وزارة البلديات والإسكان

Ministry of Municipalities and Housing

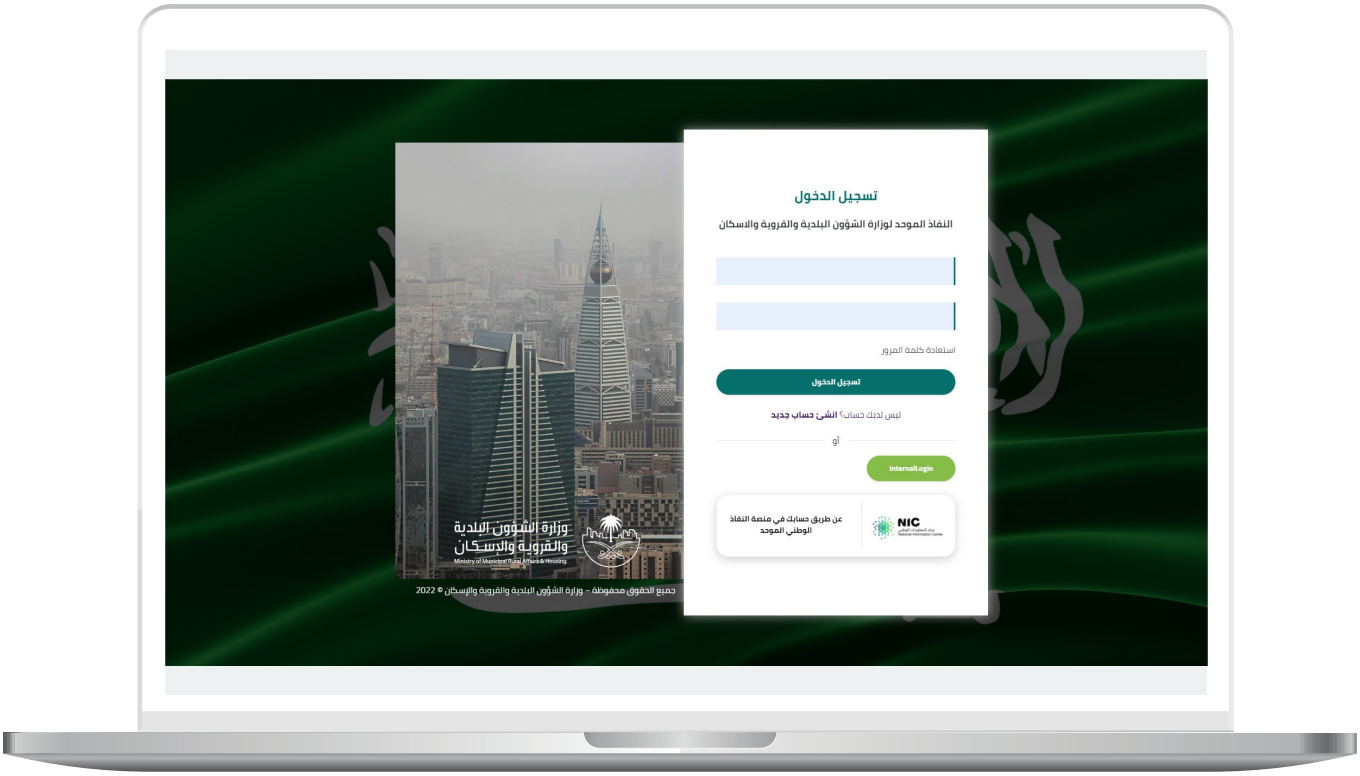
User Guide for

Cemetery Inquiry Service

Beneficiary's Copy

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.

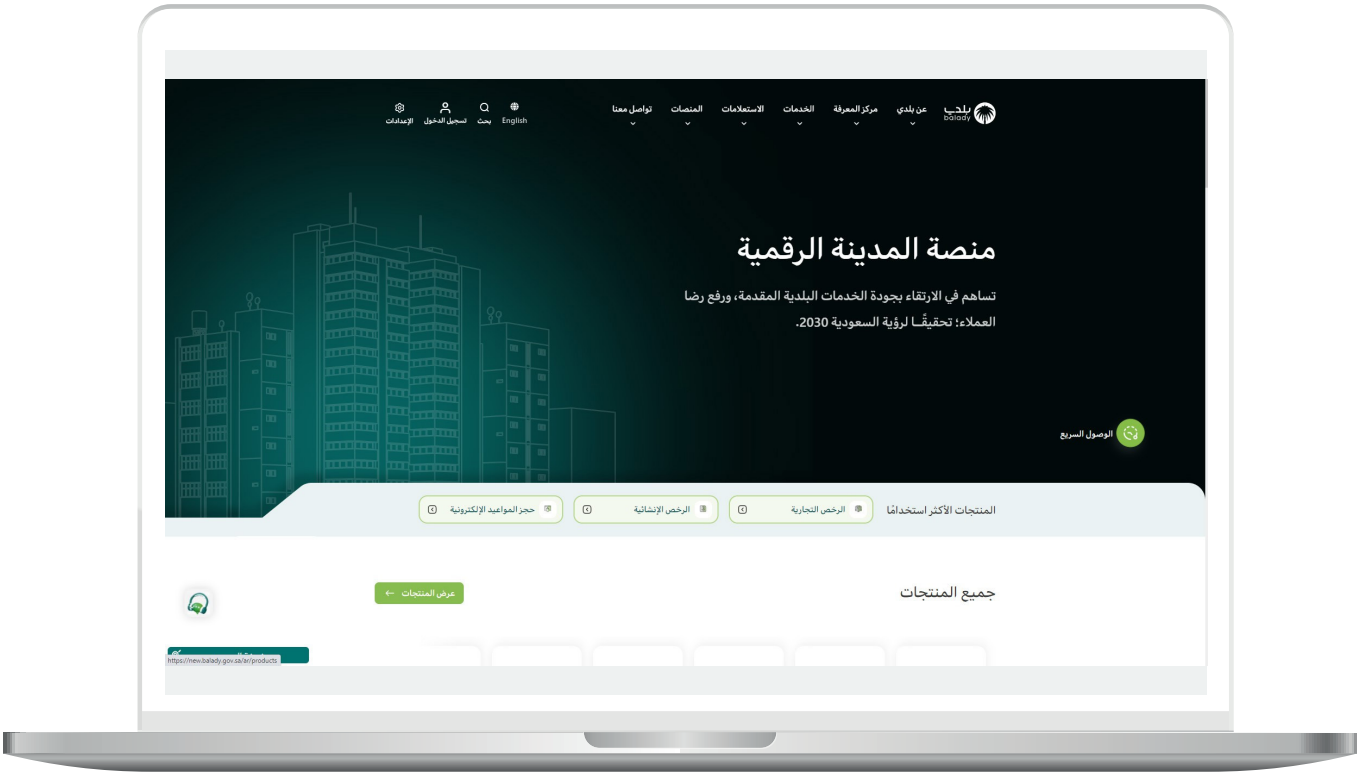


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

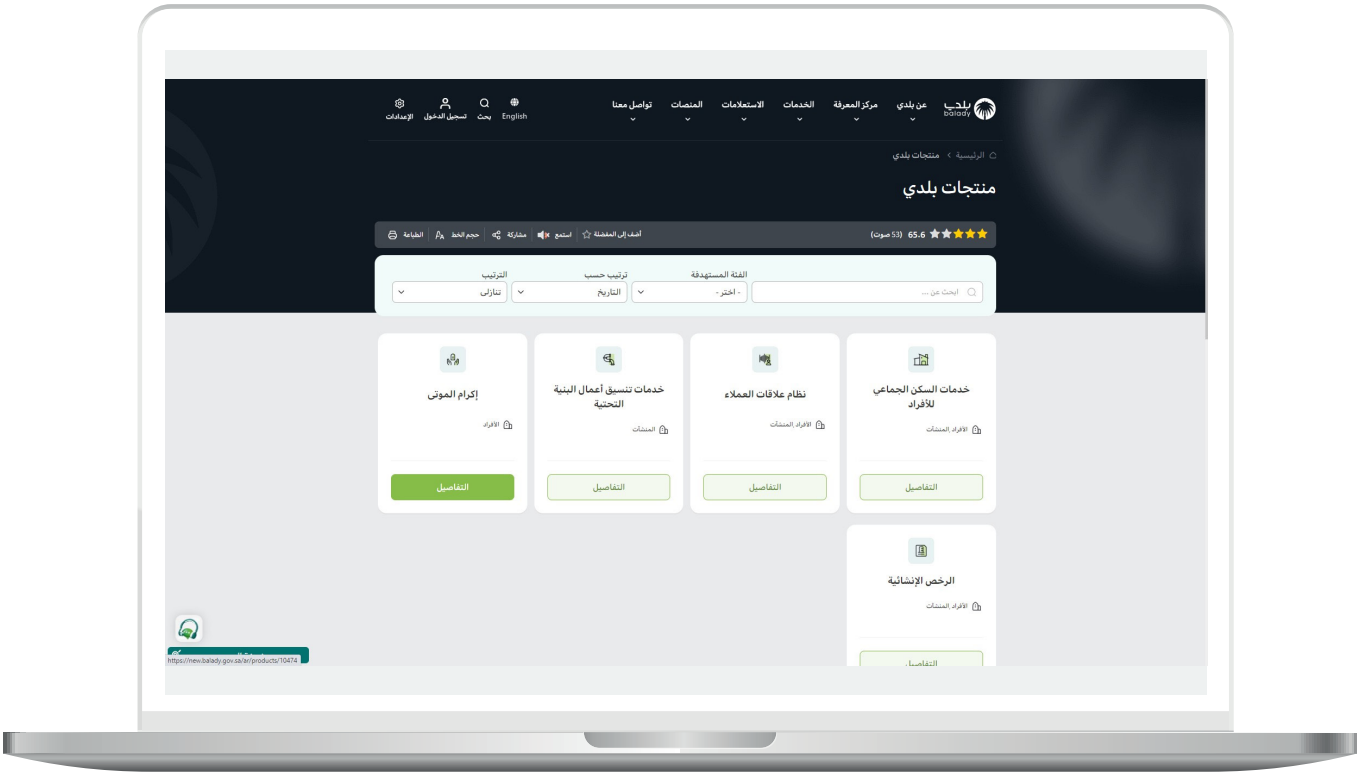
Service Request Steps

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

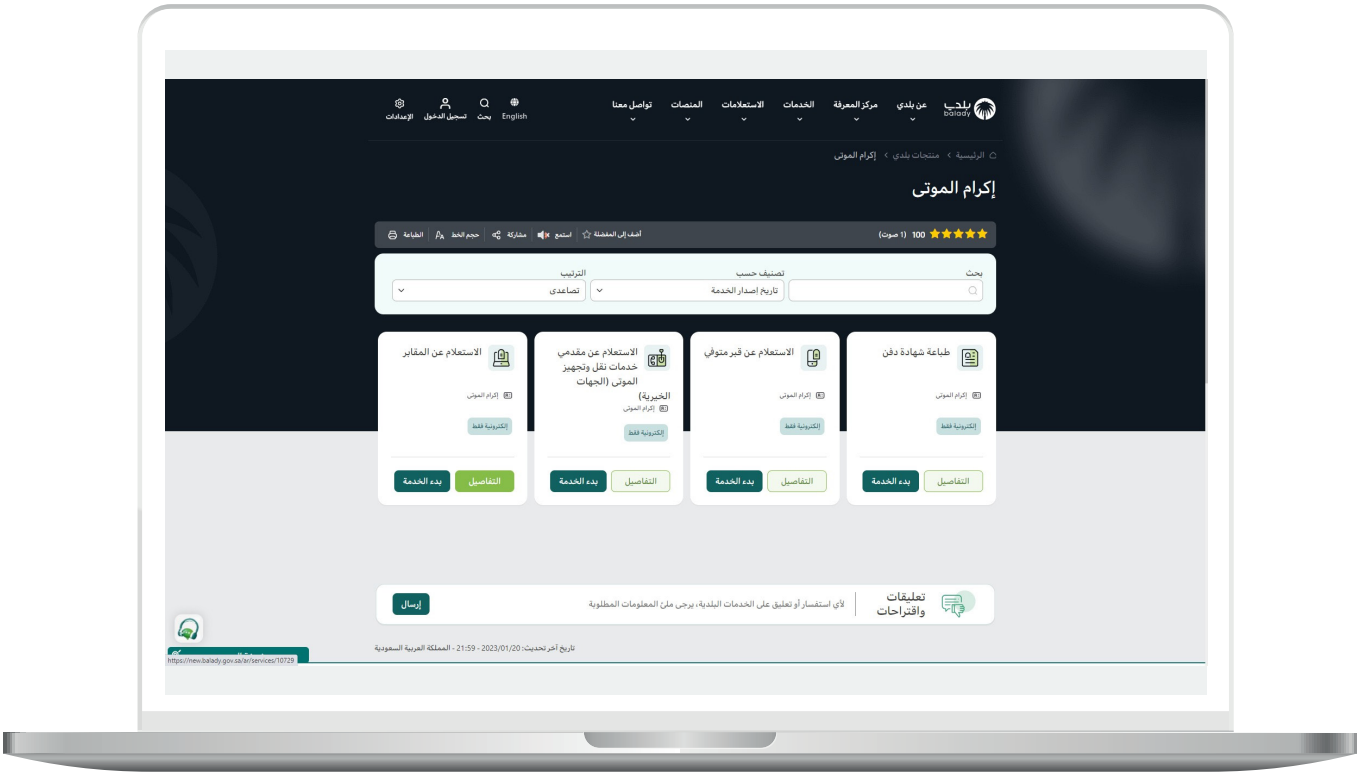
To start the service application, the user must click the (**View Products**) button.



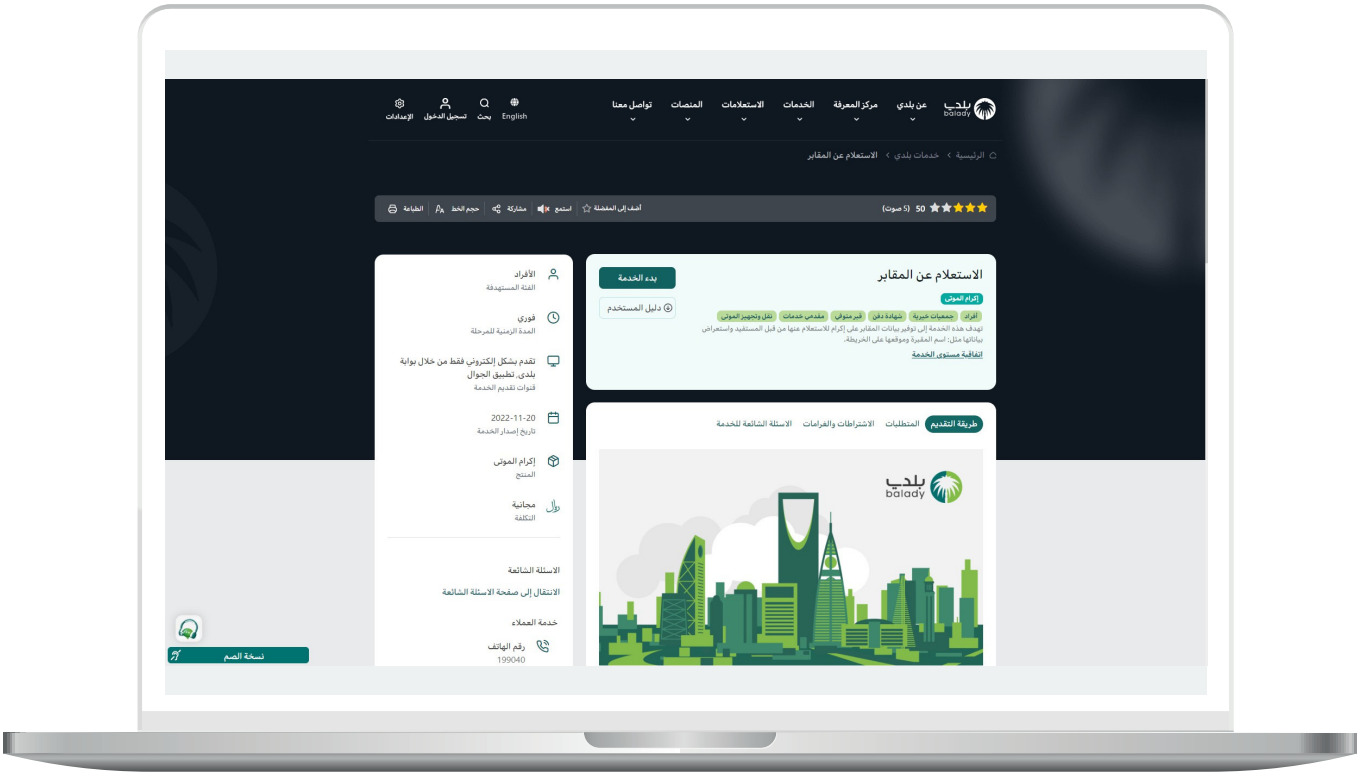
2) The following screen appears, displaying (**Balady Products**), where the user selects (**Honoring the Deceased**).



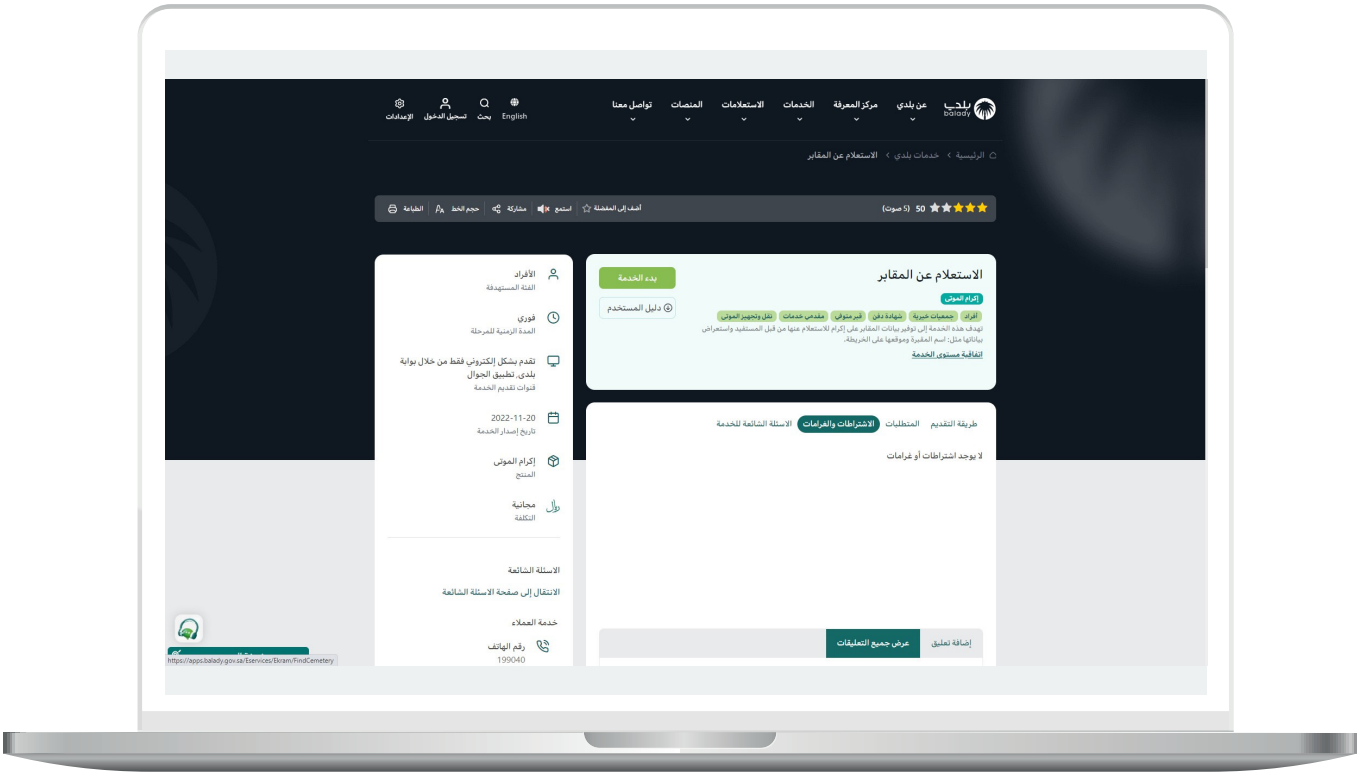
3) The next screen appears, displaying the Honoring the Deceased, where the user selects (**Cemetery Inquiry**), as shown below.



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

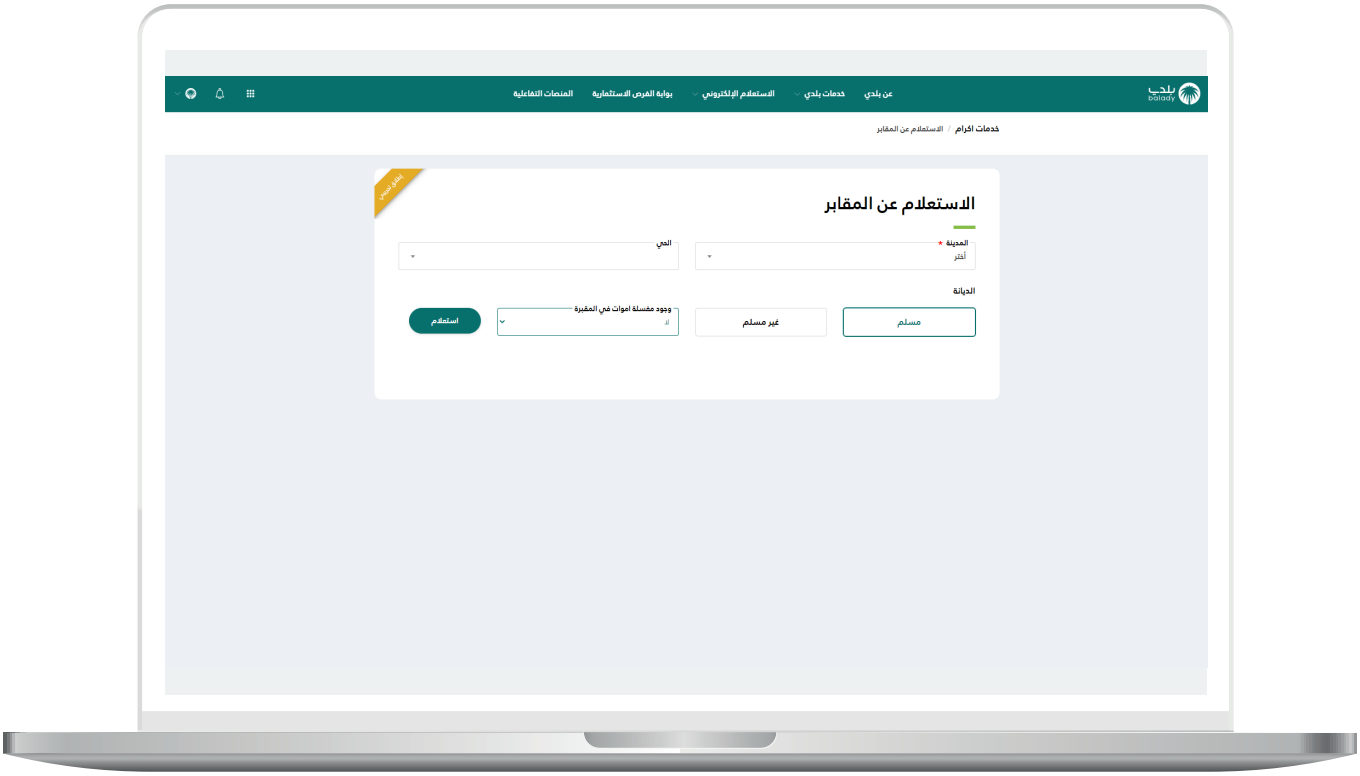


5) To start the application process, the user clicks (**Start Service**).

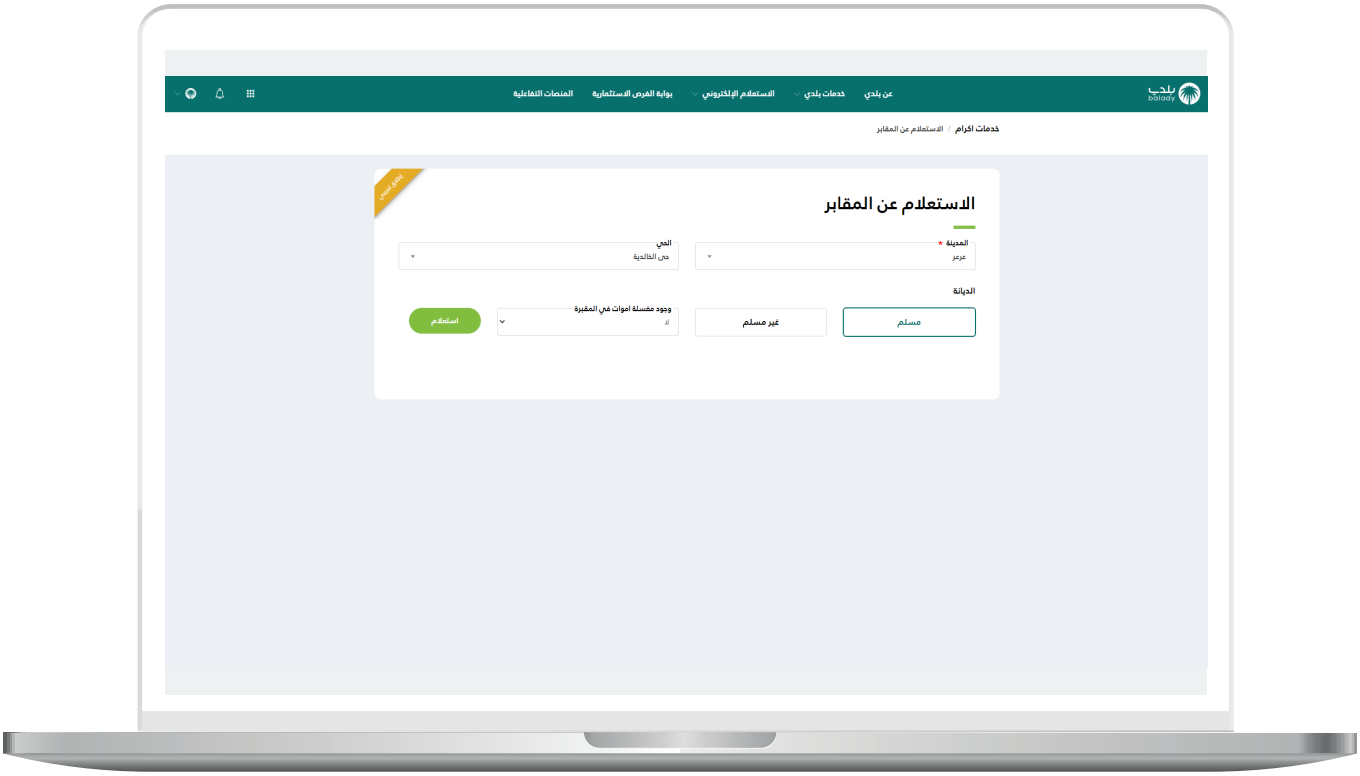


6) The next screen appears, where the user selects values from the dropdown menus for (**City, District**) in sequence and chooses one of the following options for (**Religion**): (**Muslim, Non-Muslim**).

The user can also specify whether a (**Mortuary**) is available at the cemetery by selecting a value from the (**Mortuary Availability**) dropdown menu.

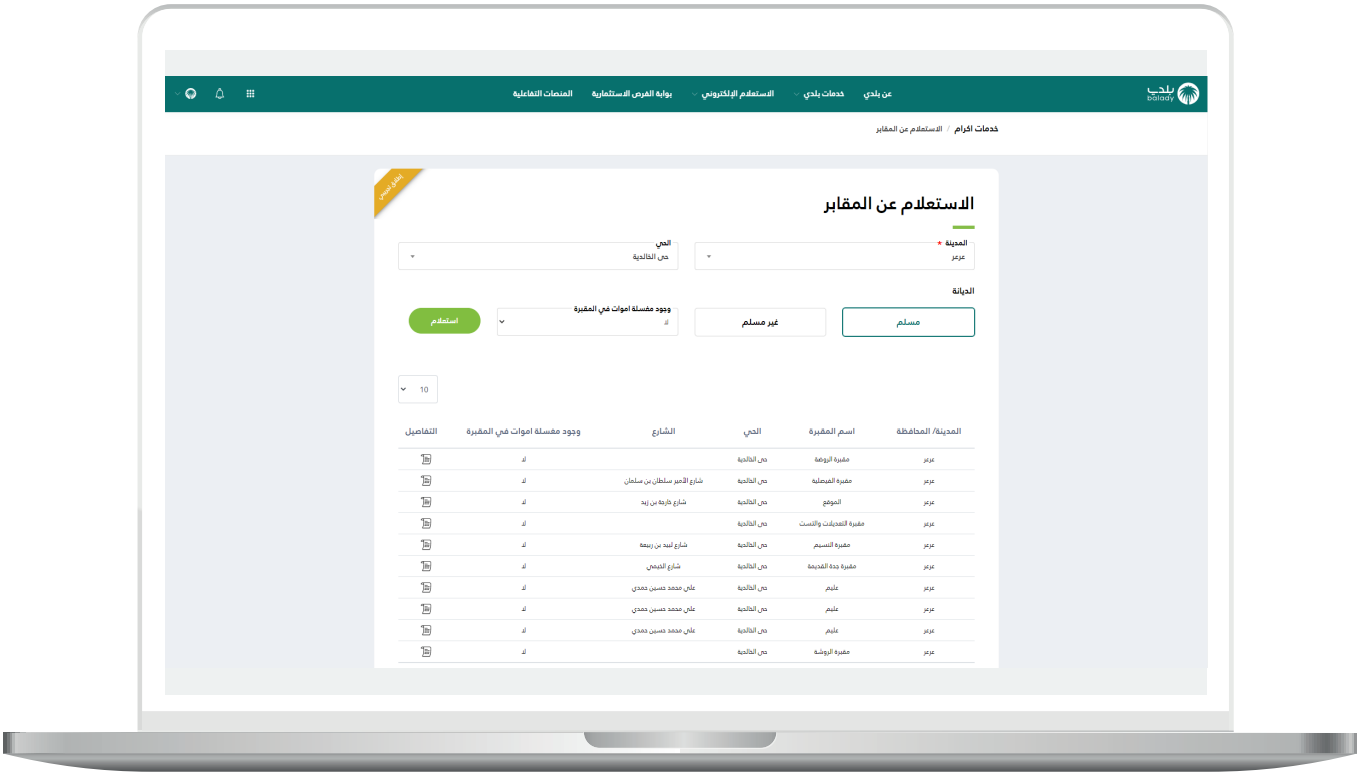


7) After selecting the search criteria, the user clicks the (**Search**) button.

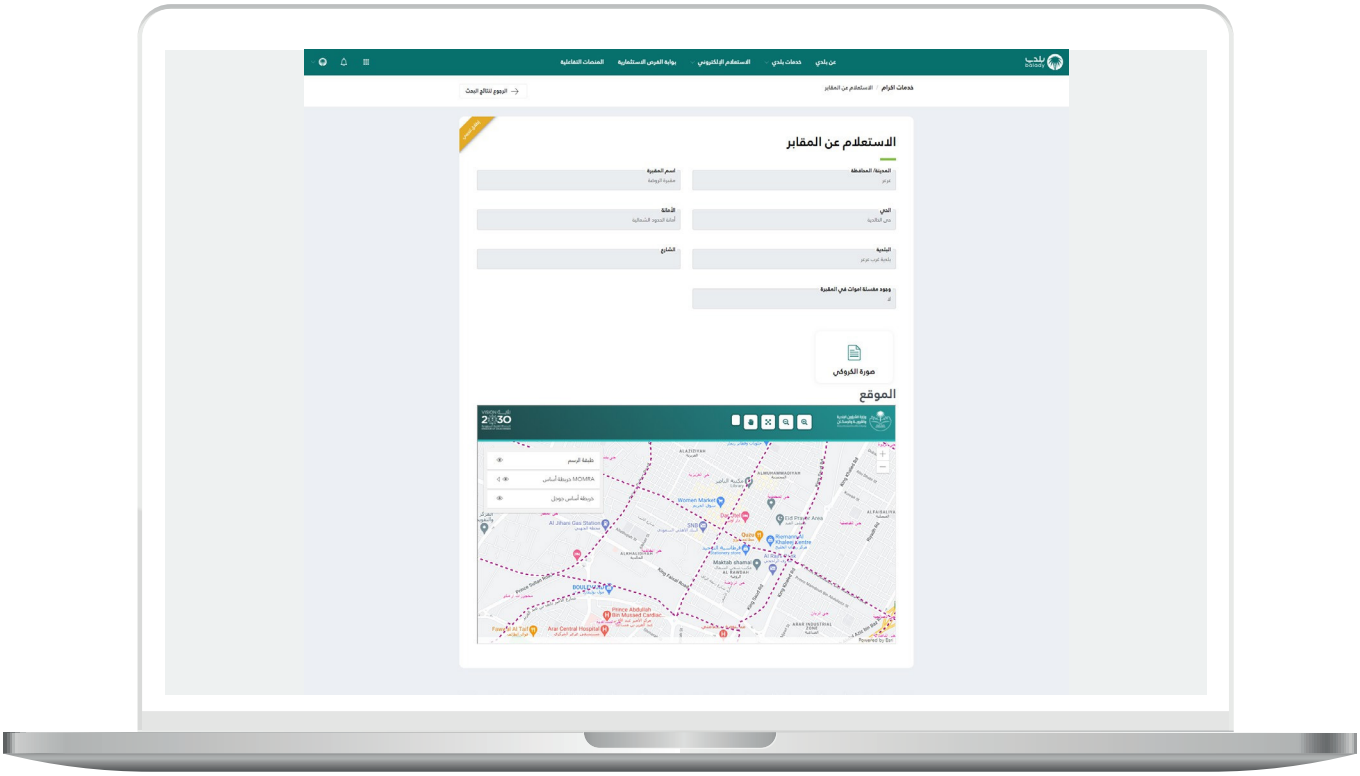


8) The system then displays all cemeteries that match the selected criteria. The user can adjust the number of displayed rows using the dropdown menu.

To view details of a specific cemetery, the user clicks the document icon in the (**Details**) column.



9) The system then displays the cemetery location details, as shown below. The user can print a location map by clicking the (**Print Map**) button or return to the search results by clicking (**Back to Search Results**).



199040 Direct Contact Number

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