وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for

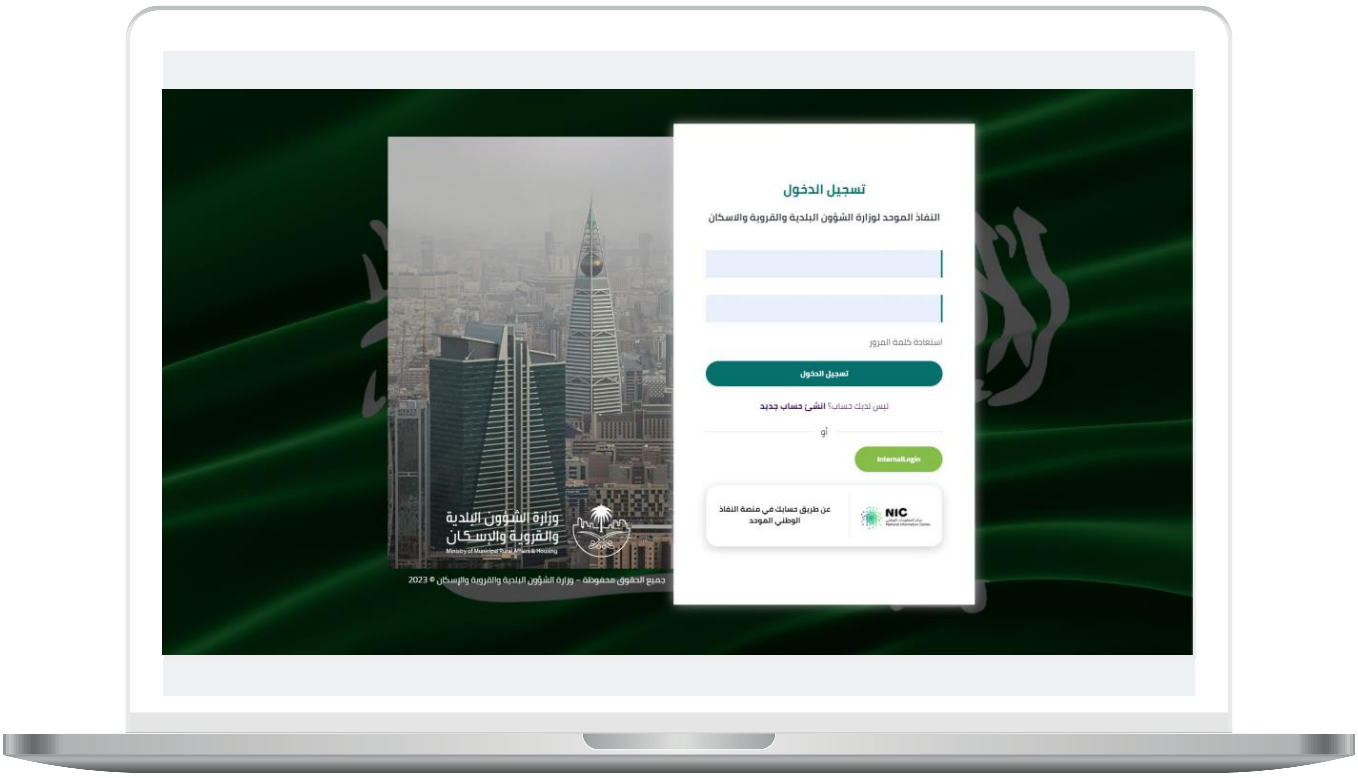
the Approvals Platform

Beneficiary's Copy

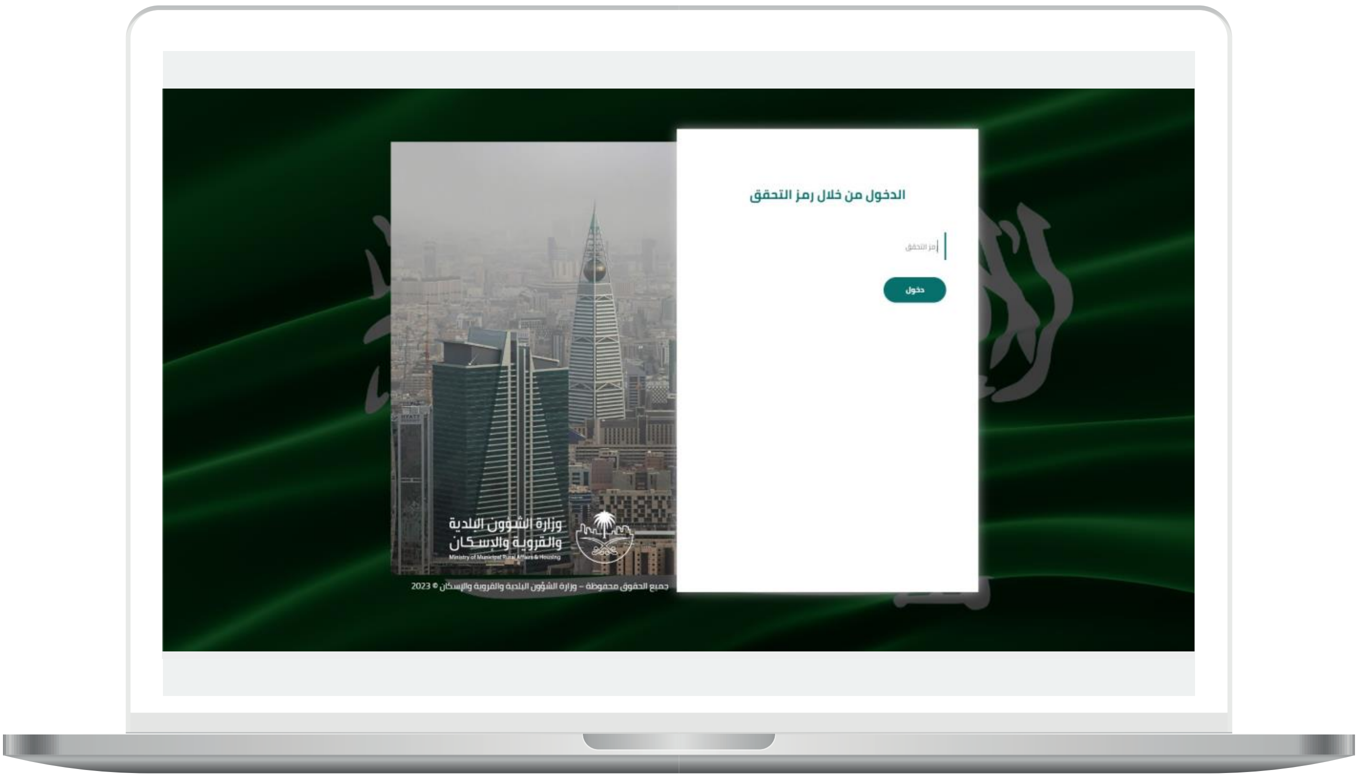
Contents

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**) and then clicks the (**Login**) button.

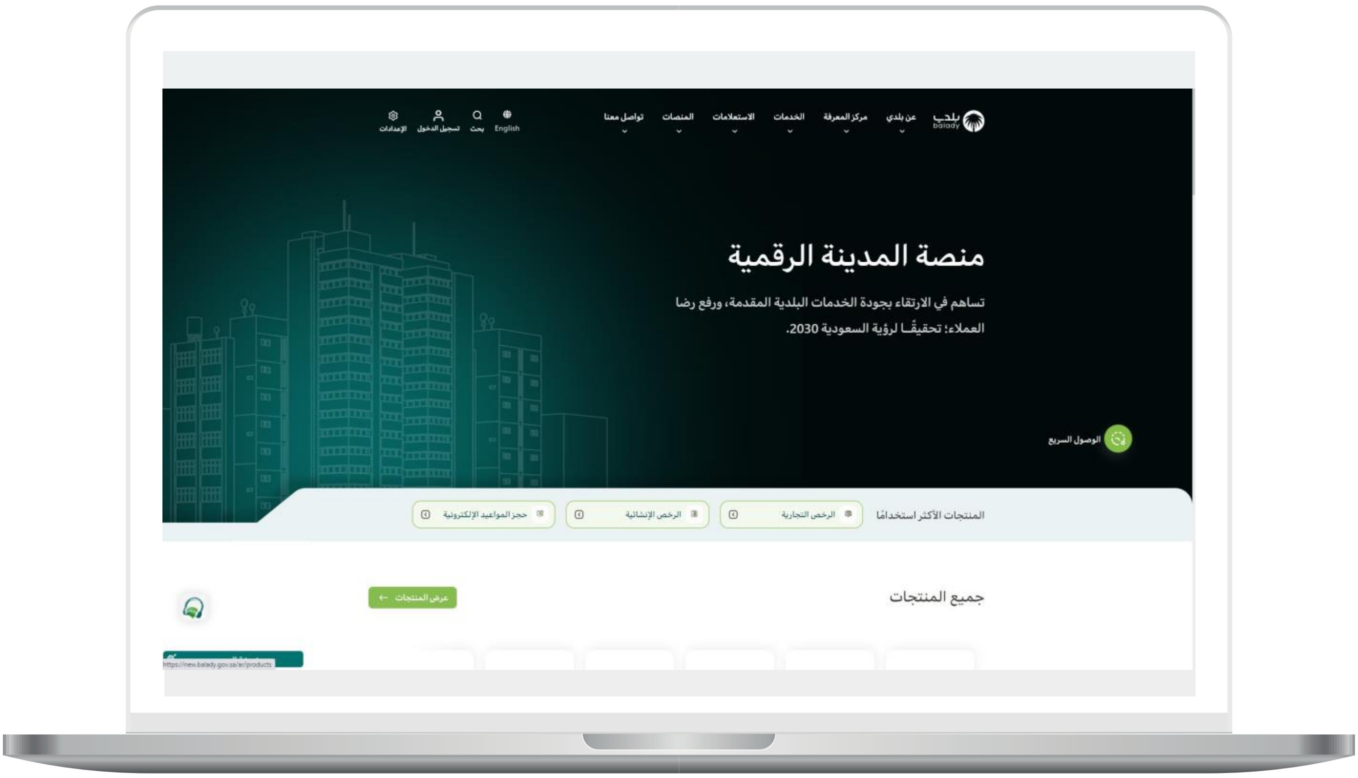


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



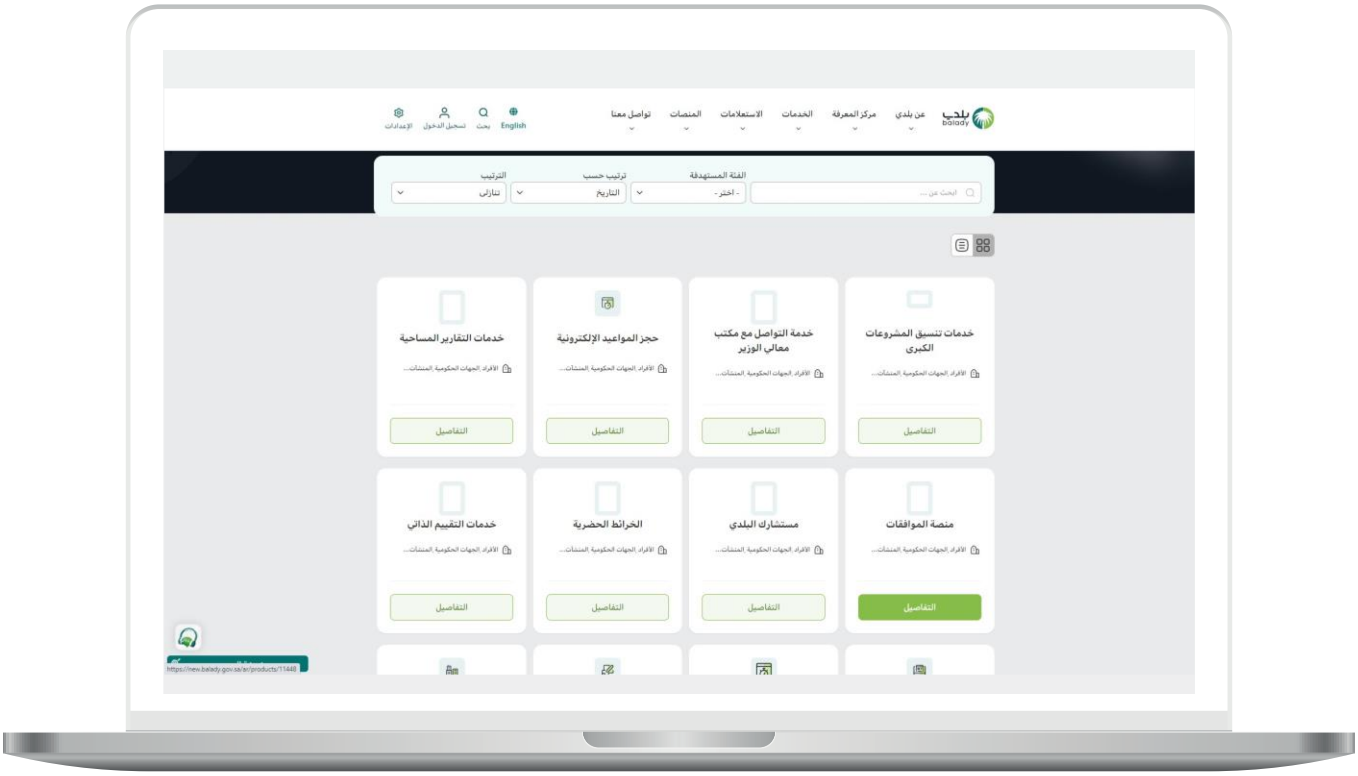
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

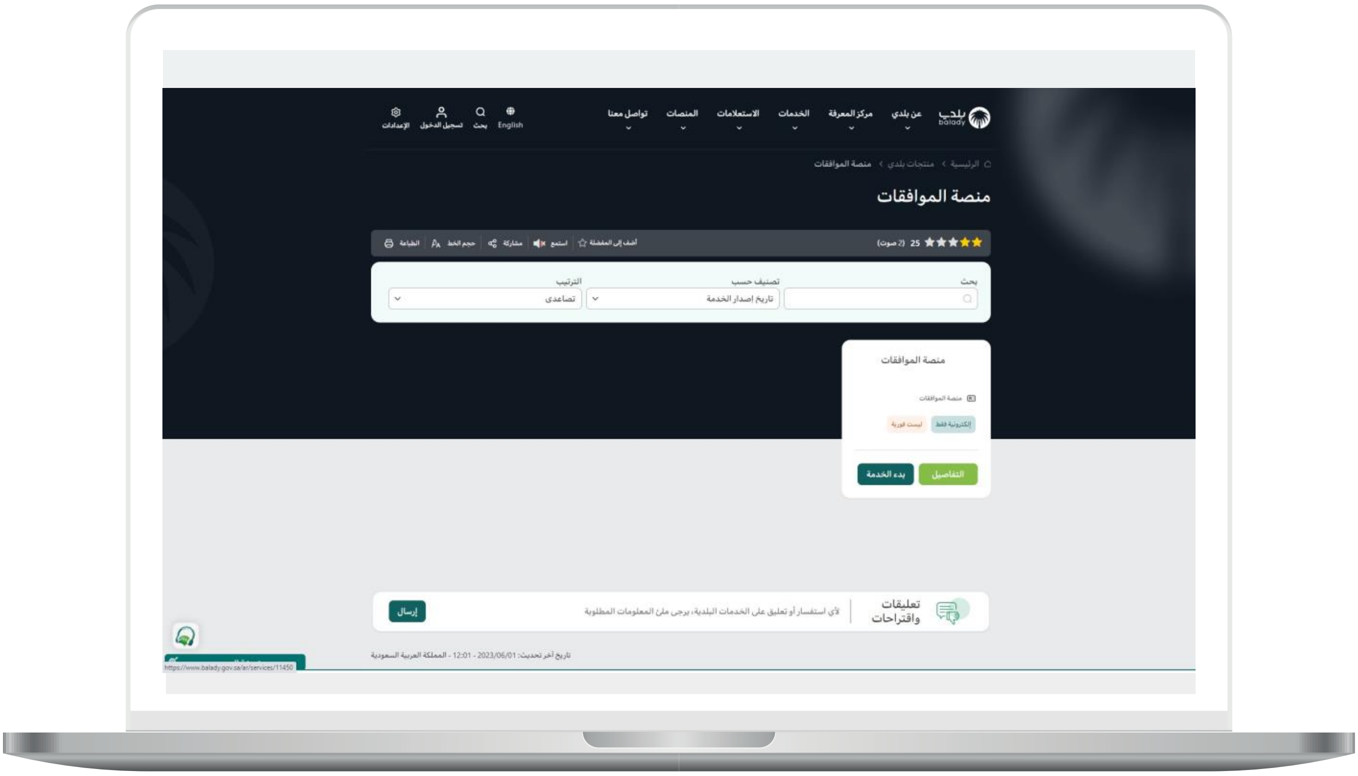


Steps of Service Request

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

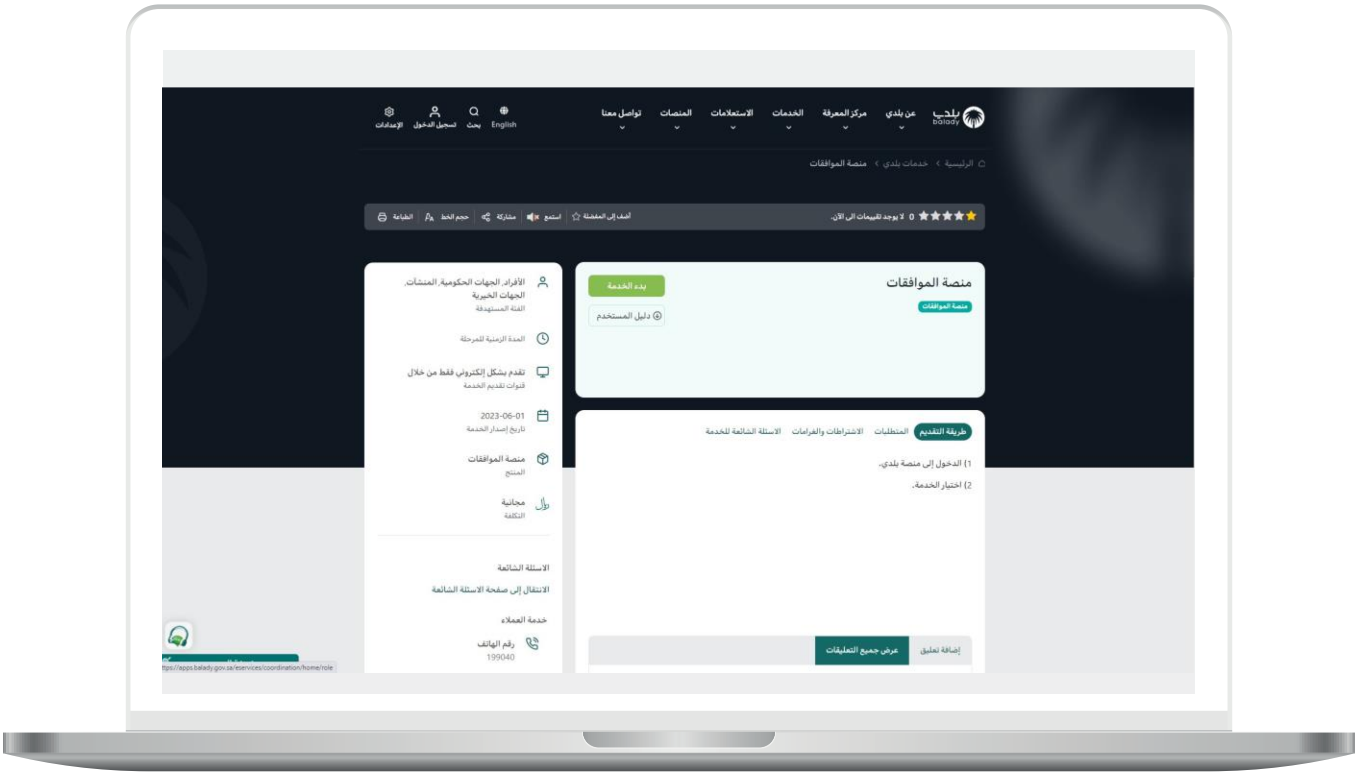


2) The following screen will appear, where you need to click the (**Details**) button from the (**Approvals Platform**) icon.

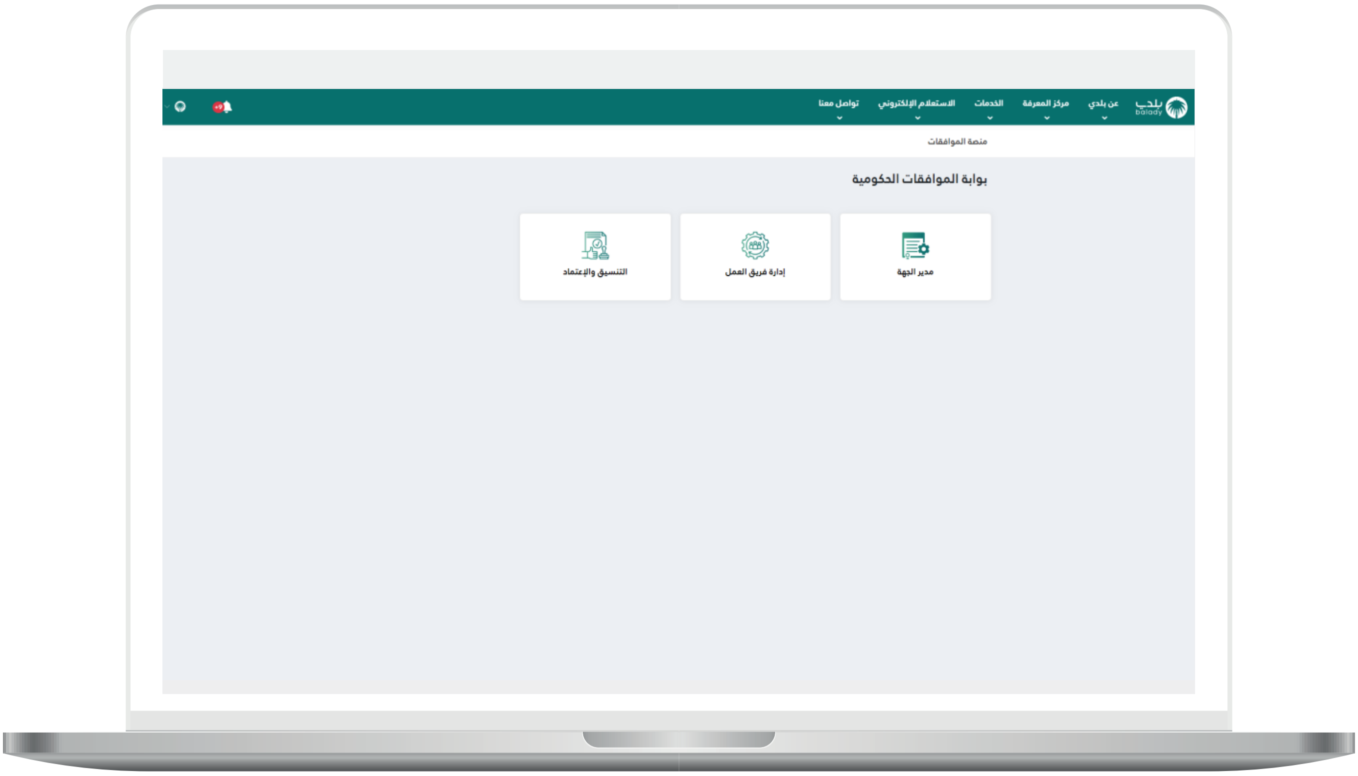


3) The next screen displays the (**Service Card**), which includes the (**How to Apply, Requirements, Conditions and Fines, and Frequently Asked Questions about the service**).

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

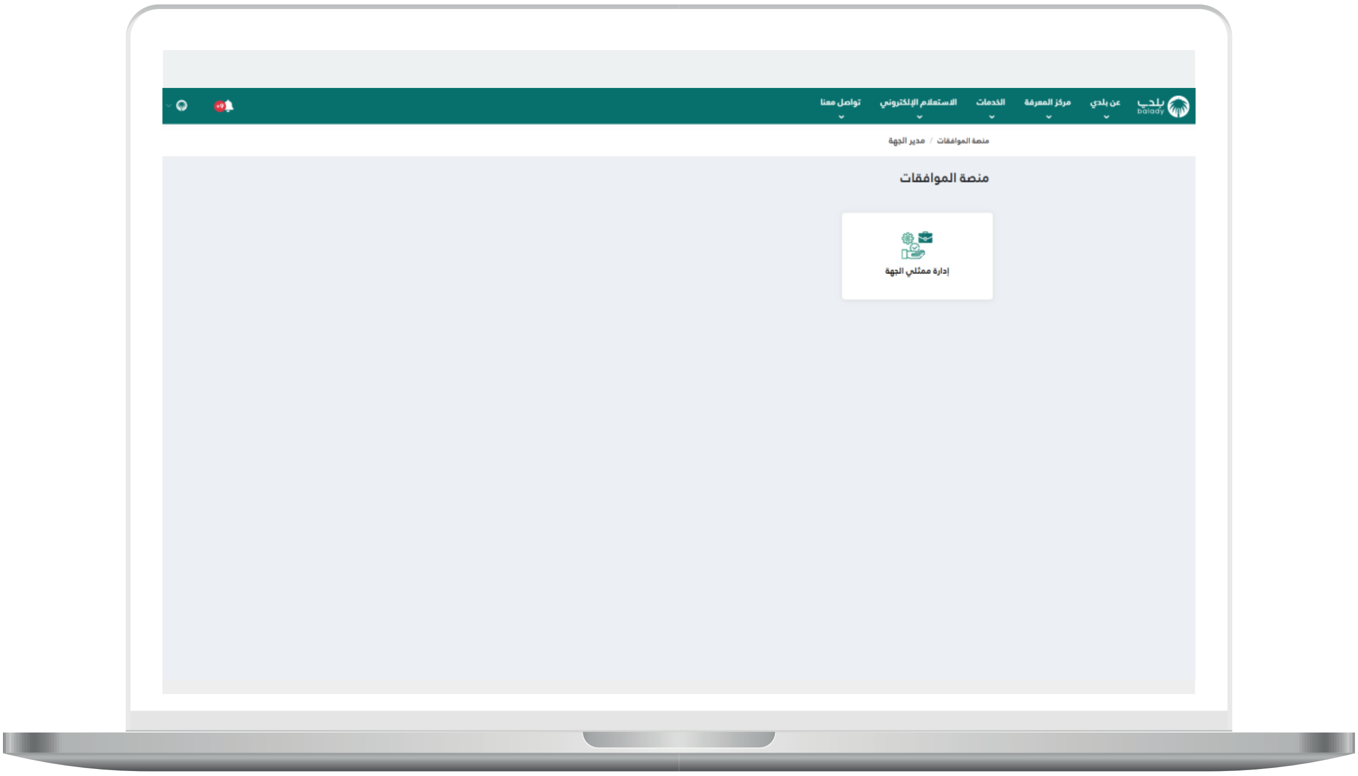


4) The user is then redirected to the Government Approvals Portal, which consists of three icons: (**Entity Manager**), (**Work Team Management**), (**Coordination and Approval**). These sections will be explained in detail.



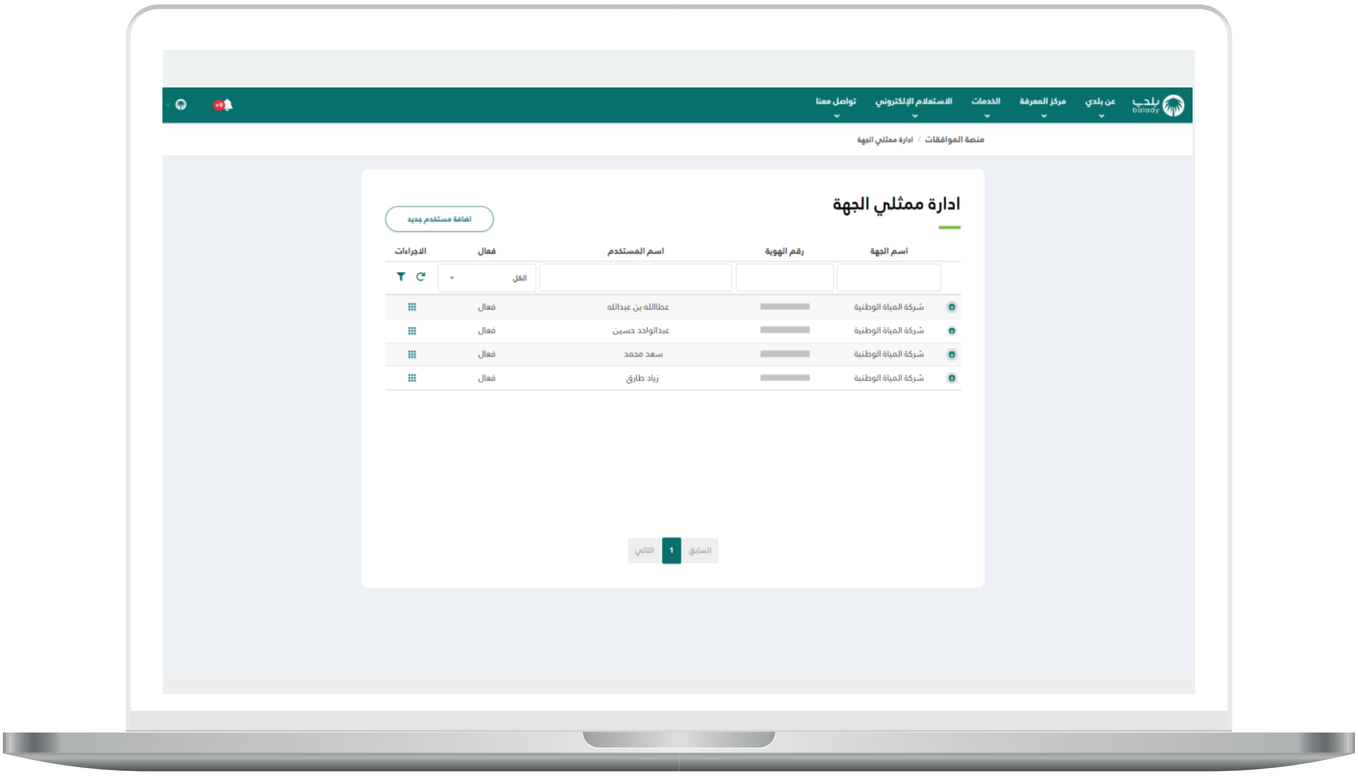
1) Entity Manager

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

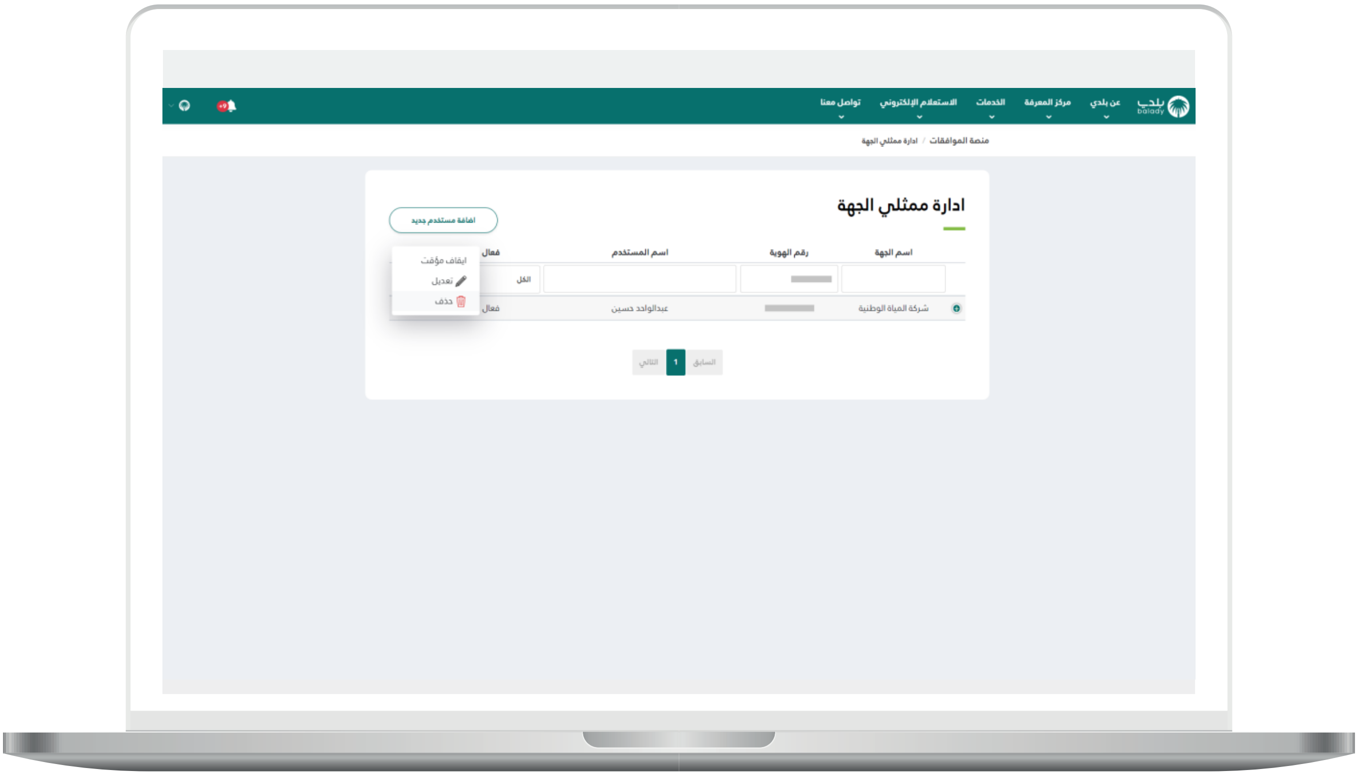


Managing Entity Representatives

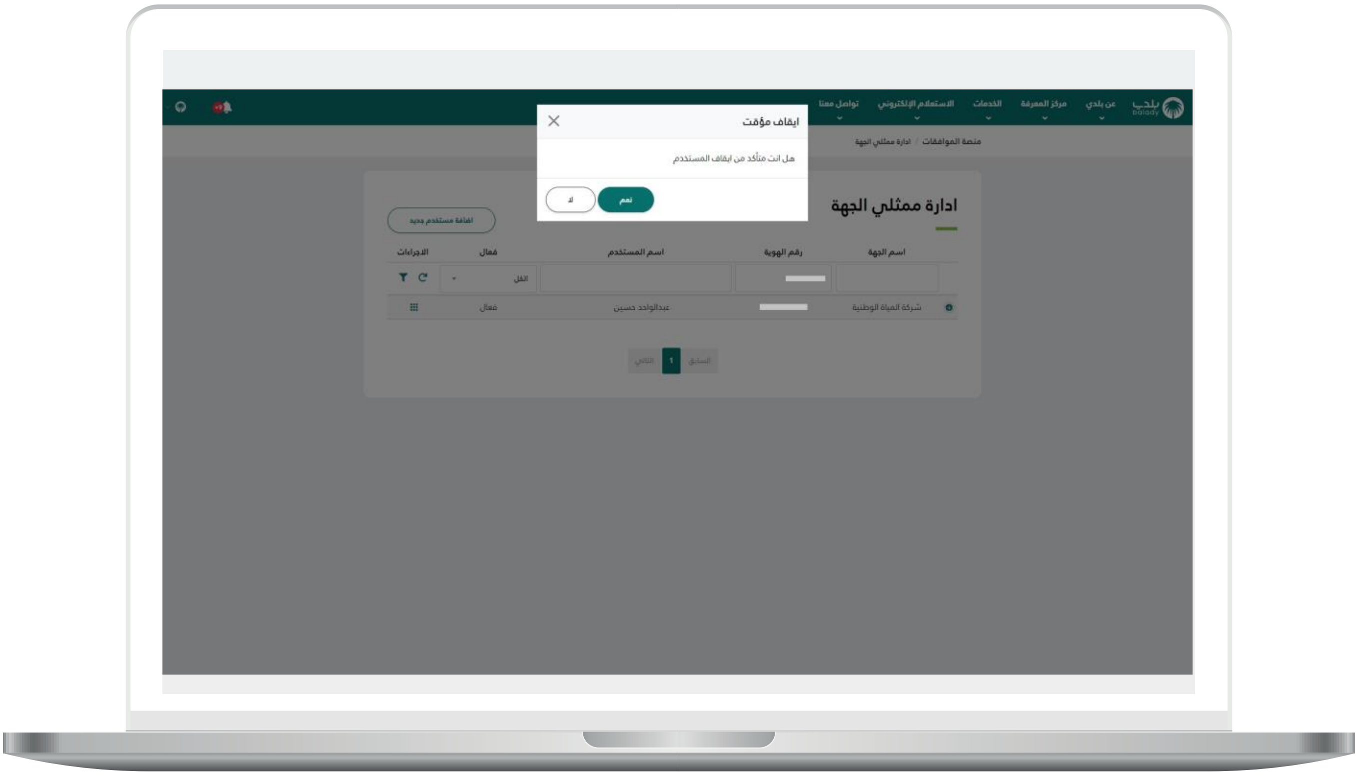
1) After selecting this option, the user is directed to the screen below, where the system allows modifications to one of the options by clicking the green box in the (**Actions**) column.



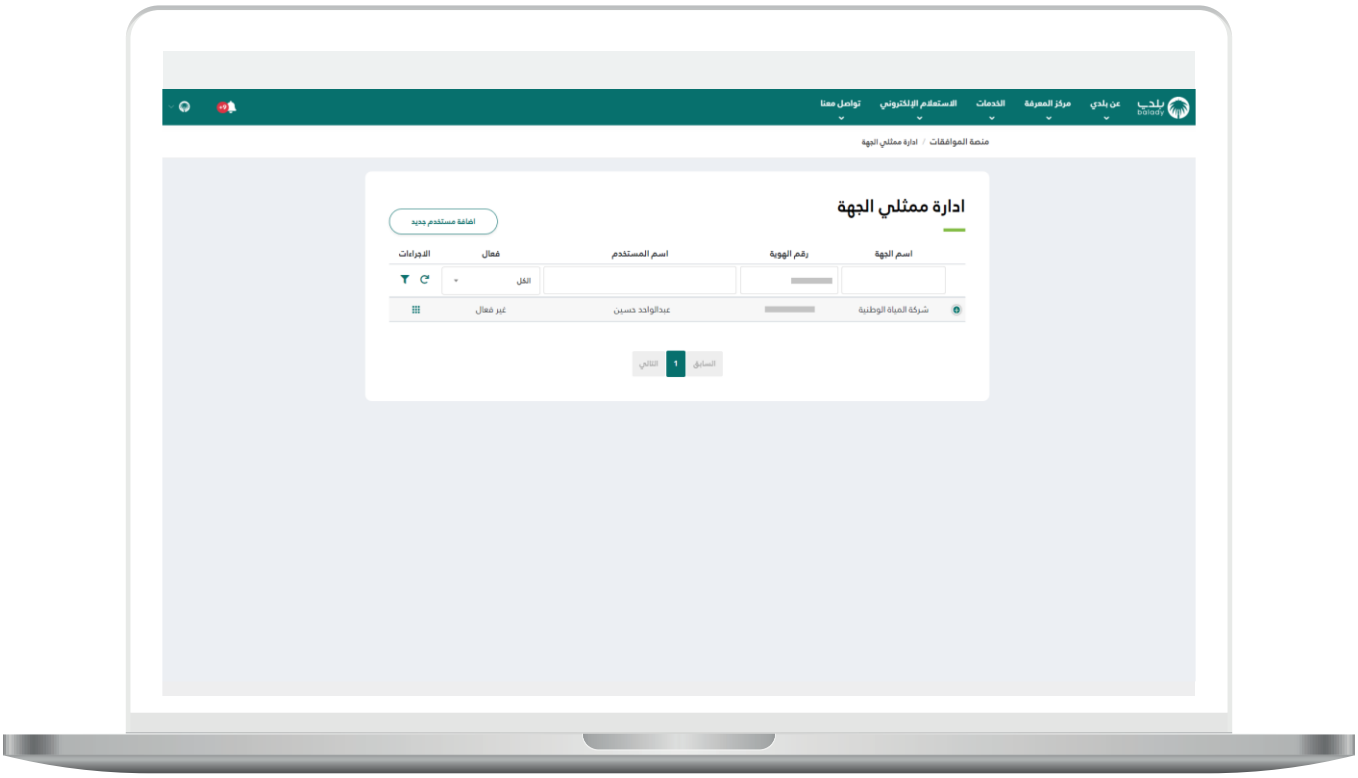
2) The following actions appear: (**Temporary Suspension, Edit, Delete**).



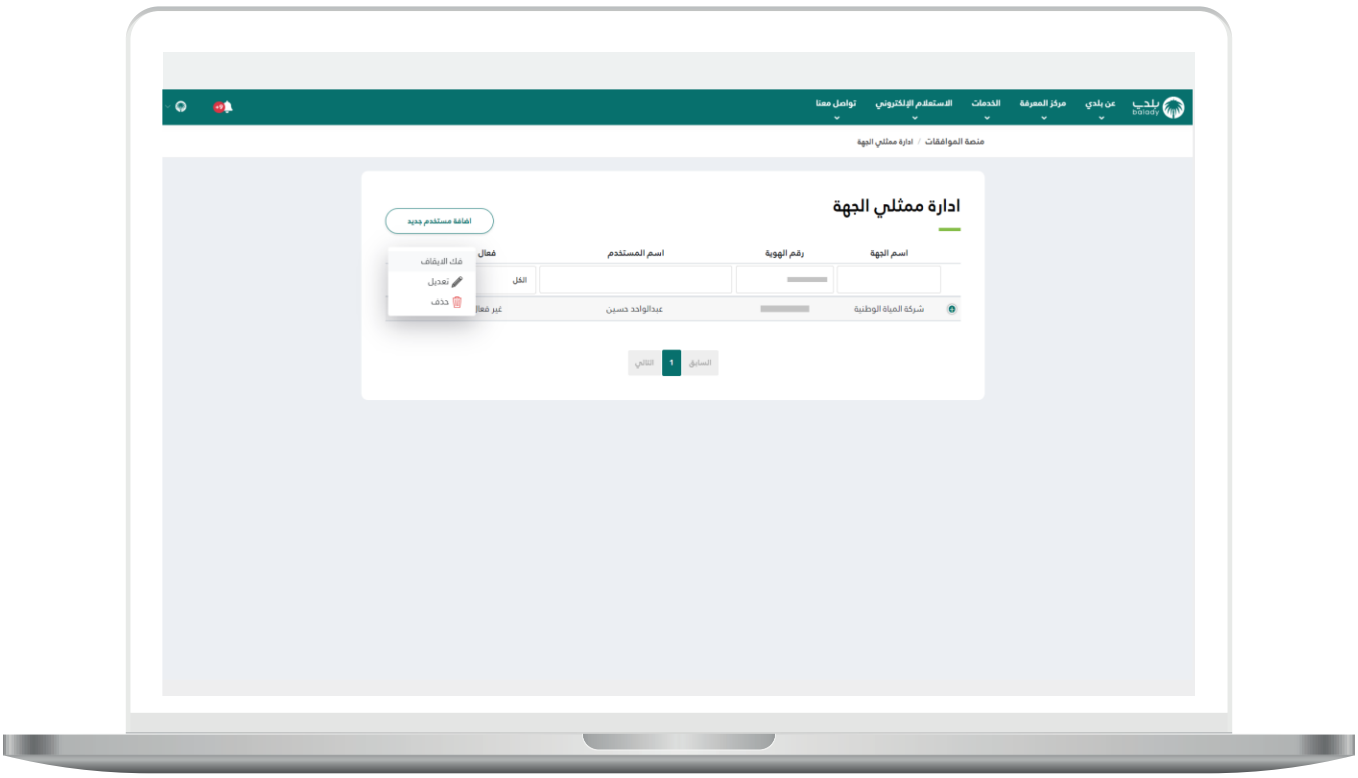
3) Clicking on (**Temporary Suspension**) triggers an alert message prompting the user to click (**Yes**) to confirm the action.



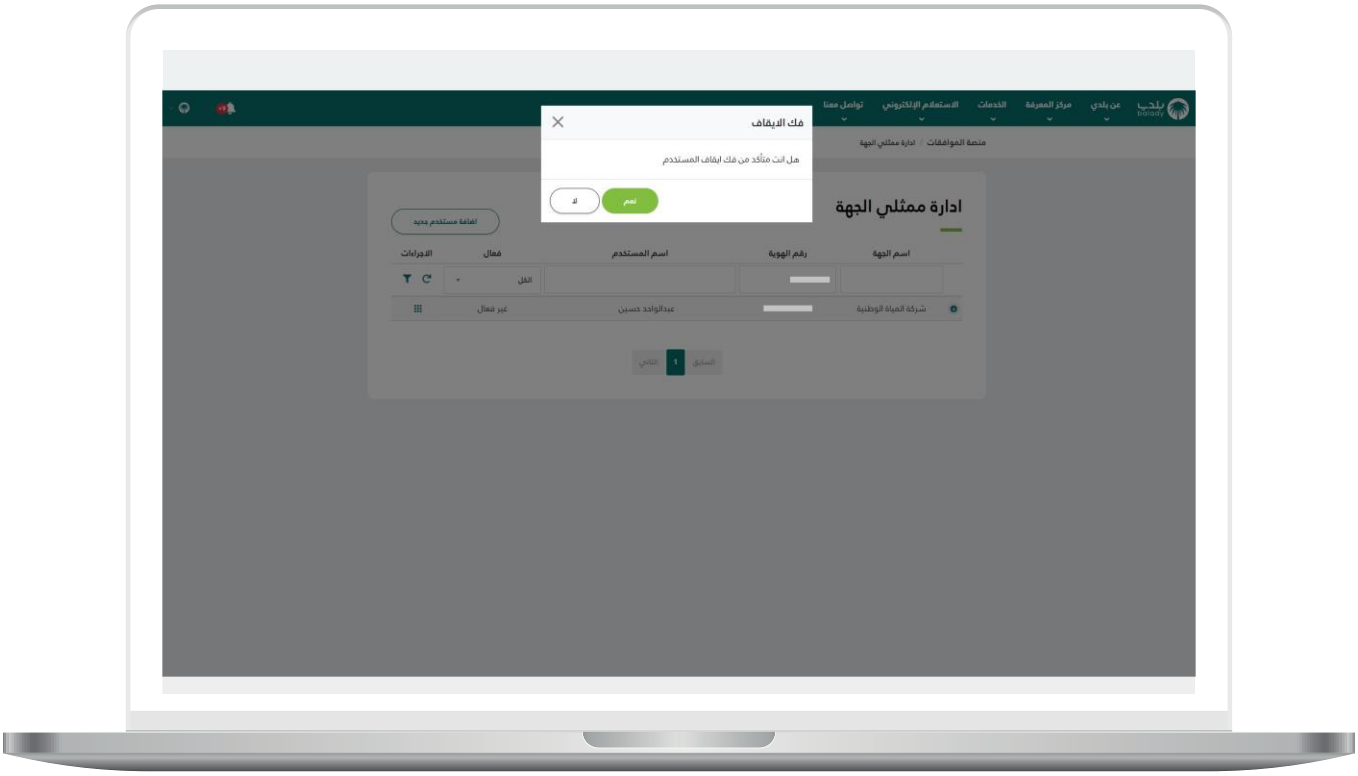
4) The user is then temporarily suspended, and their status changes from (**Active**) to (**Inactive**), as shown in the screenshot below.



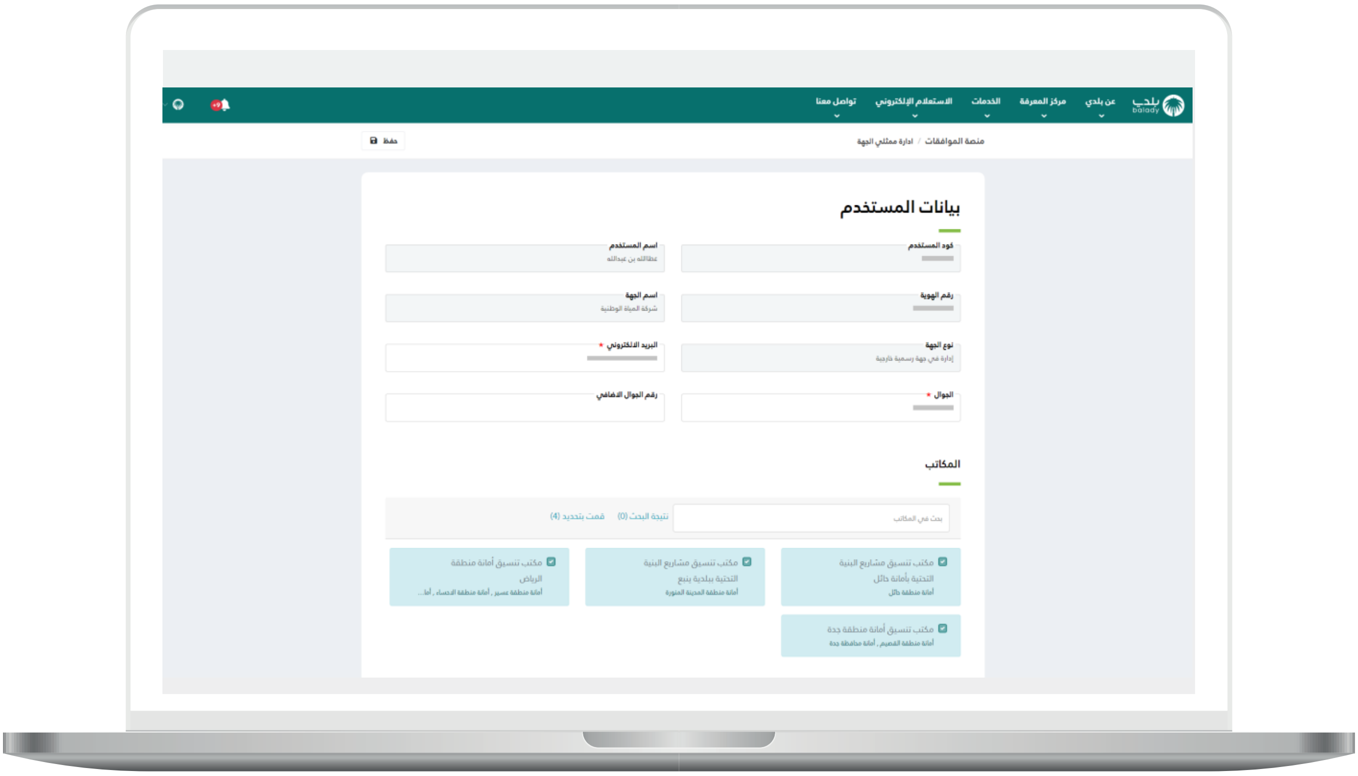
5) The suspension can be lifted by clicking the (**Lift Suspension**) button.



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

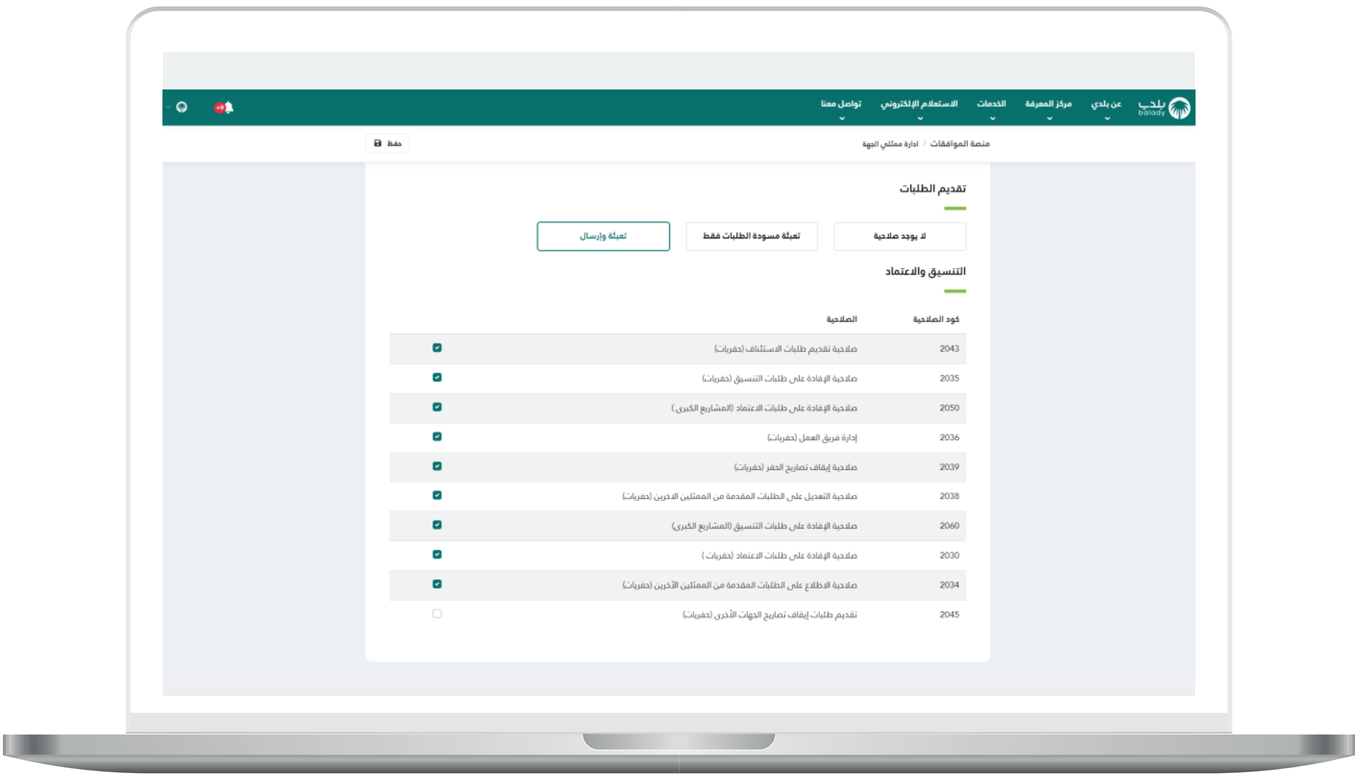


7) Clicking on (**Edit**) displays the user's information, as shown in the screenshot below, allowing modifications to the following fields: (**Email, Mobile Number, Additional Mobile Number**).

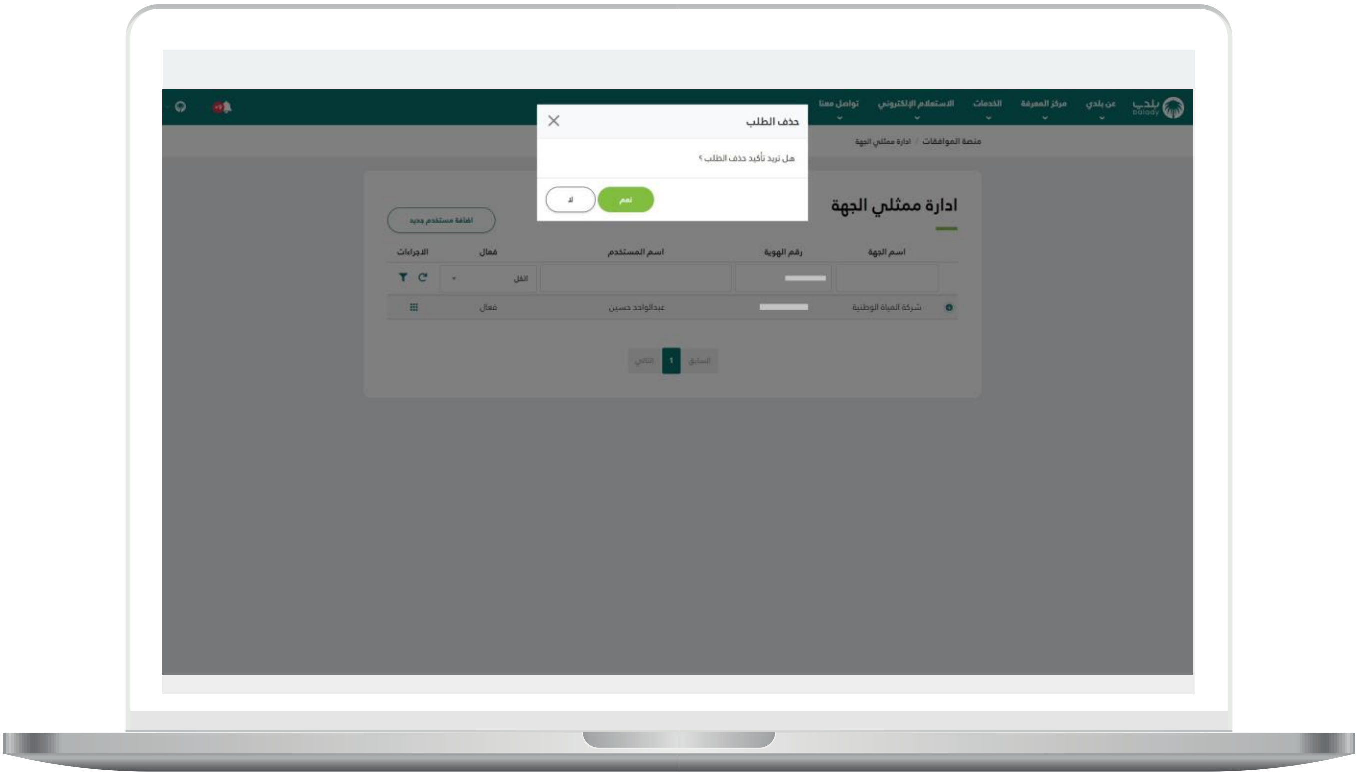


8) The (**Request Submission**) option can also be modified, offering three choices: (**No Permission, Draft Submission Only, Full Submission and Sending**).

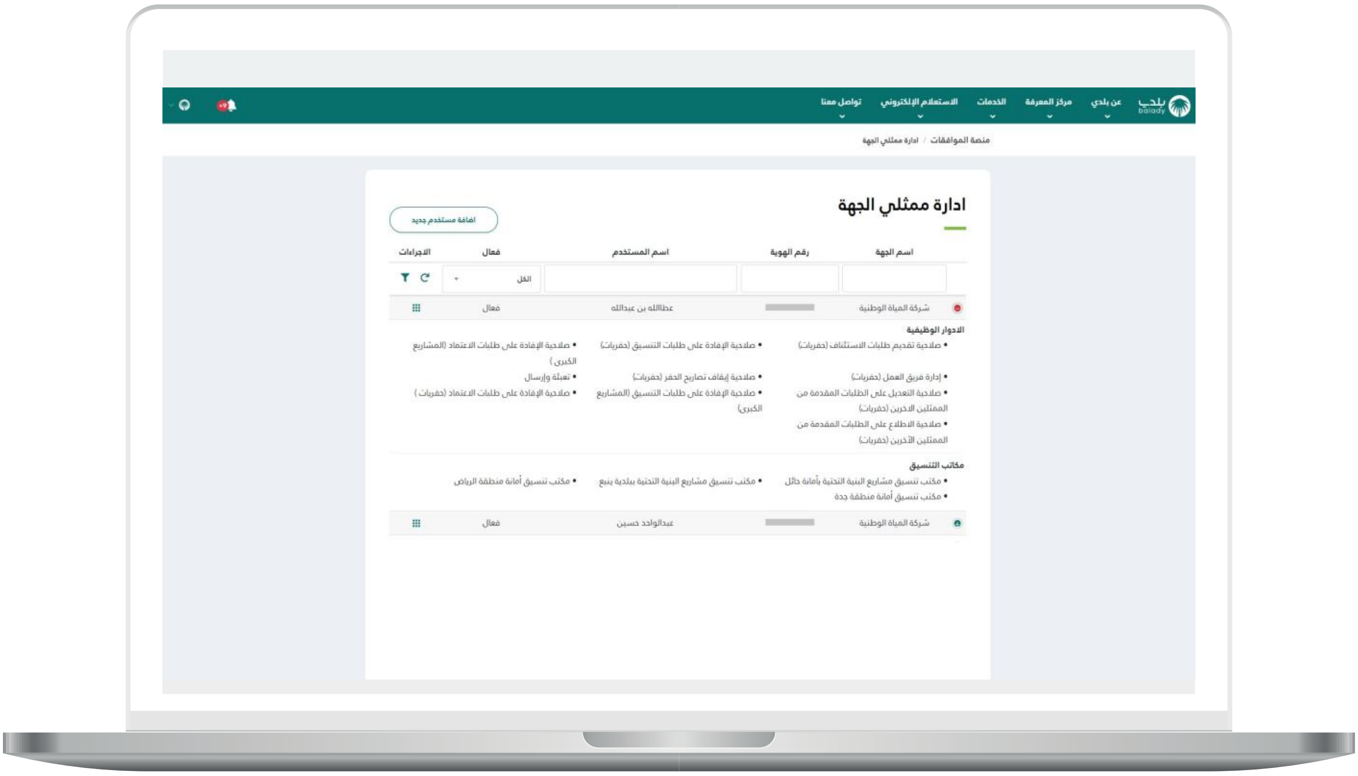
Additionally, permissions in the (**Coordination and Approval**) section can be modified by selecting the checkbox next to the desired permission, followed by clicking (**Save**).



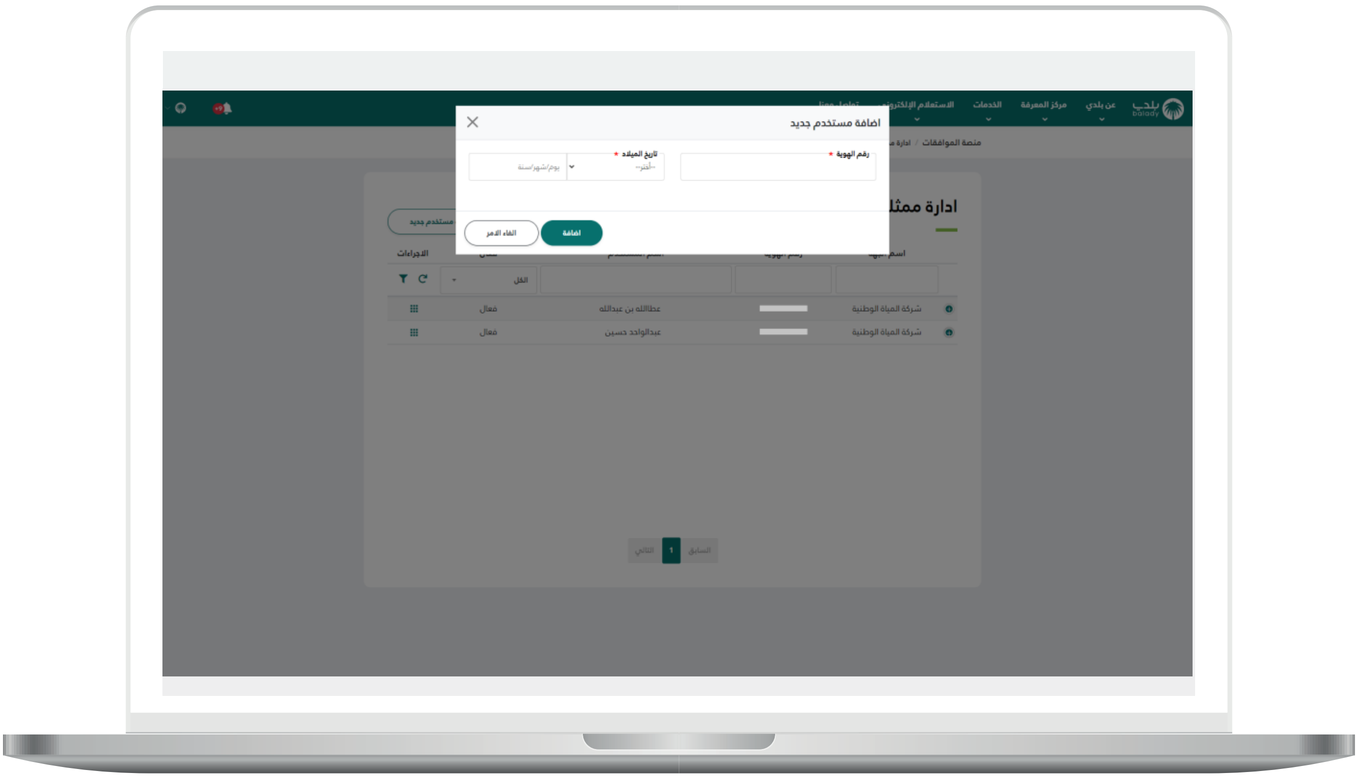
9) Clicking on (**Delete**) triggers an alert message prompting the user to click (**Yes**) to confirm the deletion of the user.



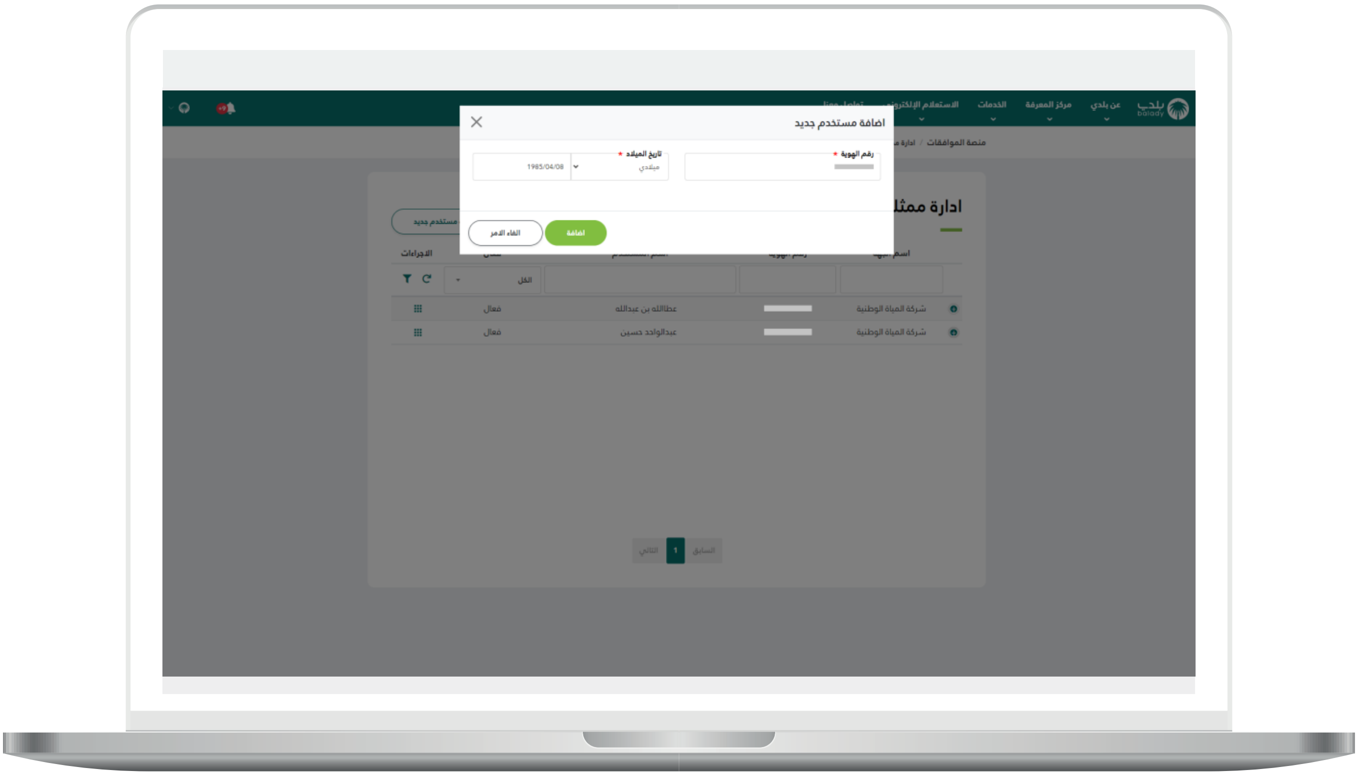
10) Clicking the green plus icon ⊕ displays details of the functional roles and coordination offices of the entity, as shown in the screenshot below.



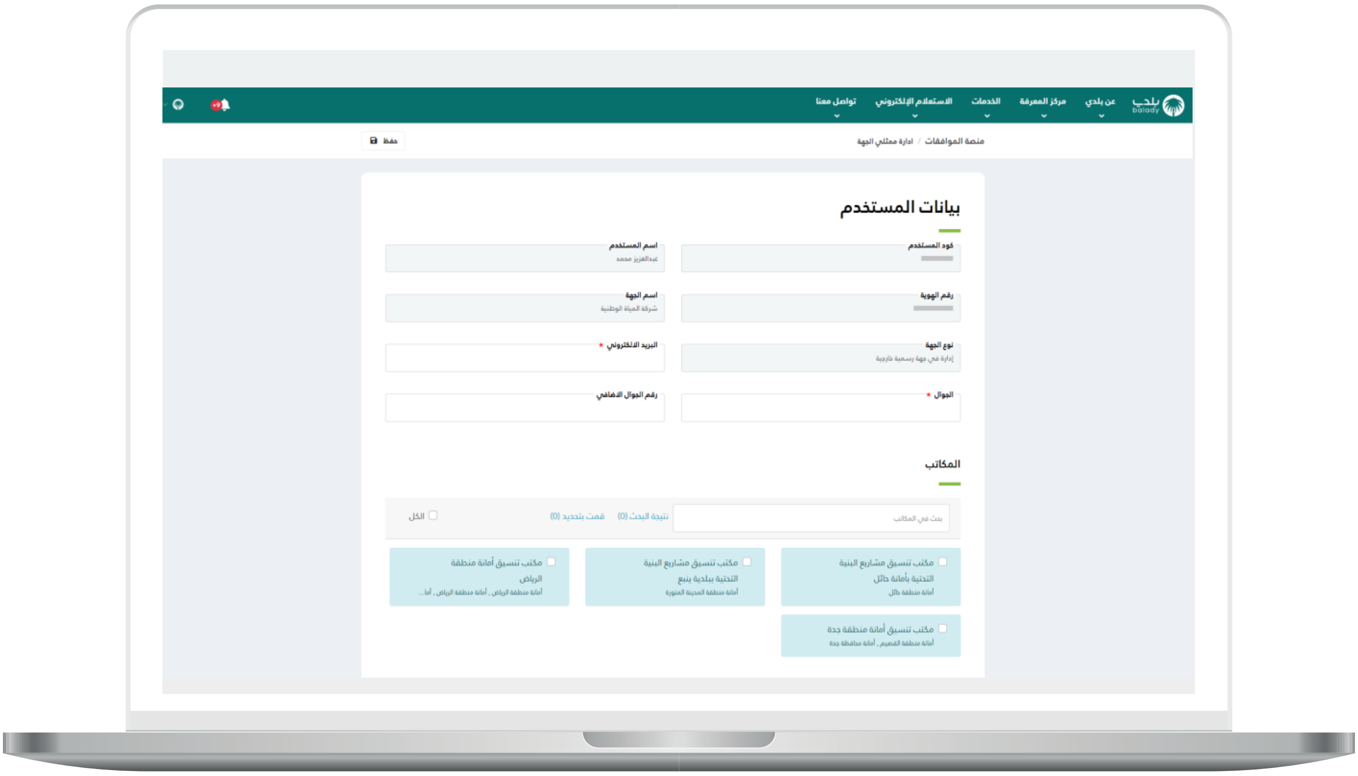
11) Clicking on (**Add New User**) opens a small pop-up window, as shown in the screenshot below, where the user must enter the following fields: (**National ID Number, Date of Birth, Day/Month/Year**).



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

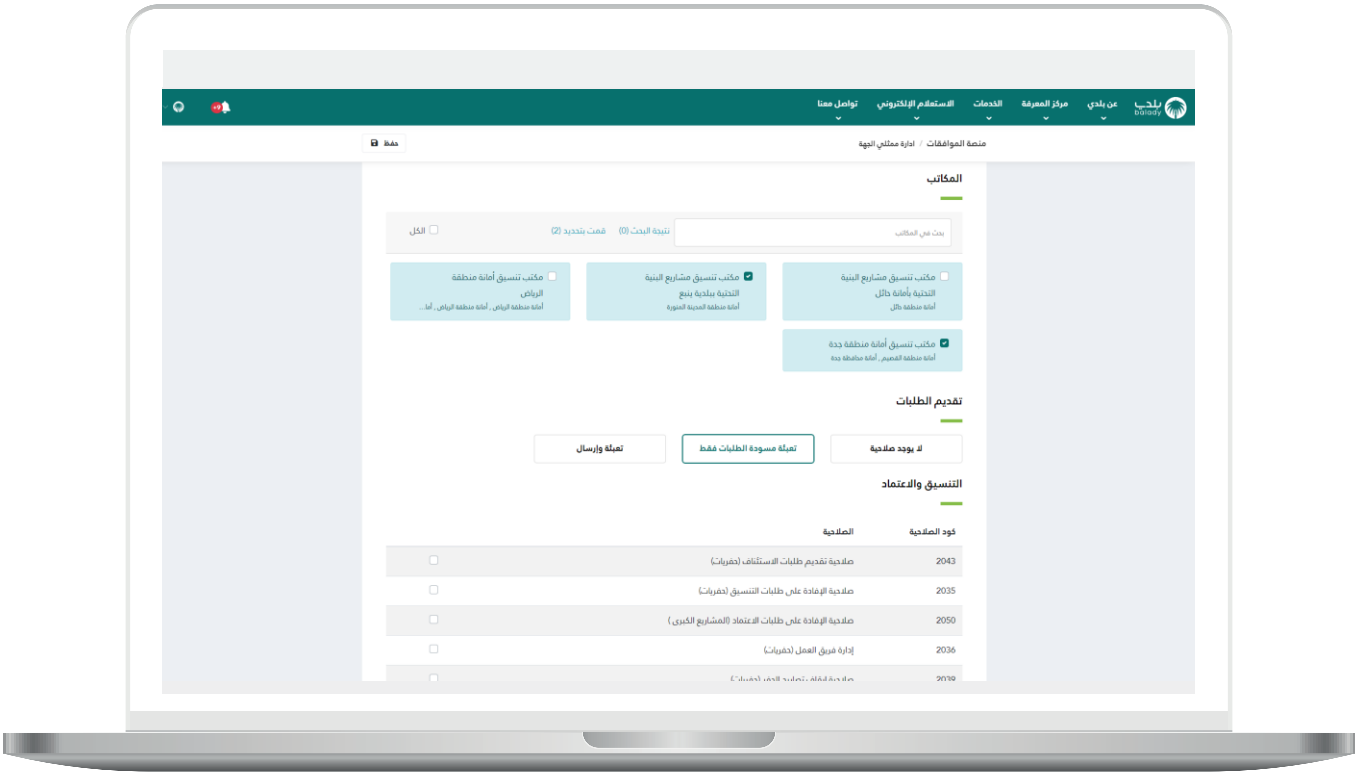


13) The system then redirects the user to the next screen to complete missing user details, including (**Email, Mobile number, Additional Mobile Number**).



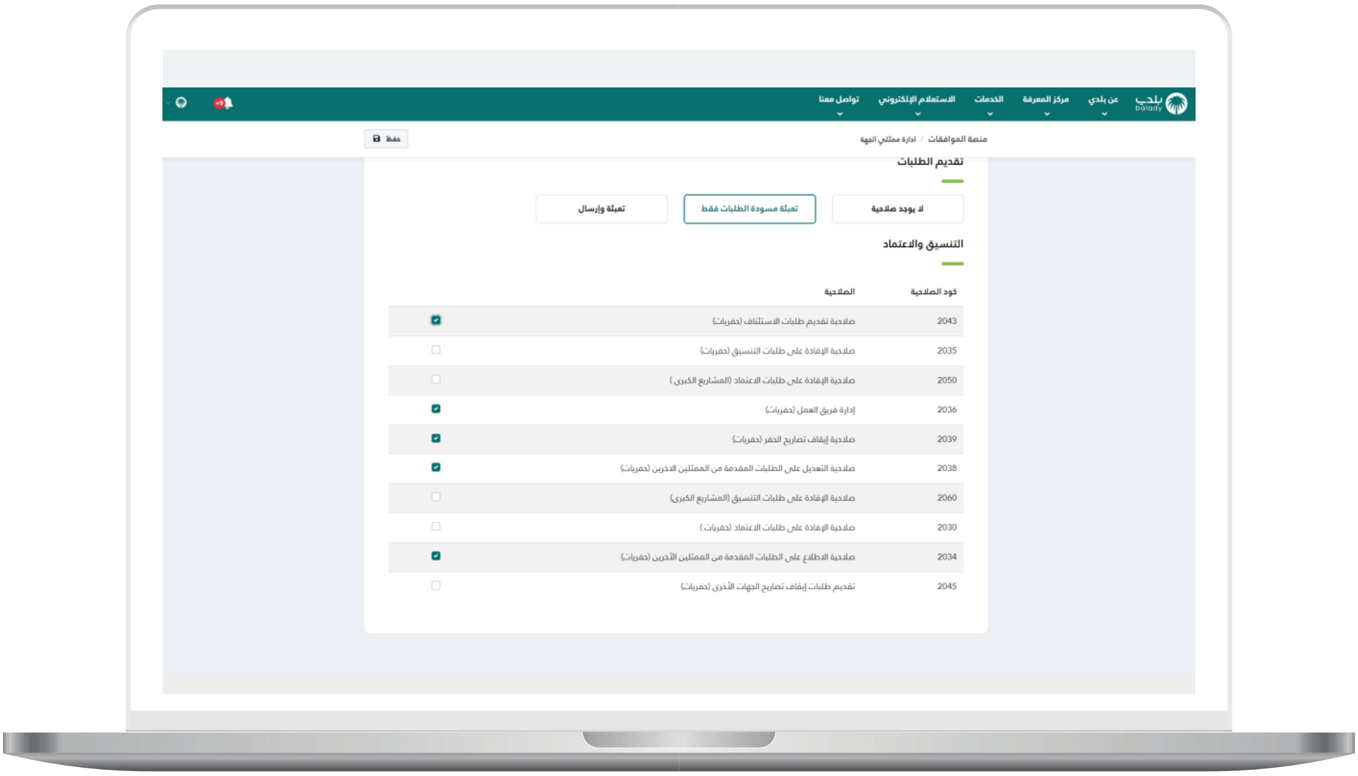
14) The coordination offices are selected using the checkbox.

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



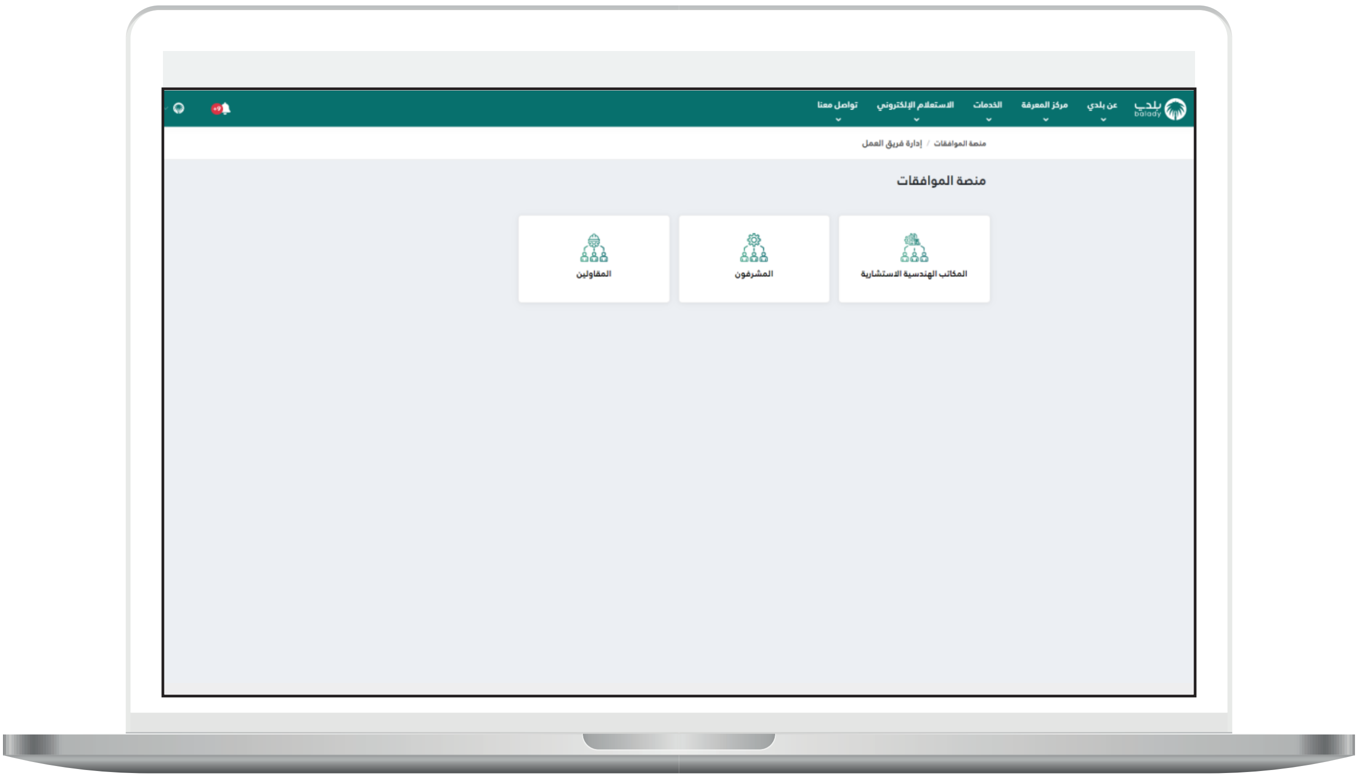
15) Permissions in the (**Coordination and Approval**) section are selected by checking the box next to the desired permission.

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



2) Managing the Work Team

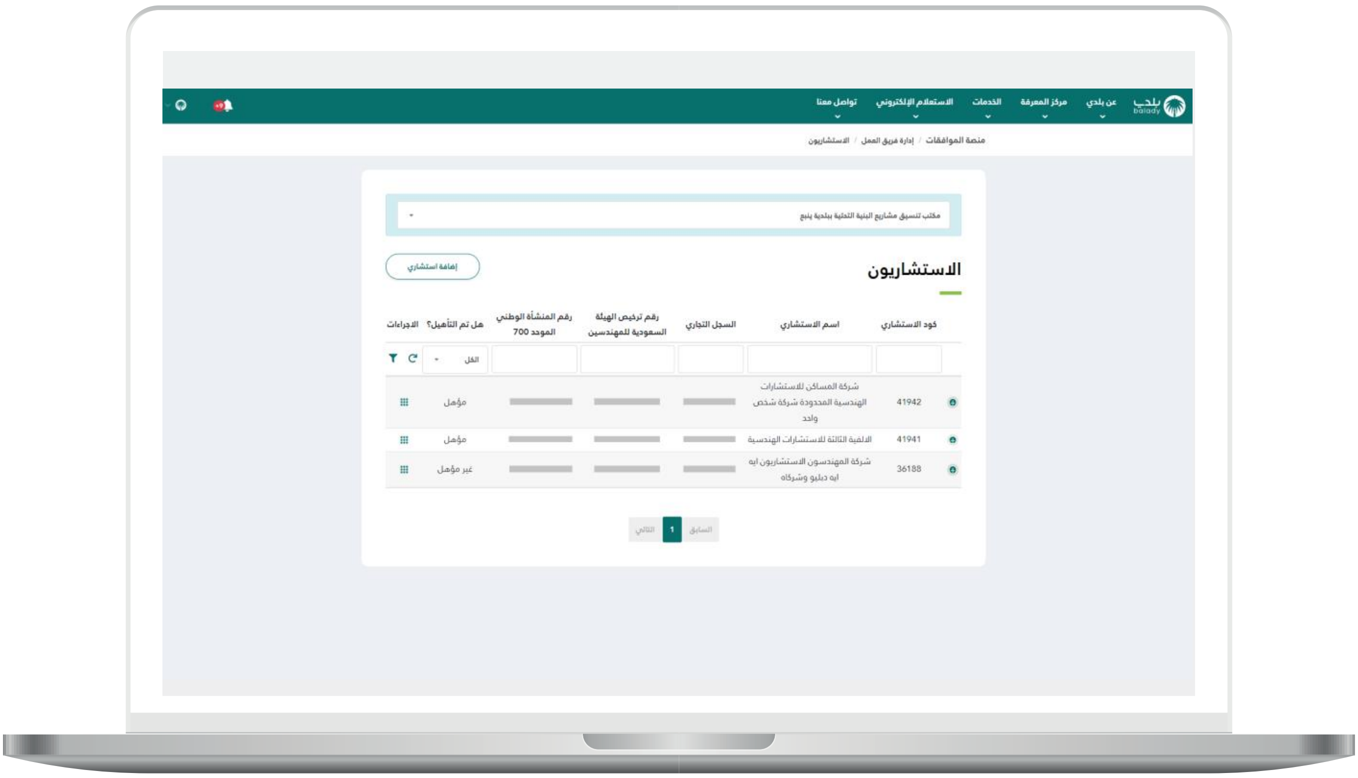
After selecting this option, the following screen appears, displaying the following icons: (**Consulting Engineering Offices**), (**Supervisors**), (**Contractors**). These will be explained in detail.



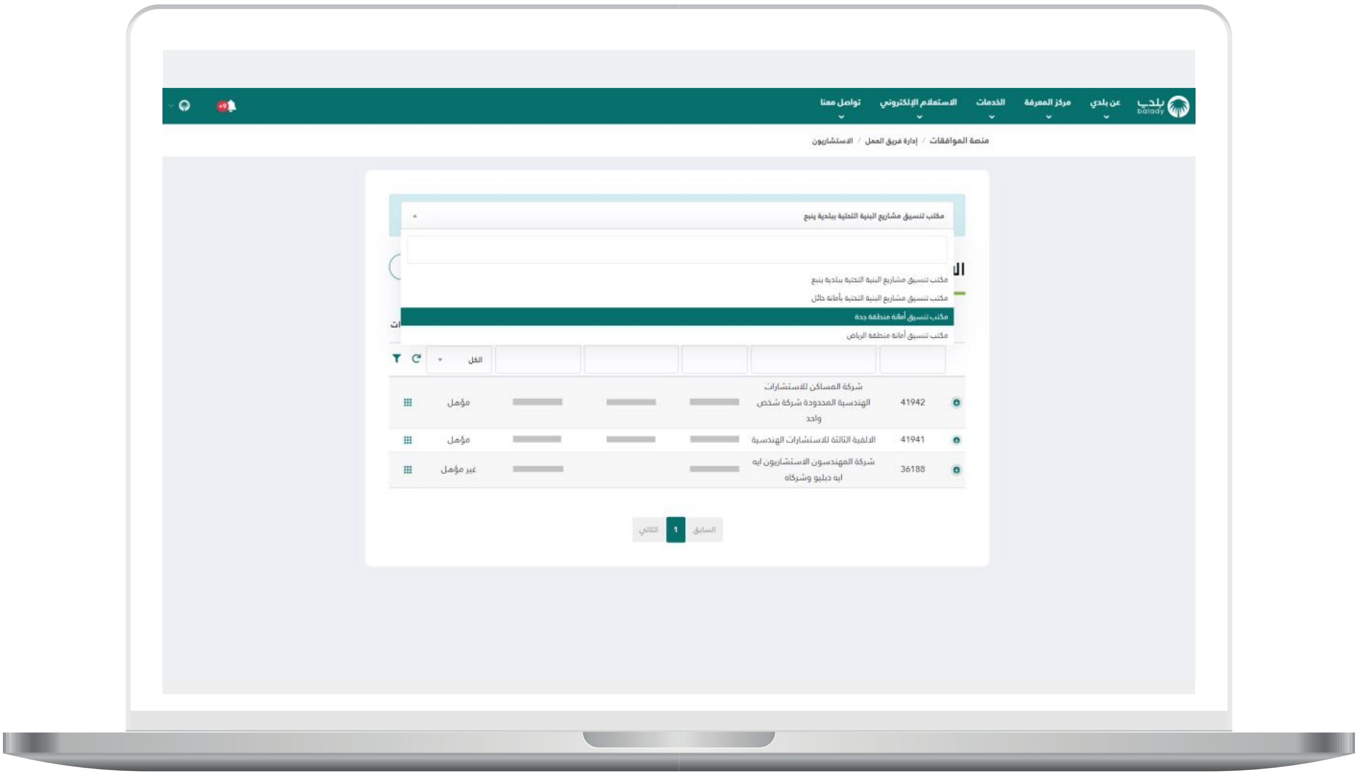
Consulting Engineering Offices

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

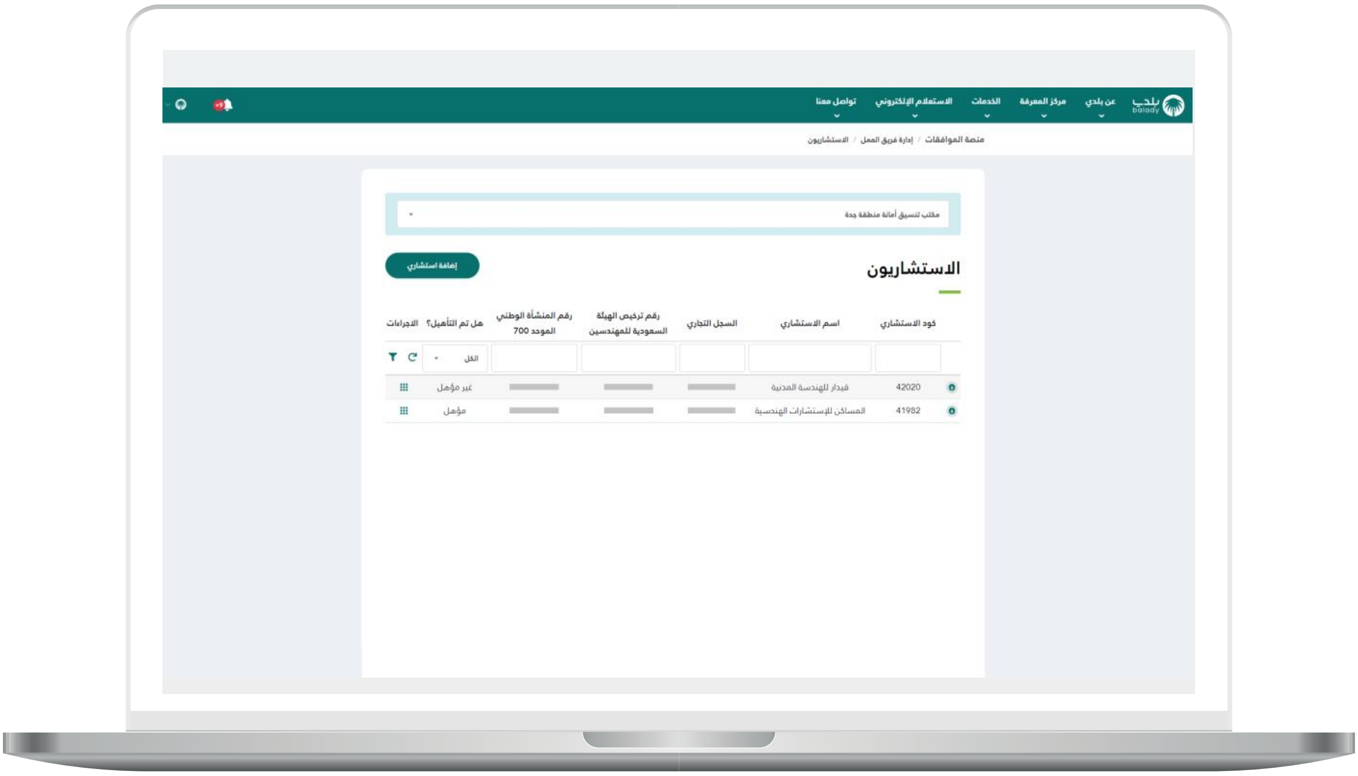
The screenshot below shows that the system displays the consultants available in (**Infrastructure Projects Coordination Office at Yanbu Municipality**).



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

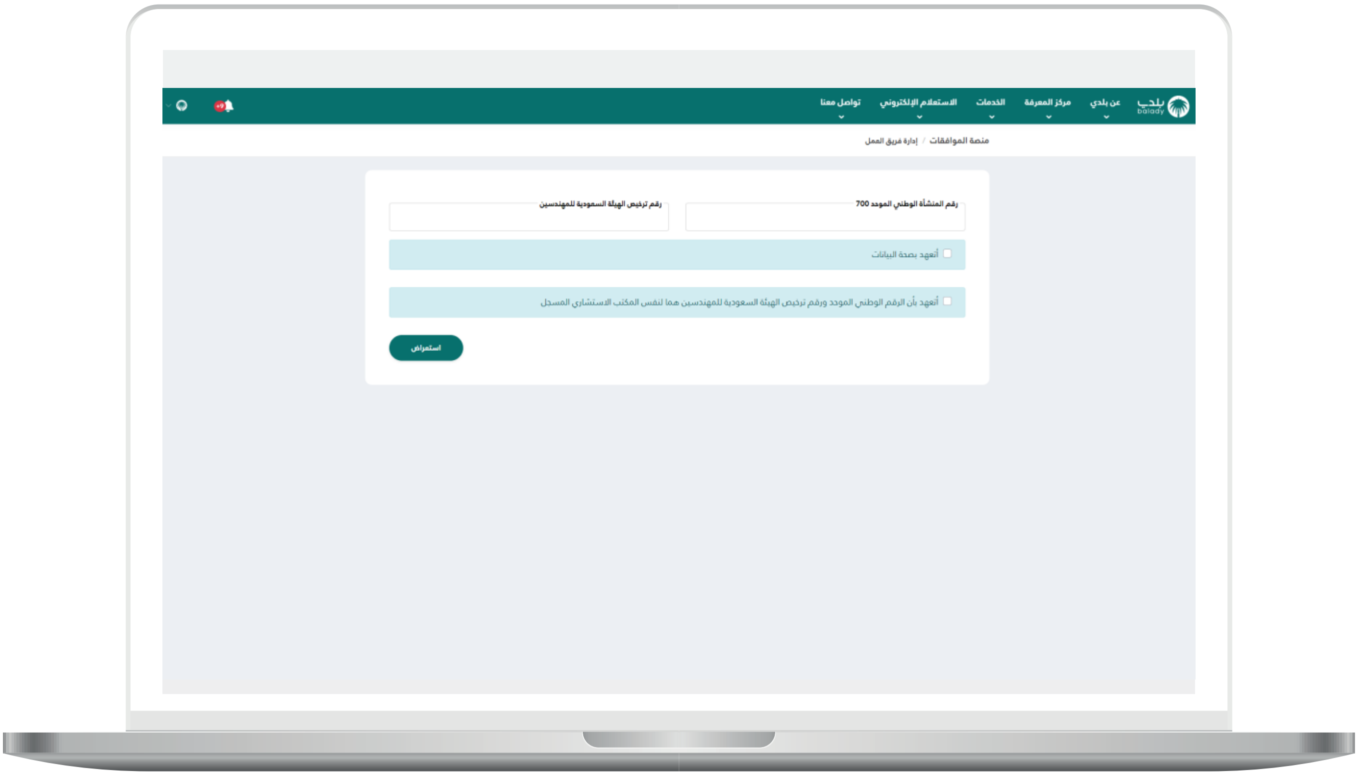


3) **(Infrastructure Projects Coordination Office at Jeddah Municipality)** was selected, displaying the consultants available in Jeddah.

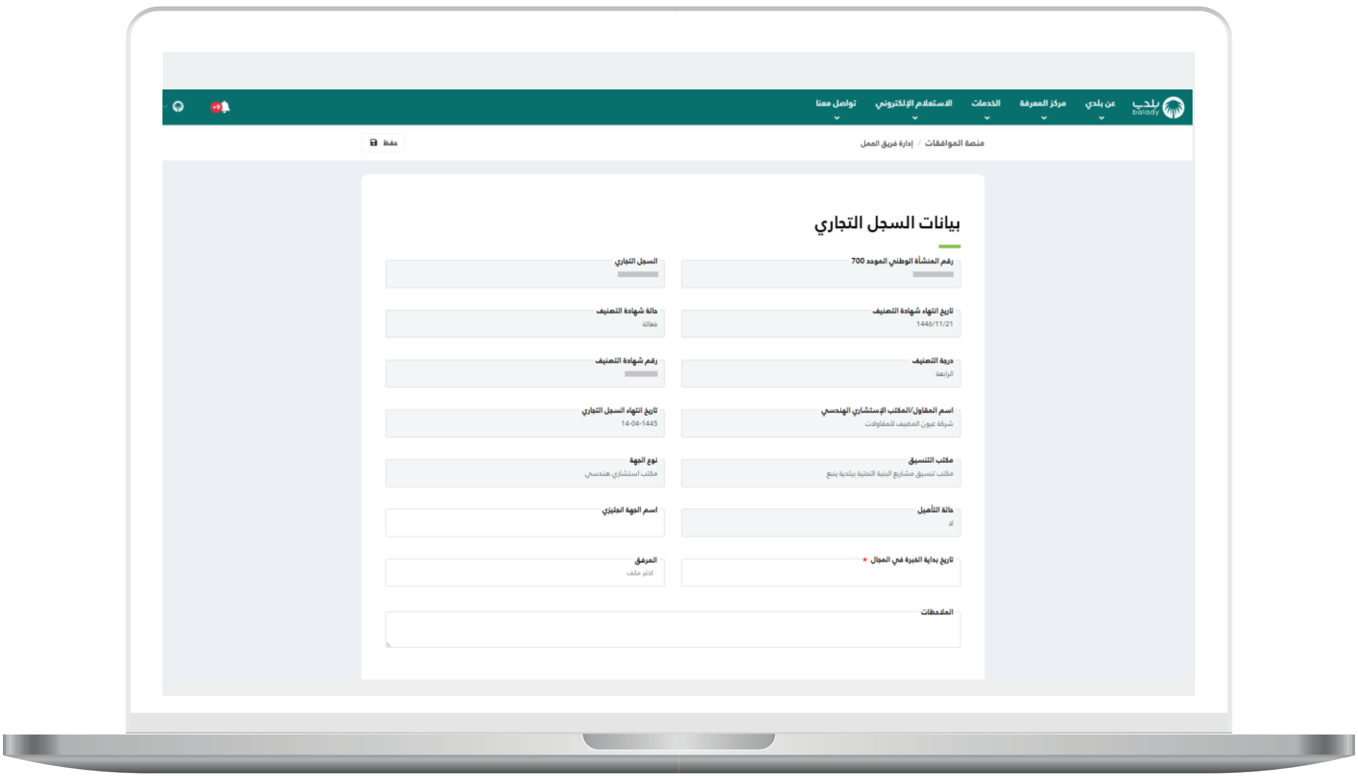


4) Clicking on the (**Add Consultant**) button opens the following screen, where the user must fill in the following fields: (**Unified National Establishment Number 700, Saudi Council of Engineers License Number**).

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

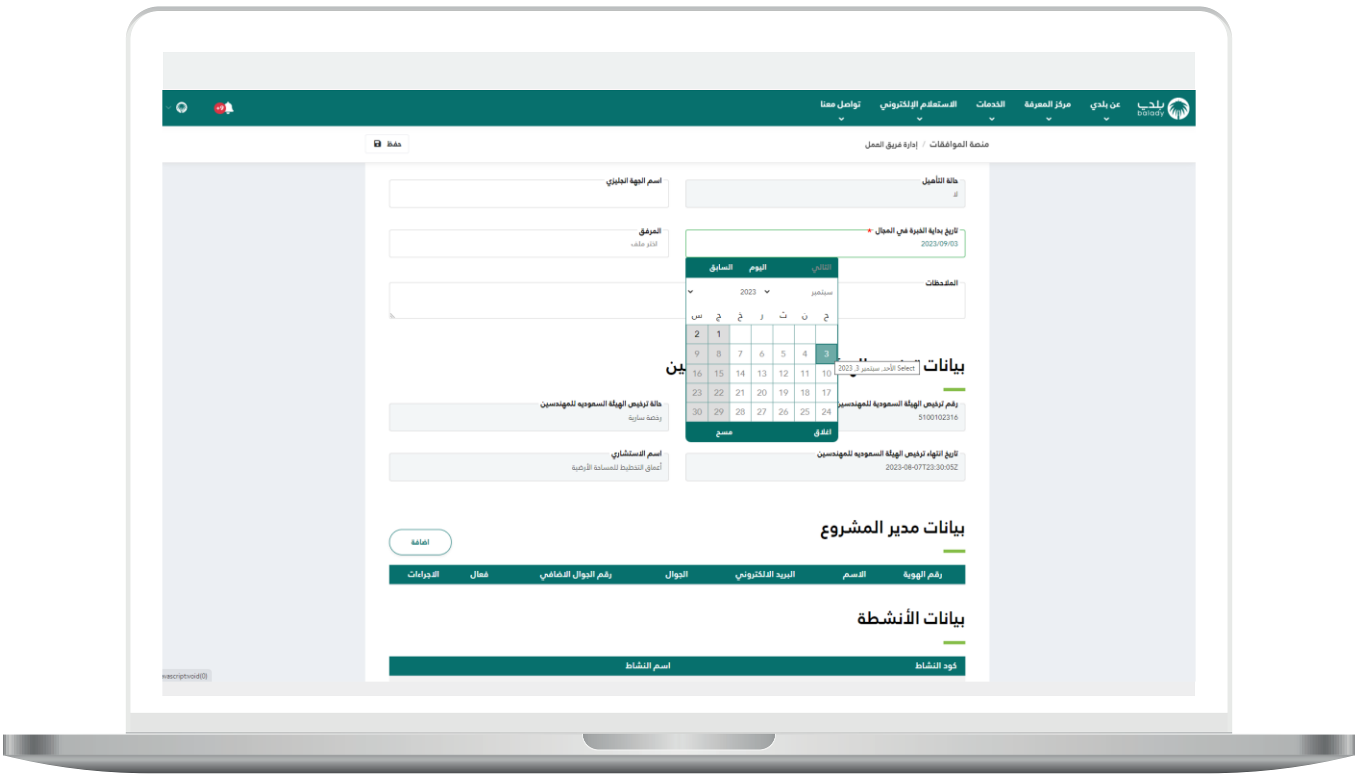


5) The system retrieves the Commercial Register details, as shown in the screenshot below. The user fills in the following fields: (**Entity Name in English, Start Date of Experience in the Field**). The user then uploads the (**Attachment**) by clicking the field and selecting the file from their device.



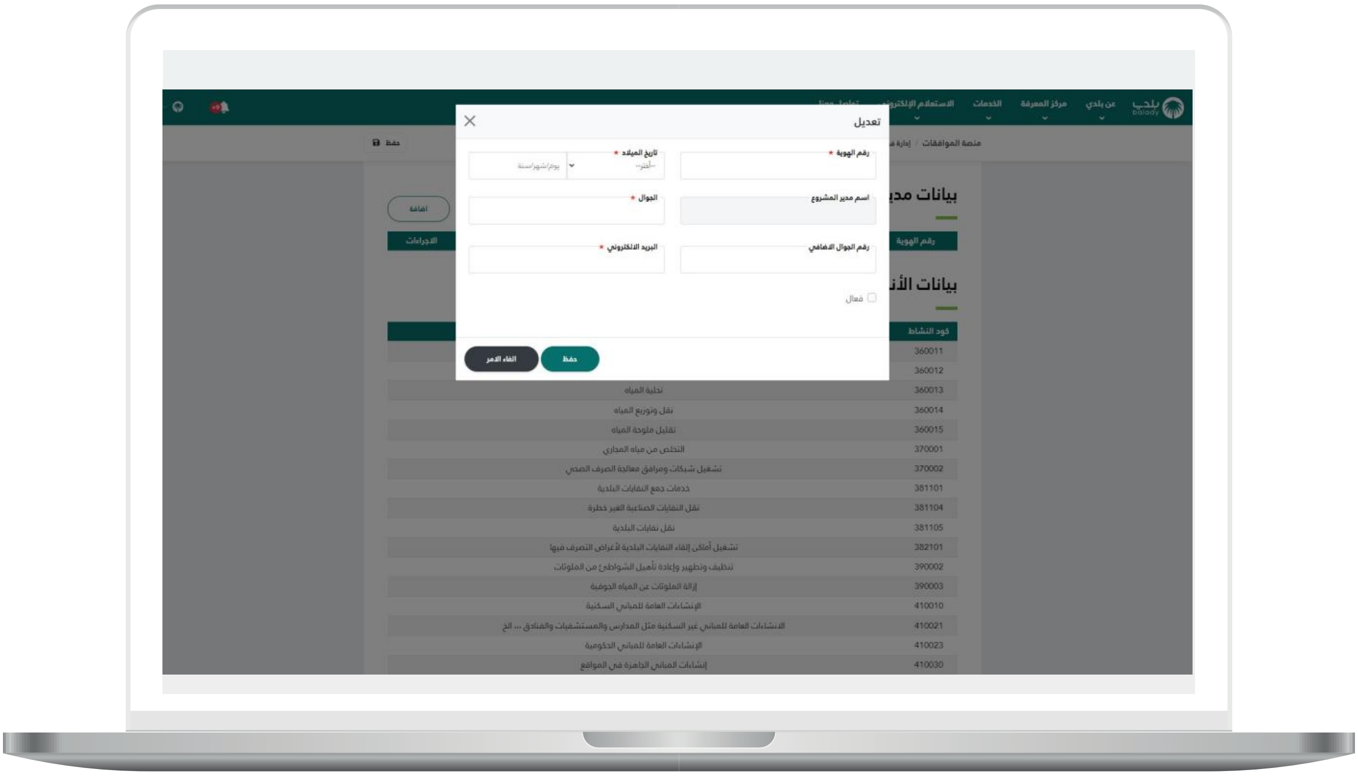
6) The screenshot below shows the selection of (**Start Date of Experience in the Field**) from the electronic calendar.

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

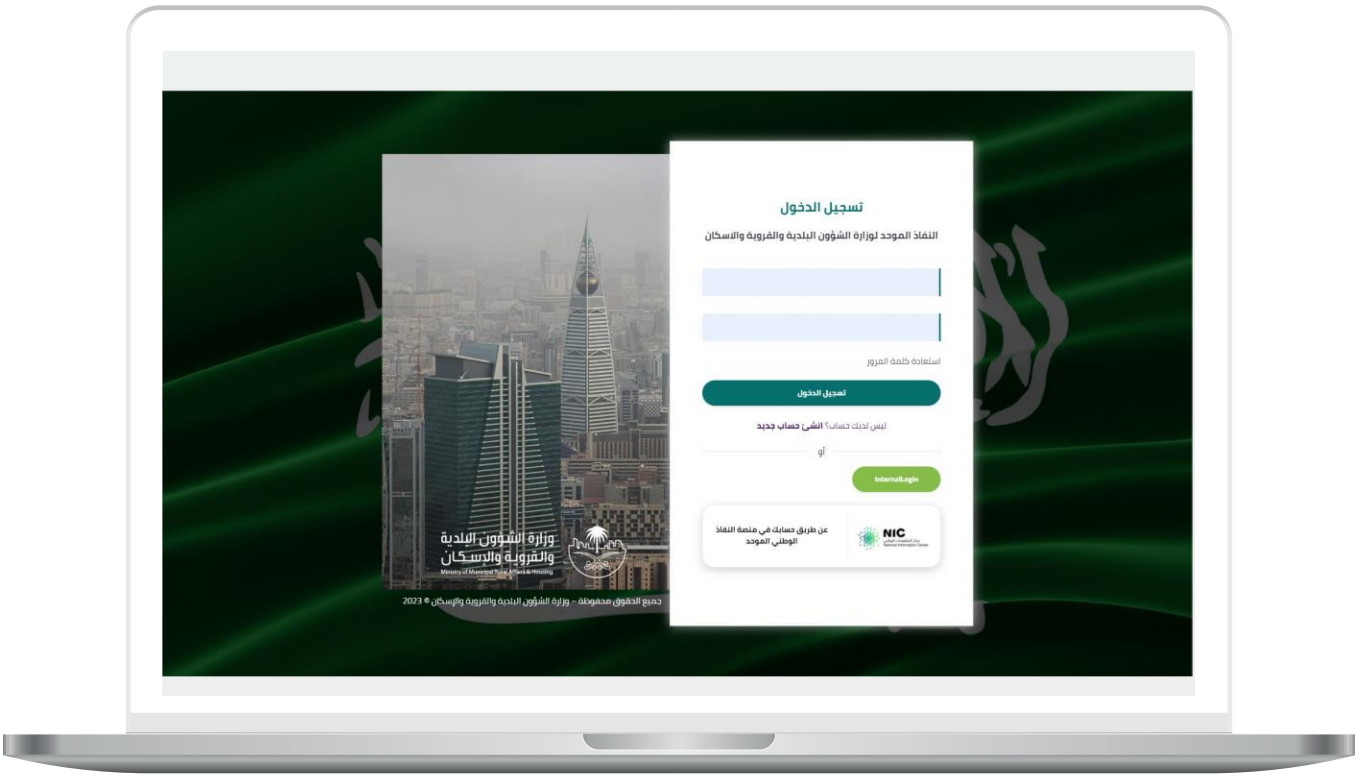


7) A small pop-up window appears, allowing the user to fill in the project manager's details.

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



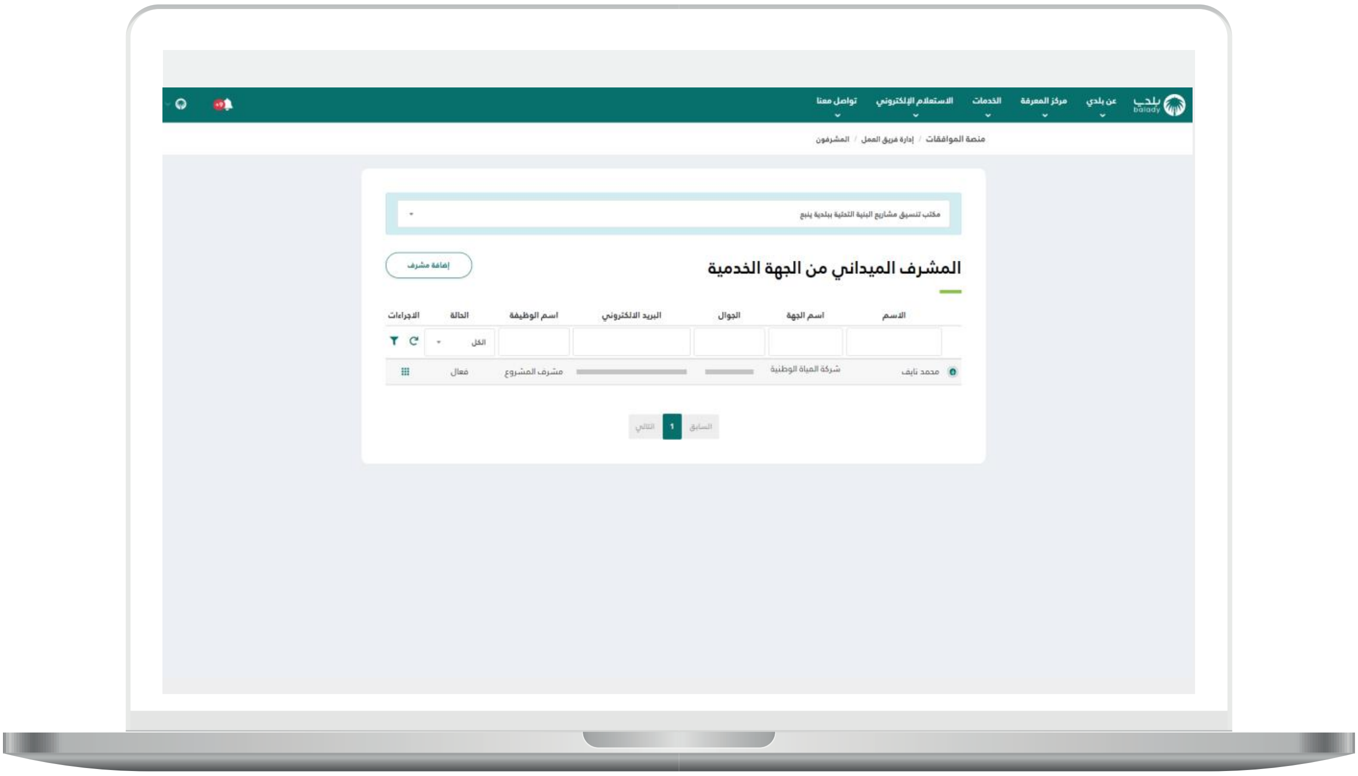
8) The project manager is then added to the table. The user clicks (**Save**) at the top left of the screen.



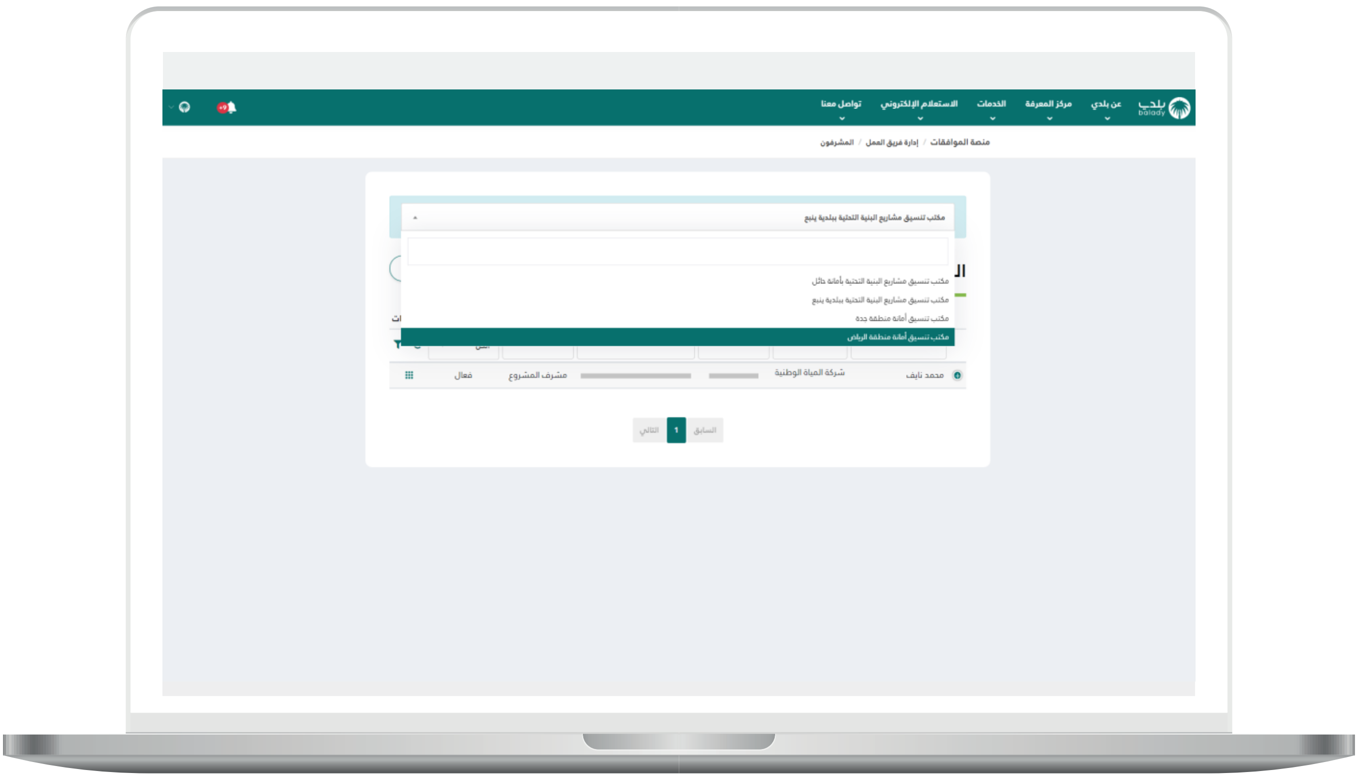
Supervisors

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

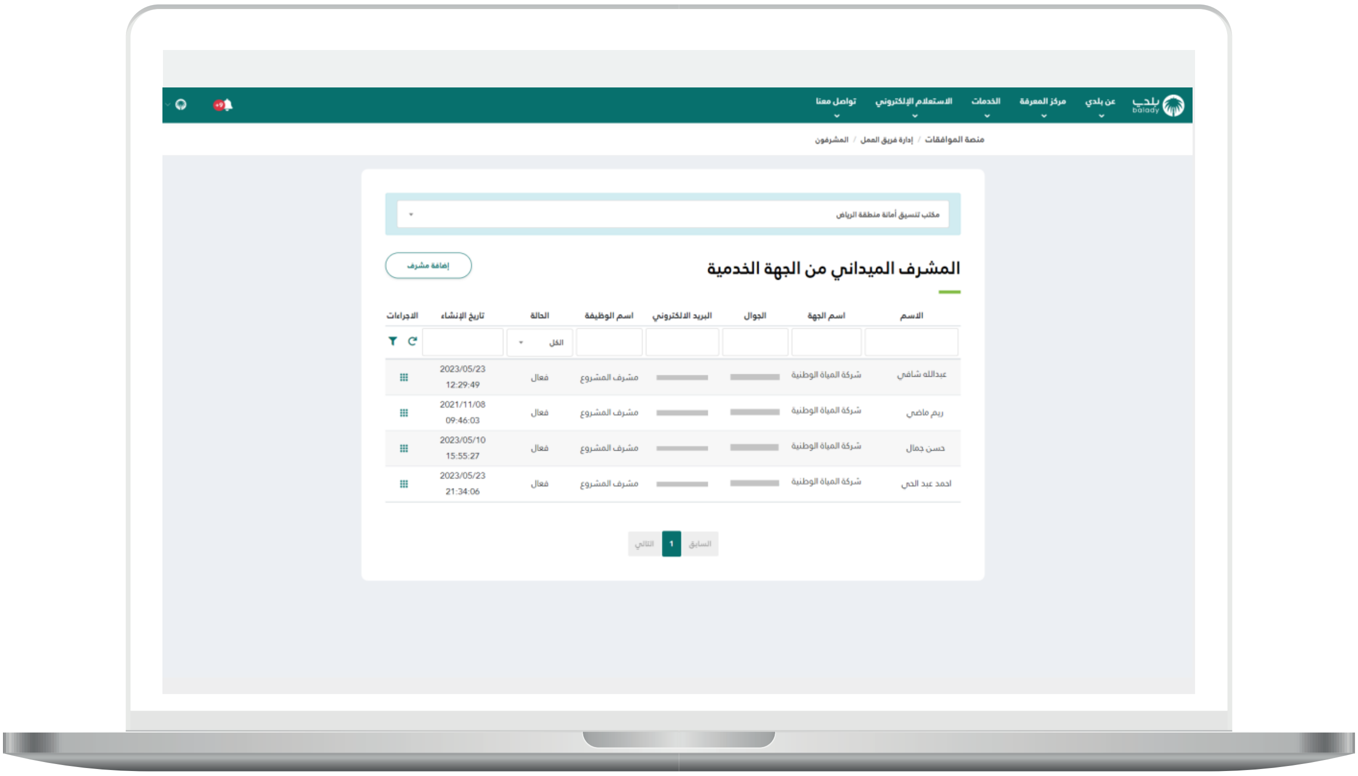
The screenshot below shows that the system displays the supervisors available in (**Infrastructure Projects Coordination Office at Yanbu Municipality**).



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

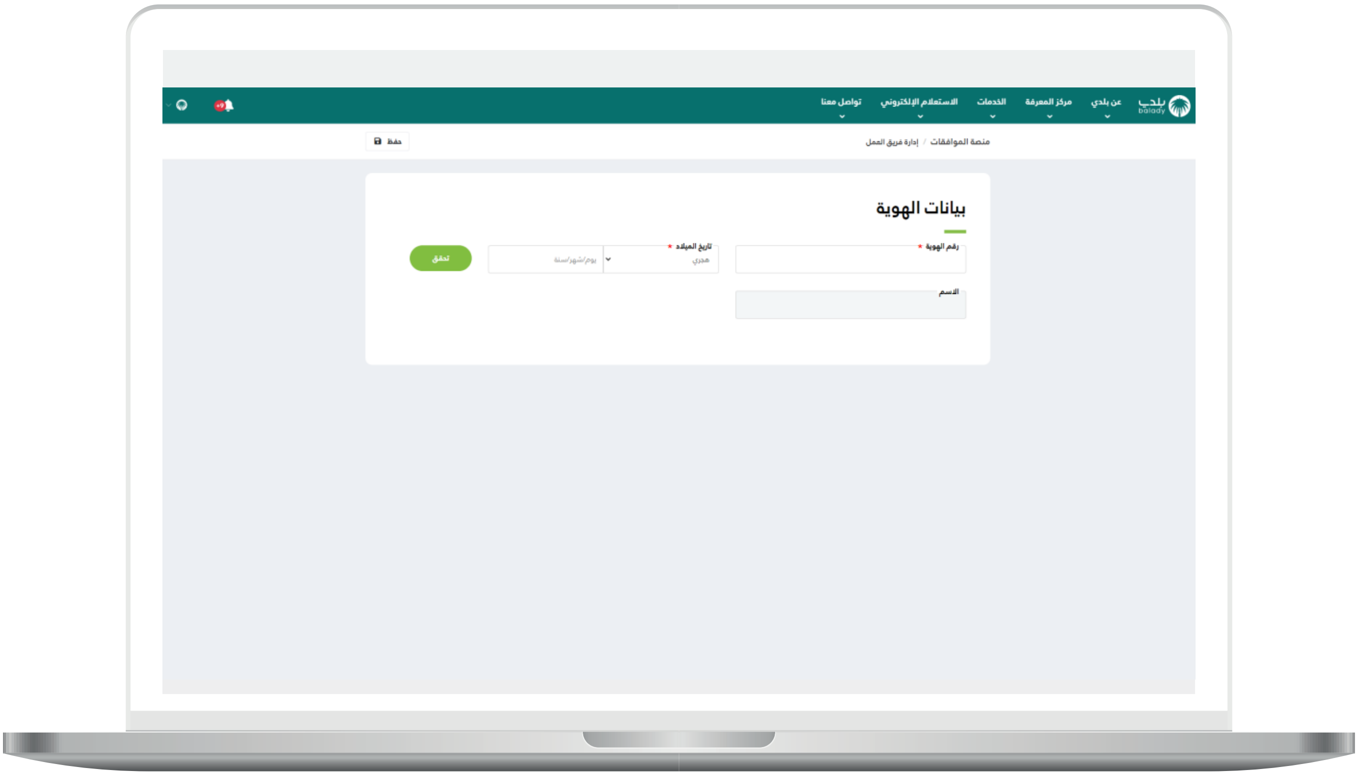


3) (**Infrastructure Projects Coordination Office at Riyadh Municipality**) was selected, displaying the supervisors available in Riyadh.



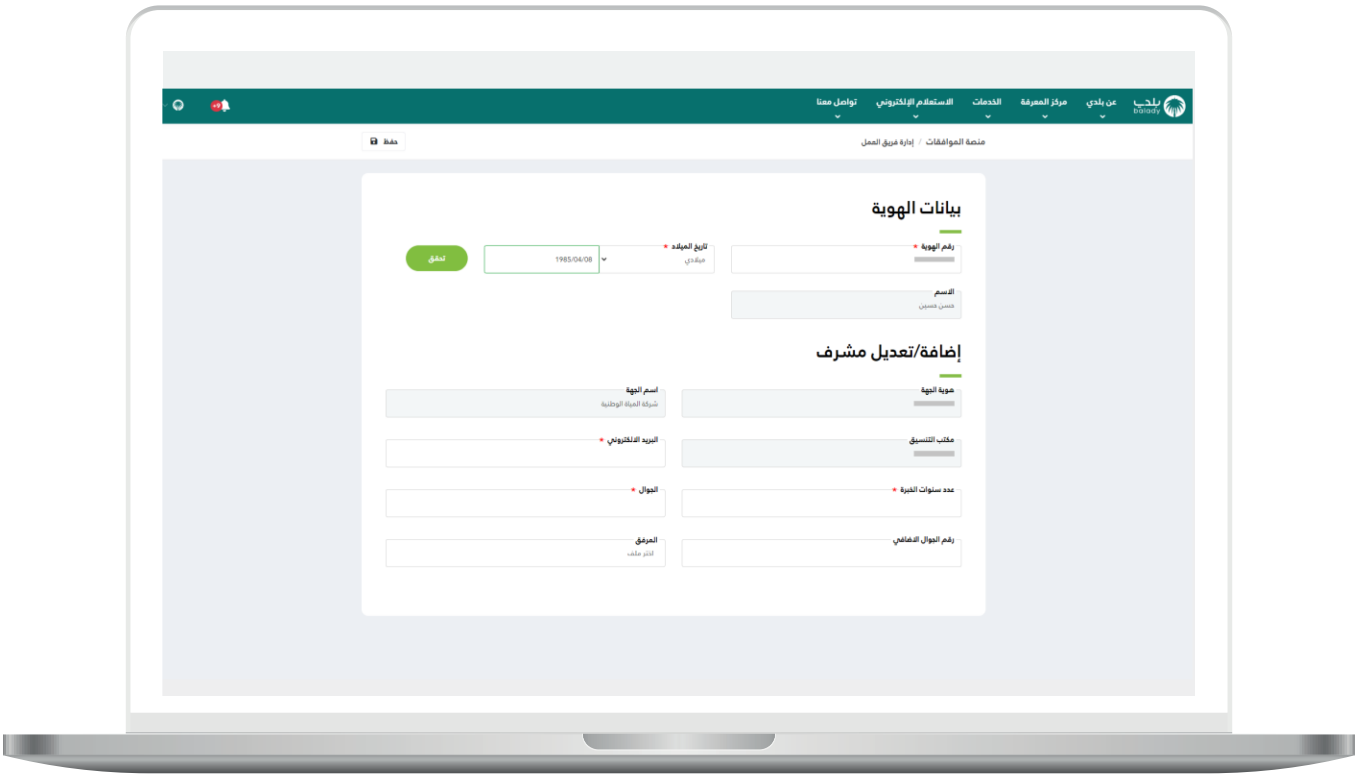
4) Clicking on the (**Add Supervisor**) button opens the following screen, where the user must fill in the following fields: (**National ID Number), (Date of Birth - Day/Month/Year**).

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

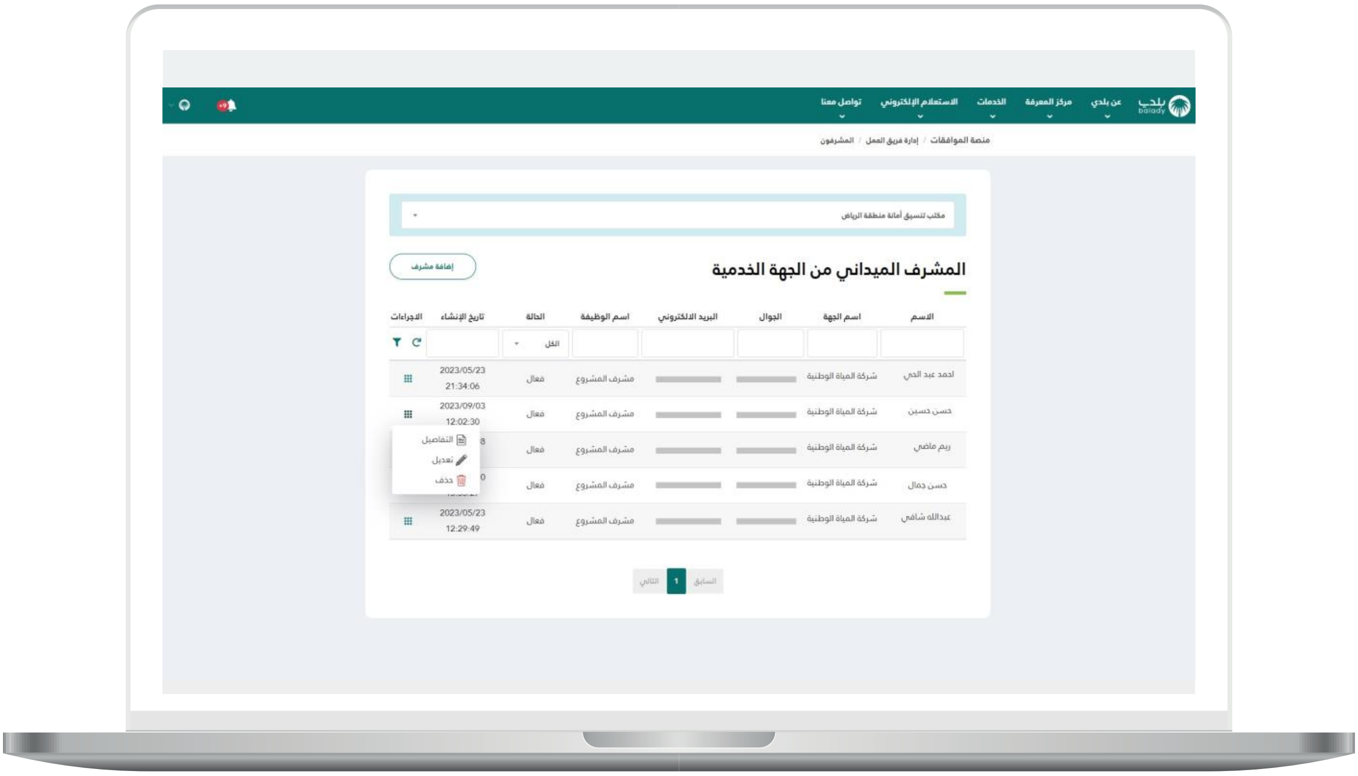


5) The system retrieves the supervisor’s details, as shown in the screenshot below. The user fills in the following fields: (**Email**), (**Years of Experience**), (**Mobile number**), (**Additional Mobile Number**).

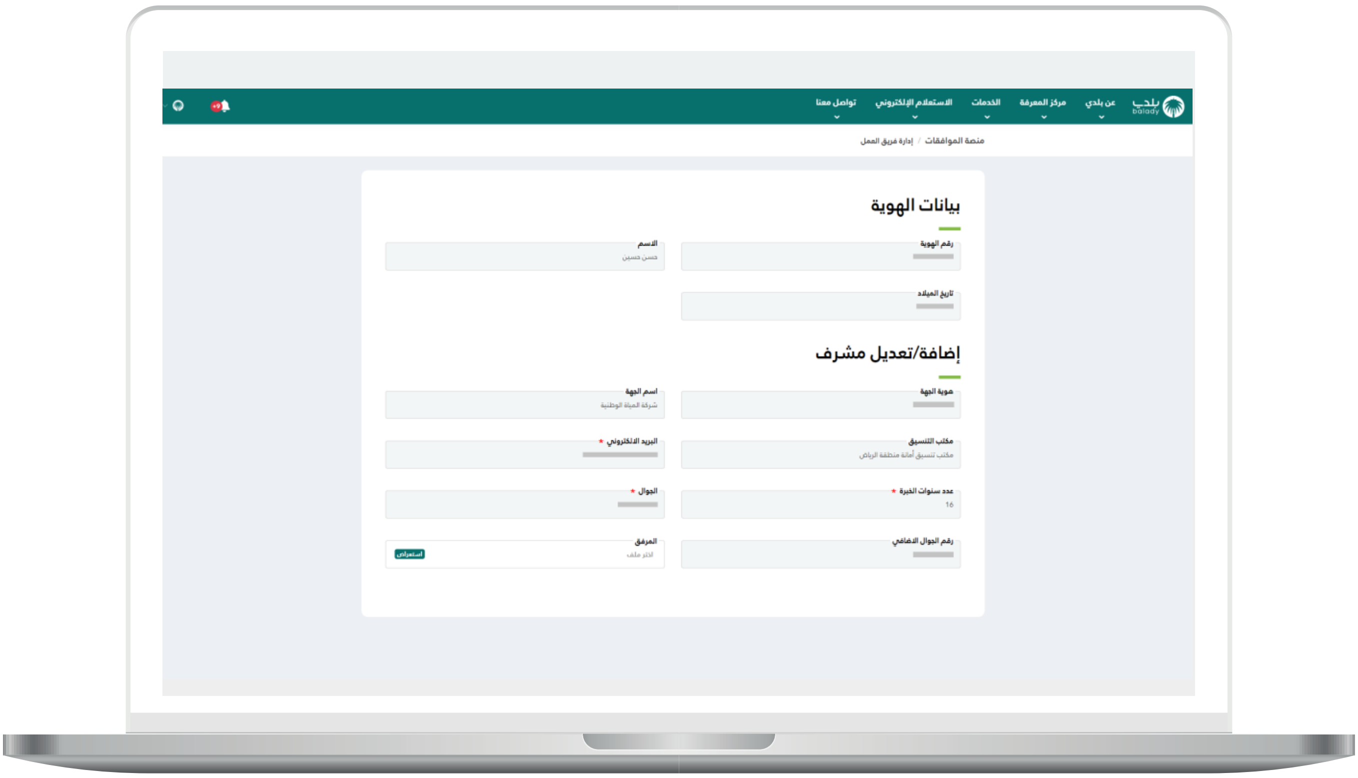
The user then clicks (**Save**).



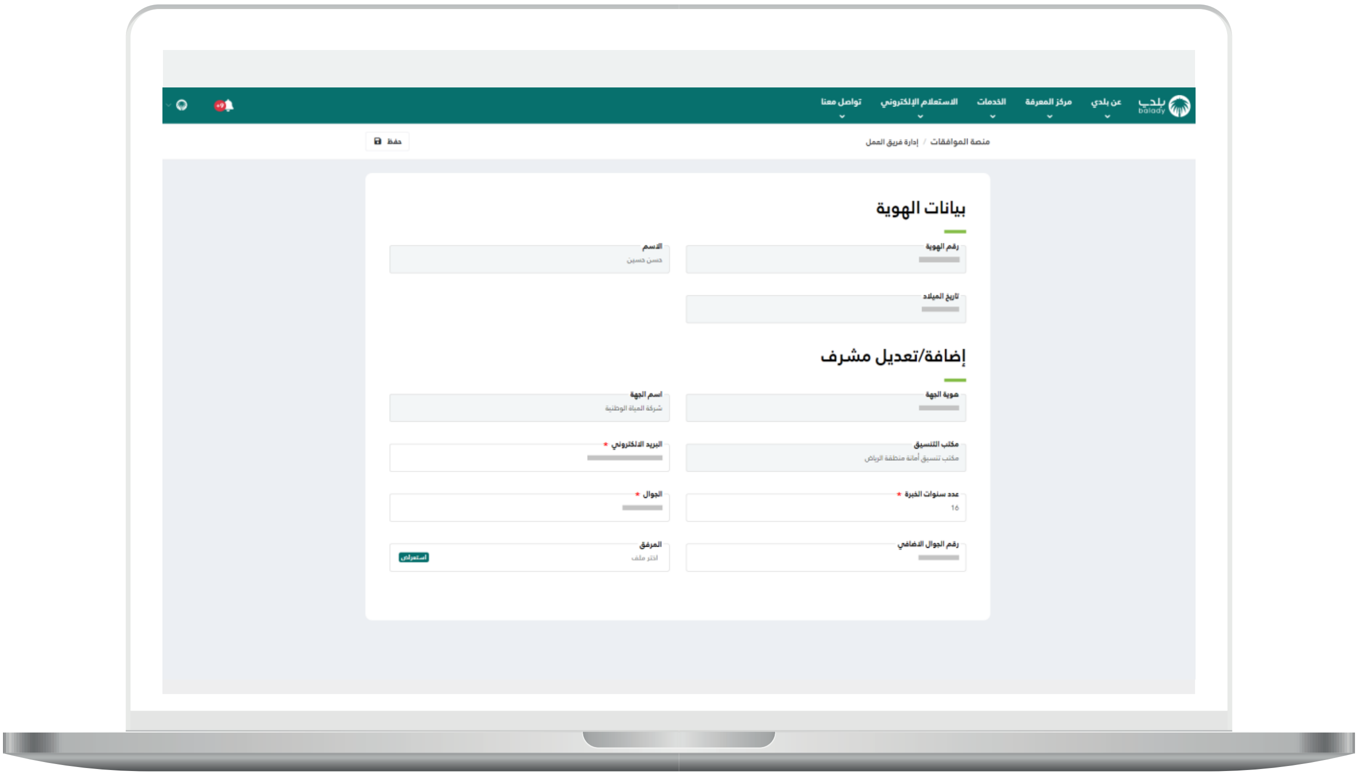
6) After adding the supervisor, the following actions can be performed: (**View Details, Edit, Delete**).



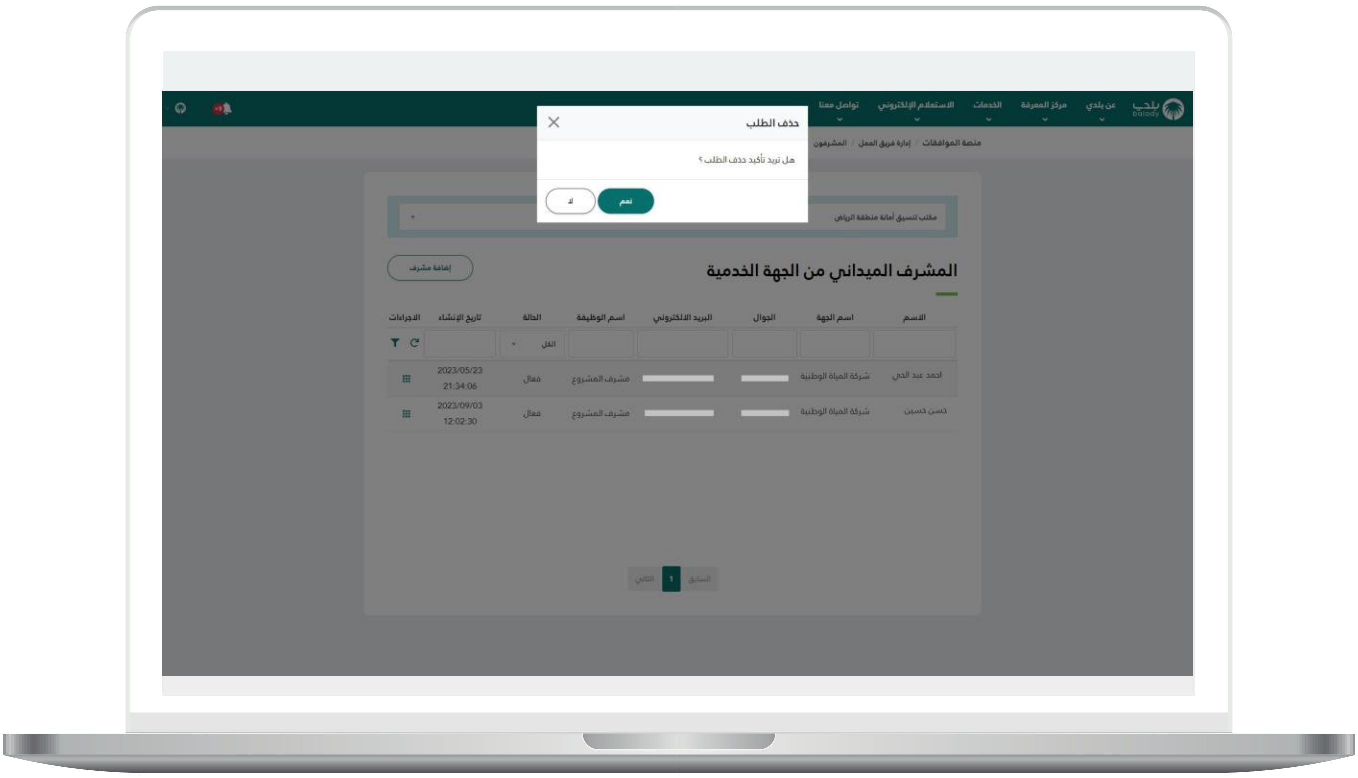
7) Clicking on (**Details**) displays the supervisor's details without the option to edit.



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



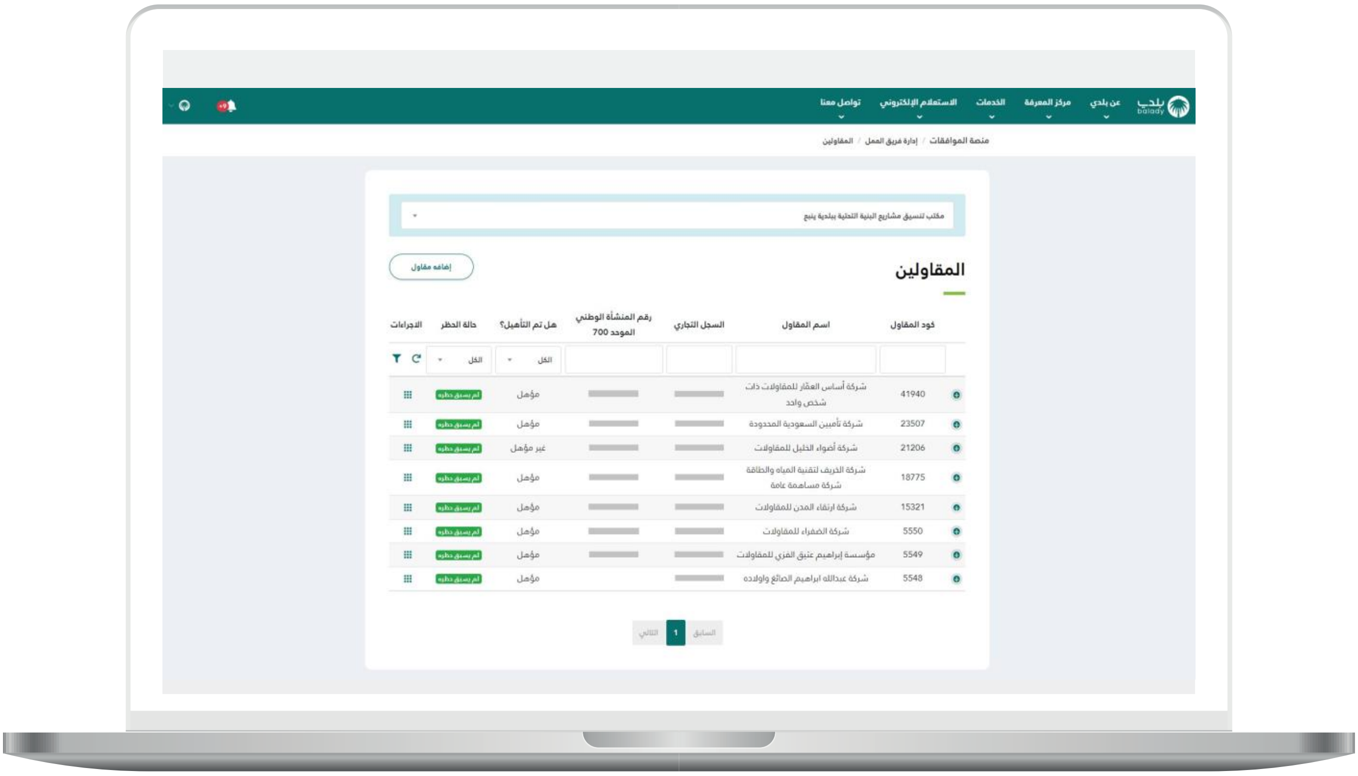
9) Clicking on (**Delete**) triggers an alert message, as shown in the screenshot below, prompting the user to click (**Yes**) to confirm the deletion.



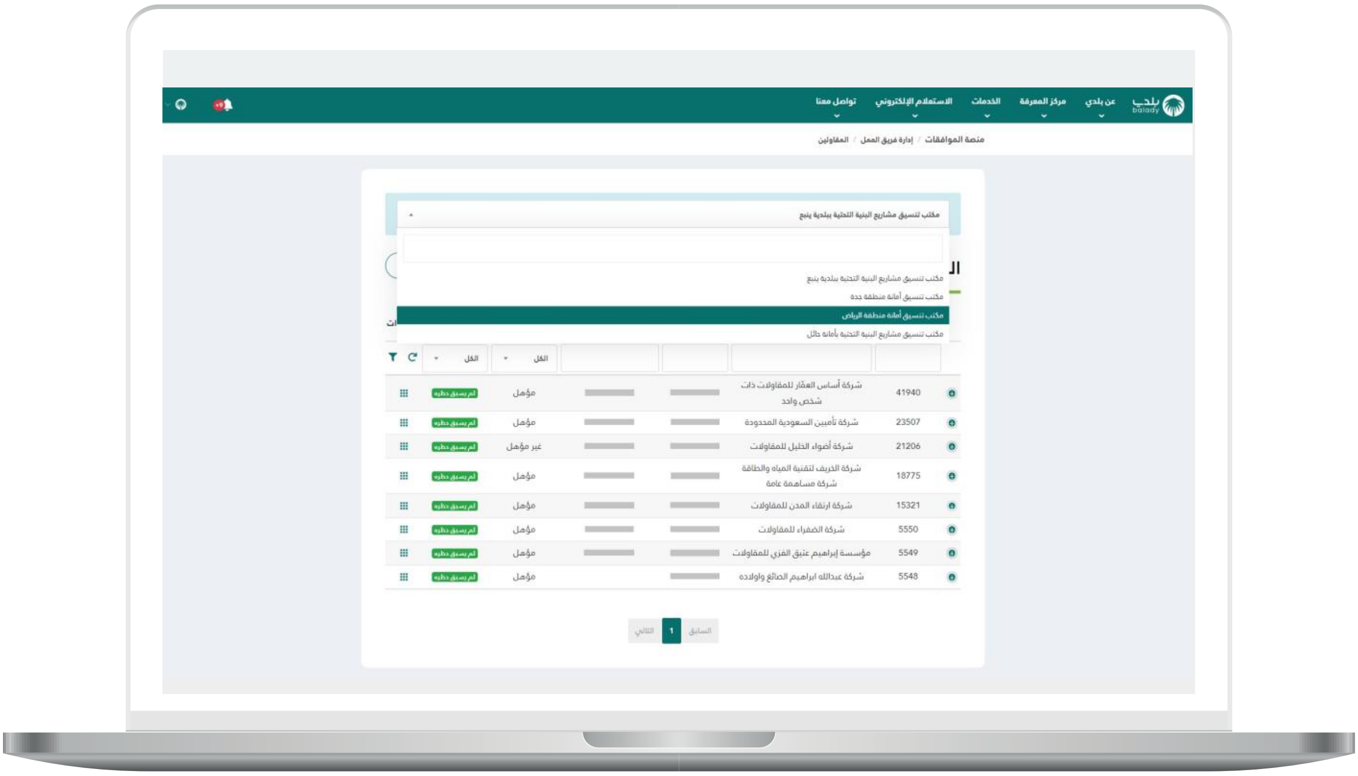
Contractors

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

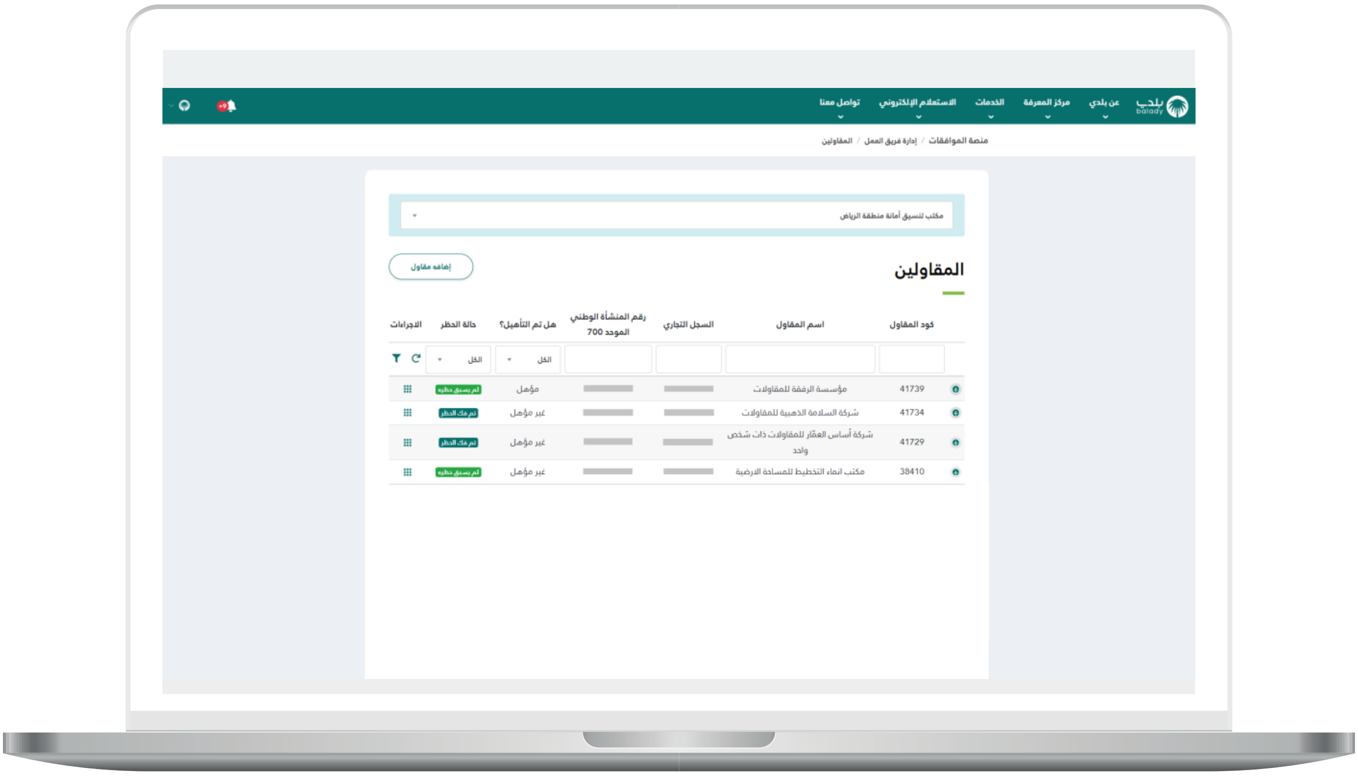
The screenshot below shows that the system displays the contractors available in (**Infrastructure Projects Coordination Office at Yanbu Municipality**).



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

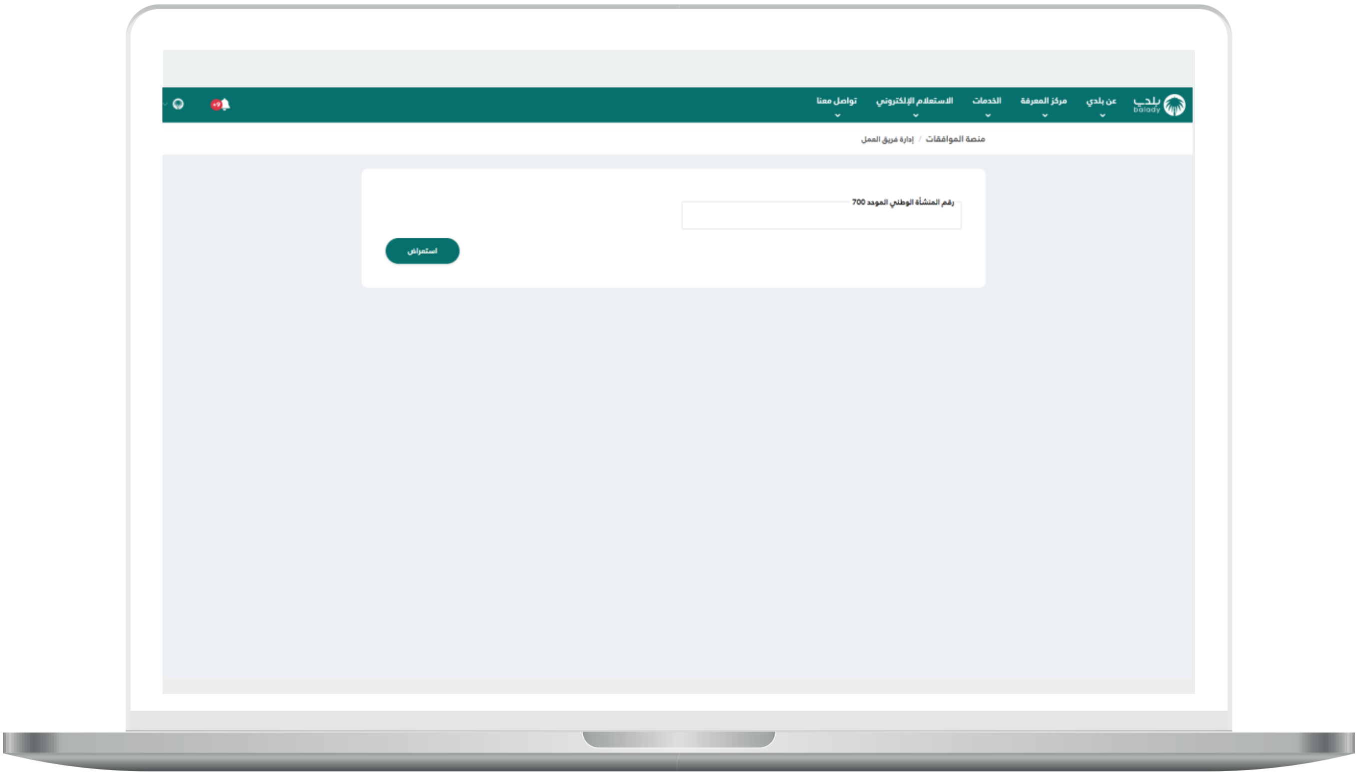


3) (**Infrastructure Projects Coordination Office at Riyadh Municipality**) was selected, displaying the contractors available in Riyadh.

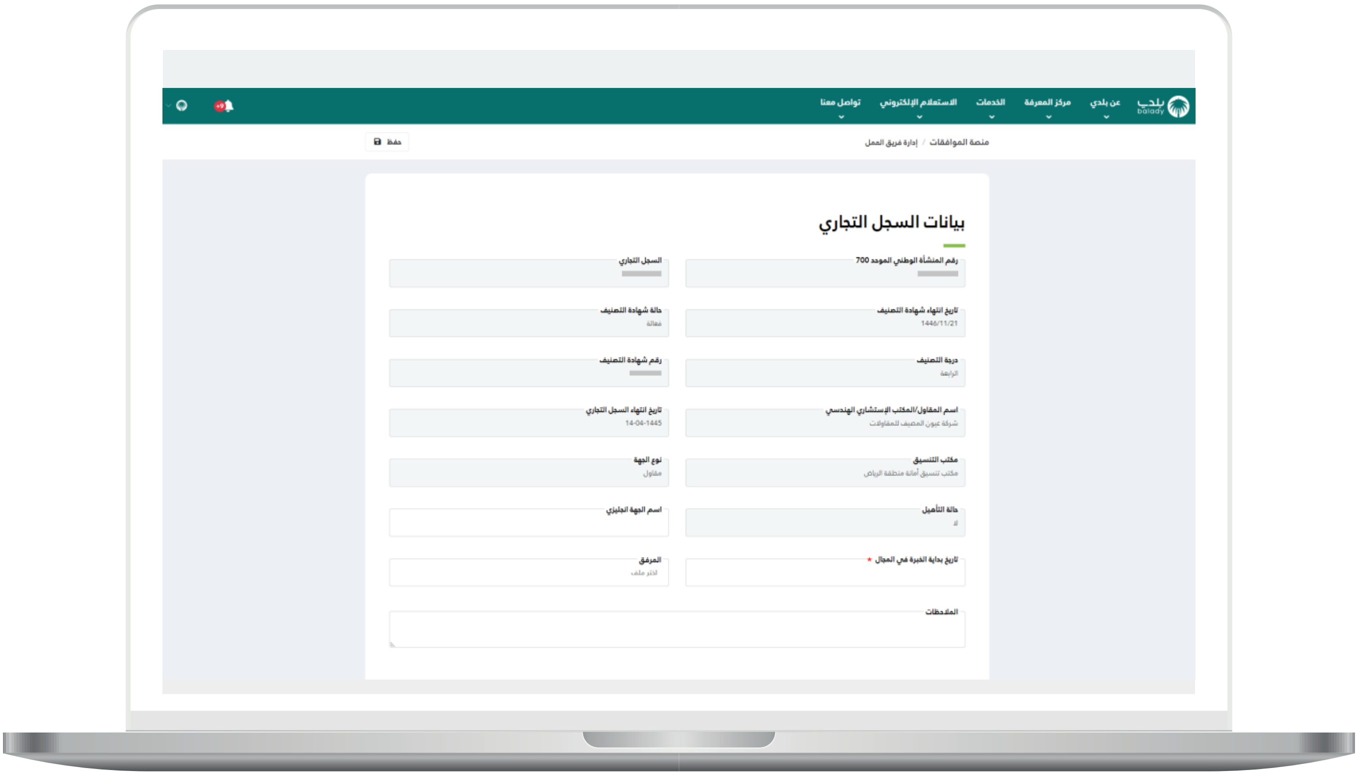


4) Clicking on the (**Add Contractor**) button opens the following screen, where the user must enter the following field: (**Unified National Establishment Number 700**).

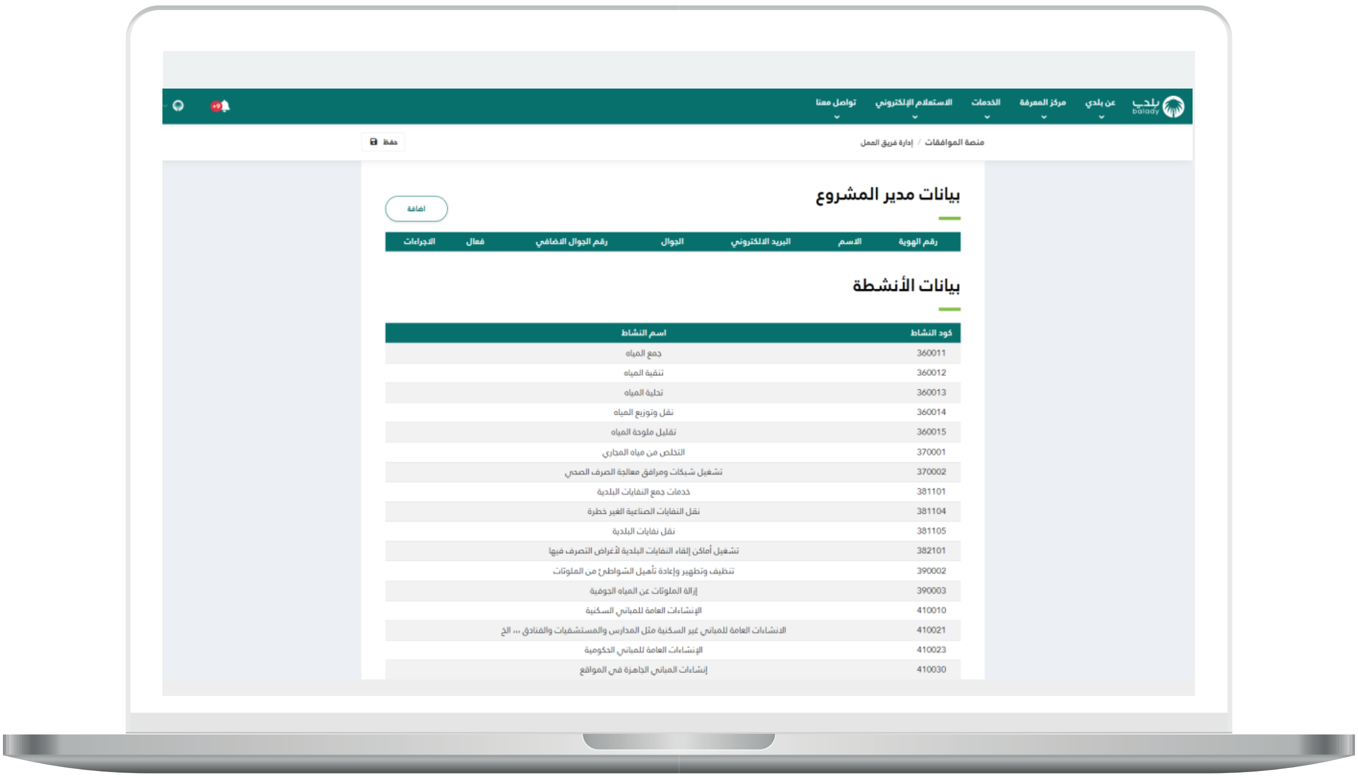
The user then clicks (**Browse**).



5) The system retrieves the Commercial Register details, as shown in the screenshot below. The user fills in the following fields: (**Entity Name in English, Start Date of Experience in the Field**). The user then uploads the (**Attachment**) by clicking the field and selecting the file from their device.

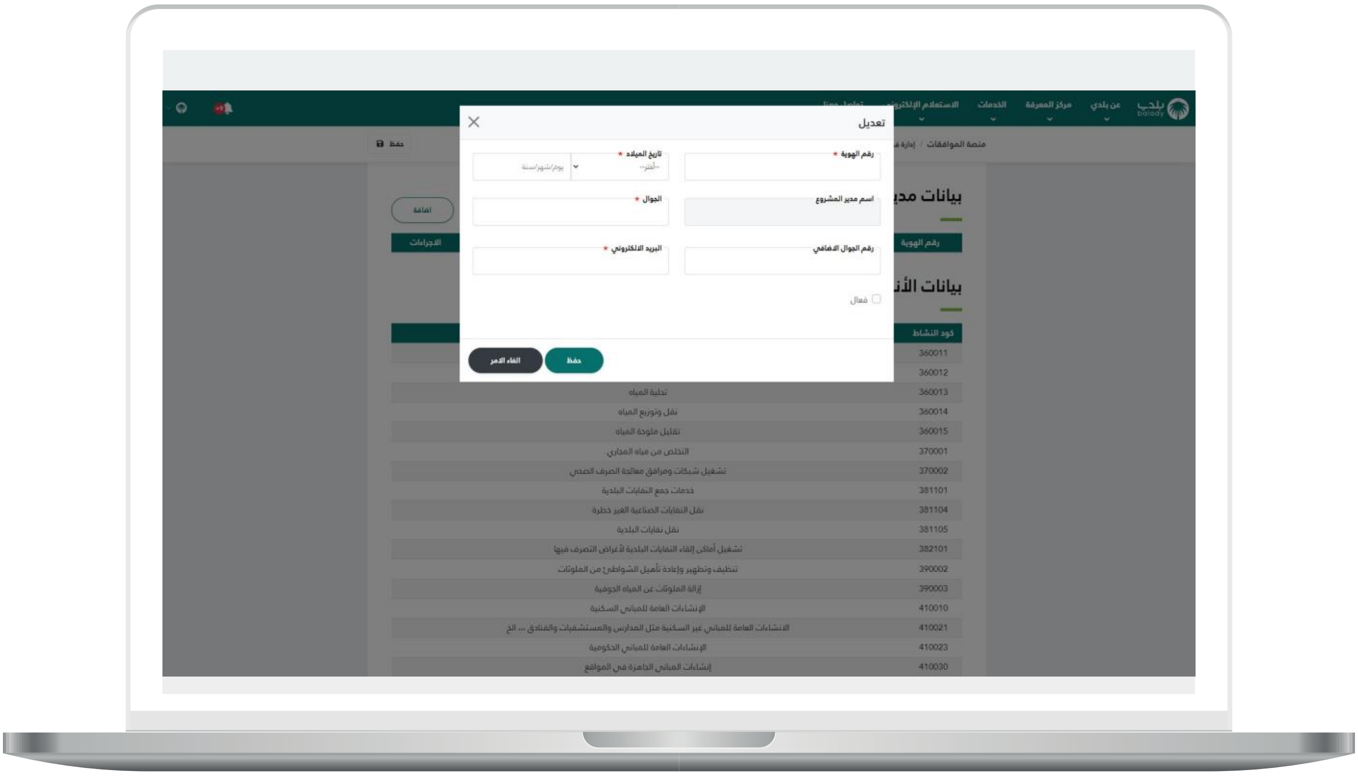


6) The user then adds project manager details by clicking the (**Add**) button.

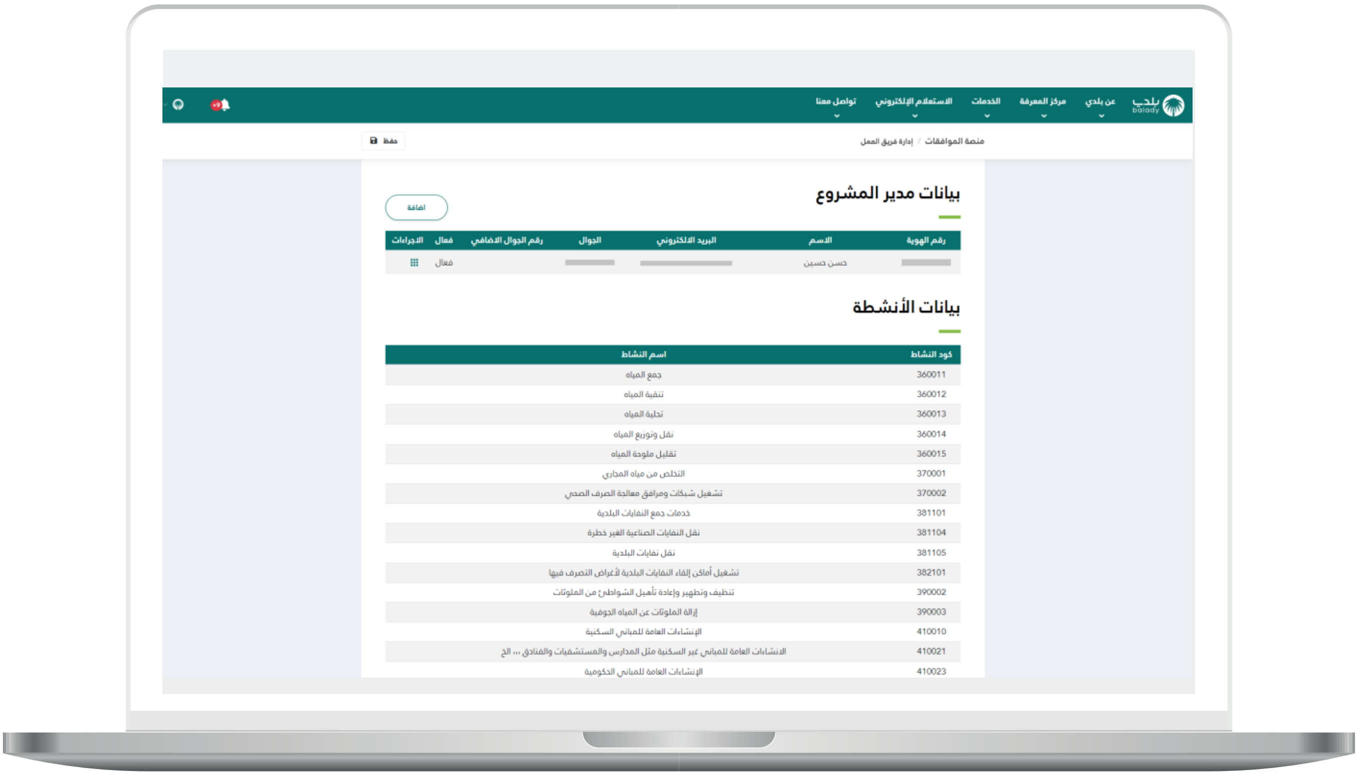


7) A small pop-up window appears, allowing the user to fill in the project manager’s details.

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



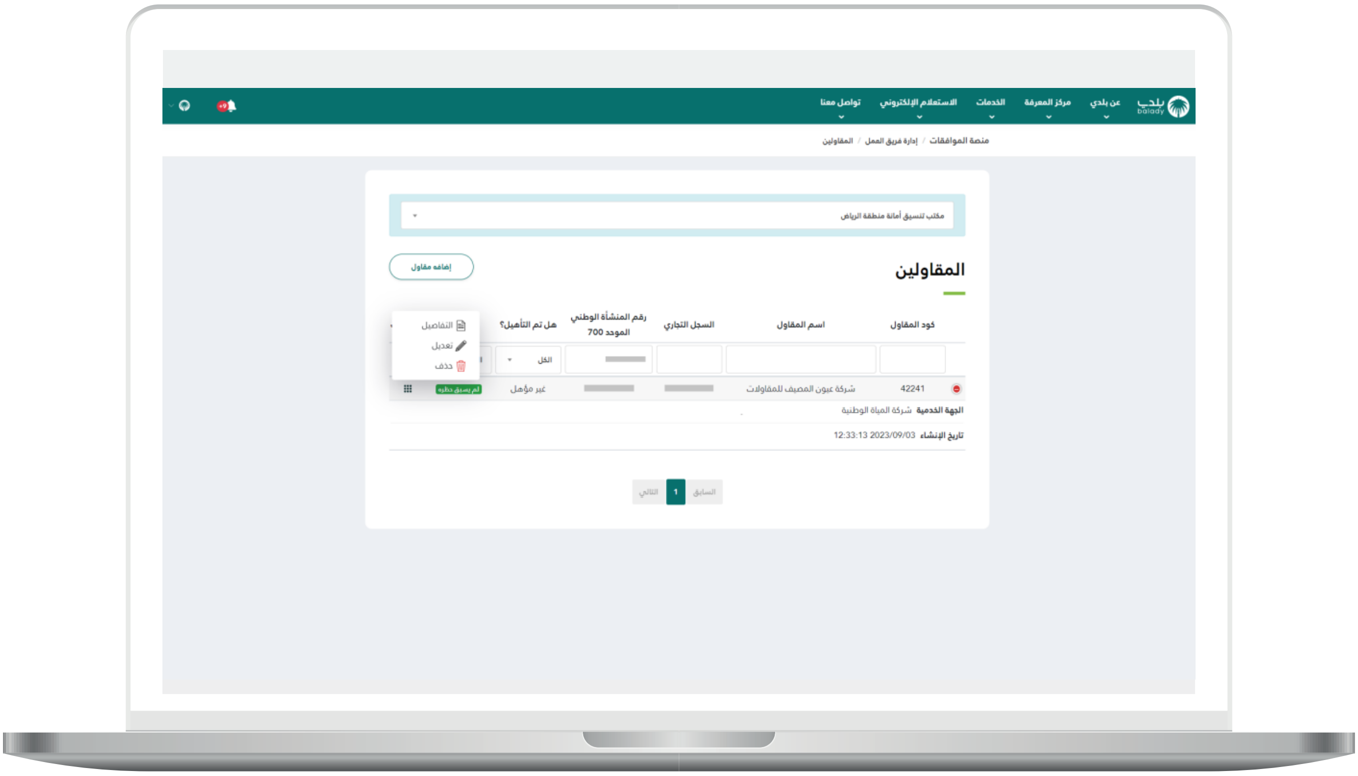
8) The project manager is then added to the table. The user clicks (**Save**) at the top left of the screen.



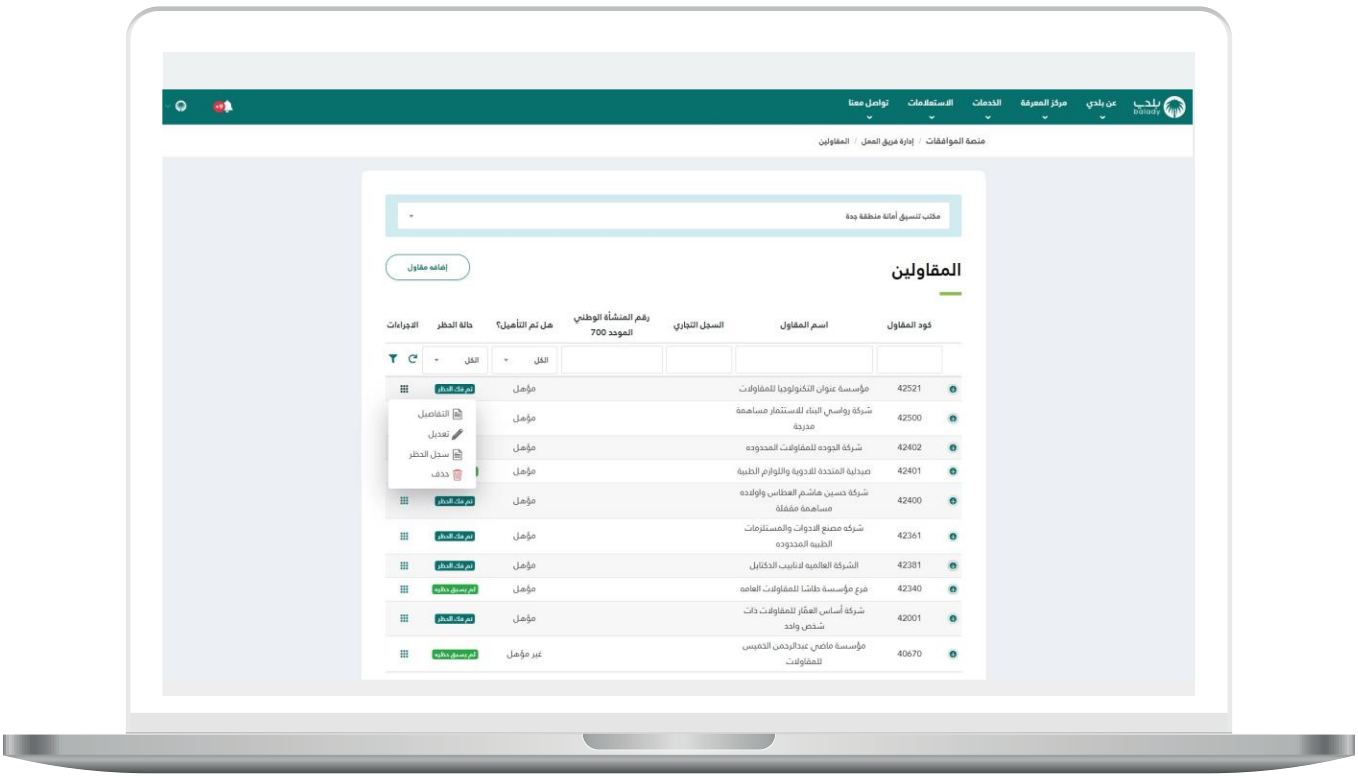
9) The contractor is successfully added. When searching by (**Unified National Establishment Number 700**), the contractor appears as shown in the screenshot below.

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

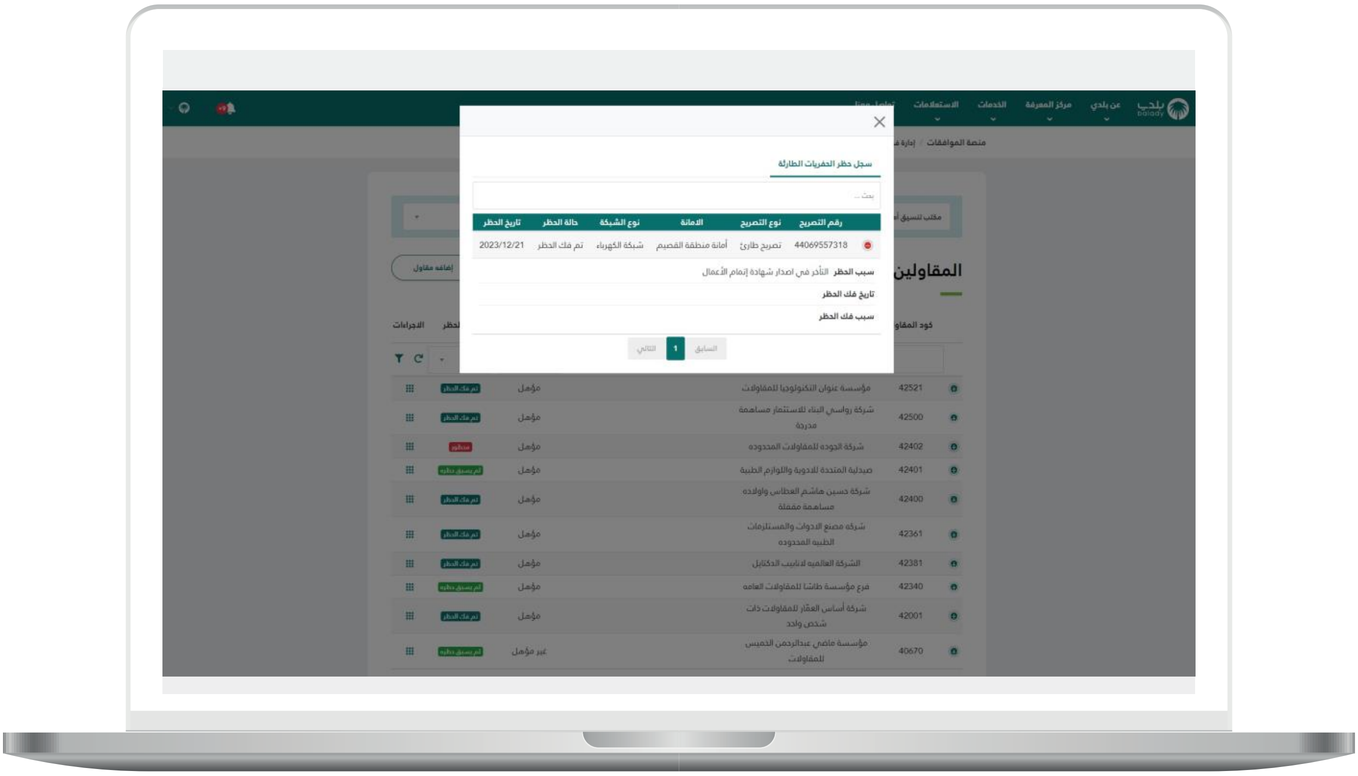
Clicking the green box in the (**Actions**) column reveals the following actions: (**Details, Edit, Delete**), since the contractor's restriction status is (**Never Banned**).



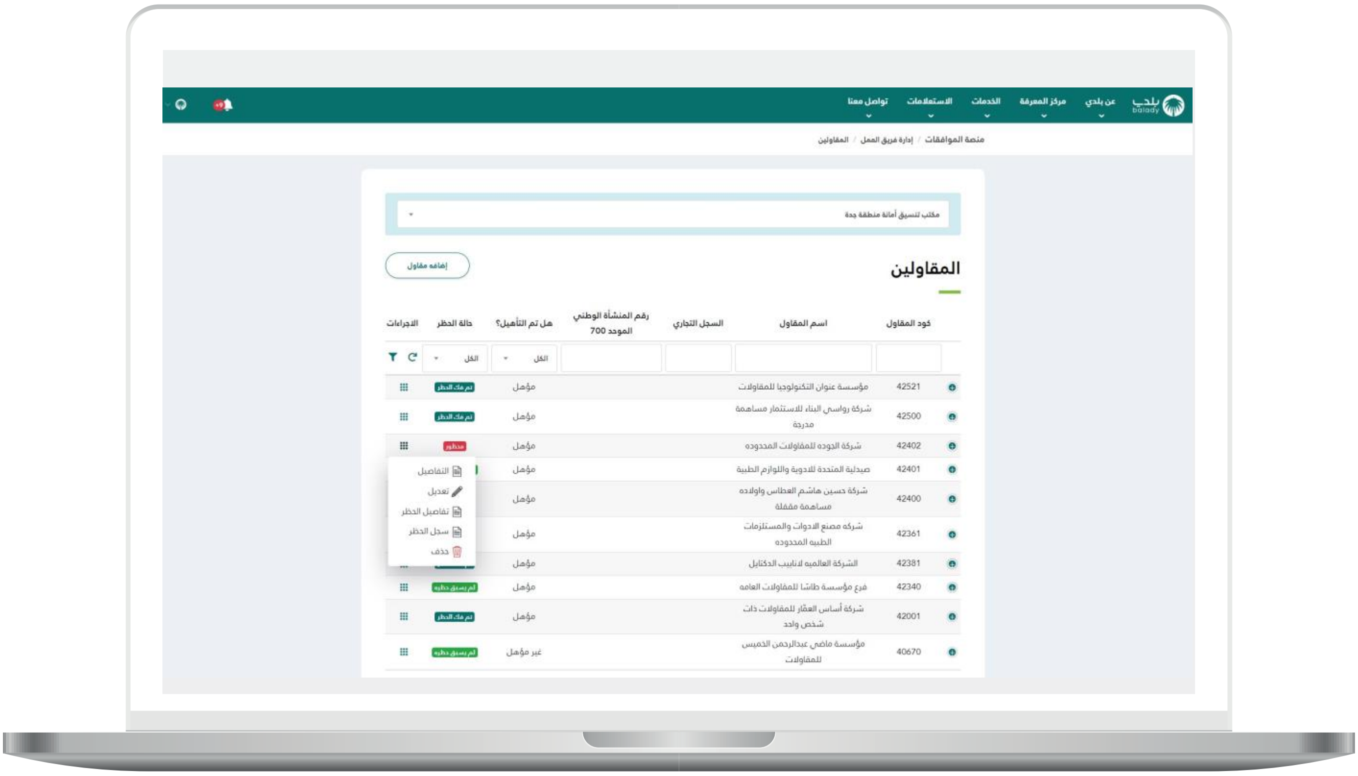
10) If the contractor’s restriction status is (**Ban Lifted**), a new option called (**Ban Record**) appears.



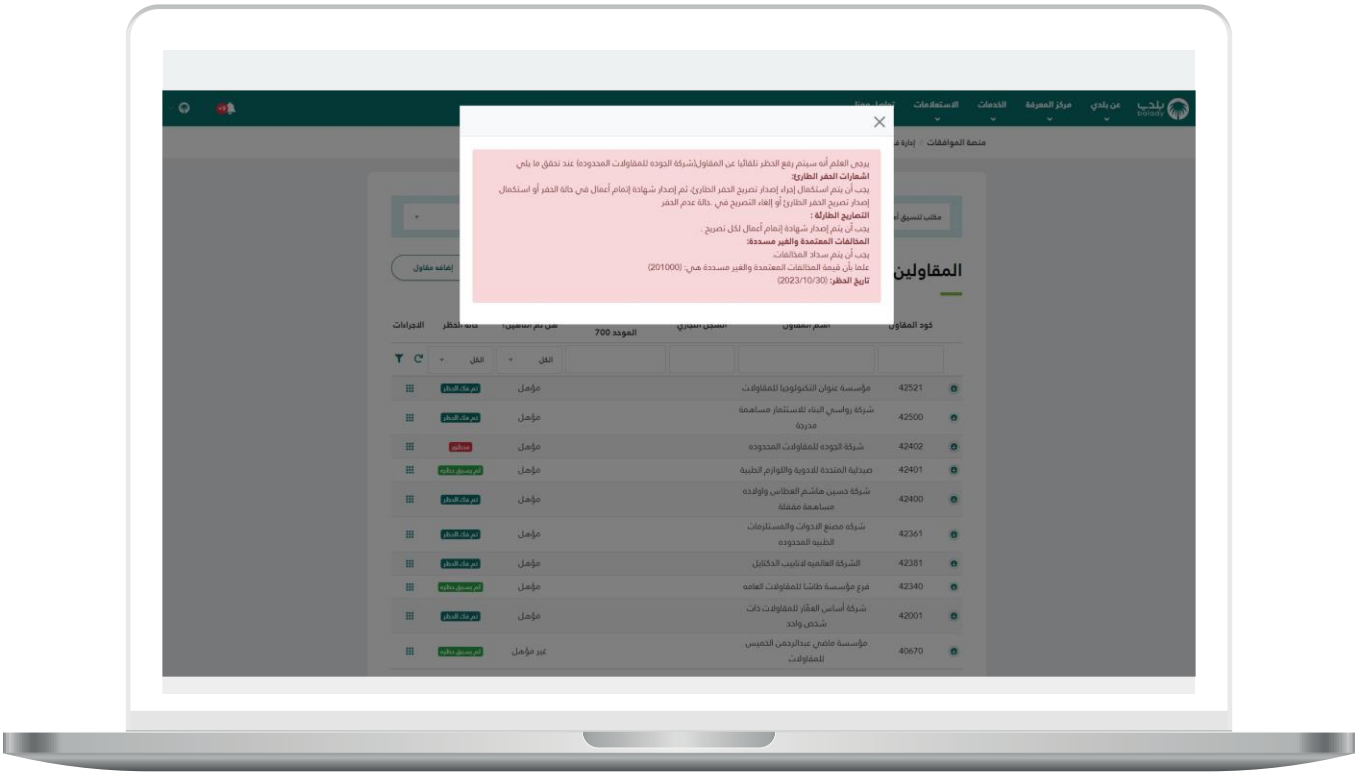
11) Clicking on (**Ban Record**) displays the screen shown in the screenshot below.



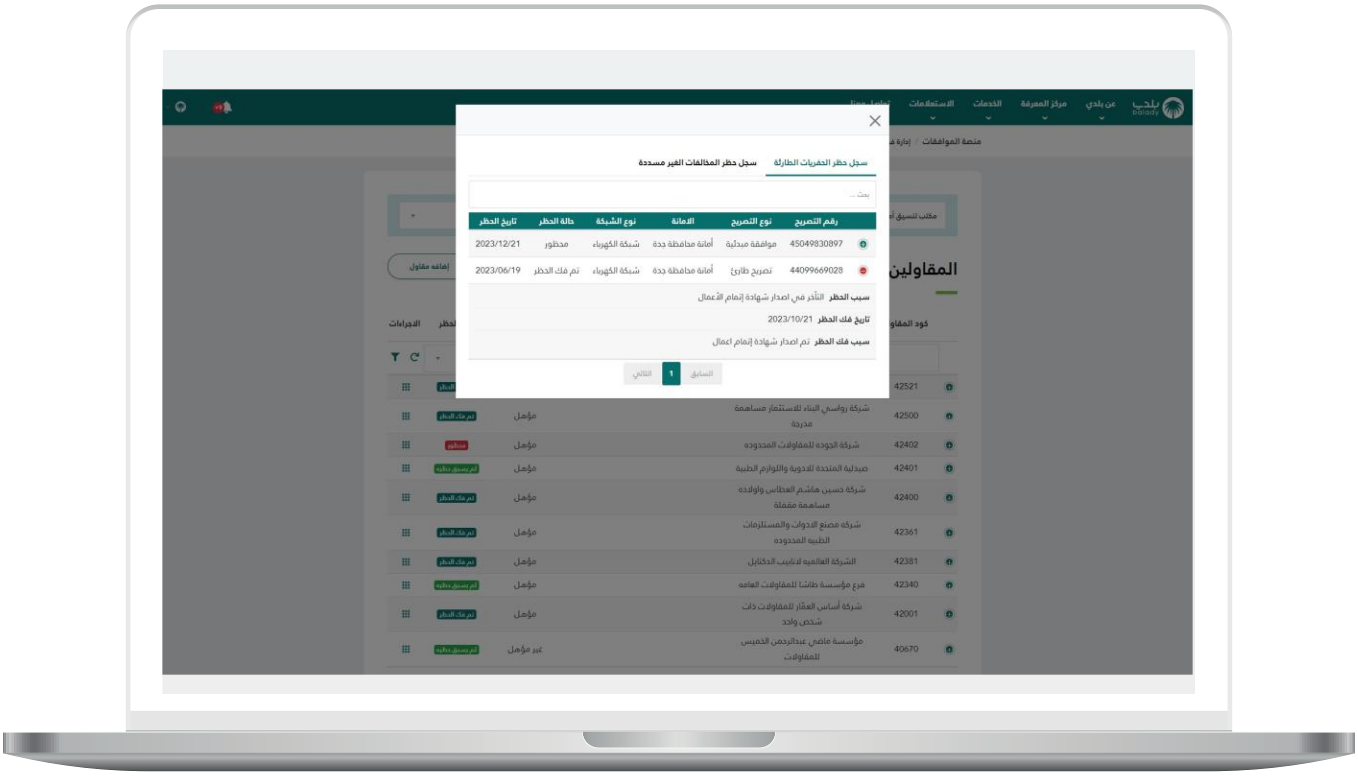
12) If the contractor's restriction status is (**Banned**), two options appear: (**Ban Details, Ban Record**).



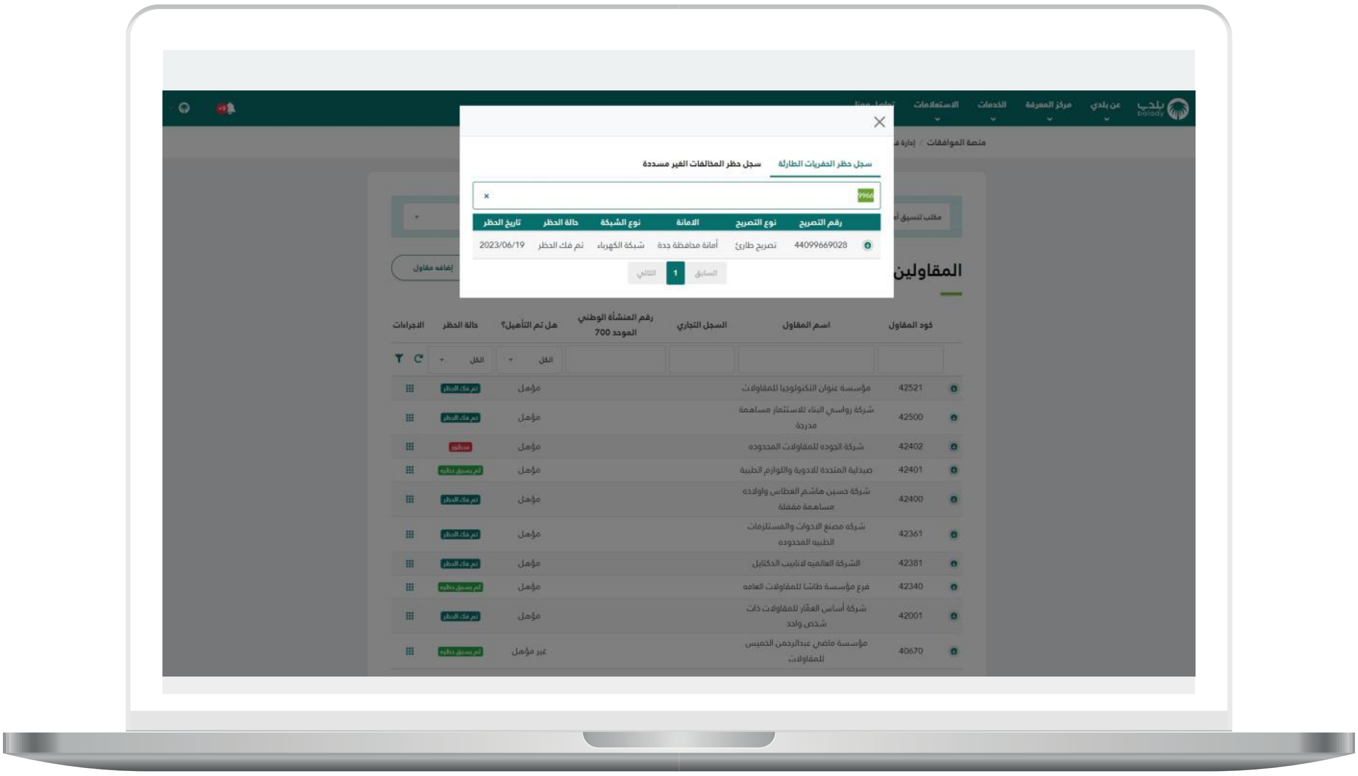
13) Clicking on (**Ban Details**) displays the screen shown in the screenshot below.



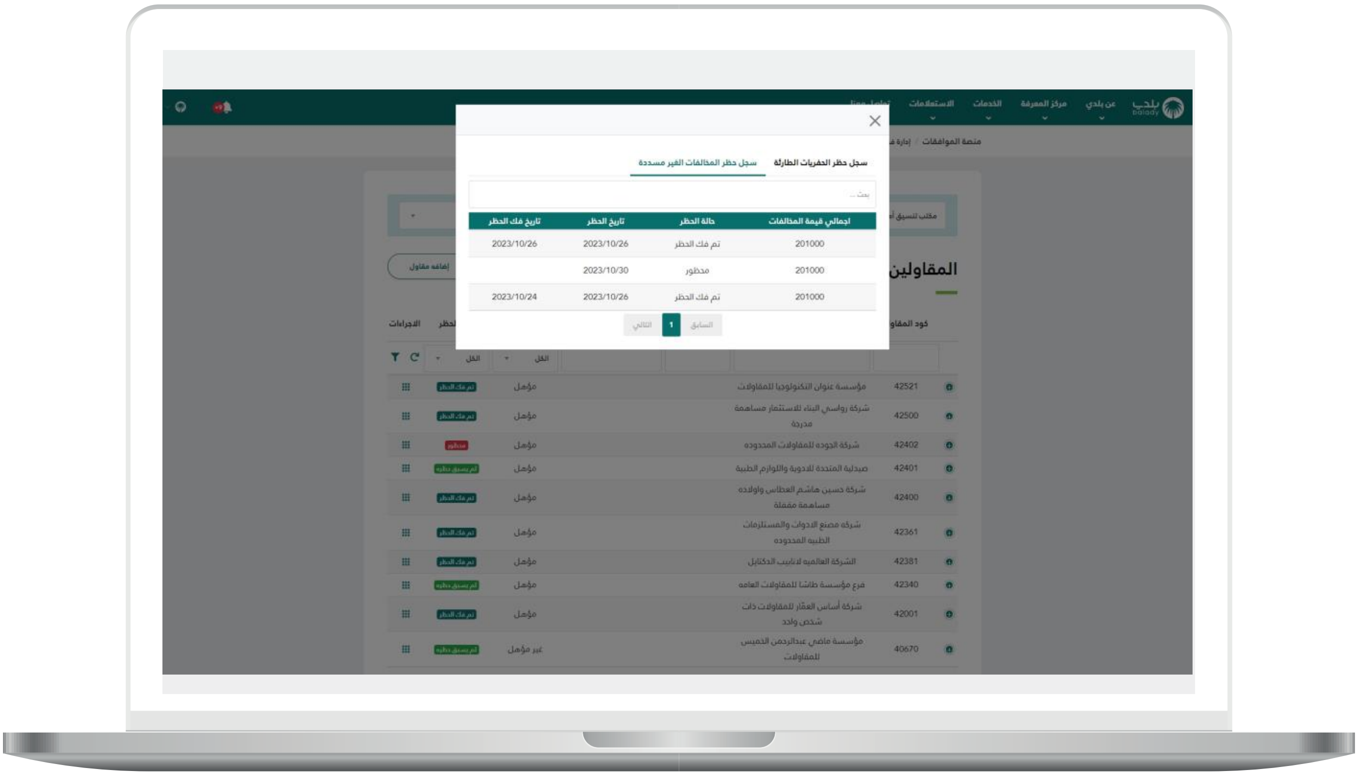
14) Clicking on (**Ban Record**) displays the screen shown in the screenshot below.



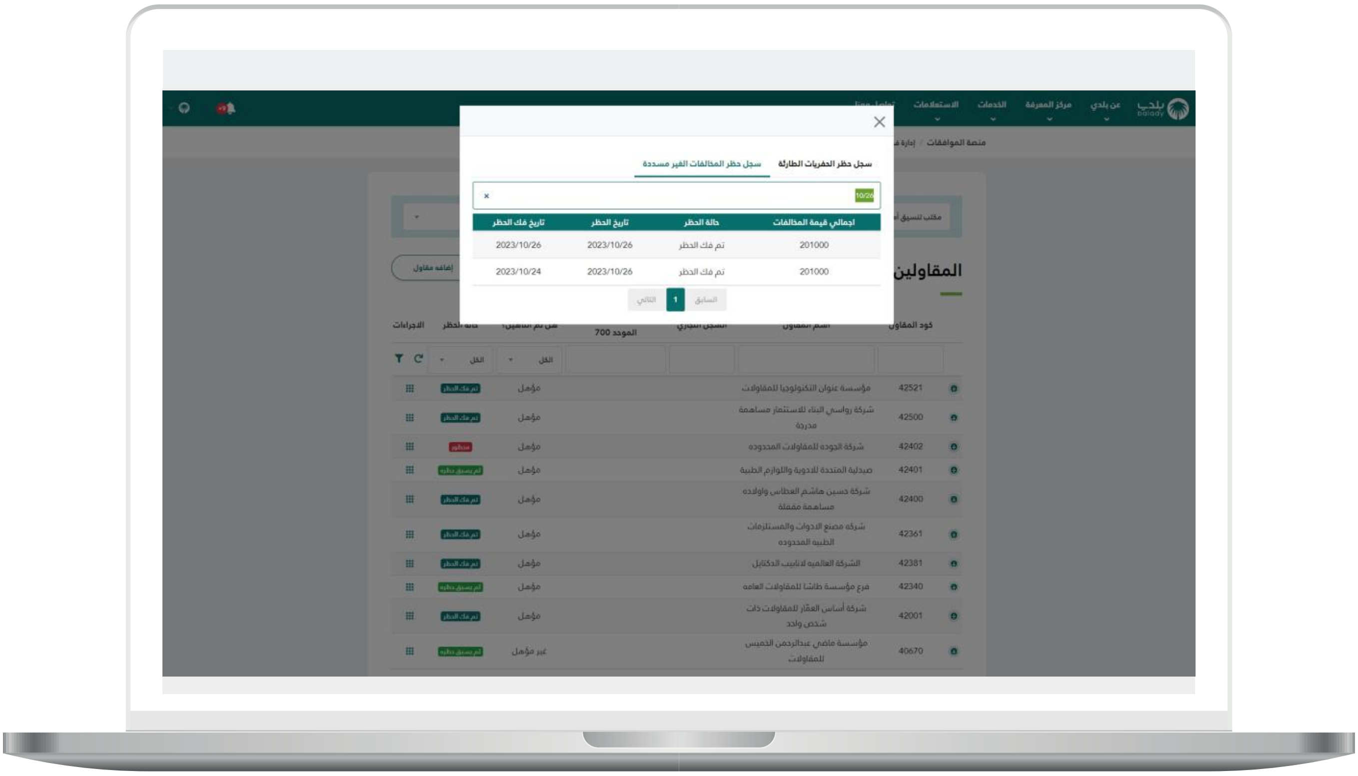
15) The user can search using the search field.



16) Clicking on the (**Unpaid Violations Ban Record**) list displays the screen shown in the screenshot below.



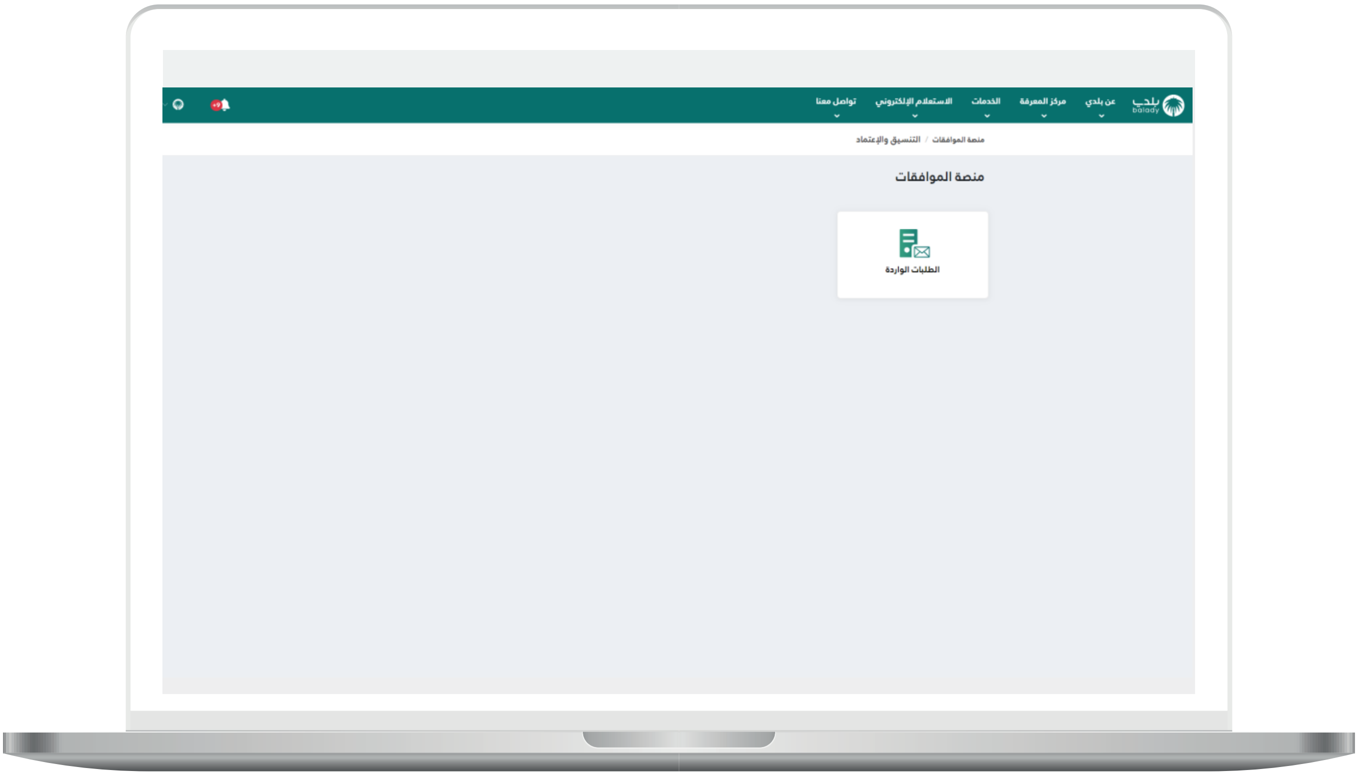
17) The user can search using the search field.



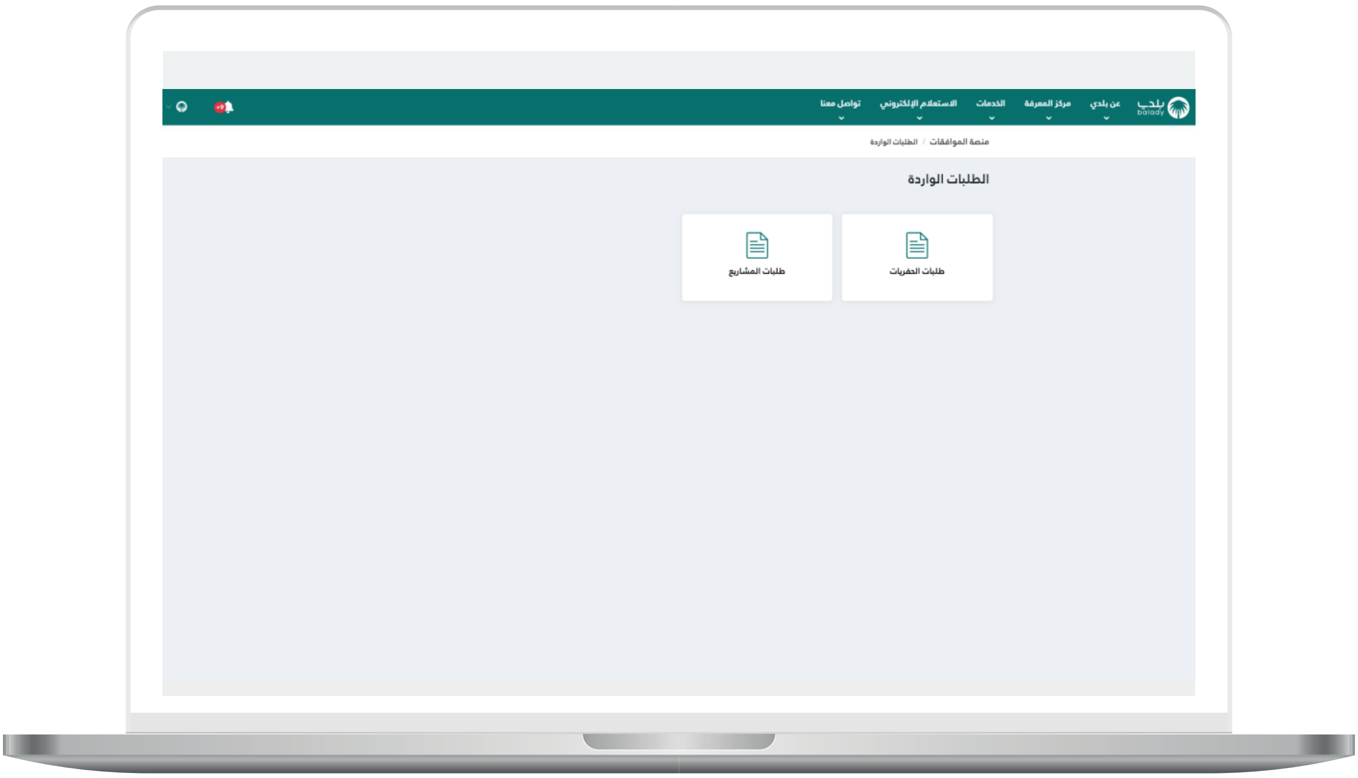
3) Coordination and Approval

Incoming Requests

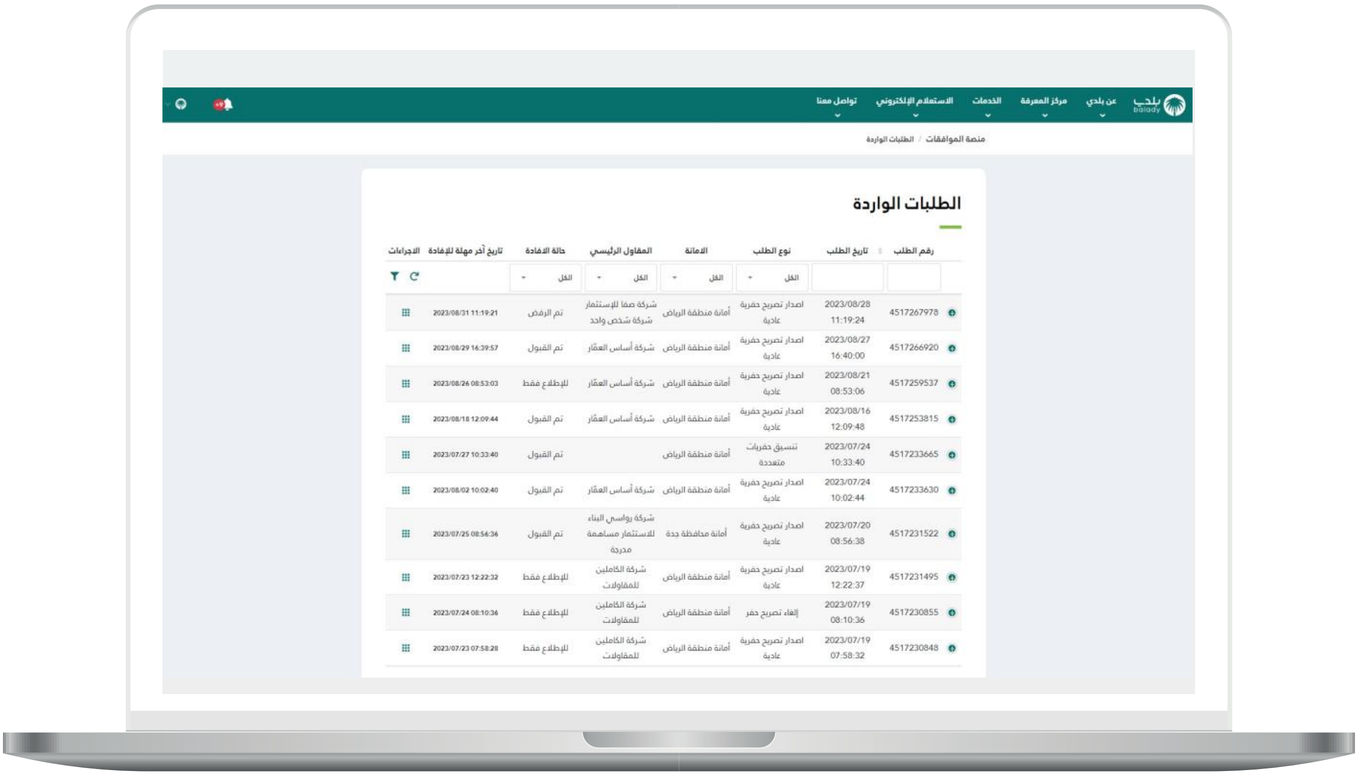
1) In the (**Coordination and Approval**) menu, there is an icon labeled (**Incoming Requests**), which will be explained in detail.



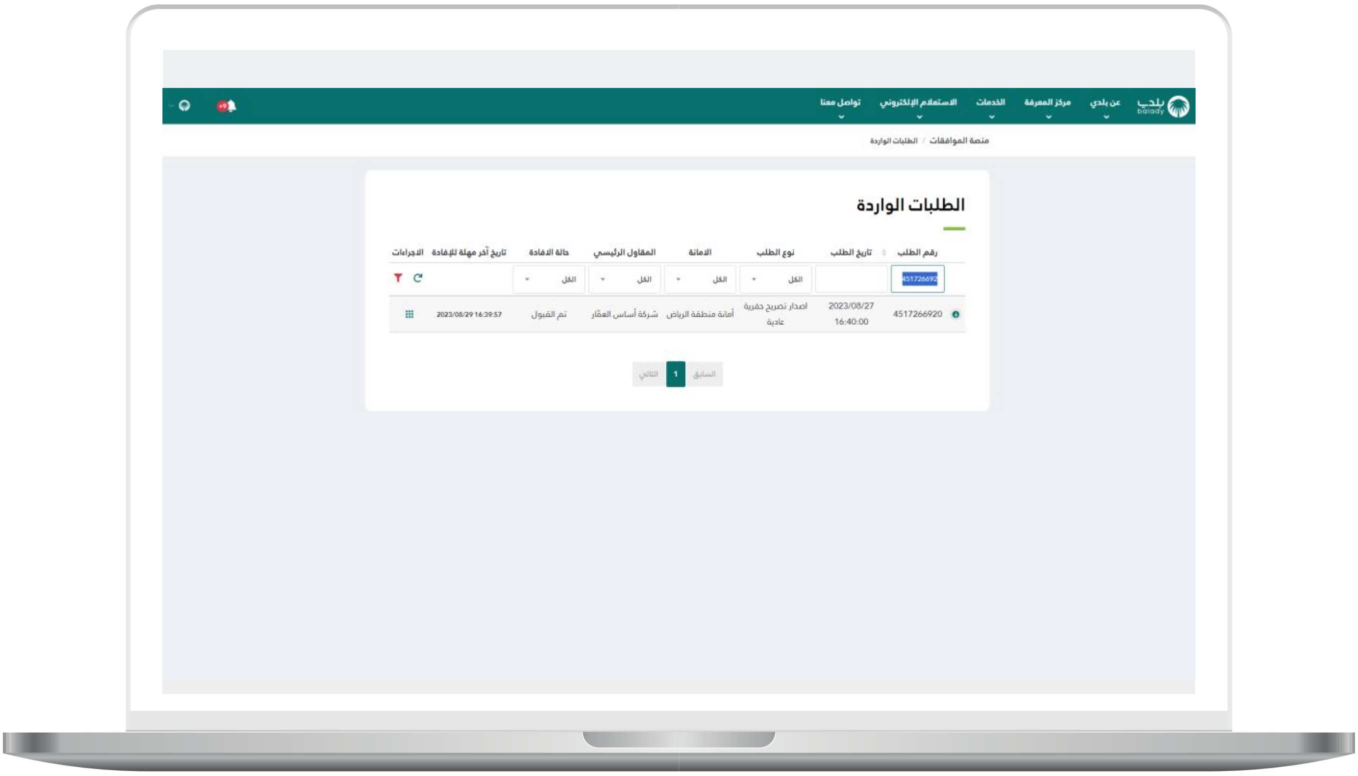
2) After selecting (**Incoming Requests**), the following screen appears, containing (**Excavation Requests**) and (**Project Requests**).



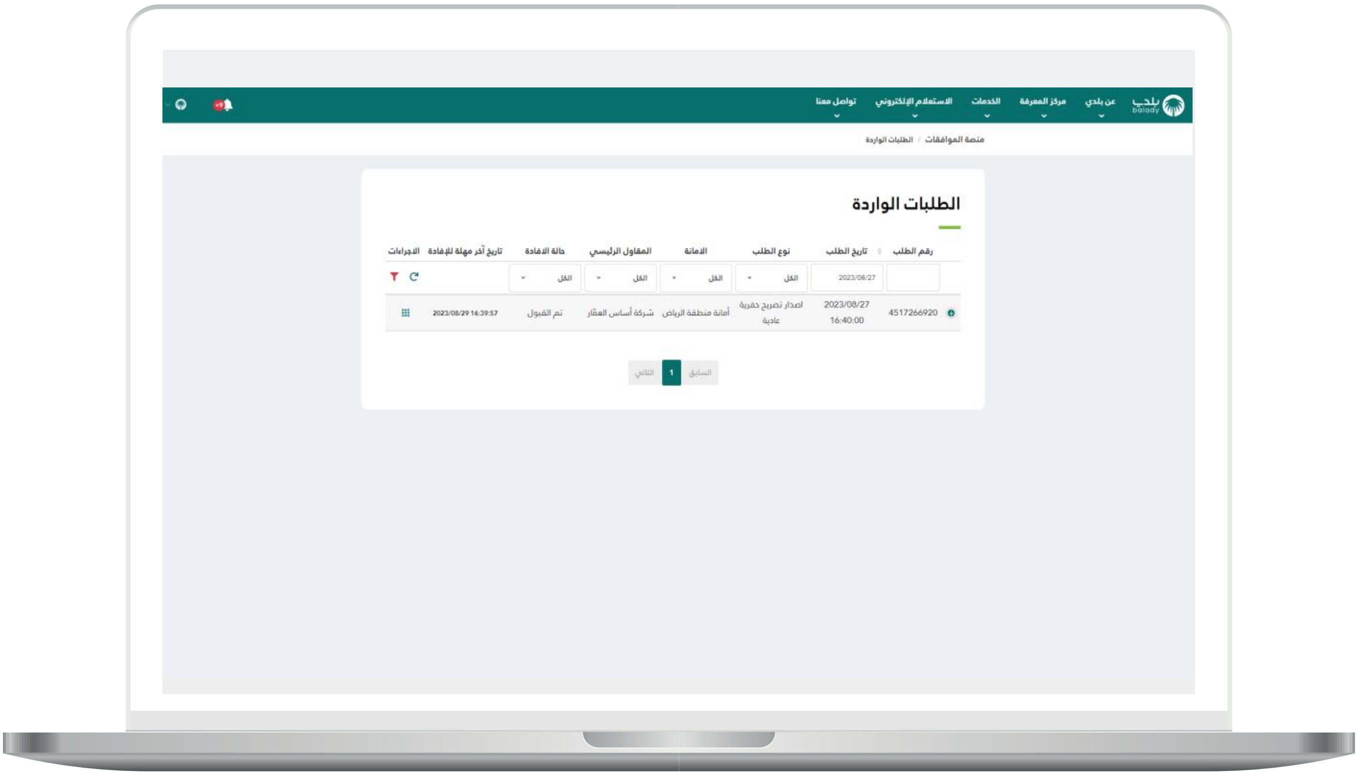
3) After selecting (**Excavation Requests**), the following screen appears, displaying the incoming excavation requests. The user can search for any request using search filters and perform actions on each request.



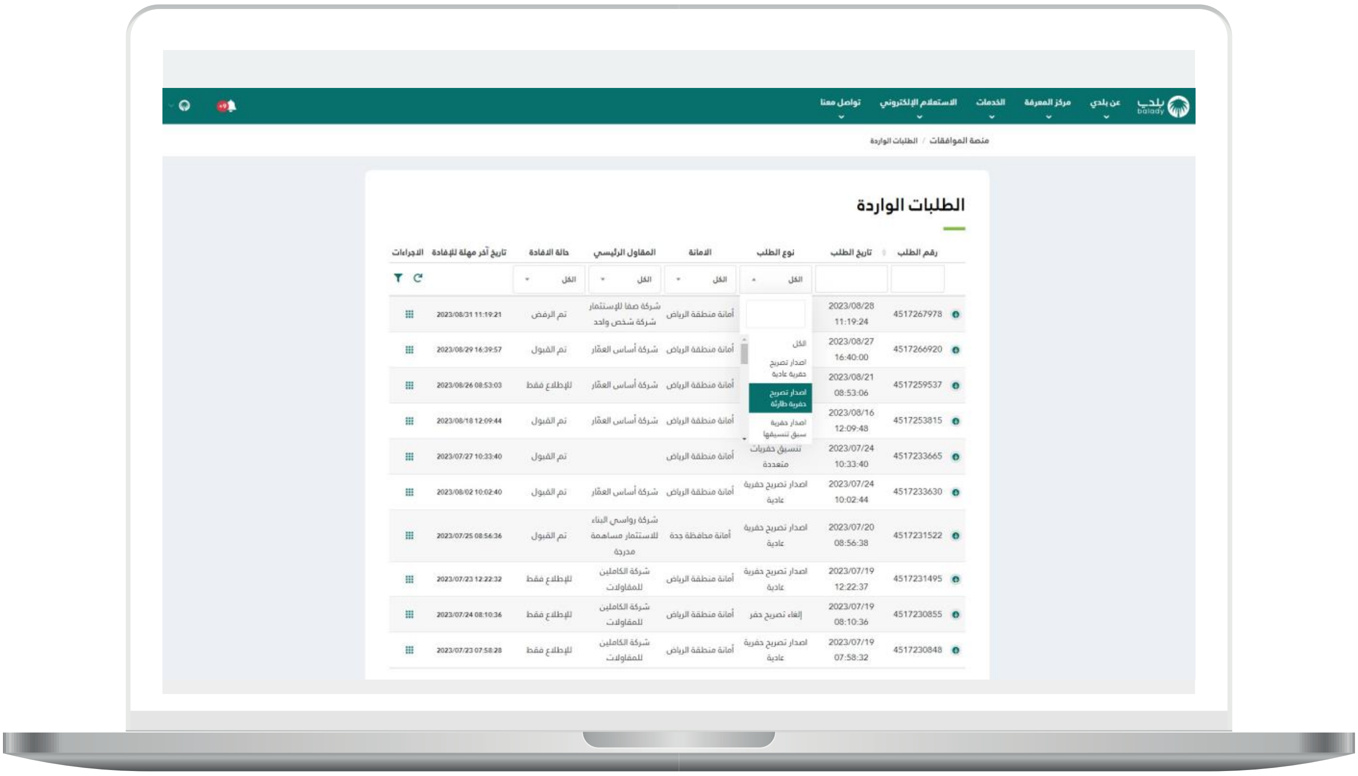
4) Entering a value in the (**Request Number**) field and pressing the (**Enter**) key on the keyboard will display the search result if the entered request number is correct.



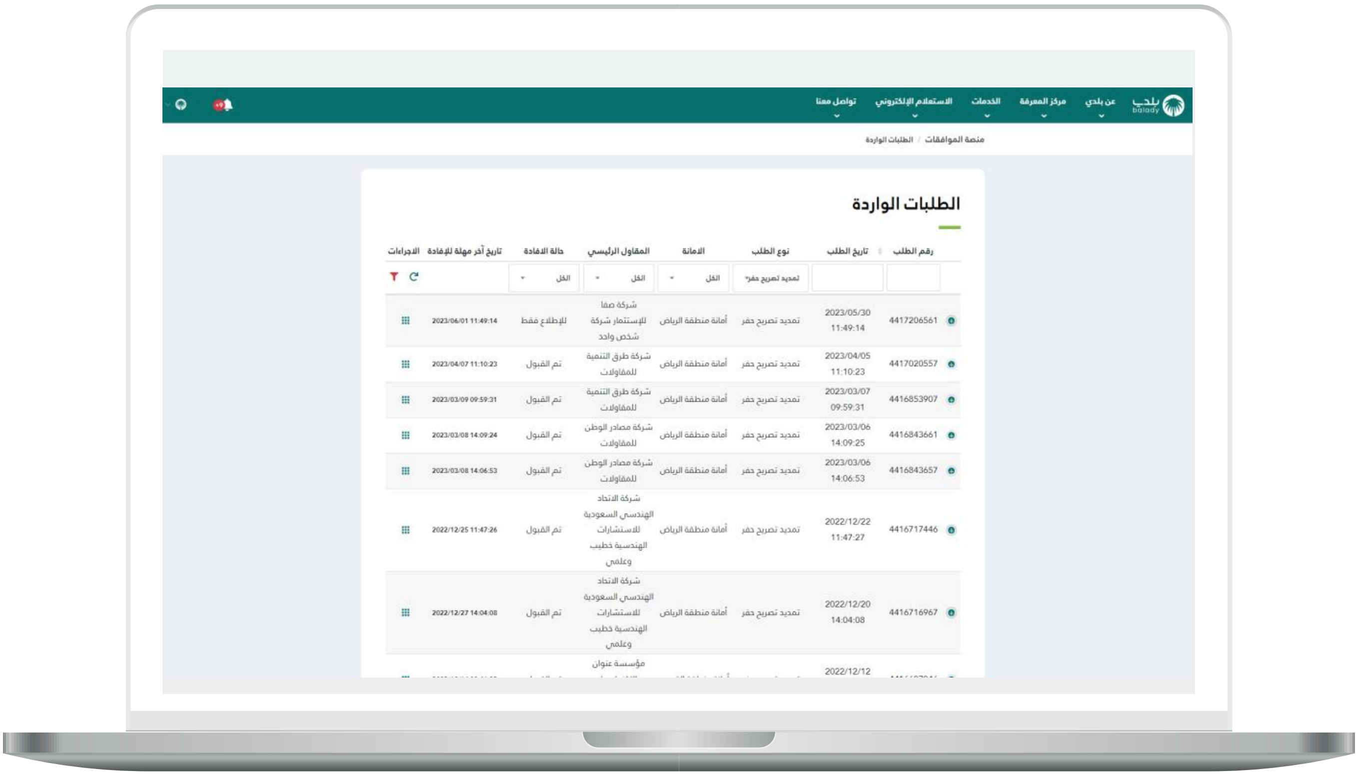
5) Searching can also be done by filling in the (**Request Date**) field and pressing (**Enter**).



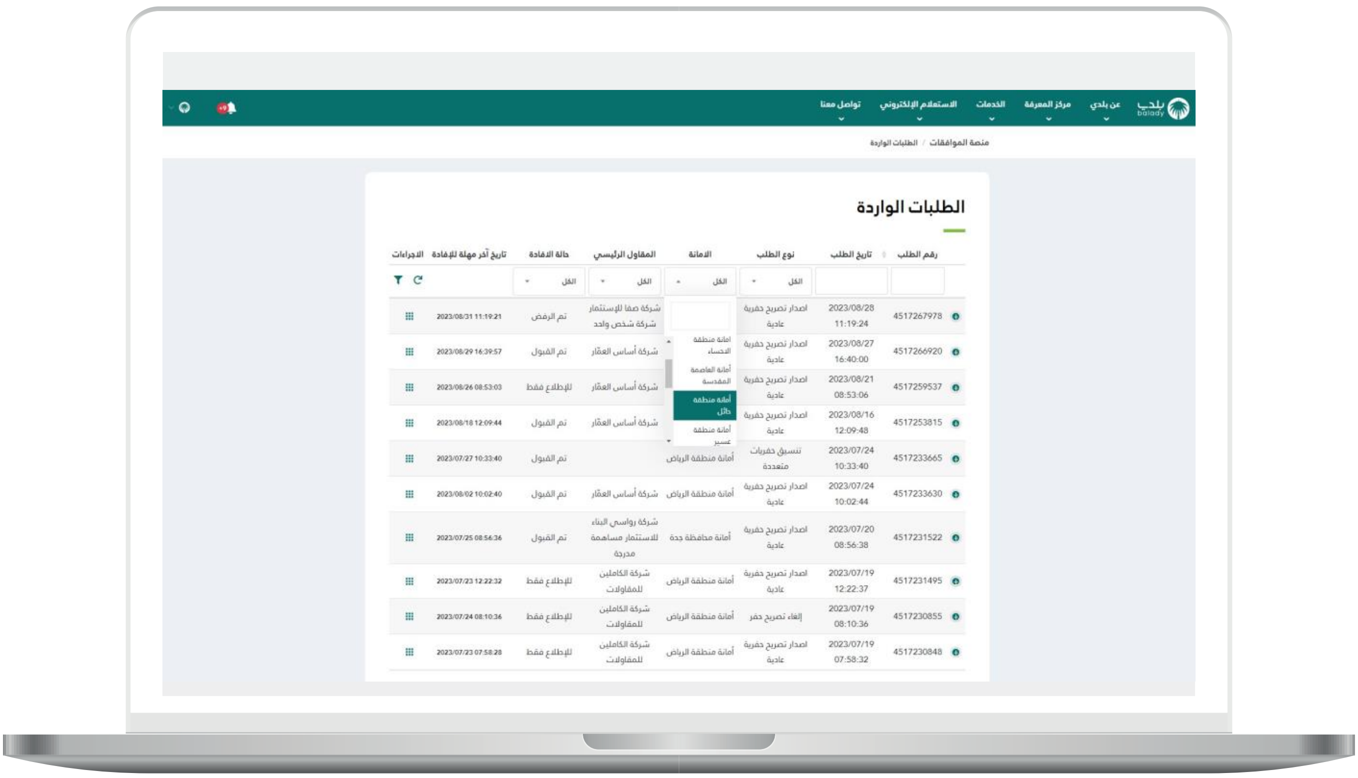
6) The user can filter results by selecting a value from the (**Request Type**) dropdown menu, as shown in the screenshot below.



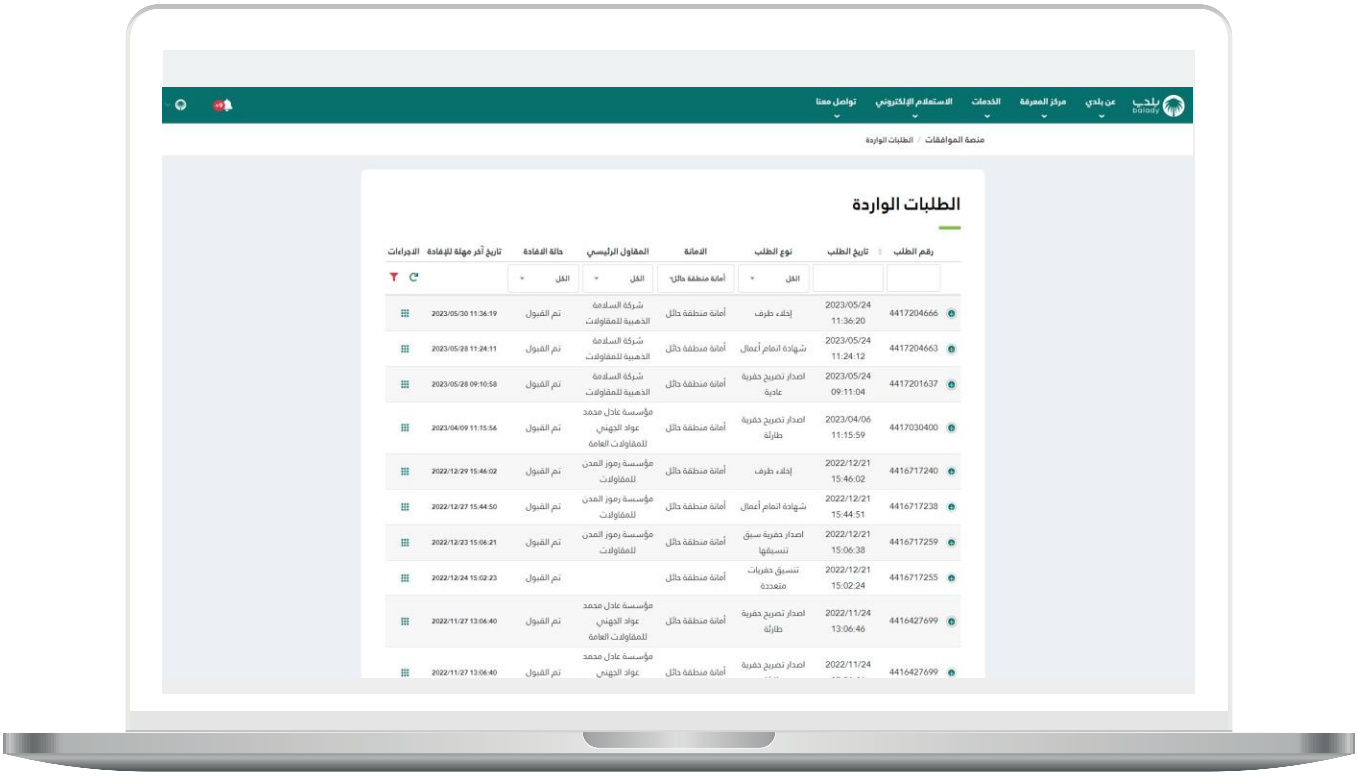
7) The search results then appear.



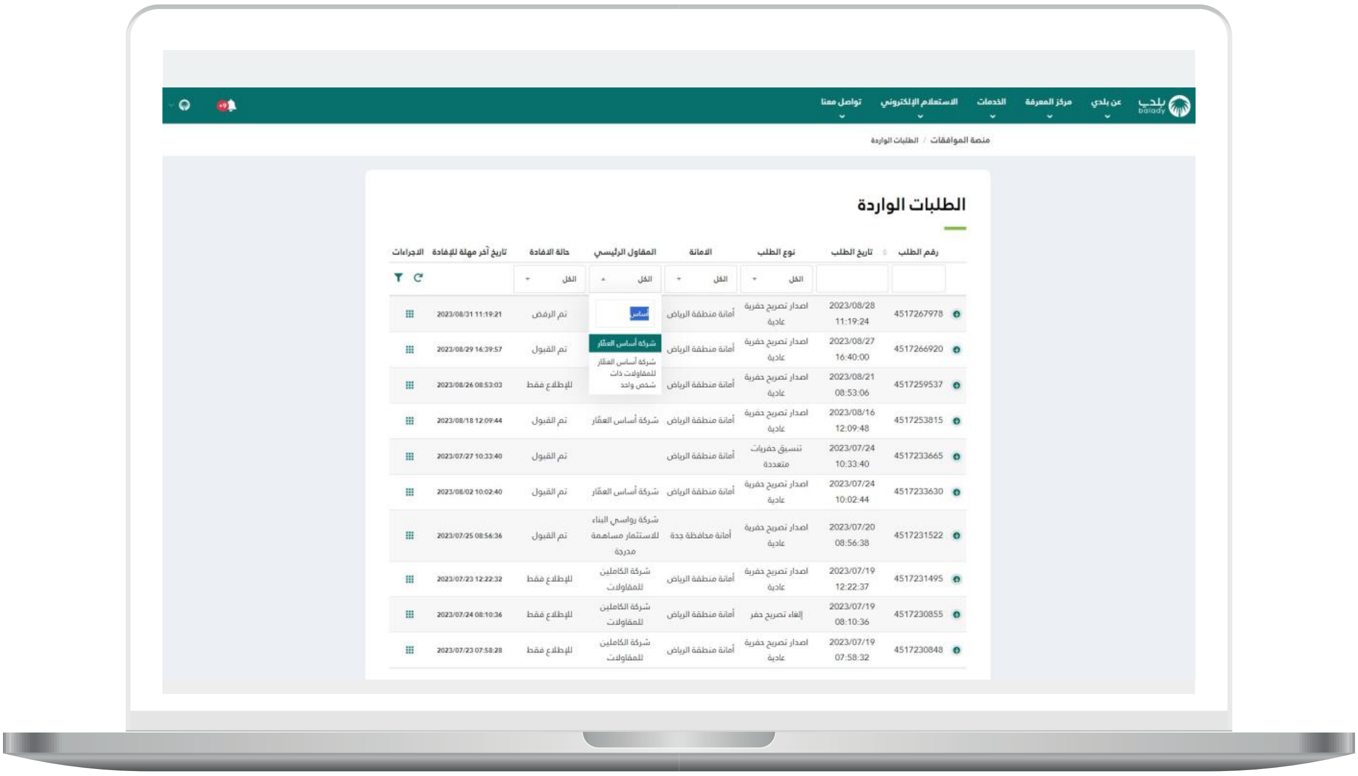
8) The user can search by selecting a value from the dropdown list in the (**Municipality**) field, as shown in the figure below.



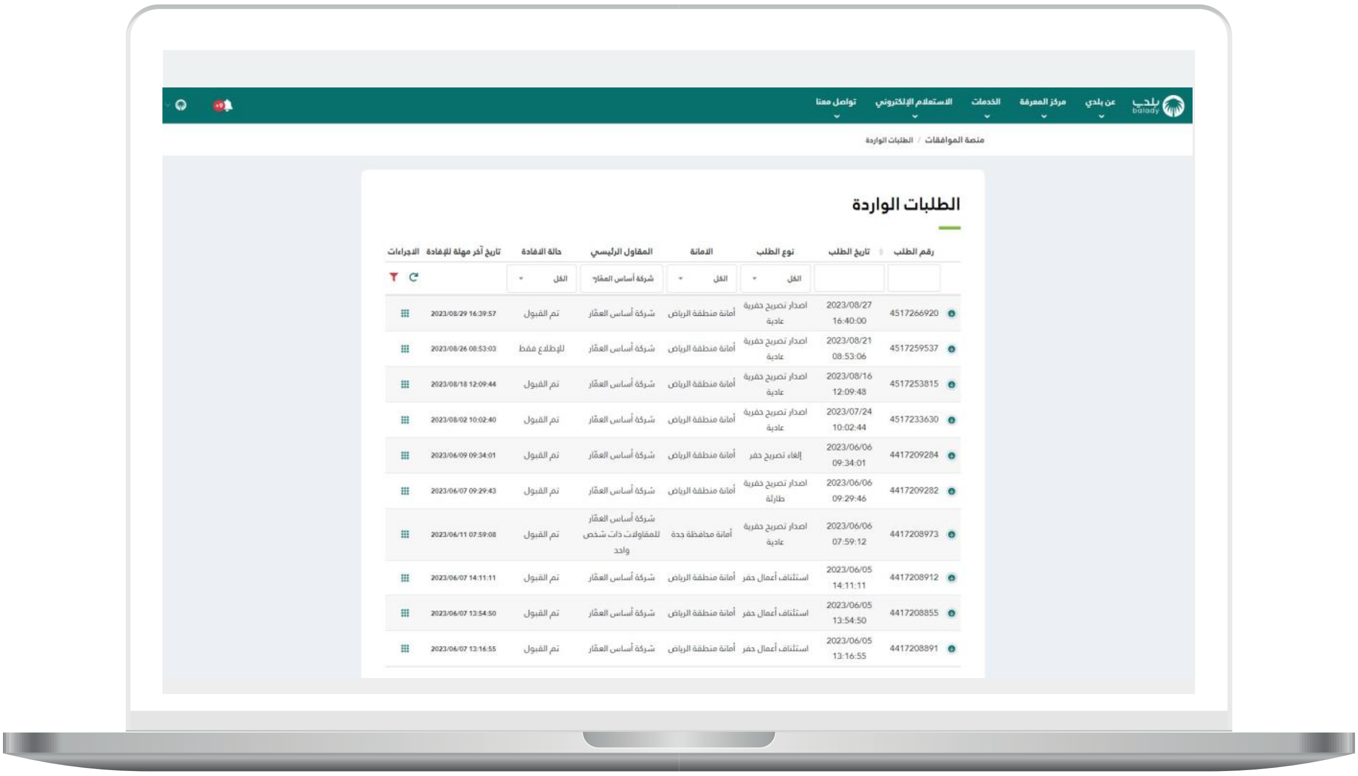
9) The search results then appear.



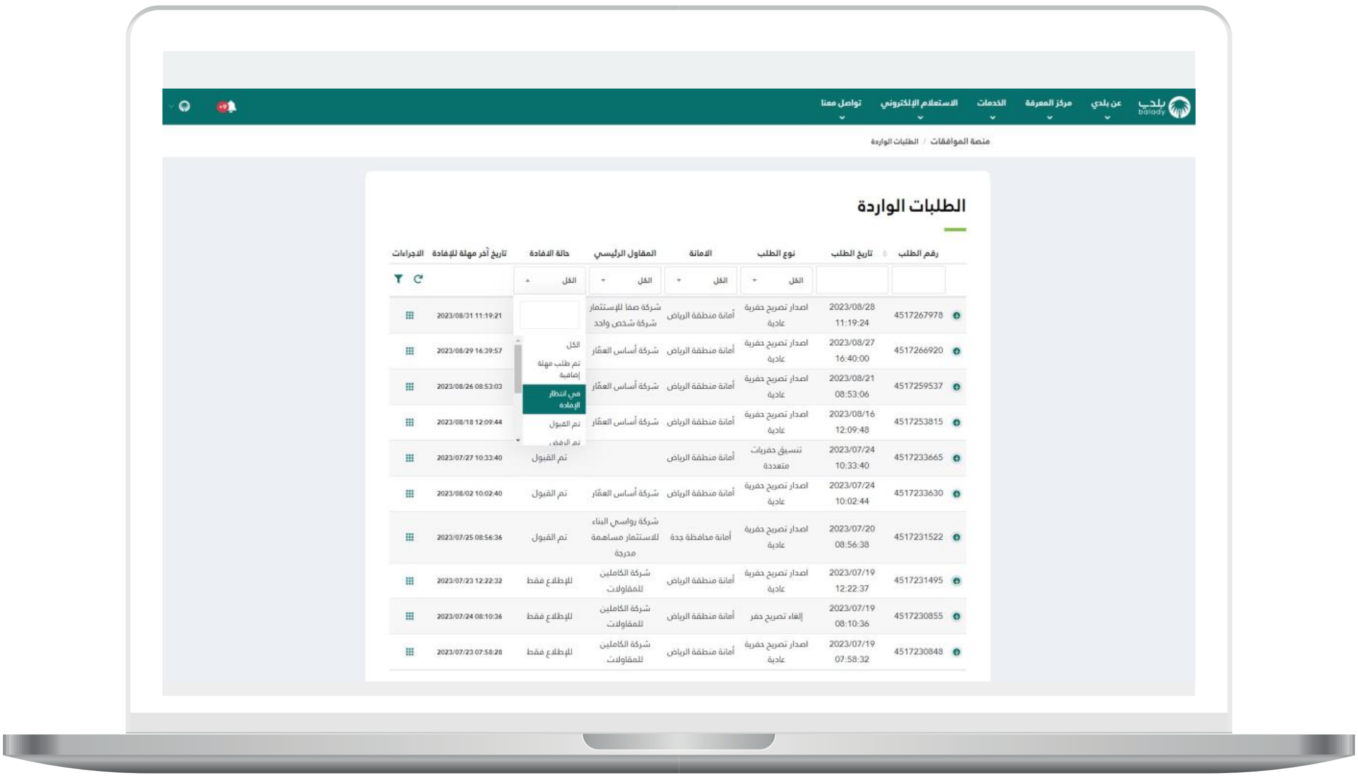
10) The user can further filter results by selecting a value from the (**Main Contractor**) dropdown menu, as shown in the screenshot below.



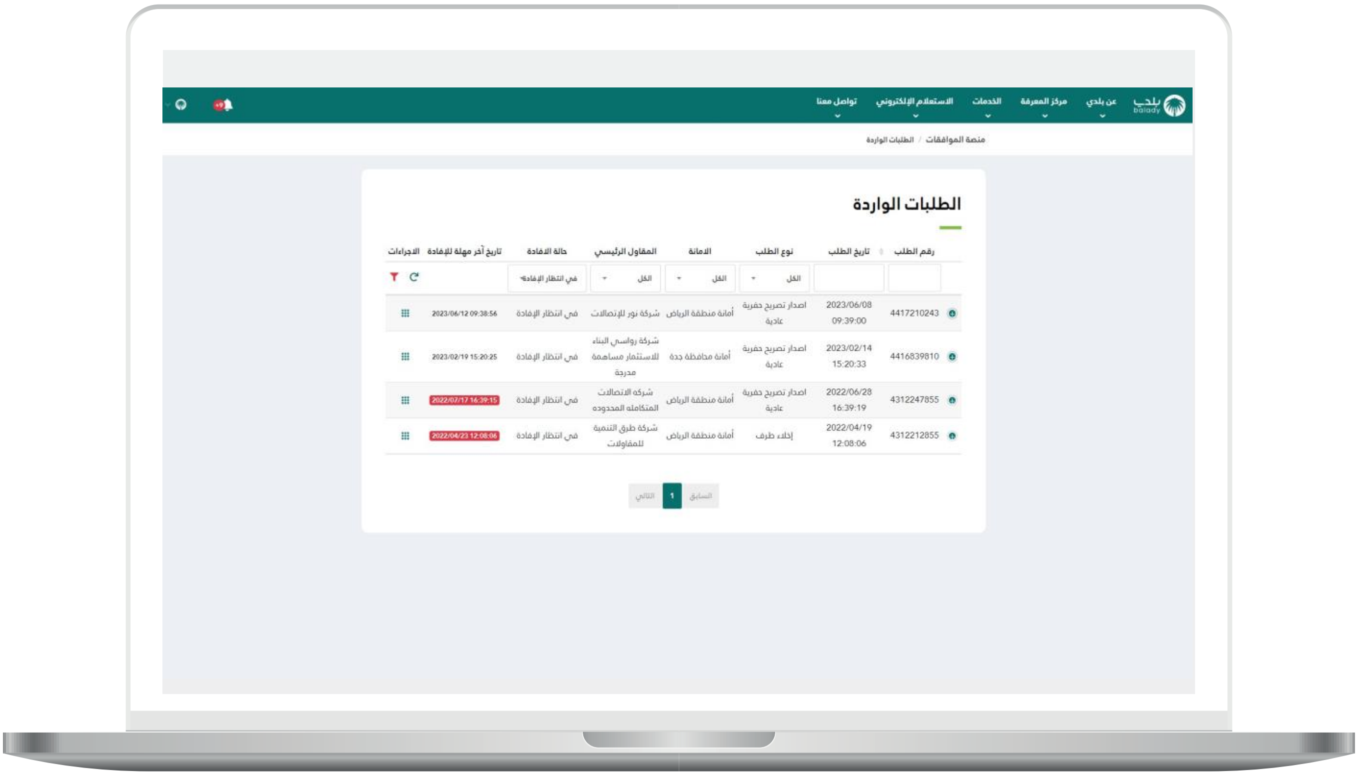
11) The search results then appear.



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

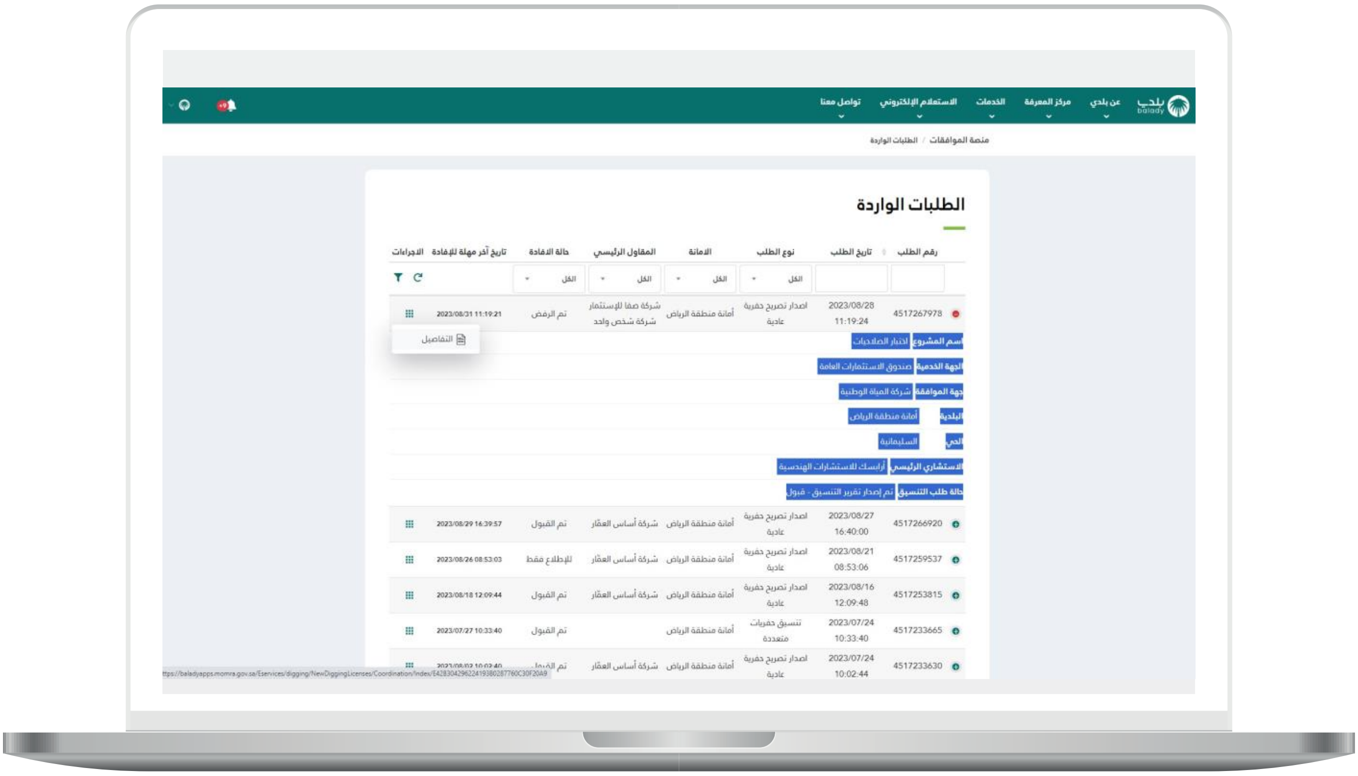


13) The search results then appear.

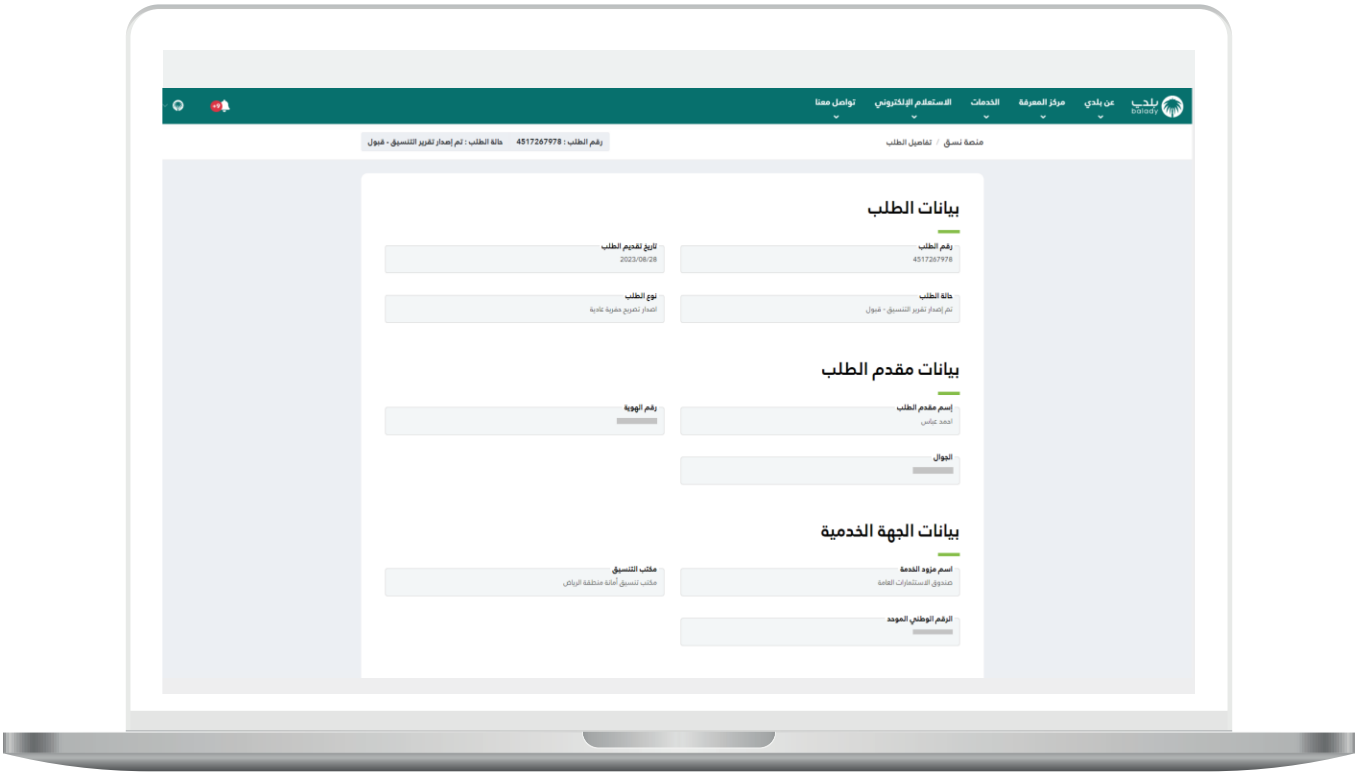


14) Clicking the (**+**) icon allows the user to view request details, including (**Project Name, Service Entity, Approval Entity, Municipality, District, Main Consultant, and Coordination Request Status**).

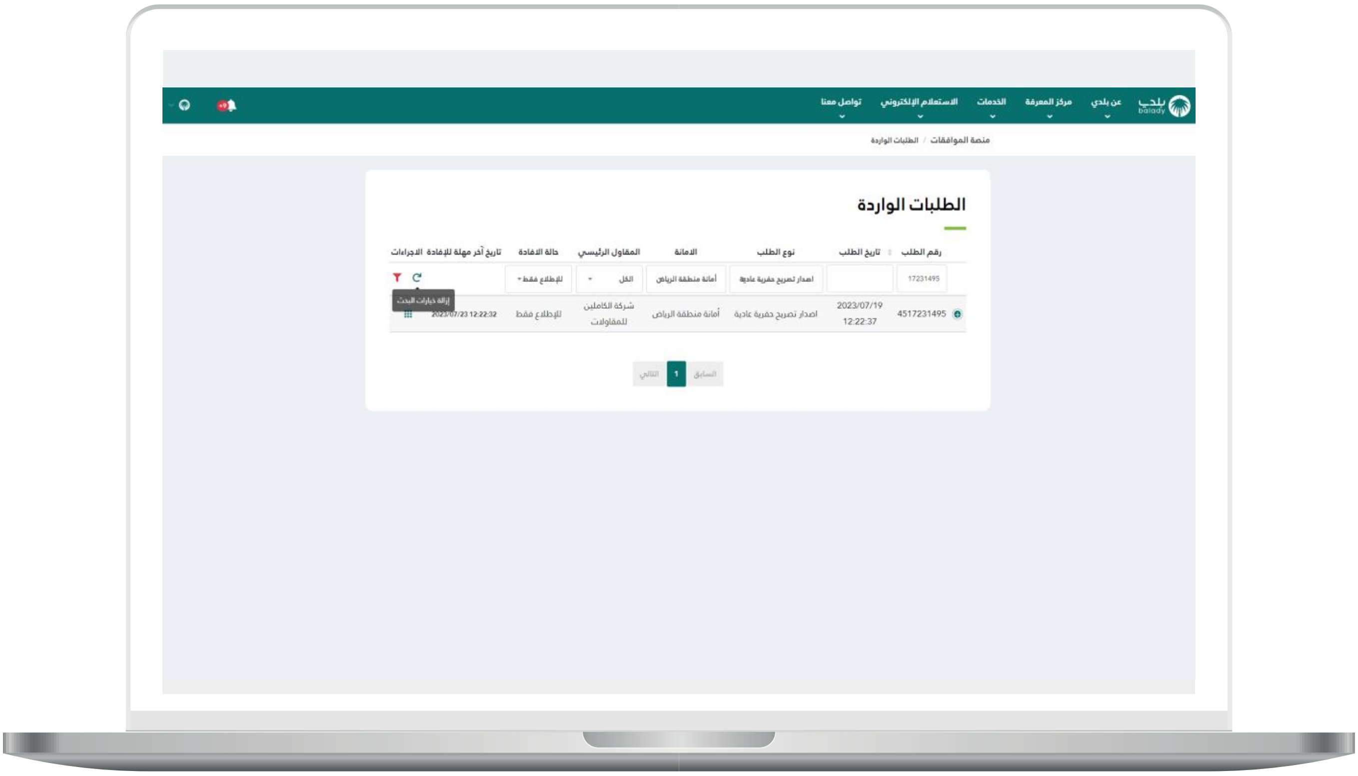
The system allows the user to view detailed request information by clicking the green box in the (**Actions**) column and selecting (**Details**).



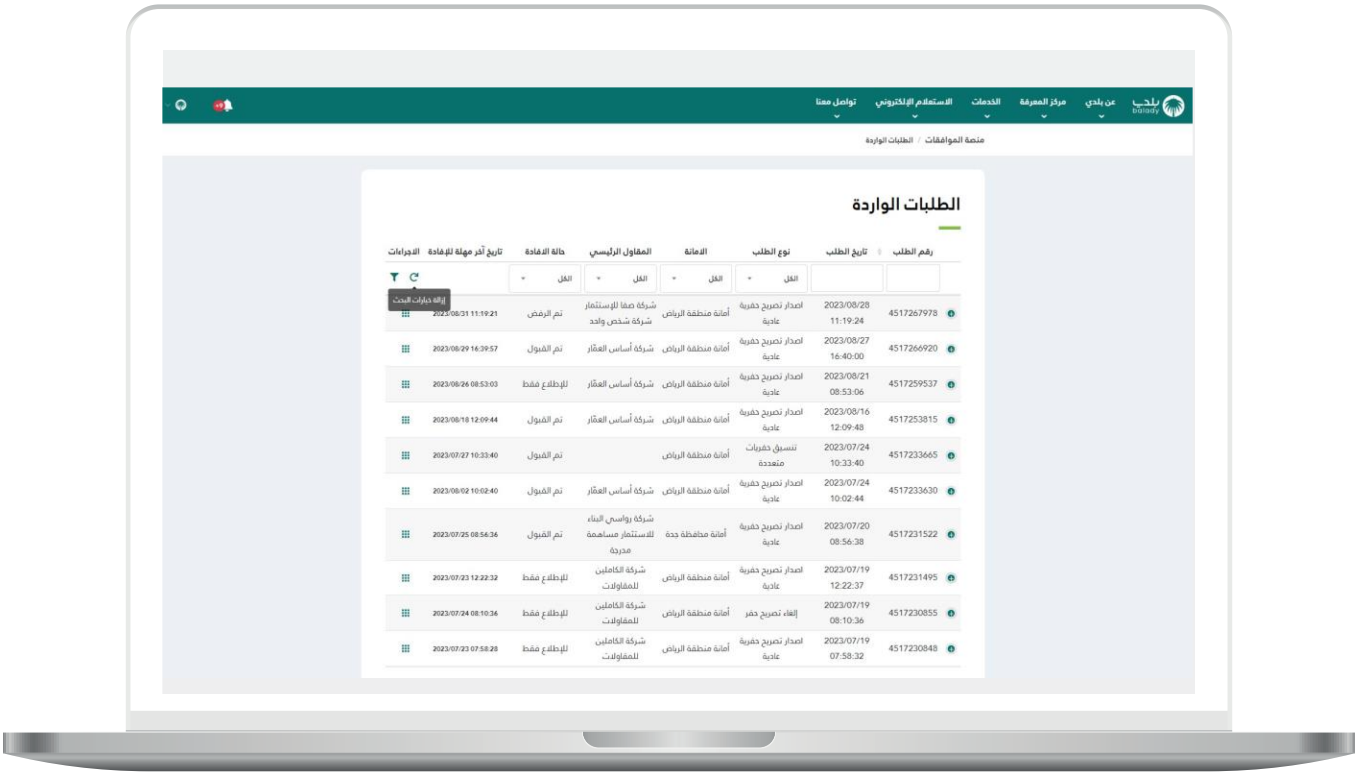
15) After clicking (**Details**), the request details are displayed, as shown in the screenshot below.



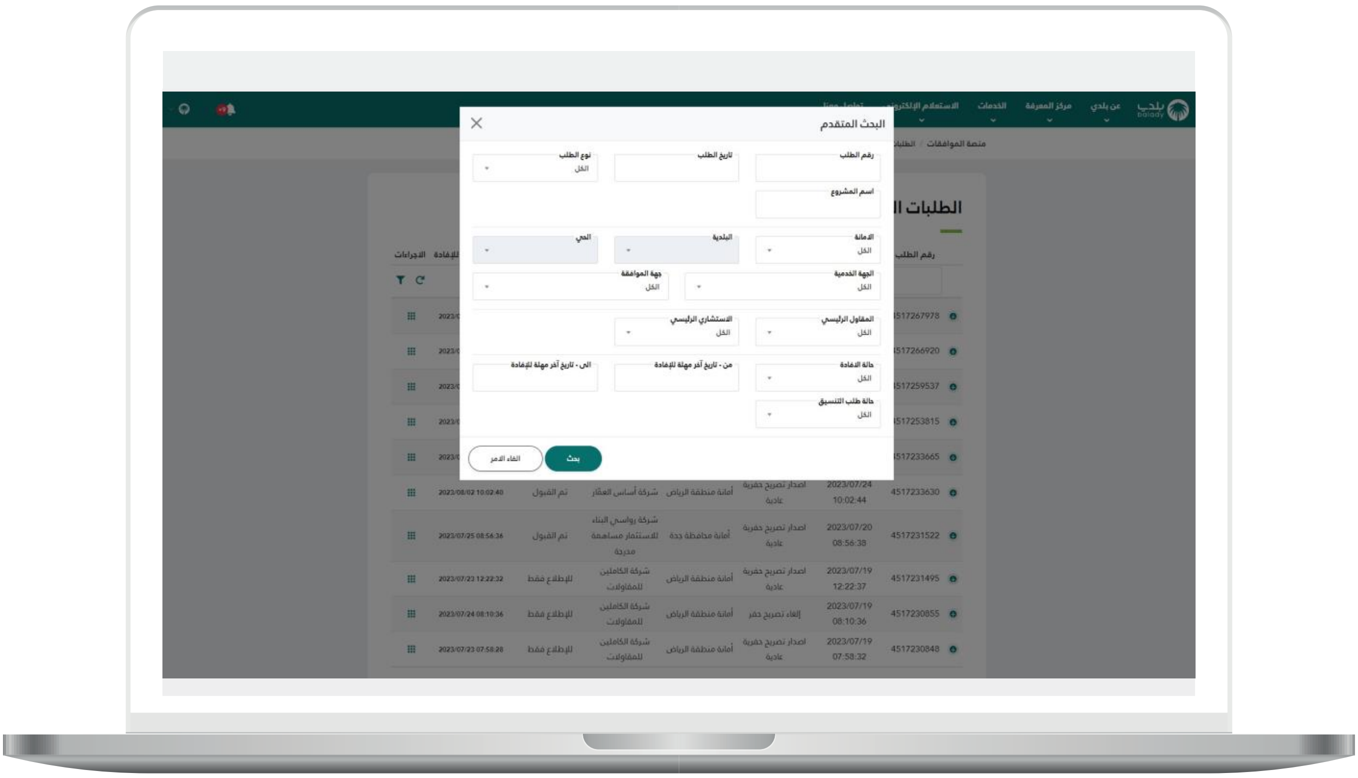
16) Clicking the circular arrow icon (**Reset Search Filters**) clears all search fields and resets the filters.



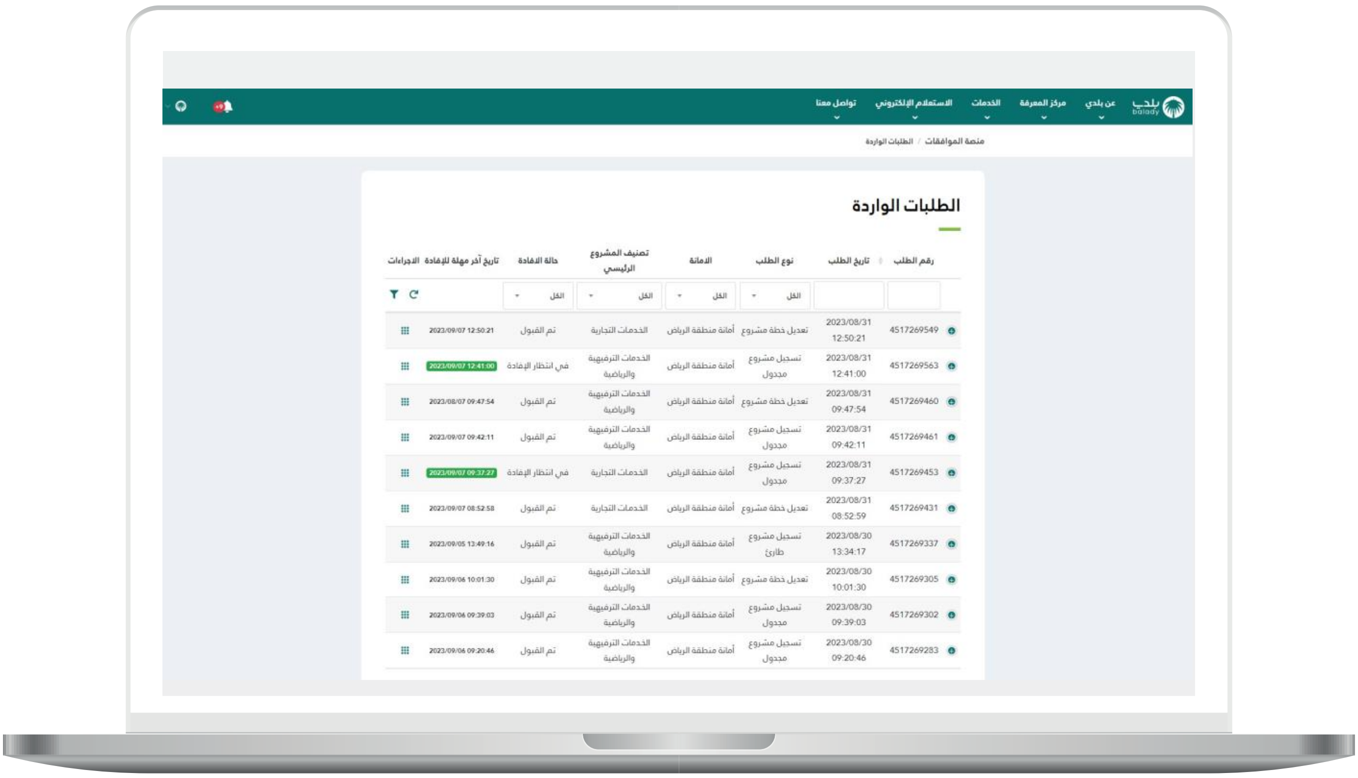
17) The results are then displayed, as shown in the screenshot below.



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

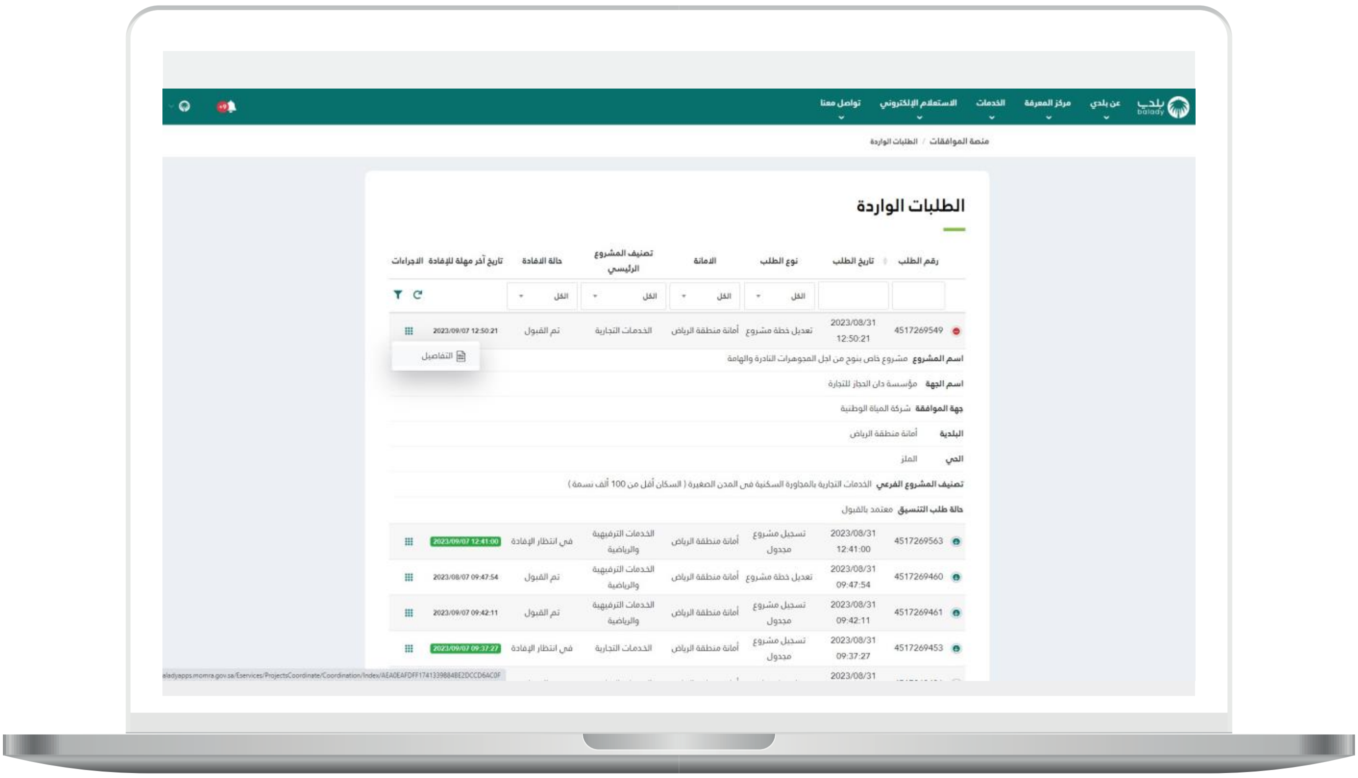


19) After selecting (**Project Requests**), the following screen appears, displaying the incoming project requests. The user can search for any request using search filters and perform actions on each request.

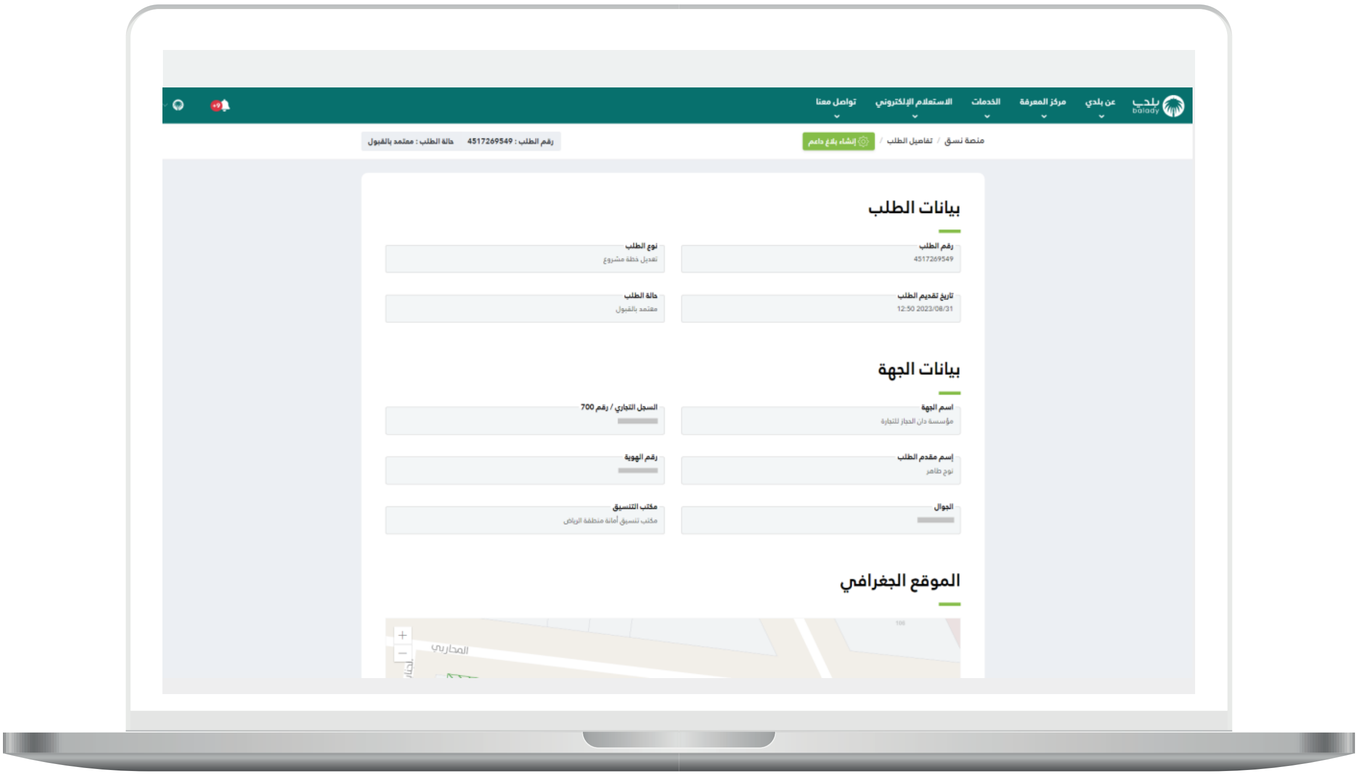


20) Clicking the (**+**) icon allows the user to view request details, including (**Project Name, Entity Name, Approval Entity, Municipality, District, Sub-Project Classification, and Coordination Request Status**).

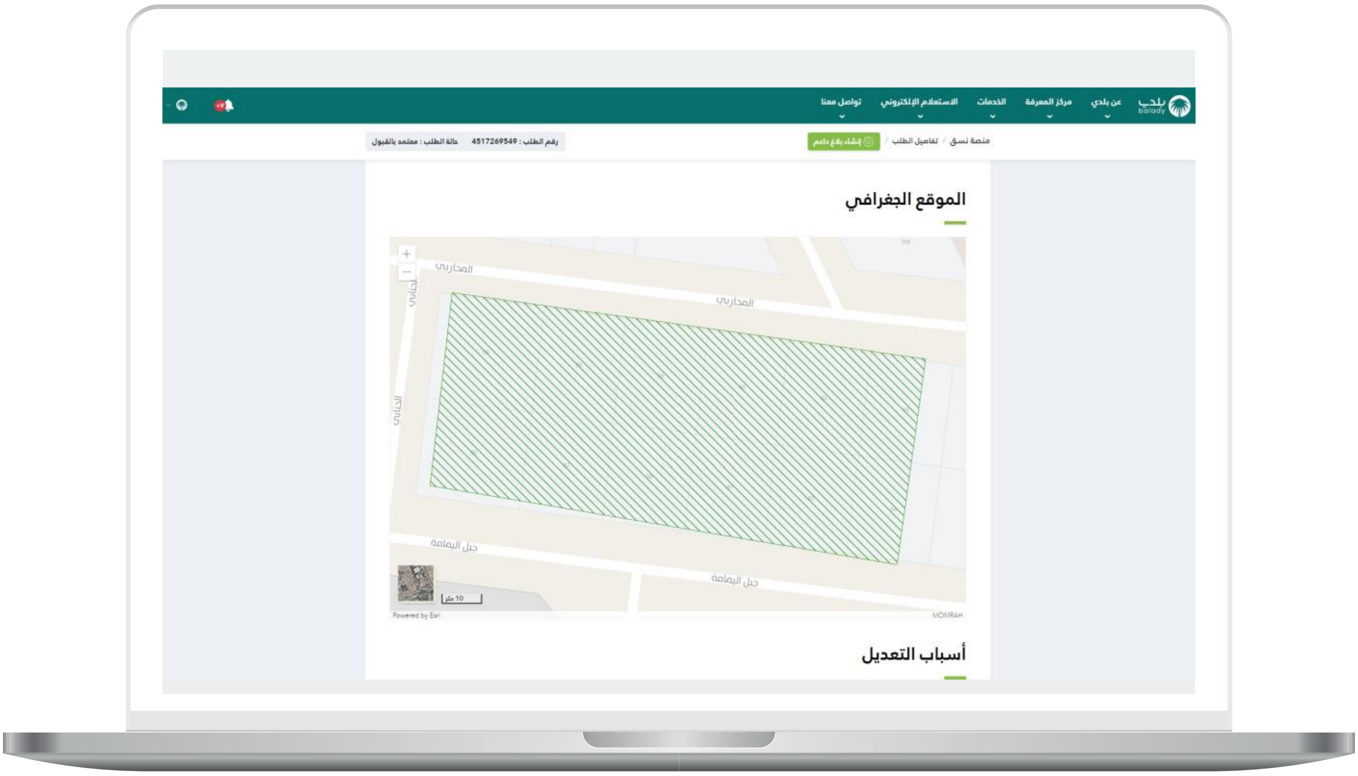
The system allows the user to view detailed request information by clicking the green box in the (**Actions**) column and selecting (**Details**).



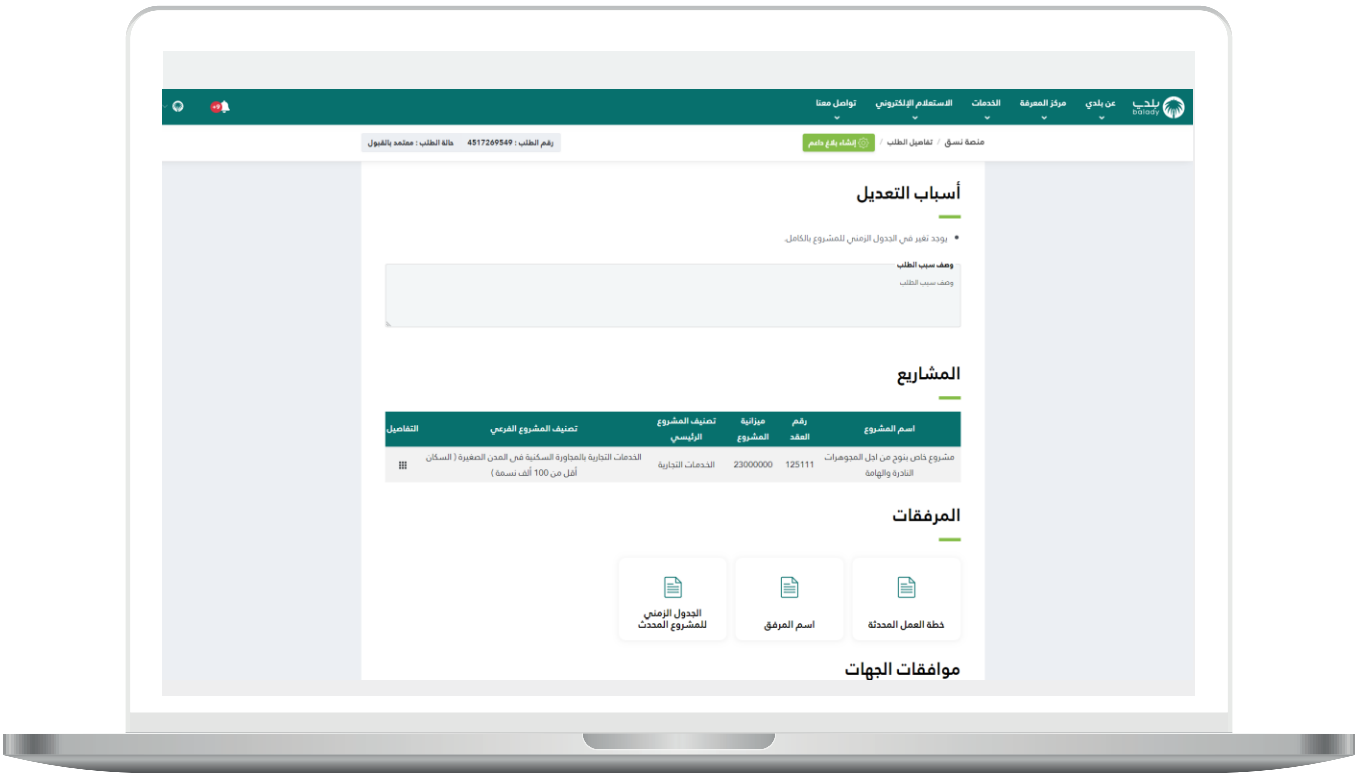
21) After clicking (**Details**), the request details are displayed, as shown in the screenshot below.



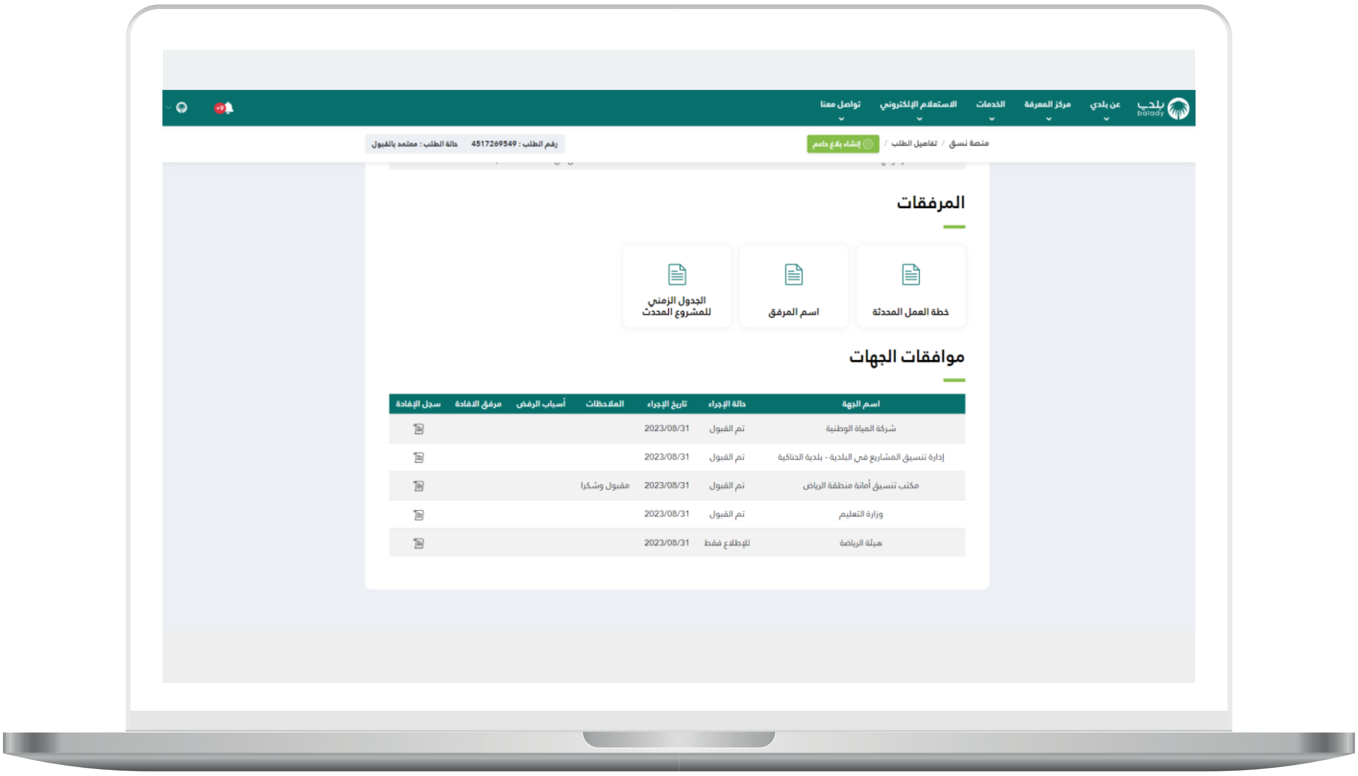
22) The screenshot below represents the second section of the request details screen.



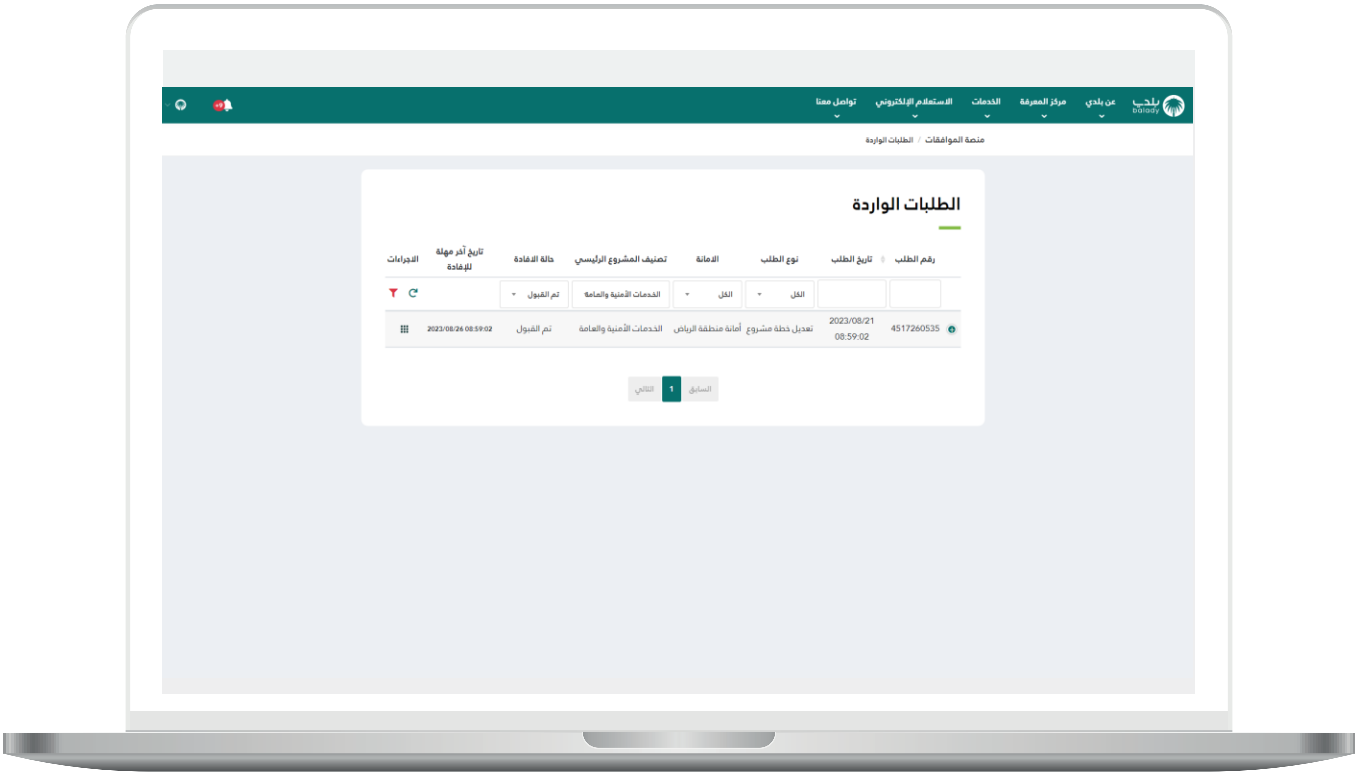
23) The screenshot below represents the third section of the request details screen.



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.



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