

Registration Assurance System (RAS)

User Manual

Introduction

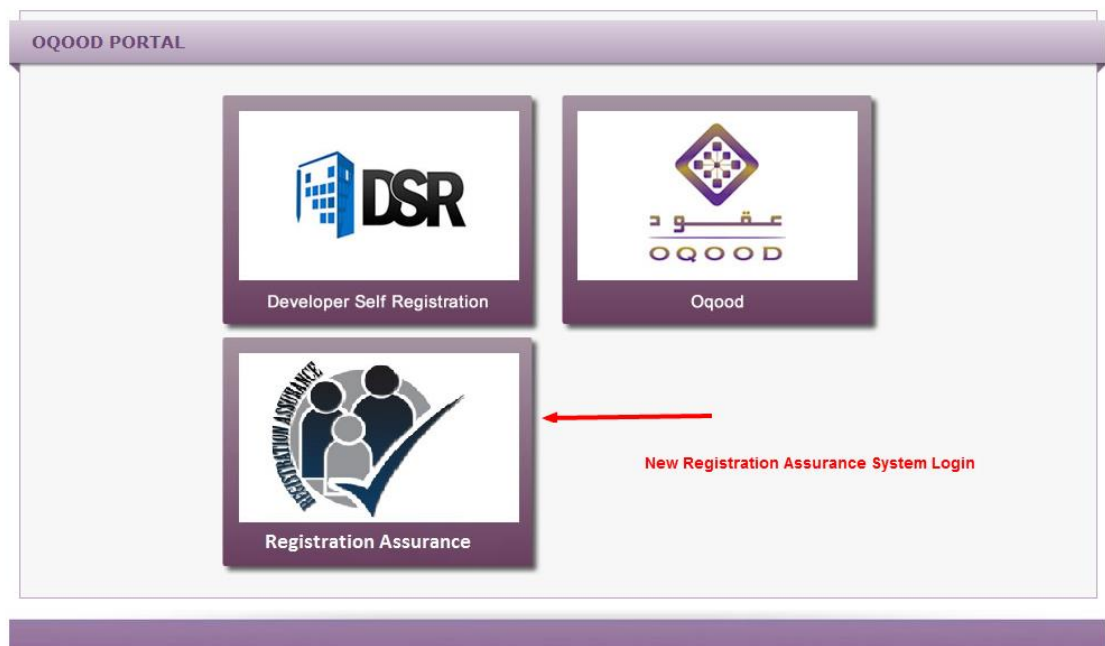
Registration Assurance System is the latest e-services portal launched by Dubai Land Department (DLD) to regulate more efficiently the real estate developer market. Making sure that all sold properties must be registered under the name of the investor(s) in DLD either in off plan or completed projects.

This system will allow any investor or developer to initiate a complaint request on the other party if he is refusing or delaying the registration process. Concurrently, DLD will search for unregistered properties and put a complain on the developer even if the investor did not complain.

Process Description

System Registration

- 1- All developers' admin users have already access to the new RAS system from OQOOD portal (www.oqood.ae) and will see RAS icon after login.



- 2- After clicking on the RAS icon you will be redirected to the workspace for all requests with different statuses

The screenshot displays the Government of Dubai Land Department's Registration Assurance portal. At the top, there are logos for the Government of Dubai and the Land Department, along with navigation links: 'REGISTRATION ASSURANCE', 'HOME', 'REGISTRATION REQUESTS', 'ADD SUB ACCOUNTS', 'BACK TO PORTAL', and 'LANGUAGE'. A 'Welcome back' message is visible. The main content area is divided into five sections, each with a 'No Data Found' message and a note that no requests have been submitted yet. Red arrows and text highlight the 'Requests awaiting for reply' and 'Final warning sent' sections as the most important for developers to check.

Registration Requests Assigned to me
Registration Requests Assigned to current logged in employee
No Data Found
No requests have been submitted yet.

Requests awaiting for reply ←
Requests that you should reply **Most important Section, where DLD approved request appears here
Developers must reply within 7 days**
No Data Found
No requests have been submitted yet.

Final warning sent ←
Requests in last stage before issuing violations **Requests with only one week left for registration through OGOOD or DSR systems**
No Data Found
No requests have been submitted yet.

Requests submitted by me or one of my team
Please search for the property you like to create registration request for.
No Data Found
No requests have been submitted yet.

None paid violations
Issued violations awaiting for payment collection
No Data Found
No requests have been submitted yet.

CONTACT US
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Fax: +971-422-222-51
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REGISTRATION ASSURANCE
EMIRATES
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Support email: support@eres.ae

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- 3- To register more users to the system click on the “ADD SUB ACCOUNTS” in the top right corner.
- 4- Enter your user name and password then click search.
- 5- All users in the company who were registered in DSR previously will appear in the search result.

6- Check on the user name you want them to have access then click “Register”.


The screenshot shows the 'DSR Account Information' registration page. At the top, there are logos for the Government of Dubai and the Land Department. The navigation bar includes 'REGISTRATION ASSURANCE', 'HOME', 'REGISTRATION REQUESTS', 'ADD SUB ACCOUNTS', 'BACK TO PORTAL', and 'LANGUAGE'. The main content area is titled 'DEVELOPER REGISTRATION' and contains a form for creating a DSR administrator account. The form has two input fields: 'Username : *' and 'Password : *'. Below the password field, there is a note: 'This is where you can add sub accounts - fill admin username, password and click search. Choose the account you like to activate from list below. Click Save'. A 'Search' button is located to the right of the password field. Below the form, there is a 'Search Results' section with a table containing one row of data. At the bottom right, there are 'Save' and 'Close' buttons.

Employee Name	Username	Email
[Redacted]	oriz	[Redacted]


Complaint Request

- 1- Request will be sent by investor or directly from DLD.
- 2- After approval by DLD employee, an email will be sent to you by the details of the investor and property details. You can access the request details under “Waiting for Reply” section in the workspace.

- 3- You will have 7 calendar days to reply on the request from the system by selecting one of the options and put any needed remarks and / or attachments



حكومة دبي
GOVERNMENT OF DUBAI



دائرة الأراضي والأماك
Land Department

REGISTRATION ASSURANCE
HOME
REGISTRATION REQUESTS
ADD SUB ACCOUNTS
BACK TO PORTAL
LANGUAGE

Welcome back

Request Basic Information

Request Number : 99	Request Status : Approved
Request Year : 2014	Request Date : 29/06/2014
Assigned To : ← DLD Employee who is processing the request	Assigned On : 29/06/2014

Requester Details

Name : Mohammed Investor or DLD Employee details who created the request	Date Of Birth : 02/06/2014
Email : [REDACTED]	Mobile : [REDACTED]
Nationality : Egypt	Passport Number : AP9834341

Property Details

Requested Property Details
Requested Property details, sent by the investor, may differ than the exact property details

Registration Type : Off-Plan Property	Property Type : Unit
Property Number : BD Address SV T2-44-4405	Land Number : 158
Area : BURJ KHALIFA	Building Name : SKY VIEW TOWER 2
Developer : EMAAR PROPERTIES (PJSC) / 555	Project : 29 BOULEVARD / 1276

Approved Property Details
Approved Property details, after revision by DLD Employees, this is what you should use for registration

Registration Type : Off-Plan Property	Property Type : Unit
Property Number : BD Address SV T2-45-4502	Land Number : 158
Area : BURJ KHALIFA	Building Name : SKY VIEW TOWER 2
Developer : EMAAR PROPERTIES (PJSC) / 555	Project : THE ADDRESS RESIDENCE - SKY VIEW / 1338

Payment Details

Full Amount Paid: Yes	Last Payment Date: 02/06/2014
Contract Amount:	Total Paid Amount:

Developer Reply

Reply : ← Reason for not registering the property

---Please Select---

Remarks :

Any Remarks

Required Documents

Put all documents you would like to send to DLD Employees in one file and attache it here

Document Name :	Issue Date : *
<div style="border: 1px solid #ccc; padding: 2px;"> ---Please Select--- </div>	<input style="width: 90%; border: 1px solid #ccc;" type="text"/>

Browse
Upload

Reply status : Pending


Click this button to save your reply on the request
Reply on Request

Print Request
Close

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- 4- Your reply will be sent to DLD for review and if accepted the reply will be closed, but if its rejected, the request will be moved under the “Final Warning Sent” in the workspace. Also, you must register the property within additional 7 calendar days in either OQOOD or DSR depending on the project status.
- 5- If you registered the property within the first or the second 7 days, you will be charged extra AED 1000 as an ERES Fees.
- 6- If the second 7 days passed and you did not register, then a violation will be issued with amount of AED 11,010.
- 7- The violation can be paid:
 1. Part of the registration fees if you registered through OQOOD or DSR.
 2. Or visit DLD to pay all violation issued against you.
- 8- If you did not pay the violation within one month from the issue date, the registration fee will be duplicated.