



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service of  
**Engineering Offices Inquiry**

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Beneficiary's  
Copy

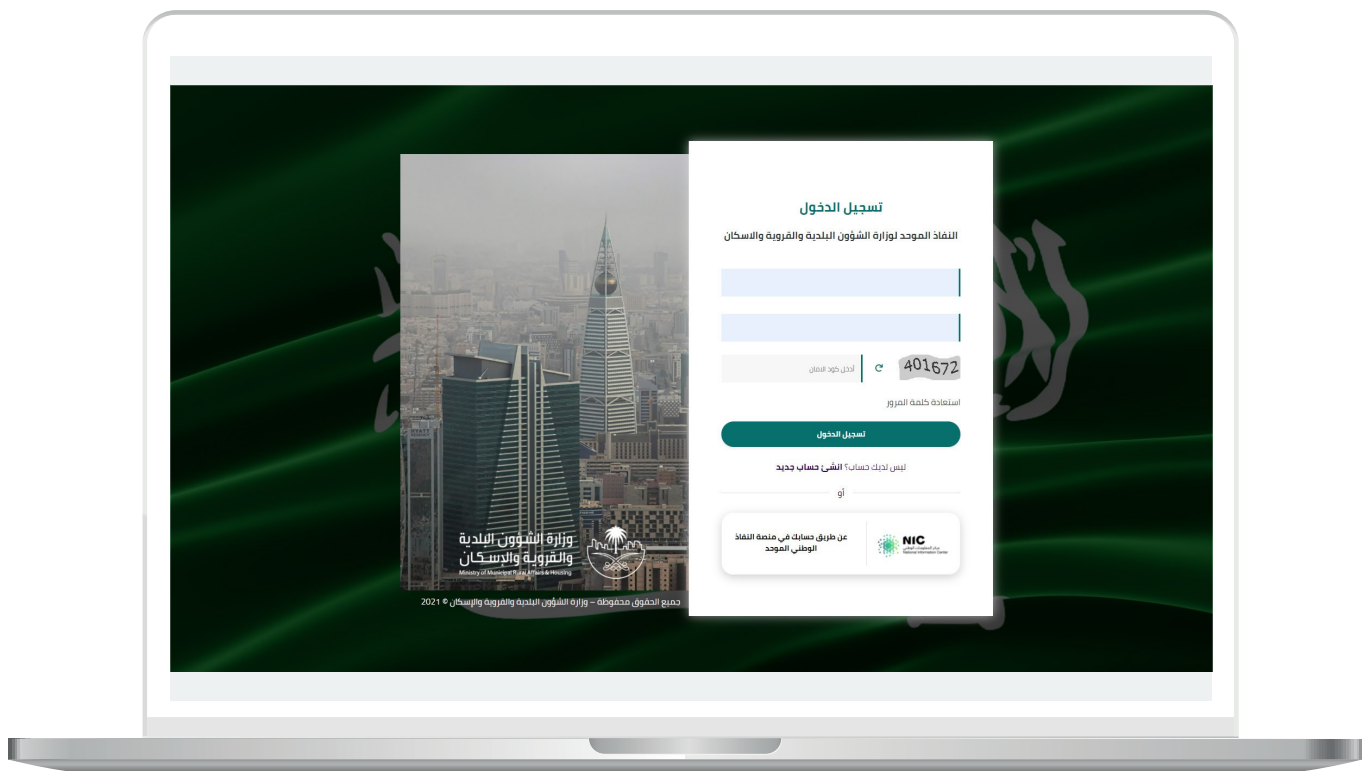
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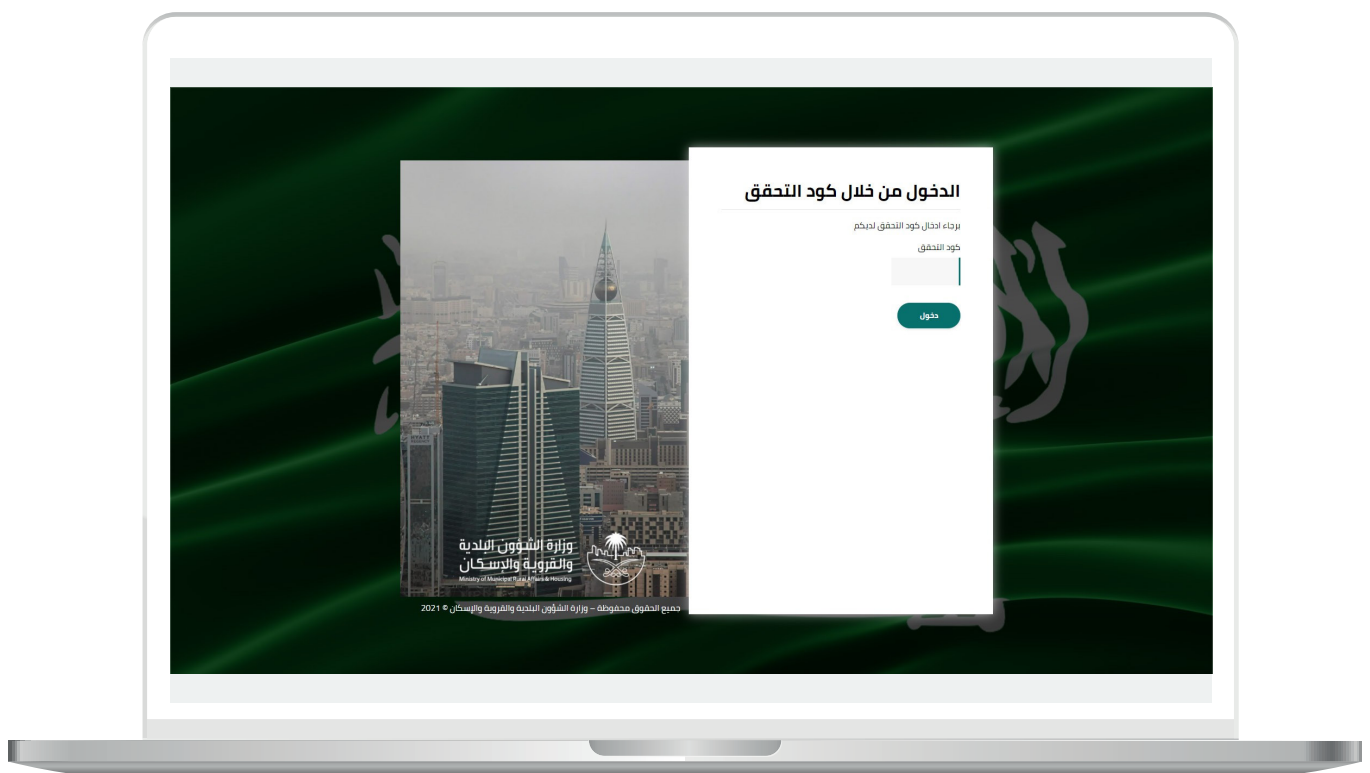


## Log in to the System

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.



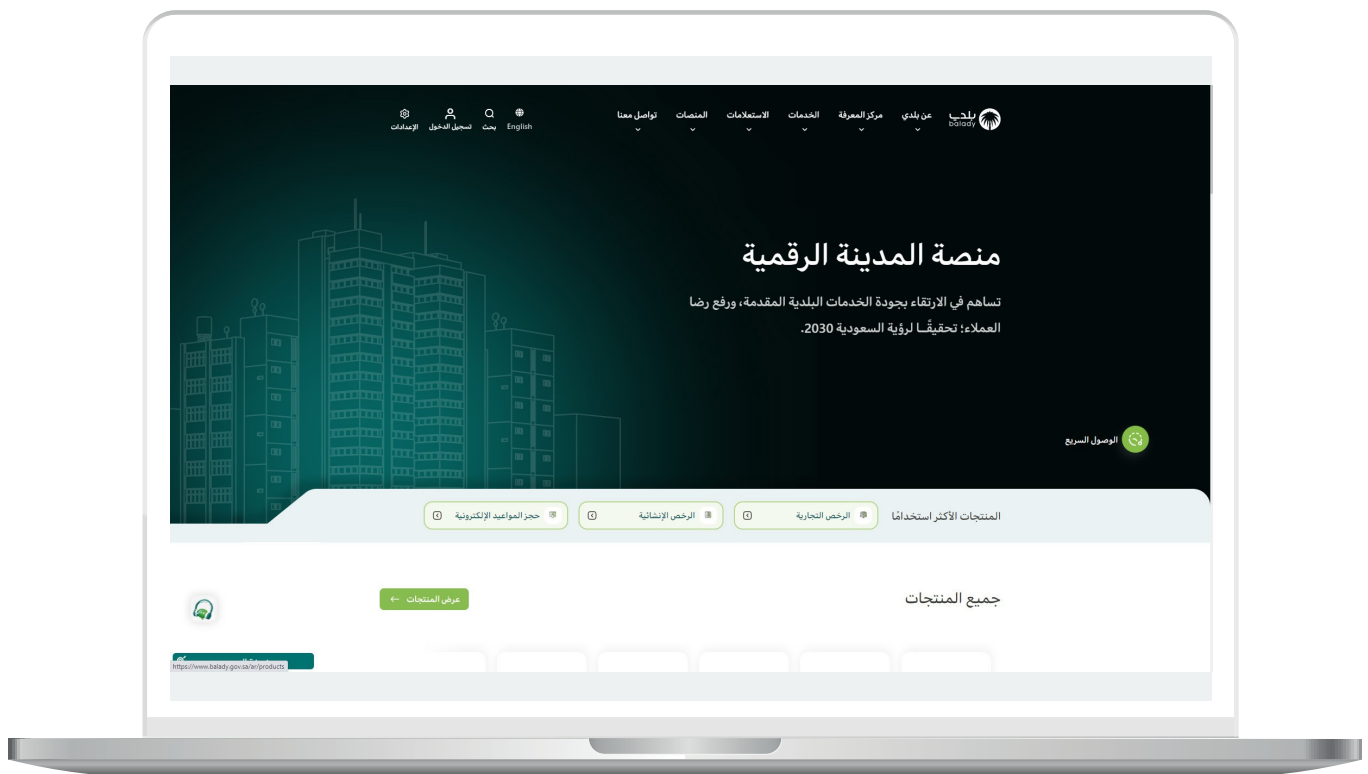
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



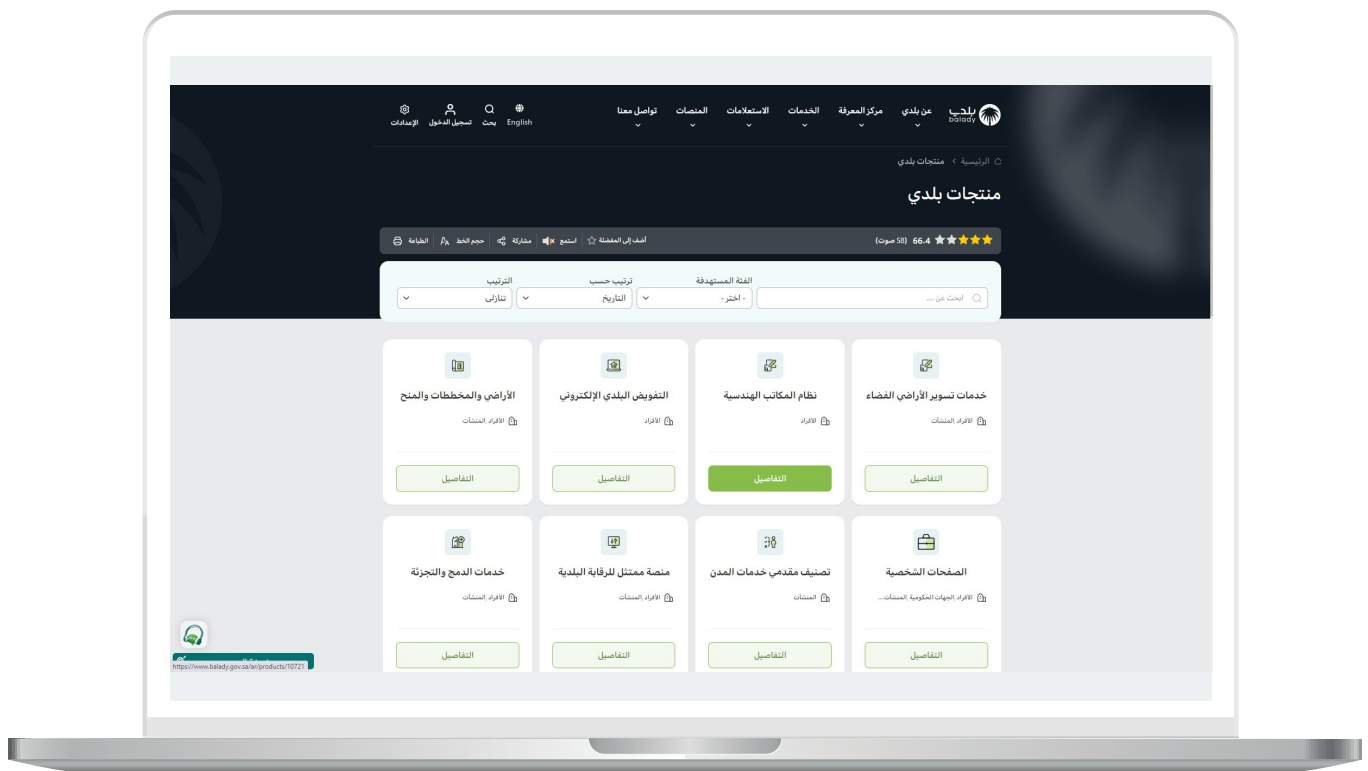
## Service Request Steps

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

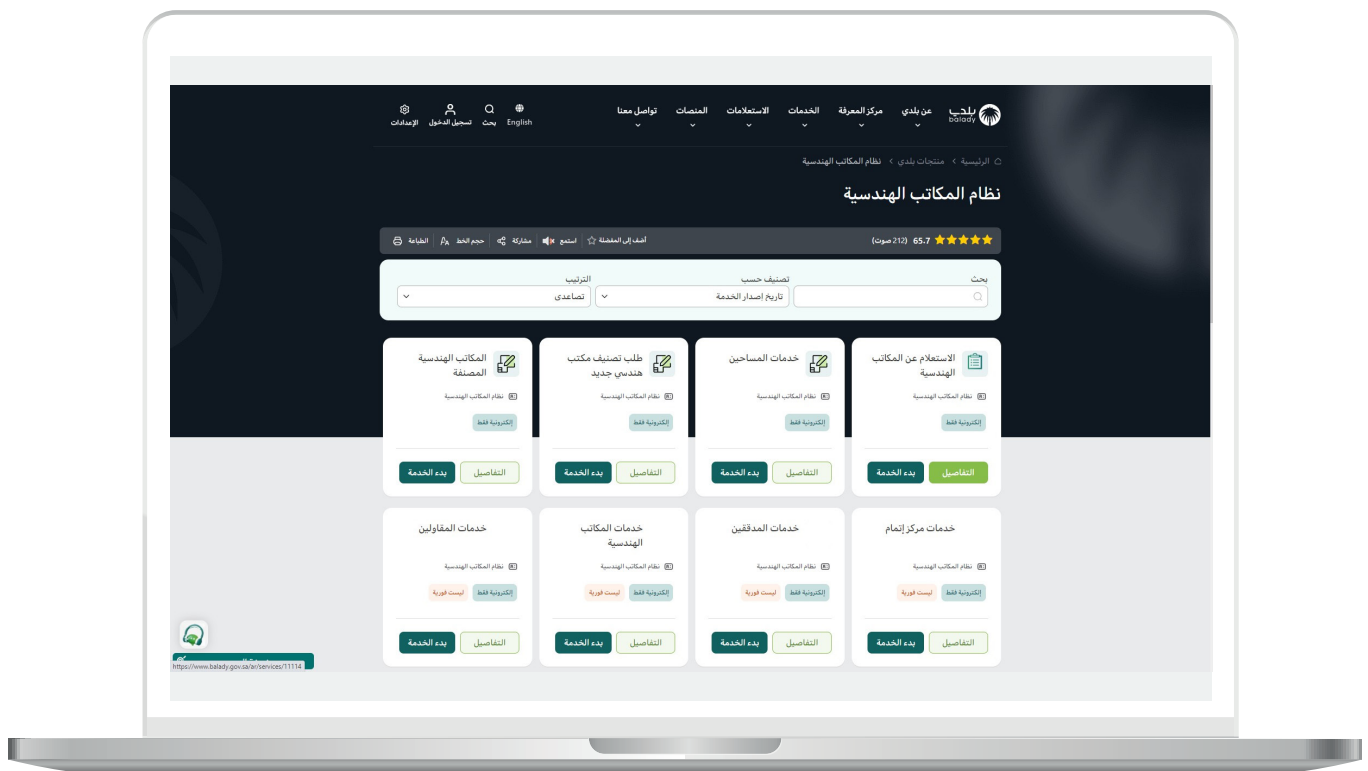
To start the service application, the user must click the **(View Products)** button.



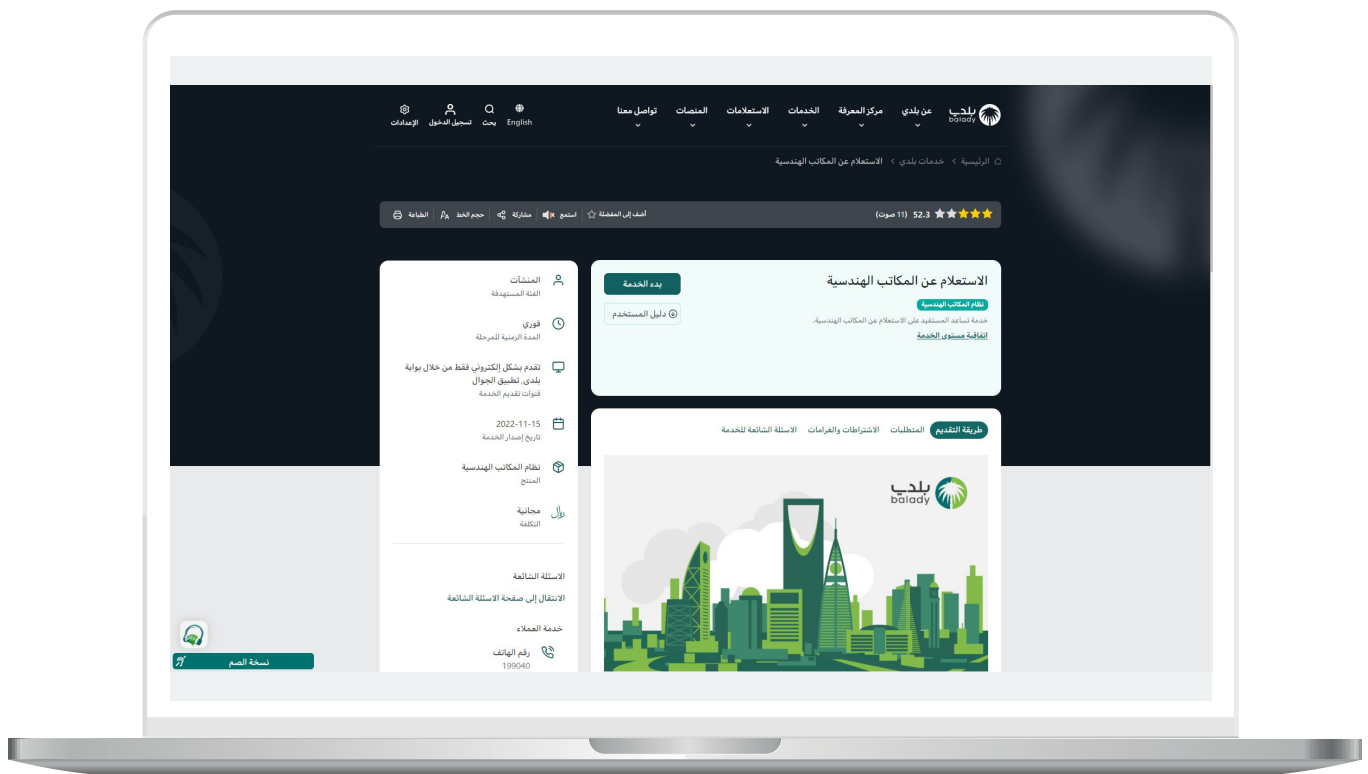
2) The following screen appears, displaying Balady Products, where the user selects (Engineering Offices System).



3) The next screen appears, where the user selects (Engineering Offices Inquiry) as shown in the following screen.

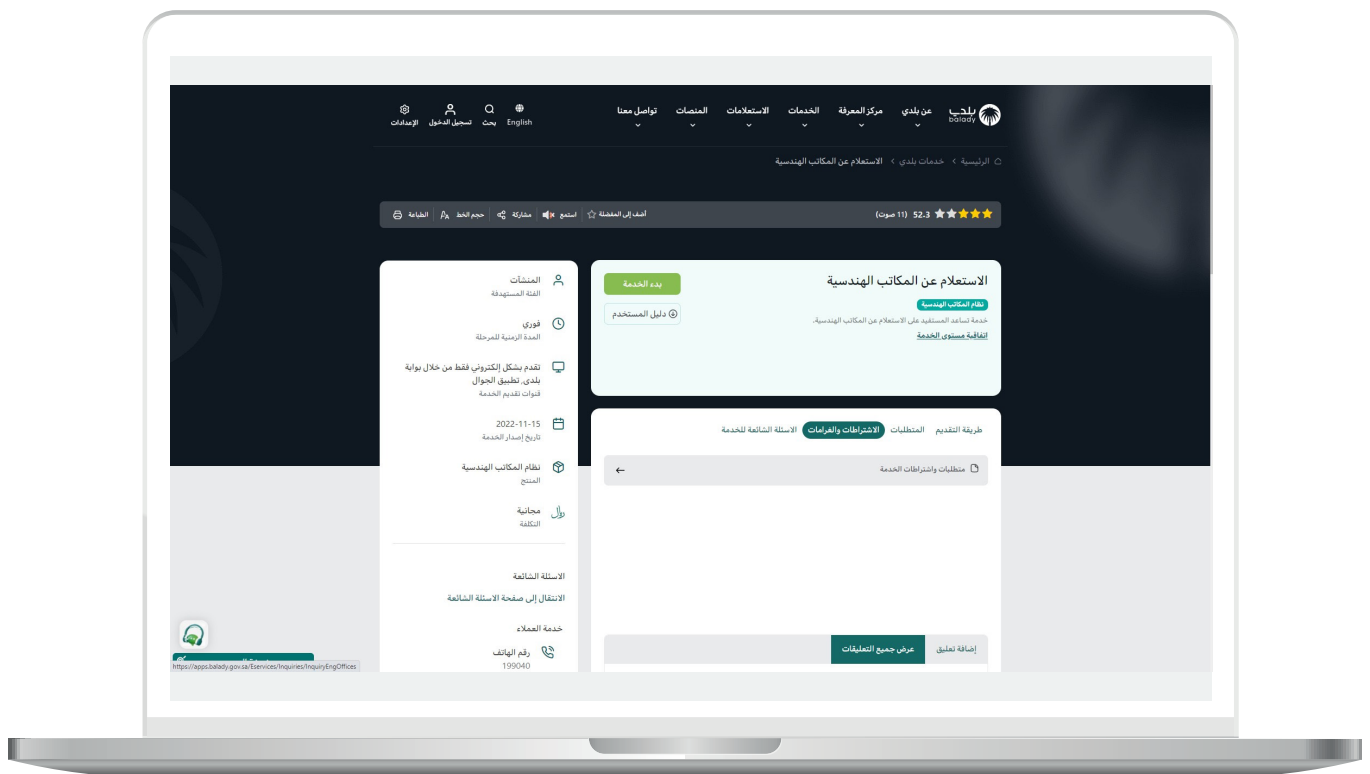


4) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).

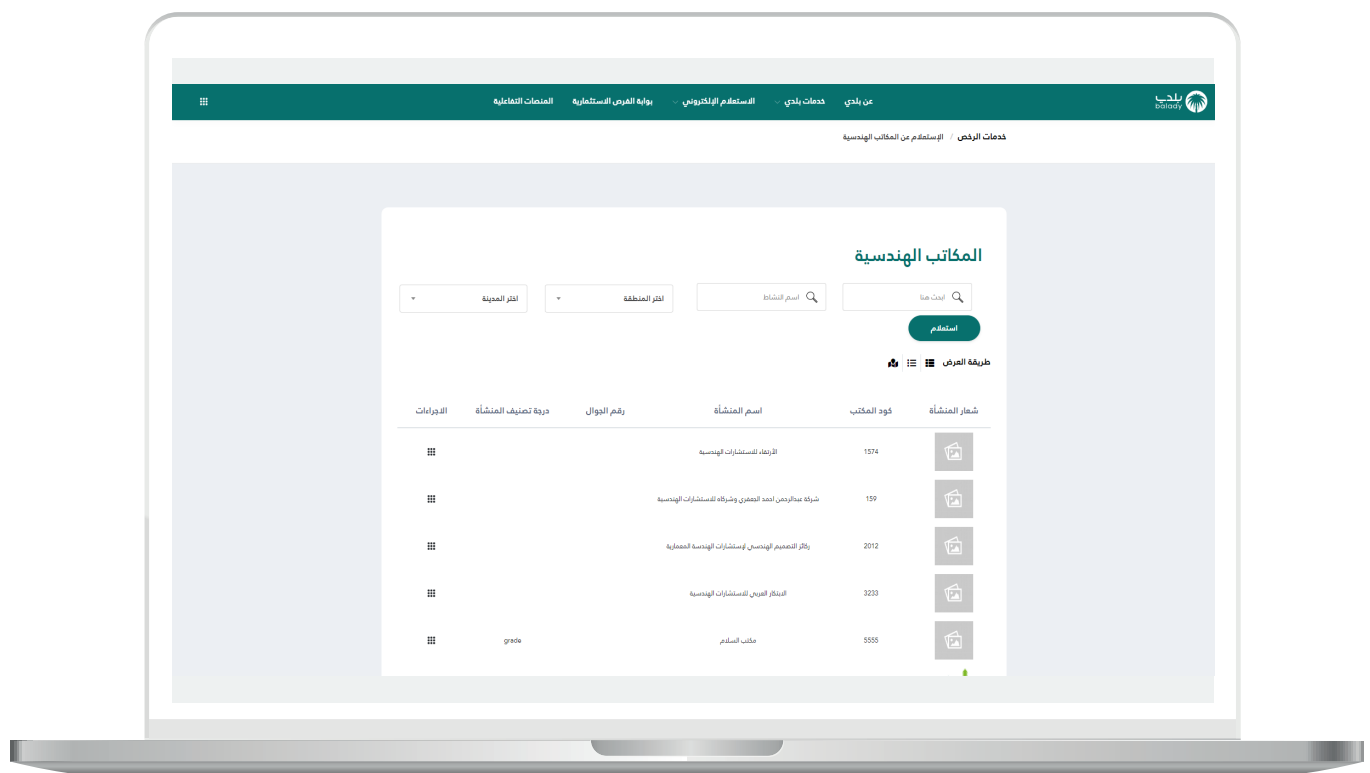




5) To start the application process, the user clicks **(Start Service)**.

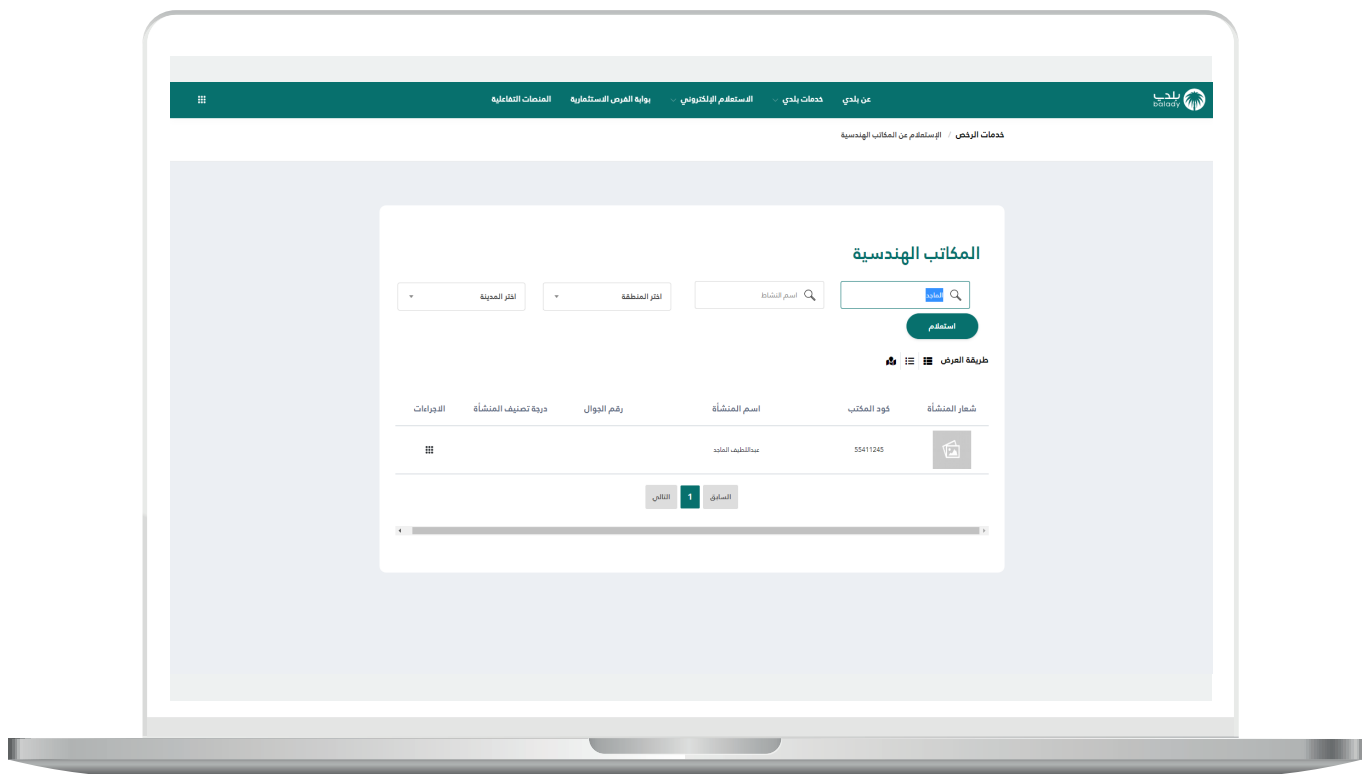


6) The following screen appears, allowing the user to search for engineering offices by entering values in one or more of the following search criteria: (**Search Here**, **Activity Name**, **Select Region**, **Select City**), then clicking (**Search**).

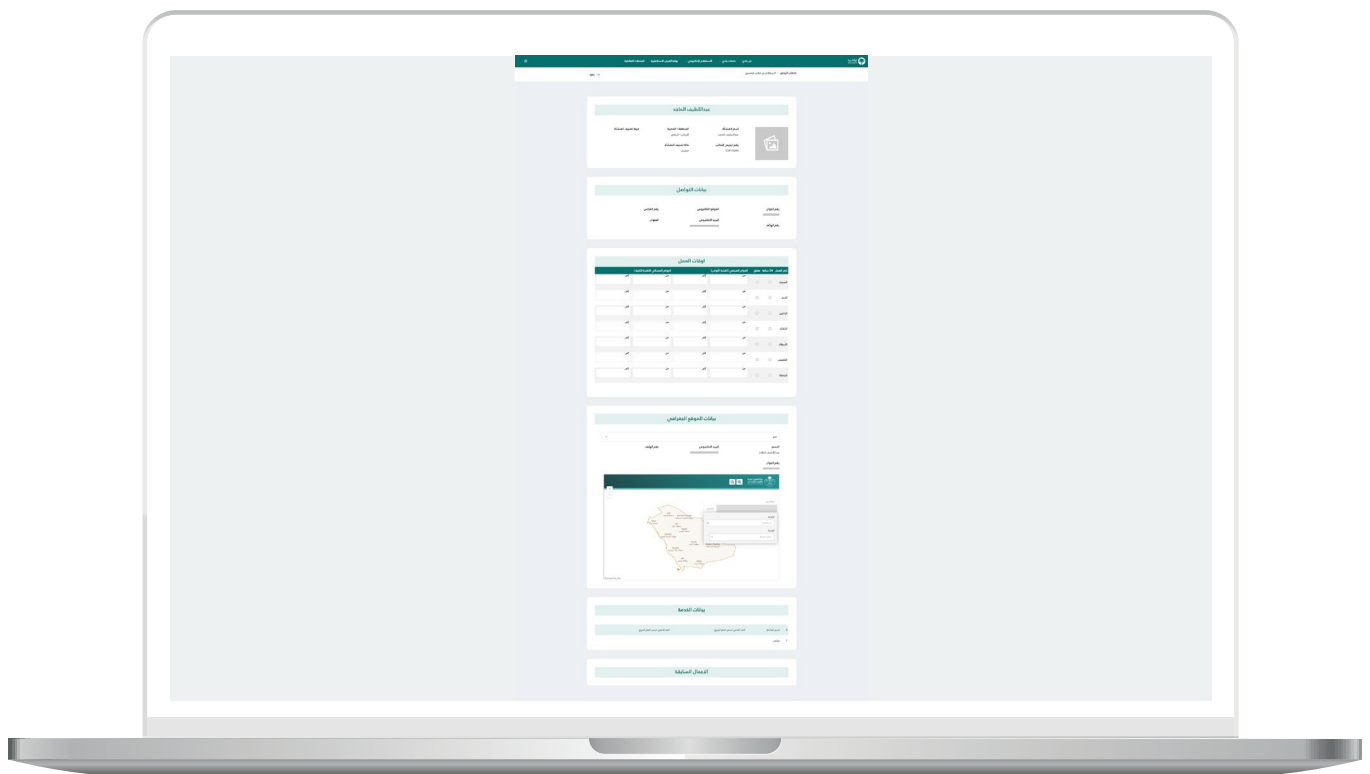


7) In the example below, the user searches for an engineering office using the **(Establishment Name)** field.

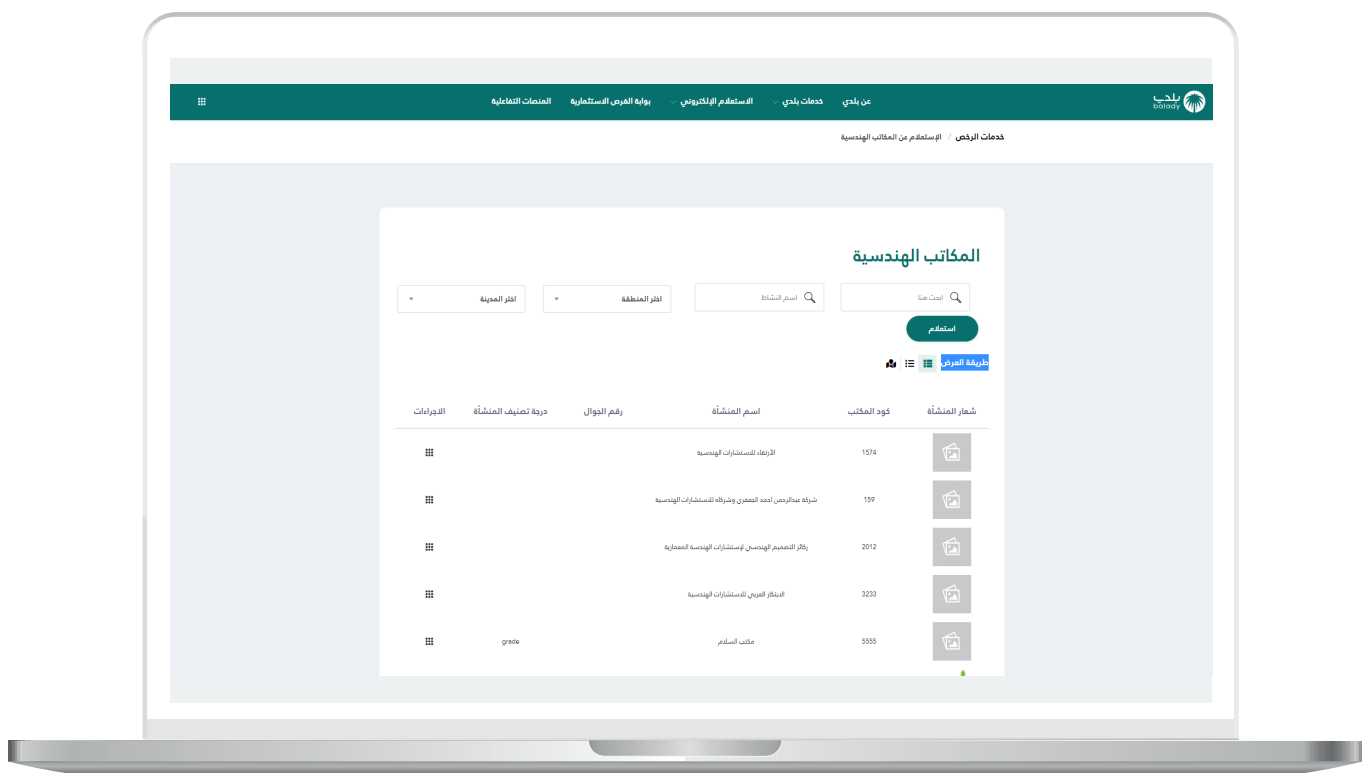
The user can view engineering office details by clicking the box in the **(Actions)** column.



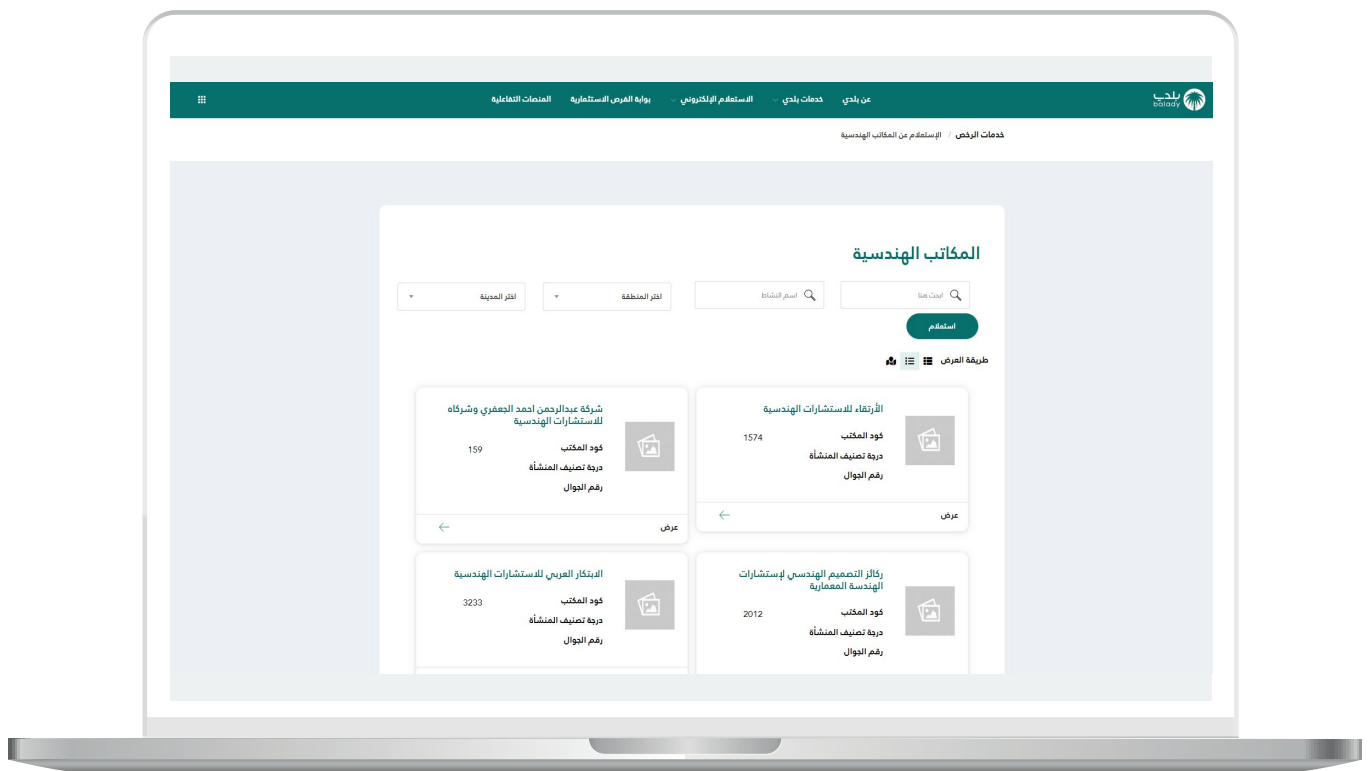
8) The engineering office details are displayed, as shown in the following screen.



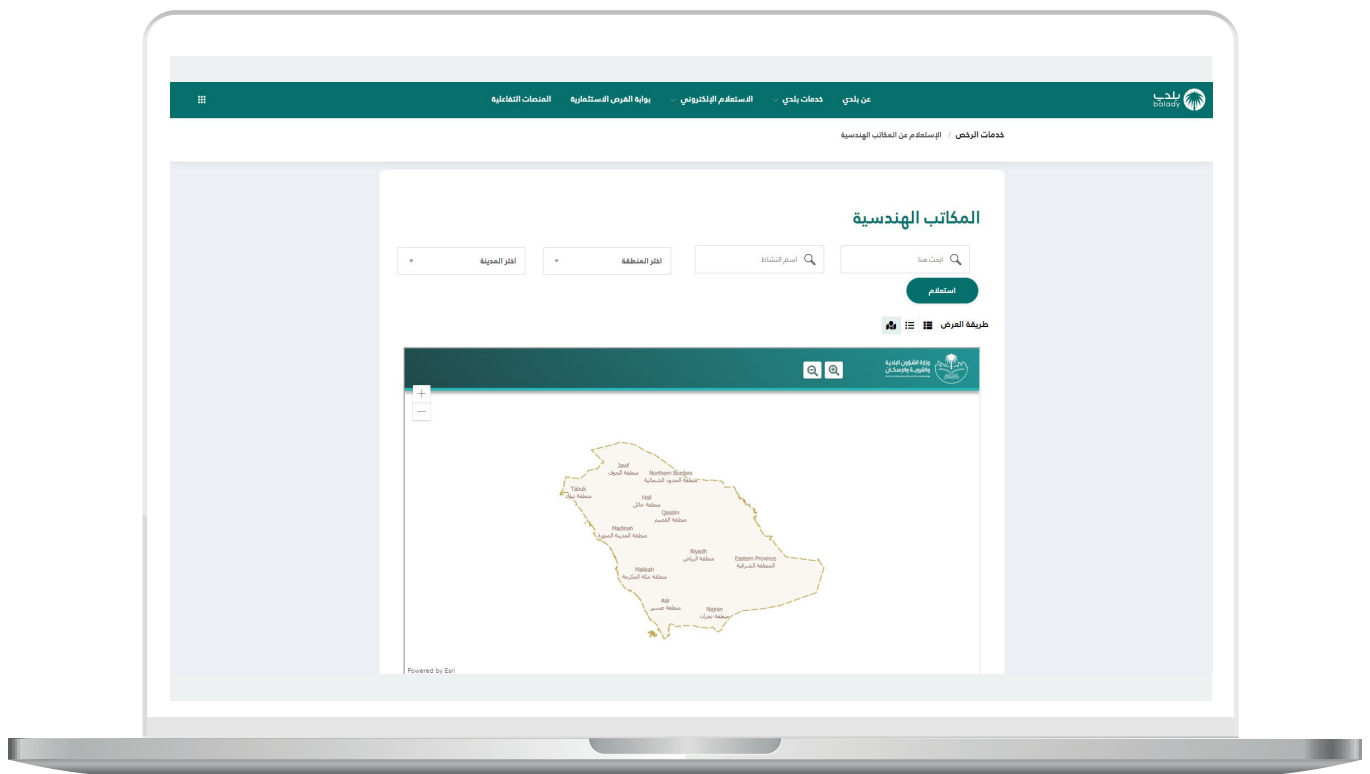
9) The user can change the display format for engineering offices. The following screen represents the Table View.



10) The next screen represents the Icons view.



11) The following screen represents the Map view.



 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

