



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

Excavation Services (Nasseq) Request
for Multiple Excavation Coordination

Beneficiary's
Copy

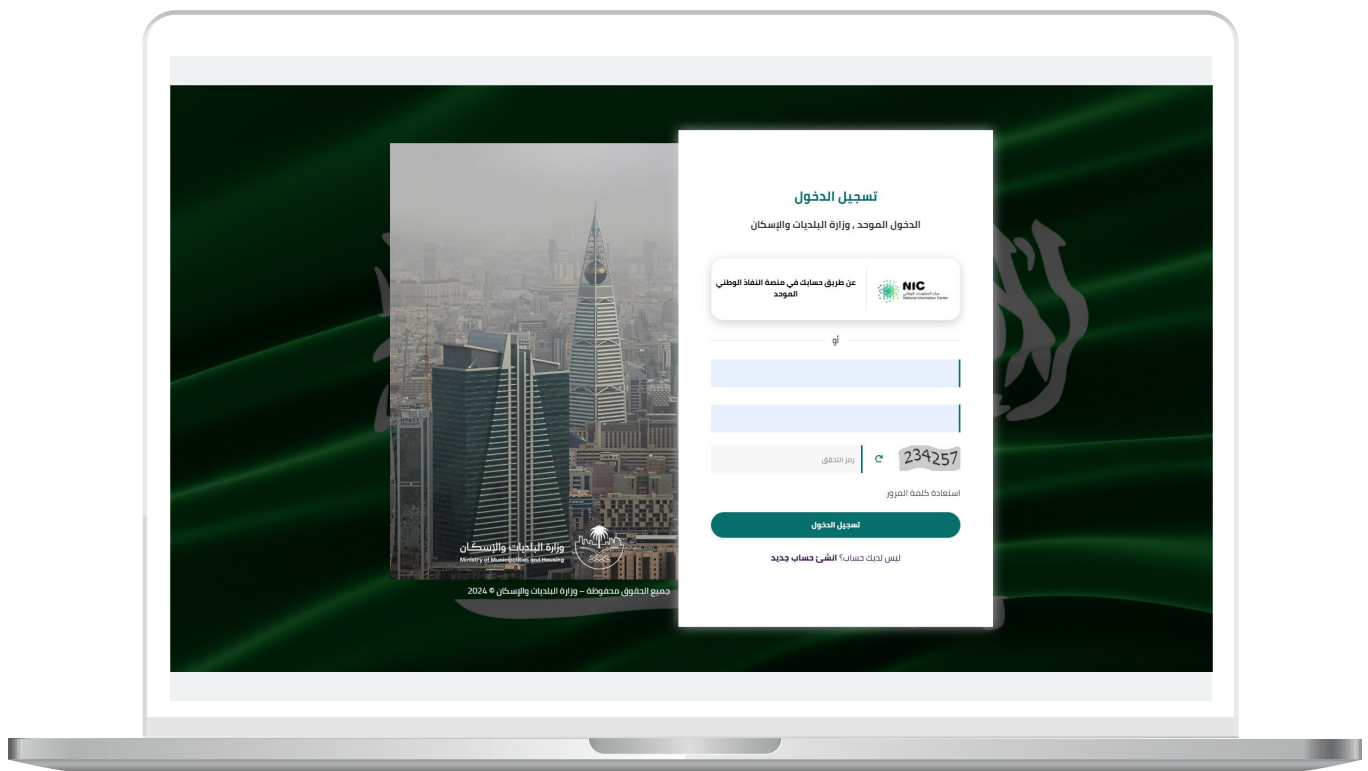
Contents

Log in to the System	03
Steps to Request the Service	05

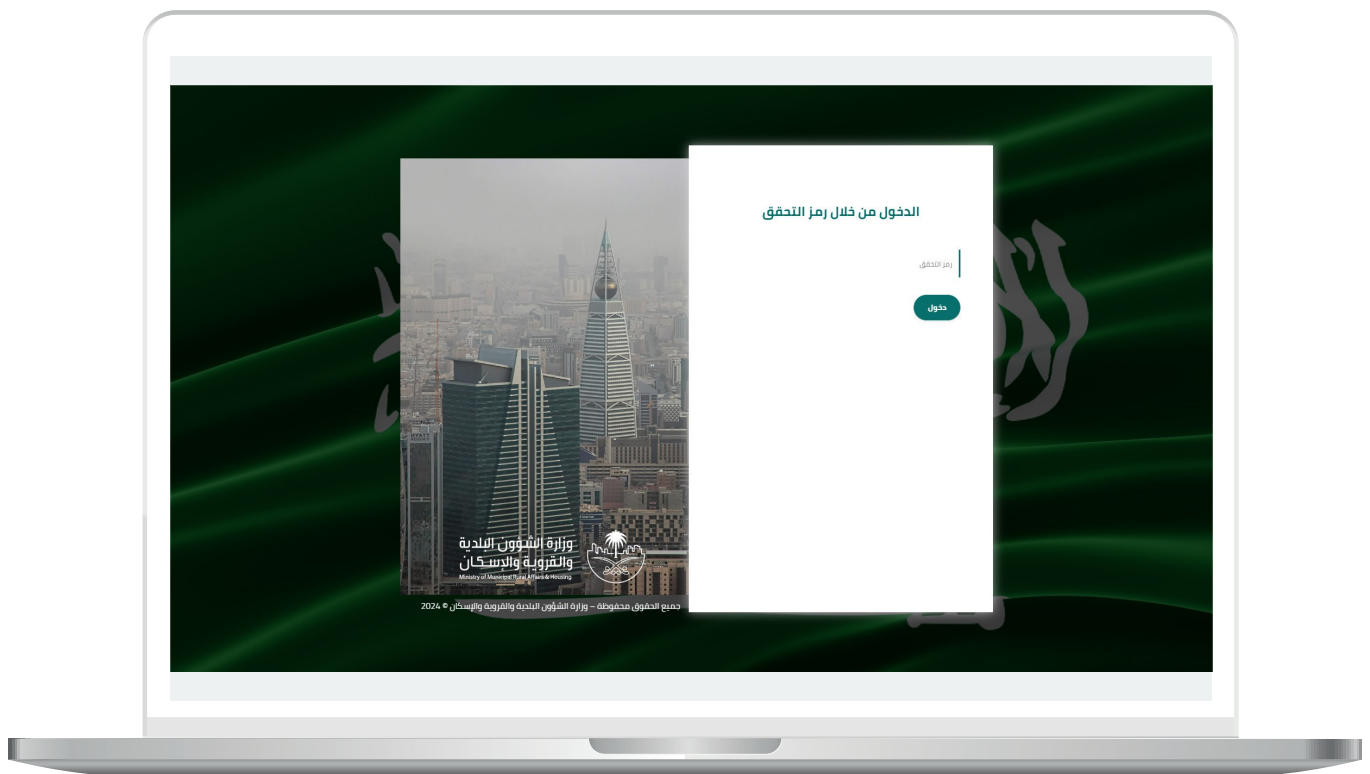


Log in to the System

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.



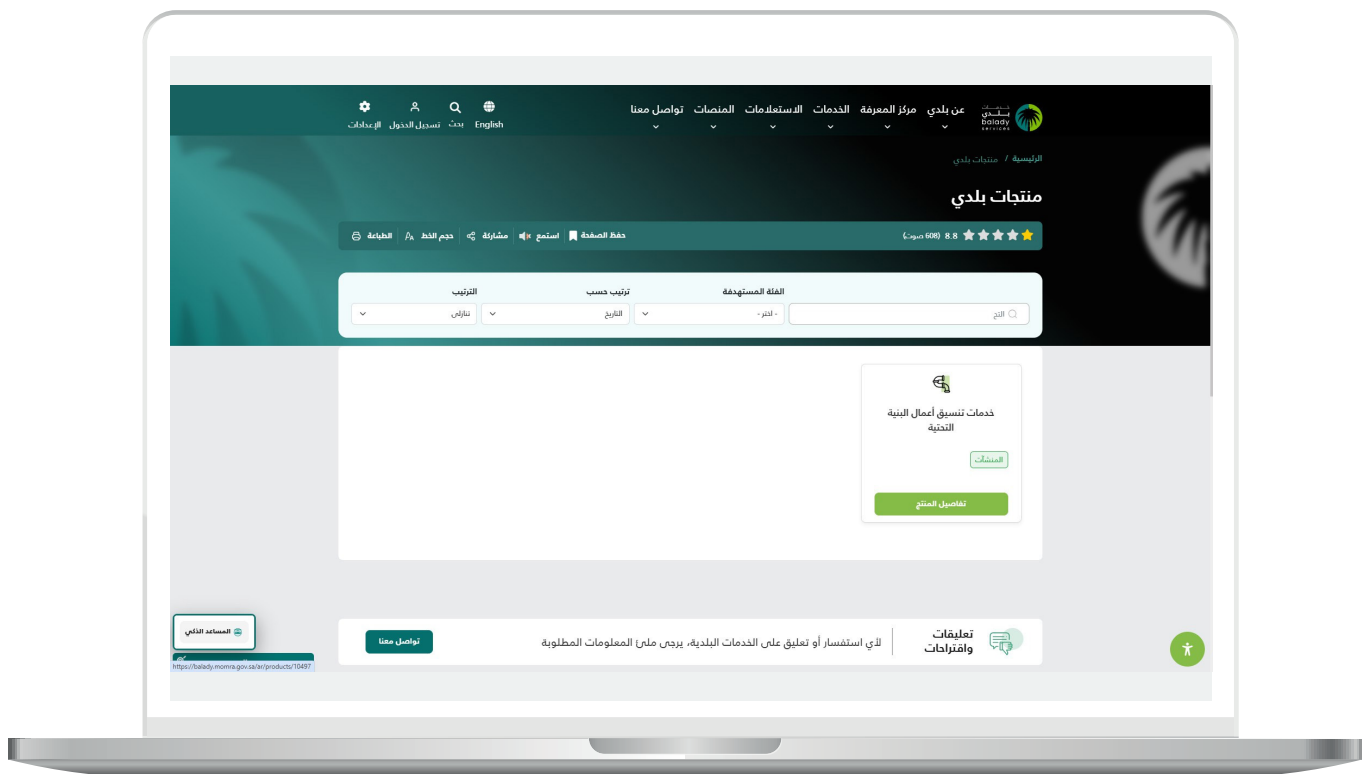
Steps to Request the Service

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

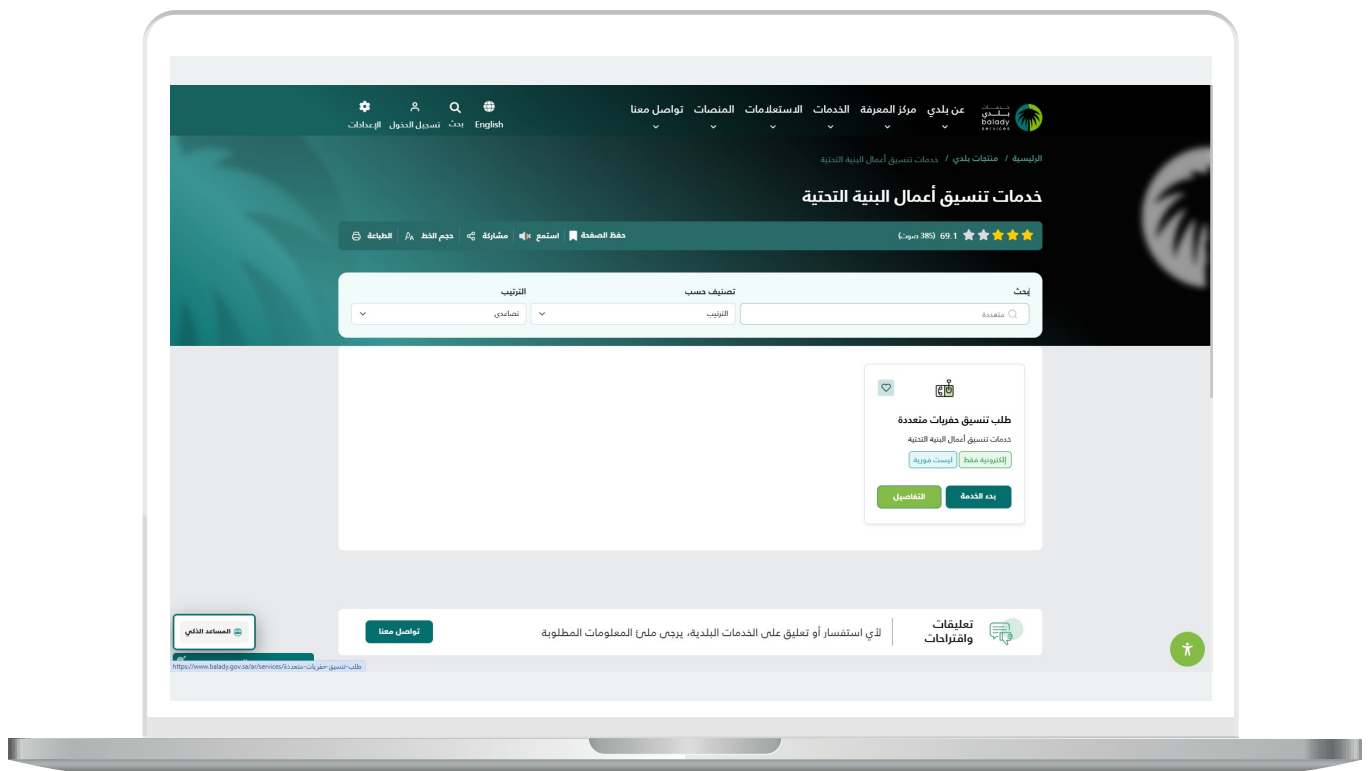
The user then clicks the **(View All Products)** button.



2) To start applying for the service, search for the product (Infrastructure Coordination Services) as shown below.

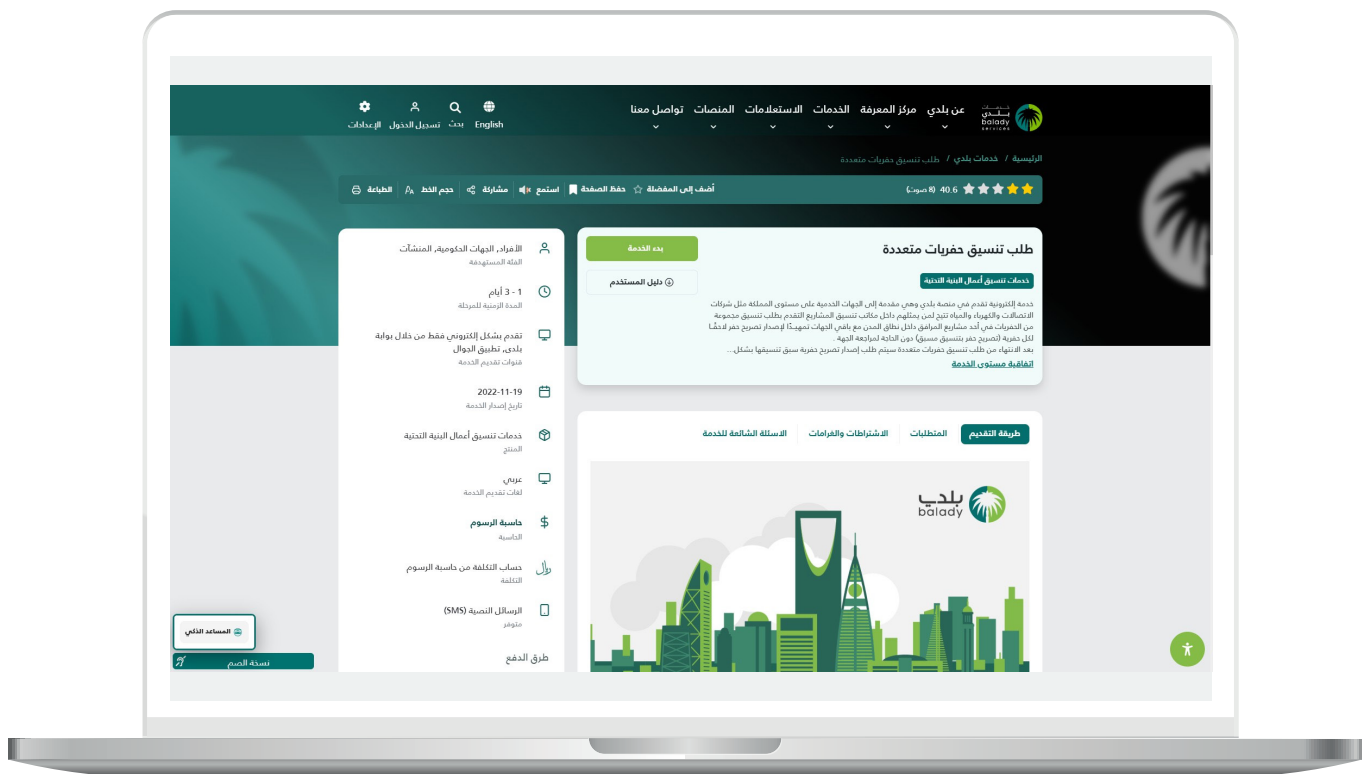


3) The user selects **(Multiple Excavation Coordination Request)** as shown below.



4) The service card appears, where the user can view (How to Apply, Requirements, Conditions and Fines, etc.).

The user then taps (Start Service).



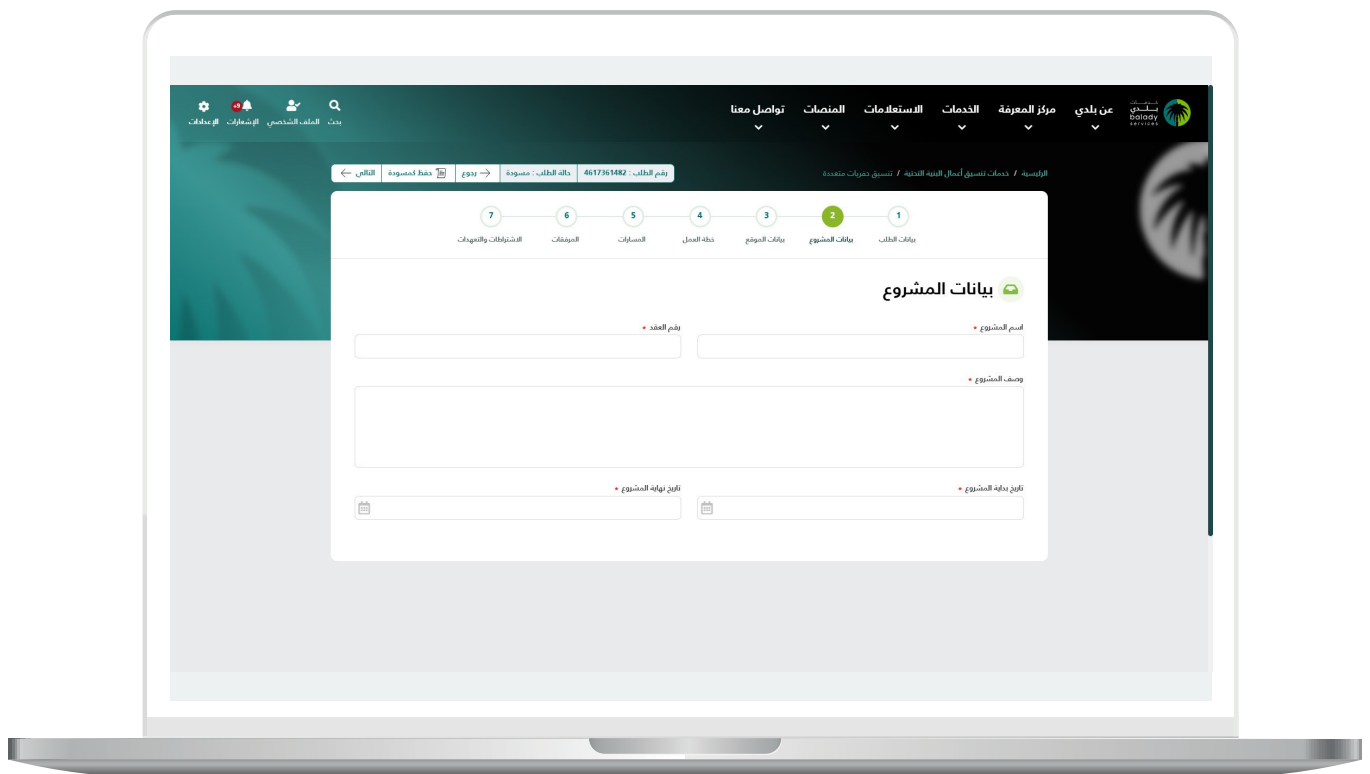
5) The screen below appears, representing the first stage (**Request Data**), where the system displays the applicant's details and the service entity's details.

The user clicks the (**Next**) button at the top left of the screen.

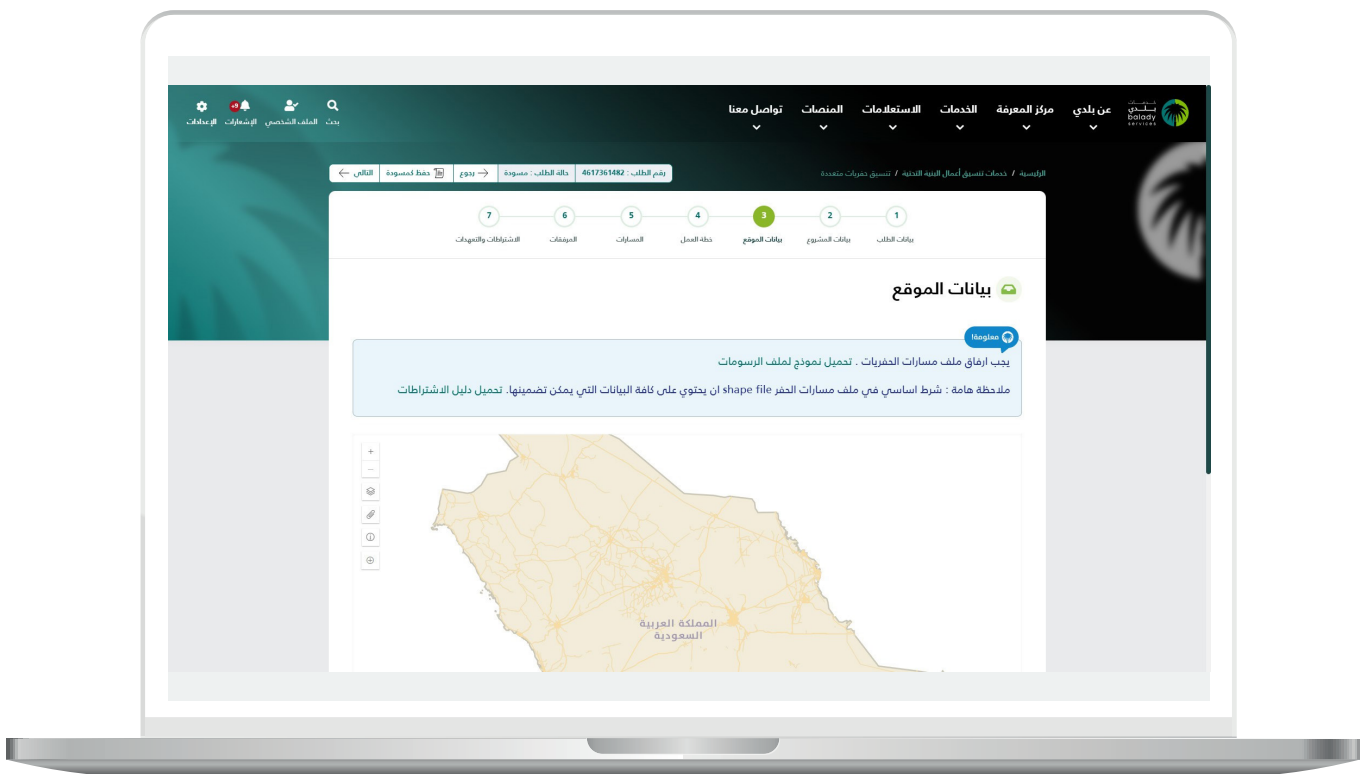
The screenshot displays the 'Request Data' screen on a laptop. The interface features a dark green header with navigation links: 'الرئيسية' (Home), 'خدمات التنسيق أعمال البنية التحتية' (Infrastructure Coordination Services), 'تواصل معنا' (Contact Us), 'المنتجات' (Products), 'الاستعلامات' (Inquiries), 'الخدمات' (Services), 'مركز المعرفة' (Knowledge Center), and 'عن بلدي' (About My City). Below the header, a breadcrumb trail shows the current step: 'الرئيسية > خدمات التنسيق أعمال البنية التحتية > تنسيق حفريات متعددة'. The main content area has a progress bar with 7 steps, where step 1 is highlighted. The first section, 'بيانات مقدم الطلب' (Applicant Data), includes fields for 'رقم الهوية' (ID Number) and 'اسم مقدم الطلب' (Applicant Name). The second section, 'بيانات الجهة الخدمية' (Service Entity Data), includes fields for 'اسم مزود الخدمة' (Service Provider Name), 'شركة المياه الوطنية' (National Water Company), and 'الرقم الوطني الموحد' (Unified National Number). A 'Next' button is visible at the top left of the form area.

6) The following screen appears, representing the **(Project Data)** stage, where the user fills in the following fields: **(Project Name, Contract Number, Project Description, Project Start Date, Project End Date)**.

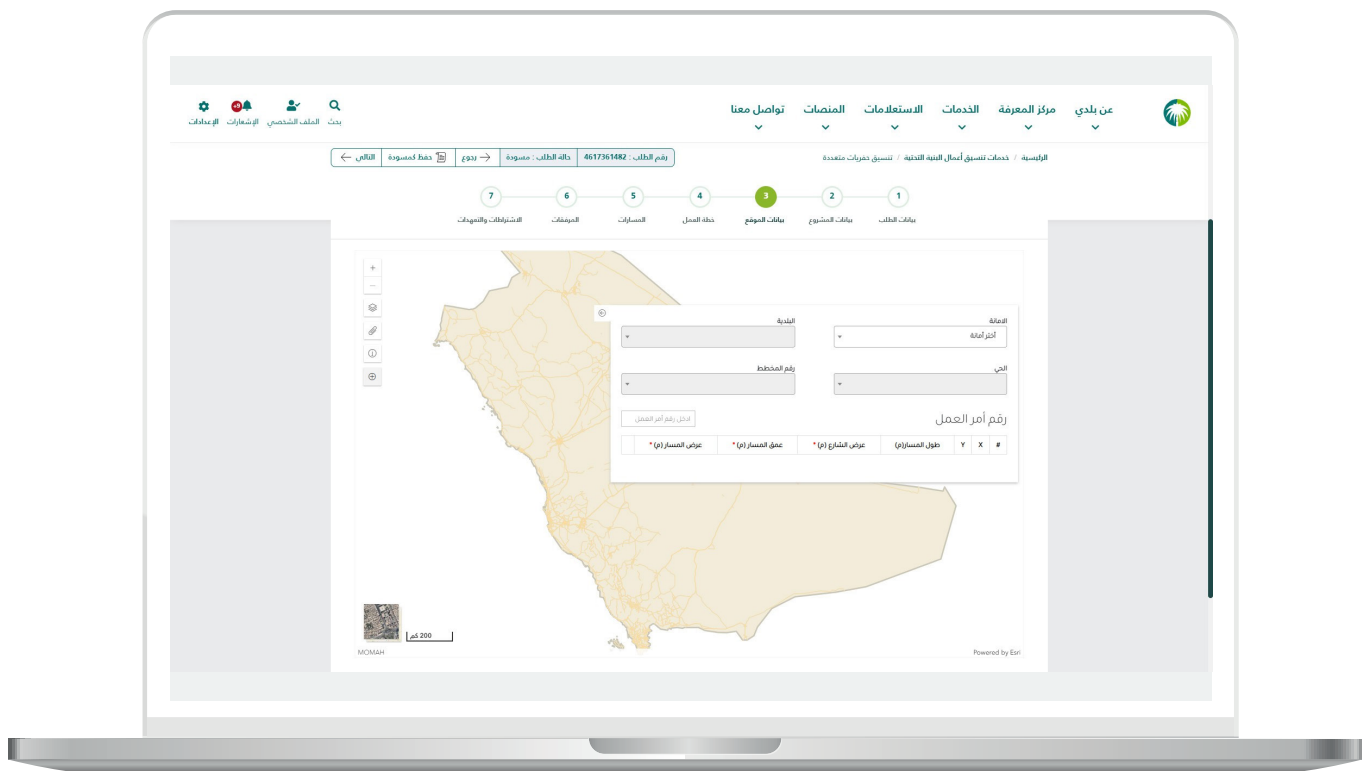
The user clicks the **(Next)** button to proceed to the next stage, with the option to save the request as a draft for later reference using the **(Save as Draft)** button and to return to the previous stage using the **(Back)** button.



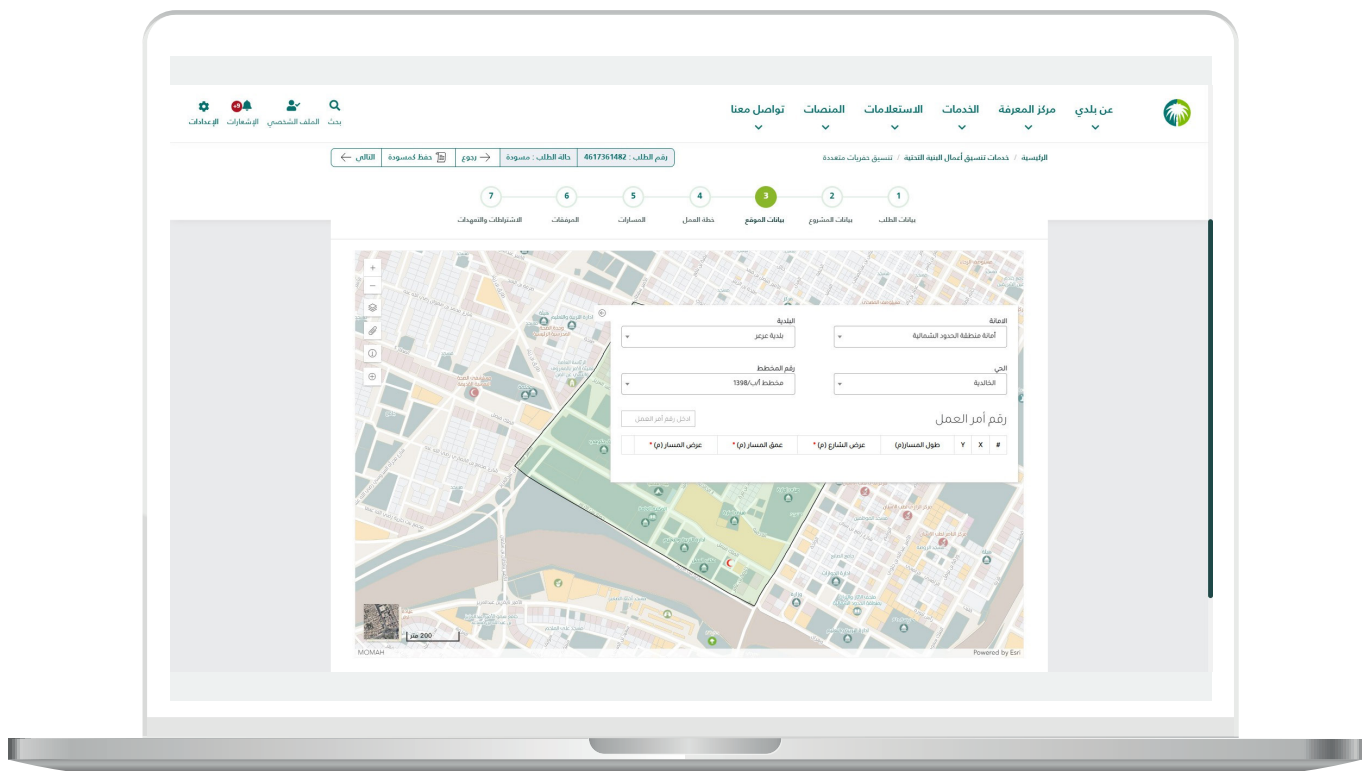
7) The user moves to the **(Site Data)** stage and clicks the plus (+) icon to draw the excavation on the map.



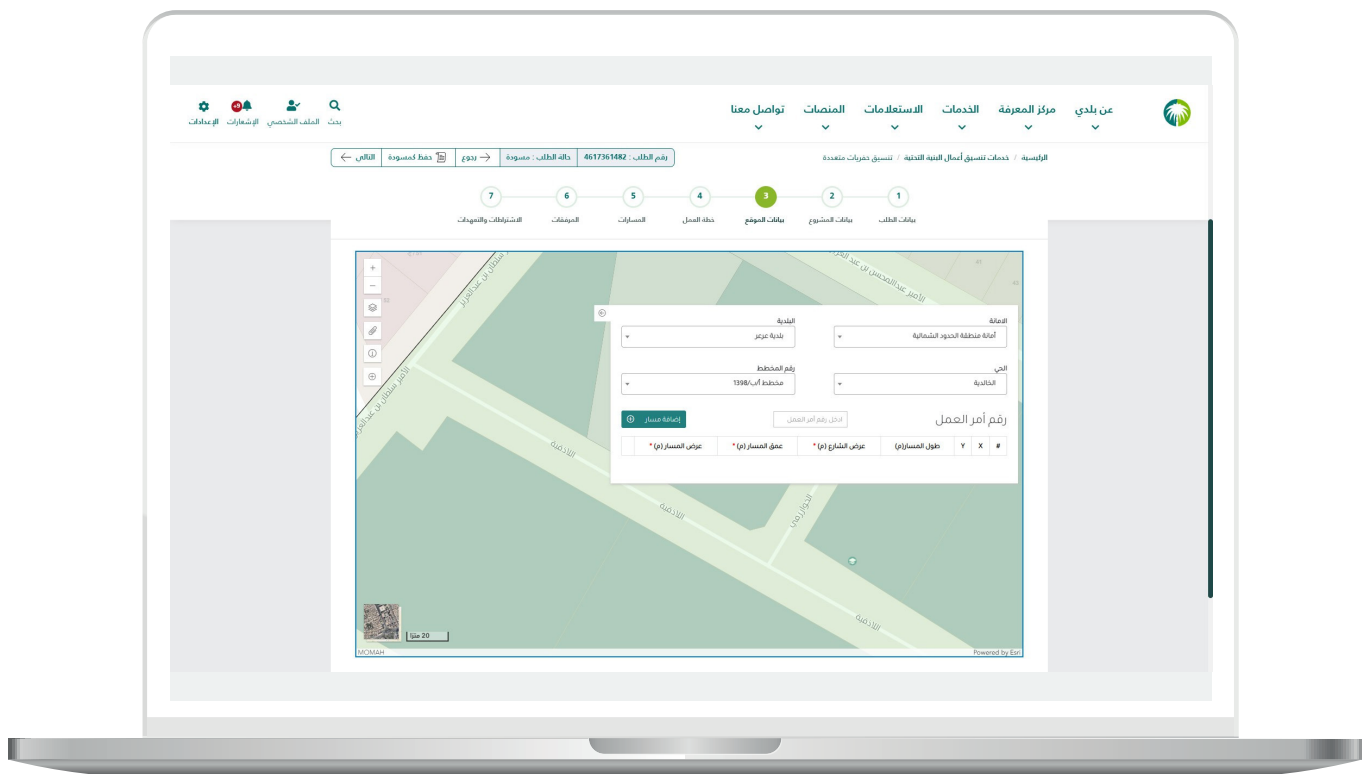
8) The user selects the following drop-down values in order: (**Municipality, Secretariat, District, Plan Number**).



9) After selecting the location on the map, the user zooms in (**Zoom**) until the (**Add Route**) button appears.

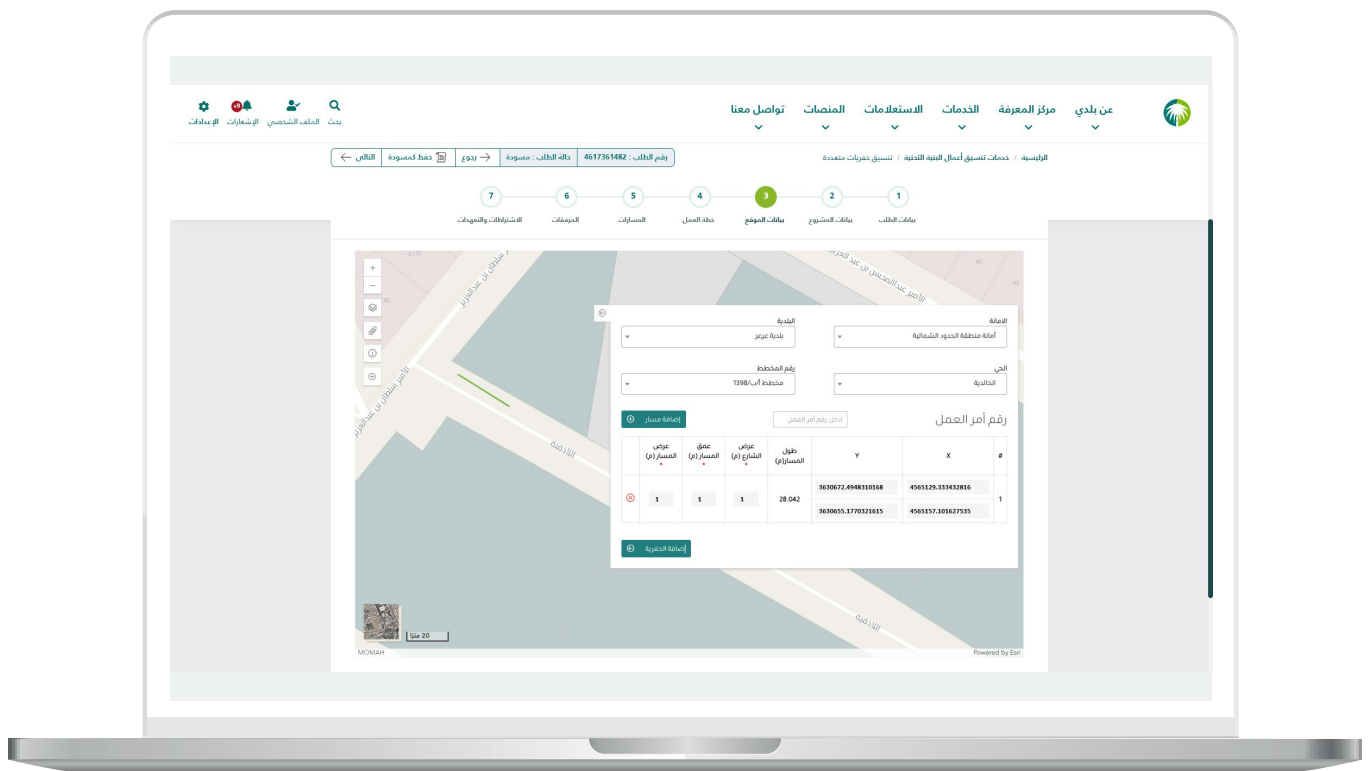


10) Once the button appears, the user clicks on it, then clicks on the map to specify the starting point of the route.

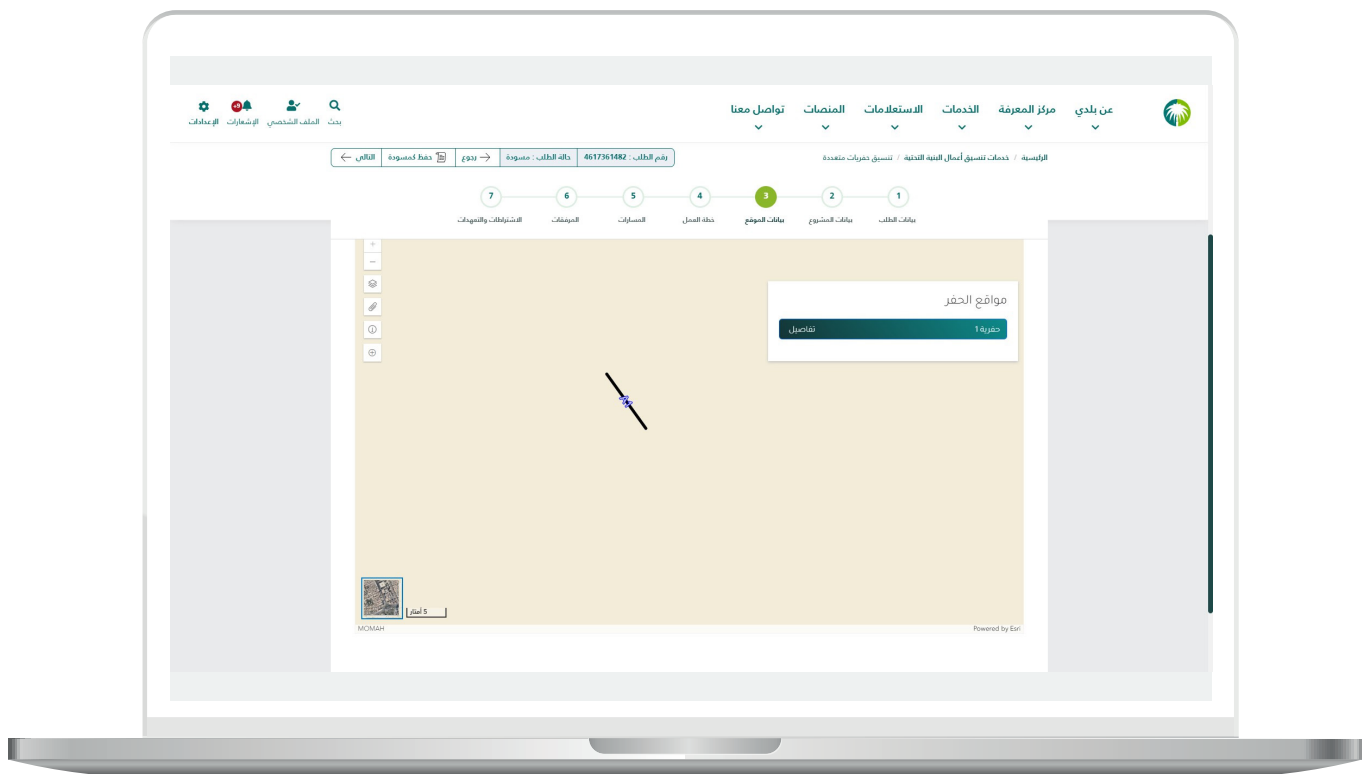


12) After selecting the endpoint, the user enters the (Work Order Number) field and fills in the (Street Width, Route Depth, Route Width) fields.

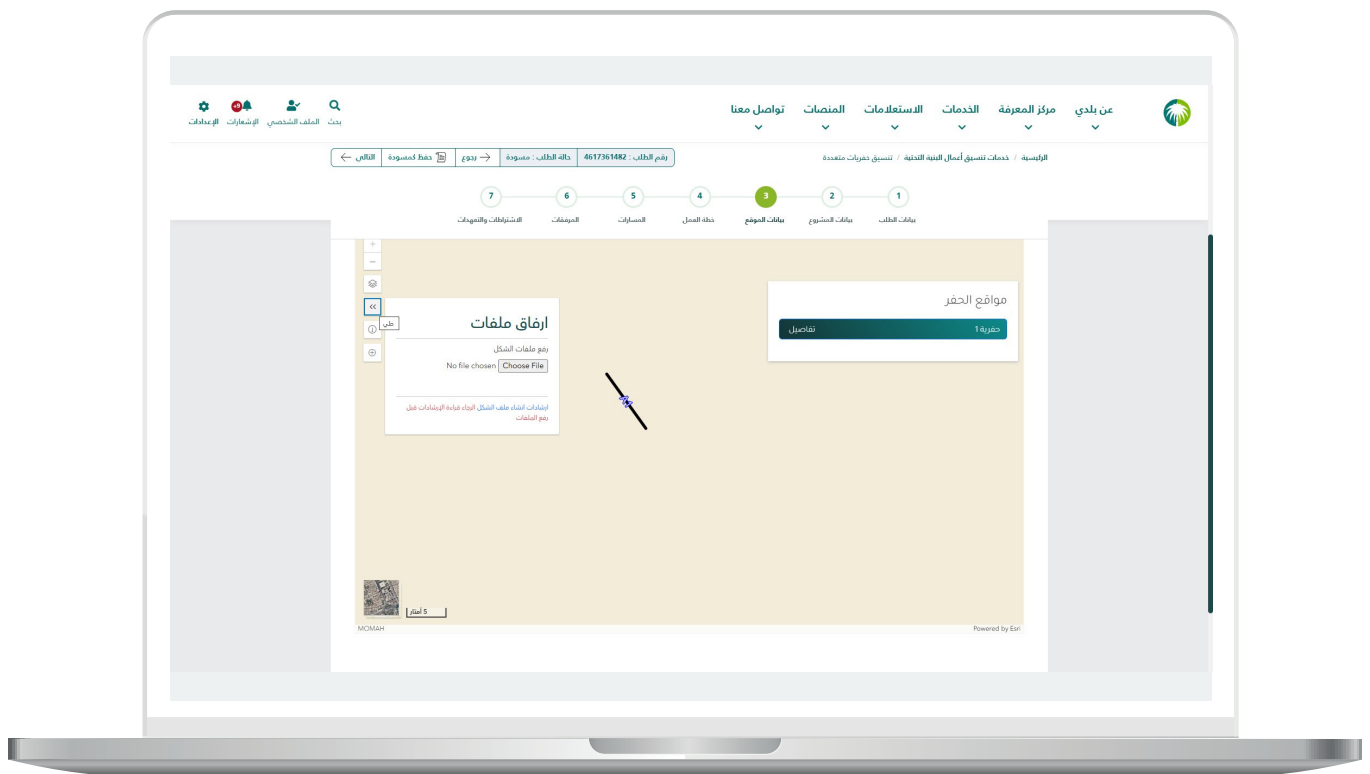
The user then clicks the (Add Excavation) button.



13) After adding the excavation, the user can view its details by clicking the **(Details)** button, as shown below.

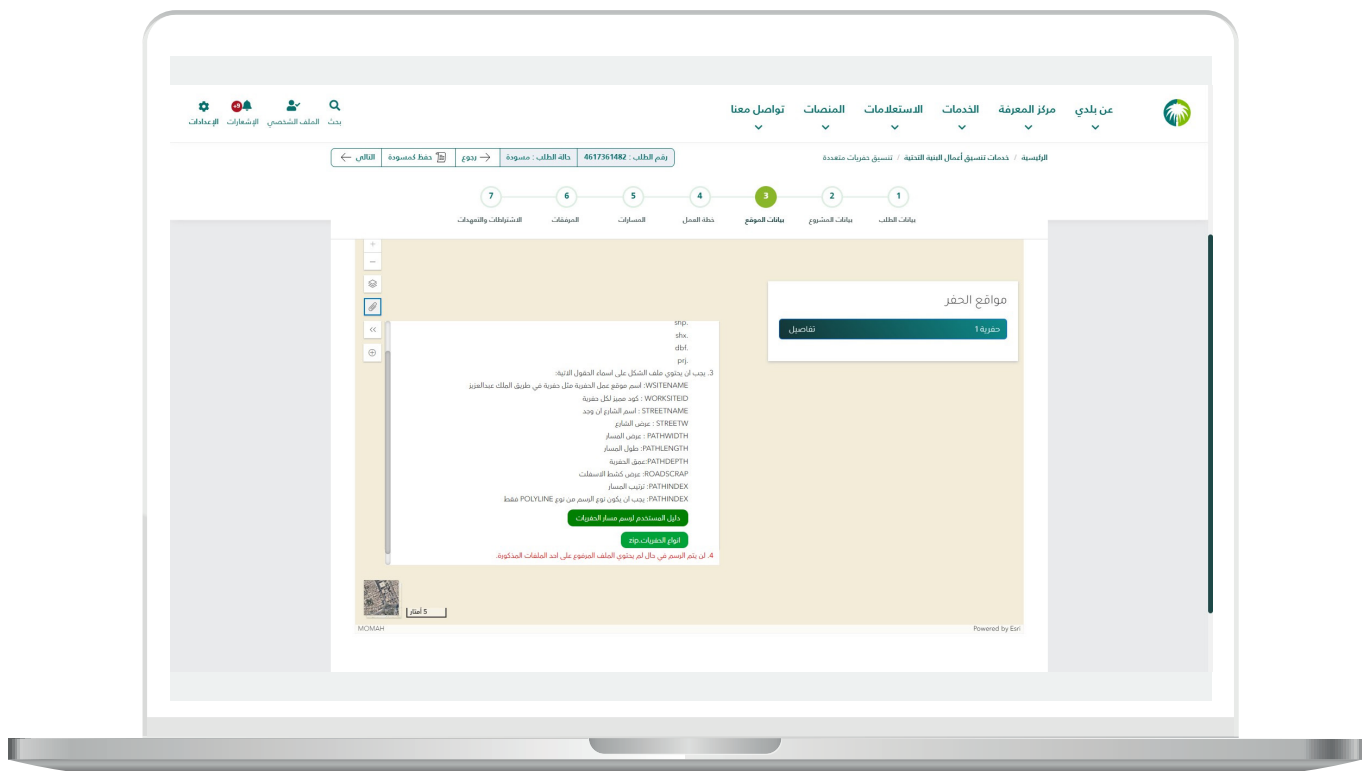


14) The excavation can also be drawn by uploading a file containing its coordinates. The user clicks the attachment tool as shown below, then clicks the **(Choose File)** button and selects the file from the device.



15) By clicking the (i) icon, the user can view the **(Shapefile Creation Guide)** as shown below.

Then, the user clicks **(Next)** to proceed, with the option to save the request as a draft using **(Save as Draft)** or return to the previous stage using **(Back)**.



16) The user is then directed to the **(Work Plan)** stage, where they fill in the required fields in the sections **(Work Location, Work Plan)**.

The screenshot displays the 'Work Plan' stage of the Nasseq system. The interface features a navigation bar at the top with icons for settings, notifications, user profile, and search. Below the navigation bar is a breadcrumb trail: 'الرئيسية > خدمات التنسيق > طلبات التنسيق > خطة العمل'. The main content area is divided into two sections: 'موقع العمل' (Work Location) and 'خطة العمل' (Work Plan). The 'موقع العمل' section contains fields for 'البلدية الرئيسية' (Main Municipality), 'البلدية الفرعية' (Sub-municipality), 'رقم أمر العمل' (Work Order Number), 'طبيعة العمل' (Nature of Work), 'تاريخ أمر العمل' (Work Order Date), and 'نوع الخدمة' (Service Type). The 'خطة العمل' section contains fields for 'تاريخ تدهيز موقع العمل' (Work Location Delivery Date), 'وقت تدهيز موقع العمل' (Work Location Delivery Time), 'تاريخ إدخال المعدات' (Equipment Entry Date), and 'وقت إدخال المعدات' (Equipment Entry Time).

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

الرئيسية / خدمات تنسيق أعمال الحفنة الدخيلة / تنسيق حفريات متعددة

رقم الطلب: 4617361482 حالة الطلب: مسودة دعوة

خطه العمل

تاريخ تنويز موقع العمل

وقت تنويز موقع العمل

تاريخ ادخال المعدات

وقت ادخال المعدات

تاريخ بدء العمل

وقت بدء العمل

تاريخ بدء الترميم / الإصلاحات

وقت بدء الترميم / الإصلاحات

تاريخ بدء الردم والأسفلت

وقت بدء الردم والأسفلت

مدة الحفر بالأيام

عدد ترميم الدخيم

تاريخ انتهاء العمل

هل تحتاج إلى إدخال معدات لقياسه

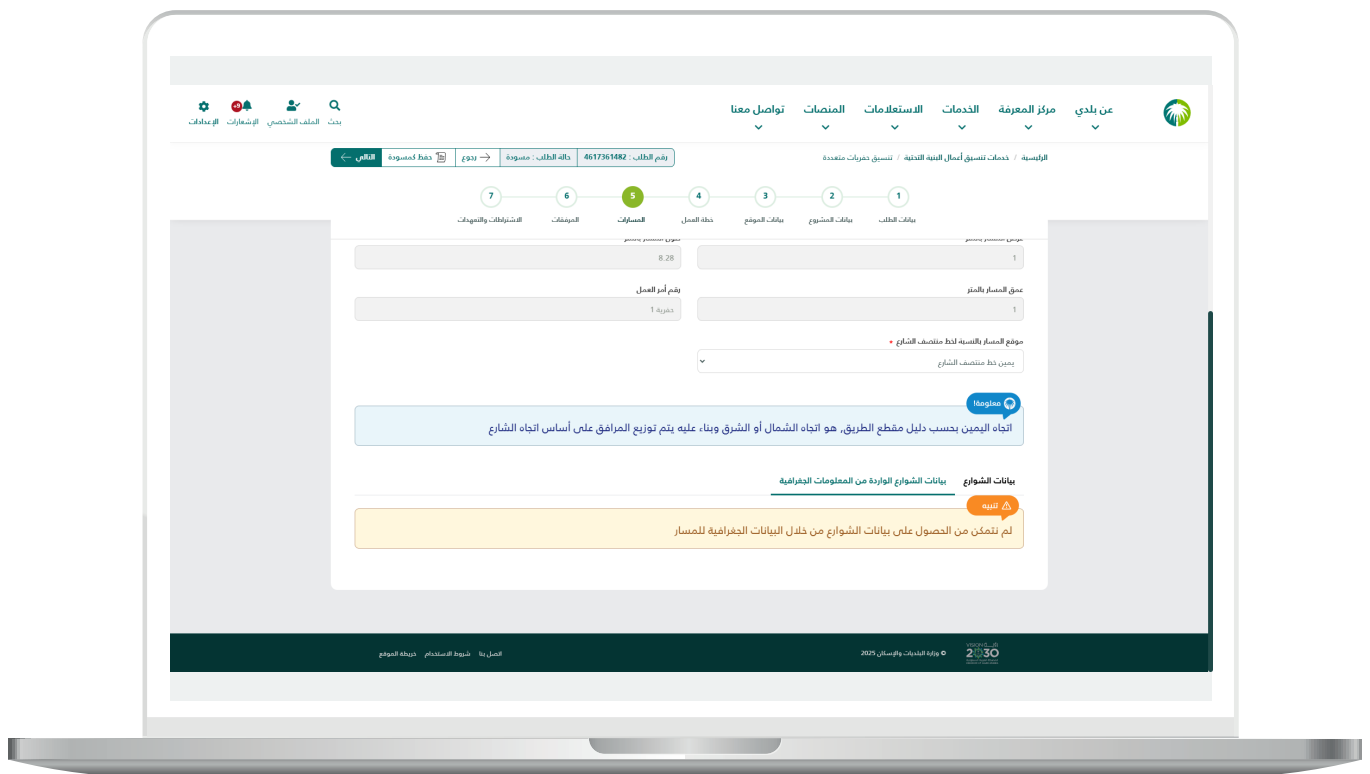
18) The user moves to the **(Routes)** stage and fills in the required fields.

The screenshot displays the 'Routes' stage (5) of the Nasseq application. The interface features a top navigation bar with icons for settings, notifications, user profile, and search. Below the navigation bar, a progress indicator shows seven steps, with step 5 highlighted. The main form area is titled 'مسار العمل' (Work Route) and contains the following fields:

نقطة البداية	نقطة النهاية
25.462832905643946, 44.99688731030729	25.462893447523058, 44.99683903044846
المدينة	الحافظة
أشهر	شماره
البلدية	العامية
بلدية أشهر	أمنه منطقة الرياحي
داخل النطاق الإداري	النسب
أ	الترافيق
الامتداد خارج المشروع ودخل حدود المنطقة	مسار شاور
أ	أ
طول المسار بالمتر	عرض المسار بالمتر
8.28	1
رقم أمر العمل	حقل المسار بالمتر
خبره 1	1

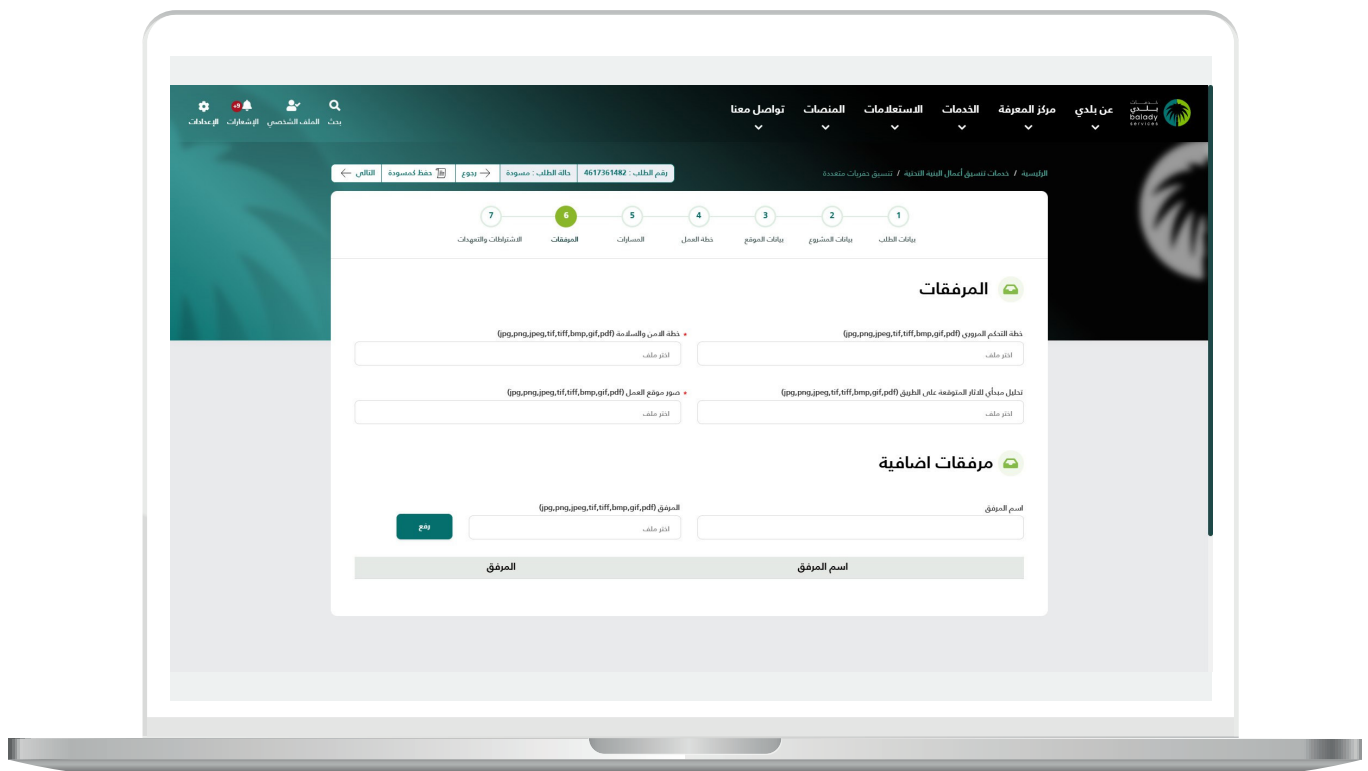
19) At the bottom of the screen, the user selects (**Route Position Relative to the Street Centerline**) from the dropdown menu and fills in the required fields in the (**Street Data**) section.

20) The user clicks **(Next)** to proceed, with options to save as a draft using **(Save as Draft)** or return to the previous stage using **(Back)**.

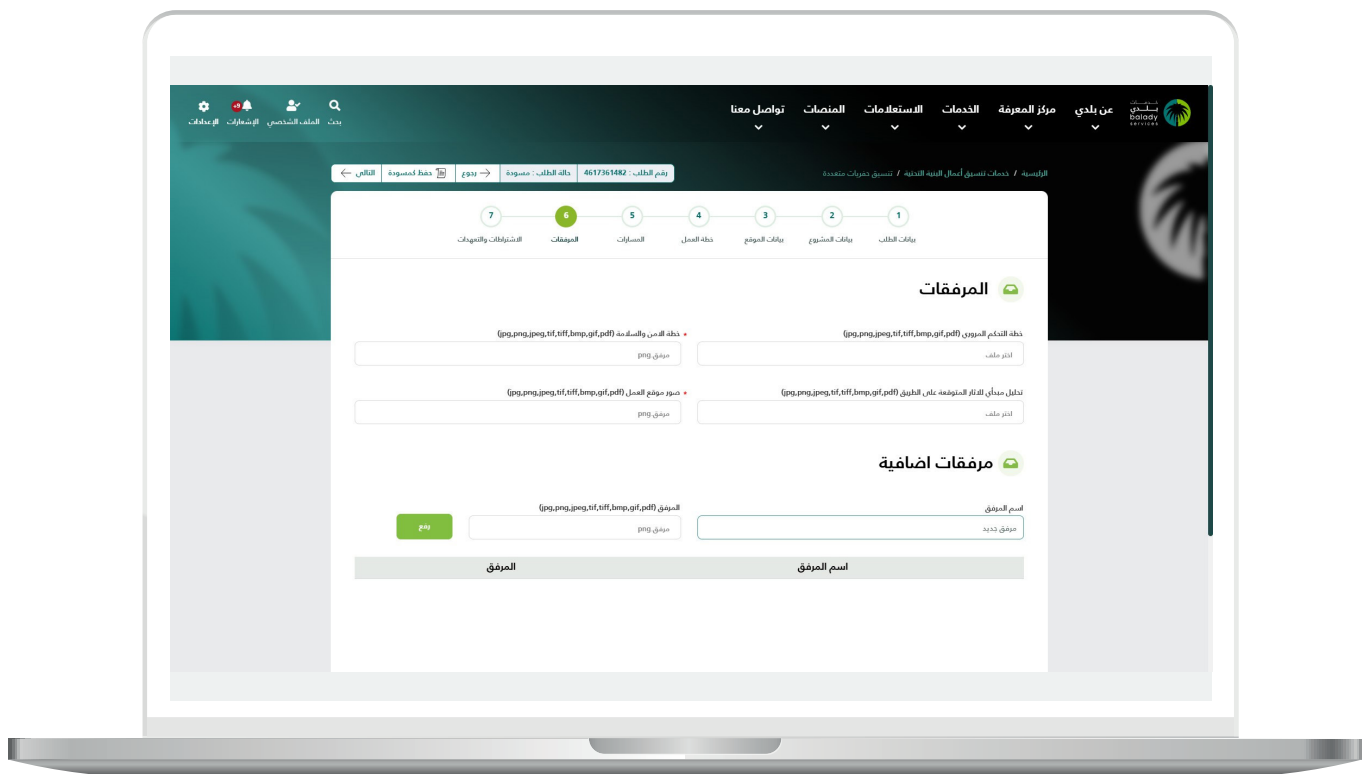


21) The user is then directed to the **(Attachments)** stage, where the required documents are added by clicking on the Attachment field and selecting a file from the device.

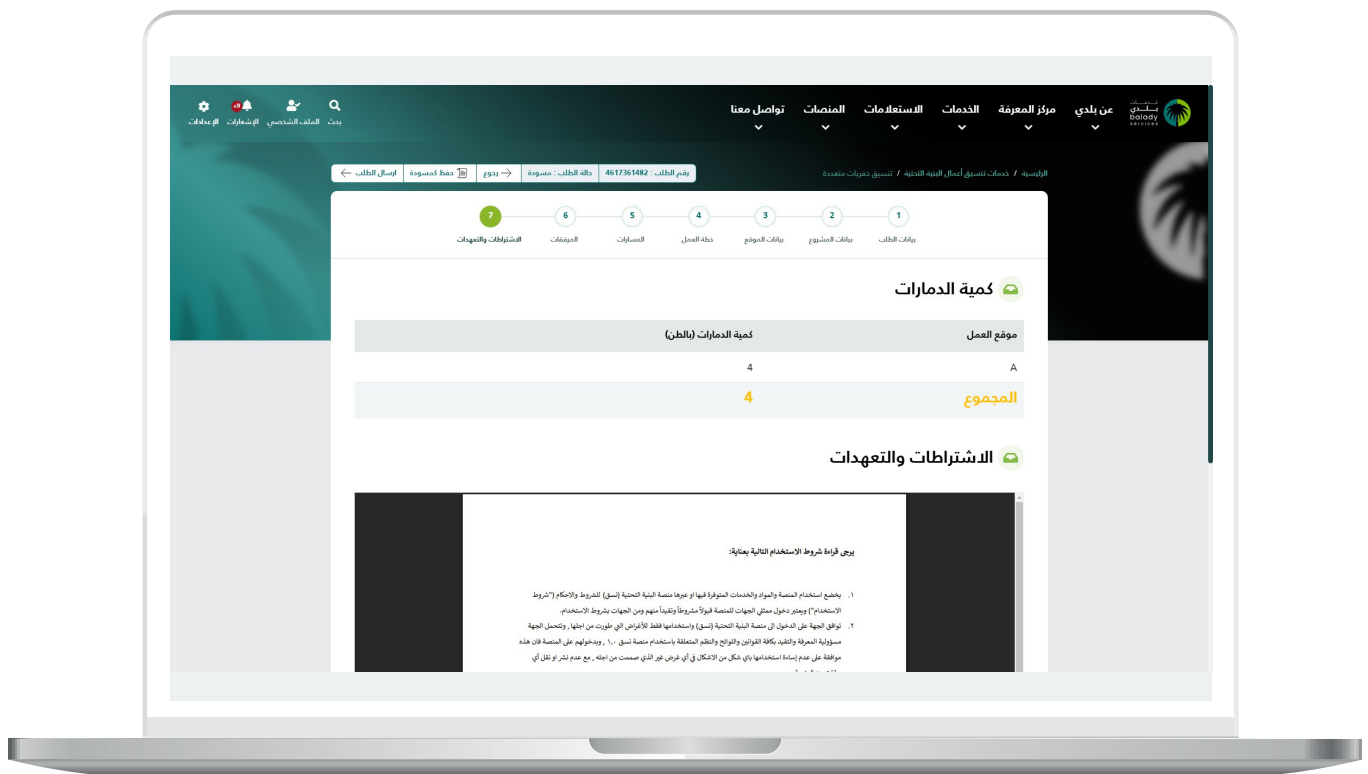
An additional attachment can also be added by entering a value in the **(Attachment Name)** field, selecting the file in the **(Attachment)** field, and clicking **(Upload)**.



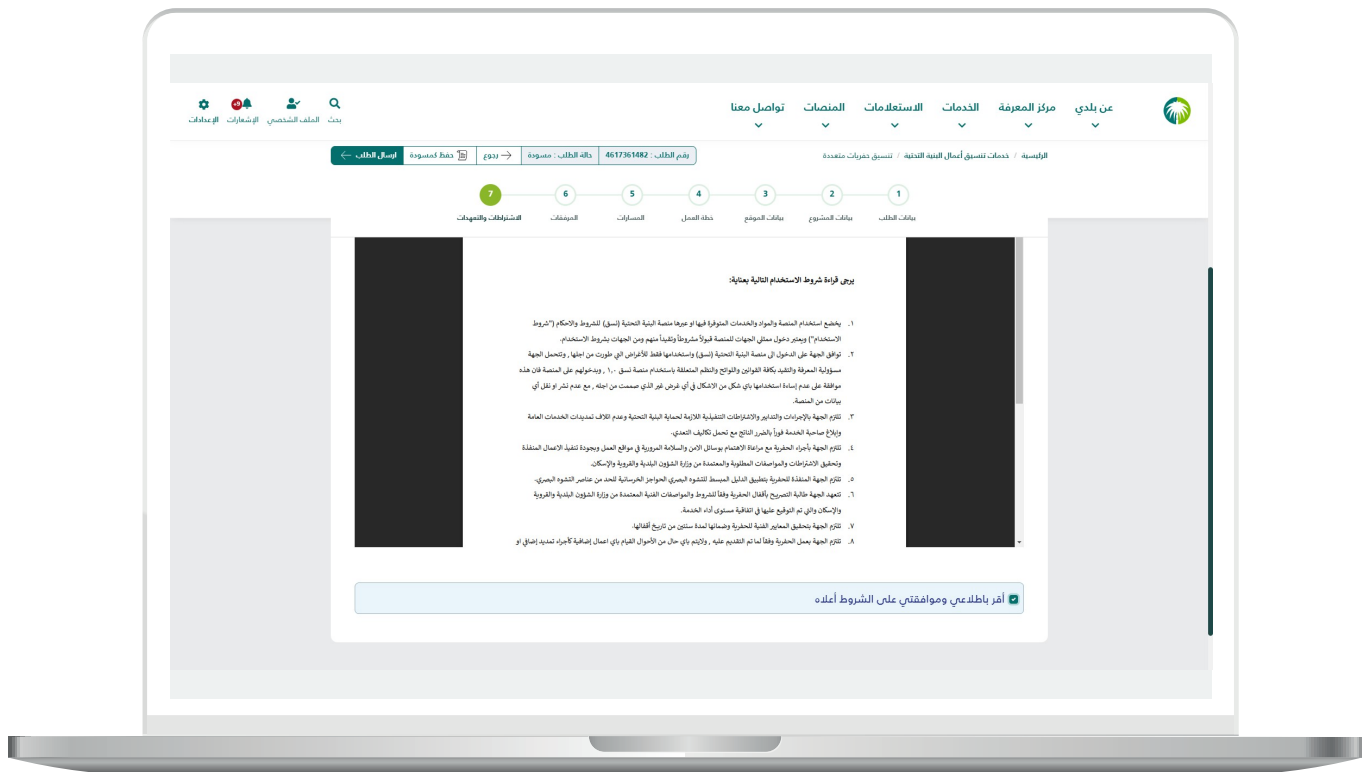
22) The user clicks (**Next**) to proceed to the next stage.



23) The user is then directed to the **(Requirements and Commitments)** stage, where the terms and conditions are read and the acknowledgment at the bottom of the screen is accepted.



24) The user then clicks (Submit Request).

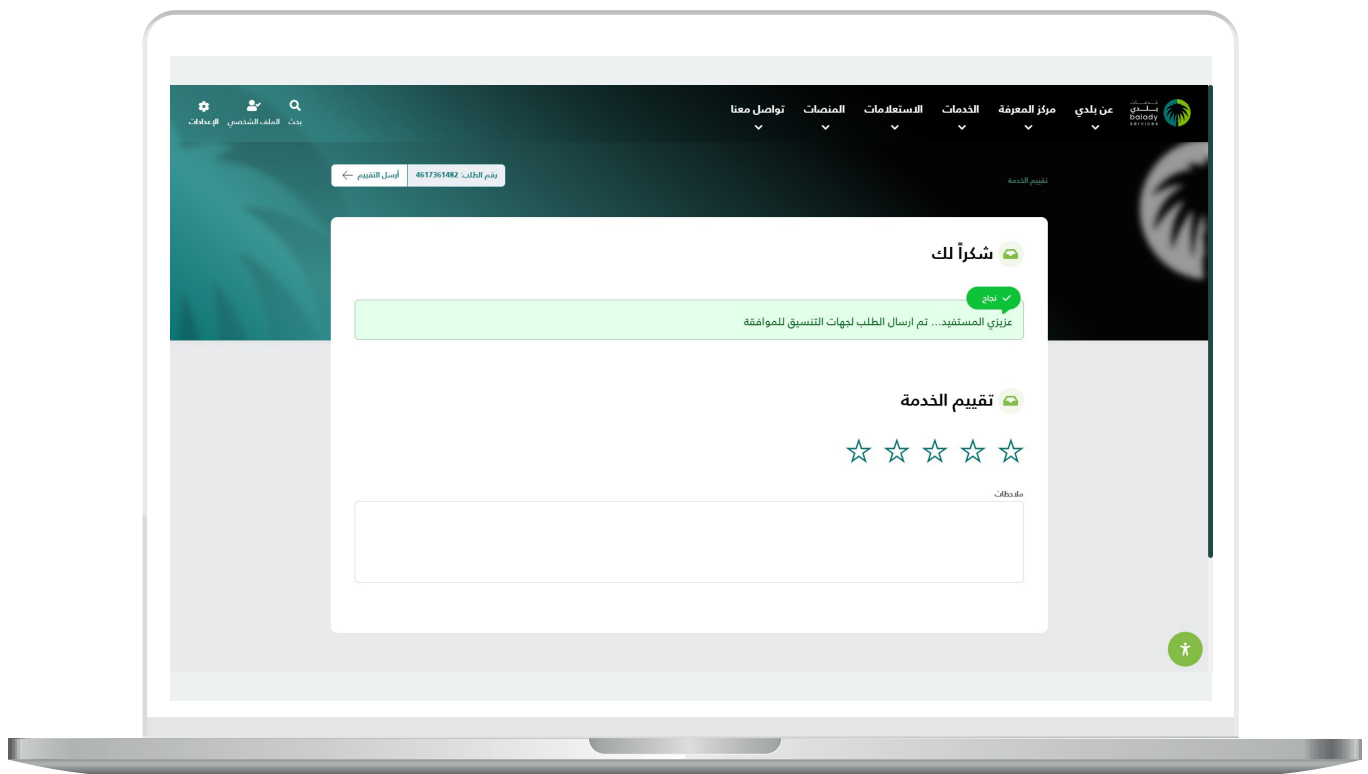


25) After clicking **(Submit Request)**, a confirmation message appears, prompting the user to click **(Yes)** to confirm submission or **(No)** to cancel.

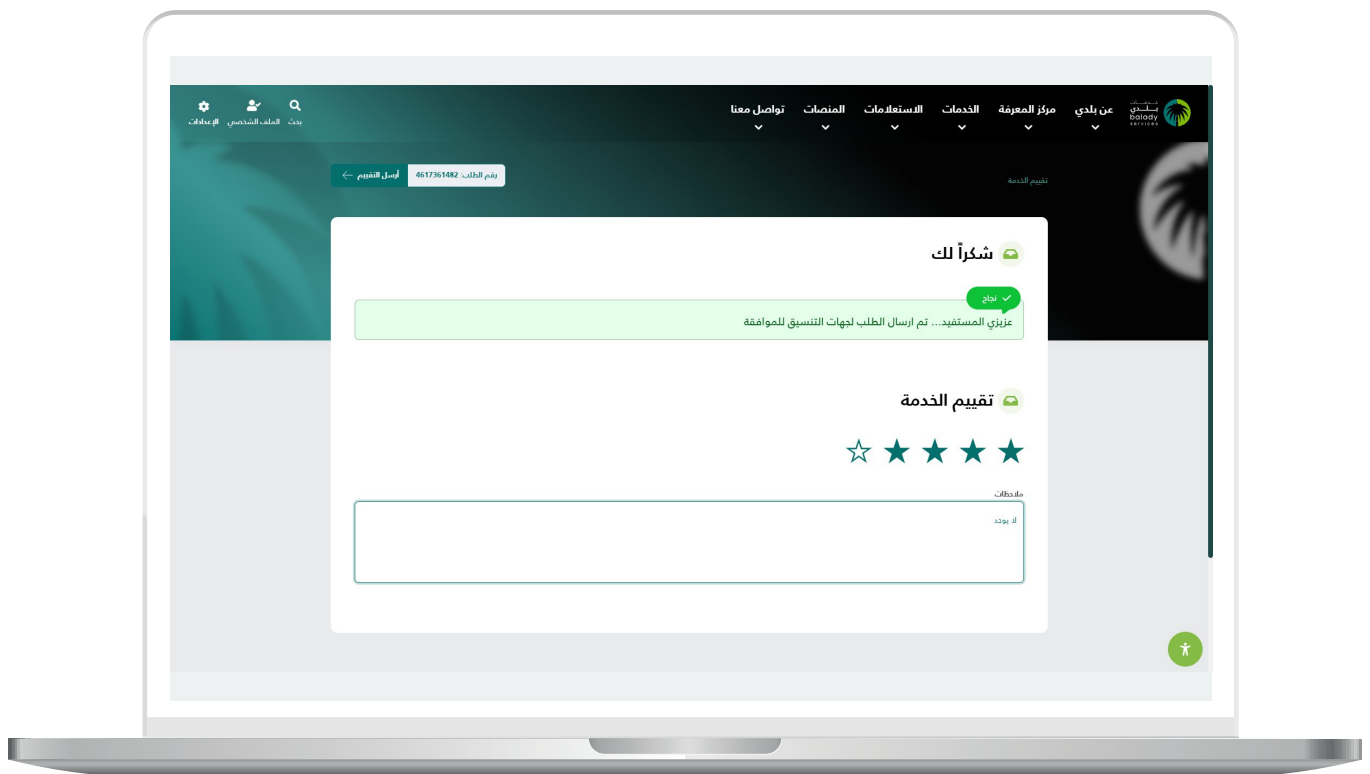


26) After clicking (Yes), the request is successfully submitted, and a confirmation message appears.

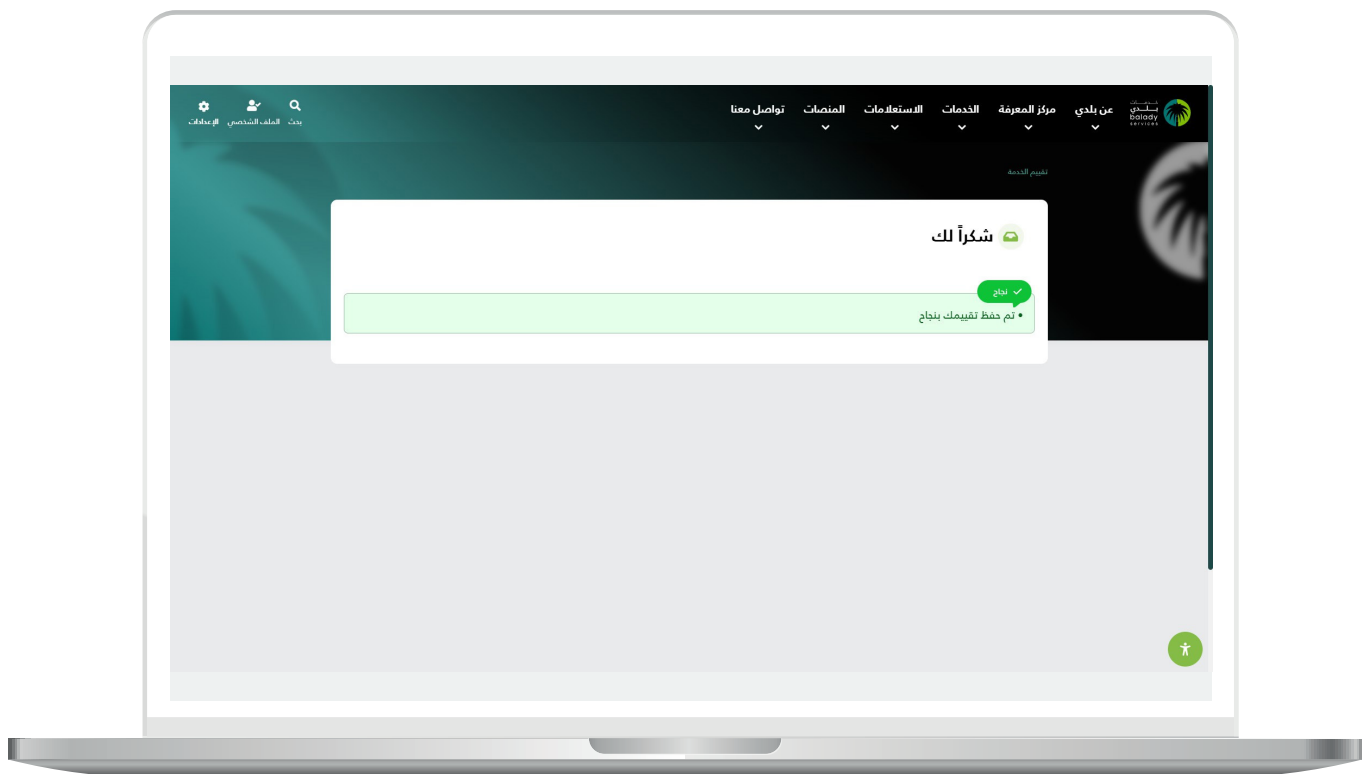
The user can rate the service by selecting a star rating and entering comments in the (Comments) field.



27) Then, the user clicks the **(Submit Evaluation)** button.



28) The system confirms that the Evaluation has been successfully saved.

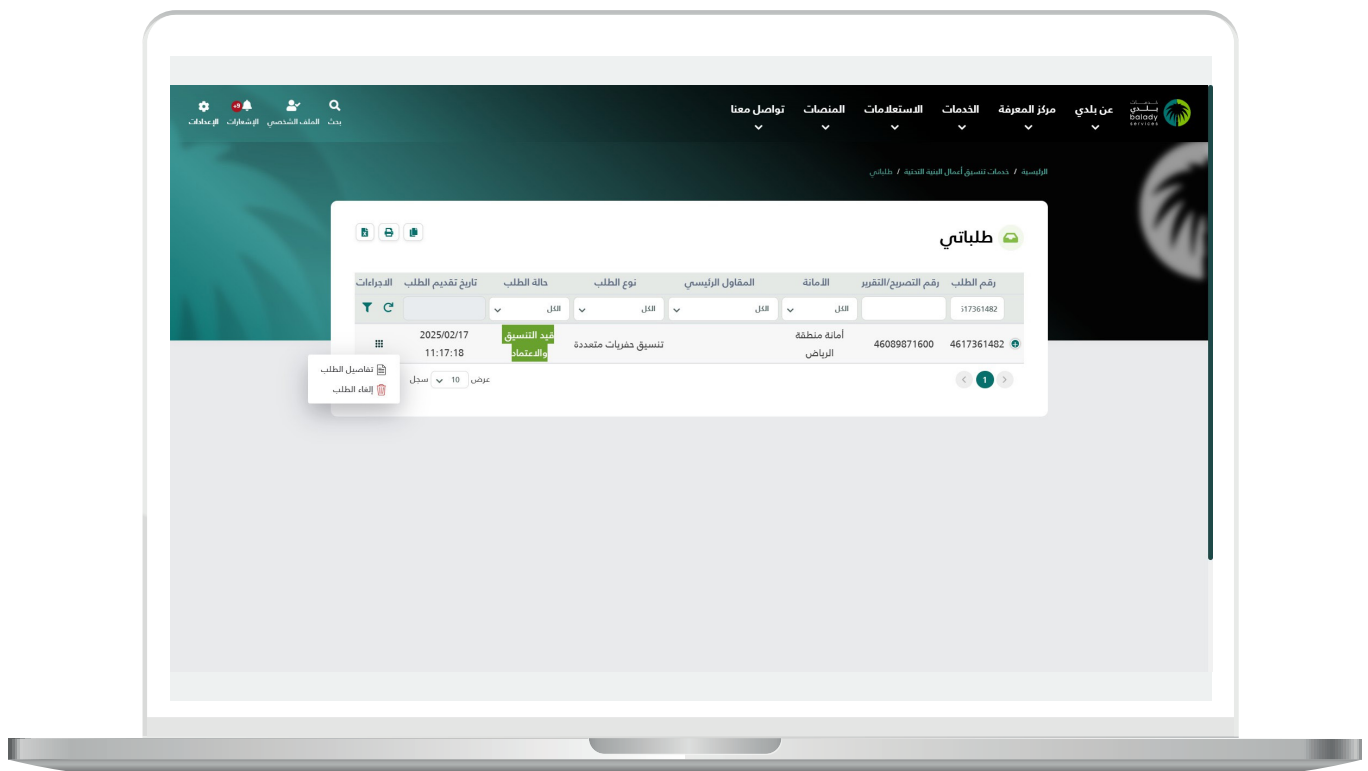


29) The user is then directed to **(My Requests)** to track the request, now marked as **(Under Coordination and Approval)**.

The user can click the green box in the **(Actions)** column to view request details or cancel the request.

Note:

Once the **(Excavation Permit)** is issued, a **(Coordination Report)** is generated automatically.

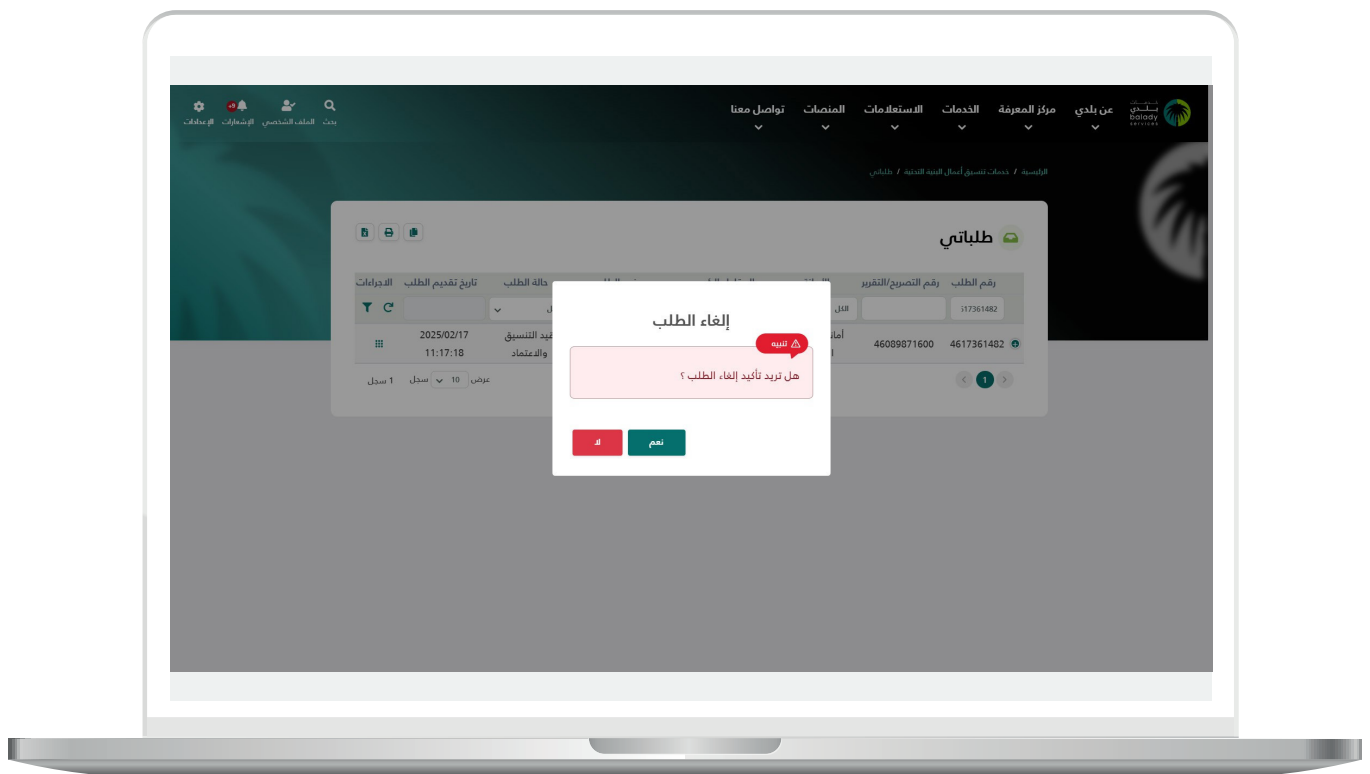


30) After clicking **(Request Details)**, the complete request details are displayed as shown below.

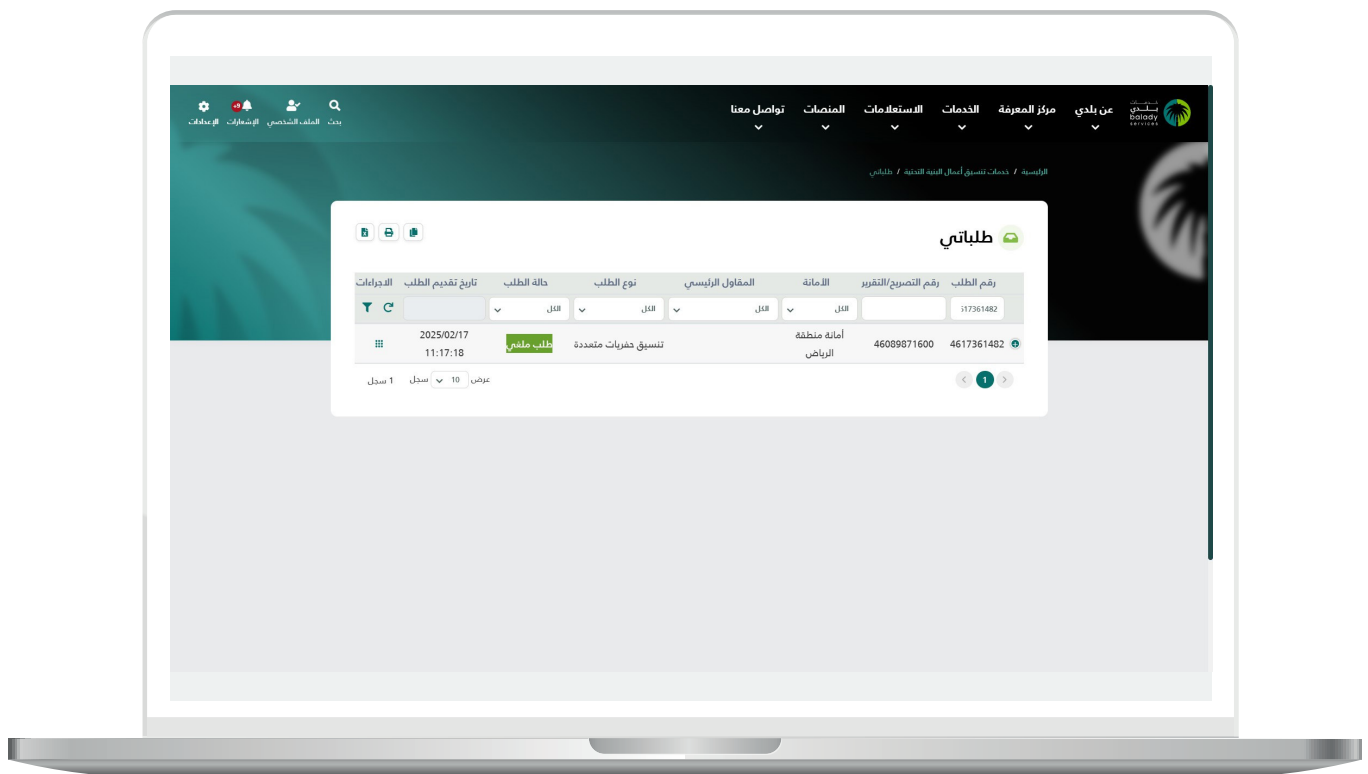
The screenshot shows the 'Request Details' page in the Nasseq application. The page is structured as follows:

- Header:** Contains navigation links: 'الرئيسية', 'خدمات تنسيق أعمال البنية التحتية', 'تنسيق خدمات متعددة', 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستعلامات', 'المنتجات', 'تواصل معنا'.
- Sub-header:** Displays the user's name and phone number: 'رقم الهاتف: 4617365482', 'الاسم: خالد الدليل', 'فئة التنسيق: وكالة تنظيم'.
- Main Content Area:**
 - بيانات مقدم الطلب (Requester Data):**
 - رقم الهوية: [Input Field]
 - اسم مقدم الطلب: [Input Field]
 - محل إقامة: [Input Field]
 - بيانات الجهة الخدمية (Service Provider Data):**
 - اسم جهة الخدمة: [Input Field]
 - شركة المياه الوطنية: [Input Field]
 - الرقم الوطني الموحد: [Input Field]
 - مكتب التنسيق: [Input Field]
 - مكتب تنسيق أعمال منطقة الرياض: [Input Field]
 - بيانات المشروع (Project Data):**
 - اسم المشروع: [Input Field]
 - اسم العميل: [Input Field]
 - وصف المشروع: [Input Field]
 - رقم العقد: [Input Field]
 - 23456789: [Input Field]
 - وصف المشروع: [Input Field]

31) After clicking (**Cancel Request**), a confirmation message appears, as shown in the following image, prompting the user to click (**Yes**) to confirm the request cancellation, with the option to cancel the process by clicking (**No**).



32) After clicking (Yes), the request status changes to (Canceled Request).



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

