



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Approvals Platform

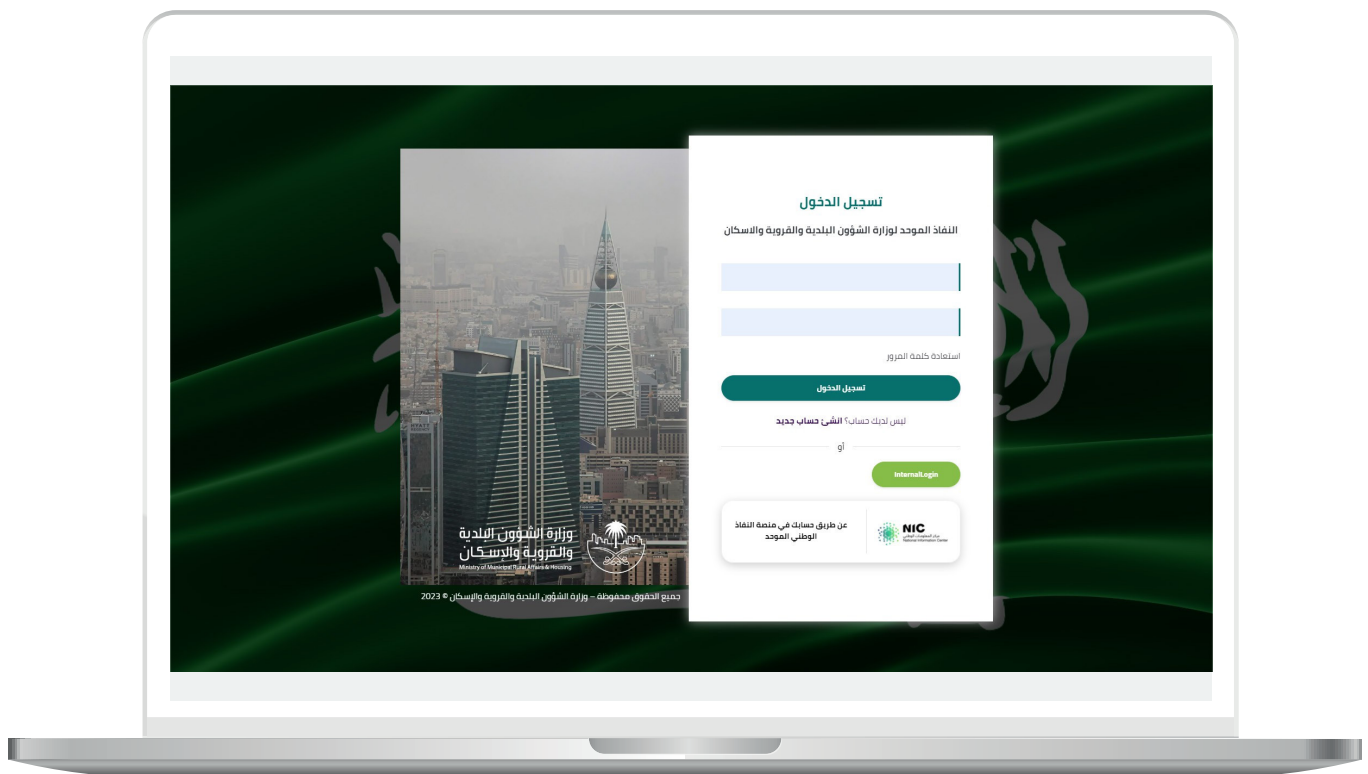
Beneficiary's
Copy

Contents

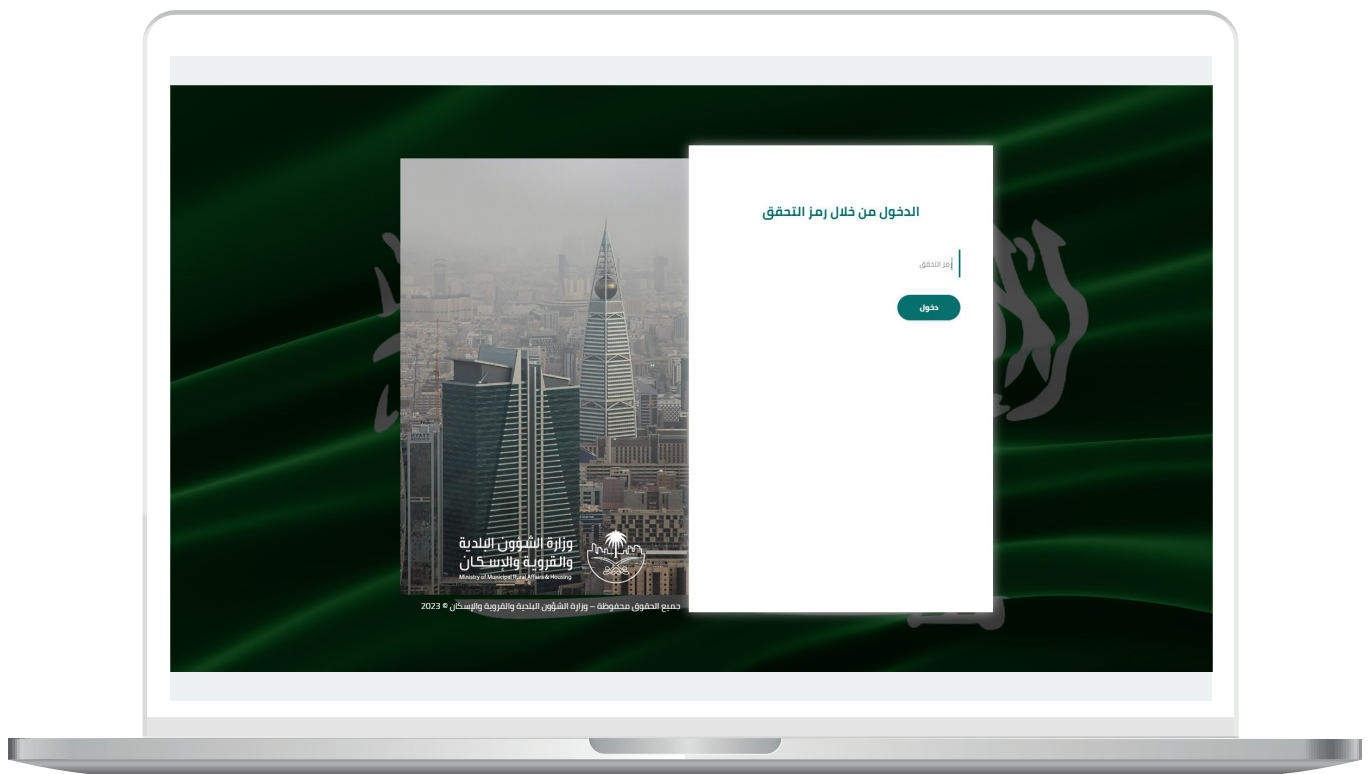
Logging into the System	03
Steps to Request the Service	06
1) Entity Manager	10
2) Managing the Work Team	26
3) Coordination and Approval	35

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.

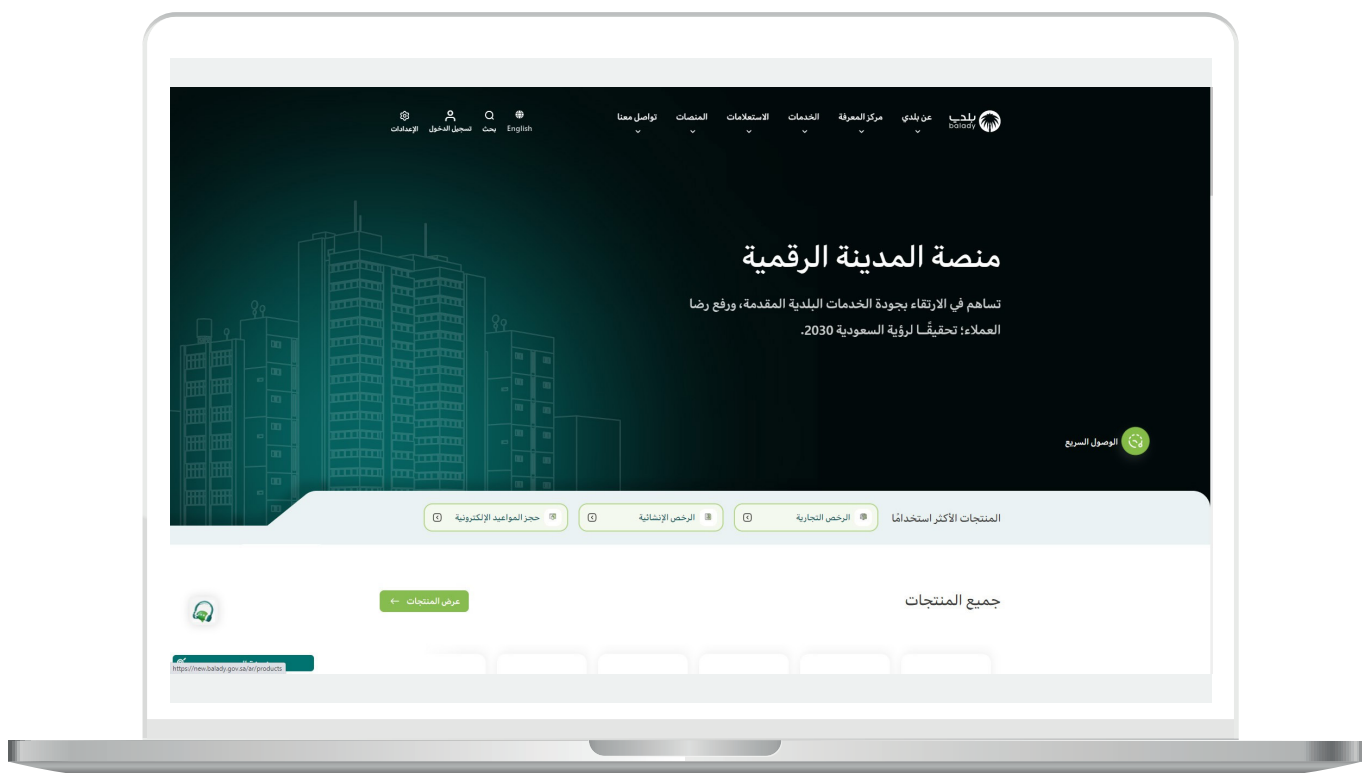


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



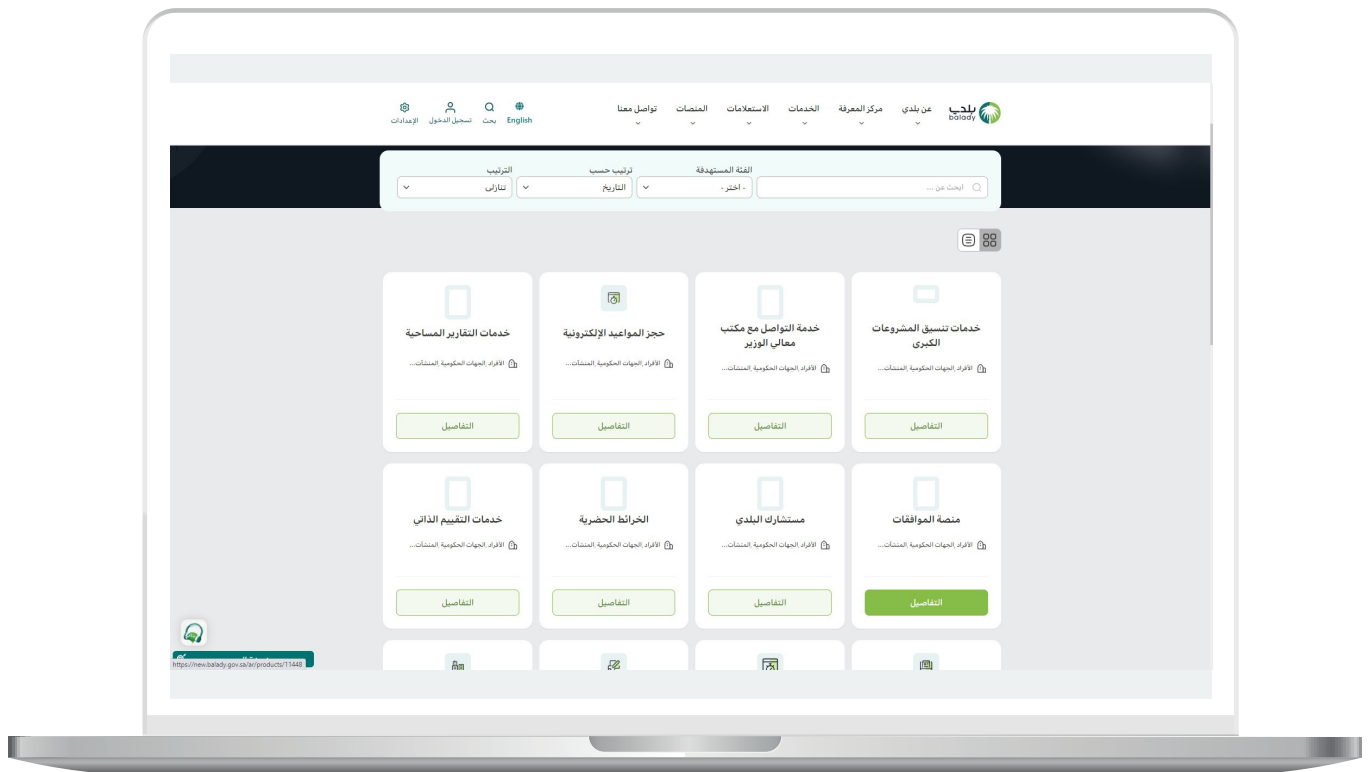
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

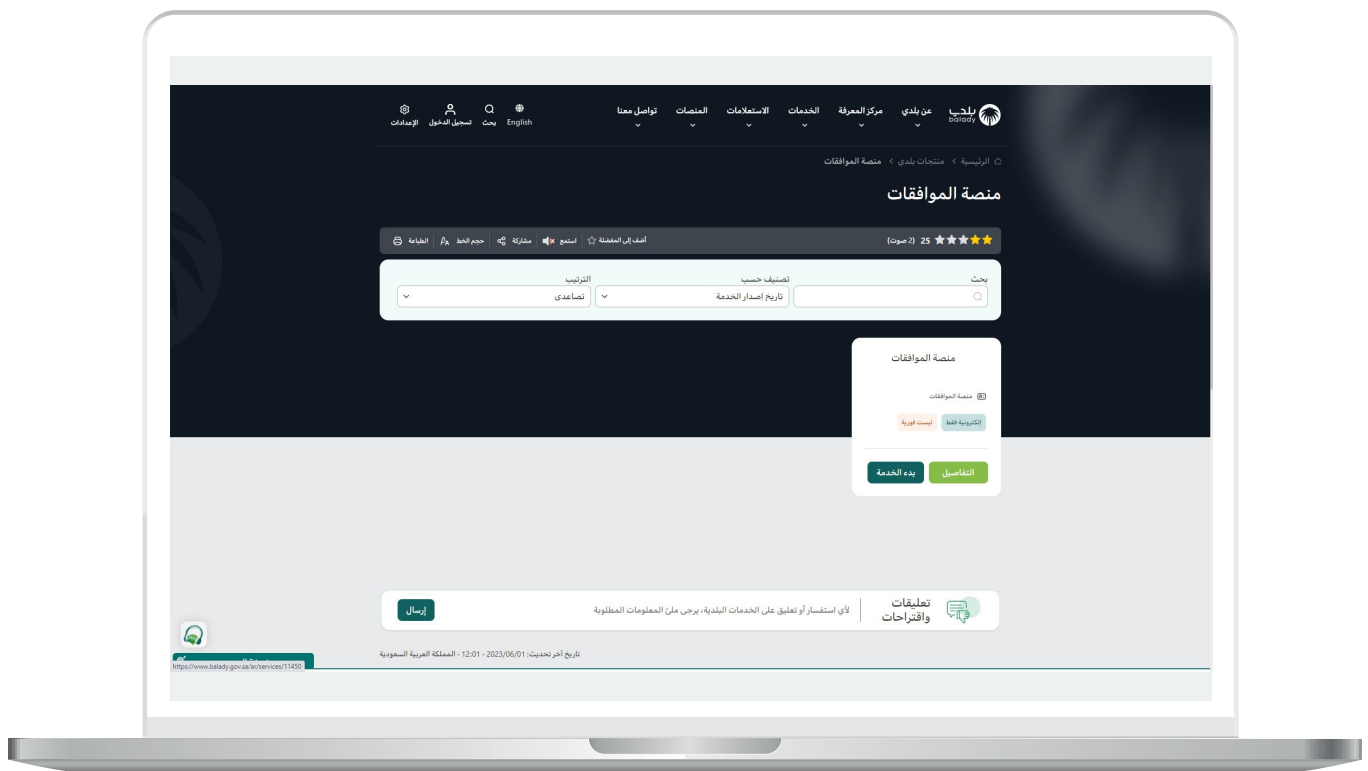


Steps to Request the Service

- 1) To begin the service request, select **(Approvals Platform)** from the available options.

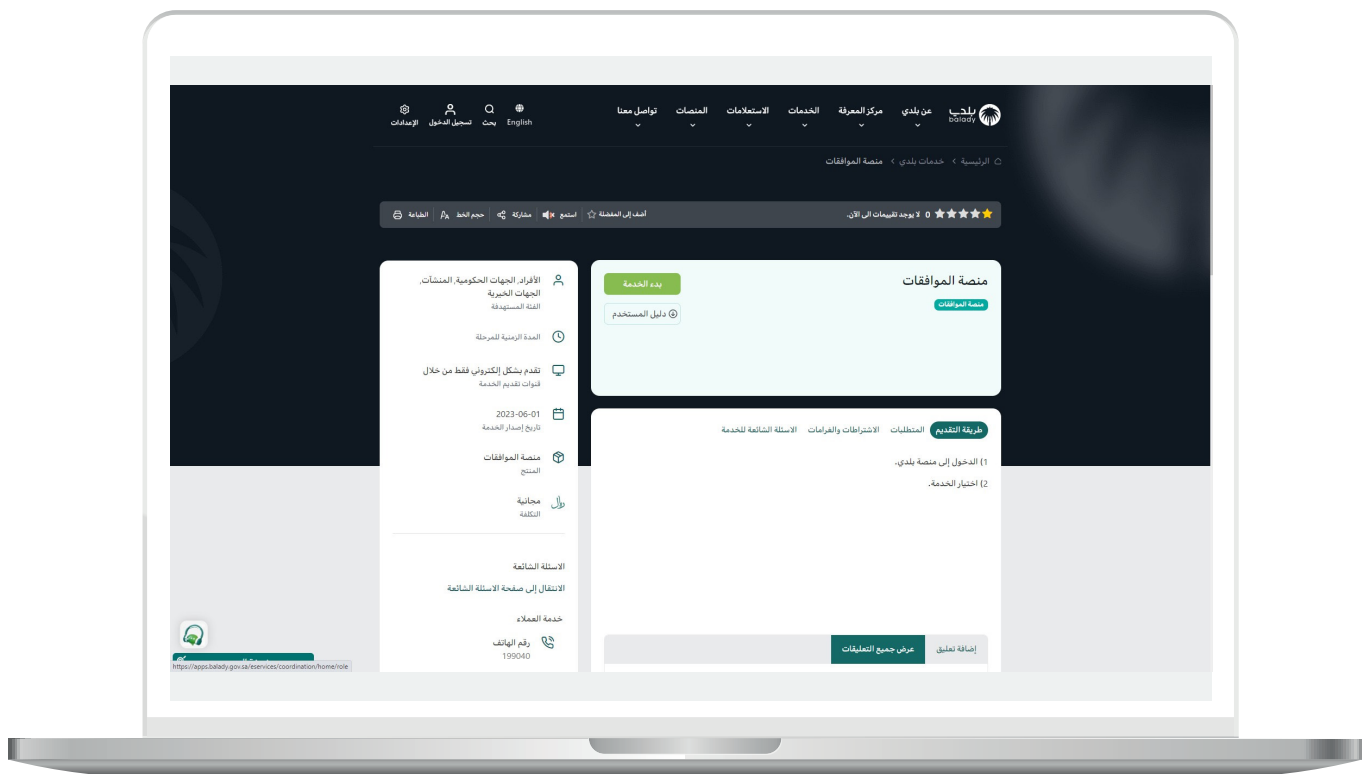


2) The following screen will appear, where you need to click the **(Details)** button from the **(Approvals Platform)** icon.

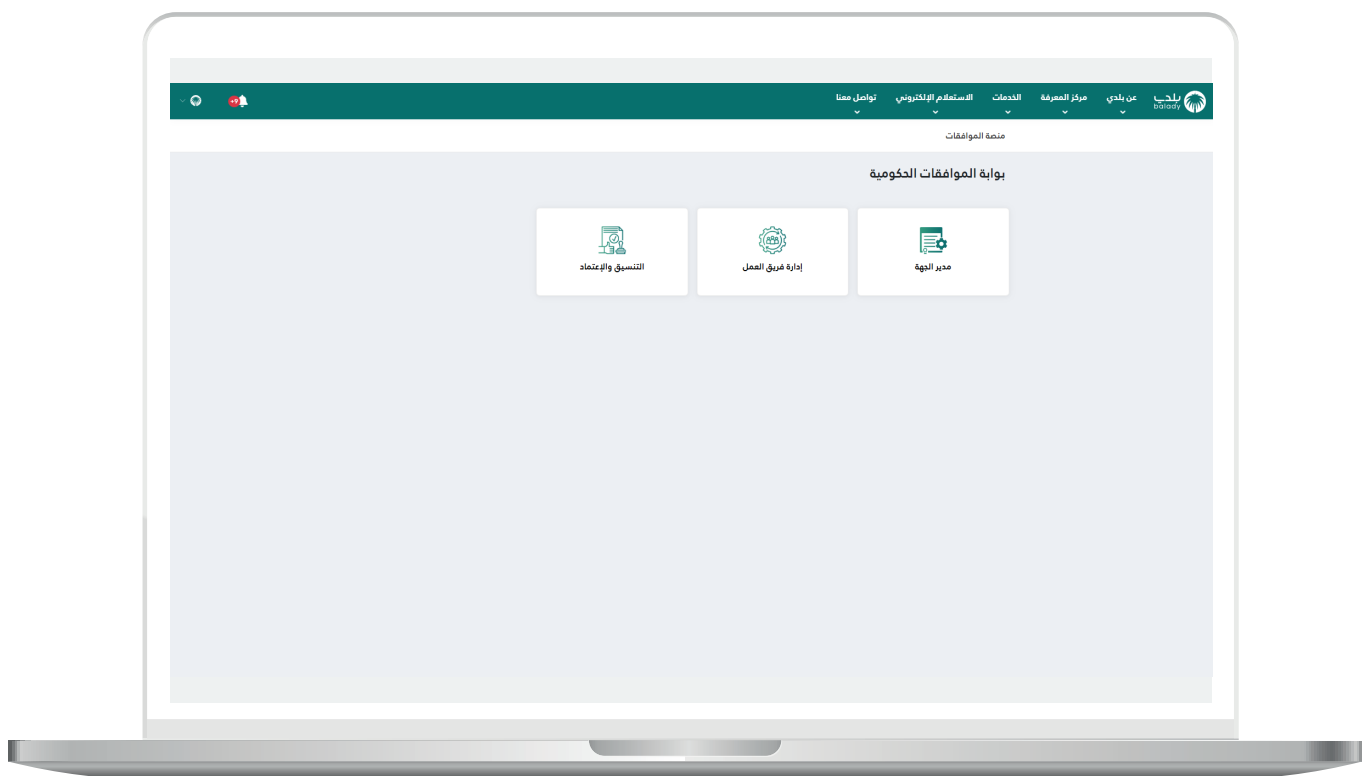


3) The next screen displays the **(Service Card)**, which includes the **(How to Apply, Requirements, Conditions and Fines, and Frequently Asked Questions about the service)**.

The service can be started by clicking **(Start Service)**.

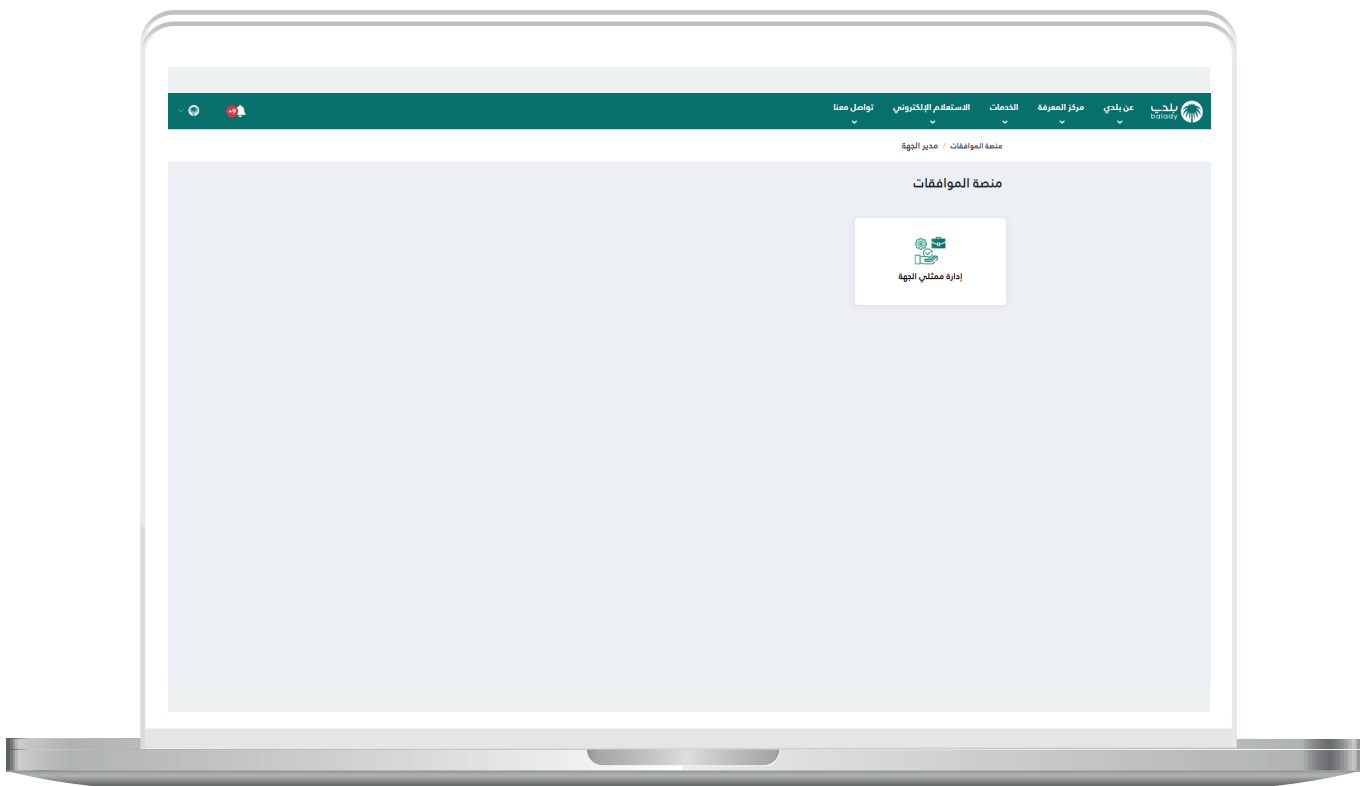


4) The user is then redirected to the Government Approvals Portal, which consists of three icons: (**Entity Manager**), (**Work Team Management**), (**Coordination and Approval**). These sections will be explained in detail.



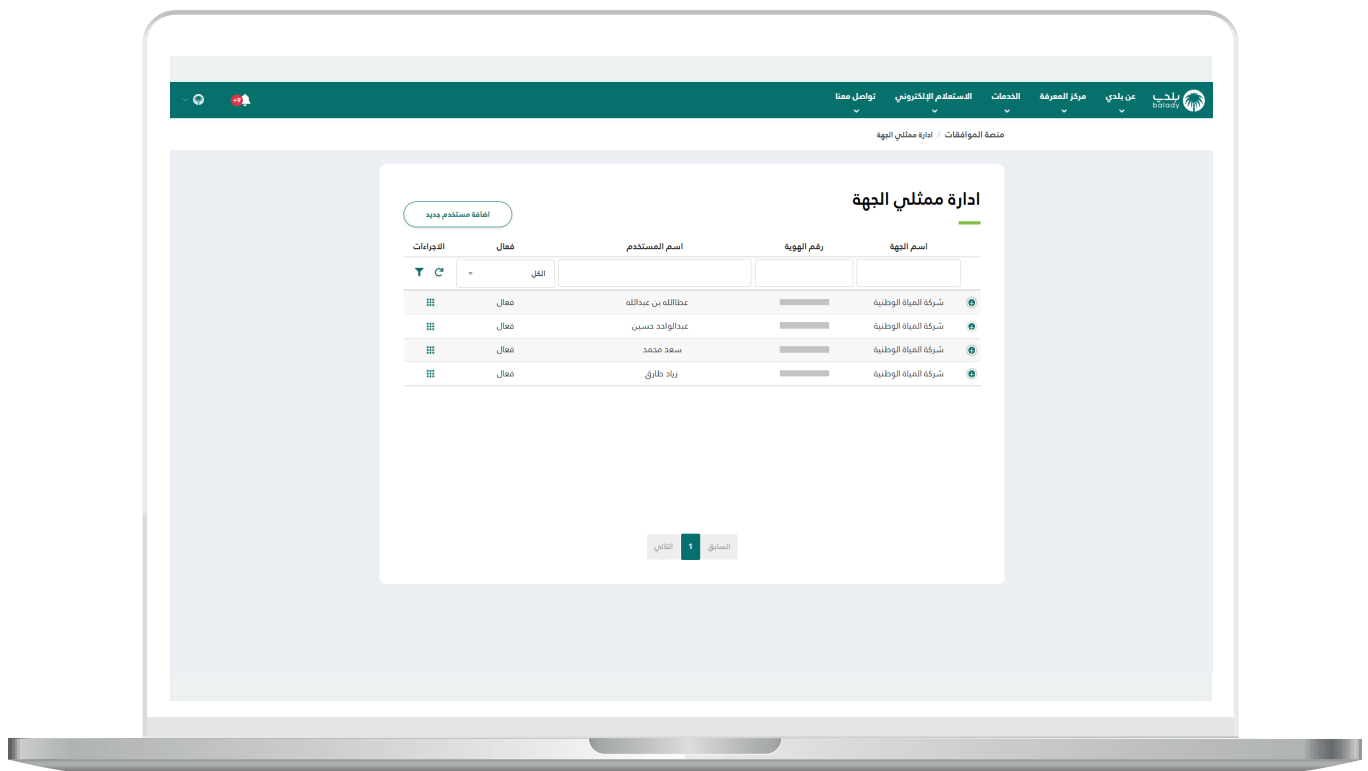
1) Entity Manager

After selecting this option, the following screen appears, which includes **(Managing Entity Representatives)**.

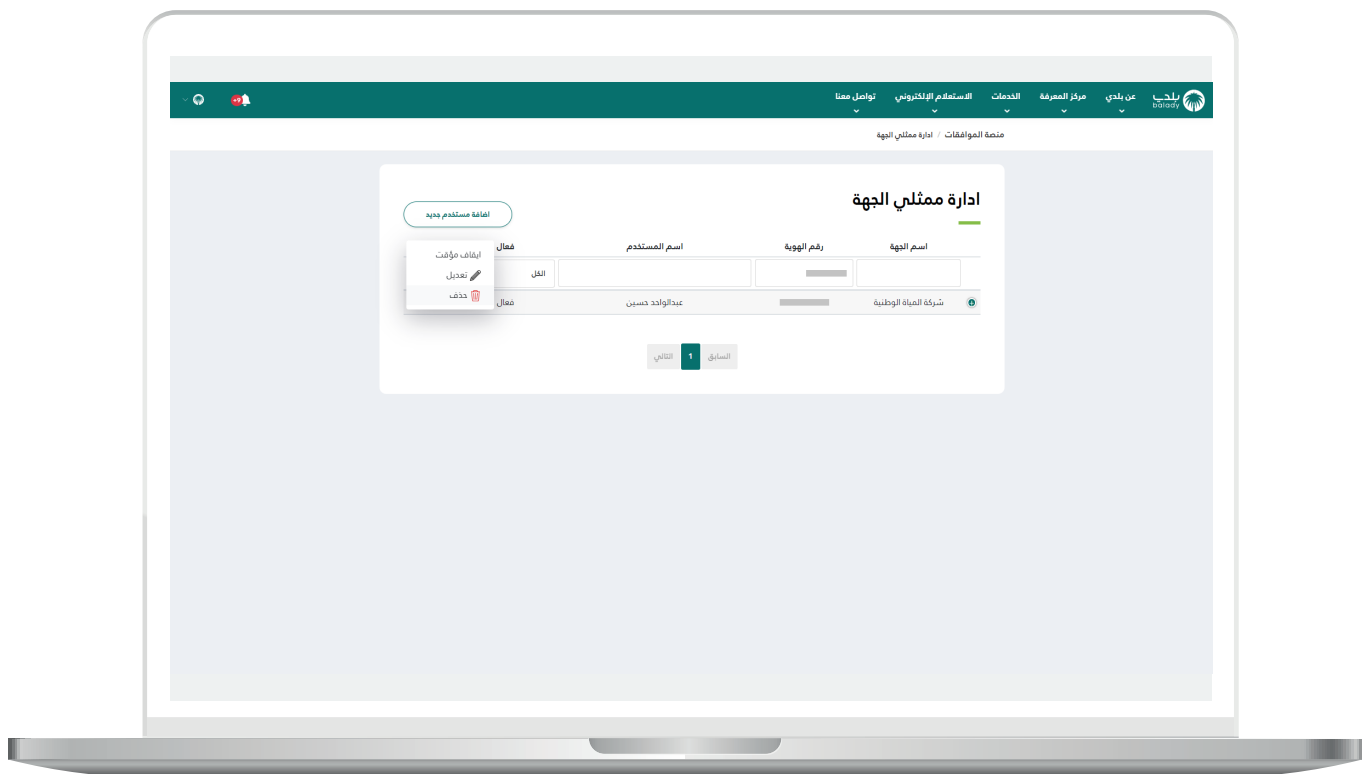


Managing Entity Representatives

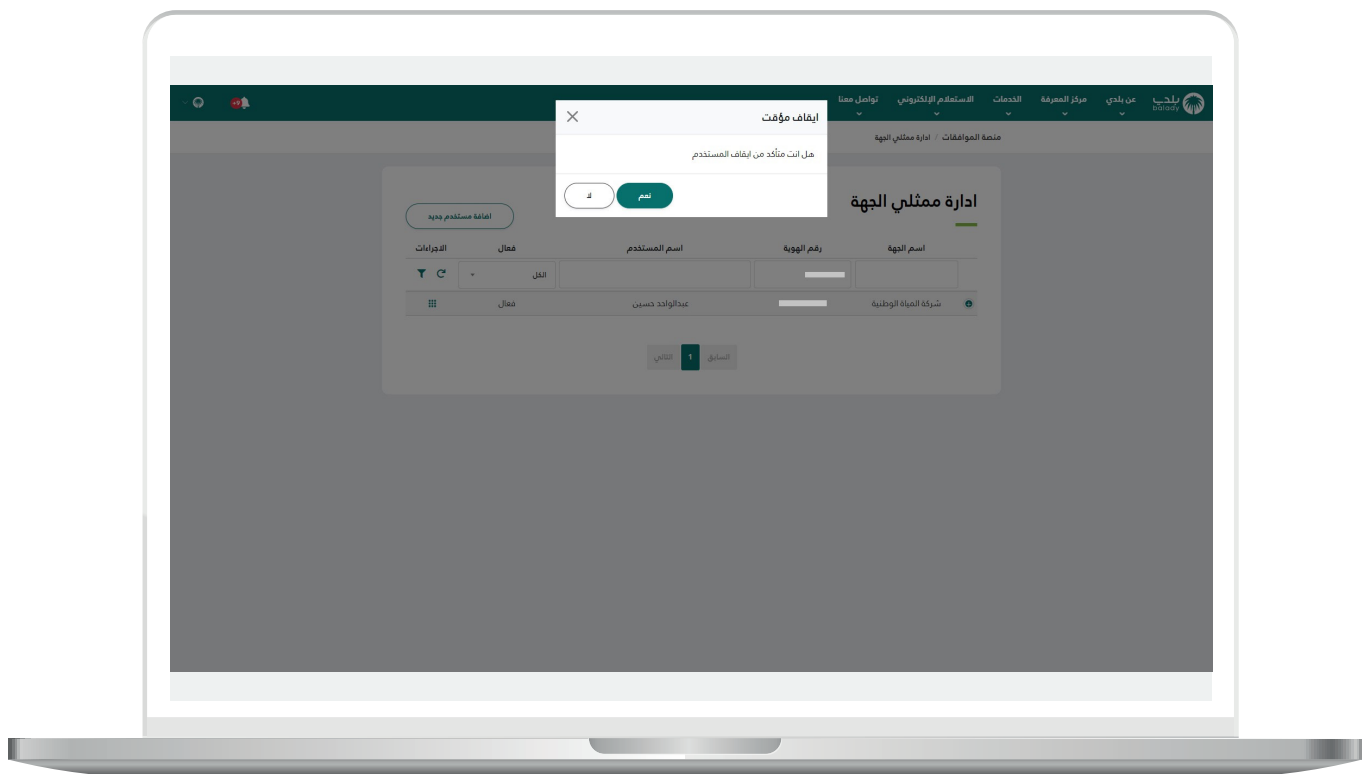
1) After selecting this option, the user is directed to the screen below, where the system allows modifications to one of the options by clicking the green box in the **(Actions)** column.



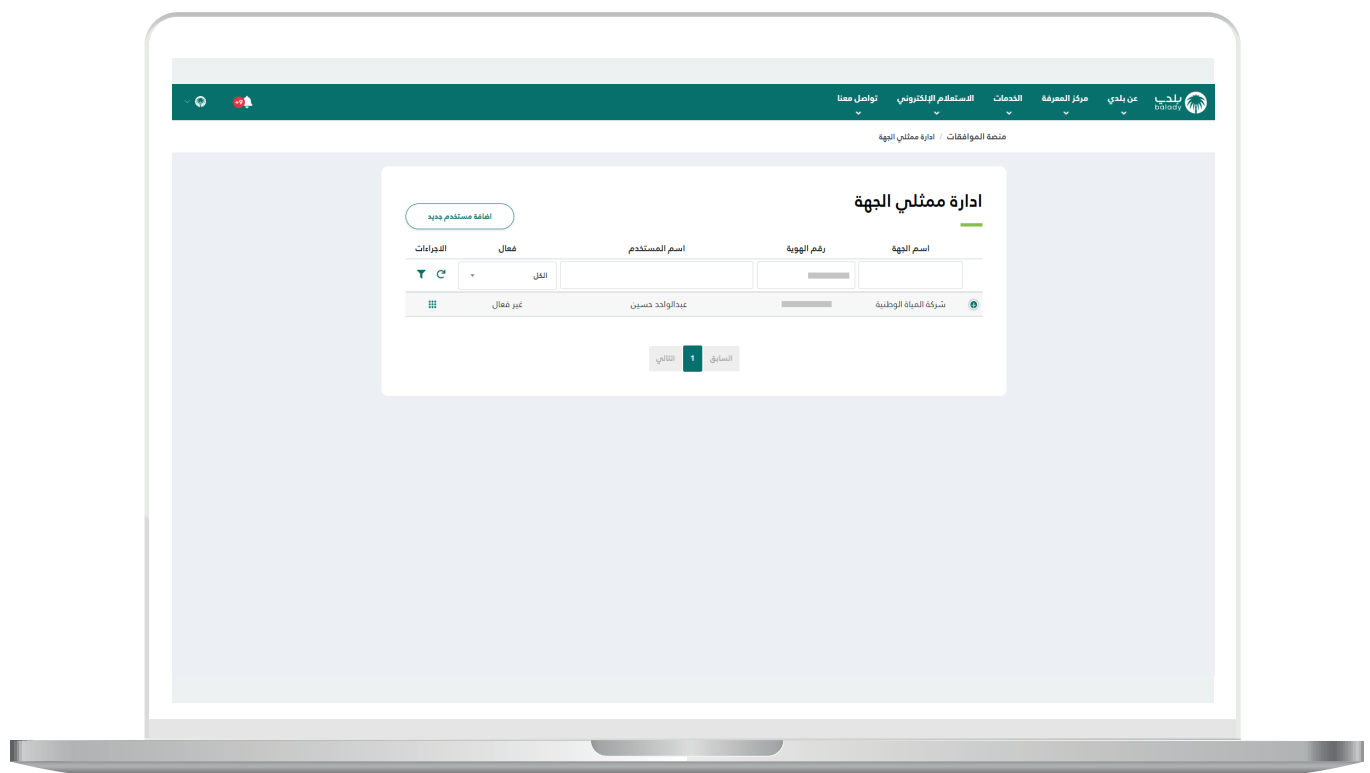
2) The following actions appear: (Temporary Suspension, Edit, Delete).



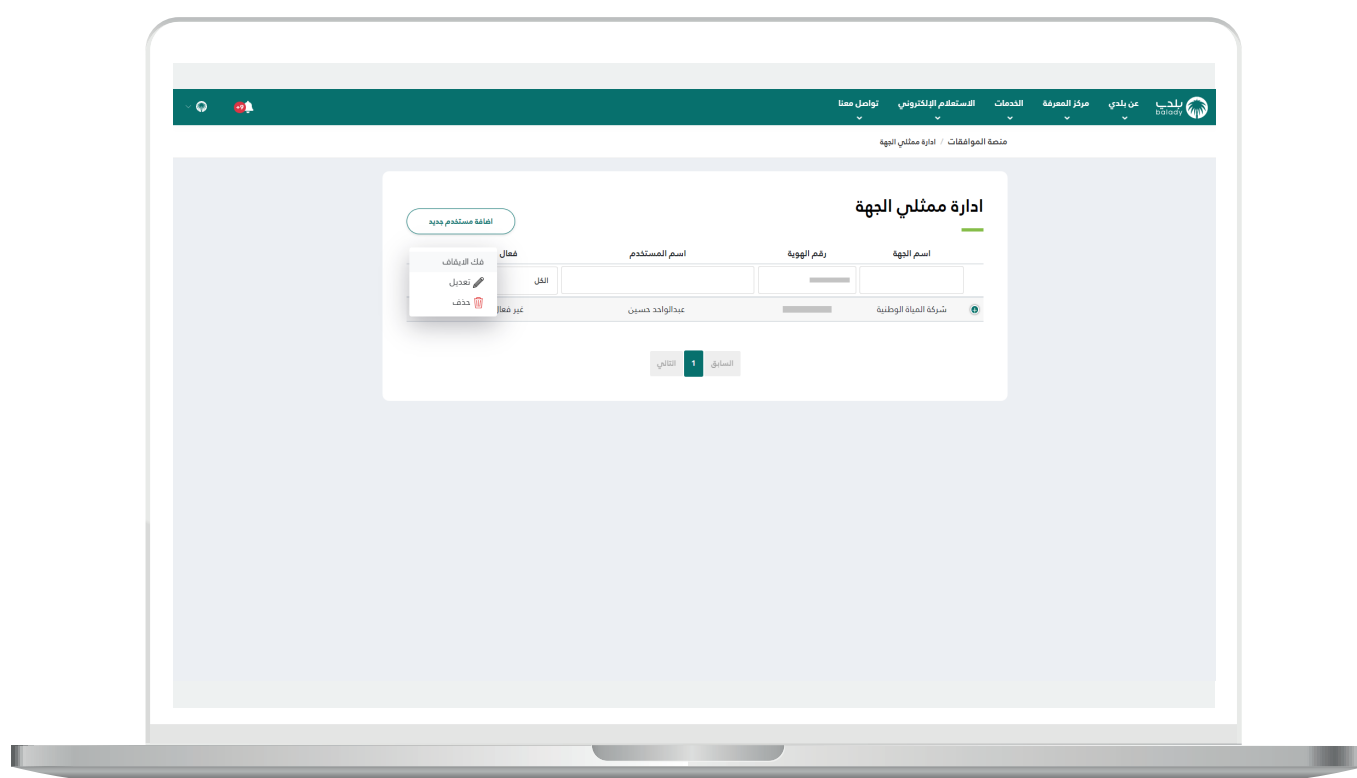
3) Clicking on **(Temporary Suspension)** triggers an alert message prompting the user to click **(Yes)** to confirm the action.



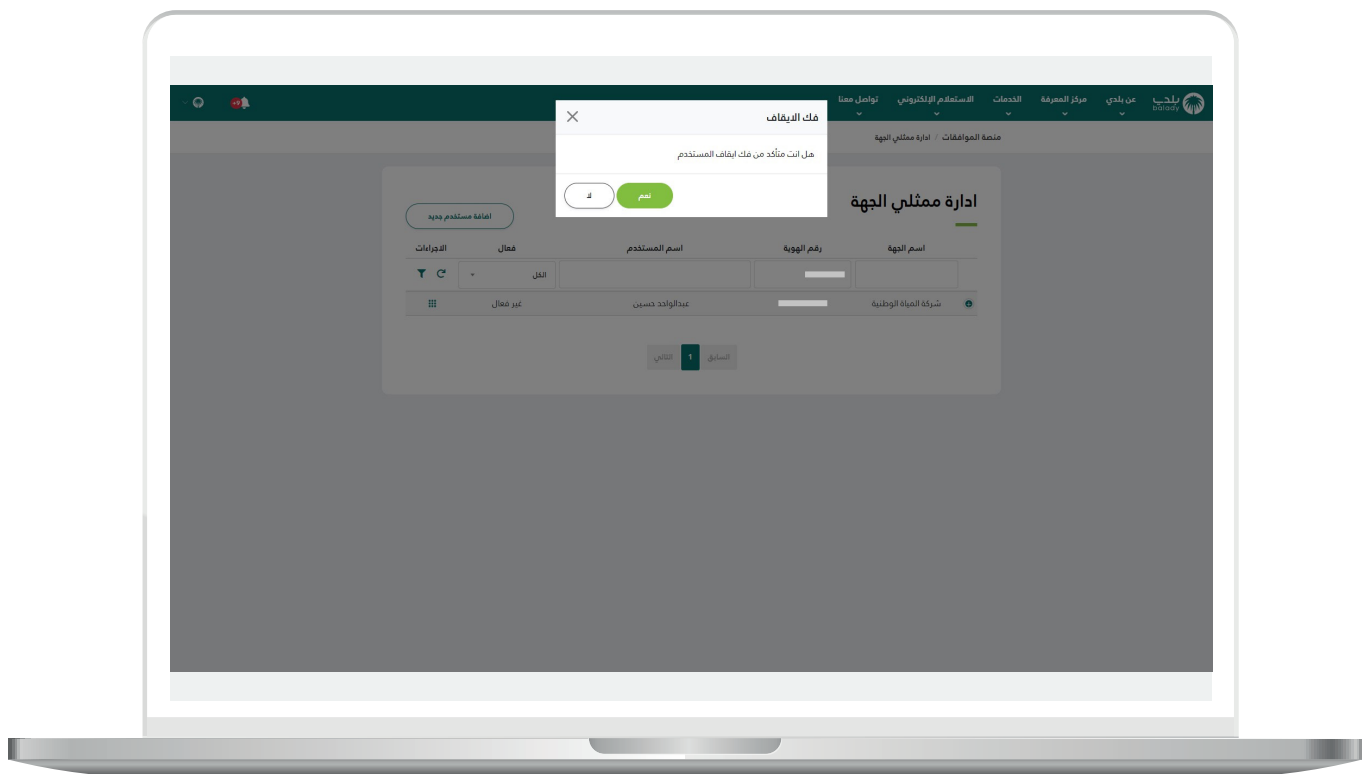
4) The user is then temporarily suspended, and their status changes from **(Active)** to **(Inactive)**, as shown in the screenshot below.



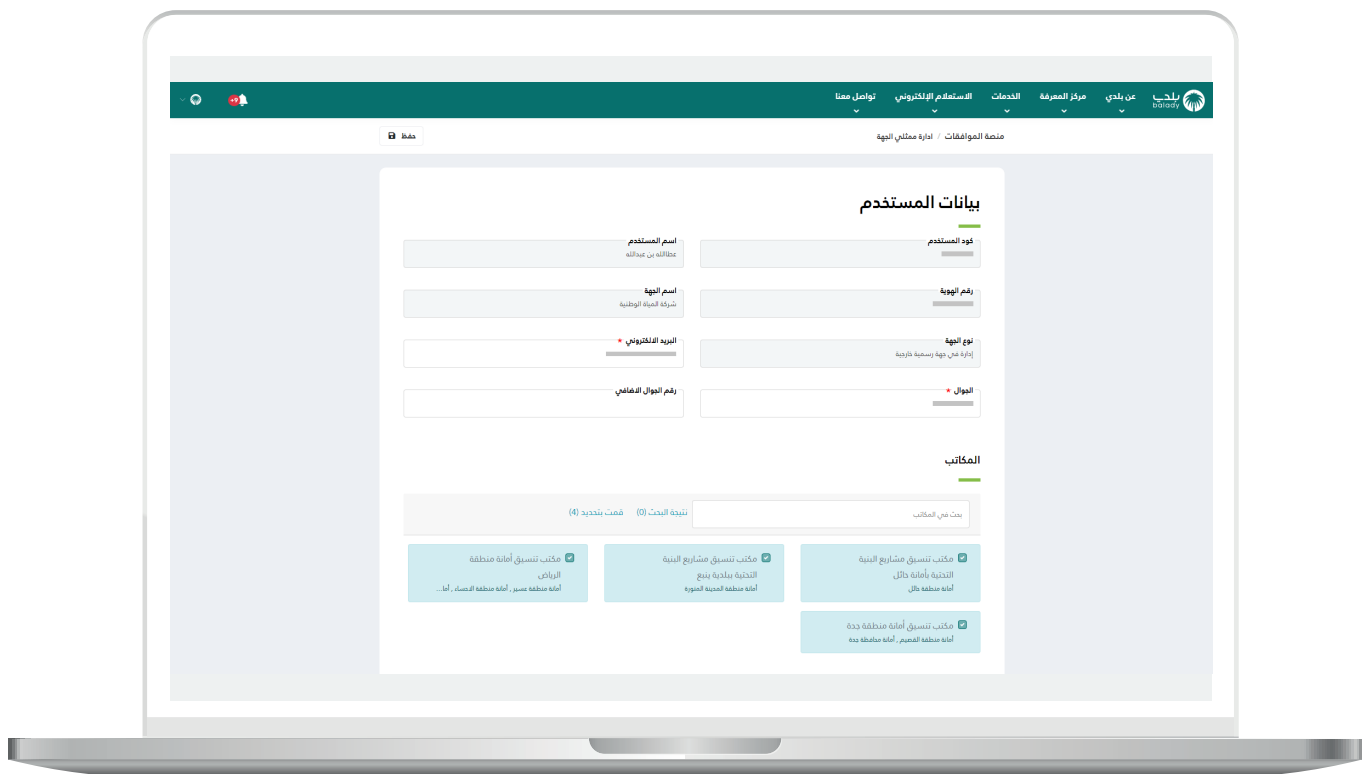
5) The suspension can be lifted by clicking the **(Lift Suspension)** button.



6) Clicking on **(Lift Suspension)** triggers an alert message prompting the user to click **(Yes)** to confirm the action.



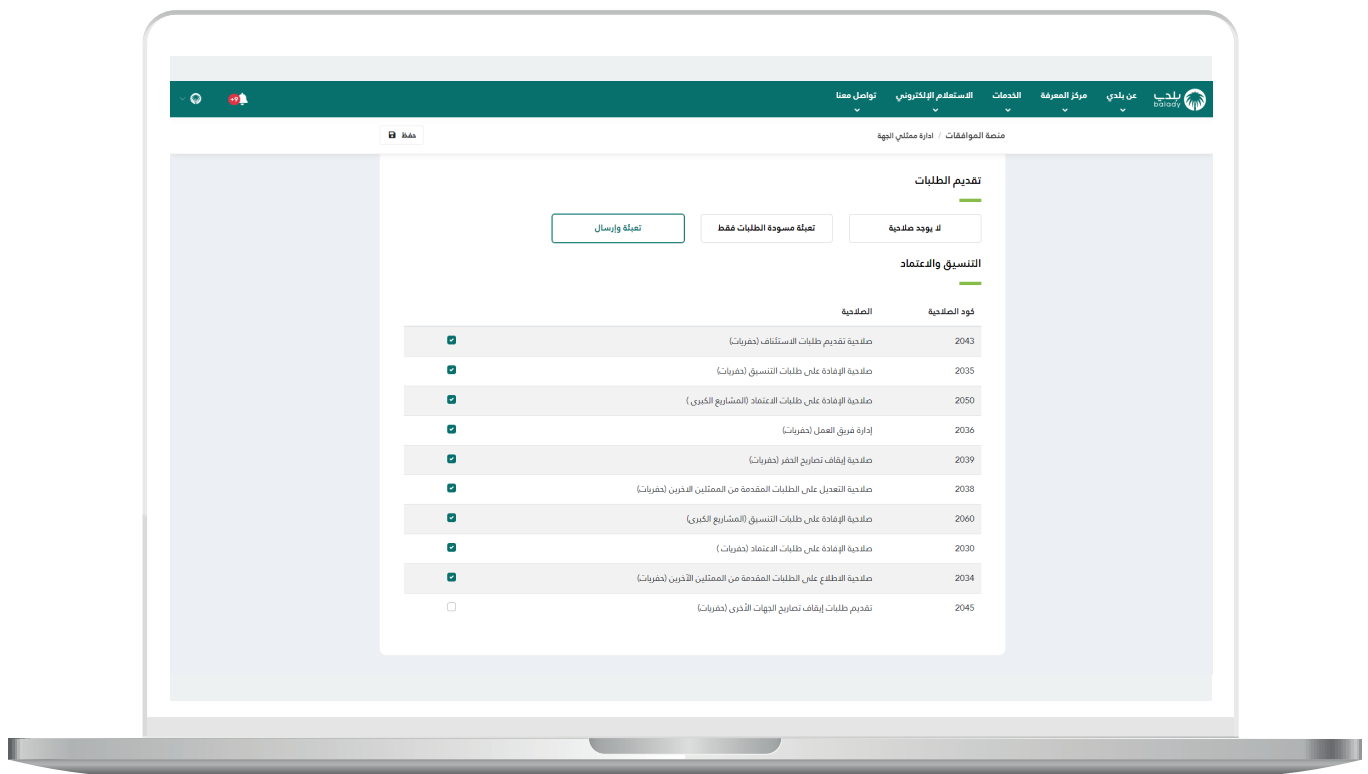
7) Clicking on **(Edit)** displays the user's information, as shown in the screenshot below, allowing modifications to the following fields: **(Email, Mobile Number, Additional Mobile Number)**.



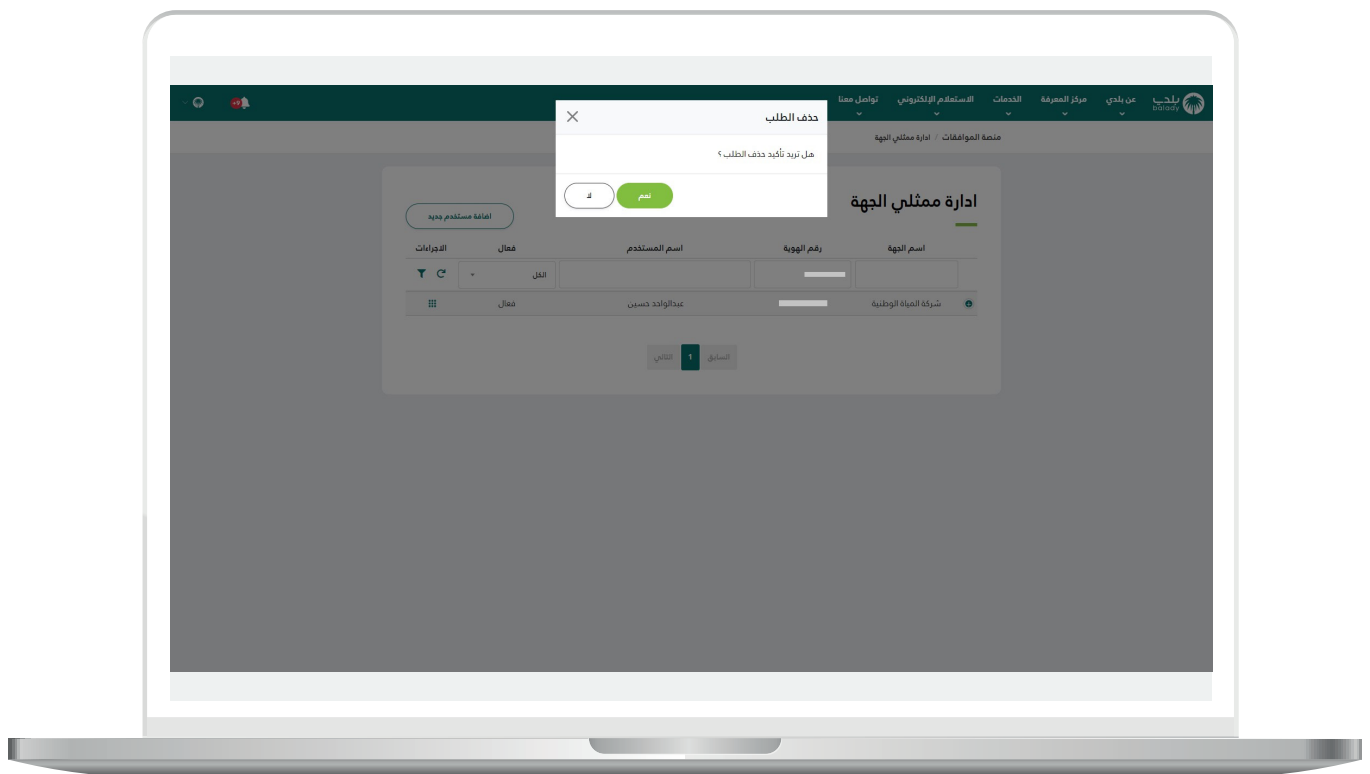
8) The **(Request Submission)** option can also be modified, offering three choices: **(No Permission, Draft Submission Only, Full Submission and Sending)**.


Additionally, permissions in the **(Coordination and Approval)** section can be modified by selecting the checkbox next to the desired permission, followed by clicking **(Save)**.

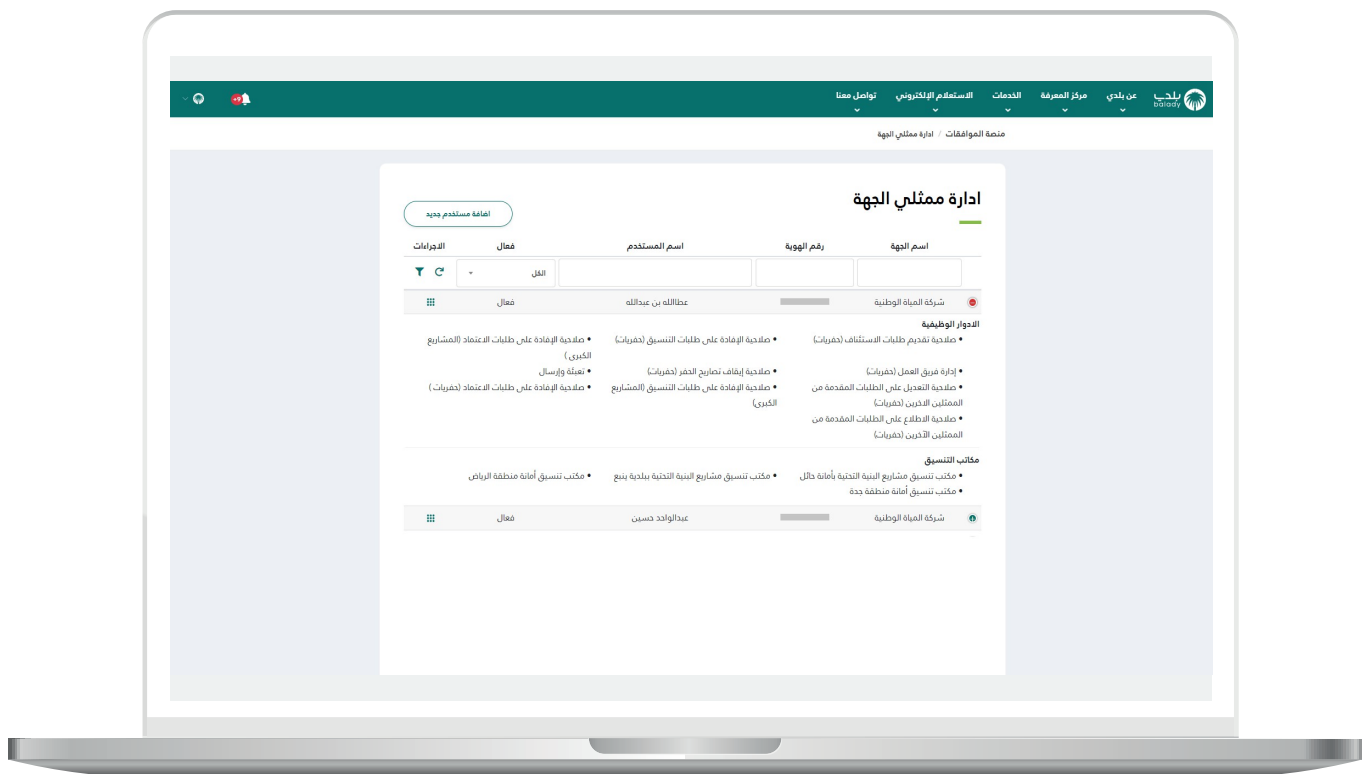
The user then clicks **(Save)**.



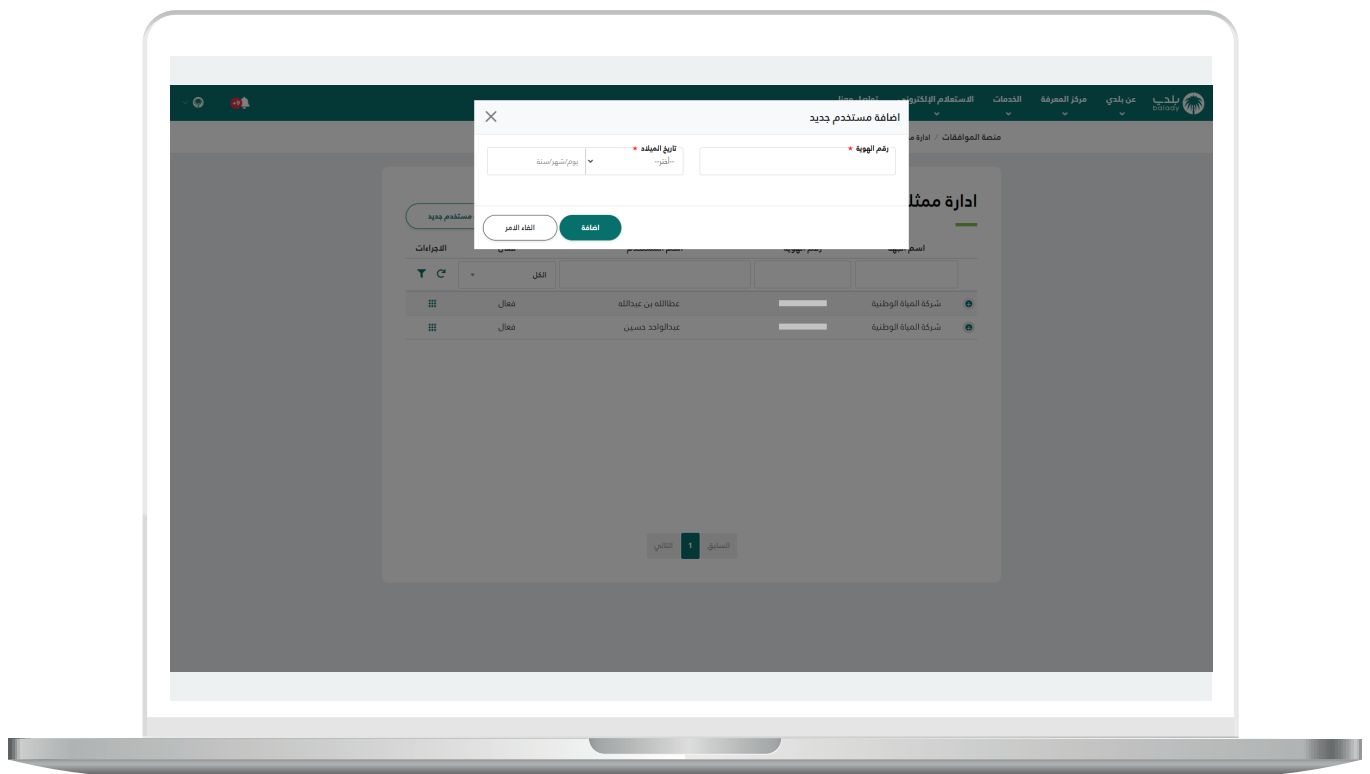
9) Clicking on **(Delete)** triggers an alert message prompting the user to click **(Yes)** to confirm the deletion of the user.



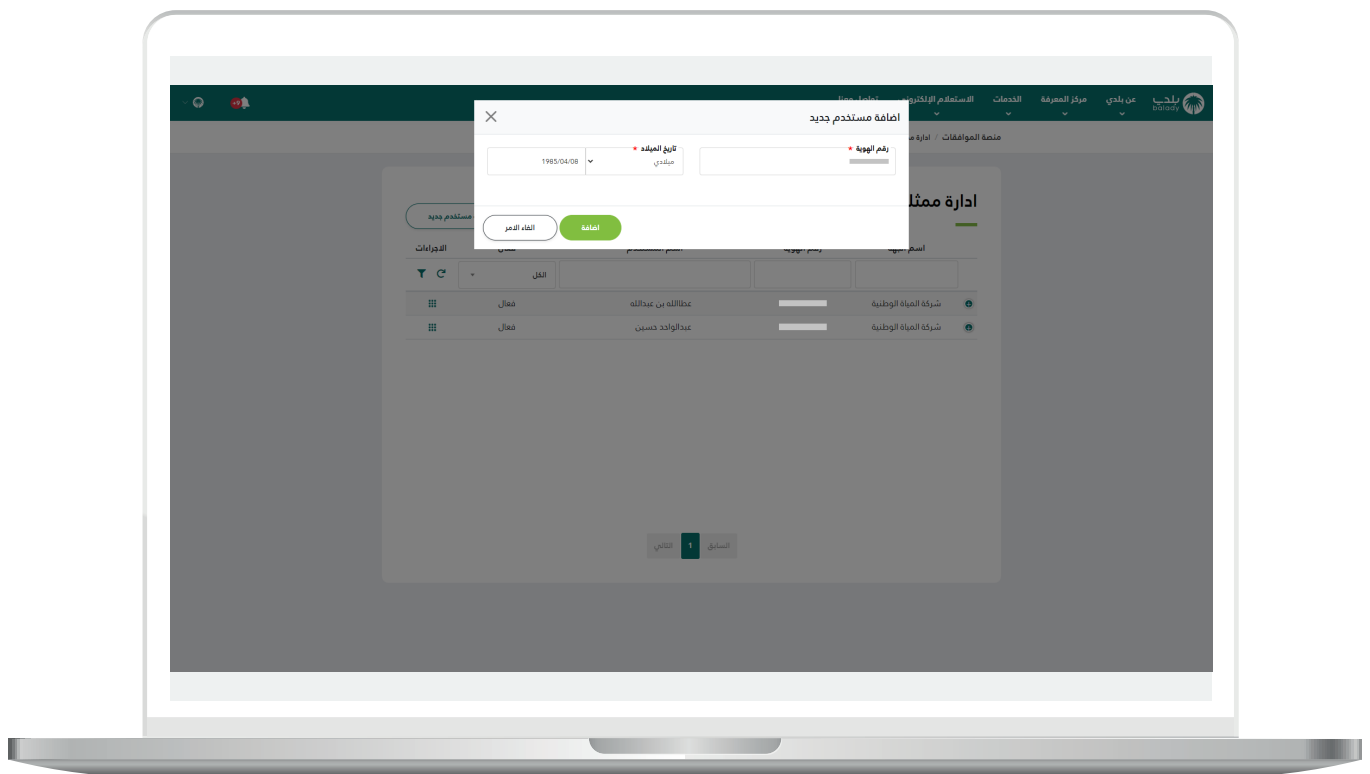
10) Clicking the green plus icon  displays details of the functional roles and coordination offices of the entity, as shown in the screenshot below.



11) Clicking on **(Add New User)** opens a small pop-up window, as shown in the screenshot below, where the user must enter the following fields: **(National ID Number, Date of Birth, Day/Month/Year)**.



12) The user then clicks **(Add)**.



13) The system then redirects the user to the next screen to complete missing user details, including (**Email, Mobile number, Additional Mobile Number**).

The screenshot shows a web application interface on a laptop. The top navigation bar is dark green with white text and icons. The main content area is white with a light gray border. The form is titled 'بيانات المستخدم' (User Data) and is divided into two main sections: 'بيانات المستخدم' and 'المكاتب' (Offices).

بيانات المستخدم

اسم المستخدم عبدالعزيز محمد	رقم المستخدم
اسم الجهة شركة الجيدة الوطنية	رقم الهوية
البريد الإلكتروني *	نوع الجهة إدارة محلية - جهة رسمية حكومية
رقم الجوال الإضافي	الجوال *

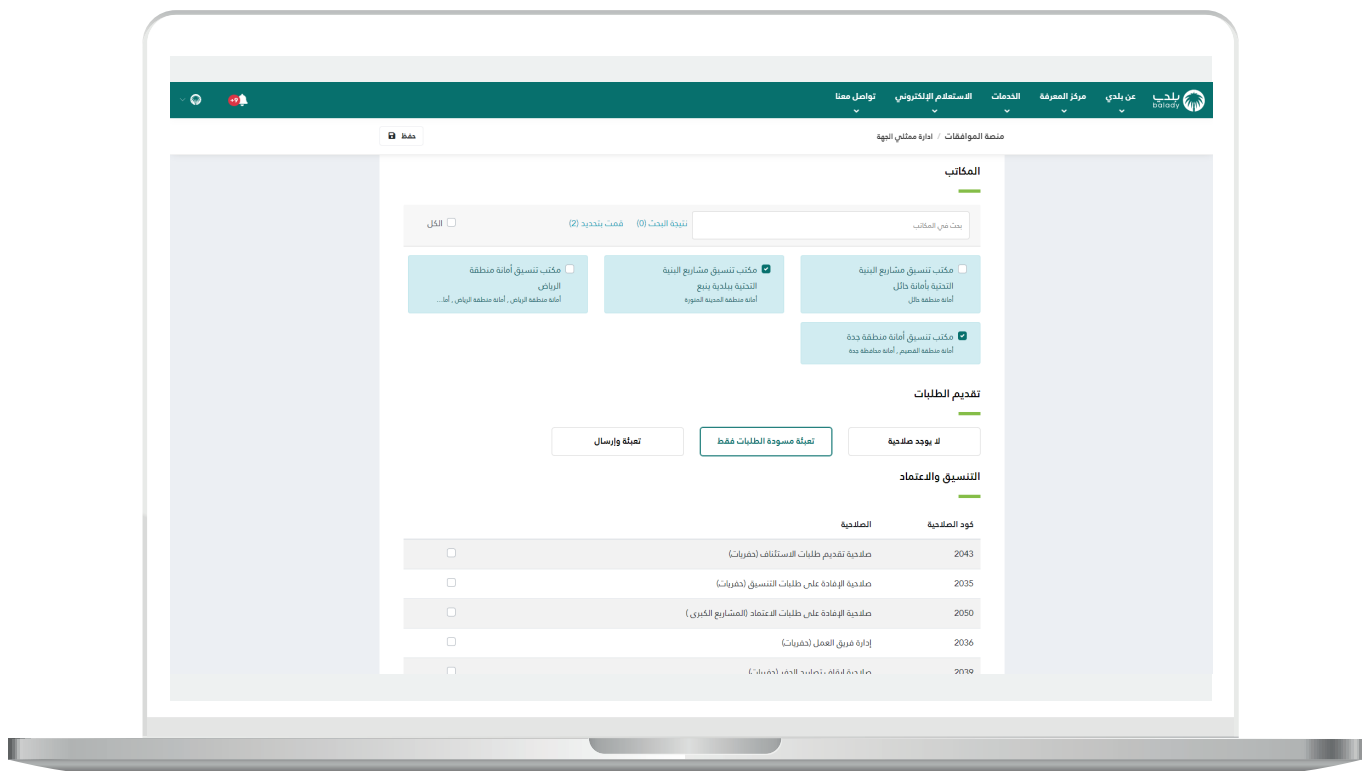
المكاتب

بحث في المكاتب: تتبع البحث (0) تمت بتحديد (0) الكل

<input type="checkbox"/> مكتب تنسيق أمانة منطقة الرياض أمانة منطقة الرياض، أمانة منطقة الجوف، ...	<input type="checkbox"/> مكتب تنسيق مشاريع البيئة التنمية البلدية بنوع أمانة منطقة القصيم	<input type="checkbox"/> مكتب تنسيق مشاريع البيئة التنمية بأمانة دائل أمانة منطقة باني
<input type="checkbox"/> مكتب تنسيق أمانة منطقة جدة أمانة منطقة القصيم، أمانة منطقة جدة		

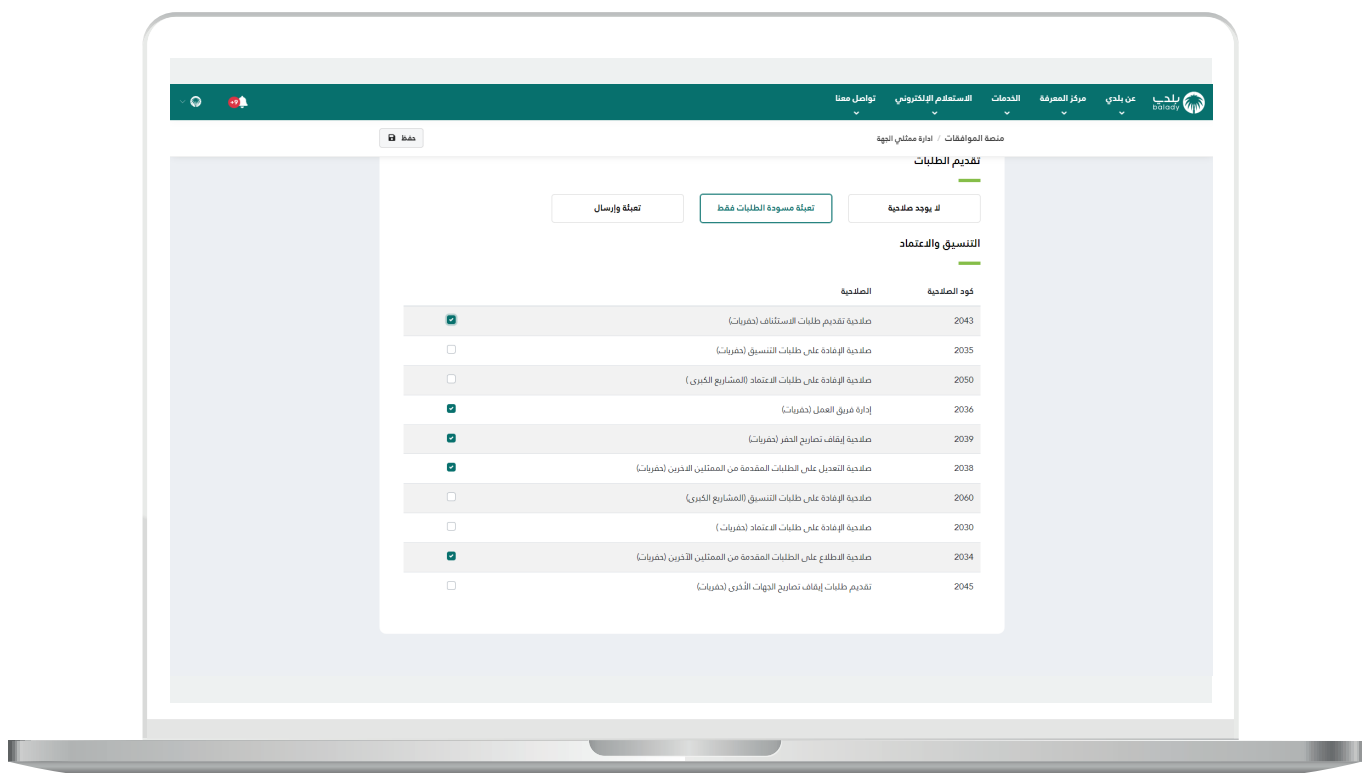
14) The coordination offices are selected using the checkbox.

The **(Request Submission)** permission is also selected, offering three choices: **(No Permission, Draft Submission Only, Full Submission and Sending)**.



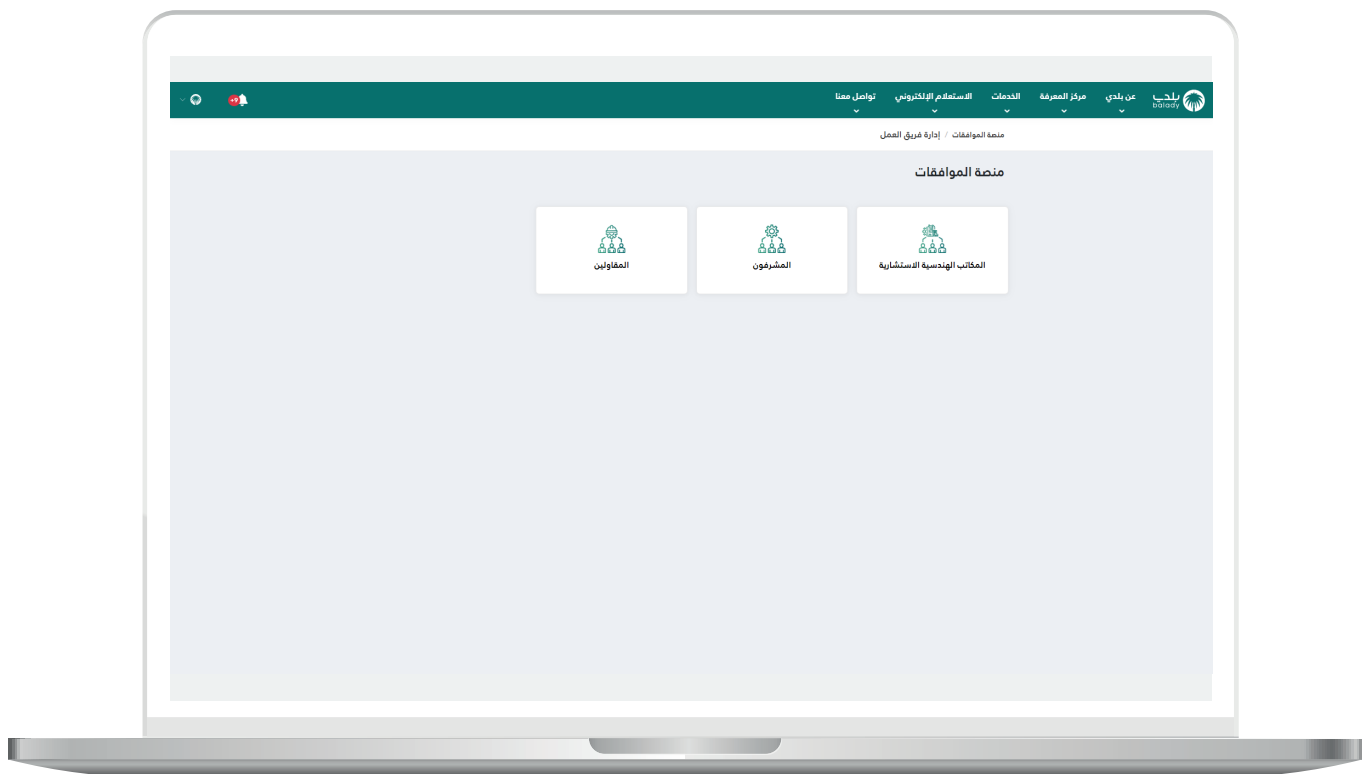
15) The permissions in the **(Coordination and Approval)** section are then selected by checking the box next to the desired permission.

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



2) Managing the Work Team

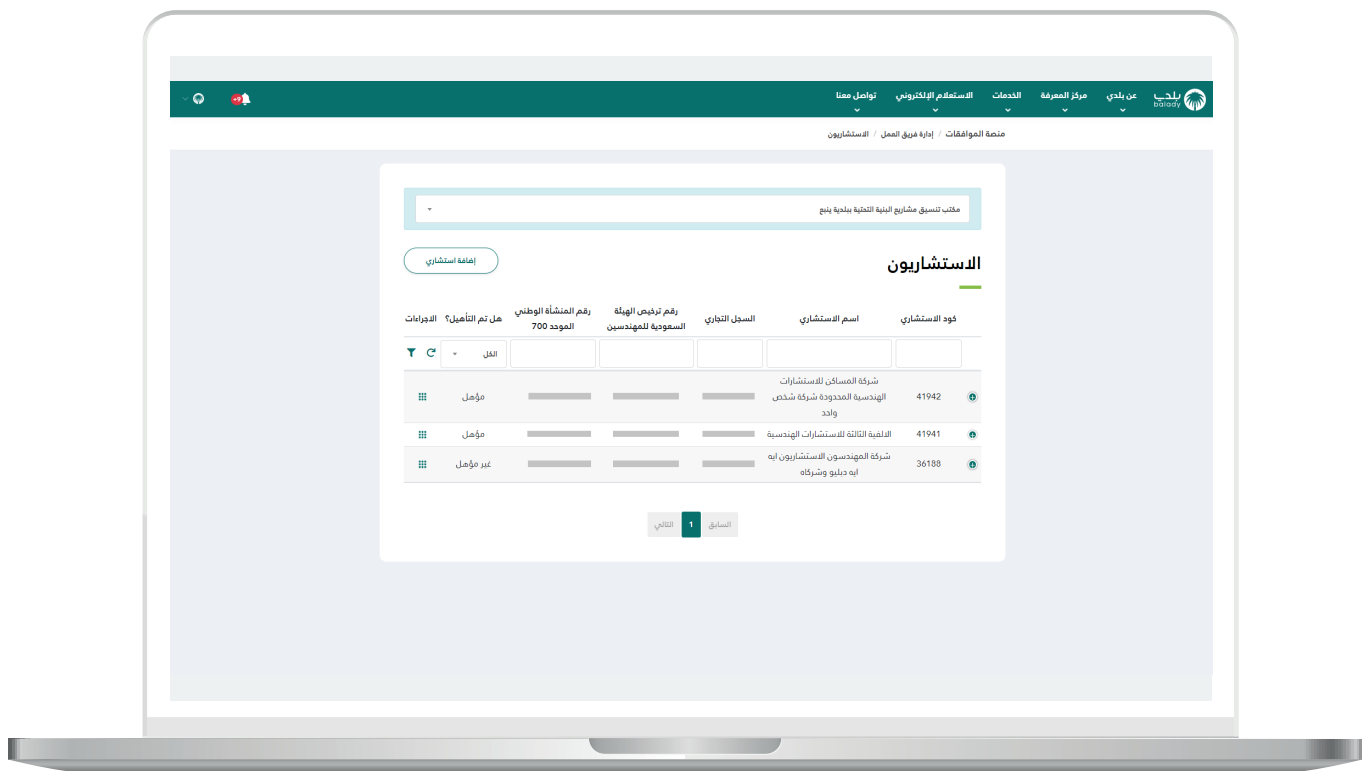
After selecting this option, the following screen appears, which includes the following icons: (**Consulting Engineering Offices, Supervisors, Contractors**). These will be explained in detail.



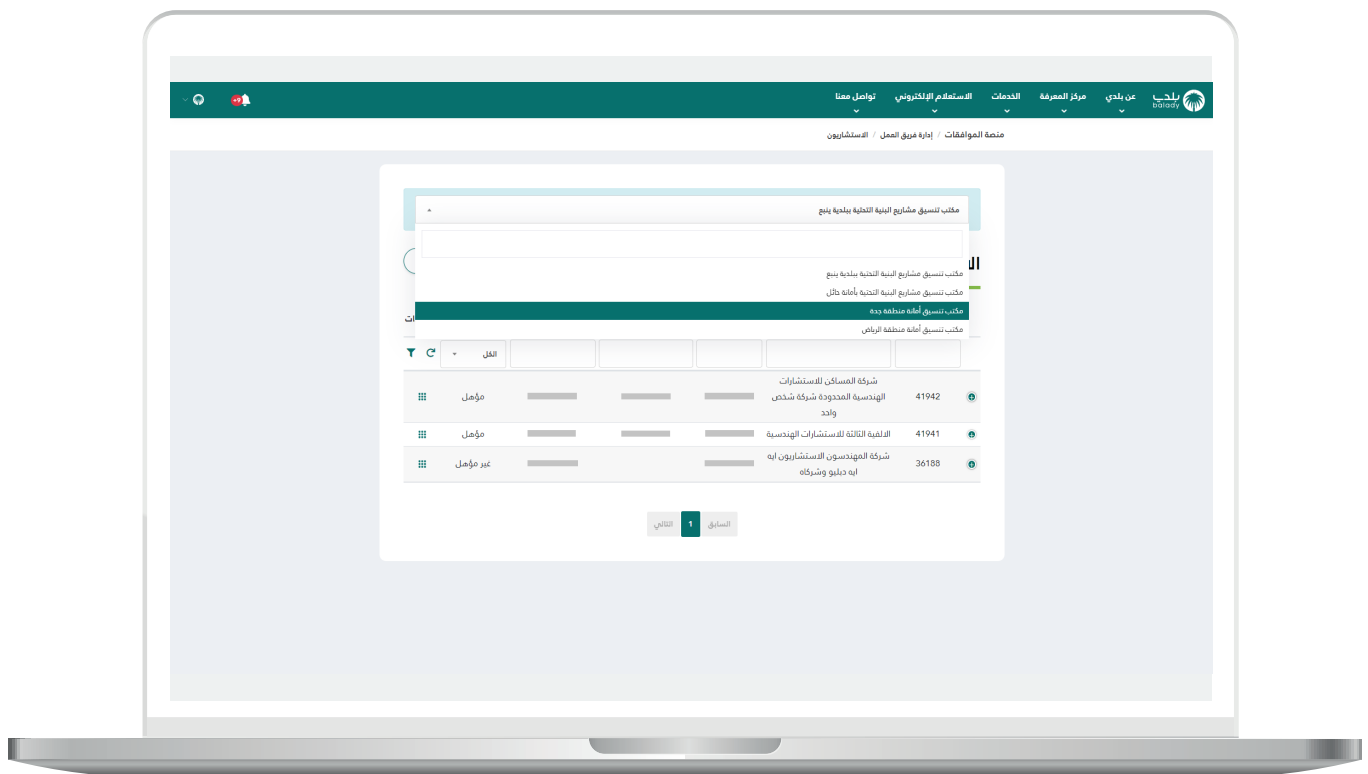
Consulting Engineering Offices

1) After selecting this task, the following screen appears, where the co-ordination office can be changed through the dropdown menu.

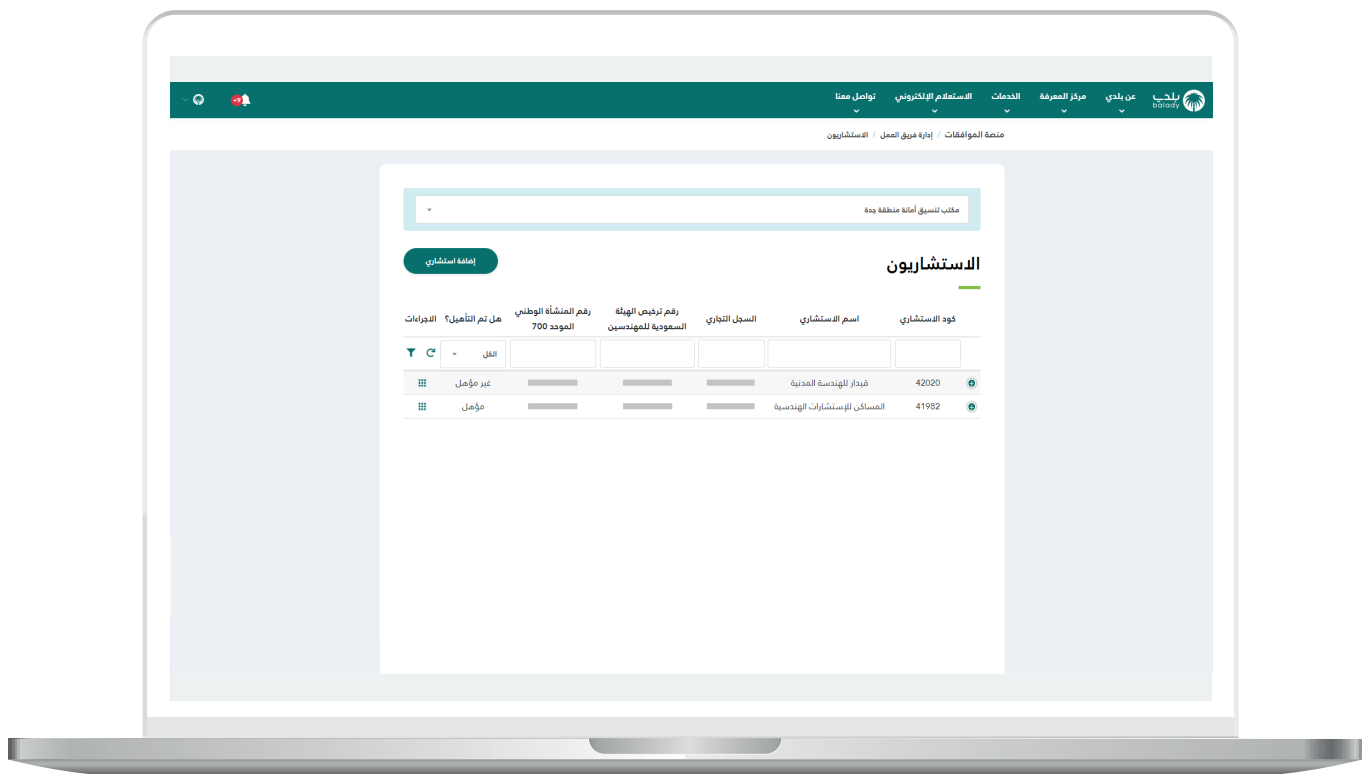
The following screen shows that the system displays the consultants available in **(Infrastructure Projects Coordination Office at Yanbu Municipality)**.



2) The value can be changed by clicking the dropdown menu.



3) (Infrastructure Projects Coordination Office at Jeddah Municipality) was selected, displaying the consultants available in Jeddah.



4) Clicking on the **(Add Consultant)** button opens the following screen, where the user must fill in the following fields: **(Unified National Establishment Number 700, Saudi Council of Engineers License Number)**.

The user then agrees to the commitments and clicks **(Browse)**.

The screenshot shows a laptop displaying a web application. The top navigation bar is dark green with white text and icons. The main content area is light gray. A white form is centered on the screen, containing two input fields for identification numbers, two checkboxes for terms and conditions, and a green 'Browse' button.

Top Navigation Bar (from left to right):

- Home icon
- Notifications icon
- تواصل معنا (Contact Us)
- الاستعلام الإلكتروني (Electronic Inquiry)
- الخدمات (Services)
- مركز المعرفة (Knowledge Center)
- عن بلدي (About My City)
- بلدي (My City)

Main Content Area:

منصة الموافقات / إدارة فريق العمل (Approvals Platform / Manage Work Team)

Form Fields:

- رقم ترخيص الهيئة السعودية للمهندسين (Saudi Council of Engineers License Number)
- رقم المنشأة الوطني الموحد 700 (Unified National Establishment Number 700)
- ☐ أتعهد بصدق البيانات (I agree with the data)
- ☐ أتعهد بأن الرقم الوطني الموحد ورقم ترخيص الهيئة السعودية للمهندسين هما لنفس المكتب الاستشاري المسجل (I agree that the unified national number and the Saudi Council of Engineers license number are for the same registered consulting office)
- استعراض (Browse)

5) The commercial registration data is then retrieved, as shown below. The user fills in the following fields: **(Entity Name in English, Start Date of Experience in the Field)** and adds the **(Attachment)** by clicking on the field and selecting the file from the device.

بيانات السجل التجاري

رقم المنشأة الوطني الموحد 700

تاريخ انتهاء شهادة التصنيف 1446/11/21

مركز التصنيف الرياض

اسم المالك/المكتب الاستشاري الهندسي شركة تيمون الهندسة والاستشارات

مكتب التنسيق مكتب تنسيق مشاريع البنية التحتية ببلدية بنبع

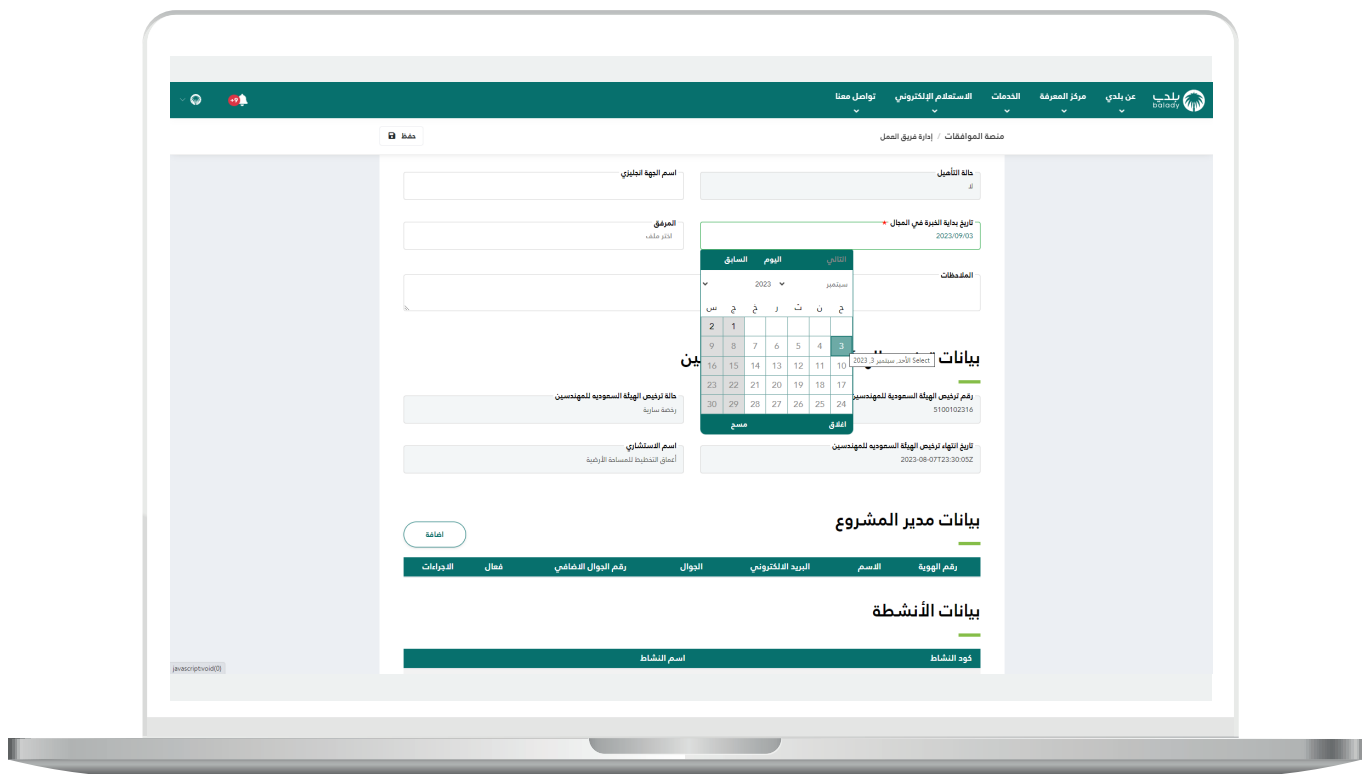
خانة التأميل لا

تاريخ بداية الخبرة في المجال +

الملاحظات

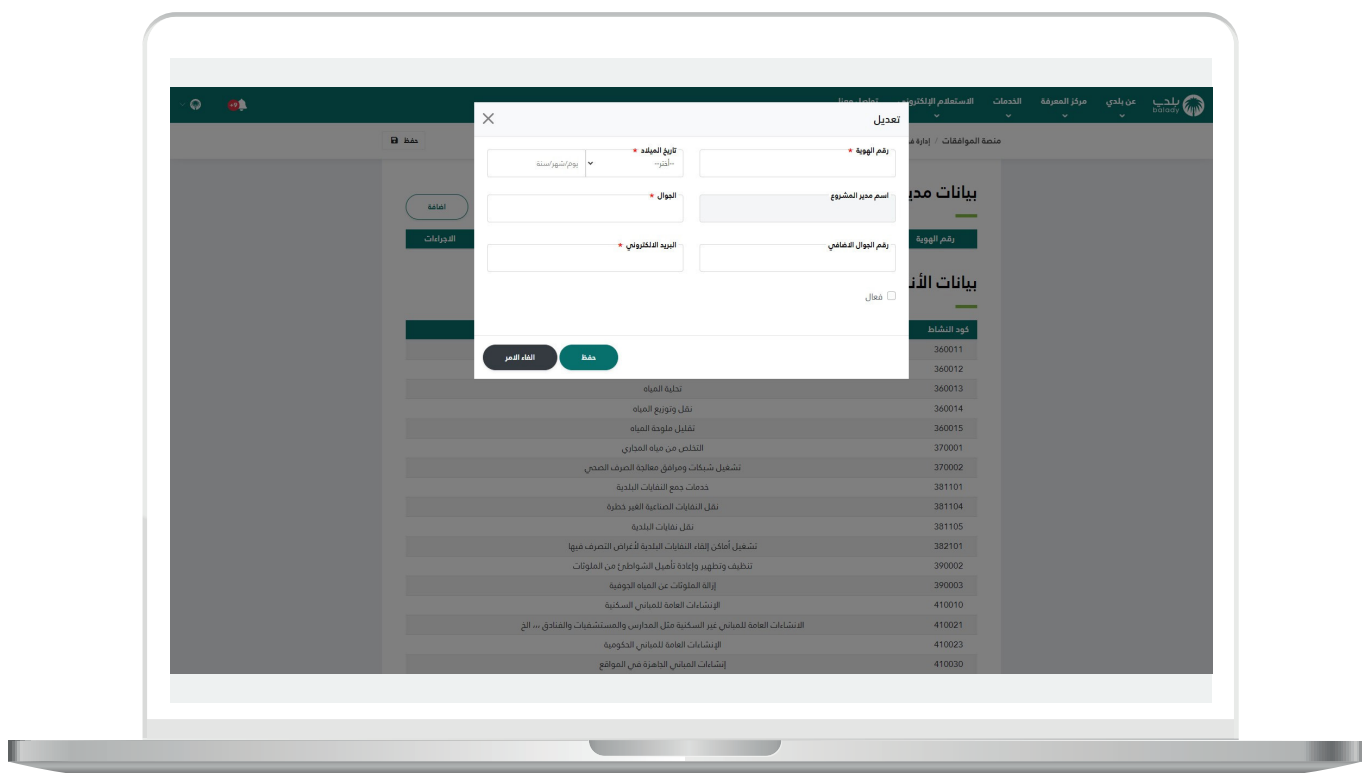
6) The screenshot below shows the selection of **(Start Date of Experience in the Field)** from the electronic calendar.

The user then adds project manager details by clicking the **(Add)** button.

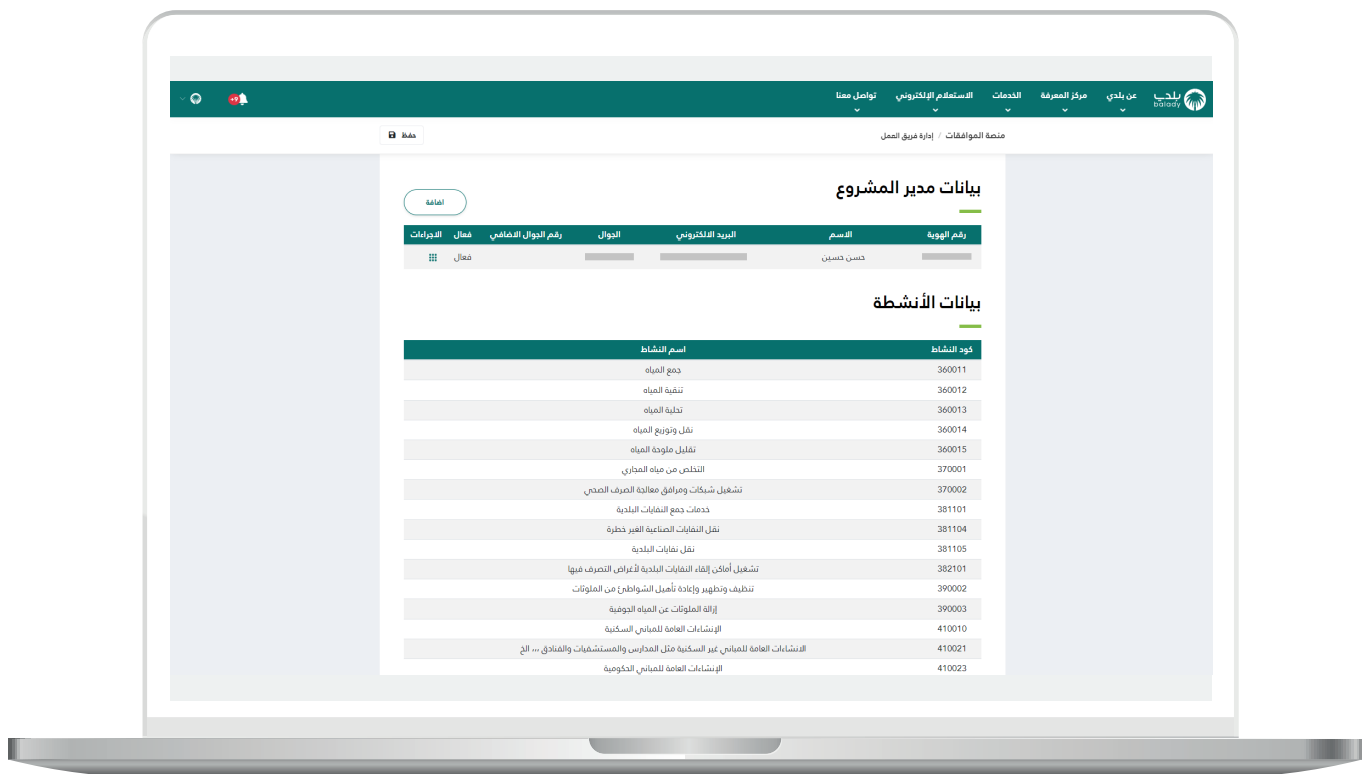


7) A small pop-up window appears, allowing the user to fill in the project manager's details.

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



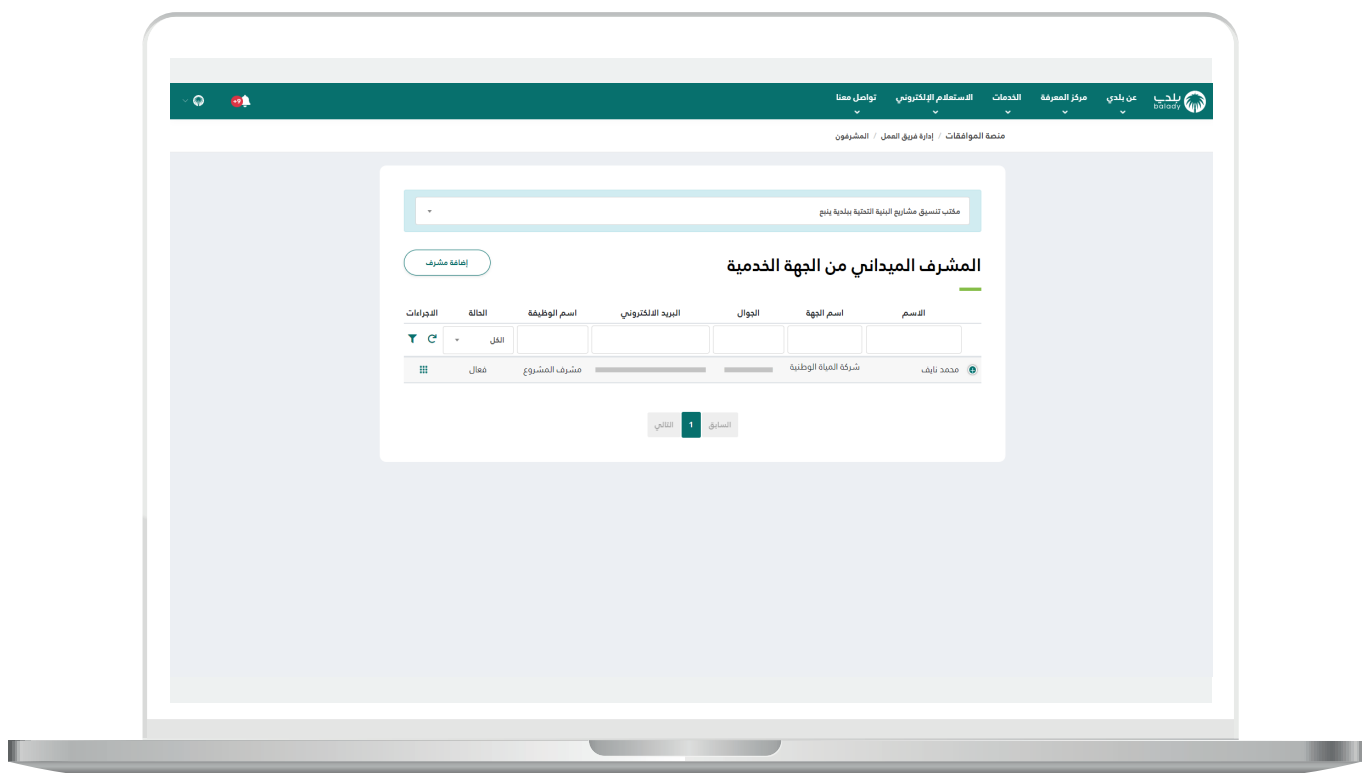
8) The project manager is then added to the table. The user clicks (**Save**) at the top left of the screen.



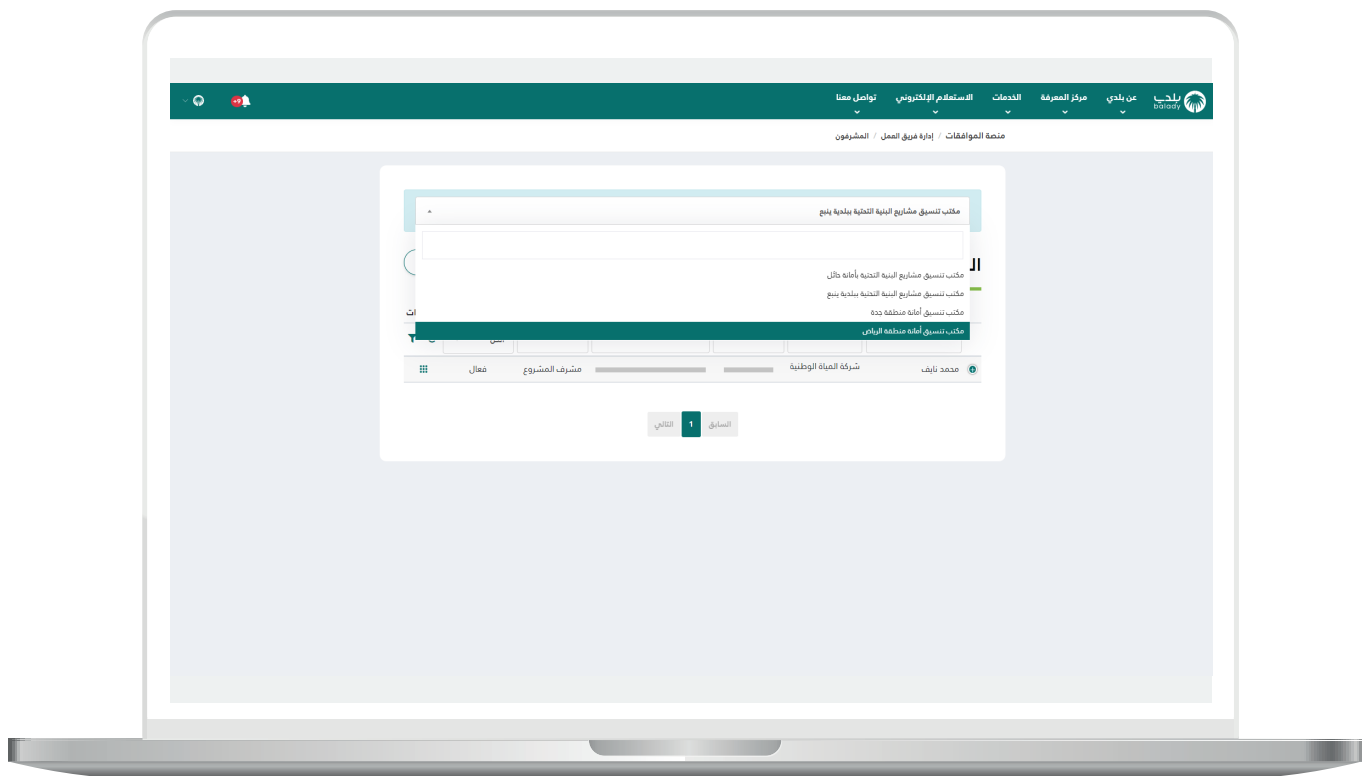
Supervisors

1) After selecting this task, the following screen appears, where the coordination office can be changed through the dropdown menu.

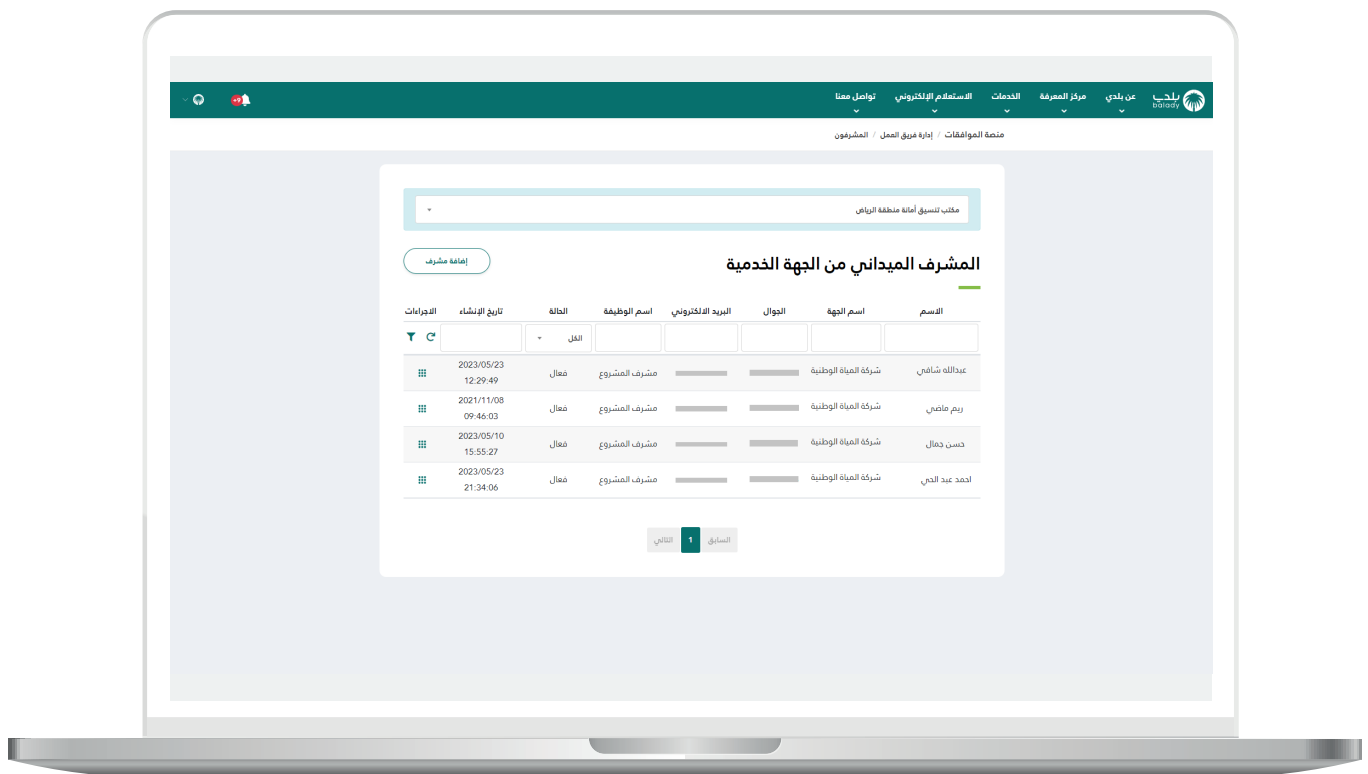
The following screen shows that the system displays the supervisors available in the **(Infrastructure Projects Coordination Office at Yanbu Municipality)**.



2) The value can be changed by clicking the dropdown menu.

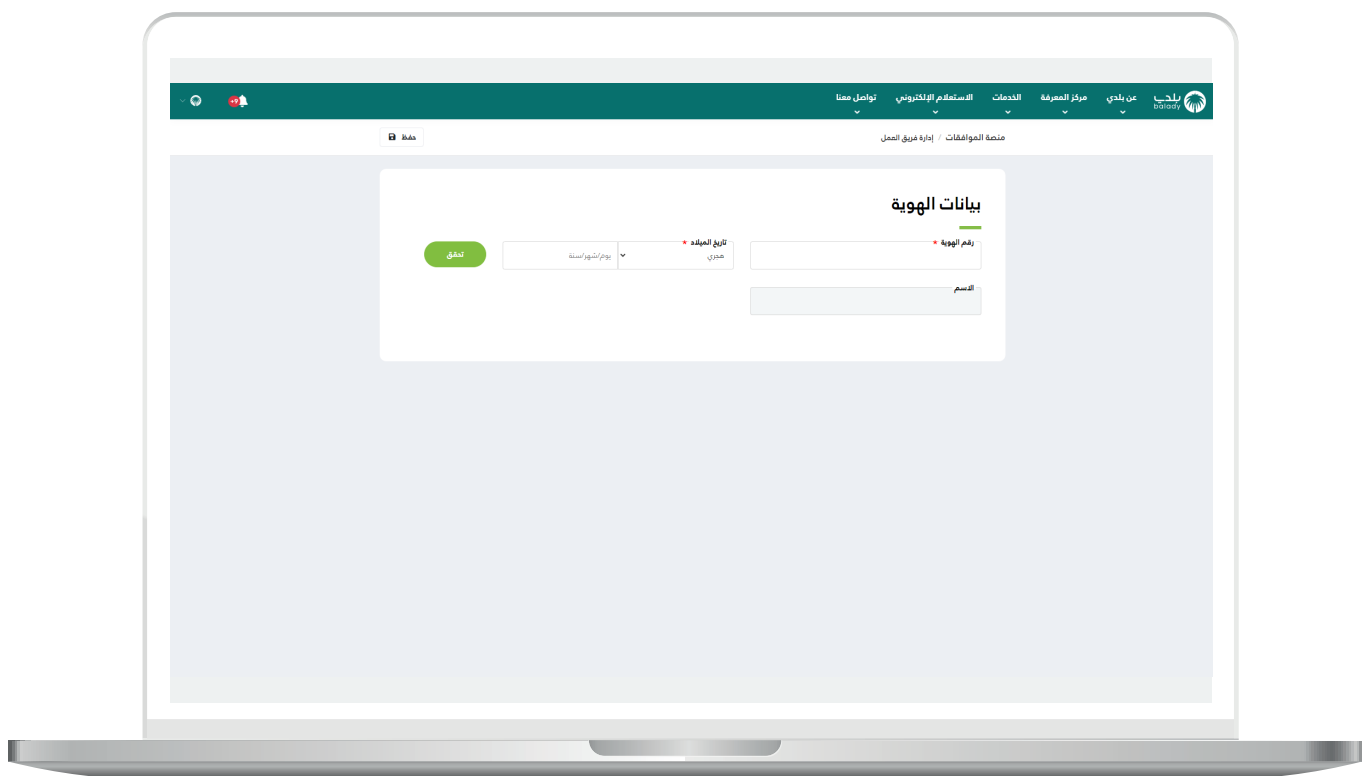


3) (Infrastructure Projects Coordination Office at Riyadh Municipality) was selected, displaying the supervisors available in Riyadh.



4) Clicking on the **(Add Supervisor)** button opens the following screen, where the user must fill in the following fields: **(National ID Number)**, **(Date of Birth - Day/Month/Year)**.

The user then clicks **(Verify)**.

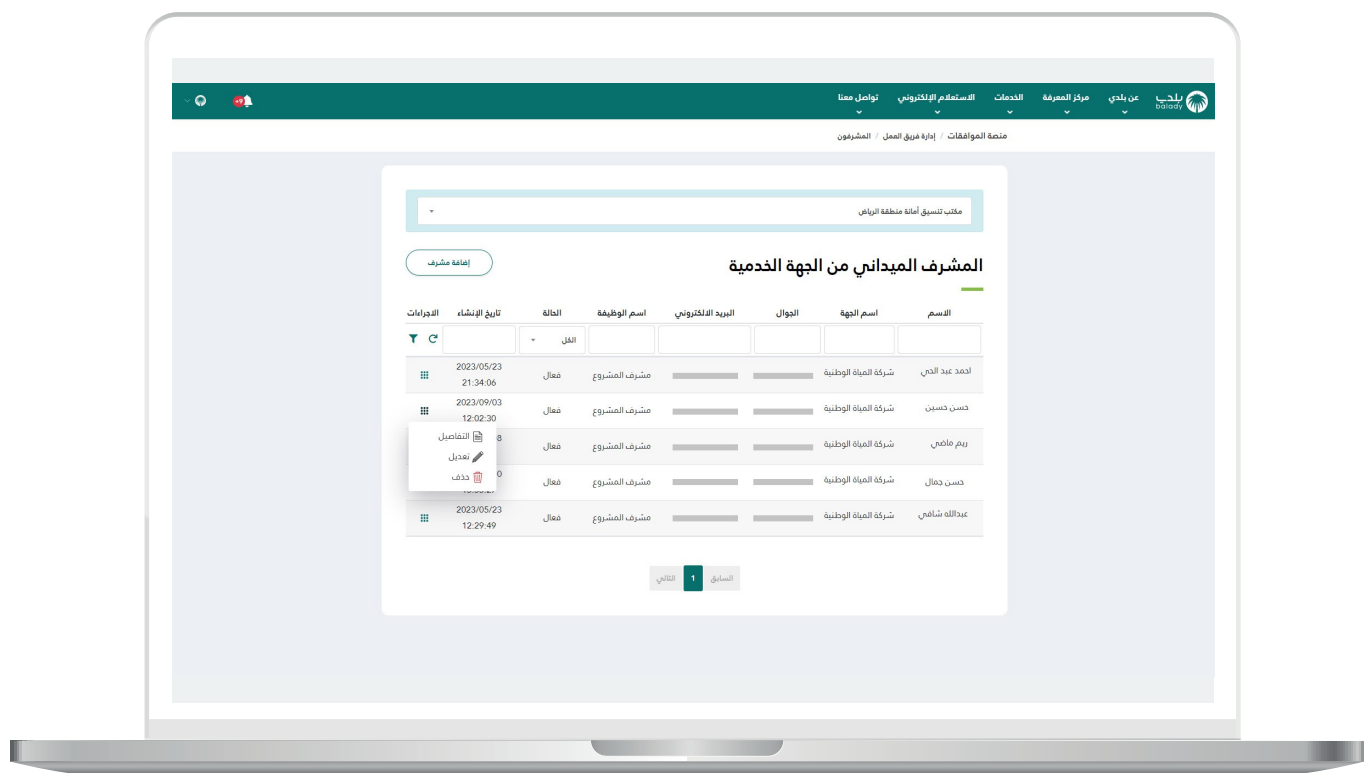


5) The supervisor's data is then retrieved, as shown in the following screen. The user fills in the required fields: (**Email, Years of Experience, Mobile Number, Additional Mobile Number**). The (**Attachment**) is added by clicking the field and selecting the file from the device.

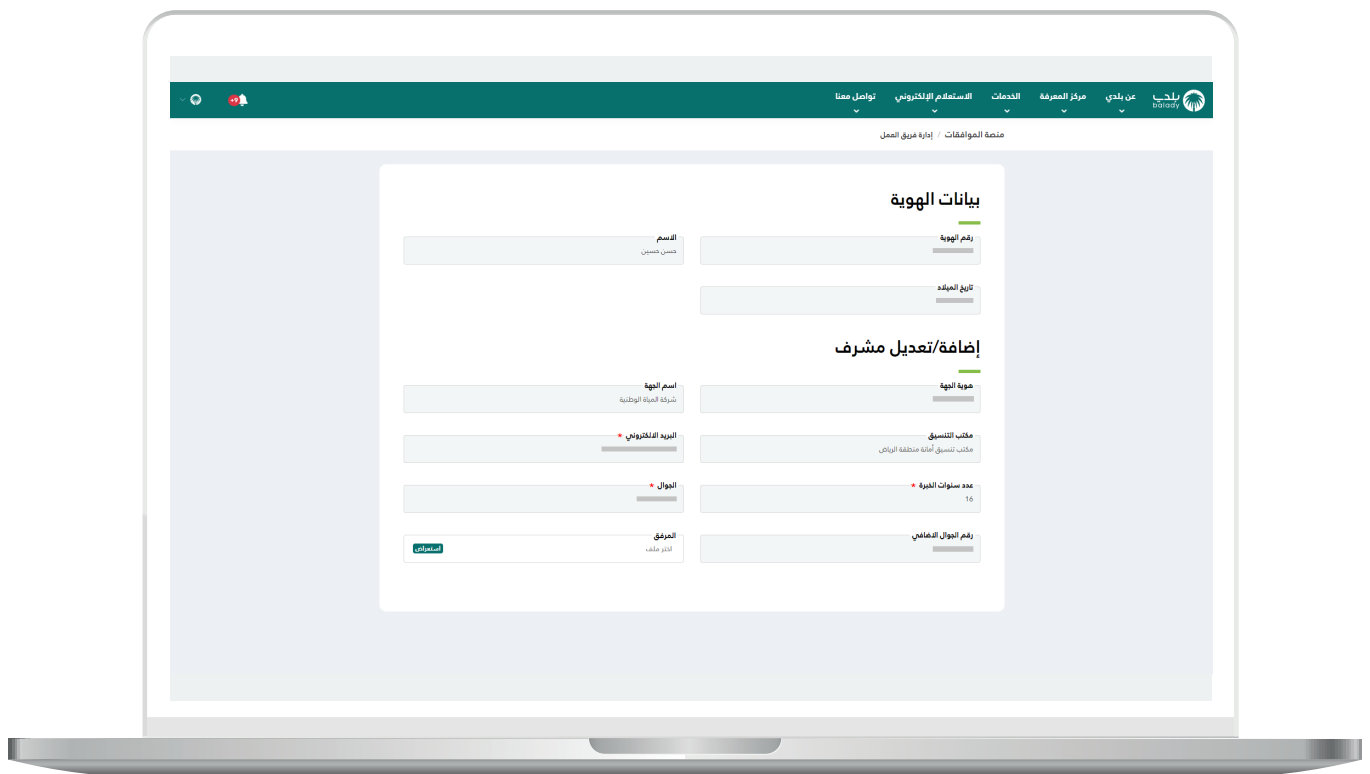
The user then clicks (**Save**).

The screenshot displays the 'بيانات الهوية' (Identity Data) form on a laptop screen. The form is divided into two main sections: 'بيانات الهوية' and 'إضافة/تعديل مشرف' (Add/Edit Supervisor). The 'بيانات الهوية' section includes fields for 'رقم الهوية' (ID Number), 'تاريخ الميلاد' (Date of Birth), 'الاسم' (Name), 'اسم الجهة' (Organization Name), 'البريد الإلكتروني' (Email), 'الدوال' (Additional Mobile Number), 'المرئق' (Attachment), 'هوية الجهة' (Organization ID), 'مكتب التسجيل' (Registration Office), 'عدد سنوات الخبرة' (Years of Experience), and 'رقم الدوال الإضافي' (Additional Mobile Number). A 'تأكيد' (Confirm) button is visible. The 'إضافة/تعديل مشرف' section includes fields for 'اسم الجهة' (Organization Name), 'البريد الإلكتروني' (Email), 'الدوال' (Additional Mobile Number), 'المرئق' (Attachment), 'هوية الجهة' (Organization ID), 'مكتب التسجيل' (Registration Office), 'عدد سنوات الخبرة' (Years of Experience), and 'رقم الدوال الإضافي' (Additional Mobile Number). The form is displayed on a laptop screen with a dark green header bar containing navigation links and a logo.

6) After adding the supervisor, the following actions can be performed: (View Details, Edit, Delete).



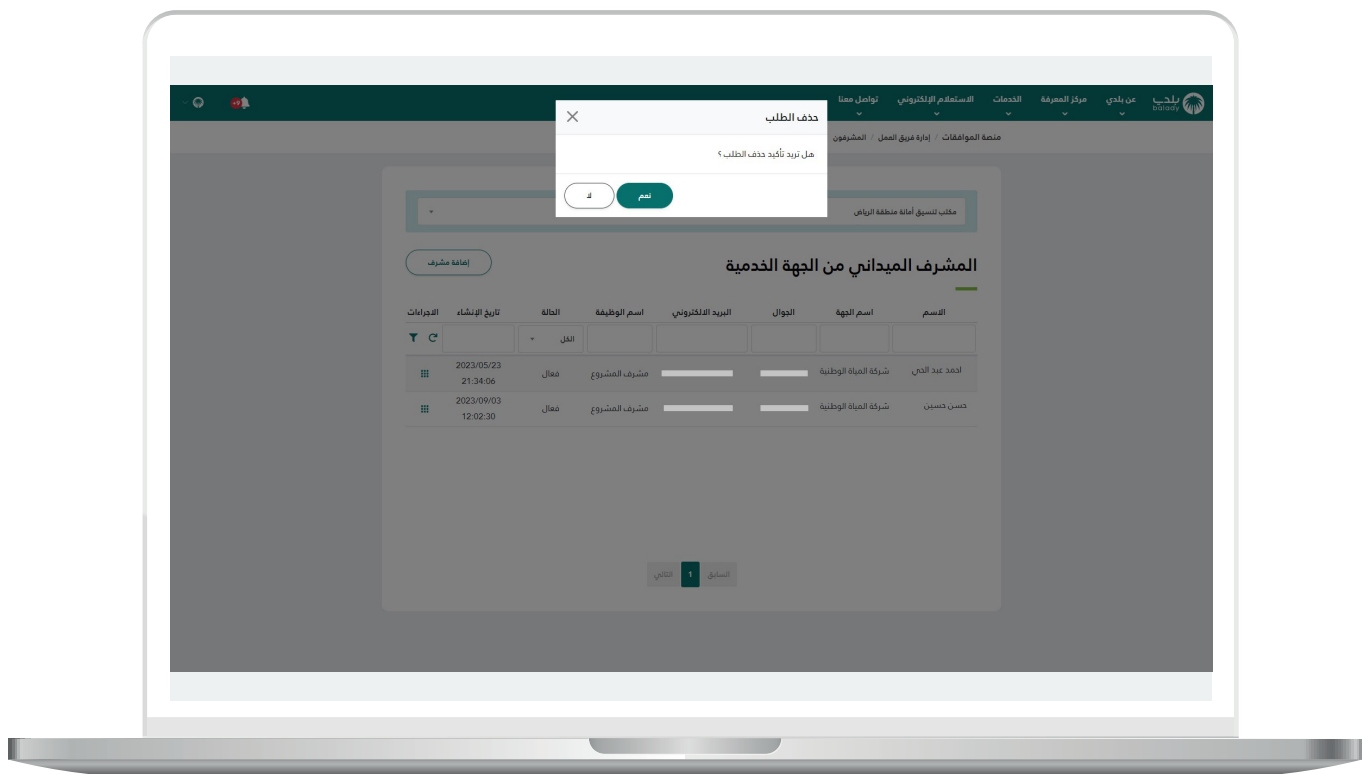
7) Clicking on **(Details)** displays the supervisor's details without the option to edit.



8) Clicking on **(Edit)** allows modifications to the supervisor's details, which can be saved by clicking **(Save)**.

The screenshot displays the 'بيانات الهوية' (Identity Data) form on a laptop screen. The form is divided into two main sections: 'بيانات الهوية' (Identity Data) and 'إضافة/تعديل مشرف' (Add/Edit Supervisor). The 'بيانات الهوية' section includes fields for 'الاسم' (Name), 'رقم الهوية' (ID Number), 'تاريخ الميلاد' (Date of Birth), 'اسم الجهة' (Institution Name), 'الجهة الإلكترونية' (Electronic Institution), 'الهاتف' (Phone), 'البريد الإلكتروني' (Email), 'المرجع' (Reference), 'رقم الدوال' (Dual Number), 'مكتب التنسيق' (Coordination Office), 'عدد سنوات الخبرة' (Years of Experience), and 'رقم الدوال الداخلي' (Internal Dual Number). The 'إضافة/تعديل مشرف' section includes fields for 'اسم الجهة' (Institution Name), 'الجهة الإلكترونية' (Electronic Institution), 'الهاتف' (Phone), 'البريد الإلكتروني' (Email), 'المرجع' (Reference), 'رقم الدوال' (Dual Number), 'مكتب التنسيق' (Coordination Office), 'عدد سنوات الخبرة' (Years of Experience), and 'رقم الدوال الداخلي' (Internal Dual Number). The form is displayed on a laptop screen, and the background shows a decorative pattern of overlapping circles.

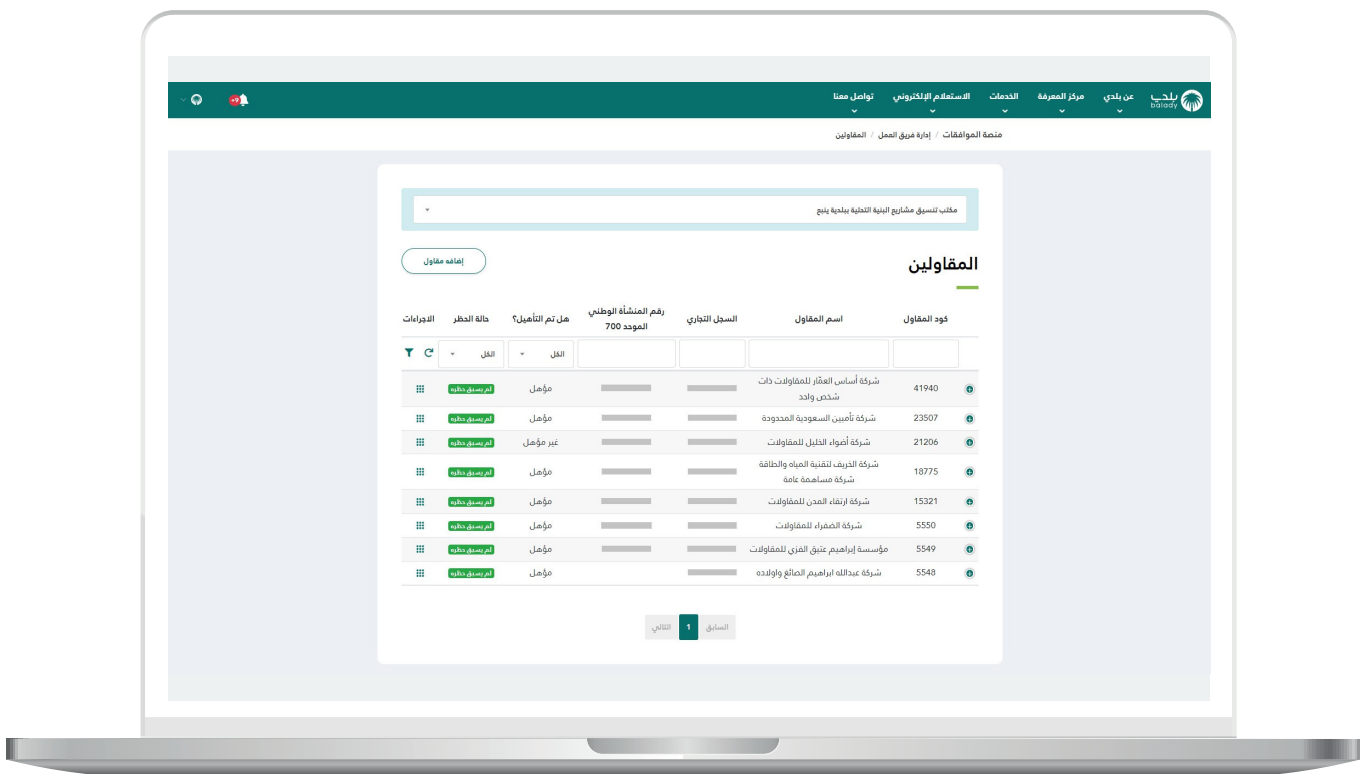
9) Clicking on **(Delete)** triggers an alert message, as shown in the screenshot below, prompting the user to click **(Yes)** to confirm the deletion.



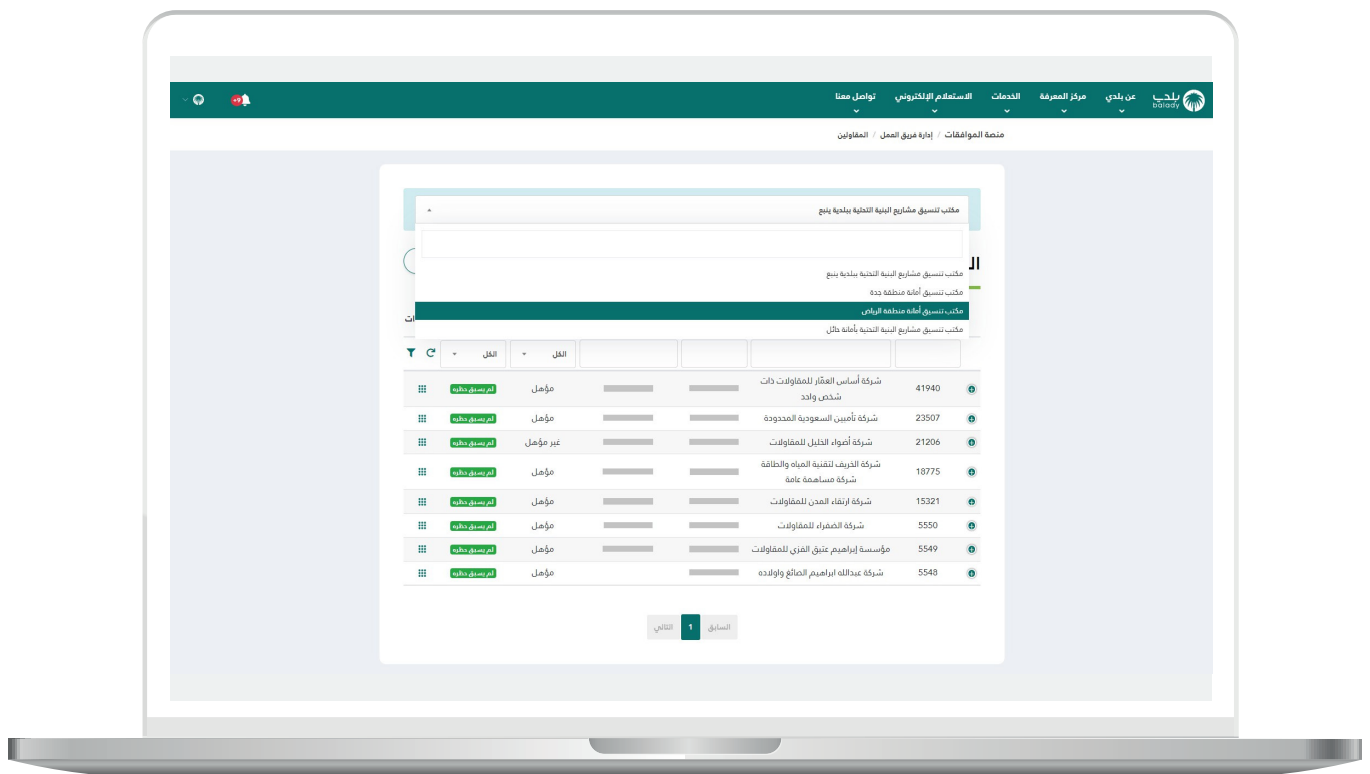
Contractors

1) After selecting this task, the following screen appears, where the coordination office can be changed through the dropdown menu.

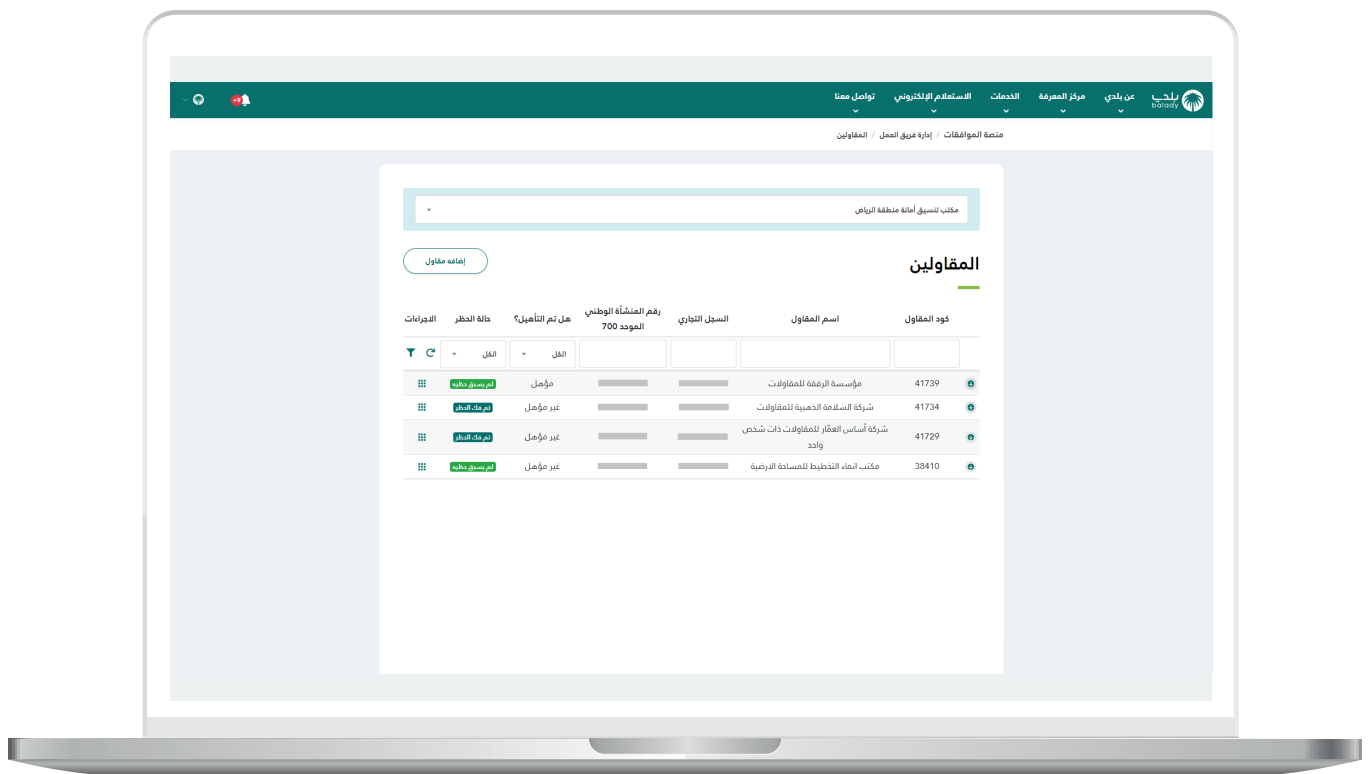
The screenshot below shows that the system displays the contractors available in (Infrastructure Projects Coordination Office at Yanbu Municipality).



2) The value can be changed by clicking the dropdown menu.

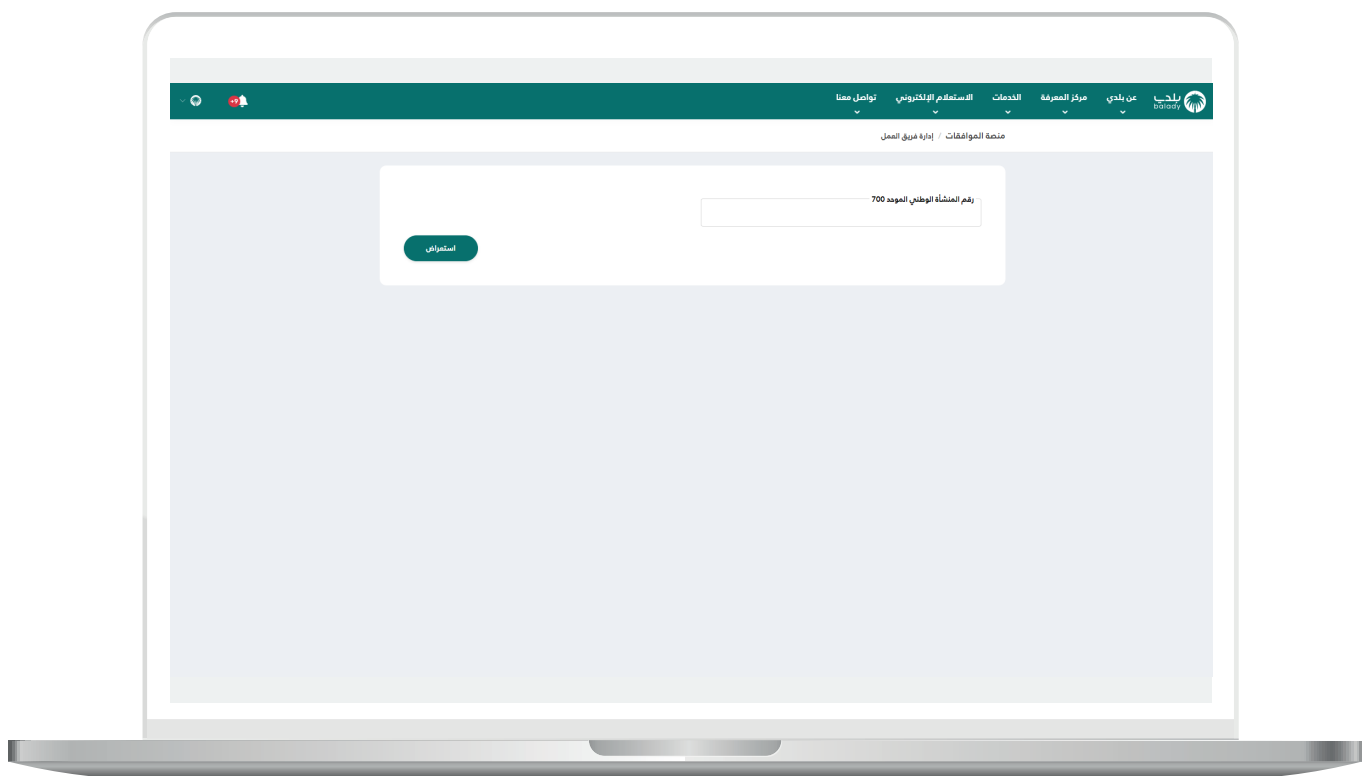


3) (Infrastructure Projects Coordination Office at Riyadh Municipality) was selected, displaying the contractors available in Riyadh.



4) Clicking on the **(Add Contractor)** button opens the following screen, where the user must enter the following field: **(Unified National Establishment Number 700)**.

The user then clicks **(Browse)**.

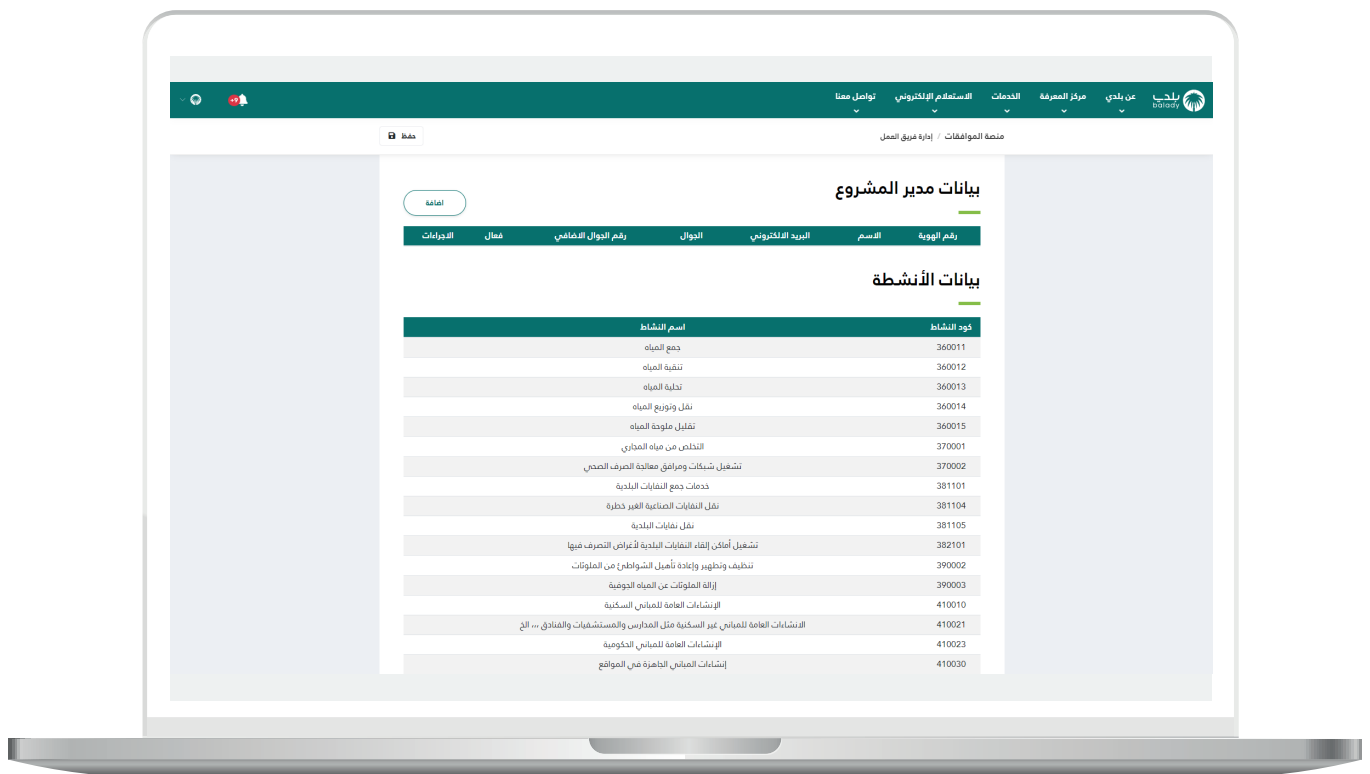


5) The commercial registration data is then retrieved, as shown below. The user fills in the following fields: **(Entity Name in English, Start Date of Experience in the Field)** and adds the **(Attachment)** by clicking on the field and selecting the file from the device.

The screenshot shows a laptop displaying a web application interface for commercial registration. The page title is 'بيانات السجل التجاري' (Commercial Registration Data). The form contains the following fields:

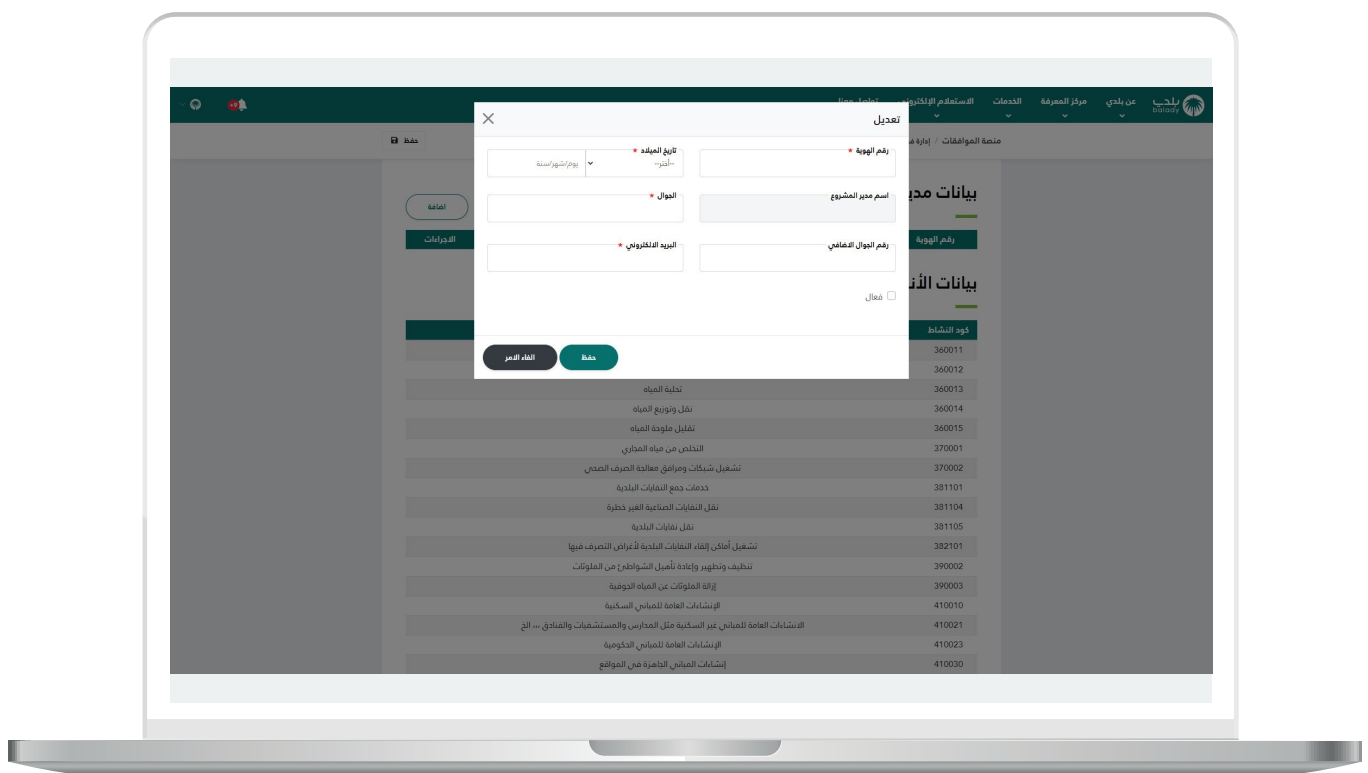
- رقم المنشأة الوطني الموحد 700 (National Unified Establishment Number 700)
- تاريخ انتهاء شهادة التصنيف (Expiration Date of Classification Certificate)
- رقم شهادة التصنيف (Classification Certificate Number)
- اسم المعلن/المكتب الاستشاري الهندسي (Name of the Declarant/Engineering Consultancy Firm)
- مكتب التنسيق (Coordination Office)
- اسم الجهة (Name of the Entity)
- اسم الجهة الإنجليزي (English Name of the Entity)
- نوع الجهة (Type of Entity)
- تاريخ بداية الخبرة في المجال (Start Date of Experience in the Field)
- المرفق (Attachment)
- الملاحظات (Remarks)

6) The user then adds project manager details by clicking the (Add) button.

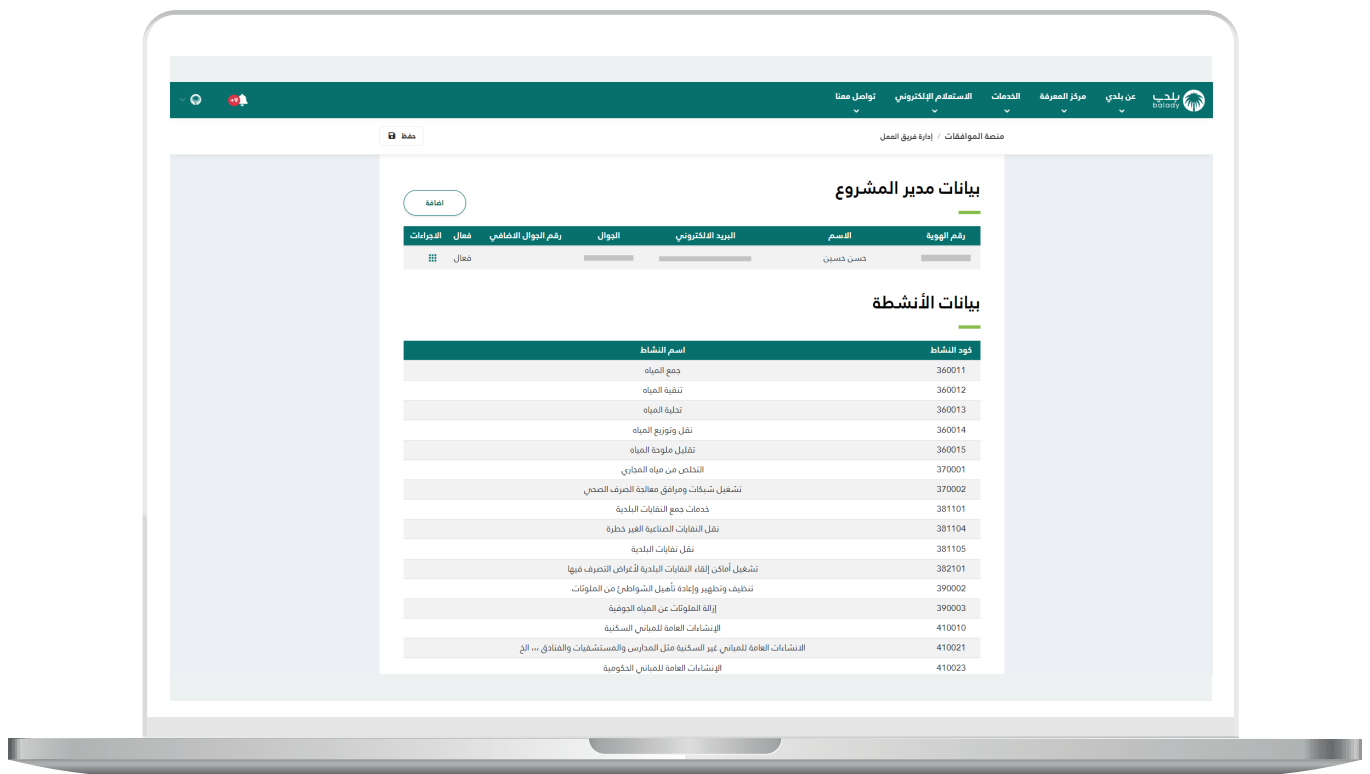


7) A small pop-up window appears, allowing the user to fill in the project manager's details.


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



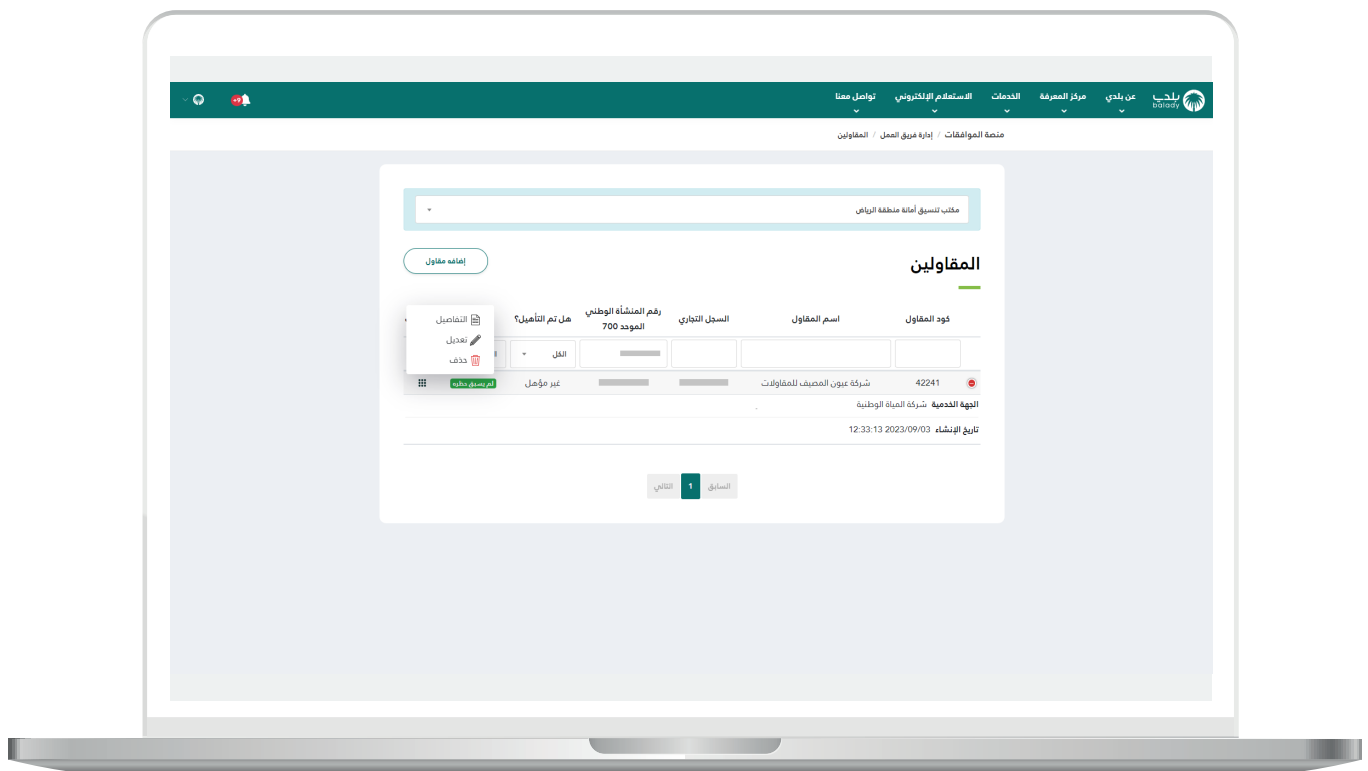
8) The project manager is then added to the table. The user clicks **(Save)** at the top left of the screen.



9) The contractor is successfully added. When searching by (**Unified National Establishment Number 700**), the contractor appears as shown in the screenshot below.

Clicking the green plus icon  displays the service entity and establishment date, as shown in the screenshot below.

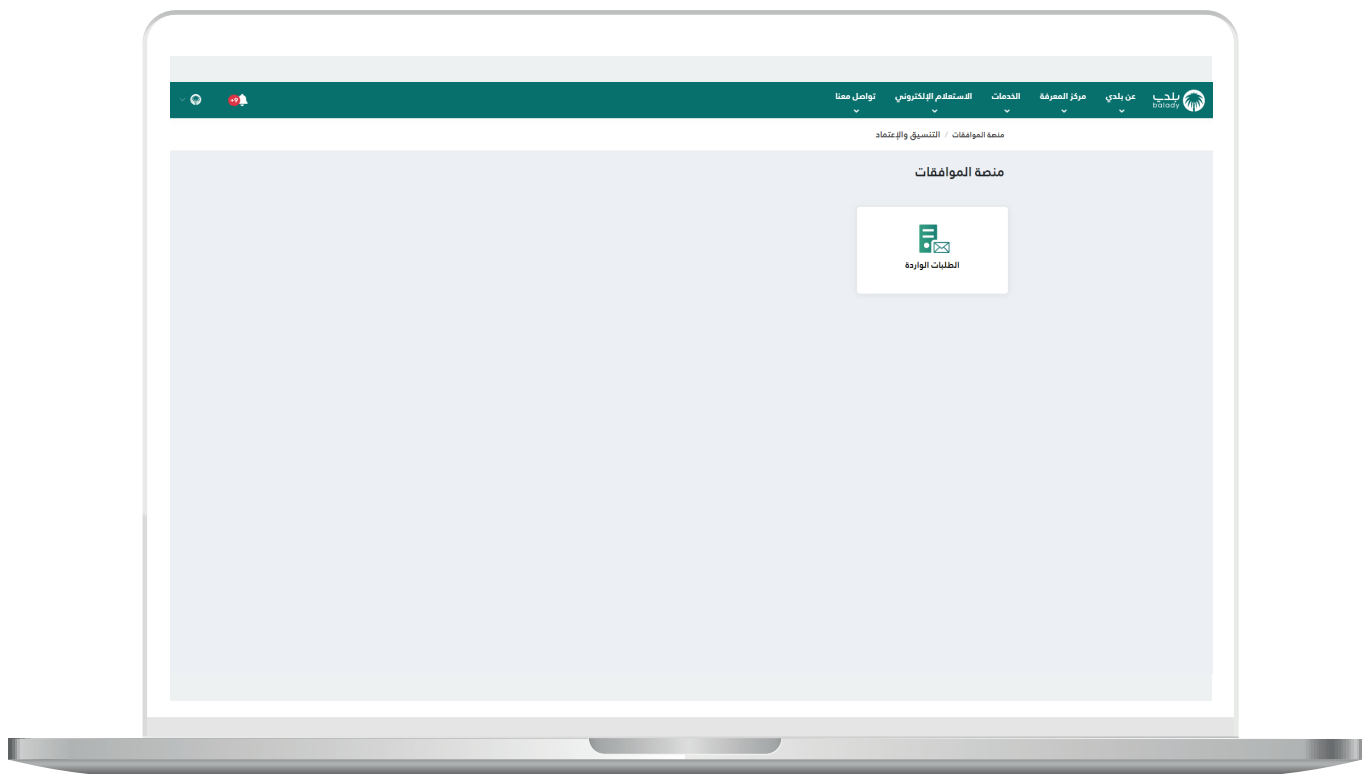
After clicking the green box in the (**Actions**) column, the following options appear: (**Details, Edit, Delete**).



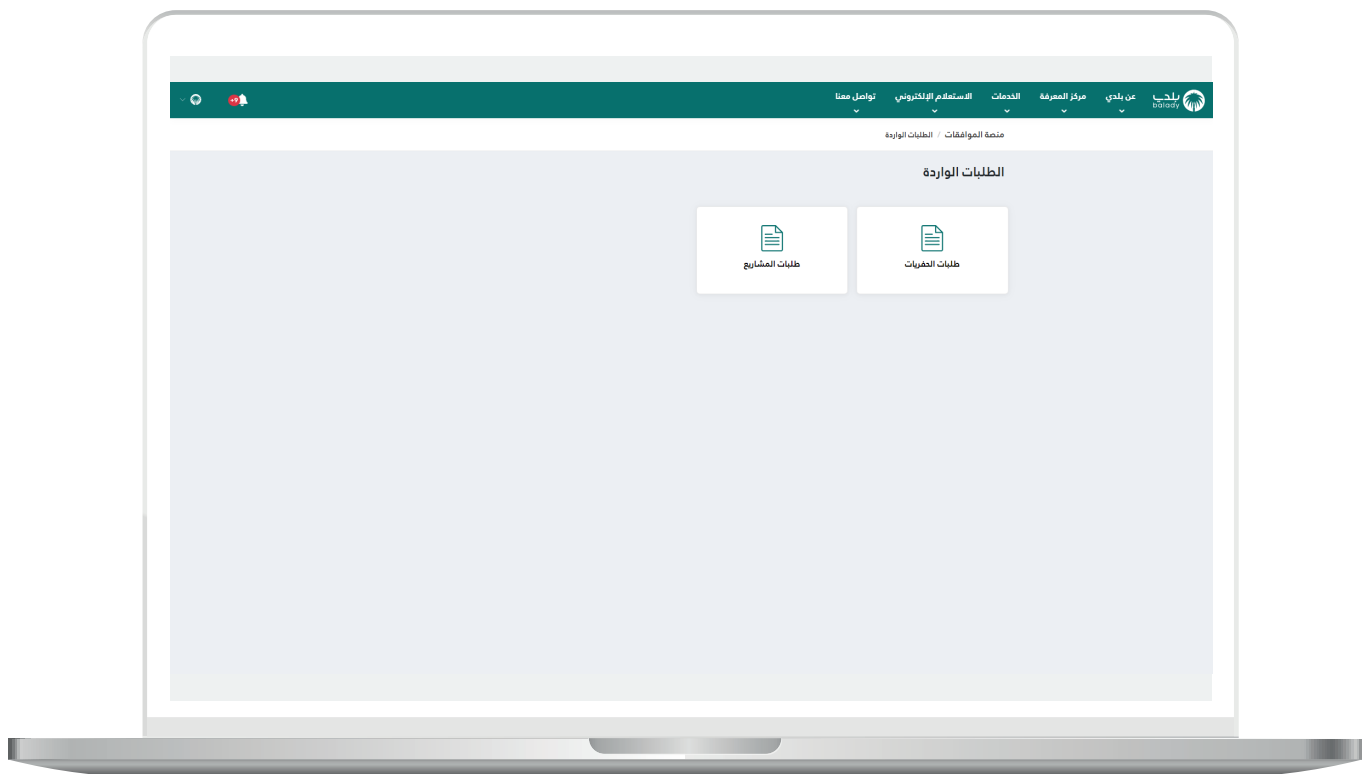
3) Coordination and Approval

Incoming Requests

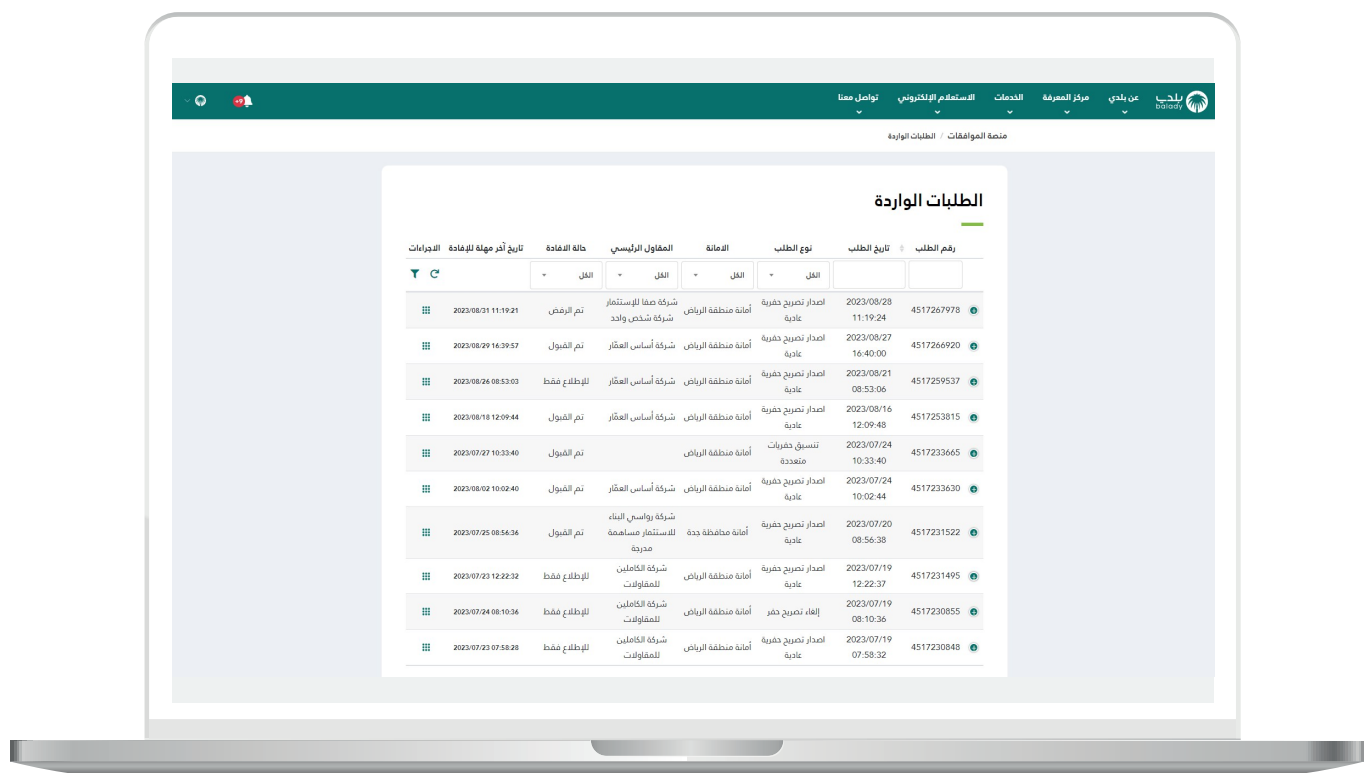
1) In the **(Coordination and Approval)** menu, there is an icon for **(Incoming Requests)**, which will be explained in detail.



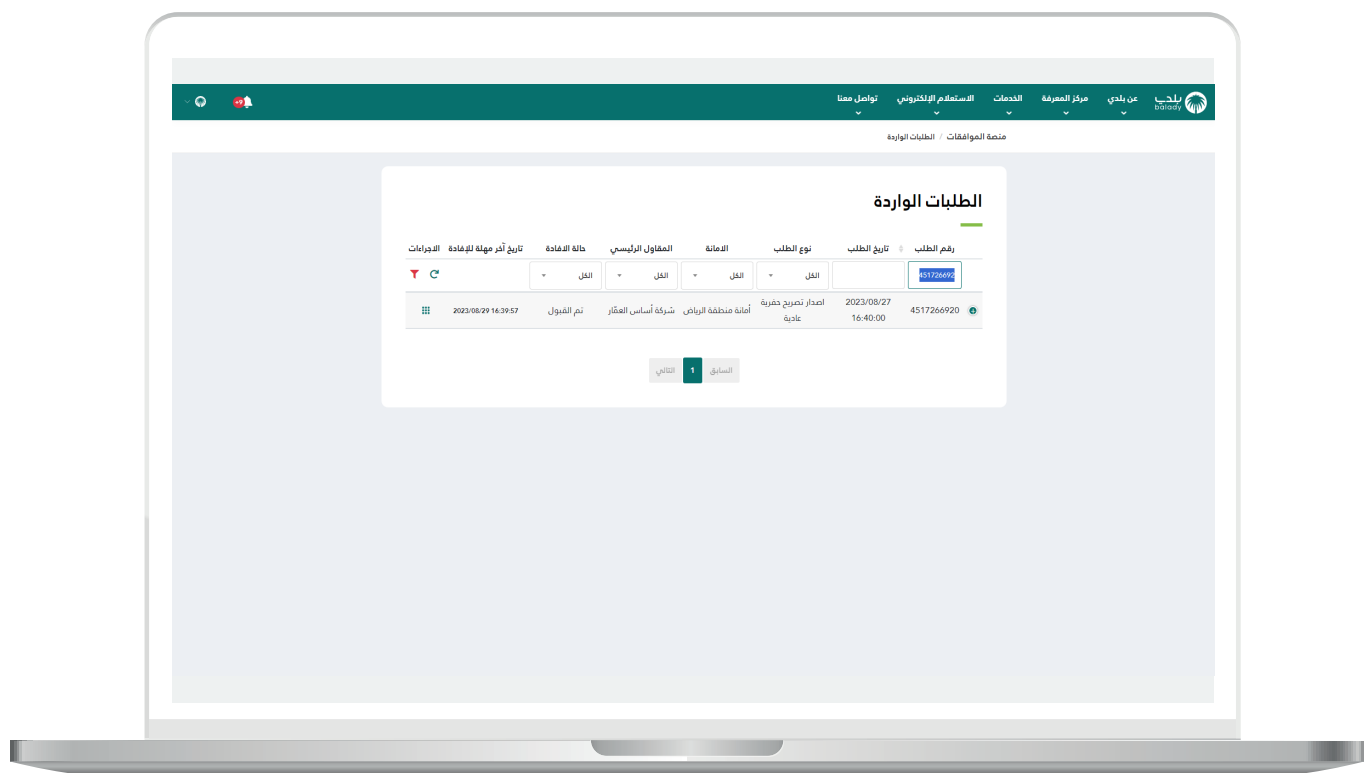
2) After selecting **(Incoming Requests)**, the following screen appears, containing **(Excavation Requests)** and **(Project Requests)**.



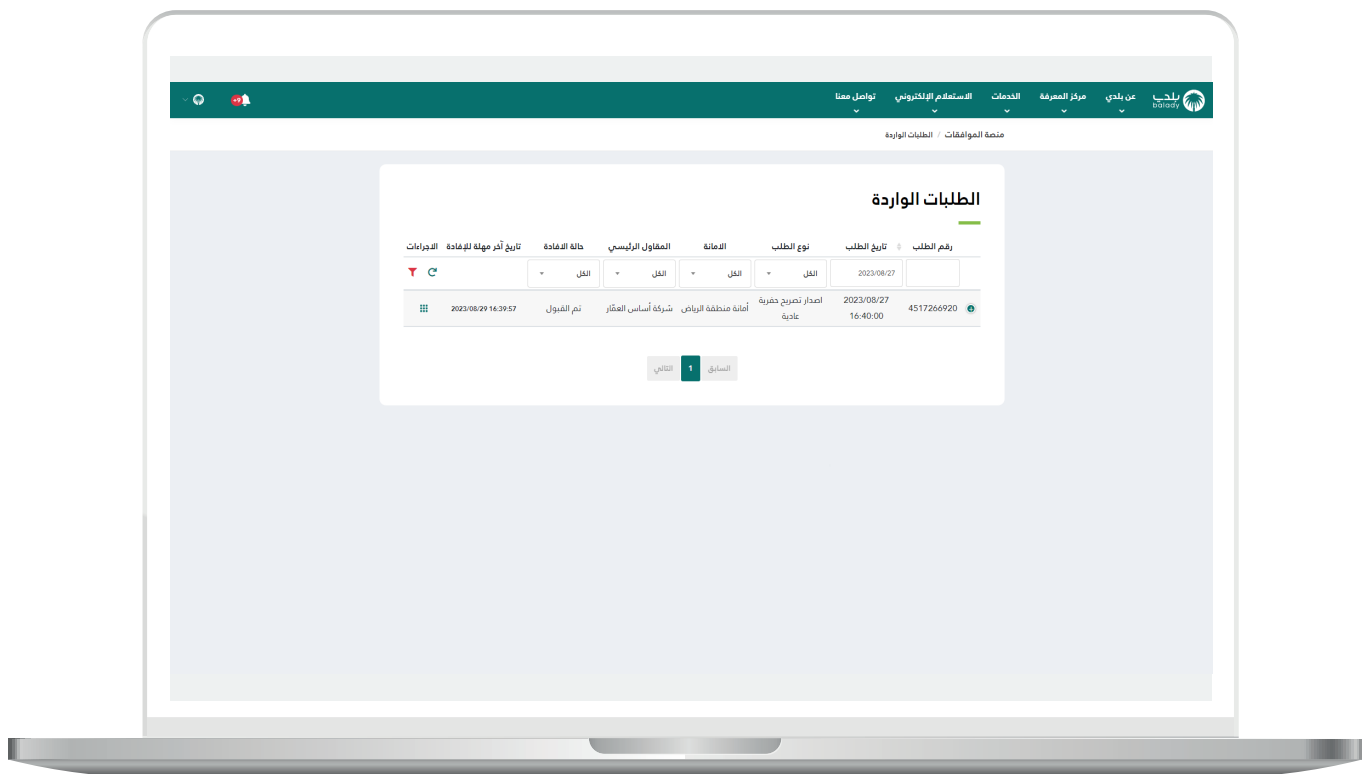
3) After selecting (**Excavation Requests**), the following screen appears, displaying the incoming excavation requests. The user can search for any request using search filters and perform actions on each request.



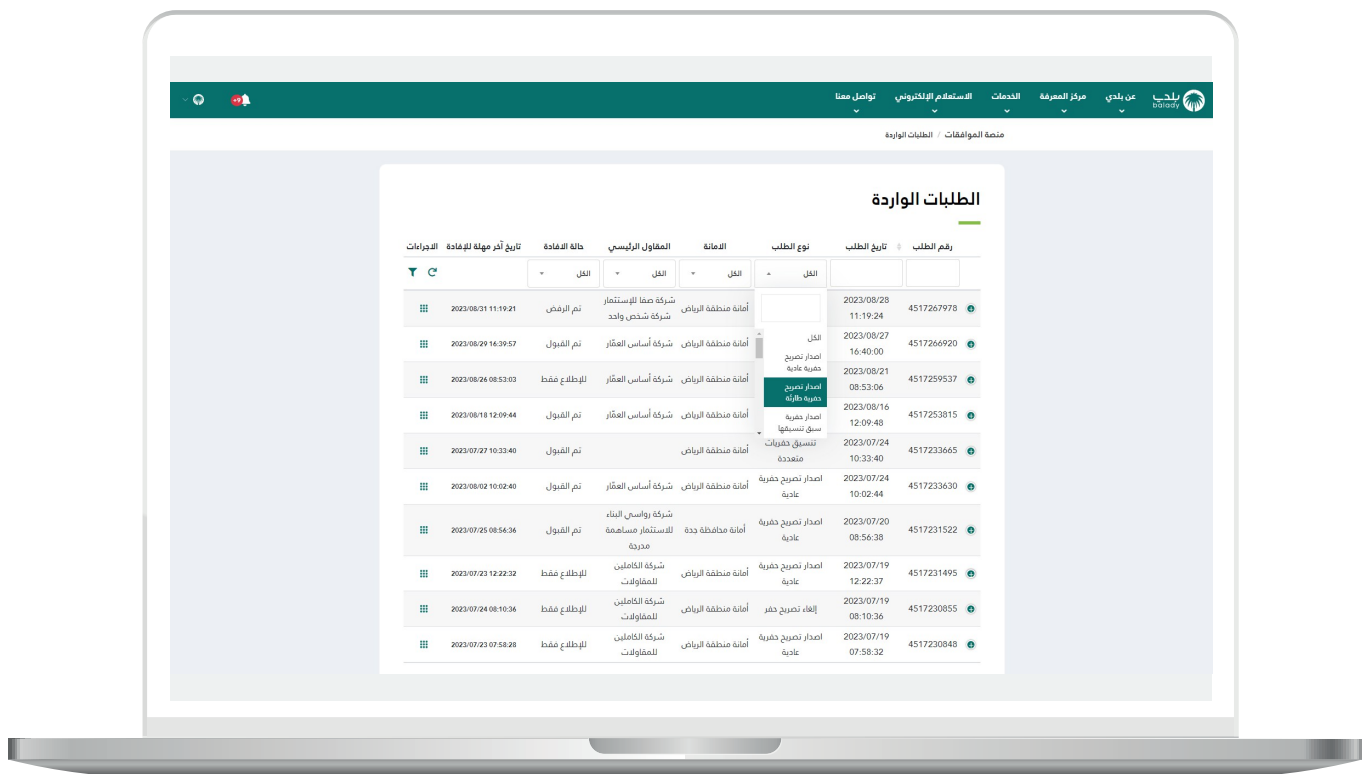
4) Entering a value in the **(Request Number)** field and pressing the **(Enter)** key on the keyboard will display the search result if the entered request number is correct.



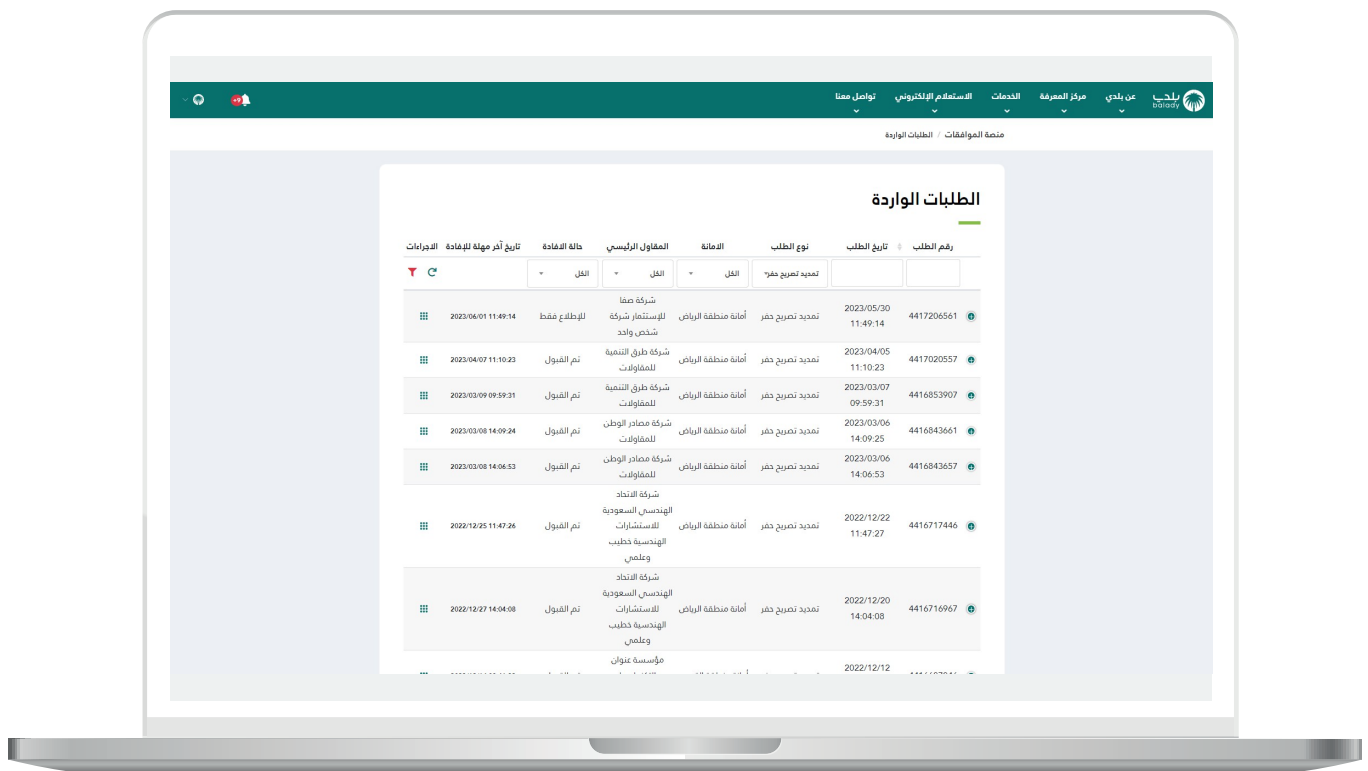
5) Searching can also be done by filling in the **(Request Date)** field and pressing **(Enter)**.










6) The user can filter results by selecting a value from the (Request Type) dropdown menu, as shown in the screenshot below.



7) The search results then appear.



8) The user can search by selecting a value from the dropdown list in the (**Municipality**) field, as shown in the figure below.

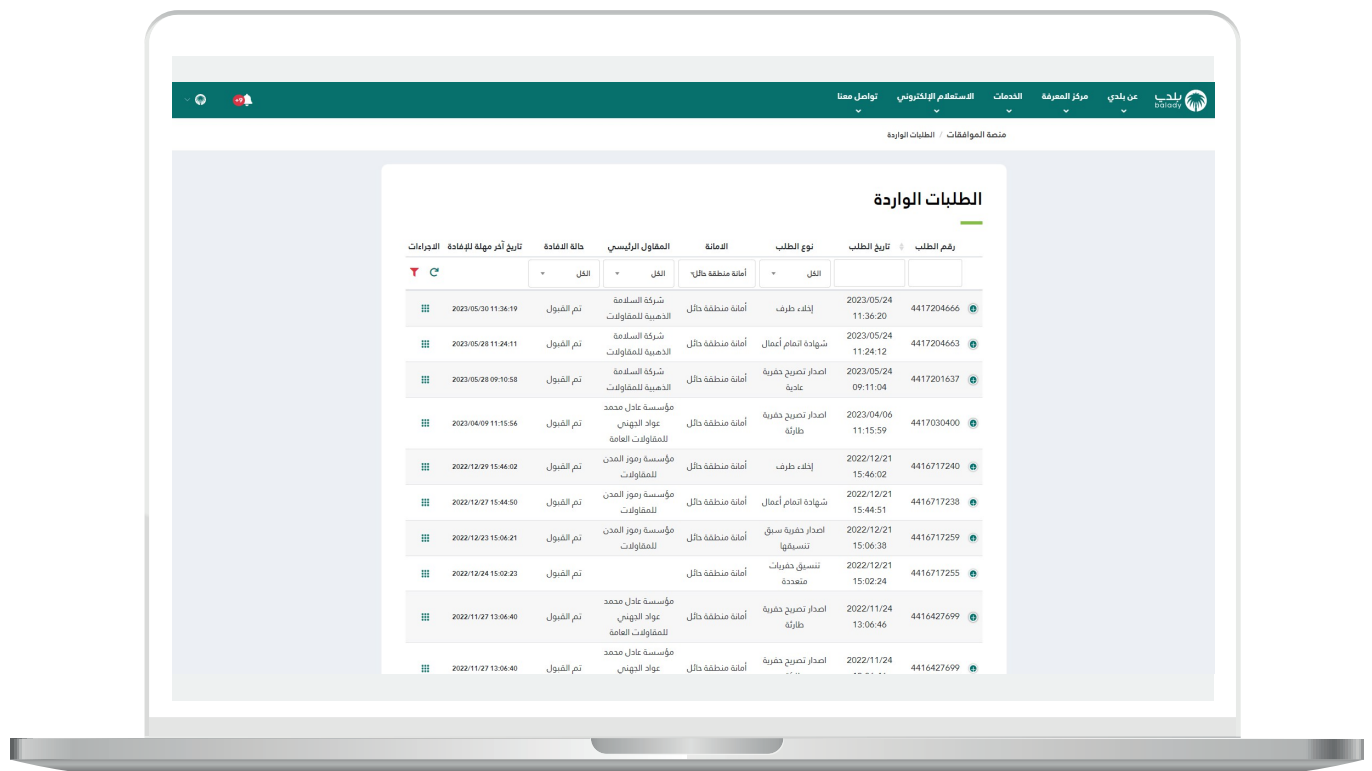

 تواصل معنا 
 الاستعلام الإلكتروني 
 الخدمات 
 مركز المعرفة 
 عن بلدي 
 بلدي 

صفحة المواقف / الطلبات الواردة

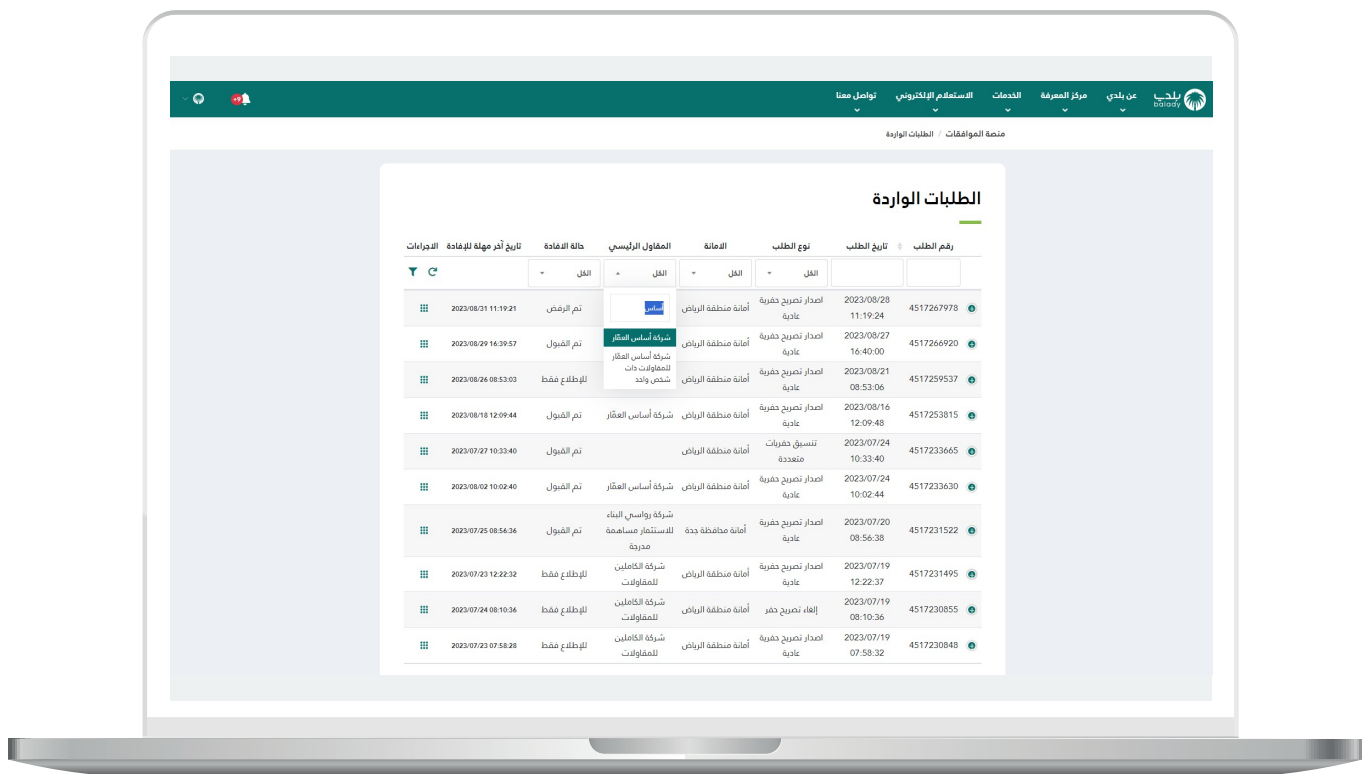
الطلبات الواردة

رقم الطلب	تاريخ الطلب	نوع الطلب	الامانة	المقابل الرئيسي	حالة الخدمة	تاريخ آخر مهلة للإفادة	الجراءات
			الكل	الكل	الكل		
4517267978	2023/08/28 11:19:24	اصدار تصريح خيرية عاجية		شركة صفا للاستثمار شركة شخص واحد	تم الرفض	2023-08-31 11:19:21	
4517266920	2023/08/27 16:40:00	اصدار تصريح خيرية عاجية	امانة منطقة القضاء	شركة أساس العقار	تم القبول	2023-08-29 16:39:57	
4517259537	2023/08/21 08:53:06	اصدار تصريح خيرية عاجية	امانة العاصمة المقدسة	شركة أساس العقار	لإخطاع فقط	2023-08-24 08:53:03	
4517253815	2023/08/16 12:09:48	اصدار تصريح خيرية عاجية	امانة منطقة سمر	شركة أساس العقار	تم القبول	2023-08-18 12:09:44	
4517233665	2023/07/24 10:33:40	تسويق خدمات مهنودة	امانة منطقة الرياض	تم القبول		2023-07-27 10:33:40	
4517233630	2023/07/24 10:02:44	اصدار تصريح خيرية عاجية	امانة منطقة الرياض	شركة أساس العقار	تم القبول	2023-08-02 10:02:40	
4517231522	2023/07/20 08:56:38	اصدار تصريح خيرية عاجية	امانة محافظة جدة	شركة واسمي البناء للاستثمار مساهمة مدرعة	تم القبول	2023-07-25 08:56:36	
4517231495	2023/07/19 12:22:37	اصدار تصريح خيرية عاجية	امانة منطقة الرياض	شركة الكاملين للمقاولات	لإخطاع فقط	2023-07-21 12:22:32	
4517230855	2023/07/19 08:10:36	إلغاء تصريح حذر	امانة منطقة الرياض	شركة الكاملين للمقاولات	لإخطاع فقط	2023-07-24 08:10:36	
4517230848	2023/07/19 07:58:32	اصدار تصريح خيرية عاجية	امانة منطقة الرياض	شركة الكاملين للمقاولات	لإخطاع فقط	2023-07-21 07:58:28	

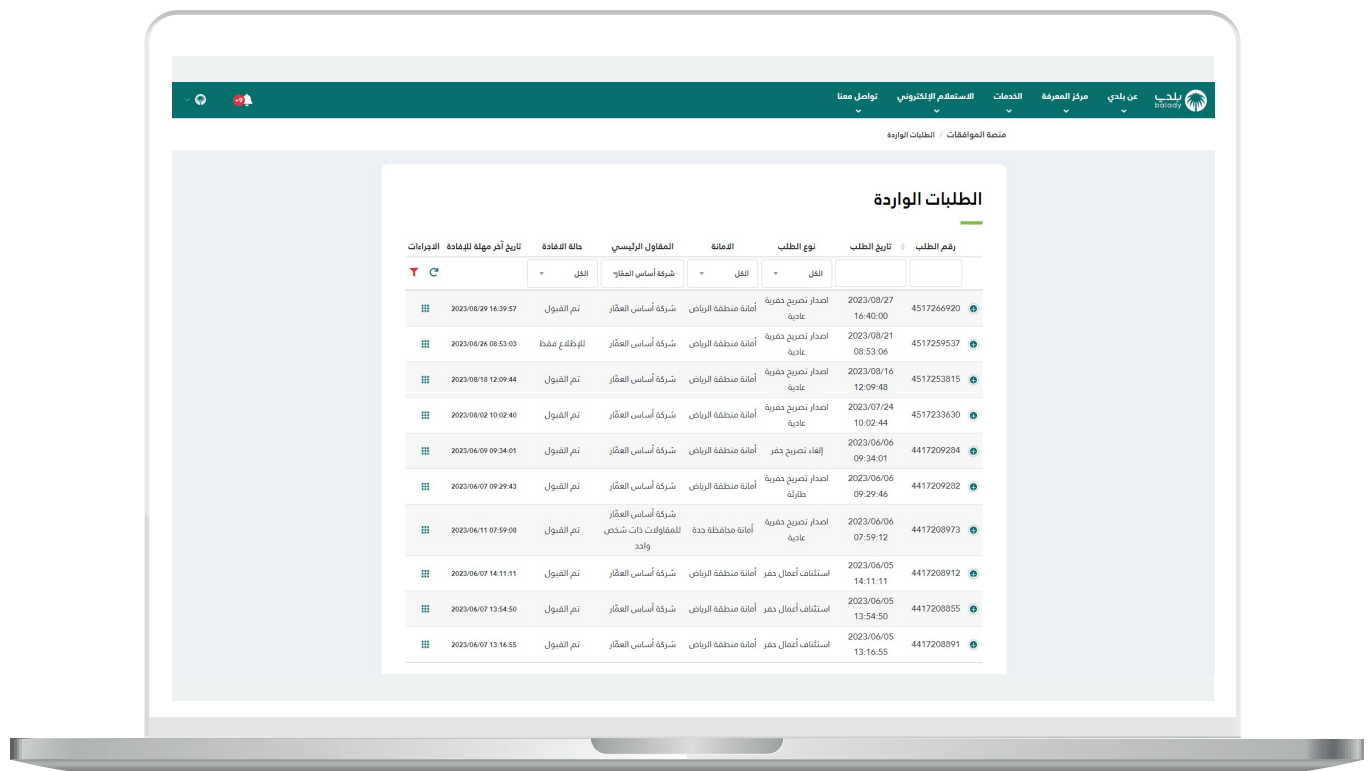
9) The search results then appear.



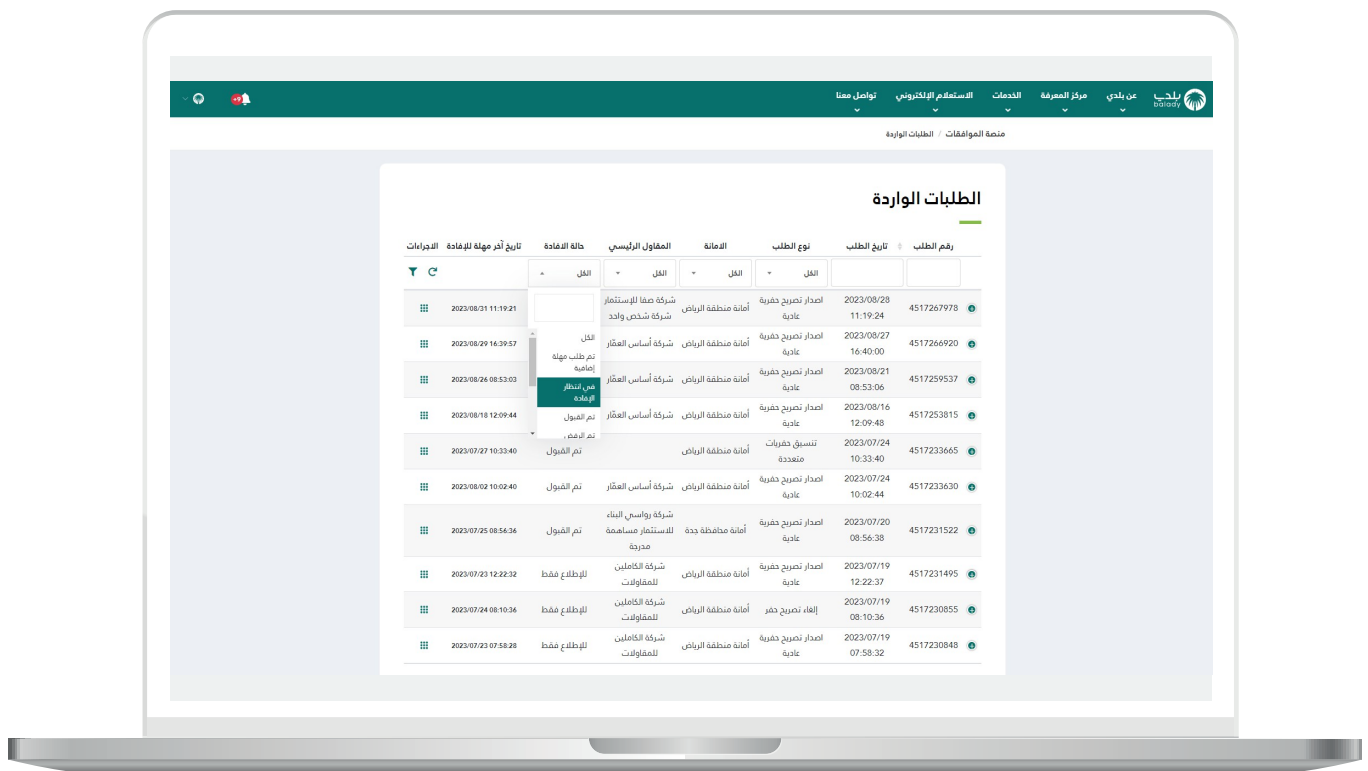
10) The user can further filter results by selecting a value from the (Main Contractor) dropdown menu, as shown in the screenshot below.



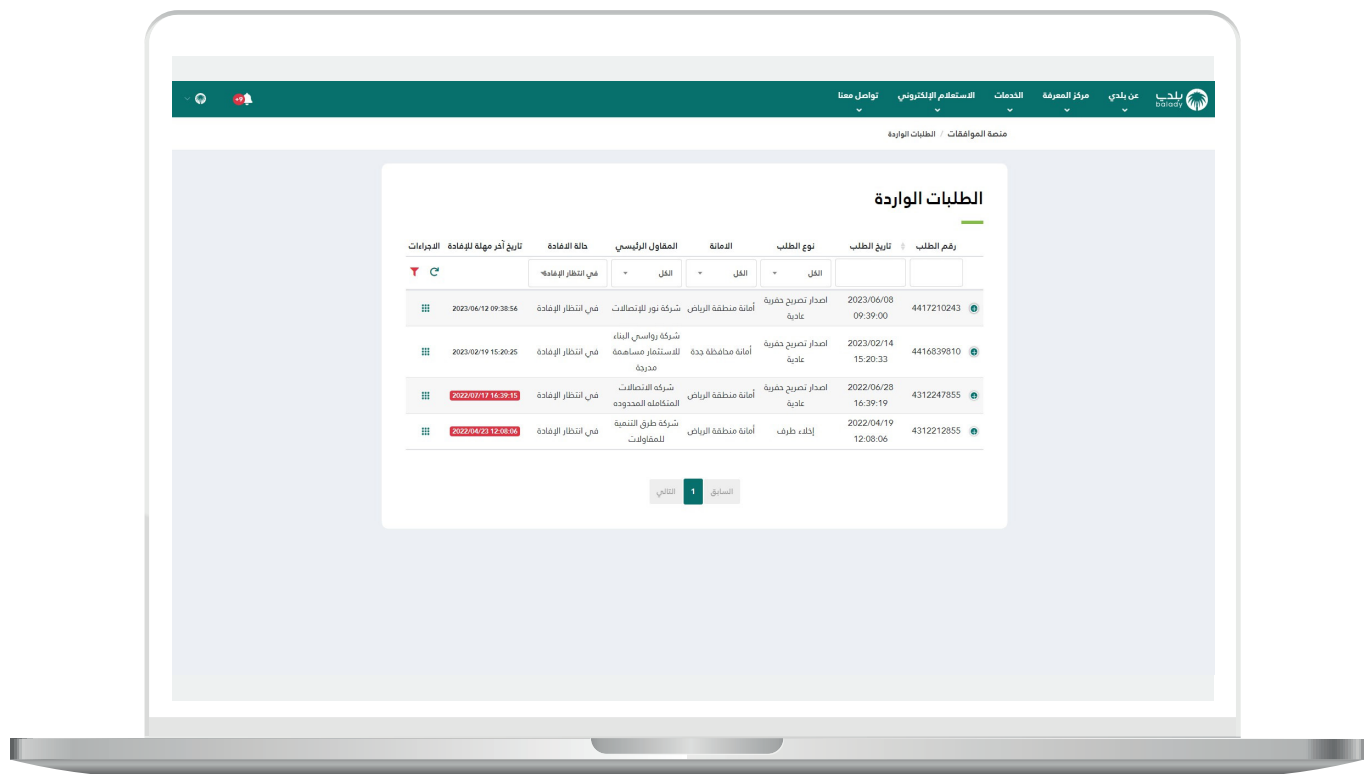
11) The search results then appear.



12) Another filtering option is selecting a value from the (Response Status) dropdown menu, as shown in the screenshot below.

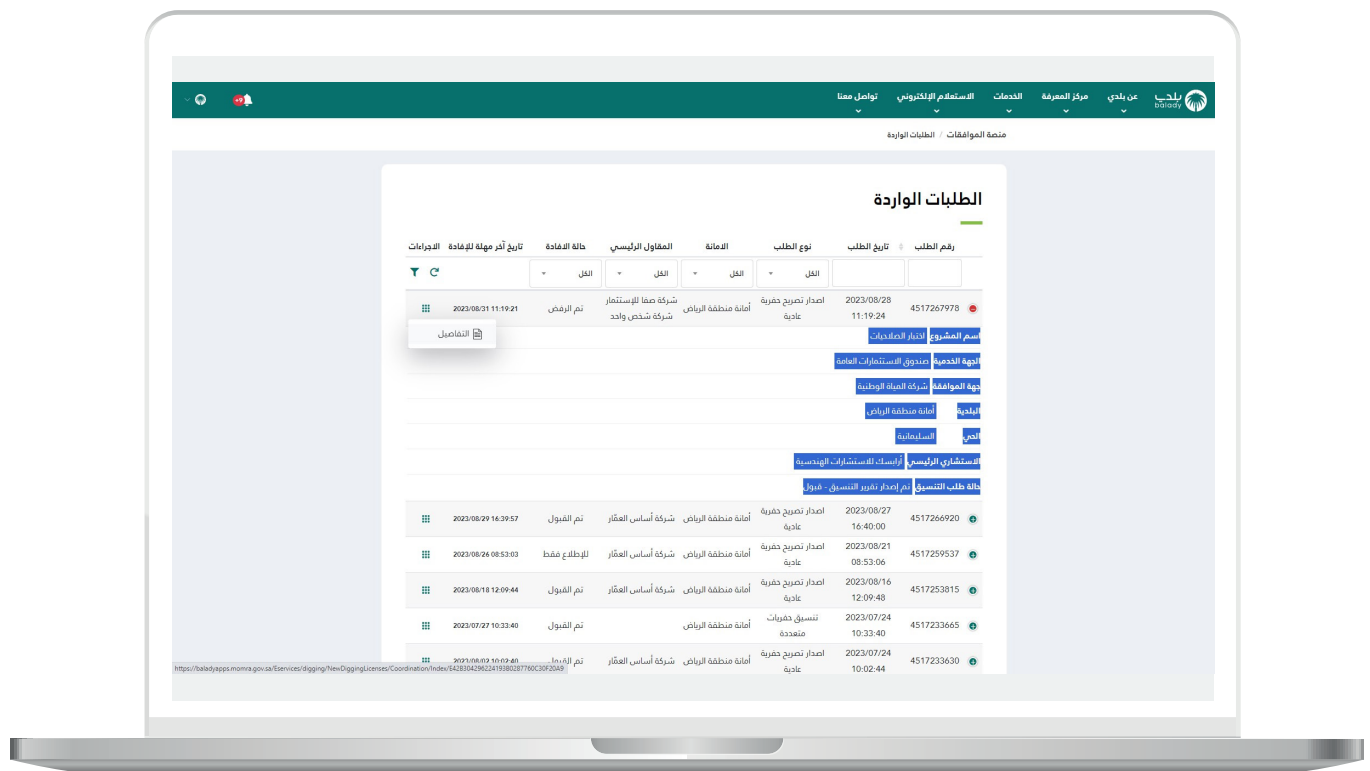


13) The search results then appear.



14) Clicking the (+) icon allows the user to view request details, including (Project Name, Service Entity, Approval Entity, Municipality, District, Main Consultant, and Coordination Request Status).

The system allows the user to view detailed request information by clicking the green box in the (Actions) column and selecting (Details).

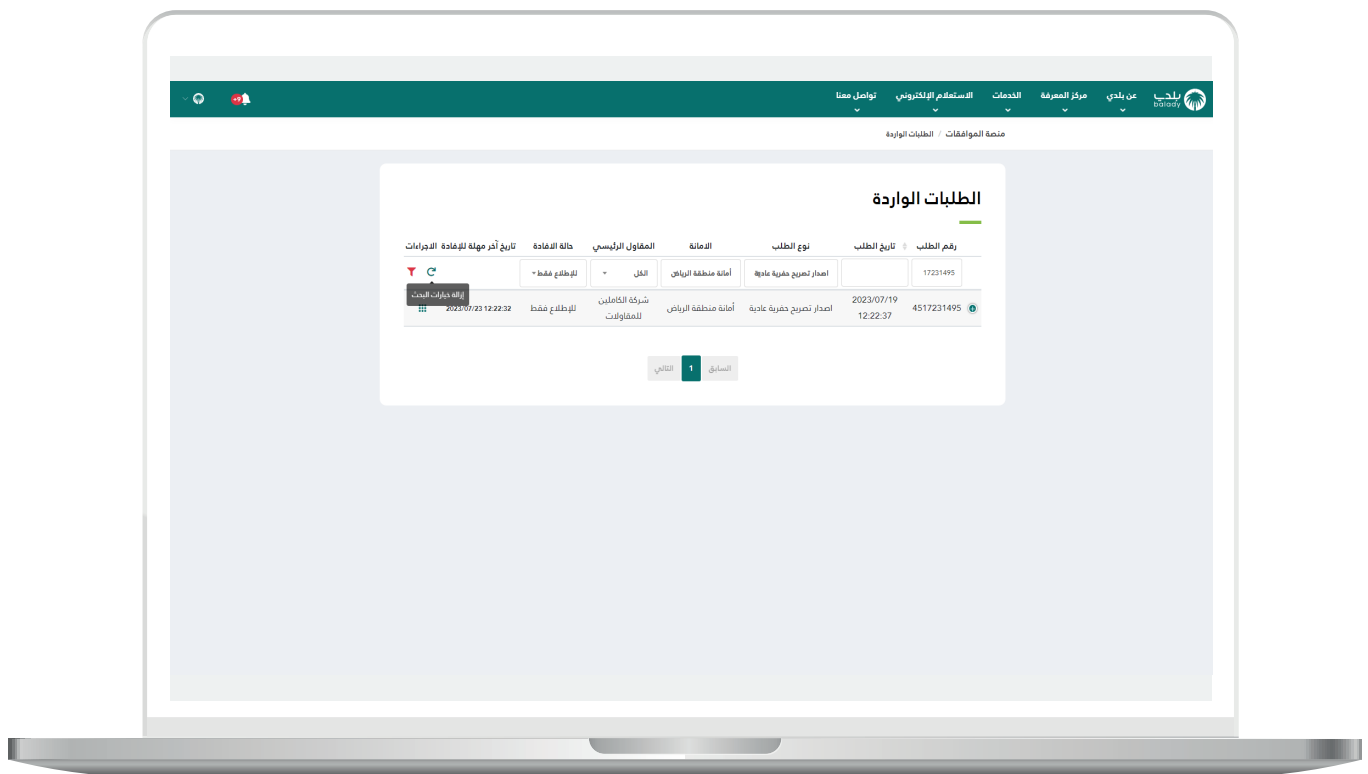



15) After clicking (**Details**), the request details are displayed, as shown in the screenshot below.

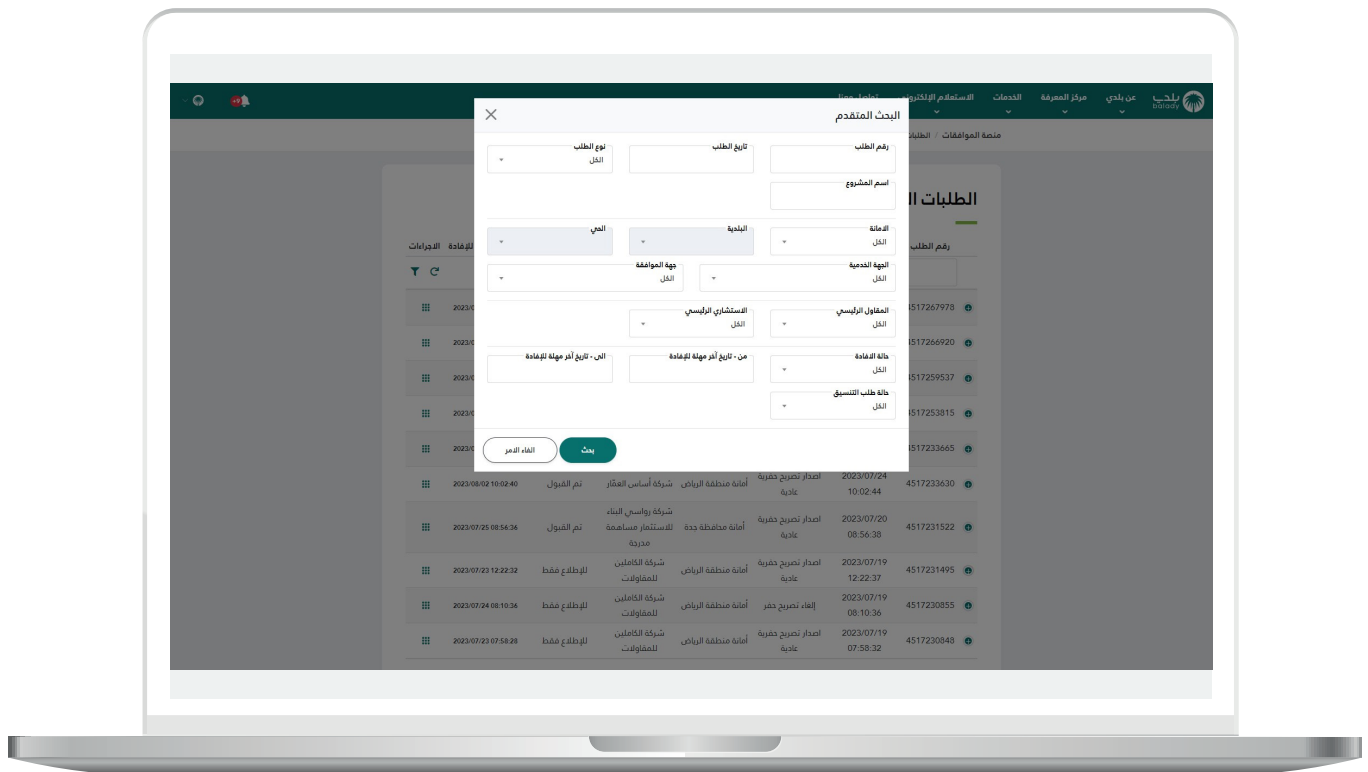
The screenshot displays a web application interface for viewing request details. The page is titled "بيانات الطلب" (Request Data) and shows the following information:

- رقم الطلب:** 4517267978
- تاريخ تقديم الطلب:** 2023/08/28
- نوع الطلب:** إصدار تصريح خيرية تجارية
- حالة الطلب:** تم إصدار تصريح الترخيص - قبول
- اسم مقدم الطلب:** أحمد محمد
- رقم الهوية:** [Redacted]
- اسم مؤيد الخدمة:** صندوق الاستثمارات العامة
- الرقم الوطني الموحد:** [Redacted]
- مكتب الترخيص:** مكتب ترخيص أنشطة منطقة الرياض

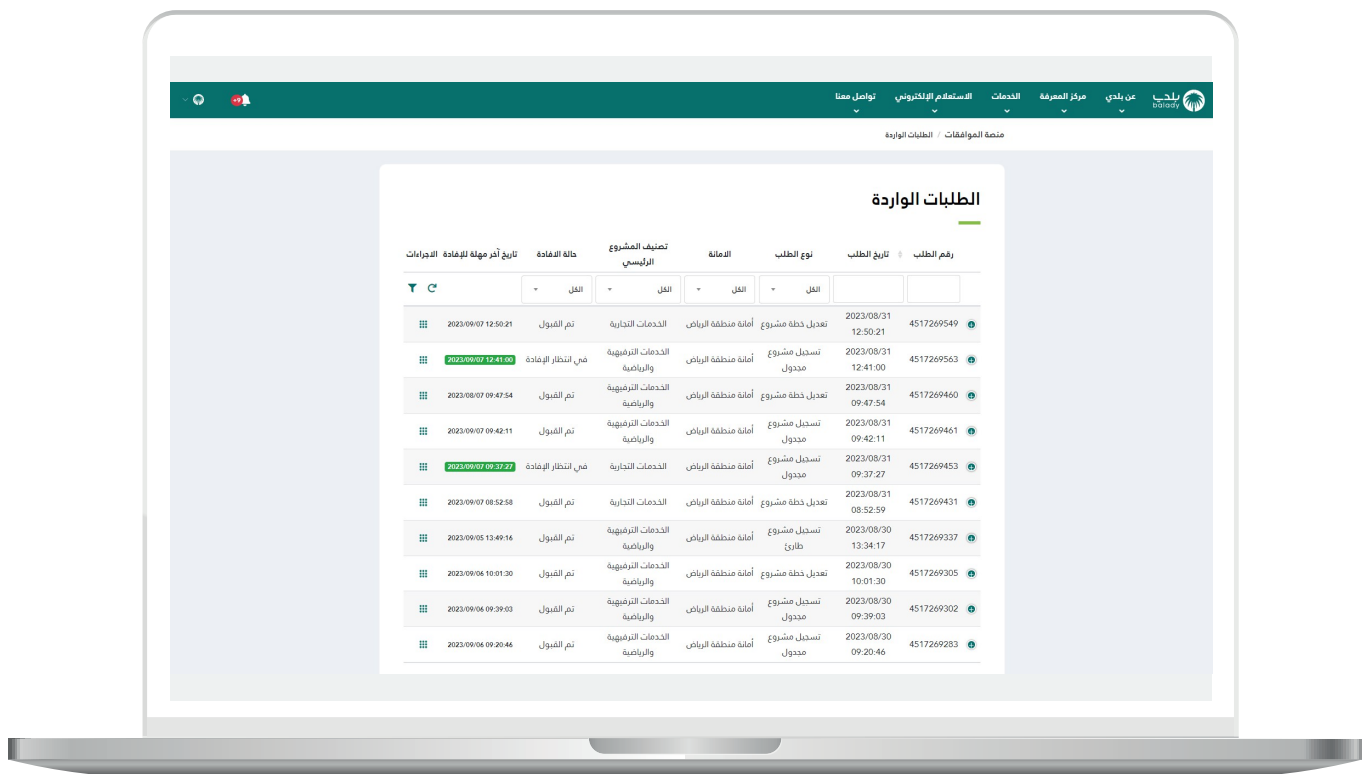
16) Clicking the circular arrow icon (**Reset Search Filters**) clears all search fields and resets the filters.



18) Clicking the filter icon  opens the **(Advanced Search)** screen, where search filters can be entered, followed by clicking the (Search) button.

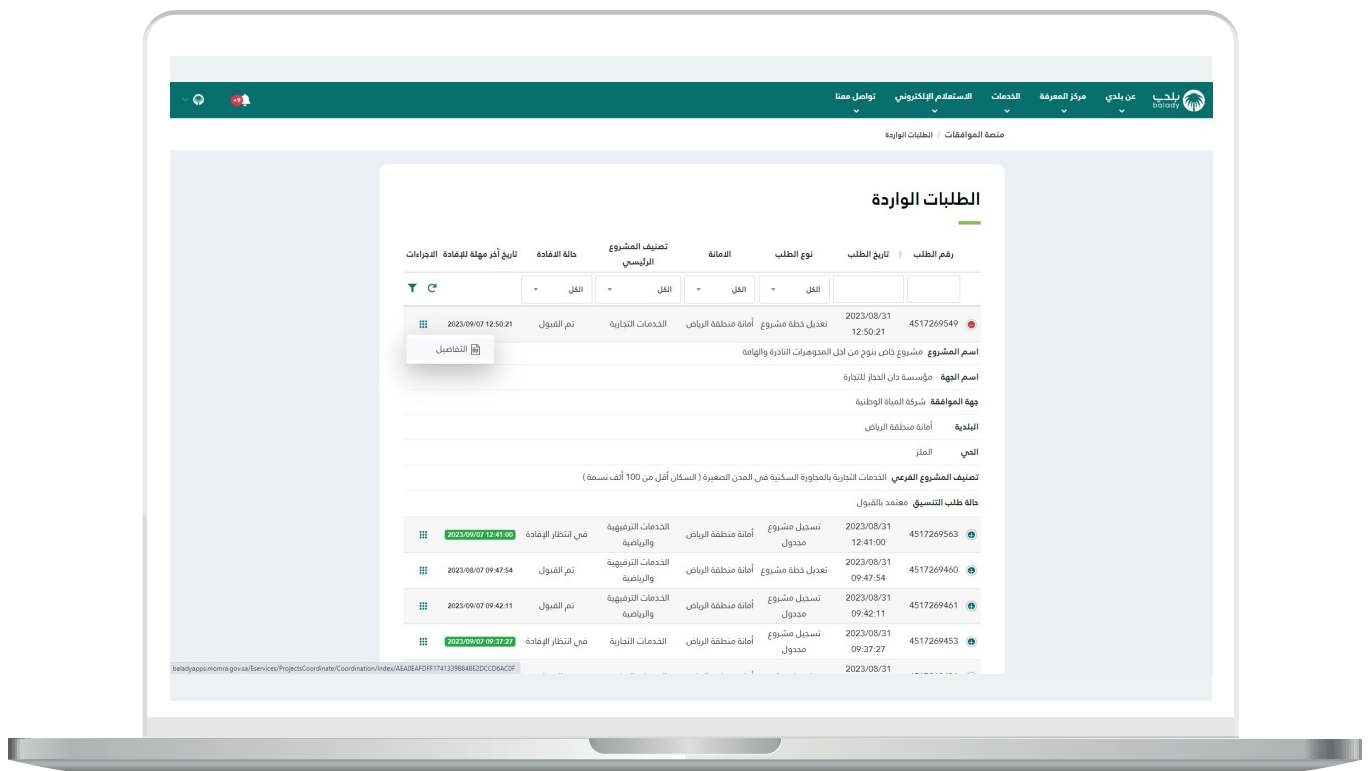


19) After selecting **(Project Requests)**, the following screen appears, displaying the incoming project requests. The user can search for any request using search filters and perform actions on each request.

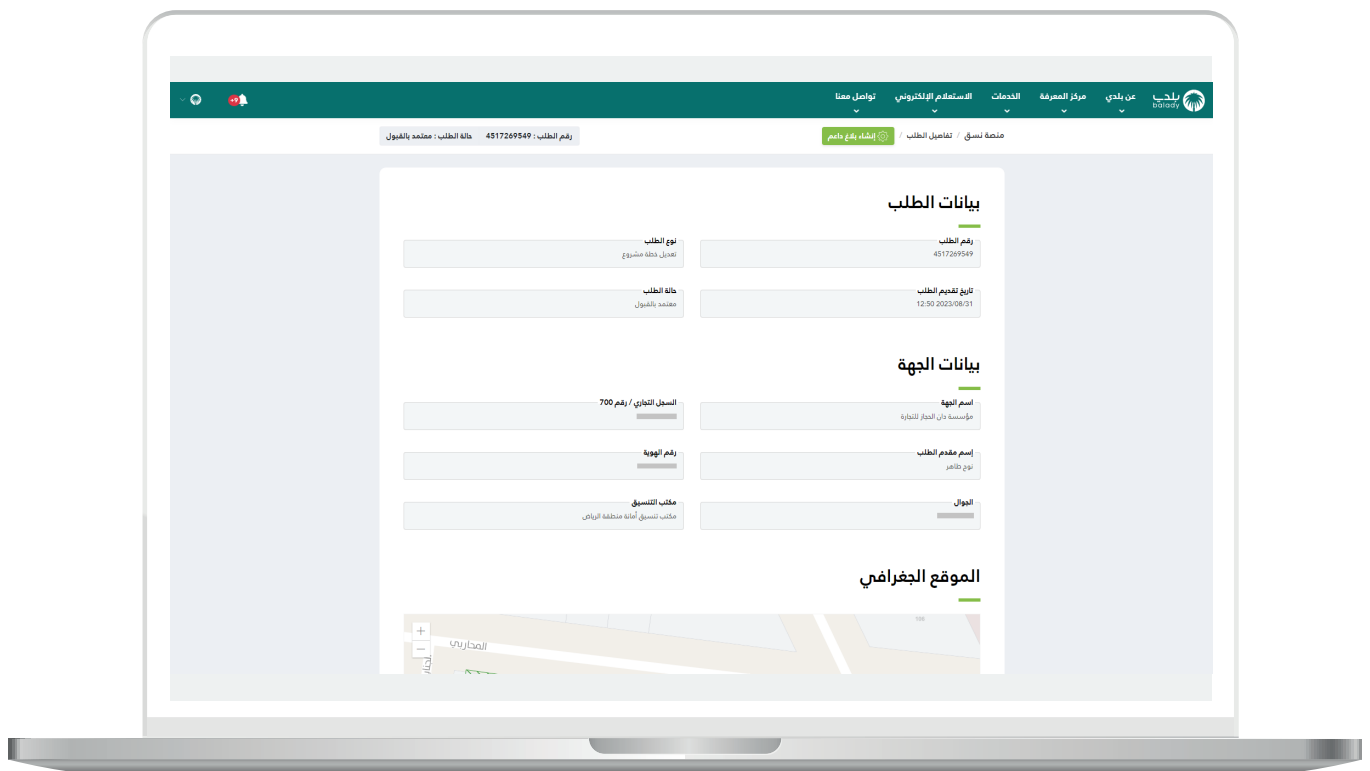


20) Clicking the (+) icon allows the user to view request details, including (Project Name, Entity Name, Approval Entity, Municipality, District, Sub-Project Classification, and Coordination Request Status).

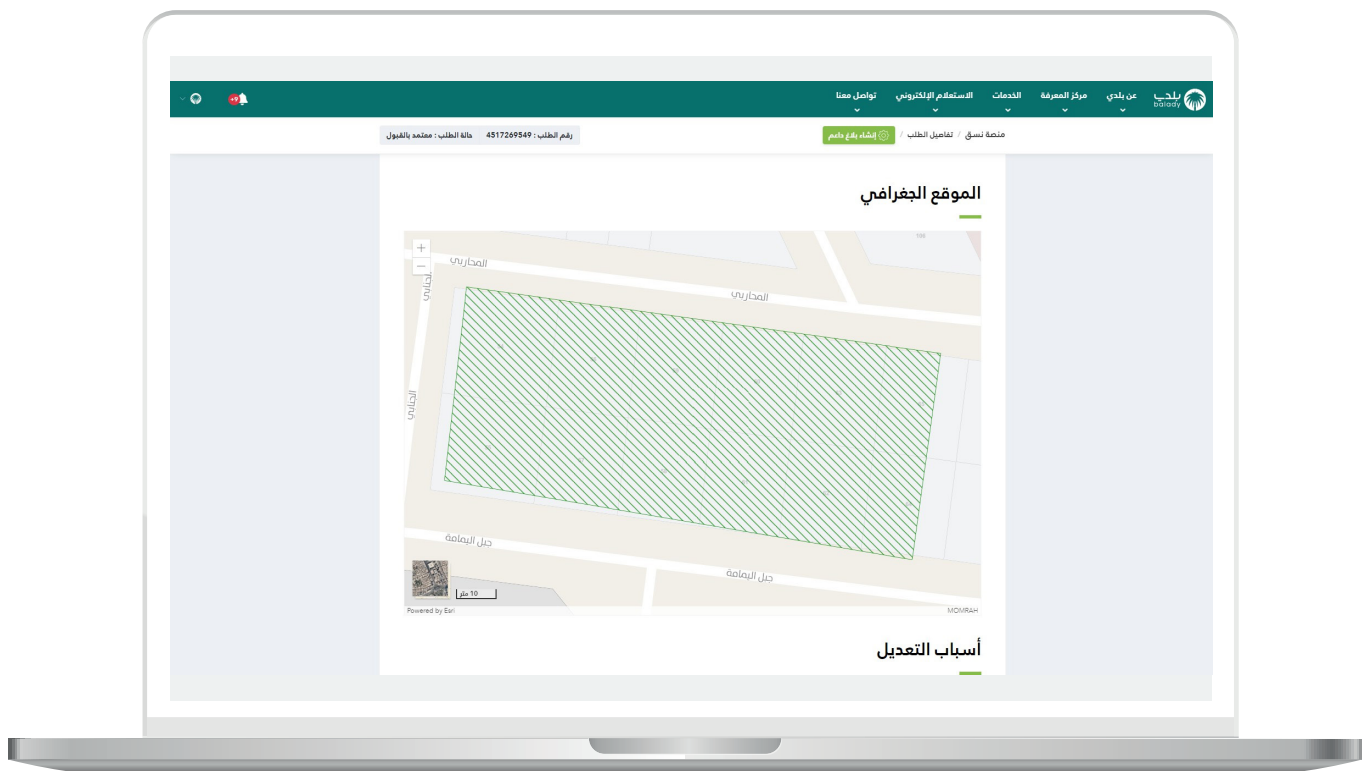
The system allows the user to view detailed request information by clicking the green box in the (Actions) column and selecting (Details).



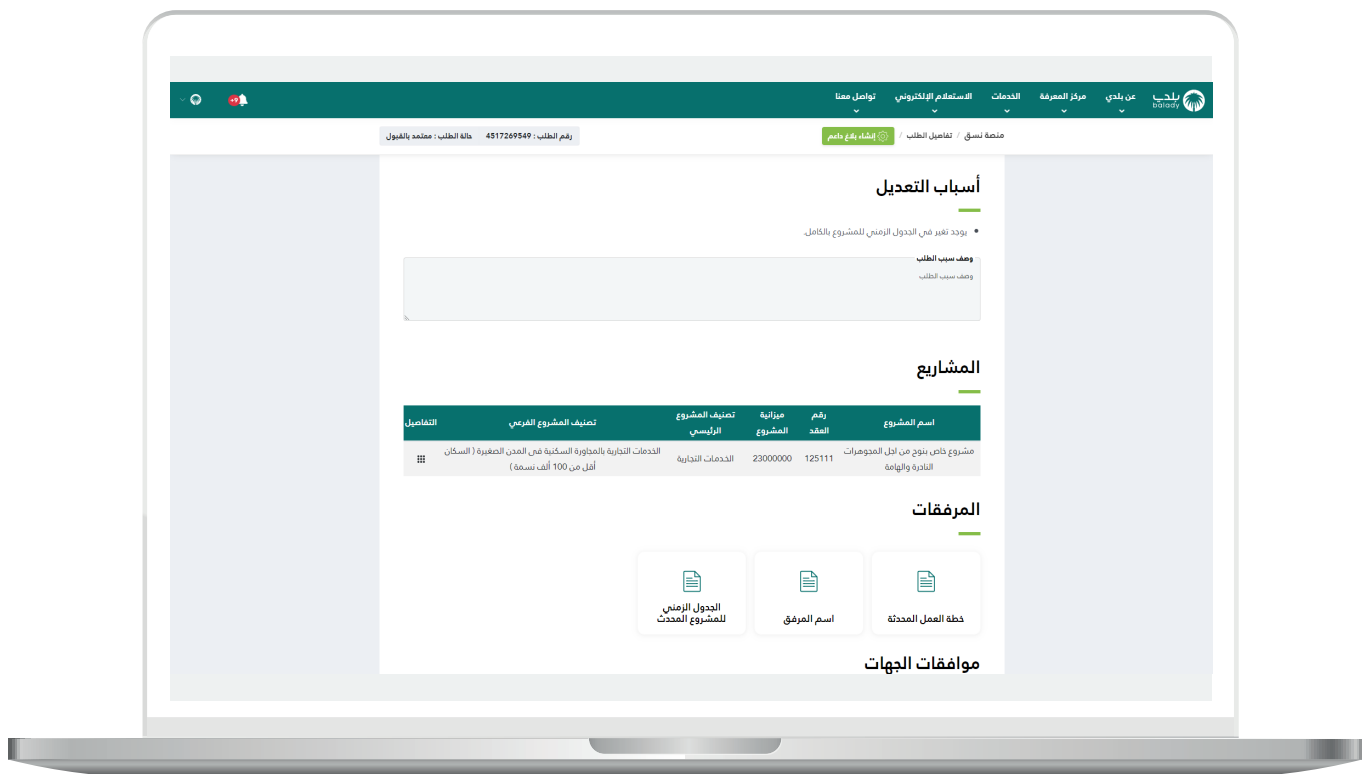
21) After clicking (**Details**), the request details are displayed, as shown in the screenshot below.



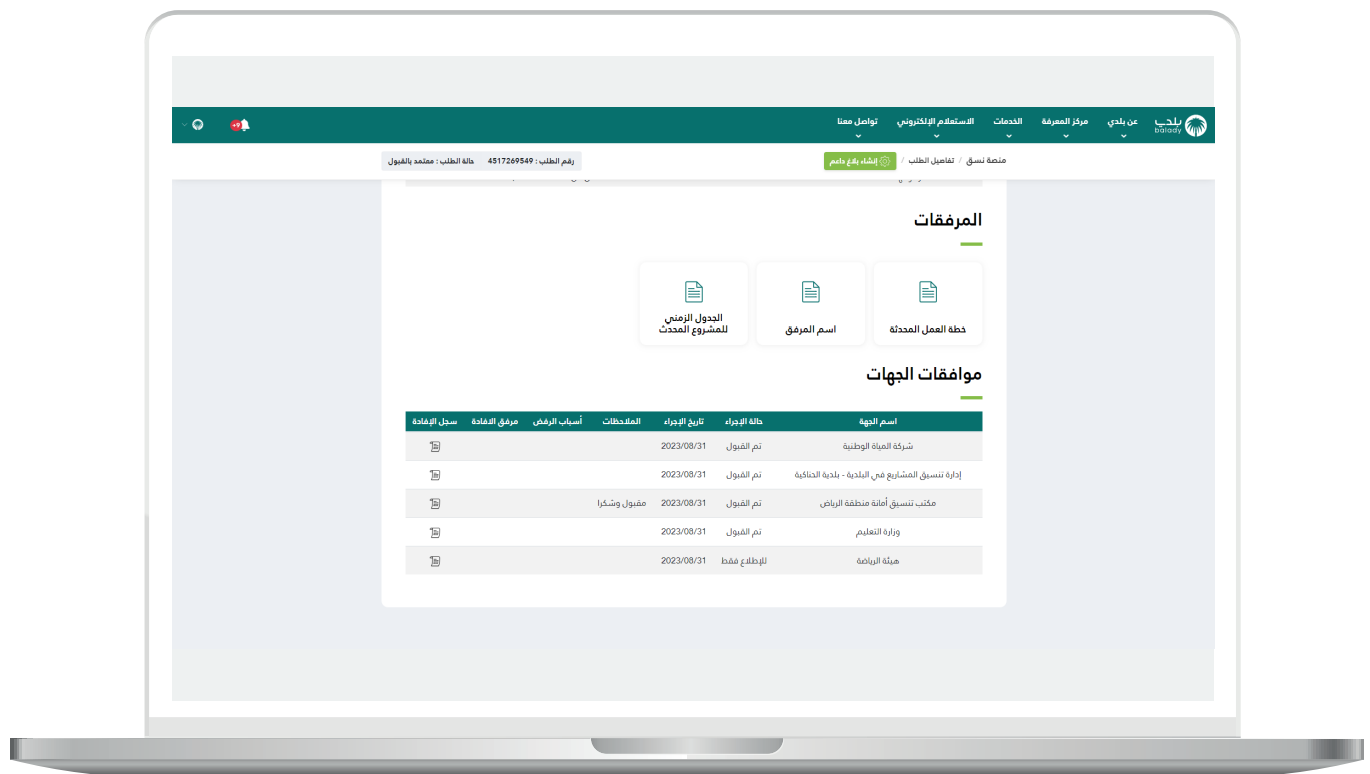
22) The screenshot below represents the second section of the request details screen.



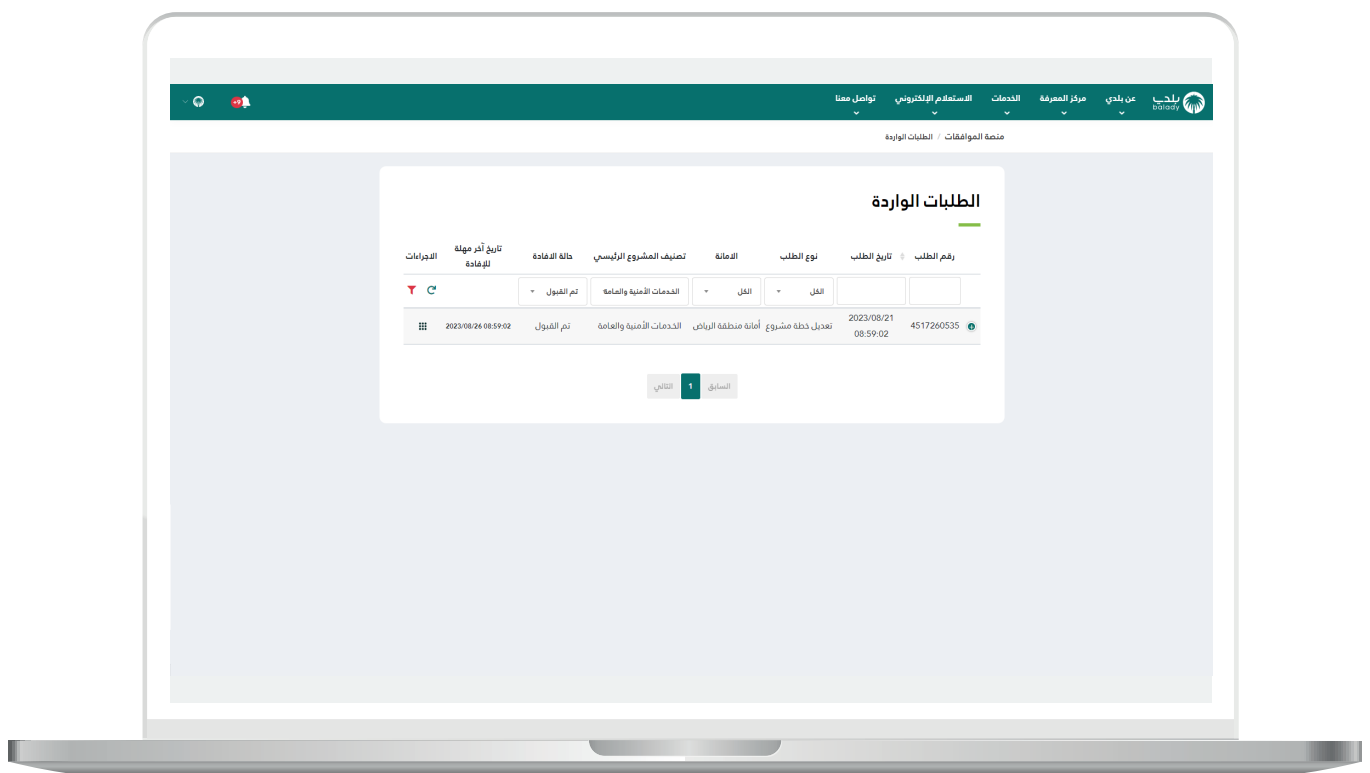
23) The screenshot below represents the third section of the request details screen.



24) The screenshot below represents the fourth section of the request details screen.



25) The screenshot below shows the user searching for a specific request using the search filters.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

