

دائرة الأراضي والأموال
Land Department



DLD Website USER GUIDE

Owner Services

DLD Website User Guide/Owner Services

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Document Information

i. Version History

Version No	Date	Author	Reason for change
0.1	3/17/2020	ERES	Draft

ii. Document Reviewers

Name	Designation	Department	Signature	Date
Mureed Mustafa	Director of Operations	ERES		
Ashoka Mahabala	Project Manager	ERES		

Glossary

Abbreviation/Word	Description

References

References Name	Description

Introduction

i. About Dubai Land Department

DLD falls under the Executive Council of Dubai's umbrella, headed by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, and strives to provide a range of real-estate-related services. The most prominent of these services are documenting of property sales and purchases, issuing real estate ownership, organizing and promoting investments, and spreading knowledge and culture pertaining to a well-trained and qualified national cadre in the real estate sector. The department strives to provide the best services to its clients and to facilitate customers' transactions, a culture inspired by the competitive and productive vision set by the Emirates 2021 plan.

ii. About This Guide

This user guide provides Owners/Investors with detailed instructions on how to use the services targeting them & available over DLD website.

iii. Document Scope

This document will cover the following modules:

1. Owner Login, Portfolio & Owner Profile
2. Property Services
 - 2.1. Download Title Deed Certificate
 - 2.2. Site Plan
 - 2.3. Loss Certificate
 - 2.4. Valuation Certificate
3. To whom it may concern Certificate

[Module - 1] Owner Login, Portfolio & Owner Profile

User will visit the link (www.dubailand.gov.ae)

1.1. User Login

To login to DLD website user will execute the following steps:

1. User will click on the **Login** button.
2. User will click on the **Login as owner** button.
3. System will redirect the user to the login page.
 - 3.1. User will select to login via:
 - 3.1.1. Emirates ID
 - 3.1.1.1. User will fill his EID number and click on the **Login** button.
 - 3.1.1.2. System will send a One Time Password (OTP) to the owner registered mobile number with Dubai Land.
 - 3.1.1.3. User will fill the OTP Code & click on **Verify** button.
 - 3.1.1.4. System will redirect the user to his Portfolio Page.
 - 3.1.2. Mobile Number
 - 3.1.2.1. User will fill his registered mobile number and click on the **Get Access** button.
 - 3.1.2.2. System will send a One Time Password (OTP) to the owner registered mobile number with Dubai Land.
 - 3.1.2.3. User will fill the OTP Code & click on **Verify** button.
 - 3.1.2.4. System will redirect the user to his Portfolio Page.
 - 3.1.3. Title Deed
 - 3.1.3.1. User will fill the Title Deed information (Certificate No., Issue Date & Property Type) and click on the **Get Access** button.
 - 3.1.3.2. System will send a One Time Password (OTP) to the owner registered mobile number with Dubai Land.
 - 3.1.3.3. User will fill the OTP Code & click on **Verify** button.
 - 3.1.3.4. System will redirect the user to his Portfolio Page



Figure 1 Homepage/Login as owner

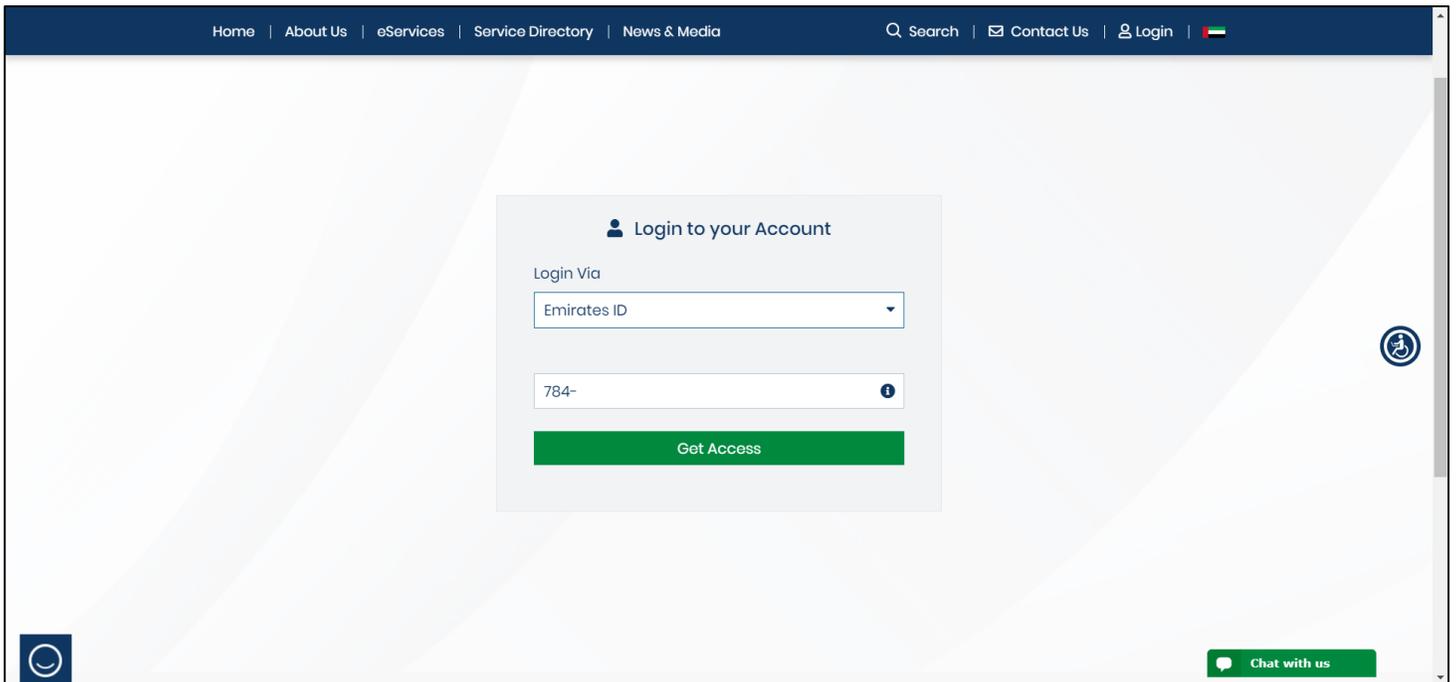


Figure 2 Login/Login Via

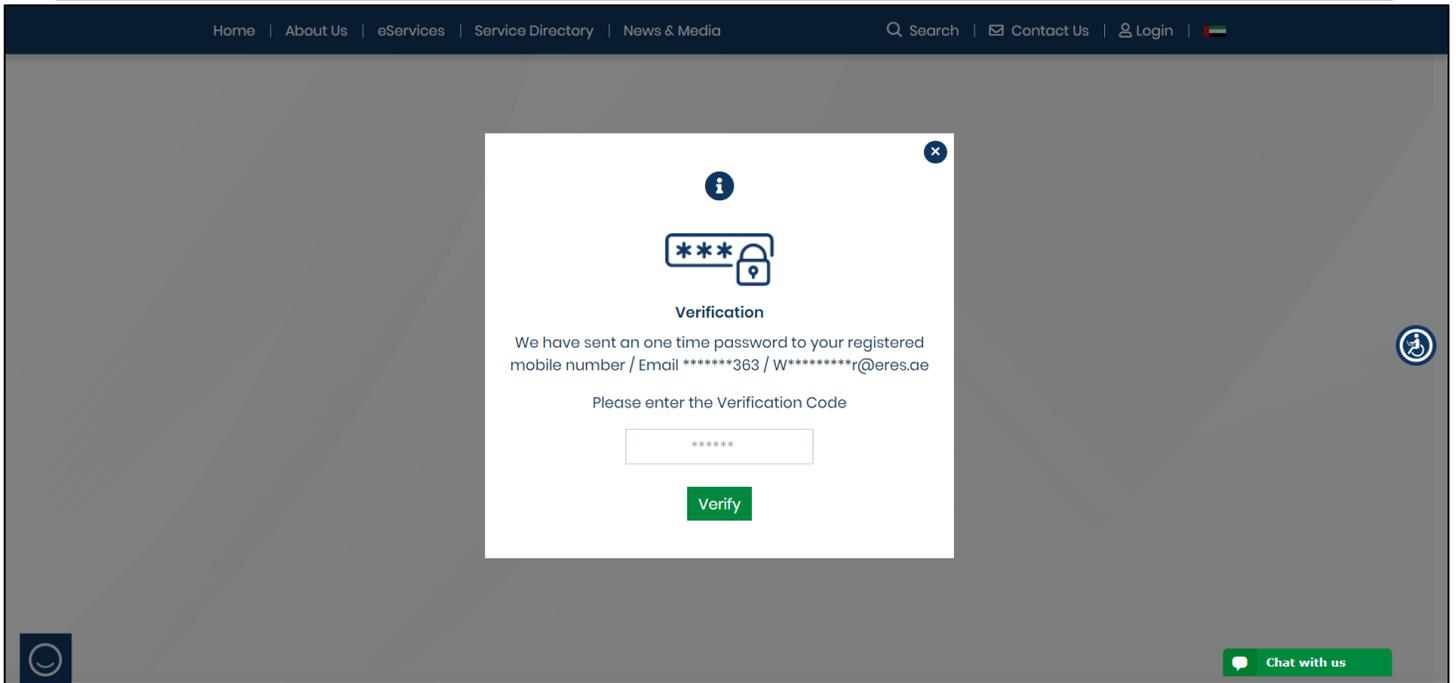


Figure 3 Verify OTP

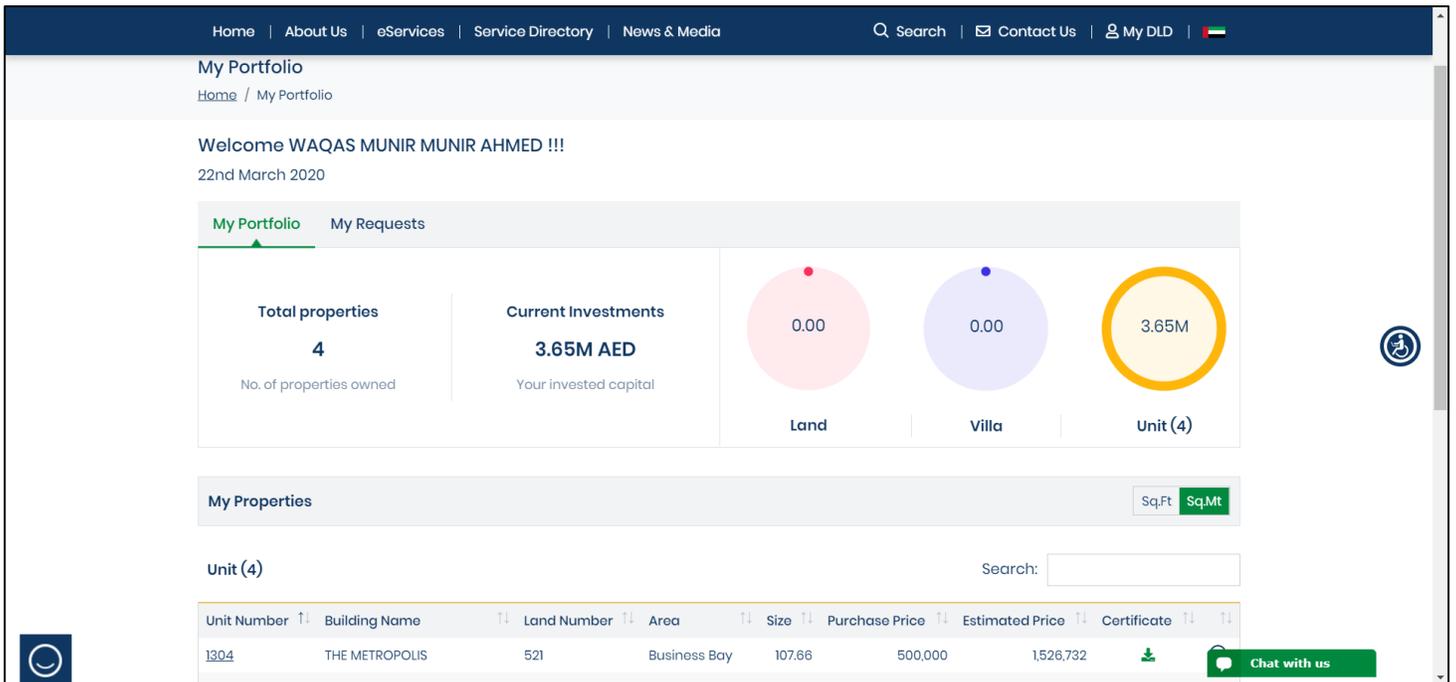


Figure 4 Owner Portfolio

1.2. User Portfolio

To read your portfolio & your submitted requests please follow the below instructions:

1. System will show the owner name
2. System will show the current date.
3. Under [My Portfolio] system shows the following sections:
 - 3.1. Total Properties: No. of properties owned
 - 3.2. Current Investments: Your invested capital
 - 3.3. Owned Properties/Property Type within the Total Value

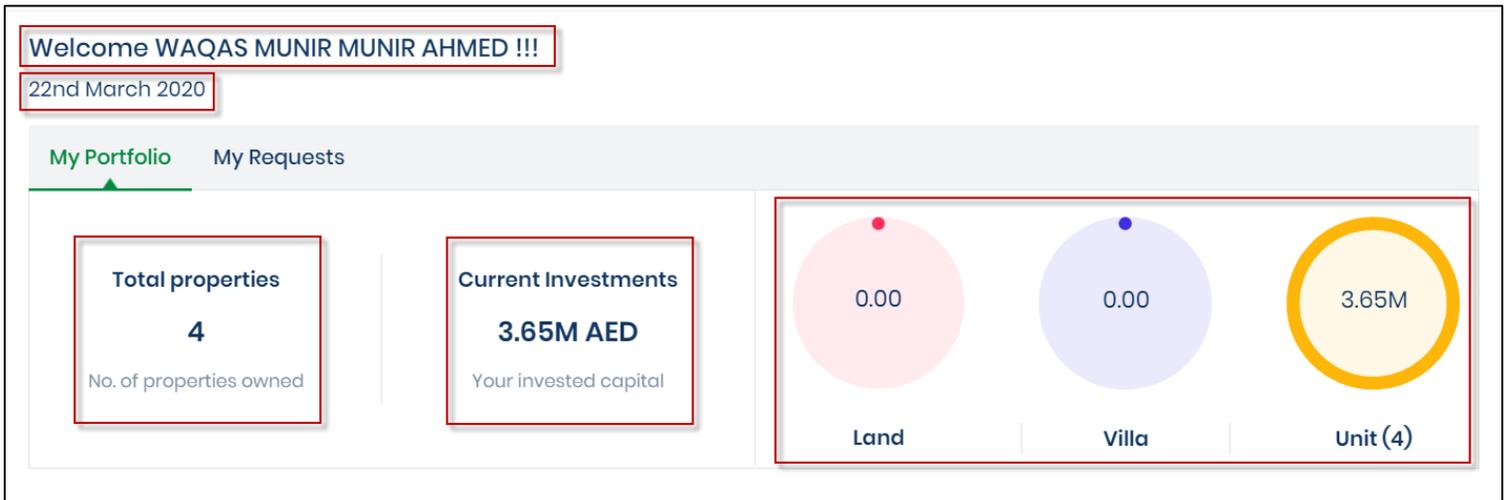


Figure 5 My Portfolio

4. User will be able to view owned Properties categorized by type
5. To view the property details, click on the icon  button.

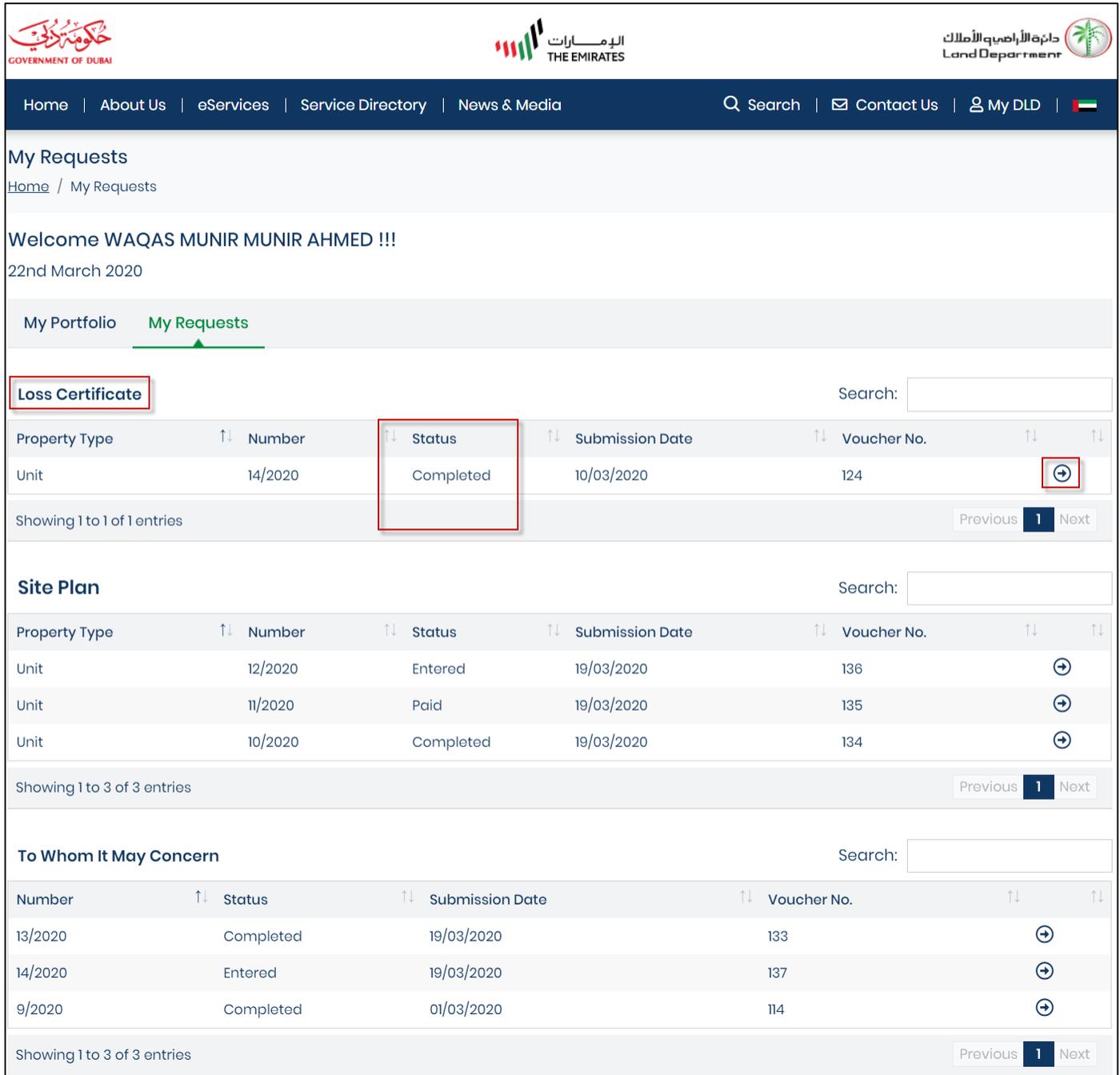
The screenshot shows the 'My Properties' table. At the top right, there are units for 'Sq.Ft' and 'Sq.Mt'. A search bar is present. The table has the following columns: Unit Number, Building Name, Land Number, Area, Size, Purchase Price, Estimated Price, and Certificate. The first row is highlighted and has a red box around the 'Unit (4)' label and the 'Certificate' column. The 'Certificate' column contains a download icon and a right-pointing arrow icon.

Unit Number	Building Name	Land Number	Area	Size	Purchase Price	Estimated Price	Certificate
1304	THE METROPOLIS	521	Business Bay	107.66	500,000	1,526,732	 
3302	VIDA RESIDENCE DOWNTOWN	345-6794	Burj Khalifa	186.9	500,000	-	 
408	FAHAD 2	383-335	Al Thanyah First	134.78	650,000	-	 
P3-13	THE BINARY BY OMNIYAT	499	Business Bay	190.54	2,000,000	2,400,000	 

Showing 1 to 4 of 4 entries

Figure 6 My Properties

- User will be able to view his submitted request by clicking on **My Requests** button.
- System will show the entire submitted request by the logged in owner categorized by service type.
- To view the request details, click on the icon  button.



My Requests
Home / My Requests

Welcome WAQAS MUNIR MUNIR AHMED !!!
22nd March 2020

My Portfolio **My Requests**

Loss Certificate Search:

Property Type	Number	Status	Submission Date	Voucher No.	
Unit	14/2020	Completed	10/03/2020	124	

Showing 1 to 1 of 1 entries Previous **1** Next

Site Plan Search:

Property Type	Number	Status	Submission Date	Voucher No.	
Unit	12/2020	Entered	19/03/2020	136	
Unit	11/2020	Paid	19/03/2020	135	
Unit	10/2020	Completed	19/03/2020	134	

Showing 1 to 3 of 3 entries Previous **1** Next

To Whom It May Concern Search:

Number	Status	Submission Date	Voucher No.	
13/2020	Completed	19/03/2020	133	
14/2020	Entered	19/03/2020	137	
9/2020	Completed	01/03/2020	114	

Showing 1 to 3 of 3 entries Previous **1** Next

Figure 7 My Requests

1.3. User Profile

To View/Update your profile details follow the below instructions:

1. User will click on **My DLD** button
2. User will click on **My Profile** button
3. System will load the owner profile.
 - 3.1. Owner Name
 - 3.2. Emirates ID
 - 3.3. Email
 - 3.4. Mobile

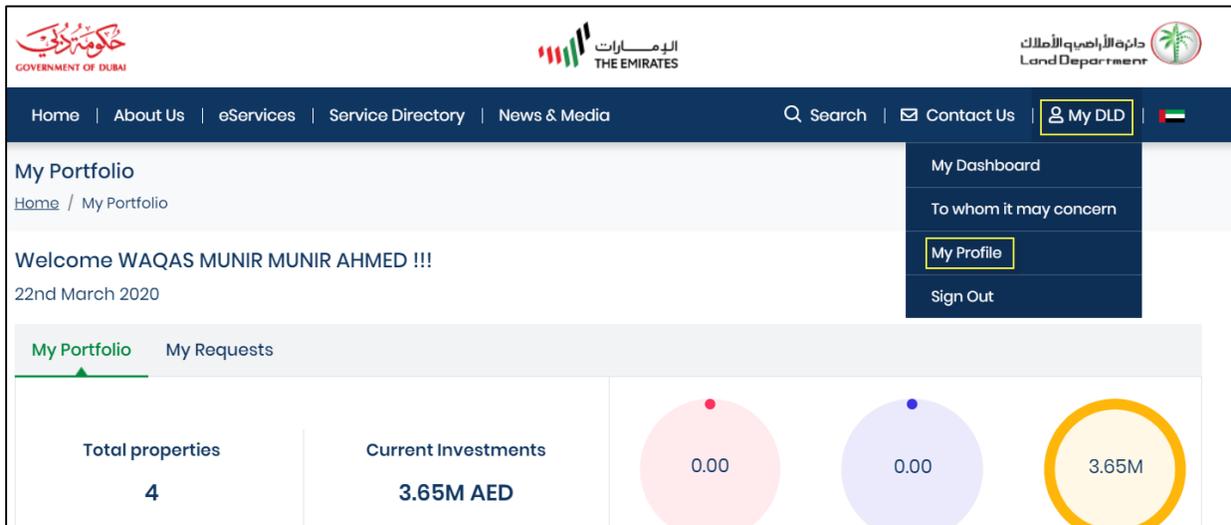


Figure 8 My Profile

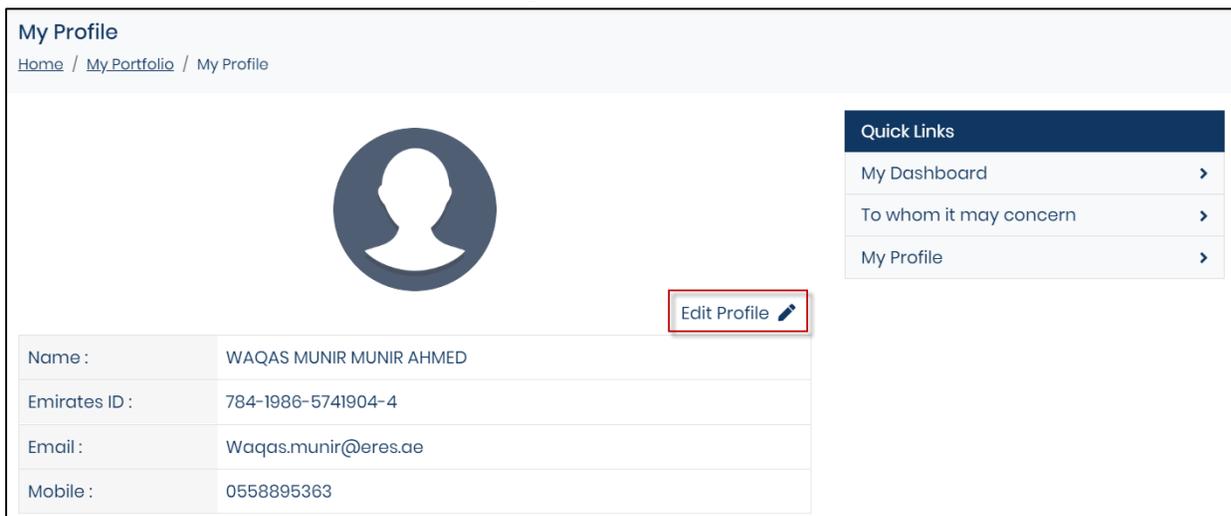


Figure 9 My Profile



4. User will click on the [Edit Profile](#)  button.
5. System will allow the user to update:
 - 5.1. Owner [Email](#)
 - 5.2. Owner [Mobile](#)
6. User will Update the information as needed
7. User will click on I agree to the [Terms and Conditions](#) check box
8. User will click on [Update](#) button.



Quick Links	
My Dashboard	>
To whom it may concern	>
My Profile	>

Name :	WAQAS MUNIR MUNIR AHMED
Emirates ID :	784-1986-5741904-4
Email :	<input type="text" value="Waqas.munir@eres.ae"/>
Mobile :	<input type="text" value="+971-55-8895363"/>

I agree to the [Terms and Conditions](#)

[Update](#) [Cancel](#)

Figure 10 Update My Profile

[Module - 2] Property Services

2.1. Download Title Deed Certificate

To download a property title deed certificate, please execute the following steps:

1. User download the title deed certificate in two ways as below:

1.1. First Way:

1.1.1. From My Properties table user can click on the  button.

1.1.2. System will open the title deed certificate in a new tap allowing the user to print/save title deed in pdf format.

My Properties								Sq.Ft	Sq.Mt
Unit (4)								Search: <input type="text"/>	
Unit Number	Building Name	Land Number	Area	Size	Purchase Price	Estimated Price	Certificate		
1304	THE METROPOLIS	521	Business Bay	107.66	500,000	1,526,732			
3302	VIDA RESIDENCE DOWNTOWN	345-6794	Burj Khalifa	186.9	500,000	-			
408	FAHAD 2	383-335	Al Thanyah First	134.78	650,000	-			
P3-13	THE BINARY BY OMNIYAT	499	Business Bay	190.54	2,000,000	2,400,000			

Showing 1 to 4 of 4 entries

Previous **1** Next

Figure 11 Down Load Title Deed Certificate Way no.1

1.2. Second Way:

1.2.1. User will click on the  button to view the property details page.

1.2.2. User will click on the [Download Certificate](#) button.

1.2.3. System will open the title deed certificate in a new tap allowing the user to print/save title deed in pdf format

Property Details

[Home](#) / [My Portfolio](#) / [Property Details](#)

	1304 Unit Number	500,000 Purchase Price	100.00 % Ownership	Yes Freehold	No Granted
---	----------------------------	----------------------------------	------------------------------	------------------------	----------------------

Property Details

Property Status	FREE
Area	Business Bay
Building Name	THE METROPOLIS
Floor No.	13
Size	107.66
Municipality Number	-521
Room(s)	NA
Suite Area	107.66
Balcony Area	-
Common Area	0.4

Property Services

- Download Certificate >
- Site Plan >
- Loss Certificate >

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 12 Down Load Title Deed Certificate Way no.2



Figure 13 Down Load Title Deed Certificate

2.2. Site Plan

To submit for a site plan service for a property, please execute the following steps:

1. User will click on the  button to view the property details page.

My Properties									
Sq.Ft Sq.Mt									
Unit (4) Search: <input type="text"/>									
Unit Number	Building Name	Land Number	Area	Size	Purchase Price	Estimated Price	Certificate		
1304	THE METROPOLIS	521	Business Bay	107.66	500,000	1,526,732			
3302	VIDA RESIDENCE DOWNTOWN	345-6794	Burj Khalifa	186.9	500,000	-			
408	FAHAD 2	383-335	Al Thanyah First	134.78	650,000	-			
P3-13	THE BINARY BY OMNIYAT	499	Business Bay	190.54	2,000,000	2,400,000			

Showing 1 to 4 of 4 entries Previous **1** Next

Figure 14 Select Property

2. User will click on the **Site Plan** button.

Property Details					
Home / My Portfolio / Property Details					
	1304 Unit Number	500,000 Purchase Price	100.00 % Ownership	Yes Freehold	No Granted
Property Details					Property Services
Sq.Ft Sq.Mt					
Property Status	FREE				
Area	Business Bay				
Building Name	THE METROPOLIS				
Floor No.	13				
Size	107.66				
Municipality Number	-521				
Room(s)	NA				
					Download Certificate >
					Site Plan >
					Loss Certificate >
Quick Links					
					My Dashboard >
					To whom it may concern >
					My Profile >

Figure 15 Property Details

3. User will choose whether to issue the site plan with or without Survey:

By selecting the check box With Survey

4. User will click **Continue** button to proceed.

Site Plan

[Home](#) / [My Portfolio](#) / Site Plan

	P3-13 Unit Number	2,000,000 Purchase Price	25.00 % Ownership	Yes Freehold	No Granted
---	----------------------	-----------------------------	----------------------	-----------------	---------------

Site Plan

Note: All fields marked with an asterisk (*) are mandatory

With Survey

Continue

Cancel

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 16 Site Plan Service From

5. System will show the service Voucher Details.

6. User will confirm Payment by clicking on the Confirm Payment* checkbox.

7. User will click on the **Pay** button.

Voucher Details

[Home](#) / [My Requests](#) / Voucher Details

Map Issue For Villa / Unit	250.00 AED
Knowledge fee	10.00 AED
Innovation fee	10.00 AED
Total	270.00 AED

Confirm Payment*

Pay

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 17 Site Plan Voucher Details

- 8. System will redirect the user to Noqodi payment gateway to pay the service fees using one of the following payment methods:
 - 8.1. Digital Wallet (Noqodi Wallet)
 - 8.2. Credit/Debit Card
 - 8.3. Net Banking

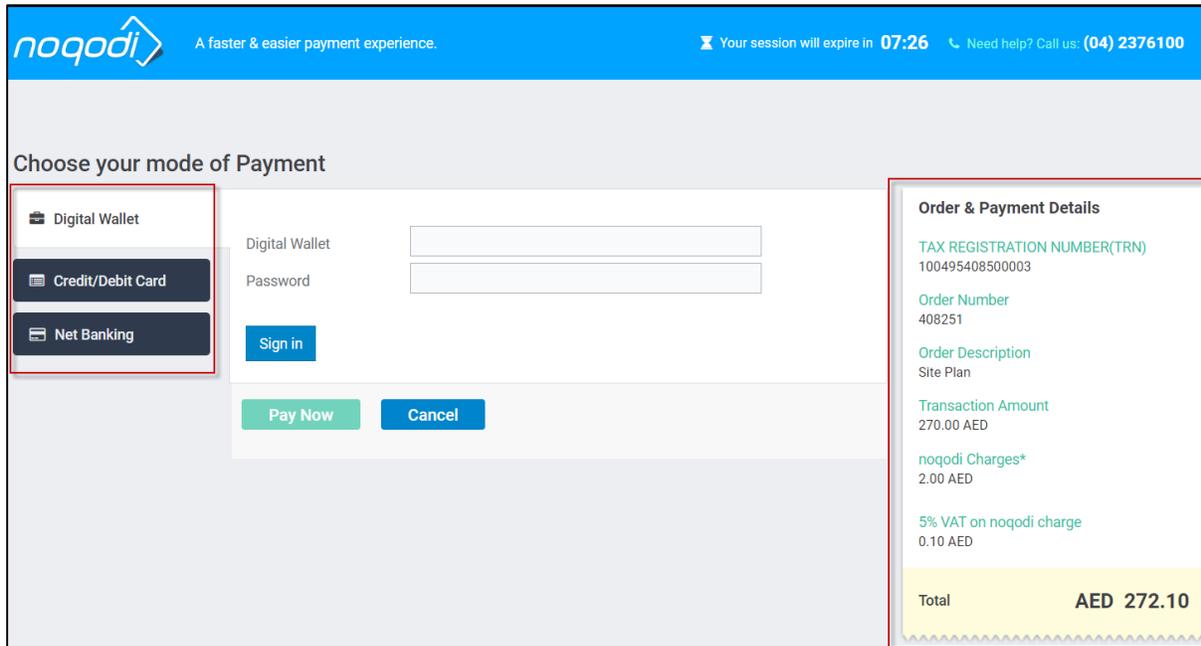


Figure 18 Noqodi Payment

9. User will select his payment method and pay the service fees.
10. Noqodi will show a confirmation message to the user after successful payment.

noqodi A faster & easier payment experience. Need help? Call us: (04) 2376100

Payment Successful

noqodi Transaction ID
S2PXY1584864494285

Merchant Transaction ID
20-2020-15

An email with your order summary has been sent to your email address **shweta.krishna@emaratech.ae** and mobile **0509487038**

Your order is being shipped to	Merchant Contact Information
shakeel	Tabou Mobile
shweta.krishna@emaratech.ae	switu.shah@emaratech.ae
0509487038	096444444

You will be redirected to merchant automatically, please, do not close the browser 00:00

[Click Here](#)

Figure 19 Successful Noqodi Payment

11. User will be redirect to DLD website where he can view his request status updated as Paid.

22nd March 2020

Home | About Us | eServices | Service Directory | News & Media Search | Contact Us | My DLD

My Portfolio **My Requests**

Loss Certificate Search:

Property Type	Number	Status	Submission Date	Voucher No.
Unit	14/2020	Completed	10/03/2020	124

Showing 1 to 1 of 1 entries Previous 1 Next

Site Plan Search:

Property Type	Number	Status	Submission Date	Voucher No.
Unit	15/2020	Paid	22/03/2020	149
Unit	12/2020	Entered	19/03/2020	136
Unit	11/2020	Paid	19/03/2020	135
Unit	10/2020	Completed	19/03/2020	134

Showing 1 to 4 of 4 entries Previous 1 Next

Figure 20 Paid Site Plan Request

12. User will click of the button to view the request details.

13. After DLD approval, User will click on the **Affection Plan** button to view/download the site plan.

Request Details

Home / My Requests / Request Details

Request Details

Procedure Type	Site Plan
Property Type	Unit
Area	Business Bay
Voucher No.	149
Number	15/2020
Status	Completed
Submission Date	22/03/2020
Site Plan (Opens in browser)	Affection Plan

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 21 Completed Site Plan Request Details

2.3. Loss Certificate

To submit for a site plan service for a property, please execute the following steps:

1. User will click on the  button to view the property details page.

My Properties								Sq.Ft	Sq.Mt	
Unit (4)								Search: <input type="text"/>		
Unit Number	Building Name	Land Number	Area	Size	Purchase Price	Estimated Price	Certificate			
1304	THE METROPOLIS	521	Business Bay	107.66	500,000	1,526,732				
3302	VIDA RESIDENCE DOWNTOWN	345-6794	Burj Khalifa	186.9	500,000	-				
408	FAHAD 2	383-335	Al Thanyah First	134.78	650,000	-				
P3-13	THE BINARY BY OMNIYAT	499	Business Bay	190.54	2,000,000	2,400,000				
Showing 1 to 4 of 4 entries								Previous	1	Next

Figure 22 Select Property

2. User will click on the **Loss Certificate** button.

Property Details					
Home / My Portfolio / Property Details					
	1304 Unit Number	500,000 Purchase Price	100.00 % Ownership	Yes Freehold	No Granted
Property Details					Property Services
Sq.Ft					Sq.Mt
Property Status	FREE				
Area	Business Bay				
Building Name	THE METROPOLIS				
Floor No.	13				
Size	107.66				
Municipality Number	-521				
Room(s)	NA				
					Download Certificate >
					Site Plan >
					Loss Certificate >
					Quick Links
					My Dashboard >
					To whom it may concern >
					My Profile >

Figure 23 Property Details

3. User will fill the service form fields as below:
 - 3.1. Certificate Type
 - 3.2. Procedure Type
 - 3.3. Emirate
 - 3.4. Address 1
 - 3.5. Address 2
 - 3.6. Landmark
 - 3.7. City
 - 3.8. P.O Box
4. User will upload the request documents as below:
 - 4.1. Recompense request form
 - 4.2. Police Report
 - 4.3. Copy of newspaper announcement for 3 days
5. User will click **Continue** button to proceed.

Loss Certificate
[Home](#) / [My Portfolio](#) / [Loss Certificate](#)

	1304 Unit Number	500,000 Purchase Price	100.00 % Ownership	Yes Freehold	No Granted
---	---------------------	---------------------------	-----------------------	-----------------	---------------

Loss Certificate

Note: All fields marked with an asterisk (*) are mandatory

Certificate Type*

Procedure Type*

Emirate*

Address 1*

Address 2*

Landmark*

City*

P.O Box*

Quick Links

- [My Dashboard](#) >
- [To whom it may concern](#) >
- [My Profile](#) >

Upload Documents

Note: Maximum file size allowed is 2mb. Allowed files type are .jpg, .png and .pdf

Recompense request form*
 
Maximum number of files: 1

Police Report*
 
Maximum number of files: 1

Copy of newspaper announcement for 3 days*
 
Maximum number of files: 1

Continue
Reset

Figure 24 Loss Certificate Service From

6. System will show the service Voucher Details.
7. User will confirm Payment by clicking on the Confirm Payment* checkbox.
8. User will click on the **Pay** button.

Voucher Details

[Home](#) / [My Requests](#) / Voucher Details

Issuing a Replacement Title Deed	1,000.00 AED
Knowledge fee	10.00 AED
Innovation fee	10.00 AED
Zajel Shipping Fees	21.00 AED
Total	1,041.00 AED

Quick Links

- [My Dashboard](#) >
- [To whom it may concern](#) >
- [My Profile](#) >

Confirm Payment*

Pay

Figure 25 Loss Certificate Voucher Details

9. System will redirect the user to Noqodi payment gateway to pay the service fees using one of the following payment methods:
 - 9.1. Digital Wallet (Noqodi Wallet)
 - 9.2. Credit/Debit Card
 - 9.3. Net Banking

noqodi A faster & easier payment experience.
 Your session will expire in **09:57** Need help? Call us: **(04) 2376100**

Choose your mode of Payment

- Digital Wallet
- Credit/Debit Card
- Net Banking

Digital Wallet

Password

Sign in

Pay Now **Cancel**

Order & Payment Details

TAX REGISTRATION NUMBER(TRN)
100495408500003

Order Number
804938

Order Description
Loss Certificate

Transaction Amount
1,041.00 AED

noqodi Charges*
2.00 AED

5 % VAT on noqodi charge
0.10 AED

Total AED 1,043.10

Figure 26 Noqodi Payment

10. User will select his payment method and pay the service fees.
11. Noqodi will show a confirmation message to the user after successful payment.

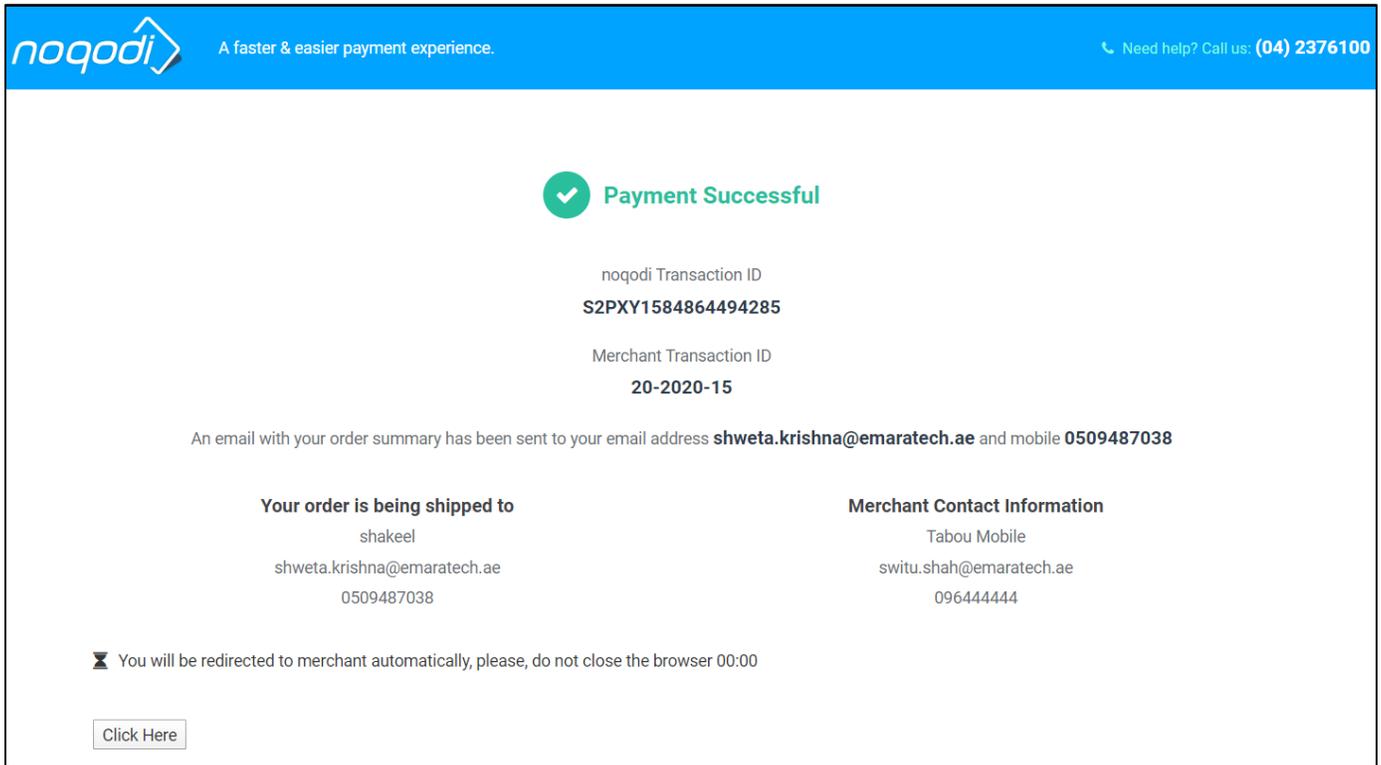


Figure 27 Successful Noqodi Payment

12. User will be redirect to DLD website where he can view his request status updated as Paid.

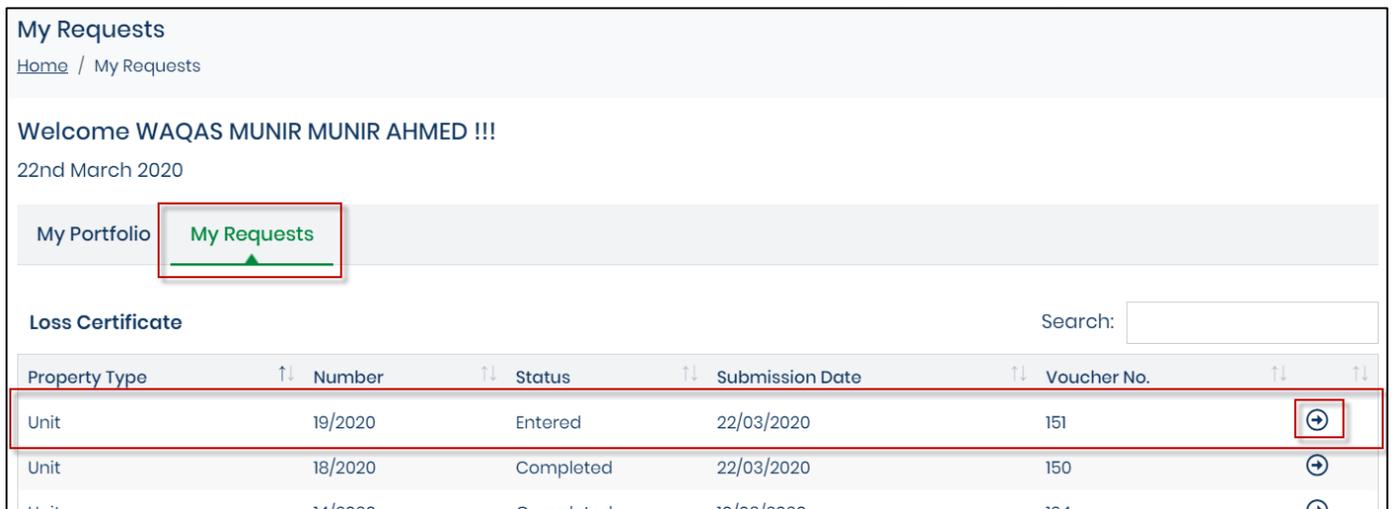


Figure 28 Paid Loss Certificate Request

13. User will click of the  button to view the request details.

14. After DLD Approval, User will click on the [1-2020-82-3.pdf](#)  button to view/download the site plan.

Request Details

[Home](#) / [My Requests](#) / Request Details

Request Details	
Procedure Type	Loss Certificate
Property Type	Unit
Area	Burj Khalifa
Voucher No.	150
Number	18/2020
Status	Completed
Submission Date	22/03/2020
Download Certificate	1-2020-82-3.pdf 

Quick Links

- [My Dashboard](#) >
- [To whom it may concern](#) >
- [My Profile](#) >

Figure 29 Completed Loss Certificate Request Details

2.4. Valuation Certificate

To submit for a valuation certificate service for a property, please execute the following steps:

1. User will click on the  button to view the property details page.

My Properties								Sq.Ft	Sq.Mt	
Unit (4)		Search: <input type="text"/>								
Unit Number	Building Name	Land Number	Area	Size	Purchase Price	Estimated Price	Certificate			
1304	THE METROPOLIS	521	Business Bay	107.66	500,000	1,526,732				
3302	VIDA RESIDENCE DOWNTOWN	345-6794	Burj Khalifa	186.9	500,000	-				
408	FAHAD 2	383-335	Al Thanyah First	134.78	650,000	-				
P3-13	THE BINARY BY OMNIYAT	499	Business Bay	190.54	2,000,000	2,400,000				
Showing 1 to 4 of 4 entries								Previous	1	Next

Figure 30 Select Property

2. User will click on the **Valuation Certificate** button.

Property Details	
Home / My Portfolio / Property Details	
	615 Unit Number
	1,577,600 Purchase Price
	100.00 % Ownership
	Yes Freehold
	No Granted
Property Details	
Property Status	FREE
Area	Business Bay
Building Name	MERANO
Floor No.	6
Size	91.24
Municipality Number	-477
Room(s)	2 B/R
Property Services	
Download Certificate	>
Loss Certificate	>
Valuation Certificate	>
Quick Links	
My Dashboard	>
To whom it may concern	>
My Profile	>

Figure 31 Property Details

3. User will fill the required fields:
4. User will click **Continue** button to proceed.

Home | About Us | eServices | Service Directory | News & Media

Search | Contact Us | My DLD

Valuation Certificate

Note: All fields marked with an asterisk (*) are mandatory

Mobile Number*

Valuation Type*

Property Income Value* AED

Property Expenses* AED

Net Income* AED

Location on Floor*

Property Age*

View*

Map not available* DLD Map Issue Date*

Continue Reset

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 32 Valuation Certificate Service From

5. System will show the service Voucher Details.
6. User will confirm Payment by clicking on the **Confirm Payment*** checkbox.
7. User will click on the **Pay** button.

Home / My Requests / Voucher Details

Valuing Residential built land fees	4,000.00 AED
Knowledge fee	10.00 AED
Innovation fee	10.00 AED
Total	4,020.00 AED

Confirm Payment*

Pay

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 33 Valuation Certificate Voucher Details

- 8. System will redirect the user to Noqodi payment gateway to pay the service fees using one of the following payment methods:
 - 8.1. Digital Wallet (Noqodi Wallet)
 - 8.2. Credit/Debit Card
 - 8.3. Net Banking

The screenshot shows the Noqodi payment gateway interface. At the top, there is a blue header with the Noqodi logo and the tagline "A faster & easier payment experience." To the right of the header, it says "Your session will expire in" followed by a clock icon and "Need help? Call us: (04) 2376100".

The main content area is titled "Choose your mode of Payment". On the left, there is a vertical menu with three options: "Digital Wallet", "Credit/Debit Card", and "Net Banking". The "Digital Wallet" option is highlighted with a red box.

In the center, there is a form for the Digital Wallet payment method. It has two input fields: "Digital Wallet" and "Password". Below these fields is a blue "Sign in" button. At the bottom of the form are two buttons: a green "Pay Now" button and a blue "Cancel" button.

On the right side, there is a box titled "Order & Payment Details" with a red border. It contains the following information:

- TAX REGISTRATION NUMBER(TRN)**
100495408500003
- Order Number**
991025
- Order Description**
Property Valuation Certificate
- Transaction Amount**
4,020.00 AED
- noqodi Charges***
2.00 AED
- 5 % VAT on noqodi charge**
0.10 AED
- Total**
AED 4,022.10

Figure 34 Noqodi Payment

9. User will select his payment method and pay the service fees.
10. Noqodi will show a confirmation message to the user after successful payment.

noqodi A faster & easier payment experience. Need help? Call us: (04) 2376100

Payment Successful

noqodi Transaction ID
S2PXY1584864494285

Merchant Transaction ID
20-2020-15

An email with your order summary has been sent to your email address **shweta.krishna@emaratech.ae** and mobile **0509487038**

Your order is being shipped to	Merchant Contact Information
shakeel	Tabou Mobile
shweta.krishna@emaratech.ae	switu.shah@emaratech.ae
0509487038	096444444

You will be redirected to merchant automatically, please, do not close the browser 00:00

[Click Here](#)

Figure 35 Successful Noqodi Payment

11. User will be redirect to DLD website where he can view his request status updated as Paid.

The screenshot shows the DLD website interface. At the top, there is a navigation bar with links for Home, About Us, eServices, Service Directory, and News & Media. A search bar and contact information are also present. The date '22nd March 2020' is displayed. Below the navigation, there are two main sections: 'My Portfolio' and 'My Requests'. The 'My Requests' section is highlighted with a red box. Under 'My Requests', there are two sub-sections: 'Loss Certificate' and 'Valuation Certificate'. The 'Valuation Certificate' section is also highlighted with a red box. It contains a table with columns for Property Type, Number, Status, Submission Date, and Voucher No. The table lists several entries, with the last entry having a status of 'Paid', which is highlighted with a red box. The table also includes pagination controls at the bottom.

Property Type	Number	Status	Submission Date	Voucher No.
Unit	14/2020	Completed	10/03/2020	124
Showing 1 to 1 of 1 entries				
Previous 1 Next				
Valuation Certificate				
Search:				
Property Type	Number	Status	Submission Date	Voucher No.
Land	17/2020	Entered	24/03/2020	171
Land	16/2020	Entered	24/03/2020	170
Land	15/2020	Entered	24/03/2020	169
Land	14/2020	Entered	24/03/2020	168
Land	13/2020	Entered	24/03/2020	167
Land	12/2020	Entered	24/03/2020	166
Land	11/2020	Entered	24/03/2020	165
Land	13/2020	Entered	24/03/2020	272
Unit	18/2020	Paid	24/03/2020	173
Showing 1 to 9 of 9 entries				
Previous 1 Next				

Figure 36 Paid Valuation Certificate Request

12. User will click of the  button to view the request details.

13. After DLD approval, User will click on the [24-2020-86-3.pdf](#)  button to view/download the valuation certificate.

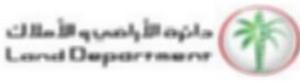
Request Details
[Home](#) / [My Requests](#) / Request Details

Request Details	
Procedure Type	Property Valuation Certificate
Property Type	Unit
Area	Al Merkadh
Voucher No.	174
Number	19/2020
Status	Completed
Submission Date	24/03/2020
Download Certificate	24-2020-86-3.pdf 

Quick Links

- [My Dashboard](#) >
- [To whom it may concern](#) >
- [My Profile](#) >

Figure 37 Completed Valuation Certificate Request

شهادة تقييم
VALUATION CERTIFICATE

Zone	Dubai	المنطقة	الجهة
Community	Al Merkadh	المركزات	المشقة
Plot No.	1385/	/1385	رقم الأرض
Municipality No.			رقم البلدية
Area	35 Sq Meter	35 متر مربع	المساحة
Building No:	1	1	رقم المبنى
Building Name:	Azizi Riviera 5	أزيزي ريفيرا 5	اسم المبنى
Unit No:	523	523	رقم الوحدة
Land Status	Under Construction	تحت الإنشاء	حالة الأرض
SQ.M Worth			سعر المتر
Total Property Worth	0.00 Dirham	0.00 درهم	القيمة الكلية
	Zero Dirhams Only	مصرف ترهما	Only
Date of Valuation	24/03/2020		تاريخ التقييم
Evaluation Purpose	Sale	البيع	غرض التقييم
Basis of Value		قيمة الأرض والبناء	أساس التقييم

This Valuation is based on Market Value which is defined as:
 *The estimated amount for which a property should exchange on the date of valuation between a willing buyer and a willing seller in an

هذا التقييم مبني على القيمة السوقية وتعريفها بالتالي:
 *القيمة المقدرة التي سوف يتاح فيها تفاعل ما قبل الترخيص بين مشتري راضٍ و

[Module - 3] To Whom It May Concern Certificate

3.1. Submit for To Whom It May Concern Certificate

To submit for a To Whom It May Concern Certificate, please execute the following steps:

1. User will be able to submit for the service using two ways as below:

1.1. First Way:

1.1.1. User will click on the **My DLD** icon.

1.1.2. User will click on the **To whom it may concern** list item as below.

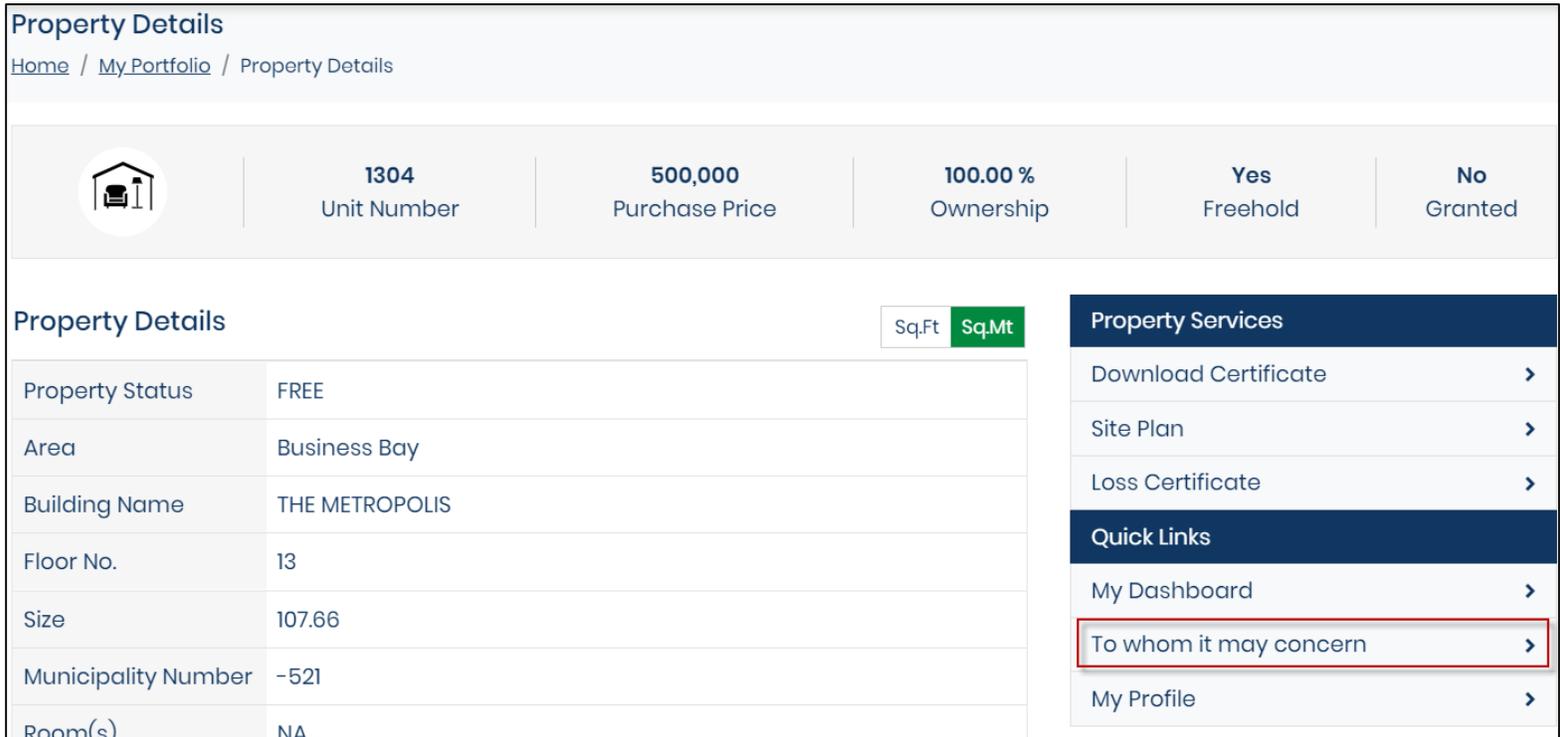
The screenshot shows the user interface of the DLD website. At the top, there are logos for the Government of Dubai, The Emirates, and the Land Department. A navigation bar includes links for Home, About Us, eServices, Service Directory, and News & Media, along with a search bar and contact information. The user is logged in as WAQAS MUNIR MUNIR AHMED, with a welcome message and the date 22nd March 2020. A dropdown menu is open, showing options for My Dashboard, To whom it may concern (highlighted), My Profile, and Sign Out. Below the menu, there are two tabs: My Portfolio (active) and My Requests. The My Portfolio section displays statistics: Total properties (4), Current Investments (3.65M AED), and a breakdown of investments: Land (0.00), Villa (0.00), and Unit (4) (3.65M). At the bottom, there is a 'My Properties' section with a unit selector for Sq.Ft and Sq.Mt.

Figure 38 To Whom It May Concern Certificate Way no.1

1.2. Second Way:

1.2.1. From the My Properties table User will click on the  button to view the property details page.

1.2.2. User will click on the [To whom it may concern](#) button.



Property Details

[Home](#) / [My Portfolio](#) / [Property Details](#)

	1304 Unit Number	500,000 Purchase Price	100.00 % Ownership	Yes Freehold	No Granted
---	----------------------------	----------------------------------	------------------------------	------------------------	----------------------

Property Details Sq.Ft Sq.Mt

Property Status	FREE
Area	Business Bay
Building Name	THE METROPOLIS
Floor No.	13
Size	107.66
Municipality Number	-521
Room(s)	NA

Property Services

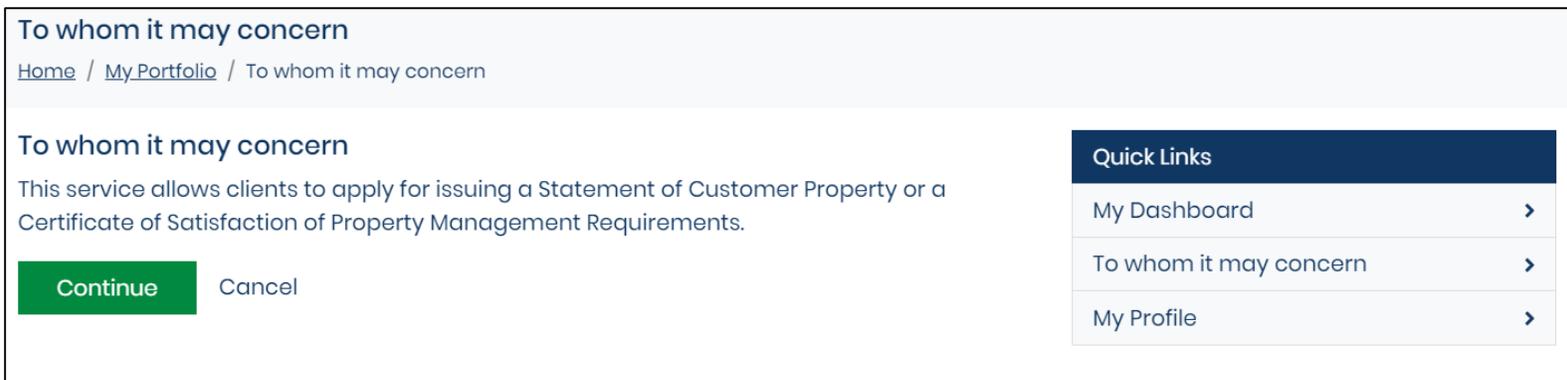
- Download Certificate >
- Site Plan >
- Loss Certificate >

Quick Links

- My Dashboard >
- To whom it may concern >**
- My Profile >

Figure 39 To Whom It May Concern Certificate Way no.2

2. System load the service form.
3. Use will click **Continue** button to proceed.



To whom it may concern

[Home](#) / [My Portfolio](#) / [To whom it may concern](#)

To whom it may concern

This service allows clients to apply for issuing a Statement of Customer Property or a Certificate of Satisfaction of Property Management Requirements.

Continue Cancel

Quick Links

- My Dashboard >
- To whom it may concern >**
- My Profile >

Figure 40 To Whom It May Concern Certificate From

4. System will show the service Voucher Details.
5. User will confirm Payment by clicking on the Confirm Payment* checkbox.
6. User will click on the **Pay** button.

Voucher Details
Home / My Requests / Voucher Details

Issuing a (To whom it may concern) certificate	50.00 AED
Knowledge fee	10.00 AED
Innovation fee	10.00 AED
Total	70.00 AED

Confirm Payment*

Pay

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 41 To Whom It May Concern Certificate VoucherDetails

7. System will redirect the user to Noqodi payment gateway to pay the service fees using one of the following payment methods:
 - 7.1. Digital Wallet (Noqodi Wallet)
 - 7.2. Credit/Debit Card
 - 7.3. Net Banking

noqodi A faster & easier payment experience. Your session will expire in 10:00 Need help? Call us: (04) 2376100

Choose your mode of Payment

Digital Wallet

Credit/Debit Card

Net Banking

Digital Wallet

Password

Sign in

Pay Now **Cancel**

Order & Payment Details

TAX REGISTRATION NUMBER(TRN)
100495408500003

Order Number
399441

Order Description
To whom it may concern

Transaction Amount
70.00 AED

noqodi Charges*
2.00 AED

5% VAT on noqodi charge
0.10 AED

Total AED 72.10

Figure 42 Noqodi Payment

8. User will select his payment method and pay the service fees.
9. Noqodi will show a confirmation message to the user after successful payment.

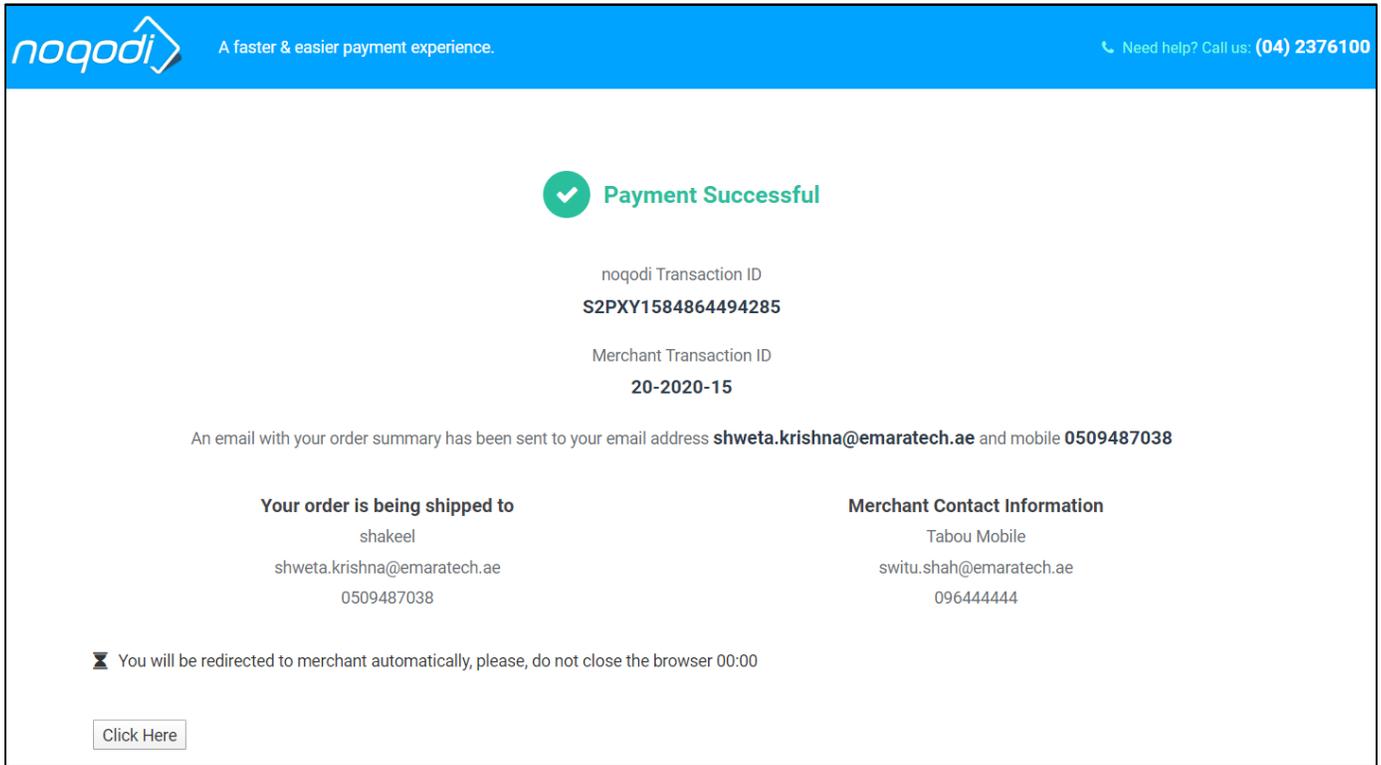


Figure 43 Successful Noqodi Payment

10. User will be redirect to DLD website where he can view his request status updated as Paid.

To Whom It May Concern				Search:
Number	Status	Submission Date	Voucher No.	
13/2020	Completed	19/03/2020	133	⊕
14/2020	Completed	19/03/2020	137	⊕
19/2020	Entered	22/03/2020	155	⊕
9/2020	Completed	01/03/2020	114	⊕

Showing 1 to 4 of 4 entries

Previous **1** Next

Figure 44 To Whom It May Concern Certificate Request

- User will click of the  button to view the request details.
- User will click on the [21-2020-13-1.pdf](#)  button to view/download the certificate.

Request Details
Home / My Requests / Request Details

Request Details	
Procedure Type	Site Plan
Property Type	Unit
Area	Business Bay
Voucher No.	149
Number	15/2020
Status	Completed
Submission Date	22/03/2020
Site Plan (Opens in browser)	Affection Plan 

Quick Links

- My Dashboard >
- To whom it may concern >
- My Profile >

Figure 45 To Whom It May Concern Certificate Request Details



دائرة الأراضي والأملاك
Land Department



1/3
تاريخ: 19/03/2020

لعمري بهمة الأمر

رقم المالك:
784198657419044
بكالستان

رقم الجواز:
الجنسية

الطلبات المتعلقة حالياً - (طلبات مكتملة)

إحداثيات

عدد السمات: 4

المنطقة: رقم الساحة:	الشارع التجاري: رقم الساحة:	رقم الأرض: المساحة:	رقم الوحدة: رقم الوحدة:	تاريخ البداية: تاريخ الطلب:	اسم العميل: اسم العميل:
0 ميج	رقم فرعي: رقم الفرع: 107.66 ملاك حر	34 رقم مرجع: 107.66	107.66/107.66 1304	18/02/2020	THE METROPOLIS
0 ميج	رقم فرعي: رقم الفرع: 186.90 ملاك حر	186 رقم مرجع: 186.90	186.90/186.90	18/02/2020	

Figure 46 To Whom It May Concern Certificate