وزارة البلديات والإسكان

Ministry of Municipalities and Housing

The Service of Permit for

Providing Tobacco Products

Beneficiary's Copy

Contents

Logging into the System 03

Steps of Service Request 06

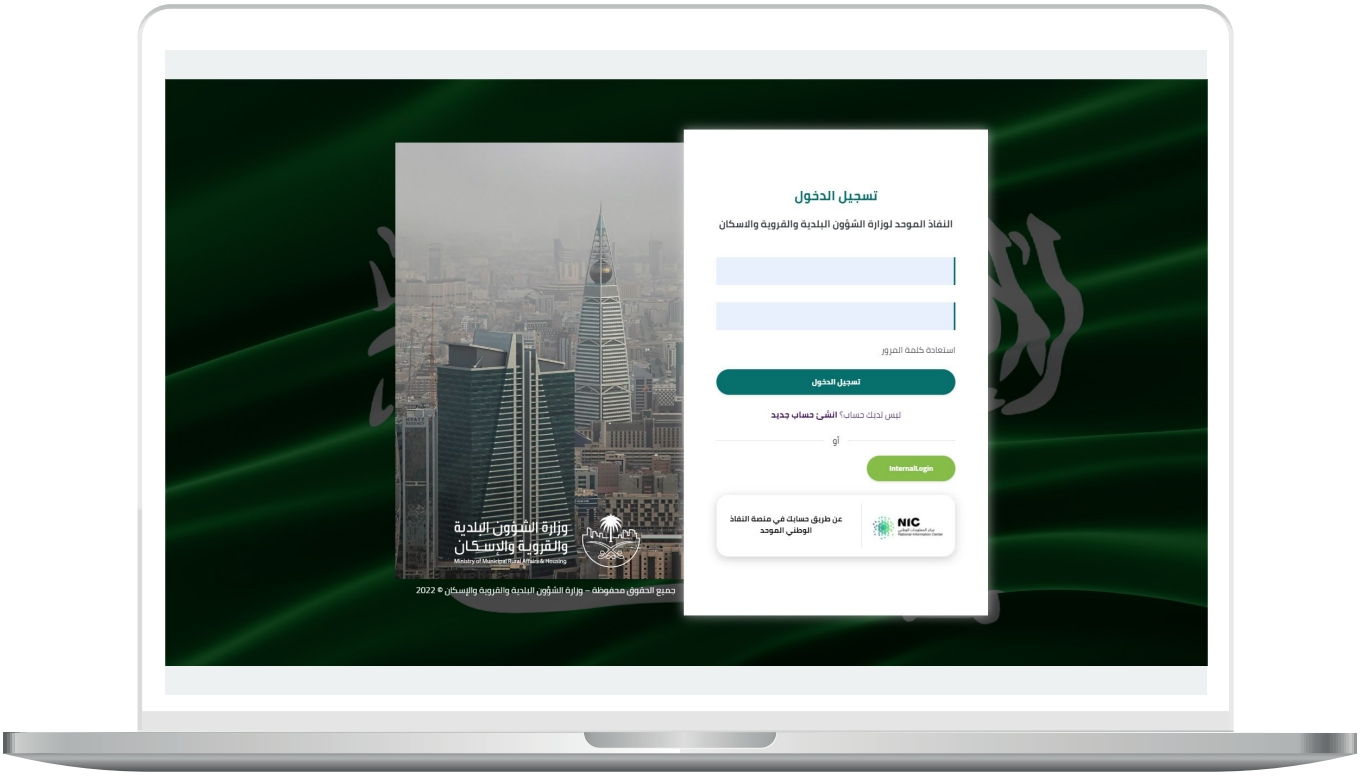
Follow-up on the Request 37

SMS Messages to the Beneficiary 39

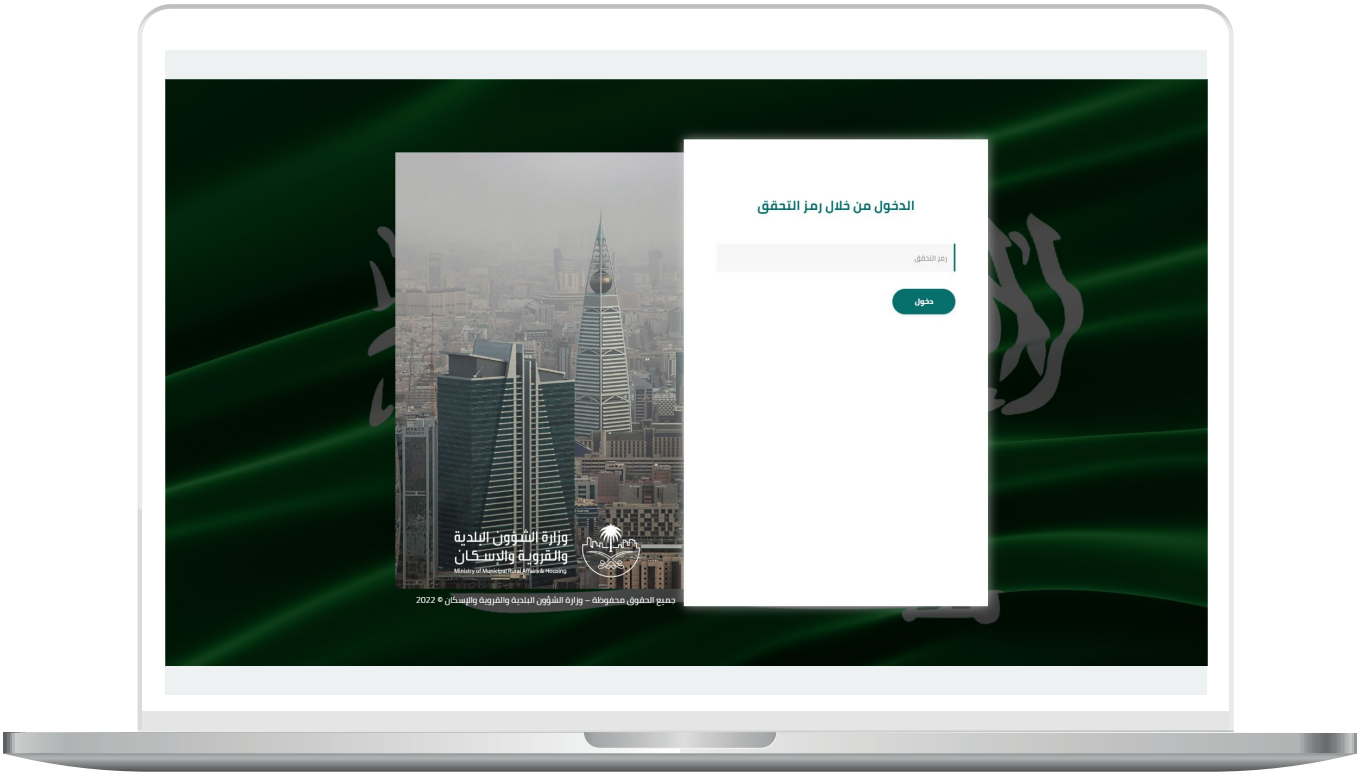
Contact Us 40

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.

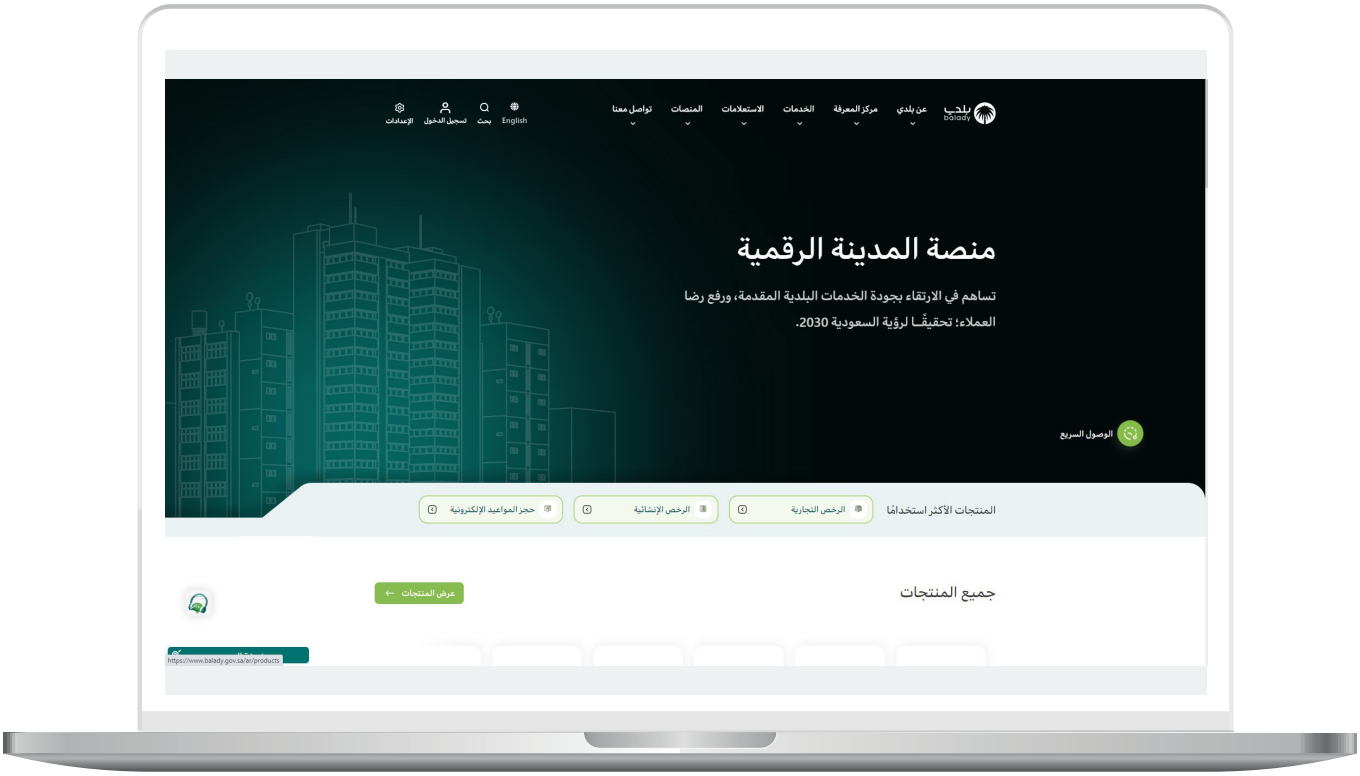


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



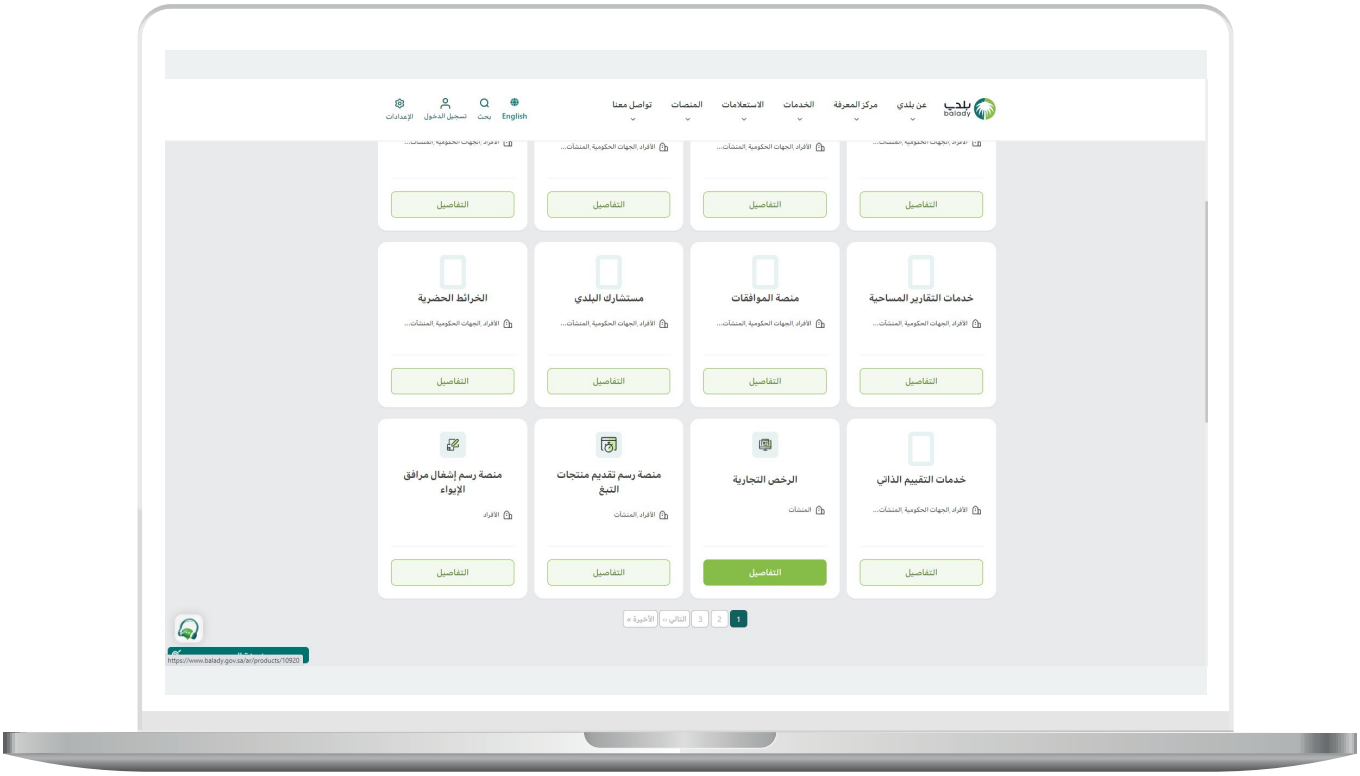
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

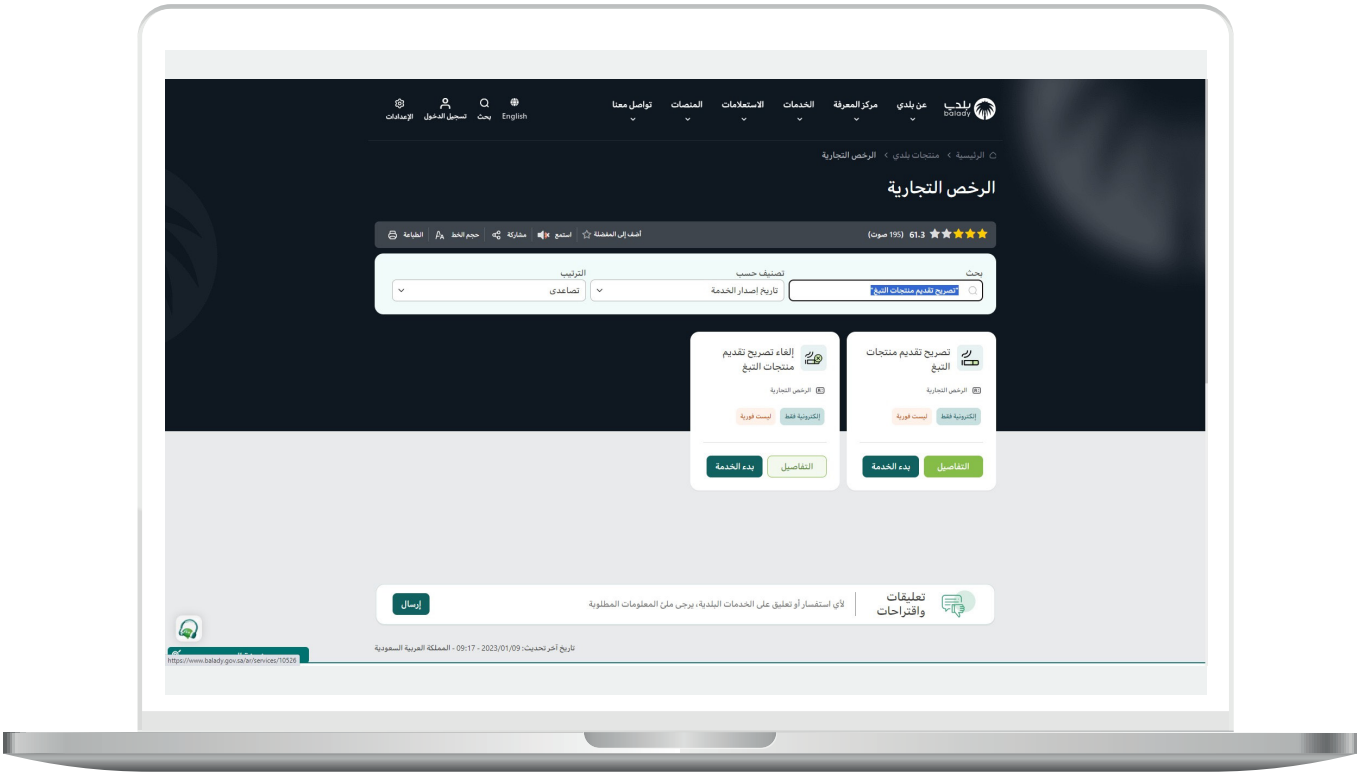


Steps of Service Request

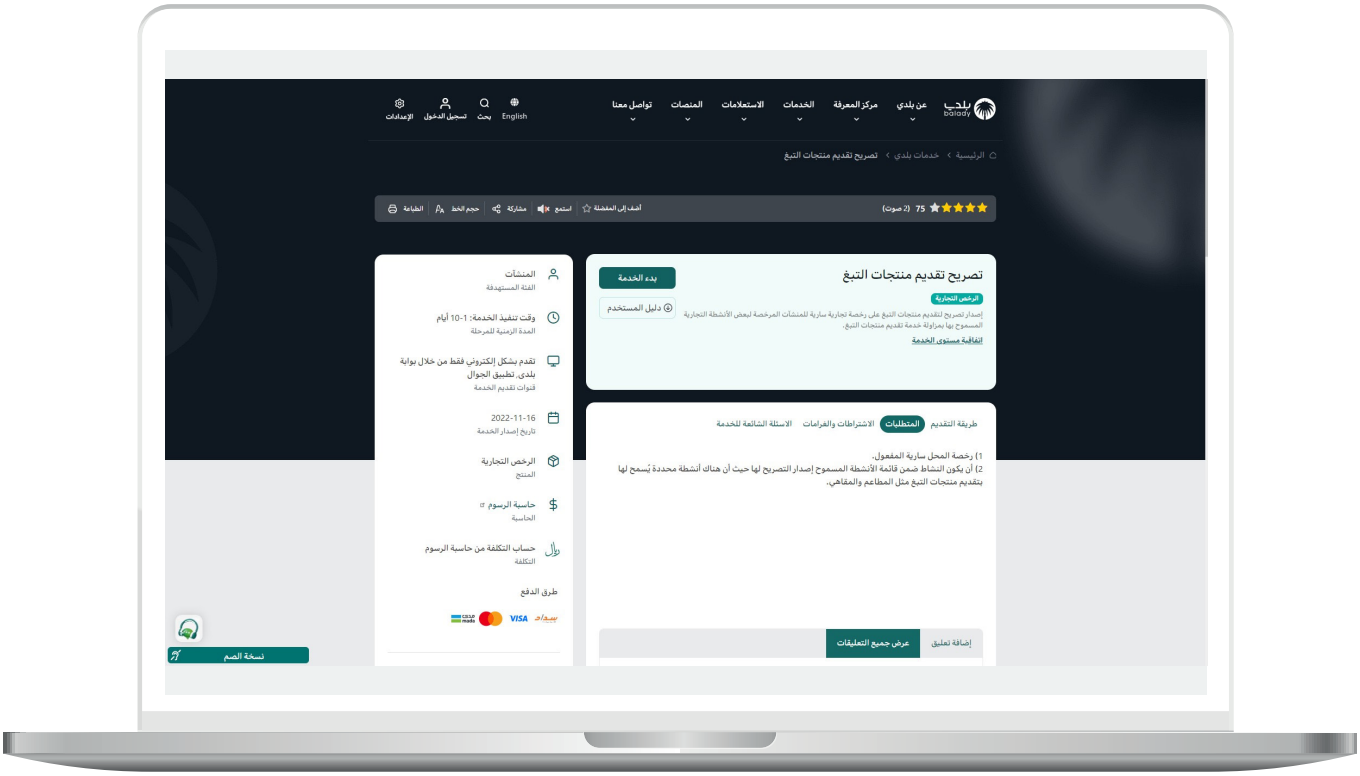
1) From the main screen, the user selects (**Commercial Licenses**).



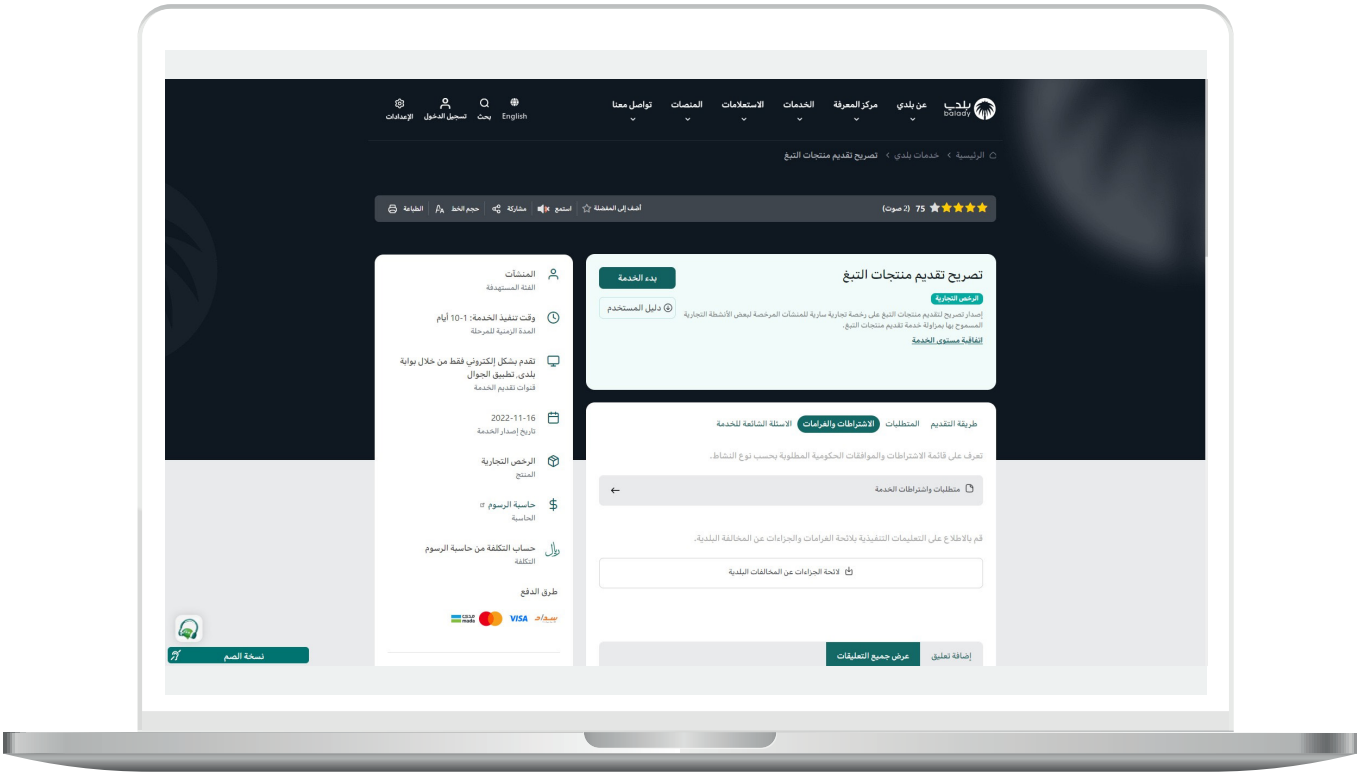
2) The user searches for (**Permit for Providing Tobacco Products**) as shown in the following screen.



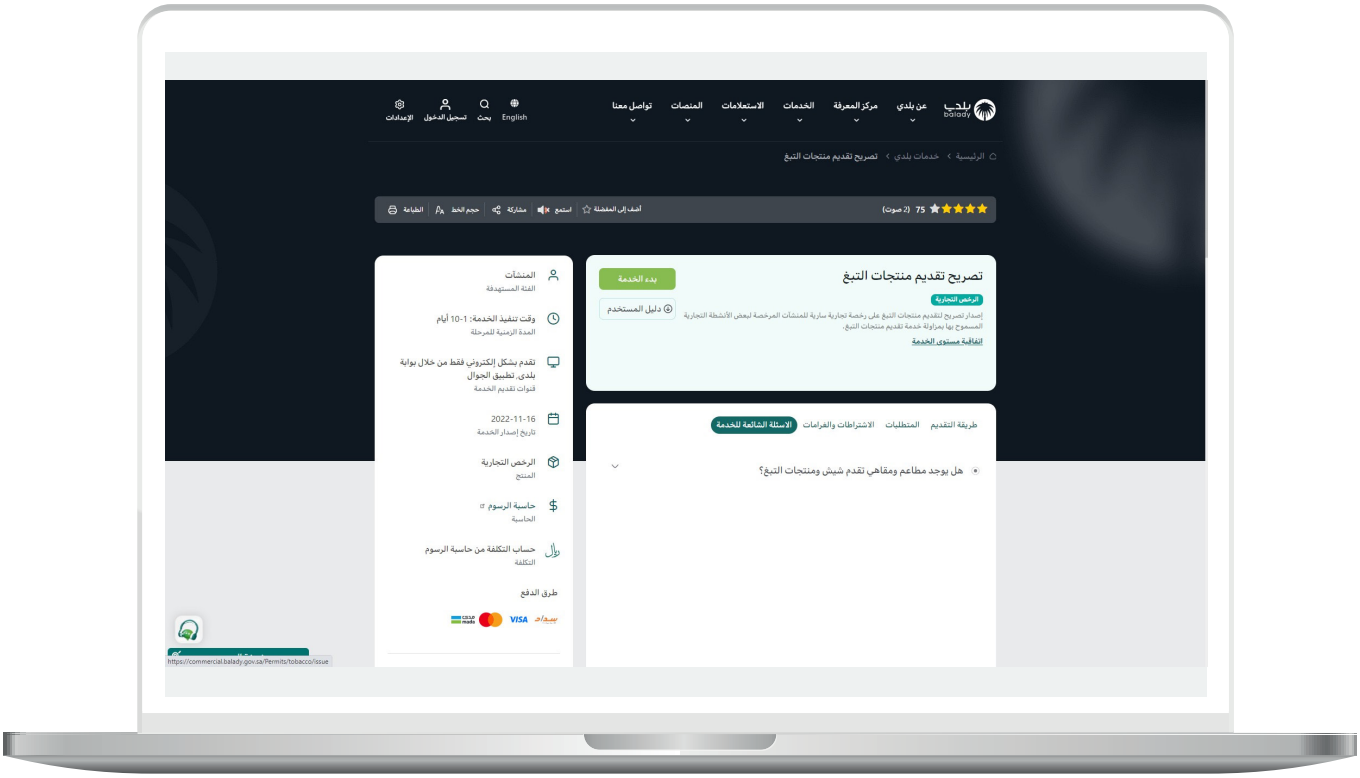
3) The Service Information screen appears, where the user can view details about (**How to Apply, Requirements, Conditions and Fines, etc.**).



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

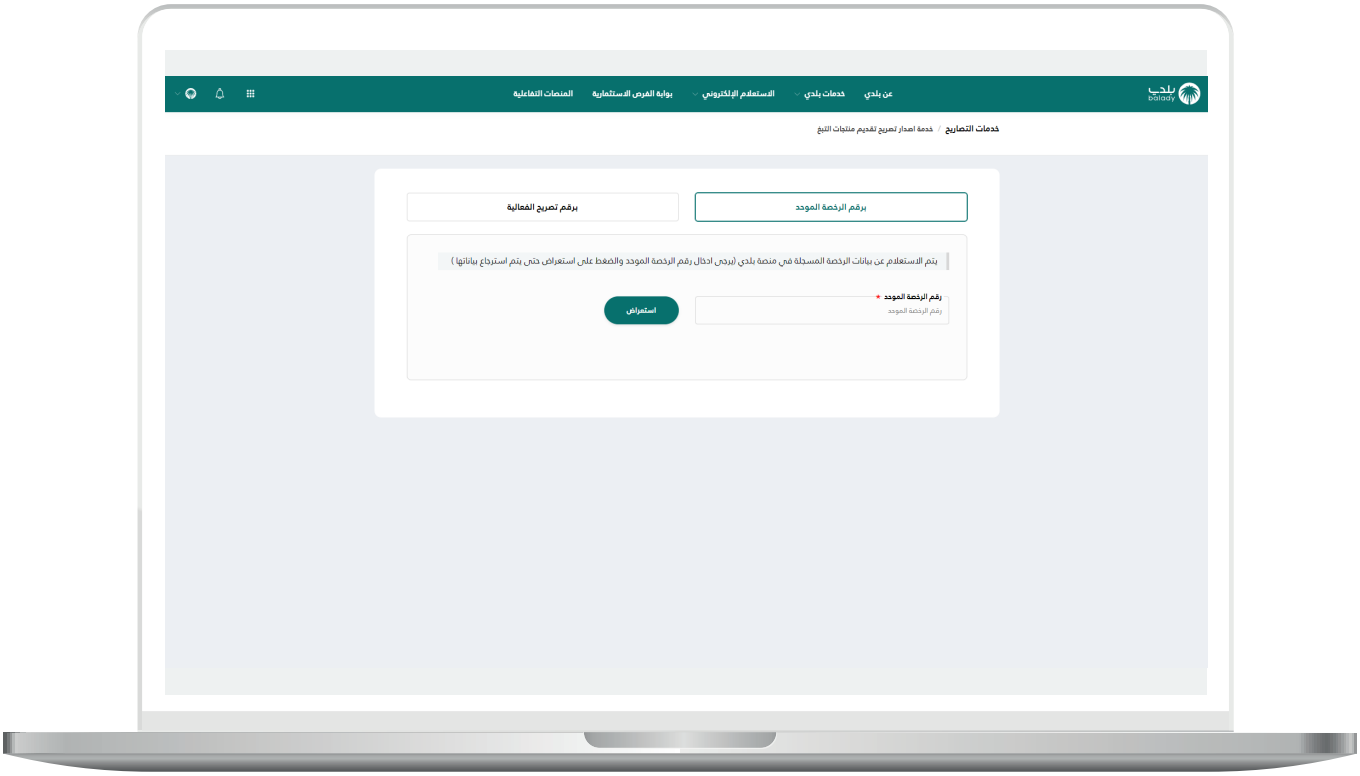


5) The next screen represents the (**Frequently Asked Questions**) section. The user then clicks (**Start Service**).

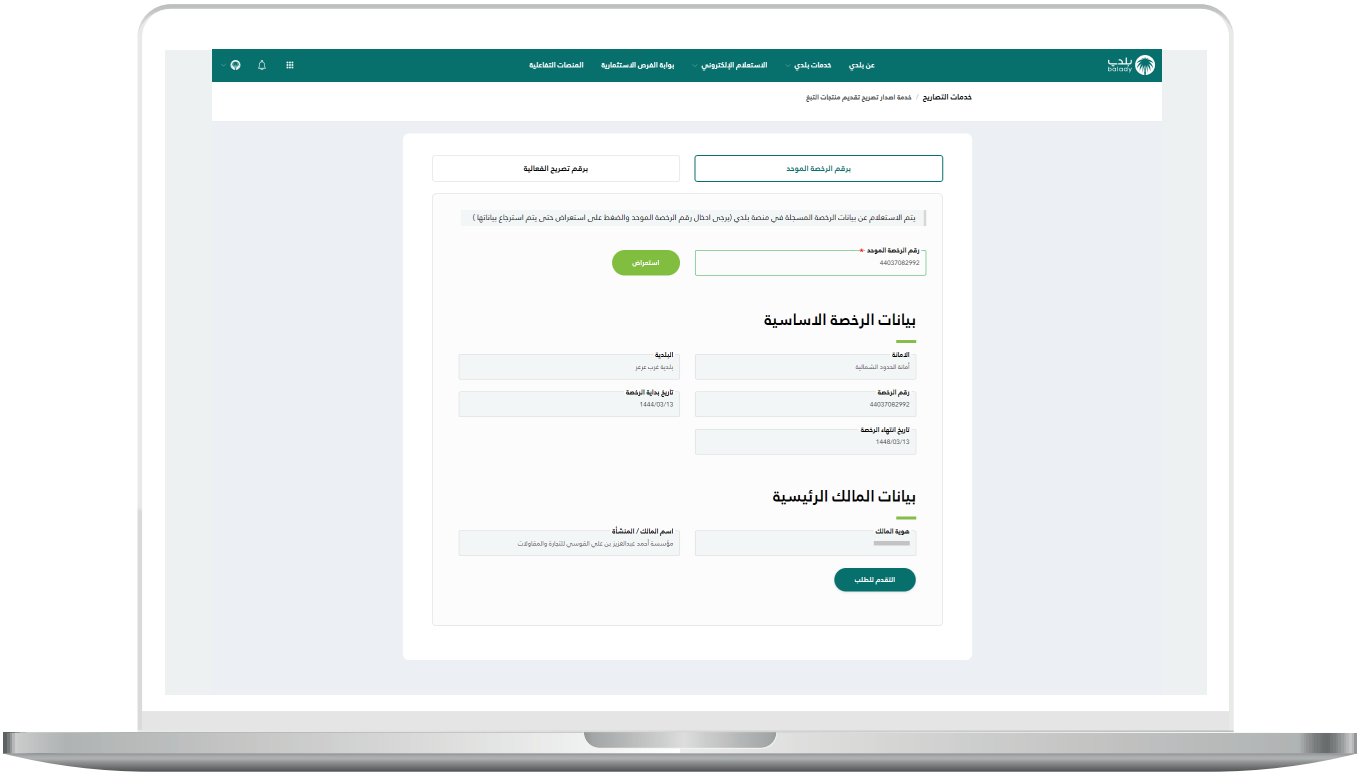


6) The system prompts the user to choose the method of issuing the Permit for Providing Tobacco Products, either (**by Unified License Number**) or (**by Event Permit Number**).

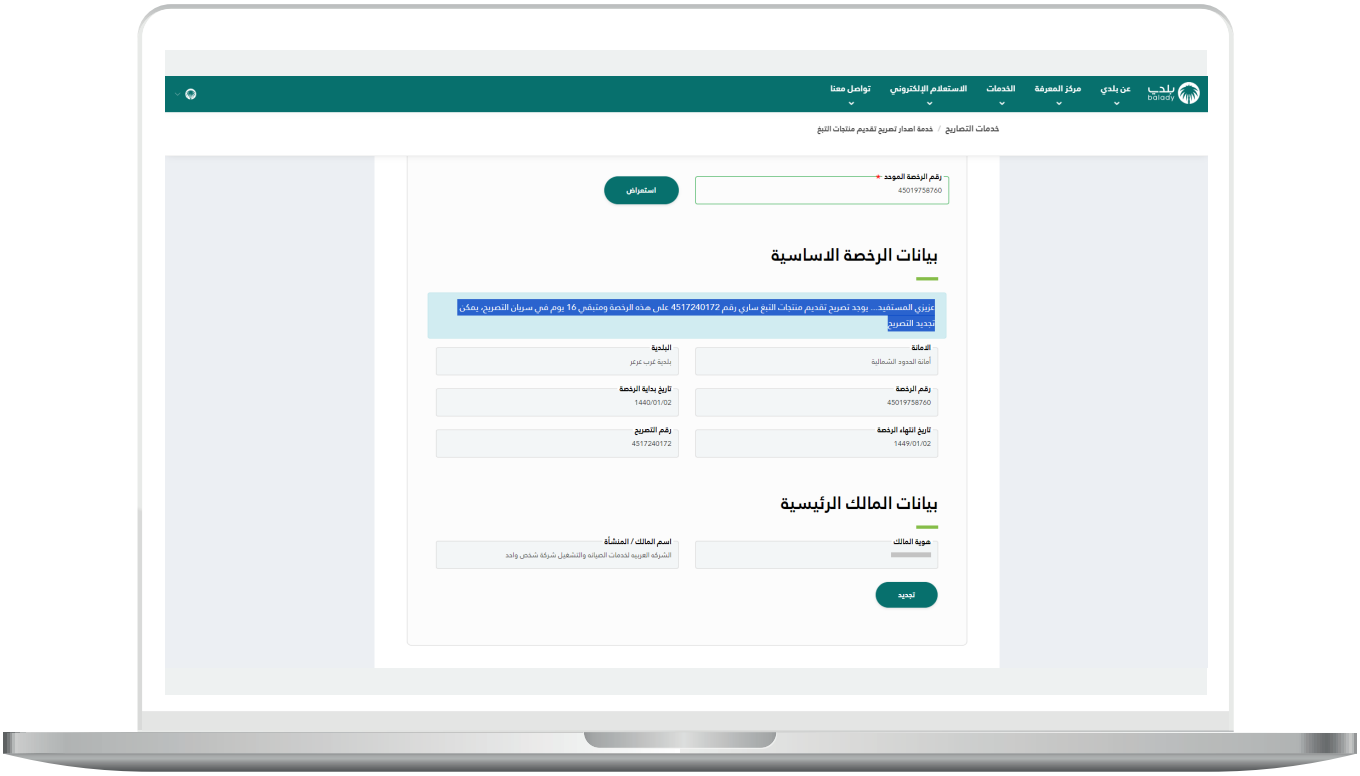
If the user selects (**by Unified License Number**), they enter the (**Unified License Number**) and click (**Search**) as shown in the following screen.



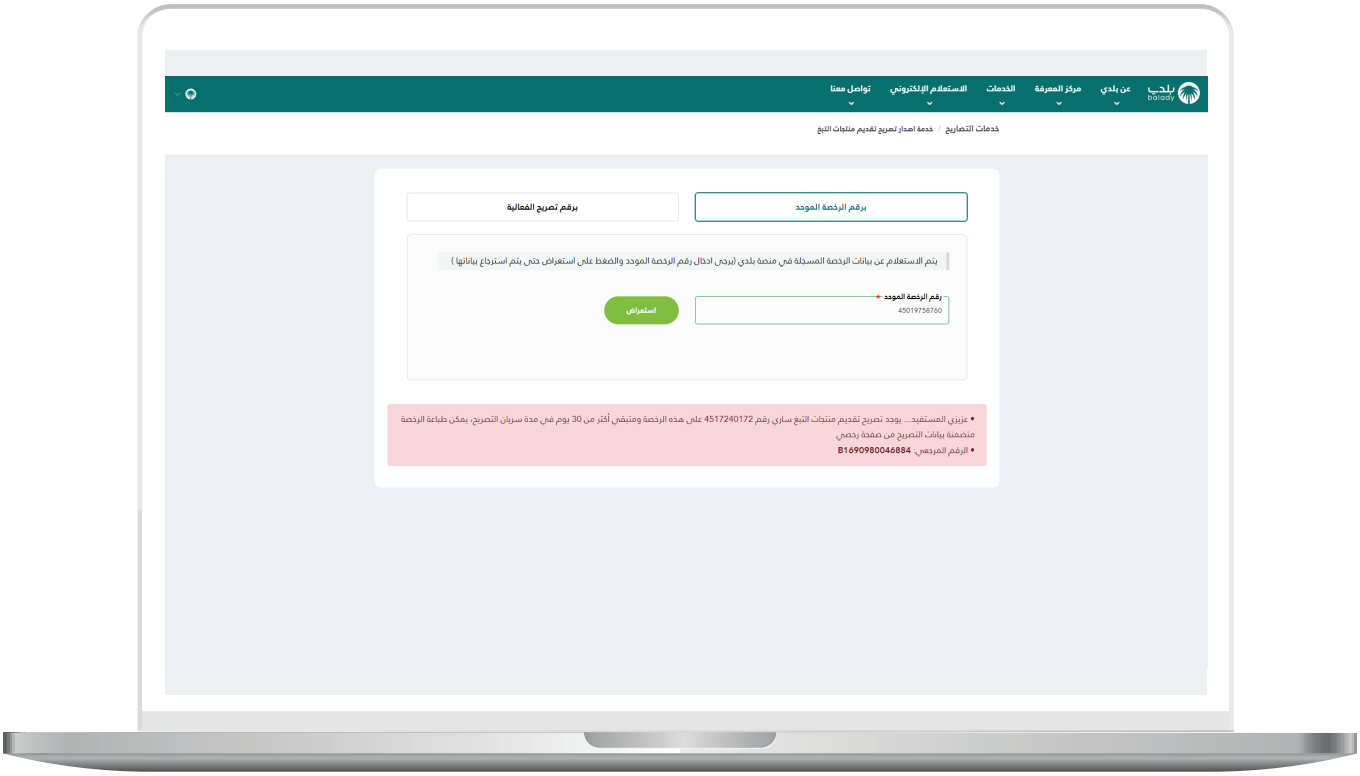
7) If the entered (**Unified License Number**) is correct and the license does not have an active permit, the system retrieves the basic license details and displays the (**Apply for Permit**) button. The user clicks this button.



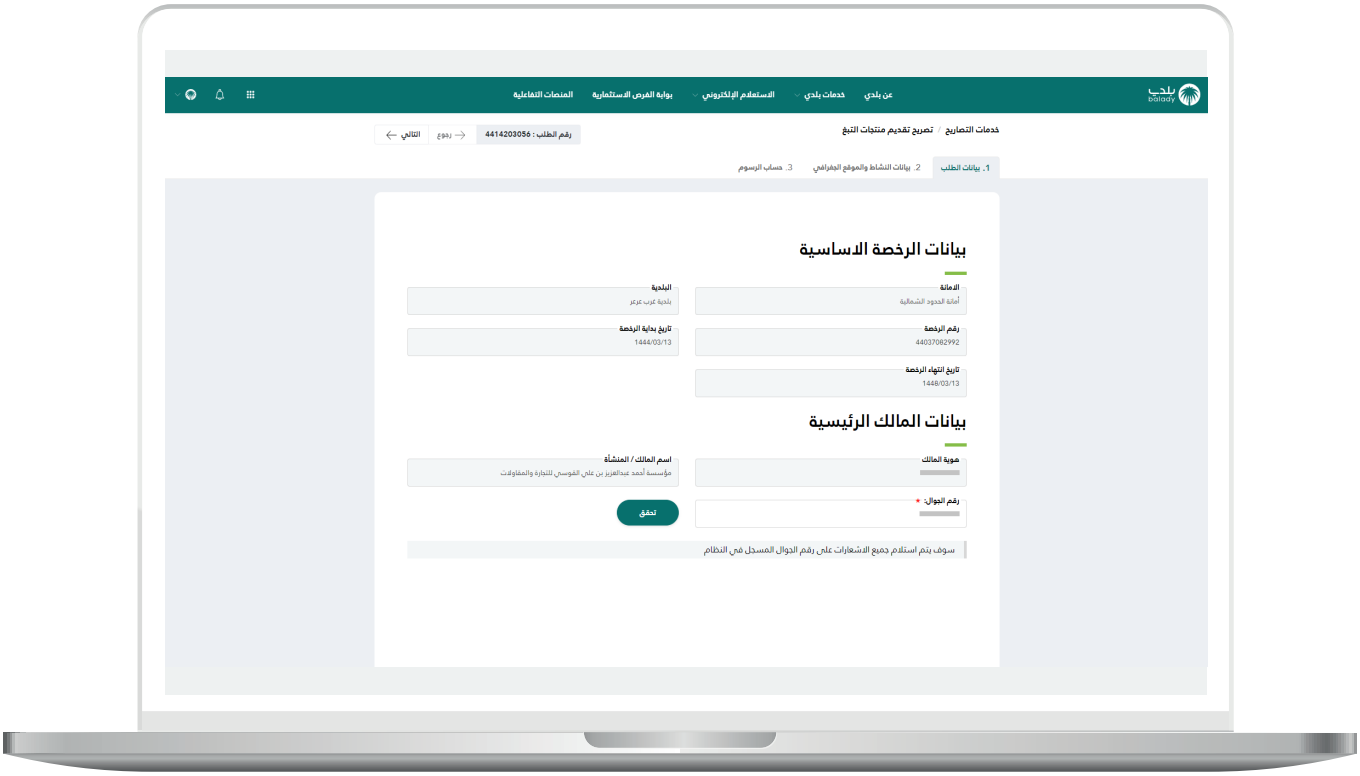
8) If the license has a permit that will expire in 30 days or less, the (**Renew**) button will appear for the user to click on.



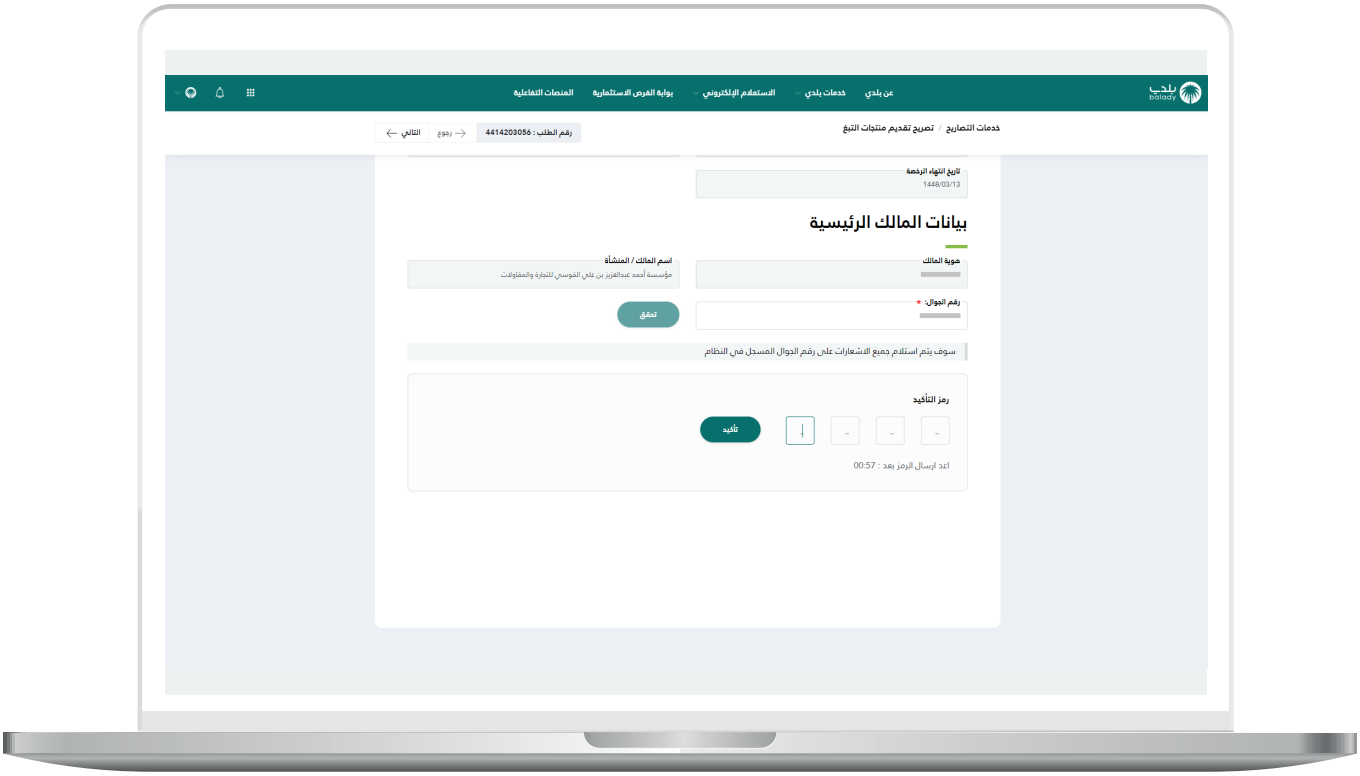
9) If the license has a permit that expires in more than 30 days, the system will prevent issuing a new permit and will display a warning message.



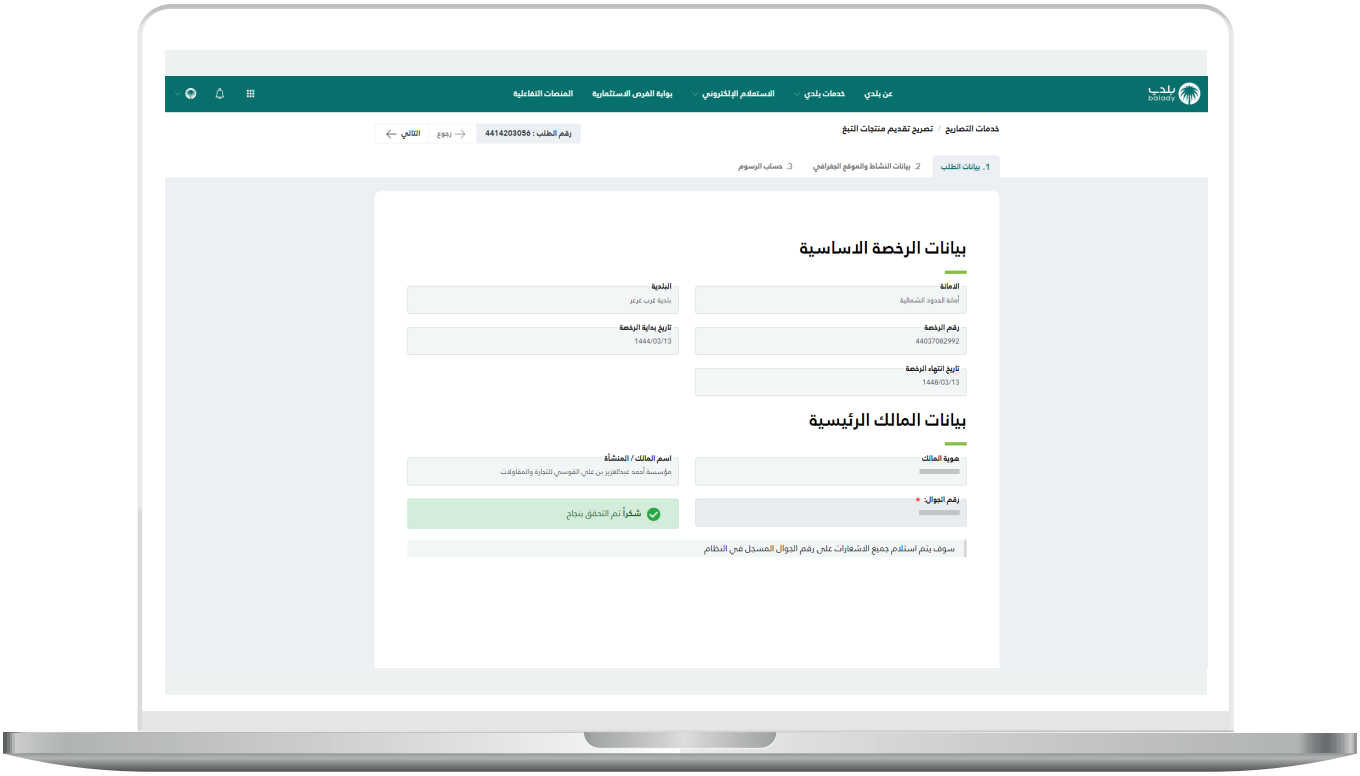
10) The following screen will then appear, representing the first stage of the application process, which is (**Application Data**). Here, the applicant's details are verified by entering the value in the (**Mobile Number**) field and clicking the (**Verify**) button.



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.

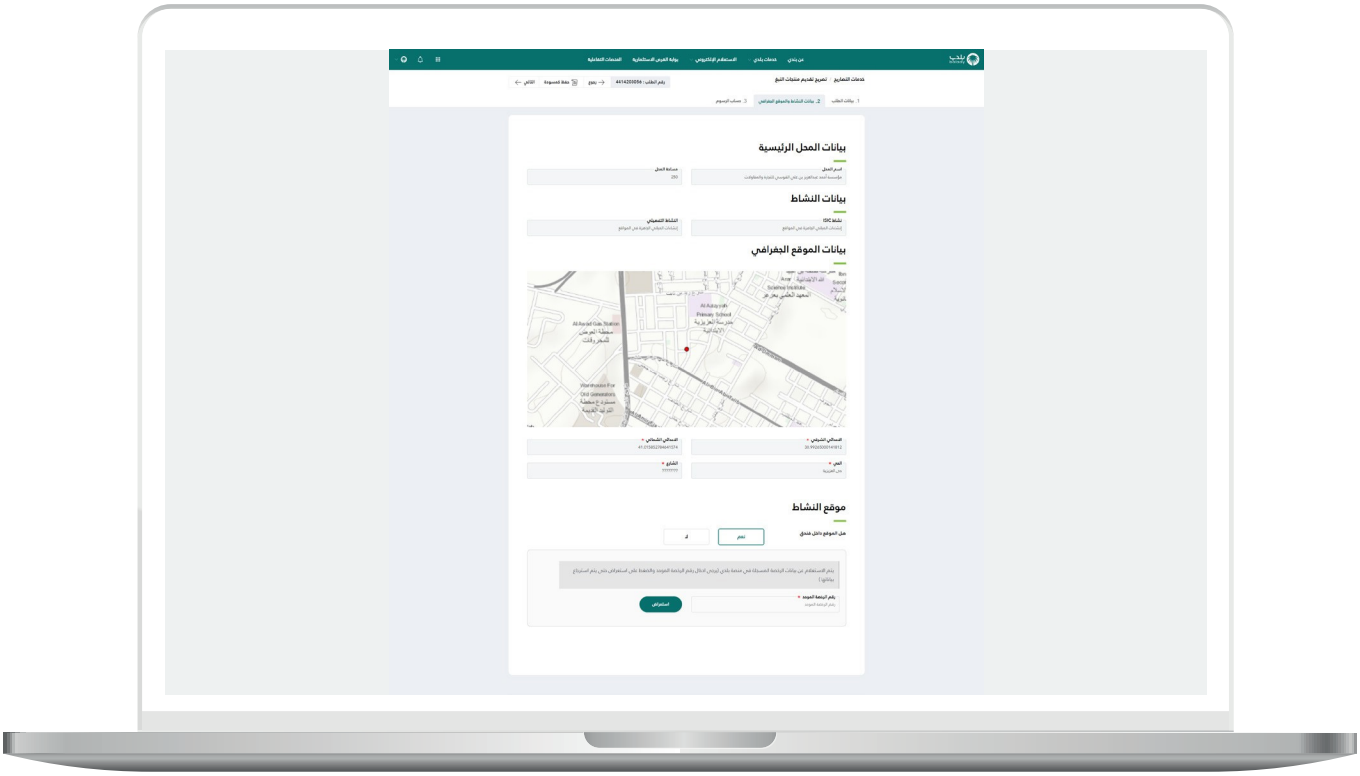


12) A message will then appear indicating successful verification, as shown in the following screenshot. The user clicks (**Next**) to proceed to the second stage.

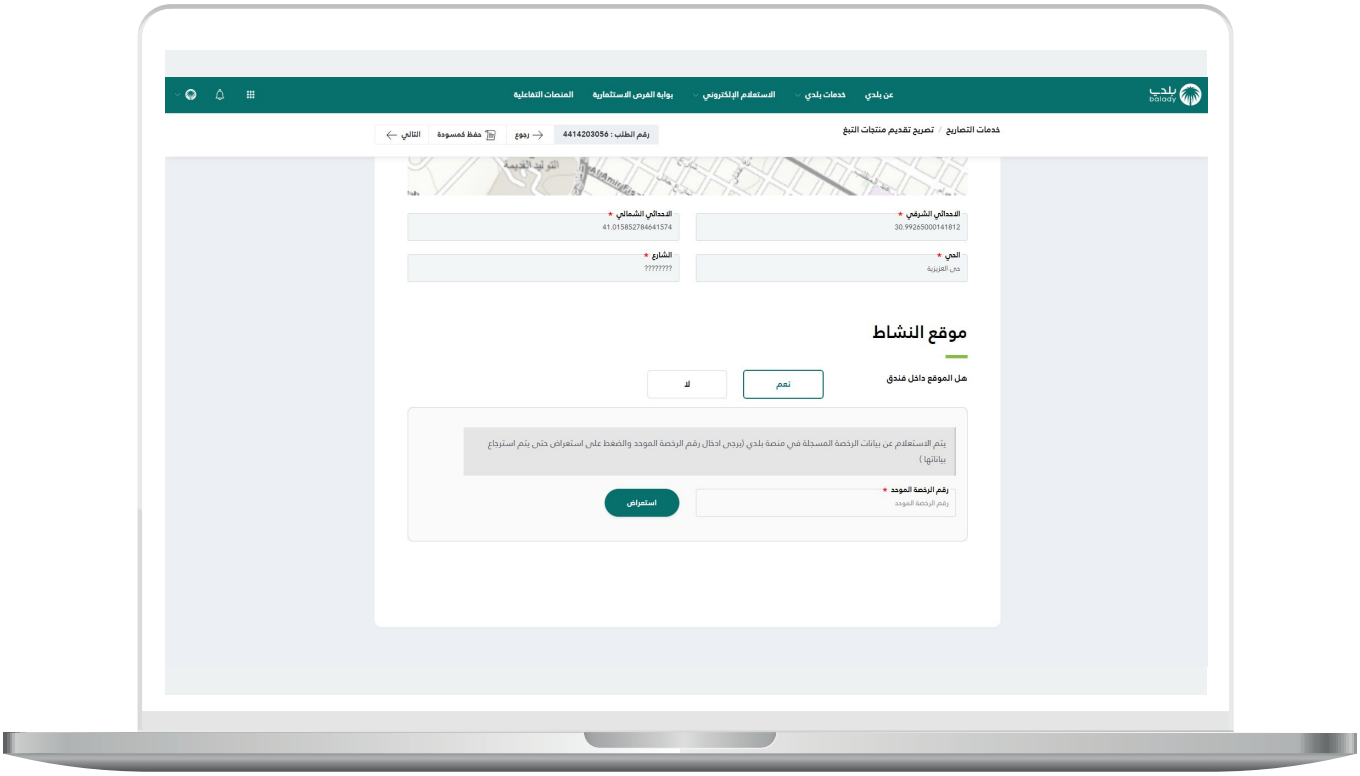


13) The system moves to the (**Geographic Location Information**) stage.

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

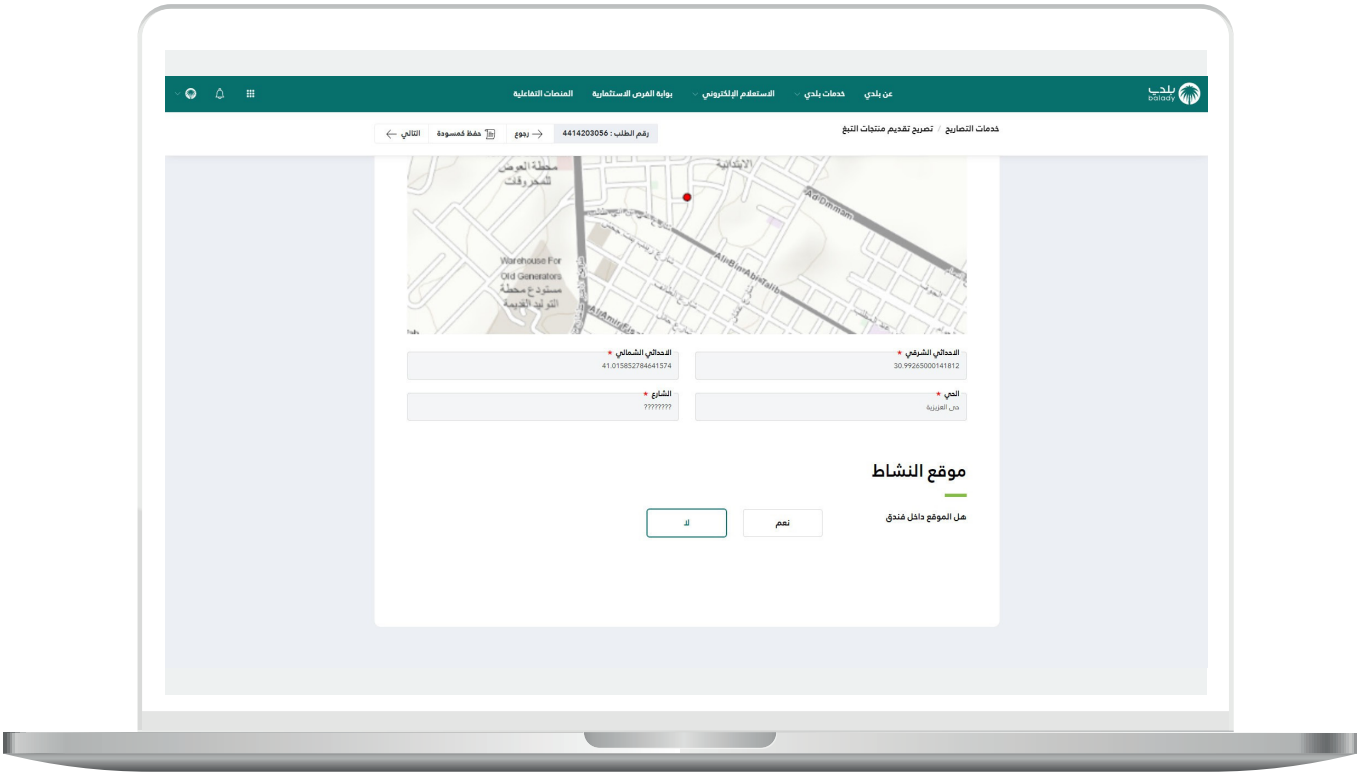


14) If (**Yes**) is selected, the (**Unified License Number**) field appears, where the user must enter the number and click (**Search**) to retrieve the license details from the Balady platform.

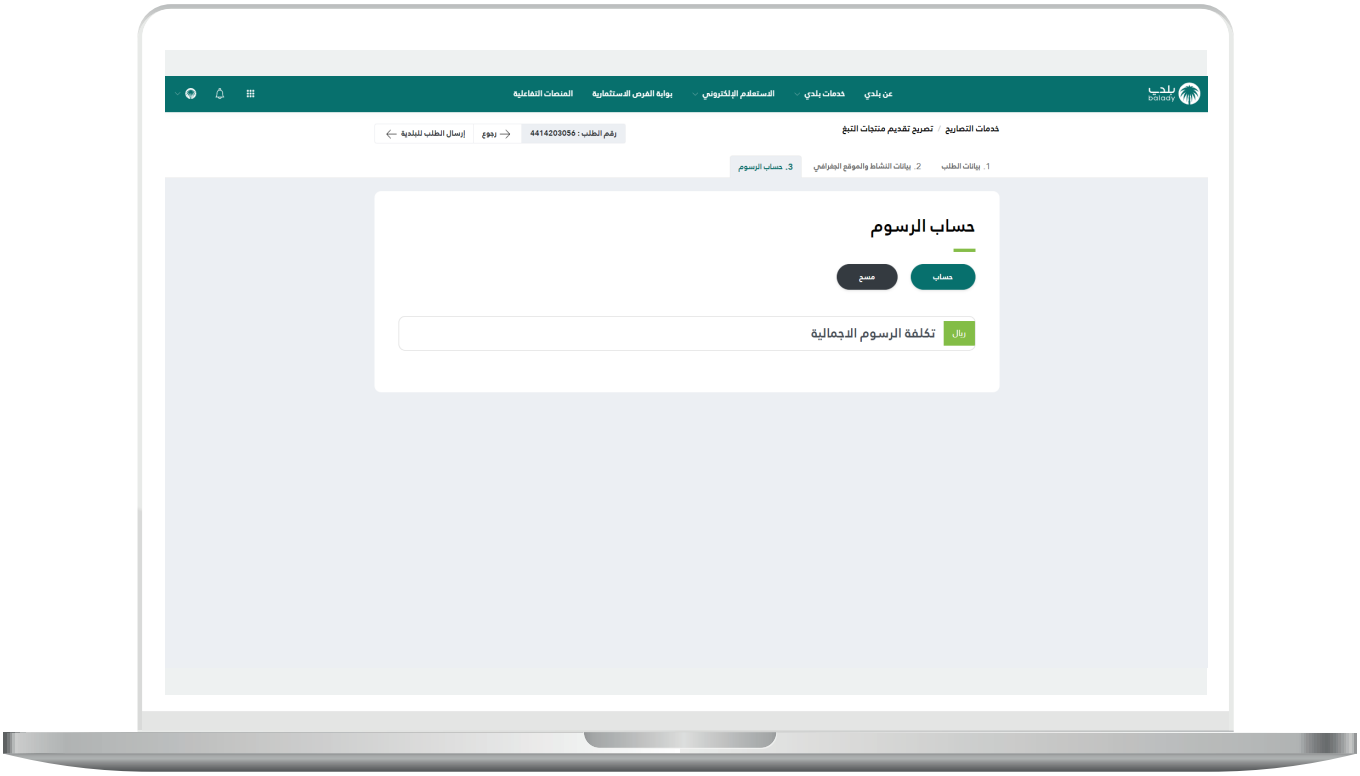


15) If (**No**) is selected, no additional fields appear.

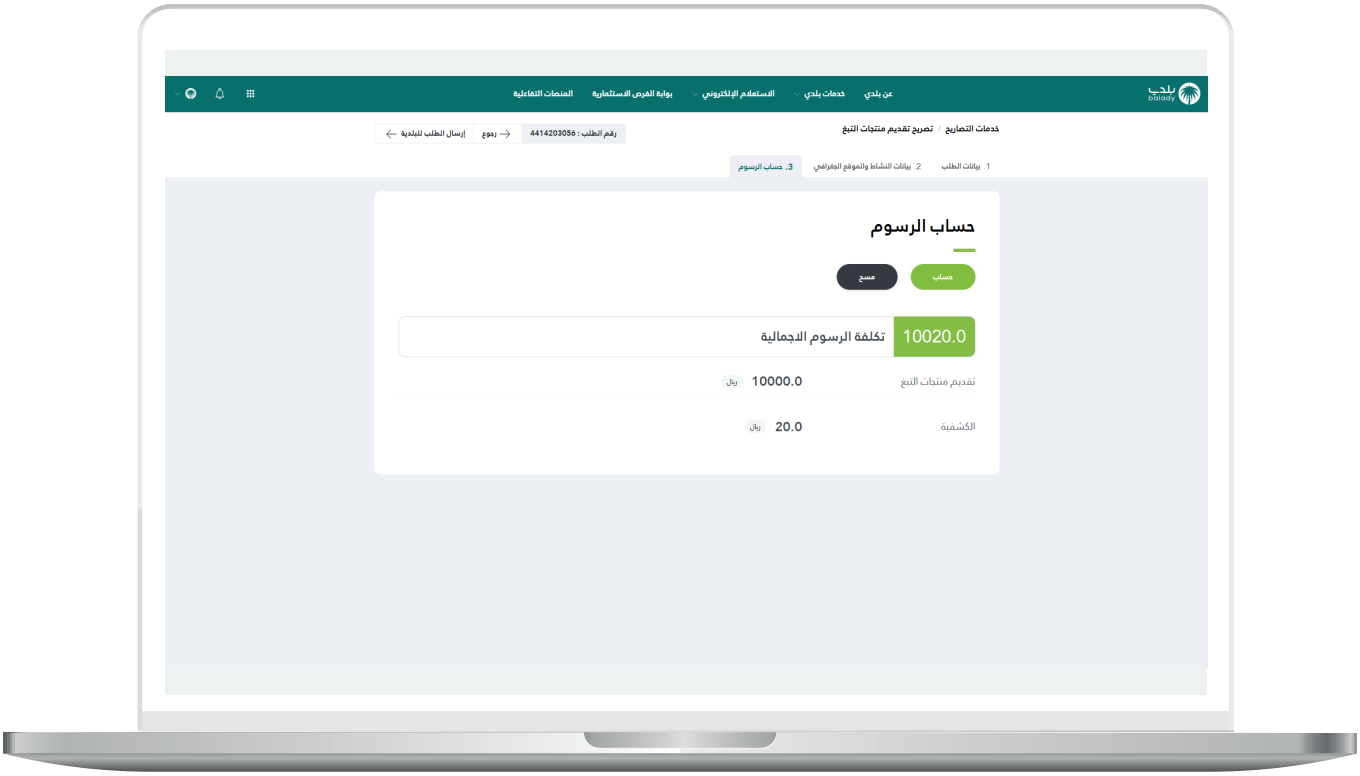
The user clicks (**Next**) to continue, with options to save the request as a draft by clicking (**Save as Draft**) or go back by clicking (**Back**).



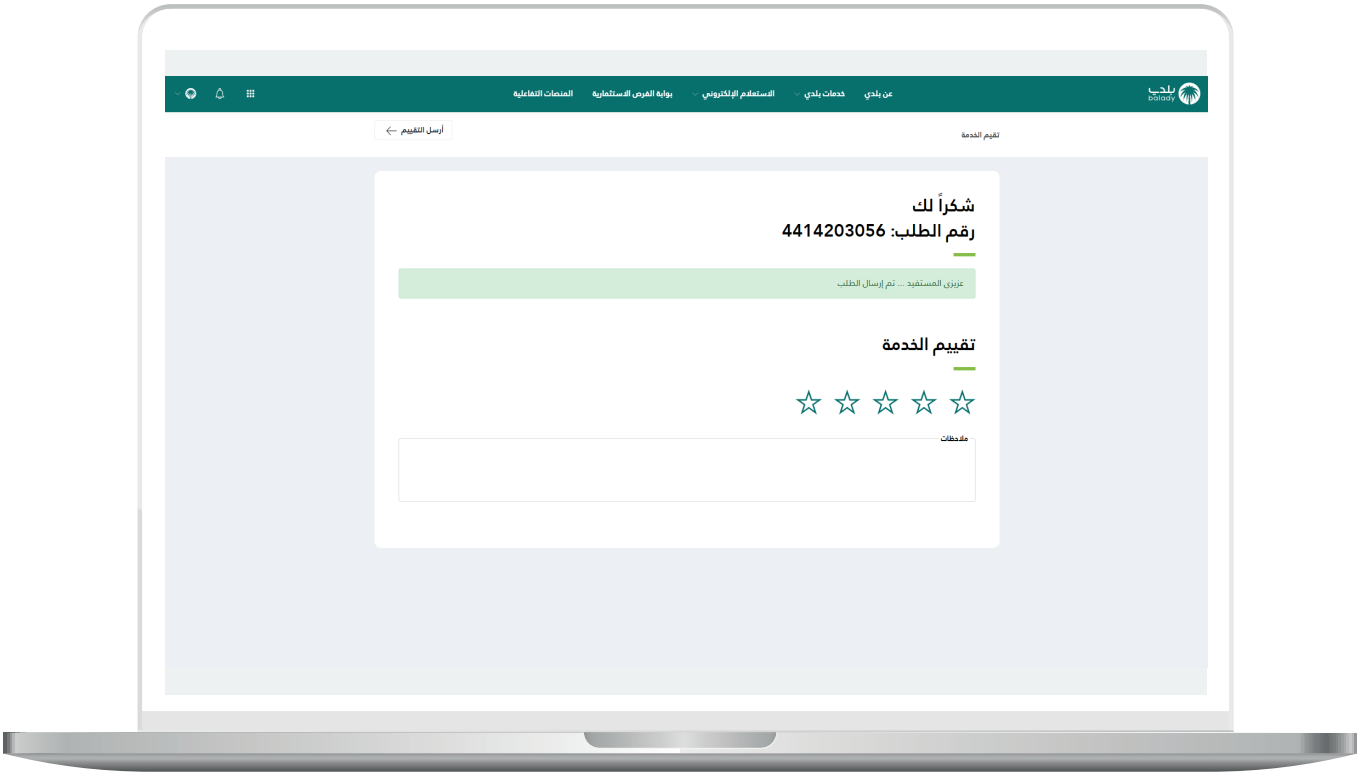
16) The final stage, (**Fee Calculation**), appears. The user clicks (**Calculate**) to determine the total financial charges.



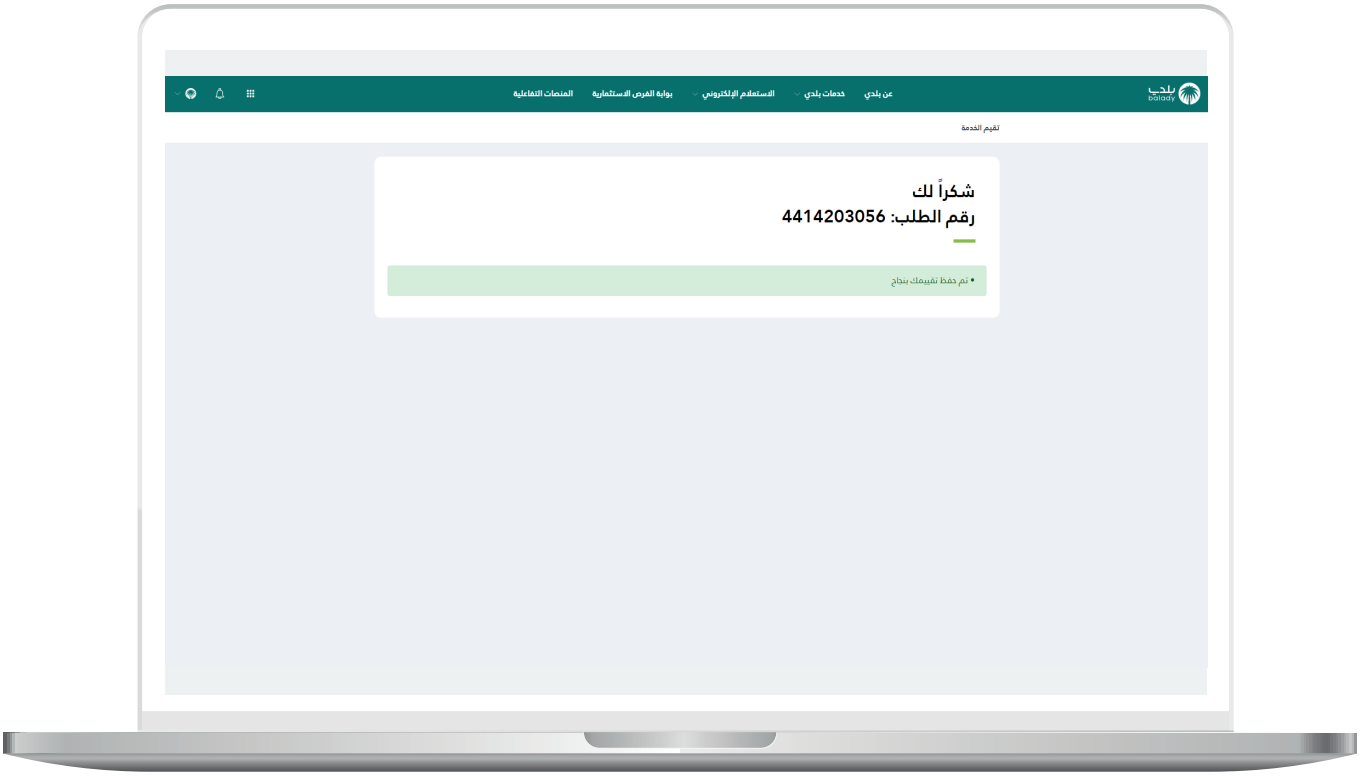
17) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.



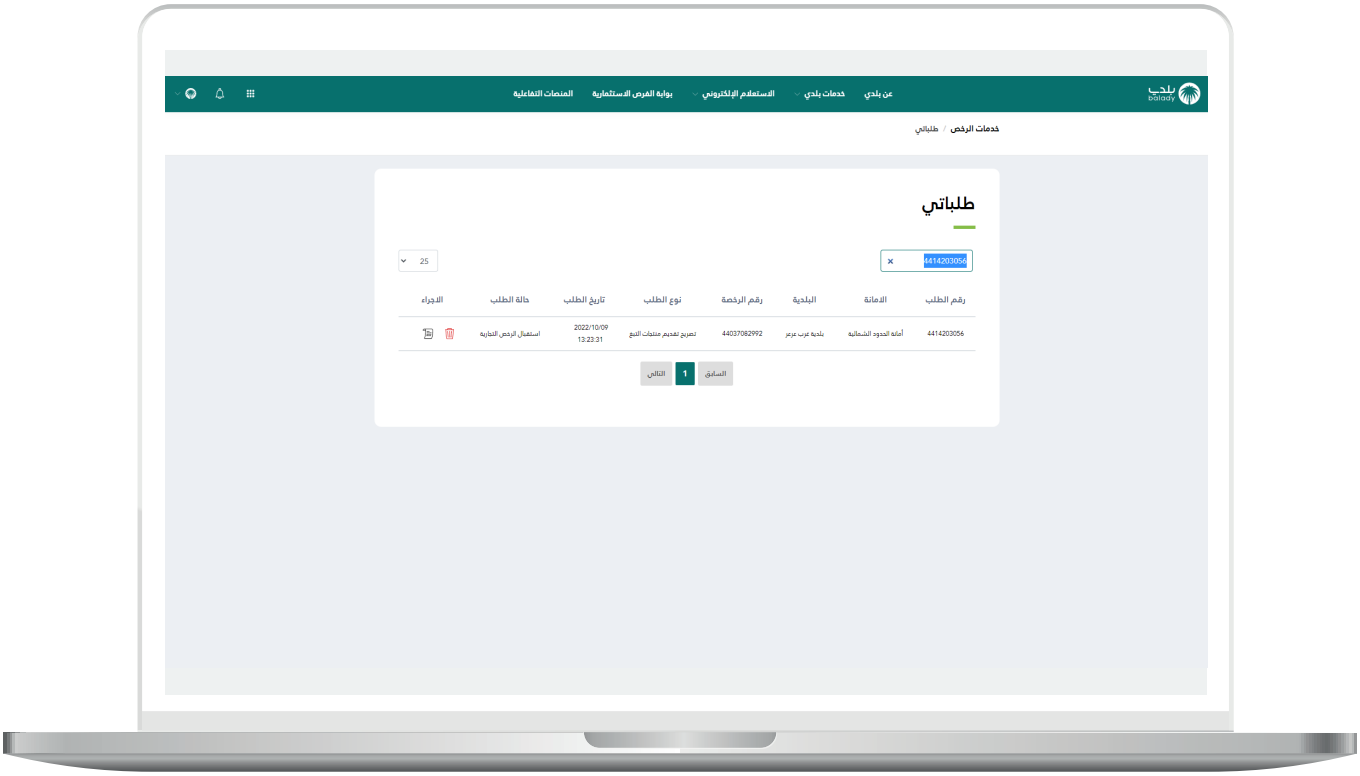
18) The system submits the request and displays a confirmation message. The system also allows the user to rate the service by selecting a number of stars and entering comments in the (**Comments**) field. The user then clicks (**Submit Evaluation**).



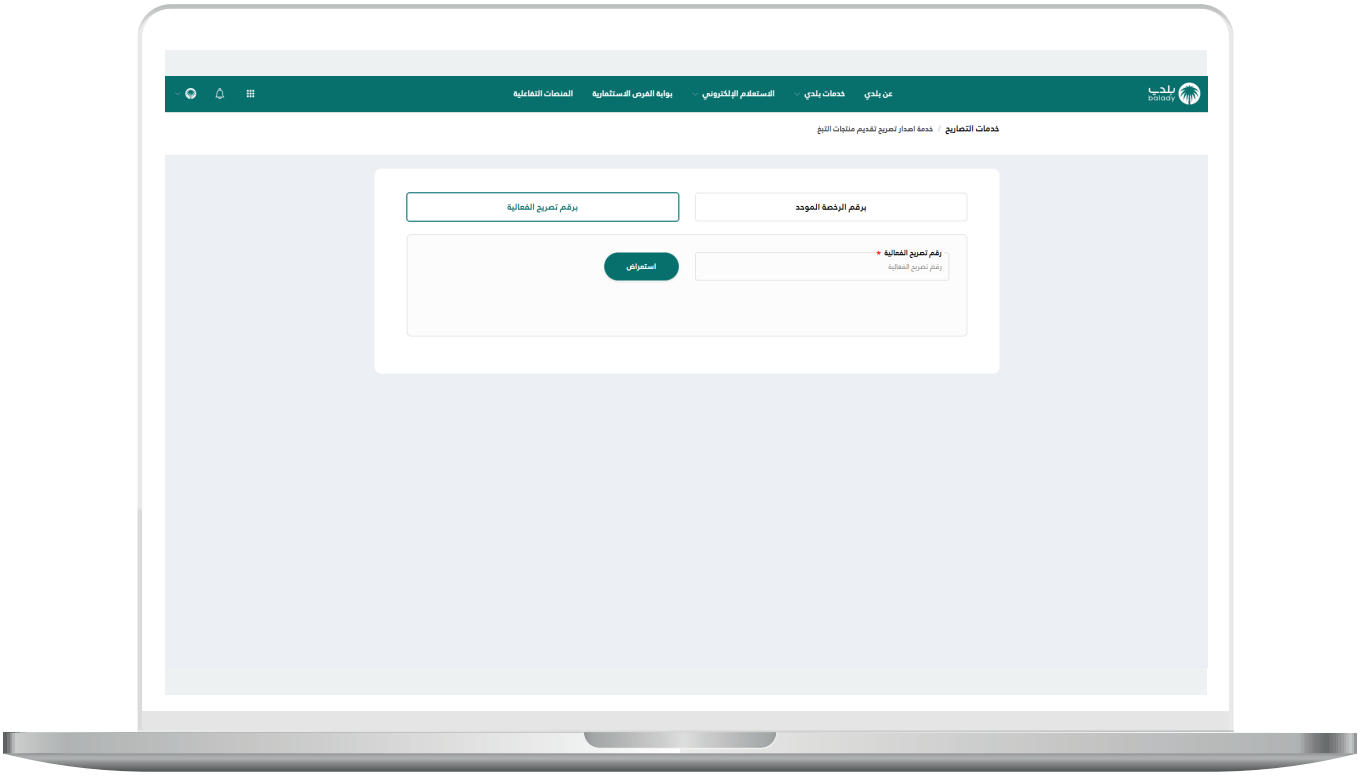
19) The system saves the evaluation successfully and displays a confirmation message.



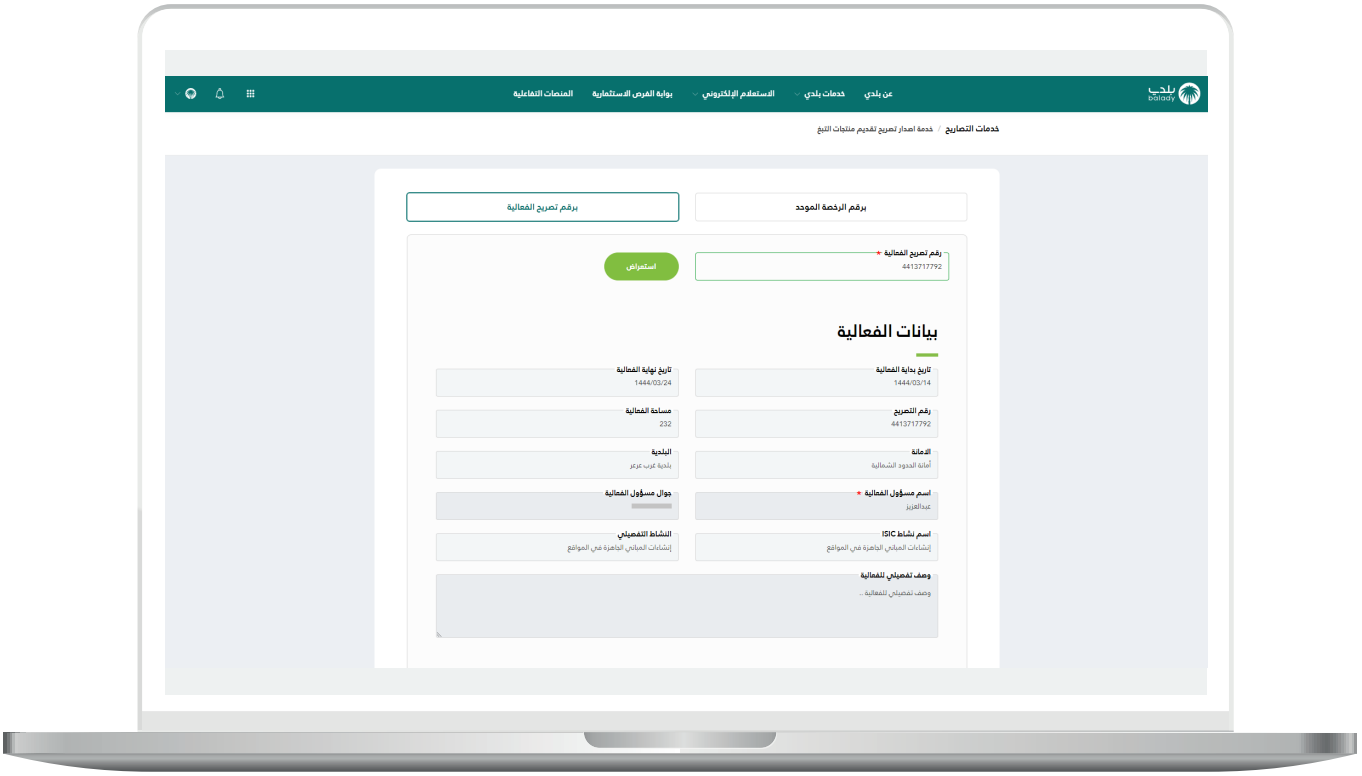
20) The system redirects the user to the (**My Requests**) screen.



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.



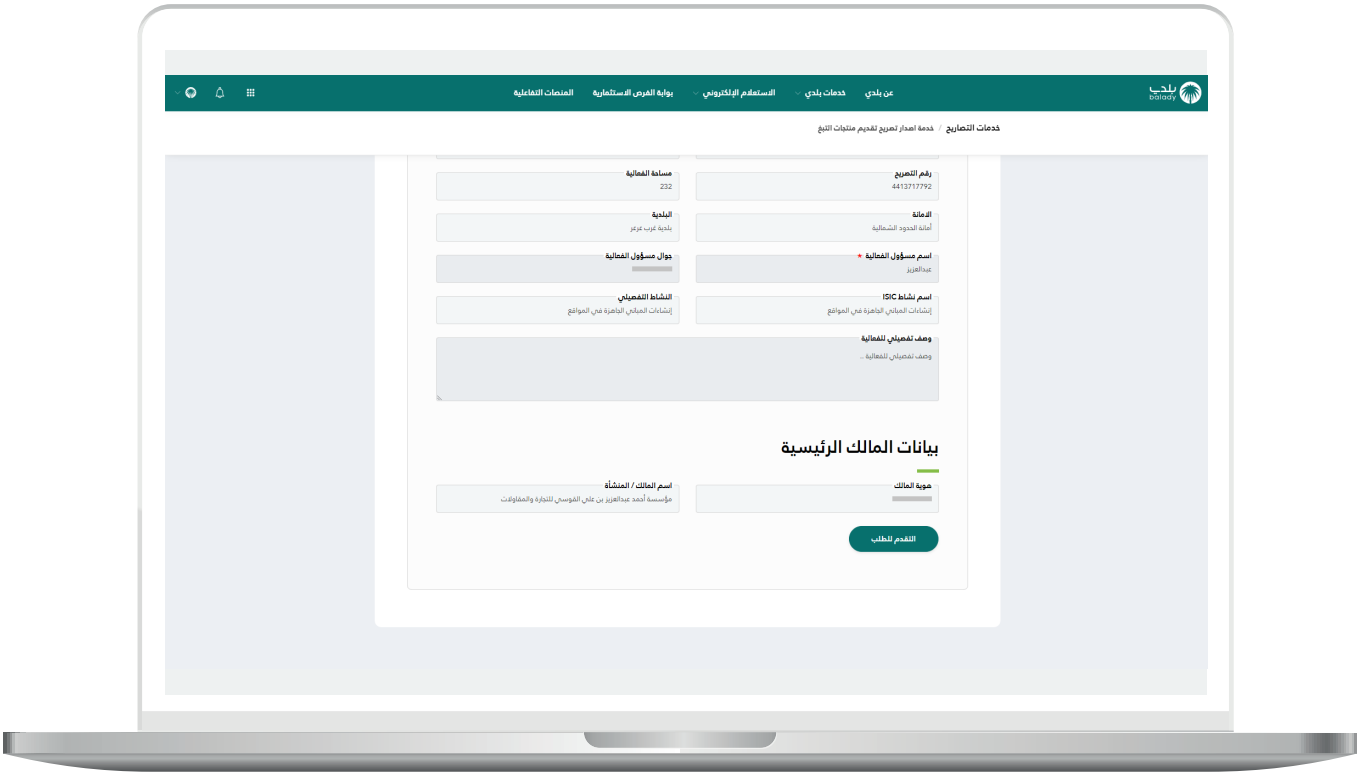
23) The user clicks (**Apply for Permit**).

Notes:

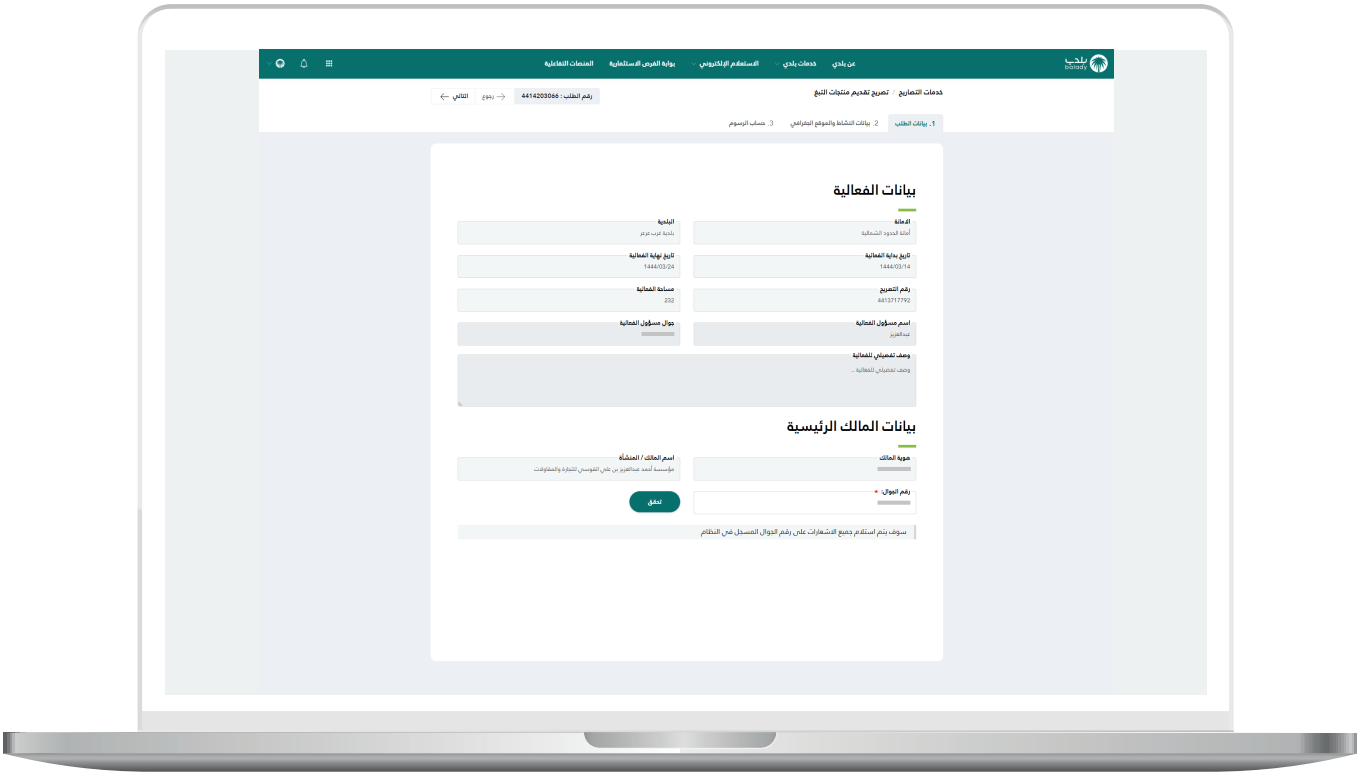
- If the license does not have an active Permit for Providing Tobacco Products, the (**Apply for Permit**) button appears.

- If the license has a permit expiring in 30 days or less, the (Renew) button appears.

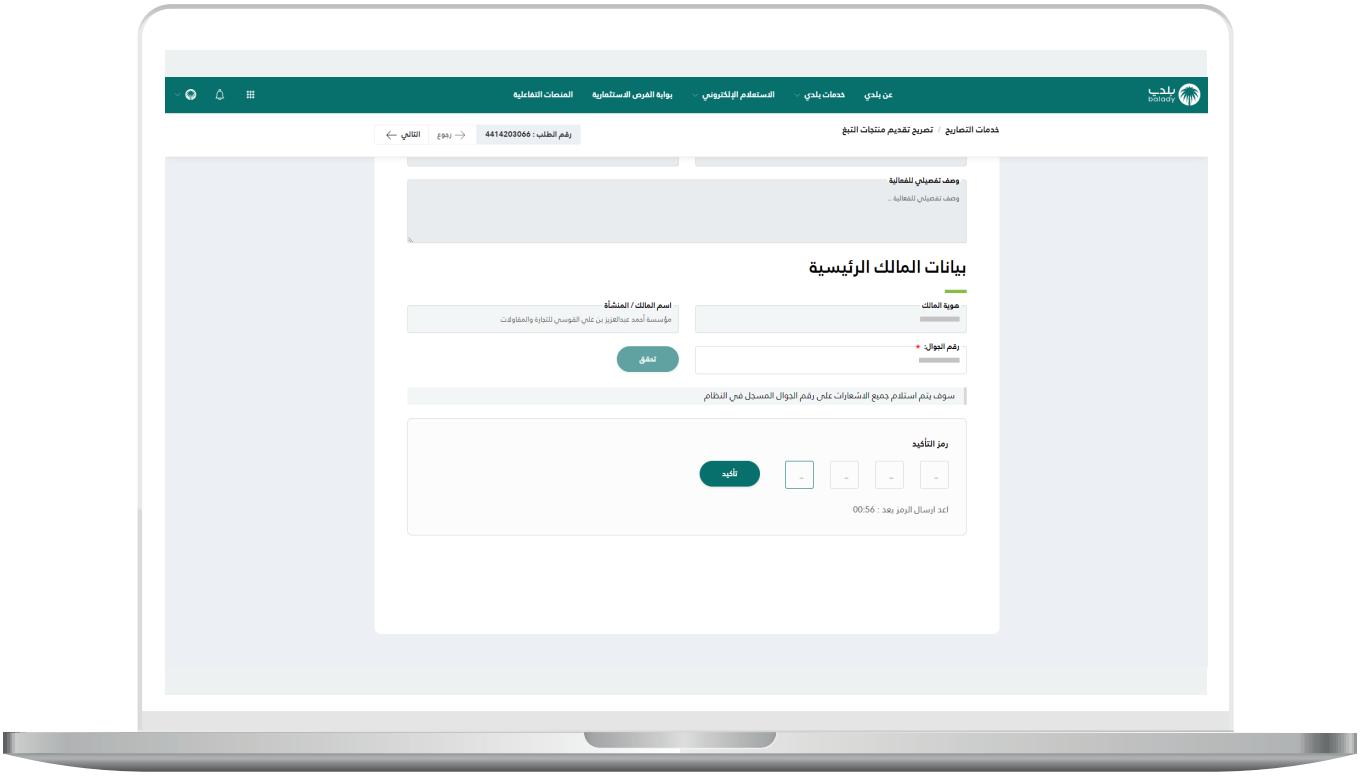
- If the license has a permit expiring in more than 30 days, the system prevents issuing a new permit.



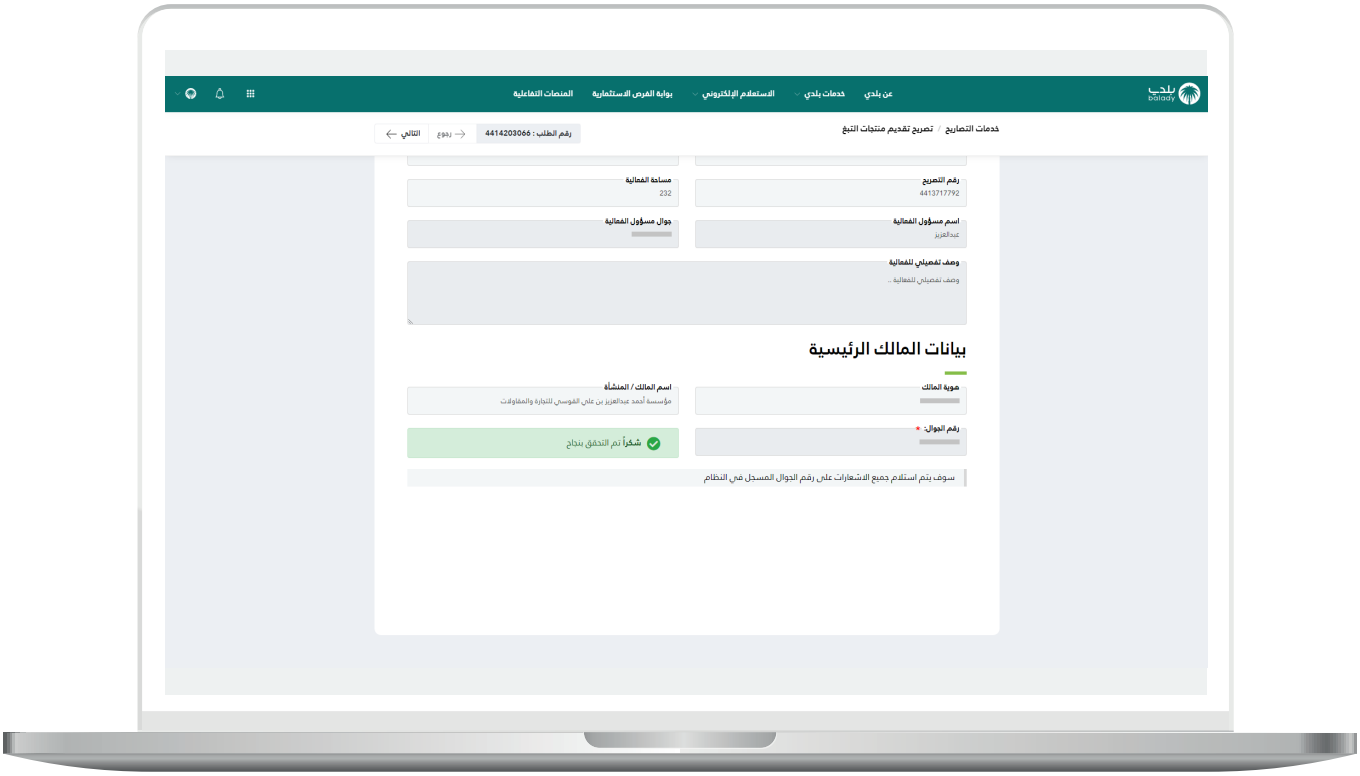
24) The following screen will then appear, representing the first stage of the application process, which is (**Application Data**). Here, the applicant's details are verified by entering the value in the (**Mobile Number**) field and clicking the (**Verify**) button.



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.

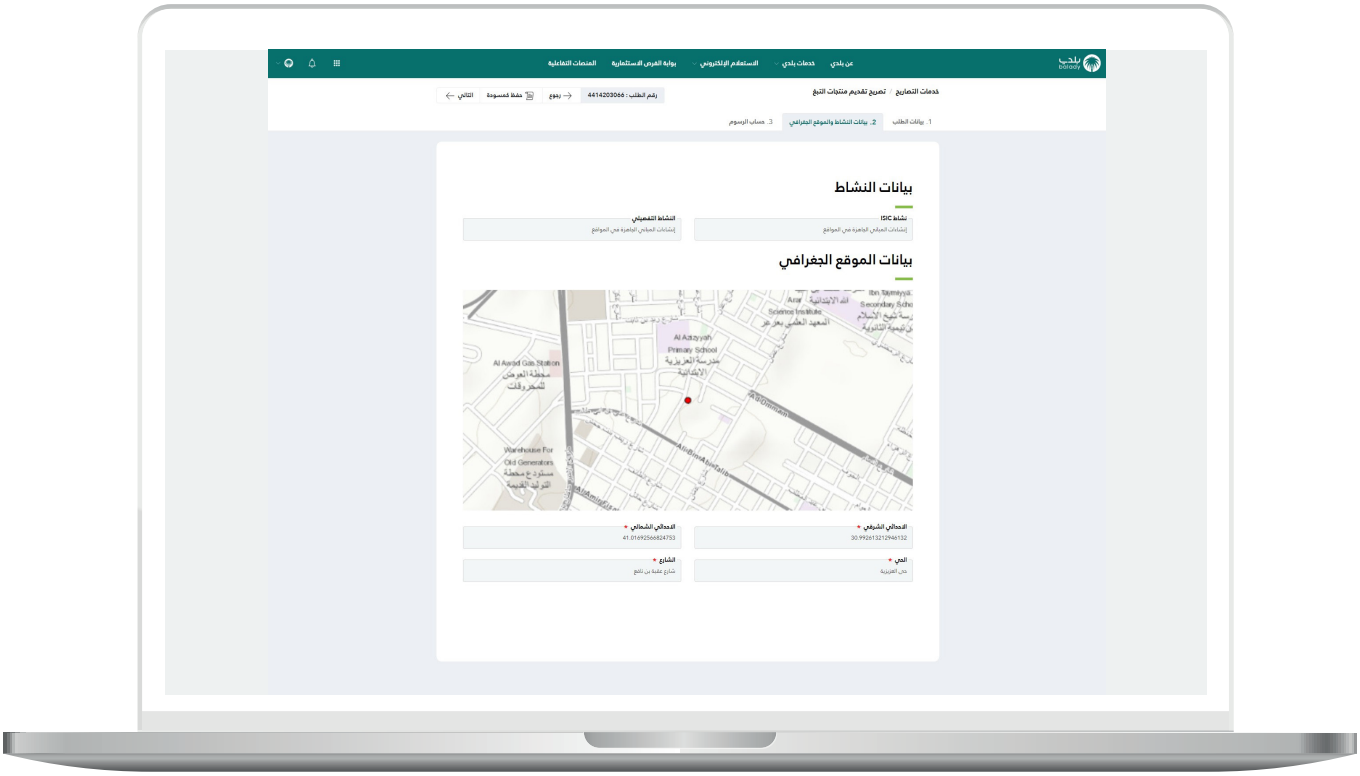


26) A message will then appear indicating successful verification, as shown in the following screenshot. The user clicks (**Next**) to proceed to the second stage.

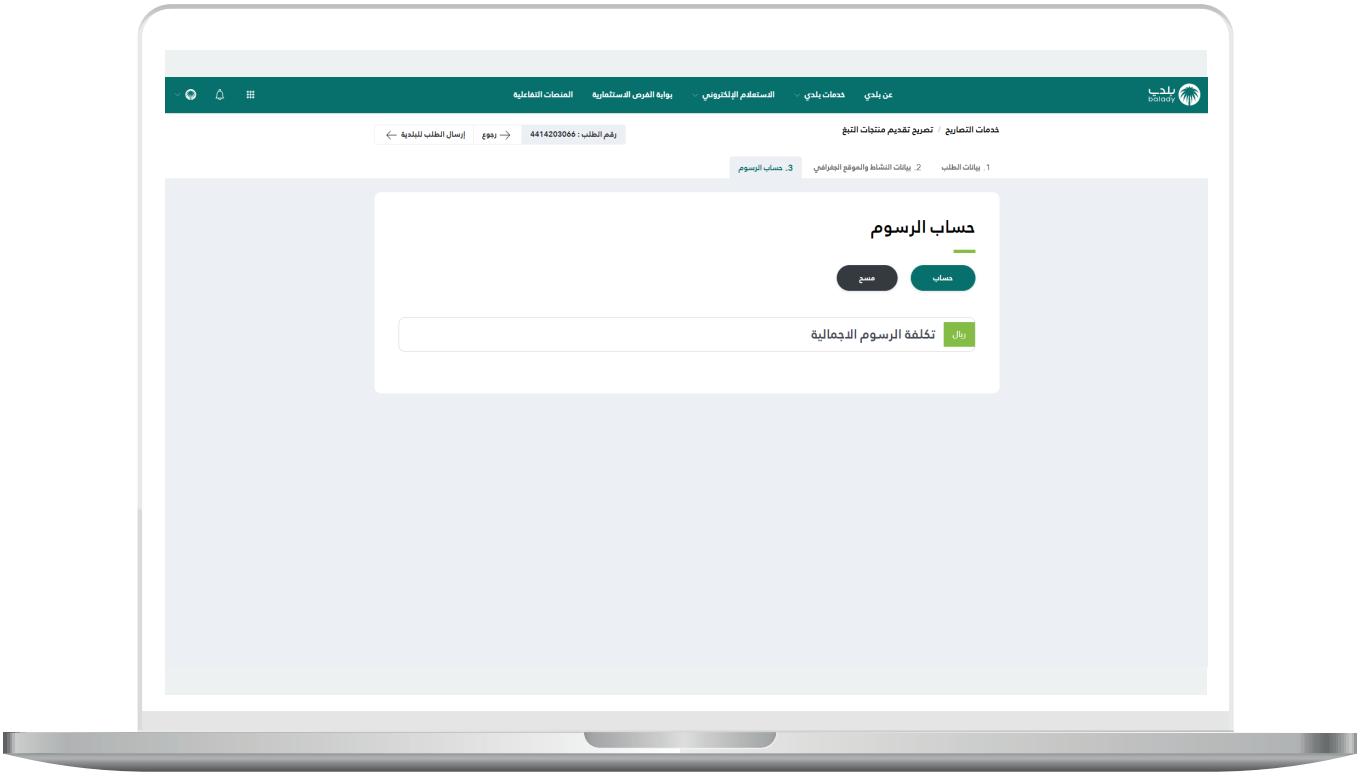


27) The system moves to the (**Geographic Location Information**) stage.

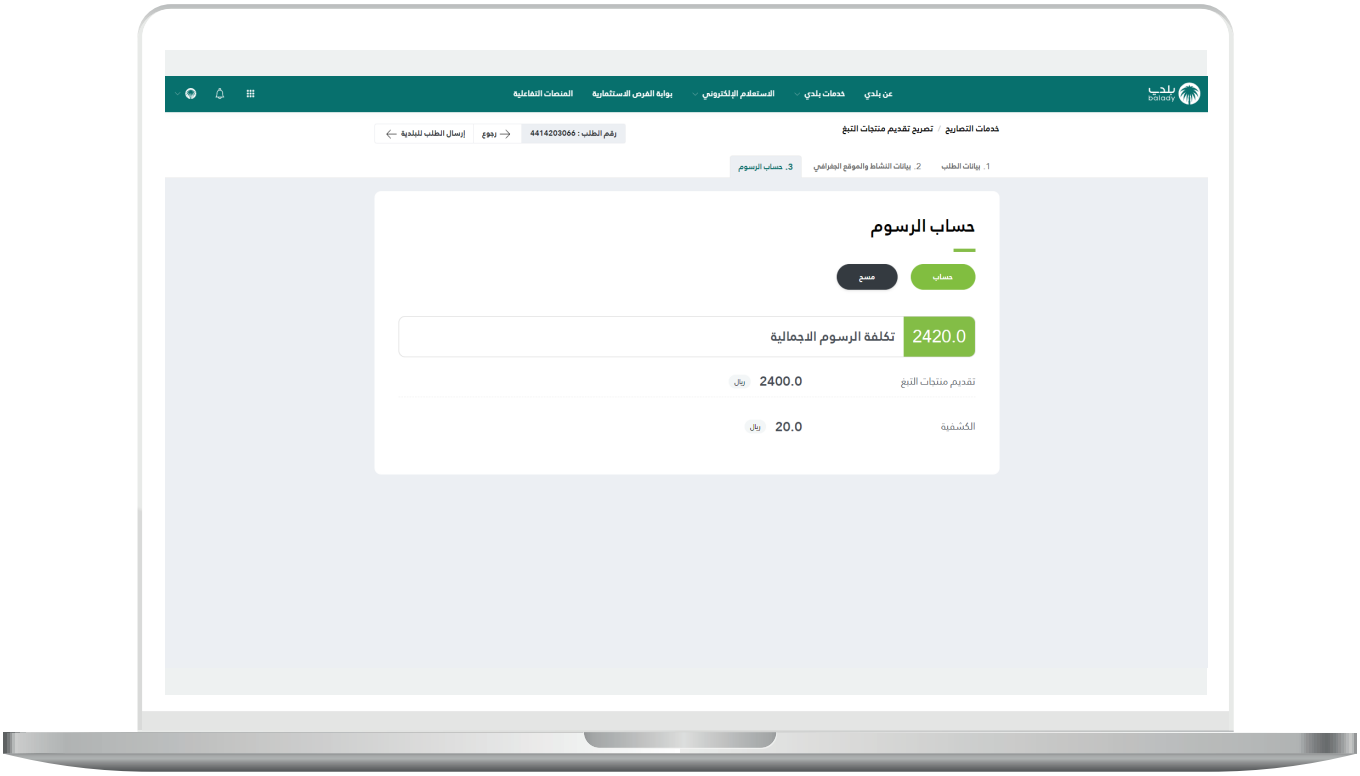
The user clicks (**Next**) to continue, with options to save the request as a draft by clicking (**Save as Draft**) or go back by clicking (**Back**).



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

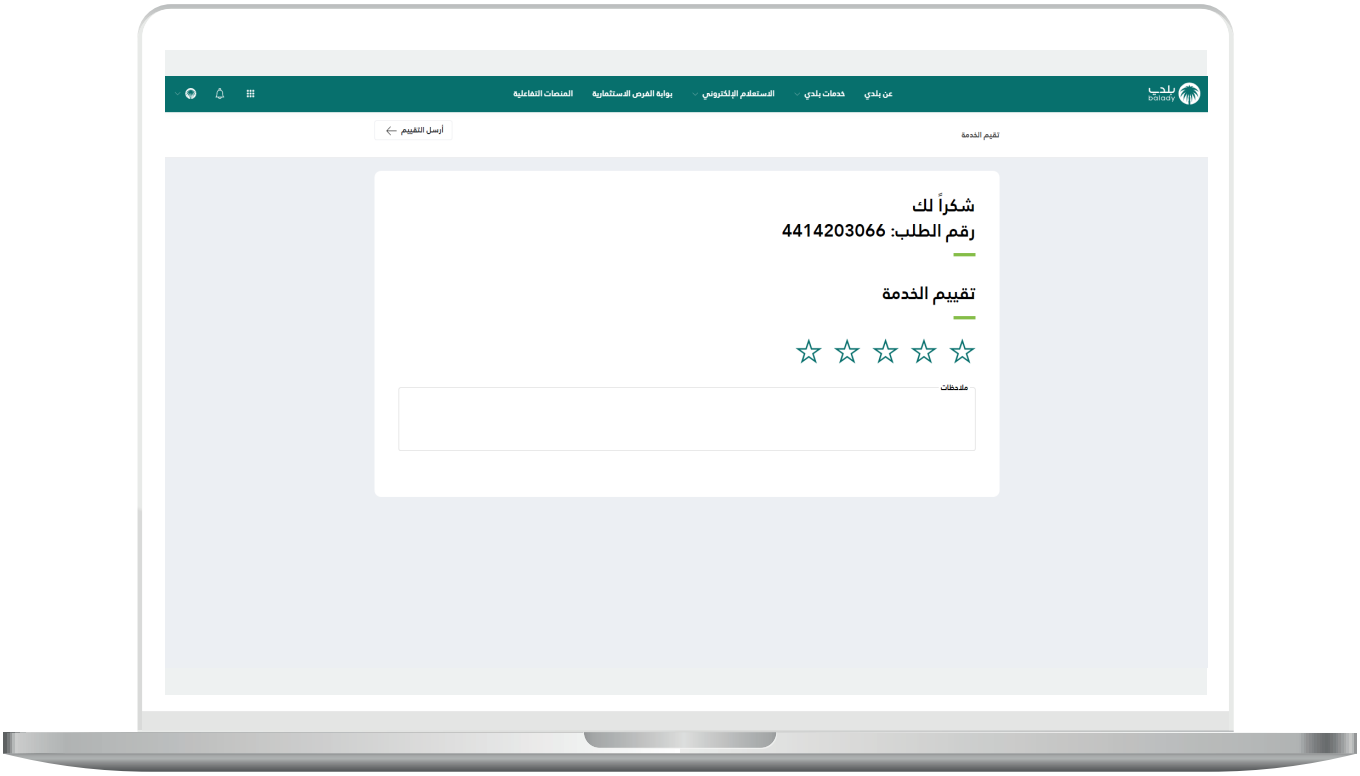


29) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.

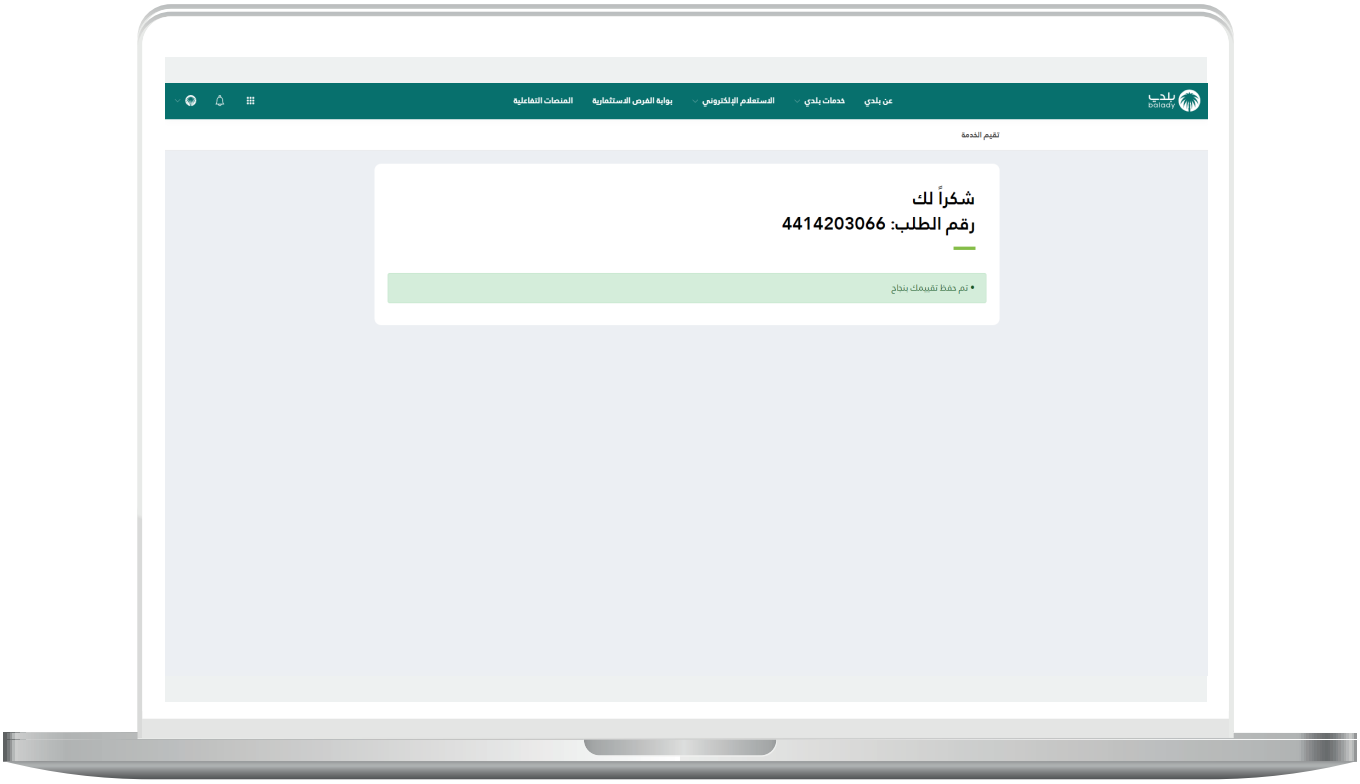


30) The system submits the request and displays a confirmation message.

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**).

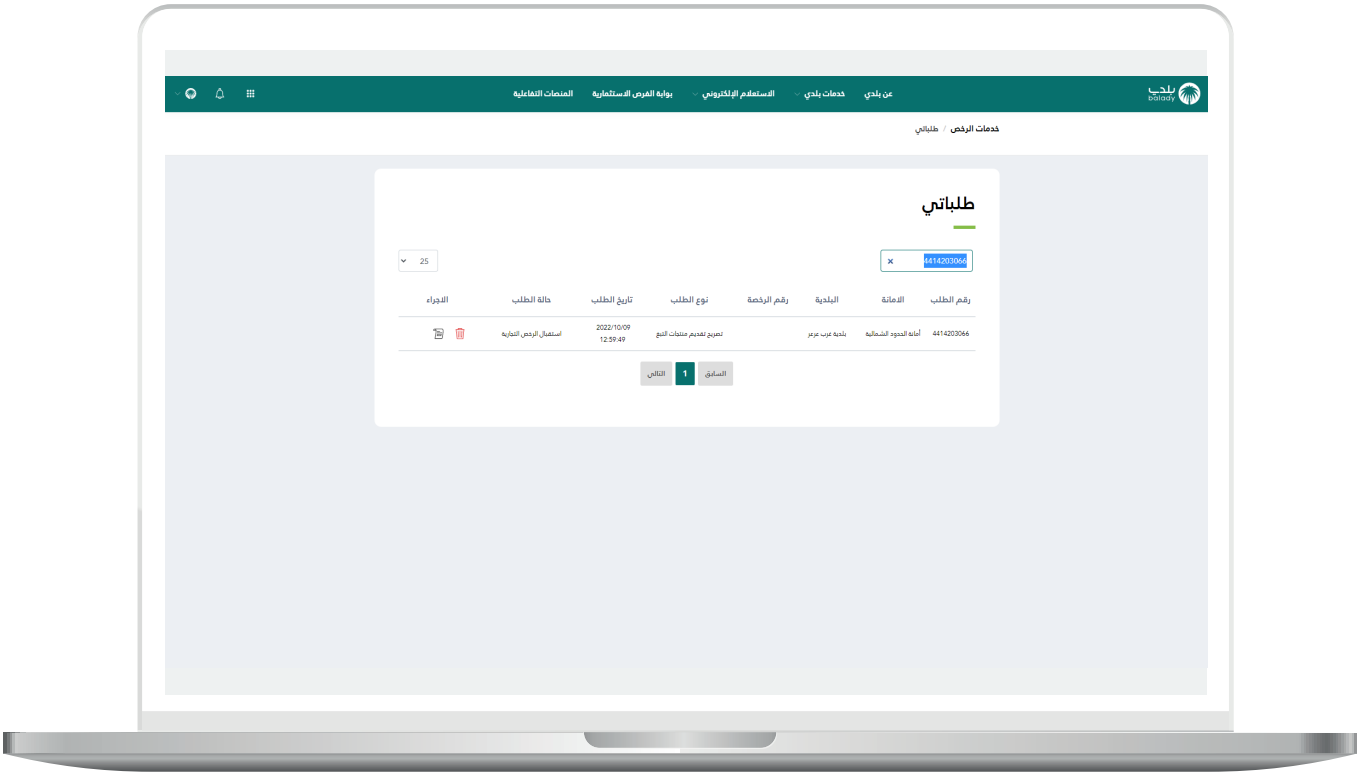


31) The system saves the evaluation successfully and displays a confirmation message.

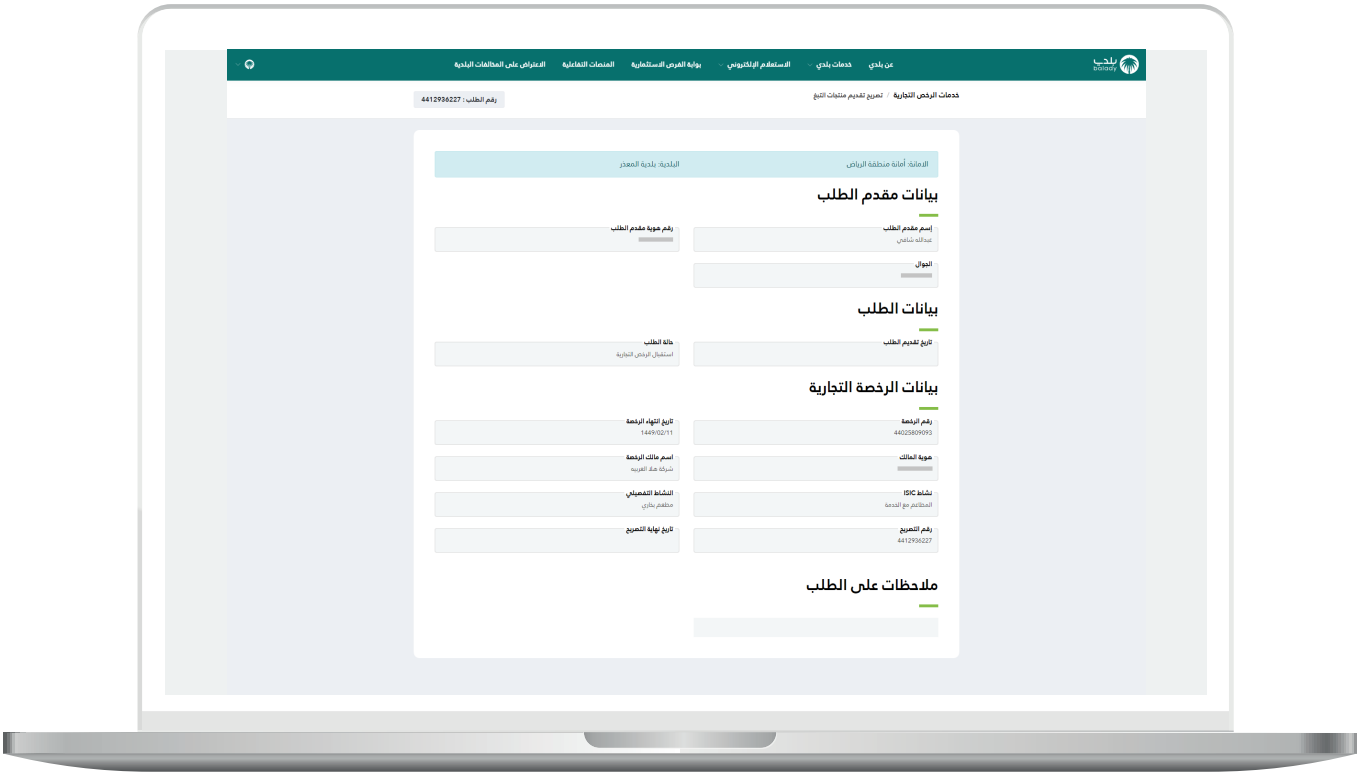


Follow-up on the Request

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.



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