



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

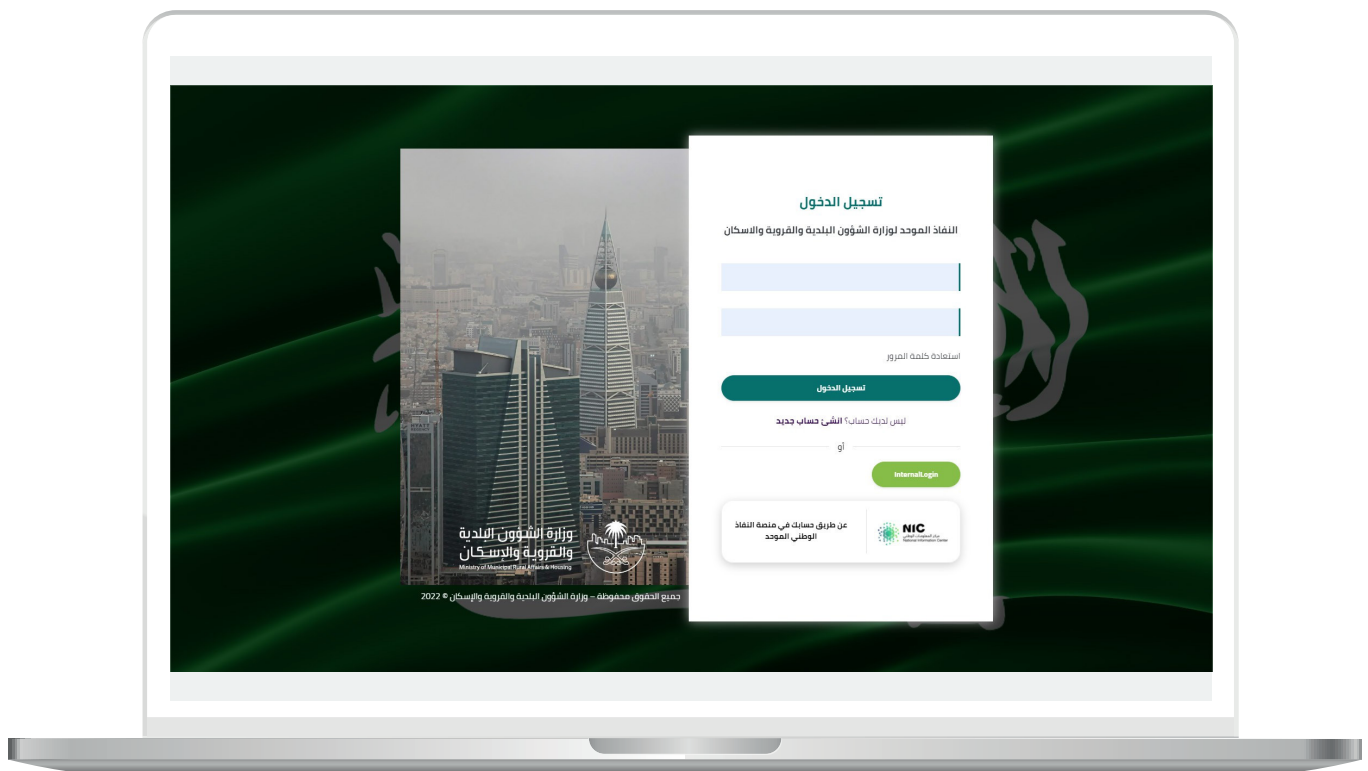
Service of Filing an Objection to

License Expiration Before Request Submission

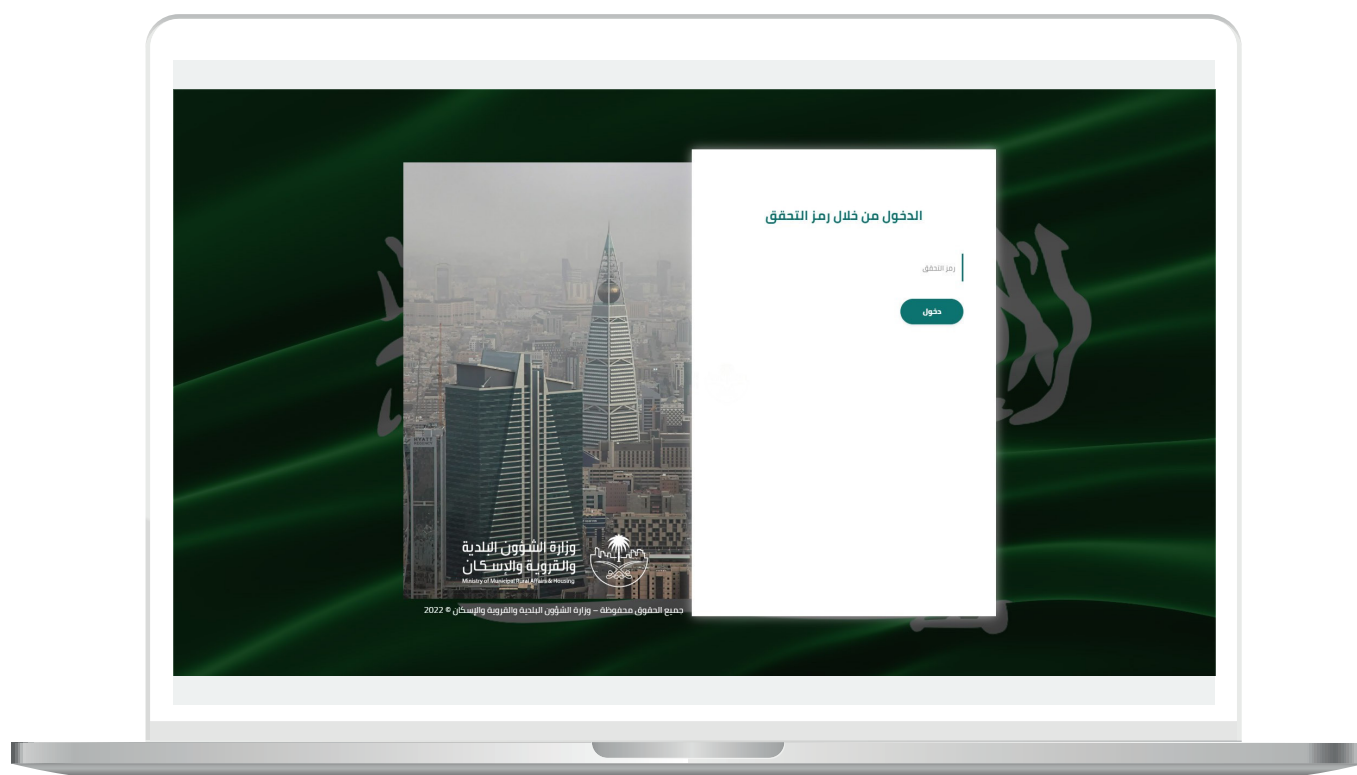
Beneficiary's
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Logging into the System

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.



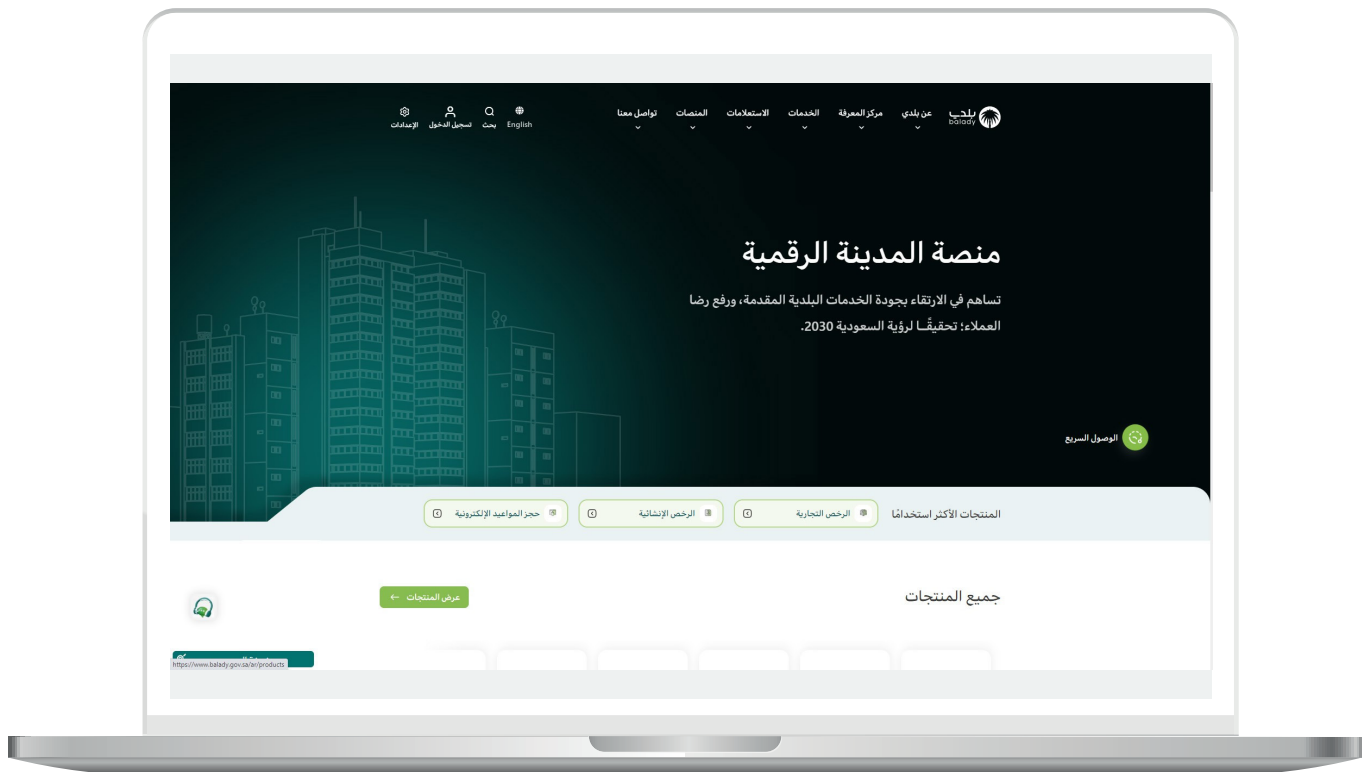
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



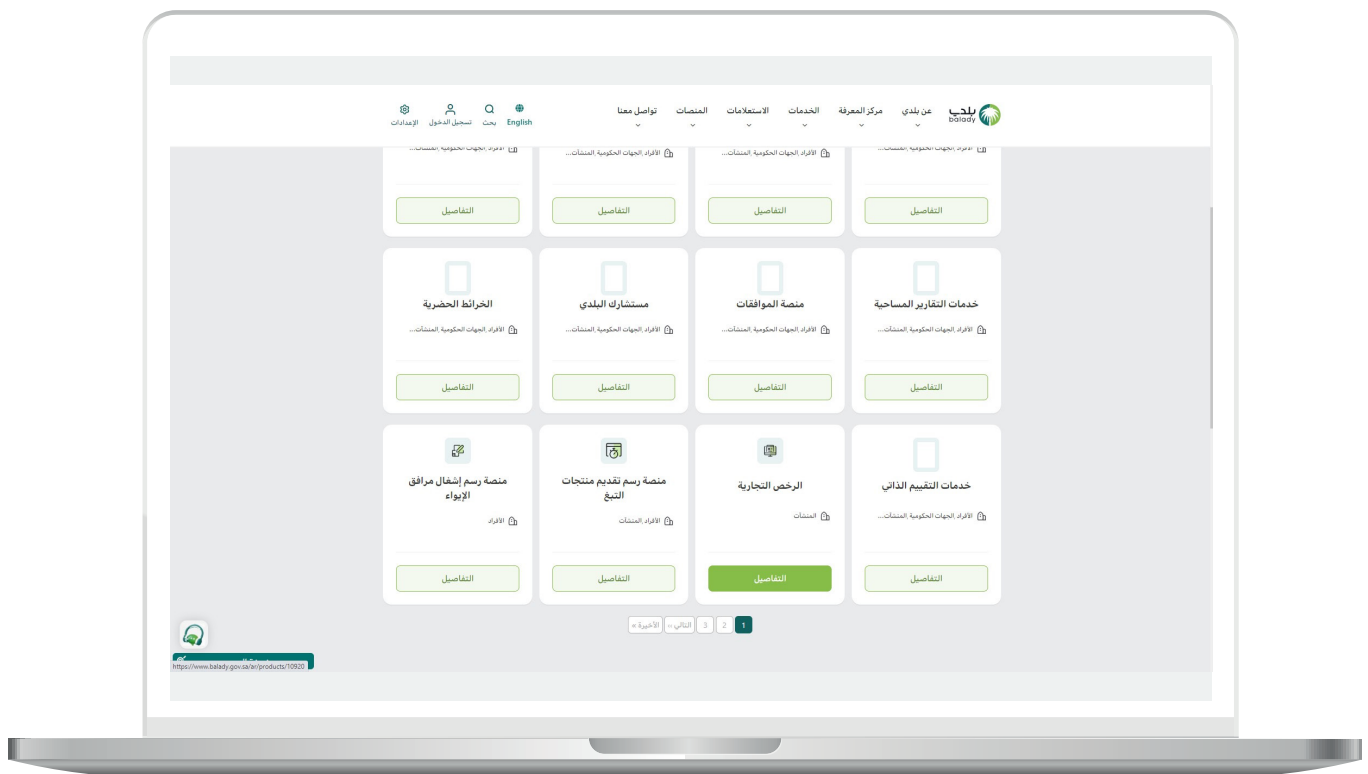
Service Request Steps

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

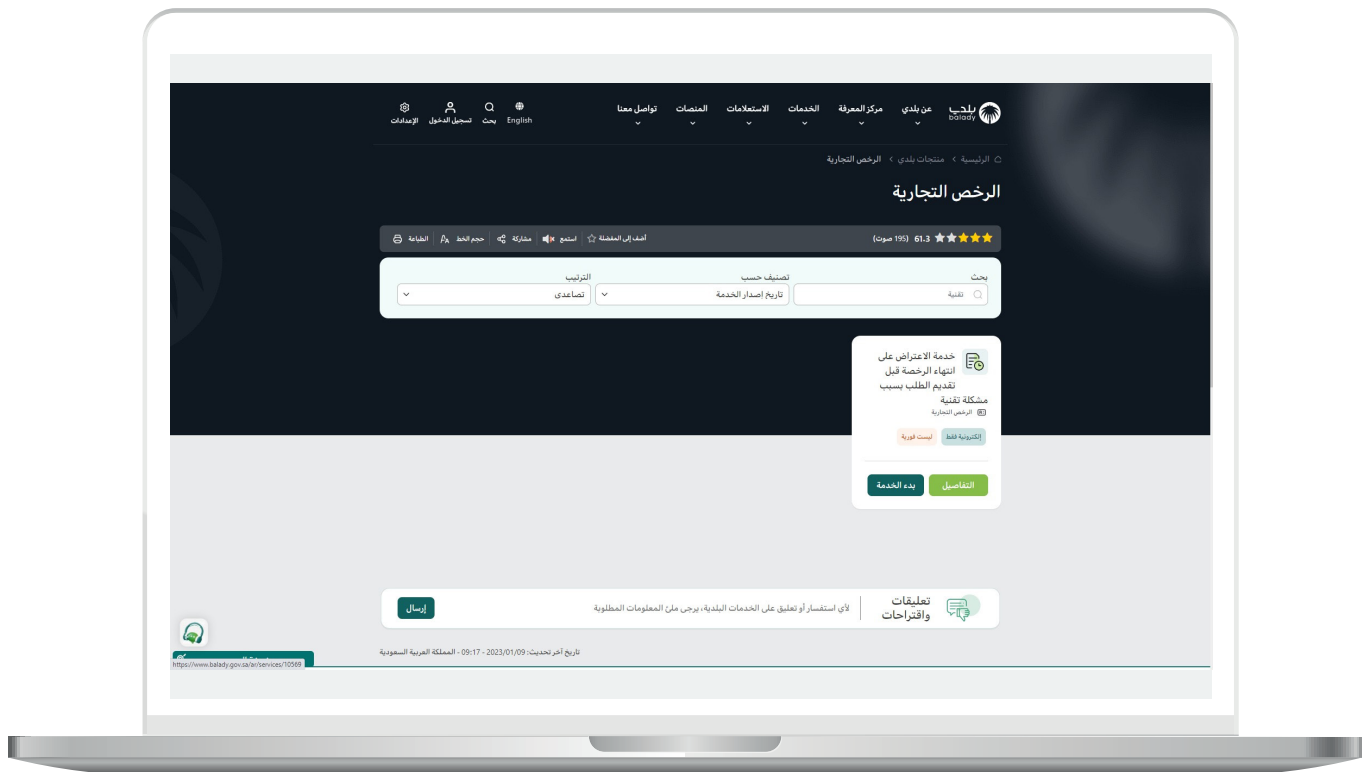
The user then clicks the **(View Products)** button.



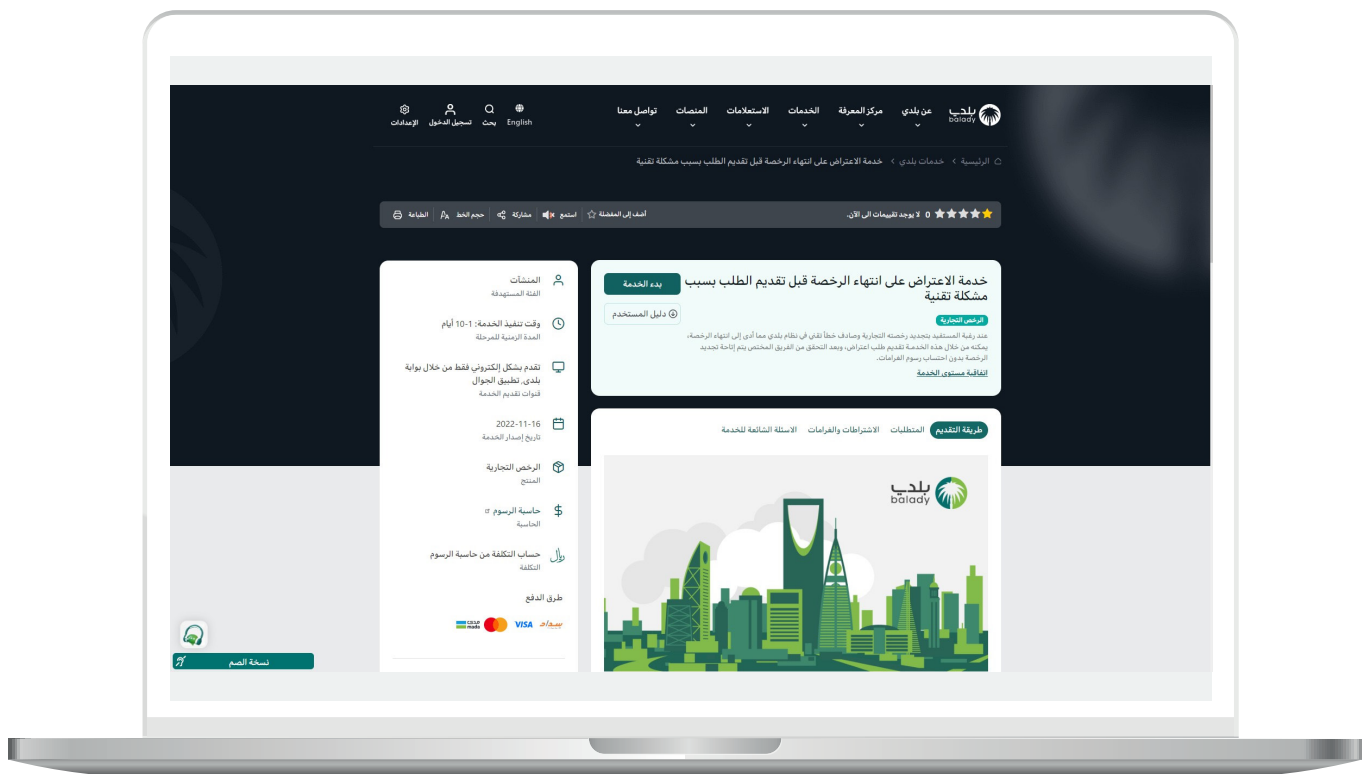
2) To begin the service application process, select the **(Commercial Licenses)** menu, as shown in the screenshot below.



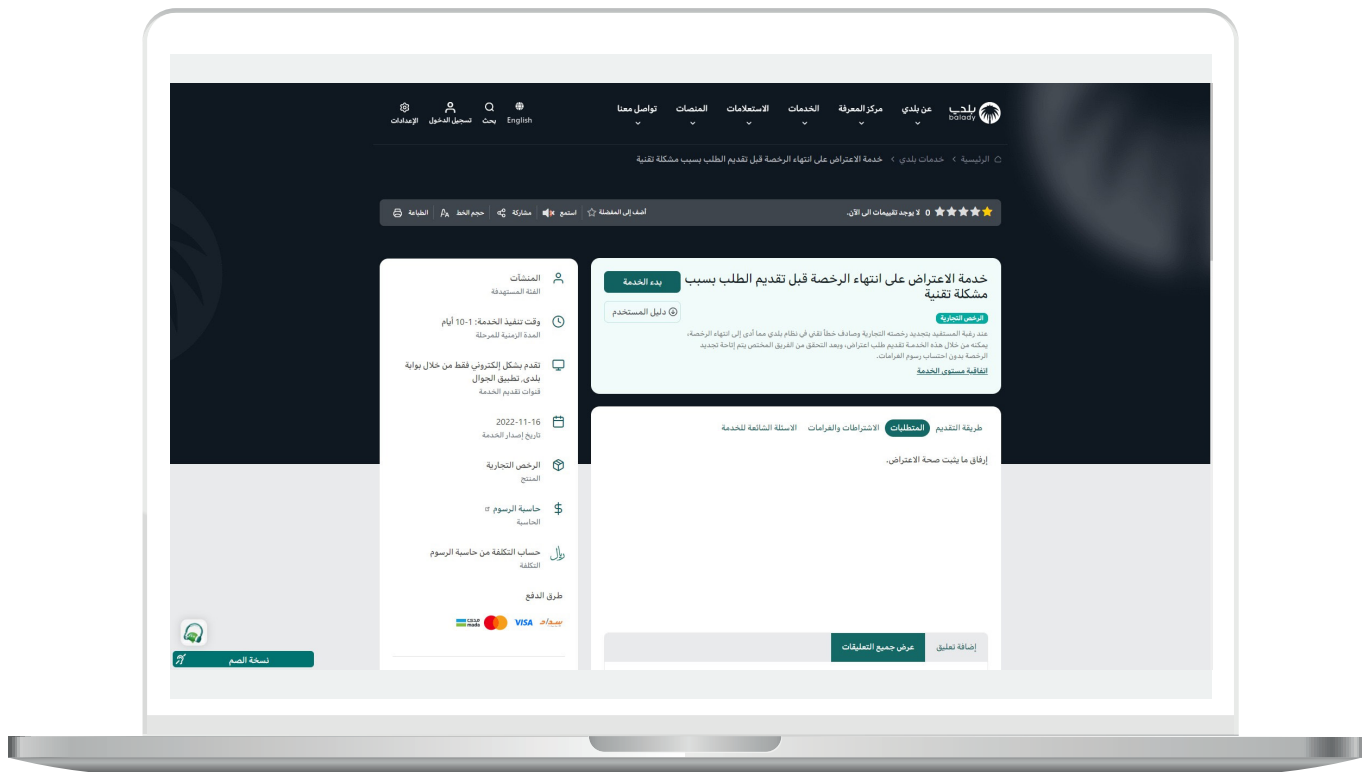
3) The user searches for (Objection to License Expiration Before Request Submission Due to a Technical Issue) as shown in the following screen.



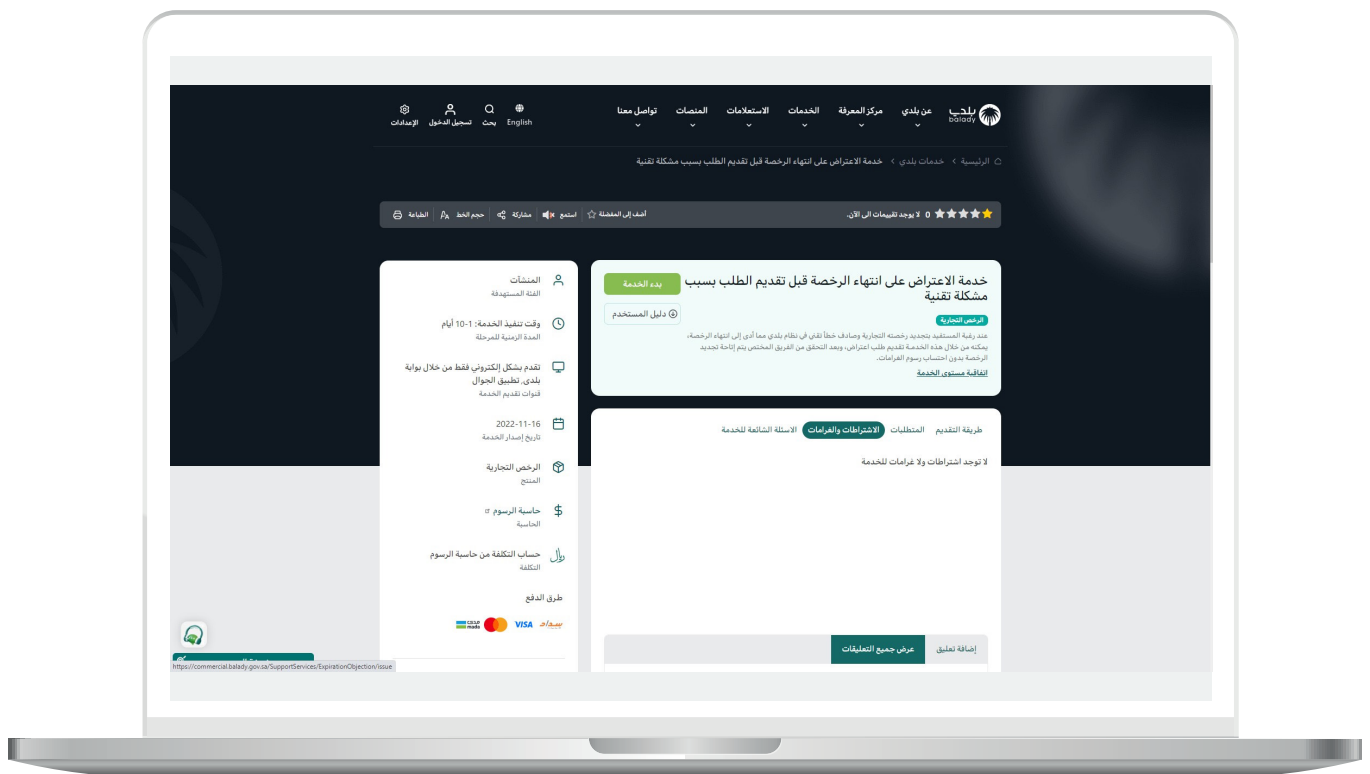
4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



5) The following figure represents the (Requirements) section.

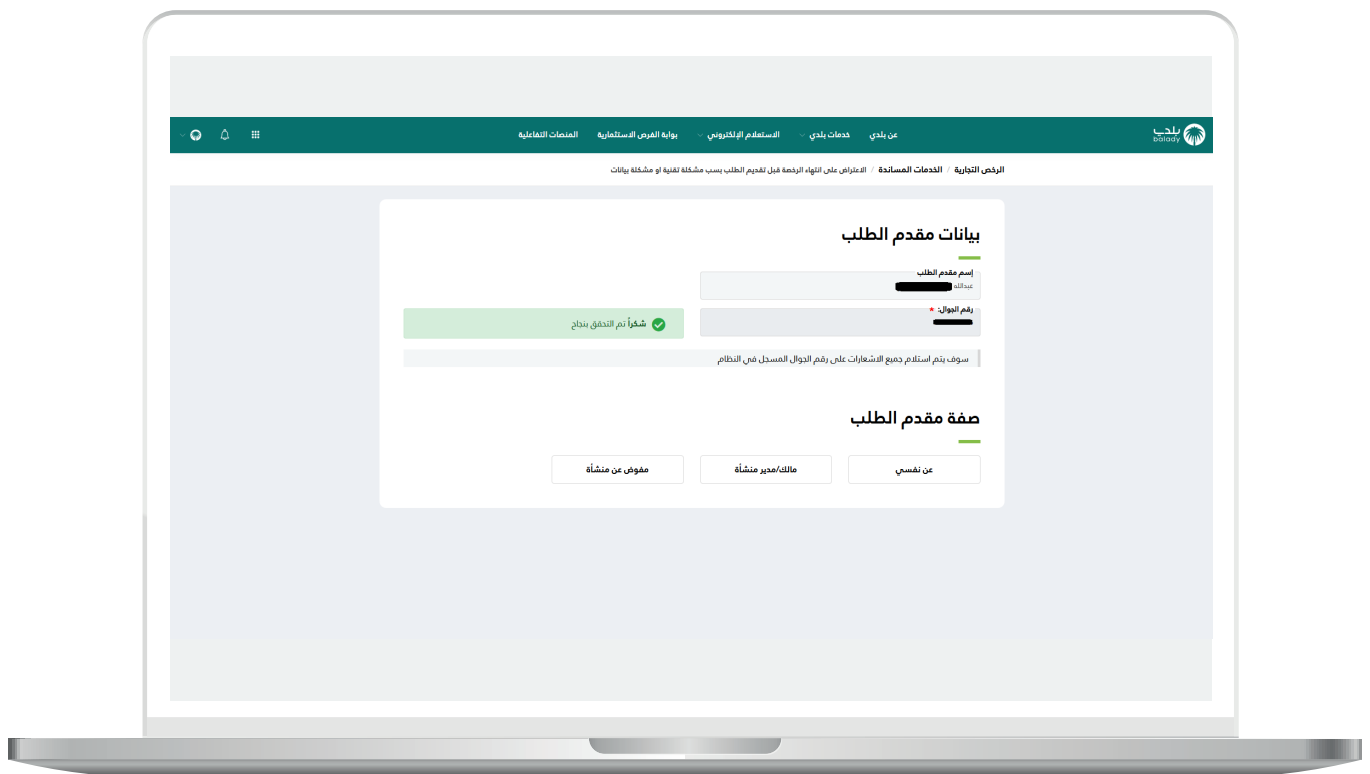


6) The following screen represents the **(Conditions and Fines)** section. To start the application process, the user clicks the **(Start Service)** button.



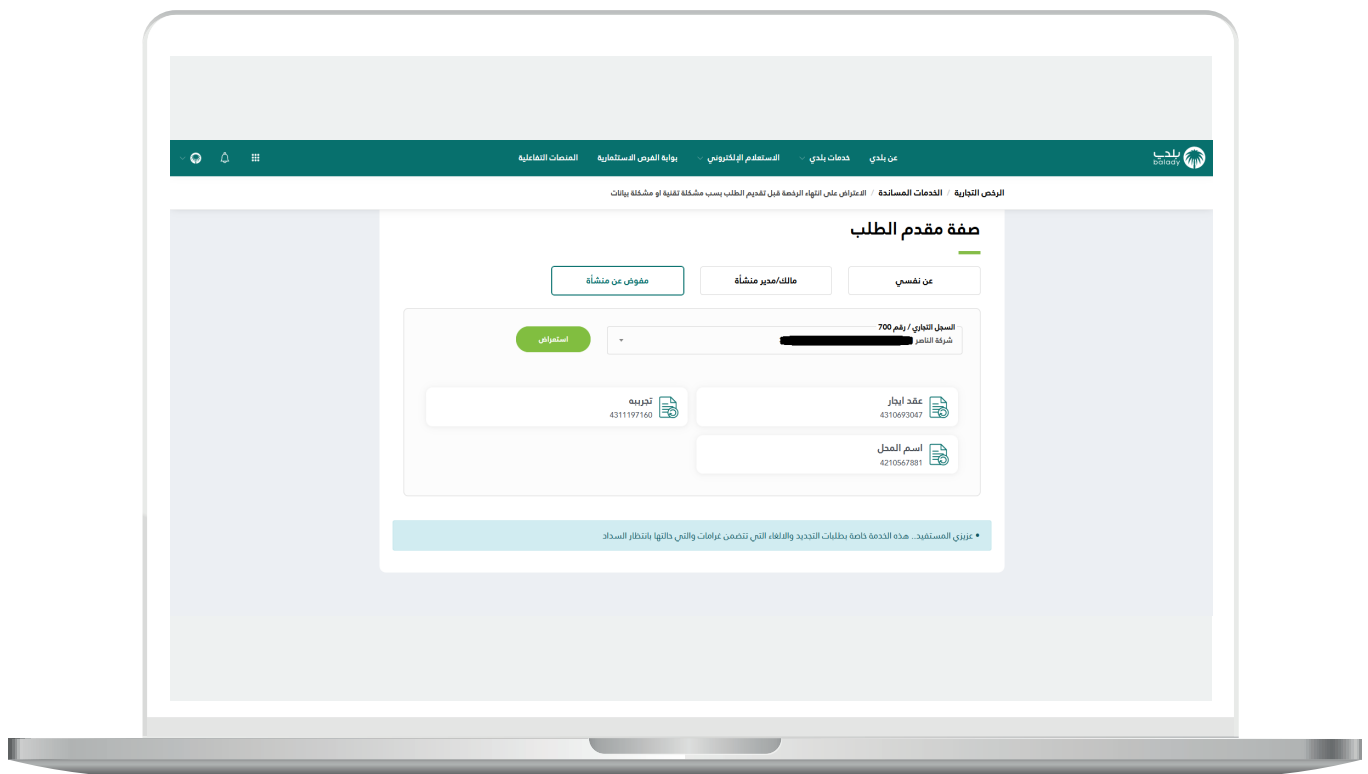
7) The next screen will appear, where the applicant's information is verified by entering the value in the field Mobile Number and clicking Verify.

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**).

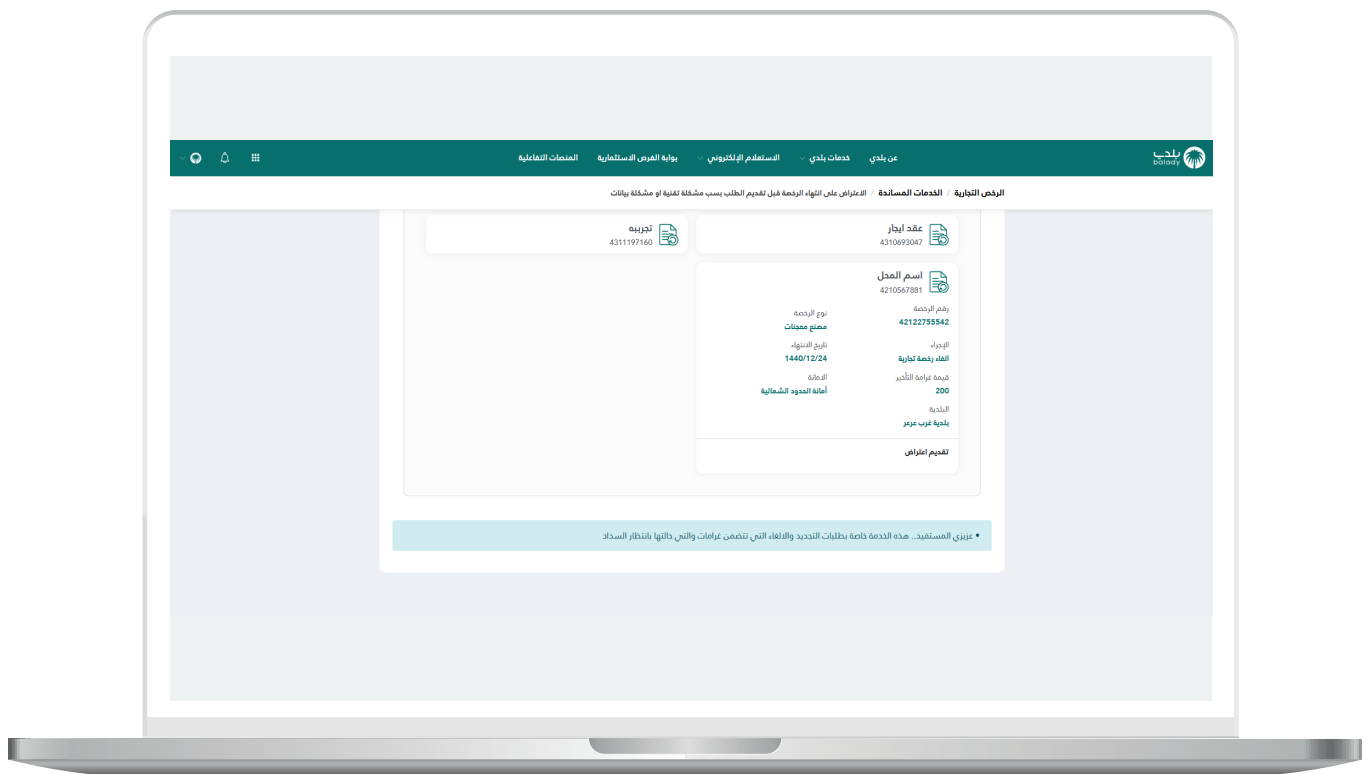


8) In the example below, the option (**Authorized Representative for an Establishment**) is selected. The system allows the user to choose a value from the drop-down list (**Commercial Register/700 Number**) and then click (**Browse**).

After that, all licenses associated with the selected value are displayed.



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



10) The next screen appears, representing the Objection Request Details. The user uploads the (**Penalty Waiver Justification Attachment**), enters the value in the (**Notes**) field, and agrees to the declaration. Finally, the user clicks (**Submit Objection**) to submit the request.

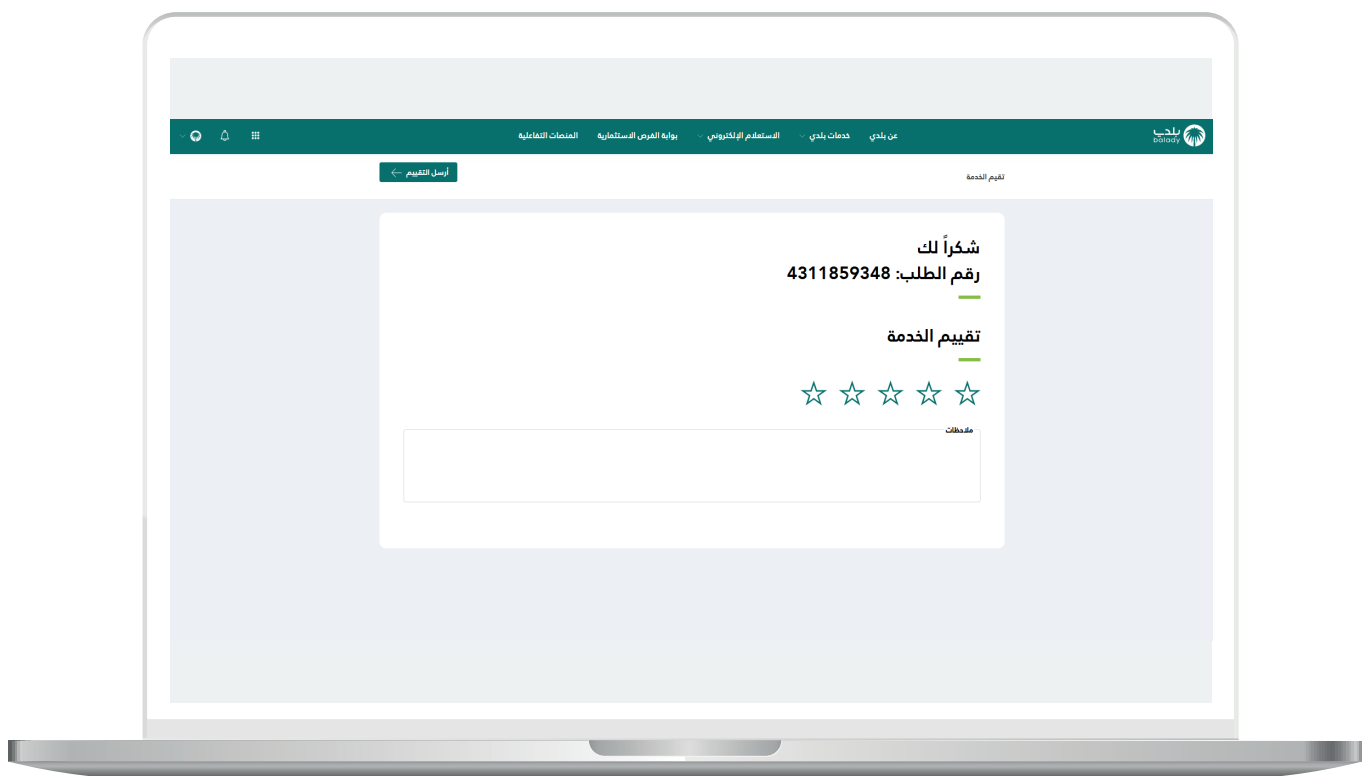
The screenshot shows a web application interface for filing an objection. The form is titled "بيانات مقدم الطلب" (Requester Data) and includes several sections:

- بيانات مقدم الطلب** (Requester Data): Fields for Name, ID Number, and Address.
- نشاط أساسي** (Basic Activity): Fields for Activity Type, Activity Description, and Activity Date.
- المنشأة المضافة** (Added Establishment): Fields for Establishment Name, Address, and Phone Number.
- بيانات الترخيص** (License Data): Fields for License Number, License Type, and License Status.
- موافقات الجهات الحكومية** (Government Approvals): A section for approvals from relevant government departments.
- التصاريح** (Permits): A section for permits related to the activity.
- مرفق مسود رفع الغرامة** (Draft Penalty Waiver Attachment): A section for uploading a draft penalty waiver attachment.
- الملاحظات** (Notes): A large text area for entering notes.
- إقرار صحة البيانات** (Data Accuracy Declaration): A section for declaring the accuracy of the provided data.

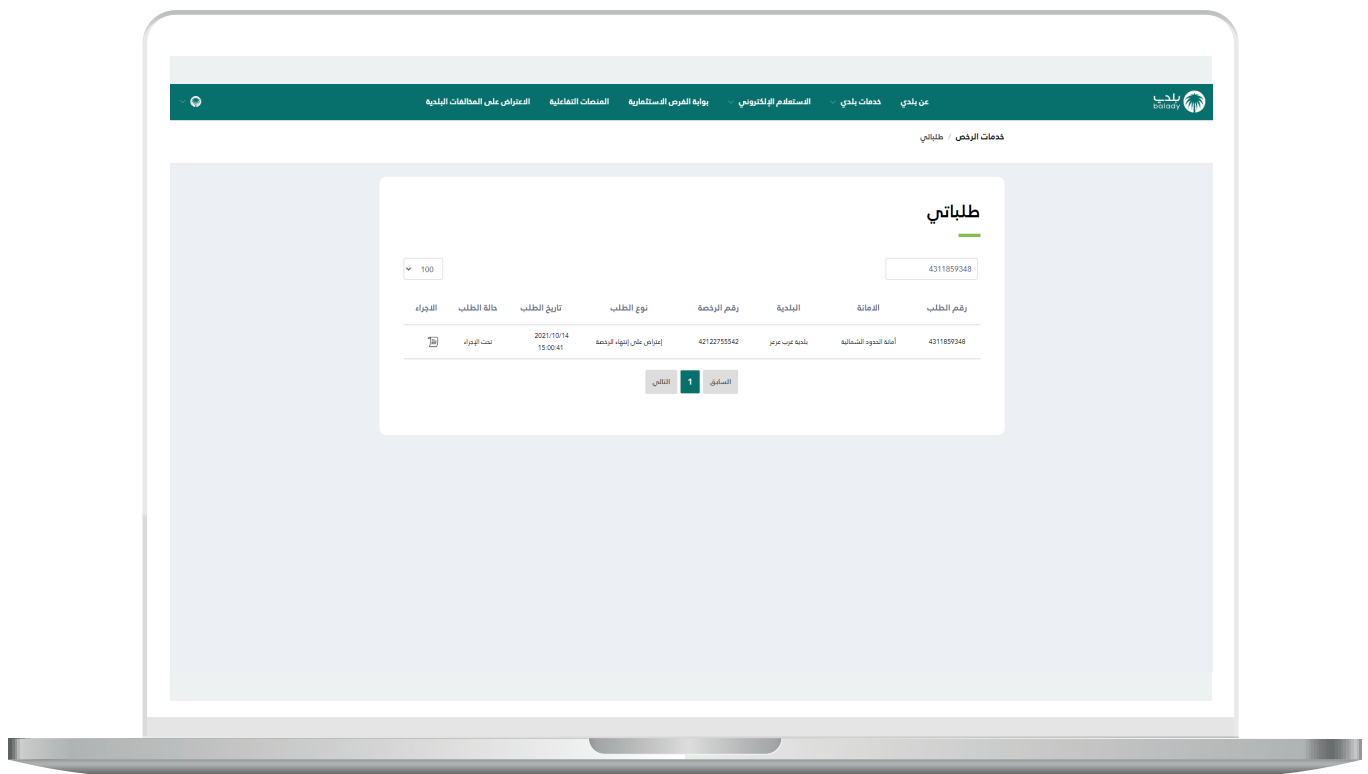
The form is displayed on a laptop screen, and the interface is in Arabic.

11) The request is successfully sent, and the Request Number is displayed.

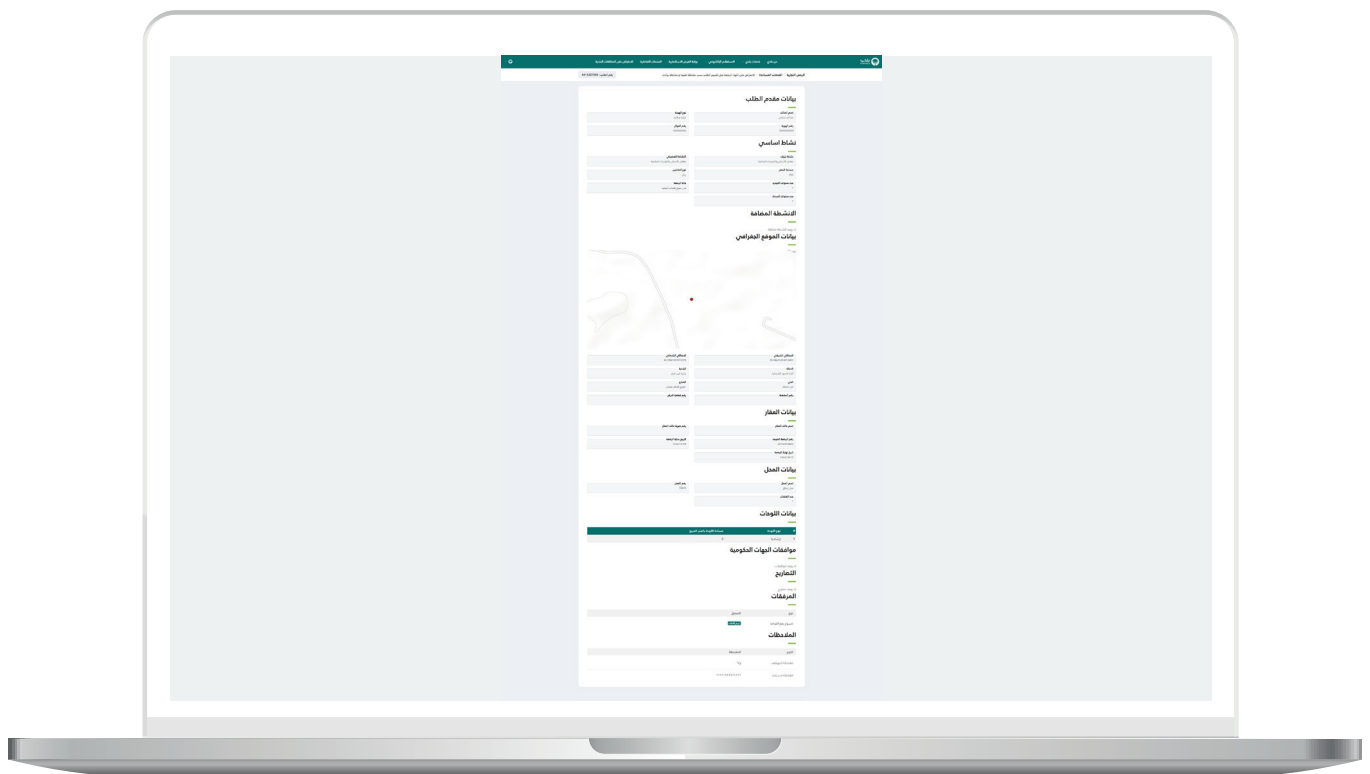
The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the **(Comments)** field. The user then clicks **(Submit Evaluation)**.



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



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



 | 199040 Direct Contact Number

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