وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for

the Government Approvals Portal

Contents

Login to the System
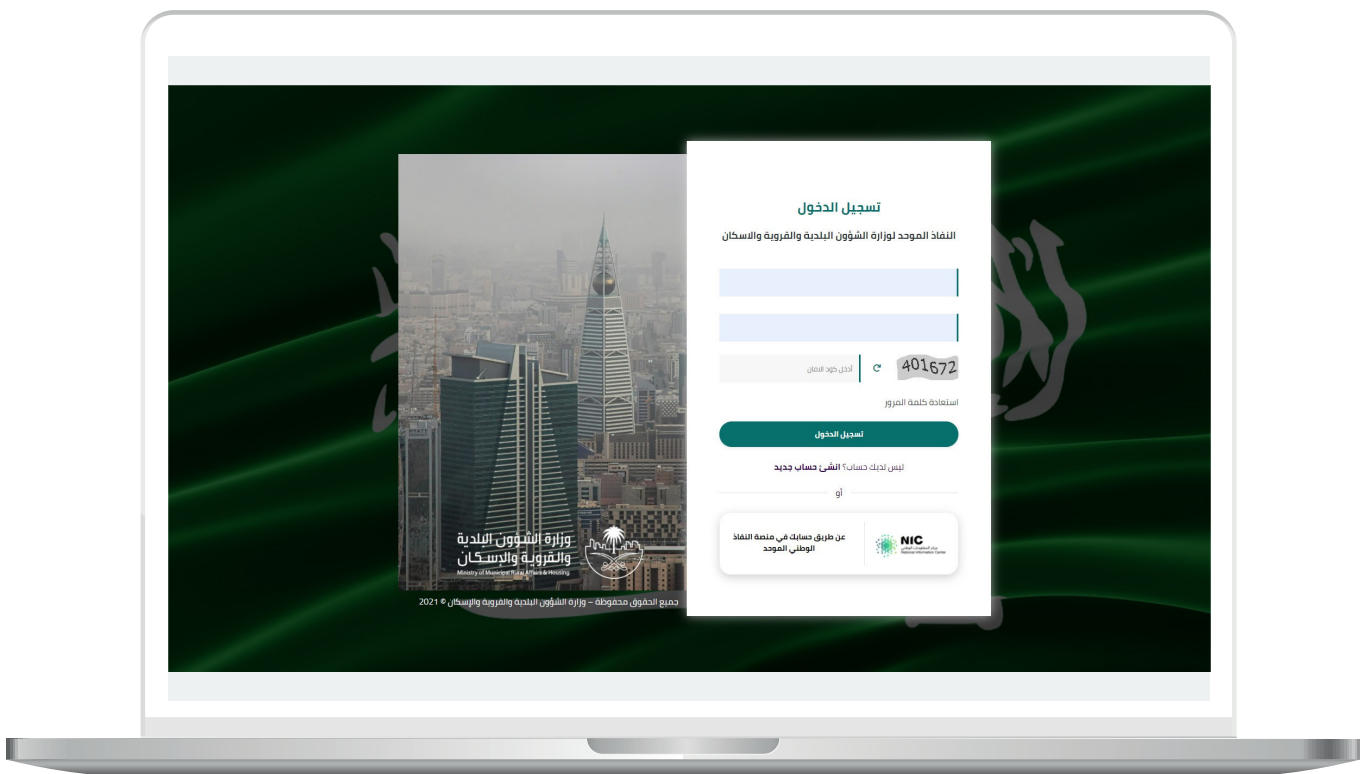
1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.

Additionally, if the user forgets their password, they can retrieve it by clicking (**Forgot Password**).

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.
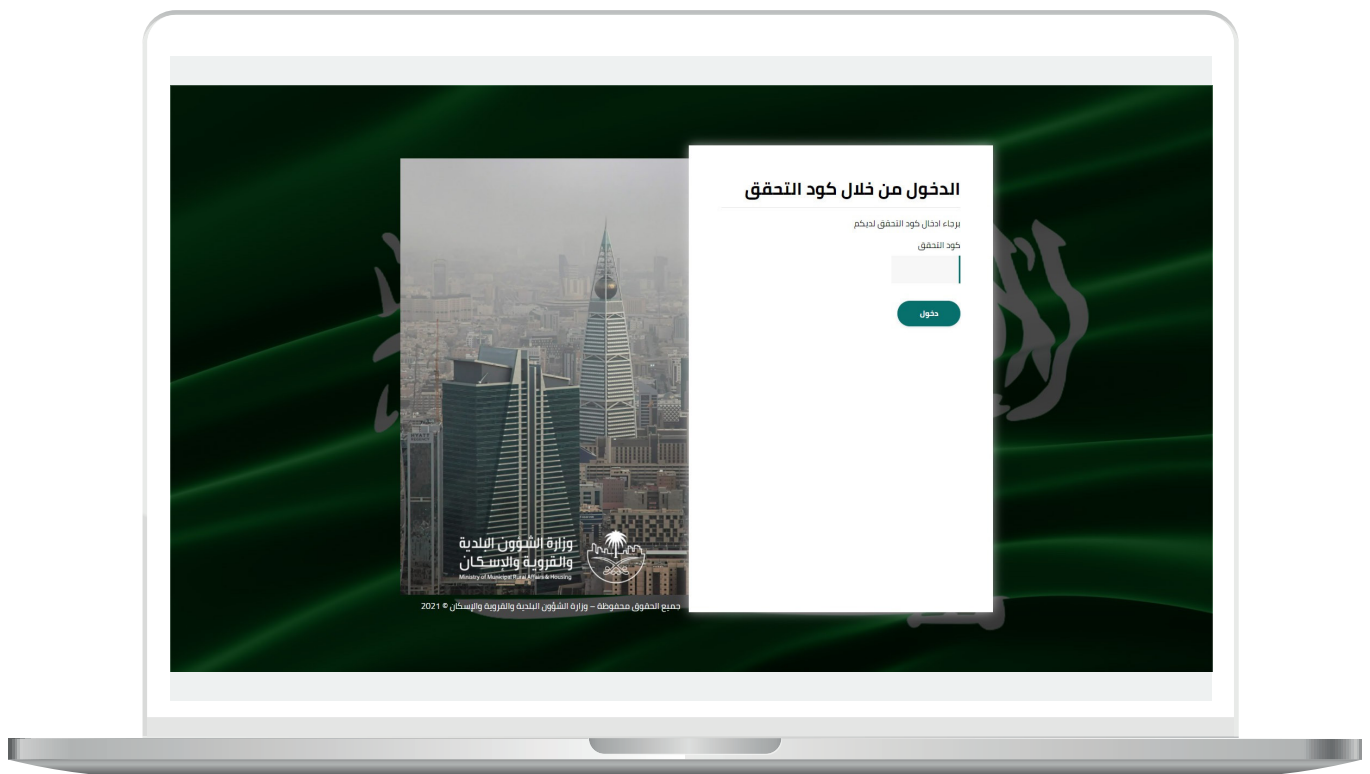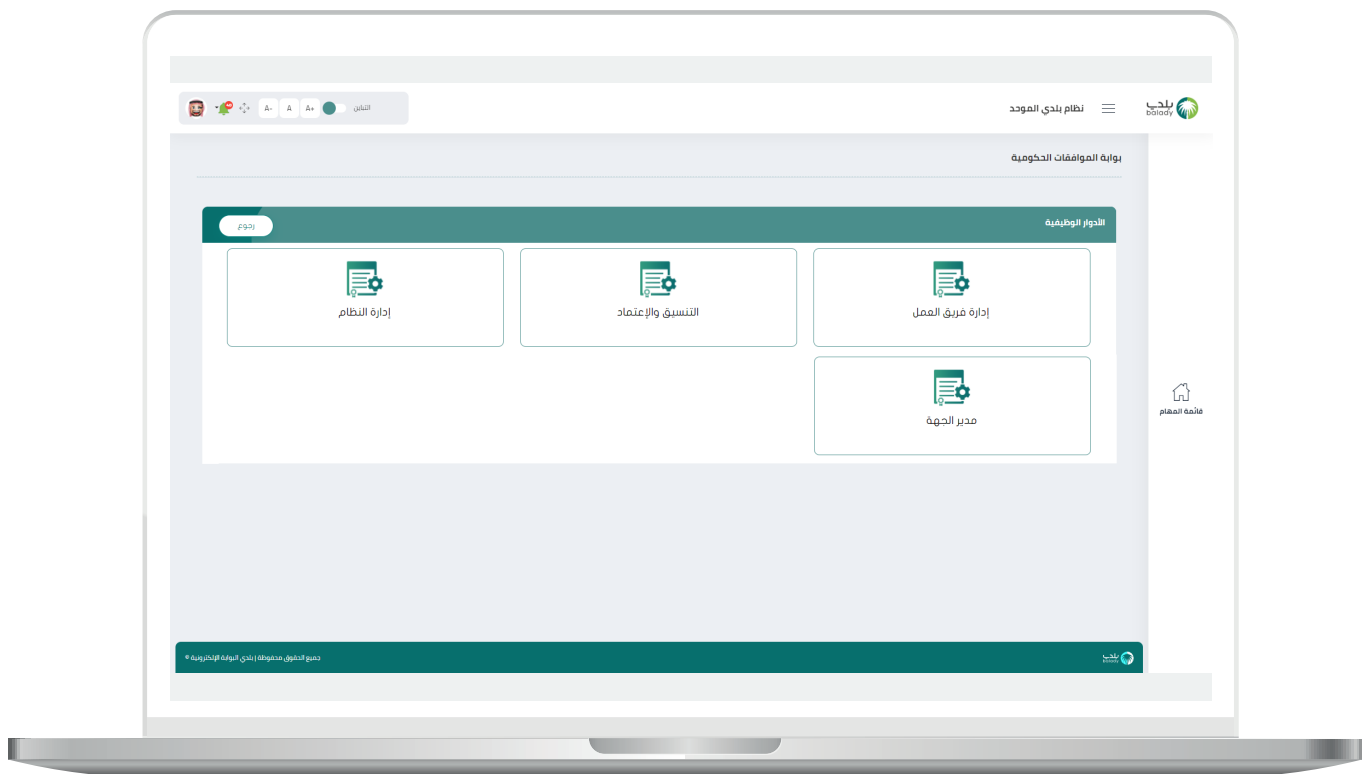
3) After logging into the portal, a list of Balady systems appears, as shown below. The user selects (**Government Approvals Portal**).
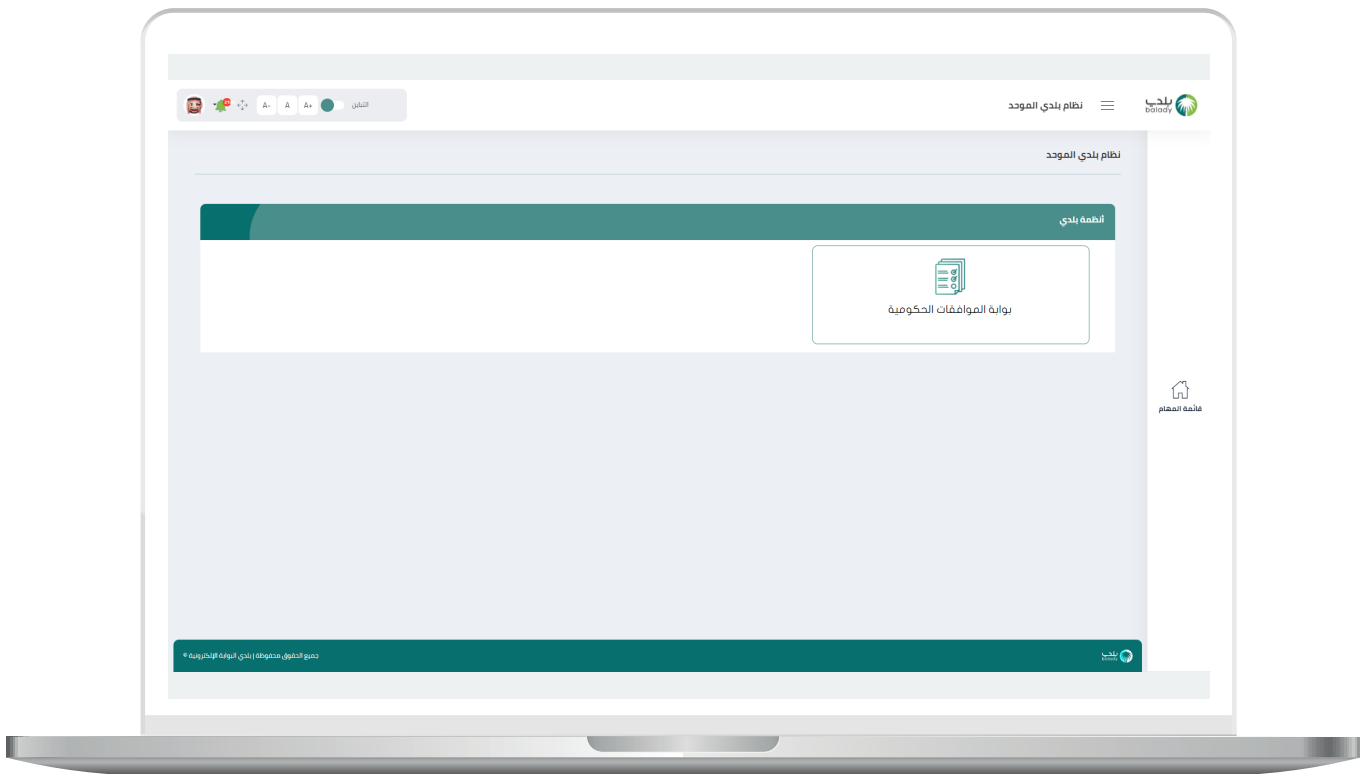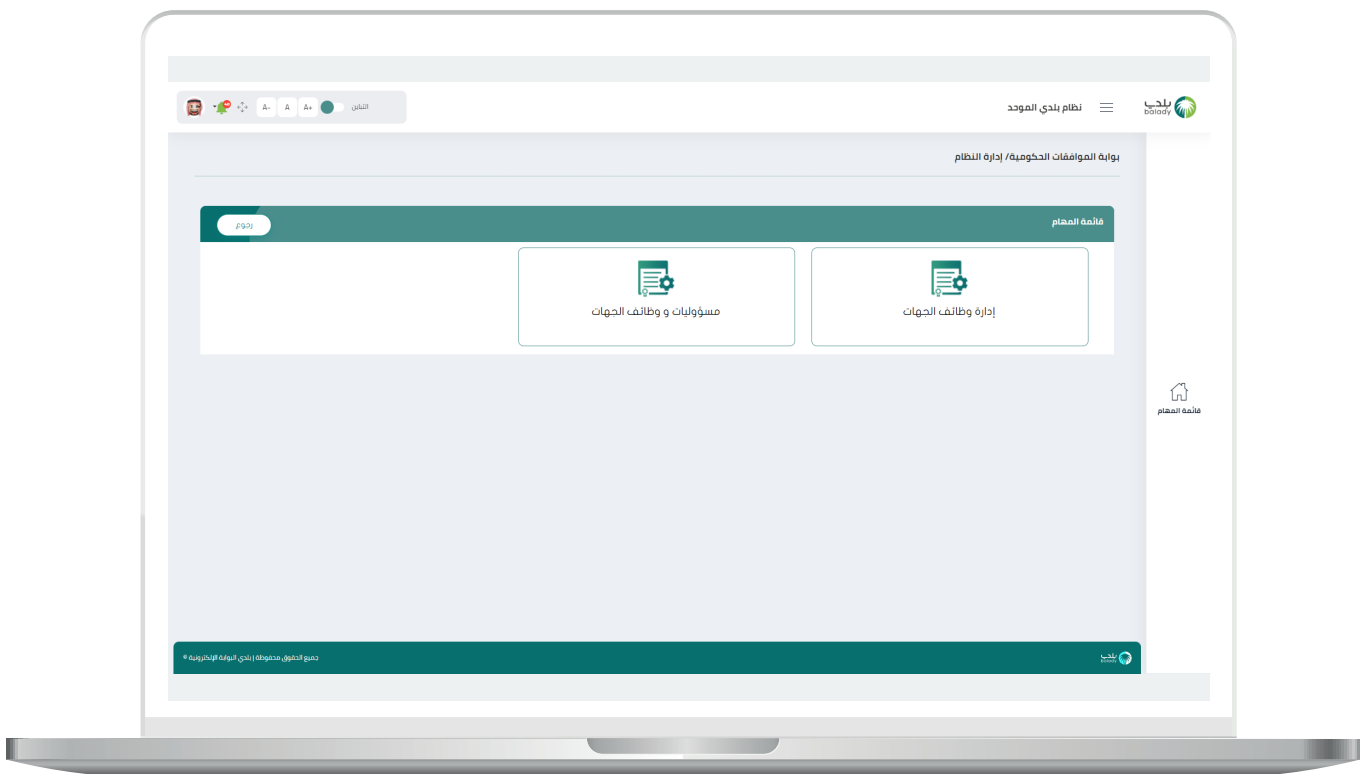
4) The functional roles screen then appears, as shown below, with further details provided in the following sections.

System Management

Upon accessing this functional role, the following task list appears, including (**Managing Entity Roles, Responsibilities and Roles of Entities**) as shown in the image below.

Managing Entity Roles

1) After selecting this task, the following screen appears, displaying entities and their functions. The system allows the user to search by filling in one or more search criteria and then clicking (**Search**).
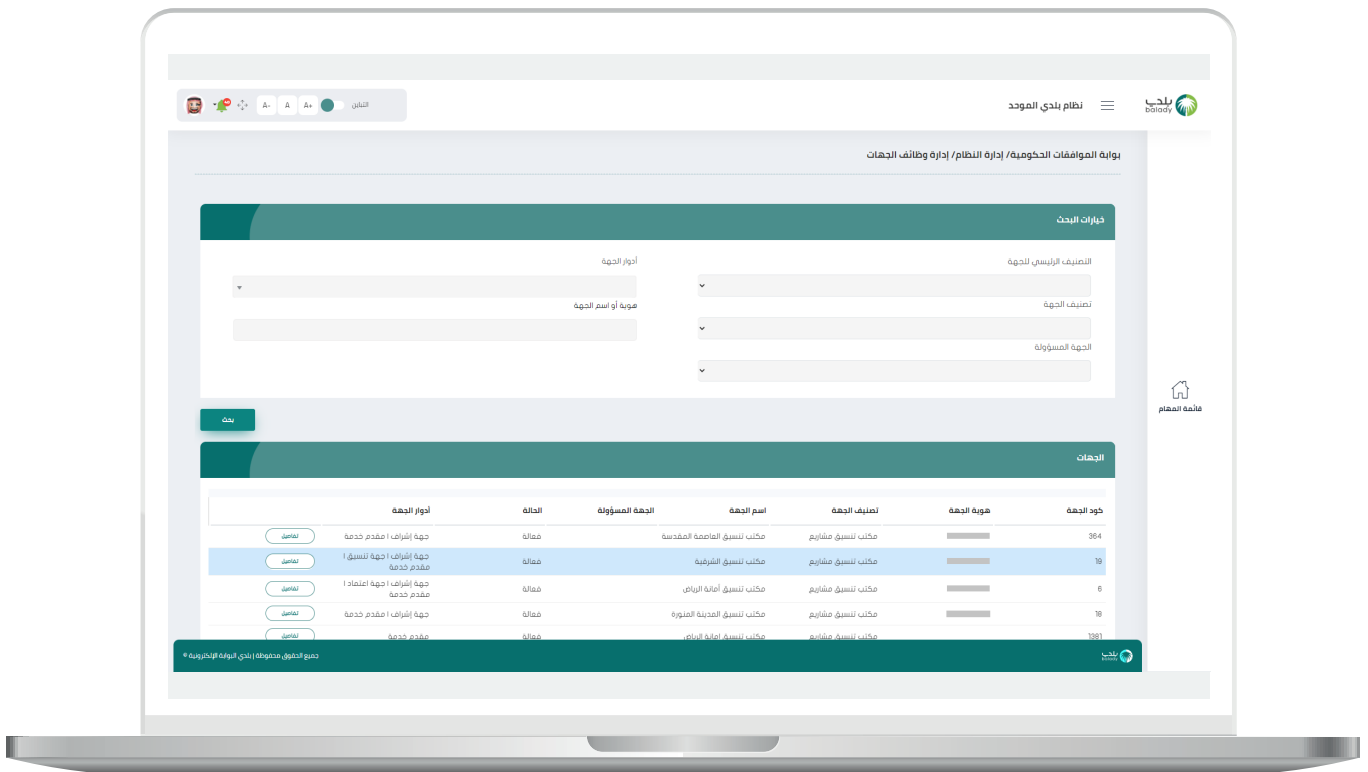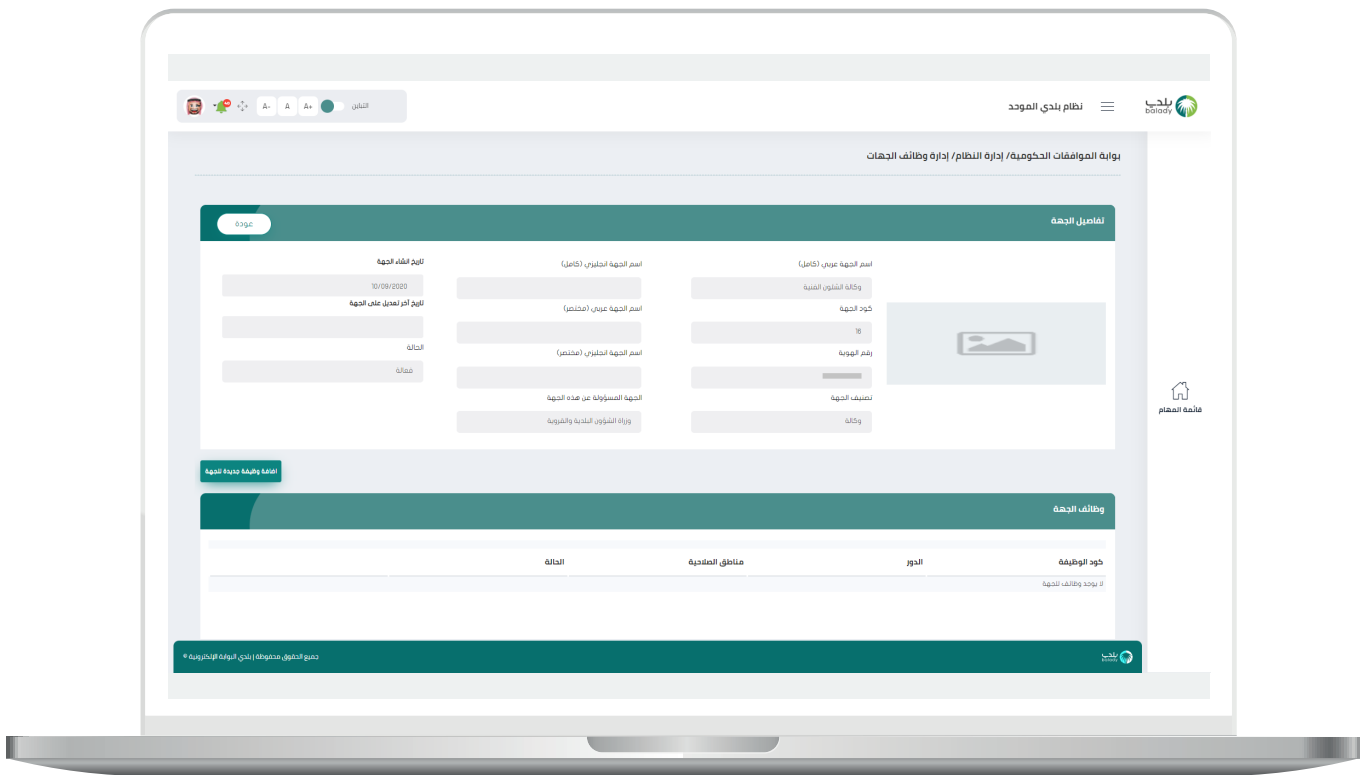
2) The drop-down list (**Entity Roles**) appears, allowing the user to select multiple values.

After the search results appear, the user can view any entity's details by clicking (**Details**).
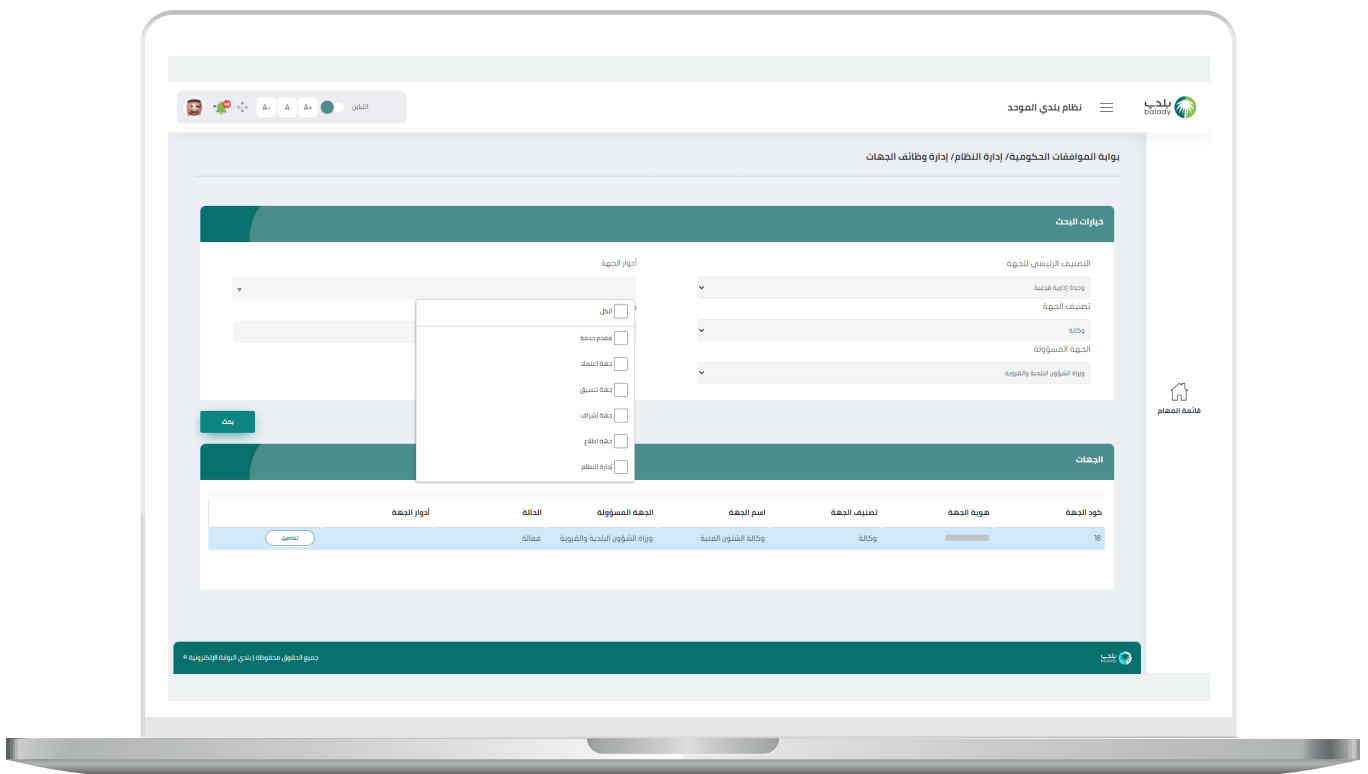
3) After clicking (**Details**), the entity details are displayed, as shown below. The system also allows the addition of new roles to the entity by clicking (**Add New Role to Entity**).

4) After clicking (**Add New Role to Entity**), the following screen appears, where the user enters the role details by selecting a value from the (**Role**) drop-down list and checking the (**Active**) box.
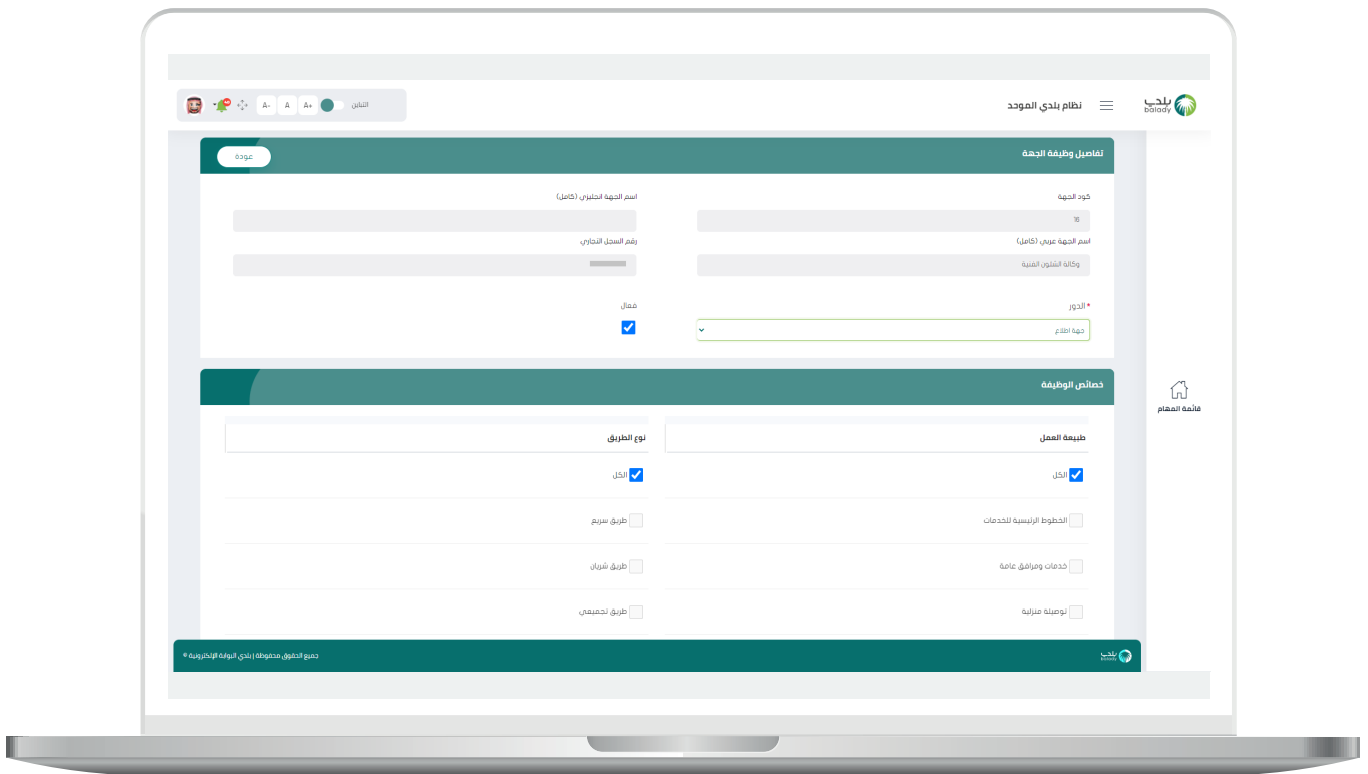
5) The user then selects (**Work Nature, Road Type**) under the (**Role Attributes**) section.

6) The user then selects (**Excavation Method, Road Closure**).
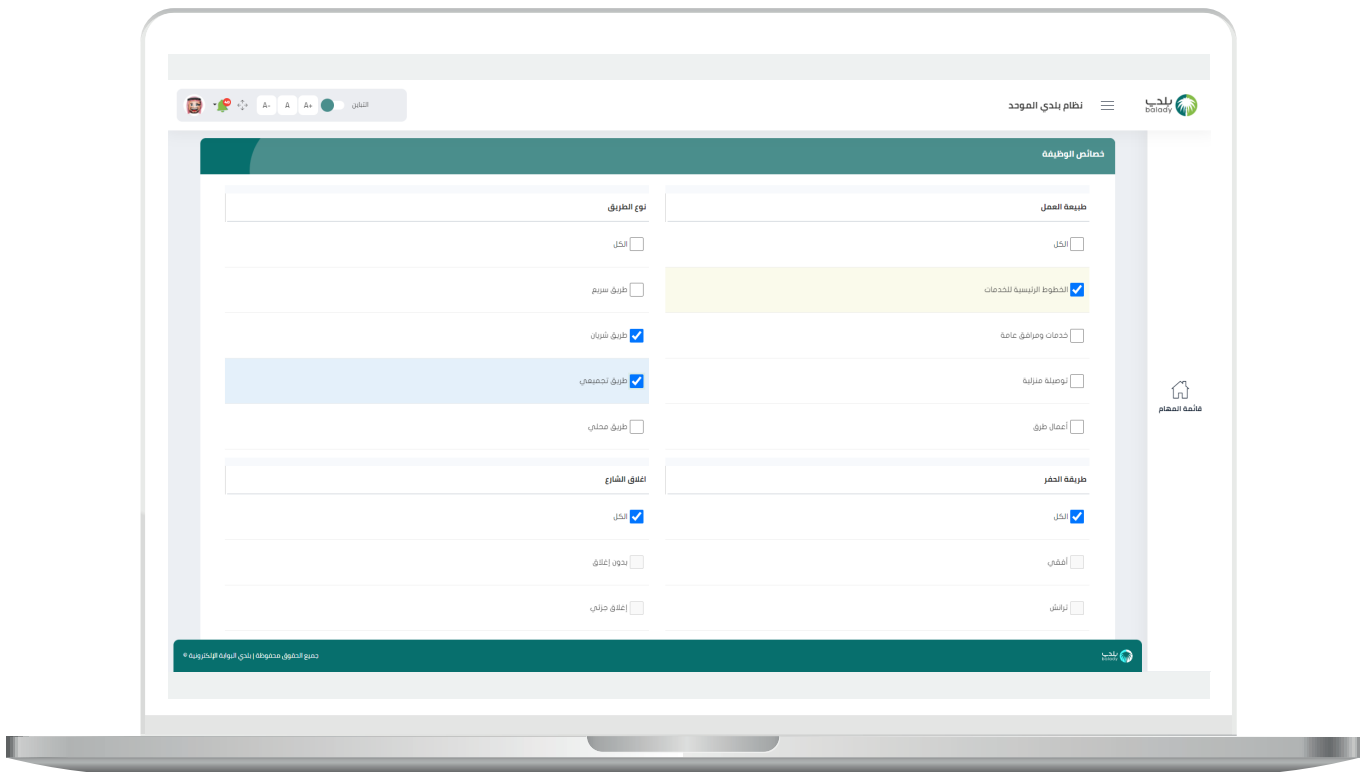
7) The user selects (**Request Type, Network**).

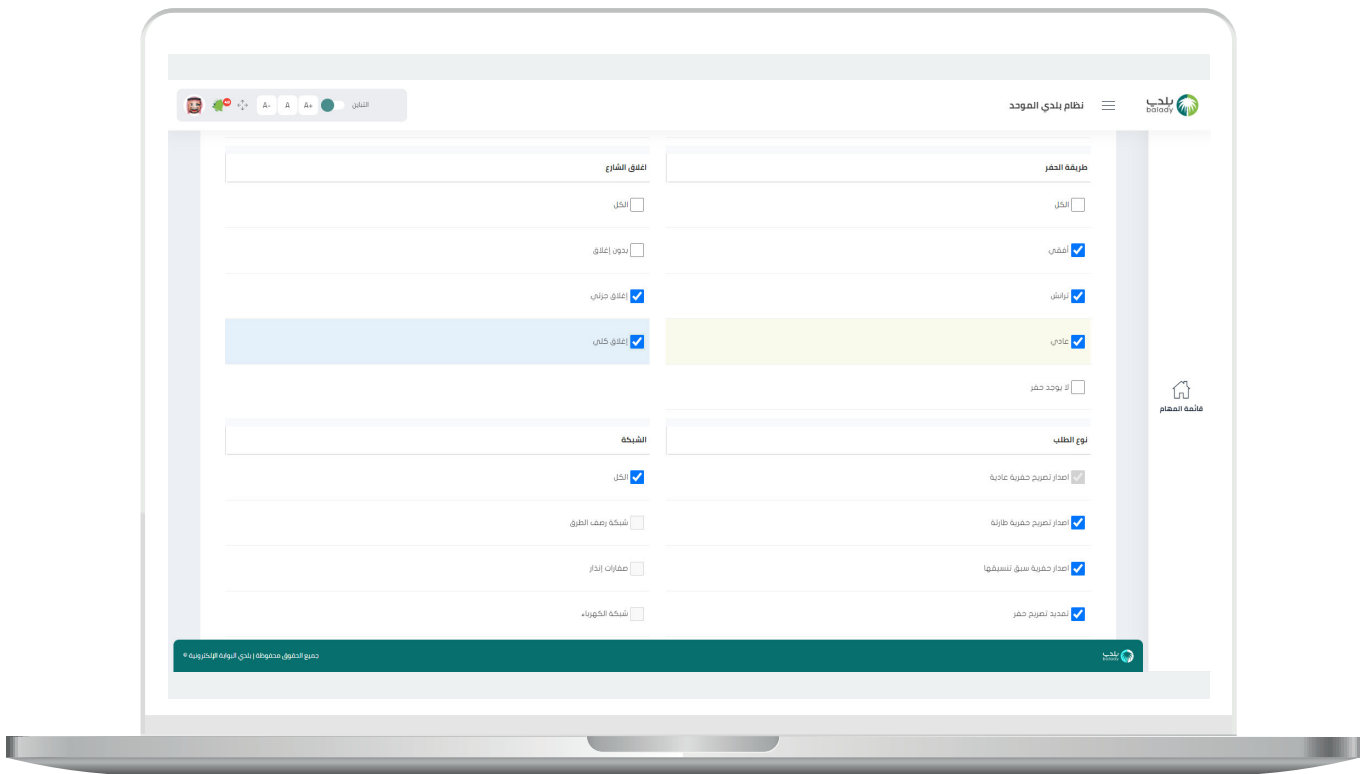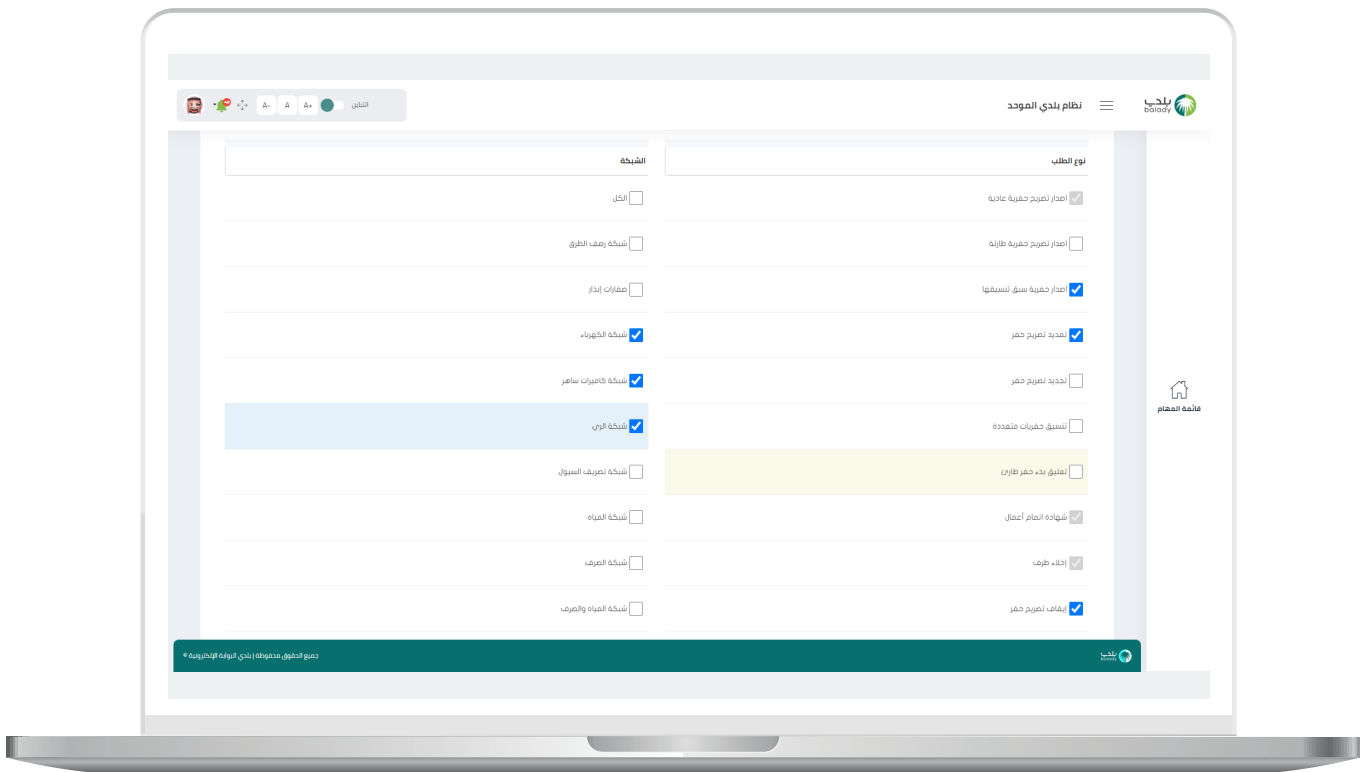8) Multiple values can be selected if needed.

9) The user then selects (**Excavation Category**).
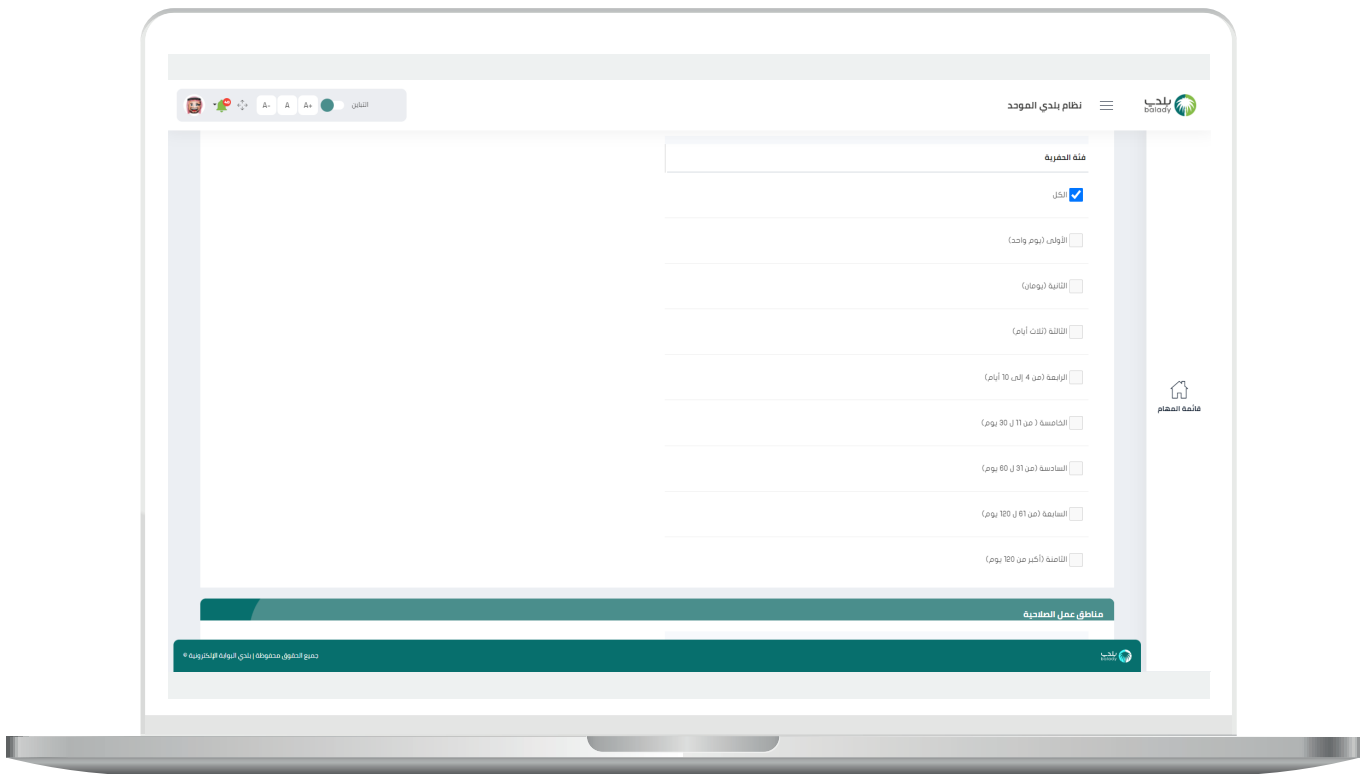
10) The user chooses (**Municipality/Municipalities**) under (**Jurisdiction Work Areas**). Once a municipality is selected from the (**Municipality/ Municipalities**) drop-down list, the system filters the sub-municipalities based on the chosen municipality.
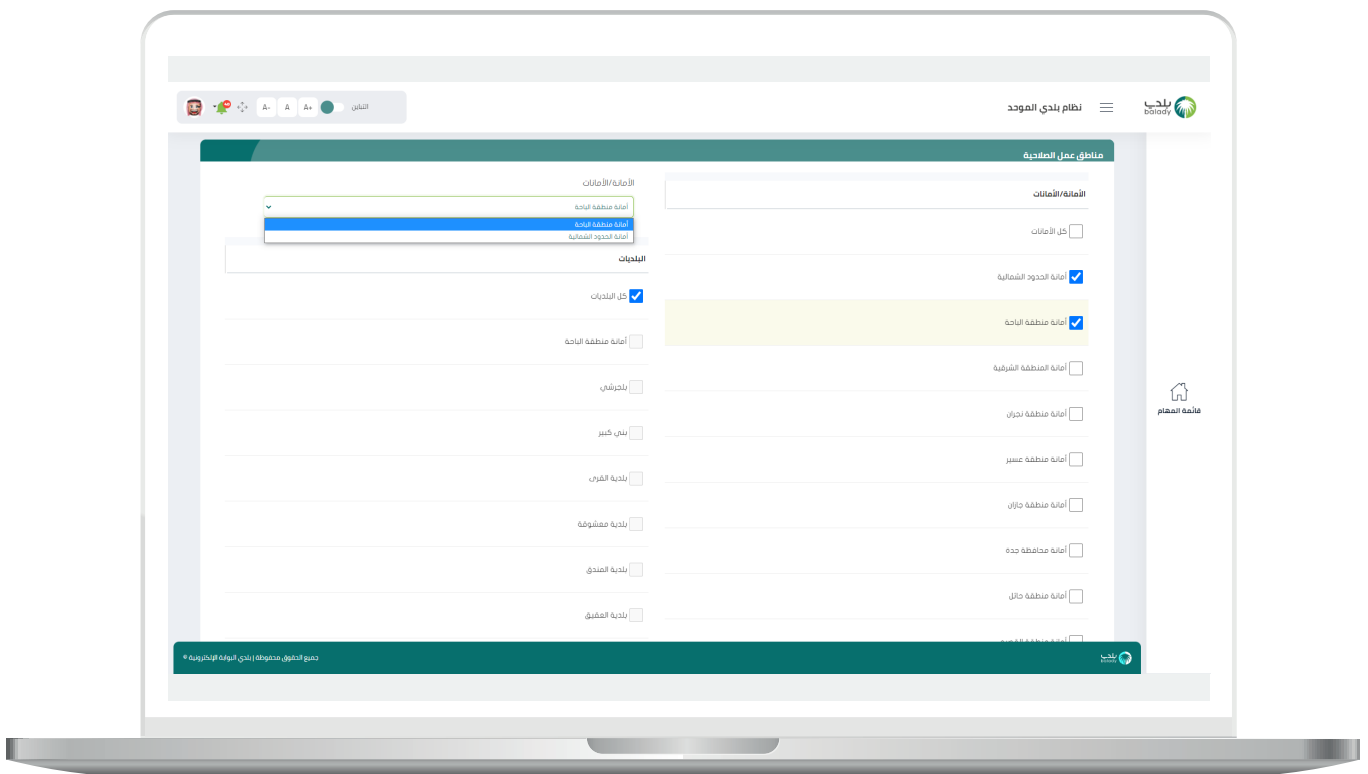
11) The user then selects the appropriate sub-municipality(**ies**).
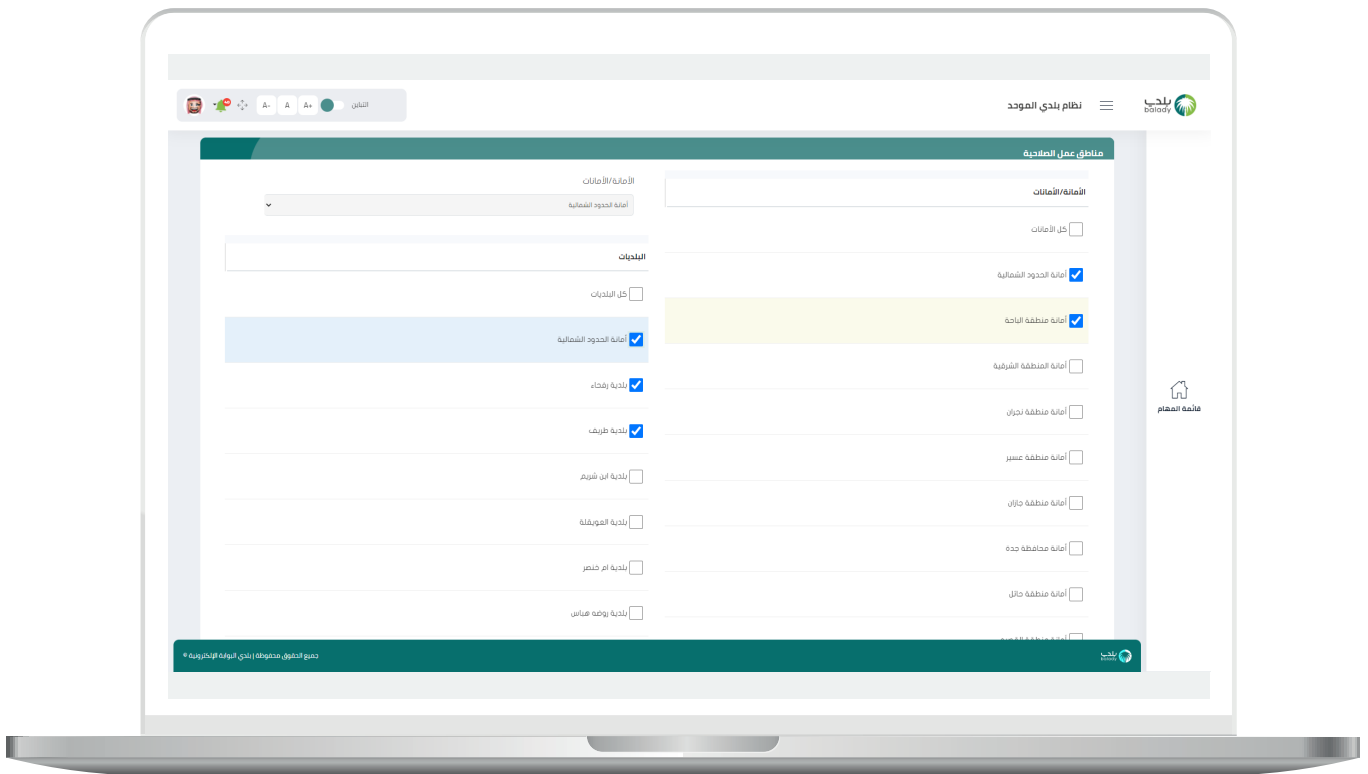
12) The user clicks (**Save**).
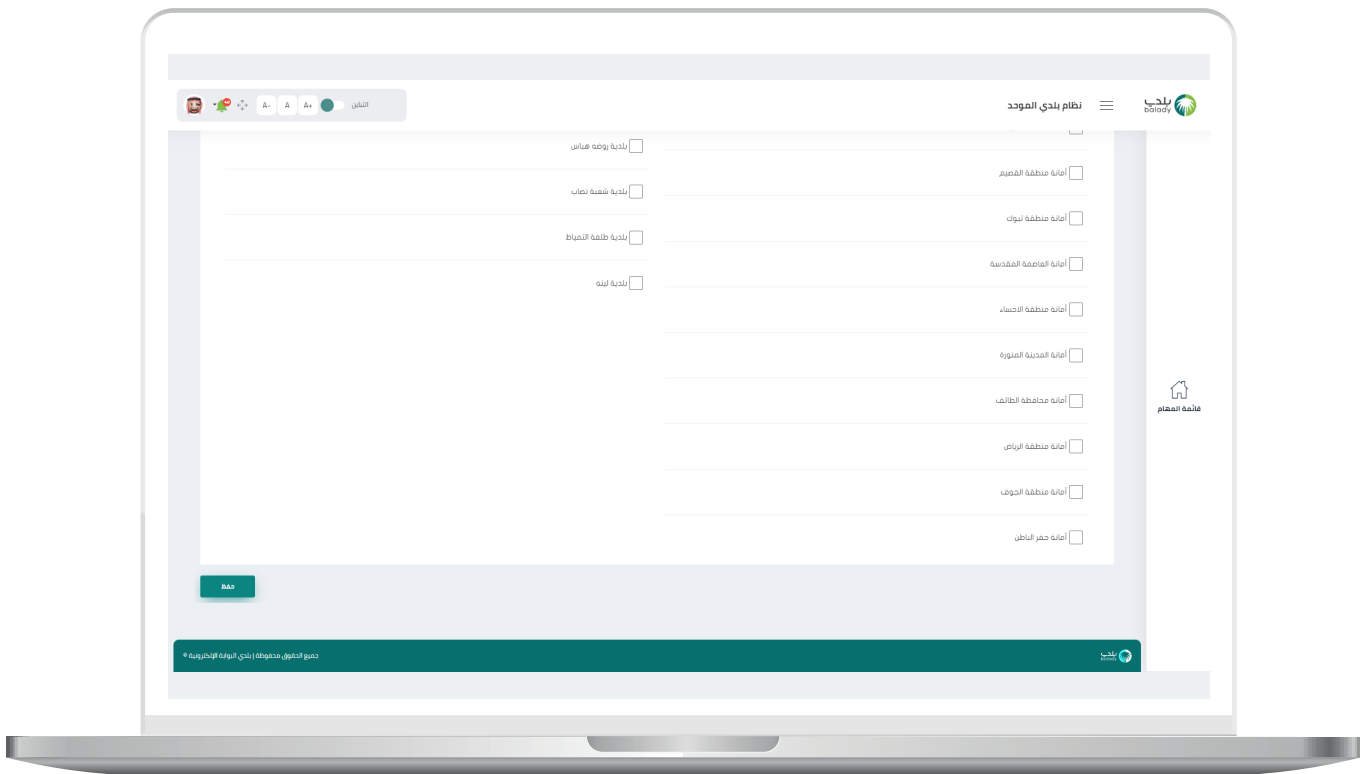
13) The system successfully saves the role and displays a confirmation message.
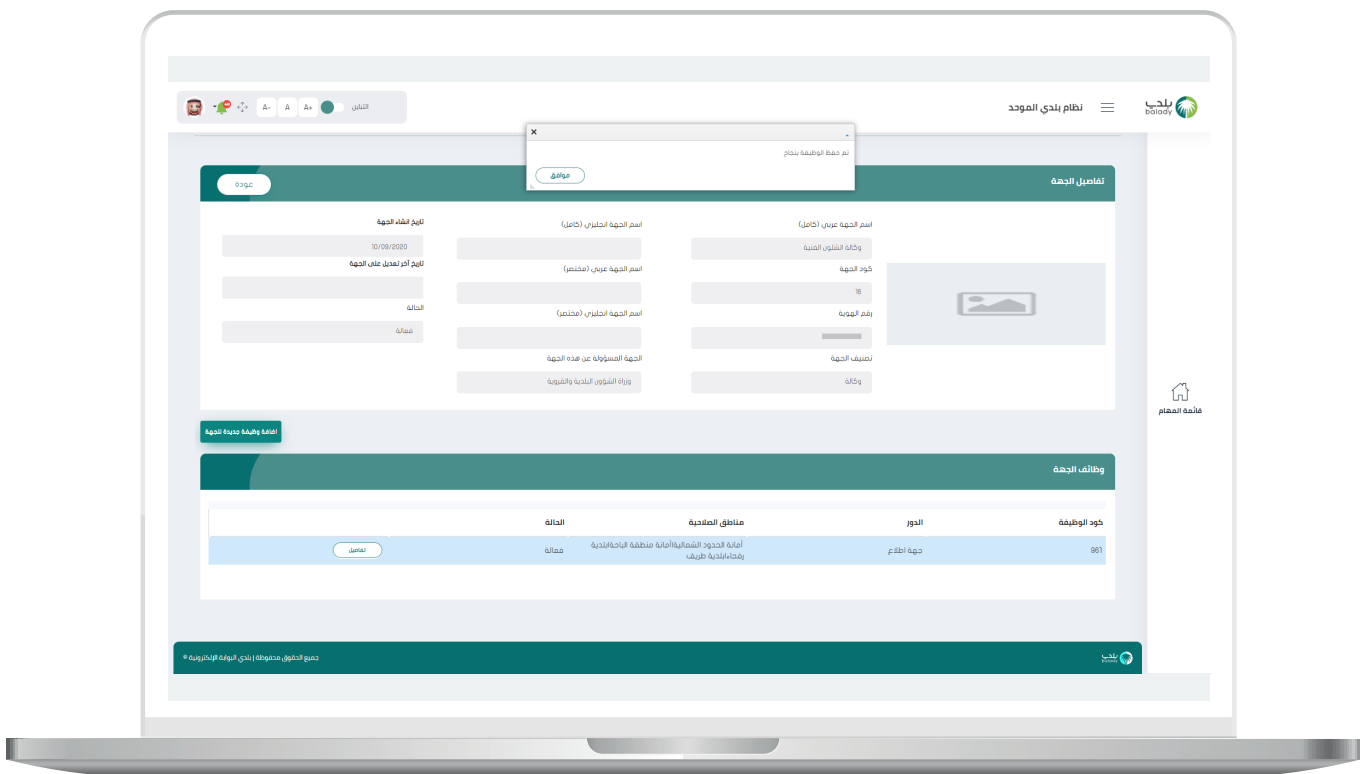
Responsibilities and Roles of Entities

1) After selecting this task, the following screen appears, displaying the responsibilities and functions of entities. The system allows users to search by filling in one or more search criteria and then clicking (**Search**).
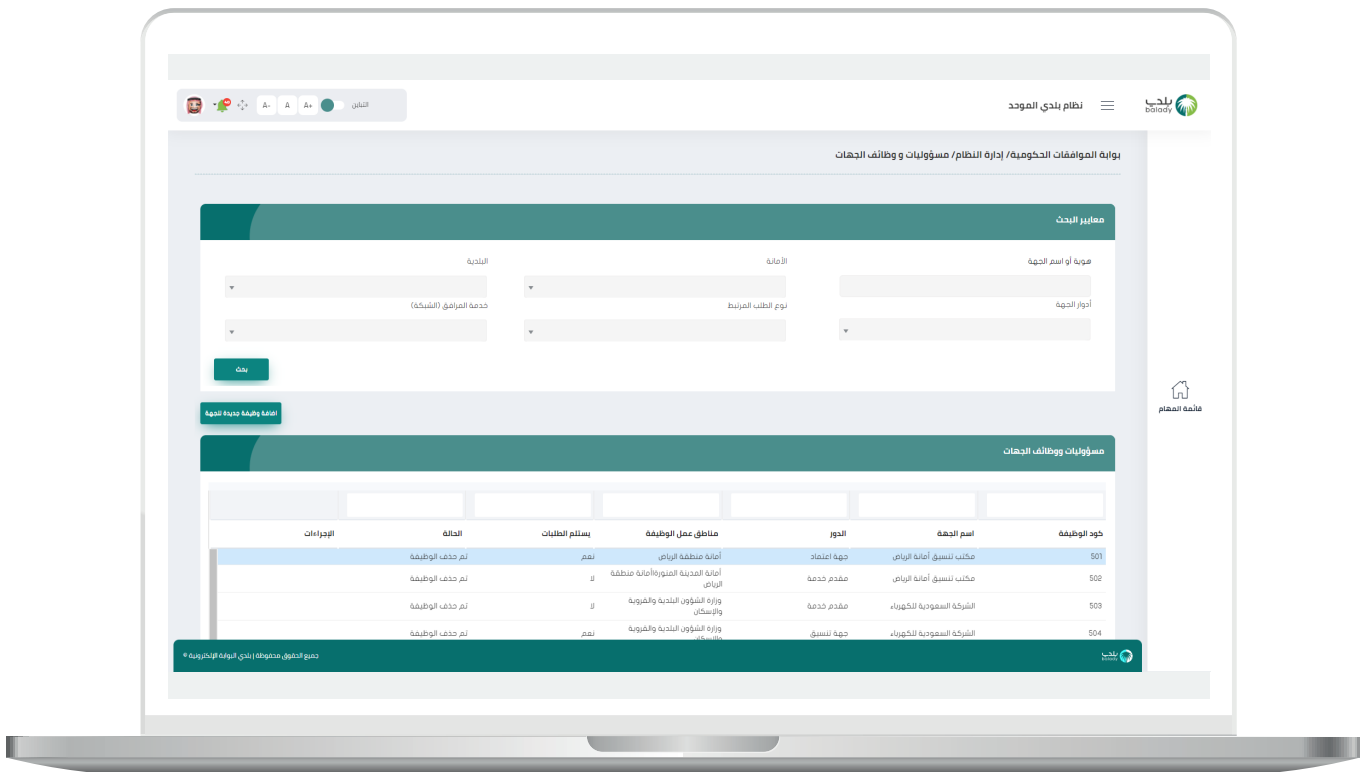
2) The drop-down list (**Entity Roles**) appears, allowing the user to select multiple values.
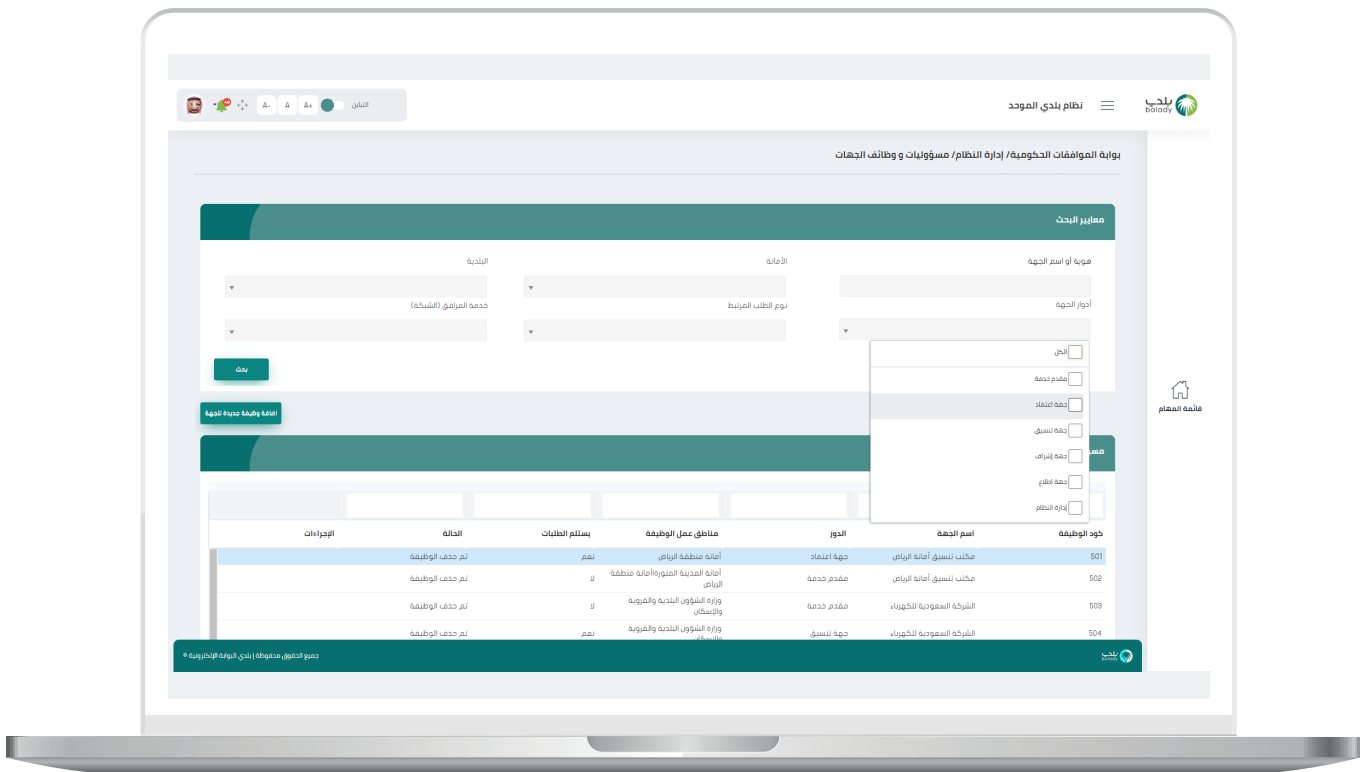
3) The drop-down list (**Associated Request Type**) appears, displaying available options.
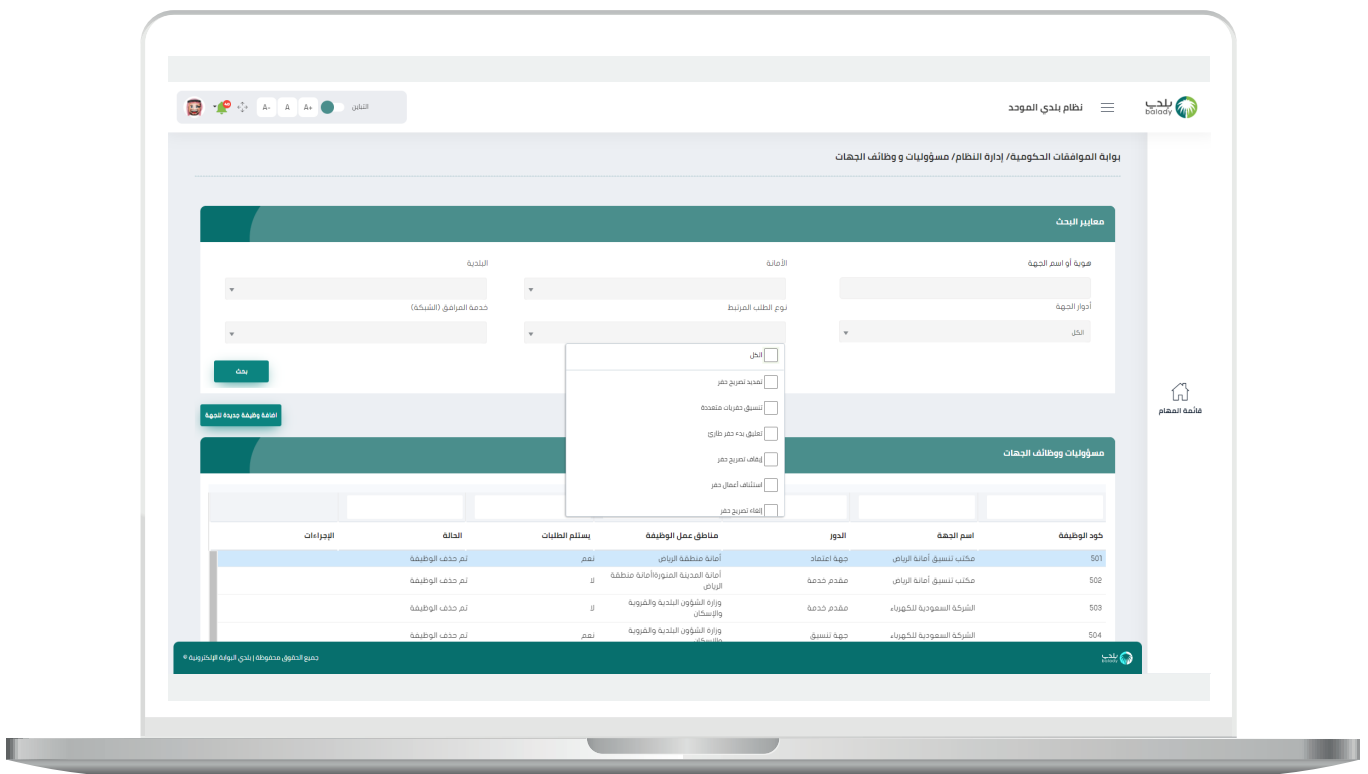
4) The drop-down list (**Utility Services (Network)**) appears, displaying available options.
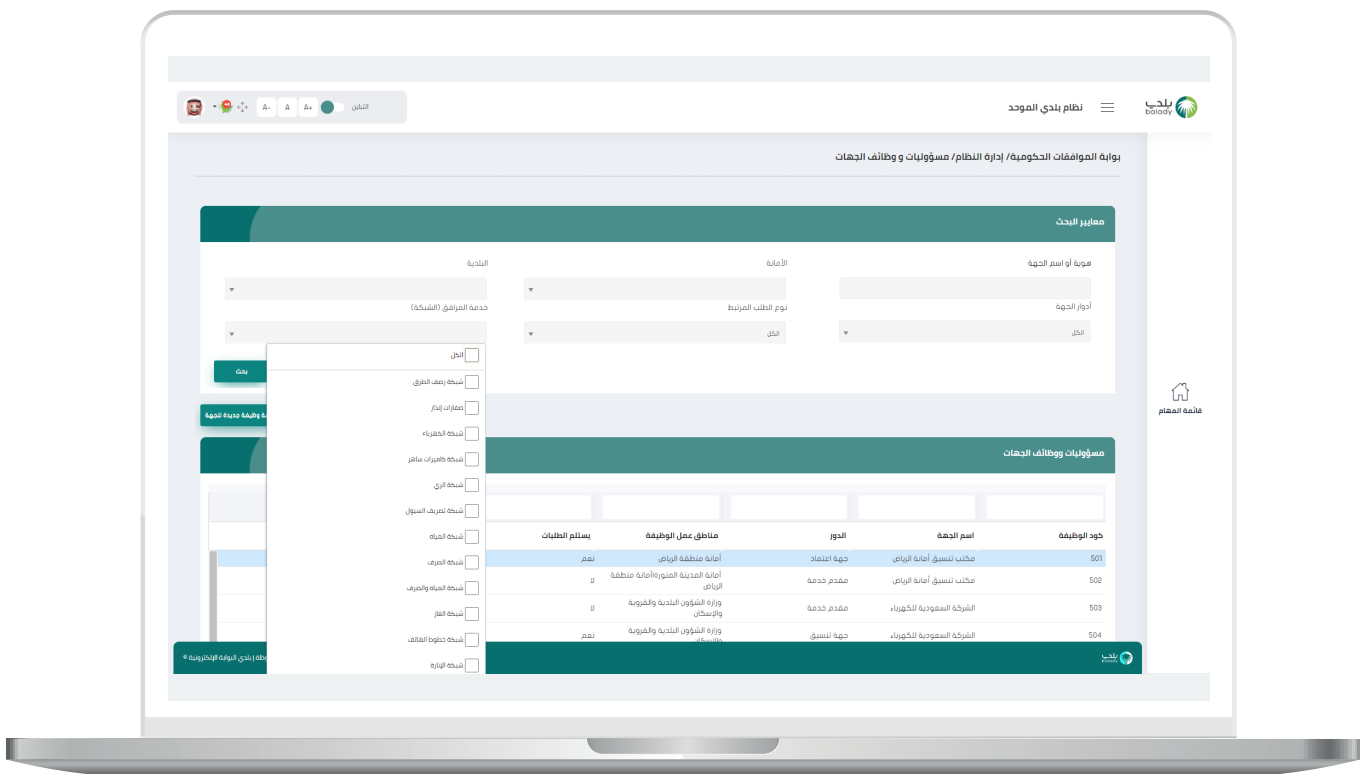
5) The drop-down list (**Municipality**) appears, displaying available municipalities.
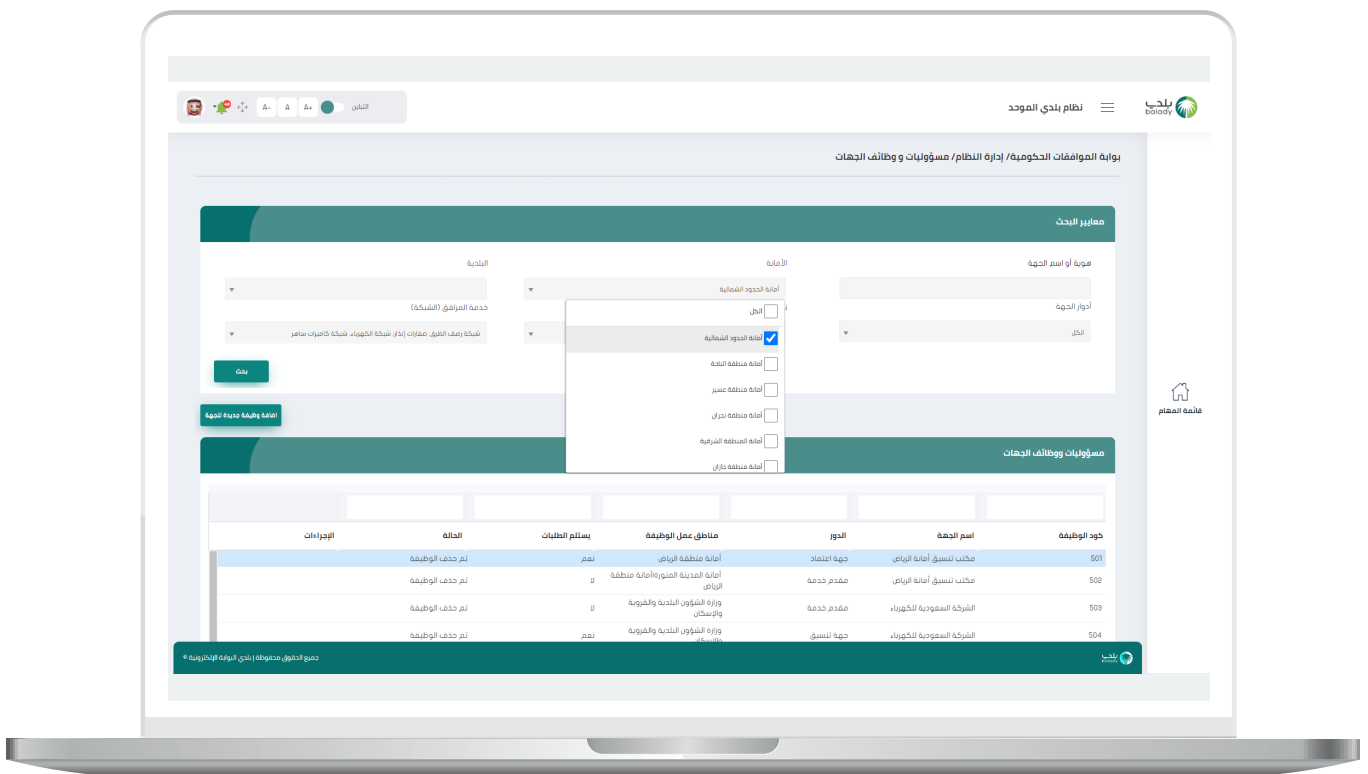
6) After selecting a municipality, the user selects the appropriate Secretariat(**s**) from the (**Secretariat**) drop-down list.
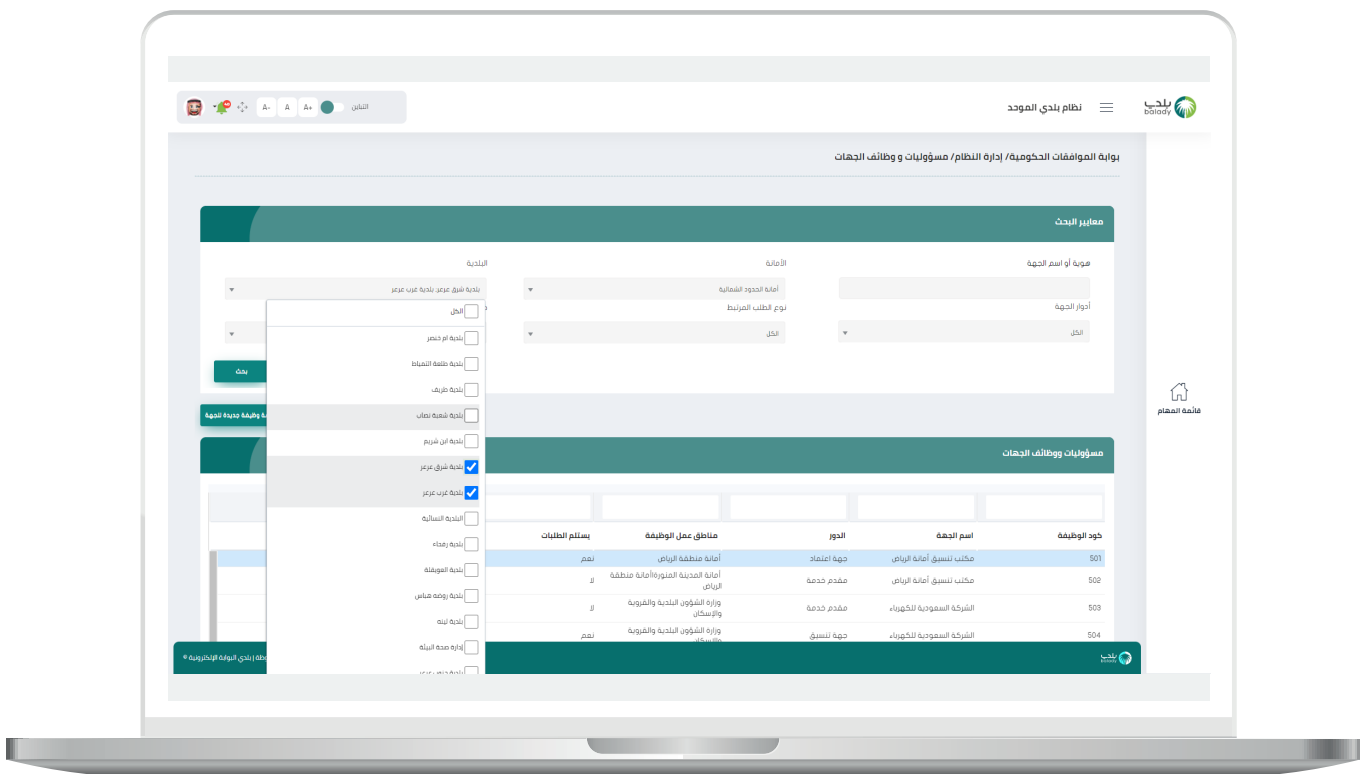
7) After the search results appear, the user can view role details by clicking (**View Role Details**).
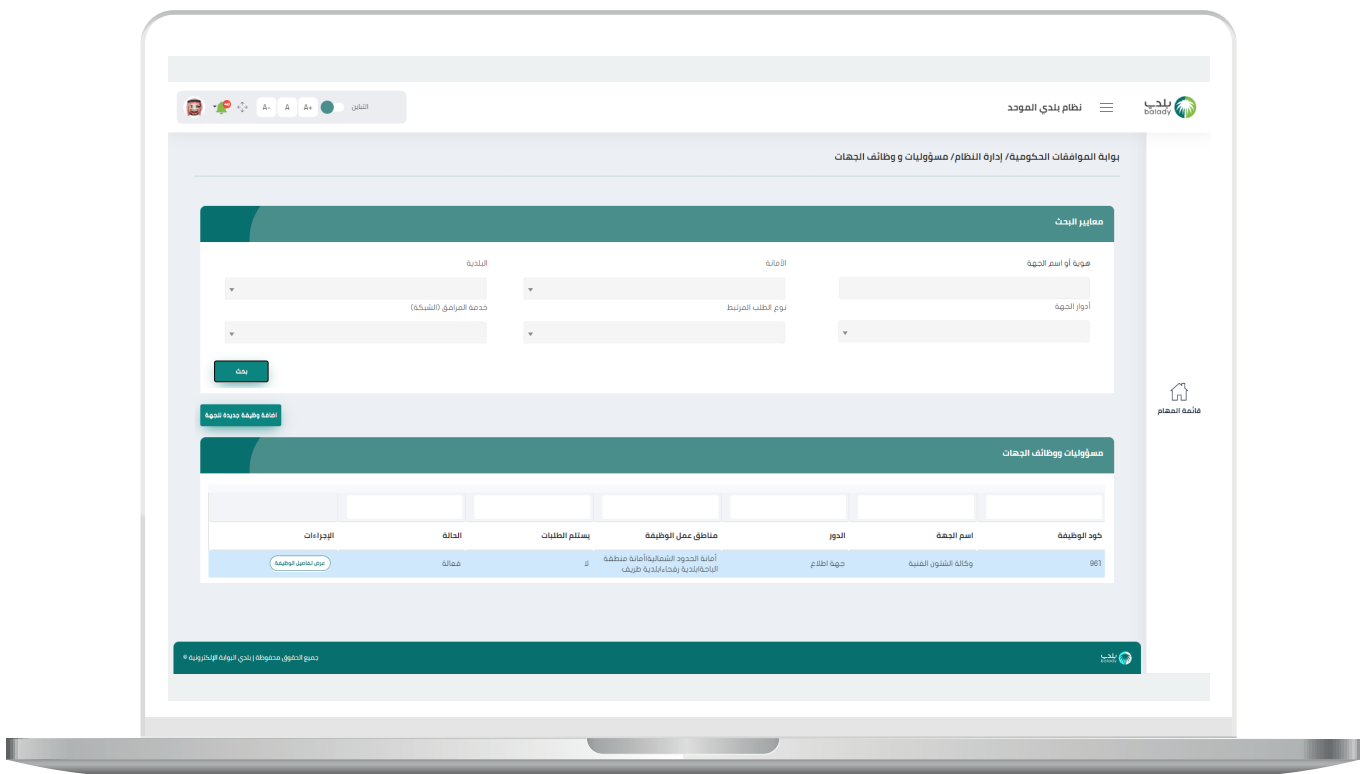
8) After clicking (**View Role Details**), the system displays the entity's role details. The user can delete the role by clicking (**Delete Role**) or modify the data.
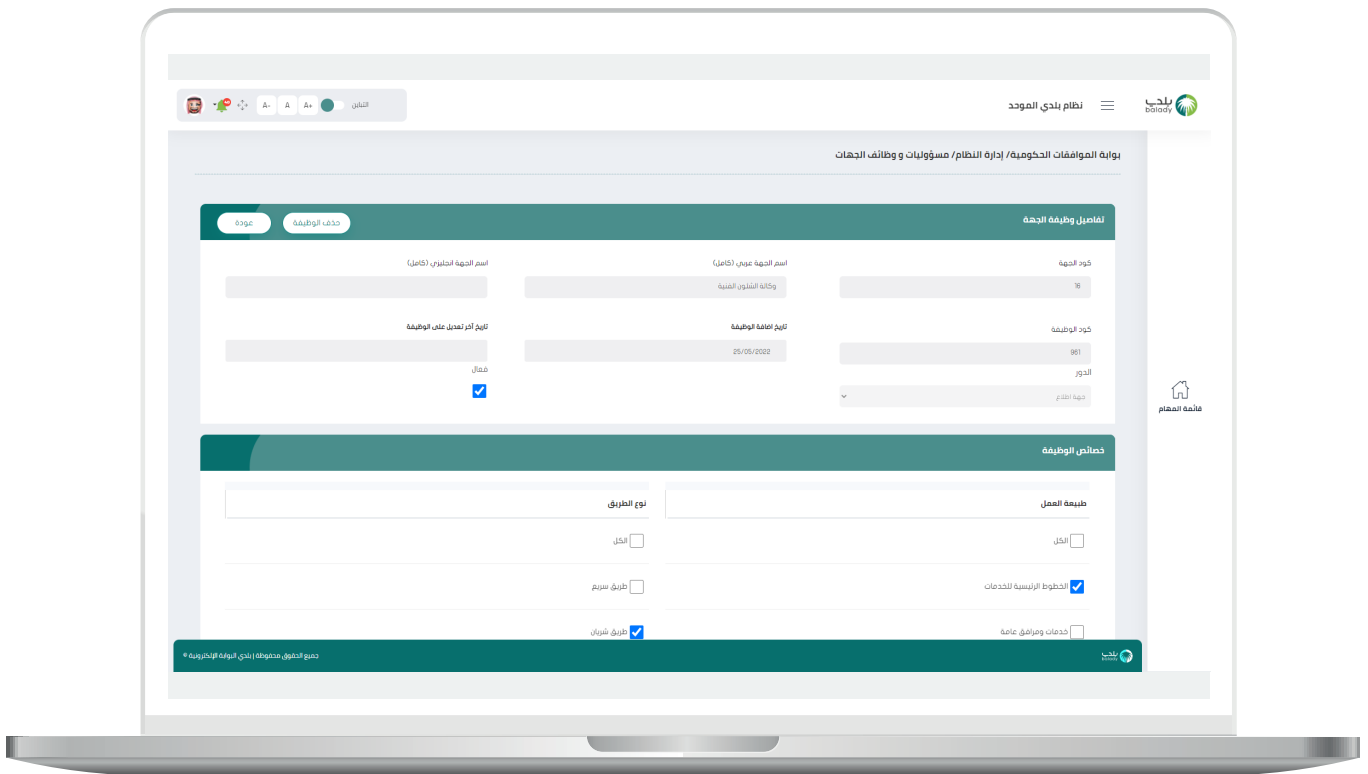
9) If the role is (**Coordination Entity**) or (**Approval Entity**), a new button (**Inbox Options**) appears.
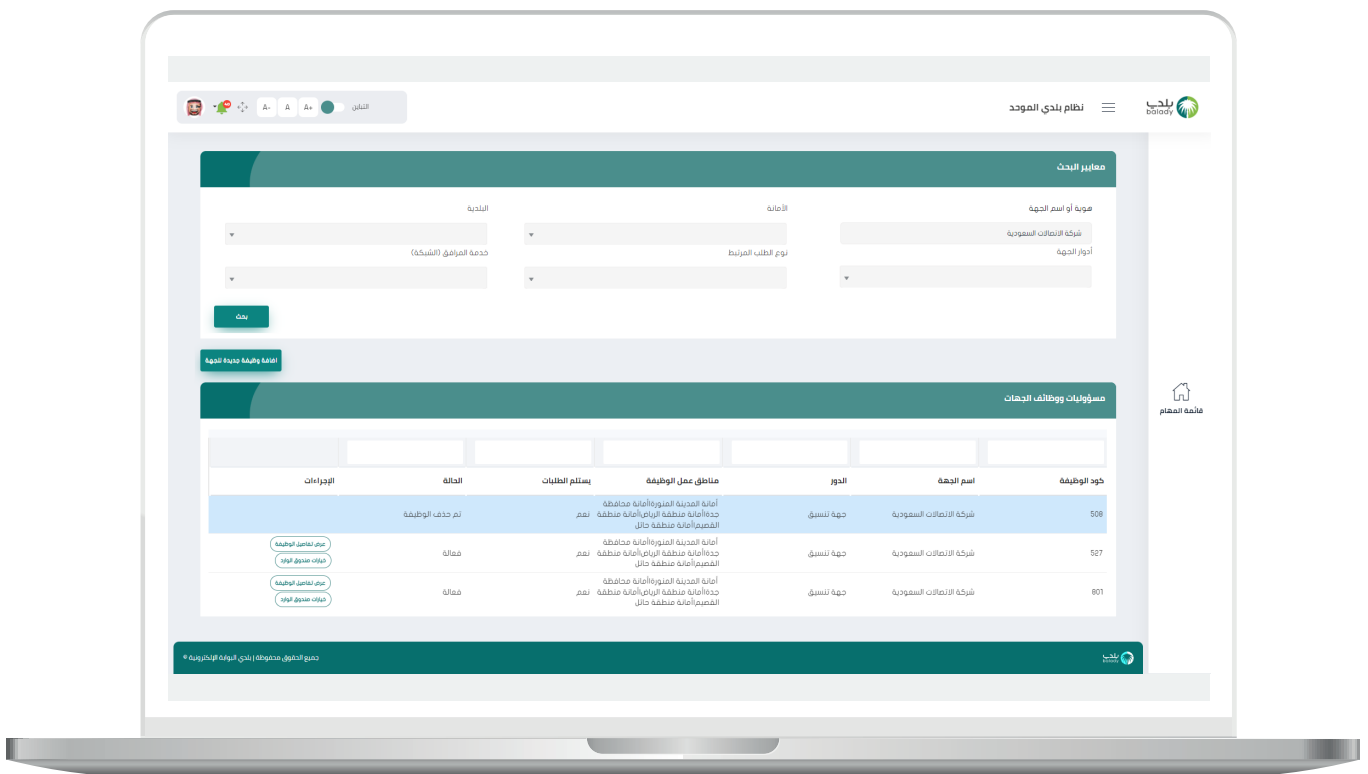
10) After clicking (**Inbox Options**), the following screen appears, where the user selects options from the (**Inbox Options**) drop-down list.
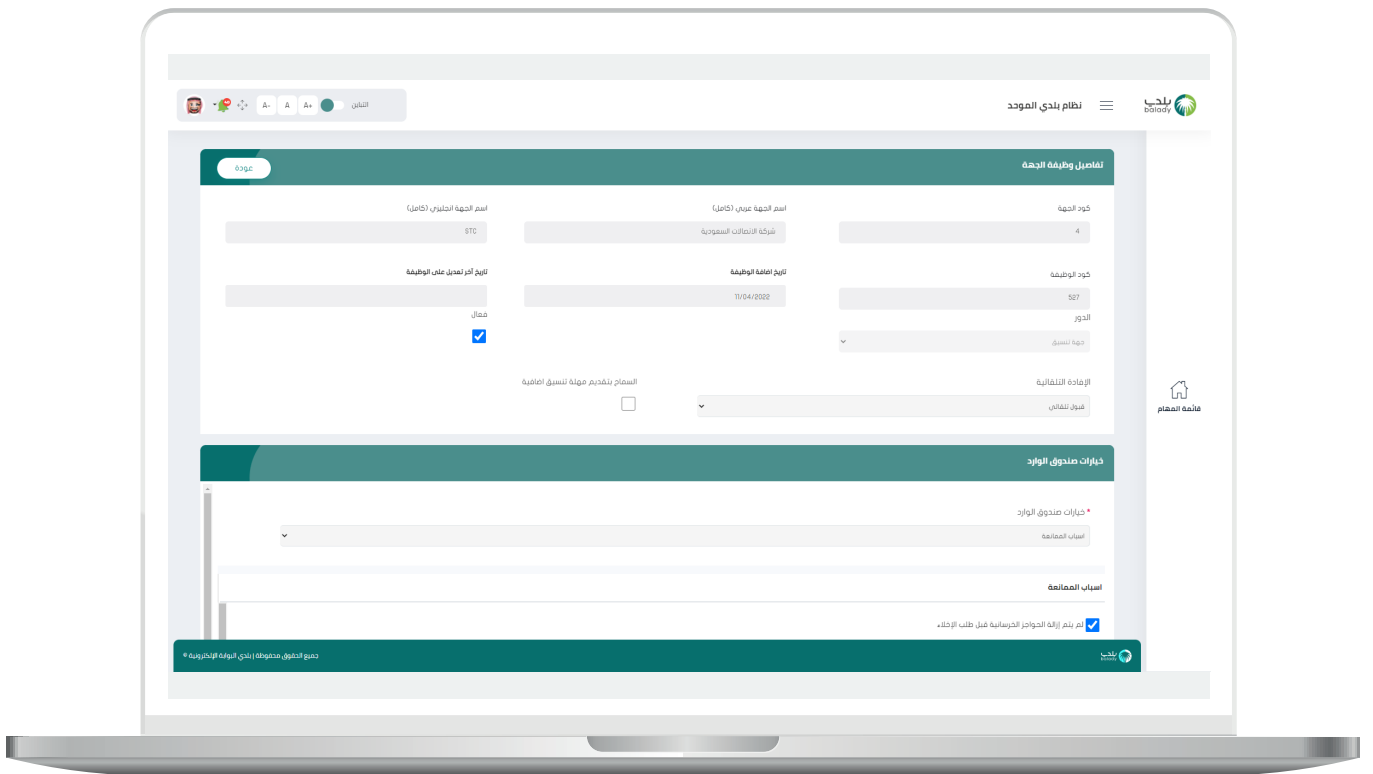
11) The (**Inbox Options**) drop-down list contains the following choices: (**Objection Reasons, Commitments, Alerts**).
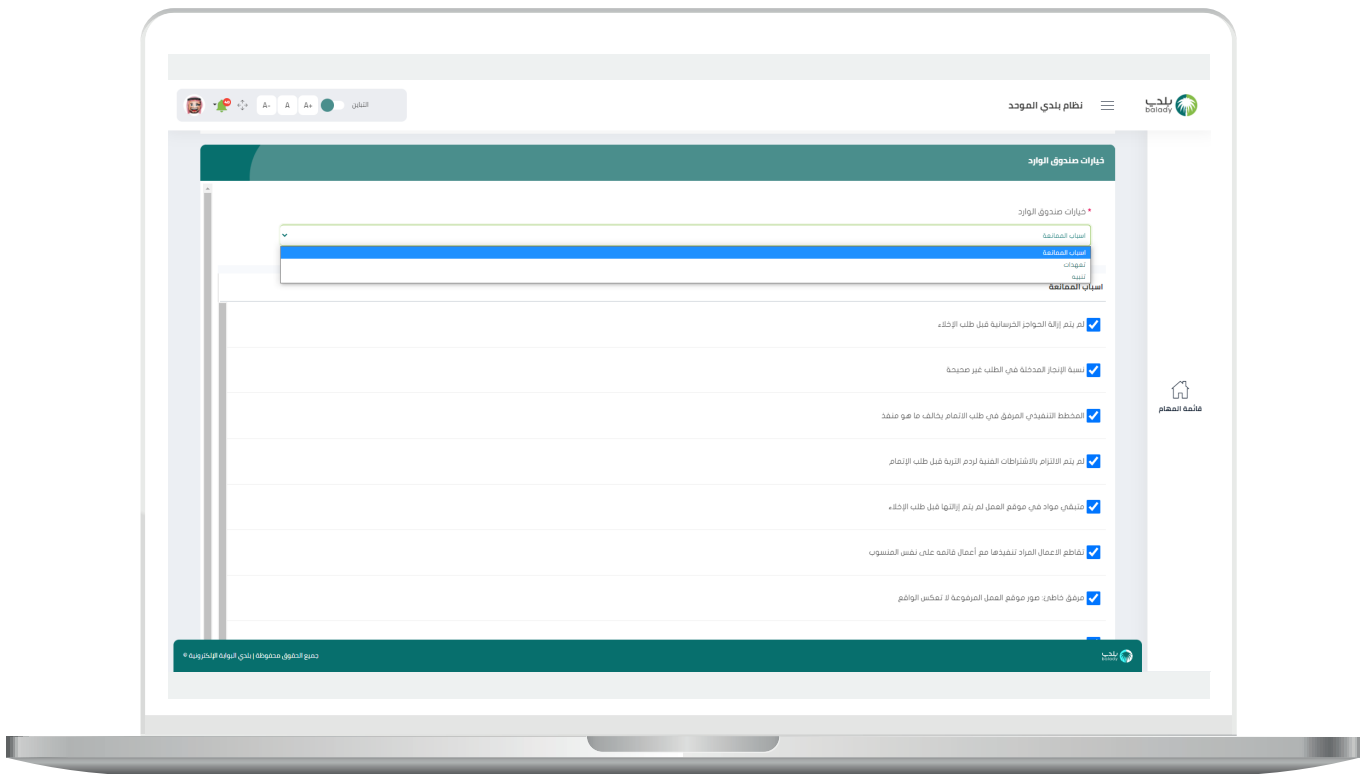
12) After selecting (**Commitments**), the available commitments appear for the user to choose from.
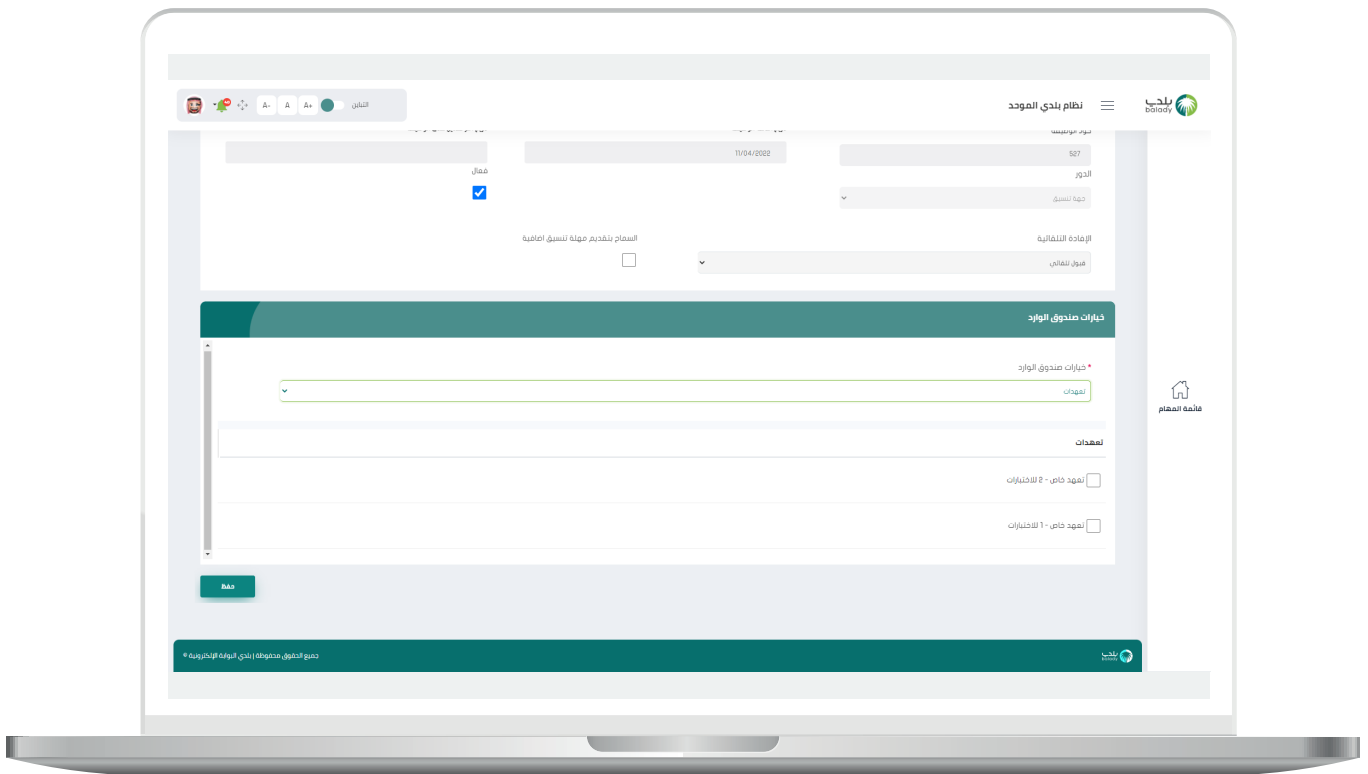
13) After selecting (**Alerts**), the available alerts appear for the user to choose from.
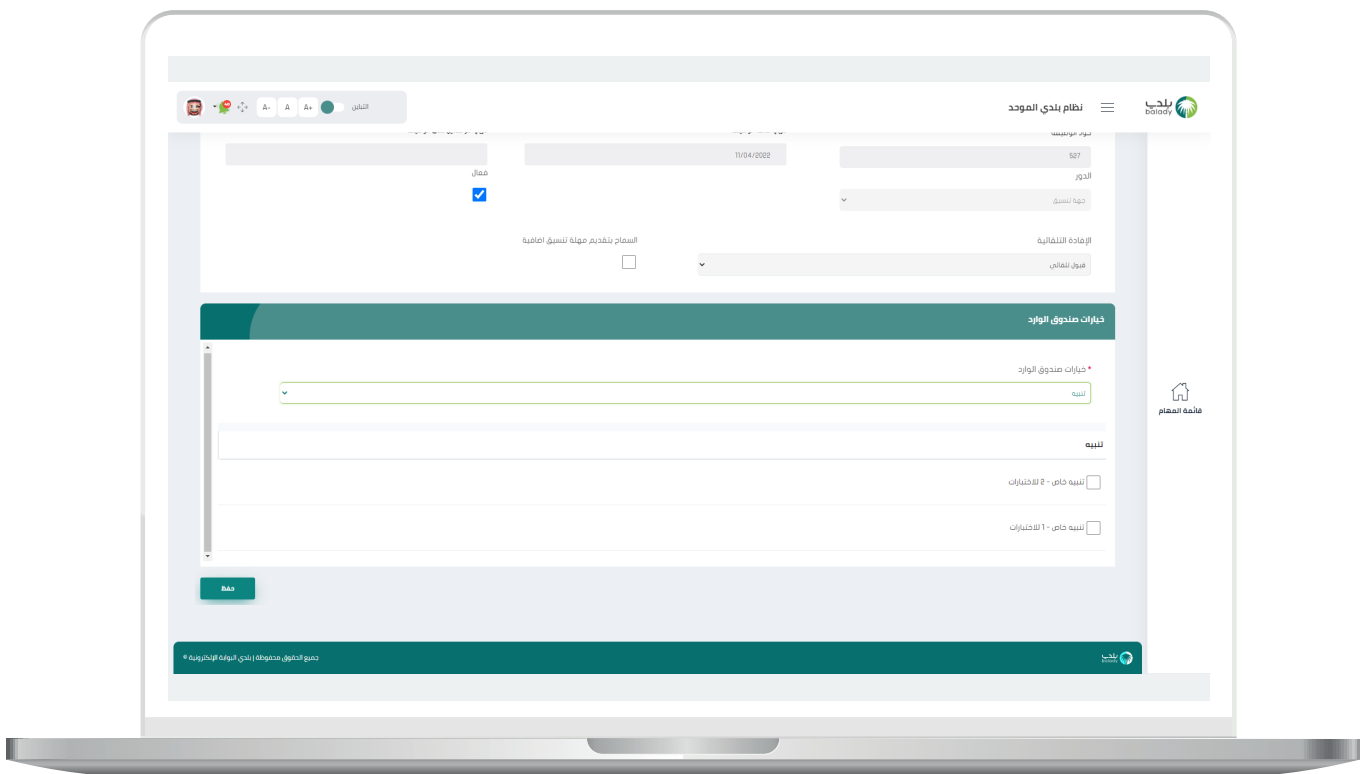
14) The user clicks (**Next**) to proceed.

15) After clicking (**Add New Role to Entity**), a new pop-up screen appears where the user selects the entity to add a role to, with the option to search for the desired entity using search criteria.
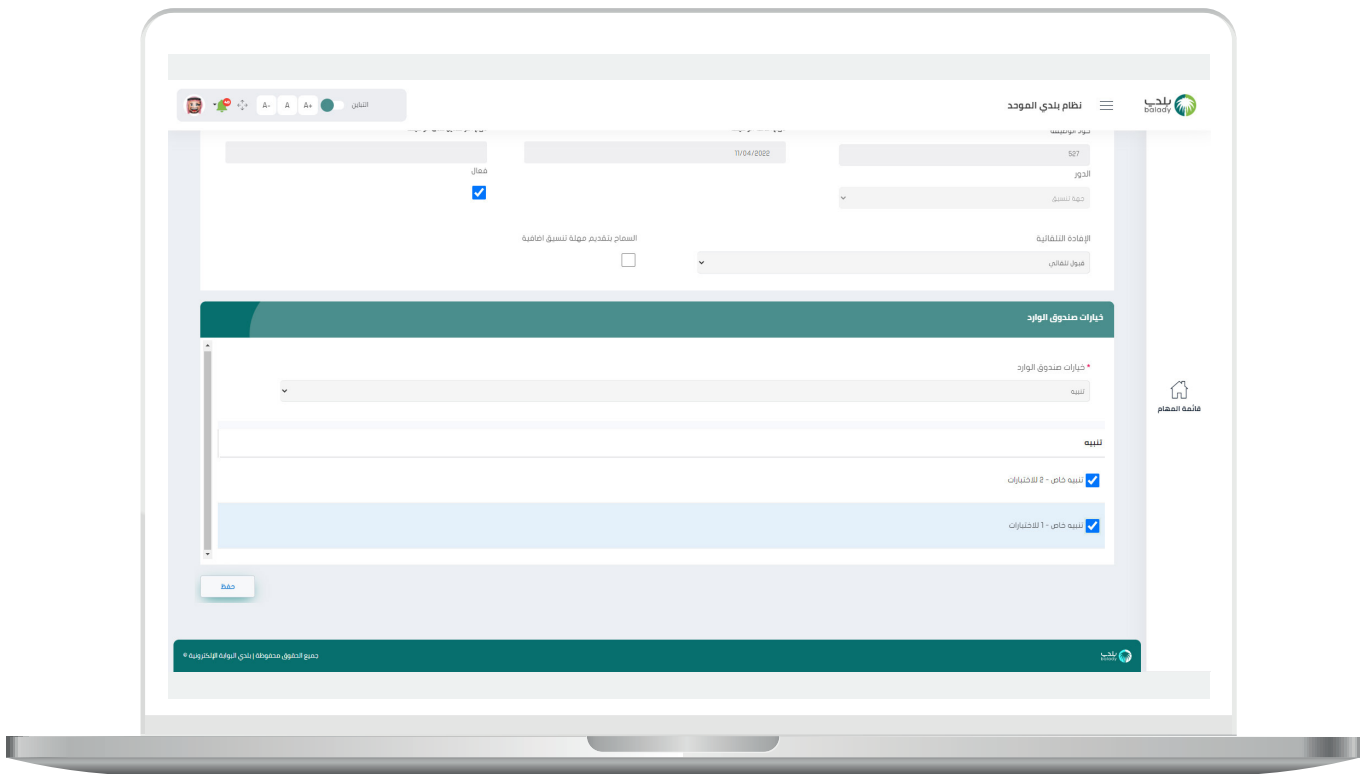
16) After selecting the entity by clicking (**Select**), the following screen appears, allowing the user to fill in the role details.
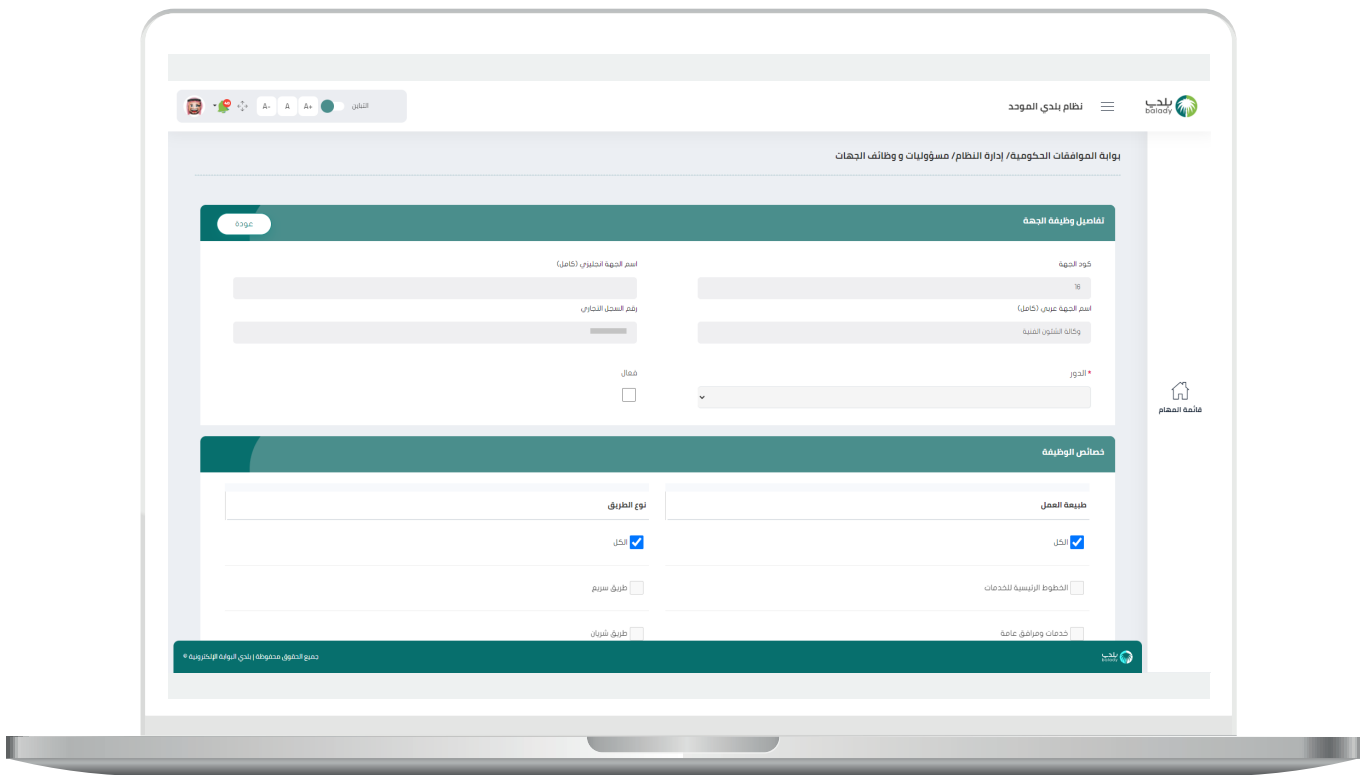
17) After entering the required data, the user clicks (**Save**), and the system successfully saves the role, displaying a confirmation message.
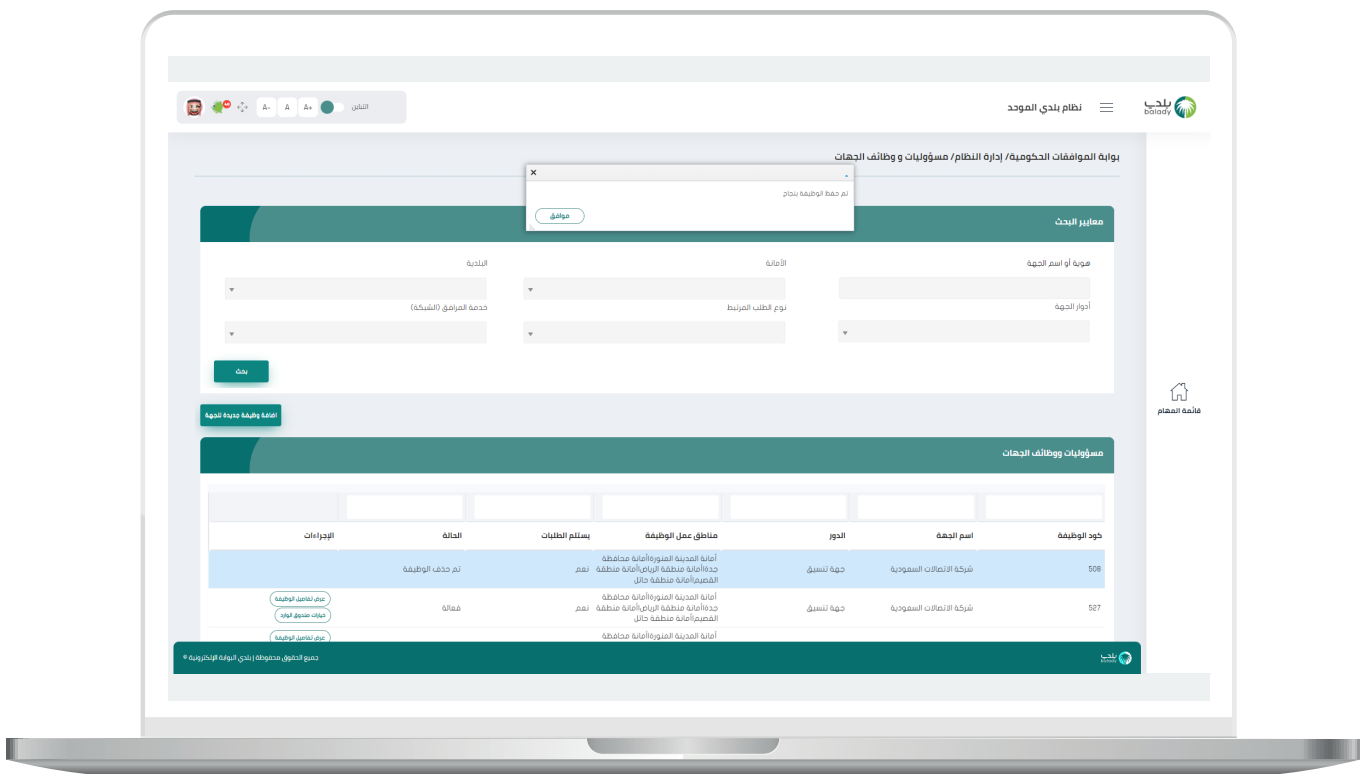
18) After searching for the role, it appears in the table as shown.

19) Clicking (**View Role Details**) displays the job details, where the user can delete the job by clicking (**Delete Role**).
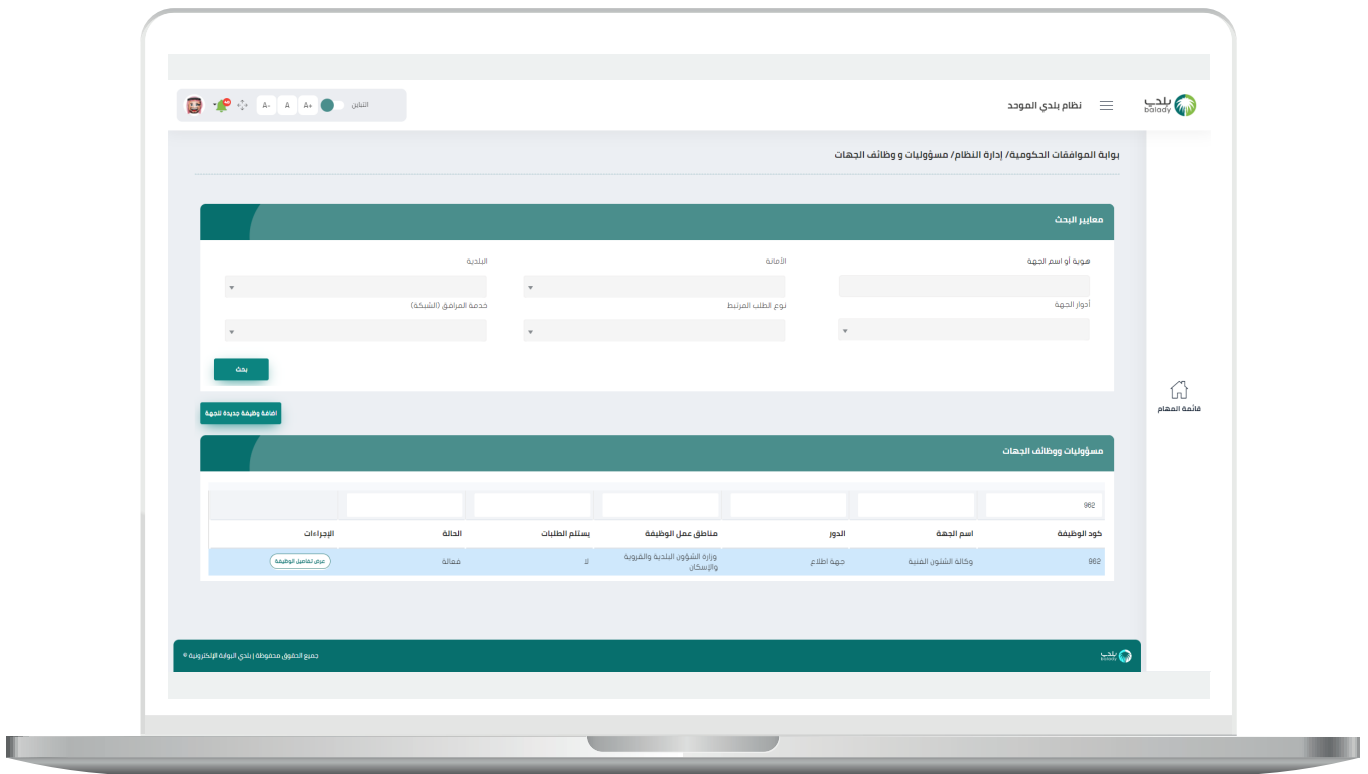
20) After clicking (**Delete Role**), the role is removed, and its status in the table updates to (**Role Deleted**).
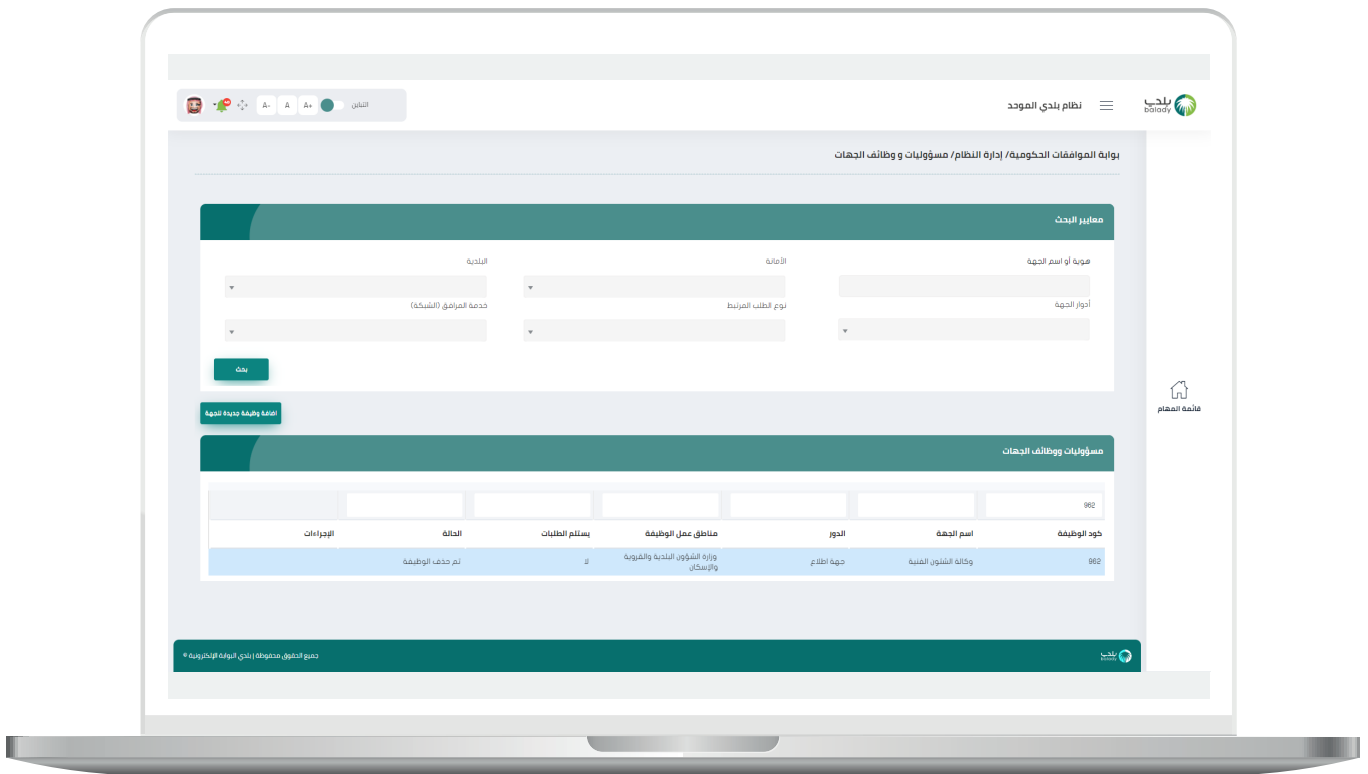
Managing the Work Team

Upon accessing this role, the following task list appears, including (**Managing the Work Team**) as shown below.
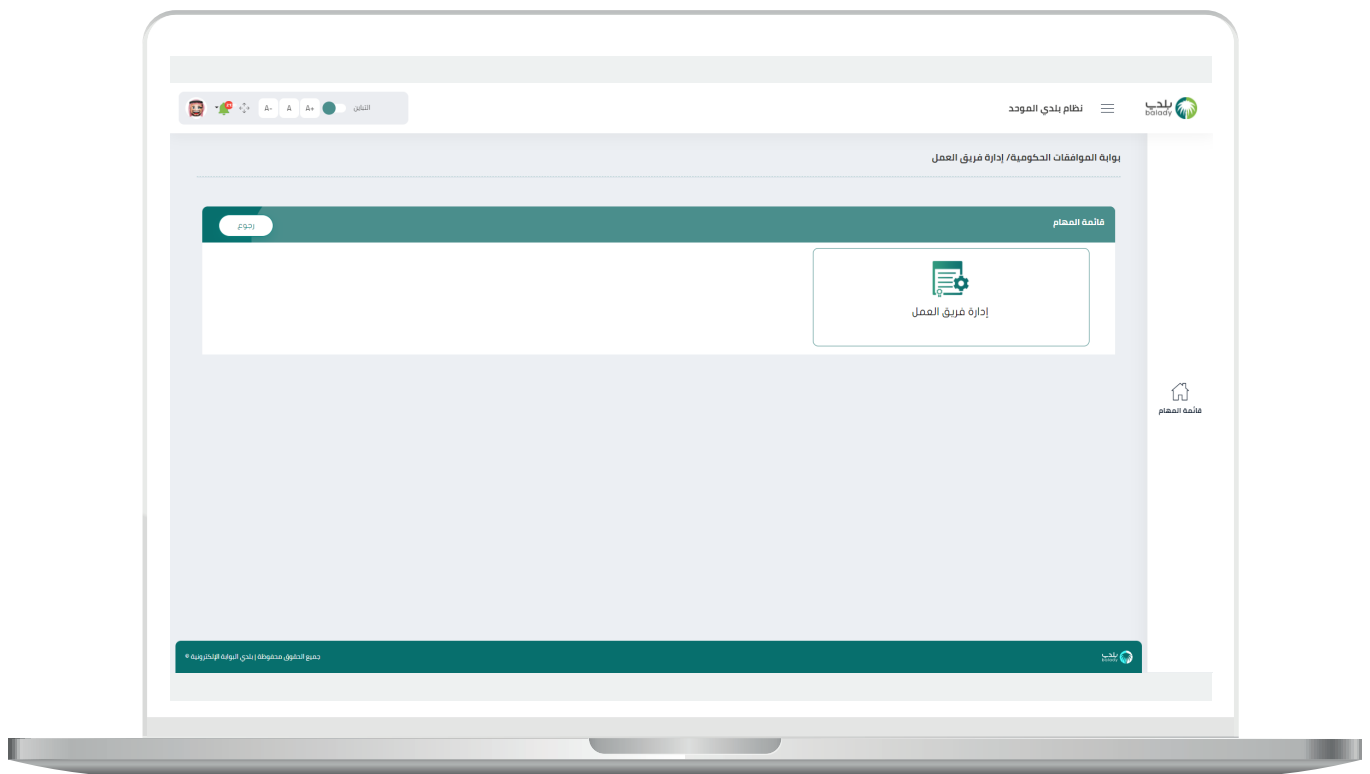
Managing the Work Team

1) After selecting this task, the (**Coordination Offices**) screen appears. If multiple coordination offices exist for an entity, a specific office can be selected, and a team can be assigned to it.

The user selects the desired coordination office by clicking (**Select**).
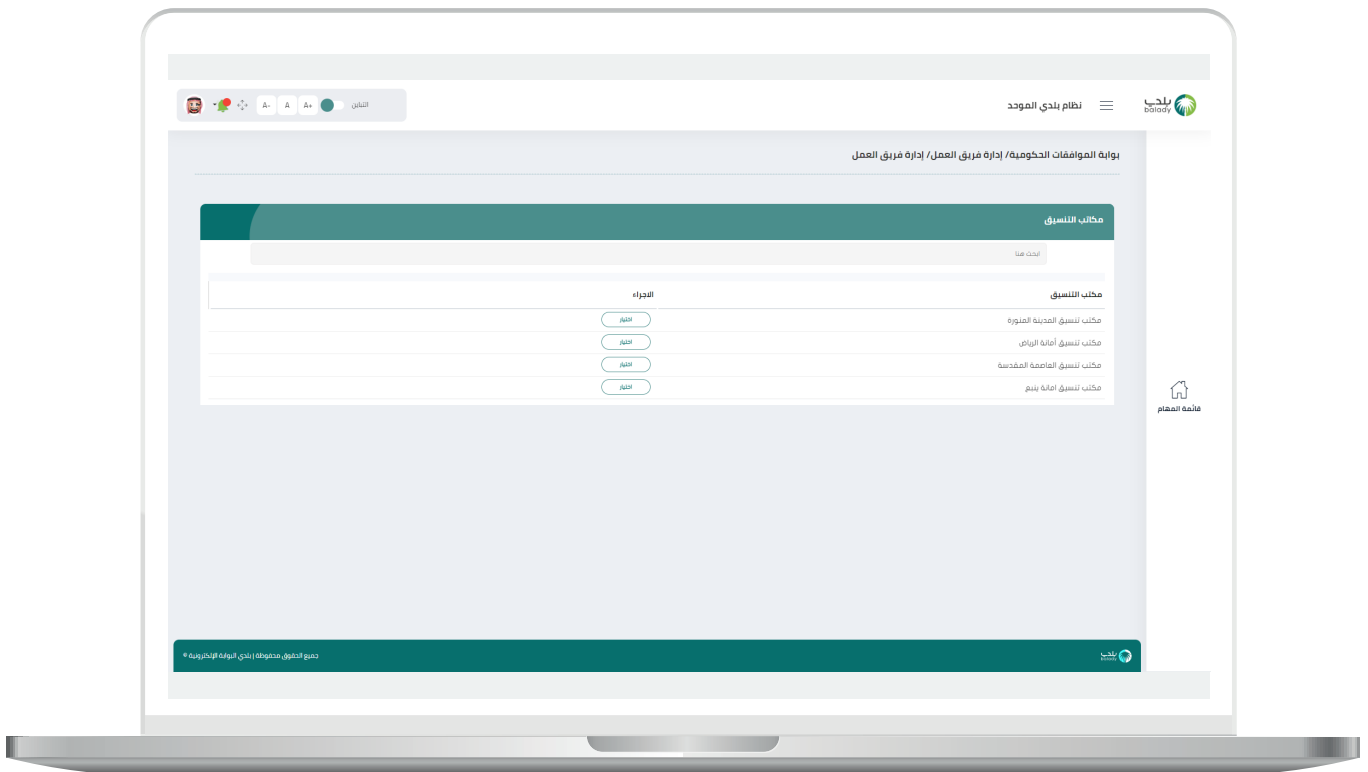
2) The available job roles appear, including (**Contractors/Consultants**) and (**Supervisors**), which will be explained in detail.
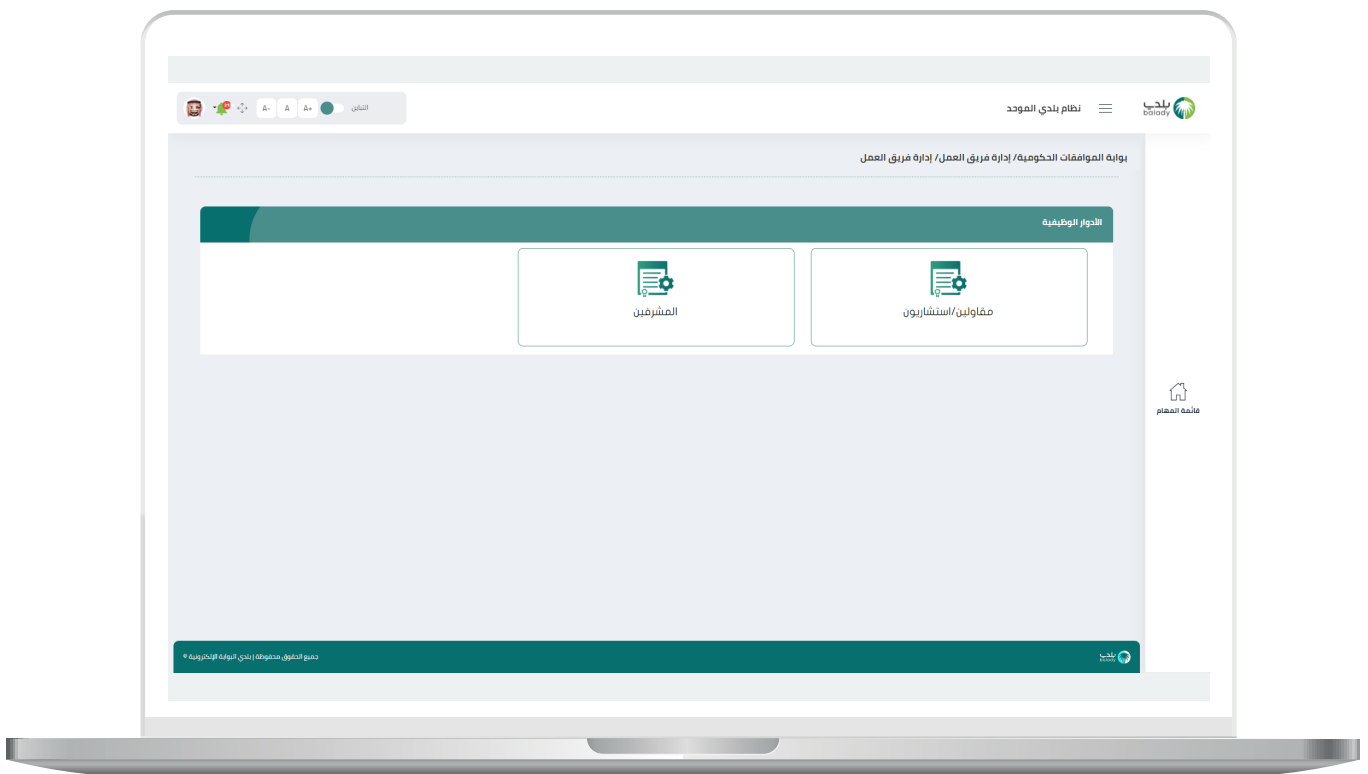
Contractors/Consultants

**1)** After selecting this role, the screen below appears, displaying all registered contractors/consultants in the system. The system allows searching for a specific contractor/consultant by entering one or more of the following criteria: (**Commercial Register Number, Type, Contractor/Consultant Name**) and then clicking (**Search**).
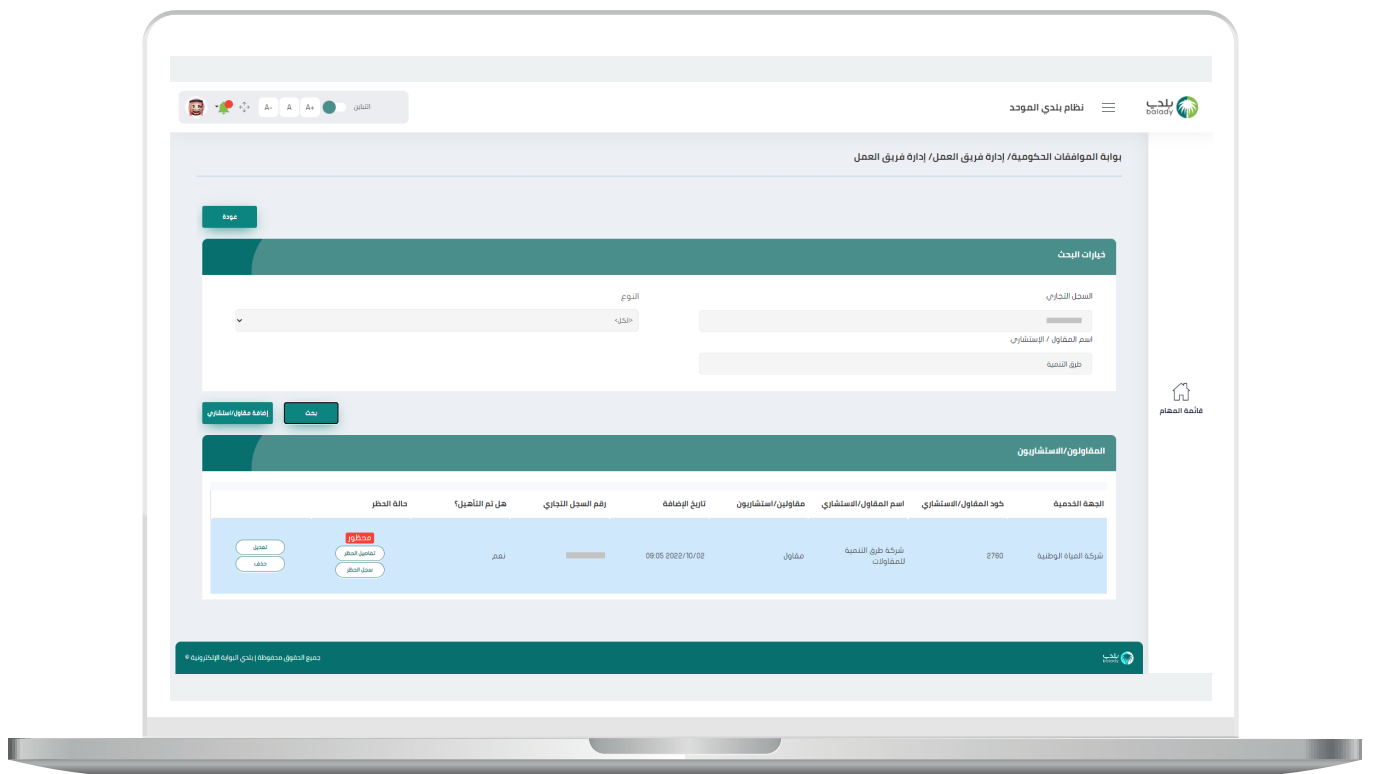
A new contractor/consultant can also be added by clicking (**Add Contractor/Consultant**).
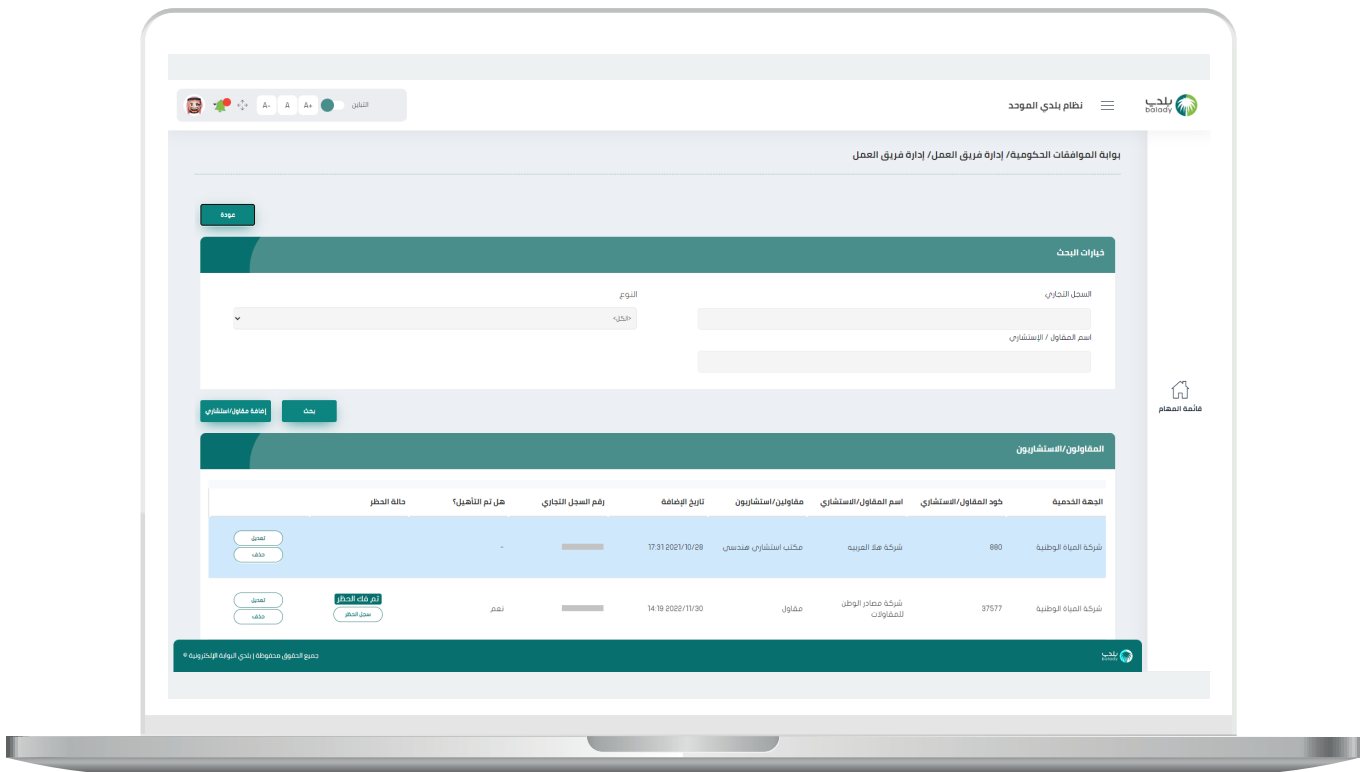
2) The search results appear as shown below, where the user can modify the contractor/consultant details by clicking (**Edit**) or delete a contractor/consultant by clicking (**Delete**).
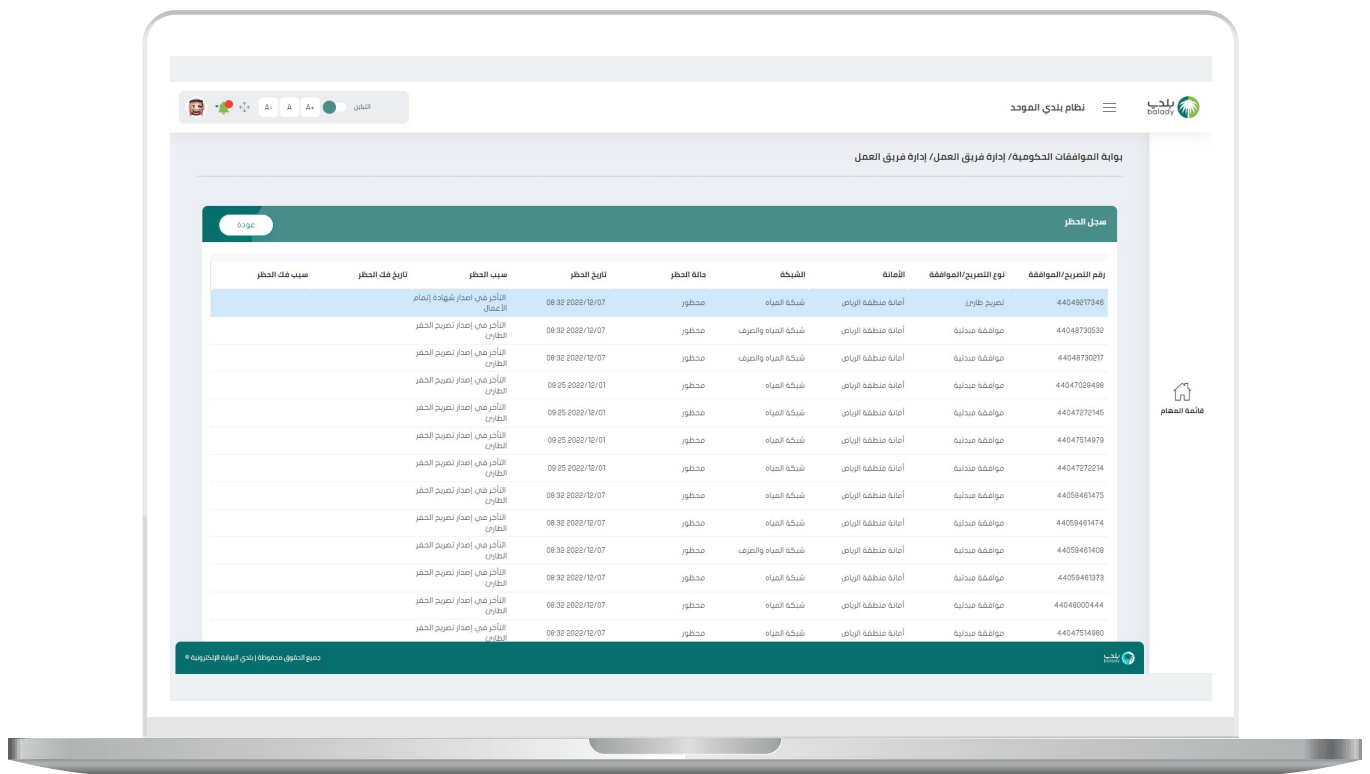
If the contractor is blacklisted, the options (**Ban Details, Ban Record**) appear.

3) Clicking (**Ban Details**) displays the ban details as shown.
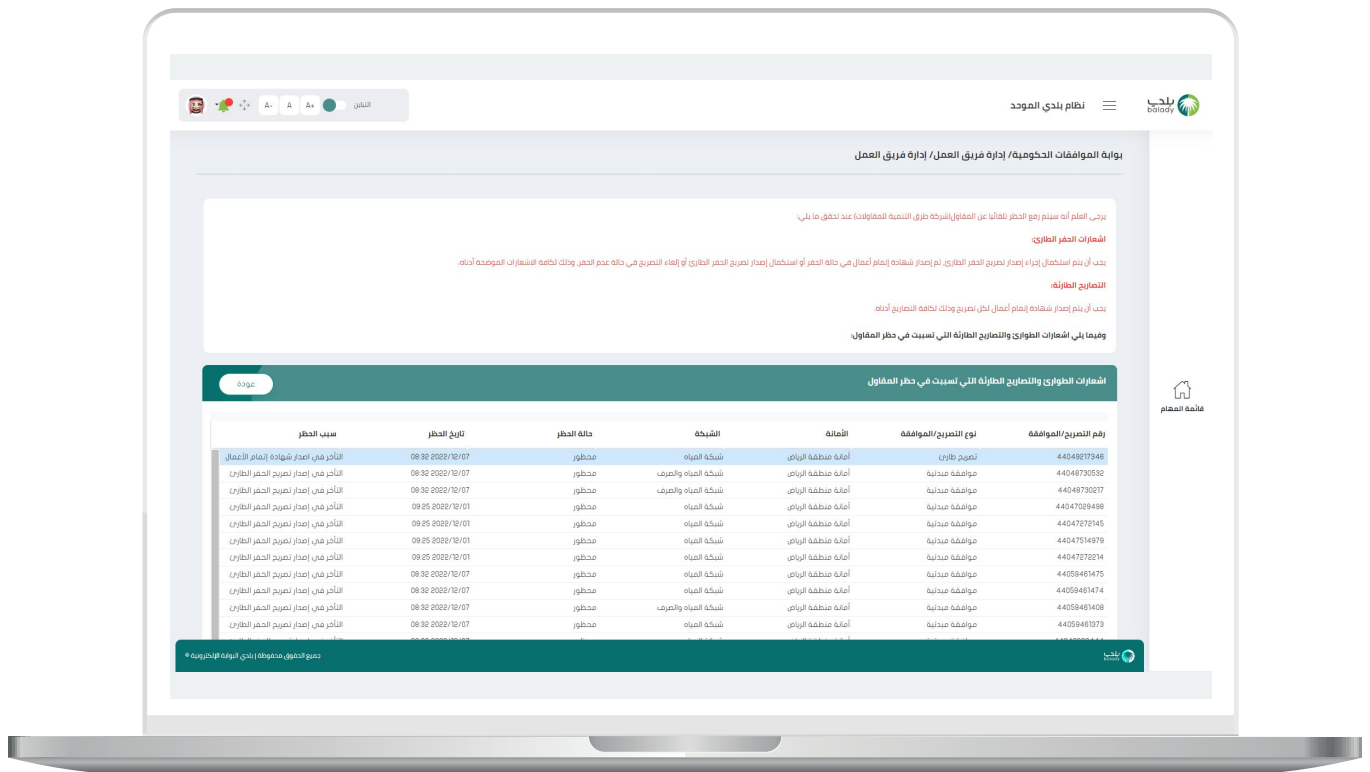
4) Clicking (**Ban Record**) displays the contractor's ban history as shown.

5) Clicking (**Edit**) allows modifying the commercial registration details. The user updates the necessary fields and then clicks (**Save**).

Note: If the project manager is activated in the Workforce Management screen using the (**Active**) field, the project manager will be displayed to the beneficiary when submitting excavation requests (**Standard, Emergency, Pre-coordinated, etc.**).
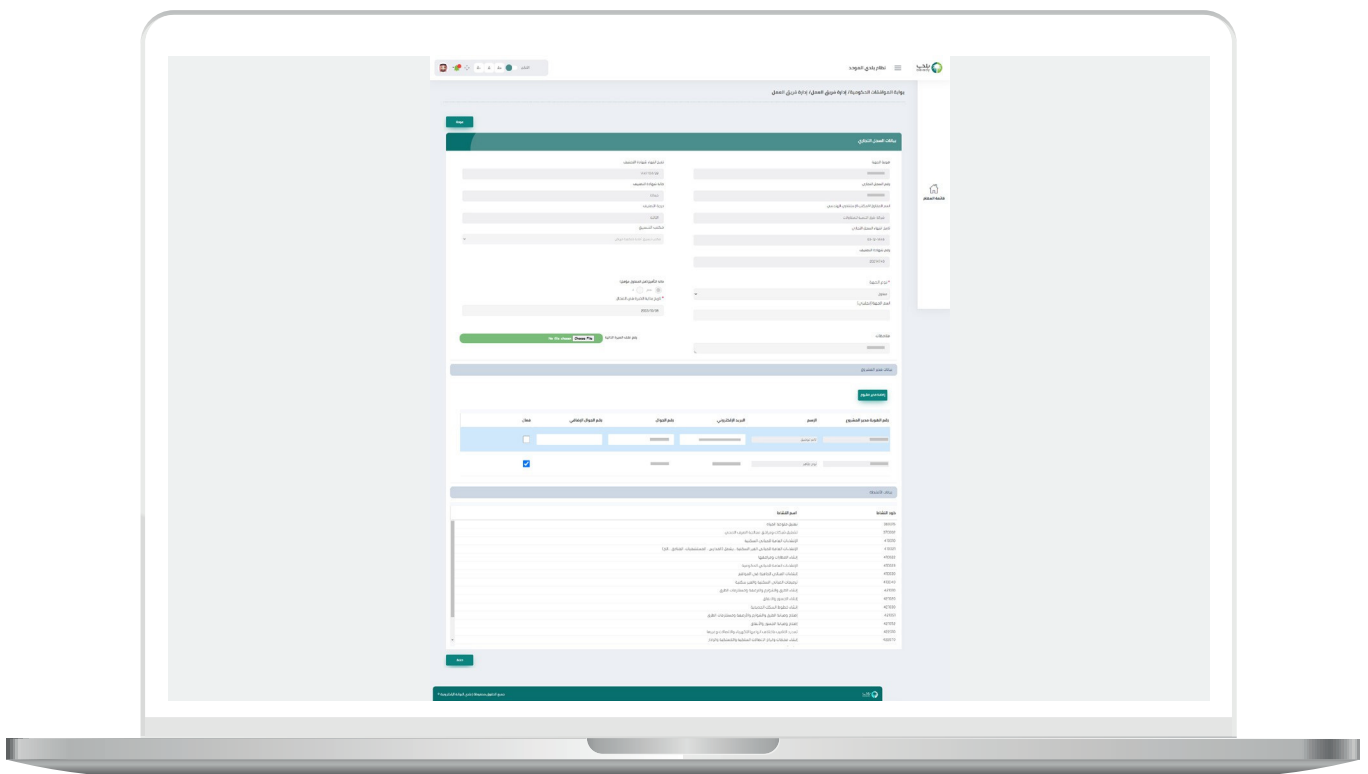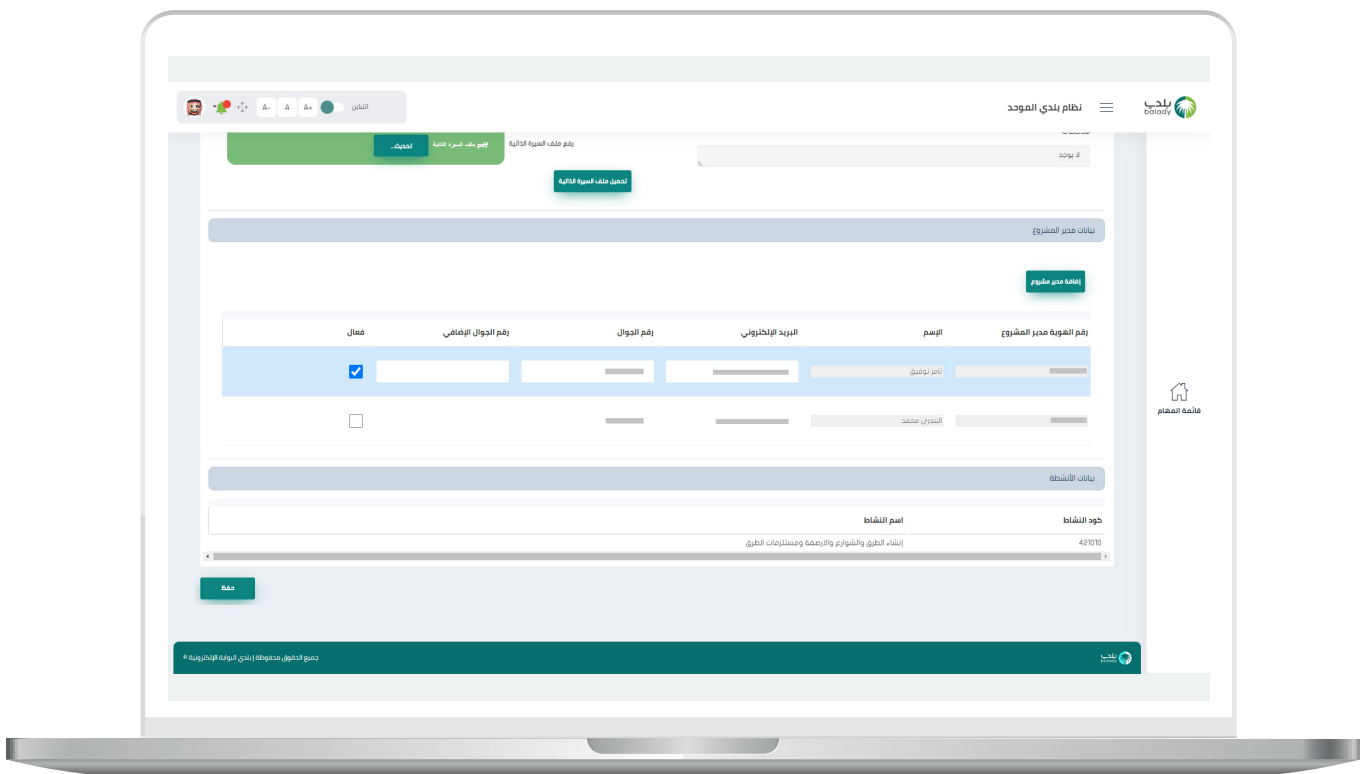
6) The drop-down list (**Entity Type**) contains the values (**Contractor, Engineering Consulting Office**).
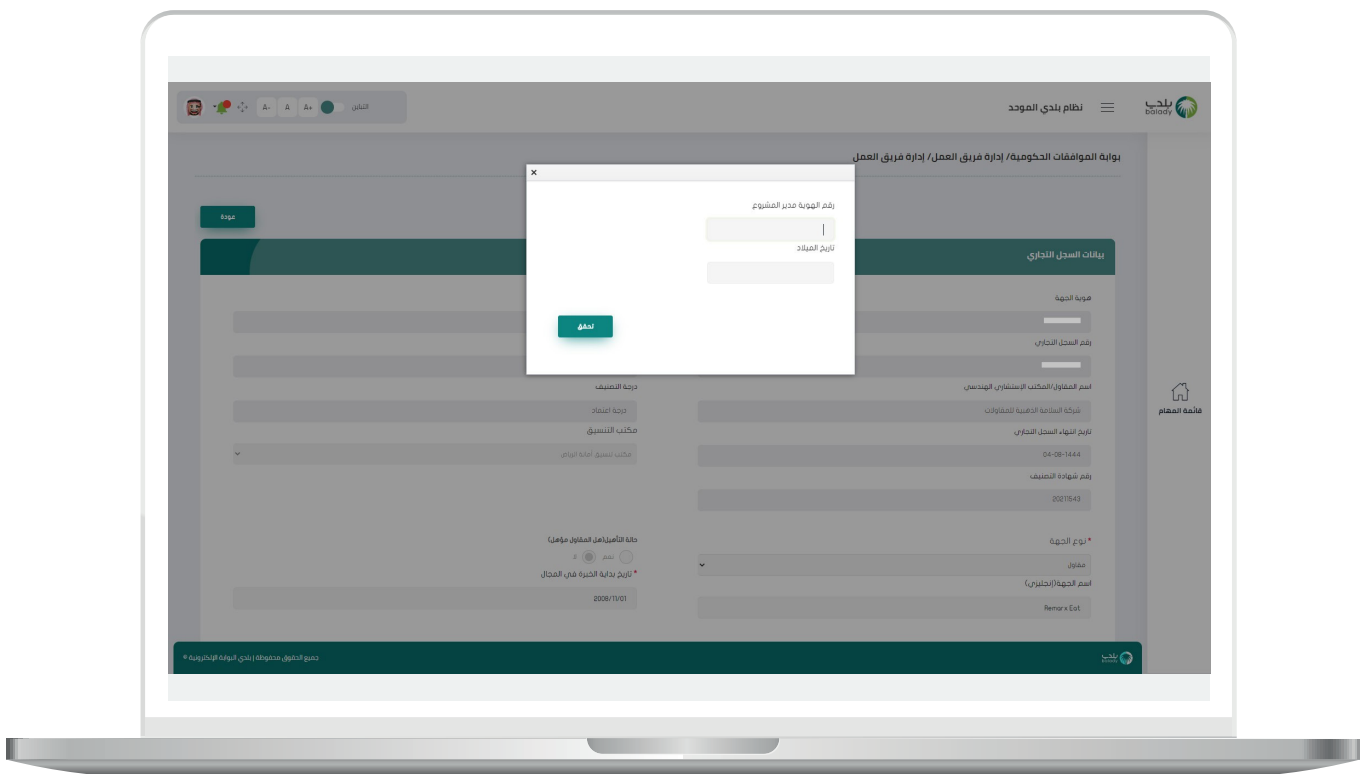
A (**Resume**) attachment can be uploaded by clicking (**Choose File**) and selecting the file.
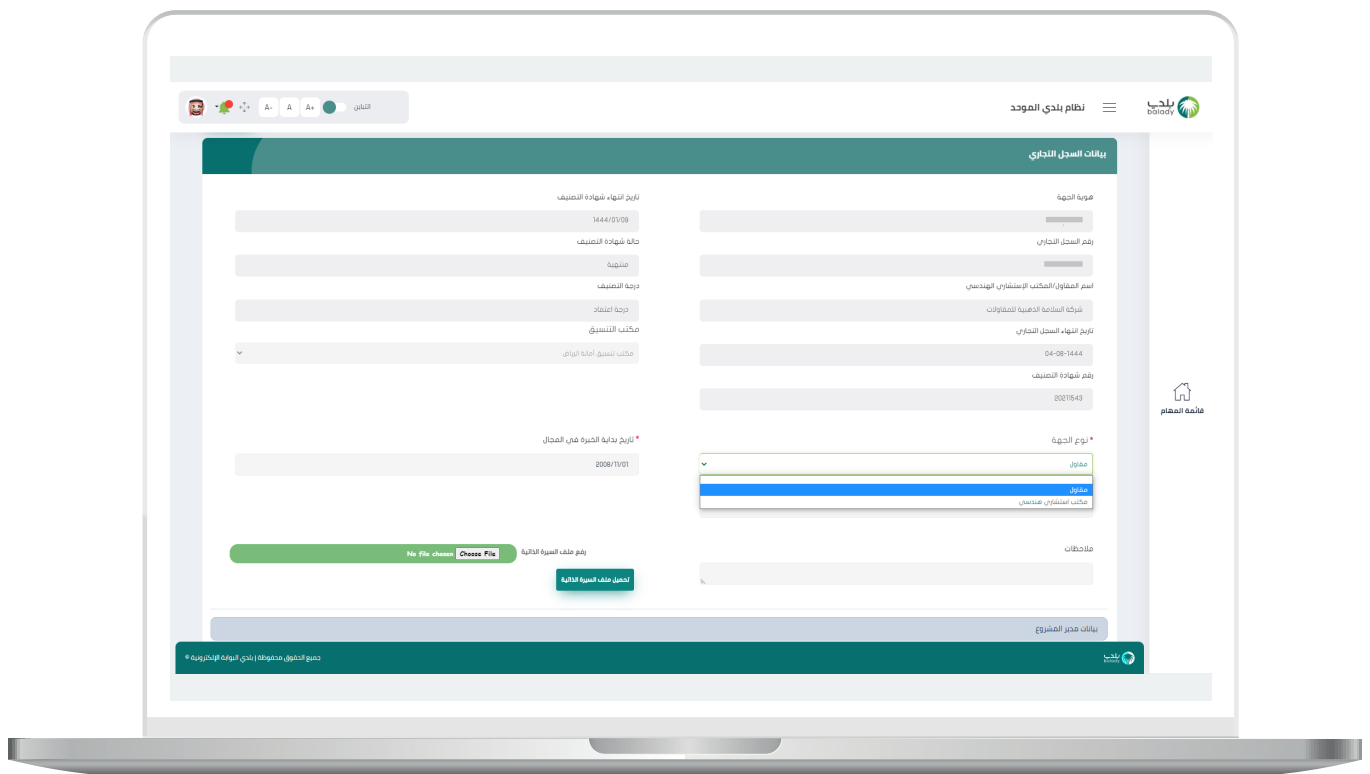
7) The following details for project managers in the table can be modified: (**Email, Mobile Number, Additional Mobile Number**). A new project manager can be added by clicking (**Add Project Manager**).
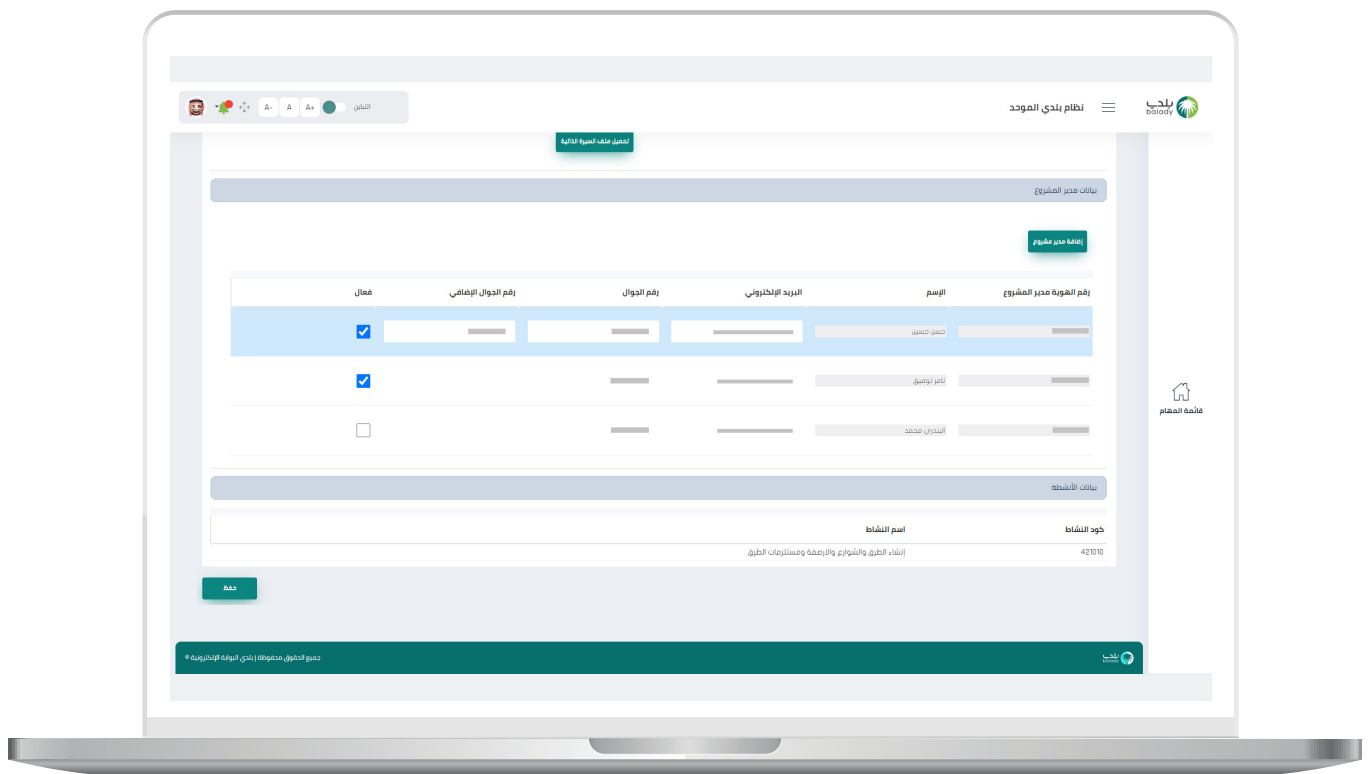
8) Clicking (**Add Project Manager**) opens a small pop-up screen where the user enters the required fields: (**Project Manager's ID Number, Date of Birth**) and then clicks (**Verify**).
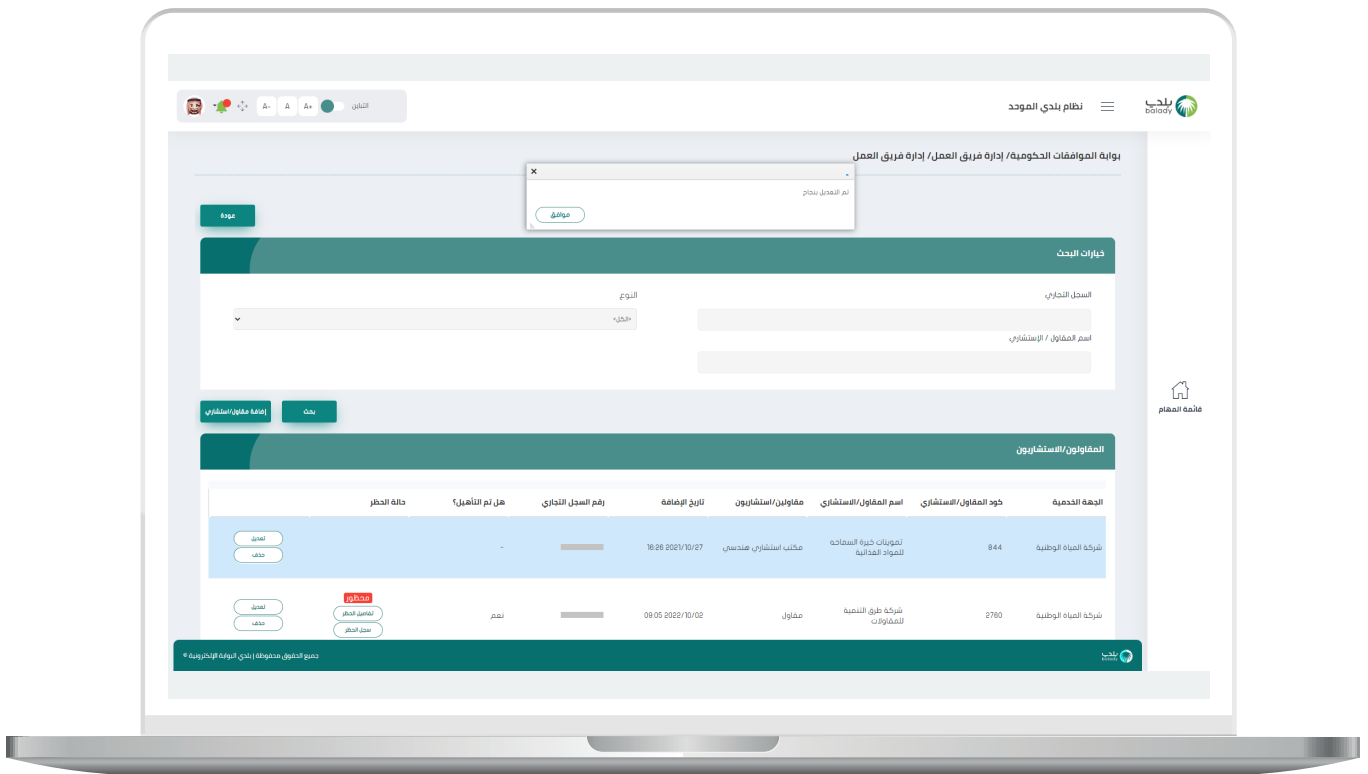
9) If the entered data is correct, the information is retrieved, and the user completes the additional fields (**Email, Mobile Number, Additional Mobile Number**) before clicking (**Add**).

10) The new project manager is added to the table, and the user clicks (**Save**).

11) Clicking (**Save**) successfully saves the changes, displaying a confirmation message.

12) Clicking (**Delete**) displays the full commercial registration details, where the user can proceed with deletion by clicking (**Delete Contractor**).
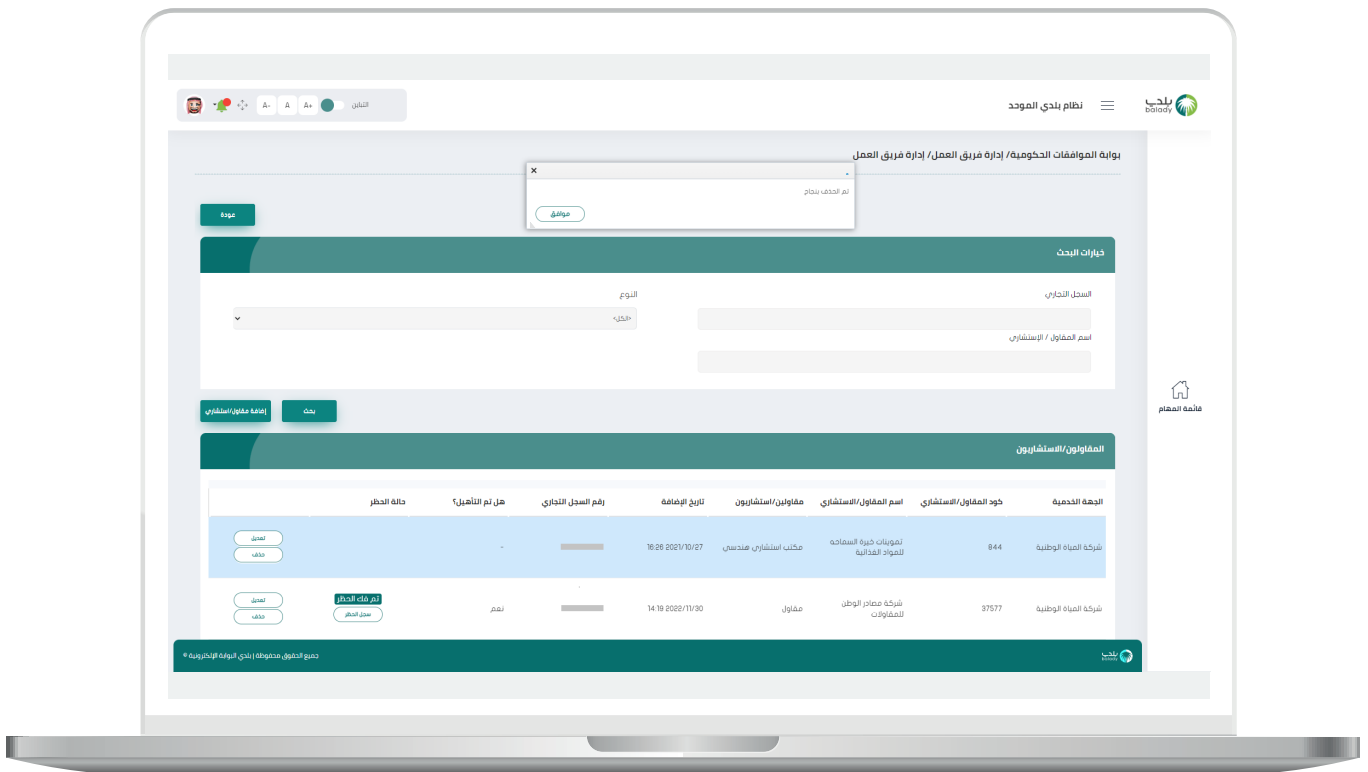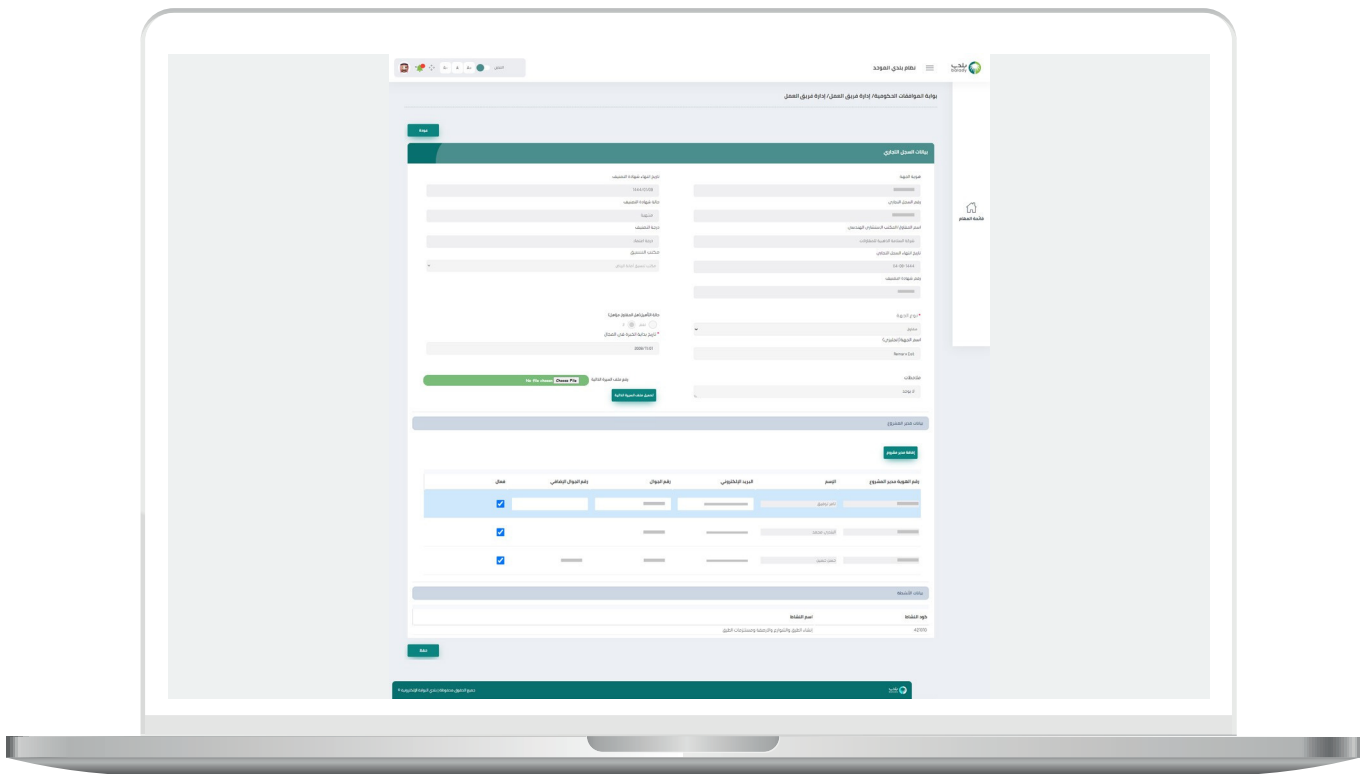
13) Clicking (**Delete Contractor**) triggers a confirmation message. The user clicks (**Confirm**) to complete the deletion.
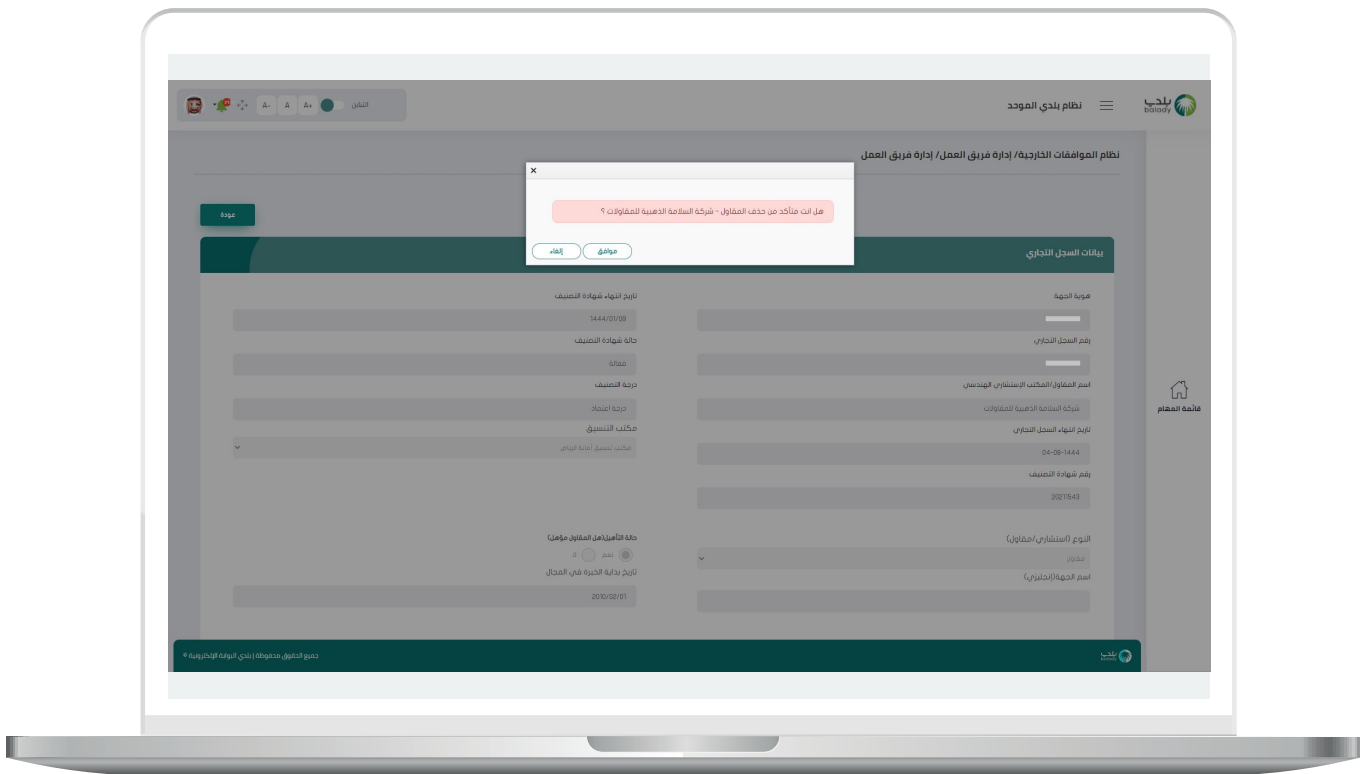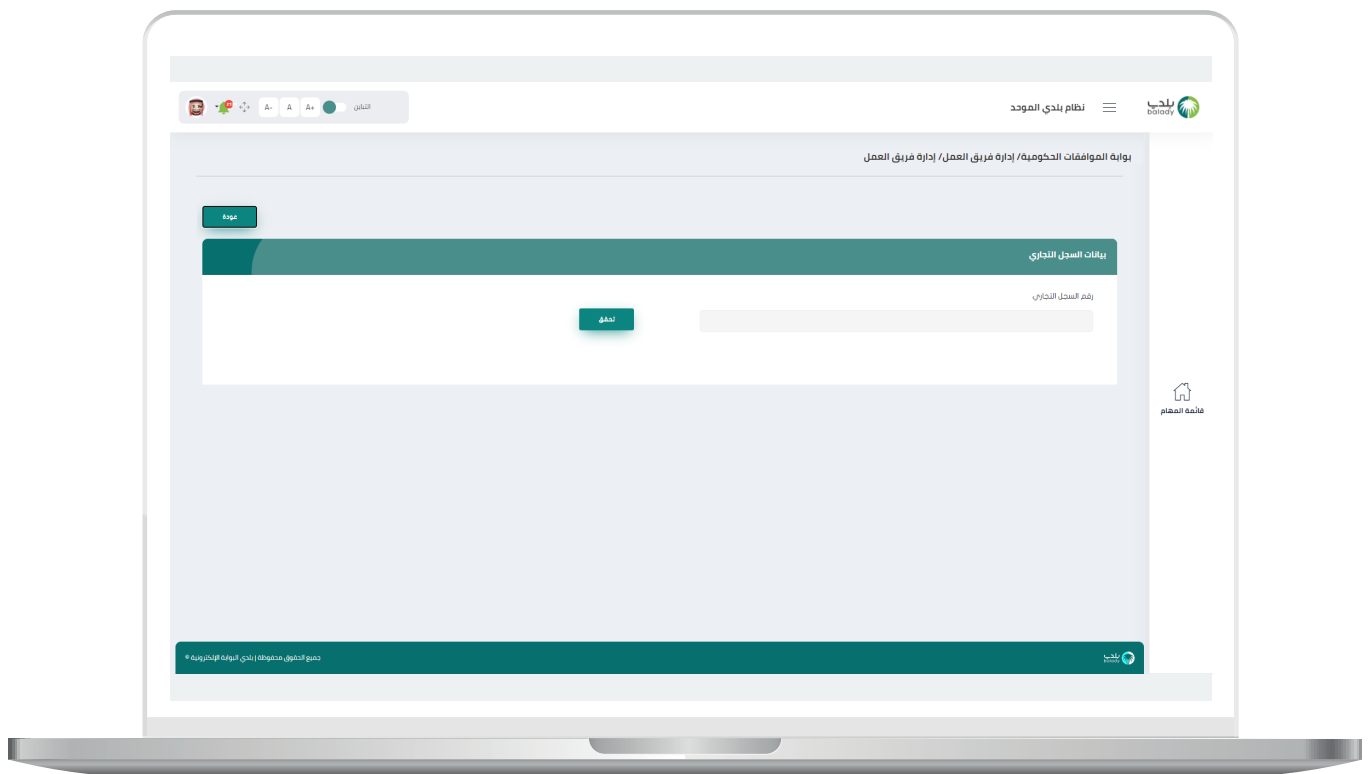
14) Clicking (**Confirm**) successfully deletes the contractor/consultant, displaying a confirmation message.
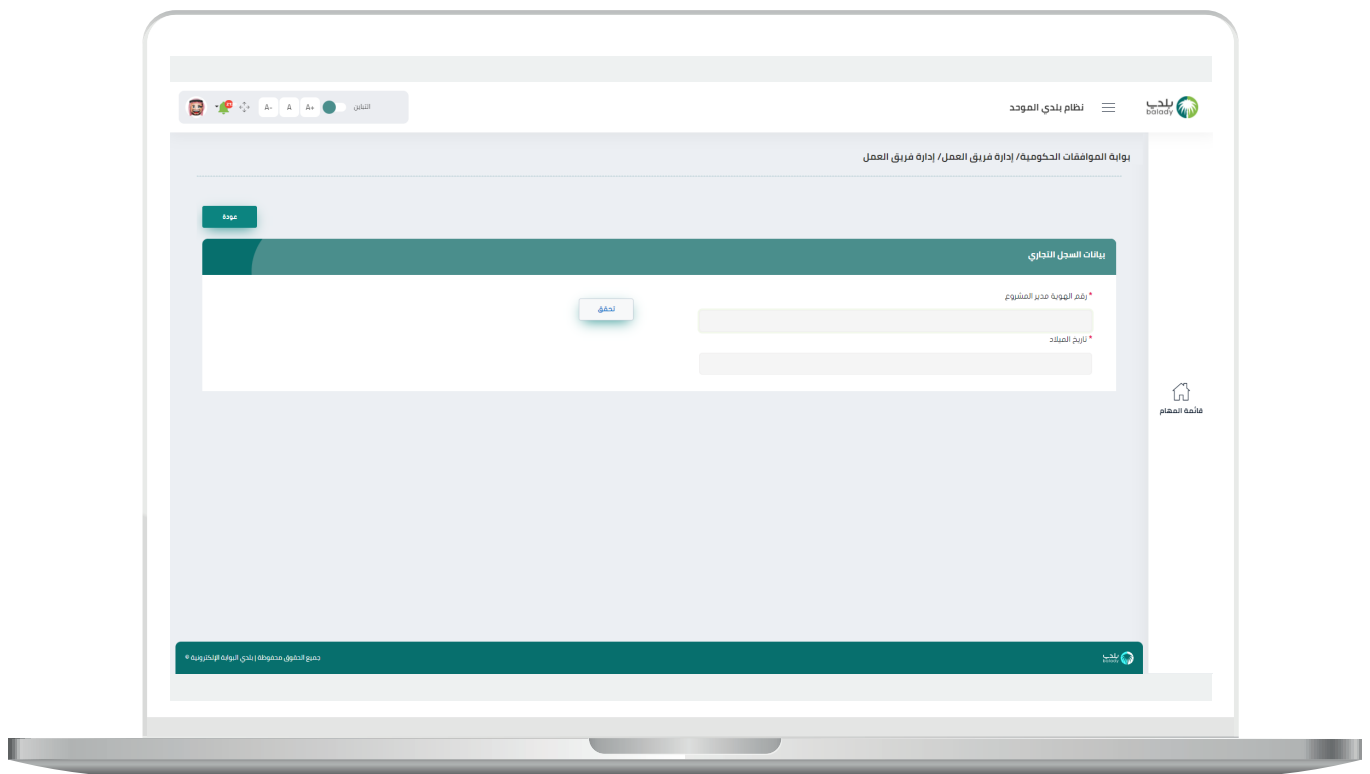
15) The system saves the latest modifications, as shown.

16) Clicking (**Add Contractor/Consultant**) opens a new screen where the user first verifies the commercial registration by entering the (**Commercial Registration Number**) and clicking (**Verify**).
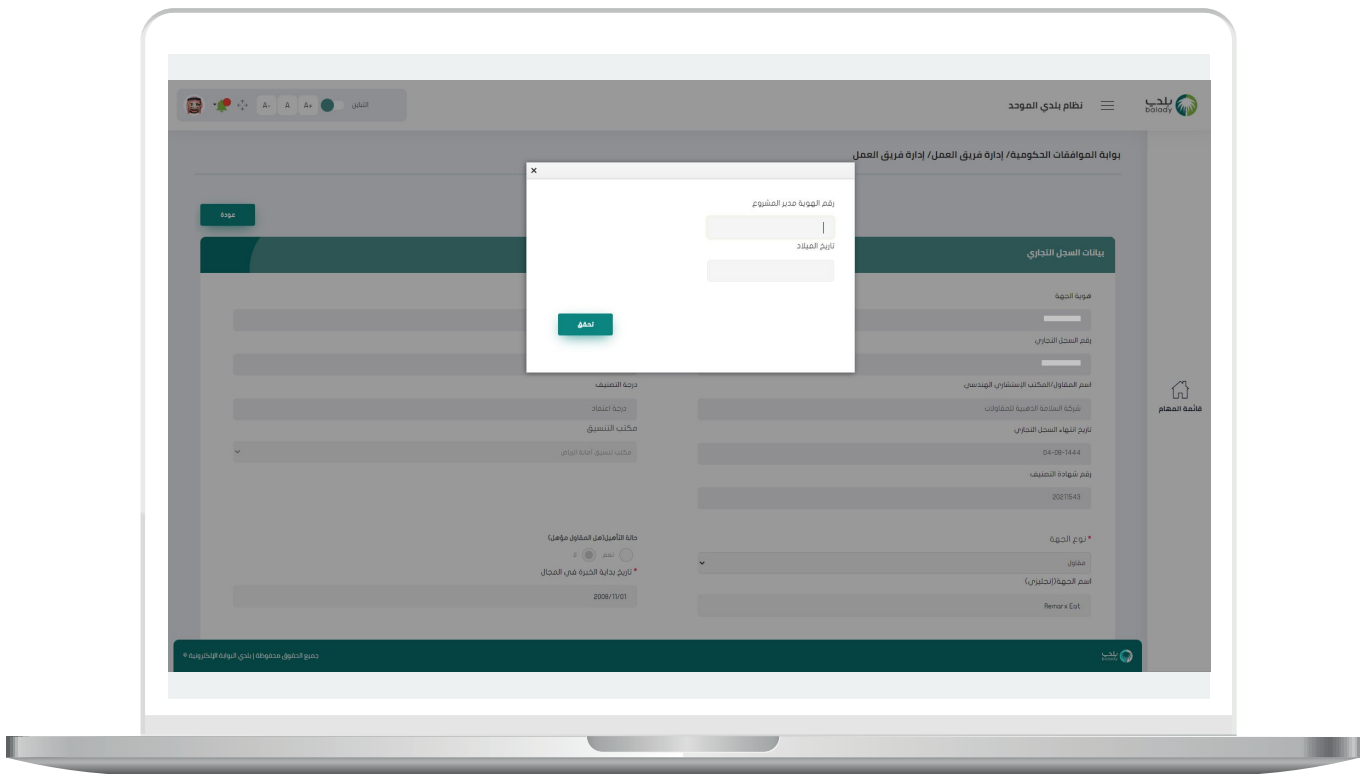
17) If the commercial registration is valid, the user proceeds to the next screen, where the fields (**Project Manager's ID Number, Date of Birth**) must be filled before clicking (**Verify**).
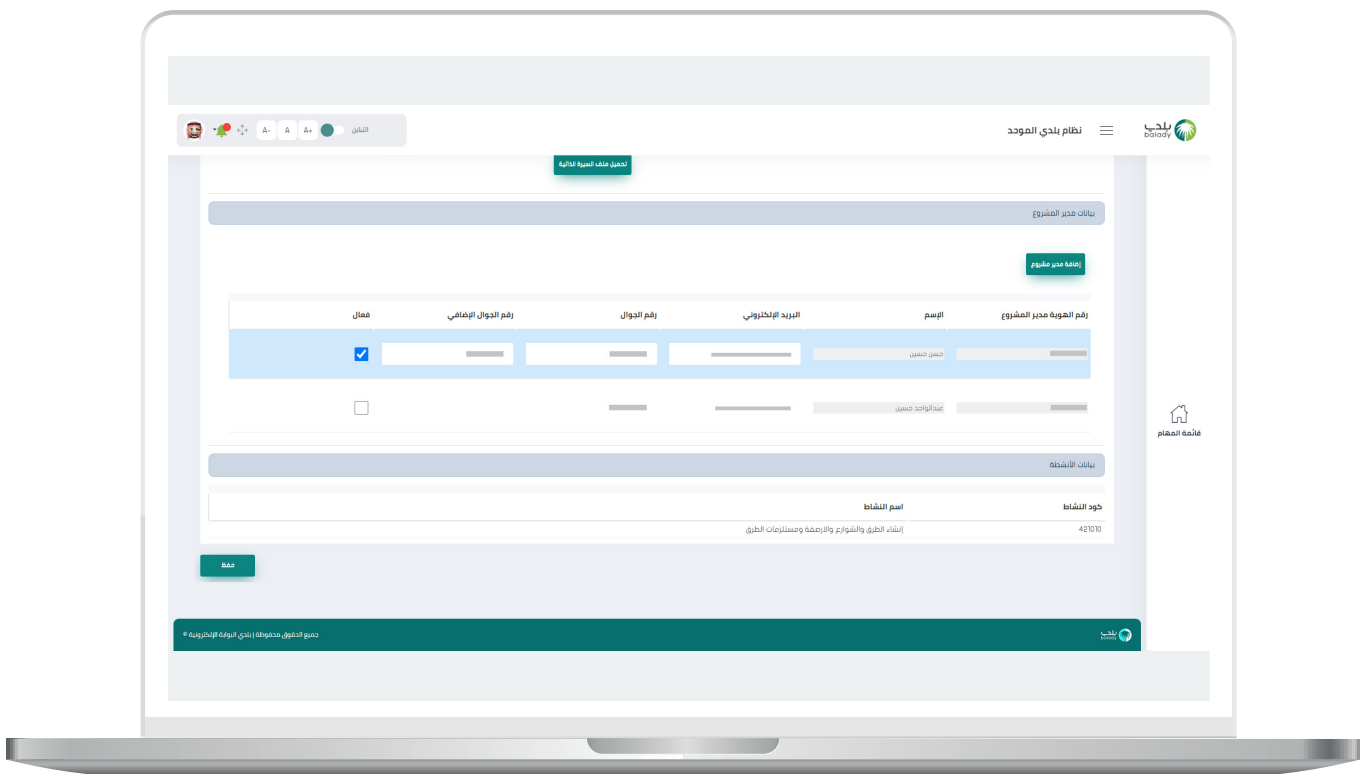
18) If the entered data is correct, the commercial registration details are retrieved, allowing the user to complete the required fields.

Note: The project manager—whose data was retrieved through the commercial registration—will be added to the table as shown below. The following details can then be completed in the table: (**Email, Mobile Number, Additional Mobile Number**). A new project manager can be added by clicking (**Add Project Manager**).

19) Clicking (**Add Project Manager**) opens a small pop-up screen where the user enters the required fields: (**Project Manager's ID Number, Date of Birth**) and then clicks (**Verify**).
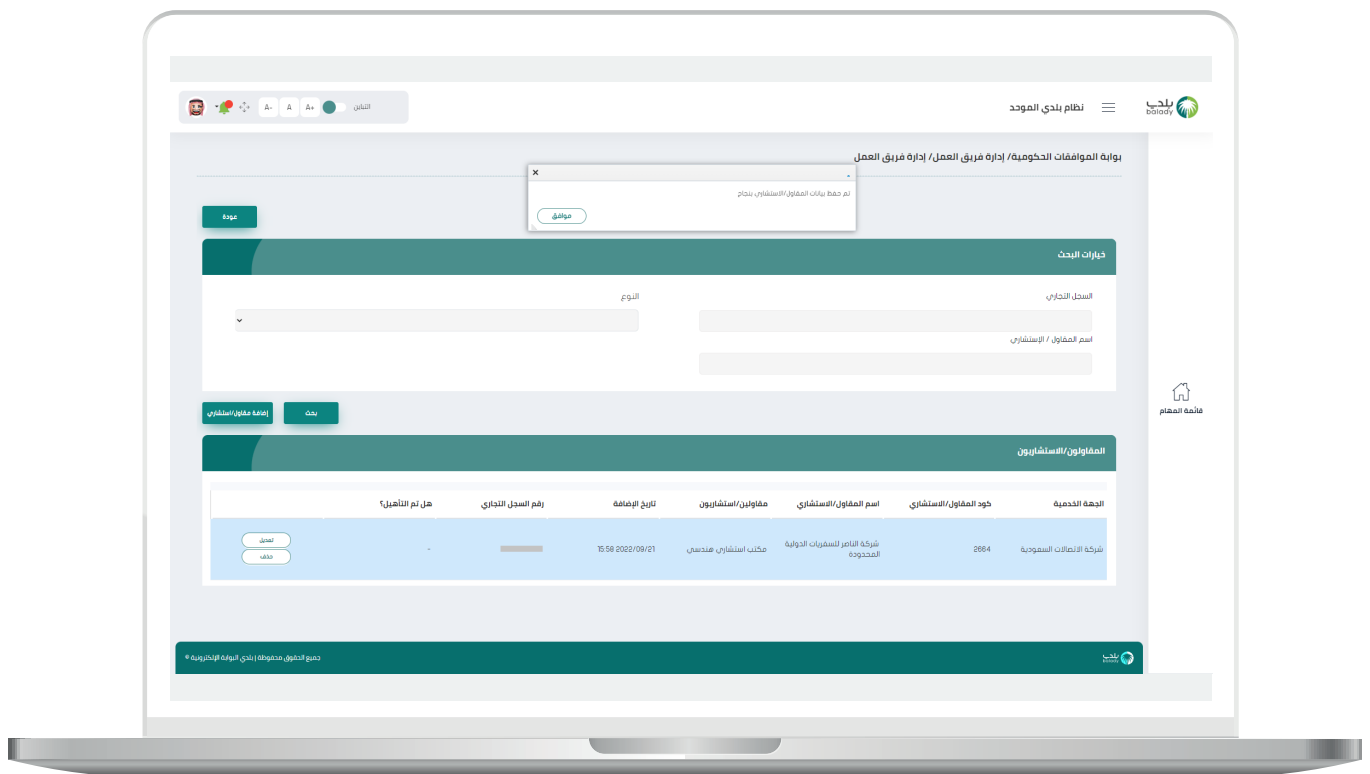
20) If the entered data is correct, the information is retrieved, and the user completes the additional fields (**Email, Mobile Number, Additional Mobile Number**) before clicking (**Add**).

21) The new project manager is added to the table, and the user clicks (**Save**).

22) Clicking (**Save**) successfully saves the changes, displaying a confirmation message.

23) The drop-down list (**Type**) contains two values: (**Contractor, Engineering Consulting Office**).
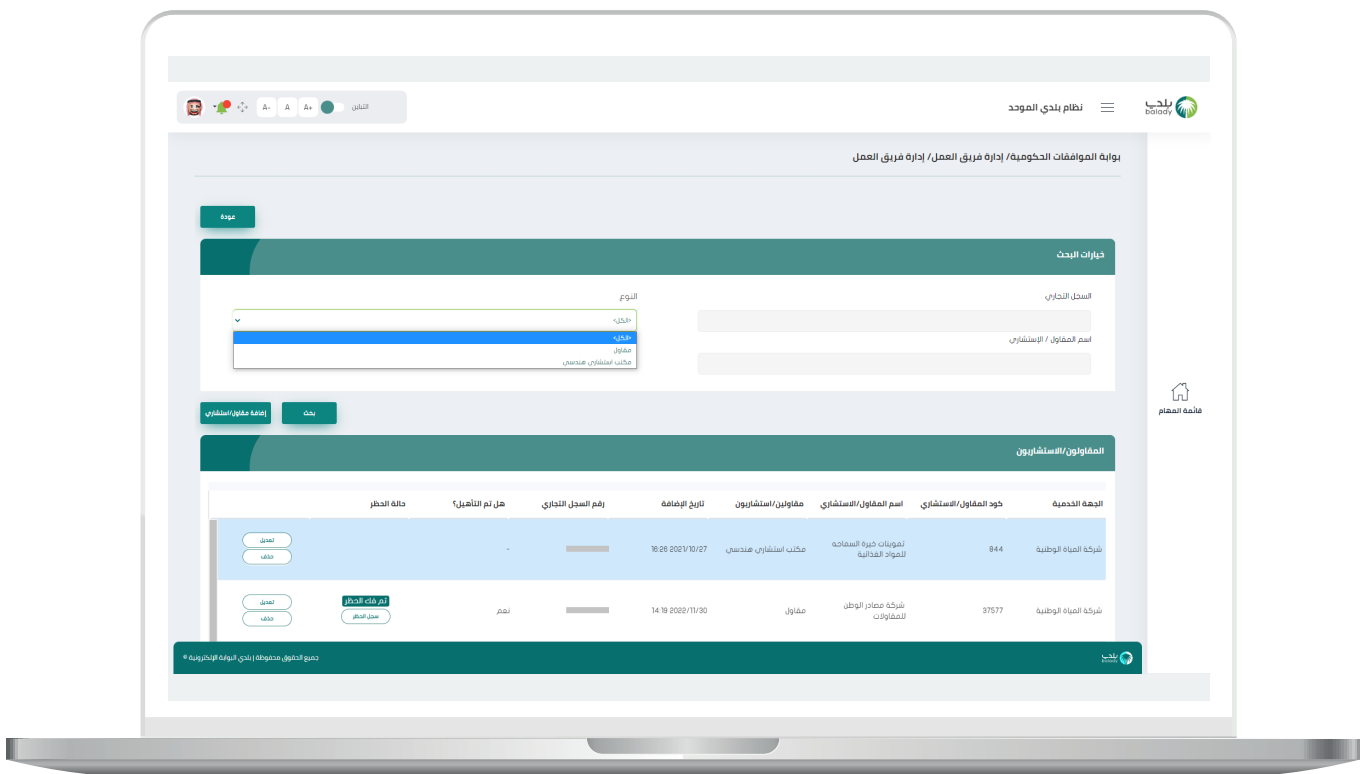
24) Selecting (**Engineering Consulting Office**) displays search results as shown.
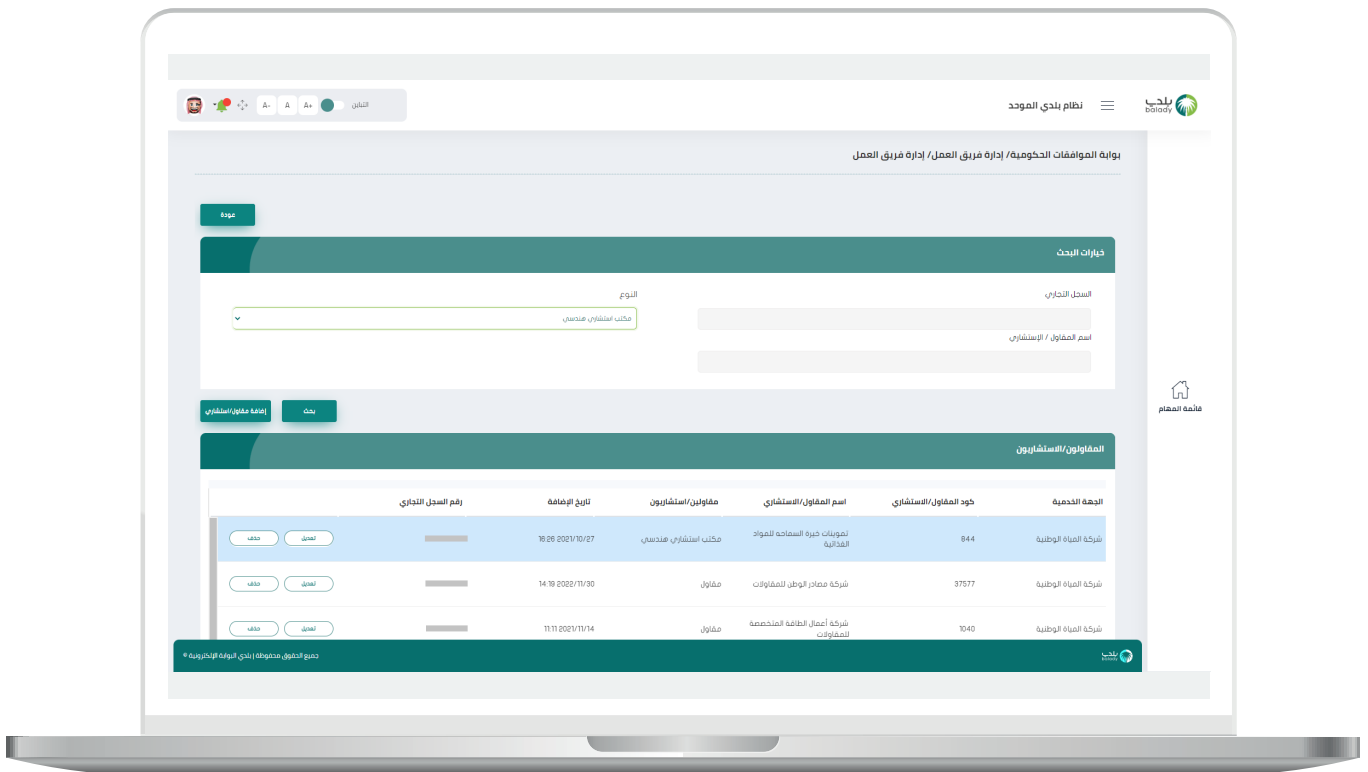
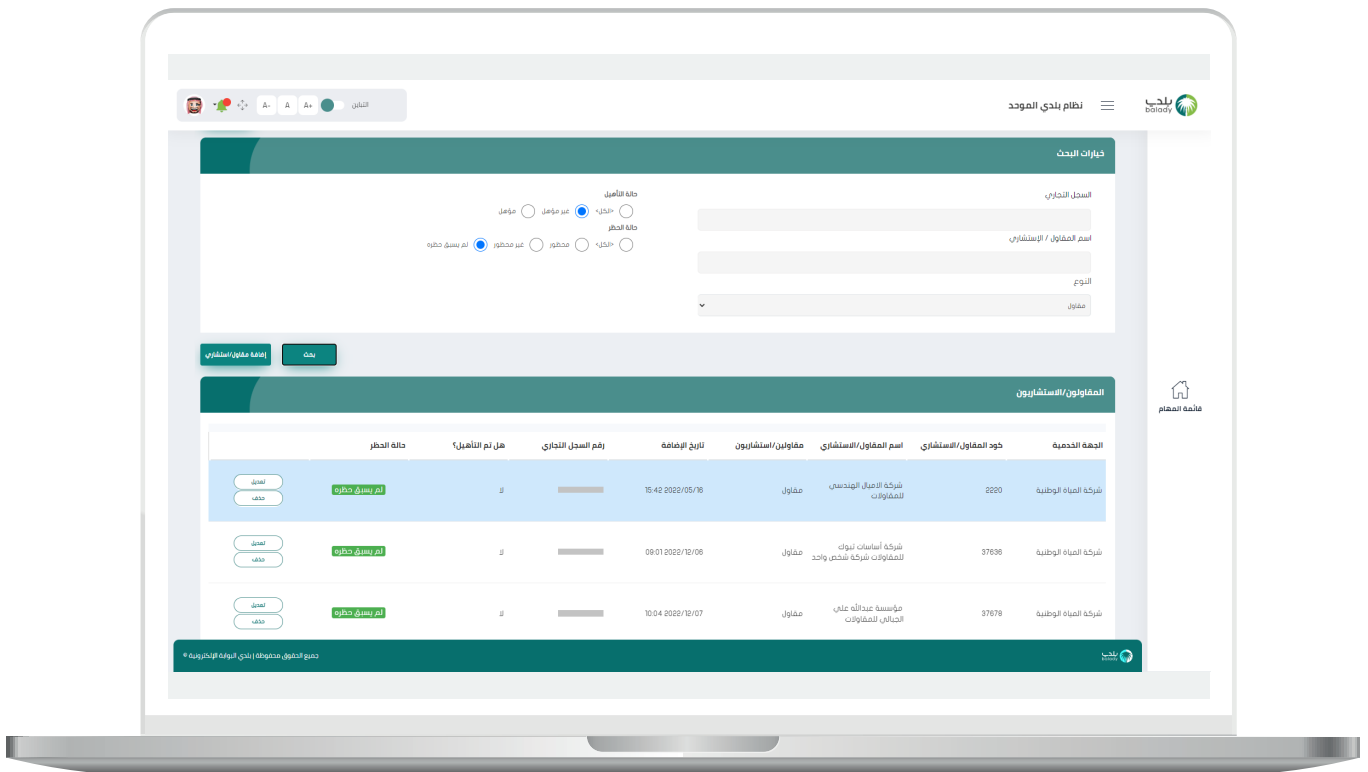25) Selecting (**Contractor**) reveals additional search filters: (**Qualification Status, Ban Status**).
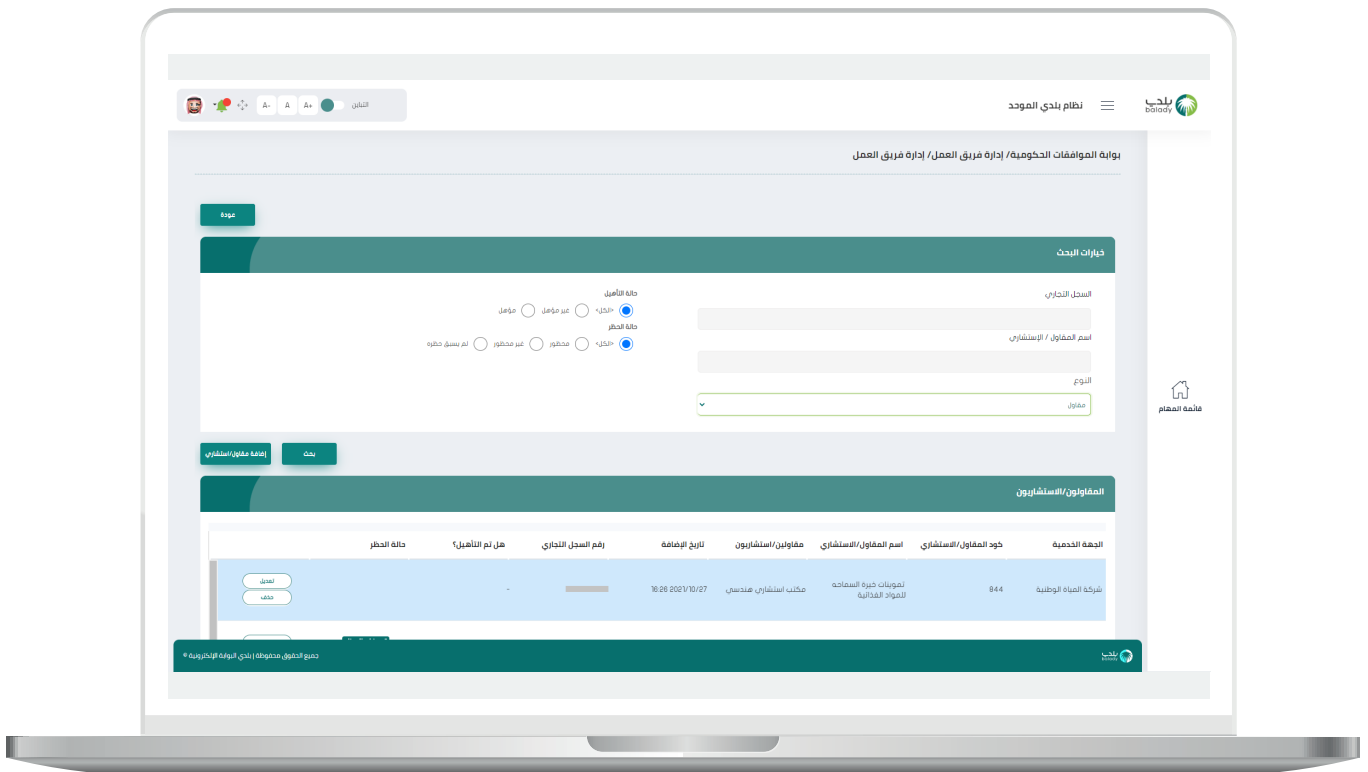
26) The following example illustrates the selection of (**Qualified**) and (**Banned**).
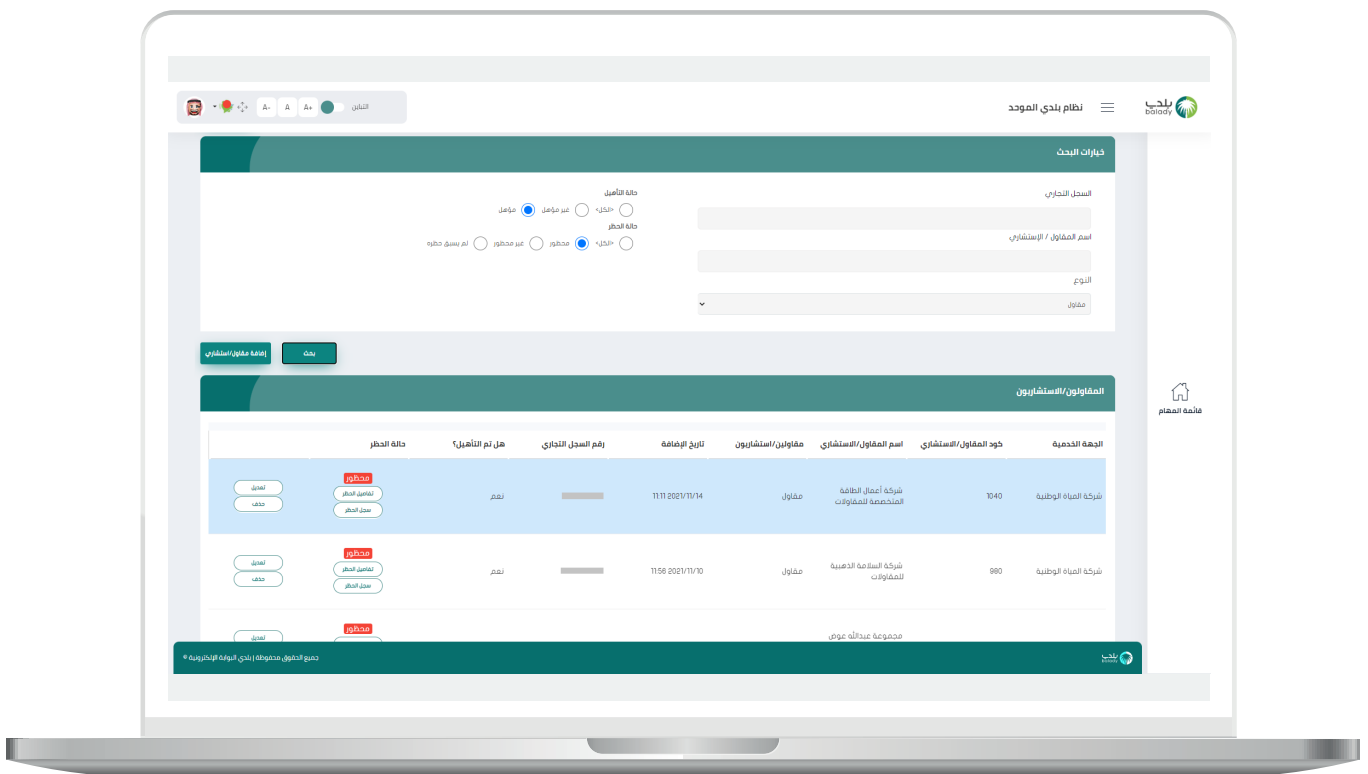
27) The following example illustrates the selection of (**Not Qualified**) and (**Never Banned**).

Supervisors

1) After selecting this role, the following screen appears, displaying all field supervisors registered in the system. The system allows users to search for a specific field supervisor by filling in any of the following search criteria (**Name, Mobile Number, Email, Job Title, Status**) and then pressing (**Enter**).
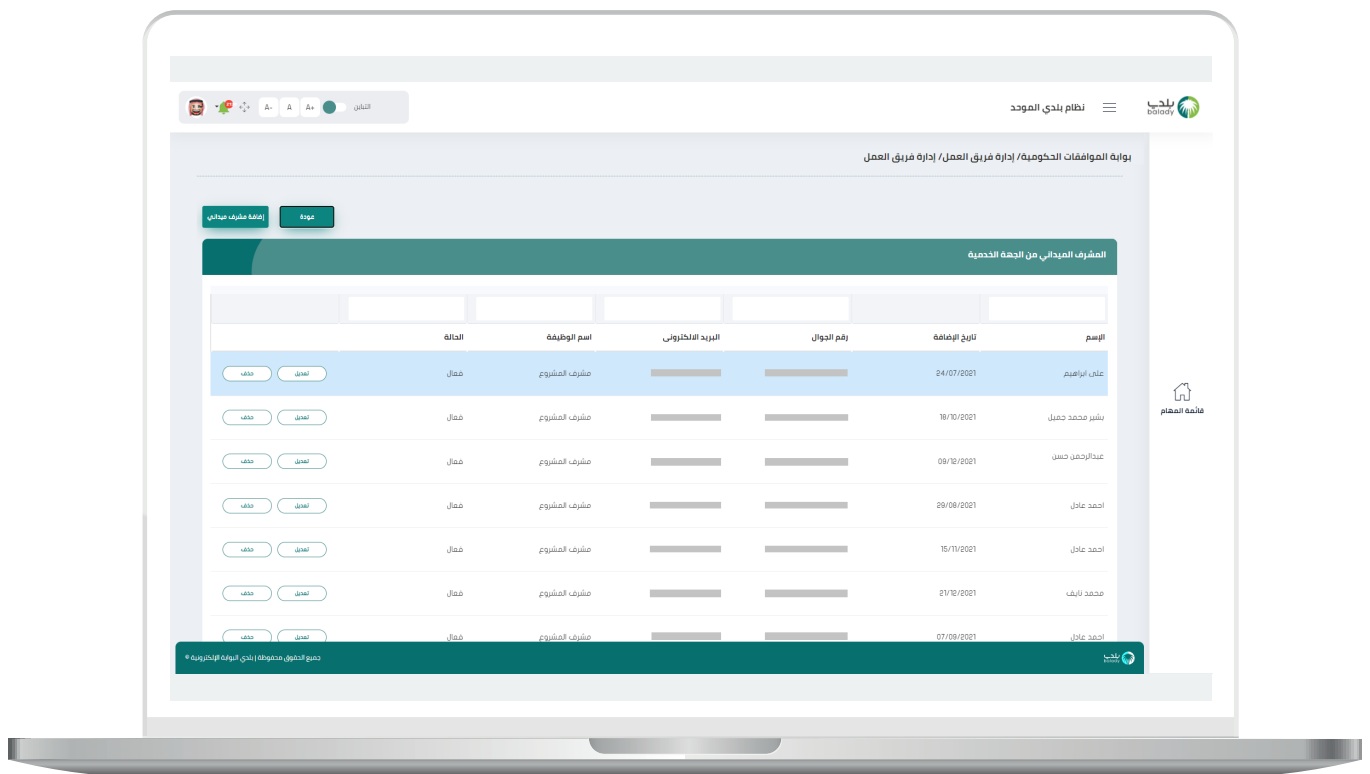
2) The search results then appear as shown below. Users can modify a field supervisor's information by clicking (**Edit**) or remove a field supervisor by clicking (**Delete**).

The system also allows users to add a new field supervisor by clicking (**Add Field Supervisor**).
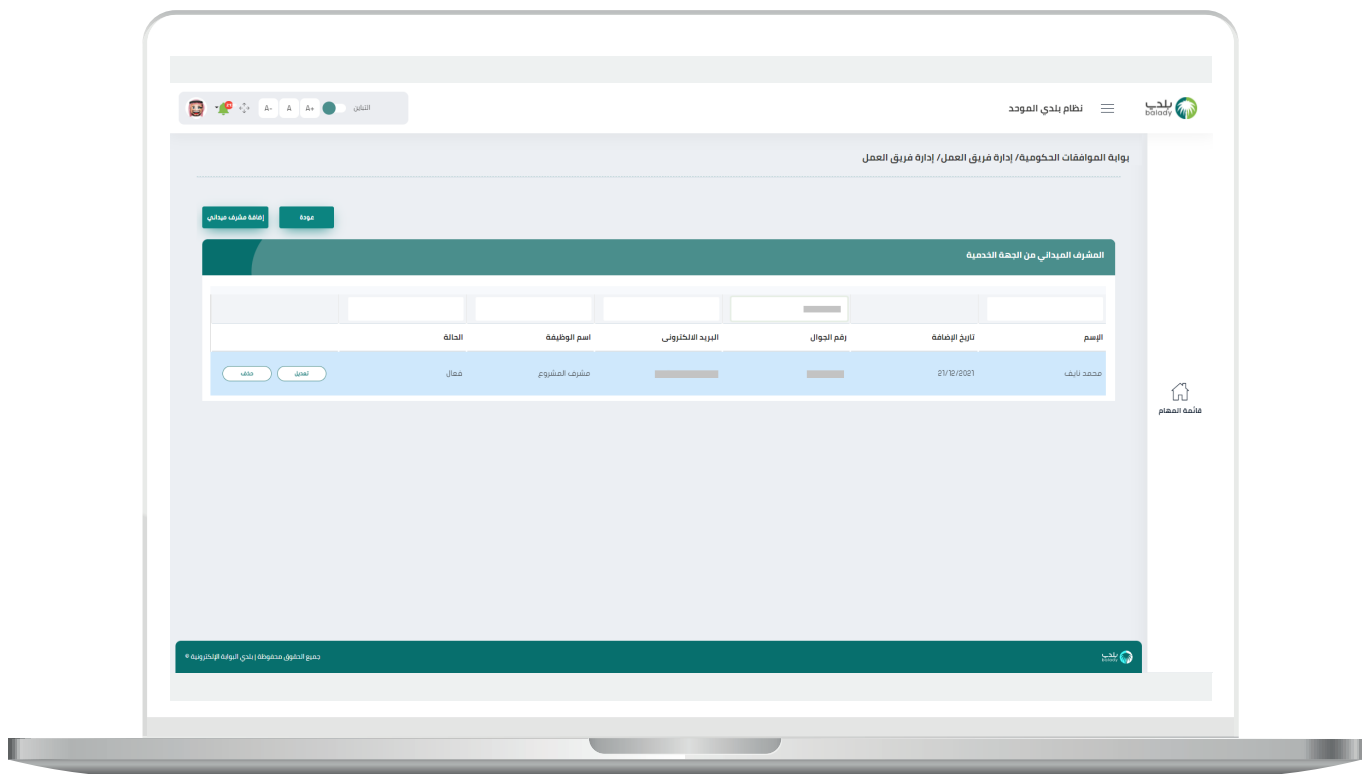
3) After clicking (**Edit**), the full details of the field supervisor appear, allowing users to update editable fields before clicking (**Save**).

4) The user updates the fields in the (**Add/Edit Supervisor**) section, as shown below, and uploads a resume file by clicking (**Choose File**) and selecting the document from their device.
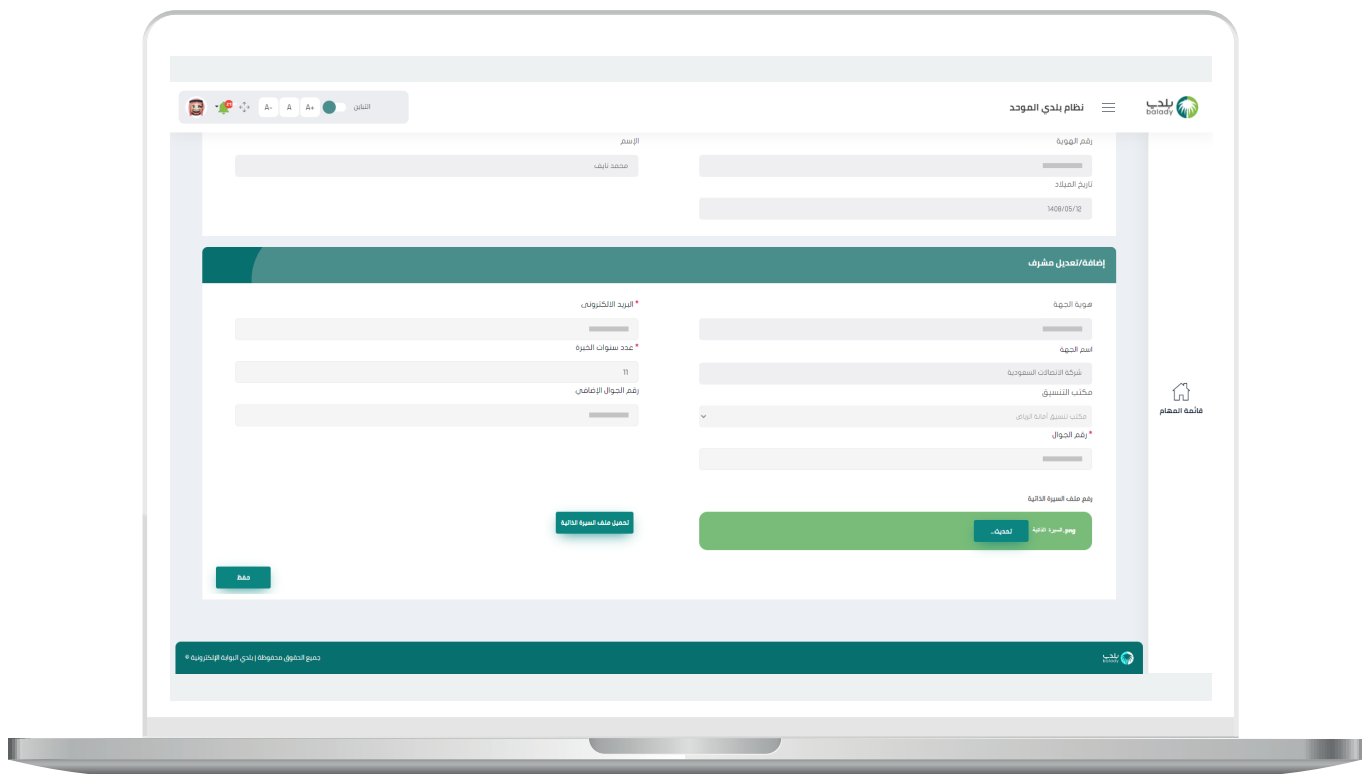
5) Once the resume file is uploaded, it can be downloaded by clicking (**Download Resume File**), as demonstrated in the following image.
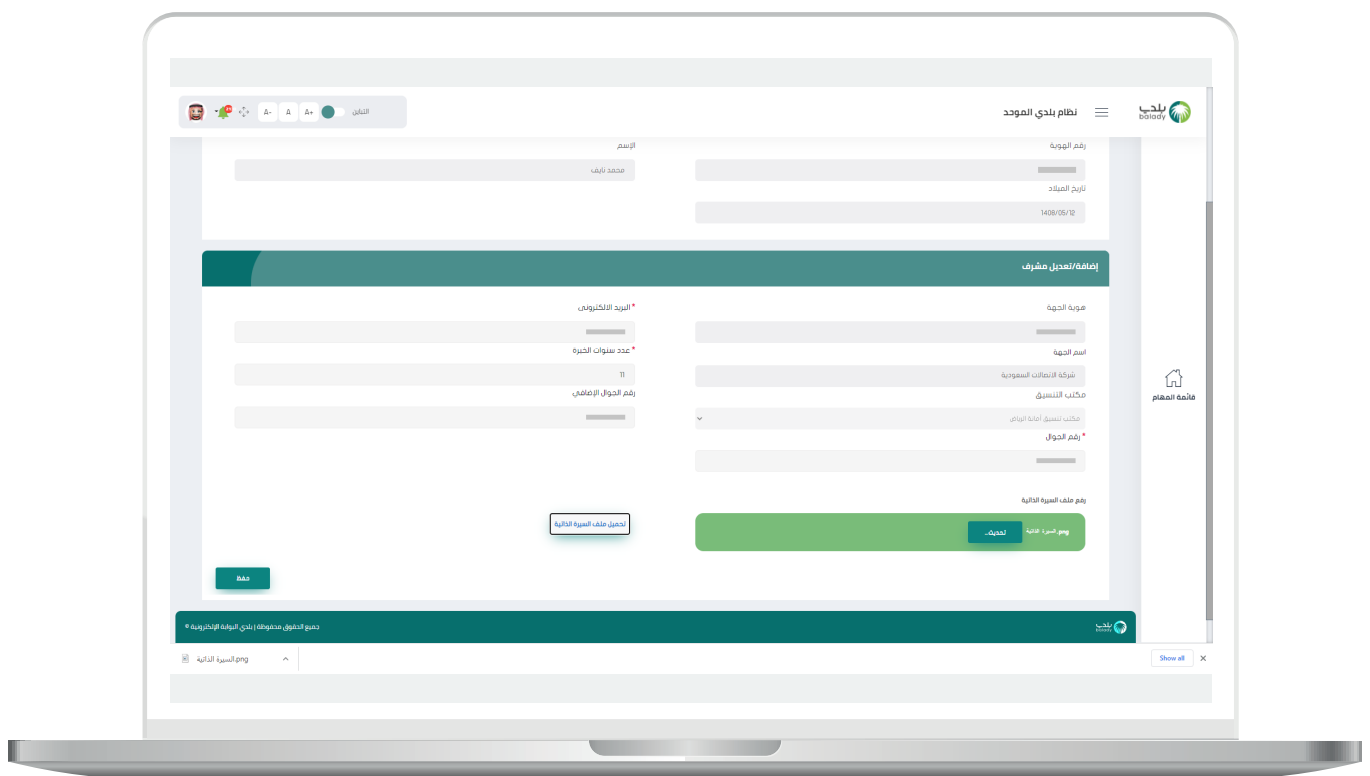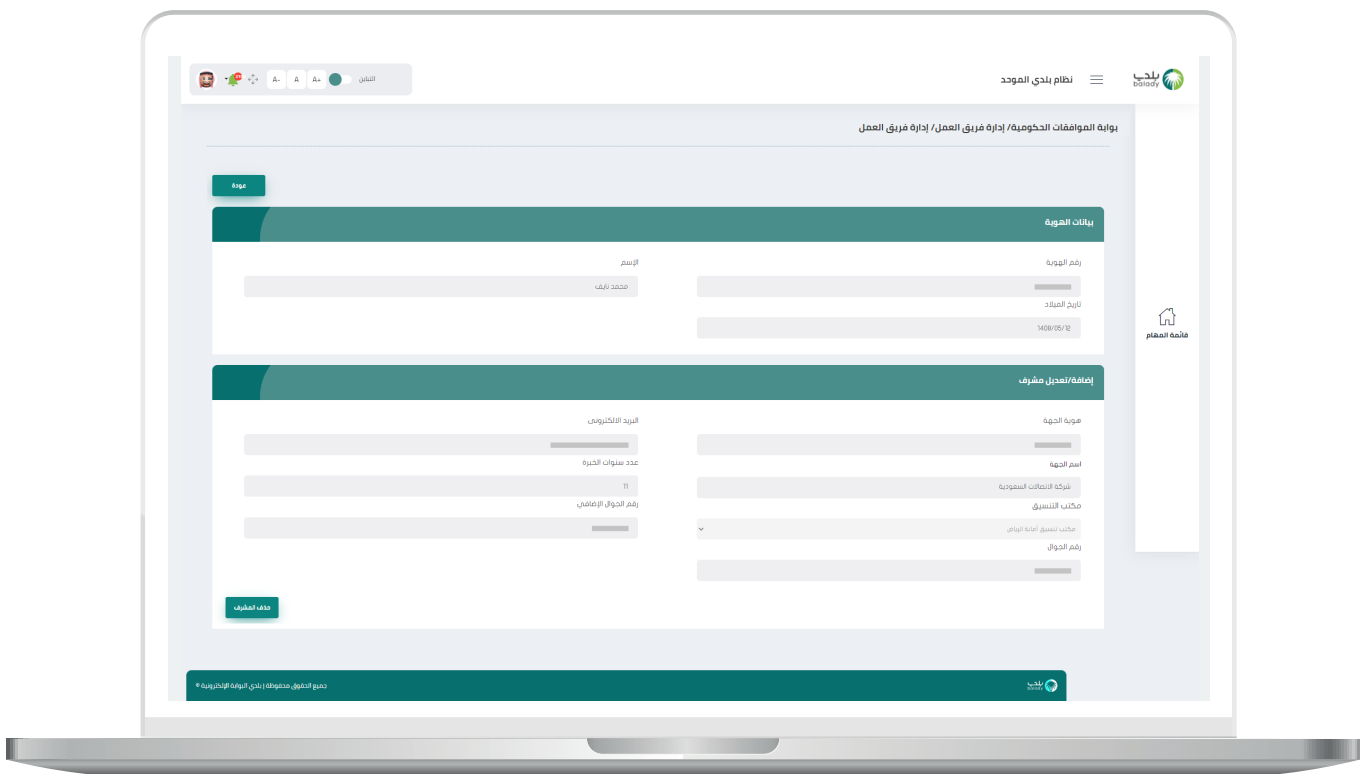
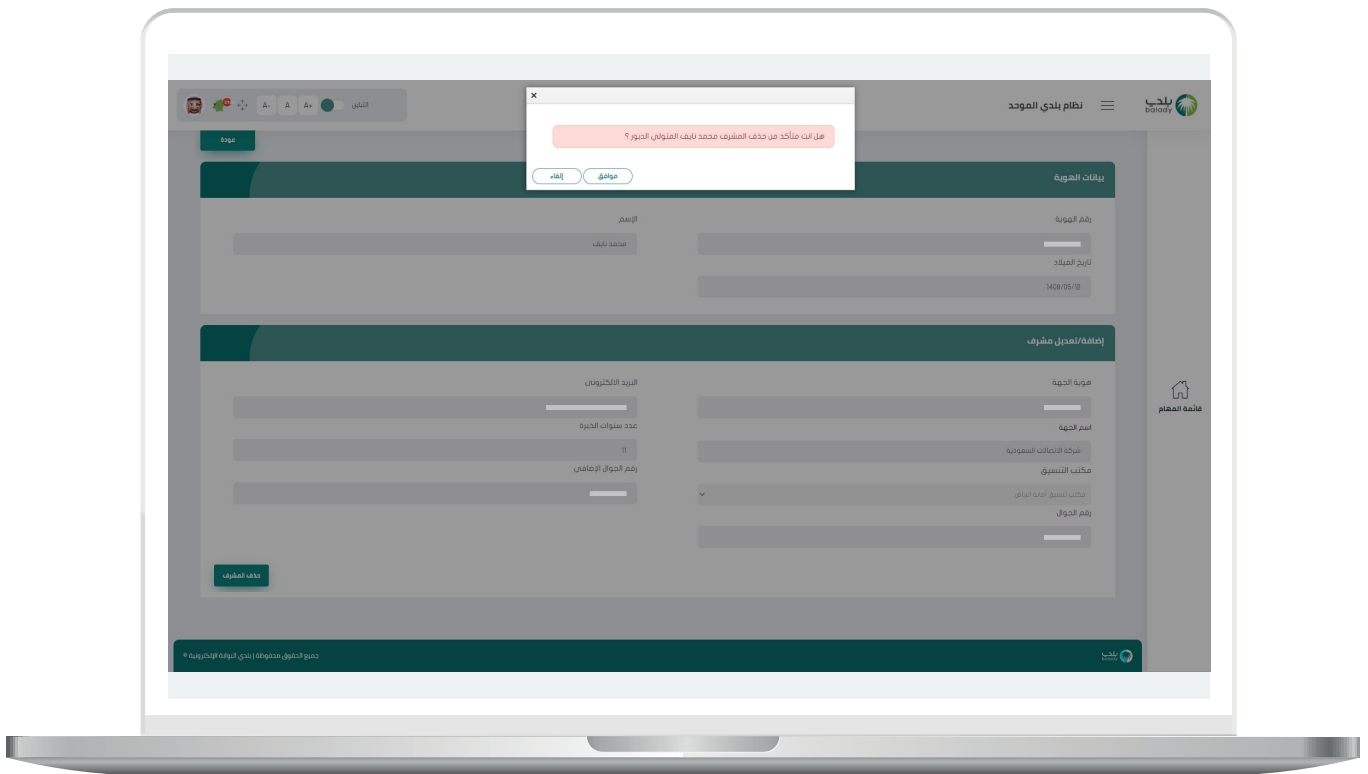6) Clicking (**Save**) confirms the changes successfully, displaying a confirmation message, as shown below.
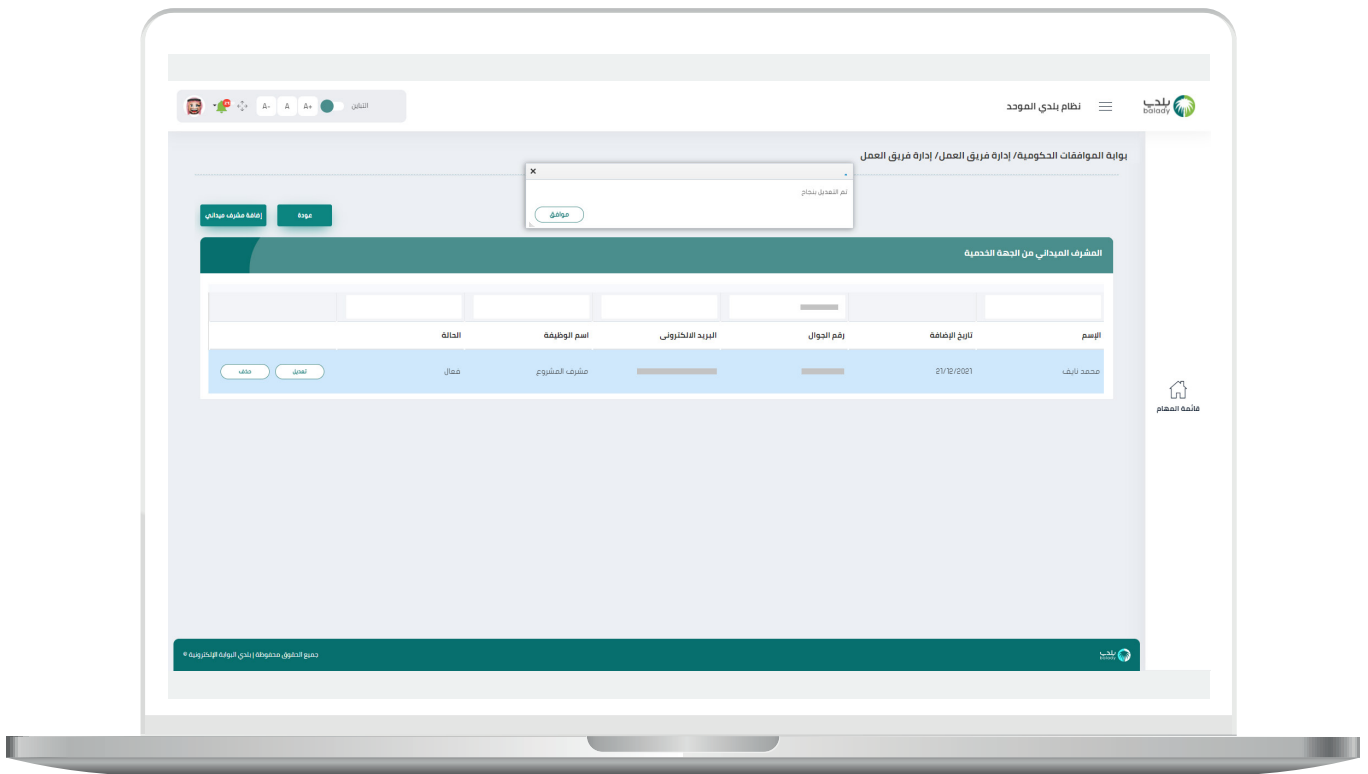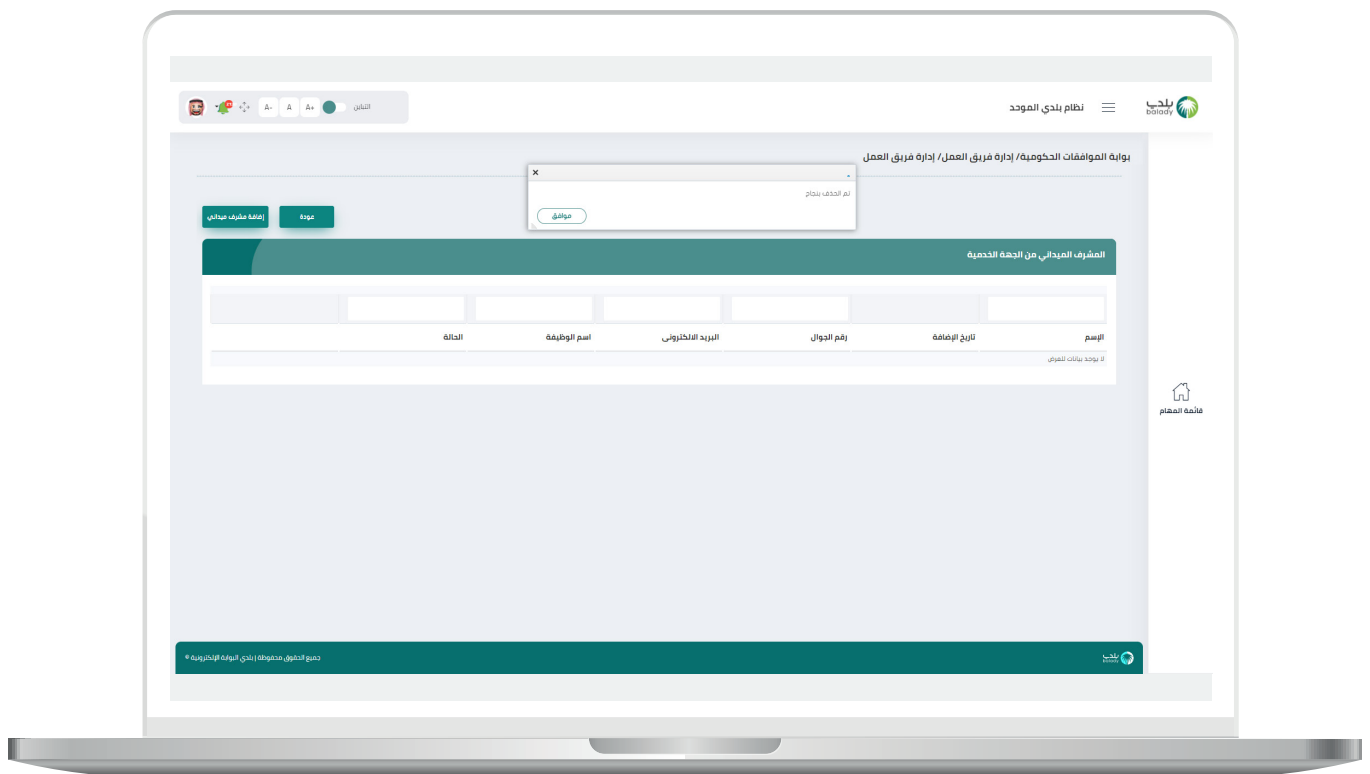
7) Clicking (**Delete**) opens the field supervisor's full details. The user can proceed by clicking (**Delete Supervisor**).

8) After clicking (**Delete Supervisor**), a confirmation prompt appears. The user must click (**Confirm**) to complete the deletion process.

9) Once confirmed, the system deletes the field supervisor successfully and displays a confirmation message, as shown below.

10) Clicking (**Add Field Supervisor**) opens the following screen, where the user must first verify identity information by entering (**ID Number, Date of Birth**) and clicking (**Verify**).
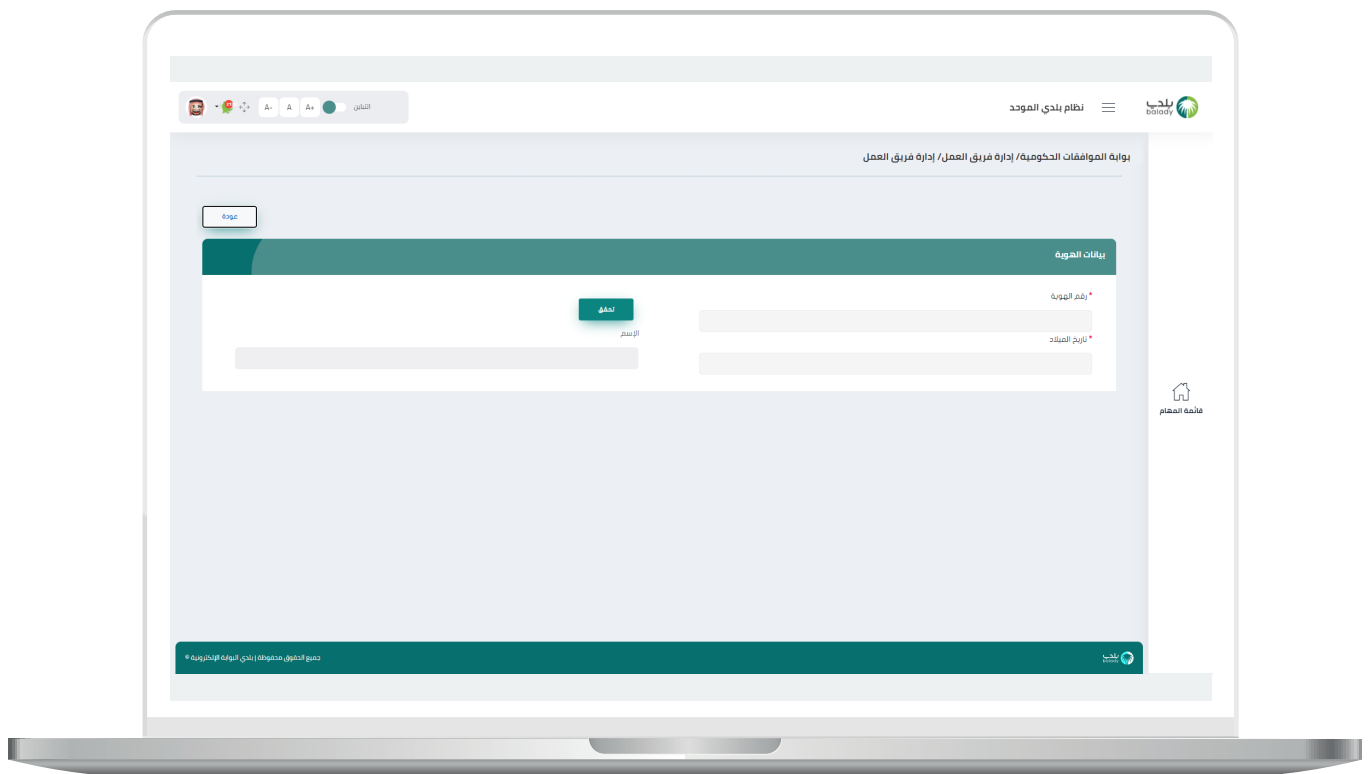
11) If the identity details are valid, the supervisor's name is retrieved, and the user can proceed to fill in the required fields in the (**Add/Edit Supervisor**) section.

12) The user completes the fields (**Email, Years of Experience, Mobile Number, Additional Mobile Number**) and uploads a resume file using (**Choose File**) before selecting it from their device.
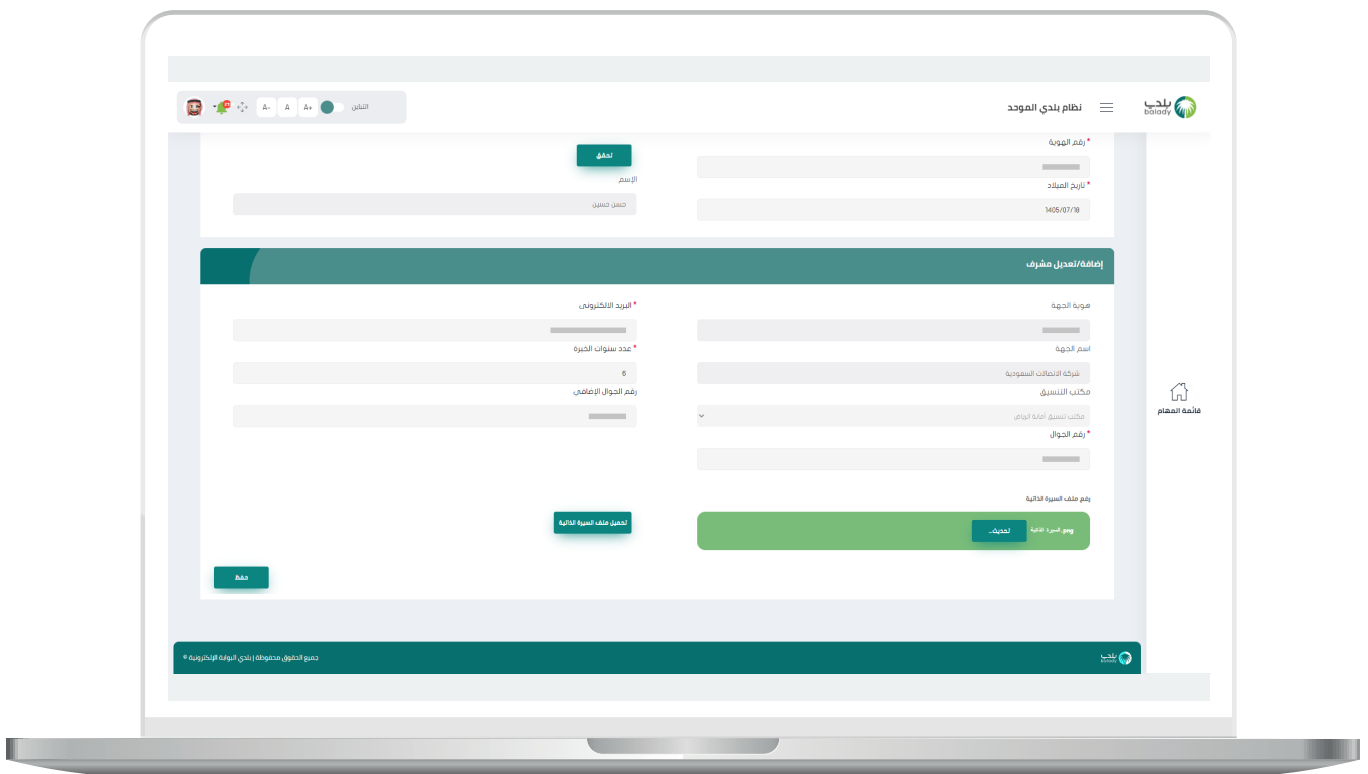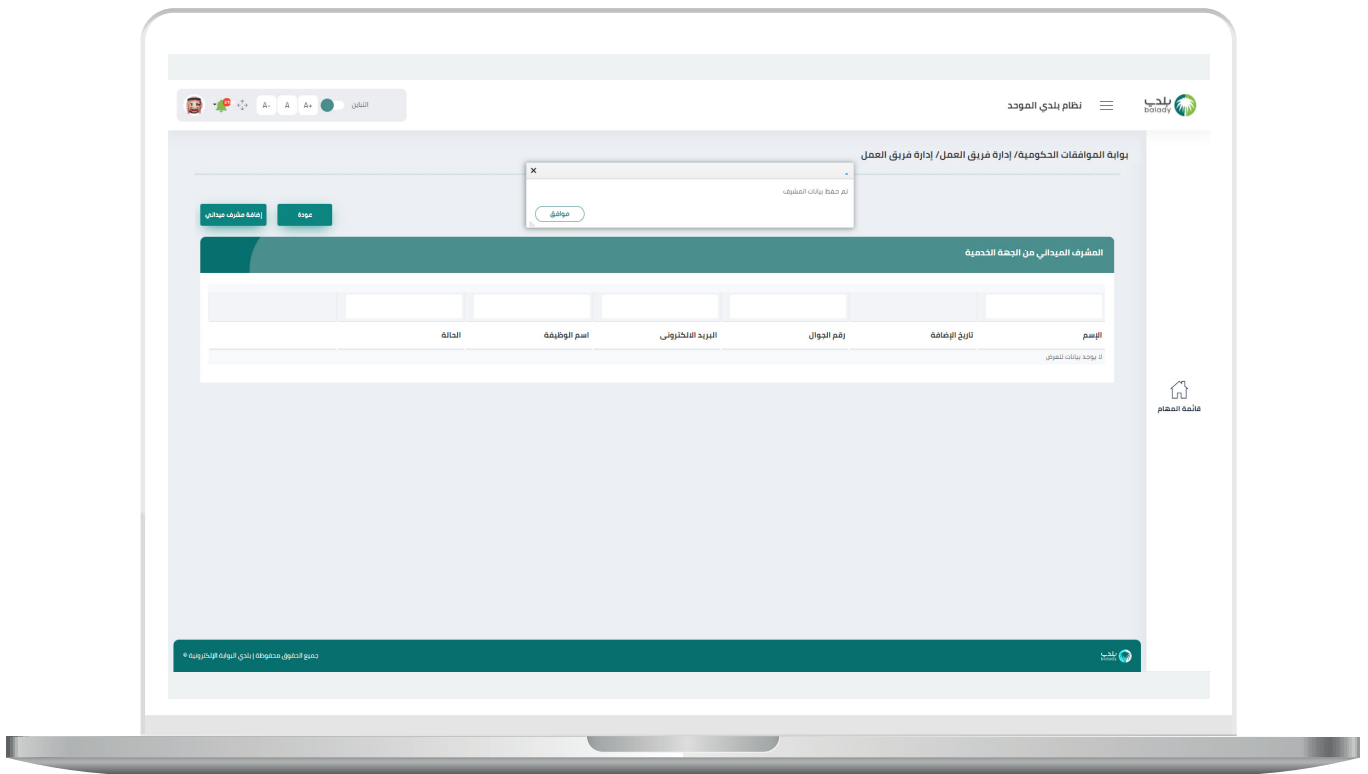
13) Once the resume file is uploaded, it can be downloaded by clicking (**Download Resume File**), as demonstrated in the following image.

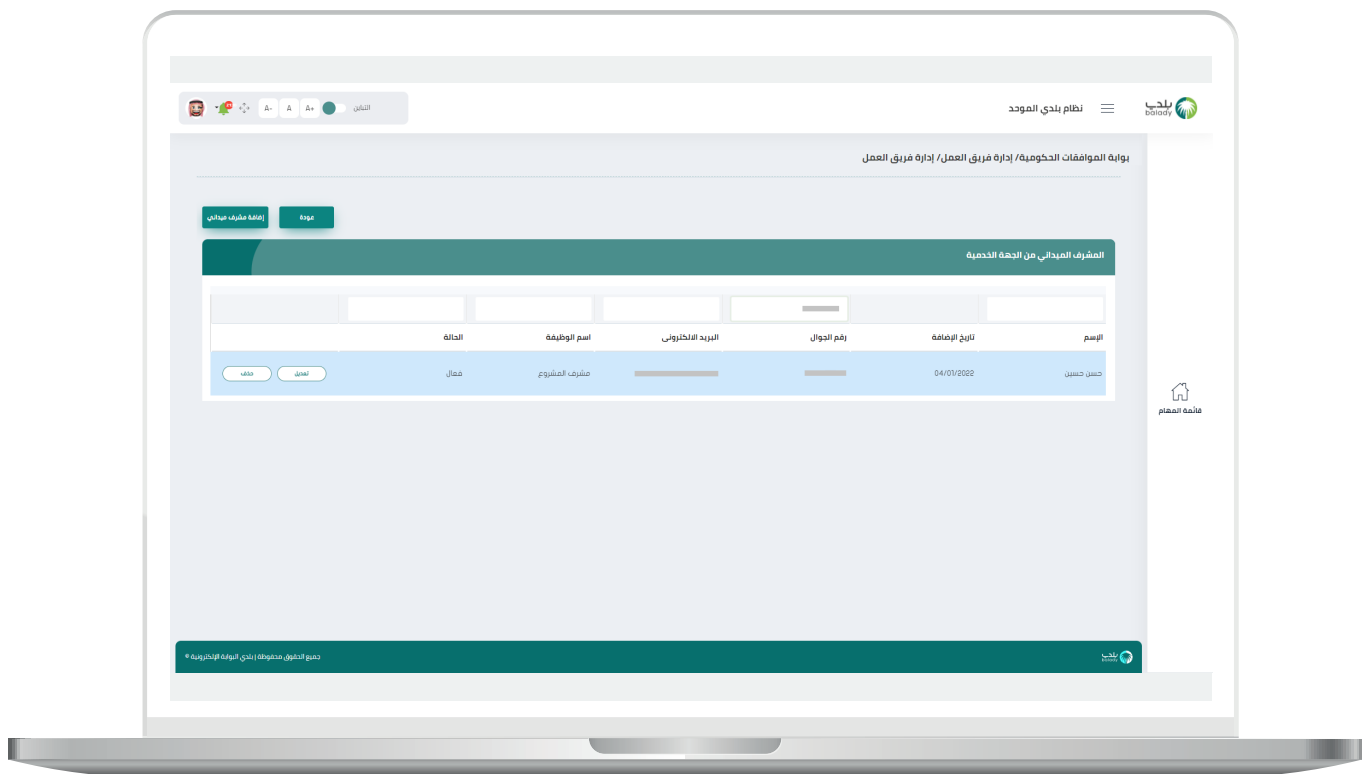After entering all required field values, the user clicks (**Save**).
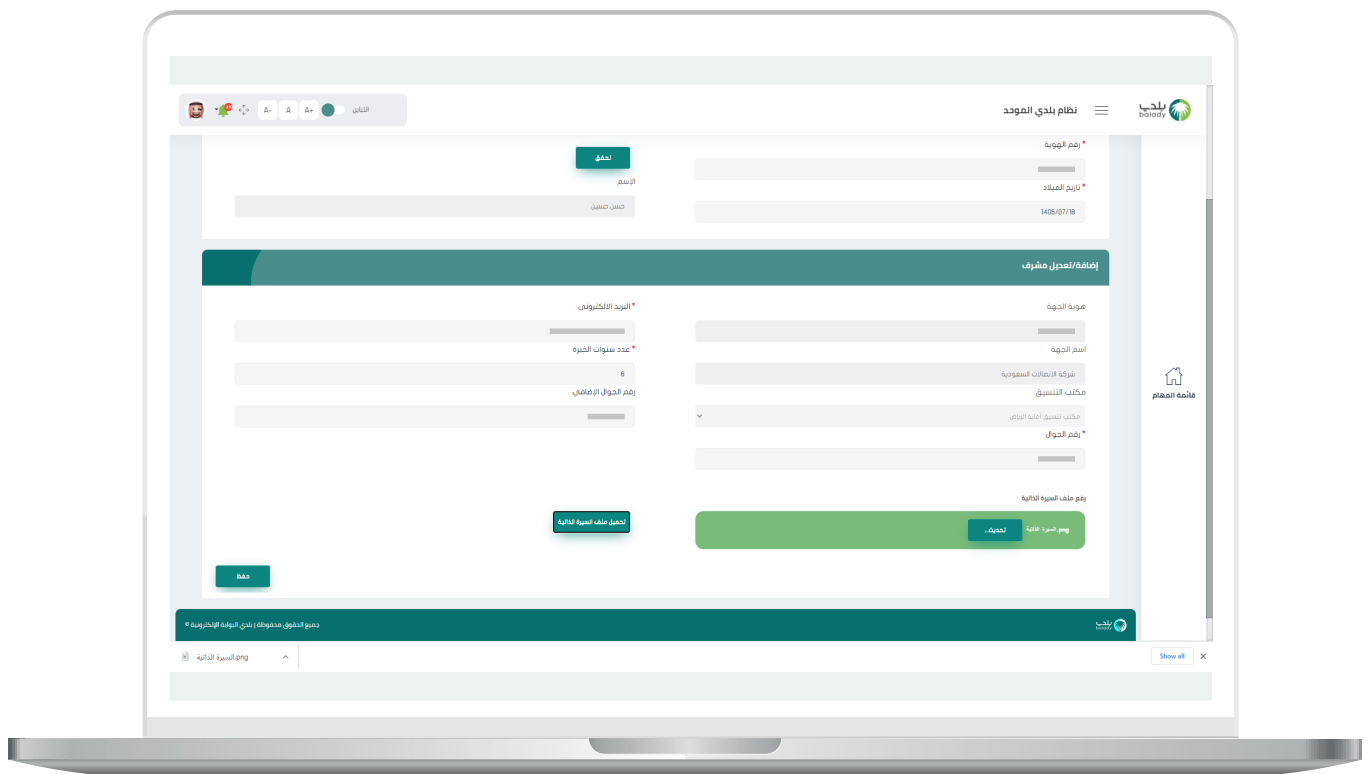
14) The field supervisor is successfully added, and a confirmation message appears, as shown below.
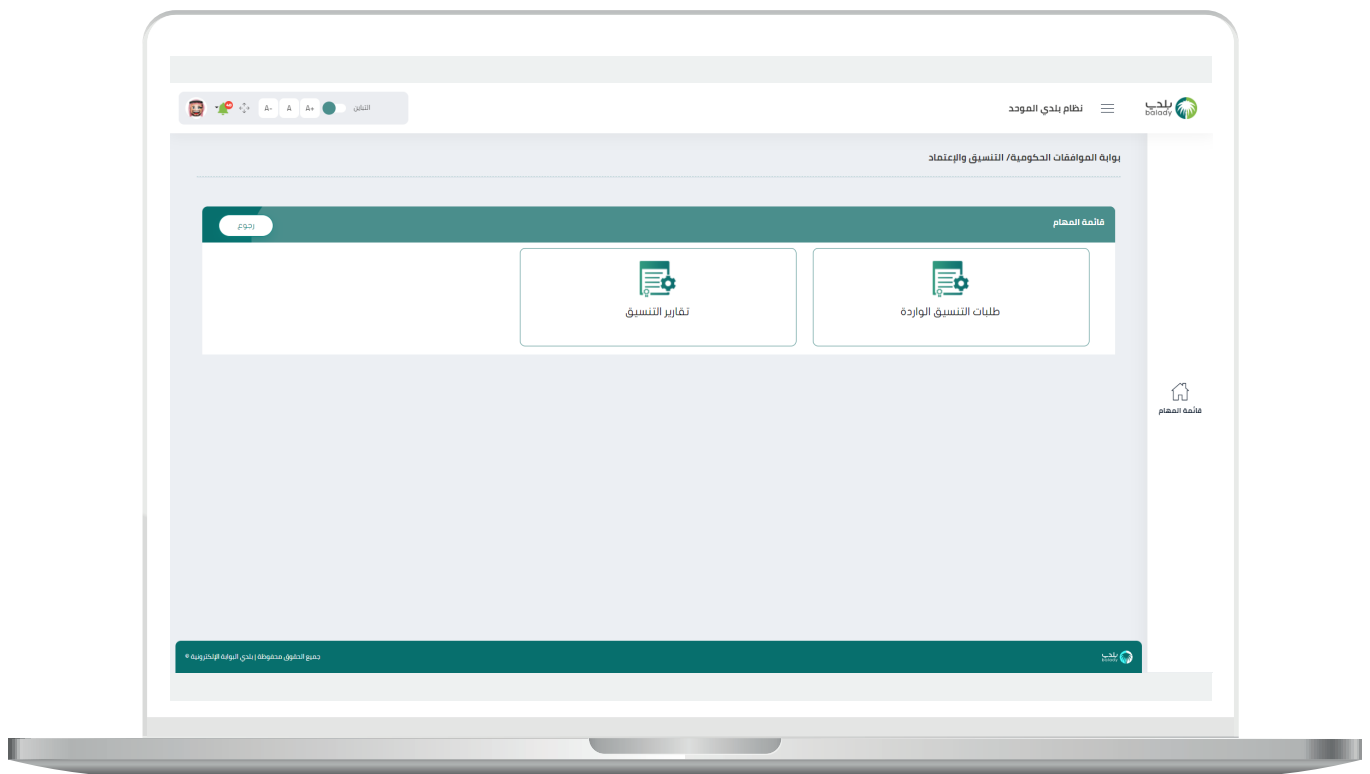
15) After searching for the newly added supervisor, the record appears in the search results, as shown in the following image.

Coordination and Approval

After accessing this functional role, the following task list appears, including (**Incoming Coordination Requests, Coordination Reports**), as shown below.

Incoming Coordination Requests

1) The system displays all incoming coordination requests. The user can search for a specific request by entering values in one or more of the following search fields: (**Request Number, Service Entity, Work Order Number, Permit Number, Main Contractor, Main Consultant**) and then clicking (**Search**).

Additional search options can be accessed via (**Additional Search Options**), and search criteria can be cleared using (**Clear Search**).
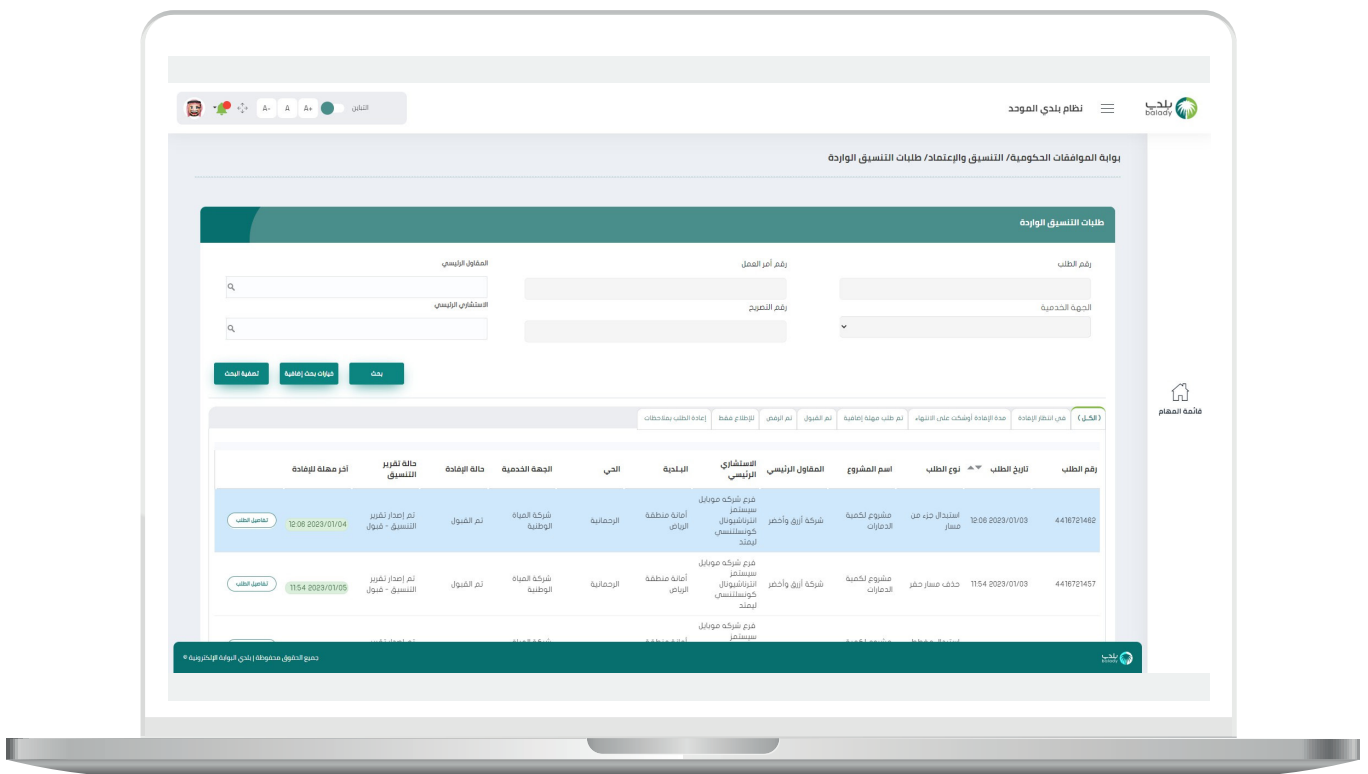
2) Clicking (**Additional Search Options**) reveals more search fields, including (**Project Name, Request Type, Municipality, Coordination Report Status, District, Last Response Deadline (From Date - To Date)**).
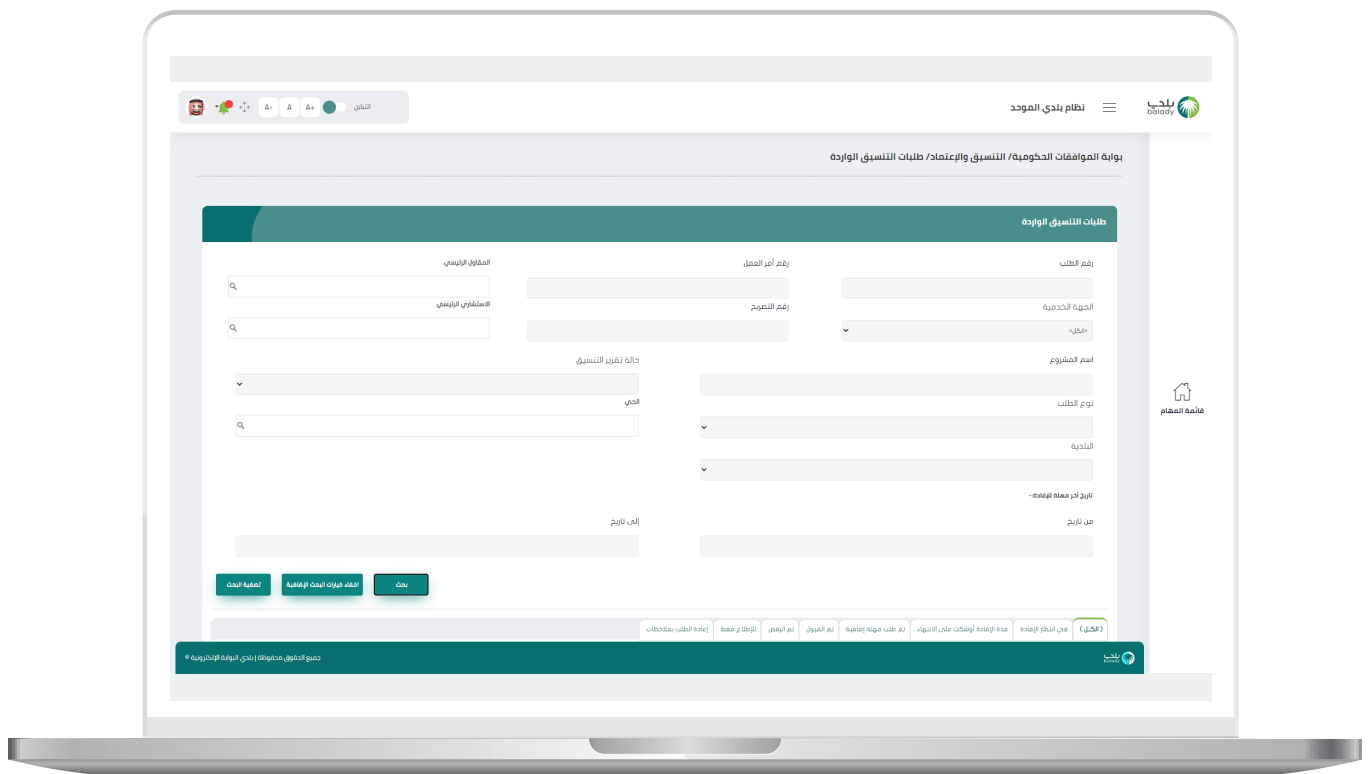
3) After entering search values and clicking (**Search**), the search results are displayed.

The user can filter results based on response status by selecting one of the following categories in the results table: (**All, Awaiting Response, Response Deadline Approaching, Additional Time Requested, Accept-ed, Rejected, View Only, Request Resubmitted with Comments**).
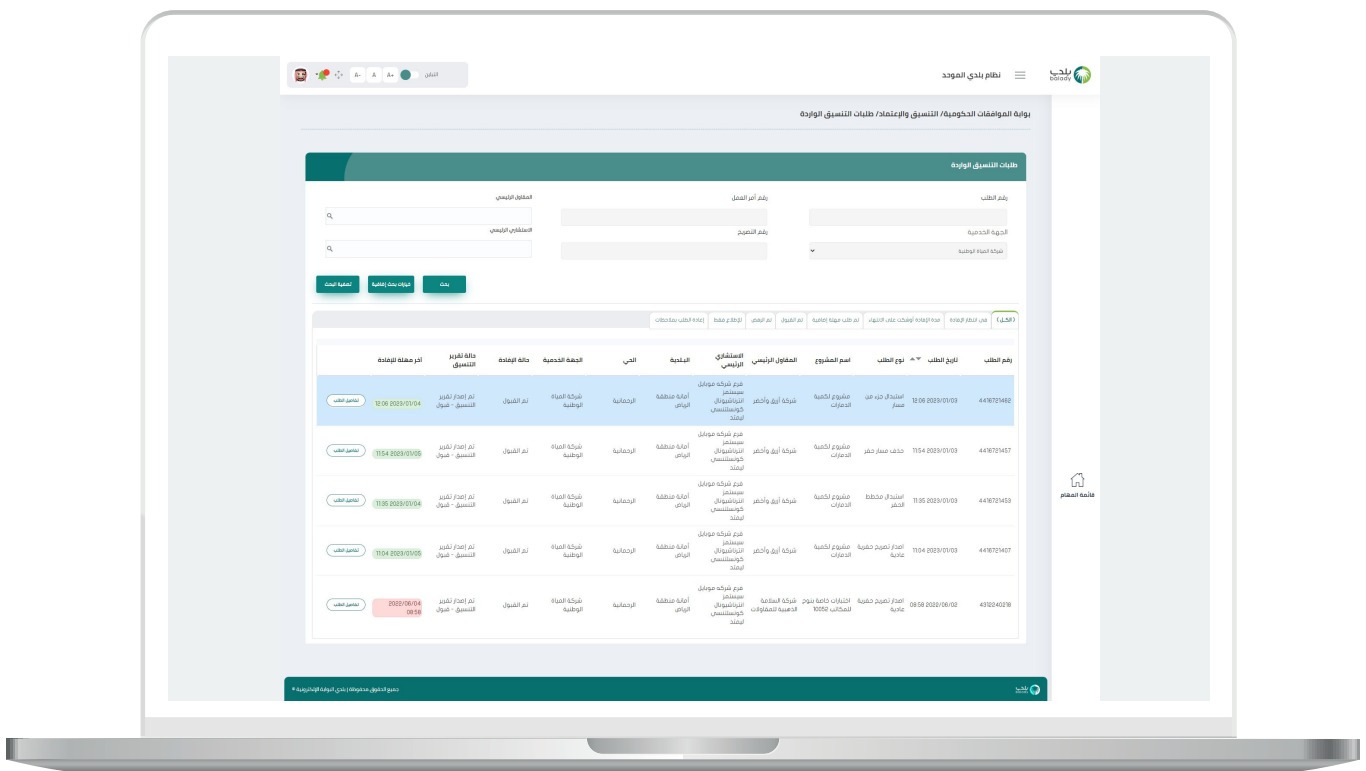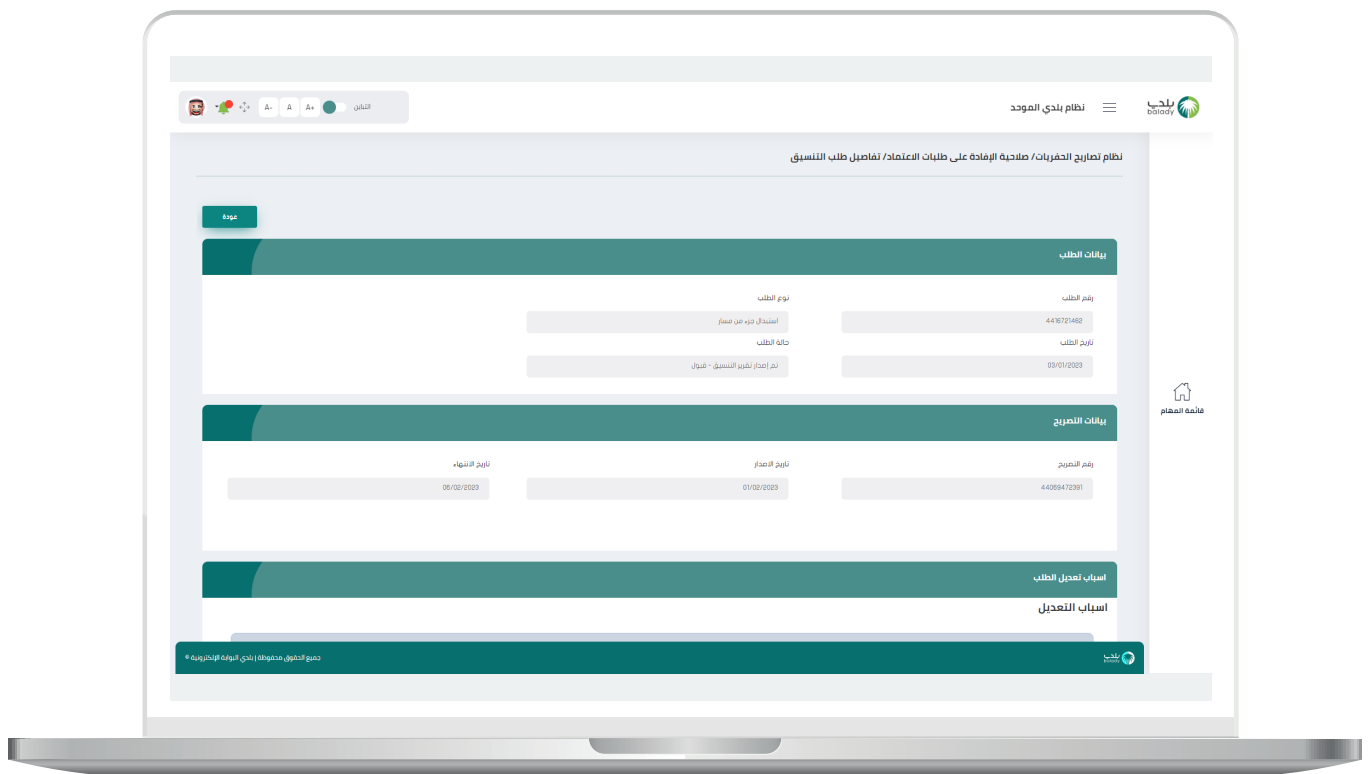
4) Example: Filtering search results by selecting (**Accepted**).

The user can view request details by clicking (**Request Details**).
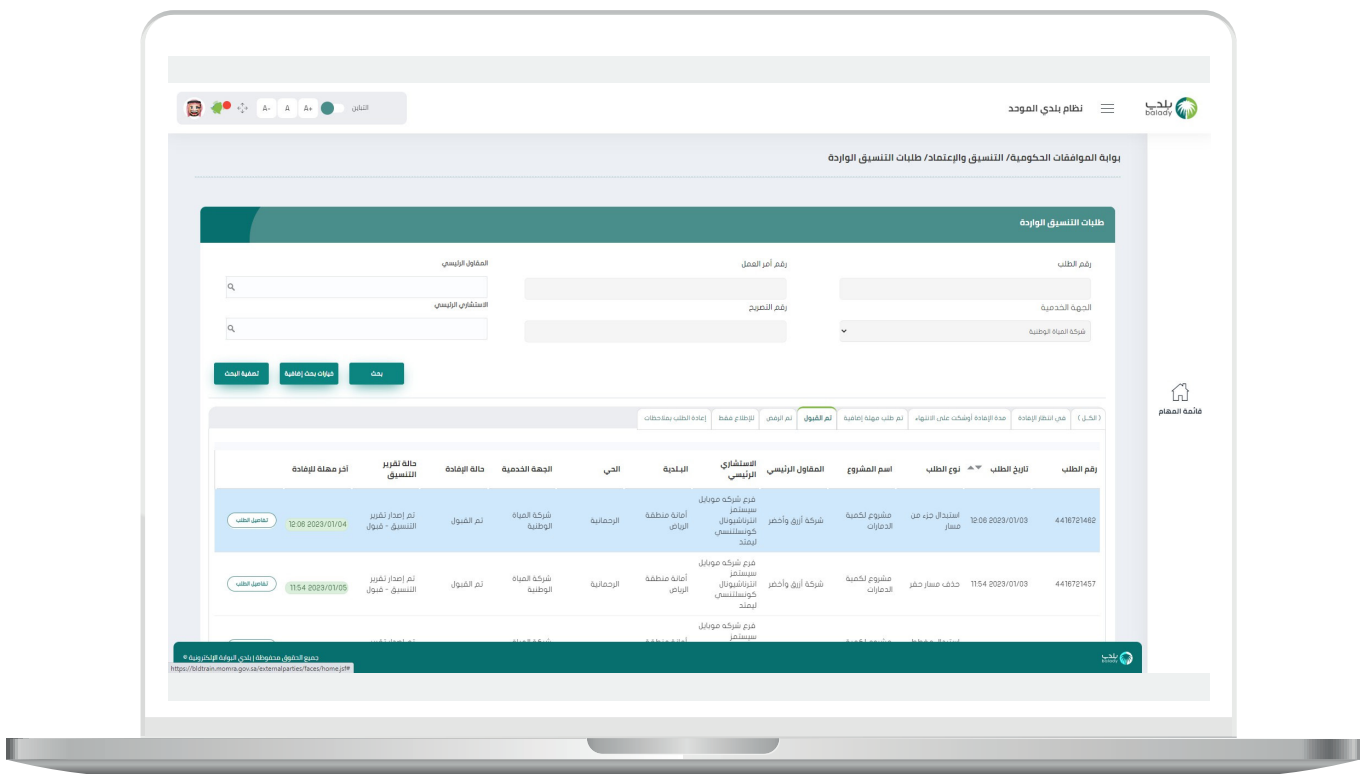
5) Clicking (**Request Details**) displays the first section of the (**Request Details**) screen, including (**Request Data, Permit Data, Service Entity Data**).
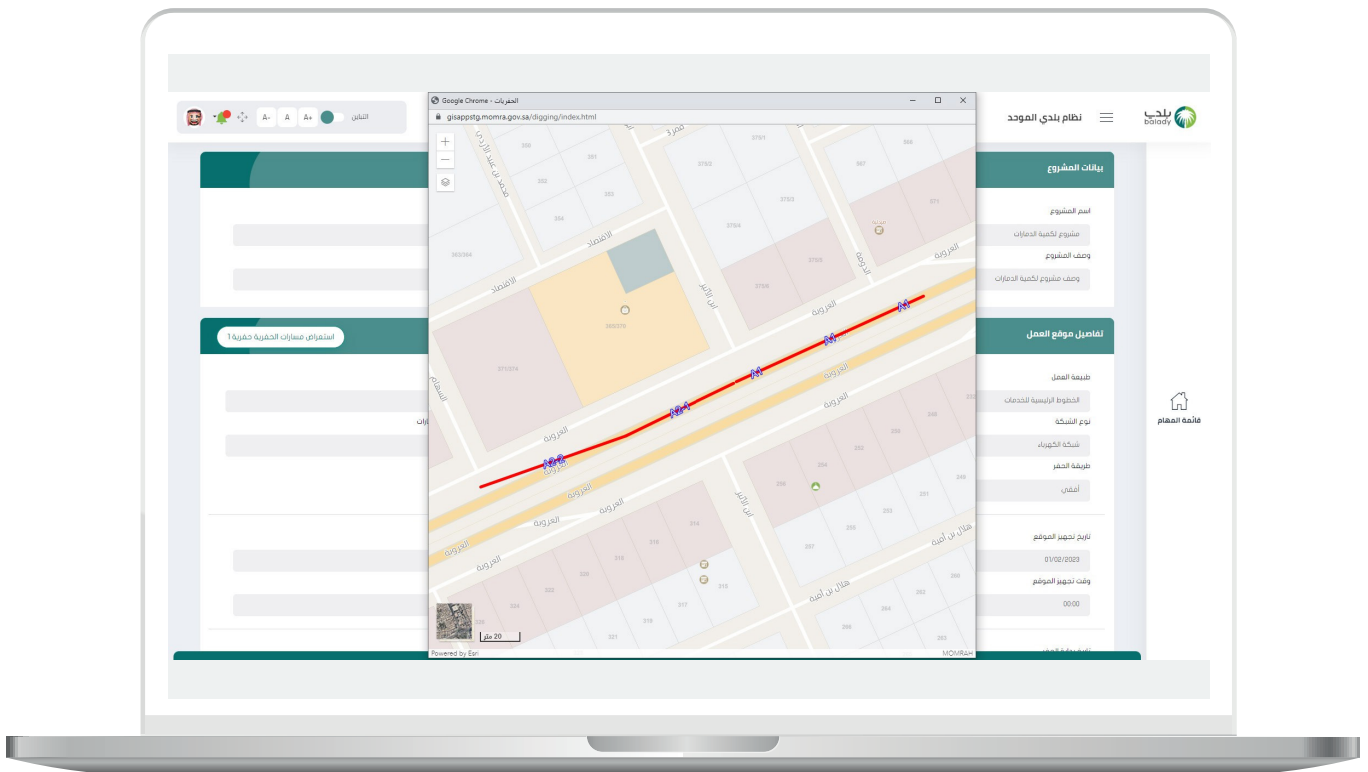
6) The next section of the (**Request Details**) screen includes (**Project Data, Work Site Details**).

The user can view excavation routes by clicking (**View Excavation Routes**).
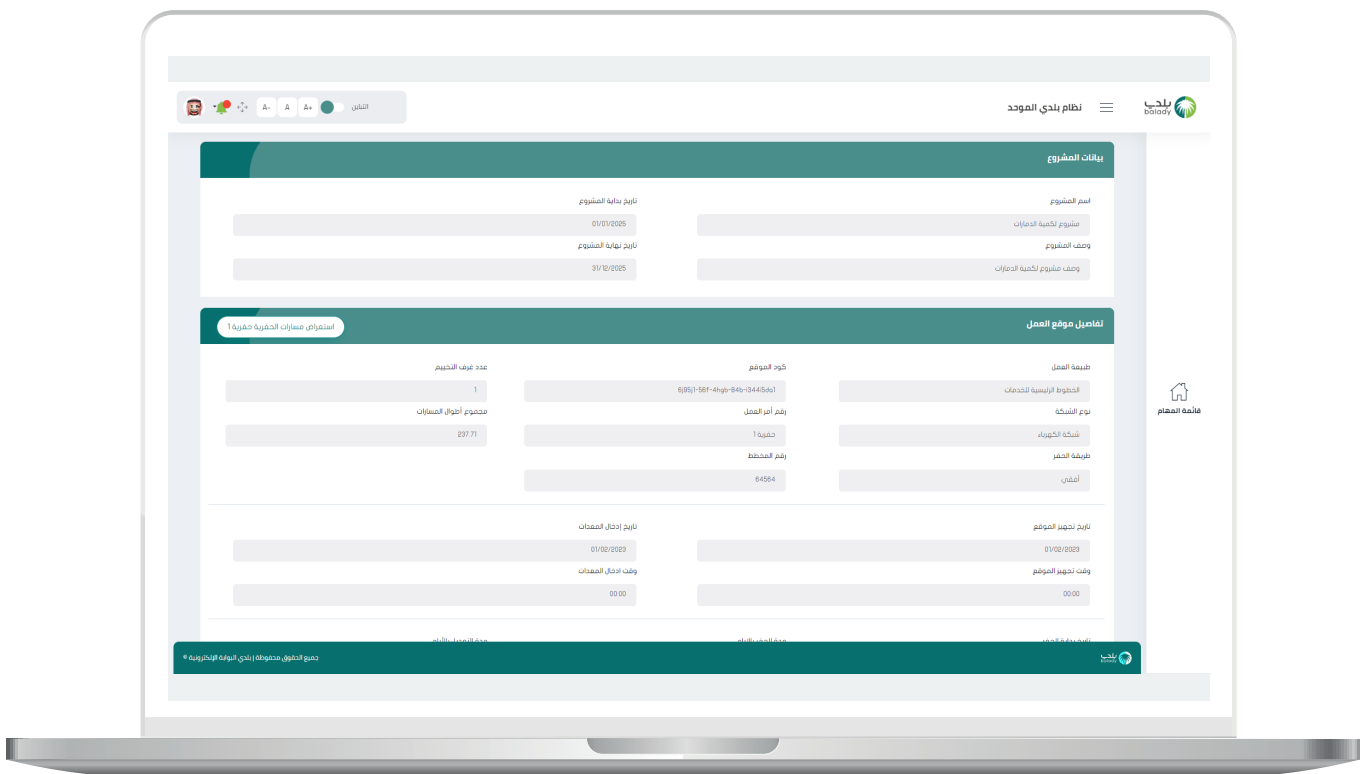
7) Clicking (**View Excavation Routes**) displays excavation routes as shown below.

8) The third section of the (**Request Details**) screen allows users to view intersecting/nearby routes by clicking (**Intersecting/Nearby Routes**) and view street data by clicking (**Street Data**).
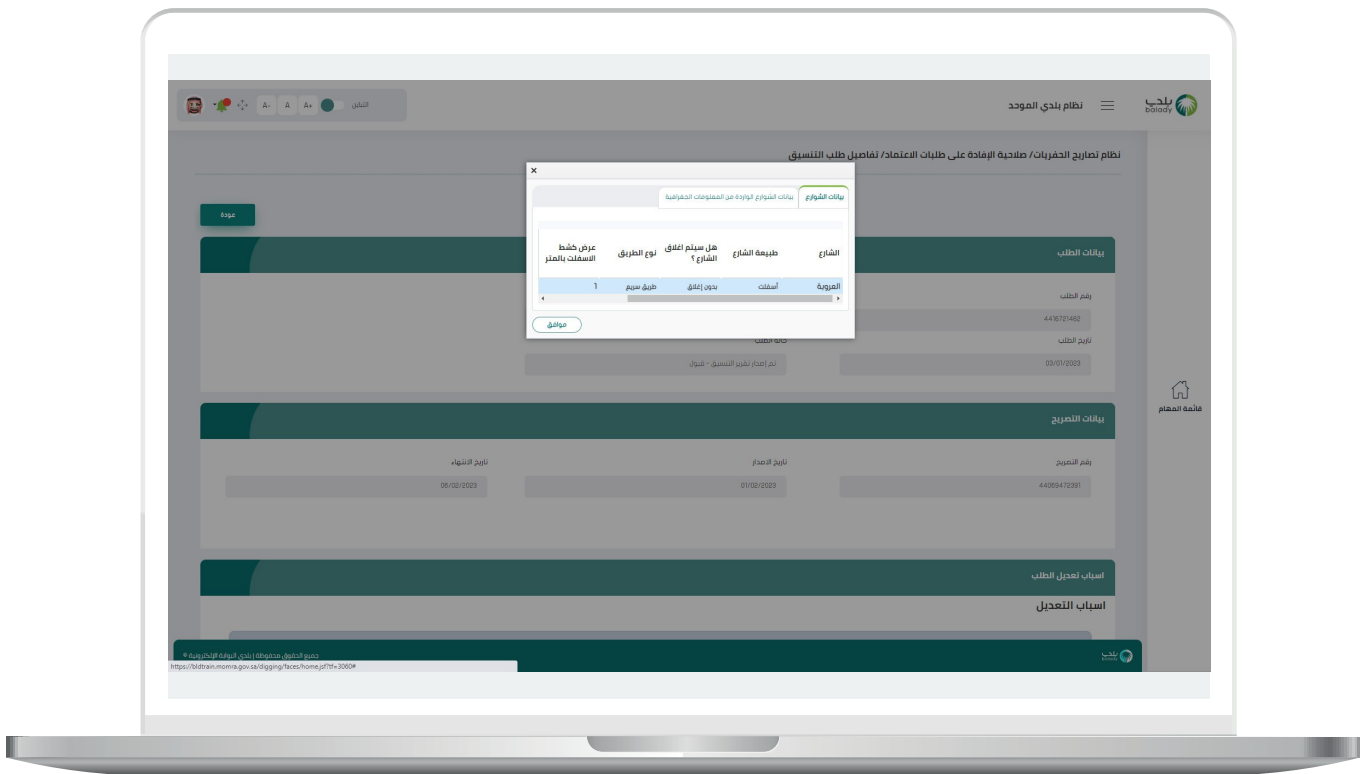
Note: The (**Fee Value**) appears only for users assigned as (**Coordination Office**).
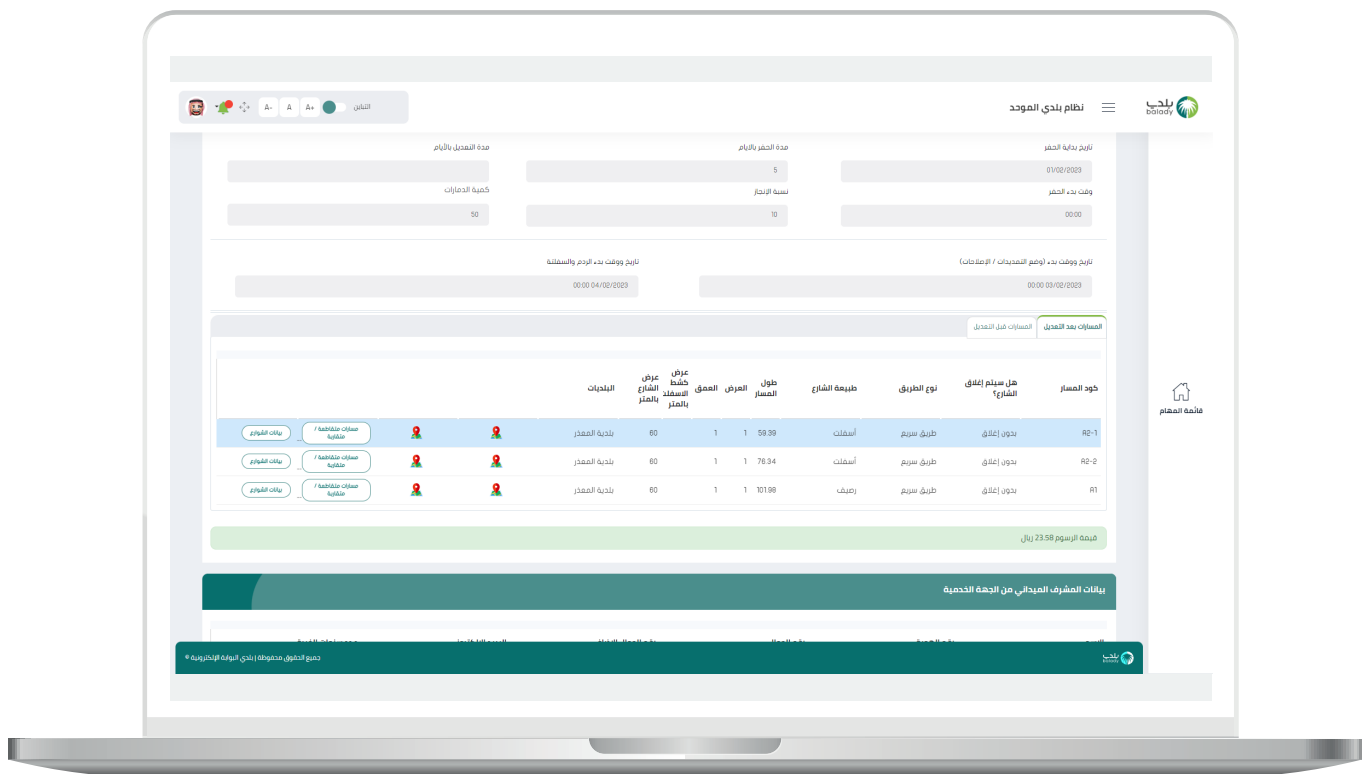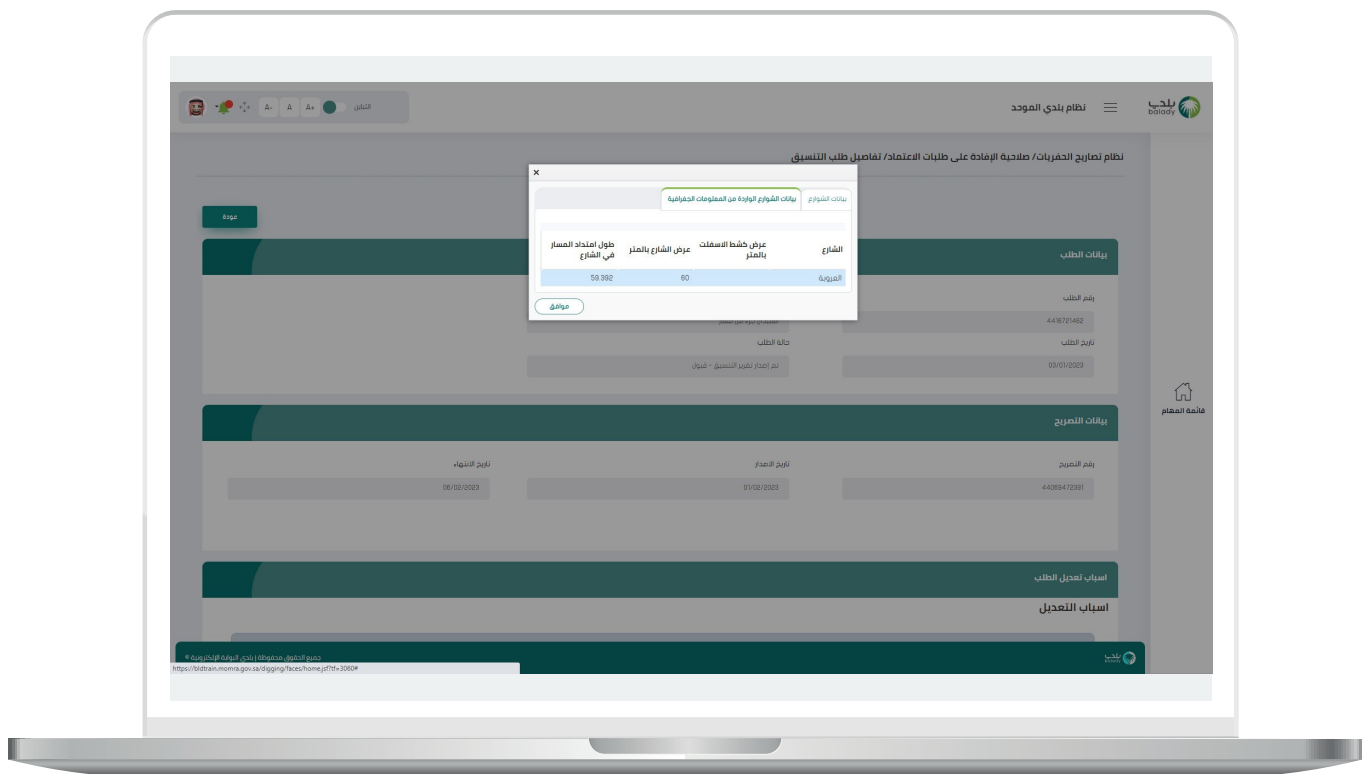
9) Clicking (**Intersecting/Nearby Routes**) displays a message with details about intersecting routes.
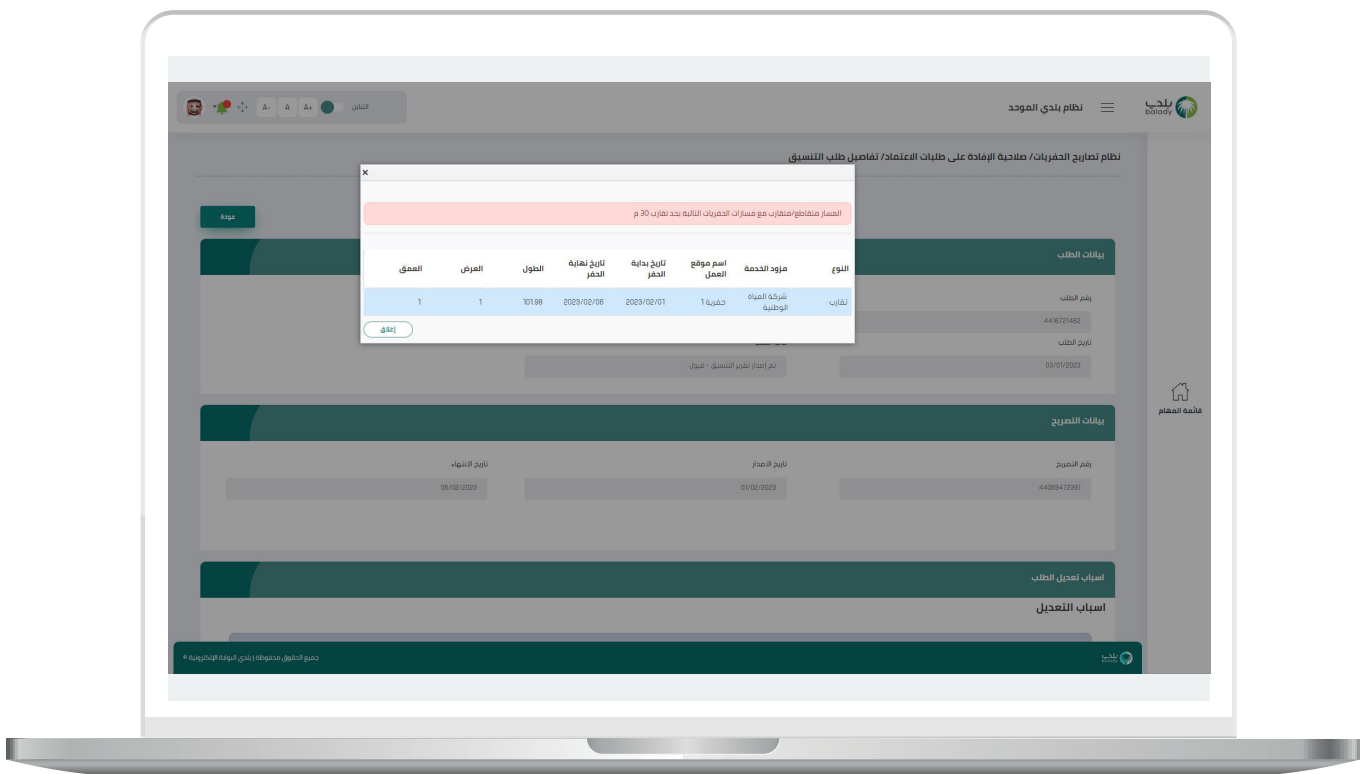
10) After clicking on (**Street Data**), a small pop-up screen is displayed as shown below, containing two lists, one showing street data.

11) The second list displays street data retrieved from geographic information.

12) The following screen represents the fourth section of (**Request Details**), which includes (**Consulting Engineering Office Data**), (**Contractor Data, Request Attachments**).
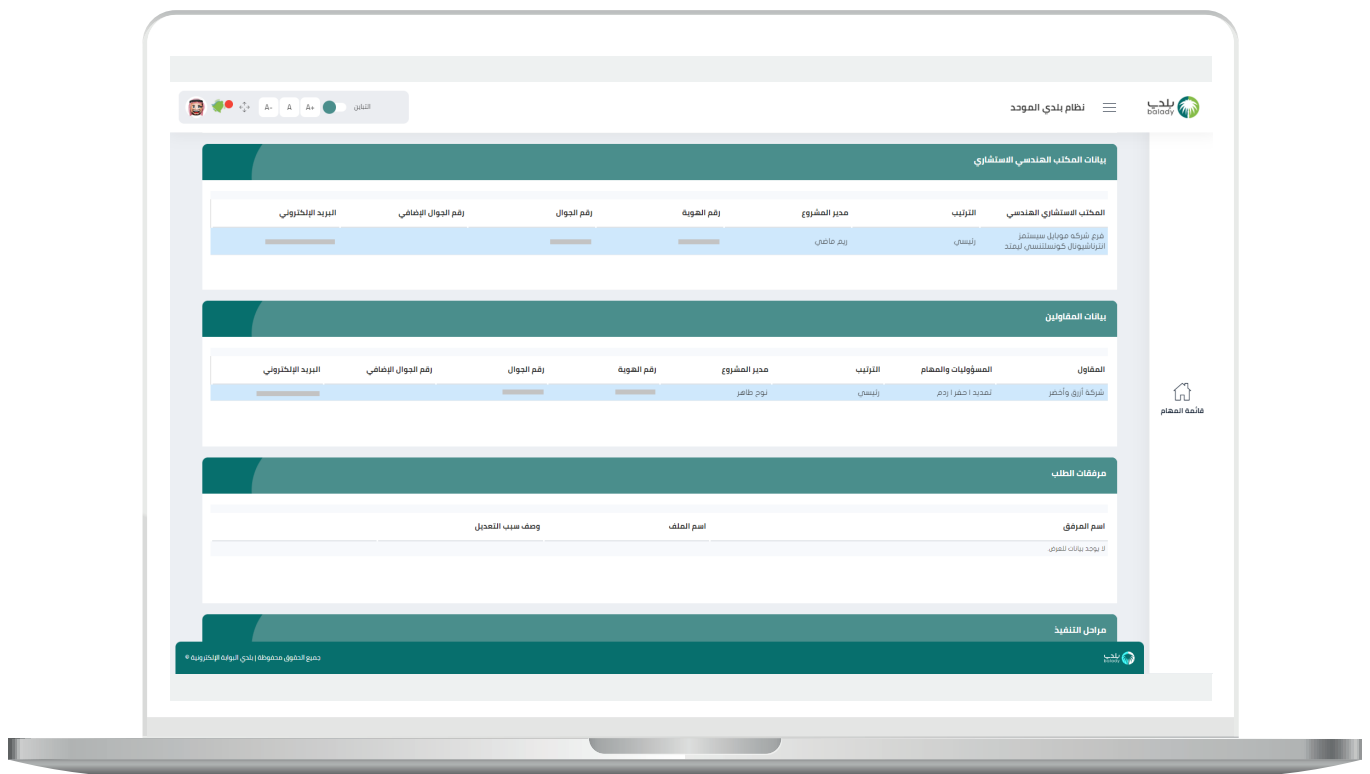
13) The following screen represents the fifth section of (**Request Details**), which includes (**Execution Stages**). The button (**Requests Approved on the Same Permit**) allows viewing approved requests related to the same permit if actions such as (**Extension, Renewal, etc.**) have been performed.
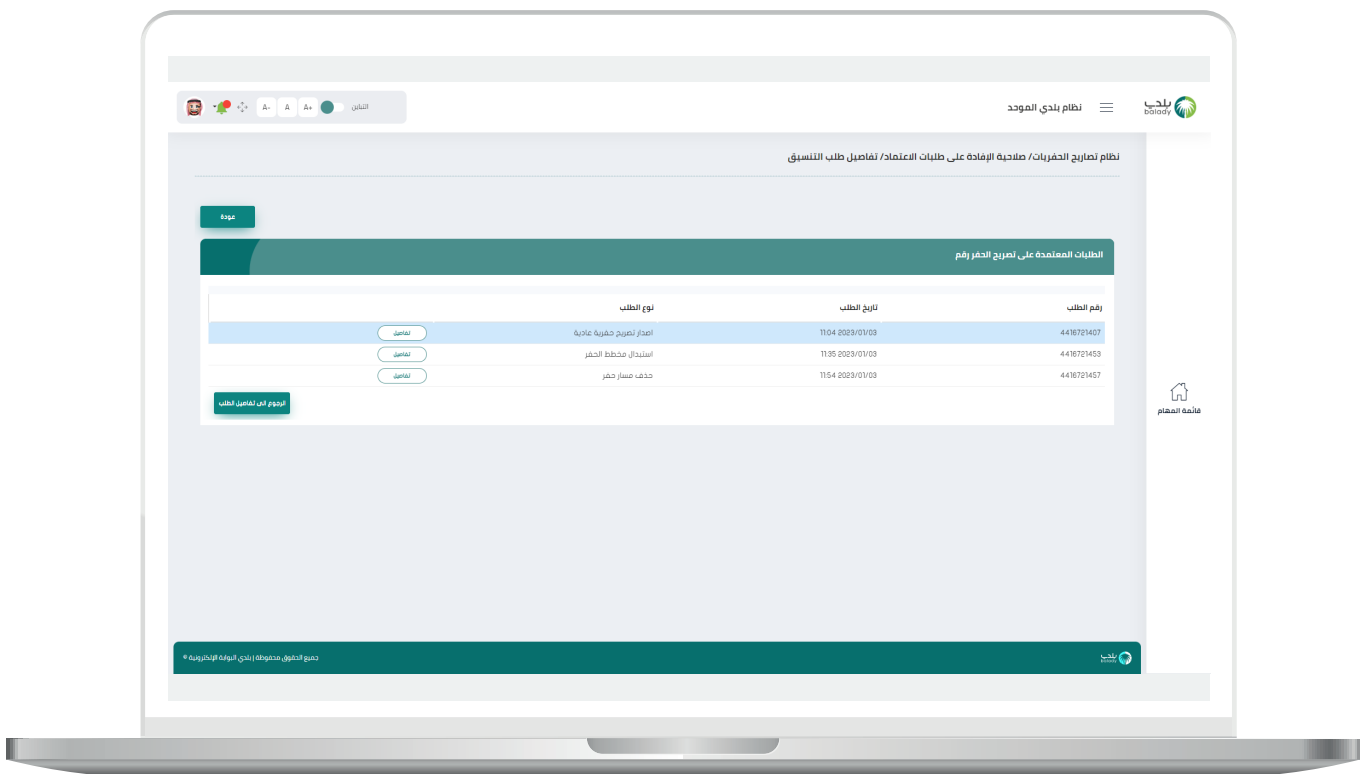
The user can proceed to the next screen by clicking (**Next**).
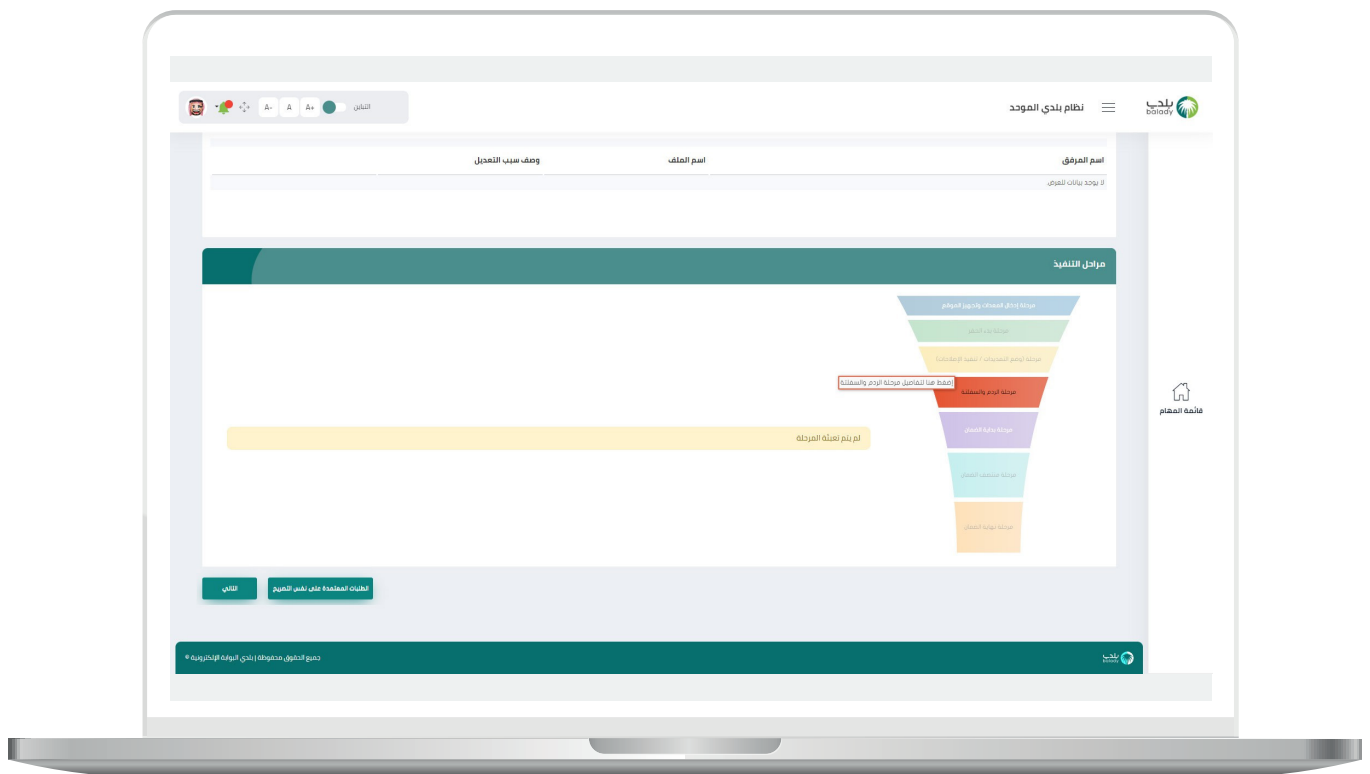
14) After clicking on (**Requests Approved on the Same Permit**), the following screen is displayed, showing the actions performed on the permit.

The details of each action can be viewed using the (**Details**) button.

15) After clicking (**Next**), the following screen is displayed, showing comments from other entities regarding the permit.
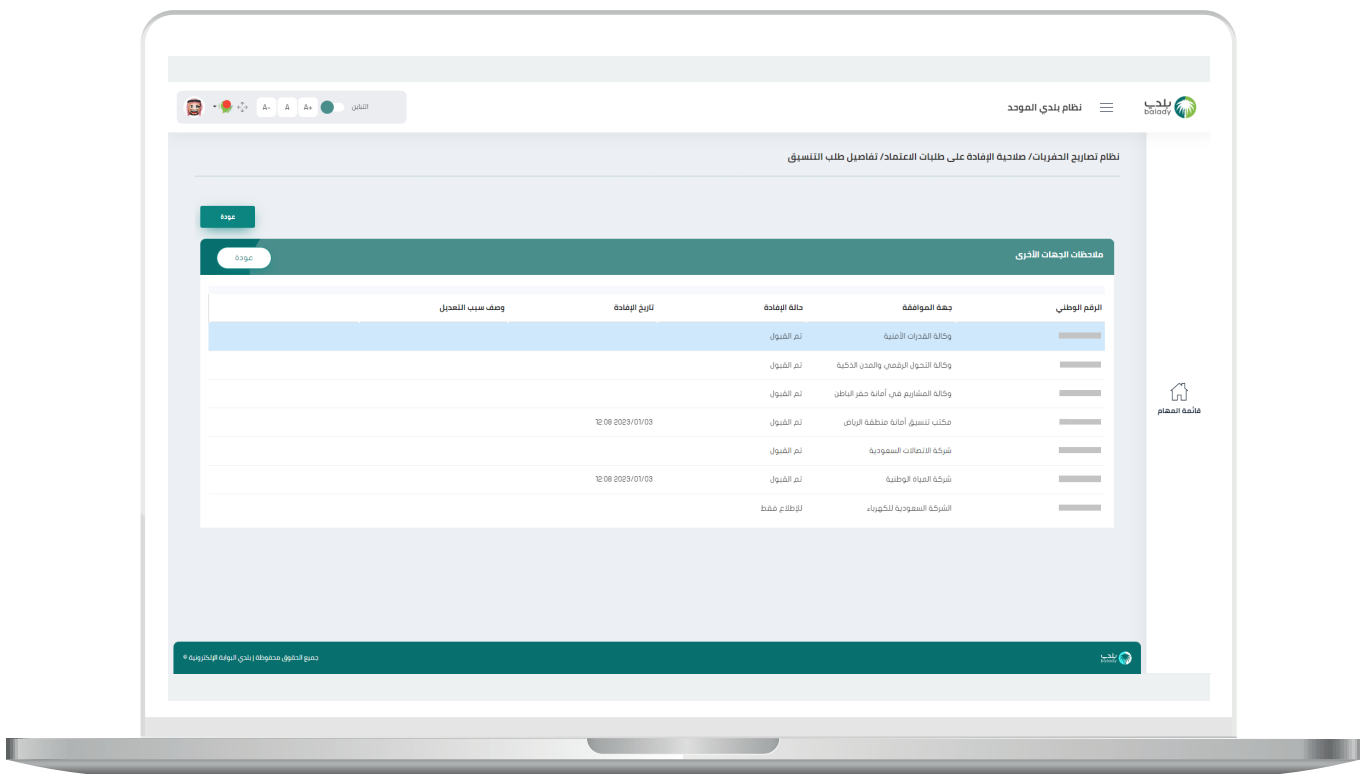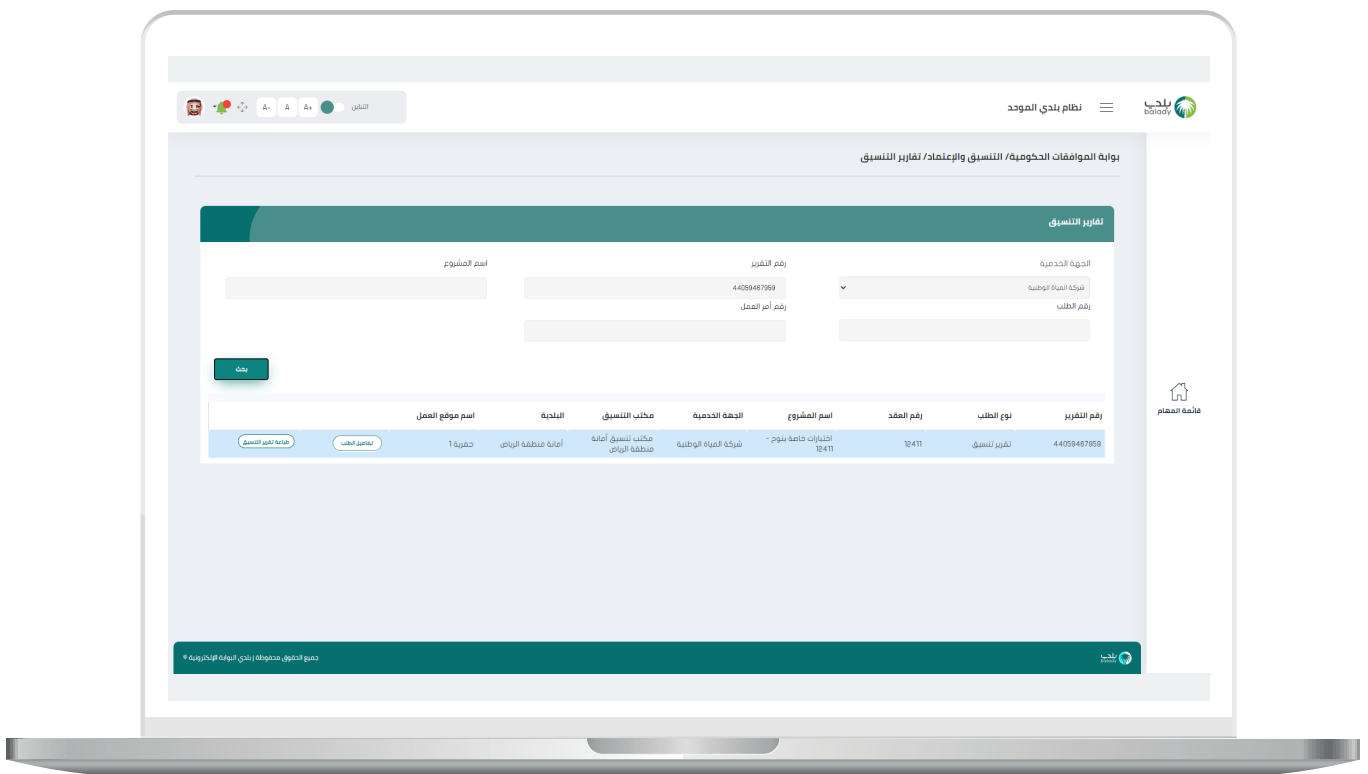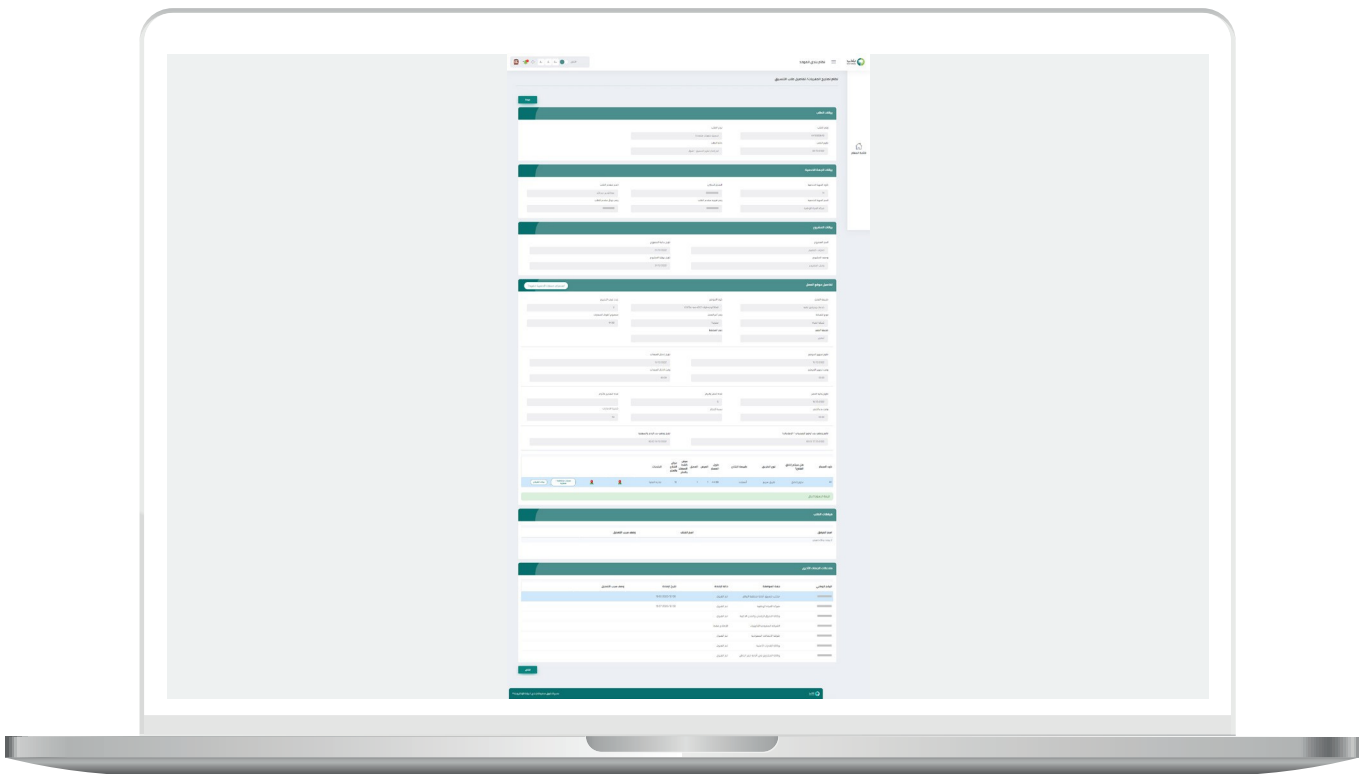
Coordination Reports

1) After selecting this task, the following screen appears, displaying all Coordination Reports. The system allows the user to search for a specific report by filling in search criteria or some of them and then clicking (**Search**).
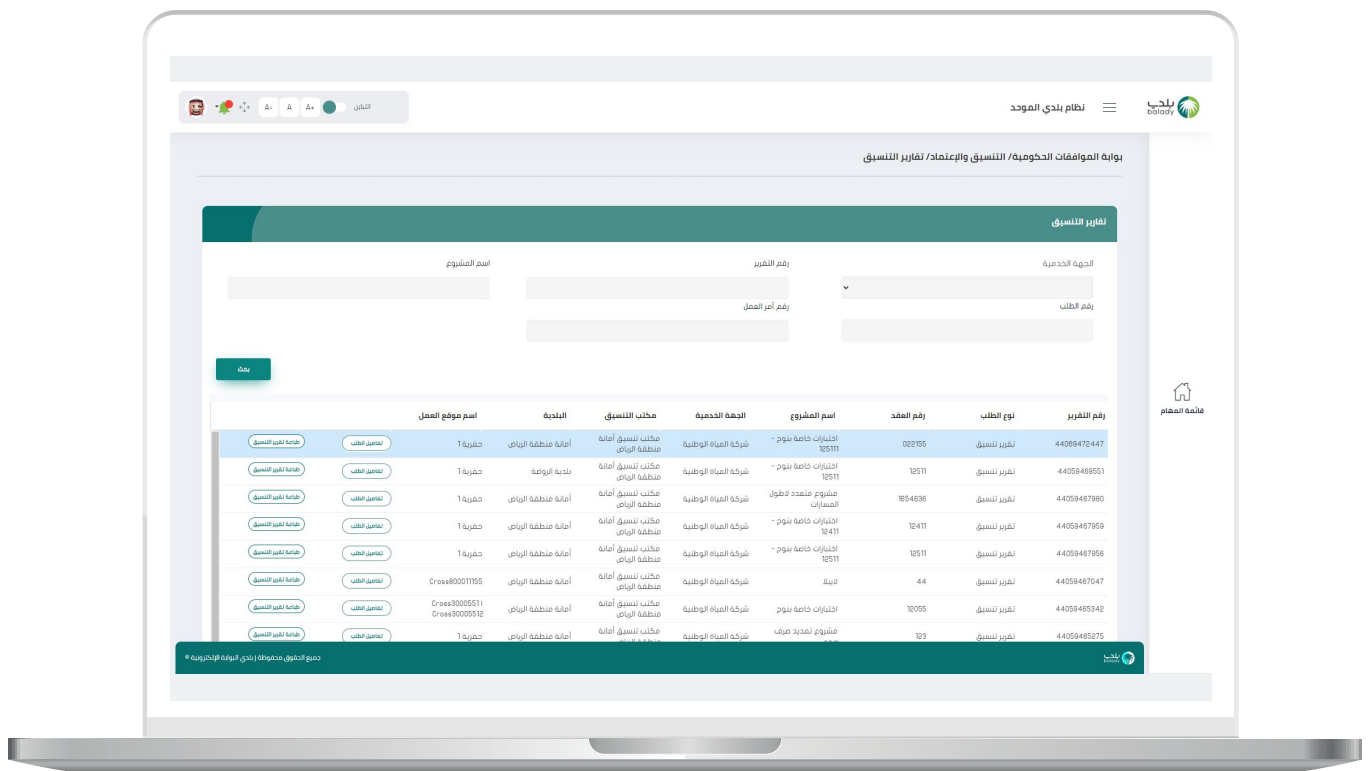
2) After searching, the results are displayed as shown below. The user can view the details of any request by clicking (**Request Details**) and print the coordination report using (**Print Coordination Report**).

3) After clicking (**Request Details**), the complete request details are displayed as shown below.

4) After clicking (**Print Coordination Report**), the coordination report is displayed as shown below.

Entity Manager

After accessing this role, the task list appears, including (**Coordination Reports**), (**Entity Representatives Management, Excavation Permits**), as shown below.
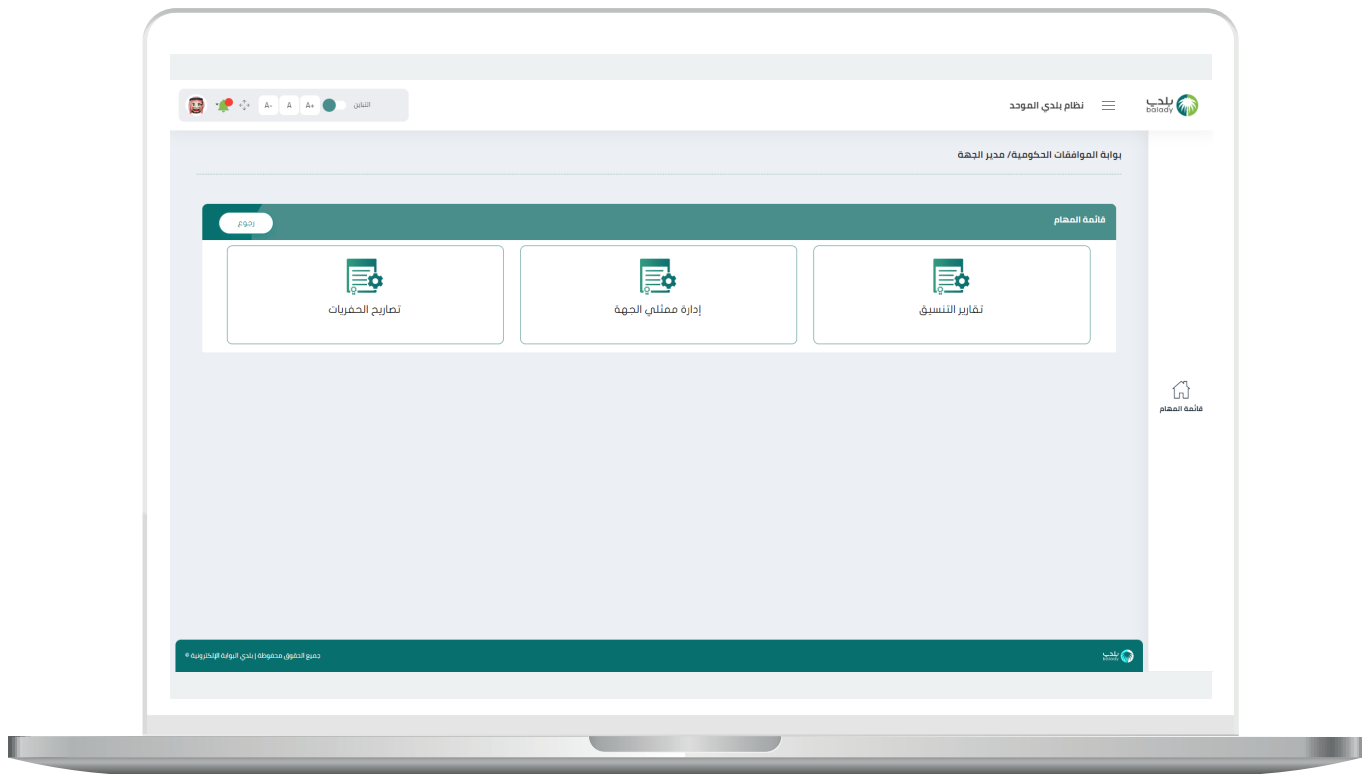
Coordination Reports

1) After selecting this task, the following screen appears, displaying all Coordination Reports. The system allows the user to search for a specific report by entering the following search criteria or some of them: (**Request Number, Work Order Number, Report Number, Project Name**) and then clicking (**Search**).
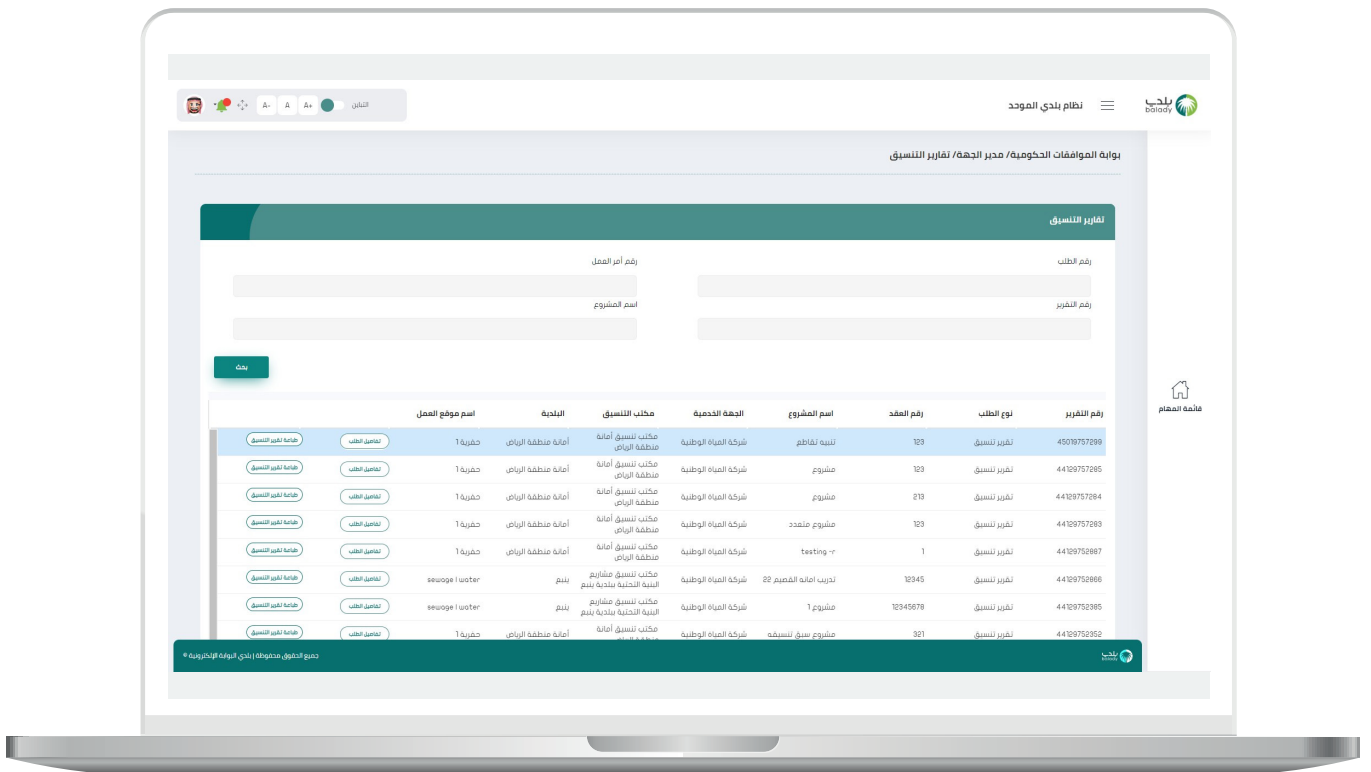
2) After searching, the results are displayed as shown below. The user can view the details of any request by clicking (**Request Details**) and print the coordination report using (**Print Coordination Report**).
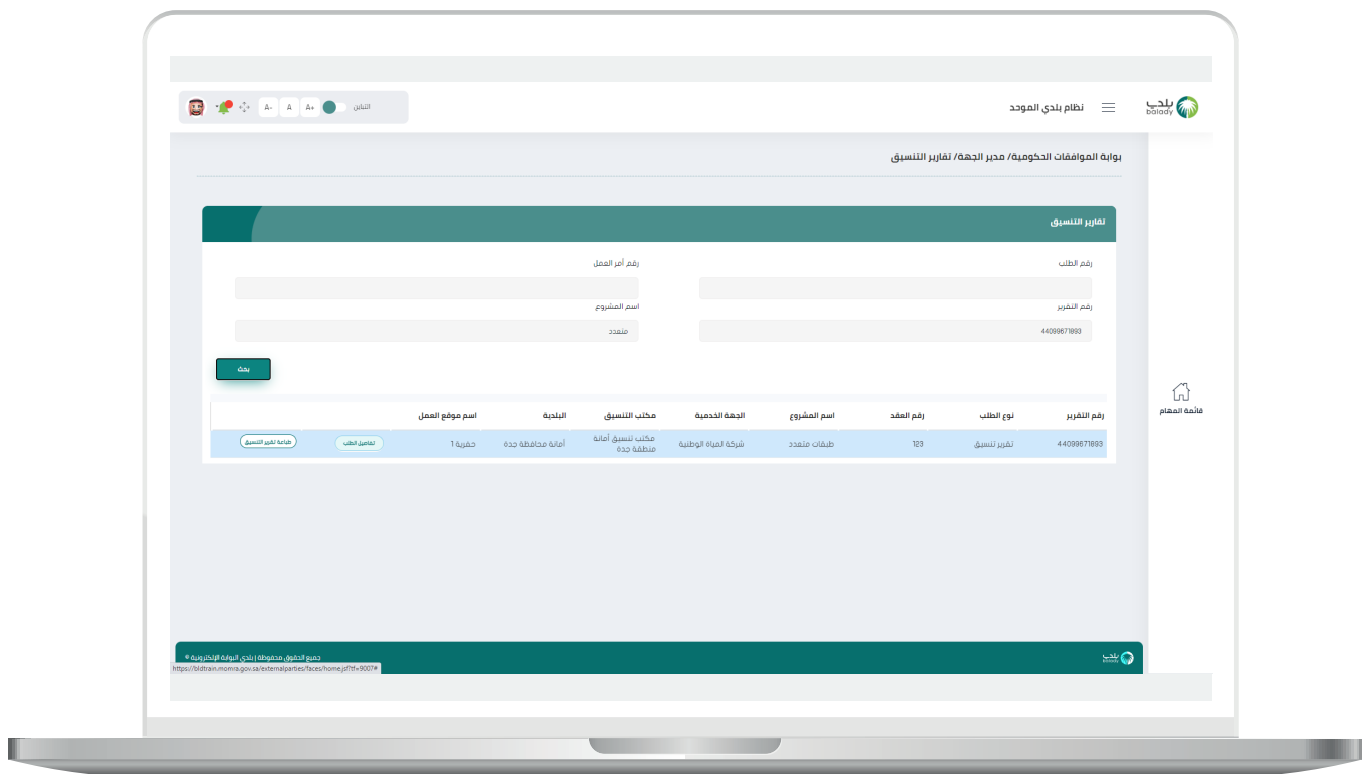
3) After clicking (**Request Details**), the complete request details are displayed as shown below.
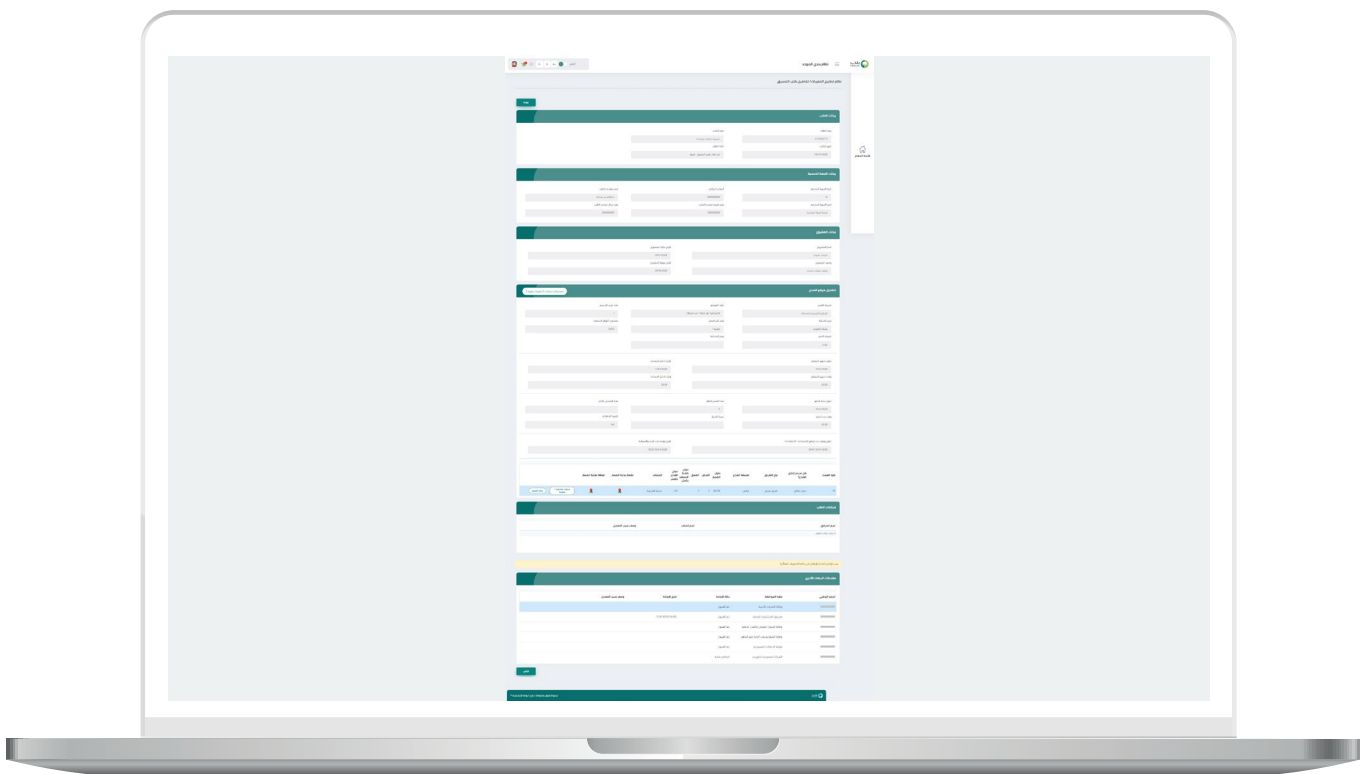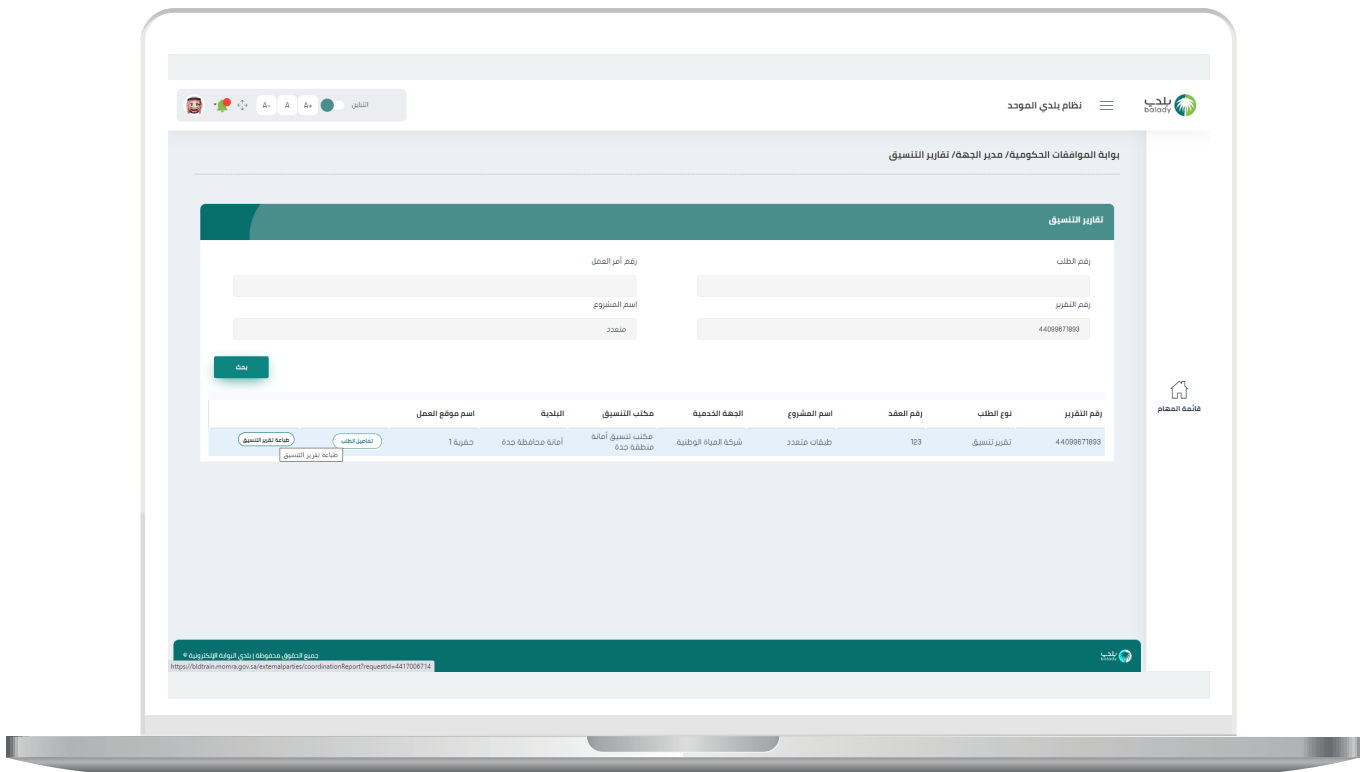
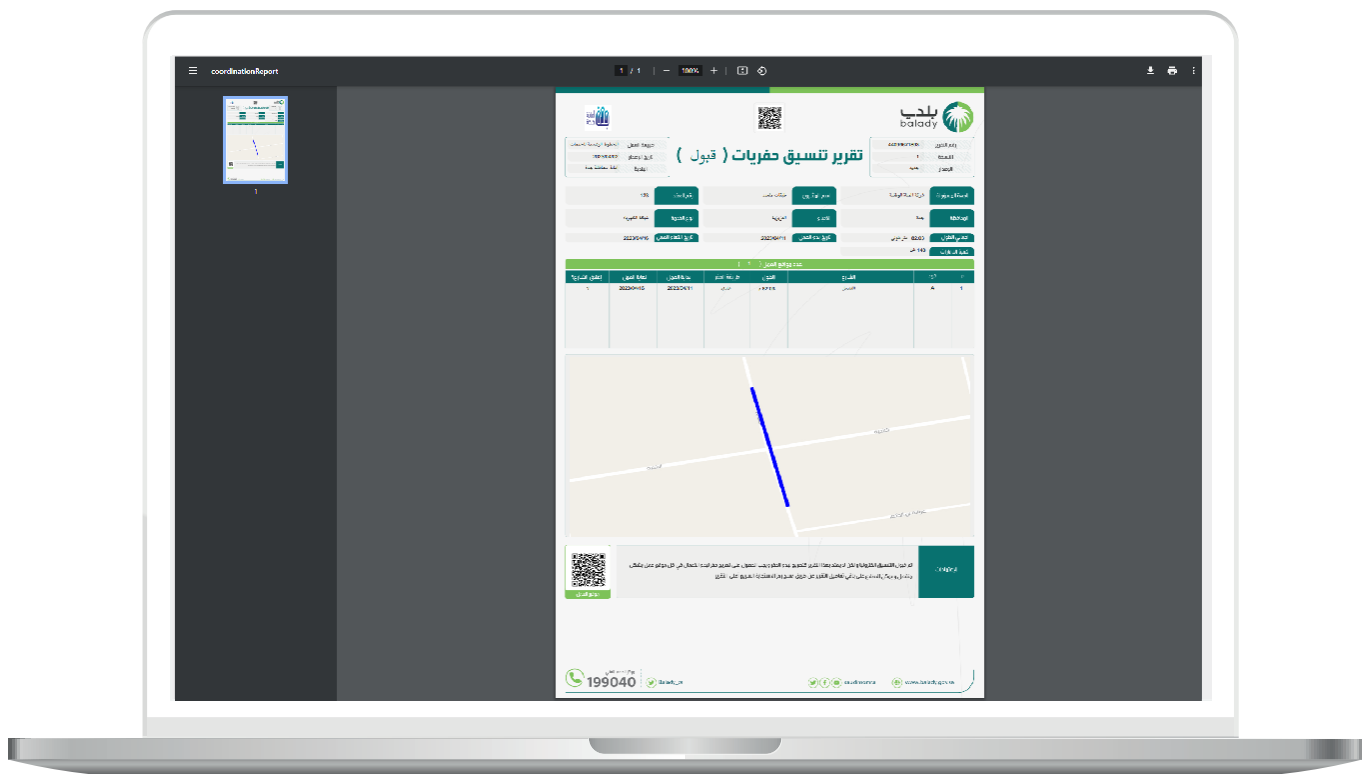4) The user can proceed to the next page by clicking (**Next**).
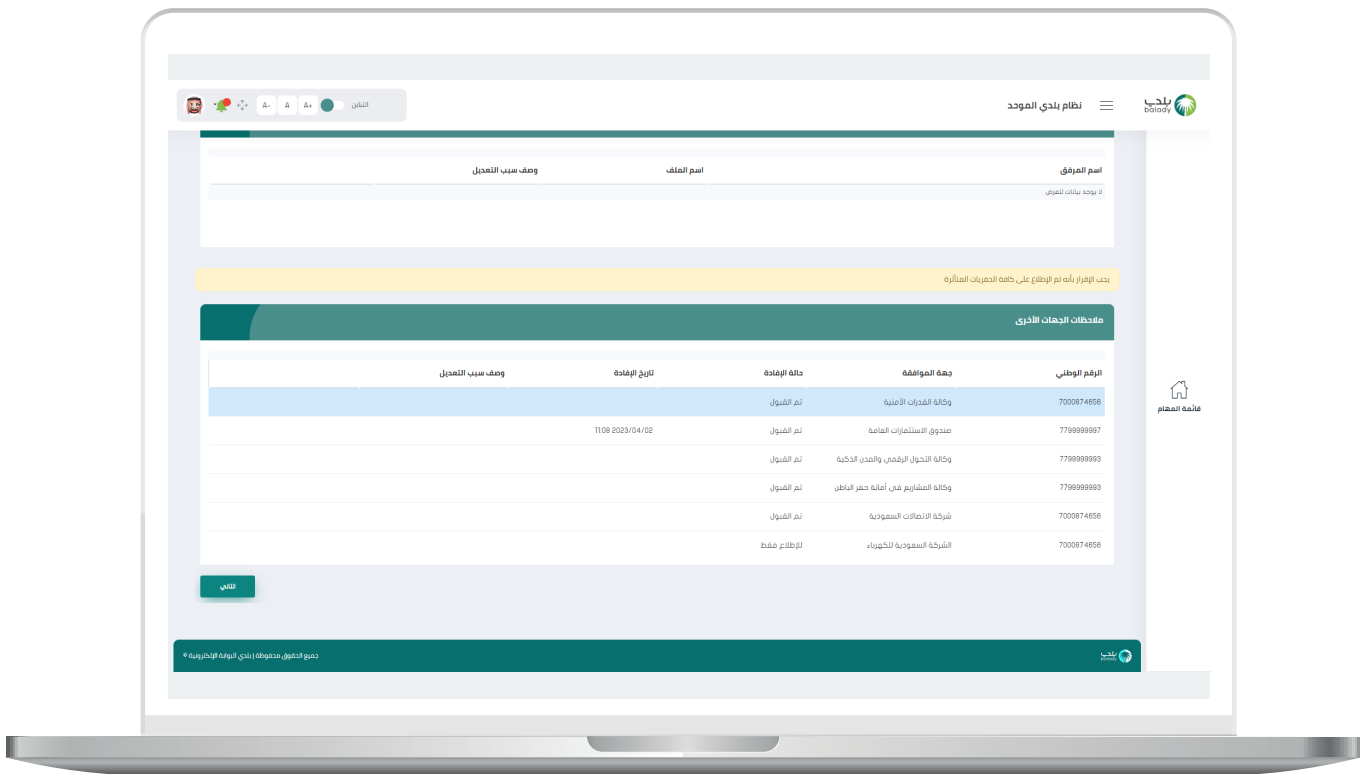
5) The next page displays comments from other entities.
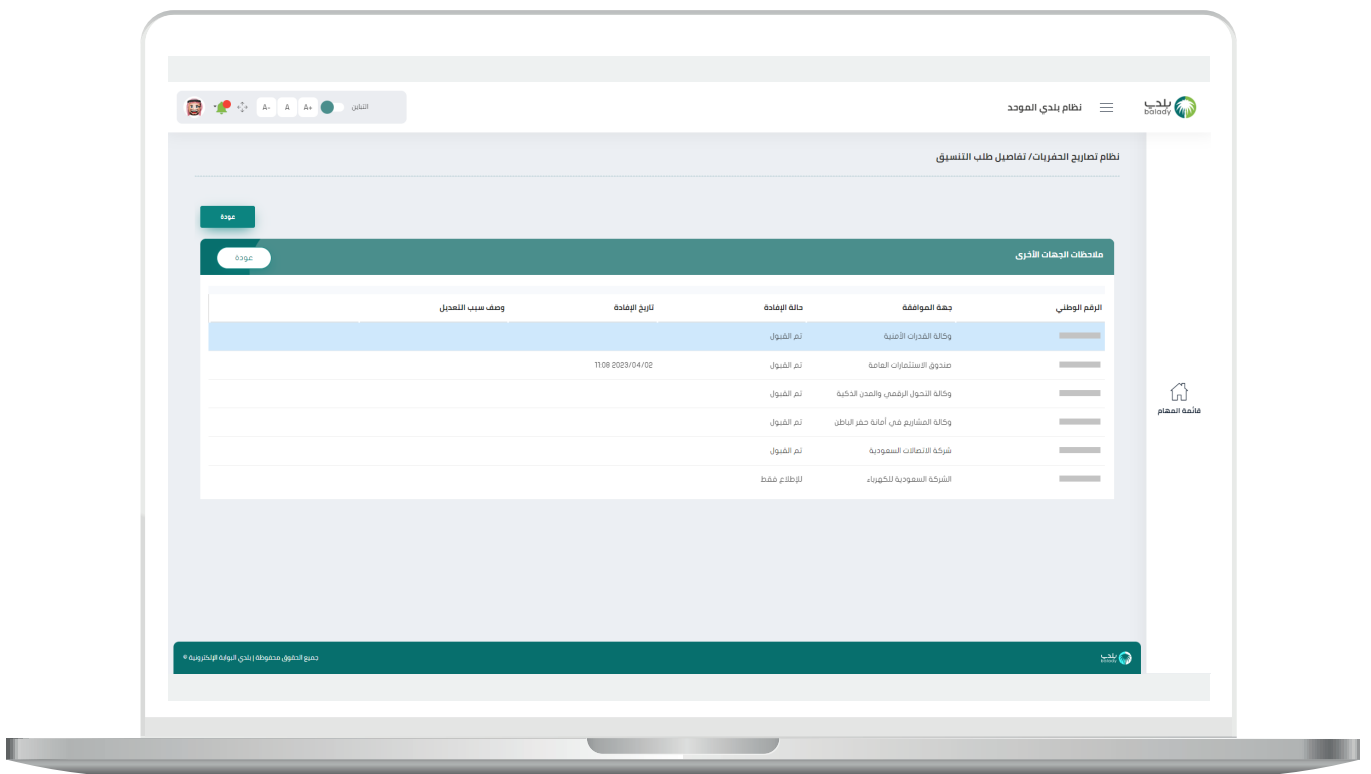
6) The user can print the coordination report by clicking (**Print Coordination Report**).

7) After clicking (**Print Coordination Report**), the coordination report is displayed as shown below.

Managing Entity Representatives

1) After selecting this task, the following screen appears, displaying all entity representatives for the user. The system allows searching by filling in the following search criteria or some of them: (**Username, Mobile Number, ID Number, Job Role**), then clicking (**Search**).
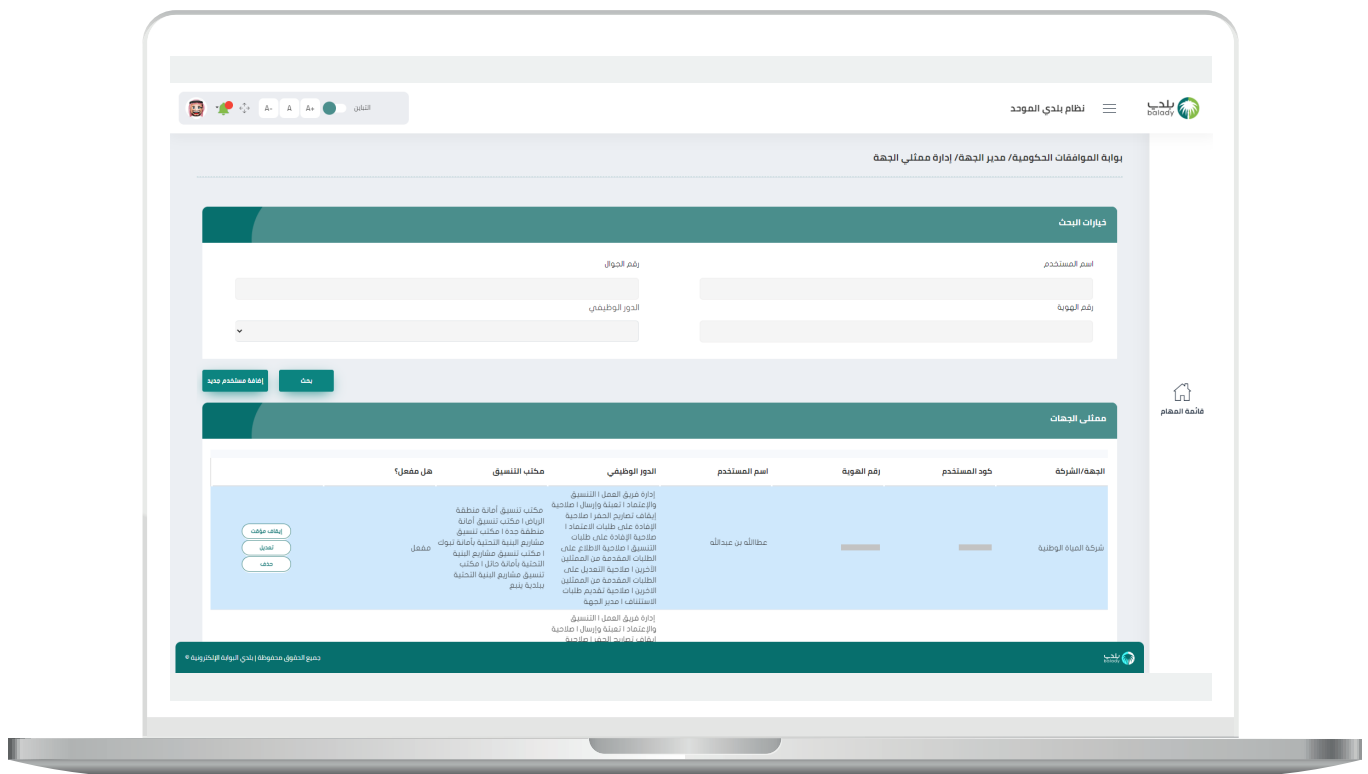
2) After searching, the results are displayed as shown below.

The system allows the user to temporarily disable an entity represent-ative using (**Temporary Disable**) button, modify the representative's details using (**Edit**) button, or delete the representative using (**Delete**) button.
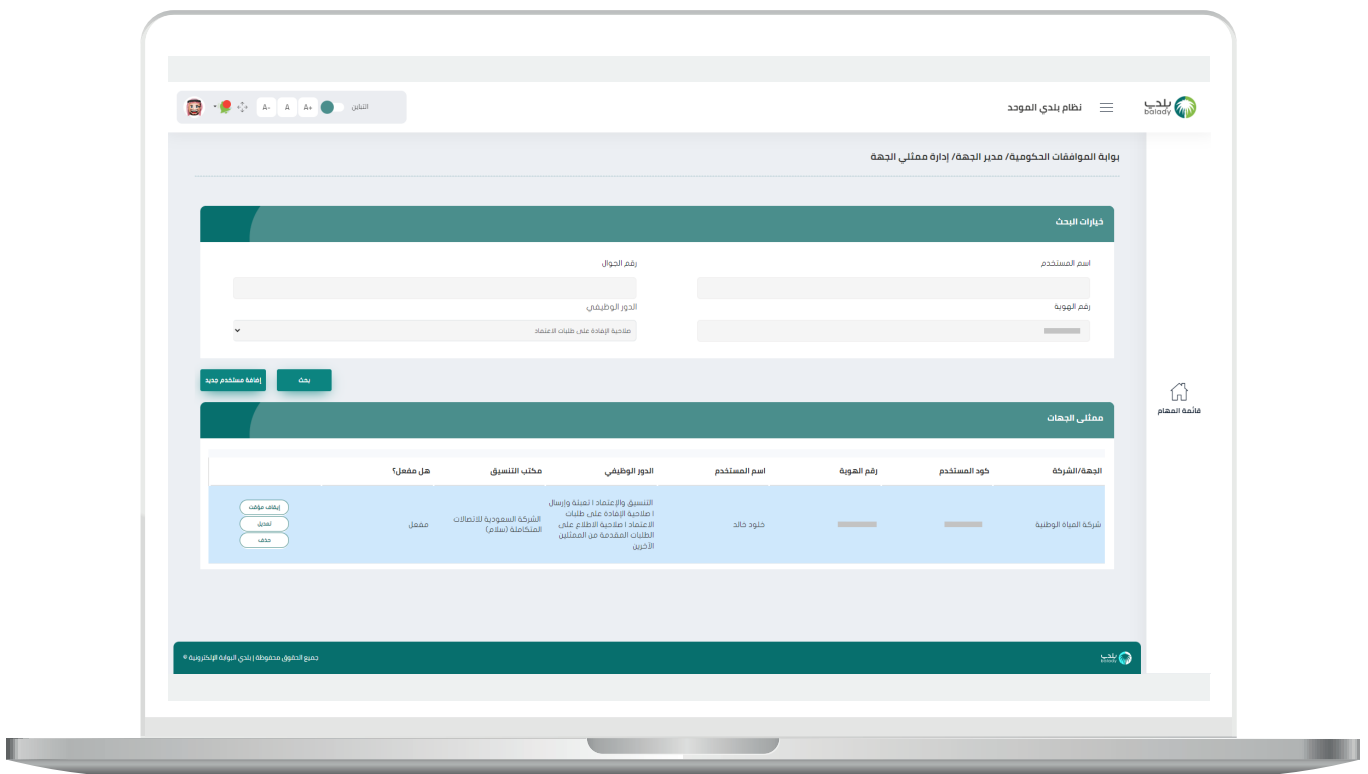
3) After clicking (**Temporary Disable**), a warning message appears, prompting the user to click (**Disable User**).
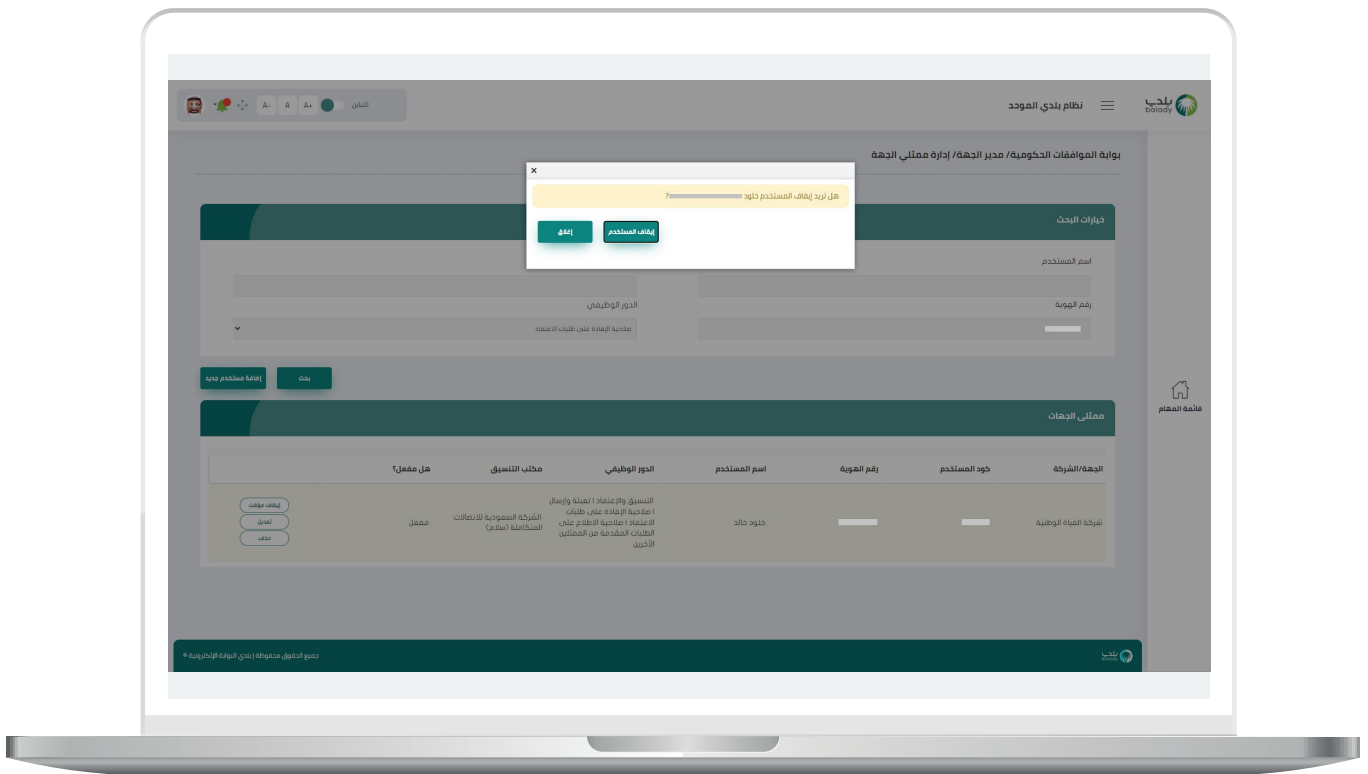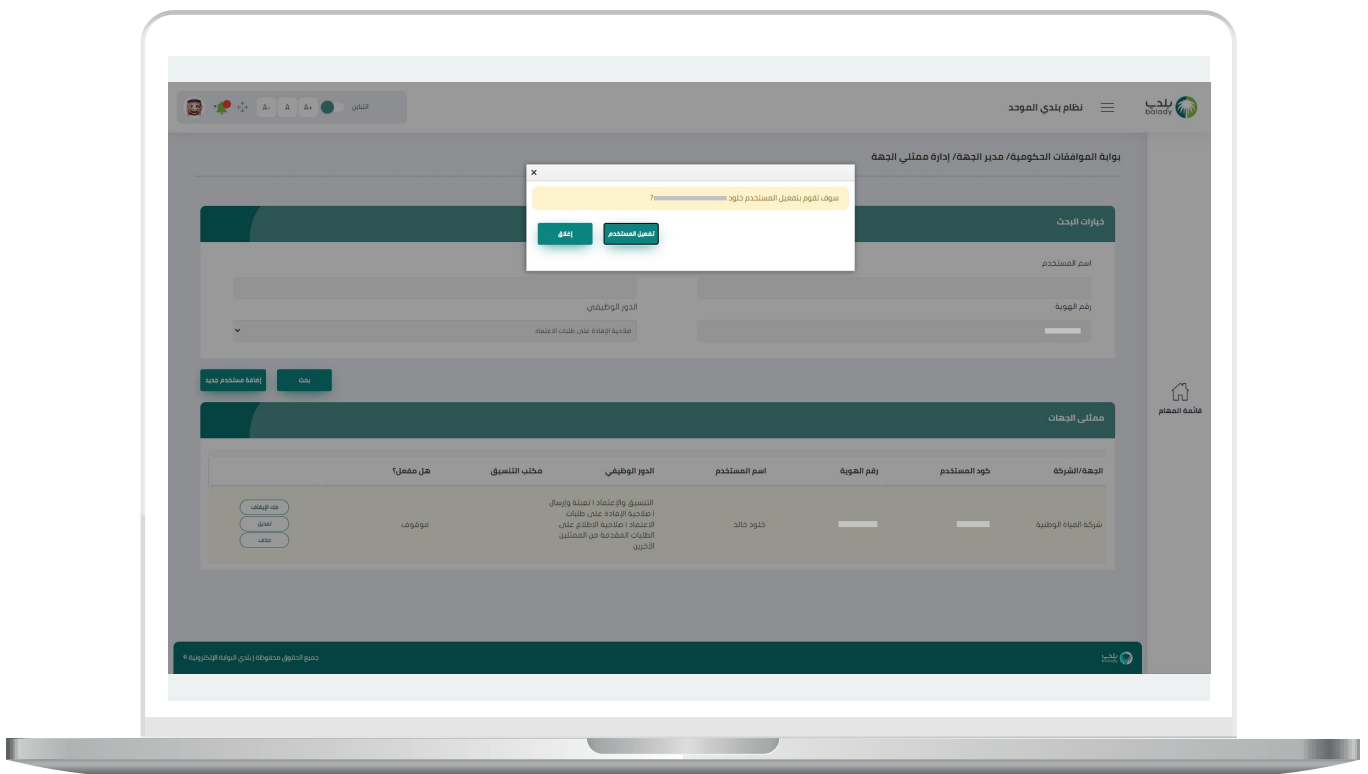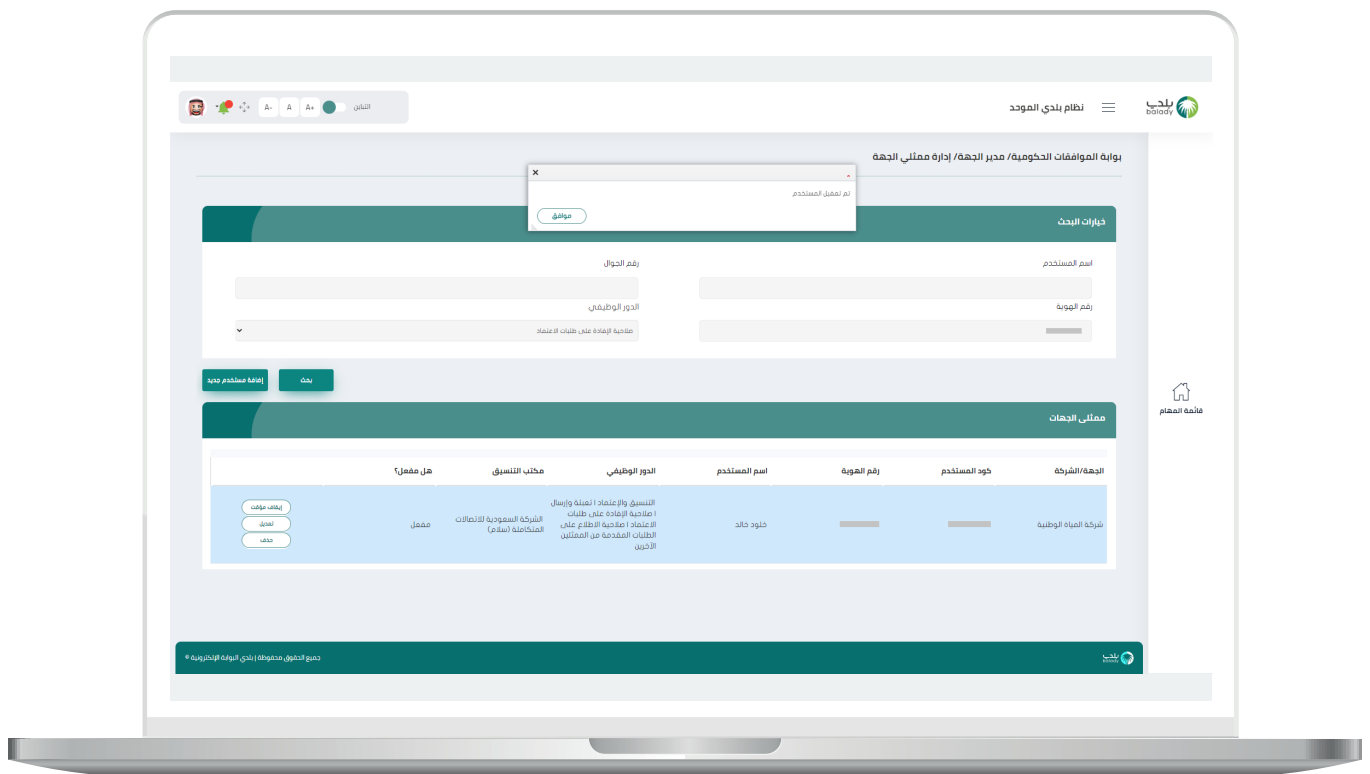
4) After clicking (**Disable User**), a confirmation message appears stating (**The user has been disabled**), with an option to reactivate the user using (**Reactivate**).
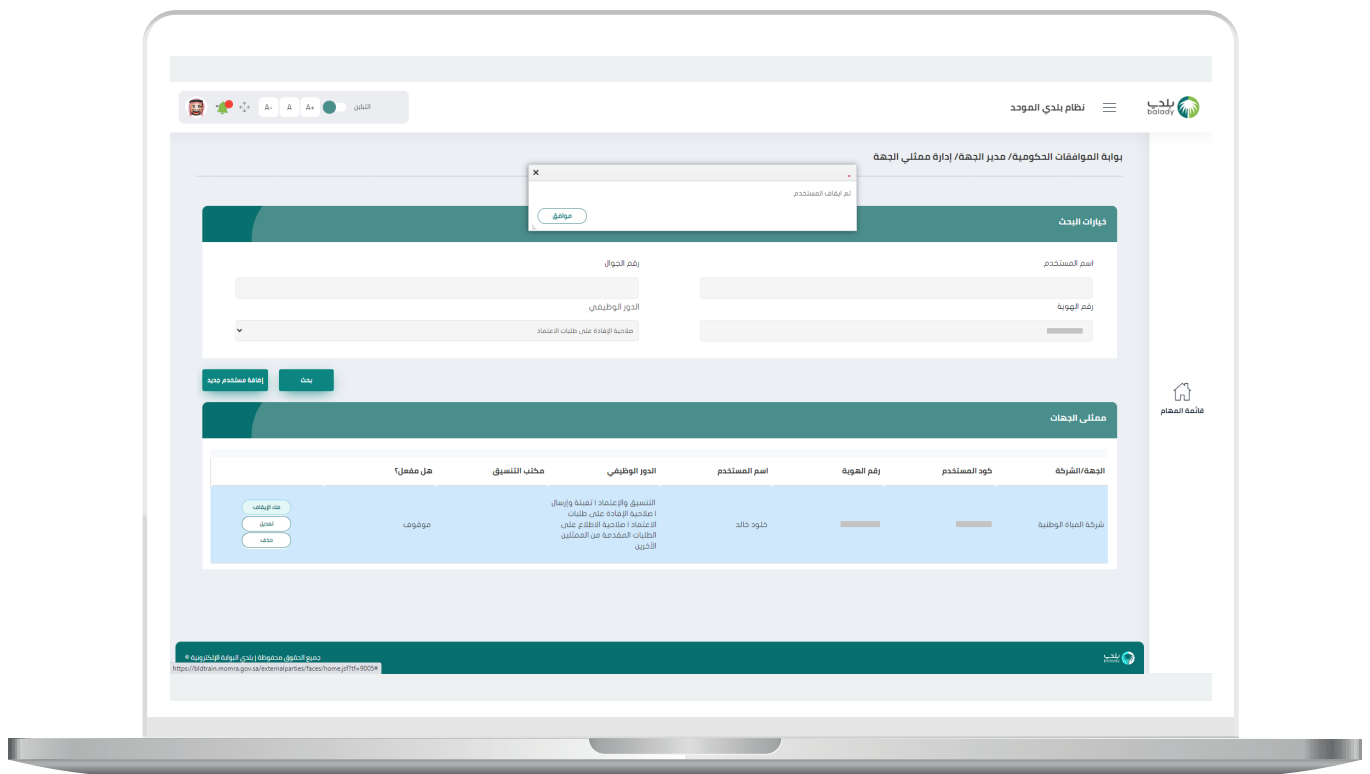
5) After clicking (**Reactivate**), a warning message appears, prompting the user to click (**Activate User**).
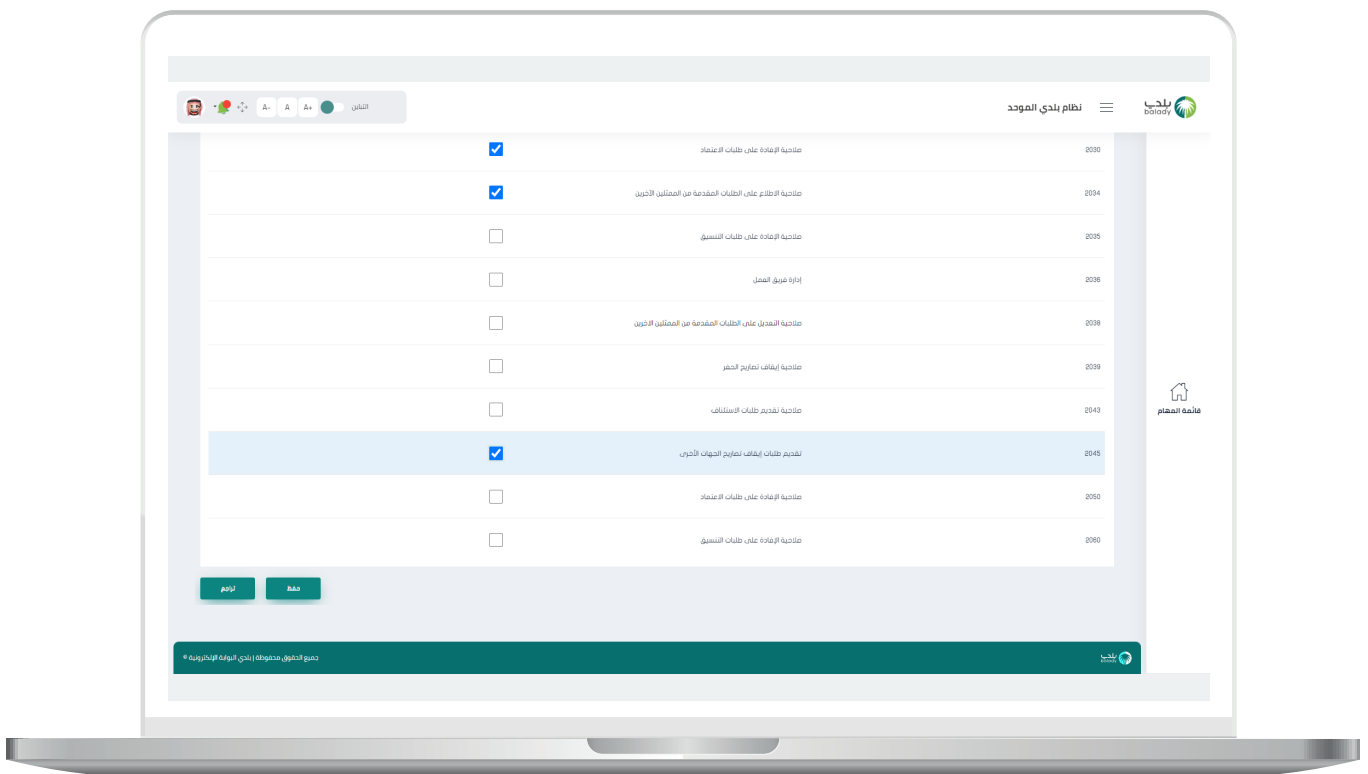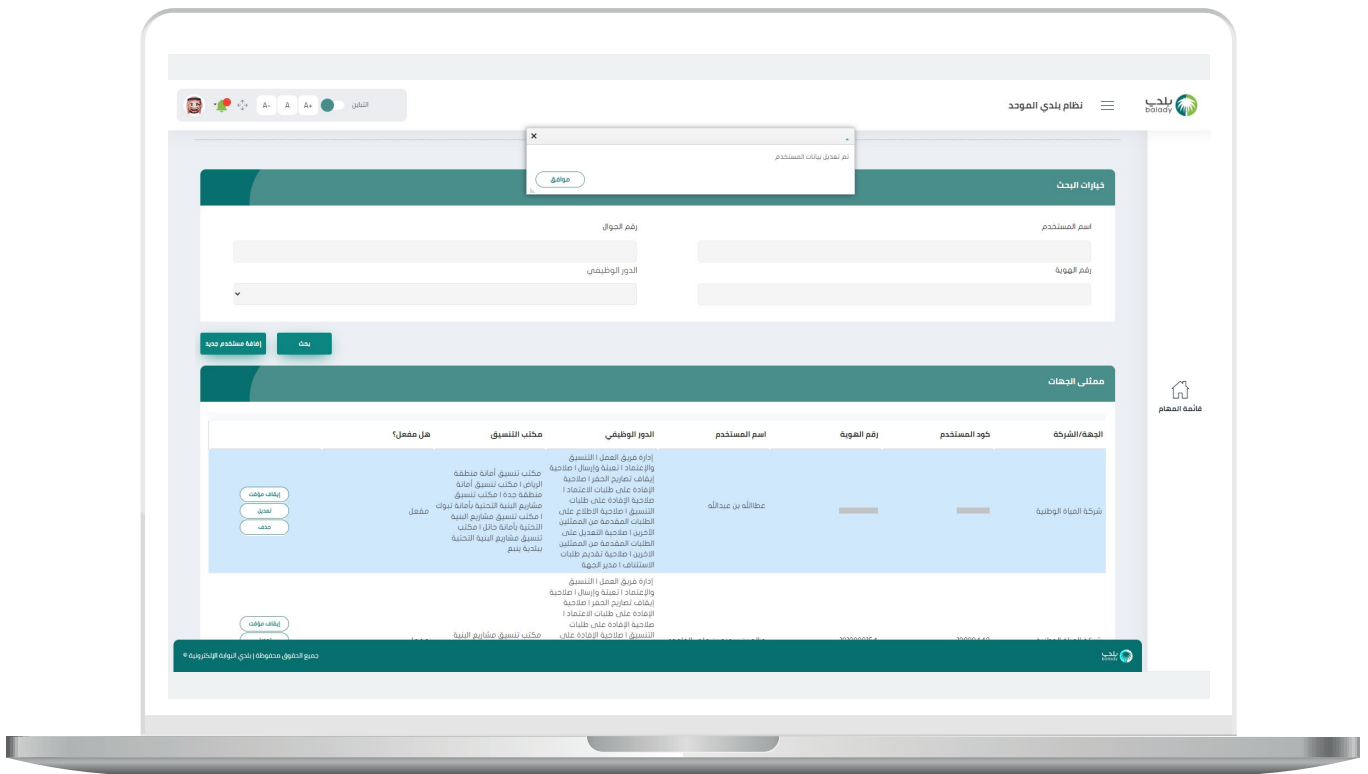
6) After clicking (**Activate User**), a confirmation message appears stating (**The user has been activated**).

7) After clicking (**Edit**), the details screen appears as shown below, allowing the user to modify the information and save changes.
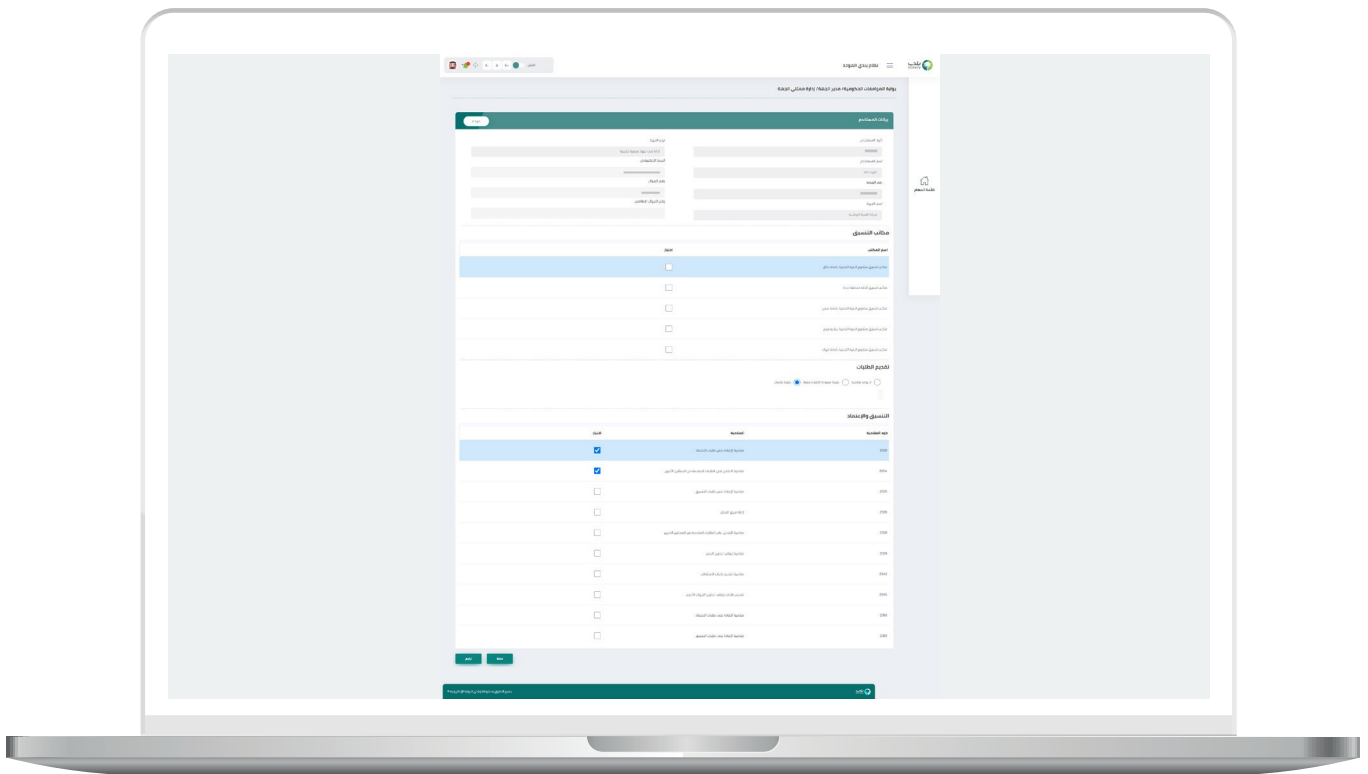
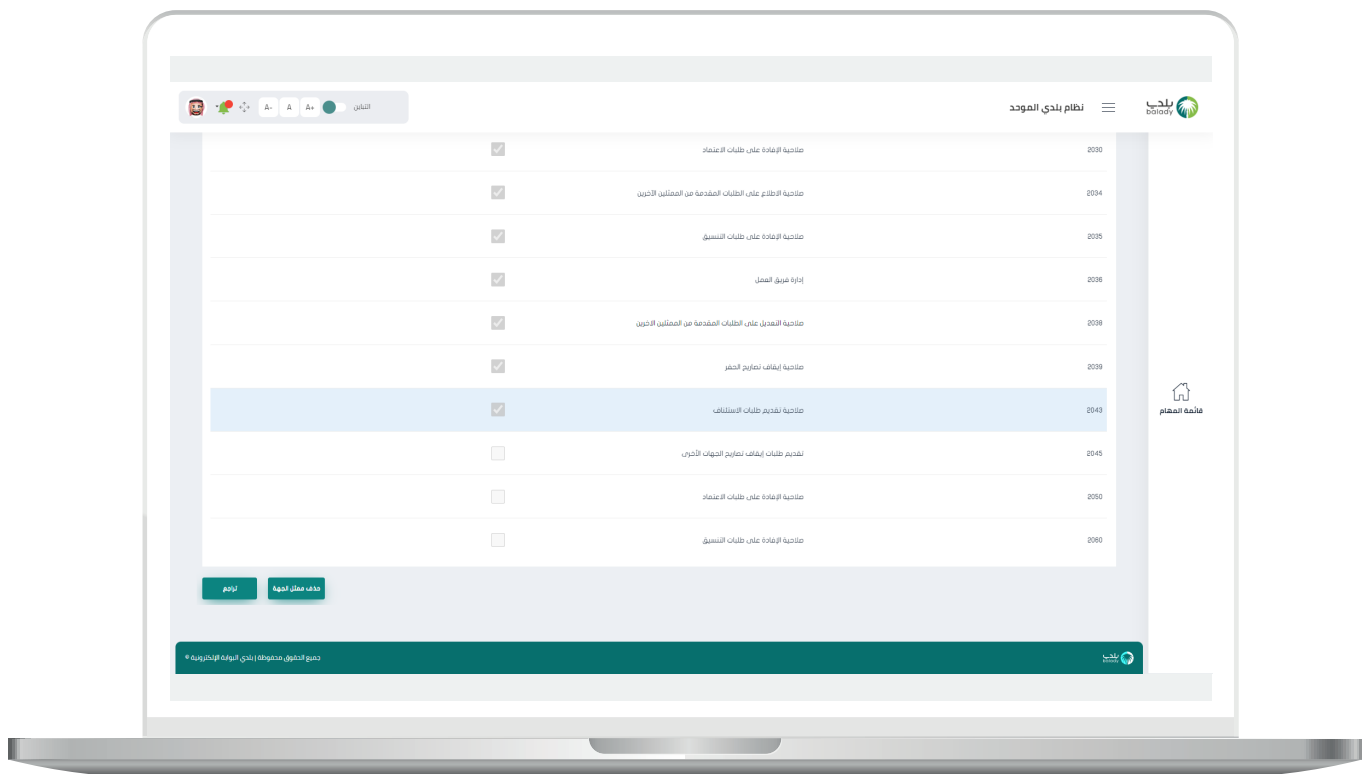8) After completing the modifications, the user clicks (**Save**).

9) After clicking (**Save**), a confirmation message appears stating (**User details have been updated**).

10) After clicking (**Delete**), the details screen appears as shown below.
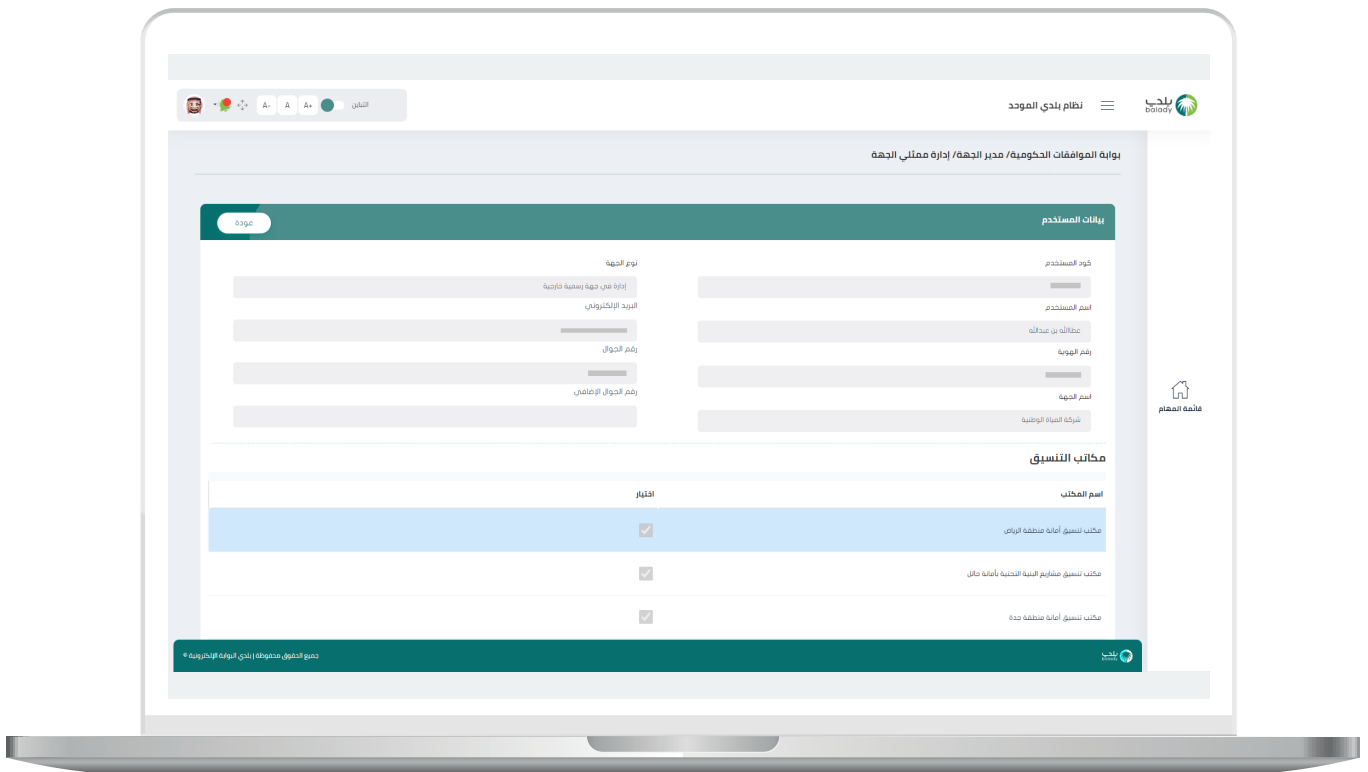
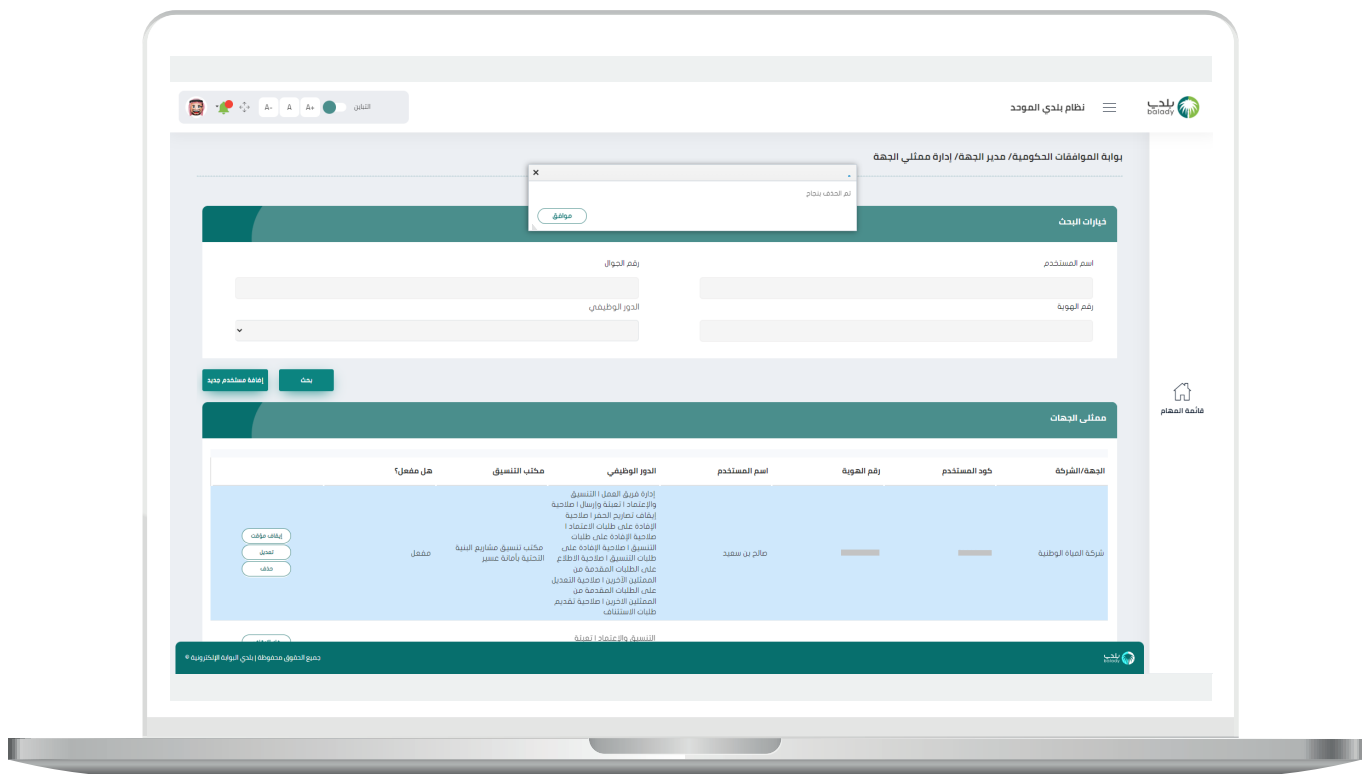11) The user scrolls down and clicks (**Delete Entity Representative**).

12) After clicking (**Delete Entity Representative**), a warning message appears, prompting the user to click (**Confirm**).
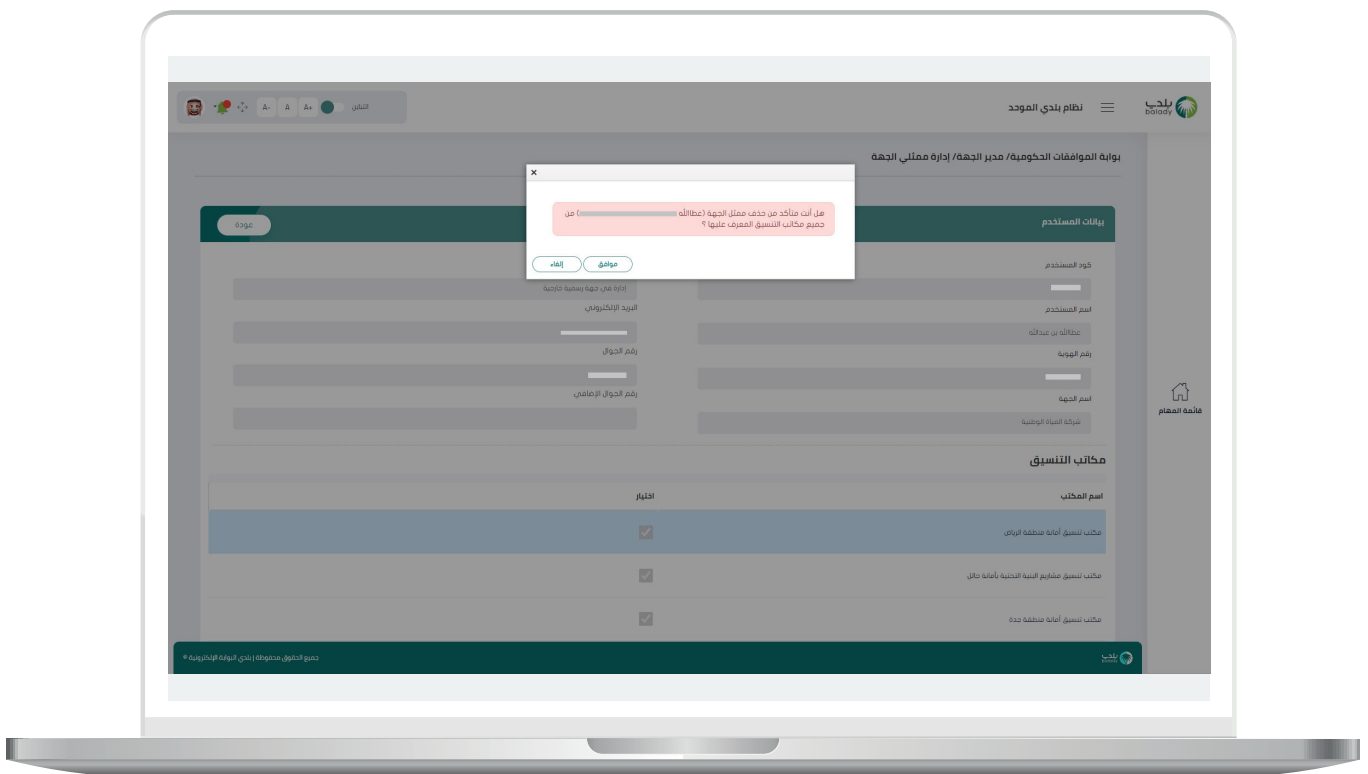
13) After clicking (**Confirm**), a confirmation message appears stating (**Successfully deleted**).

14) After clicking (**Add New User**), the following screen appears, where the user enters (**ID Number, Date of Birth**), then clicks (**Verify**).
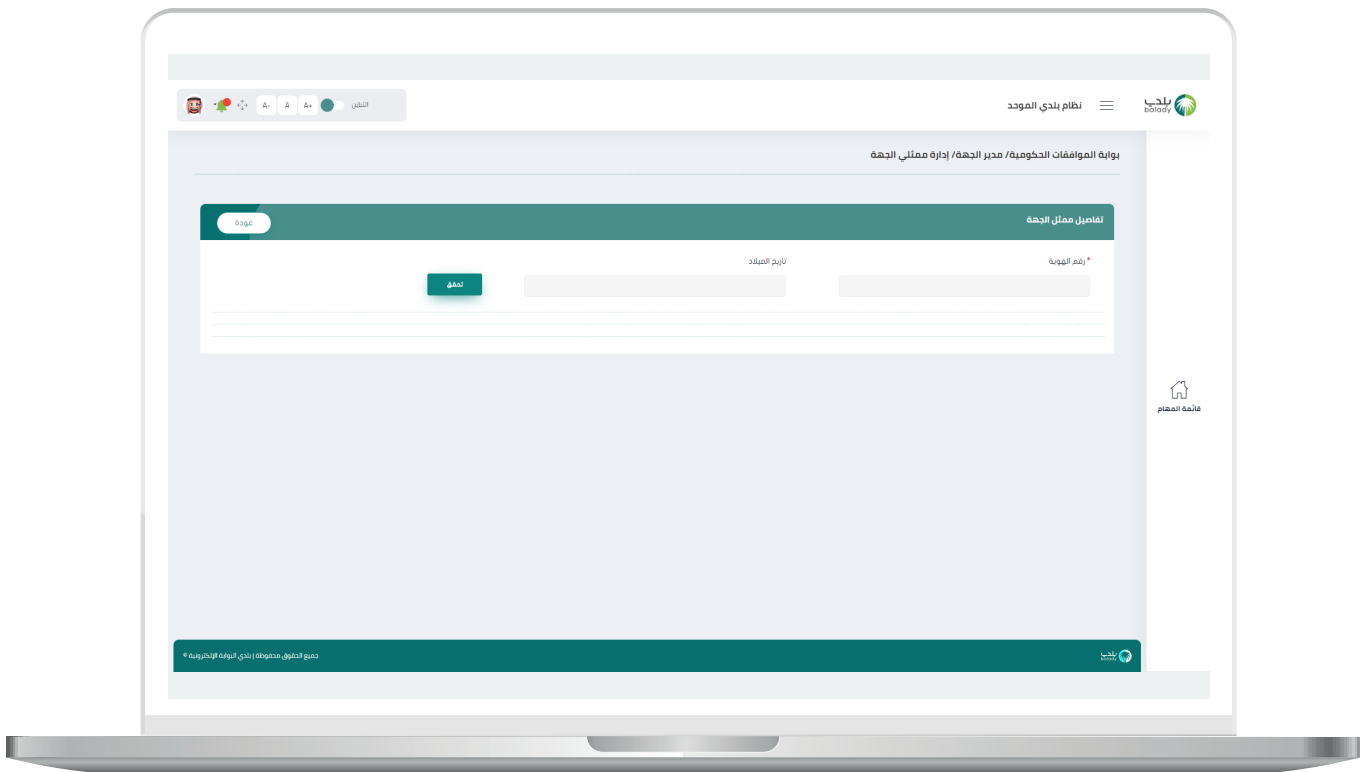
15) If the entered values are correct, the system retrieves the user's details. The user then enters (**Email Address, Mobile Number**) and selects the Coordination Offices.

16) The user then selects one of the values under (**Request Submission**).
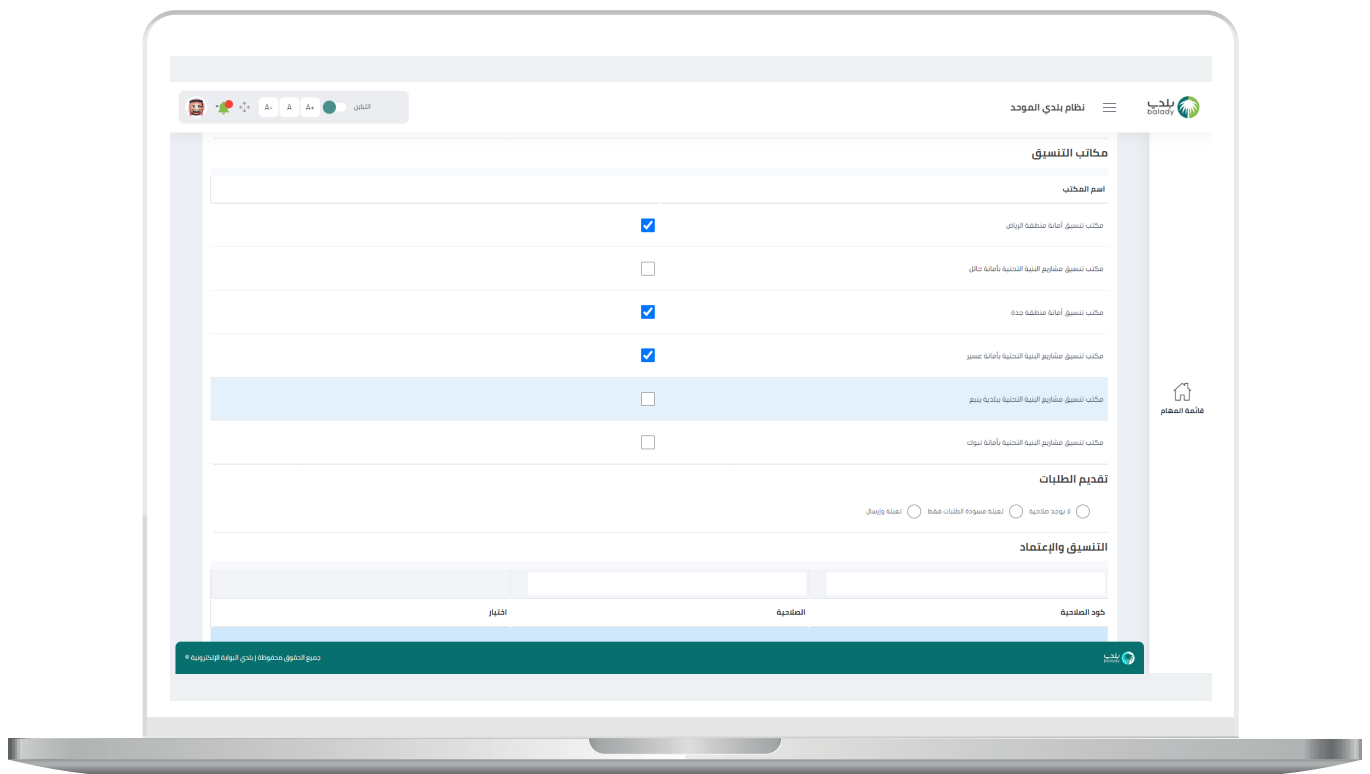
17) If (**No Permission**) is selected, the following explanatory statement appears: (**Revokes permissions to view requests and permits submitted by the user**).
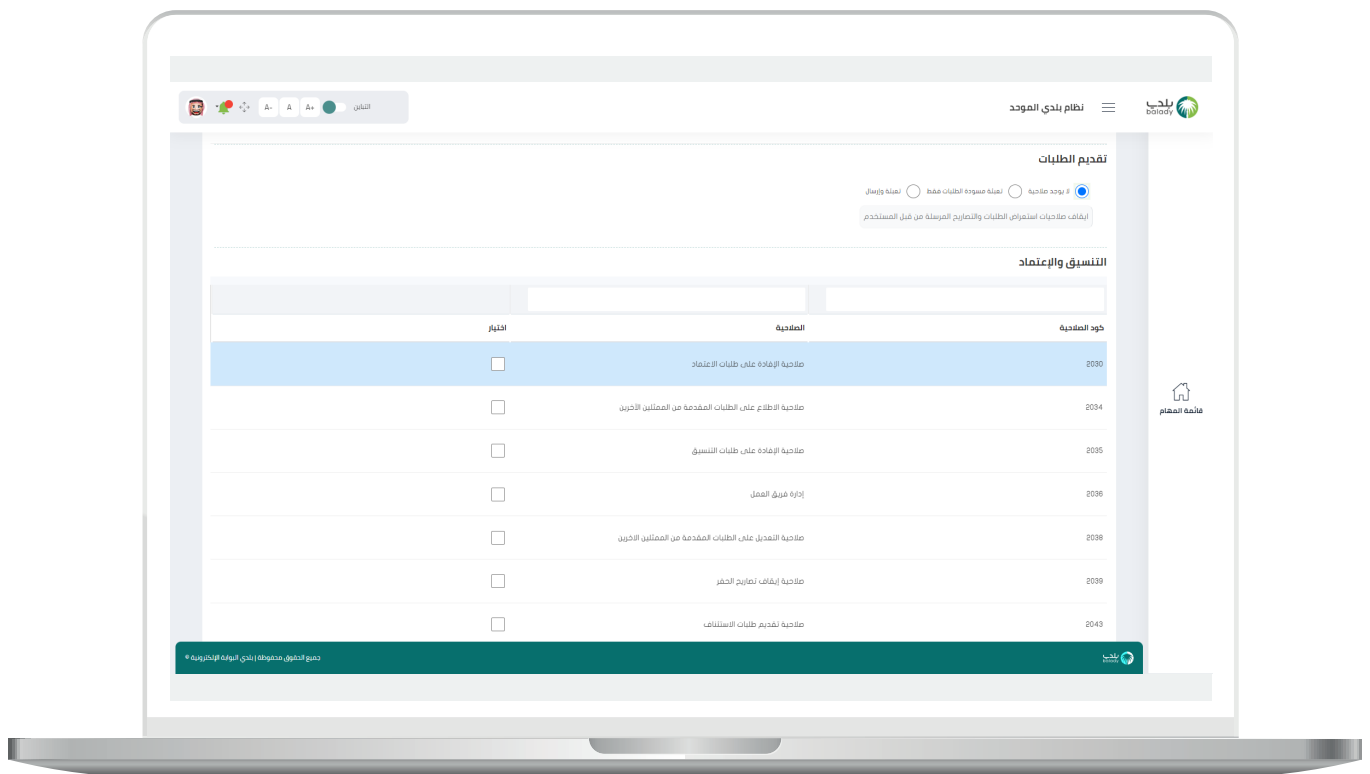
18) If (**Draft Requests Only**) is selected, the following explanatory statement appears: (**The user can fill out a draft request without the ability to submit it to the Project Coordination Office**).
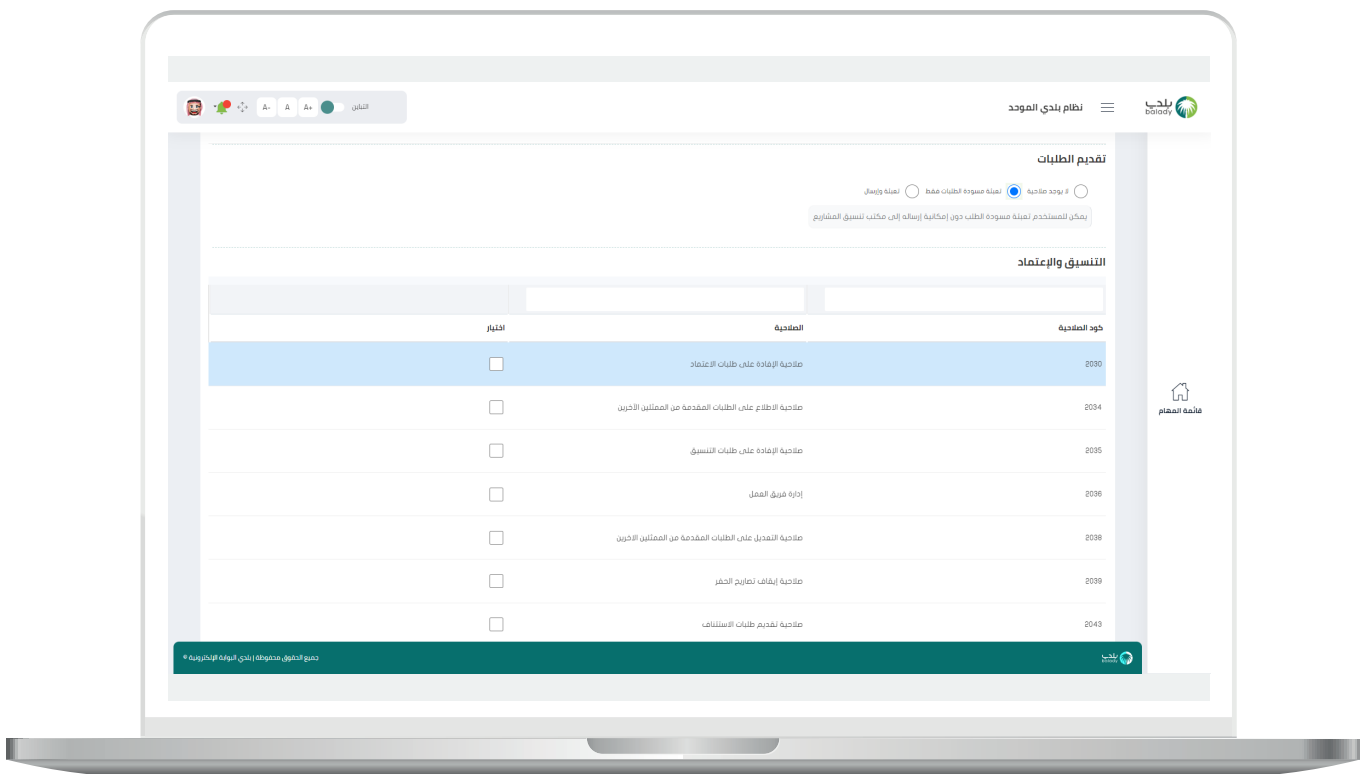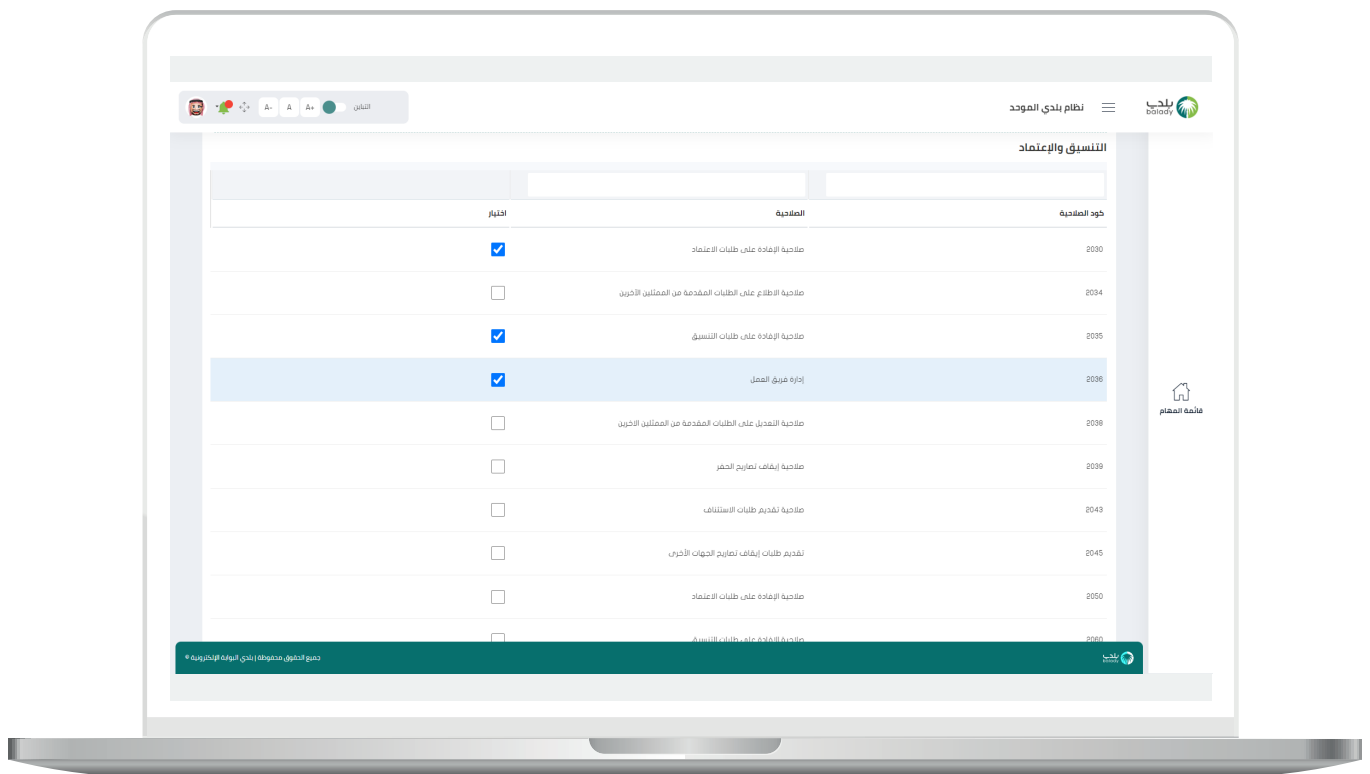
19) If (**Fill and Submit**) is selected, the following explanatory statement appears: (**Fill and Submit**).
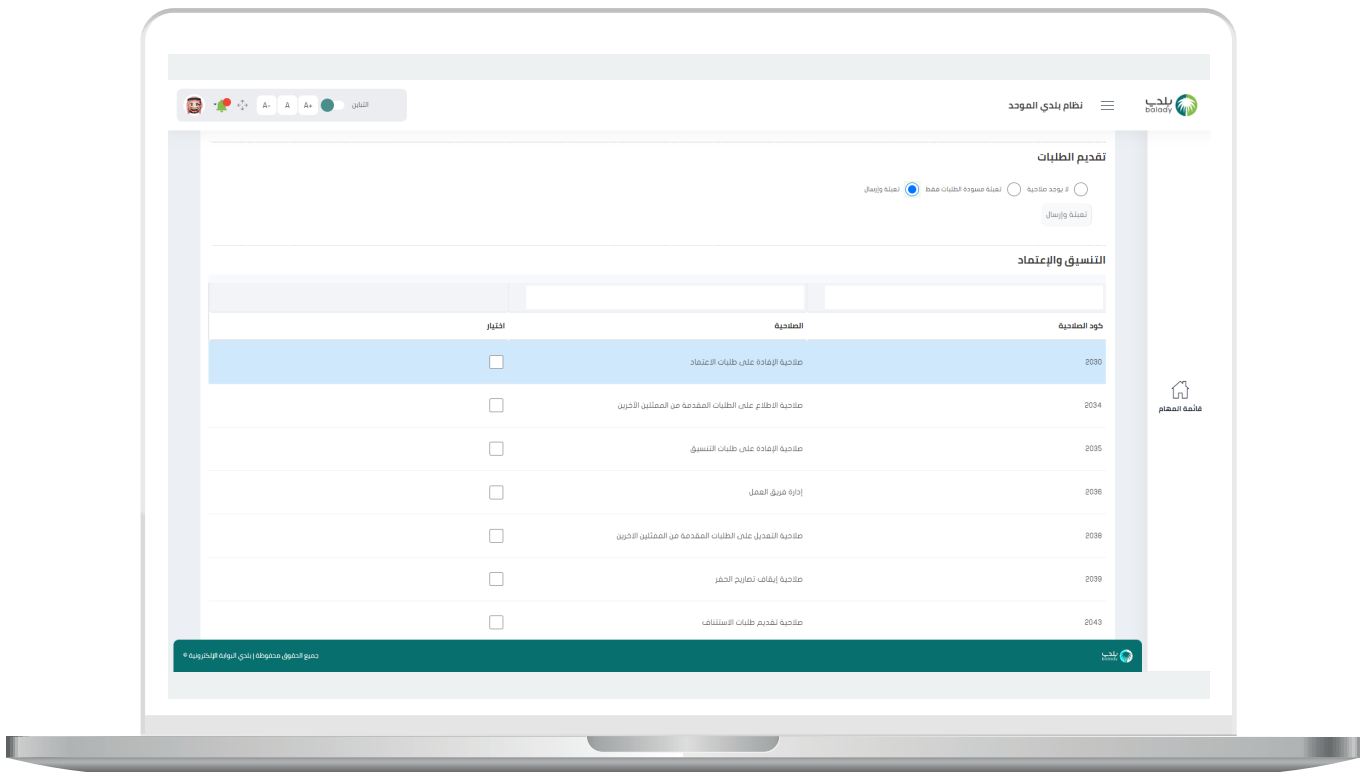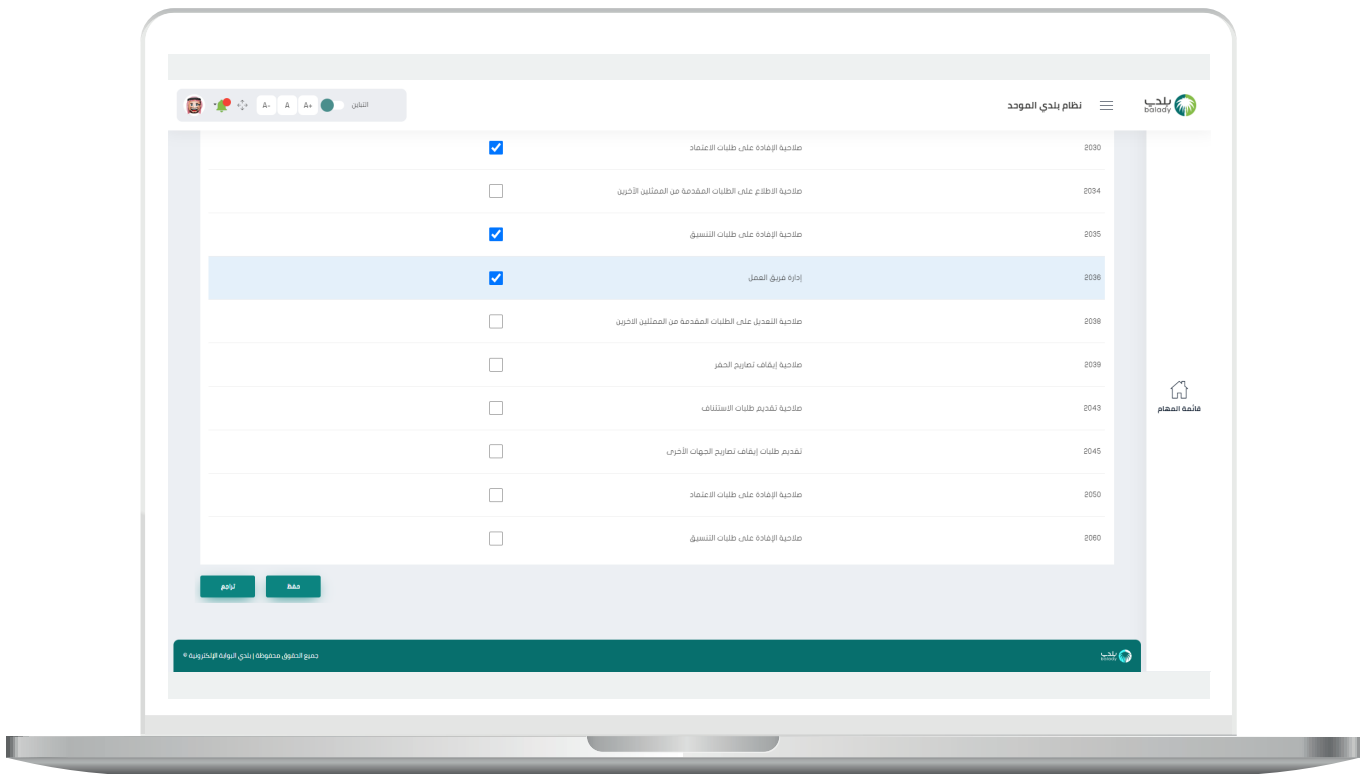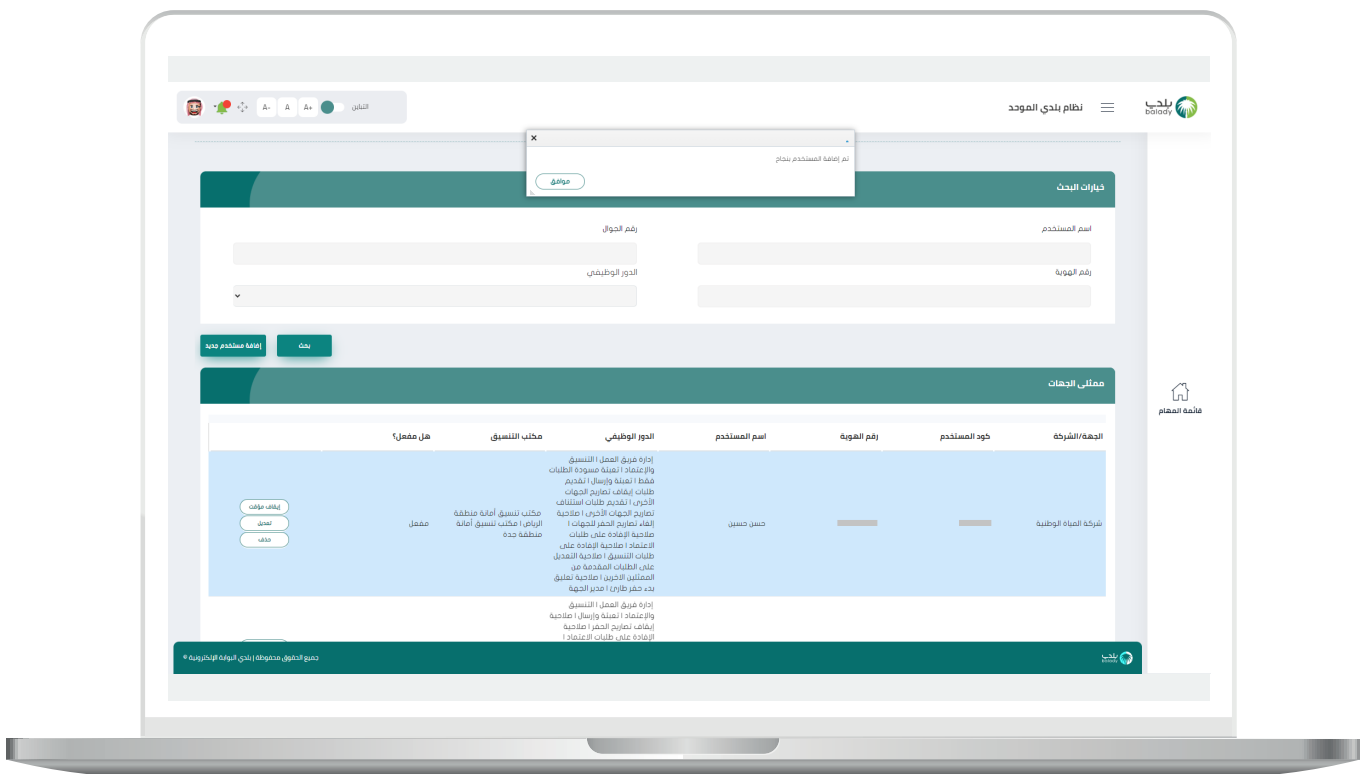
20) The user then selects the permissions under (**Coordination and Approval**).

21) The user clicks (**Save**).

22) After clicking (**Save**), a confirmation message appears stating (**User has been successfully added**).

Excavation Permits

1) After selecting (**Excavation Permits**), the following screen appears, displaying all excavation permits. The system allows the user to search by entering one or more of the following search criteria: (**Request Number, Work Order Number, Permit Number, Project Name**) and then clicking (**Search**).
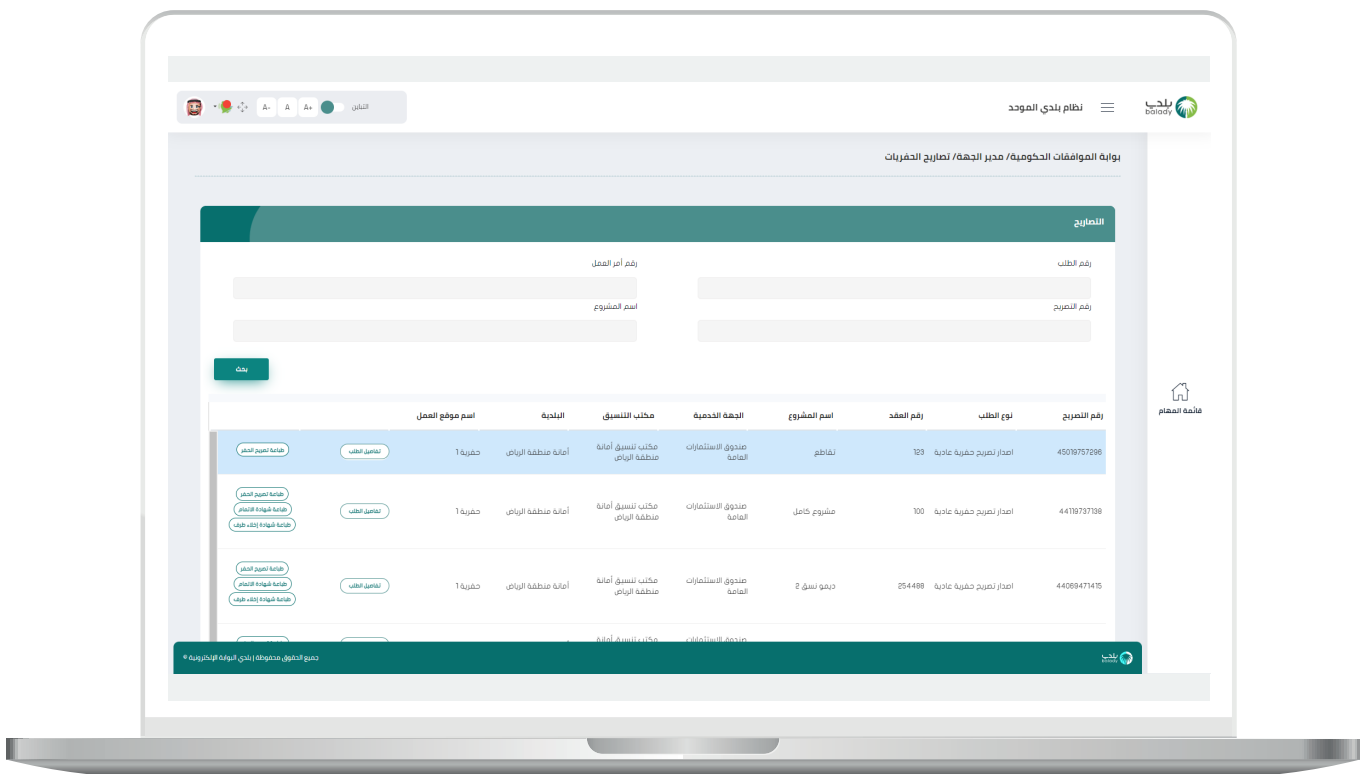
2) After clicking (**Search**), the search results appear as shown below, where the user can view the details of any request by clicking (**Request Details**).

The user can also perform the following actions: (**Print Excavation Permit, Print Completion Certificate, Print Clearance Certificate**).
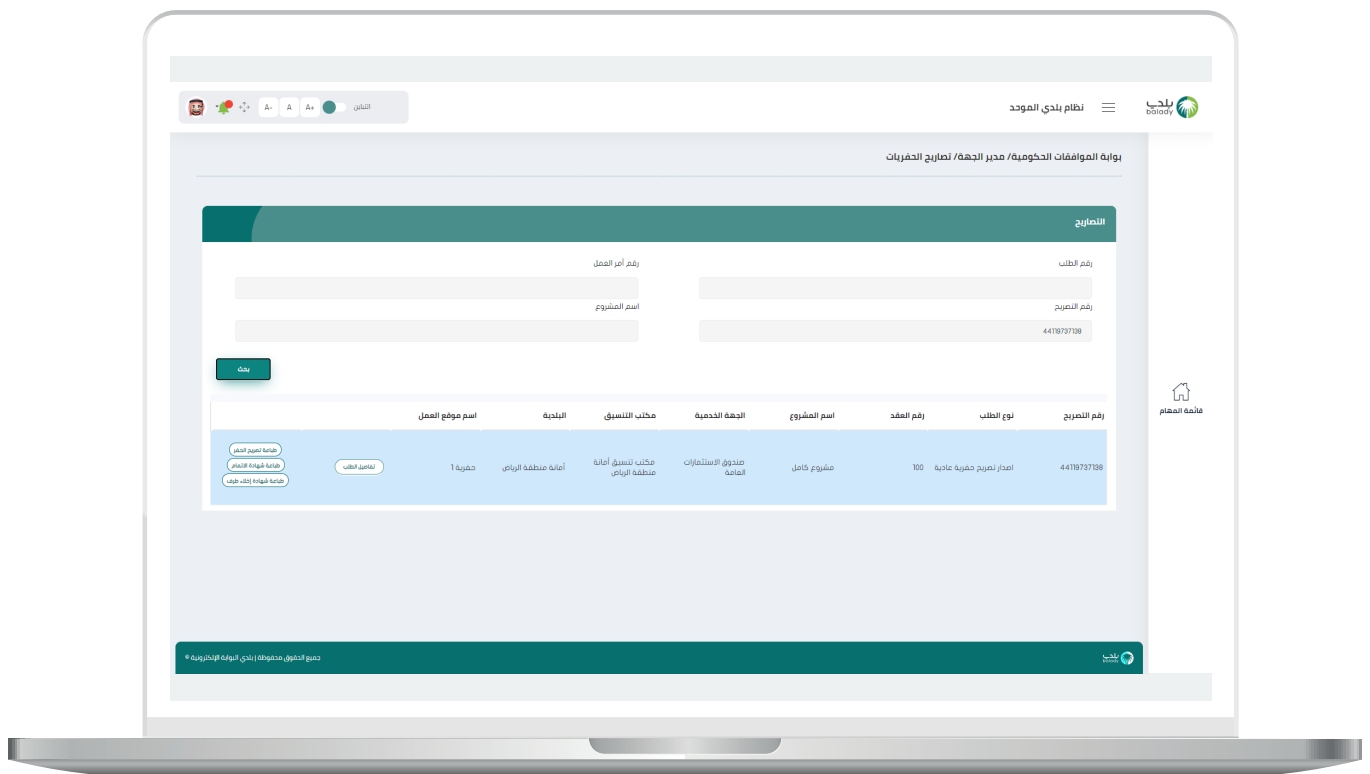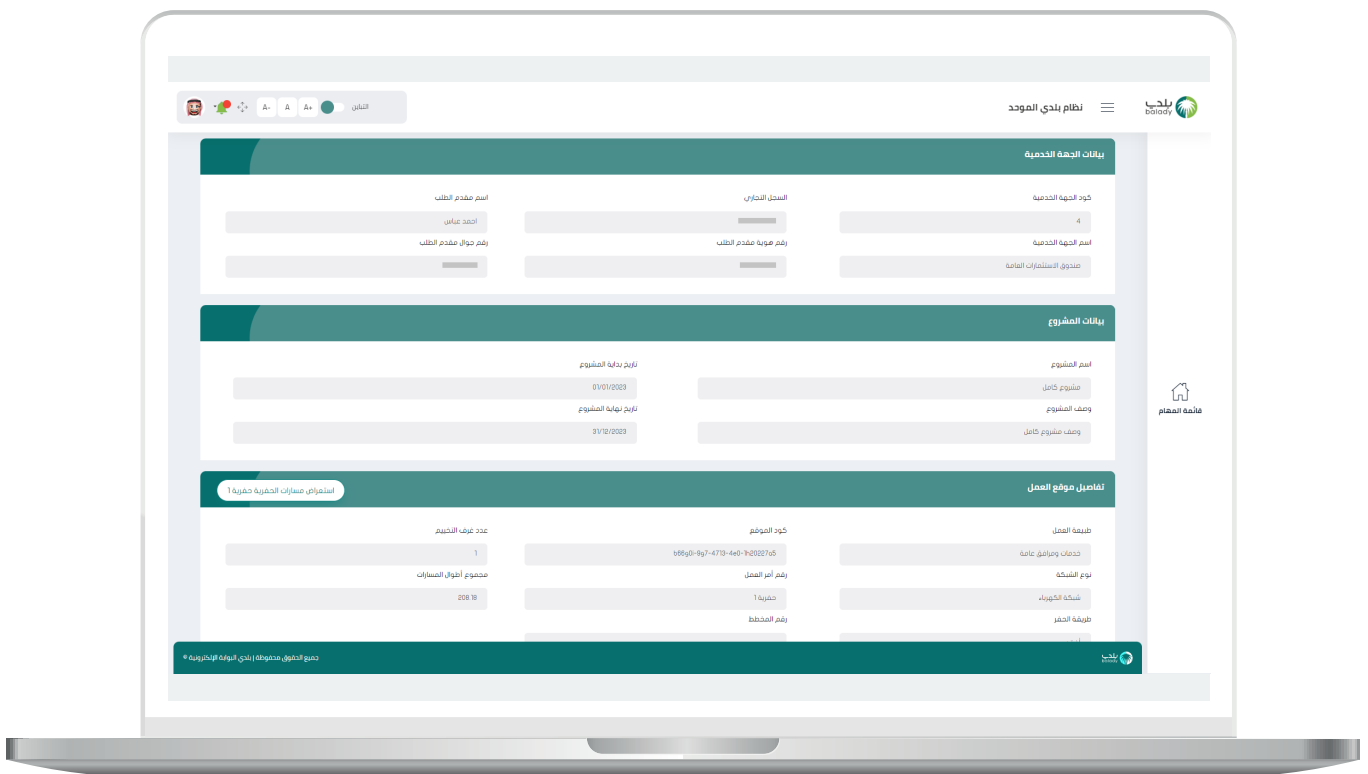
3) After clicking (**Request Details**), the complete request details are displayed as shown below.

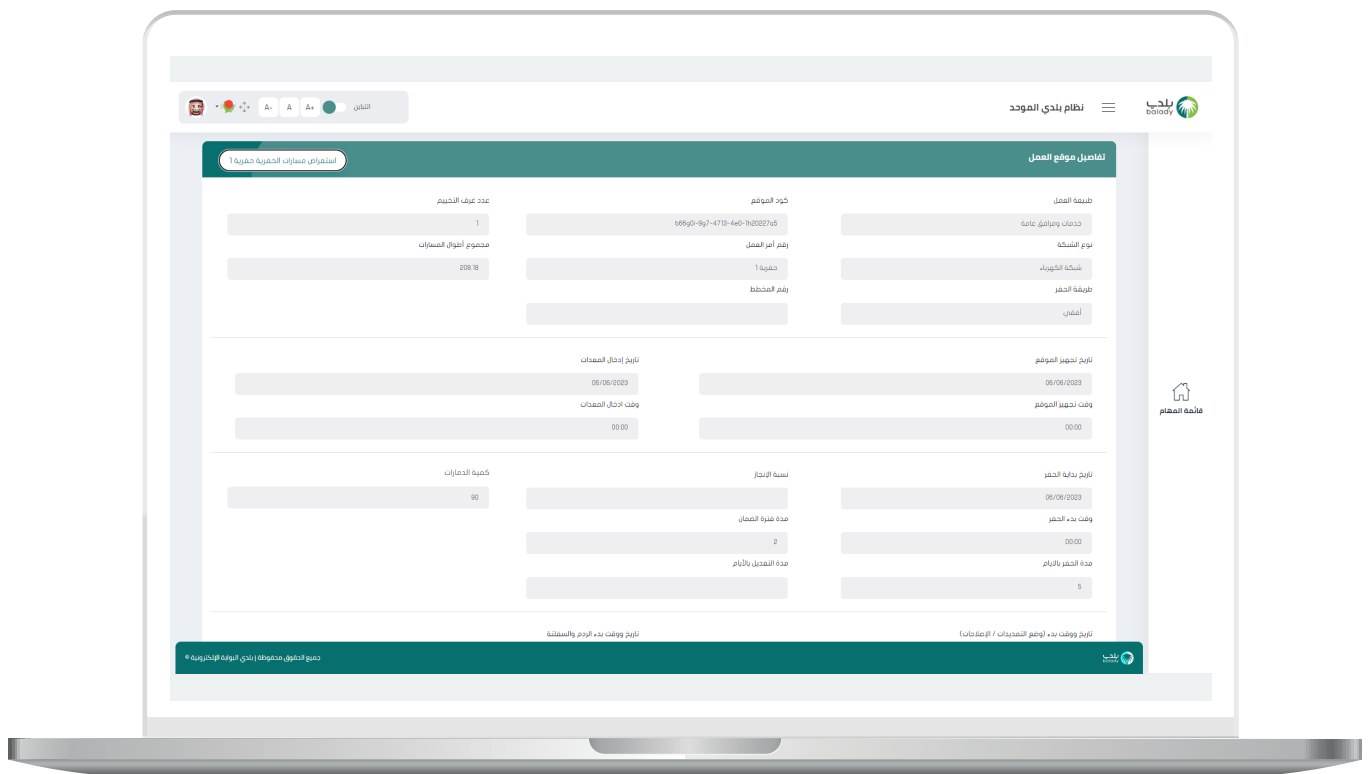The following screen represents the first part of the details screen.
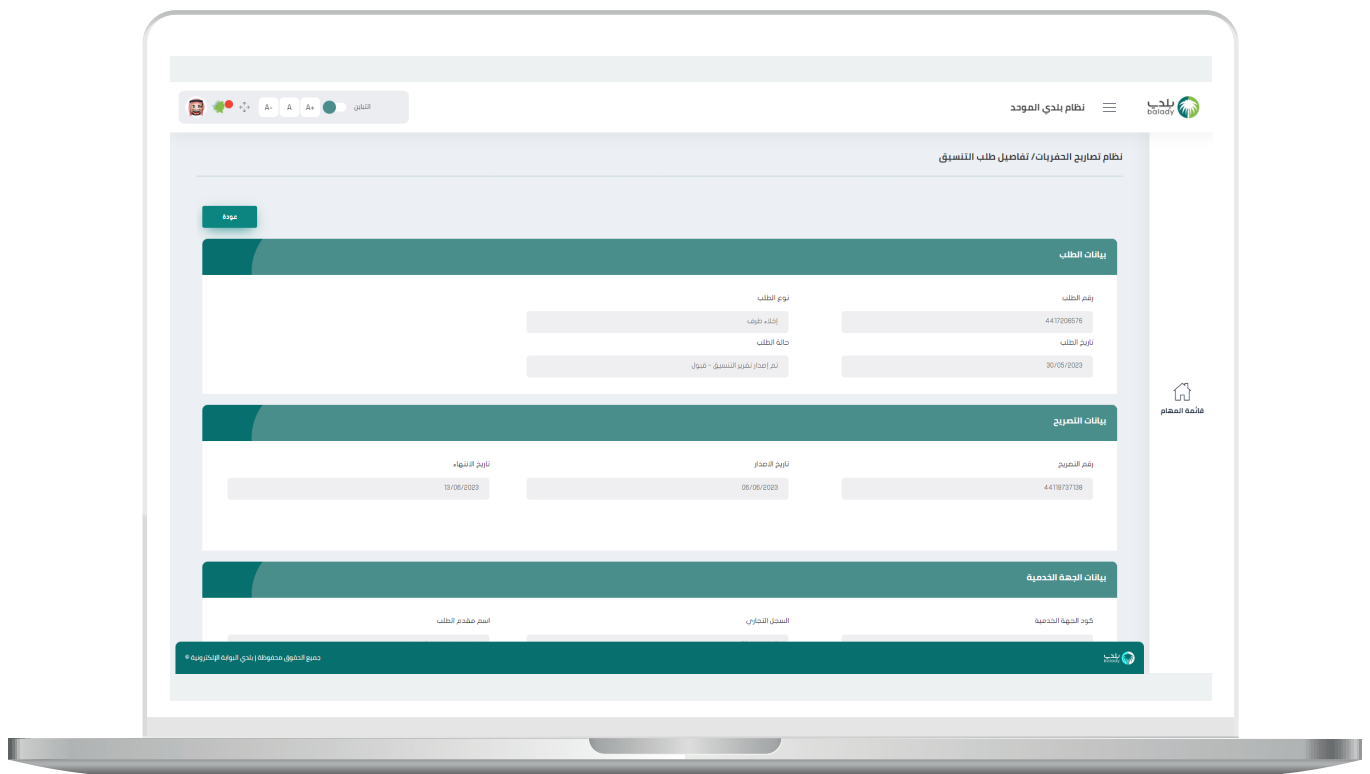
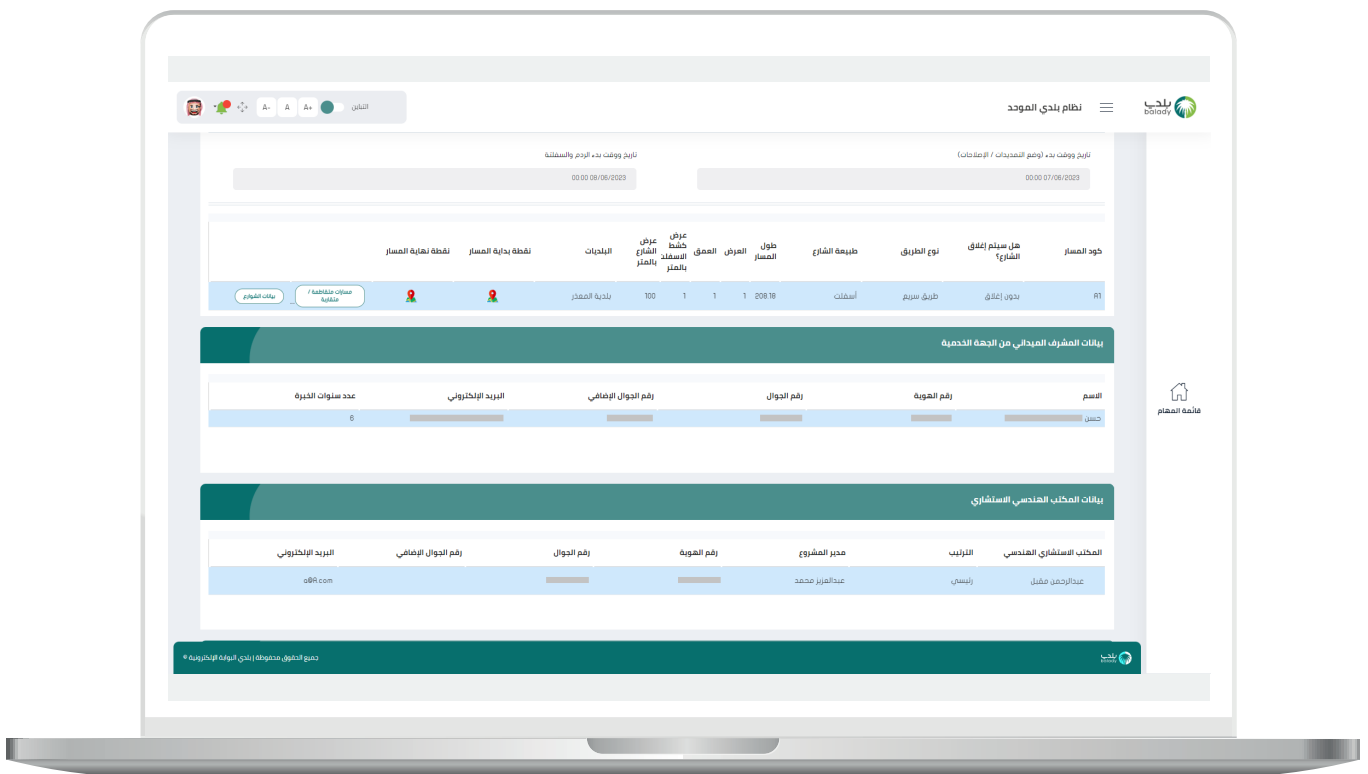**4)** The following screen represents the second part of the details screen.

5) The following screen represents the third part of the details screen.

The user can view the excavation route by clicking (**View Excavation Routes**).
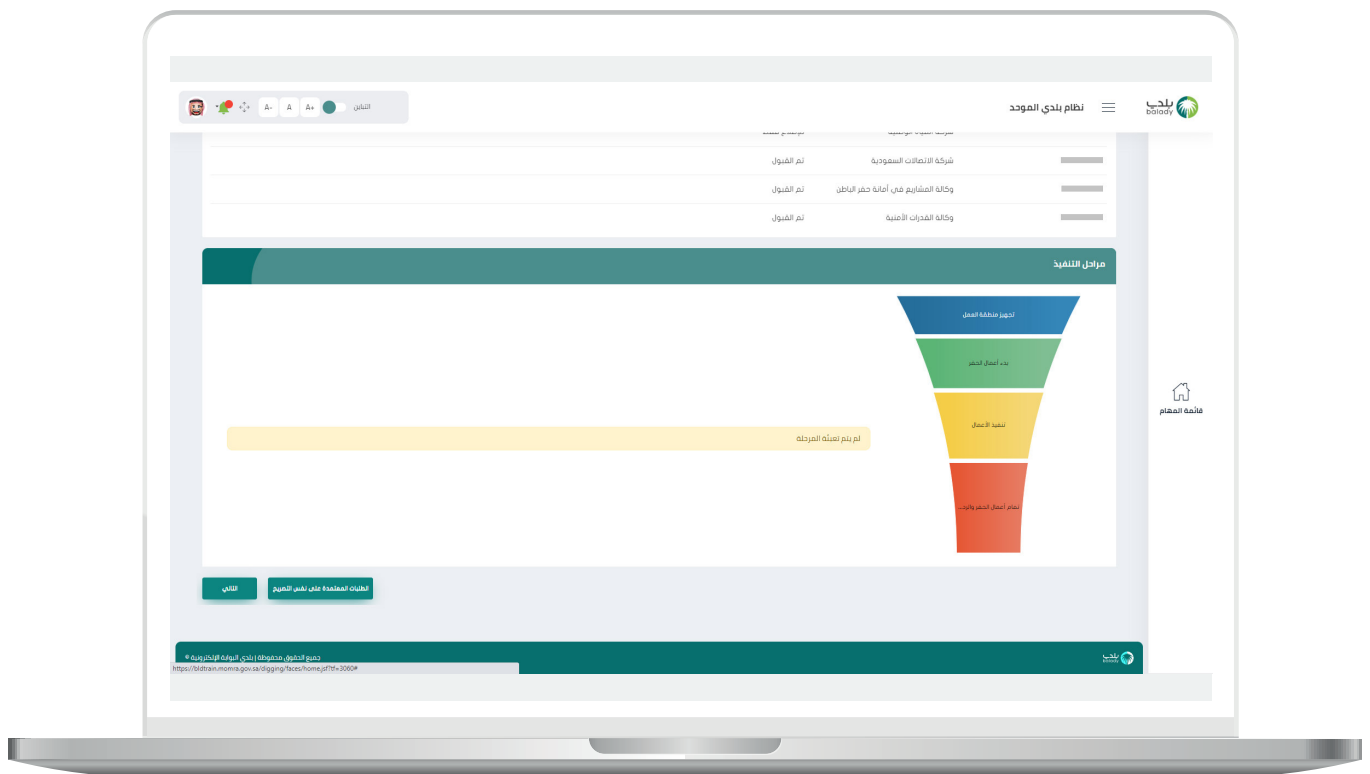
6) The following screen represents the fourth part of the details screen.

7) The following screen represents the fifth part of the details screen.

The user can view requests approved under the same permit by clicking (**Requests Approved Under the Same Permit**) or navigate to the next page by clicking (**Next**).

8) After clicking (**Requests Approved Under the Same Permit**), the following screen appears.
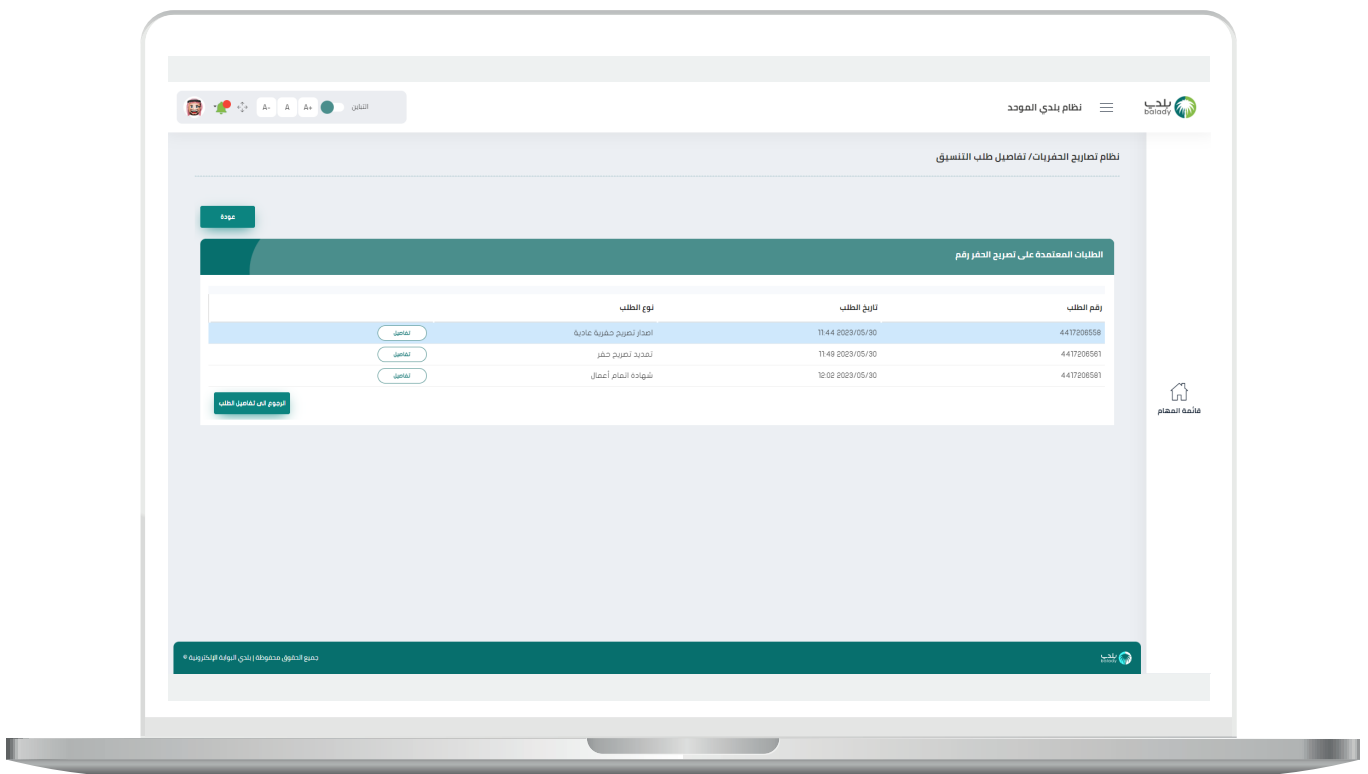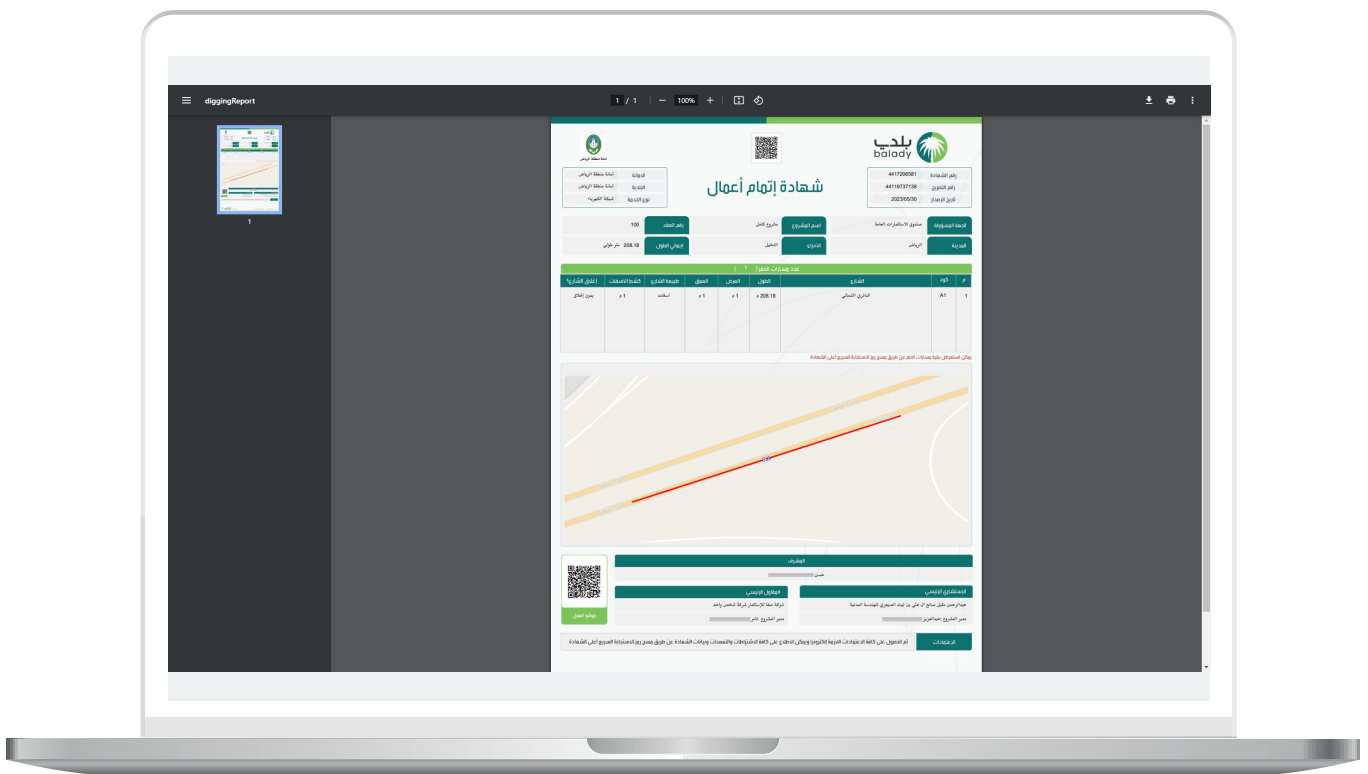
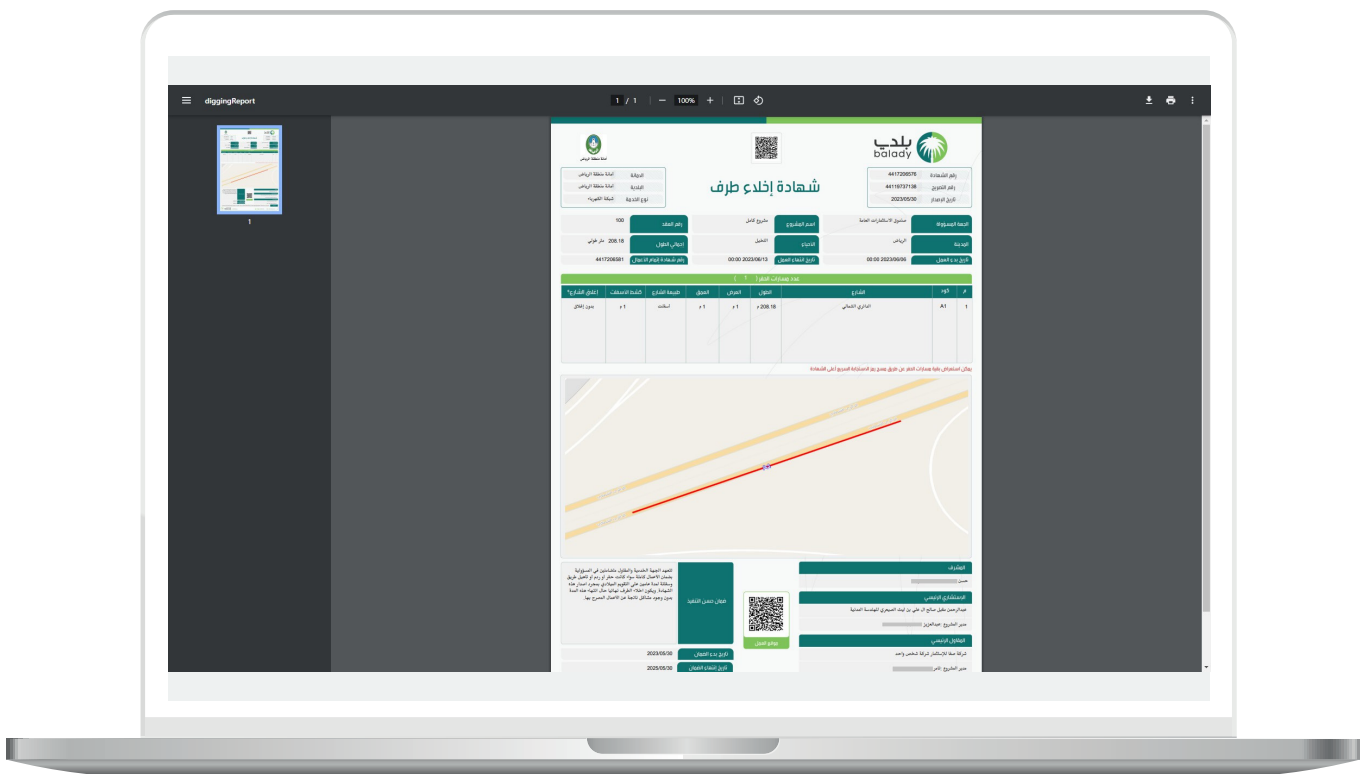9) After clicking (**Next**), comments from other entities are displayed.
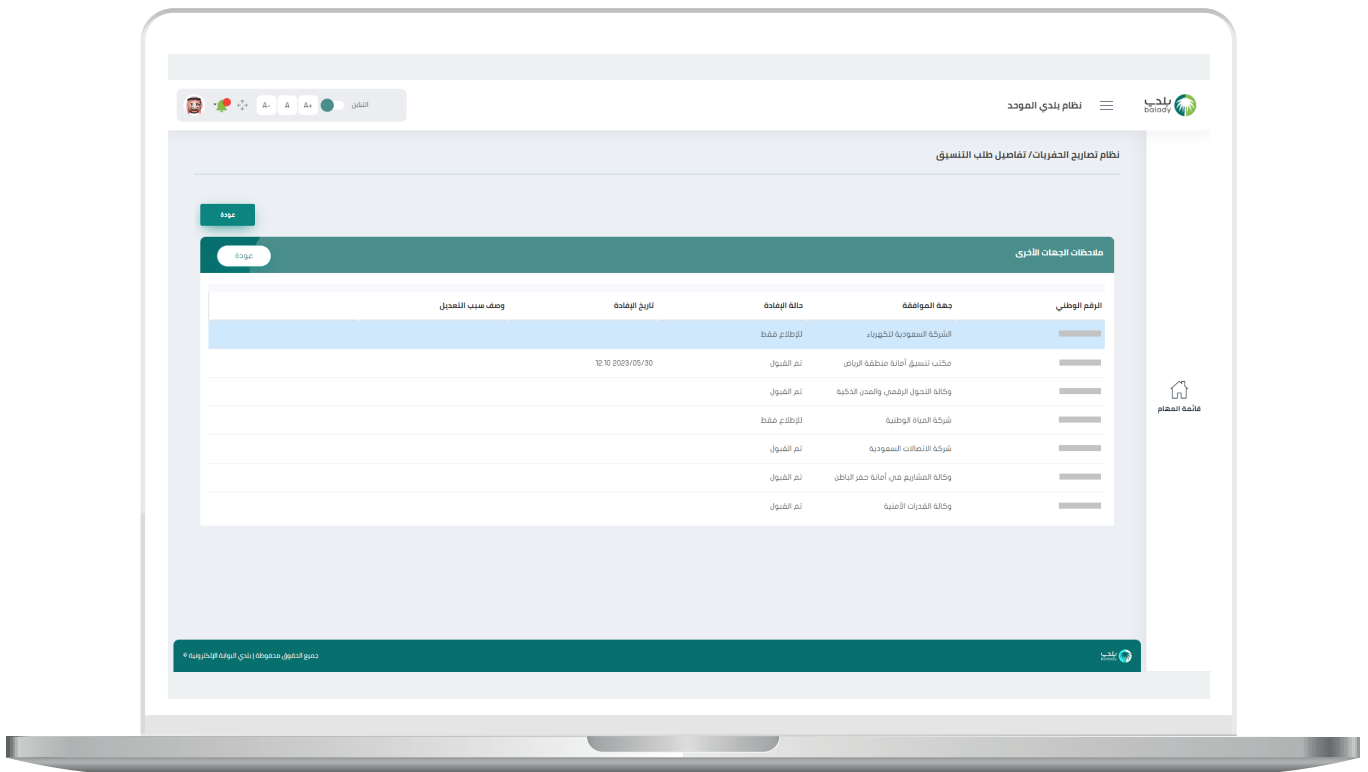
10) After clicking (**Print Excavation Permit**), the excavation permit is displayed as shown below.

11) After clicking (**Print Completion Certificate**), the completion certificate is displayed as shown below.

12) After clicking (**Print Clearance Certificate**), the clearance certificate is displayed as shown below.