



وزارة البلديات والإسكان
Ministry of Municipalities and Housing

The Service of
Issuing an Occupancy Certificate

Beneficiary's
Copy

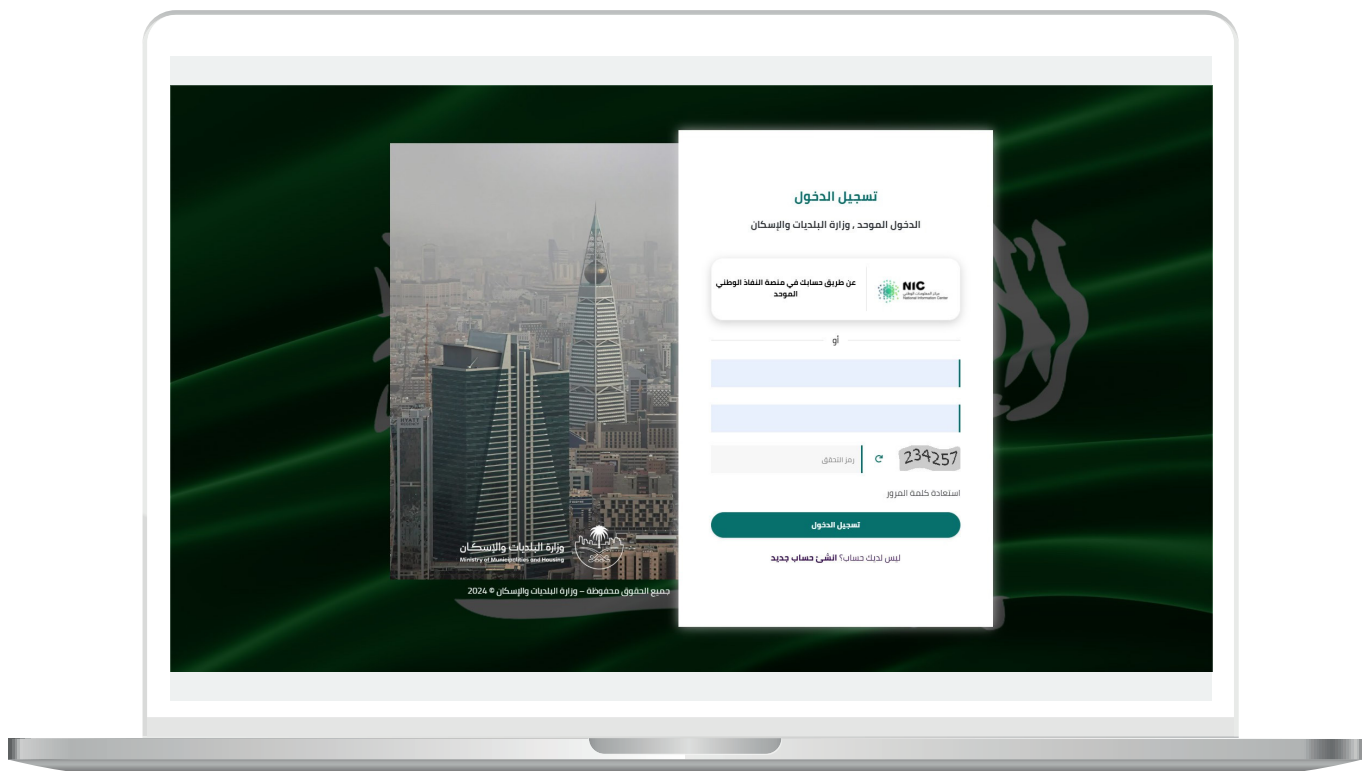
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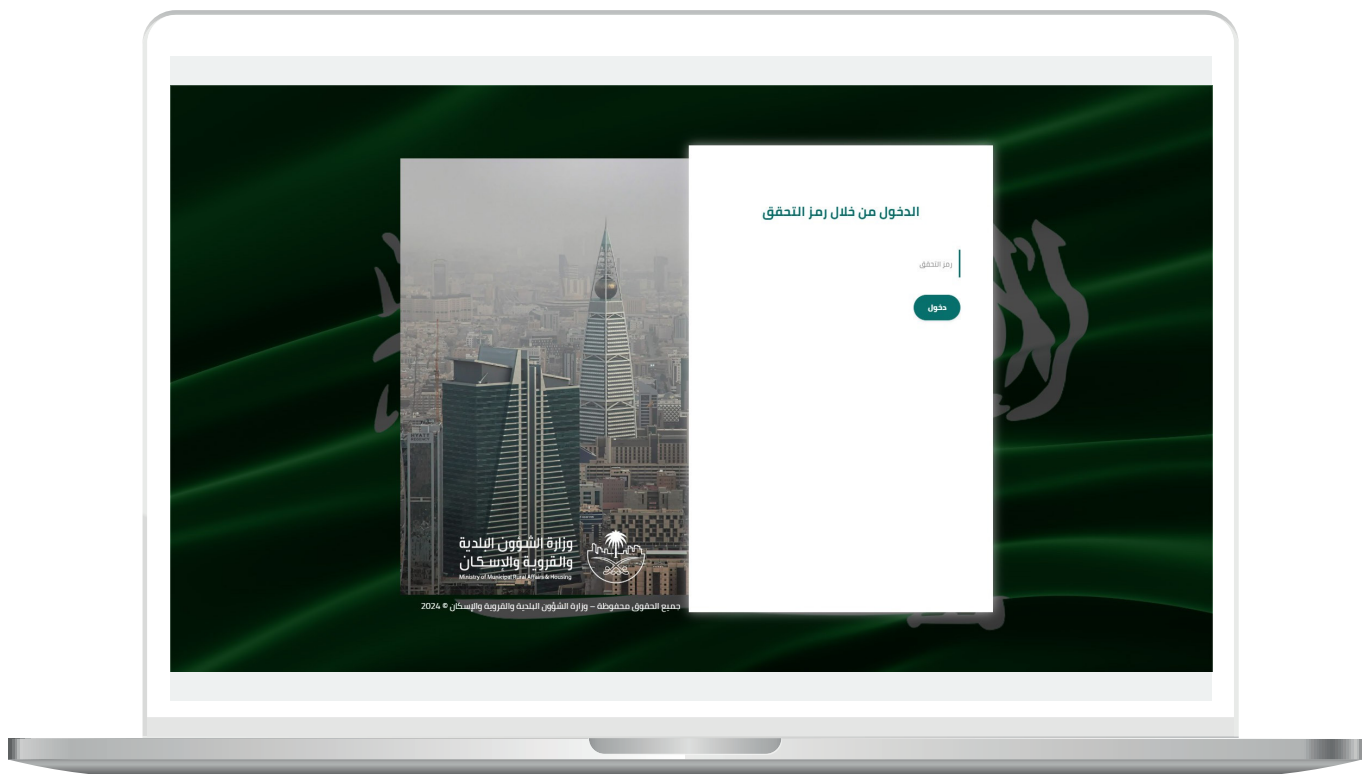
Log in to the System

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.



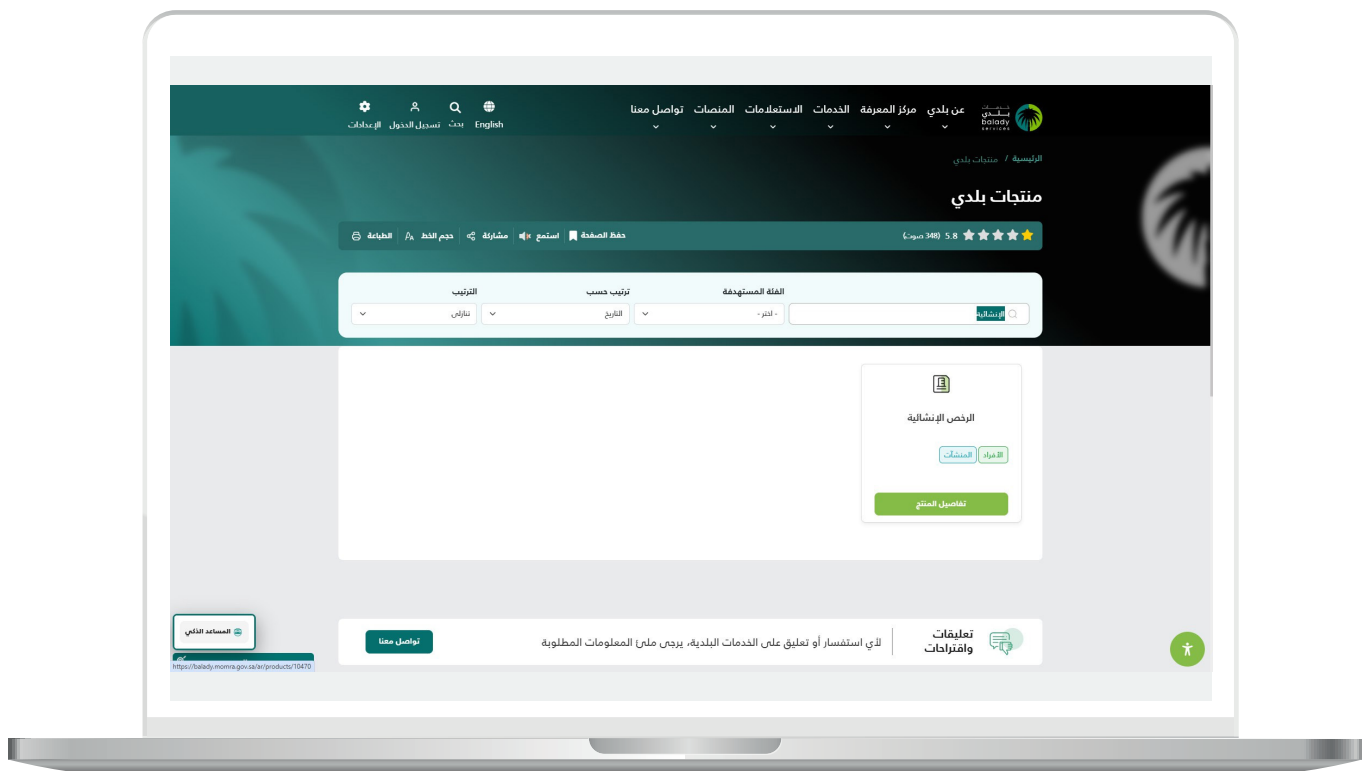
Steps to Request the Service

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

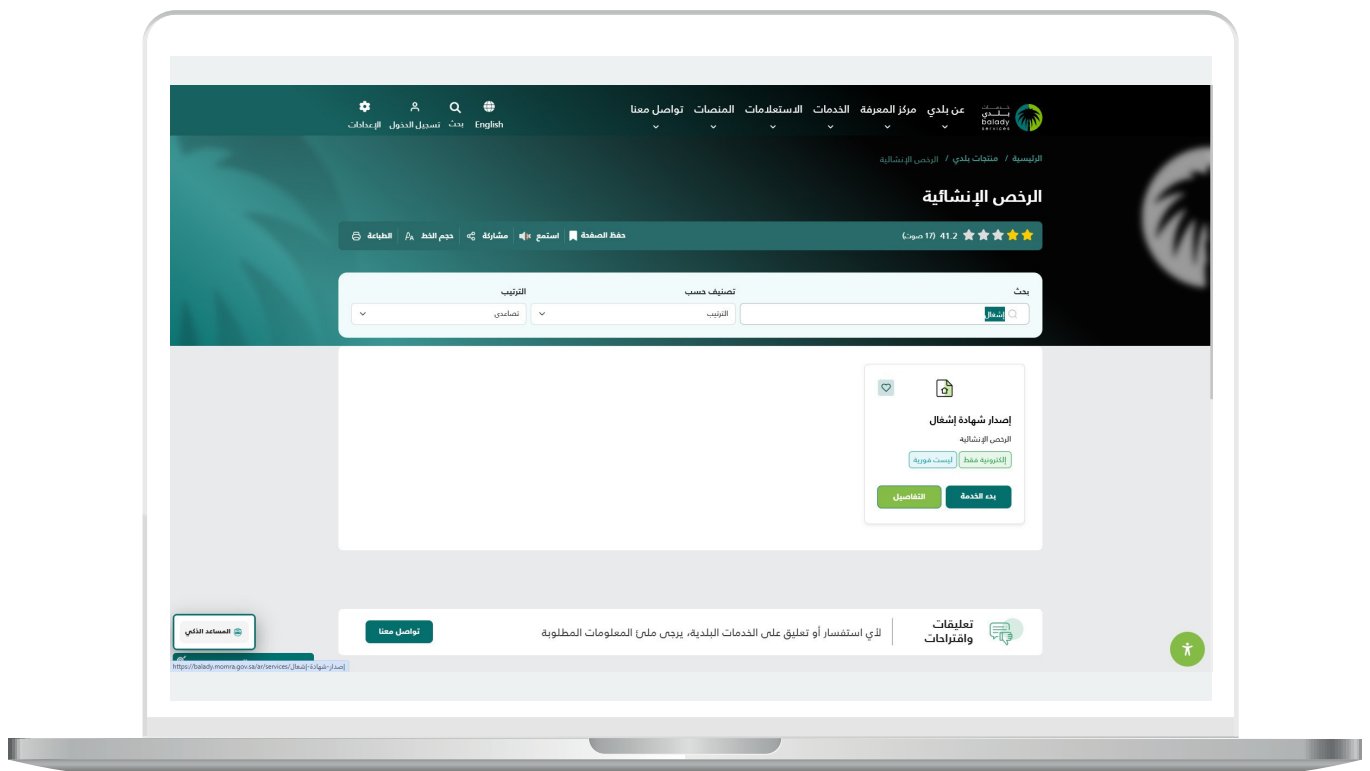
The user then clicks the (View All Products) button.



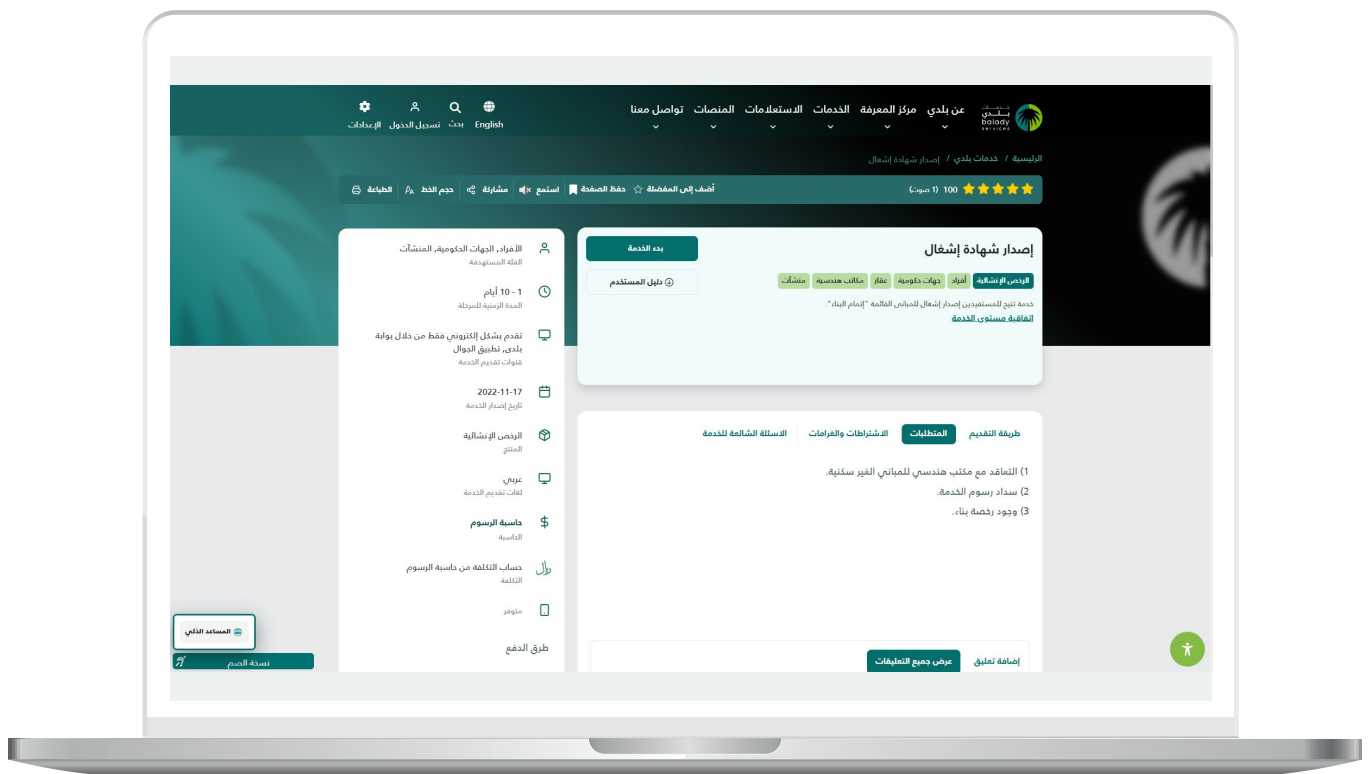
2) The following screen appears, displaying Balady's products. The user searches for the product (Construction Licenses) and clicks the (Product Details) button.



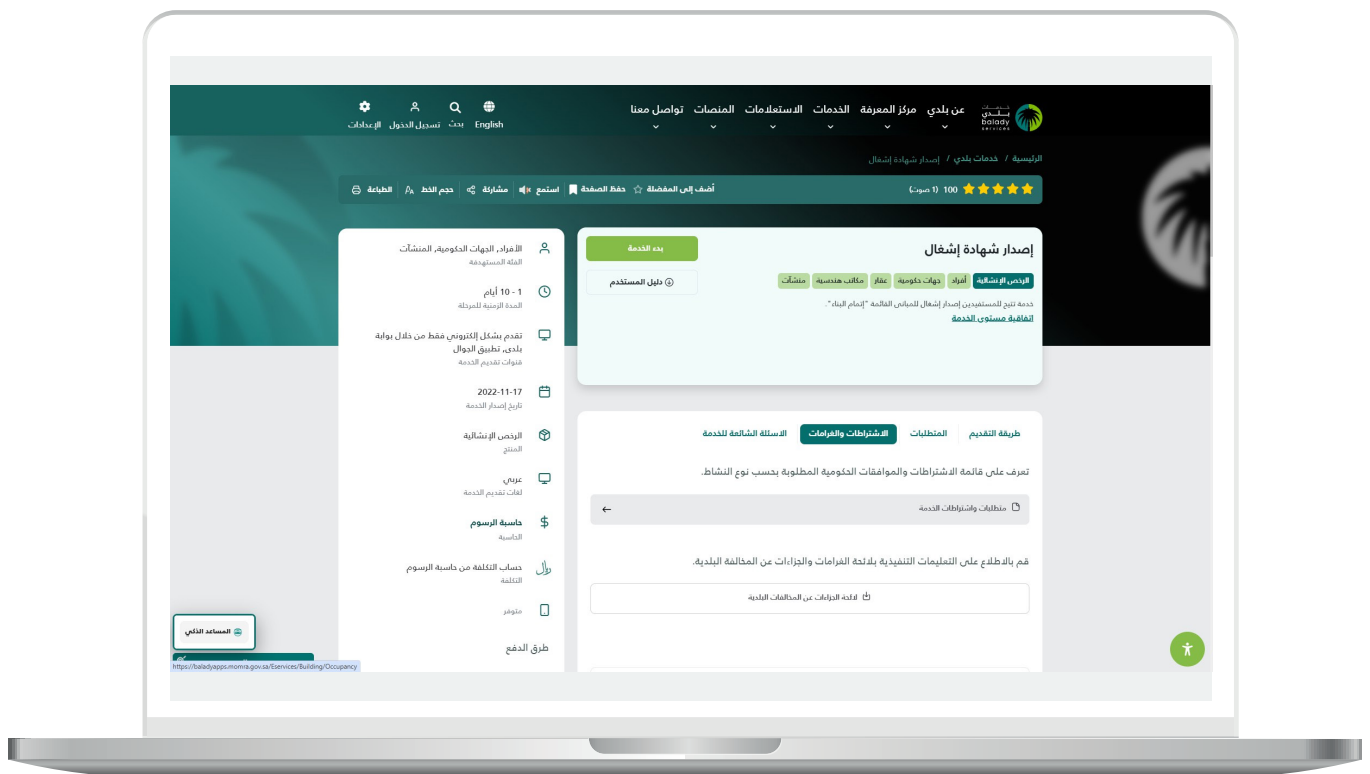
3) Then, the next screen appears where the user searches for the service and presses the button (Details).



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) button.

The screenshot shows a web application interface for issuing an occupancy certificate. The main form is titled 'بيانات مقدم الطلب' (Applicant Information). It contains the following fields and elements:

- إسم مقدم الطلب** (Applicant Name): A text input field with a placeholder 'بيانات شخصي' (Personal Data).
- رقم الدولة** (Country Code): A dropdown menu with a plus icon.
- رقم الجوال** (Mobile Number): A text input field with a 'تحقق' (Verify) button next to it.
- سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام** (You will receive all notifications on the registered mobile number in the system): A checkbox.
- صفة مقدم الطلب** (Applicant Type): A section with four radio button options:
 - عن نفسي** (On my own)
 - مالك/مدير منشأة** (Owner/Manager of facility)
 - مفوض عن منشأة** (Authorized by facility)
 - وكيل** (Agent)
- ملاحظة** (Note): A blue circular icon with a speech bubble.
- في حال أن رخصة البناء، ليست من ضمن الرخص المسترجعة يمكنك التقديم على خدمة إضافة رخصة قيمة من خلال مكتب هندسي** (In case the building license is not among the returned licenses, you can apply for the service of adding a license value through the engineering office): A text box.

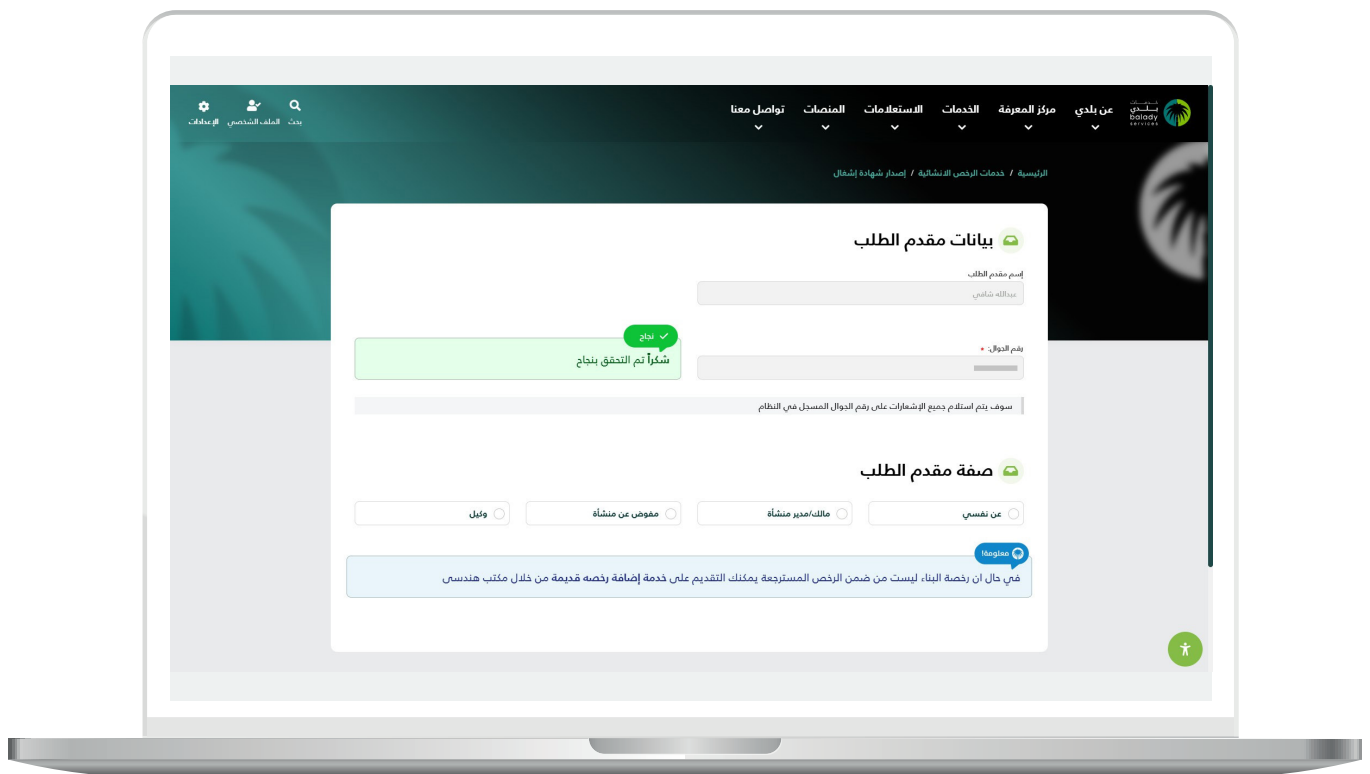
The top navigation bar includes links for 'الرئيسية' (Home), 'خدمات الرخص الانشائية' (Building License Services), 'إصدار شهادة إشغال' (Issuance of Occupancy Certificate), 'عن بلدي' (About my city), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنتجات' (Products), 'تواصل معنا' (Contact us), and 'بحث' (Search). The Bology logo is also present.

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.

The screenshot shows a web application interface for issuing an occupancy certificate. The main form is titled 'بيانات مقدم الطلب' (Requester Data). It contains the following elements:

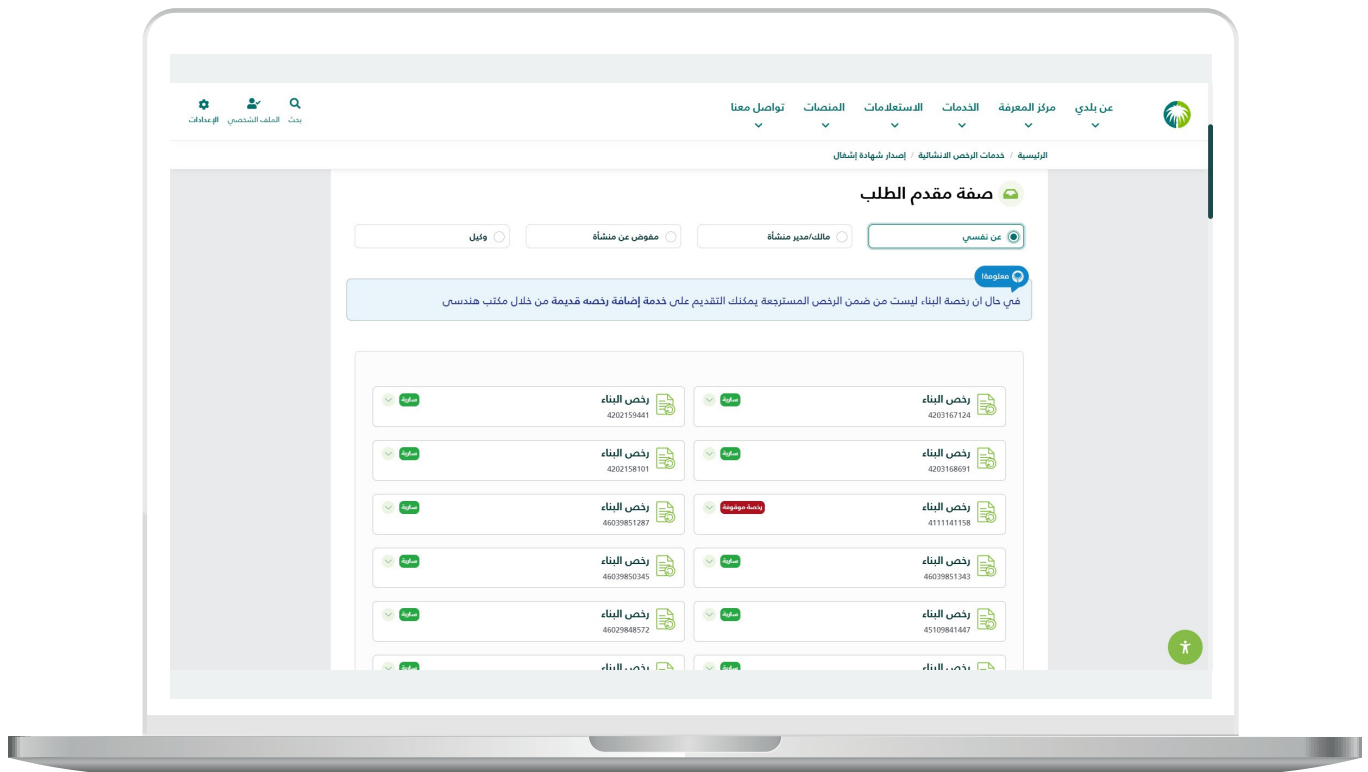
- Header:** Navigation menu with links: 'عن بلدي' (About my city), 'مركز المعرفة' (Knowledge center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), 'تواصل معنا' (Contact us). The Bology logo is in the top right.
- Breadcrumb:** 'الرئيسية / خدمات الرخص الانشائية / إصدار شهادة إشغال' (Home / Building License Services / Issuance of Occupancy Certificate).
- Form Fields:**
 - إسم مقدم الطلب:** (Requester Name) - Text input field.
 - رقم الدولة:** (Country Code) - Dropdown menu.
 - رقم الهاتف:** (Phone Number) - Text input field.
 - تأكيد:** (Confirm) - Green button.
 - سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام:** (You will receive all notifications on the registered mobile number in the system) - Informational text.
 - رمز التأكيد:** (Confirmation Code) - Large text input field.
 - تأكيد:** (Confirm) - Green button.
 - أعد إرسال الرمز بعد: 01:00** (Resend the code after: 01:00) - Timer.
- Bottom Section: صفة مقدم الطلب** (Requester Category)
 - عن نفسي:** (On my own) - Radio button.
 - مالك/مدير منشأة:** (Owner/Manager of establishment) - Radio button.
 - مفوض عن منشأة:** (Authorized by establishment) - Radio button.
 - وكيل:** (Agent) - Radio button.

8) A confirmation message (Thank you, verification successful) appears on the screen, as shown below.

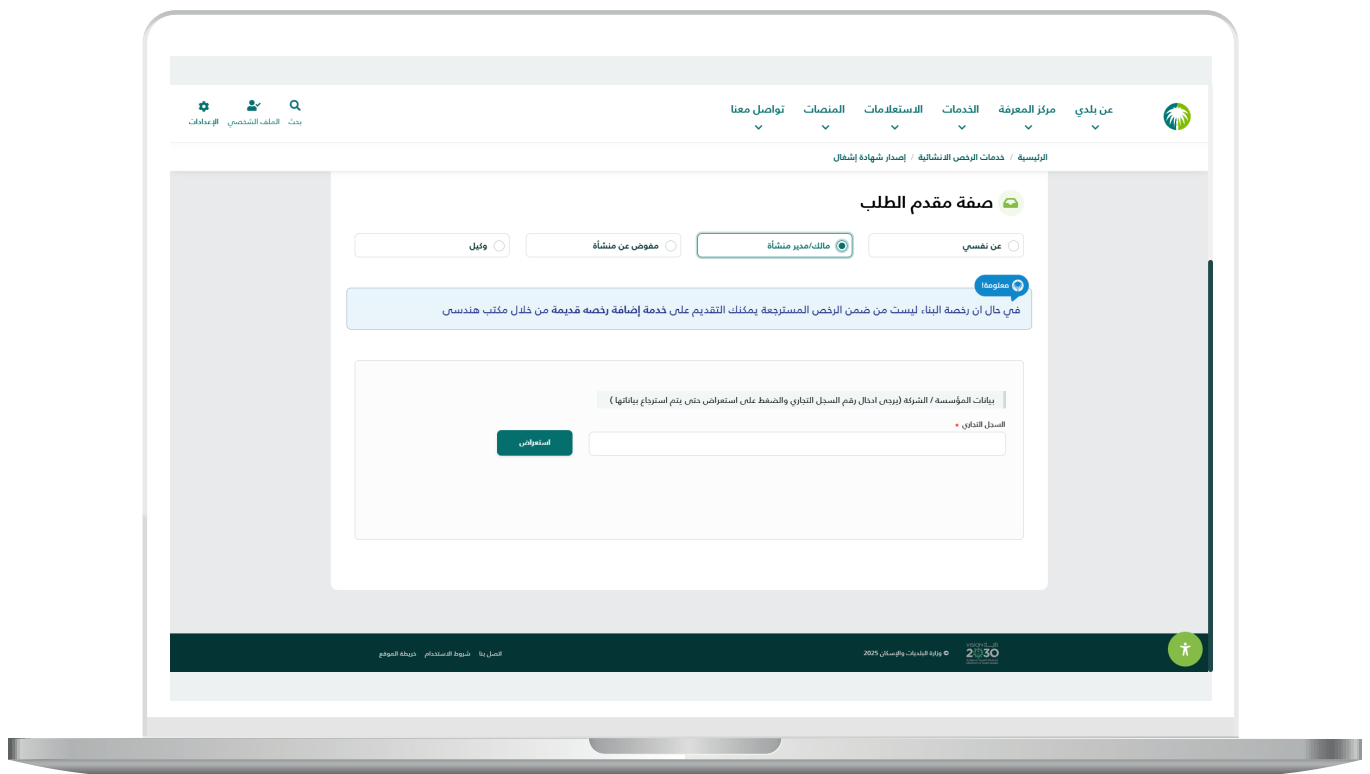


9) The user selects the applicant type from the following options: (For Myself, Owner or Manager of an Establishment, Authorized Representative of an Establishment, Agent).

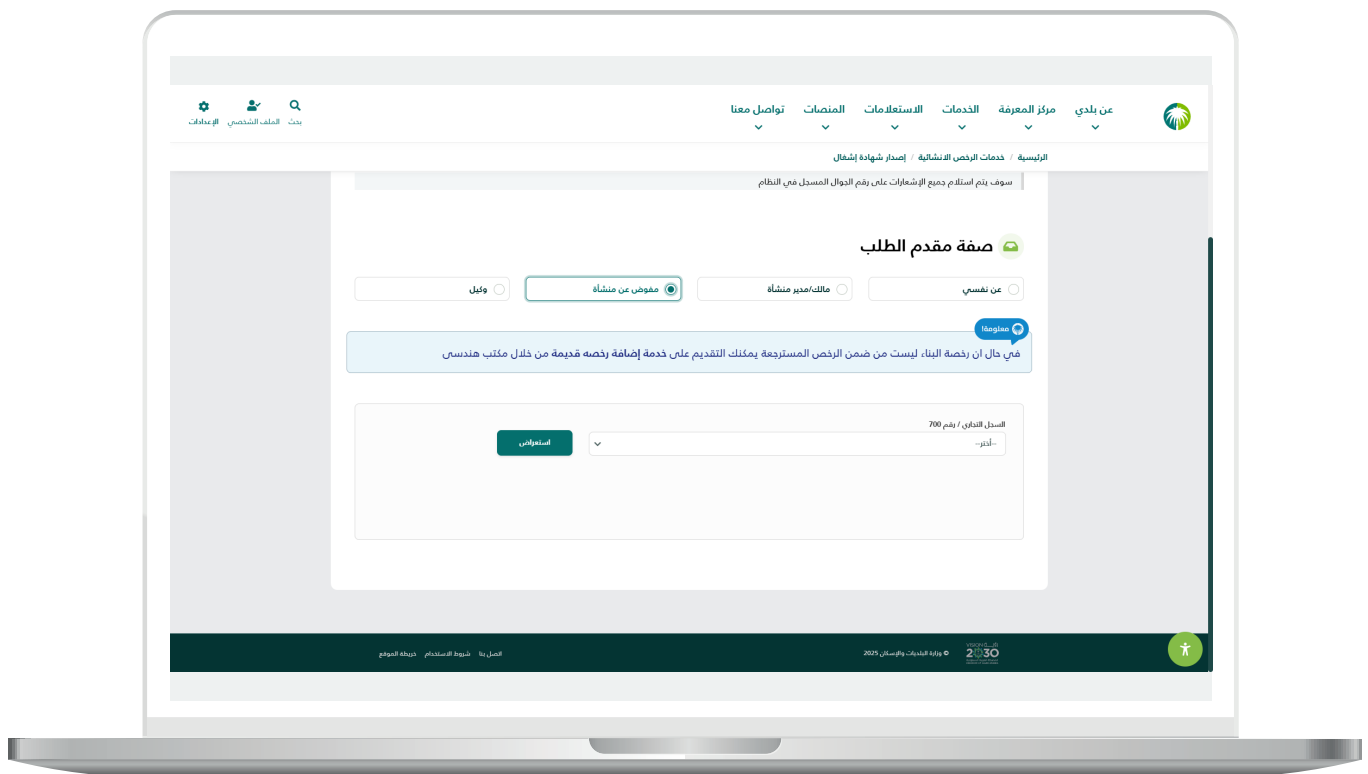
In case of selecting (For Myself), all building permits linked to the national ID will appear, as shown below.



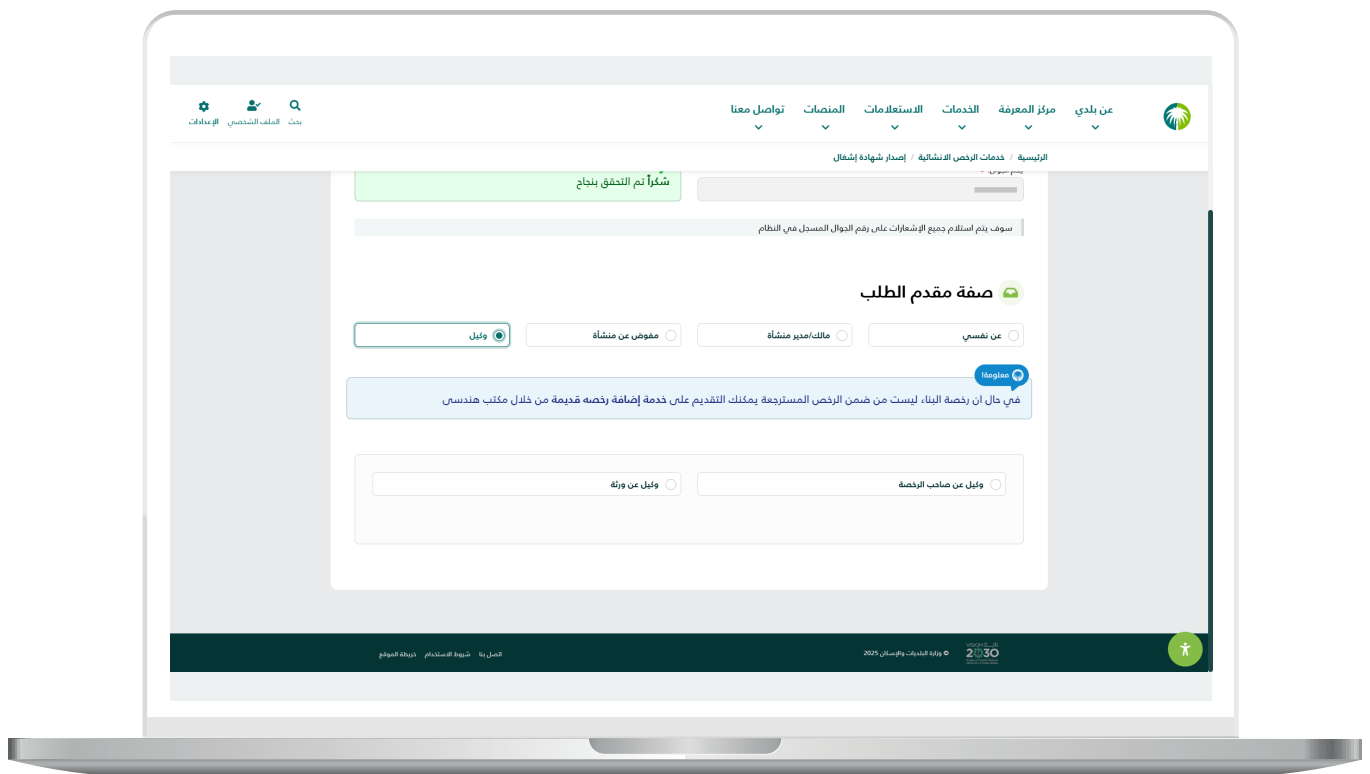
10) If (Owner or Manager of an Establishment) is selected, a new field (Commercial Register) appears, which the user fills in and then clicks (Browse).



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).

الرئيسية / خدمات الرخص الإنشائية / إصدار شهادة إشغال

صفة مقدم الطلب

☒ وكيل
 ☐ مفوض عن منشأة
 ☐ مالك/مدير منشأة
 ☐ عن نفسي

ملاحظة: في حال أن رخصة البناء، ليست من ضمن الرخص المسترجعة يمكنك التقديم على خدمة إضافة رخصة قديمة من خلال مكتب هندسي

☐ وكيل عن ورثة
 ☒ وكيل عن صاحب الرخصة

بيانات الوكالة

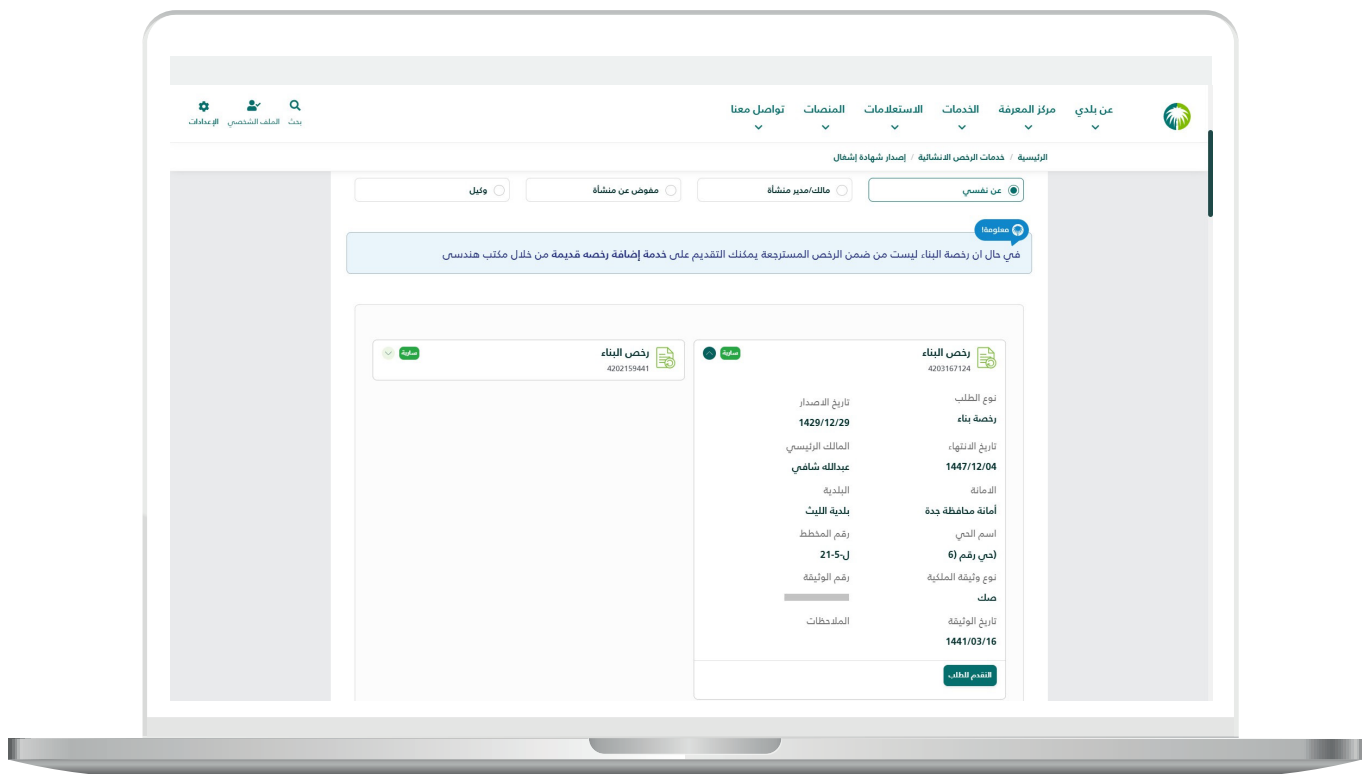
رقم هوية صاحب الرخصة:
 رقم الوكالة:

نوع هوية صاحب الرخصة:
 تاريخ ميلاد صاحب الرخصة:

نوع هوية صاحب الرخصة:
 تاريخ ميلاد صاحب الرخصة:

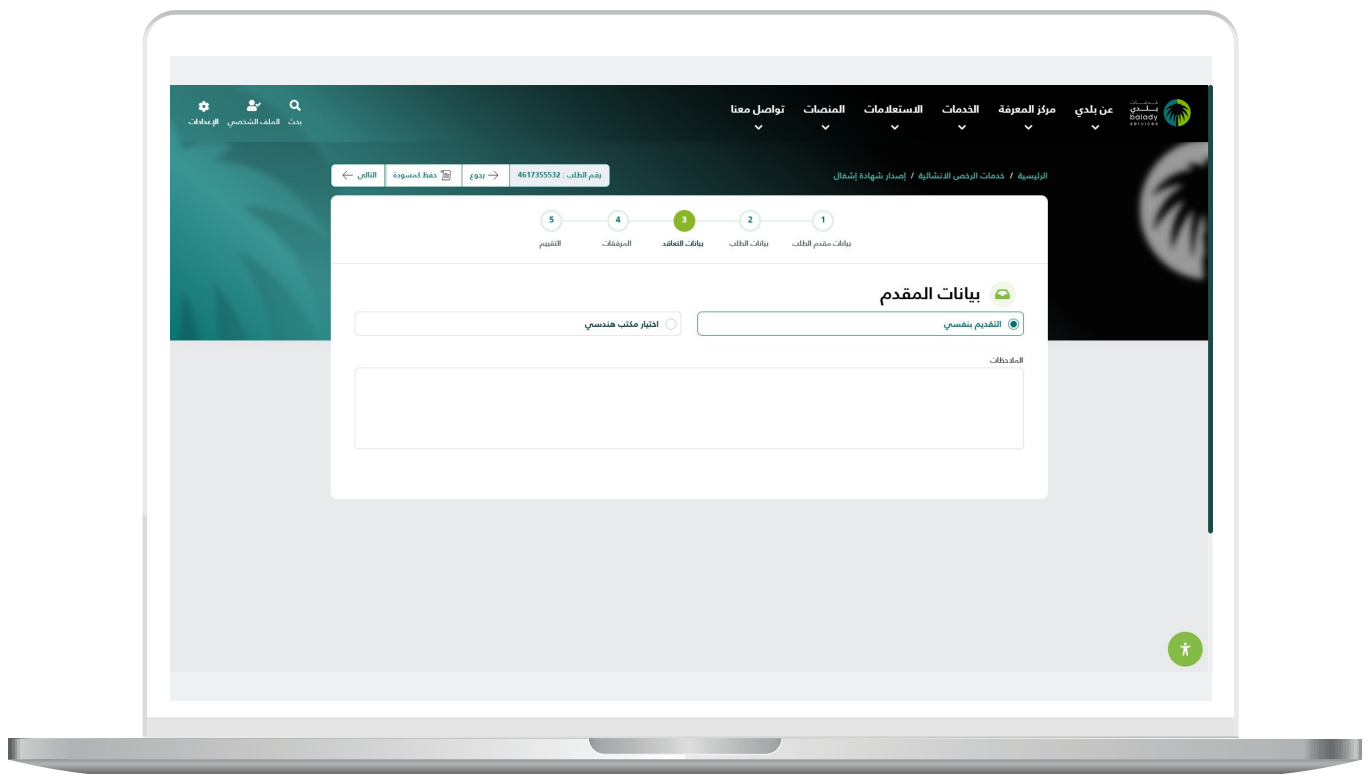
استعرض

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.



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)).

The screenshot displays the Bology system interface for issuing an occupancy certificate. The top navigation bar includes links for 'الرئيسية' (Home), 'خدمات الرخص التشغيلية' (Operational Licensing Services), 'إصدار شهادة إشغال' (Issuance of Occupancy Certificate), 'عن بلدي' (About Bology), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), 'تواصل معنا' (Contact Us), and 'بيد' (Biology). The main content area shows a progress bar with five steps: 1. بيانات مقدم الطلب, 2. بيانات الطلب, 3. بيانات التعاقد (current step), 4. المرفقات, and 5. التقديم. The 'بيانات التعاقد' section includes a dropdown for 'المدينة' (City), a dropdown for 'المكتب الهندسي المصمم (المصمم المعتمد)' (Approved Designer Office), and text input fields for 'رقم الدولة' (Country Number), 'البريد الإلكتروني' (Email), and 'رقم التصنيف' (Classification Number). A 'الملاحظات' (Remarks) text area is at the bottom.

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

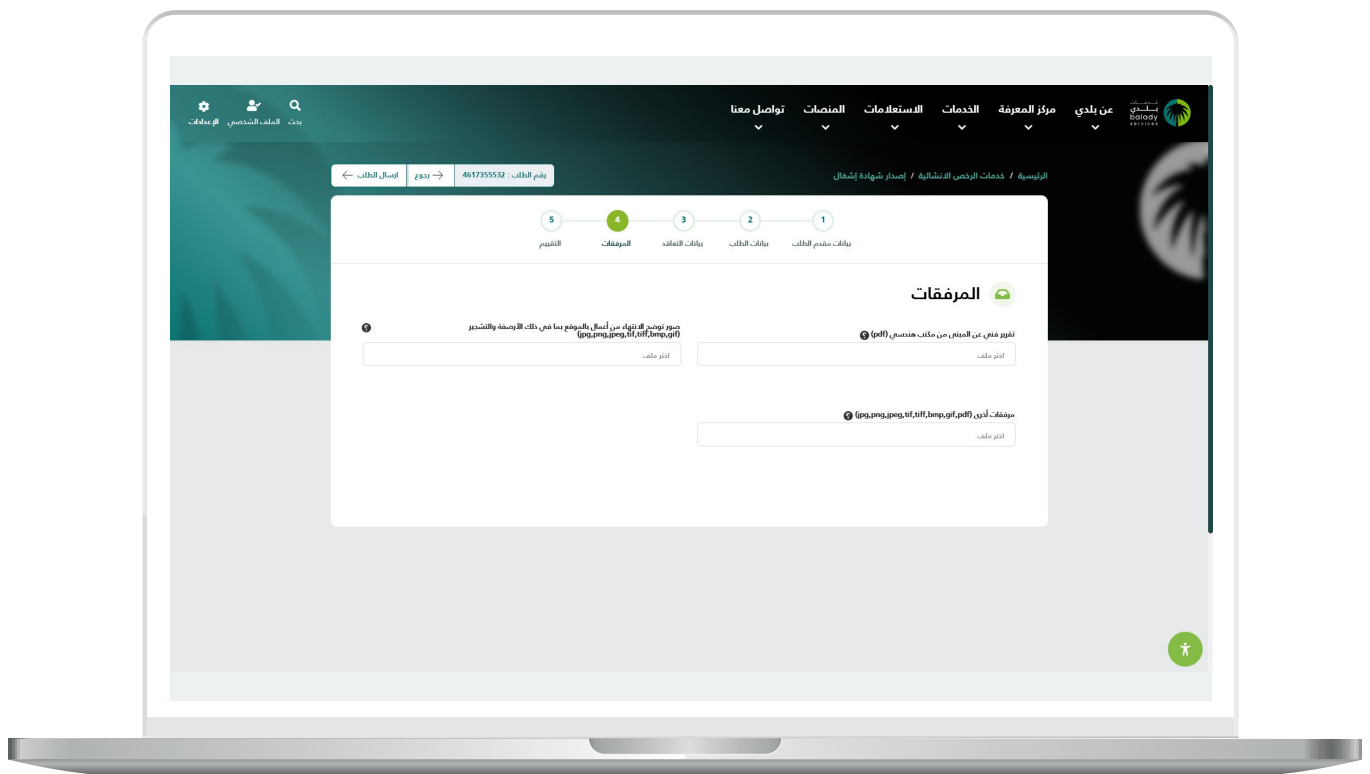
The screenshot displays the Bology system interface on a laptop. The top navigation bar includes links for 'الرئيسية' (Home), 'خدمات الرخص التشغيلية' (Operational Licensing Services), 'إصدار شهادة إشغال' (Issuance of Occupancy Certificate), 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنصات' (Platforms), 'تواصل معنا' (Contact Us), and 'بيد' (Biology). The main content area shows a progress bar with five steps: 1. بيانات مقدم الطلب (Applicant Data), 2. بيانات الطلب (Request Data), 3. بيانات التعاقد (Contract Data) - currently active, 4. المرفقات (Attachments), and 5. التقديم (Submission). The 'بيانات التعاقد' section contains the following fields:

- بيانات المقدم** (Applicant Data):
 - التقديم بنفسه (Submitting himself) - radio button
 - اختيار مكتب هندسي (Select Engineering Office) - dropdown menu
- بيانات التعاقد** (Contract Data):
 - المدينة (City) - dropdown menu
 - البلدية (Municipality) - dropdown menu
 - المكتب الهندسي المصمم (المصمم المعتمد) (Designing Engineering Office (Certified Designer)) - dropdown menu
 - شركة مهنية لغرض الاختيار (Professional Company for Selection) - dropdown menu
 - رقم الترخيص (License Number) - text input
 - العدد الكلي (Total Number) - text input
 - رقم الدوالي (Number of Units) - text input
 - الملاحظات (Remarks) - text area

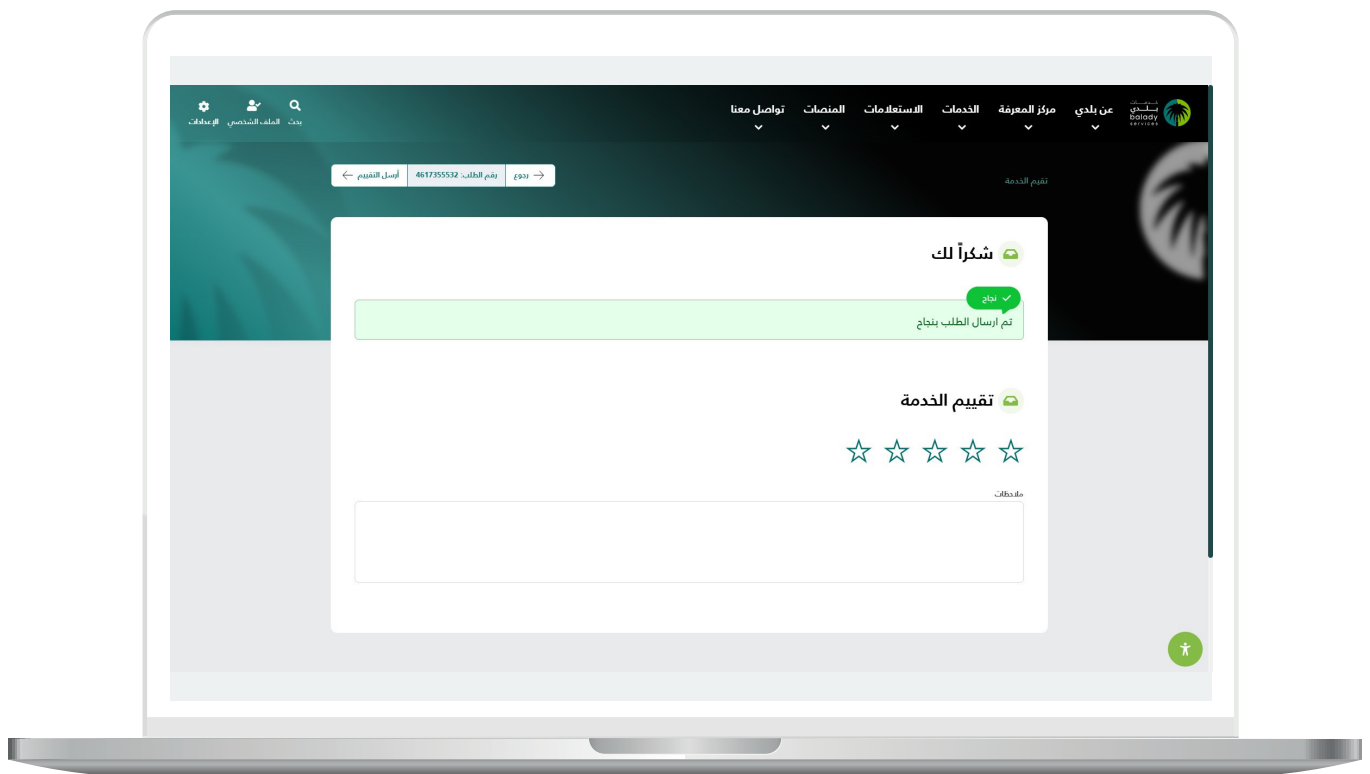
A green circular button with a right arrow is located at the bottom right of the form, indicating the 'Next' button.

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

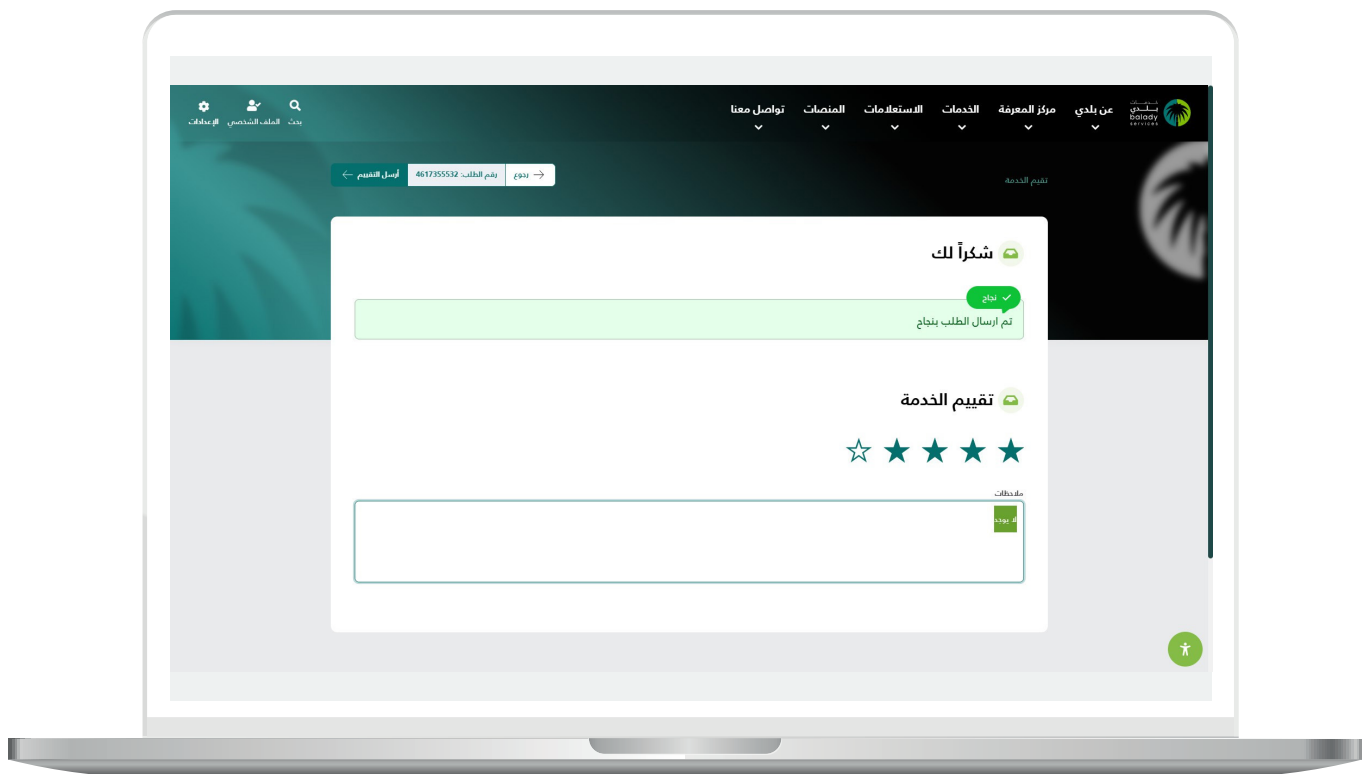
The user clicks (Submit Request), with the option to return to the previous stage using (Back).



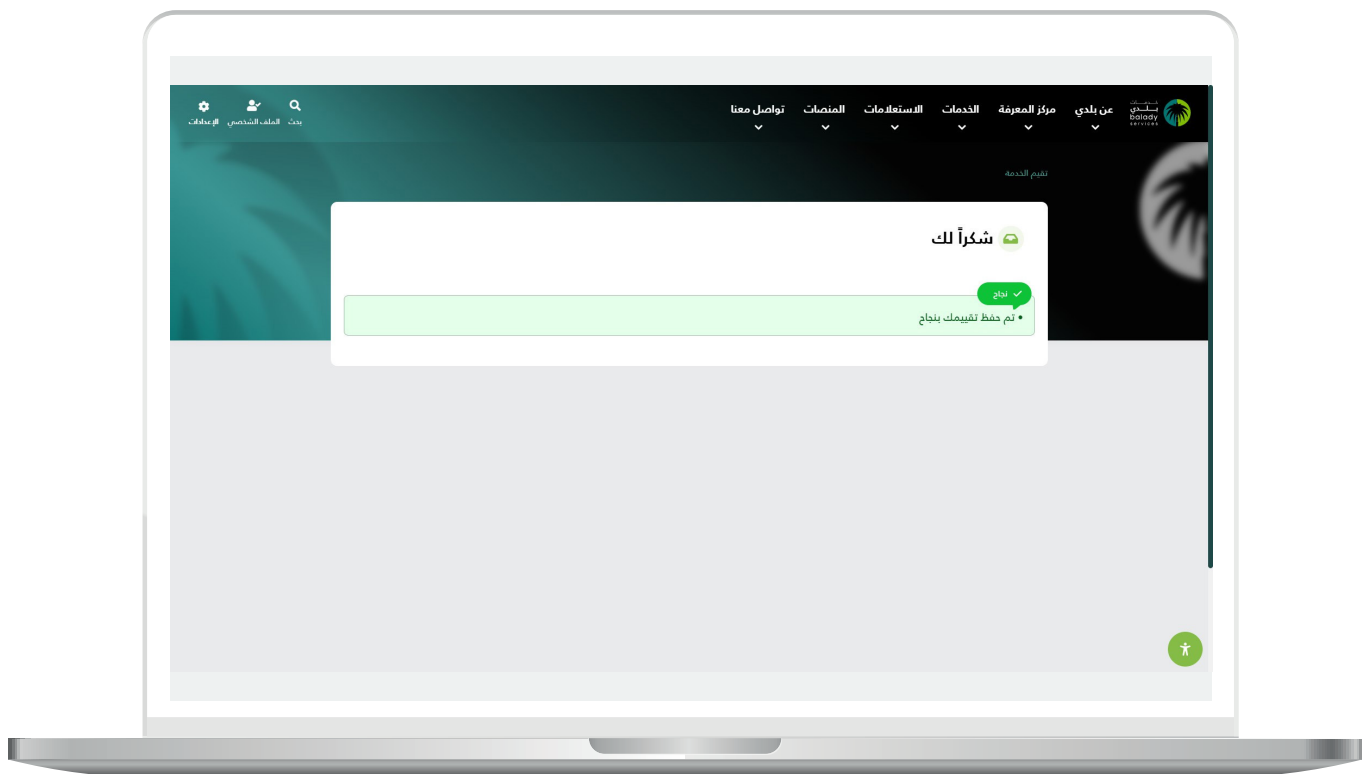
20) After submitting the application successfully, a confirmation message will be displayed, as shown below. The service can be evaluated by selecting the number of stars and entering a value in the field (Comments).



21) The user clicks (Submit Evaluation).



22) The evaluation is successfully saved, with a confirmation message appearing as shown below.

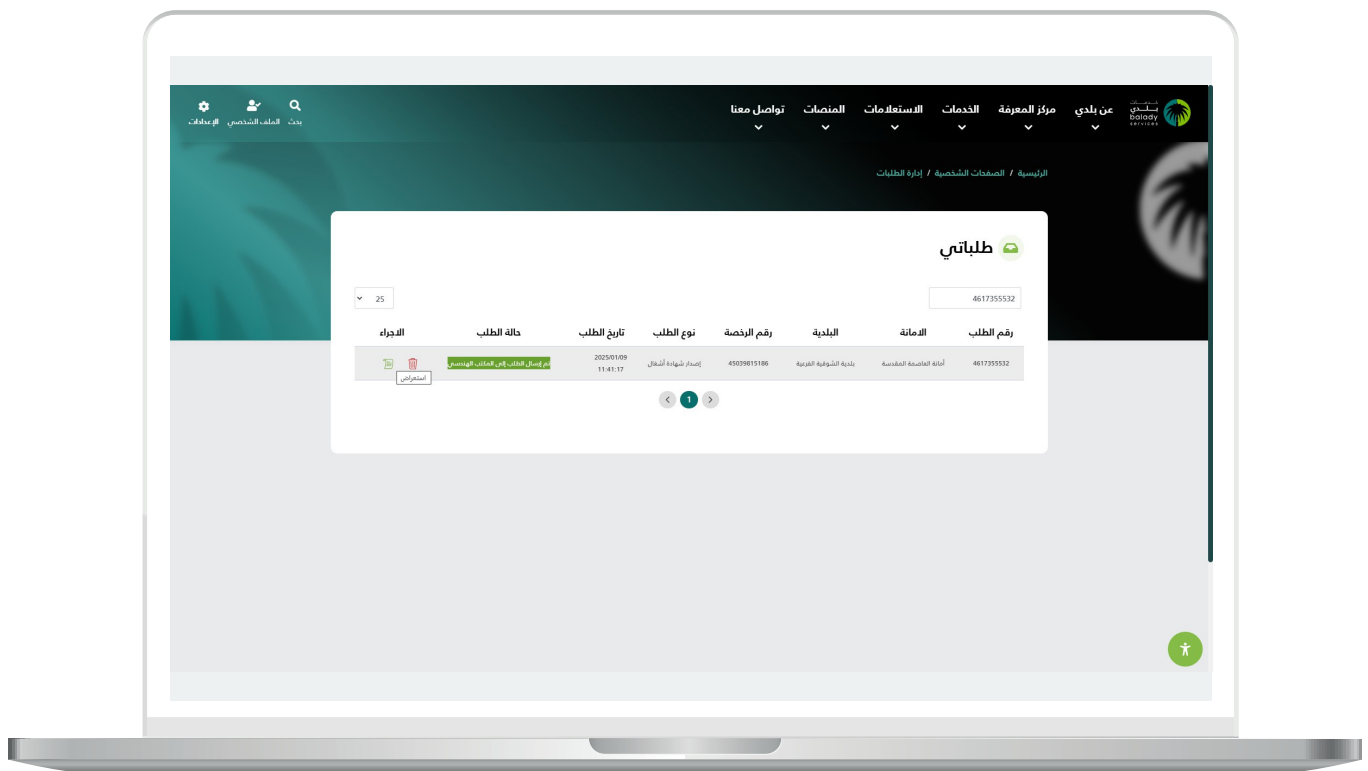


23) The user can track the application through the (My Requests) screen, where the application status will be (The application has been sent to the Engineering Office).

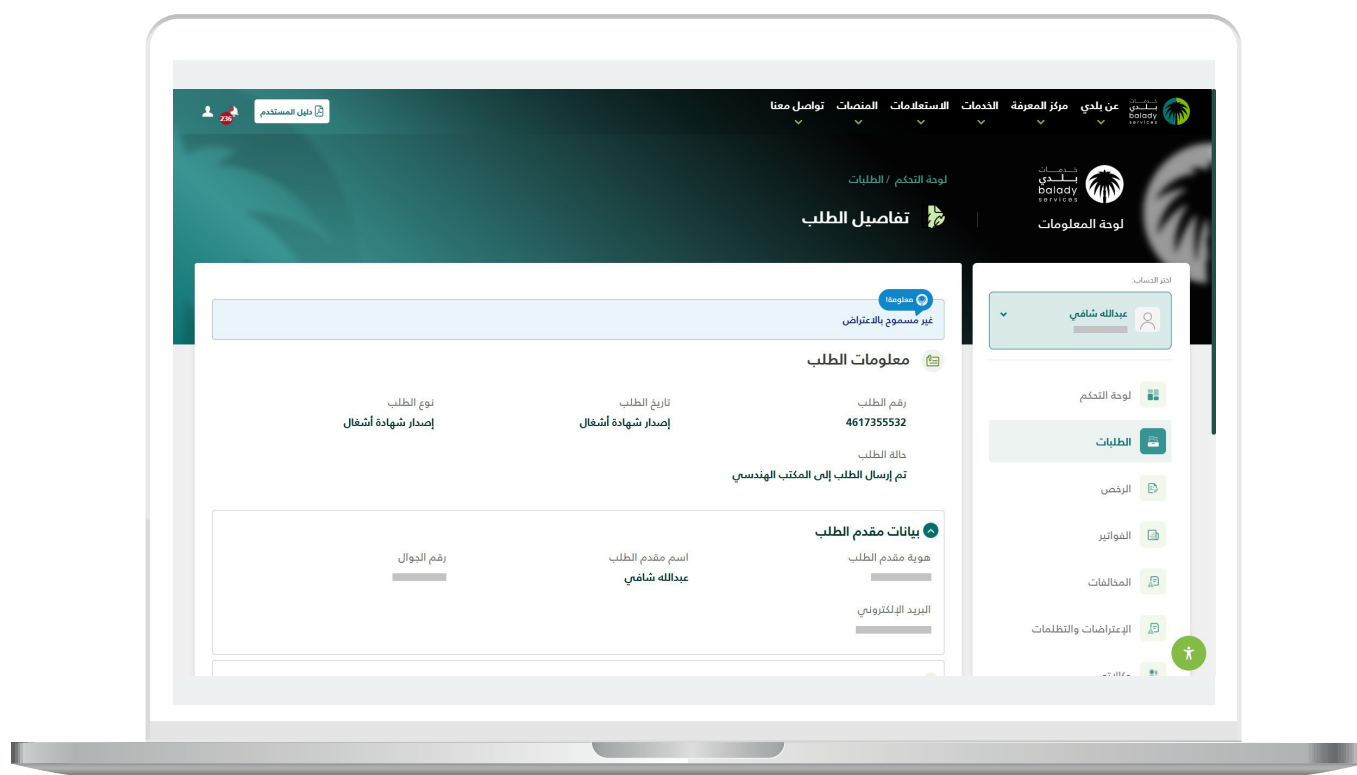
The request details can be viewed through the document icon (View).

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/eserviceS/survey#/survey/B0122477E-204193B54EB321ED4B9E2B](http://QCAPPs.momra.gov.sa/eserviceS/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

