



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

The Service of Permit for  
**Providing Tobacco Products**

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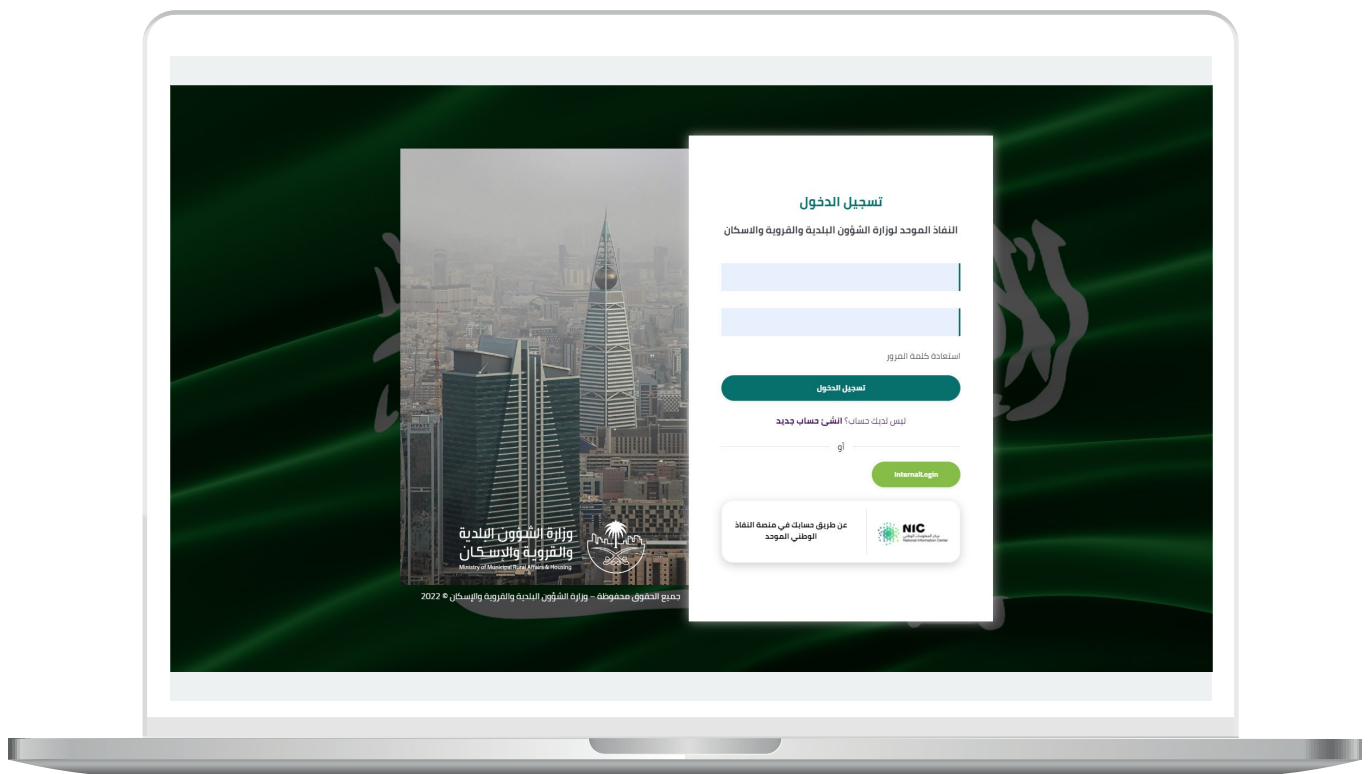
Beneficiary's  
Copy

## Contents

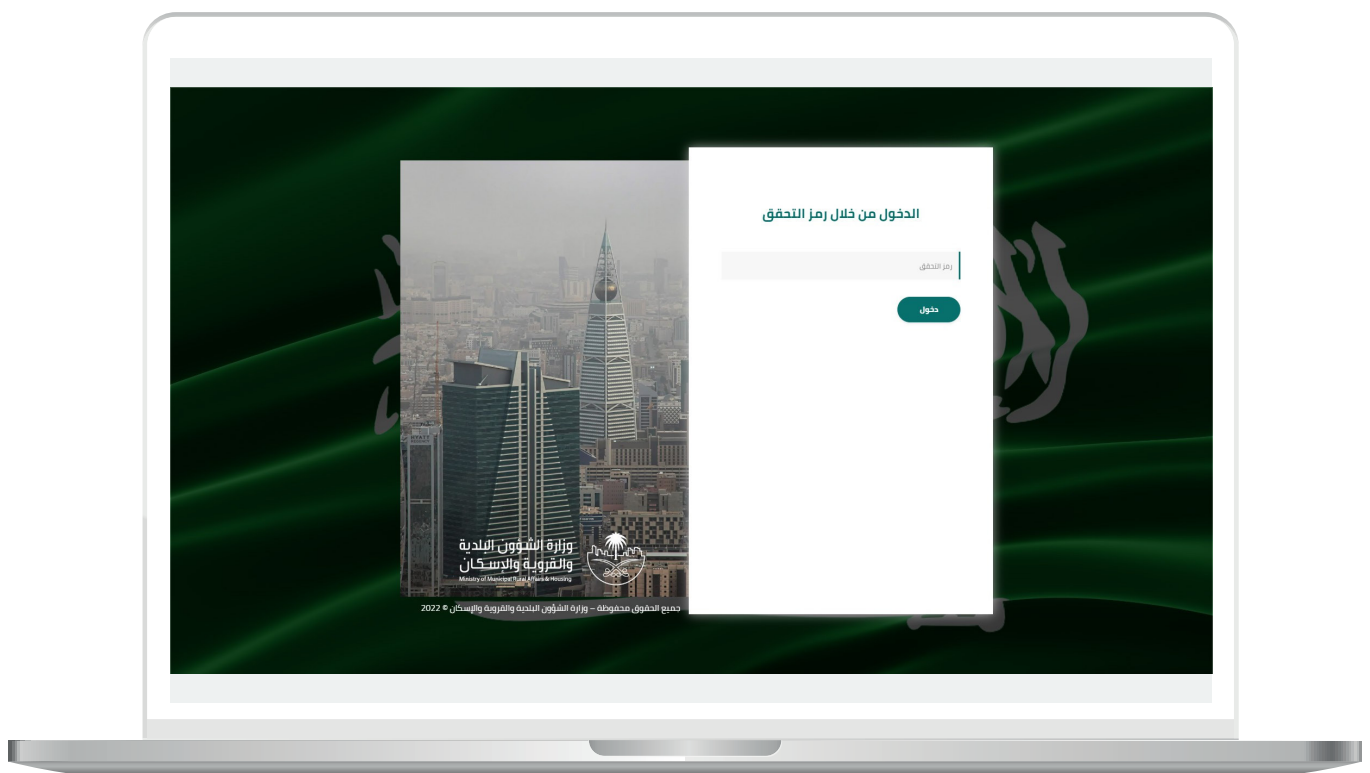
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## Logging into the System

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.

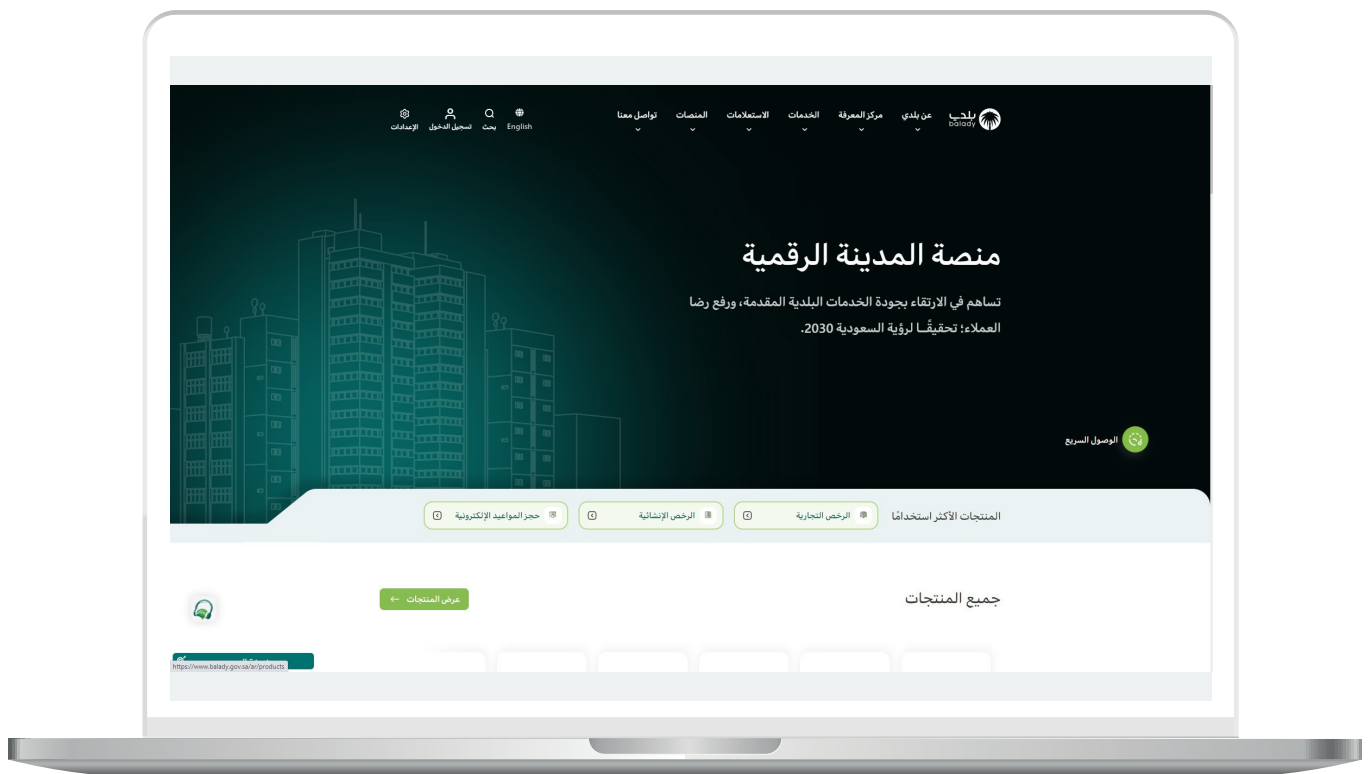


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



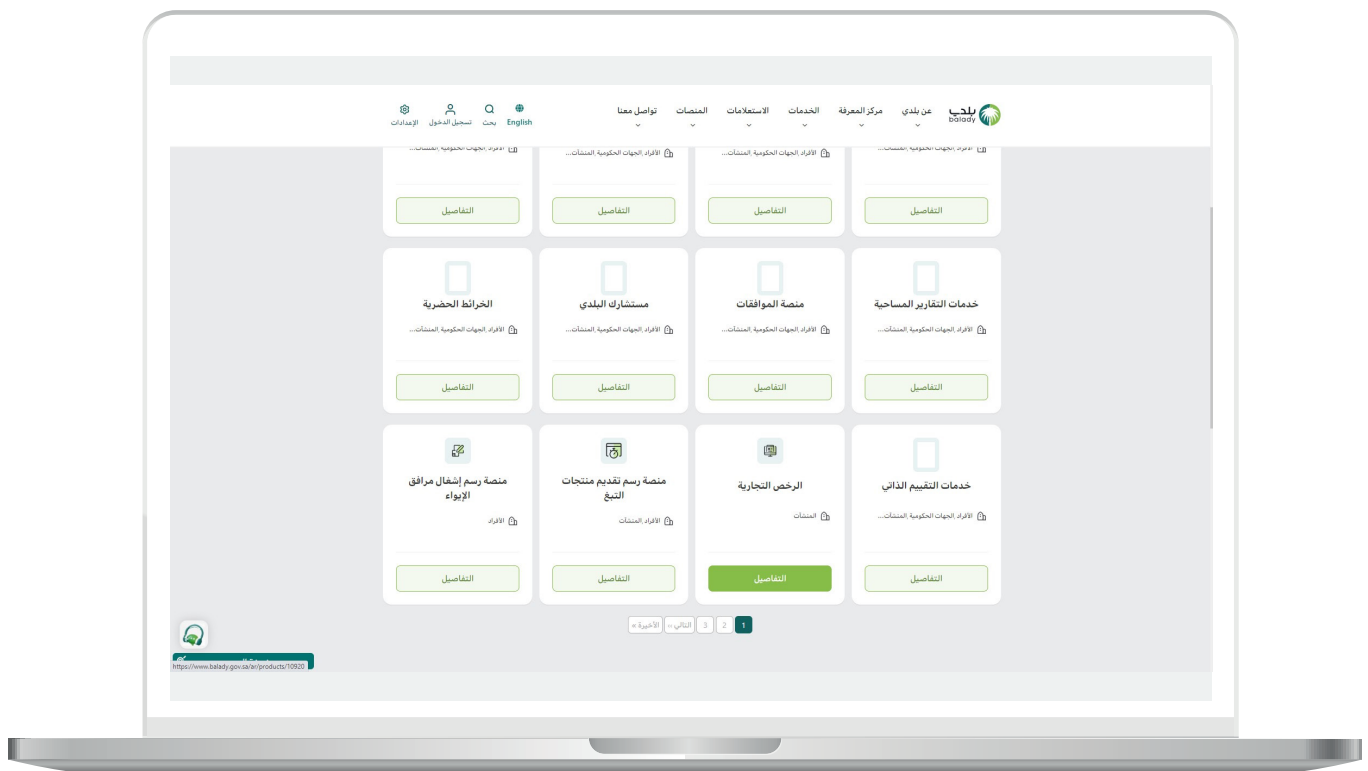
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

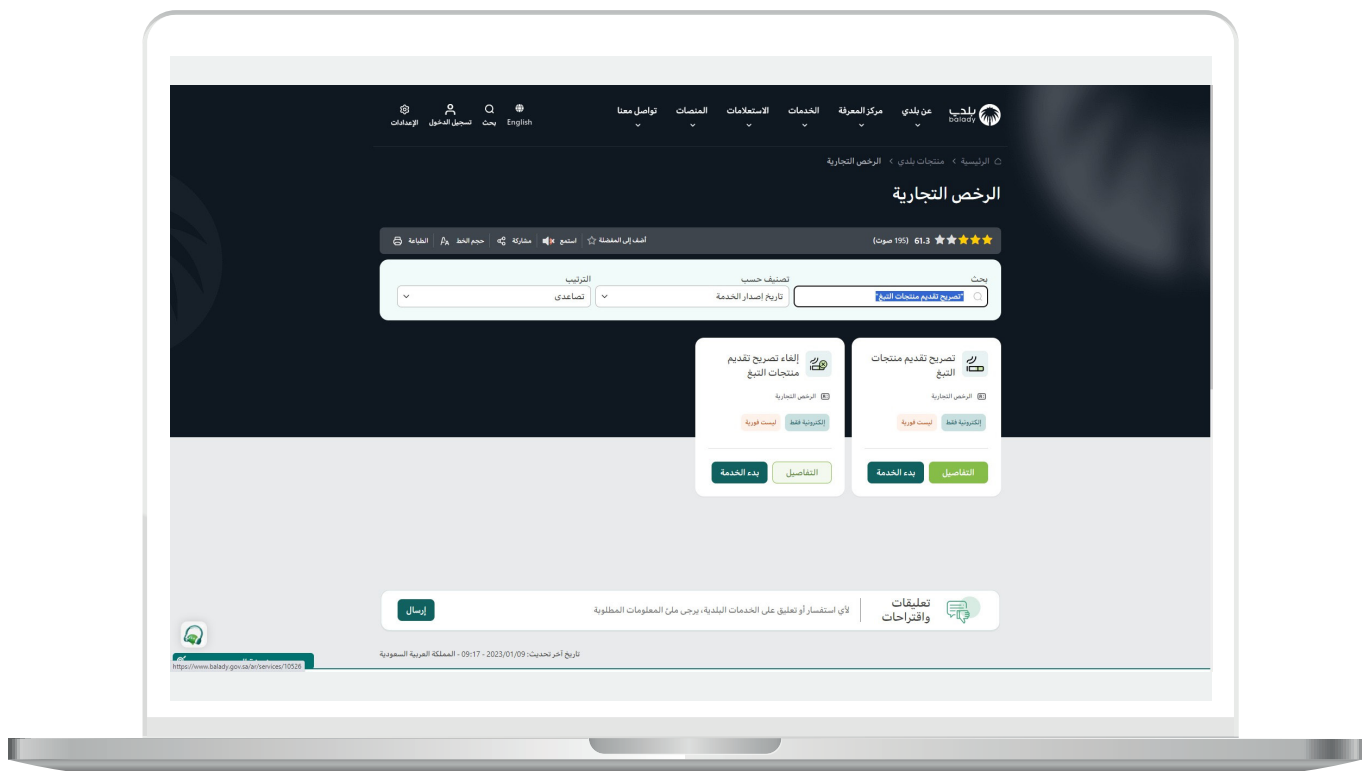


## Steps of Service Request

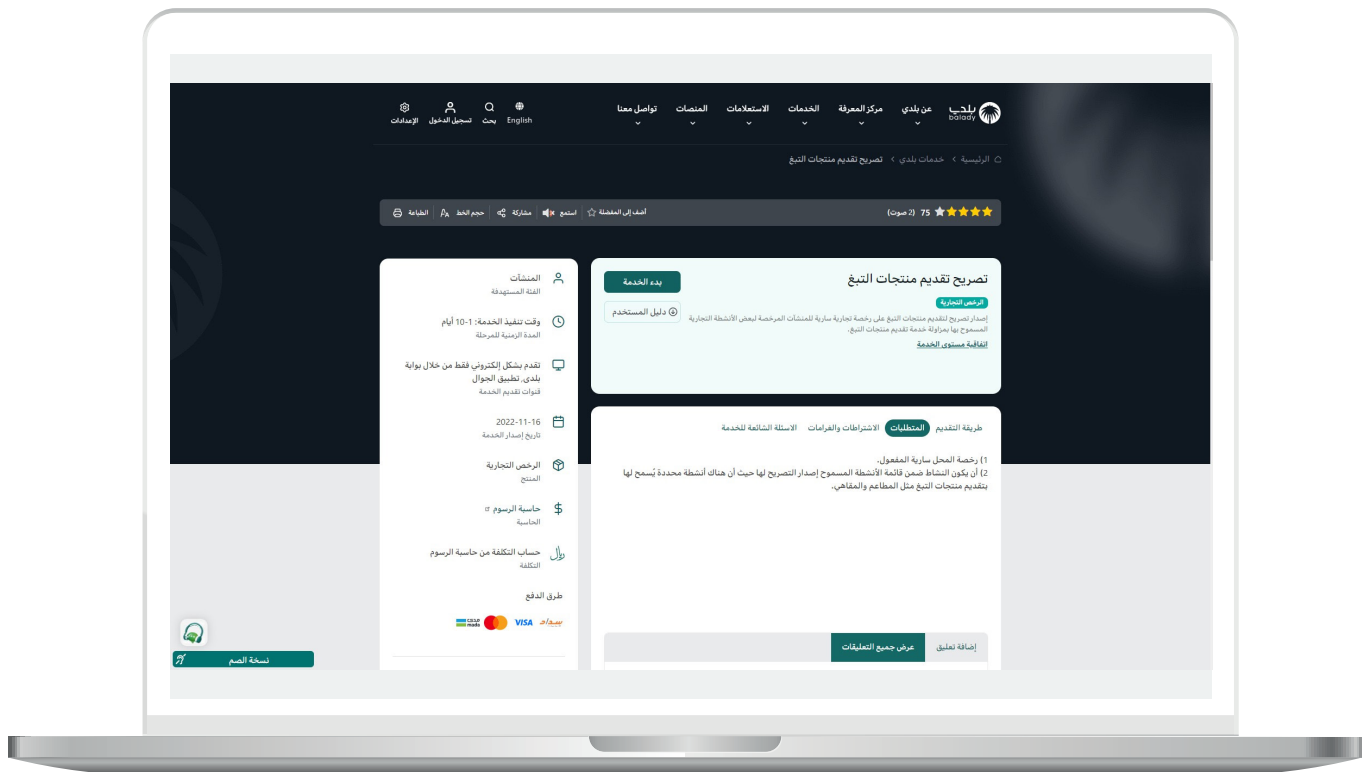
1) From the main screen, the user selects **(Commercial Licenses)**.



2) The user searches for (Permit for Providing Tobacco Products) as shown in the following screen.

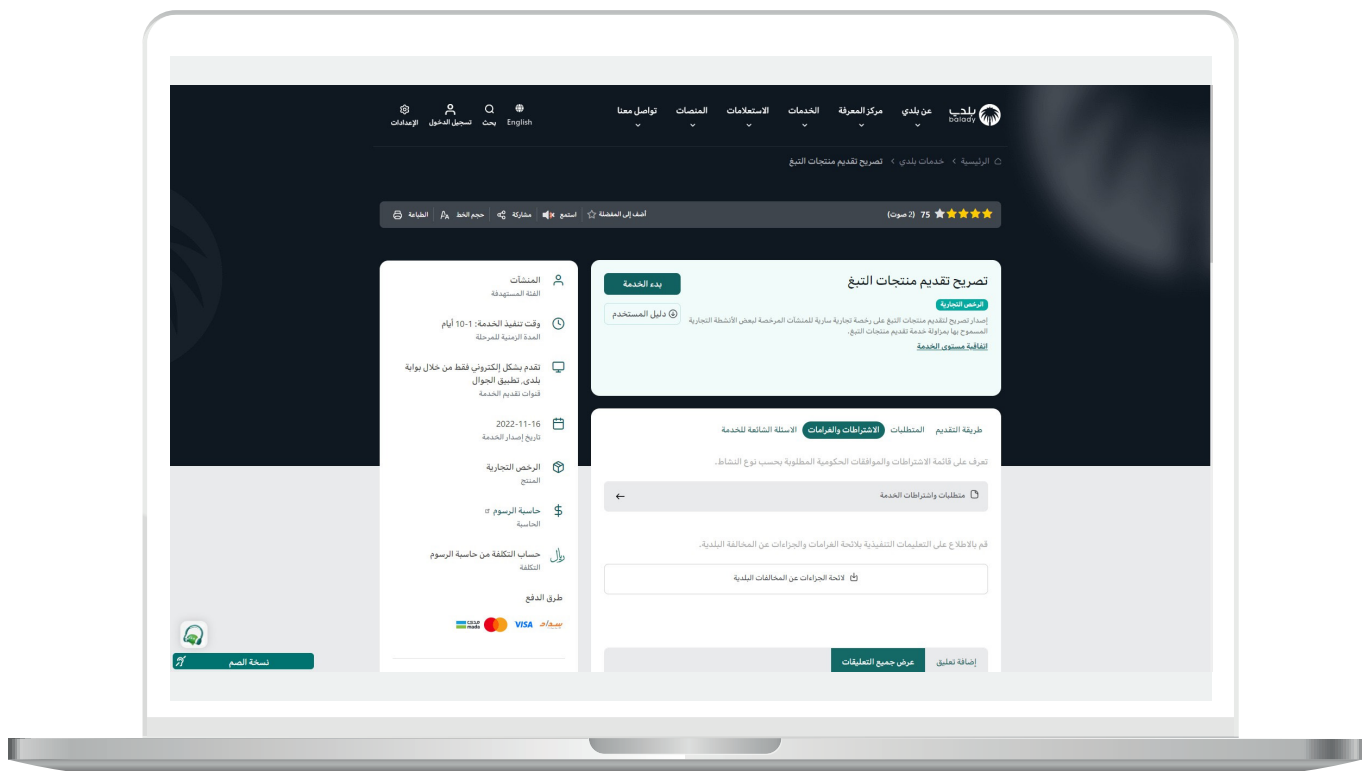


3) The Service Information screen appears, where the user can view details about (How to Apply, Requirements, Conditions and Fines, etc.).

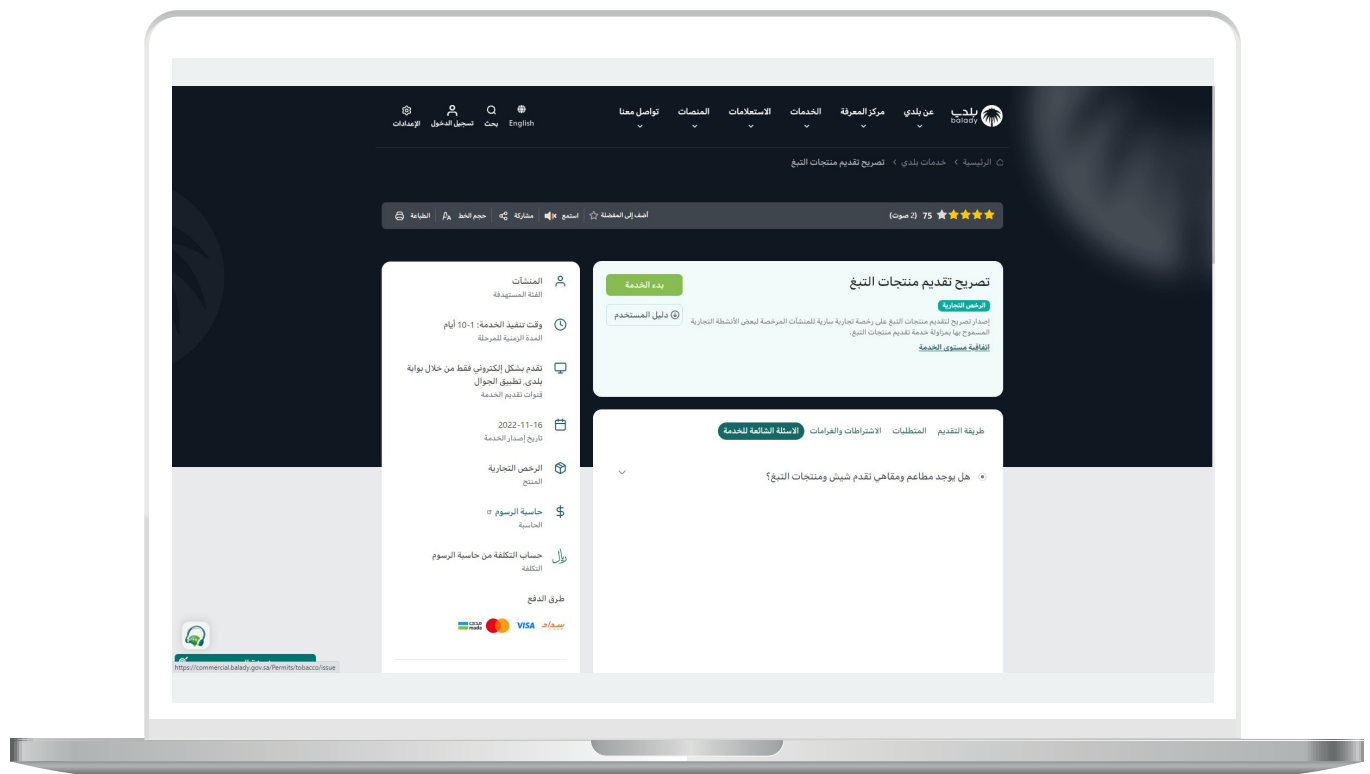




4) The following screen represents the (Conditions and Fines) section.

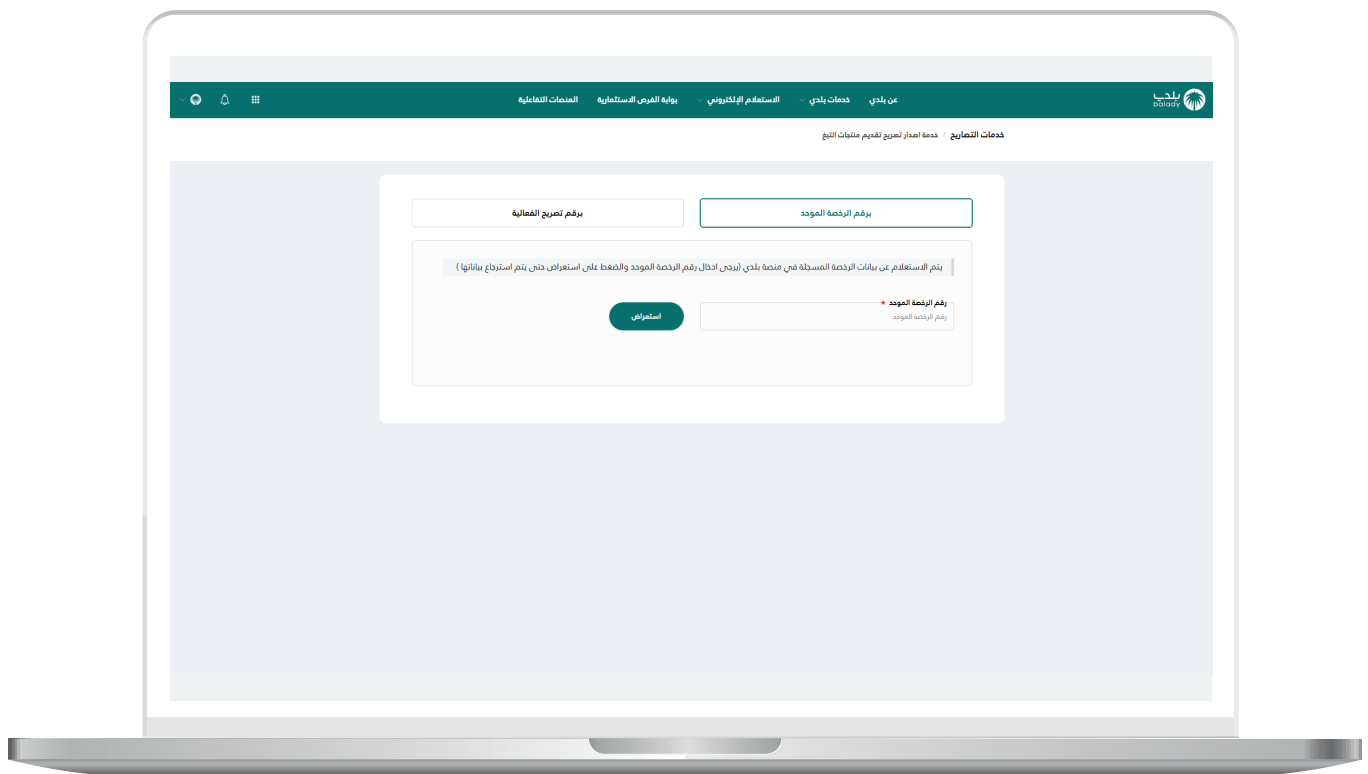


5) The next screen represents the (Frequently Asked Questions) section. The user then clicks (Start Service).



6) The system prompts the user to choose the method of issuing the Permit for Providing Tobacco Products, either **(by Unified License Number)** or **(by Event Permit Number)**.

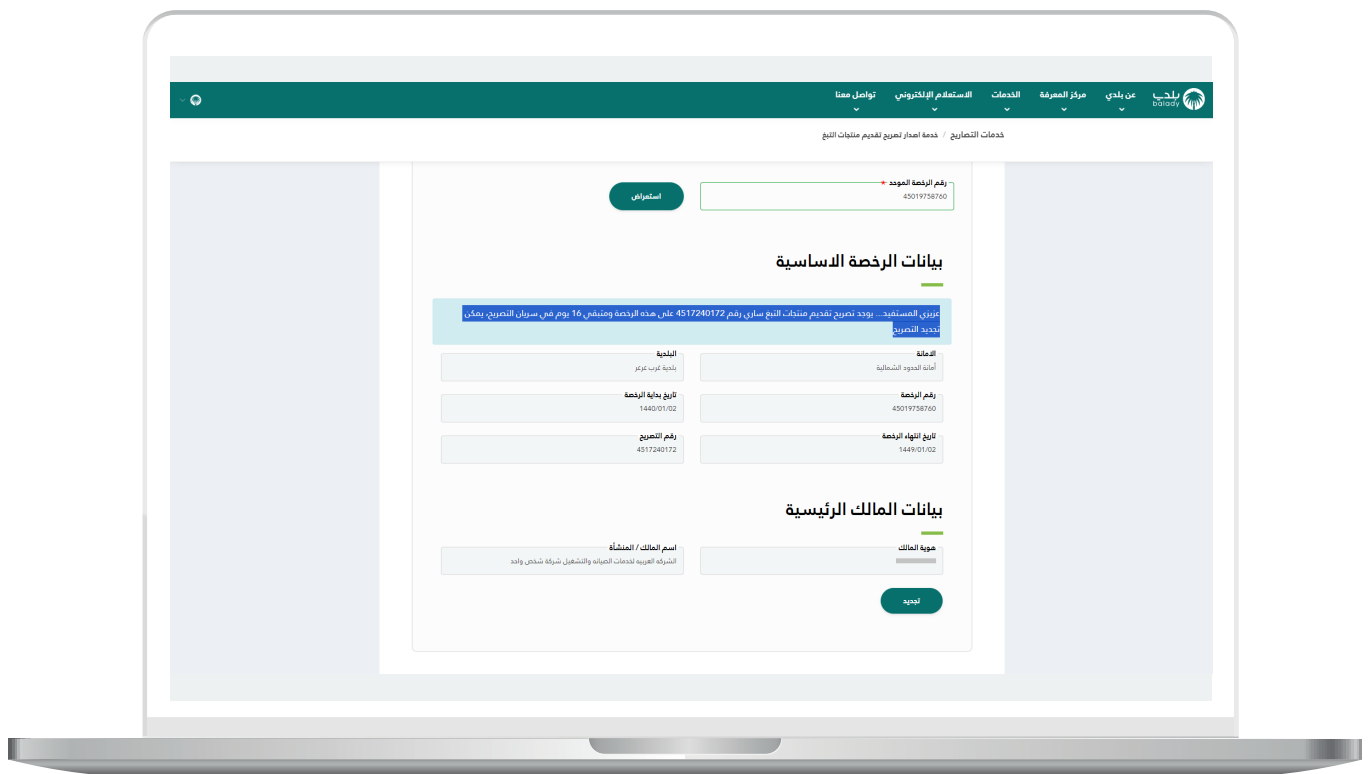
If the user selects **(by Unified License Number)**, they enter the **(Unified License Number)** and click **(Search)** as shown in the following screen.



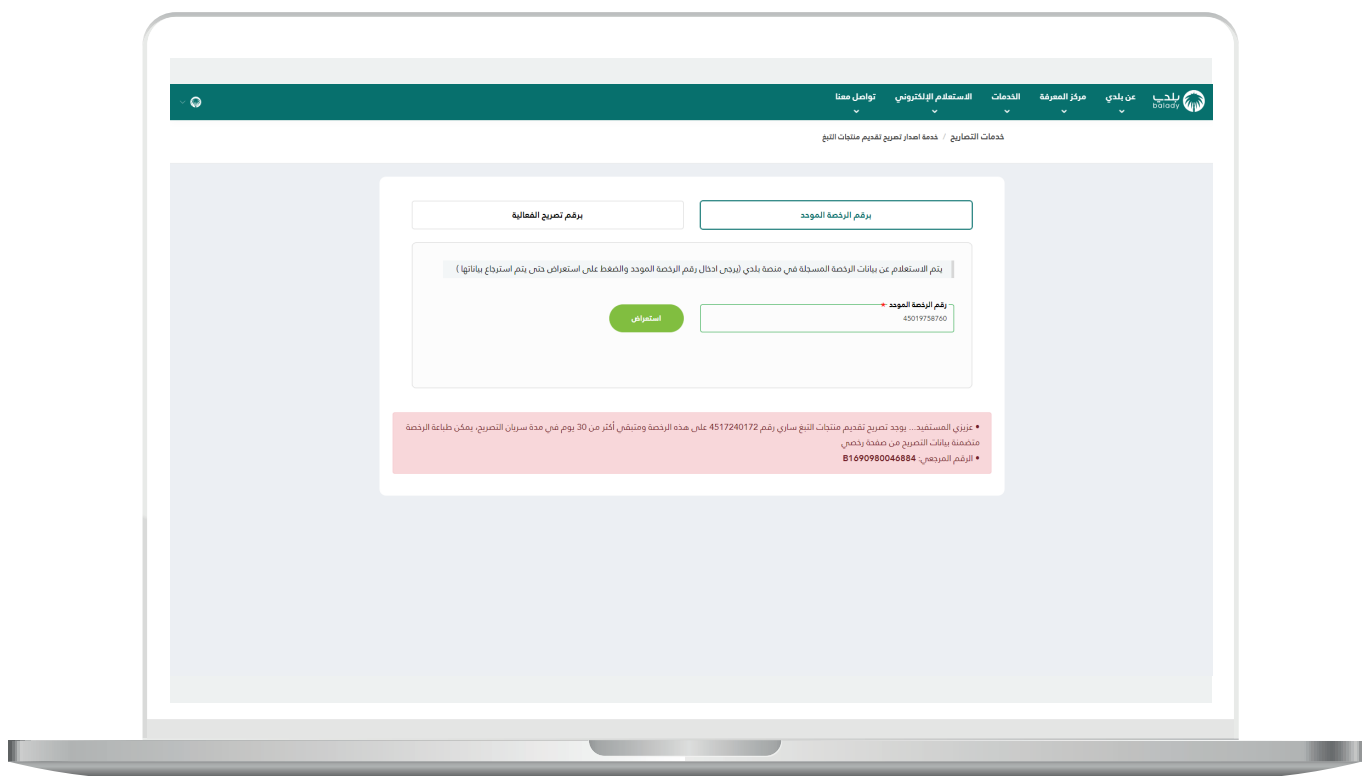
7) If the entered (**Unified License Number**) is correct and the license does not have an active permit, the system retrieves the basic license details and displays the (**Apply for Permit**) button. The user clicks this button.

The screenshot shows a web application interface for applying for a permit. The header is in Arabic and includes navigation links like 'عن بلدي' (About my city), 'خدمات بلدي' (My services), 'الاستعلام الإلكتروني' (Electronic inquiry), 'بوابة العرض الاستعلامية' (Inquiry display portal), and 'المنتجات التعلانية' (Advertising products). The main content area has two tabs: 'برقم تصريح التعلانية' (Advertising permit number) and 'برقم الرخصة المودد' (Unified license number). The 'برقم الرخصة المودد' tab is active, showing a form with a text input field containing '44037062992' and a green button labeled 'استدعني' (Call me). Below this, there are two sections: 'بيانات الرخصة الاساسية' (Basic license data) and 'بيانات المالك الرئيسية' (Main owner data). The 'بيانات الرخصة الاساسية' section includes fields for 'الشعبة' (Sector) with value 'بلدية عرب حريم', 'المنطقة' (Area) with value 'أمانة الحدود الشمالية', 'رقم الرخصة' (License number) with value '44037062992', and 'تاريخ انتهاء الرخصة' (License expiration date) with value '1444/03/13'. The 'بيانات المالك الرئيسية' section includes fields for 'اسم المالك / المنشأة' (Owner name / Establishment) with value 'مؤسسة احمد عبدالقادر بن علي القوسبي للتجارة والمقاولات' and 'هوية المالك' (Owner ID). A green button labeled 'التقديم' (Apply) is at the bottom right of the form.

8) If the license has a permit that will expire in 30 days or less, the (Re-new) button will appear for the user to click on.



9) If the license has a permit that expires in more than 30 days, the system will prevent issuing a new permit and will display a warning message.



10) The following screen will then appear, representing the first stage of the application process, which is (**Application Data**). Here, the applicant's details are verified by entering the value in the (**Mobile Number**) field and clicking the (**Verify**) button.

The screenshot shows a web application interface on a laptop. The top navigation bar is green with white text and icons. The main content area is white with a green header. The form is titled 'بيانات الرخصة الاساسية' (Basic License Data). It contains several input fields and a 'تحقق' (Verify) button.

**بيانات الرخصة الاساسية**

البلدية: بلدية عرب ادوم

الاسم: أحمد عبد العزيز بن علي القوسبي التتحي والمقاولات

رقم الرخصة: 44037082992

تاريخ بداية الرخصة: 1444/03/13

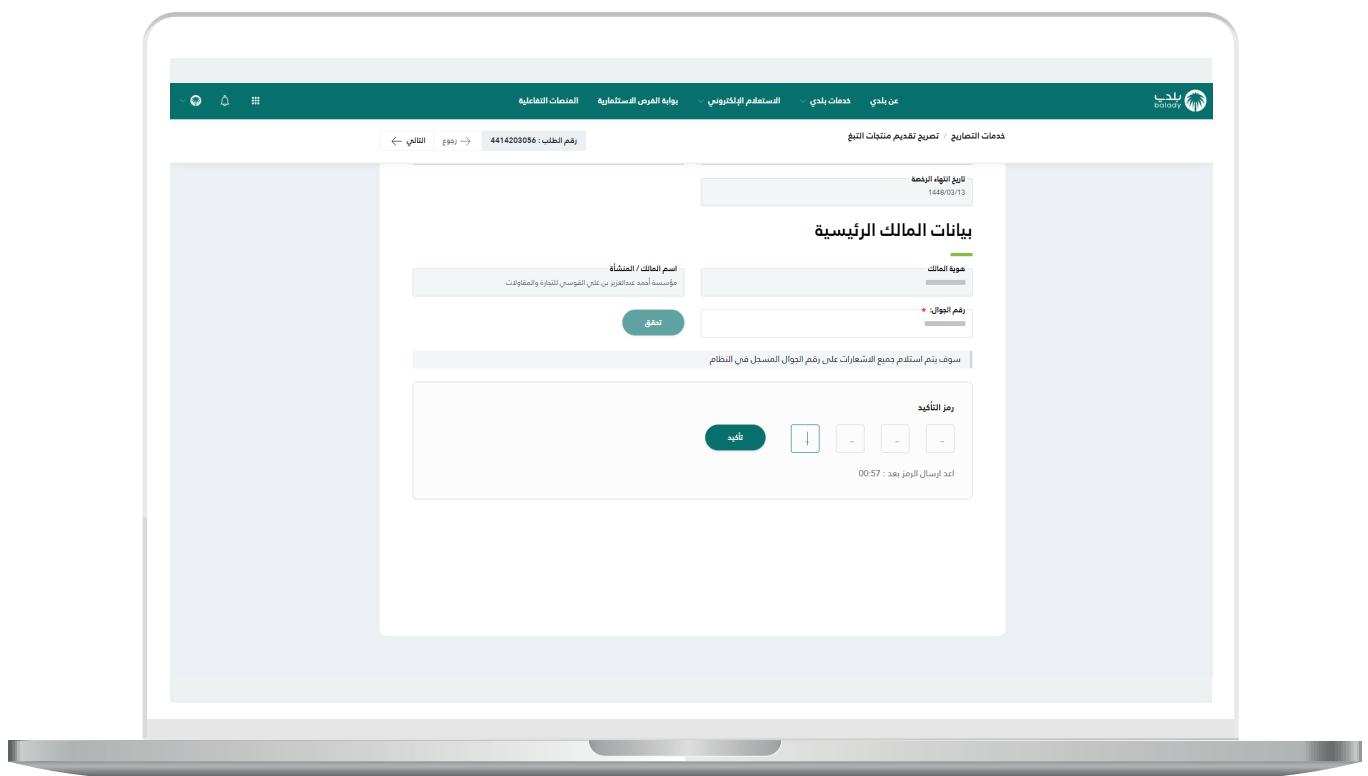
تاريخ انتهاء الرخصة: 1448/03/13

رقم الهاتف: \*

تدقيق

يتم استخدام جميع الاشارات على رقم الدوال المسجل في النظام

11) A code will then be sent to the user's mobile, which they must enter in the (**Verification Code**) field and click the (**Confirm**) button, as shown in the following screenshot.





12) A message will then appear indicating successful verification, as shown in the following screenshot. The user clicks (**Next**) to proceed to the second stage.

The screenshot displays a web application interface for a tobacco permit service. The header is green with the logo on the right and navigation links in the center. Below the header, a breadcrumb trail shows the user's progress: '1. بيانات الطلب' (Request Data), '2. بيانات النشاط والموقع التجاري' (Business and Commercial Location Data), and '3. حساب الرسوم' (Fees Calculation). The main content area is titled 'بيانات الرخصة الاساسية' (Basic License Data) and contains several input fields with their respective values:

البيانات	البيانات
البلدية: بلدية عرب مرتع	الاسم: شركة التجارة
تاريخ بداية الرخصة: 1444/03/13	رقم الرخصة: 44037082992
	تاريخ انتهاء الرخصة: 1445/03/13

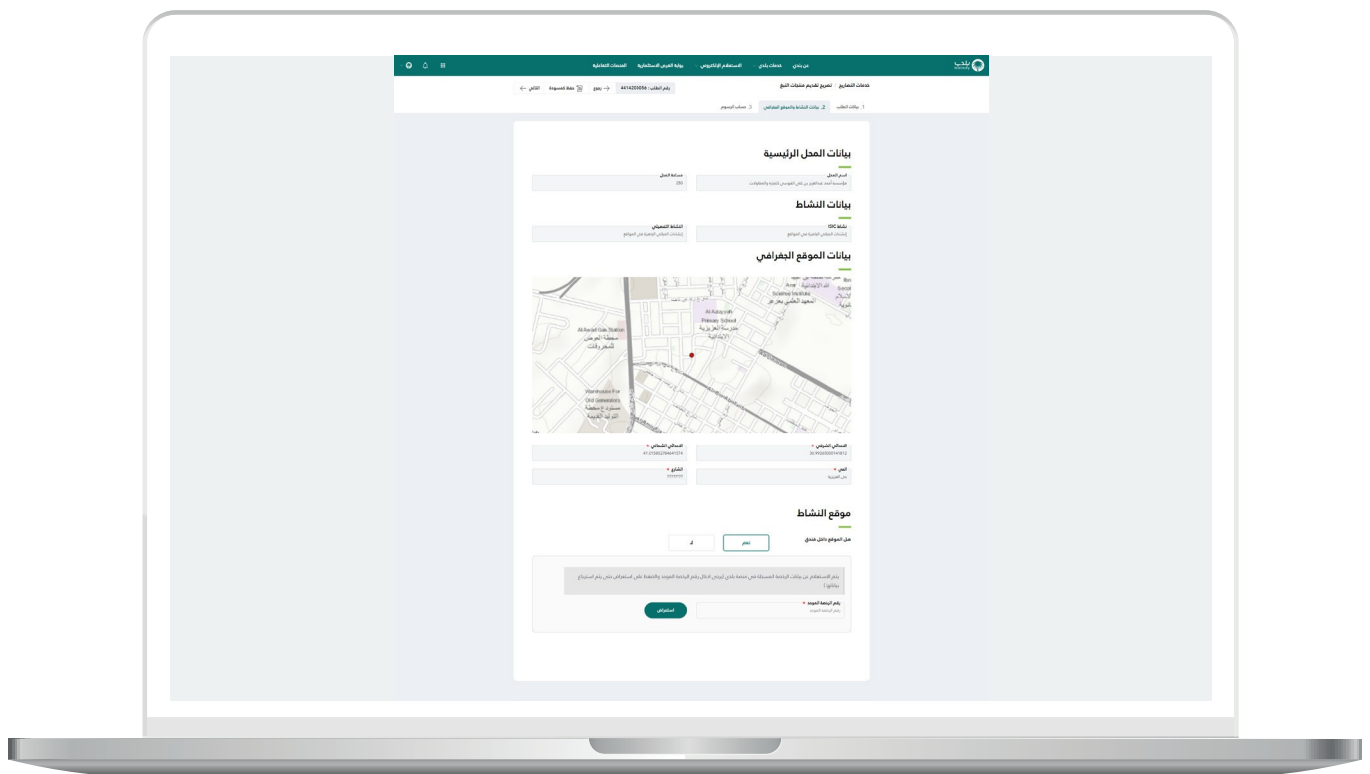
Below this, the 'بيانات المالك الرئيسية' (Main Owner Data) section includes:

بيانات المالك الرئيسية	بيانات المالك الرئيسية
اسم المالك / المنشأة: مؤسسة أحمد عبدالعزيز بن علي القوسبي للتجارة والمقاولات	هوية المالك: [Field]
شكراً تم التحقق بنجاح	رقم الجوال: [Field]

A green checkmark icon and the text 'شكراً تم التحقق بنجاح' (Thank you, verification successful) are displayed. At the bottom, a note states: 'سوف يتم استخدام جميع الاشارات على رقم الجوال المسجل في النظام' (All references will be used on the registered mobile number in the system).

13) The system moves to the **(Geographic Location Information)** stage.

The user selects whether the location is inside a hotel by choosing **(Yes)** or **(No)**.

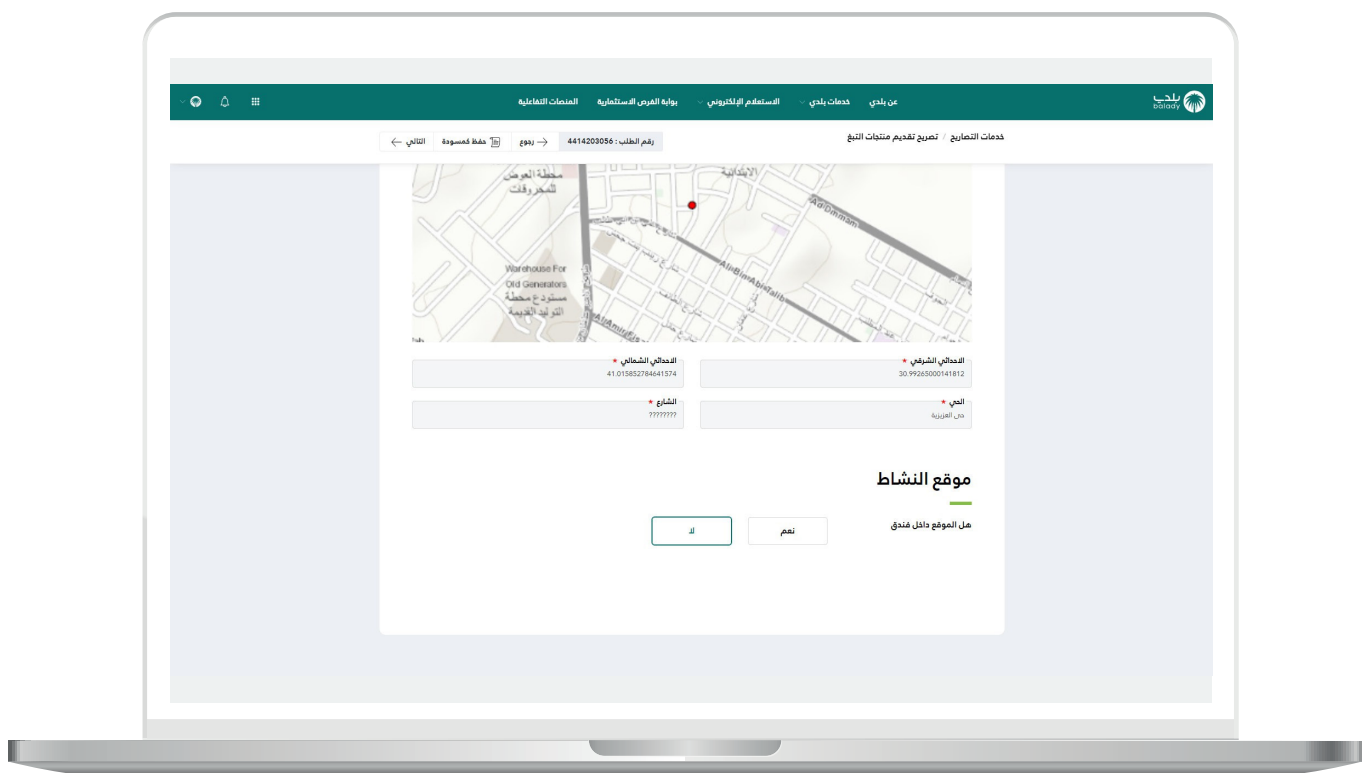


14) If (Yes) is selected, the (Unified License Number) field appears, where the user must enter the number and click (Search) to retrieve the license details from the Balady platform.

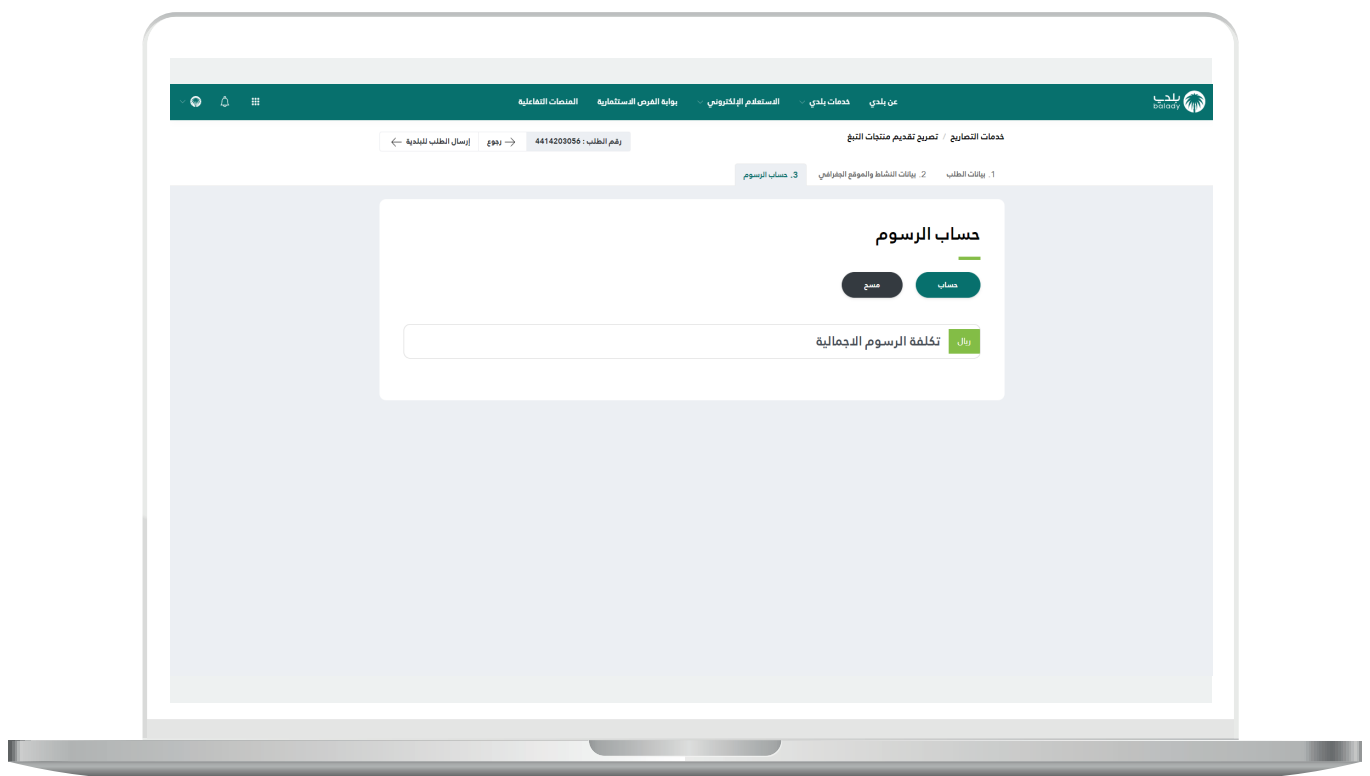
The screenshot displays the Balady platform interface. At the top, there is a navigation bar with the Balady logo and several menu items: "عن بلدي", "خدمات بلدي", "الاستعلام الإلكتروني", "رواية العرض الاستثمارية", and "المستندات التفاعلية". Below the navigation bar, there is a search bar with the text "رقم الطلب: 4414203056" and a "دفع" button. The main content area shows a map of a location in Cairo, Egypt, with a red pin indicating the location. Below the map, there are two input fields for the Unified License Number, labeled "الرقم الموحد" and "الرقم الموحد". The first field contains the number "41.015852786441574" and the second field contains "30.99265000141812". Below these fields, there is a "موقع النشاط" section with a "هل الموقع داخل فندق" question and two buttons: "لا" and "نعم". At the bottom, there is a "رقم الرخصة الموحد" field with a "البحث" button.

15) If **(No)** is selected, no additional fields appear.

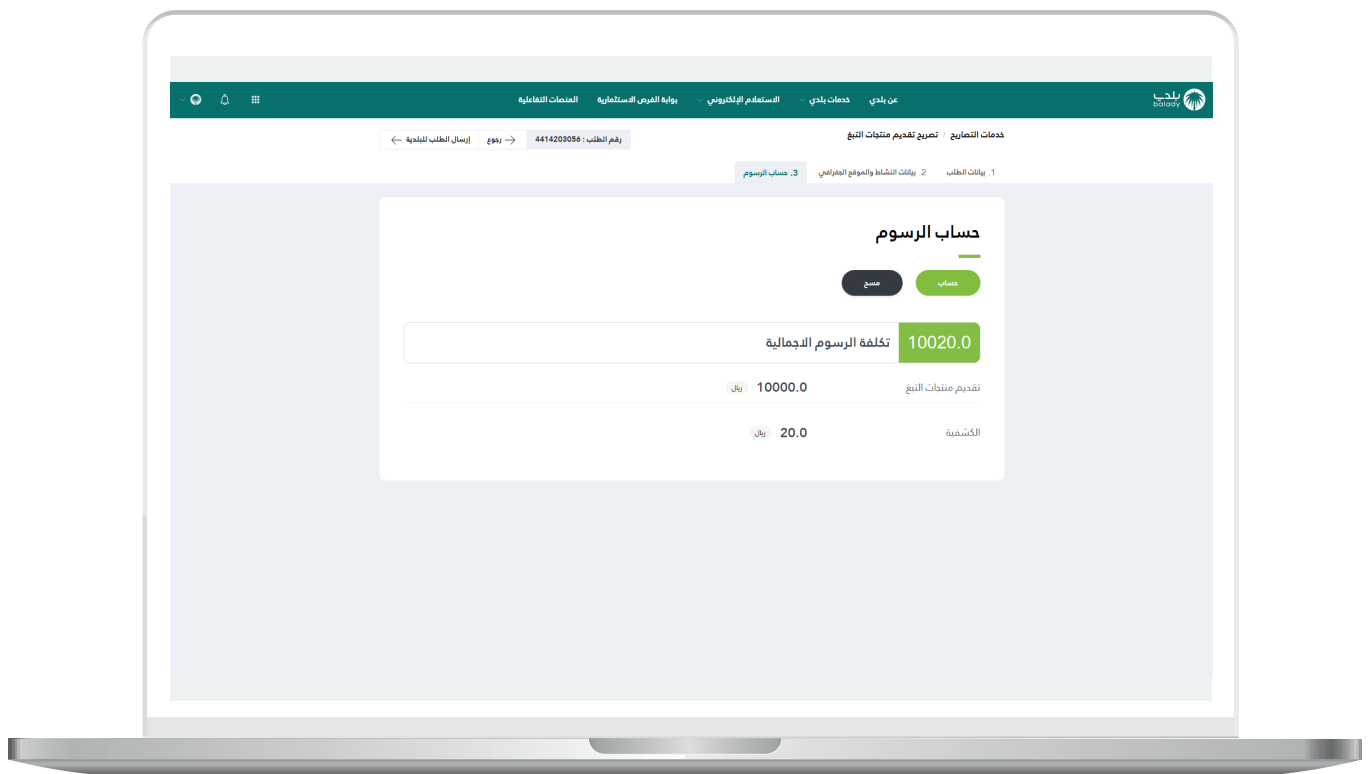
The user clicks **(Next)** to continue, with options to save the request as a draft by clicking **(Save as Draft)** or go back by clicking **(Back)**.



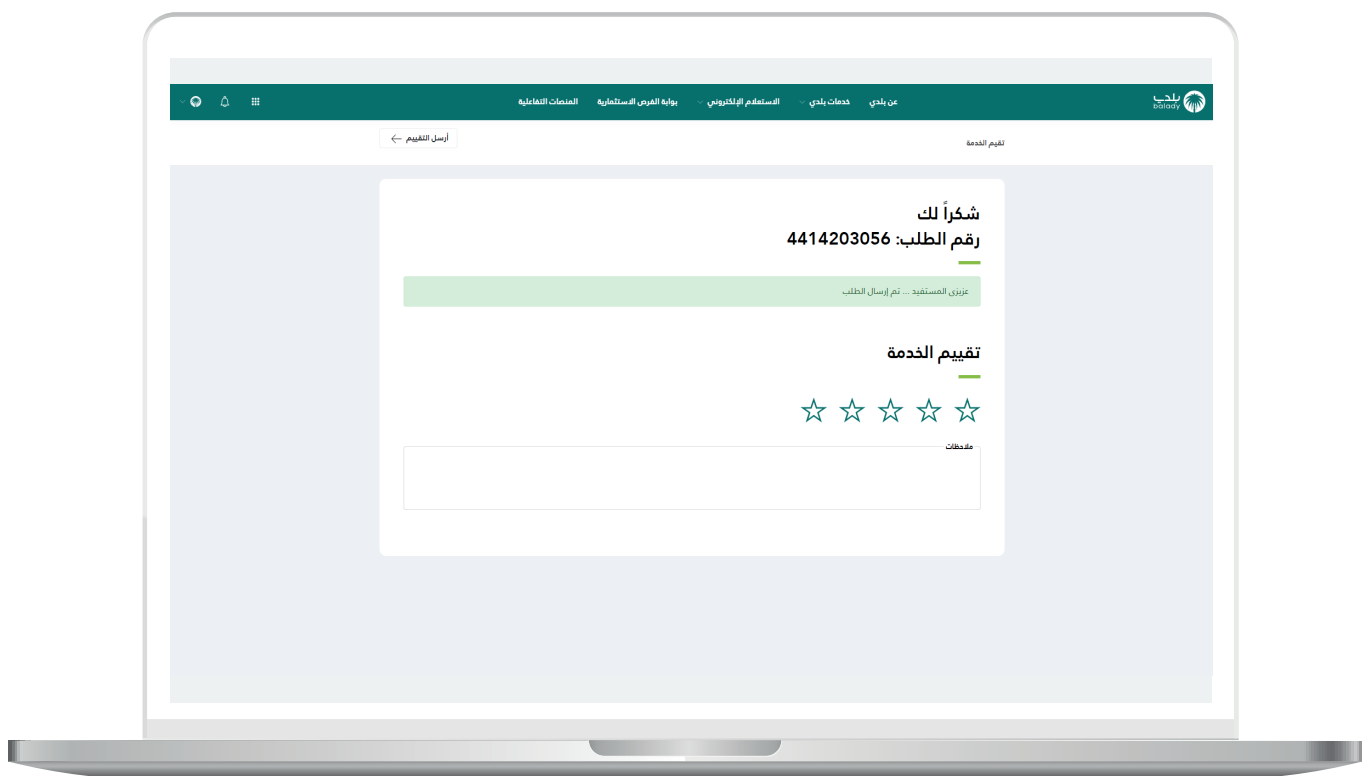
16) The final stage, (**Fee Calculation**), appears. The user clicks (**Calculate**) to determine the total financial charges.



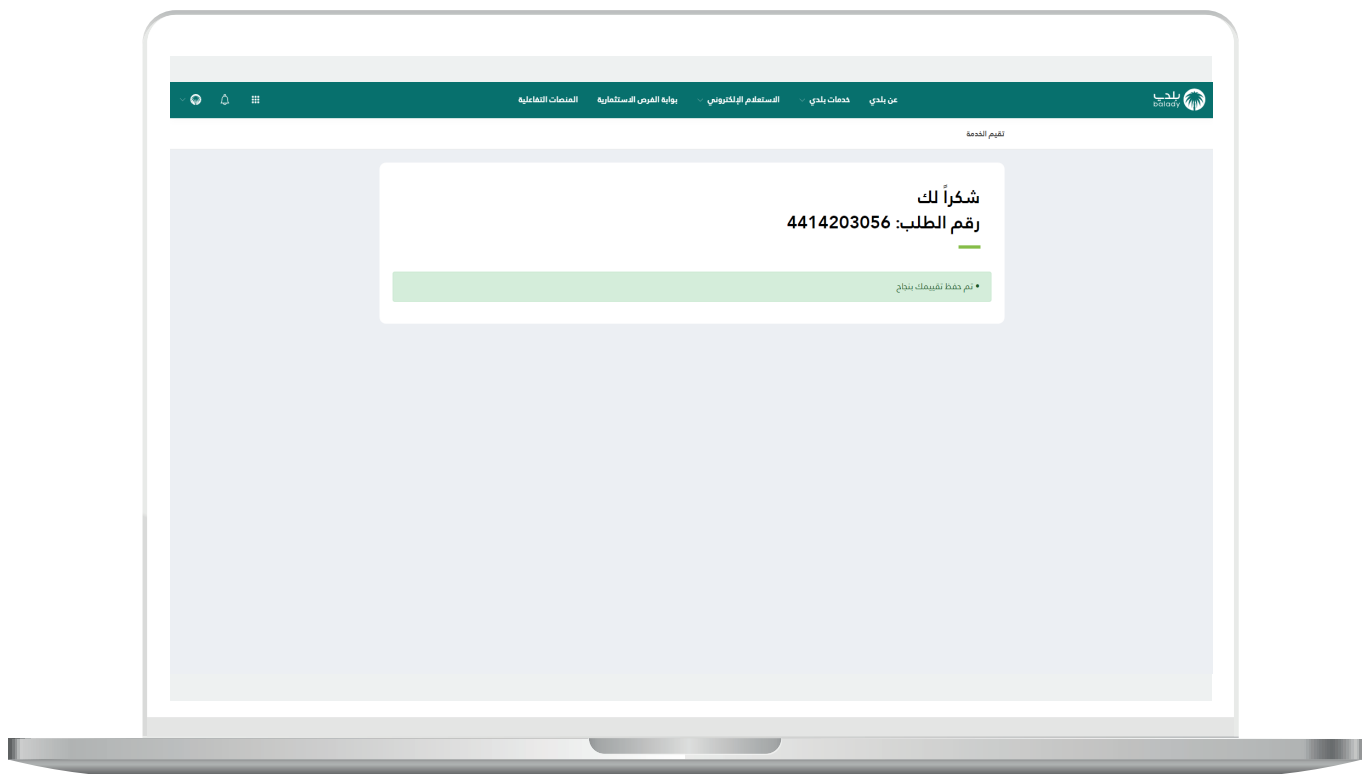
17) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.



18) The system submits the request and displays a confirmation message. The system also allows the user to rate the service by selecting a number of stars and entering comments in the **(Comments)** field. The user then clicks **(Submit Evaluation)**.

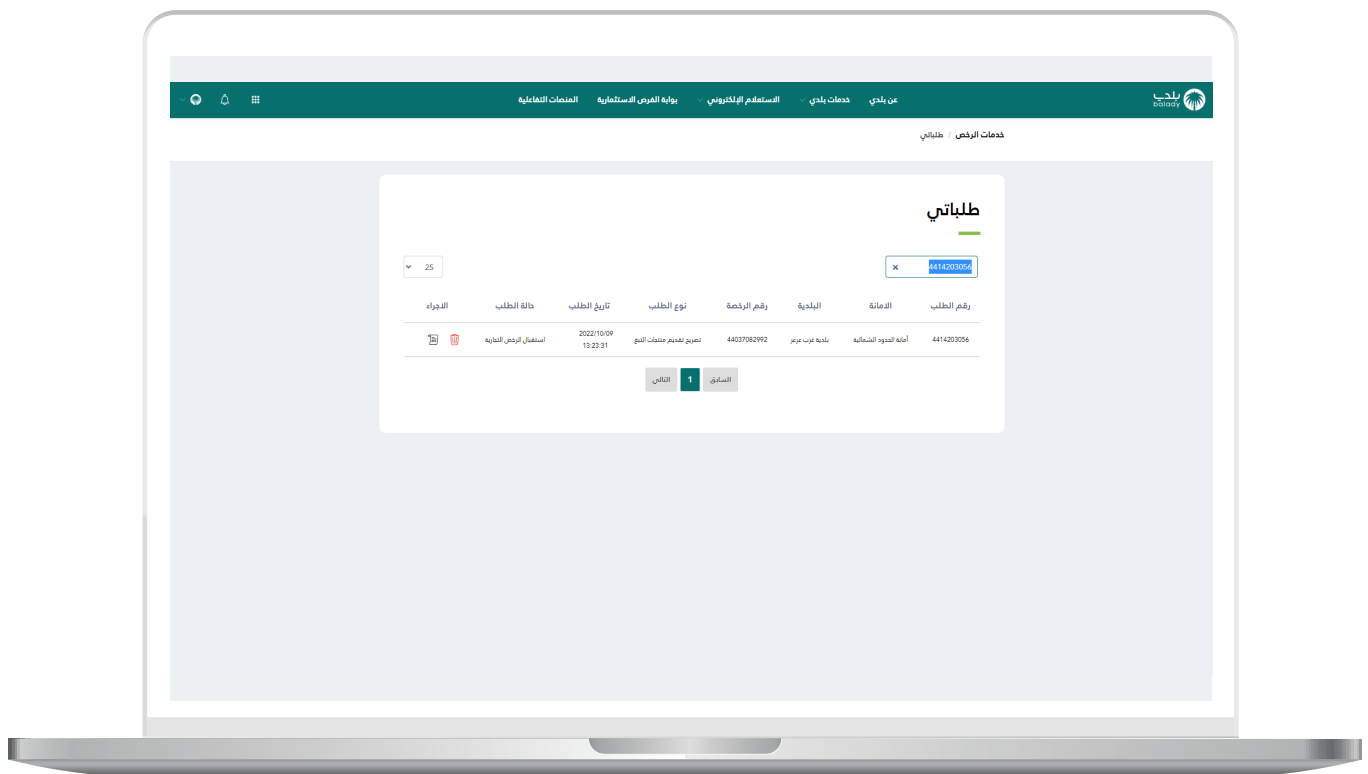


19) The system saves the evaluation successfully and displays a confirmation message.

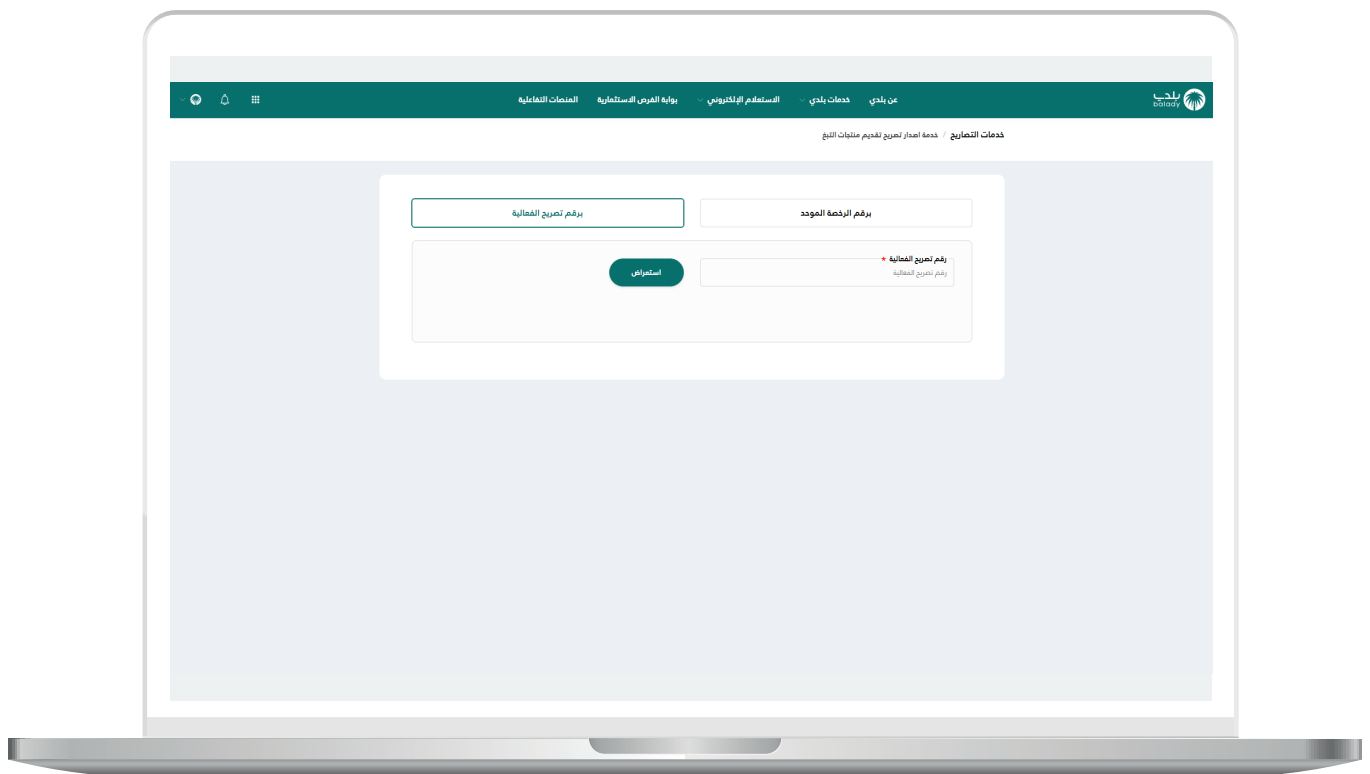




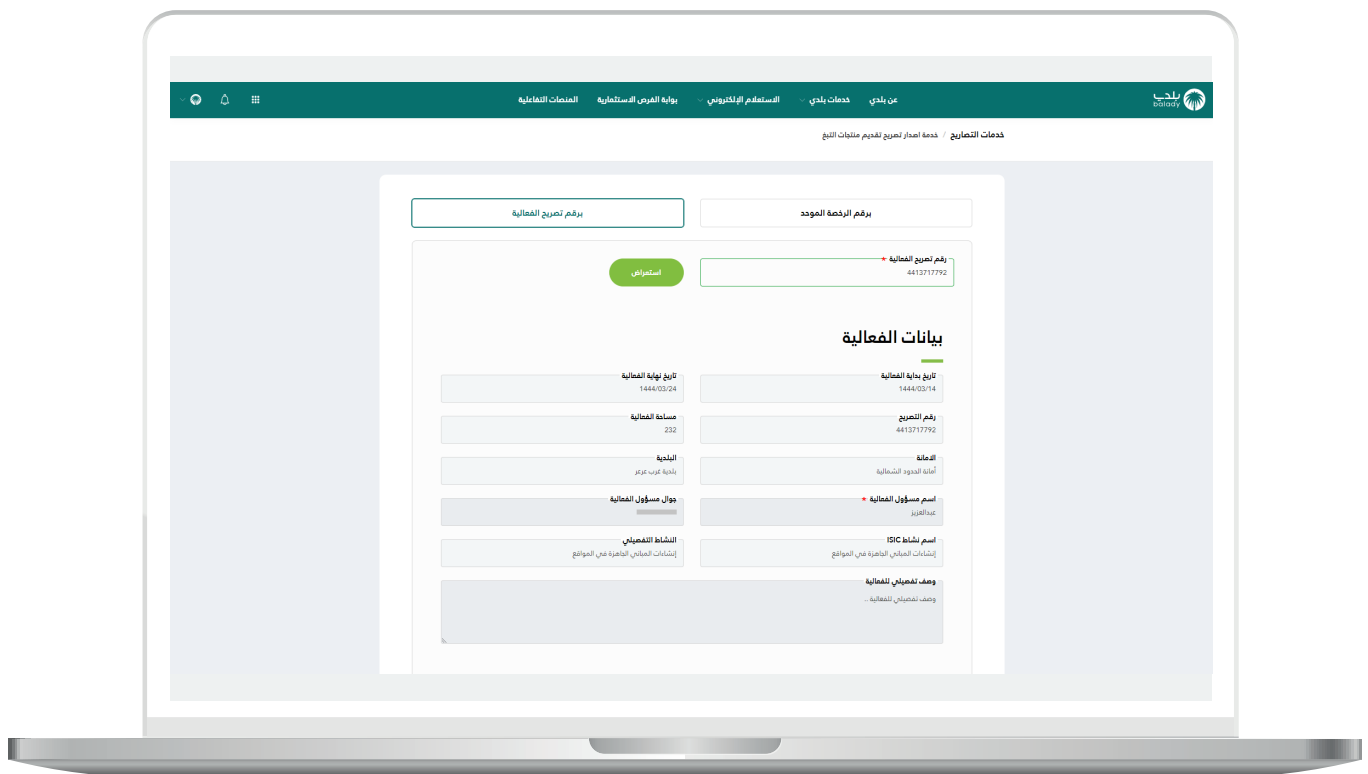
20) The system redirects the user to the **(My Requests)** screen.



21) If the user selects **(by Event Permit Number)**, they enter the **(Event Permit Number)** and click **(Search)** as shown in the following screen.



22) If the entered permit number is correct, the system retrieves the event details.



### 23) The user clicks (Apply for Permit).

#### Notes:

- If the license does not have an active Permit for Providing Tobacco Products, the **(Apply for Permit)** button appears.
- If the license has a permit expiring in 30 days or less, the **(Renew)** button appears.
- If the license has a permit expiring in more than 30 days, the system prevents issuing a new permit.

The screenshot shows a web application interface for applying for a permit. The header bar is green with white text and icons. The main content area is white with a light gray border. The form is titled 'خدمات التصاريح' (Permit Services) and includes the following fields:

- رقم التصريح** (Permit Number): 4413217792
- الجهة** (Authority): أمانة الحدود الشمالية
- اسم مسؤول التصاريح** (Permit Officer Name): عبد العزيز
- اسم نشاط التصاريح** (Permit Activity Name): إنشاءات المباني الجاهزة في المواقع
- وصف التصاريح للتصاريح** (Permit Description): وصف التصاريح للتصاريح
- بيانات المالك الرئيسية** (Main Owner Data):
  - اسم المالك / المنشأة** (Owner Name / Establishment): مؤسسة أحمد عبد العزيز بن علي القوسى للتجارة والمقاولات
  - هوية المالك** (Owner ID):
- التقدم للطلب** (Apply for Permit) button.

24) The following screen will then appear, representing the first stage of the application process, which is (**Application Data**). Here, the applicant's details are verified by entering the value in the (**Mobile Number**) field and clicking the (**Verify**) button.

الخدمات التجارية : تصحيح تقديم منتجات التبغ

عن باقي : خدمات باقي : الاستعلام عن الكودوني : بوابة العرض الاستعلامية : الخدمات التجارية

رقم الطلب : 6414200046 → ربيع : التالي ←

1. بيانات الطلب : 2. بيانات الشركة والموقع التجاري : 3. حساب الرسوم

### بيانات الفعالية

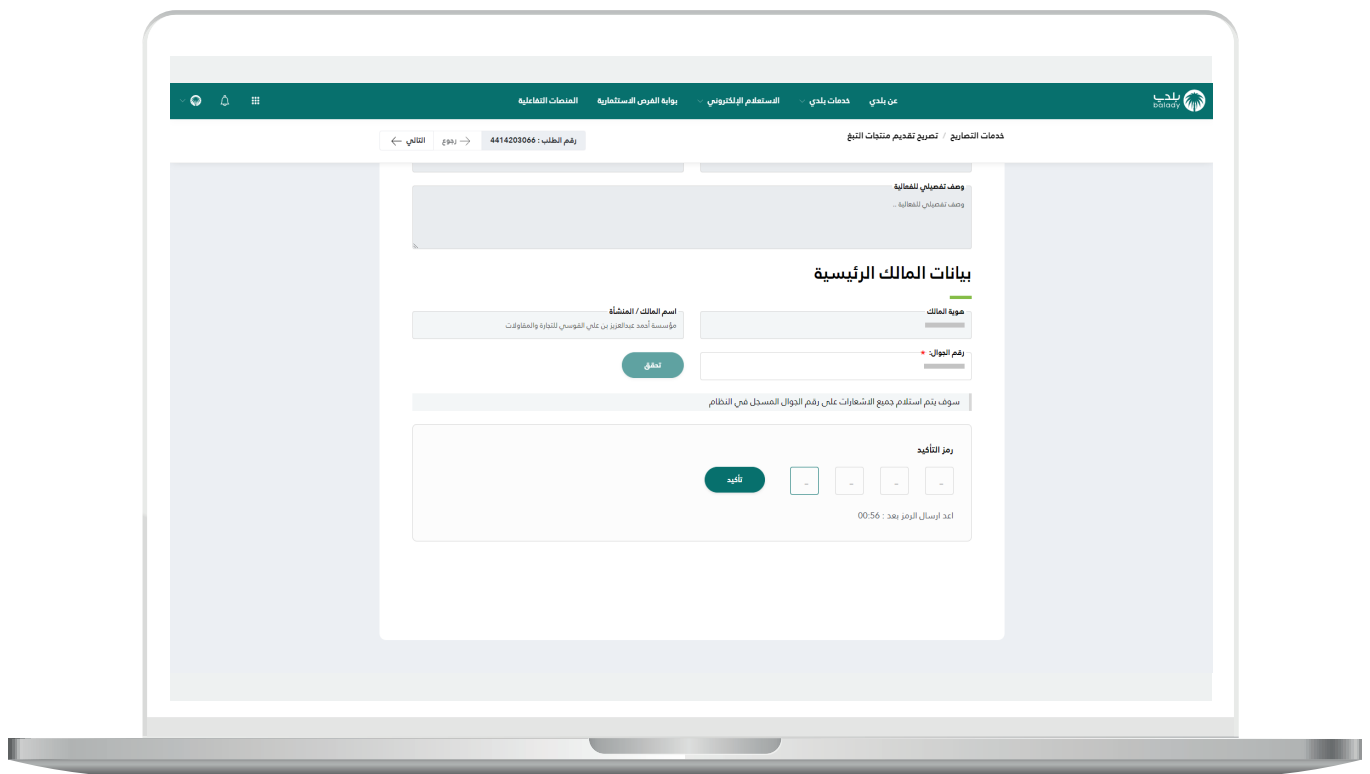
الفعالية	رقم الترخيص
أول مرة - تجديد - استئناف	6414200046
تاريخ بداية الفعالية	اسم مسؤول الفعالية
1444/03/25	محمد العتيبي
مساحة الفعالية	وصف تفصيلي للفعالية
250	وصف تفصيلي للفعالية ..
تاريخ انتهاء الفعالية	
1444/03/25	

### بيانات المالك الرئيسية

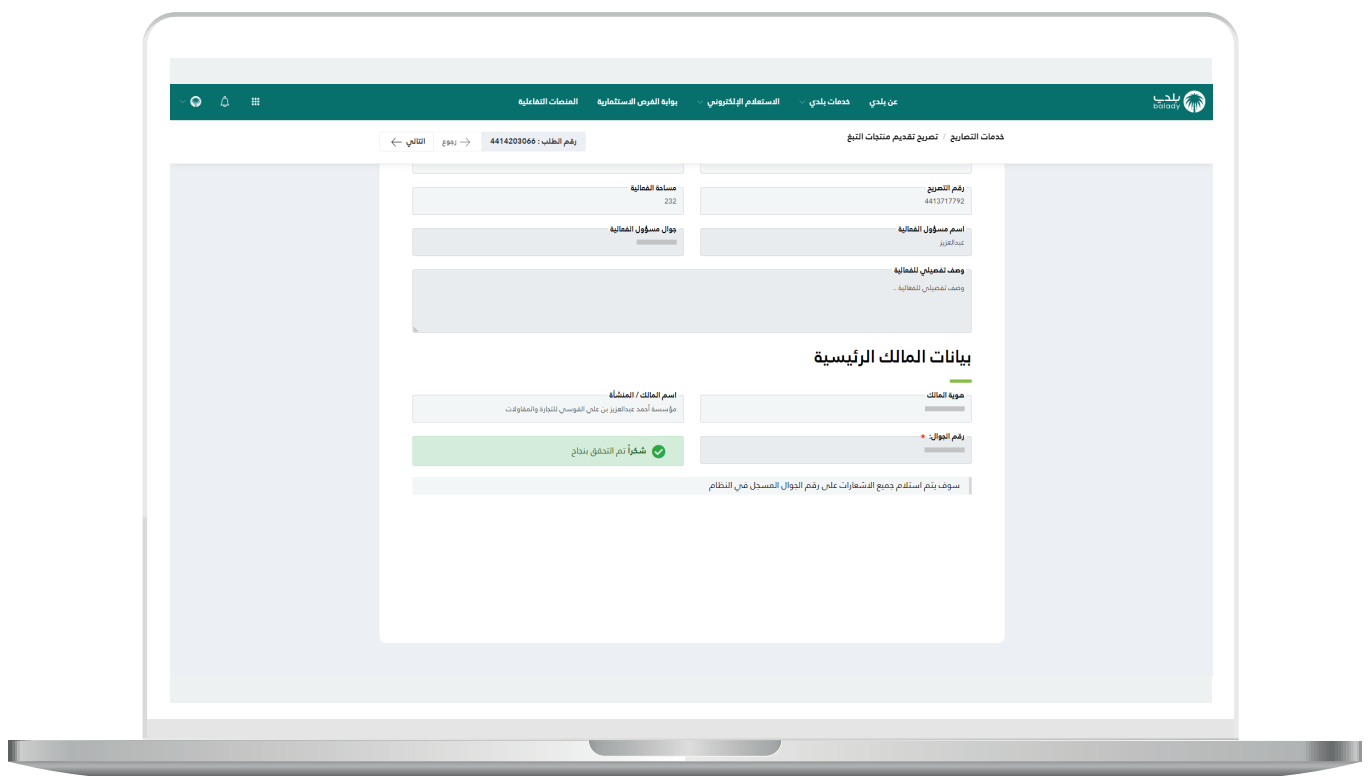
اسم المالك / المنشأة	رقم الترخيص
مؤسسة لخدمة العملاء من قبل القومسي التجارة والصناعات	6414200046
تدفق	

ملاحظة: يتم استكمال جميع الخطوات على رقم الترخيص الفريد في النظام

25) A code will then be sent to the user's mobile, which they must enter in the (**Verification Code**) field and click the (**Confirm**) button, as shown in the following screenshot.

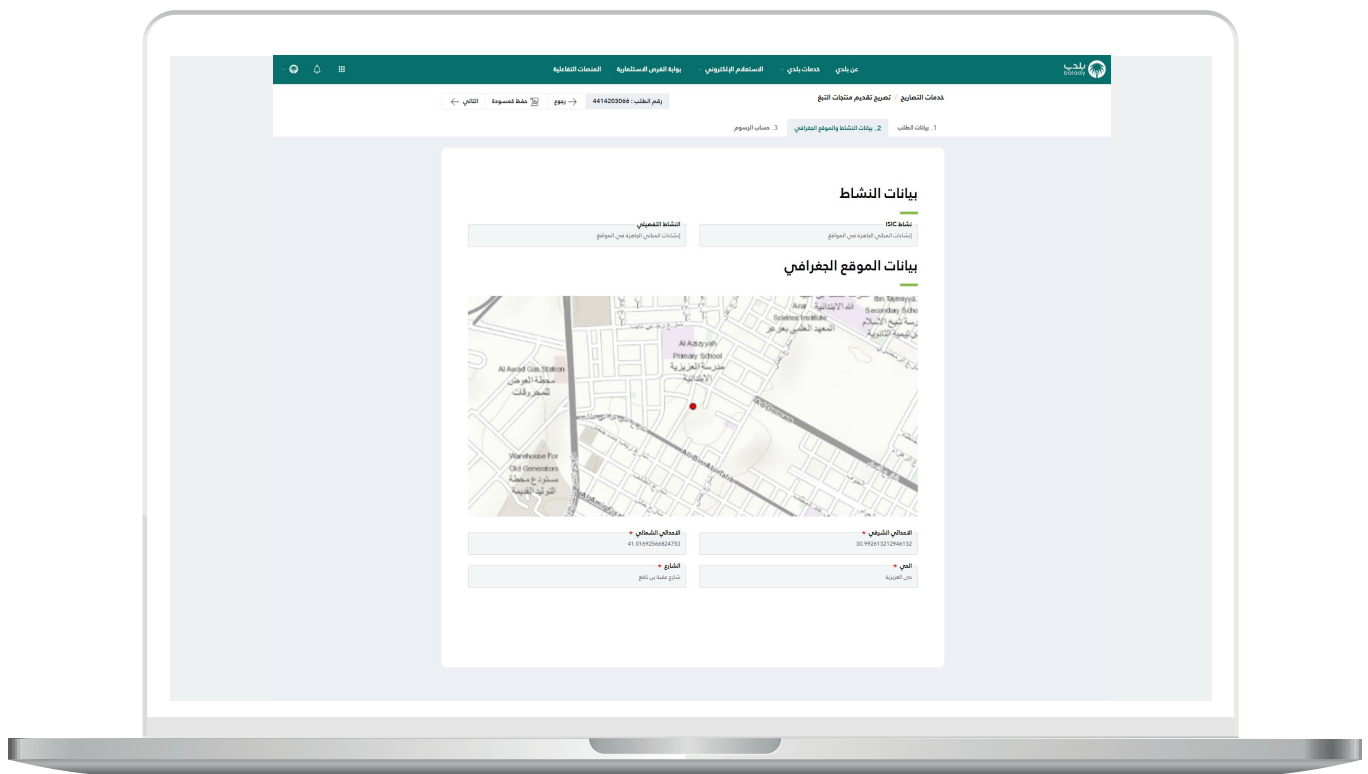


26) A message will then appear indicating successful verification, as shown in the following screenshot. The user clicks (**Next**) to proceed to the second stage.



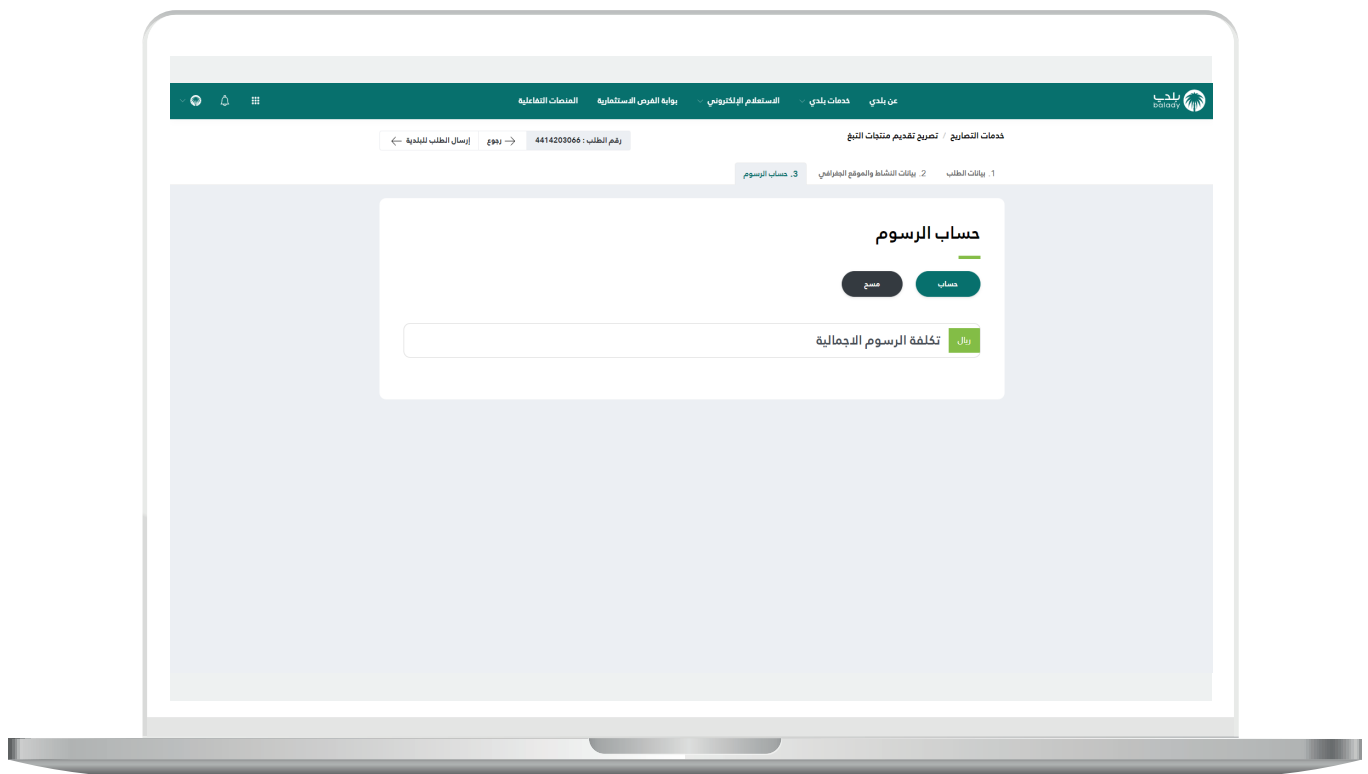
27) The system moves to the **(Geographic Location Information)** stage.

The user clicks **(Next)** to continue, with options to save the request as a draft by clicking **(Save as Draft)** or go back by clicking **(Back)**.

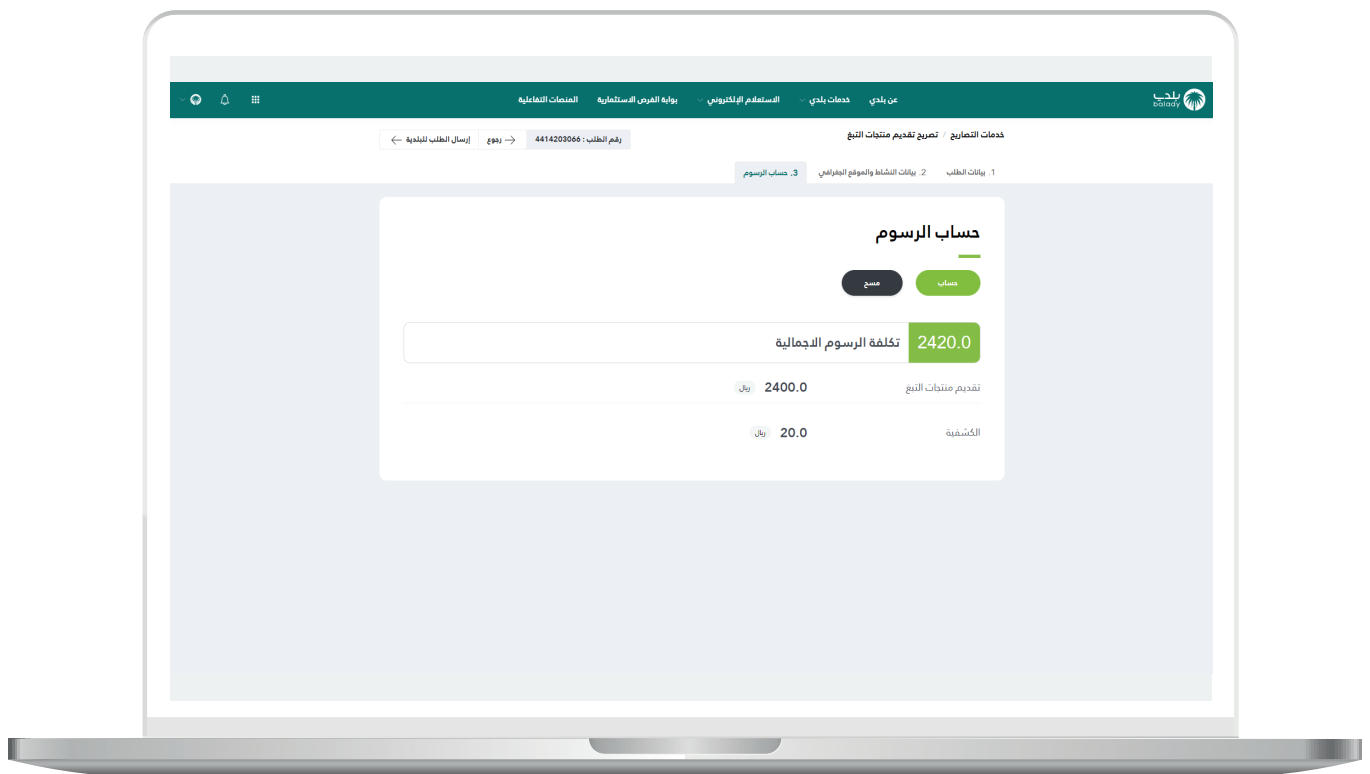




28) The final stage, (**Fee Calculation**), appears. The user clicks (**Calculate**) to determine the total financial charges.

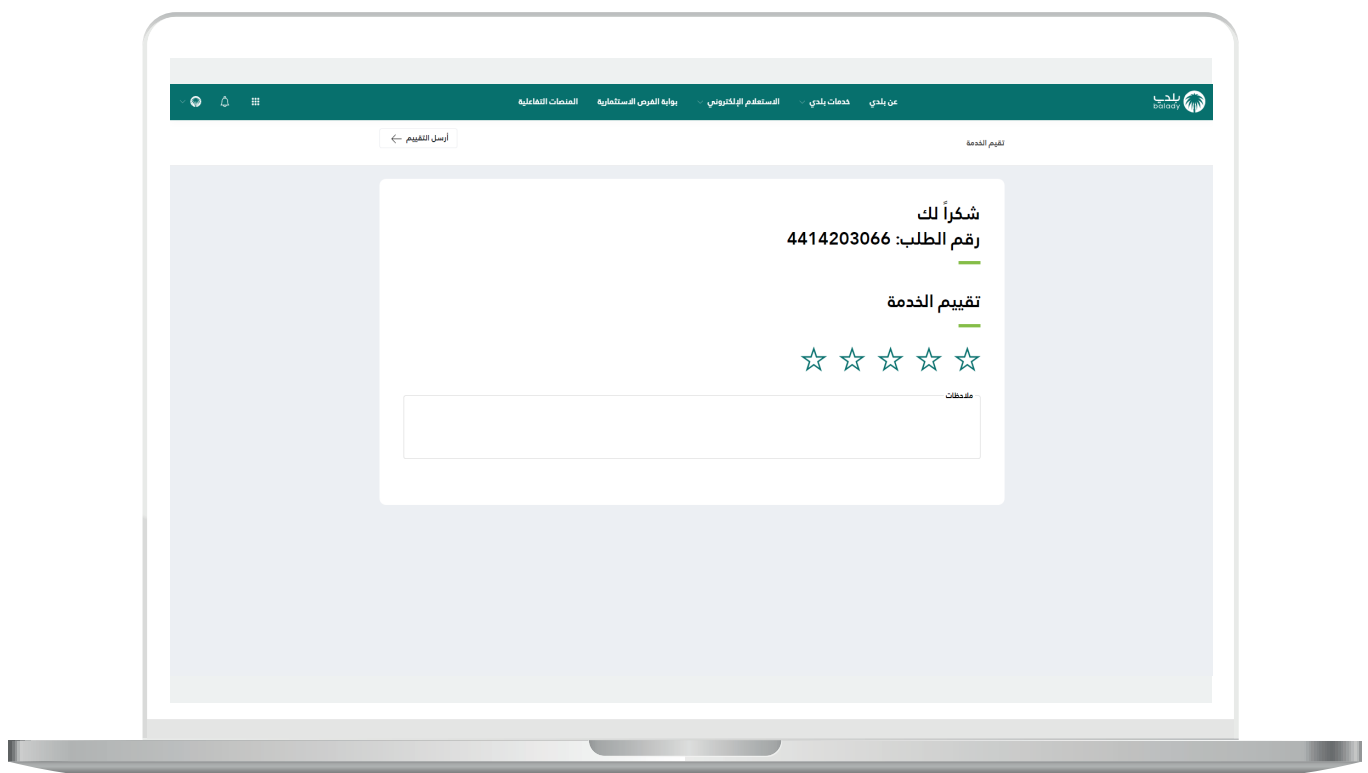


29) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.

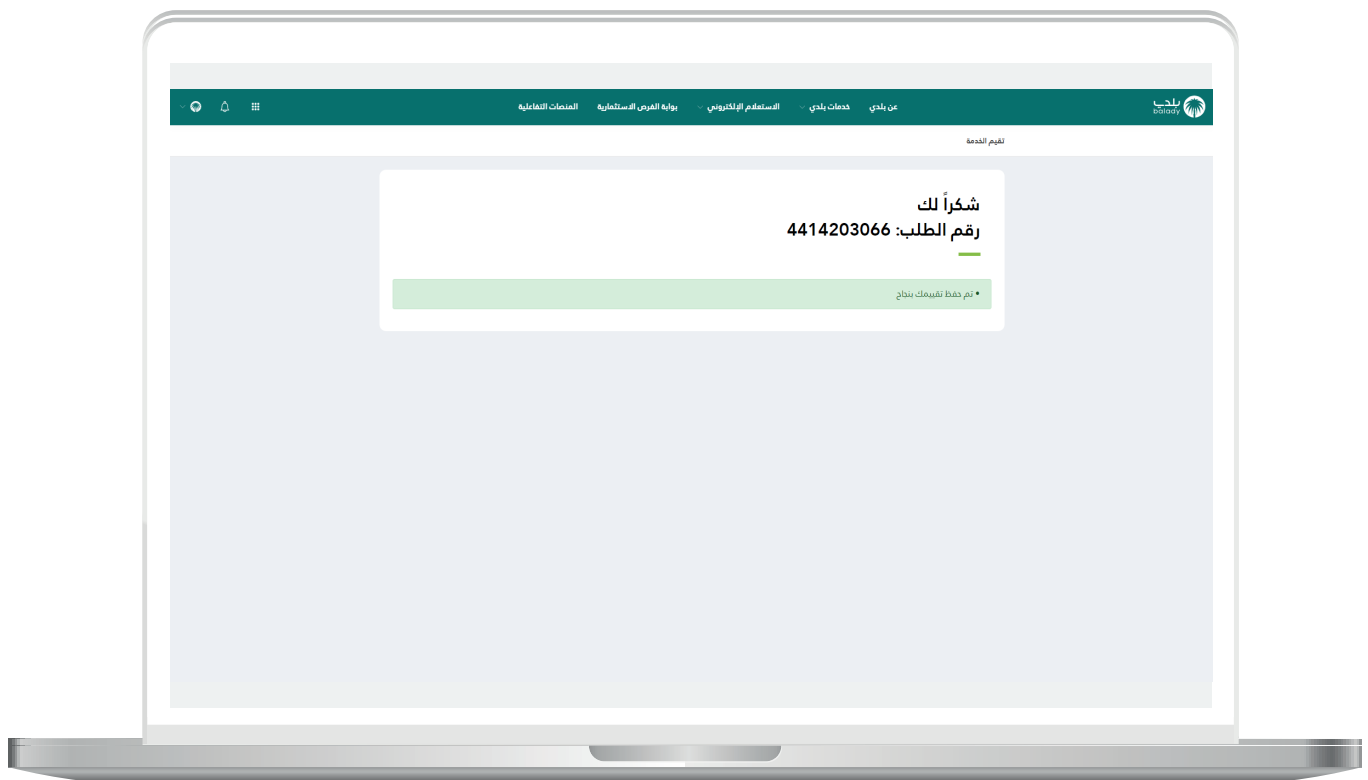


30) The system submits the request and displays a confirmation message.

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

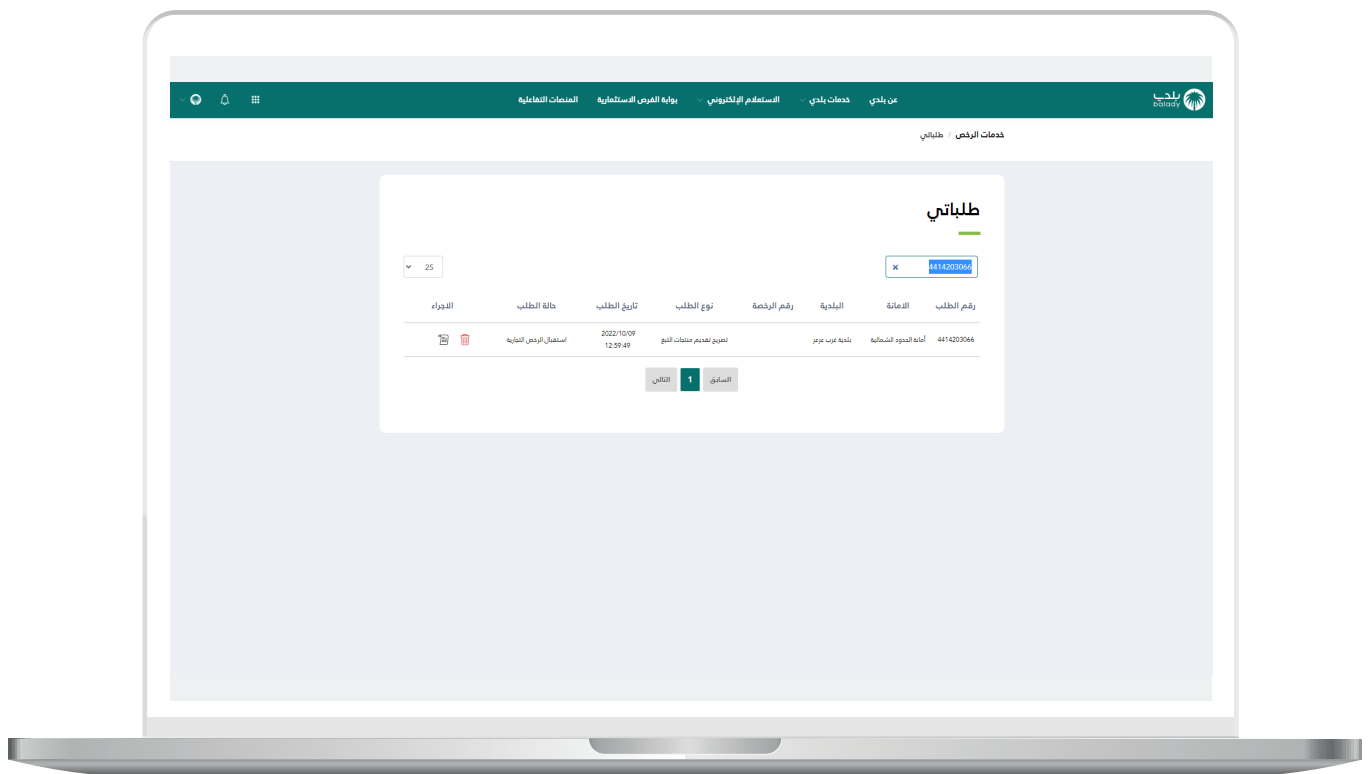


31) The system saves the evaluation successfully and displays a confirmation message.



## Follow-up on the Request

1) The user is redirected to the **(My Requests)** screen, where they can follow up on their requests.



2) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.

The screenshot displays a web application interface for managing tobacco product permits. The header includes navigation links: "عن بلدي", "خدمات بلدي", "الاستعلام الإلكتروني", "بوابة العرض الاستعلامية", "الخدمات التطبيقية", and "الافتراض على الملاحظات البردية". The main content area is titled "خدمات الرخصة التجارية / تصريح الترخيص منتجات التبغ" and shows the application number "رقم الطلب: 4412936227".

The application details are organized into several sections:

- بيانات مقدم الطلب (Applicant Data):**
  - الاسم: أمينة منقطة الرياض
  - رقم هوية مقدم الطلب: [Field]
  - الجنس: [Field]
  - الهاتف: [Field]
- بيانات الطلب (Application Data):**
  - نوع الطلب: [Field]
  - تاريخ تقديم الطلب: [Field]
- بيانات الرخصة التجارية (Commercial License Data):**
  - رقم الرخصة: 44025809093
  - تاريخ انتهاء الرخصة: 1449/02/11
  - محل العمل: [Field]
  - نوع النشاط: [Field]
  - تاريخ بداية التصريح: [Field]
- ملاحظات على الطلب (Comments):** [Field]

## SMS Messages to the Beneficiary

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

- Dear Beneficiary, Ibrahim, the payment invoice has been issued with invoice number 79390775132 for the Permit for Providing Tobacco Products related to application number 5248137144, with an amount of 0.02001 SAR. SADAD Biller Code for the Ministry of Municipal, Rural Affairs, and Housing is 771.

You can evaluate the service through the following link:

<http://qcapps.momra.gov.sa/eservices/survey#/>

.(11382F46E2E1-Survey/C016BF63-E31A-472D-BC27

- Permit number 5248137144 has been issued. You can print the license including the permit details.



## 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

