



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of
Requesting a Municipal Service

Beneficiary's
Copy

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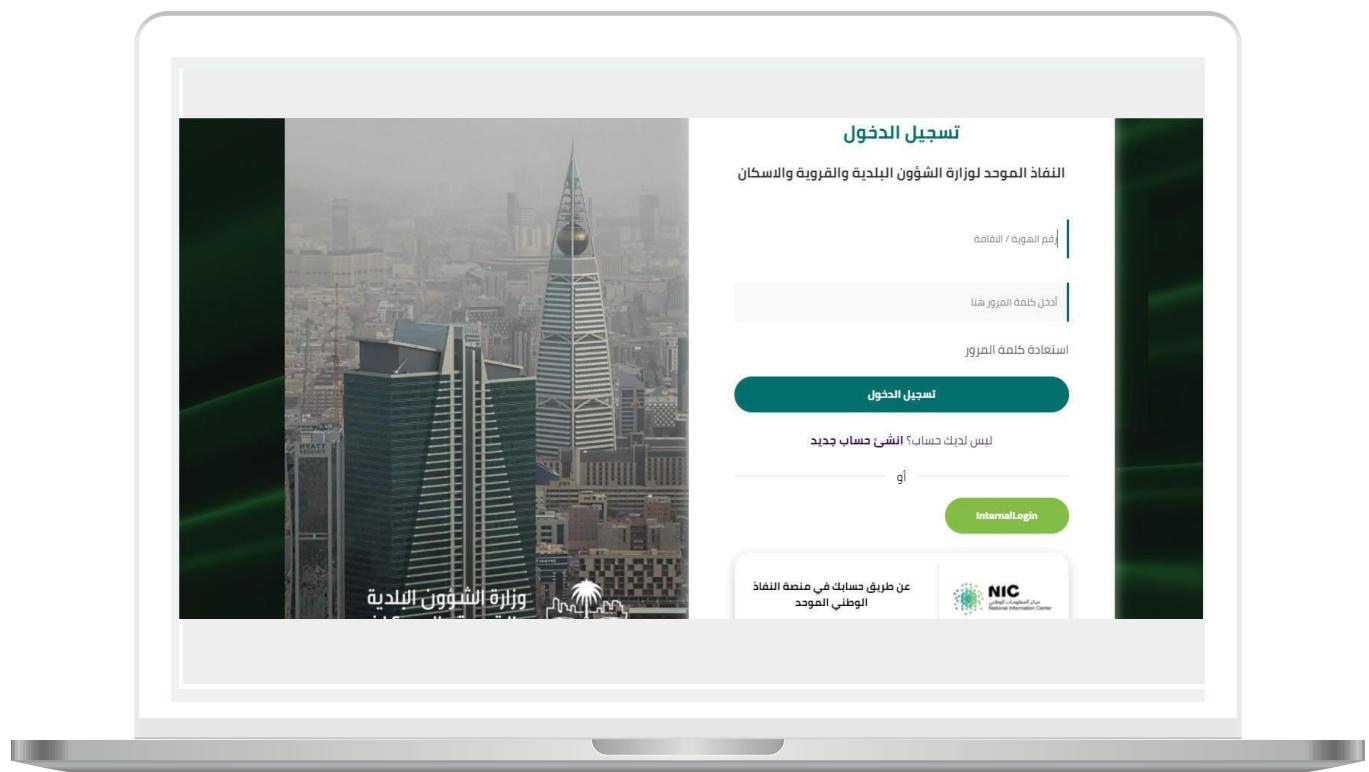
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Overview

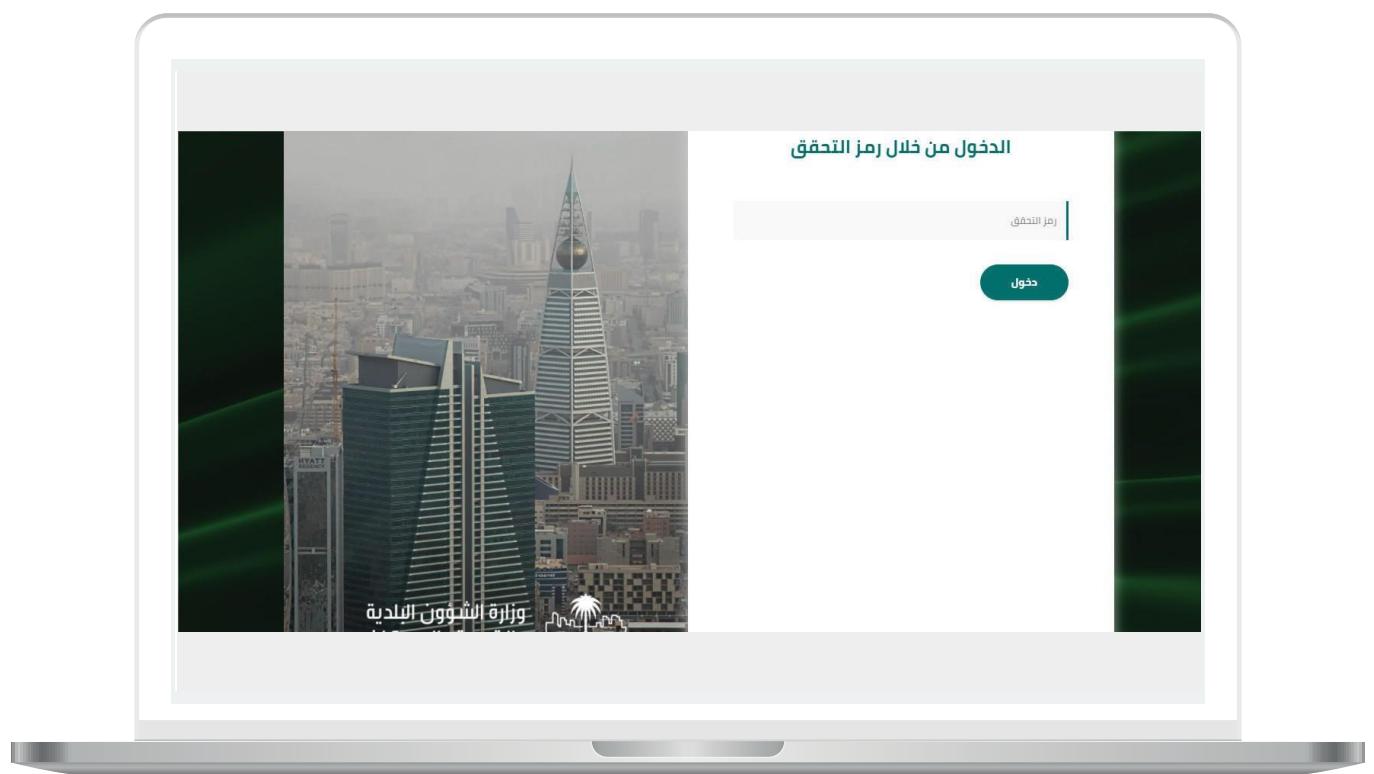
The Customer Service System aims to enhance municipal services by enabling beneficiaries to connect with official channels for submitting municipal service requests. Through the available communication channels, beneficiaries can easily submit their requests and convey all necessary details to service handlers. This guide outlines the roles of each user in the process of requesting a municipal service.

Login to the System

- 1) The user enters their National ID and registered password, prompting the system to send a verification code to their registered phone number.



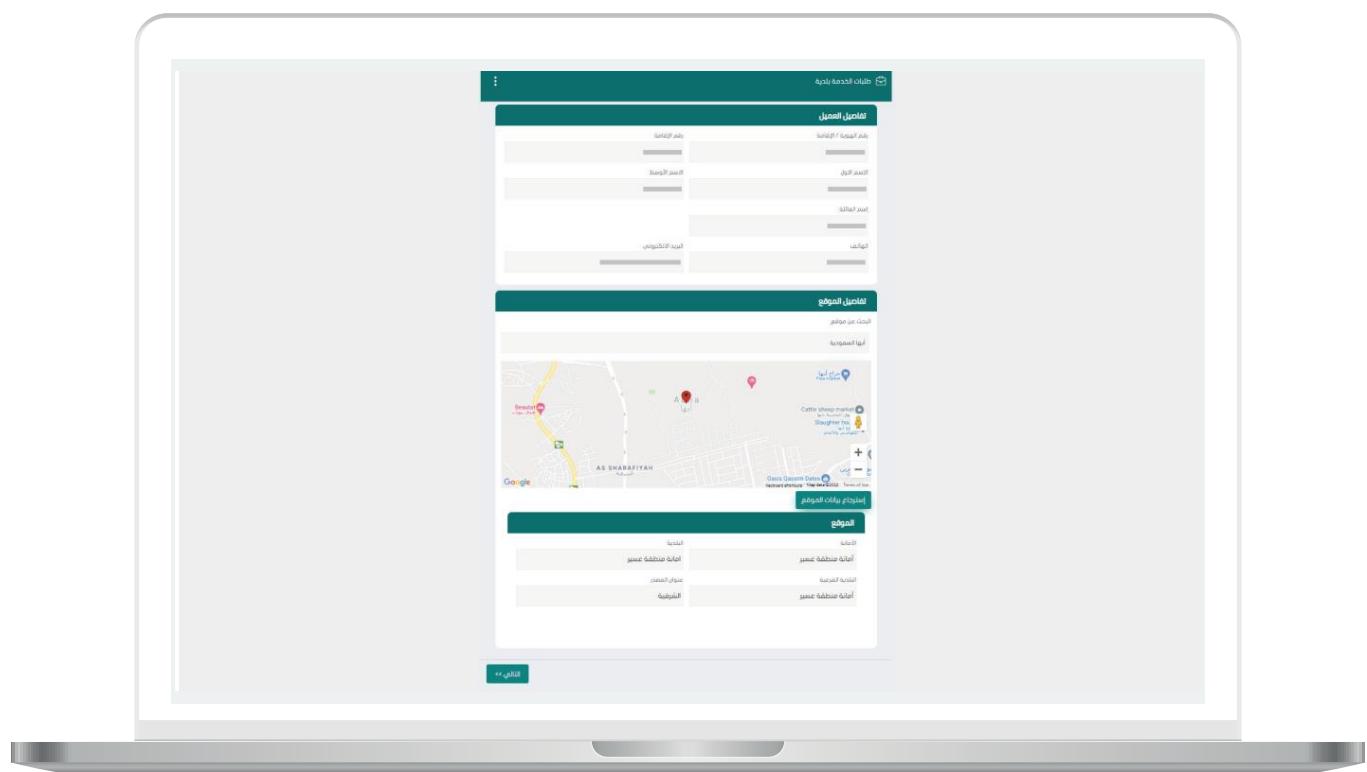
2) The user enters the verification code sent to their registered mobile number and clicks (Login).



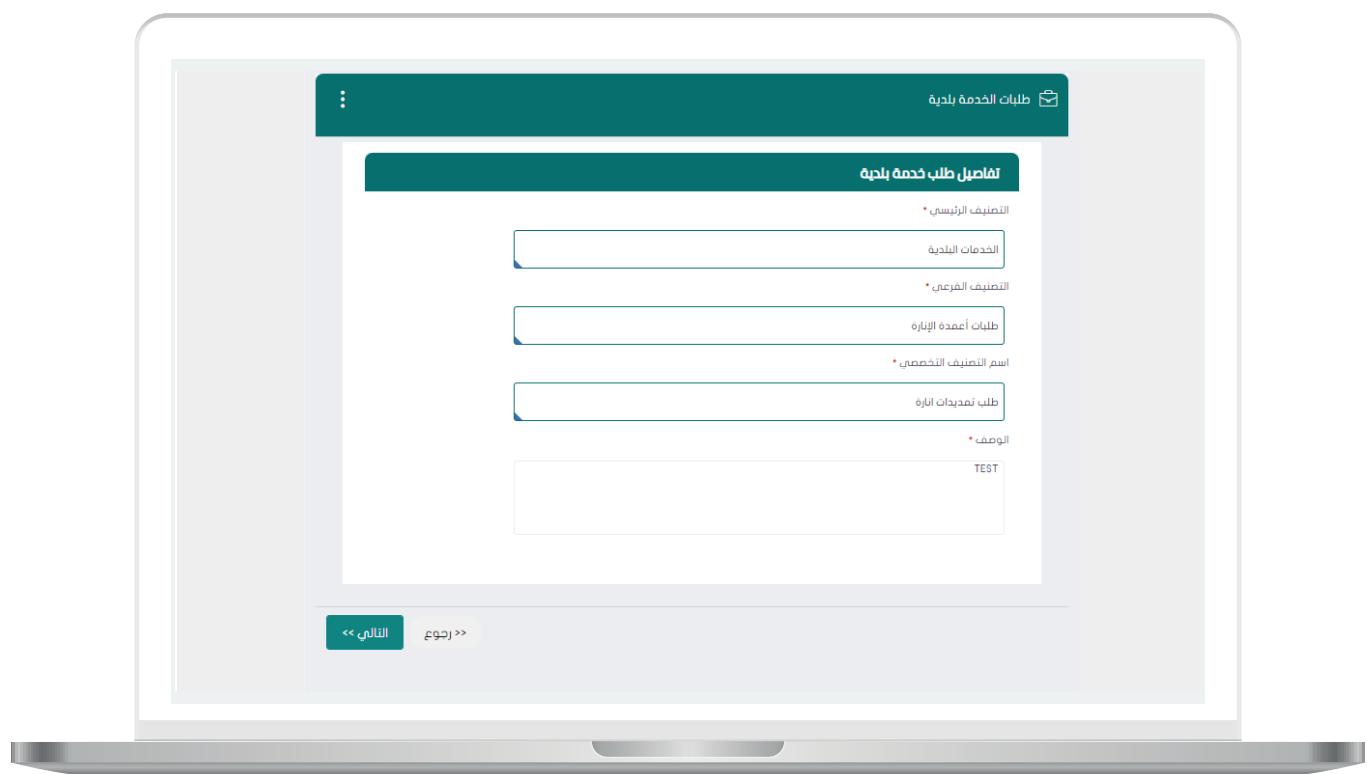
Submitting a Municipal Service Request

After logging in, the system displays a screen containing the beneficiary's information:

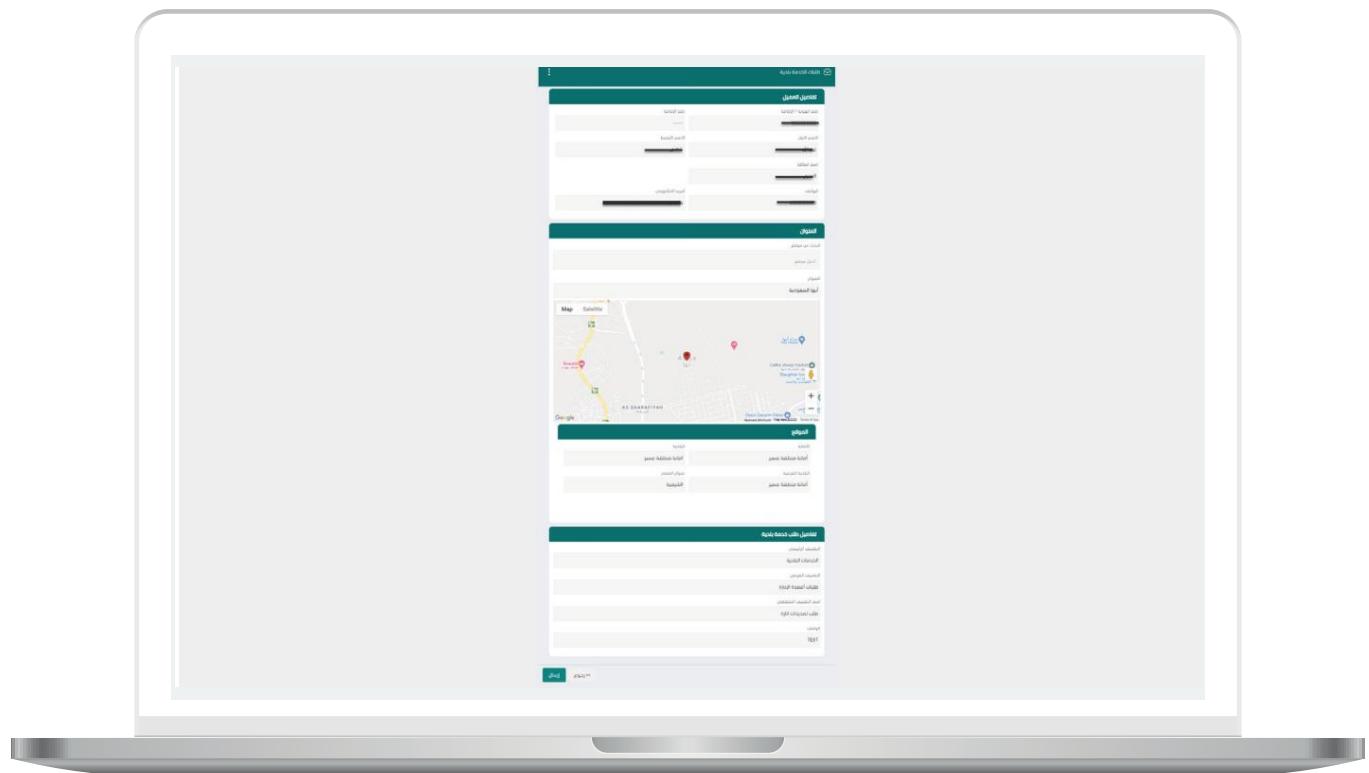
- 1) The user searches for the request location and moves the cursor to pinpoint the exact request location.
- 2) The user clicks **(Retrieve Location Information)**, allowing the system to determine the municipality, sub-municipality, and relevant authority responsible for executing the request.
- 3) The user clicks **(Next)** to proceed with filling in the municipal service request details.



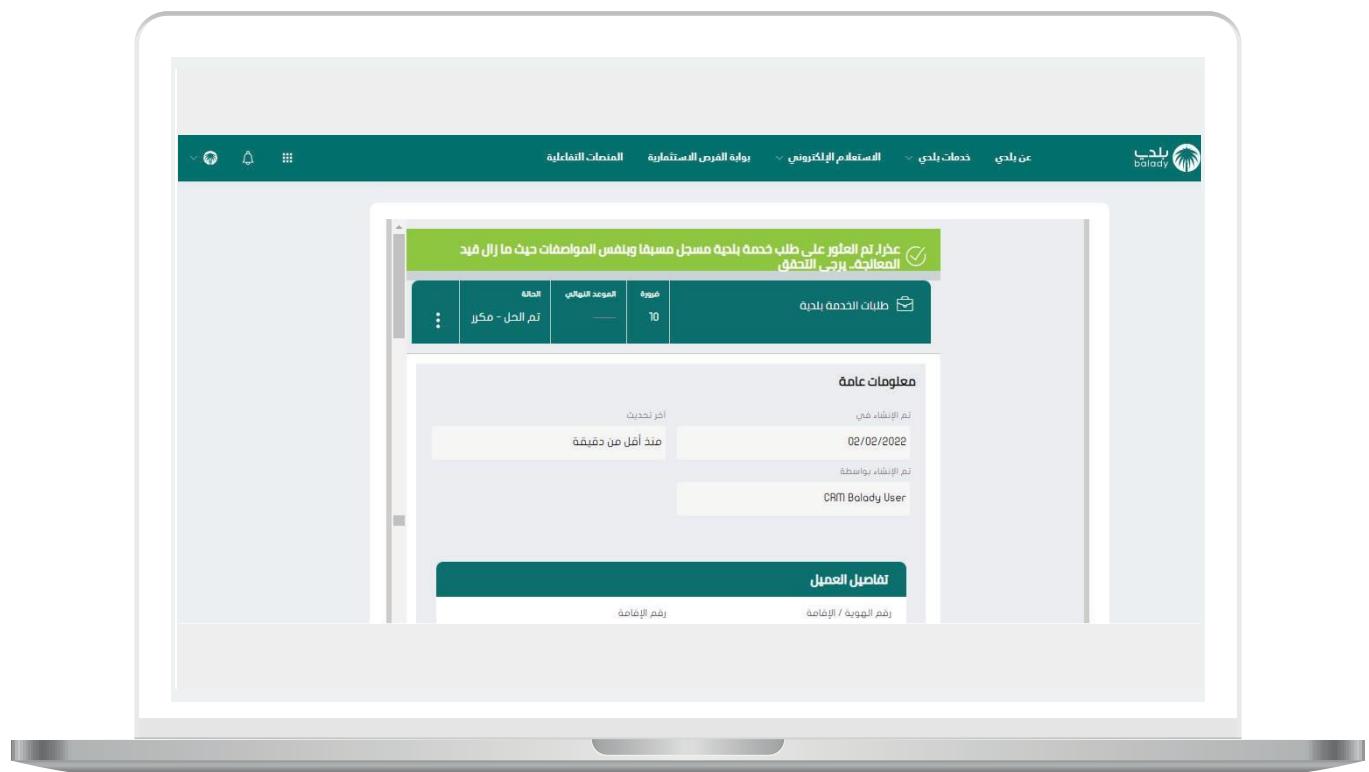
After clicking **(Next)**, the displayed screen allows the user to enter the request details by selecting the main, sub, and specialized categories and providing a description and explanation in the designated field. Once all request details are verified, the beneficiary clicks **(Next)**, prompting the system to display the full submitted request.



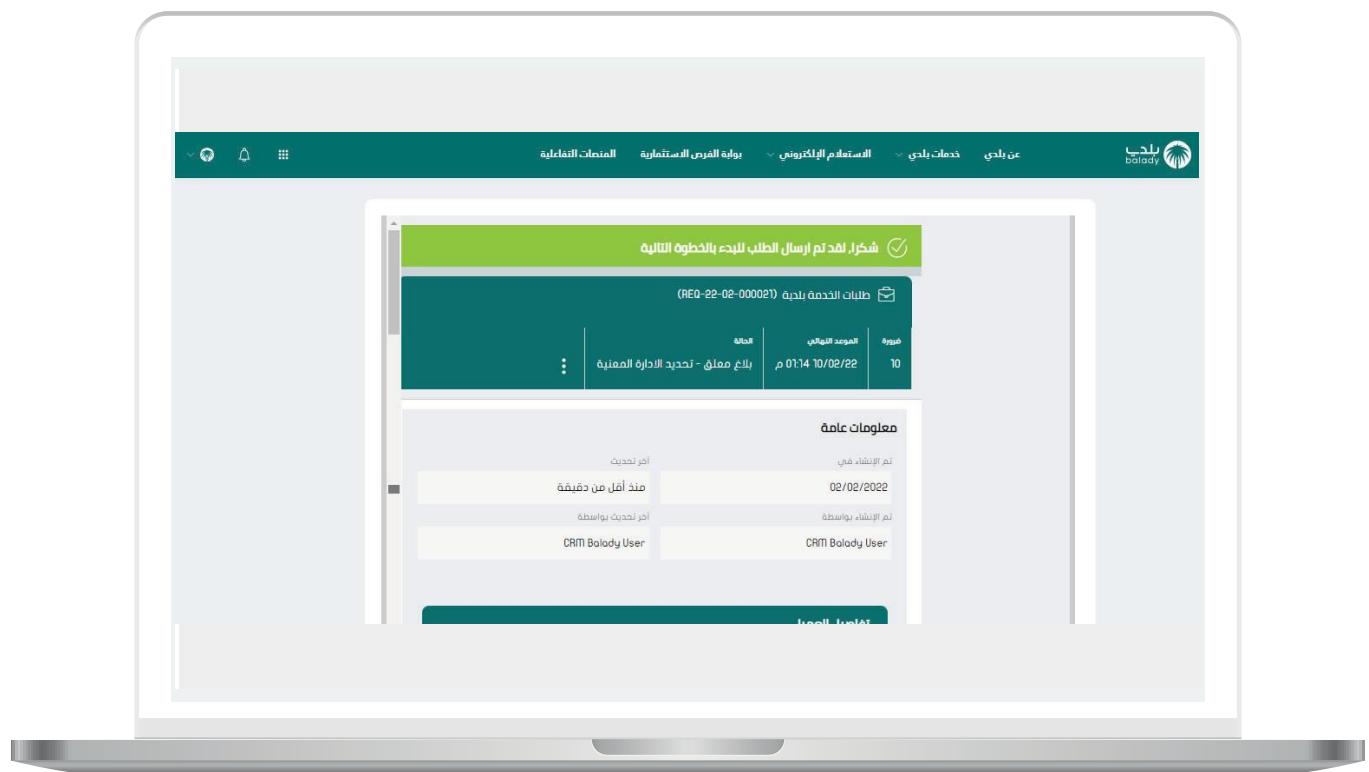
After the user clicks **(Next)** on the previous screen, the system displays a screen showing the details of the requested service, allowing the user to review all entered data. The user can either click **(Back)** to modify any information if needed or click **(Submit)** to send the request to the municipality and sub-municipality responsible for execution.



If a similar request has already been submitted for the same location and category, the system displays a notification screen.



If no prior requests exist for the location, the system proceeds with submitting the new request.



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