



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for The

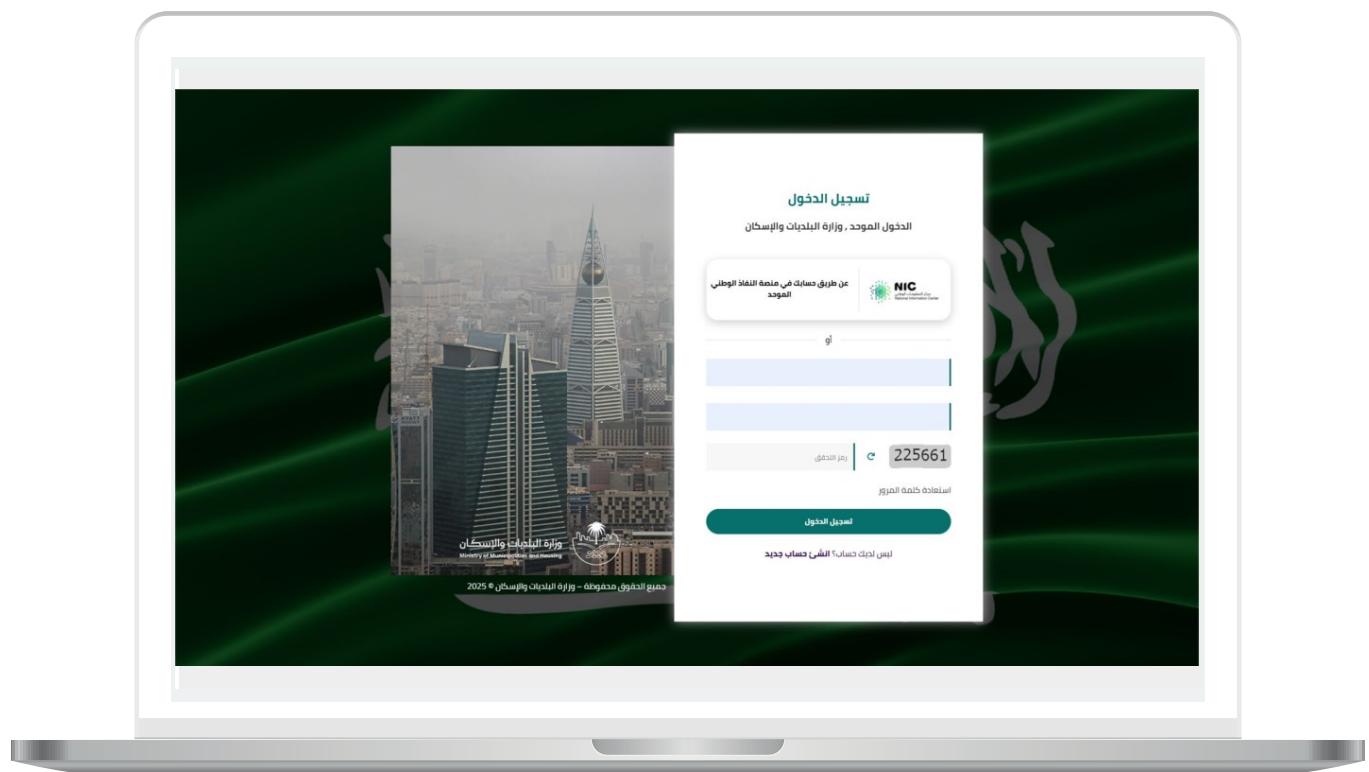
Commercial License Modification Service

Beneficiary's
Copy

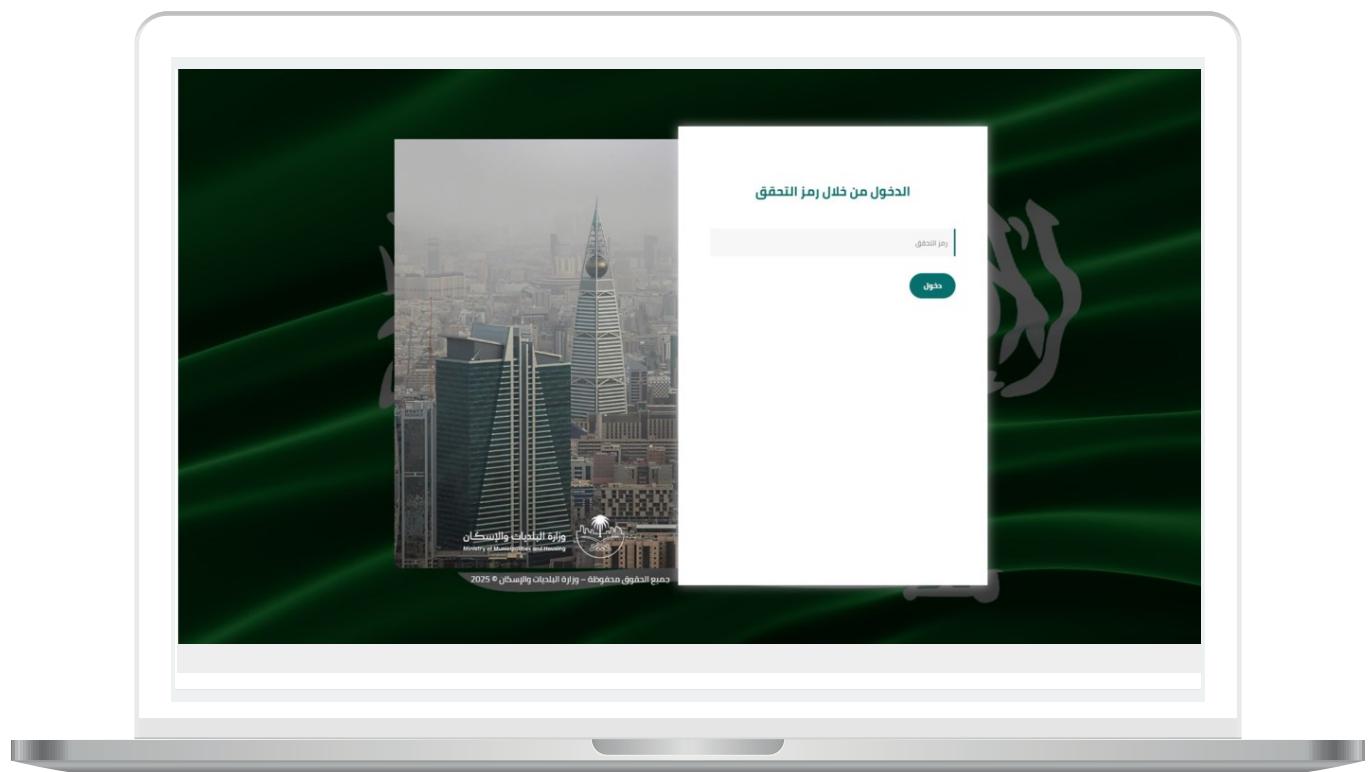
Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button.

The security code can be changed by clicking the circular arrow icon.

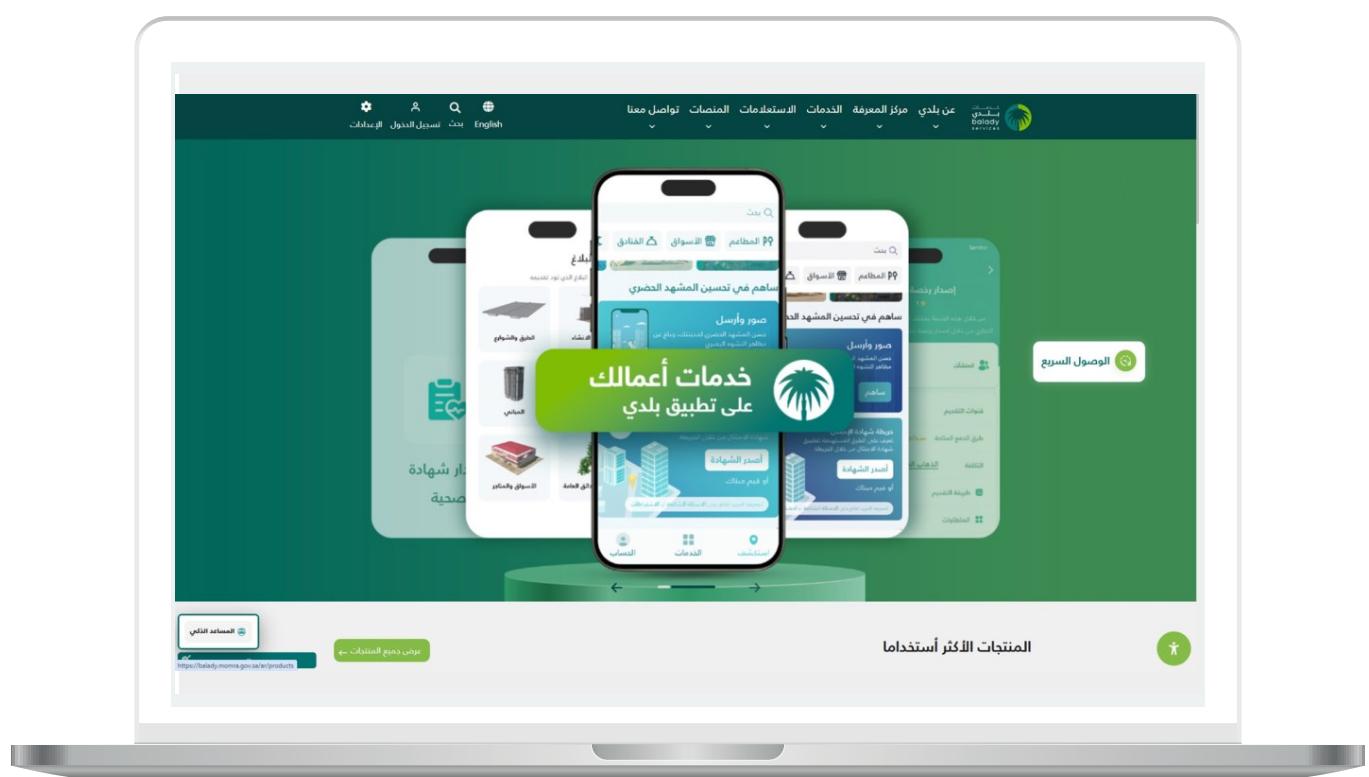


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the **(Verification Code)** field and click the **(Login)** button, as shown in the following screenshot.



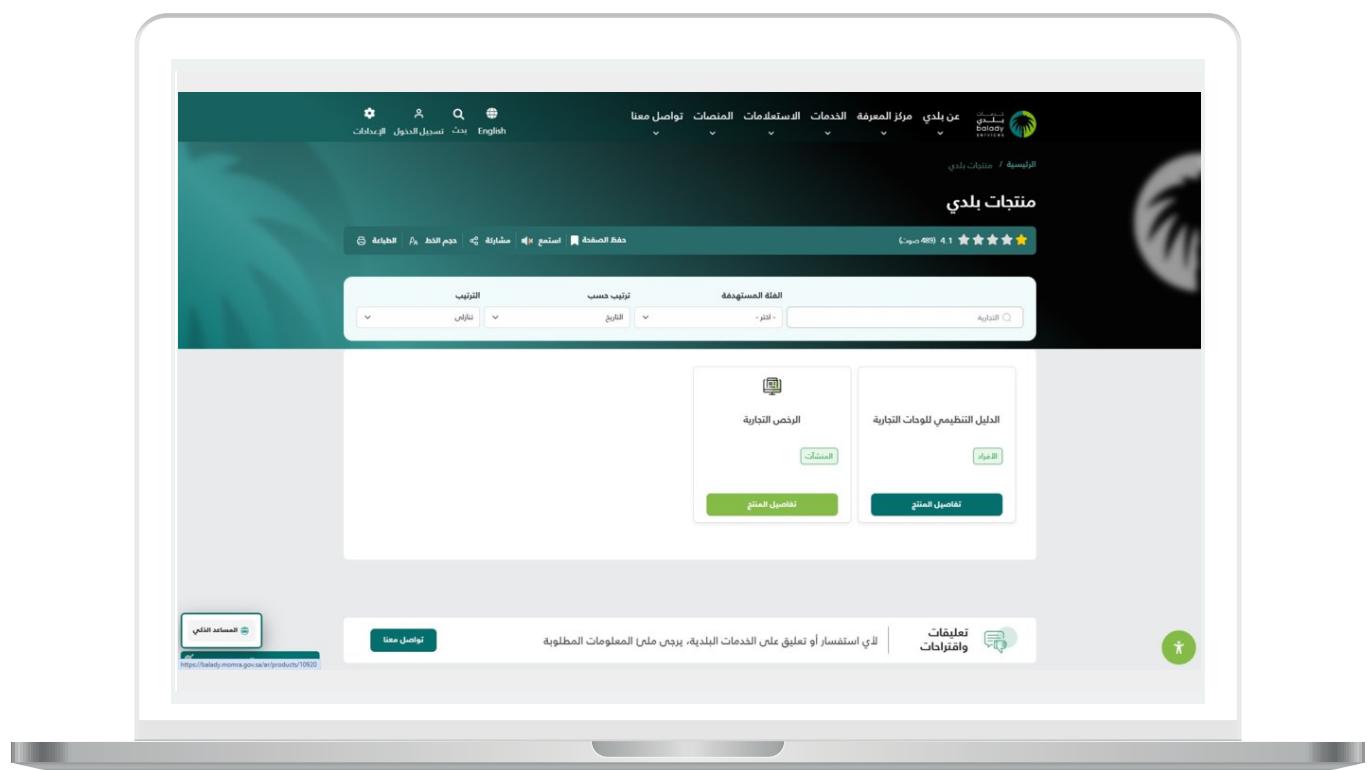
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

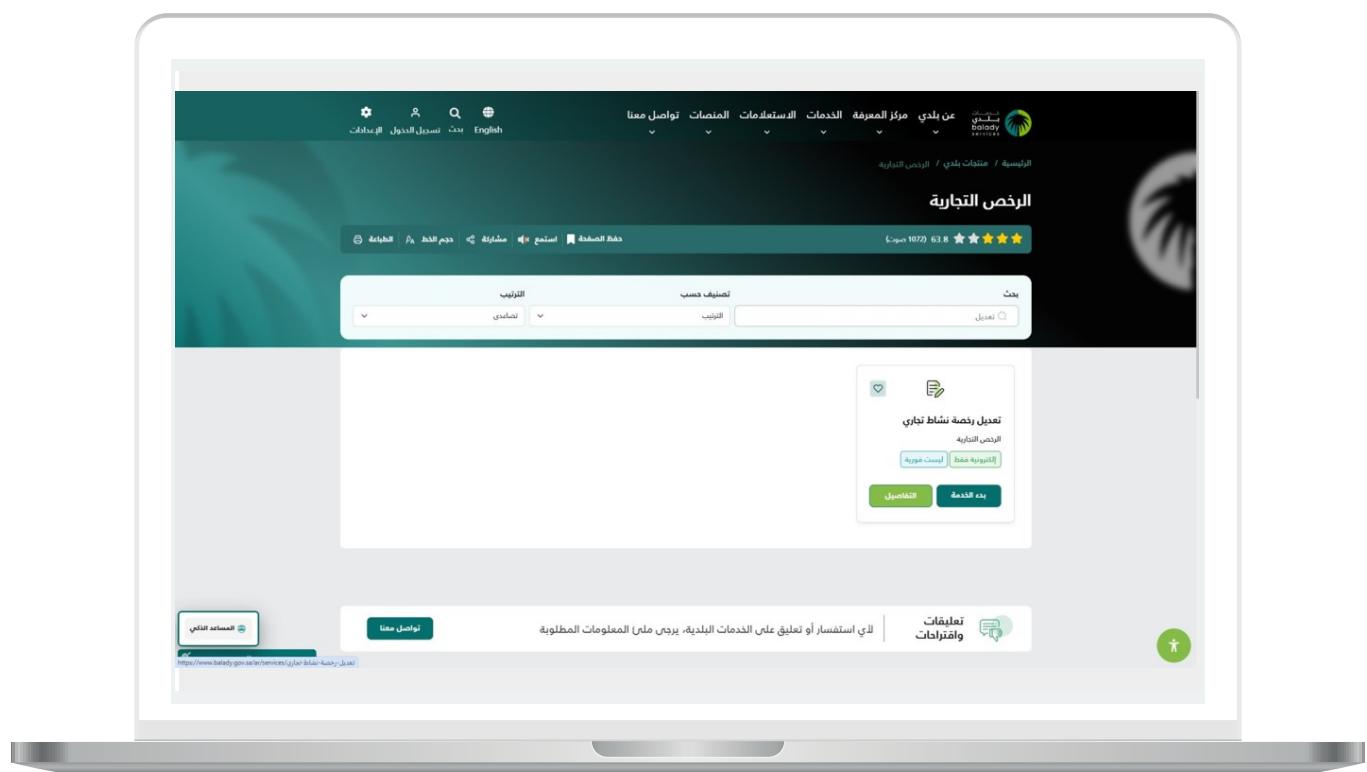


Steps to Request the Service

- 1) To start the service request, search for the **(Commercial Licenses)** product and click **(Product Details)**.

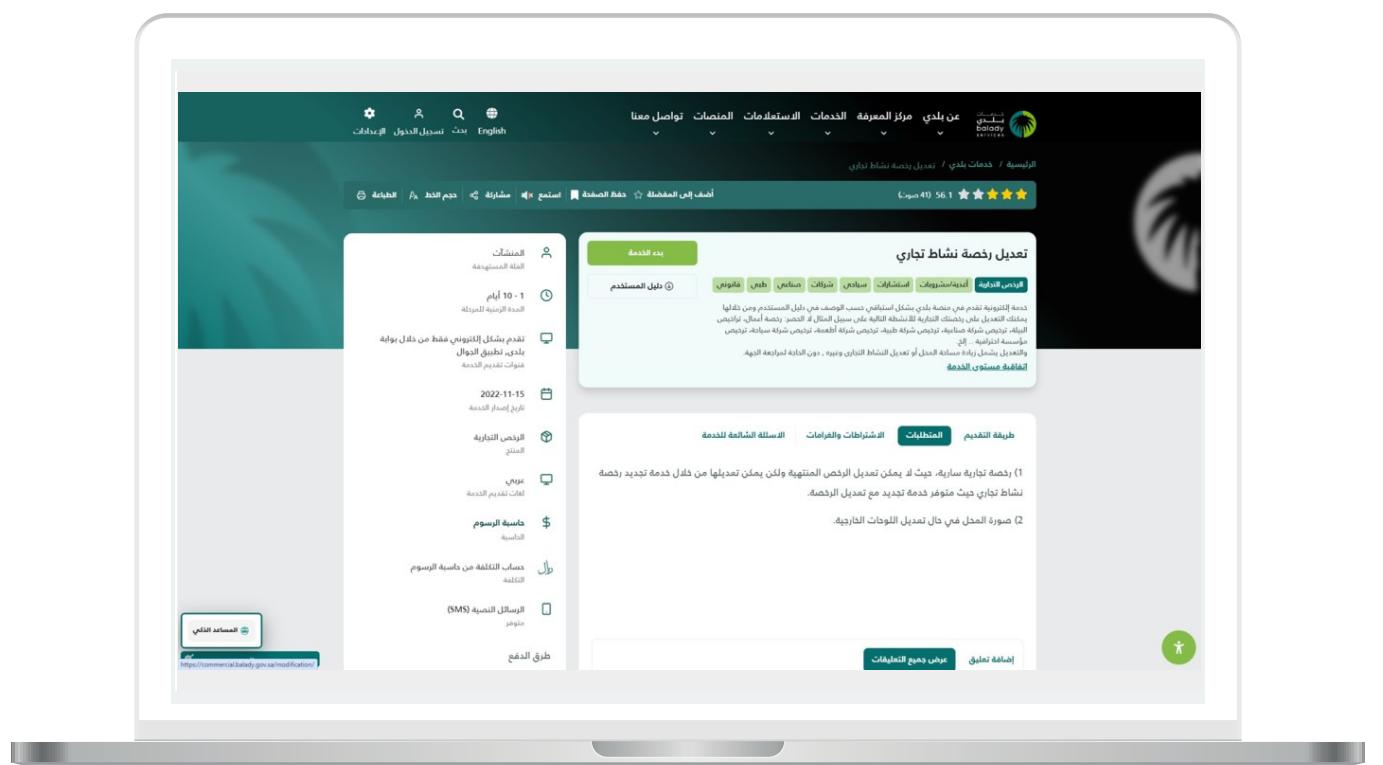


2) Search for the (Modify Commercial Activity License) service and click (Details).



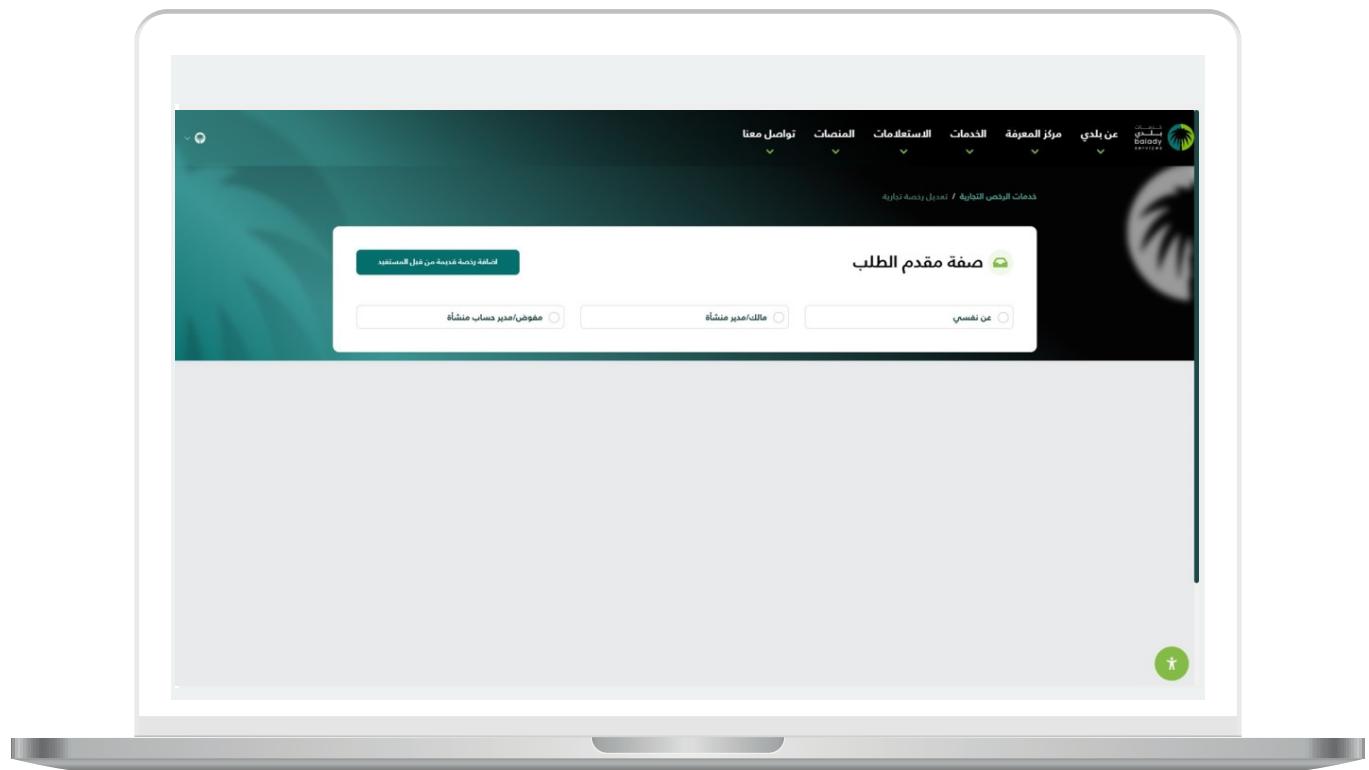
3) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).

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

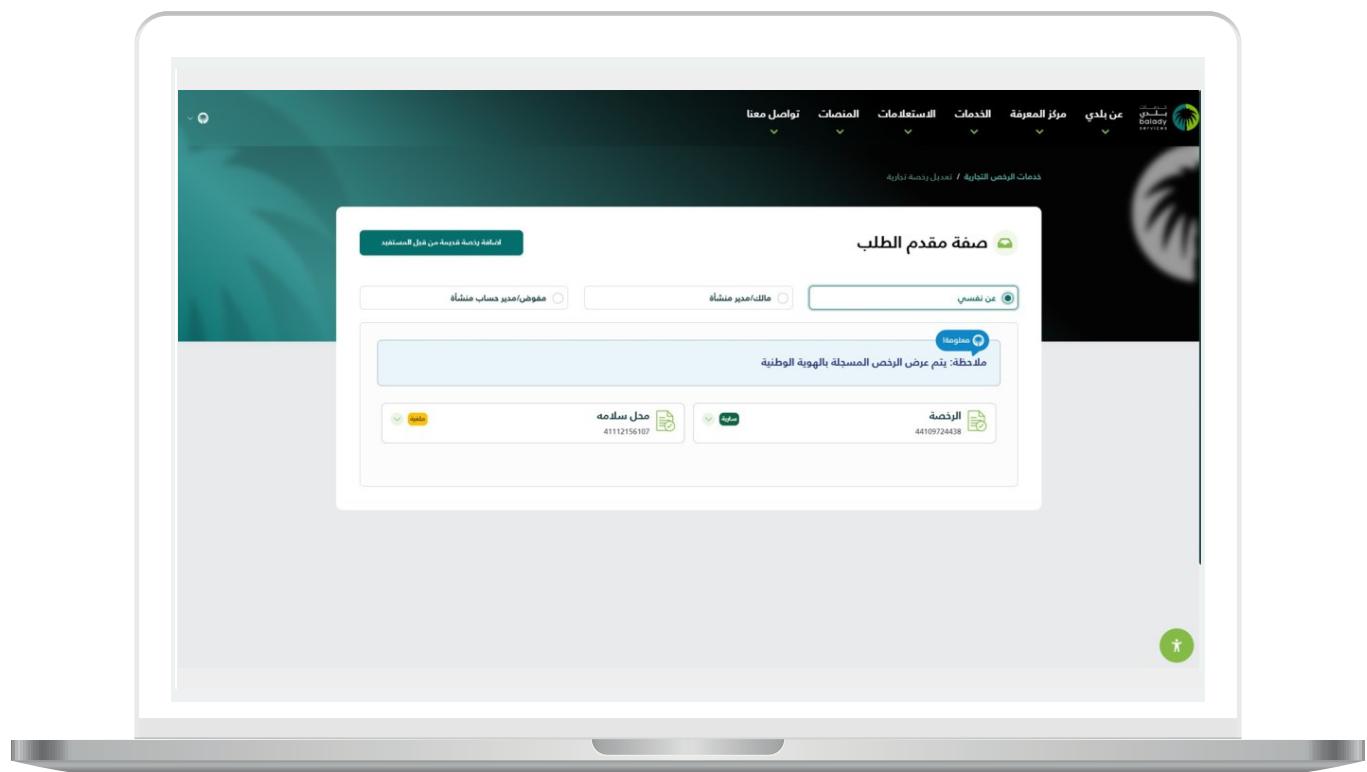


4) The user selects the role from the following options: (For Myself, Owner/Manager of an Establishment, Authorized Representative/Account Manager of an Establishment).

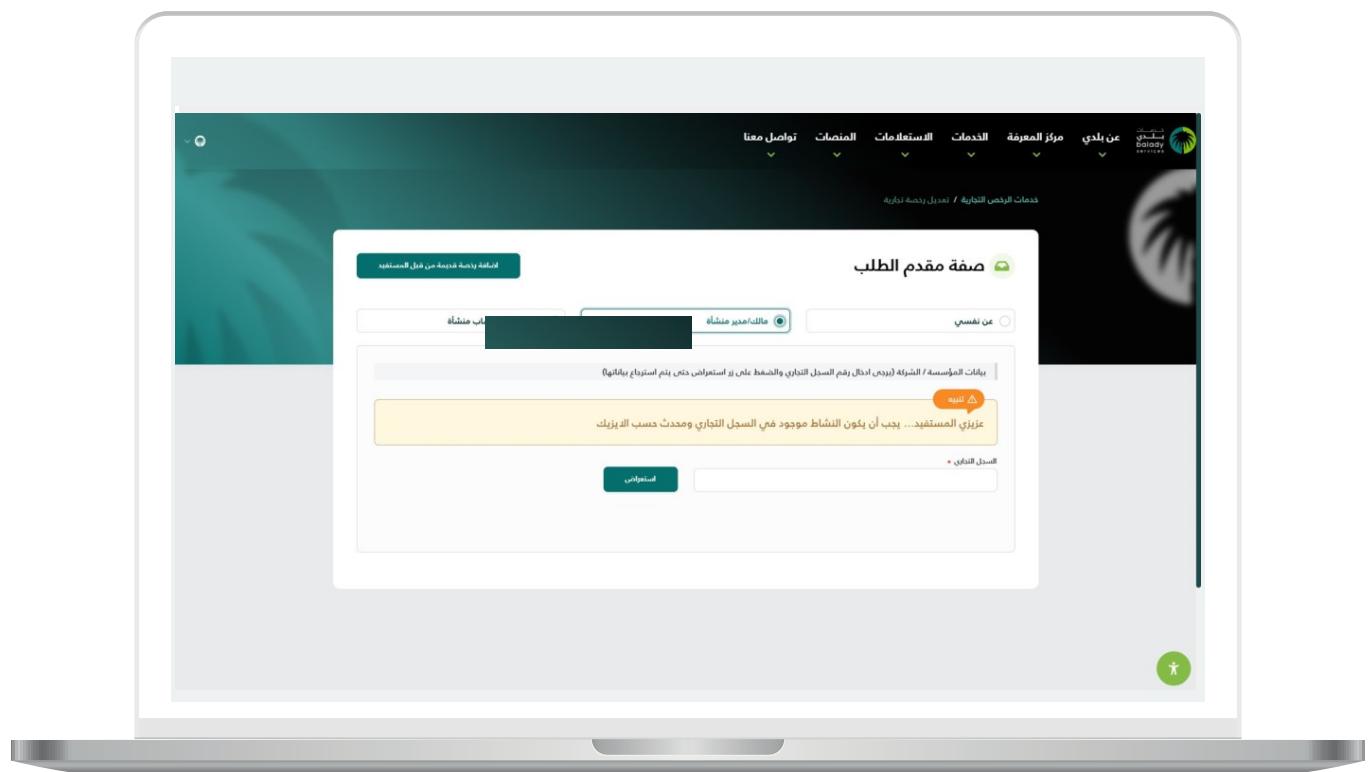
The user can also add an old license by clicking (Add Old License by Beneficiary) and completing the process.



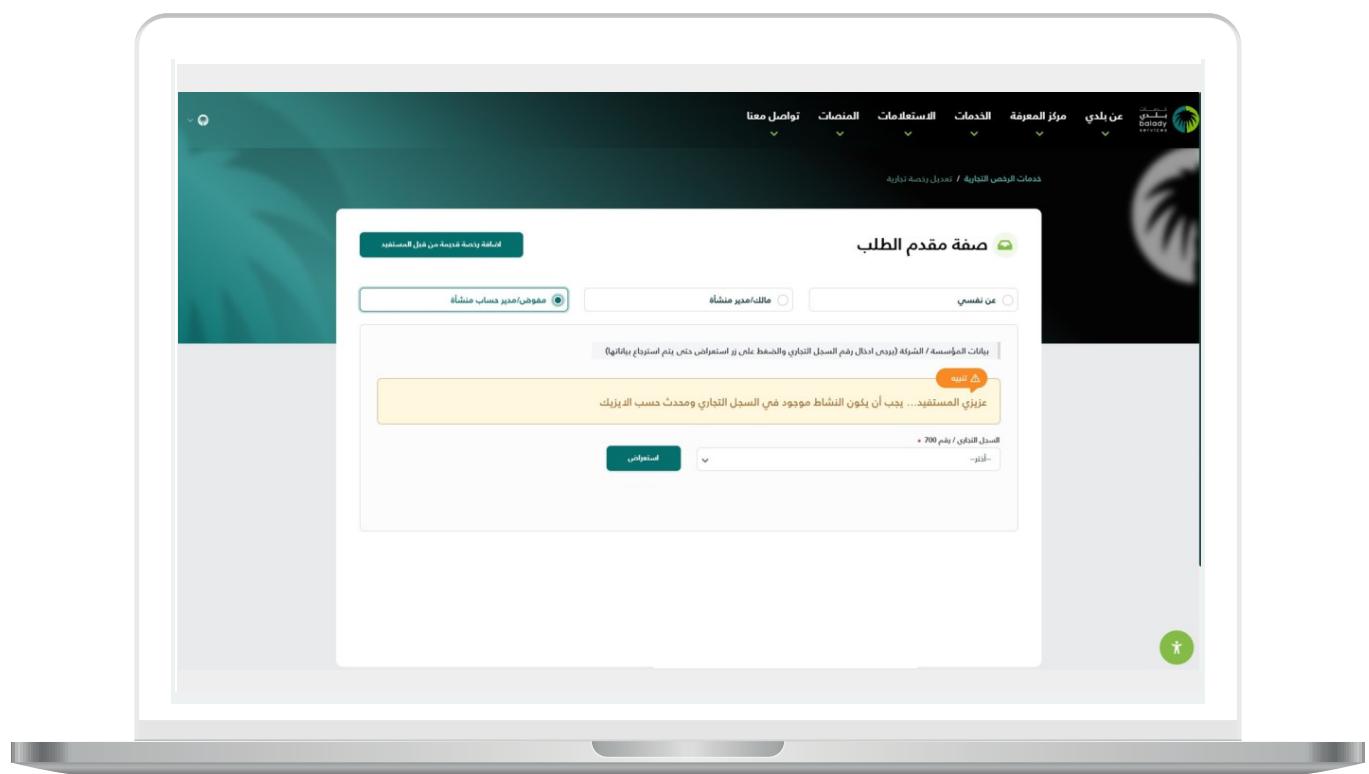
5) If the user selects (For Myself), the system displays the licenses registered under the National ID.



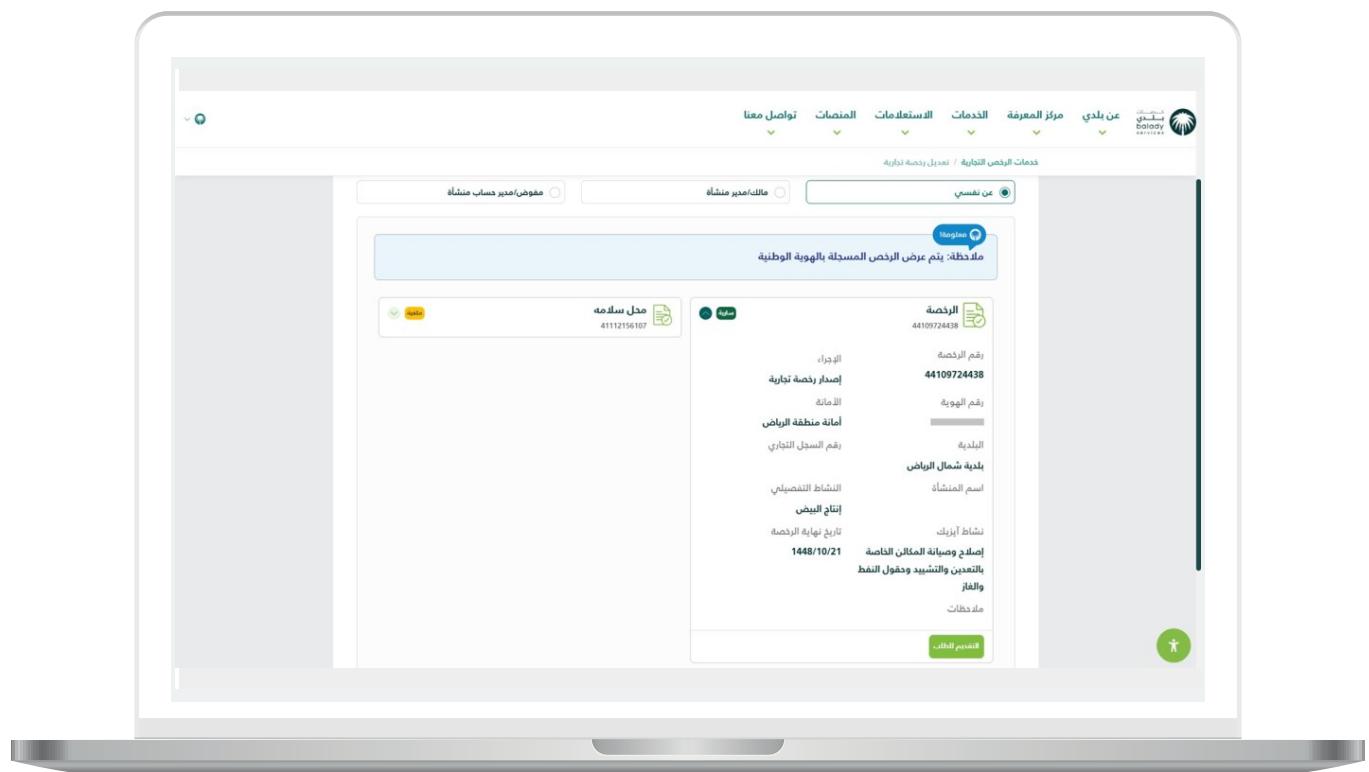
6) If the user selects (Owner/Manager of an Establishment), the system prompts for the Commercial Register Number. The user then enters the number and clicks (Browse).



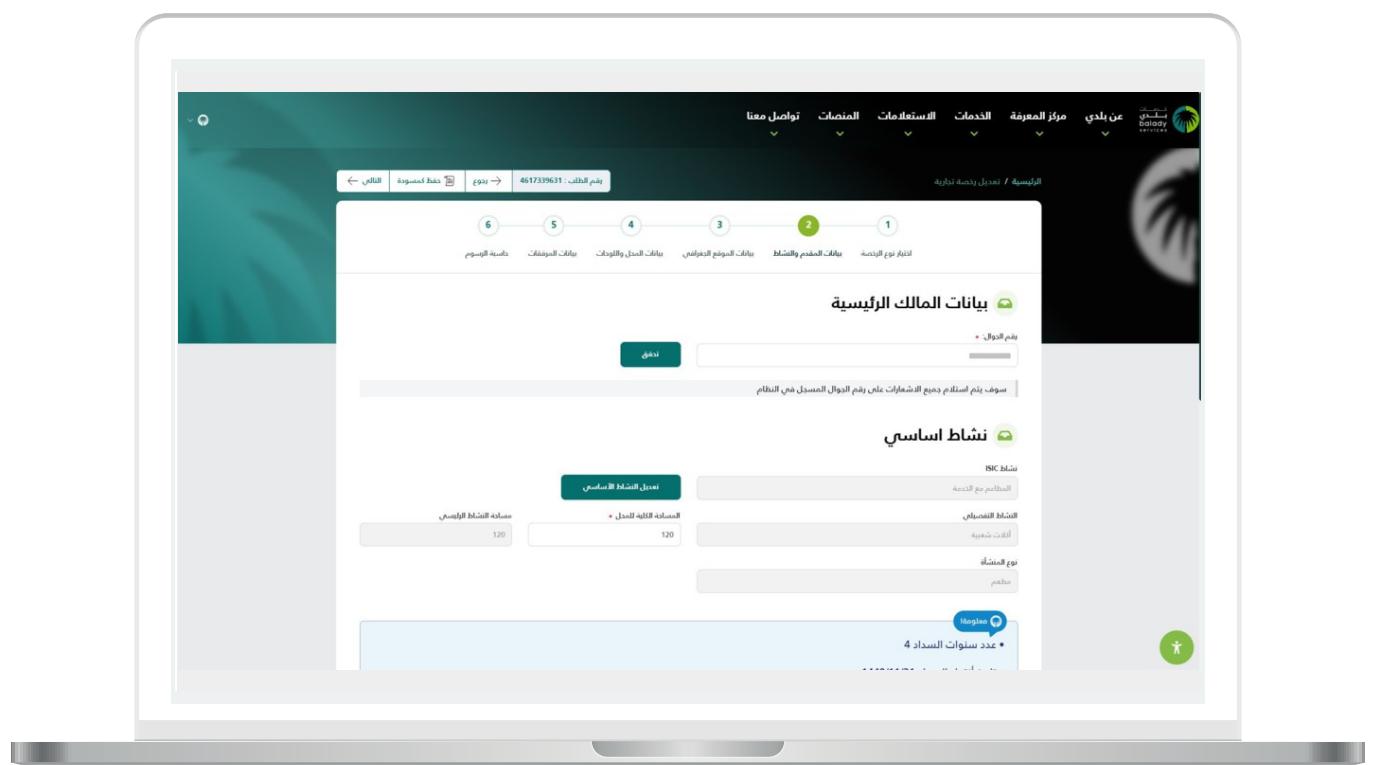
7) If the user selects (Authorized Representative/Account Manager of an Establishment), a dropdown menu appears with (Commercial Register/Number 700). The user selects an option and clicks (Browse).



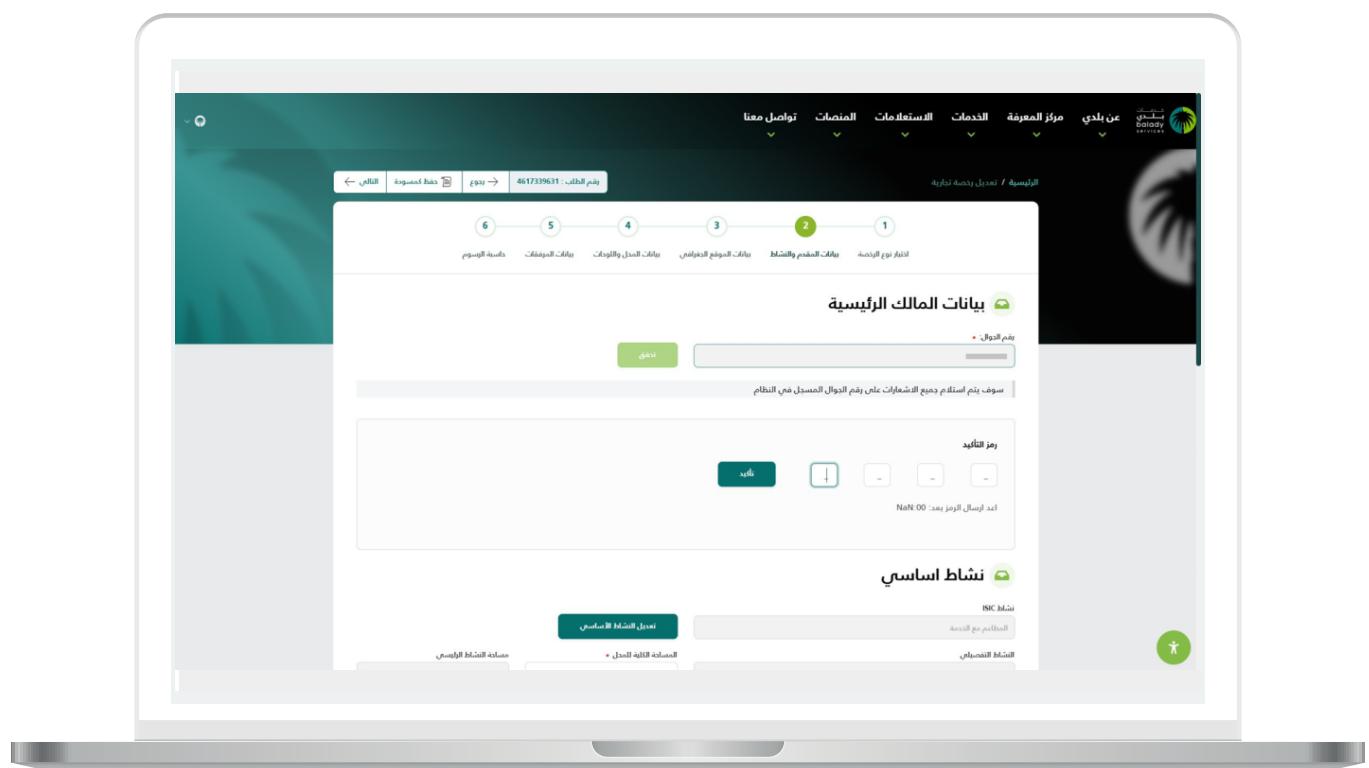
8) In this example, the user selects **(For Myself)**. After choosing the license to be modified, the system displays its details. The user clicks **(Submit Request)** to begin the modification process.



9) The next step (**User and Business Activity Details**) requires verifying the user's mobile number. The user enters the (**Mobile Number**) and clicks (**Verify**).



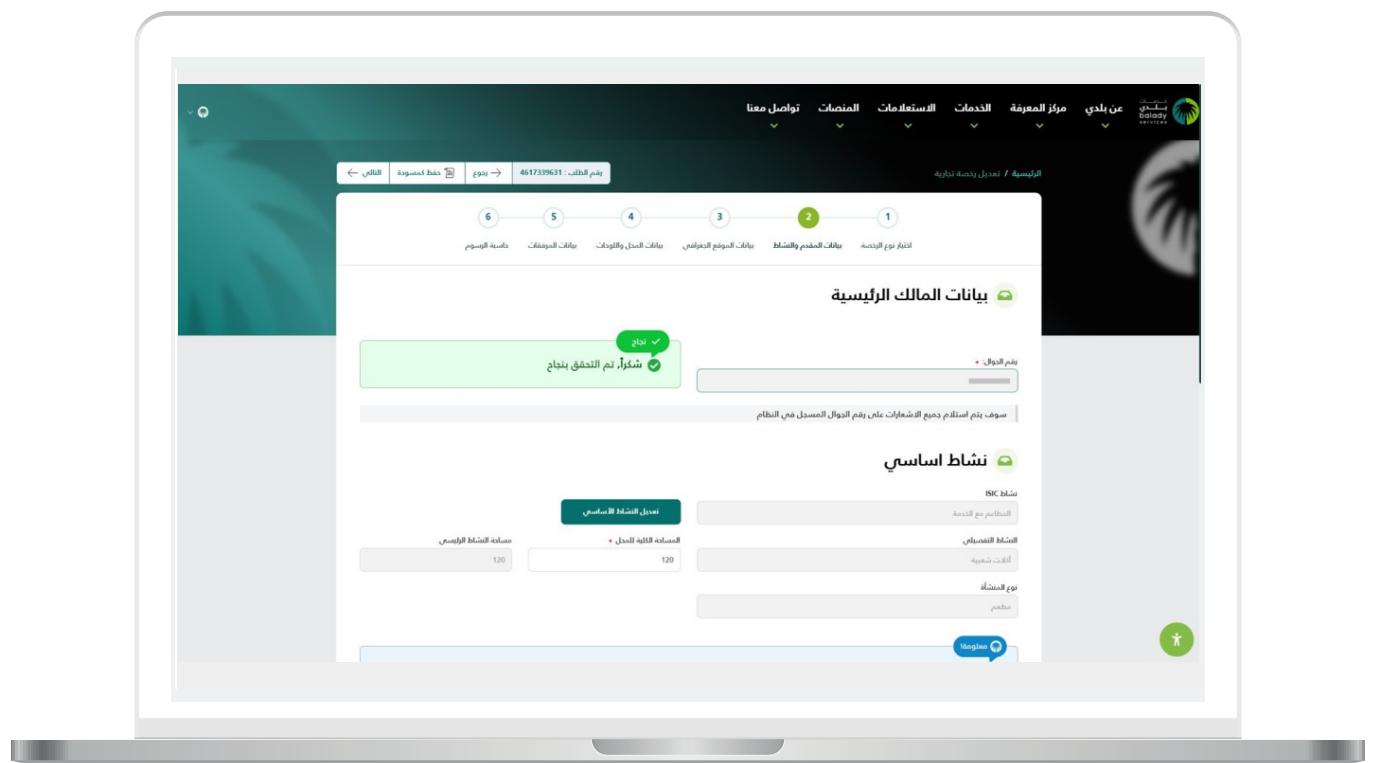
10) A confirmation code is sent via SMS. The user enters the (Verification Code) and clicks (Confirm).



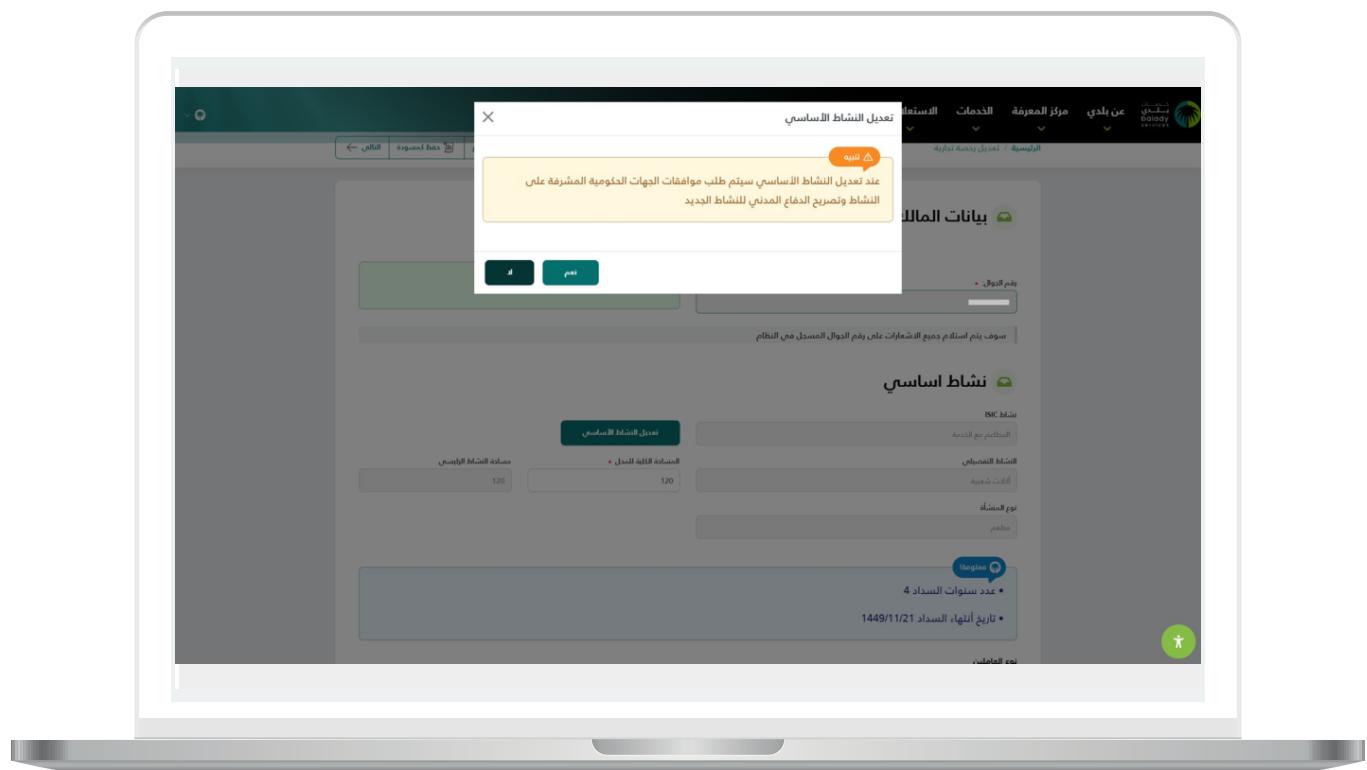
11) A message appears stating (**Thank you, verification was successful**) as shown below.

The system verifies that the business activity associated with the license is listed under the commercial registration of the beneficiary. If the activity is not included, the following message is displayed:

"Dear Beneficiary, Unfortunately, you cannot modify your license because the activities on the license are not listed in the commercial registration. Please add the activities to the commercial registration through the Ministry of Commerce services and then submit the modification request again."

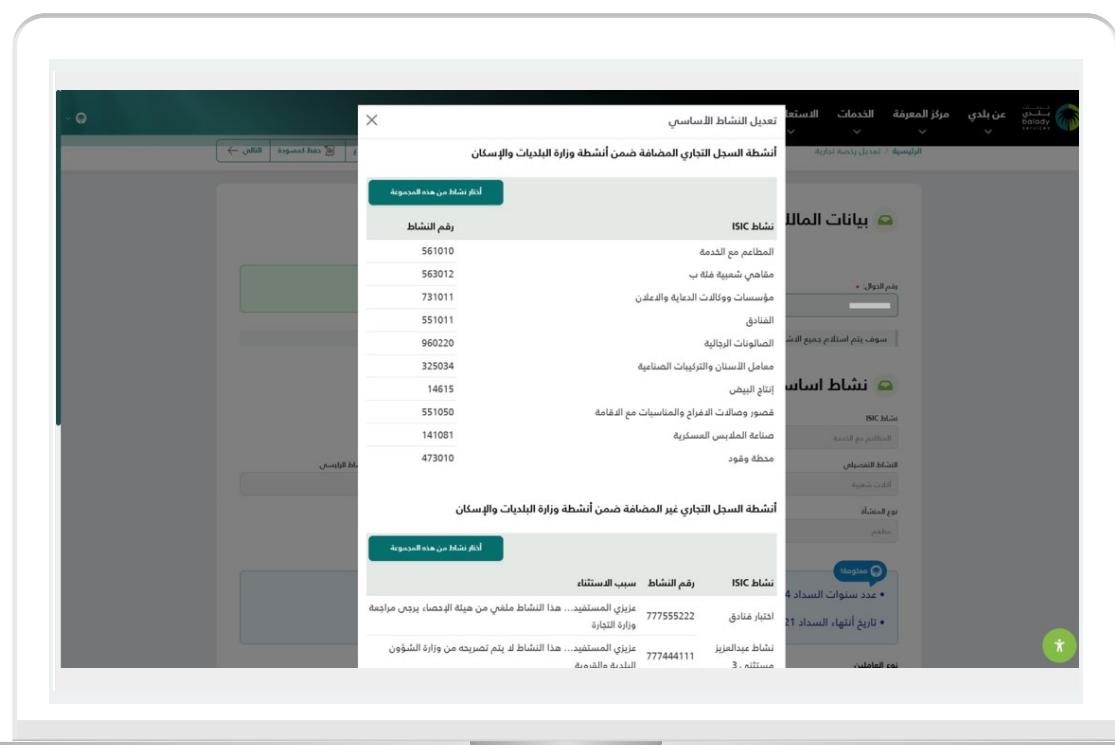


12) In the **(Primary Activity)** section, the user can modify the **(Total Store Area)** field. If the user clicks **(Modify Primary Activity)**, an alert appears. The user reads the message and clicks **(Yes)** to proceed with modifying the primary activity.

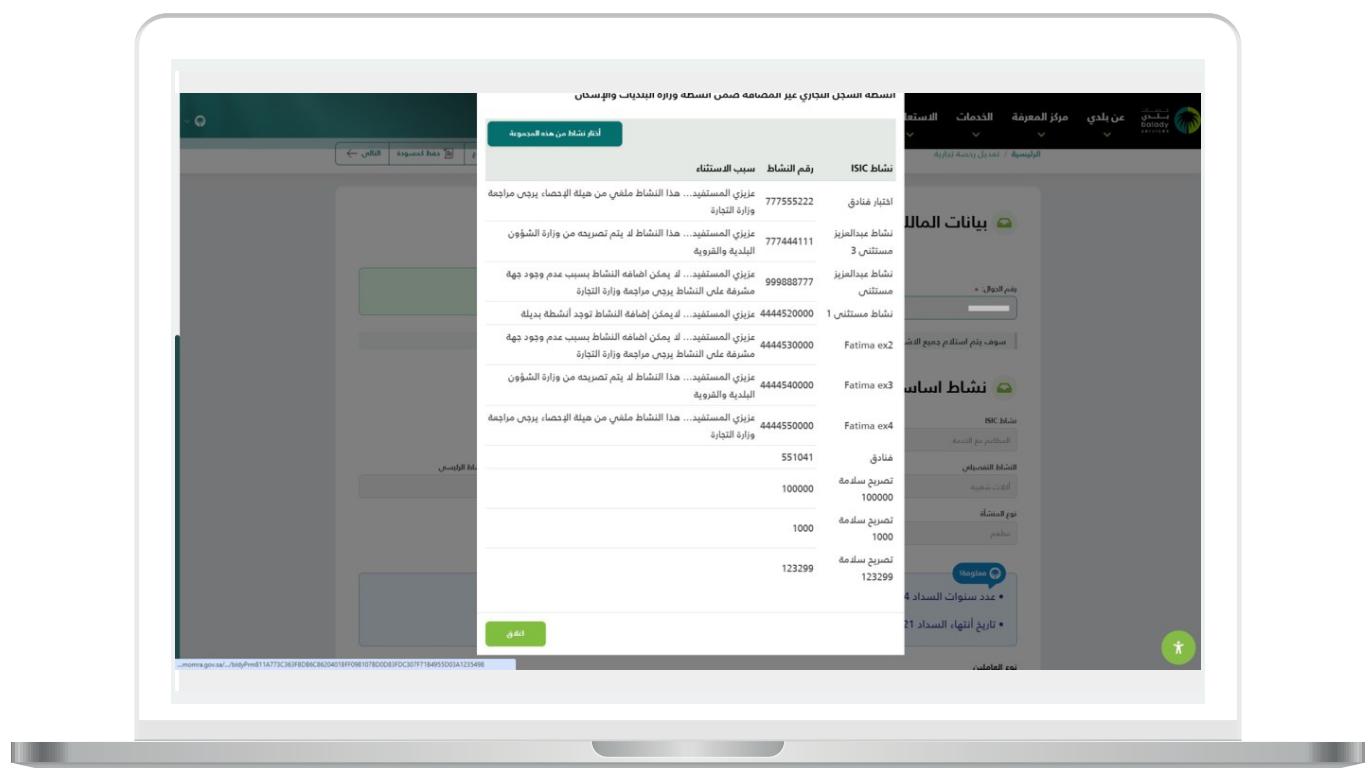


13) After clicking (Yes), the system displays the commercial registration activities listed under the Ministry of Municipalities and Housing. The user reviews the activities and clicks (Choose Activity from This Group).

Additionally, the system displays commercial registration activities that are not listed under the Ministry of Municipalities and Housing. The user can review these activities and click (Choose Activity from This Group).



14) At the bottom, the user can click (Close) to cancel modifying the primary activity.



15) If the user clicks **(Choose Activity from This Group)**, they can select values from the dropdown menus **(ISIC Activity, Detailed Activity)** and must enter a value for the **(Reason for Modification)** field.

[عن بلدي](#) [مركز المعرفة](#) [الخدمات](#) [الاستعلامات](#) [المنصات](#) [تواصل معنا](#)

[الرئيسية](#) / تجديد رخصة القيادة

الريل حذف رد رد 6617339631 فتح الملف

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بيانات الارزق بيانات المرونة بيانات المدخل والمرونة بيانات الموضع الجغرافي بيانات المقدم والشريك بيانات نوع الرخصة

نشاط اساسي

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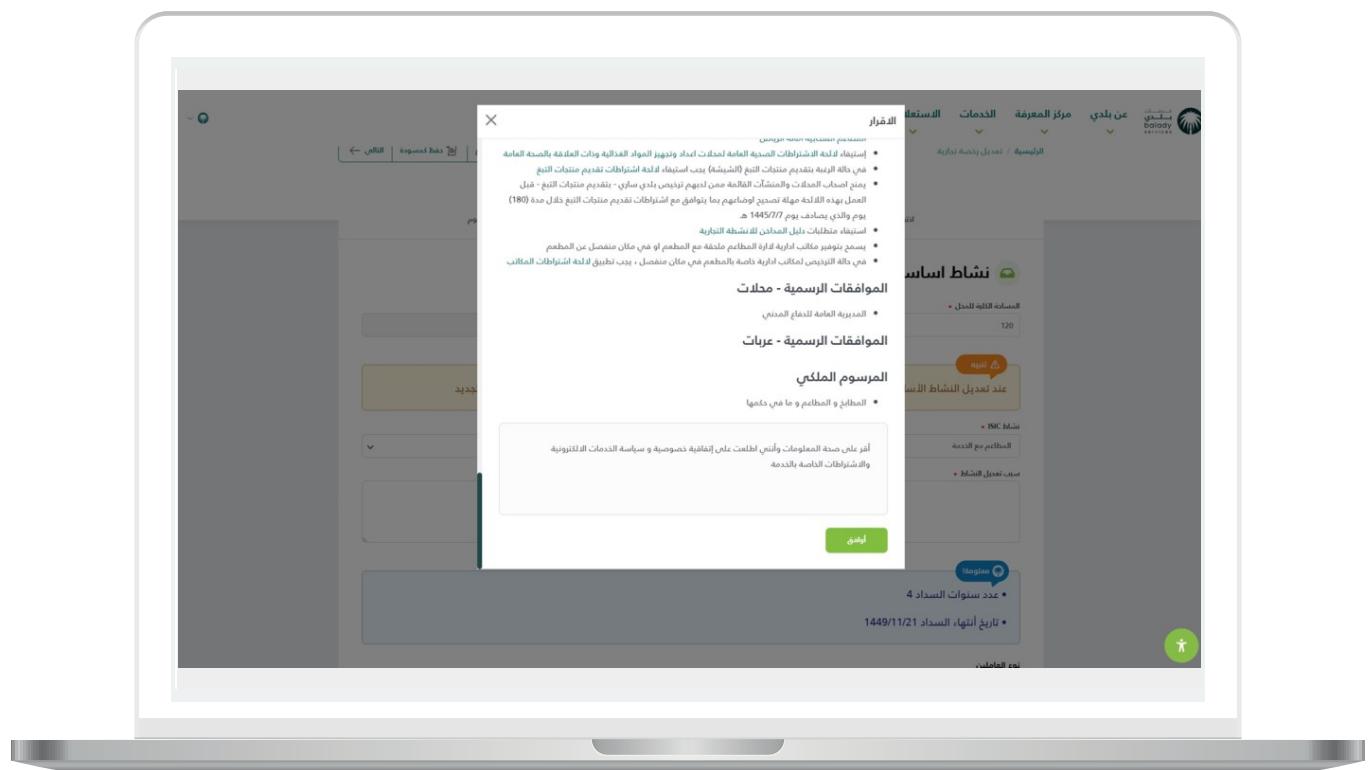
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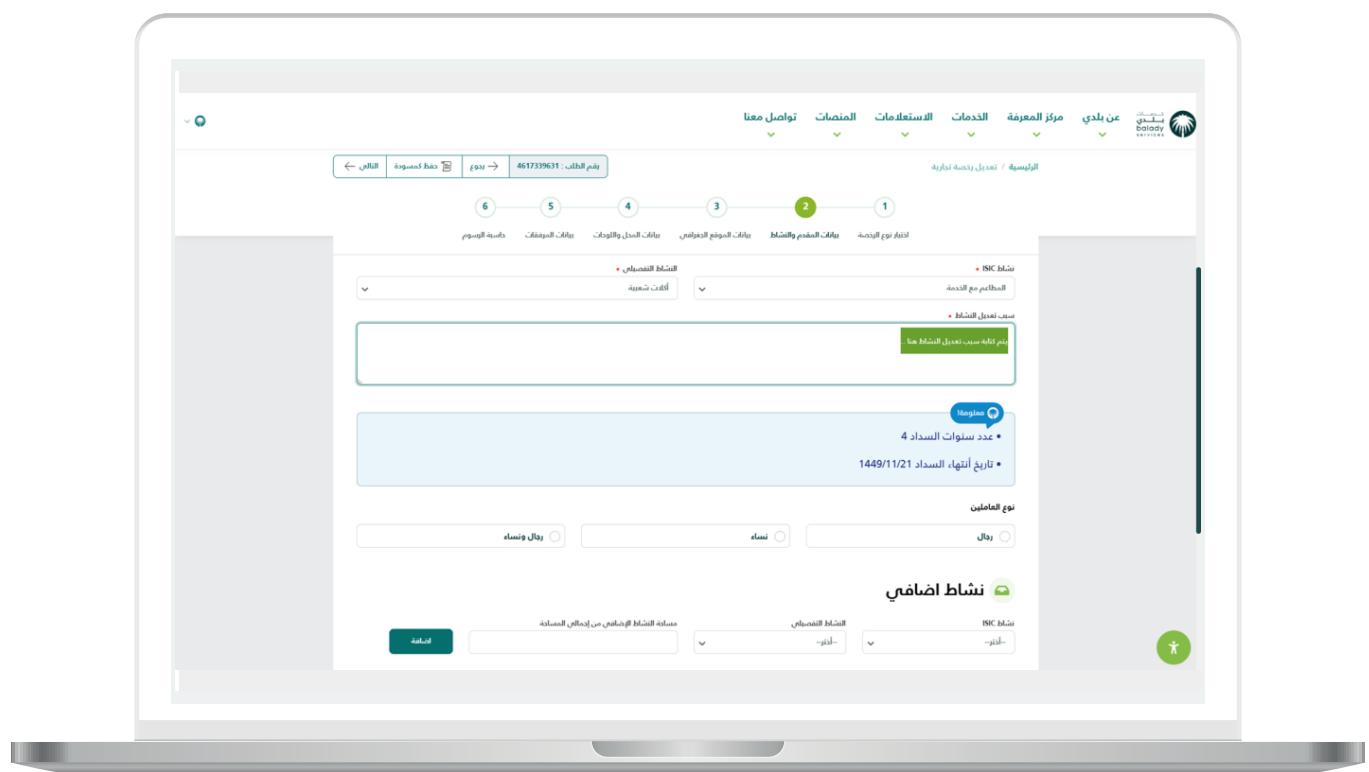
16) After selecting a value from the (Detailed Activity) dropdown, an acknowledgment appears.

The screenshot shows a modal dialog box on a web application. The dialog has a light gray background and a white header bar with the text 'القرار' (Decision) in Arabic. Below the header, there are several input fields and dropdown menus. One dropdown menu, labeled 'النشاط' (Activity), is open and displays a list of options. A specific option, 'الأنشطة ذات الصلة والمتزامنة / مطابق' (Activities related and synchronized / Matching), is highlighted with a red oval. To the right of this dropdown, there is a large text area containing an acknowledgment message. The message starts with 'نعم تعدل النشاط' (Yes, I am modifying the activity) and is followed by a list of statements in Arabic. At the bottom of the dialog, there are two buttons: 'نعم' (Yes) on the right and 'نعم، أنا أتفق' (Yes, I agree) on the left. The background of the application shows a navigation bar with tabs like 'القرار', 'الخدمات', 'الاستئناف', 'مركز المعرفة', 'عن بلدي', and 'الرئيسية'.

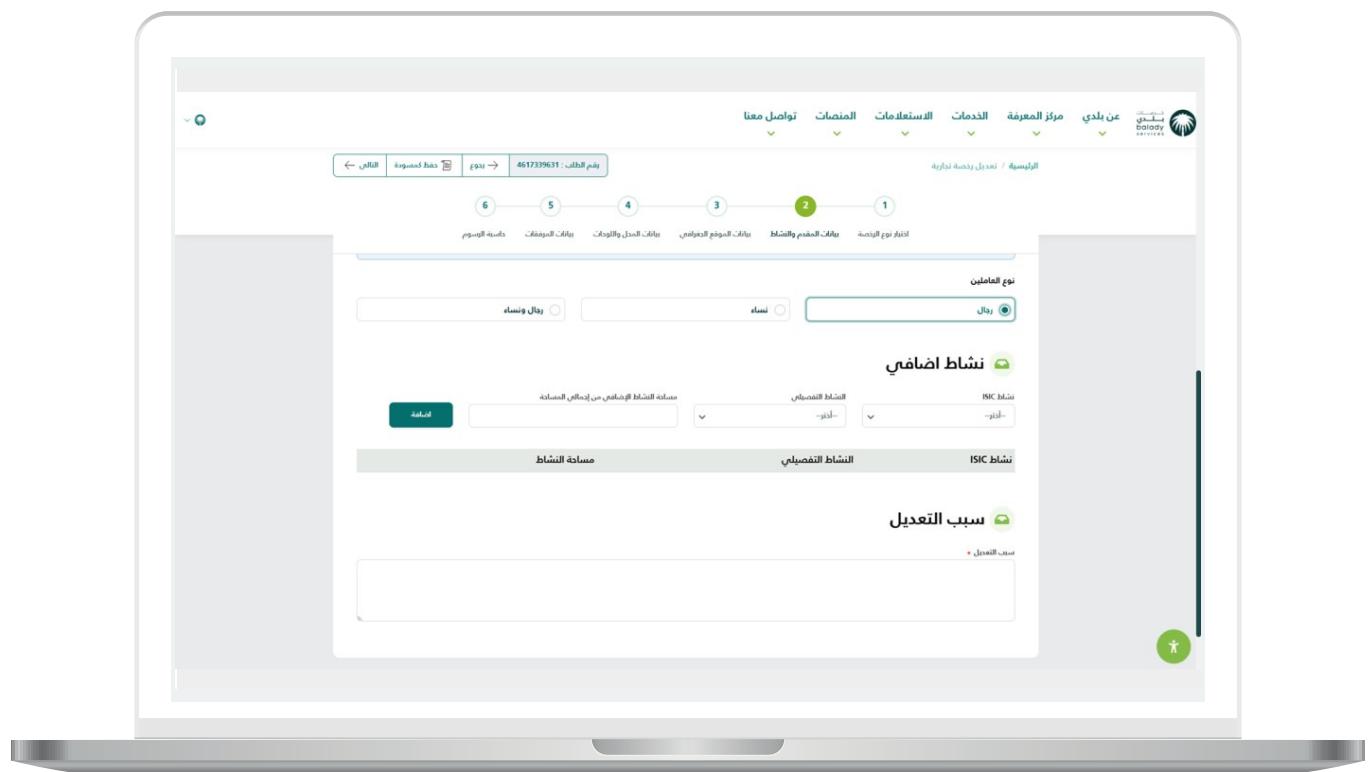
17) The user clicks (I Agree) at the bottom.



18) The selected values appear in the dropdown menus.

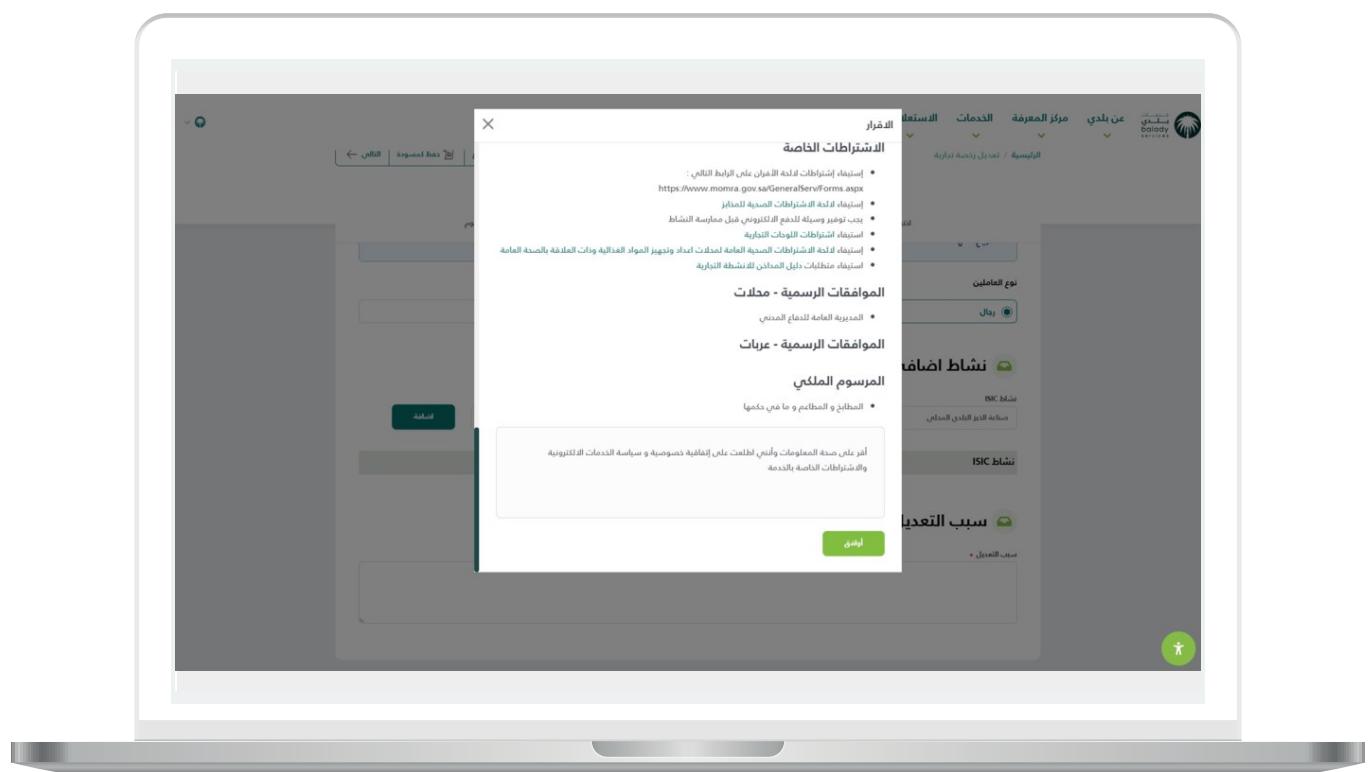


19) The user selects the type of workers from the options (**Men, Women, Men & Women**). Additionally, an extra activity can be added under (**Additional Activity**) by selecting values from the (**ISIC Activity, Detailed Activity**) dropdowns, entering the (**Additional Activity Area from Total Area**) field, and clicking (**Add**).

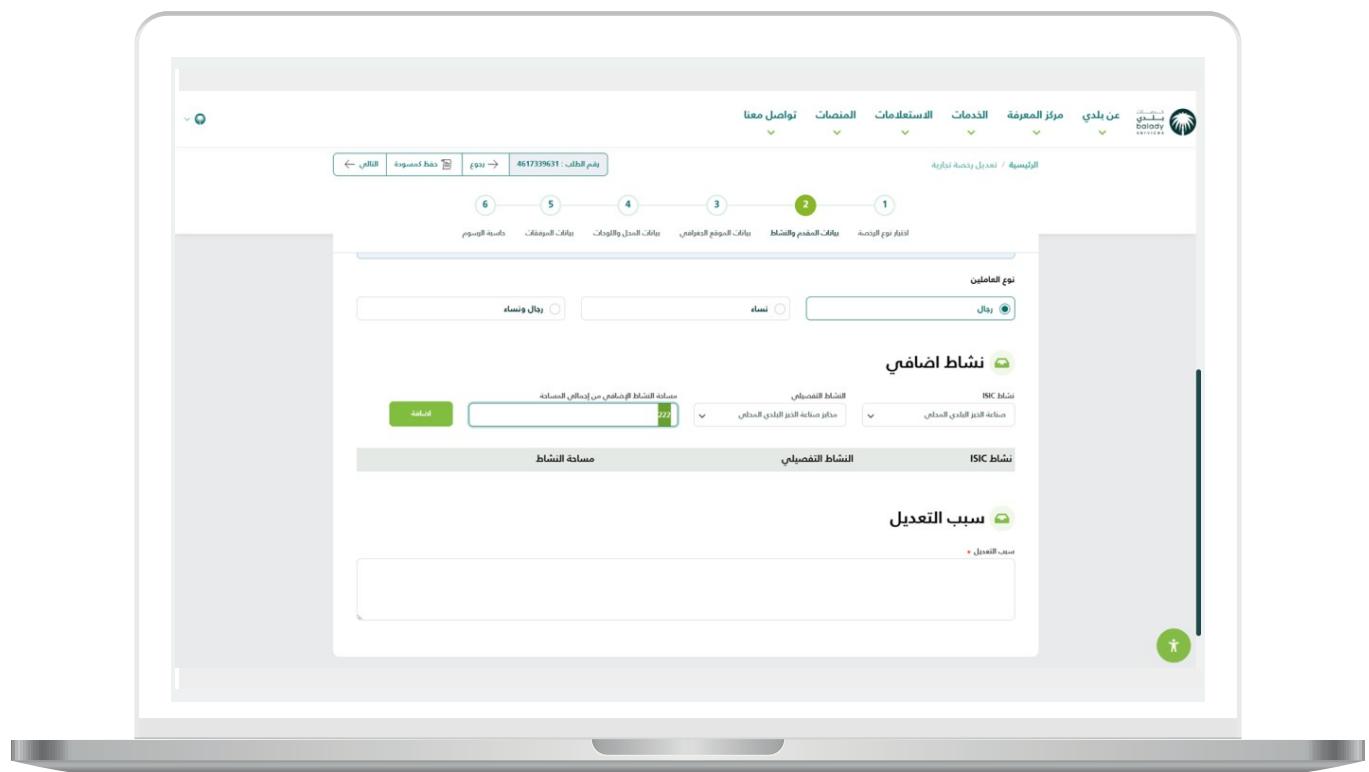


20) After selecting a value from the (Detailed Activity) dropdown, an acknowledgment appears.

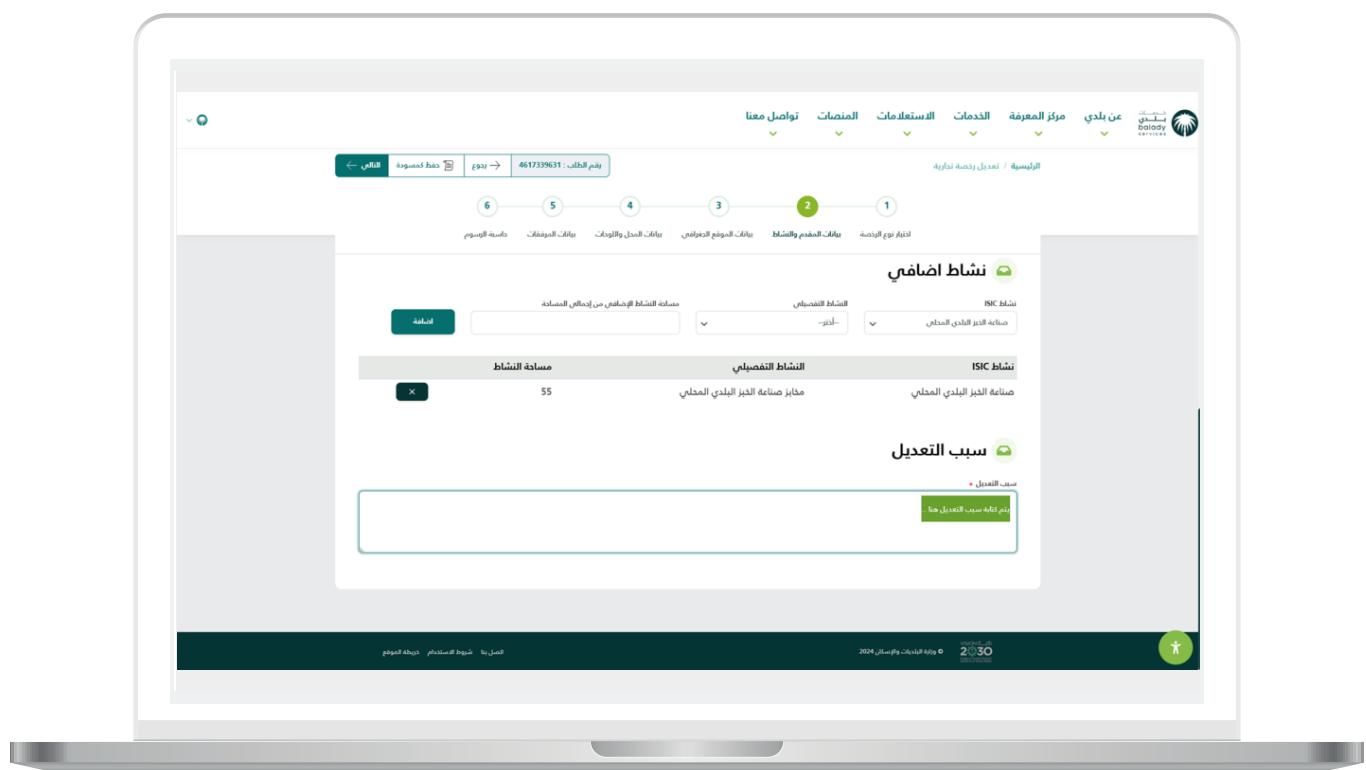
21) The user clicks (I Agree) at the bottom.



22) The following figure shows that the user has entered a value in the (Additional Activity Area from Total Area) field, then clicks (Add).



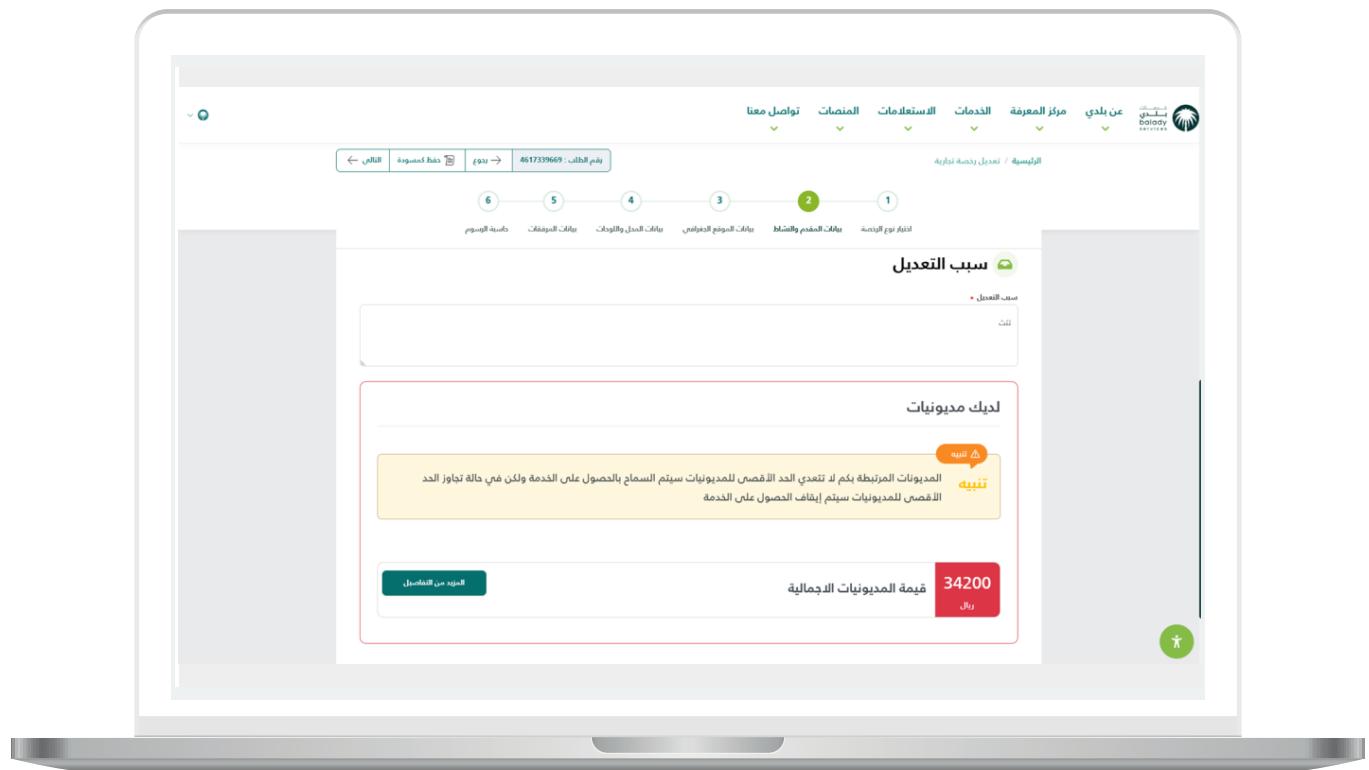
23) The added activity appears in the table, and the user can add more than one activity.



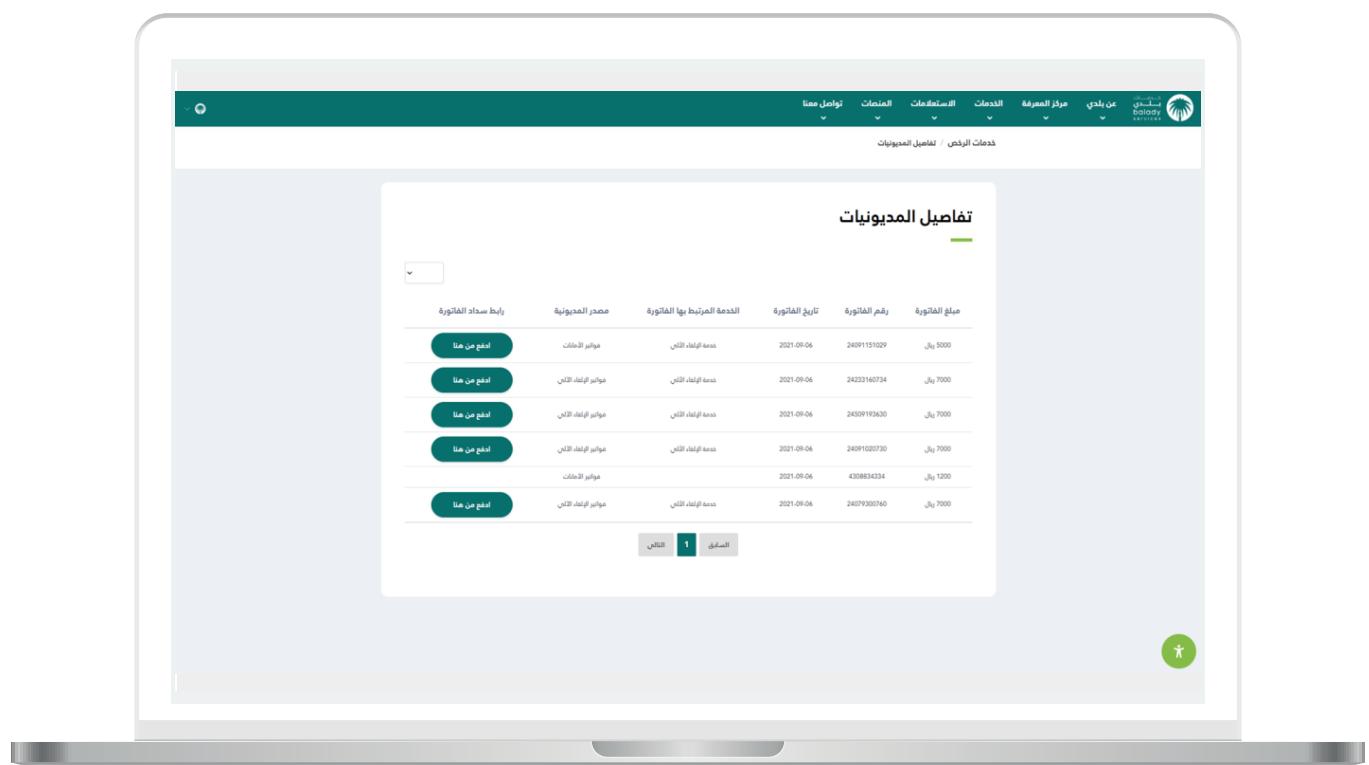
24) If the license owner has outstanding debts, the system displays a new section labeled **(You Have Debts)** as shown below, indicating the **(Total Debt Amount)**.

Note: If the debts exceed the maximum allowable limit, the service request will be halted. However, if the outstanding debts do not exceed the maximum limit, the user will be allowed to proceed with the service.

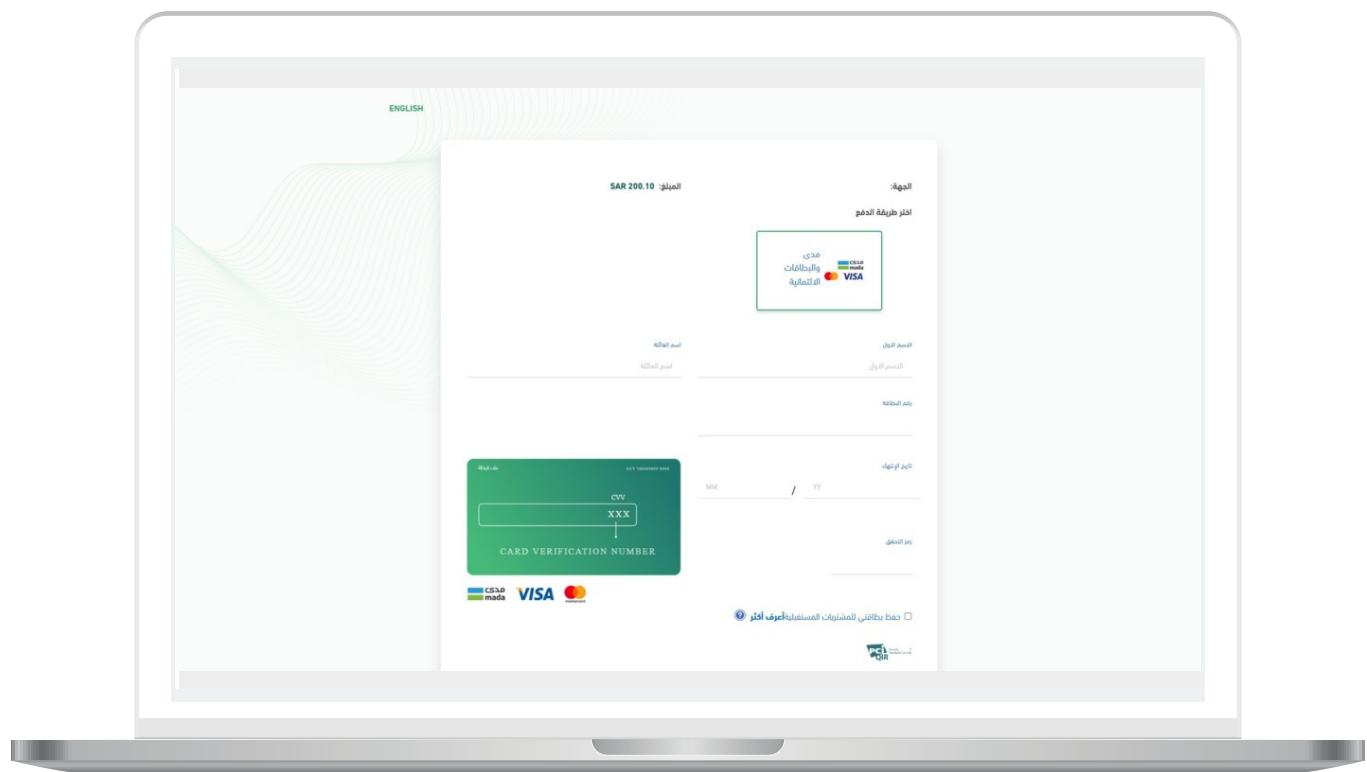
The user can view debt details by clicking **(More Details)**.



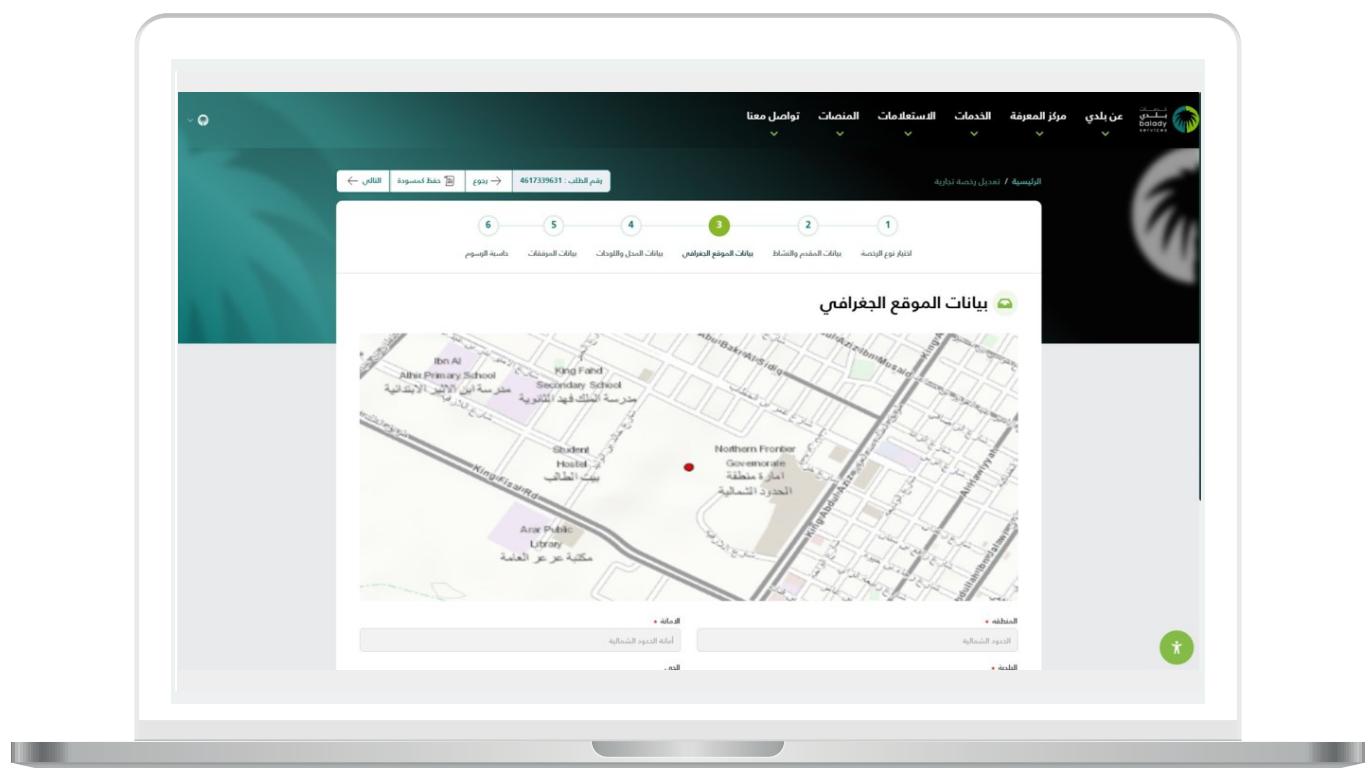
25) After clicking (More Details), the (Debt Details) screen appears, as shown below. The user can pay any invoice by clicking (Pay Here).



26) After clicking (Pay Here), the user is redirected to the payment screen, where they enter their credit card details and complete the payment process.

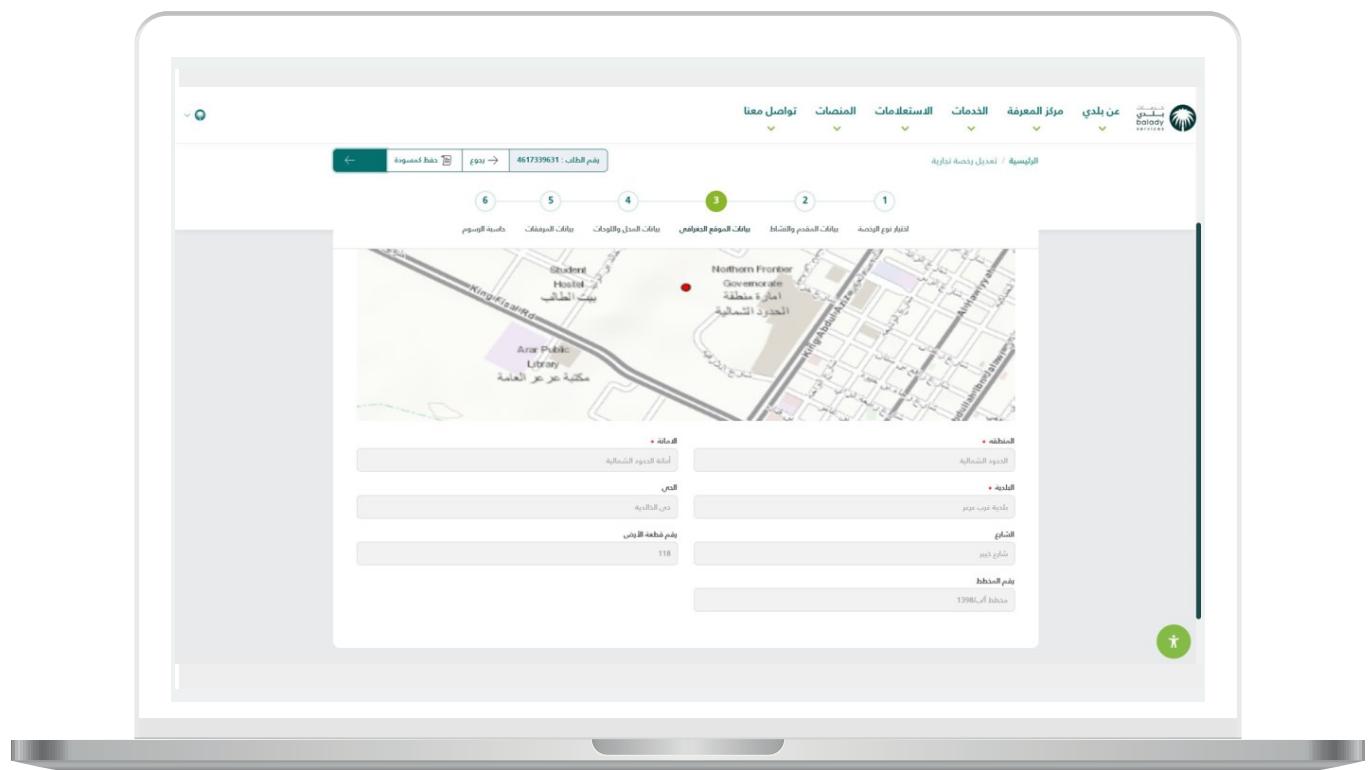


27) The following screen represents the (Geographic Location Data) stage, where the system displays the geographic data on the map and in the fields below.

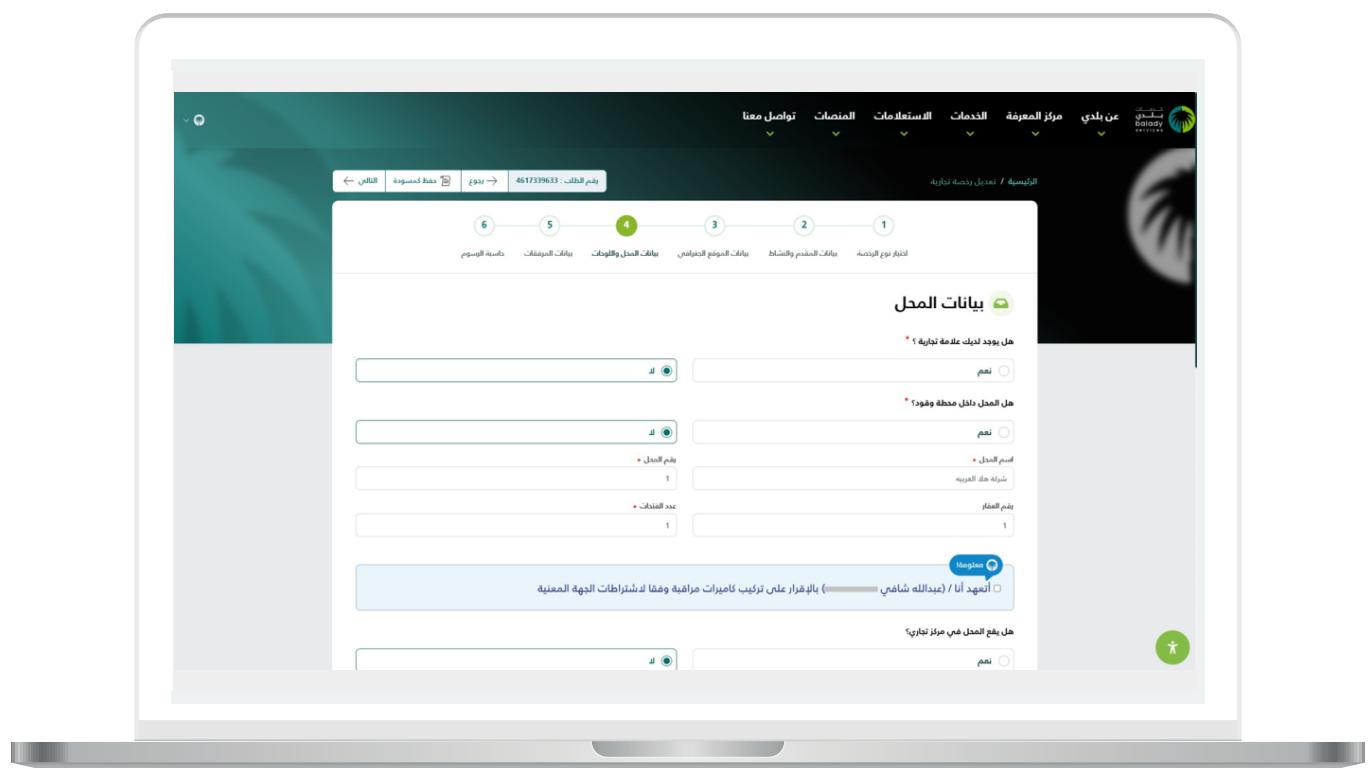


28) At the bottom of this page, if the fields (**Plan Number**, **Plot Number**) contain the value (-1) or (**No Value**), the user is allowed to modify them, and entry becomes mandatory.

After completing the required information, the user clicks (**Next**) to proceed to the next stage. The user can also save the request as a draft by clicking (**Save as Draft**) or return to the previous step by clicking (**Back**).



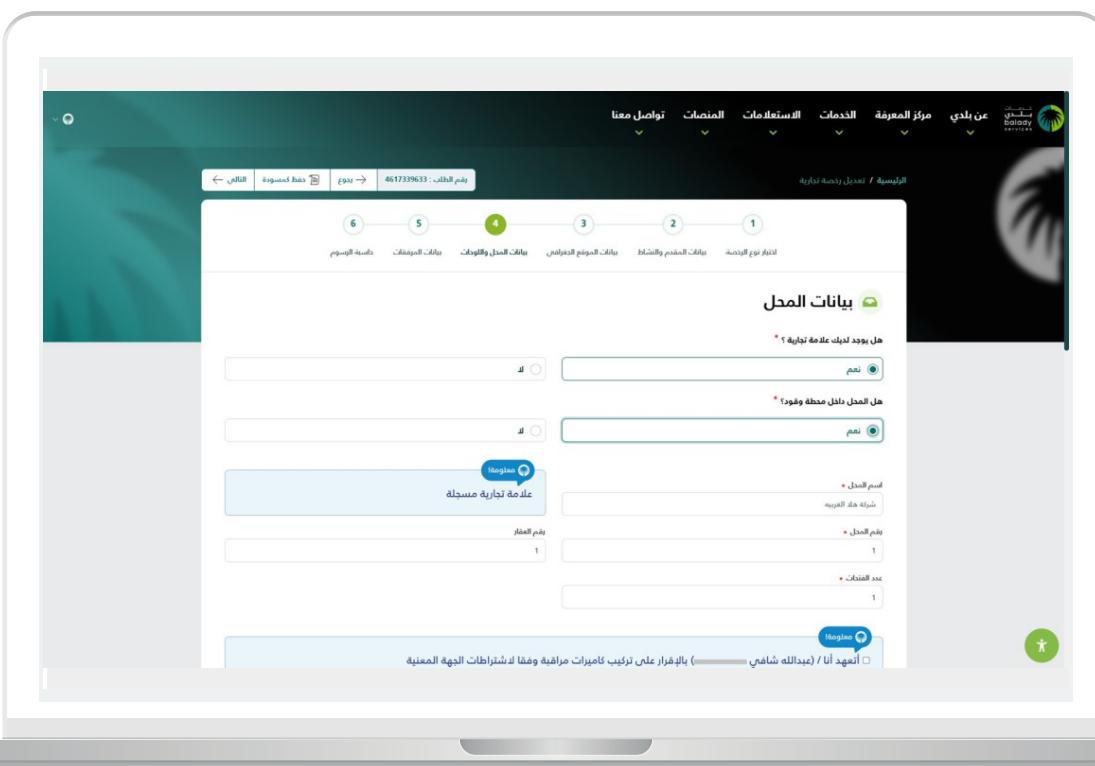
29) The (Store and Signage Data) stage appears, where the user fills in the required fields and agrees to the acknowledgment.



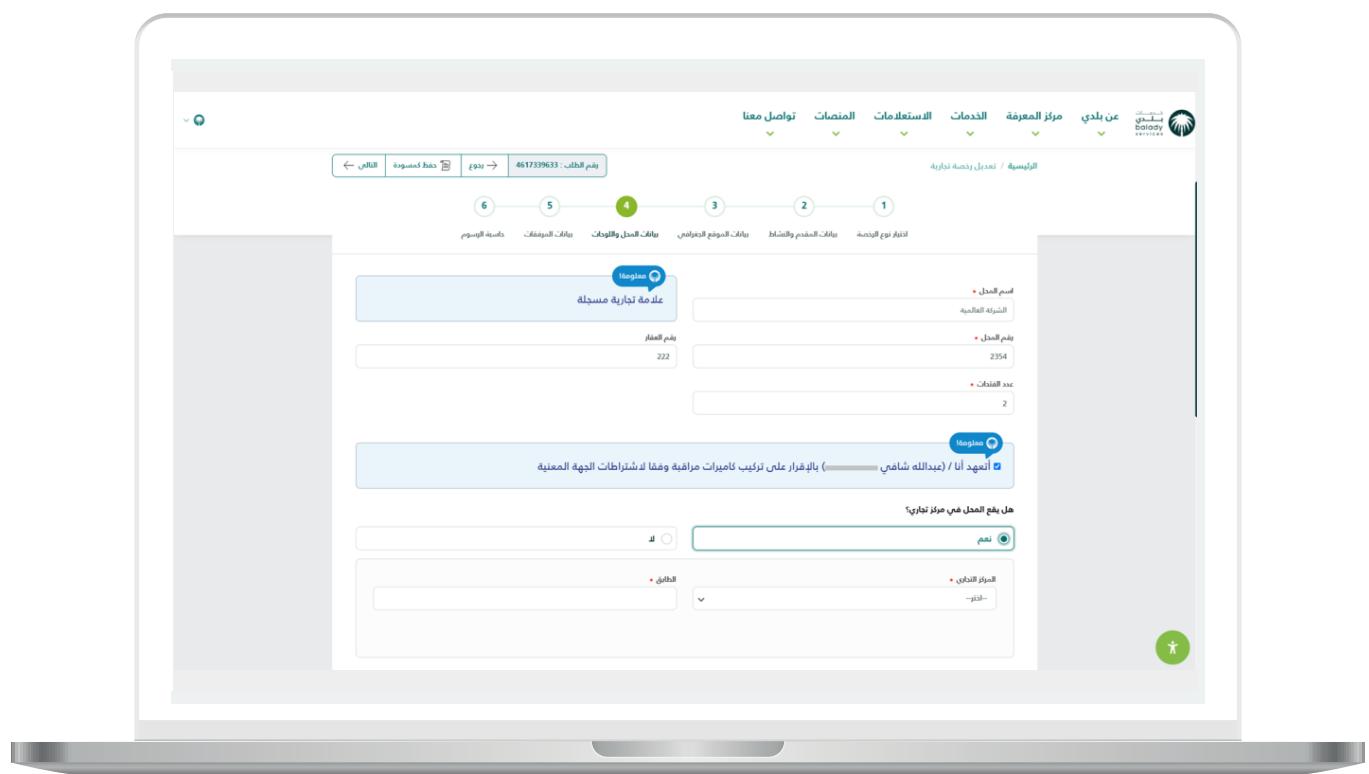
30) As shown below, if the user selects (Yes) for the question (Do you have a registered trademark?), the system displays the message (Registered Trademark).

The user can modify the following fields: (Store Name, Store Number, Property Number, Number of Openings) and answer the questions (Is the store located inside a gas station? Is the store located in a shopping center?).

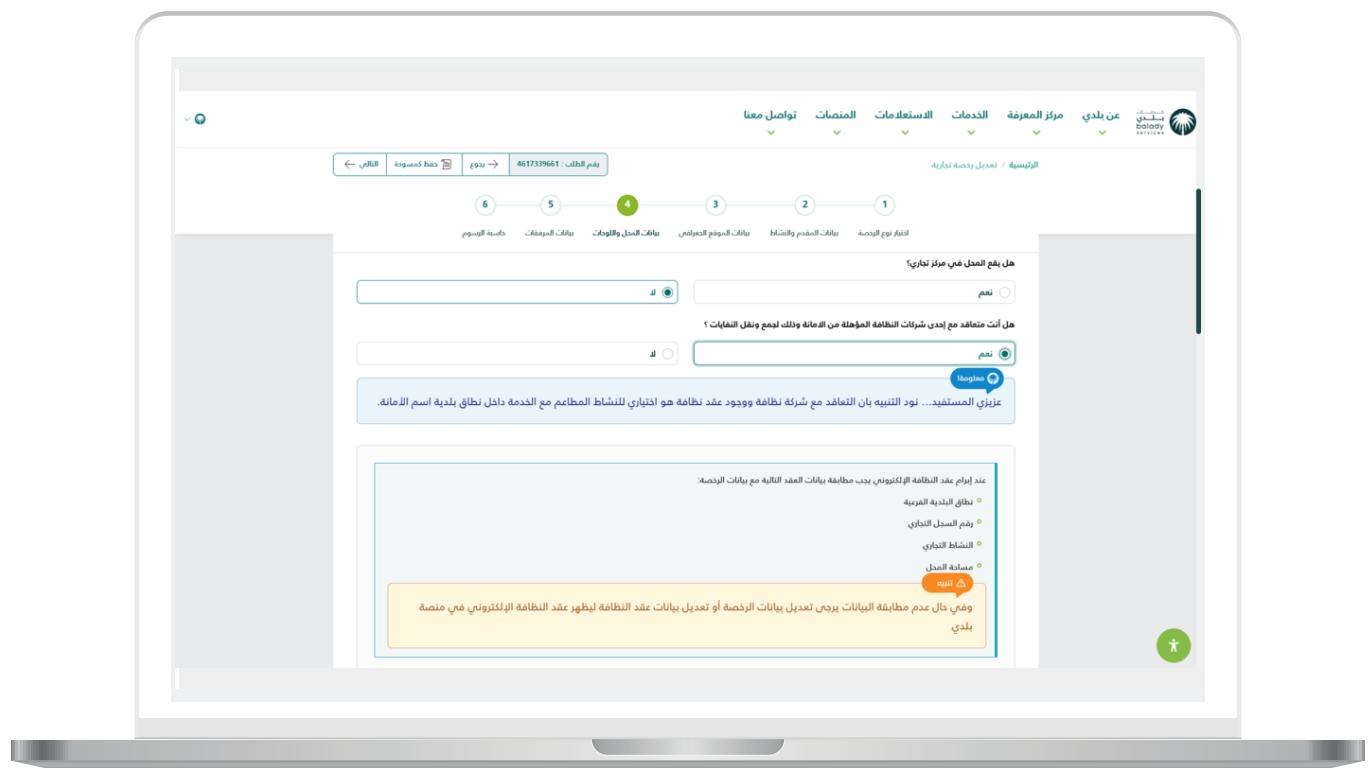
Additionally, users can enter or modify the store name in Arabic or English.



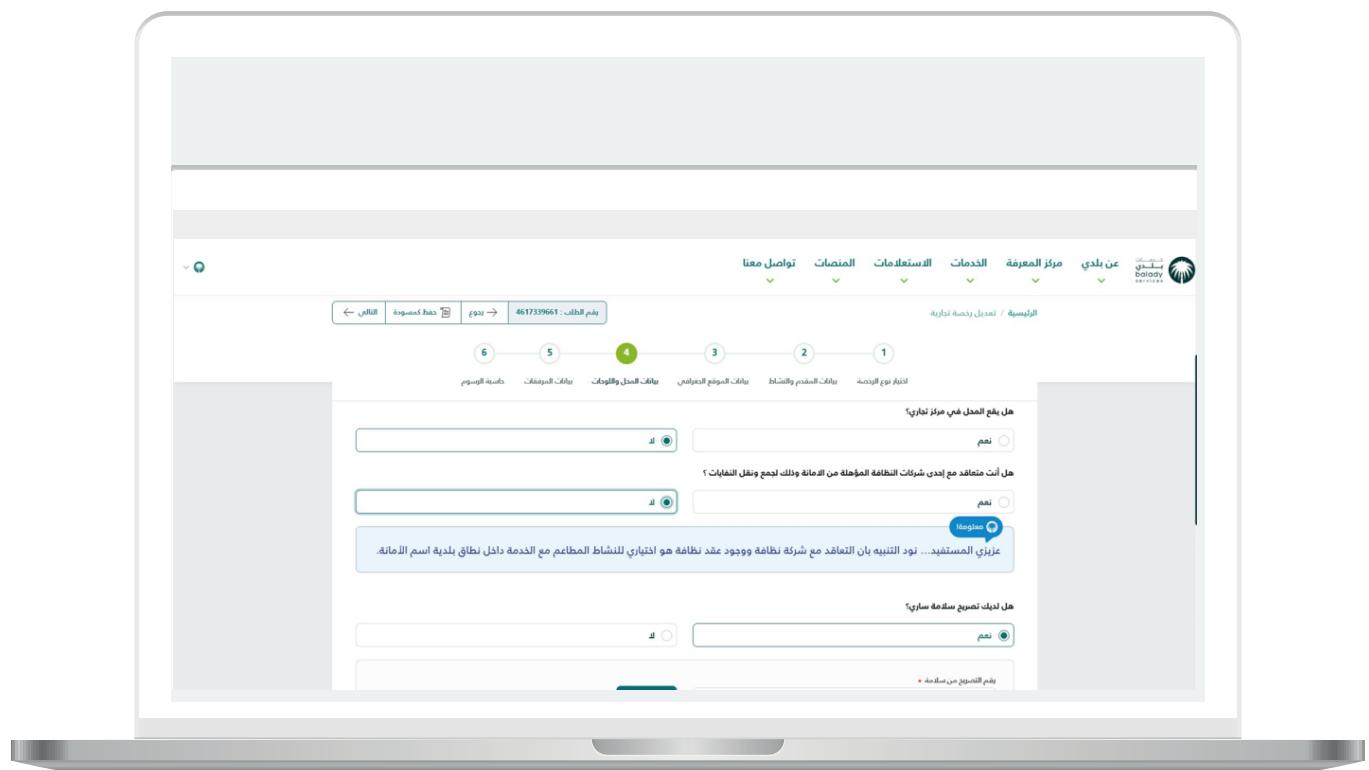
31) If the user selects (Yes) for the question (Is the store located in a shopping center?), a new dropdown menu (Shopping Center) appears, allowing the user to select a value and enter the (Floor) field.



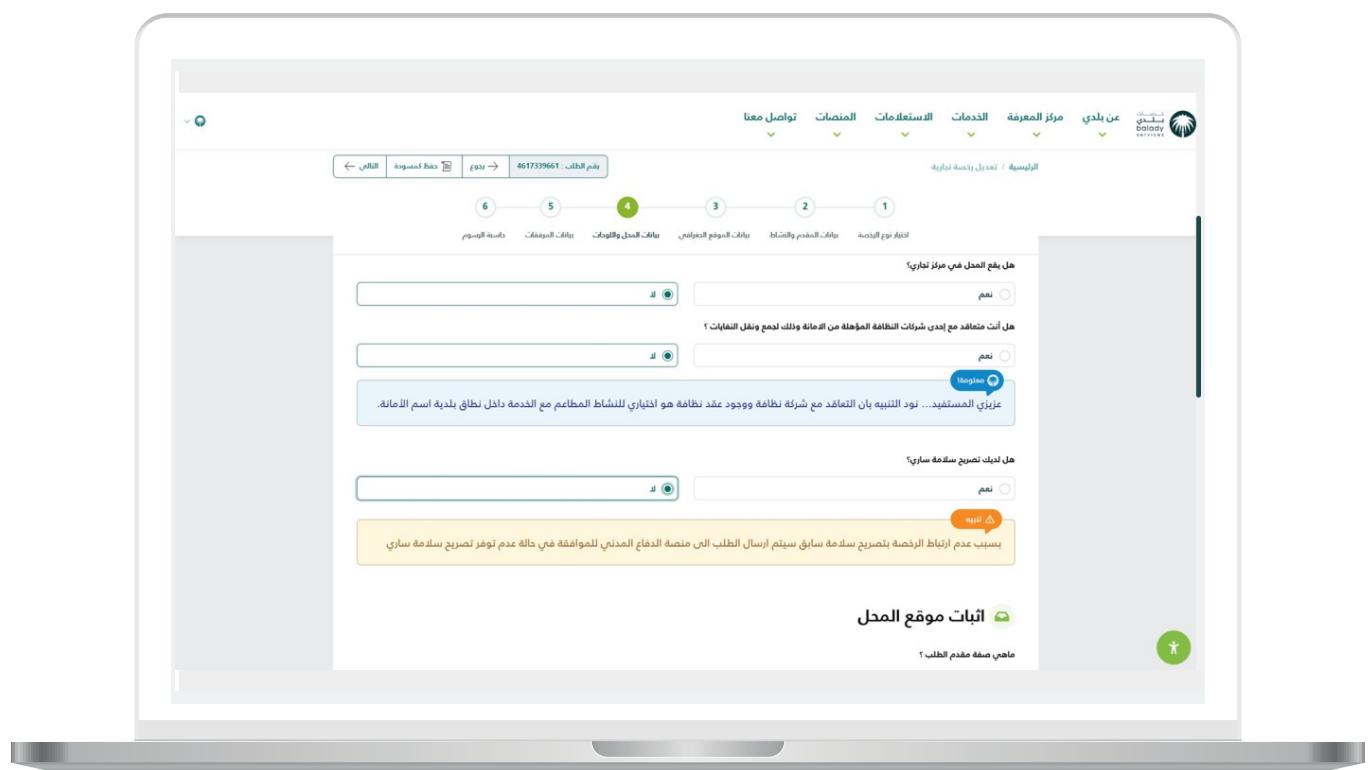
32) If the user selects (Yes) for the question (Are you contracted with a municipality-approved cleaning company for waste collection and transportation?), the system displays the electronic cleaning contract details that must match the license data.



33) If the user selects (Yes) for the question (Do you have a valid safety permit?), the (Safety Permit Number) field appears, where the user enters the number and clicks (Verify).

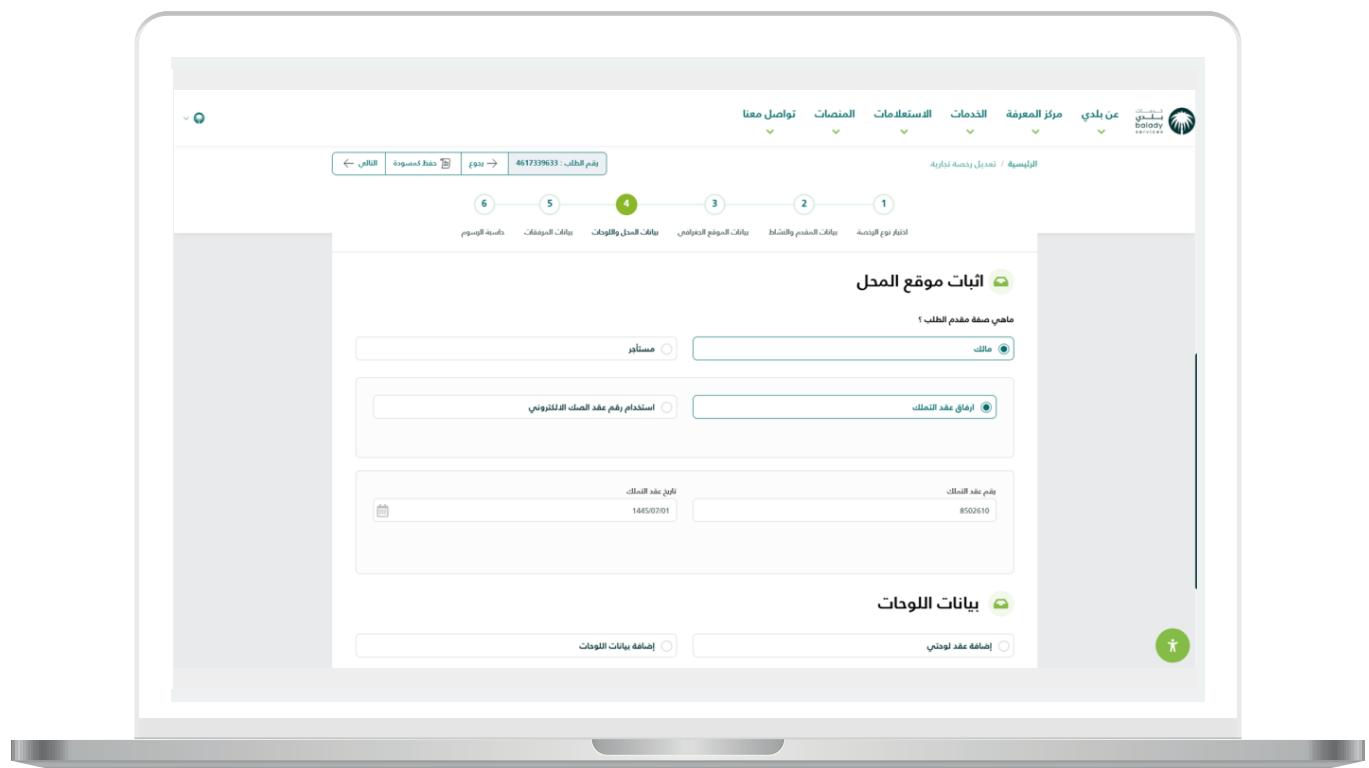


34) If the user selects (No), an alert message appears: "Due to the license not being previously linked to a safety permit, the request will be sent to the Civil Defense platform for approval if a valid safety permit is not available."



35) The store location is verified by selecting the user's role as (Owner, Tenant). If (Owner) is selected, the user is given the following options: (Attach Ownership Contract) or (Use Electronic Title Deed Contract Number).

If (Attach Ownership Contract) is selected, the user must fill in the (Ownership Contract Number, Ownership Contract Date) fields.



The screenshot shows a mobile application interface for modifying a commercial license. The top navigation bar includes links for 'Contact Us', 'Services', 'Locations', 'Applications', 'Information', 'About Balady', and 'Logout'. Below the navigation is a breadcrumb trail: 'الرئيسيه / تسجيل دخول / تأكيد' (Home / Login / Confirm). A progress bar at the top indicates the current step: '6. إضافة الرسم' (Step 6: Add stamp) is highlighted in green, while '5. إضافة الوحدات' (Step 5: Add units), '4. بيانات العقار' (Step 4: Property data), '3. بيانات الموقع العقاري' (Step 3: Property location data), '2. بيانات المقدم والمتسلّط' (Step 2: Data of the provider and the authority), and '1. تأكيد نوع الوحدة' (Step 1: Confirm unit type) are shown in grey.

The main content area is titled 'بيانات موقع المحل' (Shop location data). It asks 'ما هي صفة مقدم الطلب؟' (What is the characteristic of the requestor?). Two radio buttons are shown: 'مستأجر' (Renter) and 'مالك' (Owner), with 'مالك' selected. Below this is a section for 'بيانات العقد الإلكتروني' (Electronic contract data), with a radio button for 'استخدام رقم عقد العقار الإلكتروني' (Use electronic property contract number) and a checkbox for 'ارفاق عقد التملك' (Attach ownership contract). The ownership contract number is listed as 'رقم عقد التملك' (Ownership contract number) with the value '1445/07/01' and the ownership date as '1445/07/01'. The ownership contract number is listed as 'رقم عقد التملك' (Ownership contract number) with the value '8502610'. At the bottom, there is a section for 'بيانات اللوحات' (Signboard data) with a radio button for 'إضافة بيانات اللوحات' (Add signboard data) and a checkbox for 'إضافة عقد لوحتي' (Add signboard contract). A green circular button with a checkmark icon is located on the right side of the form.

36) If (Use Electronic Title Deed Contract Number) is selected, the following options appear: (Title Deed issued under the Commercial Registration Number, Title Deed issued under the 700 Number in the Commercial Registration, Title Deed issued under the Owner's ID).

The user then enters the **(Title Deed Contract Number)** and clicks **(Verify)**.

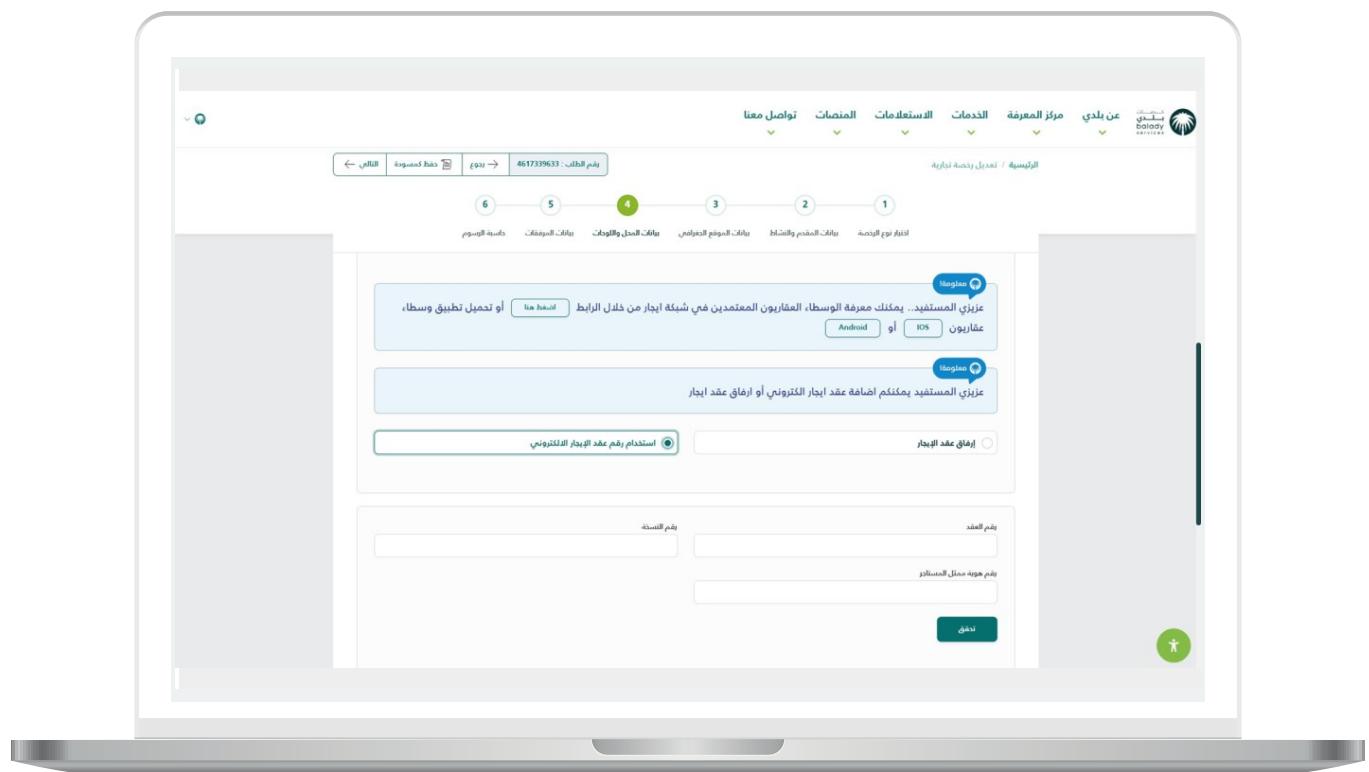
37) If (Tenant) is selected, the user is presented with the options (Lease Contract, Investment Contract).

If (Lease Contract) is selected, the user is given the following choices: (Attach Lease Contract, Use Electronic Lease Contract Number).

If (Attach Lease Contract) is selected, the user fills in the (Lease Contract Number, Lease Expiry Date) fields.

The screenshot shows a mobile application interface for modifying a commercial license. The top navigation bar includes links for 'Contact Us', 'Services', 'Investments', 'Business Services', 'Information Center', 'My City', and 'Balady'. The main content area displays a step-by-step process with the fourth step highlighted in green. The steps are: 1. Select the license type, 2. Select the location, 3. Select the service, 4. Select the lease contract (highlighted), 5. Select the documents, 6. Attach the document. Below these steps, there are two radio buttons: 'Owner' (selected) and 'Renter'. A note in Arabic encourages users to use the mobile app or website. At the bottom, there are fields for 'Lease Contract Number' and 'Expiry Date' (with a placeholder 'DD-MM-YYYY').

38) If (Use Electronic Lease Contract Number) is selected, the user fills in the following fields: (Contract Number, Version Number, Tenant Representative ID), then clicks (Verify).



39) If (Investment Contract) is selected, the user is given the options (Attach Investment Contract, Use Electronic Investment Contract Number).

The user can select (Attach Investment Contract) and proceed with the request.

بيانات موقع المدل

مسئلٌ مُدّعٌ

مُدّعٌ عقد استثمار

استخدام رقم عقد الاستثمار الإلكتروني إرفاق عقد الاستثمار

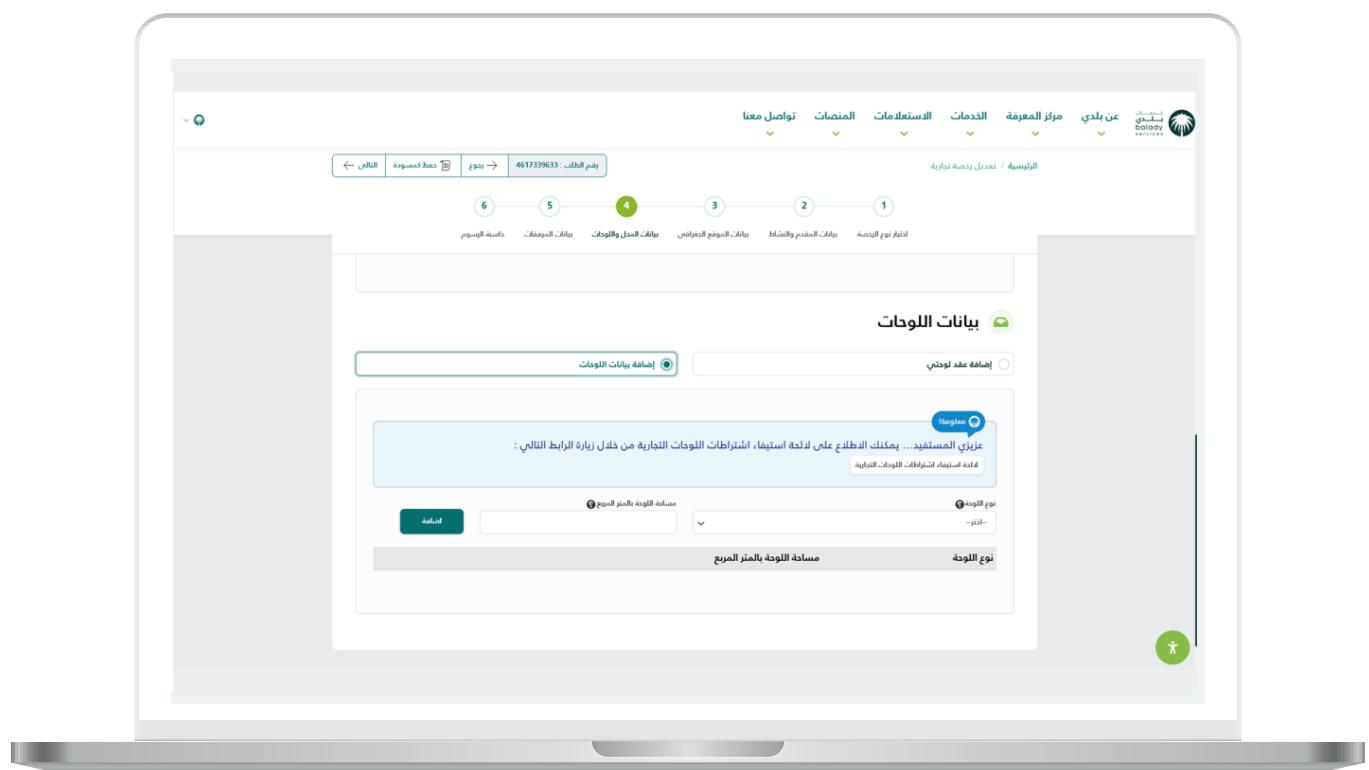
بيانات اللوحات

إضافة بيانات اللوحات إضافة عقد لوحتي

40) Alternatively, the user can select **(Use Electronic Investment Contract Number)**, which displays a table of available electronic investment contracts—if any exist—for selection.

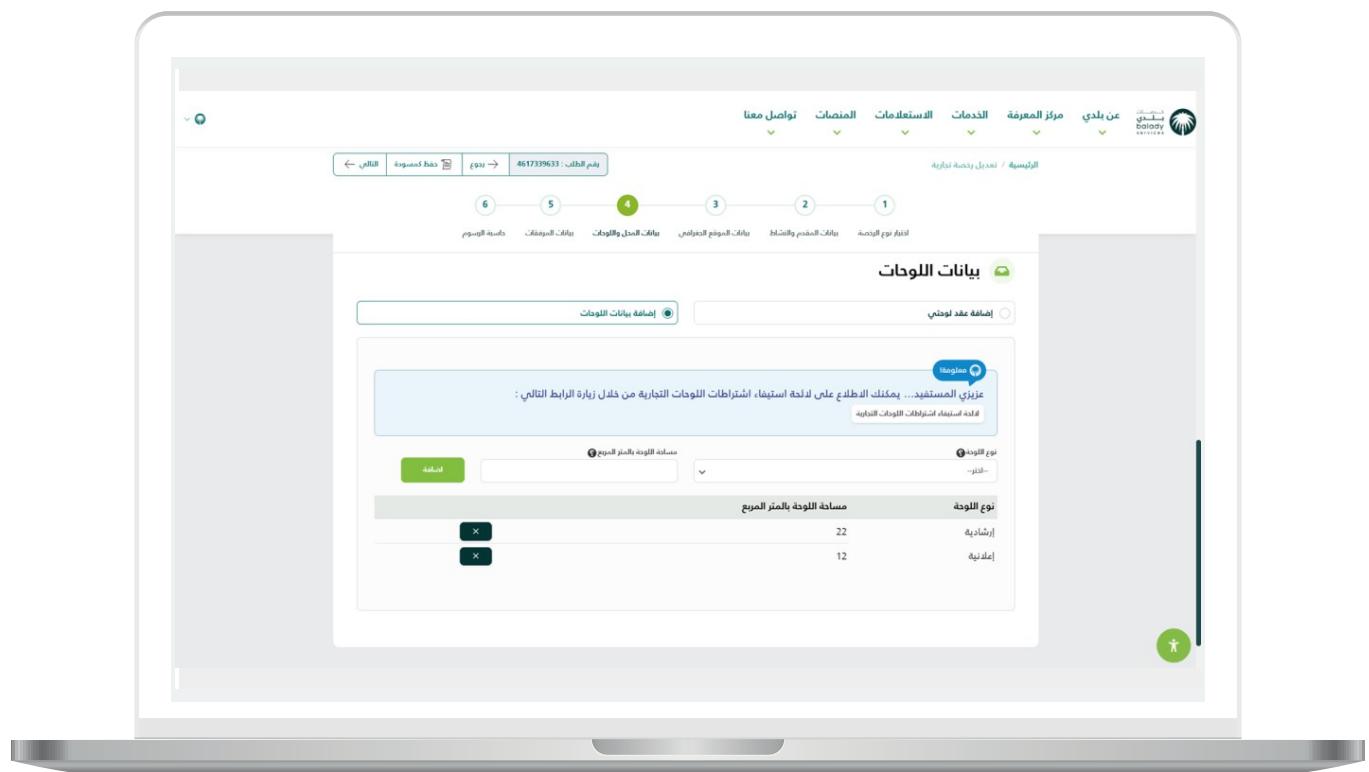
The screenshot shows a tablet displaying a service selection interface. At the top, there are several dropdown menus: 'نواصل معنا' (Contact Us), 'المنصات' (Platforms), 'المستعملات' (Services), 'الخدمات' (Services), 'مركز المعرفة' (Knowledge Center), 'عن بلدي' (About My City), and 'الإلكترونية / تطبيقات وخدمات ذكاء اصطناعي' (Electronic / Applications and Services). Below these are six numbered steps: 1. اختيار نوع الورقة, 2. اختيار المخدم والاشتراط, 3. اختيار الموضع الجغرافي, 4. اختيار العداد واللوحة, 5. اختيار المعدات, and 6. اختيار البر้อม. Step 4 is highlighted with a green circle. The main content area contains two radio button options: 'مستأجر' (Renter) and 'عمر استئجار' (Age of lease), each with an input field. Below this is a section for 'إضافة رقم عقد الاستثمار الإلكتروني' (Add electronic investment contract number) with a radio button and an input field. At the bottom, there is a section for 'بيانات اللوحات' (Plate information) with two radio buttons: 'إضافة بيانات اللوحات' (Add plate information) and 'إضافة عداد موجود' (Add existing meter), each with an input field. The tablet has a green circular icon with a white star in the bottom right corner.

41) Regarding the (Signage Data) section, if the selected area has an active (Lawhati Contract) setting enabled, the (Add Lawhati Contract) option appears next to (Add Signage Data).

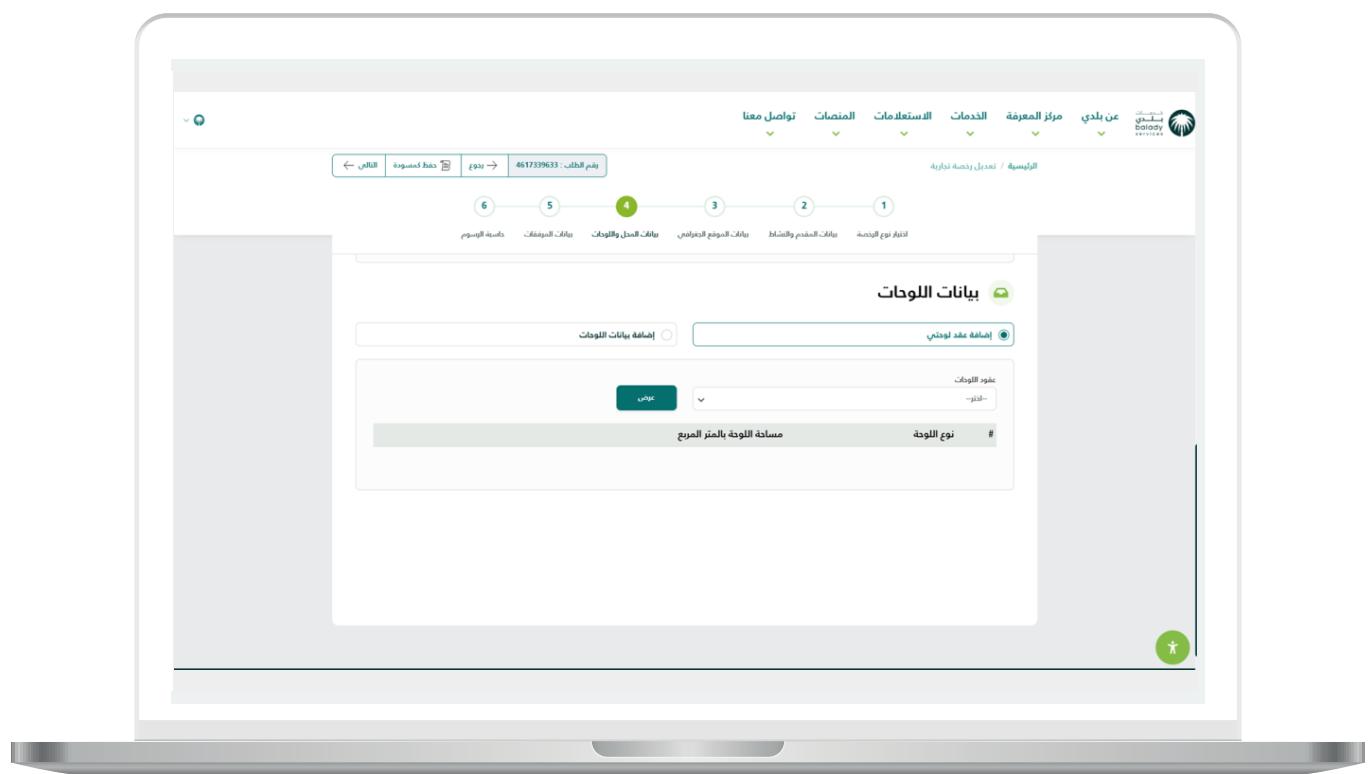


42) If (Add Signage Data) is selected, the system allows the user to add signage by choosing the type from the dropdown (Guidance, Advertisement) and entering the (Signage Area in Square Meters), then clicking (Add). The user can delete an added sign from the table by clicking the (X) icon.

After completing the data entry, the user clicks (Next).



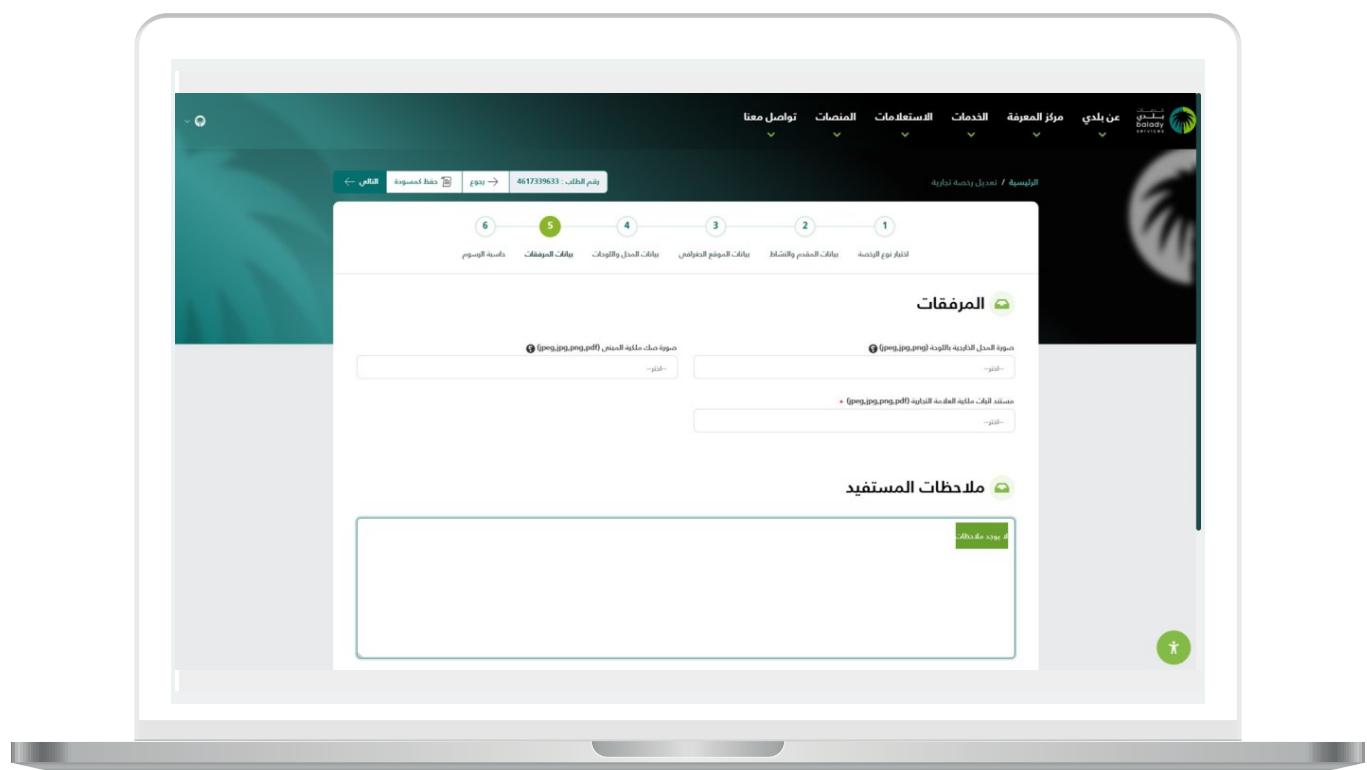
43) If (Add Lawhati Contract) is selected, the user can choose a contract from the (Signage Contracts) dropdown. The signs linked to the selected contract will then appear, allowing the user to proceed with the process.



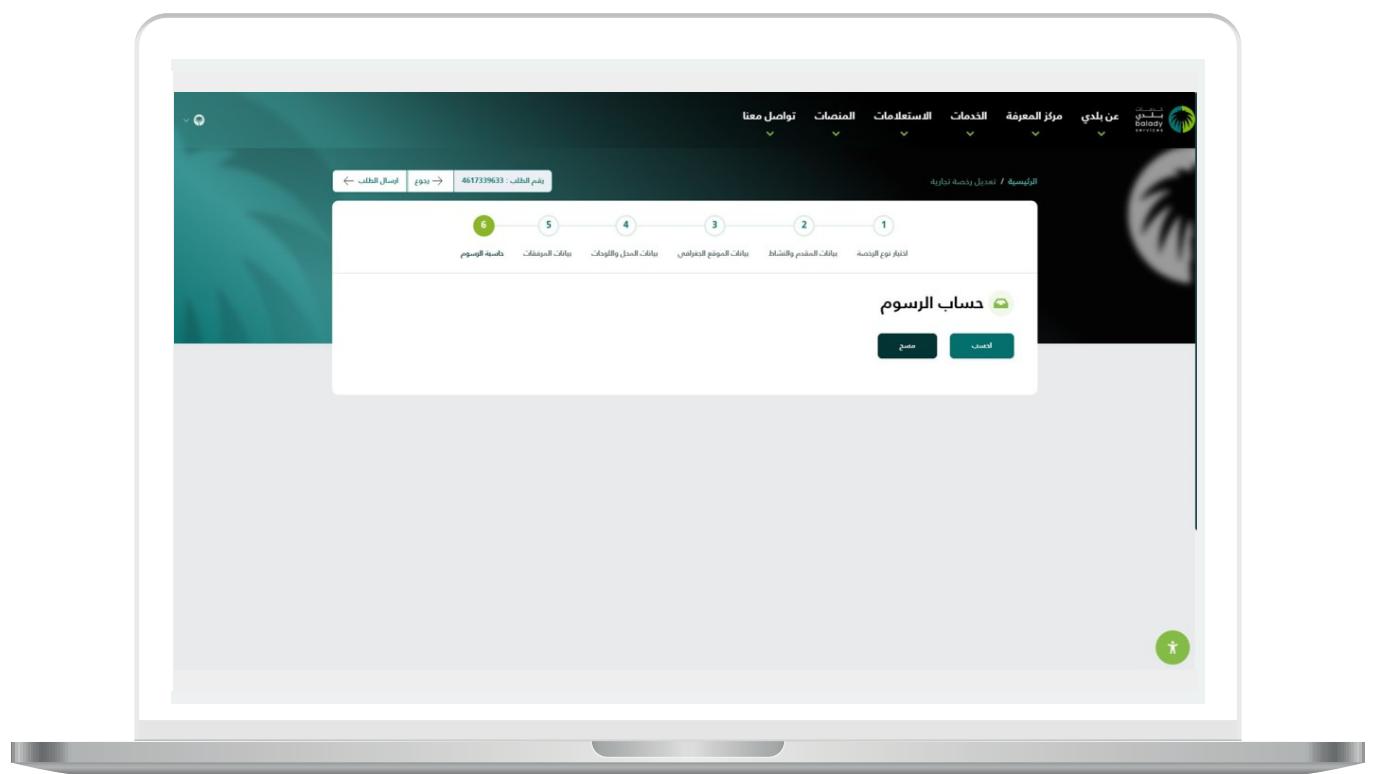
44) After clicking (Next), the user is taken to the (Attachments Data) stage, where attachments can be uploaded by clicking the field and selecting the file from the device.

The user may also enter a value in the (User Notes) field if applicable.

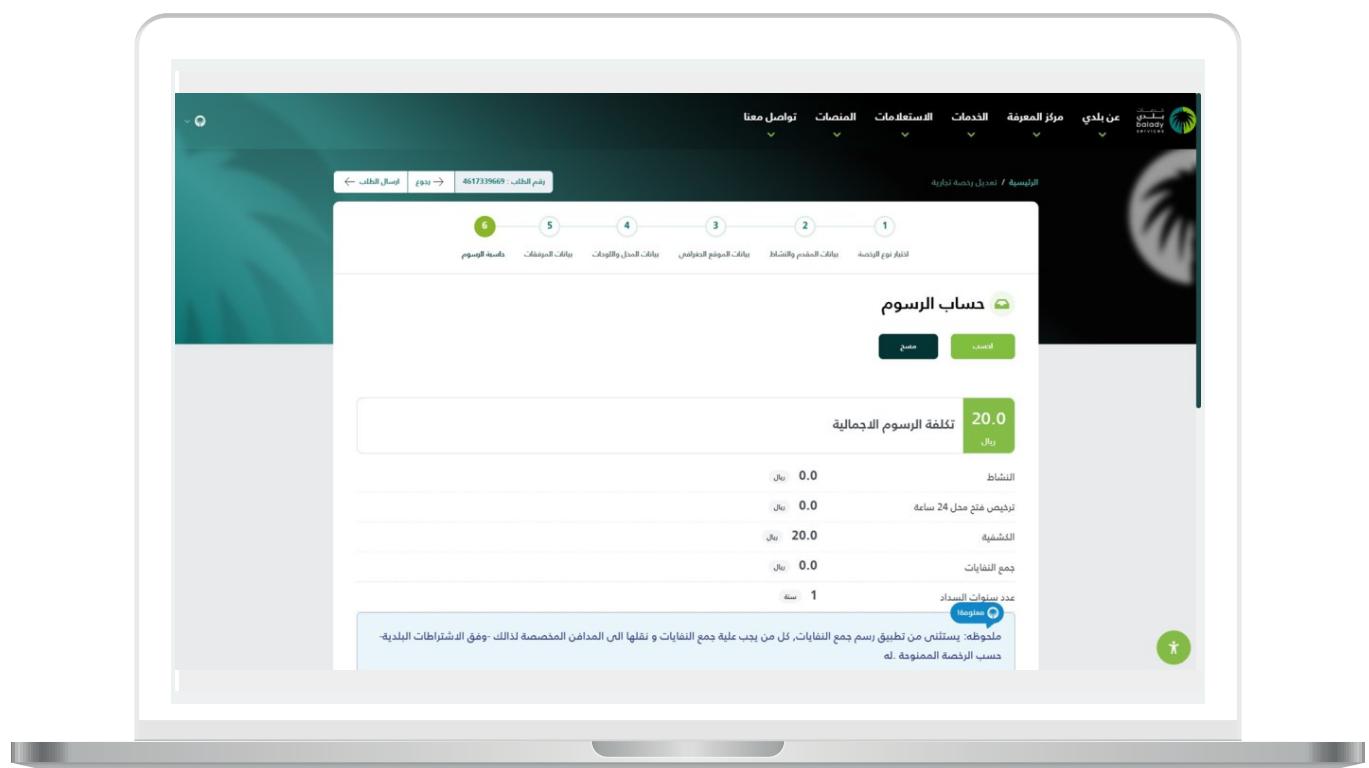
After completing the attachments, the user clicks (Next) to proceed to the next stage.



45) The next stage is (Fee Calculator), where the user clicks (Calculate) to have the system compute and display the total fees.

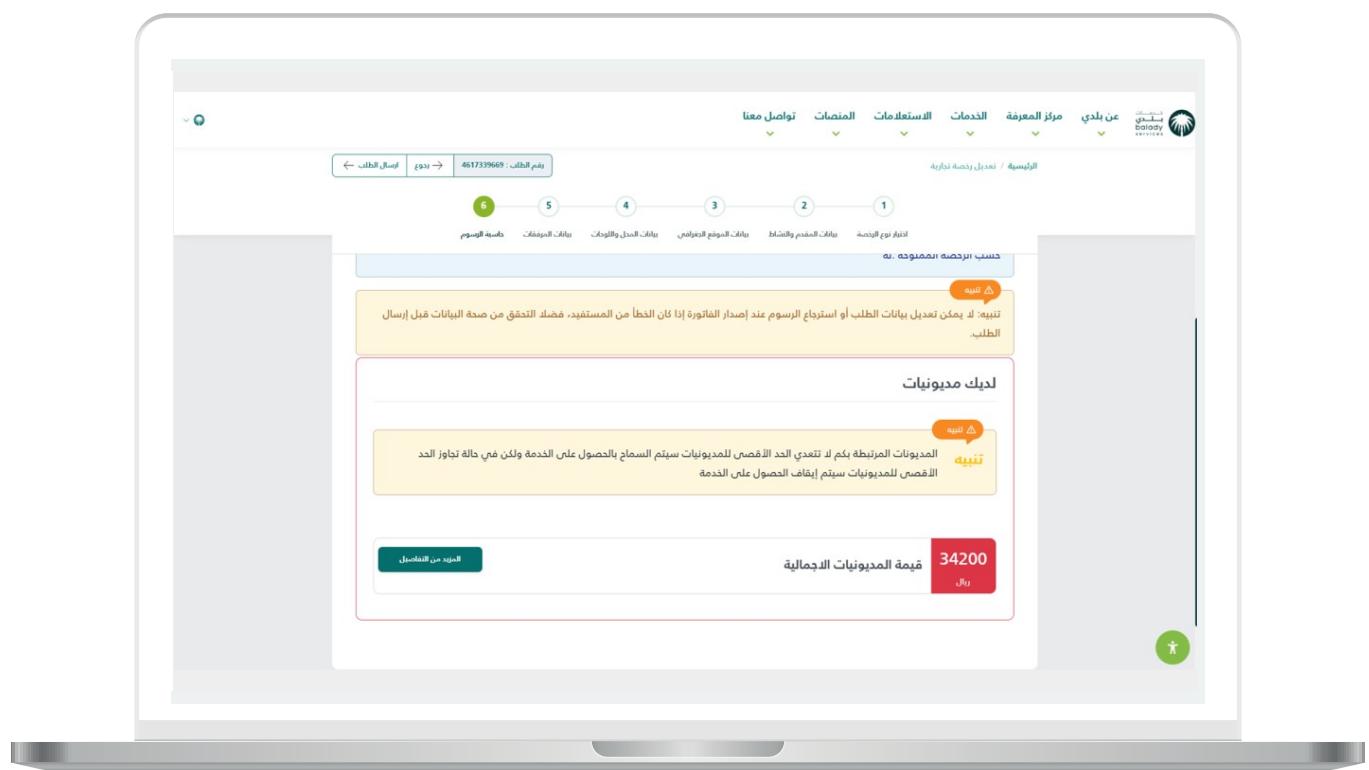


46) The total fees appear as shown in the next screen, with an option to clear the contents using the (Clear) button.

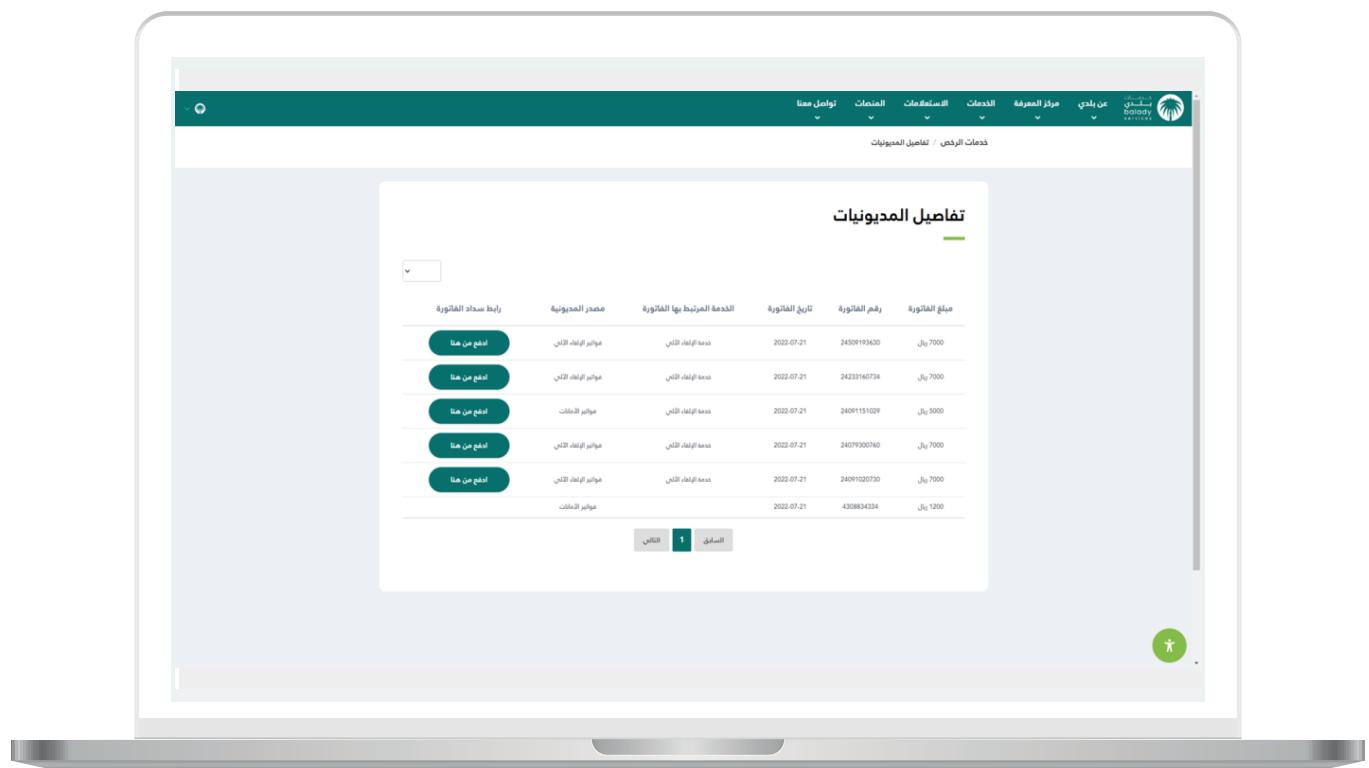


47) If the license owner has outstanding debts, the system displays a new section labeled **(You Have Debts)** showing the **(Total Debt Amount)**.

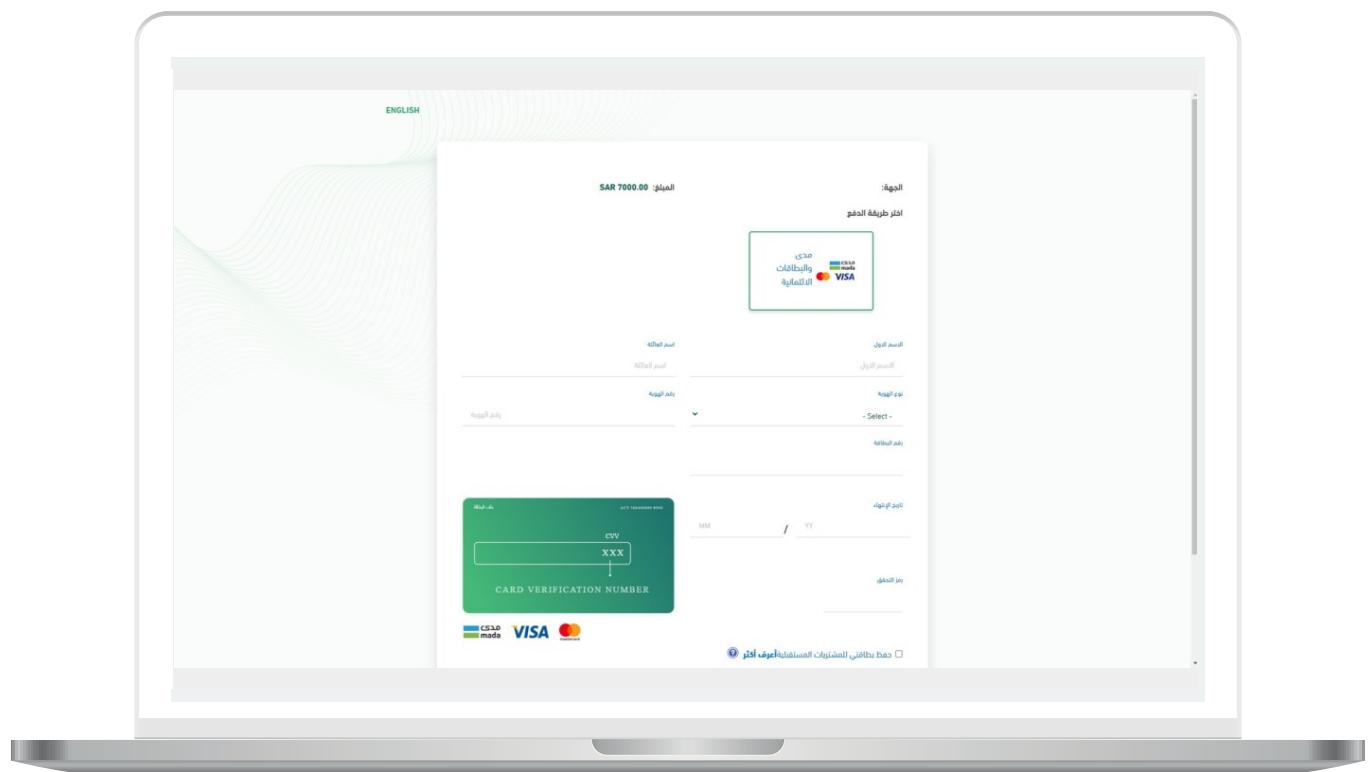
The user can view debt details by clicking **(More Details)**.



48) After clicking (More Details), the (Debt Details) screen appears, as shown below. The user can pay any invoice by clicking (Pay Here).

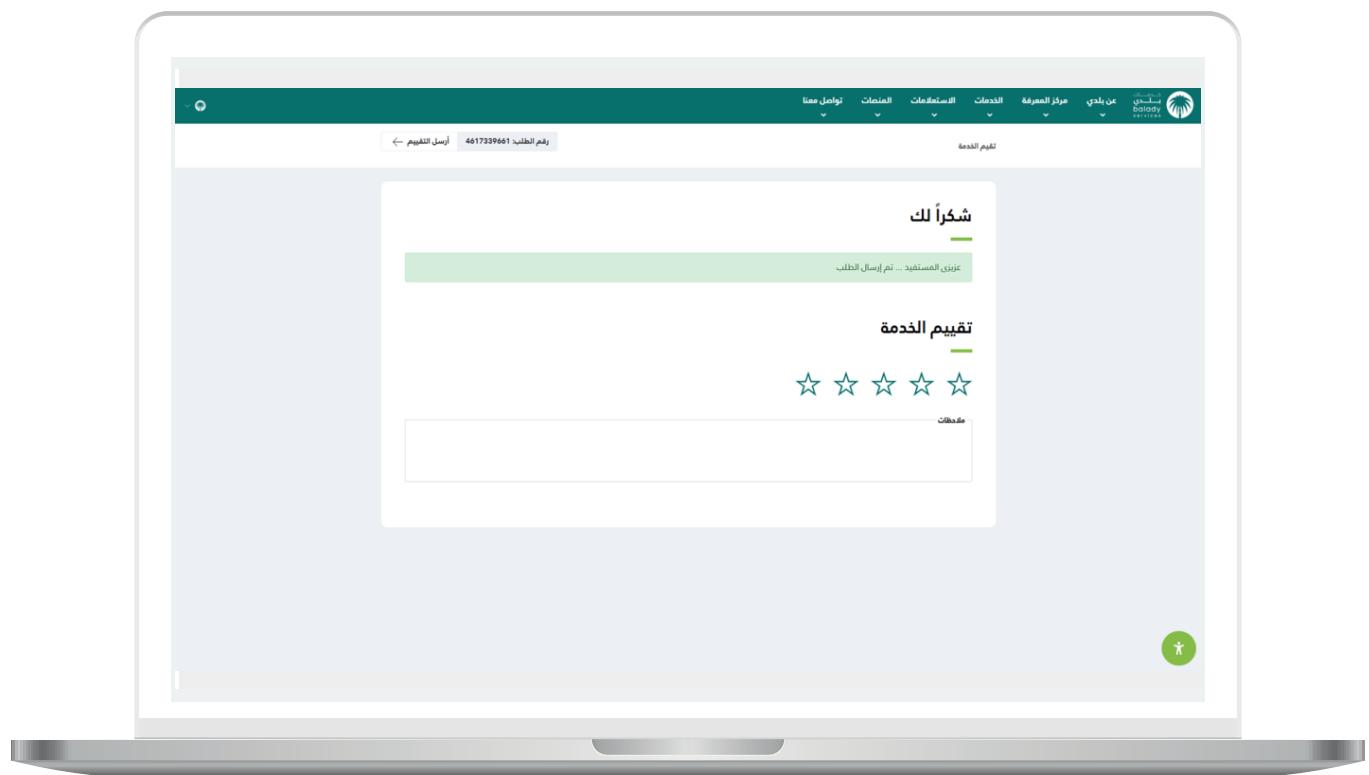


49) After clicking (Pay Here), the user is redirected to the payment screen, where they enter their credit card details and complete the payment process.



50) After clicking **(Submit Request)**, the request is successfully submitted, and a confirmation message appears.

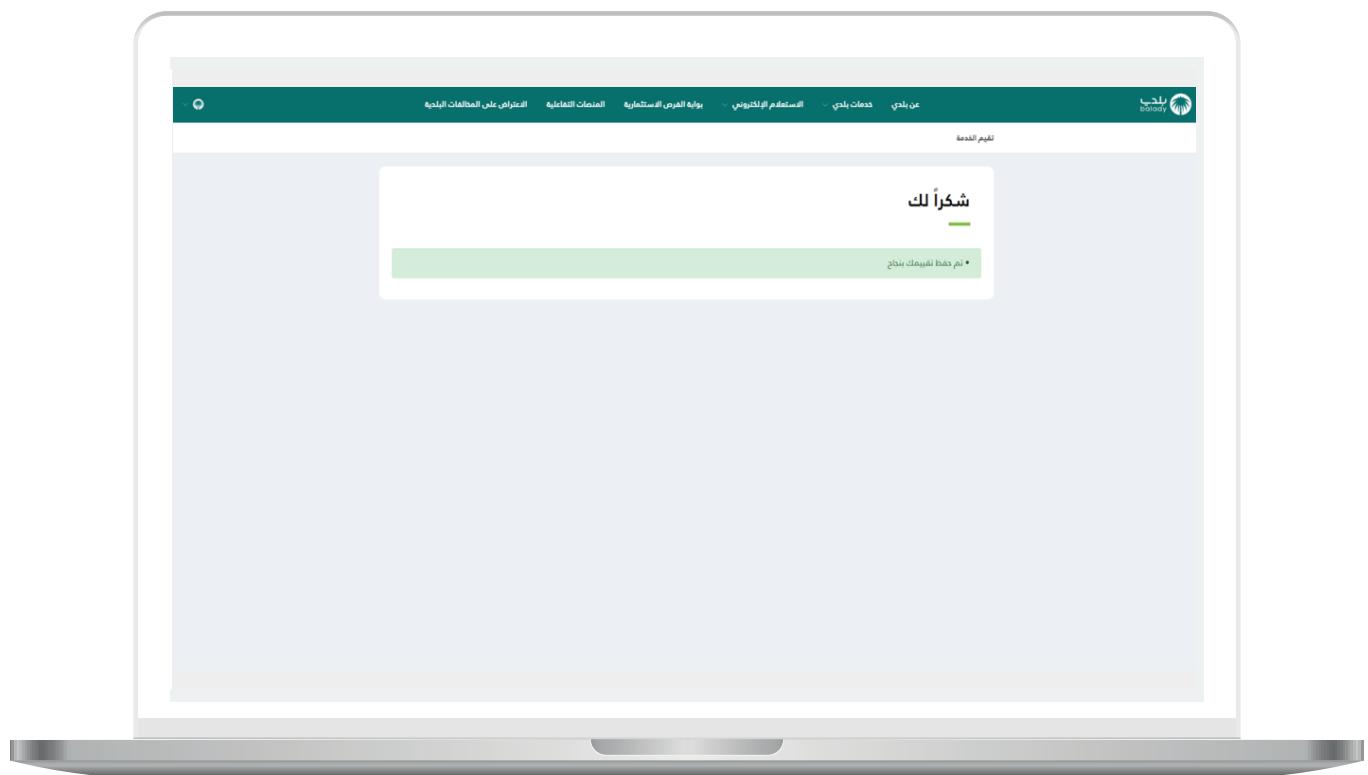
The system also allows the user to evaluate the service by selecting a number of stars and entering comments in the **(Comments)** field. The user then clicks **(Submit Evaluation)**.



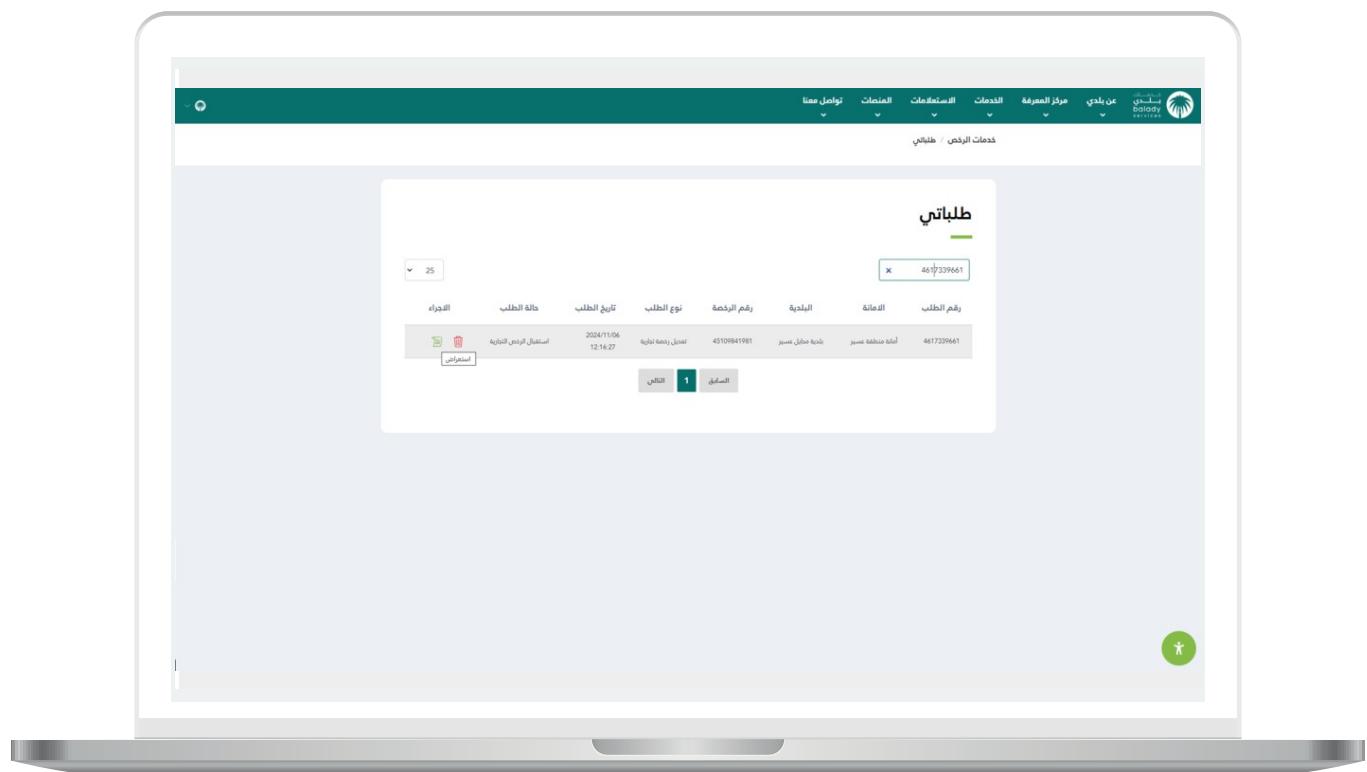
51) The evaluation is successfully saved, and a confirmation message appears.

Note:

Once the (Modify Commercial License) request is completed, any permits incompatible with the new activity will be automatically canceled.



52) The user can track the request via the (My Requests) screen. By clicking the (View) icon under the (Action) column, they can view request details.



53) The request details are then displayed, with the following screen representing the first section of the request details.

بيانات الطلب

نوع الطلب	طلب	رقم الطلب	4617239601
نوع الرخصة	تصنيع وذمة مالية	حالة الطلب	استكمال مواعين المباردة
مدة السداد	1	مدة الترددي	0

بيانات مقدم الطلب والمالك

رقم هوية مقدم الطلب	عبدالله سالم	اسم مقدم الطلب	عبدالله سالم
اسم المؤسسة / الشركة	مطعم المطربي العروض الملاهي الشهير	رقم المسئل التجاري / رقم	700
الجنس	ذكر	تاريخ إصدار المسئل التجاري	1442-04-07
		رقم الجوال	0555555555

بيانات النشاط

النشاط التفصيلي	مطعم ملاهي	نشاط	النشاط مع المدة
نوع العاملين	غير	المساحة الكلية لل محل	50

54) The following screen represents the second part of the request details.

بيانات النشاط

مساحة النشاط	النشاط التقليدي	نطاق النشاط
20	مذكرة ألم	المنفذ مع المدح
نوع المأمين	المساحة الكلية للمنفذ	
30		

بيانات الأنشطة الضافية

مساحة النشاط	النشاط التقليدي	نطاق النشاط
20	مذكرة ألم	المنفذ مع المدح
نوع المأمين	المساحة الكلية للمنفذ	
30		

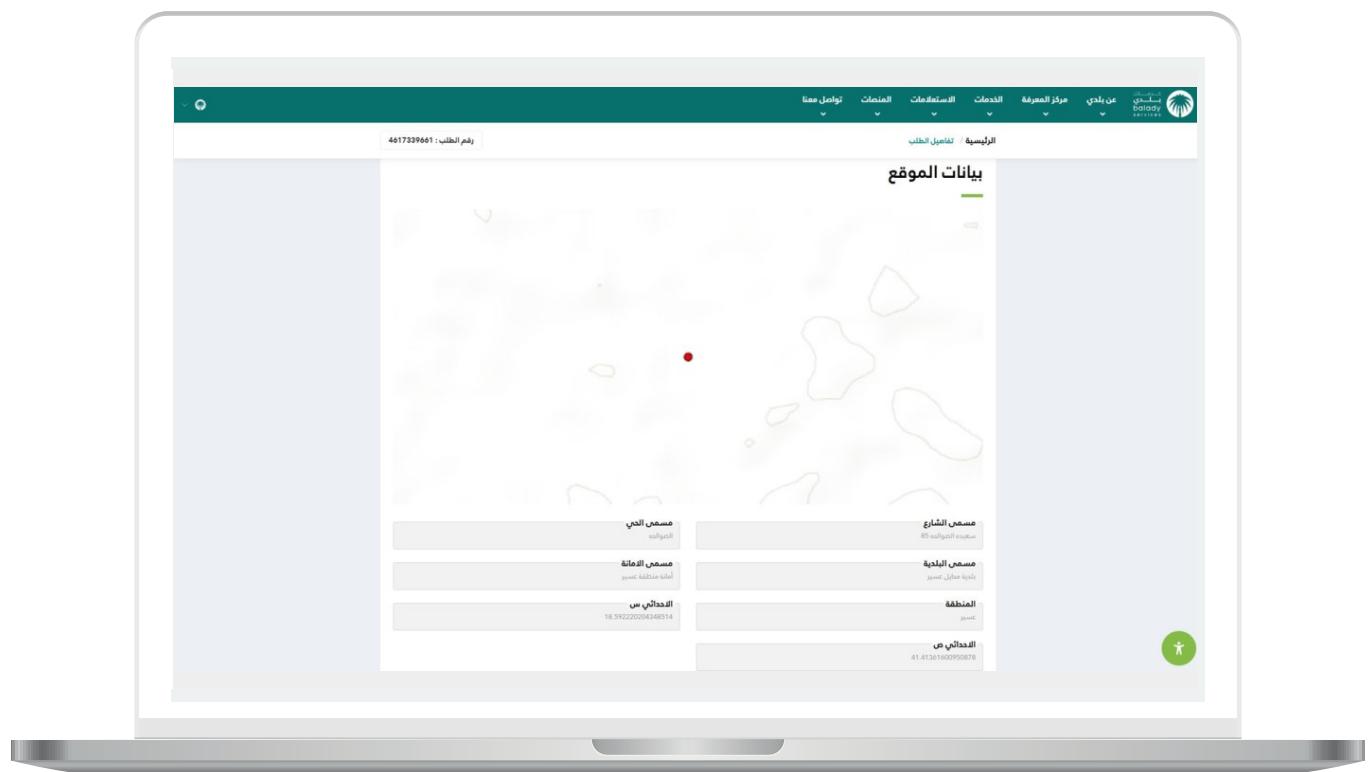
بيانات المعلم

رقم المعلم	هل يوجد لديك علامة تجارية ؟
2	نعم
عدد الفتحات	رقم العقار
2	
عدد المأمورات في المعلم	عدد الأدوار في المعلم
5	1

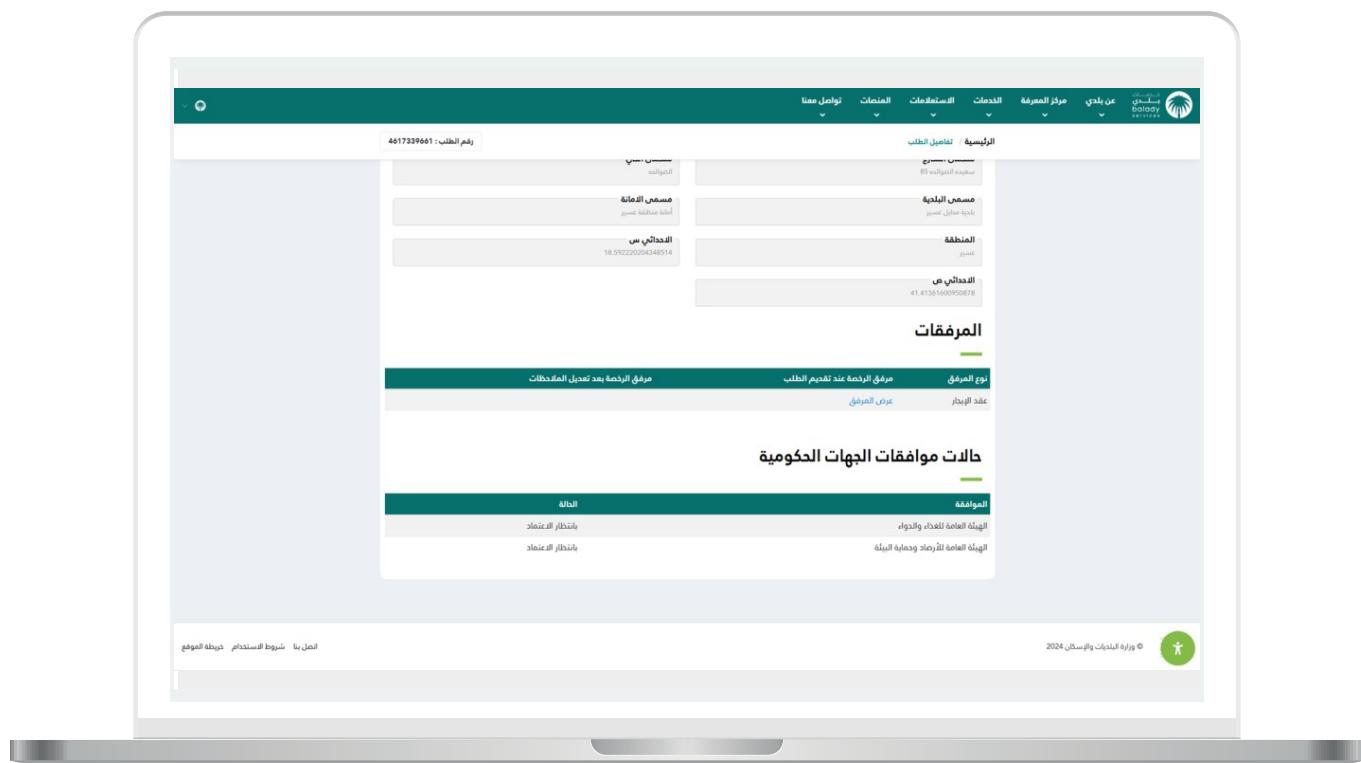
بيانات اللوحات

مساحة اللوحة بالเมตร المربع	نوع اللوحة
200	مقدمة

55) The following screen represents the third part of the request details.



56) The following screen represents the fourth part of the request details.



Civil Defense Data Request Cases (when a Safety Permit is linked to the license)

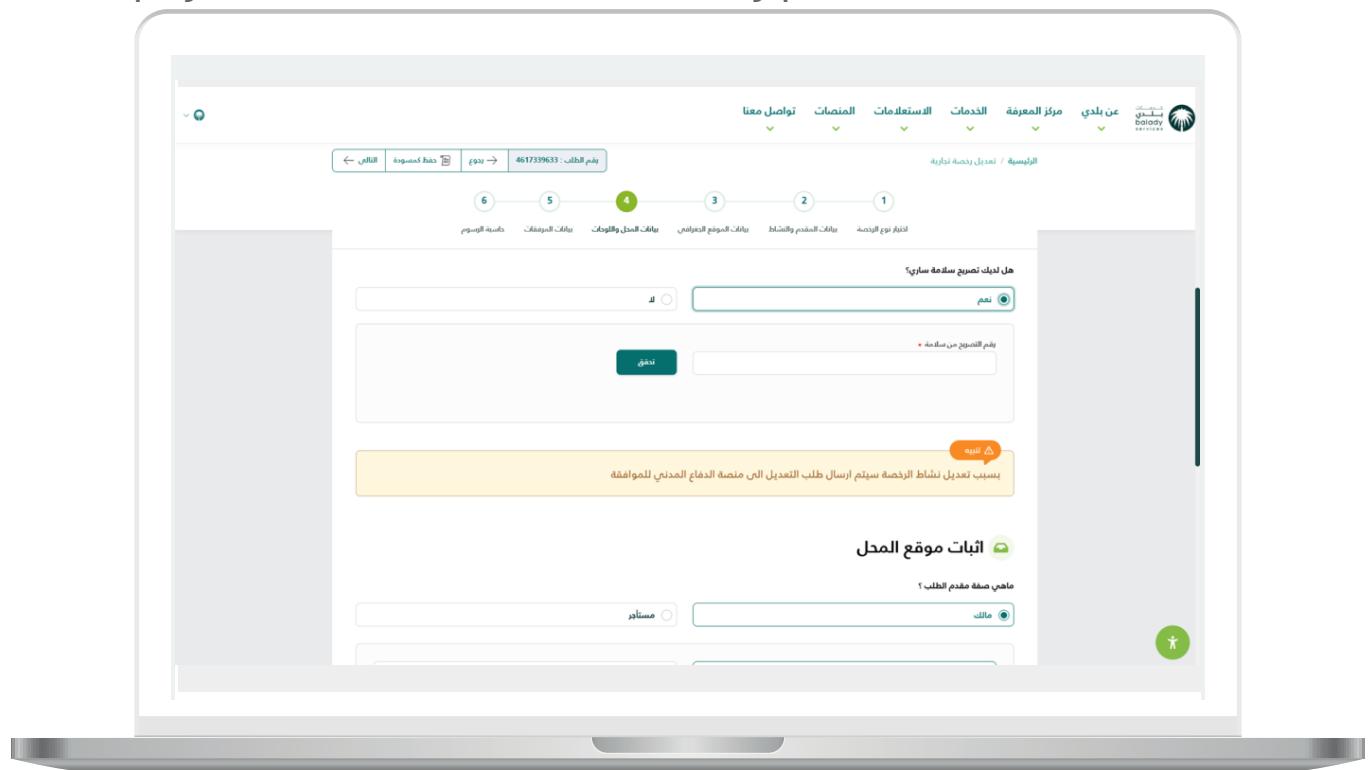
- Modifying the license activity.
- Modifying store area.
- Adding an additional activity.
- Modifying the area of an additional activity.

Below is an example of (**Modifying License Activity**) where the displayed message in case of a non-immediate safety process (**Sending the request to Civil Defense**) states: "Due to the modification of the license activity, the modification request will be sent to the Civil Defense platform for approval."

The following table illustrates all cases:

Non-Immediate Safety Process Message (Sent to Civil Defense)	Immediate Safety Process Message	Modification
Due to the modification of the license activity, the modification request will be sent to the Civil Defense platform for approval.	Due to the modification of the license activity, please add Civil Defense data.	The license activity has been modified.
Due to the modification of the store area, the modification request will be sent to the Civil Defense platform for approval.	Due to the modification of the store area, please add Civil Defense data.	The store area has been modified.
Due to adding the activity (specific activity name), the modification request will be sent to the Civil Defense platform for approval.	Due to adding the activity (specific activity name), please add Civil Defense data.	Additional activity has been added.
Due to modifying the area of (specific activity name), the modification request will be sent to the Civil Defense platform for approval.	Due to modifying the area of (specific activity name), please add Civil Defense data.	The area of any activity has been modified.

Below is an example of (Modifying License Activity) where the message displayed in case of an immediate safety process is shown.



SMS Messages to the Beneficiary

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

- Dear Beneficiary, your business license #792162016044 has been modified. You can check it at the following link:

<http://10.80.140.100:9003/commonapi/clp/5c0183ba0a3c42808daaf9e114ed62>

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**