وزارة البلديات والإسكان

Ministry of Municipalities and Housing

## User Guide for Customer Relations System

# Submitting a Report

Beneficiary Version

## Logging in to the System

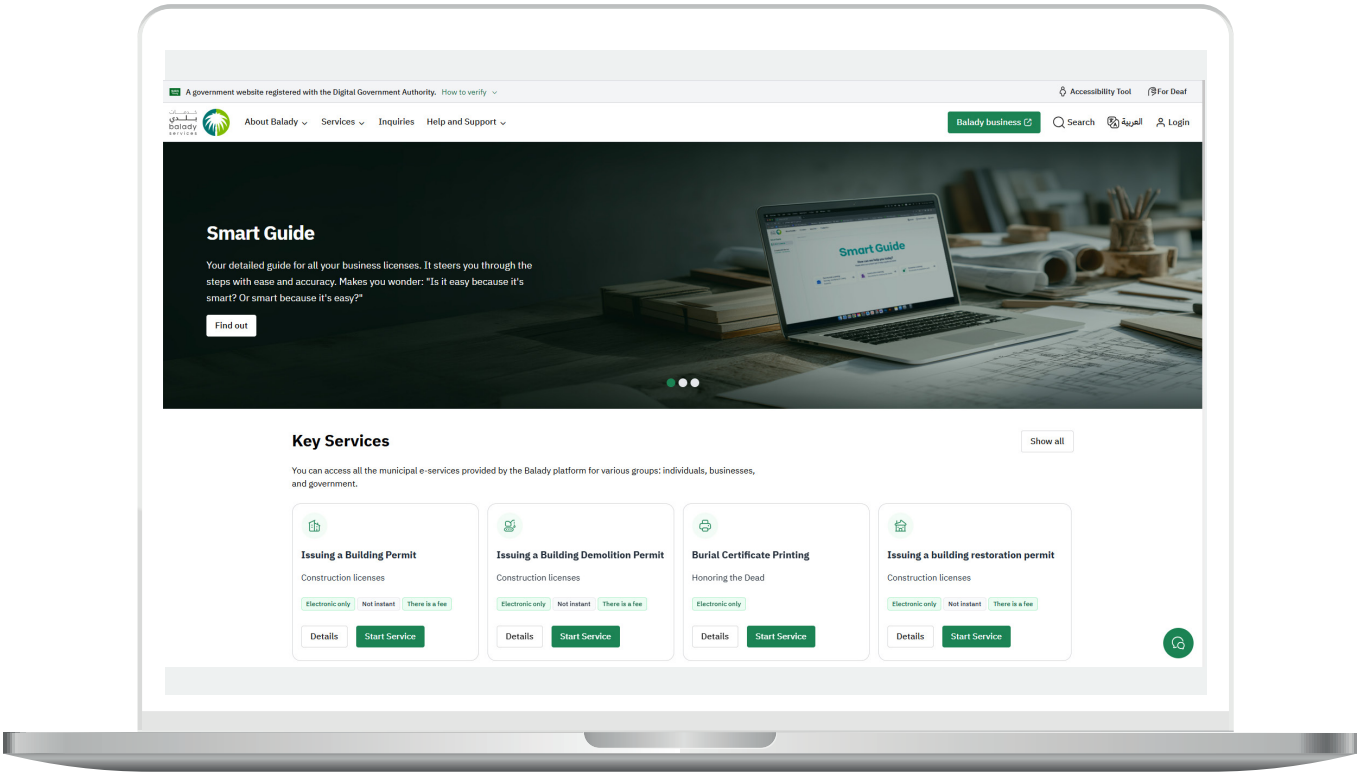
1) To log in to the system, enter the following user credentials: National ID/Iqama Number, Password, and Verification Code, then click (**Log In**).

Users can also log in through the National Unified Access (**Nafath**) platform.

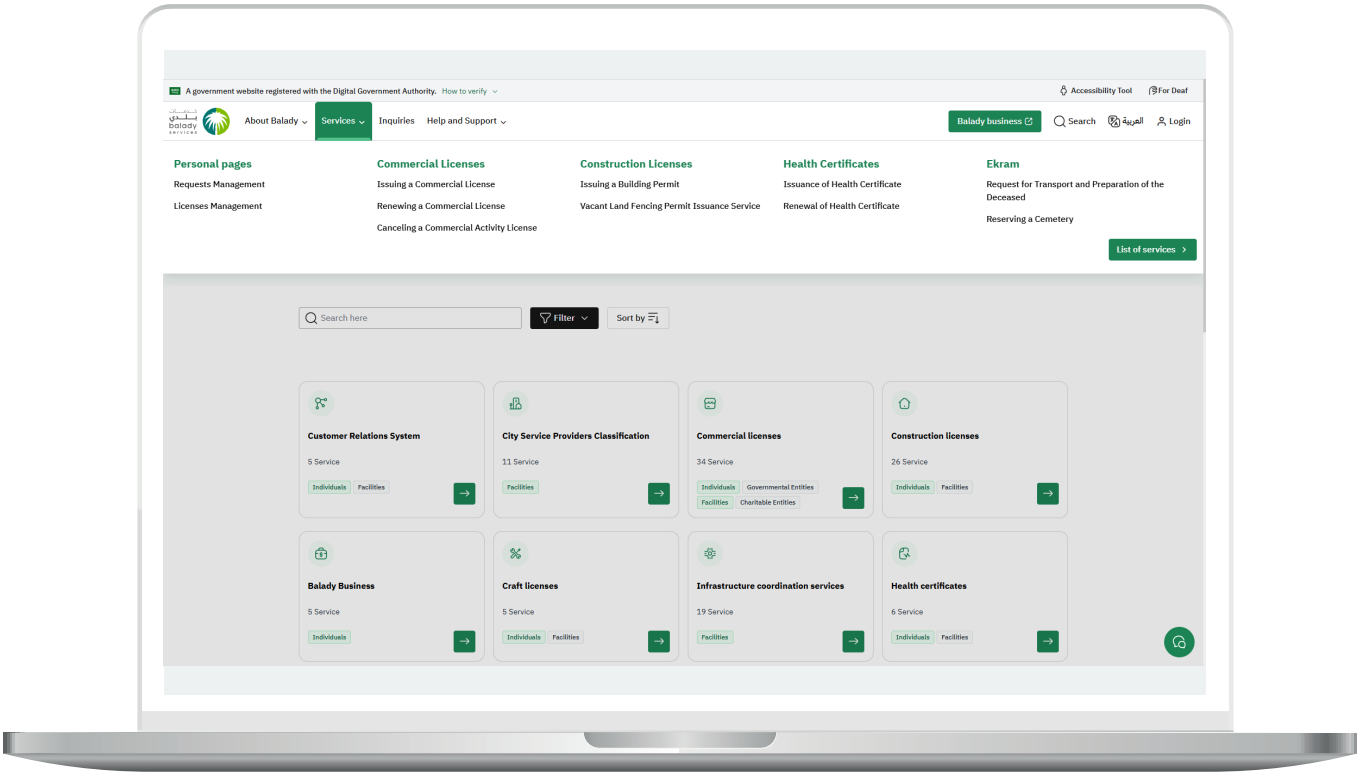
2) A verification code is then sent to the user's mobile phone. Enter the code in the (**Verification Code**) field, then click (**Login**).

## Steps for Submitting a Report

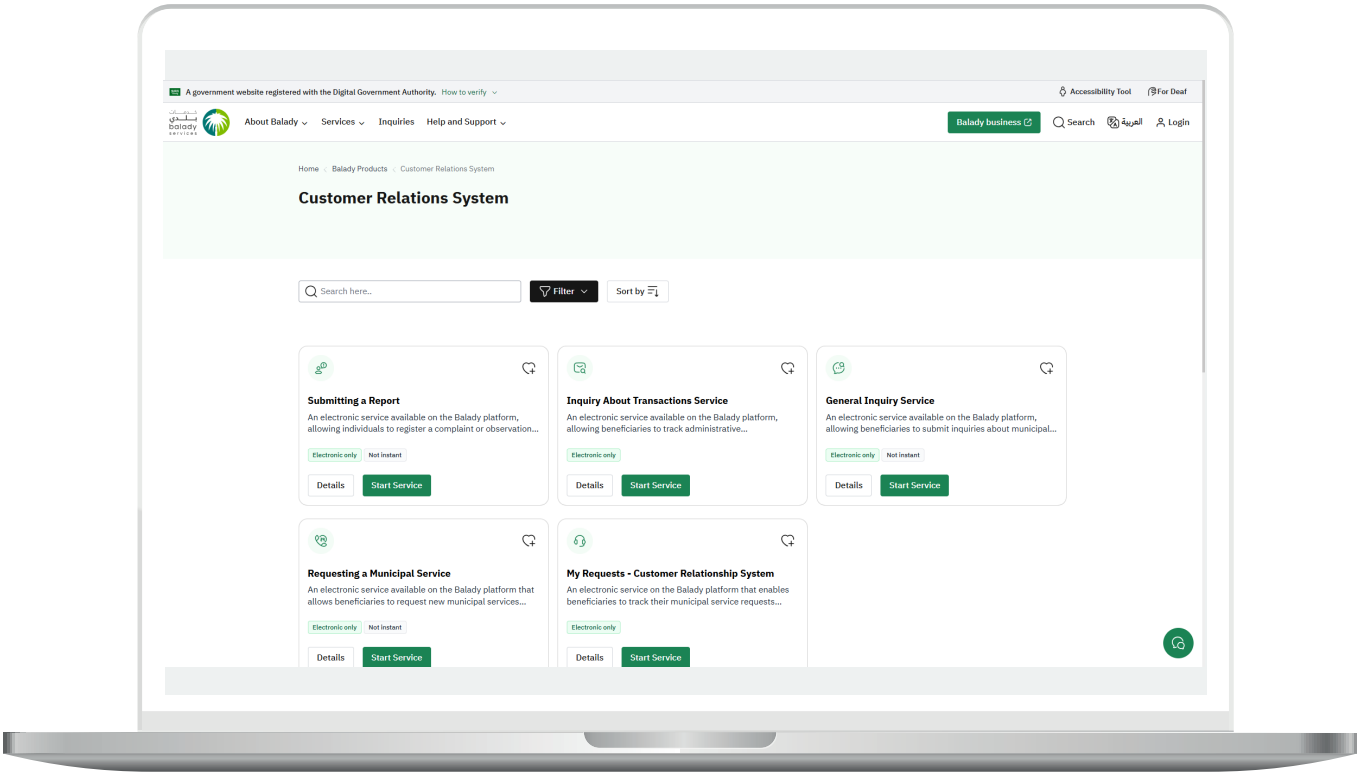
1) After logging in to the Balady Platform, the platform's home page is displayed as shown in the figure below. To begin the service request, click the (**Services**) menu at the top of the page.



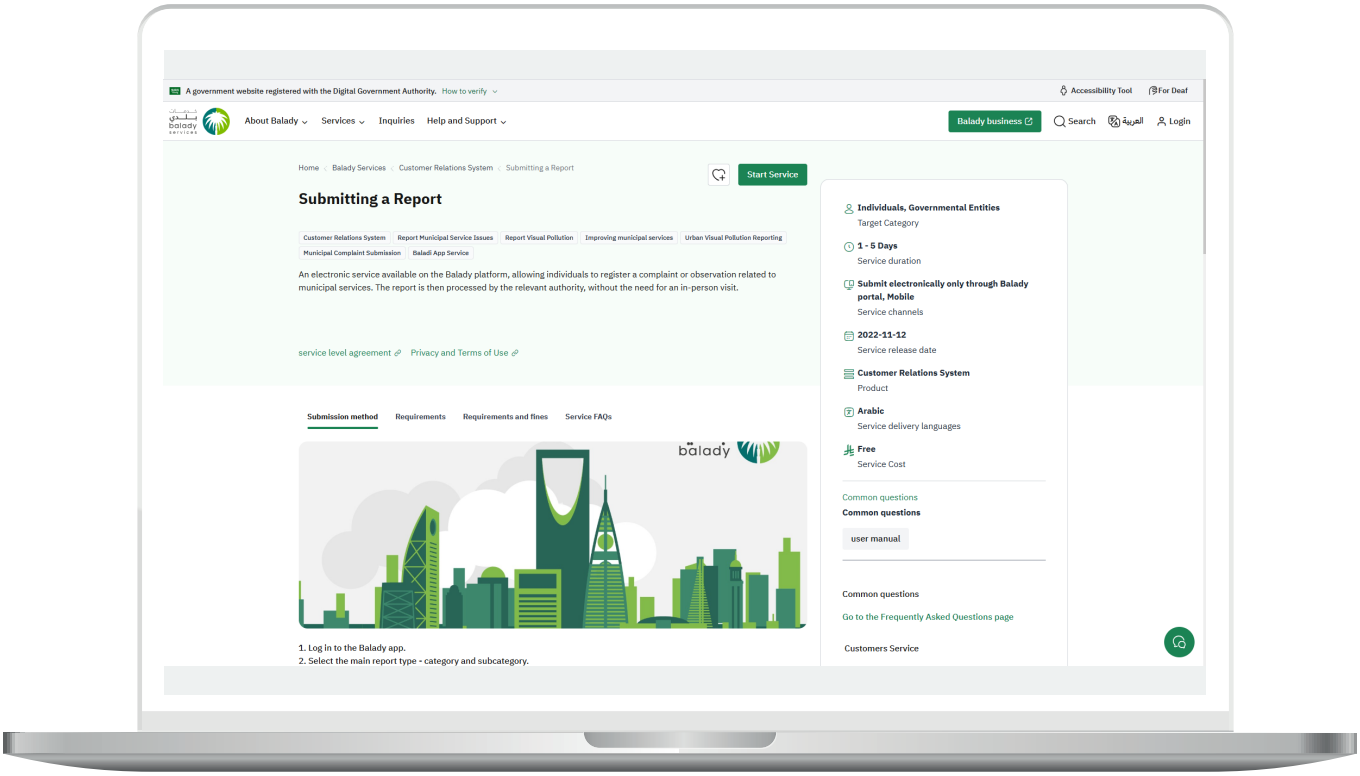
2) Click (**View More**) to display the available Balady products, then select (**Customer Relations System**).



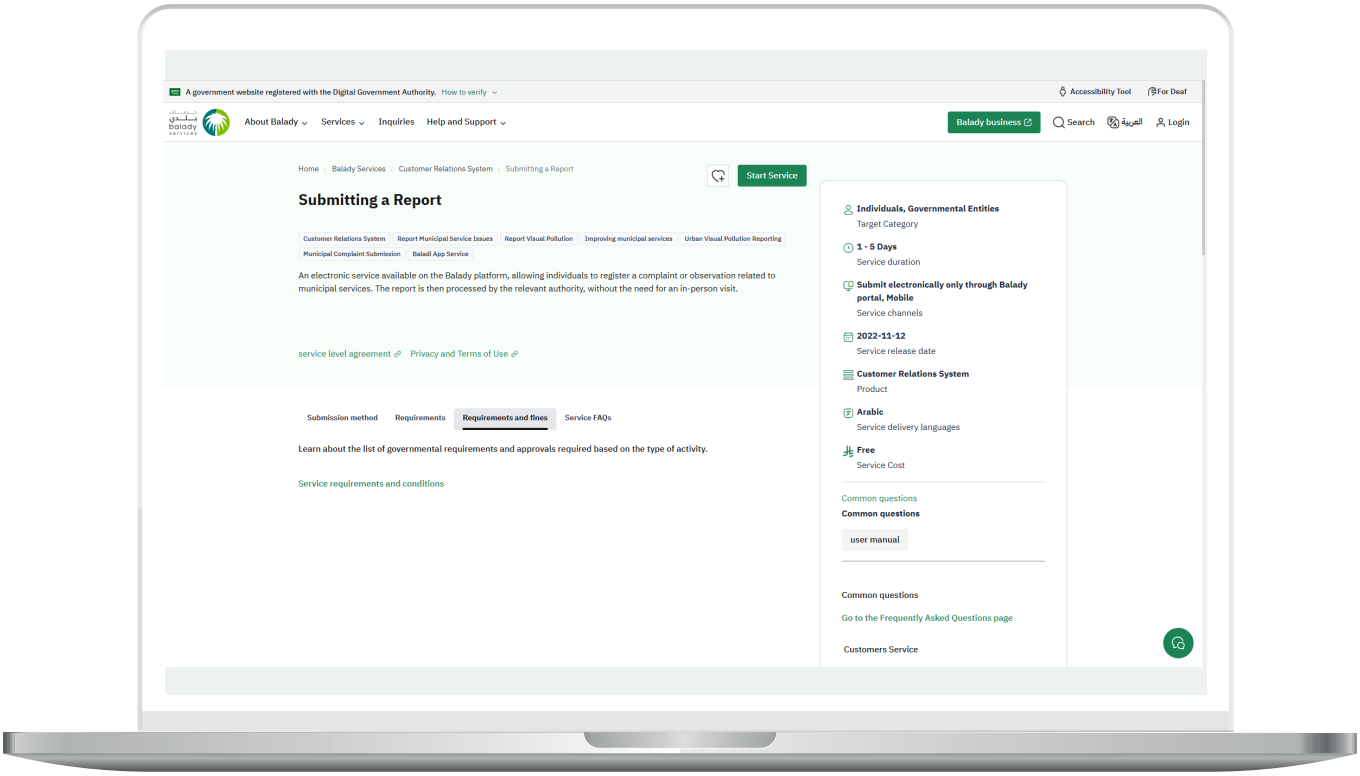
3) The following screen is then displayed. Under the (**Submit a Report**) service, click (**Details**) as shown in the figure below.



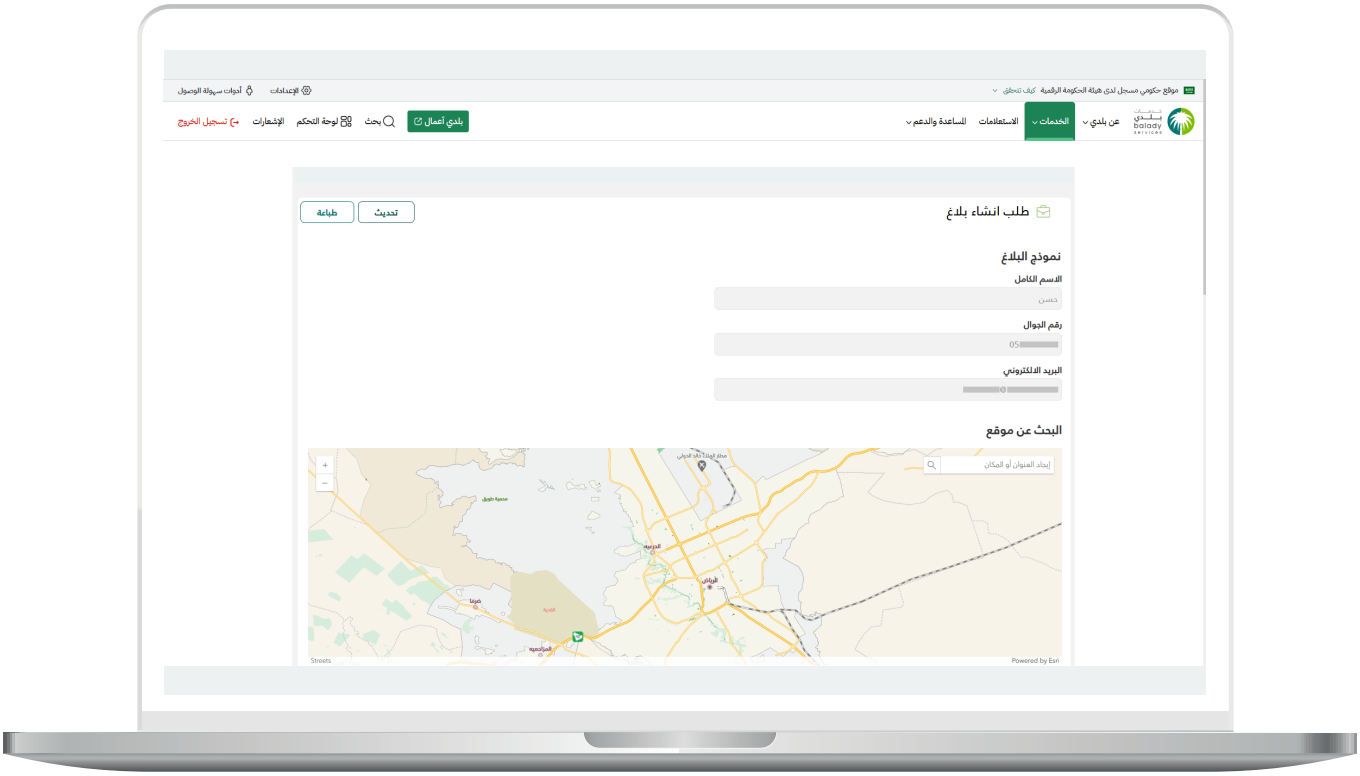
4) The service details page is then displayed, allowing the beneficiary to review key service information, including the submission method, requirements, conditions, penalties, and other related details.



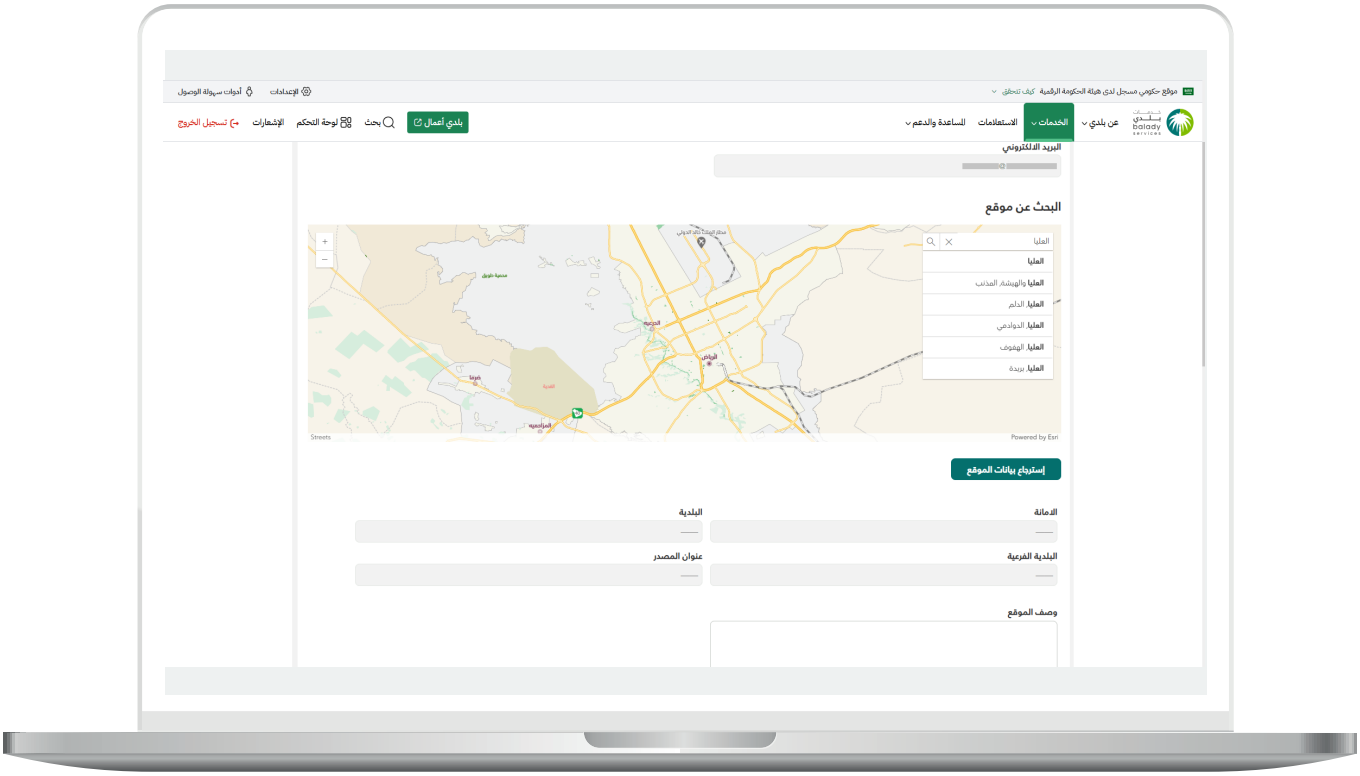
5) To begin the service process, click (**Start Service**).



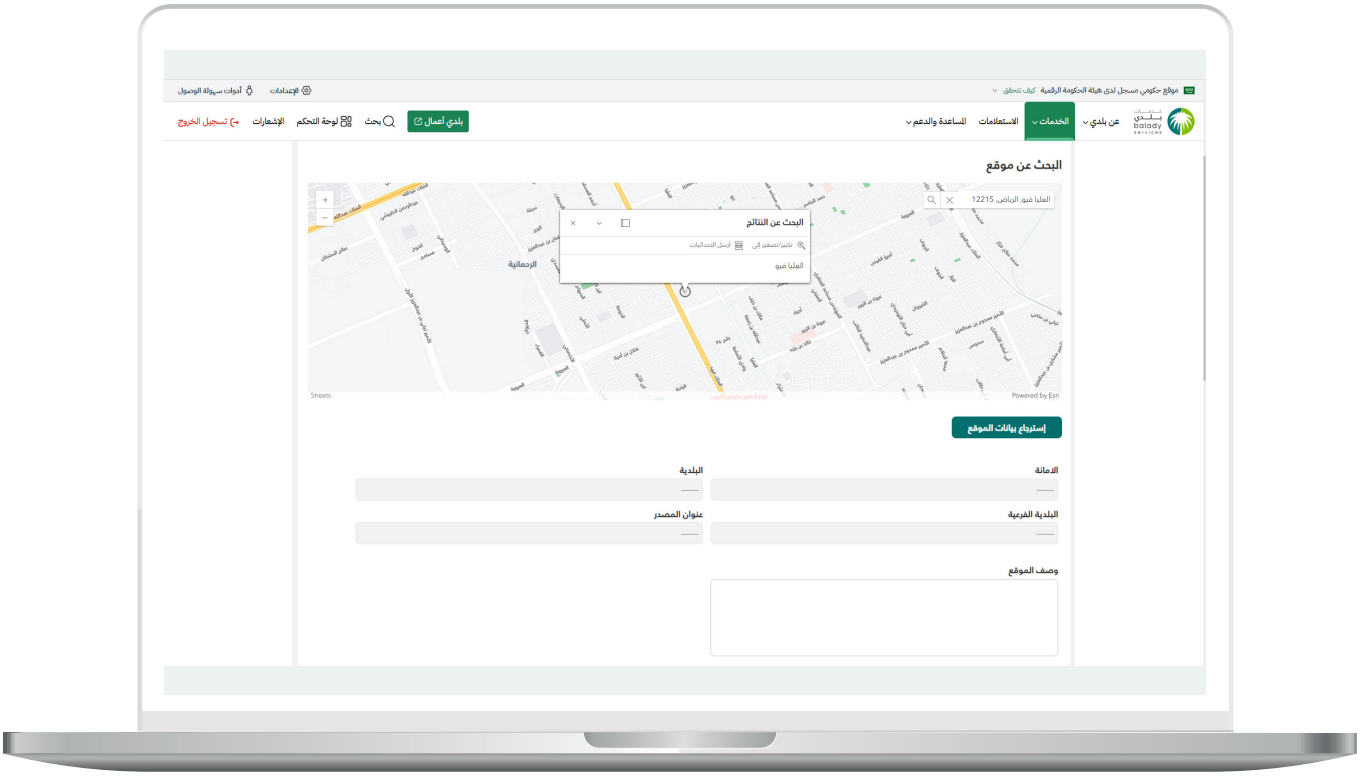
6) The report form is then displayed as shown in the figure below. To begin completing the form, search for the report location using the (**Search for Location**) section.



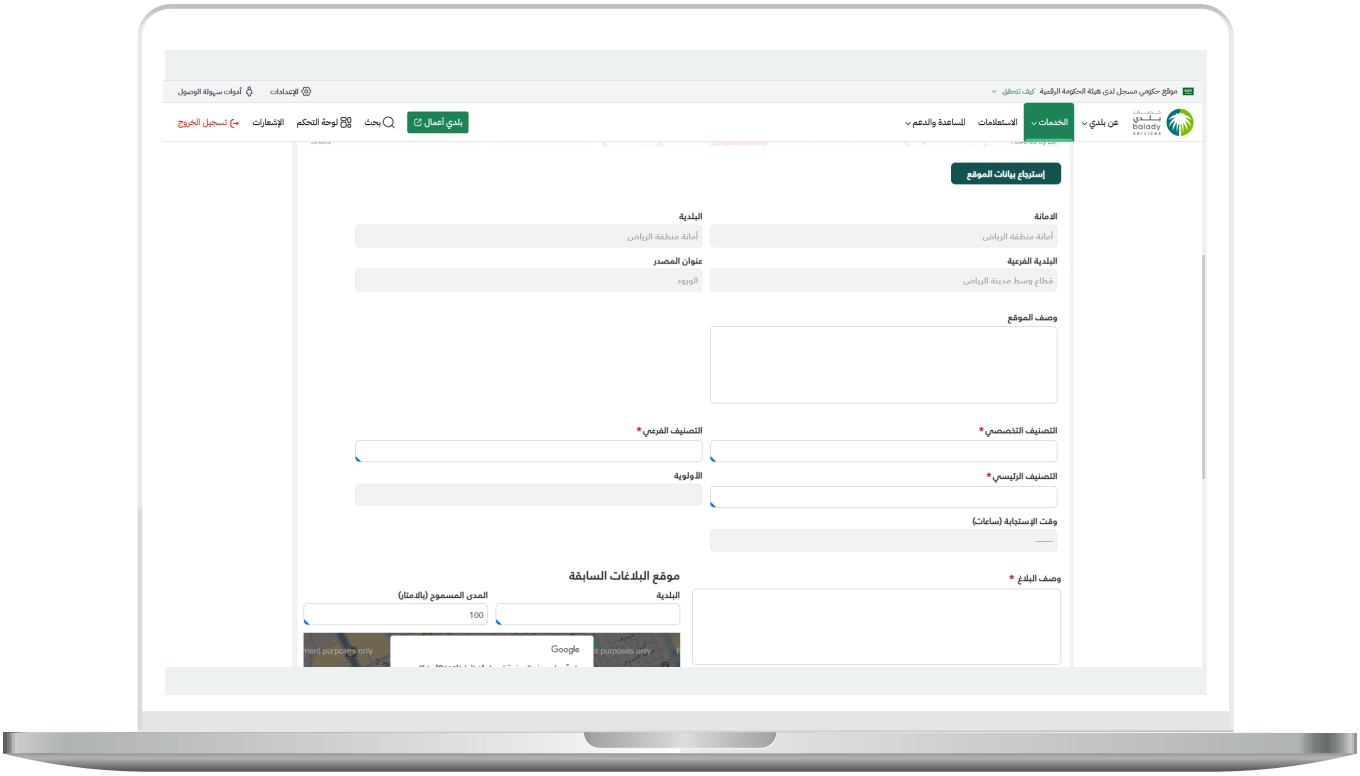
7) After entering part of the report location, the available options are displayed. Select the required location from the list.



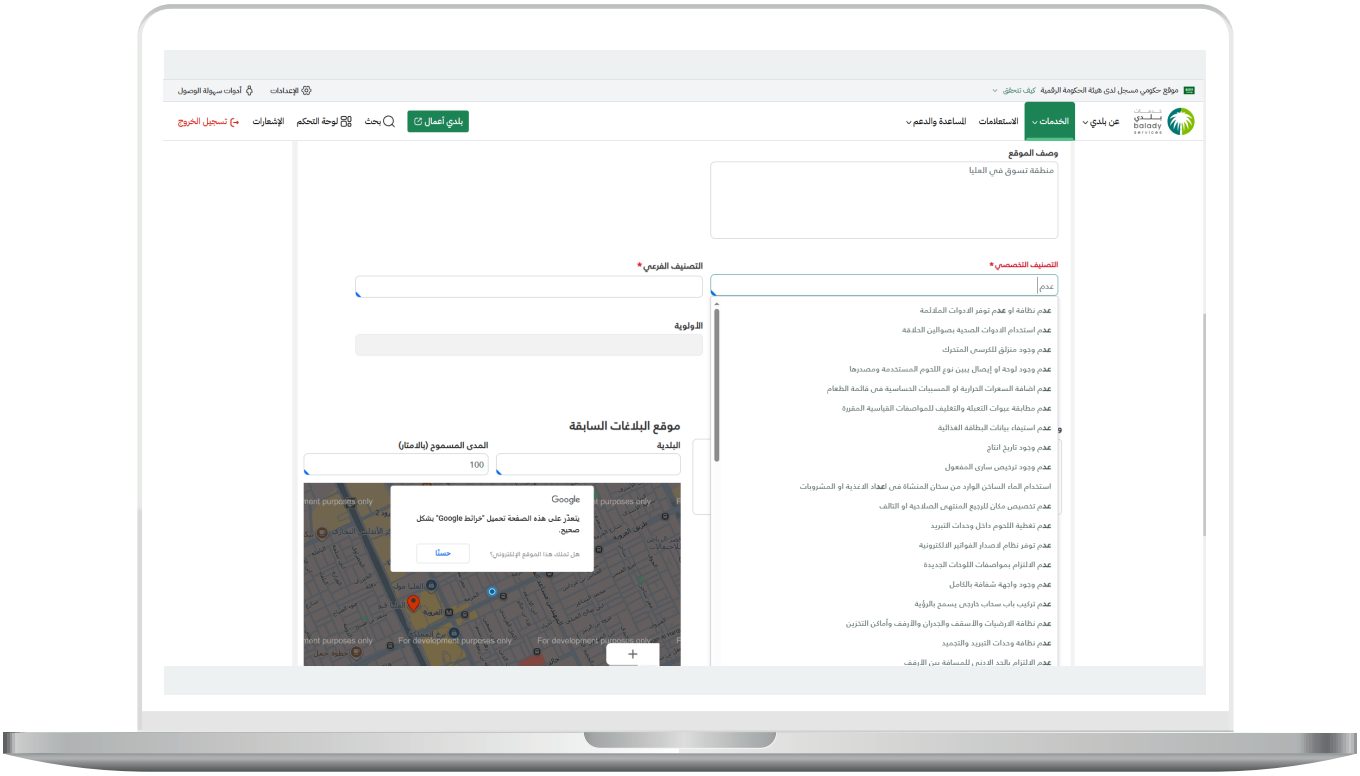
8) After selecting the location, click (**Send Coordinates**).



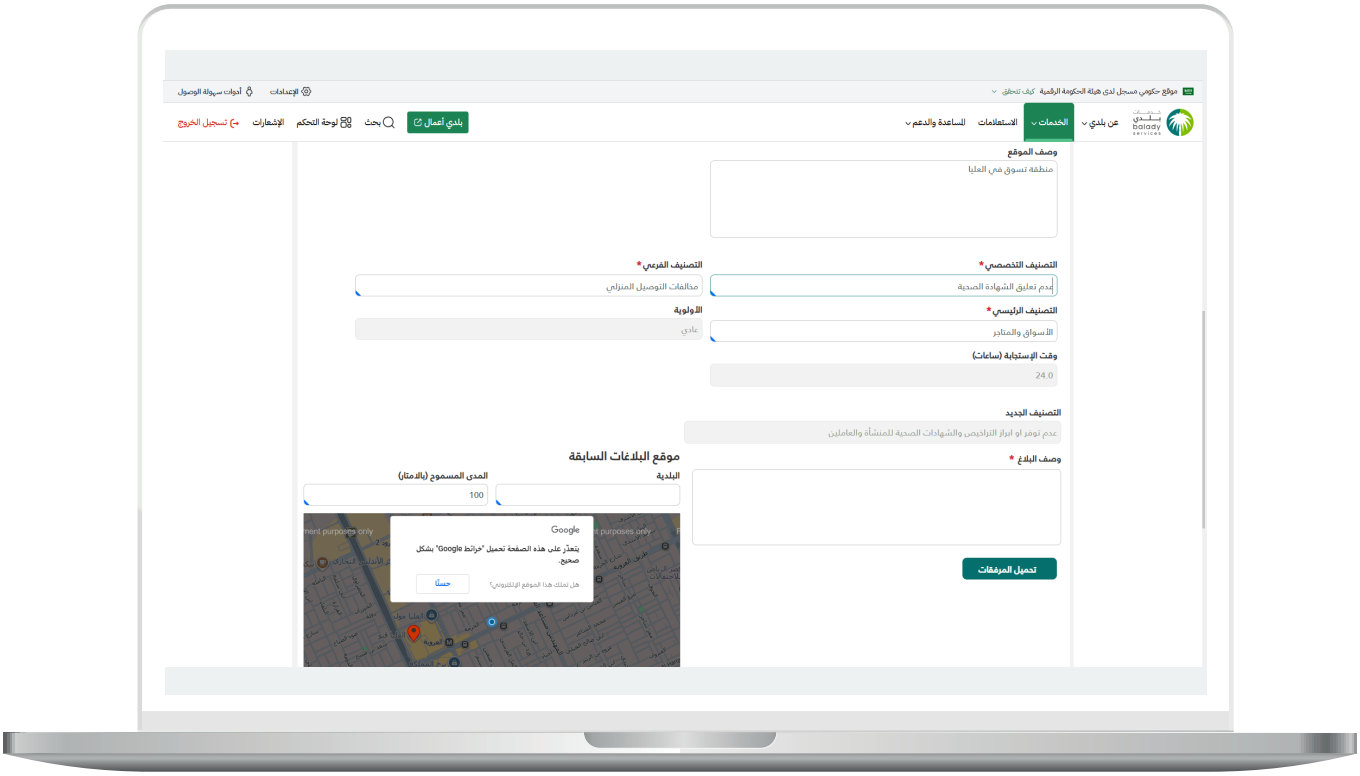
9) Click (**Retrieve Location Data**). The system will automatically populate the following fields: Municipality, Municipality Branch, Sub-Municipality, and Source Address.



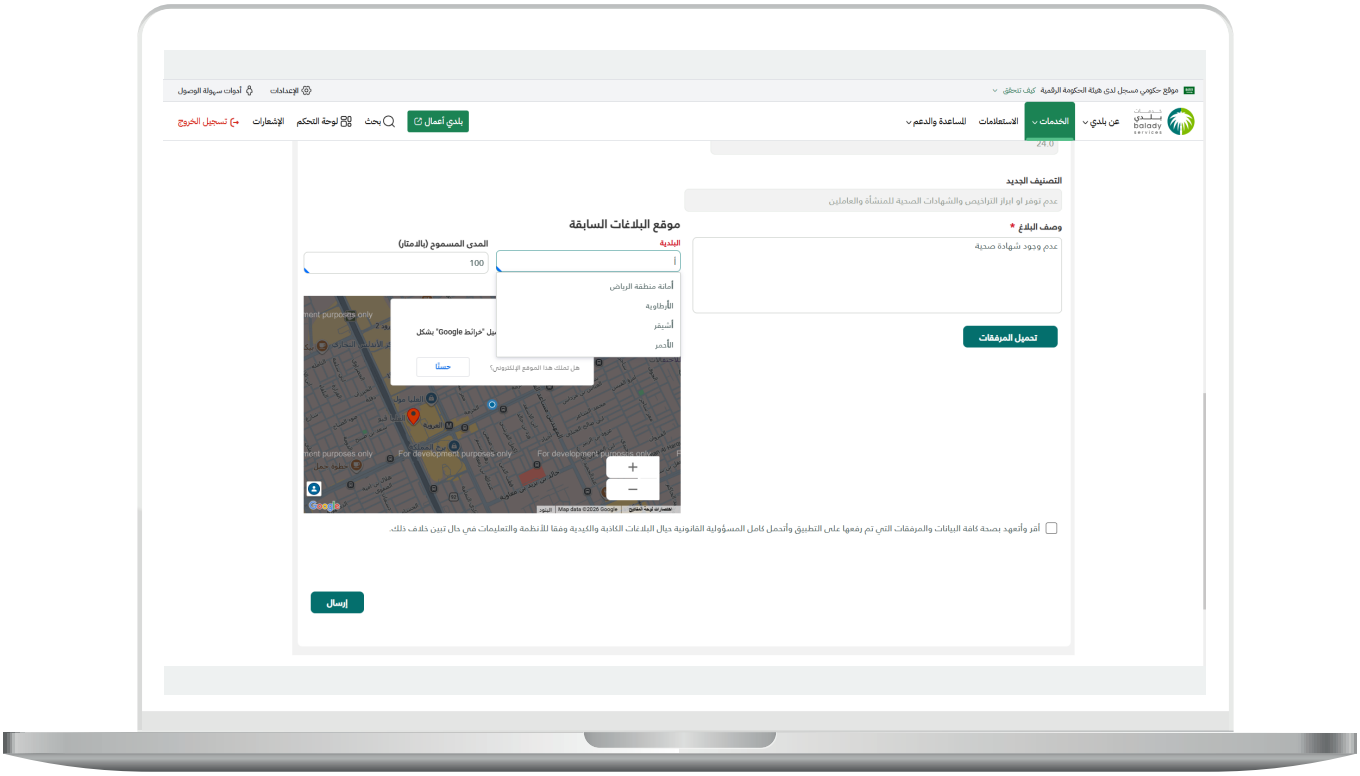
10) Enter the value for (**Location Description**). Then enter part of the value in the (**Specialized Classification**) field to display the available options.



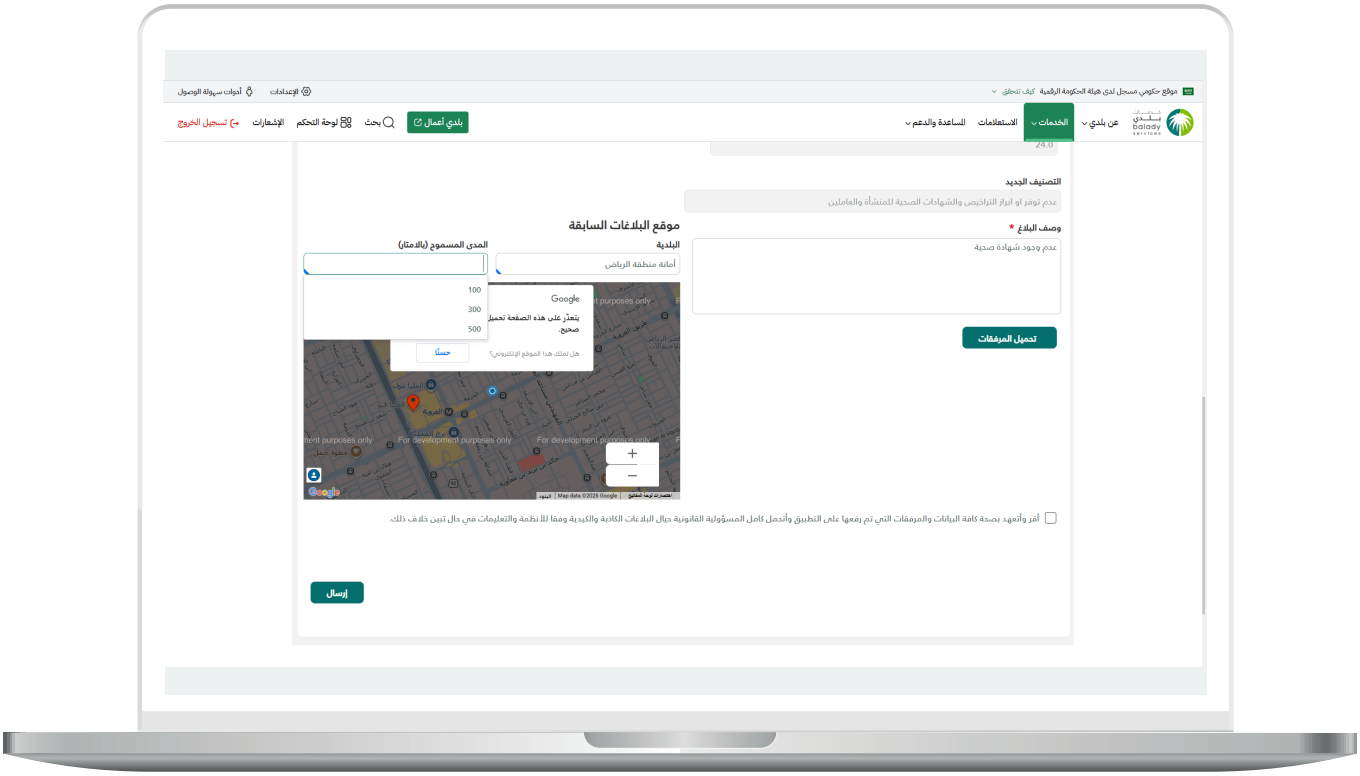
11) Next, select the appropriate values for (**Main Classification**) and (**Sub-Classification**).



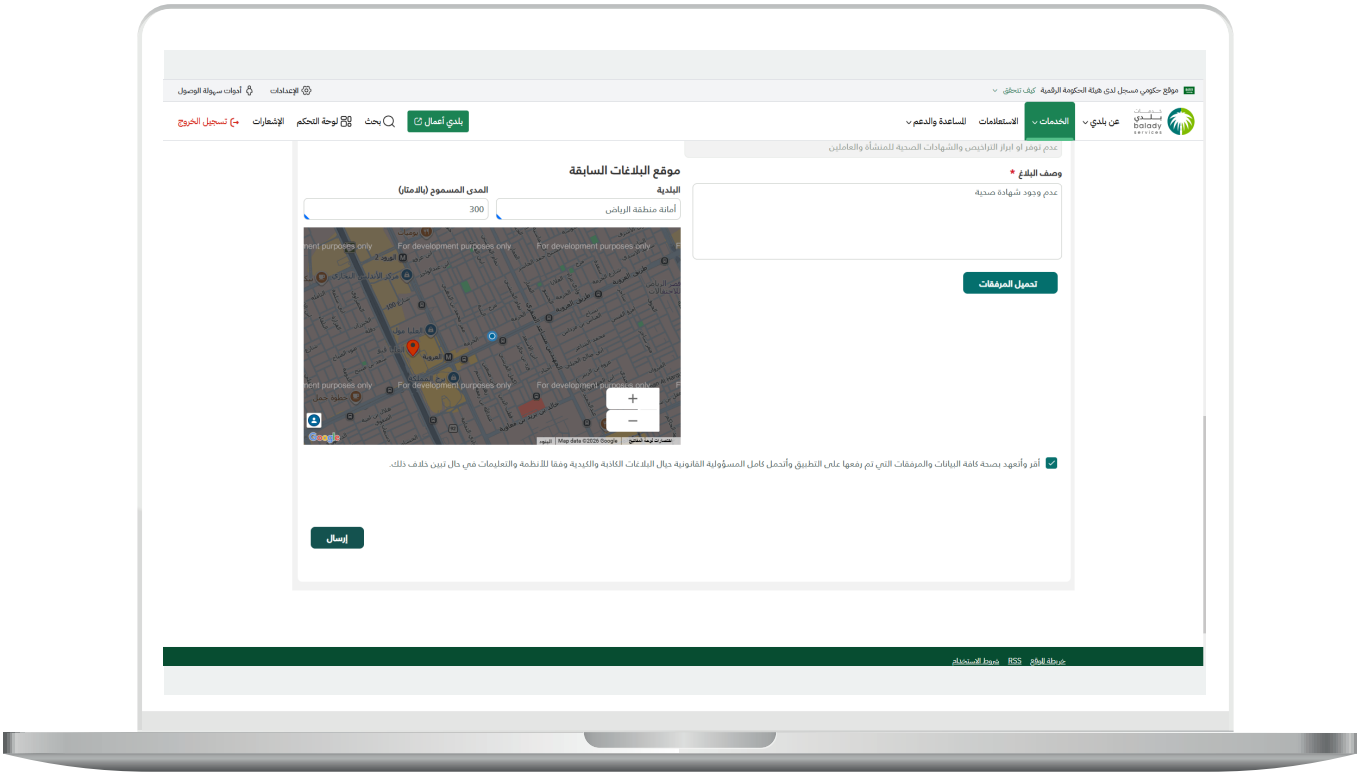
12) After entering the (**Report Description**), select the appropriate (**Municipality**) in the (**Previous Reports Location**) section to display the available options.



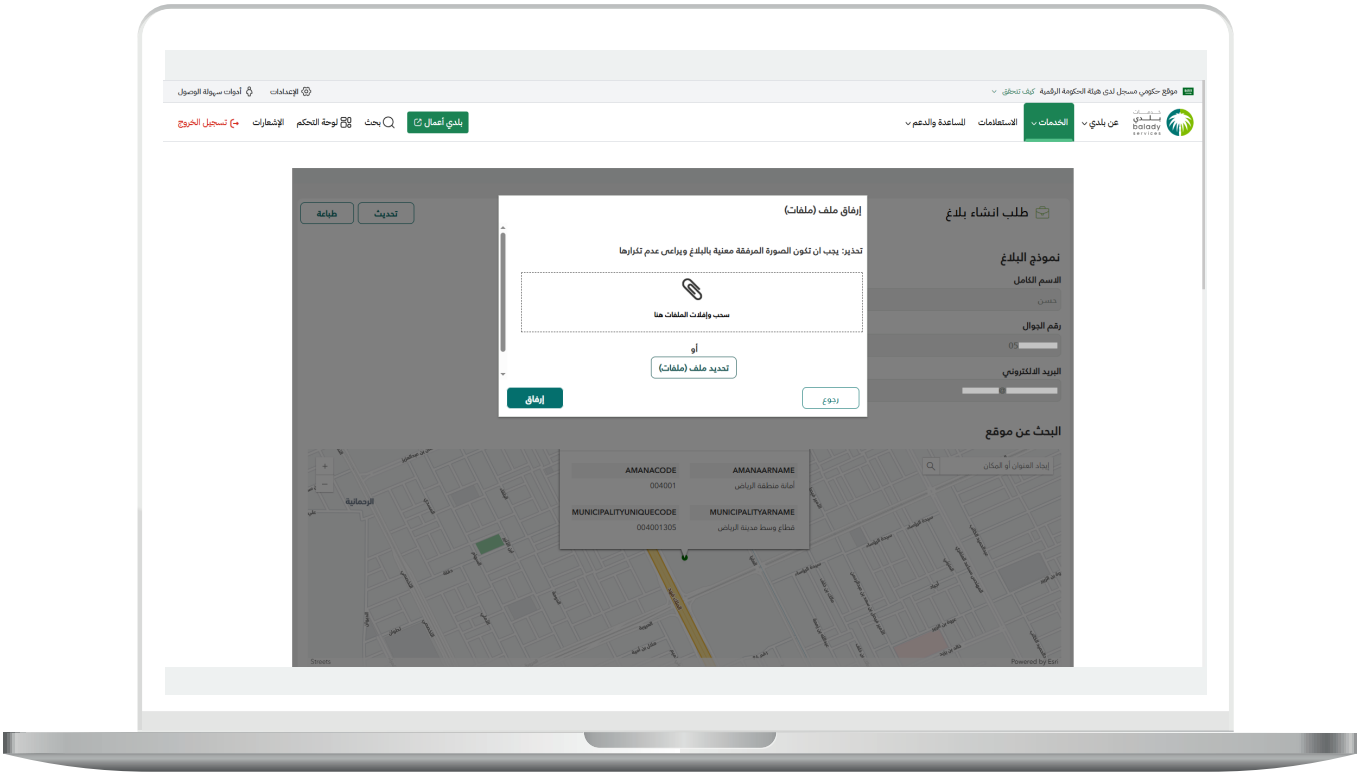
13) Select a value for (**Allowed Range (in meters)**). The available options are 100, 300, and 500 meters, as shown in the figure.



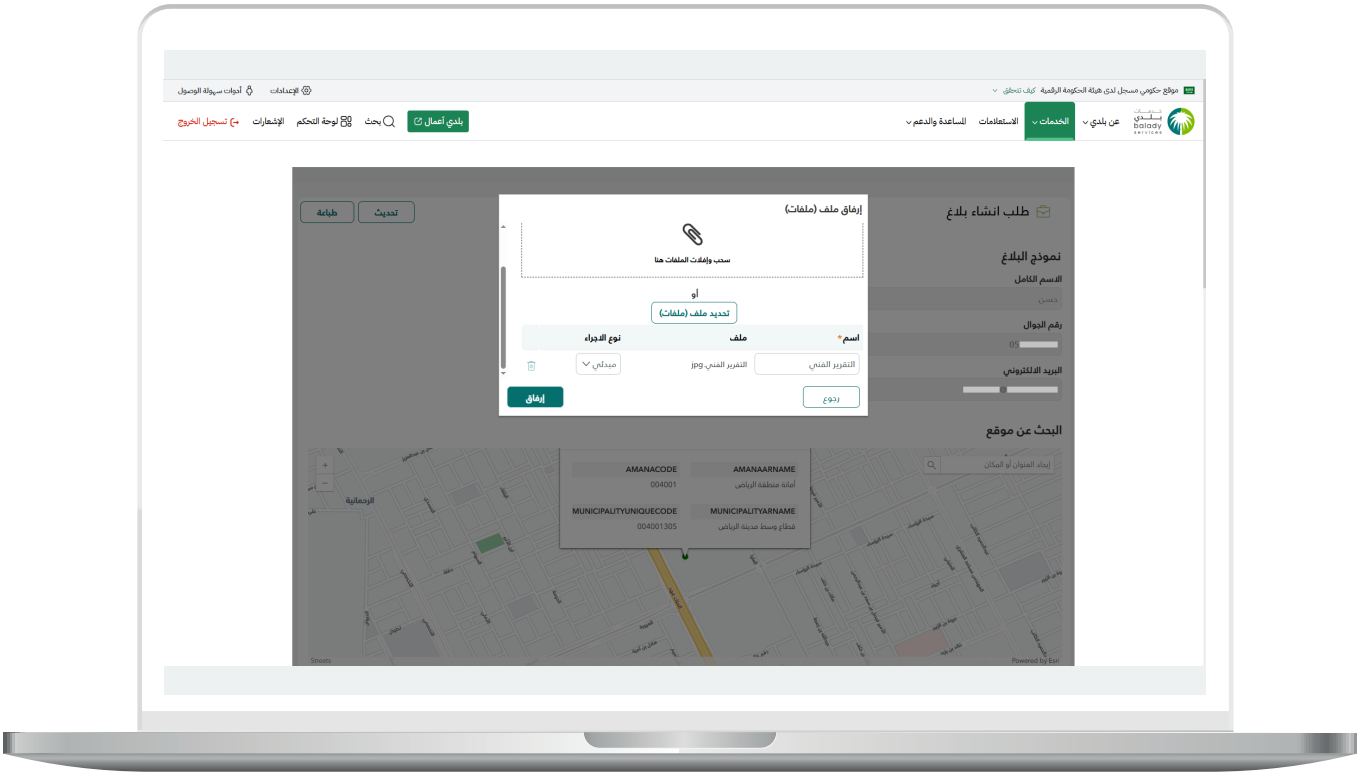
14) Next, accept the declaration/undertaking by selecting the check-box. You can also add supporting documents by clicking (**Upload Attachments**).



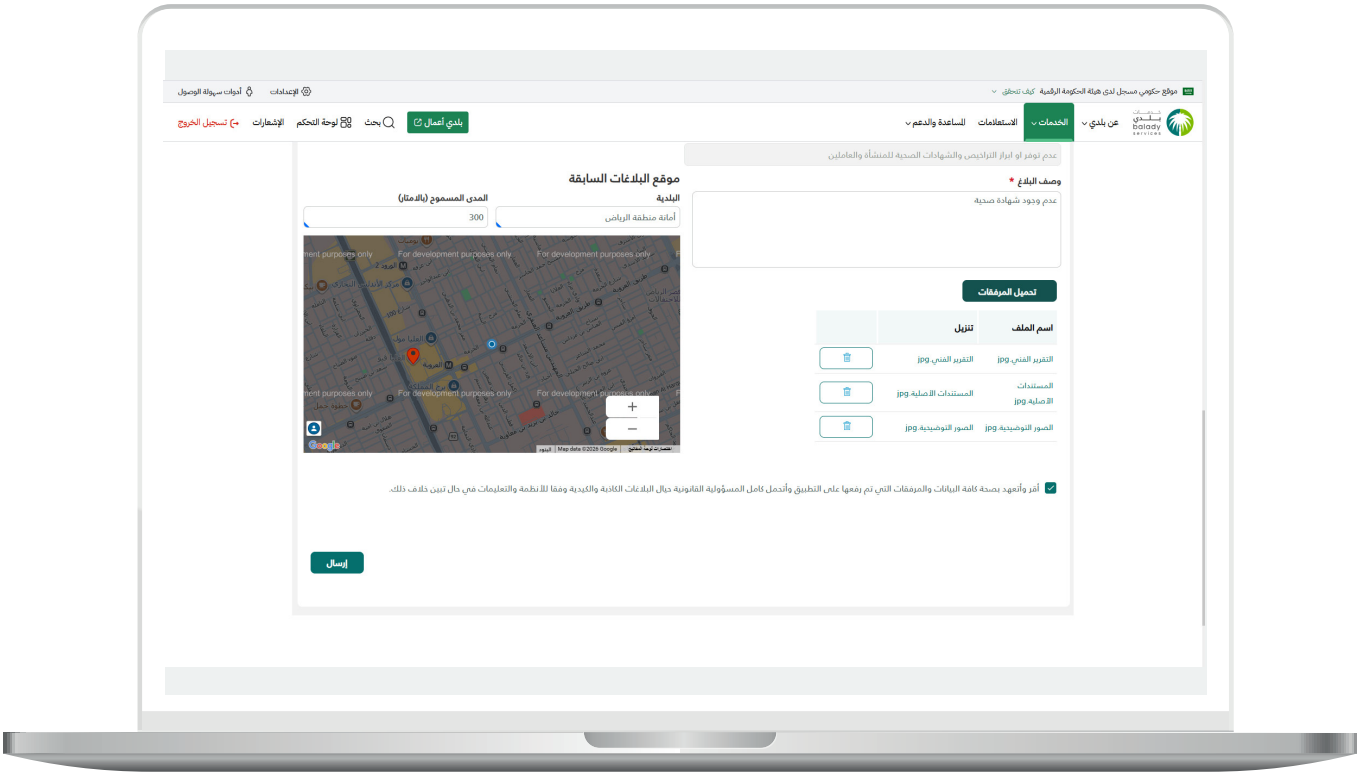
15) When you click (**Upload Attachments**), a dedicated attachments window appears. You can add files by dragging and dropping them into the designated area, or by clicking (**Select File(s)**) and choosing the required files from your device, as shown in the figure below.



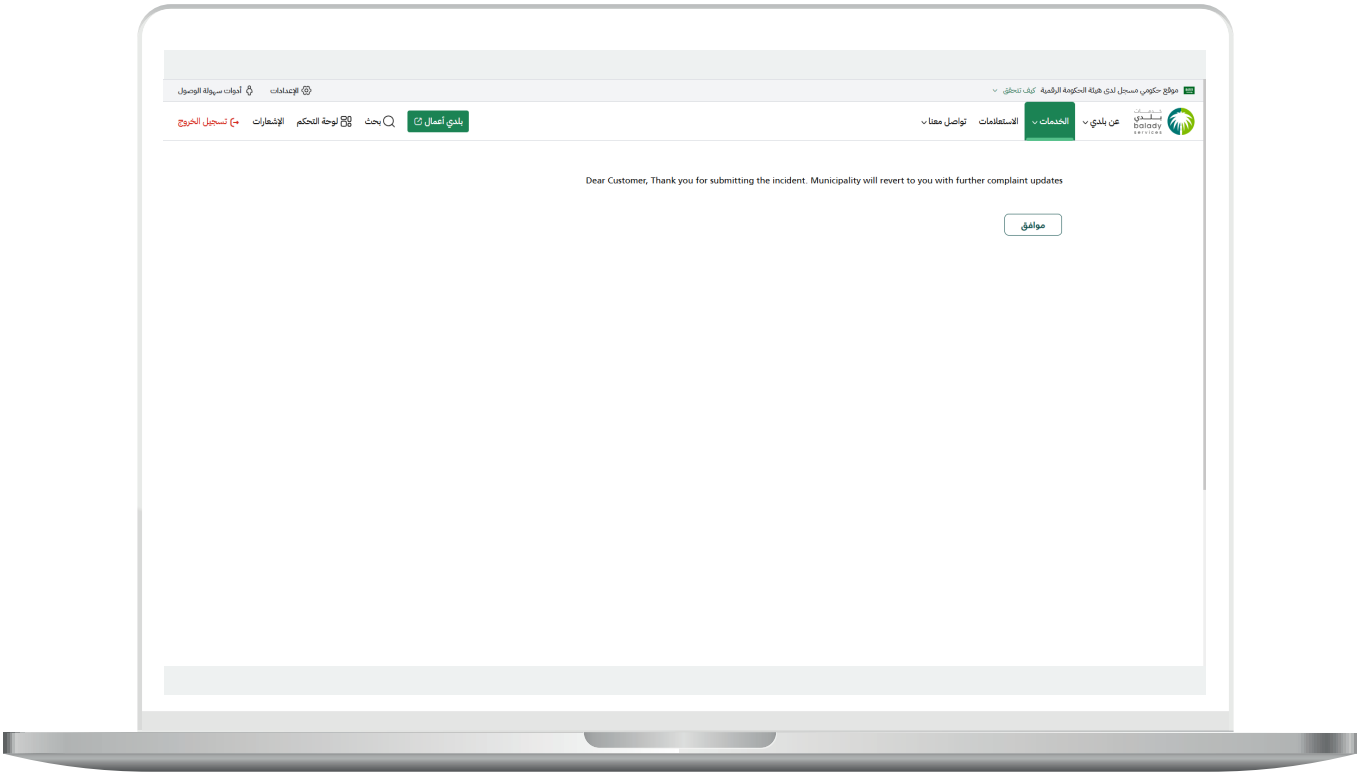
16) The uploaded attachment is displayed as shown in the figure below. You can remove the attachment by clicking the trash icon, and you can also rename the file.



17) You can add multiple attachments using the same procedure. Once you have finished adding the attachments, click (**Submit**).



18) After clicking (**Submit**), the report is successfully submitted, and a confirmation message is displayed to indicate that the submission has been completed.



رقم التواصل المباشر 199040

العناية بالعملاء @Balady_CS