



وزارة البلديات والإسكان

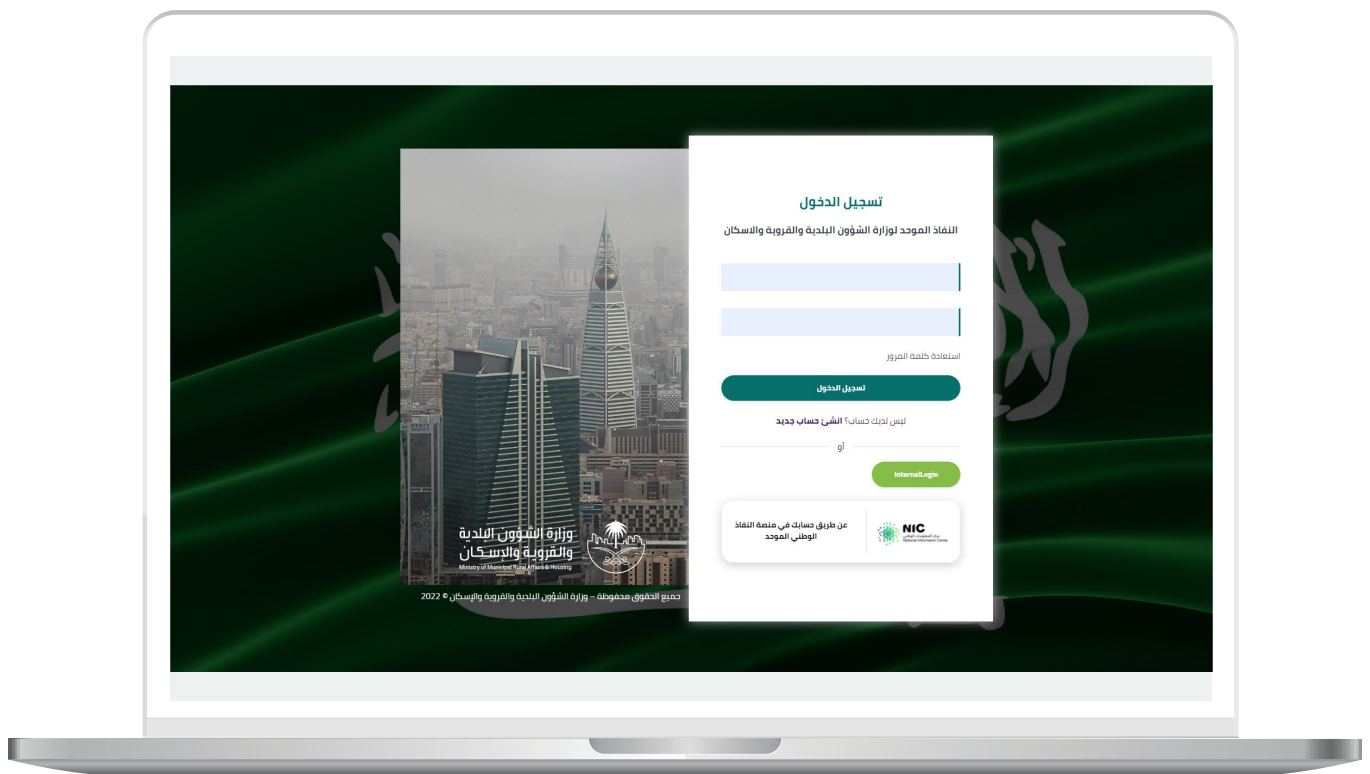
Ministry of Municipalities and Housing

User Guide for the Service of
Selecting and Reserving a Cemetery

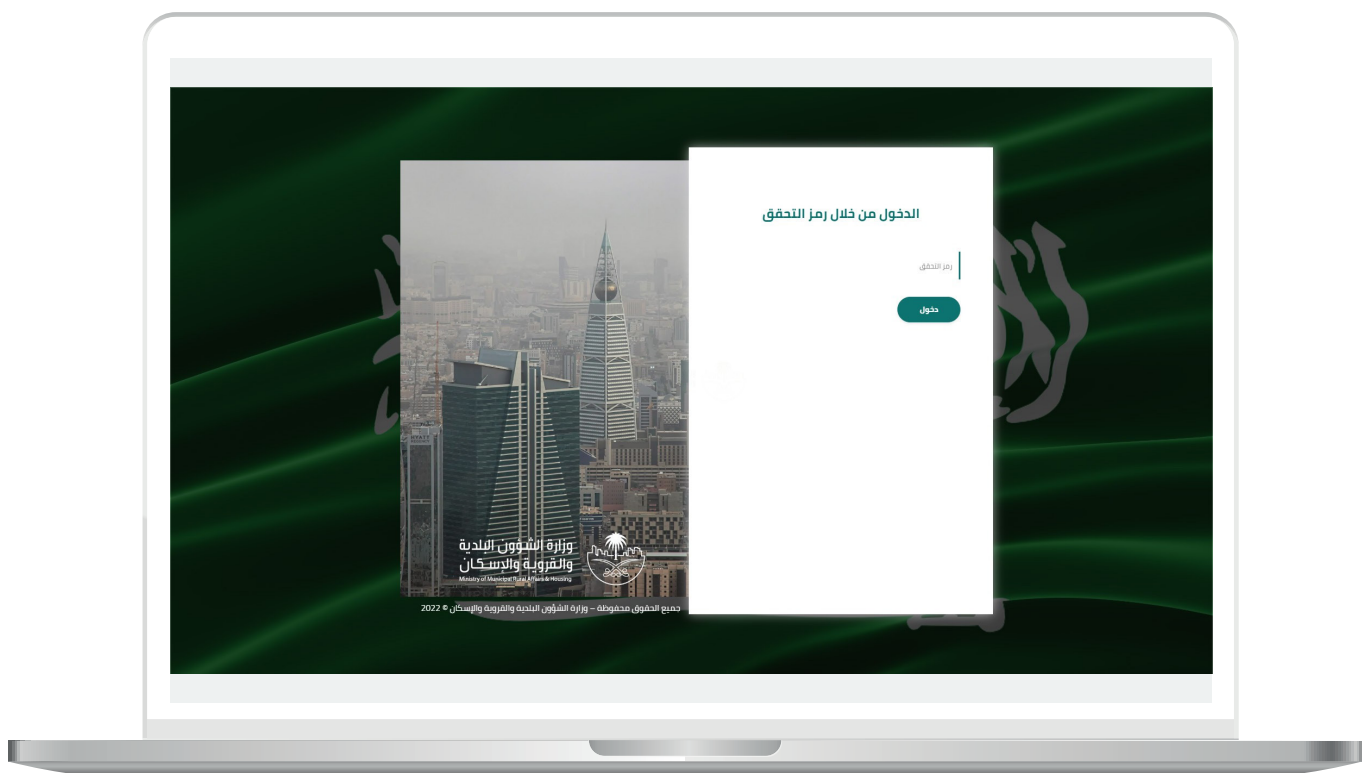
Beneficiary's
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Logging into the System

- 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.

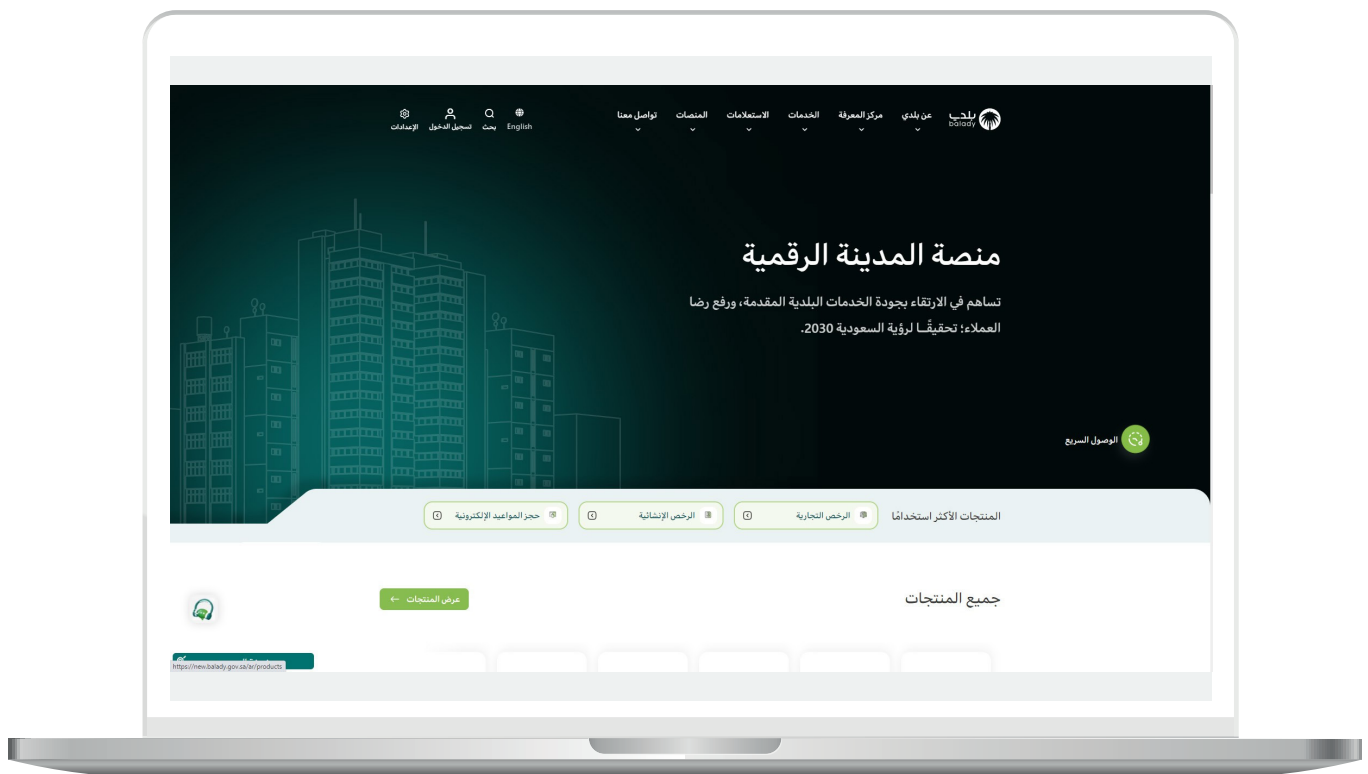


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



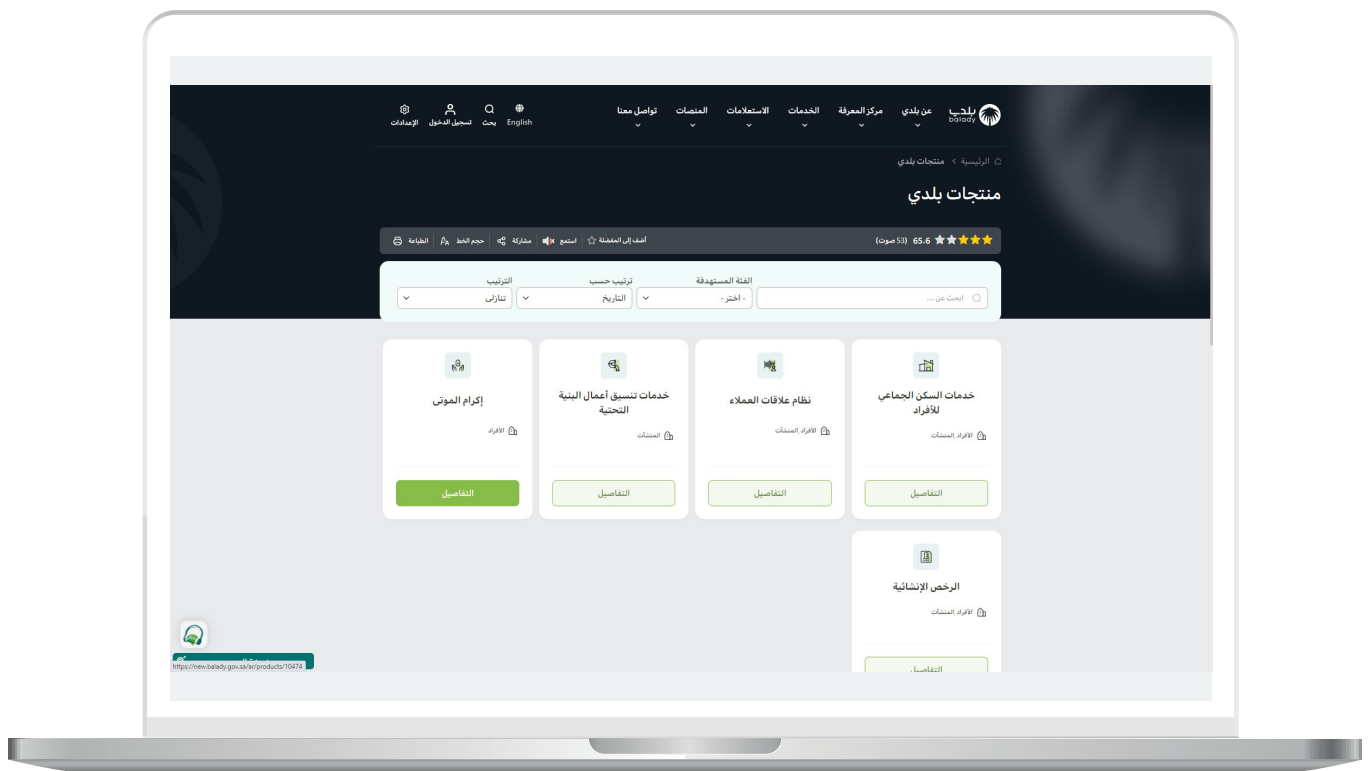
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

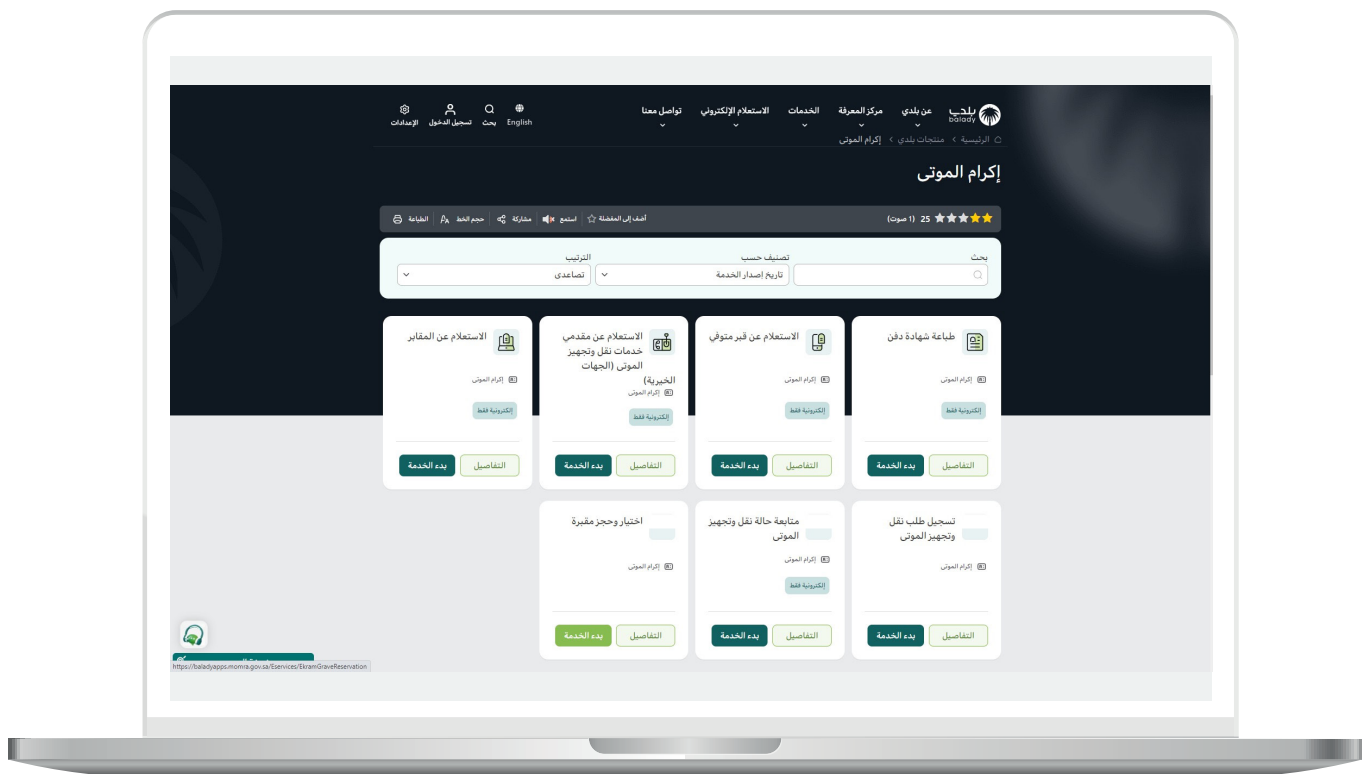


Steps to Request the Service

1) To begin the service request, select **(Honoring the Deceased)** as shown below.

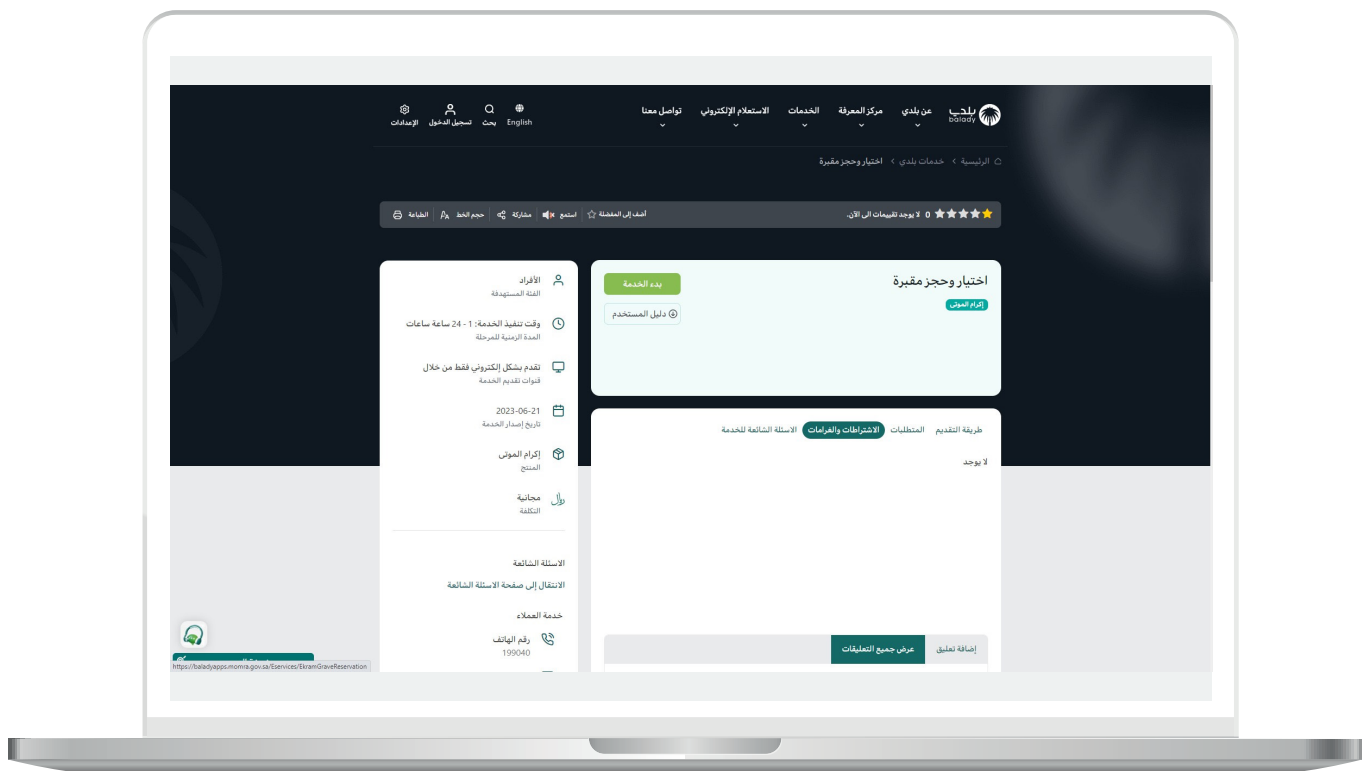


2) The screen displaying the services provided by the system for honoring the deceased appears. The user selects **(Selecting and Reserving a Cemetery)**, as shown below.

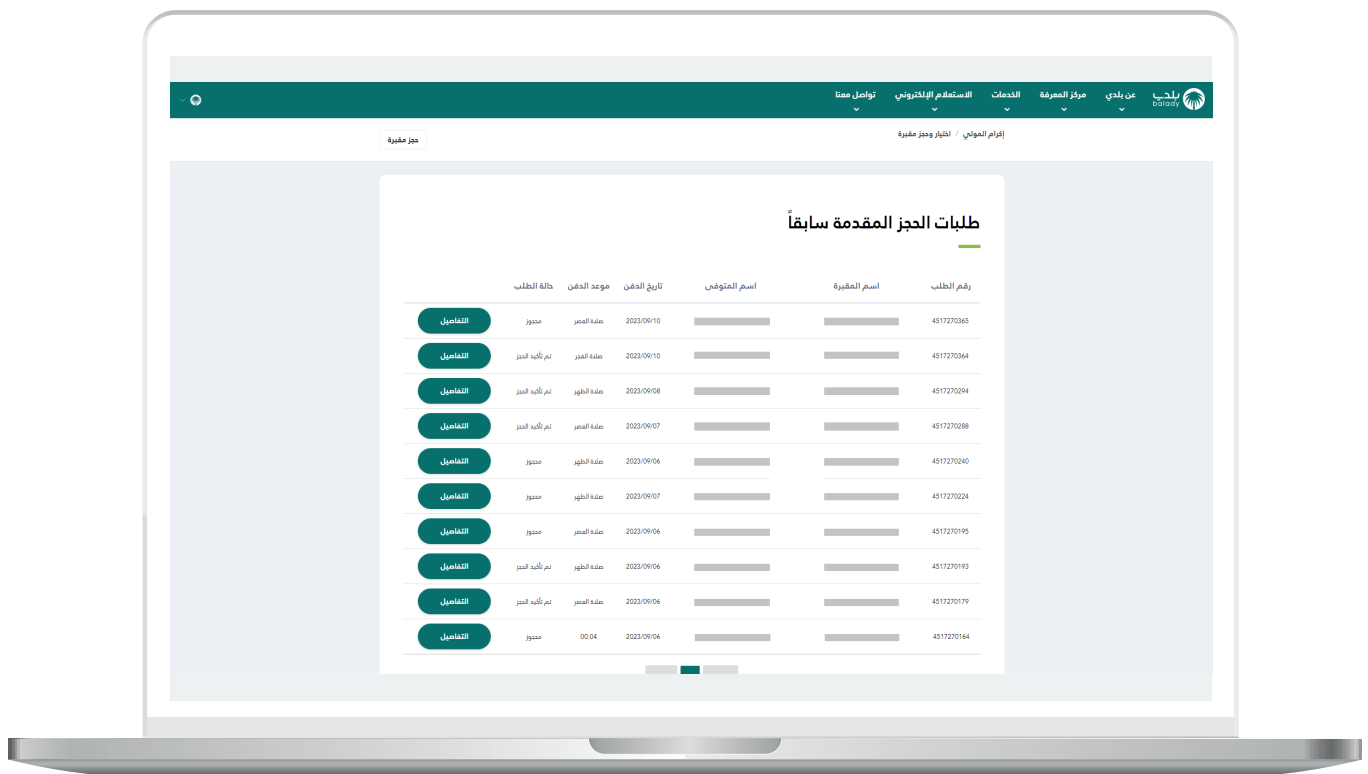


3) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, Frequently Asked Questions).

The user then taps (Start Service).



4) The user is then directed to the **(Previously Submitted Reservation Requests)** screen, as shown below, where a cemetery reservation can be made by clicking the **(Reserve Cemetery)** button.



5) After clicking **(Reserve Cemetery)**, the system allows the user to enter values for the following fields: **(Applicant's Mobile Number, Relationship to the Deceased)**.

The screenshot shows the 'بيانات مقدم الطلب' (Applicant Data) form. The form is divided into two main sections: 'بيانات مقدم الطلب' and 'بيانات المتوفى/المتوفين' (Deceased/Deceaseds).

بيانات مقدم الطلب (Applicant Data):

- رقم جوال مقدم الطلب: (Applicant's Mobile Number)
- اسم مقدم الطلب: (Applicant's Name)
- عنوان: (Address)
- هاتف القرية: (Village Phone)

بيانات المتوفى/المتوفين (Deceased/Deceaseds):

- هل المتوفى جندي؟ (Is the deceased a soldier?):
 - نعم (Yes)
 - لا (No)
- رقم الهوية: (National ID Number)
- نوع الهوية: (Type of ID):
 - بطاقة (Card)
 - جواز (Passport)
- تاريخ الميلاد: (Date of Birth)
- تاريخ الميلاد: (Date of Birth)
- الاسم الأول: (First Name)
- الاسم الثاني: (Second Name)
- الاسم الثالث: (Third Name)
- الجنسية: (Nationality)
- الديانة: (Religion)

Buttons: إرسال الطلب (Send Request), ردوع (Return), استرداد بيانات المتوفى (Retrieve Deceased Data).

6) The user selects whether the deceased is a fetus or not from the following options: **(No, Yes)**.

If **(Yes)** is selected, a new field **(Fetus Name)** appears for input.

The user then fills in the following fields: **(Nationality, Religion, Gender, Burial City, Burial Date (Gregorian), Burial Date (Hijri), Burial Time, and Type of Grave)**.

The screenshot shows a web application interface for entering deceased data. The form is titled "بيانات المتوفى/المتوفى" (Deceased Data). It includes the following fields and options:

- اسم المتوفى:** (Deceased Name) - Text input field.
- هل المتوفى جنين؟:** (Is the deceased a fetus?) - Radio buttons for "نعم" (Yes) and "لا" (No).
- الجنسية:** (Nationality) - Dropdown menu.
- الديانة:** (Religion) - Radio buttons for "مسلم" (Muslim) and "غير مسلم" (Non-Muslim).
- محافظة المتوفى:** (Deceased Province) - Dropdown menu.
- الجنس:** (Gender) - Radio buttons for "أنثى" (Female), "ذكر" (Male), and "غير ذلك" (Other).
- وقت الدفن:** (Burial Time) - Text input field.
- تاريخ الدفن هجري:** (Hijri Burial Date) - Text input field (example: 1445/02/26).
- تاريخ الدفن ميلادي:** (Gregorian Burial Date) - Text input field (example: 2023/09/11).
- هل الوفاة بسبب ويات:** (Is death due to ...?) - Radio buttons for "نعم" (Yes) and "لا" (No).
- نوع القبر:** (Type of Grave) - Dropdown menu.
- المقبرة:** (Cemetery) - Text input field.

At the bottom of the form, there is a red warning message: "نعمى المقابر بناء على المسعة اليومية للمقبرة." (Cemeteries are built based on the daily capacity of the cemetery.) and a green "إقرار" (Confirmation) button.

7) The user selects a value from the (Cemetery) dropdown menu and answers the question (Is the death due to an epidemic?).

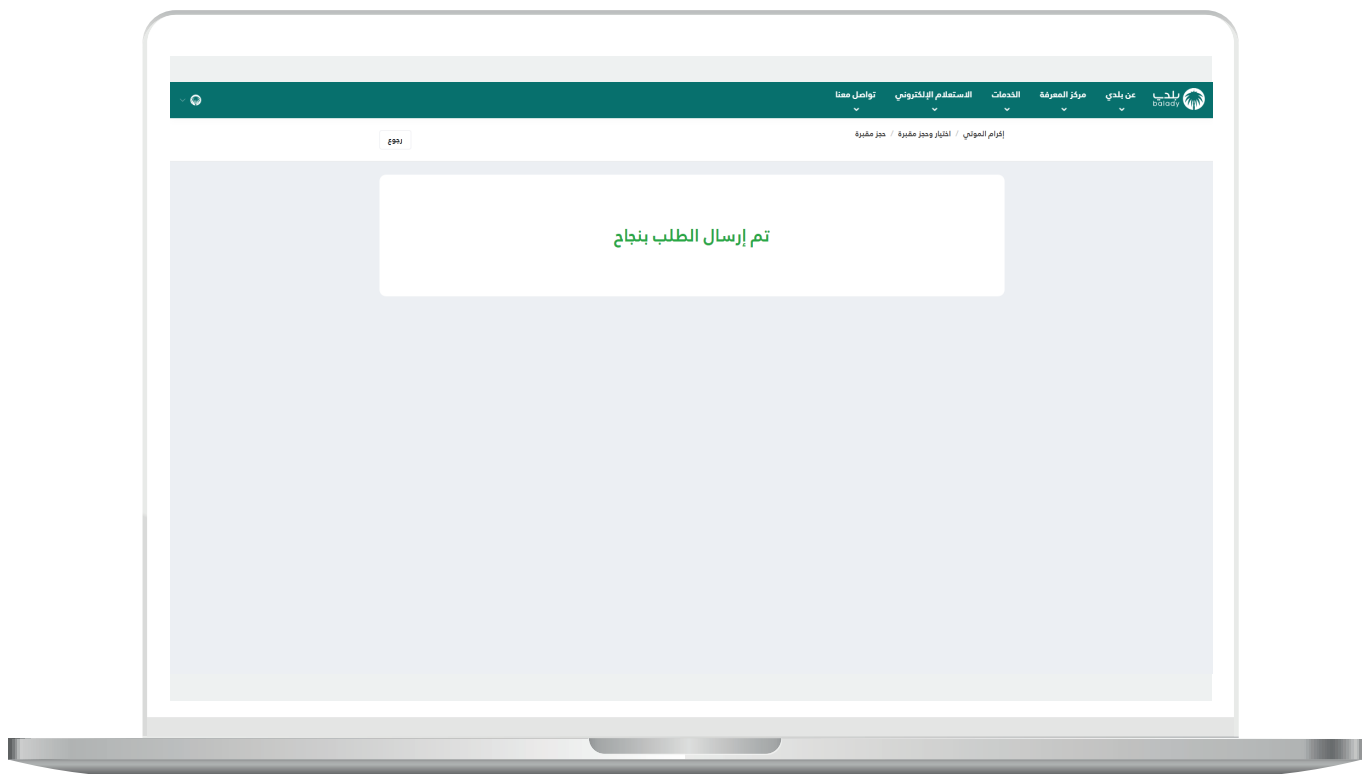
The user then agrees to the acknowledgment and clicks (Submit Request).

The screenshot shows a web form titled 'إرسال الطلب' (Submit Request) on a beneficiary portal. The form is for selecting a cemetery and providing details about the death. It includes the following fields and options:

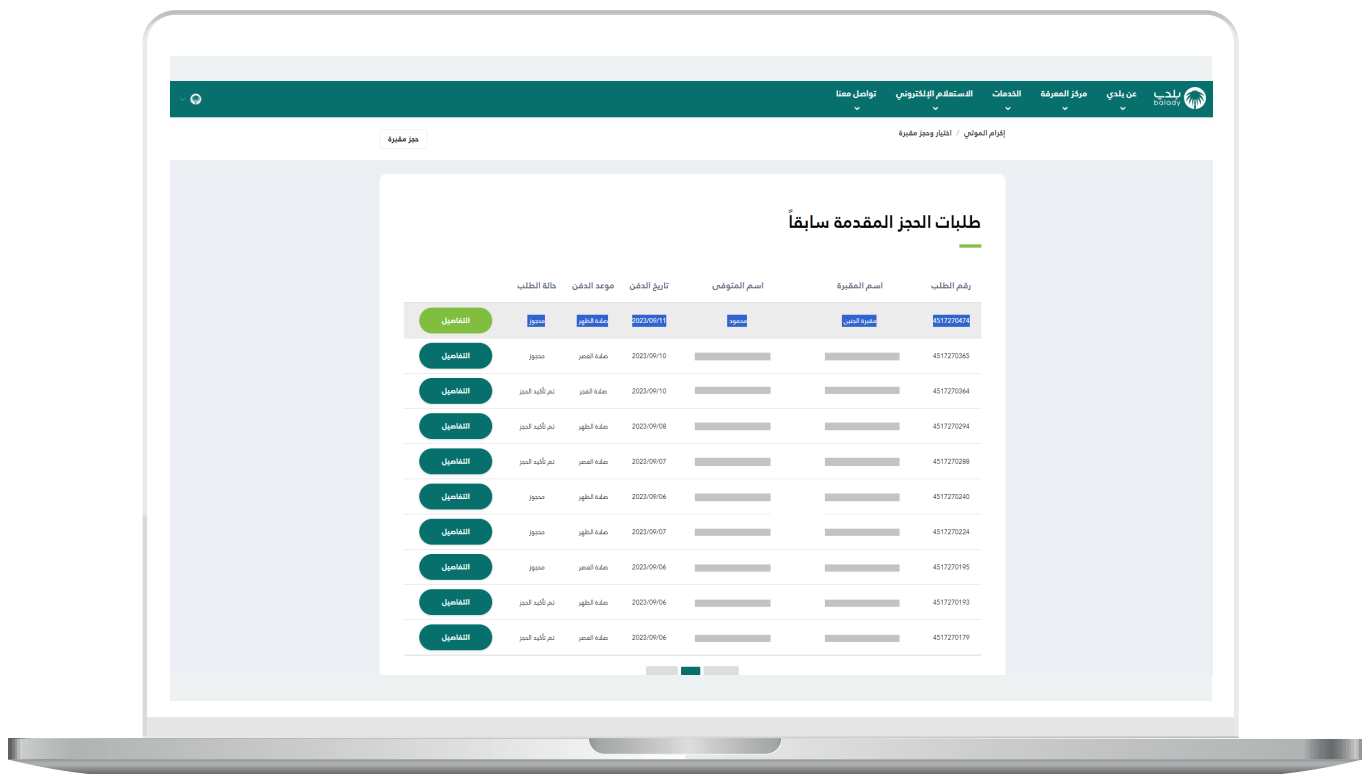
- الجنس:** (Gender) with options: ☐ أنثى (Female), ☒ ذكر (Male), ☐ غير ذلك (Other).
- تاريخ الدفن مبدئي:** (Initial burial date) with a date picker showing 2023/09/11.
- تاريخ الدفن حتمي:** (Mandatory burial date) with a date picker showing 1445/12/26.
- وقت الدفن:** (Burial time) with a dropdown menu.
- هل الوفاة بسبب وباء:** (Was the death due to an epidemic?) with options: ☐ نعم (Yes), ☒ لا (No).
- مقبرة الجاهل:** (Unknown cemetery) with a dropdown menu.
- إقرار:** (Acknowledgment) section with a checkbox labeled 'أؤكد أنا عمر' (I confirm my age) and a text box for the user's signature.

The form is displayed on a laptop screen, and the background shows a decorative pattern of interlocking circles.

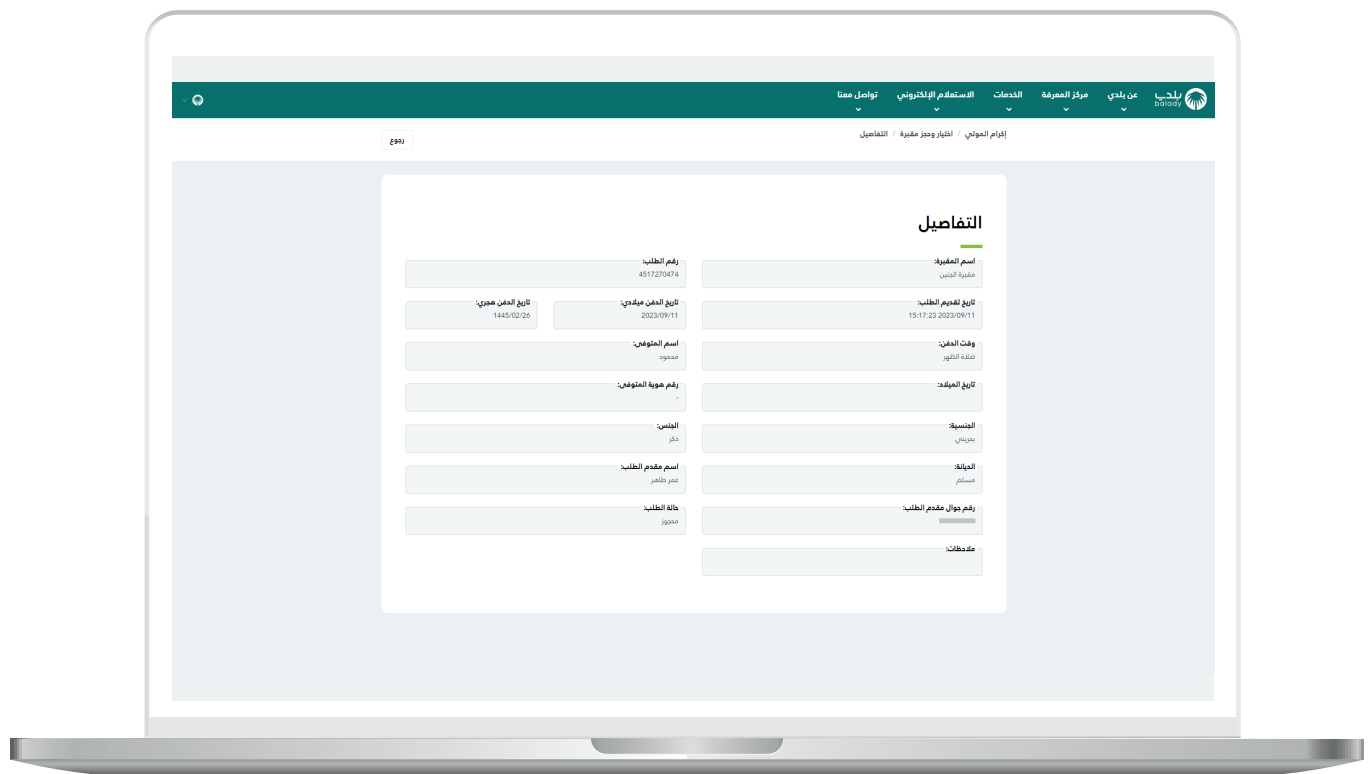
8) The request is successfully submitted, and a confirmation message is displayed.



9) The new request appears as shown below.



10) Clicking **(Details)** displays the reservation request details.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

