



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

Service of Issuing a Permit

# to Rectify Existing Building Status

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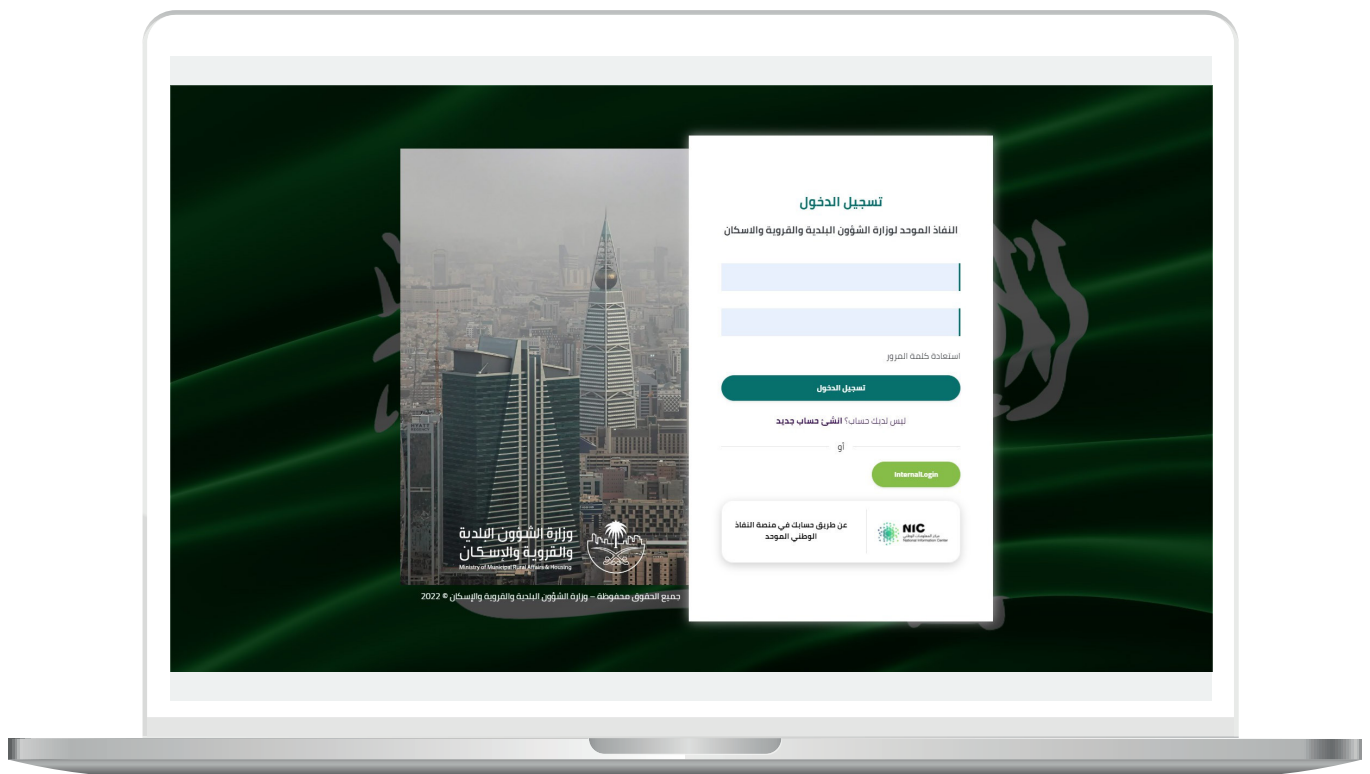
Beneficiary's  
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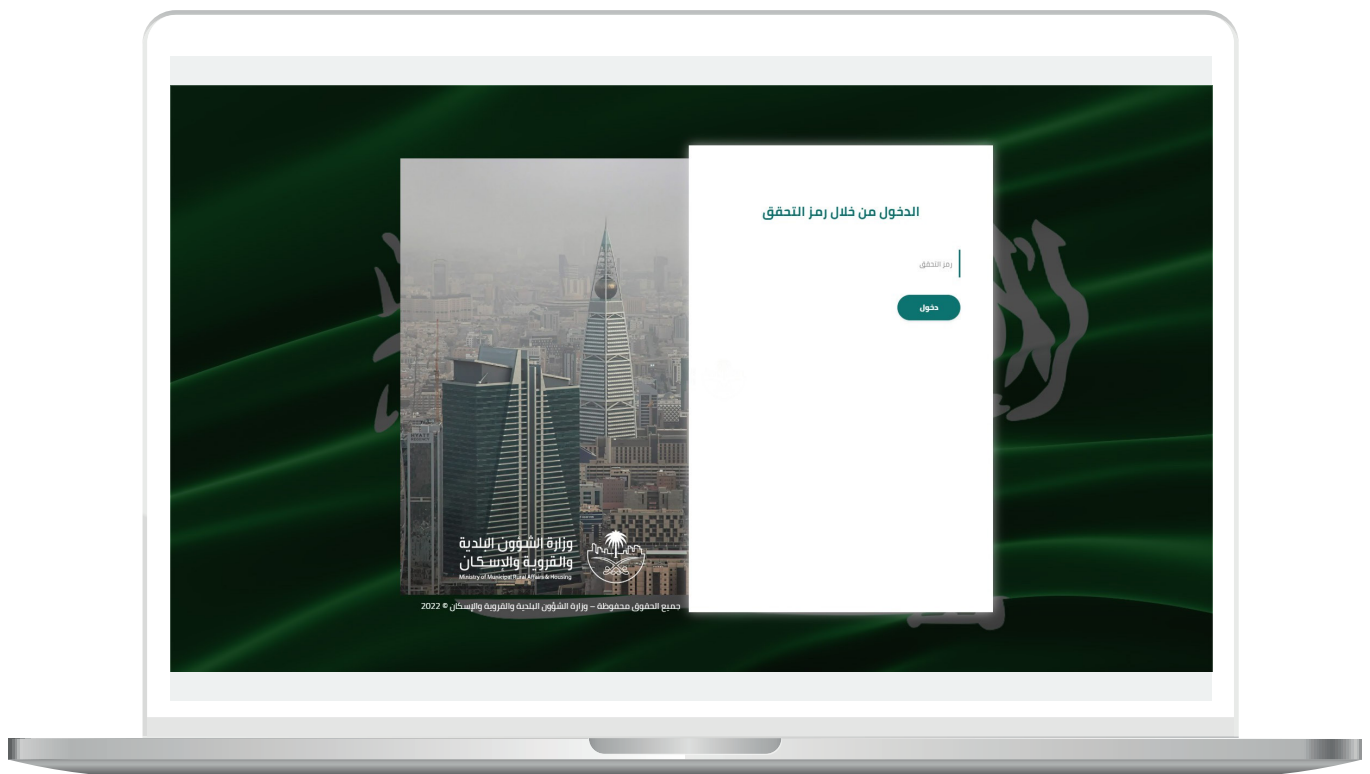
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## Logging into the System

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.

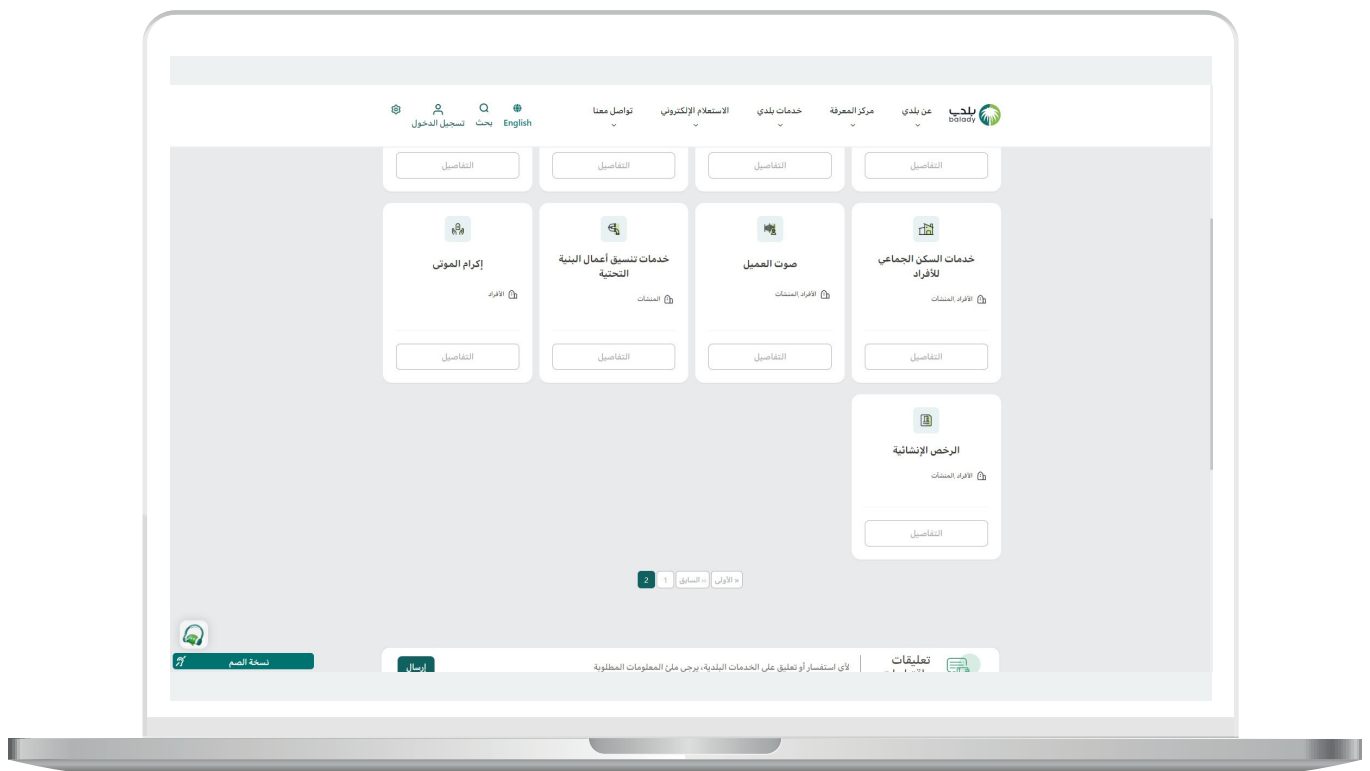


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

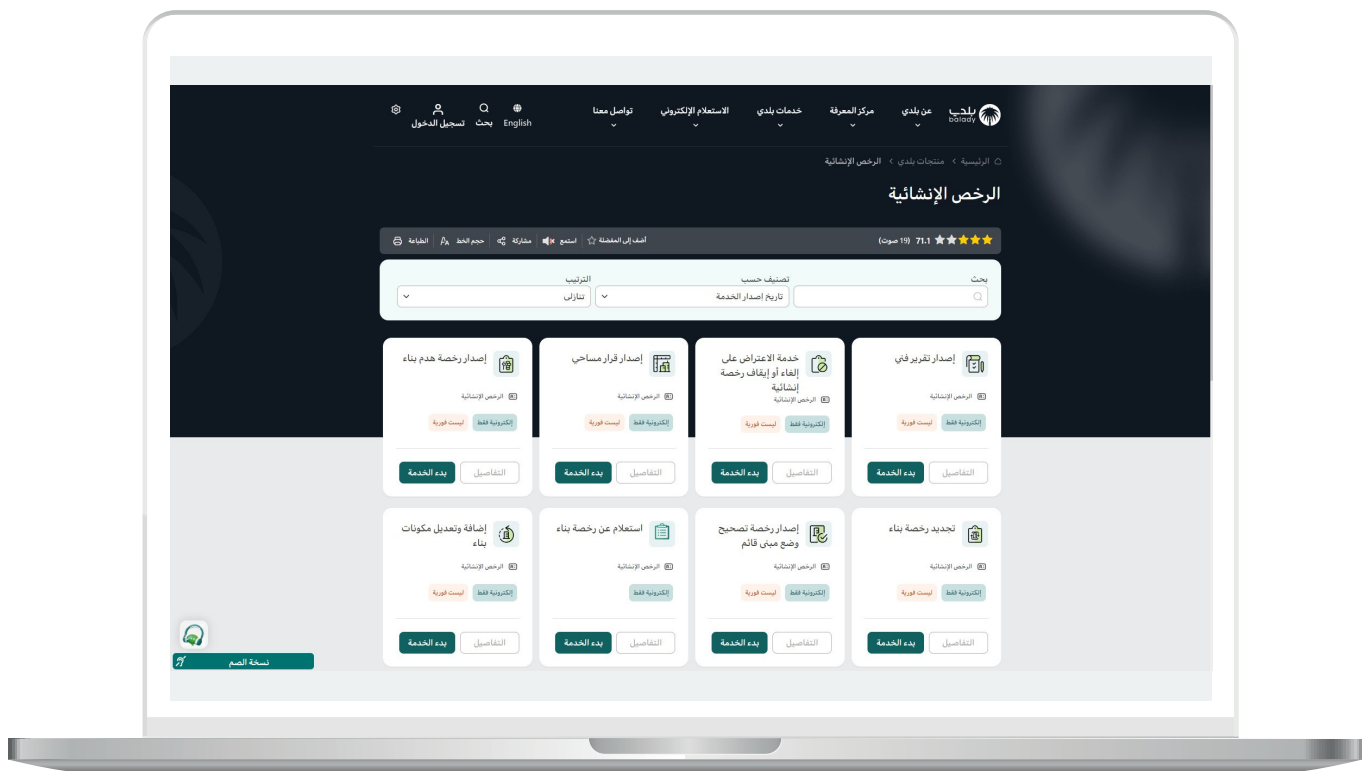




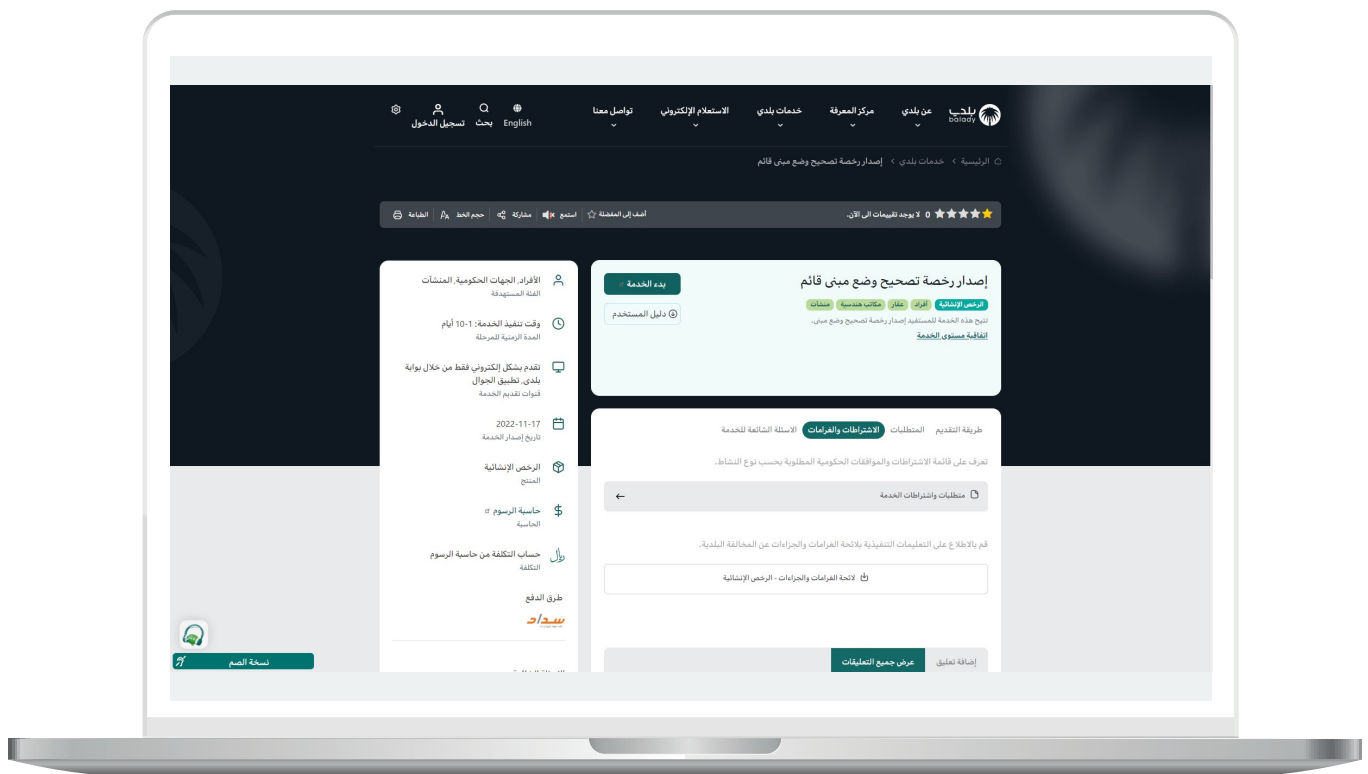
2) Then, the user selects **(Construction Licenses)**.



3) Then the services appear, where the user selects the service (**Issuing a Permit to Rectify an Existing Building Status**), as shown below.

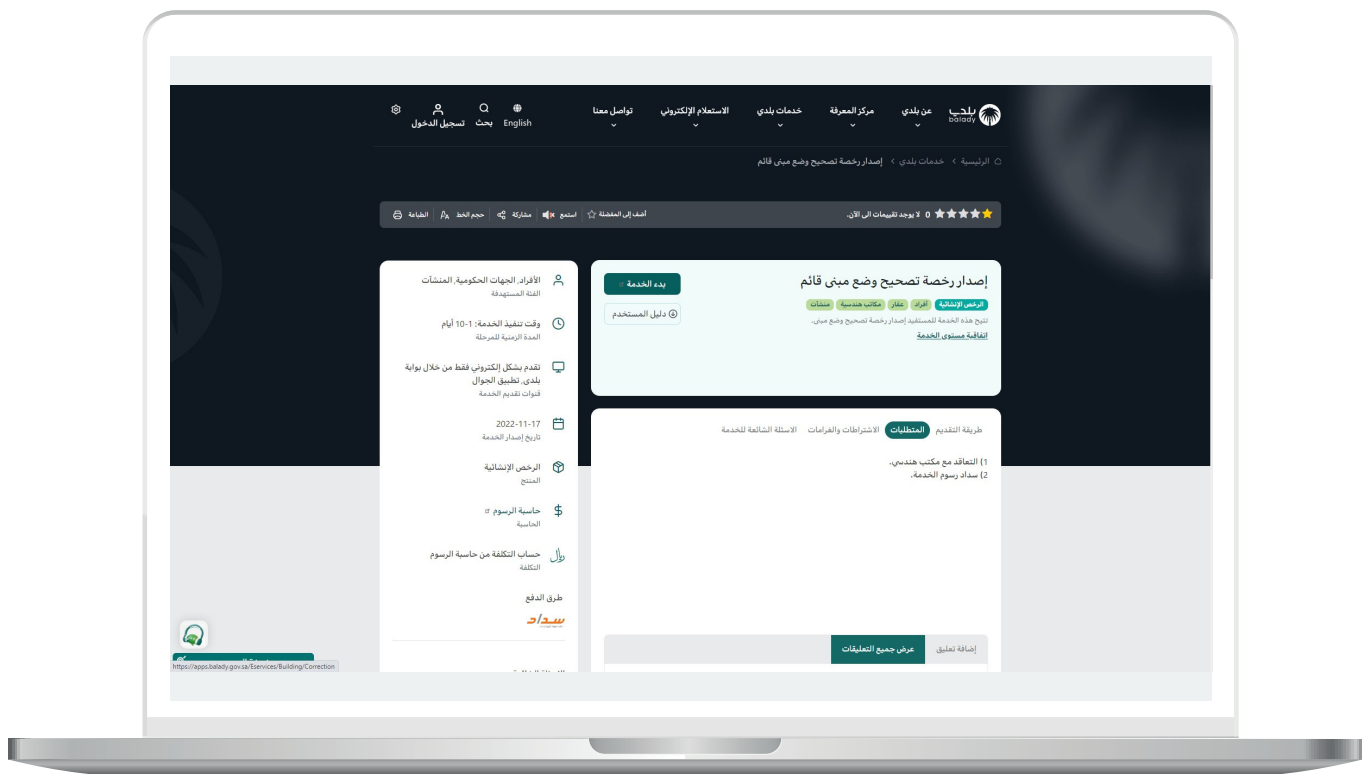


4) The next screen appears, representing the Service Introduction Screen, where the user can view one of the service requirements through the menus (**How to Apply, Requirements, Conditions and Fines, etc.**).





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



6) Afterward, the screen below appears, representing the Applicant Information Screen, where the mobile number of the applicant must first be verified by entering the value in the (**Mobile Number**) field and then clicking the (**Verify**) button.

عن بلدي خدمات بلدي الاستعلام الإلكتروني بوابة الفرص الاستثمارية المنصات التقنية التواصل على المطالبات البلدية

خدمات الرخص الانتشارية / إصدار رخصة تجميع وقع ميسر فالح

**بيانات مقدم الطلب**

اسم مقدم الطلب  
شمار محمد

رقم الجوال  
[Redacted]

تحقق

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

**صفة مقدم الطلب**

وکیل مفوض عن منشأة مالك/مدير منشأة عن نفسي

7) A verification code is sent to the user's mobile phone, which must be entered in the (**Confirmation Code**) field, then click (**Confirm**), as shown in the next screen.

The screenshot displays a web application interface for issuing a permit to rectify existing building status. The interface is in Arabic and shows a form for entering a verification code.

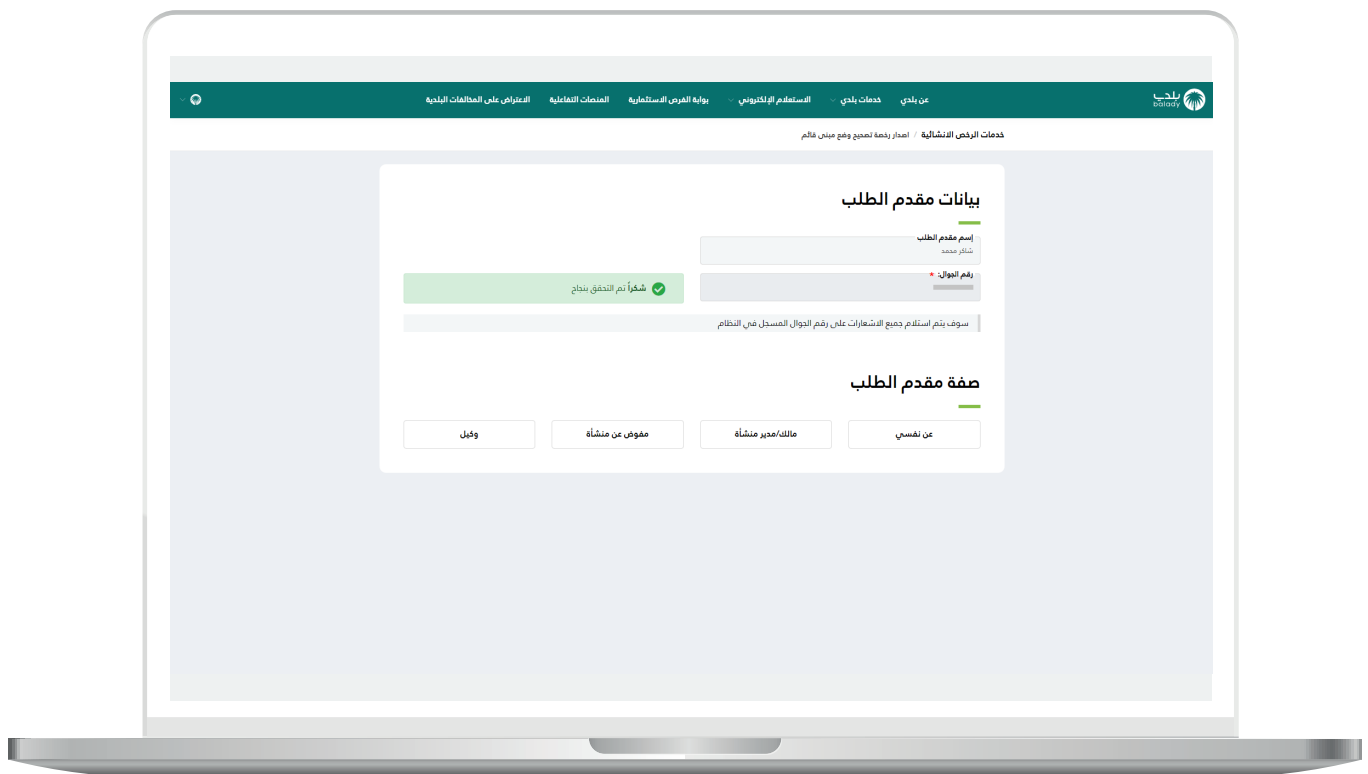
**Header:** The header includes the logo of the Ministry of Housing and Urban Planning (Ministry of Housing and Urban Planning) and the text "خدمات الرخص الإنشائية" (Building License Services).

**Navigation Bar:** The navigation bar includes links for "عن بلدي" (About My City), "خدمات بلدي" (My City Services), "الاستعلام الإلكتروني" (Electronic Inquiry), "بوابة العرض الاستثمارية" (Investment Showcase Portal), "المنتجات التموينية" (Food Products), and "الاعتراض على المخالفات البلدية" (Appeal to Municipal Violations).

**Main Content Area:**

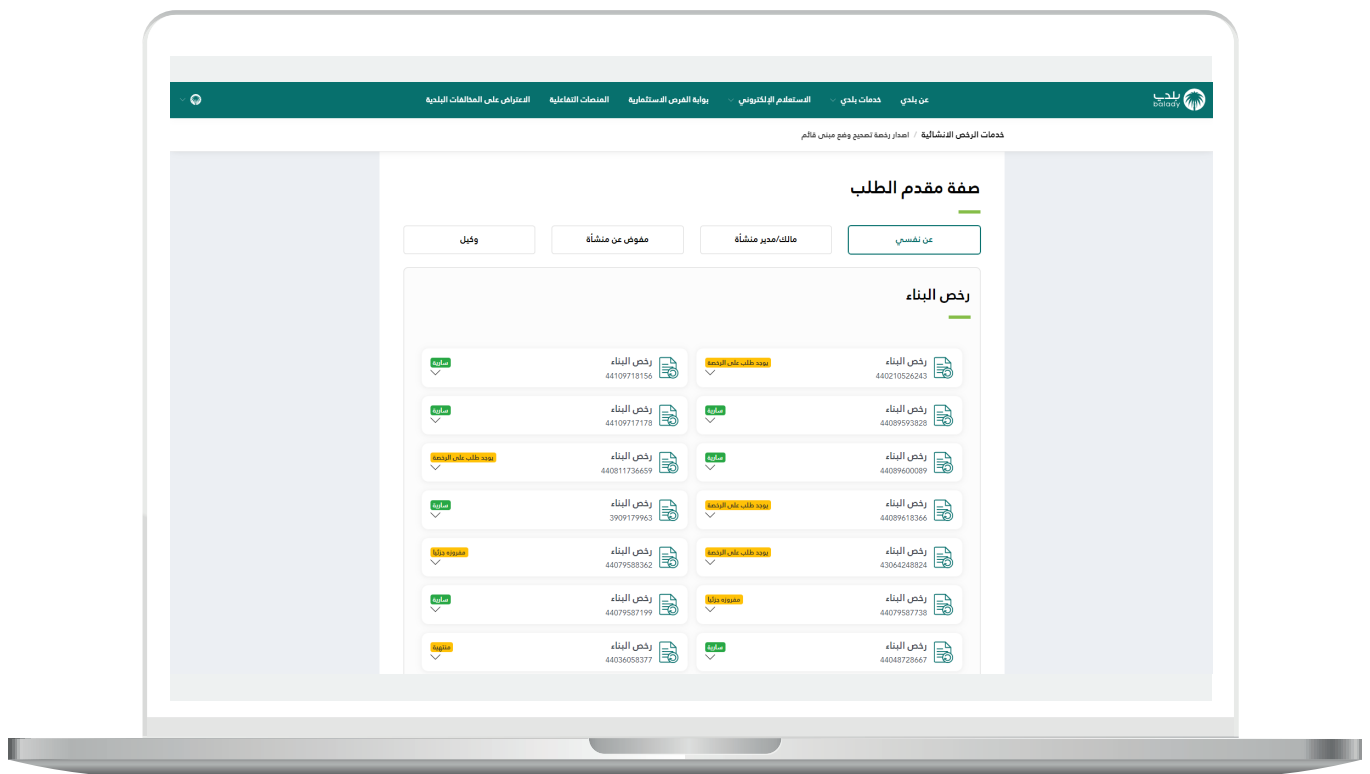
- بيانات مقدم الطلب (Requester Information):** This section contains a form with two fields: "اسم مقدم الطلب" (Requester Name) and "رقم الجوال" (Mobile Number). A "تحقق" (Check) button is located below the "رقم الجوال" field.
- سوف يتم إرسال جميع الإشعارات على رقم الجوال المسجل في النظام** (All notifications will be sent to the registered mobile number in the system).
- رمز التأكيد (Confirmation Code):** This section contains a form with a "تأكيد" (Confirm) button and four input fields for the code.
- أعد إرسال الرمز بعد : 01:00** (Resend the code after : 01:00).
- صفة مقدم الطلب (Requester Type):** This section contains four radio buttons: "وكيل" (Agent), "مفوض عن منشأة" (Authorized by establishment), "مالك/مدير منشأة" (Owner/Manager of establishment), and "عن نفسي" (On my own).

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

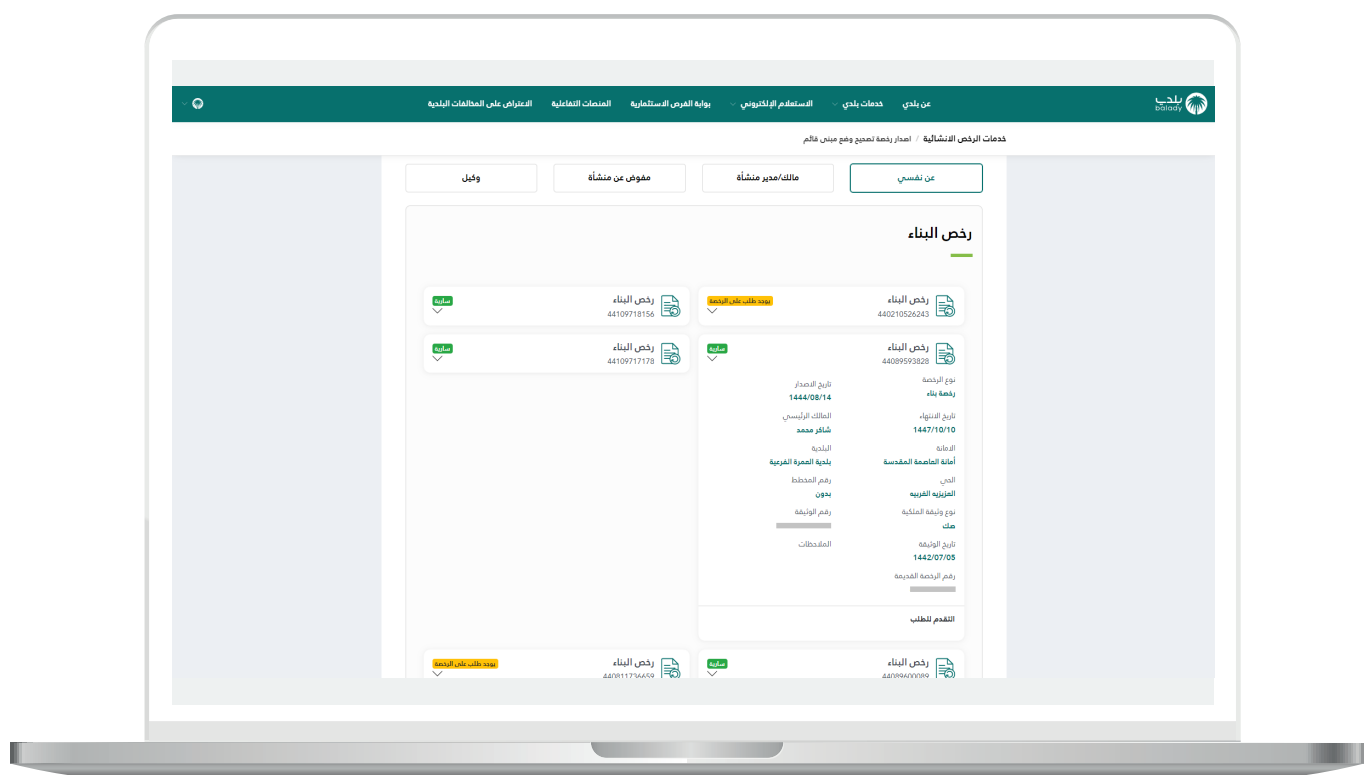


9) Next, the user selects the applicant's status from four options: (**For Myself, Owner or Manager of an Establishment, Authorized Representative of an Establishment, Agent**), displaying all building permits linked to the national ID, as shown below.

In this example, (**For Myself**) is selected.



10) After selecting a building permit, its details are displayed, and the user clicks (**Proceed with Request**), as shown below.





12) The user is then directed to the **(Contract Data)** stage, as shown below, where a value is selected from the dropdown list **(Design Engineering Office - Approved Designer)**, and a value is entered in the **(Notes for the Design Engineering Office)** field.

The user then clicks **(Next)** to proceed to the next stage, with the option to save the request as a draft using **(Save as Draft)** and return to the previous stage using **(Back)**.

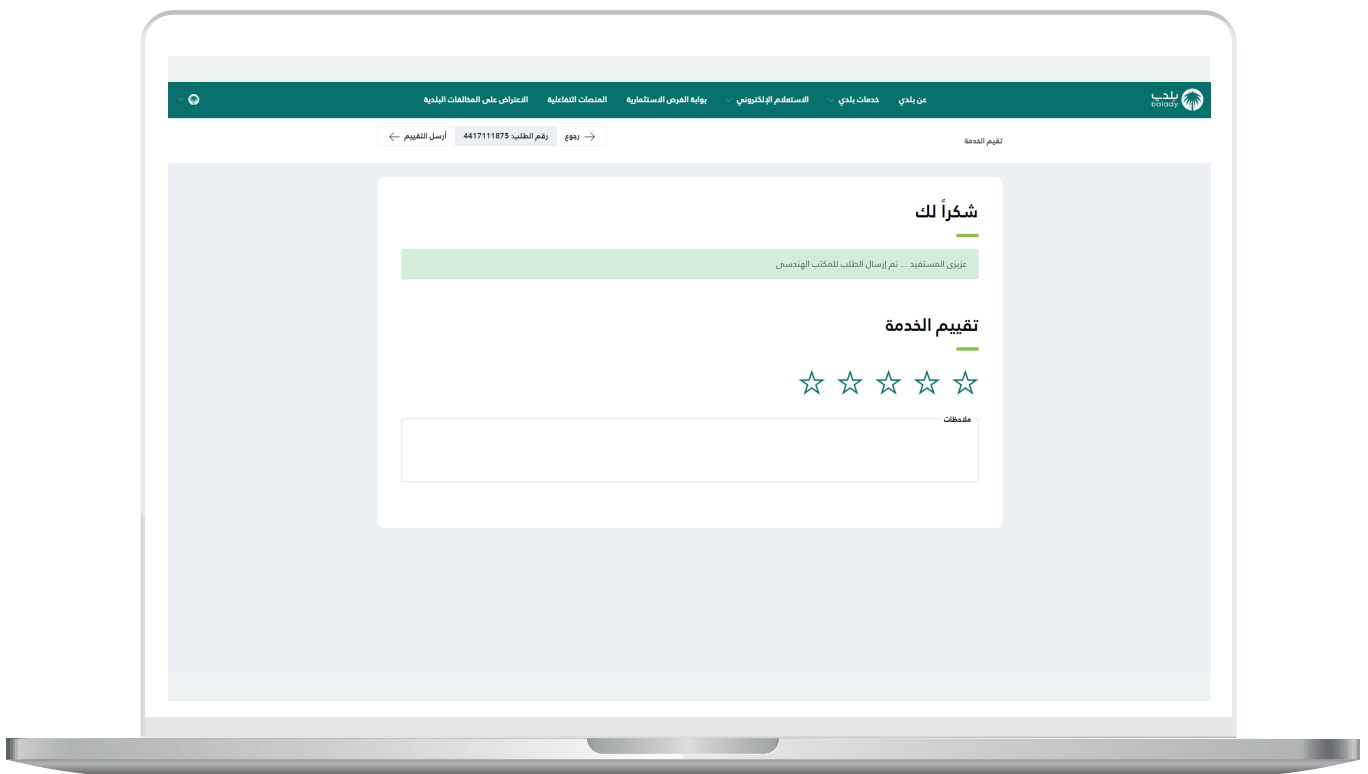
The screenshot shows the 'بيانات التعاقد' (Contract Data) stage of the system. The interface includes a header with navigation links: 'عن بلدي', 'خدمات بلدي', 'الاستعلام الإلكتروني', 'بوابة الفرص الاستثمارية', 'المنتجات التعاقدية', and 'الاعتراض على المخالفات البلدية'. Below the header, there is a breadcrumb trail: 'خدمات الرخص الإنشائية / اعداد رخصة تصحيح وضع مبنى قائم'. The main form area contains the following fields:

- المكتب الهندسي المعمم (المعمم المعتمد)**: A dropdown menu with a red asterisk indicating a required field.
- رقم الترخيص**: A text input field.
- البريد الإلكتروني**: A text input field.
- رقم الترخيص**: A text input field.
- ملاحظات المكتب الهندسي المعمم**: A large text area for notes.

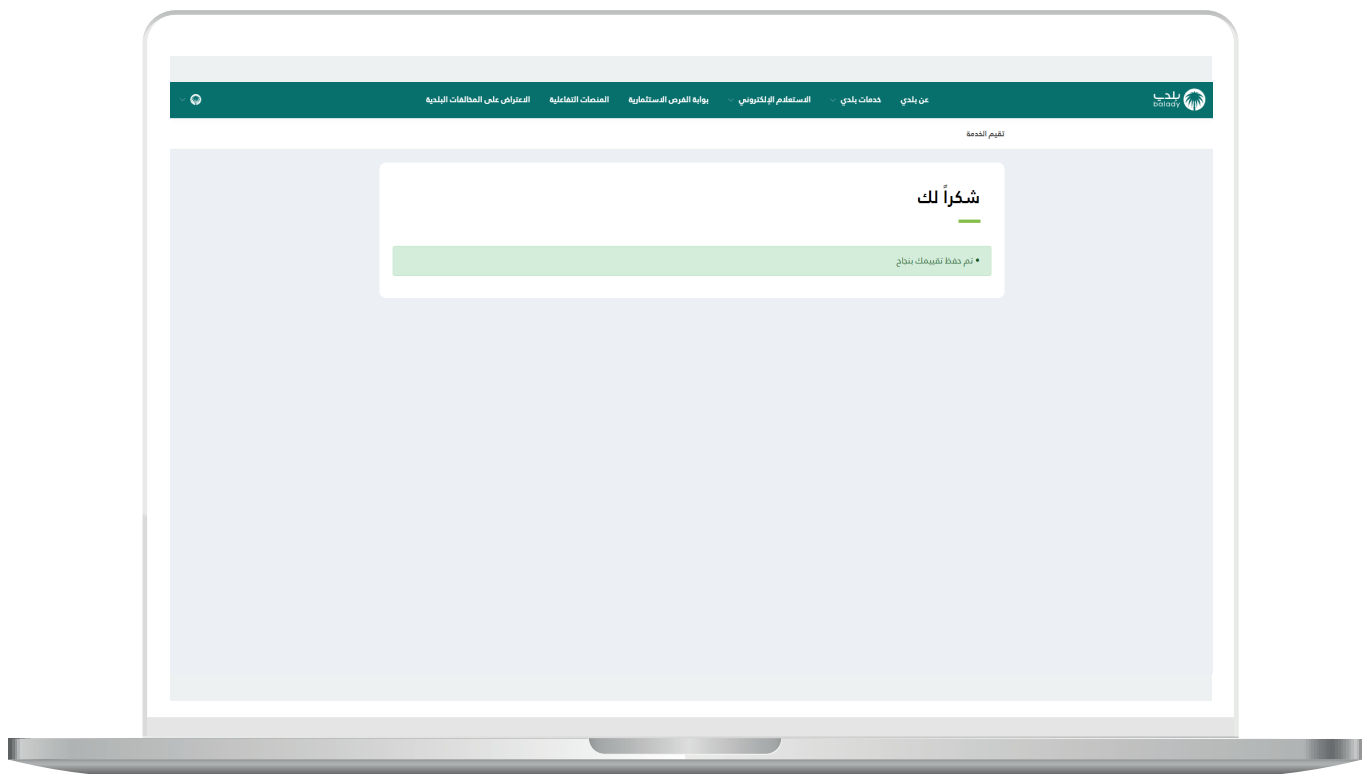
At the bottom of the form, there are three buttons: 'التقديم' (Submit), 'بيانات التعاقد' (Contract Data), and 'بيانات الطلب' (Request Data).



13) The application is then successfully submitted, displaying a confirmation message as shown below. The service can be evaluated by selecting a number of stars, entering a value in the **(Comments)** field, and clicking **(Submit Evaluation)**.

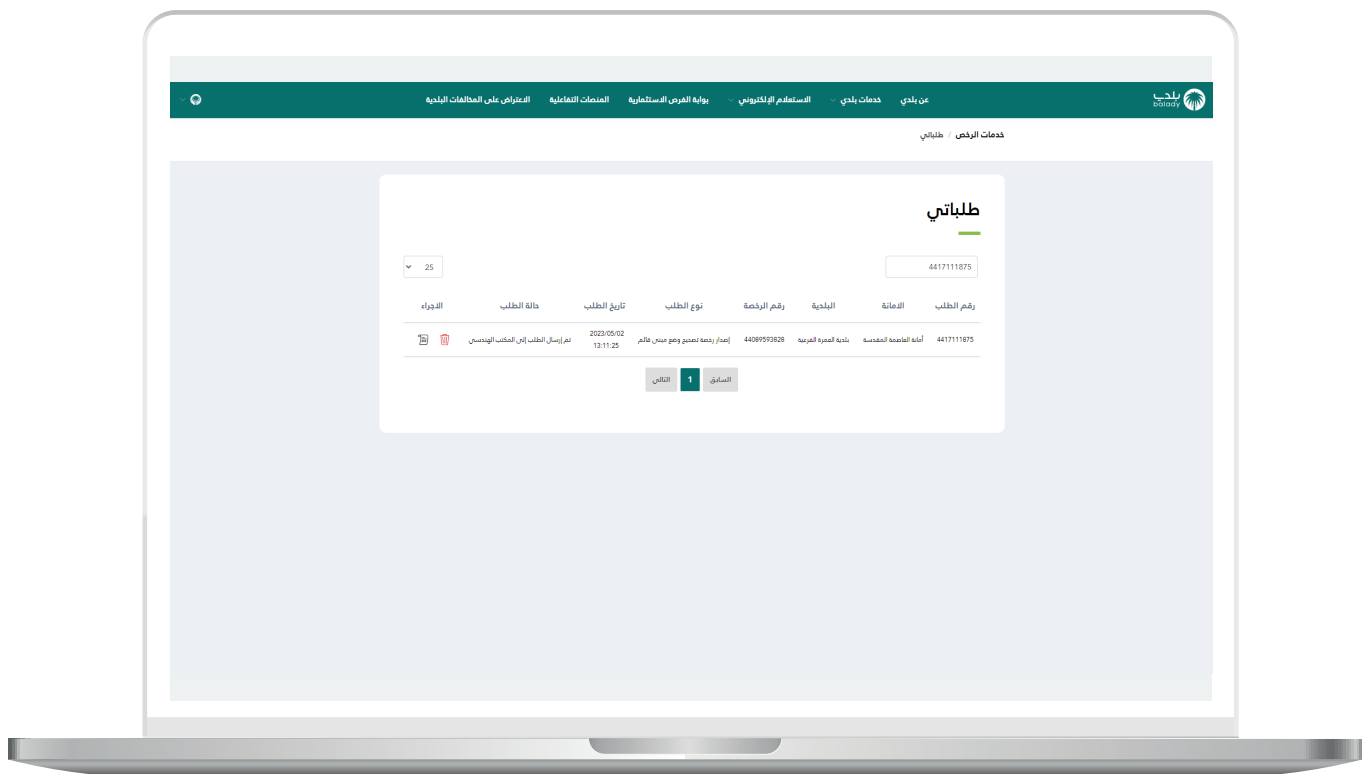


14) After clicking (**Submit Evaluation**), the request is successfully saved, and a confirmation message appears, as shown below.

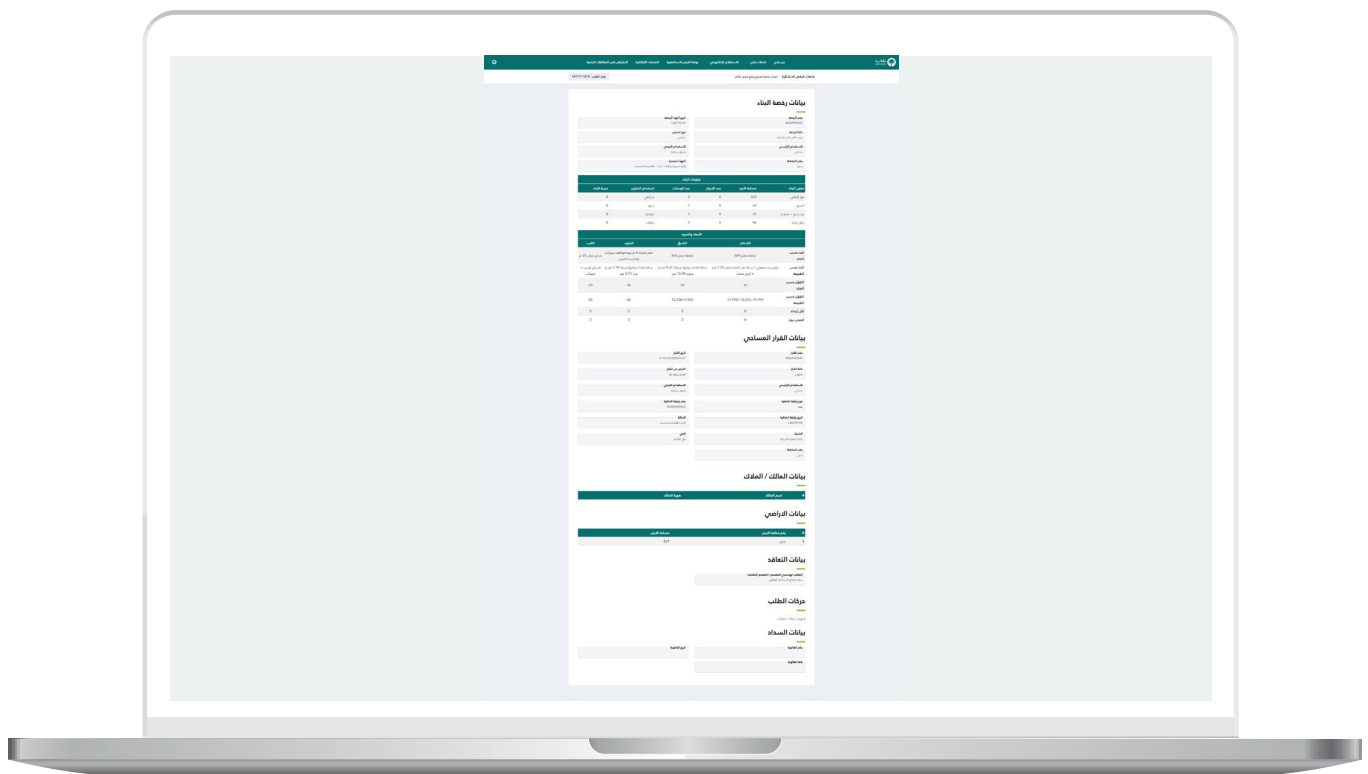


## Follow-up on the Request

1) The user can track the request status from the **(My Requests)** screen as shown below.



2) By clicking on the paper icon in the (**Browse**) column, the user can see the details of the request.



## SMS Messages to the Beneficiary

Below are the messages sent to the beneficiary after submitting the application:

- Dear beneficiary, Ibrahim, the payment invoice number 07076061732 was issued for the Issuing a License for Correcting the Status of an Existing Building for application No. 9448137144 in the amount of 0.657 riyals. The Biller Number for the Ministry of Municipals and Housing is 771.

(<http://qcapps.momra.gov.sa/eservices/survey#/>) You can evaluate the service through the following link:

(<RVey/4403441706340DC998D242EA31AA045>)

- Dear beneficiary License No. 813162016044 has been issued. you can via the License via the this link:

<http://10.80.140.100:9003/commonapi/clp/5c0183ba0a3c42808daa-f9e114ed6>

The site will be visited within 72 hours.



## Contact Us

- You can contact the (**Balady**) portal through the following communication channels:

- Phone: 199040.

- X Account: @Balady\_CS.

- Daily Work hours (8:00 - 22:00).



 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

