



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

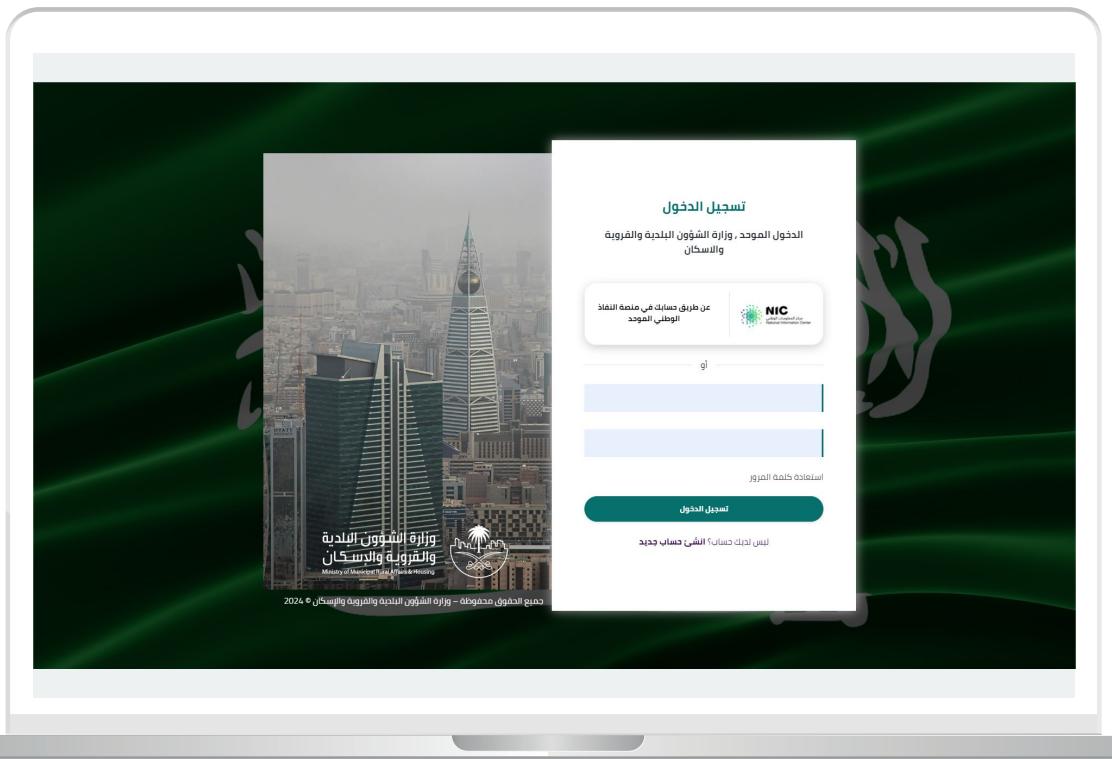
Service of Issuing a License for  
**Establishing Telecommunication Towers**

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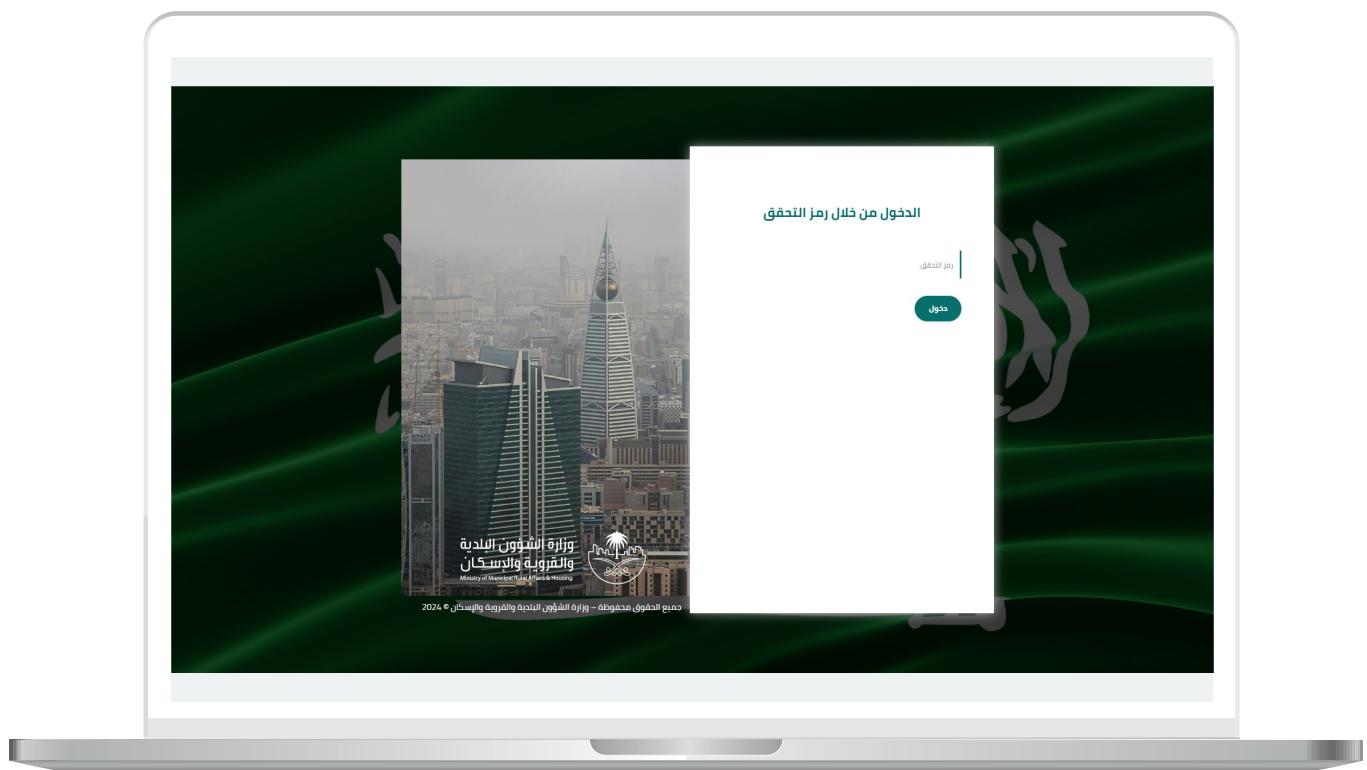
Beneficiary's  
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## Logging into the System

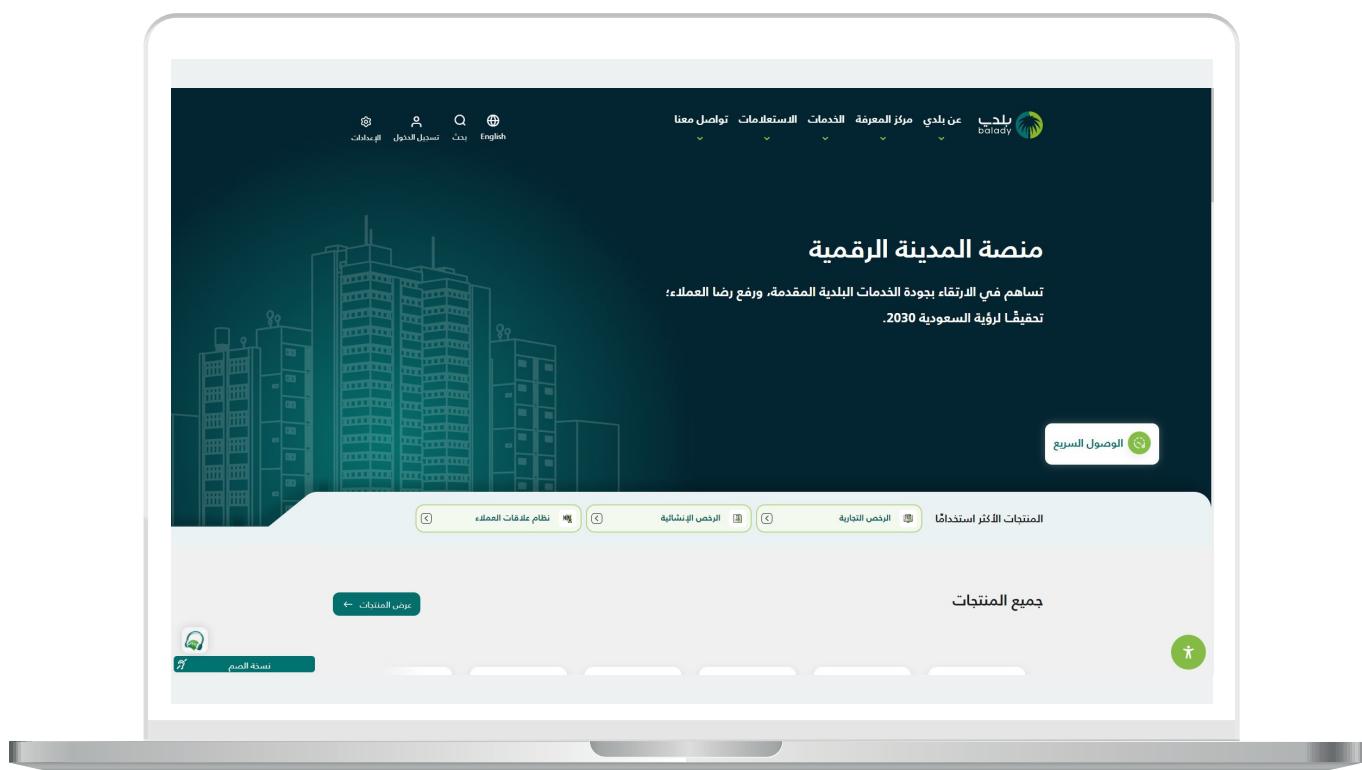
- 1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



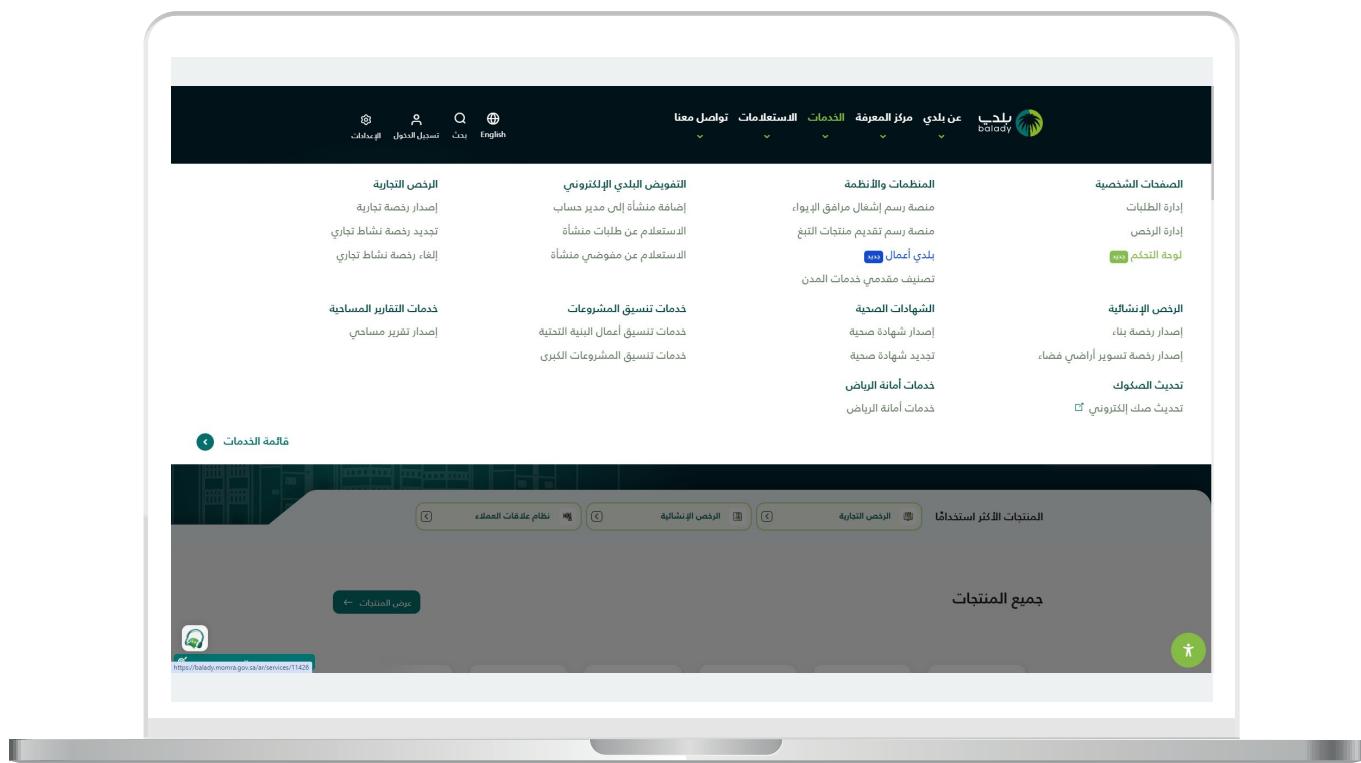
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



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

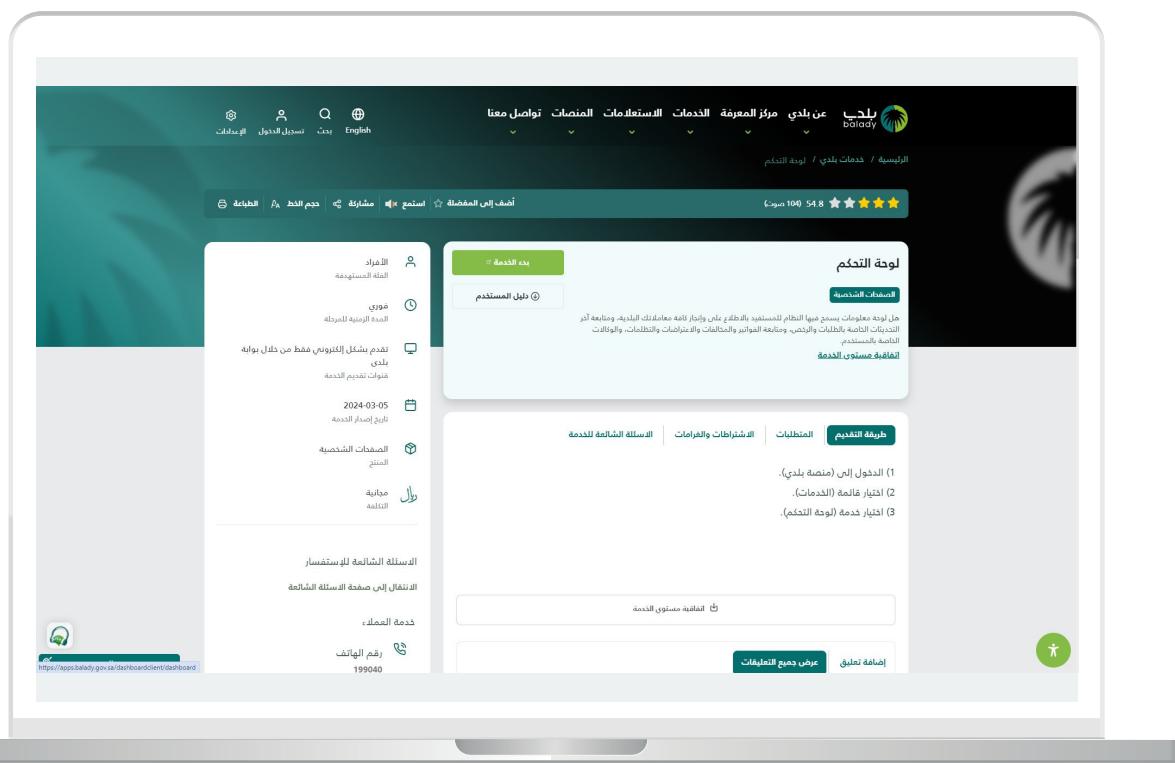


4) The user selects (Control Panel) from the (Services) menu.

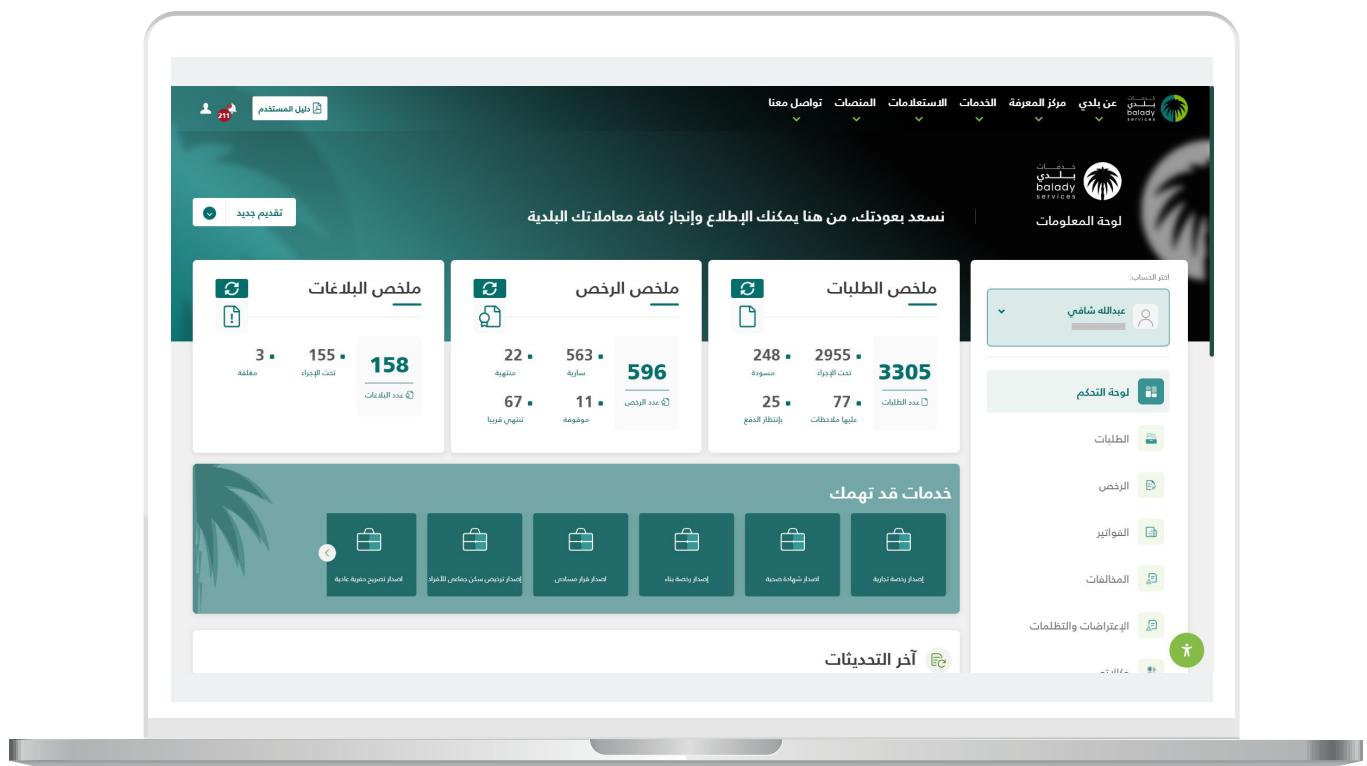


5) The following screen appears, representing the service introduction page, where the user can view (How to Apply, Requirements, Conditions and Fines, etc.).

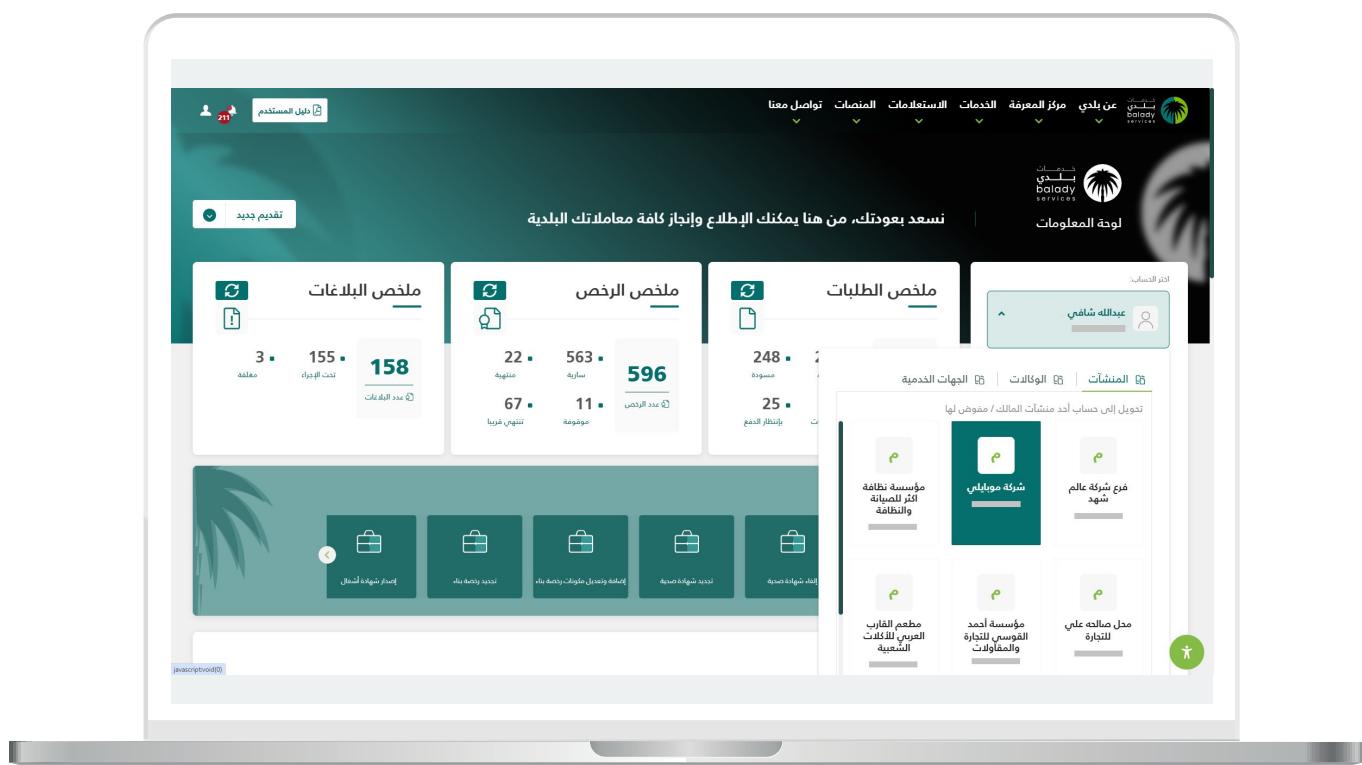
To start the application process, the user clicks the (Start Service) button.



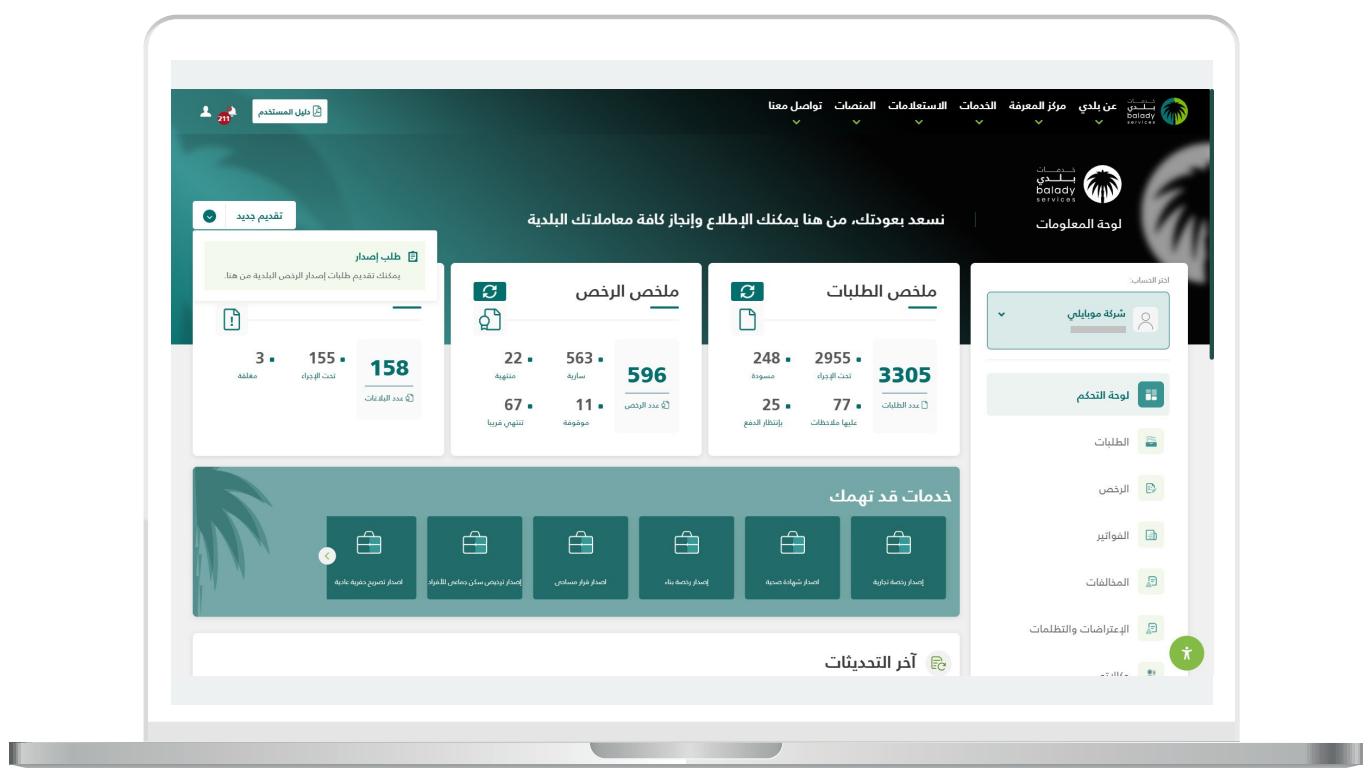
6) The Control Panel appears, where the user changes the account by clicking on the username, as submitting a request under (For Myself) is not allowed.



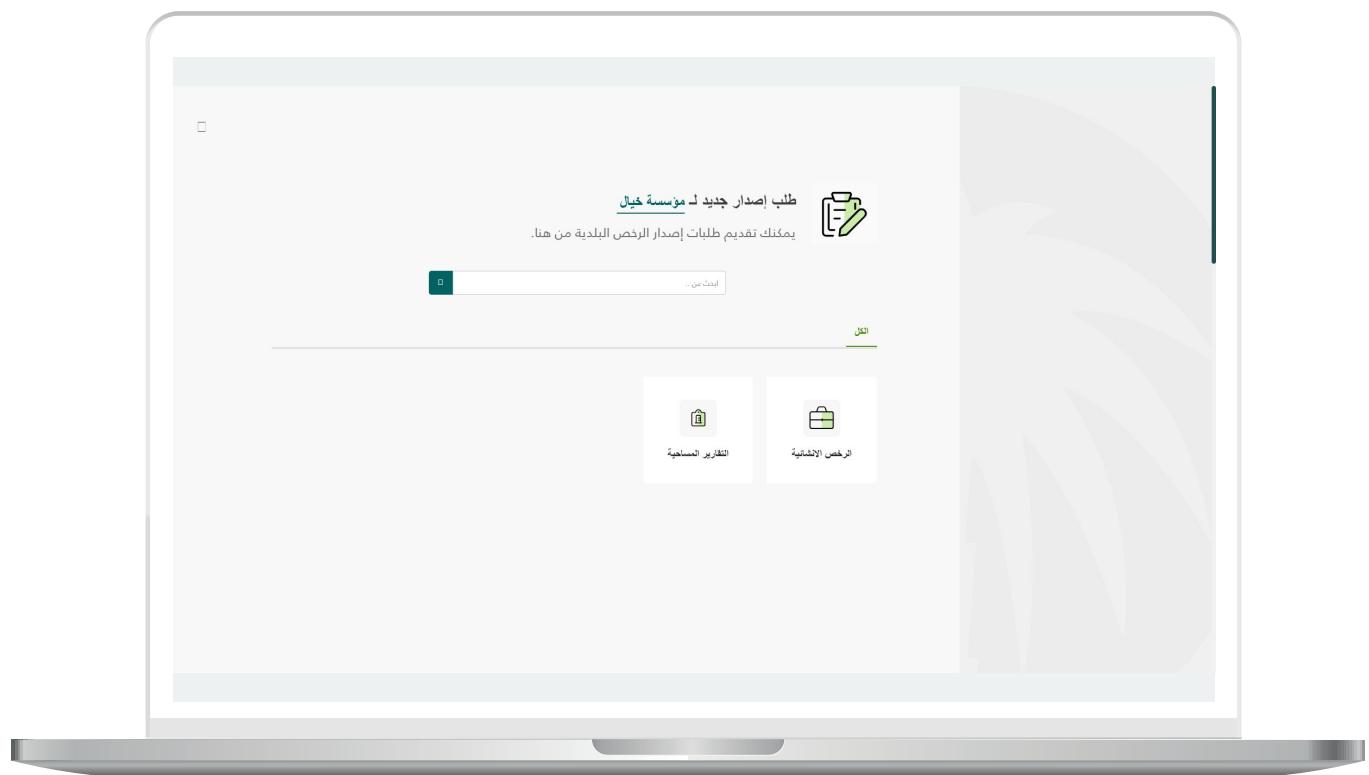
7) After clicking on the username, the options (Establishments, Agencies, Service Entities) are displayed.



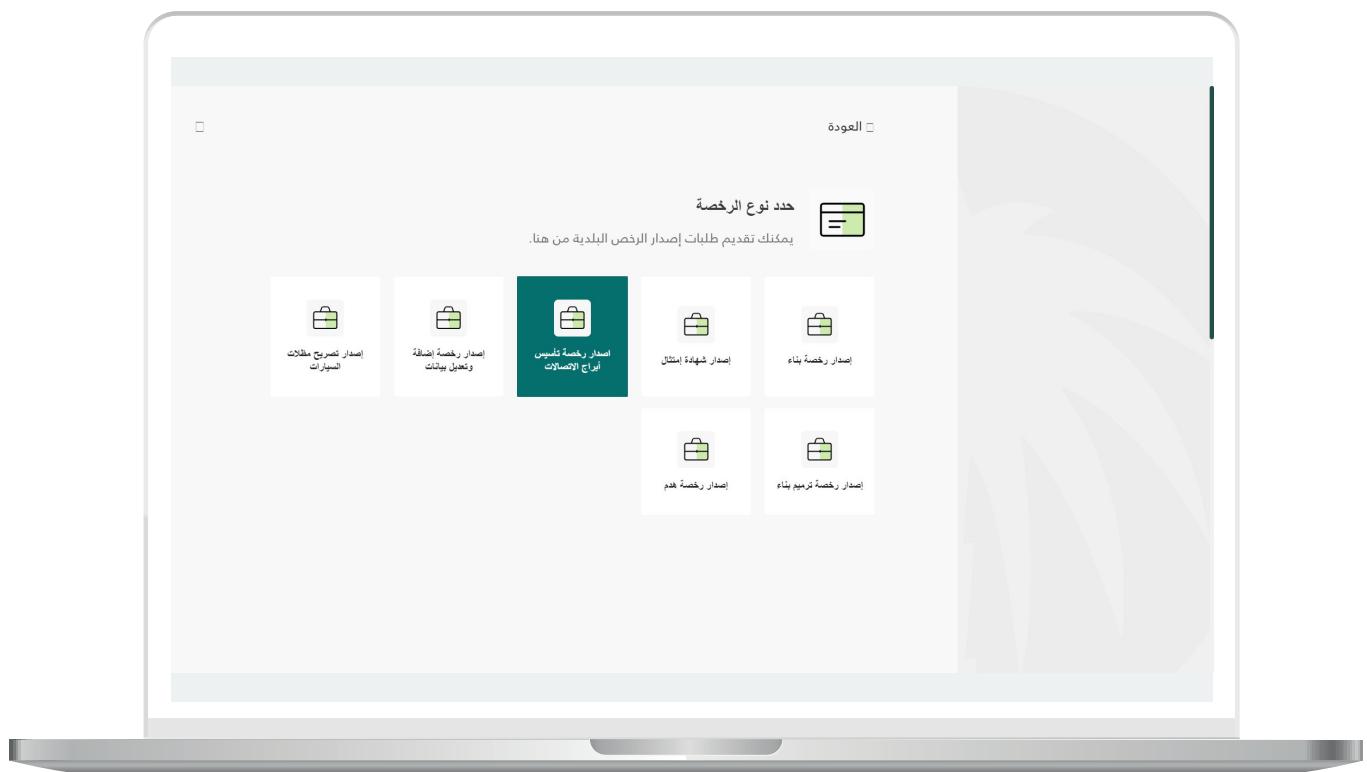
8) The user selects the establishment and clicks (New Application), then selects (Request Issuance) to apply for municipal licenses.



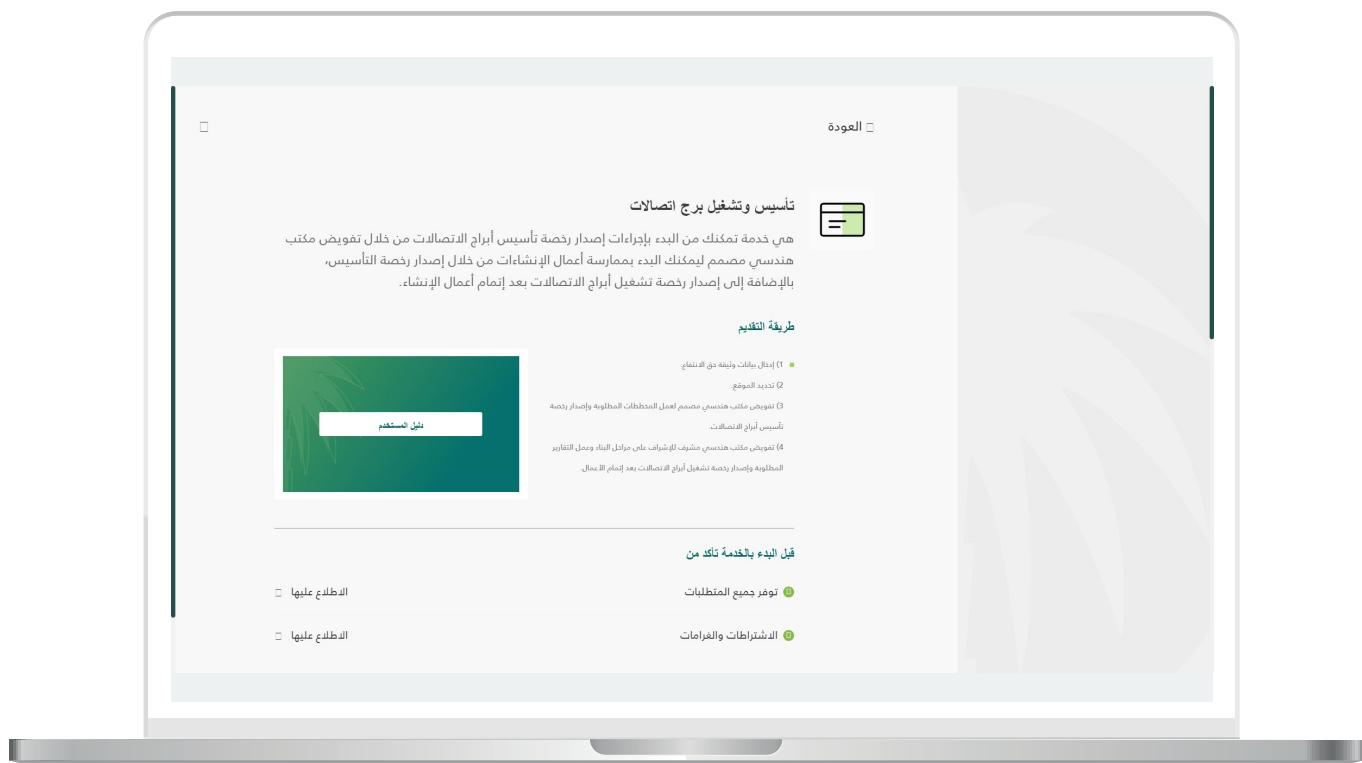
9) Then, select (Construction Licenses).



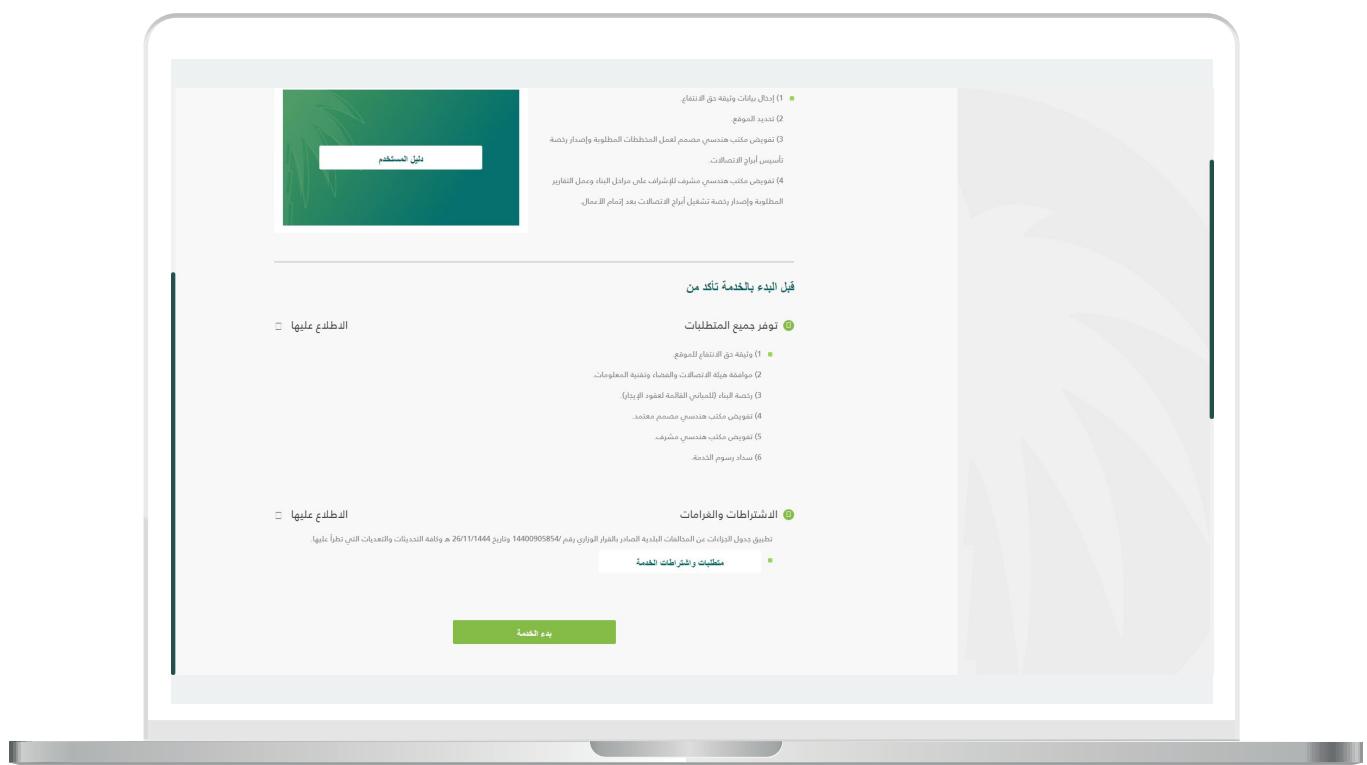
10) The available services are displayed, and the user selects (Issuing a License for Establishing Telecommunication Towers).



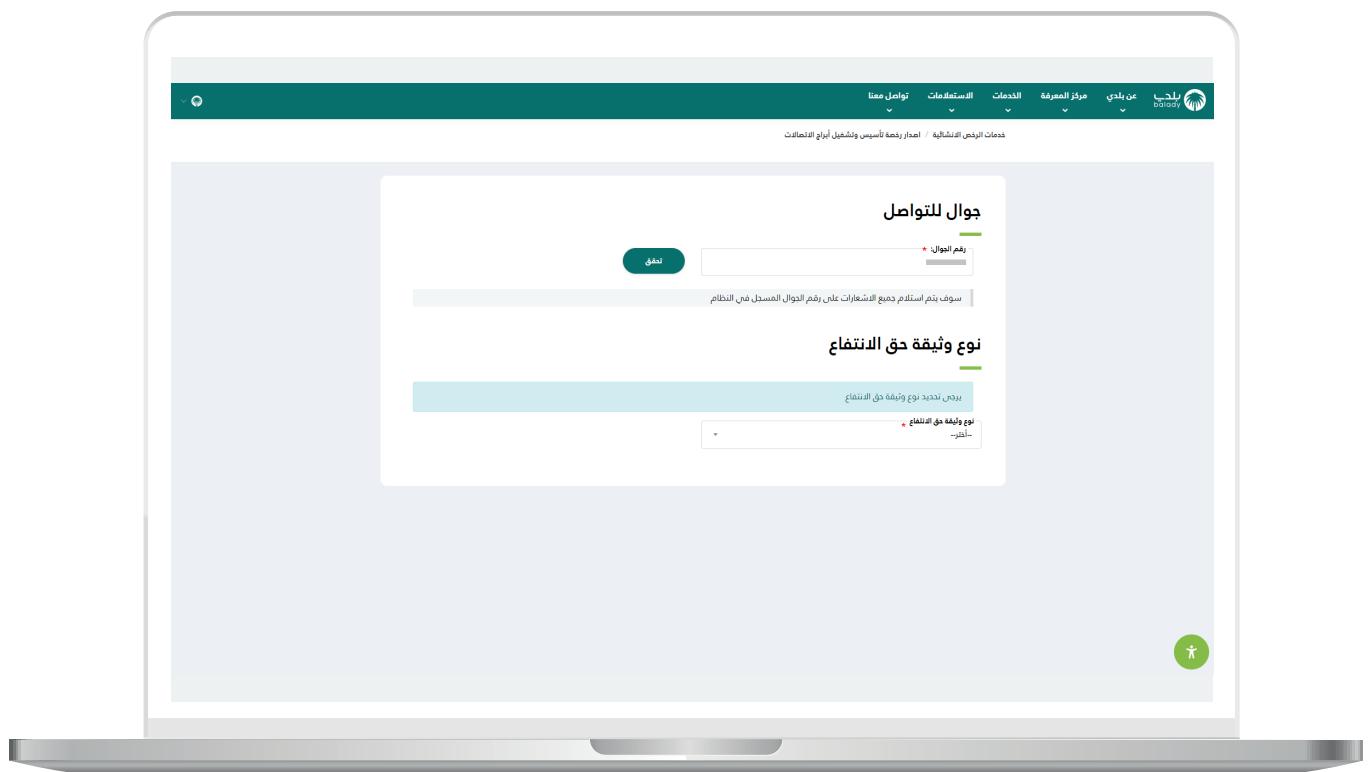
11) The next screen appears, representing the Service Introduction Screen, where the user can view one of the service requirements through the menus (How to Apply, Requirements, Conditions and Fines, etc.).



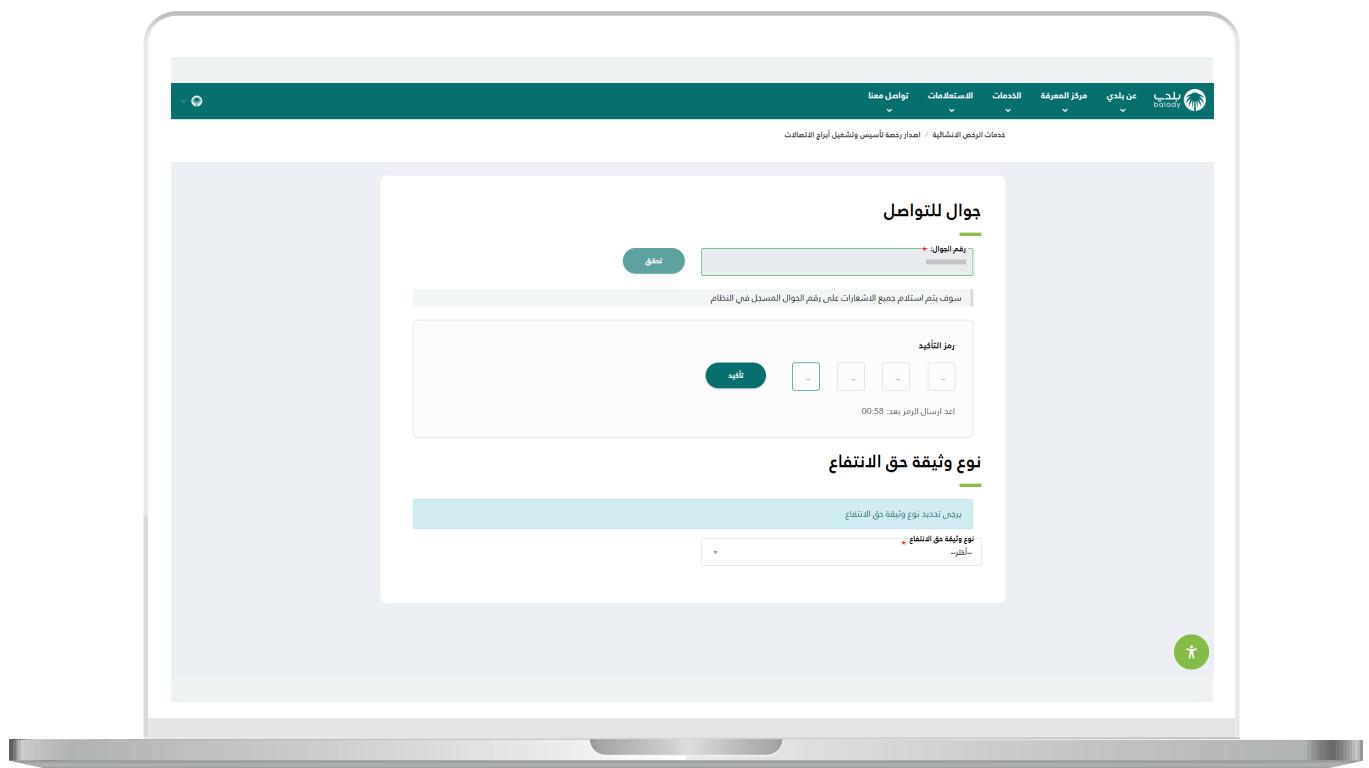
12) To start the application process, the user clicks (Start Service).



13) The user is directed to the next screen, where the mobile number verification process takes place. The user enters the (Mobile Number) field and clicks (Verify).

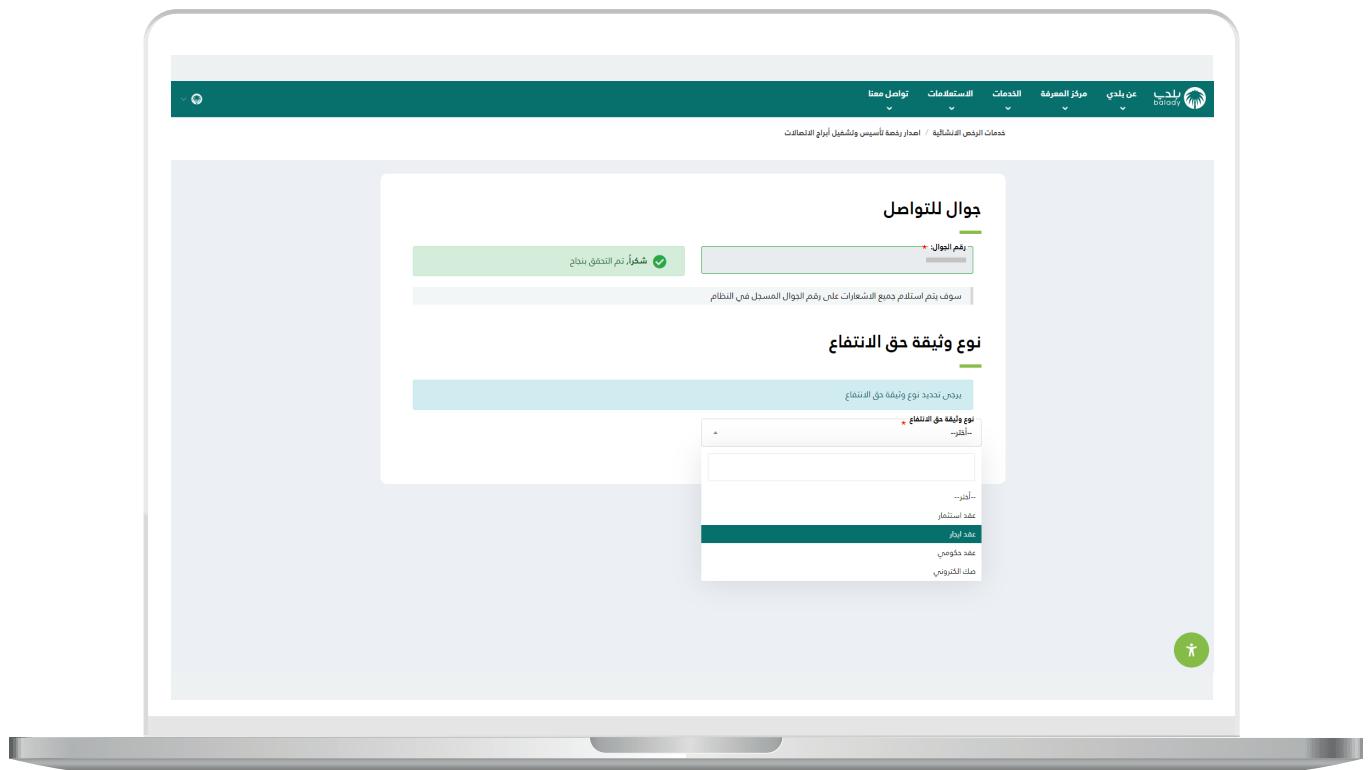


14) A verification code is then sent to the user's phone. The user enters the code in the (Confirmation Code) field and clicks (Confirm).

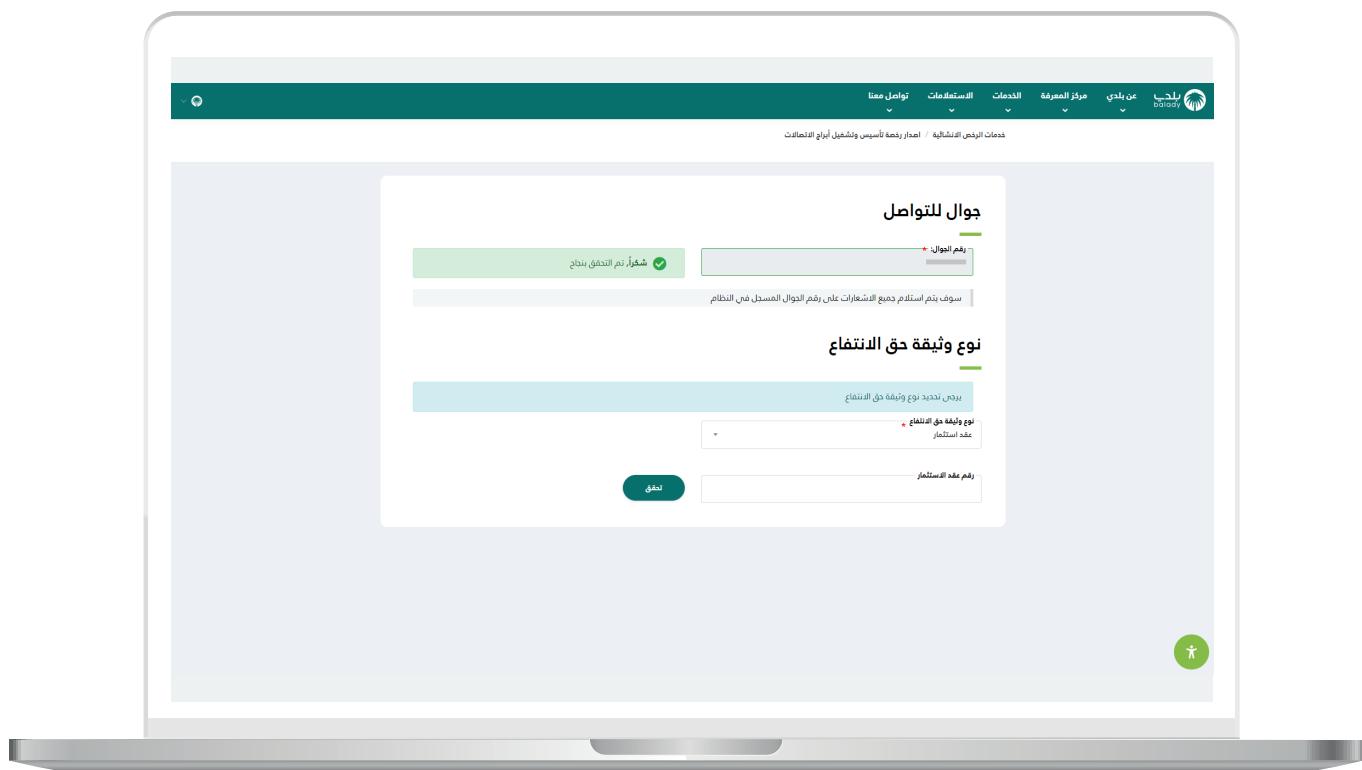


15) A confirmation message (**Thank you, verification successful**) appears on the screen, as shown below.

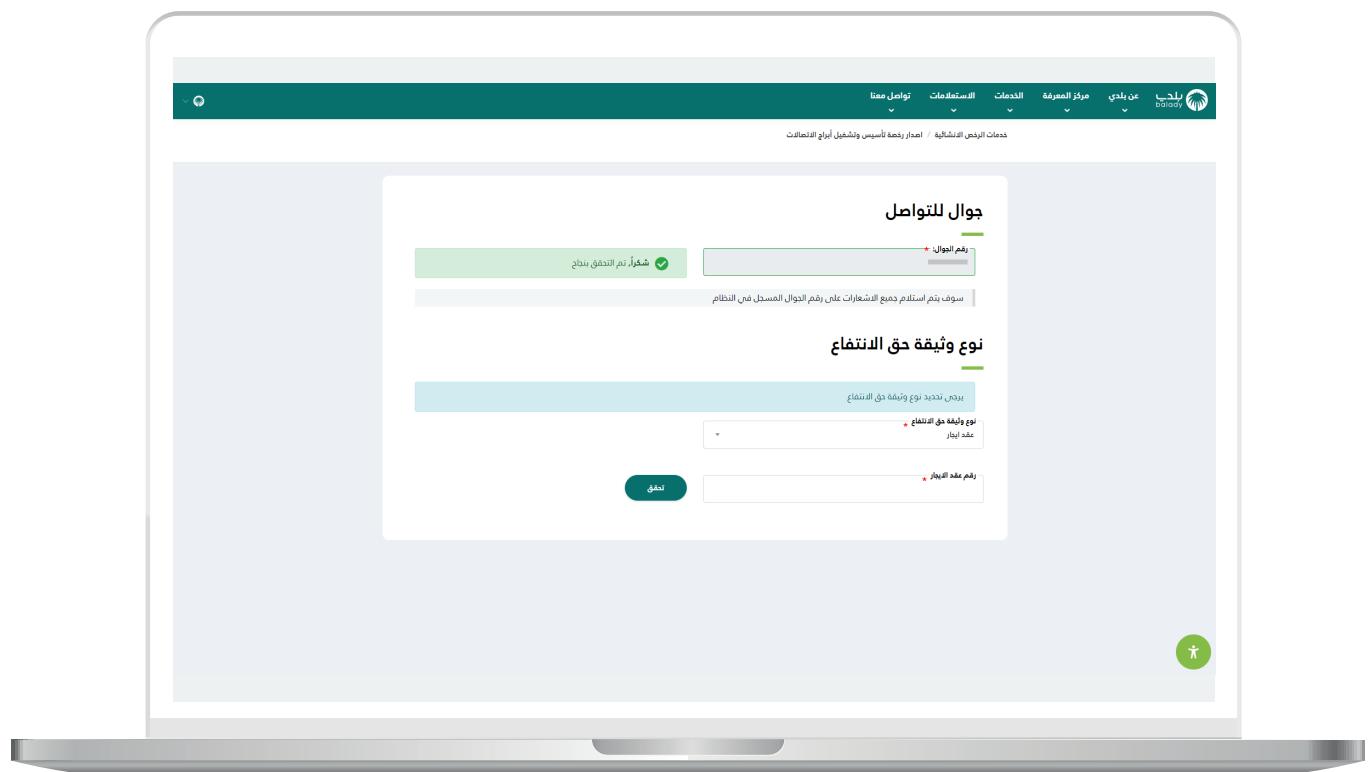
The user then selects (**Type of Right of Use Document**) from the drop-down menu, which includes four options: (**Investment Contract, Lease Contract, Government Contract, Electronic Title Deed**).



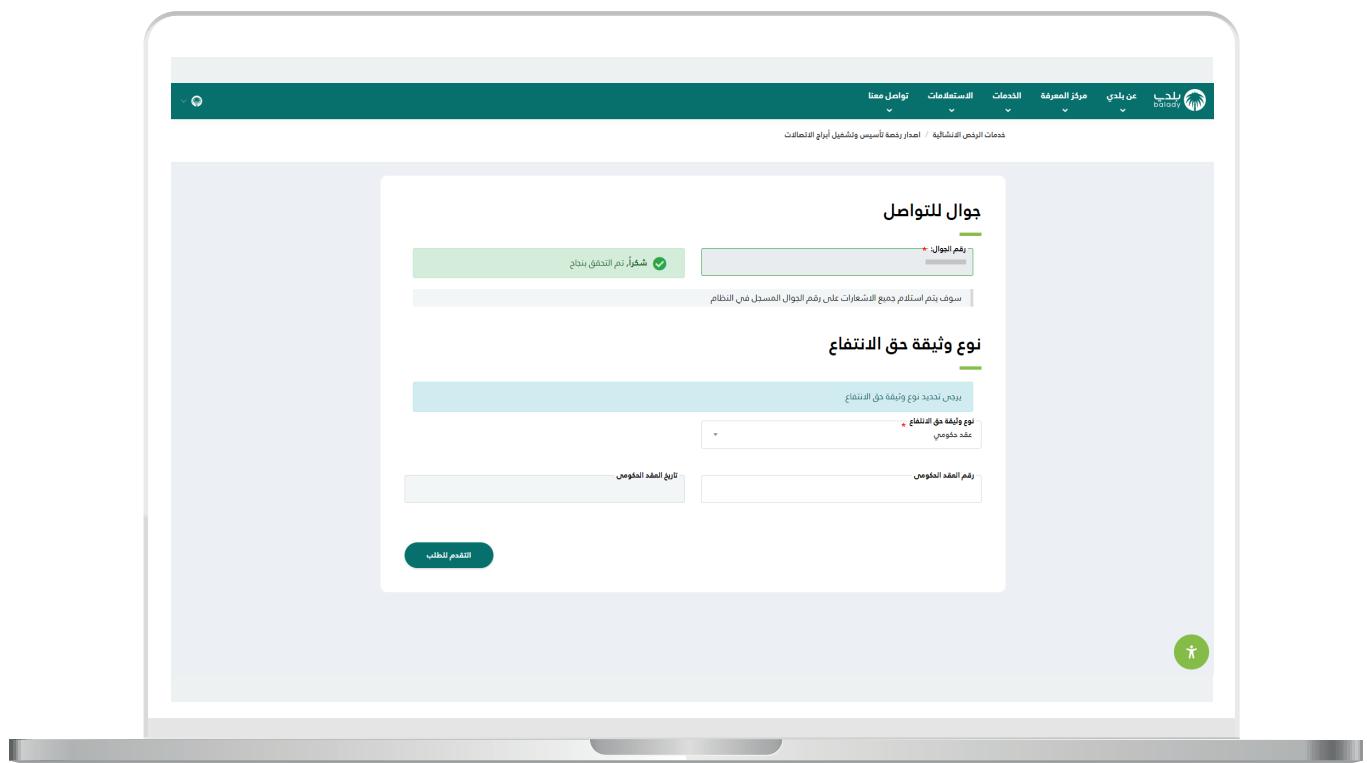
**16)** If **(Investment Contract)** is selected, a new field **(Investment Contract Number)** appears, which must be filled in before clicking **(Verify)**.



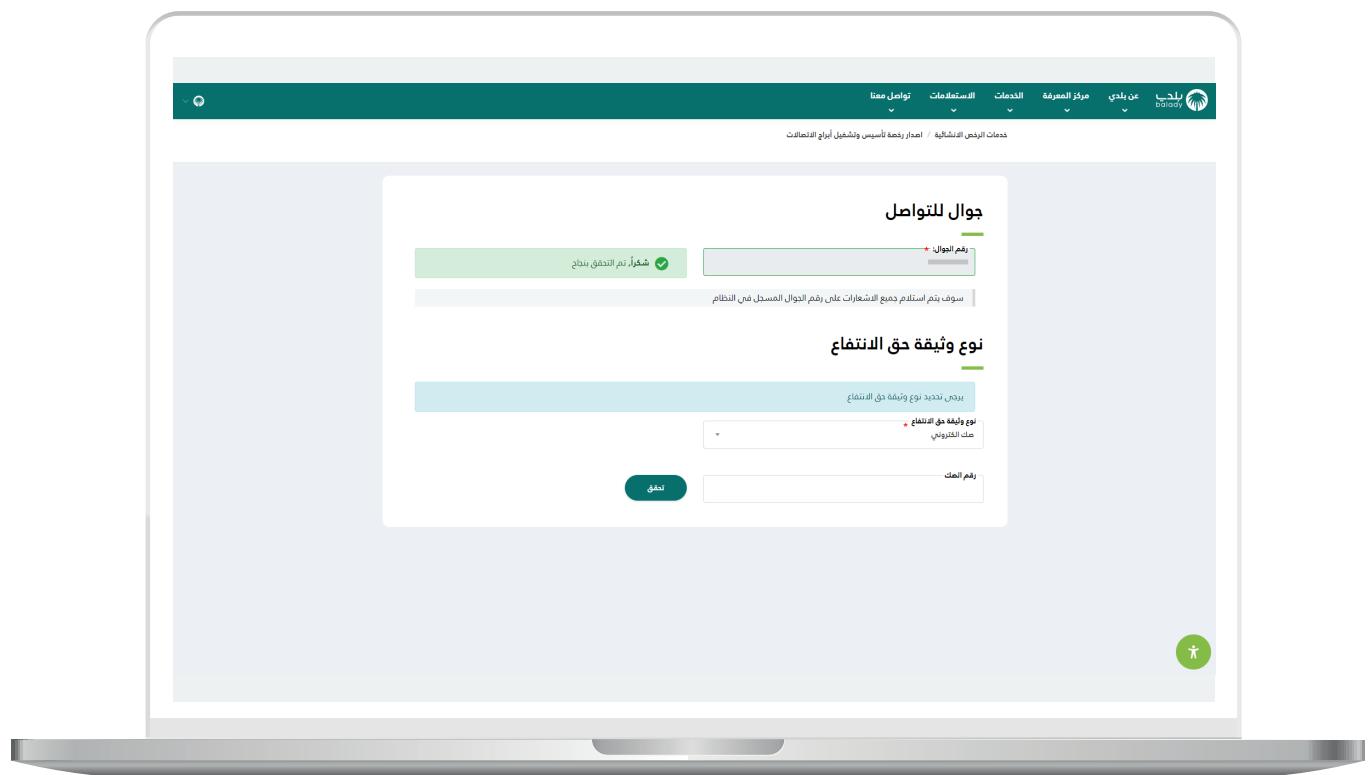
17) If (Lease Contract) is selected, a new field (Lease Contract Number) appears, which must be filled in before clicking (Verify).



18) If (Government Contract) is selected, two new fields (Government Contract Number, Government Contract Date) appear, which must be filled in before clicking (Proceed with Request).

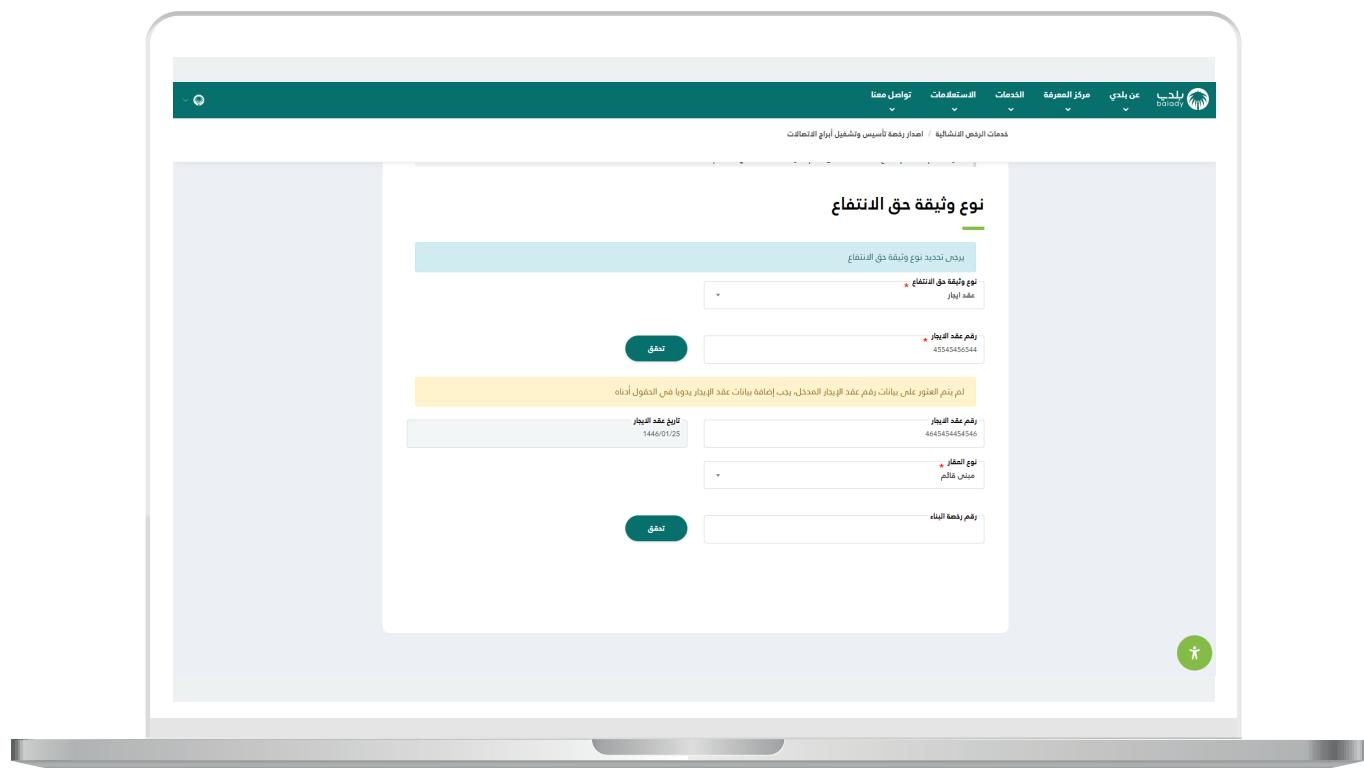


19) If (Electronic Title Deed) is selected, a new field (Title Deed Number) appears, which must be filled in before clicking (Verify).

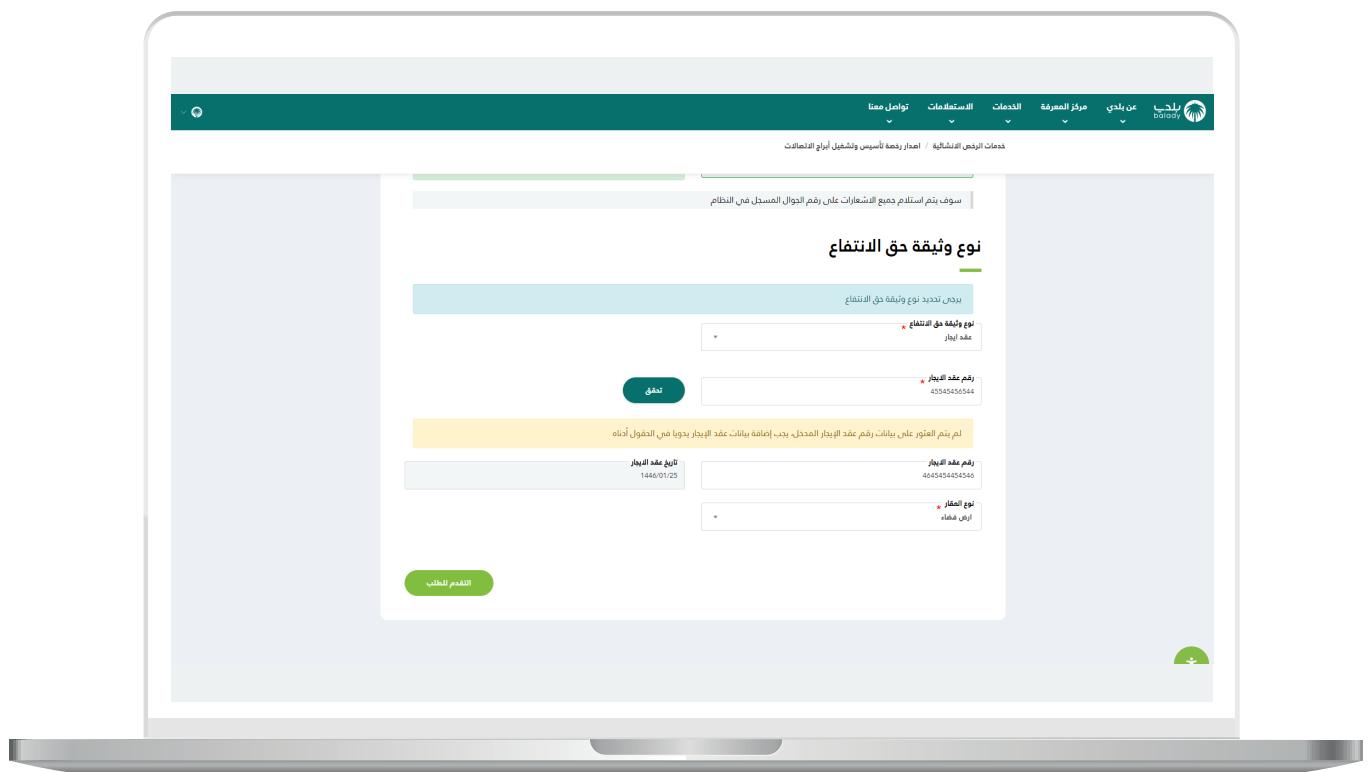


20) In this example, (Lease Contract) was selected, and the user enters the (Lease Contract Number) field and clicks (Verify). The following fields appear: (Lease Contract Number, Lease Contract Date, Property Type). The (Property Type) dropdown includes the values (Vacant Land, Existing Building).

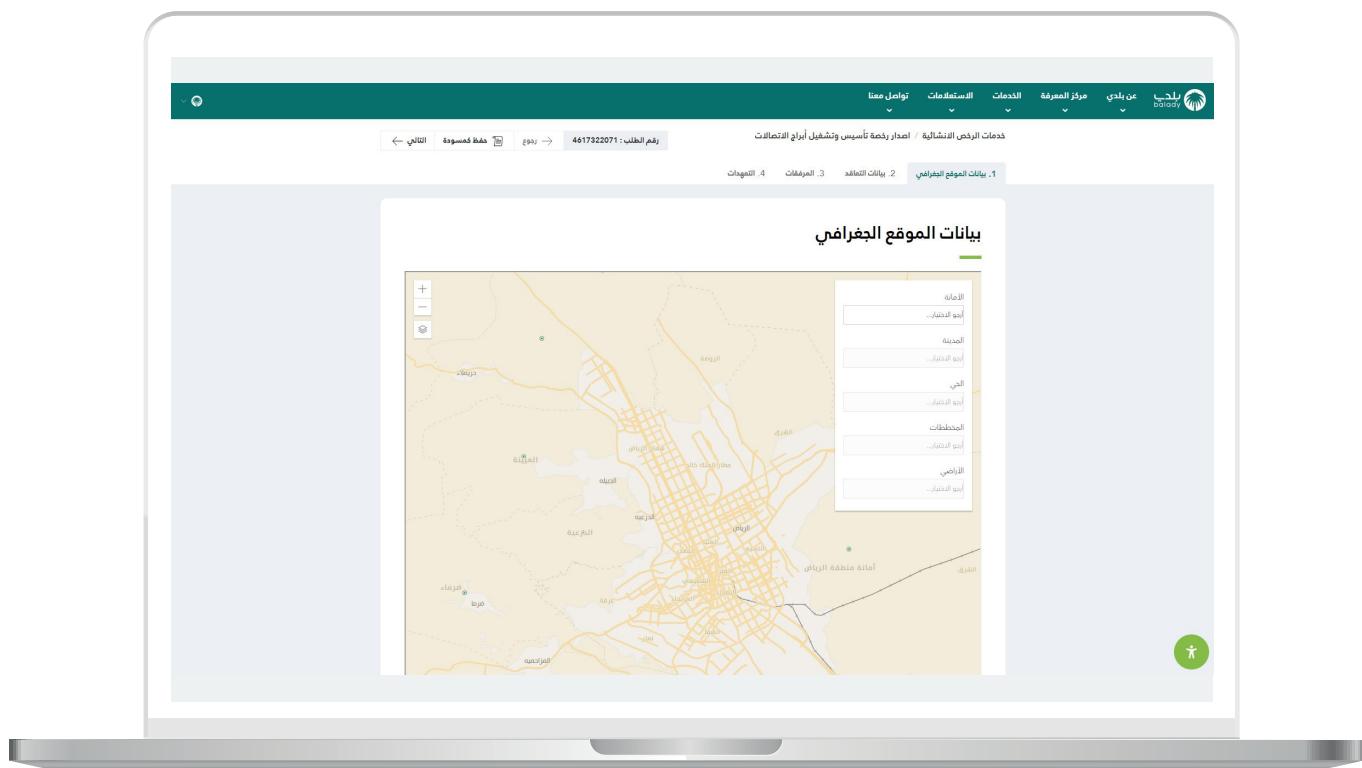
21) If (Existing Building) is selected, a new field (Building Permit Number) appears, which must be filled in before clicking (Verify). This is the only scenario where the user is not directed to the map to select a location.



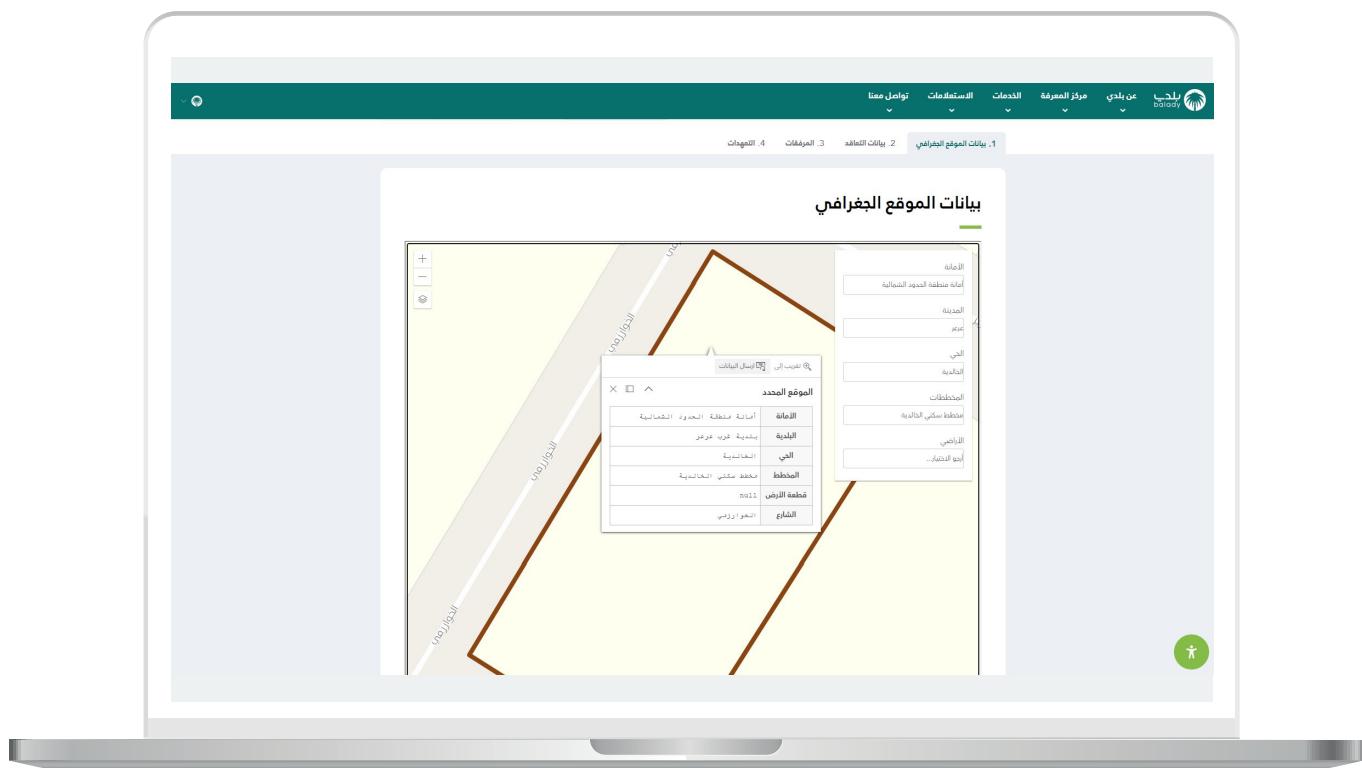
22) If (Vacant Land) is selected, the (Proceed with Request) button appears, which must be clicked.



23) The user is then directed to the (Geographic Location Data) stage, where values are selected from the dropdown menus (Municipality, City, District, Plans, Lands).

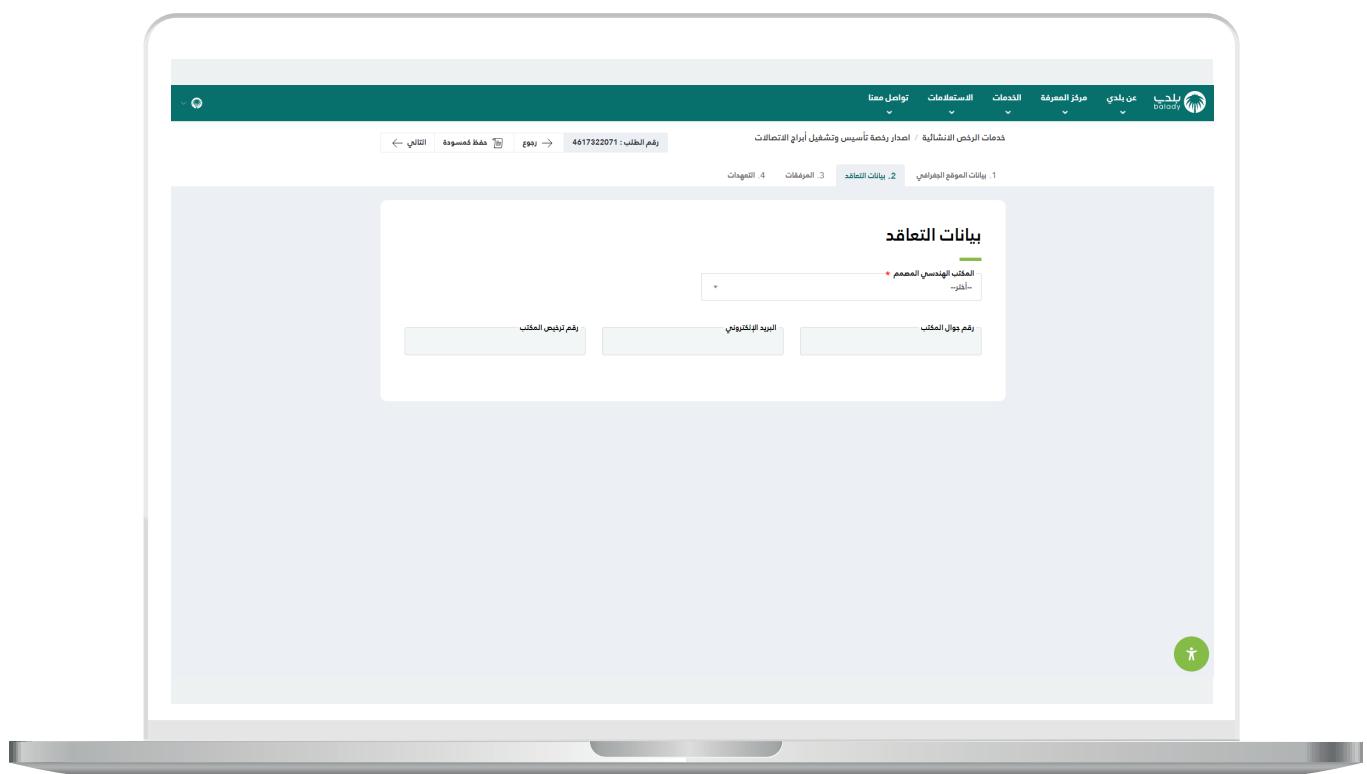


24) The user clicks on the map to select a location, triggering a pop-up screen where **(Send Data)** must be clicked.

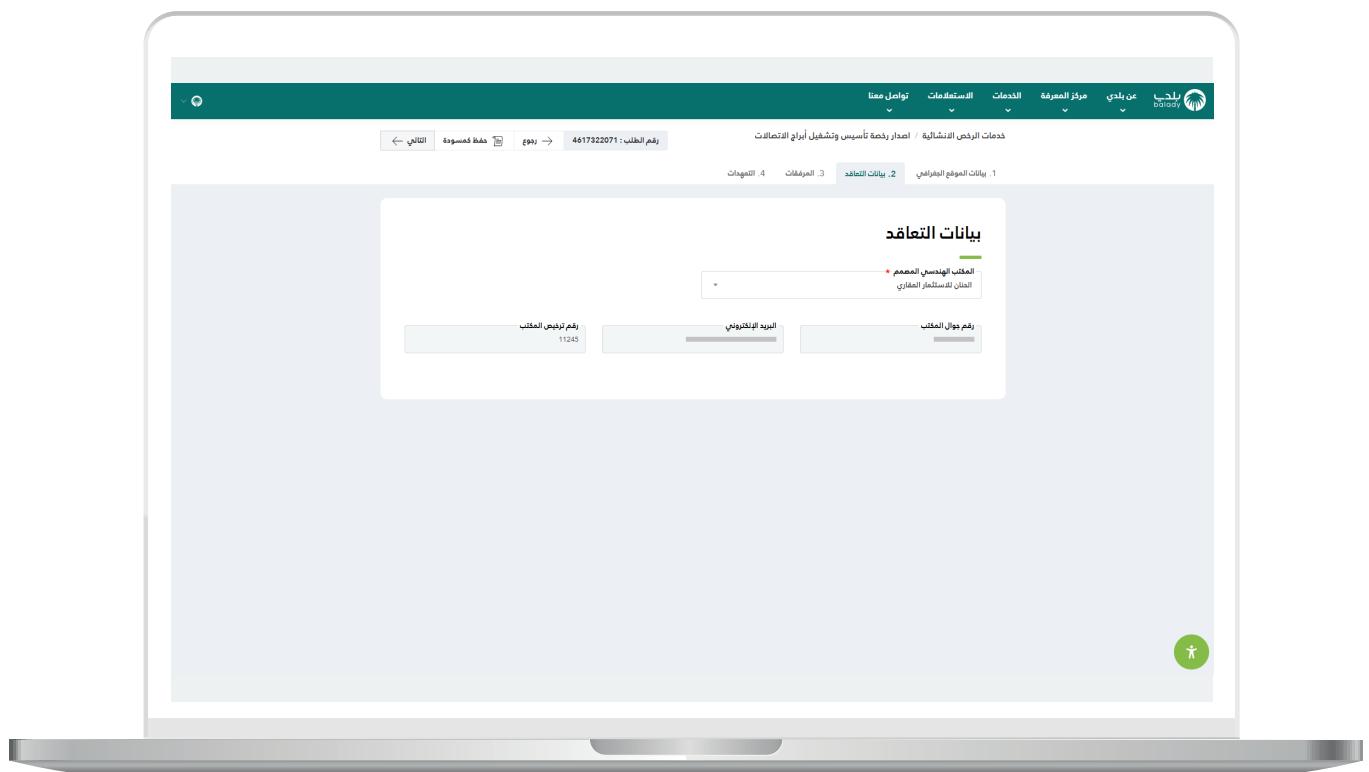


25) The system automatically fills in the following fields: (**Municipality, Secretariat, City, District, Plan Number, Plan Name, Street Name, Land Use**), along with fields in the (**Land Data**) section.

26) The user clicks (Next) to proceed to the (Contract Data) stage, where the (Design Engineering Office) must be selected from the dropdown menu.

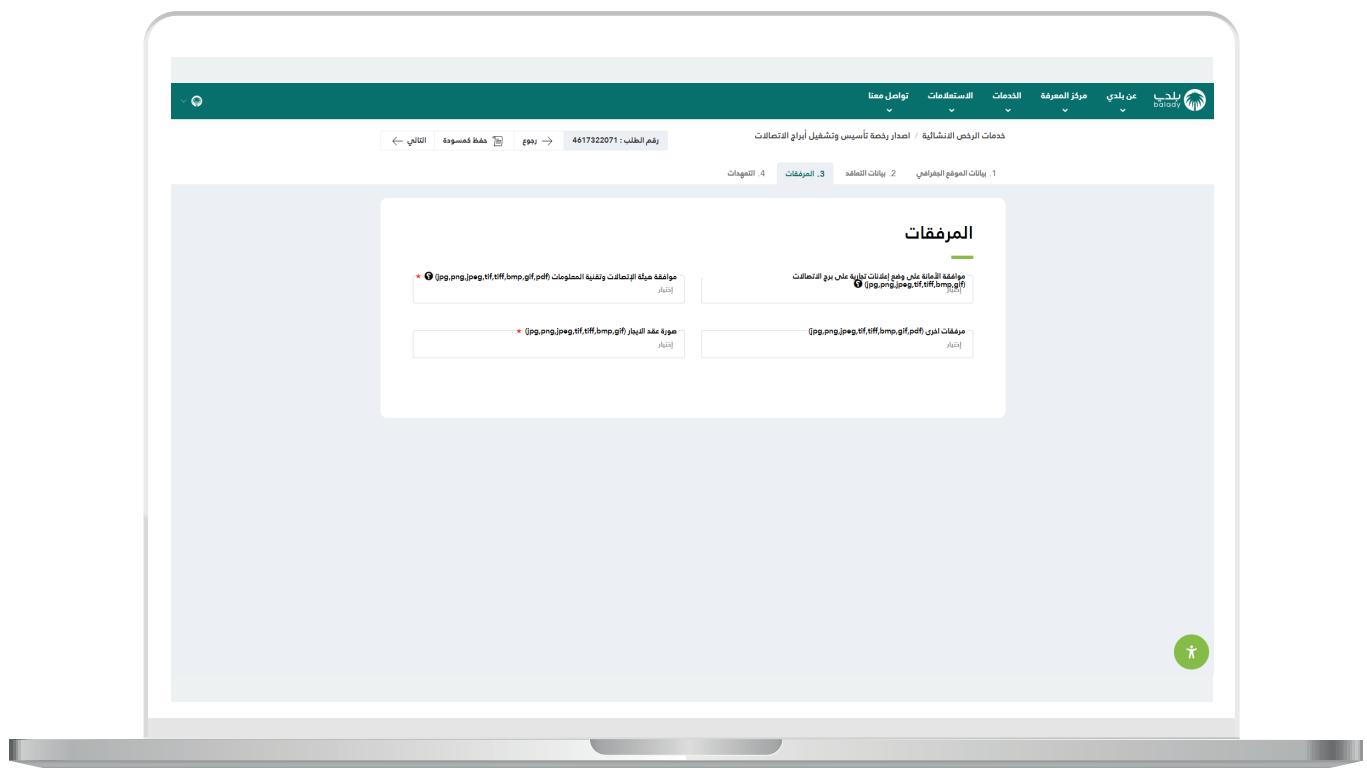


27) The user then clicks (Next).

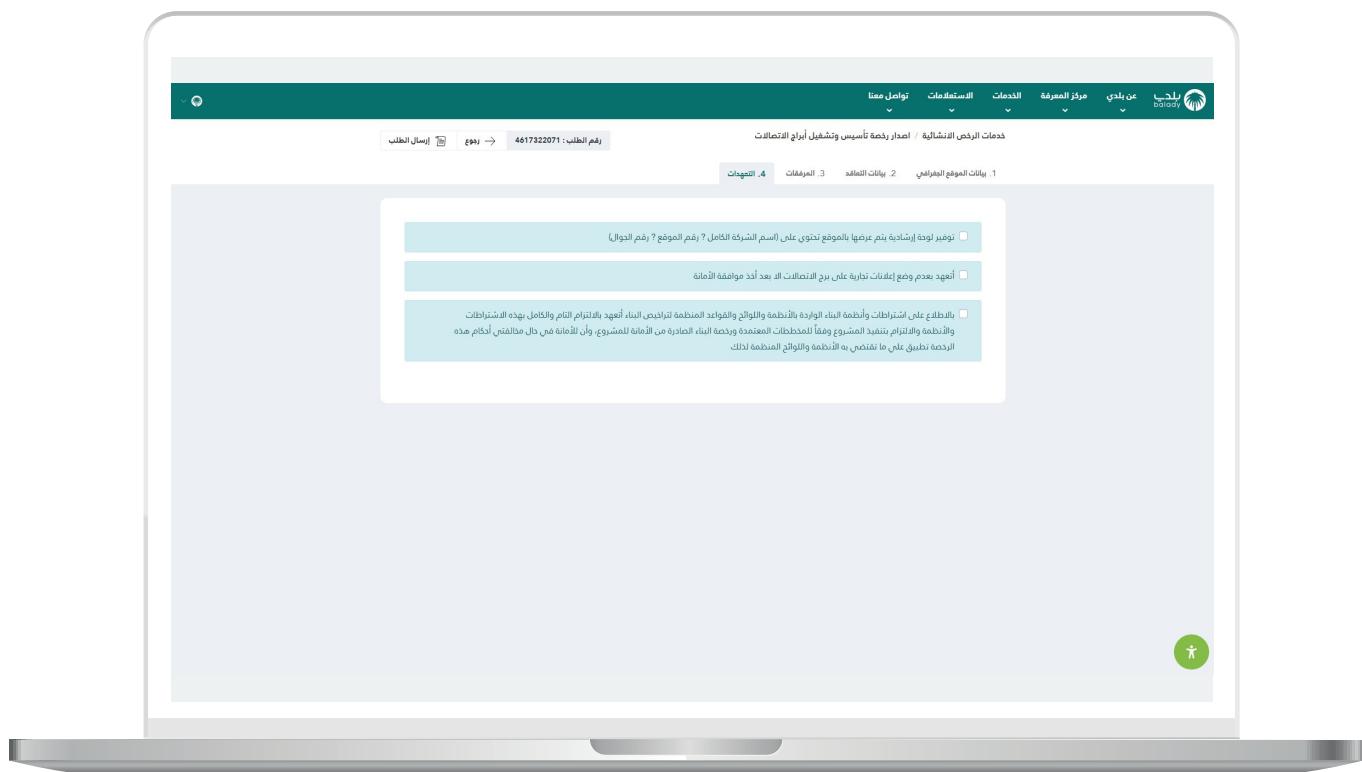


28) The user is directed to the (**Attachments**) stage, where files can be uploaded by clicking on the field and selecting the attachment from the device.

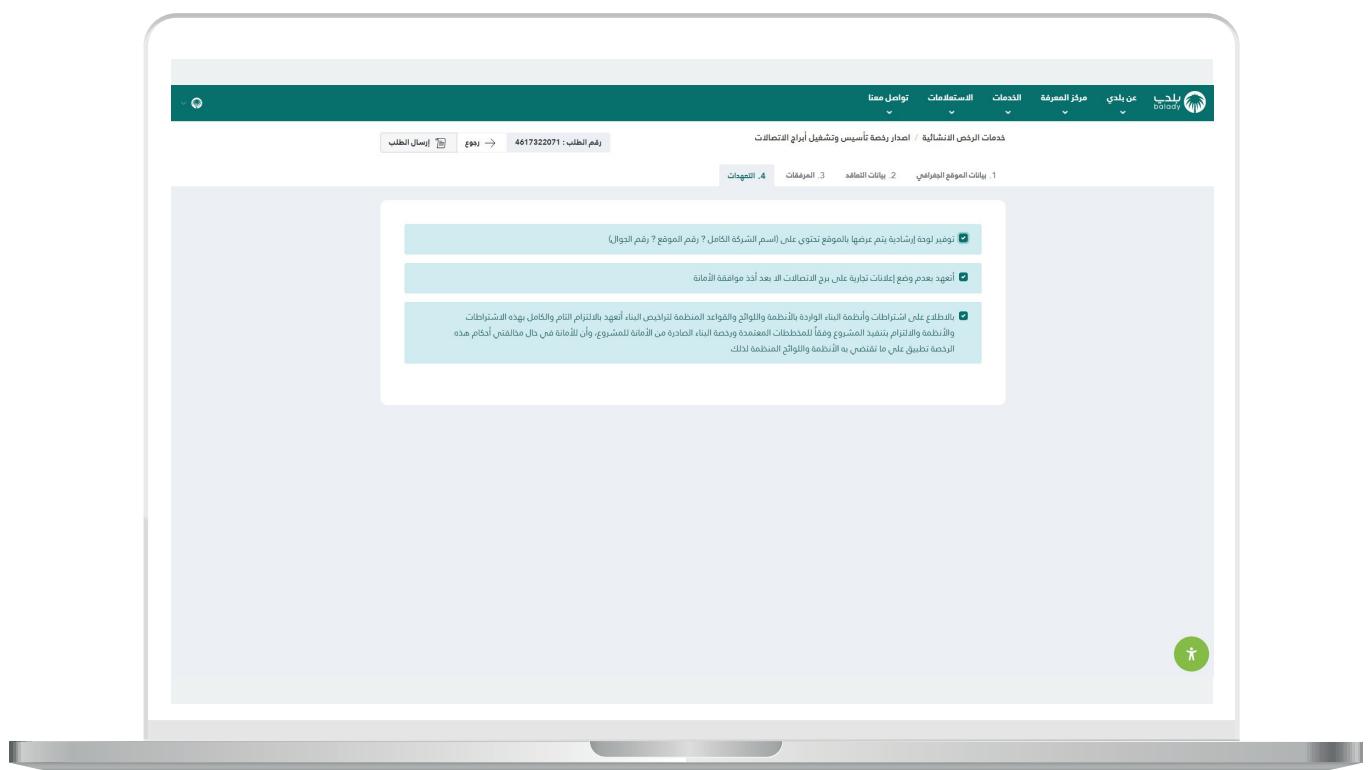
The user then clicks on the (**Next**) button.



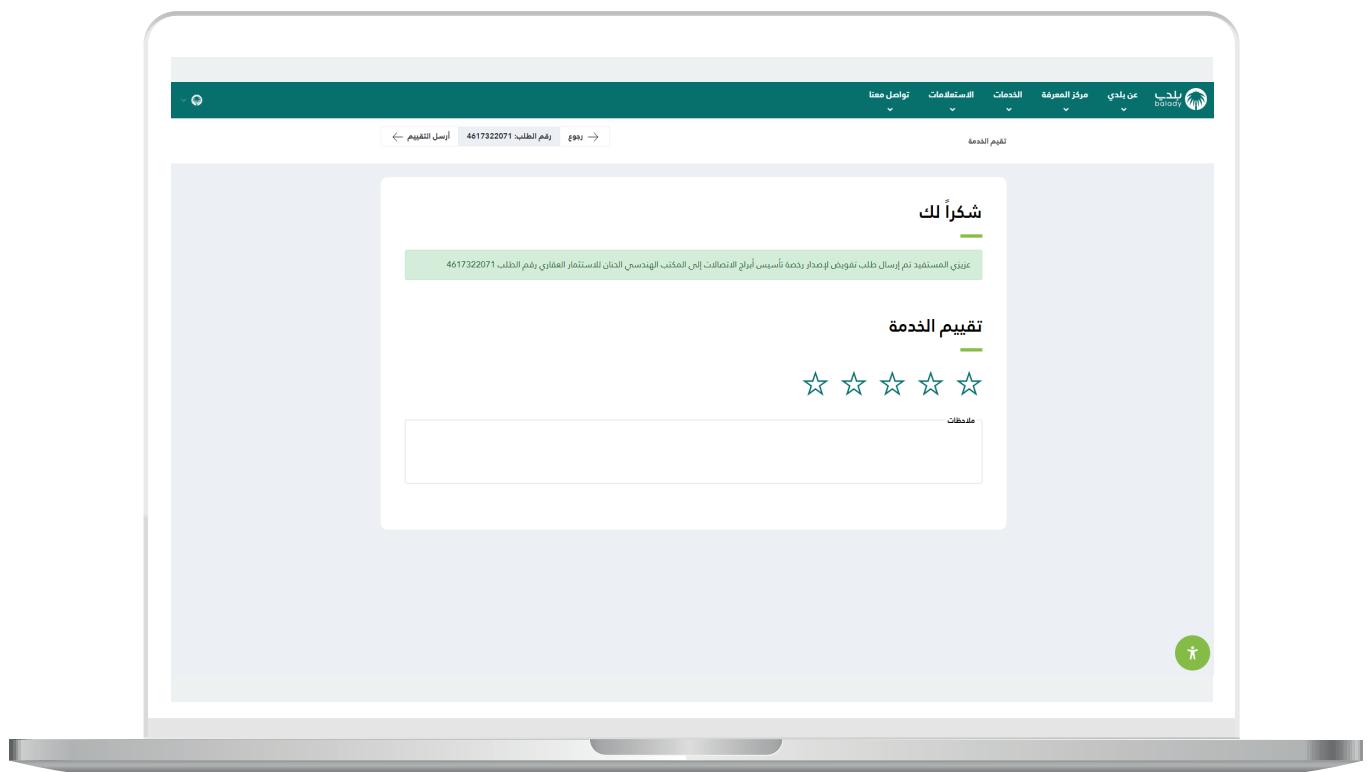
29) The user is directed to the (Declarations) stage, where they must review and agree to the terms.



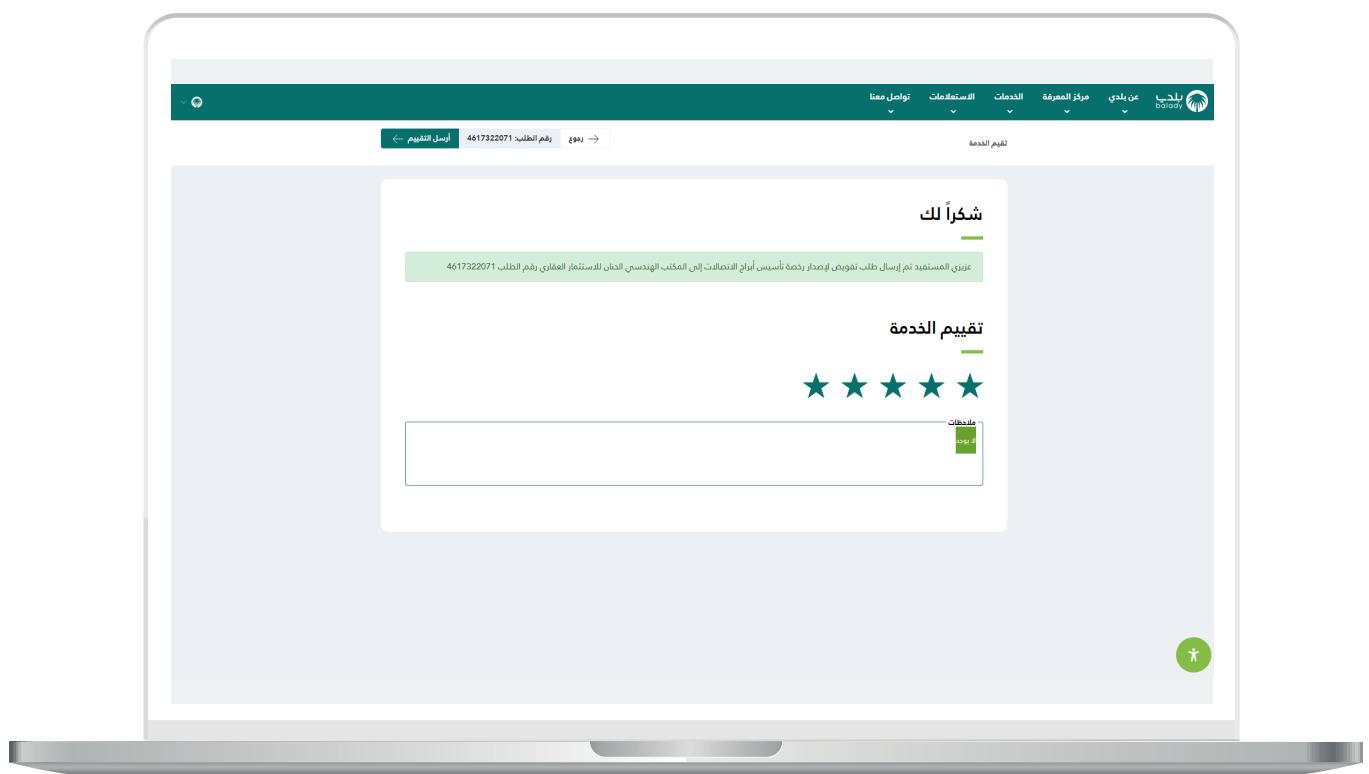
30) The user then clicks on the (Submit Request) button.



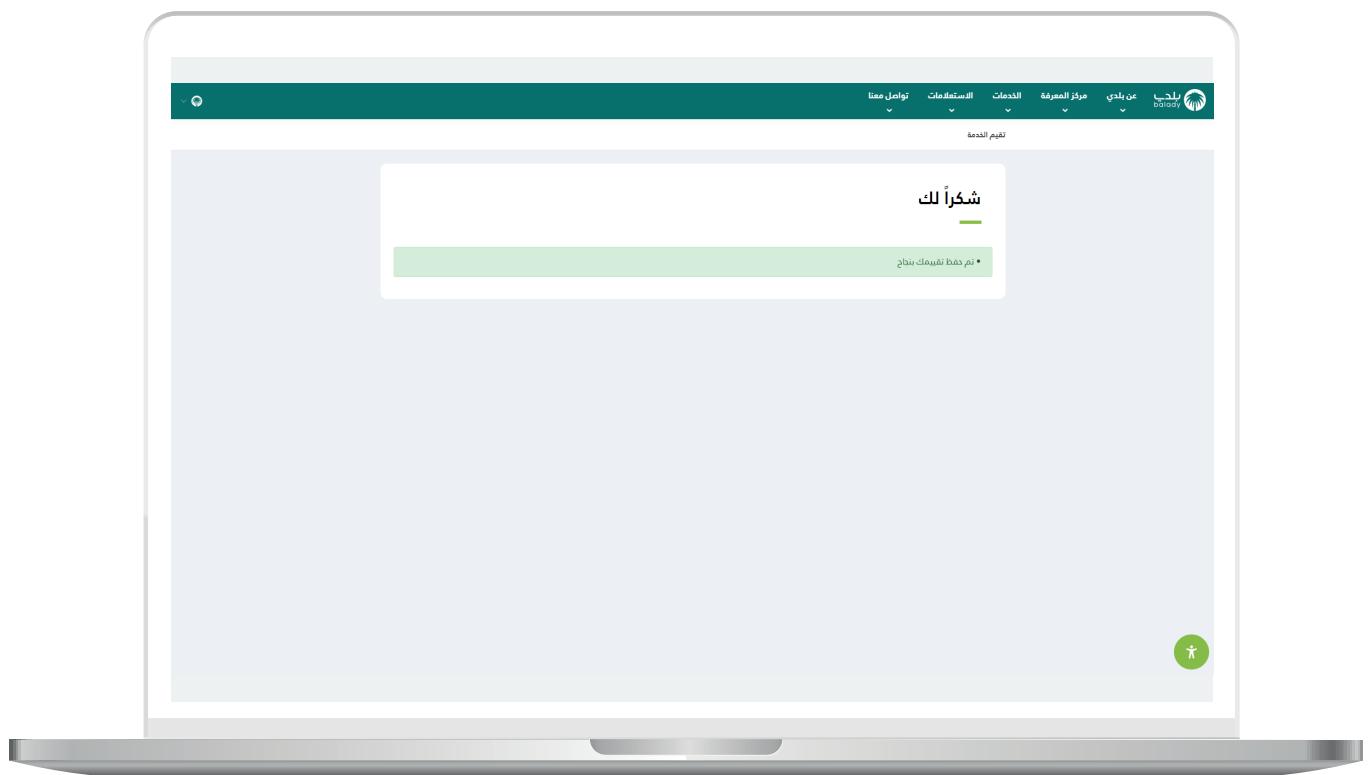
31) The authorization request is successfully sent to the engineering office, and a confirmation message appears. The system allows the user to rate the service by selecting a star rating and entering comments in the (Comments) field.



32) Then, the user clicks the (Submit Evaluation) button.



33) The evaluation is successfully saved, with a confirmation message appearing as shown below.



📞|199040 Direct Contact Number  
🐦|@Balady\_CS Customer Service