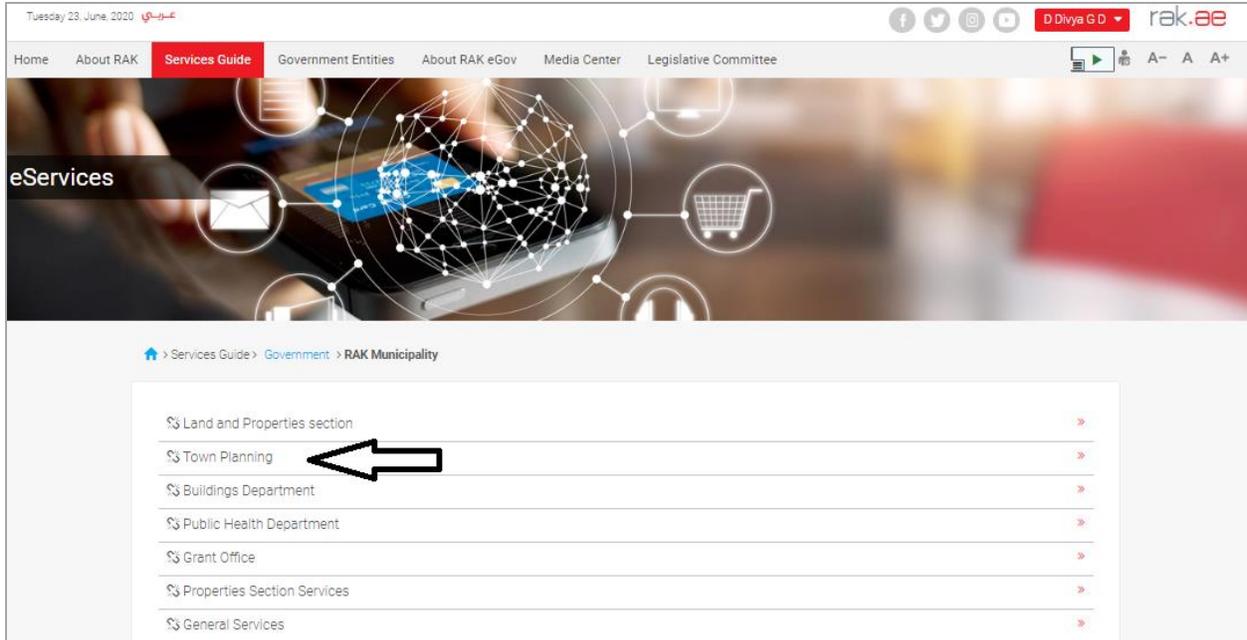## Login and access to the Infrastructure NOC Request

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
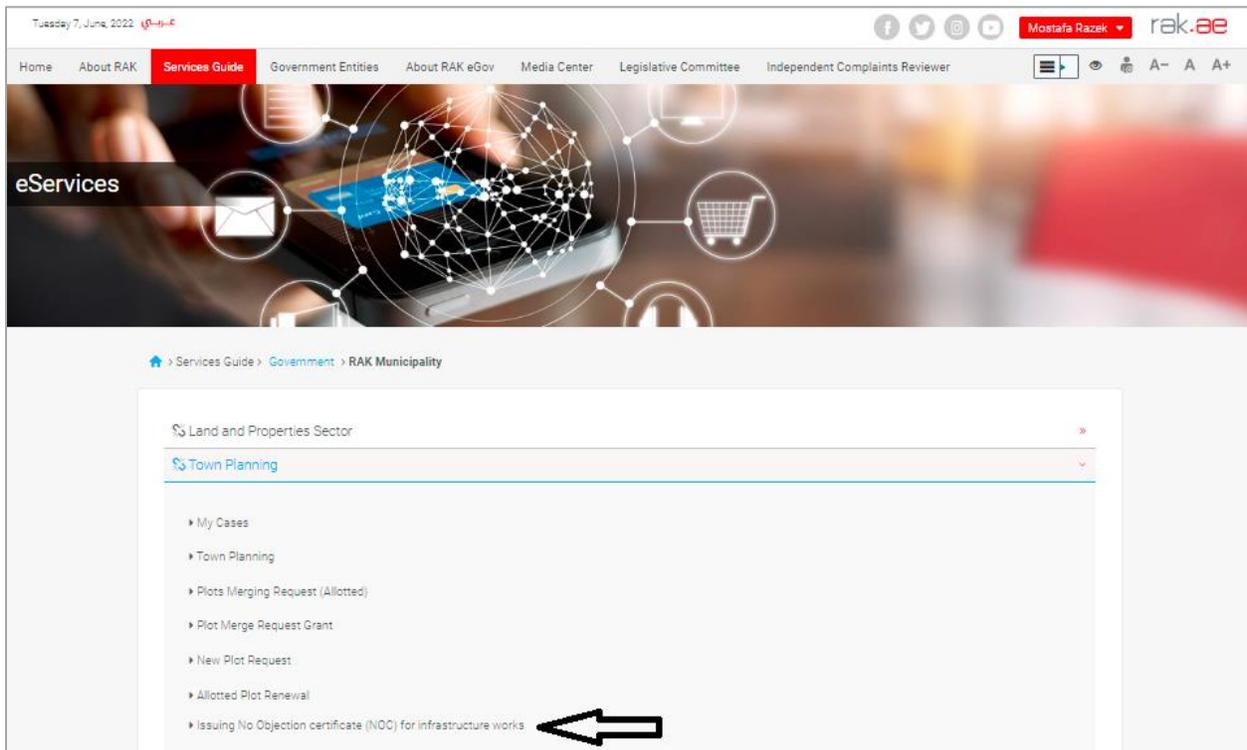2- Click on the "**Service Guide**" then click on "**Government**":
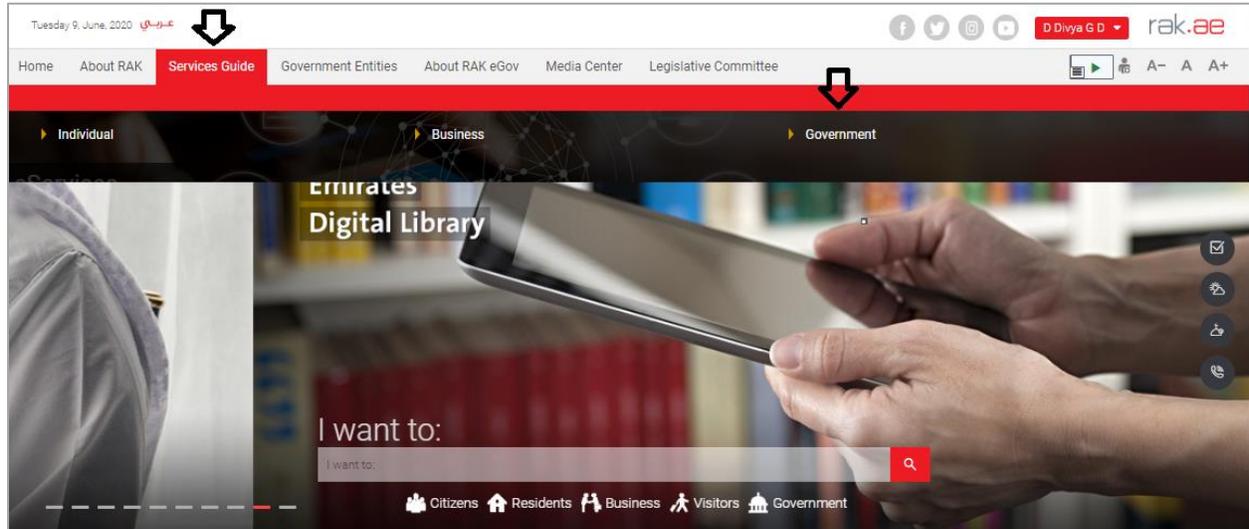
3- Next, select "**RAK Municipality**"
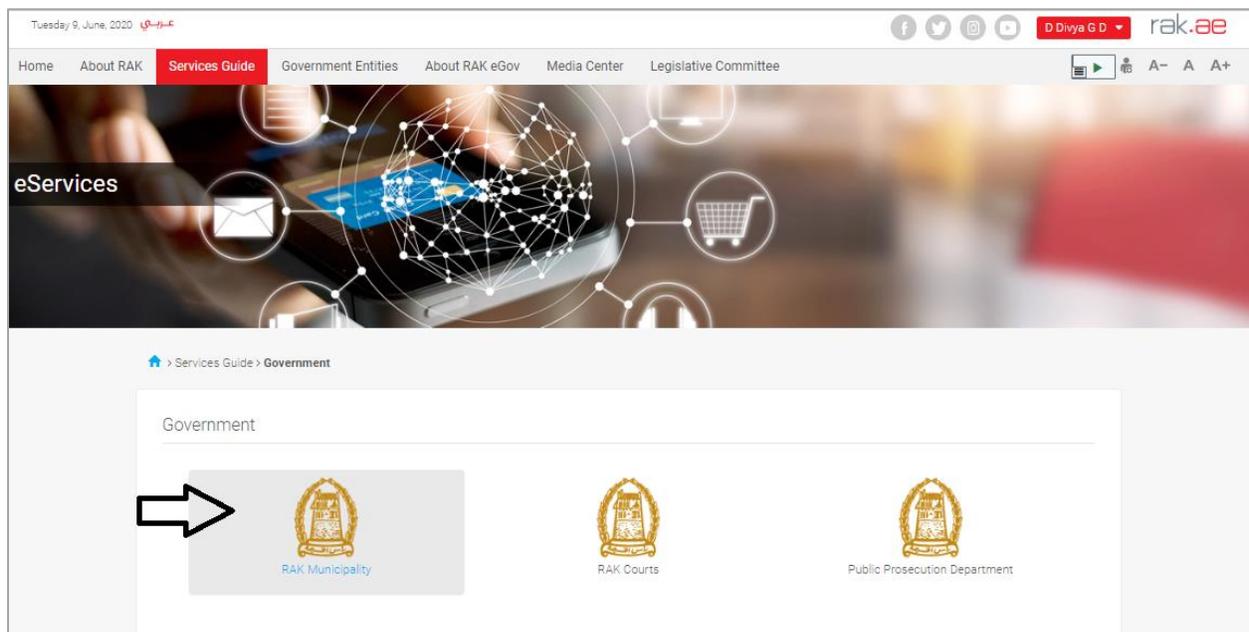
4- Next, select "**Town Planning Department"**

5- Next, click on **Issuing No Objection certificate (NOC) for infrastructure works**

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.

Login / Register   rak.ae

Home   About RAK   Services Guide   Government Entities   About RAK eGov   Media Center   Legislative Committee   Independent Complaints Reviewer

Required documents according to the type of case:

Refer to the attached submission guidelines showing the required documents according to the requested type of service and the NOC stage.

Conditions

The validity period of the issued NOC is six months from the approval date , and it must be renewed two weeks before the expiry date.
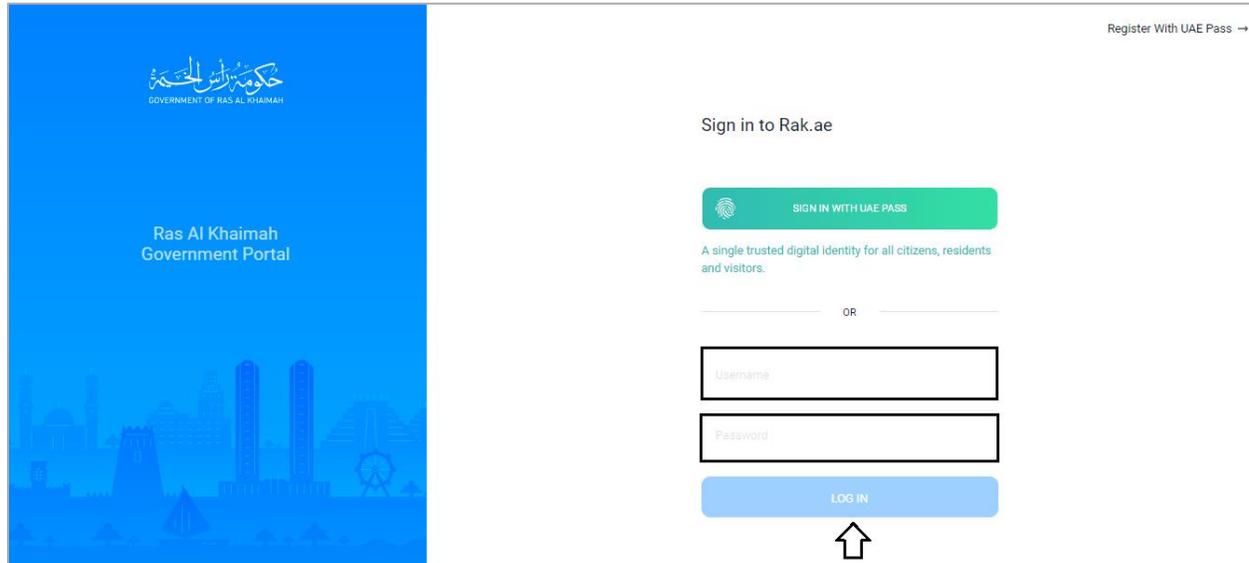
Related Services

Request ZT 36 site report

Downloadable Forms

ZT42-Infrastructure N.O.C Request -End Customer -V1.2-ENG

Start Service

Create Infrastructure NOC Request

1. After you access the **Infrastructure NOC 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 **Infrastructure NOC Request** form will be displayed enabling you to create the request:

ZT42 Infrastructure N.O.C Request

Infrastructure N.O.C Request ⓘ Help

General Information

* NOC Stage: [dropdown]
* NOC Request Type: [dropdown]
* NOC Request Sub Type: [dropdown]
* Request Description: [field]
Comments: [text area]

Project Manager Details

Name: [field]
Email: [field]
Mobile: [field]

Business Partner Details

Applicant Type: Owner
Applicant Descr... : [field]
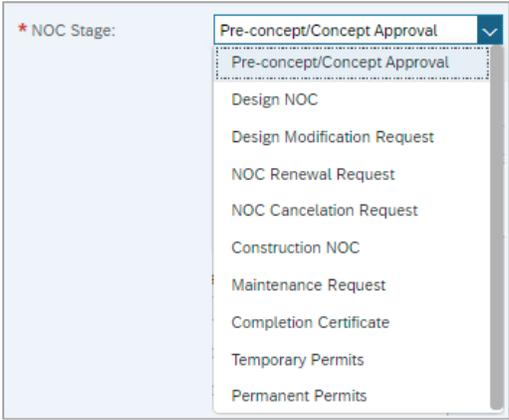Owner: 1000029175   شركة الحمرا للتطوير العقاري ش.ذ.م.م
Trade License ...:   205171   Mobile number: 0507909873

Location

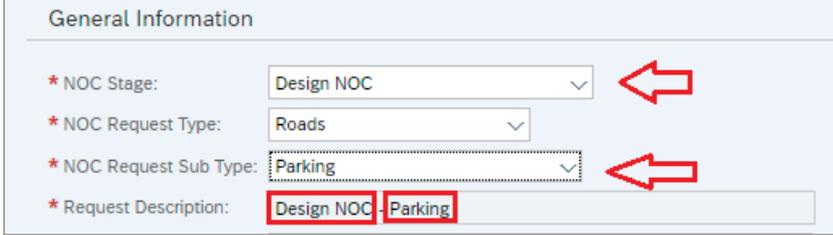Sector: [dropdown]   Area: [dropdown]

Attachments

[Submit] [Clear]

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

Field	Description
NOC Stage	Select the stage of the required NOC certificate from the dropdown list:

NOC Request Type	Select the type of the NOC request from the dropdown list which will change as per the selected stage type in the previous field:
NOC Request Sub Type	Select the type of the NOC Sub request from the dropdown list which will change as per the selected request type in the previous field
Request Description	A field used to show the service request description which consists of the (NOC Stage - NOC Request Sub Type) which you have selected in the previous fields:
Comments	Enter your comments.
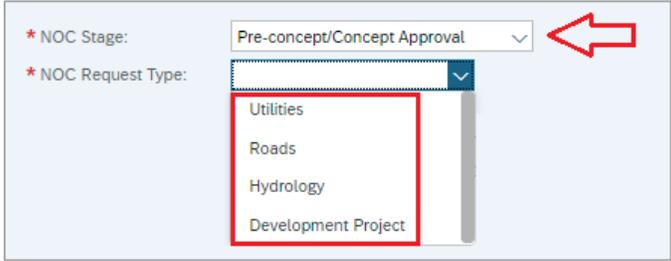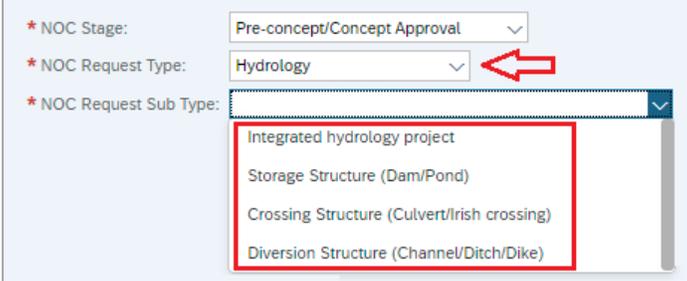
Notes:
- Authorities, consultants, and contractors can submit this request on behalf of the owners.
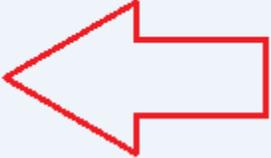- All fields that are preceded by an asterisk ＊ are mandatory fields.

5. Enter the name and contact details for the Project Manager, mobile number and email address in the **Project Manager Details** block, as follows:

Note:

- In the **Business Partner Details** block, the system automatically displays the name, number, Emirates ID number, trade license, and mobile number of the owner and the type of the applicant who logged to the service on behalf.

- Enter the Applicant Description "if any".

6. In the **Location** block, select the location for which you want to issue the Infrastructure NOC Request by first selecting the sector where your plot is, from the "**Sector**" dropdown menu:

7. Second, select the **Area** where your plot is located within the sector that you have selected in the "**Sector**" field as below:

8. In the **Attachments** block, you need to attach all of the mandatory documents and any other relevant optional documents, where available, to complete the request.

Notes:
- The list of attachments are minimum requirements and you may be asked to submit additional documentation, if required based the review.
- You can only edit the attachments (add new or remove/replace existing) while submitting the case, and no removal or replacement are allowed after submission.

9. To upload documents:

   A. Click the upload icon ⬆ next to the required document:

   Awarding letter: No file chosen ⬆
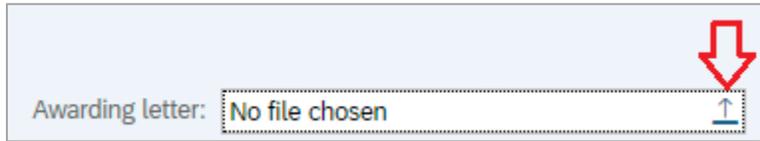
   B. Browse for the file and Click on Add ➜ the file will be uploaded successfully as follows:

   Awarding letter: No file chosen ⬆ ✓ file.pdf 🗑

   C. Repeat the steps above to attach the rest of the documents.

Notes:
- The list of the required attachments will be changed as per the selected NOC stage, type and sub type request. (please refer to the Attachments Appendix for further details)
- All attachments that are preceded by an asterisk * are mandatory.
- The file type required for each attachment appears beside the attachment title; otherwise, the file type will be PDF.

   PDF ➡ Awarding letter:

   * Hydrological Study Report (Data used/ Data analysis) DOC

   * Hydrological Study Report (Data used/ Data analysis) PDF

   * Key plan show proposed works on RAK map with North arrow DWG
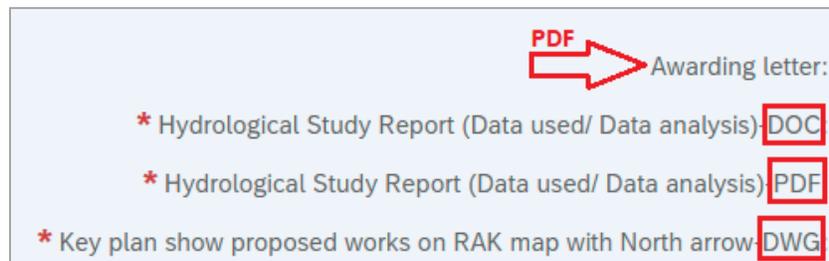
- To view any attachment, click the document link.

   Awarding letter: No file chosen ⬆ ✓ file.pdf 🗑

- To delete any attachment, click the delete icon 🗑 next to it

   Awarding letter: No file chosen ⬆ ✓ file.pdf 🗑

- The list of attachments may extend to a second page, use the Previous &Next arrows to navigate between the same:

Page 2
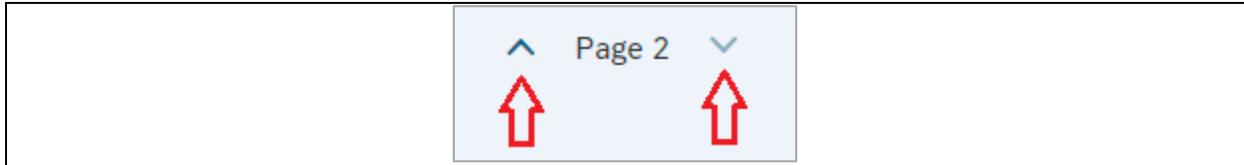
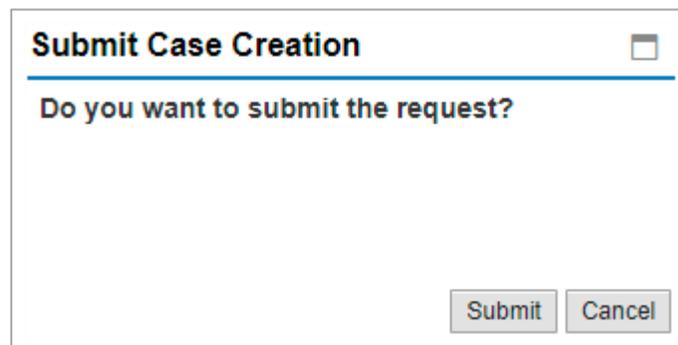10. You have the following options to do:
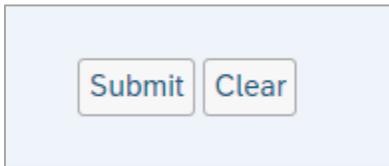
Submit | Clear

- "**Submit**" to complete the request.
- "**Clear**" to clear all fields and start over.

11. 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.

ZT42 Infrastructure N.O.C Request

You request has been submited successfuly with the following information:

After the request is submitted, you can view and check the status of your request electronically. If customer action is requested, you will need to submit the required information and documentation electronically. In case, a fee is required to be paid, you will be able to pay the fees electronically, as illustrated later in this document.

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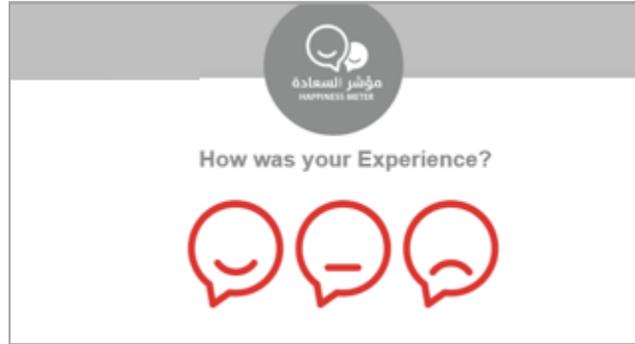
Select the required face and your evaluation will be submitted directly.

My Cases

When you submit the Infrastructure NOC Request, the assigned engineer on the Infrastructure and Utilities Section will review it following the below steps:

- The concerned section will review the request and submitted information.
- If the submitted information is in accordance to the requirements, the case review will commence, else the case may be rejected due to insufficient data
- Customer action may be requested for further information required, notification will be sent to customer by email and SMS
- Based on the above the case shall either be 'Approved' OR 'Rejected' with justifications.

Note: When the case is either sent for customer action or approved/rejected, the system will notify the customers by sending SMS on their registered mobile phones and Emails to inform the status of their request and notify if further information, submission or payment are needed. You need to ensure that a working mobile number and valid e-mail ID are provided, as these will used as only medium of communication.

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.
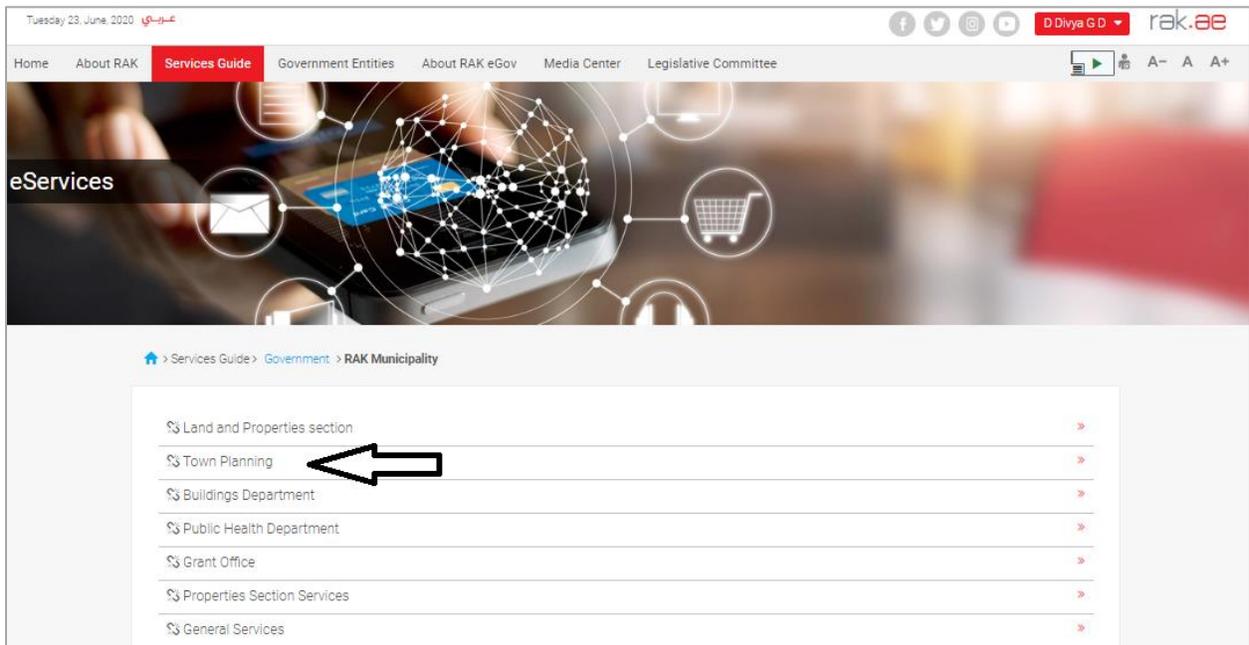
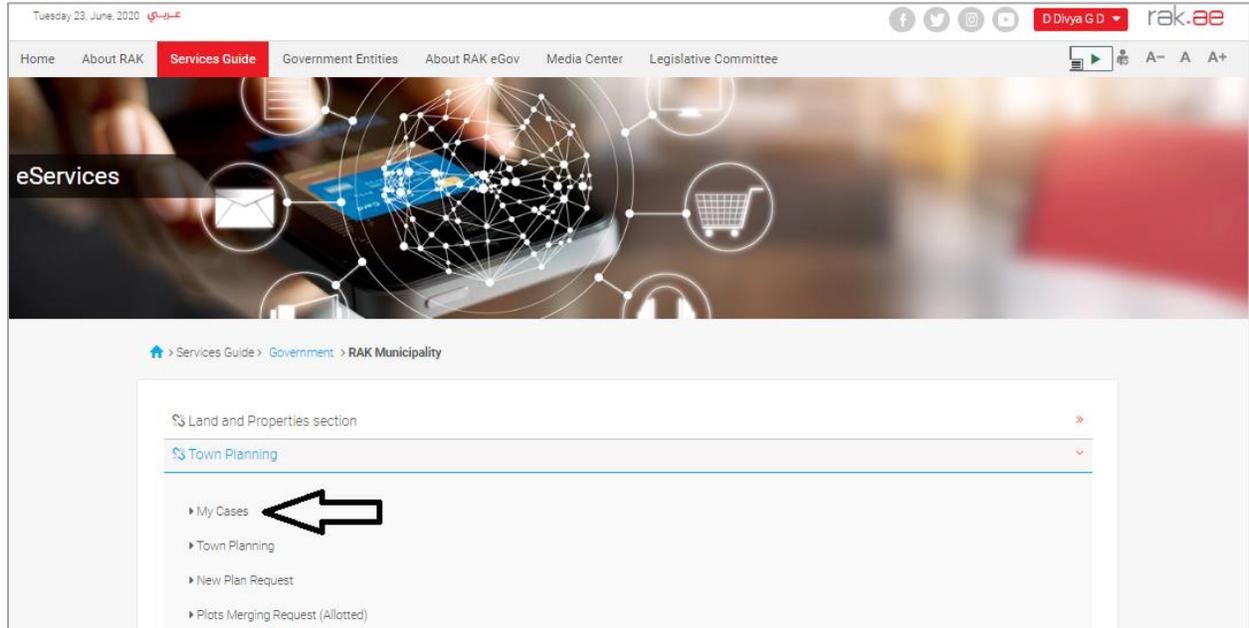Then, Click the "**Service Guide**" then click "**Government**":
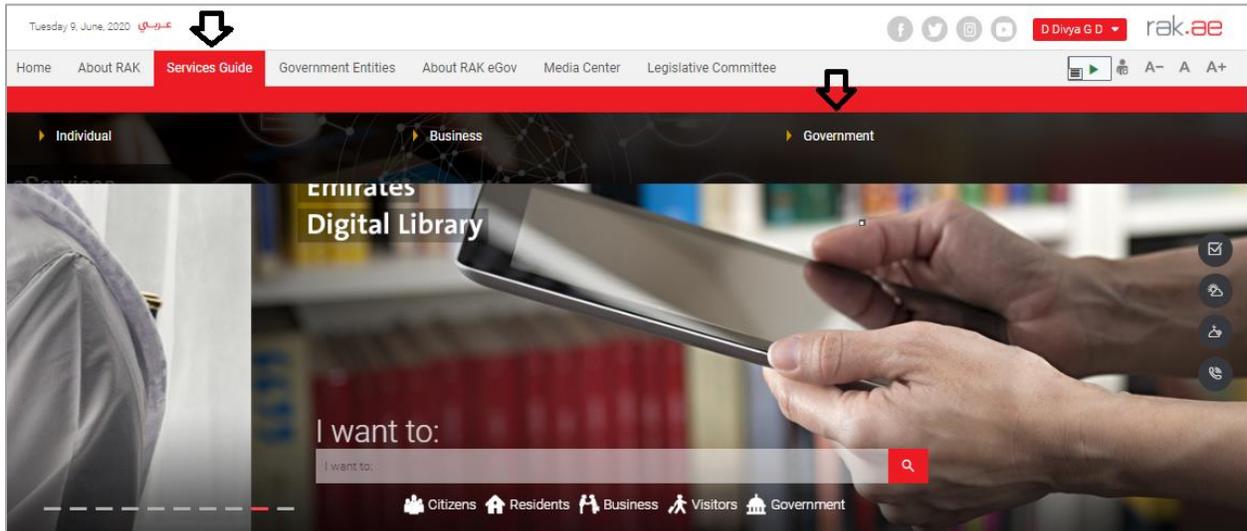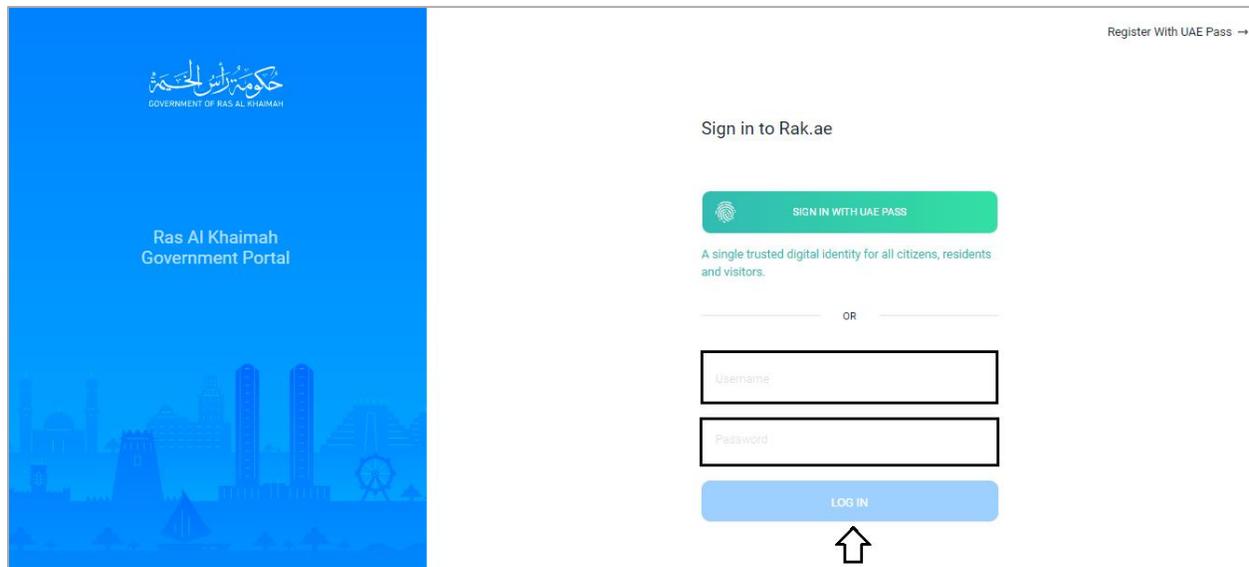

Next, select "**RAK Municipality**"
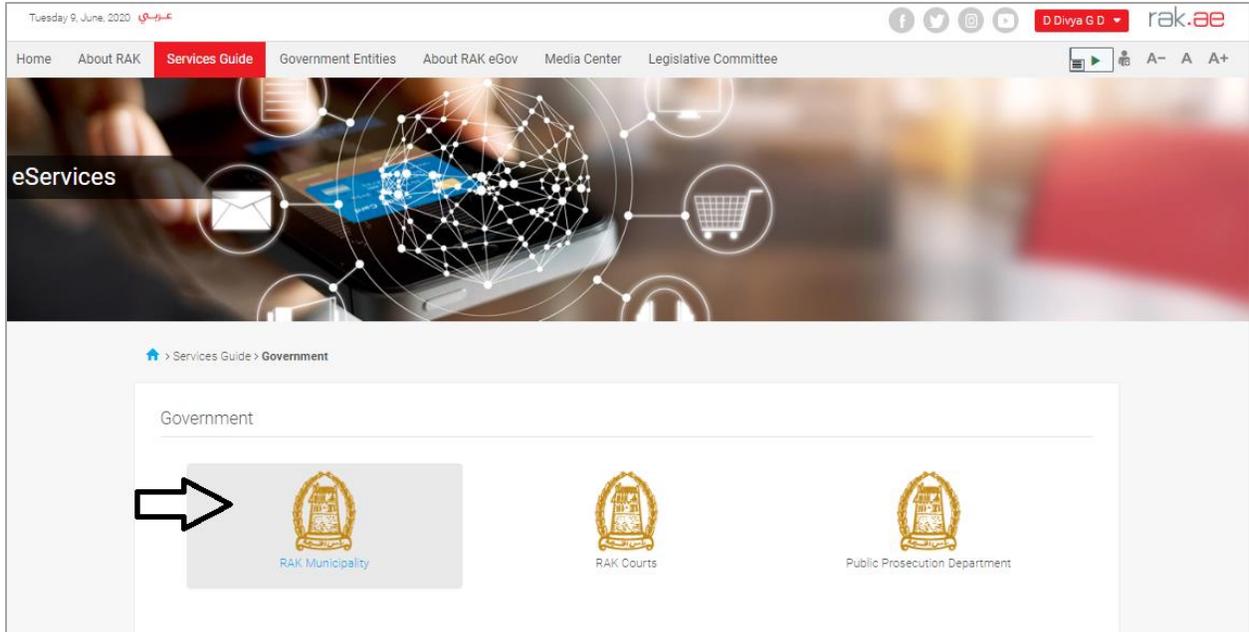
Next, Select the "**Town Planning Department**"

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.

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

Note: you can print or export the list of your cases via the following buttons:
- Print (As a Pdf) Print Version
- Export (As excel files) Export

- 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 attached documents to the selected request when it is created where you can download any file or all of the files.

Fee Payment

Currently for ZT 42 cases, a fee payment is only required when the case is sent for survey.

When a fee payment is required, the applicant shall be informed through an SMS to the registered mobile number and e-mail.

To pay the request fee, from "**My Cases**" page:

1. Select the required request and click on the "**Payment Requests**" button:

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

2. 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 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 assigned engineer from Infrastructure and Utilities Section will review the request. If the request requires modifications or additional information and documentation, then the case will be returned to the customer to take necessary action and resubmit after uploading the requested documentations.

When an action from the customer is requested, SMS and e-mail notification will be sent to the registered mobile number and e-mail ID. You can find the notification in the portal under "My Notification" tab.

To access "My Notification" tab, follow the same procedure you did to reach "My Cases" tab.

You can open the request from the "**My Notification**" tab, as shown in the screen below to view the details of the customer action requested, and take action accordingly

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 request for clarification and additional information sent through the notification, and respond accordingly.
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:

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 a final decision is made on your request, you will be notified through the registered mobile number and e-mail ID. You can log in to the portal to download the approved drawings and NOC certificate.

Attachments Appendix

Ras Al Khaimah Municipality
Town Planning Department
Infrastructure and Utilities Section

Infrastructure NOC Submission Guidelines

Version 01, Jan 2022