وزارة البلديات والإسكان

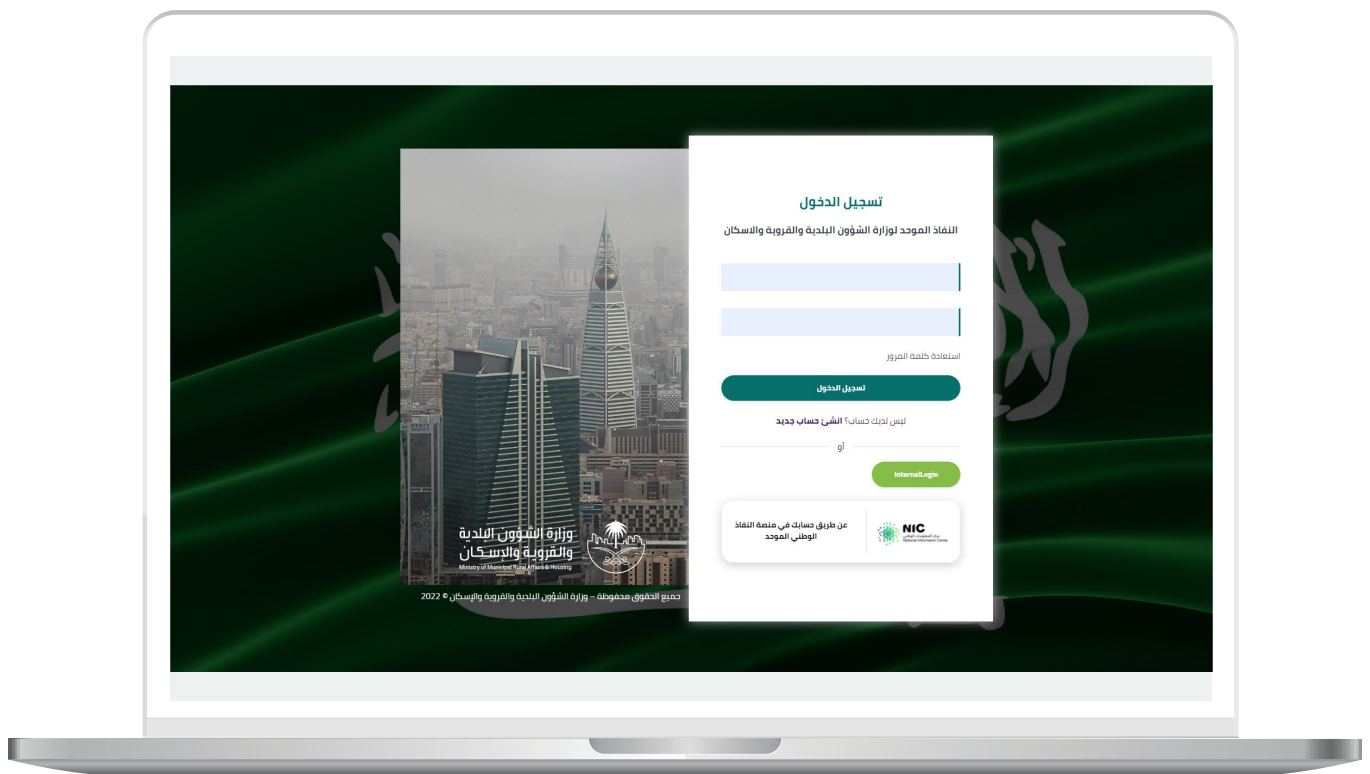**Ministry of Municipalities and Housing**

Service of Canceling the Permit

for Providing Tobacco Products

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.
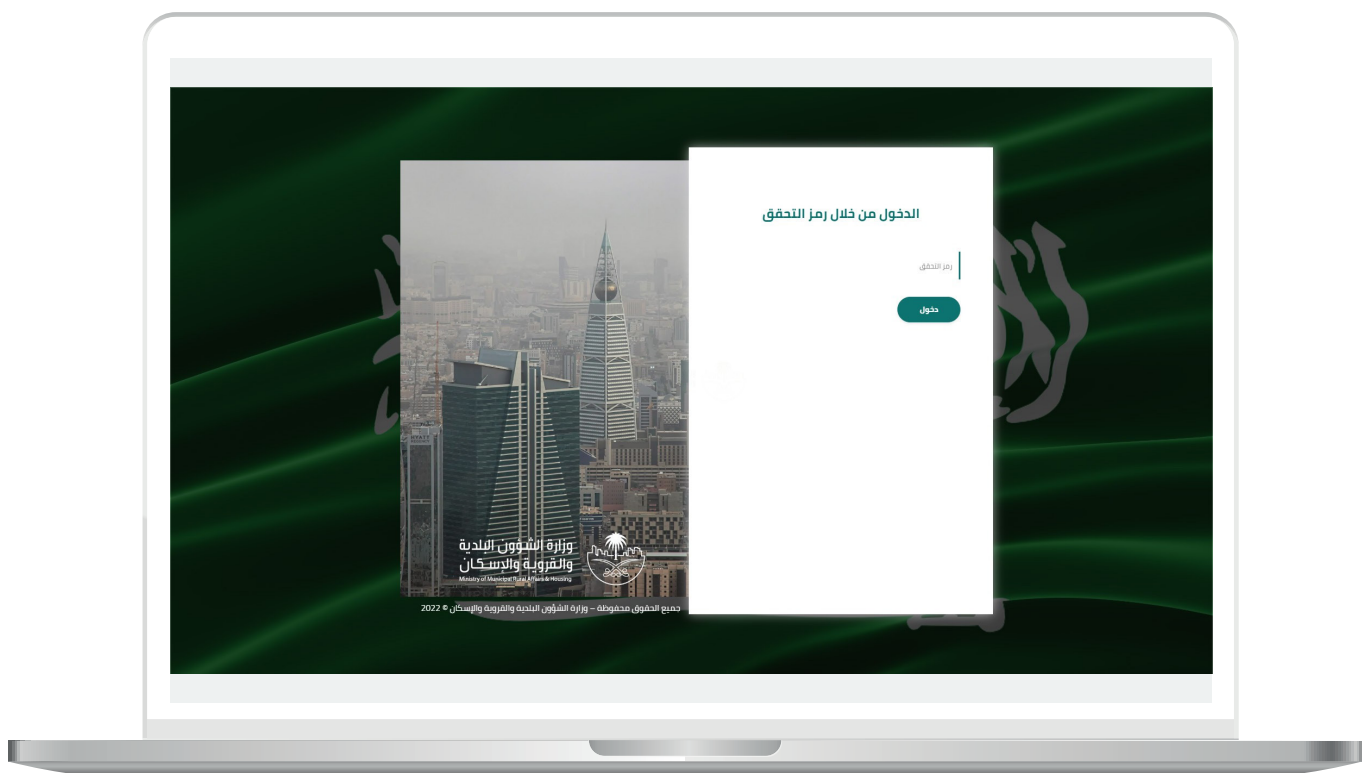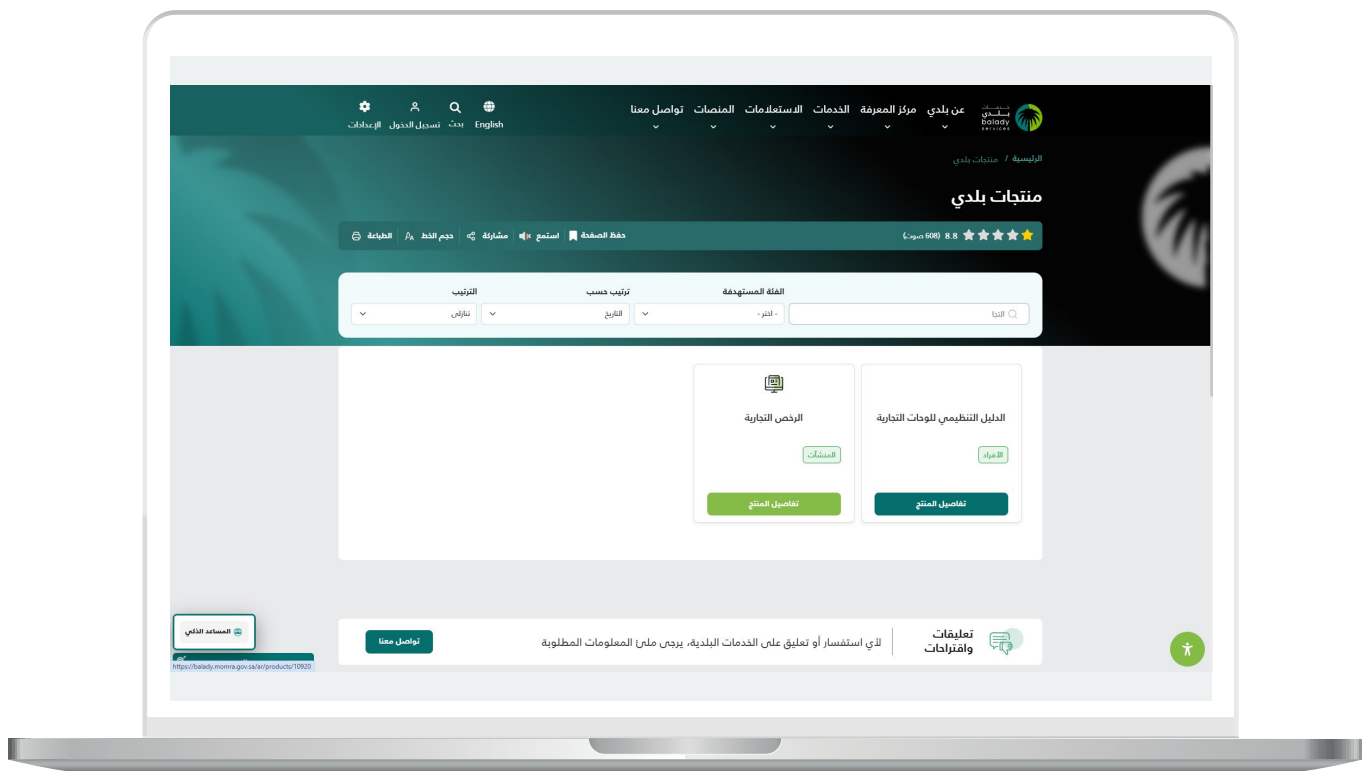
Steps to Request the Service

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
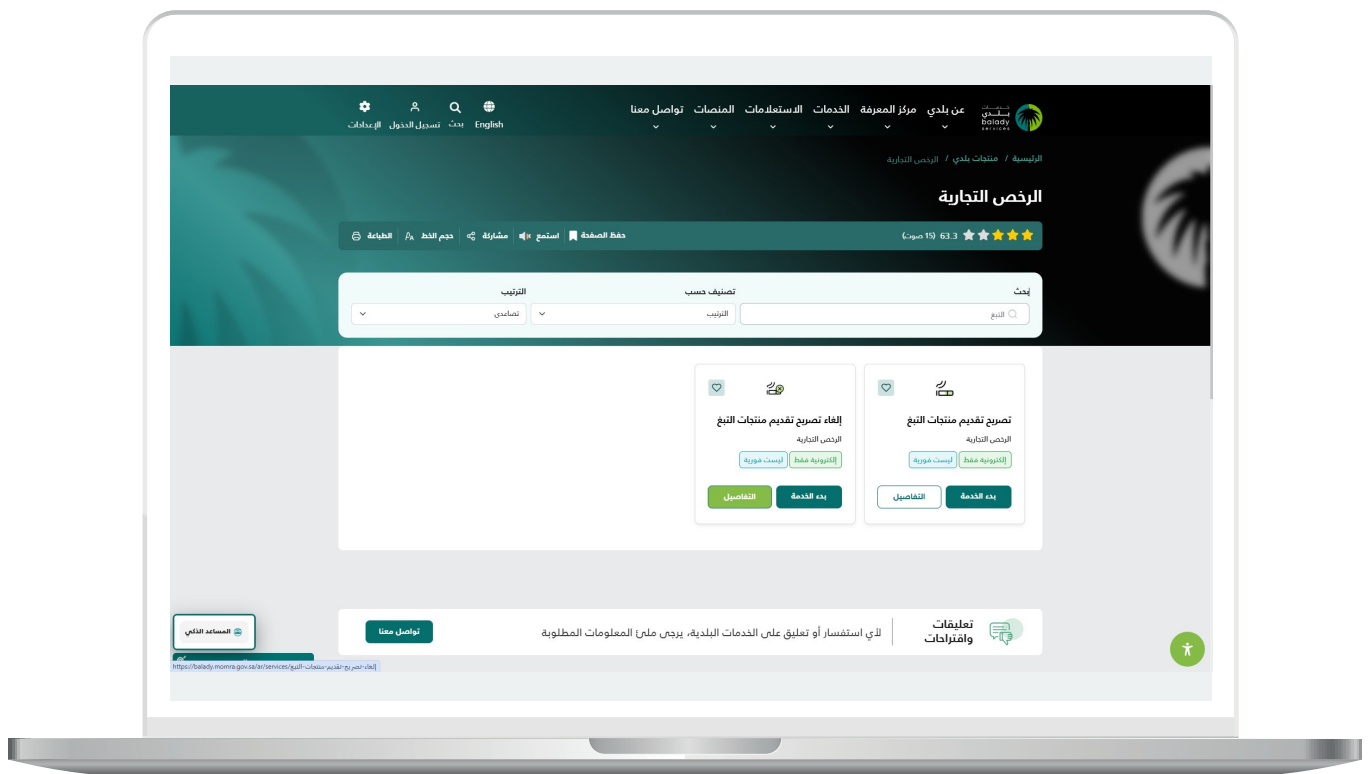
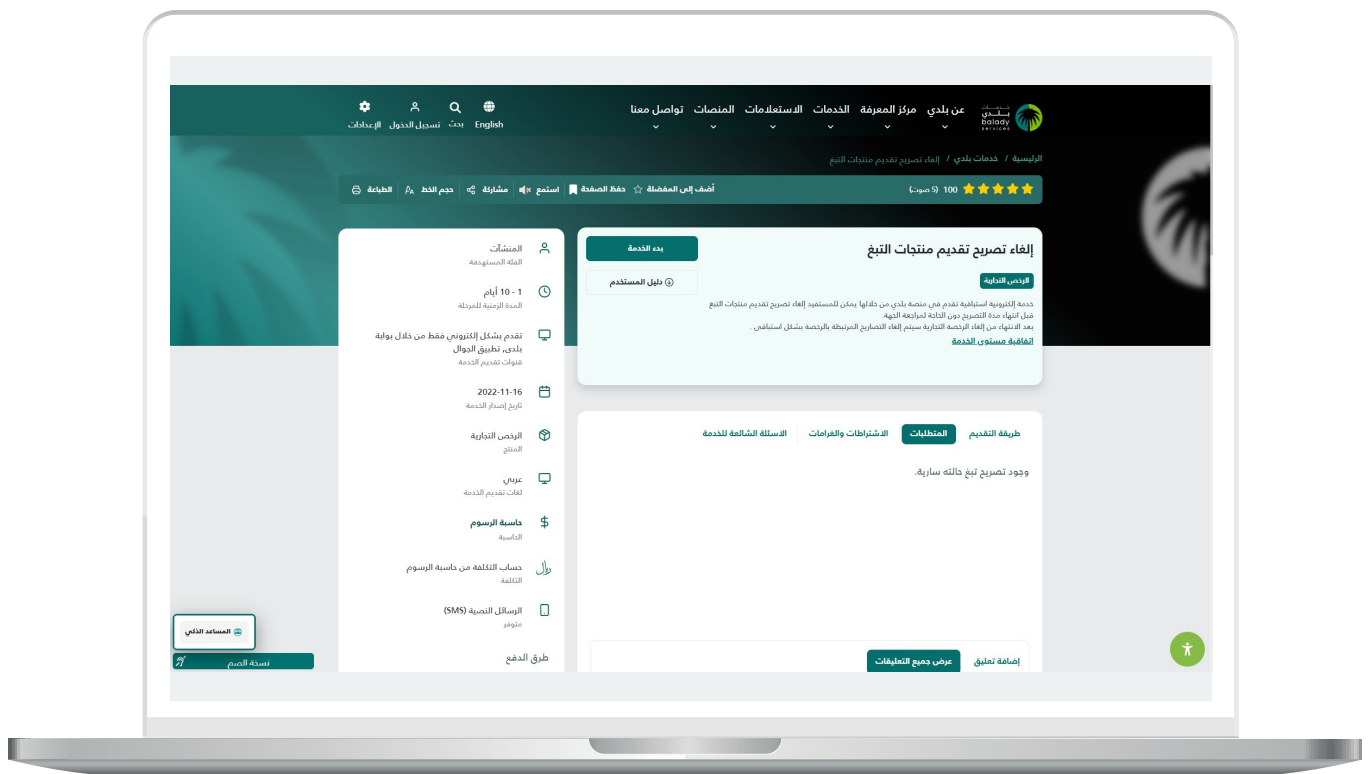The user then clicks the (**View All Products**) button.

2) The user searches for the (**Commercial Licenses**) product.

3) From the screen below, the user searches for the (**Canceling the Permit for Providing Tobacco Products**) service.

4) The next screen appears, displaying the service definition, where the user can view (**How to Apply, Requirements, Conditions and Fines, etc.**).

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

6) The following screen represents the (**FAQs for the Service**) section.

The user then clicks (**Start Service**).
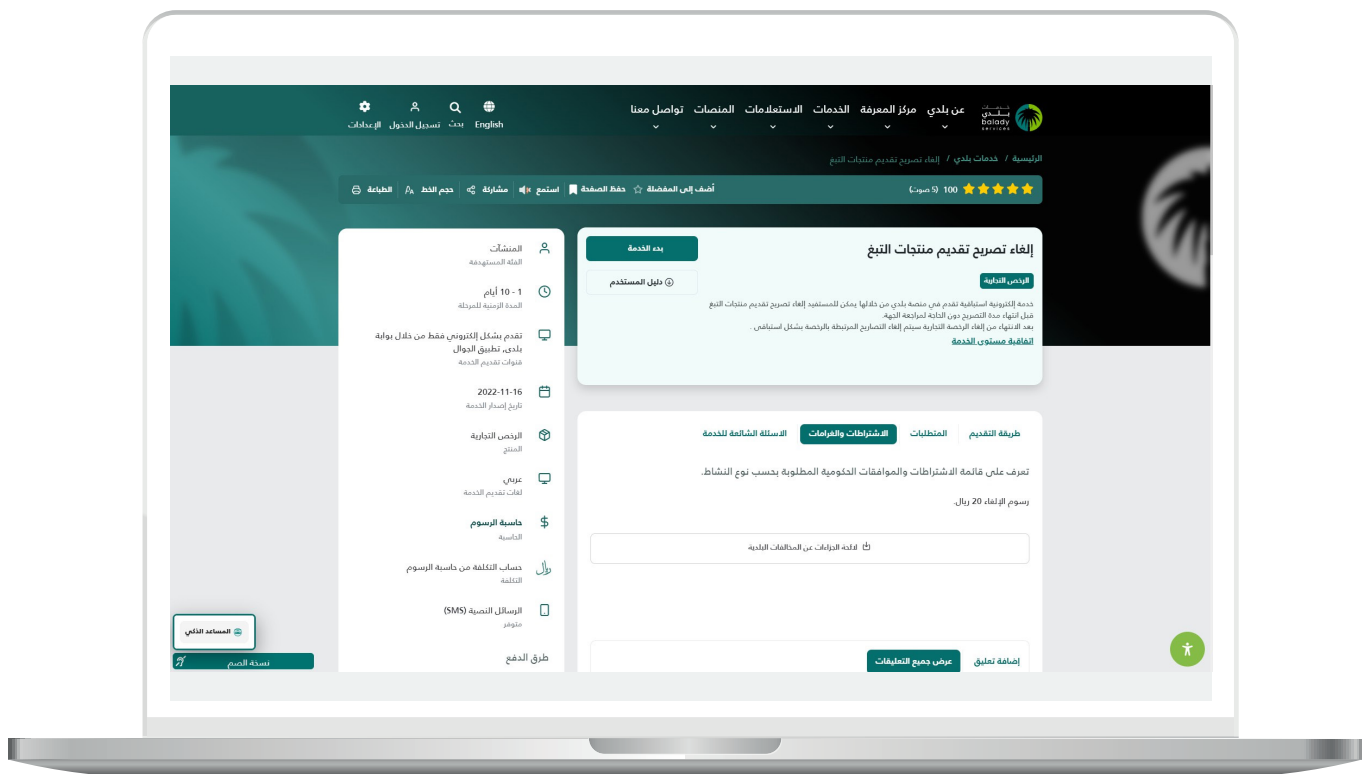
7) The next screen appears, where the user enters the (**Permit Number**) field and then clicks (**Browse**).
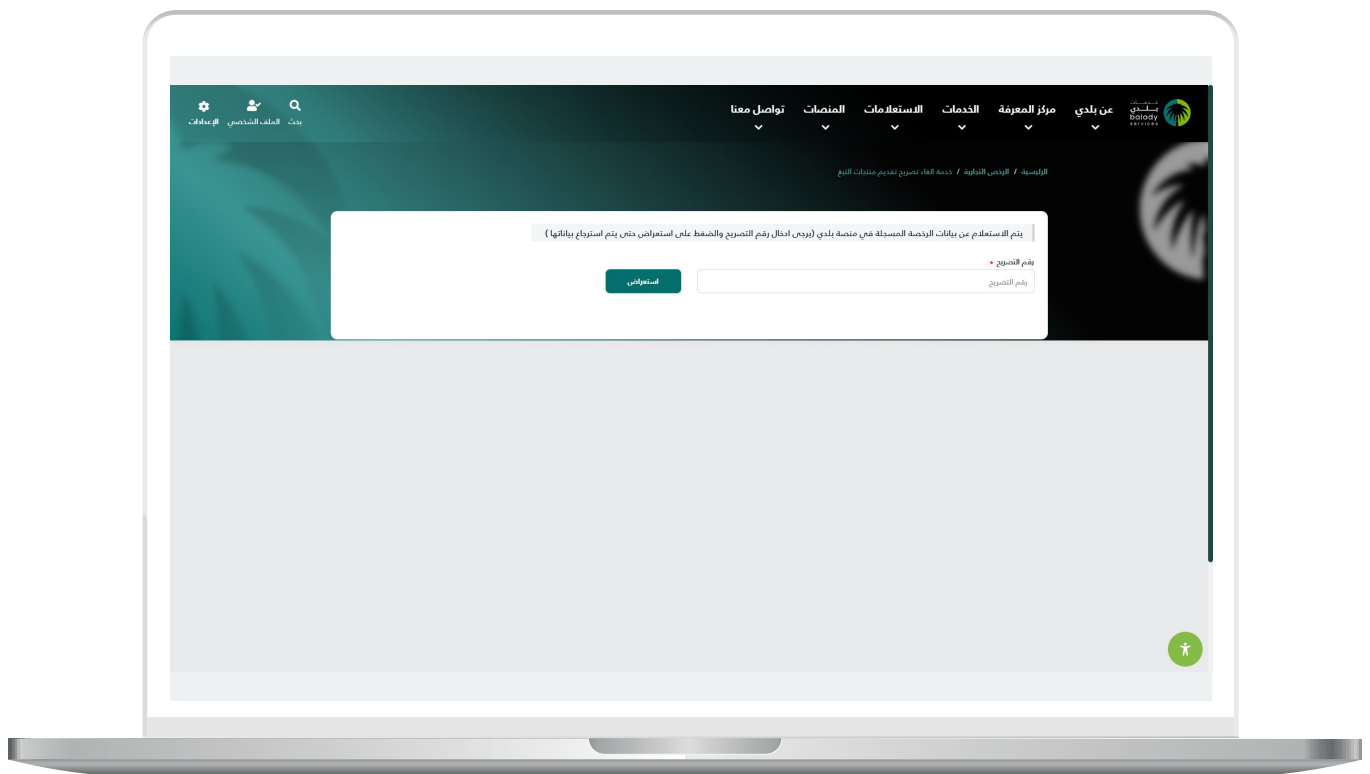
8) If the entered (**Permit Number**) is correct, the system retrieves the primary license data and main owner data, as shown below. The user clicks (**Proceed with Request**).

9) 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.

10) 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.

11) A message will then appear indicating successful verification, as shown in the following screenshot.

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

12) The user is redirected to the (**Business & Geographic Location Data**) stage, as shown below. This screen displays the main business data, business activity details, permit details, and geographic location.

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

13) The final stage appears, which is the (**Fee Calculation**) stage, where the user clicks (**Calculate**) to determine the total permit cancellation fees.
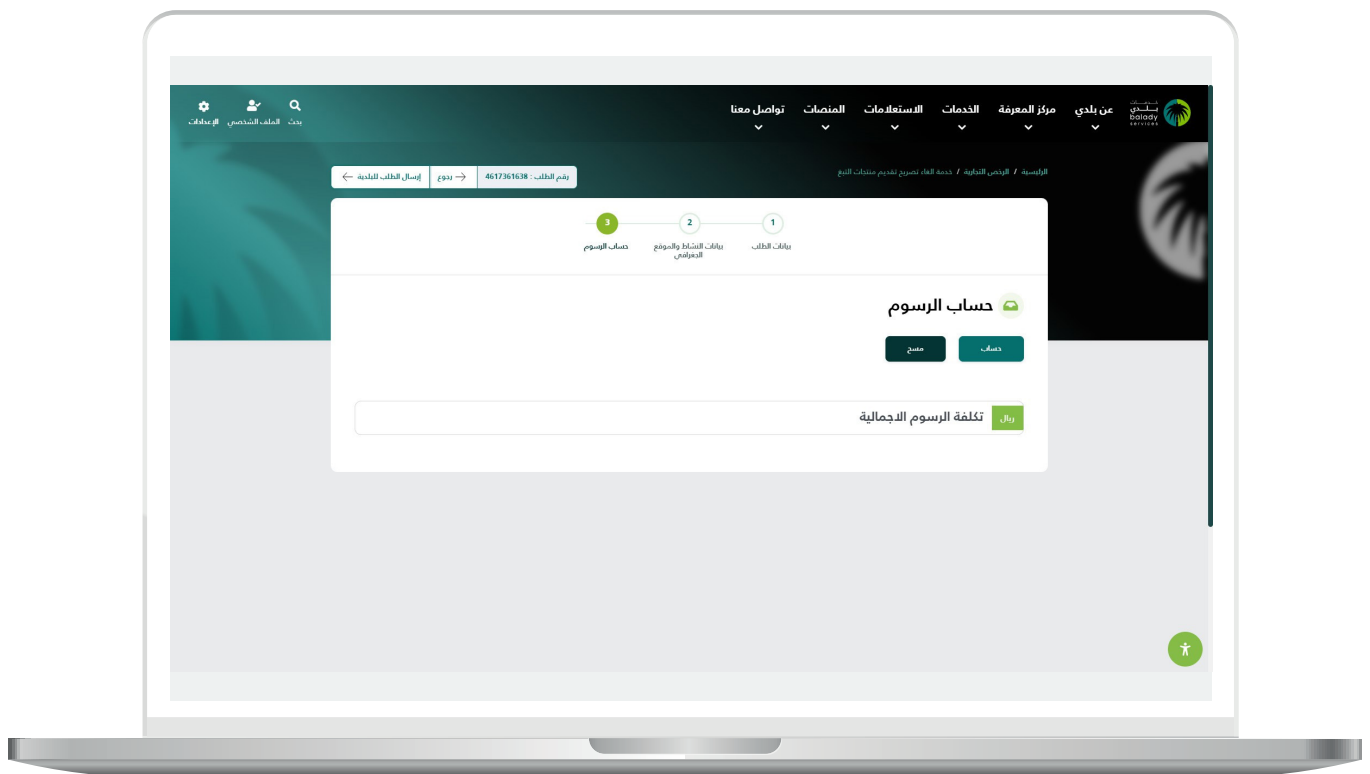
14) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.
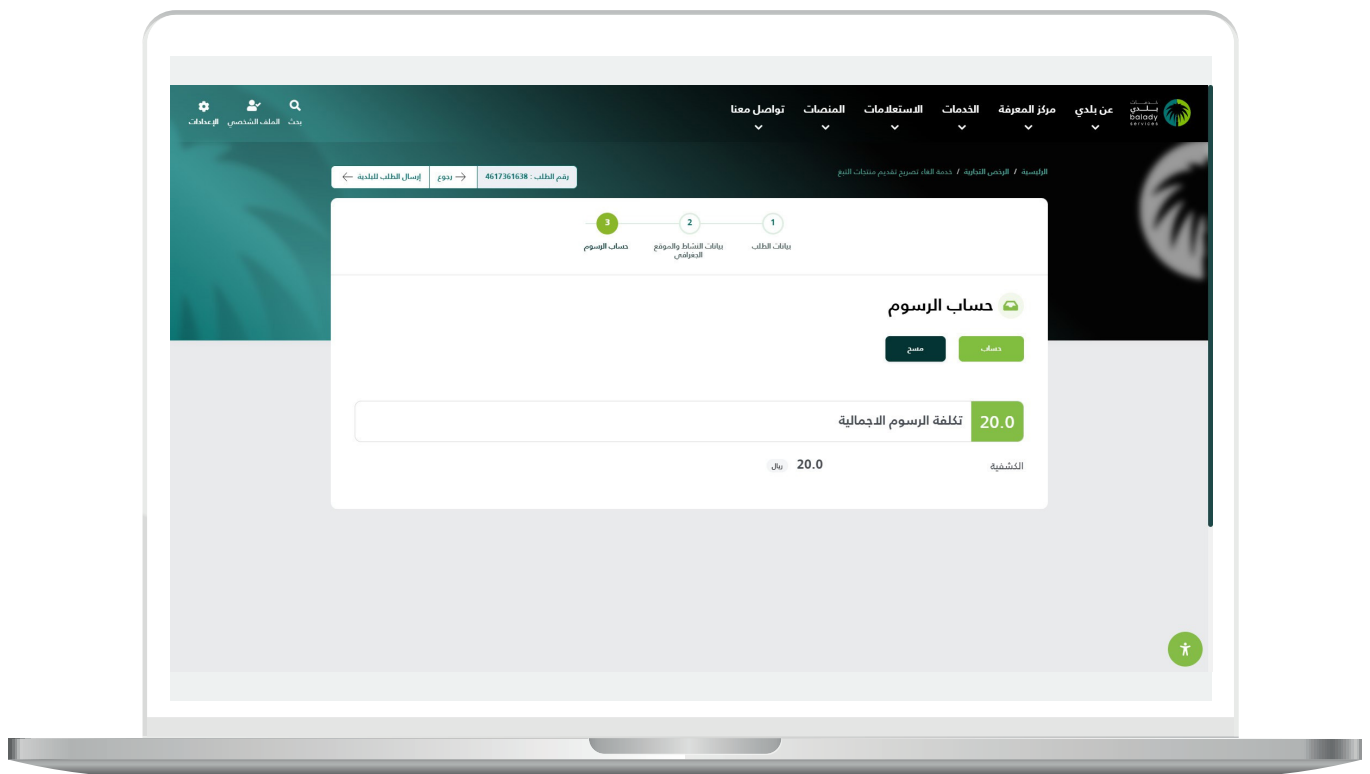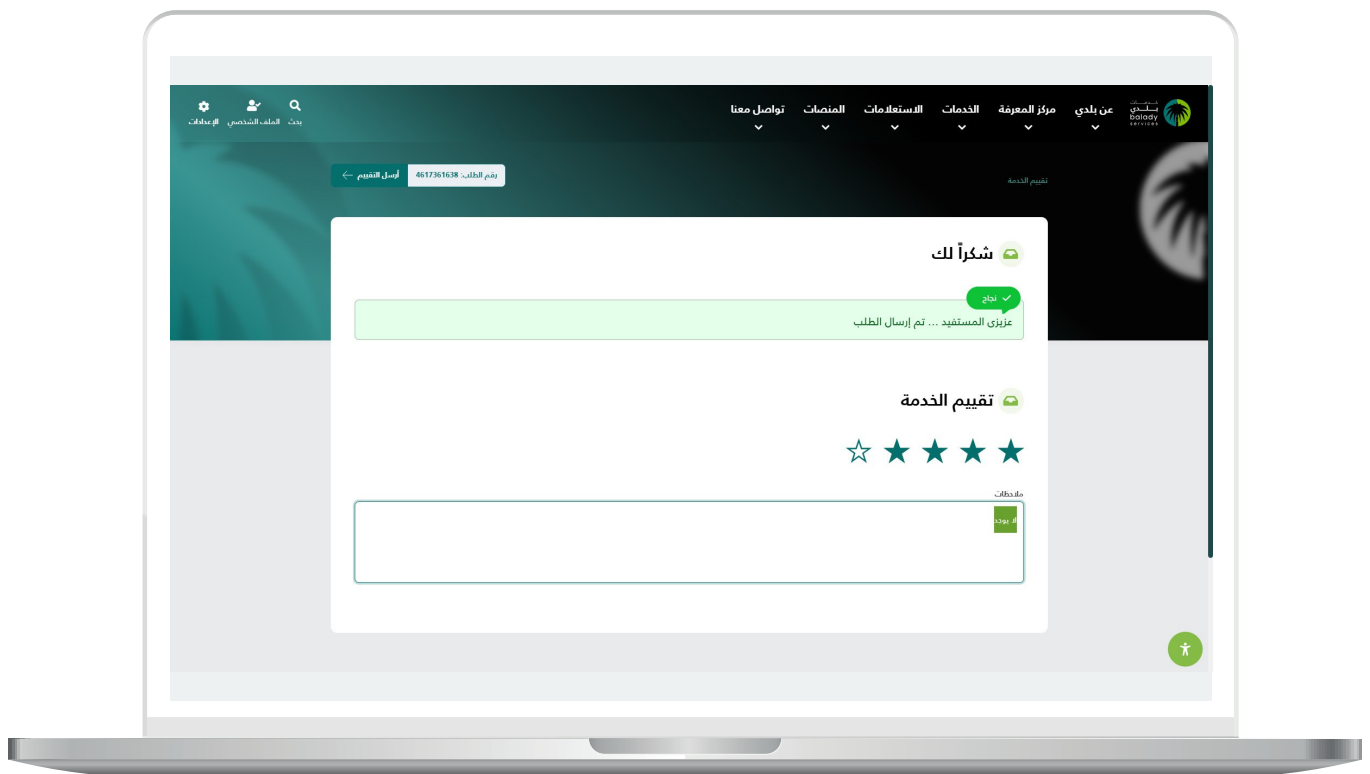
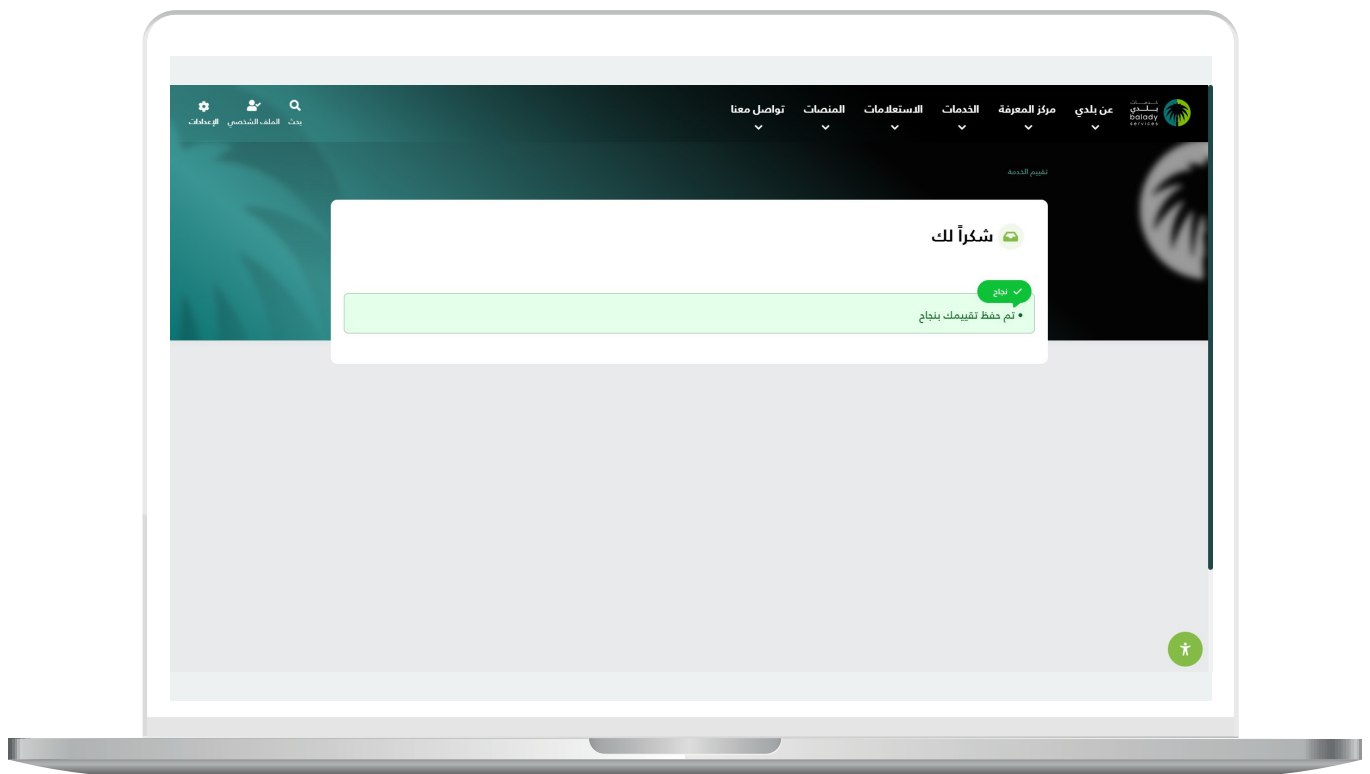**15)** The system submits the request and displays a confirmation message, as shown below.

The system also allows the user to evaluate the service by selecting the number of stars displayed and entering comments in the (**Comments**) field.
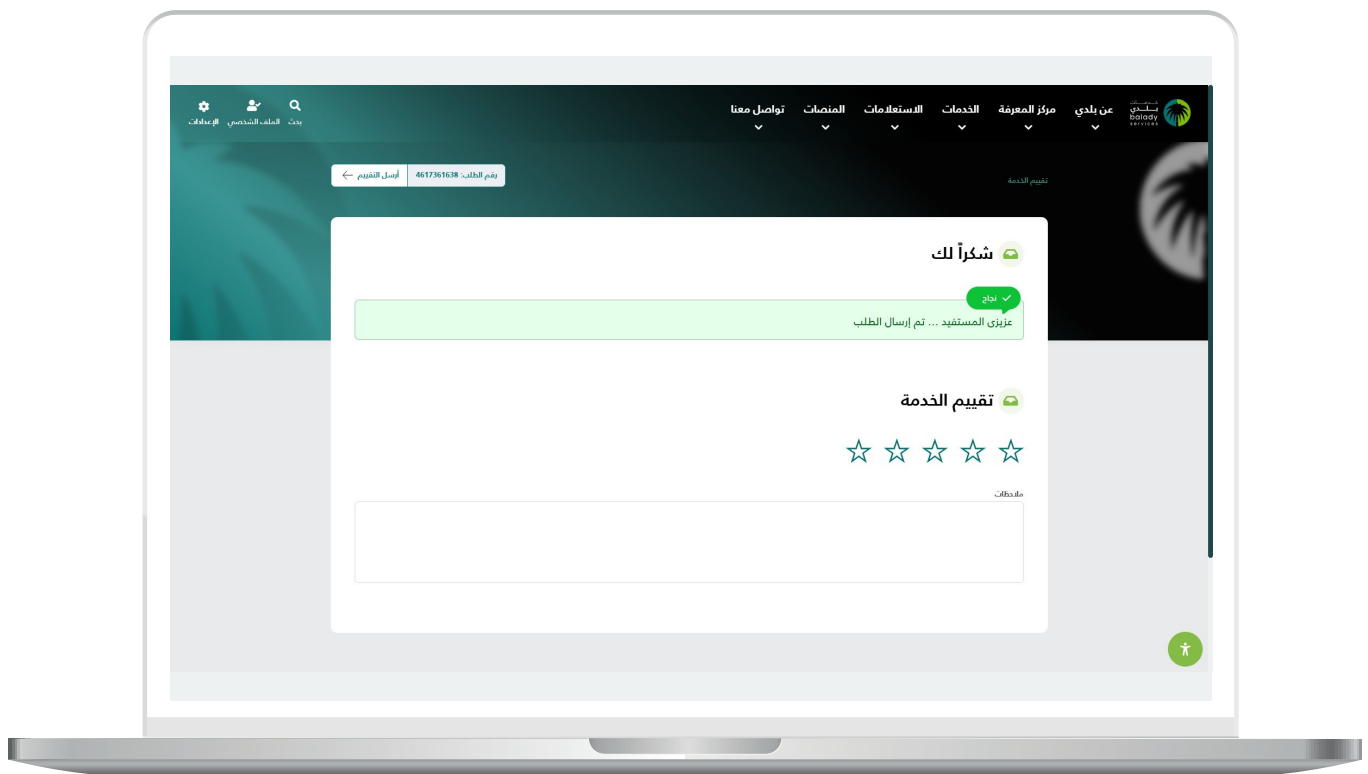
16) The user then clicks the Send Feedback button.

17) The evaluation is successfully saved, and a confirmation message is displayed.

18) The user is redirected to the (**My Requests**) screen, as shown below. By clicking the document icon in the (**Action**) column, the request details can be displayed.

Note:

If a (**Commercial License Cancellation Request**) is approved, the (**Canceling the Permit for Providing Tobacco Products**) will be automatically canceled.
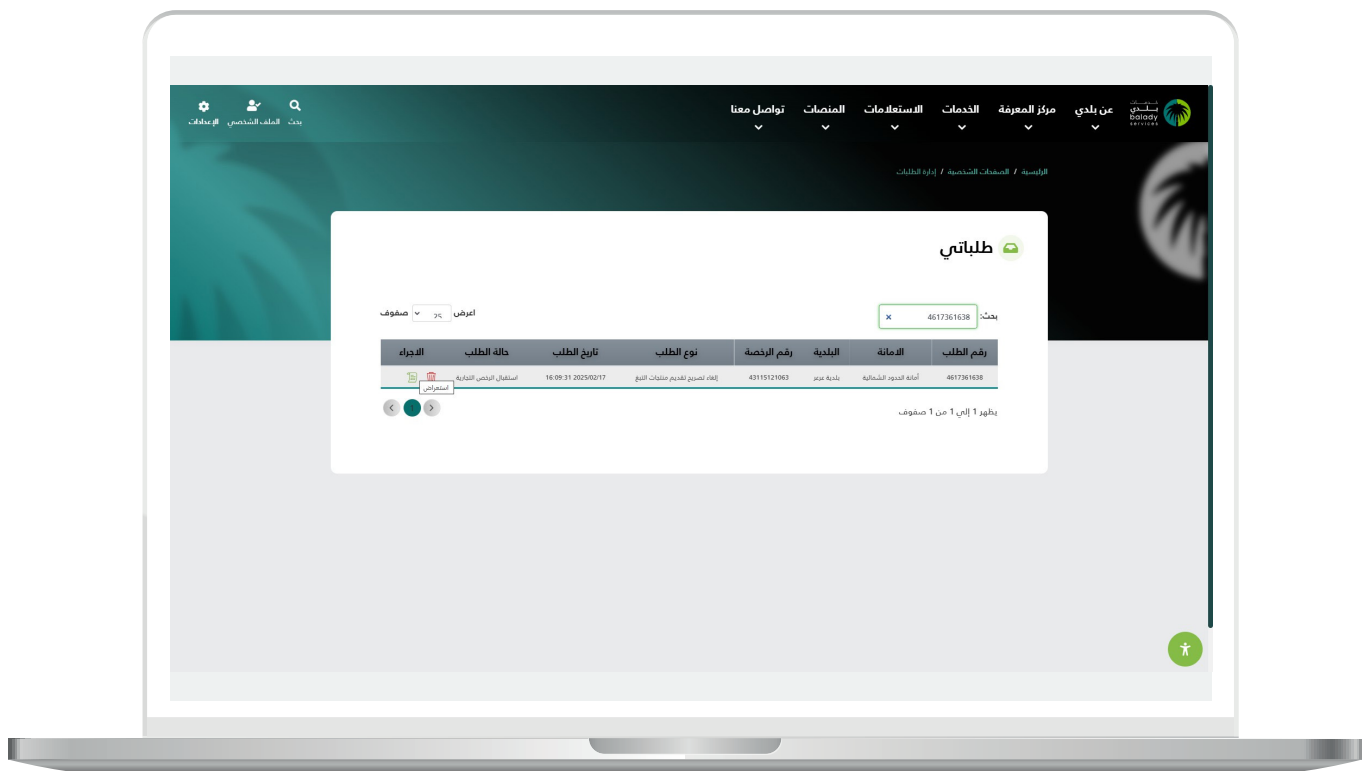
☎ | 199040 Direct Contact Number
🐦 | @Balady_CS Customer Service