



وزارة البلديات والإسكان  
Ministry of Municipalities and Housing

The Service of the  
**Renewing a Building Permit**

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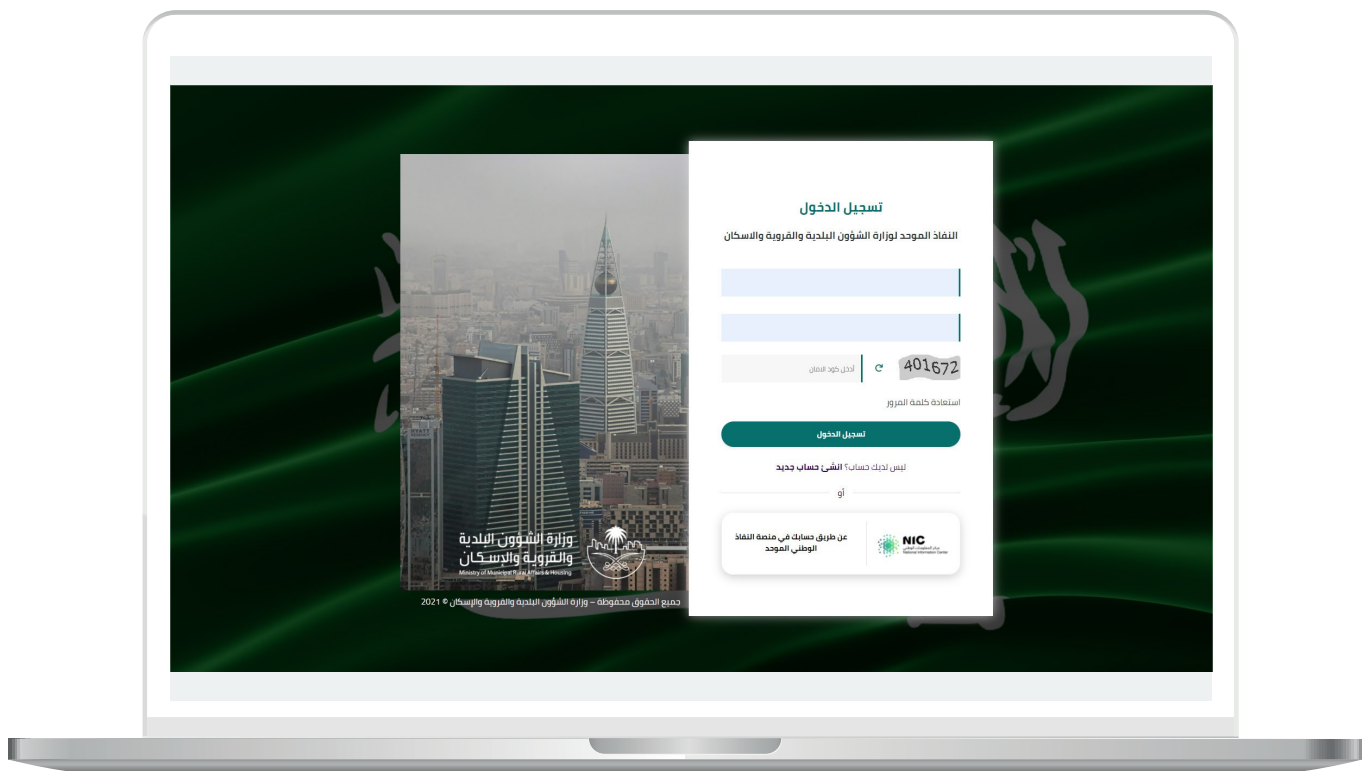
Beneficiary's  
Copy

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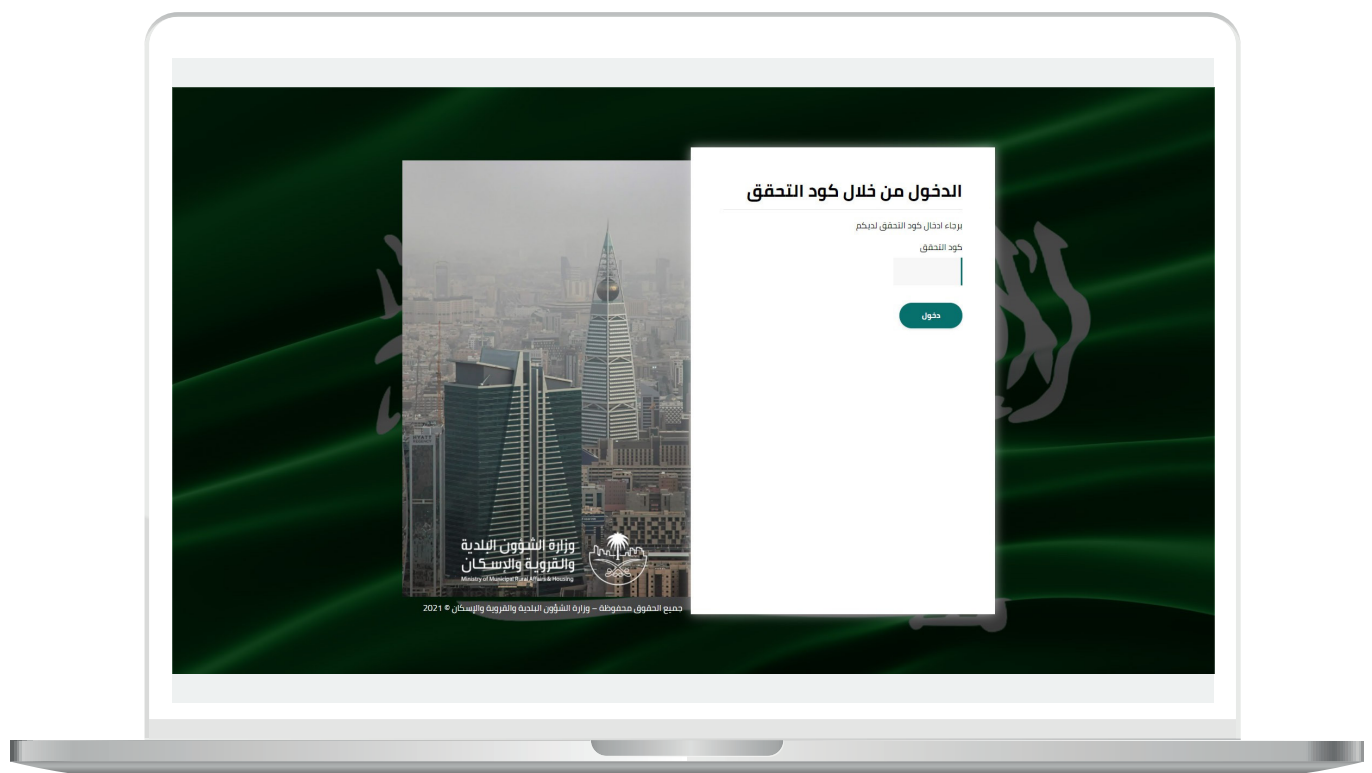
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## Log in to the System

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 changed by clicking the circular arrow icon.



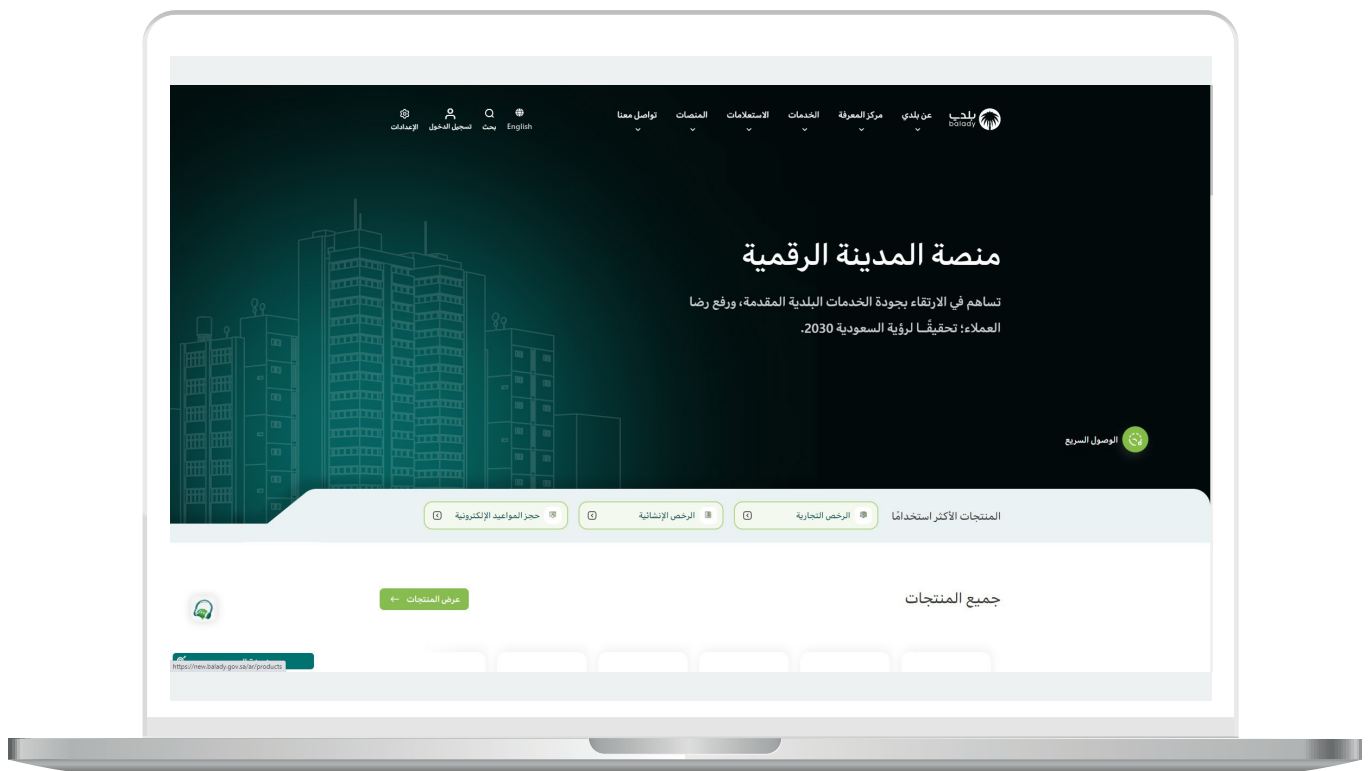
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



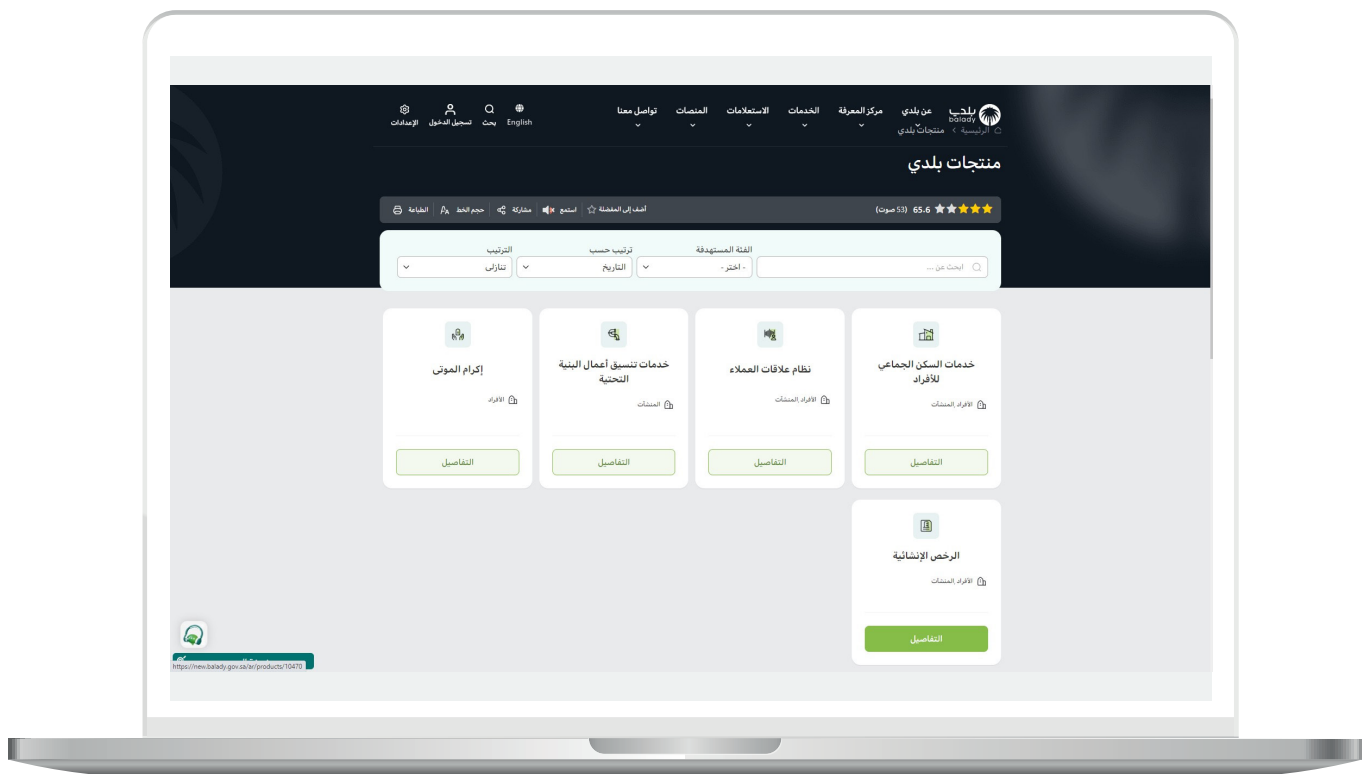
## Steps to Request the Service

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

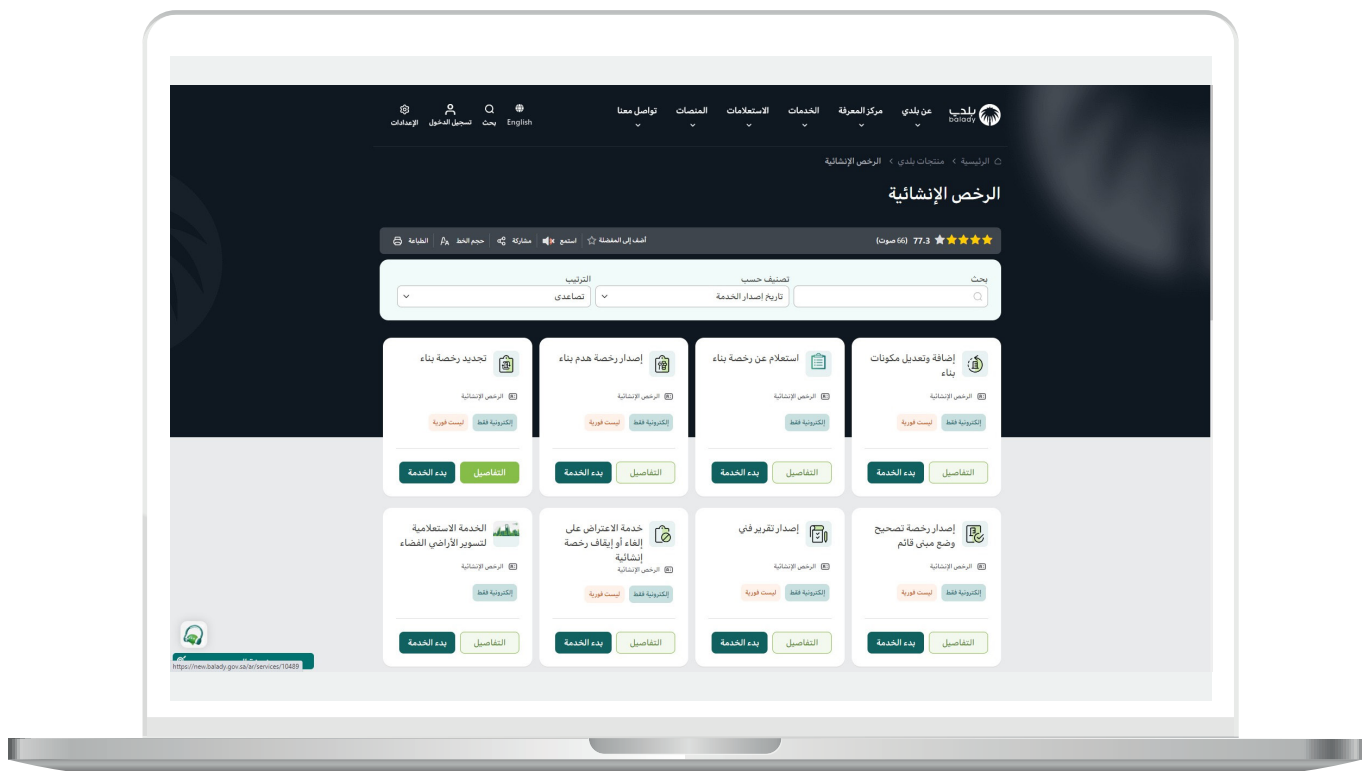
The user then clicks the **(View Products)** button.



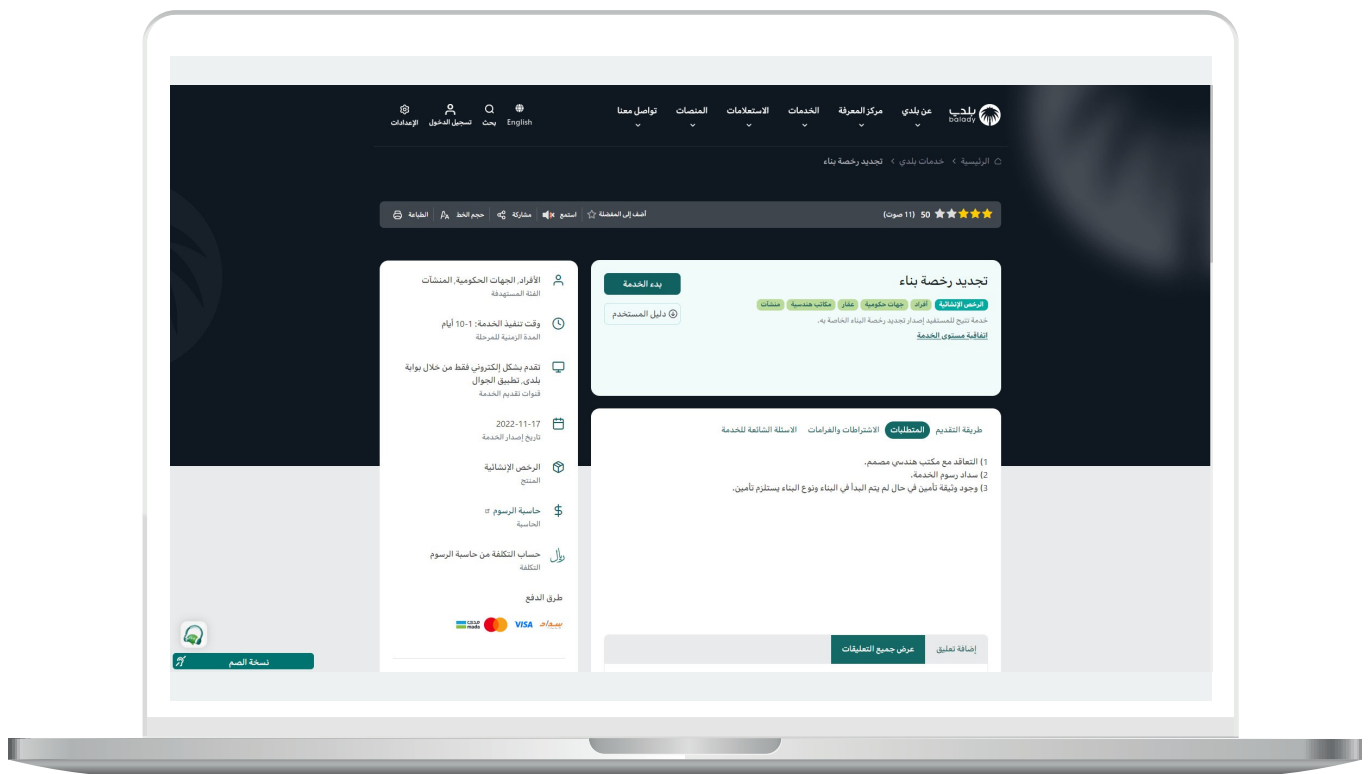
2) Then, the user selects (Construction Licenses).



3) The services are then displayed, where the user selects (**Building Permit Renewal**) as shown below.

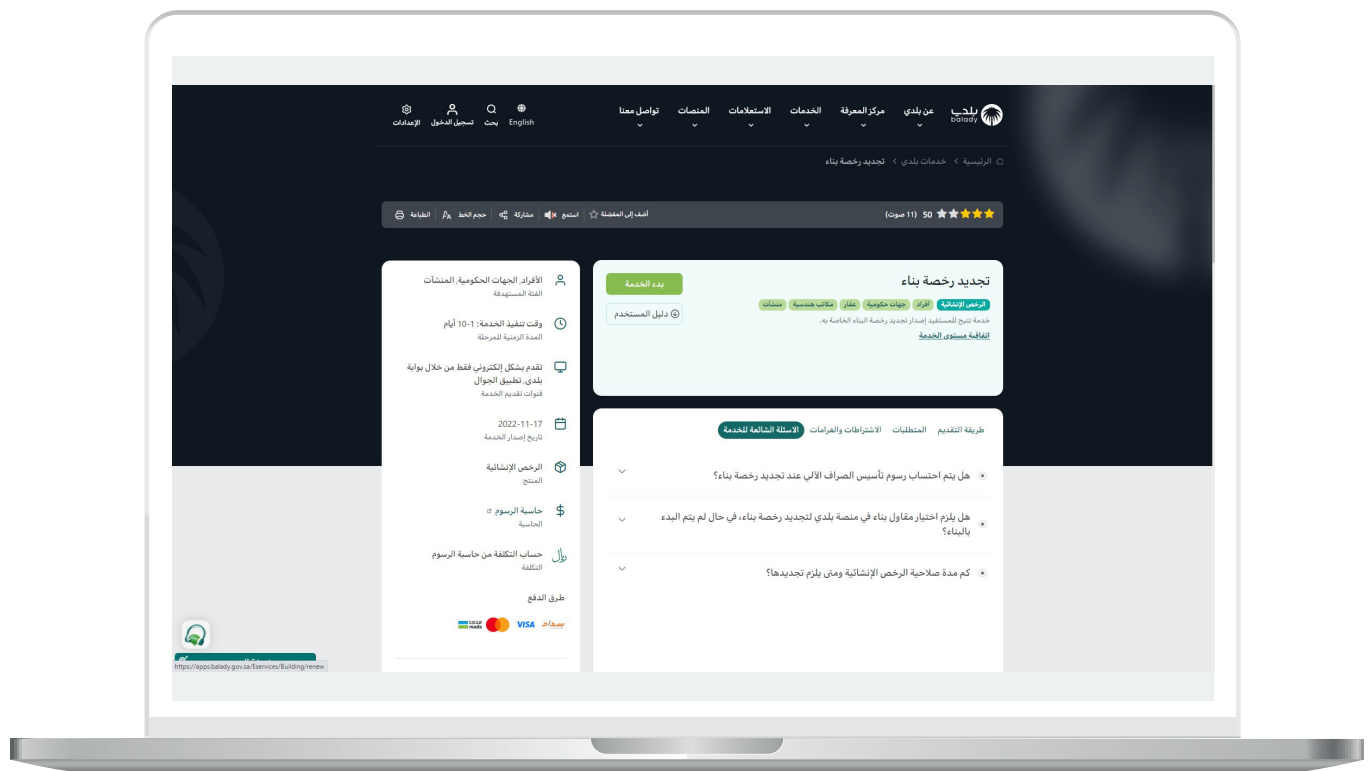


4) The next screen appears, representing the Service Introduction Screen, where the user can view one of the service requirements through the menus (**How to Apply, Requirements, Conditions and Fines, etc.**).





5) To start the application process, the user clicks **(Start Service)**.



6) Afterward, the screen below appears, representing the Applicant Information Screen, where the mobile number of the applicant must first be verified by entering the value in the (**Mobile Number**) field and then clicking the (**Verify**) button.

عن بلدي خدمات بلدي الاستعلام الإلكتروني بوابة العرض الاستثمارية المنتجات التقنية الاعتراض على المطالبات البلدية

خدمات الرخص الإنشائية / تجديد رخصة بناء

**بيانات مقدم الطلب**

اسم مقدم الطلب  
شمار محمد

رقم الجوال  
[Redacted]

تحقق

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

**صفة مقدم الطلب**

وكيل مفوض مالك/مدير منشأة عن نفسي

7) A verification code is then sent to the user's mobile, which must be entered in the (**Verification Code**) field and confirmed by clicking the (**Confirm**) button, as shown below.

خدمات البلدية / تجديد رخصة بناء

عن بلدية خدمات بلدية الاستعلام الإلكتروني بوابة المراسلة الإلكترونية الخدمات التقنية الاعتراض على المطالبات البلدية

### بيانات مقدم الطلب

اسم مقدم الطلب  
شمار محمد

رقم الجوال  
0100 000 0000

تحقق

سوف يتم إرسال جميع الإشعارات على رقم الجوال المسجل في النظام

رمز التأكيد

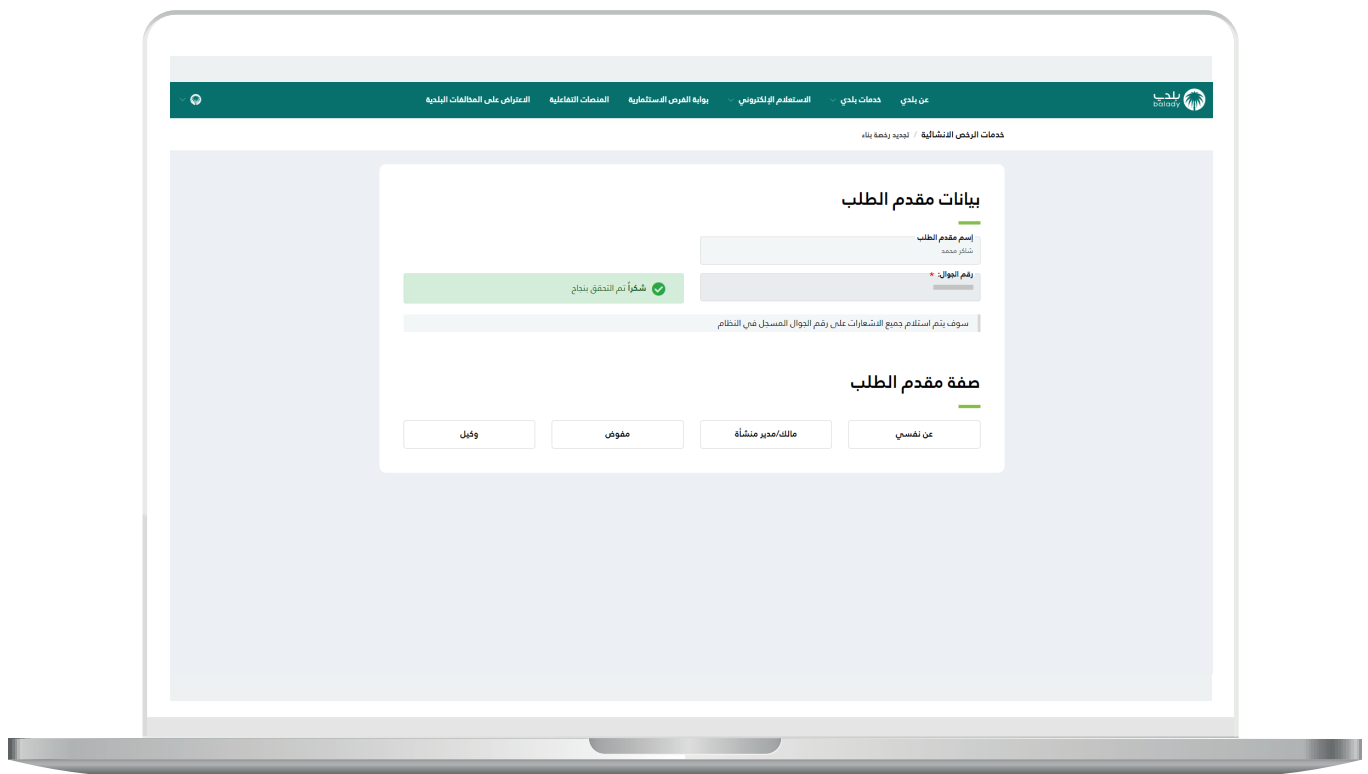
تأكيد

أعد إرسال الرمز بعد : 01:00

### صفة مقدم الطلب

وكيل مفوض مالك/مدير منشأة عن نفسي

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



9) The user selects the applicant's role from four options: (**For Myself, Owner/Manager of an Establishment, Authorized Representative, Agent**), as shown below.

In the following example, (**Owner/Manager of an Establishment**) is selected. After the (**Commercial Registration**) field appears, the user enters the required information and clicks (**Verify**).

عن بلدي خدمات بلدي الاستعلام الإلكتروني بوابة المراسم الاستثمارية المنصات التطبيقية

خدمات الرخص التشغيلية / تجديد رخصة بناء

### بيانات مقدم الطلب

اسم مقدم الطلب  
بياناته

رقم الجوال  
+966 50 123 4567

شكراً تم التحقق بنجاح

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

### صفة مقدم الطلب

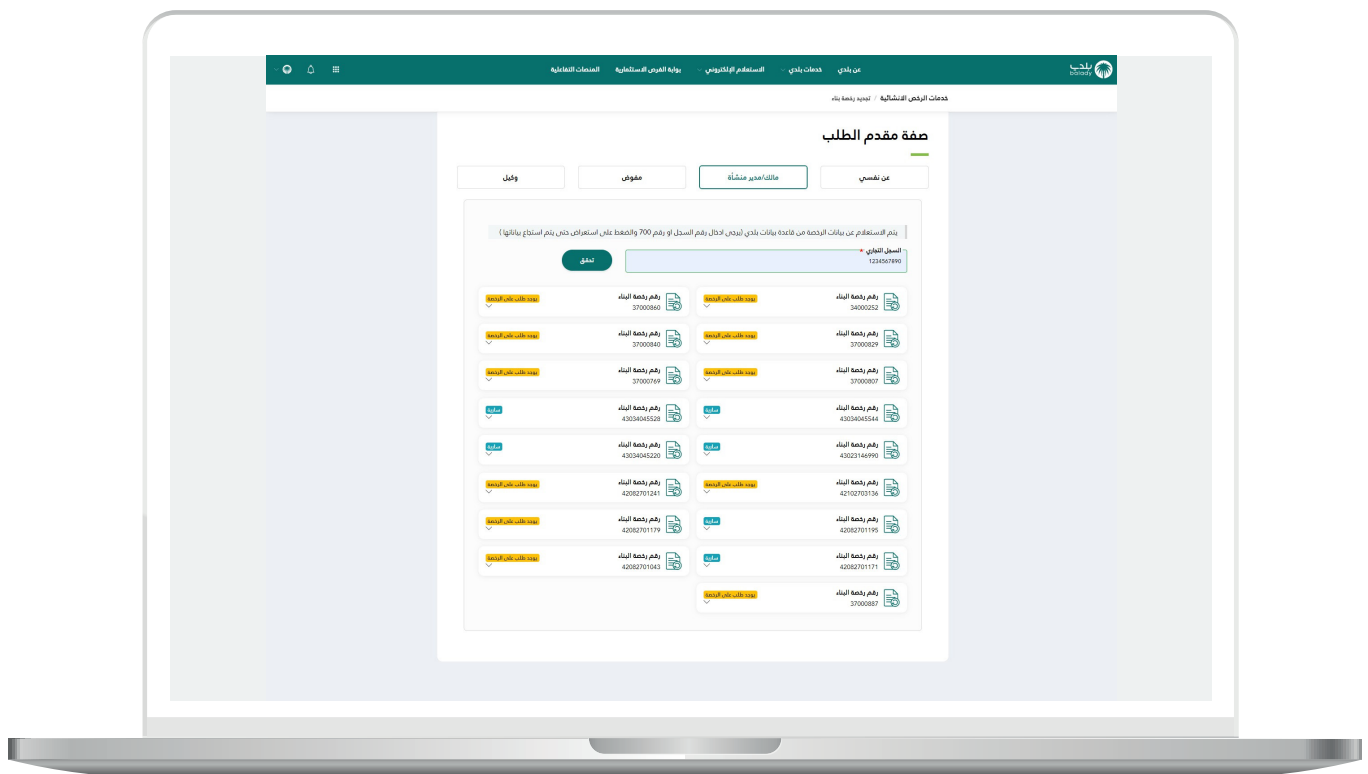
وكيل مفوض مالك/مدير منشأة عن نفسي

يتم الاستعلام عن بيانات الرخصة من قاعدة بيانات بلدي (يرجى إدخال رقم السجل أو رقم 700 والضغط على استعراض حتى يتم استرجاع بياناتها)

السجل التجاري  
رقم السجل التجاري

تحقق

10) The system then displays all building permits linked to the commercial registration, allowing the user to select the permit to be renewed.





12) The user is then directed to the second stage, **(Request Details)**, as shown below. The system displays the building permit details, owner-ship information, land details, contract details, insurance details, and request history.

The user clicks **(Next)** to proceed to the next phase.

The screenshot displays the 'Request Details' stage of the building permit renewal process. The interface is in Arabic and includes the following sections:

- بيانات رخصة البناء (Building License Data):**
  - رقم الطلب (Request Number): 1442/10/10
  - نوع الطلب (Request Type): تجديد (Renewal)
  - الجهة الراعية (Sponsoring Authority): بلدية (Municipality)
  - رقم الترخيص (License Number): 1442/10/10
  - نوع الترخيص (License Type): تجاري (Commercial)
- بيانات الأرض (Land Data):**

نوع الأرض (Land Type)	مساحة الأرض (Land Area)	عدد الوحدات (Number of Units)	الجهة الراعية (Sponsoring Authority)	نوع الأرض (Land Type)
أرض سكنية (Residential Land)	1000	1	بلدية (Municipality)	أرض تجارية (Commercial Land)
- بيانات الملاك (Owner Data):**

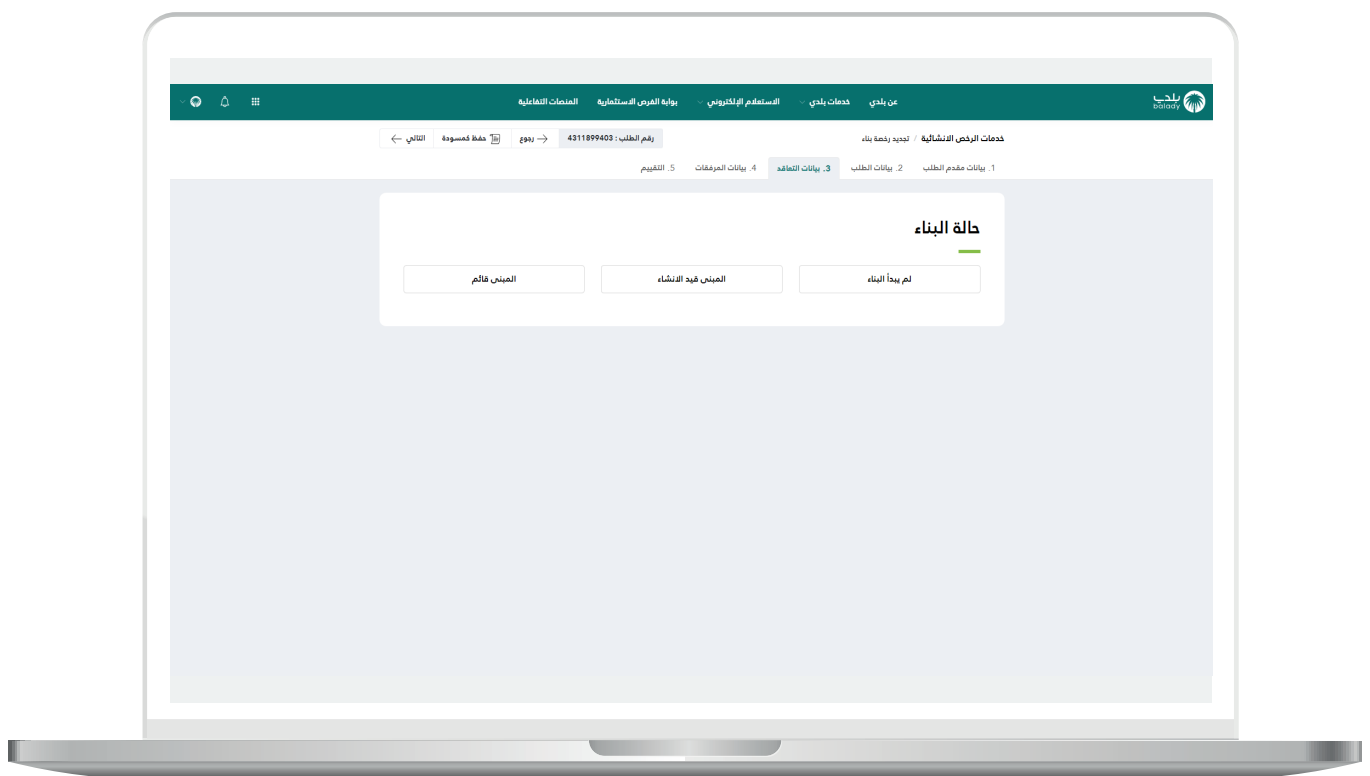
الاسم (Name)	الجنس (Gender)	العنوان (Address)	الهاتف (Phone)
أحمد محمد العبدالله (Ahmed Mohamed Al-Abdullah)	ذكر (Male)	21.02	01-08
الجنس (Gender)	ذكر (Male)	21.05	01-08
الهاتف (Phone)	01-08	21.05	01-08
الجنس (Gender)	ذكر (Male)	21.05	01-08
- بيانات الأراضي (Land Data):**

نوع الأرض (Land Type)	مساحة الأرض (Land Area)	عدد الوحدات (Number of Units)
أرض تجارية (Commercial Land)	750.40	1
- بيانات التأمين (Insurance Data):**
  - نوع التأمين (Insurance Type): تأمين (Insurance)
  - الجهة الراعية (Sponsoring Authority): بلدية (Municipality)
  - رقم الترخيص (License Number): 1442/10/10
- حركات الطلب (Request History):**

نوع الطلب (Request Type)	رقم الطلب (Request Number)	نوع الطلب (Request Type)
أرض تجارية (Commercial Land)	1442/10/10	أرض تجارية (Commercial Land)



13) The user is directed to the **(Contract Details)** stage, as shown below, where they select the construction status from three options: **(Construction Not Started, Building Under Construction, Existing Building)**.



## 1) Not Built

If this option is selected, the **(Contract Details)** section appears, as shown below. The user fills in the required fields, including dropdown selections for **(Design Engineering Office (Certified Designer), Supervising Engineering Office, Building Contractor, Safety Contractor)**.

The screenshot displays a web application interface for renewing a building permit. The interface is in Arabic and shows a form for 'بيانات التعاقد' (Contract Details). The form includes fields for 'المهندس المصمم' (Design Engineer), 'المهندس المشرف' (Supervising Engineer), 'المقاول' (Contractor), and 'مقاول البناء' (Building Contractor). The 'المهندس المصمم' field is currently selected, showing a dropdown menu with the name 'شركة عبد الرحمن احمد الجعفري وشركاه للاستشارات الهندسية' (Sh. Abd. Rahman Ahmed Al-Jaafari & Partners for Engineering Consultancy). The 'المهندس المشرف' field is also visible, showing the same company name. The 'المقاول' field is currently empty. The 'مقاول البناء' field is currently empty. The form is titled 'حالة البناء' (Building Status) and has three tabs: 'المبنى قائم' (Building Standing), 'المبنى قيد الانشاء' (Building Under Construction), and 'لم يبدأ البناء' (Building Not Started). The 'المبنى قائم' tab is currently selected. The form is part of a larger application with a header bar containing navigation links and a footer bar with a logo.

## 2) Under Construction

If this status is selected, the **(Contract Information)** section appears as shown below, requiring the user to fill in the relevant fields, including the following dropdown menus: **(Design Engineering Office (Approved Designer), Supervising Engineering Office, Construction Contractor)**.

Additionally, the **(Technical Report)** section appears. The user verifies the technical report by entering the **(Technical Report Number)** and clicking **(Verify)**.

The screenshot shows a web application interface for building permit renewal. The main heading is 'حالة البناء' (Building Status). Below it, there are three tabs: 'البناء قيد الإنشاء' (Under Construction), 'البناء قيد الترخيص' (Under License), and 'لم يبدأ البناء' (Construction Not Started). The 'Under Construction' tab is selected. The form is divided into two main sections: 'بيانات التعاقد' (Contract Data) and 'التقرير الفني' (Technical Report). The 'Contract Data' section contains two rows of information for 'المصمم الهندسي المعمول' (Design Engineering Office) and 'المشرف الهندسي المعمول' (Supervising Engineering Office), each with fields for 'رقم الترخيص' (License Number) and 'الجهة المانحة' (Issuing Authority). The 'Technical Report' section has a 'تحقق' (Verify) button and fields for 'رقم المخطط' (Plan Number), 'البلدية' (Municipality), 'رقم رخصة البناء' (Building License Number), 'رقم خطة العمل' (Work Plan Number), and 'الحي' (District).

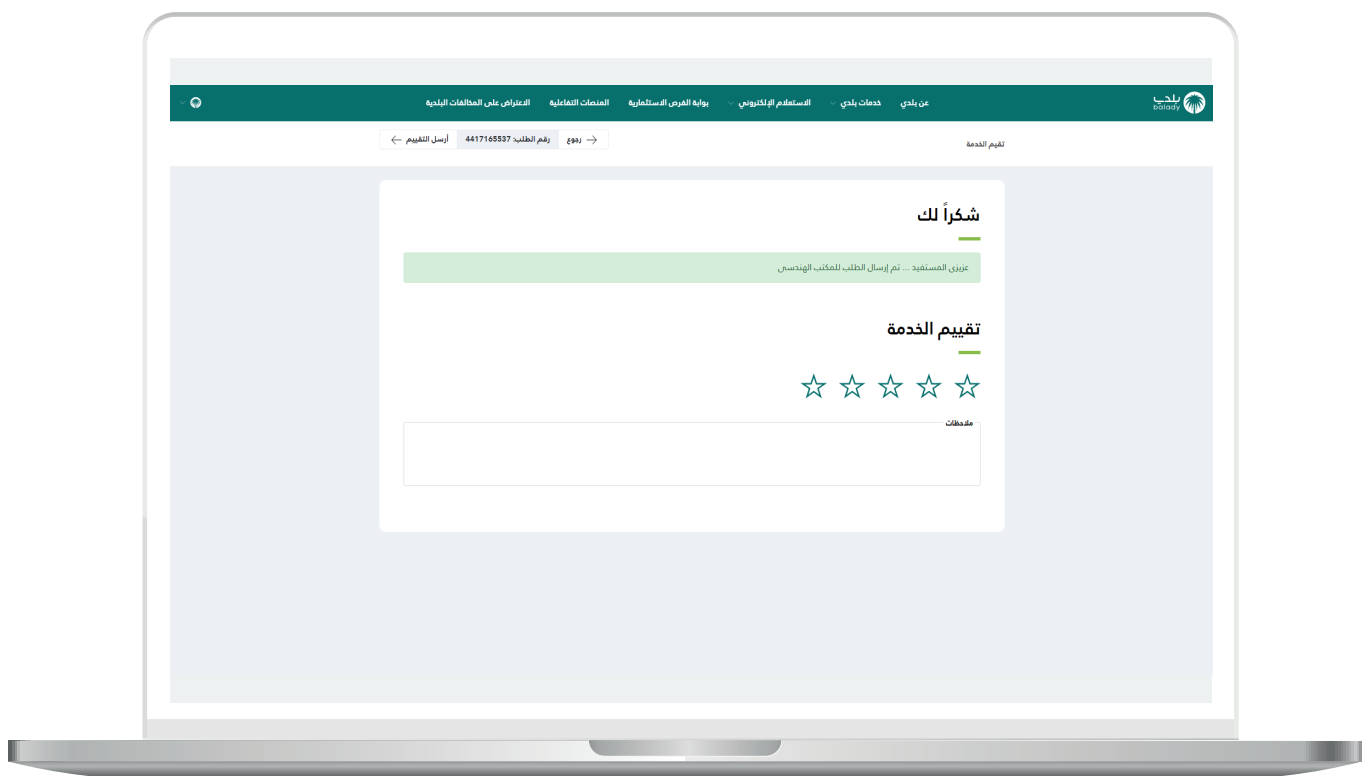
### 3) Existing Building

If this status is selected, the **(Contract Information)** section appears as shown below, requiring the user to fill in the relevant fields, including the following dropdown menus: **(Design Engineering Office (Approved Designer), Supervising Engineering Office, Construction Contractor)**.

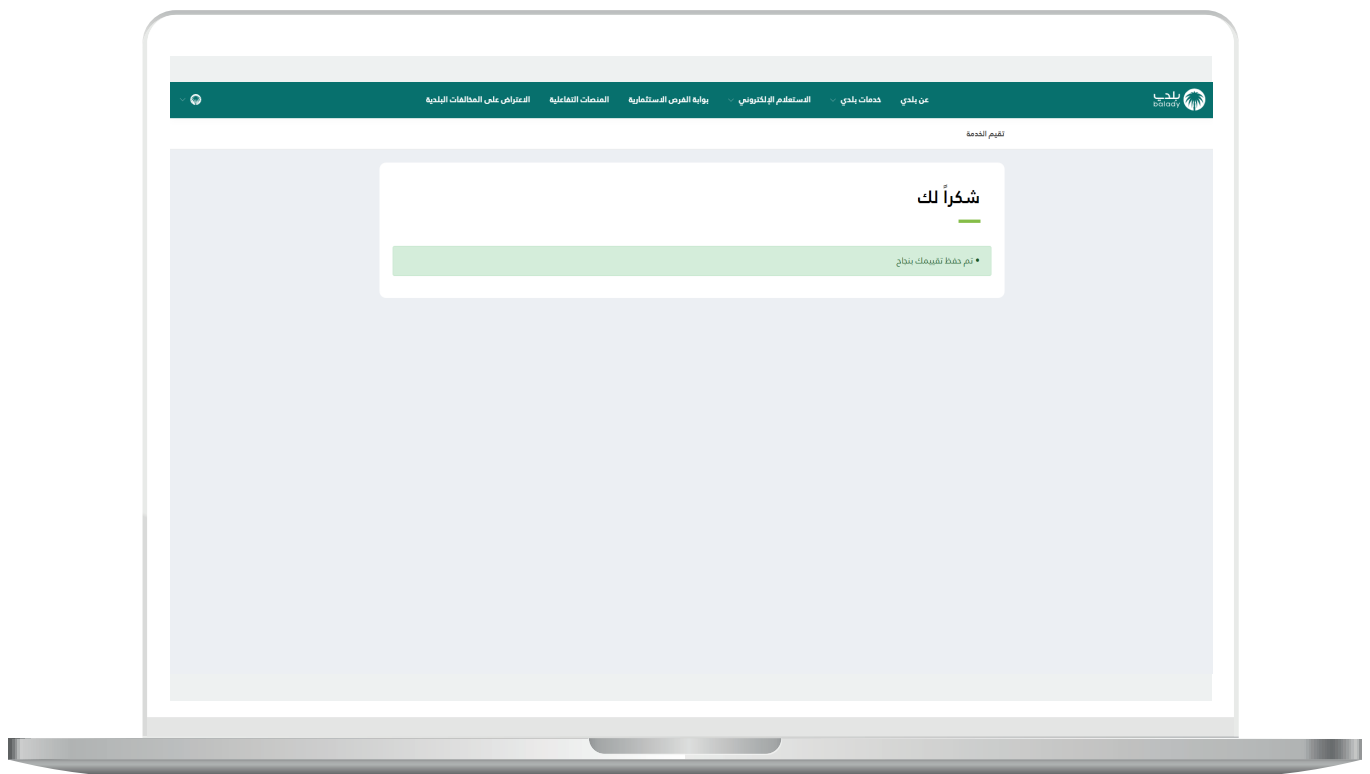
Additionally, the **(Technical Report)** section appears. The user verifies the technical report by entering the **(Technical Report Number)** and clicking **(Verify)**.

The screenshot displays a web application interface for building permit renewal. The top navigation bar is green with white text, including 'عن بنا', 'خدمات بنا', 'الاستعلام الإلكتروني', 'بوابة العرض الاستشارية', 'الخدمات التقنية', 'المرافق على الحالات الخاصة', and 'رابطنا'. Below the navigation bar, there is a breadcrumb trail: 'خدمات العرض الاستشارية' > 'تقديم رخصة بناء' > 'بيانات التعاقد' > 'بيانات التعاقد'. The main content area is titled 'حالة البناء' (Building Status) and contains two sections: 'بيانات التعاقد' (Contract Data) and 'التقرير الفني' (Technical Report). The 'بيانات التعاقد' section includes dropdown menus for 'المكتب الهندسي المعماري (المصمم المعماري)' and 'المكتب الهندسي الميكانيكي', and input fields for 'رقم التصميم' and 'الاسم'. The 'التقرير الفني' section includes a 'تحقق' (Verify) button and input fields for 'رقم المخطط', 'البلدية', 'رقم رخصة البناء', 'رقم رخصة المرافق', and 'الاسم'.

14) After selecting one of the options and filling in the required fields, the user clicks (**Next**) to proceed. The request is successfully submitted, and a confirmation message appears, as shown below. The user can rate the service by selecting the number of stars and entering comments in the (**Comments**) field, then clicking (**Submit Evaluation**).

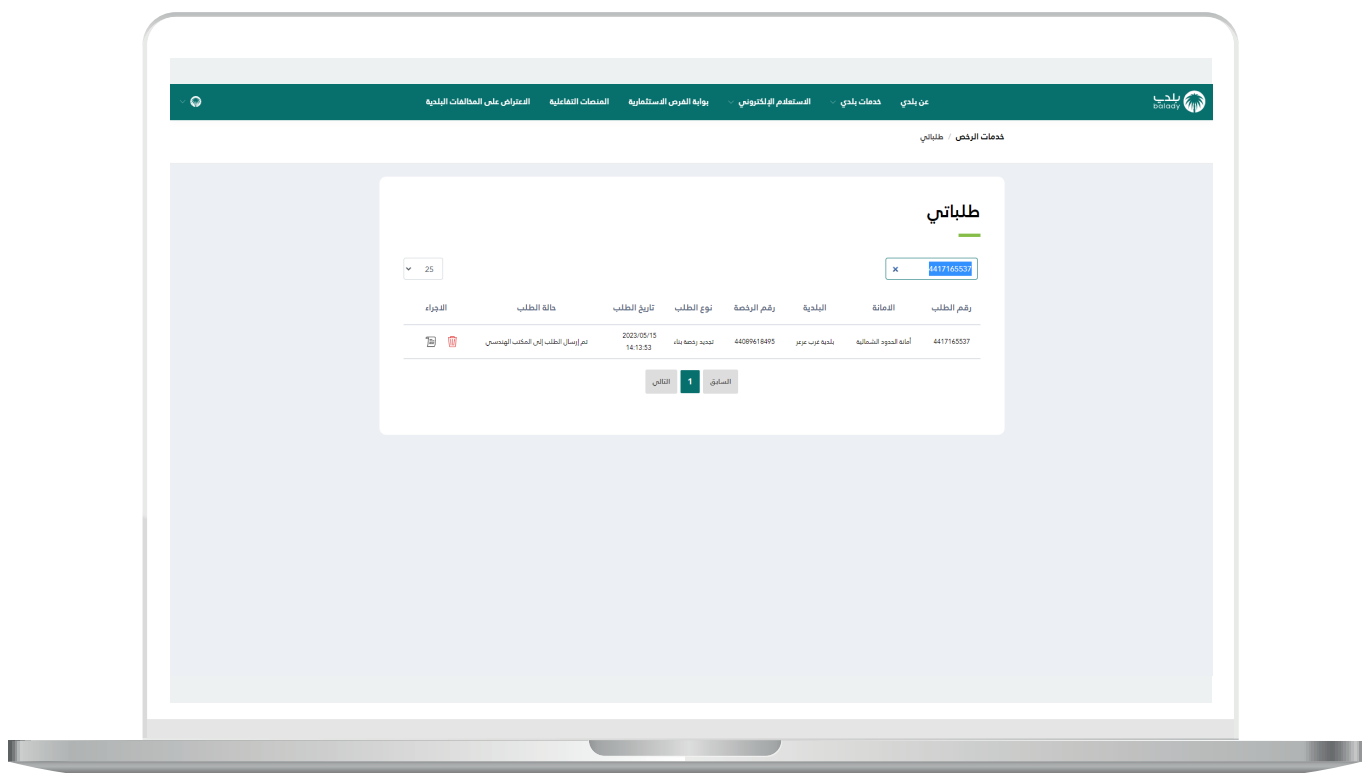


15) After clicking (**Submit Evaluation**), the request is successfully saved, and a confirmation message appears, as shown below.



## Follow-up on the Request

1) The user can track the request status from the **(My Requests)** screen as shown below.



2) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.

[illegible]



## SMS Messages to the Beneficiary

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

- Dear beneficiary, Ibrahim, the payment invoice number 89252275832 was issued for the renewing of a Building Permit for application No. 6548137144 in the amount of 0.0641 riyals. The Biller Number for the Ministry of Municipal, Rural Affairs, and Housing is 771.

You can evaluate the service through the following link:

(RVey/4403441706340DC998D242EA31AA045<http://qcapps.momra.gov.sa/eservices/survey#/>)

- Dear beneficiary License No. 713162016044 has been issued. You can view it via this link:

<http://qcapps.momra.gov.sa/eservices/survey#/survey/44034417063340dc9>

The site will be visited within 72 hours.



## 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

