



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

**Service of Objecting to the
Cancellation or Suspension of a Construction License**

Beneficiary's
Copy

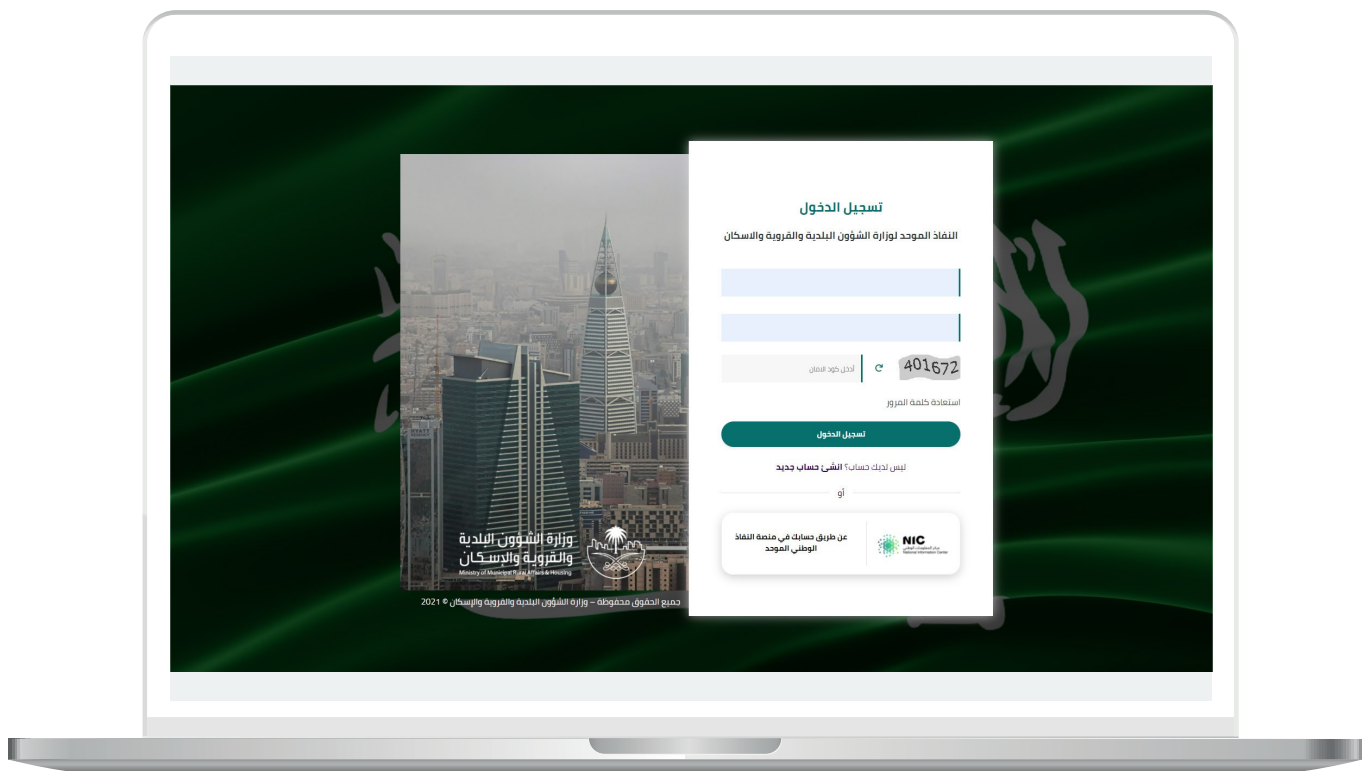
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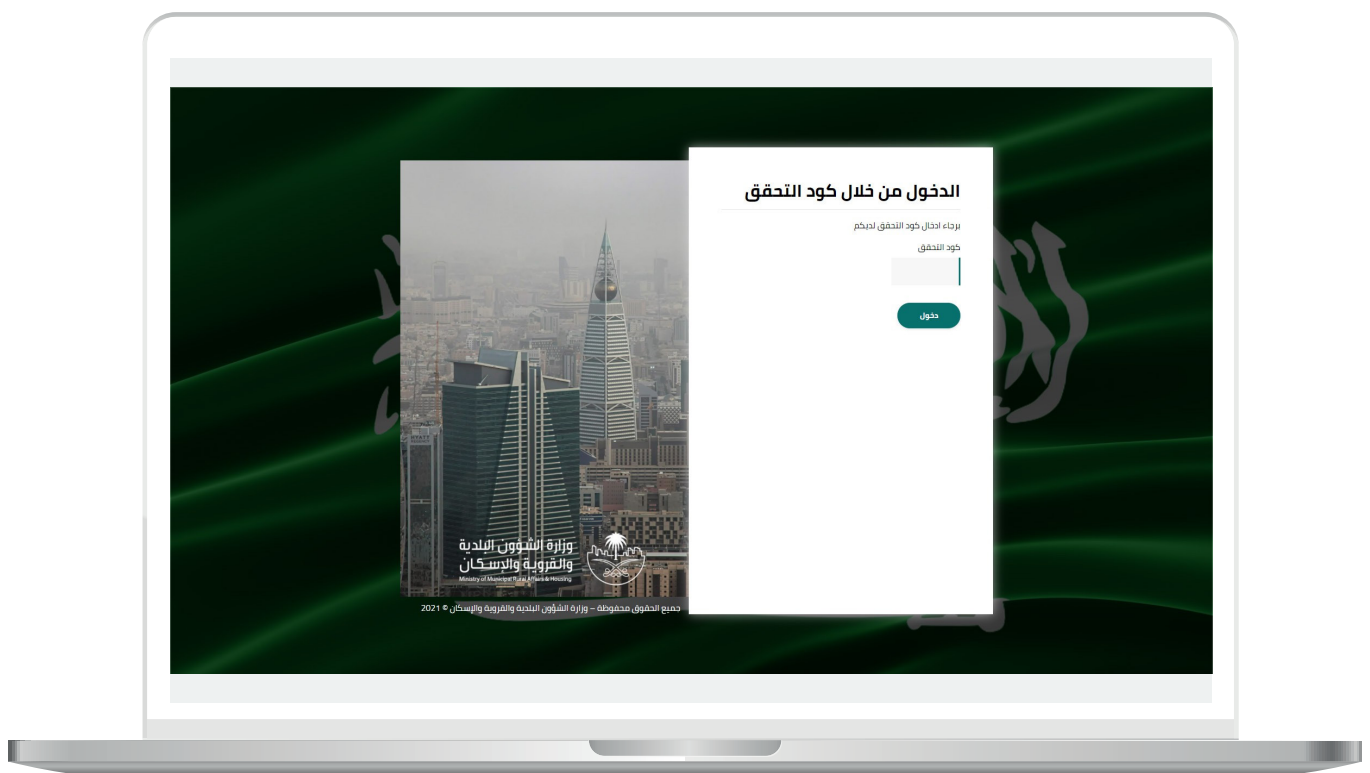


Logging into the System

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.



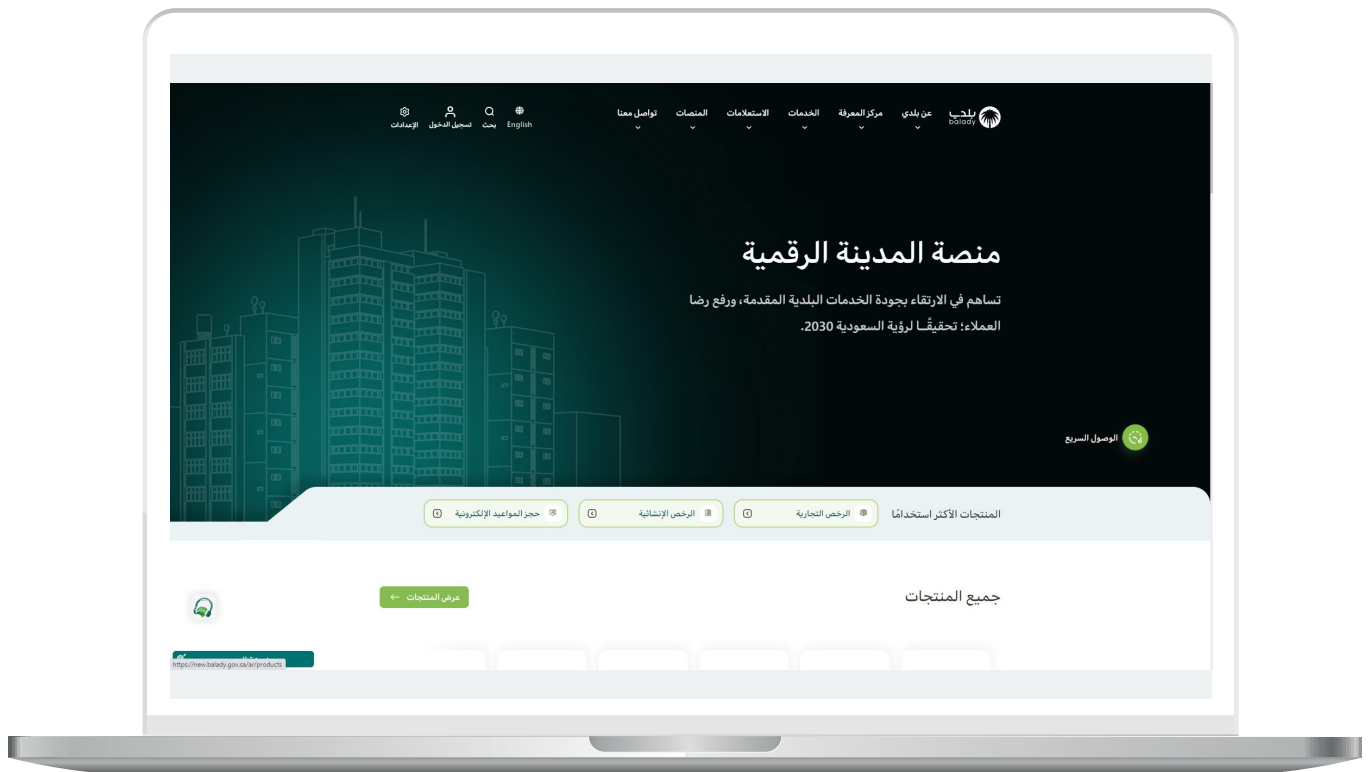
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



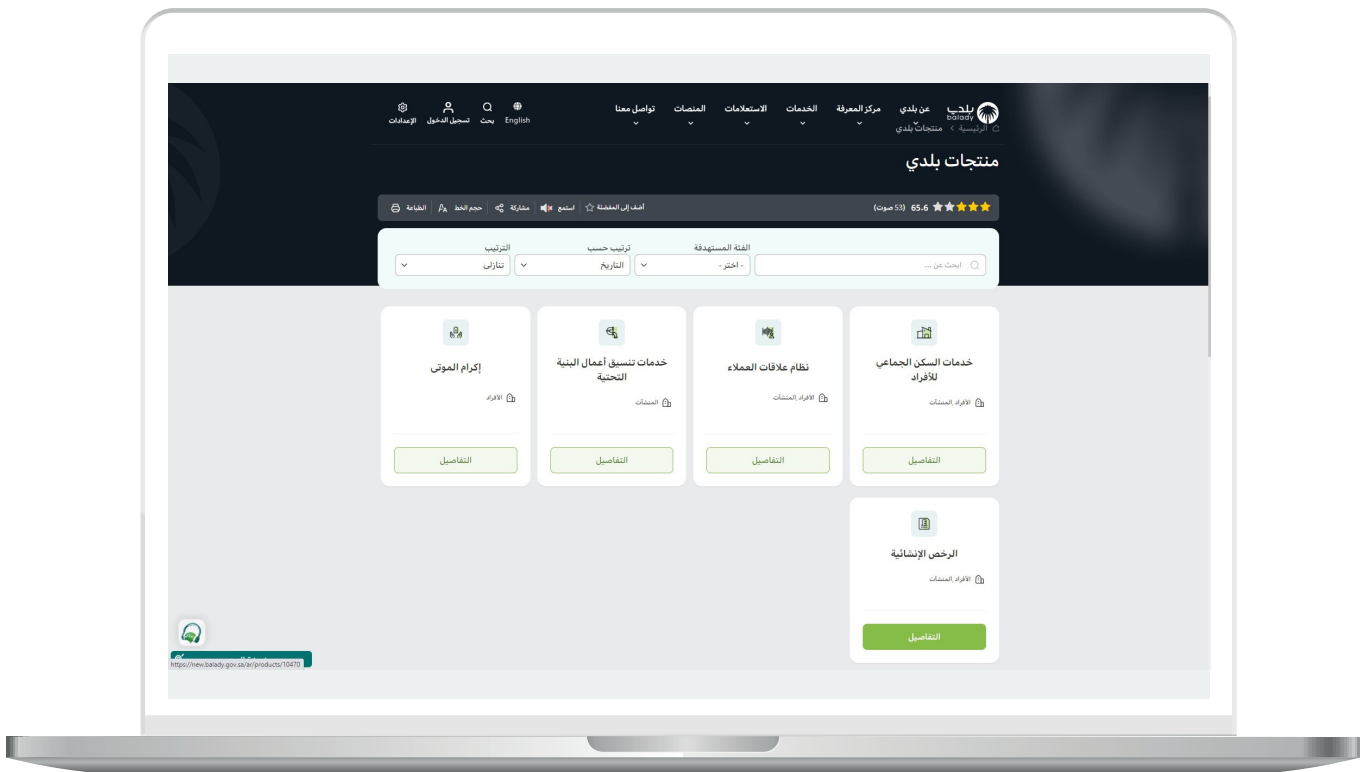
Service Request Steps

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

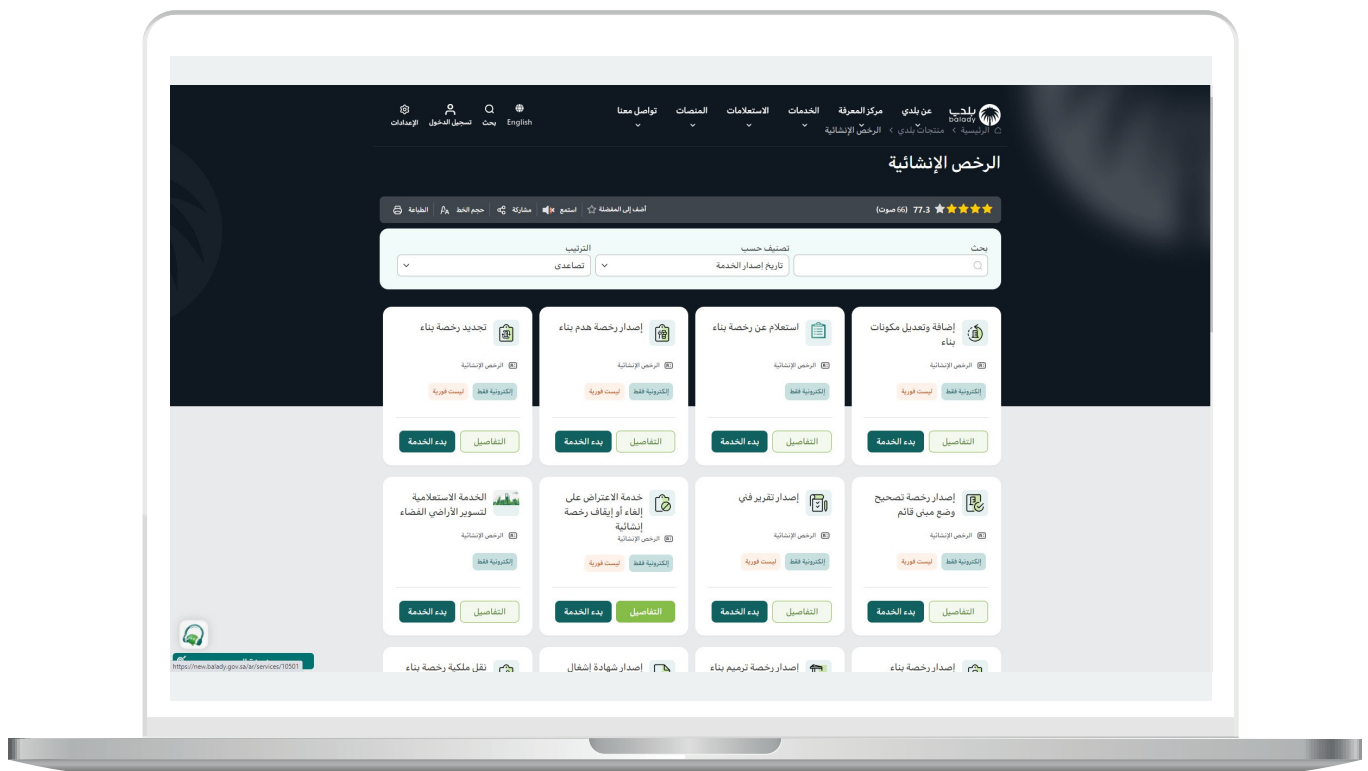
The user then clicks the **(View Products)** button.



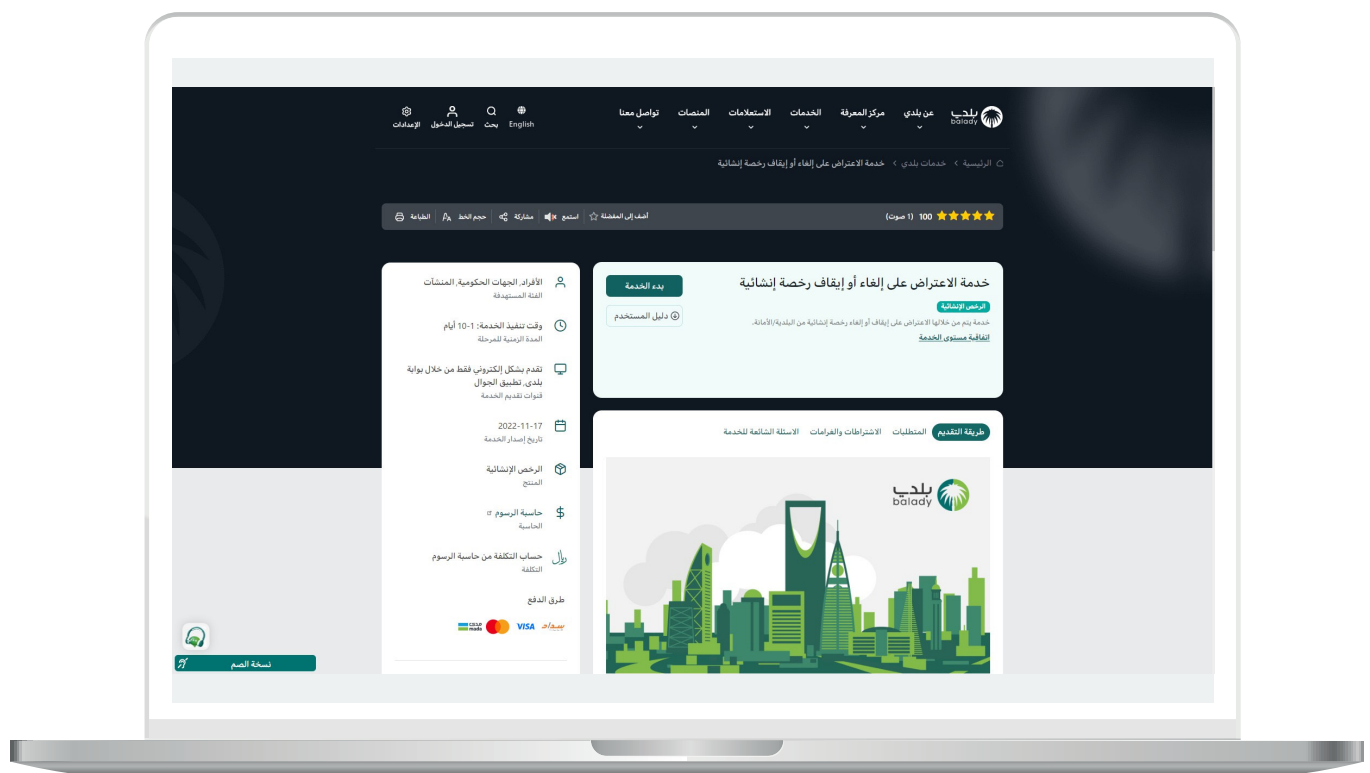
2) Then, the user selects **(Construction Licenses)**.



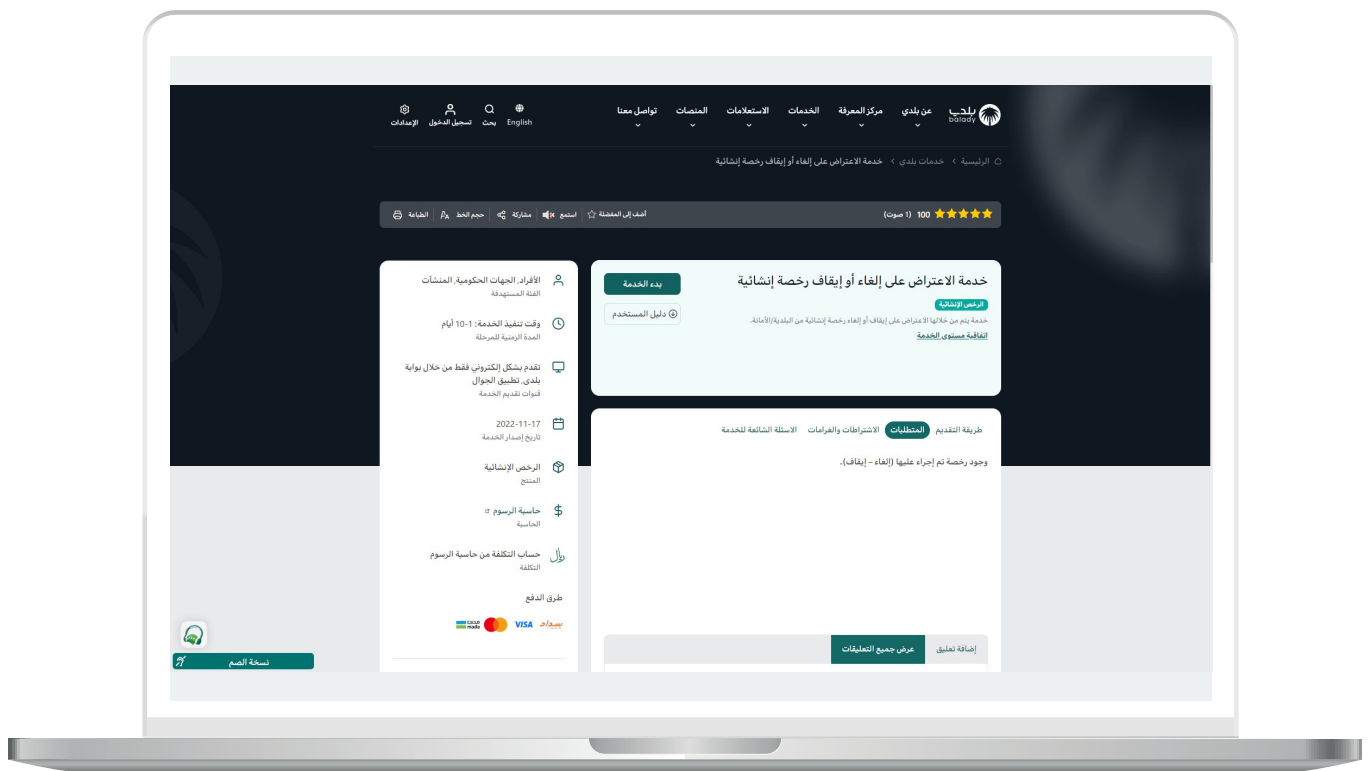
3) The services then appear, where the user selects the service (**Objecting to the Cancellation or Suspension of a Construction License**), as shown below.



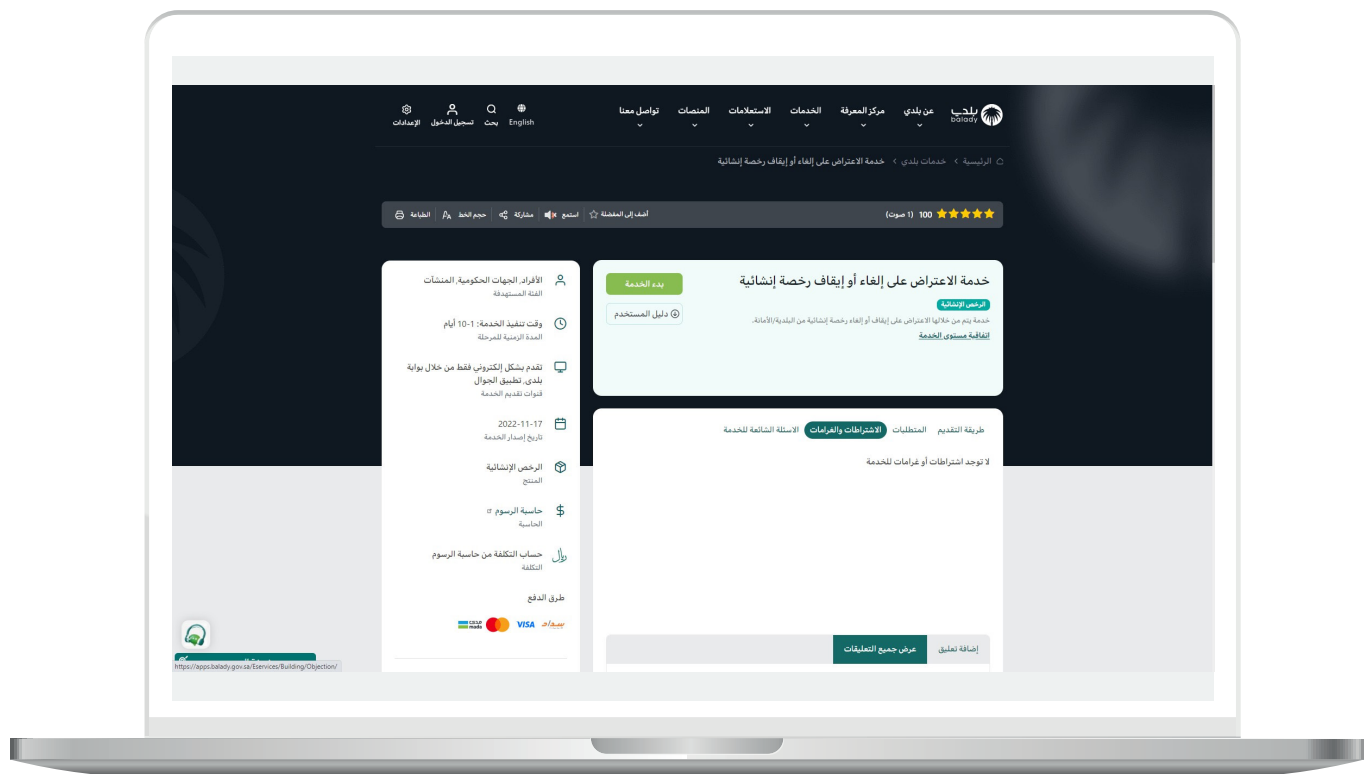
4) The next screen appears, representing the Service Introduction Screen, where the user can view one of the service requirements through the menus (**How to Apply, Requirements, Conditions and Fines, etc.**).



5) The following screen represents the **(Requirements)** list.

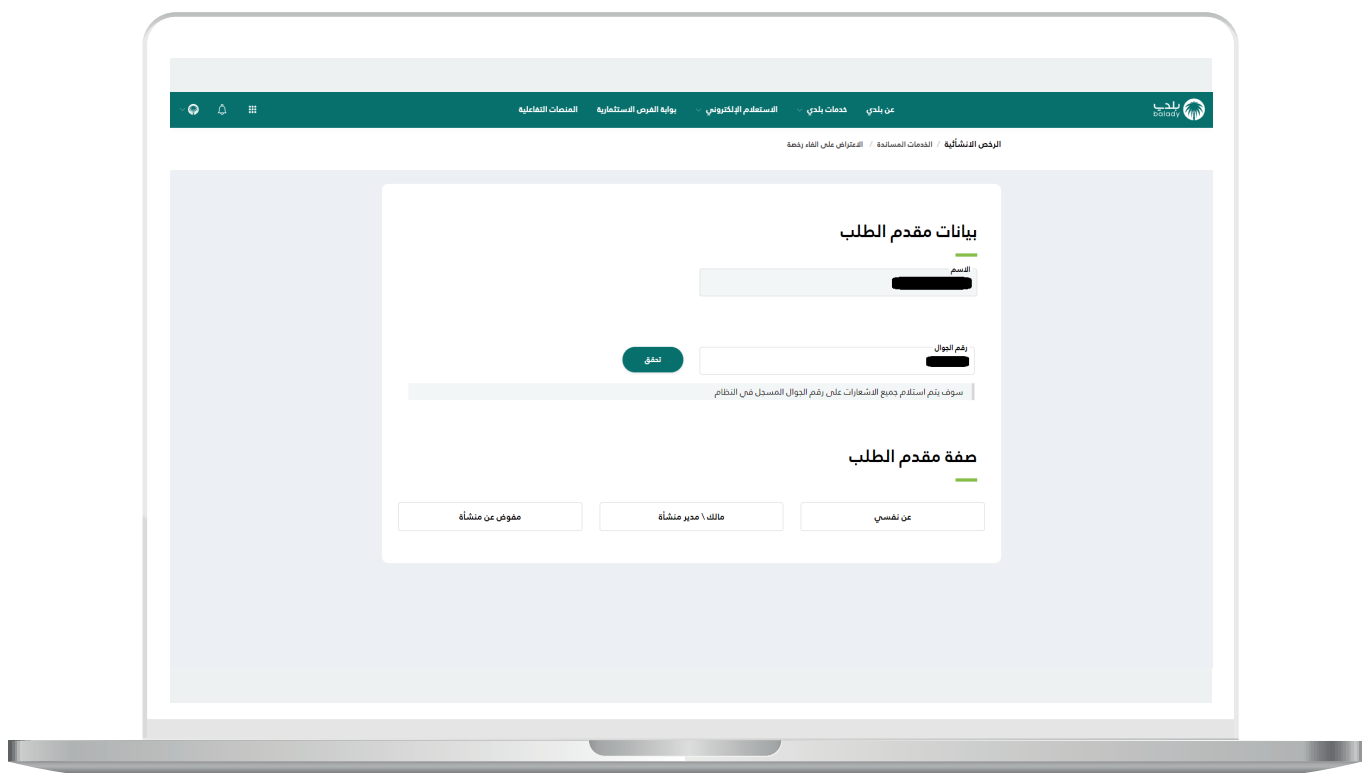


6) To start the application process, the user clicks **(Start Service)**.



7) The next screen appears, allowing the user to select their role (For **Myself, Owner/Manager of an Establishment, Authorized Representative of an Establishment**).

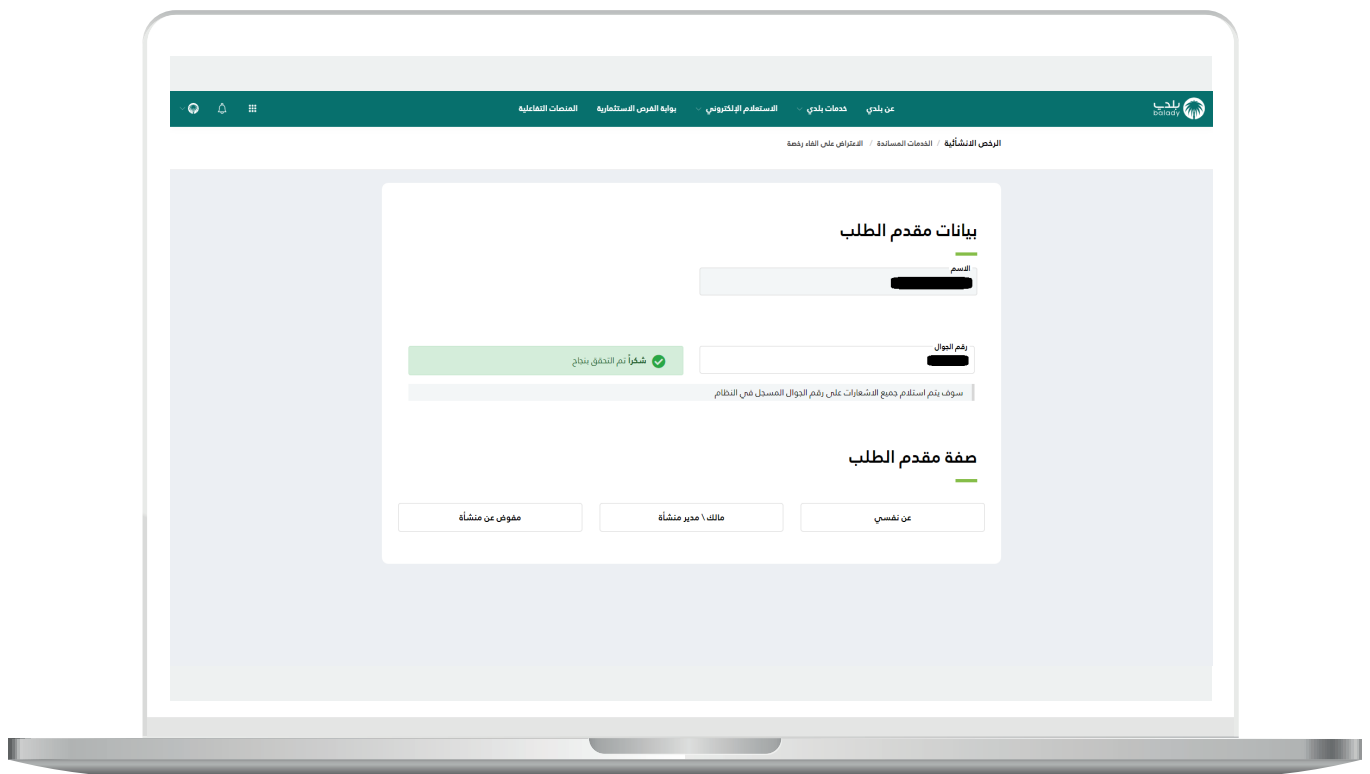
Before proceeding, the system verifies the user's mobile number by prompting the user to enter (**Mobile Number**) and clicking (**Verify**).



8) 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 on a laptop screen. The interface is in Arabic and features a dark green header with navigation links: 'عن بلدي' (About My City), 'خدمات بلدي' (My City Services), 'الاستعلام الإلكتروني' (Electronic Inquiry), 'بوابة العرض الاستثمارية' (Investment Showcase Portal), and 'المنتجات التفاعلية' (Interactive Products). The main content area is titled 'بيانات مقدم الطلب' (Requester Data) and includes fields for 'الاسم' (Name) and 'رقم الجوال' (Mobile Number). Below these fields, a message states: 'سوف يتم استلام جميع الاشعارات على رقم الجوال المسجل في النظام' (You will receive all notifications on the mobile number registered in the system). A 'رمز التأكد' (Confirmation Code) field is present, followed by a 'تأكيد' (Confirm) button and a timer indicating 'أعد إرسال الرمز بعد: 00:53' (Resend the code after: 00:53). At the bottom, there is a section titled 'صفة مقدم الطلب' (Requester Status) with three buttons: 'مفوض عن منشأة' (Authorized by establishment), 'مالك \ مدير منشأة' (Owner / Manager of establishment), and 'عن نفسي' (On my own).

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



10) The user then selects the applicant status, with three options: (**For Myself, Owner/Manager of an Establishment, Authorized Representative of an Establishment**).

In the following example, (**For Myself**) is selected, and the system displays a list of canceled licenses, as shown below.

The screenshot shows a web application interface with a dark green header. The header contains navigation links: "عن بلدي", "خدمات بلدي", "الاستعلام الإلكتروني", "بوابة الفرض الاستشارية", "الخدمات التفاعلية", and a logo for "بلدي byday". Below the header, there is a breadcrumb trail: "الرخص التشغيلية / الخدمات المساندة / المعارض على لقاء بخصم".

The main content area is titled "بيانات مقدم الطلب" (Applicant Data). It includes a form with the following fields:

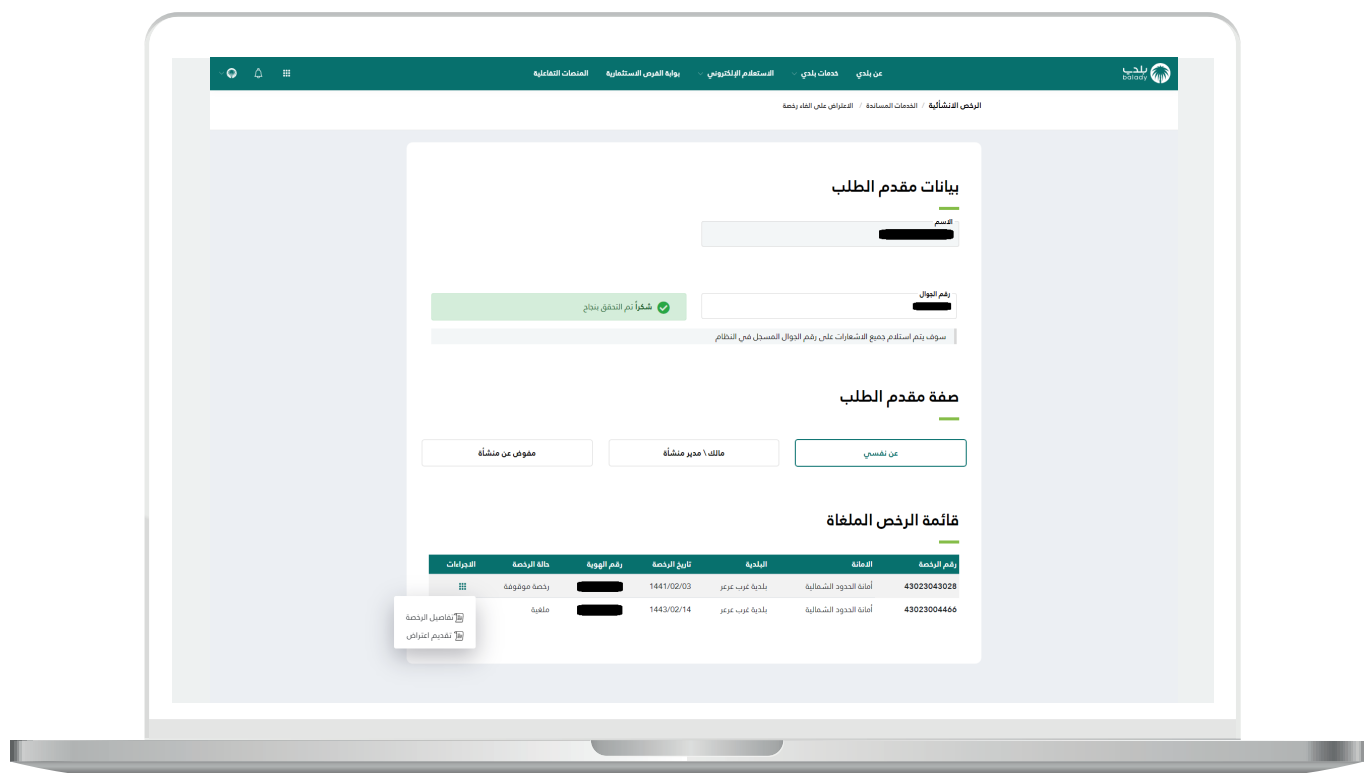
- الاسم (Name): [Redacted]
- رقم الهوية (ID Number): [Redacted]
- شكراً تم التحقق بنجاح (Thank you, verification successful): [Green checkmark icon]
- سوف يتم استلام جميع الشهادات على رقم الجوال المسجل في النظام (All certificates will be received on the registered mobile number): [Information icon]

Below the form, there is a section titled "صفة مقدم الطلب" (Applicant Status) with three buttons: "مفوض عن منشأة" (Authorized by establishment), "مالك \ مدير منشأة" (Owner / Manager of establishment), and "عن نفسي" (For myself). The "عن نفسي" button is highlighted.

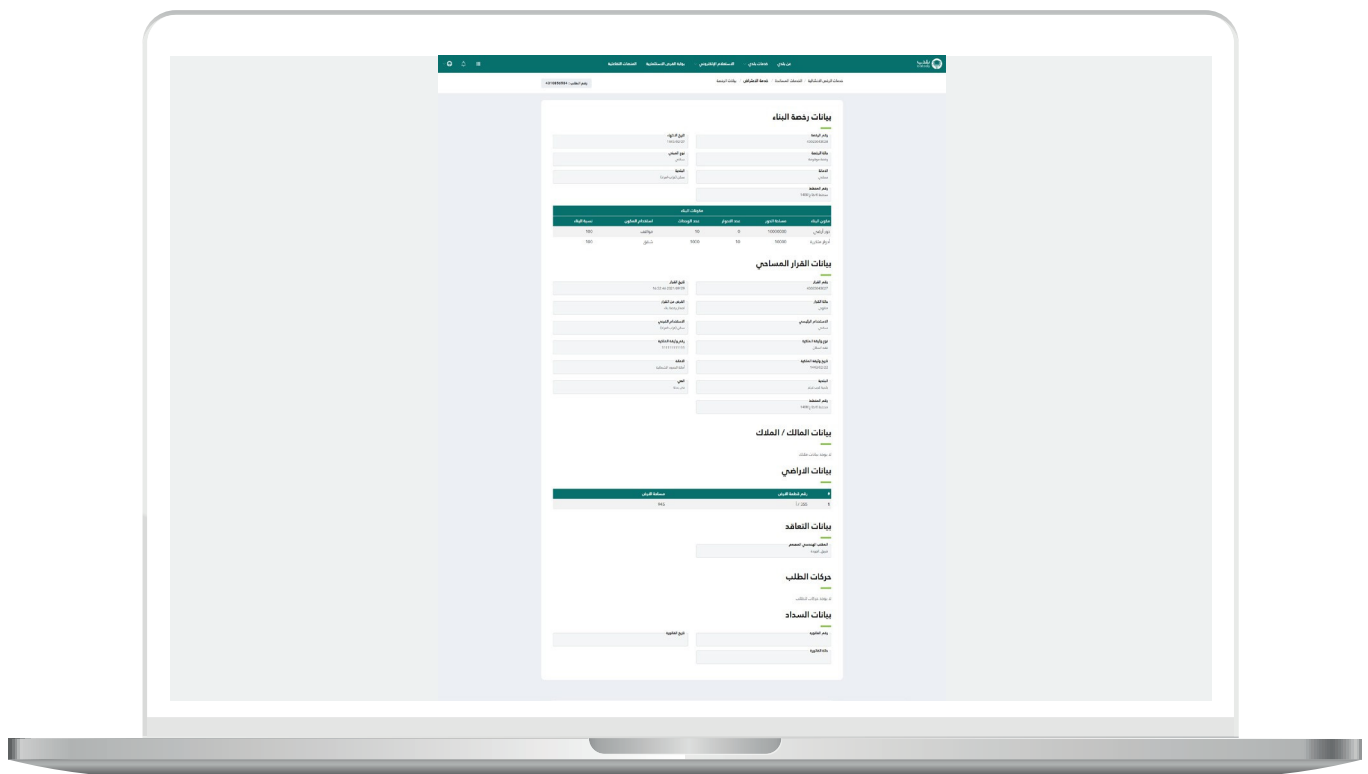
Below the status section, there is a section titled "قائمة الرخص الملغاة" (List of canceled licenses) with a table showing the following data:

العمليات	حالة الرخصة	رقم الهوية	التاريخ الرخصة	المدينة	المنطقة	رقم الرخصة
...	رخصة موقوفة	[Redacted]	1441/02/03	بلدية عرب عزم	أمانة الحدود الشمالية	43023043028
...	ملغية	[Redacted]	1443/02/14	بلدية عرب عزم	أمانة الحدود الشمالية	43023004466

11) The user clicks on the small green box in the **(Actions)** column, as shown below, prompting the system to display the available actions for the canceled license, which include **(License Details, Submit Objection)**.

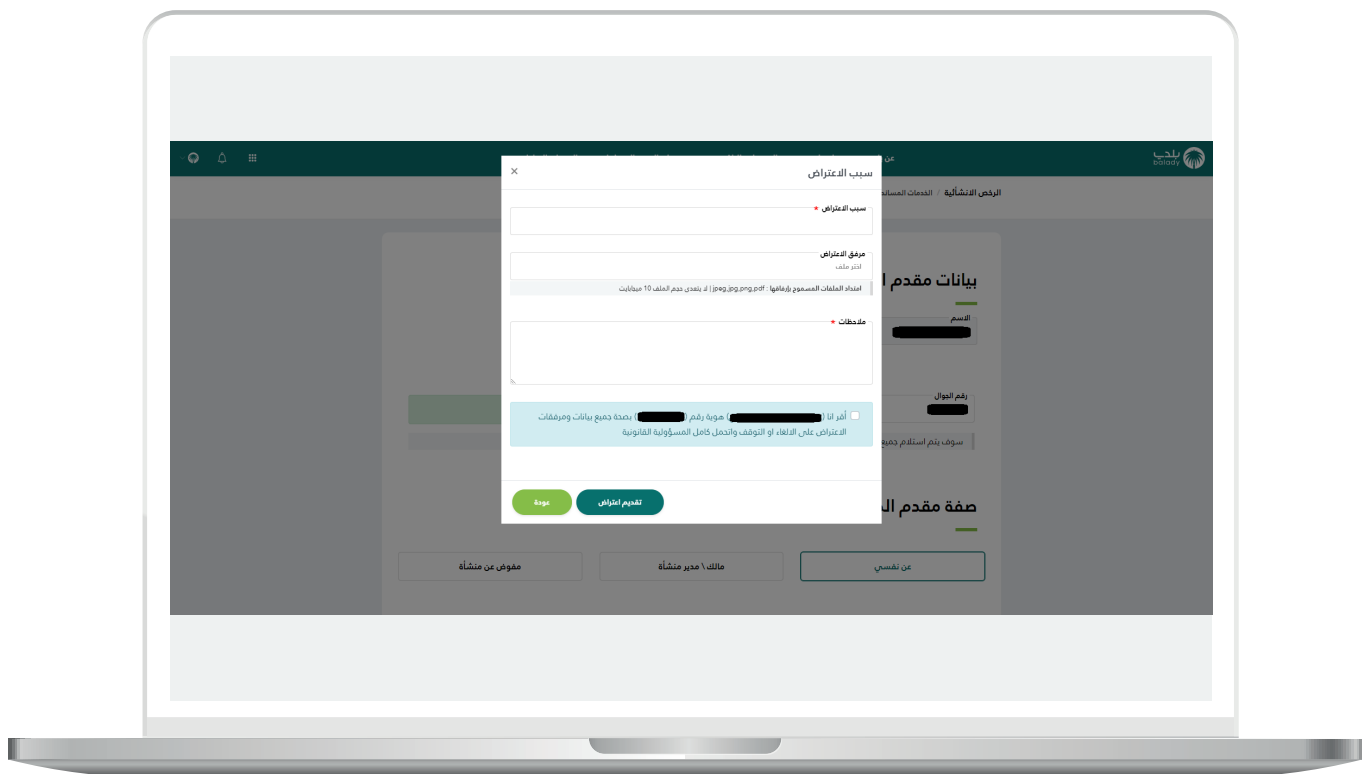


12) Clicking the **(License Details)** button displays all details of the canceled license, including **(Building License Details, Surveying Decision Details, Owner(s) Details, Land Details, Contract Details, Application Transactions, Payment Details)**.



13) If the user clicks **(Submit Objection)**, the following screen appears, where objection details are entered, including **(Reason for Objection, Objection Attachment, Comments)**.

The user then agrees to the declaration and clicks **(Submit Objection)** to complete the process, with the option to cancel and return to the previous screen by clicking **(Back)**.



14) The objection is then submitted successfully, displaying a confirmation message, as shown below.

The screenshot displays a web application interface for submitting an objection. The header is in Arabic, with navigation links for 'الرخص' (Licenses), 'الخدمات' (Services), 'عن بلدي' (About My Municipality), 'الاستعلام الإلكتروني' (Electronic Inquiry), 'بوابة العرض الاستشارية' (Consultative Display Portal), and 'المنتجات التفاعلية' (Interactive Products). The main content area is titled 'بيانات مقدم الطلب' (Applicant Data) and includes fields for 'الاسم' (Name) and 'رقم الهوية' (ID Number). A green checkmark indicates 'شخصاً تم التحقق بنجاح' (Successfully verified person). Below this, a section titled 'صفة مقدم الطلب' (Applicant Status) offers three options: 'مفوض عن منشأة' (Authorized by establishment), 'مالك منشأة' (Establishment owner), and 'عن نفسي' (On my own). The 'عن نفسي' option is selected. A table titled 'قائمة الرخص الملغاة' (List of revoked licenses) shows two entries:

الترتيب	حالة الرخصة	رقم الهوية	تاريخ الرخصة	البلدية	المنطقة	رقم الرخصة
1	رخصة موقوفة	[REDACTED]	1441/02/03	بلدية غرب عرعر	أمانة الحدود الشمالية	43023043028
2	ملغية	[REDACTED]	1443/02/14	بلدية غرب عرعر	أمانة الحدود الشمالية	43023004466

At the bottom, a green button reads 'تم إرسال طلب الاعتراض بنجاح' (Objection request submitted successfully).

 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

