وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the Service of

Contacting the Office of His Excellency the Minister

Beneficiary's Copy

Contents

Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.
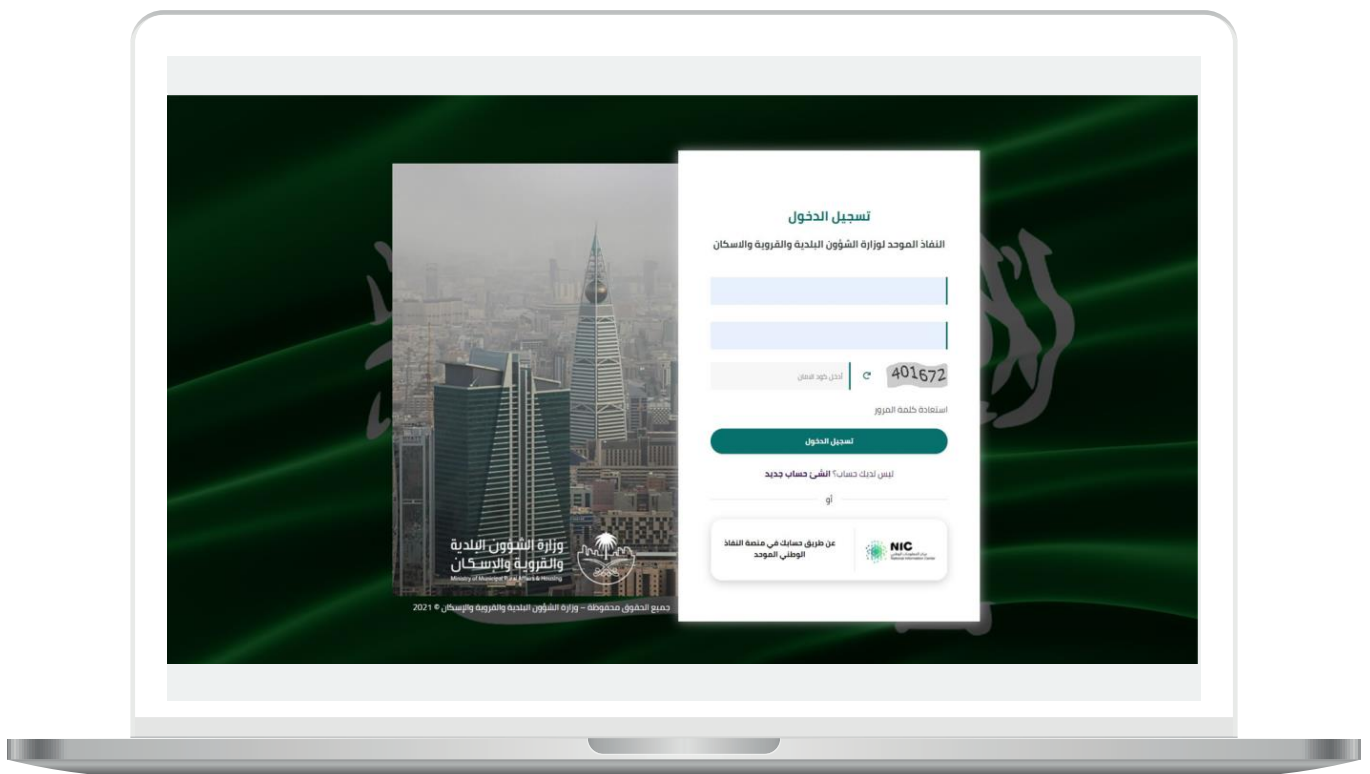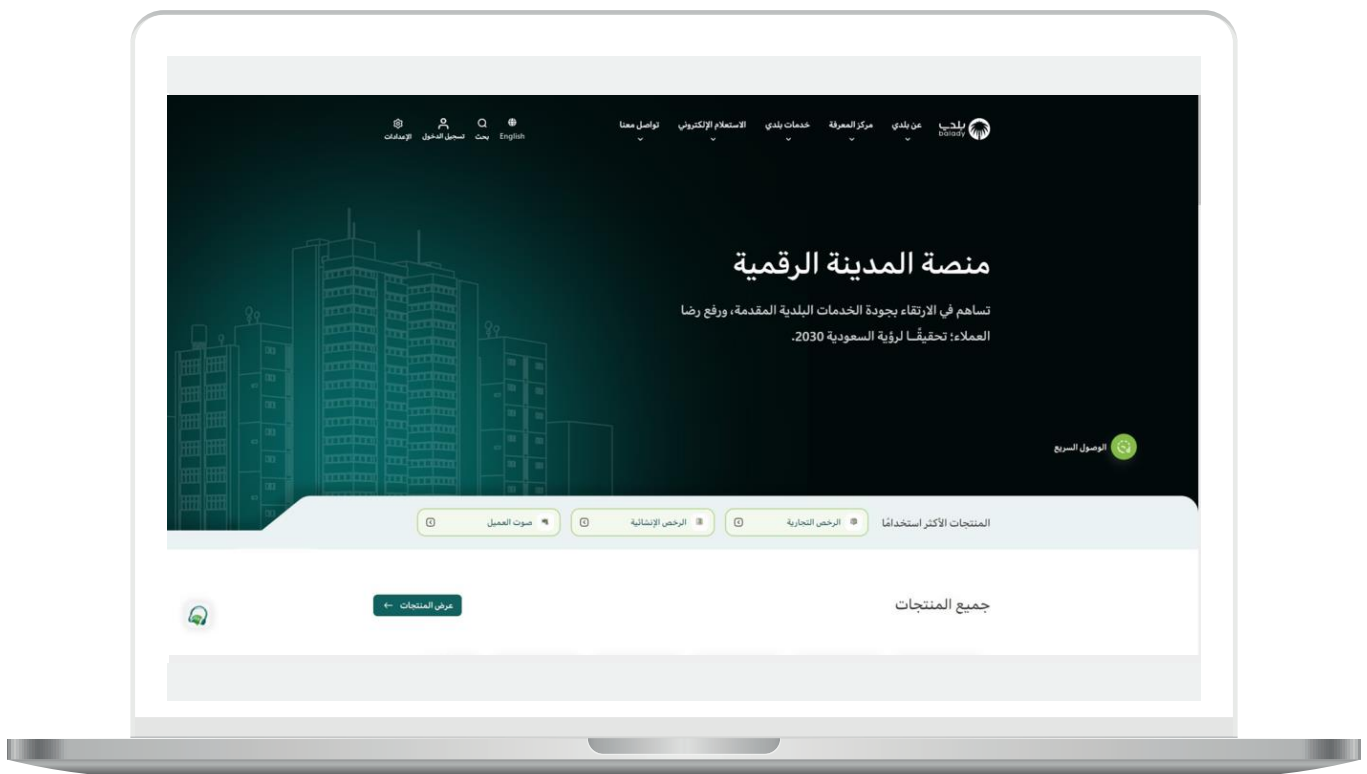
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
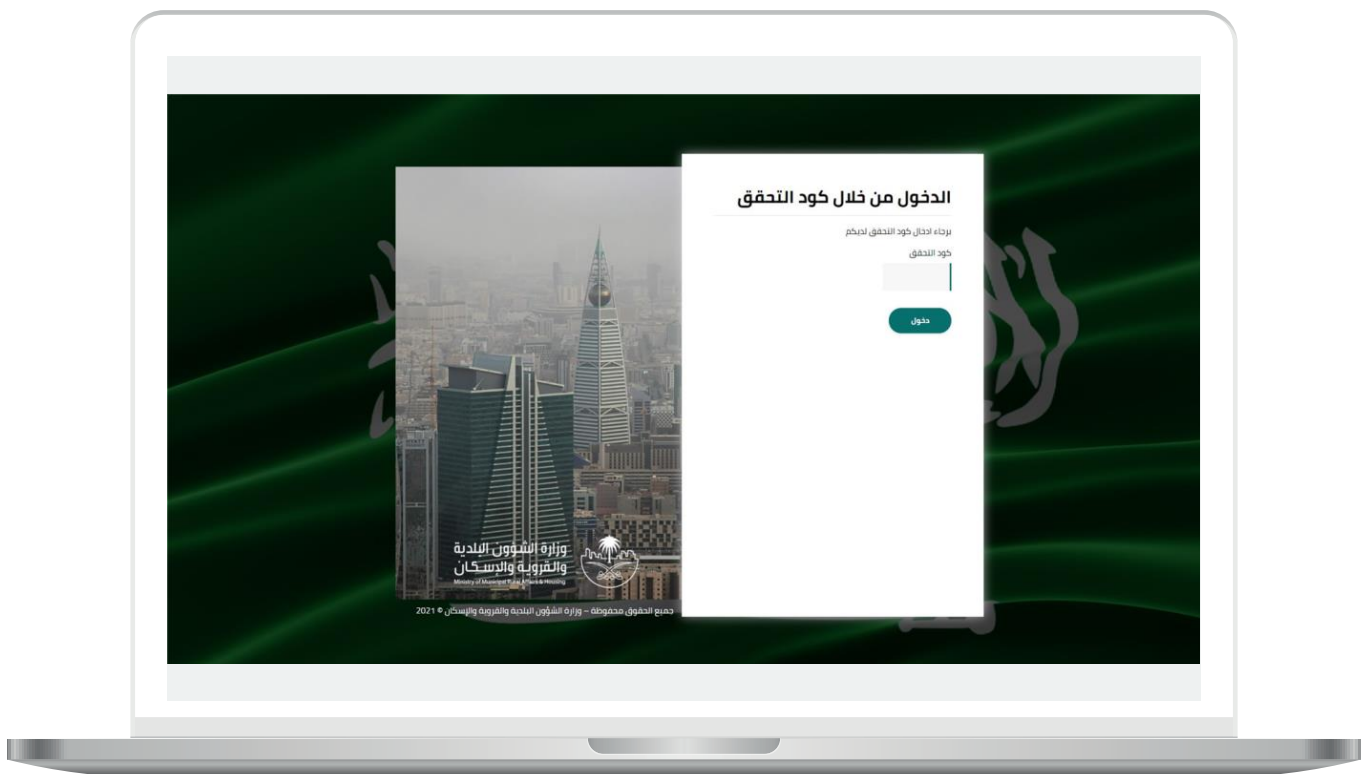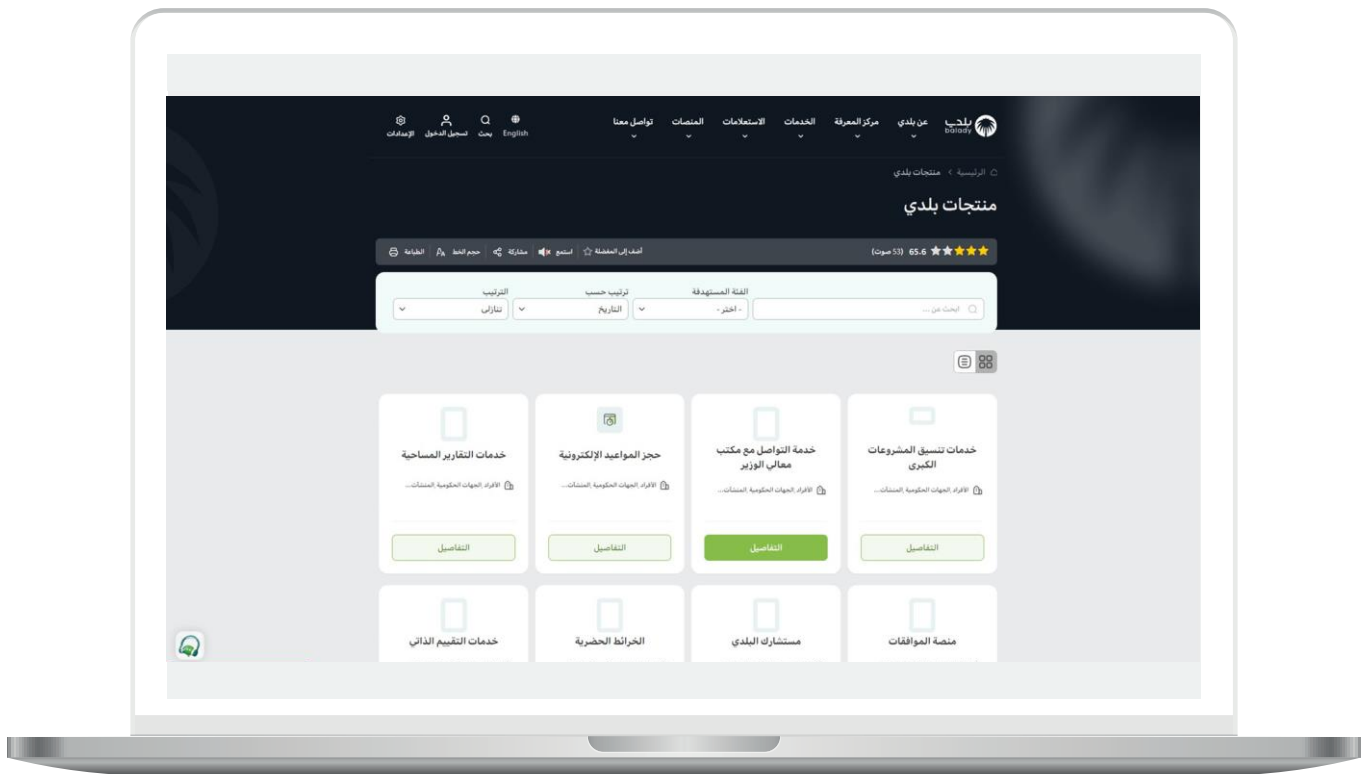
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
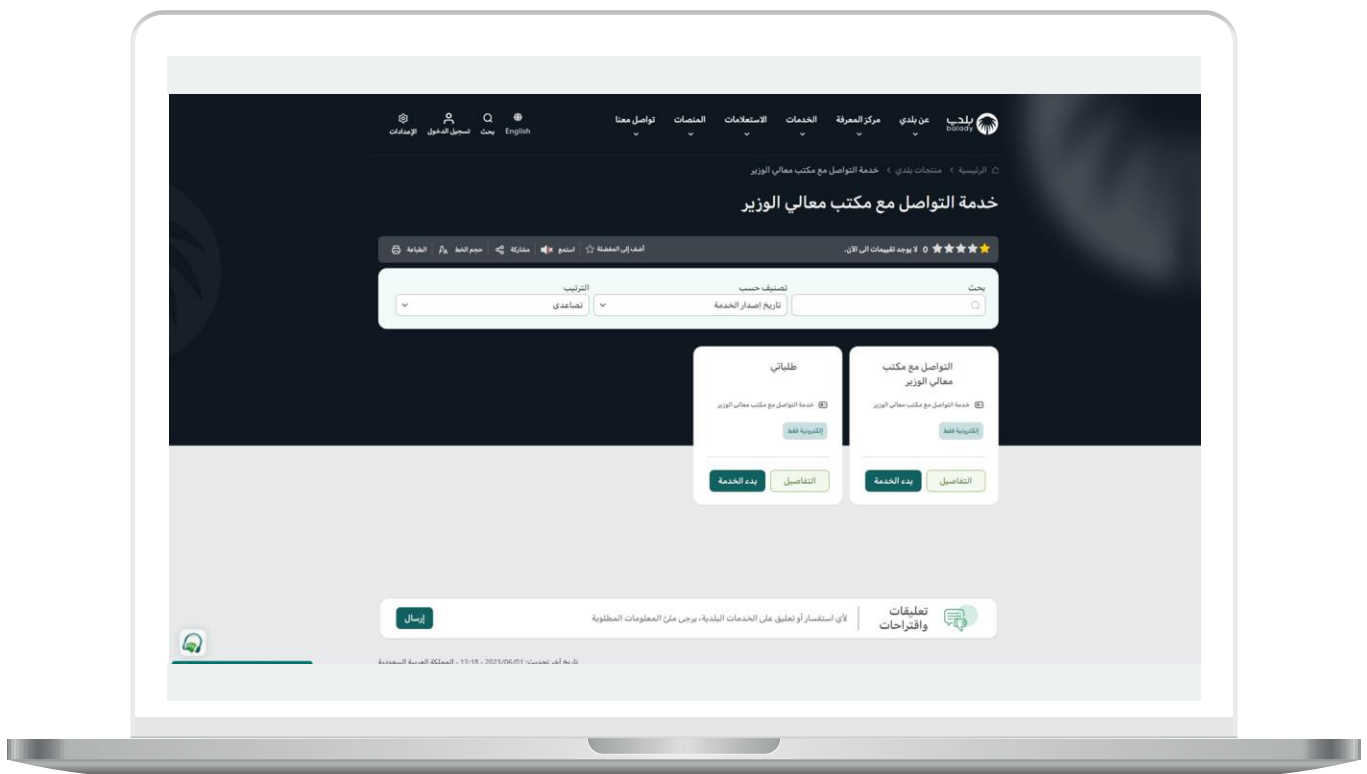
The user then clicks the (**View Products**) button.

4) Then, the user clicks (**Details**) under the (**Contacting the Office of His Excellency the Minister**) option, as shown below.
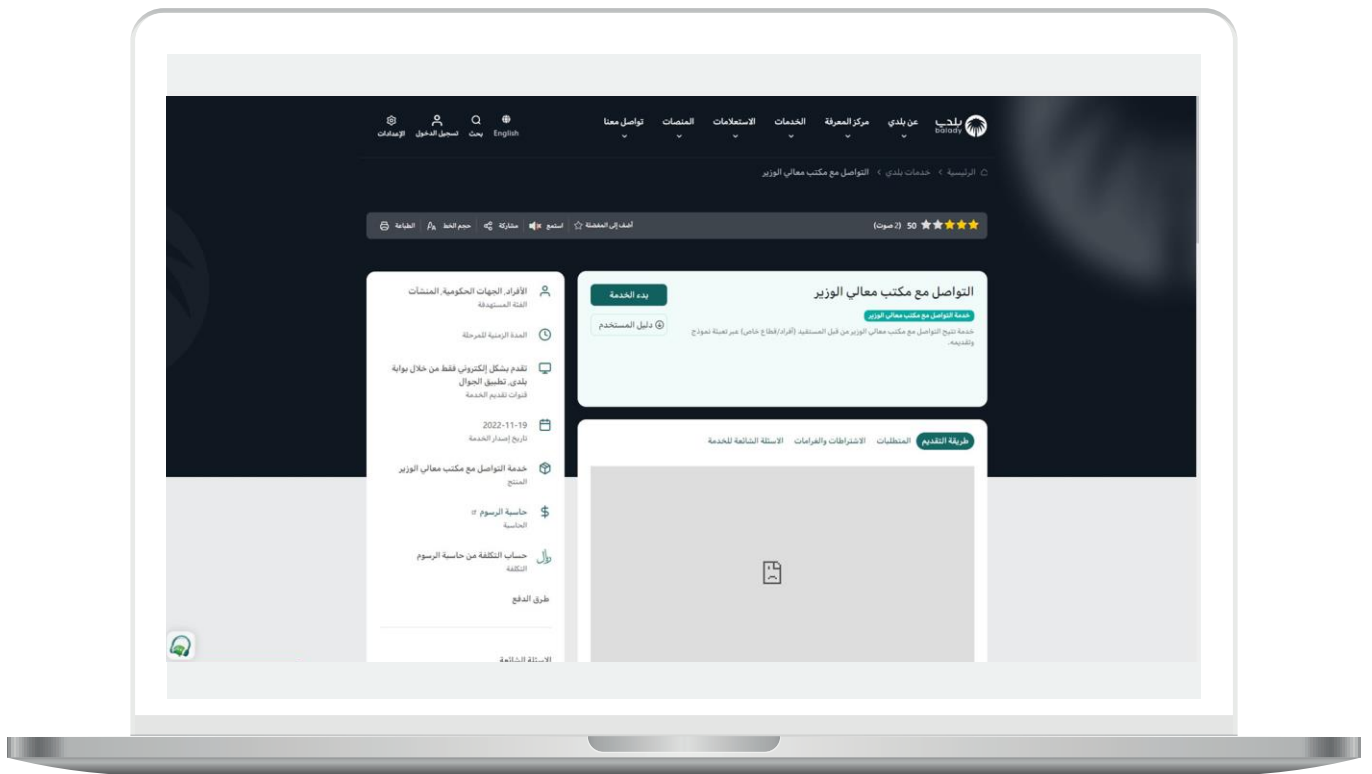
5) The following service options appear: (**Contacting the Office of His Excellency the Minister, My Requests**).
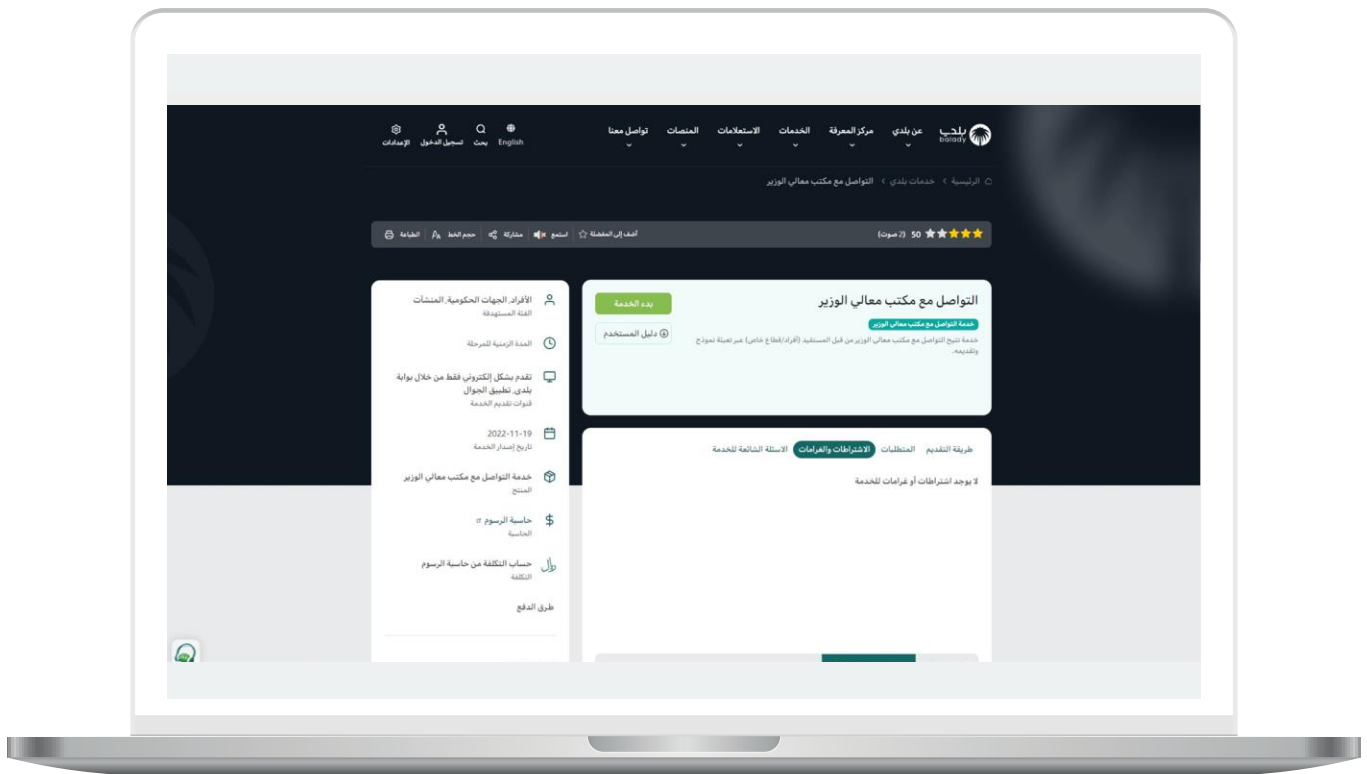
# Contacting the Office of His Excellency the Minister

1) After selecting (**Contacting the Office of His Excellency the Minister**), the service information screen appears, where the user can view (**How to Apply, Requirements, Conditions and Fines, etc**).
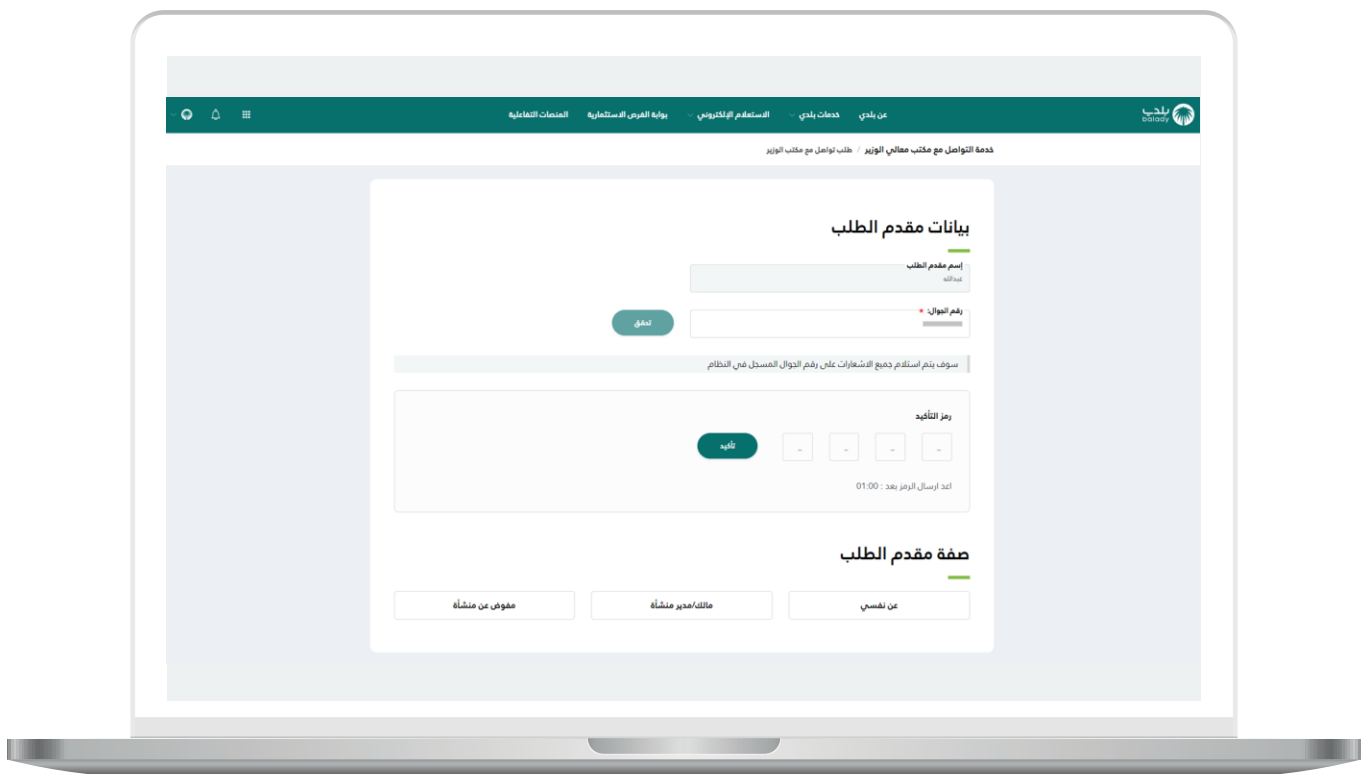
2) To start the application process, the user clicks (**Start Service**).

3) The system verifies the user's registered mobile number by requiring them to enter it in the (**Mobile Number**) field and click (**Verify**).
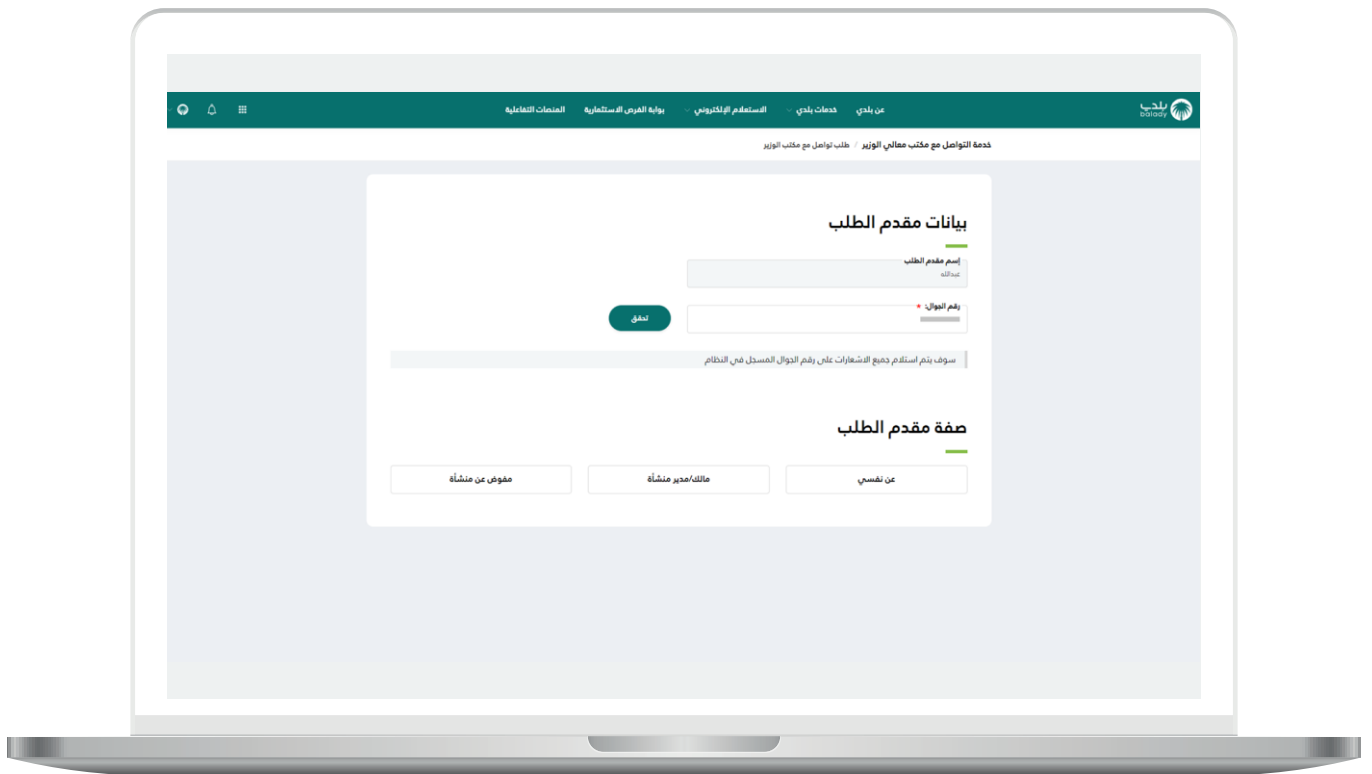
4) A confirmation code is sent to the user's mobile number. The user enters the code in the (**Confirmation Code**) field and clicks (**Confirm**).

5) After verification, a message appears stating (**Thank you, verification successful**). The system then allows the user to select their applicant role from the following options: (**For Myself**), (**Owner or Manager of an Establishment**), (**Authorized Representative**).
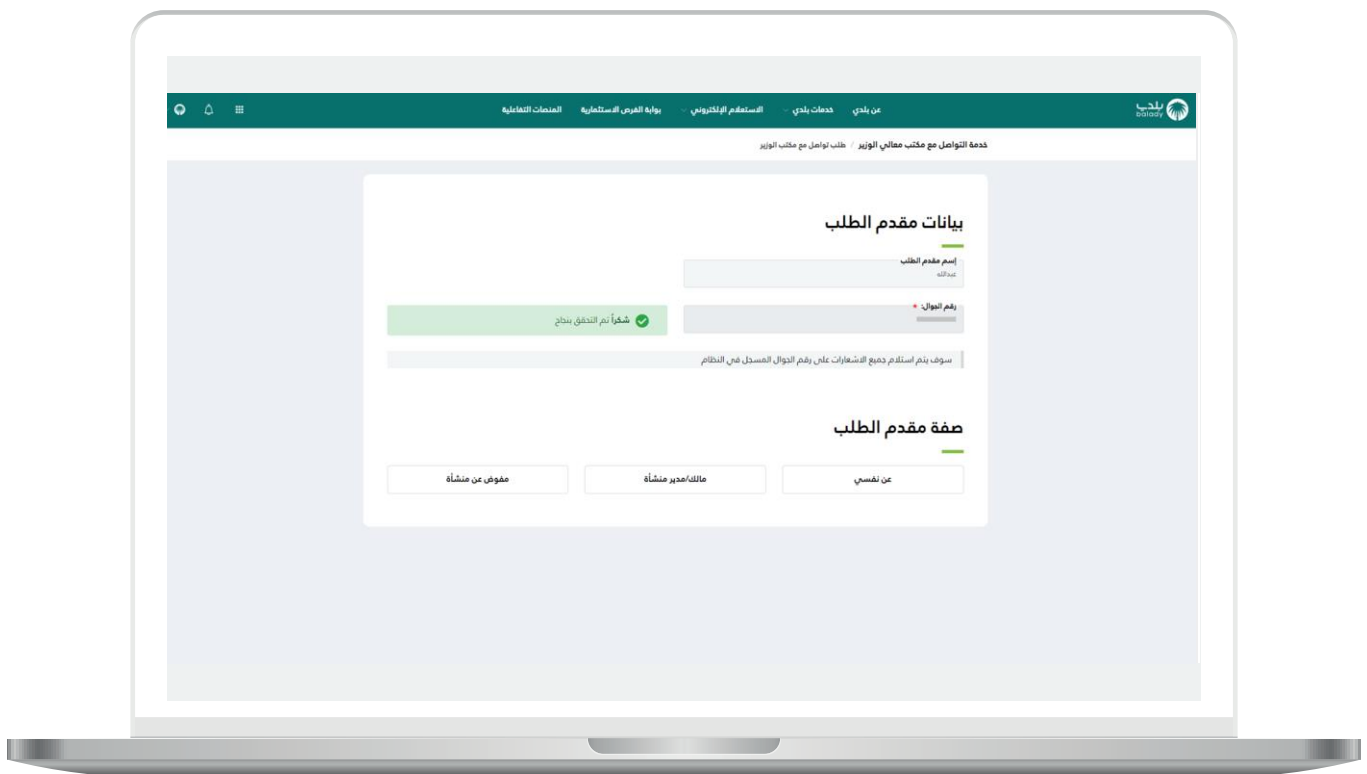
6) In the following example, the user selects (**For Myself**), and the required fields appear: (**City/Village**), (**Request Location/Region**), (**Request Subject**), (**Request Details**).

The user can also attach supporting documents by clicking the Attachments field and selecting a file from their device. The user must check the Commitment Acknowledgment box.
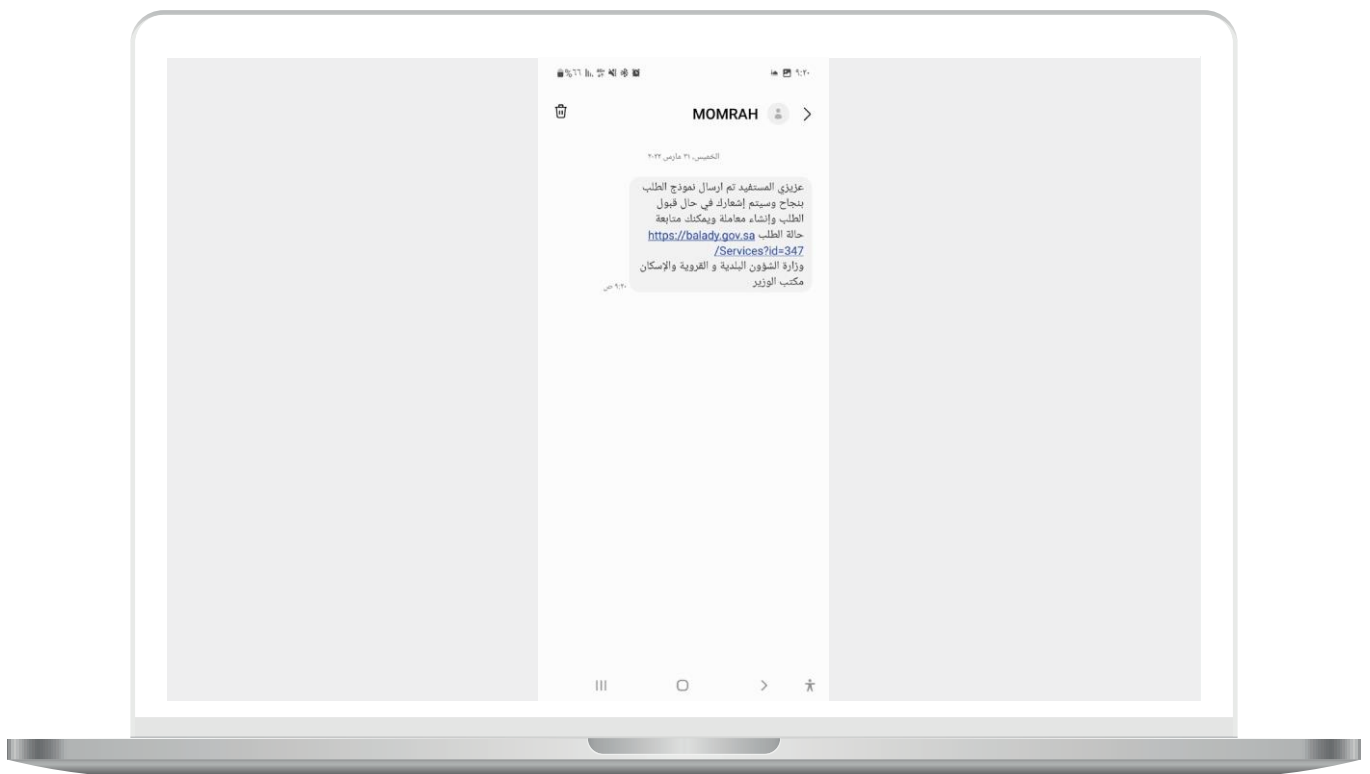
Finally, they click (**Submit Request**) or cancel the process by clicking (**Cancel Request**).
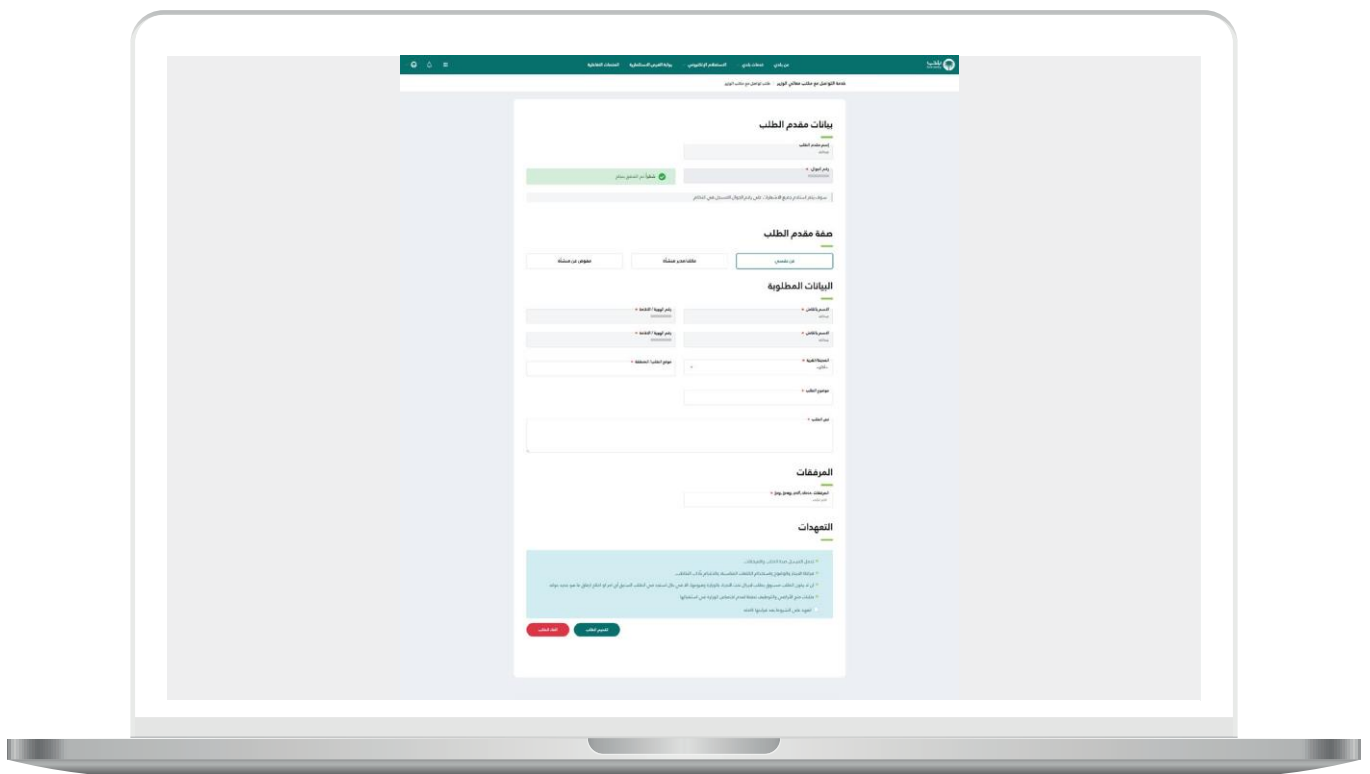
7) If the user clicks (**Cancel Request**), a confirmation message appears, allowing them to select (**Yes**) to proceed with cancellation or (**No**) to go back.
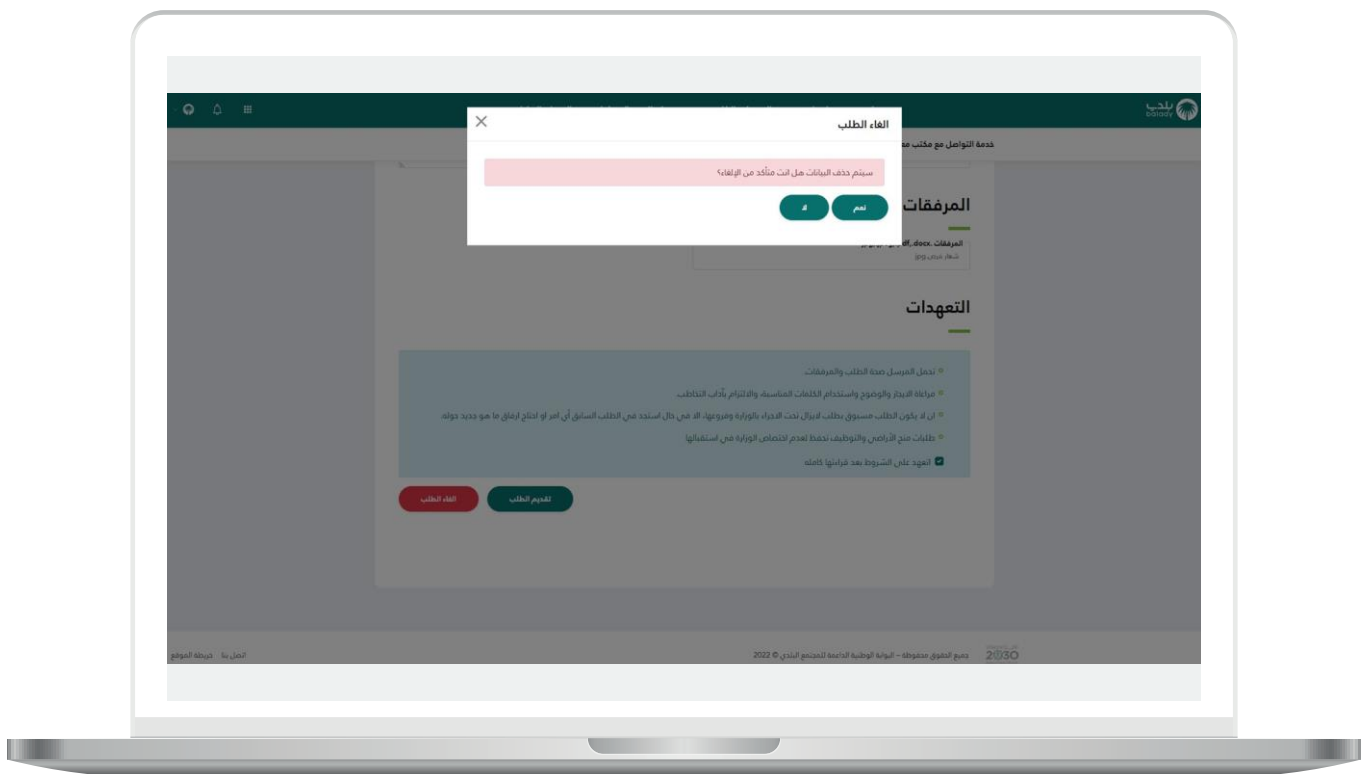
8) If the user clicks (**Submit Request**), the request form is sent, and the user receives an SMS notification confirming submission.
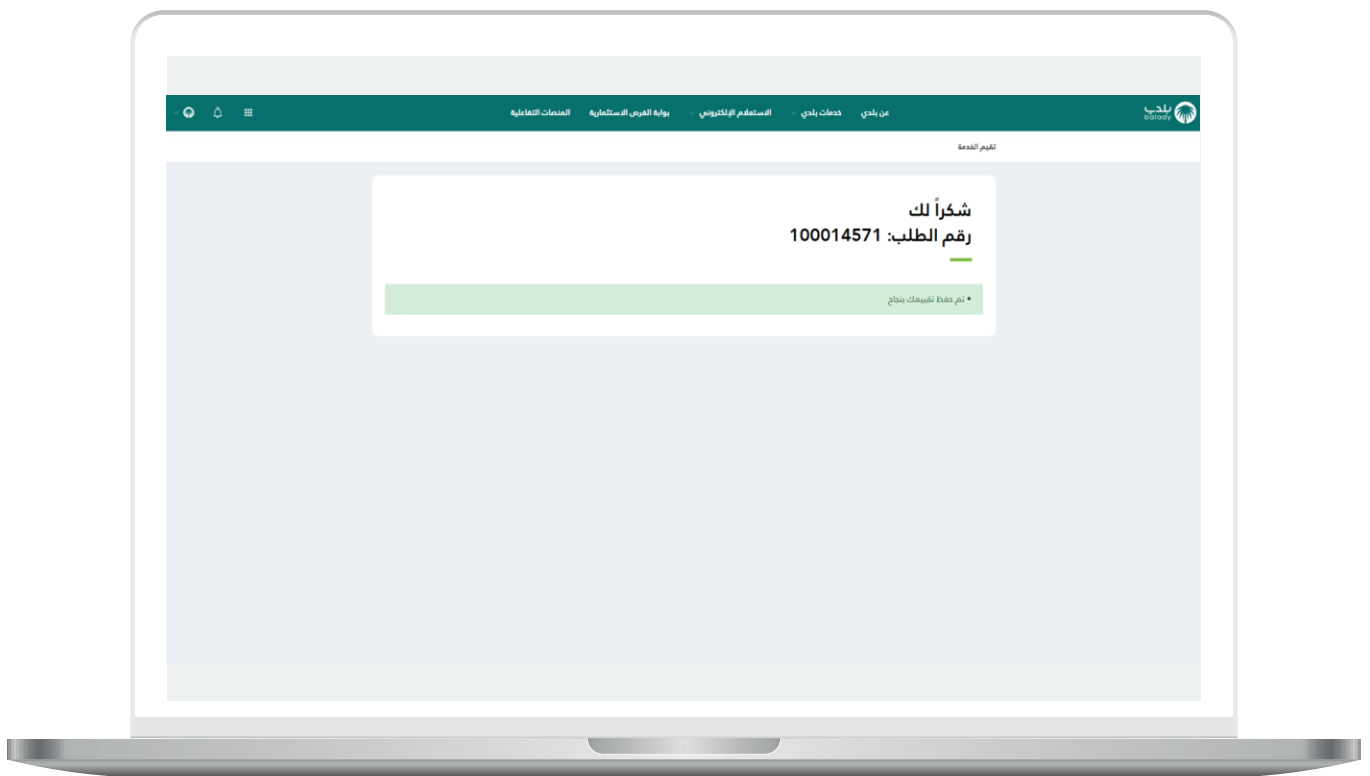
9) The request is successfully sent, and the Request Number is displayed.

The system allows the user to evaluate the service by selecting a star rating and entering feedback in the (**Comments**) field. The user then clicks (**Submit Evaluation**) to complete the evaluation.
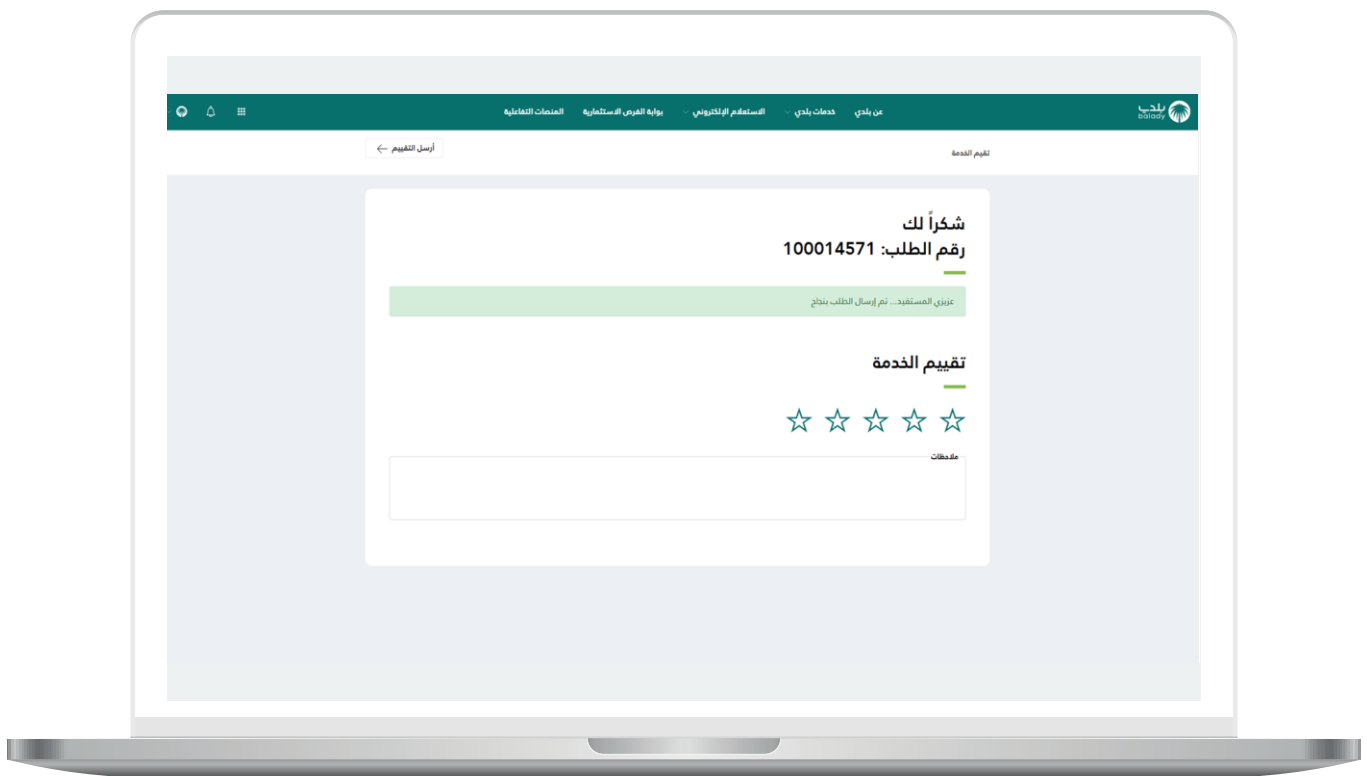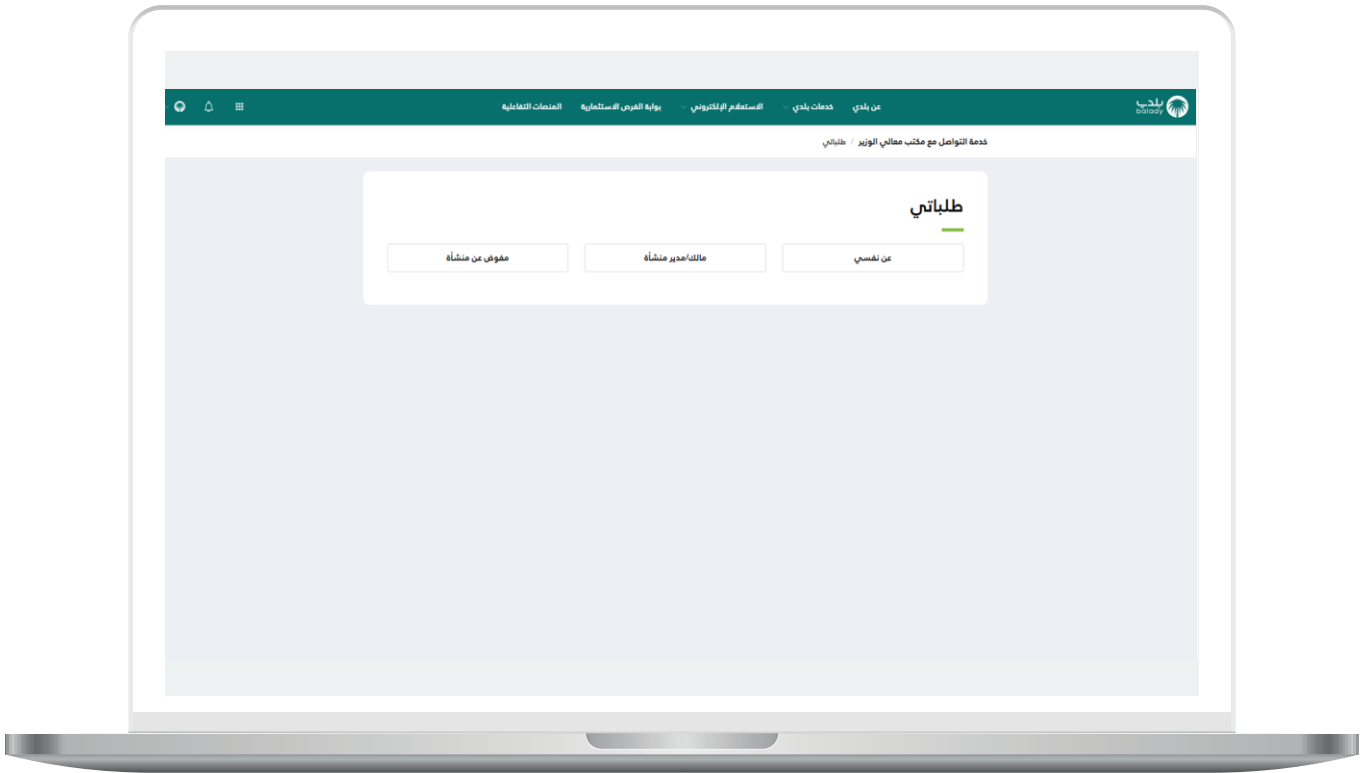
10) The evaluation is successfully saved, and a confirmation message is displayed.
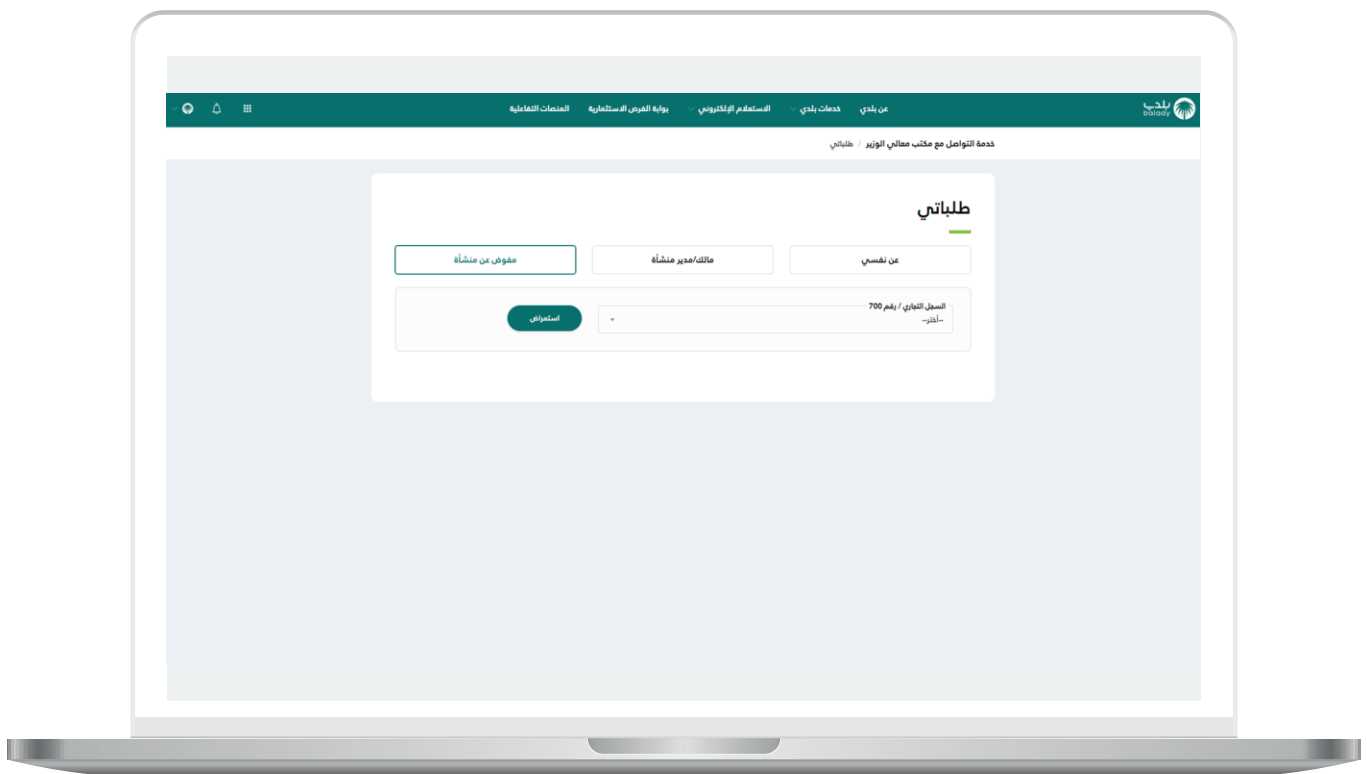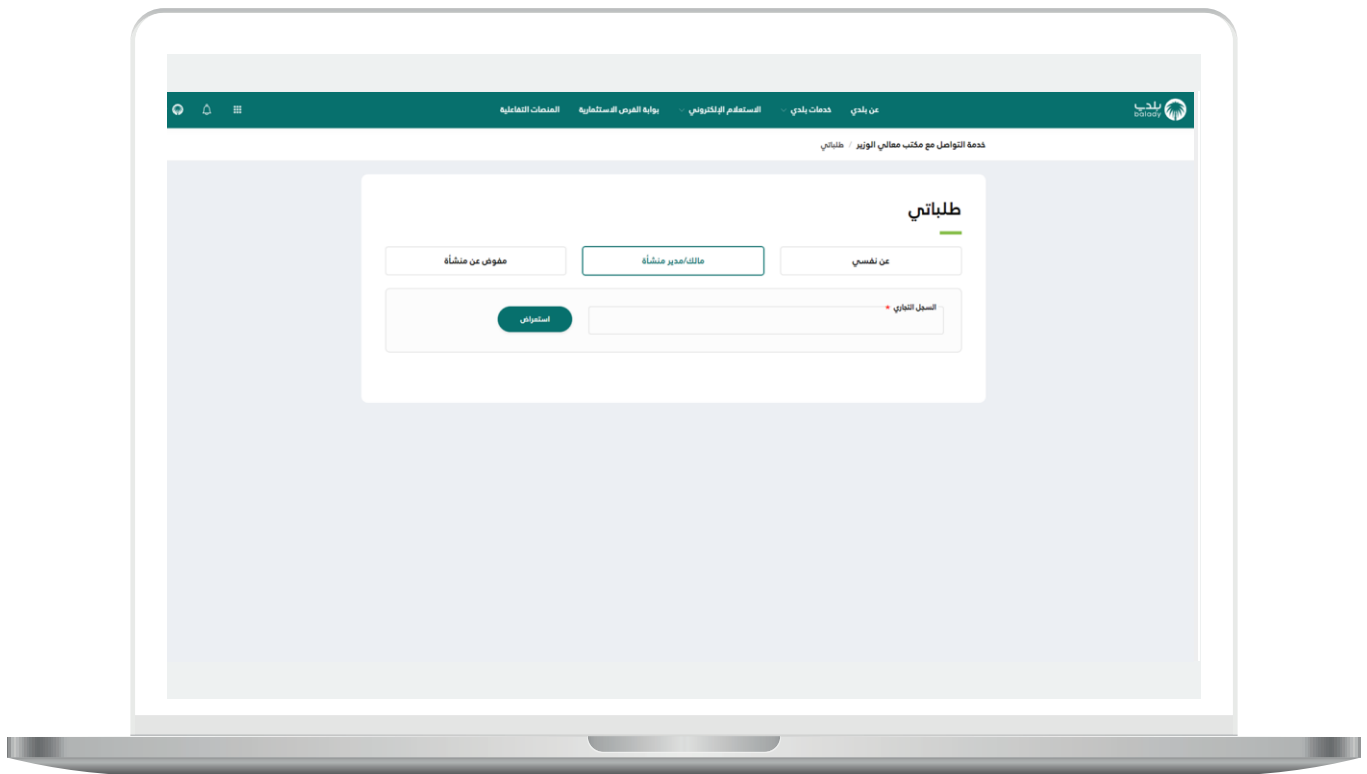
My Requests

1) The user is redirected to the (**My Requests**) screen, where they can follow up on their requests.

2) If the applicant role is (**Authorized Representative**), a dropdown menu appears labeled (**Commercial Register / 700 Number**). The user selects a value and clicks (**Browse**).

3) If the applicant role is (**Owner/Manager of an Establishment**), a field labeled (**Commercial Register**) appears. The user enters the register number and clicks (**Browse**).
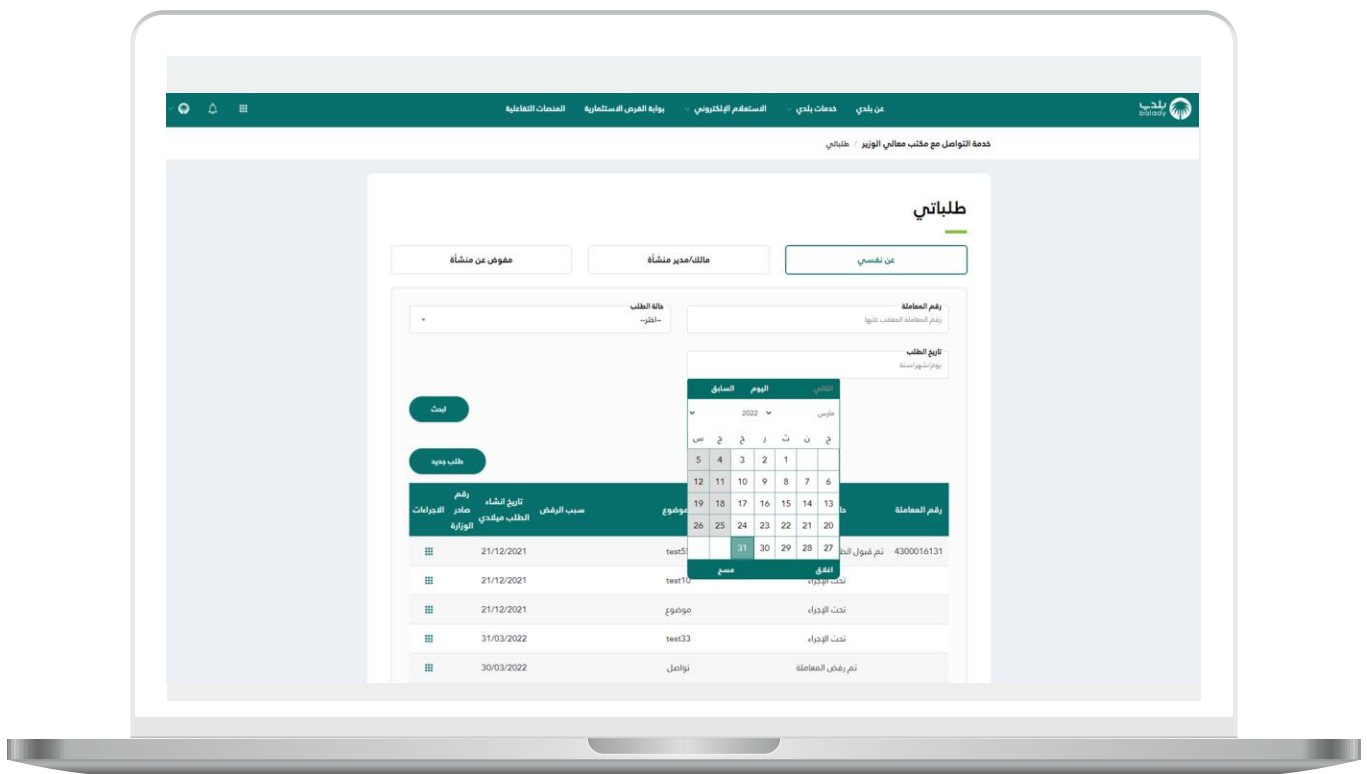
4) If the applicant role is (**For Myself**), the following search fields appear: (**Transaction Number**) (**Request Status**), (**Request Date**). The user can fill in one or more fields and click (**Search**).
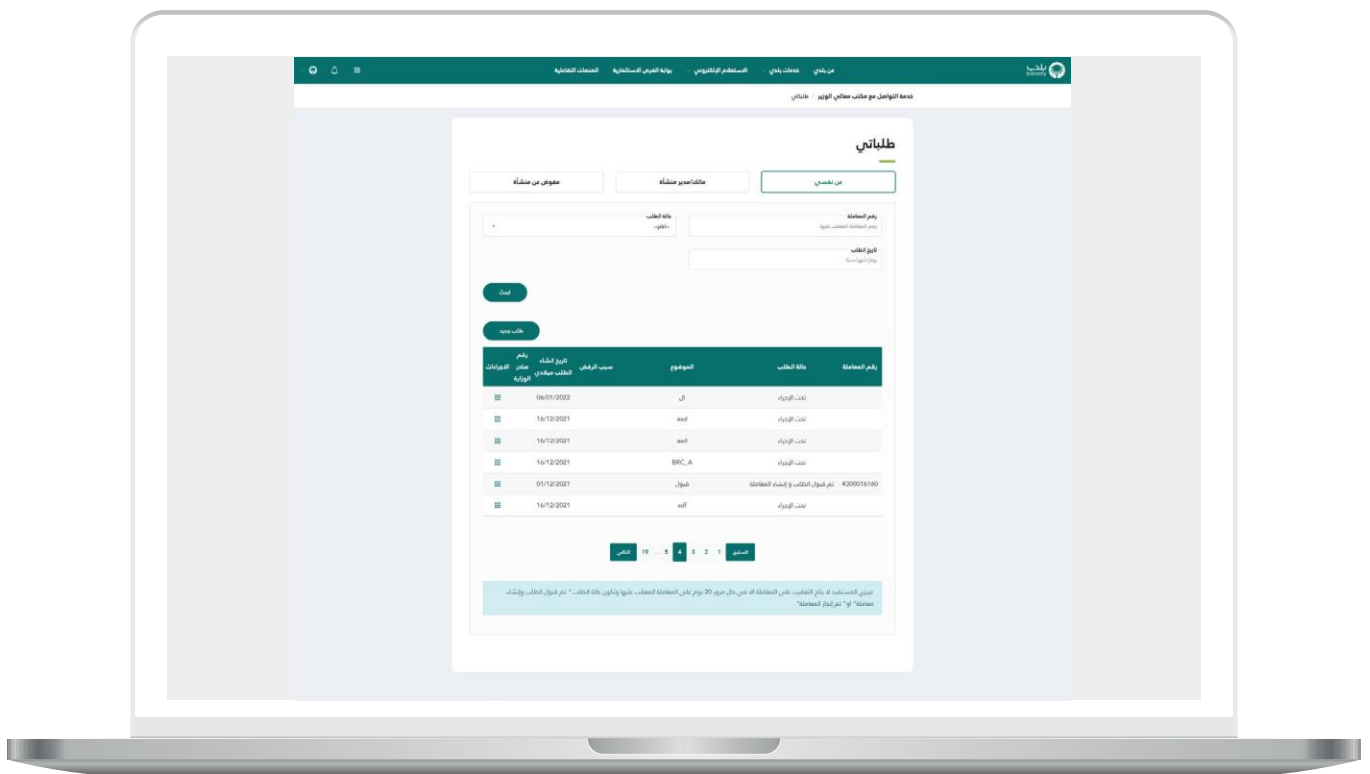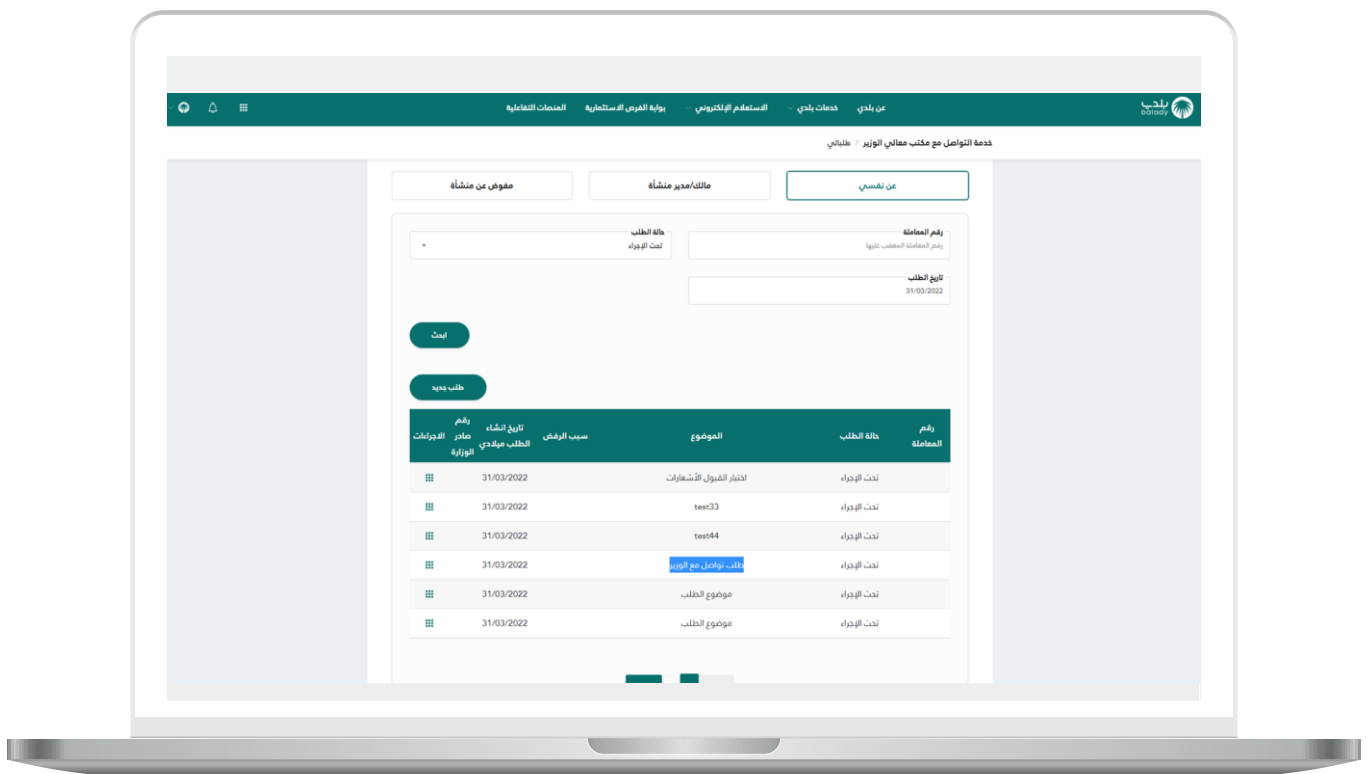
5) The following screenshot displays the (**Request Status**) dropdown menu values.
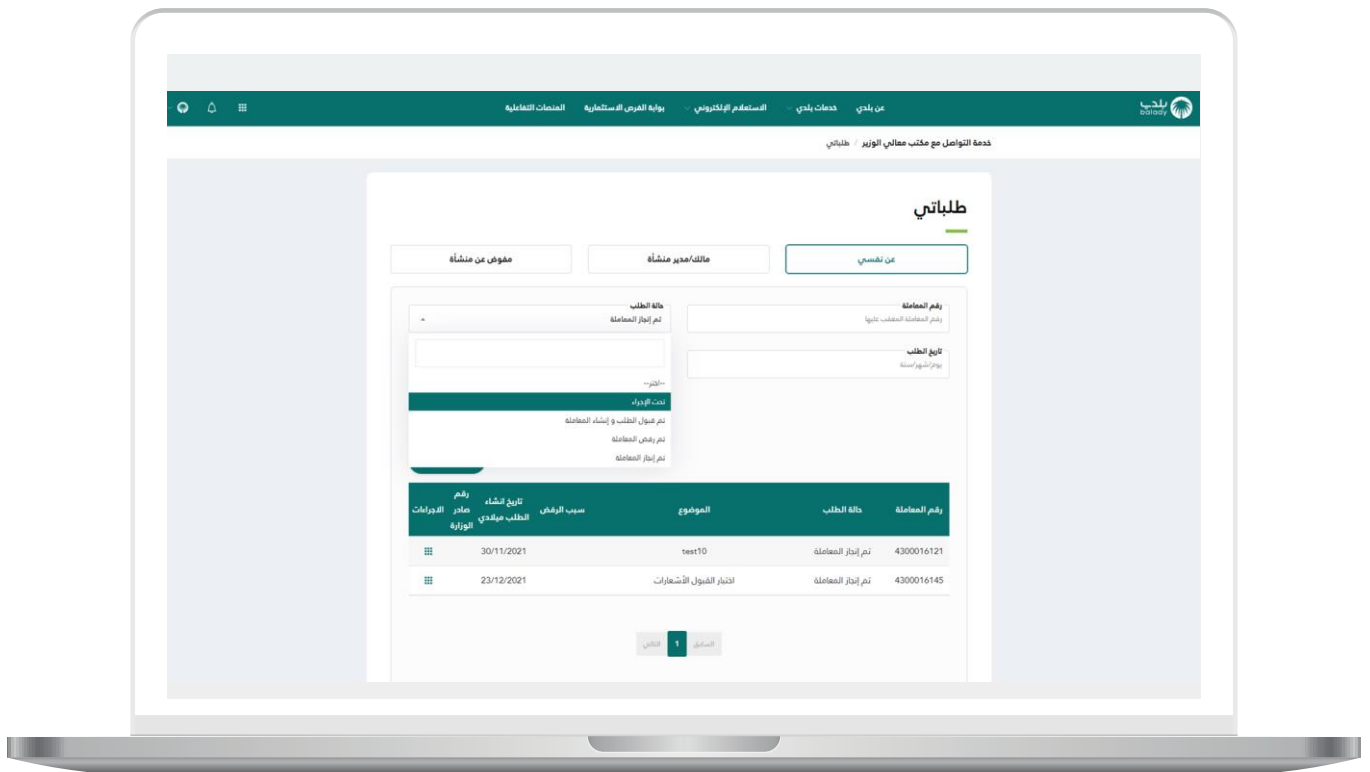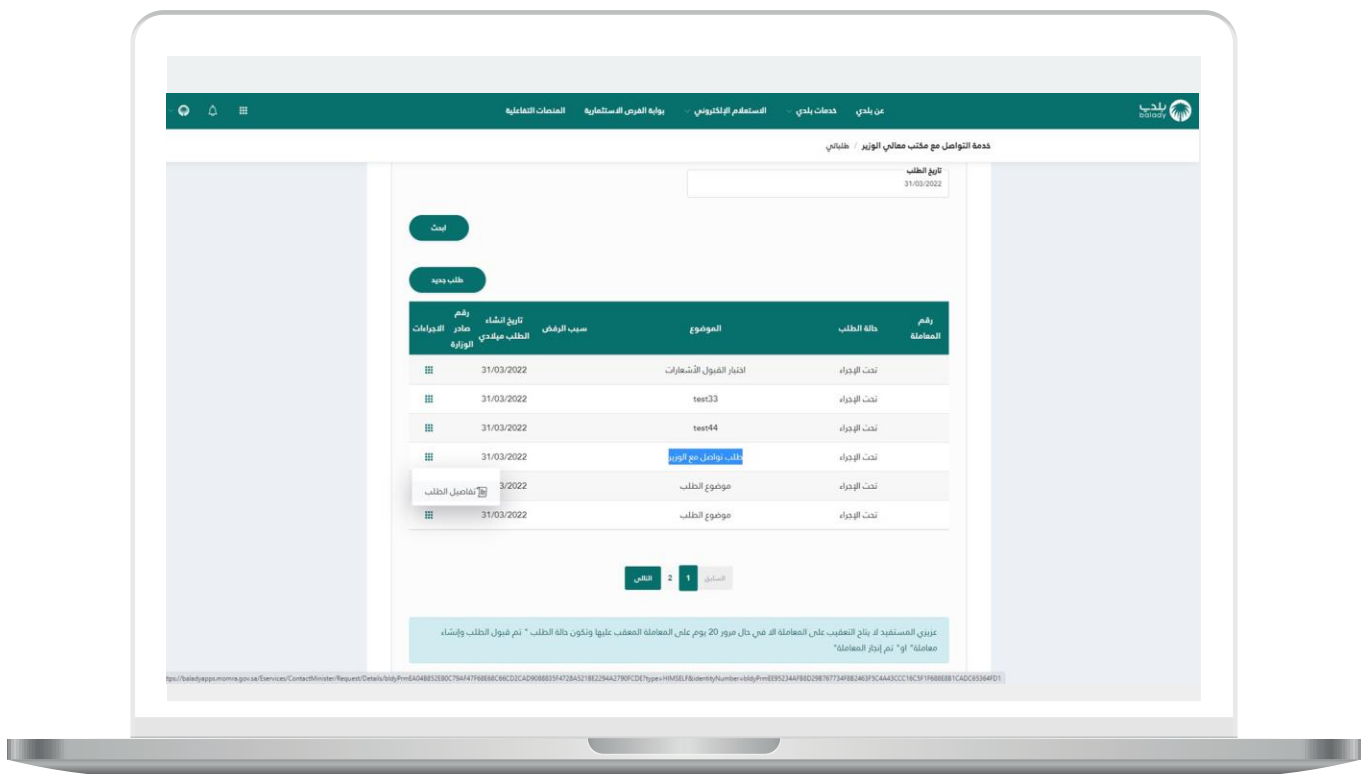
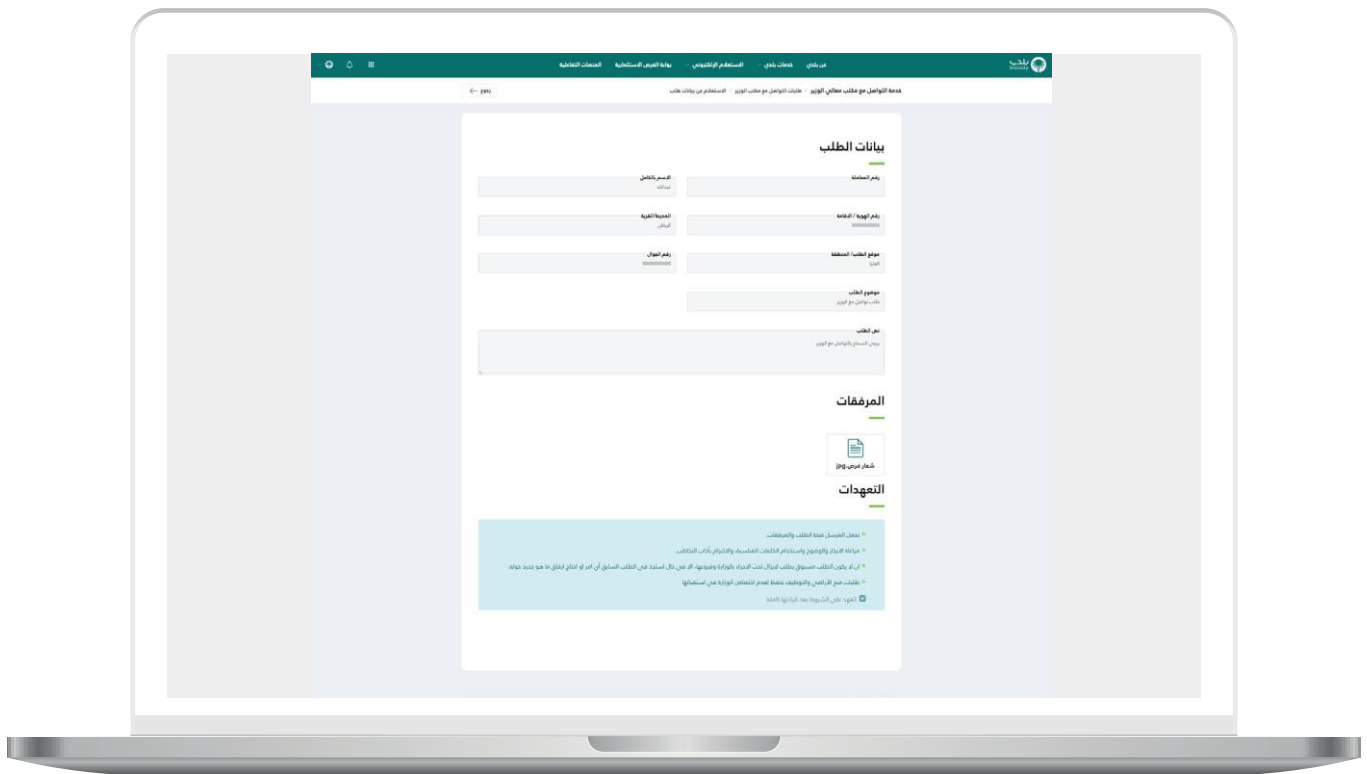6) The (**Request Date**) is selected using the electronic calendar.

7) Once the search results appear, the request is displayed, as the screenshot below shows.

8) The user clicks (**Request Details**) to view more information.

9) The request details appear, as shown in the following screenshot.

Requesting a Follow-up on a Transaction

1) The (**Follow-up Request**) button becomes available if the request status is either: (**Request Accepted and Transaction Created**) or (**Transaction Completed**). Additionally, 20 days must have passed since the transaction was created.
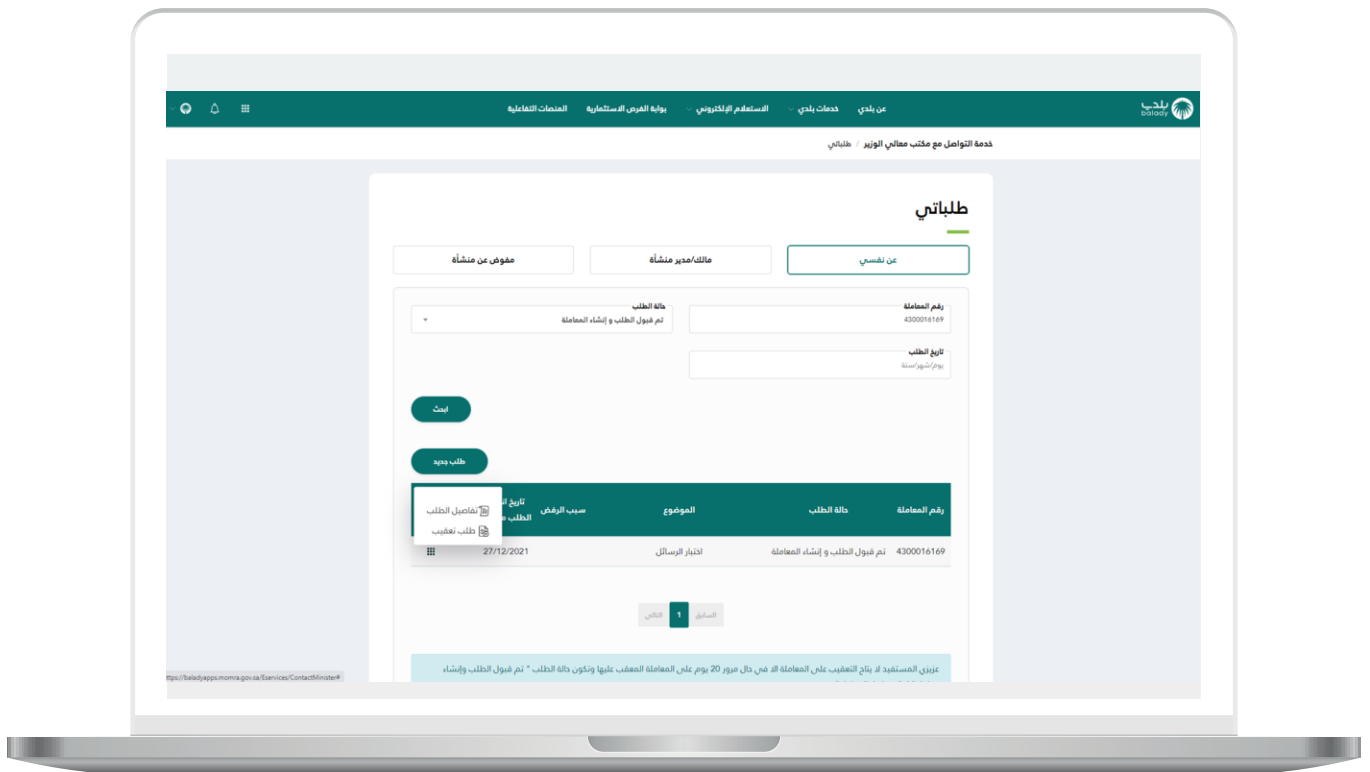
2) The next screen allows the user to modify the request details, including: (**Request Details**) and (**Attachments**).
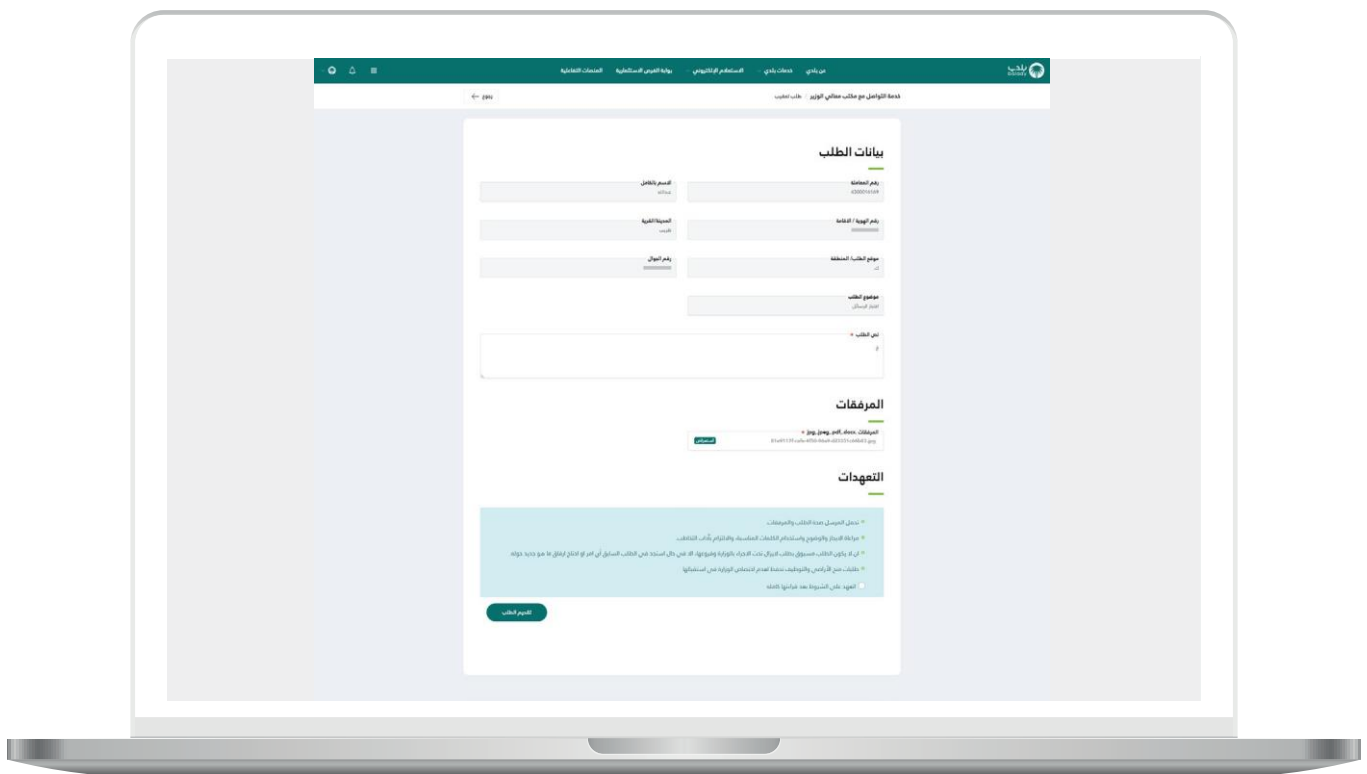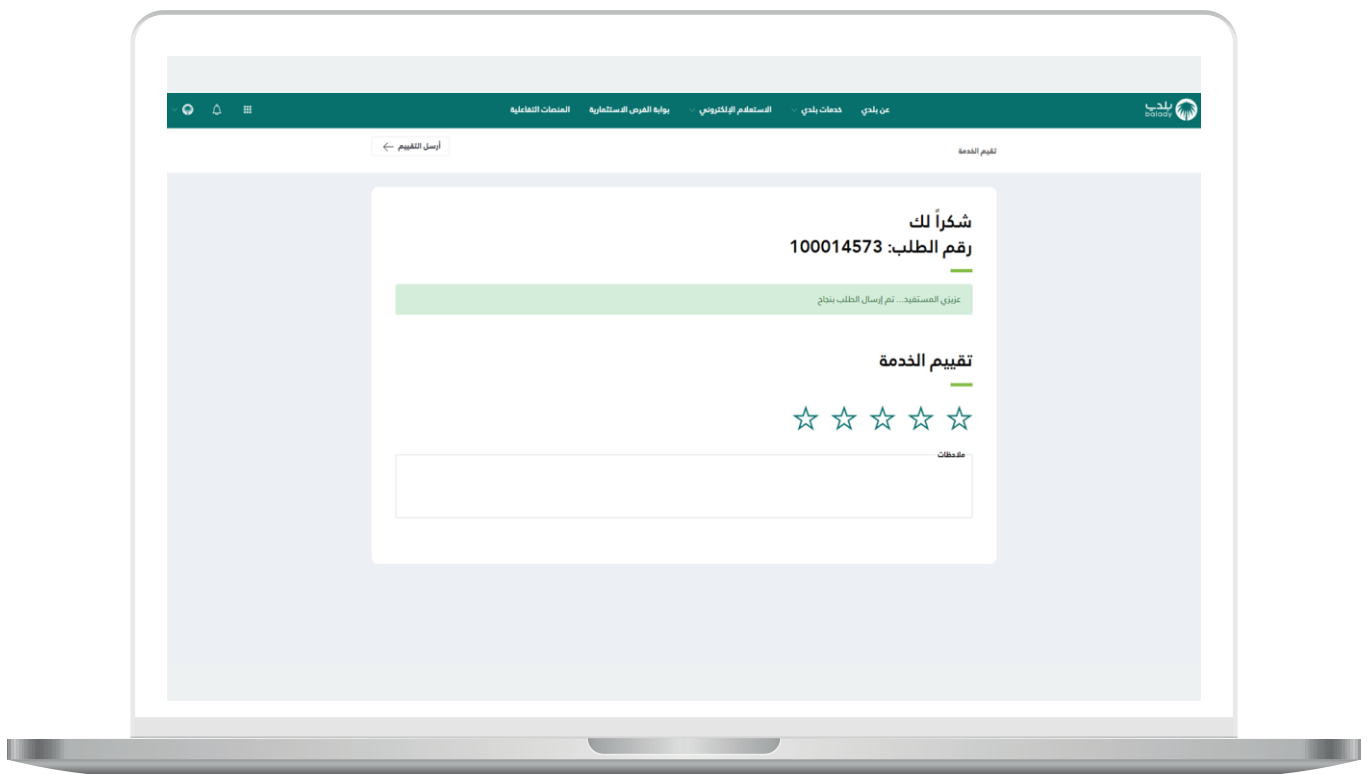
3) The user clicks (**Submit Request**) to save the changes or (**Back**) to cancel the update.
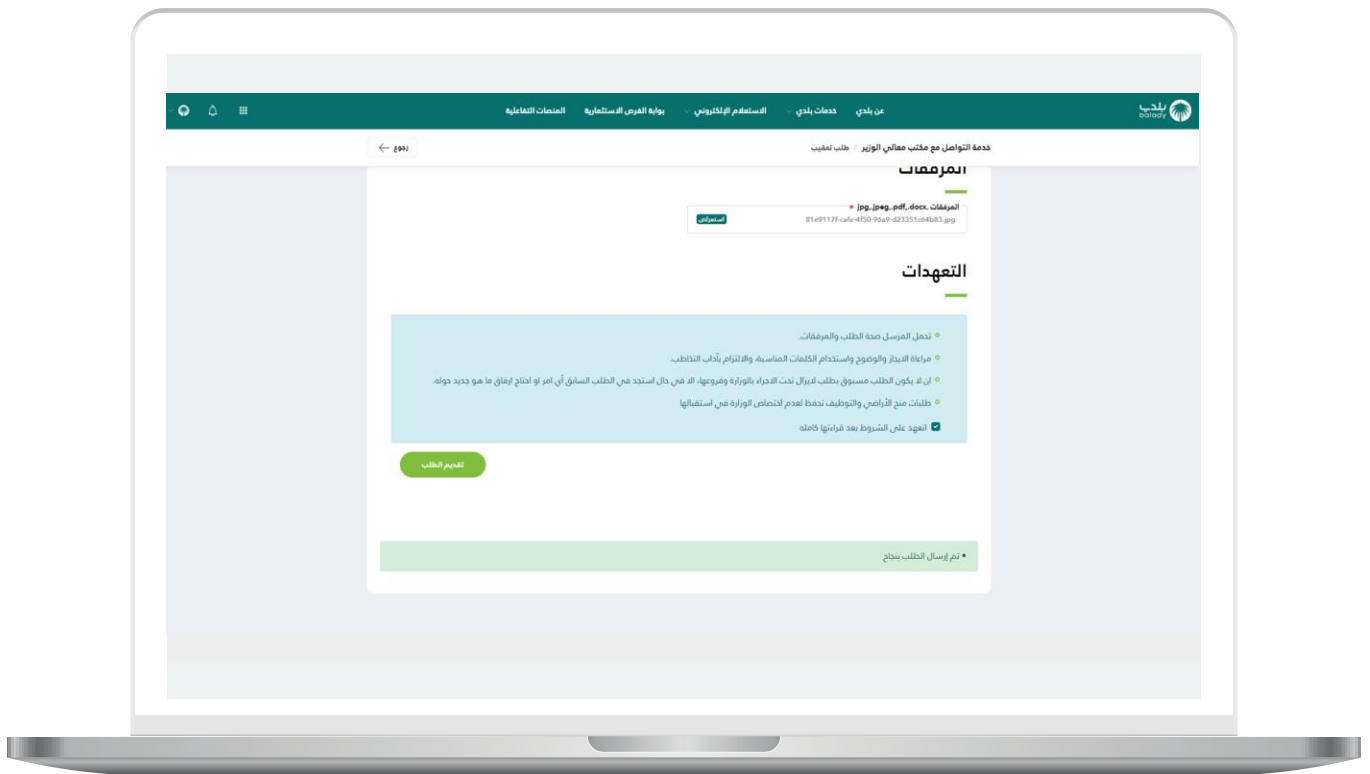
4) The request is successfully sent, and the Request Number is displayed.

The system allows the user to evaluate the service by selecting a star rating and entering feedback in the (**Comments**) field. The user then clicks (**Submit Evaluation**) to complete the evaluation.

5) The evaluation is successfully saved, and a confirmation message is displayed.
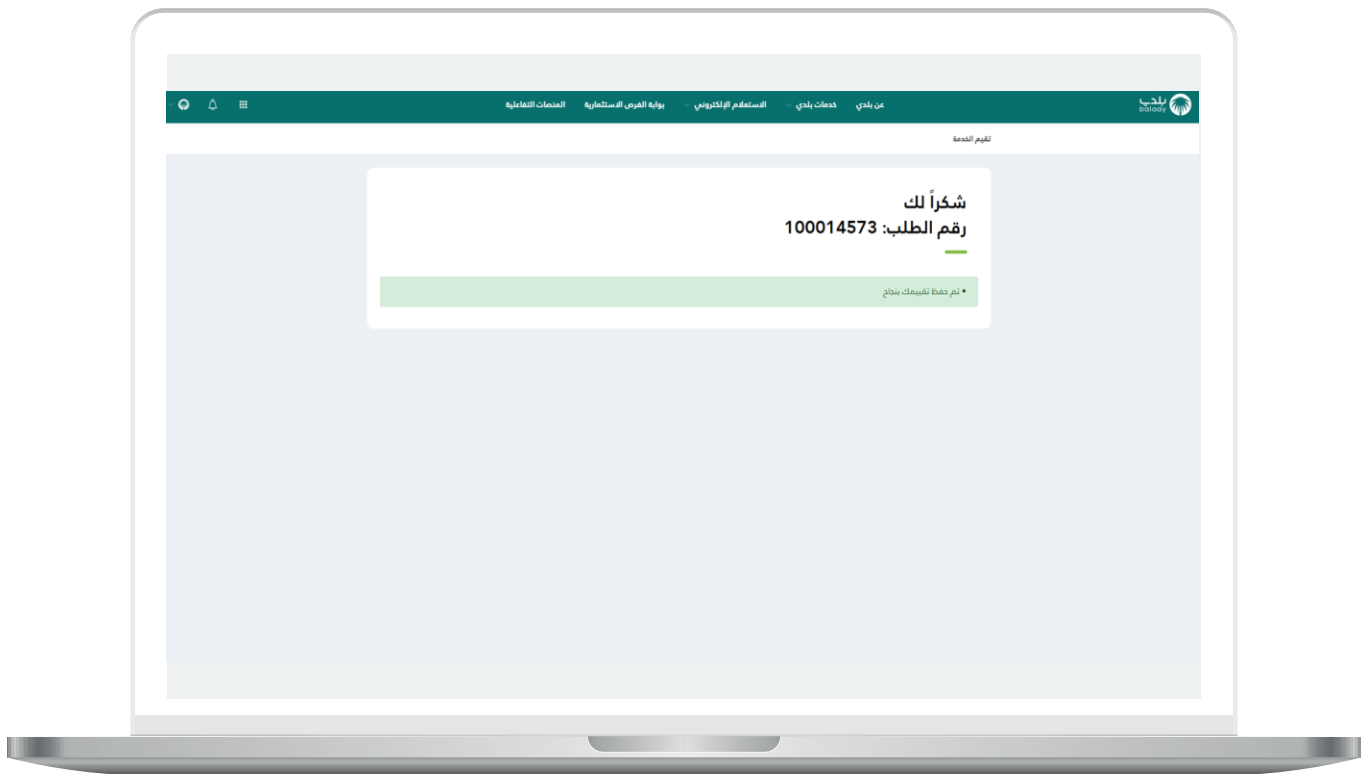
Contact Us

You can contact the (**Balady**) portal through the following communication channels:

Phone: 199040

X Account: @Balady_CS

Daily Work hours (8:00 - 22:00)