وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the Service of

Issuing a Technical Report

Beneficiary's Copy
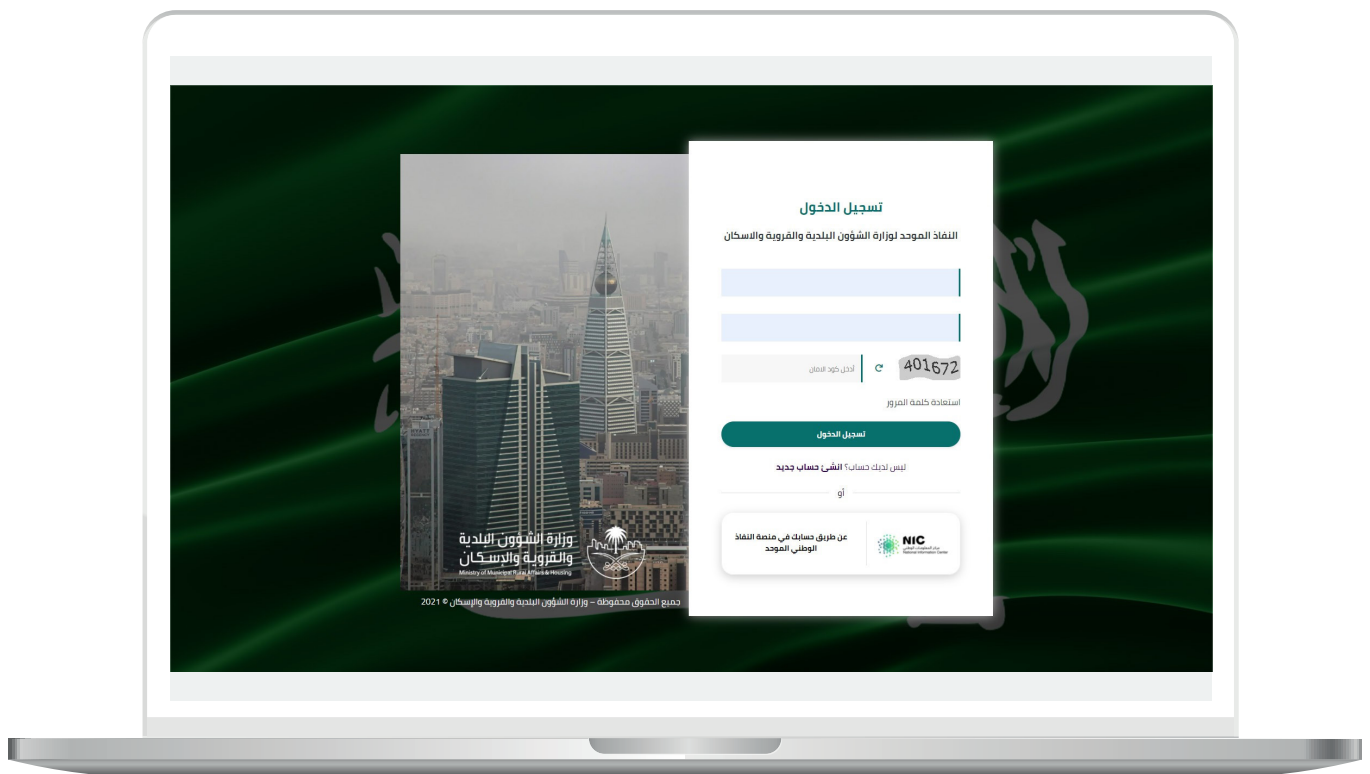
Contents

Log in 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, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.

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.
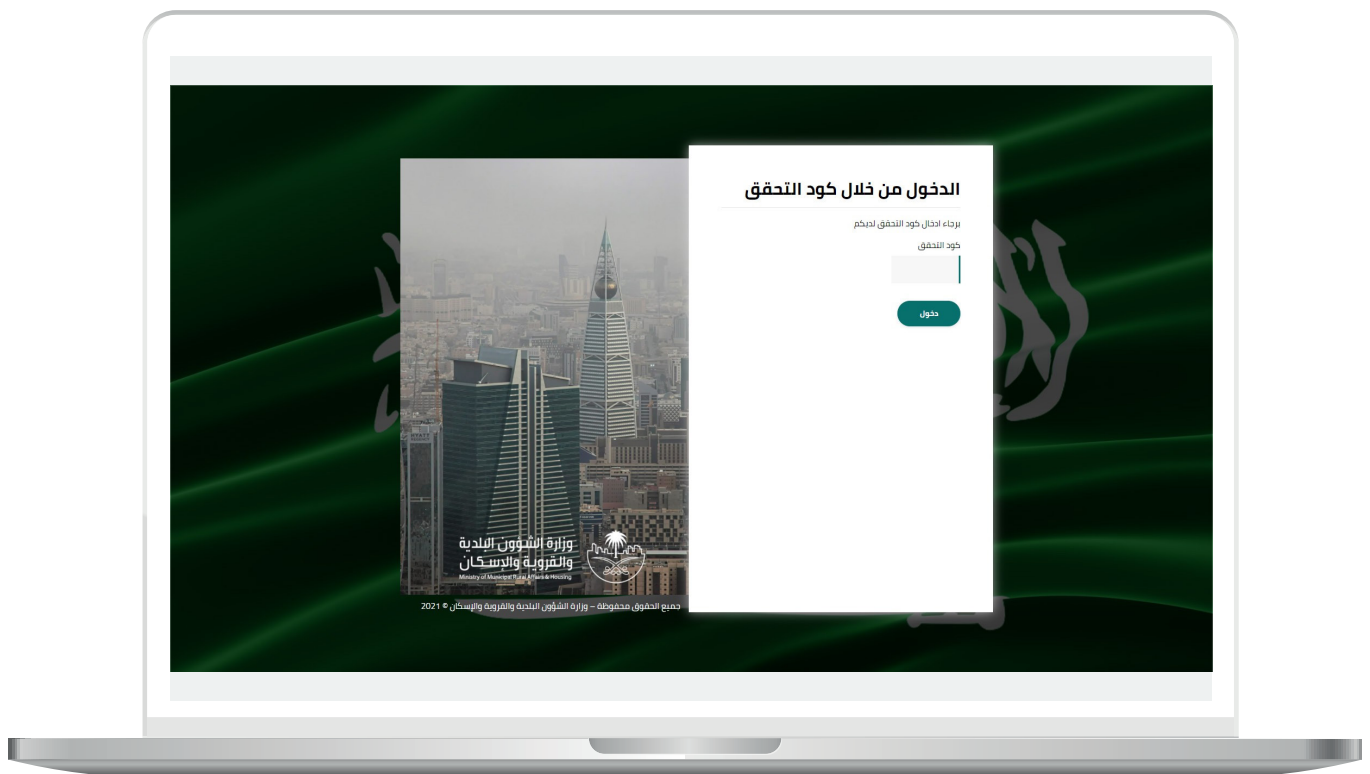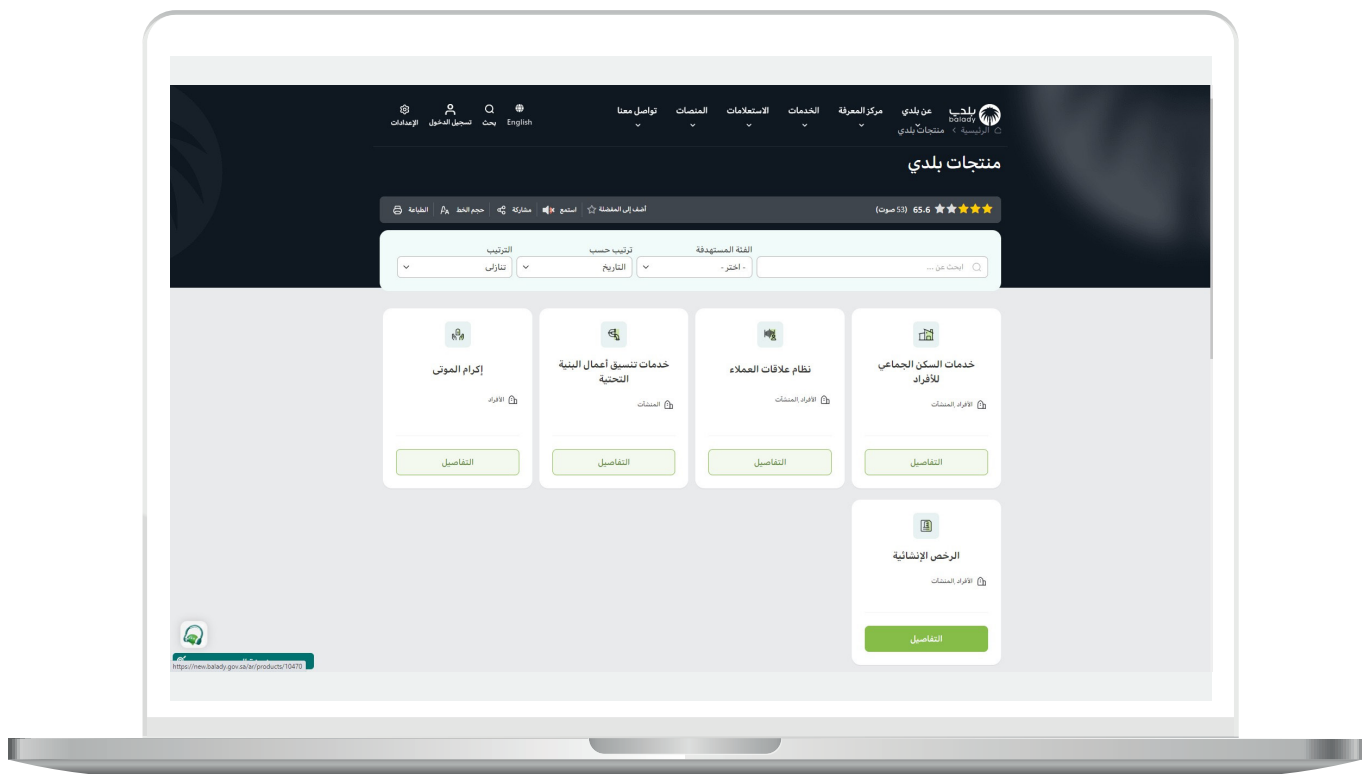
Service Request Steps

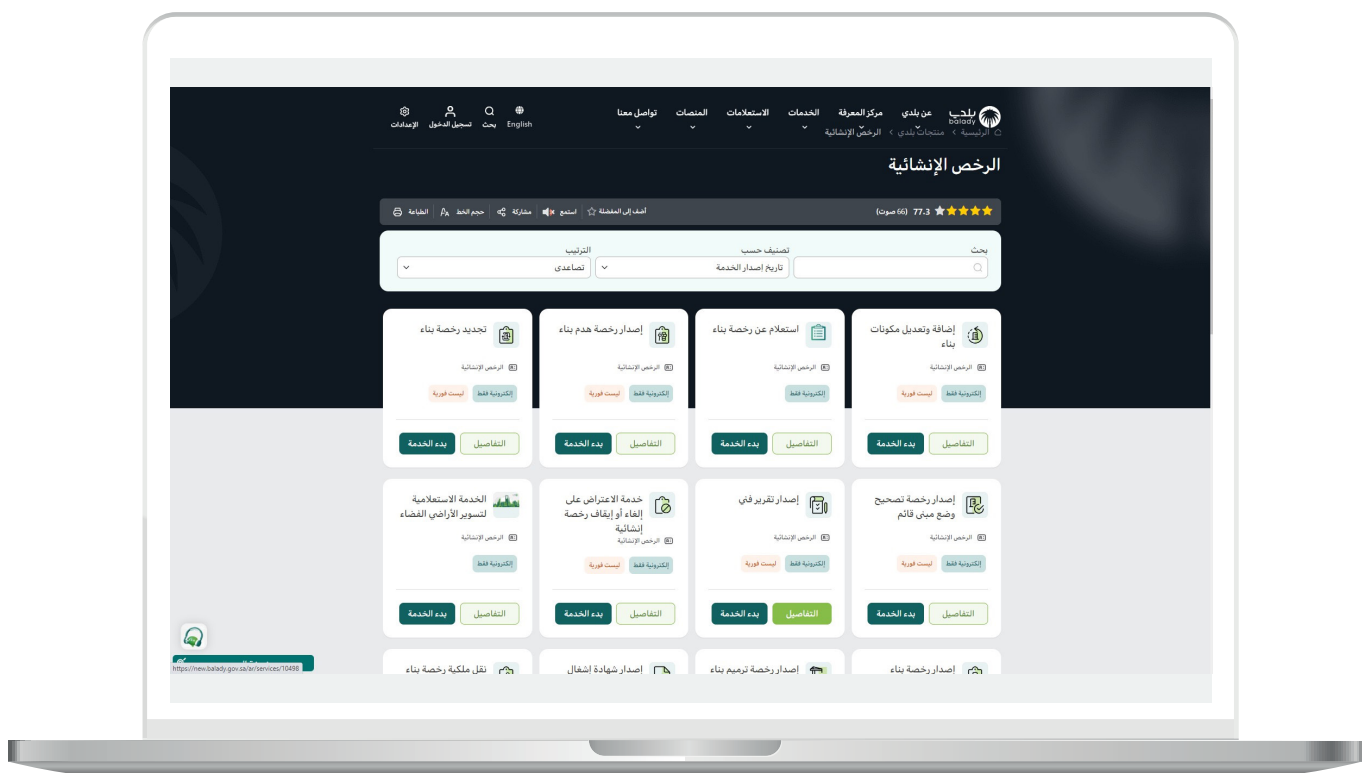1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

To start the service application, the user must click the (**View Products**) button.
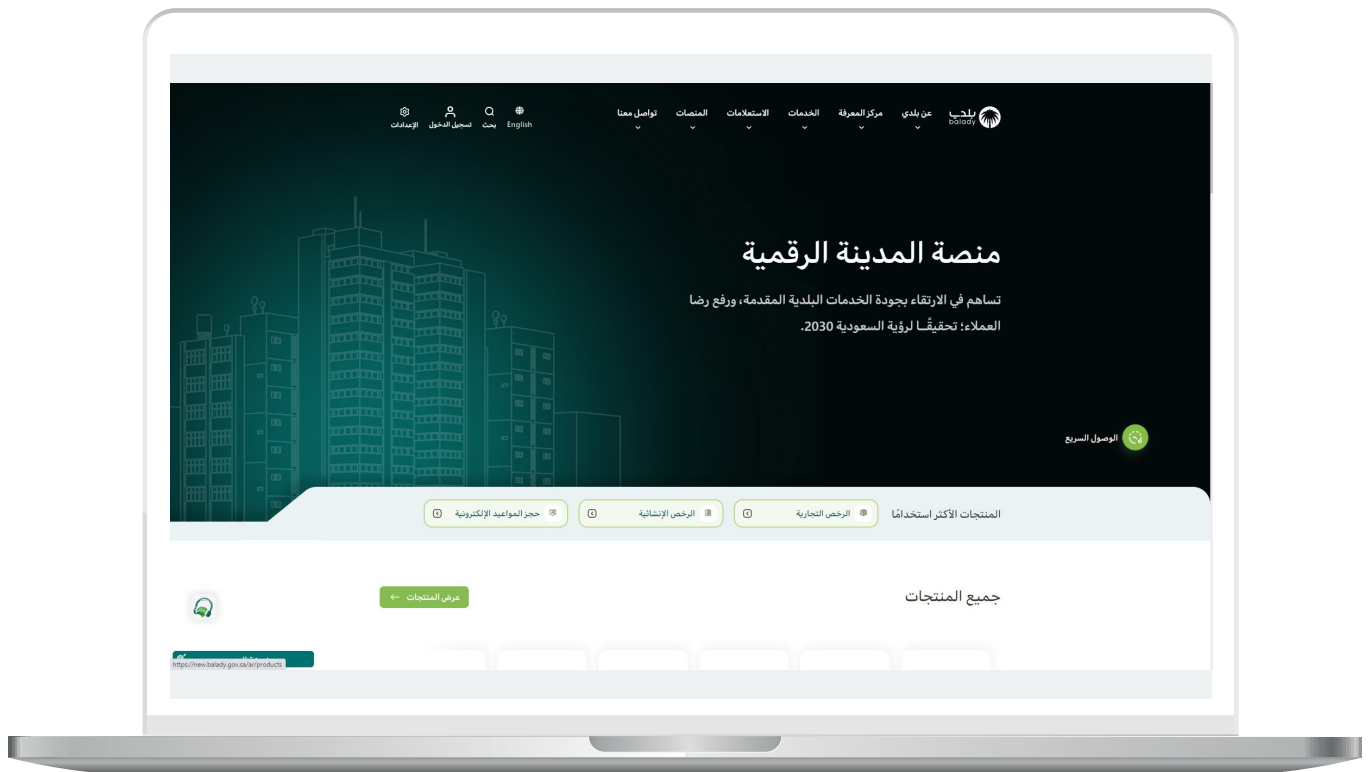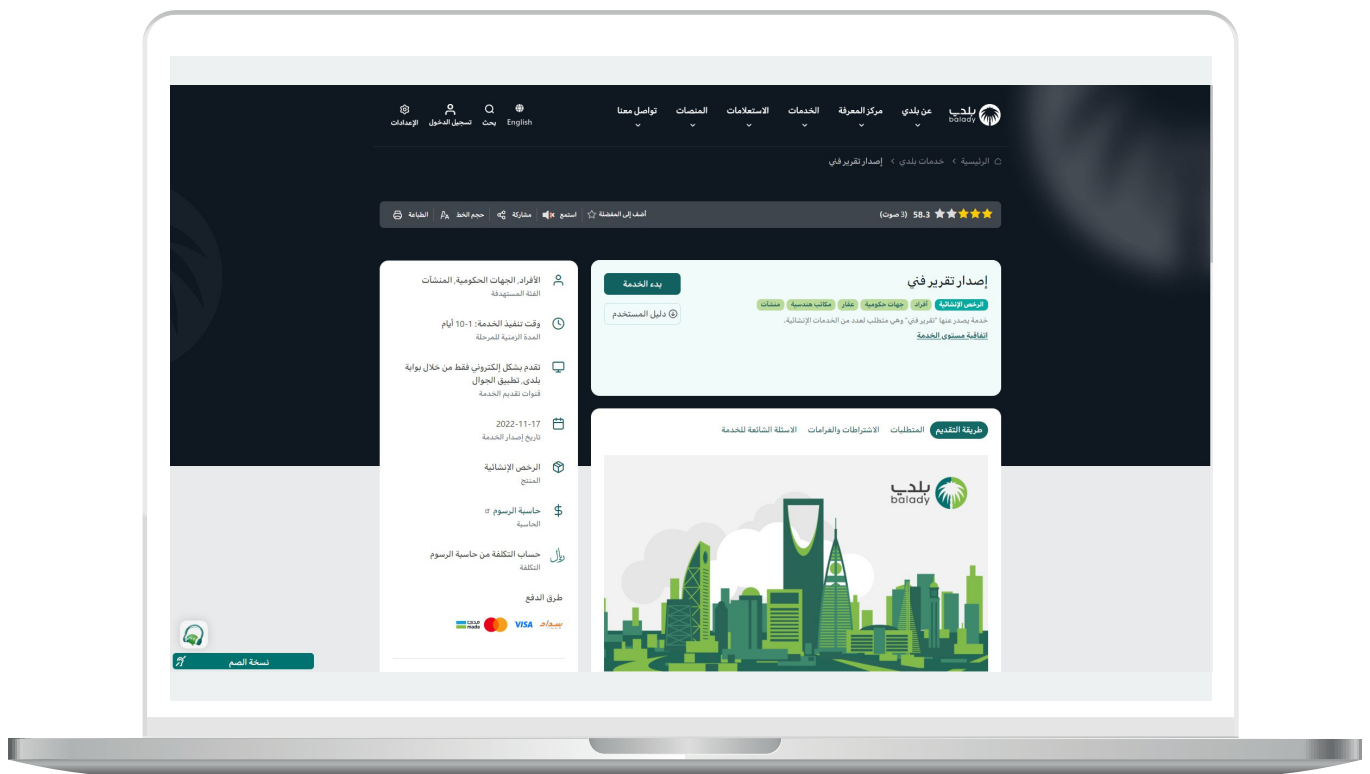
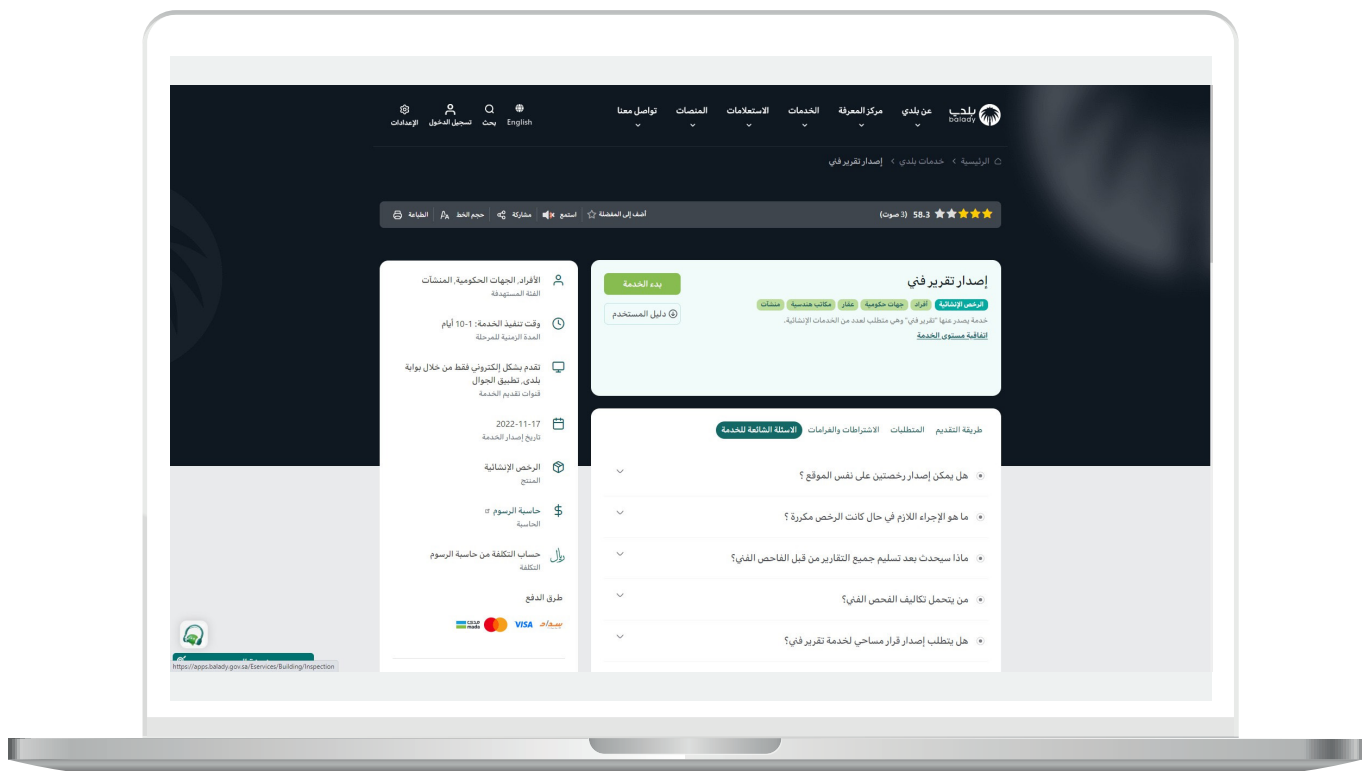2) Then, the user selects (**Construction Licenses**).

3) The available services appear, where the user selects (**Issuing a Technical Report**), as shown below.

4) The next screen appears, allowing the user to view (**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.

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.

8) A confirmation message (**Thank you, verification successful**) appears on the screen, as shown below.
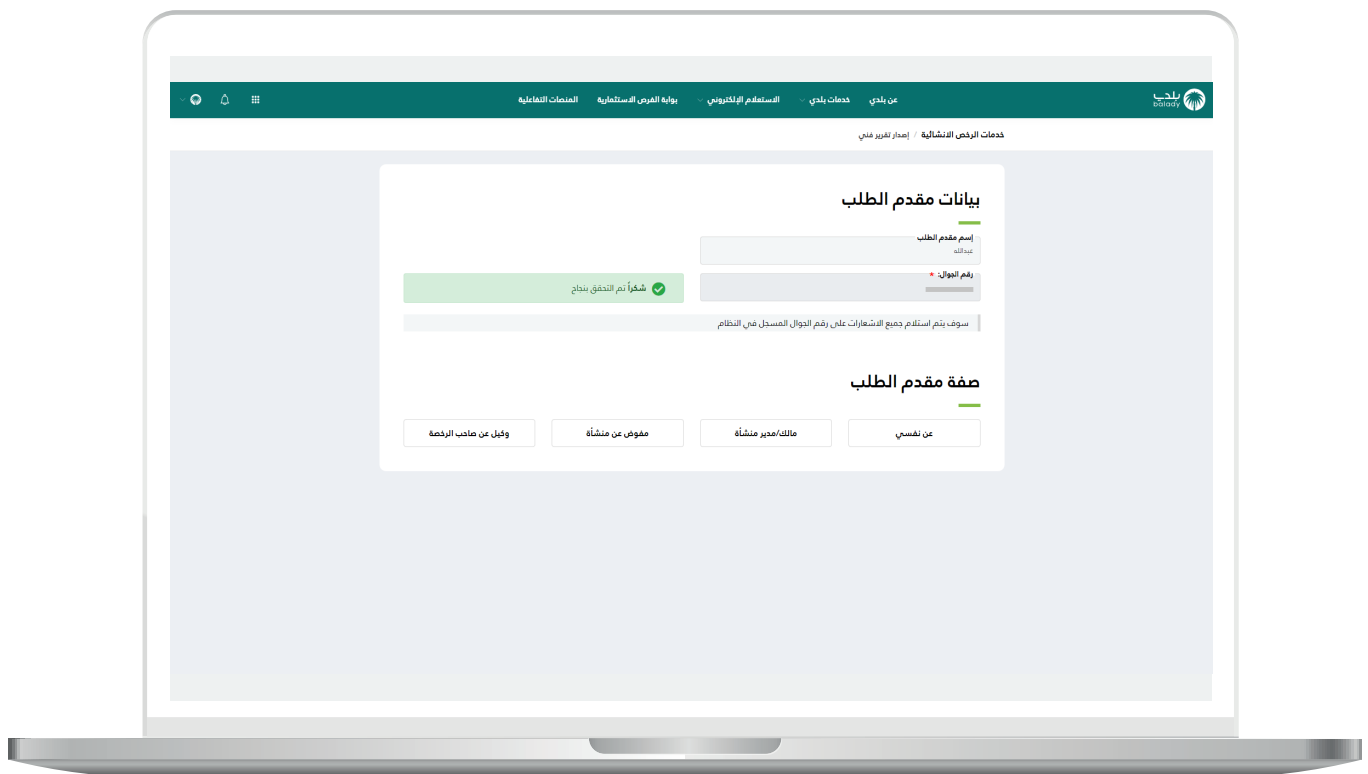
9) The user then selects the applicant status, with four options available: (**For Myself, Owner or Manager of an Establishment, Authorized Representative of an Establishment, Agent for the License Holder**). The system then displays all building licenses in one list and all cadastral decisions in another list—both associated with the national ID—as shown below.
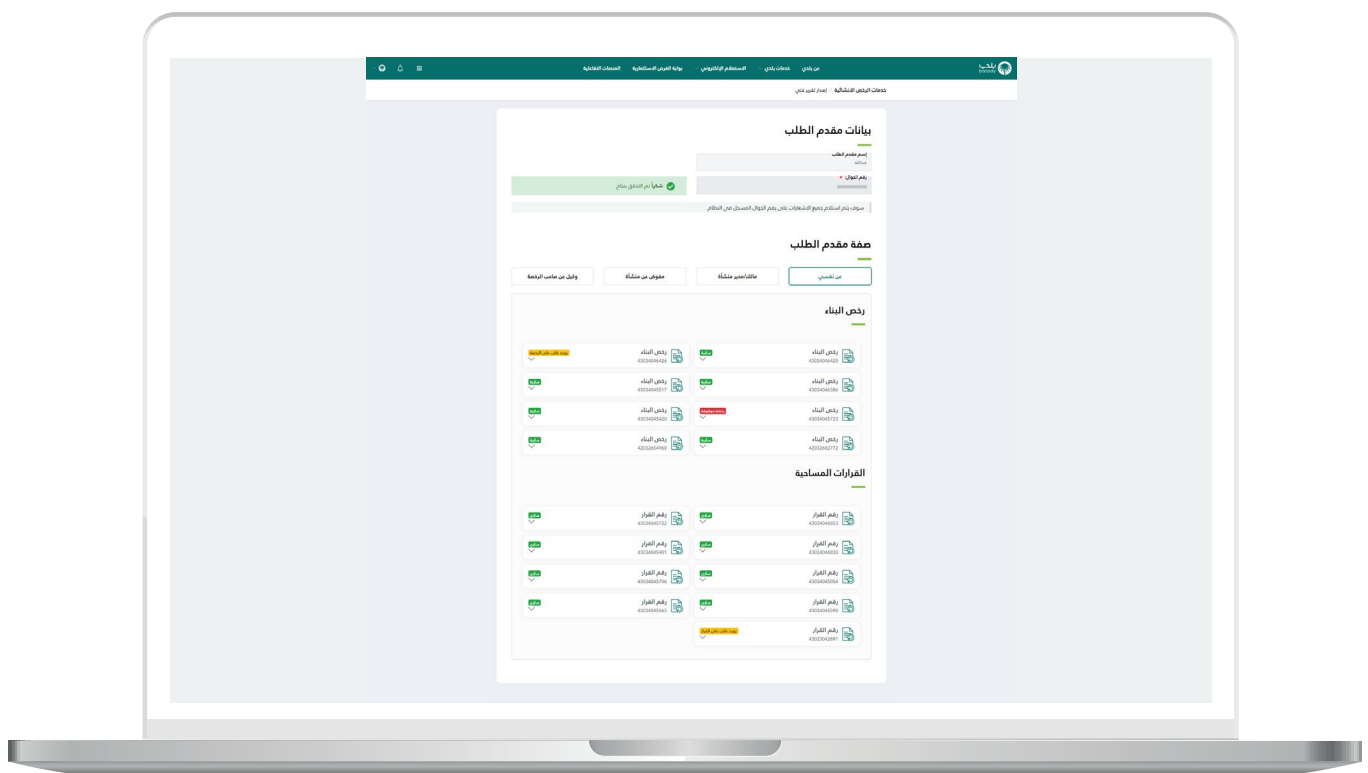
10) In the following example, the cadastral decision is selected from the list, and then the (**Proceed with Request**) button is clicked, as shown below.

11) The user is then directed to the second stage, (**Application Data**), as shown below, where detailed information about the surveying decision, owner(**s**), land data, and application history are displayed.

The user clicks (**Next**) to proceed to the next phase.
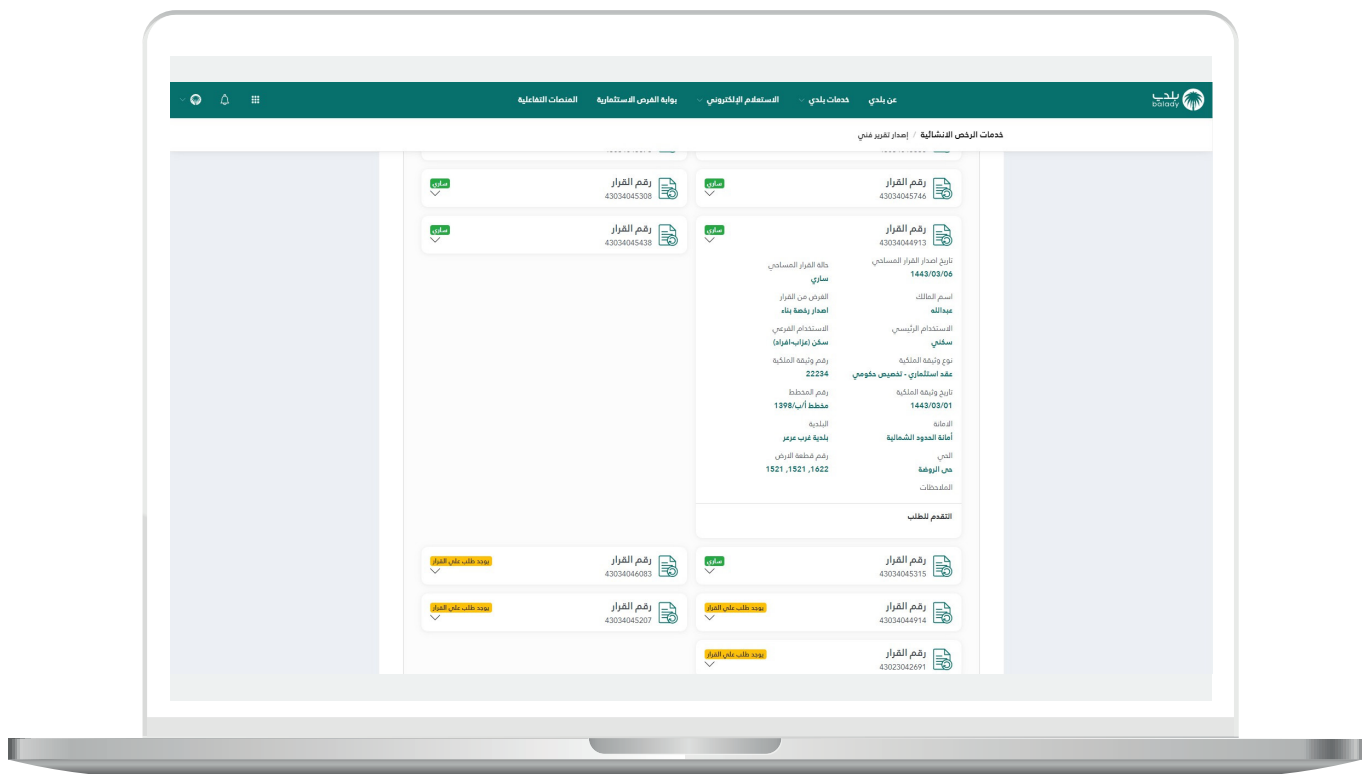
12) The user is then directed to the (**Contract Data**) stage, as shown below, where the (**Consulting Engineering Office**) dropdown value is selected.

The user then clicks (**Next**) to proceed to the next stage, with the option to return to the previous stage using (**Back**) or save the request as a draft using (**Save as Draft**).
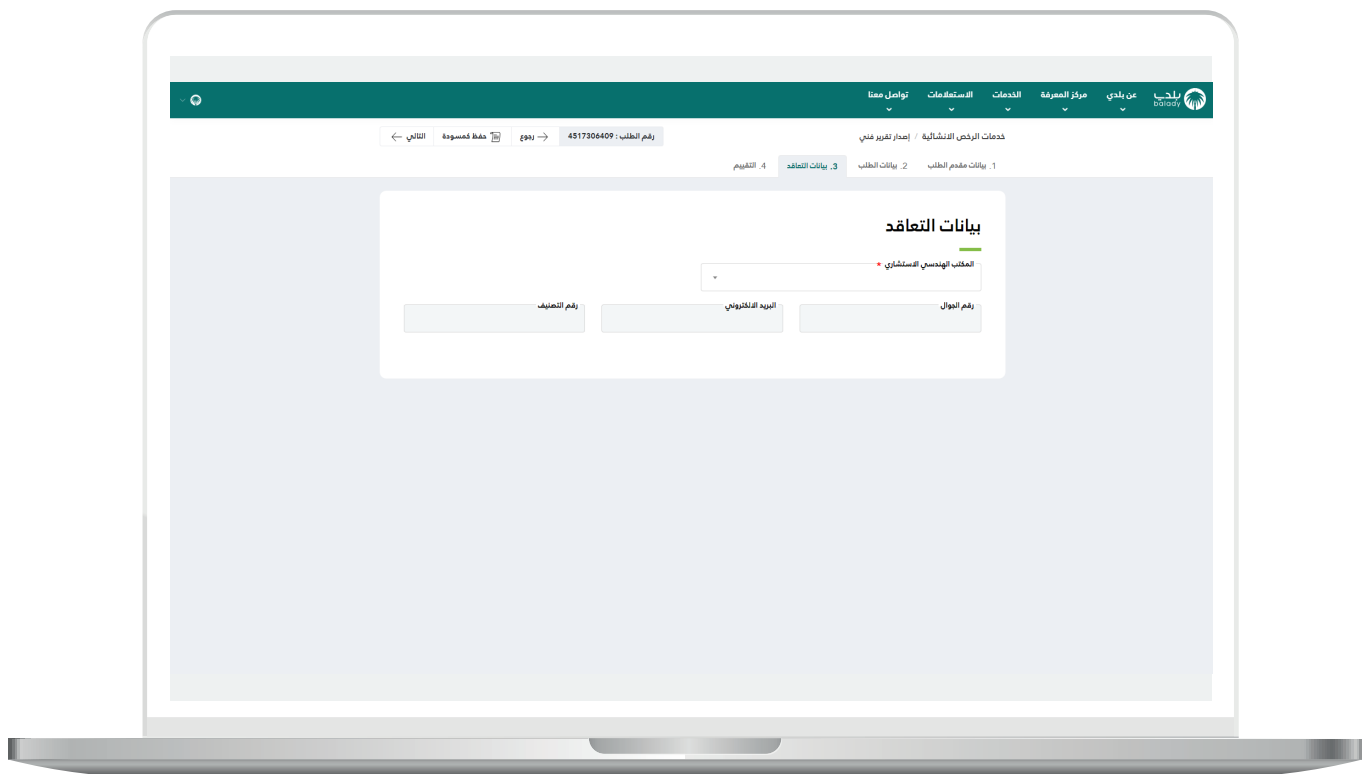
13) The application is then successfully sent to the engineering office, displaying a confirmation message. The system allows the user to evaluate the service by selecting a number of stars, entering a value in the (**Comments**) field, and clicking (**Submit Evaluation**), with an option to return to the previous stage using (**Back**).
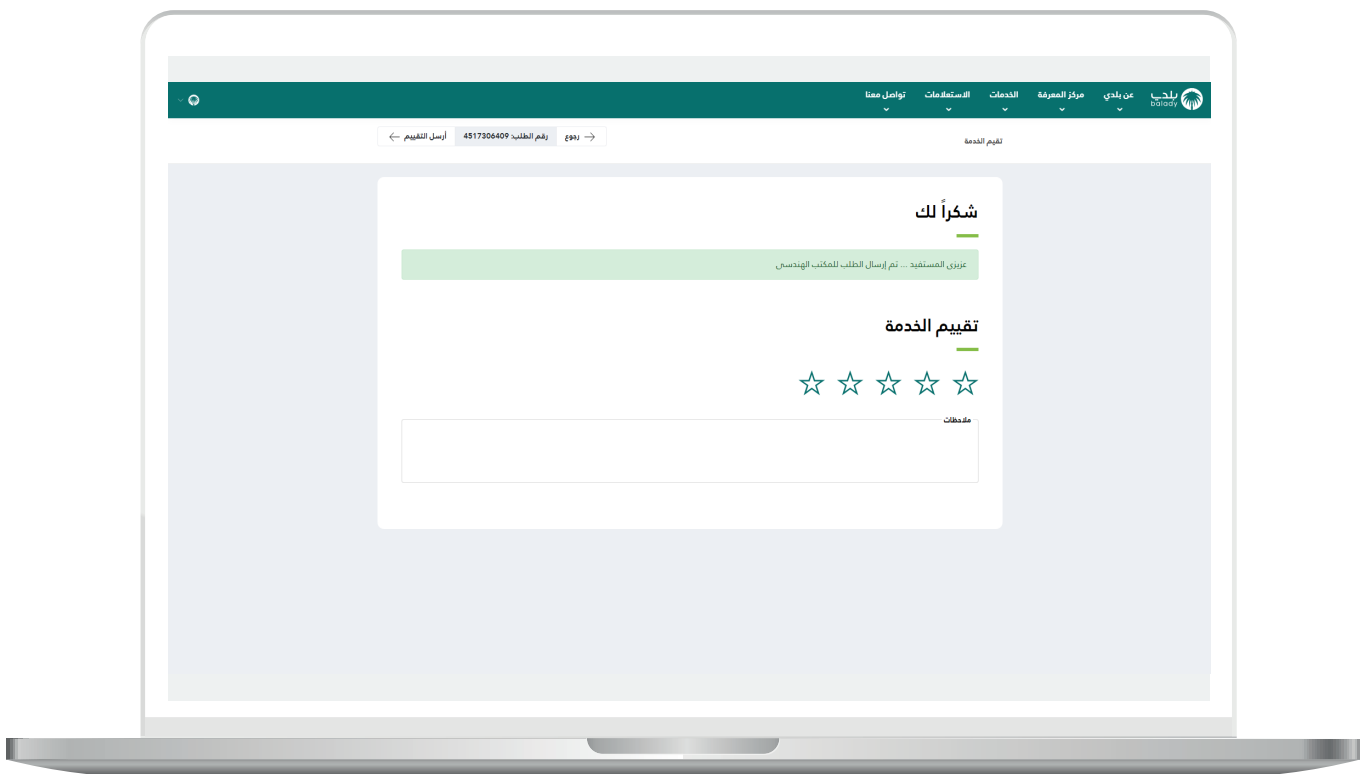
14) The evaluation is then saved, and a confirmation message is displayed, as shown below.
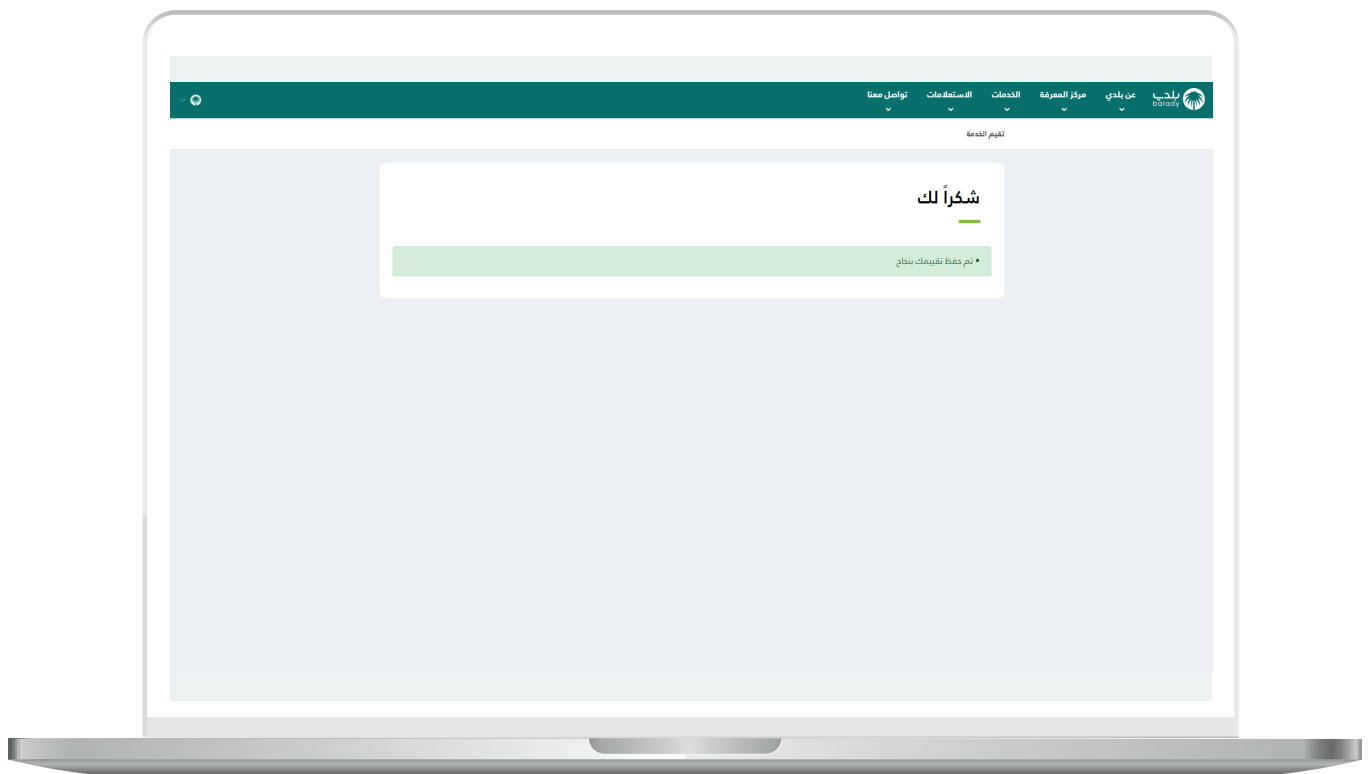
15) The user can track the request status from the (**My Requests**) screen as shown below.
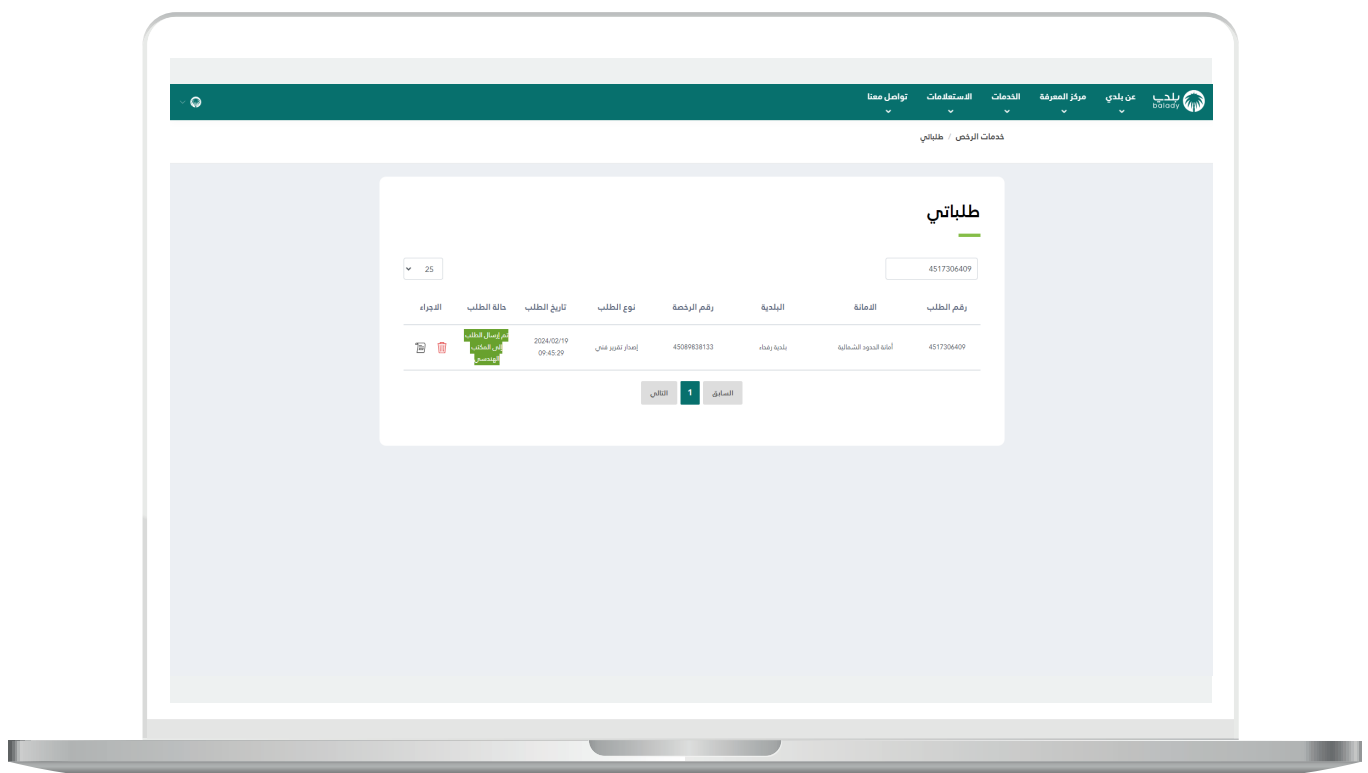
☏ | 199040 Direct Contact Number
🐦 | @Balady_CS Customer Service