



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for  
**General Inquiries Service**

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Beneficiary's  
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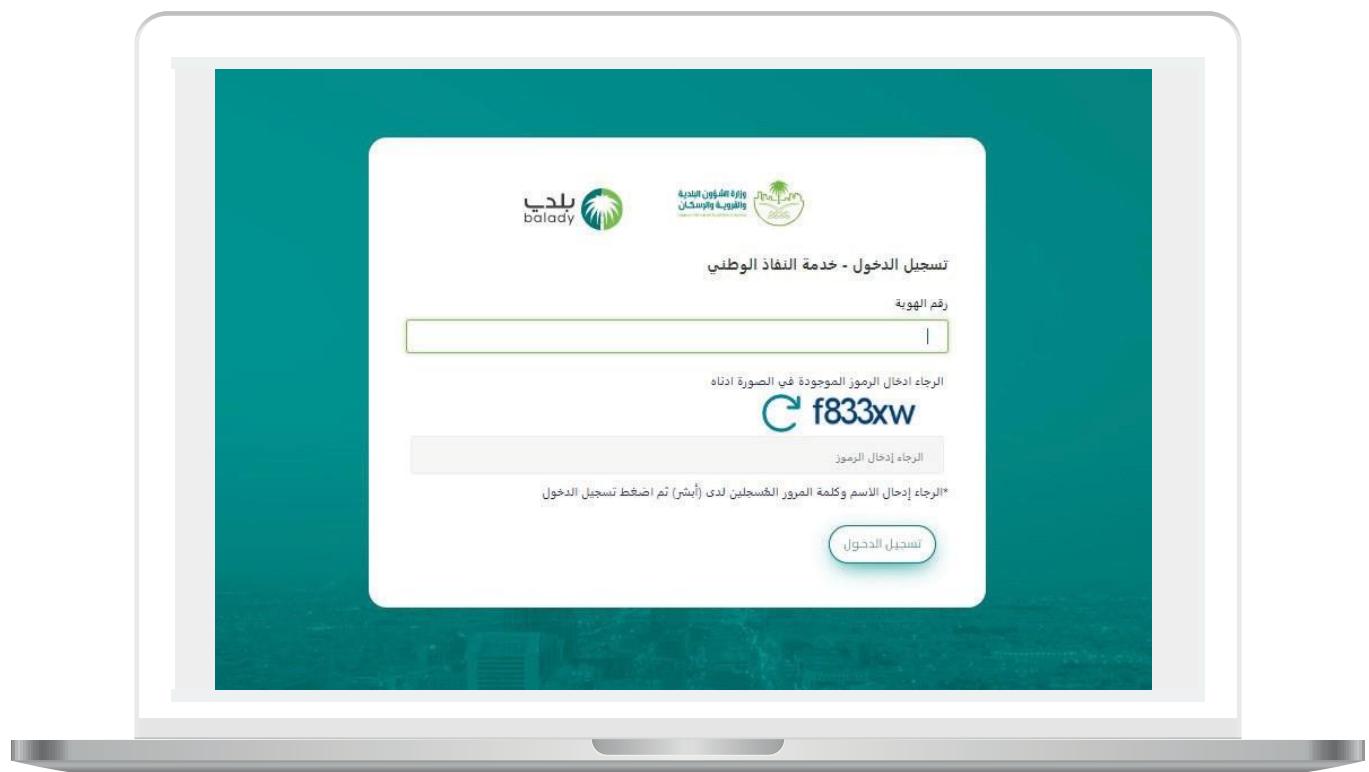
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## Inquiry Service Screens – Call Center

### User access screen

1) The user can access the platform and utilize the available services through the login screen:

- Enter the National ID number.
- Input the displayed verification code.
- Click **(Login)** to verify the user through integration with the **(Absher)** service.



## Creating a New Inquiry

Through this step, the user can submit a new inquiry in the system.

- The user begins by entering client and inquiry details by selecting the main category, subcategory, and specialized classification.
- Enter the inquiry details in the description field.
- The system displays the user's information (**First Name, Middle Name, Last Name, National ID Number, Iqama Number, Mobile Number, Email**).
- Click **(Next)** to proceed with submitting the inquiry, as shown in the following screen.

Information of the Beneficiary

National ID (رقم المدنى):

First Name (الاسم الأول):

Middle Name (الاسم الأوسط):

Last Name (الاسم العائلى):

Iqama Number (رقم الإقامة):

Information of the Requester

Main Category (التصنيف الرئيسي):

Subcategory (التصنيف الثانى):

Specialized Classification (التصنيف الفرعى):

Description (الوصف):

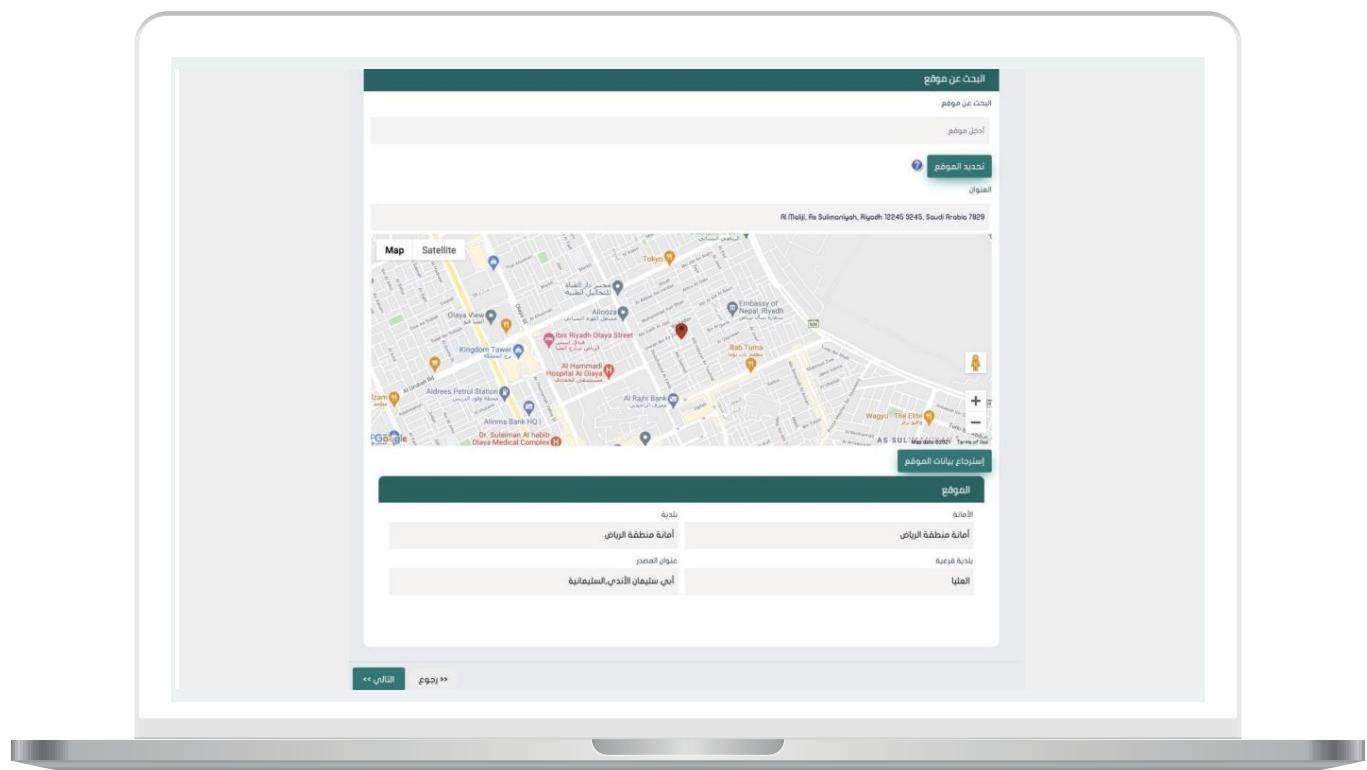
Remarks (المرجع):

My details on MODRIH

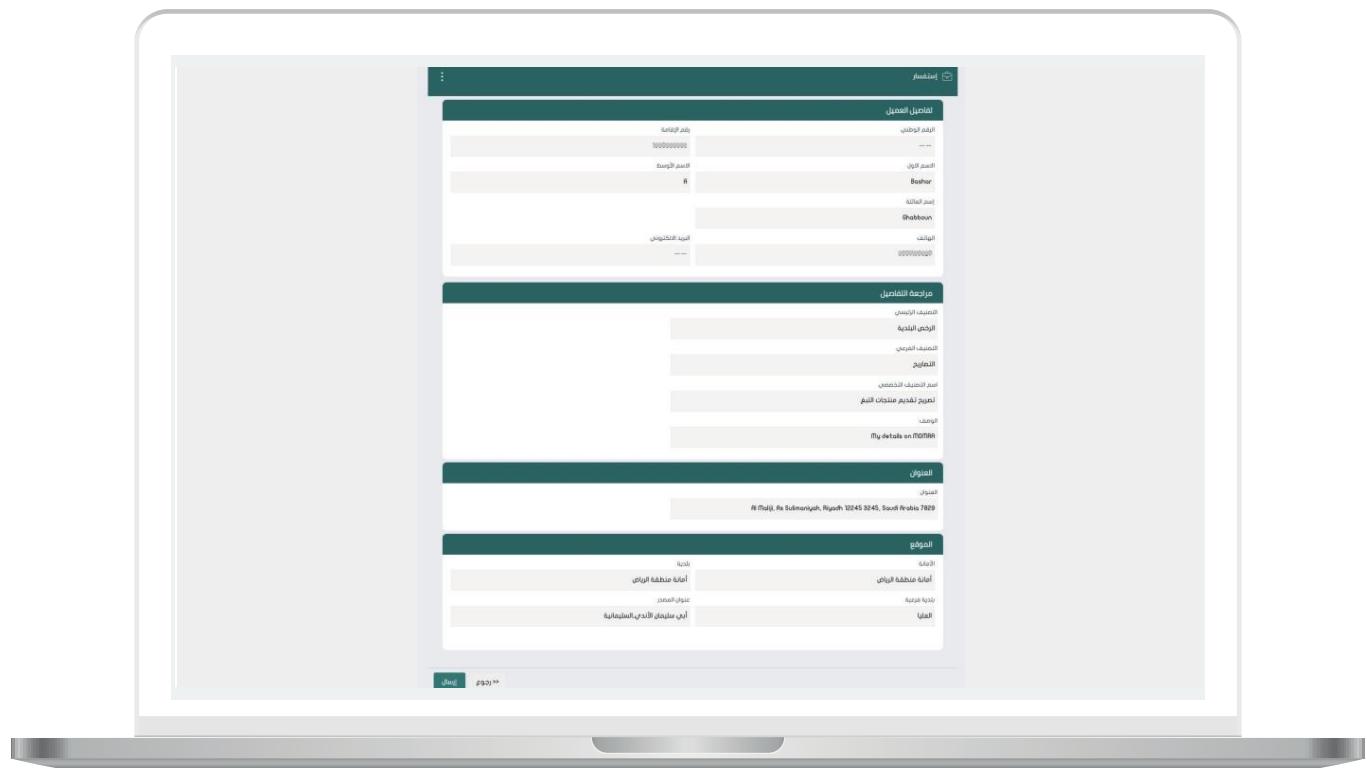
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## Location Information Page

- 1) The user can search for the location or move the pointer on the interactive map to specify the desired inquiry location.
- 2) The user clicks **(Retrieve Location Data)** to fetch location details based on the selected position on the map.
- 3) The system displays the following location details: **(Municipality, Secretariat, Sub-Secretariat, Source Address)**.
- 4) The user clicks **(Next)** to proceed with entering the inquiry details.
- 5) The user clicks **(Back)** to return to the Inquiry Classification Page in case any classification level needs to be changed.



6) After clicking (Next), the system displays all previously entered inquiry details for confirmation before submitting the inquiry in the system.



## Submitting the Inquiry and Sending It to the Relevant Entity

1) As shown in the following image, the system confirms the creation of the inquiry and sends it to the employee's work queue. A system message appears, indicating that the inquiry has been successfully submitted and forwarded for further processing.

- The system generates a reference number for the inquiry.
- The system displays inquiry creation details, including the date and time of submission and relevant task details.
- The system shows the status of the inquiry, which is marked as (New) at this stage.

تم إنشاء رقم	INQ-21-07-000101
تم إنشاء في	07/07/2021
آخر تحديث بواسطة	INQ_Ben
آخر تحديث	مند أهل من دقيقة

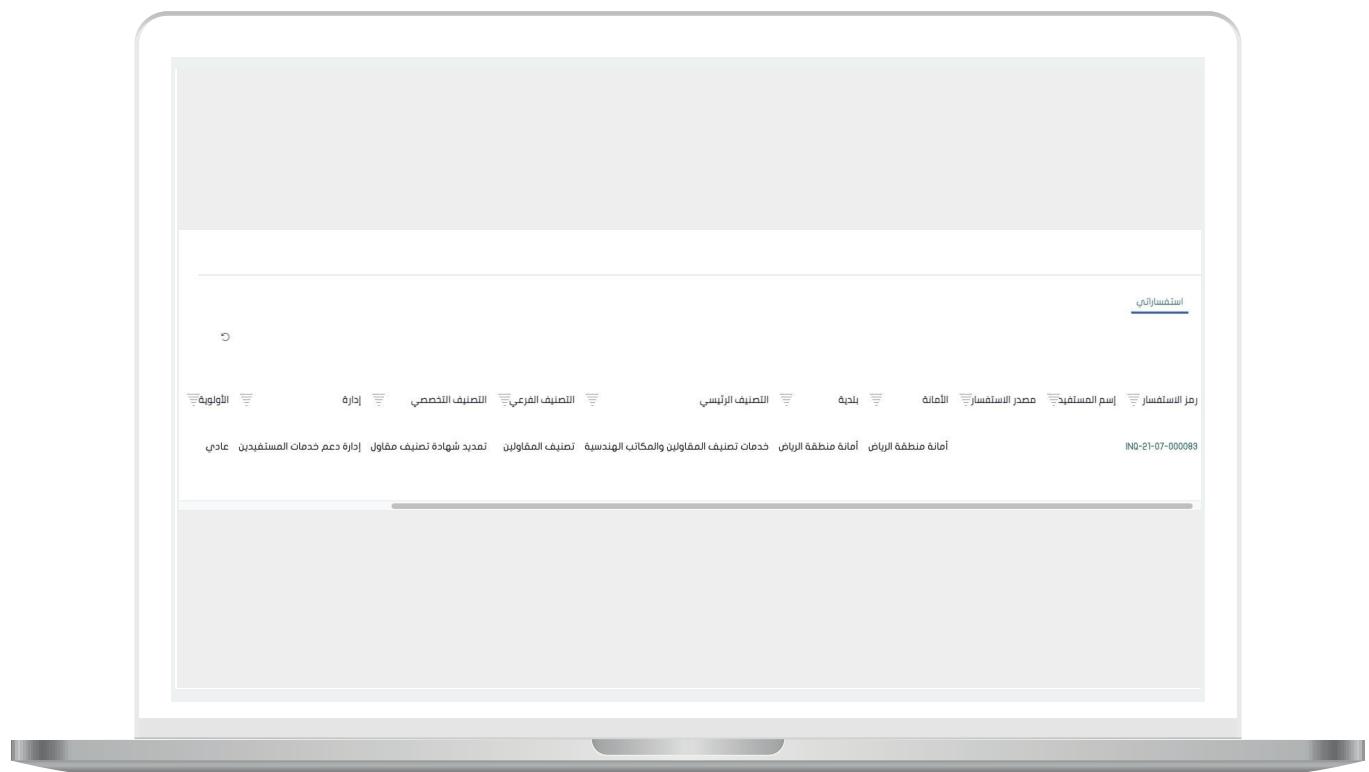
تم إنشاء التالية	الخطوة التالية
تم إنشاء إلى	قسم المعلمات
تم إنشاء على	إغلاق

- 2) The user clicks **(Close)** to complete the process.
- 3) After submitting the inquiry, the system sends an SMS notification to the user's registered mobile number, confirming receipt of the inquiry and initiation of processing.

The SMS message reads: **(Dear Beneficiary, thank you for your cooperation. We confirm the receipt of your inquiry No. XXXXX, and you will receive a response at the earliest opportunity).**

## Tracking Inquiries

- 1) The user can view submitted inquiries in the system and track their status.
- 2) By clicking on **(My Inquiries)**, the system displays the following inquiry details: **(Inquiry Number, Location Information, Classifications (Primary, Secondary, and Specialized), Administration Name, Priority, Inquiry Status)**.



📞|199040 Direct Contact Number  
🐦|@Balady\_CS Customer Service