

User Manual

Infrastructure NOC Request

Town Planning Department

Contents:

1. INTRODUCTION:	3
2. LOGIN AND ACCESS TO THE INFRASTRUCTURE NOC REQUEST.....	4
3. CREATE INFRASTRUCTURE NOC REQUEST.....	8
4. MY CASES.....	16
5. FEE PAYMENT.....	22
6. CUSTOMER ACTION	24
7. ATTACHMENTS APPENDIX	27

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:

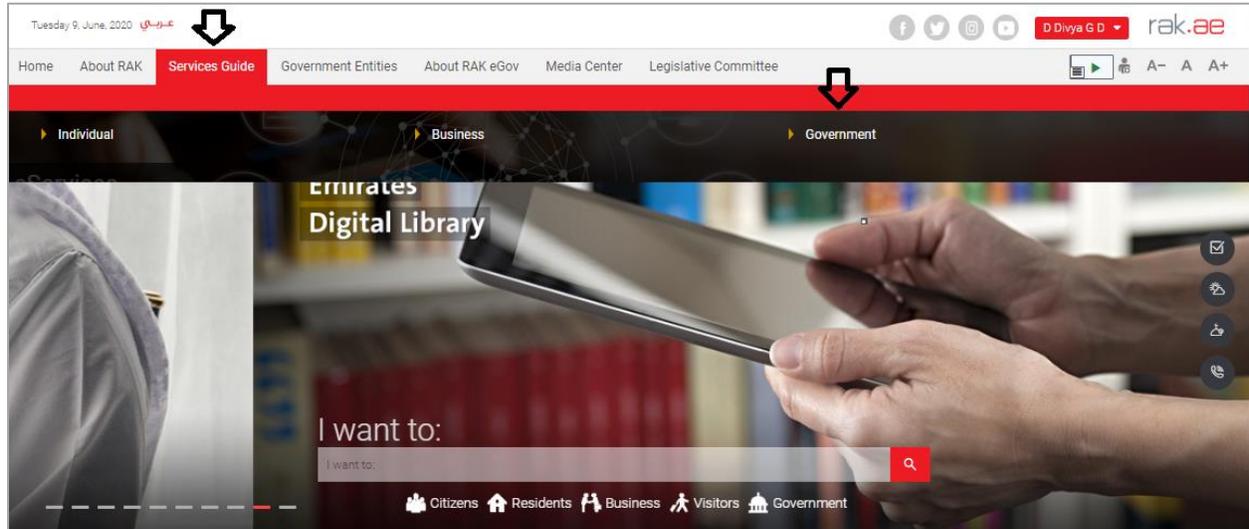
- Apply on Update Business Partner Information Service.
- Attach Trade License Copy, Title Deed and Company Information Form.

Representative Registration is as the following:

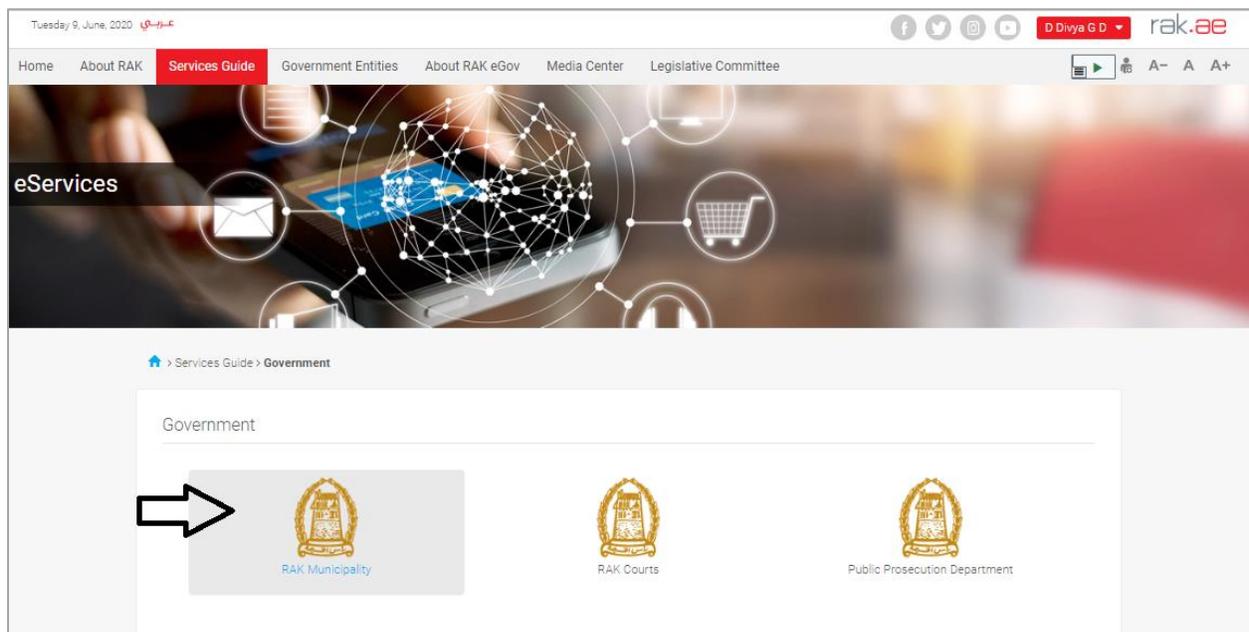
- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.

Login and access to the Infrastructure NOC Request

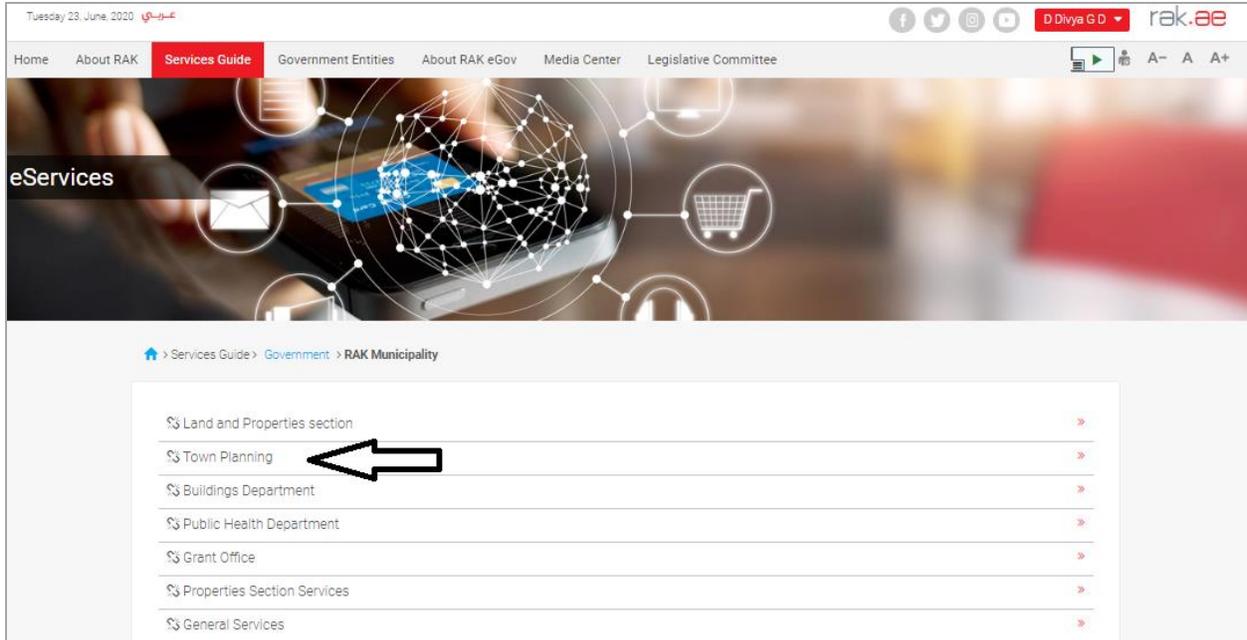
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- Click on the “Service Guide” then click on “Government”:



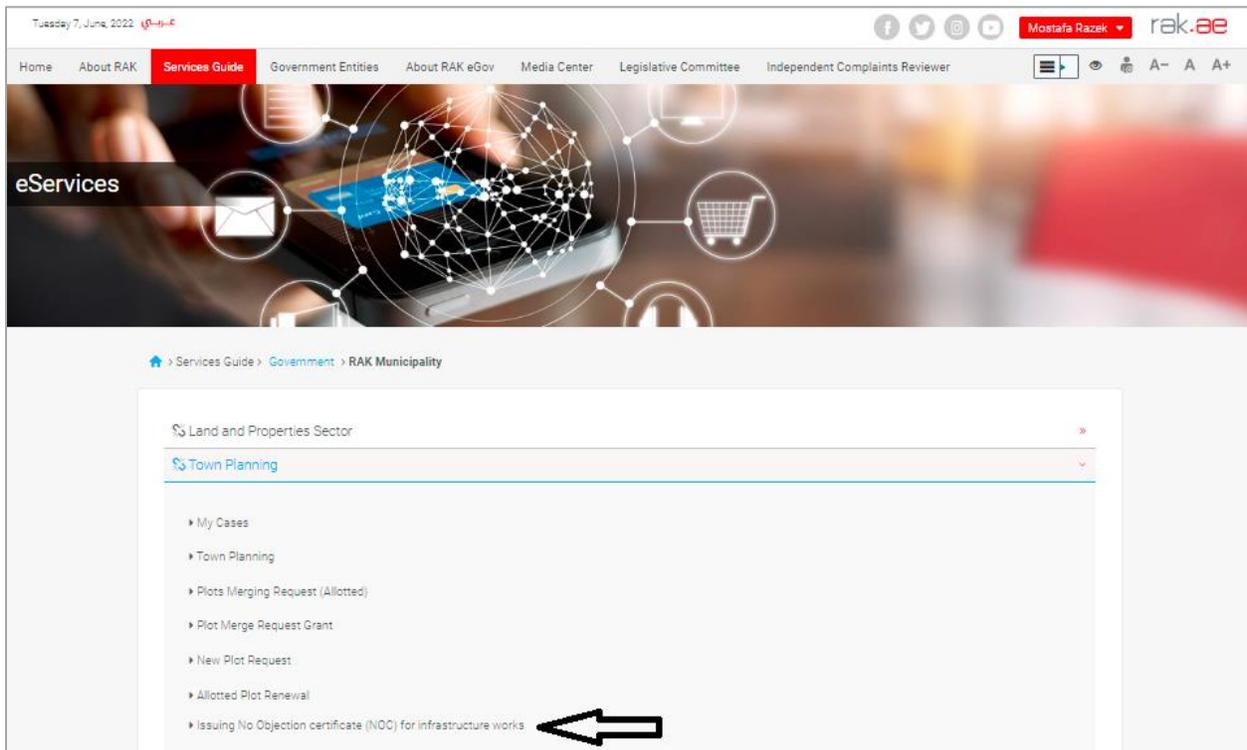
- 3- Next, select “RAK Municipality”



- 4- Next, select “Town Planning Department”



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



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

The screenshot displays the eServices portal interface. At the top, there is a navigation bar with the date 'Thursday 25, August 2022' and the time '١٥:٠٤'. The portal logo 'rak.ae' is in the top right corner. Below the navigation bar, the 'Services Guide' is highlighted. The main content area features a banner with the text 'eServices' and a background image of a hand holding a smartphone. Below the banner, the breadcrumb trail reads: 'Services Guide > Government > RAK Municipality > Town Planning > Issuing No Objection certificate (NOC) for infrastructure works'. The main content is divided into two columns. The left column contains a Google Maps view of a location in Ras Al Khaimah, with coordinates '25°46'35.0"N 55°56'...' and a 'Report a Bug' button. The right column contains the service title 'Issuing No Objection certificate (NOC) for infrastructure works', a description of the service, and a five-step procedure. A 'Service Enquiry' button is located at the bottom left of the main content area.

Thursday 25, August 2022 ١٥:٠٤

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

eServices

Services Guide > Government > RAK Municipality > Town Planning > Issuing No Objection certificate (NOC) for infrastructure works

25°46'35.0"N 55°56'...
Ampliar el mapa

Report a Bug

Service Enquiry

Issuing No Objection certificate (NOC) for infrastructure works

The service allows the customer to request NOC for works related to infrastructure (Utilities lines networks, road projects, hydrological projects) in addition to requesting a permanent or temporary permit as (traffic diversions, Trial Pits, traffic signs, etc..) for all project stages from the concept design to the completion of the project.

please refer to attached file showing the description of all subservices listed under the main ZT 42 main service.

- Step 1 Sign Up using E-Service Portal Account.
- Step 2 Submit a request by filling the online form, and attaching the required documents.
- Step 3 The concerned section will review the request and the submitted information.
- Step 4 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.
- Step 5 Customer action may be requested for further information required, notification will be sent to customer by email and SMS and the customer shall submit responses and attach requested information Within 15 working days, otherwise the case may be closed.

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

Thursday 25, August 2022 ٤:٥٠ م 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.

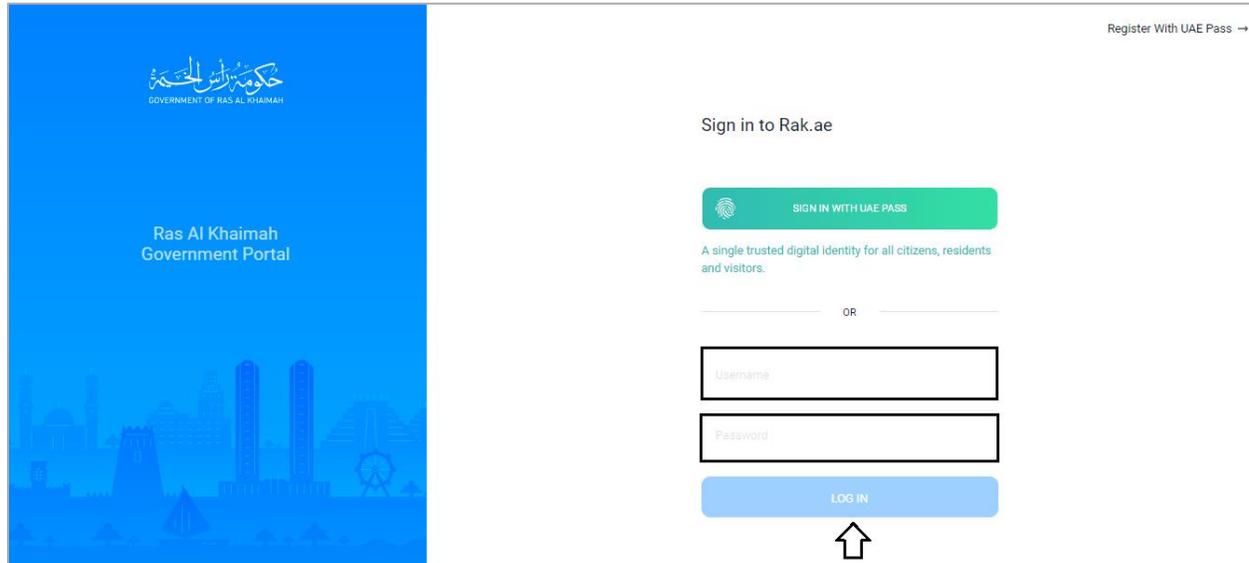
Related Services
Request ZT 36 site report

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:



The screenshot shows the login page for the Ras Al Khaimah Government Portal. On the left, there is a blue sidebar with the government logo and the text "Ras Al Khaimah Government Portal". On the right, the main content area is white and contains the following elements:

- Top right corner: "Register With UAE Pass →"
- Center: "Sign in to Rak.ae"
- A green button labeled "SIGN IN WITH UAE PASS" with a fingerprint icon.
- Text below the button: "A single trusted digital identity for all citizens, residents and visitors."
- Separator: "OR"
- Input fields for "Username" and "Password".
- A blue button labeled "LOG IN" with an upward-pointing arrow below it.

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:

* NOC Request Type:

* NOC Request Sub Type:

* Request Description:

Comments:

Project Manager Details

Name:

Email:

Mobile:

Business Partner Details

Applicant Type: Owner

Applicant Descr...:

Owner: 1000029175 شركة الحفرا للتطوير العقاري ش.ذ.م.م

Trade License ...: Mobile number:

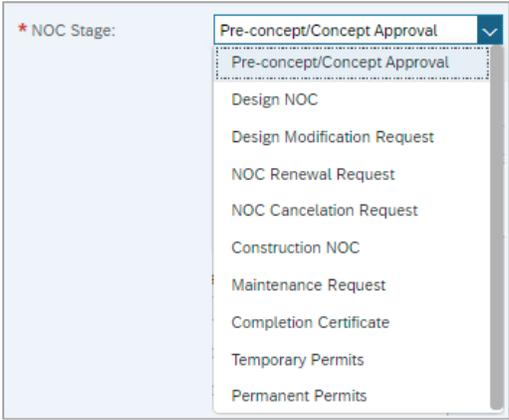
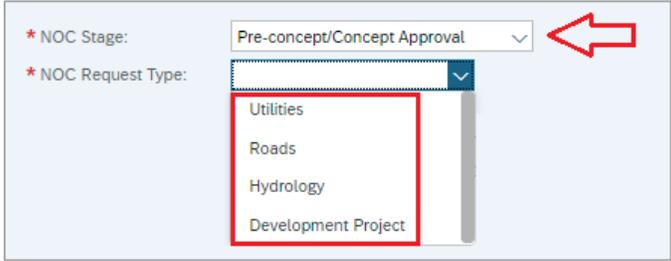
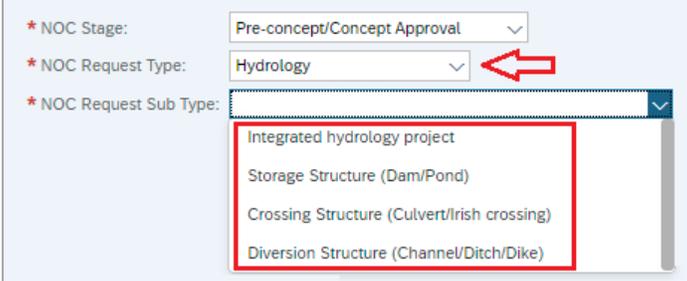
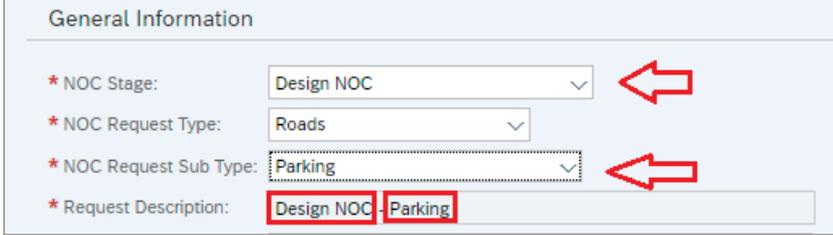
Location

Sector: Area:

Attachments

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:

	
<p>NOC Request Type</p>	<p>Select the type of the NOC request from the dropdown list which will change as per the selected stage type in the previous field:</p> 
<p>NOC Request Sub Type</p>	<p>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:</p> 
<p>Request Description</p>	<p>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:</p> 
<p>Comments</p>	<p>Enter your comments.</p>

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.

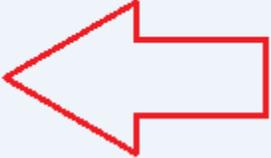
5. Enter the name and contact details for the Project Manager, mobile number and email address in the **Project Manager Details** block, as follows:

Project Manager Details

Name:

Email:

Mobile:



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.

Business Partner Details

Applicant Type: Owner

Applicant Descr... :

Owner: 1000029175 شركة الحمرا للتطوير العقاري ش.ذ.م.م

Trade License ...: Mobile number:

- 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:

Location

Sector:

- القطاع 1 - 1
- القطاع 2 - 2
- القطاع 3 - 3
- القطاع 4 - 4
- القطاع 5 - 5
- القطاع 6 - 6
- القطاع 7 - 7
- القطاع 8 - 8
- القطاع 9 - 9

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

Location

* Sector: 2 - القطاع 2 * Area: 118 - WADI HAQEEL

116 - GHEELAN

118 - WADI HAQEEL

121 - SHAMAL

124 - AL GHUB

127 - WADI AL BEEH

129 - AL HUDEEBA

131 - SEIH AL GHUB

132 - SEIH AL HUDAIBA

136 - AL ARAIBI

138 - AL FERIYA

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.

Attachments

Awarding letter: No file chosen

* Hydrological Study Report (Data used/ Data analysis)-DOC: No file chosen

* Hydrological Study Report (Data used/ Data analysis)-PDF: No file chosen

* Key plan show proposed works on RAK map with North arrow-DWG: No file chosen

* Key plan show proposed works on RAK map with North arrow-PDF: No file chosen

* Layout plan(Project details with coordinates,ROW limits)-DWG: No file chosen

* Layout plan(Project details with coordinates,ROW limits)-PDF: No file chosen

* Official letter(project detailes/applicant contact info): No file chosen

* Schematic drainage plan of concerned wadi/ area-DWG: No file chosen

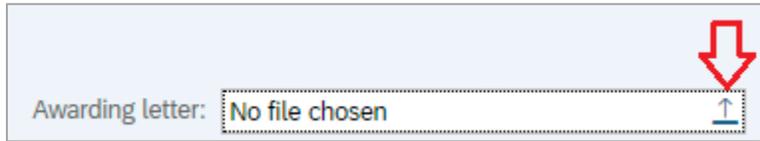
* Schematic drainage plan of concerned wadi/ area-PDF: No file chosen

* Site survey data, site obstruction report-DWG: No file chosen

* Site survey data, site obstruction report-PDF: No file chosen

9. To upload documents:

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



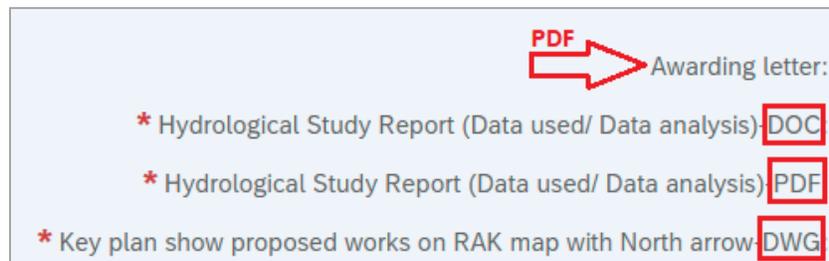
B. Browse for the file and Click on Add → the file will be uploaded successfully as follows:



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.



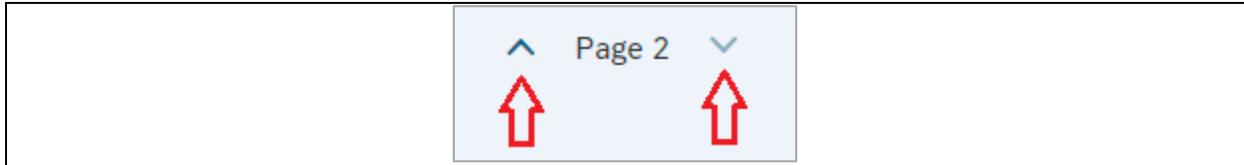
- To view any attachment, click the document link.



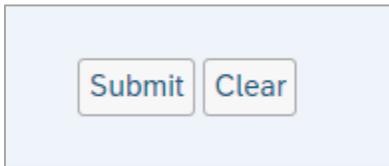
- To delete any attachment, click the delete icon  next to it



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

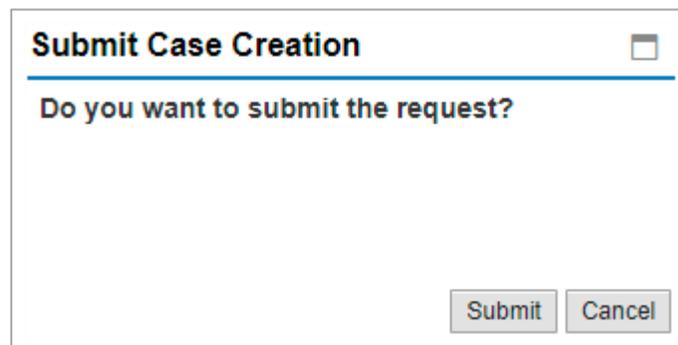


10. You have the following options to do:



- “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.

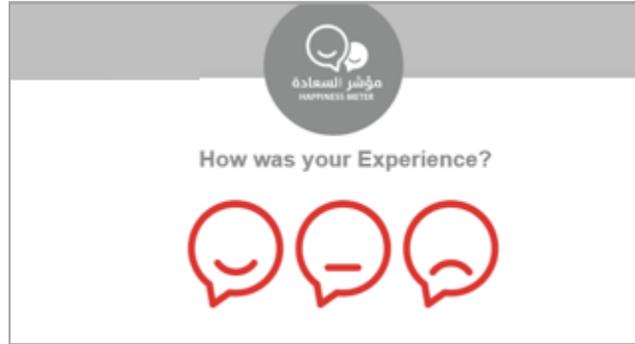


A screen will appear stating that the case is submitted successfully including the case ID.



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

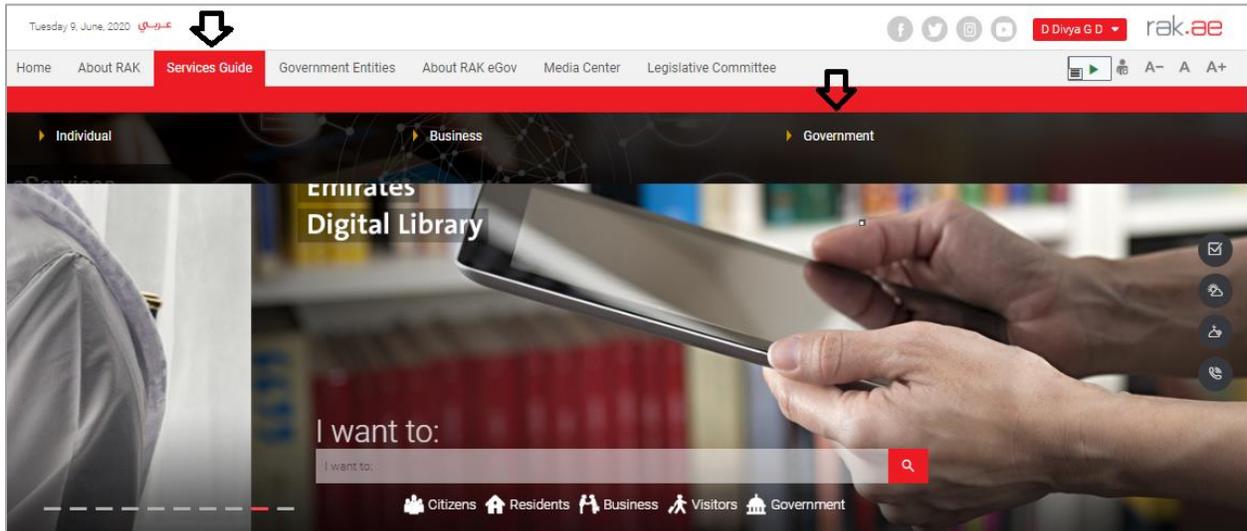
When you submit the Infrastructure NOC Request, the assigned engineer on the Infrastructure and Utilities Section will review it following the below steps:

- 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.

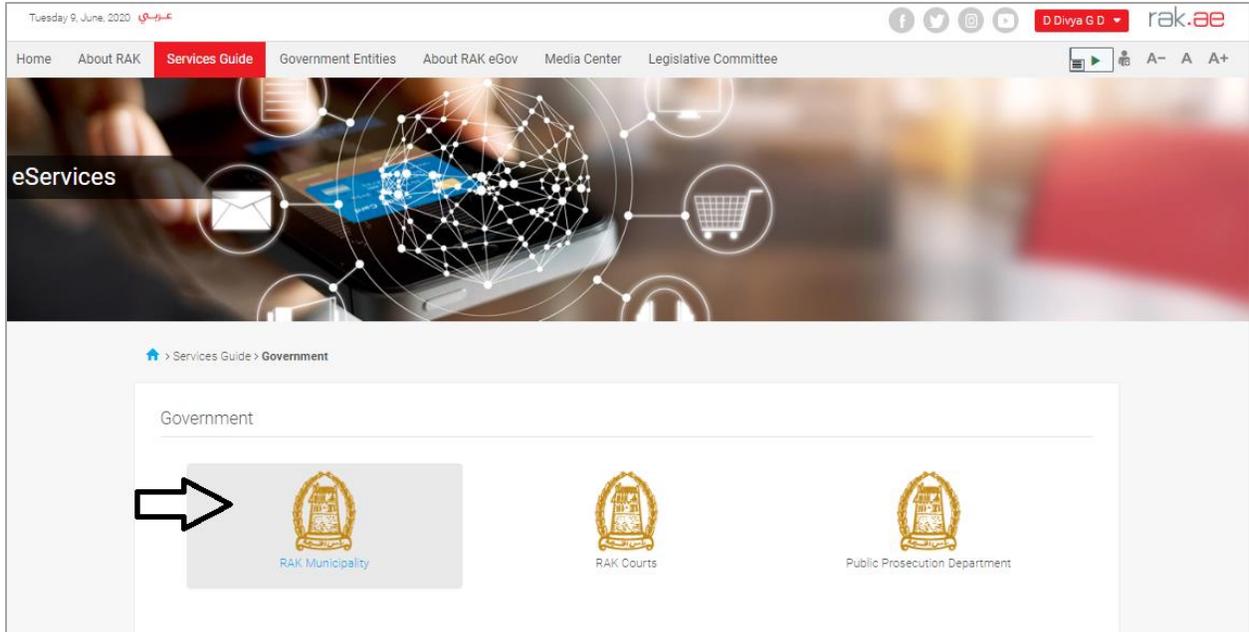
Note: When the case is either sent for customer action or approved/rejected, the system will notify the customers by sending SMS on their registered mobile phones and Emails to inform the status of their request and notify if further information, submission or payment are needed. You need to ensure that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

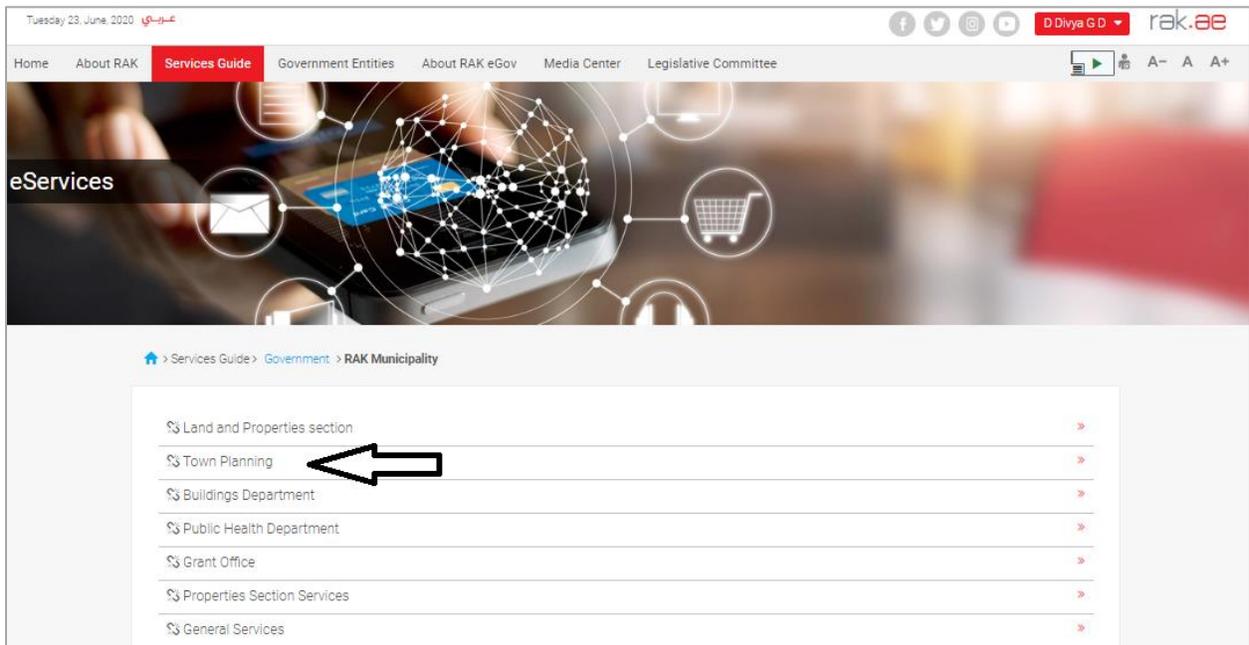
Then, Click the **"Service Guide"** then click **"Government"**:



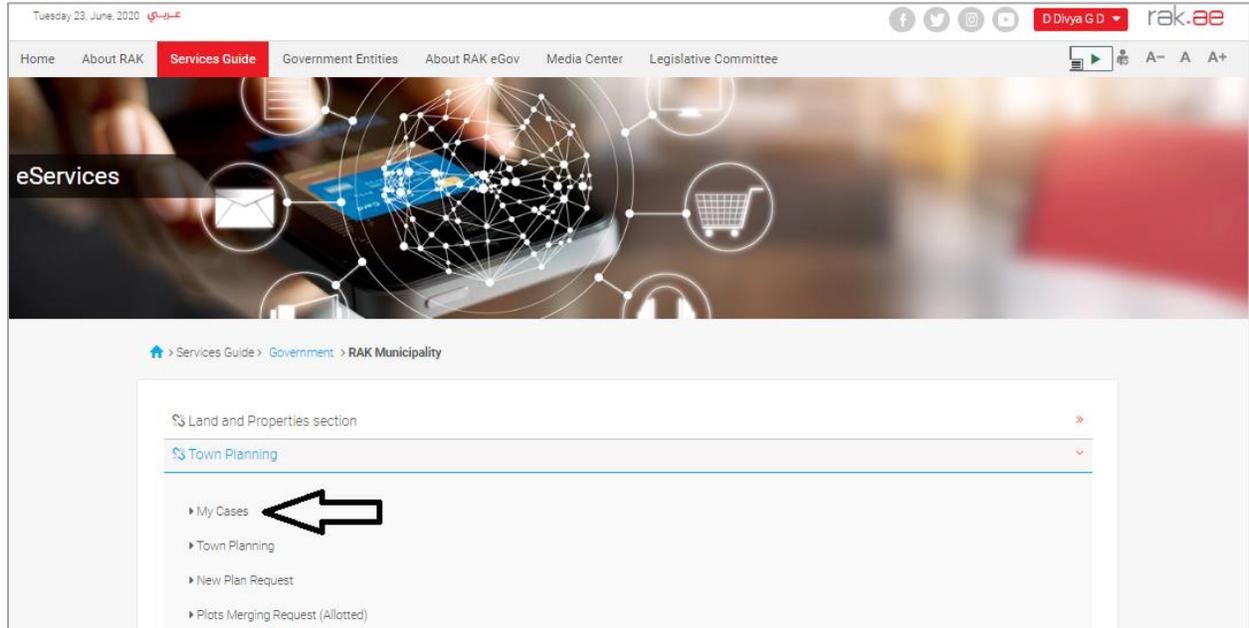
Next, select **"RAK Municipality"**



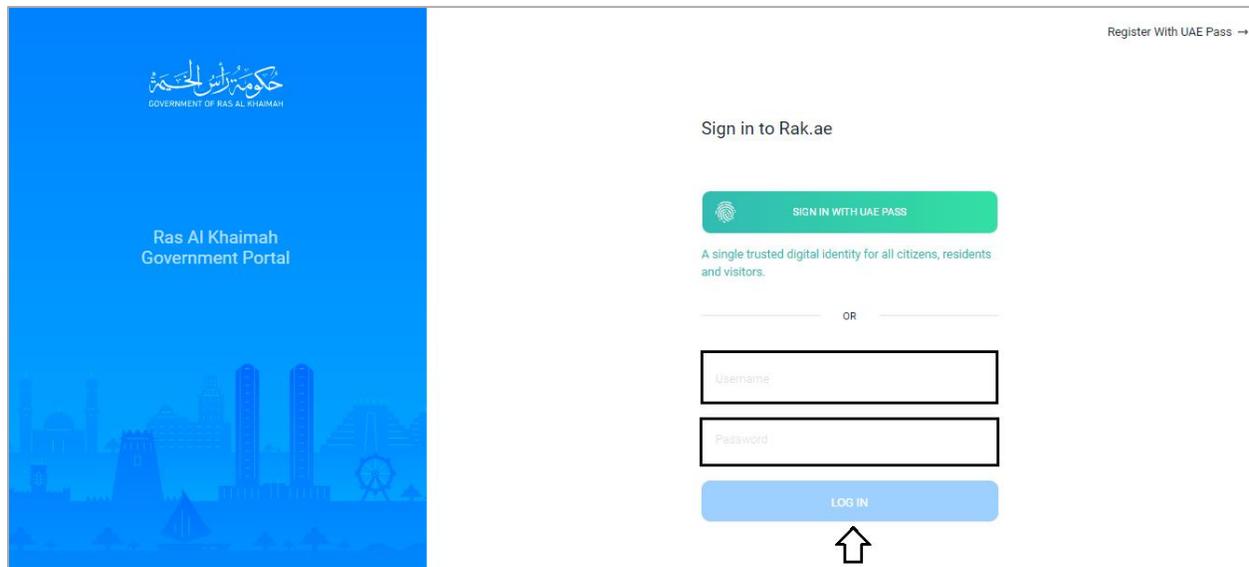
Next, Select the “Town Planning Department”



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.

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 مساحيه - 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 وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بندل (ملكه) - 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 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

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 مسحيه	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 وتجديد	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			108536 - مخطط بديل (معلق)	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

The screenshot shows the 'Town Planning Services' interface. At the top, there are tabs for 'My Cases (ZT)' and 'My Notifications'. Below this is a 'Case Registration' section with a 'My Cases' link and a 'Help' icon. A table lists several cases, with the first row (ID 108667) highlighted in blue. Below the table are buttons for 'Case Details', 'Case Documents', and 'Payment Requests'. A red arrow points to the 'Case Documents' button. The 'Total number of cases: 27' is displayed at the bottom left.

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 مساحيه - 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 وتعديل - 108545	Divya Kushalappa	01.06.2020 07:27:06	
108536	Plot Document Renewal Allotted Request			مخطط بيديل (ملك) - 108536	Divya Kushalappa	31.05.2020 10:35:15	

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.

The screenshot shows a dialog box titled 'Documents for case with ID 108667'. It has two tabs: 'Uploaded documents' and 'Generated documents'. The 'Generated documents' tab is active, showing a table with two rows of documents. Each row has a download icon. Below the table are buttons for 'Download all attachments' and 'Close'.

File Description	
Copy of new site plan	
Copy of ownership	

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:

Town Planning Services

My Cases (ZT) 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	Sta
<input checked="" type="radio"/> 111949	Survey Reports Request			New Plot Document Request - 108895	Gehad Ramzy webtest1	01.02.2021 09:56:50	Rejected	Wa
<input type="radio"/> 111234	Compensation Request			Compensation Request - 111234		18.11.2020 13:46:52	Approved	Wa
<input type="radio"/> 100257	Issue Site Plan Request			Test - 100257		21.03.2019 12:47:05	Approved	Wa
<input type="radio"/> 98203	Demarcation Request			Demarcation Request for Information - 98203		27.05.2018 09:06:01	Wa	
<input type="radio"/> 98202	Leveling Achievement Certificate Request			98201 - 98202		27.05.2018 09:03:47	Rejected	Wa
<input type="radio"/> 98201	Determine Level Request			3000106400 - 98201		27.05.2018 09:02:06	Wa	

Case Details Case Documents **Payment Requests**

Creation date frame: All Case Status: Open Cases

Total number of cases: 89

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

Town Planning Services

My Cases (ZT) 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	Payment Reque
<input checked="" type="checkbox"/>	♂	111949	910032116	200.00	0.00	200.00	AED	↓
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Pay Selected Item Back

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

Town Planning Services

My Cases (ZT) My Notifications

Payment Details

Payment Amount: 200.00
Amount Already Payed: 0.00

Transaction Amount 200.00

e-Dirham Payment Gateway

Applicable Fees using eDirham payment gateway

- * If you want to pay by eDirham Card, a flat rate of 3 AED shall apply.
- * If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 3 AED + (2%) of total debited amount.
- * If you want to pay by direct eDebit from bank Account, a flat rate of 10 AED shall apply.

Credit cards (Etisalat Payment Gateway)

Applicable Fees using Etisalat Payment Gateway

If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 0.50 AED + 1.40% of the transaction amount shall apply.

I / We acknowledge and accept the Terms & Conditions applicable and available on the site

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.

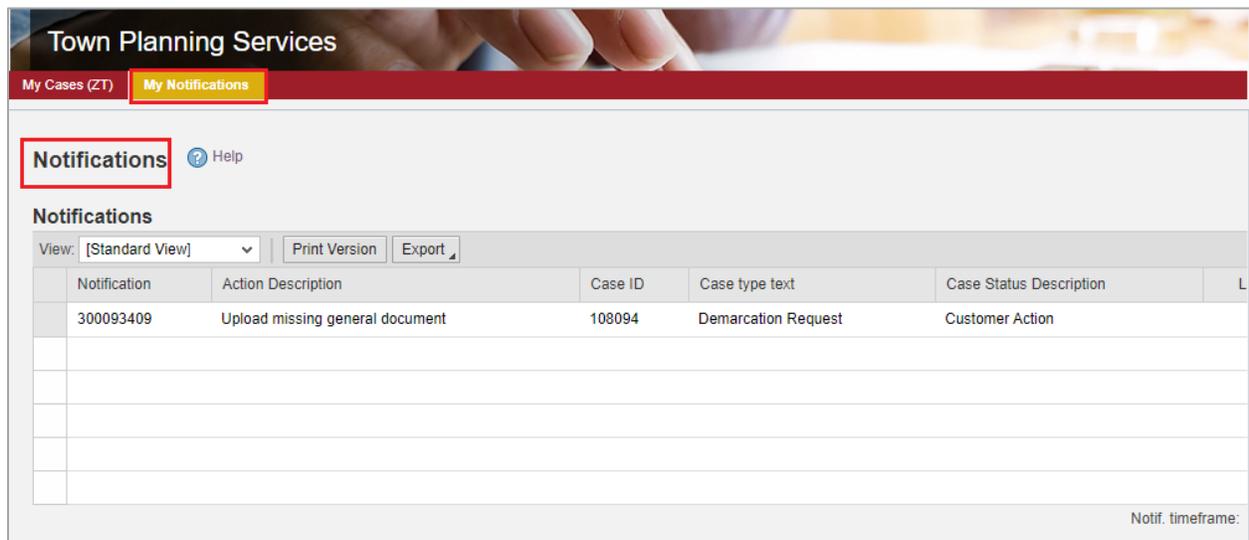
Customer Action

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



The screenshot shows the 'Town Planning Services' portal interface. At the top, there are tabs for 'My Cases (ZT)' and 'My Notifications'. The 'My Notifications' tab is active. Below the tabs, there is a 'Notifications' section with a 'Help' icon. The 'Notifications' section includes a 'View:' dropdown menu set to '[Standard View]', and buttons for 'Print Version' and 'Export'. Below this is a table with the following data:

Notification	Action Description	Case ID	Case type text	Case Status Description	L
300093409	Upload missing general document	108094	Demarcation Request	Customer Action	

At the bottom right of the table area, there is a label '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 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: No file chosen

File Description	Mime Type	
dummy.pdf	application/pdf	

- 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 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

