



وزارة البلديات والإسكان

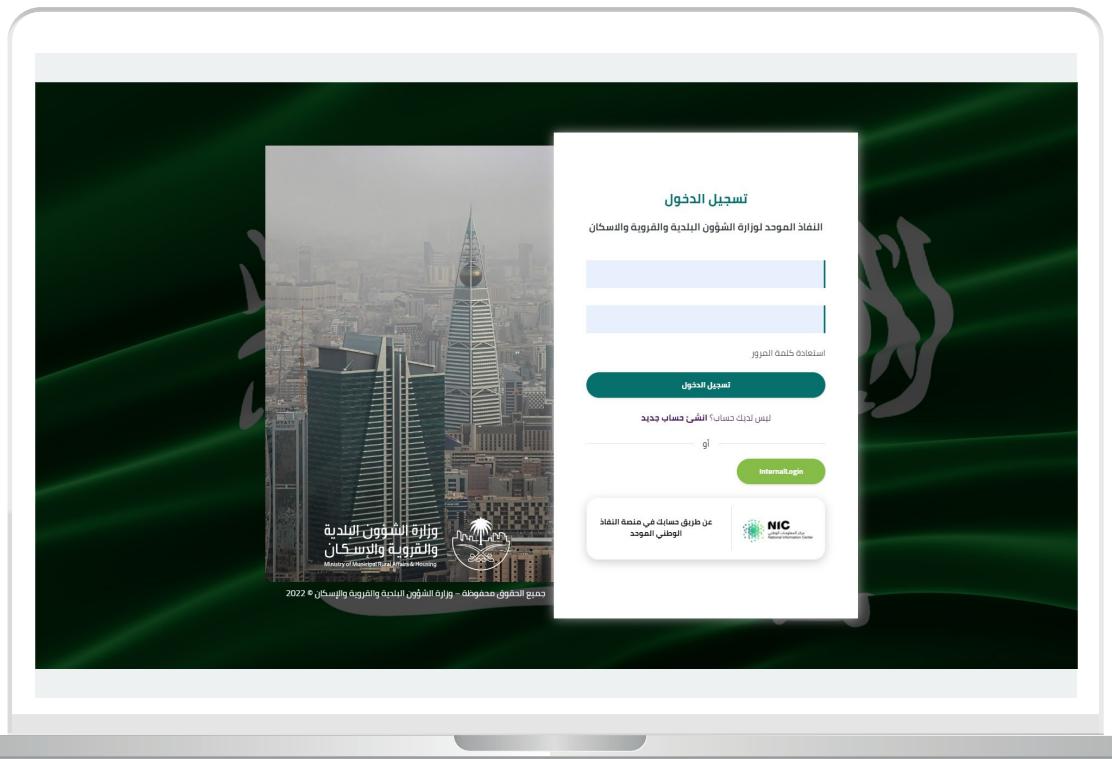
Ministry of Municipalities and Housing

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

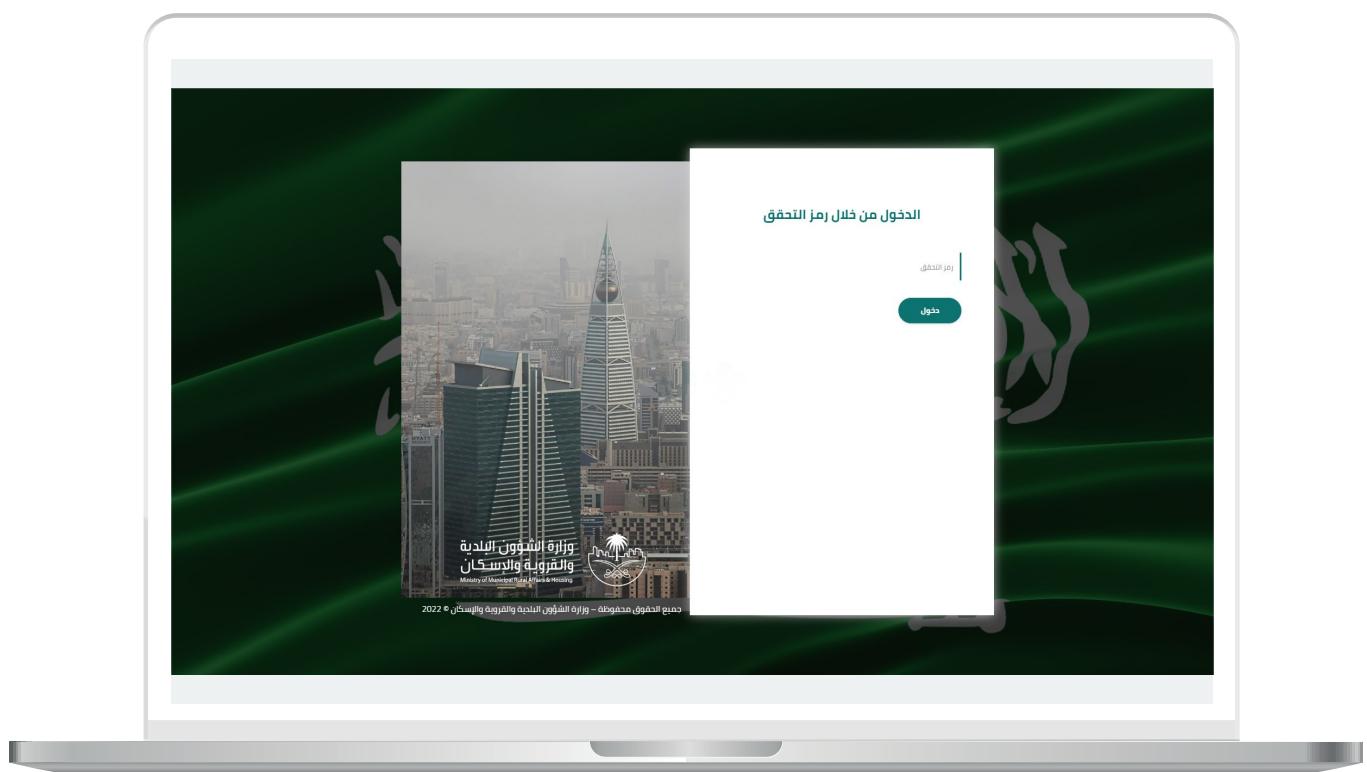
Beneficiary's
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Logging into the System

- 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.



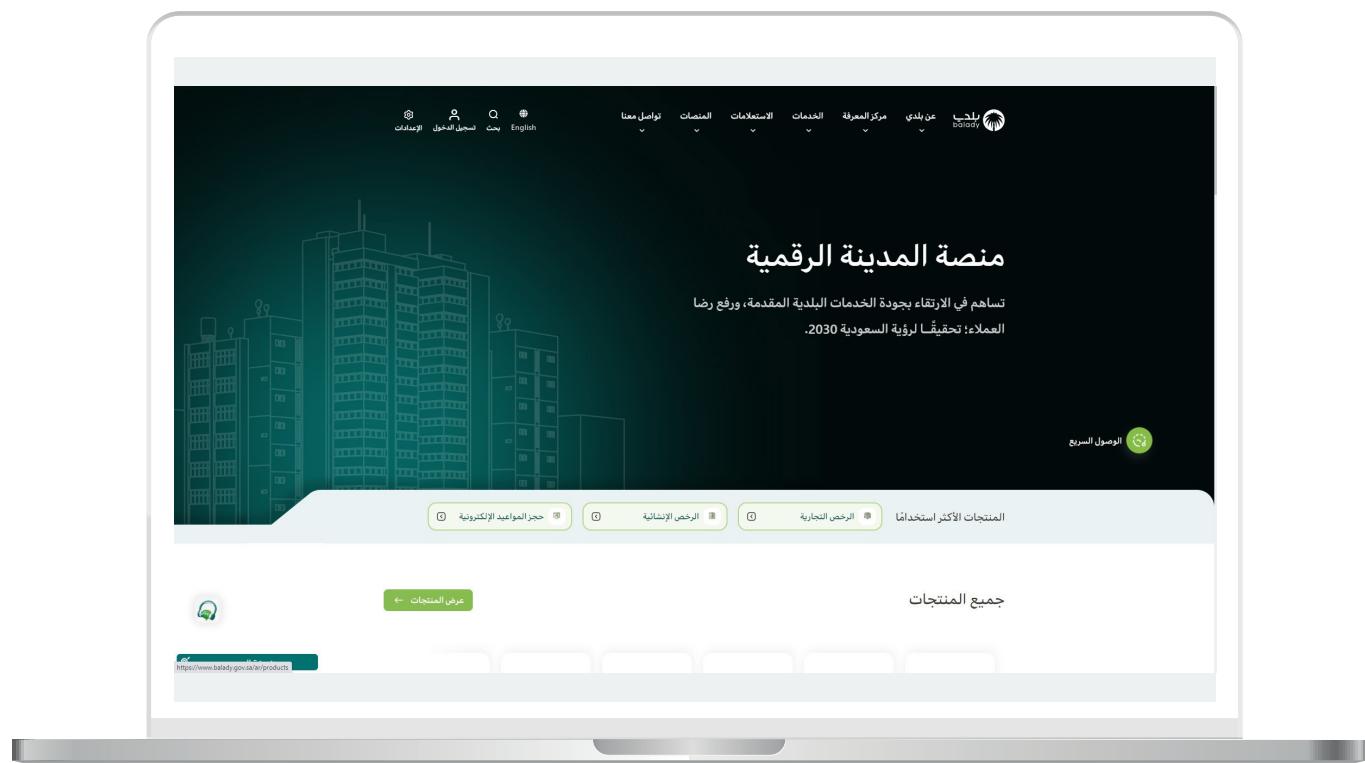
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



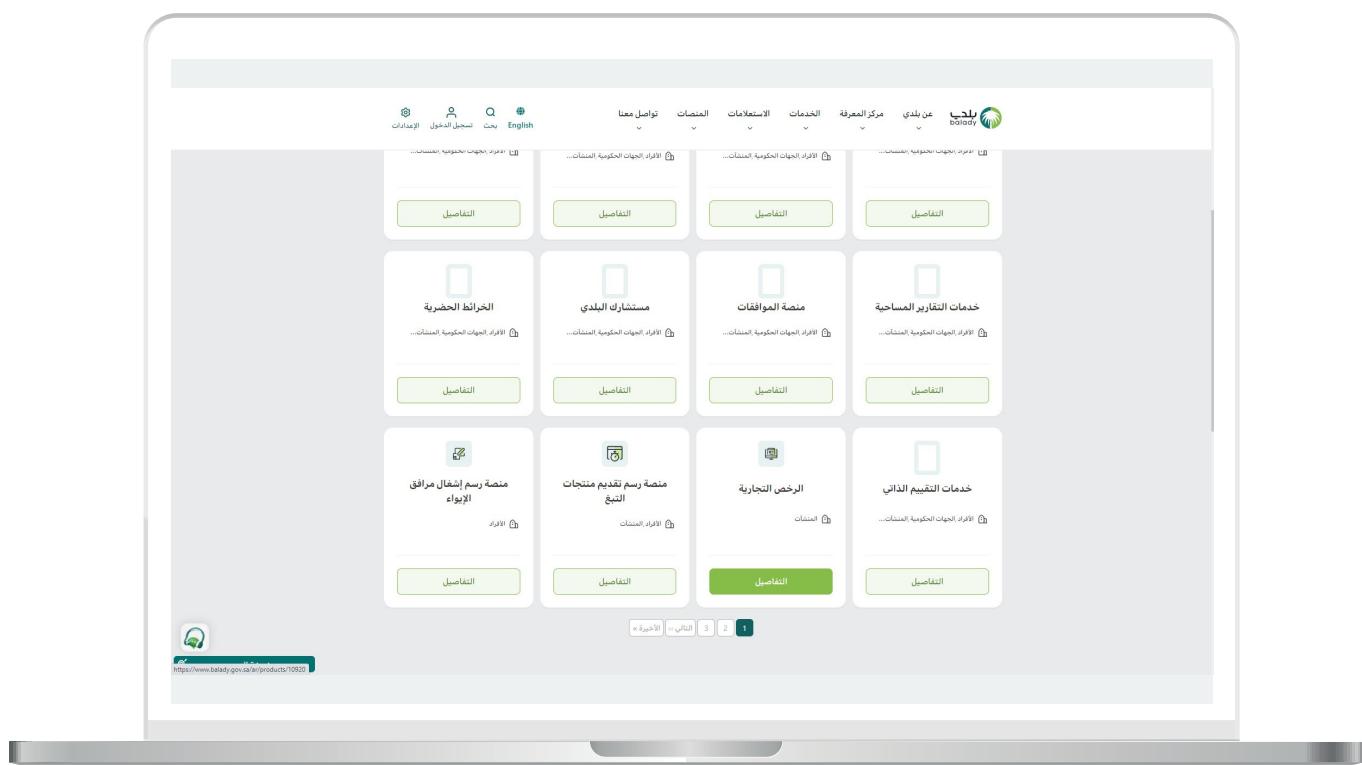
Service Request Steps

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

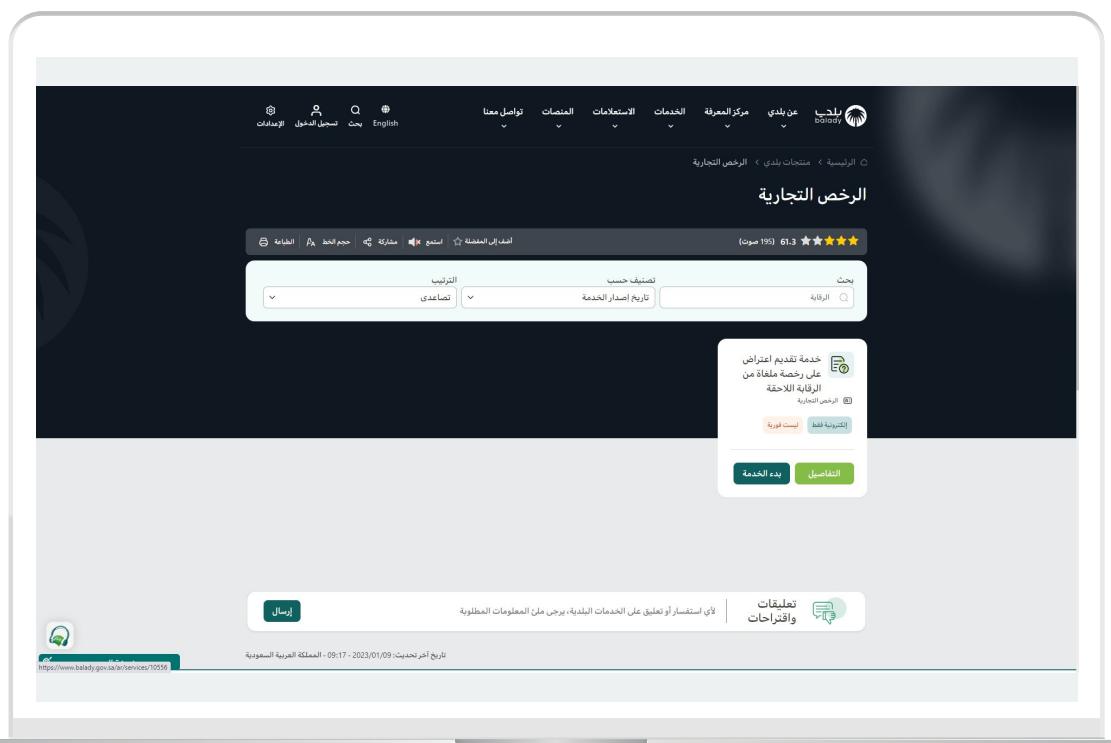
The user then clicks the (View Products) button.



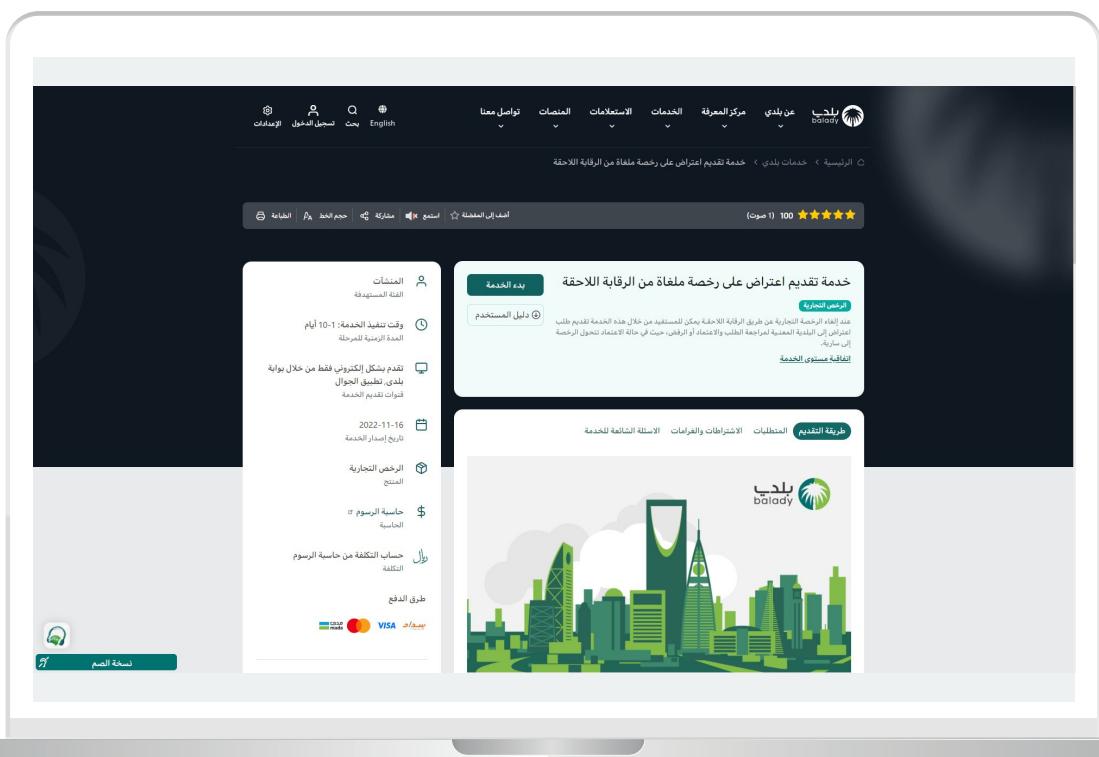
2) To begin the service application process, select the **(Commercial Licenses)** menu, as shown in the screenshot below.



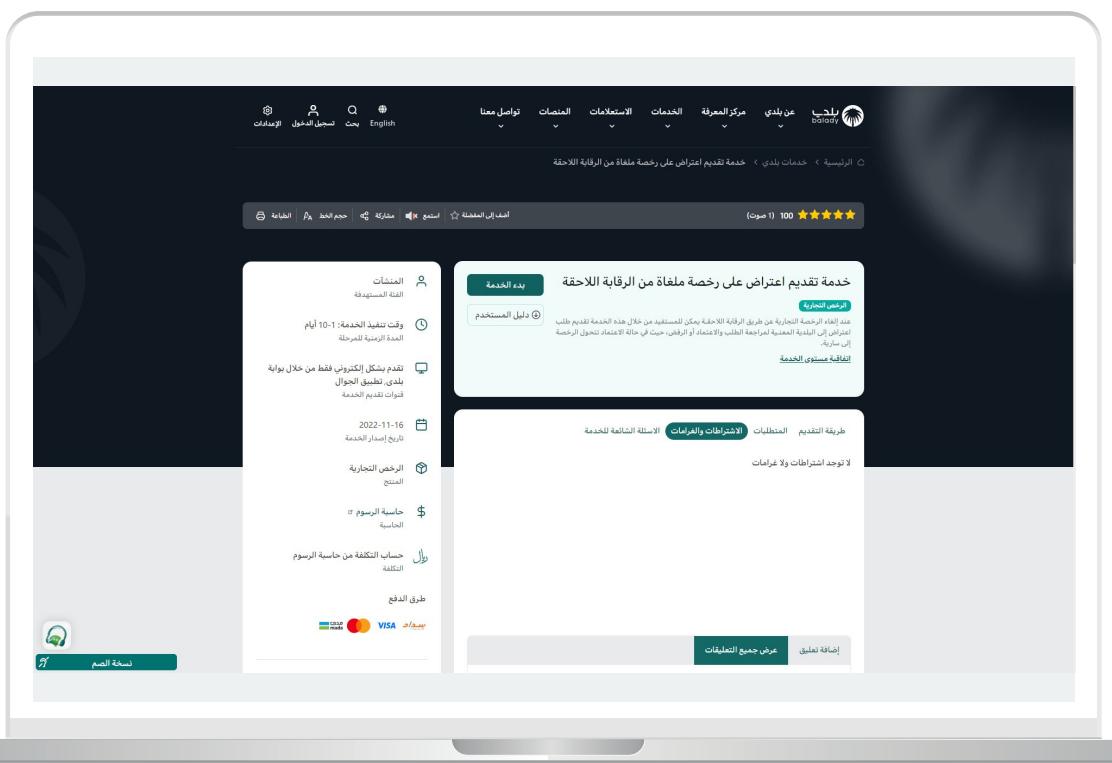
3) The user searches for (Filing an Objection to a Canceled License Due to Post-Audit Review) as shown in the following screen.



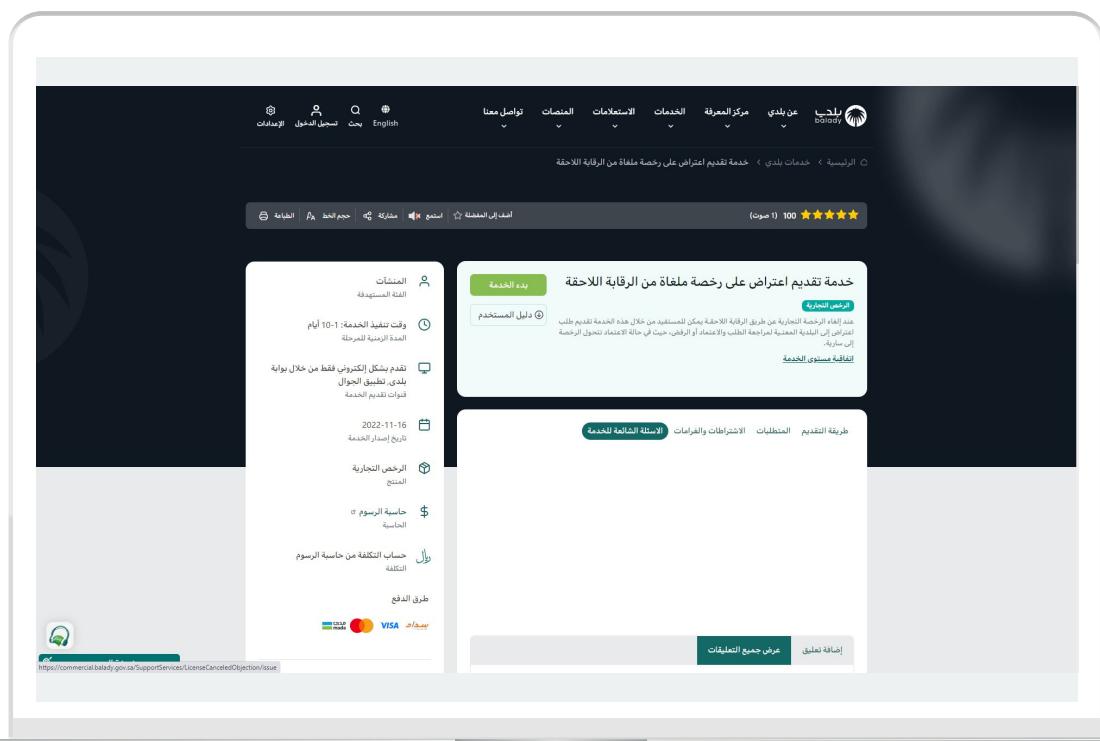
4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



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**).

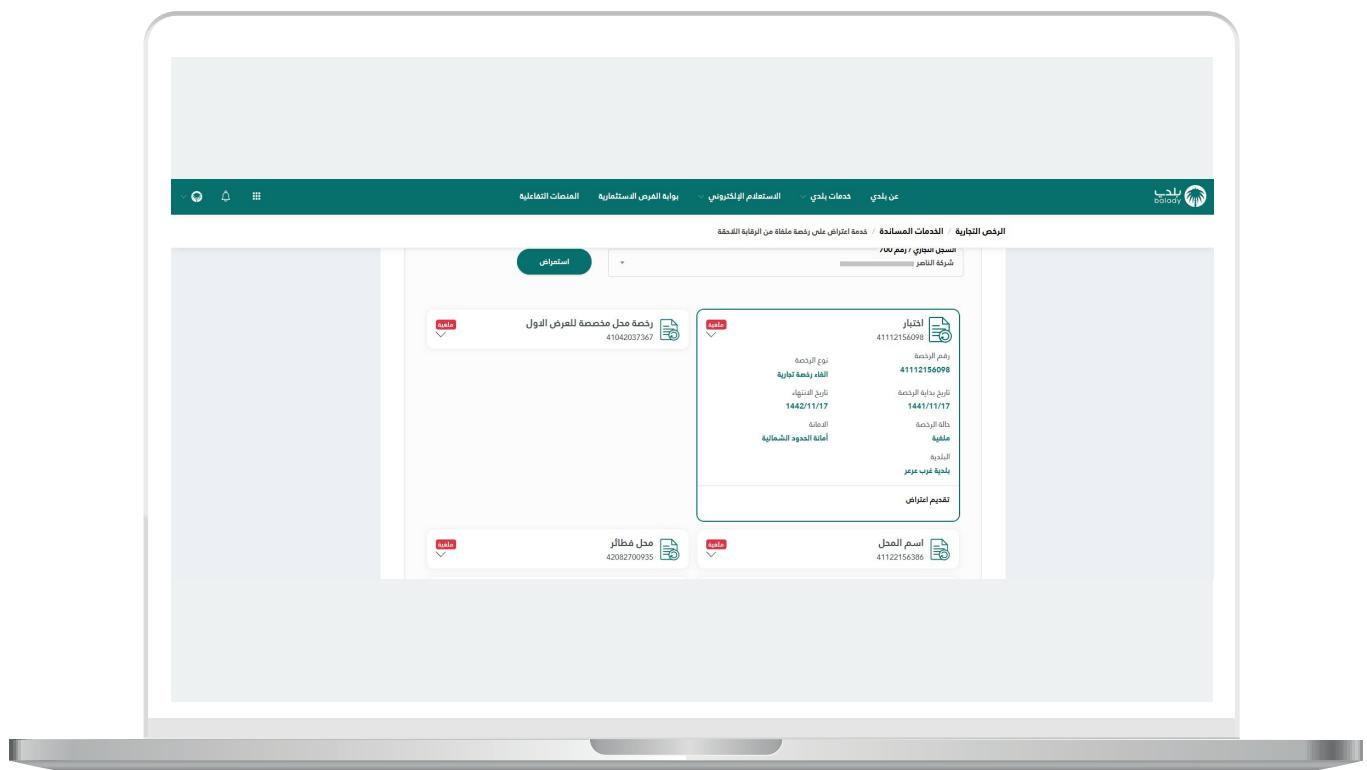
In the example below, the user selects (**Owner/Establishment Manager**), enters the value in the (**Commercial Register**) field, and clicks (**Browse**).

The screenshot shows a mobile application interface for 'Bebras' (البركس) on an Android device. The top navigation bar includes links for 'الخدمات المفعالية', 'بوابة المقرض المستشارية', 'الاستعلام الإلكتروني', 'عن بلدي', 'خدمات بلدي', and 'الرجوع النظري'. The main content area is divided into two sections:

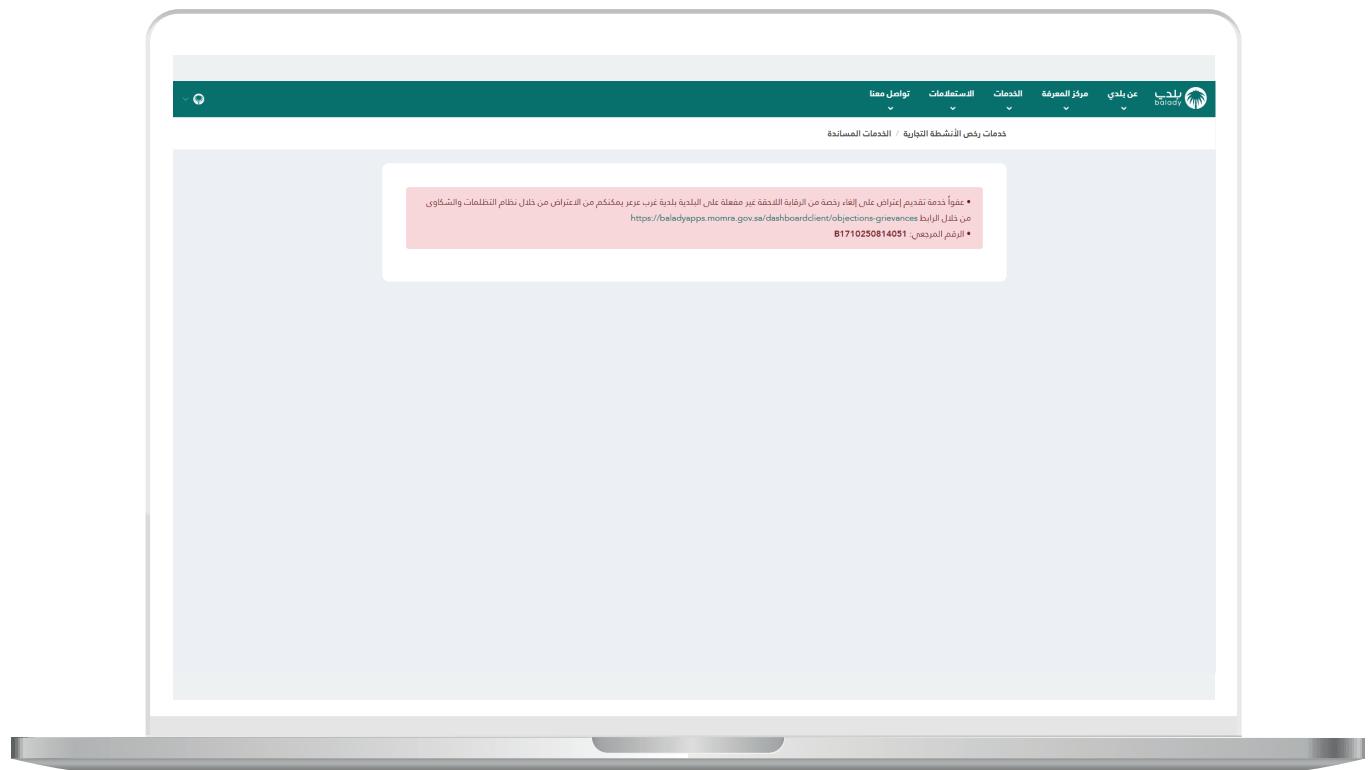
- بيانات مقدم الطلب (Requester Information):** This section contains a green button labeled 'شكراً تم التحقق بنجاح' (Success) with a checkmark icon, and a grey button labeled 'رقم الجوال' (Mobile Number). A note below states: 'رسوب يتم استلام جميع الاشتراطات عاماً رقم الجوال المدخل في النظام' (All requirements are met, the entered mobile number is accepted by the system).
- صفة مقدم الطلب (Requester Type):** This section includes three tabs: 'مفوض عن منشأة' (Deputy for establishment), 'مالك/مدير منشأة' (Owner/Manager of establishment), and 'عن نفسه' (About himself). The 'مالك/مدير منشأة' tab is selected. It contains a note: 'بيانات المؤسسة / الشركة (يرجى إدخال رقم السجل التجاري والضغط على استعراض حتى يتم استرجاع بياناتها)' (Company information / (Please enter the commercial registration number and click 'View' to retrieve its data)). Below this are two input fields: 'العنوان' (Address) and 'السجل التجاري' (Commercial registration number). Below these are two sets of input fields for 'اسم المدخل' (Business name) and 'العنوان' (Address), each with a 'Browse' button.

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.

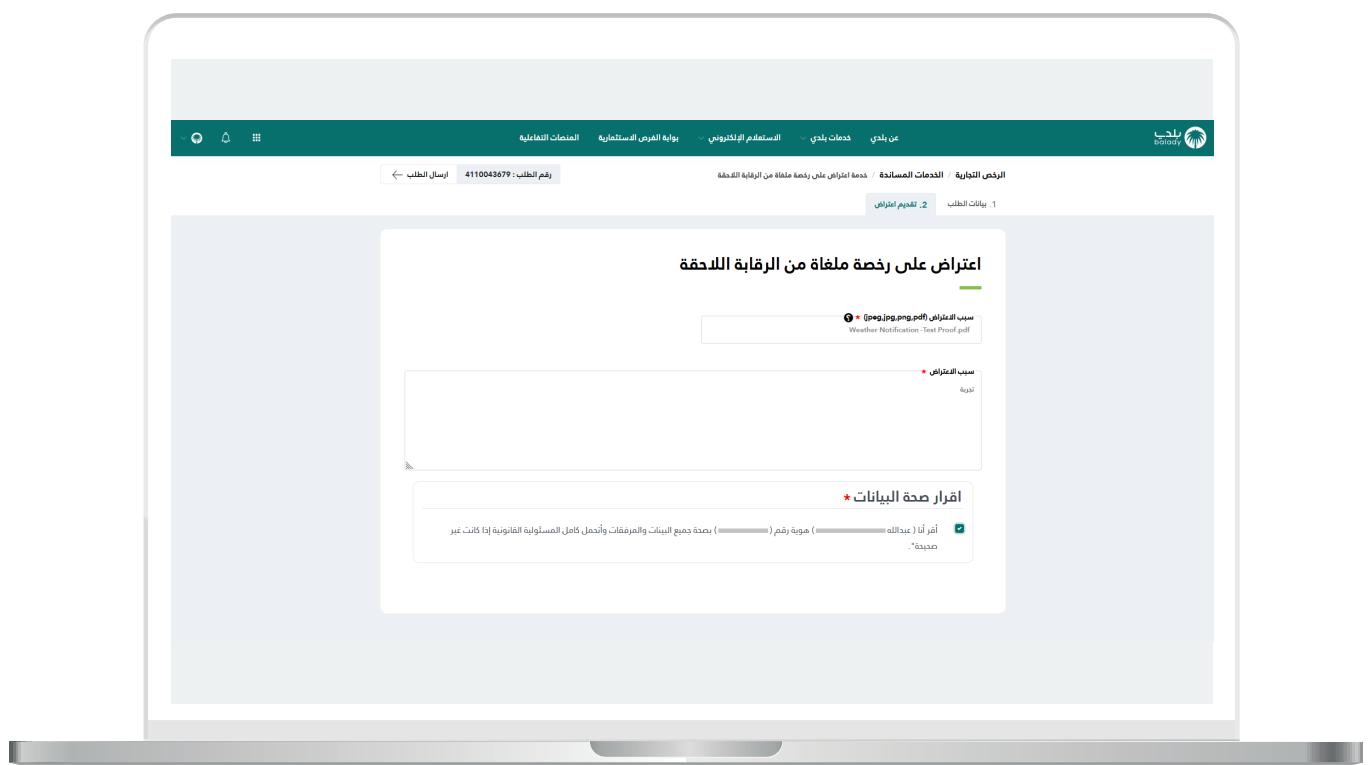


9) If the service is not activated for the Secretariat, a restriction message appears, as shown in the following screen.



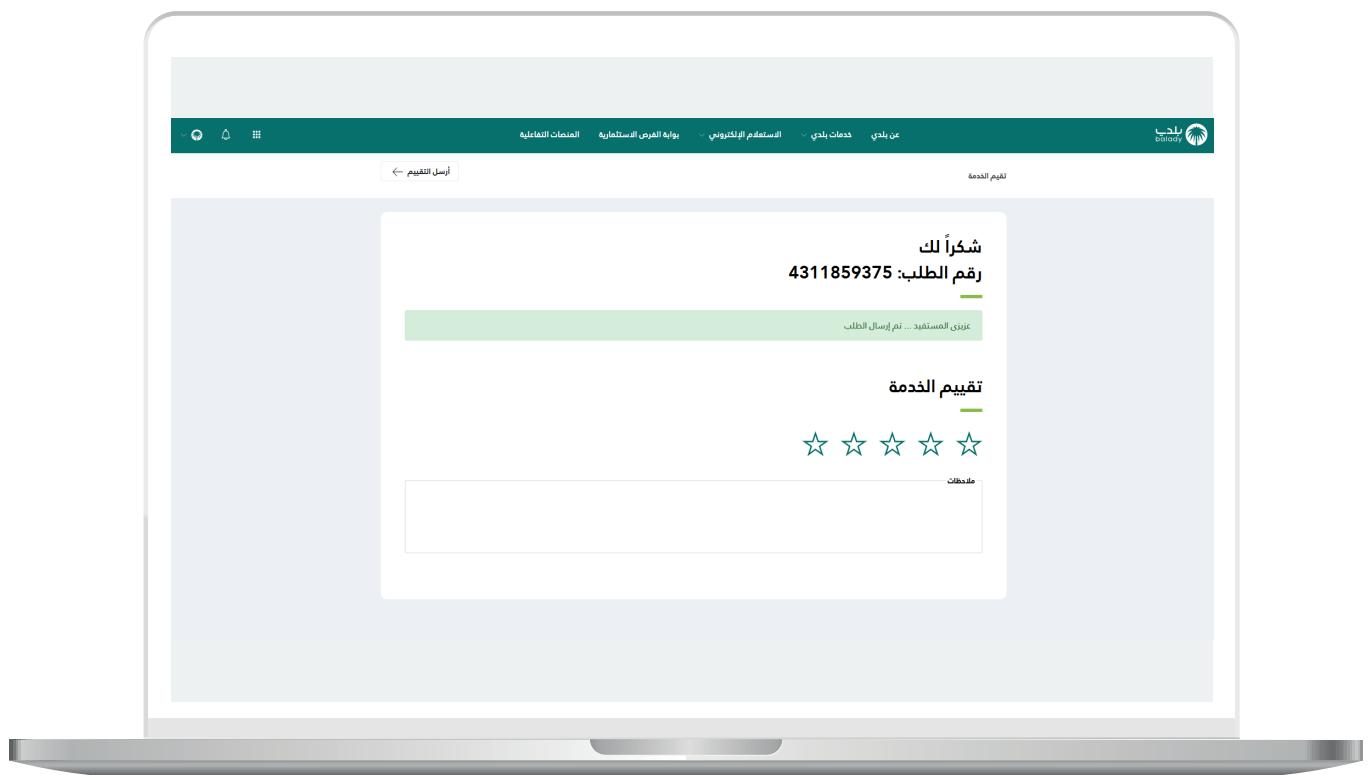
10) The next screen appears, representing the Objection Request Details, where the user enters the Objection Reason in the designated field.

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

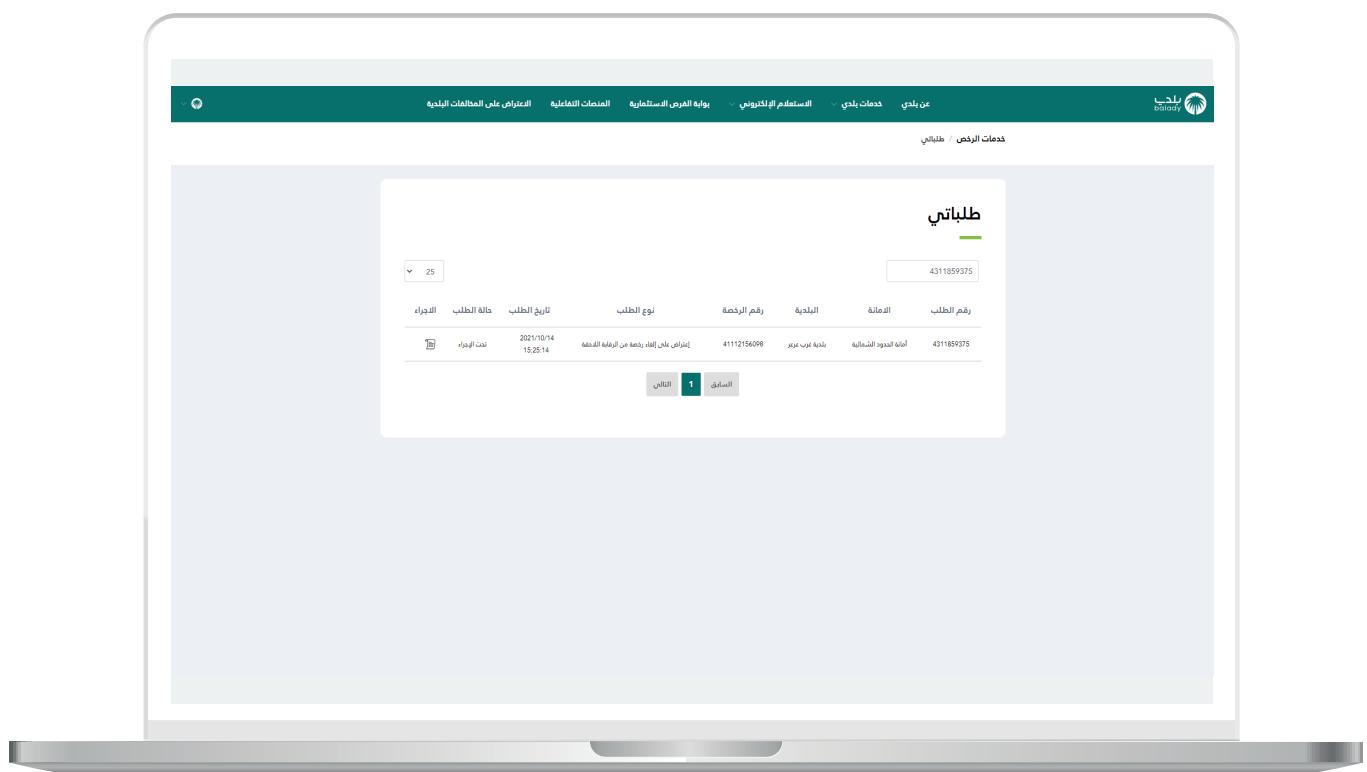


11) The request is submitted successfully, and a confirmation message appears, displaying the Request Number, as shown in the following screen.

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.

📞|199040 Direct Contact Number
🐦|@Balady_CS Customer Service