وزارة البلديات والإسكان
Ministry of Municipalities and Housing

The Service of

Issuing an Occupancy Certificate

Contents
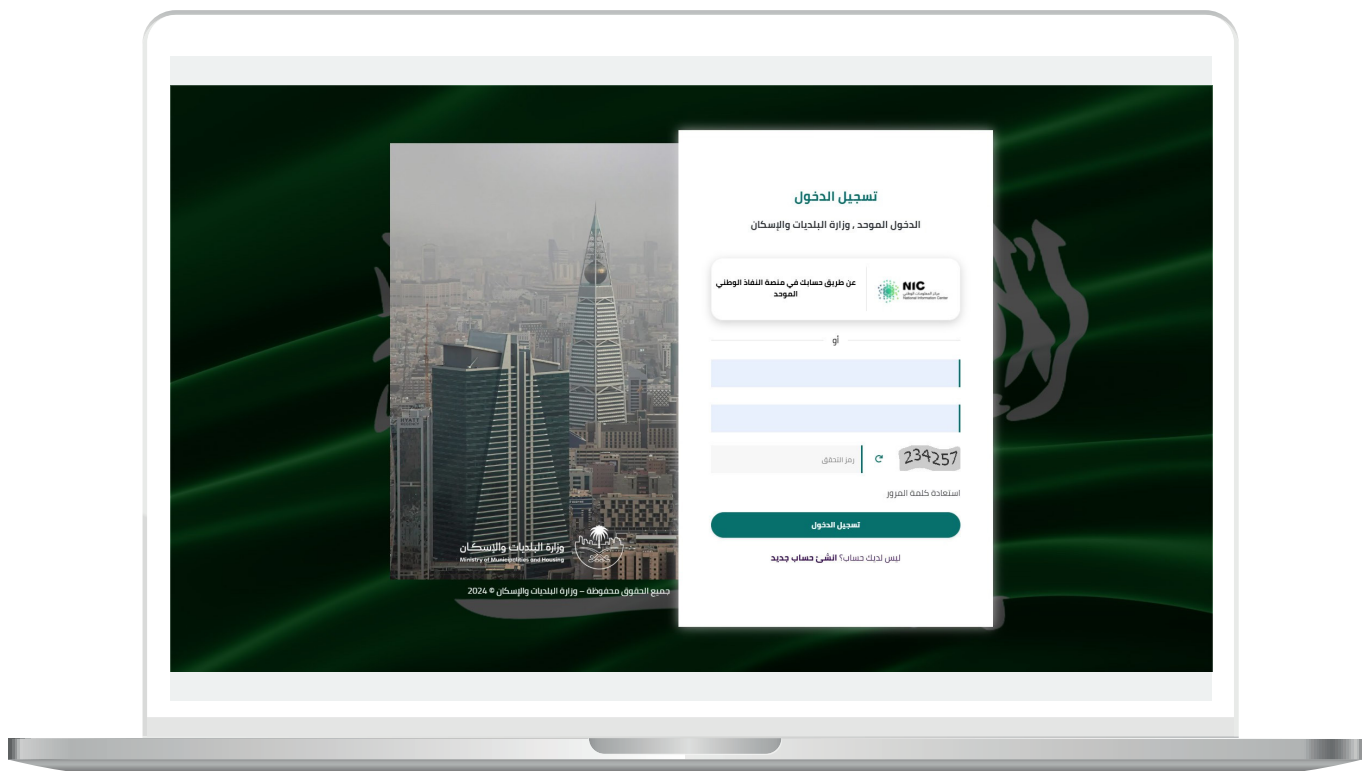
Log in to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (National ID/Iqama Number, Password, Security Code) and then clicks the (Login) button.

The security code can be refreshed by clicking on the (circular arrow).

2)   A   verification   code   will   then   be   sent   to   the   user's   mobile   phone,
which   they   need   to   enter   in   the   (Verification   Code)   field   and   click   the
(Login)   button,   as   shown   in   the   following   screenshot.
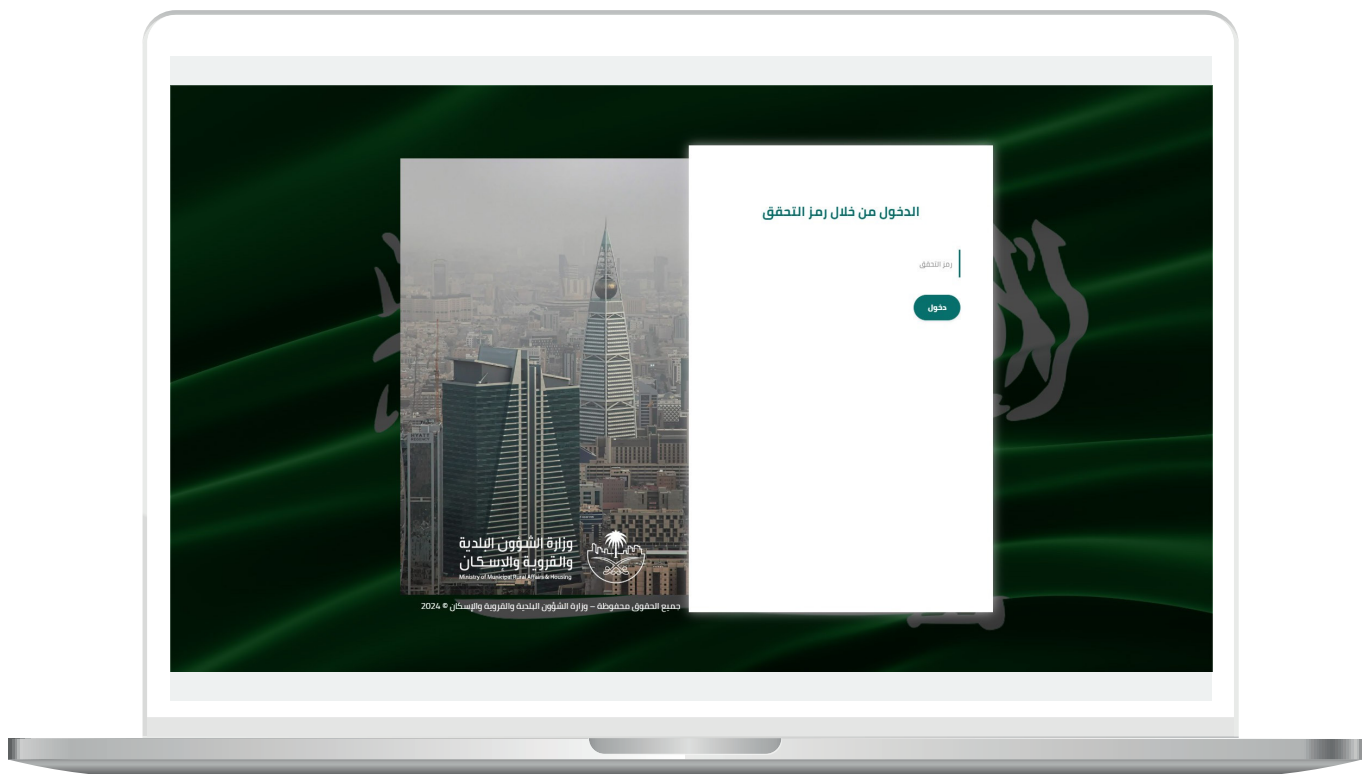
Steps to Request the Service

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
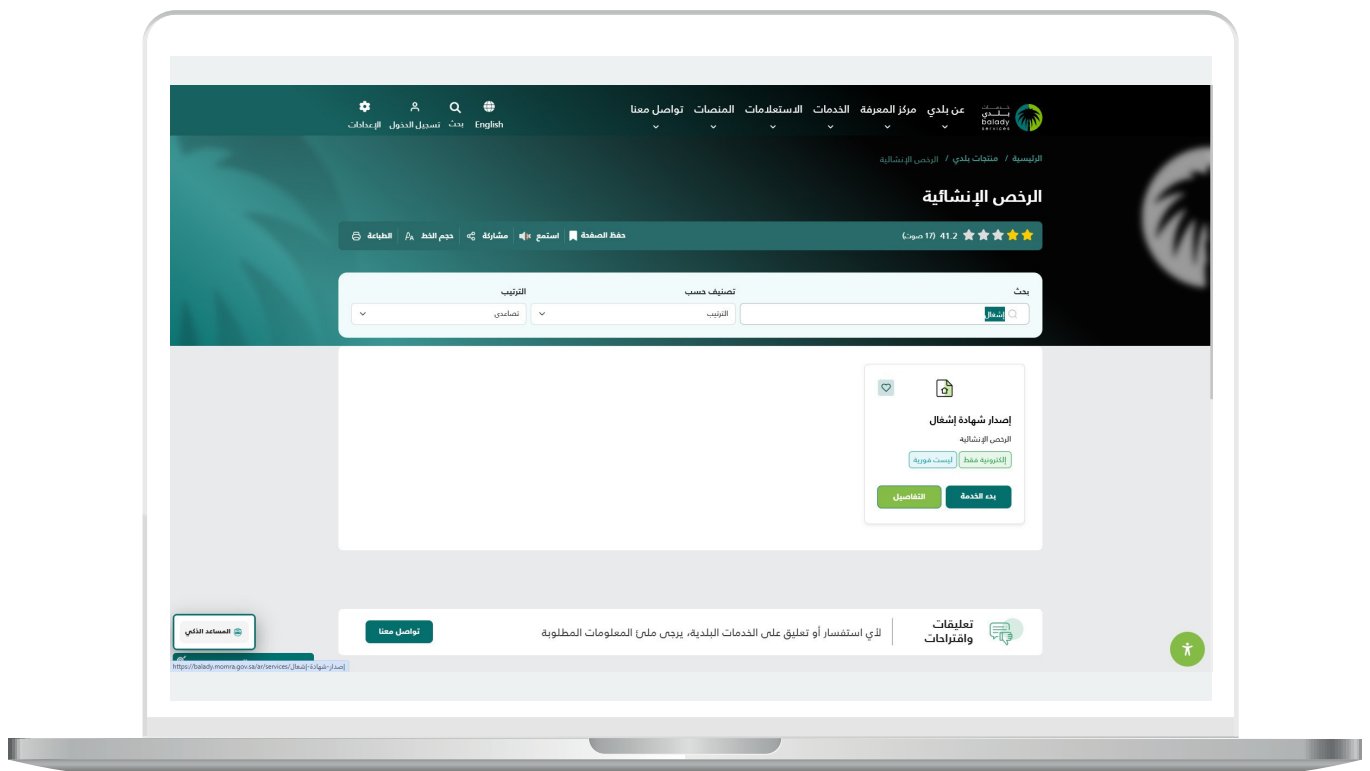
The user then clicks the (View All Products) button.

2) The following screen appears, displaying Balady's products. The user searches for the product (Construction Licenses) and clicks the (Product Details) button.
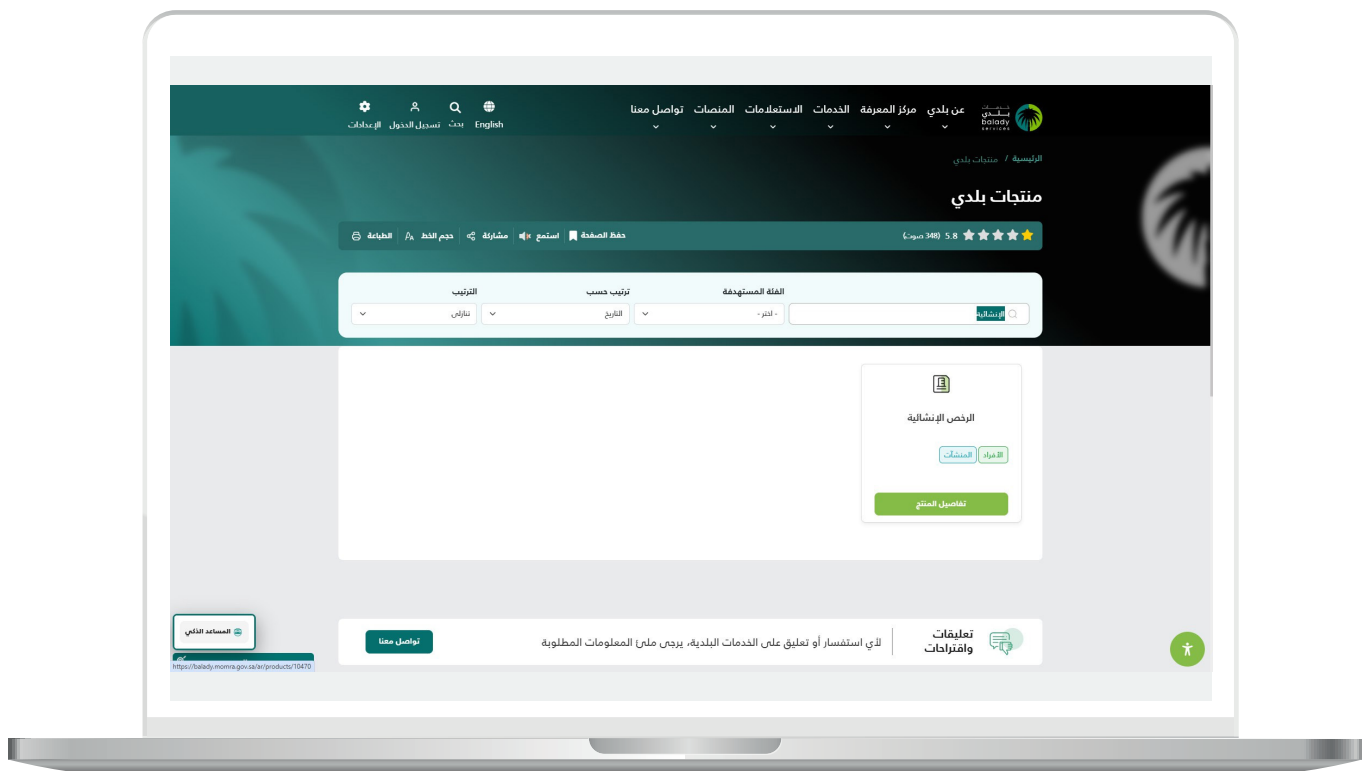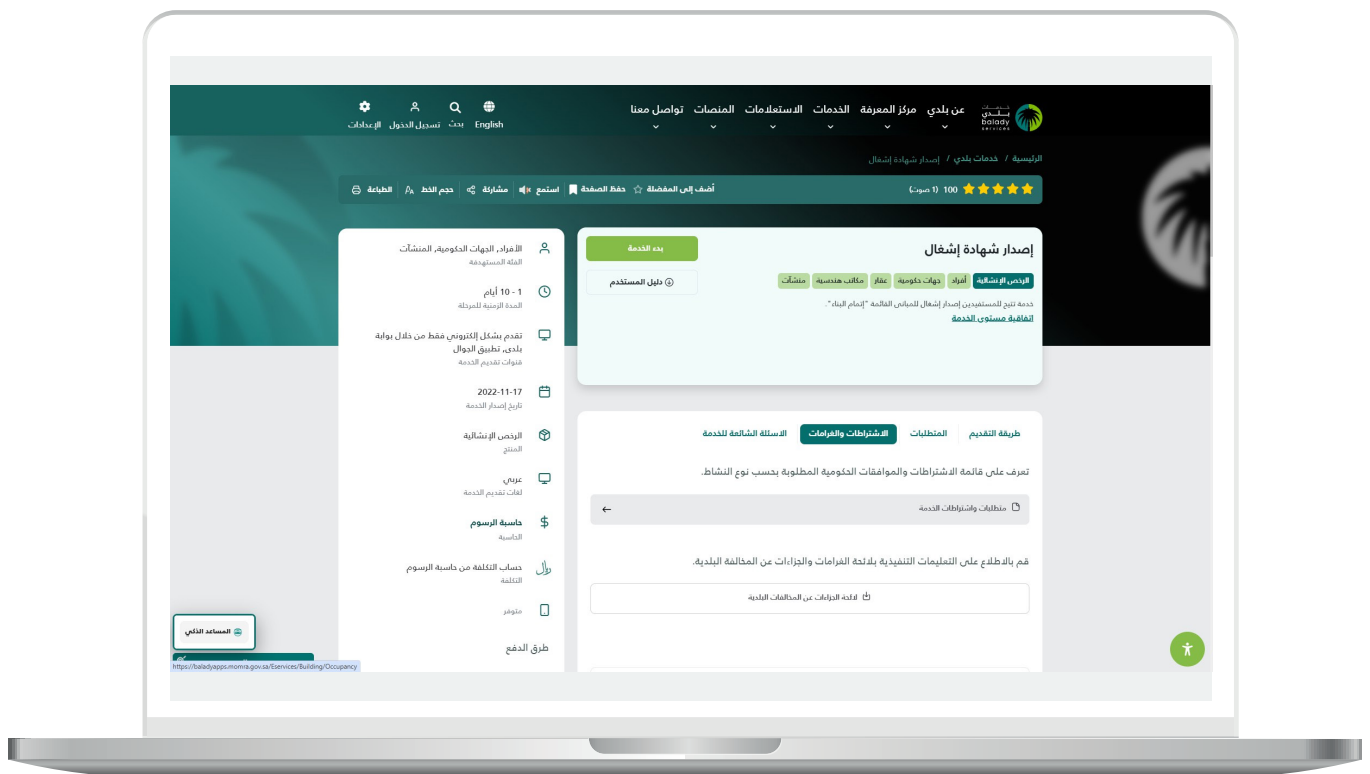
3) Then, the next screen appears where the user searches for the service and presses the button (Details).

4) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).
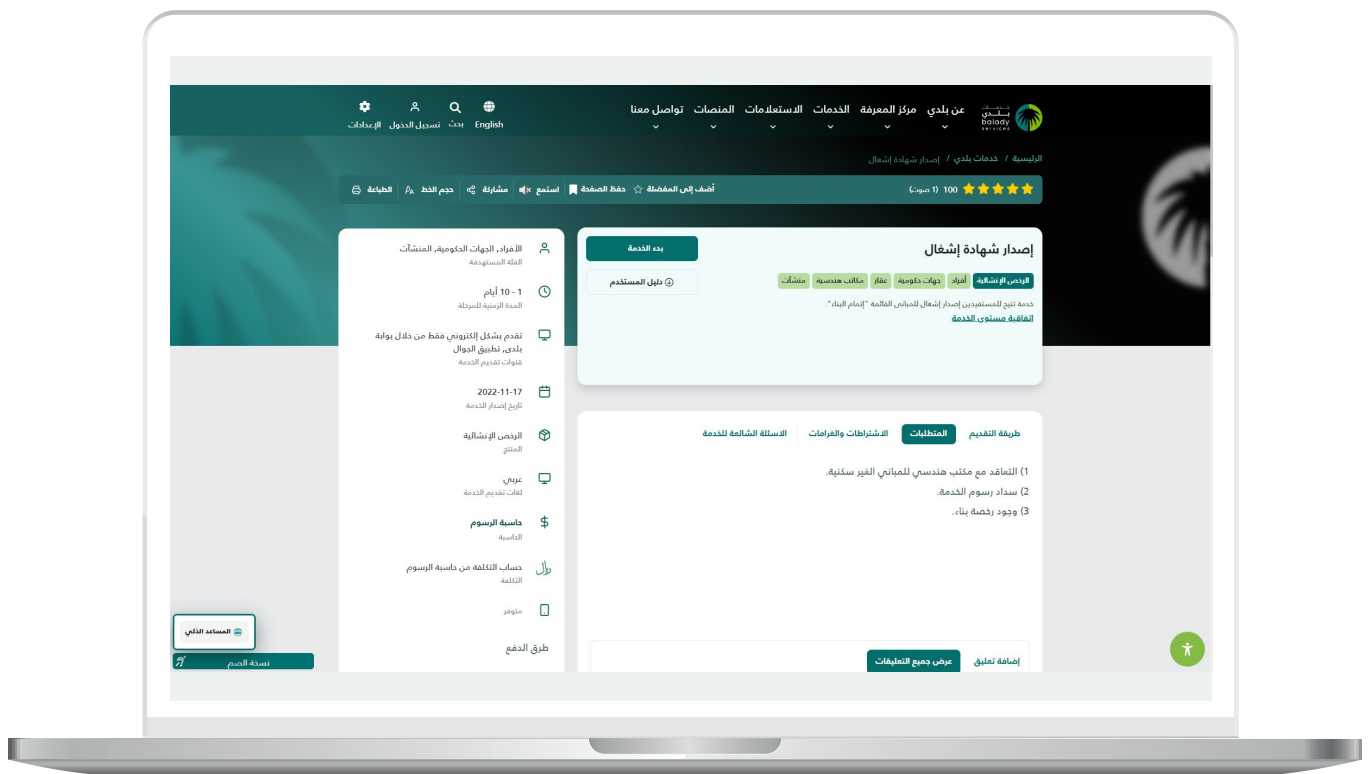
5) To start the application process, the user clicks (Start Service).

6) The next screen appears, representing the applicant's information page. The user must first verify their mobile number by entering the value in the (Mobile Number) field and then clicking the (Verify) but-ton.

7) A verification code is sent to the user's mobile phone, which must be entered in the (Confirmation Code) field, then click (Confirm), as shown in the next screen.

8) A confirmation message (Thank you, verification successful) appears on the screen, as shown below.
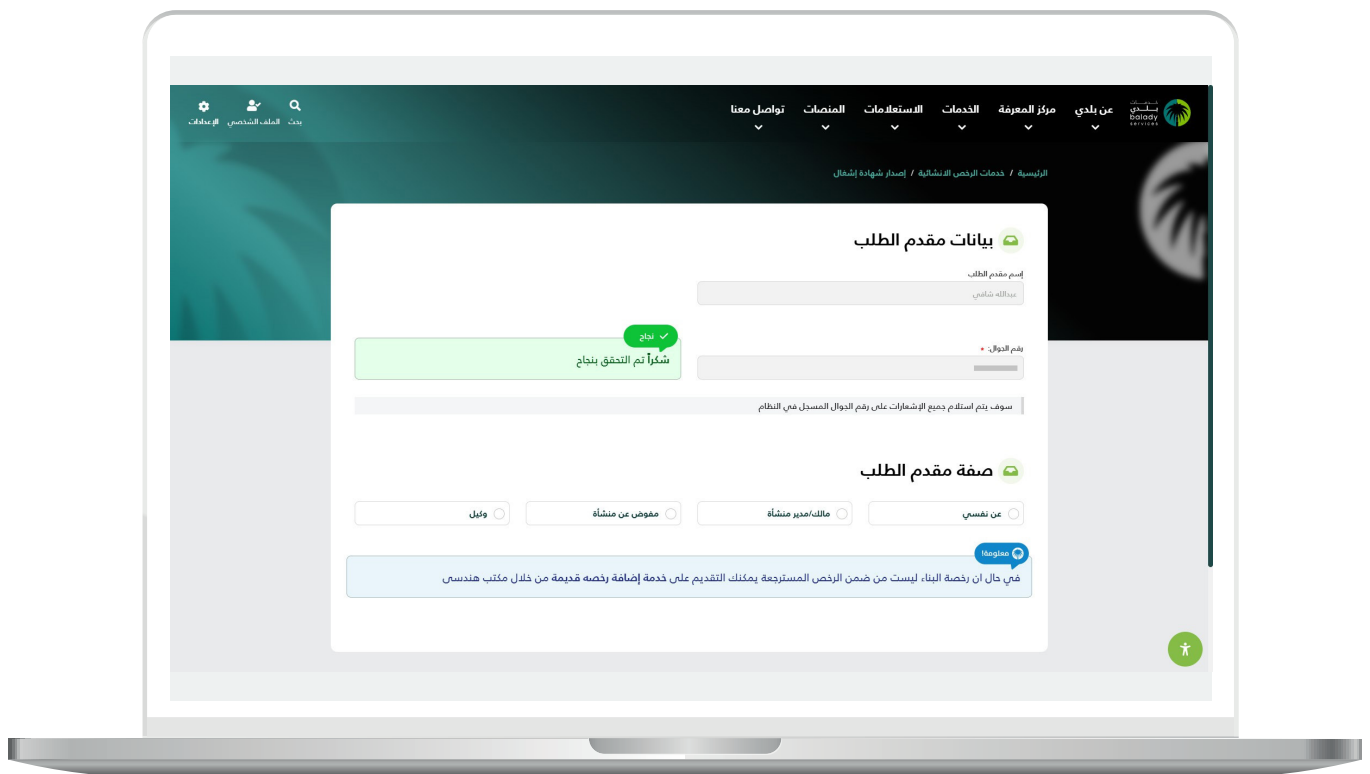
9) The user selects the applicant type from the following options: (For Myself, Owner or Manager of an Establishment, Authorized Representative of an Establishment, Agent).

In case of selecting (For Myself), all building permits linked to the national ID will appear, as shown below.
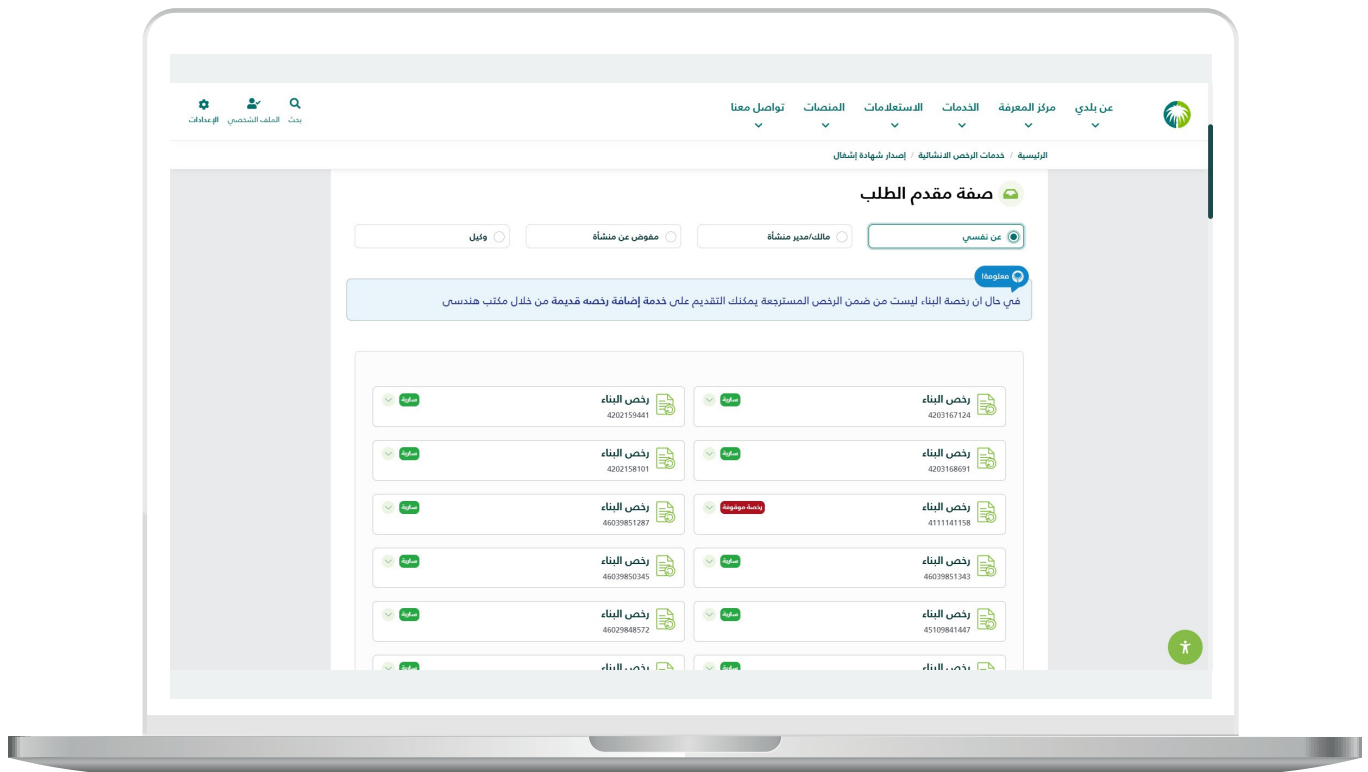
10) If (Owner or Manager of an Establishment) is selected, a new field (Commercial Register) appears, which the user fills in and then clicks (Browse).
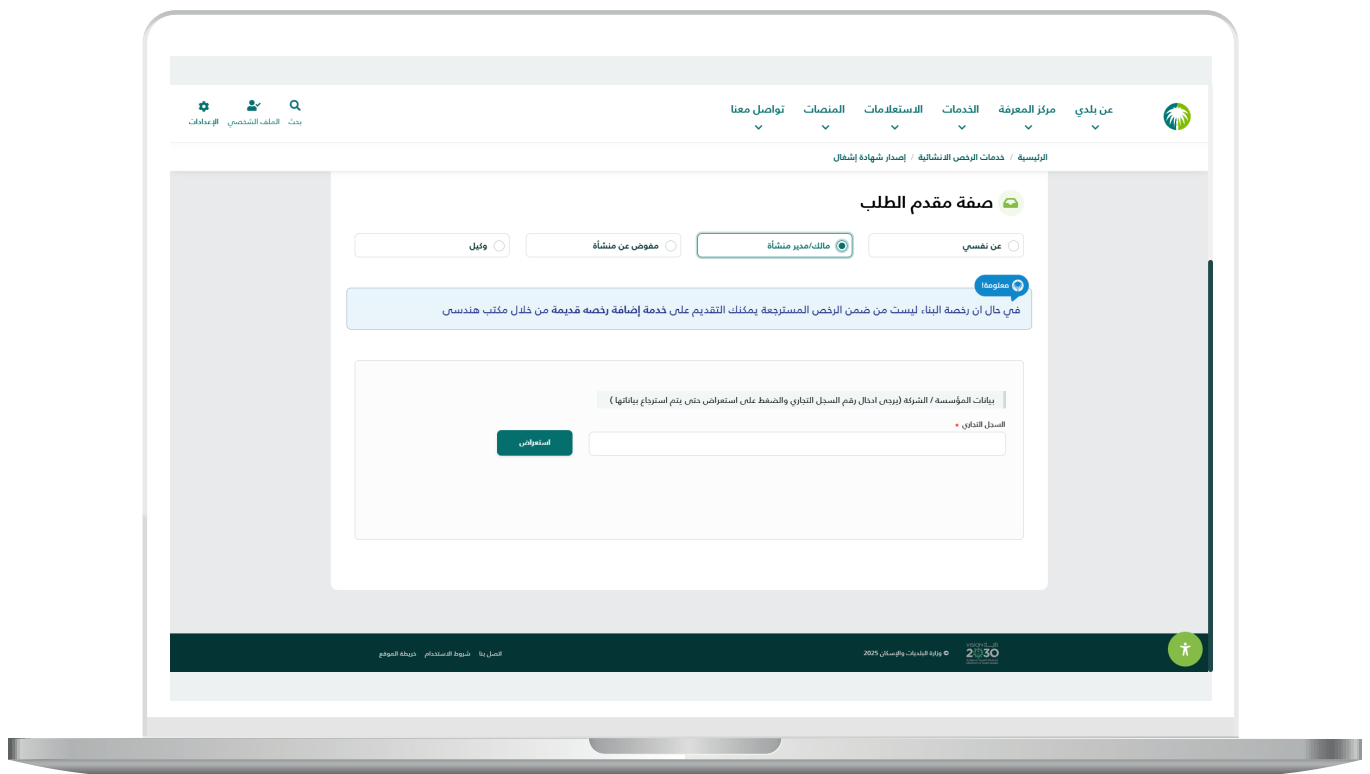
11) In case of selecting (Authorized Representative for an Establishment), a new dropdown list named (Commercial Register/700 Number) will appear, from which the user must choose an option and then click the button (View).
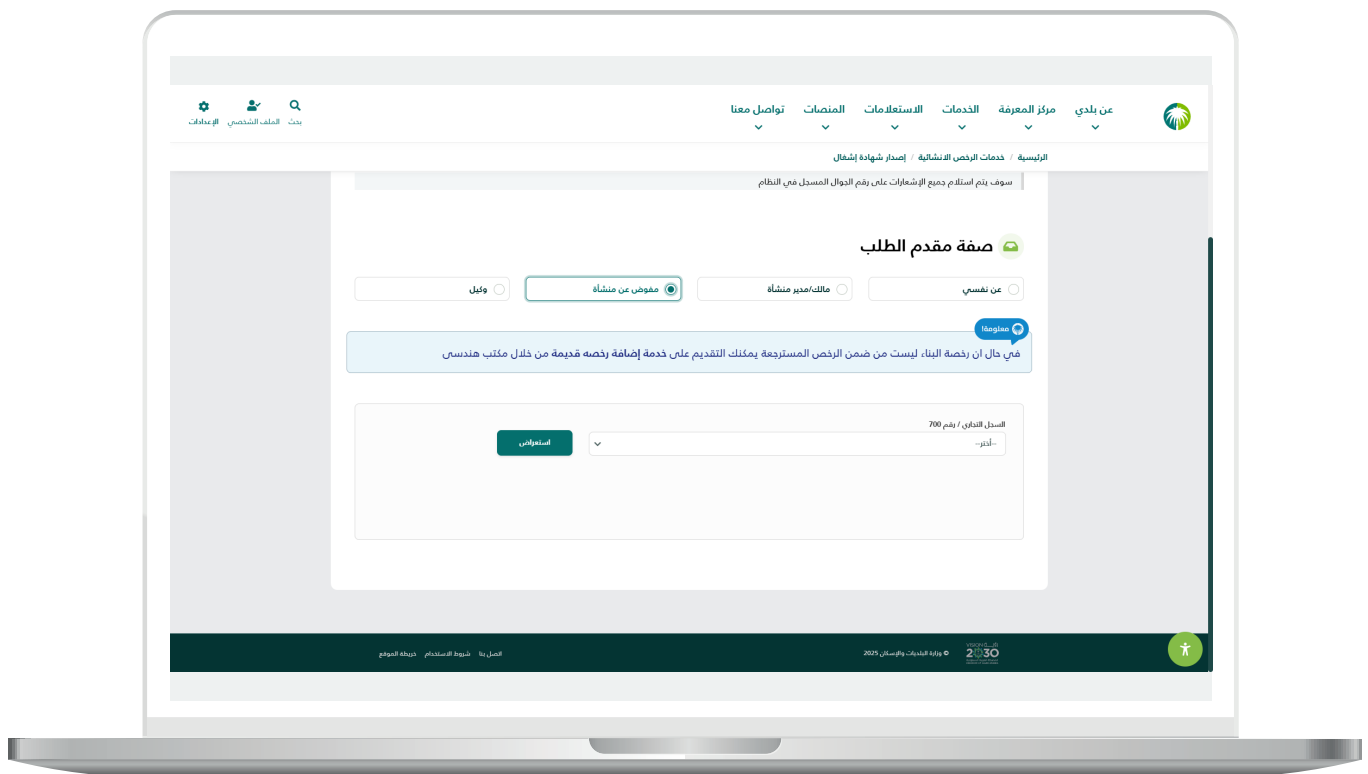
12) In case of selecting (Agent), the following options will appear (Agent for the Permit Owner, Agent for Heirs) to choose from.
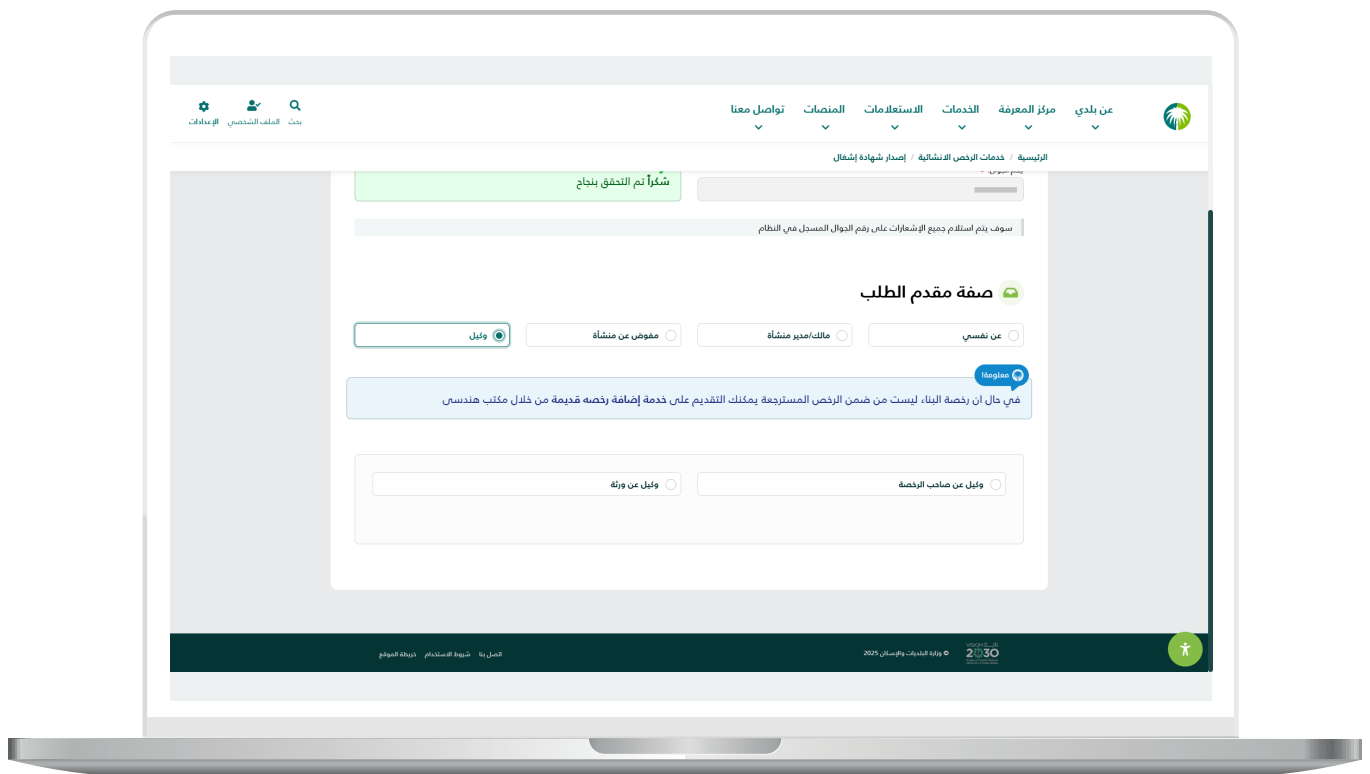
13) If any option is selected, the following fields will appear (Power of Attorney Number, Permit Owner's National ID Number, Permit Owner's ID Type, Permit Owner's Date of Birth) to be filled in before clicking the button (View).

14) In this example, (For Myself) was selected. After choosing a (Building Permit), its details will be displayed, then the user must click the button (Proceed with Request) as shown below.

15) The second stage of the application (Request Details) will then appear, displaying detailed information about (Building Permit, Owner(s) Information, Land Details, Request History, Notifications).

The user clicks (Next) to proceed to the next phase.
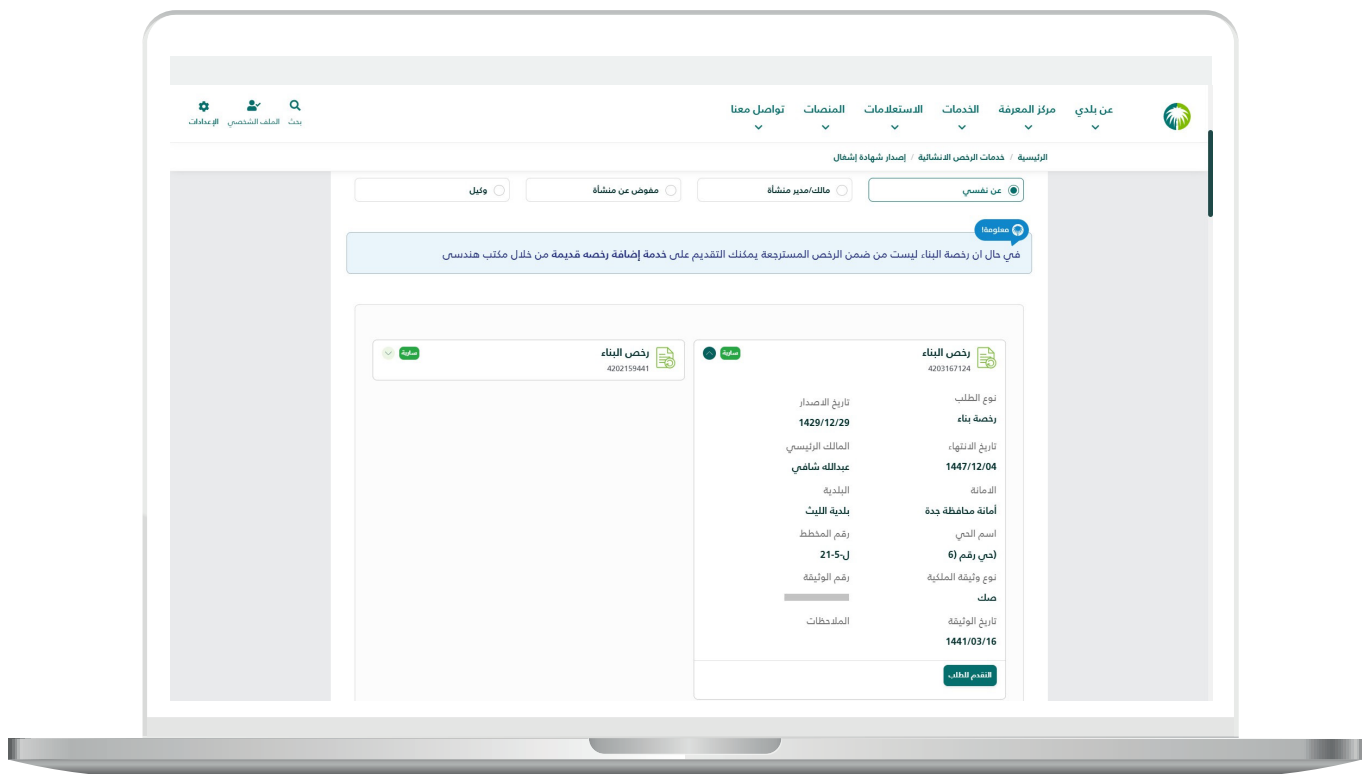
16) The next stage (Contract Information) will appear, where the user must select the type of submission from the following options (Self-application, Engineering Office Submission).

In case of selecting (Self-application), the user must fill in the field (Comments) and then click the button (Next) to proceed to the next stage.
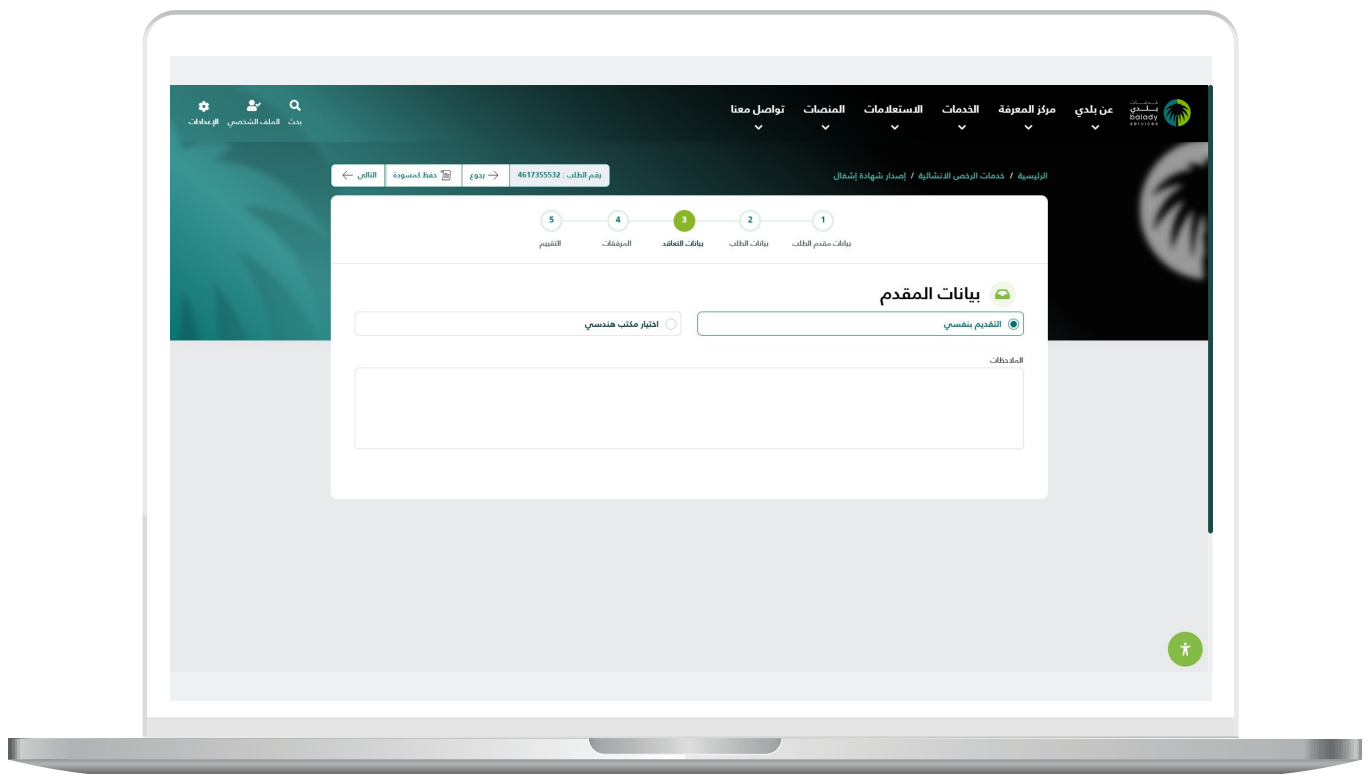
17) In case of selecting (Engineering Office Submission), the system allows the user to select values from the following dropdown lists (City, Certified Design Office (Approved Designer)).

18) The user then clicks the (Next) button.

19) In the Attachments stage, the user uploads the required documents by clicking the field and selecting a file from their device.

The user clicks (Submit Request), with the option to return to the previous stage using (Back).
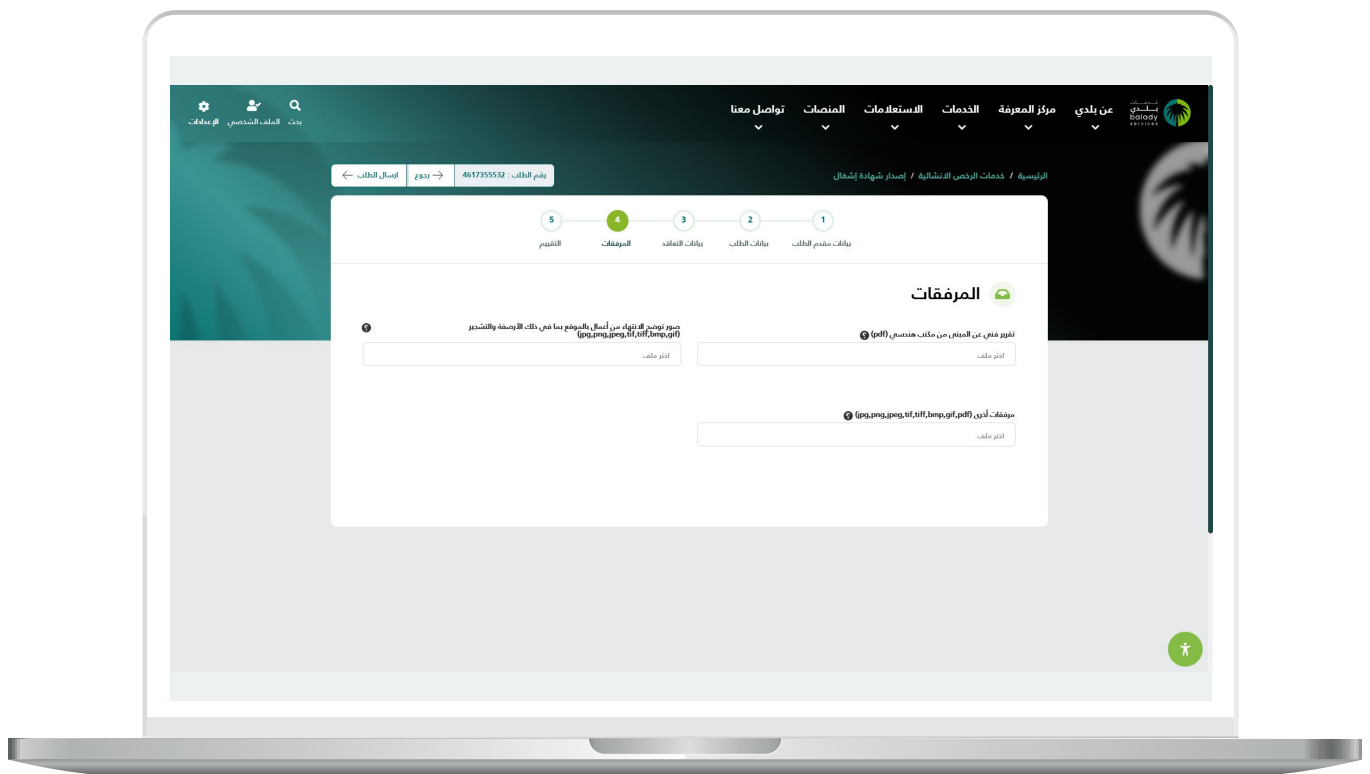
20) After submitting the application successfully, a confirmation message will be displayed, as shown below. The service can be evaluated by selecting the number of stars and entering a value in the field (Comments).
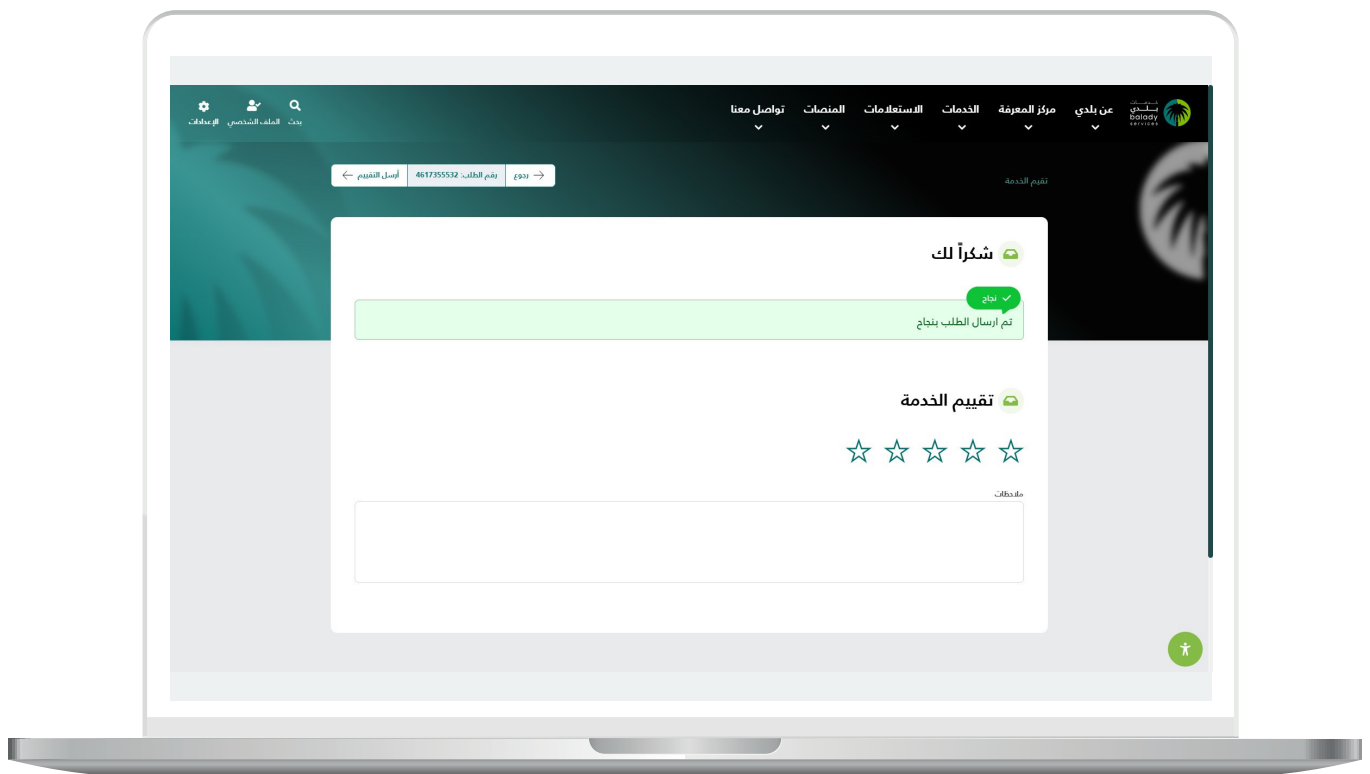
21) The user clicks (Submit Evaluation).
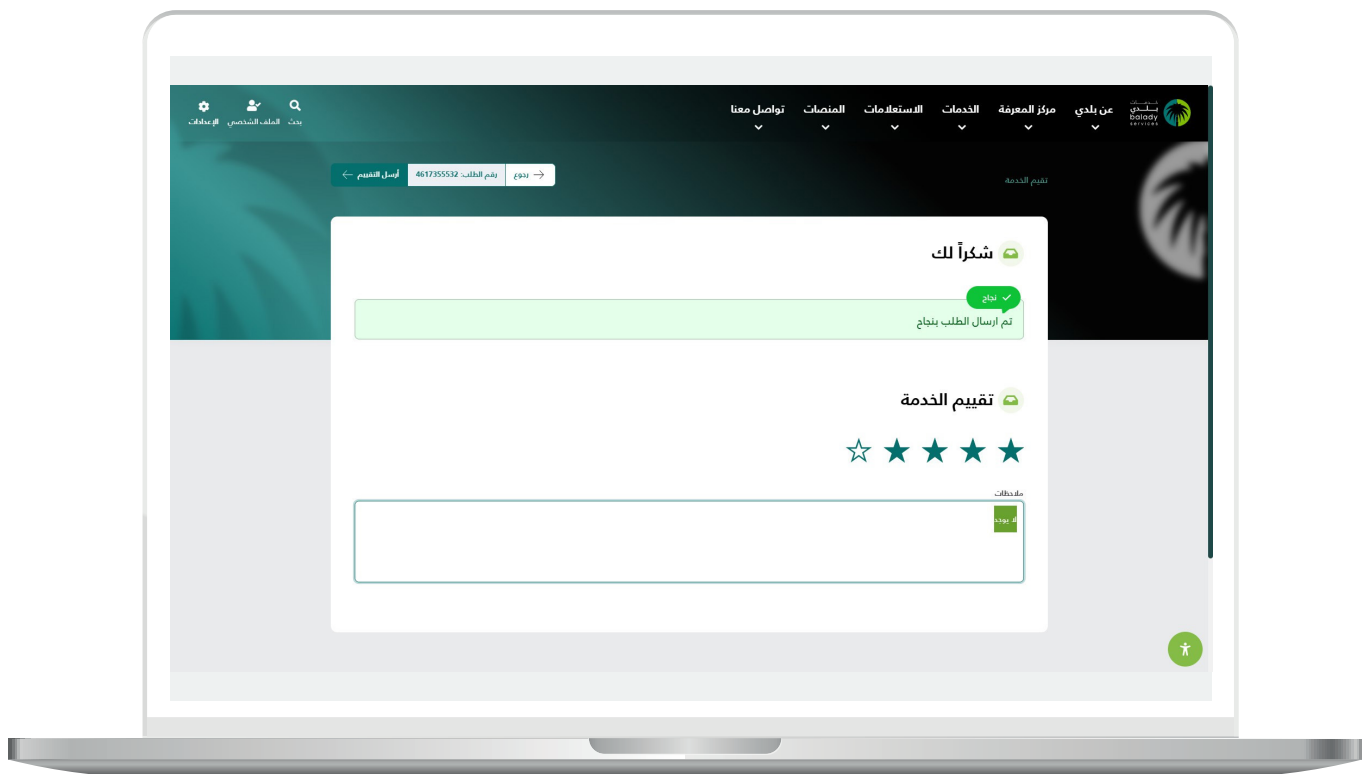
22) The evaluation is successfully saved, with a confirmation message appearing as shown below.
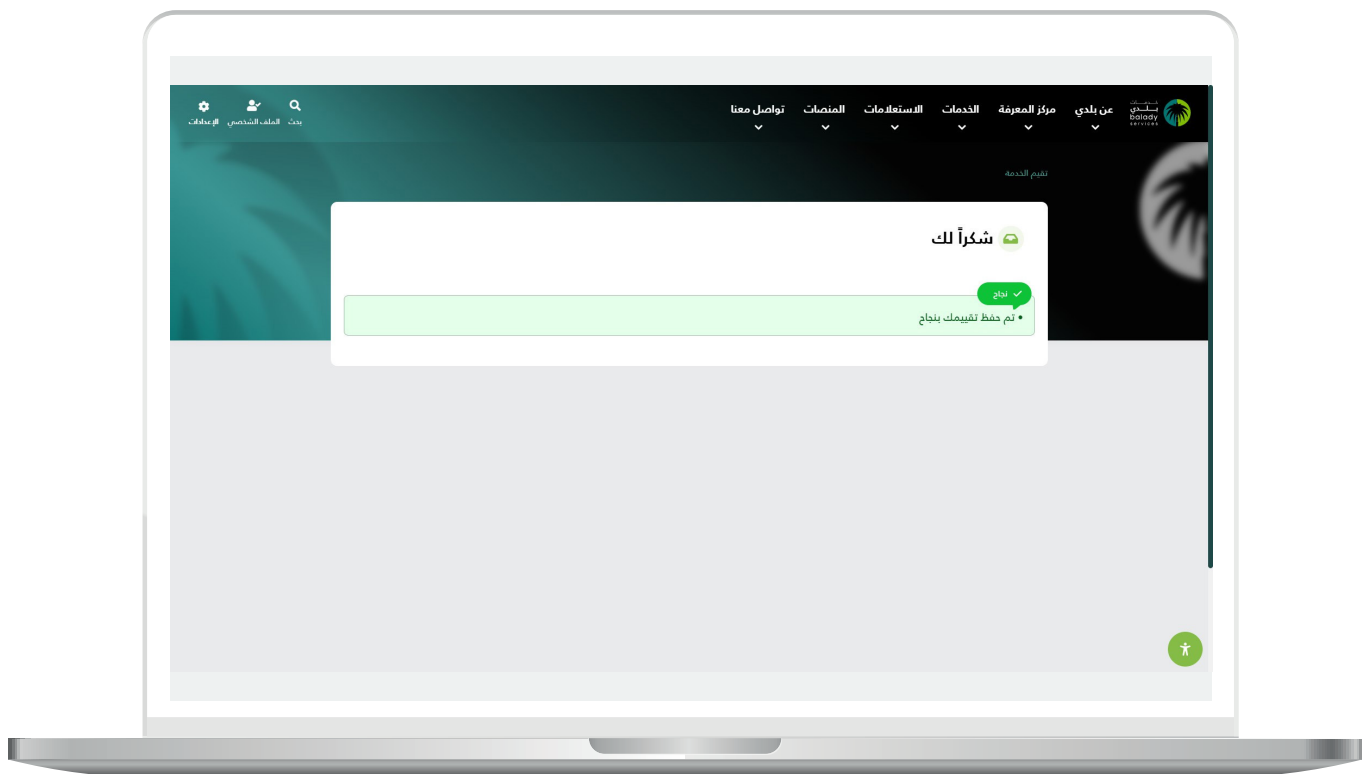
23) The user can track the application through the (My Requests) screen, where the application status will be (The application has been sent to the Engineering Office).

The request details can be viewed through the document icon (View).

Note:

After completing (Issuance of the Occupancy Certificate), the (Compliance Certificate) will be issued automatically.
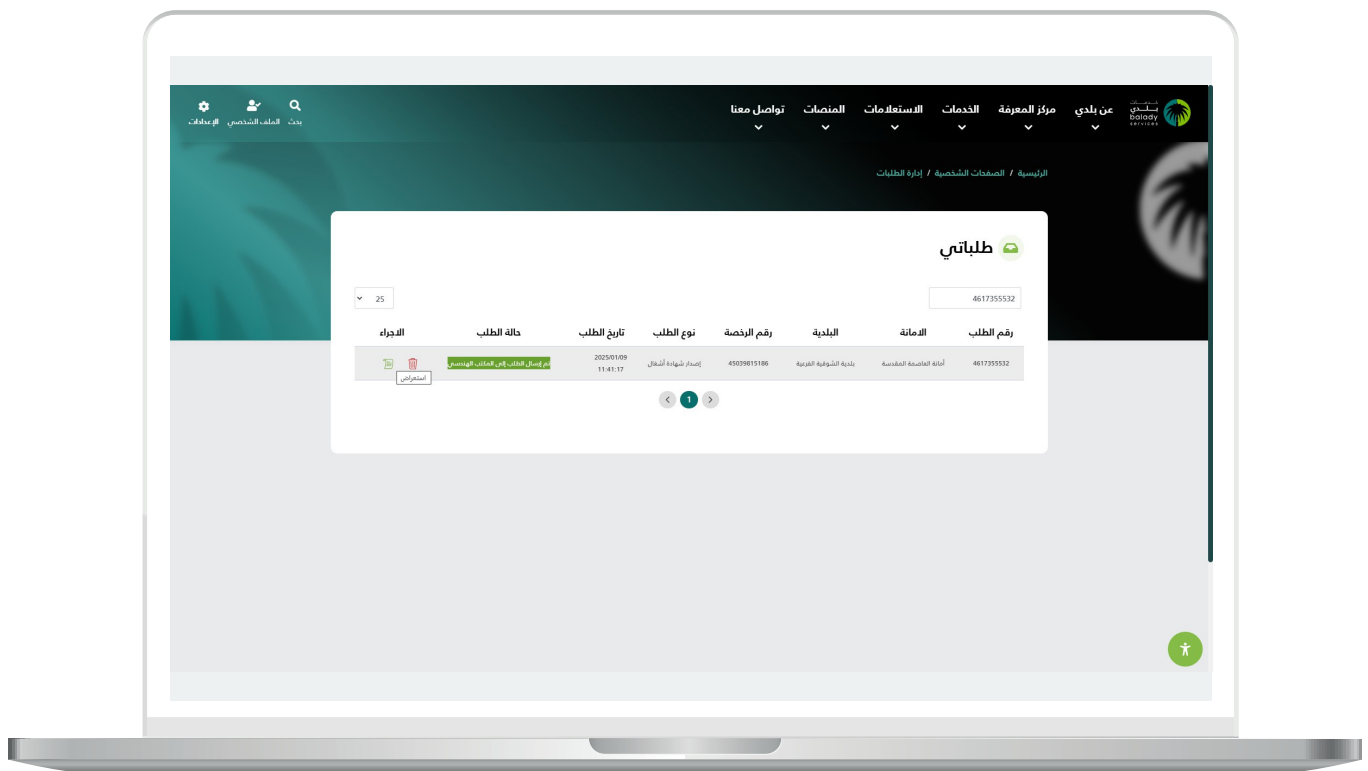
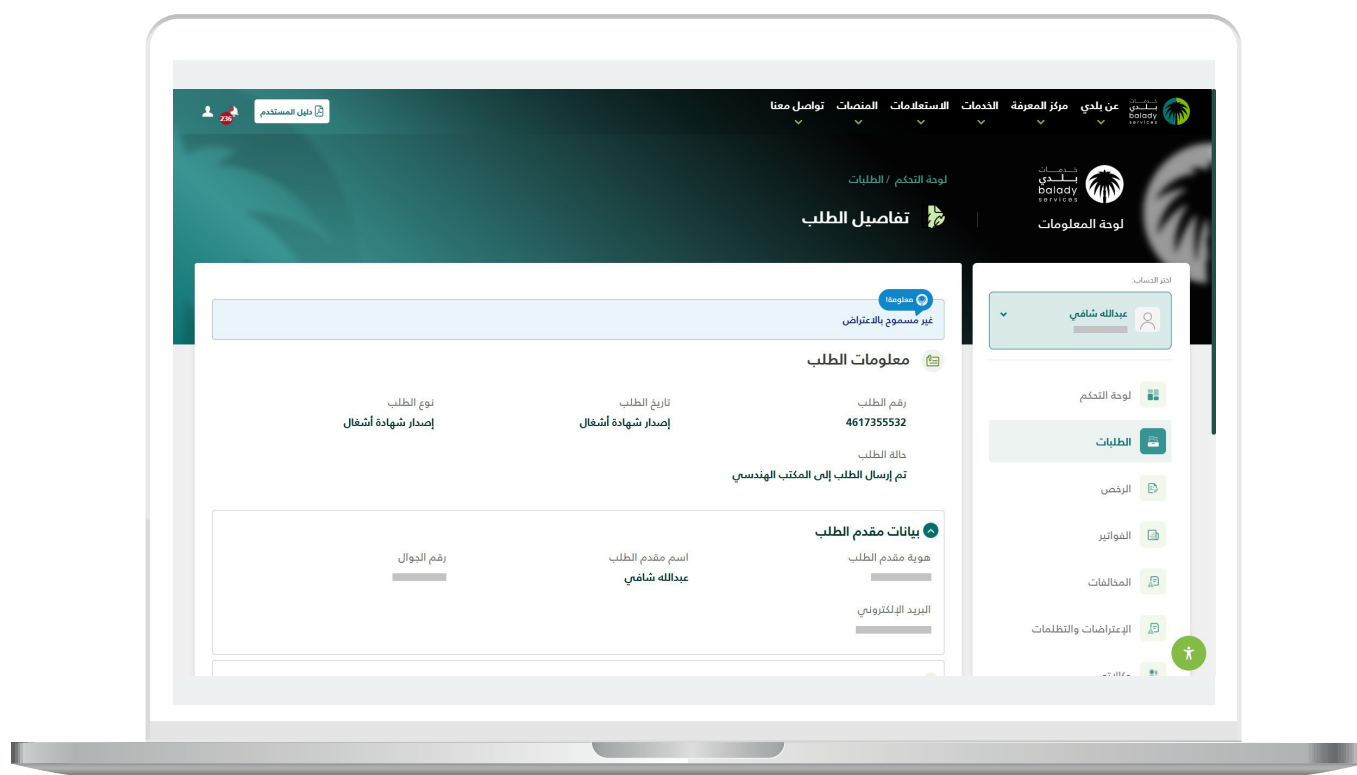24) After clicking the document icon in the (Action) column, the request details are displayed.

SMS Messages to the Beneficiary

Below are the messages sent to the beneficiary after submitting the application:

- Dear beneficiary, Ibrahim, the payment invoice number 65311305132 was issued for the issuance of an occupancy certificate for application No. 7248137144 in the amount of 0.022 riyals. The Biller Number for the Ministry of Municipals and Housing is 771.

You can evaluate the service via this link:
(HTTP://QCAPps.momra.goV.sa/eserveceS/surveY#/surveY/B0122477E-204193B54EB321ED4B9E2B)

- Permit number 7248137144 has been issued. You can print the permit including the permit detailsa.

Contact Us

You can contact the (Balady) portal through the following communication channels:

Phone: 199040

X Account: @Balady_CS

Daily Work hours (8:00 - 22:00)

☎|199040 Direct Contact Number
🐦|@Balady_CS Customer Service