



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

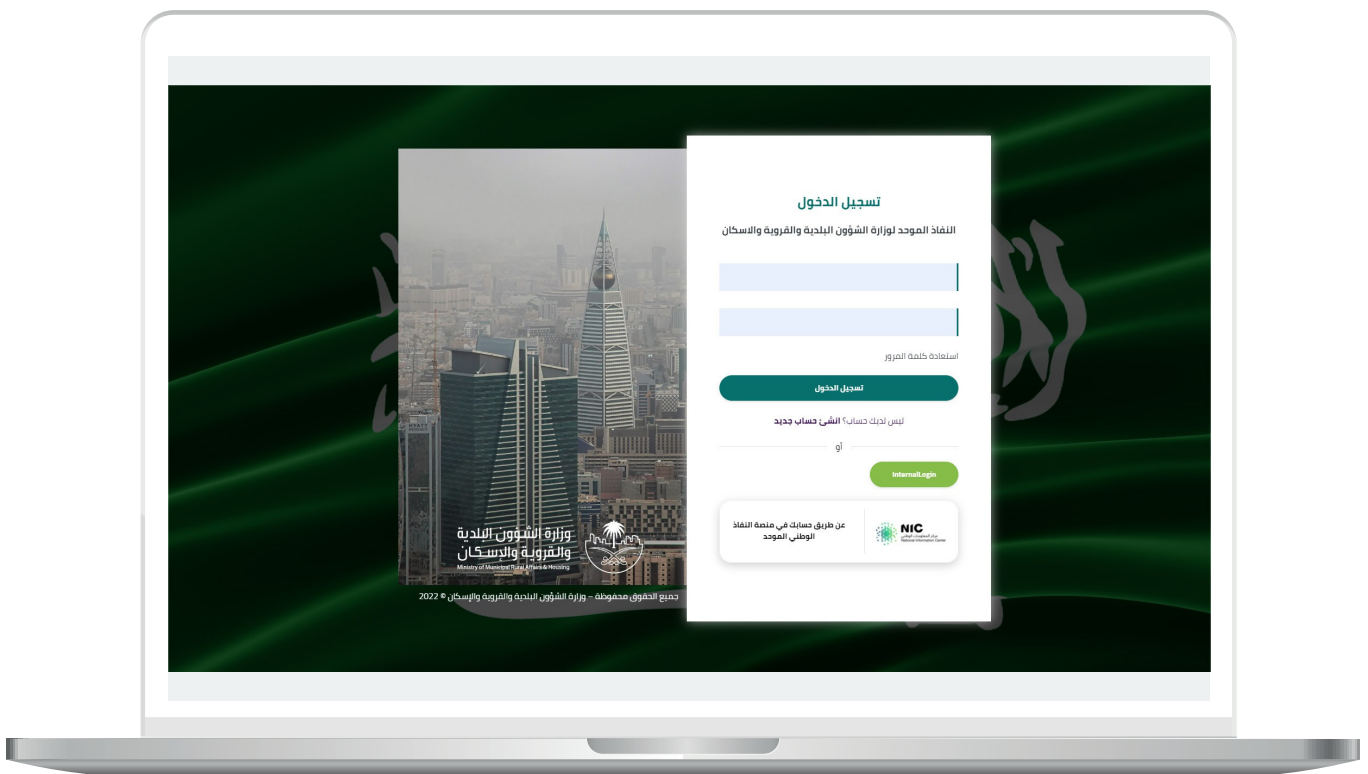
User Guide for the Service of

Inquiring About a Deceased's Grave

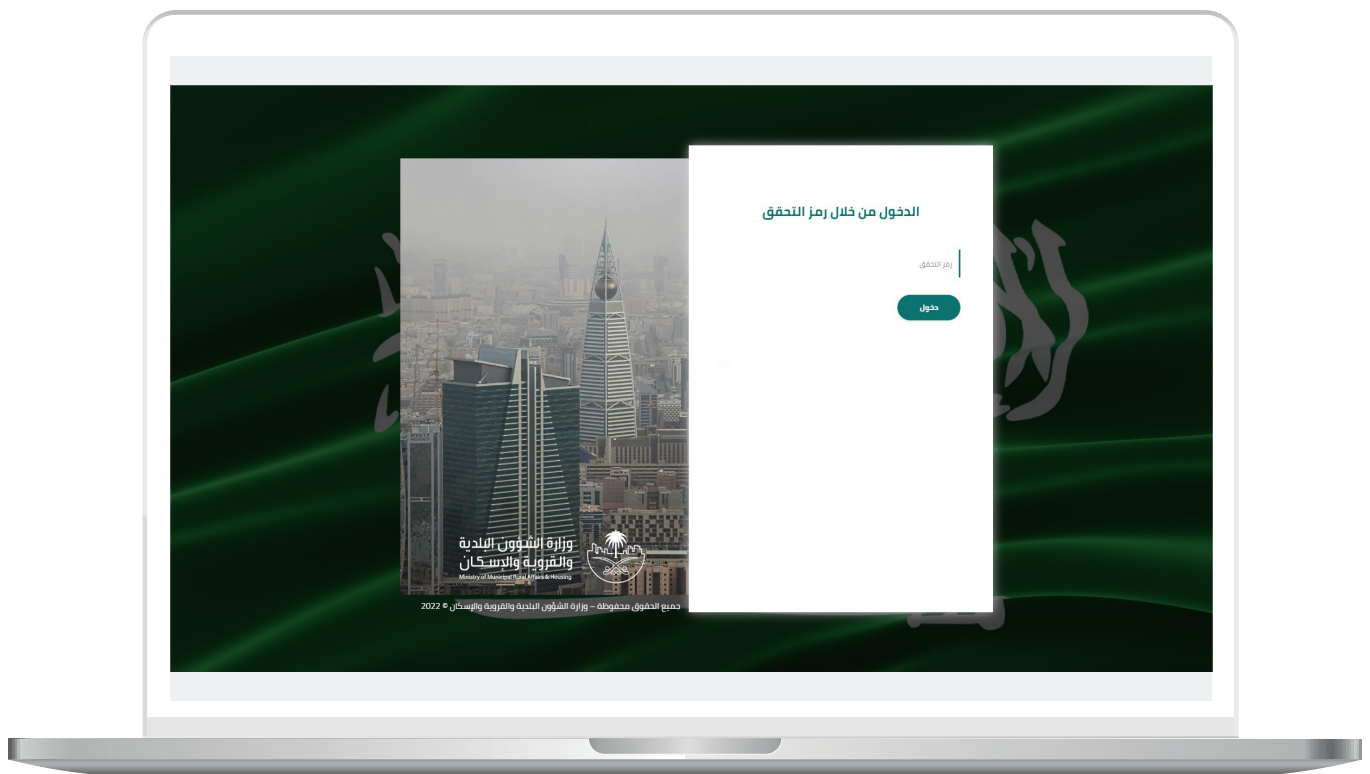
Beneficiary's
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Logging into the System

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.

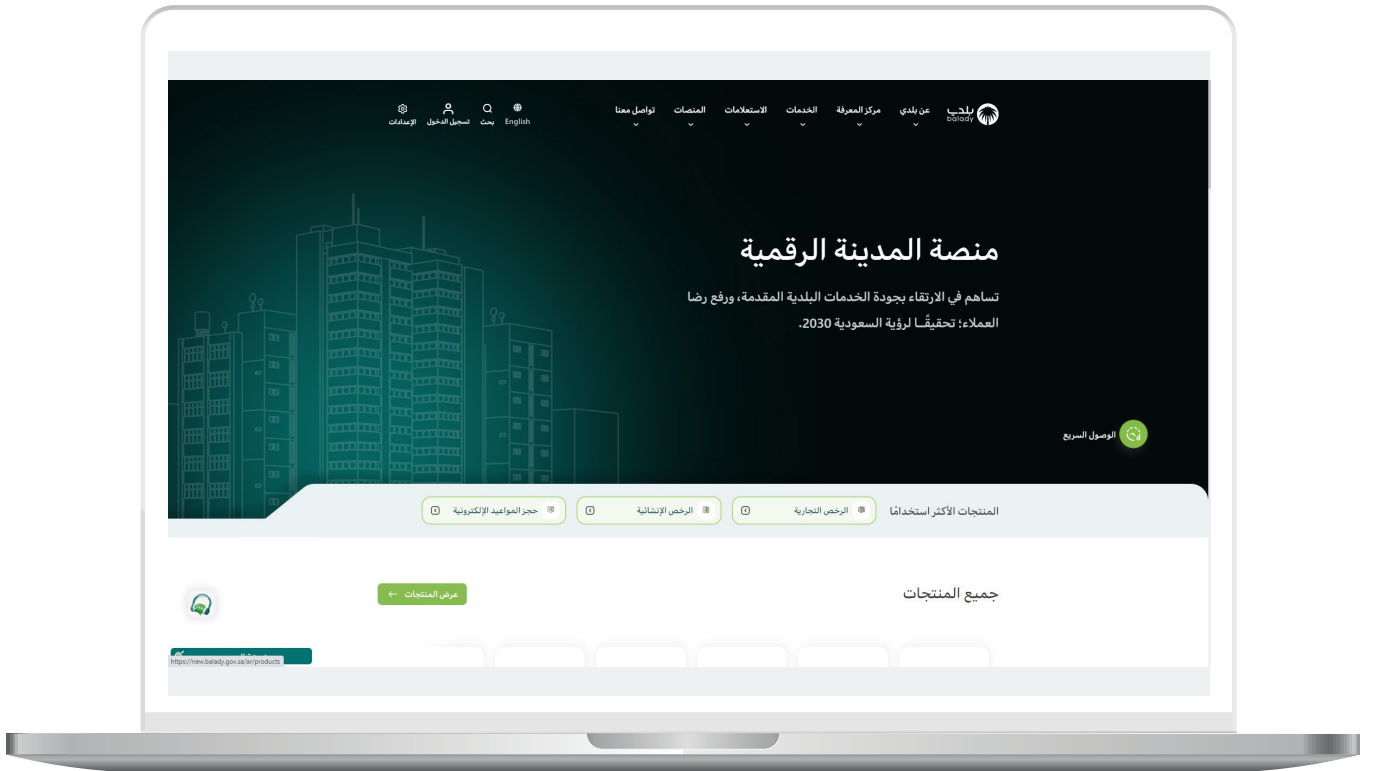


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

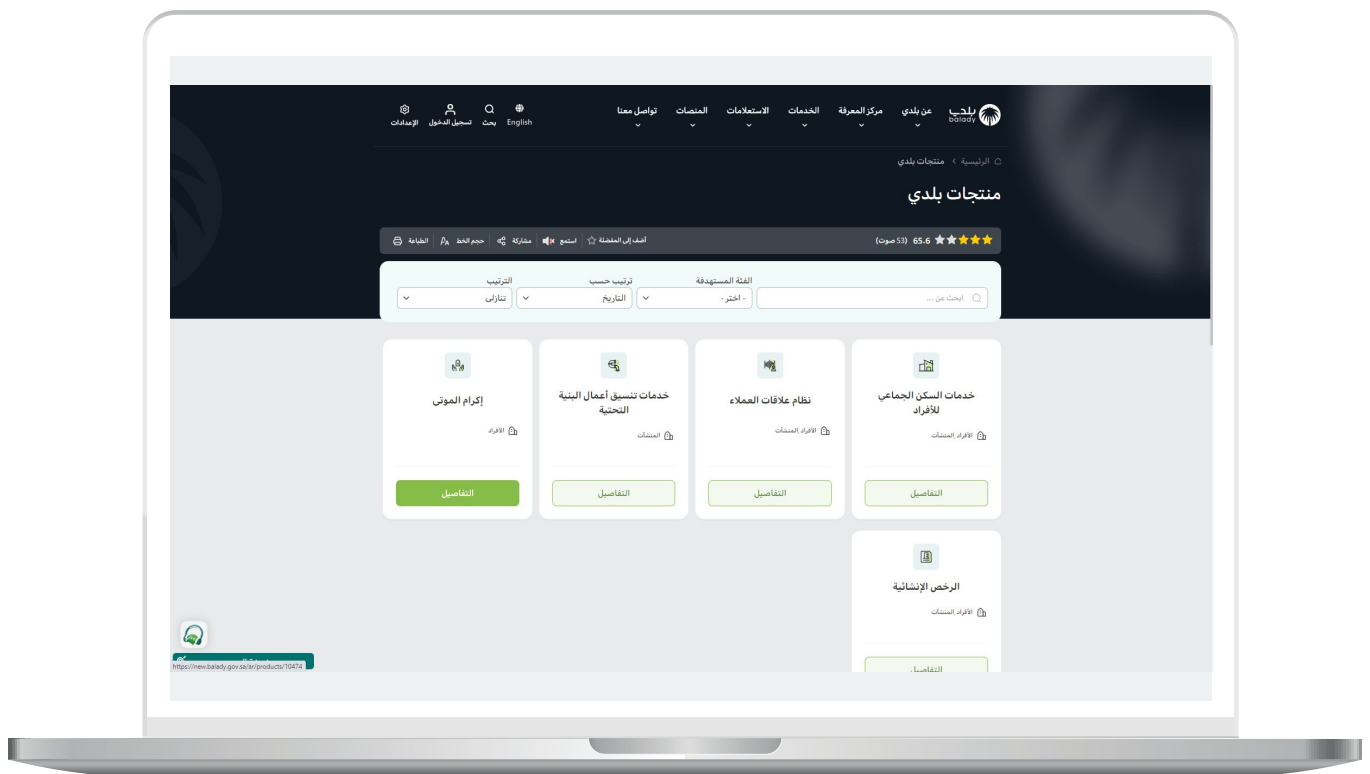


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

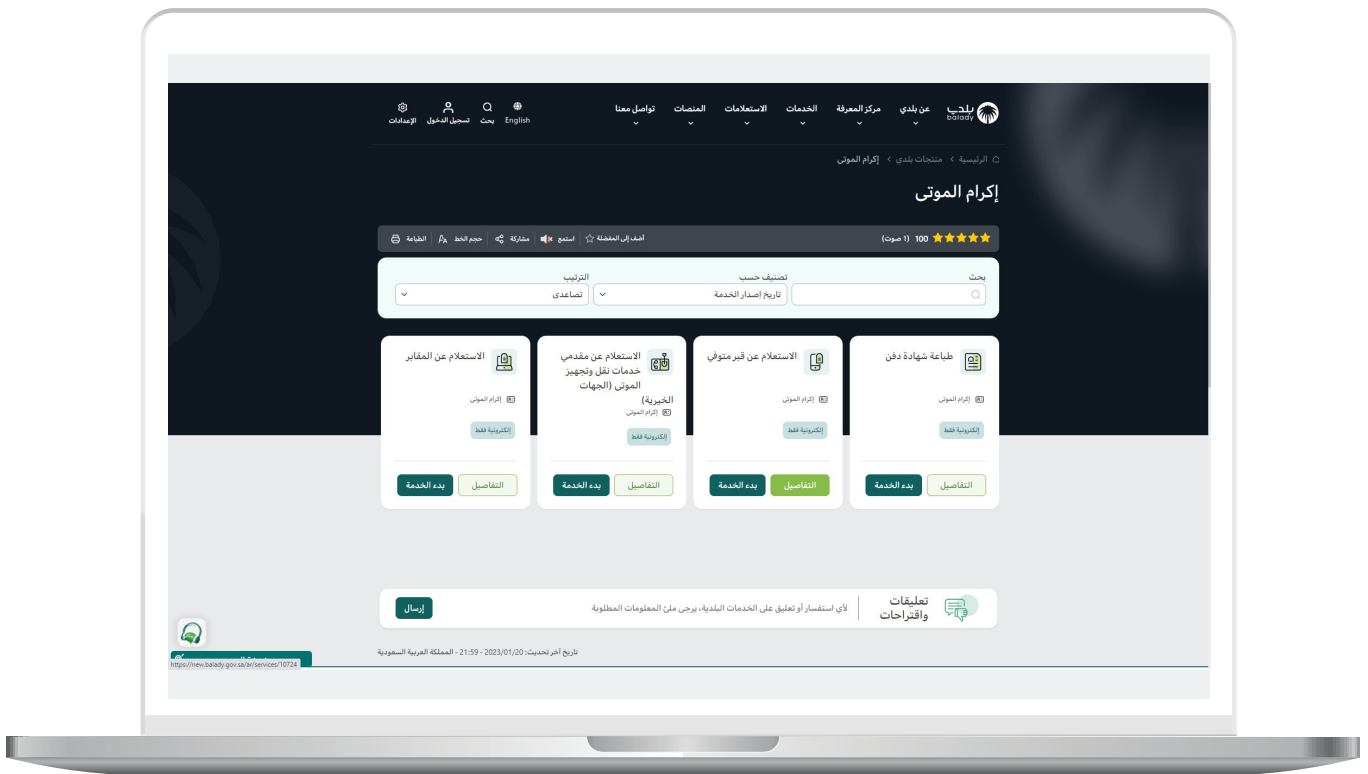
To start the service application, the user must click the **(View Products)** button.



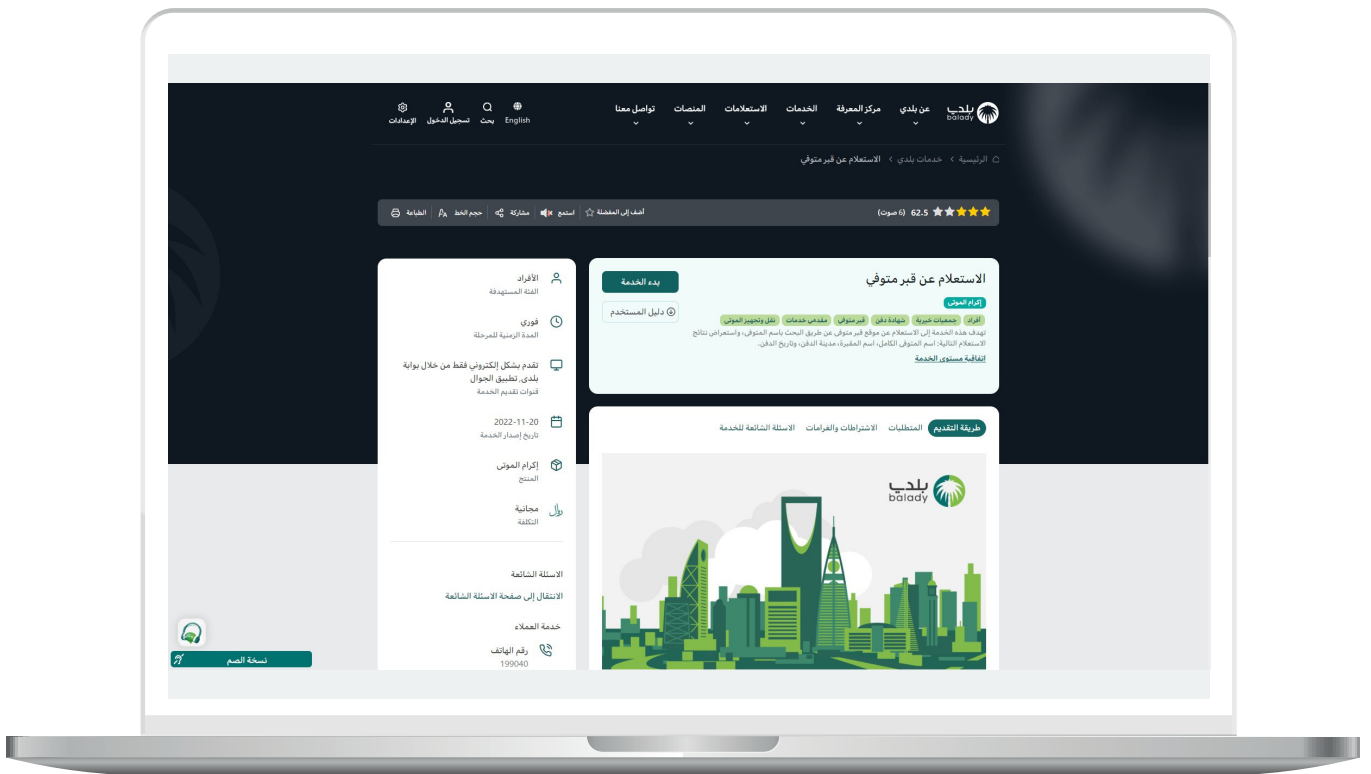
4) The following screen appears, displaying (Balady Products), where the user selects (Honoring the Deceased).



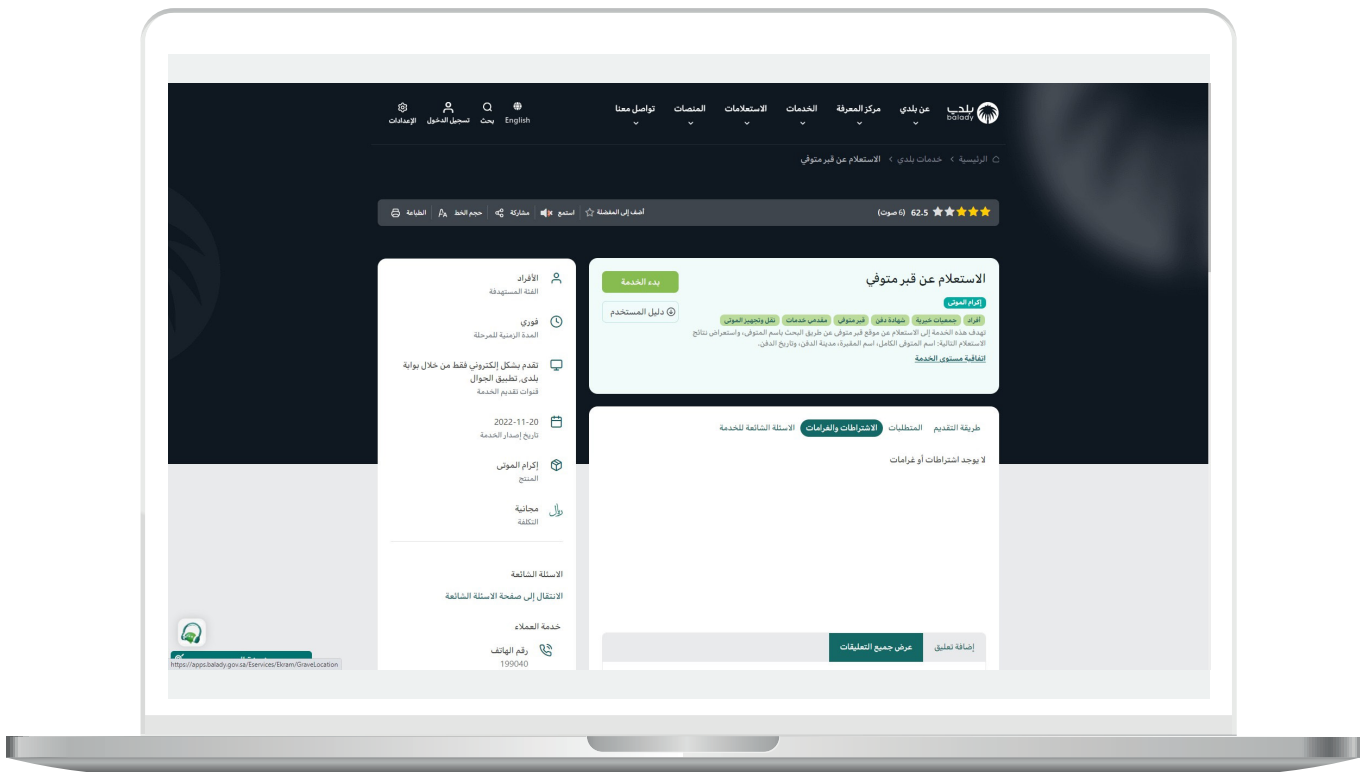
5) The next screen appears, displaying the services of Honoring the Deceased, where the user selects (Inquiring About a Deceased's Grave), as shown below.



6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



7) To start the application process, the user clicks **(Start Service)**.



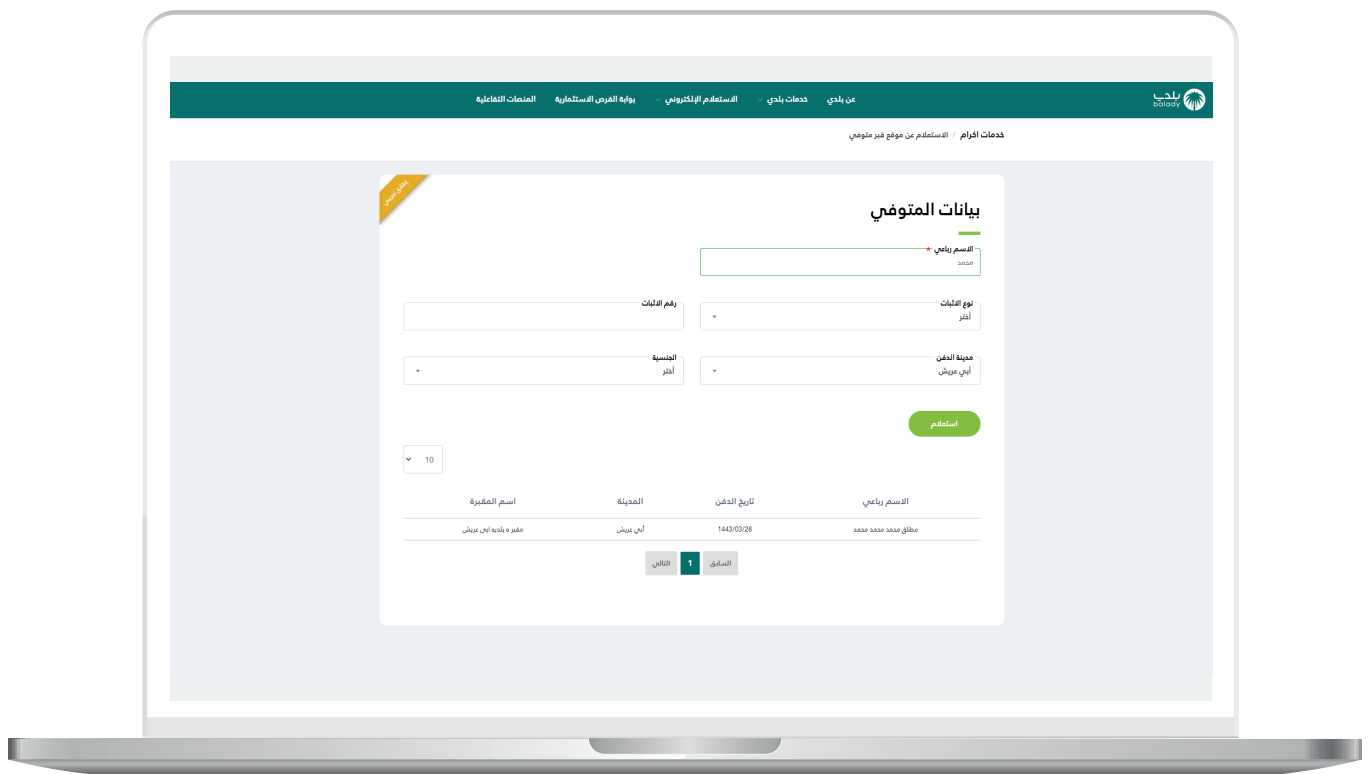
8) The following screen appears, where the user fills in one or more of the search criteria: **(Full Name, Type of Identification, Identification Number, Burial City, Nationality)**, then clicks **(Search)**.

The screenshot shows a web application interface for searching a deceased's grave. The page is titled "بيانات المتوفي" (Deceased Information). The search form includes the following fields and options:

- الاسم برنامي** (Program Name): A text input field.
- نوع الوثائق** (Document Type): A dropdown menu with "أخرى" (Other) selected.
- رقم الوثائق** (Document Number): A text input field.
- محافظة الدفن** (Burial City): A dropdown menu with "أخرى" (Other) selected.
- الجنسية** (Nationality): A dropdown menu with "أخرى" (Other) selected.
- الاسم المقبرة** (Cemetery Name): A text input field.
- المدينة** (City): A text input field.
- تاريخ الدفن** (Burial Date): A text input field.
- الاسم برنامي** (Program Name): A text input field.
- عدد بيانات ذات صلة** (Number of related data): A dropdown menu with "10" selected.
- استخدم** (Use) button: A green button.
- السابق** (Previous) and **التالي** (Next) buttons: Grey buttons.

The page also features a navigation bar at the top with links for "عن بلدي" (About My City), "خدمات بلدي" (My City Services), "الاستعلام الإلكتروني" (Electronic Inquiry), "وزارة الفرس الاستشارية" (Consultative Council of the Ministry), and "المنتجات التجارية" (Commercial Products). The logo of the Ministry of the Interior is visible in the top right corner.

9) The search results appear in the lower table, as shown below. The number of displayed rows can be adjusted using the dropdown menu.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

