وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the Service of
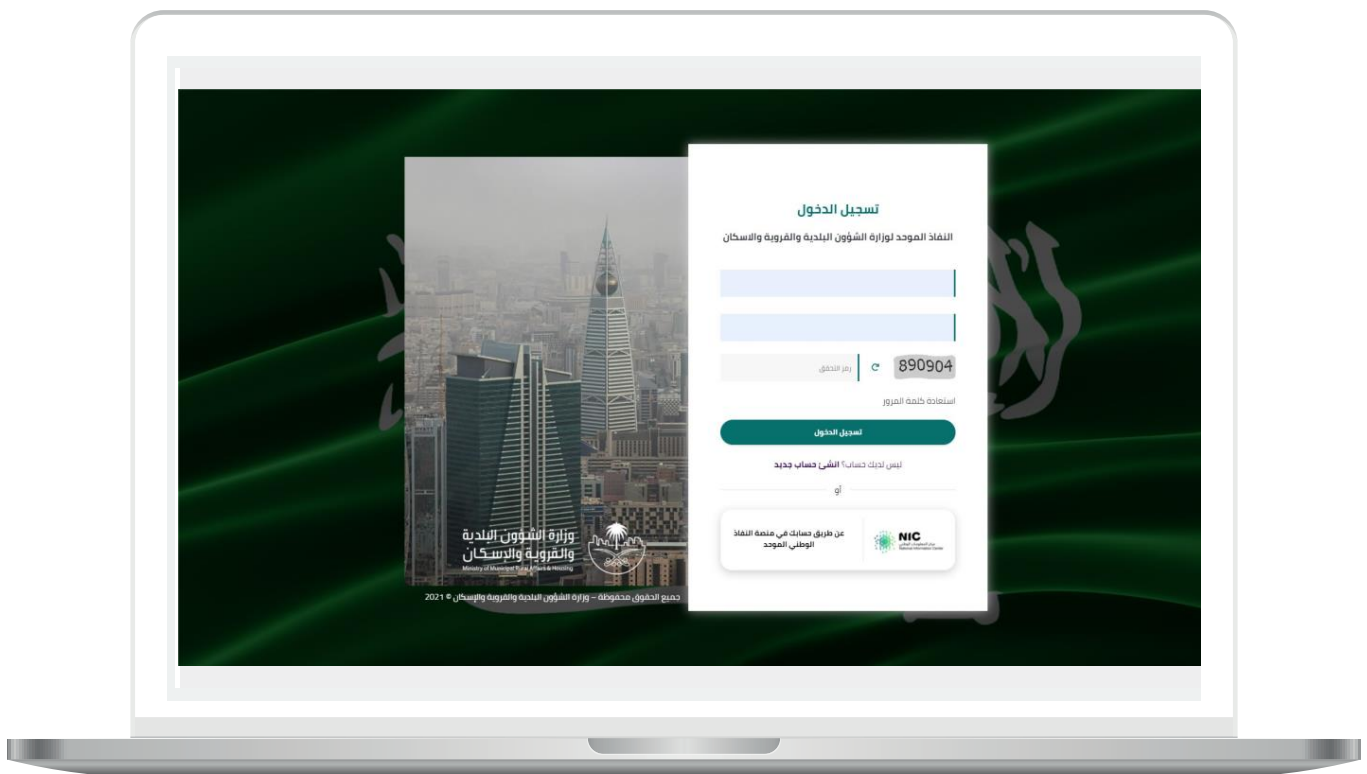# Inquiring About the Status of a Transaction

Overview

The Customer Service System aims to enhance municipal services by allowing beneficiaries to connect with official channels to inquire about transactions through the website of the Ministry of Municipal and Rural Affairs and Housing.
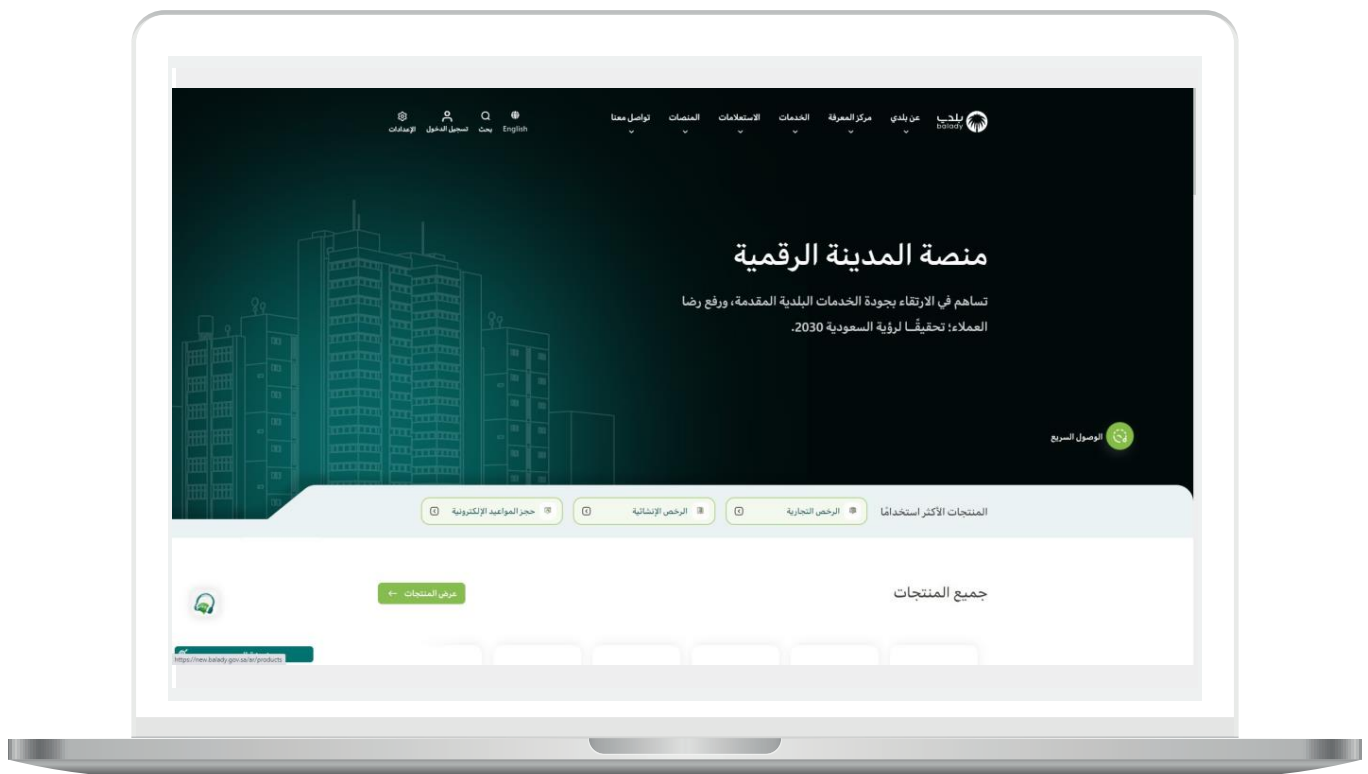
Login to the System

The user logs into the Balady platform. If already registered, the user enters the details of National ID/Iqama ID, password, and verification code, then click on (**Login**). Alternatively, the user can log in using the National Unified Access platform.
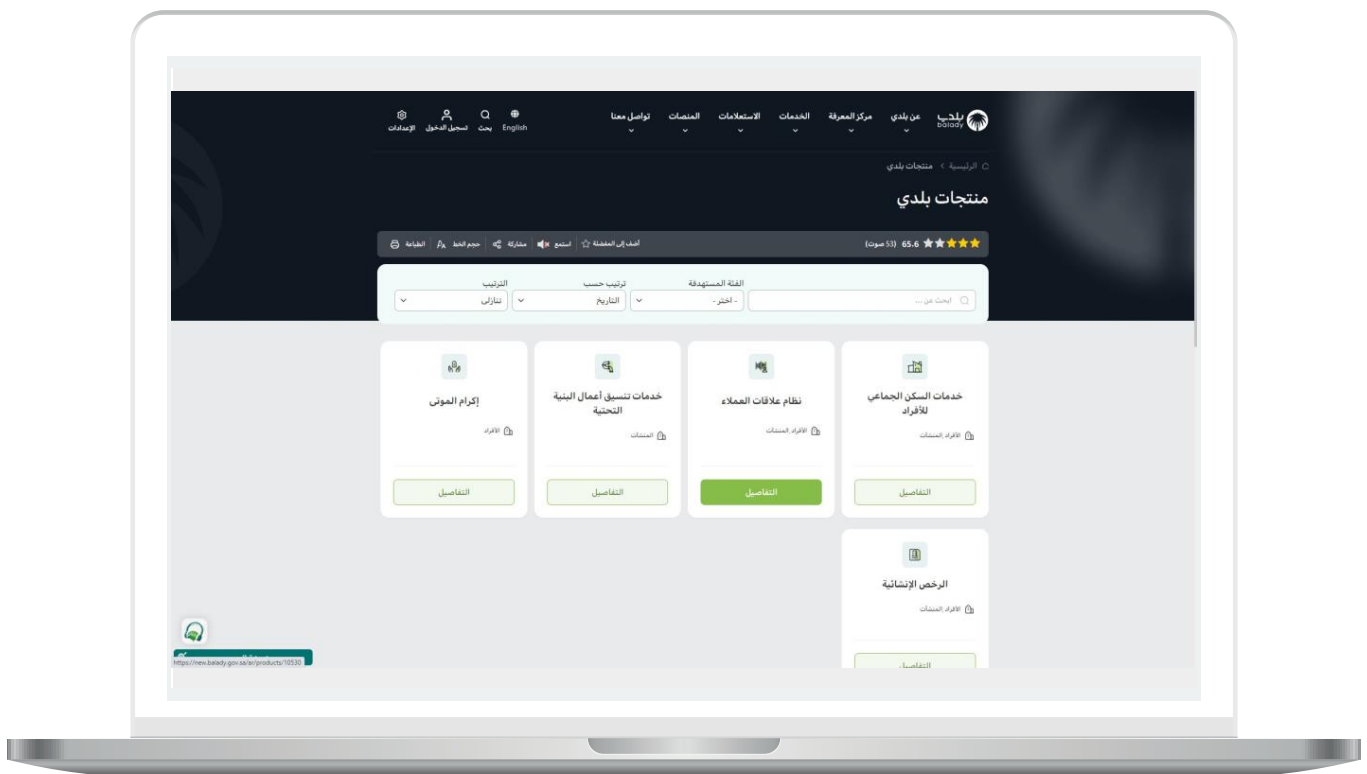
Steps to Request the Service

1) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.
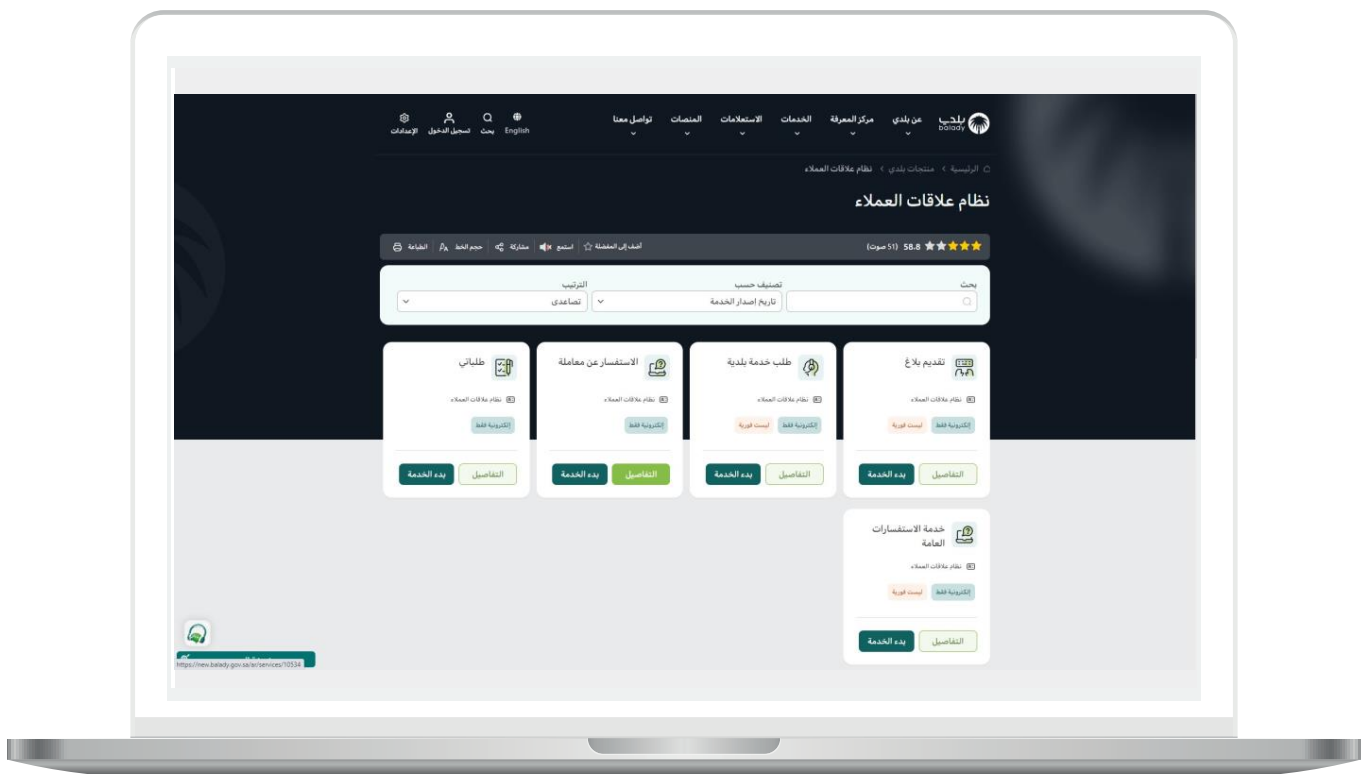
To start the service application, the user must click the (**View Products**) button.
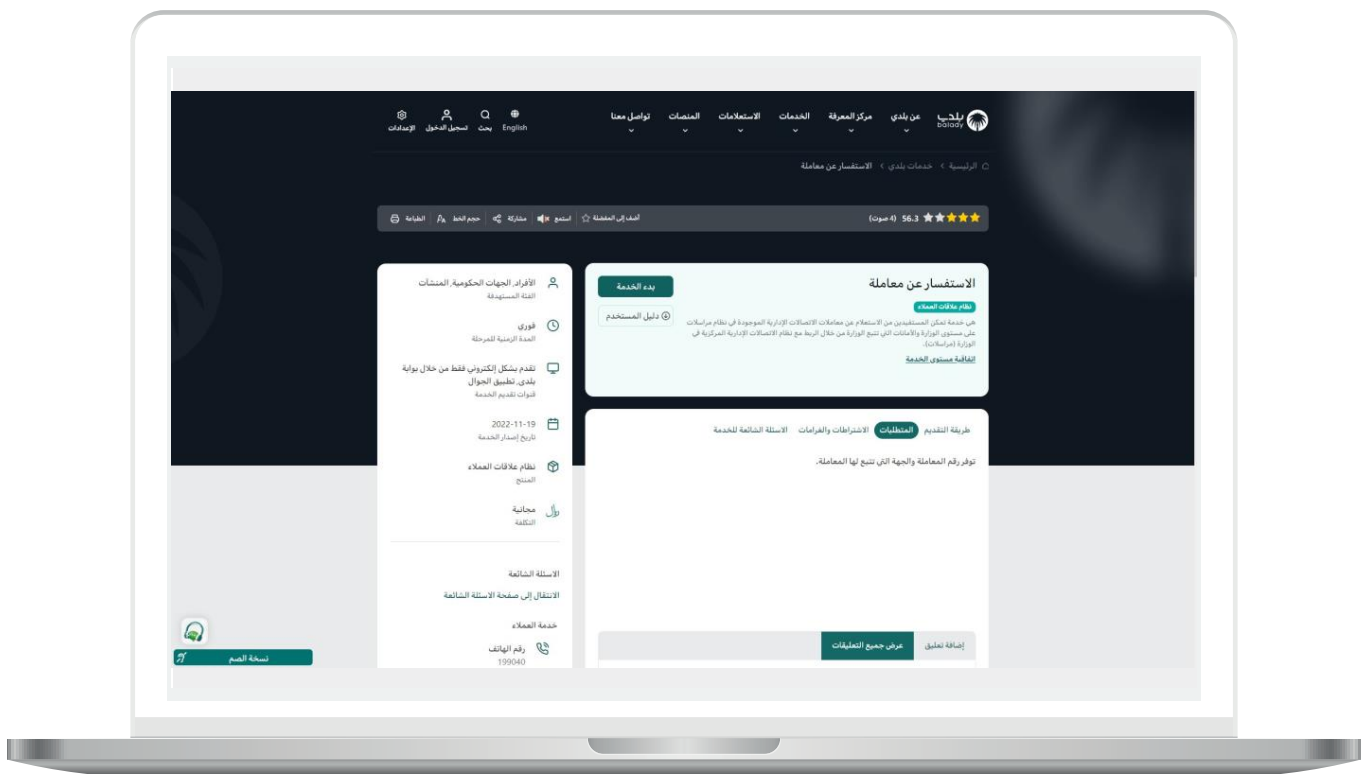
2) The following screen appears, displaying Balady products, where the user selects (**Customer Relations System**).
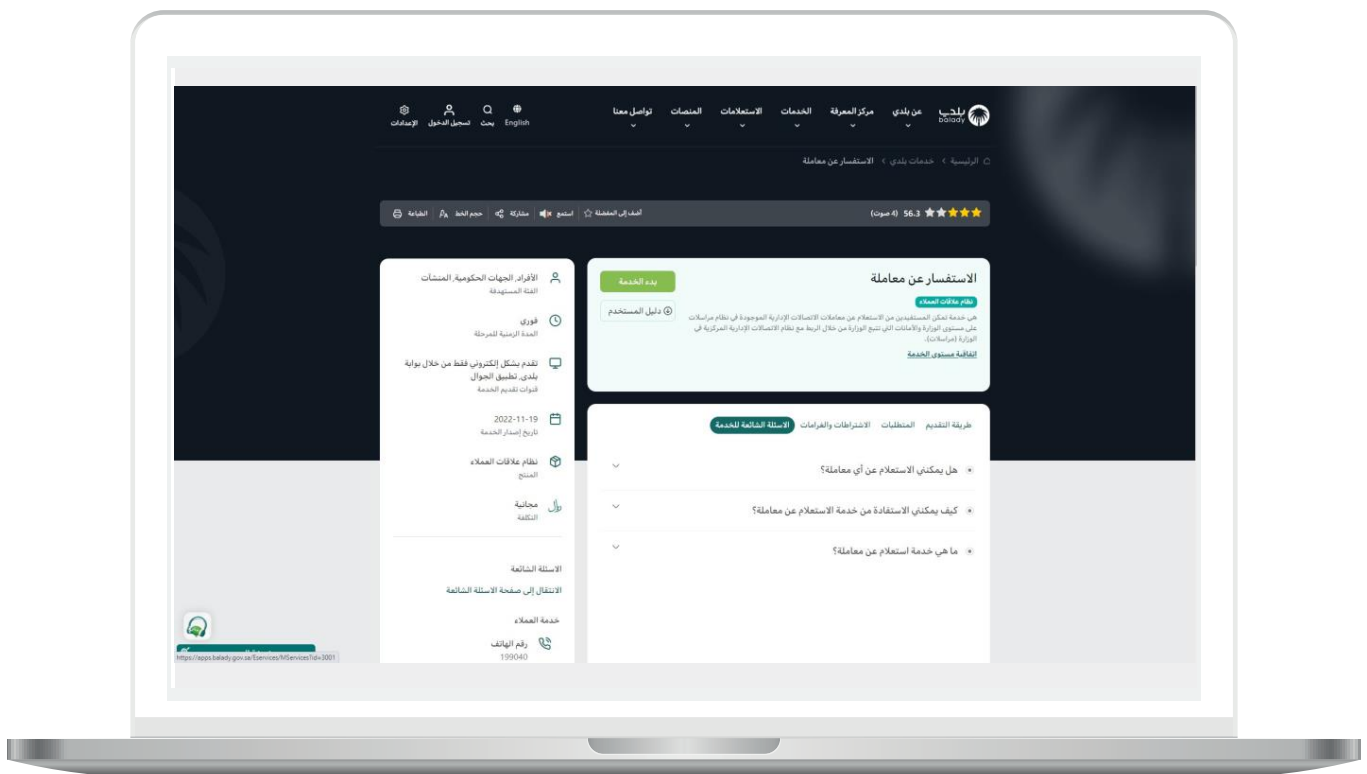
3) The following screen appears, where the beneficiary selects (**Transaction Inquiry**) as shown below.
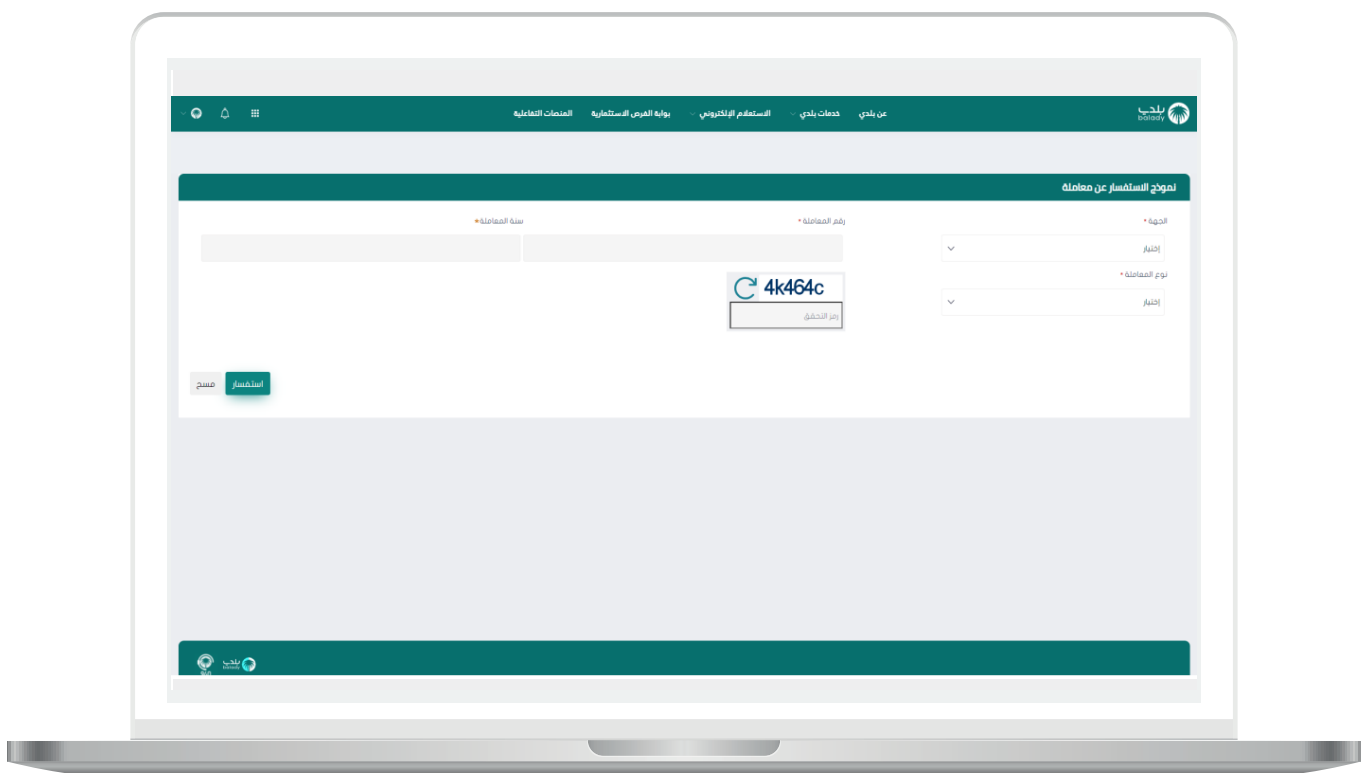
4) The following screen appears, displaying the (**Service Card**), which includes details such as (**How to Apply, Requirements, Conditions and Fines, etc**.).
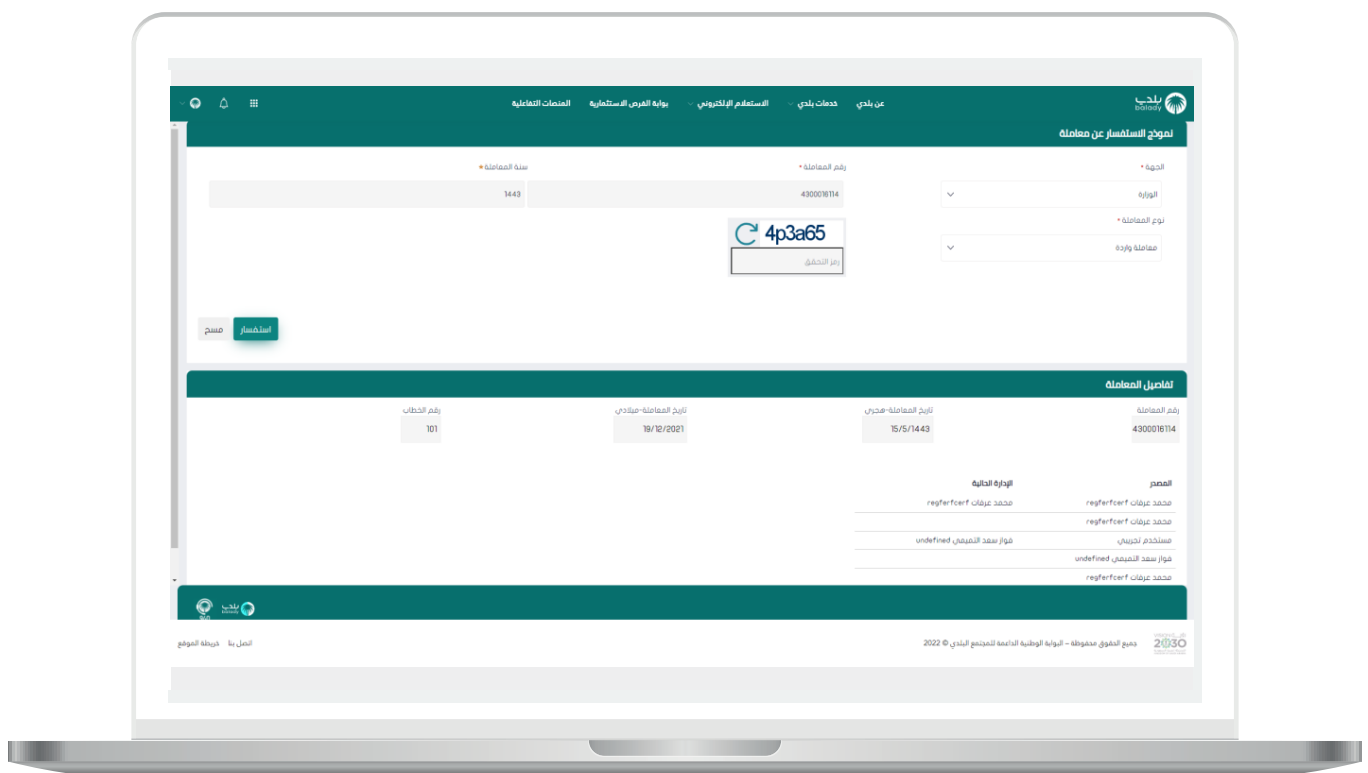
5) To start the application process, the user clicks (**Start Service**).

6) After clicking (**Start Service**), the following screen appears, where the user selects the transaction authority, whether it belongs to the Ministry of Municipal and Rural Affairs and Housing or a specific Municipality. Then, the user enters the (**Transaction Number, Year, select the Transaction Type (Internal or Incoming), enter the Verification Code**), and clicks (**Inquire**).

7) After clicking (**Inquire**), the system displays the (**Transaction Details, including the Transaction Number, Hijri and Gregorian Date, Correspondence Number, Source, the Current Department handling it**).

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