



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

Service of the Objection to

Commercial License Suspension Service

Beneficiary's
Copy

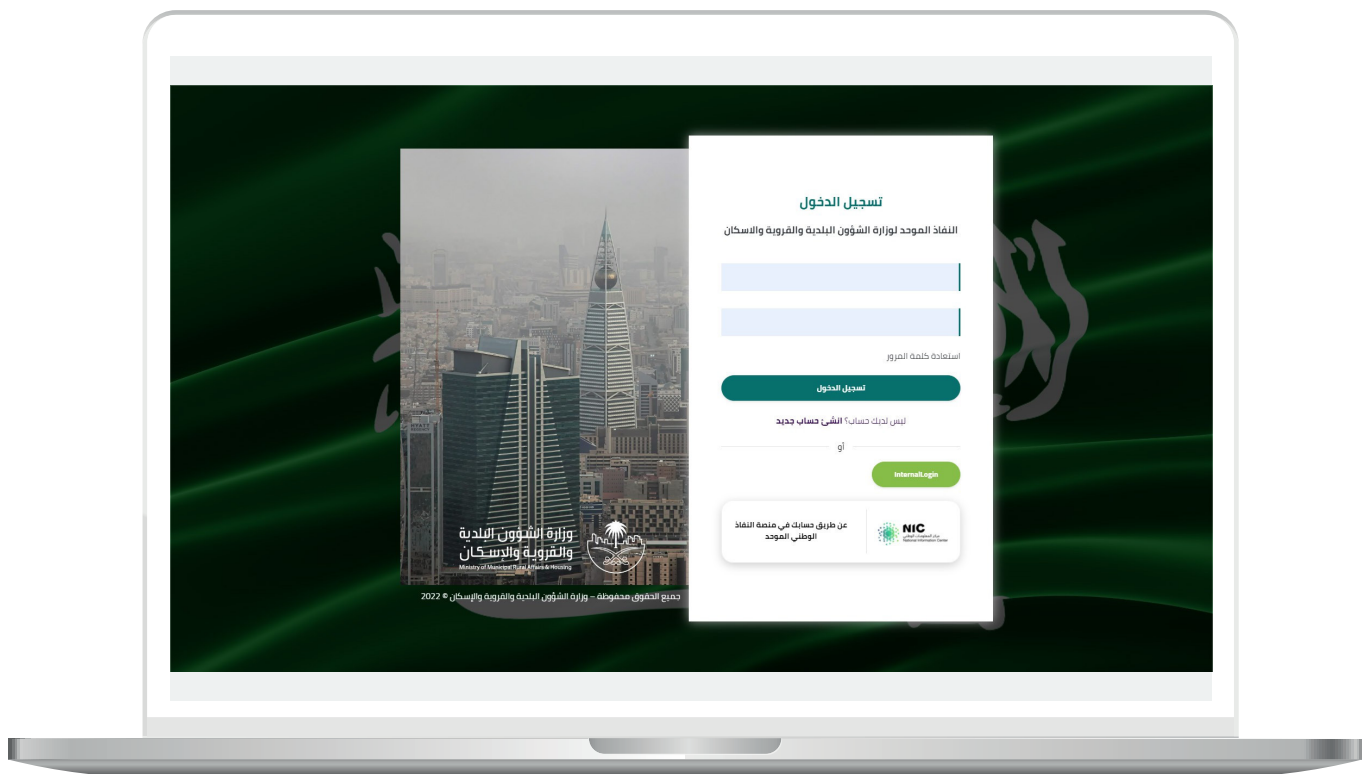
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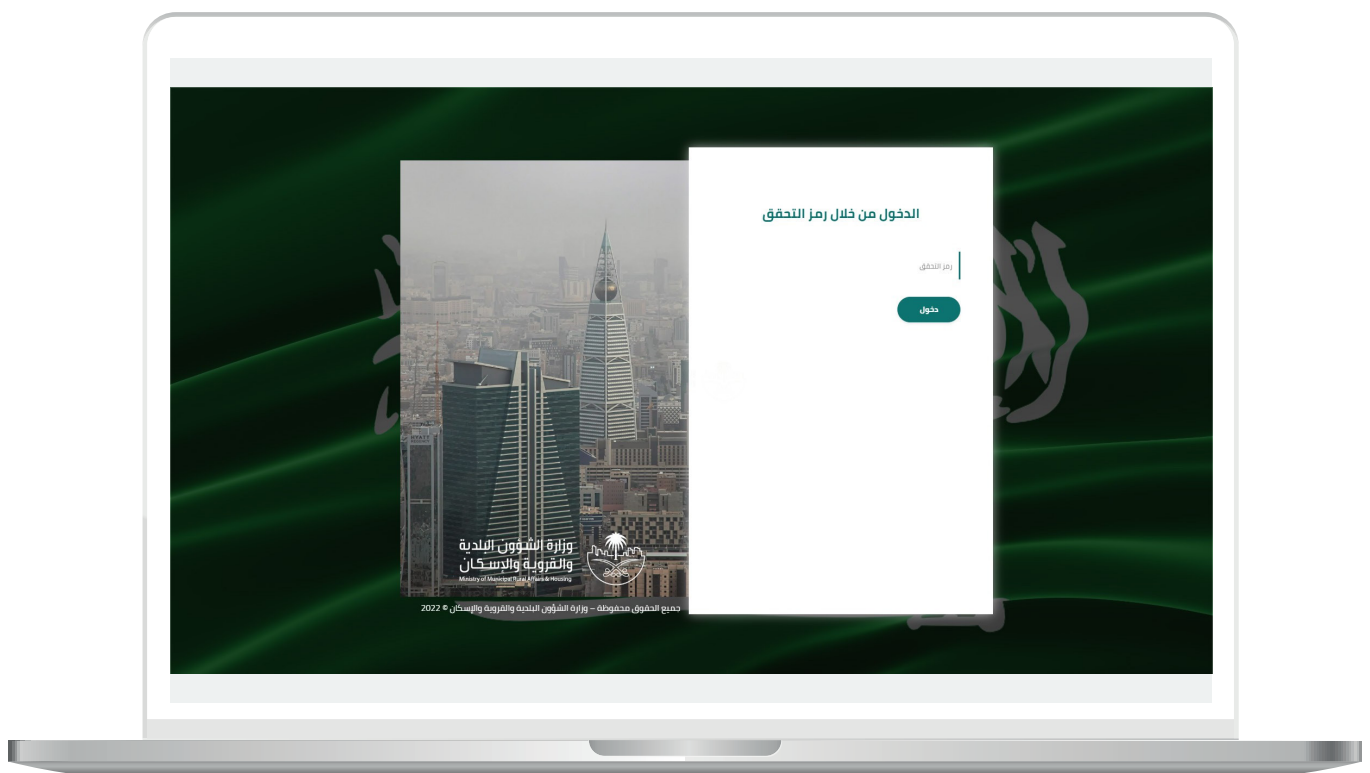


Logging into the System

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.



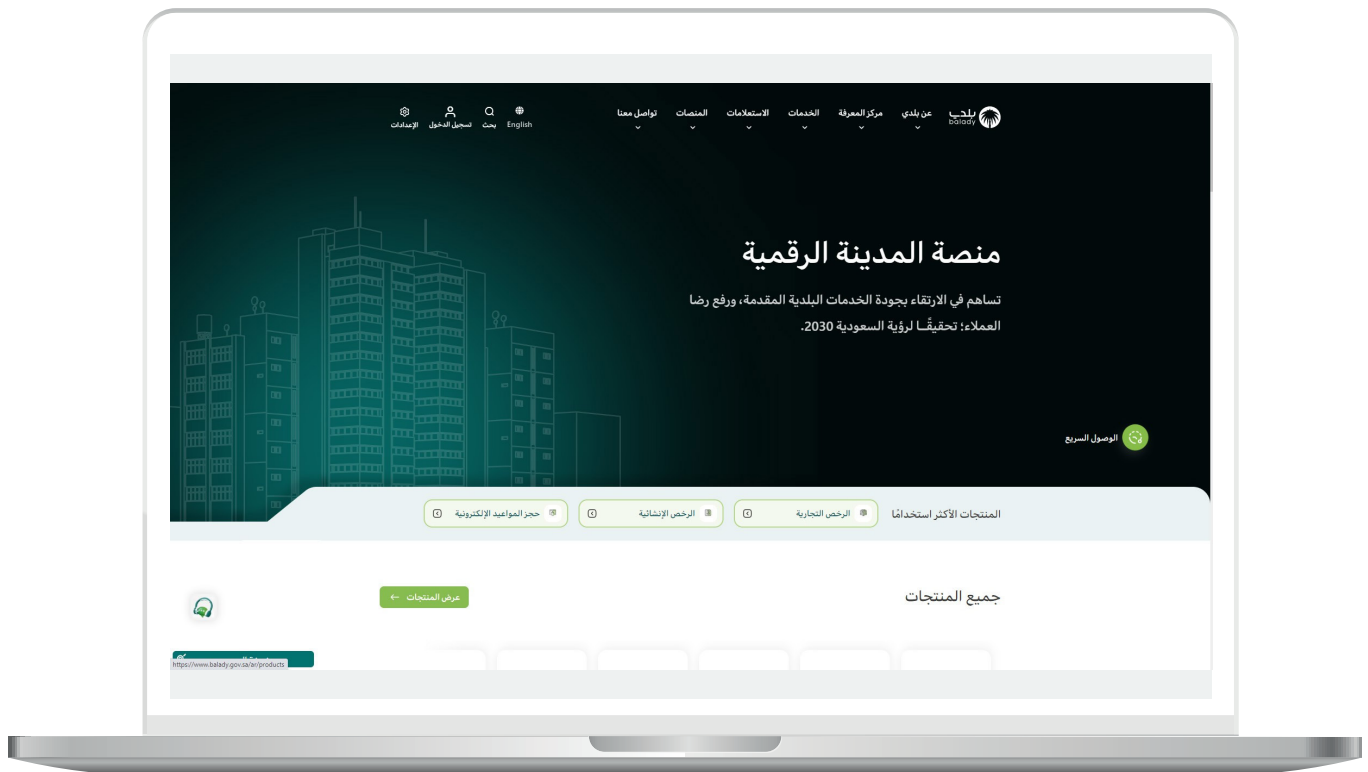
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



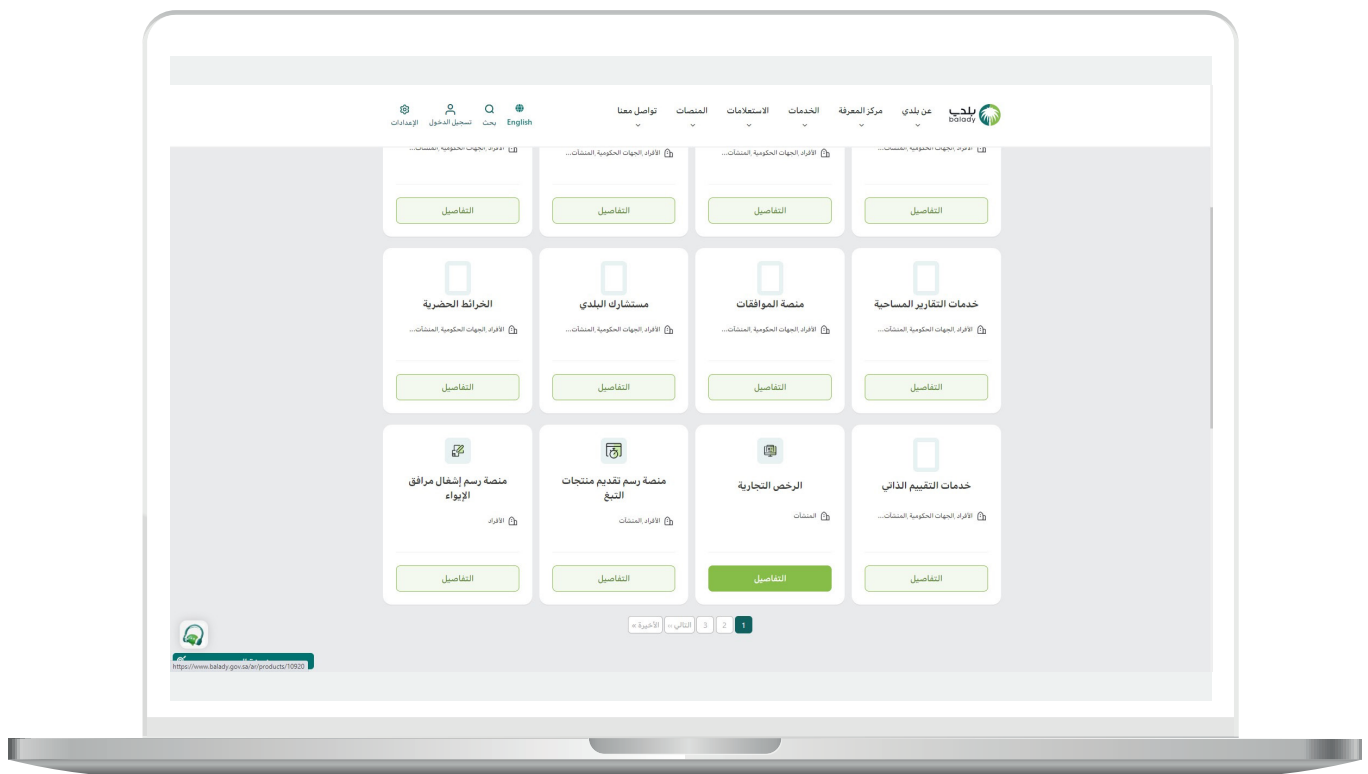
Service Request Steps

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

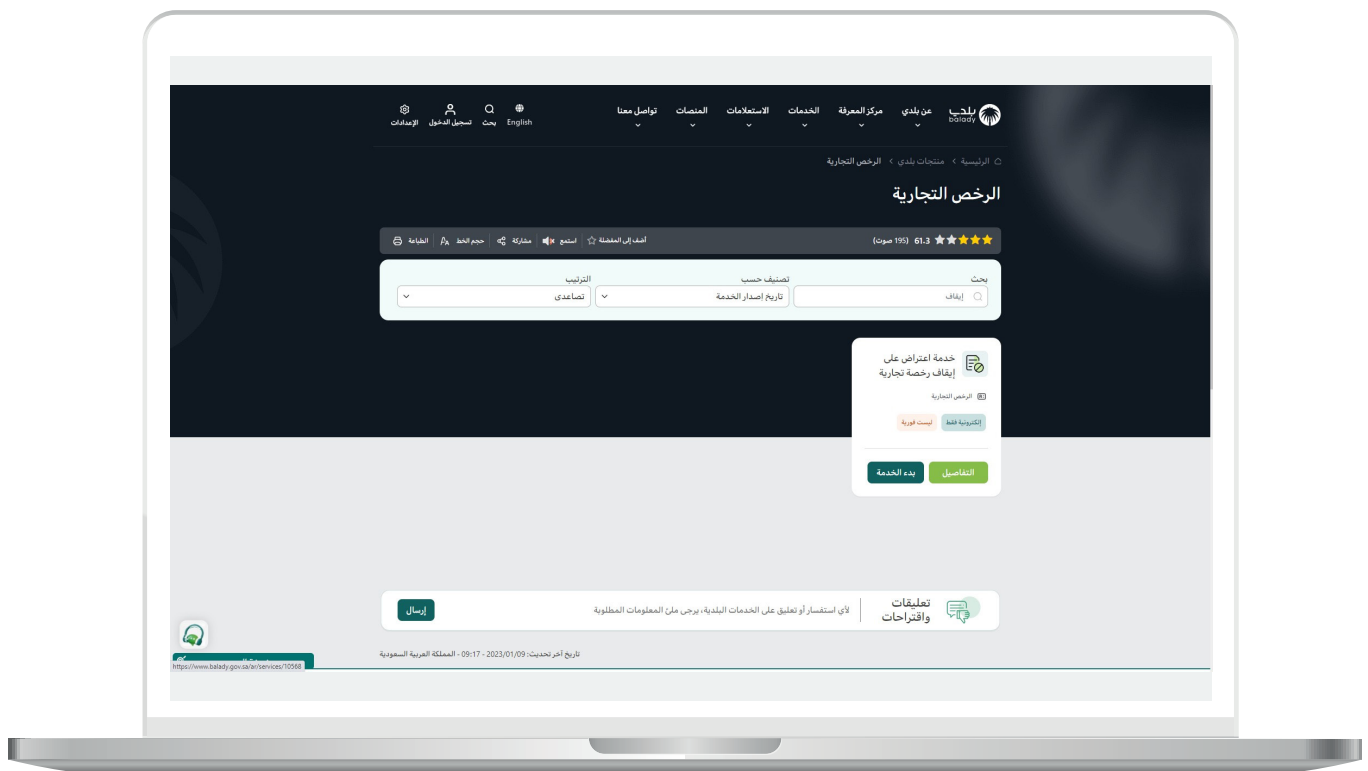
The user then clicks the **(View Products)** button.



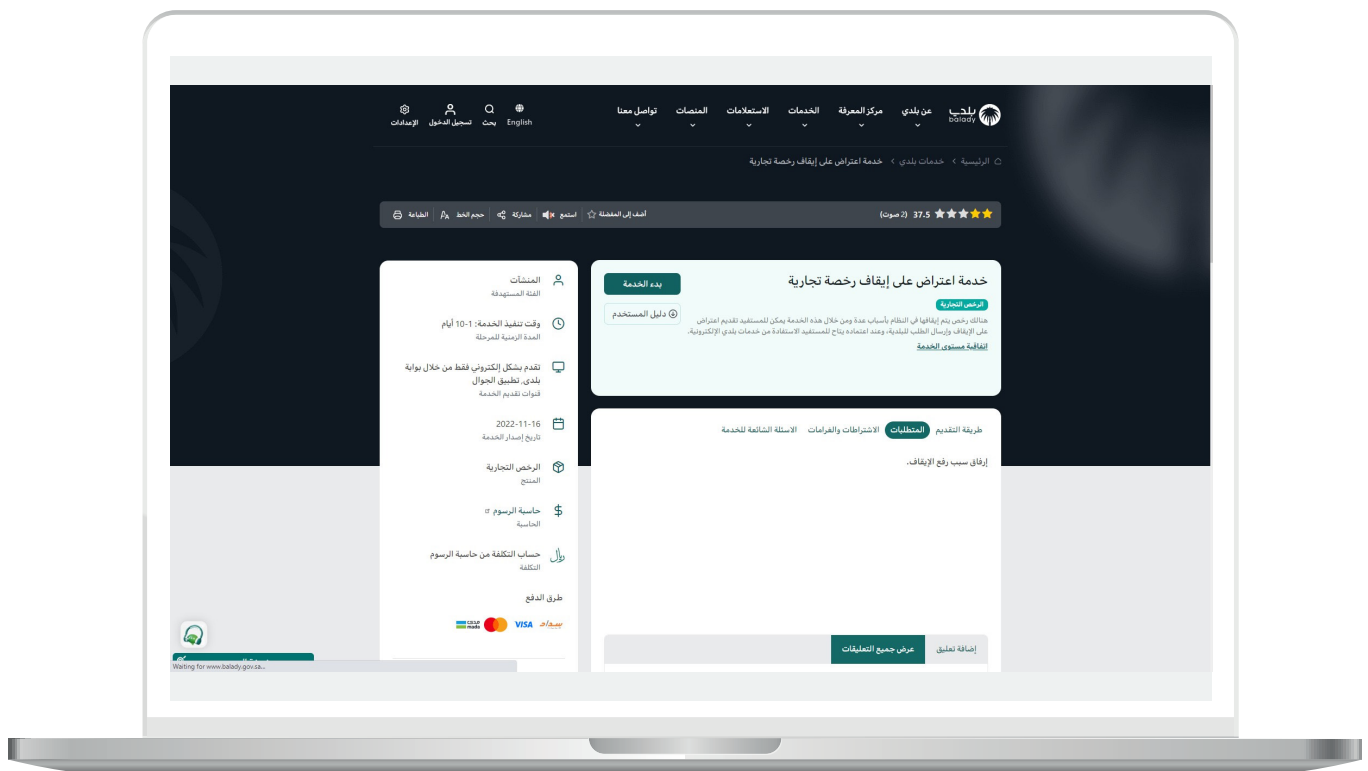
2) To begin the service application process, select the **(Commercial Licenses)** menu, as shown in the screenshot below.



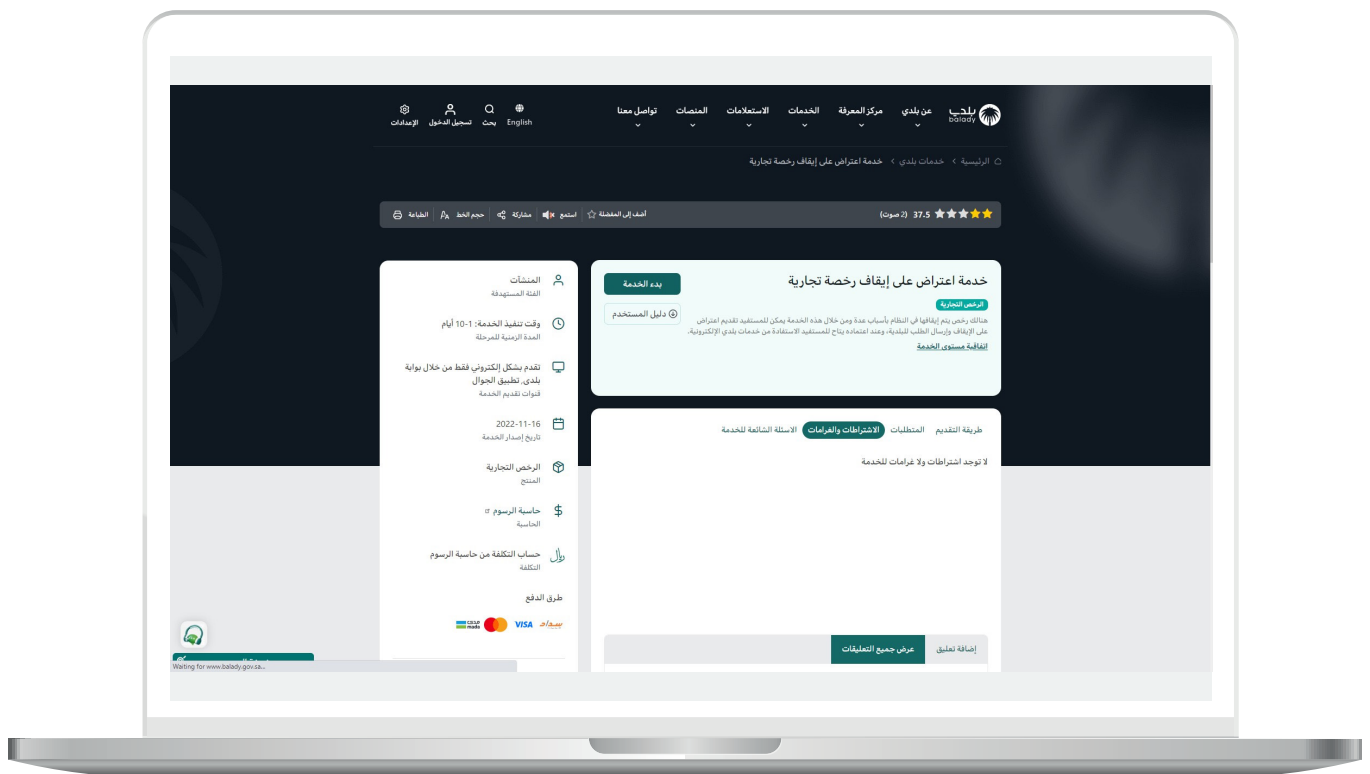
3) The user selects (Objection to Commercial License Suspension Service) from the available options, as shown in the following screen.



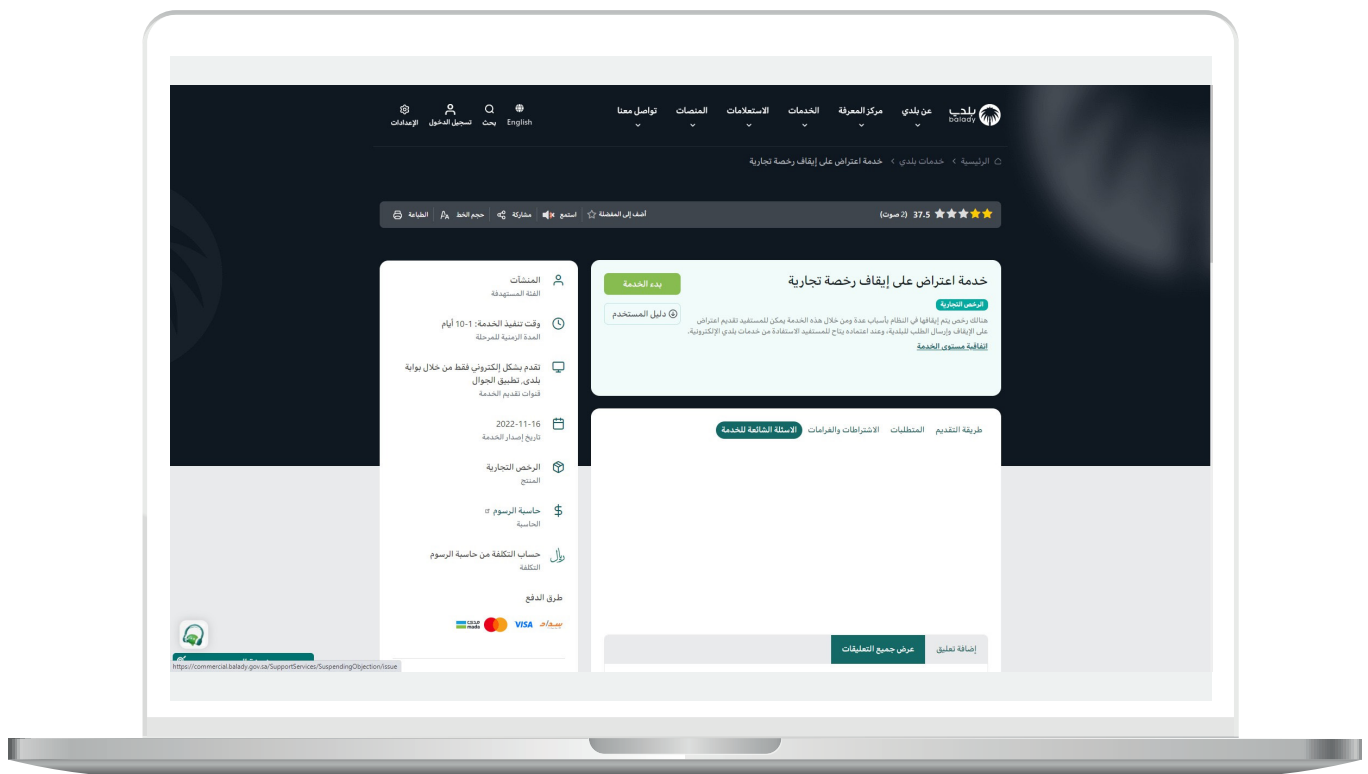
4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



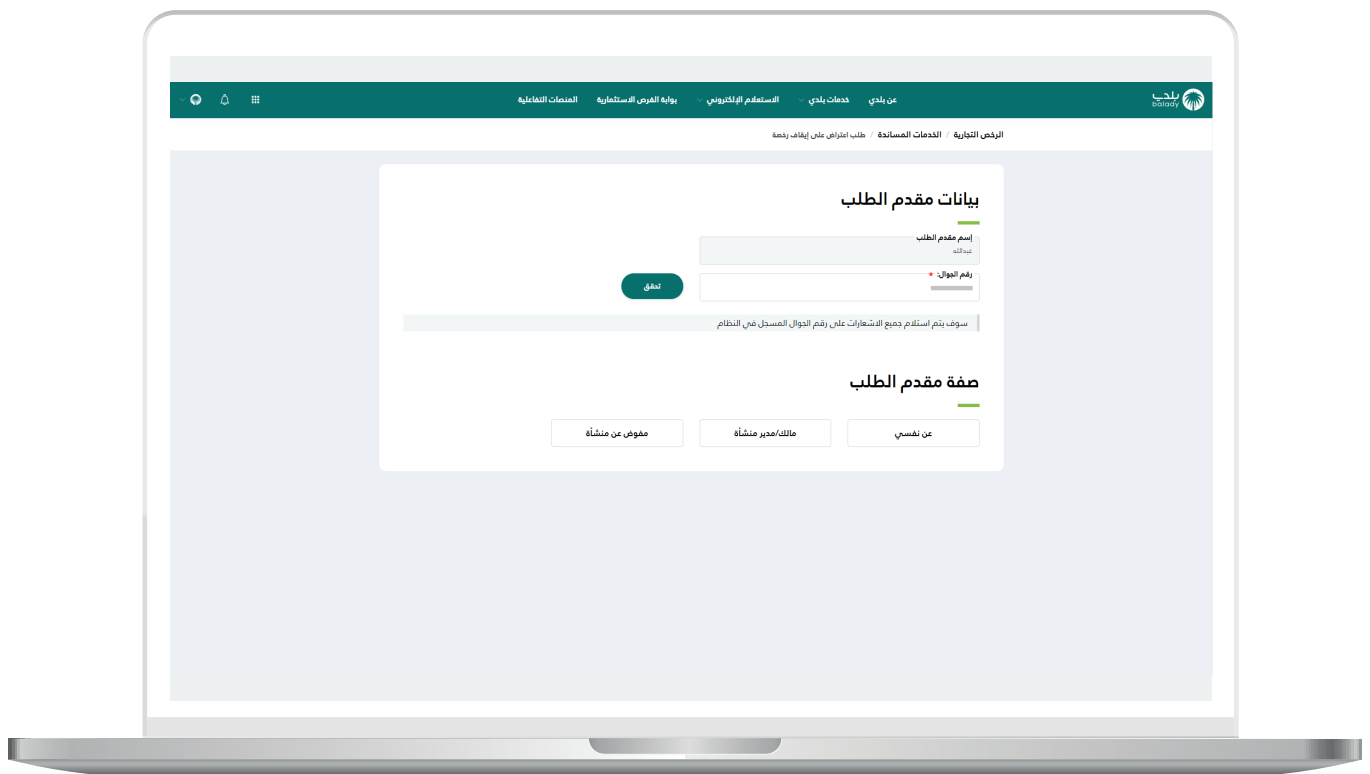
5) The following screen represents the **(Terms and Penalties)** section.



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



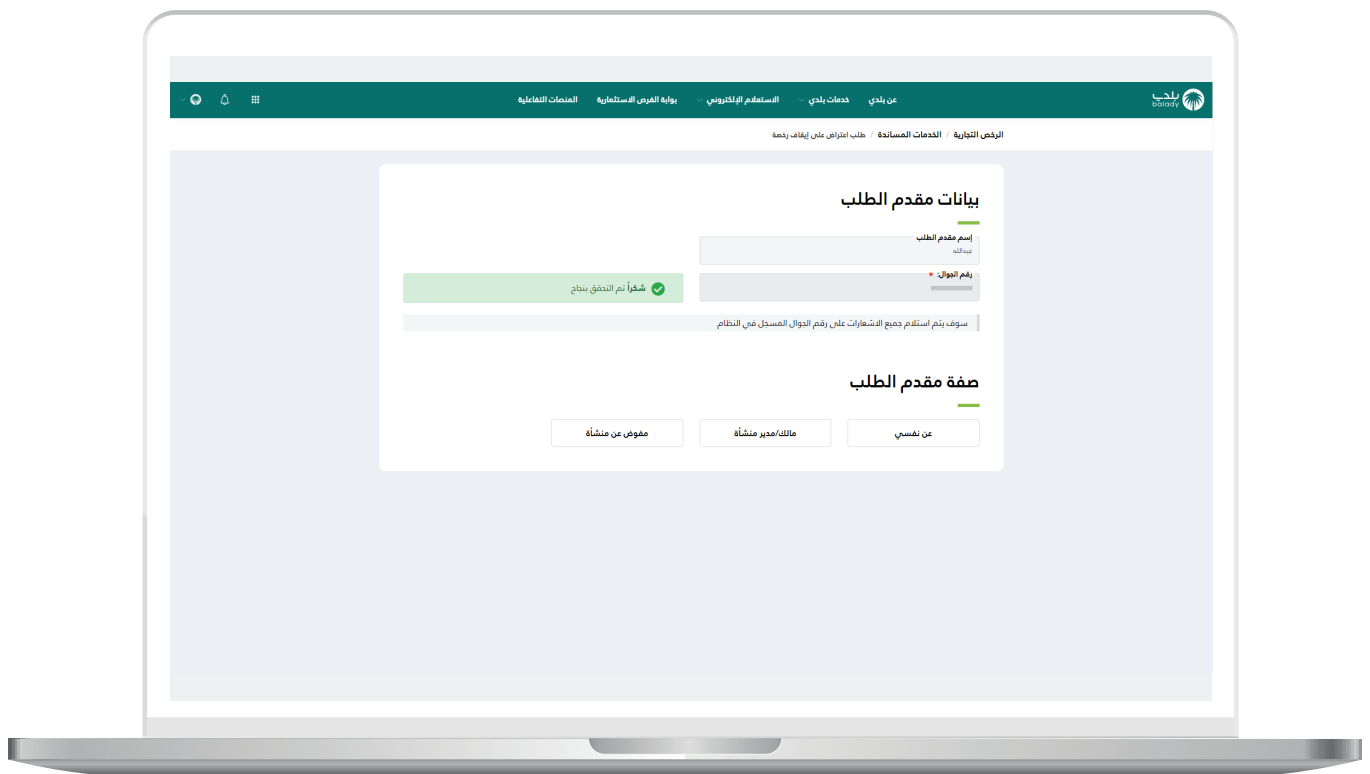
7) The next screen will appear, where the applicant's information is verified by entering the value in the field Mobile Number and clicking Verify.



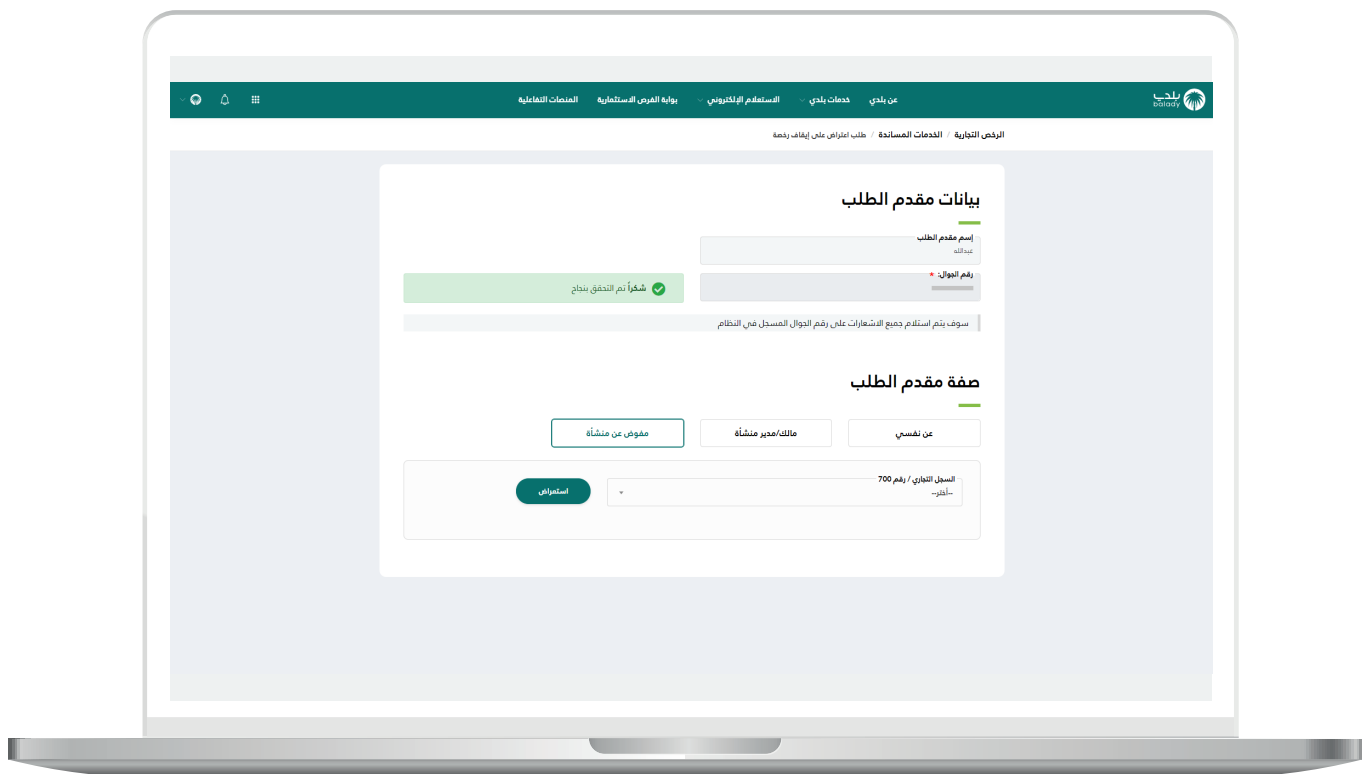
8) A code will then be sent to the user's mobile, which they must enter in the (**Verification Code**) field and click the (**Confirm**) button, as shown in the following screenshot.

The screenshot displays a web application interface for submitting an objection to a commercial license suspension. The interface is in Arabic and features a dark green header with navigation links: "عن بلدي" (About My City), "خدمات بلدي" (My City Services), "الاستعلام الإلكتروني" (Electronic Inquiry), "رواية العرض الاستثمارية" (Investment Offer Story), and "المصنعات التجارية" (Commercial Manufacturers). The main content area is titled "الرجوع التجارية / الخدمات المساعدة / طلب اعتراض على إيقاف رخصة" (Return Commercial / Support Services / Request to object to license suspension). The form is titled "بيانات مقدم الطلب" (Requester Data) and includes fields for "اسم مقدم الطلب" (Requester Name) and "رقم الجوال" (Mobile Number). A "تأكيد" (Confirm) button is located below the mobile number field. Below the form, there is a section for "رمز التأكيد" (Confirmation Code) with a "تأكيد" (Confirm) button and a timer indicating "أعد إرسال الرمز بعد: 00:59" (Resend the code after: 00:59). At the bottom, there is a section titled "صفة مقدم الطلب" (Requester Status) with three radio button options: "مفوض عن منشأة" (Authorized by establishment), "مالك/مدير منشأة" (Owner/Manager of establishment), and "عن نفسي" (On my own).

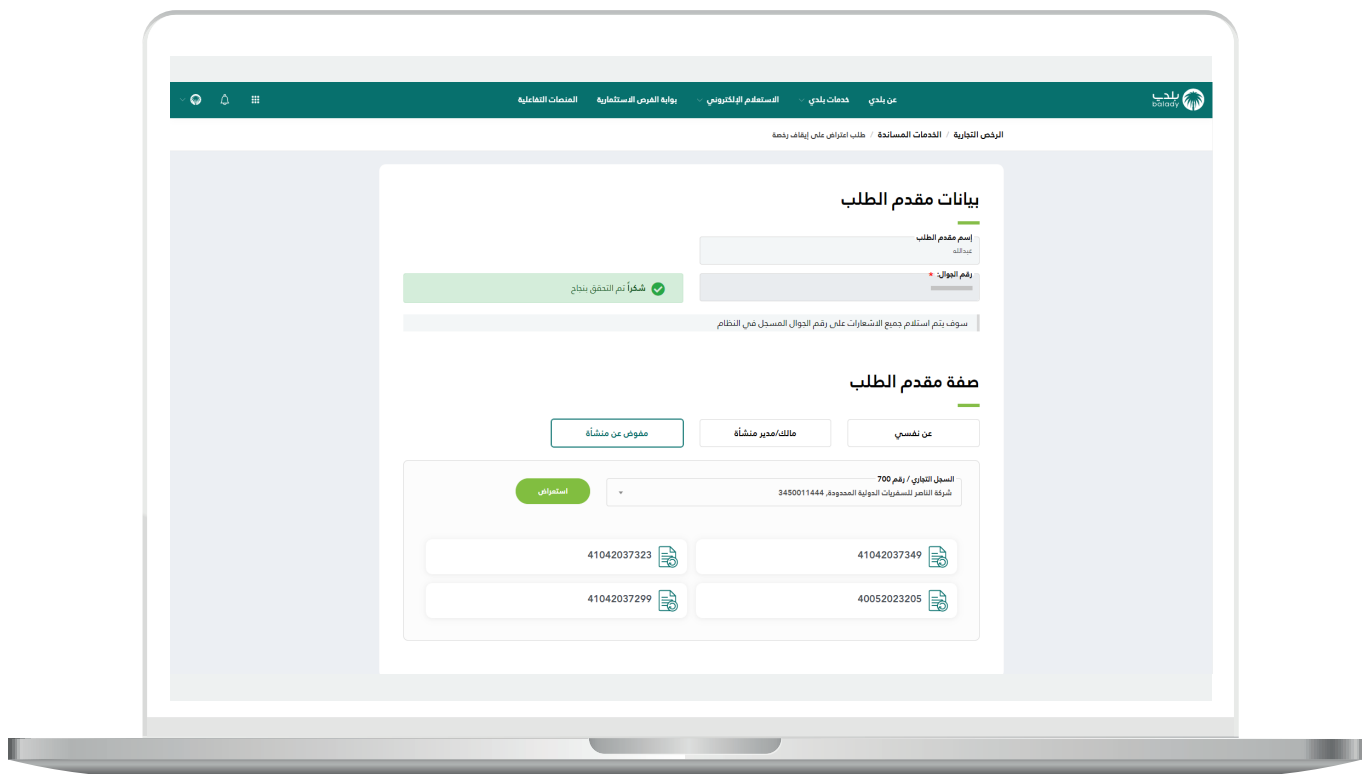
9) A message will then appear indicating successful verification, as shown in the following screenshot. The user then selects the Applicant Status.



10) In the following example, the applicant status (**Authorized Representative for an Establishment**) is selected. The user chooses a value from the drop-down list for (**Commercial Register/700 Number**) and then clicks (**Browse**).



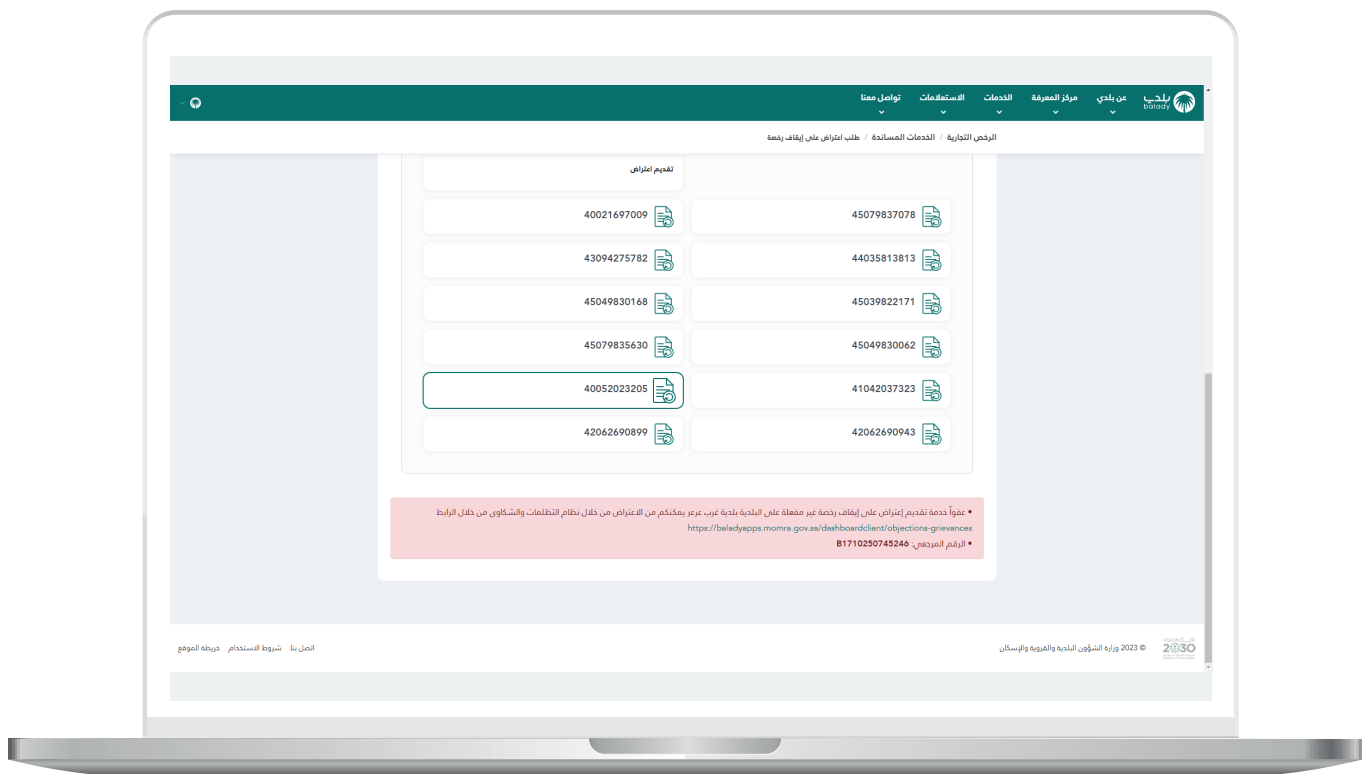
11) The system retrieves and displays all suspended commercial licenses associated with the selected Commercial Register Number, as shown in the following screen.



12) After selecting a license, its details appear. The user clicks (**Submit Objection**) to proceed.

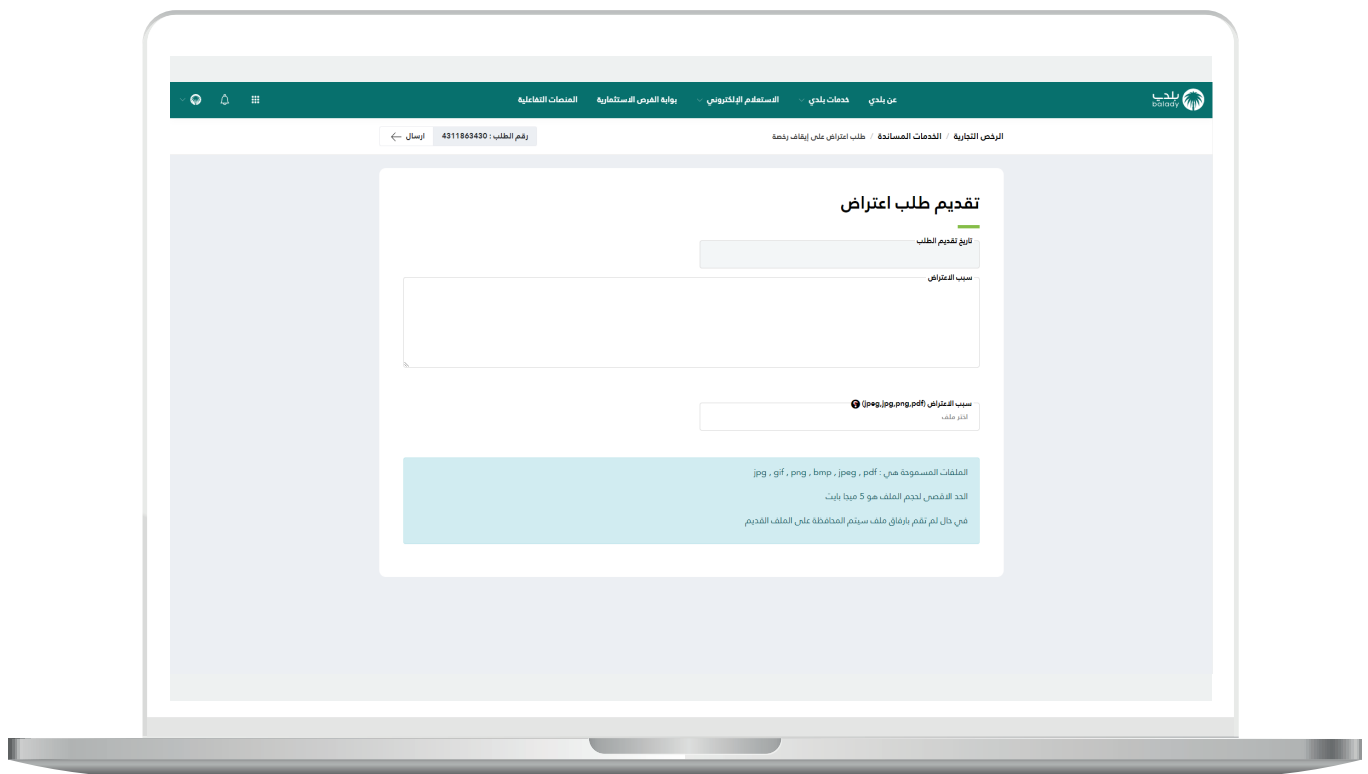
The image shows a laptop screen displaying the Saudi Customs Portal (Abja). The page is titled 'صفحة مقدم الطلب' (Request Form) and is in Arabic. The header is green with the Saudi Customs logo and navigation links. The main content area is white and contains a form for requesting a license. The form has a header section with a license number '41042037349' and a company name 'شركة التاجر للتسريات الدولية المحدودة'. Below this, there are two columns of information. The left column contains the license number '41042037323' and the company name 'شركة التاجر للتسريات الدولية المحدودة'. The right column contains the license number '41042037349' and the company name 'شركة التاجر للتسريات الدولية المحدودة'. The form also includes a section for 'تقديم اعتراف' (Declaration) and a section for 'رقم الهوية' (ID Number). The page is designed with a clean, modern look and uses a color palette of green, white, and gray.

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

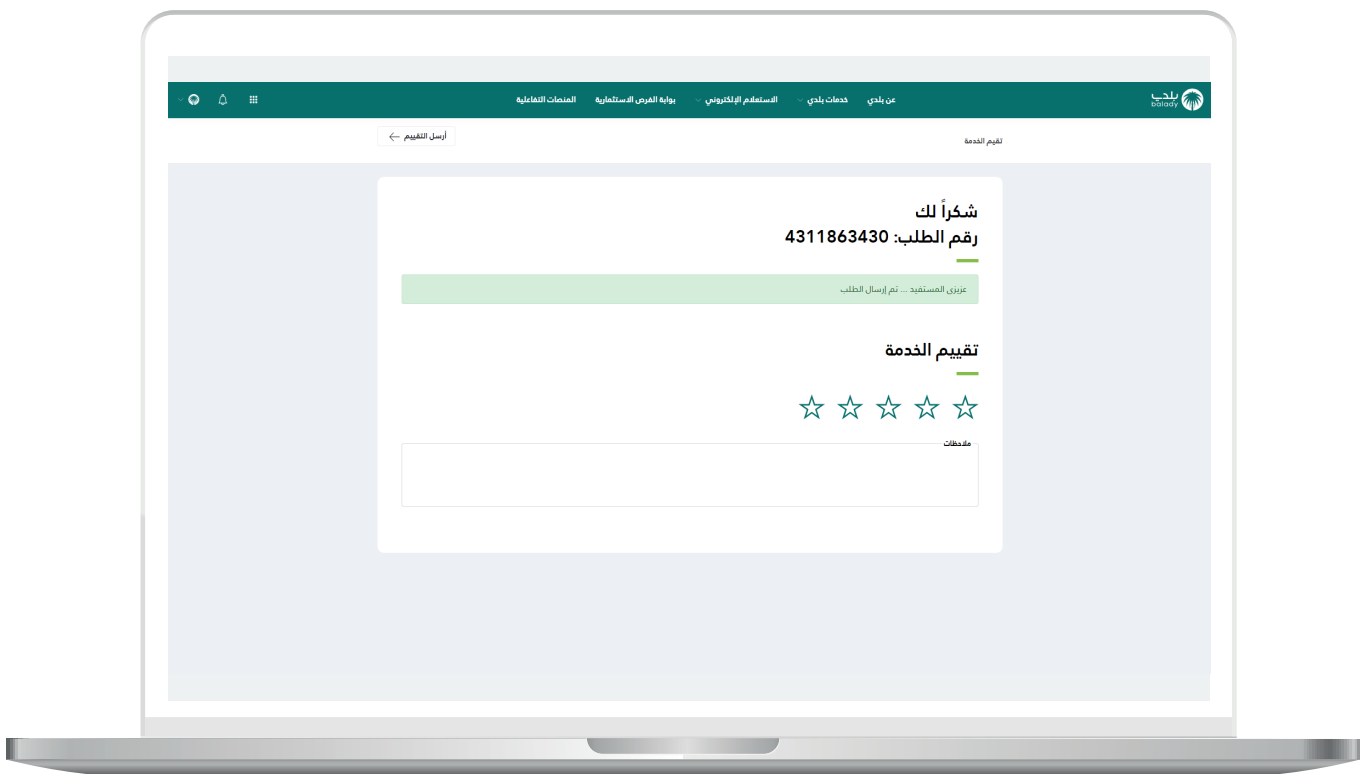


14) If the service is activated for the Secretariat, the Objection Details page appears. The user fills in the Objection Reason field and uploads the Objection Attachment by clicking the field and selecting the file from their device.

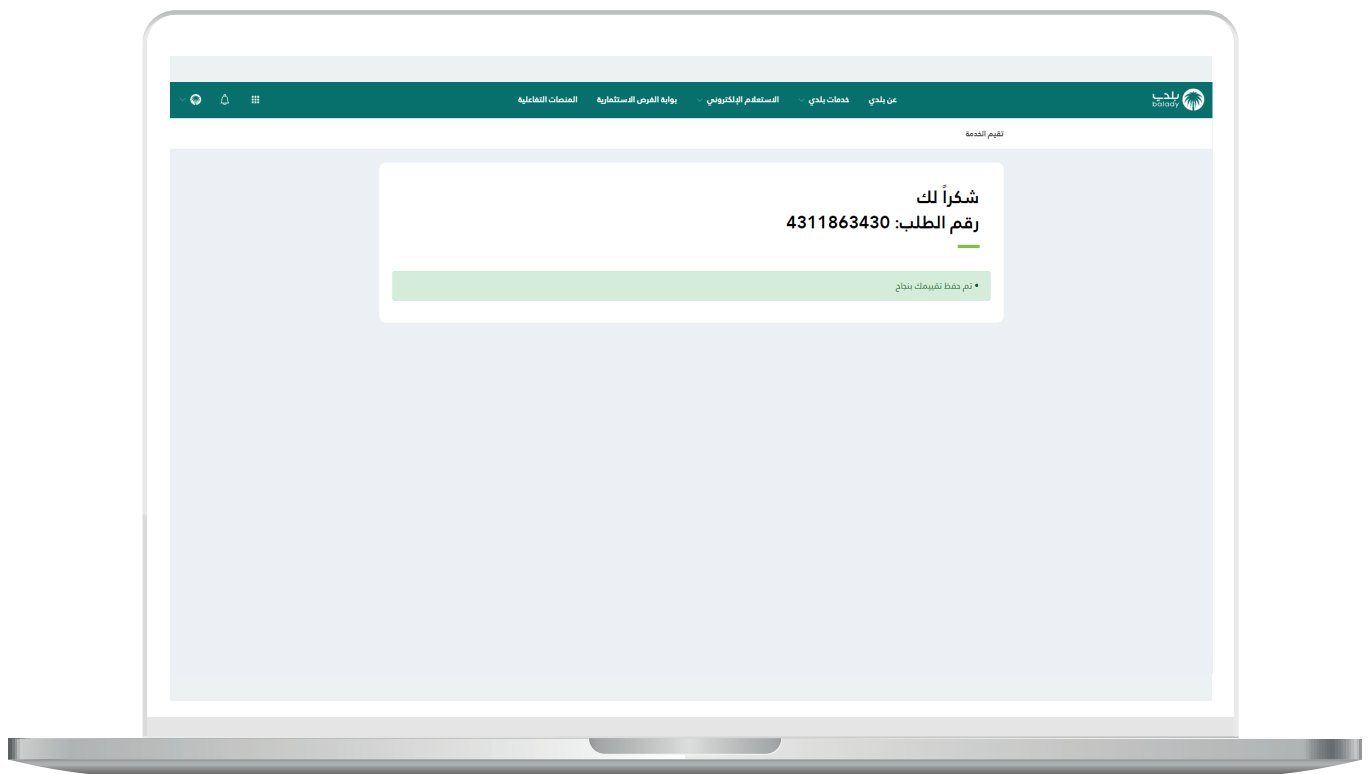
The user then clicks **(Submit)** to send the request to the Secretariat.



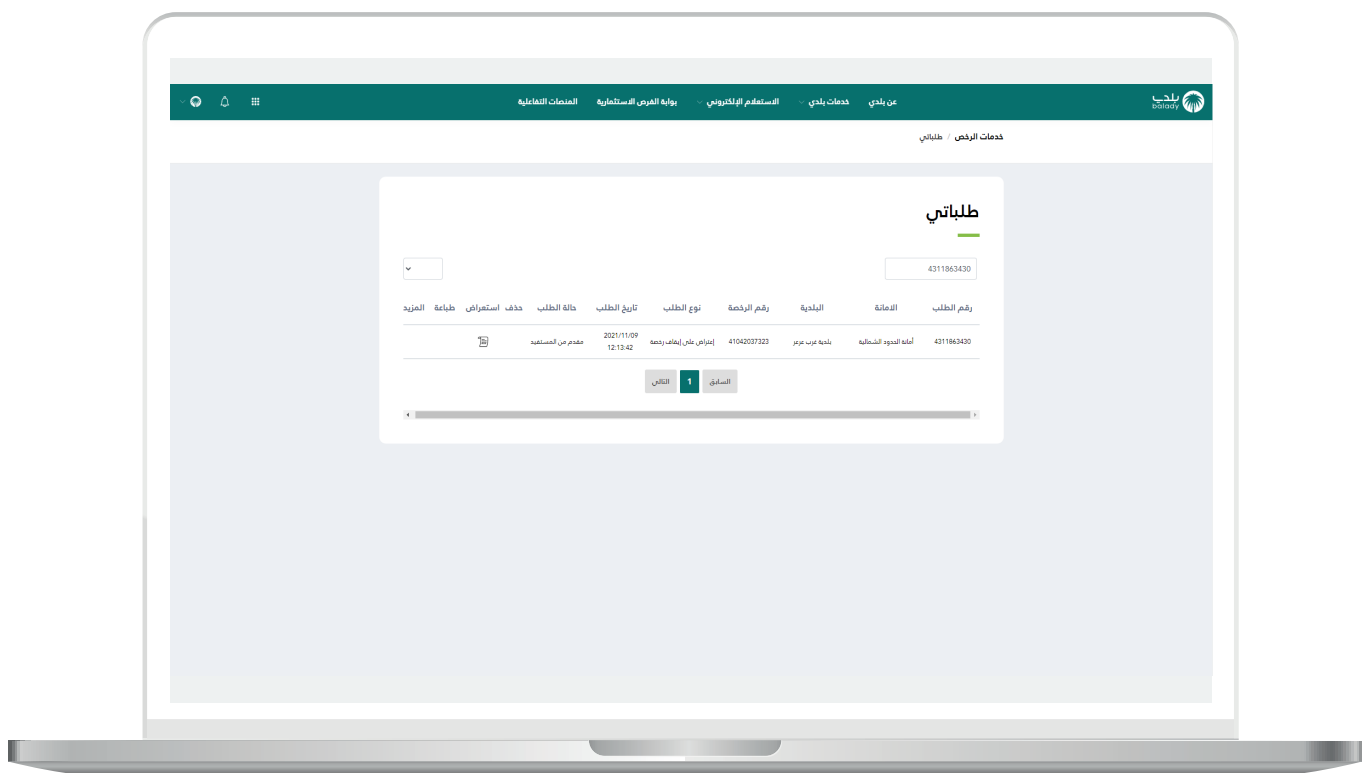
15) The system processes the request and displays a confirmation message indicating that the submission was successful. The user is also given the option to evaluate the service by selecting a star rating and entering comments in the Comments field, then clicking (**Submit Evaluation**).



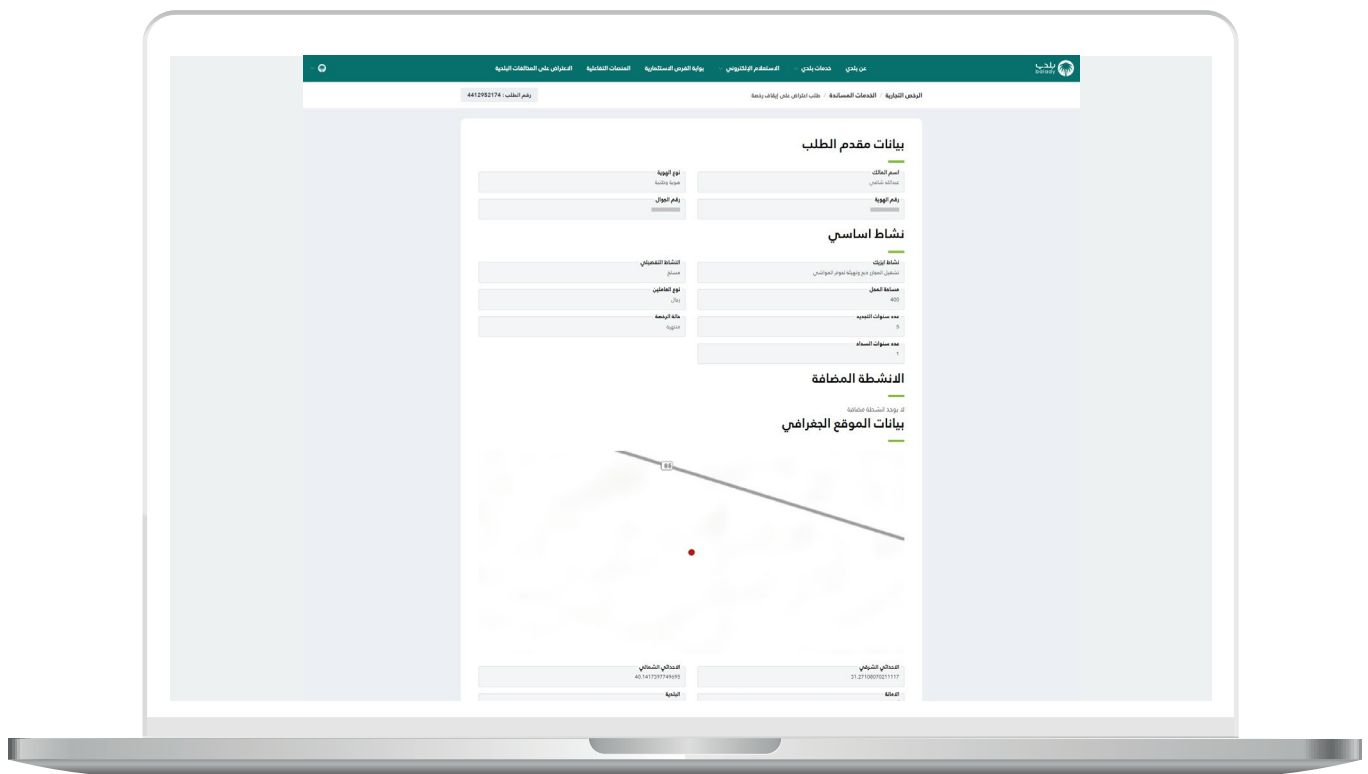
16) The evaluation is successfully saved, and a confirmation message appears.



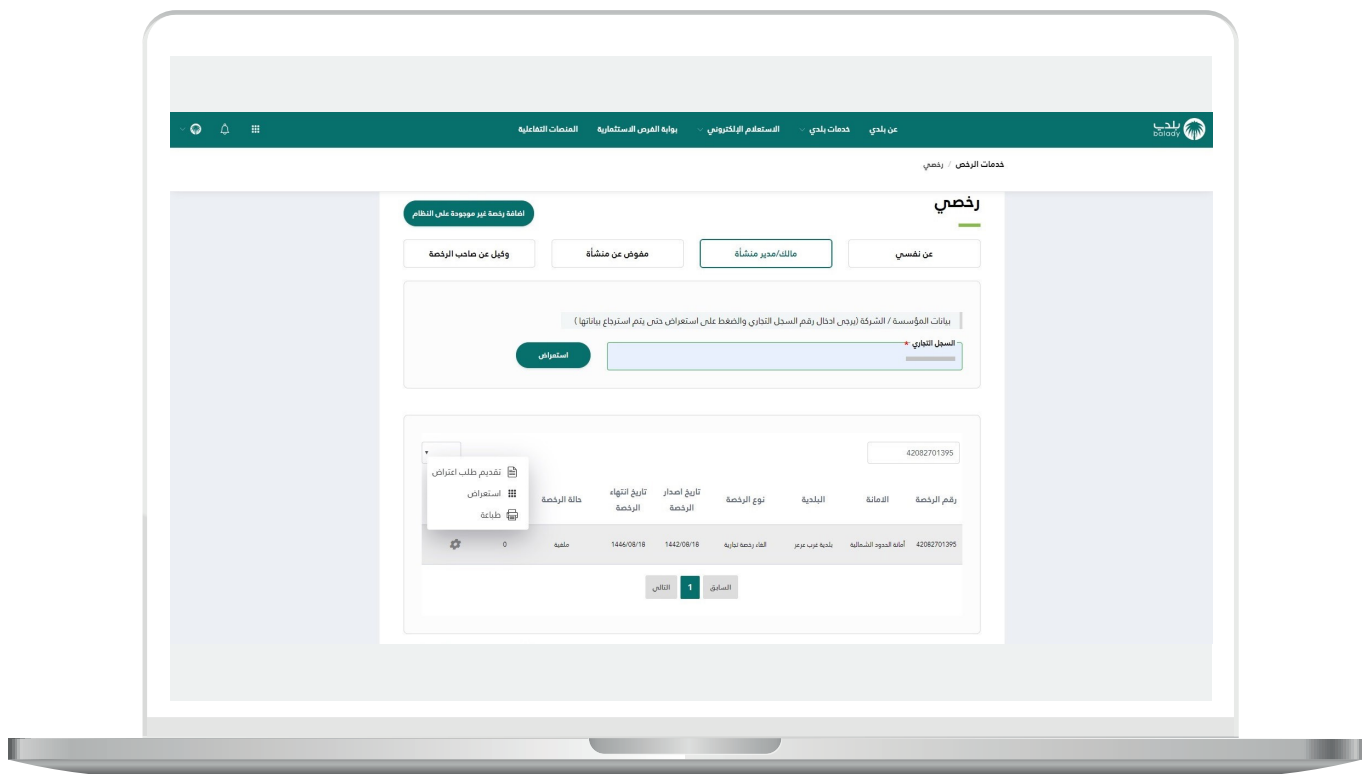
17) The user can track the request status from the **(My Requests)** screen as shown below.



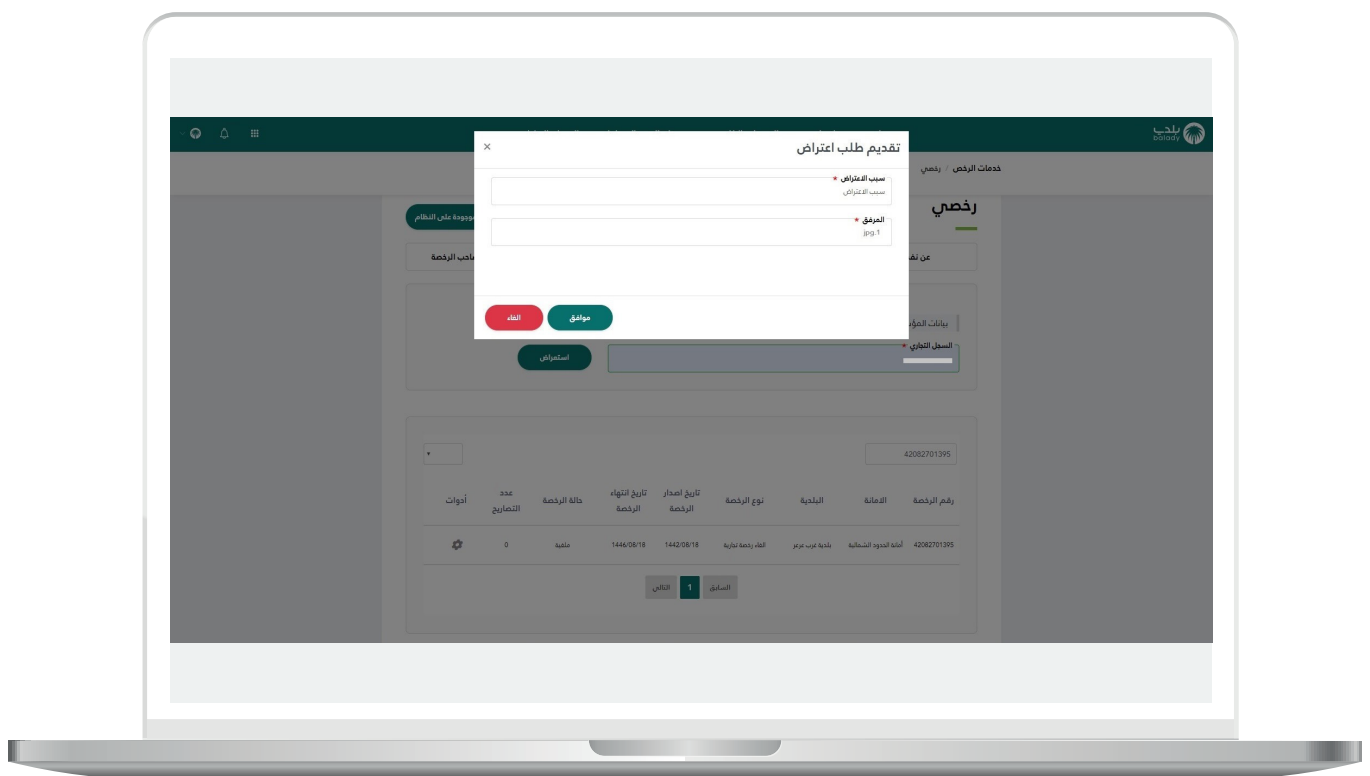
18) By clicking on the paper icon in the (**Browse**) column, the user can see the details of the request.



19) The beneficiary can submit an Objection Request for a canceled license due to post-audit review from the (**My Licenses**) screen, as shown below, by selecting (**Submit Objection Request**).



20) A small window appears, as shown in the following screen, where the user enters the Objection Reason and uploads the Attachment from their device. The user then clicks (**Confirm**) to complete the process or can cancel the operation by clicking (**Cancel**).



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

