



وزارة البلديات والإسكان

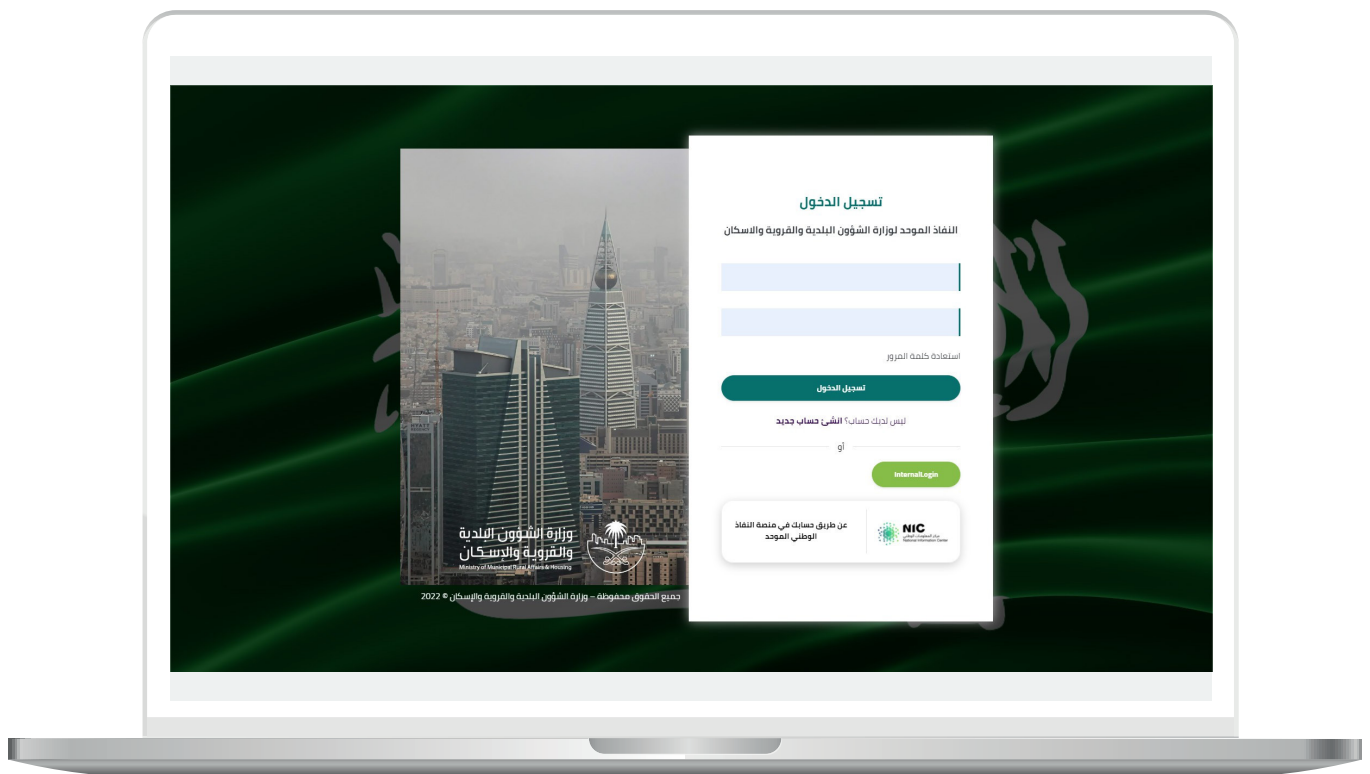
Ministry of Municipalities and Housing

Service of Filing an Objection to
a Canceled License Due to Post-Audit Review

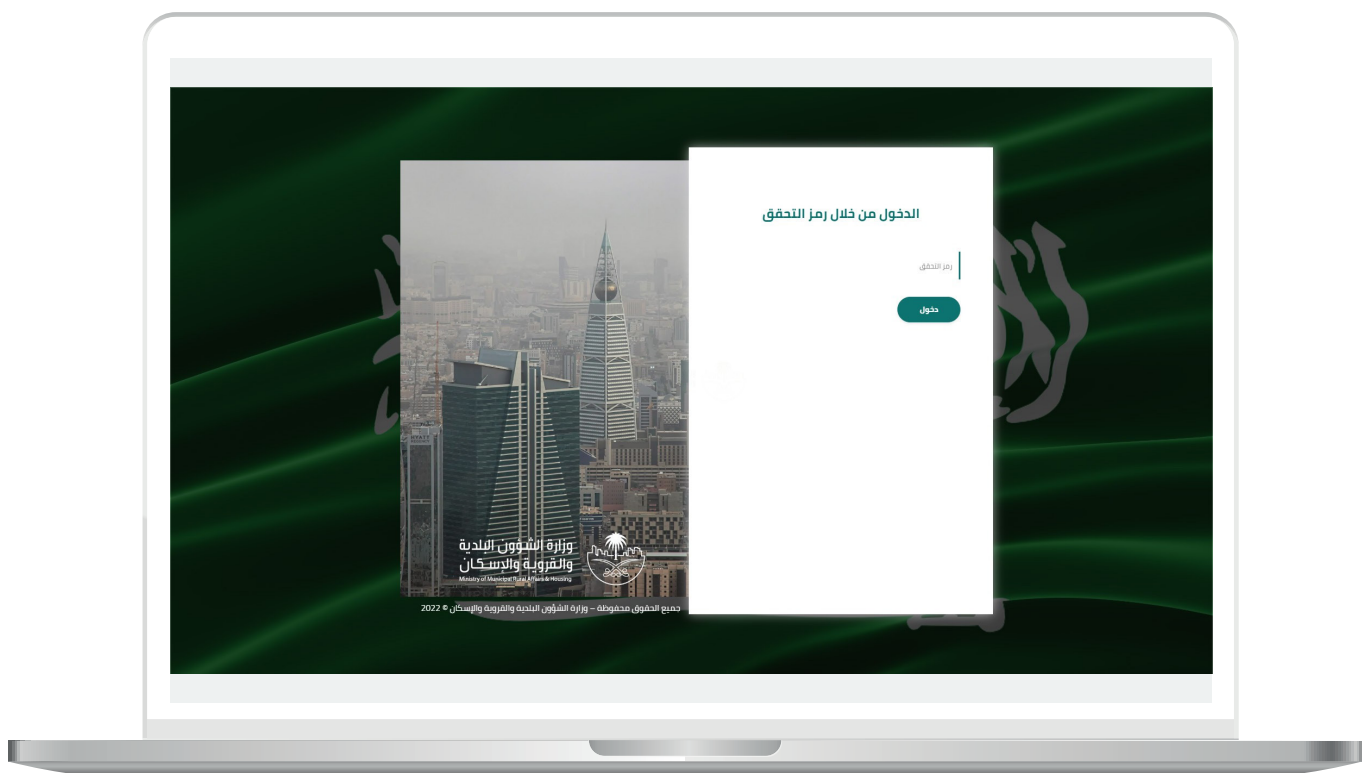
Beneficiary's
Copy

Logging into the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



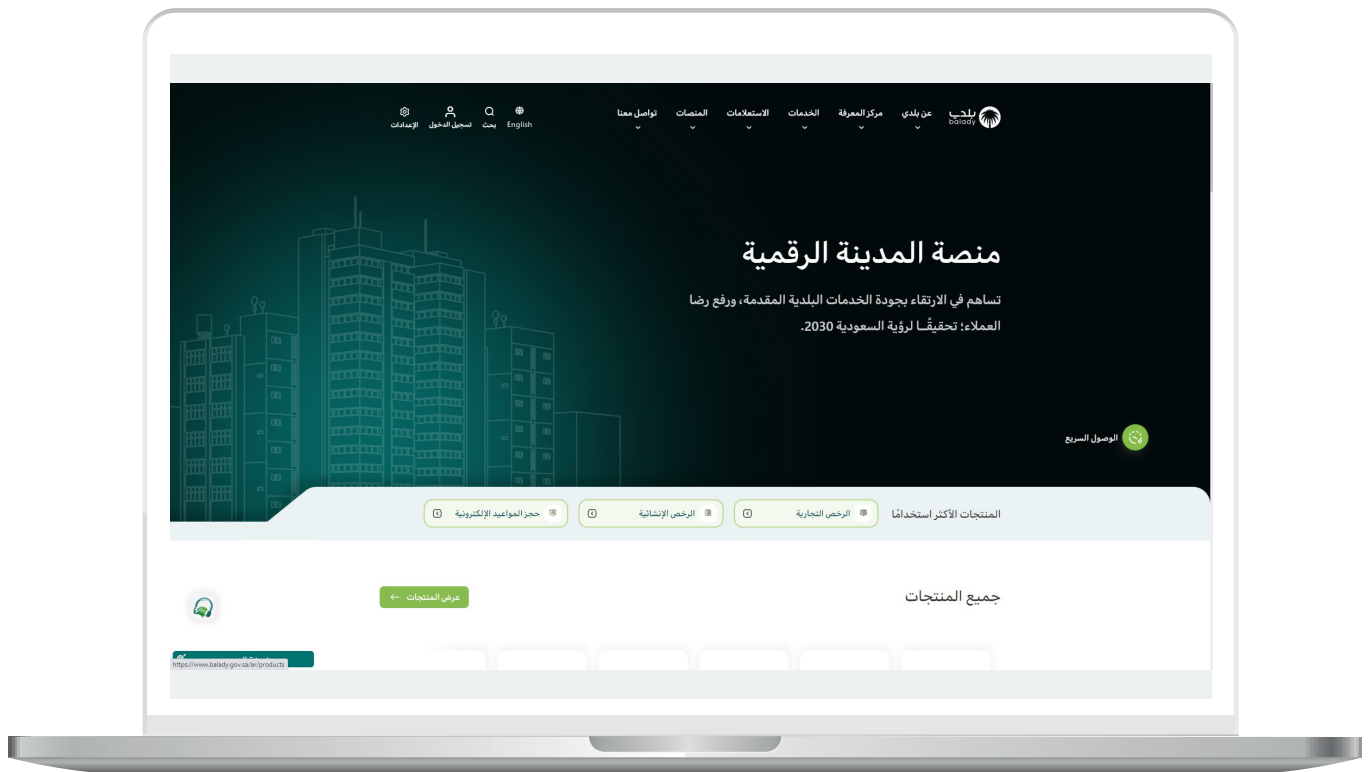
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



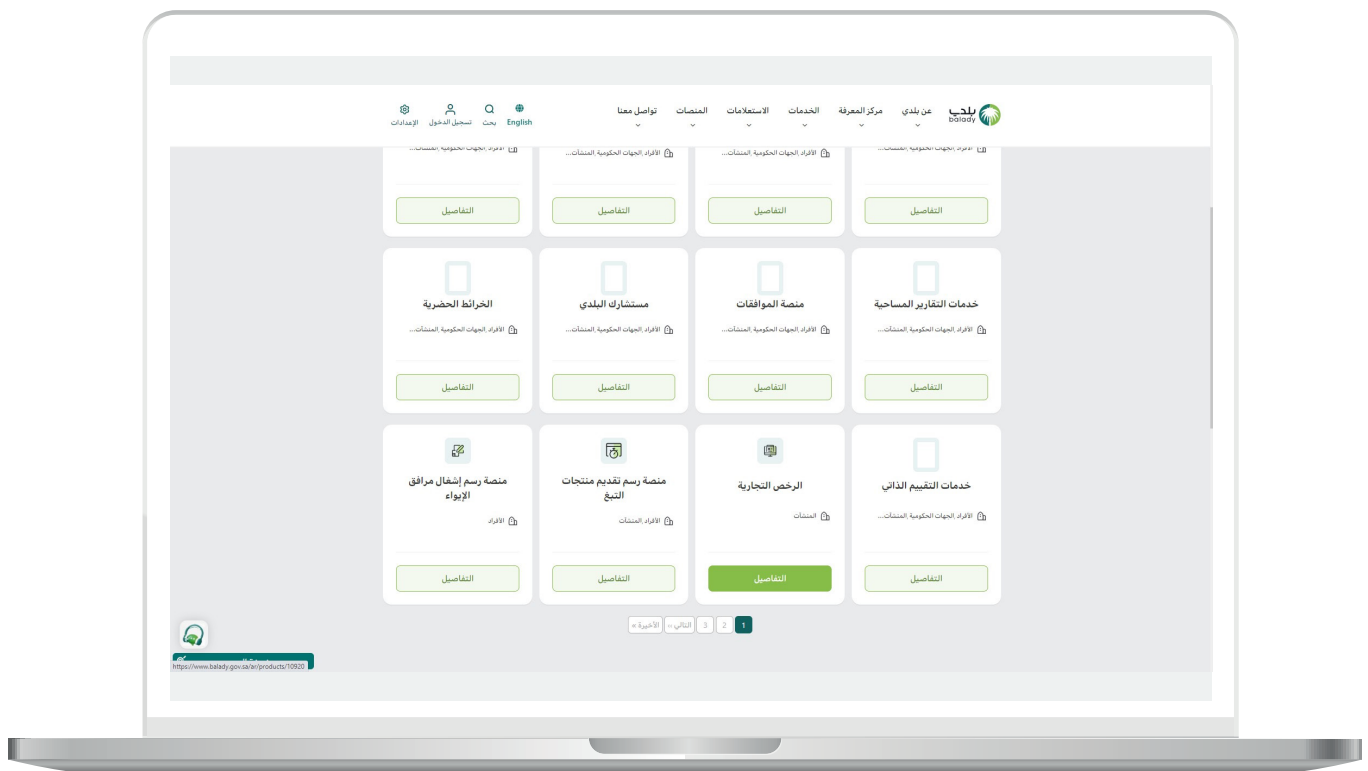
Service Request Steps

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

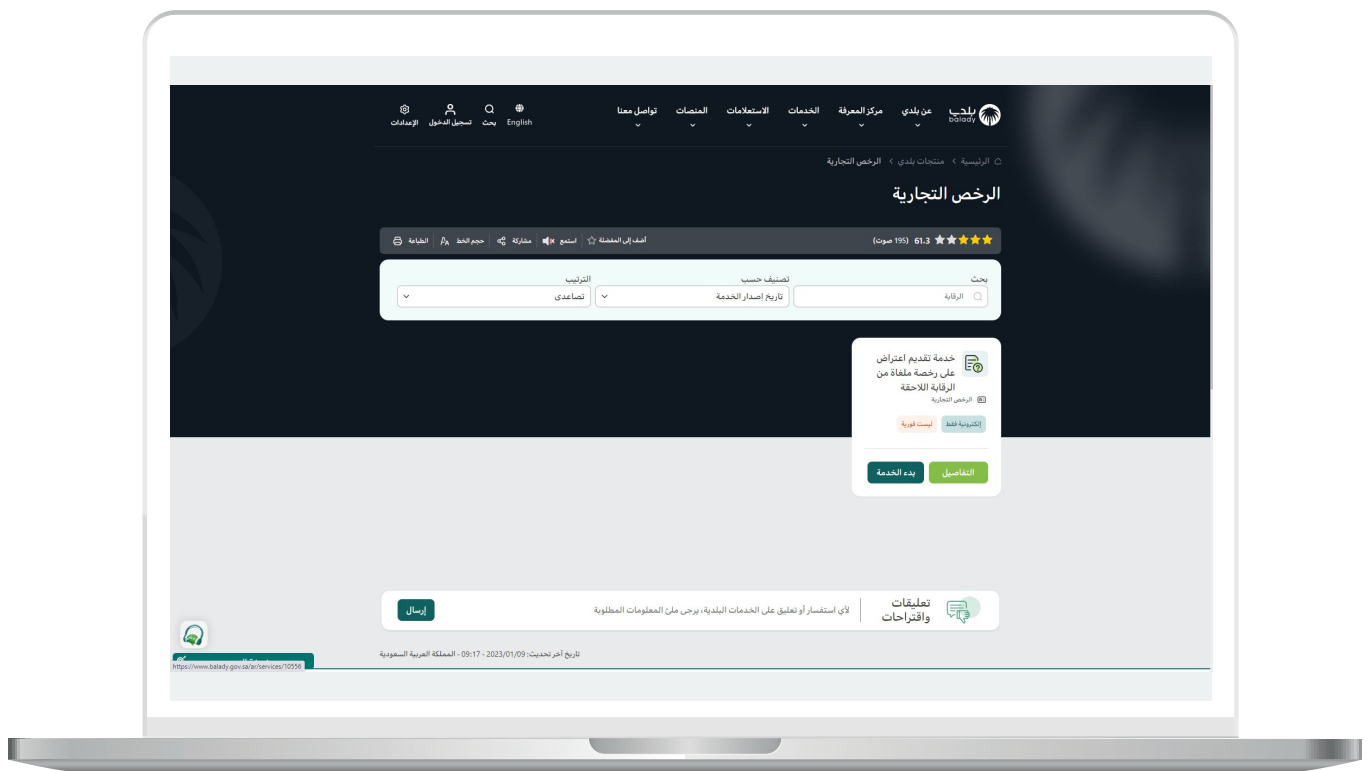
The user then clicks the **(View Products)** button.



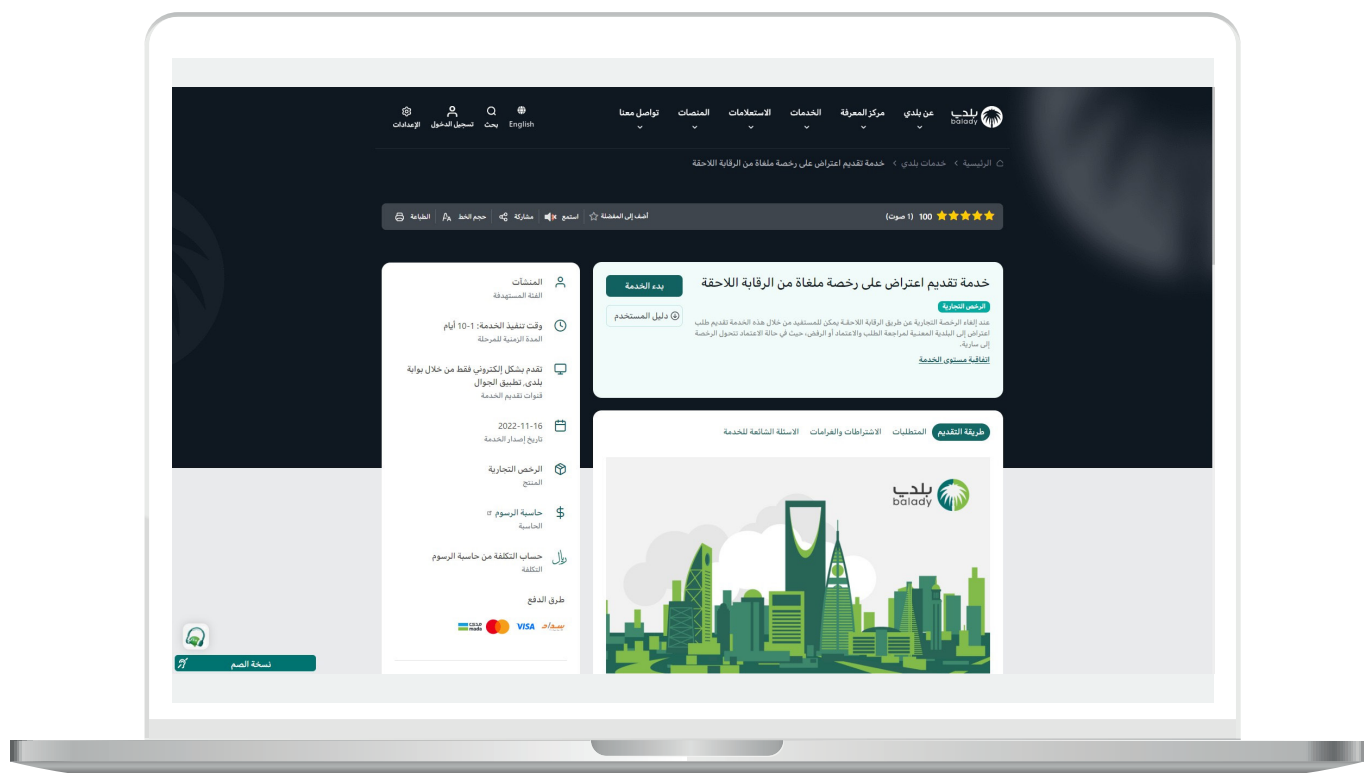
2) To begin the service application process, select the **(Commercial Licenses)** menu, as shown in the screenshot below.



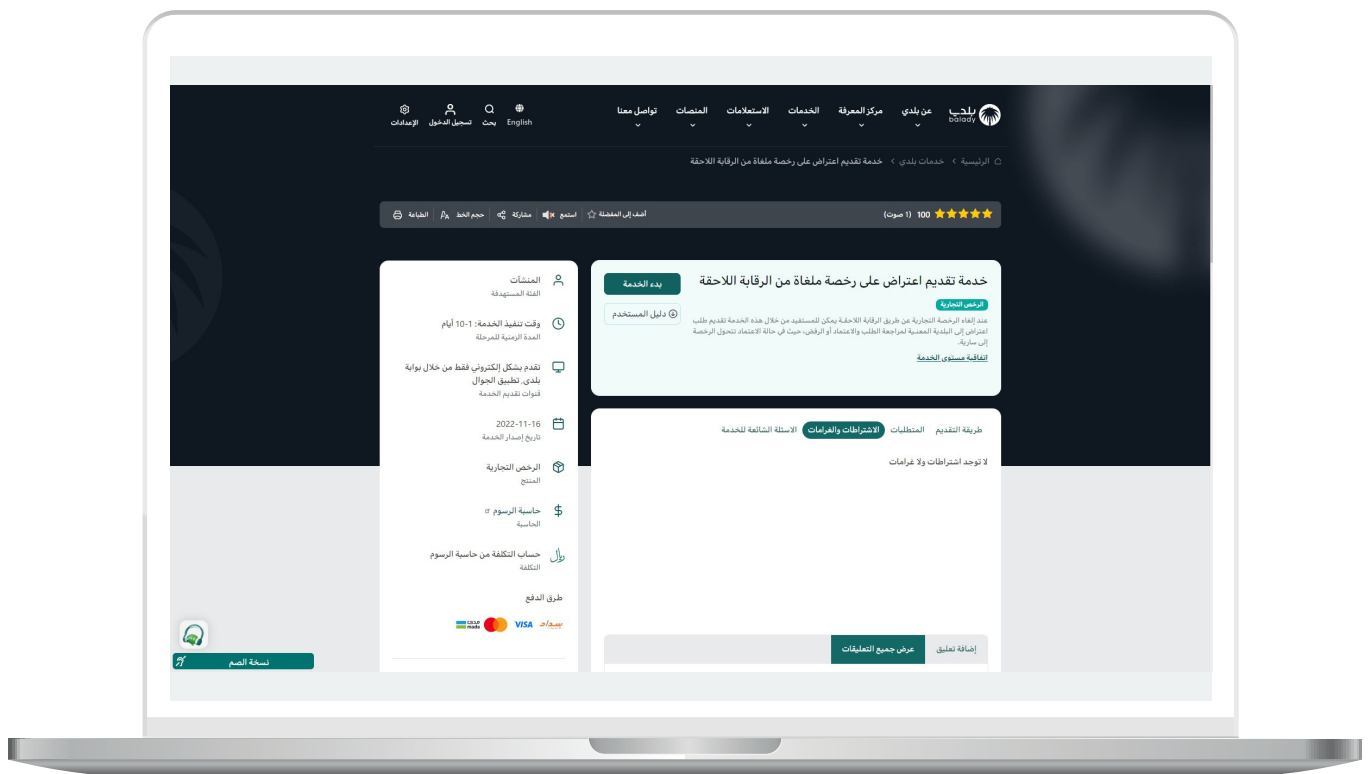
3) The user searches for (Filing an Objection to a Canceled License Due to Post-Audit Review) as shown in the following screen.



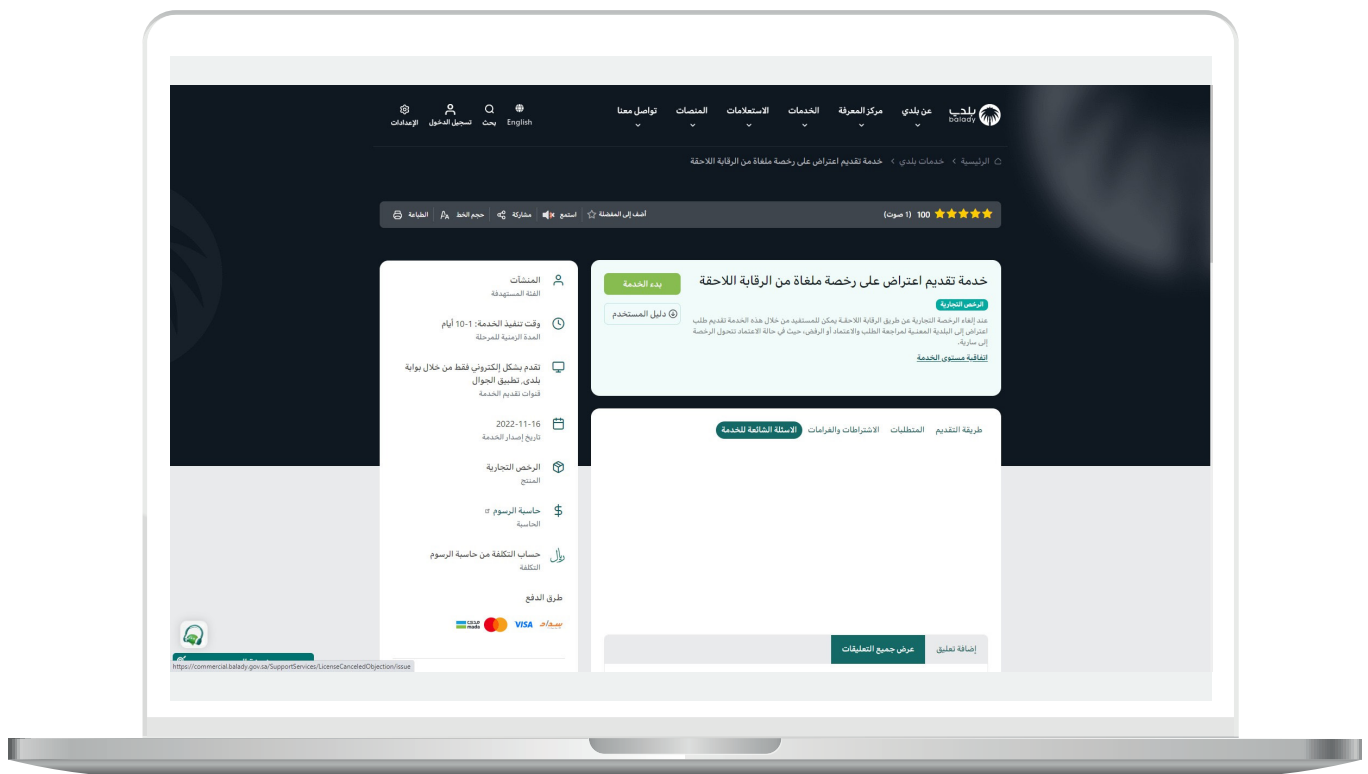
4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



5) The following screen represents the (Conditions and Fines) section.



6) The below screen represents the (Frequently Asked Questions) section. To start the application process, the user clicks the (Start Service) button.



7) The next screen will appear, where the applicant's information is verified by entering the value in the field Mobile Number and clicking Verify.

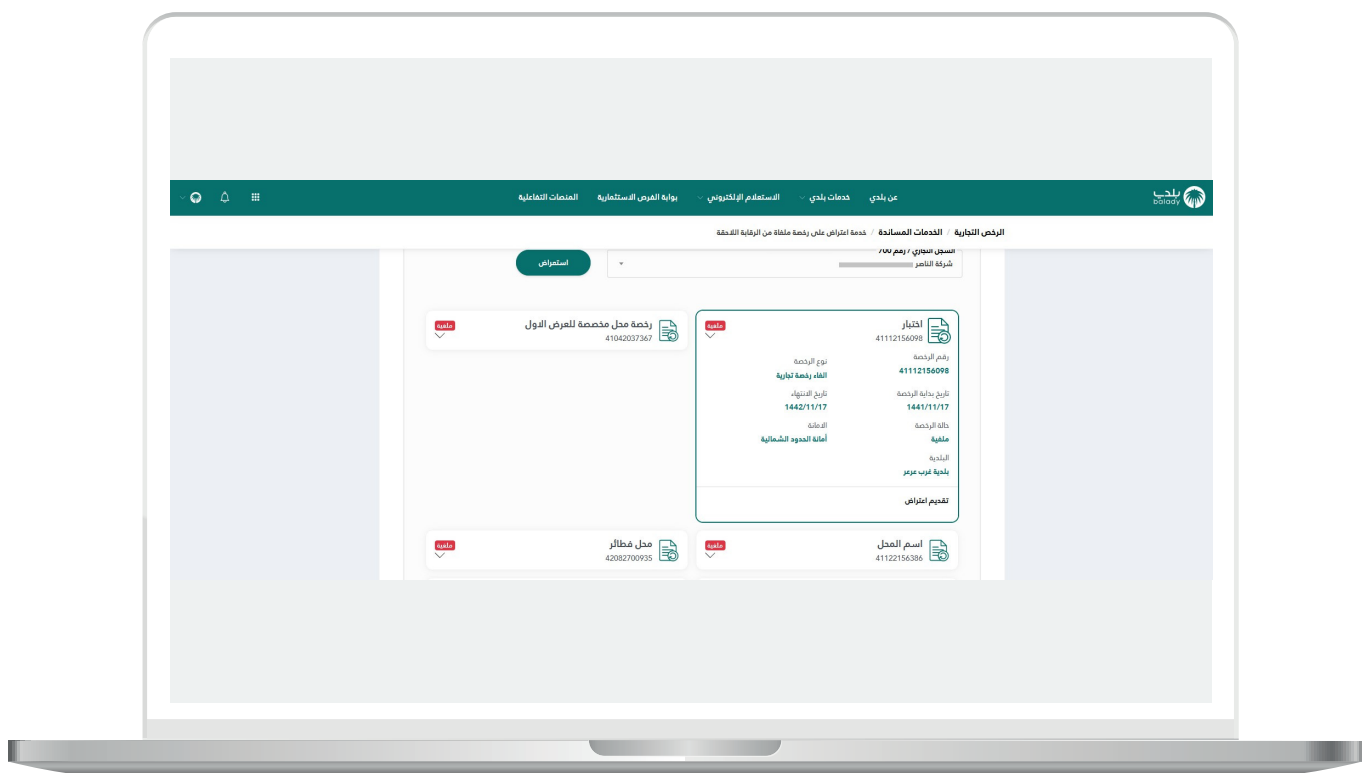
After receiving a confirmation message indicating successful verification, the user selects the Applicant Status, which includes (**For Myself, Owner/Establishment Manager, Authorized Representative for an Establishment**).

In the example below, the user selects (**Owner/Establishment Manager**), enters the value in the (**Commercial Register**) field, and clicks (**Browse**).

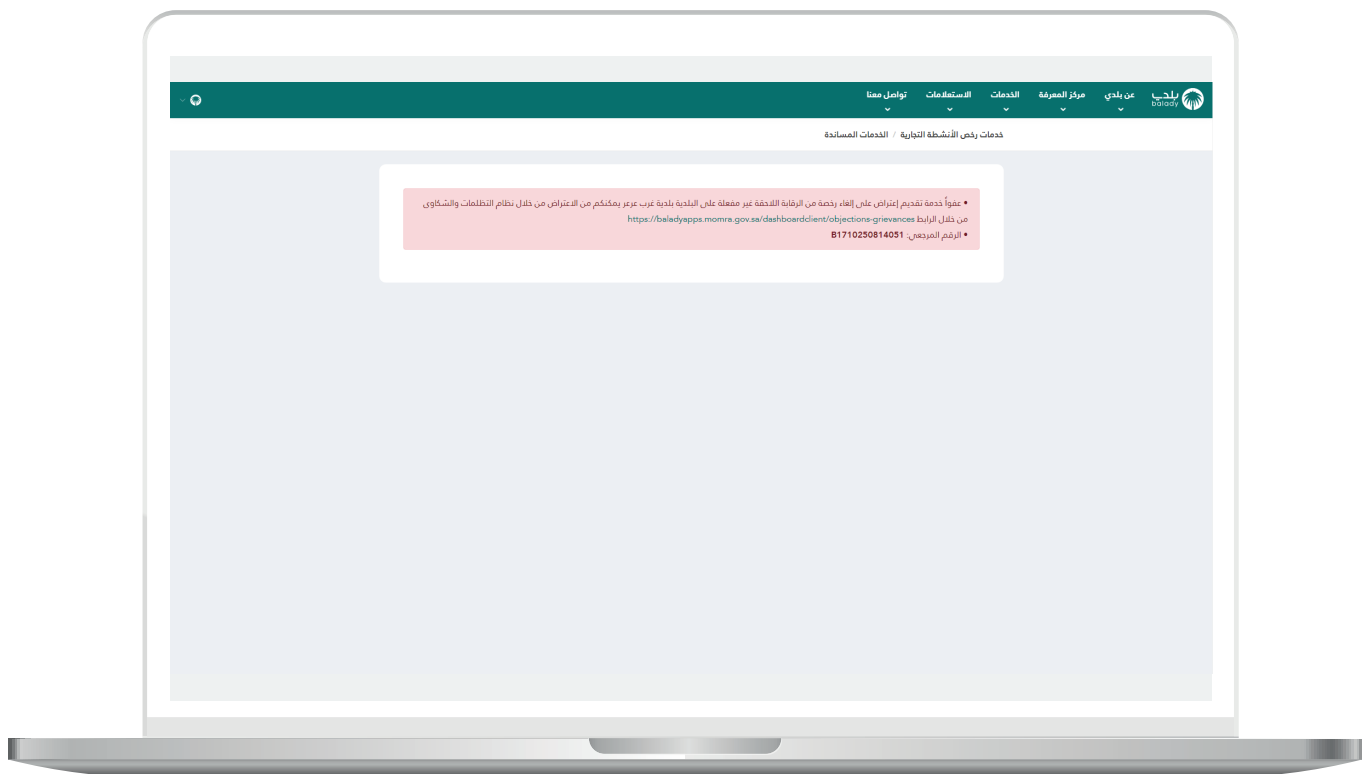
The screenshot displays the 'بيانات مقدم الطلب' (Applicant Information) form on the 'بداية' (Biday) portal. The form is titled 'بيانات مقدم الطلب' and includes fields for 'اسم مقدم الطلب' (Applicant Name) and 'رقم الجوال' (Mobile Number). A green button labeled 'شعراً تم التحقق بنجاح' (Successfully Verified) is visible. Below this, the 'صفة مقدم الطلب' (Applicant Status) section shows three options: 'عن نفسي' (For Myself), 'مالك/مدير منشأة' (Owner/Establishment Manager), and 'مفوض عن منشأة' (Authorized Representative for an Establishment). The 'مالك/مدير منشأة' option is selected. Under this status, there is a field for 'الرجيل التجاري' (Commercial Register) with a 'تصفح' (Browse) button. Below the form, there are four rows of data, each with a red 'تأكيد' (Confirm) button and a document icon. The data rows are: 1. 'البيانات' (Data) with value '42092702972', 2. 'اسم المحل' (Place Name) with value '42112752823', 3. 'المحل' (Place) with value '42042688650', and 4. 'المحل' (Place) with value '41052146578'.

8) After that, all licenses associated with the entered Commercial Register Number are displayed.

Once the license is selected, its details are displayed. The user clicks (**Submit Objection**) to proceed.



9) If the service is not activated for the Secretariat, a restriction message appears, as shown in the following screen.



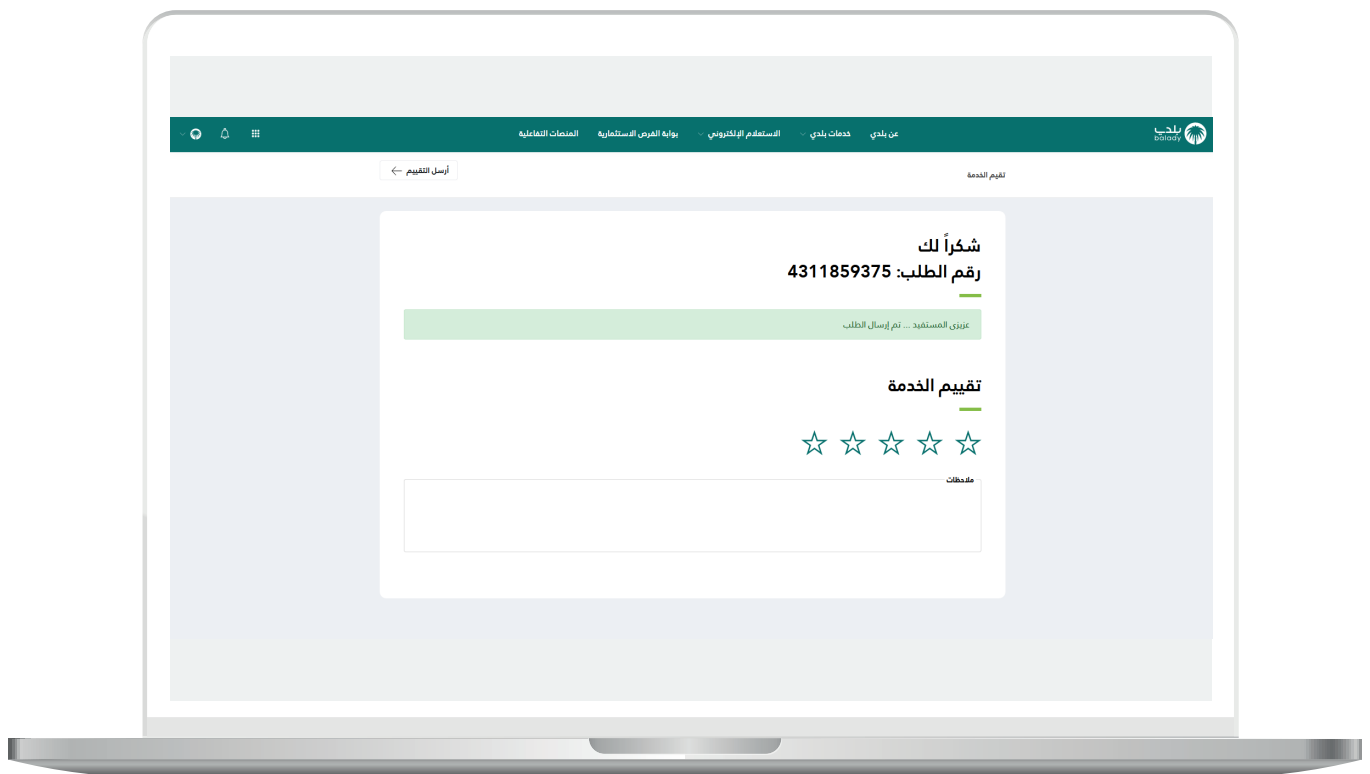
10) The next screen appears, representing the Objection Request Details, where the user enters the Objection Reason in the designated field.

The user then agrees to the declaration confirming the accuracy of the provided information and clicks **(Submit Request)**.

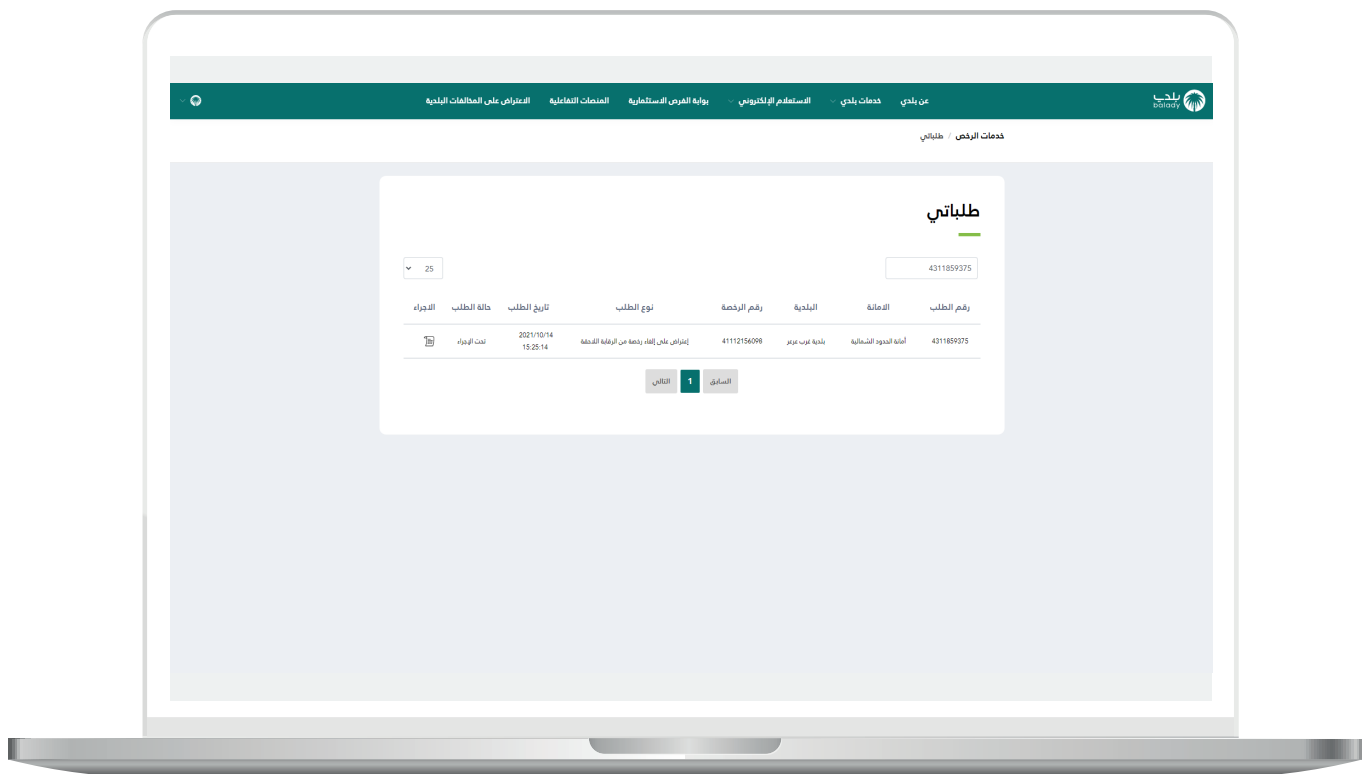
The screenshot shows a web application interface for filing an objection. The header bar is green with white text and icons. The main content area is white with a light gray border. The title 'اعتراض على رخصة ملغاة من الرقابة اللاحقة' is centered at the top of the form. Below it, there is a section for 'سبب الاعتراض' (Reason for objection) with a text area and a 'سبب الاعتراض' (Reason for objection) label. Below this is a section for 'اقرار صحة البيانات' (Declaration of data accuracy) with a checkbox and a text area. The form is displayed on a laptop screen.

11) The request is submitted successfully, and a confirmation message appears, displaying the Request Number, as shown in the following screen.

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)**.



12) The user can track the request status from the (My Requests).



13) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.

[illegible]

 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

