



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

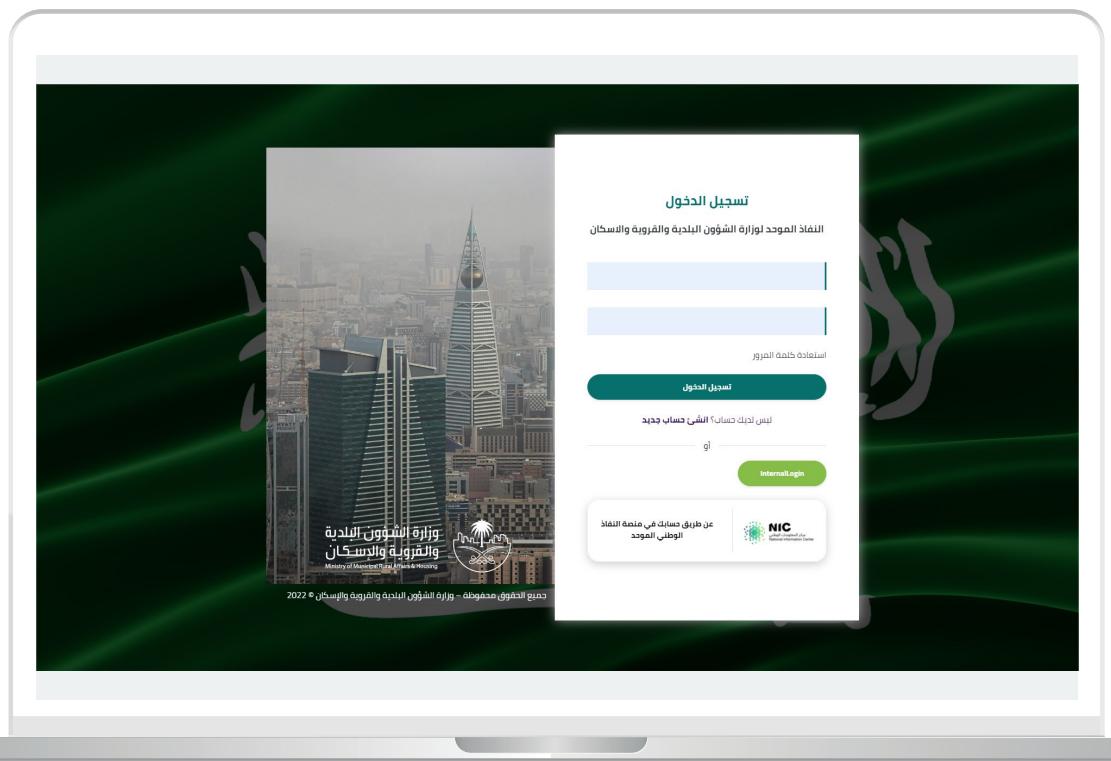
User Guide for the

Engineering Offices System Auditor Services

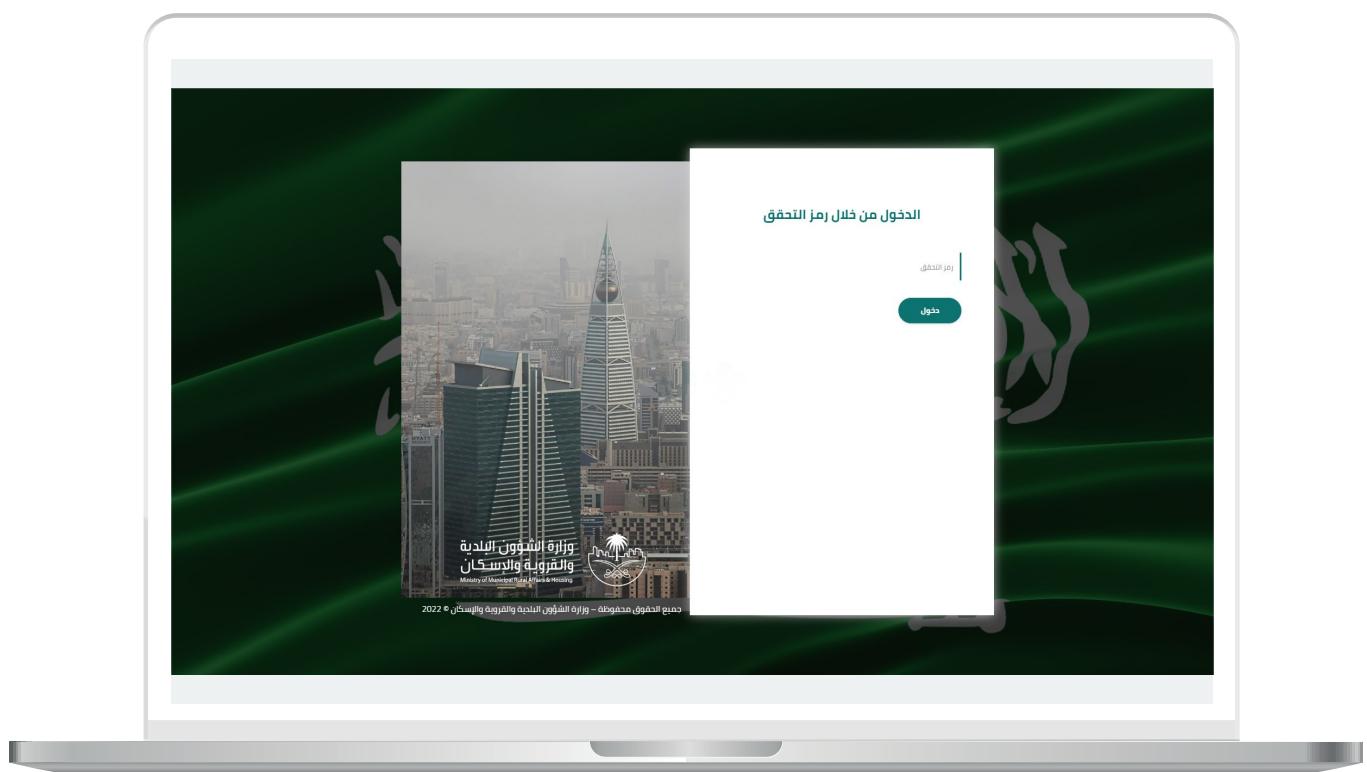
Beneficiary's
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Logging into the System

- 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.



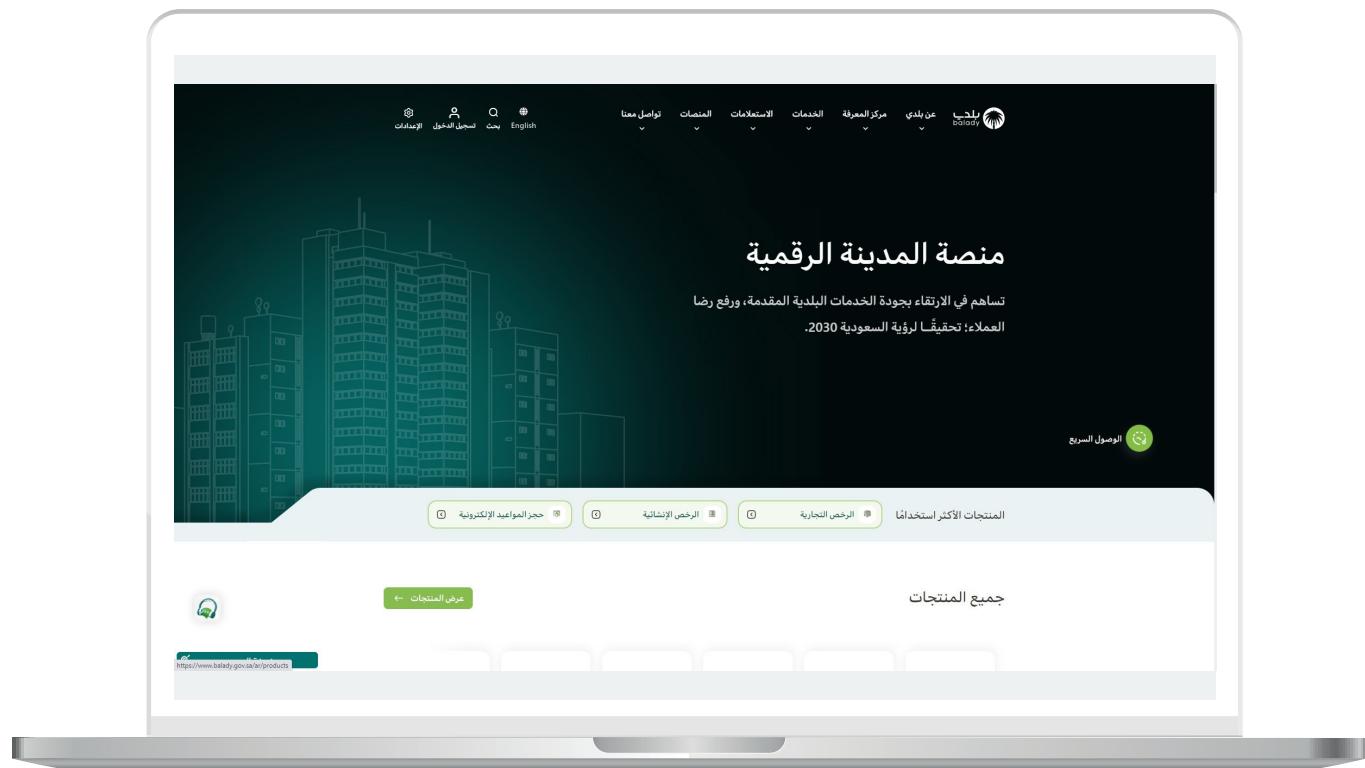
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



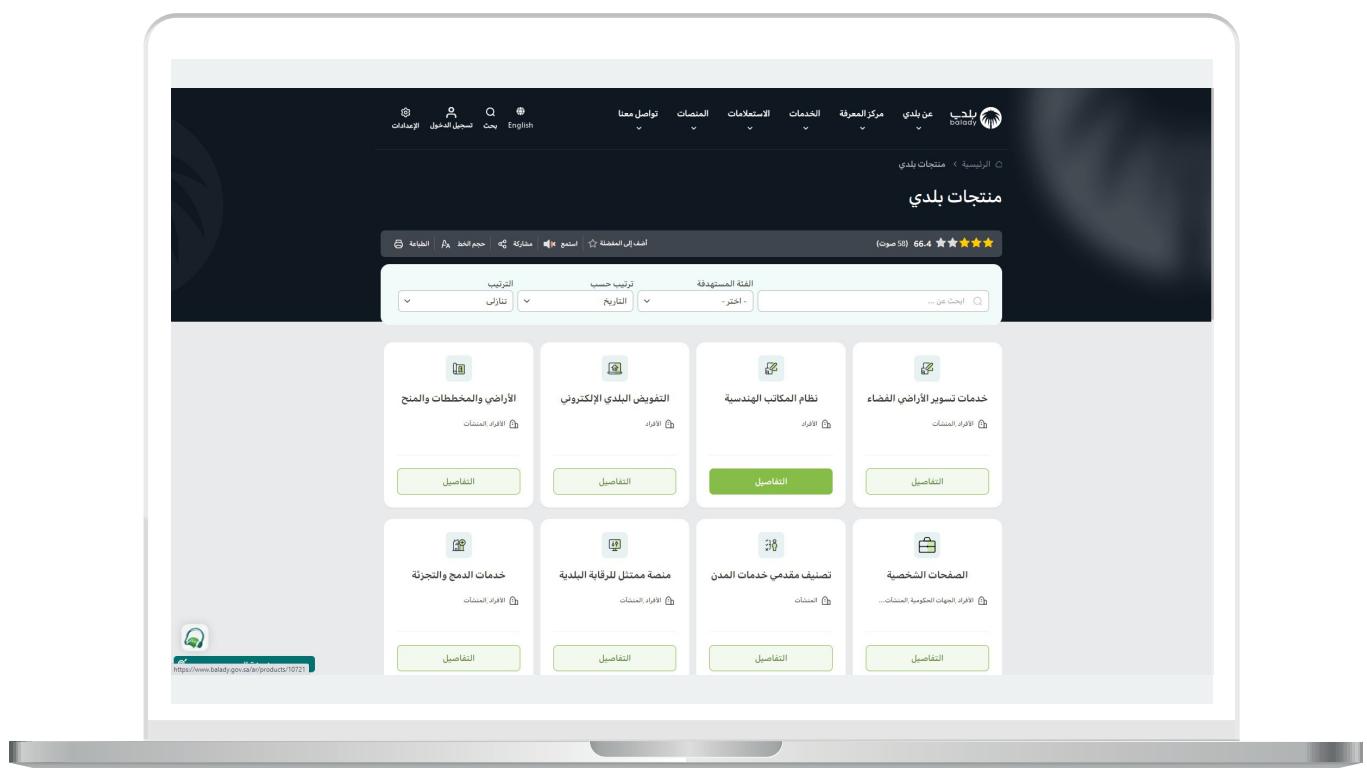
Service Request Steps

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

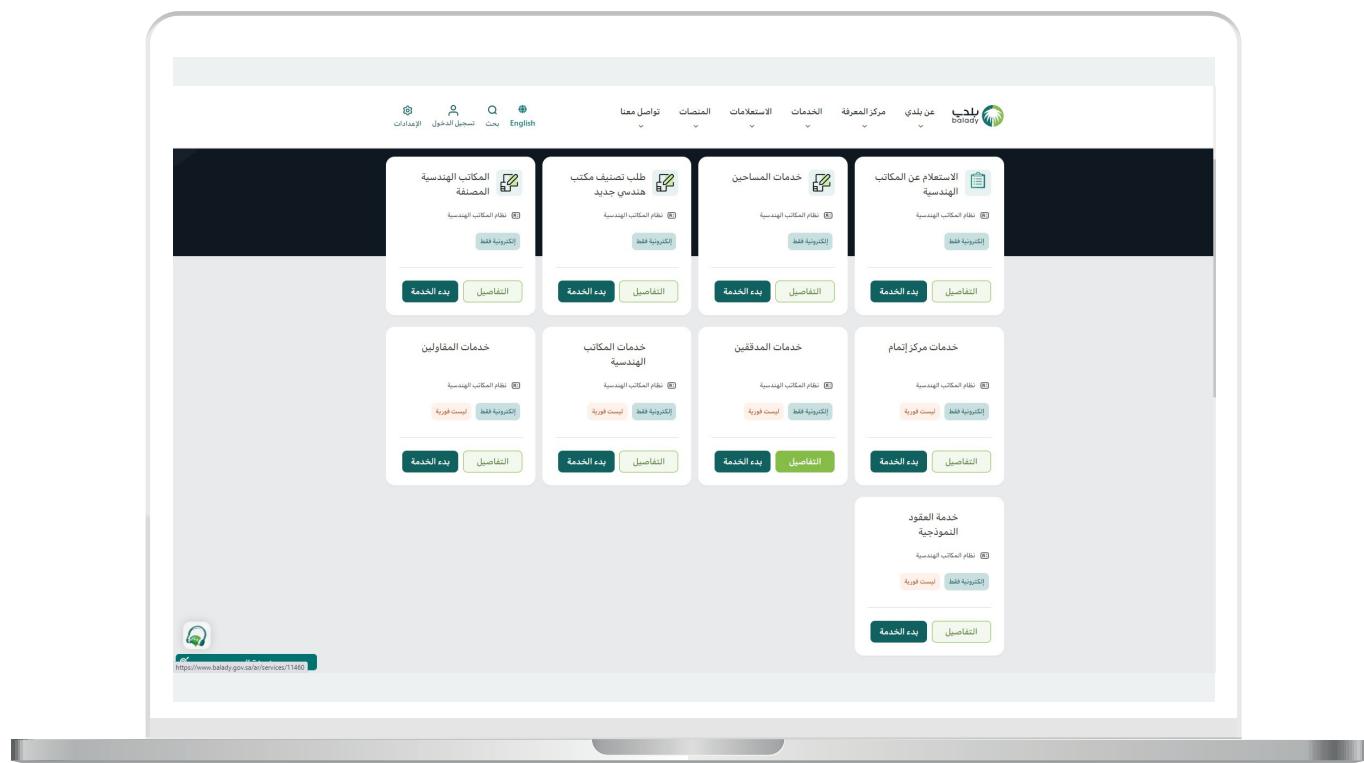
To start the service application, the user must click the **(View Products)** button.



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

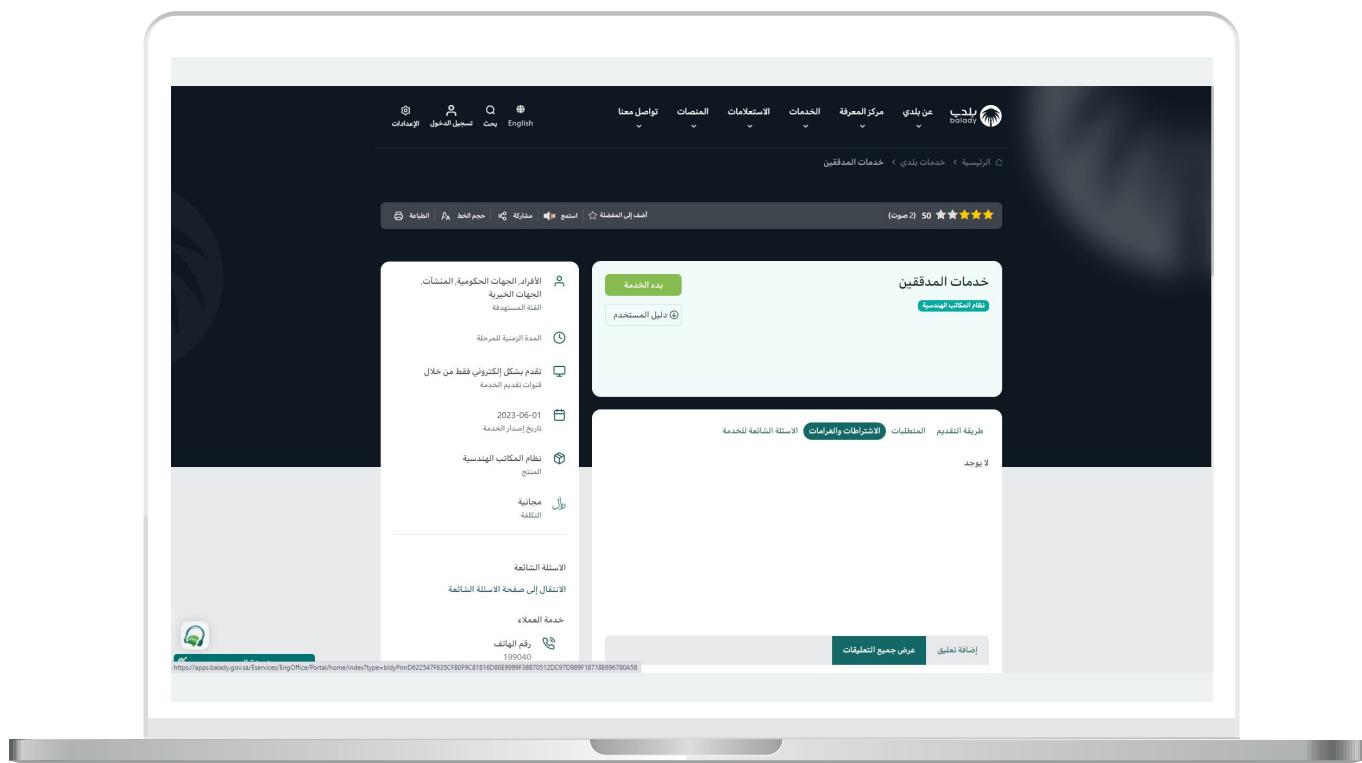


3) The next screen appears, where the user selects (Auditor Services), as shown below.



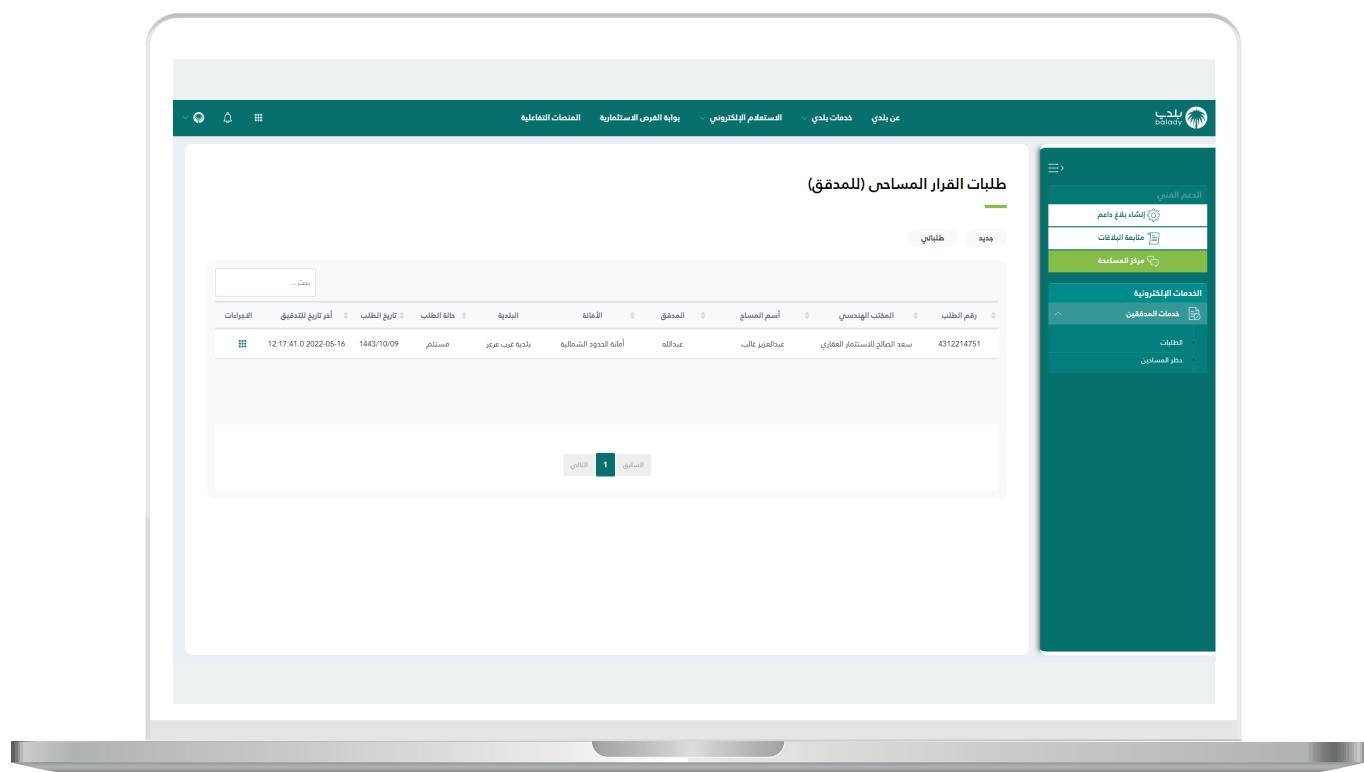
4) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).

Click the (Start Service) button to proceed.



5) The next screen appears, displaying the available options in the (Auditor Services) menu, which include (Requests, Surveyor Ban).

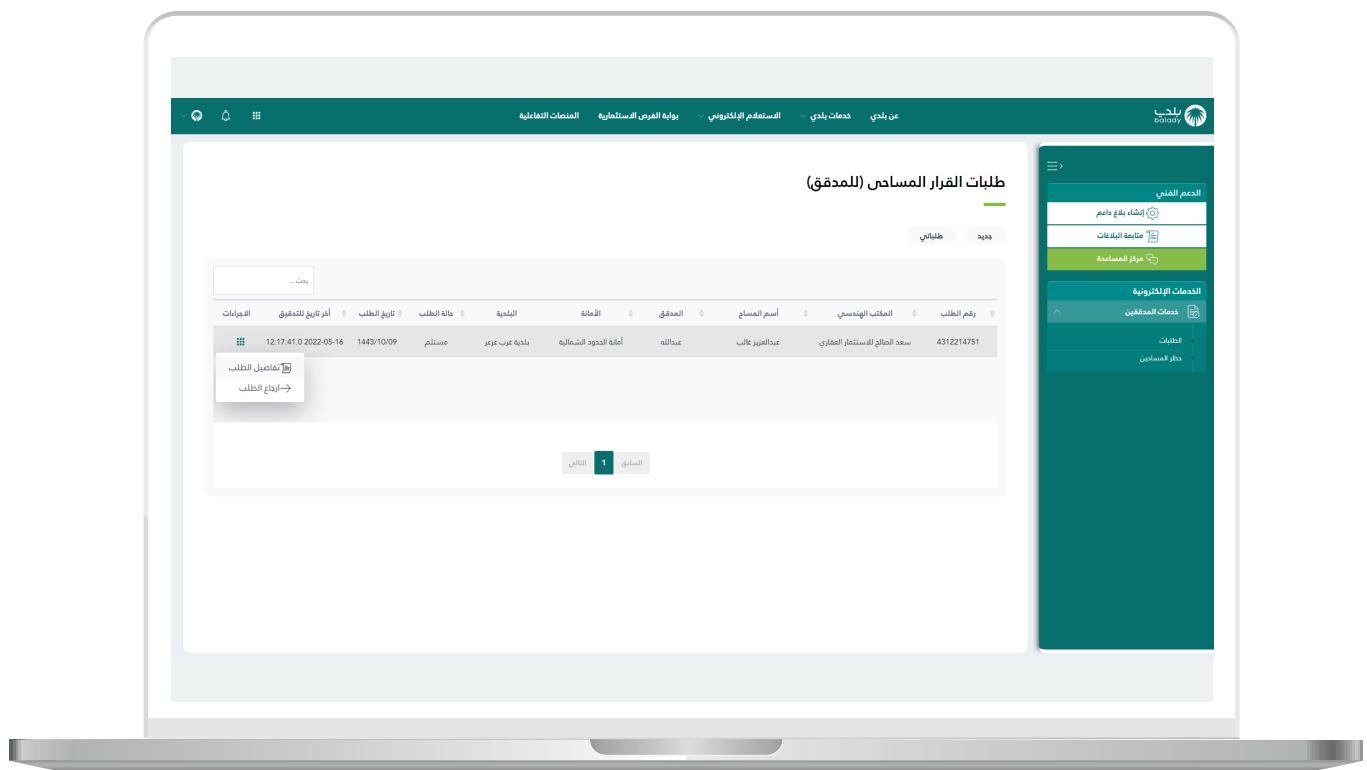
It will be explained in detail.



Requests

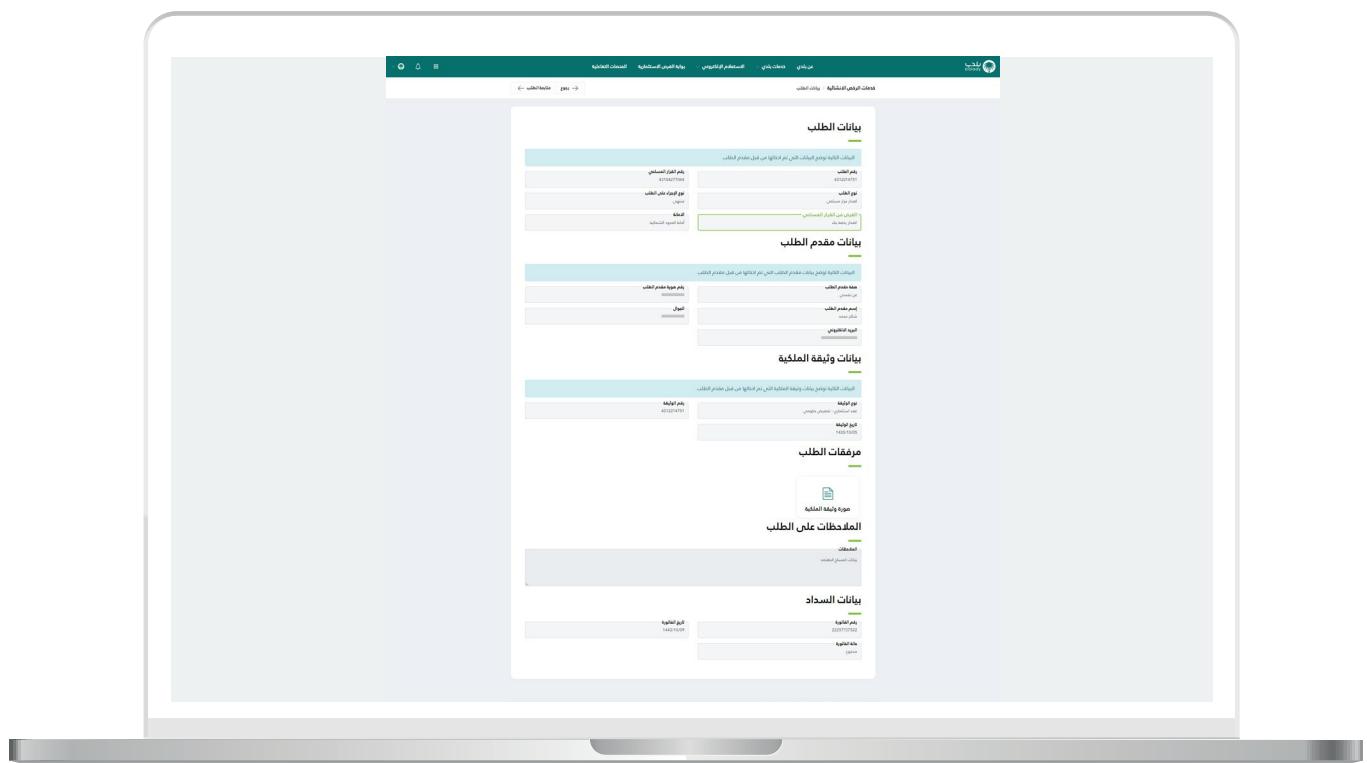
1) This option displays cadastral decision requests assigned to the auditor for review.

After clicking the green box in the **(Actions)** column, the available options for the request appear, which include **(Request Details)** and **(Return Request)**.

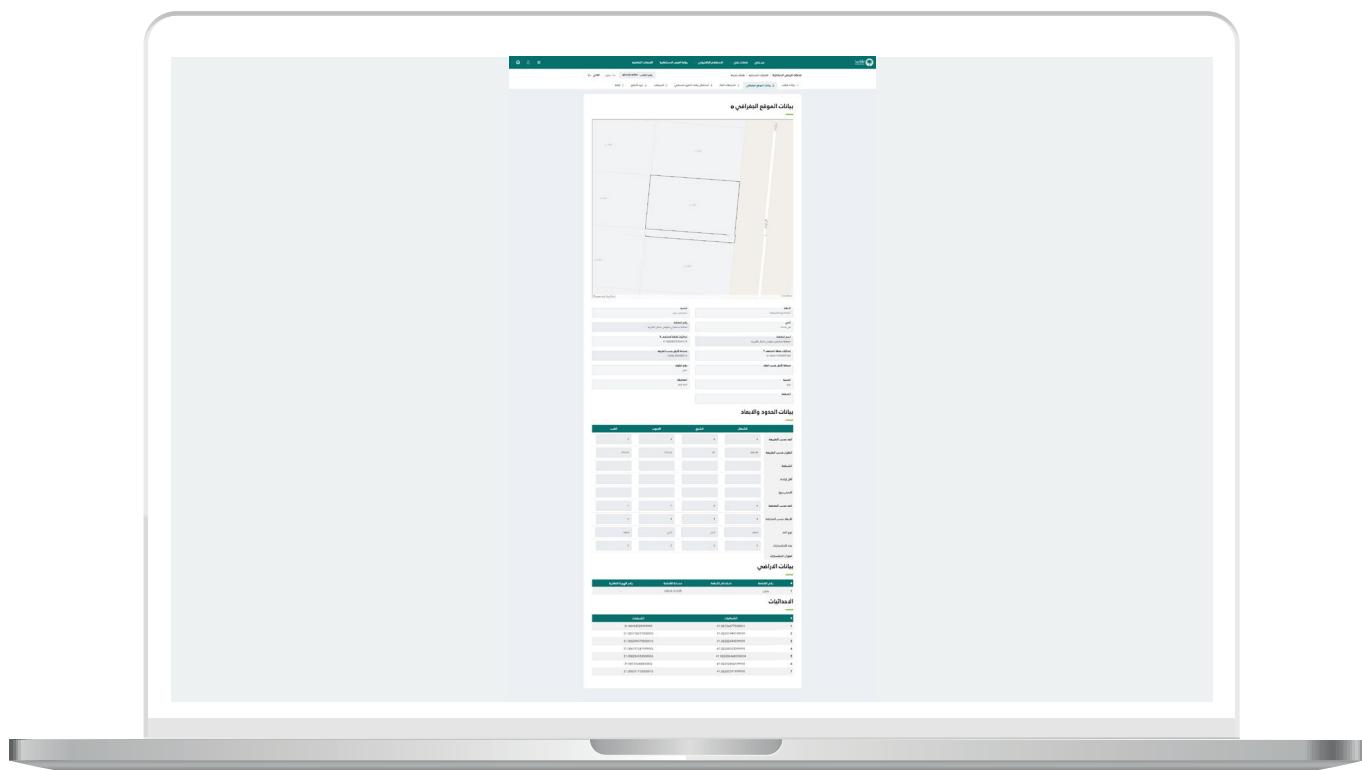


2) After clicking **(Request Details)**, the request details screen appears, as shown in the following image. It includes the following sections: **(Request Information, Applicant Information, Ownership Document Information, Request Attachments, Request Notes, Payment Details)**.

The user then clicks **(Proceed with Request)** to continue.

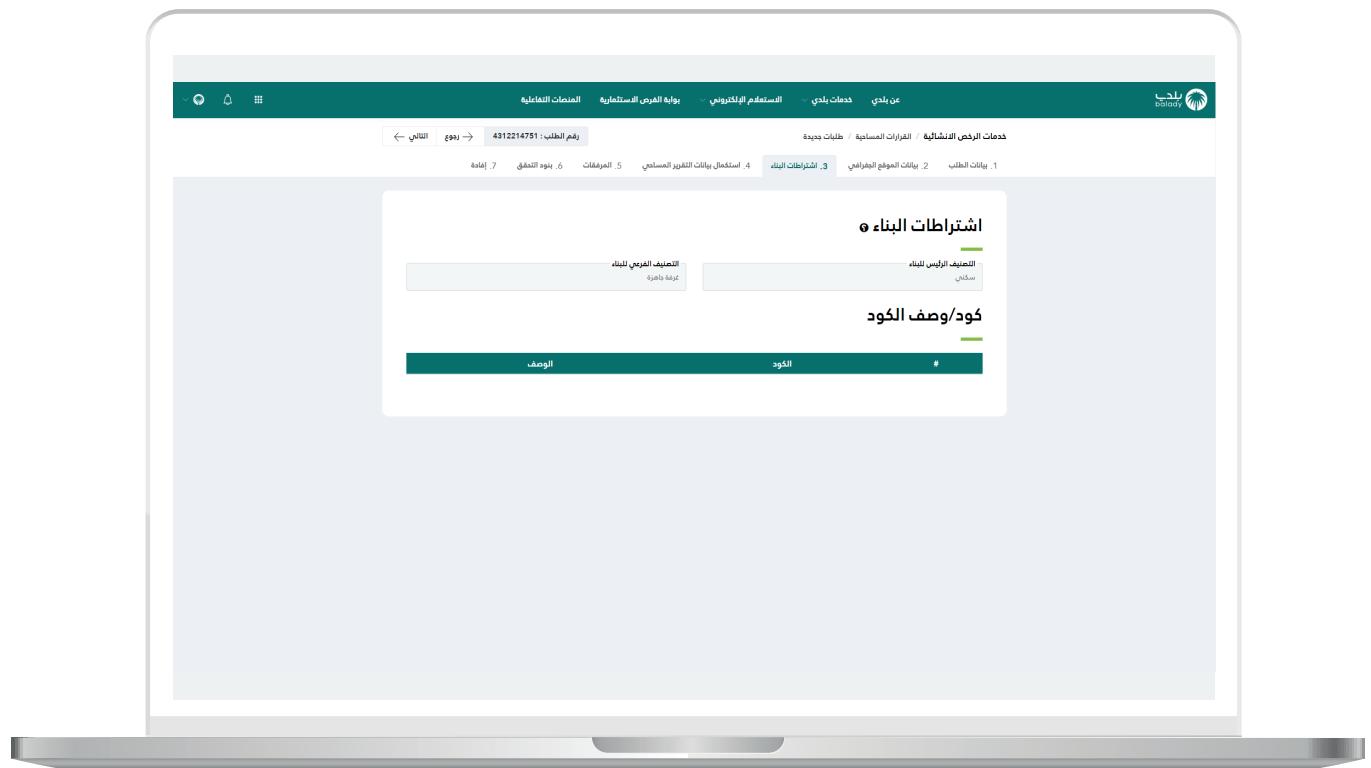


3) The system navigates to the Geographic Location Information stage, where the auditor reviews the site details and clicks (Next).



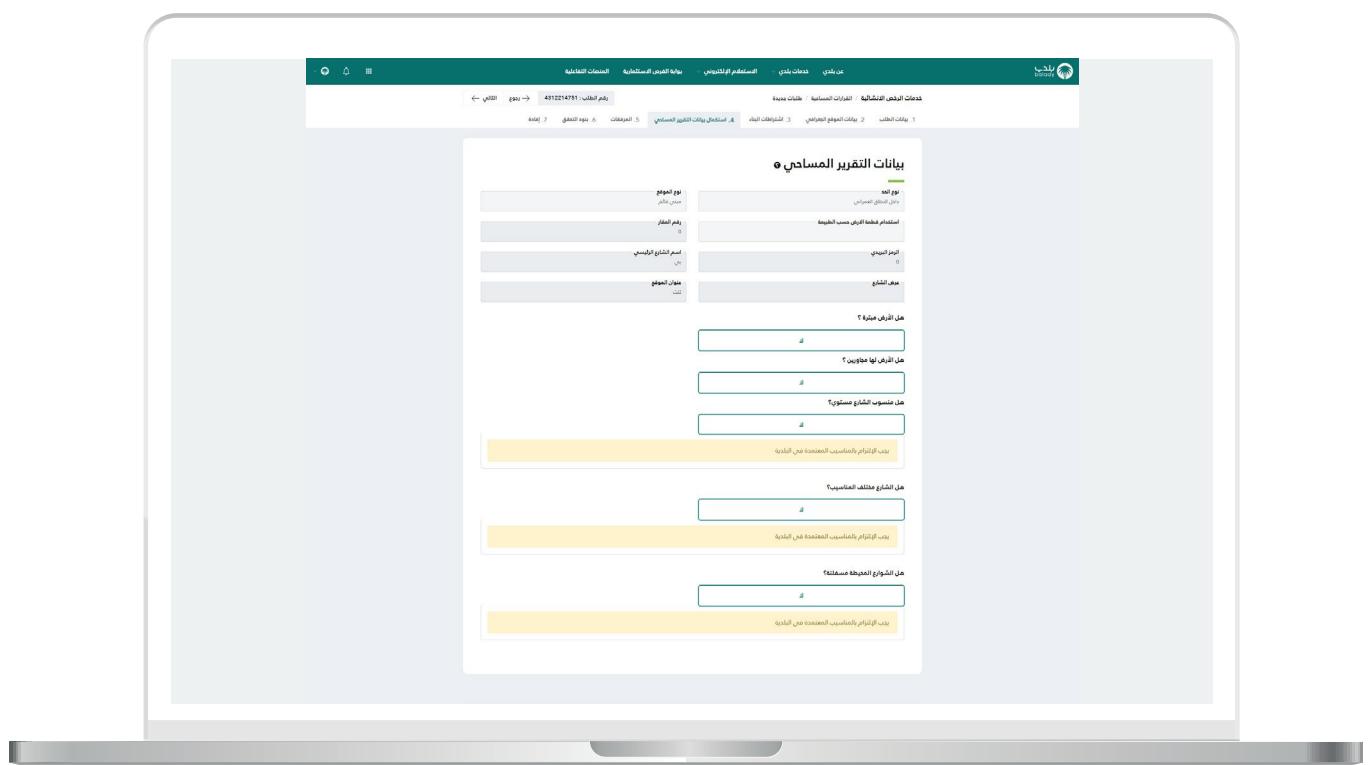
4) The system navigates to the Building Requirements stage, where the auditor reviews the displayed information.

The user then clicks (Next) to proceed to the fourth stage.



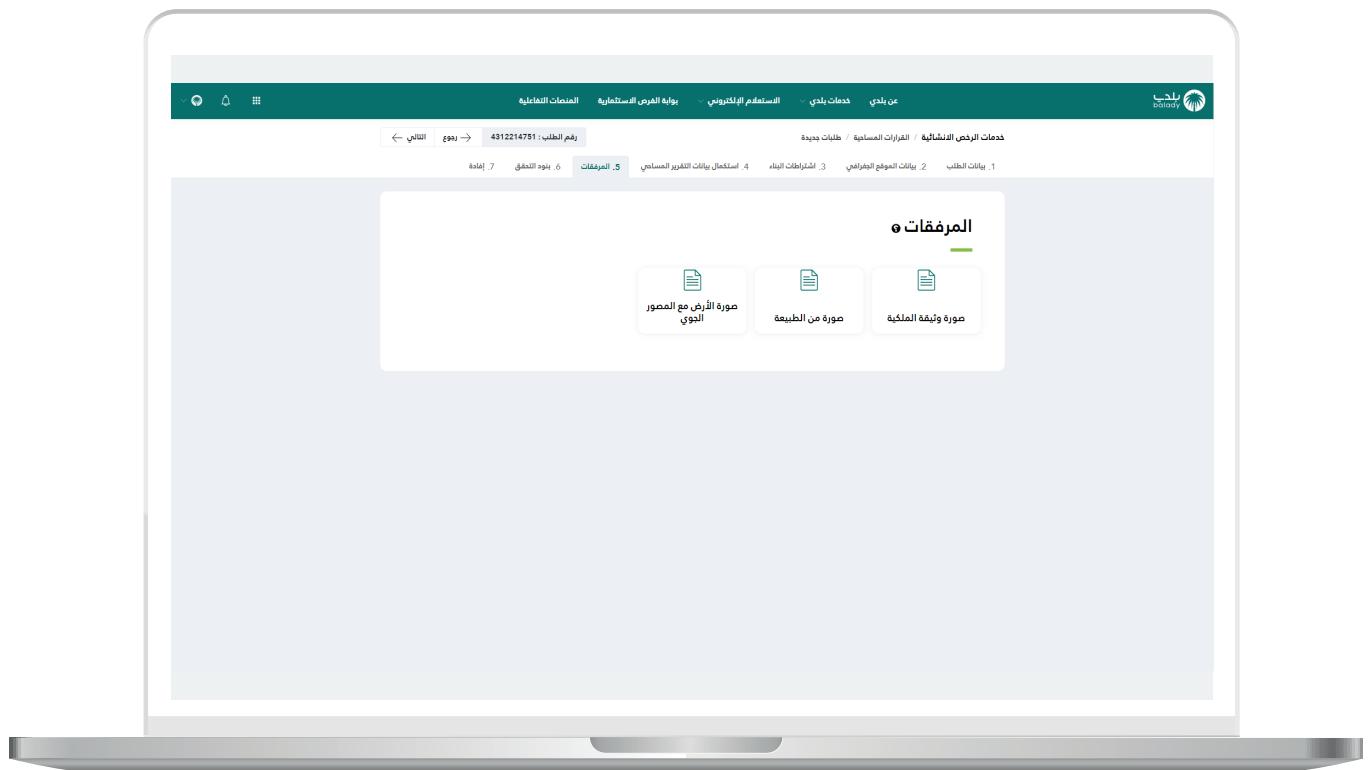
5) The Survey Report Completion stage appears, where the auditor reviews the provided data before proceeding.

The user then clicks **(Next)** to proceed to the fifth stage.



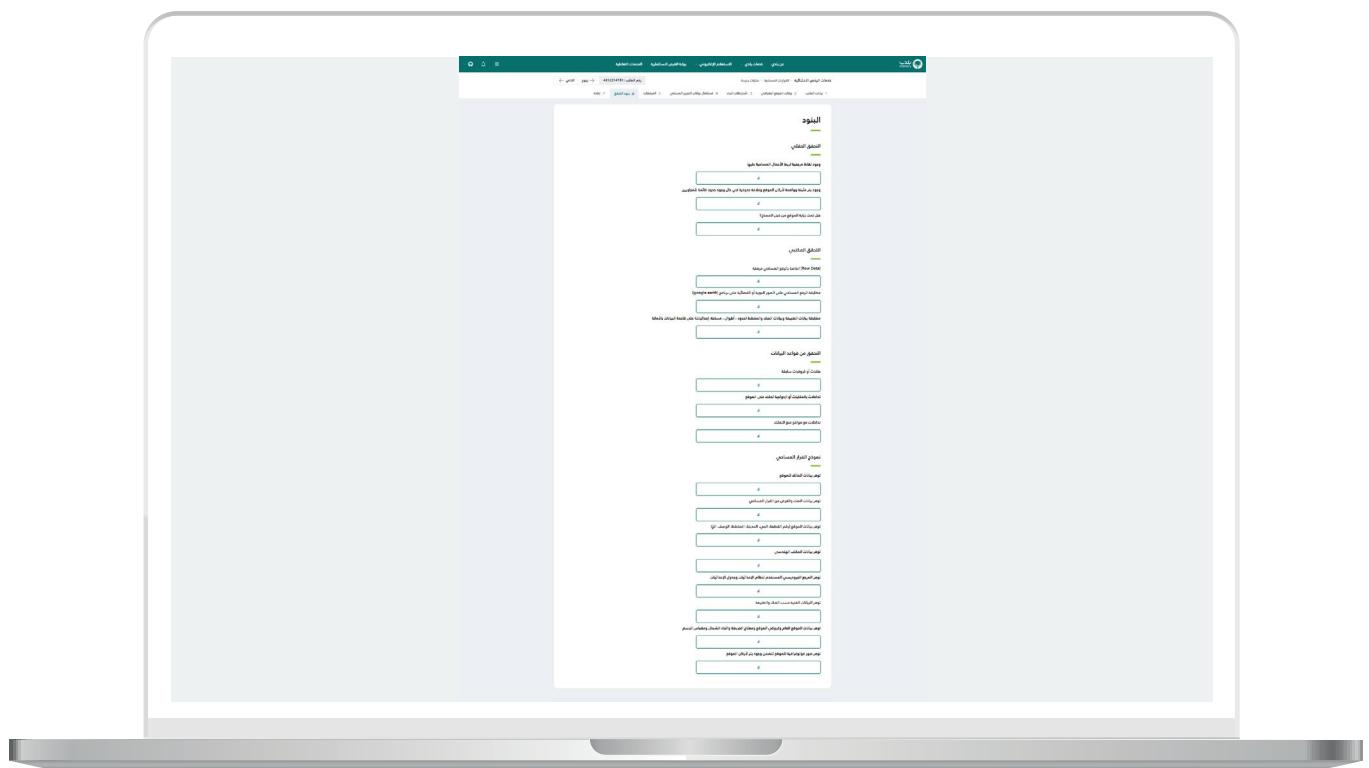
6) The system navigates to the Attachments stage, where the auditor reviews the provided documents.

The user then clicks **(Next)** to proceed to the sixth stage.

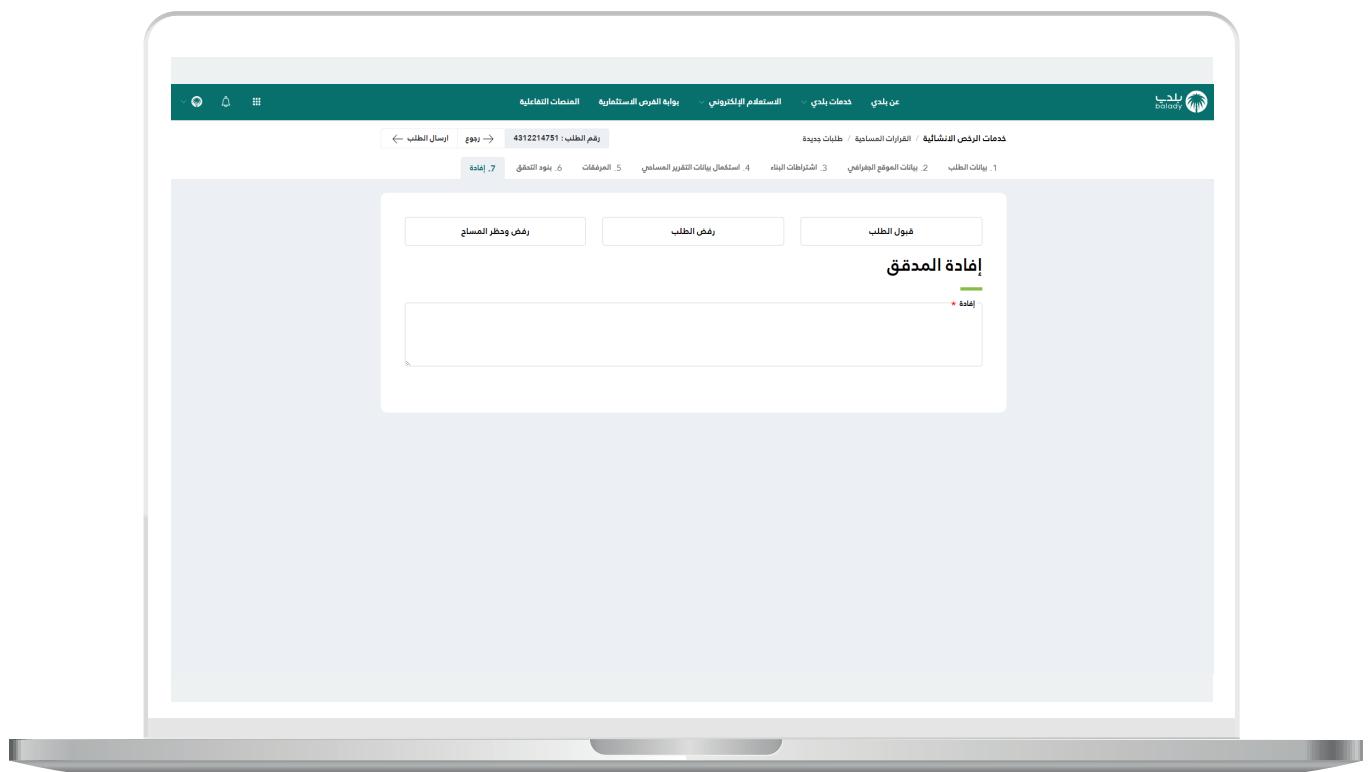


7) The Verification Items stage appears, where the auditor reviews the displayed information.

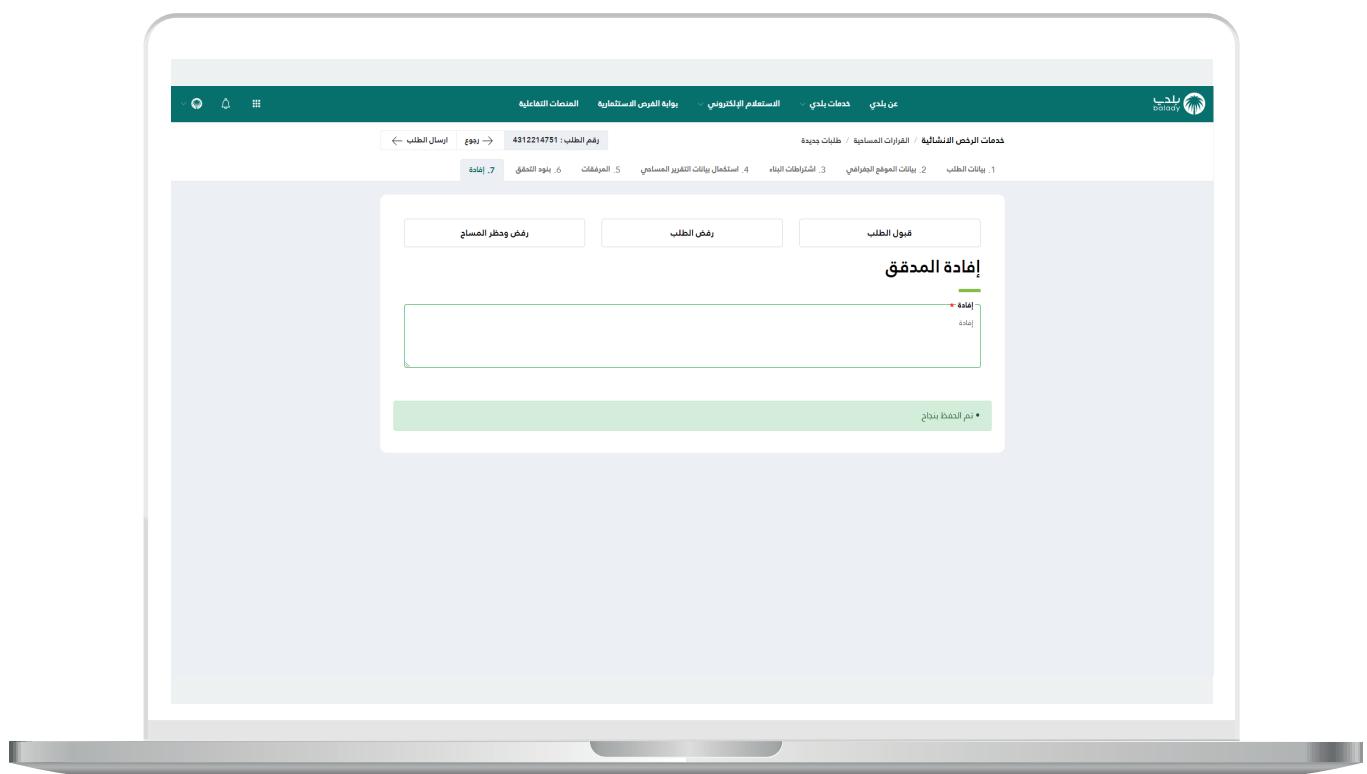
The user then clicks (Next) to proceed to the seventh stage.



8) The Decision Stage appears, where the auditor must take one of the following actions: **(Approve Request, Reject Request, Reject and Ban the Surveyor)**. It is mandatory to enter a value in the Decision Explanation field before proceeding.

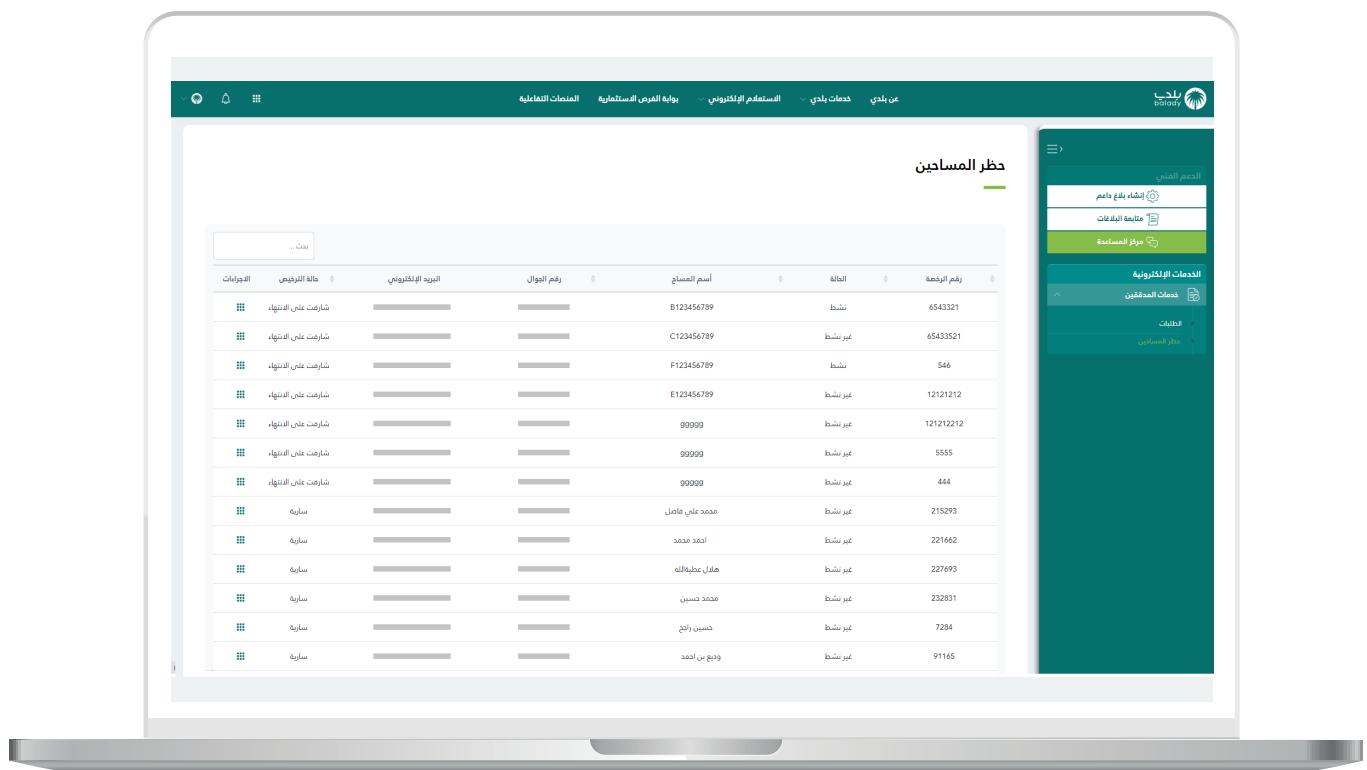


9) If (Approve Request) is selected, the system successfully saves the request and displays a confirmation message, as shown in the following screen.

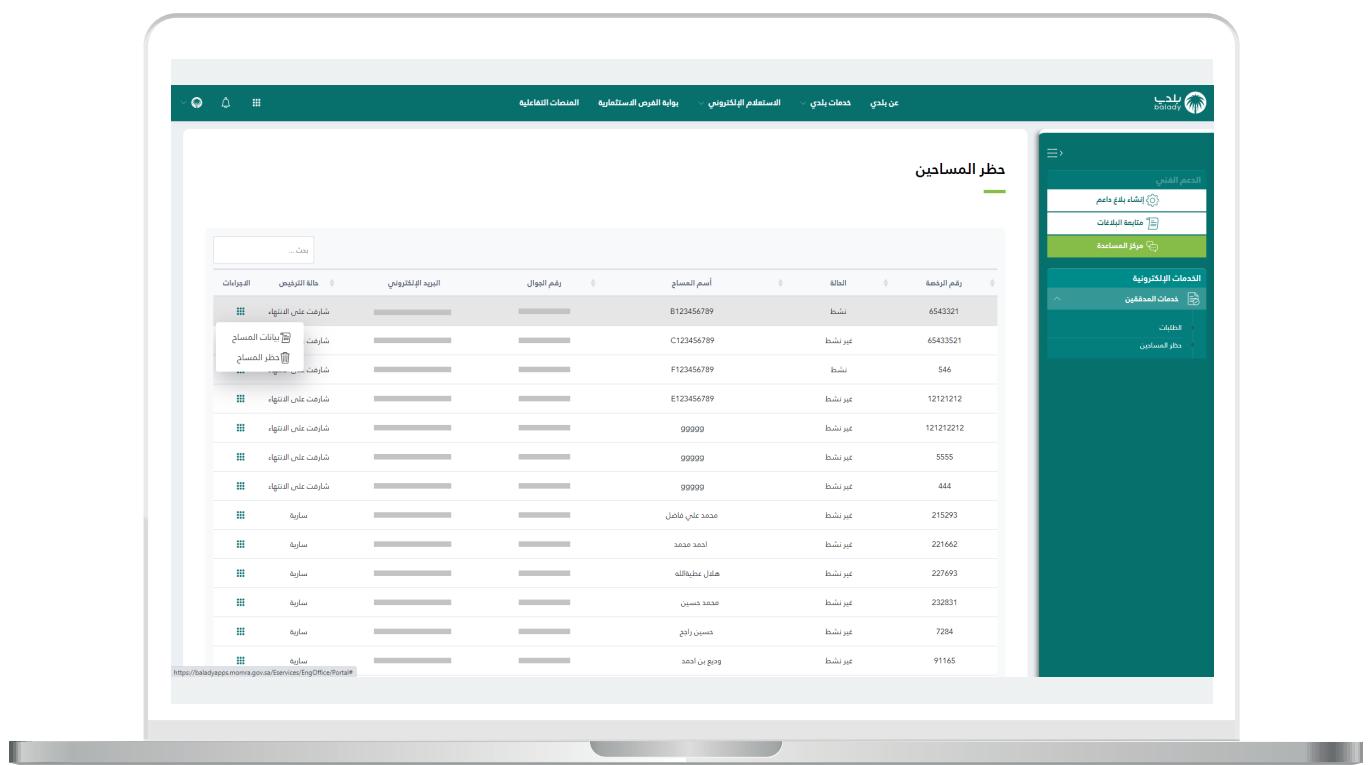


Surveyor Ban

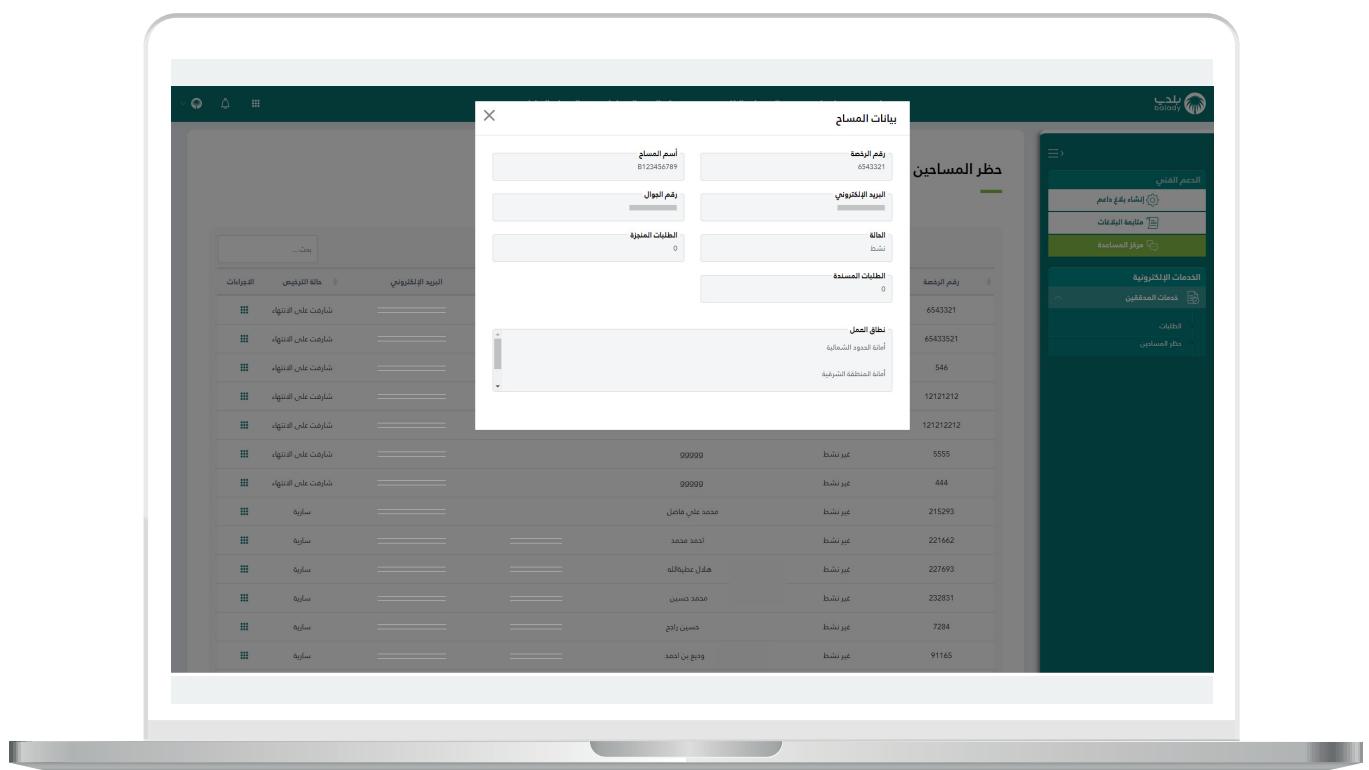
1) This option allows the direct banning of a surveyor. The user clicks the green box in the **(Actions)** column to proceed.



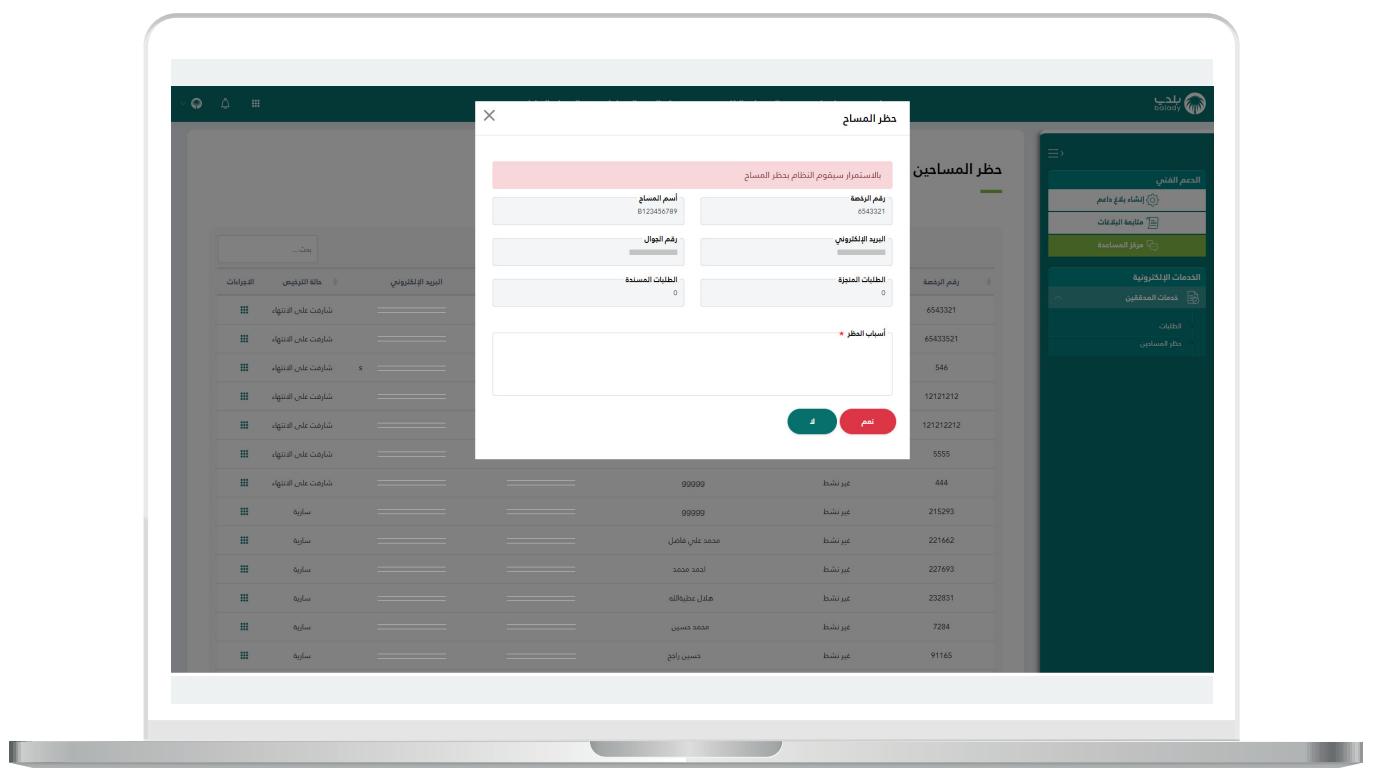
2) The available options appear, which include (Surveyor Information) and (Ban Surveyor).



3) Clicking (Surveyor Information) displays the surveyor's details, as shown in the following screen.



4) Clicking (Ban Surveyor) opens a new screen where the user enters the Ban Reason in the designated field and then clicks (Yes) to confirm the action.



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