



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

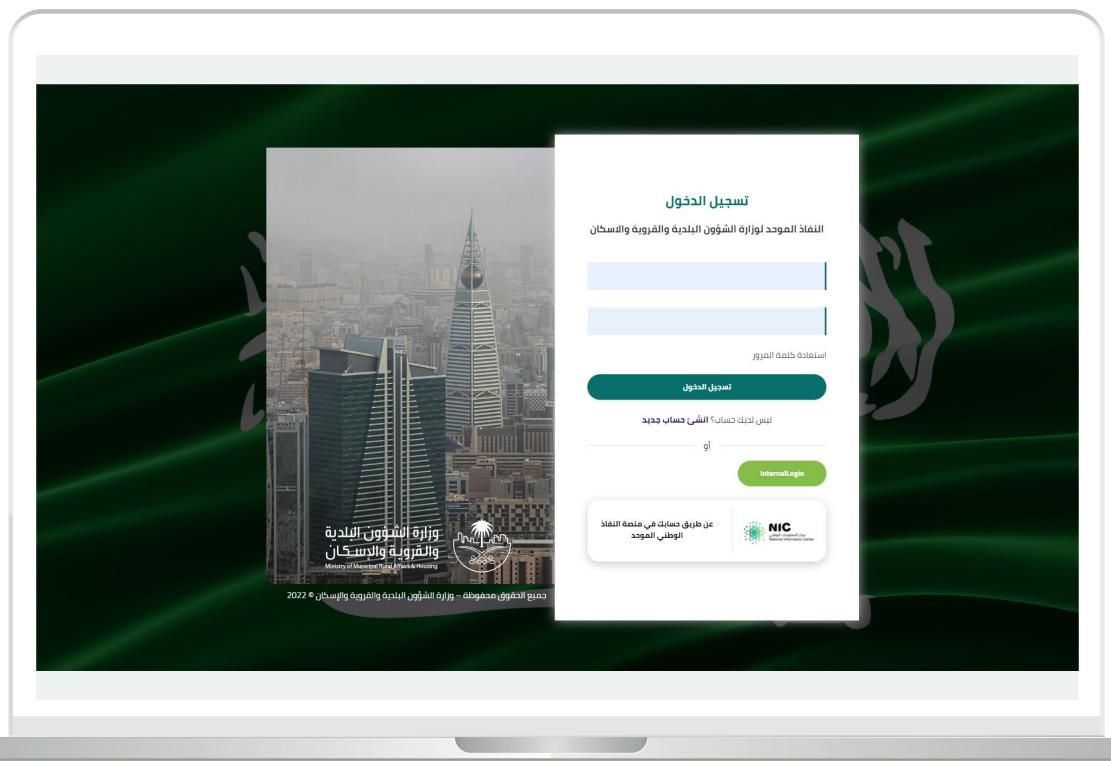
Service of Filing an Objection to

License Expiration Before Request Submission

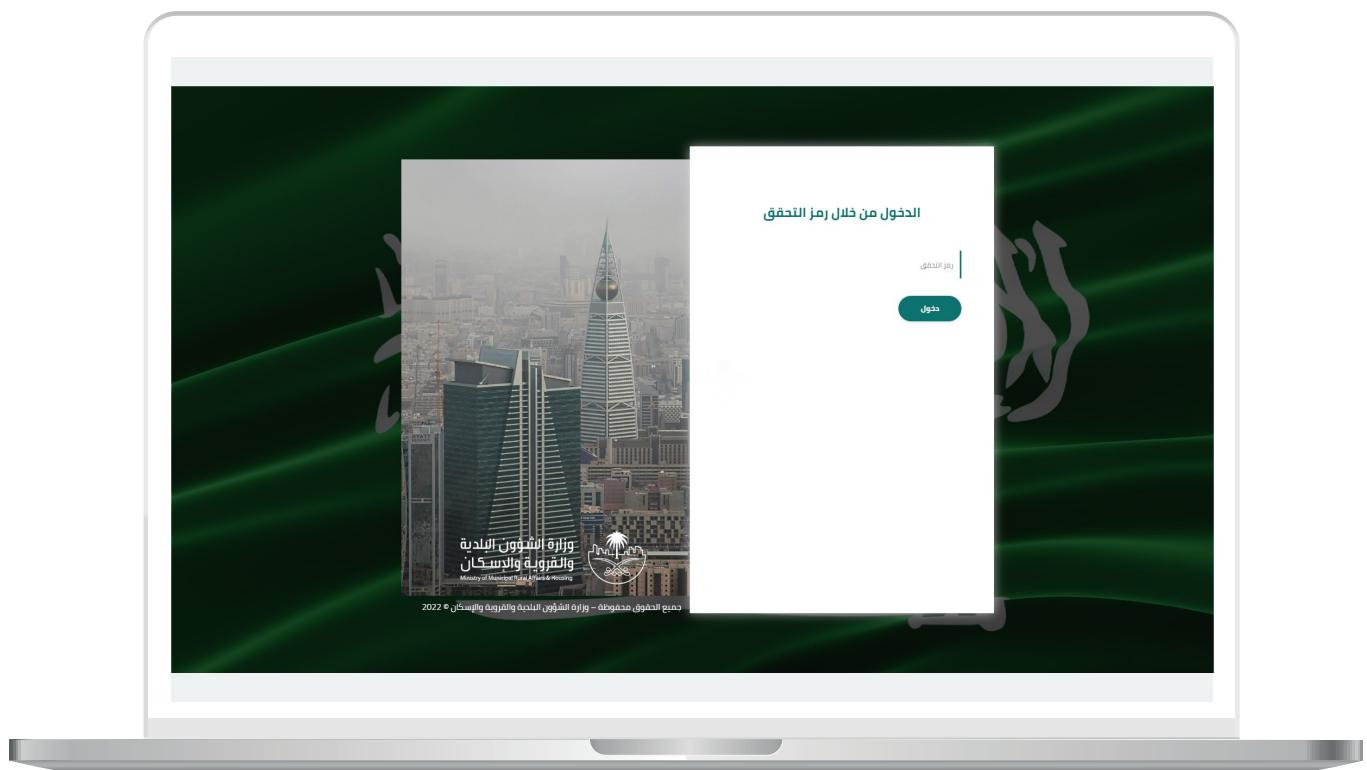
Beneficiary's
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Logging into the System

- 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.



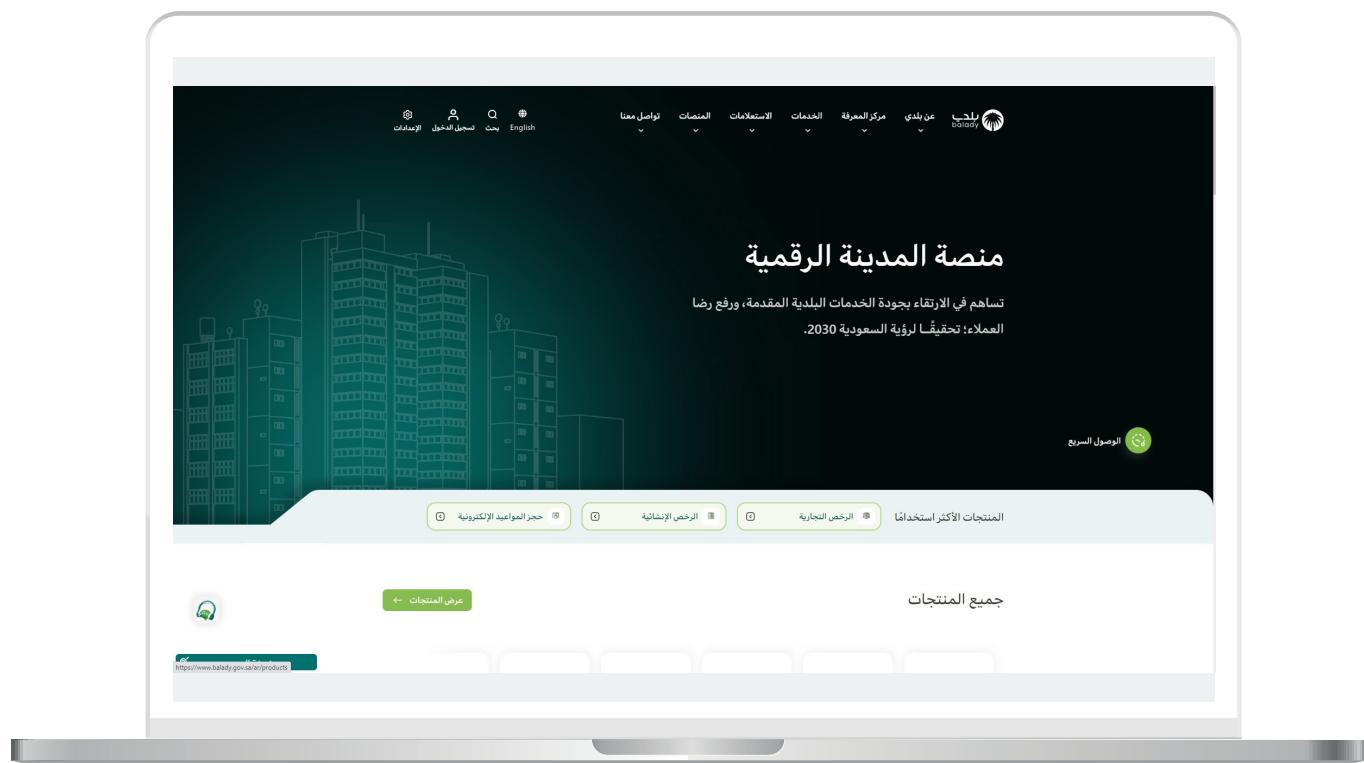
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



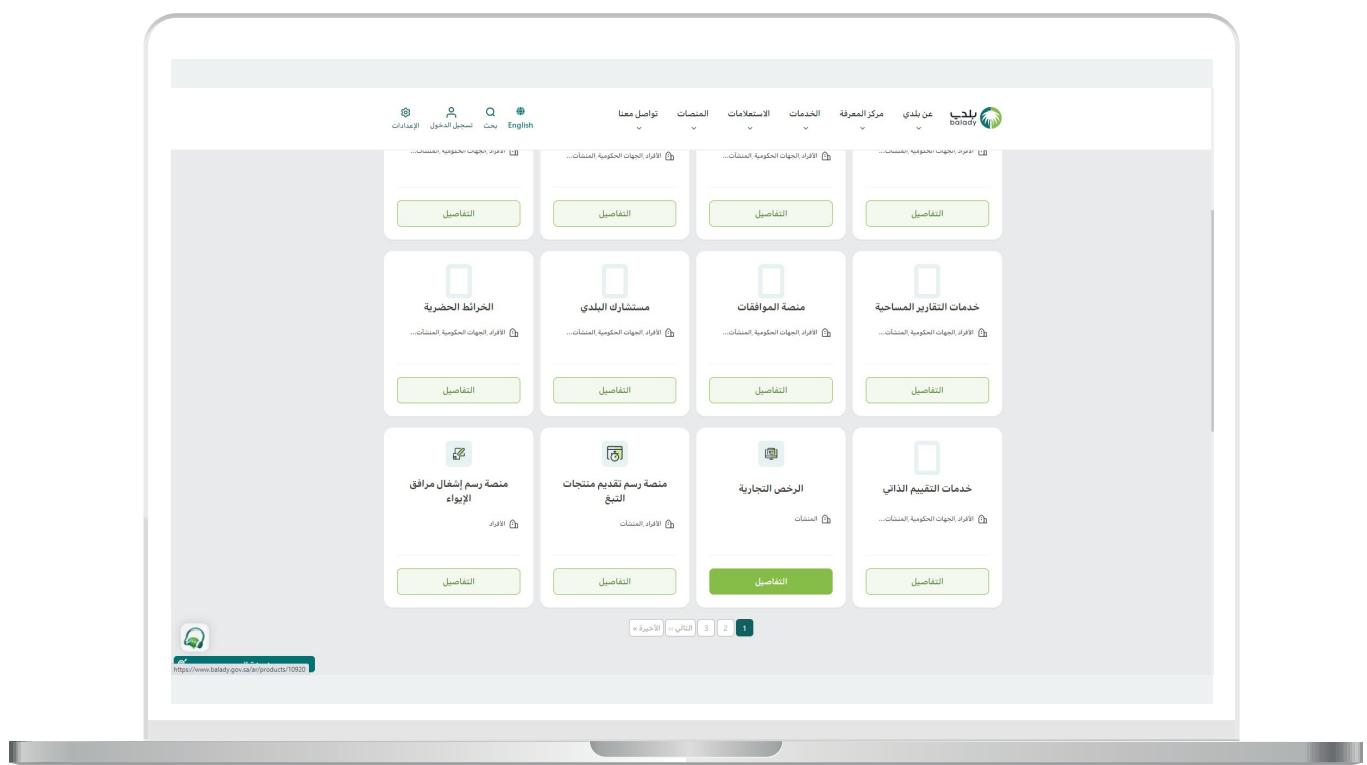
Service Request Steps

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

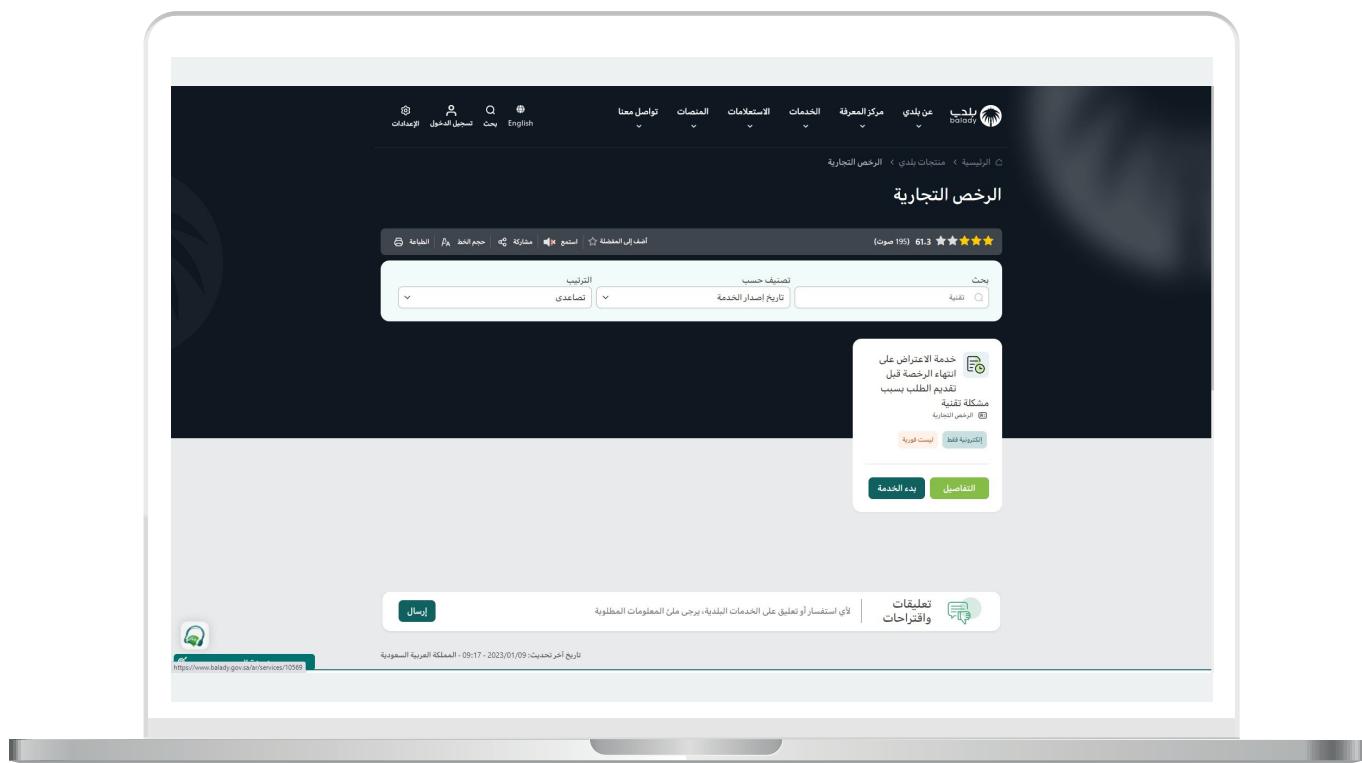
The user then clicks the (View Products) button.



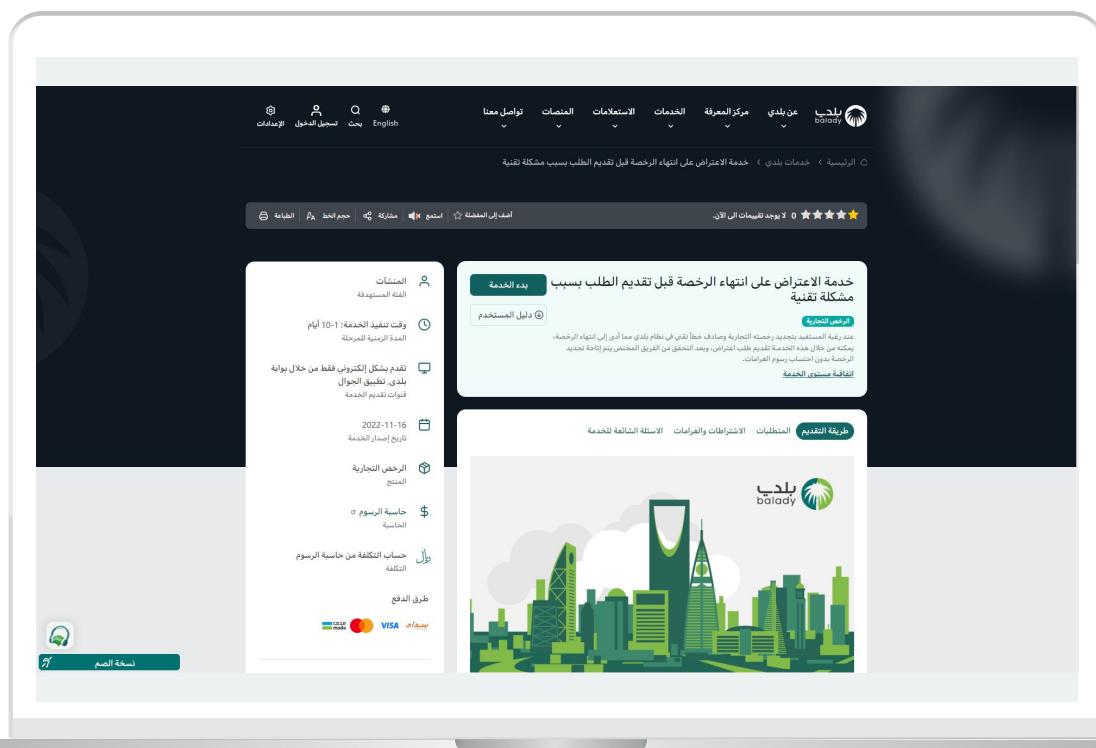
2) To begin the service application process, select the (**Commercial Licenses**) menu, as shown in the screenshot below.



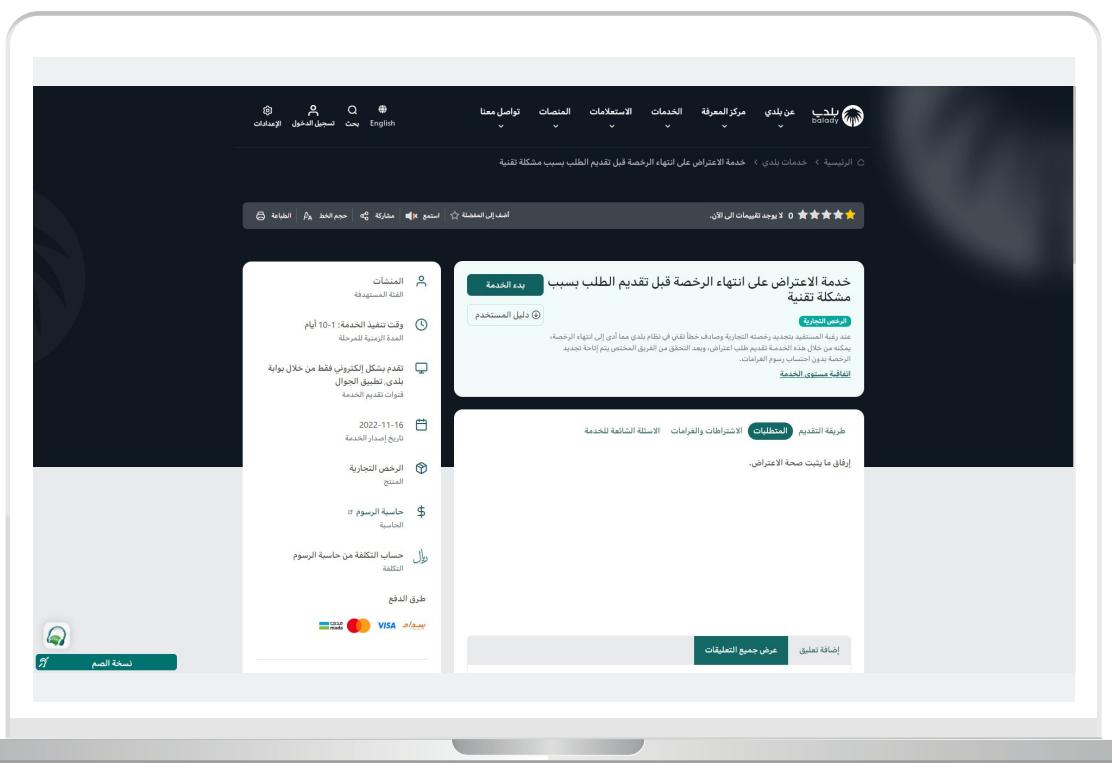
3) The user searches for (Objection to License Expiration Before Request Submission Due to a Technical Issue) as shown in the following screen.



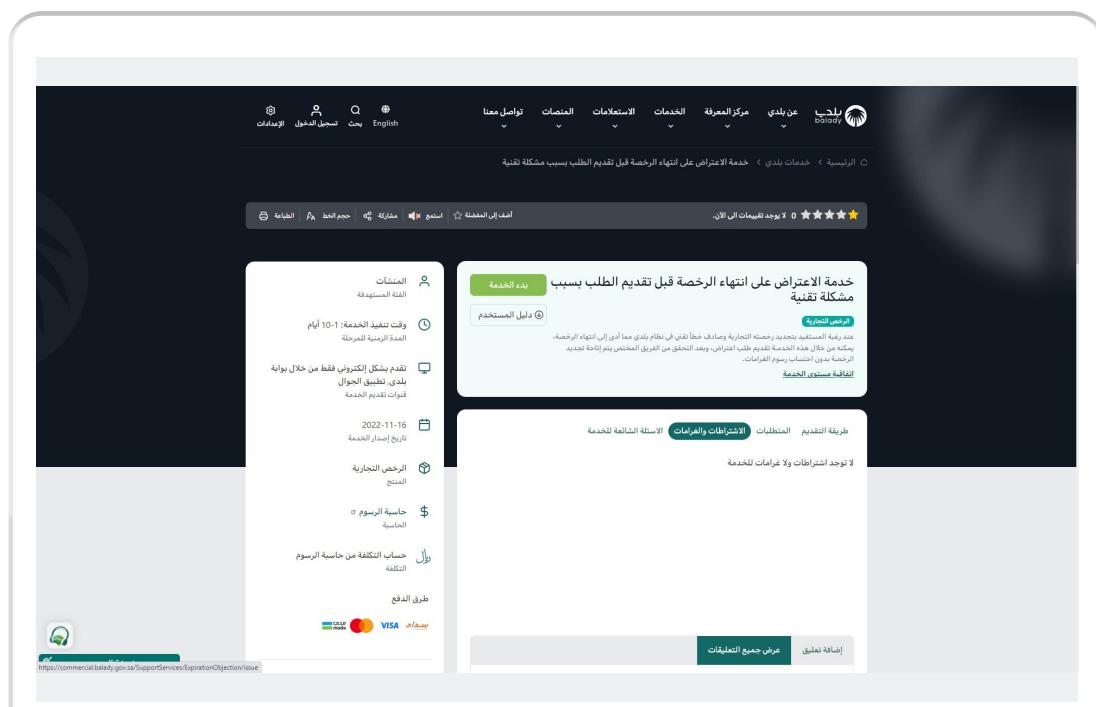
4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



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

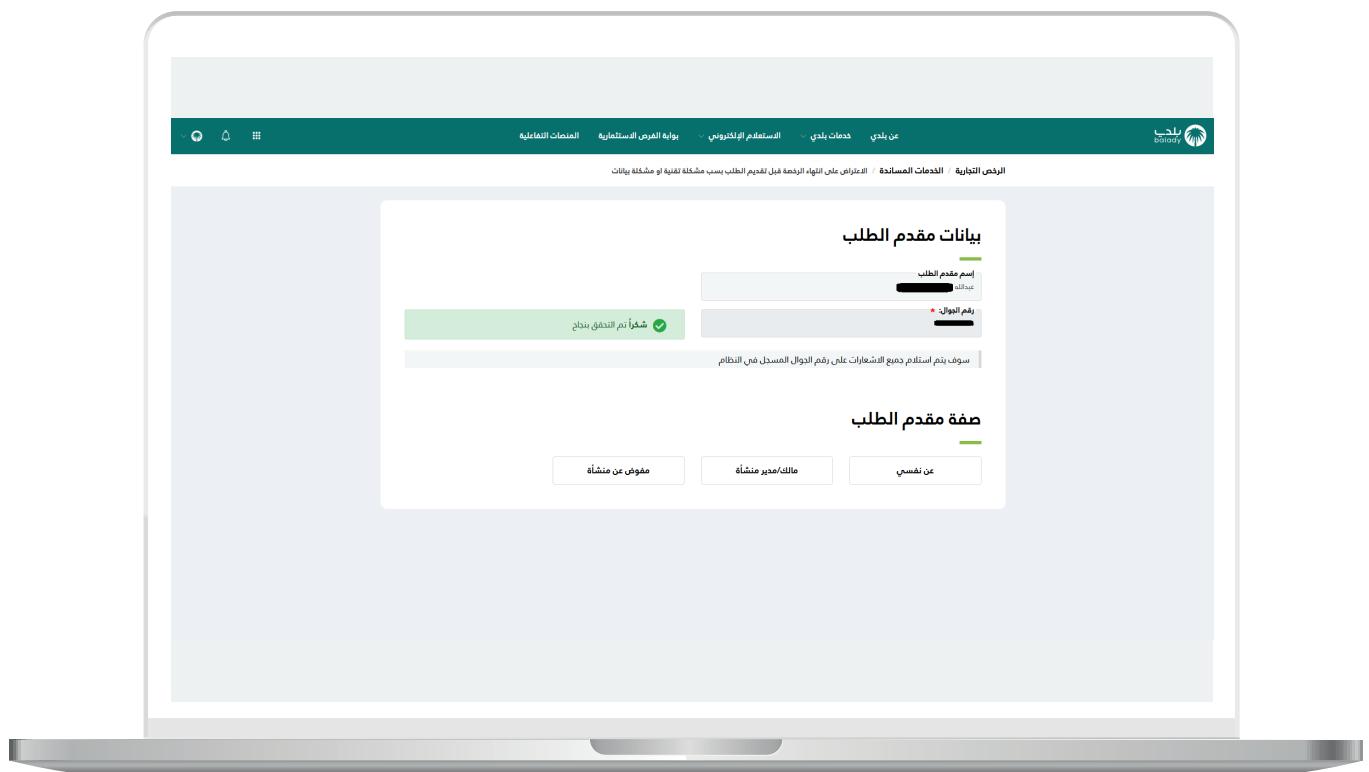


6) The following screen represents the (Conditions and Fines) section. To start the application process, the user clicks the (Start Service) button.



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**).

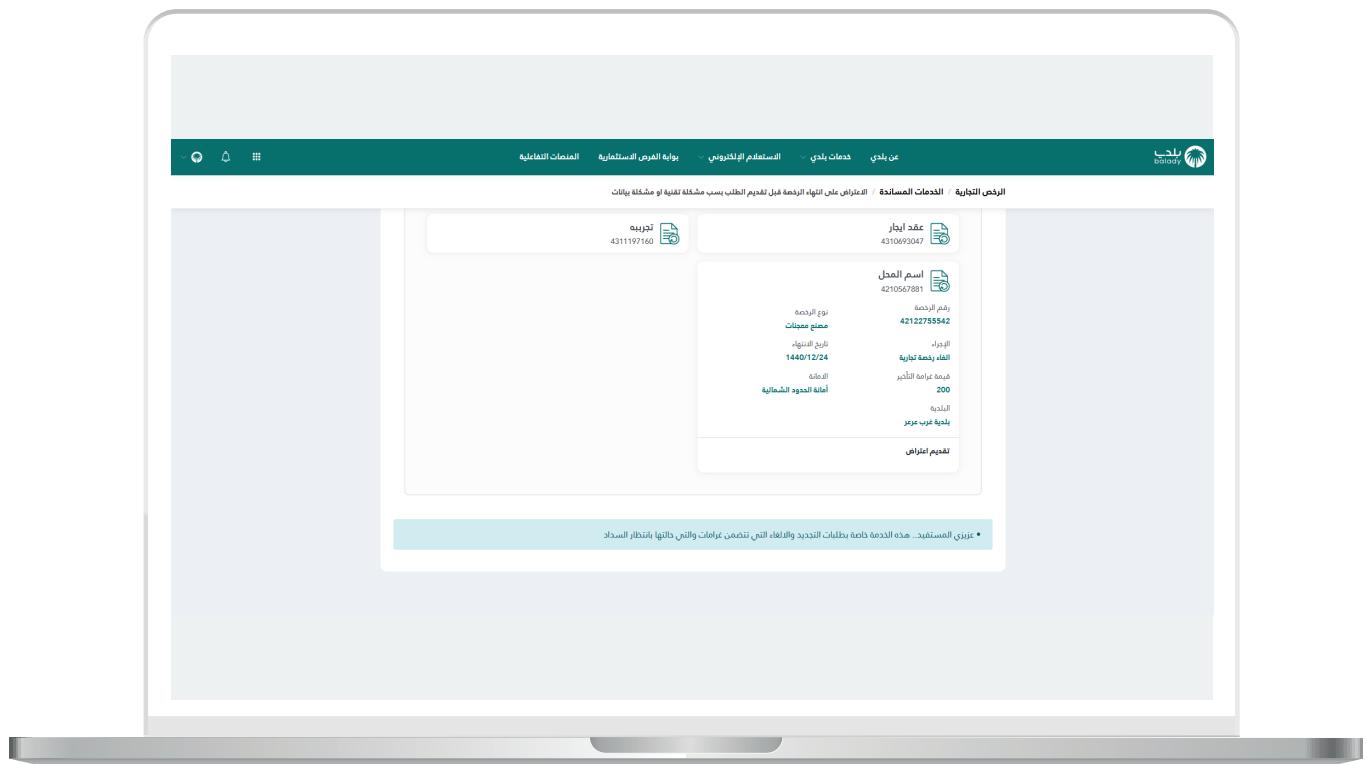


8) In the example below, the option **(Authorized Representative for an Establishment)** is selected. The system allows the user to choose a value from the drop-down list **(Commercial Register/700 Number)** and then click **(Browse)**.

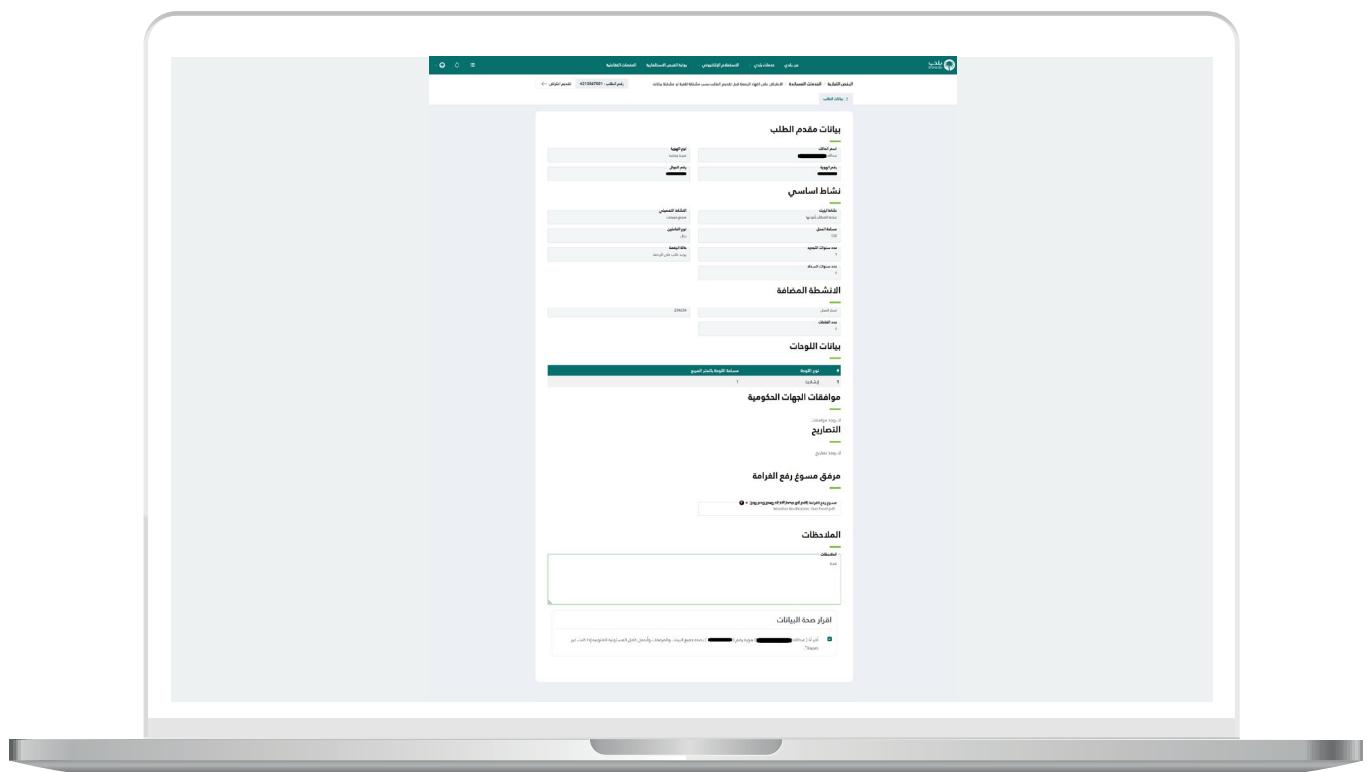
After that, all licenses associated with the selected value are displayed.

The screenshot shows a web-based application for managing business registrations. At the top, there is a navigation bar with links for 'الخدمات الالكترونية' (Electronic Services), 'عن بدي' (About BDI), 'خدمات بدي' (BDI Services), 'الاستعلام الالكتروني' (Electronic Inquiry), 'بوابة الغرفة الالكترونية' (Electronic Chamber Portal), and 'الخدمات الالكترونية' (Electronic Services) again. The main content area is titled 'صفة مقدم الطلب' (Request Submission Form). It features several document attachments: 'السجل التجاري / رقم شرکة النادر' (Business Registration / Company No. 700), '契約書' (Contract) with ID 4311197160, '契約書' (Contract) with ID 4310693040, and ' اسم العامل' (Employee Name) with ID 4210567881. A note at the bottom states: 'غيرني المستفيد... هذه الخدمة خاصة بطلبات التجديد واللائحة التي تخصمني عزاءات والذى داتتها باختصار المسداد' (The beneficiary is not me... This service is specifically for renewal and listing applications that are specifically allocated to me, and it is fully paid). The top right corner of the page features the Bahrain e-Governance logo.

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

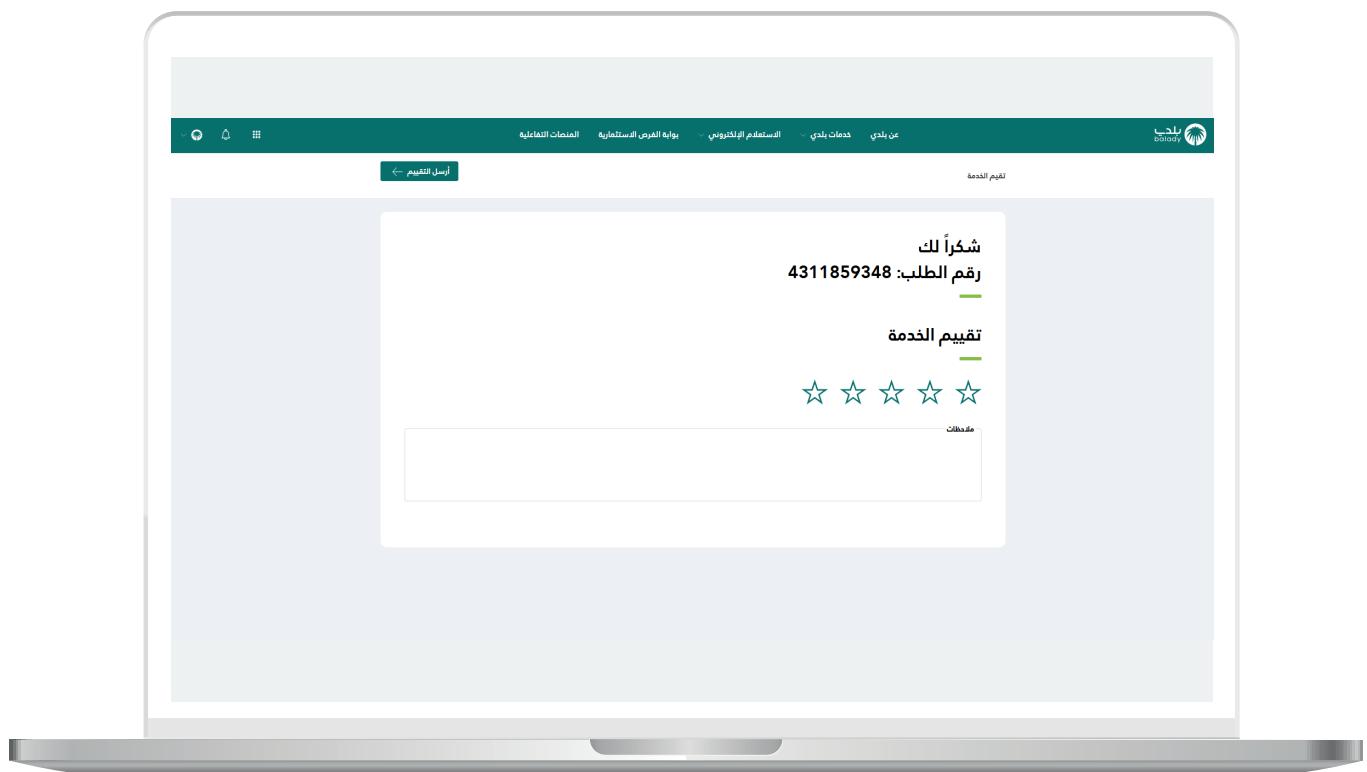


10) The next screen appears, representing the Objection Request Details. The user uploads the (Penalty Waiver Justification Attachment), enters the value in the (Notes) field, and agrees to the declaration. Finally, the user clicks (Submit Objection) to submit the request.

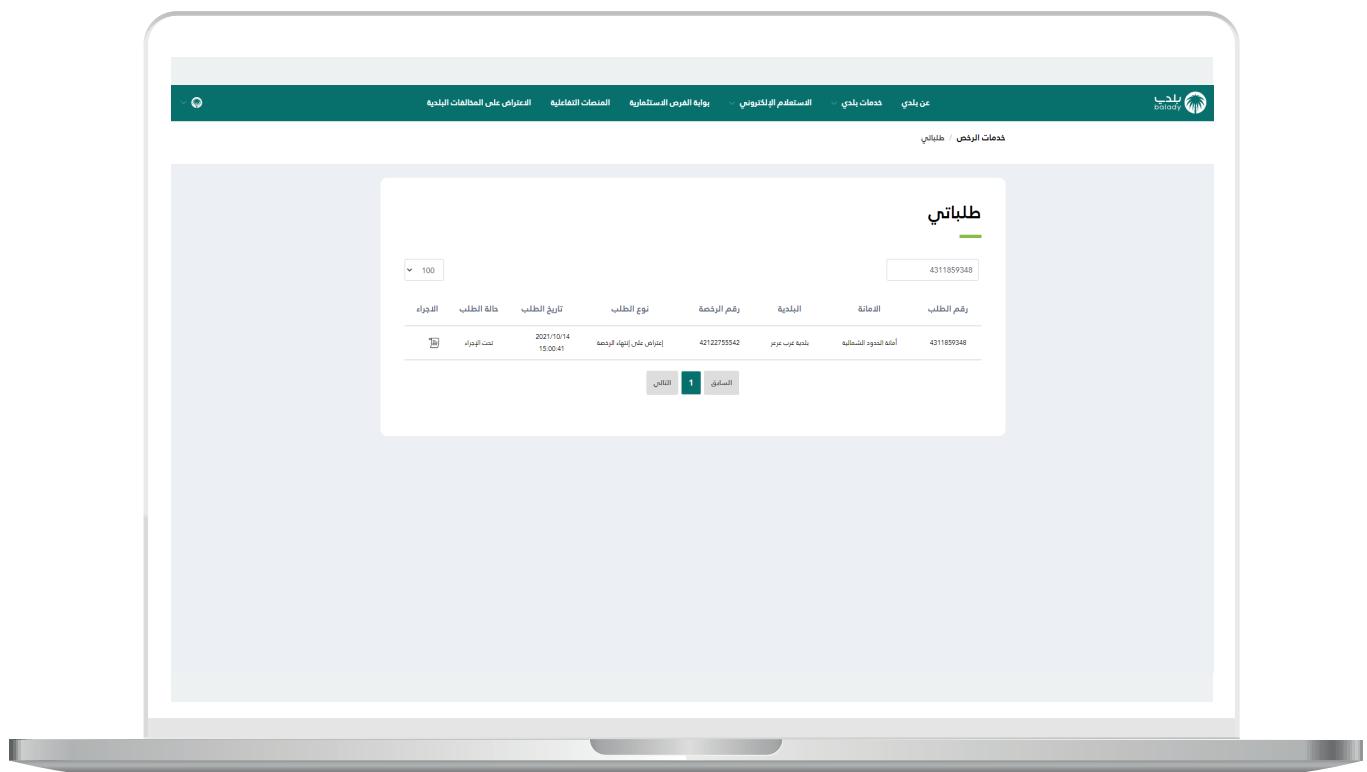


11) The request is successfully sent, and the Request Number is displayed.

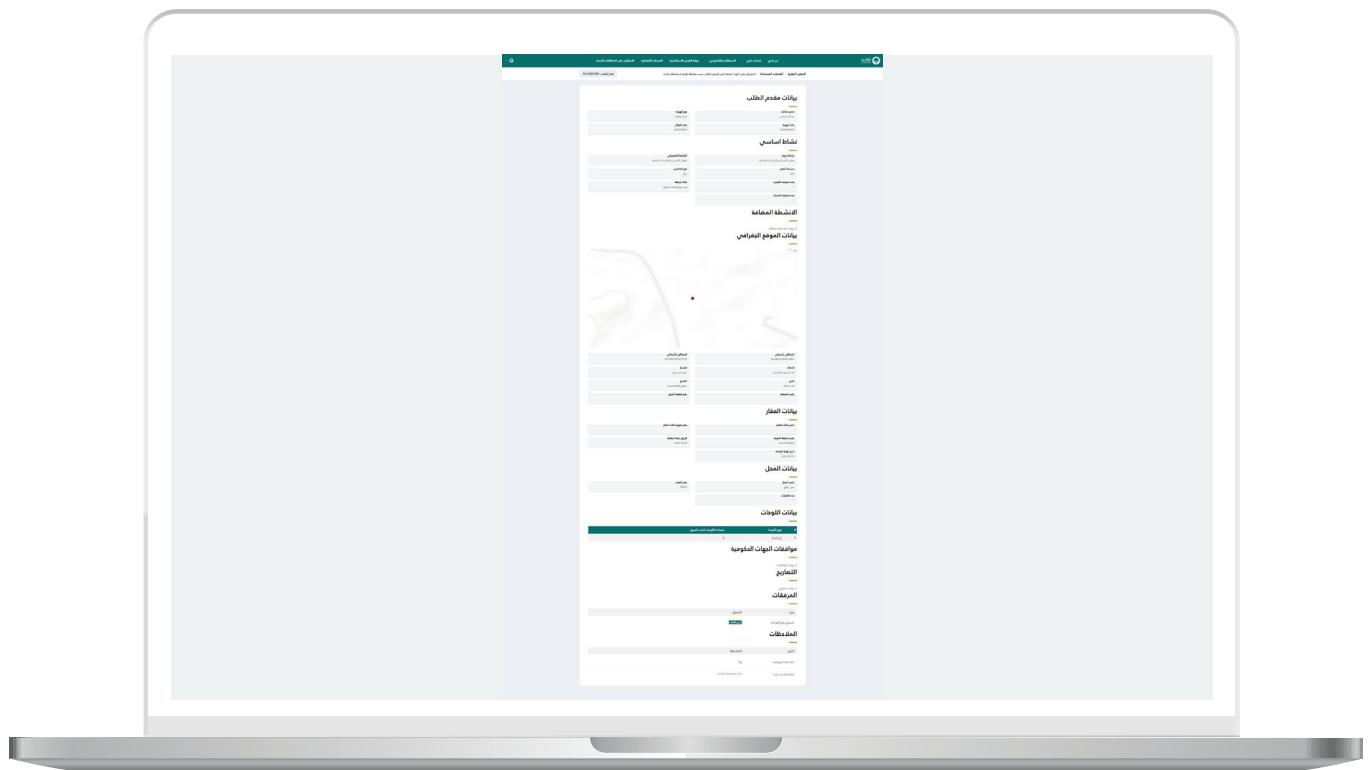
The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the (Comments) field. The user then clicks (Submit Evaluation).



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.



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