حكومة رأس الخيمة
Government of Ras Al Khaimah

بلدية رأس الخيمة

User Manual
Replacement to loss Proving Ownership Request
Land and Property Section

Contents:

Introduction:

The land and property section in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

The **Replacement to loss Proving Ownership** service allows owners of properties to apply for a replacement for Title Deed. The new Title Deed is issued after publishing an announcement in the newspaper and the lapse of the time prescribed by the law for submitting objections, after attach the required documents and pay the required service fee.

This guide shows customers how to access the **Replacement to loss Proving Ownership** service. It also guides them on how to create, send and track the request electronically.
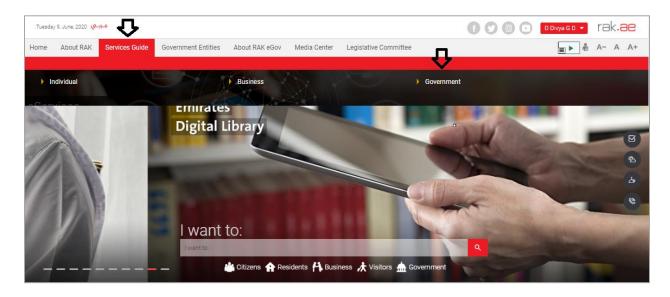
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them from the Customer Happiness Center as per the need for the original copy.
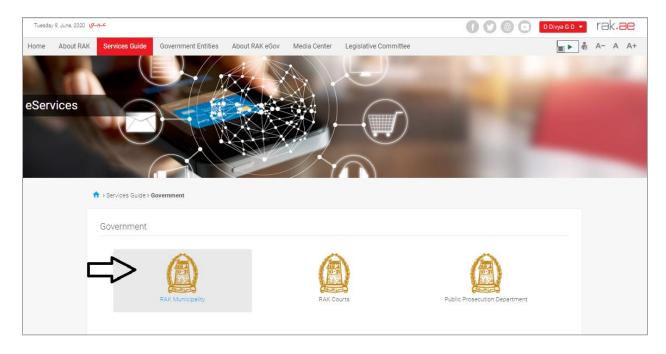
Login and access to the Replacement to loss Proving Ownership Service

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal
2- To access the **Replacement to loss Proving Ownership** service, click on the "**Service Guide**" then click on "**Government**"
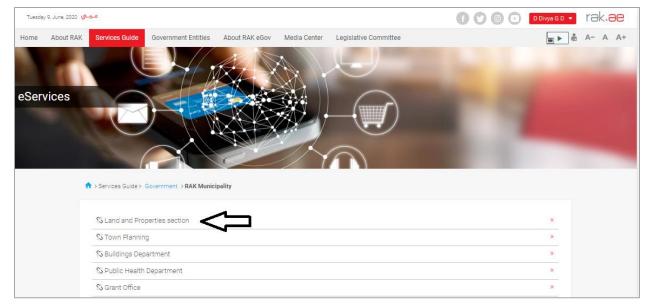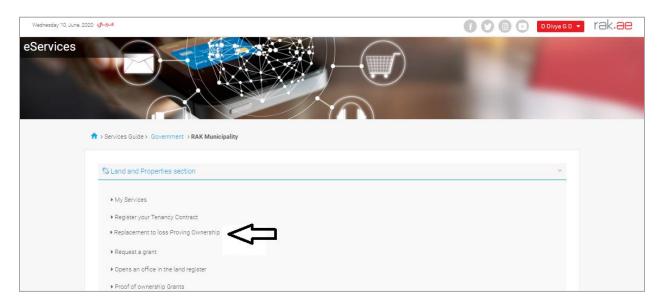

3- Next, select "**RAK Municipality**"

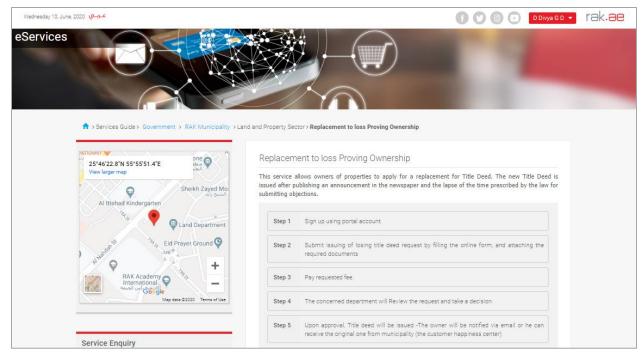4- Next, select "**Land and Properties Section**"

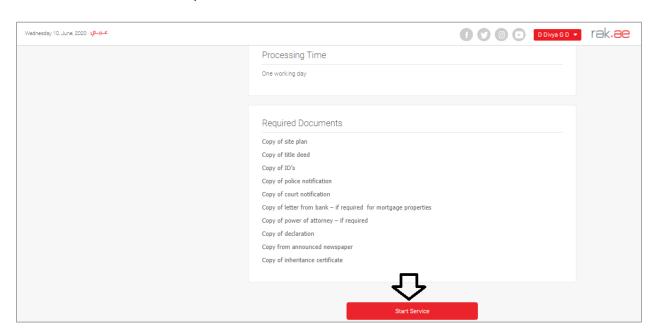**5-** Next, click on **Replacement to loss Proving Ownership**

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

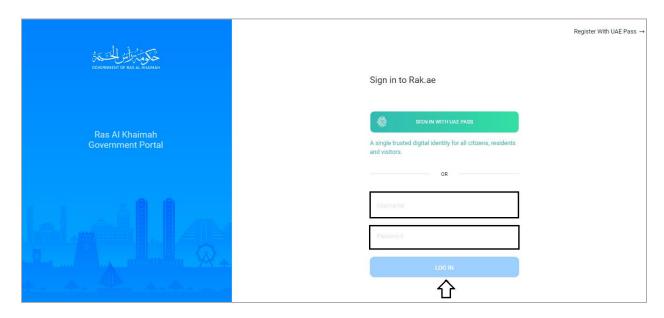**7-** To use the service, click on the "**Start Service**" button.

Create Replacement to loss Proving Ownership Request

1. After you access the **Replacement to loss Proving Ownership** 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.
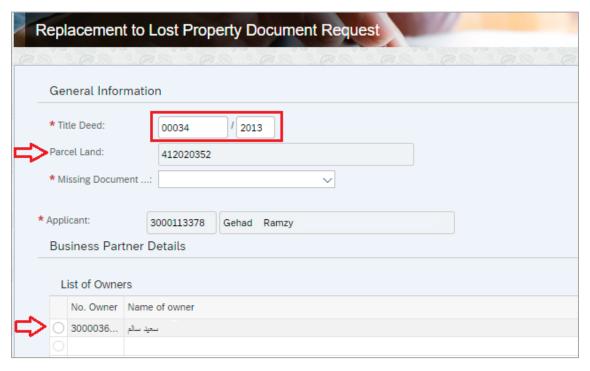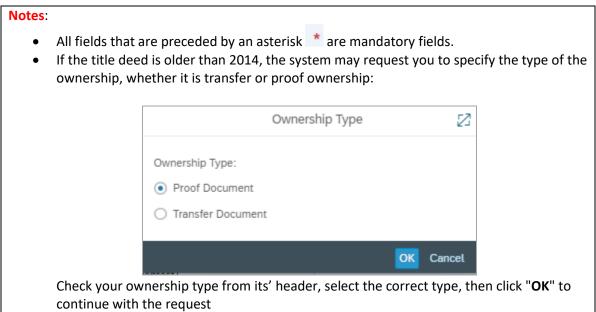3. The **Replacement to loss Property Document** request form will be displayed enabling you to create the request:

Replacement to Lost Property Document Request

General Information

* Title Deed: [_____] / [_____]

Parcel Land: [_____]

* Missing Document ...: [_____▼]

* Applicant: [3000113378] [Gehad   Ramzy webtest1]

Business Partner Details

List of Owners

	No. Owner	Name of owner
○		
○		
○		
○		
○		

Attachments

* Acknowledgment of loss from the court: [No file chosen ⬆]

* Copy of Police Notification: [No file chosen ⬆]

* Copy of Title deed: [No file chosen ⬆]

* Emirates ID: [No file chosen ⬆]

* Site Plan: [No file chosen ⬆]

Power of Attorney: [No file chosen ⬆]

Note

[_____]

[Submit] [Clear]

4. Enter the title deed number in the " **Title Deed** " fields in (number / year) format, then click the "**Enter**" key to have the parcel number displayed in the "**Parcel Land** " field automatically, as well as the list of the land's owners will be displayed in the " **The list of Owners**"

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- If the title deed is older than 2014, the system may request you to specify the type of the ownership, whether it is transfer or proof ownership:

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

5.   Select the **Missing Document**, from the dropdown list:

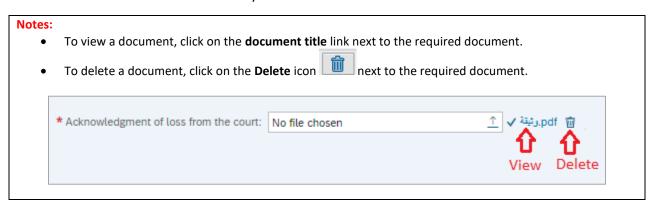| * Missing Document ...:	⌄
Title Deed	
Title Deed and Site Plan	

6.   In the **Attachments** block, you have to attach all of the mandatory documents to complete the request. You also, can edit all attachments (add new or remove/replace existing).

Attachments

* Acknowledgment of loss from the court:	No file chosen	↑
* Copy of Police Notification:	No file chosen	↑
* Copy of Title deed:	No file chosen	↑
* Emirates ID:	No file chosen	↑
* Site Plan:	No file chosen	↑
Power of Attorney:	No file chosen	↑

To upload documents:

A.   Click the "**Upload**" icon ↑ next to the required attachment.

B.   Select the required document, and then click the "**Open**" button → to upload the document successfully.

Notes:

- To view a document, click on the **document title** link next to the required document.

- To delete a document, click on the **Delete** icon 🗑 next to the required document.

* Acknowledgment of loss from the court:	No file chosen	↑	✓ وثيقة.pdf 🗑

⬆   ⬆
View   Delete

C.   Repeat the previous steps to upload the rest of the attachments.
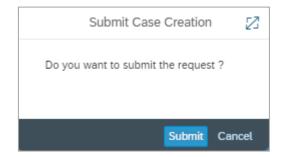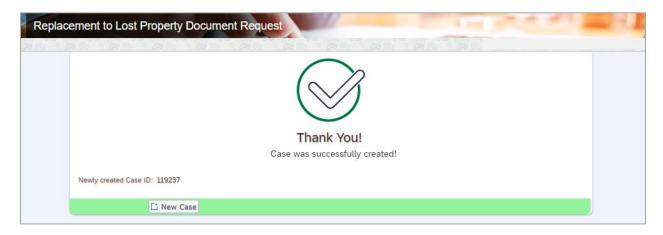
7. Enter your notes in the "**Note**" field

8. You have the following options to do:

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

9. Click "**Submit**" and confirm the submission in the following confirmation message.

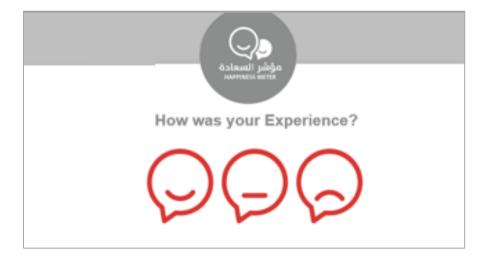A screen will appear stating that the case is submitted successfully including the **case ID**.

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

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 your request will be approved and the replacement ownerships will be printed, and you can visit the customer happiness center in RAK municipality to get the original copy.

Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:

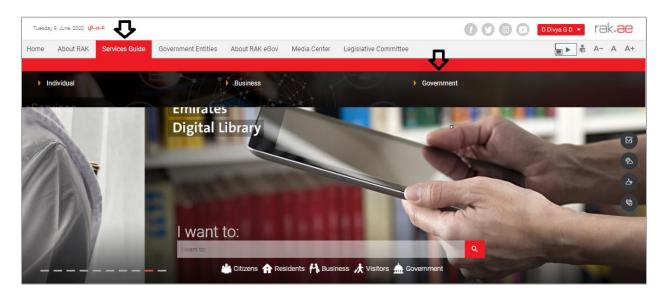Select the required face and your evaluation will be submitted directly.

My Cases

When you submit the **Replacement to loss Property Document** request, the coordinator in the land and property section will review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the fees.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

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

You can find the submitted requests in "**My Cases**" tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.
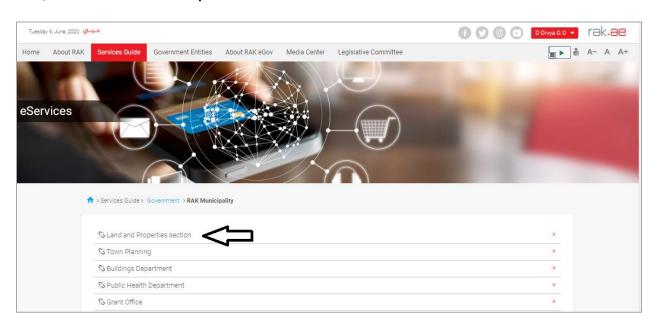
Then, Click the "**Service Guide**" then click "**Government**":
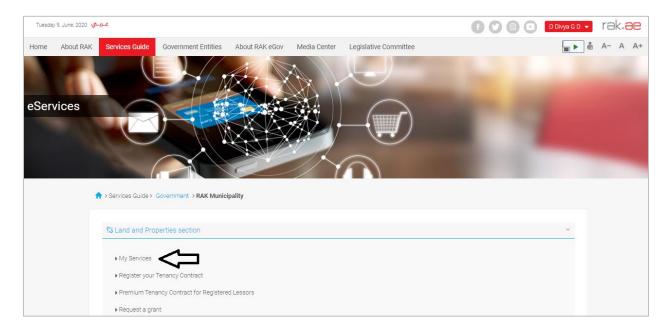
Next, select "**RAK Municipality**"
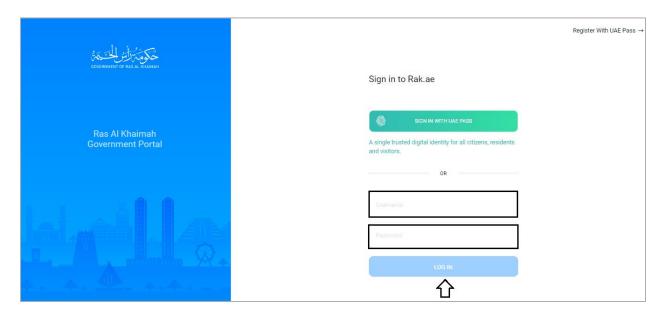

Next, Select the "**Land and Properties Section**"
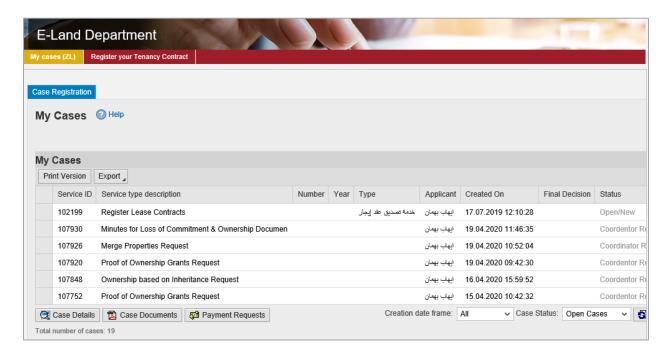
Next, Select "**My Services"**

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

"**My Cases**" tab will be displayed to show all of your transactions that you have submitted to the land and properties section and pending for payment (if not paid yet) or pending for coordinator action.

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

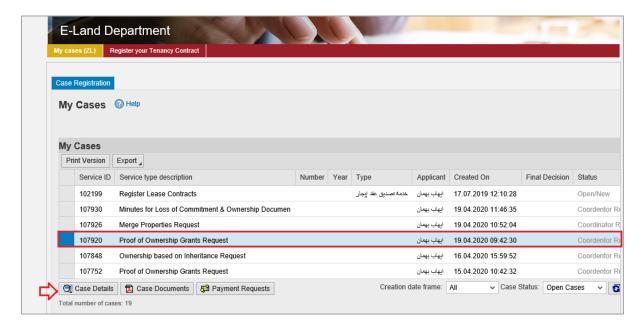> **Note**: you can do the following for each case/ request created:
> - Print (As a Pdf) [Print Version]
> - Export (As excel files) [Export]
>
> When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case
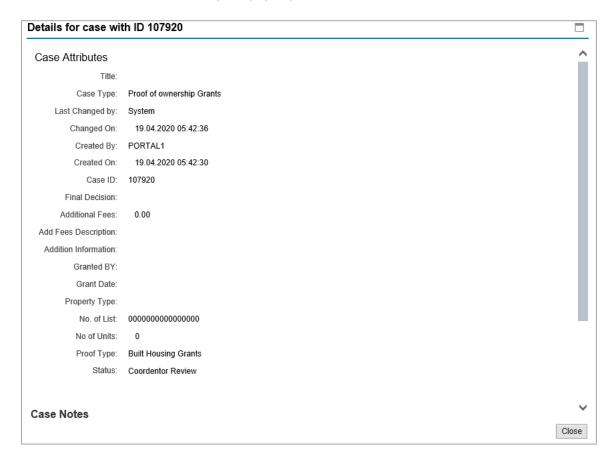
- You will be able to view the details of the service request by selecting the required request and then clicking on the "**Case Details**" button
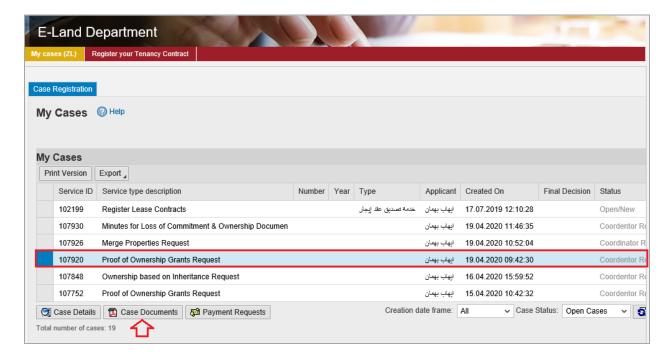

The details screen of the selected request pops up to show all of its details as below:
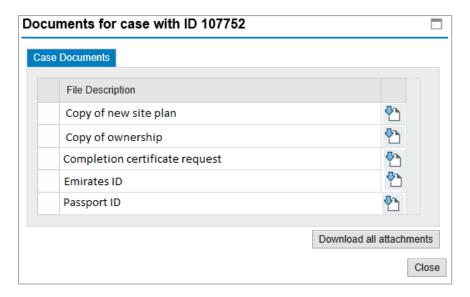
- You will be able to view the attachments of the service request by selecting the required request and then clicking on the "**Case Documents**" button

A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.
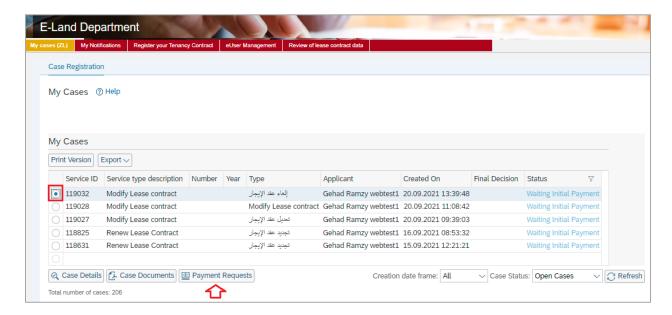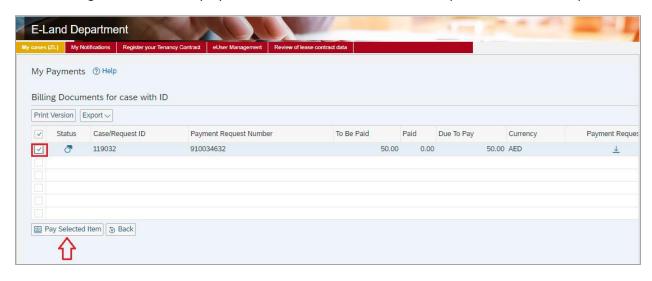
Fee Payment

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

1. Select the request whose status is "pending for payment" and then click on the "**Payment Requests**" button.
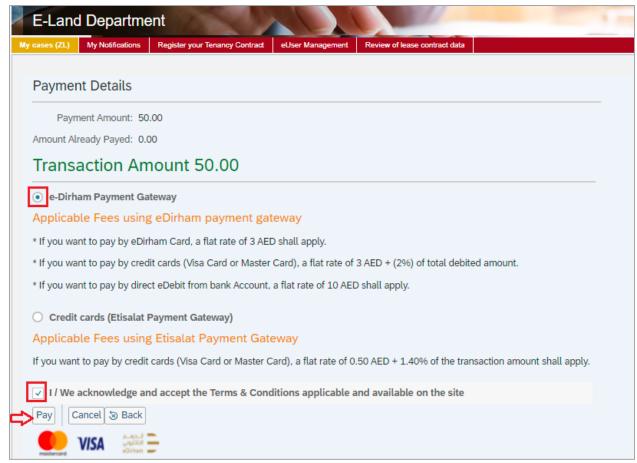

The following screen will be displayed to show the amount needed to be paid for the select request.

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

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

3. Select the payment channel and select the terms and condition approval check box, then click the "**Pay**" button to proceed with the payment process as usual.
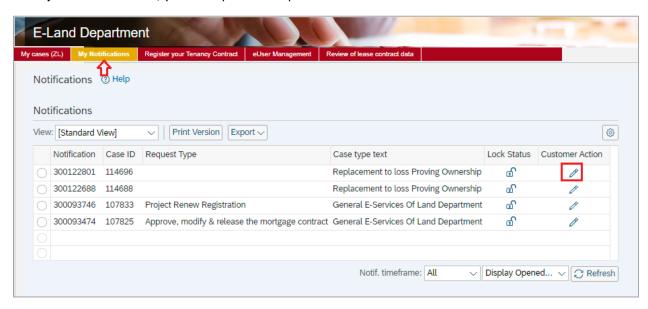
Customer Action

Upon successful submission, the request will be displayed for the land and properties coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

When one of your request is returned to you for modification, you will find it in "**My Notification**" tab. To access "**My Notification**" tab, follow the same procedure you did to reach "My Cases" tab.

In "**My Notification**" tab, you can open the request for modification as in the screen below:
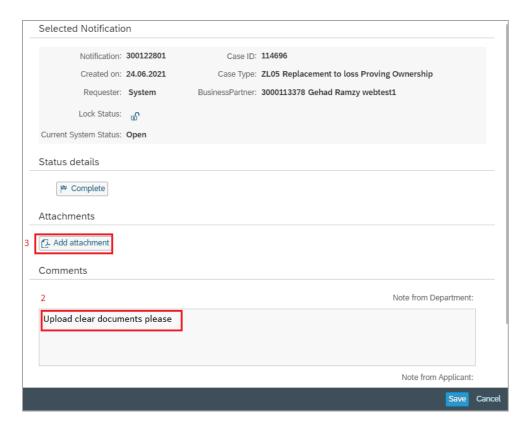
To modify a request, follow the step below:

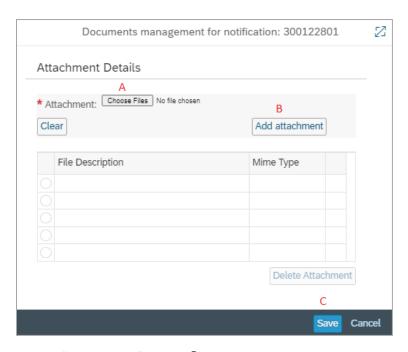1. Click the "**Details**" icon [icon] to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

2. Read the coordinator notes of the required modification
3. Click on "**Add attachment**" button ➔ the request Attachment screen opens:

A. Click on the "**Choose File**" button➔ open the required document.
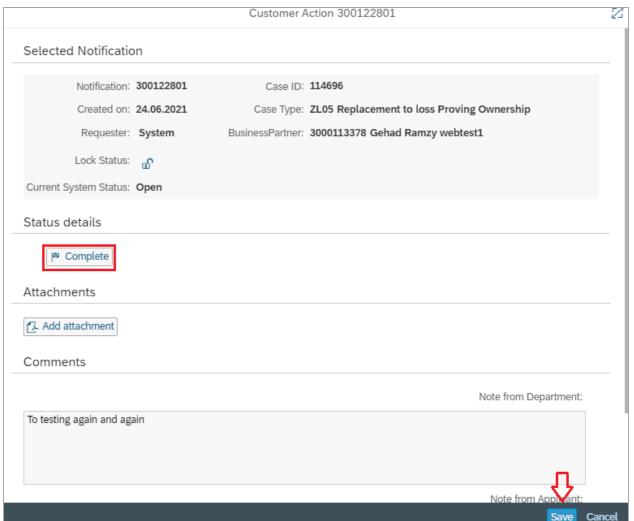B. Click "**Add Attachment**" button.
C. Click "**Save**".

Note: to delete an attachment, select the required document and click on the "**Delete Attachment**":

4.   Modify the request as per the coordinator comments.

Customer Action 300122801

Selected Notification

Notification:	**300122801**	Case ID:	**114696**
Created on:	**24.06.2021**	Case Type:	**ZL05 Replacement to loss Proving Ownership**
Requester:	**System**	BusinessPartner:	**3000113378 Gehad Ramzy webtest1**
Lock Status:	🔓		

Current System Status: **Open**

Status details

[⚑ Complete]

Attachments

[🗋 Add attachment]

Comments

Note from Department:

To testing again and again

Note from Applicant:

Save   Cancel

5. Click "**Complete**" and then "**Save**" to complete your modifications ➔ the request will be removed from "**My Notifications**" tab and the request will be submitted again to the land and properties coordinator for review.

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