وزارة البلديات والإسكان

Ministry of Municipalities and Housing

The Service of

Previously Coordinated Excavation

Beneficiary's Copy

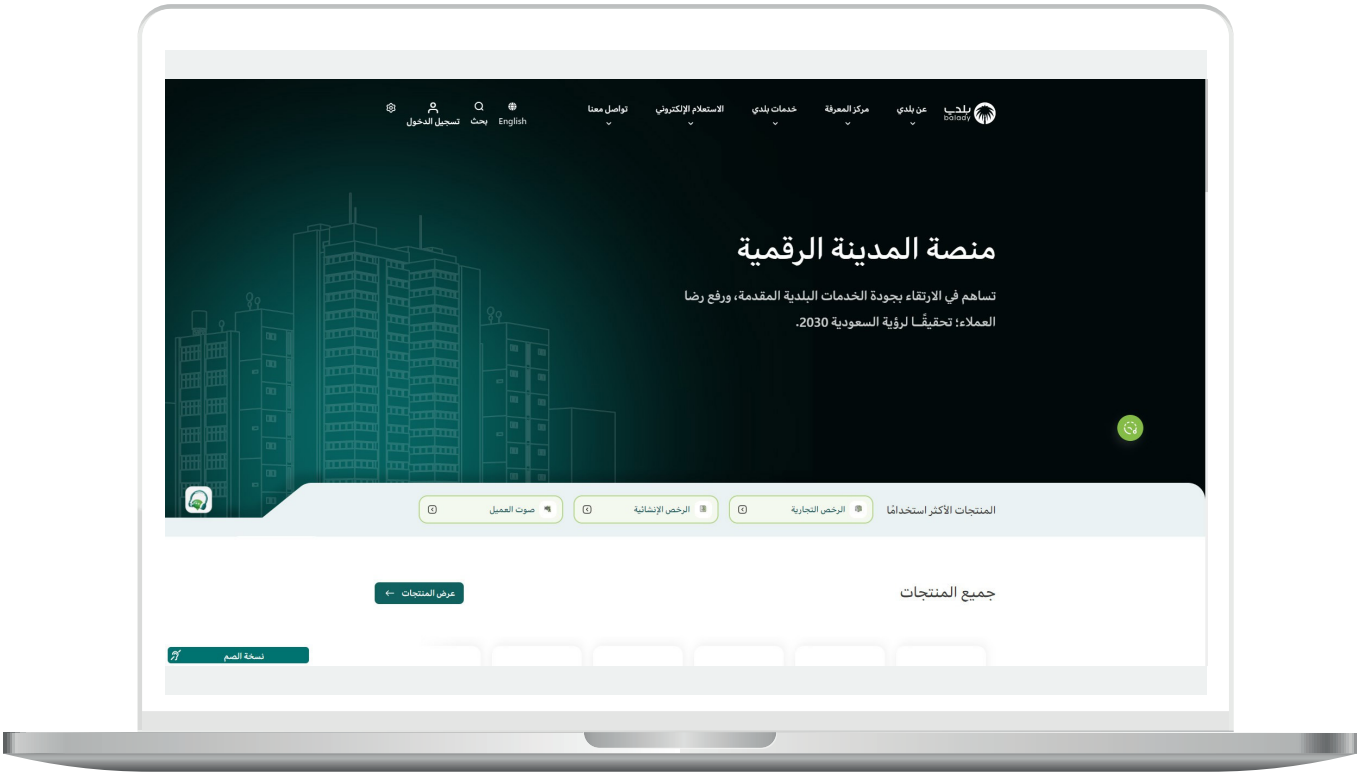
Logging into the System Requests

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.

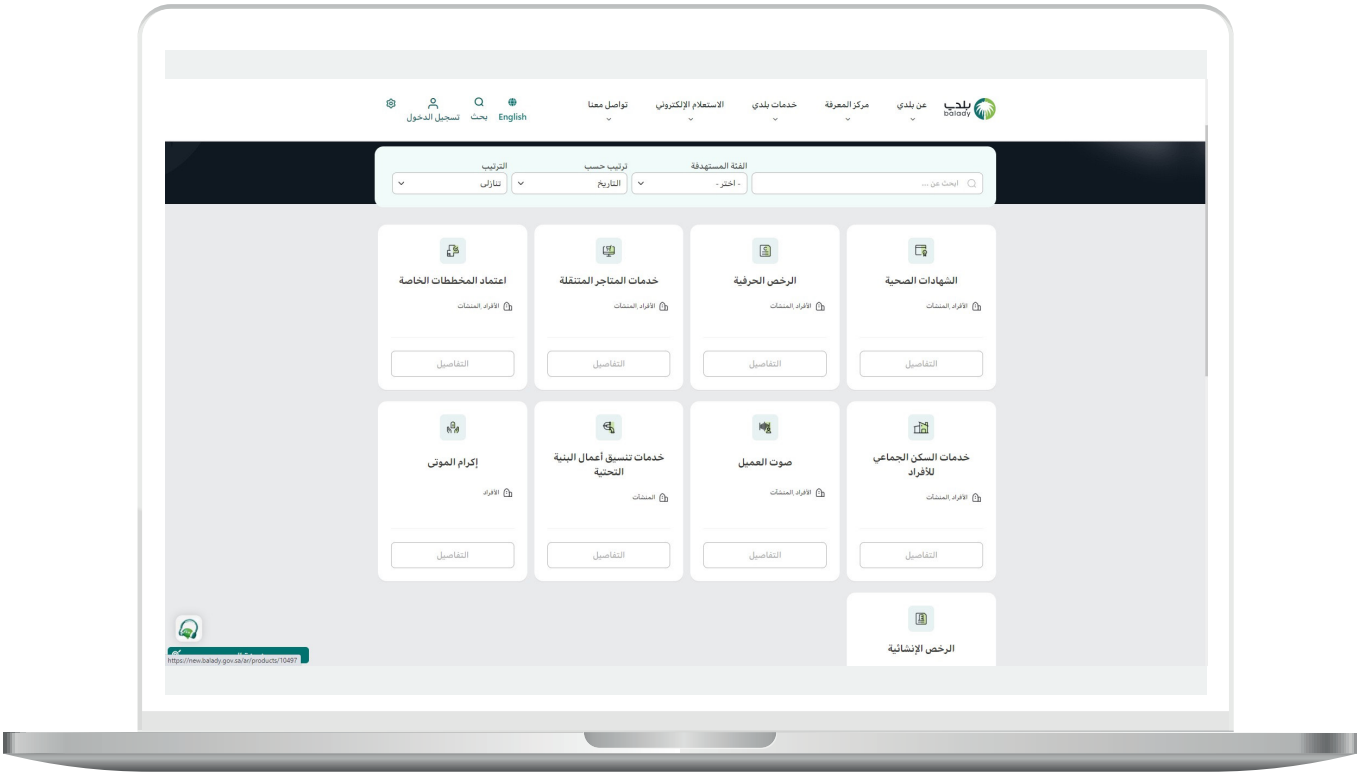
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

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

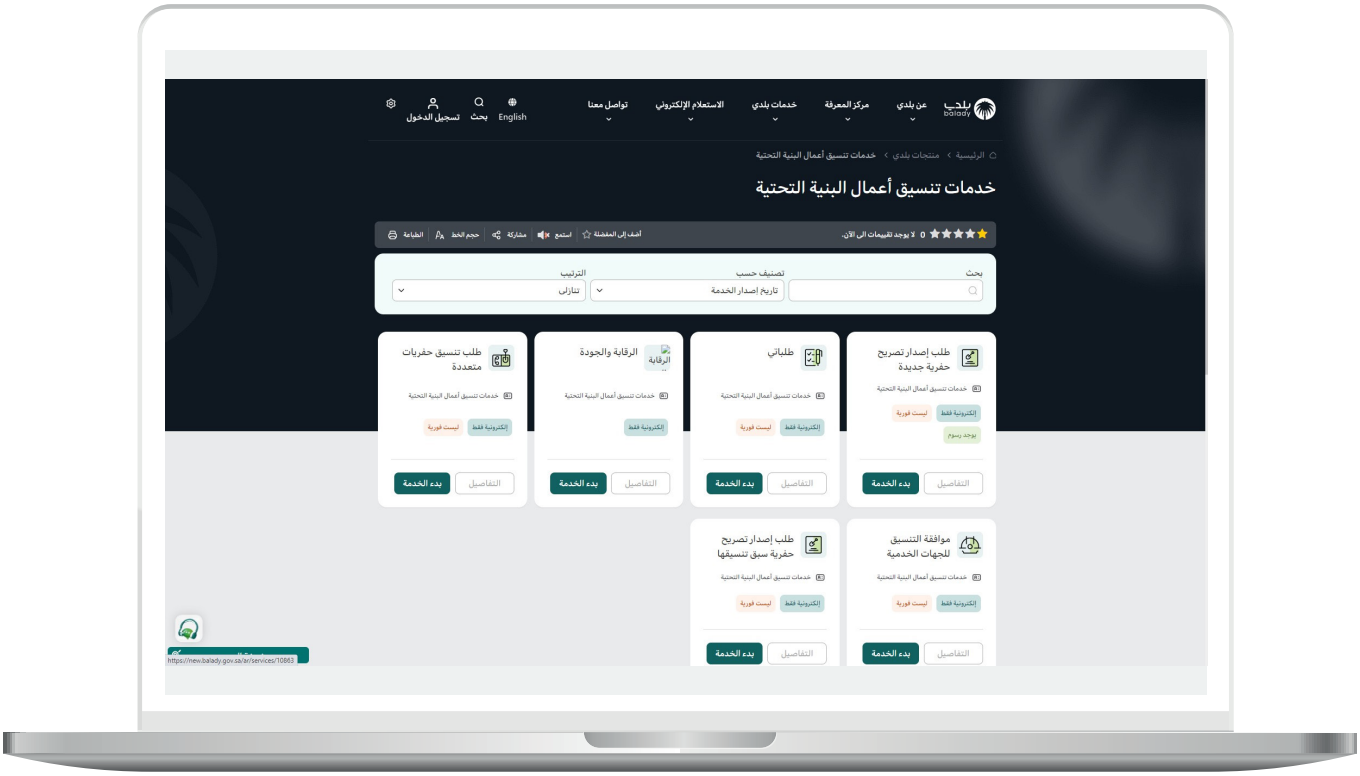
The user then clicks the (**View Products**) button.



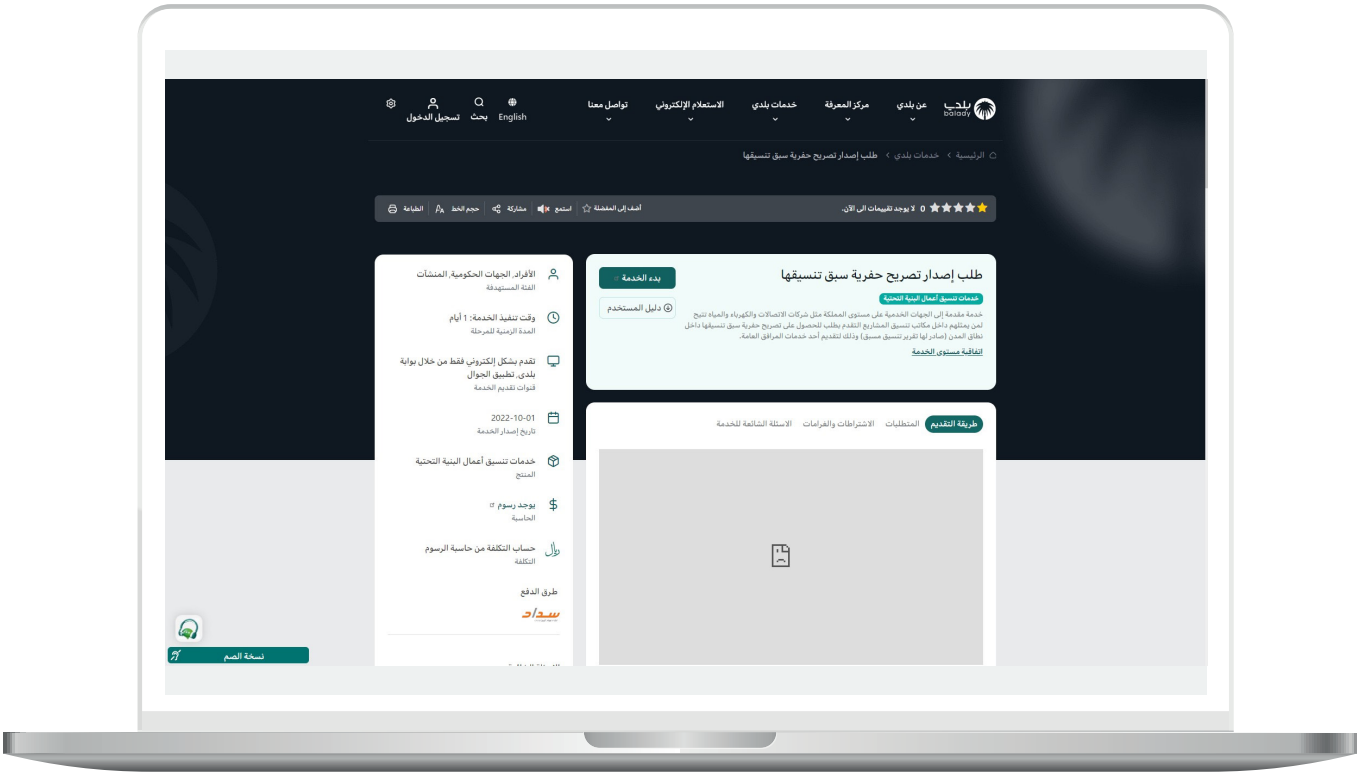
4) The user selects (**Infrastructure Coordination Services**) from the displayed options.



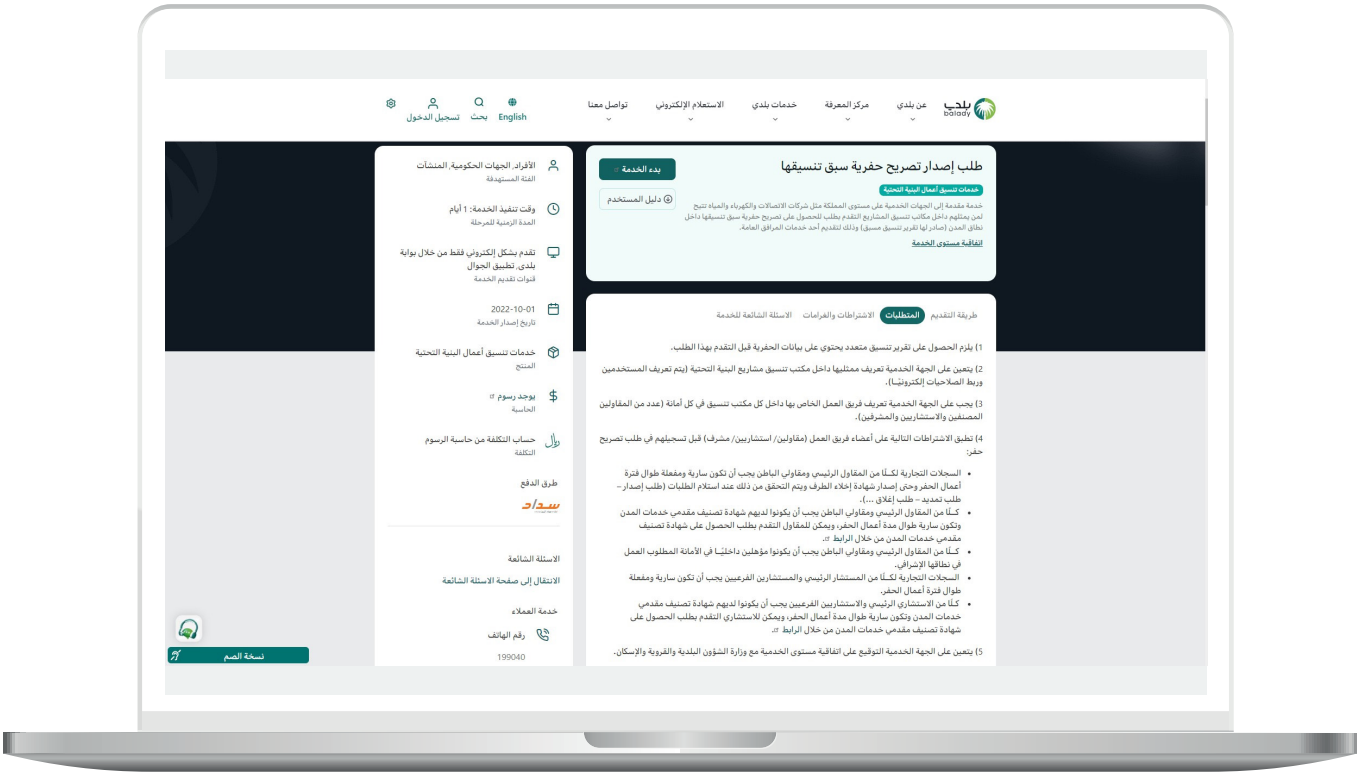
5) The available services appear, and the user selects (**Request for Issuing a Permit for a Previously Coordinated Excavation**).



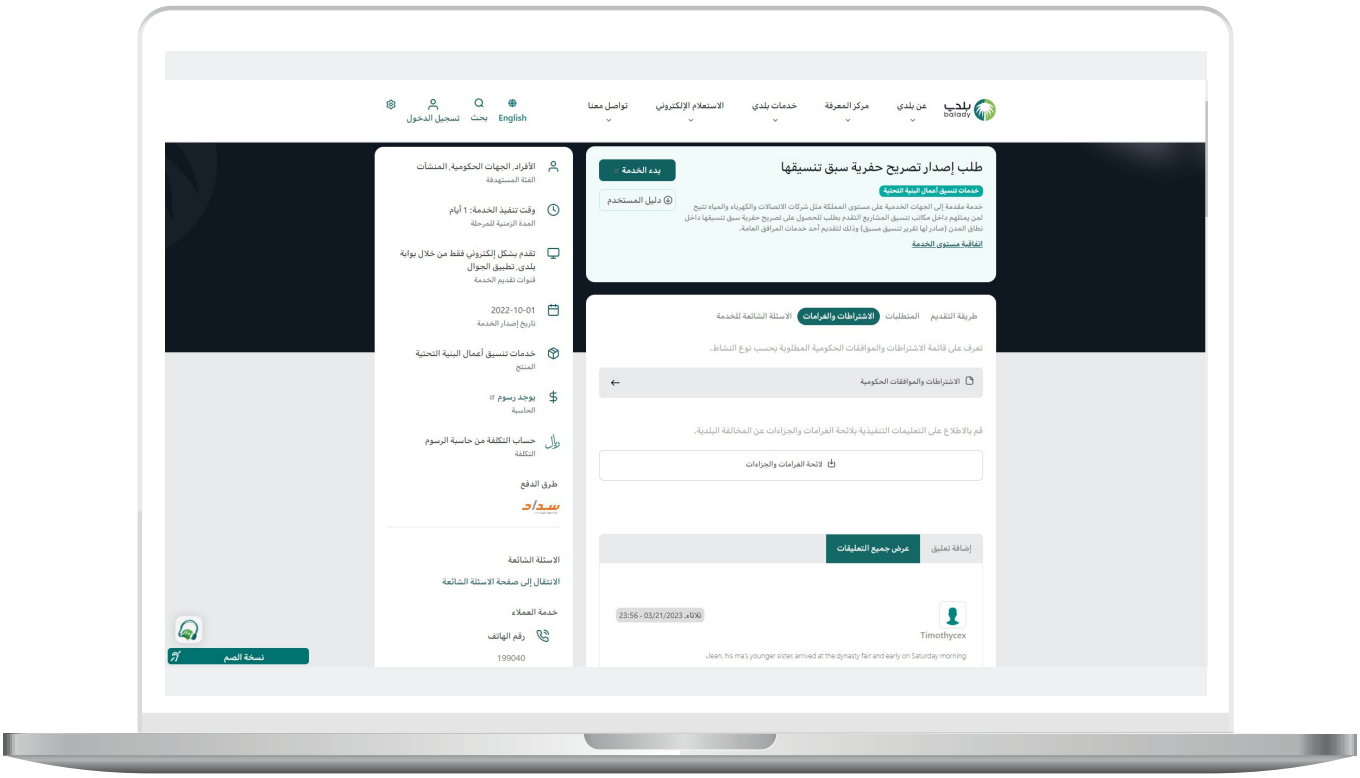
6) Once the service card appears, the user can view the submission process under (**How to Apply**).



7) The requirements can also be viewed.

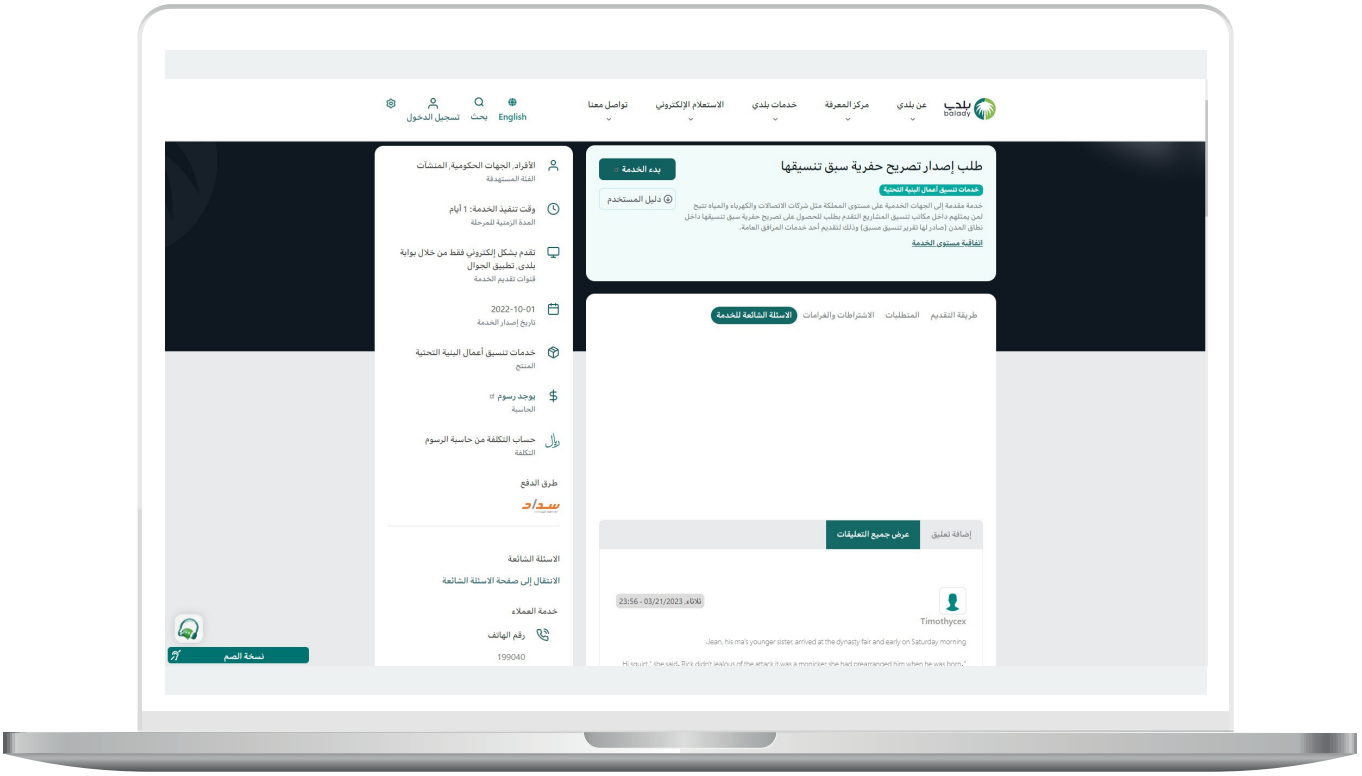


8) The Conditions and Fines can be reviewed.

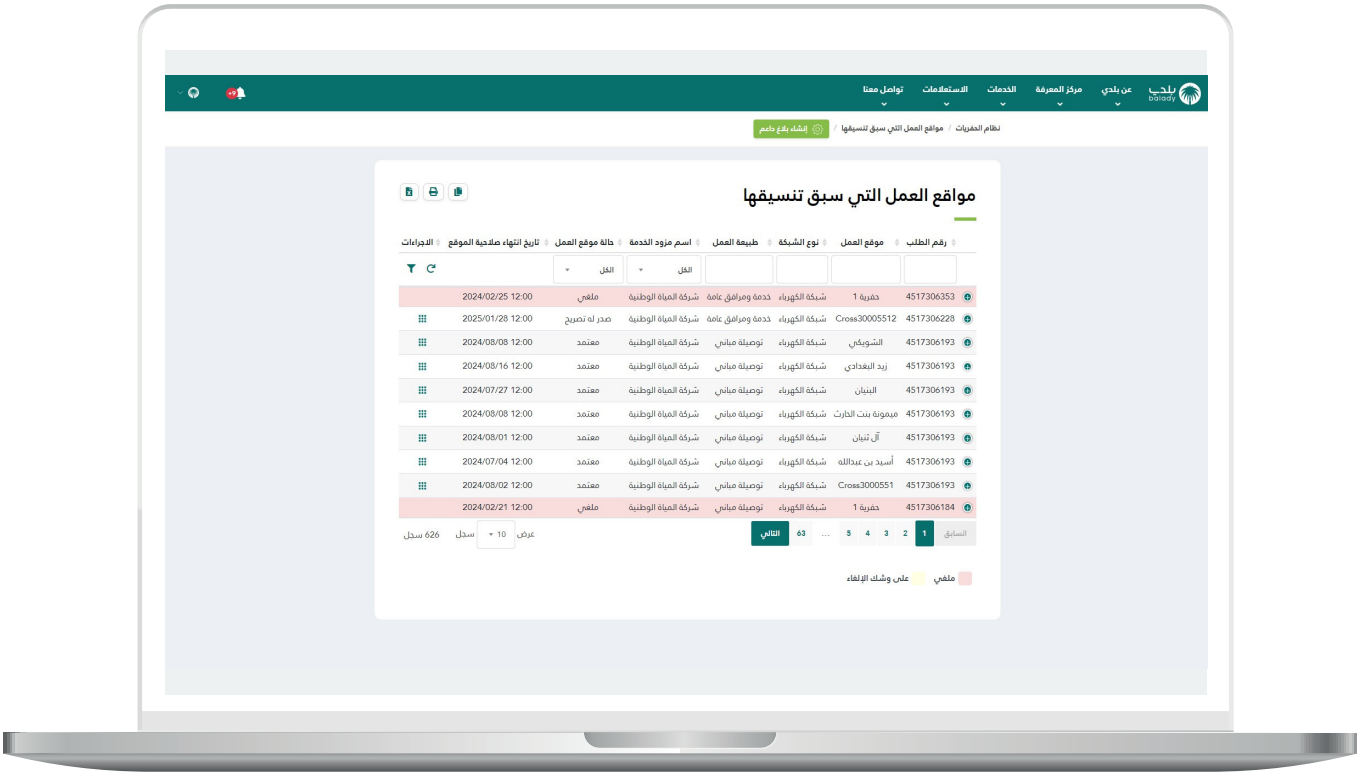


9) Frequently Asked Questions (**FAQs**) about the service can be accessed.

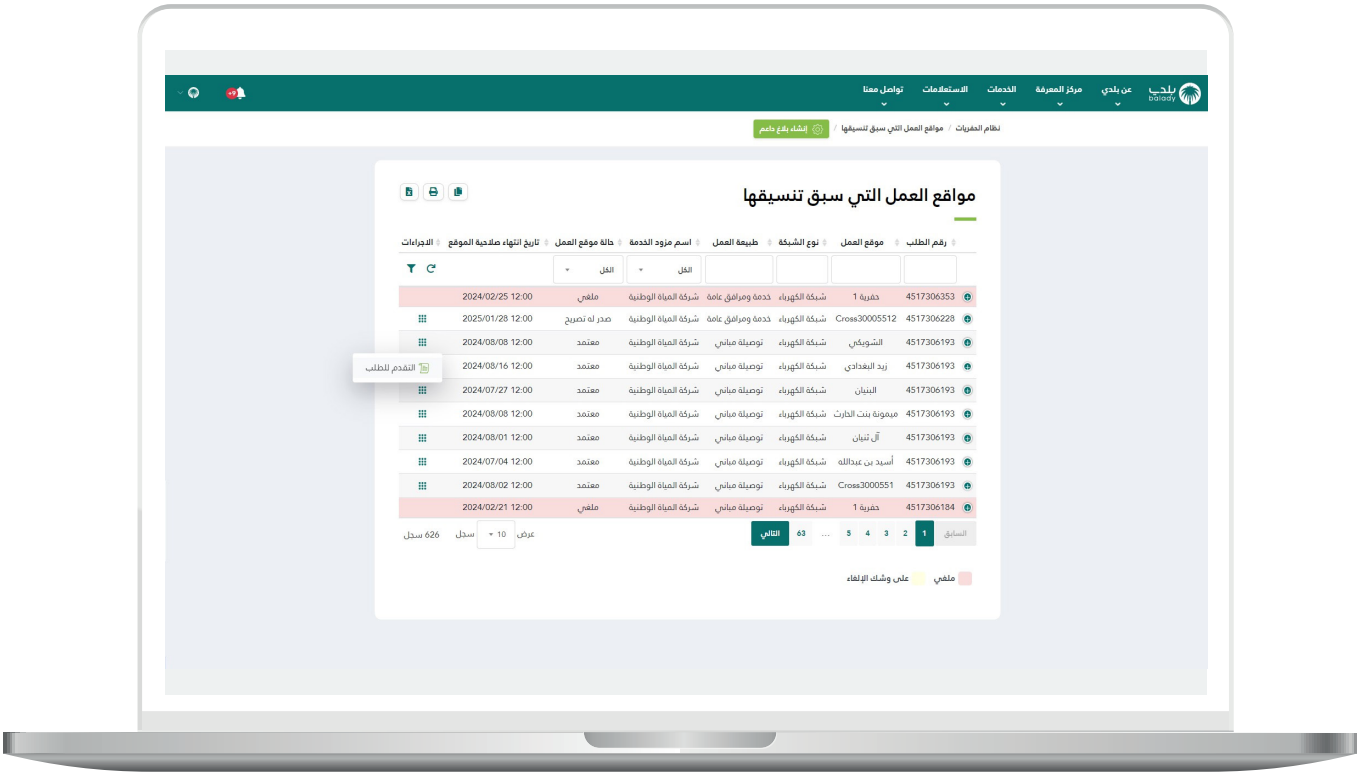
The user then clicks (**Start Service**) to proceed with the request.



10) After clicking (**Start Service**), the screen displays previously coordinated work sites.

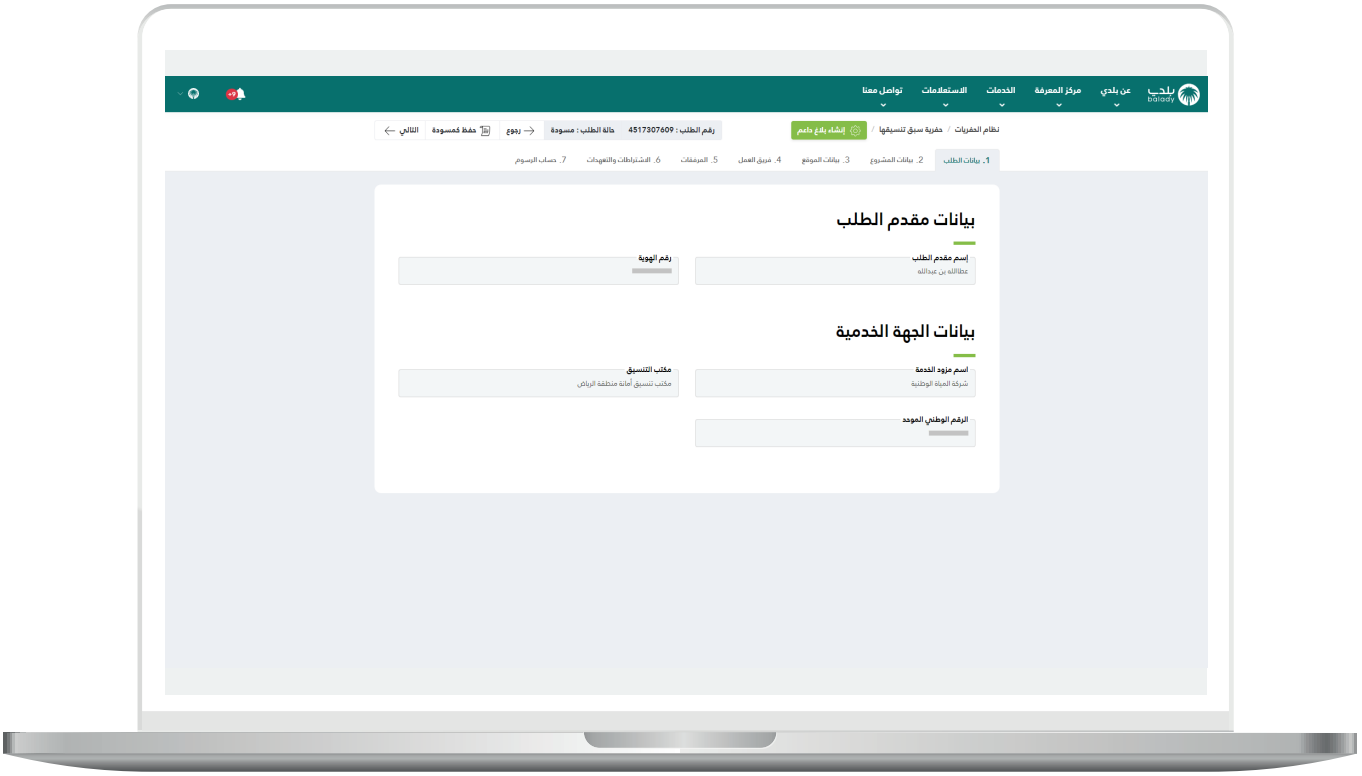


11) The user initiates the request by selecting the checkbox in the (**Actions**) column and clicking (**Proceed with Request**).



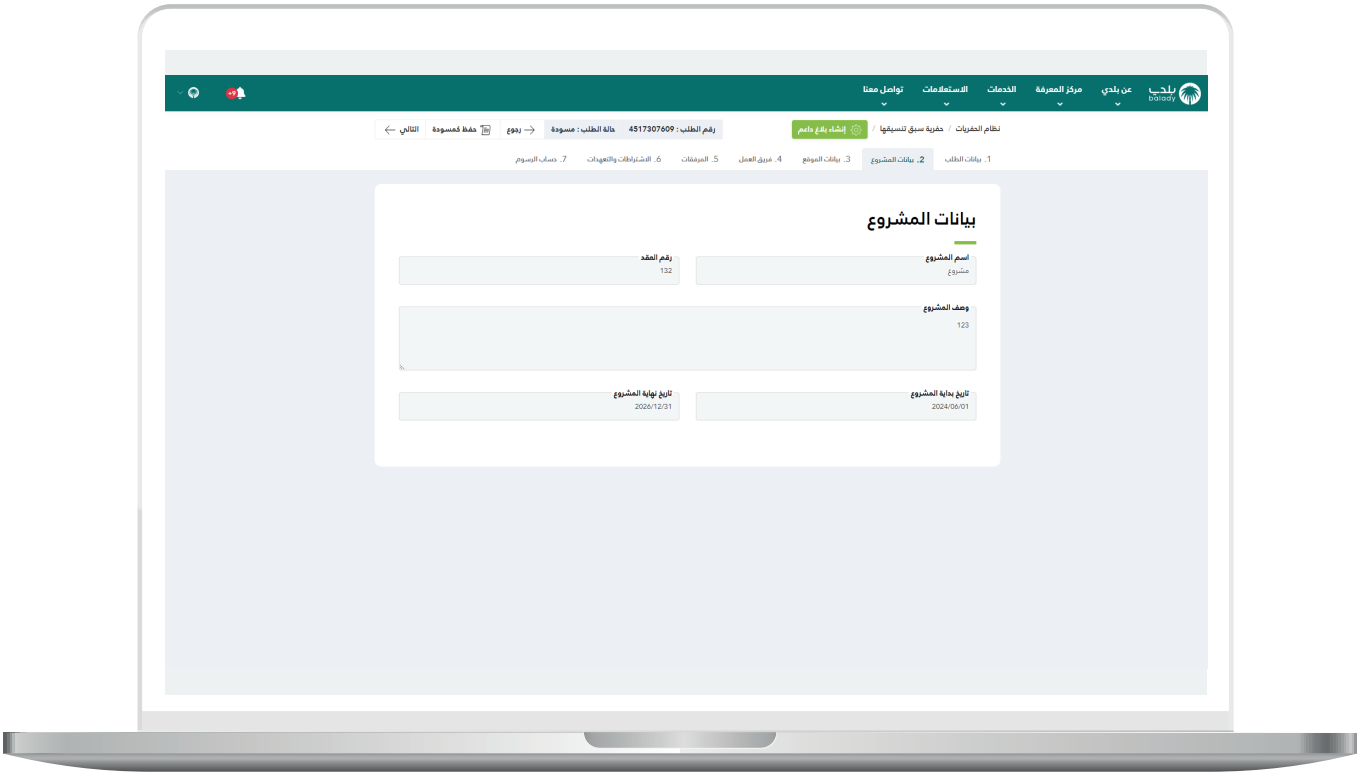
12) The screen below represents the (**Request Data**) stage, displaying the applicant's information and the service entity details.

The user clicks (**Next**) in the top-left corner to proceed to the second stage, with the option to save the request as a draft using (**Save as Draft**).

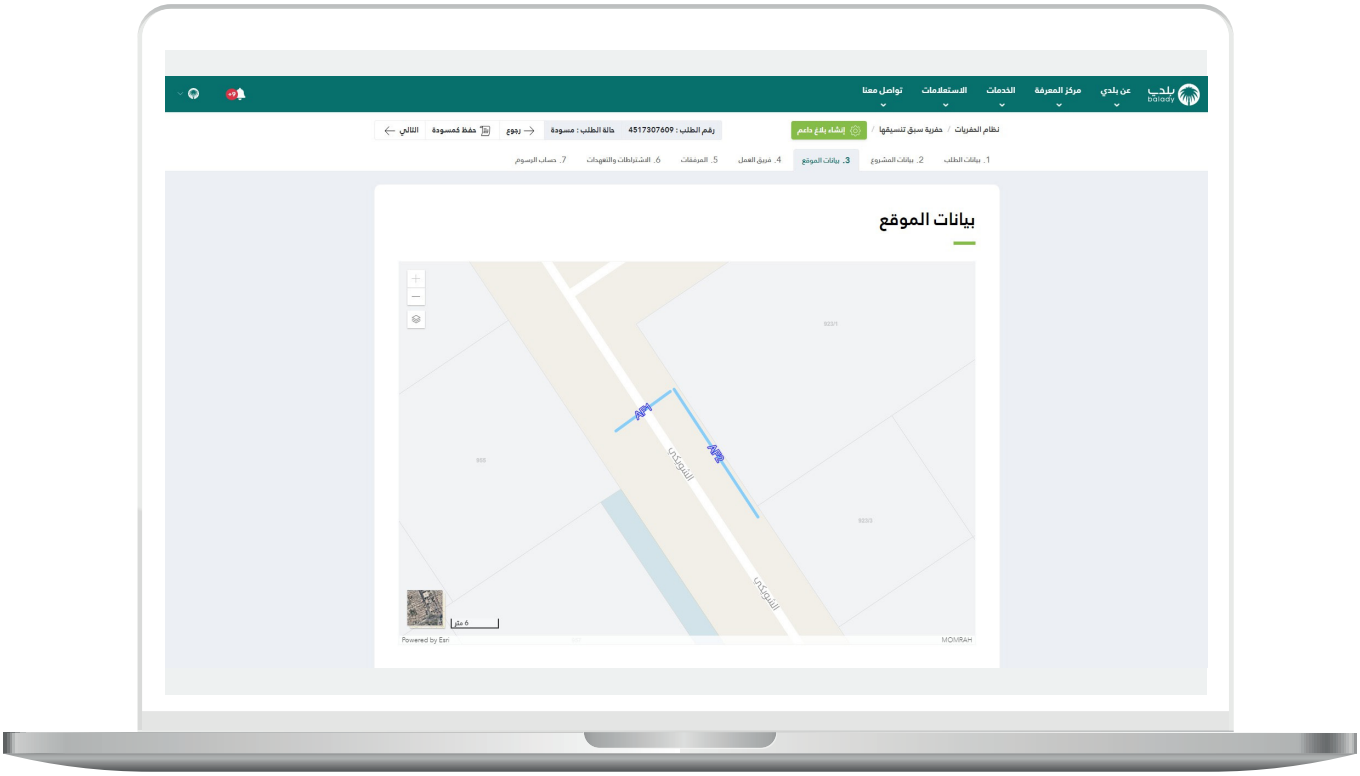


13) The screen below represents the (**Project Information**) stage.

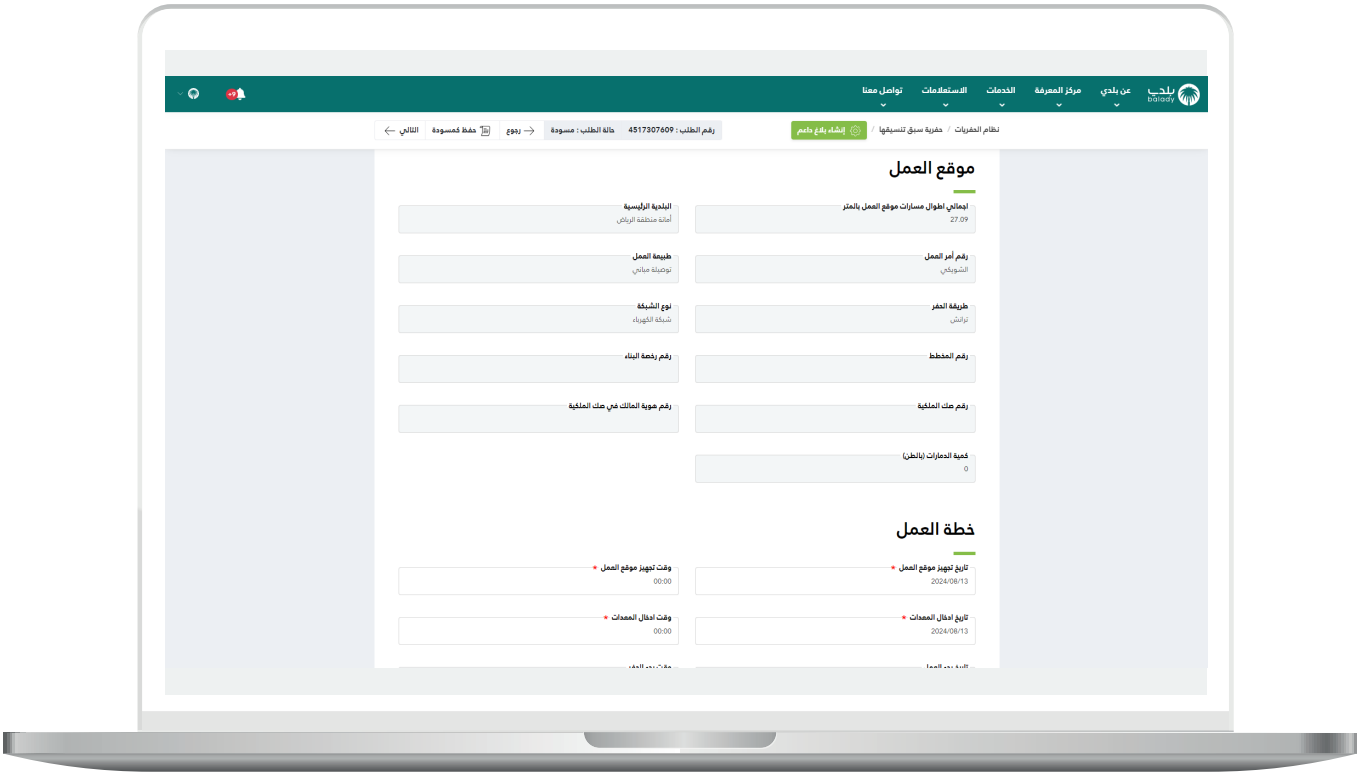
The user clicks (**Next**) to proceed while retaining the option to save as a draft via (**Save as Draft**) or return to the previous step via (**Back**).



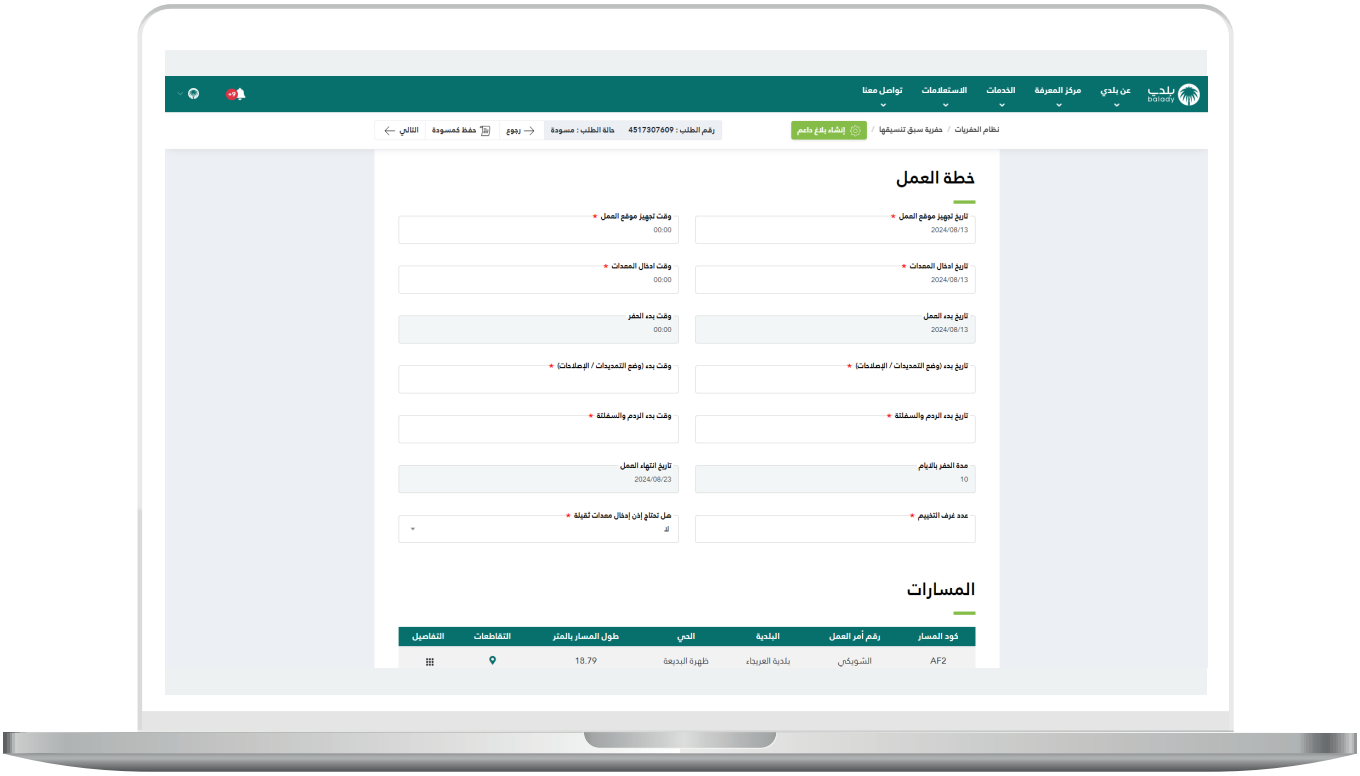
14) The user proceeds to the (**Site Information**) stage, as shown below.



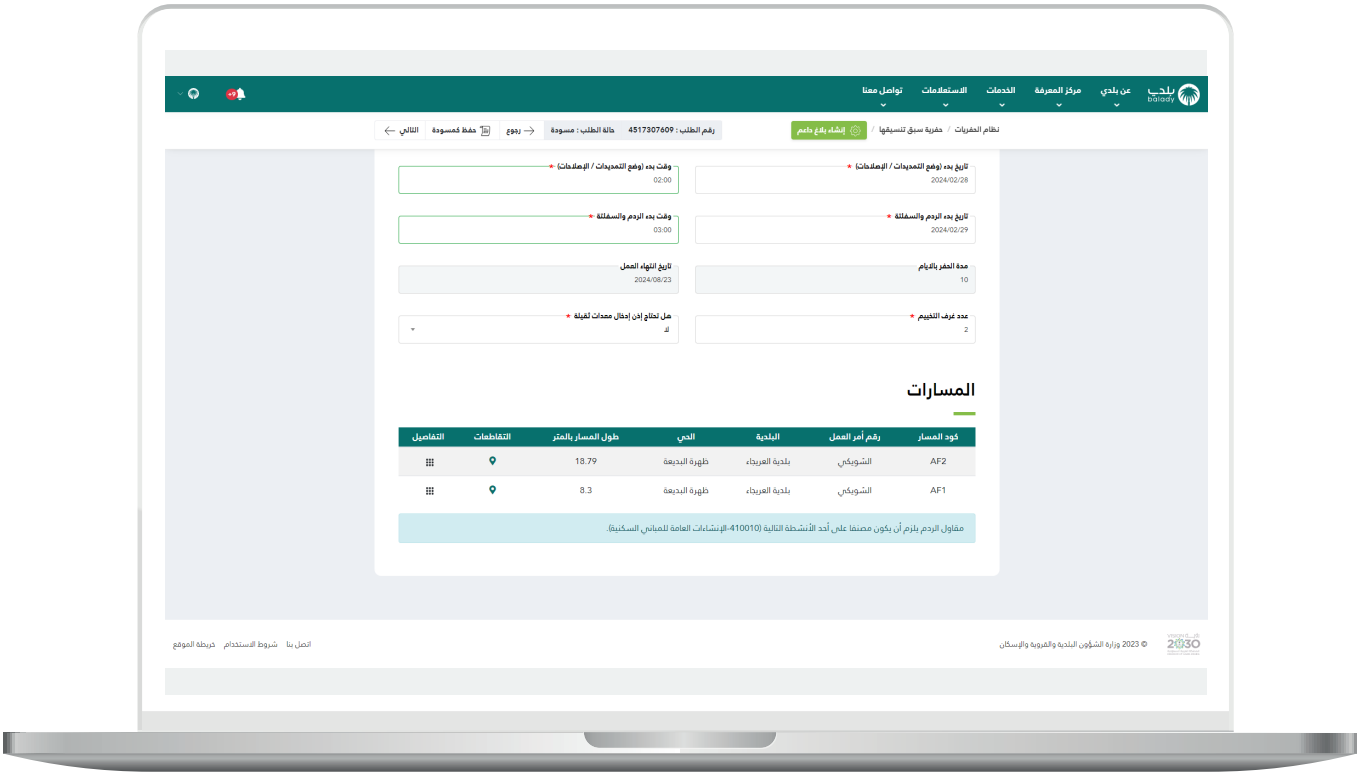
15) The second part of the (**Site Information**) stage displays (**Work Location**).



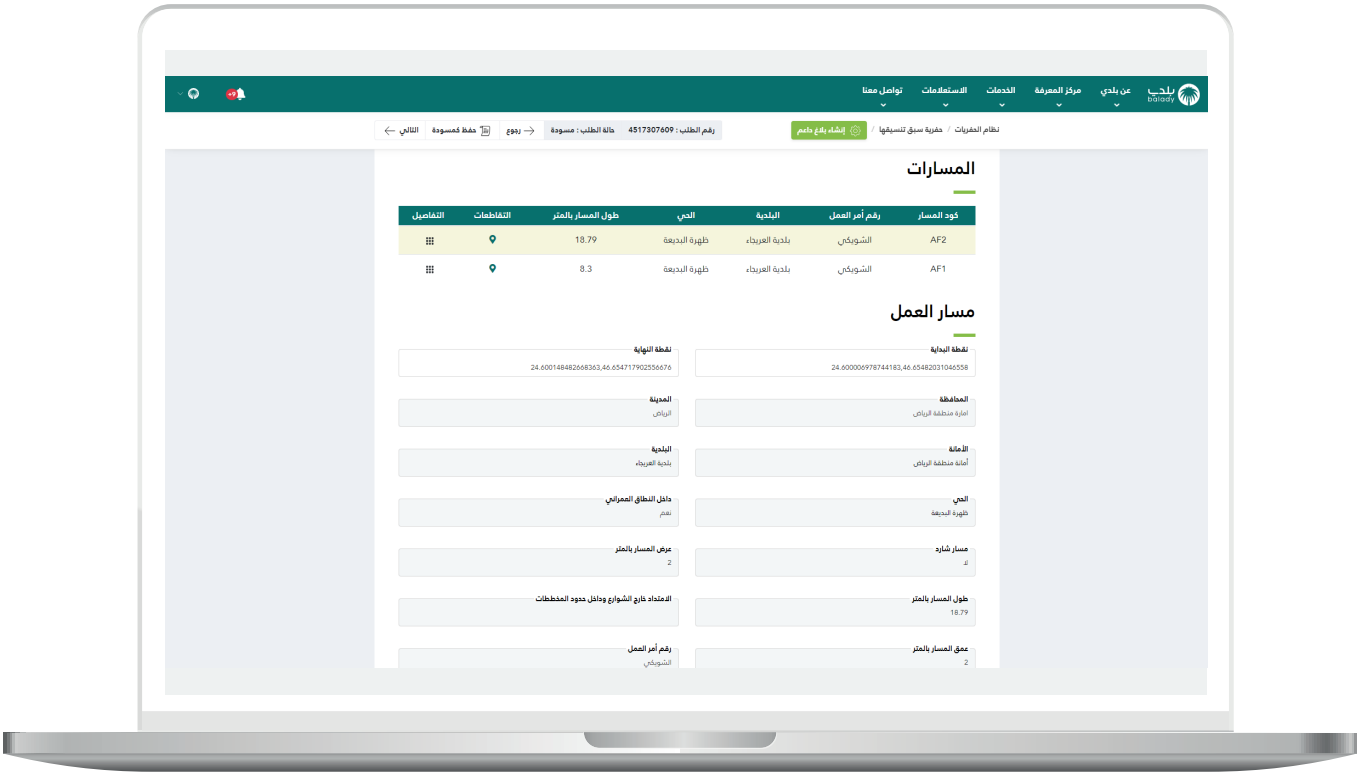
16) The third part of the (**Site Information**) stage displays (**Work Plan**), where the user fills in the required fields.



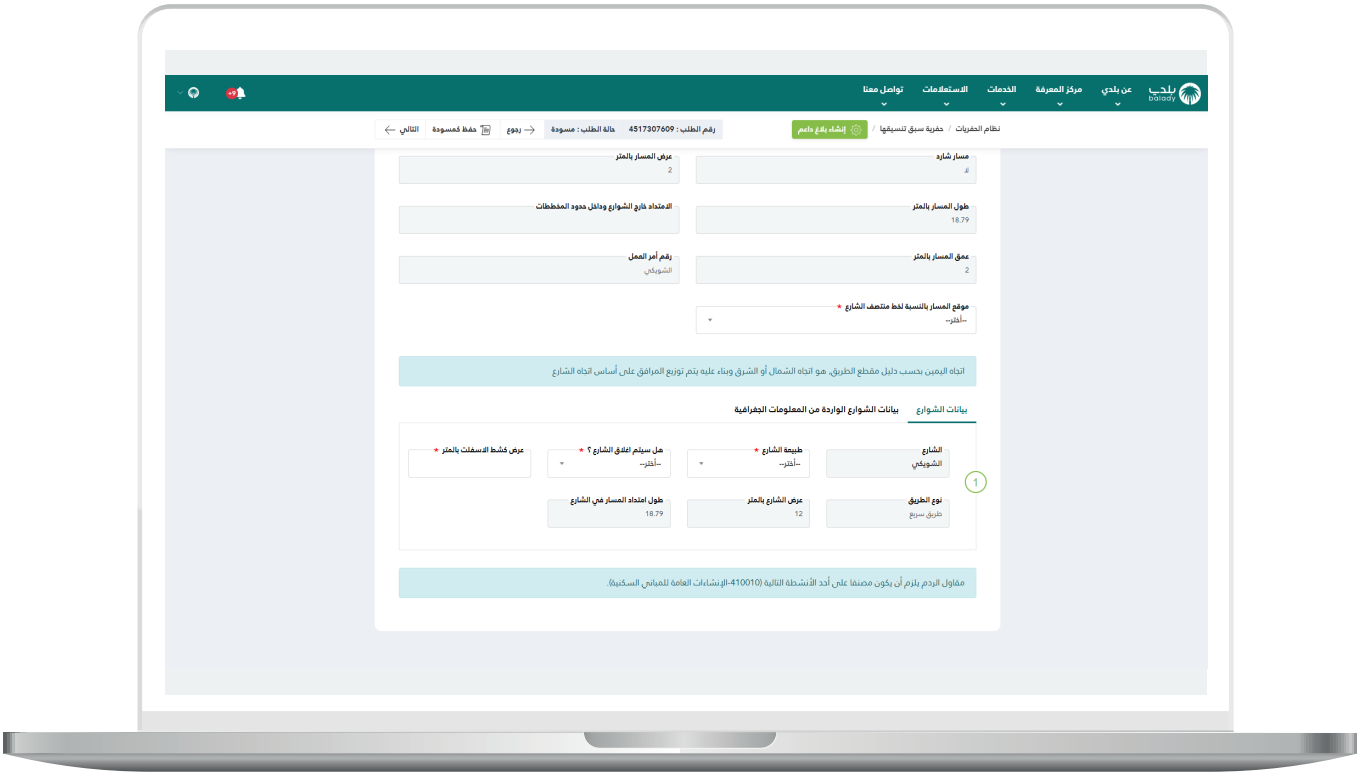
17) The fourth part of the (**Site Information**) stage shows (**Routes**).



18) Users can view details of any route by clicking the checkbox in the (**Details**) column.

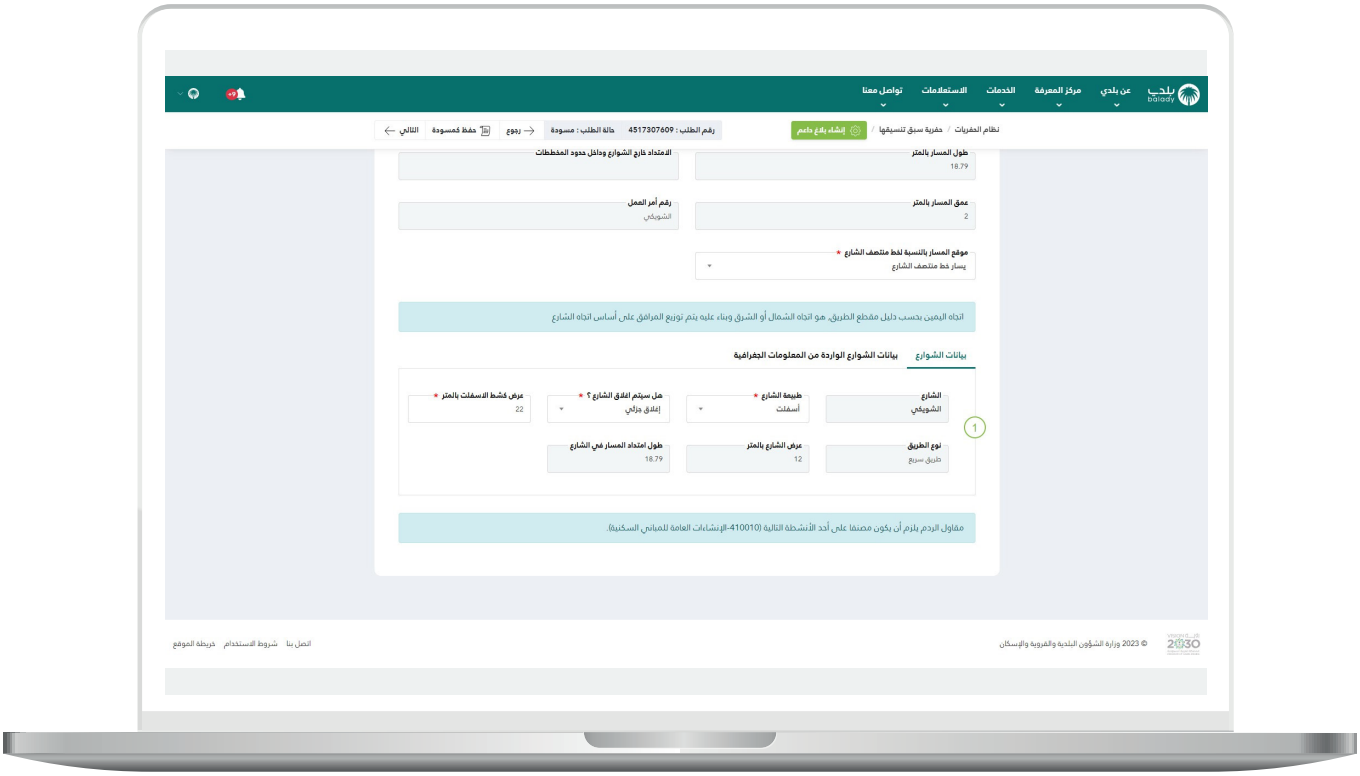


19) At the bottom of the screen, the user selects a value from the drop-down menu for (**Route Position Relative to the Street Centerline**).

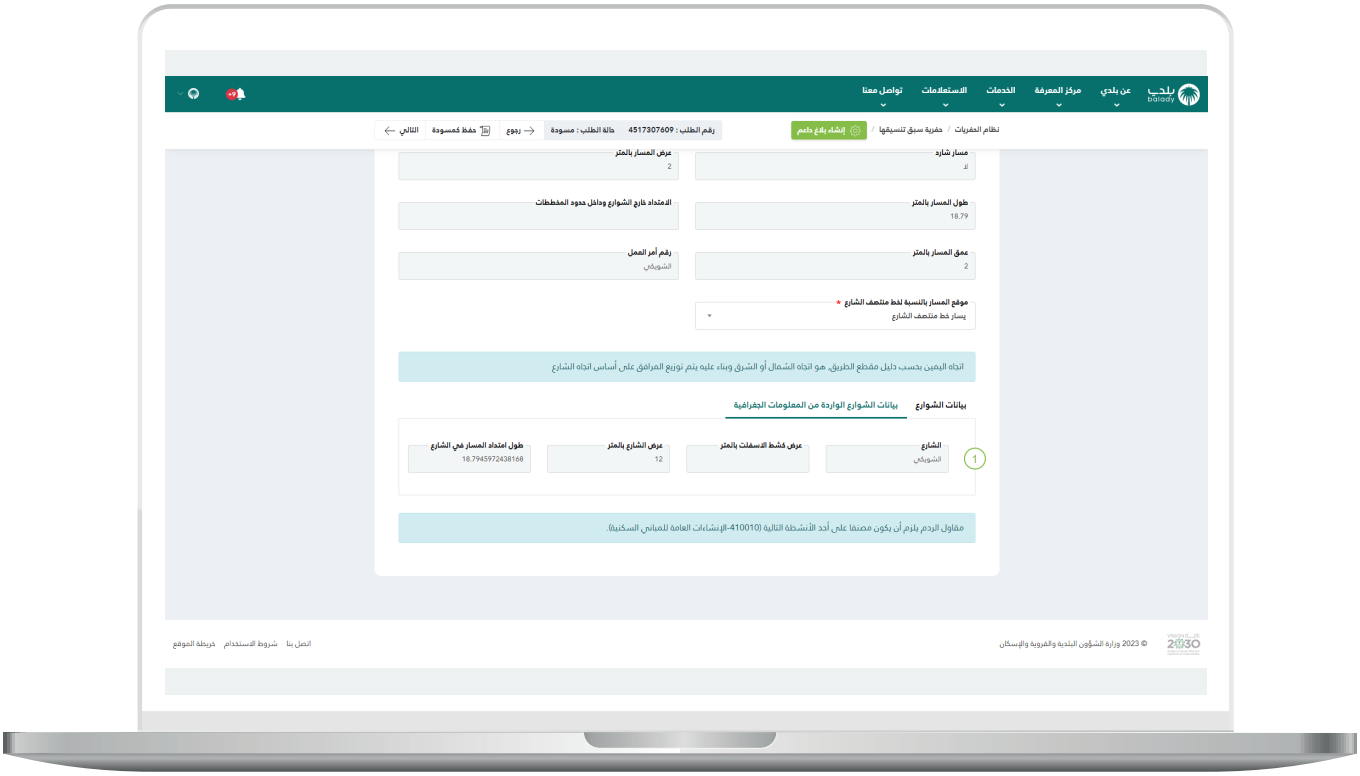


20) The following sections appear: (**Street Data, Street Data from Geographical Information**).

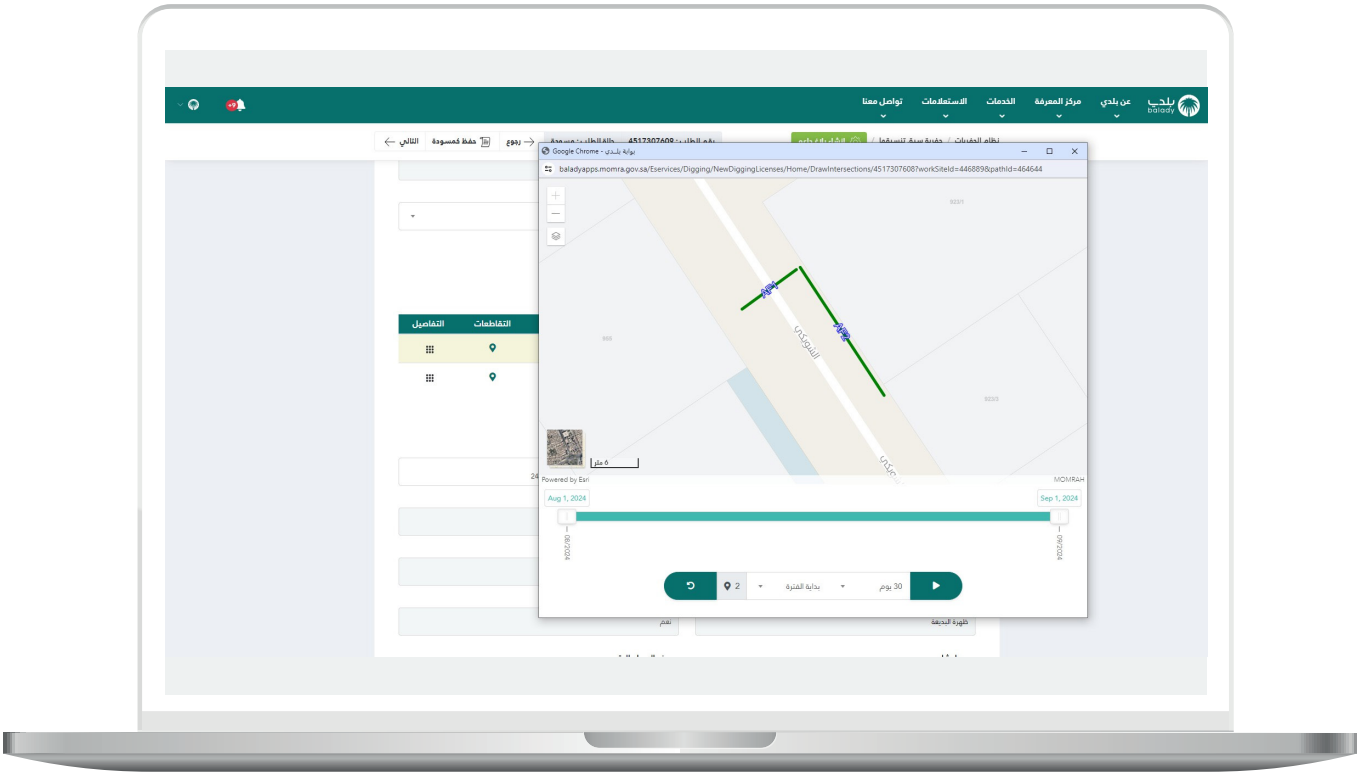
In the (**Street Data**) section, users choose values from the dropdown lists for: (**Street Type, Will the street be closed?, Asphalt Milling Width (in meters)**).



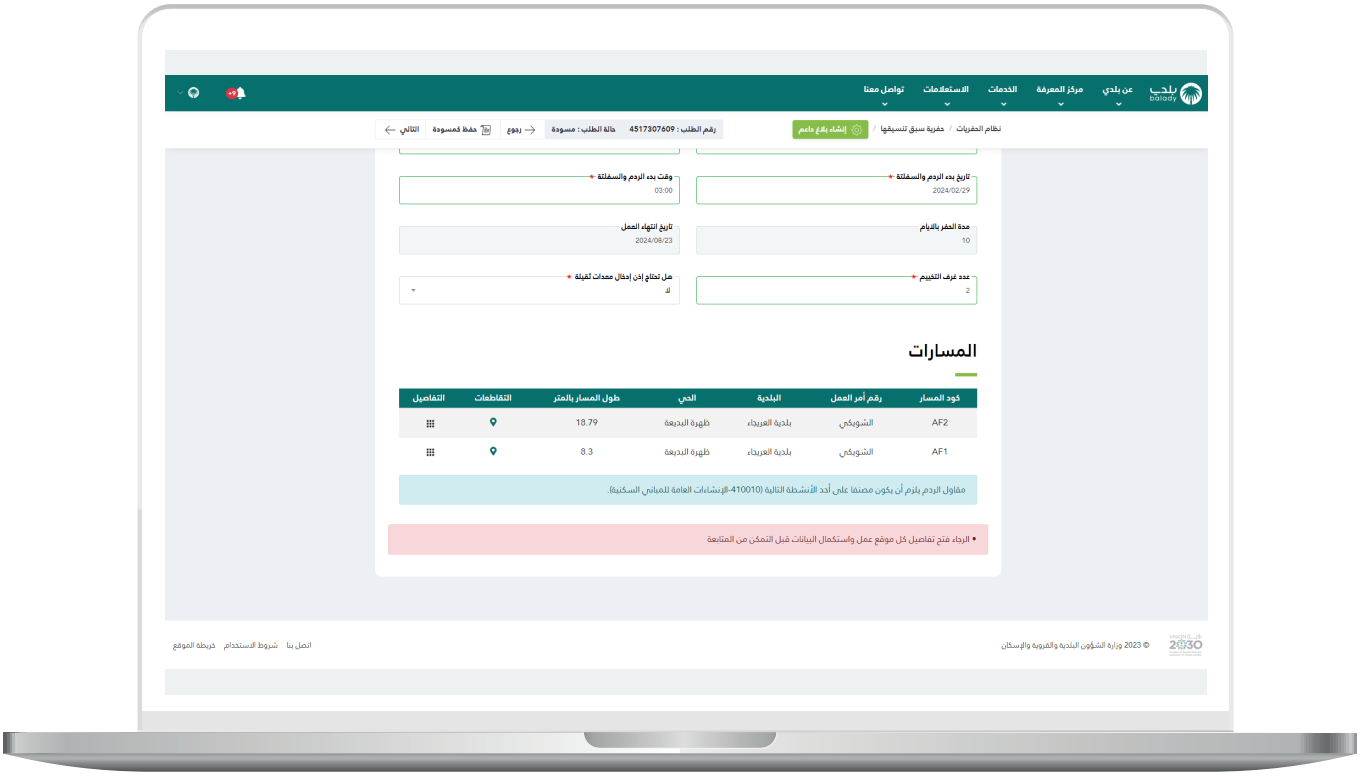
21) The following screen displays the (**Street Data from Geographical Information**) section.



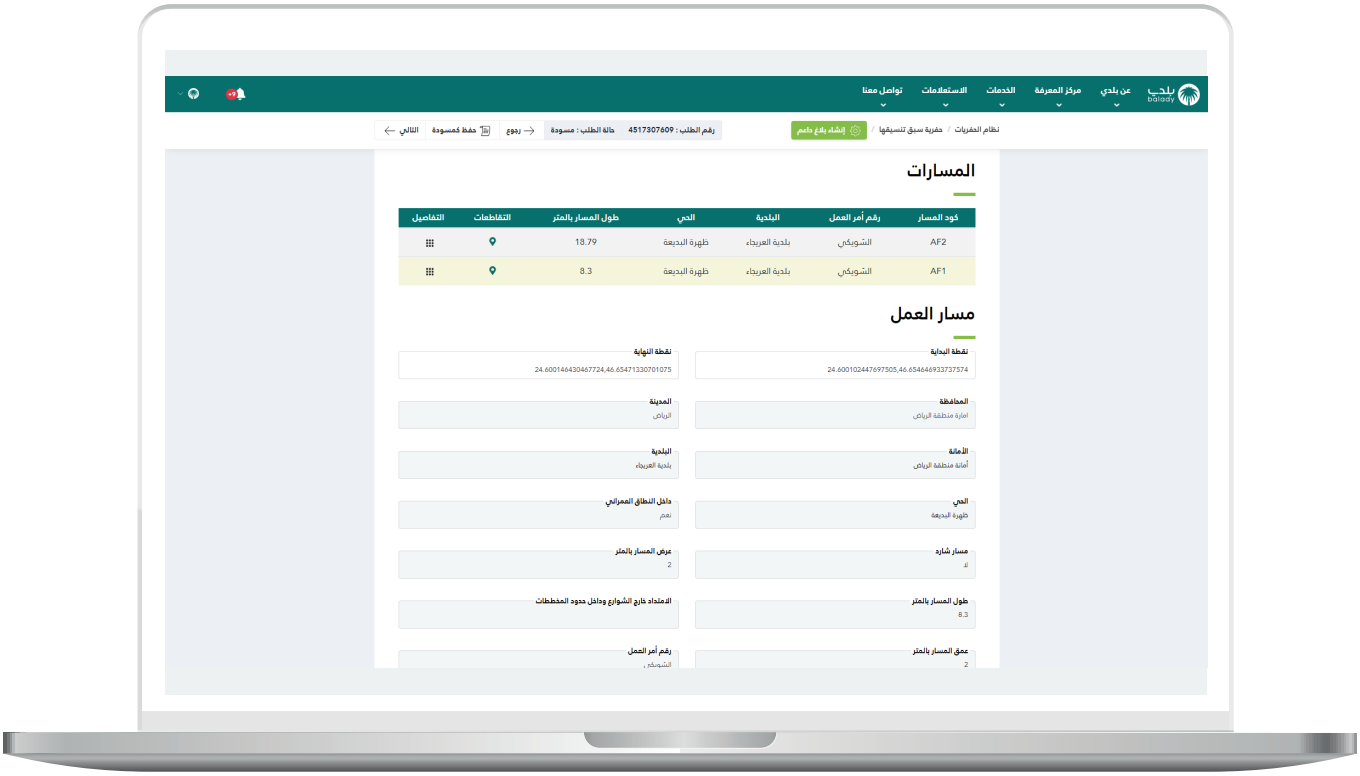
22) Clicking the location icon in the (**Intersections**) column allows the user to view intersections if available.



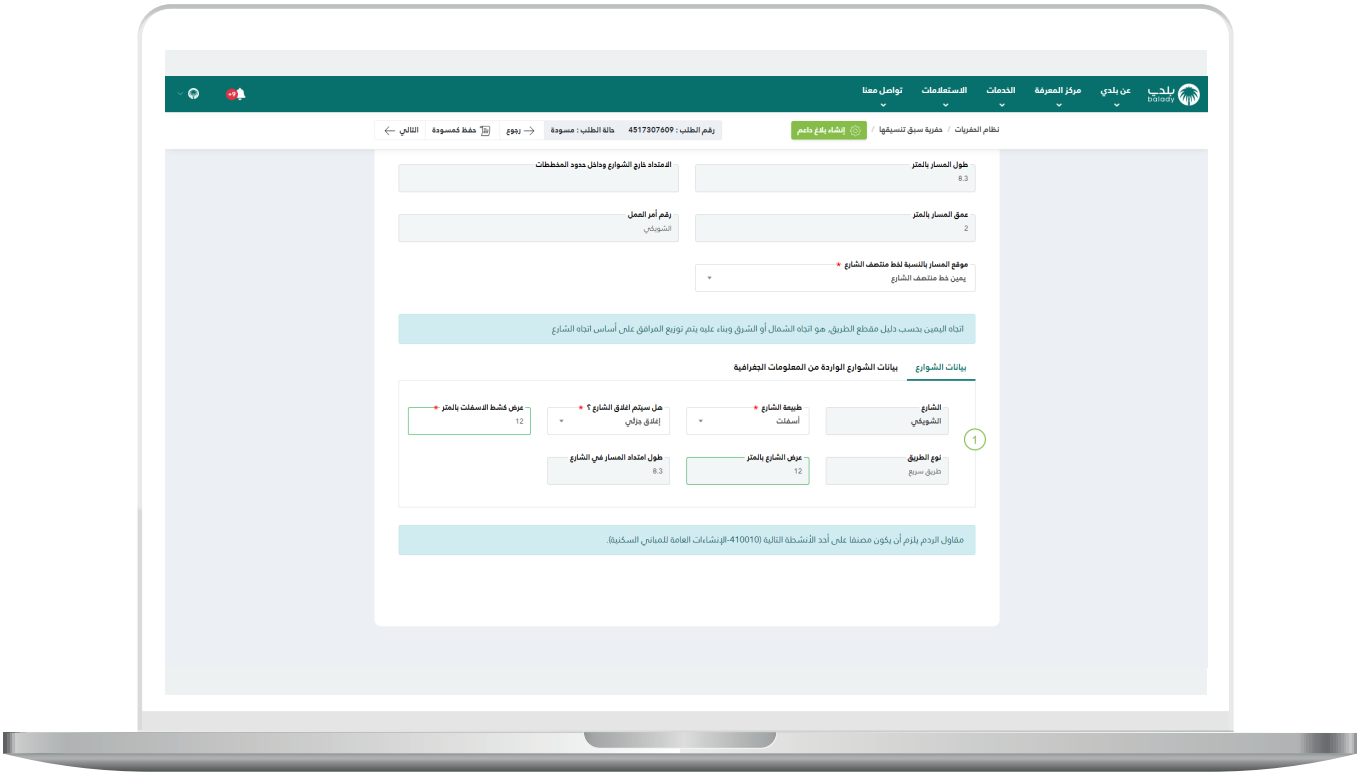
23) If the user attempts to proceed to the next stage without completing all work site details, an alert message appears, preventing them from proceeding.



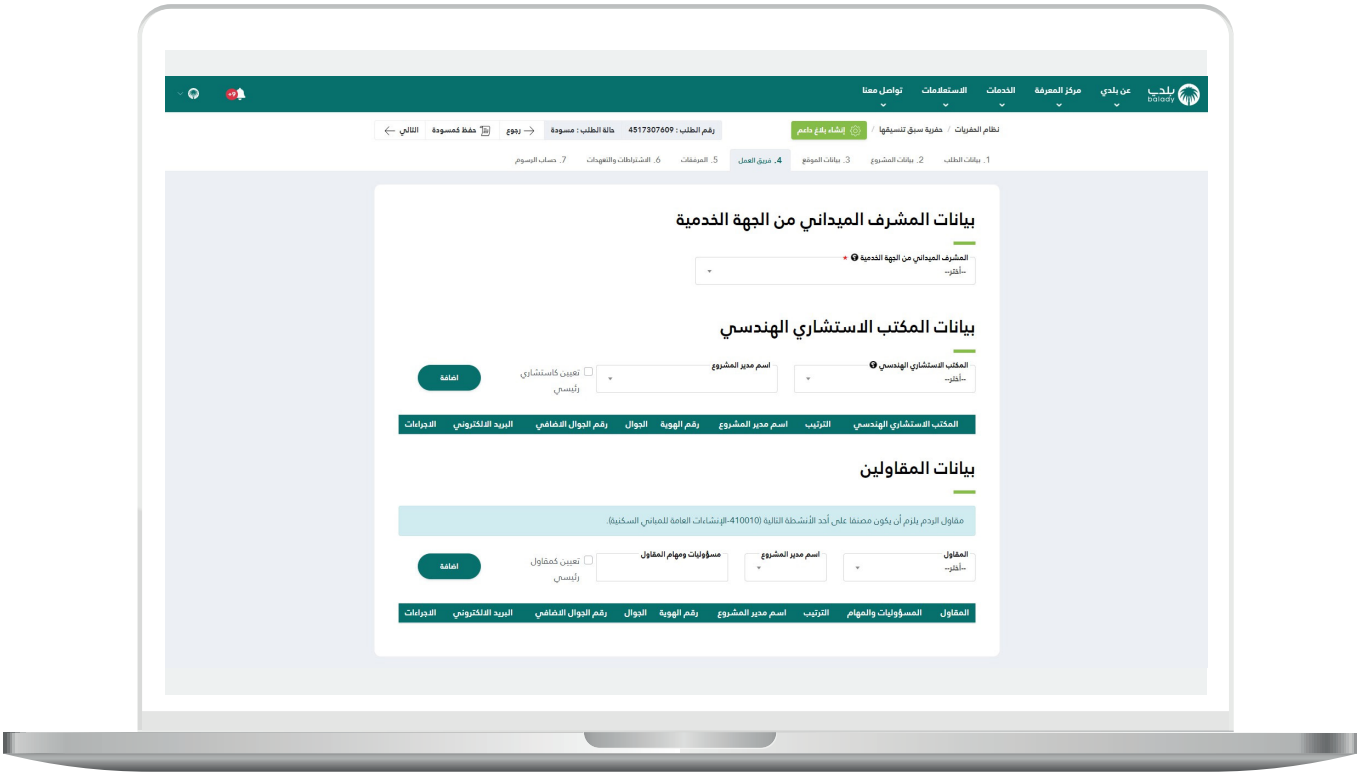
24) The details of the second work site can be opened by clicking the green checkbox in the (**Details**) column.



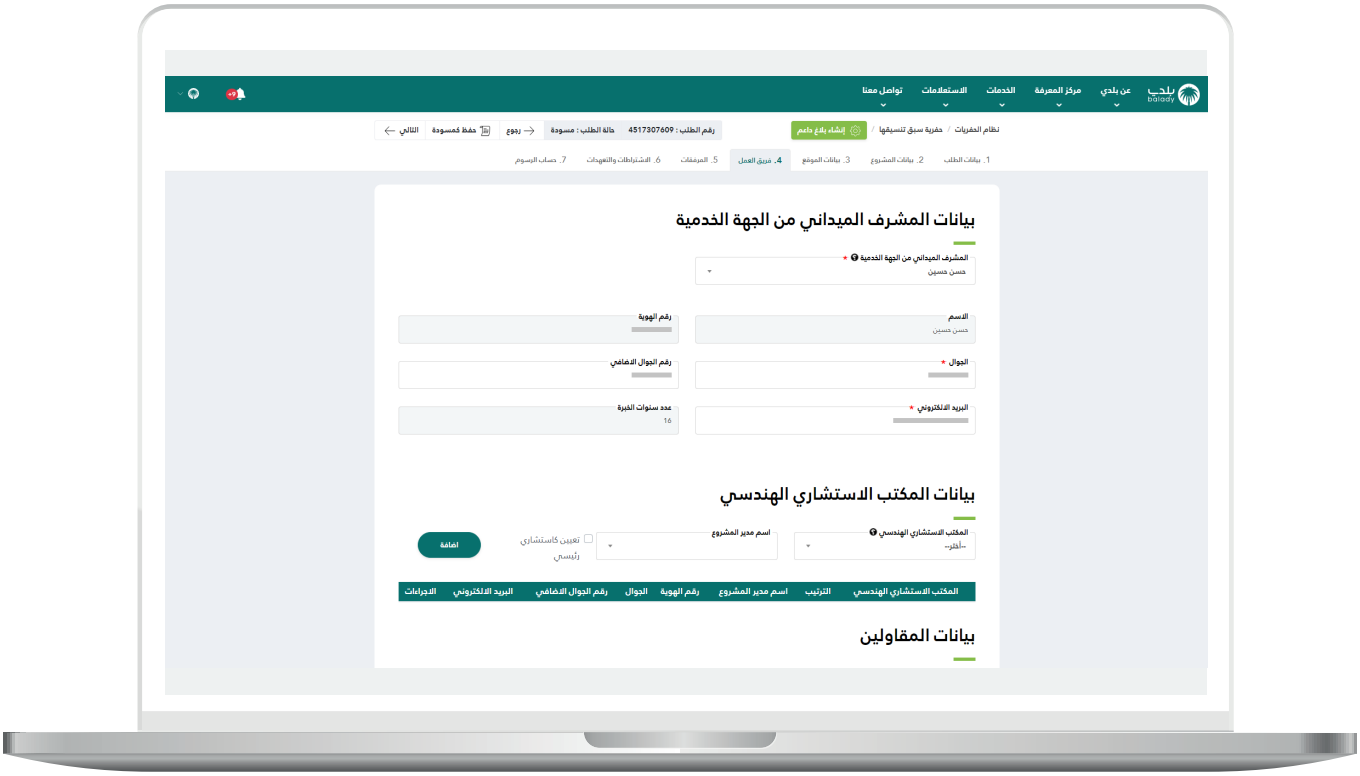
25) The user then fills in the required fields.



26) Clicking (**Next**) moves the user to the (**Work Team**) stage, where fields related to the following sections must be completed: (**Field Supervisor from the Service Provider Data, Engineering Consulting Office Data, Contractors Data**).

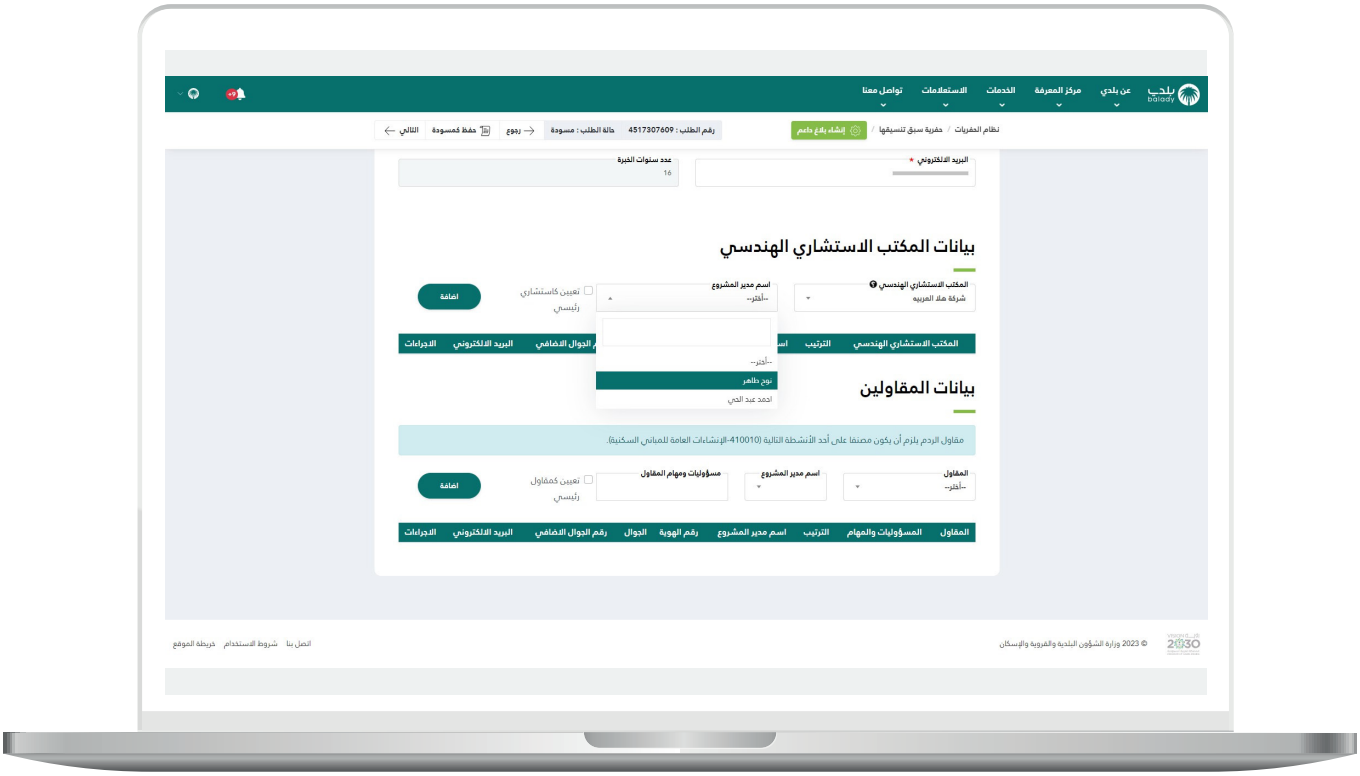


27) The dropdown menu (**Field Supervisor from the Service Provider**) is selected, and the fields are automatically populated. Users can modify values for (**Mobile Number, Additional Mobile Number, Email**).

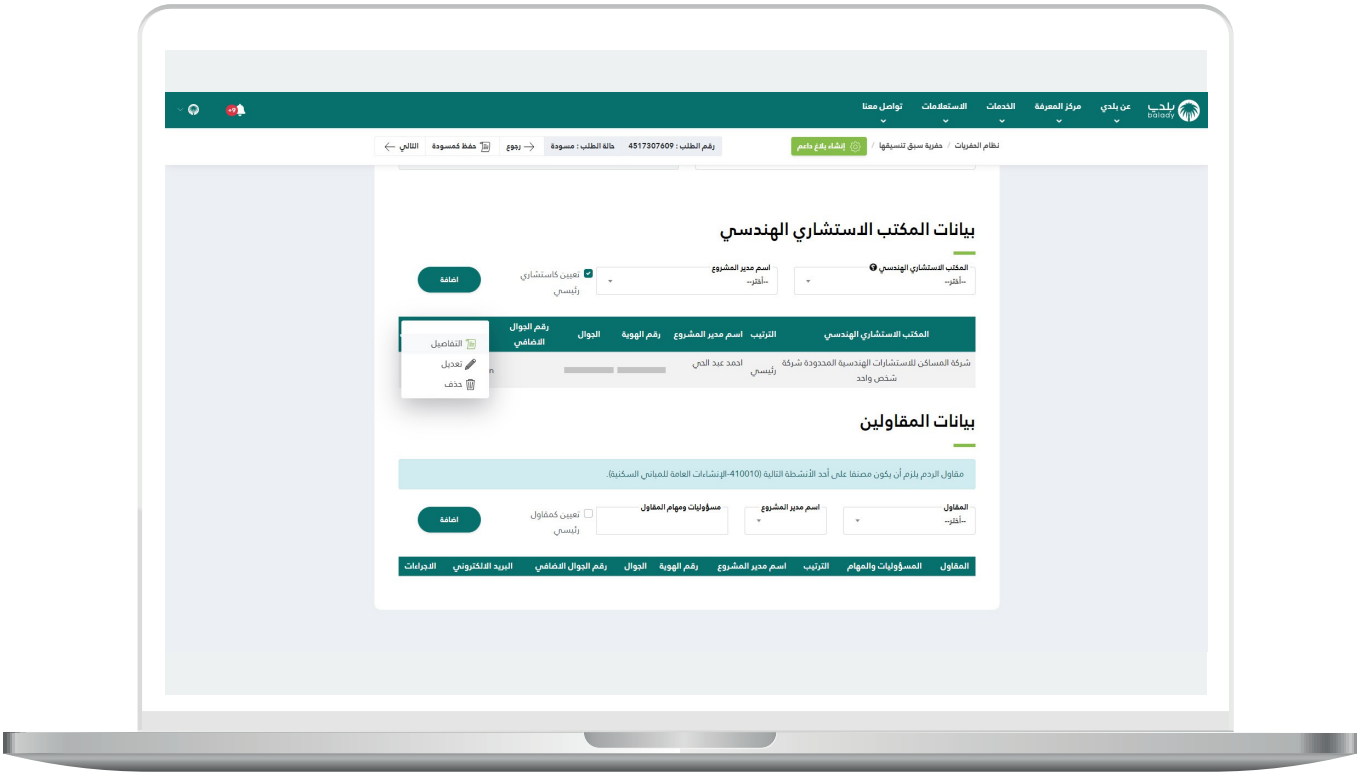


28) Consultants are added under (**Engineering Consulting Office Information**) by selecting values from the following dropdown menus: (**Engineering Consulting Office, Project Manager Name**) Then clicking (**Add**).

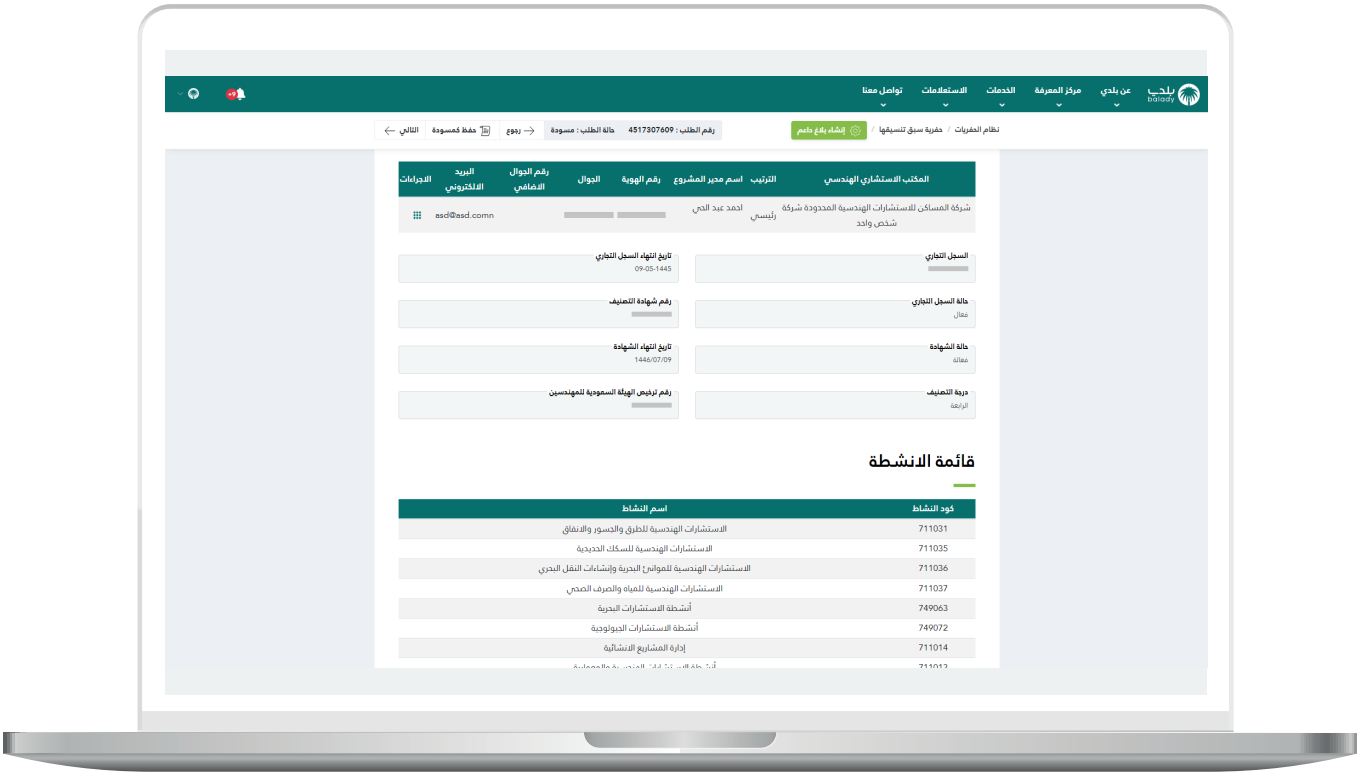
Note: At least one consultant must be designated as (**Primary Consultant**) by selecting the checkbox (**Assign as Primary Consultant**).



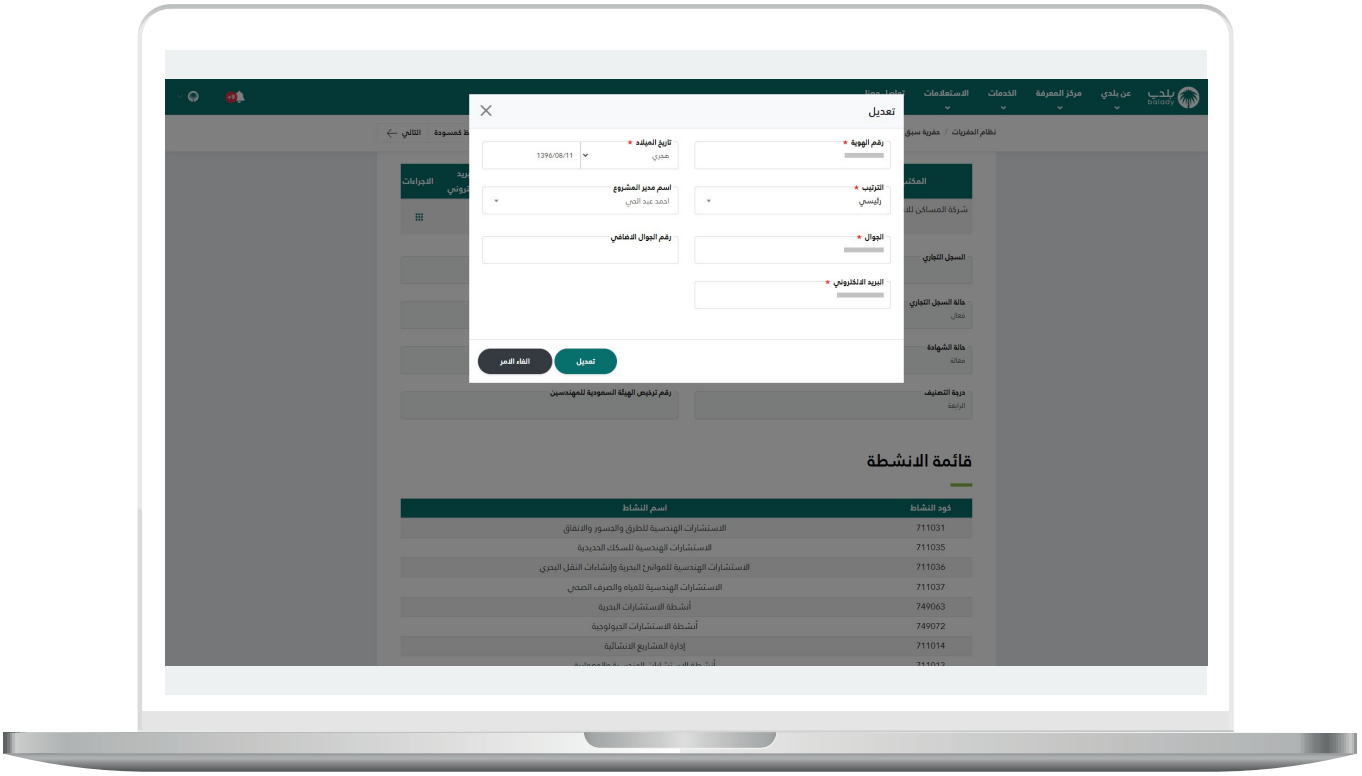
29) By clicking the action box in the (**Actions**) column, users can view consulting office details by clicking (**Details**), modify consulting office details using (**Edit**), or remove the consulting office using (**Delete**).



30) After clicking the (**Details**) button, the consultant office details are displayed.

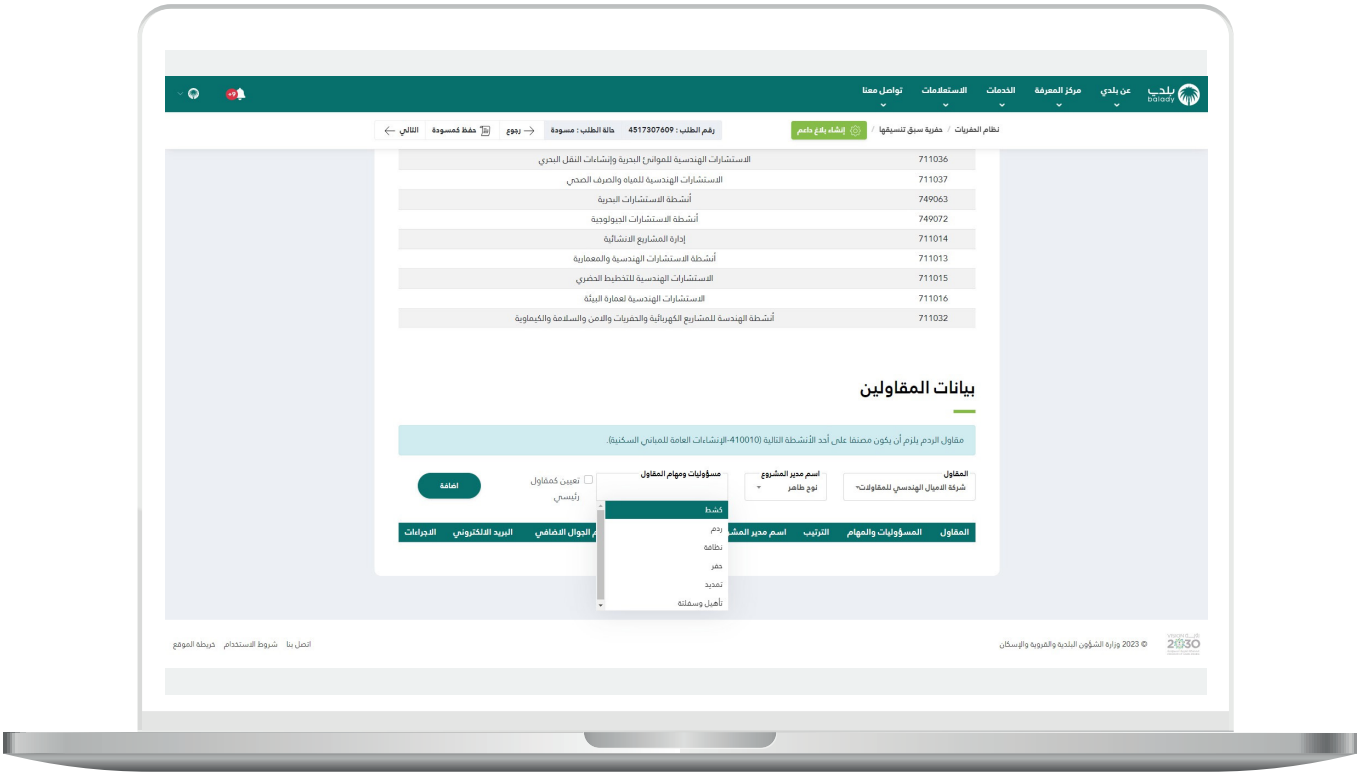


31) After clicking the (**Edit**) button, a pop-up screen appears, allowing the user to modify field values with new data, then click (**Edit**) to save changes, with the option to cancel the action using the (**Cancel**) button.



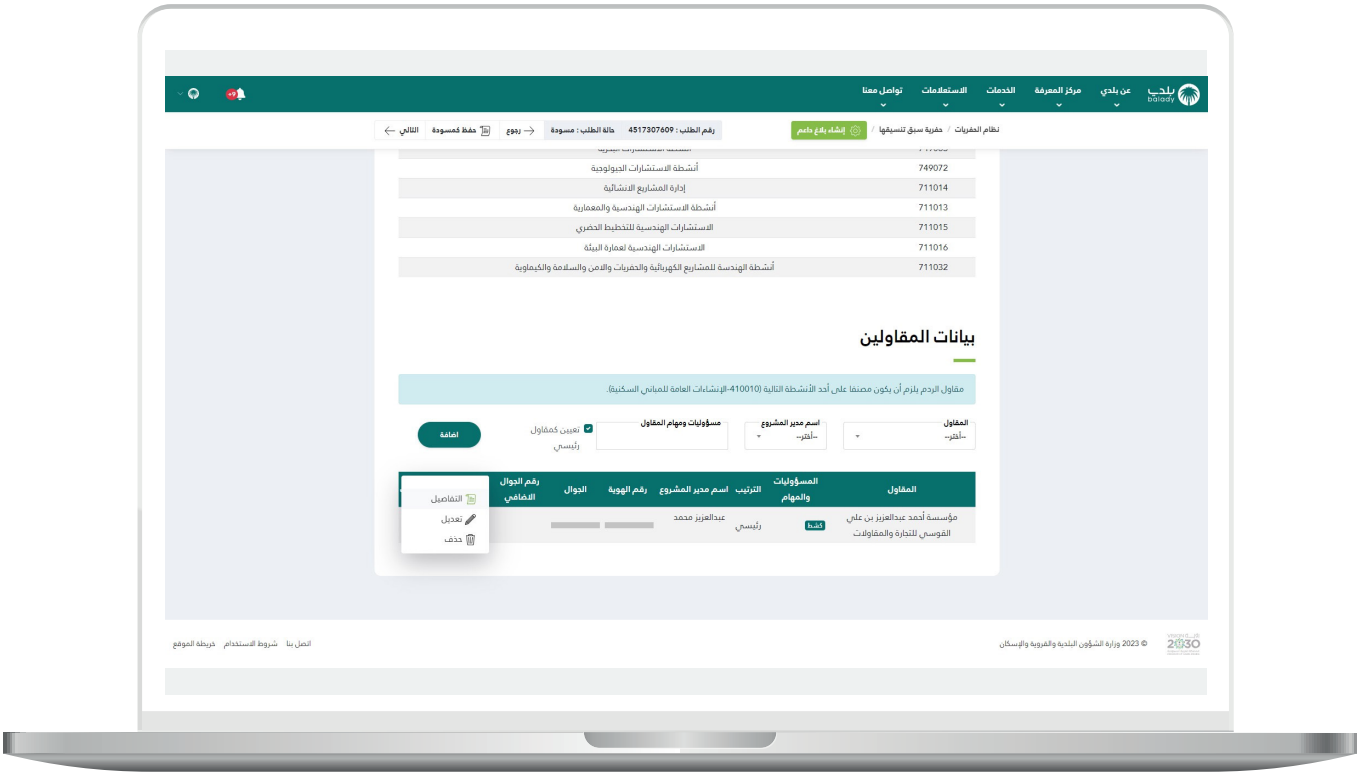
32) Contractors are added in the (**Contractors Data**) section using the same method. Users select values from the dropdown menus (**Contractor, Project Manager Name**) and choose contractor responsibilities using (**Contractor Responsibilities & Tasks**), with the option to select multiple responsibilities/tasks. Then, the user clicks (**Add**).

Note: At least one contractor must be assigned as a main contractor by selecting the checkbox (**Set as Main Contractor**).



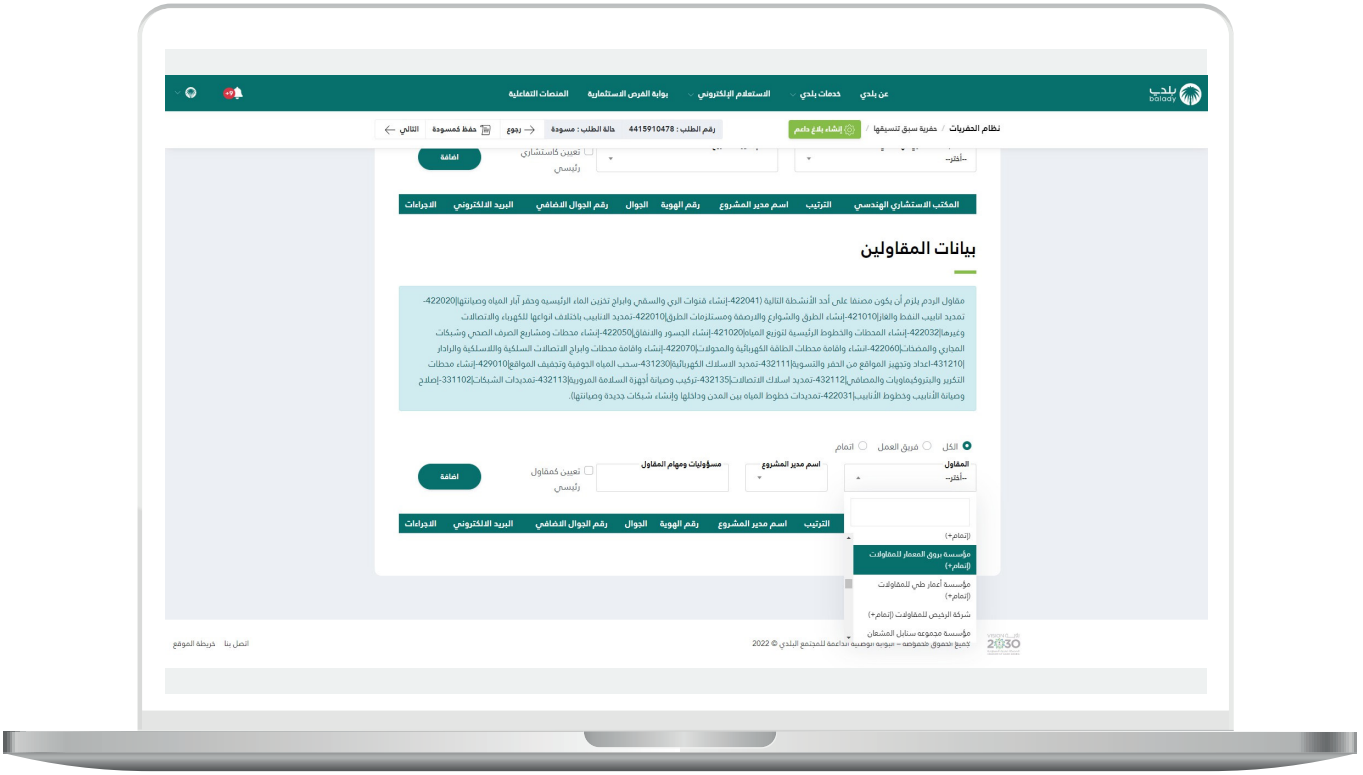
33) By clicking the action box in the (**Actions**) column, users can view contractor details by clicking (**Details**), modify contractor data using (Edit), or remove a contractor using (**Delete**).

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**).

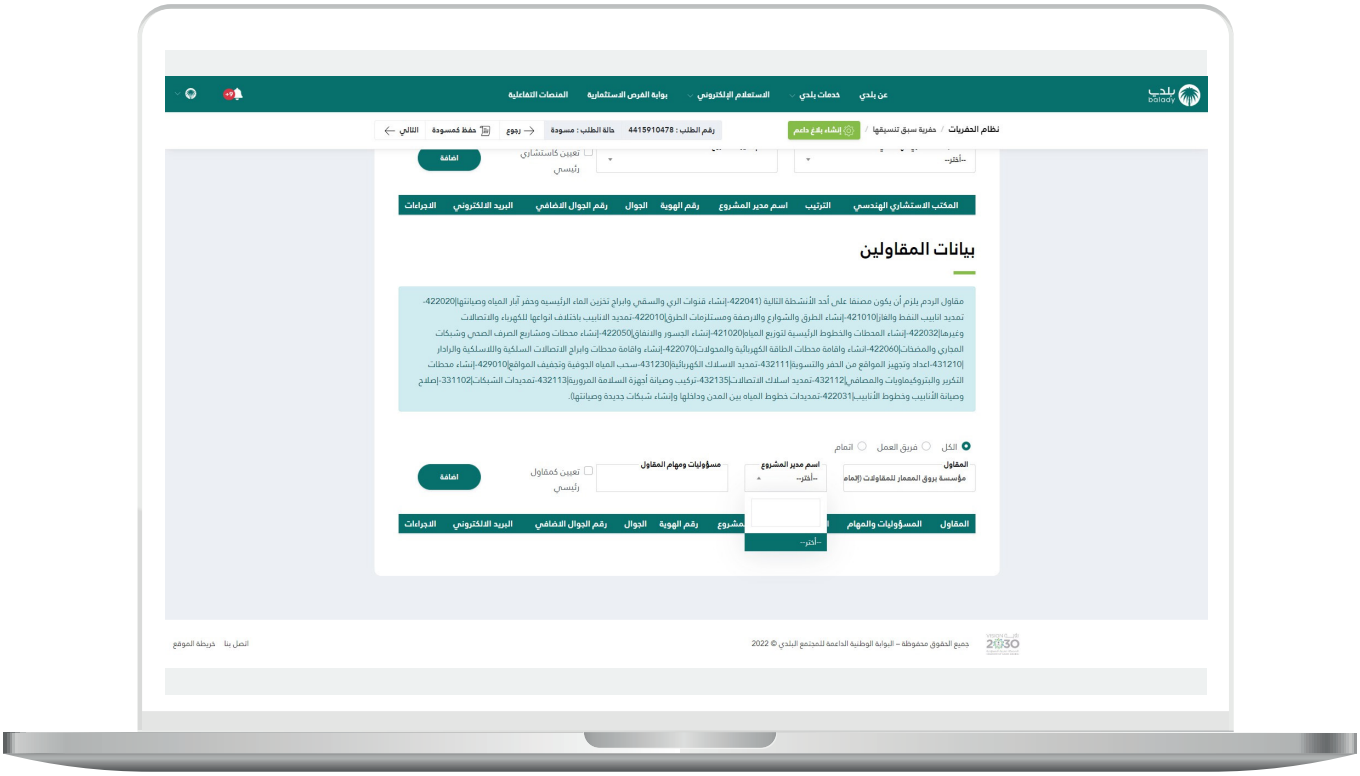


34) If the selected area has an active Contractor Qualification Platform (**Etmam+**), the system will display three options: (**All, Team, Etmam**).

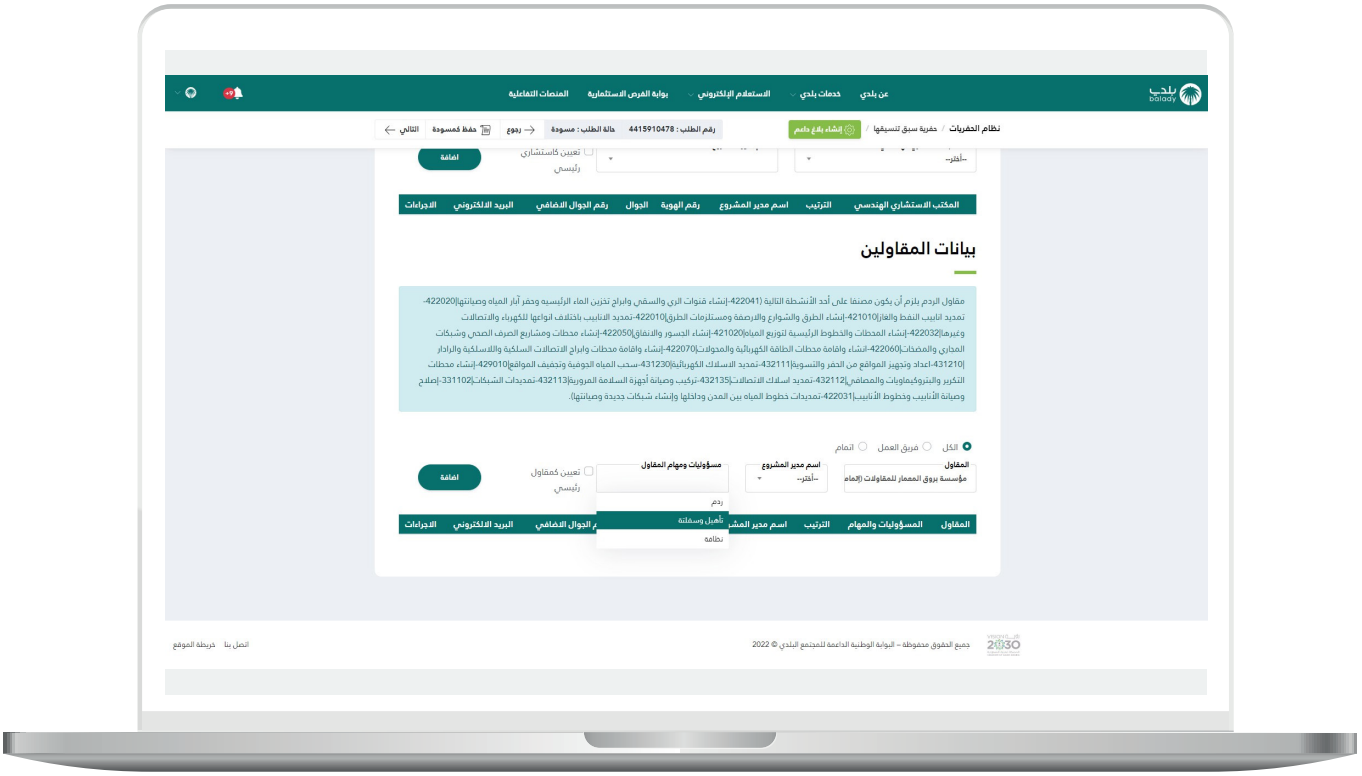
When selecting (**All**), both the Team and Etmam+ lists are merged. Contractors qualified under Etmam+ are marked with (**Etmam+**), as shown in the screenshot below.



35) The dropdown list (**Project Manager Name**) will not display any values if a contractor qualified by Etmam is selected.

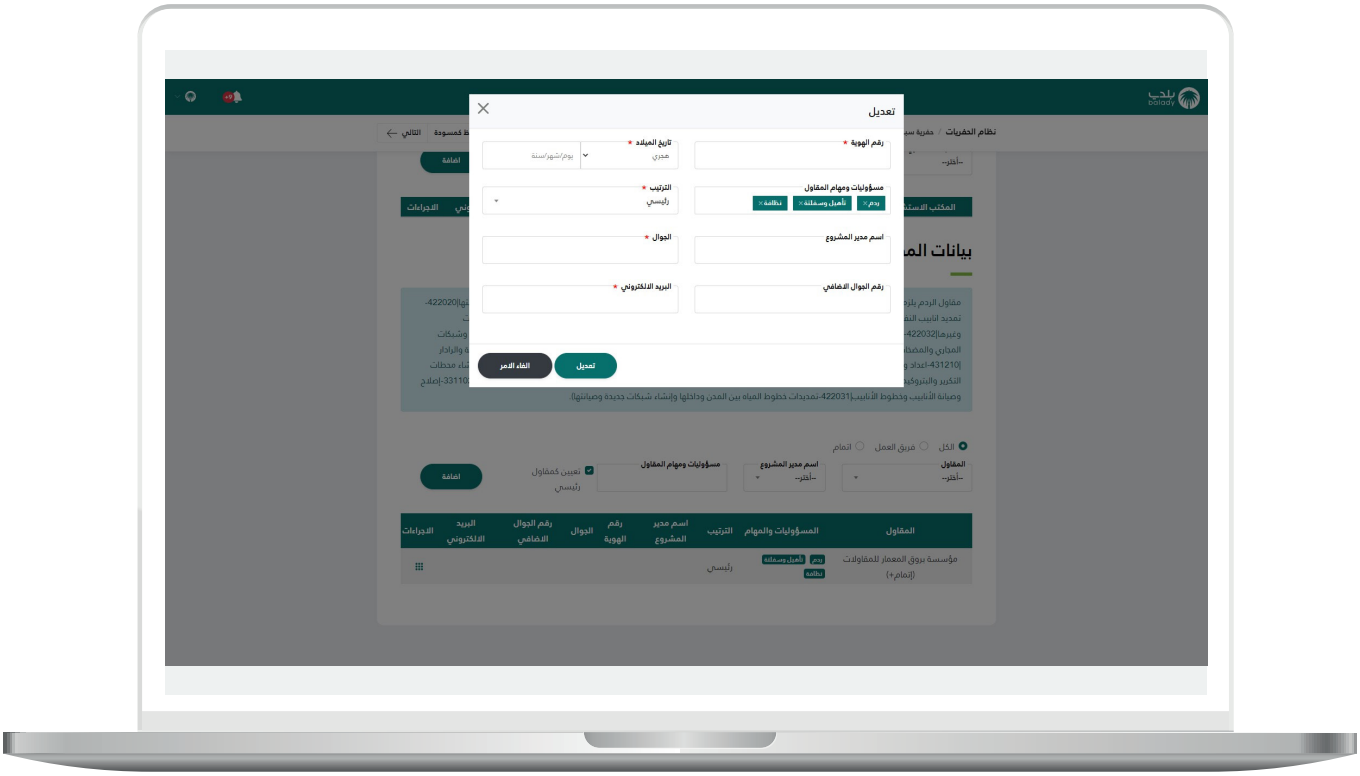


36) The dropdown list (**Contractor Responsibilities and Tasks**) includes the following three values only when a contractor qualified by Etmam is selected: (**Backfilling, Rehabilitation and Paving, Cleaning**).

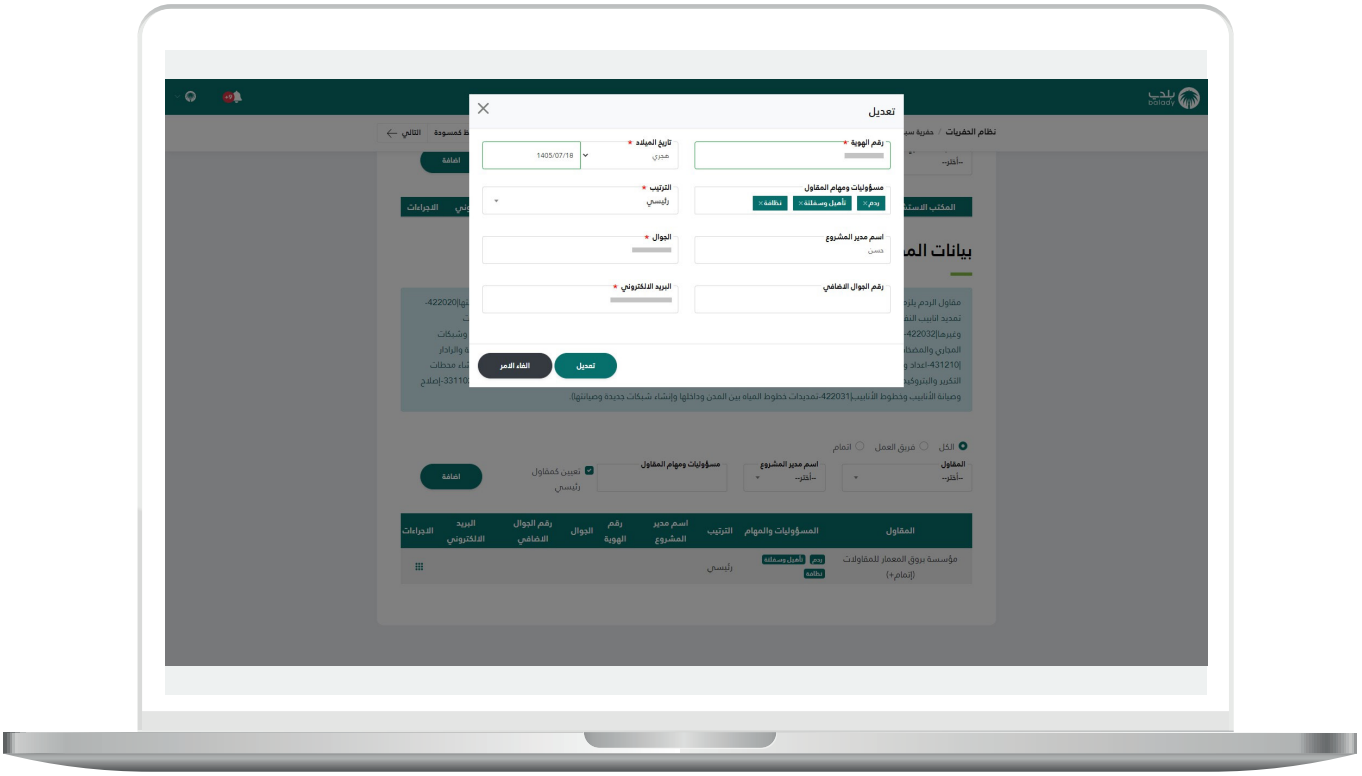


37) After clicking the (**Add**) button, the project manager's fields will be filled in, but only if a contractor qualified by Etmam is selected.

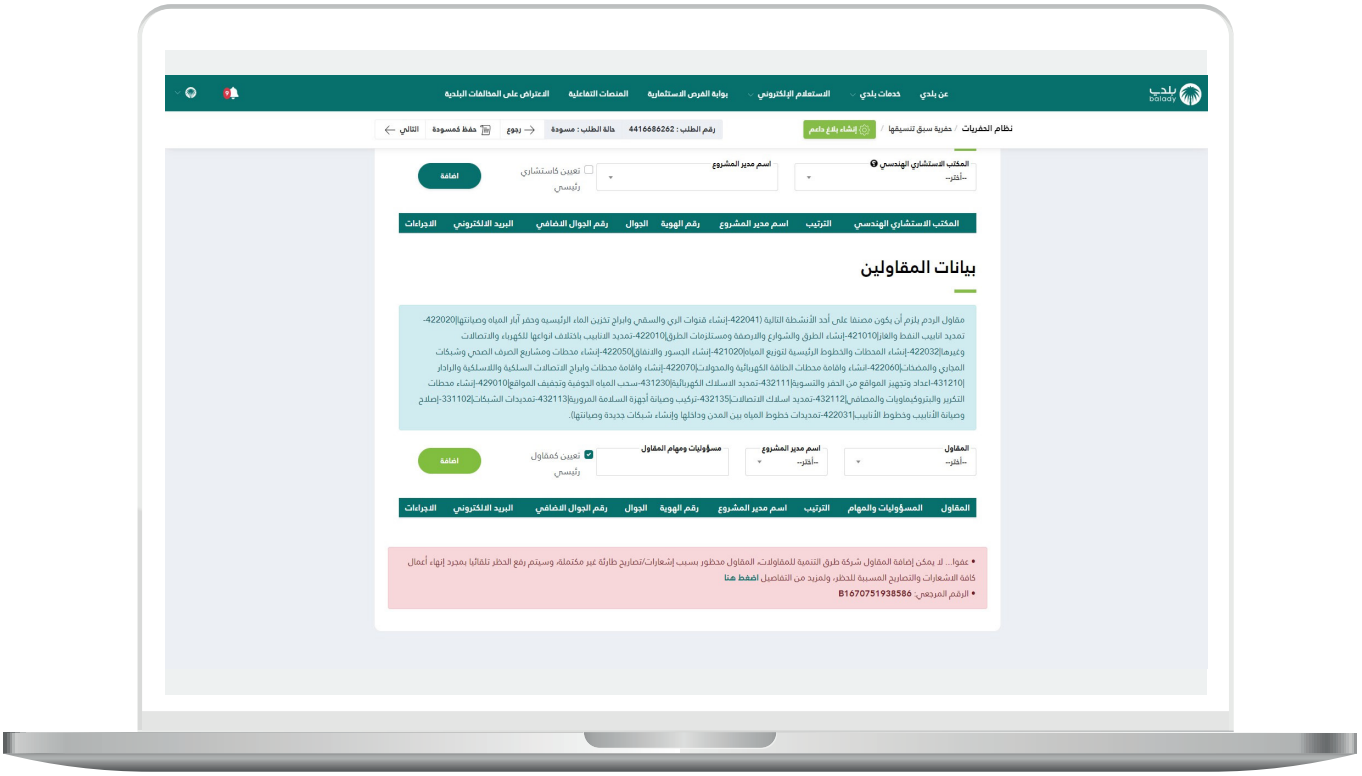
The user must enter the (**ID Number**) and select (**Date of Birth**) from the electronic calendar.



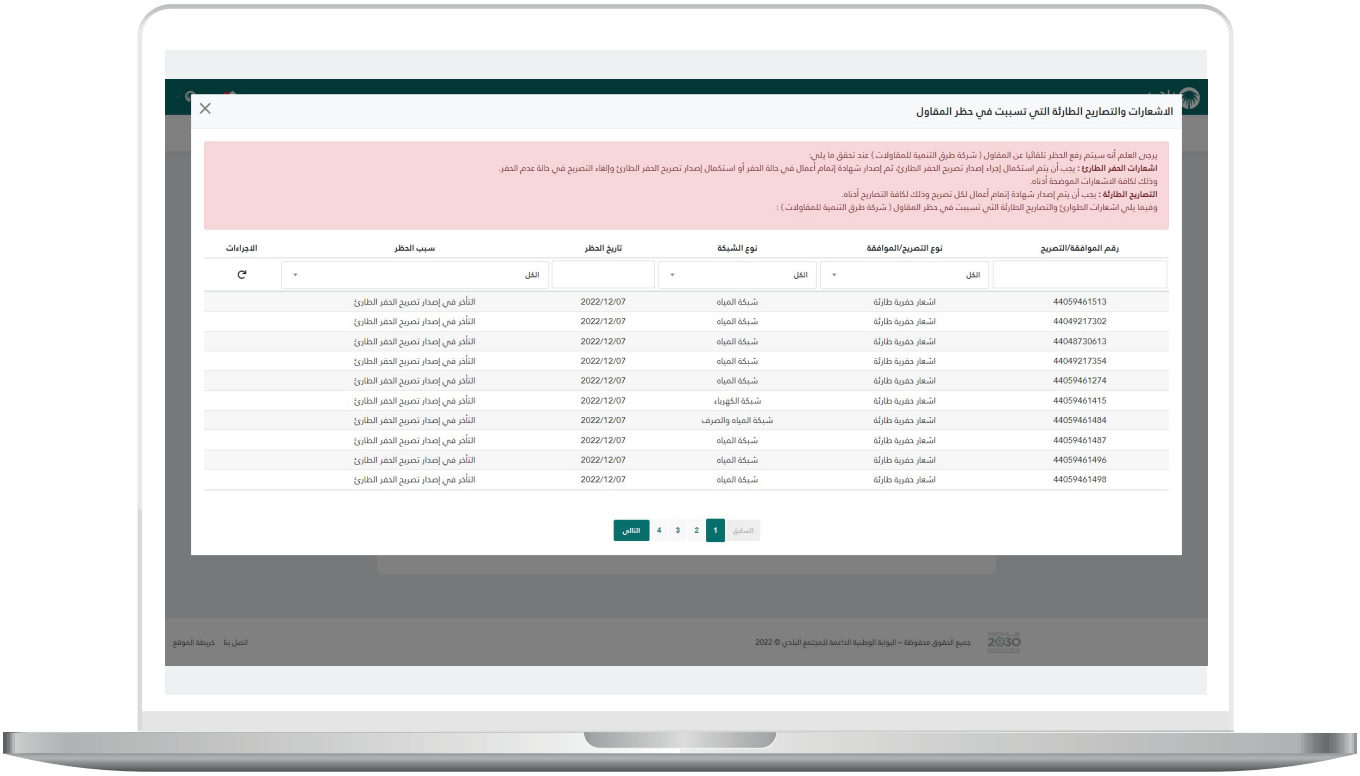
38) The system then retrieves the (**Project Manager Name**) field, and the user enters values for the following fields: (**Mobile Number, Additional Mobile Number, Email**) before clicking the (**Edit**) button.



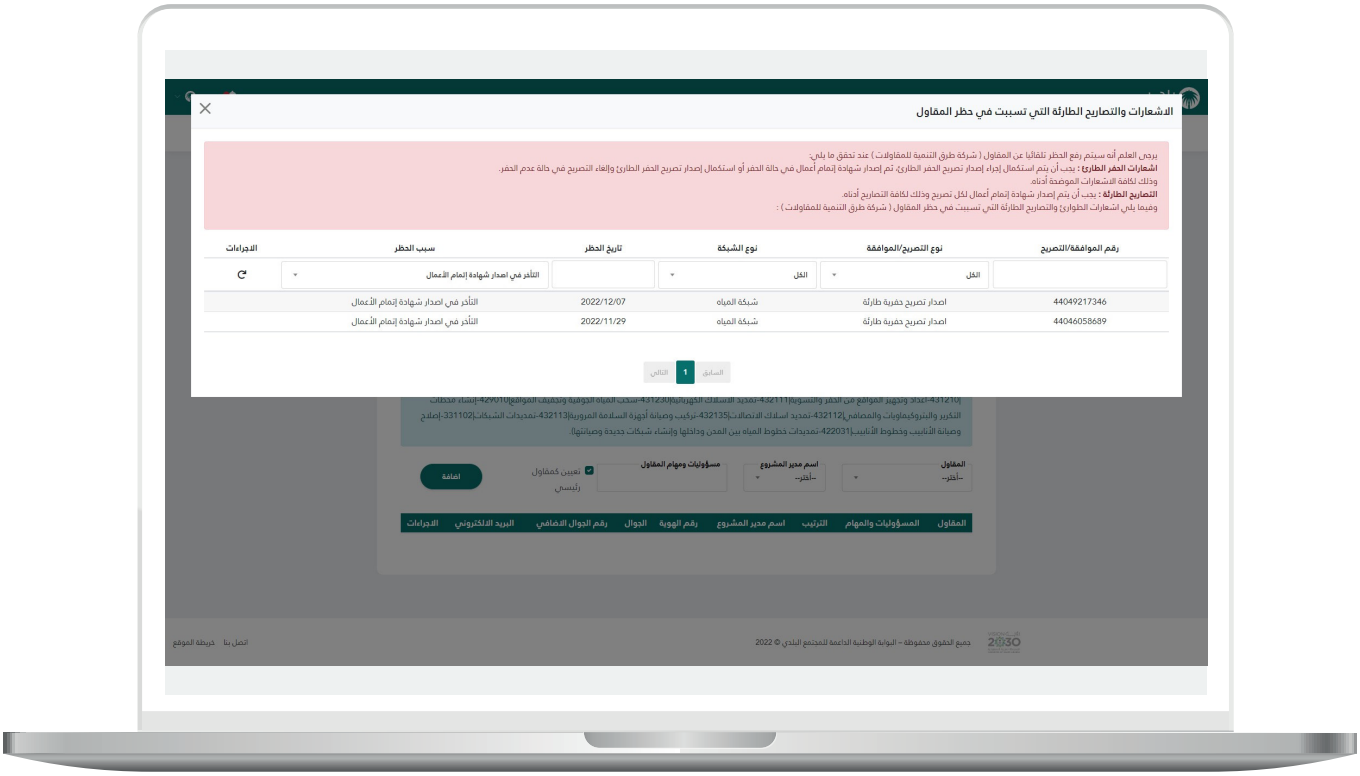
39) If the contractor is banned, an error message appears as shown below. The user can review the details of requests that caused the contractor's ban by clicking the link (**Click Here**).



40) After clicking the (**Click Here**) link, the following screen appears.

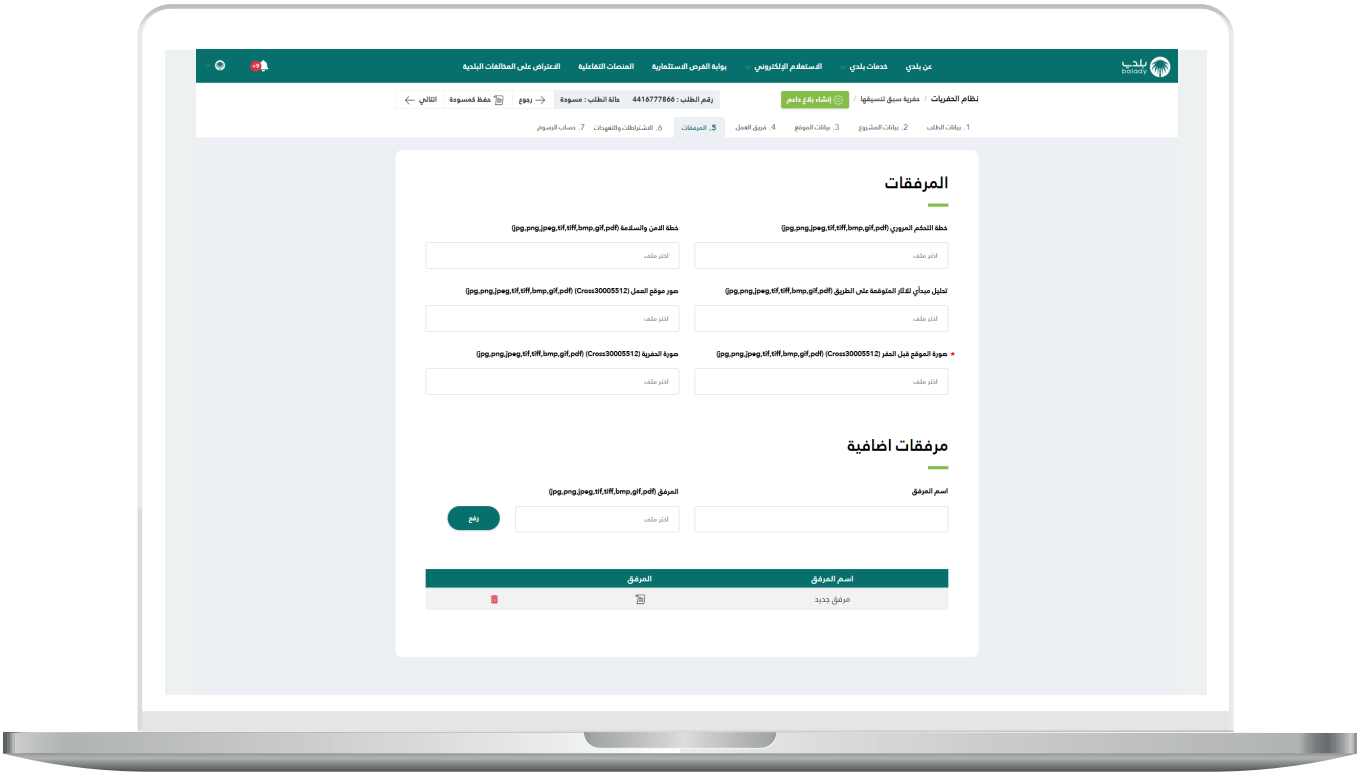


41) The results can be filtered using dropdown lists, as shown below.

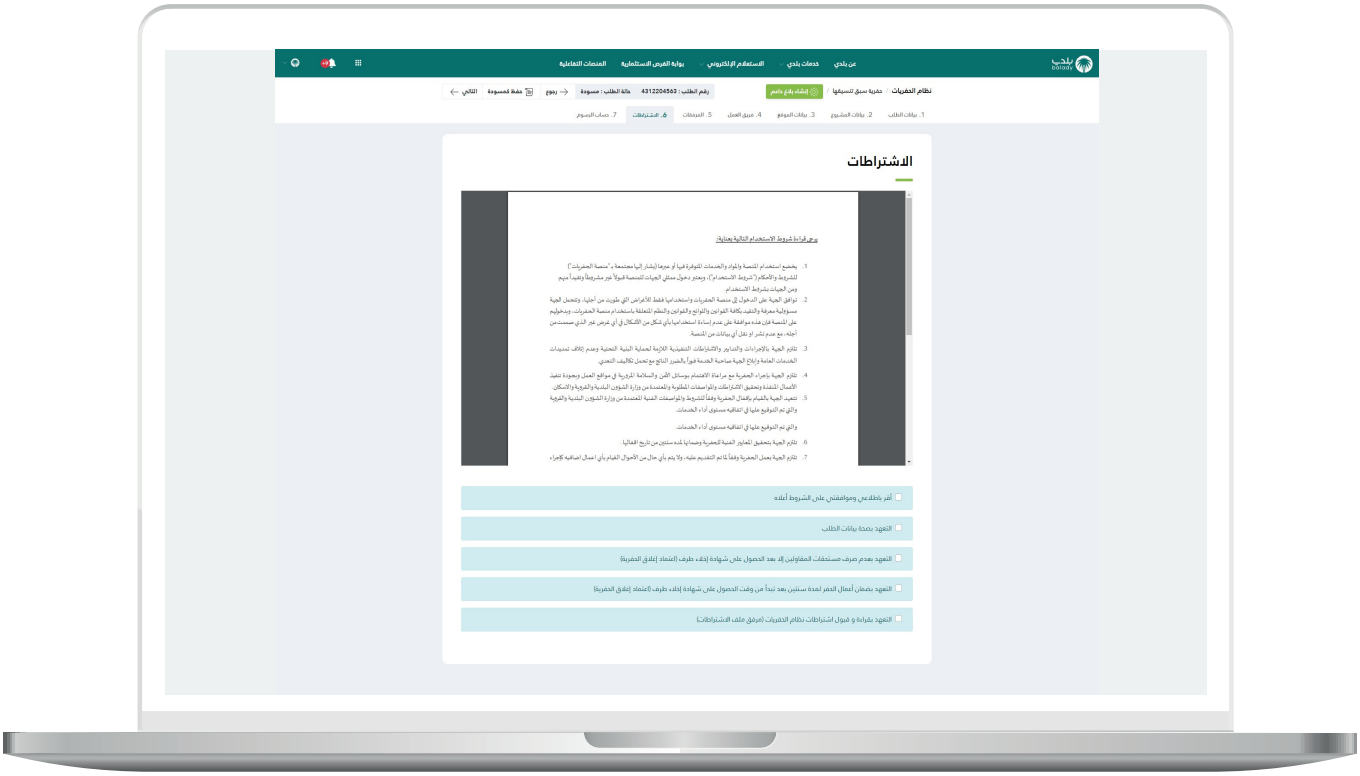


42) After clicking the (**Next**) button, the user moves to the (**Attachments**) stage, where they upload the required attachments. They can also add additional attachments by entering a value in the (**Attachment Name**) field, uploading the file in the (**Attachment**) field, and clicking the (**Upload**) button.

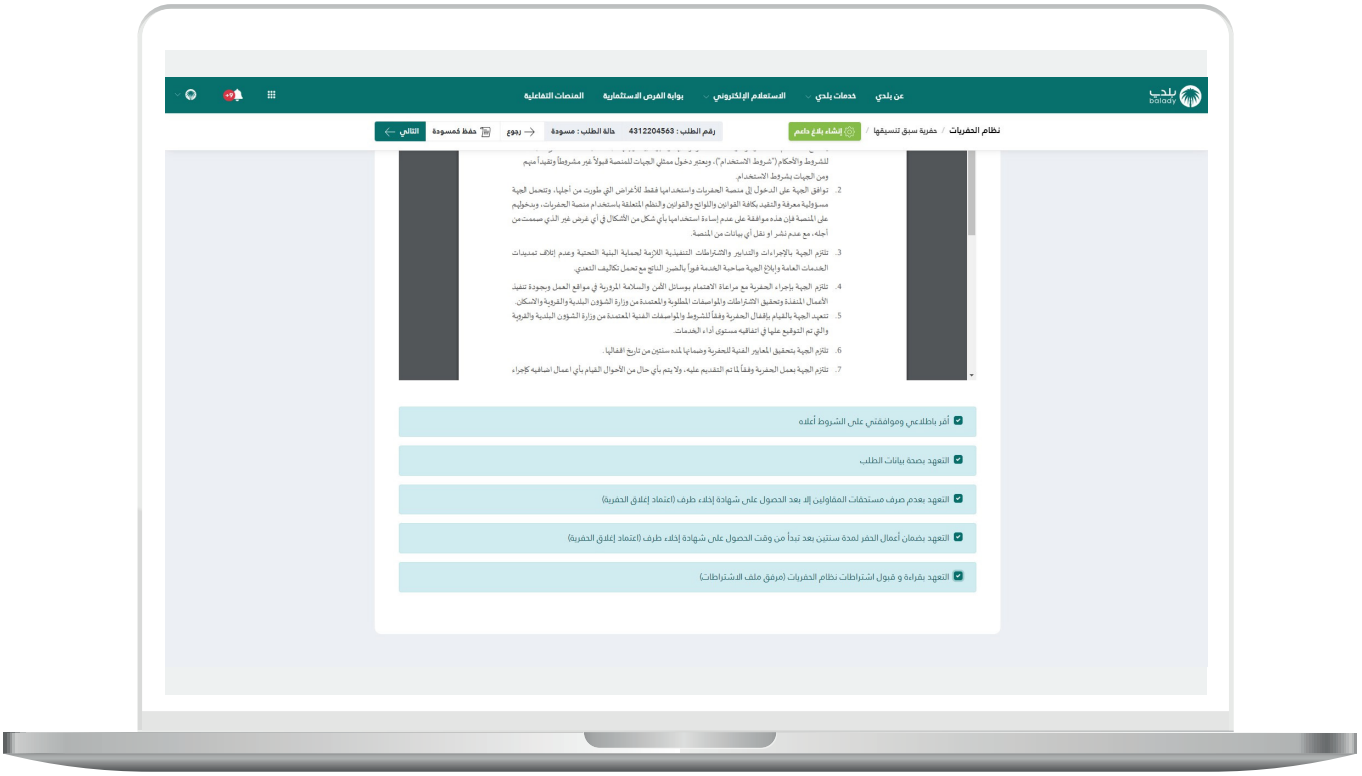
The user clicks (**Next**) to proceed, with options to save as a draft using (**Save as Draft**) or return to the previous stage using (**Back**).



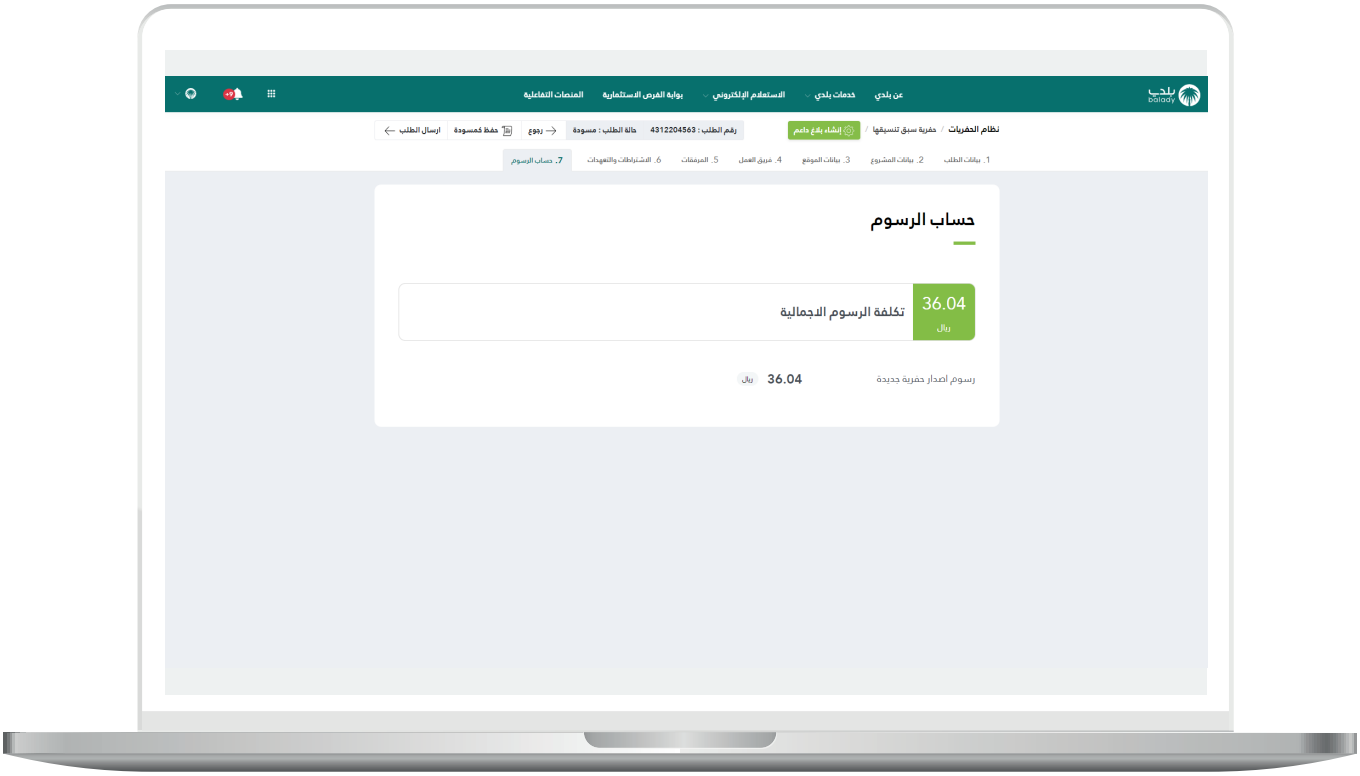
43) The user proceeds to the (**Conditions**) stage, where they read the conditions and agree to the acknowledgments.



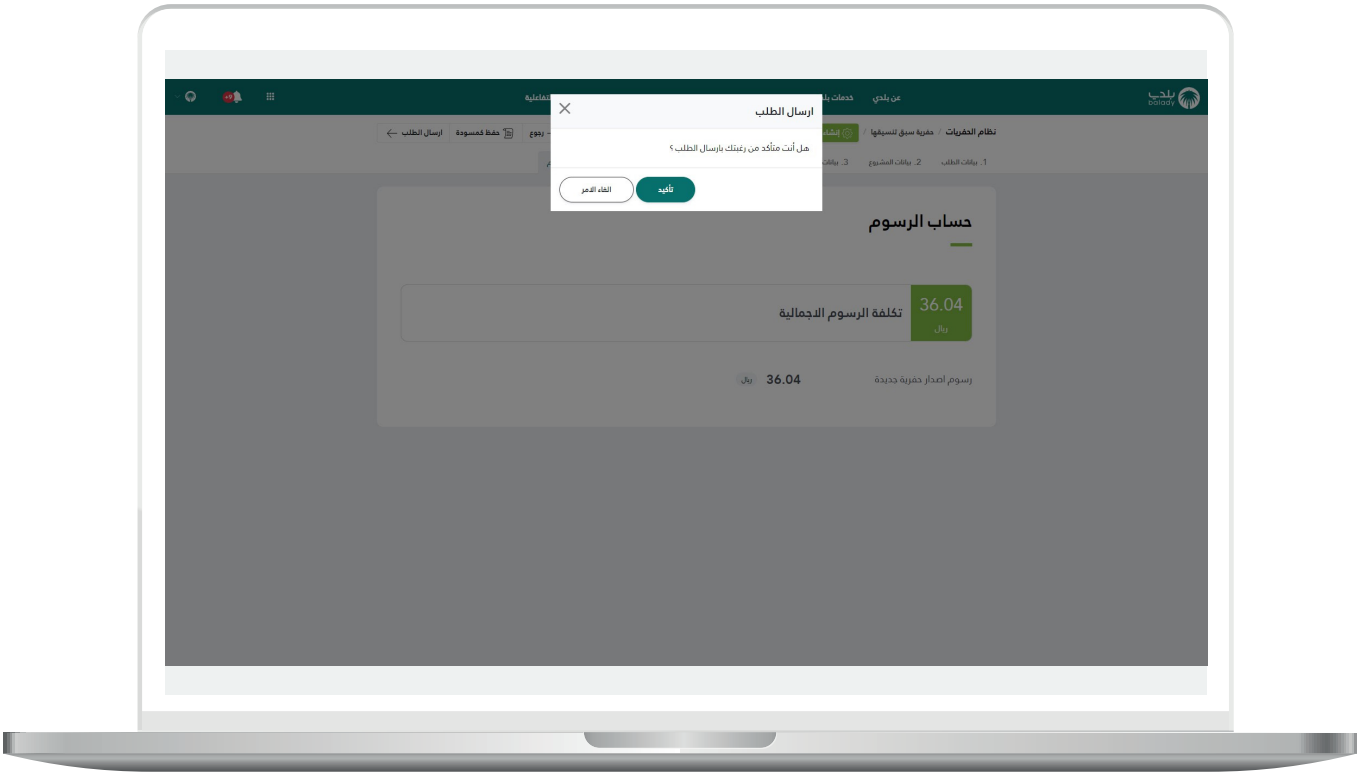
44) The user clicks (**Next**), with the option to save the request as a draft for later reference by clicking (**Save as Draft**) and the ability to return to the previous stage by clicking (**Back**).



45) The user is then taken to the (**Fee Calculation**) stage, where the total cost is displayed. The request can be submitted by clicking (**Submit Request**), with options to save as a draft using (**Save as Draft**) or return to the previous stage using (**Back**).

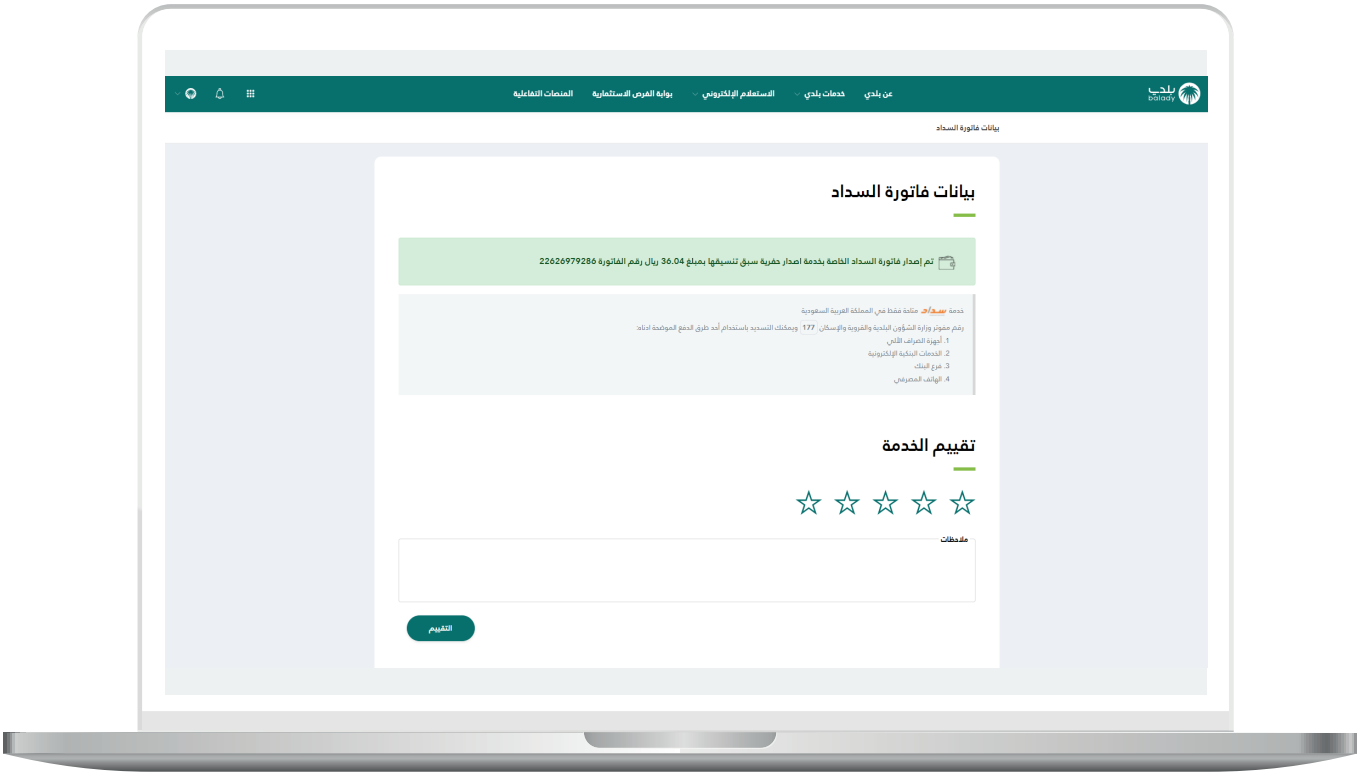


46) A confirmation message appears, prompting the user to click (**Confirm**) to finalize the submission or (**Cancel**) to discard the process.

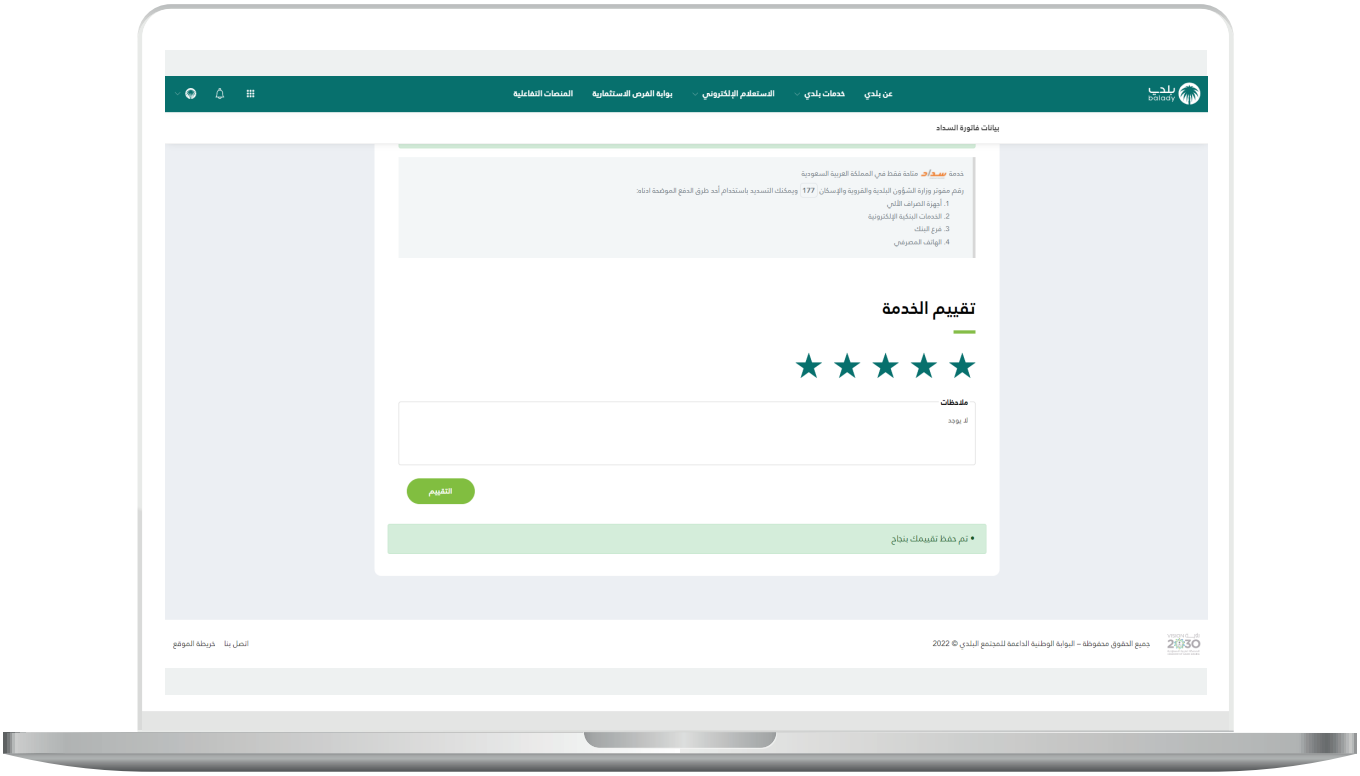


47) The system generates an invoice with a reference number, as shown below.

Users can rate the service by selecting the number of stars and entering comments in (**Comments**) before clicking (**Submit Evaluation**).



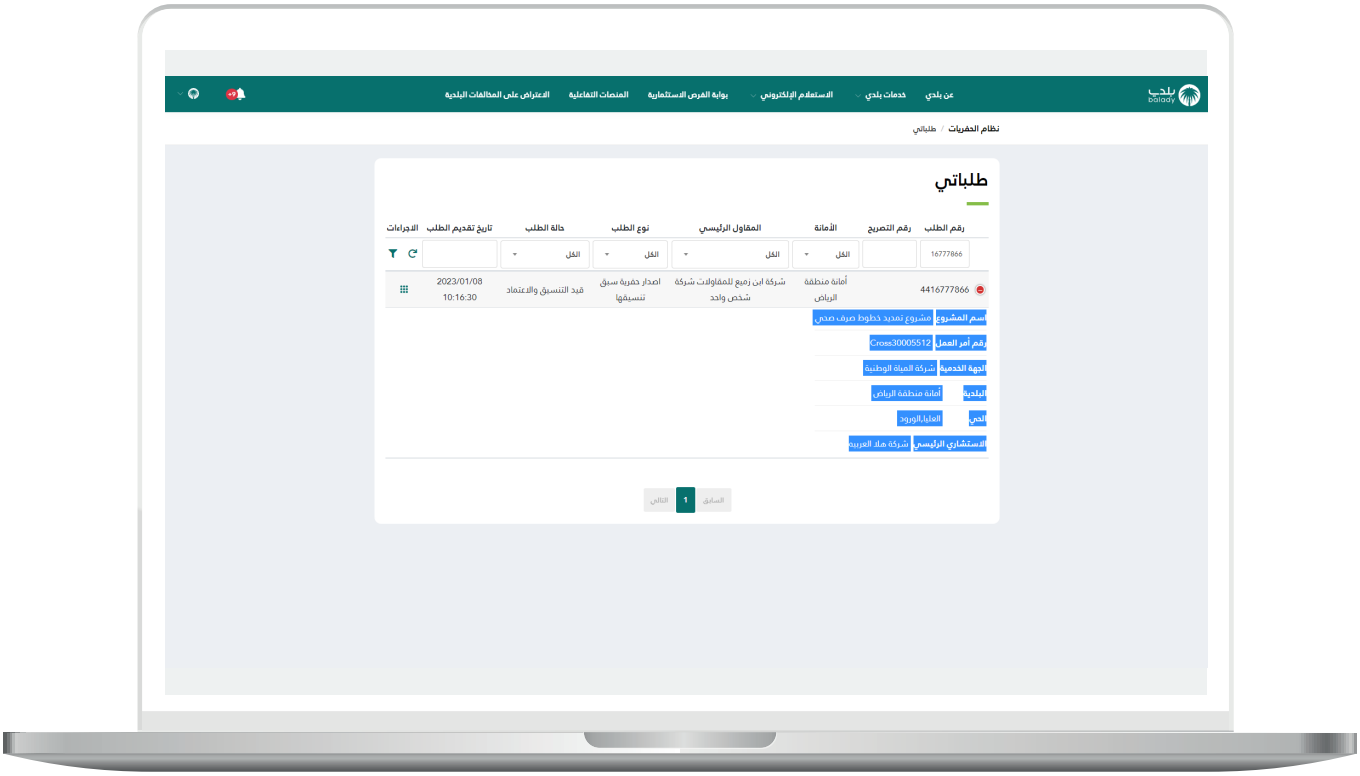
48) A confirmation message appears stating (**Your Evaluation has been successfully saved**).



49) The user is redirected to (**My Requests**), where they can expand request details by clicking the (**+**) sign.

Note:

If applying for (**Multiple Excavation Coordination Requests**), users can obtain a (**Previously Coordinated Excavation Permit**).



199040 Direct Contact Number

@Balady_CS Customer Service