



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of
the Multiple Renewal Service

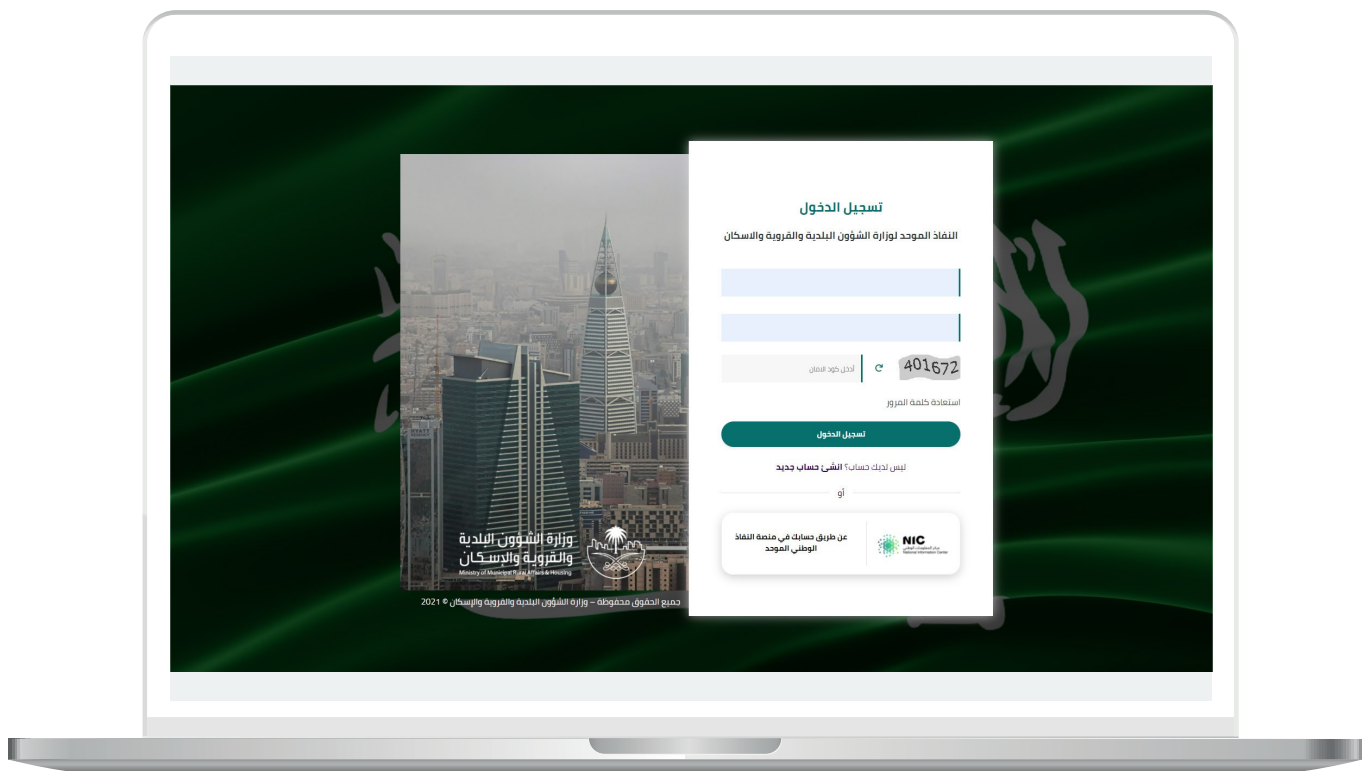
Beneficiary's
Copy

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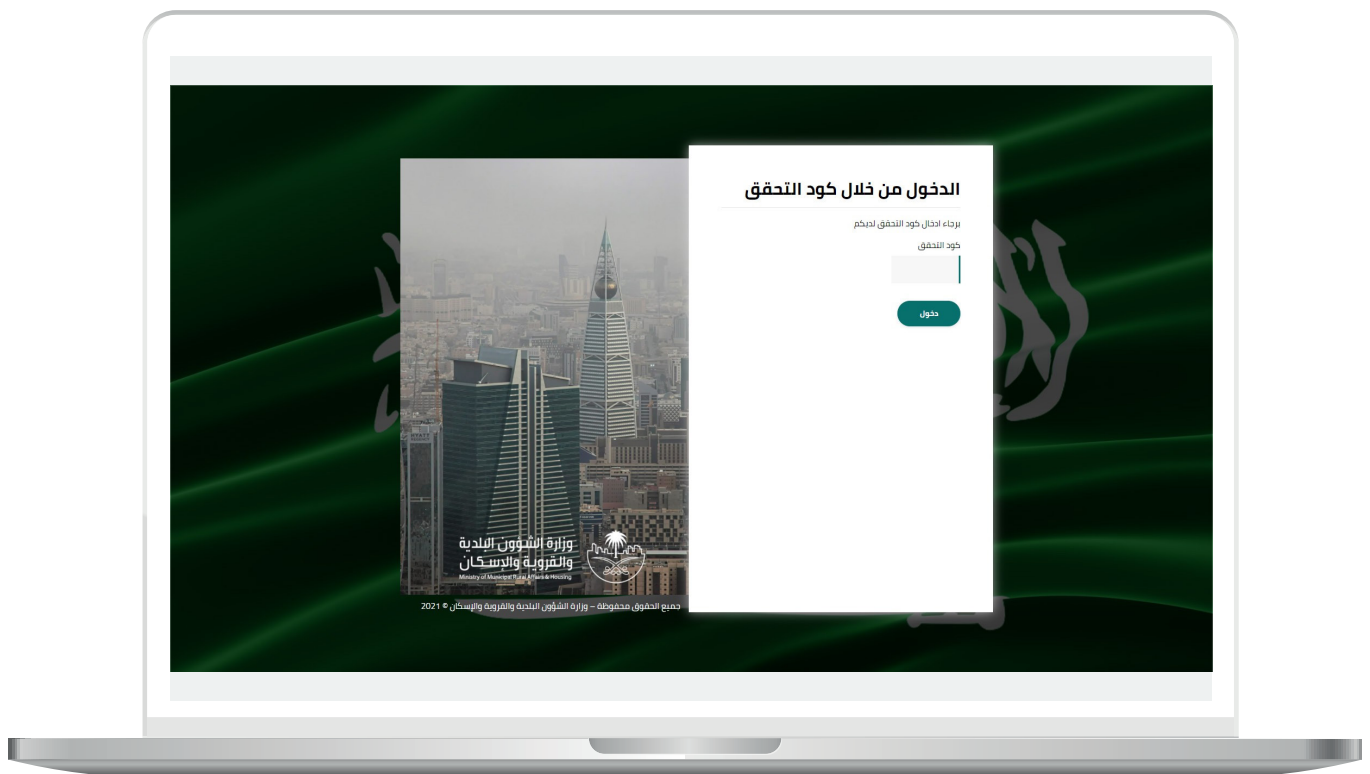
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Log in to the System

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.



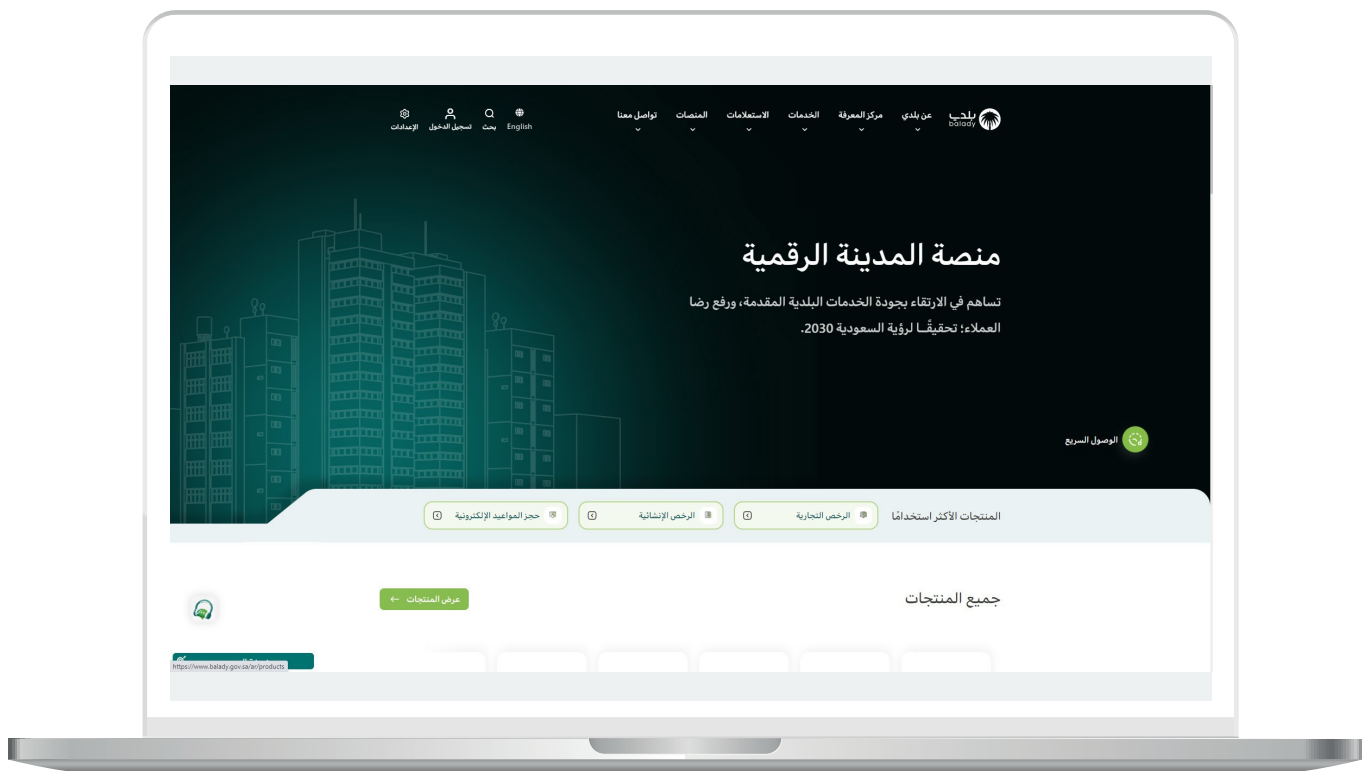
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



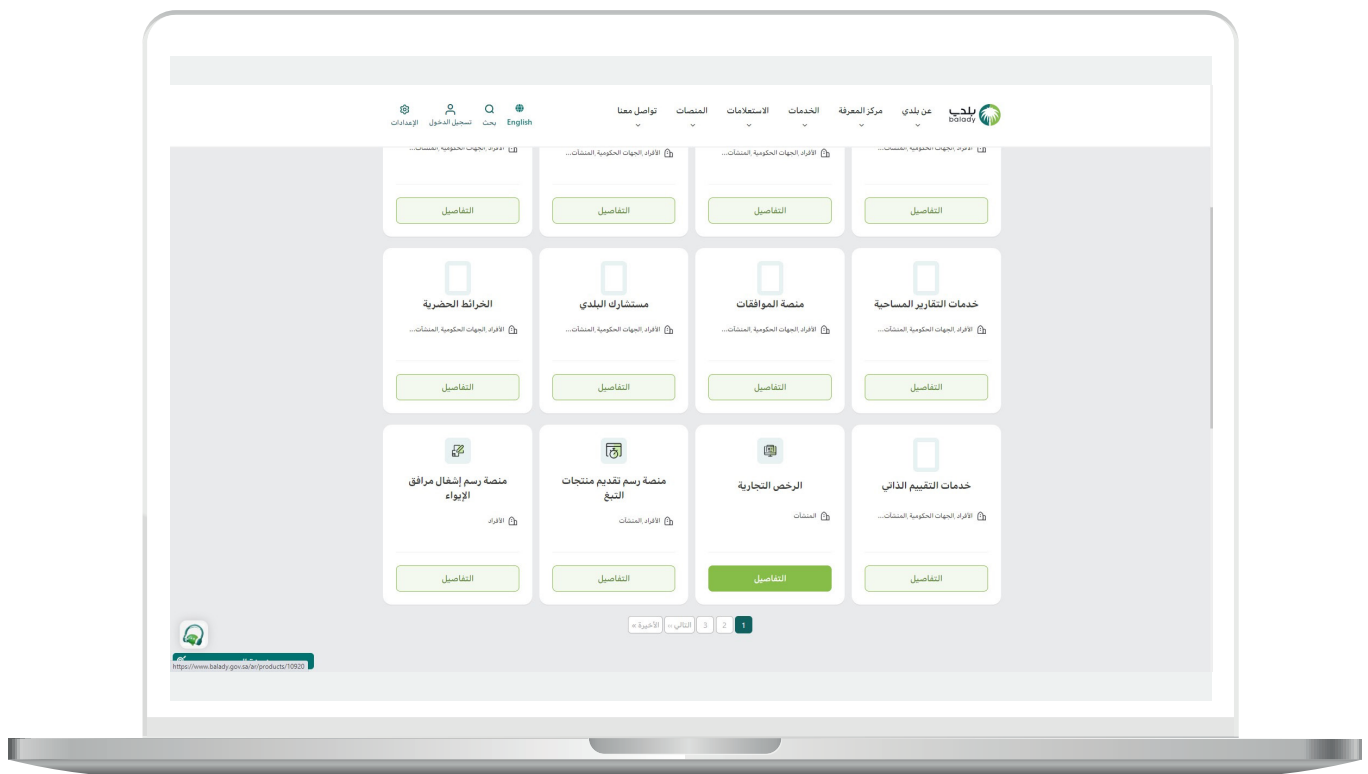
Steps to Request the Service

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

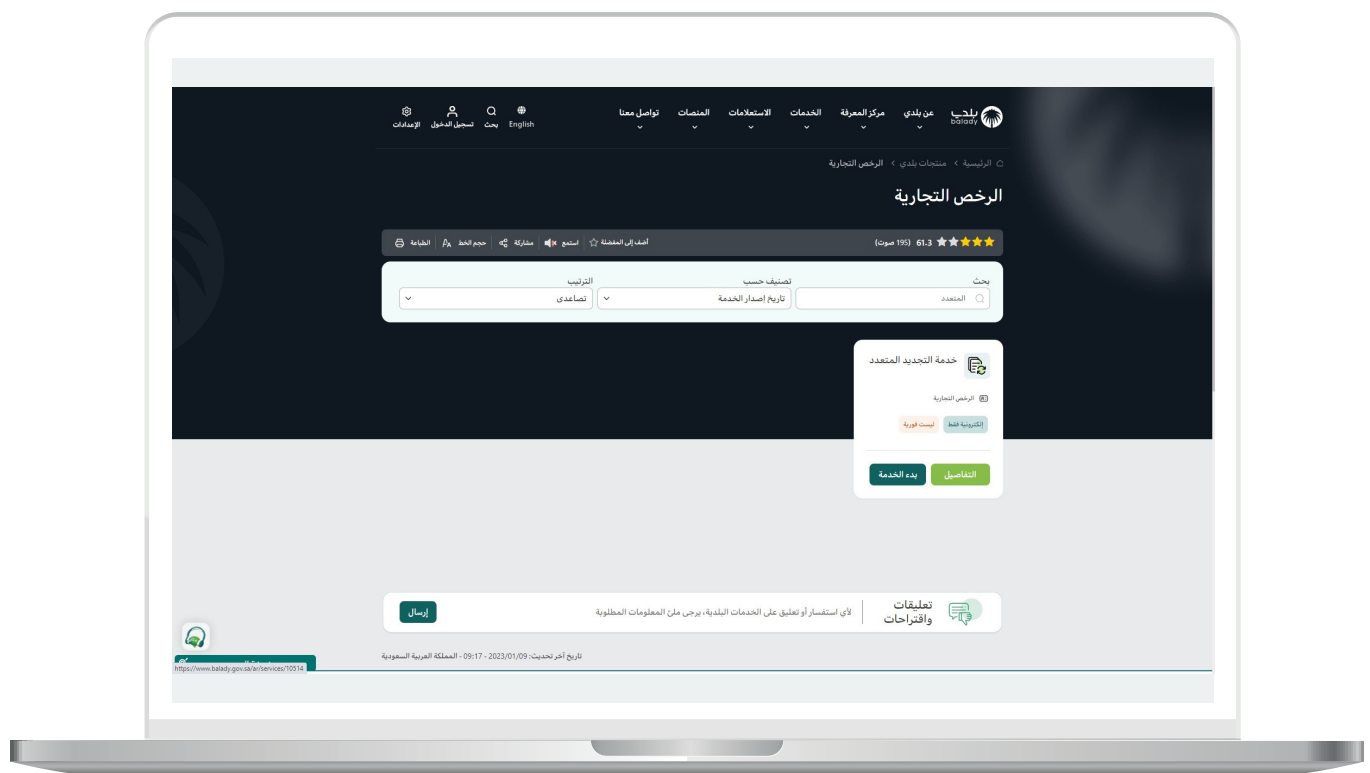
The user then clicks the **(View Products)** button.



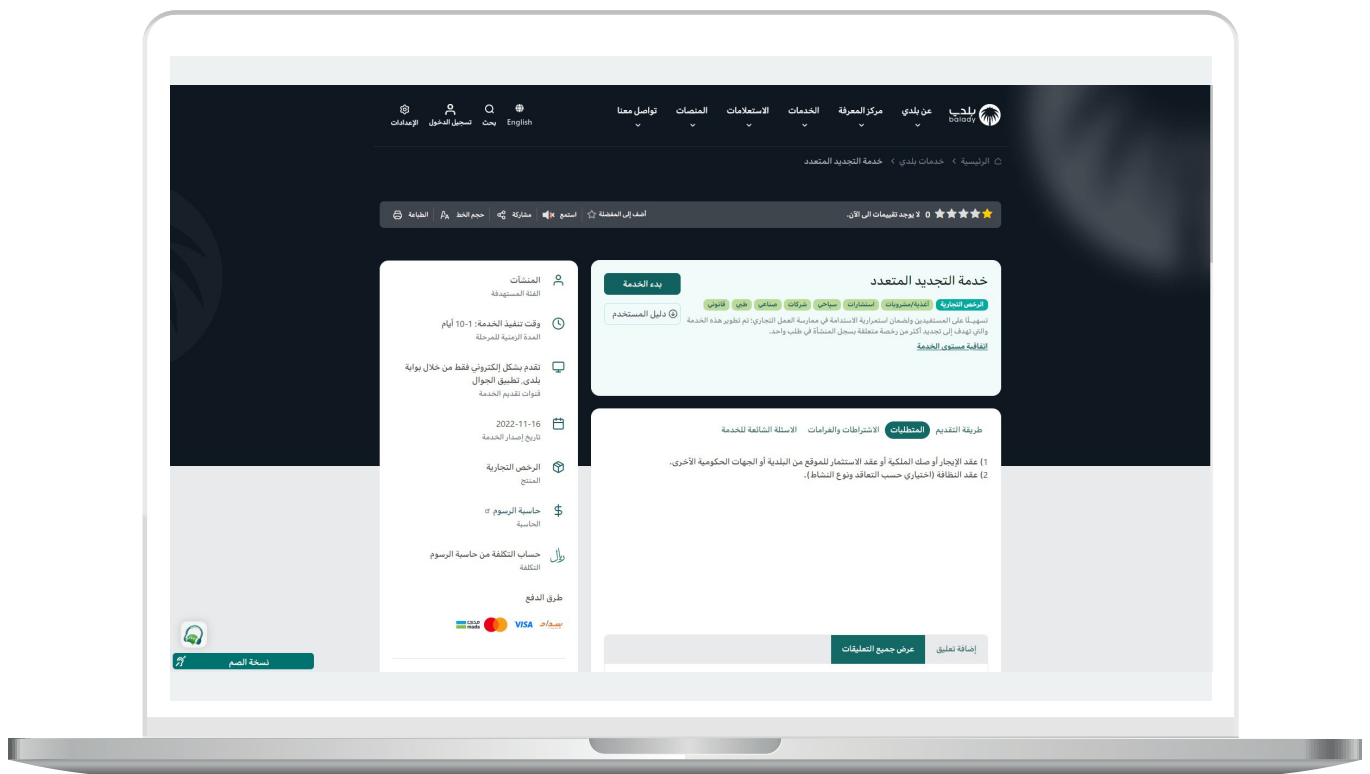
2) To start the application process, the user selects **(Commercial Licenses)** as shown in the image below.



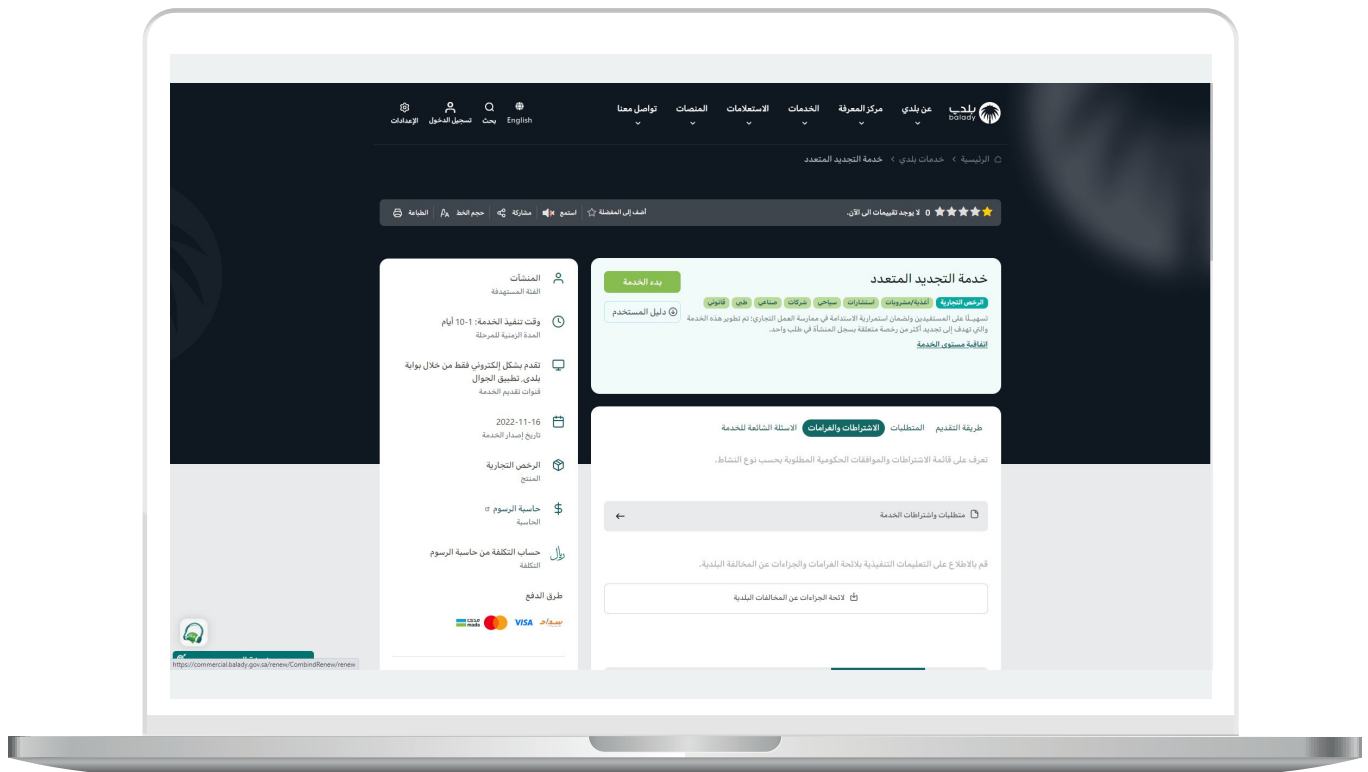
3) The user searches for **(Multiple Renewal Service)** as displayed in the following screen.



4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



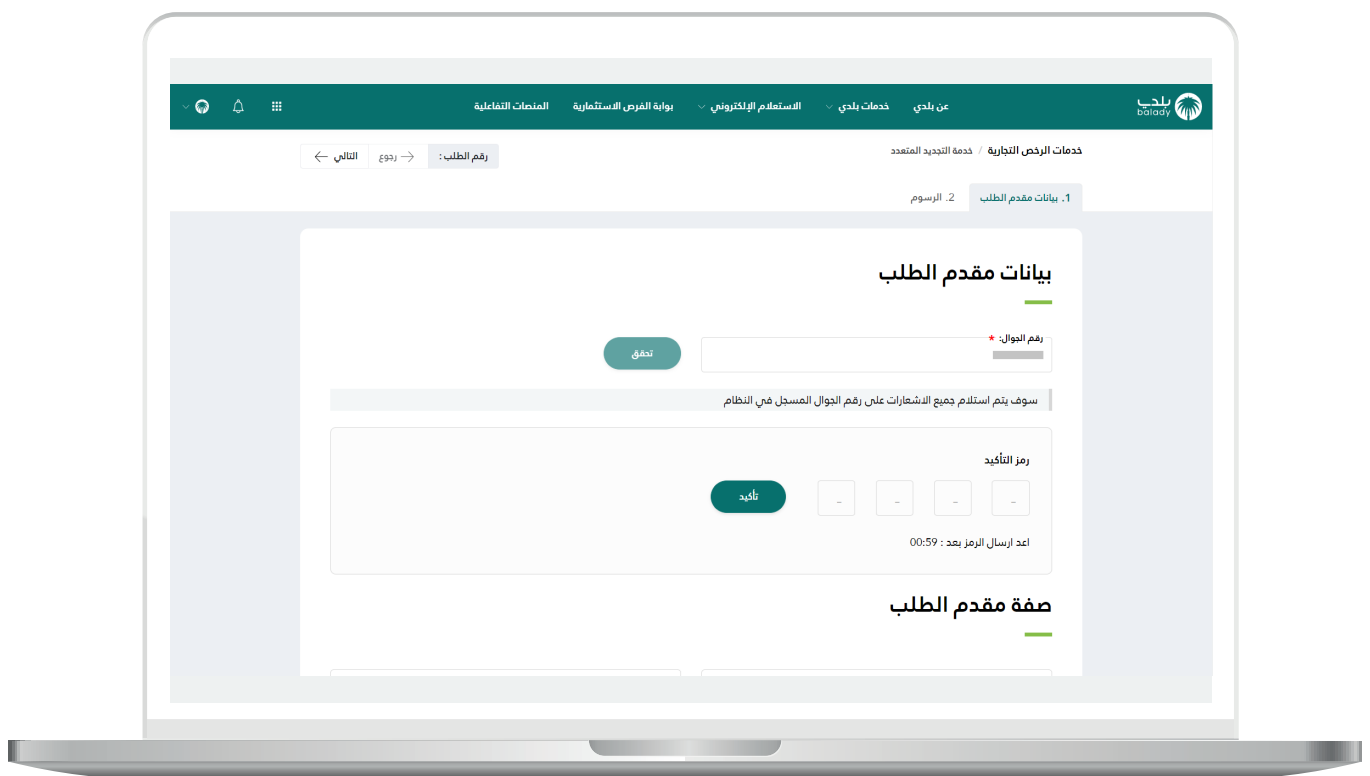
5) The following screen represents the **(Terms and Penalties)** section. To start the application process, the user clicks the **(Start Service)** button.



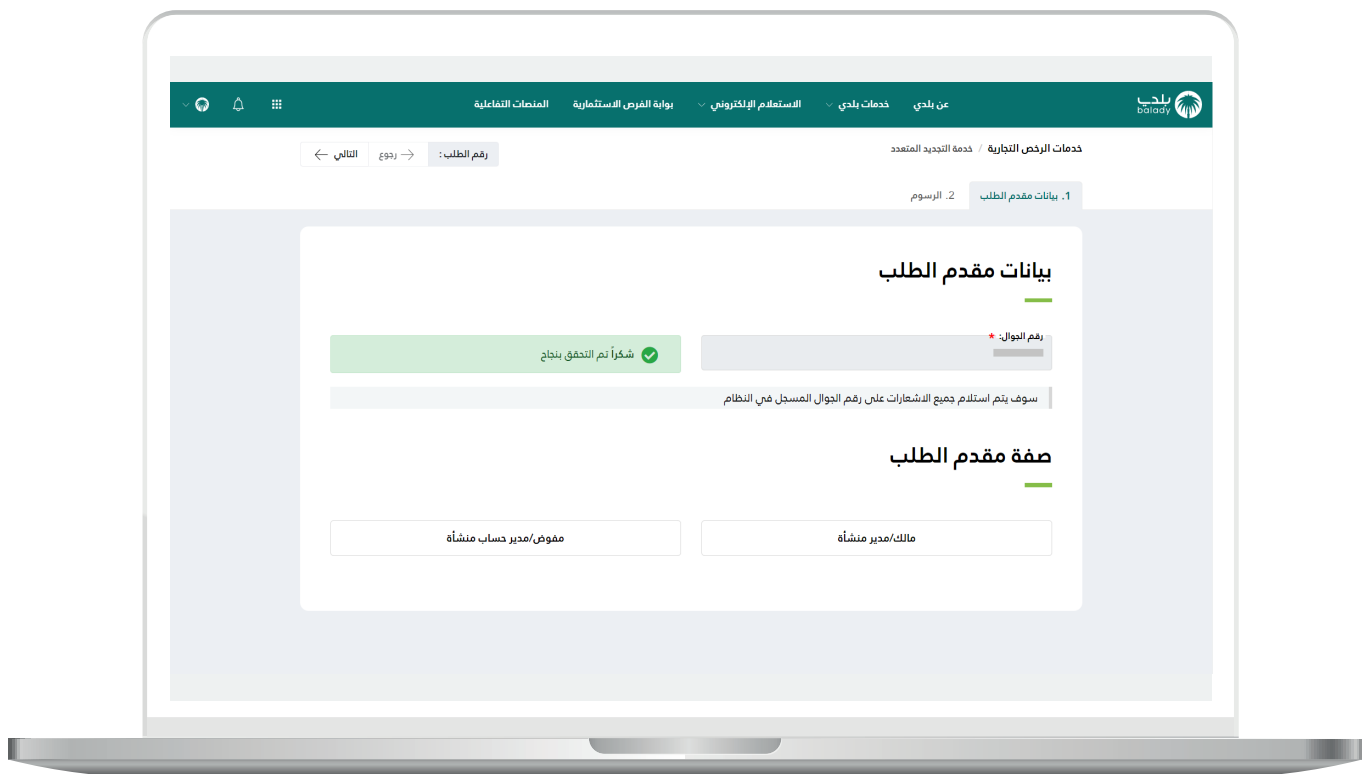
6) The system displays the first stage, (**Applicant Information**). The user enters their (**Mobile Number**) in the (**Mobile Number**) field and clicks (**Verify**) to confirm their mobile number.

The screenshot shows a web browser displaying the 'بيانات مقدم الطلب' (Applicant Information) form. The page has a dark green header with the 'balady' logo and navigation links. Below the header, there's a breadcrumb trail: 'خدمات الرخص التجارية / خدمة التجديد المتعدد'. The form itself is titled 'بيانات مقدم الطلب' and contains a 'رقم الجوال' (Mobile Number) field with a red asterisk indicating it's required. A green 'تحقق' (Verify) button is positioned to the left of the field. Below the field, a message states: 'سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام'. Underneath this, there's a section titled 'صفة مقدم الطلب' (Applicant's Position) with two input fields: 'مفوض/مدير حساب منشأة' (Authorized/Manager of the establishment account) and 'مالك/مدير منشأة' (Owner/Manager of the establishment).

7) The user receives a confirmation code via SMS, enters it in the (Confirmation Code) field, and clicks (Confirm).



8) A message appears stating (Thank you, verification was successful) as shown below. The applicant must then select their Applicant Role from the following options: (Owner/Business Manager, Authorized Representative/Business Account Manager).



9) In the following example, the user selects (**Owner/Establishment Manager**), which triggers an additional field named (**Commercial Register Number**). The user enters the number and clicks (**Retrieve Licenses**) as shown in the next screen.

بيلب bilb

عن بيلب خدمات بيلب الاستخدام الإلكتروني بوابة الفرص الاستثمارية المنتجات التفاعلية

رقم الطلب: 1. بيانات مقدم الطلب 2. الرسوم

خدمات الرخص التجارية / خدمة التجديد المتعدد

بيانات مقدم الطلب

شكراً تم التحقق بنجاح

رقم الجوال: *

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

صفحة مقدم الطلب

مفوض/مدير حساب منشأة

مالك/مدير منشأة

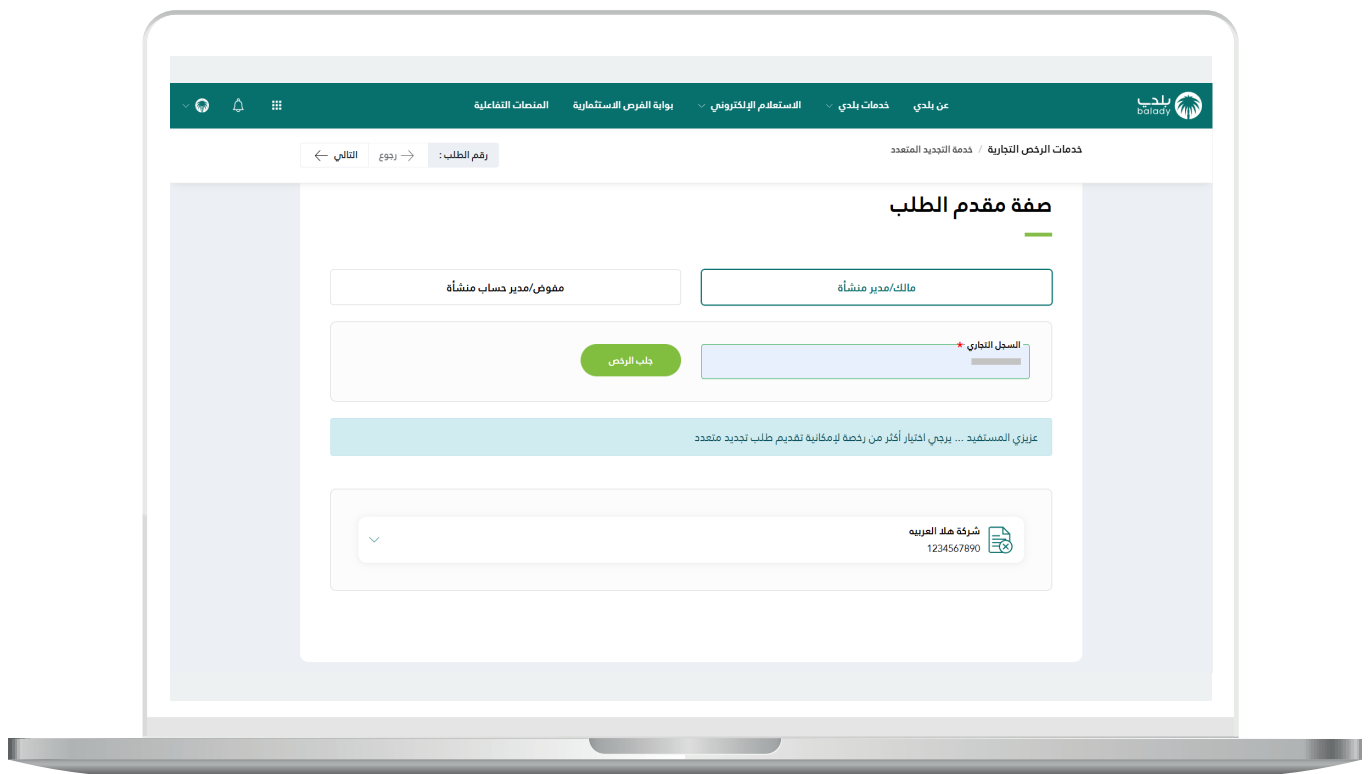
السل التاري: *

طلب الرخص

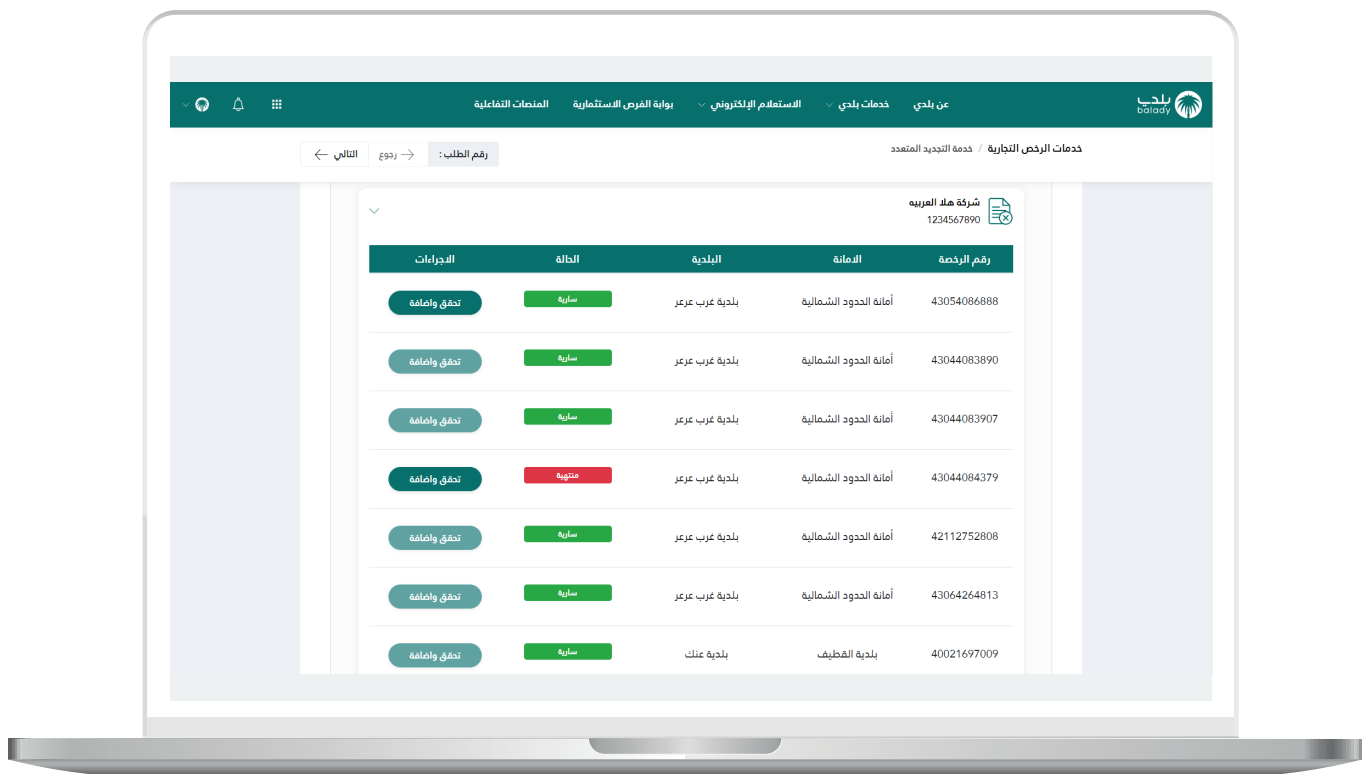
عزيزي المستخدم ... يرجى اختيار أكثر من رخصة إمكانية تجديد طلب تجديد متعدد

10) If the entered (**Commercial Registration Number**) is valid, the system retrieves and displays the establishment name along with all licenses registered under the provided number.

A message appears stating: (**Dear Beneficiary, please select more than one license to proceed with the multiple renewal request**).



11) After clicking on the establishment name, the system displays a list of all licenses along with their statuses. The user can add any license to the multiple renewal request by clicking **(Verify and Add)**.



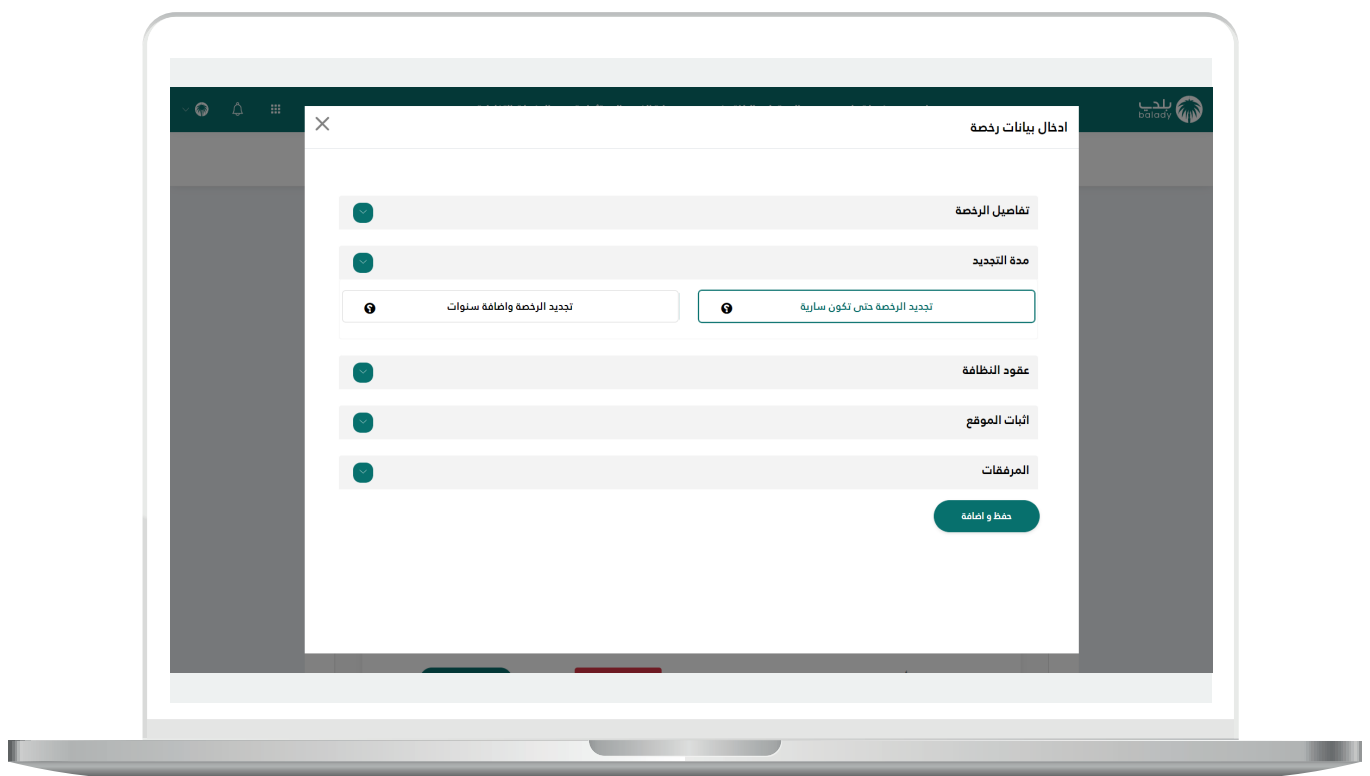
12) After clicking **(Verify and Add)**, the system moves to the next screen, where the user can enter the renewal details for the selected license. This stage consists of the following sections: **(License Details, Renewal Duration, Sanitation Contracts, Site Verification, Attachments)**.

The image shows a laptop screen displaying a web application interface for license renewal. The interface is in Arabic and features a form titled "ادخال بيانات رخصة" (Enter License Data). The form is divided into several sections, each with a green circular icon and a title:

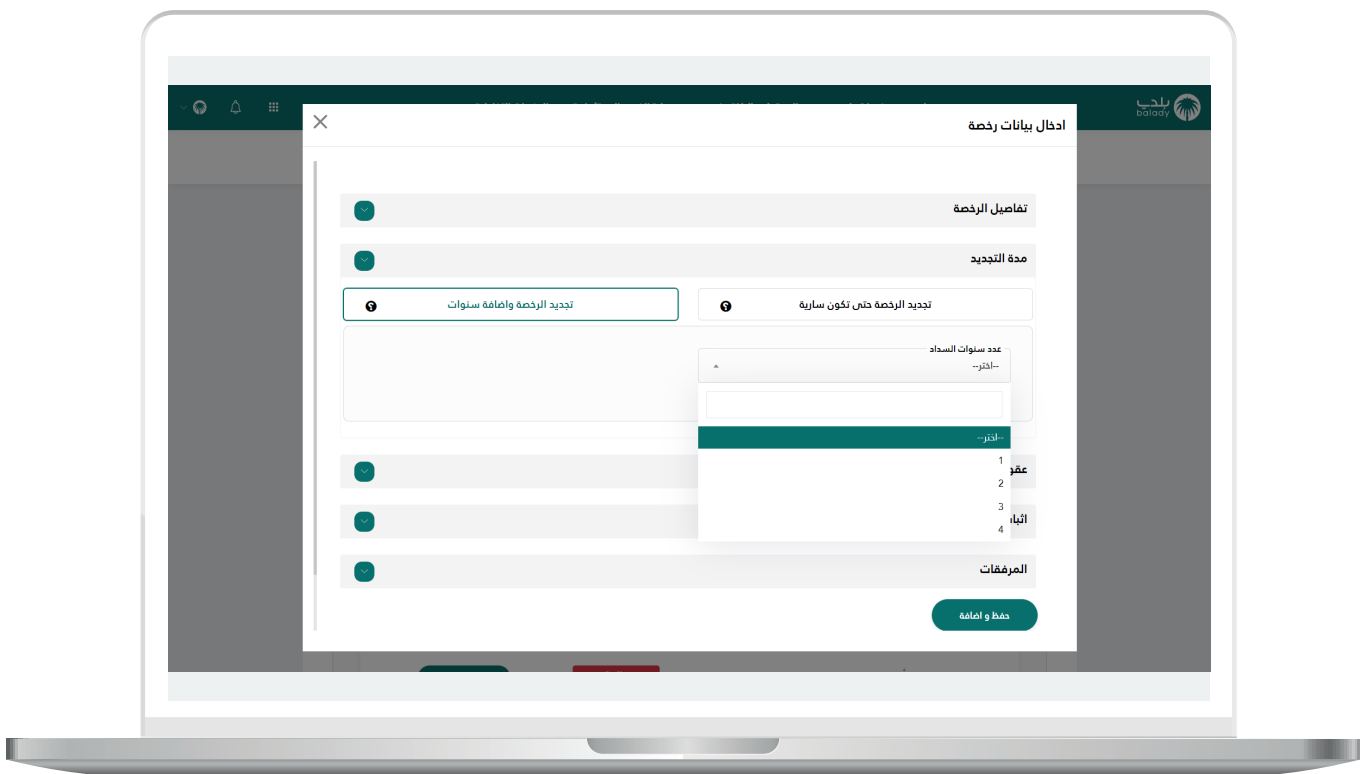
- تفاصيل الرخصة** (License Details): This section contains six input fields arranged in two columns. The fields are:
 - نوع الرخصة (License Type): dropdown menu, value: محلي (Local)
 - رقم الرخصة (License Number): text field, value: 43044046914
 - رقم هوية المالك (Owner ID Number): text field, value: 1440/01/01
 - المالك (Owner): text field, value: شركة هالة القويته
 - البلدية (Municipality): dropdown menu, value: بلدية غرب غزة
 - العمارة (Building): text field, value: أمانة الحدود الشمالية
 - تاريخ بداية الرخصة (License Start Date): text field, value: 1438/01/01
 - تاريخ نهاية الرخصة (License End Date): text field, value: 1440/01/01
- مدة التجديد** (Renewal Duration): A single input field.
- عقود النظافة** (Sanitation Contracts): A section with a green circular icon and a title.
- اثبات الموقع** (Site Verification): A section with a green circular icon and a title.

The interface also includes a dark green header with a logo and a sidebar with navigation icons. The bottom of the screen shows a decorative pattern of light blue circles.

13) In the (Renewal Duration) section, the user has two options: (Renew the license until it remains valid, Renew the license and add additional years).



14) If the user selects **(Renew the license and add additional years)**, a drop-down menu labeled **(Number of Payment Years)** appears, allowing the user to choose the desired duration.



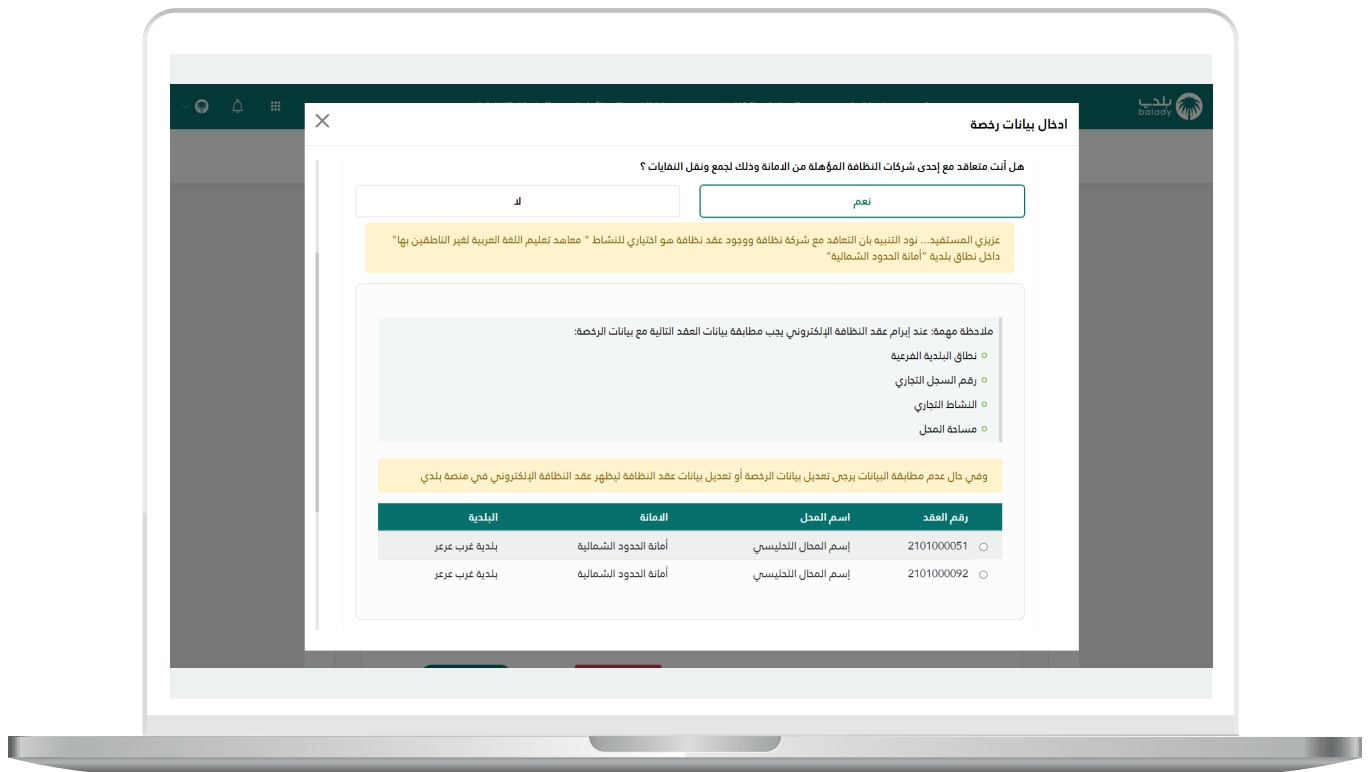
15) In the (Sanitation Contracts) section, the user must choose between two options (Yes or No) in response to the question: (Are you contracted with a municipality-approved sanitation company for waste collection and disposal?).

The screenshot shows a web application interface on a laptop screen. The interface is titled "ادخال بيانات رخصة" (License Data Entry) in the top right corner. It features a sidebar with a logo and navigation icons. The main content area contains several sections:

- تفاصيل الرخصة** (License Details): A section with a green circular icon.
- مدة التجديد** (Renewal Period): A section with a green circular icon.
- عقود النظافة** (Sanitation Contracts): A section with a green circular icon. Below it, a question asks: "هل أنت متعاقد مع إحدى شركات النظافة المؤهلة من الامانة وذلك لجمع ونقل النفايات؟" (Are you contracted with one of the qualified sanitation companies from the municipality for collection and disposal of waste?). There are two radio button options: "نعم" (Yes) and "لا" (No). Below the options is a yellow warning box with Arabic text: "عزيزي المستخدم... نود التنبيه بان التعاقد مع شركة نظافة ووجود عقد نظافة هو اختياري للنشاط * معاهد تعليم اللغة العربية لغير الناطقين بها" داخل نطاق بلدية "أمانة الحدود الشمالية".
- اثبات الموقع** (Location Proof): A section with a green circular icon.
- المرفقات** (Attachments): A section with a green circular icon.

At the bottom right of the form, there is a green button labeled "حفظ و اضافة" (Save and Add).

16) If the user selects (Yes), the system displays a list of electronic sanitation contracts for the user to choose from.



17) In the **(Site Verification)** section, the user must select one of two options **(Owner or Tenant)** in response to the question: **(What is the applicant's status?)**.

If the user selects **(Tenant)**, additional options appear under **(Contract Type)**, which include: **(Lease Contract, Investment Contract)**.

If the user selects **(Investment Contract)**, two options appear: **(Attach the Investment Contract, Use the Electronic Investment Contract Number)**.

ادخال بيانات رخصة

مدة التجديد

عقود النطاق

اثبات الموقع

ماهي صفة مقدم الطلب؟

مستأجر

مالك

نوع العقد

عقد استثمار

عقد إيجار

استخدام رقم عقد الاستثمار الالكتروني

إرفاق عقد الاستثمار

المرفقات

18) If the user selects (Owner), the following options appear: (Attach the Ownership Contract, Use the Electronic Title Deed Contract Number).

إدخال بيانات رخصة

تفاصيل الرخصة

مدة التجديد

عقود النظامية

أثاث الموقع

ماهي صفة مقدم الطلب ؟

مستأجر

مالك

استخدام رقم عقد المالك الإلكتروني

إرفاق عقد التملك

المرفقات

حفظ و إضافة

19) If the user selects **(Attach the Ownership Contract)**, the following fields appear: **(Ownership Contract Number, Ownership Contract Date)**.

ادخال بيانات رخصة

عقود النظامية

اثبات الموقع

ماهي صفة مقدم الطلب؟

مستأجر مالك

استخدام رقم عقد الحك الالكتروني

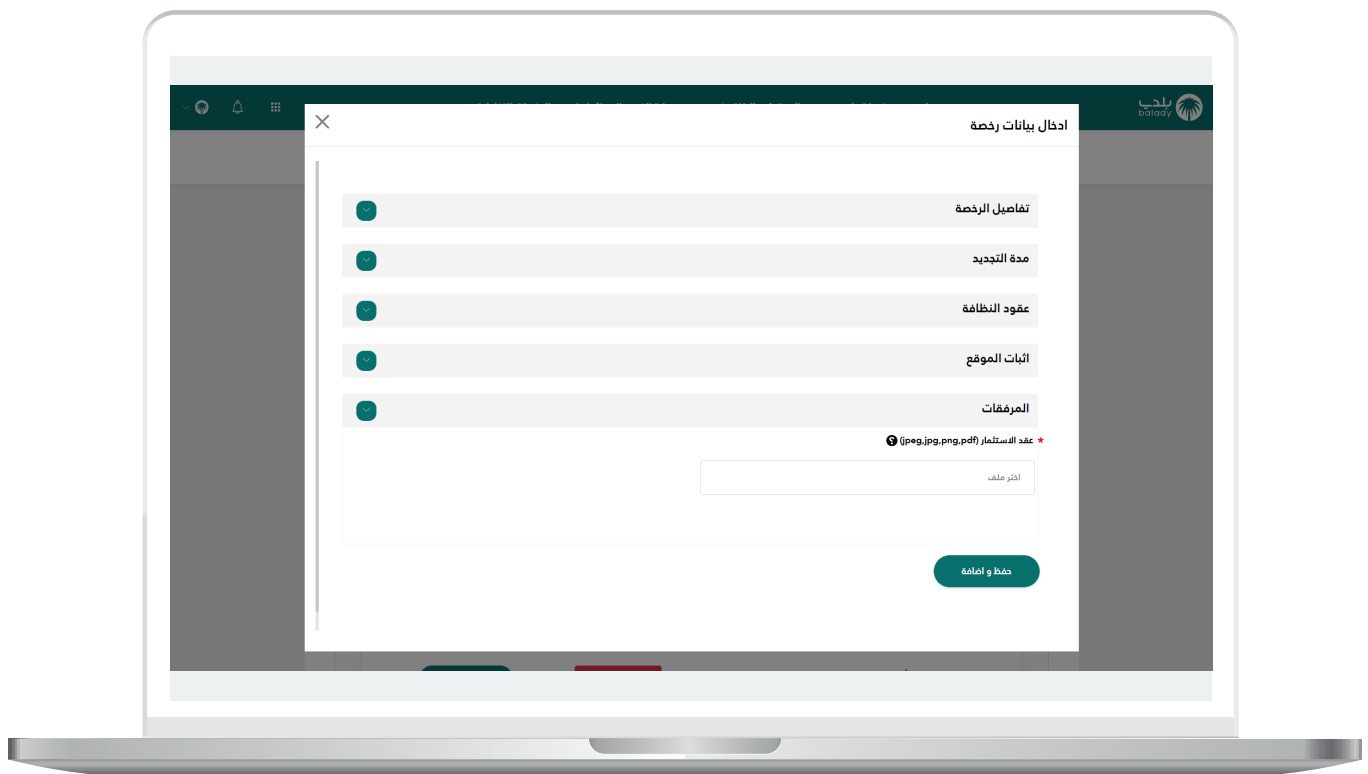
ارفاق عقد التملك

تاريخ عقد التملك 1444/06/25

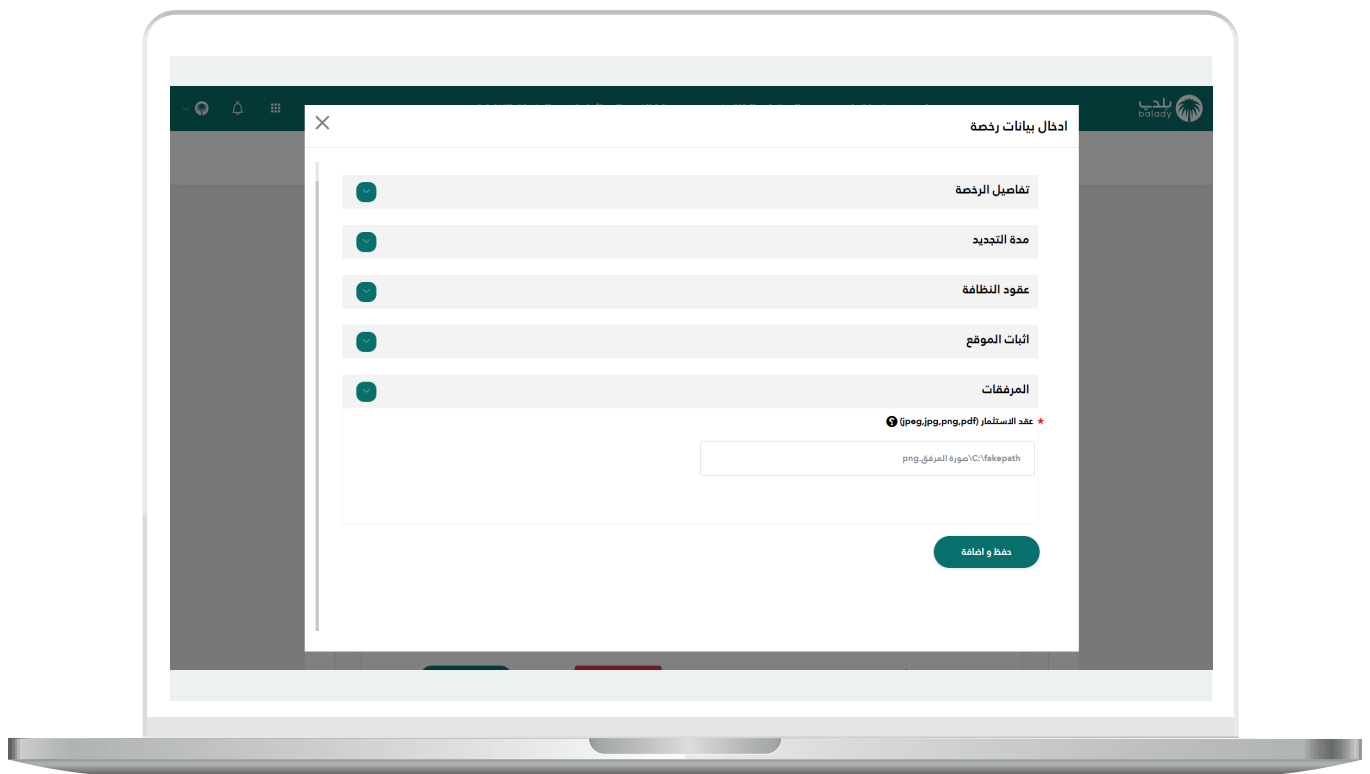
رقم عقد التملك 55555555

المرفقات

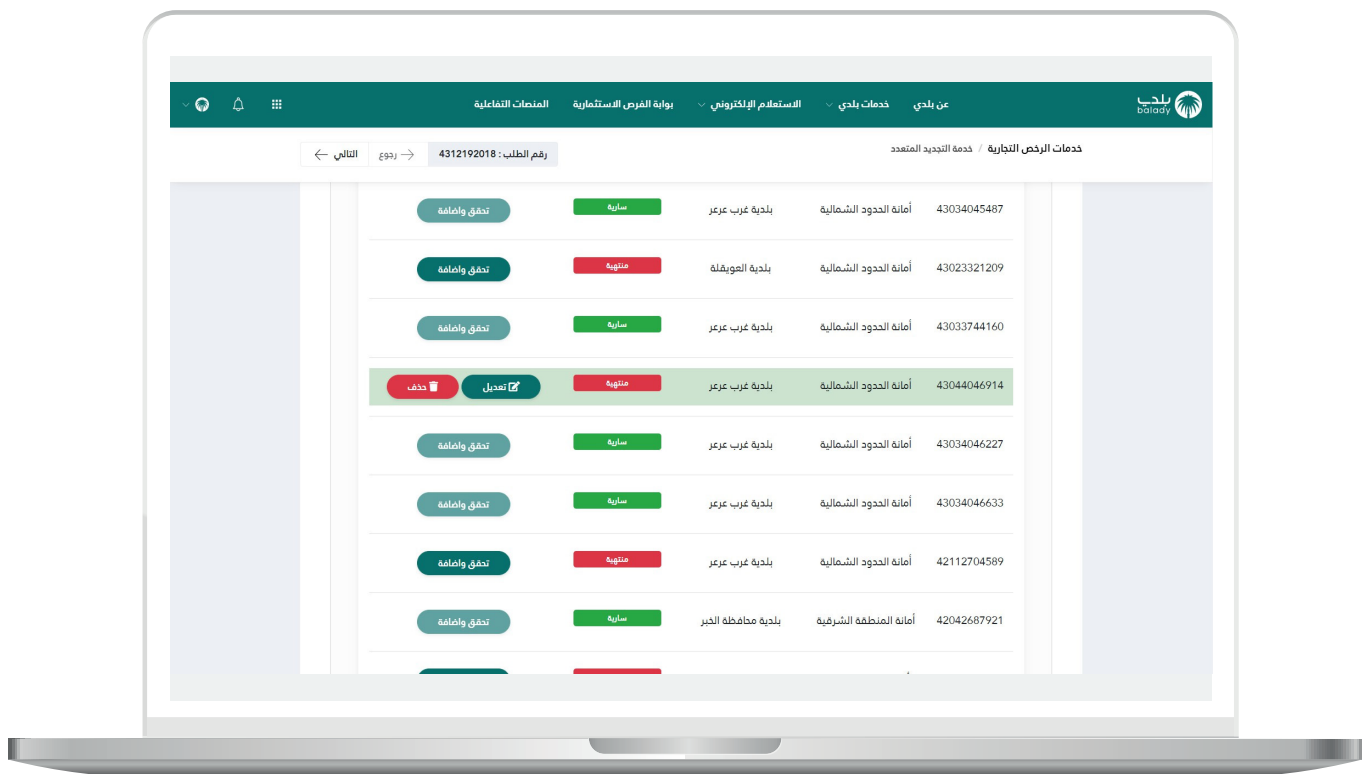
20) In the (**Attachments**) section, the system displays the required documents to be uploaded. As shown in the next screen, the required attachment is (**Investment Contract**).



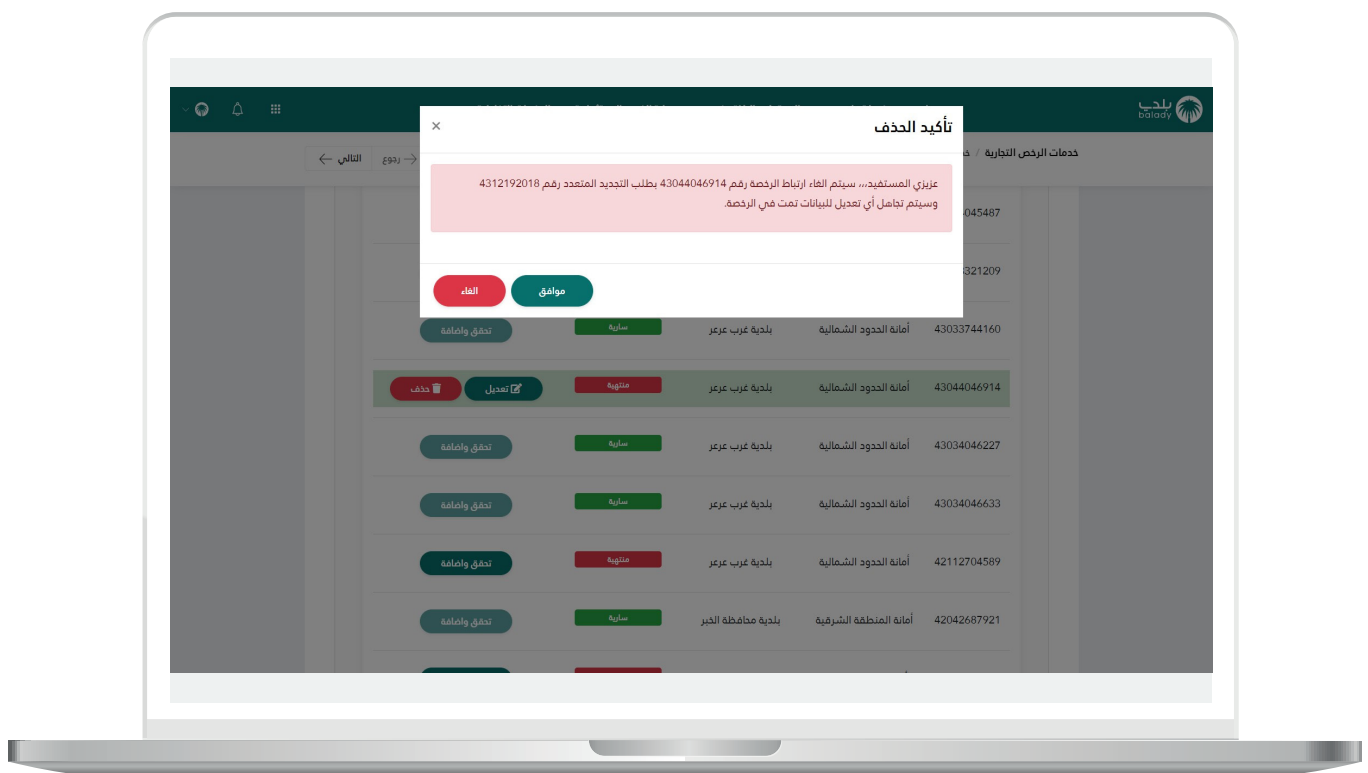
21) After uploading the attachment, the user clicks **(Save and Add)** as shown in the next screen.



22) The user can edit the renewal details of a selected license by clicking **(Renew)** or remove it by clicking **(Delete)**.



23) If the user clicks (**Delete**), a confirmation message appears. To proceed with deletion, the user clicks (**Confirm**). The user can also cancel the action by clicking (**Cancel**).



24) The user can add another license to the Multiple Renewal Request by clicking (**Verify and Add**). A new screen appears, allowing the user to enter the details of the additional license, following the same steps as the first license.

The screenshot shows a laptop displaying a web application interface. The main window is titled "ادخال بيانات رخصة" (Enter License Data). It contains a form with the following fields:

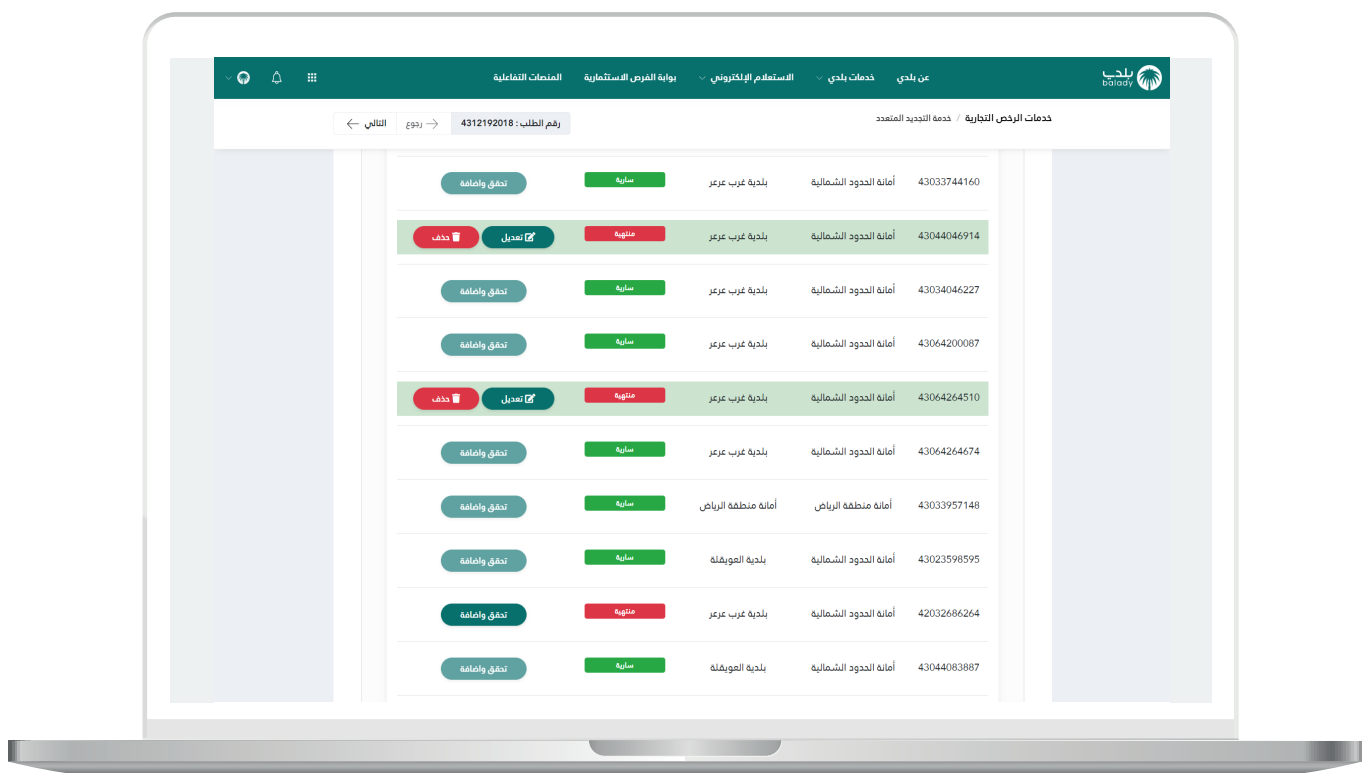
- رقم الرخصة** (License Number): 43064264510
- المالك** (Owner): شركة هــ القرويه
- البلدية** (Municipality): بلدية غرب عزر
- تاريخ بداية الرخصة** (License Start Date): 1443/06/07
- تاريخ نهاية الرخصة** (License End Date): 1442/06/07

Below the form, there are three sections with progress indicators:

- مدة التجديد** (Renewal Period)
- عقود النظافة** (Cleaning Contracts)
- اثبات الموقع** (Location Proof)

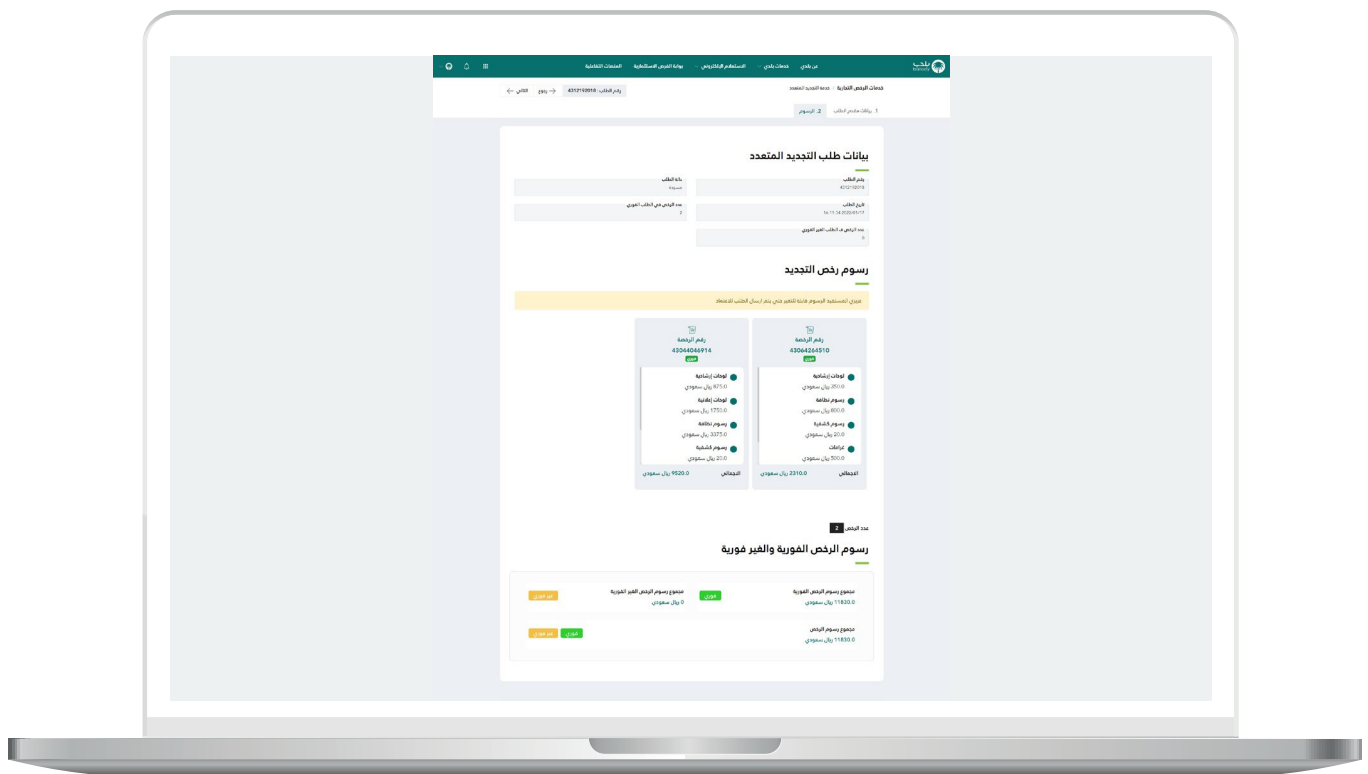
At the bottom of the screen, there is a progress bar and a footer with the text "ادخال بيانات رخصة" and "43064264510".

25) Once the details of the second license are completed, the system displays a screen confirming that two licenses have been added to the request. The user then clicks **(Next)**.



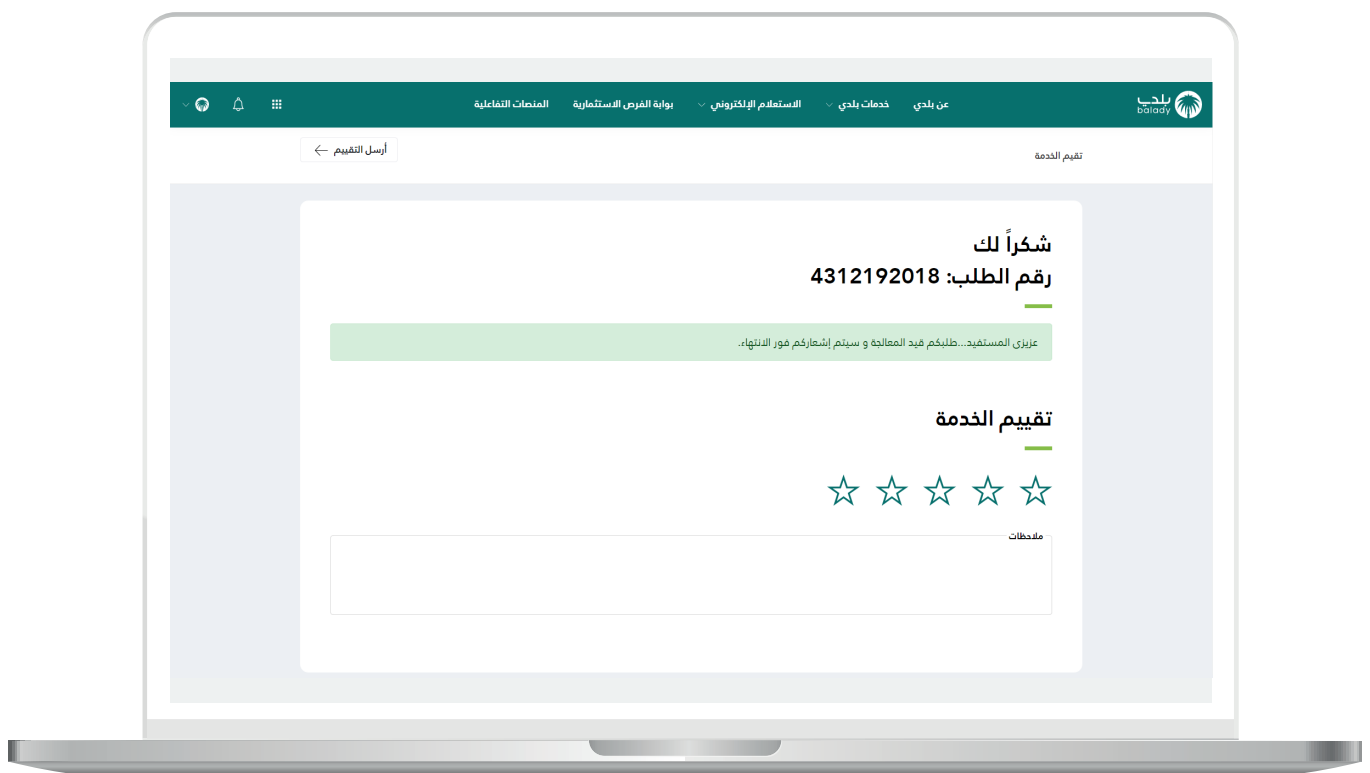
26) After clicking (**Next**), the system moves to the second stage, (**Fees**), where it displays the renewal fees for both licenses.

The user clicks (**Next**) to submit the request, with the option to return to the previous stage by clicking (**Back**).

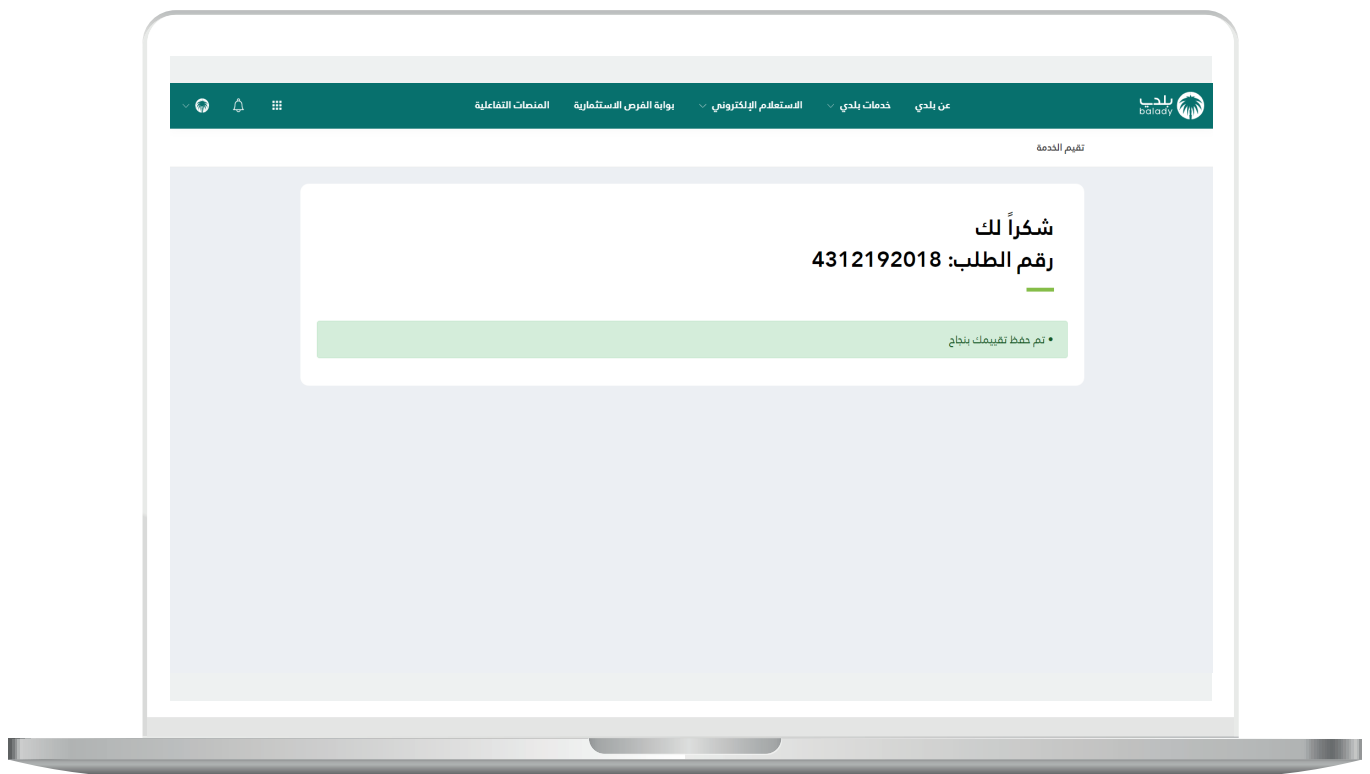


27) After clicking (**Next**), the system submits the request for processing and displays a confirmation message.

The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the (**Comments**) field. The user then clicks (**Submit Evaluation**).

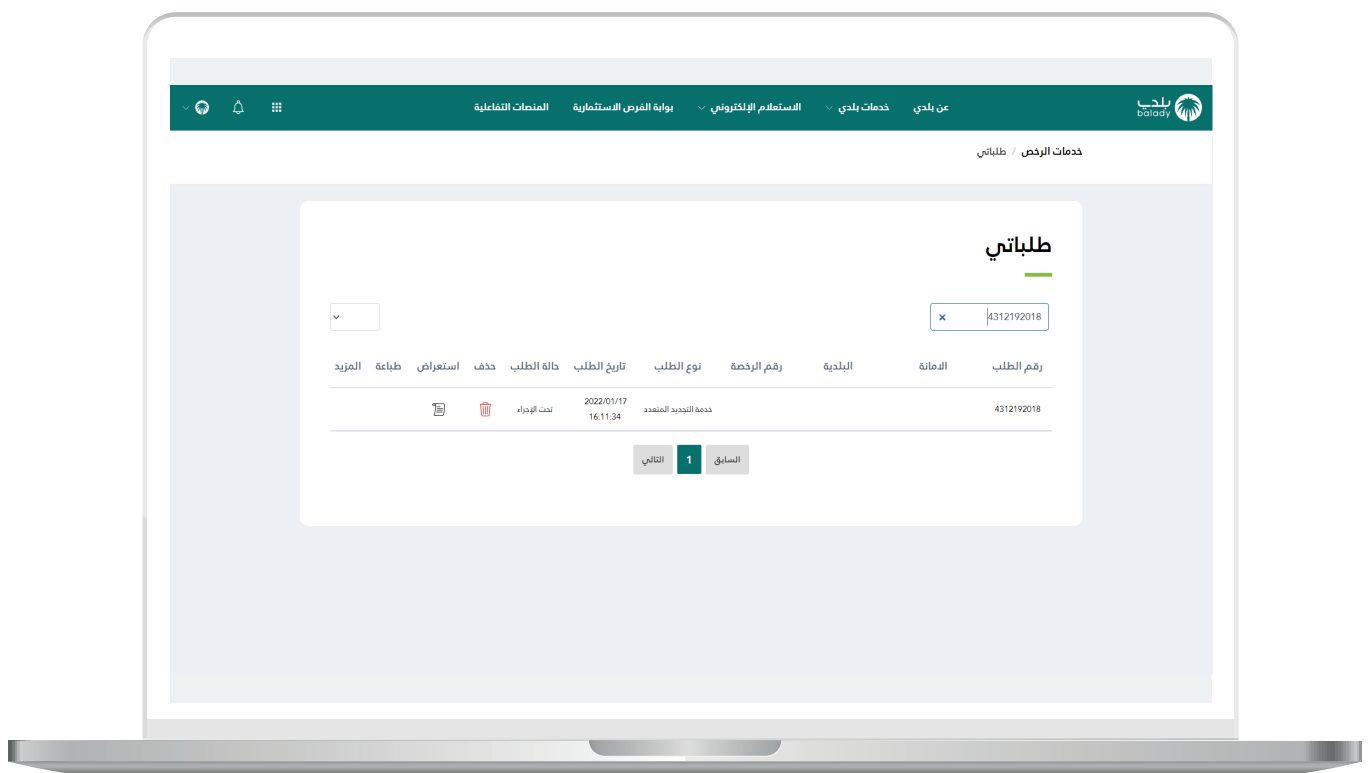


28) The evaluation is successfully saved, and a confirmation message is displayed.

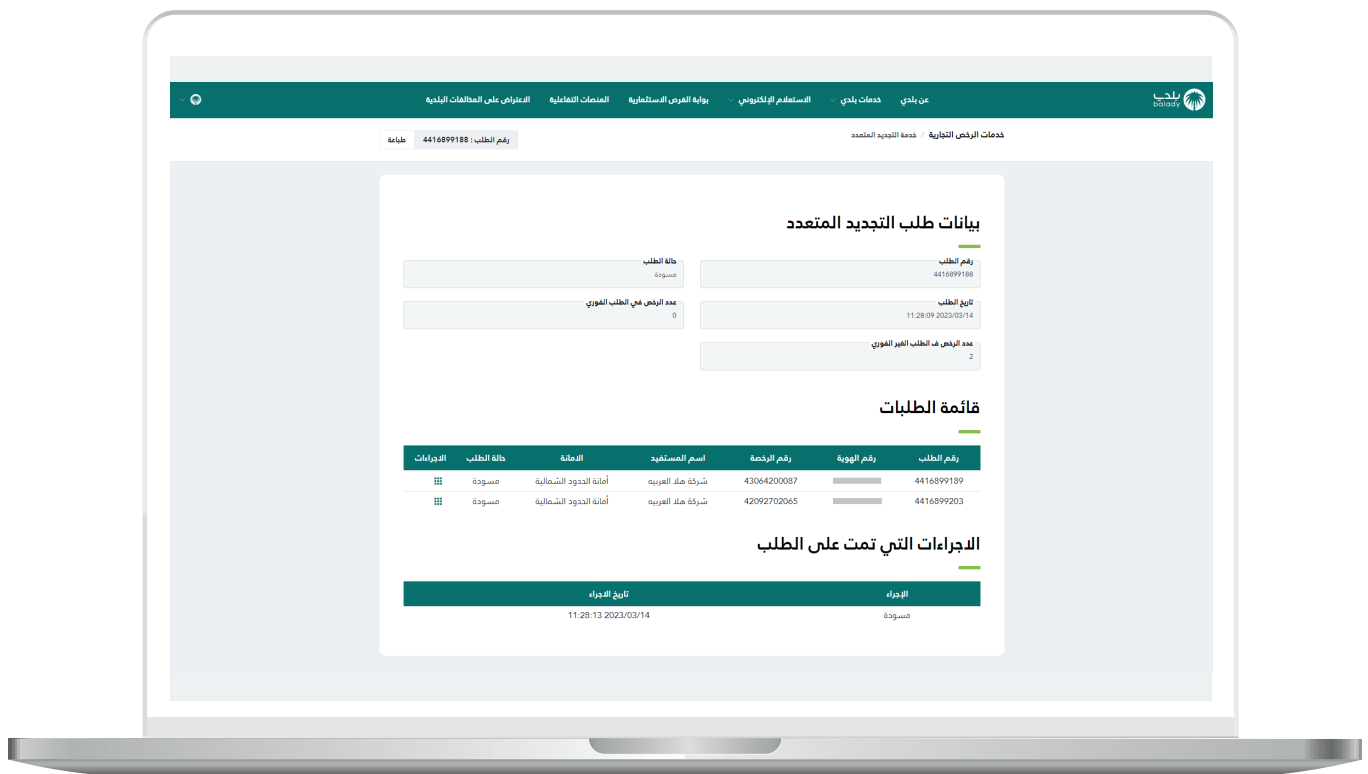


Follow-up on the Request

1) The system redirects the user to the **(My Requests)** screen, as shown in the following image, where they can track the status of their request.



2) By clicking on the paper icon in the (**Browse**) column, the user can see the details of the request.



SMS Messages to the Beneficiary

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

Dear Beneficiary, Ibrahim, a renewal request has been created with request number (4448137144), and its status is Draft, linked to the multiple renewal request number (3448137144). You can view the request at: (<https://balady.gov.sa/Eservices/Inquiries/Request>)

- Dear Beneficiary, Ibrahim, a multiple renewal request has been created with request number 3448137144.

- Dear Beneficiary, Ibrahim, a renewal request has been created with request number (5448137144), and its status is Draft, linked to the multiple renewal request number (3448137144). You can view the request at: (<https://balady.gov.sa/Eservices/Inquiries/Request>).

- Dear Beneficiary, the license renewal has been completed for license number (88122151134). You can view it at: <http://10.80.140.100:9003/commonapi/clp/b6670a6aa2ea43b38b2128775a6a0818>

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

