وزارة البلديات والإسكان

Ministry of Municipalities and Housing

The Service of Transferring

the Ownership of a Commercial License

Beneficiary's Copy

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

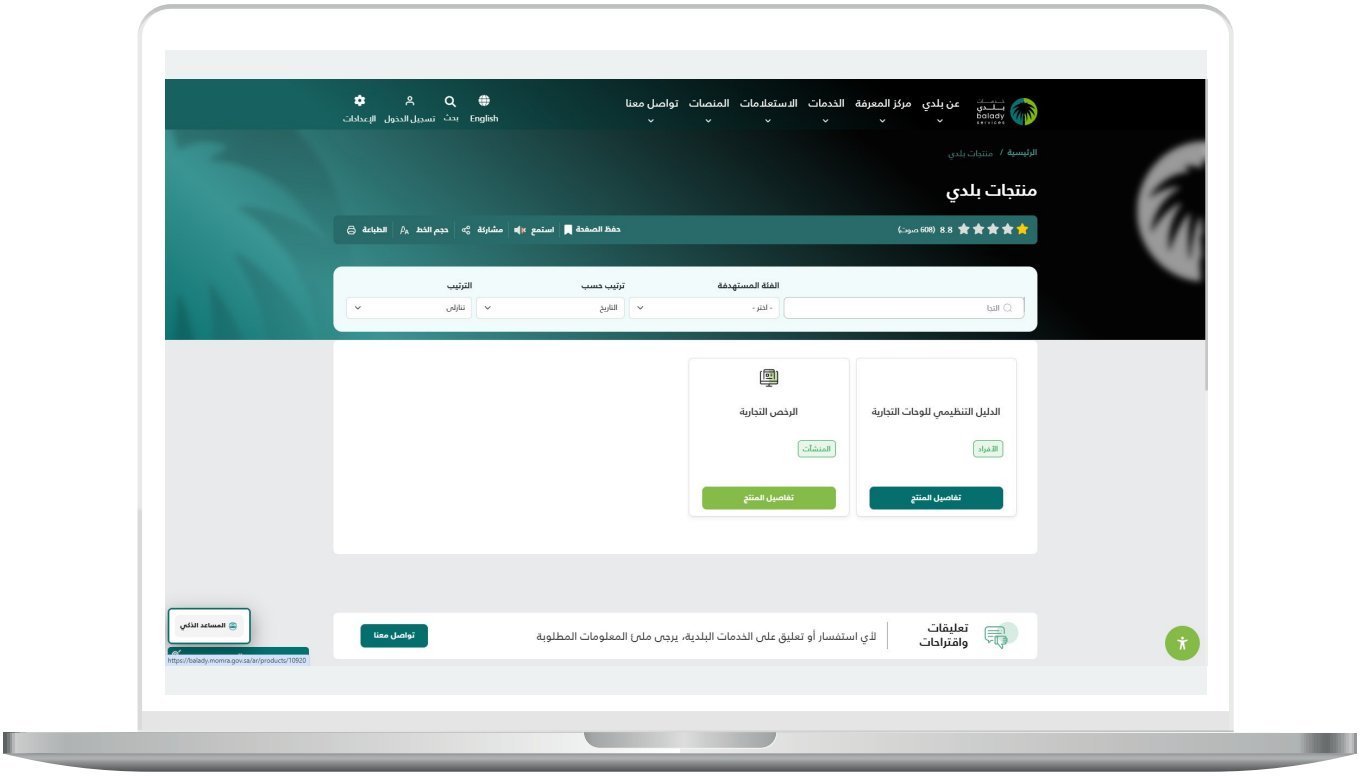
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

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

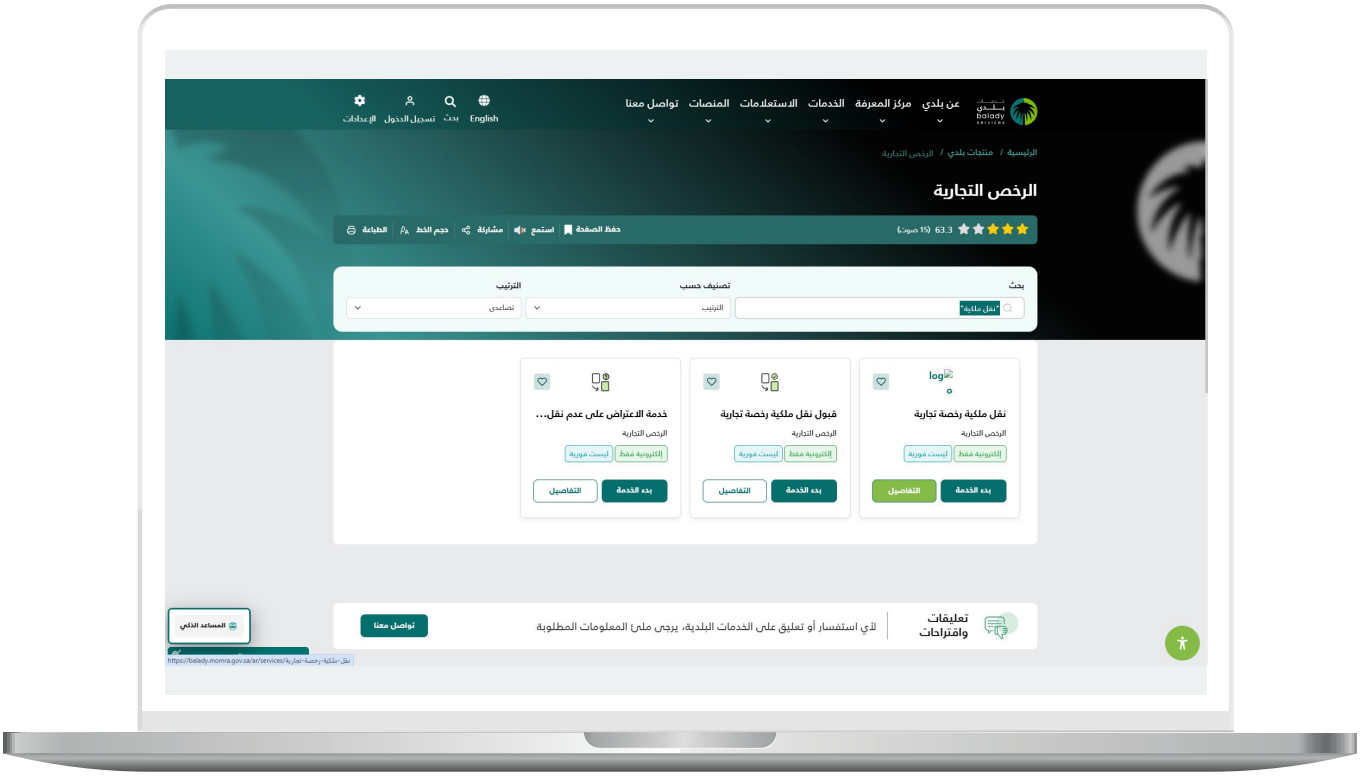
The user then clicks the (**View All Products**) button.

Steps to Request the Service

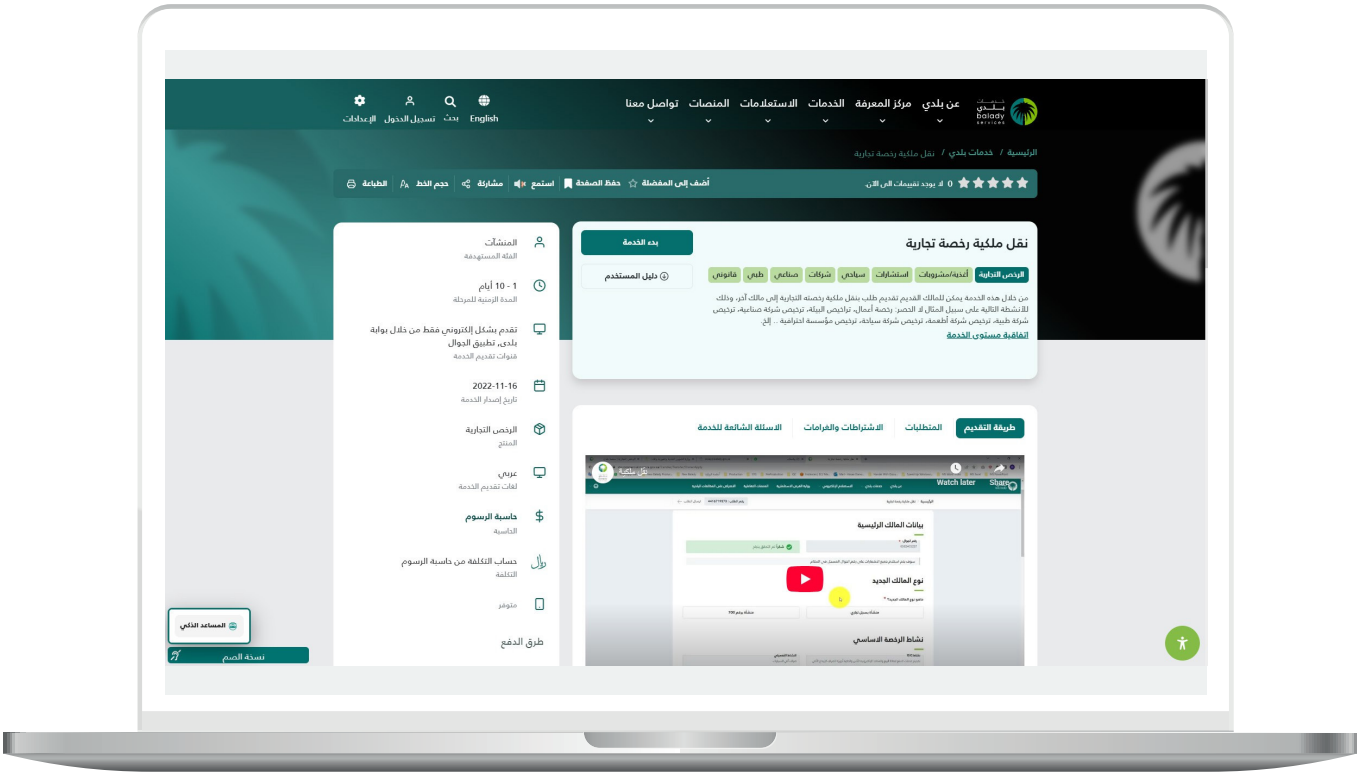
1) To start the service application, the user searches for (**Commercial Licenses**) as shown below.



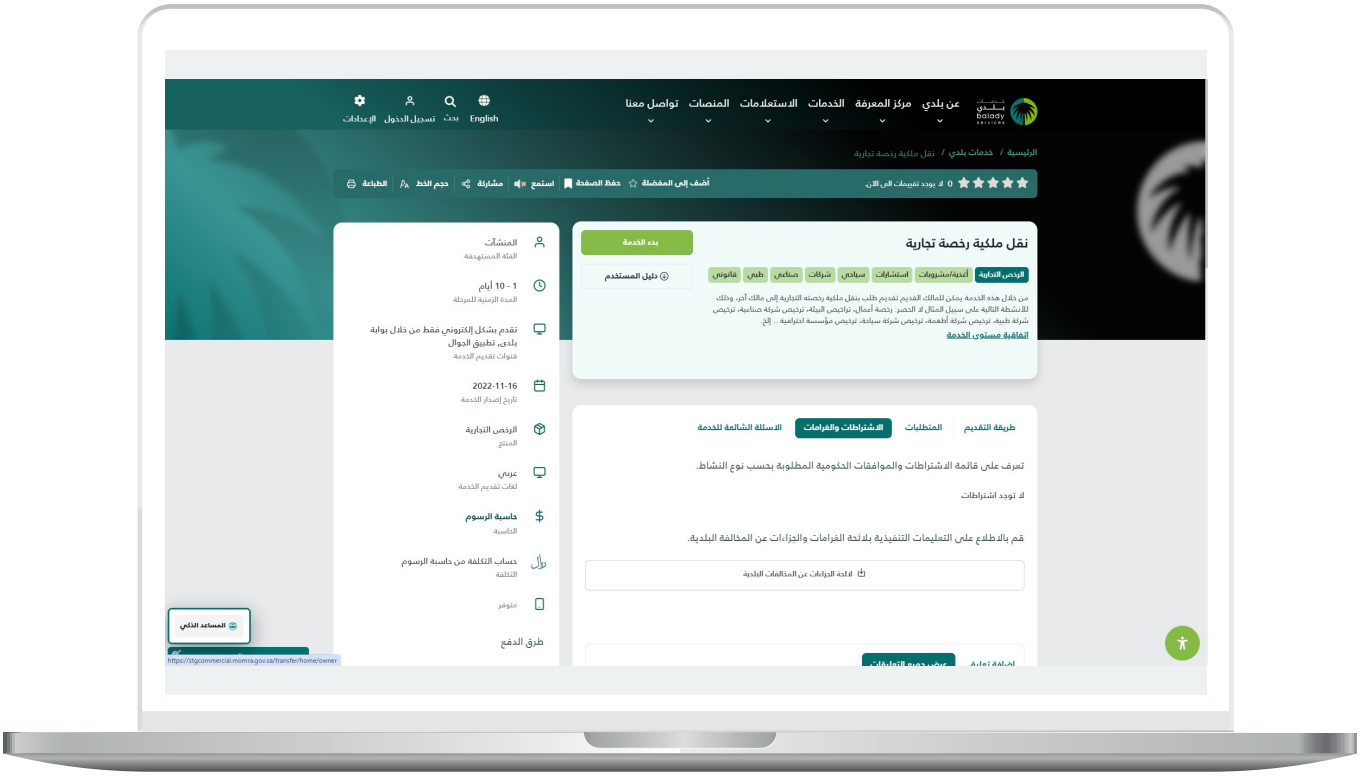
2) The user then searches for (**Transferring Ownership of a Commercial License**) as displayed on the screen.



3) The next screen appears, allowing the user to view (**Application Process, Requirements, Conditions, Fines, etc.**).



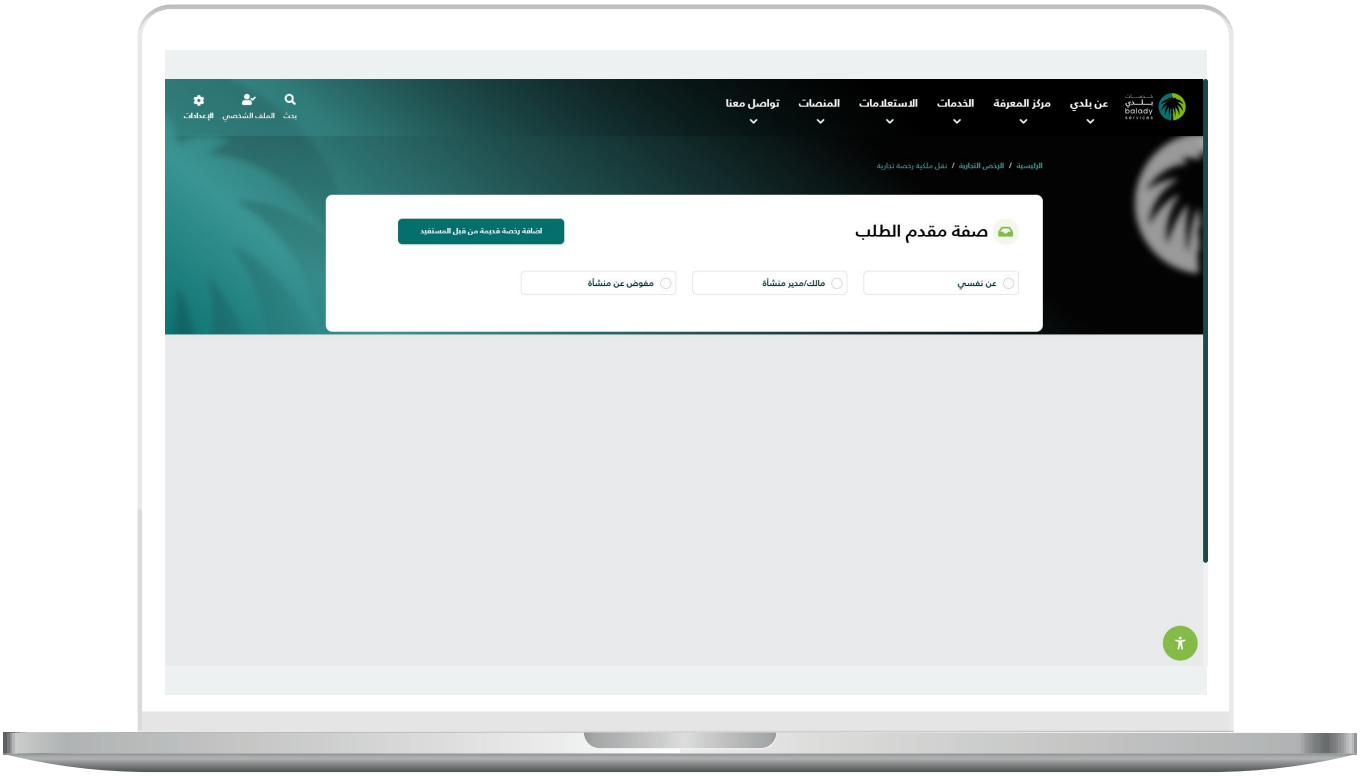
4) The following screen represents the (**Conditions and Fines**) section. The user clicks (**Start Service**).



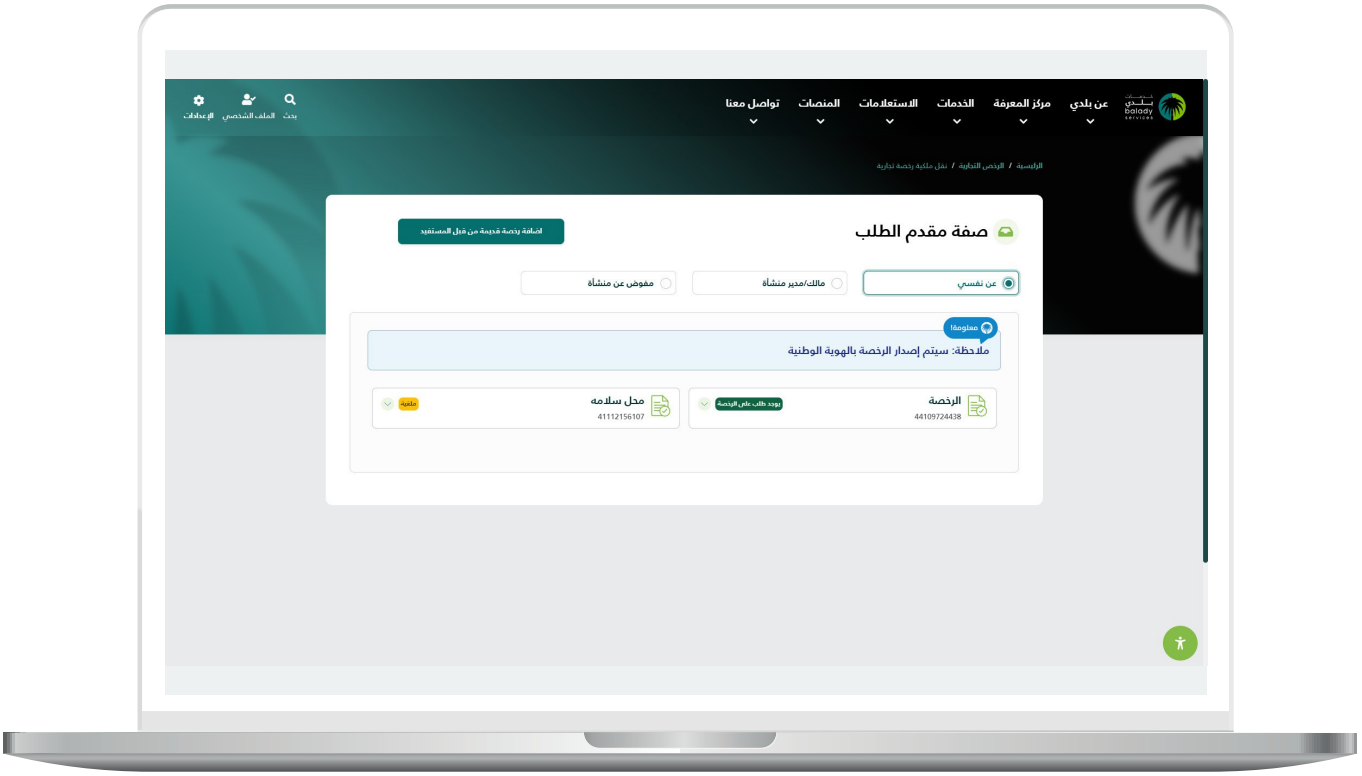
Transferring the Ownership of a Commercial License

1) The following screen appears, allowing the user to select their role from the three options (**For Myself, Business Owner/Manager, Authorized Representative**).

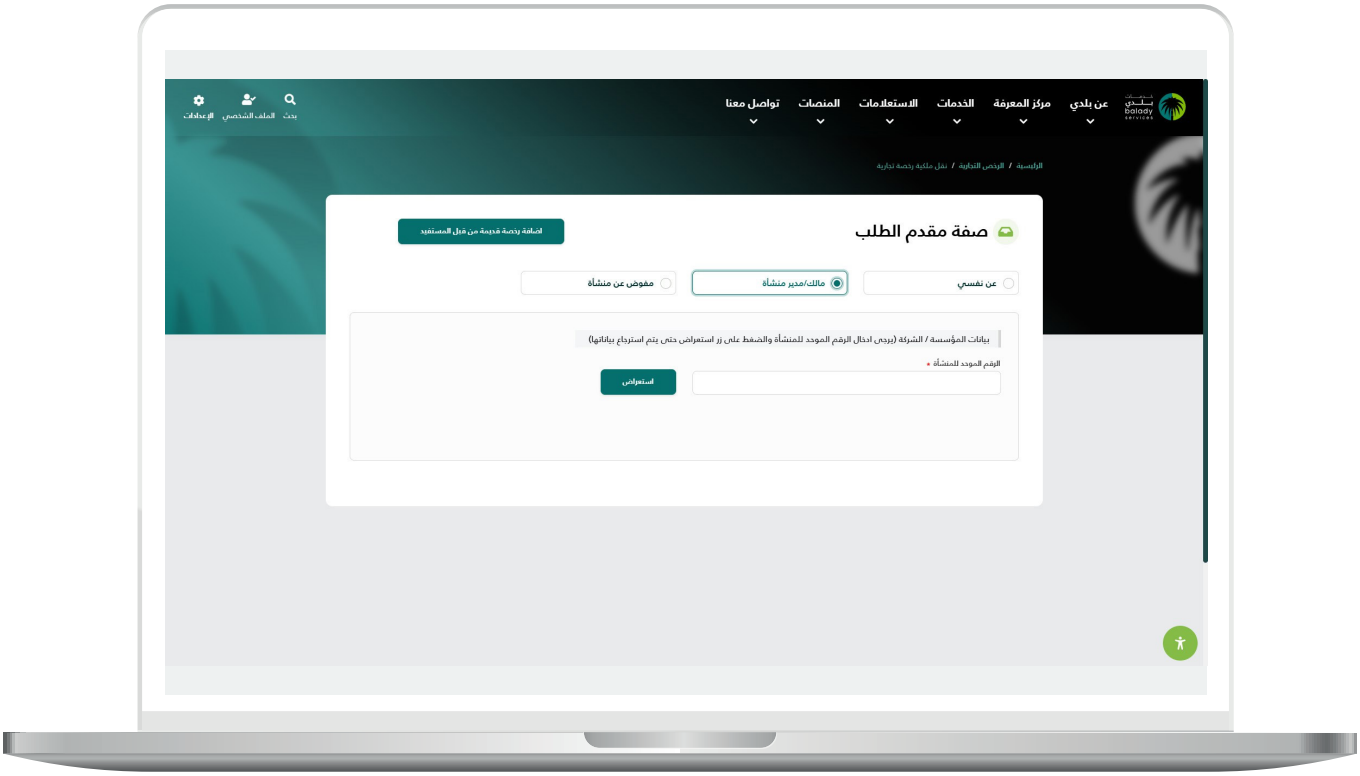
The user can also add an old license by clicking (**Add Old License by User**).



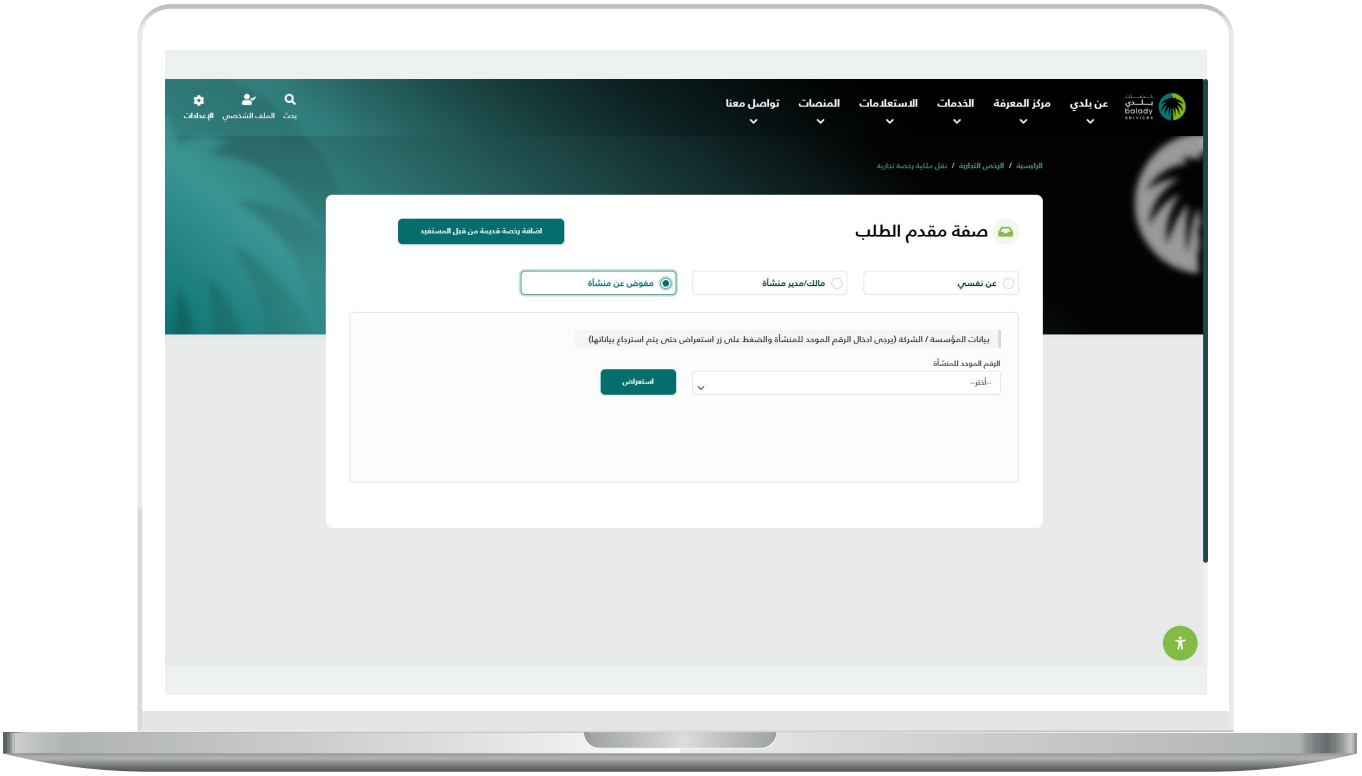
2) If (**For Myself**) is selected, the system displays all licenses registered under the user's National ID, as shown below.



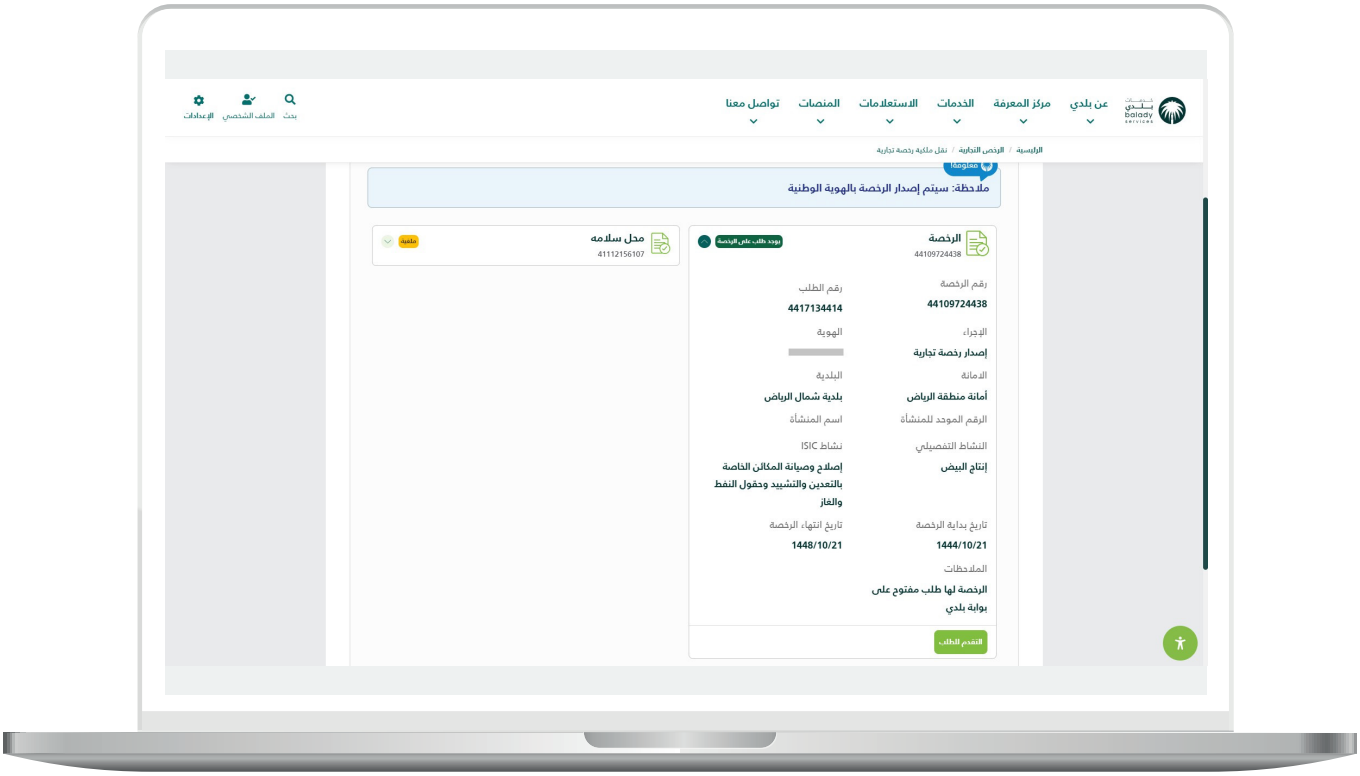
3) If (**Business Owner/Manager**) is selected, a new field (**Unified Business Number**) appears, requiring the user to enter the number and click (**Browse**).



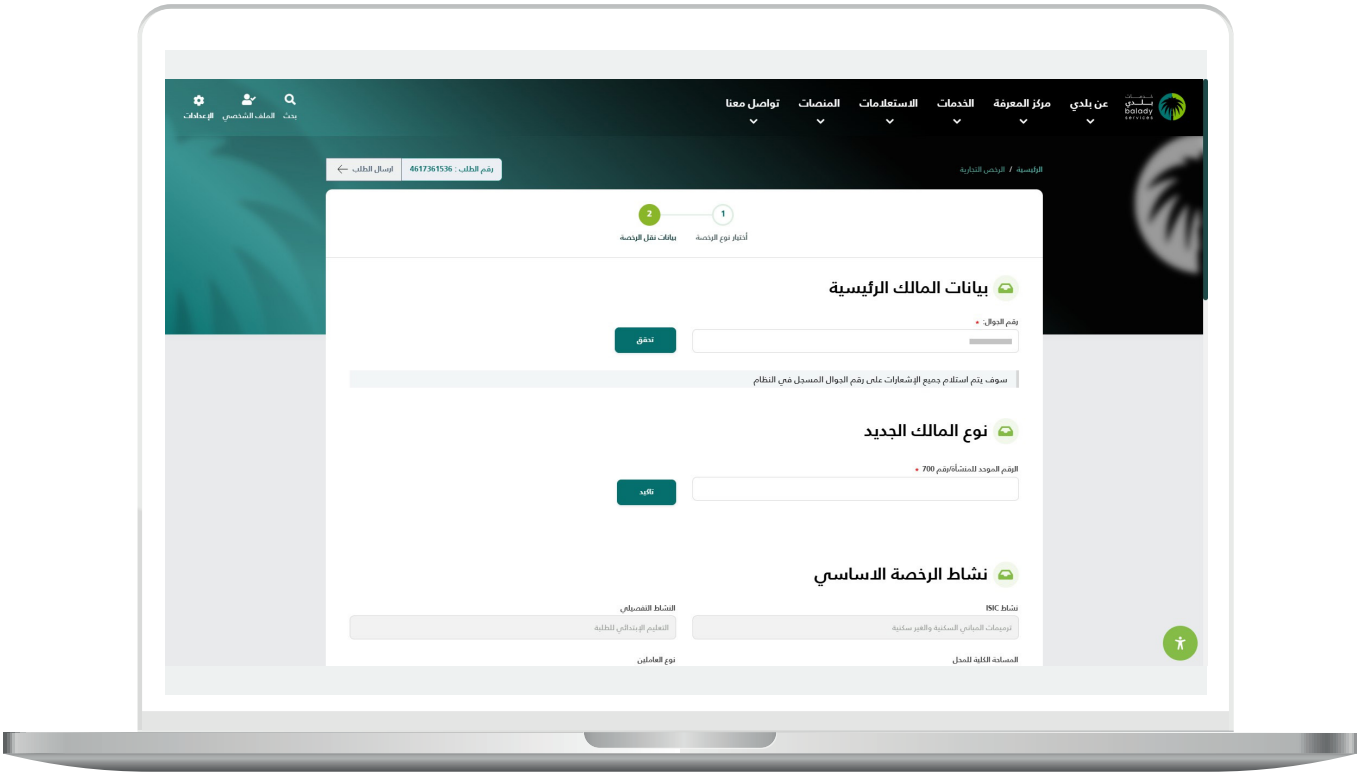
4) If (**Authorized Representative**) is selected, a new dropdown (**Unified Business Number**) appears for selection, after which the user clicks (**Browse**).



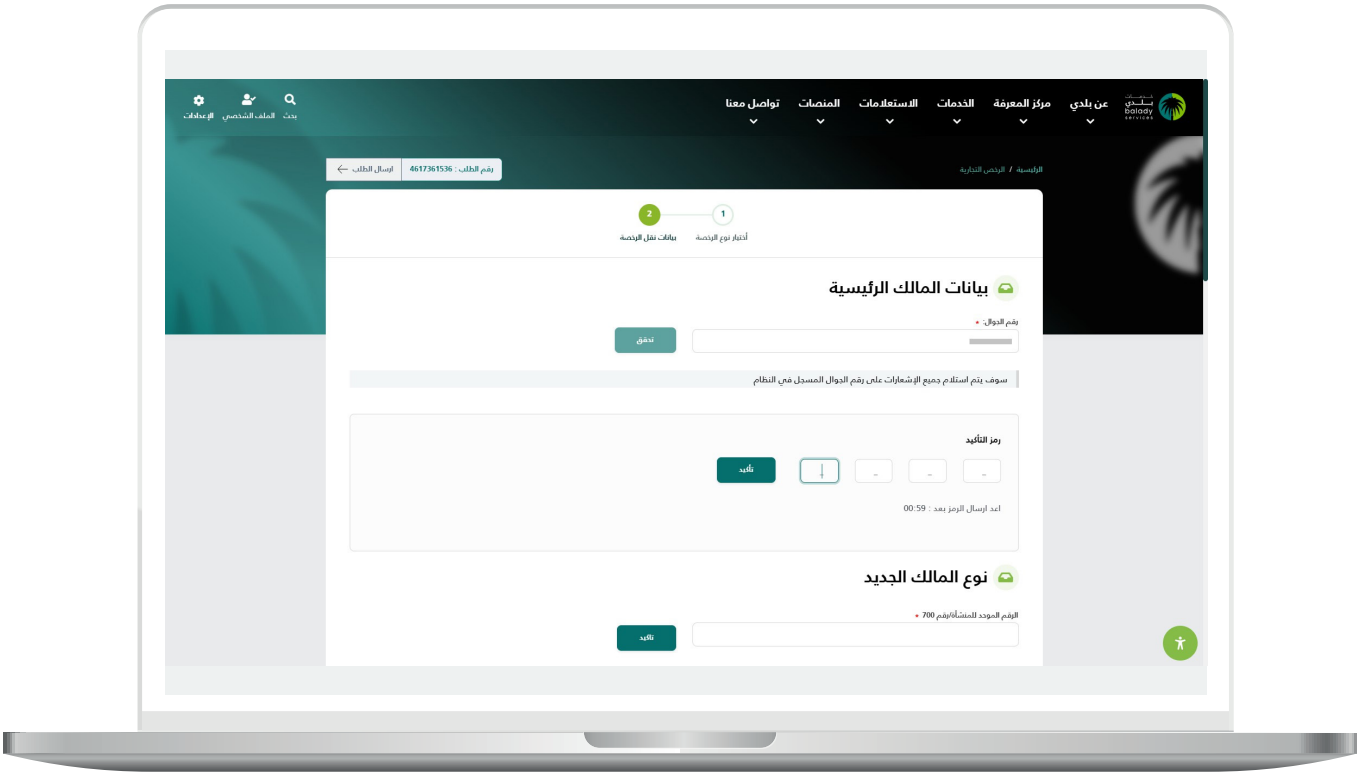
5) After selecting the license to be transferred, the system displays its details as shown below. The user clicks (**Submit Request**) to initiate the ownership transfer process.



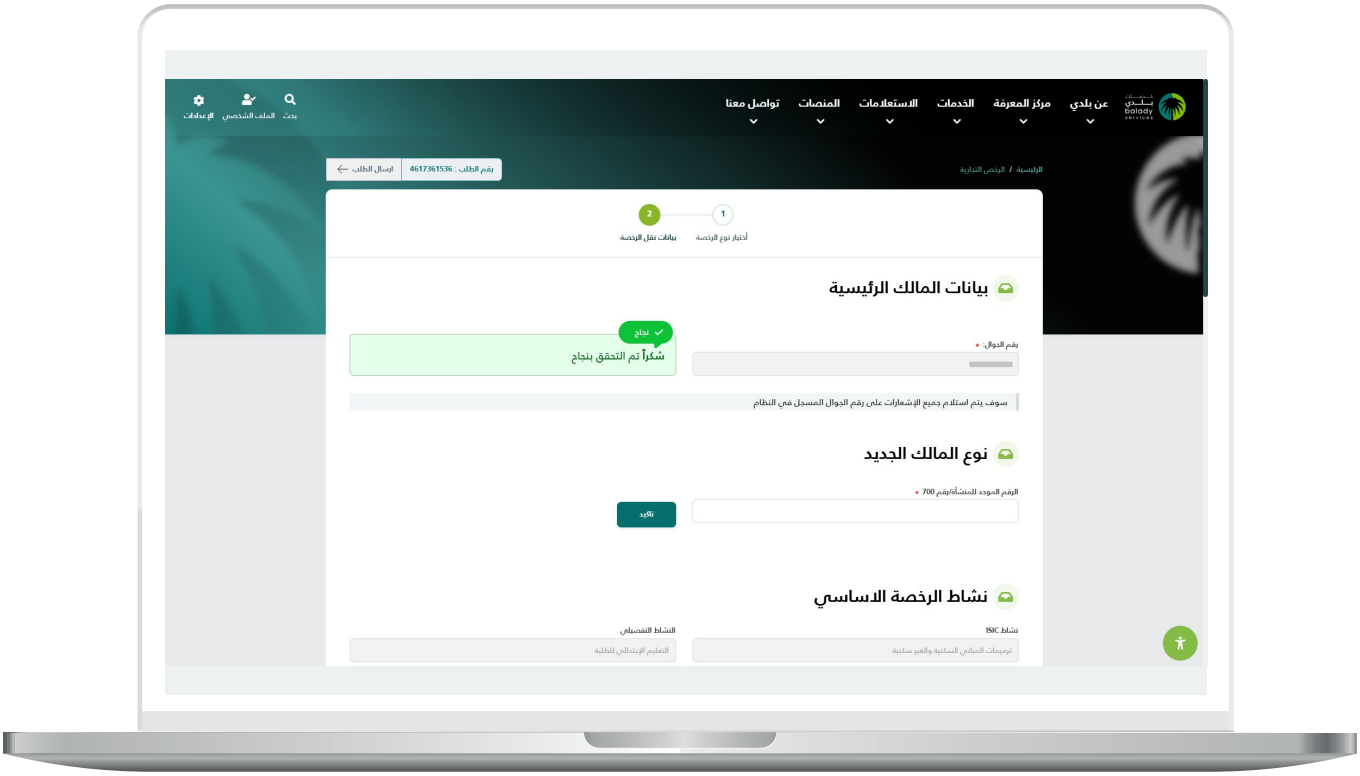
6) After clicking (**Submit Request**), the system displays the following screen, representing the (**License Transfer Data**) step. The user enters their mobile number in the (**Mobile Number**) field and clicks (**Verify**).



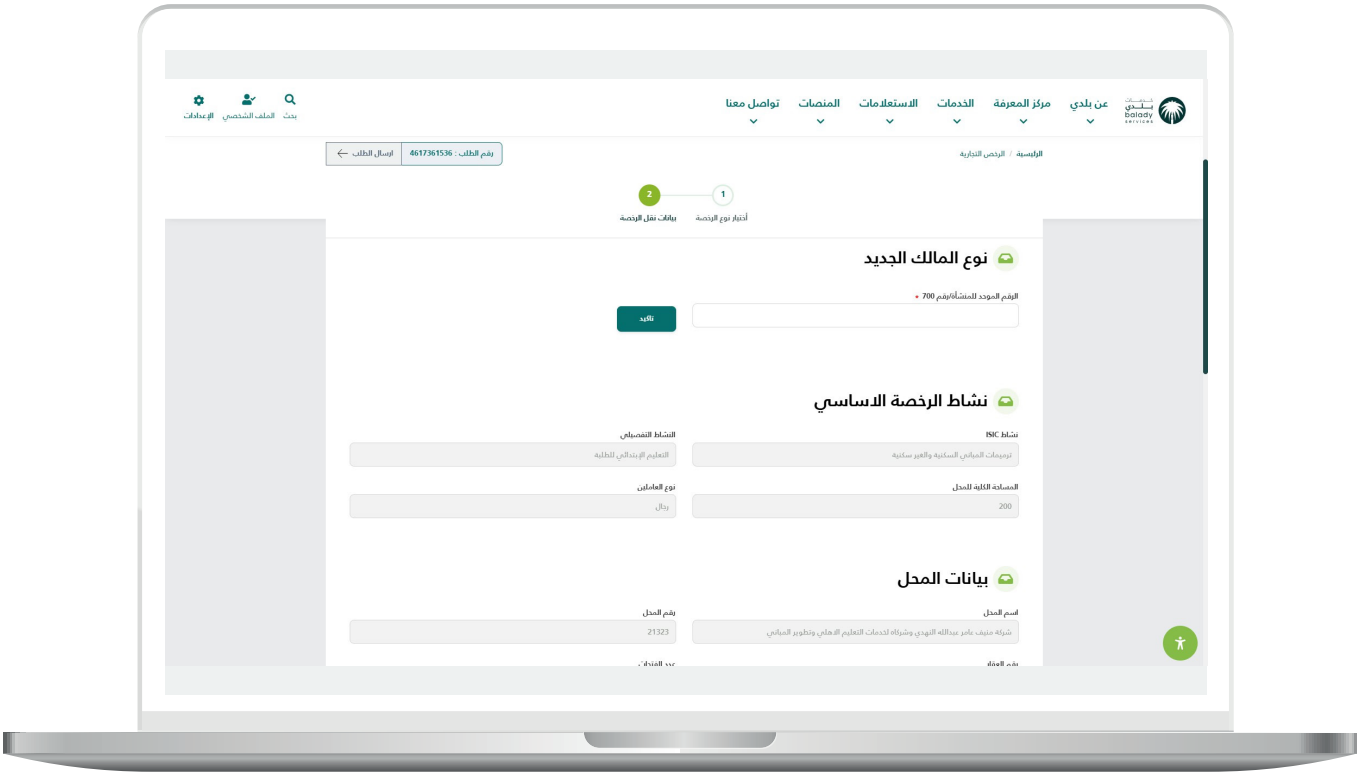
7) The user then enters the verification code sent to their mobile in the (**Verification Code**) field and clicks (**Confirm**).



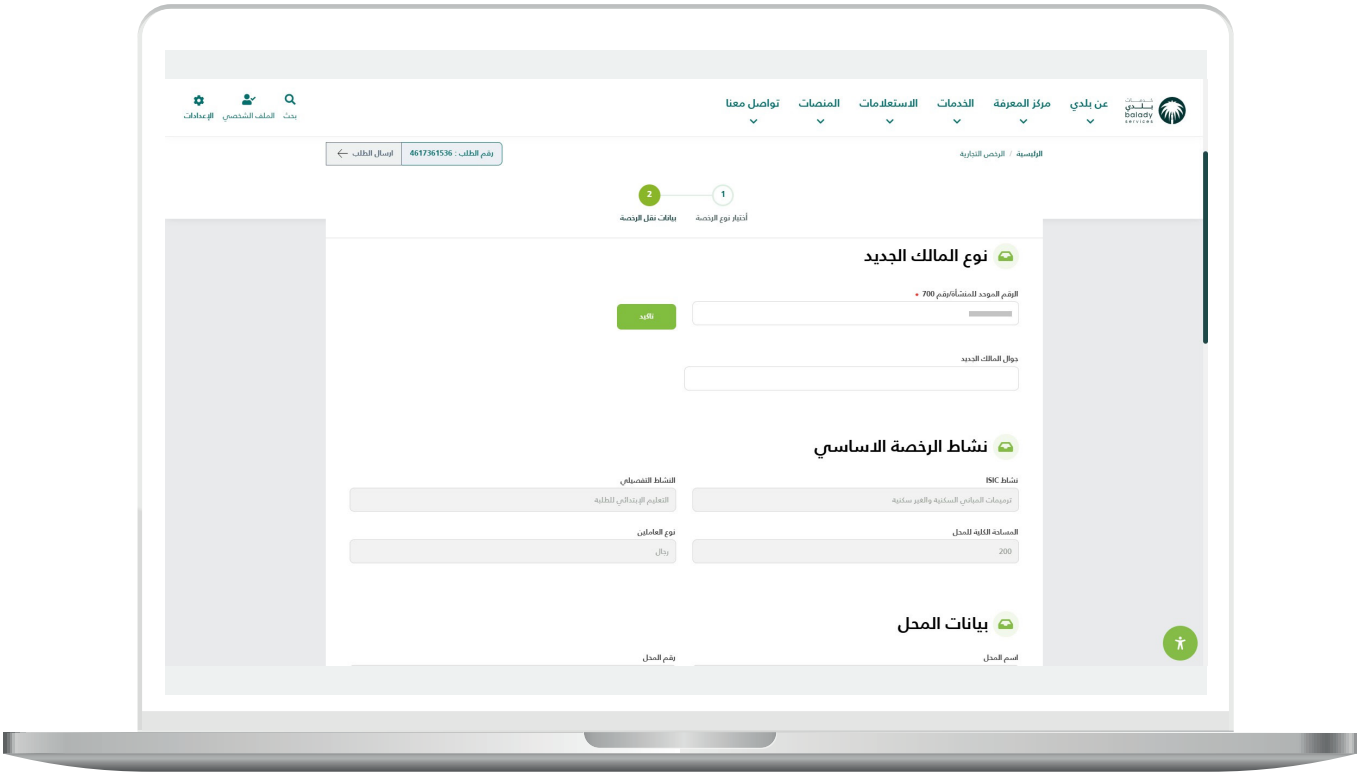
8) A confirmation message appears, indicating a successful verification process.



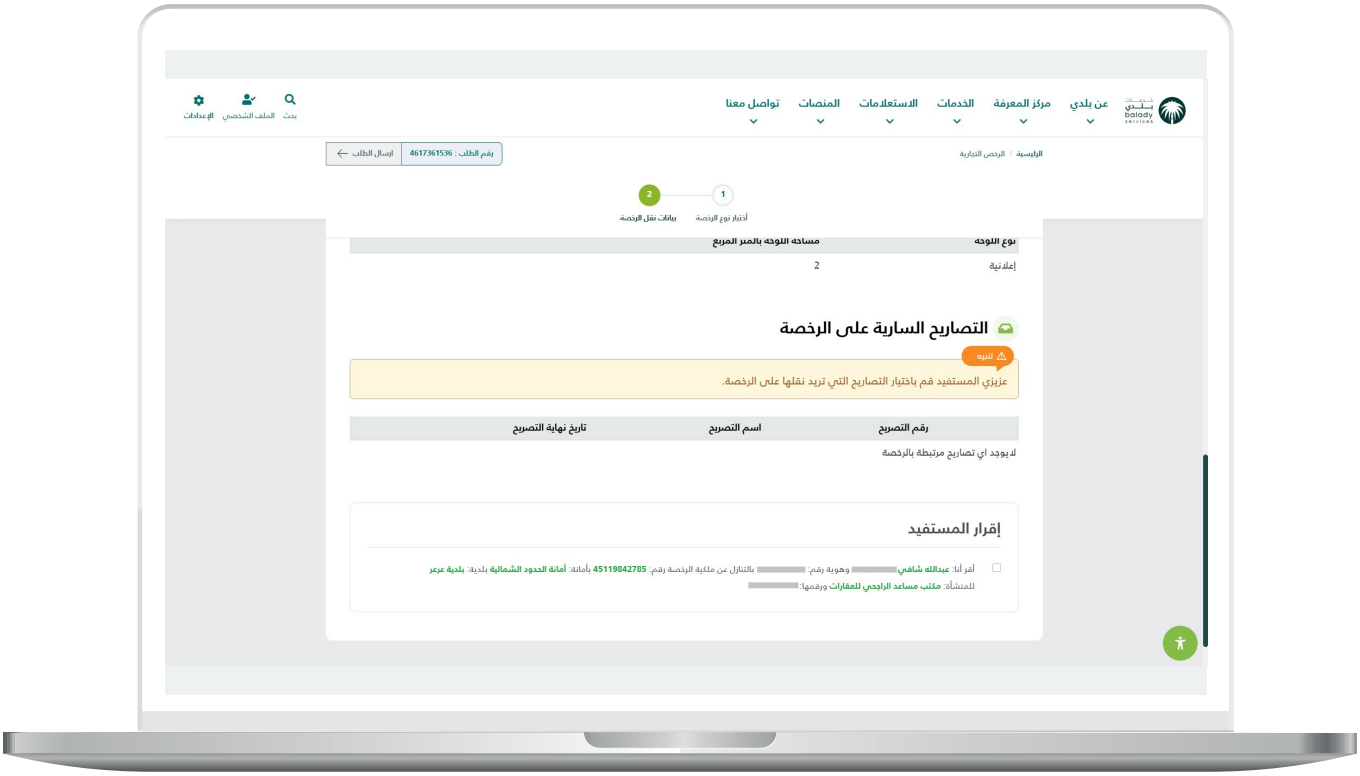
9) The user enters the (**Unified Business Number/700 Number**) and clicks (**Confirm**).



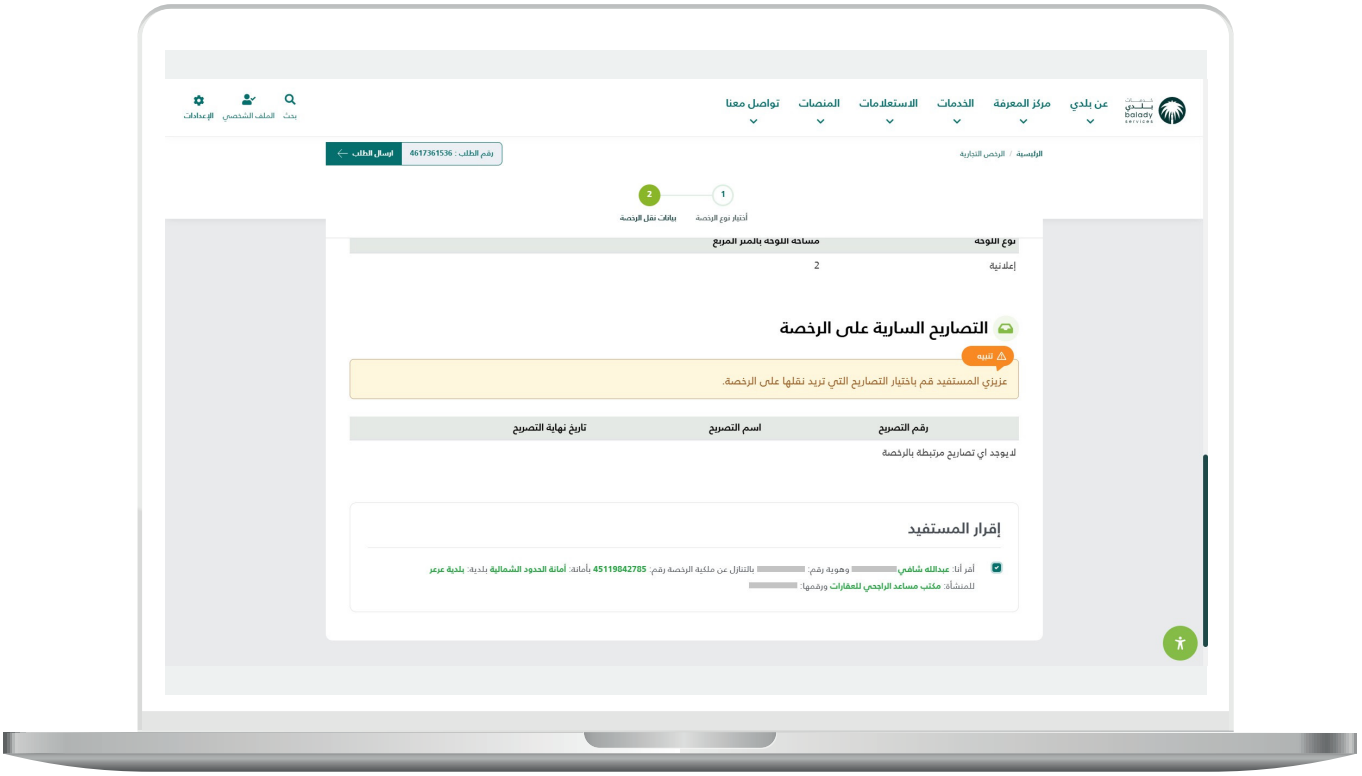
10) The system then displays the (**New Owner's Mobile Number**) field for input.



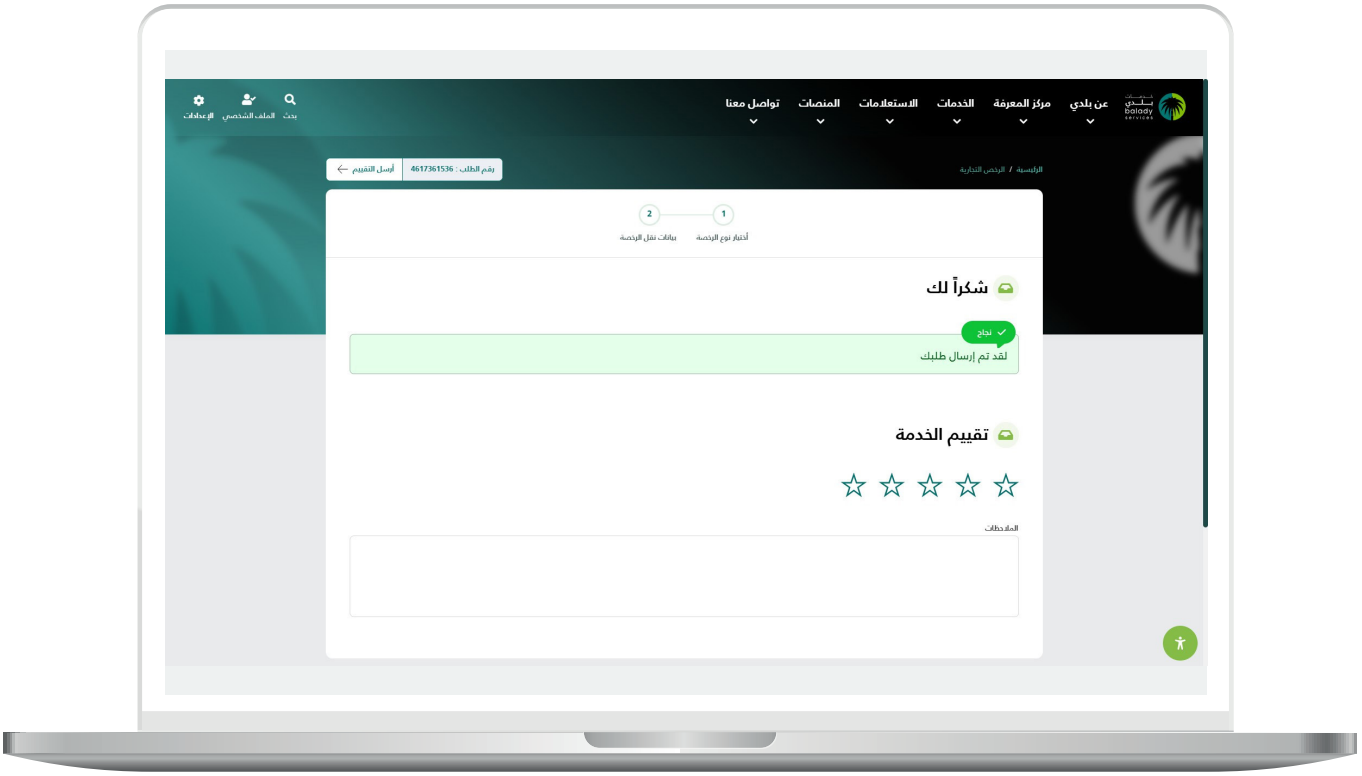
11) The acknowledgment section appears at the bottom. The user selects the acknowledgment checkbox.



12) The user clicks (**Submit Request**) at the top left of the screen.



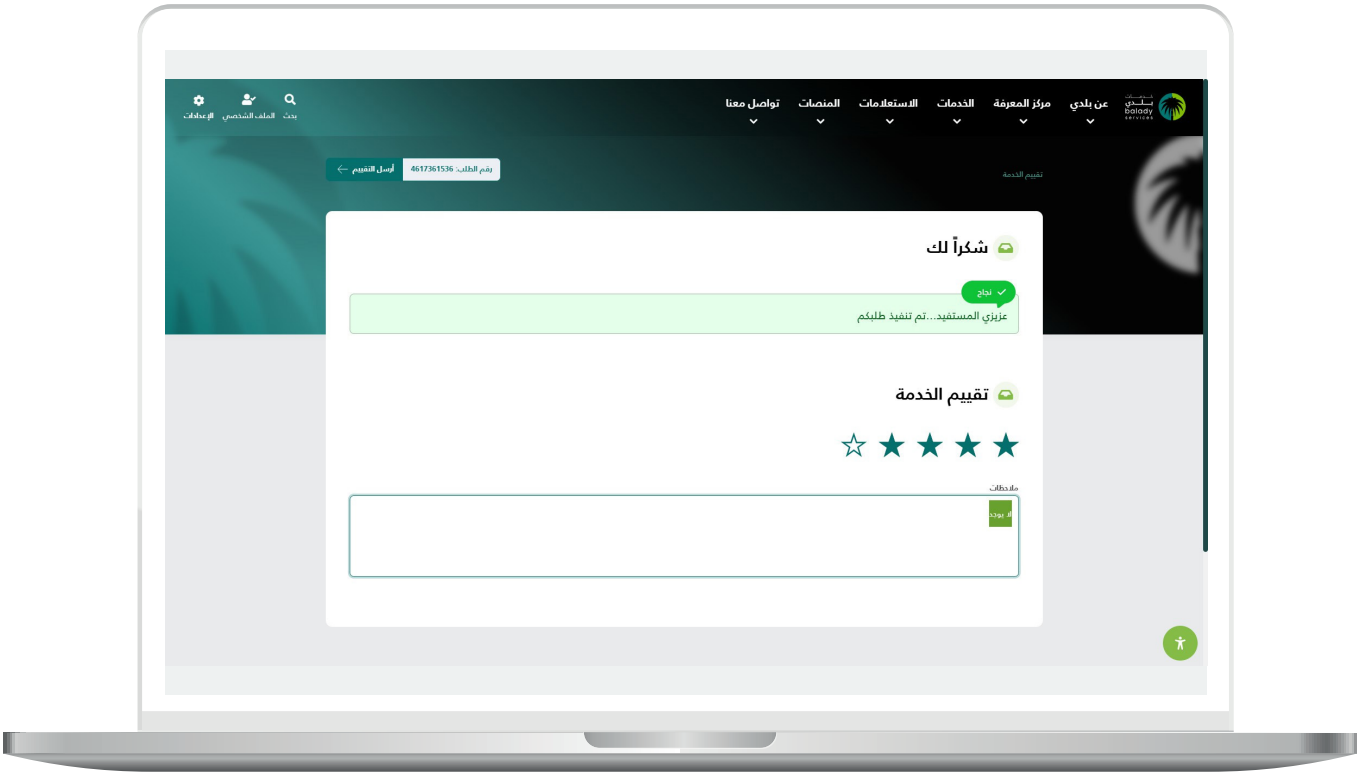
13) The system processes the request and displays a confirmation message.



14) The system allows the user to rate the service by selecting a star rating and entering comments in the (**Notes**) field, then clicking (**Submit Rating**).

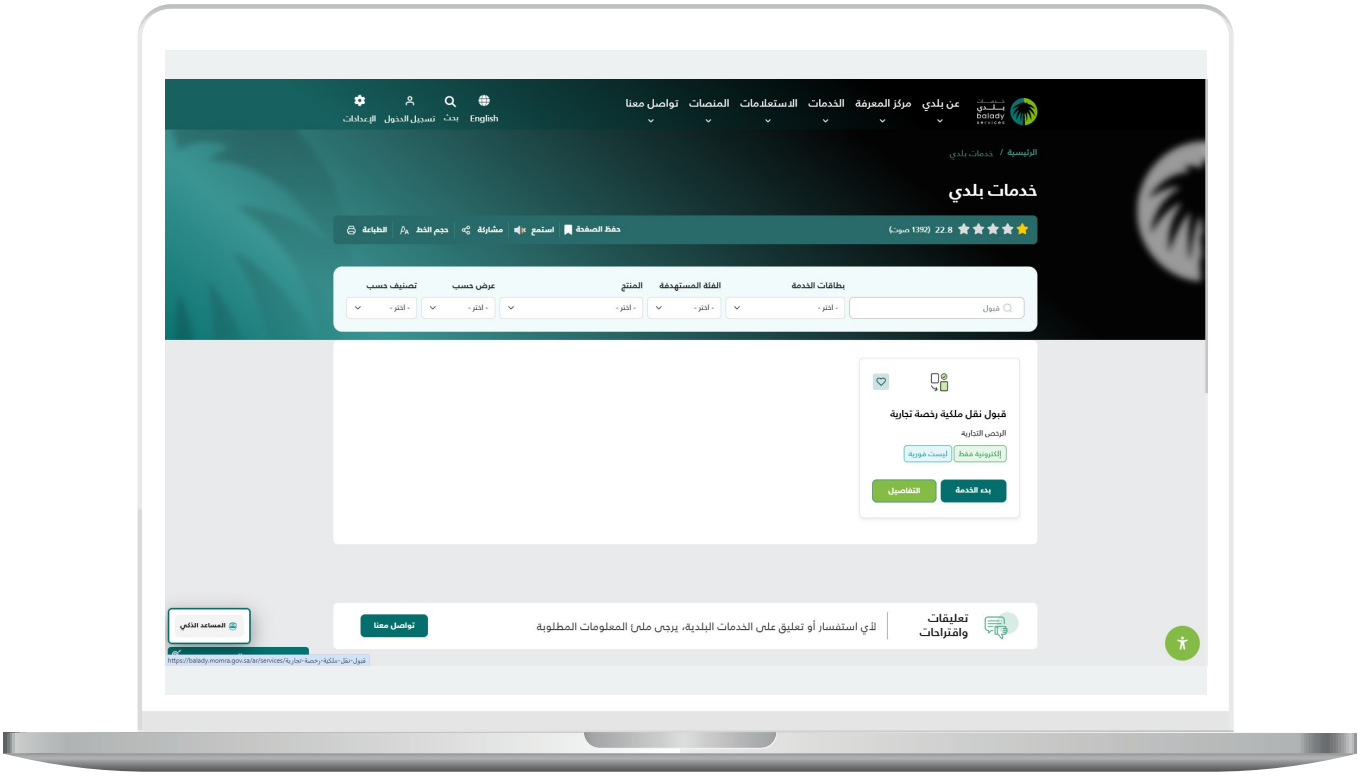
Note:

After completing (**Transfer of a Commercial License**), any (**unapproved permits from the new owner will be canceled**) proactively.

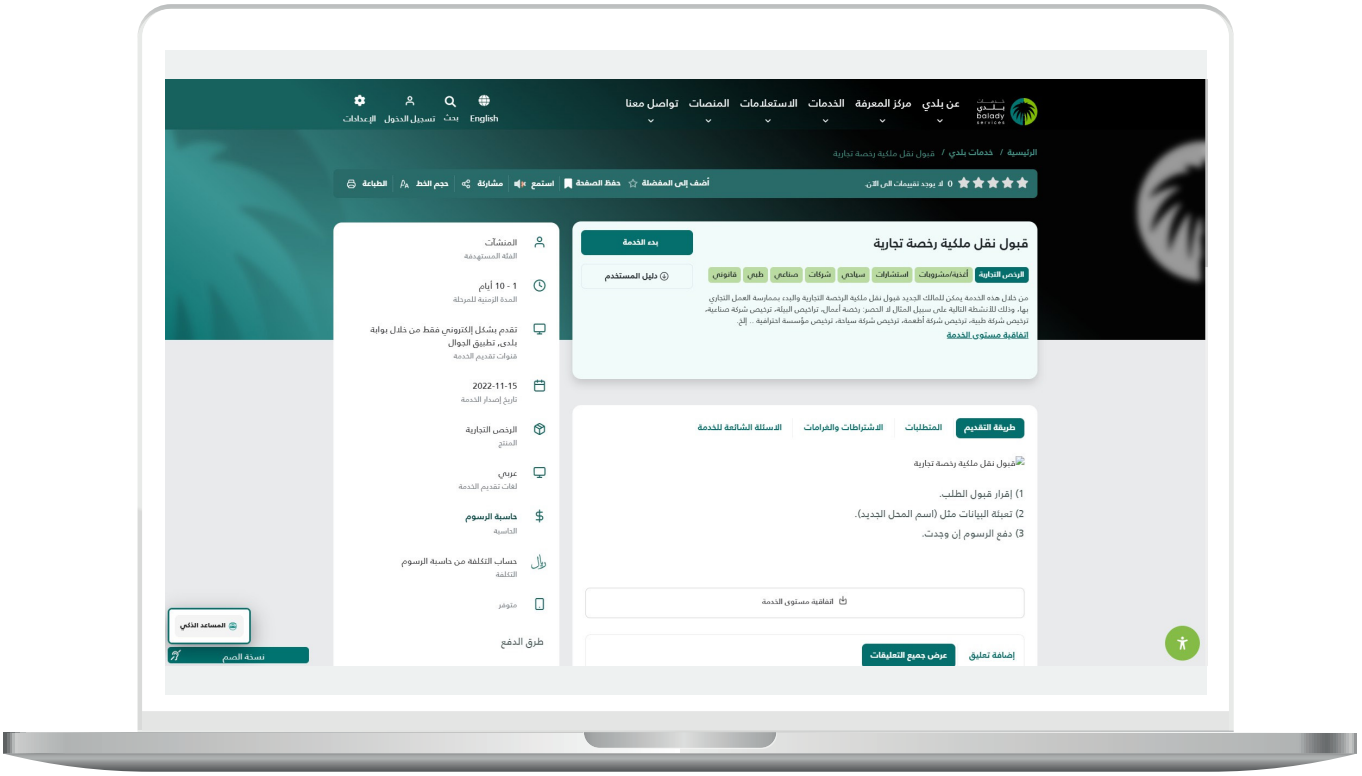


Accepting the Transfer of Commercial License Ownership

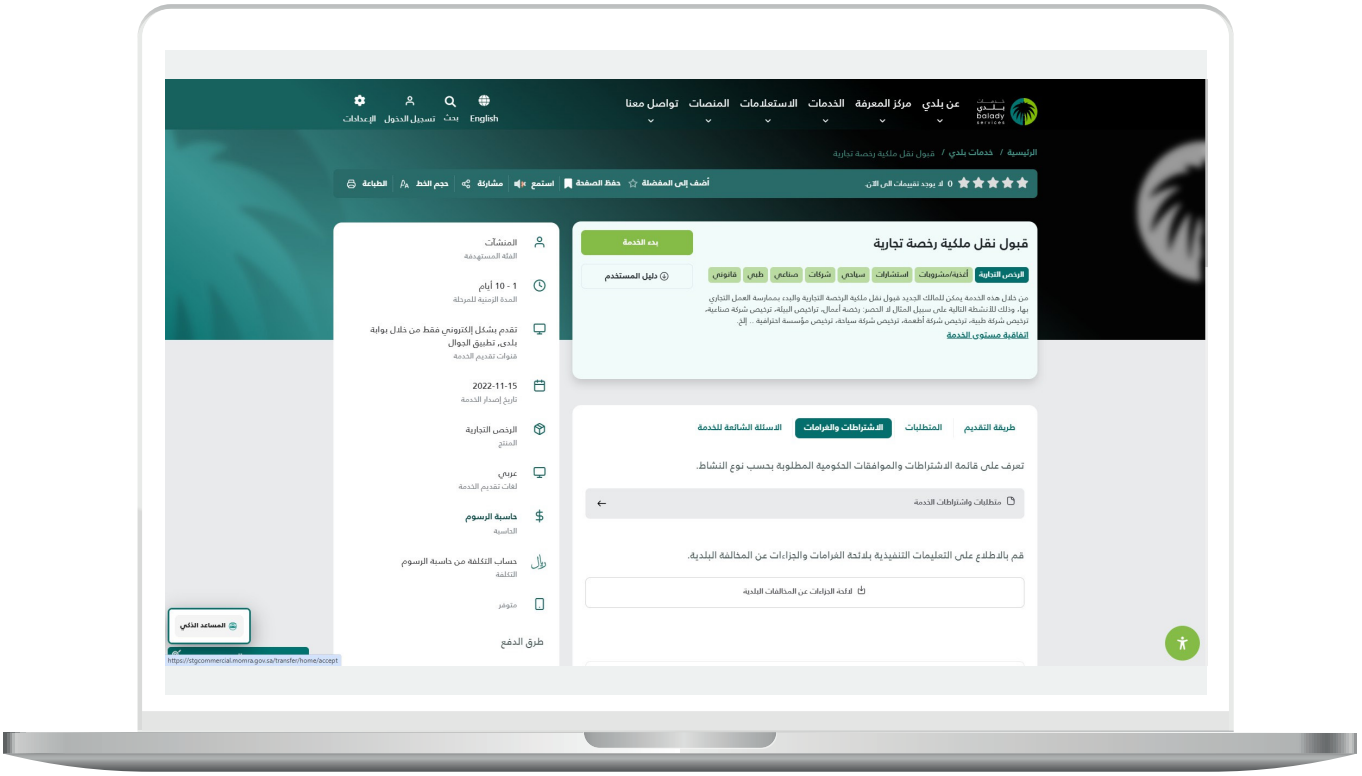
1) The user searches for the service (**Accepting the Transfer of Commercial License Ownership**).



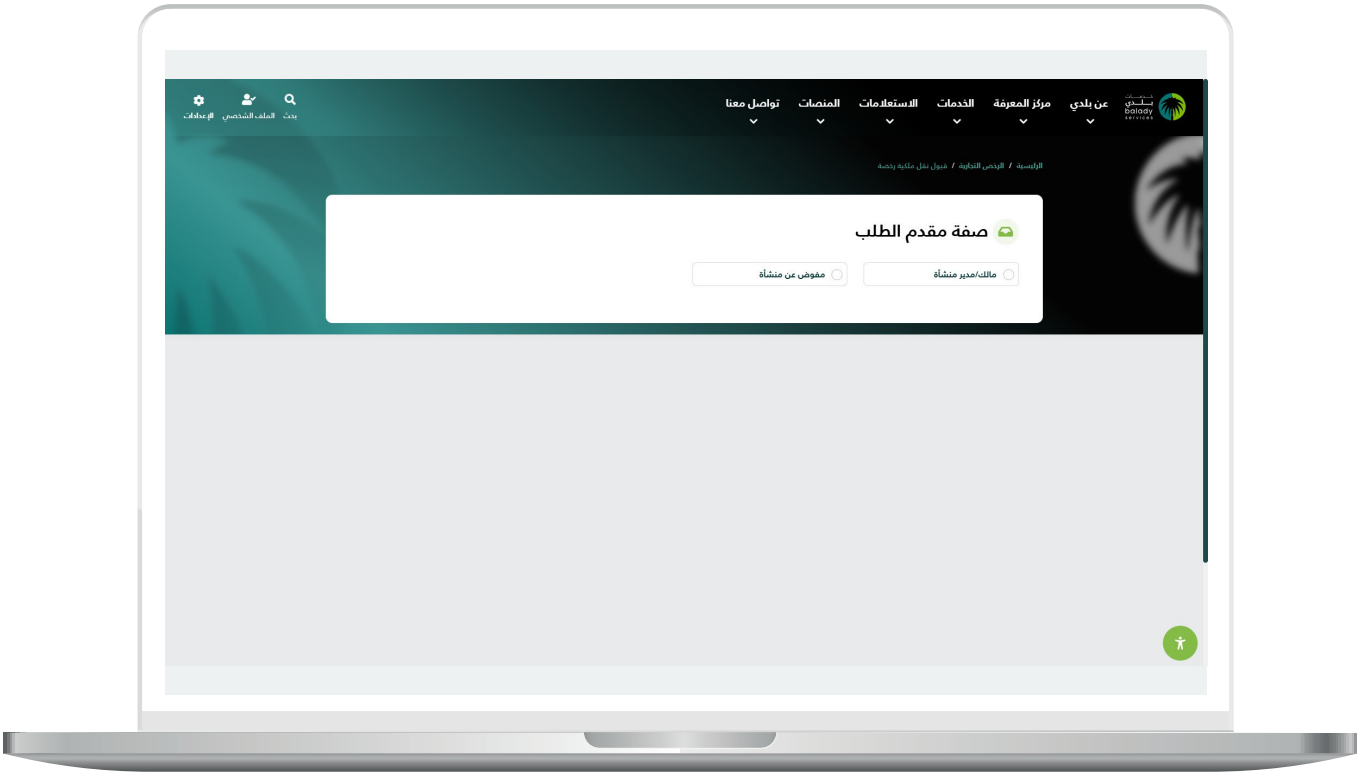
2) The next screen appears, allowing the user to view (**How to Apply, Requirements, Conditions and Fines, etc.**).



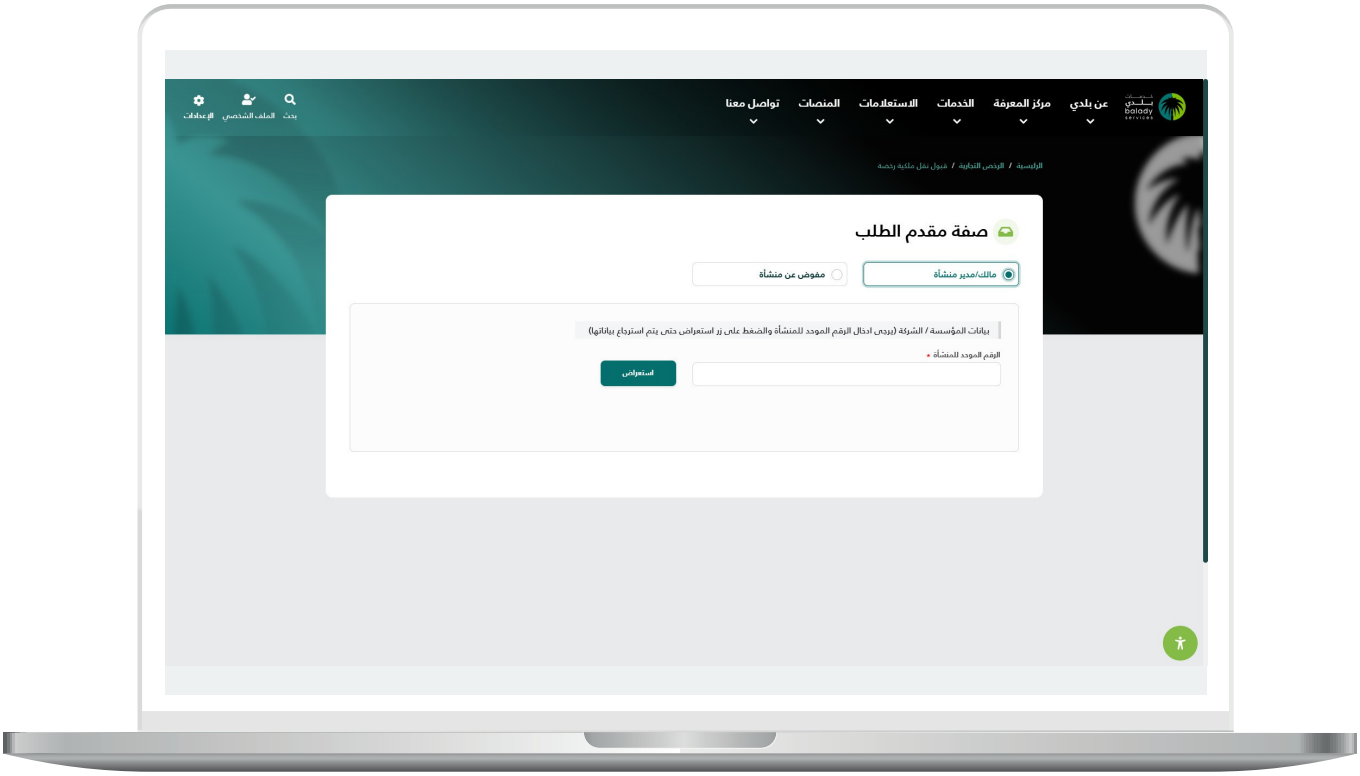
3) The button Start Service is clicked.



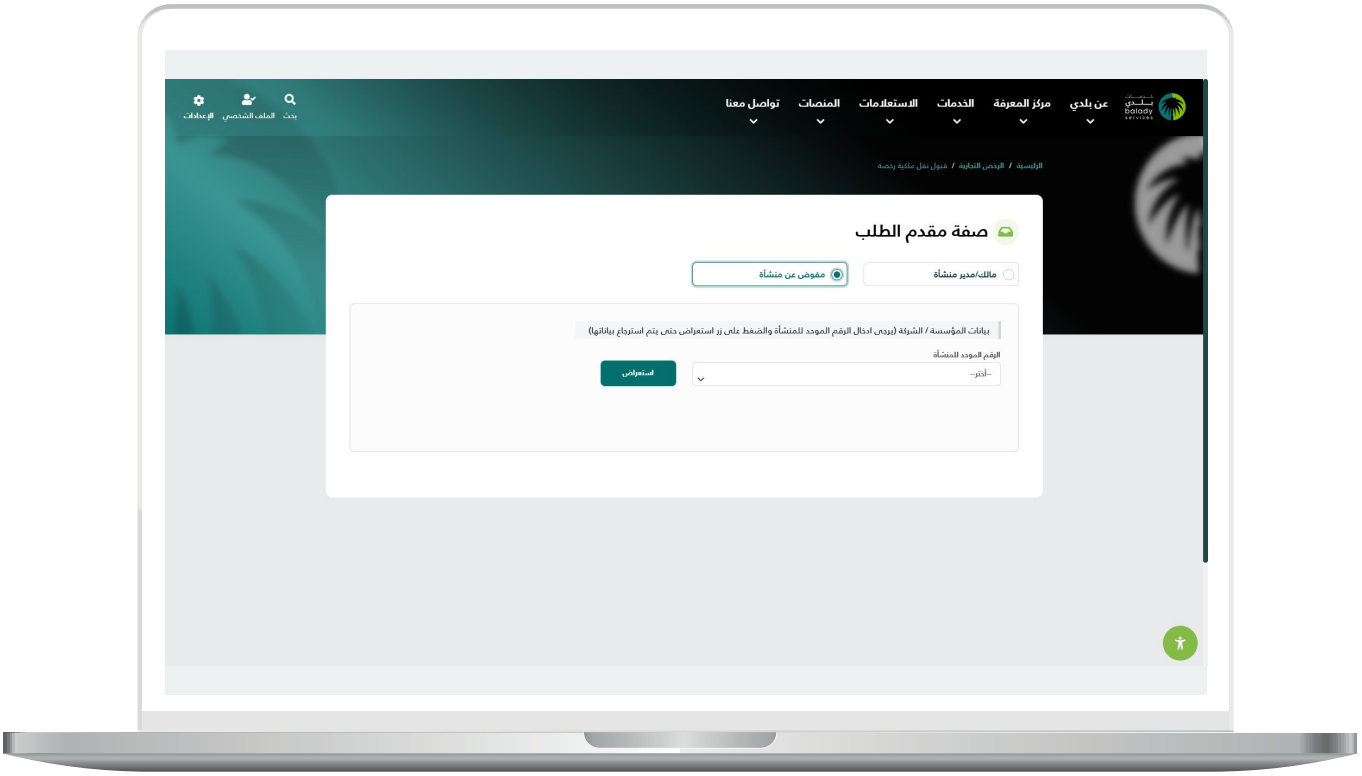
4) The system then displays a screen where the user selects their role from the following options: (**Business Owner/Manager, Authorized Representative**).



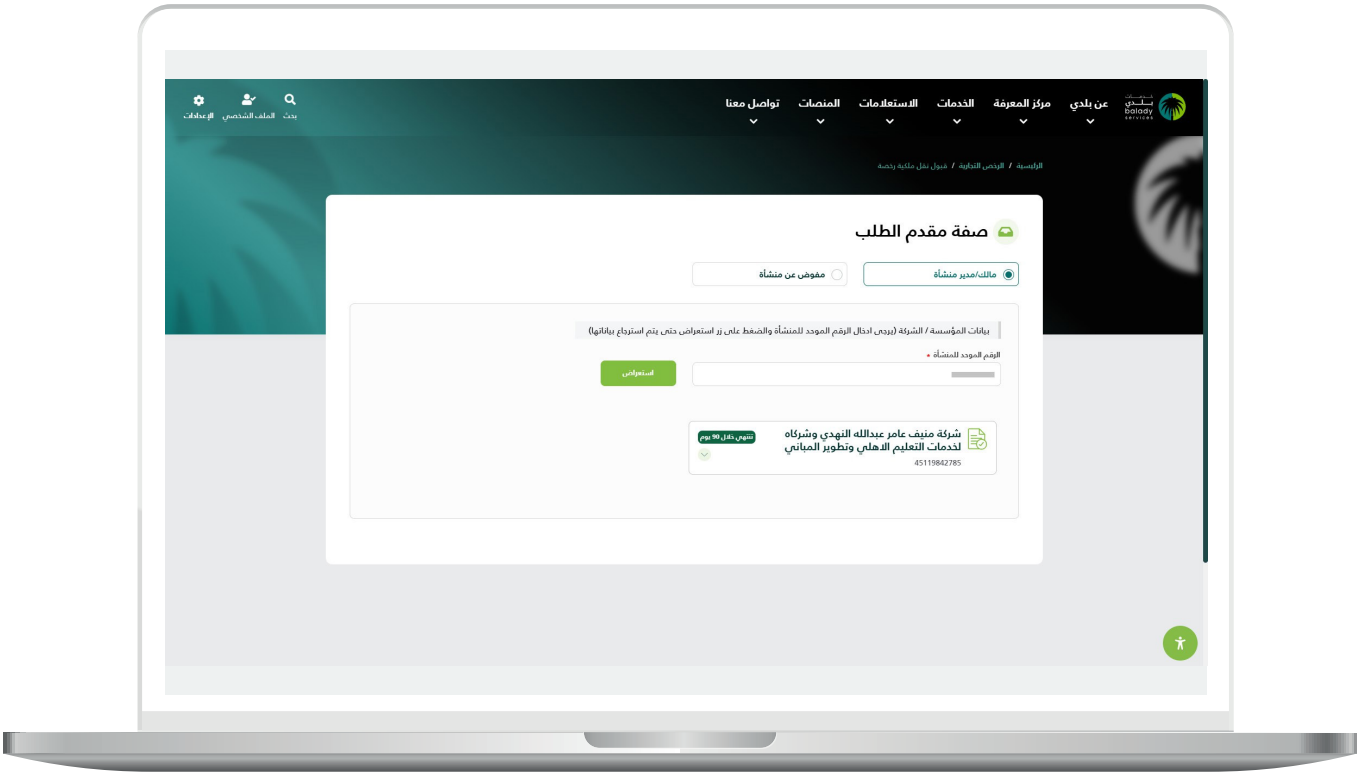
5) If (**Business Owner/Manager**) is selected, the system prompts the user to enter the (**Unified Business Number**) and click (**View**).



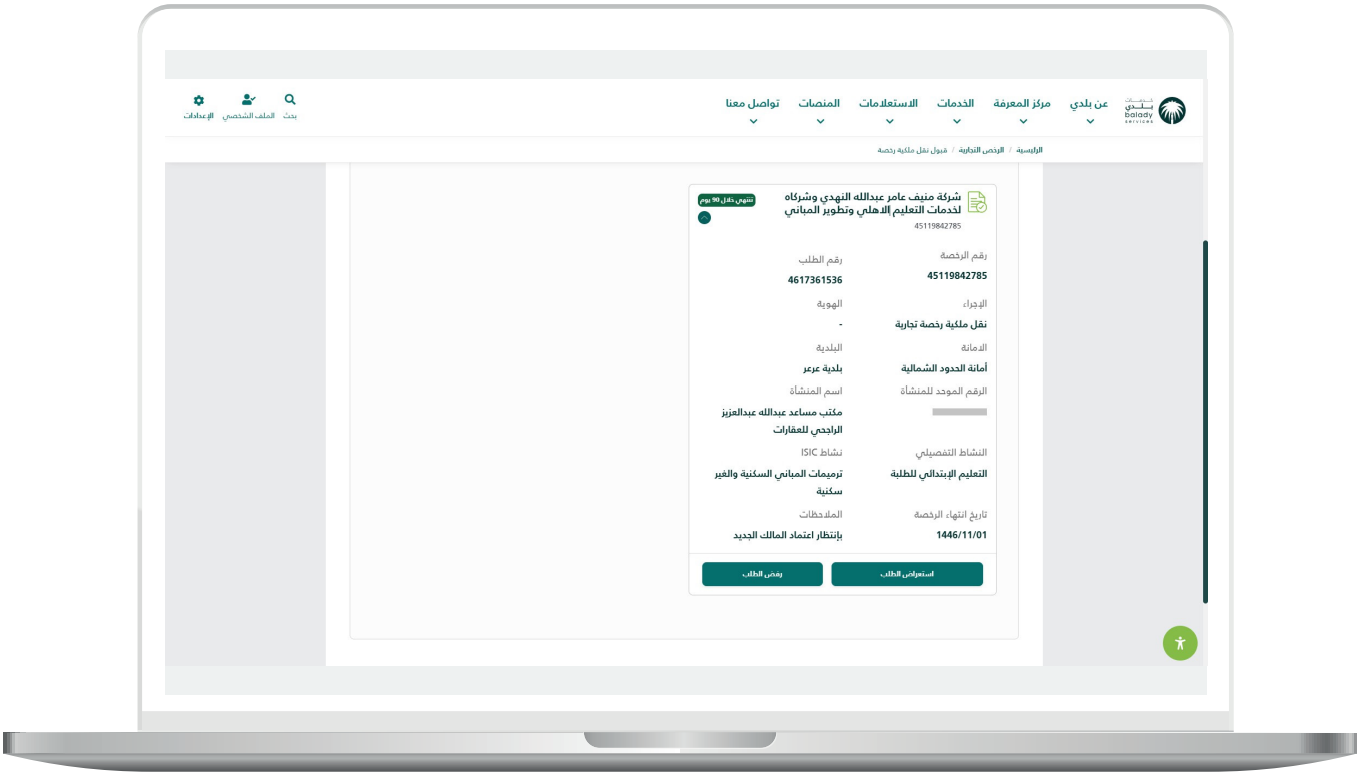
6) If (**Business Owner/Manager**) is selected, the system prompts the user to enter the (**Unified Business Number**) and click (**View**).



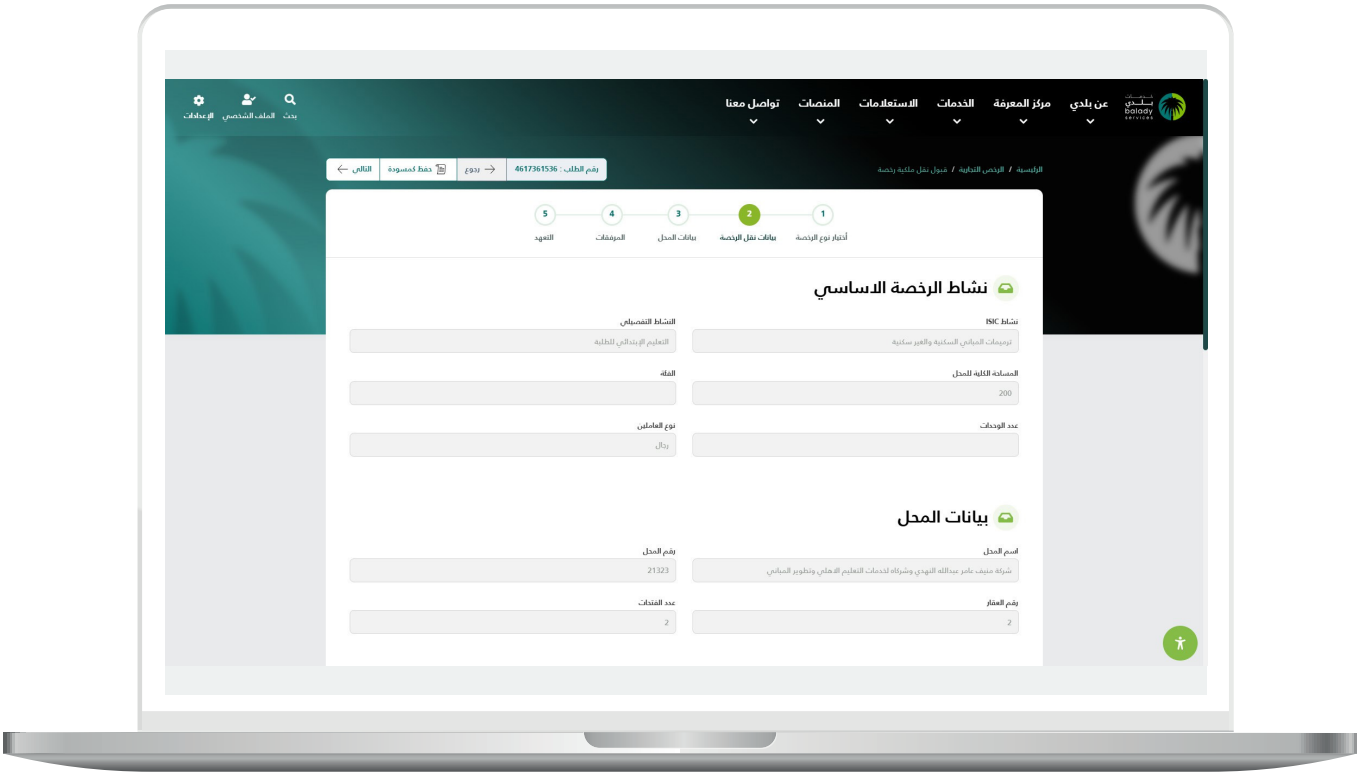
7) The system then displays all licenses pending ownership transfer, allowing the user to accept or reject them.



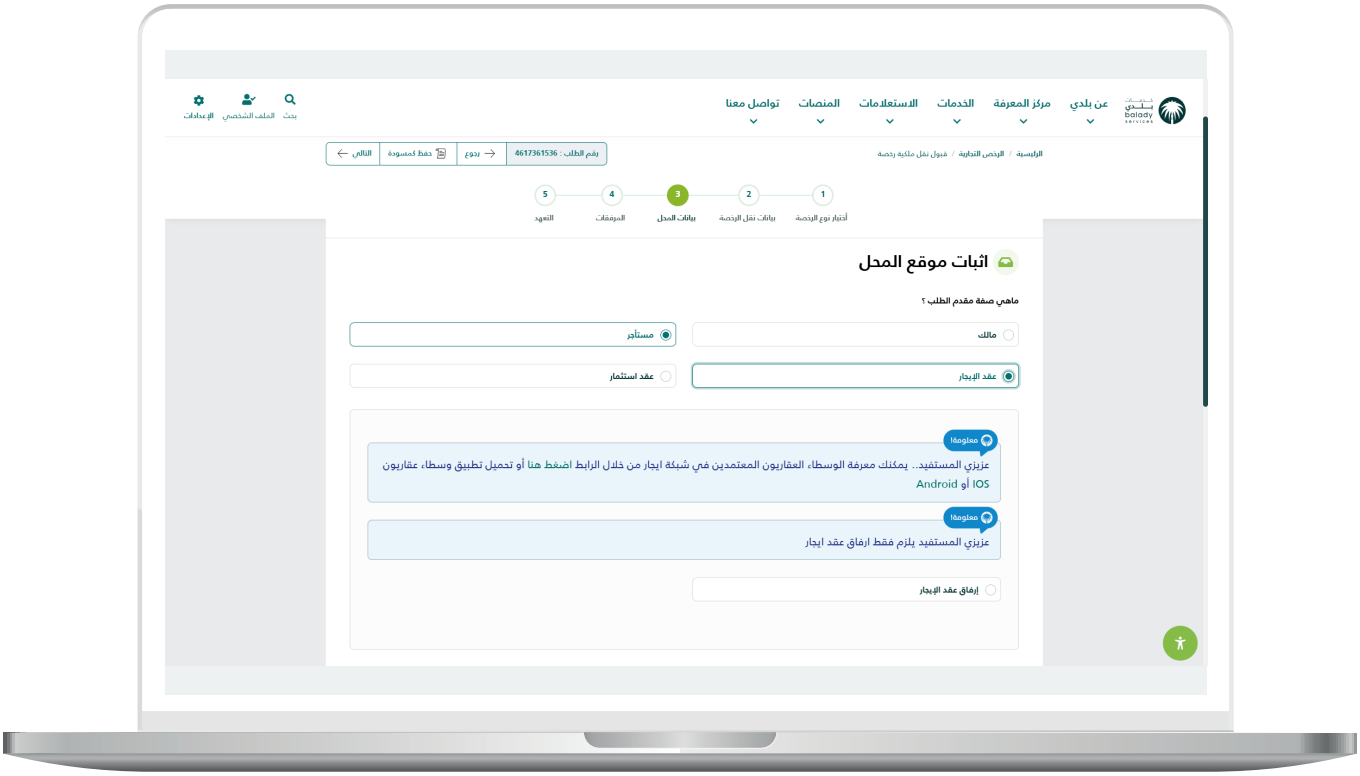
8) After selecting the license to be transferred, the system displays its details. The user can either click (**View Request**) to proceed with acceptance or (**Reject Request**) to decline the ownership transfer.



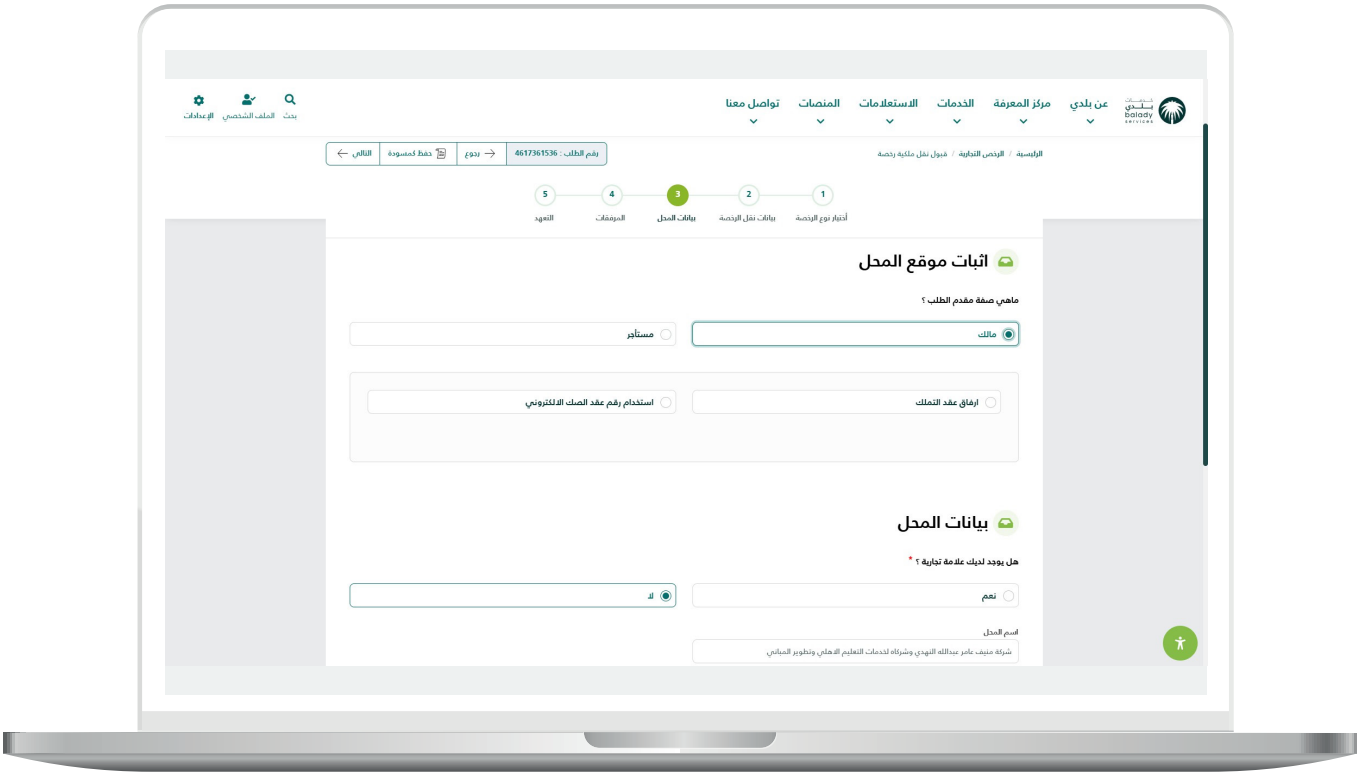
9) Clicking (**View Request**) opens the (**License Transfer Information**) screen. The user clicks (**Next**) to proceed, with the option to save the request as a draft by clicking (**Save as Draft**).



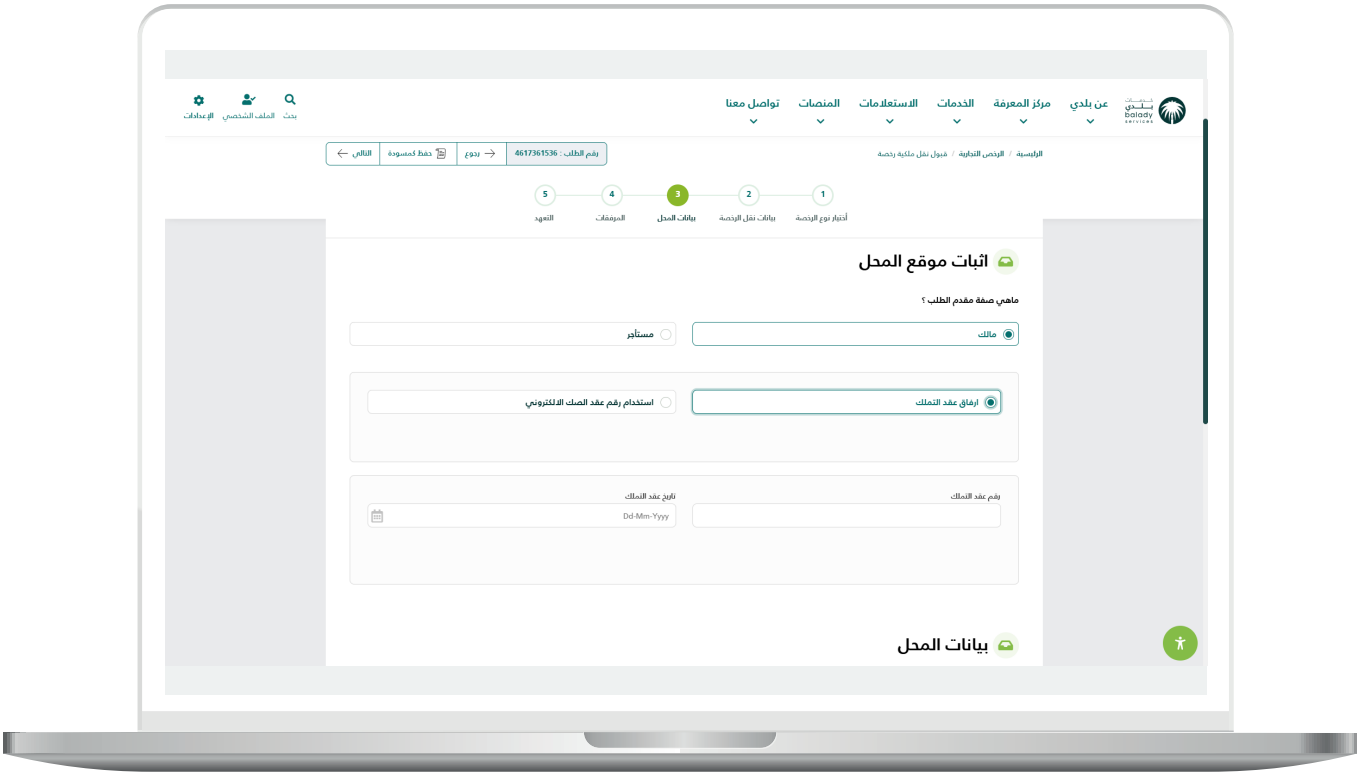
10) The next screen appears, representing the (Property Information) phase, where the user selects their role as (**Owner or Tenant**).



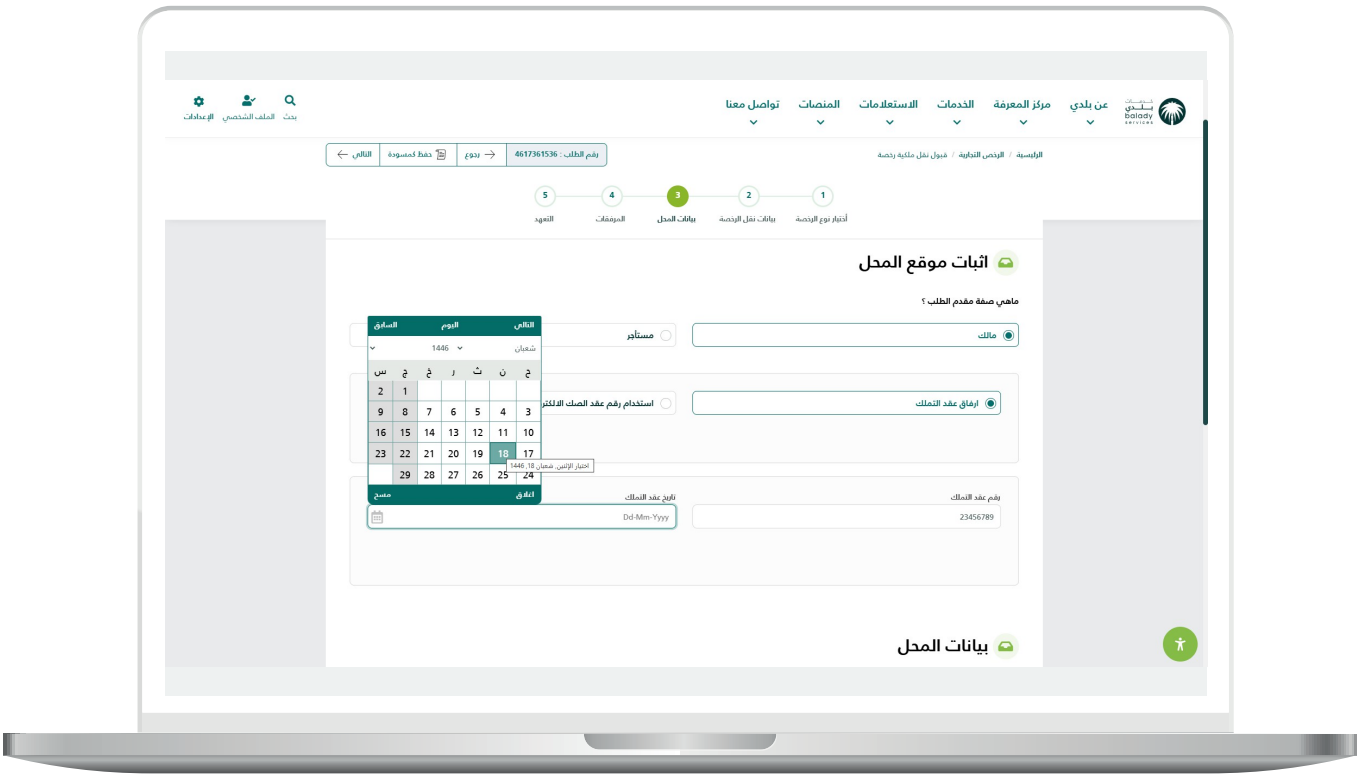
11) If (**Owner**) is selected, the system provides the following options: (**Attach Ownership Contract, Use Electronic Title Deed Number**).



12) If (**Attach Ownership Contract**) was selected in the previous step, the following fields appear: (**Ownership Contract Number, Ownership Contract Date**), which the user must fill in.



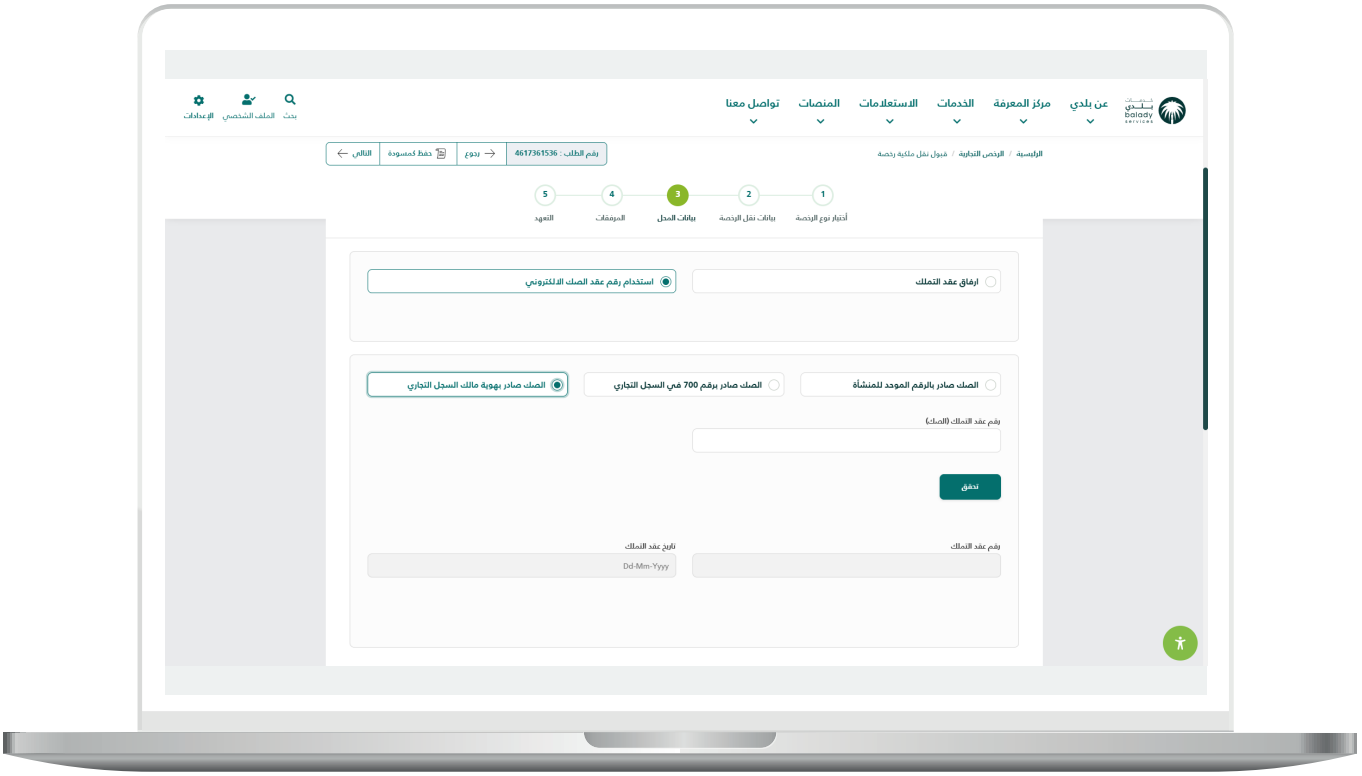
13) The user enters the (**Ownership Contract Number**) and selects the (**Ownership Contract Date**) from the electronic calendar.



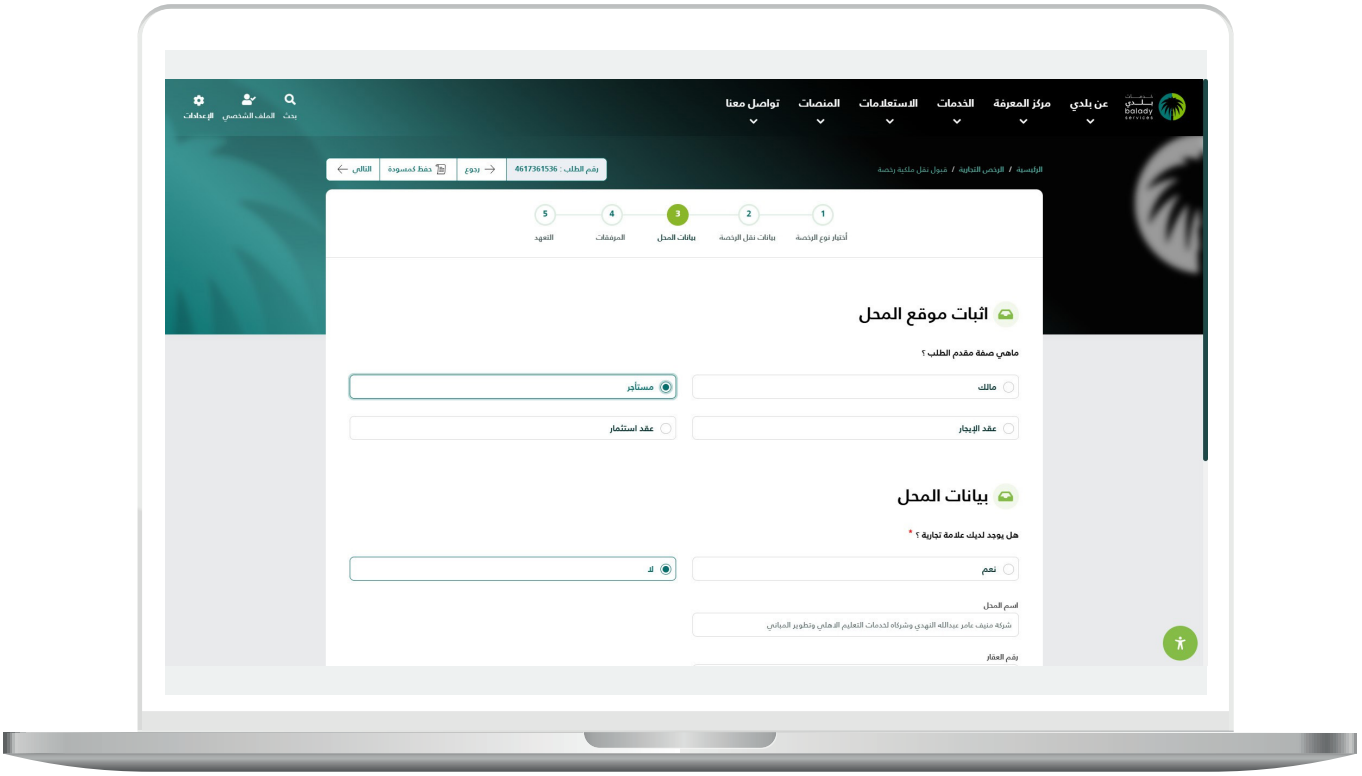
14) If (**Use Electronic Title Deed Number**) is selected, the system displays the following options: (**Title Deed issued with Unified Business Number, Title Deed issued with 700 Number in the Commercial Register, Title Deed issued with Business Owner's ID**). These options apply if the business type is (**Sole Proprietorship**) or (**Limited Liability Company with only one partner**) in the business ownership records.

For other cases, only two options appear: (**Title Deed issued with Unified Business Number, Title Deed issued with 700 Number in the Commercial Register**).

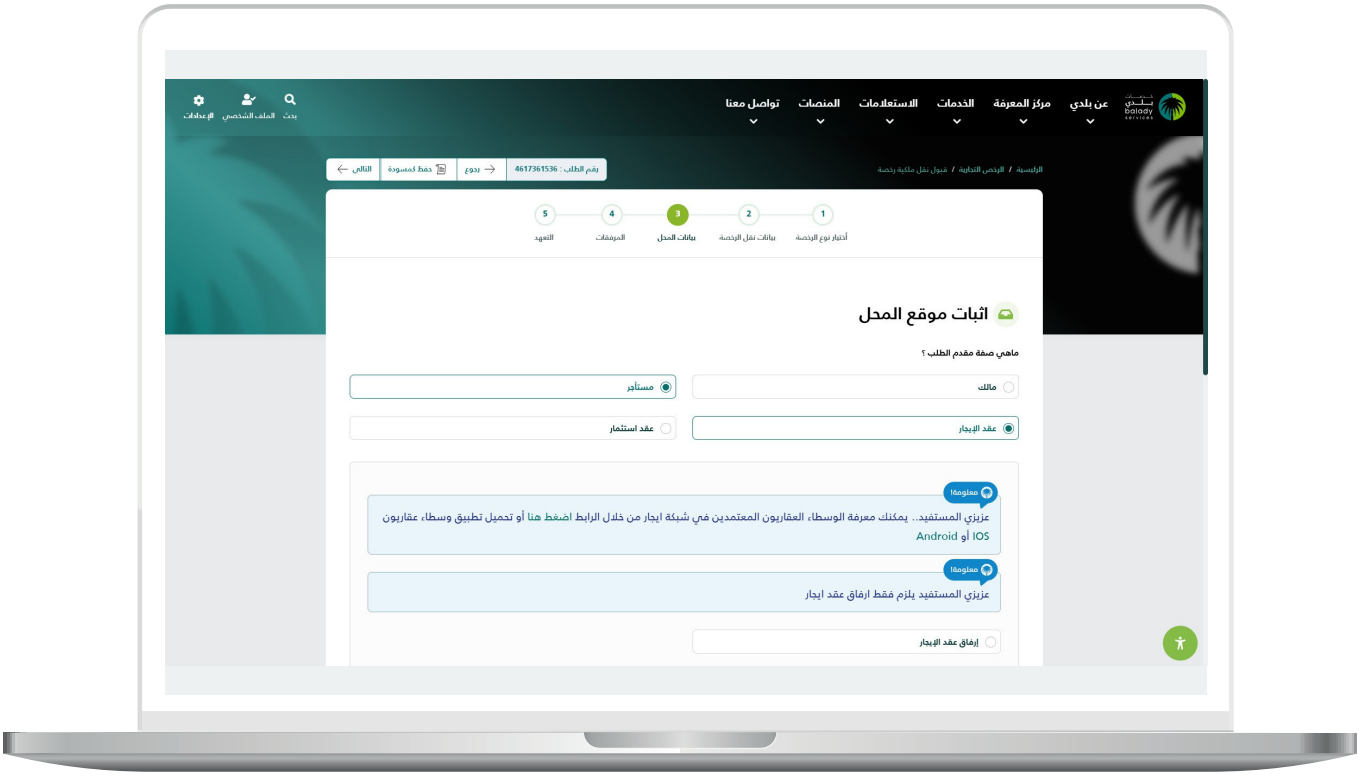
The user must enter the (**Title Deed Number**) and click (**Verify**).



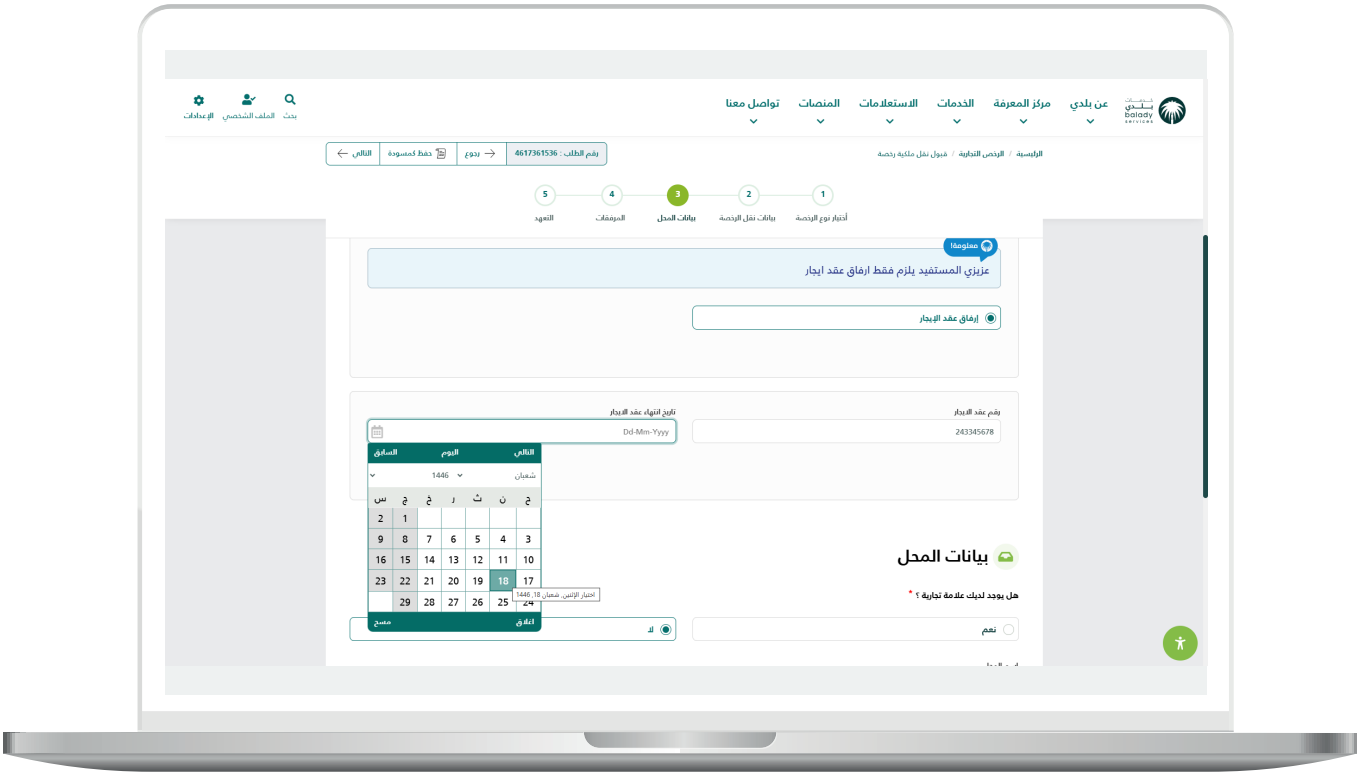
15) If (**Tenant**) is selected, the system displays the following options: (**Lease Contract, Investment Contract**).



16) If (**Lease Contract**) is selected, the system provides the option to (**Attach Lease Contract**) along with additional information for the beneficiary.

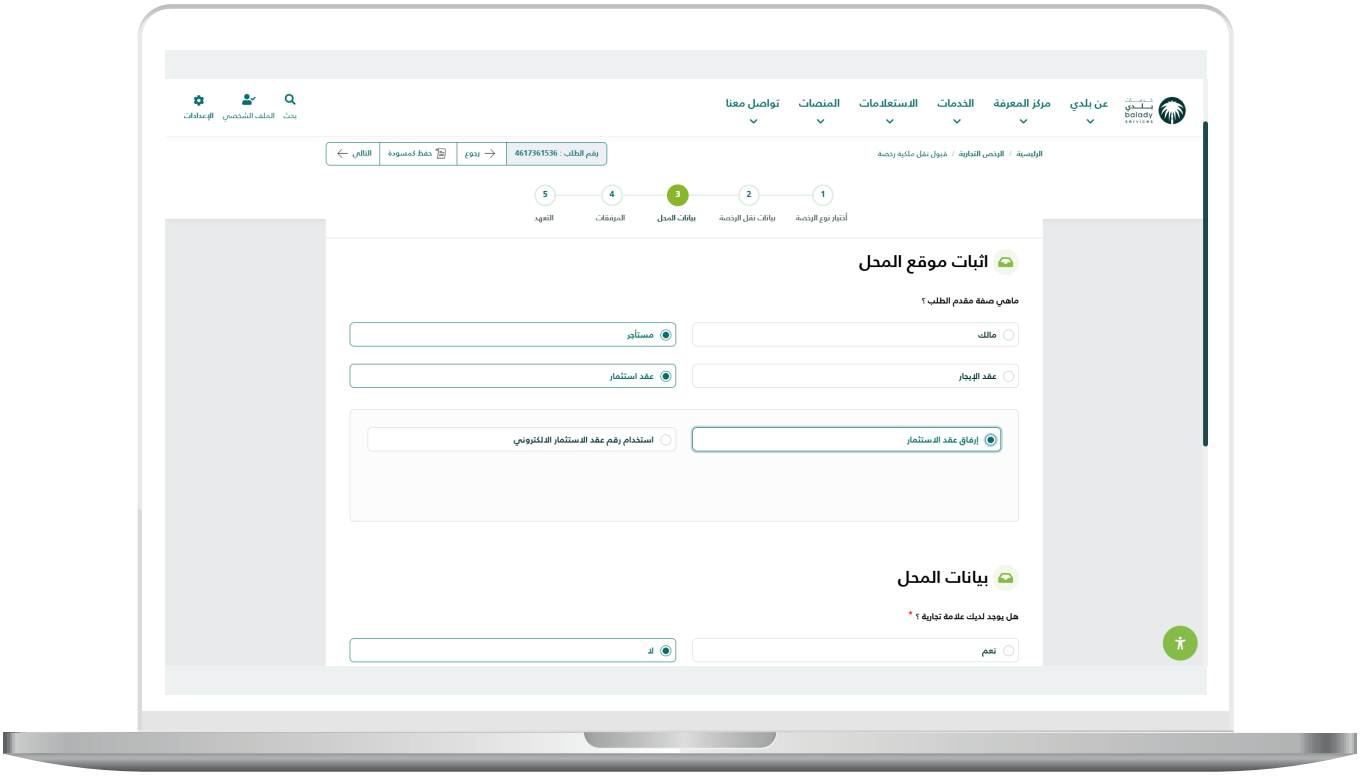


17) If (**Attach Lease Contract**) is selected, the user must fill in the following fields: (**Lease Contract Number, Lease Expiry Date**).



18) If (**Investment Contract**) is selected, the system provides options for (**Attach Investment Contract, Use Electronic Investment Contract Number**).

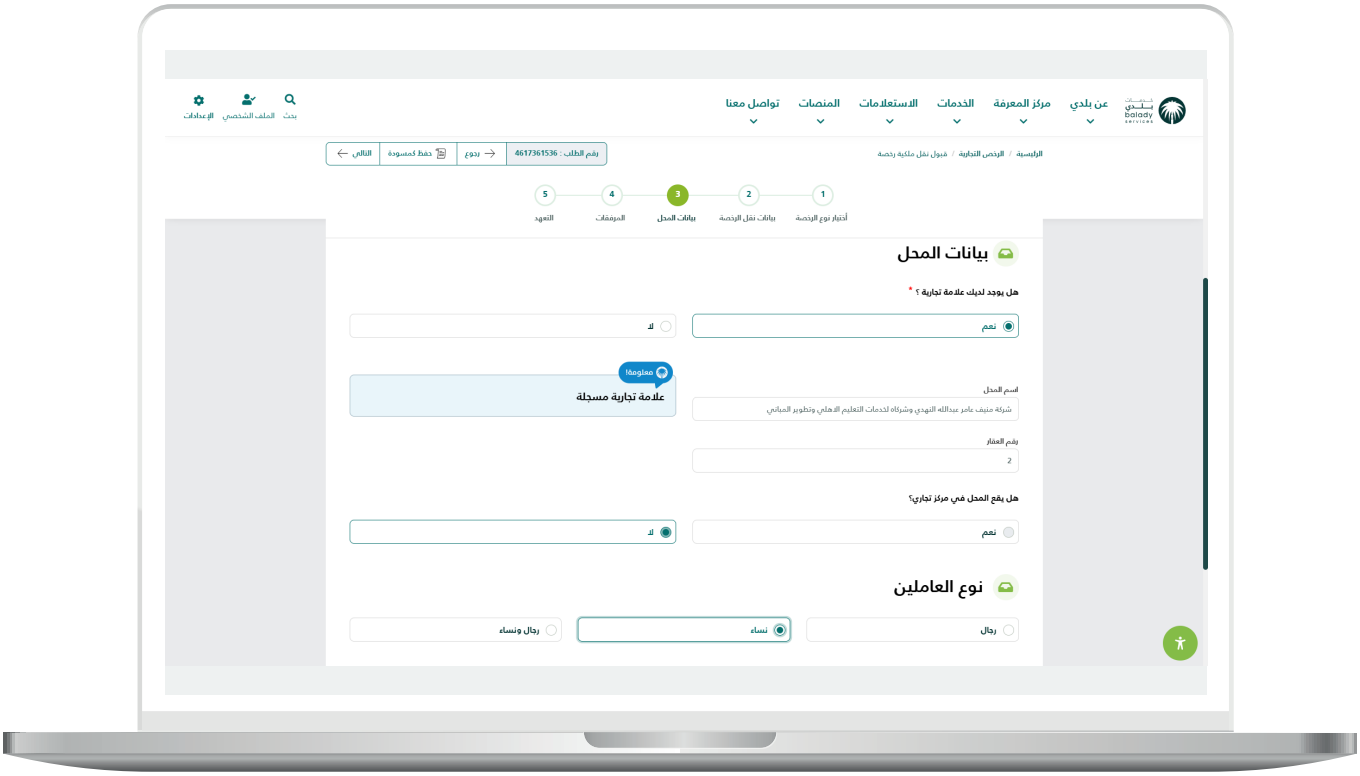
The following screenshot illustrates the selection of (**Attach Investment Contract**).



19) The user answers the question (**Do you have a registered trademark?**) and enters the required fields: (**Business Name, Property Number**). Additionally, users can enter or modify the store name in Arabic or English.

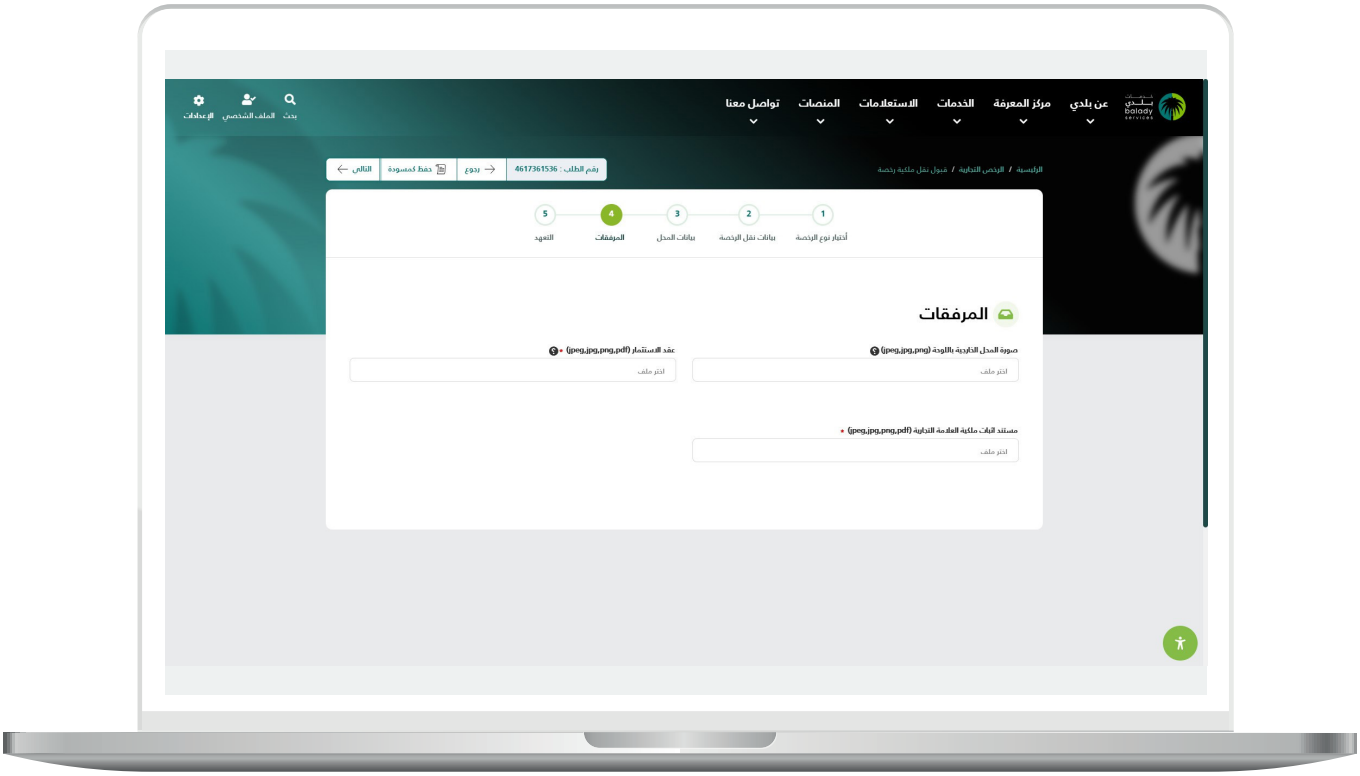
The user also answers the question (**Is the business located in a shopping mall?**) and selects the type of workers (**Men, Women, Men and Women**).

The user clicks (**Next**) to proceed to the next stage.

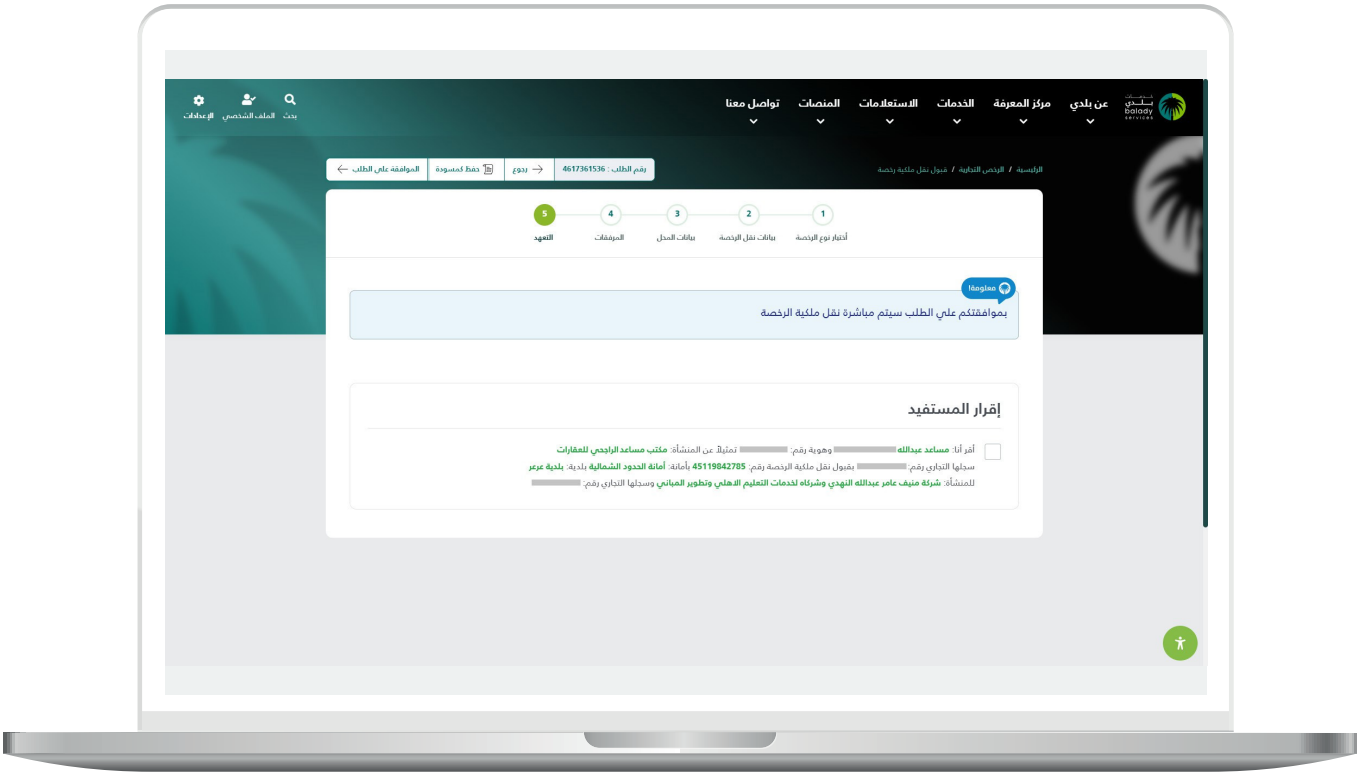


20) The following screen appears, representing the (**Attachments**) stage. The user adds attachments by clicking on the field and selecting the file from the device.

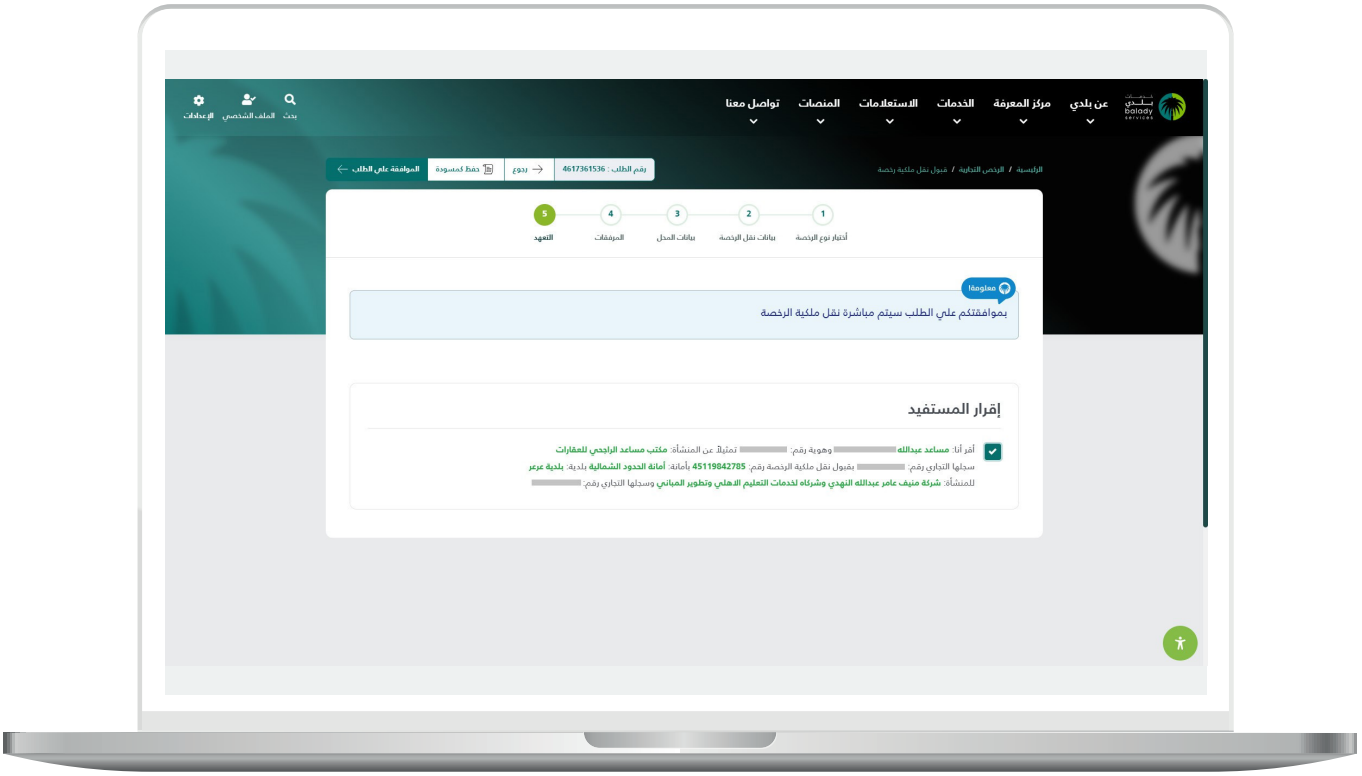
After that, the user clicks (**Next**) to proceed to the next stage. The request can be saved as a draft for later retrieval by clicking (**Save as Draft**). The user can also go back to the previous step by clicking (**Back**).



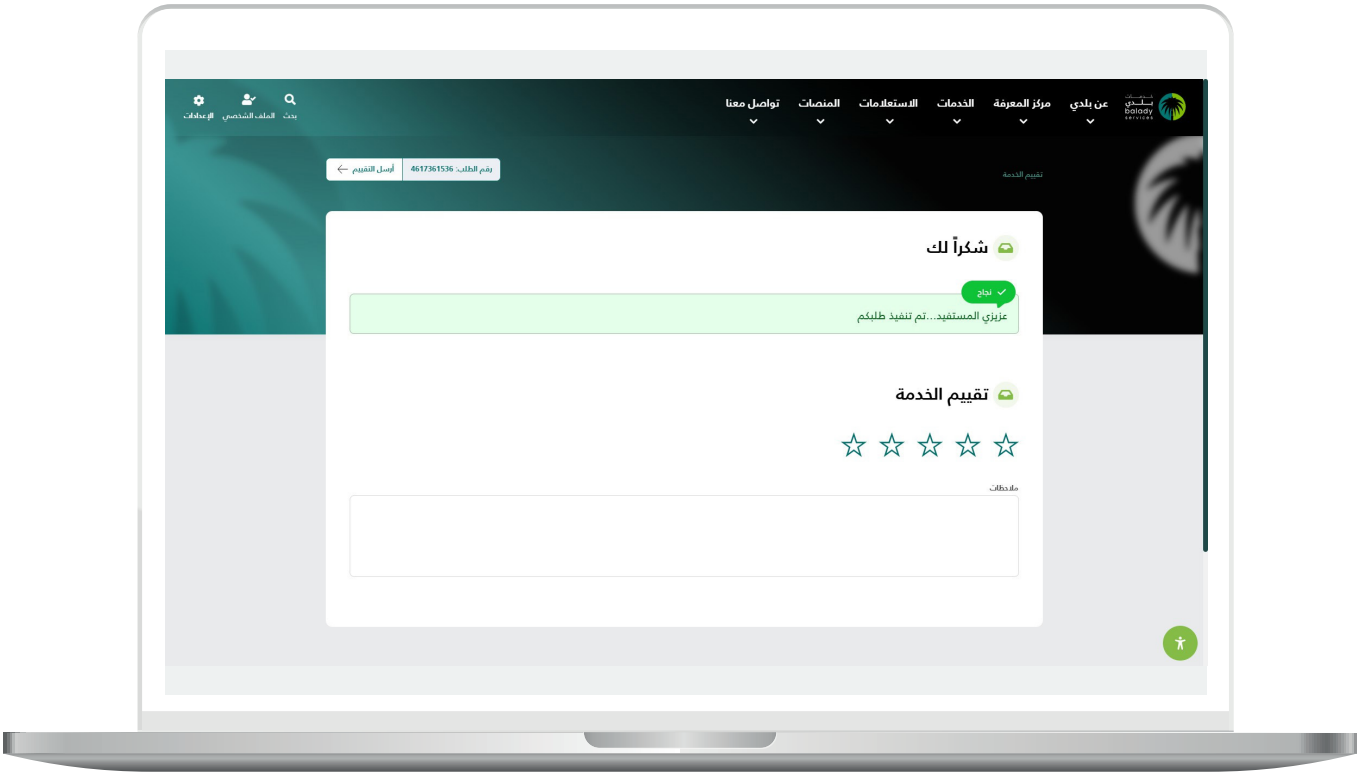
21) The next screen represents the (**Declaration**) stage, where the user reads the acknowledgment and agrees by selecting the checkbox.



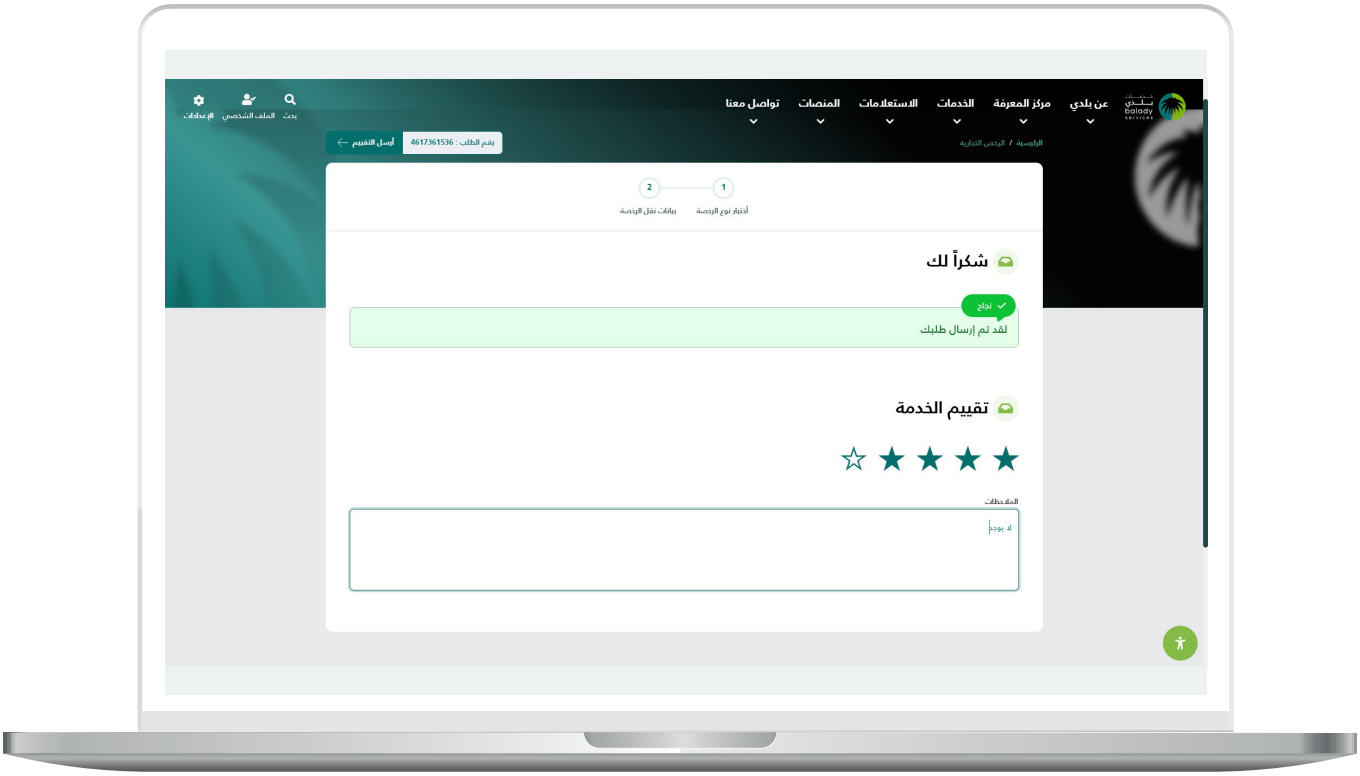
22) The user then clicks (**Accept Request**).



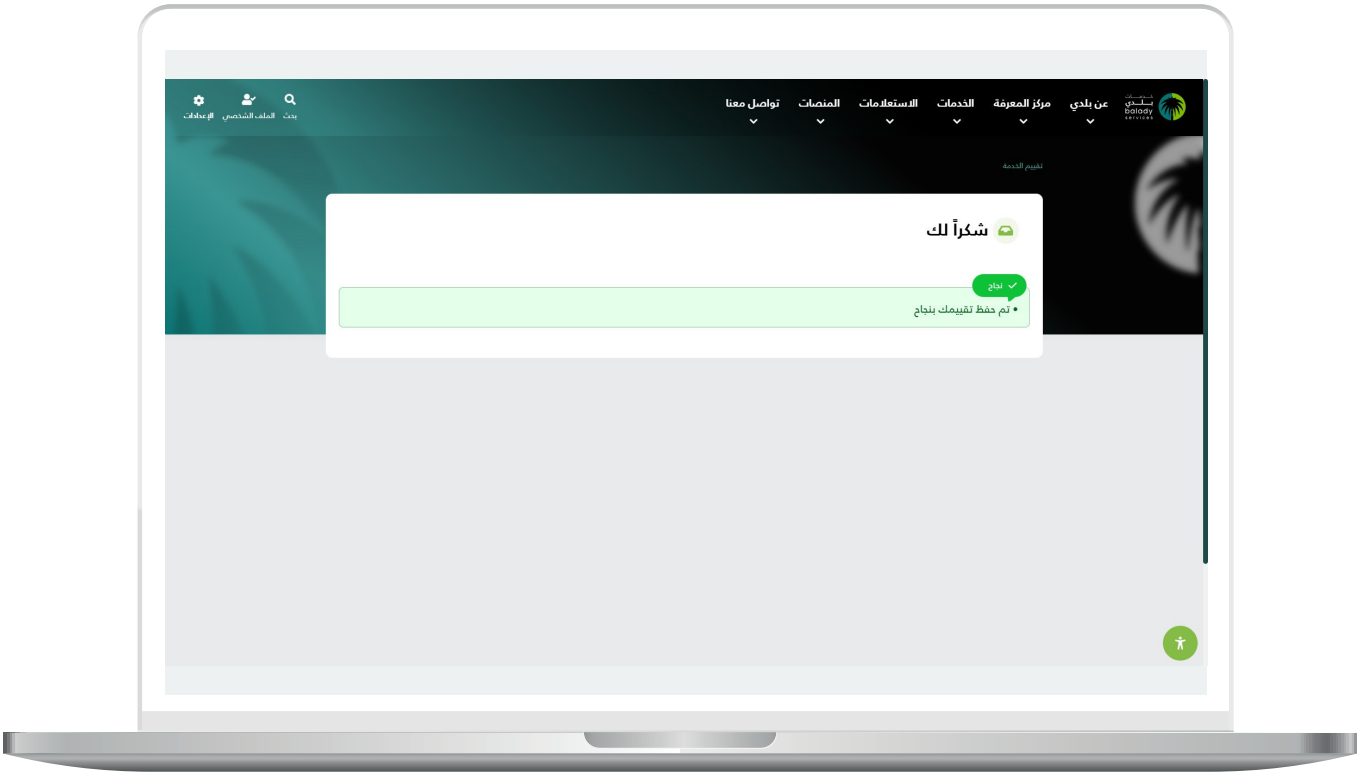
23) The next screen appears, allowing the user to rate the service by selecting the number of stars and entering comments in the (**Comments**) field.



24) The user clicks (**Submit Evaluation**).

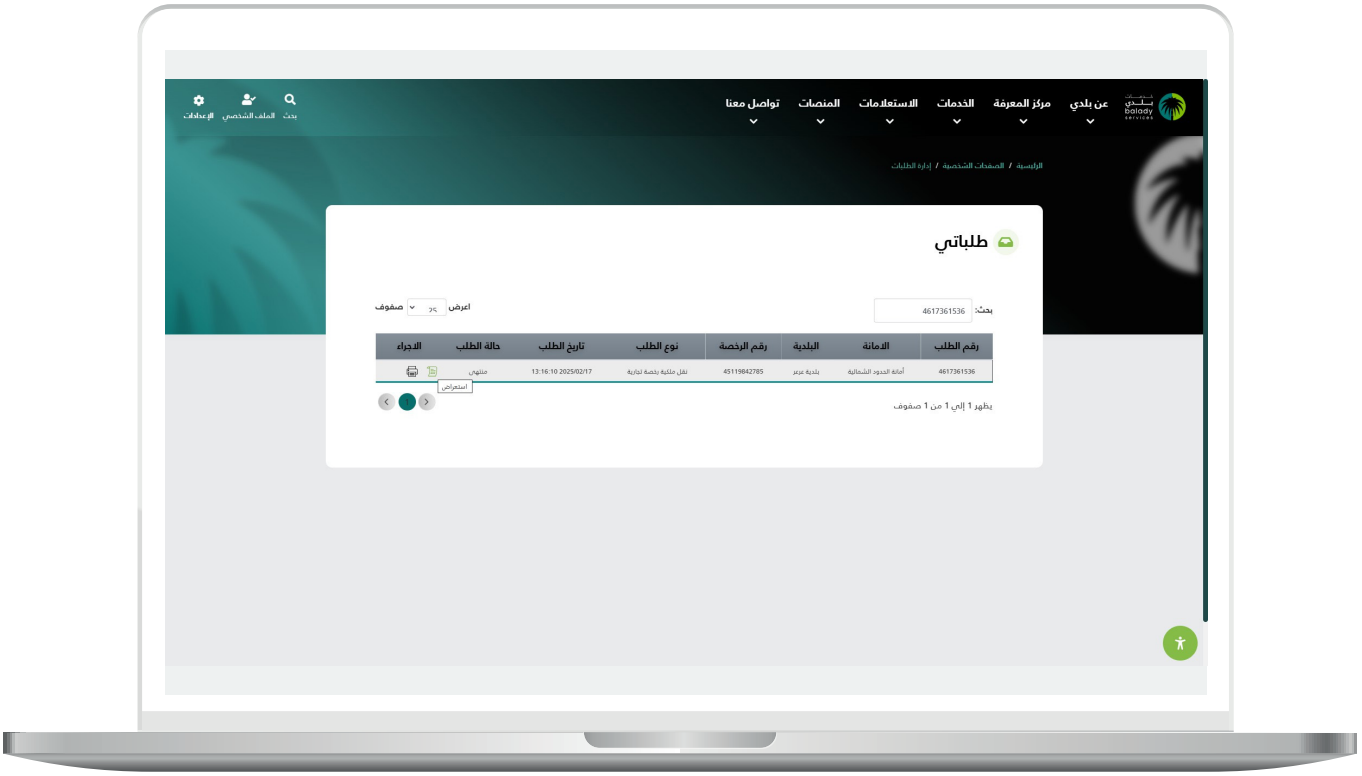


25) The review is successfully saved, and a confirmation message is displayed.

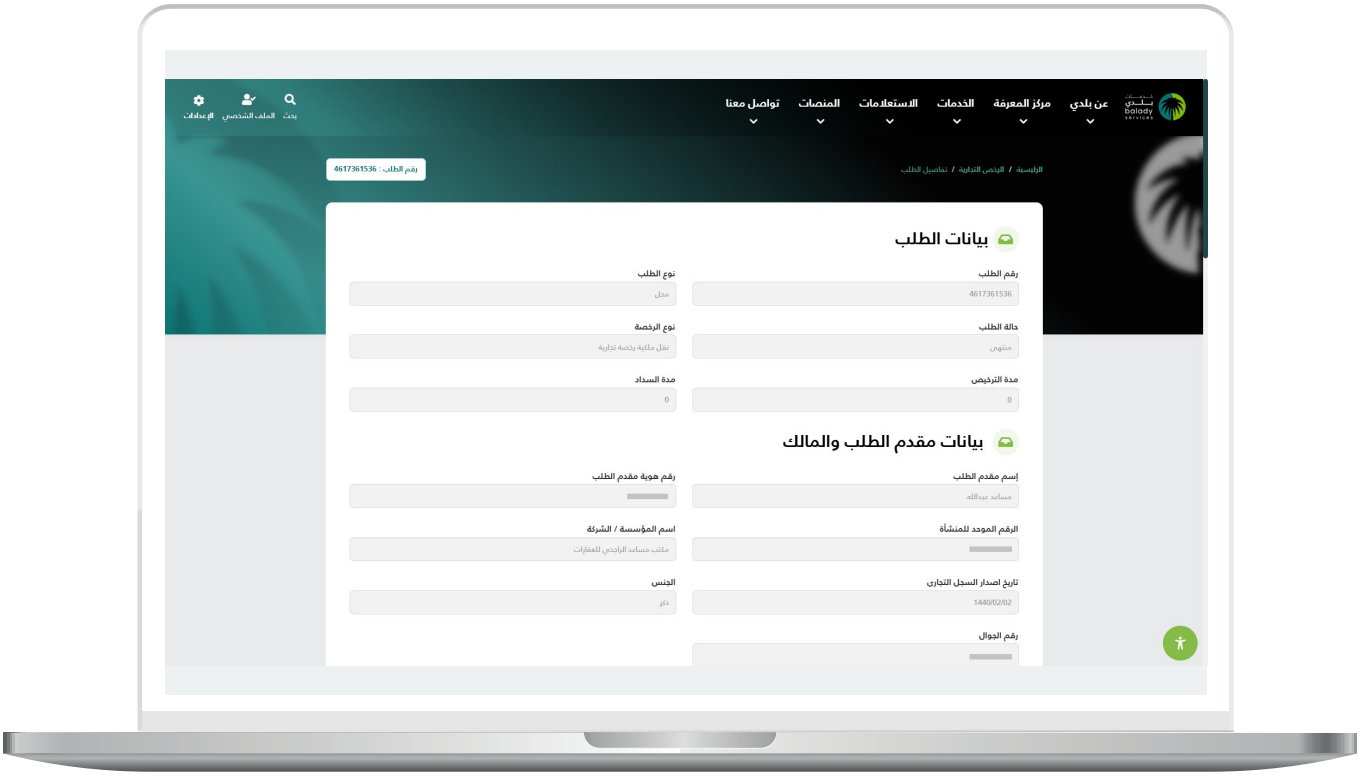


Follow-up on the Request

1) The system redirects the user to the (**My Requests**) screen, as shown in the following screenshot, where the request status can be tracked.



2) After clicking the document icon in the (**Action**) column, the request details are displayed as shown below.



3) Clicking on the (**Printer Icon**) under the (**Action**) column opens the license document in print mode.

SMS Messages to the Beneficiary

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

- A Commercial License Ownership Transfer request is pending approval. Request Number: 4417318426 – Ministry of Municipalities and Housing.

- A Commercial License Ownership Transfer request has been issued with Request Number: 4417318426 for License Number: 43115122823 based on your waiver. Ministry of Municipalities and Housing.

- The Commercial License Ownership Transfer request for License Number: 43115122823 has been accepted based on your waiver. The transfer will be finalized upon payment of the service fees by the new owner. Ministry of Municipalities and Housing.

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