



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

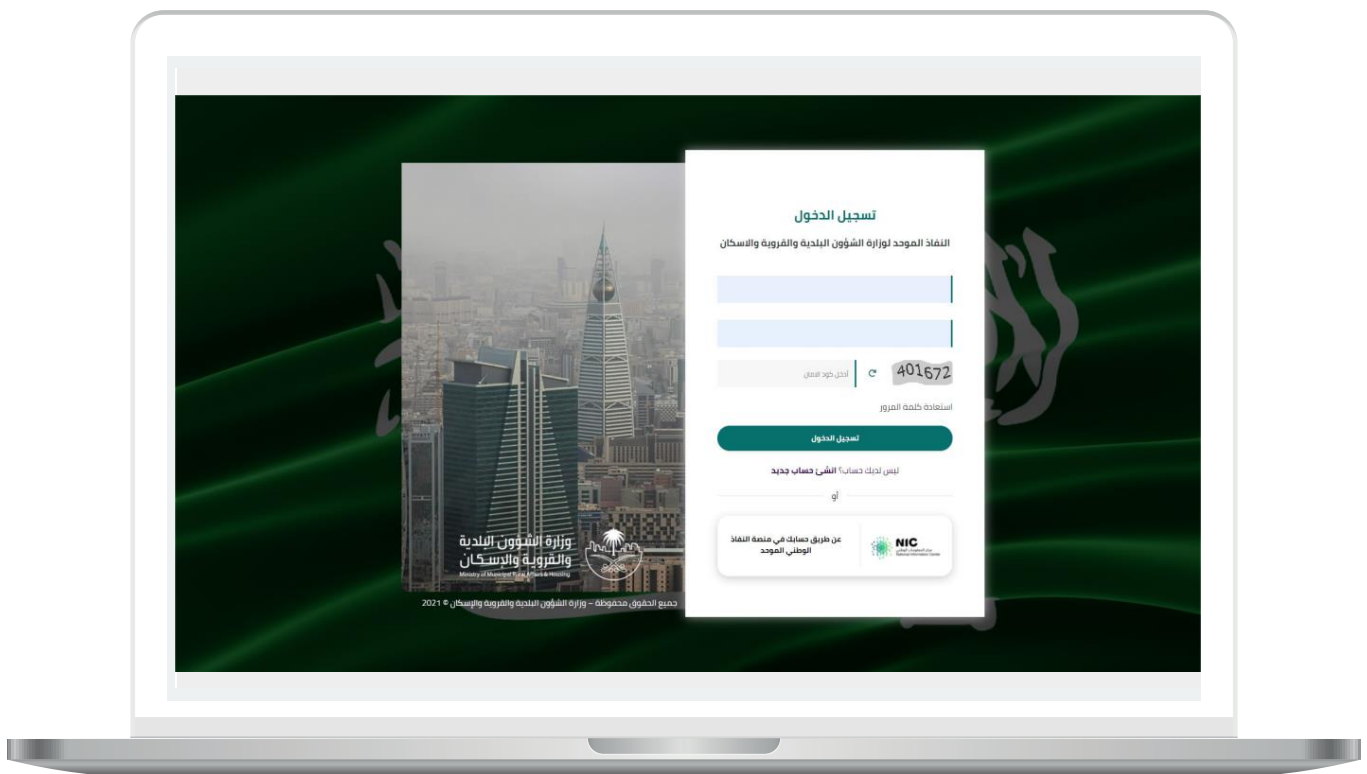
User Guide for the Customer Relations System

Submitting a Report

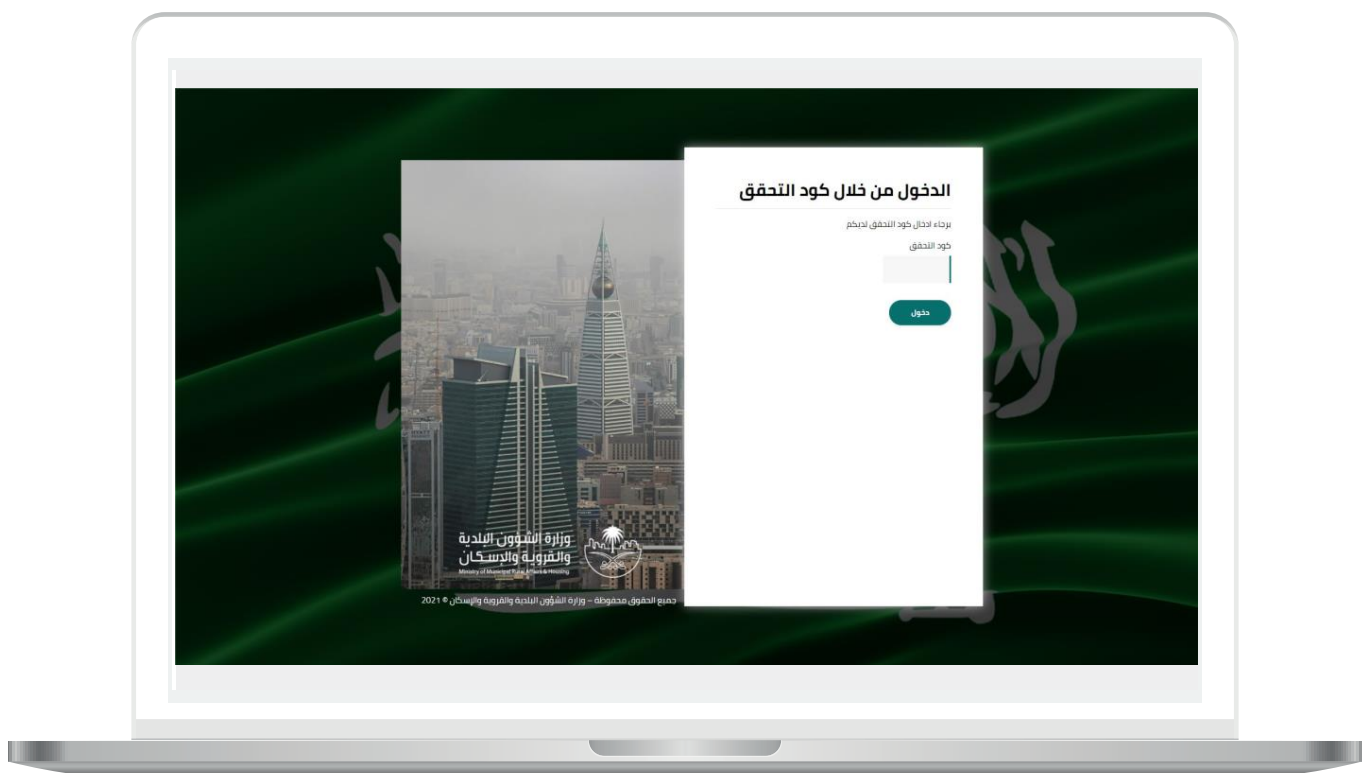
Beneficiary's
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Login to the System

1) After accessing the system link, the following screen will appear, where the user enters the following 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.

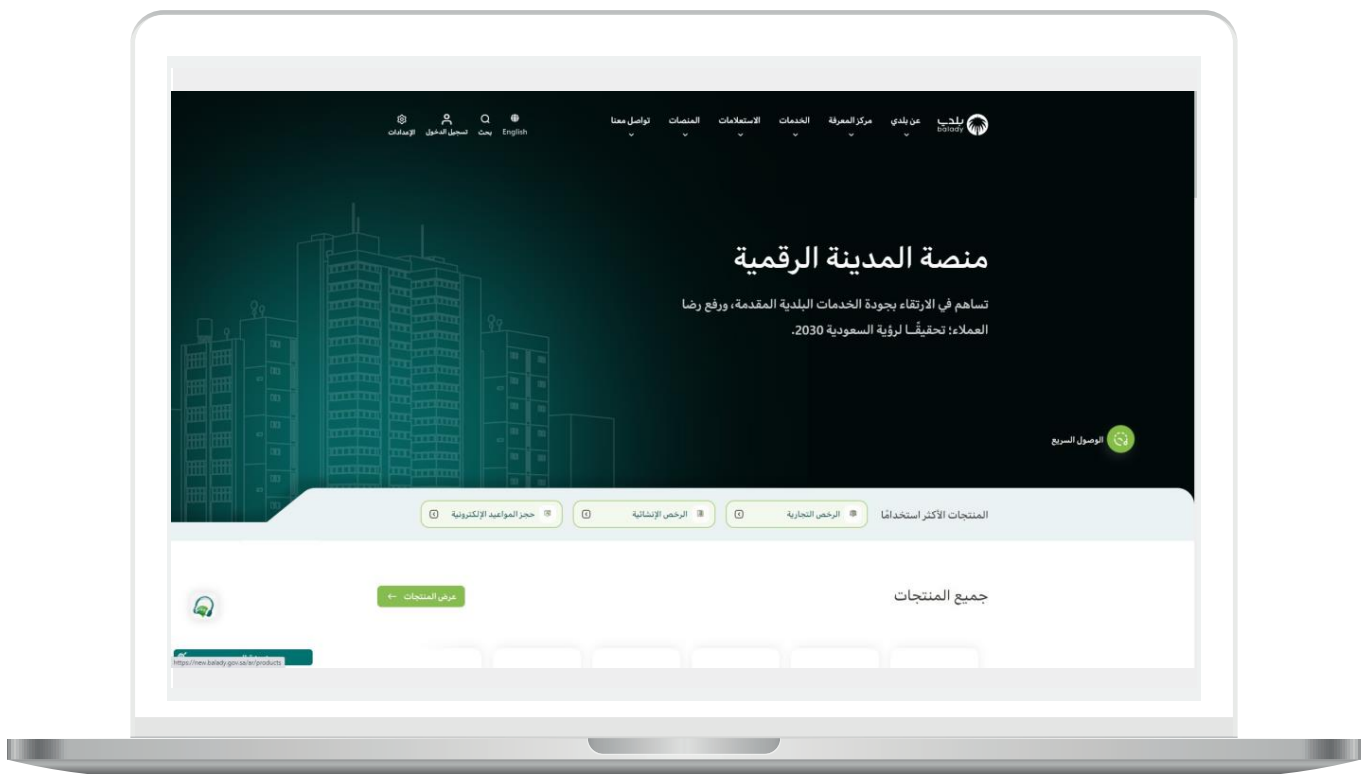


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

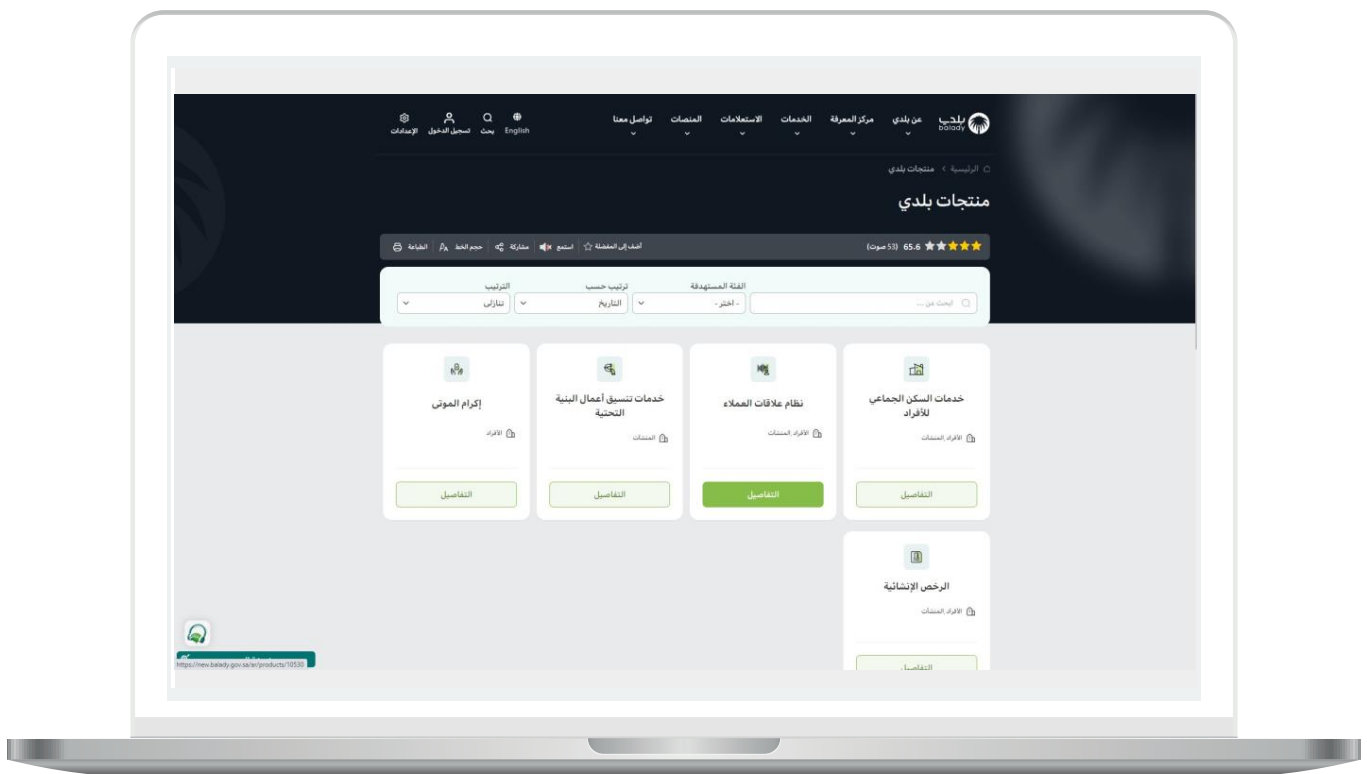


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

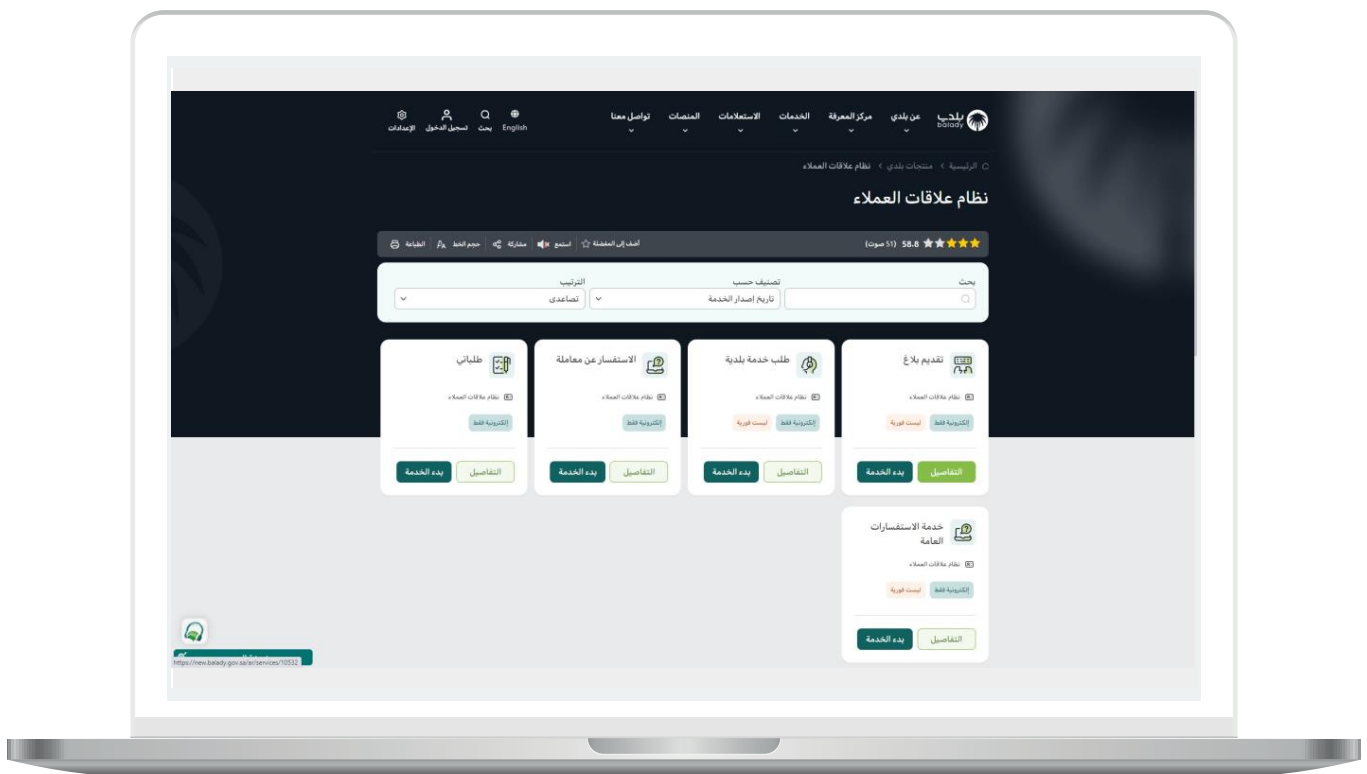
To start the service application, the user must click the **(View Products)** button.



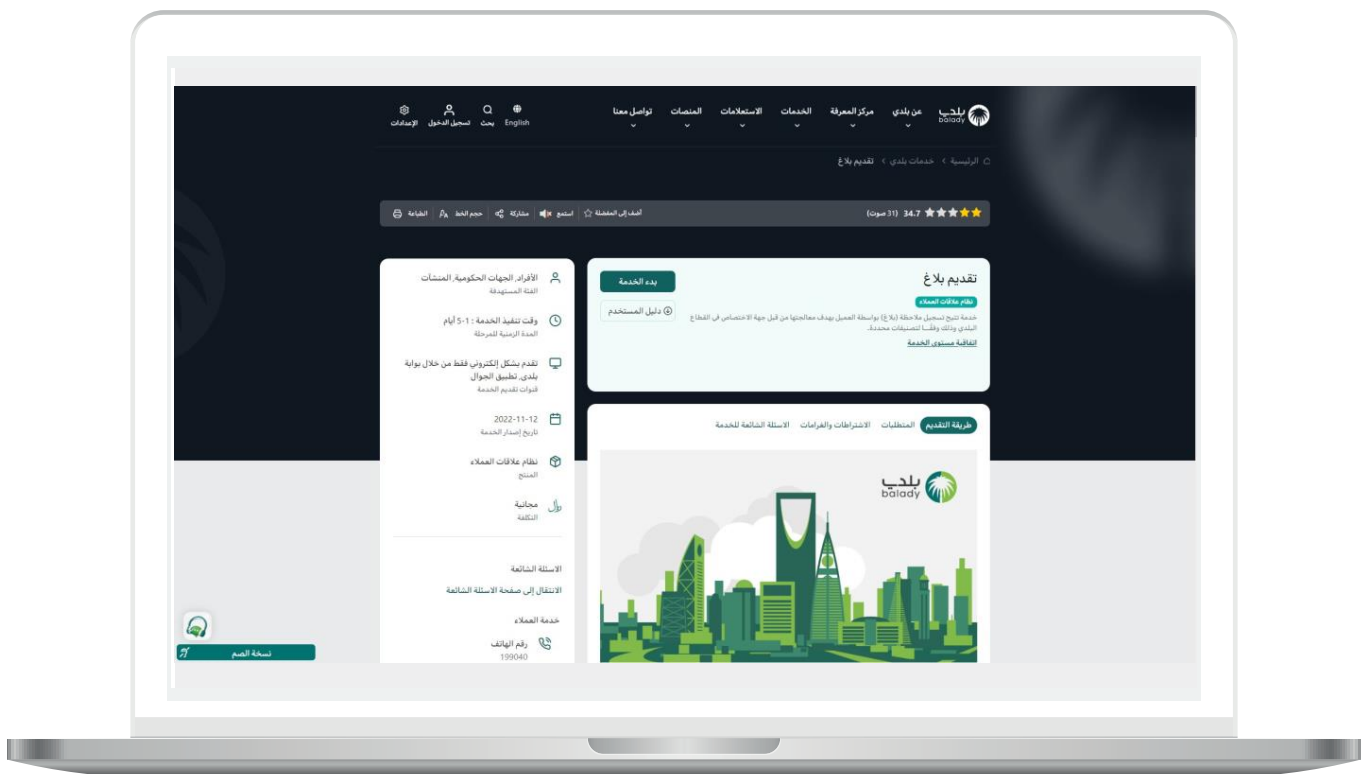
4) The following screen appears, displaying Balady products, where the user selects **(Customer Relations System)**.



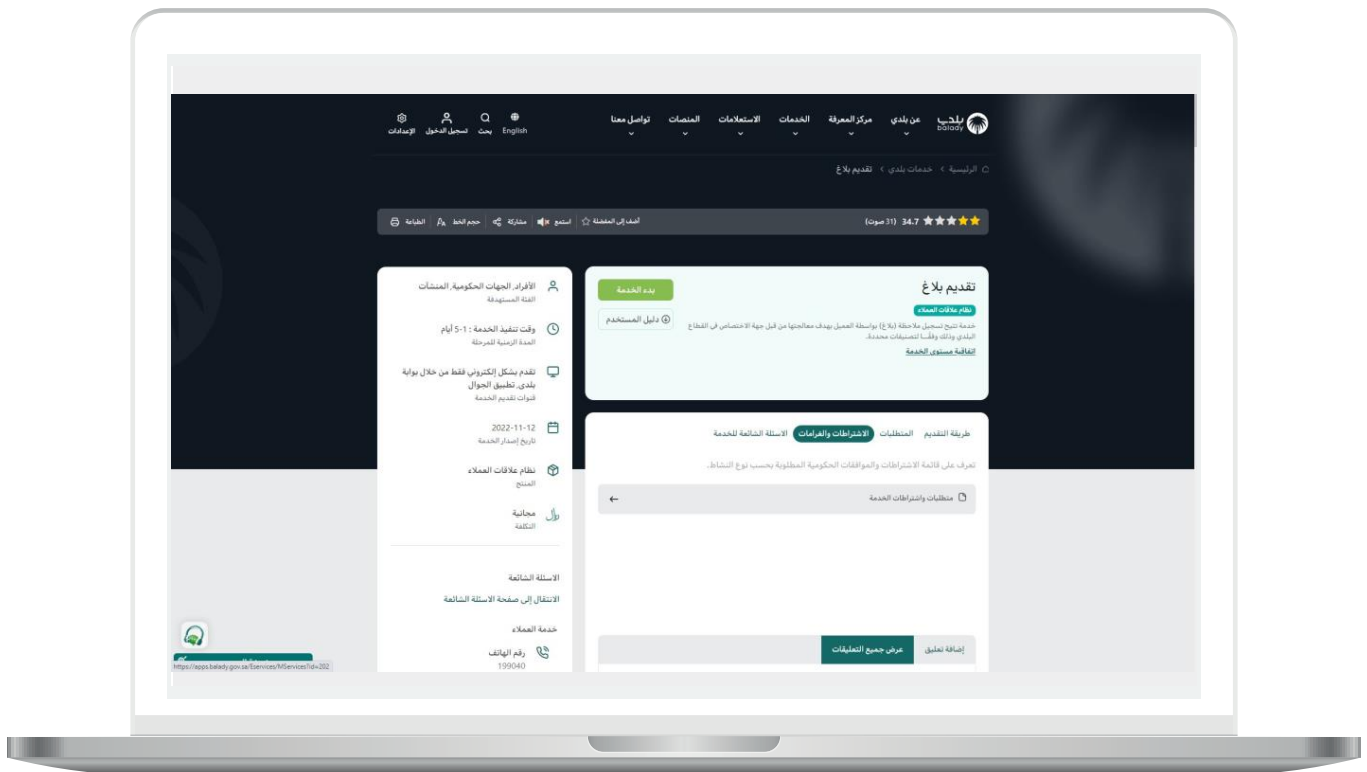
5) The next screen appears, where the user selects **(Submit a Report)** as shown below.



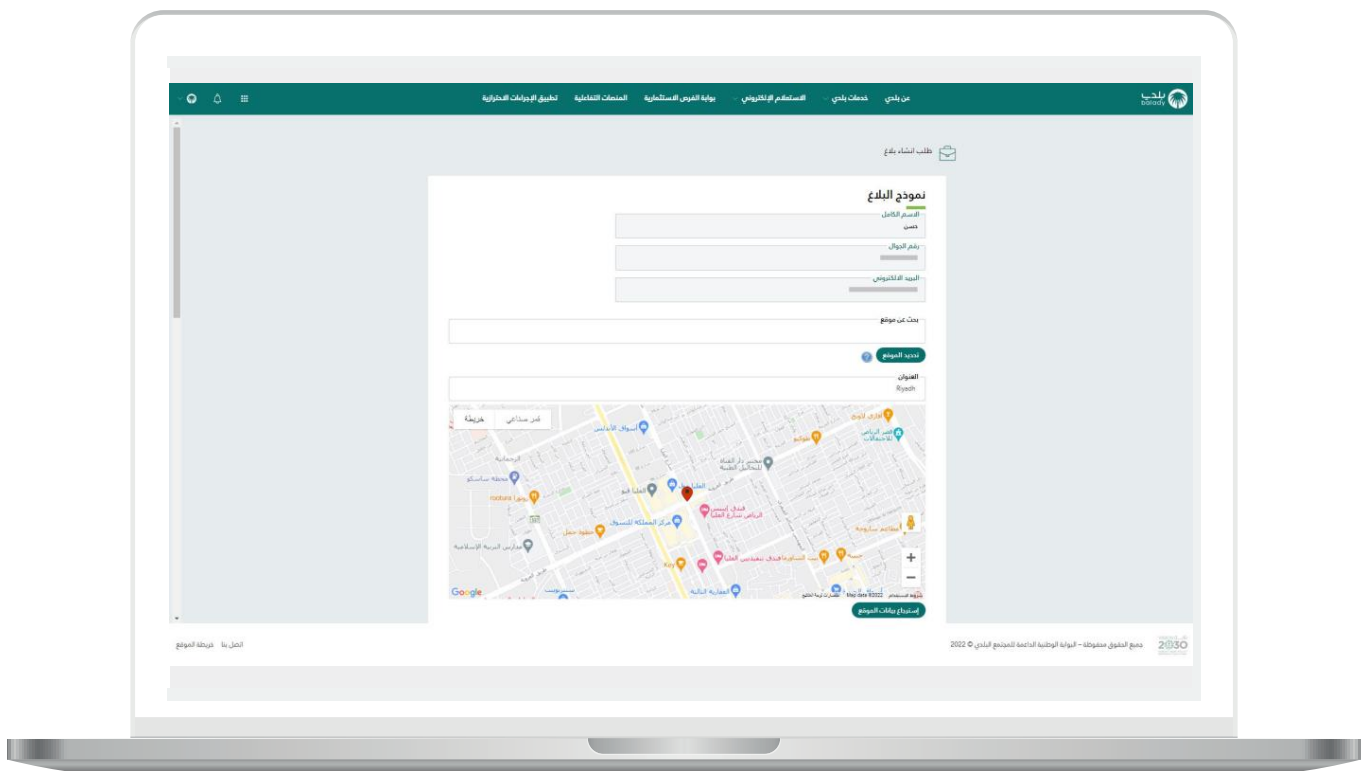
6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



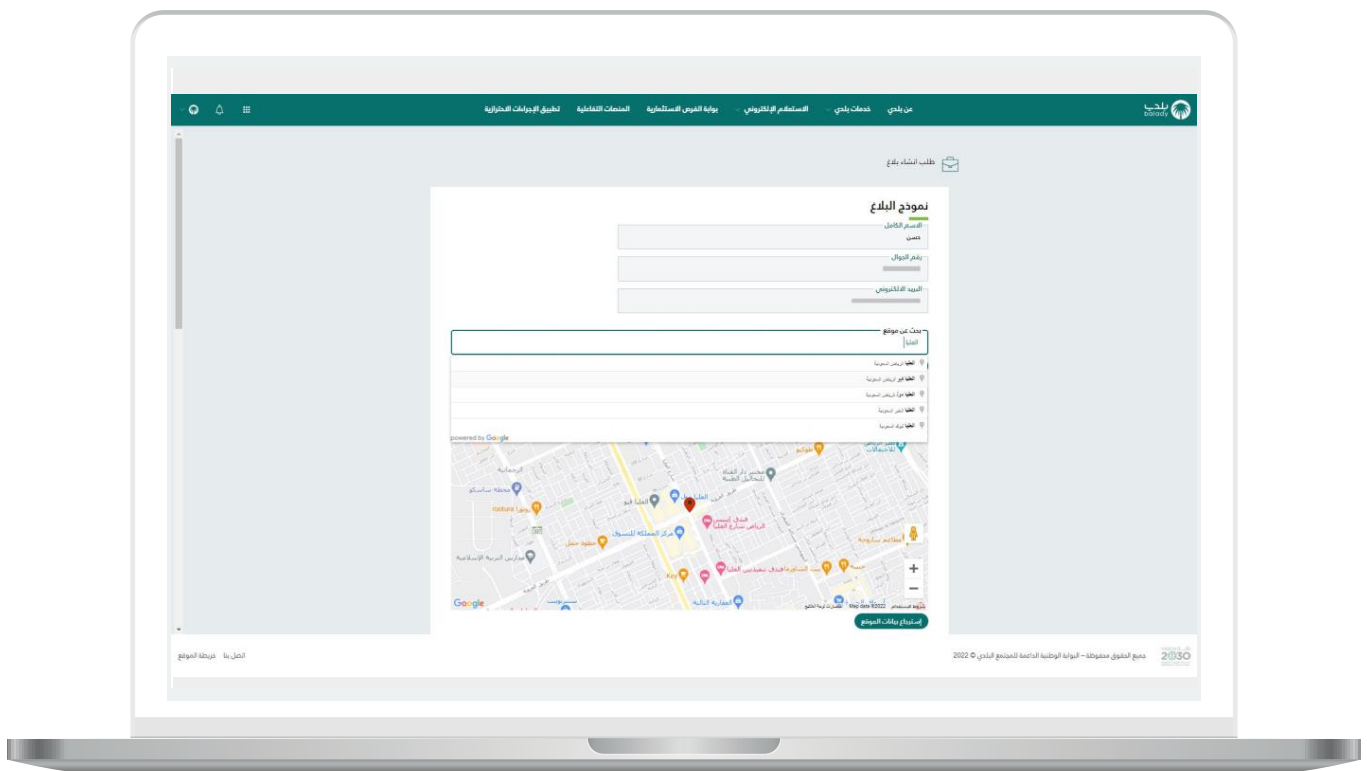
7) To start the application process, the user clicks **(Start Service)**.



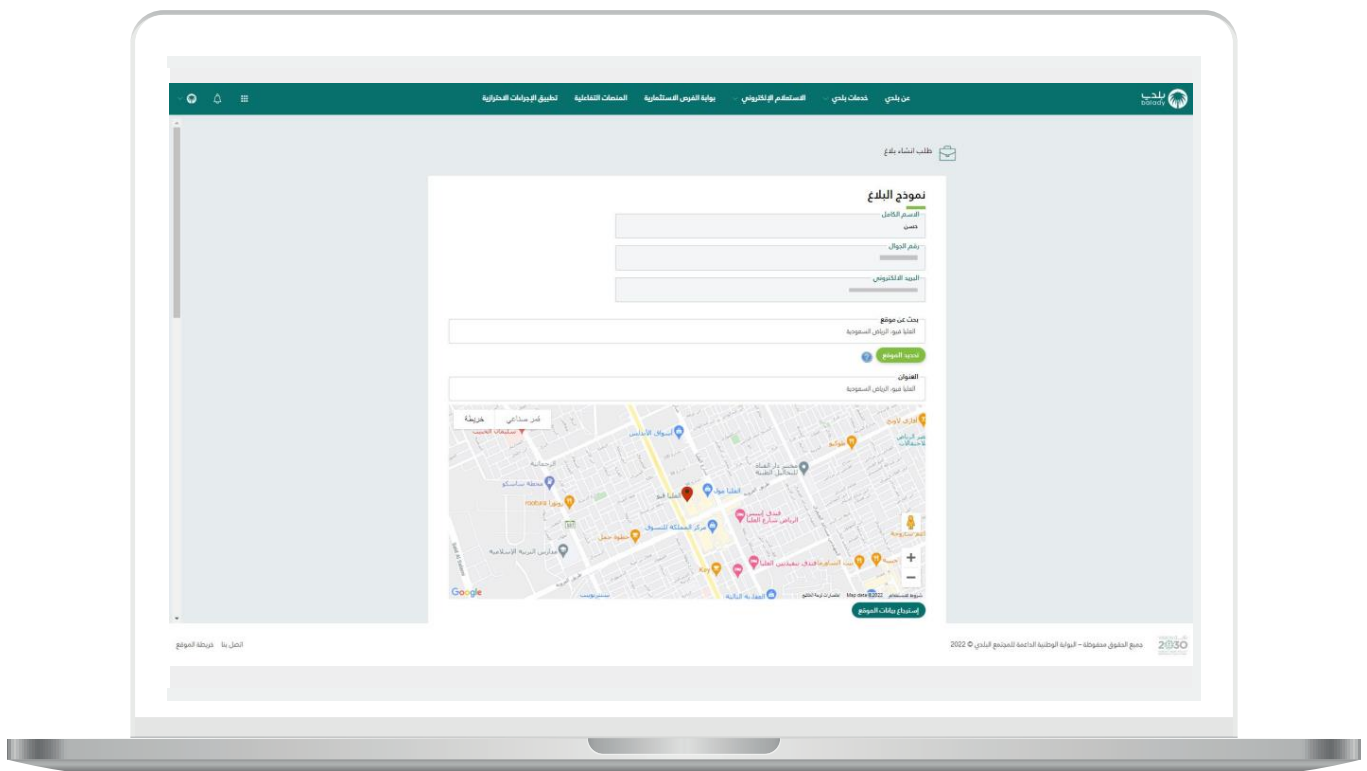
8) The report form then appears, as shown below, where the user first searches for the report location using the **(Search for Location)** field.



9) After entering part of the report location, all available options are displayed as shown below, allowing the user to select the desired location.



10) The user then clicks the **(Set Location)** button, prompting the system to retrieve the **(Address)** field value.



11) The user clicks the **(Retrieve Location Data)** button, automatically populating the following fields: **(Municipality, Secretariat, Sub-Secretariat, and Source Address)**.

The screenshot displays the 'موقع البيانات السابقة' (Previous Data Location) form. The form is divided into several sections:

- Header:** Contains navigation links such as 'عن بلدي', 'خدمات بلدي', 'الاستعلام الإلكتروني', 'بوابة العرض الاستراتيجية', 'الخدمات التشغيلية', and 'تطبيق الإجراءات الإدارية'.
- Map Section:** Features a Google Map with a location pin. A green button labeled 'استرجاع بيانات الموقع' (Retrieve Location Data) is positioned above the map.
- Form Fields:**
 - البلدية:** (Municipality) - A dropdown menu.
 - المنطقة:** (Area) - A dropdown menu.
 - البلدية الفرعية:** (Sub-Municipality) - A dropdown menu.
 - المنطقة الفرعية:** (Sub-Area) - A dropdown menu.
 - وصف الموقع:** (Location Description) - A text input field.
 - التعليق الفرعي:** (Sub-Comment) - A text input field.
 - التعليق الفرعي:** (Sub-Comment) - A text input field.
 - التعليق الرئيسي:** (Main Comment) - A text input field.
 - وقت الإجابة (ساعات):** (Response Time (Hours)) - A text input field.
 - وصف الشغل:** (Job Description) - A text input field.
- Footer:** Includes the text 'جميع الحقوق محفوظة - البوابة الوطنية للتعامل مع المراجعين' (All rights reserved - National Portal for Dealing with Complainants) and the year '2022'.

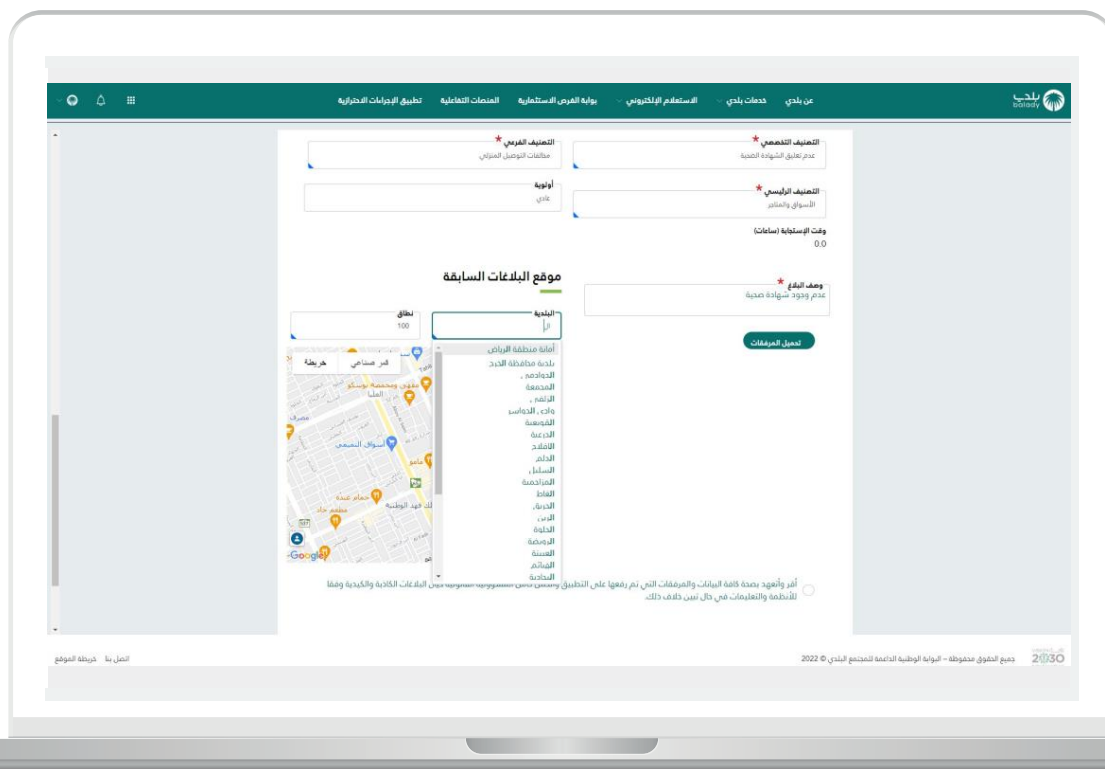
13) The user selects a value for the (Sub-Classification) field.

The screenshot shows a web application interface for submitting a report. The header is in Arabic and includes navigation links: "عن بلدي", "خدمات بلدي", "الاستعلام الإلكتروني", "بوابة العرض الاستثمارية", "المنتجات التفاعلية", and "تطبيق الإجراءات الإدارية". The main form area contains several sections:

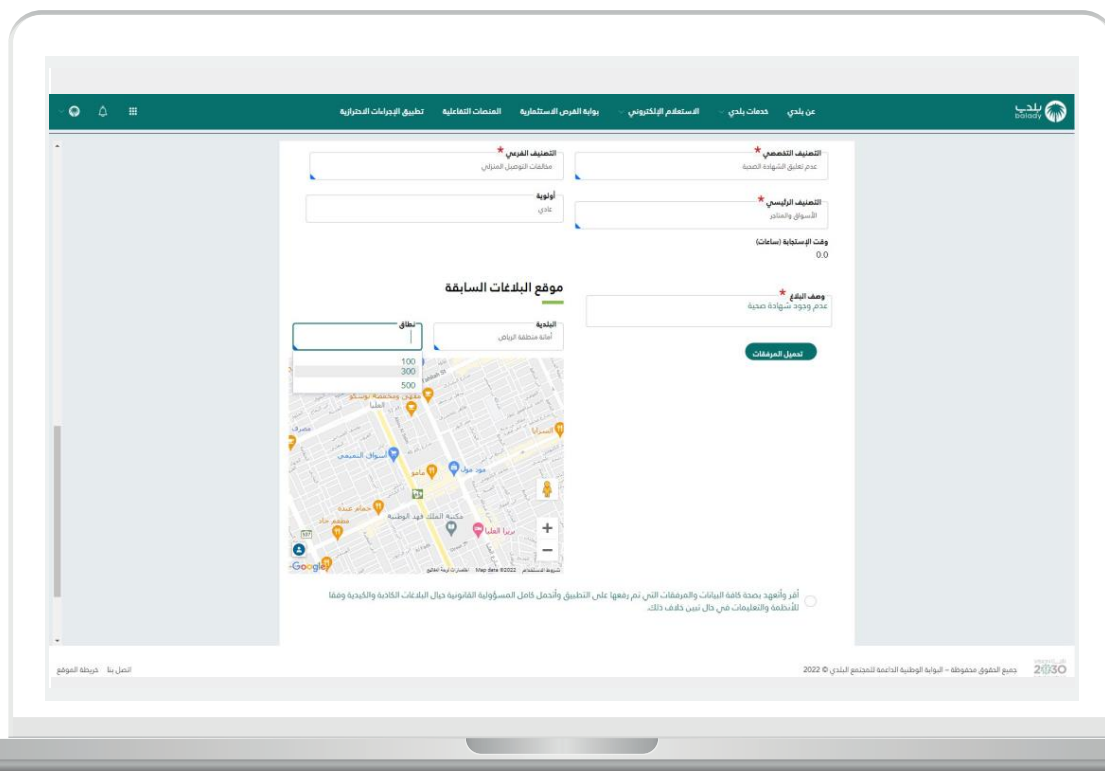
- موقع التوقع** (Location): Includes a dropdown for "البلدية الفرعية" (Sub-Municipality) and a text field for "عنوان المصدر" (Source Address).
- وصف الموقع** (Location Description): A text area for "مناطق تسوق ذاتي التعلية".
- التصنيف الفرعي** (Sub-Classification): A dropdown menu with "مناطق التسوق ذاتي التعلية" selected.
- التصنيف الرئيسي** (Main Classification): A dropdown menu with "السوق والمخازن" selected.
- وقت الإجابة (ساعات)** (Response Time (Hours)): A numeric field with "0.0" entered.
- وصف البند** (Item Description): A text area.
- موقع البلاغات السابقة** (Previous Complaints Location): A section with a map and a "خريطة" (Map) button.

At the bottom right, there is a "تحميل المرفقات" (Upload Attachments) button. The footer includes the year "2022" and the text "جميع الحقوق محفوظة - البوابة الوطنية للخدمة المجتمعية البلدي".

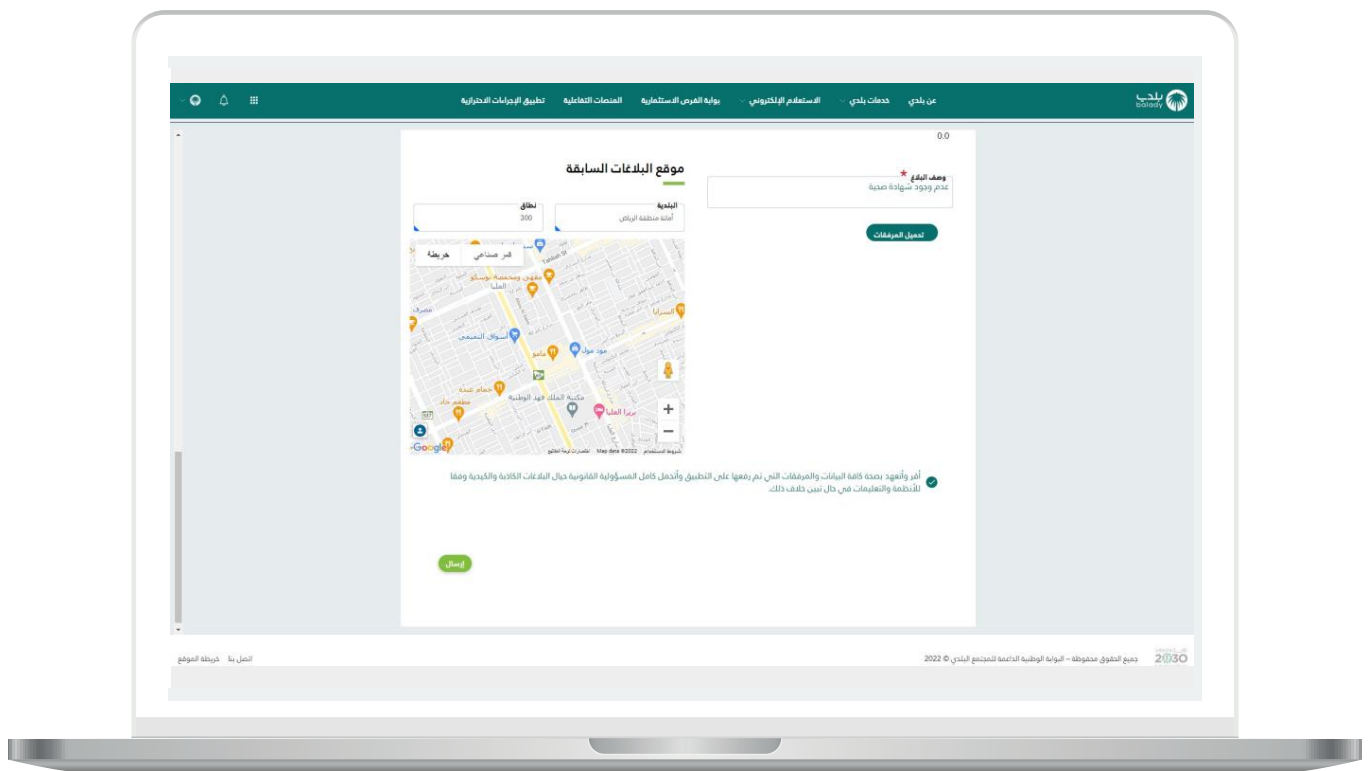
14) After entering values for the following fields: **(Main Classification, Notification Description)**, the user fills in the **(Municipality)** field under the **(Previous Reports Site)** section to display all municipalities.



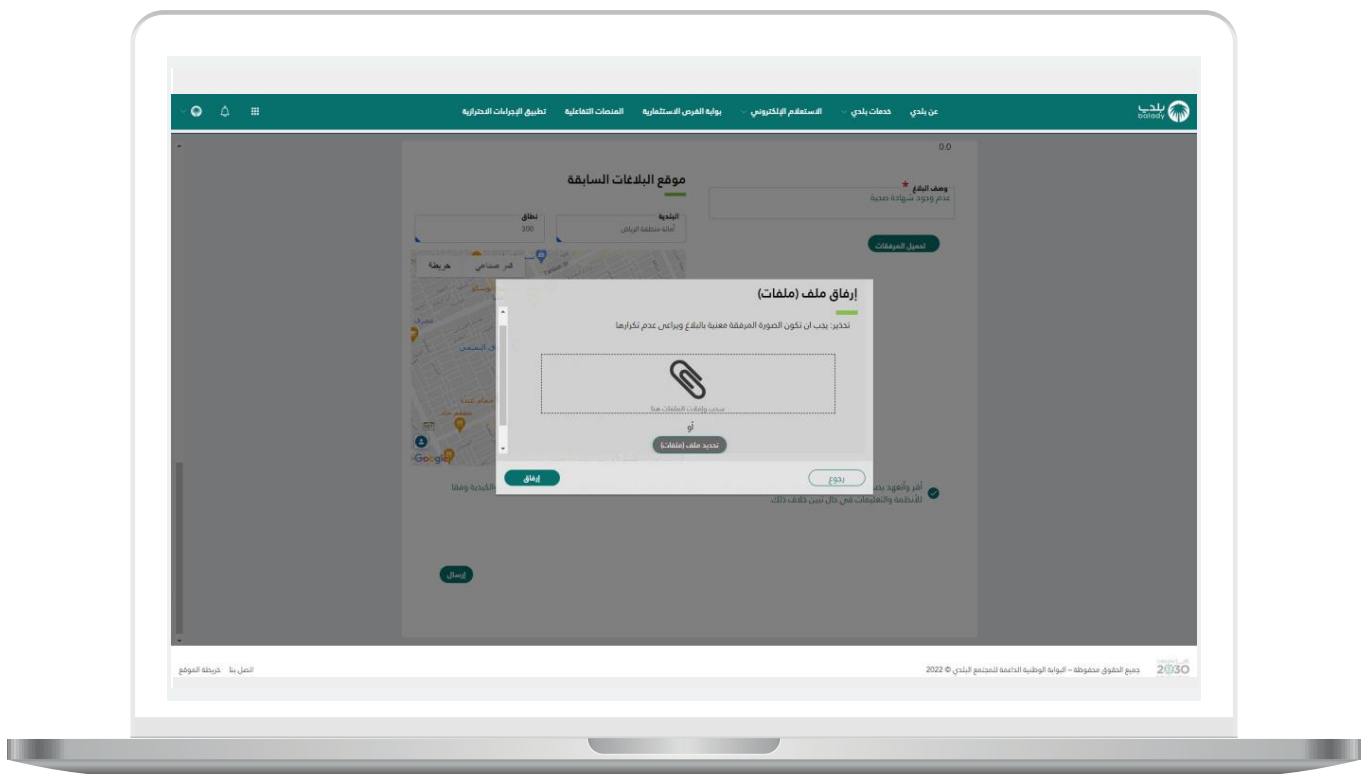
15) The user selects the **(Range)** field value, which includes one of the following options: (100, 300, 500).



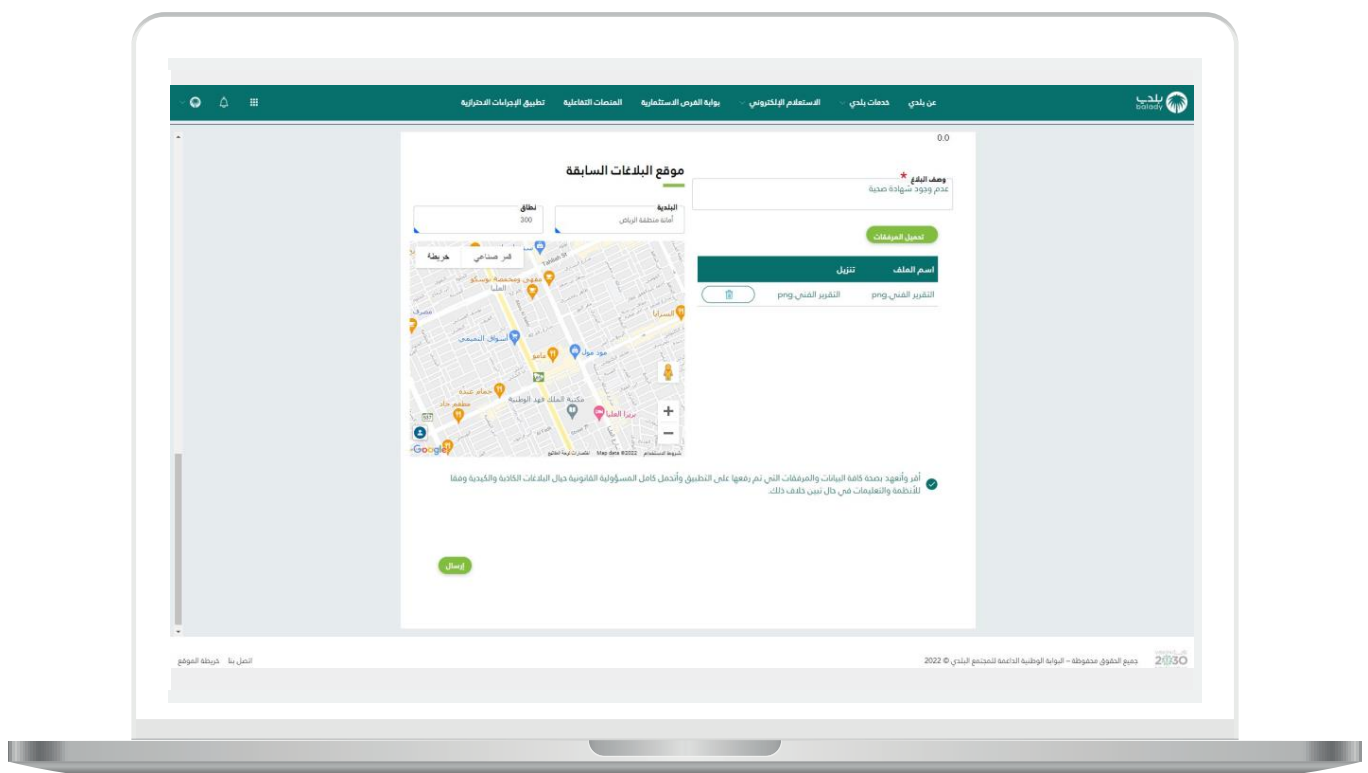
16) The user then agrees to the acknowledgment/commitment and clicks the **(Upload Attachments)** button, as shown below.



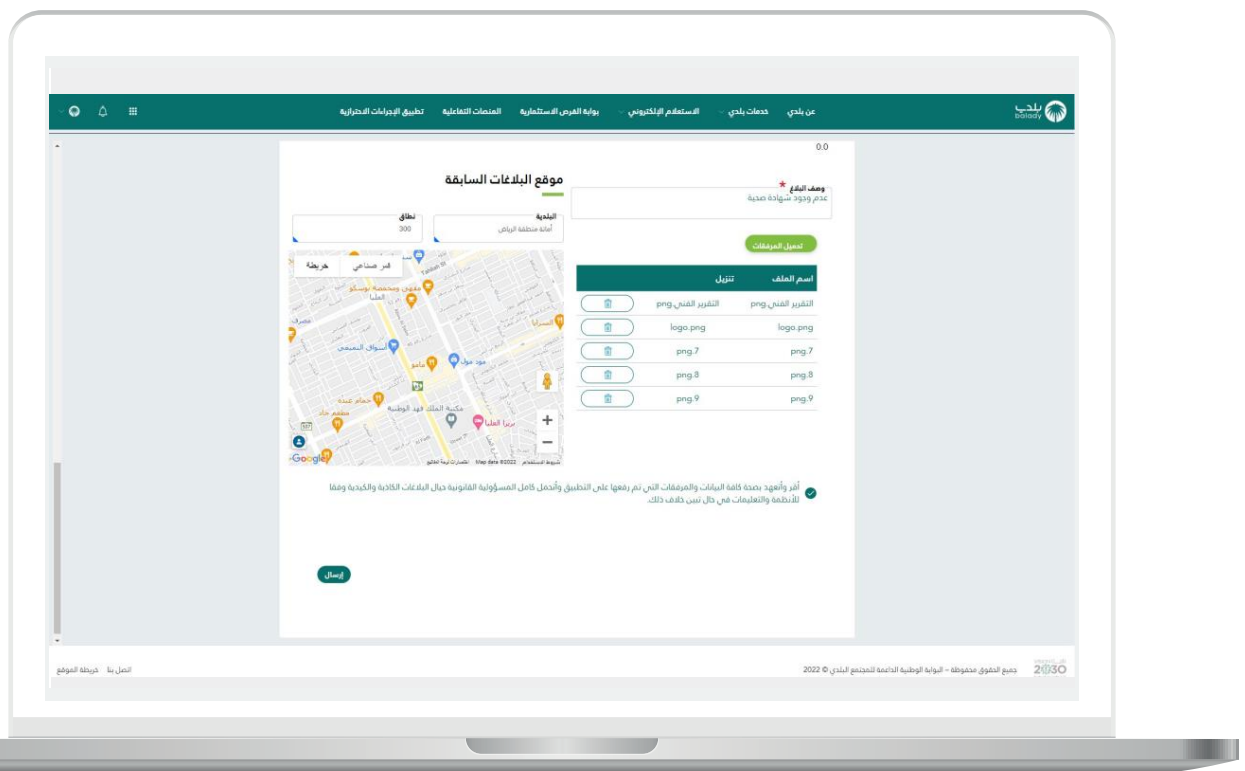
17) A pop-up screen for attachments appears, allowing the user to add attachments by dragging and dropping files or by clicking the **(Select File(s))** button and choosing attachments from the device, as shown below.



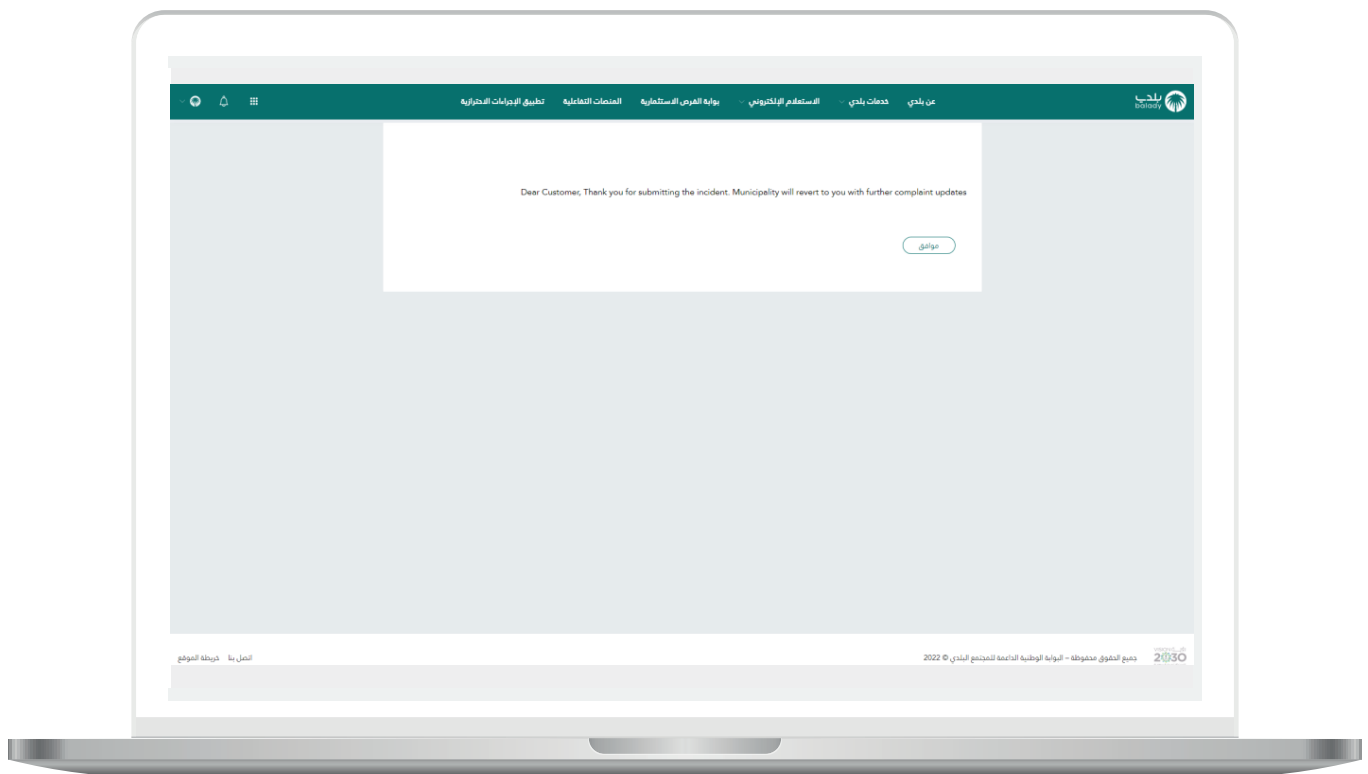
18) The uploaded attachment appears as shown below, with the option to remove it by clicking the trash icon.



19) Multiple attachments can be added in the same way, as shown below. Then, the user clicks the **(Submit)** button.



20) After clicking (Submit), the report is successfully submitted, and a confirmation message appears.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

