

Inquiry

Purpose: The purpose of the inquiry submission is to enable users to submit questions to the Department of Lands and Surveys. A question may be associated with a query / clarification on an application, the status of the application or any other information on services offered by the DLS Portal or the Department of Lands and Surveys in general.

Log-in to the System:

The user logs into the system by using his access codes. The user is then transferred to the «**Dashboard**» homepage, where the "**Application List**" is displayed, showing all the available electronic applications as shown in Figure 1.

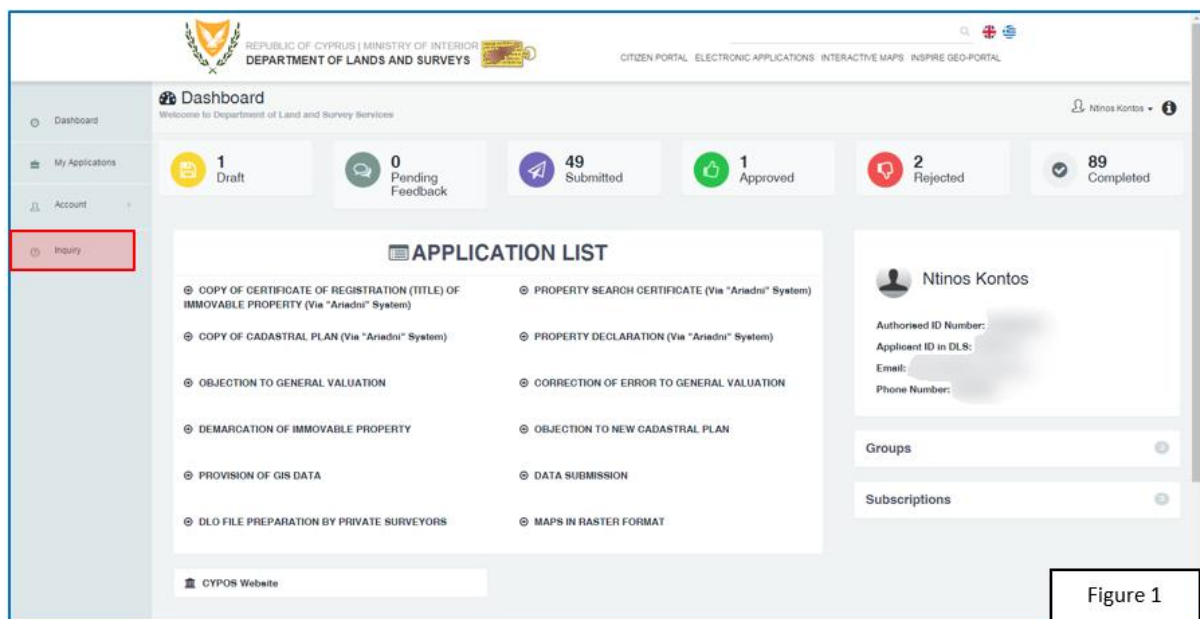


Figure 1

Tab 1 «General Information»: From this page, the user selects the "**Inquiry**" button, as shown in the red box in Figure 1 above. Then the system transfers the user to the page of tab 1 "**General information**", where a brief description of the application is available, as shown in Figure 2.

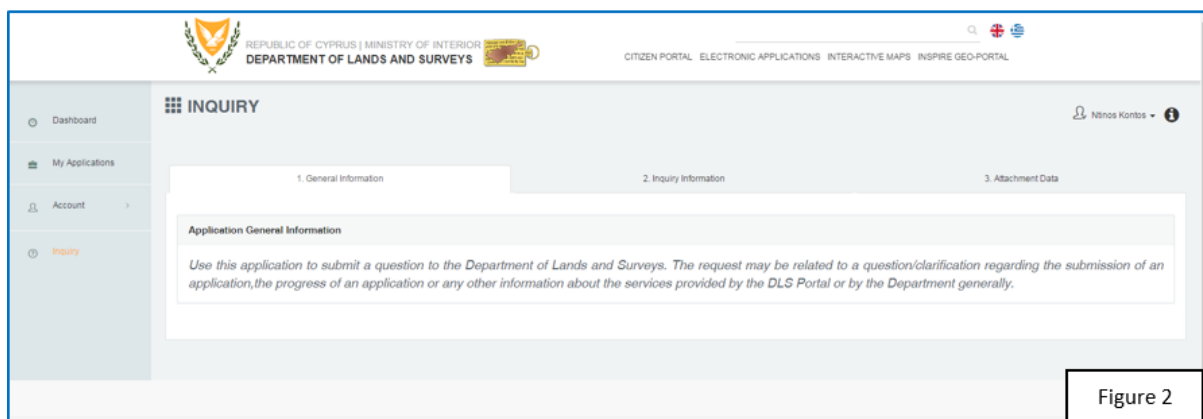


Figure 2

Tab 2 «Inquiry Information»: Then the user selects the tab 2, «**Inquiry Information**» where he must complete the "**Inquiry Details**" form, as shown in Figure 3.

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DEPARTMENT OF LANDS AND SURVEYS

CITIZEN PORTAL ELECTRONIC APPLICATIONS INTERACTIVE MAPS INSPIRE GEO-PORTAL

Dashboard My Applications Account Inquiry

INQUIRY

1. General Information 2. Inquiry Information 3. Attachment Data

INQUIRY Details

Inquiry Type * Please select Inquiry Type

Comment *

Draft

Figure 3

Here the applicant should fill in the mandatory fields, "**Inquiry Type**" and "**Comments**." From the drop-down list of the field "**Inquiry Type**" user must select an "**Inquiry Type**" and then enter a brief description of the question in the field "**Comments**", as shown in Figures 4 and 5 below.

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Dashboard My Applications Account Inquiry

INQUIRY

1. General Information 2. Inquiry Information 3. Attachment Data

INQUIRY Details

Inquiry Type * Please select Inquiry Type

Comment *

Draft

Figure 4

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CITIZEN PORTAL ELECTRONIC APPLICATIONS INTERACTIVE MAPS INSPIRE GEO-PORTAL

Dashboard My Applications Account Inquiry

INQUIRY

1. General Information 2. Inquiry Information 3. Attachment Data

INQUIRY Details

Inquiry Type * About Applications

Comment * What is going on with my application 1/AX123/2016

Draft

Figure 5

Tab 3 «Attachment Data»: Then the user selects tab 3, "**Attachment Data**", where is able to attach a file that is related to the inquiry he wants to submit to the Department, as shown below in Figure 6.

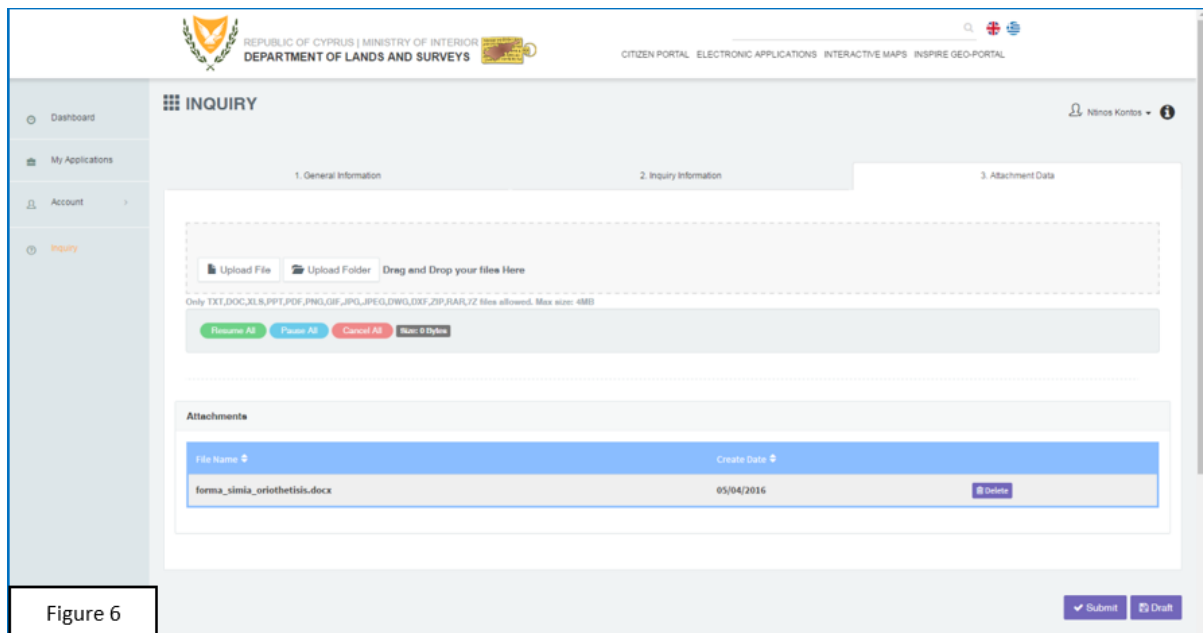


Figure 6

The buttons on the above page are described below as follows:

1. **Upload File:** The user can upload a file from the Browser.
2. **Upload Folder:** The user can upload a folder from the Browser.
3. **Attachments:** The user is able to view the attachments that has uploaded.
4. **Delete:** The user is able to delete one of the attachments.
5. **Submit:** With the use of this button the user submits his question permanently.
6. **Draft:** The user is able to save his inquiry application as a draft and to proceed with submission permanently at a later stage. (The application can also be saved as draft from tab 2 "**Inquiry Information**" where the button "**Draft**" is also available).

Once the user submits his application the system displays a message asking the user to verify the submission, as shown in Figure 7 below.

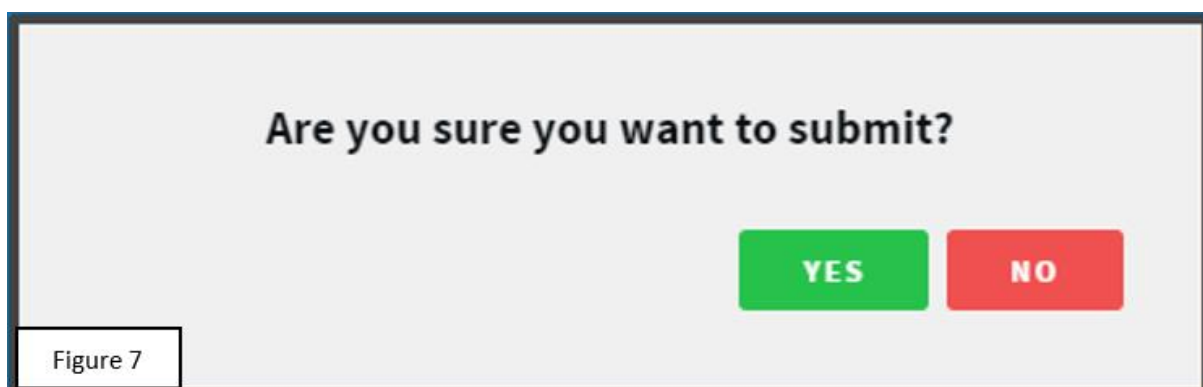


Figure 7

If the applicant's answer is **"Yes"**, the system displays the **"Submission Details"** with the message that the application has been successfully submitted, as shown in Figure 8 below.

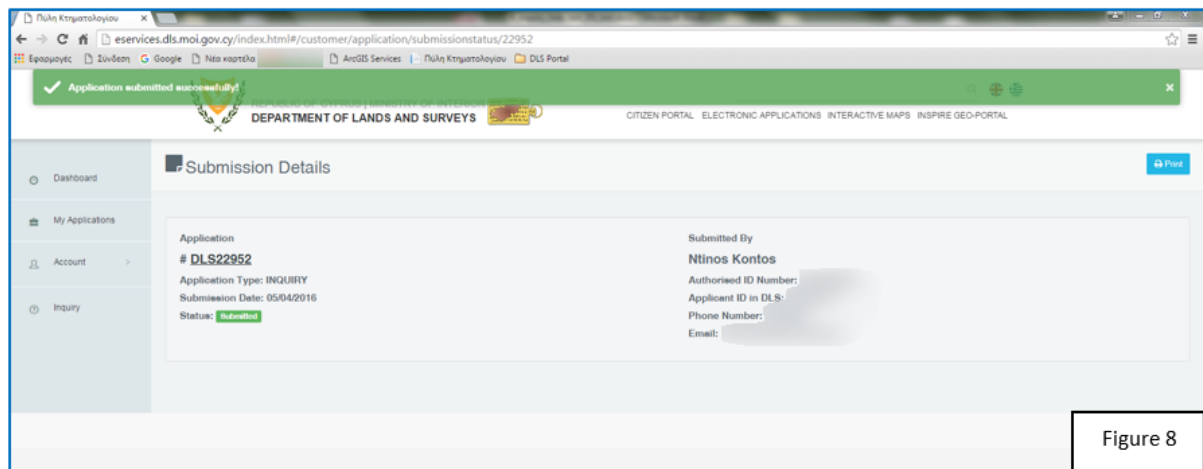


Figure 8

Note: Submission of **"Inquiry"** Application is free of charge.