



وزارة البلديات والإسكان

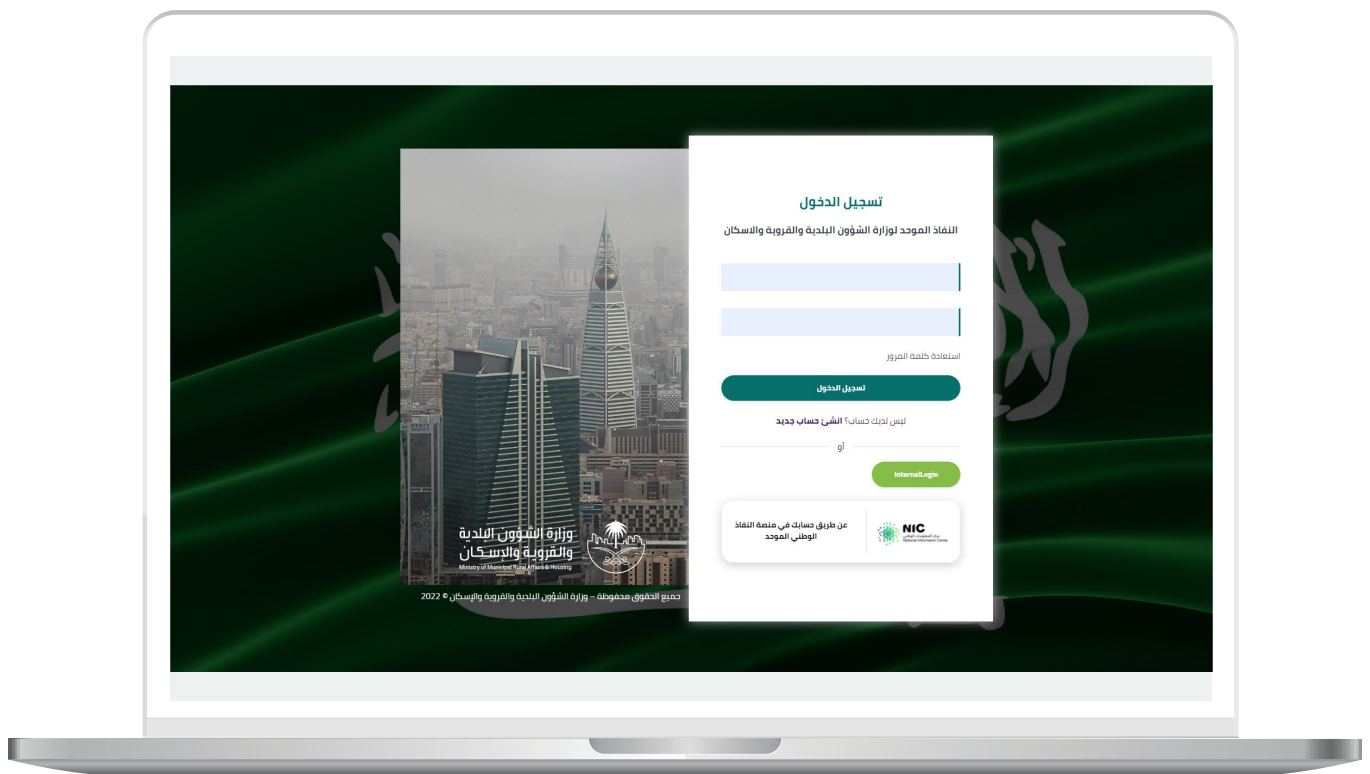
Ministry of Municipalities and Housing

Service of Canceling the Permit
for Providing Tobacco Products

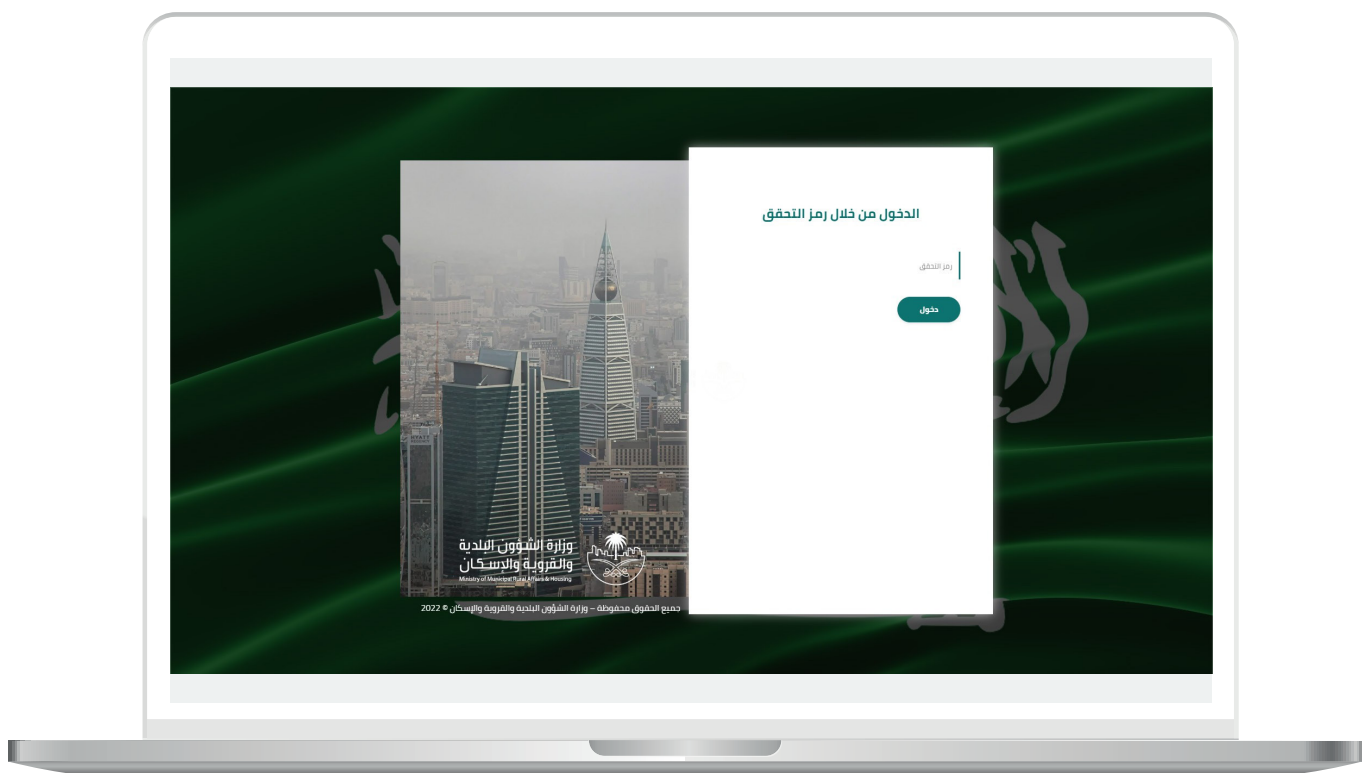
Beneficiary's
Copy

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.



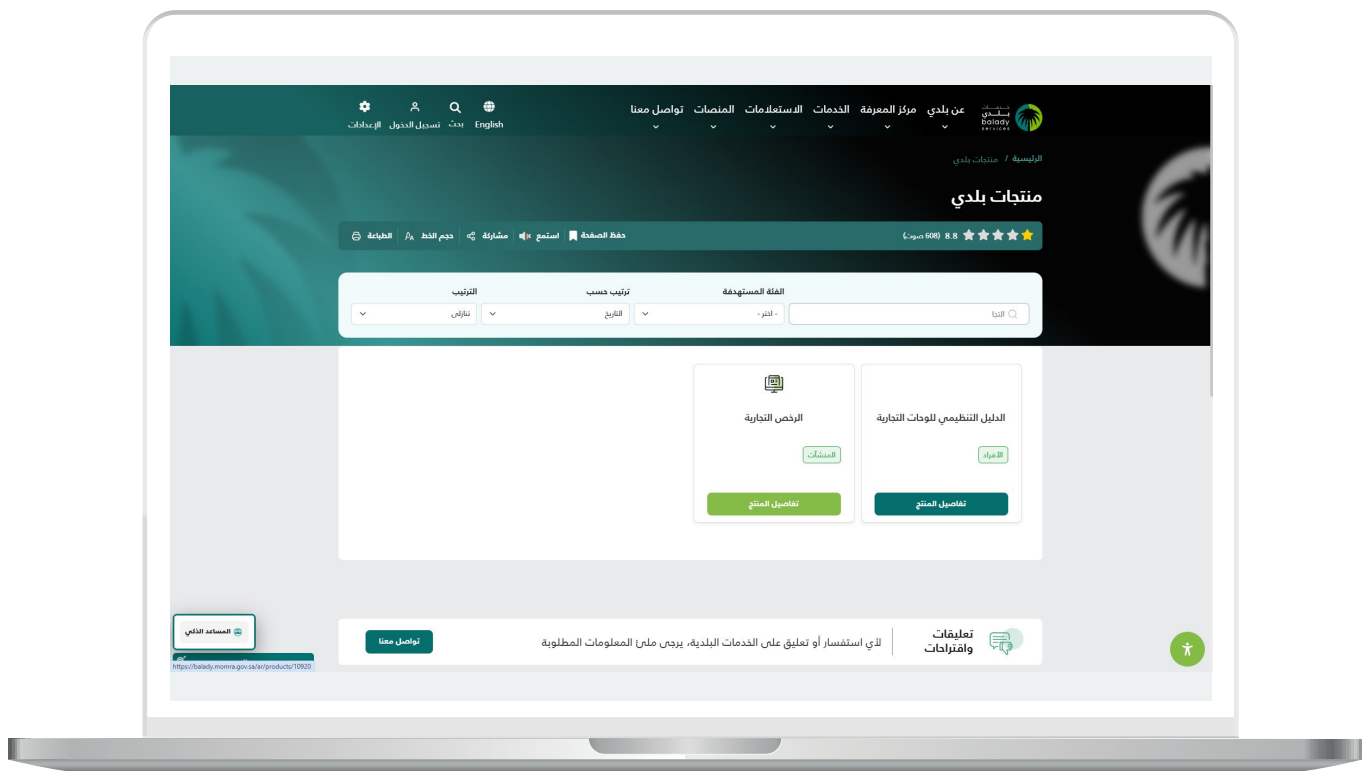
Steps to Request the Service

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

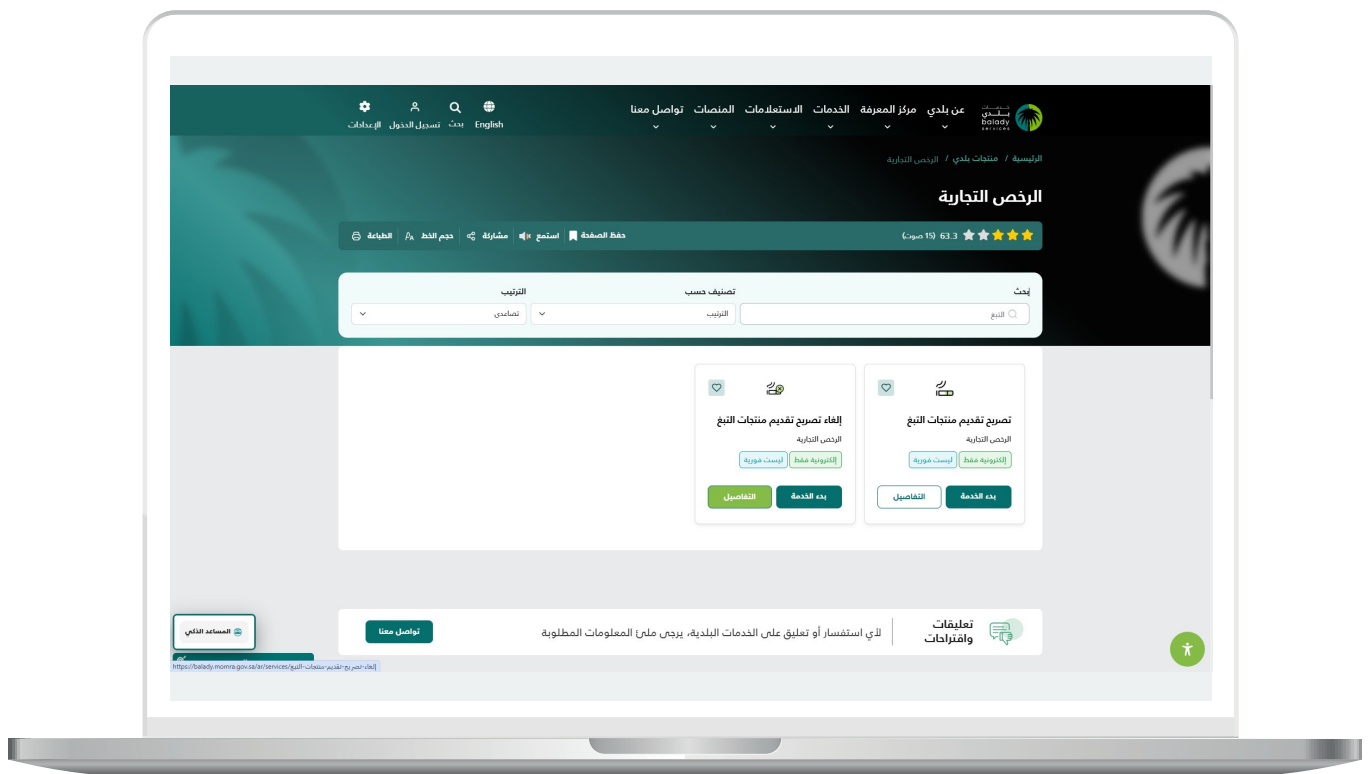
The user then clicks the **(View All Products)** button.



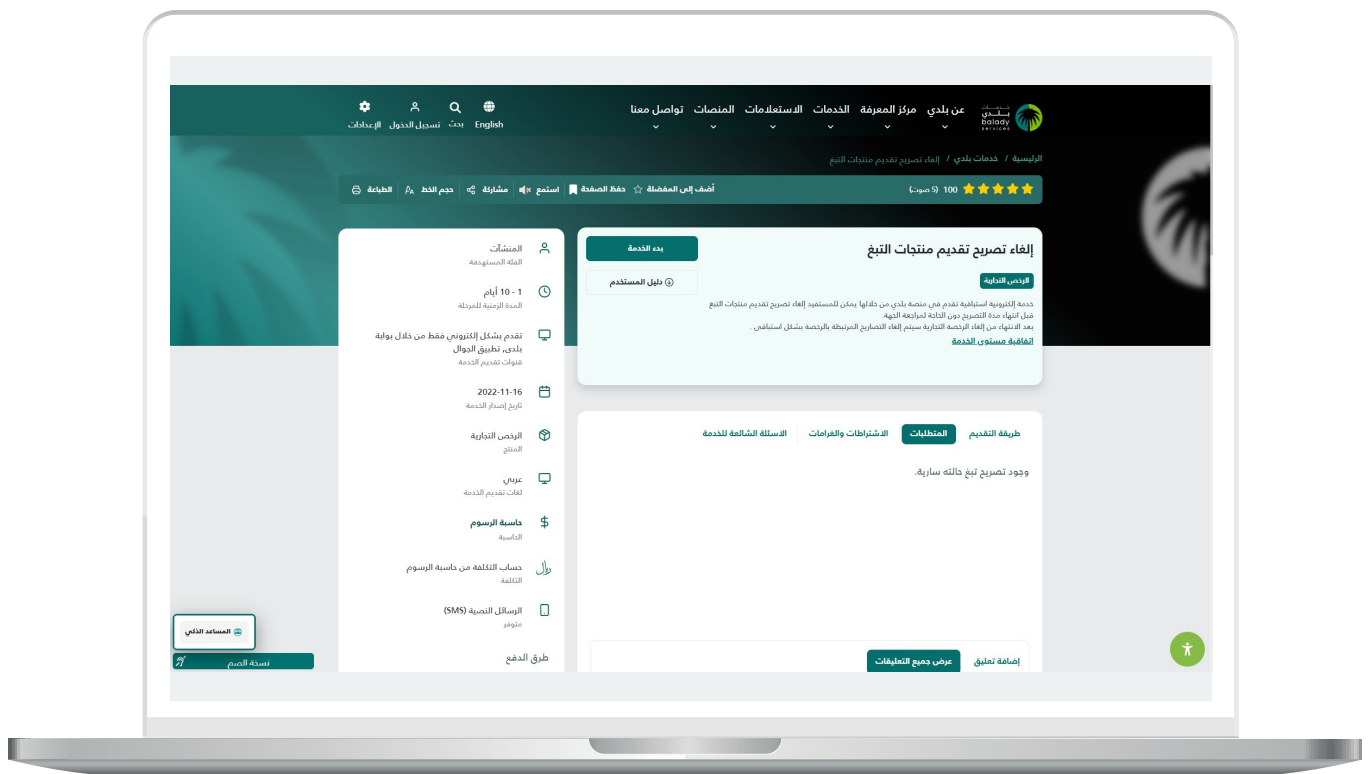
2) The user searches for the (Commercial Licenses) product.



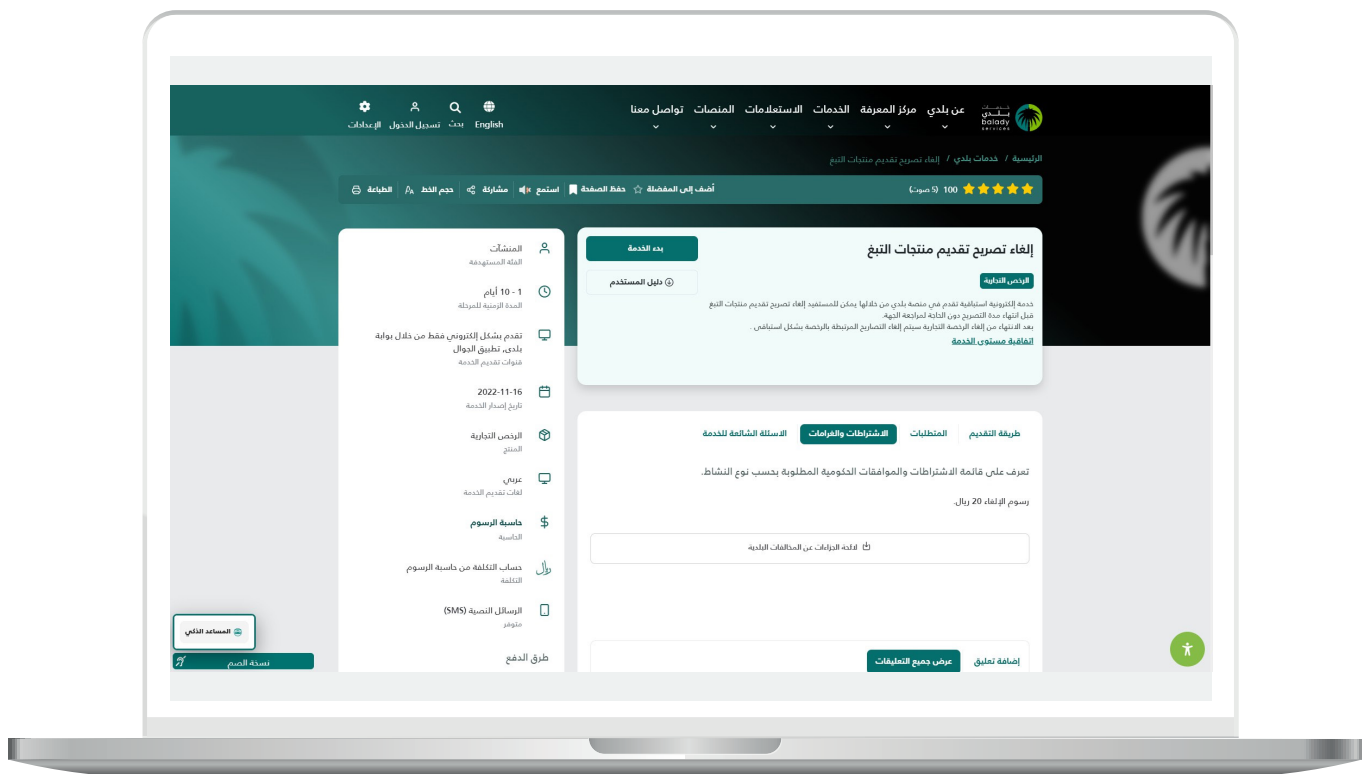
3) From the screen below, the user searches for the (Canceling the Permit for Providing Tobacco Products) service.



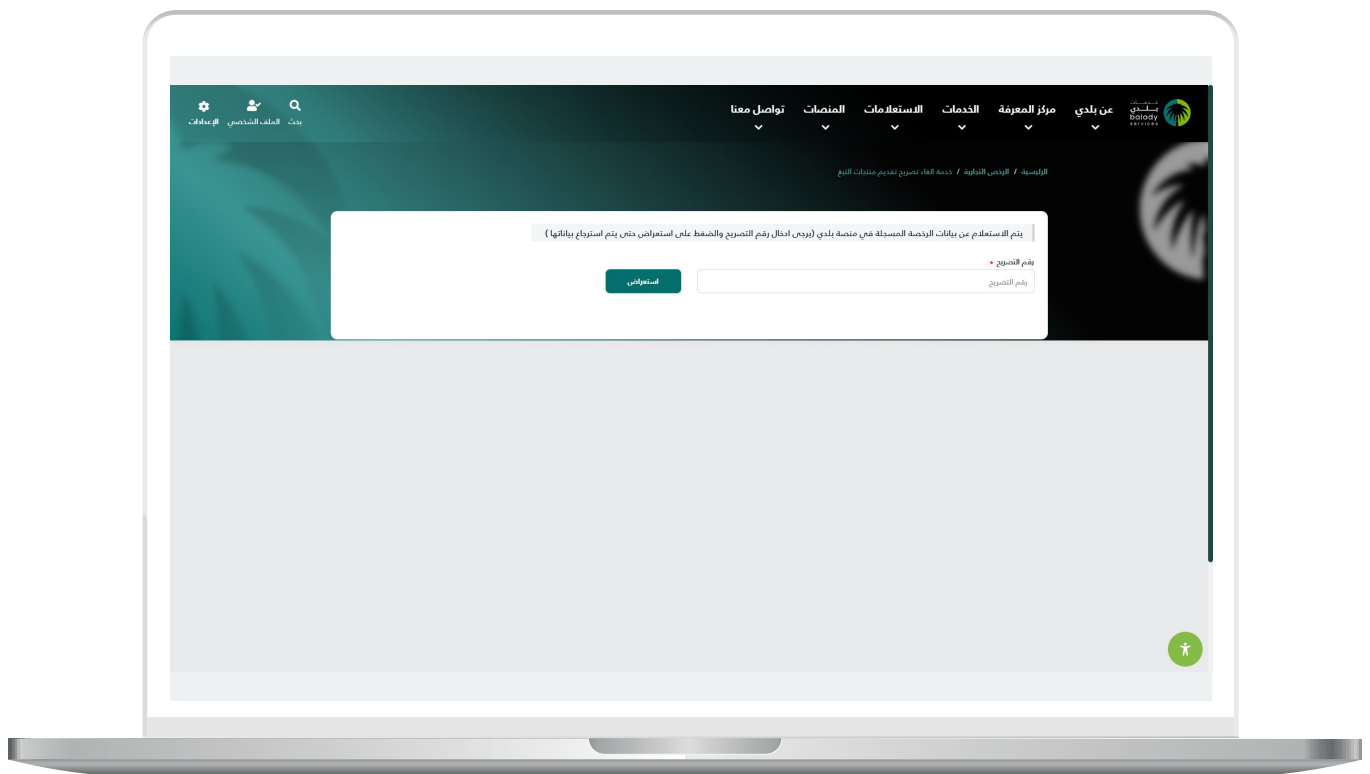
4) The next screen appears, displaying the service definition, where the user can view (How to Apply, Requirements, Conditions and Fines, etc.).



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



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**).

The screenshot displays the Bology system interface for canceling a permit. The top navigation bar includes links for 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنتجات' (Products), and 'تواصل معنا' (Contact Us). The main content area is titled 'بيانات الرخصة الاساسية' (Basic License Data) and contains the following fields:

البيانات	القيمة
رقم الترخيص	46019786527
البلدية	بلدية عرس
تاريخ بداية الرخصة	1443/11/16
رقم الرخصة	43115121063
تاريخ انتهاء الرخصة	1446/11/16

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

البيانات	القيمة
اسم المالك / المنشأة	الشركة العمومية لخدمات المرافق والتشغيل شركة شخص واحد المثل المثل
هوية المالك	

At the bottom right, there is a green button labeled 'الرجوع للطلب' (Return to 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.

The screenshot shows a web application interface for a license application. The top navigation bar includes links for 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنتجات' (Products), and 'تواصل معنا' (Contact Us). The main content area is titled 'بيانات الرخصة الاساسية' (Basic License Data) and features a progress indicator with three steps: 1. بيانات الطلب (Request Data), 2. بيانات النشاط والموقع التجاري (Business and Location Data), and 3. حساب الرسوم (Fees Calculation). The first step is active. The form contains the following fields:

- البلدية** (Municipality): بلدية عرس (Ers Municipality)
- رقم البلدية** (Municipality Number): 43115121063
- تاريخ بداية الرخصة** (License Start Date): 1442/11/16
- تاريخ انتهاء الرخصة** (License End Date): 1445/11/16
- اسم المالك / المنشأة** (Owner/Establishment Name): الشركة العمومية لخدمات المياه والتشغيل شركة شخص واحد ر.م.ع. (Public Company for Water Services and Operation, Single Person Company, R.M.E.)
- رقم الدولة** (Country Number): 966

A green 'تحقق' (Verify) button is located at the bottom of the form. The footer of the form states: 'سوف يتم استلام جميع الإشعارات على رقم الدوال المسجل في النظام' (You will receive all notifications on the registered number in the system).

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.

Service of Canceling the Permit for Providing Tobacco Products - Beneficiary

الرئيسية / الرخص التجارية / خدمة إلغاء تصريح تقديم منتجات التبغ

رقم الطلب : 4617361638 → التالي ←

1 2 3

1. إدخال الرمز
2. تأكيد
3. حساب الرسوم

اسم المالك / المنشأة: الشركة العربية لخدمات المرافق والتشغيل شركة شخص واحد null null null

رقم الهاتف: [Field]

رمز التأكيد: [Field]

تأكيد

سوف يتم استلام جميع الإشعارات على رقم الجوال المسجل في النظام

أعد إرسال الرمز بعد : 00:57

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.

Service of Canceling the Permit for Providing Tobacco Products - Beneficiary

رقم الطلب: 4617361638

رقم الرخصة: 43115121063

تاريخ انتهاء الرخصة: 1445/1/1/16

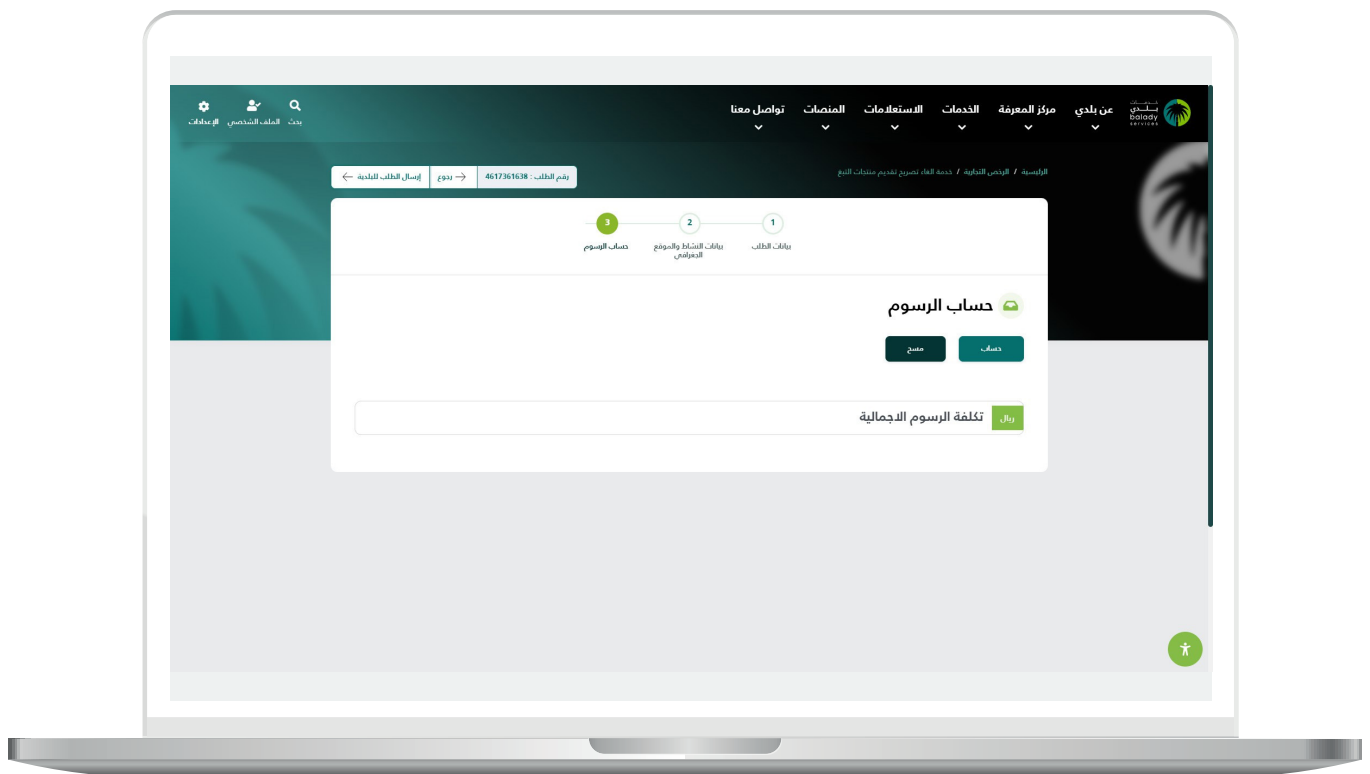
شكراً تم التحقق بنجاح

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.

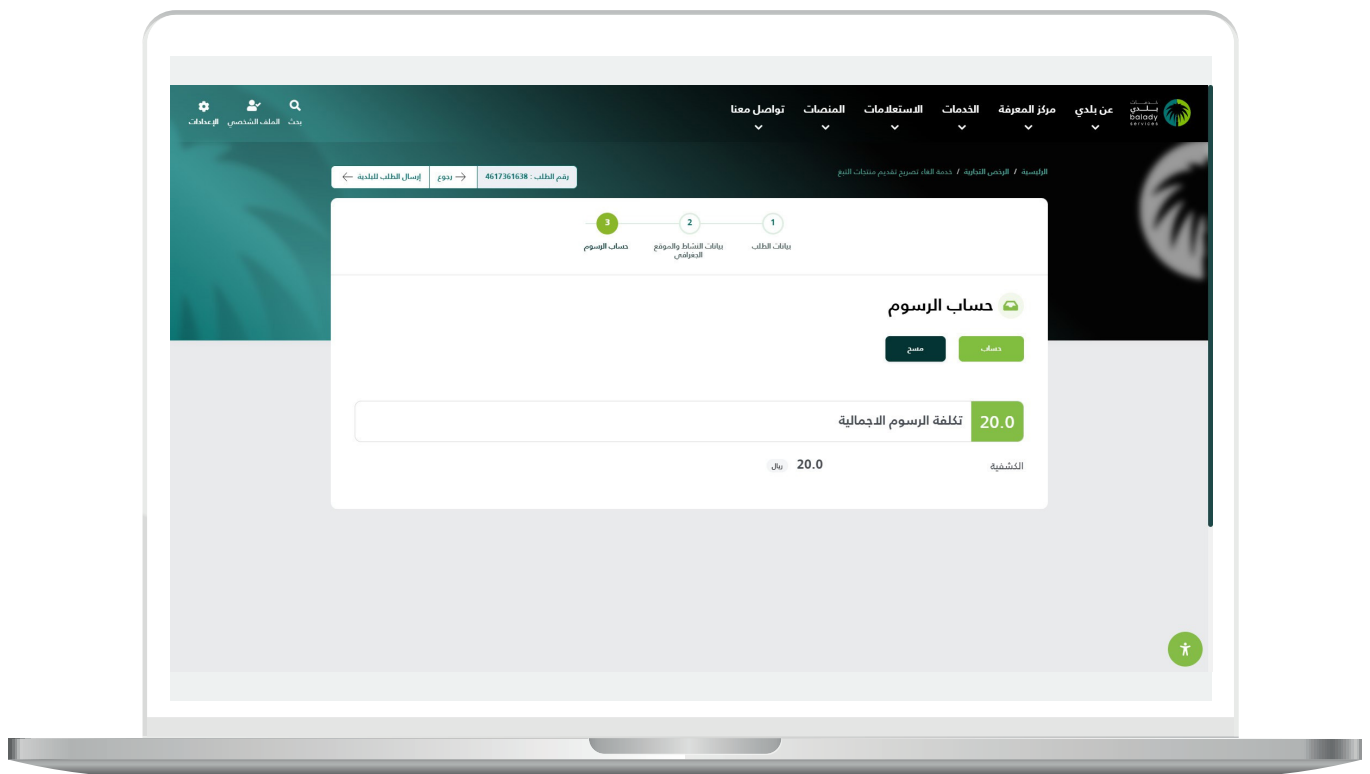
The user then clicks **(Next)** to proceed to the next stage.

The screenshot shows a web application interface for the 'Business & Geographic Location Data' stage. The interface is in Arabic and features a dark green header with navigation links: 'الرئيسية' (Home), 'عن بلدي' (About My City), 'مركز المعرفة' (Knowledge Center), 'الخدمات' (Services), 'الاستعلامات' (Inquiries), 'المنتجات' (Products), 'تواصل معنا' (Contact Us), and 'بيانات الملف الشخصي' (Personal Data). A progress bar at the top indicates three steps: 1. بيانات الطلب (Request Data), 2. بيانات النشاط والموقع التجاري (Business Activity and Location Data - currently active), and 3. حساب الرسوم (Fees Calculation). The main content area is divided into four sections: 'بيانات المحل الرئيسية' (Main Location Data) with fields for 'اسم المحل' (Location Name) and 'معاملة الدخل' (Income Transaction) with a value of 250; 'بيانات النشاط' (Business Activity) with fields for 'نشاط' (Activity) and 'نشاط' (Activity) with a value of 14490202; 'بيانات التصريح' (Permit Data) with fields for 'تاريخ بداية التصريح' (Permit Start Date) with a value of 14490202, 'تاريخ نهاية التصريح' (Permit End Date), and 'رقم التصريح' (Permit Number) with a value of 48019786527; and 'بيانات الموقع الجغرافي' (Geographic Location Data) with a field for 'الخط العرضي' (Latitude) and a field for 'الخط الطولي' (Longitude). A green circular button with a right arrow is located at the bottom right of the form.

13) The final stage appears, which is the **(Fee Calculation)** stage, where the user clicks **(Calculate)** to determine the total permit cancellation fees.

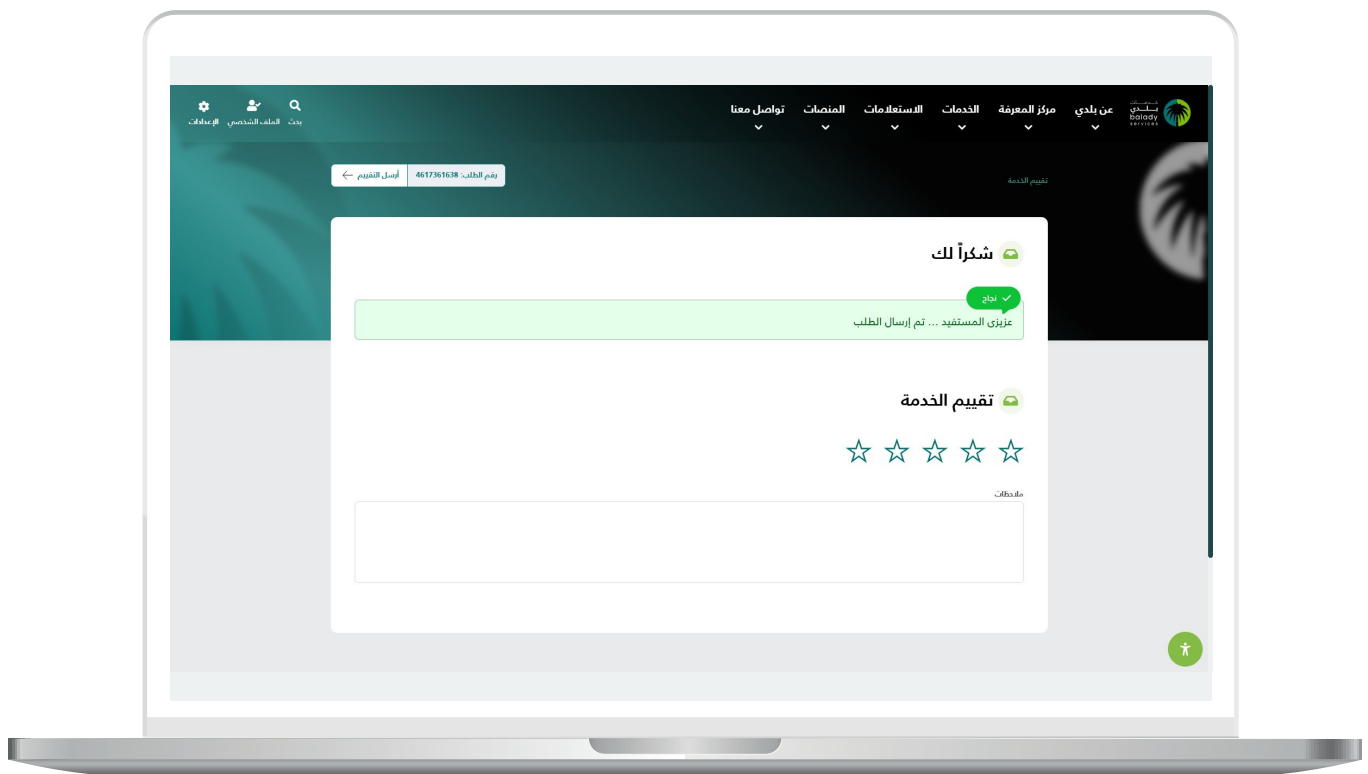


14) The system displays the Total Fees Cost. The user clicks (**Submit Request to Municipality**) to send the request to municipal staff. The user can also click (**Back**) to return to the previous step.

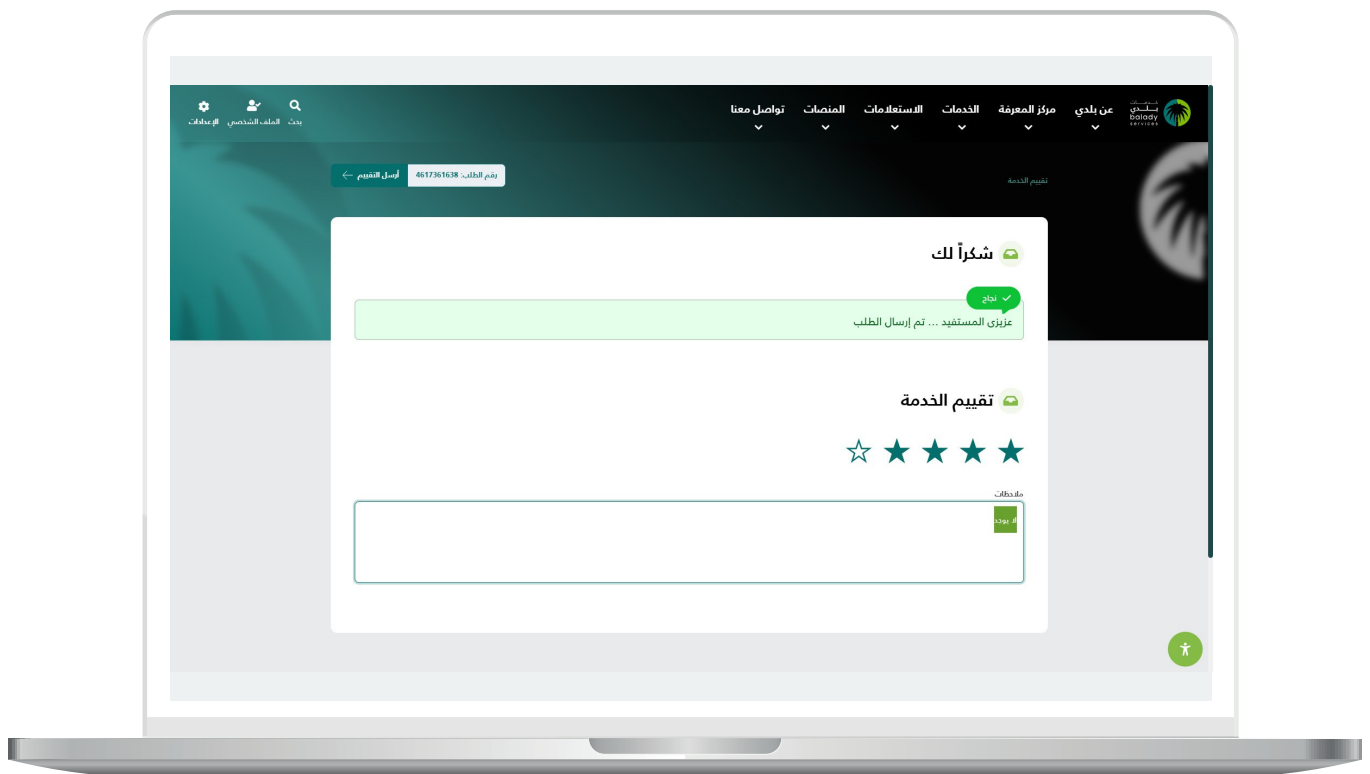


15) The system submits the request and displays a confirmation message, as shown below.

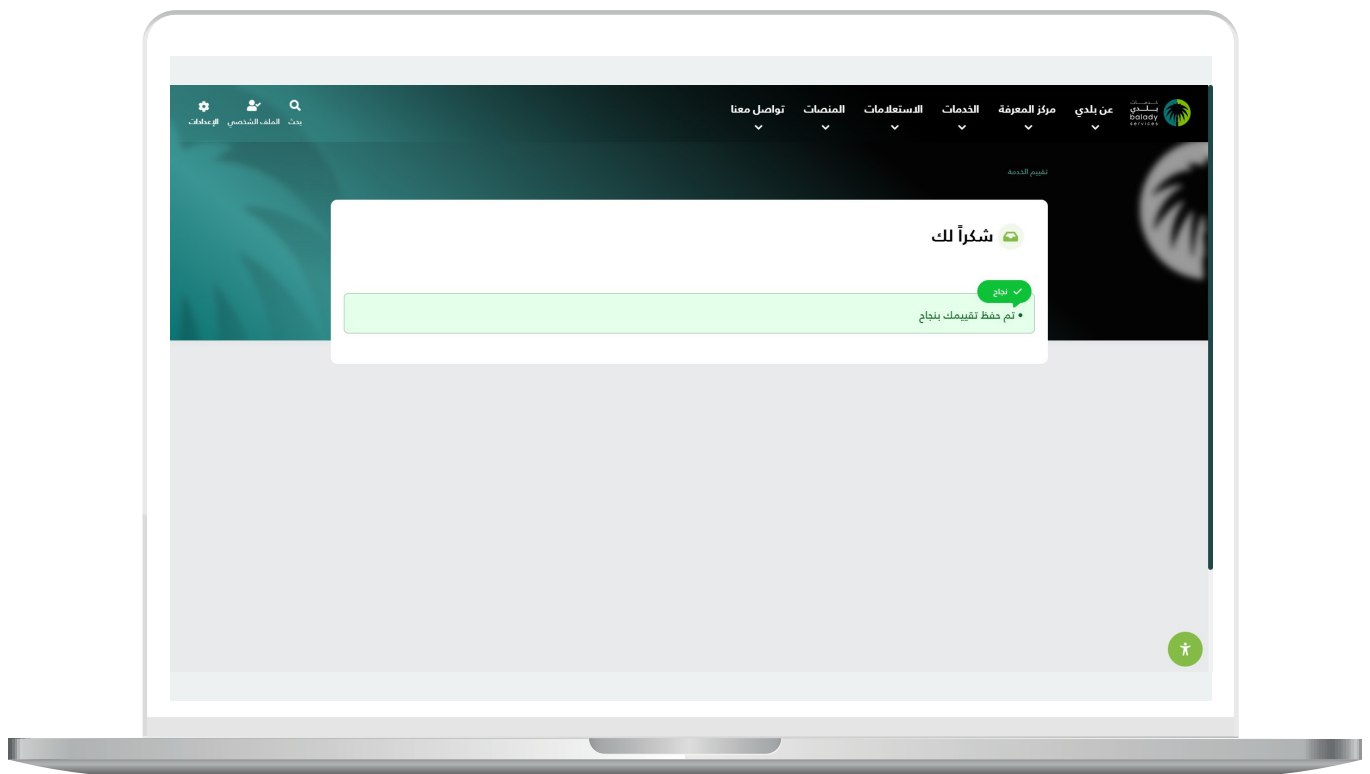
The system also allows the user to evaluate the service by selecting the number of stars displayed and entering comments in the **(Comments)** field.



16) The user then clicks the Send Feedback button.



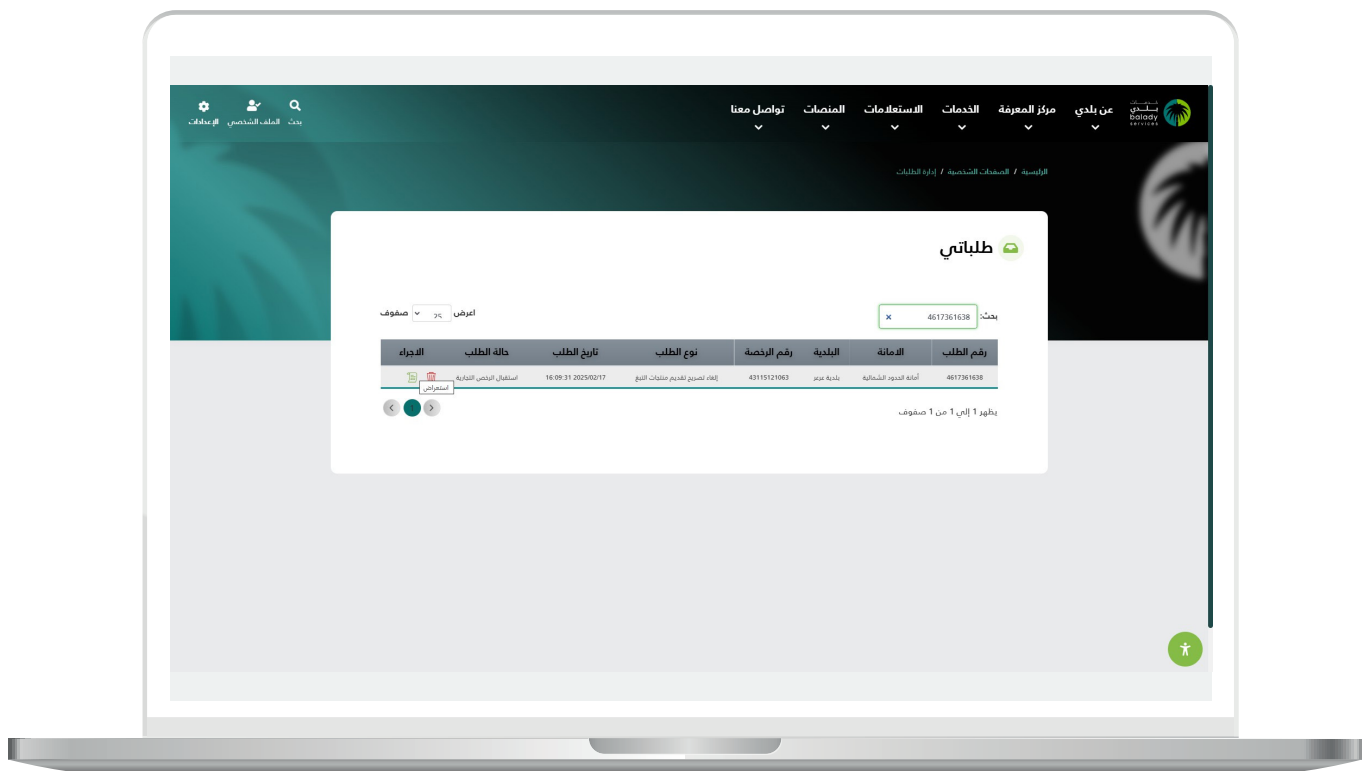
17) The evaluation is successfully saved, and a confirmation message is displayed.



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

