وزارة البلديات والإسكان

Ministry of Municipalities and Housing

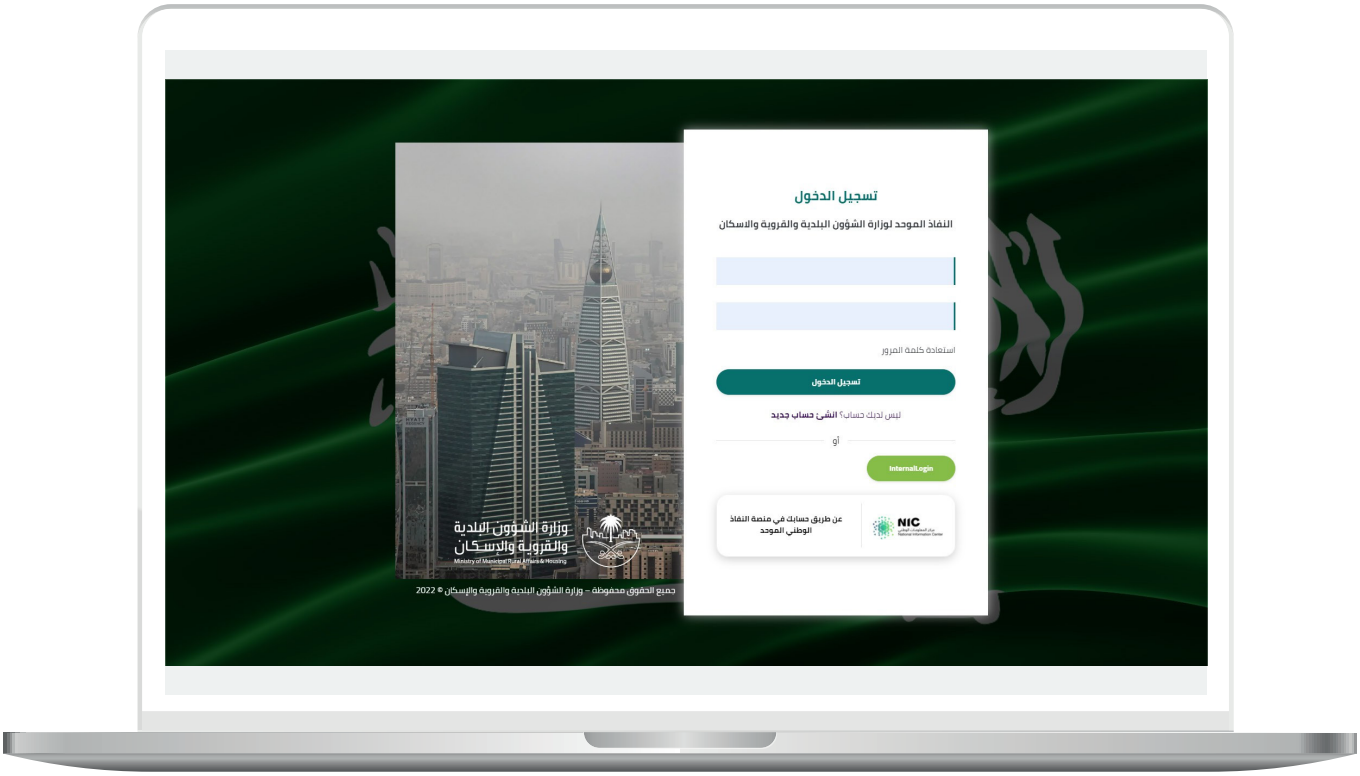
User Guide for Excavation Services

(Control and Quality)

Beneficiary's Copy

Logging into the System Requests

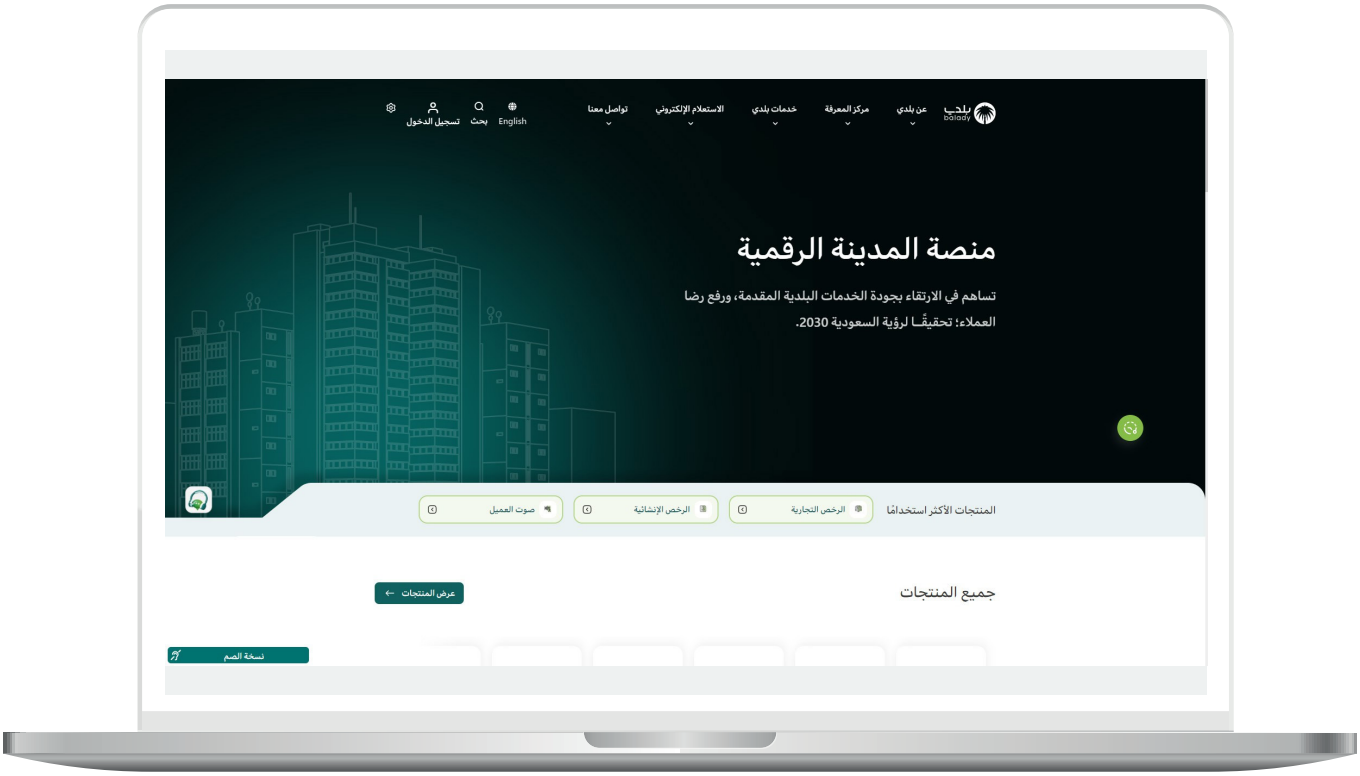
1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



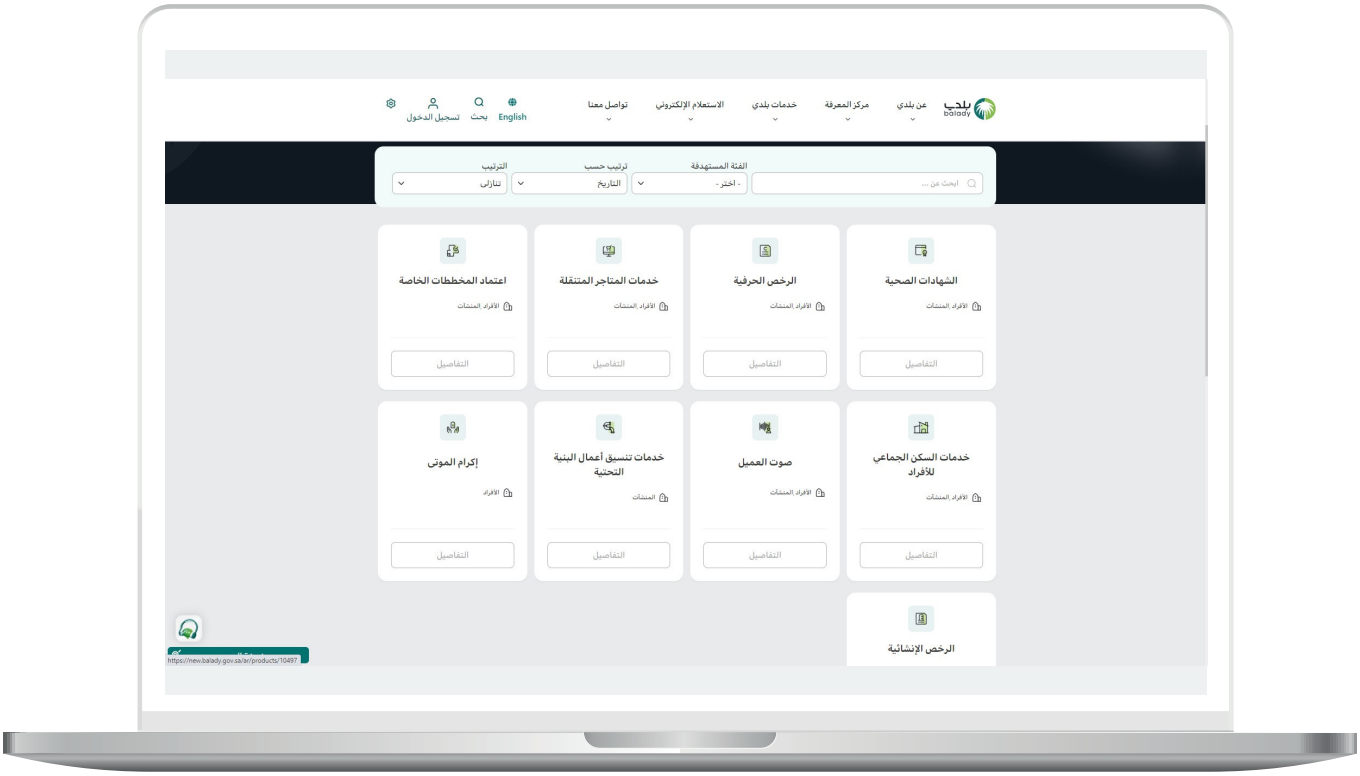
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

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

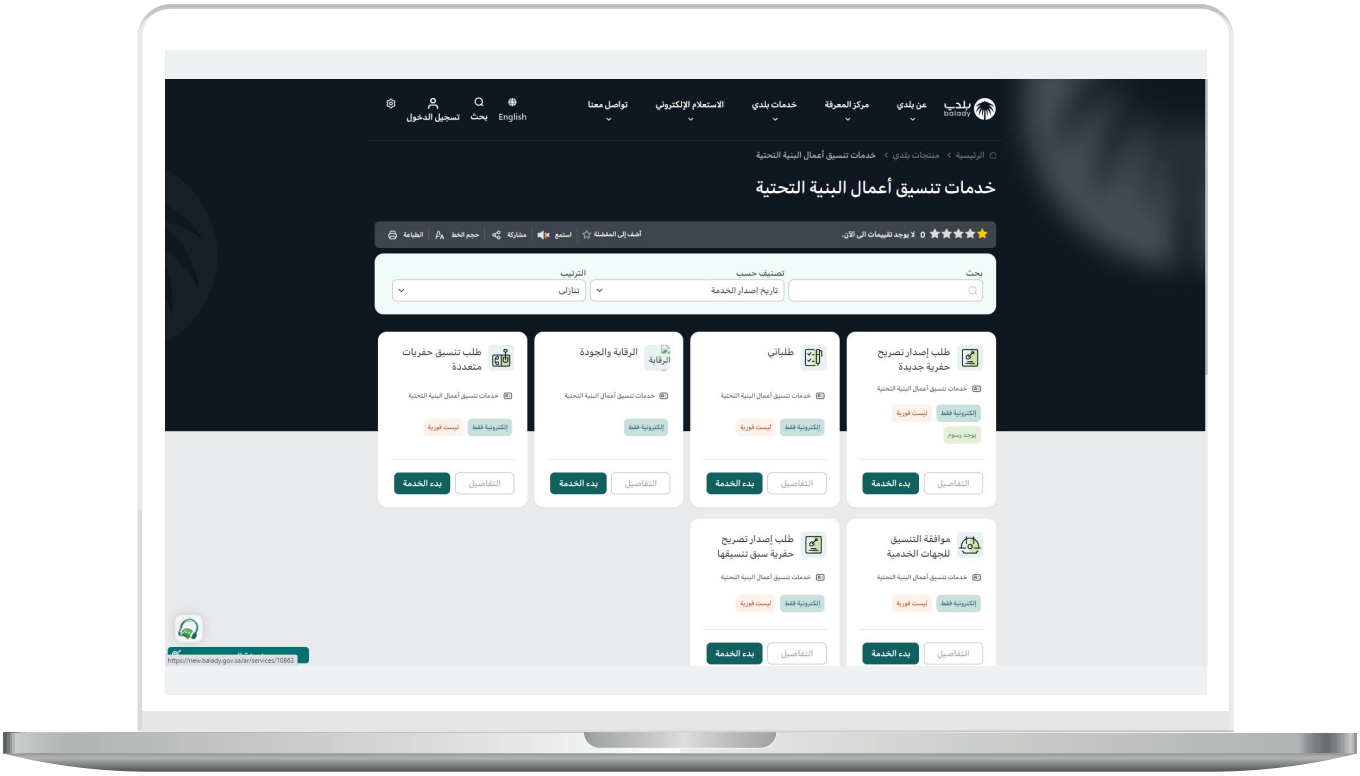
The user then clicks the (**View Products**) button.



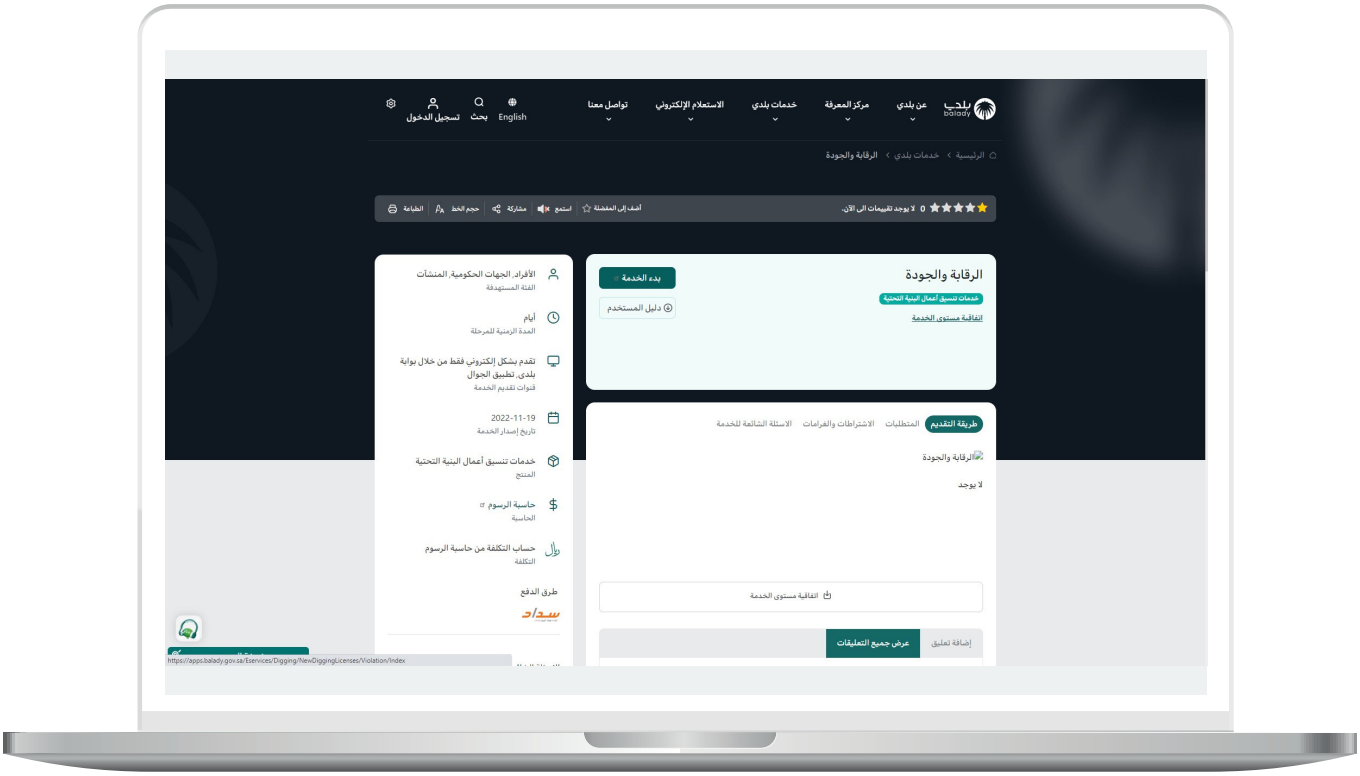
4) The user selects (**Infrastructure Coordination Services**) from the displayed options.



5) Then, the user clicks the (**Control and Quality**) button.

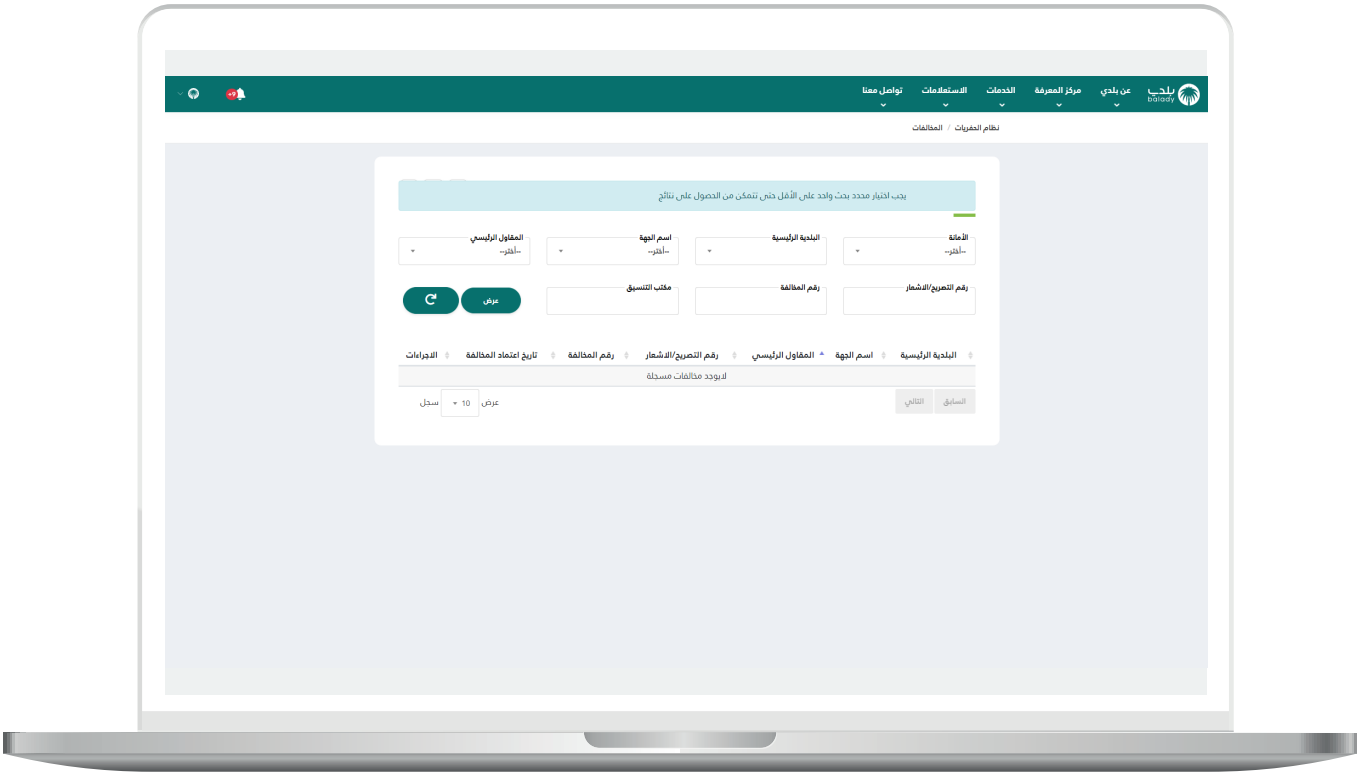


6) The service card screen appears, displaying (**How to Apply, Requirements, Conditions and Fines, etc.**). The user then clicks (**Start Service**).

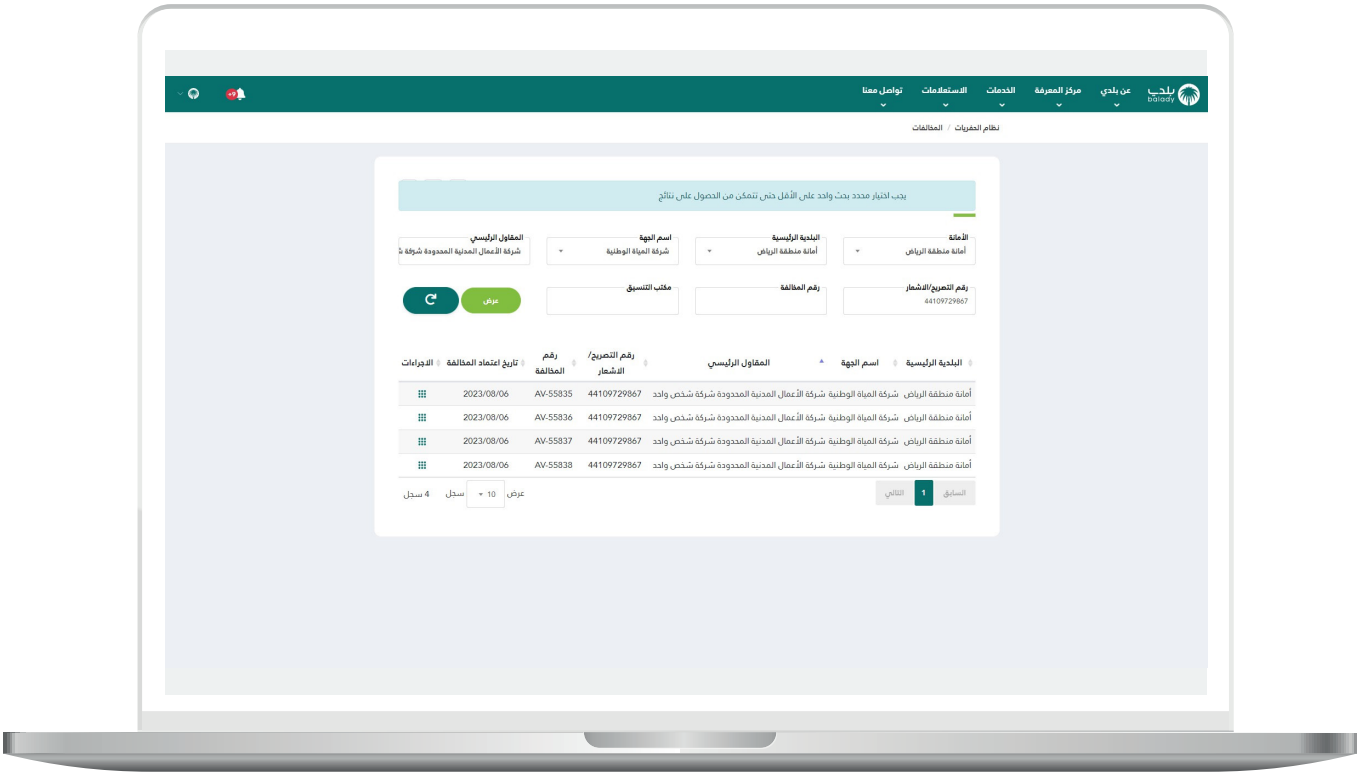


7) The following screen appears, displaying the recorded violations for the request.

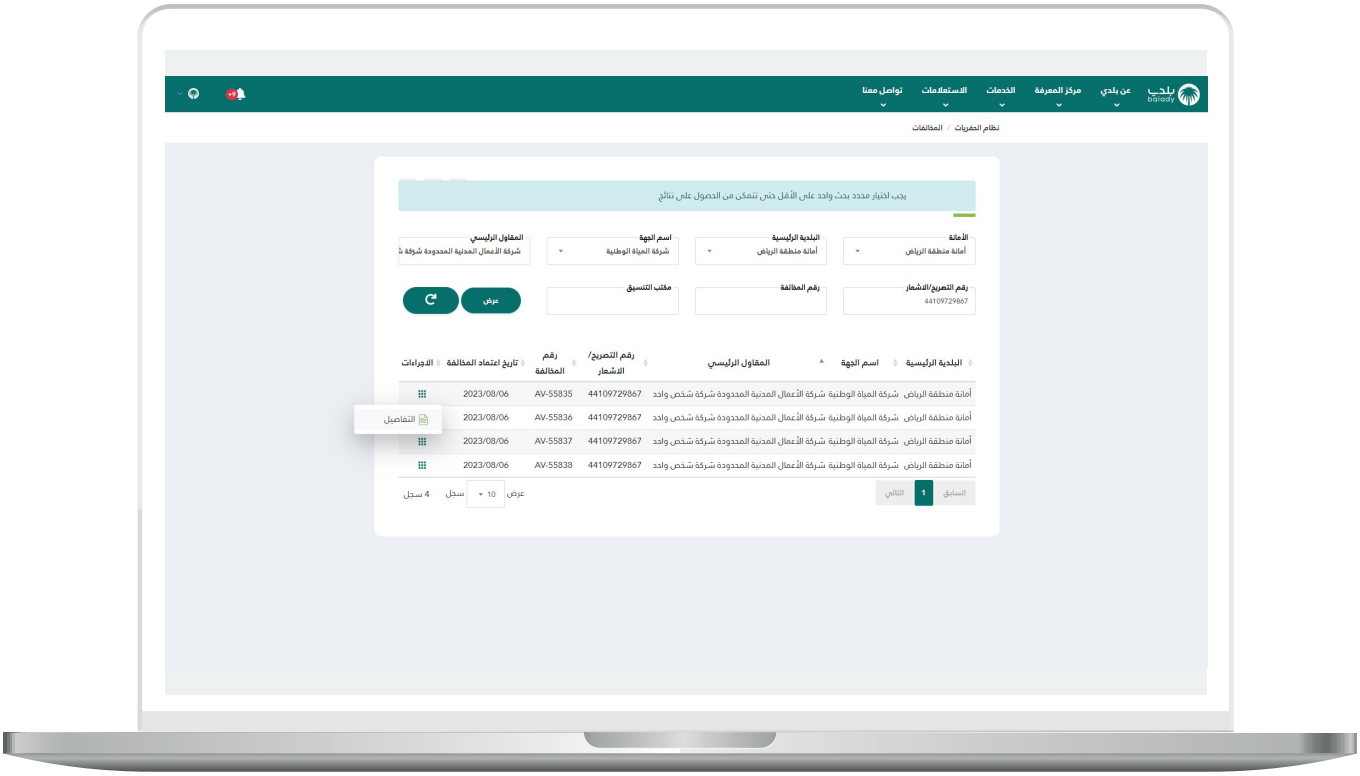
The user can enter values for one or more search criteria: (**Municipality, Secretariat, Entity Name, Main Contractor, Permit/Notification Number, Violation Number, Coordination Office**), then clicks (**Display**).



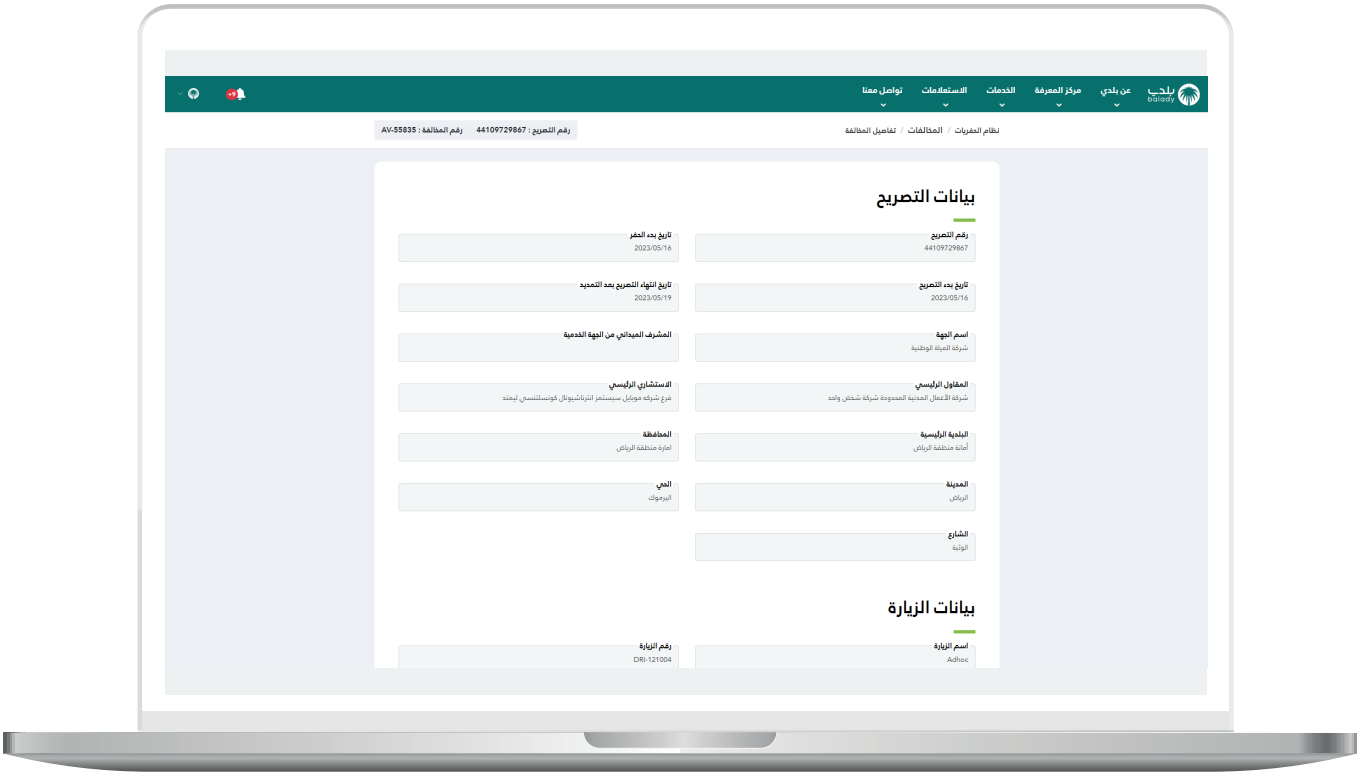
8) The search results appear based on the entered criteria.



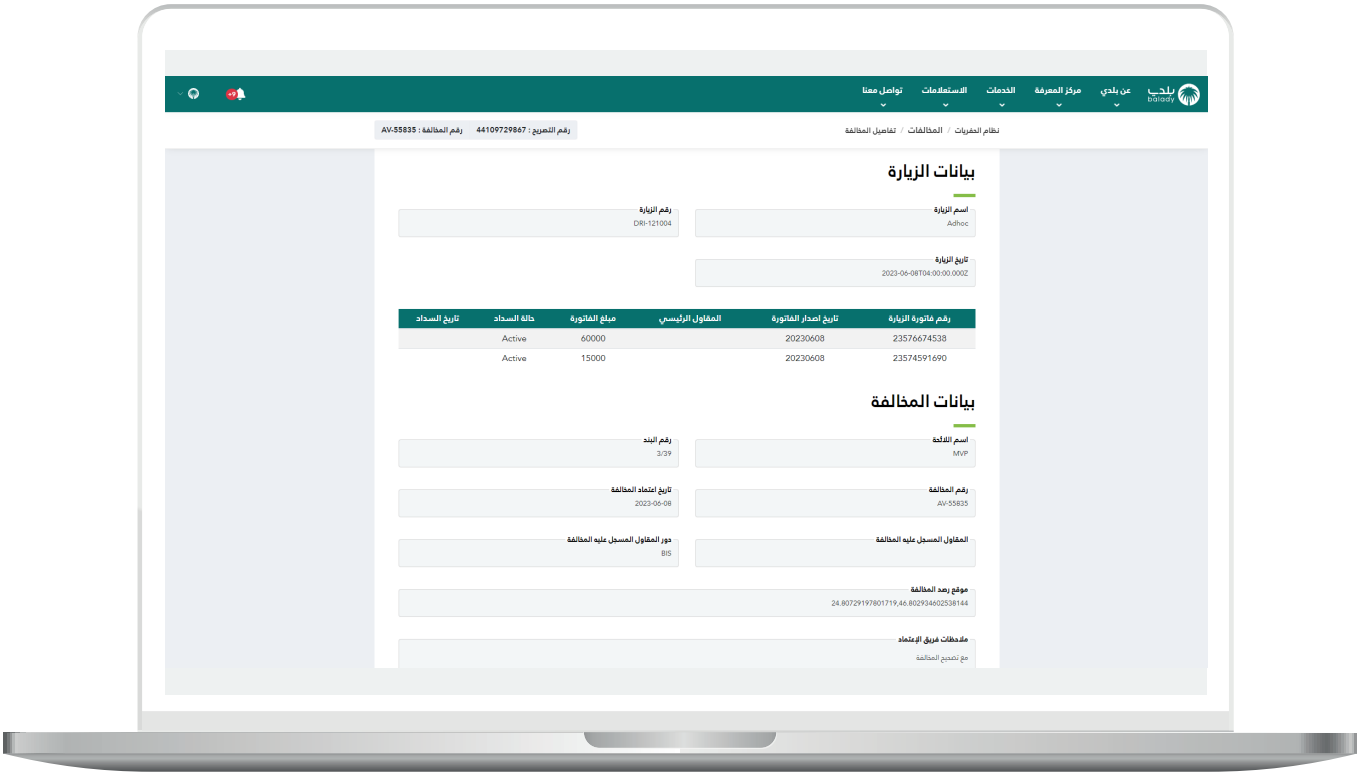
9) By clicking the green box in the (**Actions**) column, the user can select (**Details**) to view more information.



10) After clicking (**Details**), the violation details are displayed.



11) The following screenshot displays the second part of (**Details**) screen.



199040 Direct Contact Number

@Balady_CS Customer Service