

User Manual

To whom it may concern
(Real Estate Valuation Certificate)

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.

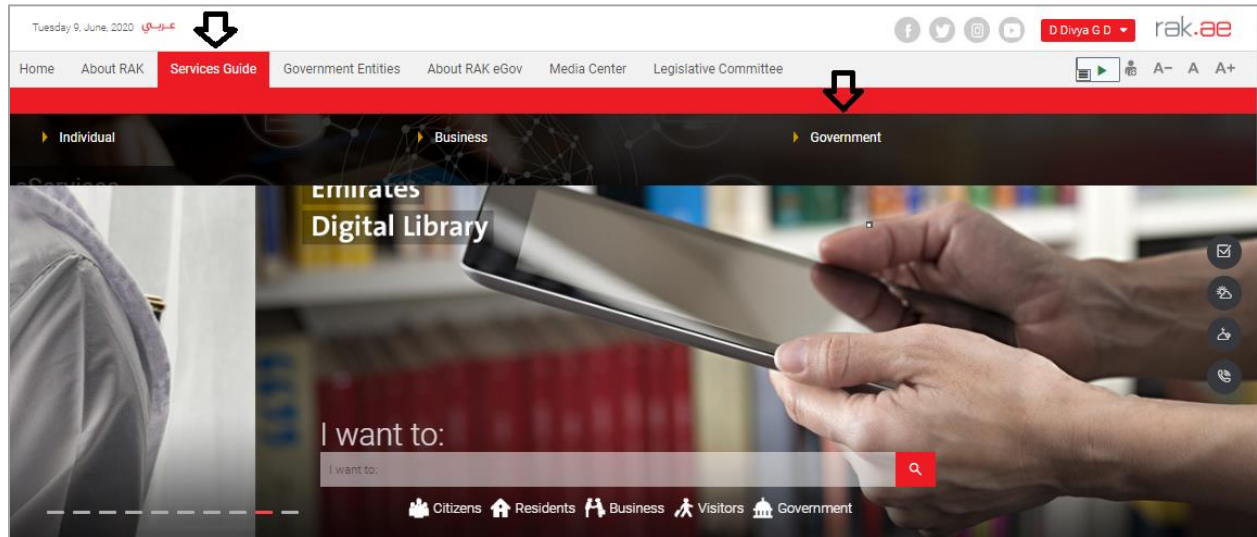
To Whom It May Concern, (Real Estate Valuation Certificate) Request allow the customer to obtain a **Real Estate Valuation Certificate**, in order to submit it to the Federal Authority for Identity, Citizenship, Customs, and Ports Security.

This guide shows customers how to access the To Whom It May Concern, (Real Estate Valuation Certificate) Request. It also guides them on how to create, send and track the request electronically.

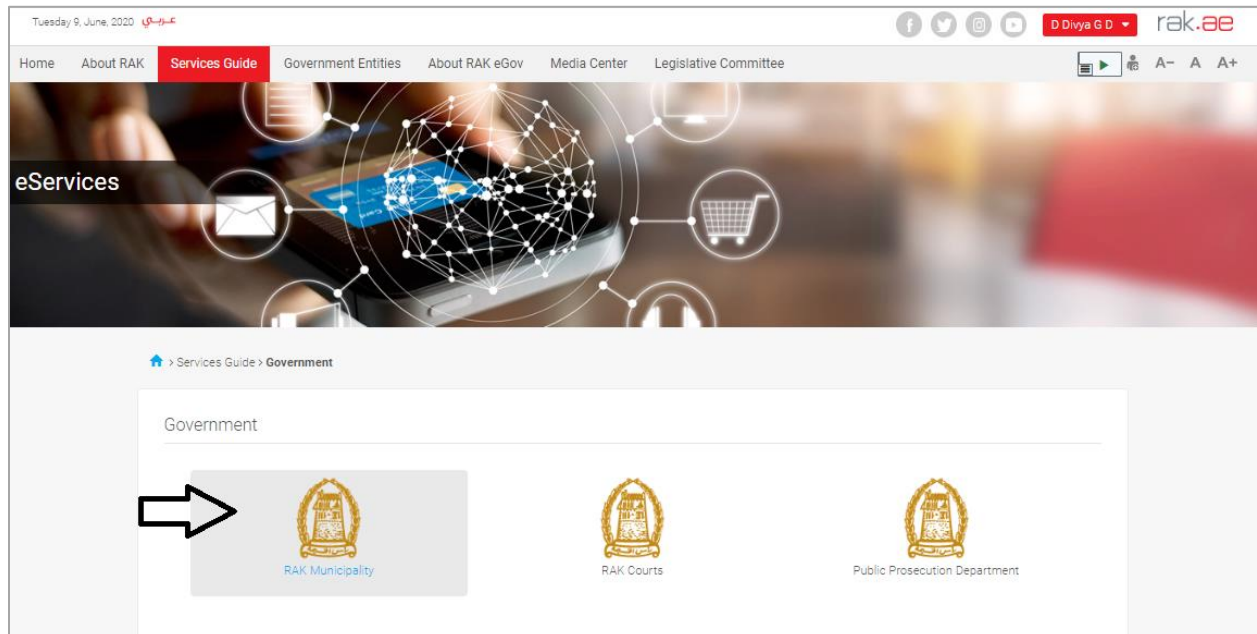
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access To Whom It May Concern (Real Estate Valuation Certificate) Request

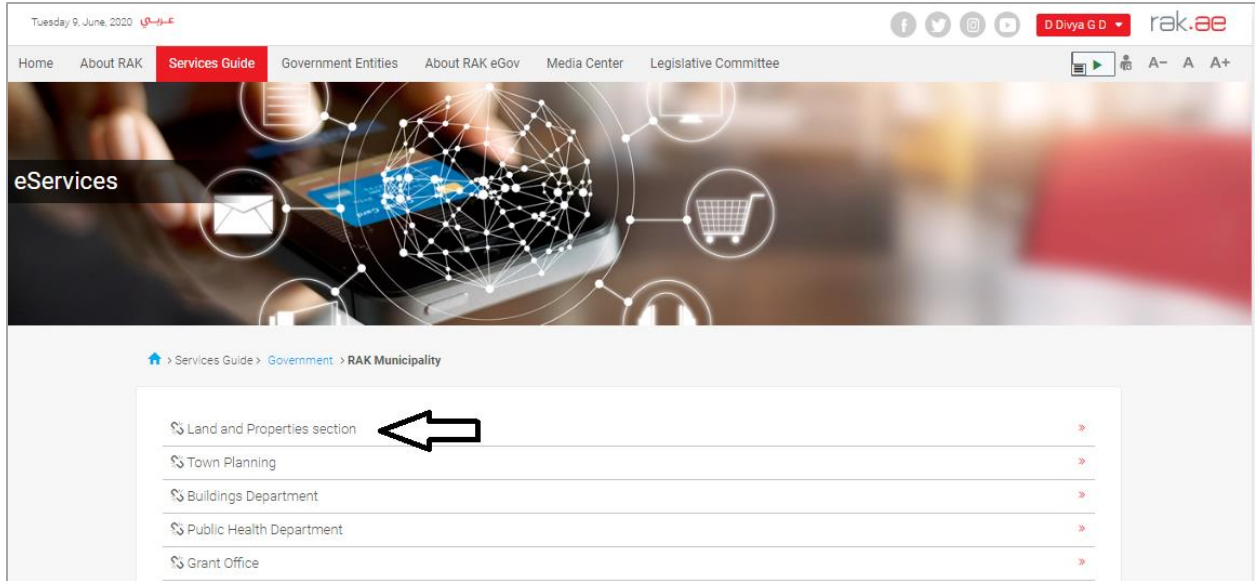
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>.
- 2- Click on the “Service Guide” then click on “Government”:



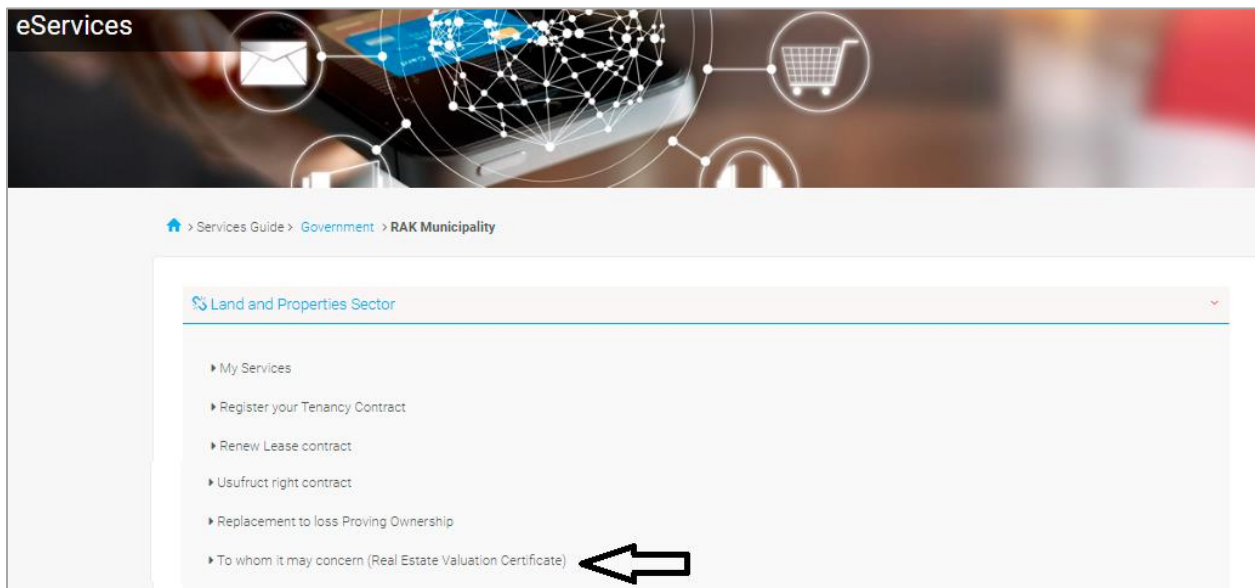
- 3- Next, select “RAK Municipality”



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




5- Next, click on **To Whom It May Concern (Real Estate Valuation Certificate)**



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

eServices

Services Guide > Government > RAK Municipality > Land and Property Sector > Land Register Mass Appraisal



25°47'15.4"N 55°56'0..."
View larger map

the perk cafe
Great Wall
Emirates
Sallora Ba
Belhasa Driving Center Main Branch...

To whom it may concern (Real Estate Valuation Certificate)

The service is a request for obtaining a Real Estate Valuation Certificate, in order to submit it to the Federal Authority for Identity, Citizenship, Customs, and Ports Security.

- Step 1 Sign up using portal account.
- Step 2 Read the service conditions and make sure that you have the required documents.
- Step 3 Submit the request.
- Step 4 The concerned department will Review the request and take a decision.
- Step 5 After final approval, the applicant pays the application fee.

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

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

Service Conditions

All data and documents provided are correct, in case otherwise, it could expose you to legal action.

Service is available for the following conditions:

- Fill all required fields.
- Attach all required documents.

For any inquiries or support please dial 800661 then press Option 3
Call Centre Working Days and Hours:
Sunday - Thursday from 8:30 AM till 5:30 PM.

Processing Time

3 working days

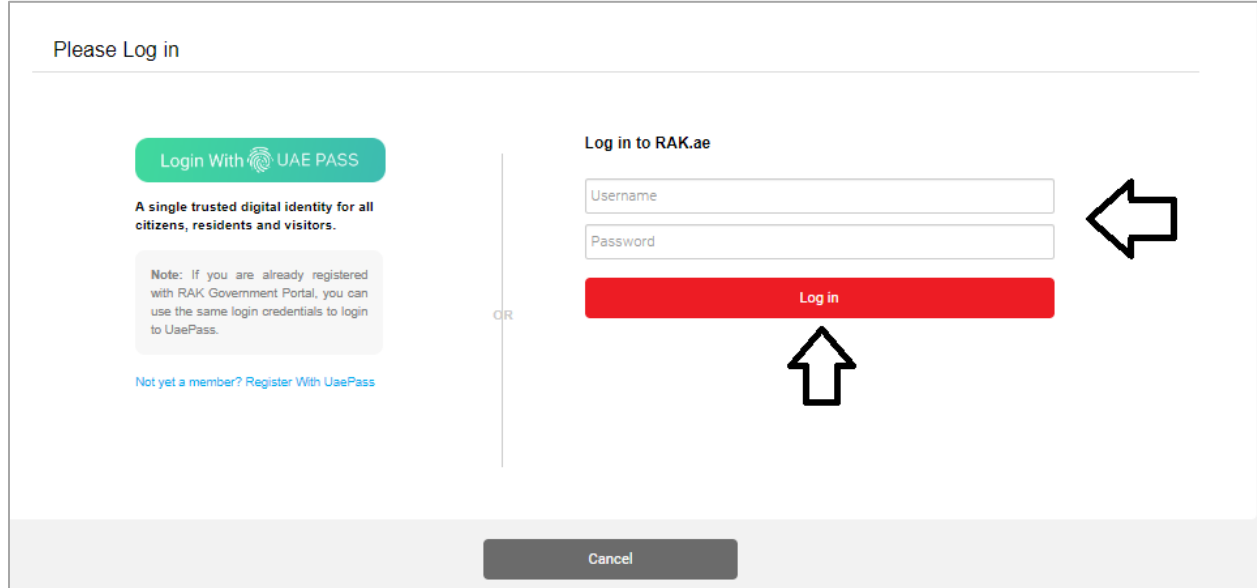
Required Documents

1. Copy of Identification Paper

Start Service

Create To Whom It May Concern (Real Estate Valuation Certificate)

1. After you access **To Whom It May Concern (Real Estate Valuation Certificate)** 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. **To Whom It May Concern, (Real Estate Valuation Certificate)** form will be displayed enabling you to create the request:

Land Register Mass Appraisal

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

SAP Land Register Mass Appraisal FAQ

Beneficiary

* Beneficiary: 3000113130 محمد العبد
Beneficiary Email: a.elgbaly@egac.rak... [Another Beneficiary](#)

Land Registers

Land Register	Parcel Land	Unit	Type
00062/2020	214085010		أرض سكنية - فيلا
00064/2020	602015544		أرض سكنية - بيت شعبي
00065/2020	602015544		أرض سكنية - فيلا
00005/2021	101025043		أرض سكنية - فيلا

Business Partner Details

No. Owner	Name of owner
3000113130	محمد العبد

Attachments

* Identification Papers: No file chosen [+](#)

[Submit](#) [Clear](#)

Note: Once you access the request, the request form will show you as a beneficiary of the request and it will automatically show all your properties and data.

4. Edit your email address (if necessary) in the "Beneficiary Email" field.
5. In case of requesting the certificate for another beneficiary, click on "Another Beneficiary" button, the search screen will appear as follows:

Search BP by identification number ✕

Search Business Partner

Selection Criteria

Selection Crit... : Emirates ID ▼

* Emirates ID: 784

* Nationality: ▼

* Date of Birth: 📅

Please enter the code shown in the image *

LXYS

 Refresh

Search Clear

OK

5. 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
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: 784 </p> <p>* Nationality: ▼</p> <p>* Date of Birth: 📅</p> </div>
<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Selection Criteria: By Passport(non EID holder only) ▼</p> <p>* Passport Number: </p> <p>* Passport Type: ORDINARY PASSPORT ▼</p> <p>* Nationality: ▼</p> <p>* Date of Birth: 📅</p> </div>


<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></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"> license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are the beneficiary of the request, select "Myself" and then click the "OK" button to have your data displayed in the form.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

6. Enter the code that appears in the figure, then click on "OK" below to show the data of the required beneficiary:


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.

7. In the **Attachments** section, you have to attach identification documents to complete the request. You also, can remove/replace existing document.
8. To upload documents, click the "Add" icon , choose the required document, and then click the "Add" button → to upload the document successfully.

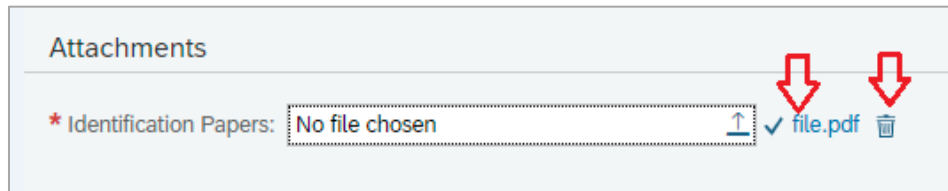
Attachments

* Identification Papers: 



Note:

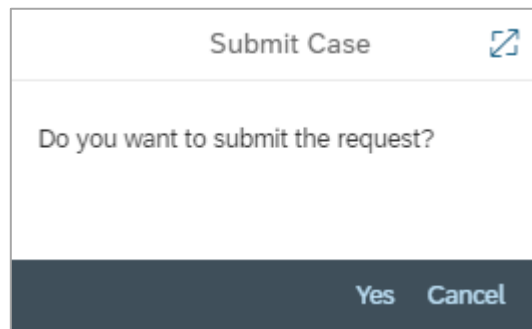
- Click the document link to view it.
- Click the “**delete**” icon to remove the document.



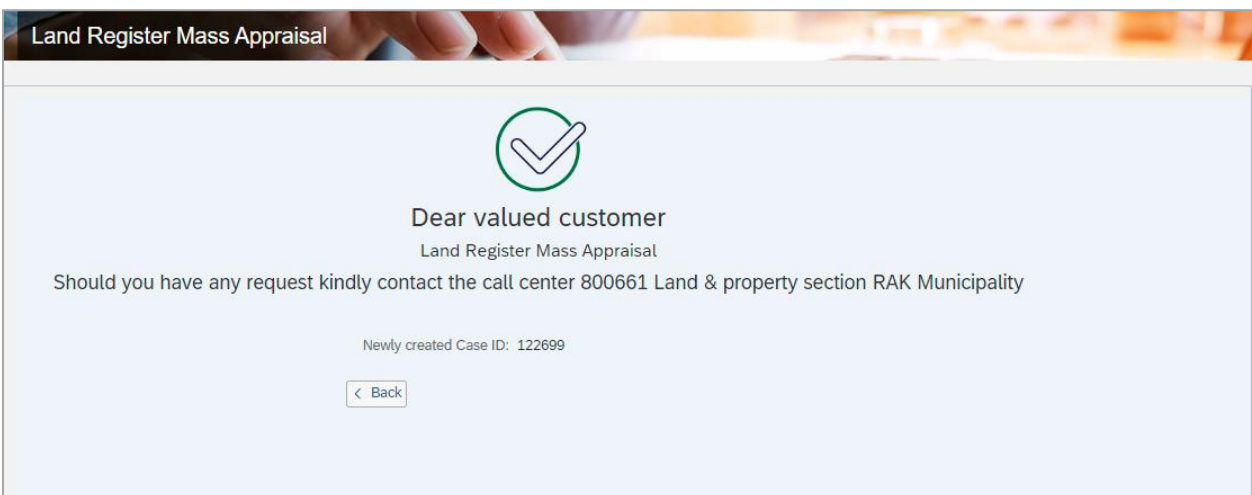
11. You have the following options to do:

- “**Submit**” to complete the request.
- “**Clear**” to clear all fields.

12. Click “**Submit**” and confirm the submission in the following confirmation message.

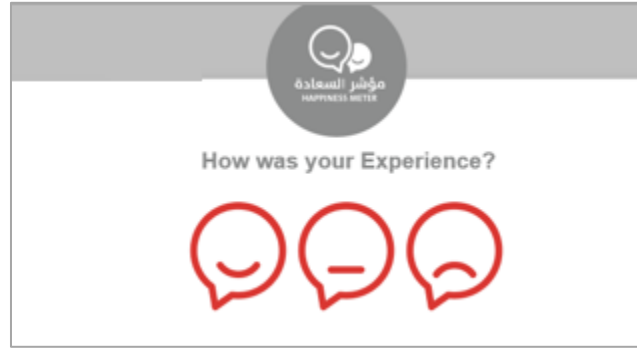


A screen will appear stating that the case is submitted successfully including the **case ID**.



After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request and pay the required fees, then upon approval, the certificate will be issued and sent to the beneficiary via email or he can receive the original one from municipality (the customer happiness center)

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

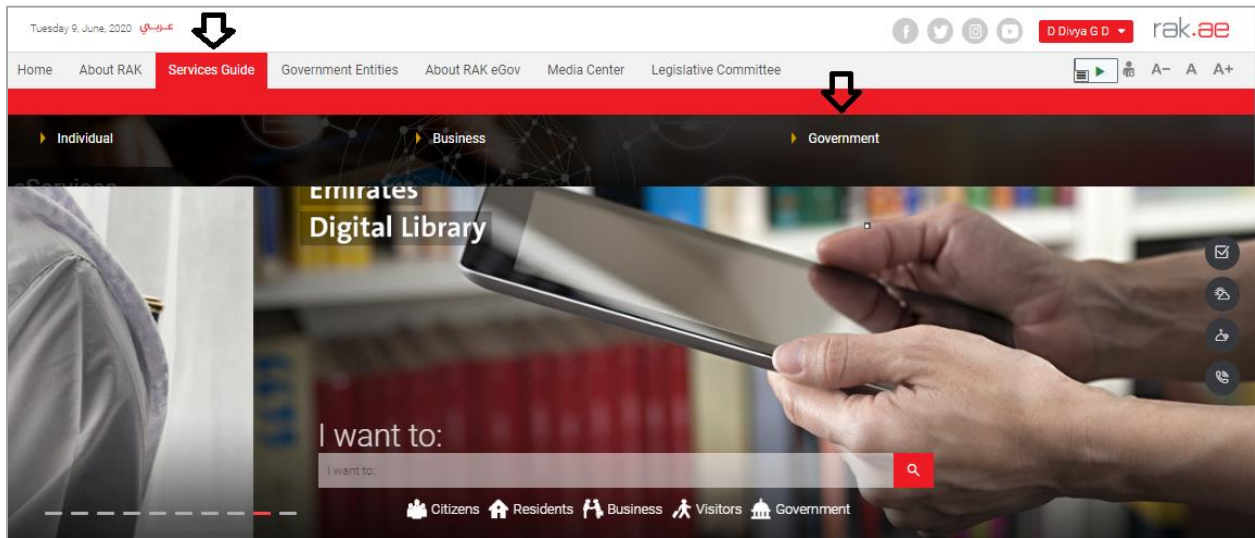
When you submit the To Whom It May Concern (Real Estate Valuation Certificate), the coordinator in the land and property section will review and will do one of the following actions:

- 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.

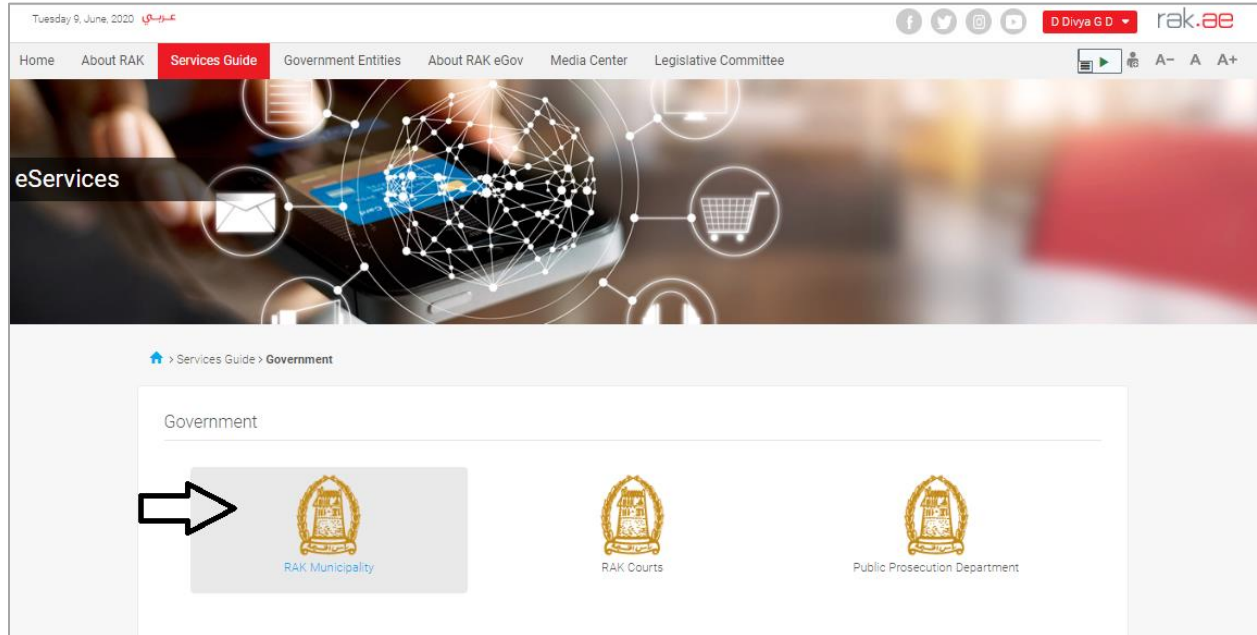
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

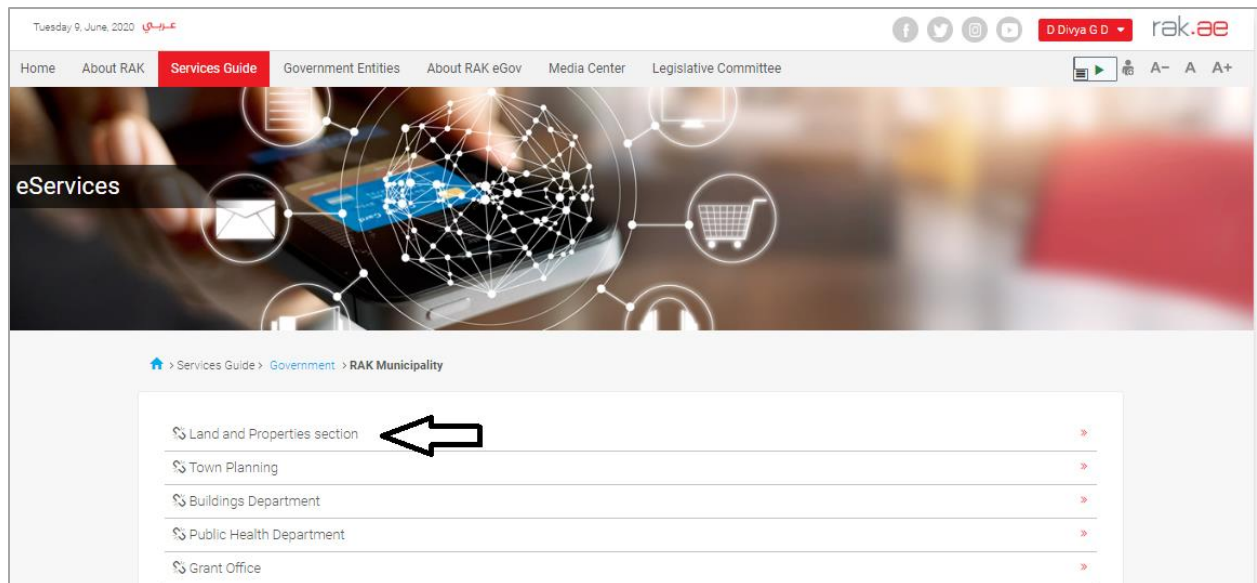
Then, Click the “**Service Guide**” then click “**Government**”:



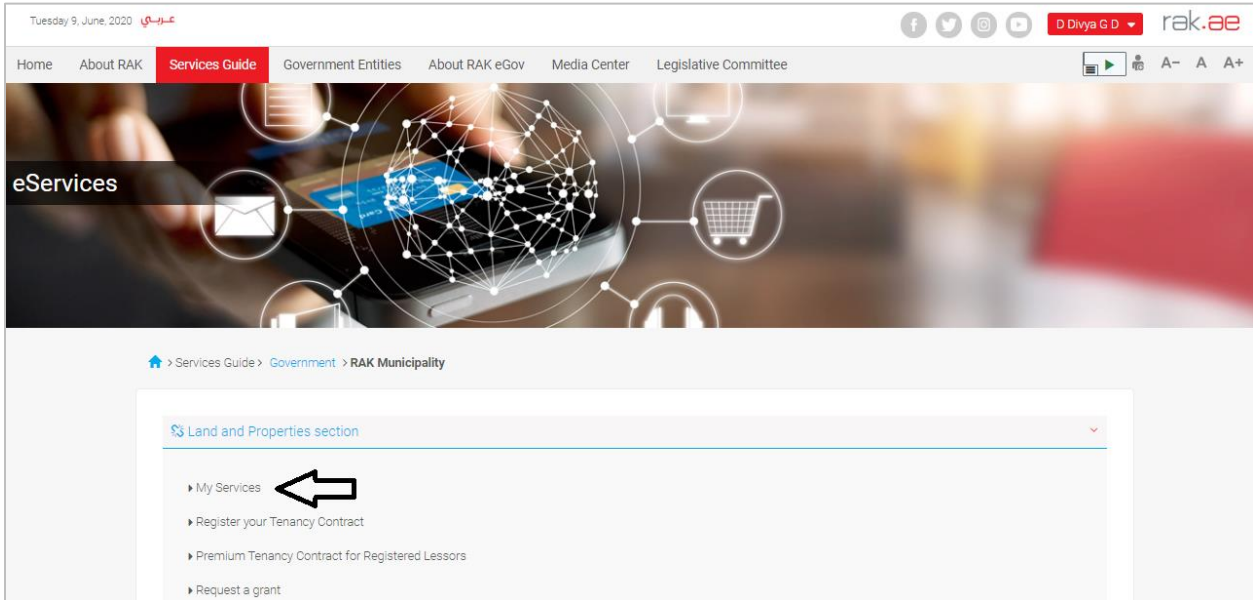
Next, select “RAK Municipality”



Next, Select the “Land and Properties Section”

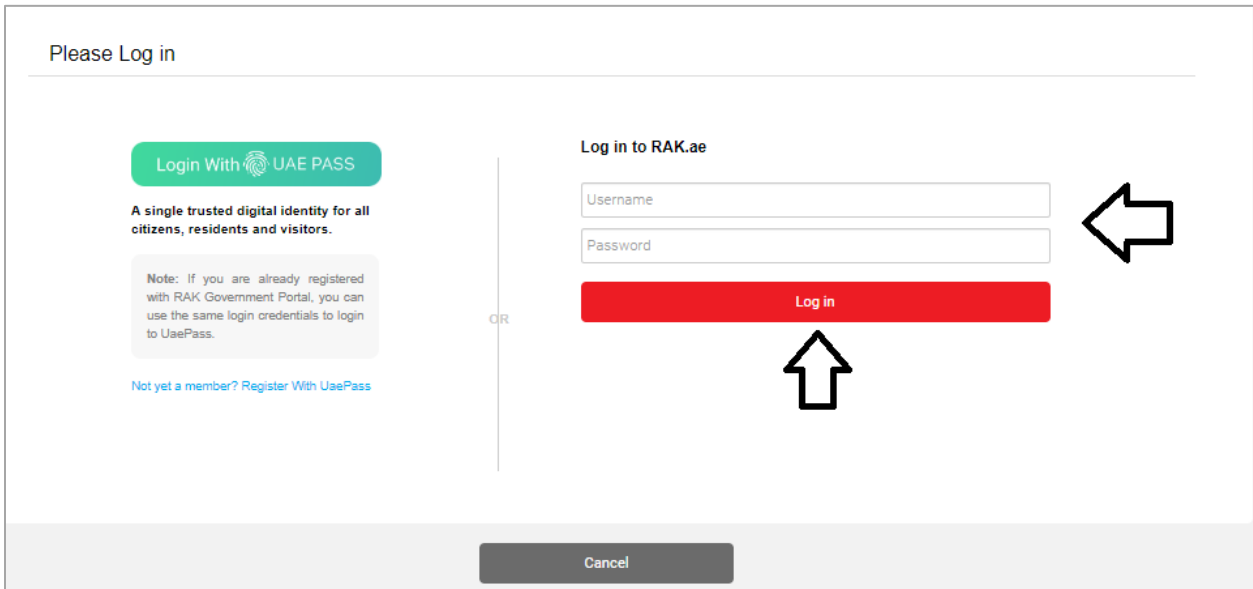


Next, Select “My Services”



The screenshot shows the RAK Government Portal website. The top navigation bar includes 'Home', 'About RAK', 'Services Guide', 'Government Entities', 'About RAK eGov', 'Media Center', and 'Legislative Committee'. The 'Services Guide' tab is active. Below the navigation bar, there is a banner for 'eServices' with various icons. The main content area shows a breadcrumb trail: 'Home > Services Guide > Government > RAK Municipality'. A dropdown menu is open for the 'Land and Properties section', showing a list of services: 'My Services', 'Register your Tenancy Contract', 'Premium Tenancy Contract for Registered Lessors', and 'Request a grant'. A black arrow points to the 'My Services' option.

Next, Enter your RAK Government Portal username and password, which you have previously created, then press on the “Log in” button.



The screenshot shows the login page titled 'Please Log in'. On the left, there is a 'Login With UAE PASS' button and a note: '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'. On the right, there is a 'Log in to RAK.ae' section with 'Username' and 'Password' input fields, a red 'Log in' button, and a 'Cancel' button at the bottom. A black arrow points to the 'Log in' button, and another black arrow points to the 'Username' input field.

“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		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

“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		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 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: **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

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		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 ↑

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

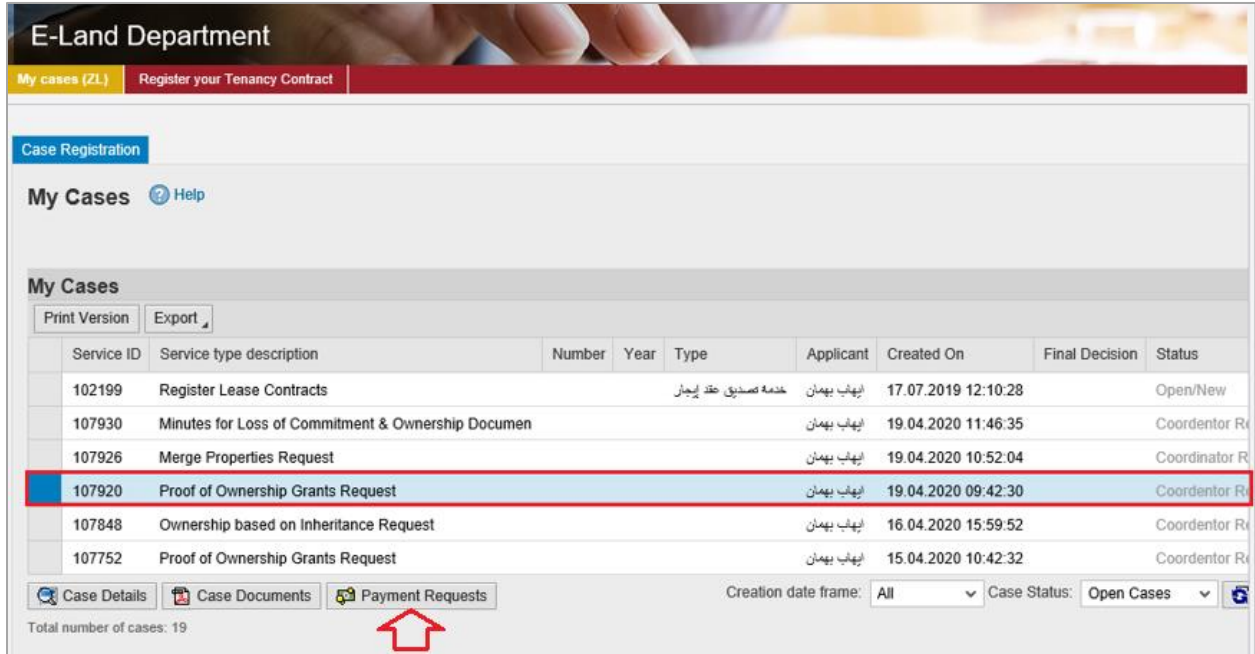
File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

[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 (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

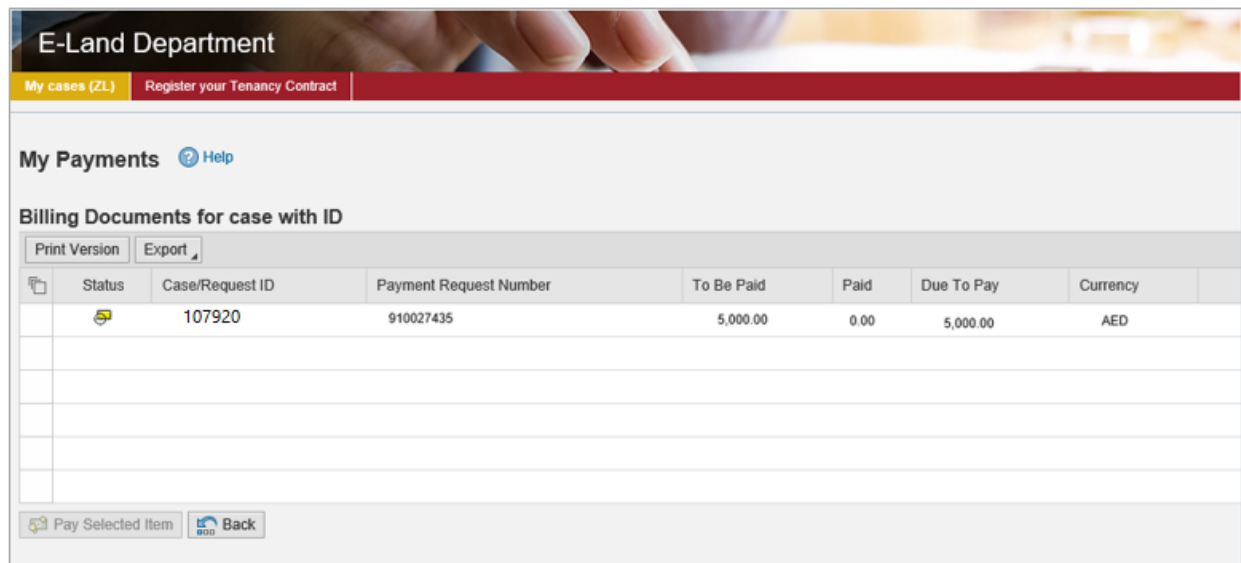
Print Version Export

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		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 (ZL) 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.

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.


Note: Fees are as determined by the real estate appraiser.

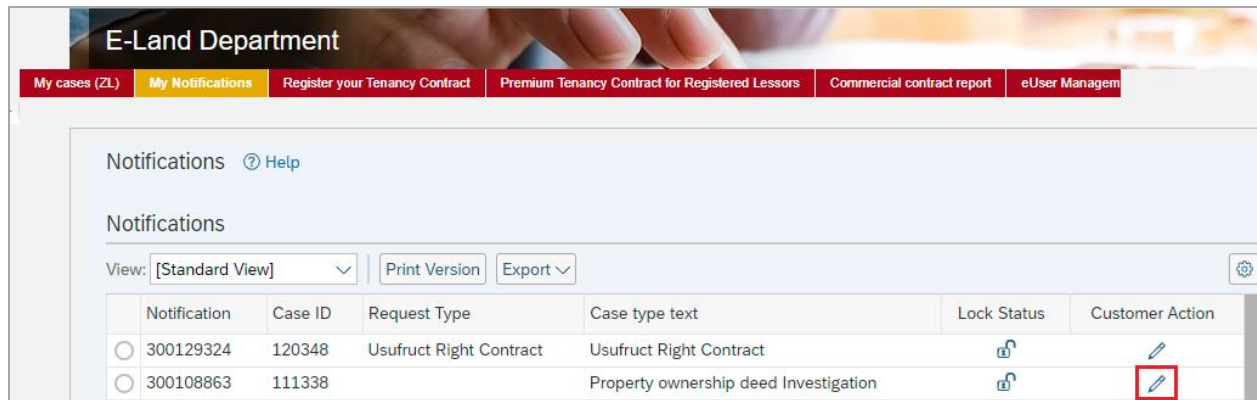
Customer Action

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](#).

To modify a request, follow the step below:

1. Click the “**Change**” icon  to the right of the required request:



E-Land Department

My cases (ZL) My Notifications Register your Tenancy Contract Premium Tenancy Contract for Registered Lessors Commercial contract report eUser Management

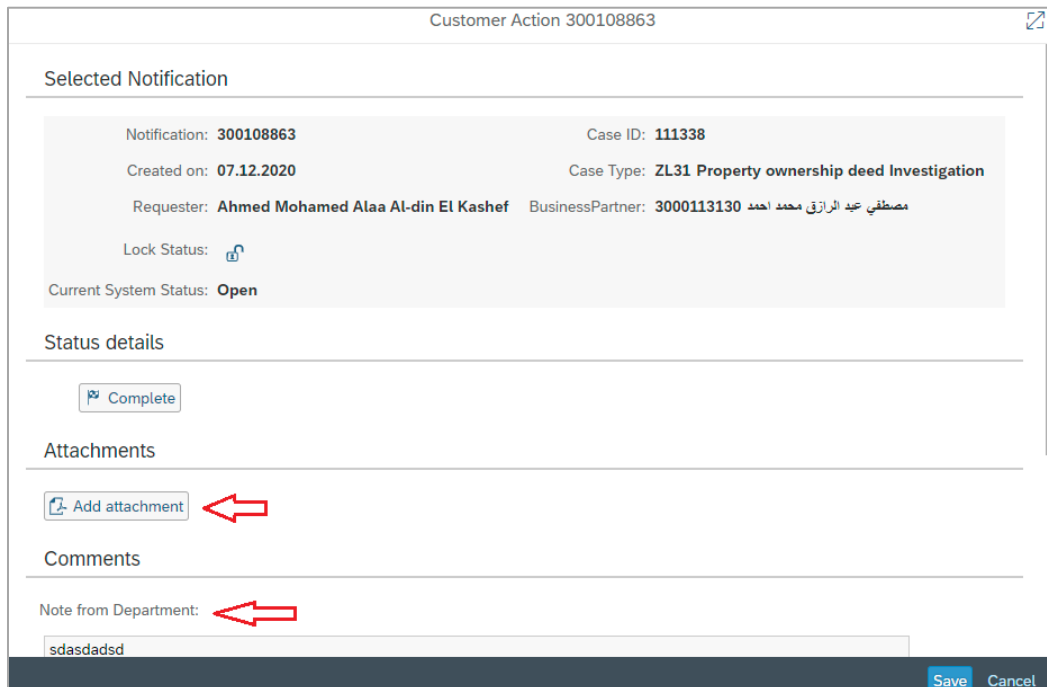
Notifications [Help](#)

Notifications

View: [Standard View] [Print Version](#) [Export](#)

Notification	Case ID	Request Type	Case type text	Lock Status	Customer Action
<input type="radio"/> 300129324	120348	Usufruct Right Contract	Usufruct Right Contract		
<input type="radio"/> 300108863	111338		Property ownership deed Investigation		

The “**Customer Action**” screen pops up as below:



Customer Action 300108863

Selected Notification

Notification: **300108863** Case ID: **111338**
Created on: **07.12.2020** Case Type: **ZL31 Property ownership deed Investigation**
Requester: **Ahmed Mohamed Alaa Al-din El Kashef** BusinessPartner: **3000113130 مصطفى عبد الرازق محمد احمد**
Lock Status:
Current System Status: **Open**

Status details

[Complete](#)

Attachments

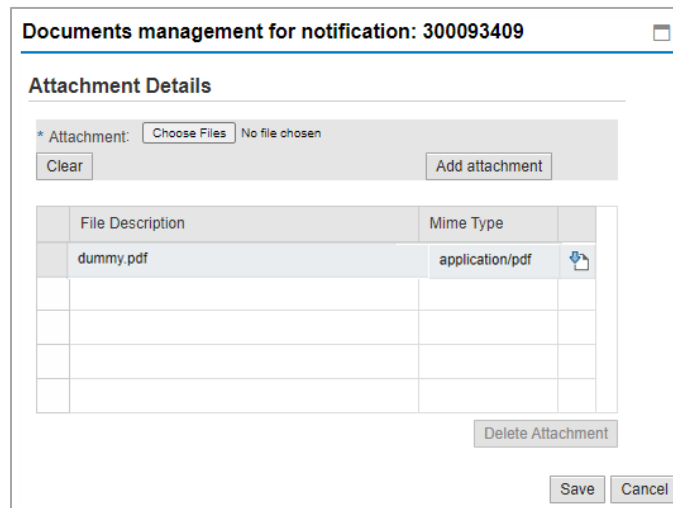
[Add attachment](#)


Comments

Note from Department:
sdasdadsd


[Save](#) [Cancel](#)

2. Read the notes of the land Department coordinator.
3. Click on the “**Add Attachment**” button, the Document Attachment screen will pop up as below:



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:

, and Current System Status: Open. Below this is a 'Status details' section with a 'Complete' button, which is highlighted by a red arrow. Underneath is an 'Attachments' section with an 'Add attachment' button. At the bottom is a 'Comments' section with a text area containing 'sdasdadsd' and a 'Save' button, which is highlighted by a red arrow." data-bbox="165 532 824 869"/>


Notification: 300108863 Case ID: 111338

Created on: 07.12.2020 Case Type: ZL31 Property ownership deed Investigation


Requester: Ahmed Mohamed Alaa Al-din El Kashef BusinessPartner: 3000113130 مصطفى عبد الرازق محمد احمد

Lock Status: 

Current System Status: Open

Complete 

Add attachment

sdasdadsd 

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 Department coordinator for review.
- Upon request final approval, the certificate will be sent to you via Email as below:




رقم الخدمة: 122470
التاريخ: 2022-03-29

لمن يهمه الأمر (شهادة تثمين عقاري)

تشهد دائرة البلدية برأس الخيمة (قطاع الأراضي والأموال) بأن السيد/ جلاء الياس الجنسية: سوري
يملك العقارات المذكورة أدناه في إمارة رأس الخيمة حتى تاريخه كالتالي:
رقم الهوية/جواز السفر: SY-N0089330

نوع العقار	رقم الوثيقة	مساحة العقار م ²	رقم العقار	المنطقة	القيمة السوقية للعقار بالدرهم الإماراتي	نسبة التملك %	قيمة العقار حسب نسبة التملك بالدرهم الإماراتي
أرض سكنية - شقة	00210/2021	451	BLD-14-0825223	دخا	1,000	30	300
أرض سكنية - فيلا	00320/2021	750	210030880	وادي بطارة	5,000	100	5,000
أرض سكنية - شقة	00192/2021	1,244	BLD-14-0825303	مدينة محمد بن زايد	5,000	100	5,000
أرض سكنية - شقة	00194/2021	451	BLD-14-0825212	دخا	7,000	50	3,500

وذلك حسب مؤثر التداول لجدول تثمين العقارات في إمارة رأس الخيمة، حررت هذه الشهادة بناء على طلب المذكور أعلاه لتقديمها للهيئة الاتحادية للهوية والجنسية والجمارك وأمن المنافذ. دون أدنى مسؤولية على الدائرة.
وتفضلوا بقبول فائق الاحترام.



دائرة بلدية رأس الخيمة



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الإمارات العربية المتحدة - رأس الخيمة - ص ب 4 - تلفون : 07-2466666
الرؤية: بلدية ذات بيئة مستدامة
الرسالة: تقديم خدمات عالية الجودة للتحقيق الشامل من أجل رفاهية المواطنين والمجتمع
لكل شئنا الخدمه بعمق للمحور ونشجعوا للاستثمار من خلال التوظيف الأمثل للموارد

Note: The certificate shows the full price of the property and the price of your share for the properties shared with other owners.