



وزارة البلديات والإسكان

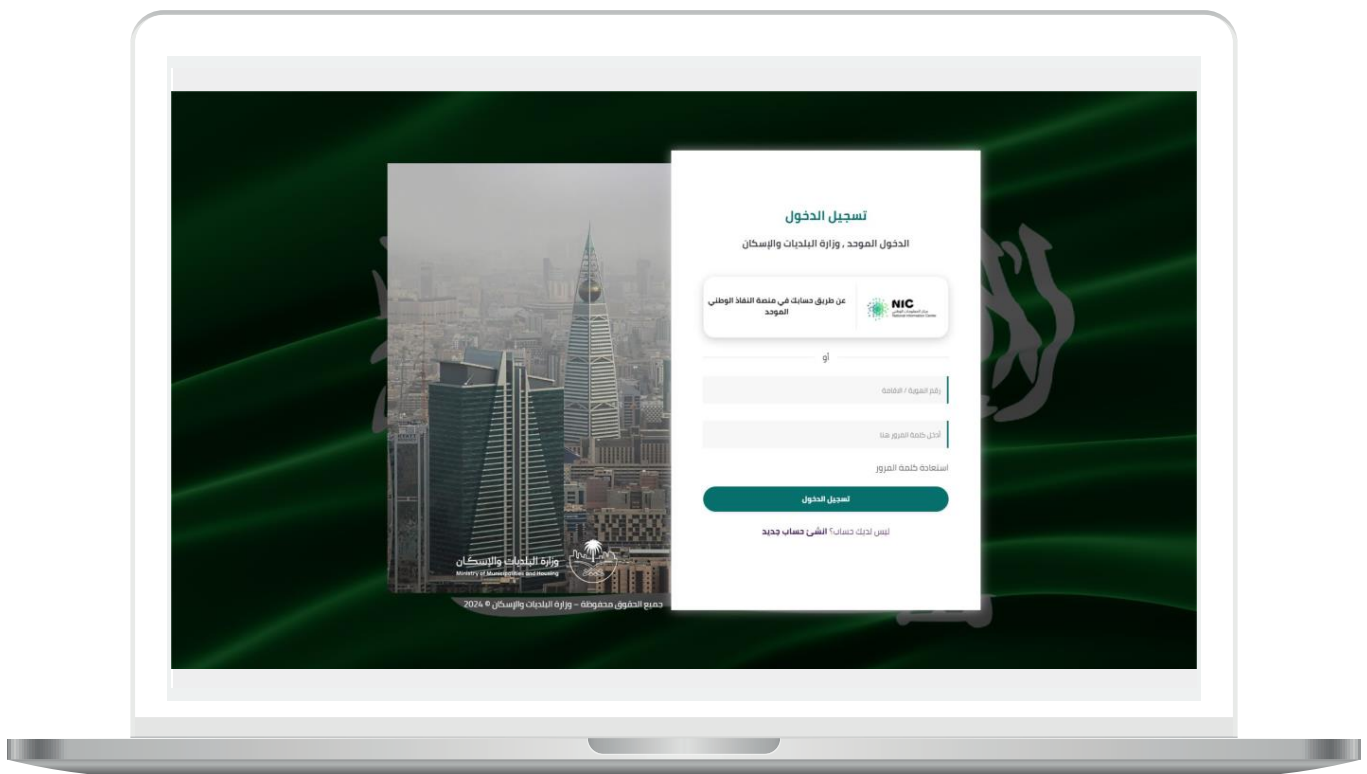
Ministry of Municipalities and Housing

User Guide for the Collective Housing License Cancellation Service

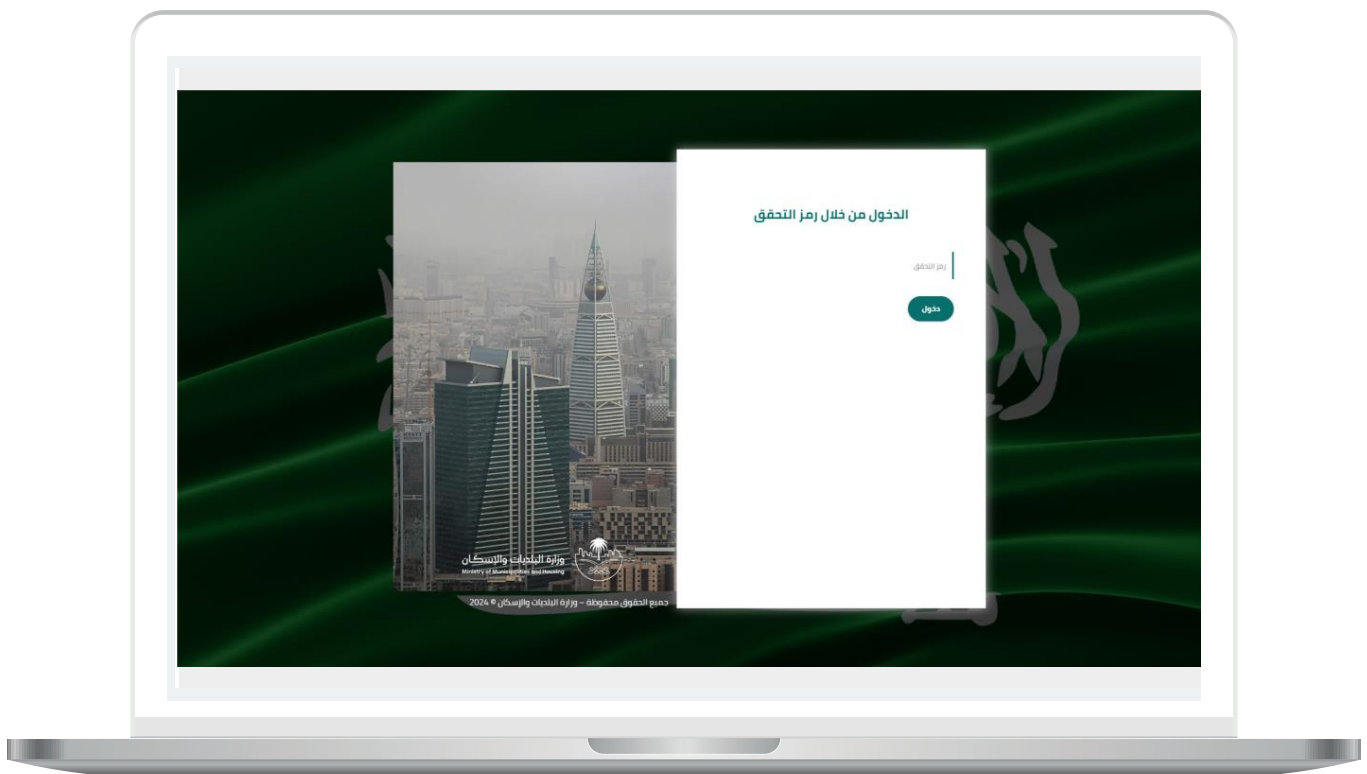
Beneficiary's
Copy

Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button.

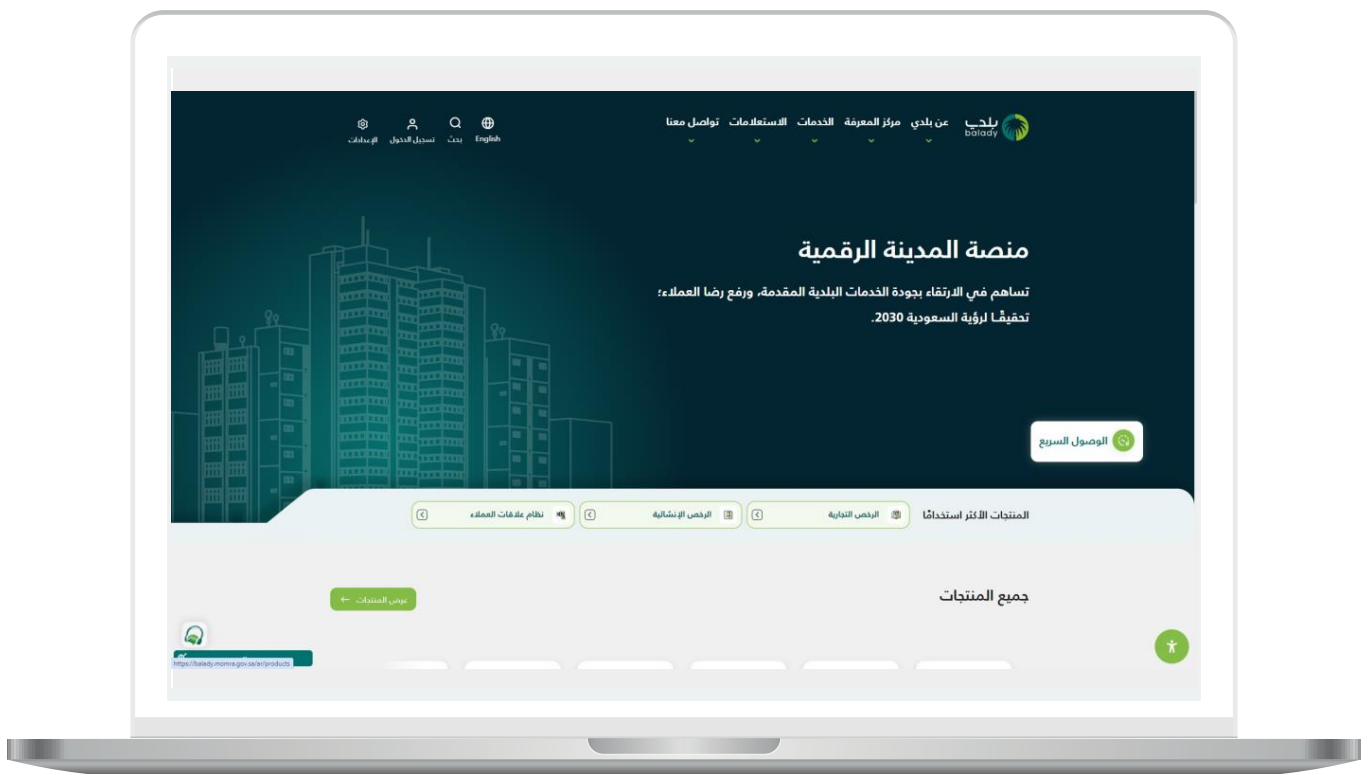


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.

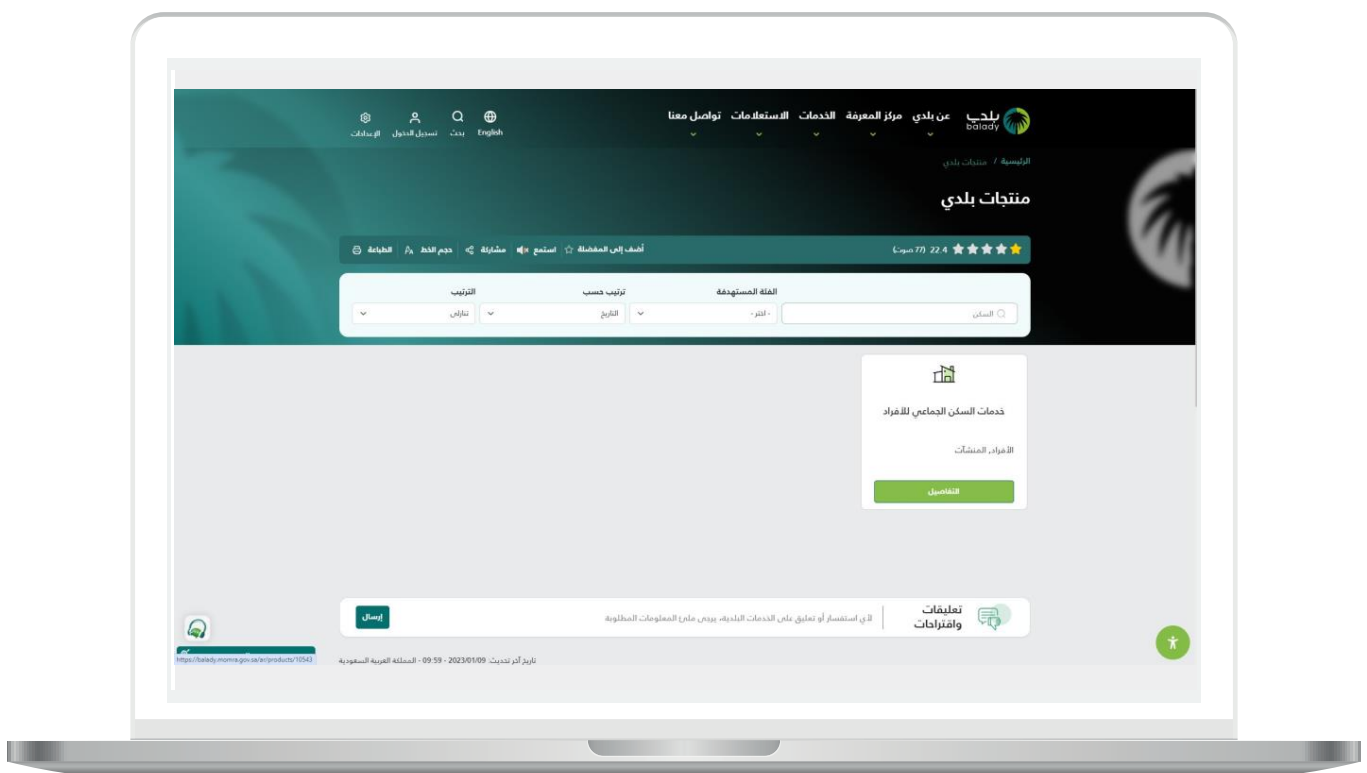


3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

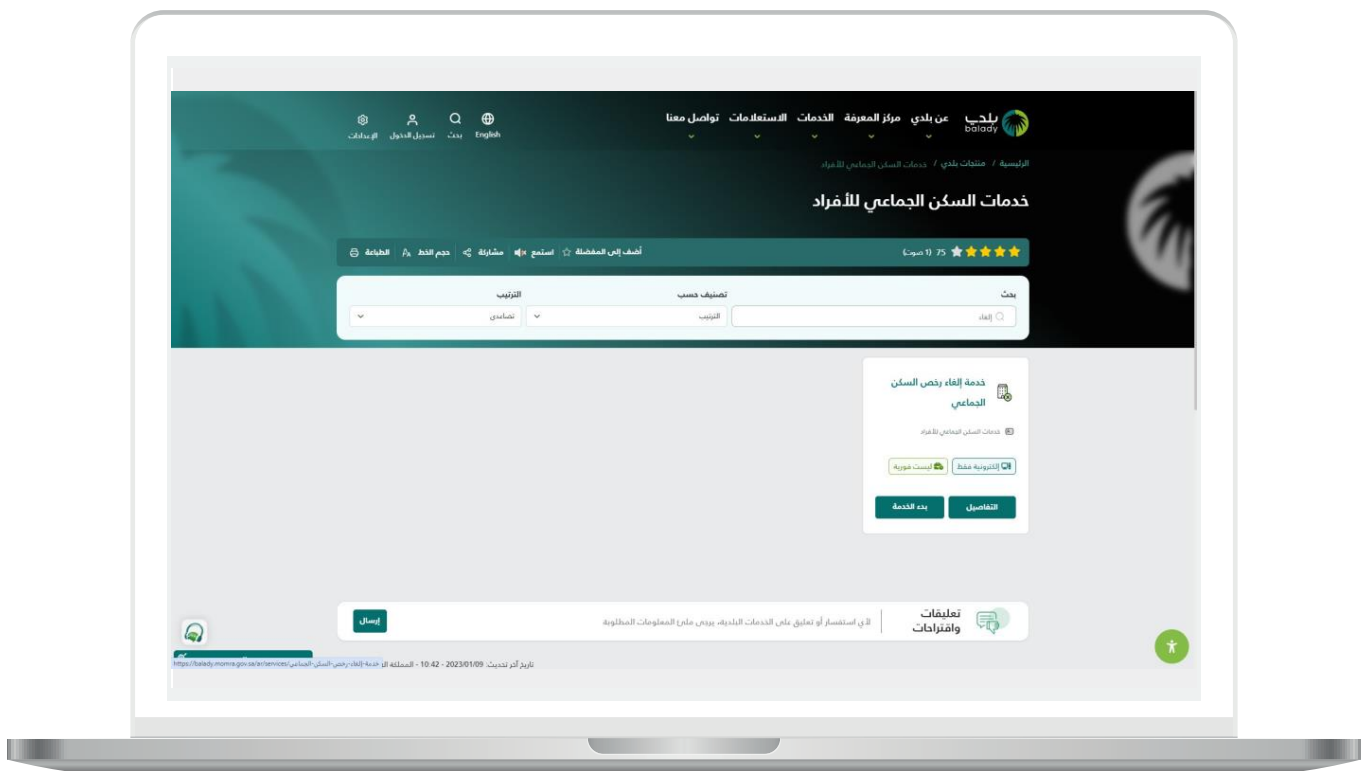
To start the service application, the user must click the **(View Products)** button.



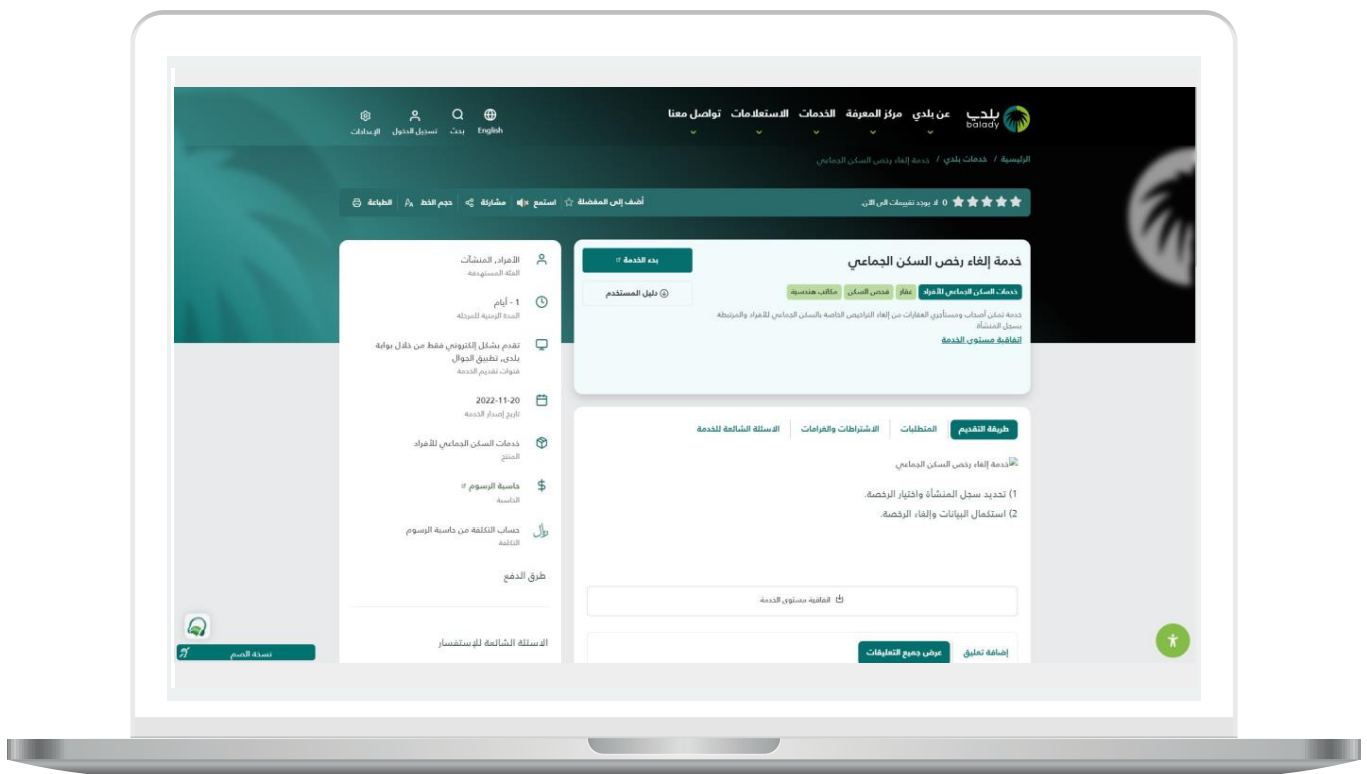
4) The following screen appears, displaying Balady's services, where the user selects **(Collective Housing Services)**.



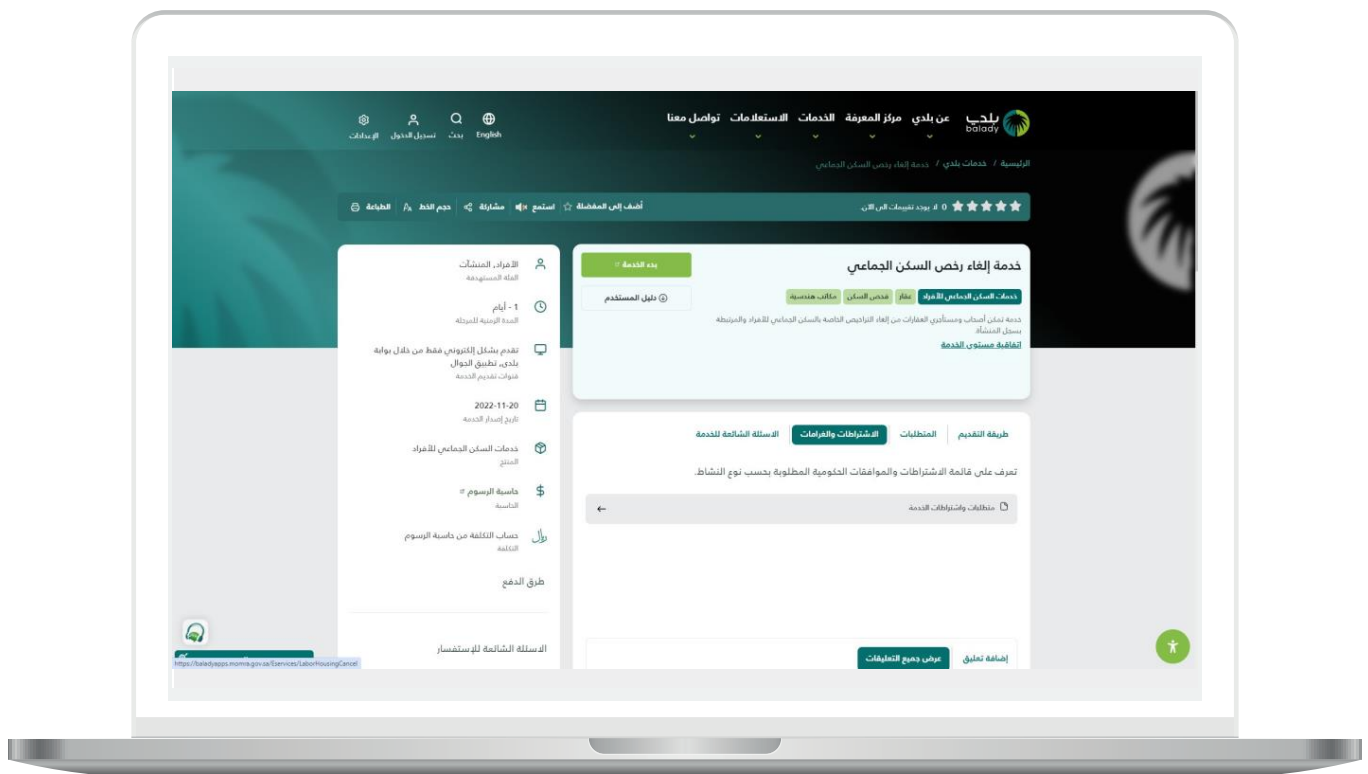
5) The following screen then appears, which includes collective housing services for individuals, where the **(Collective Housing License Cancellation Service)** is searched for, as shown below.



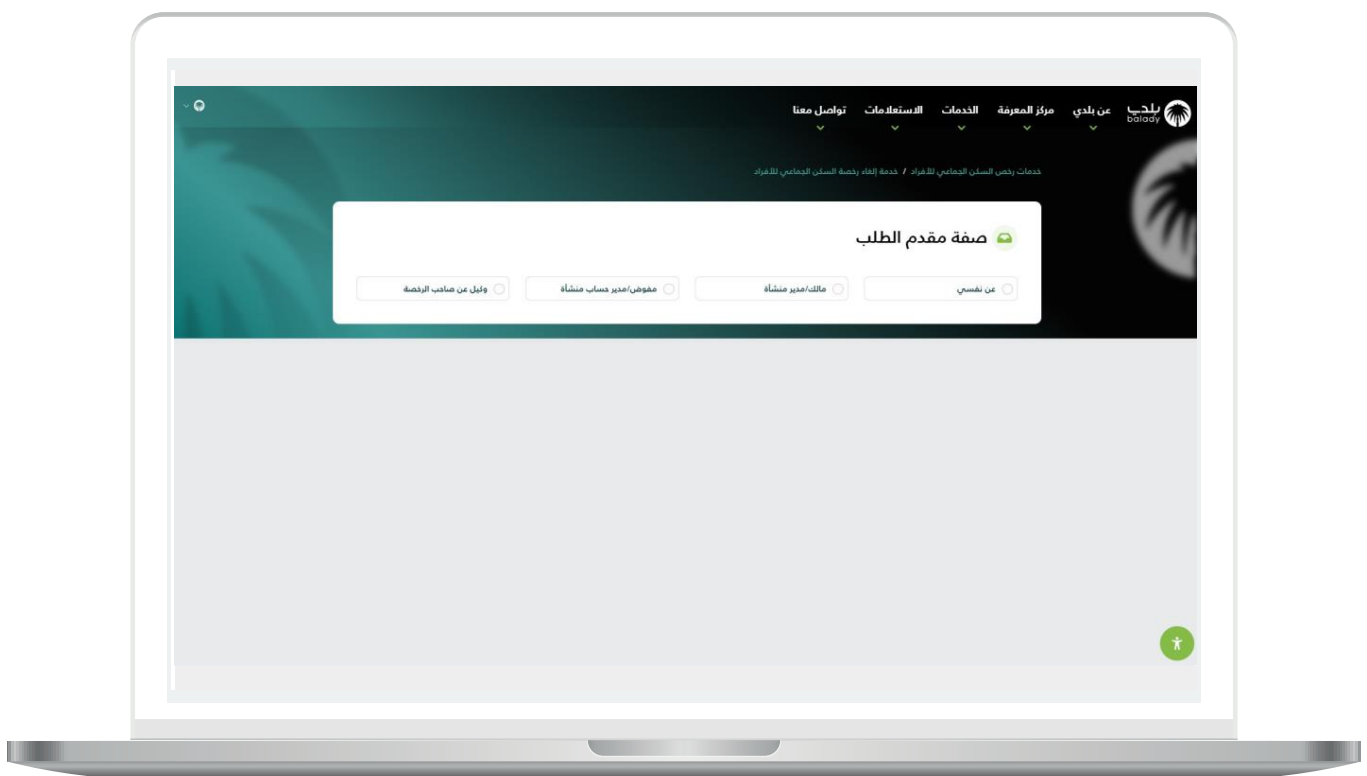
6) The following screen appears, displaying the (Service Card), which includes details such as (How to Apply, Requirements, Conditions and Fines, etc.).



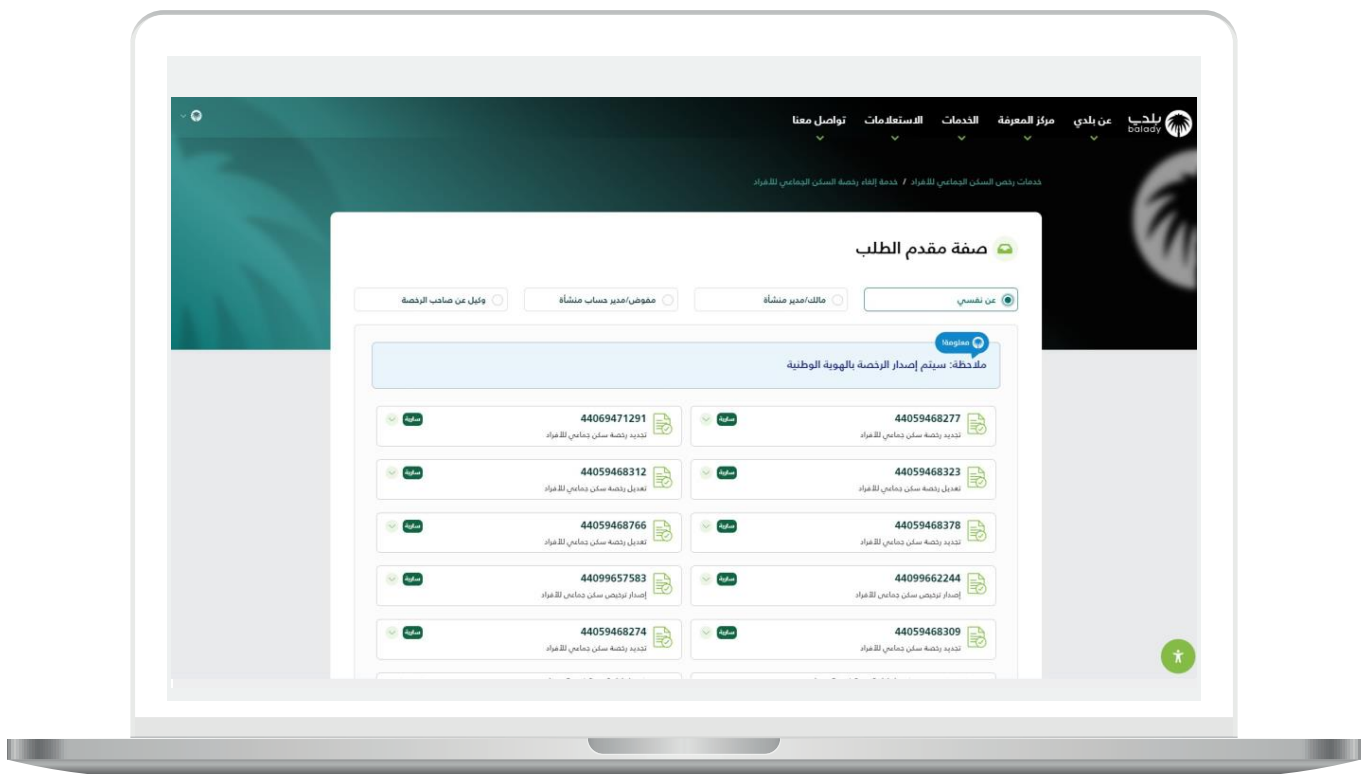
7) To start the application process, the user clicks **(Start Service)**.



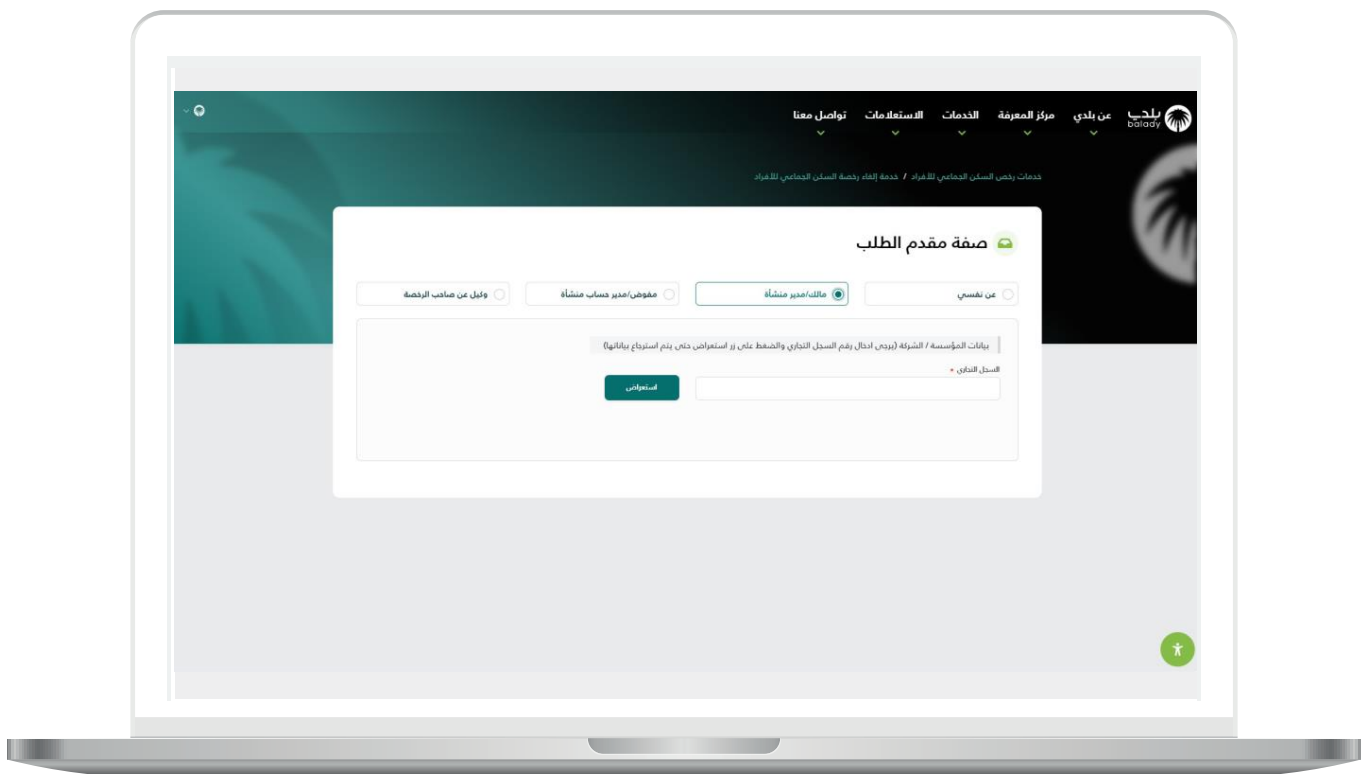
8) The following screen appears, allowing the user to select the applicant status (**On My Behalf, Owner/Manager of an Establishment, Authorized Representative or Establishment Account Manager, Agent of the License Holder**).



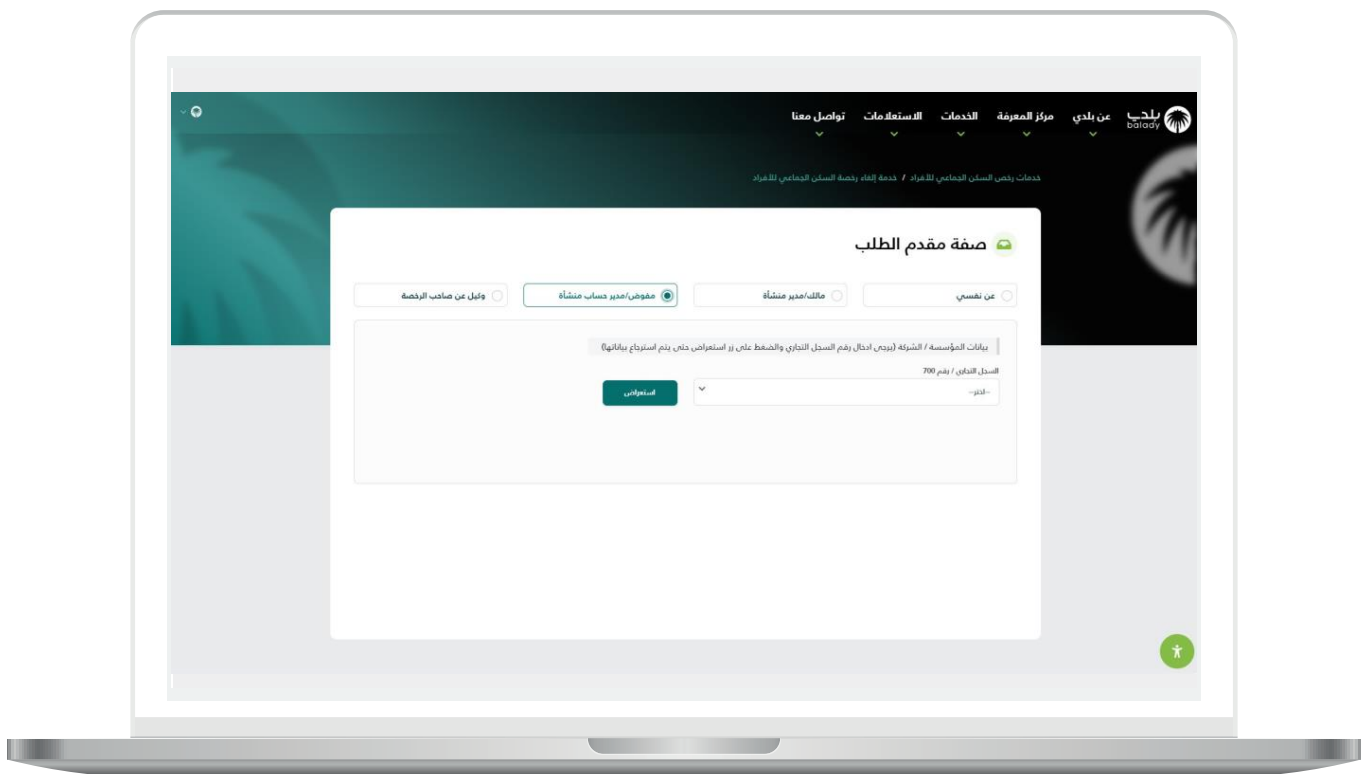
9) If **(For Myself)** is selected, the system displays the licenses registered under the national ID, allowing the user to choose the license for cancellation.



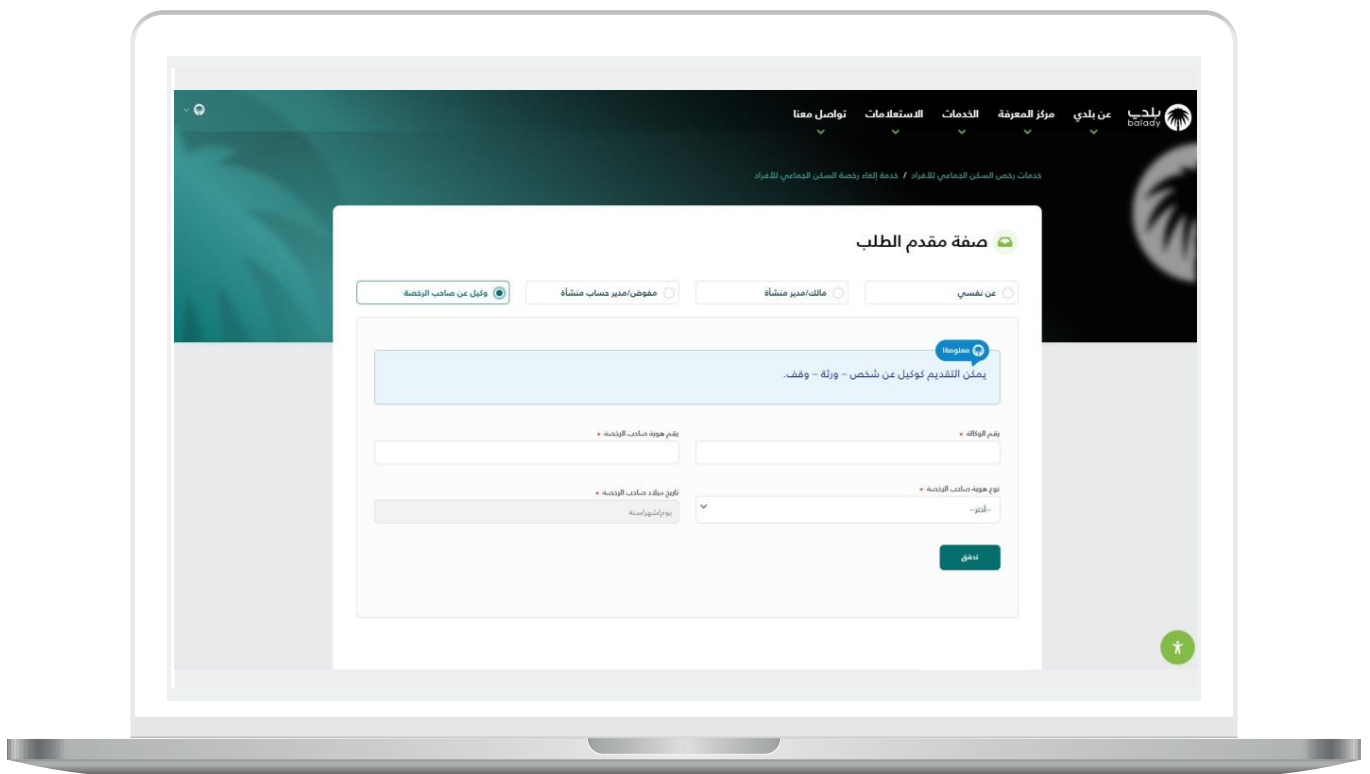
10) Selecting **(Owner or Manager of an Establishment)** reveals a new field named **(Commercial Register)**, which must be completed before clicking **(Browse)**.



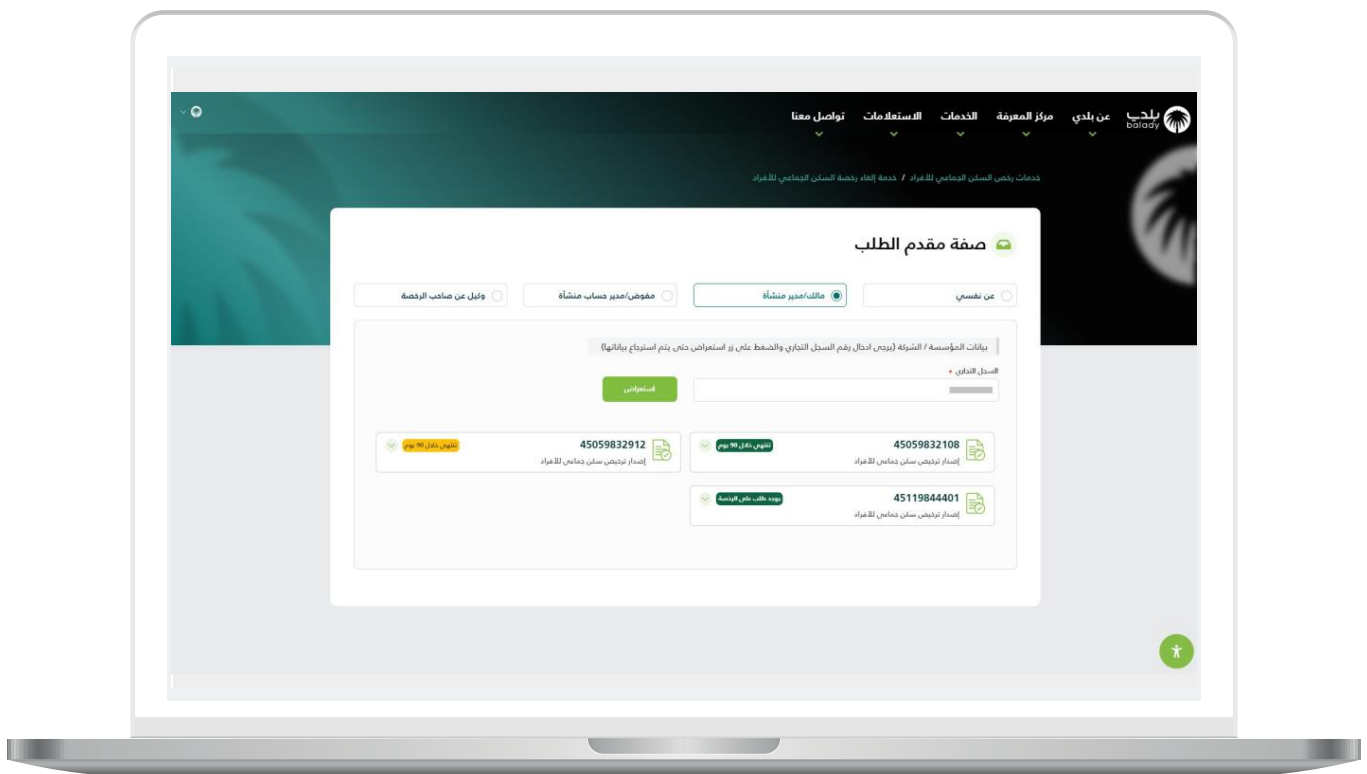
11) Choosing (Authorized Representative or Establishment Account Manager) displays a new dropdown list named (Commercial Register/ Number 700), where the user selects a value before clicking (Browse).



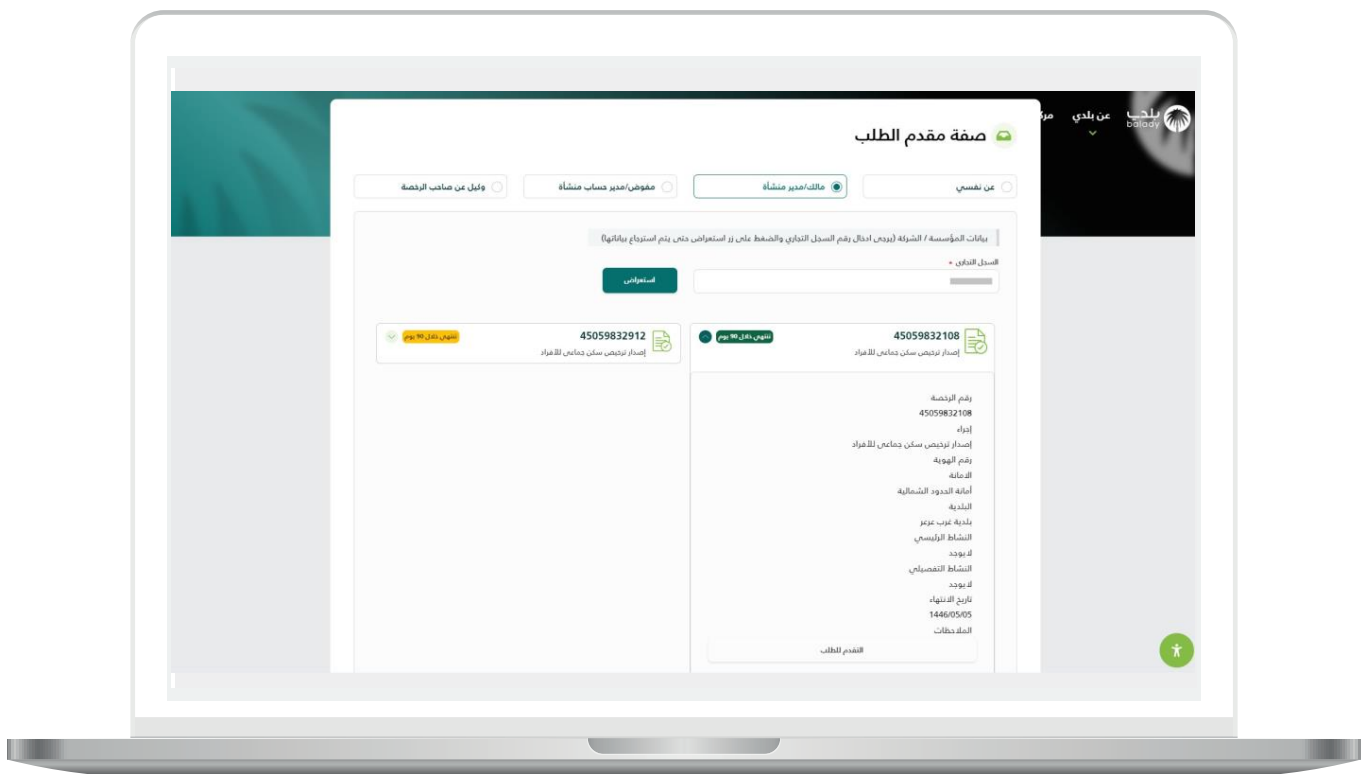
12) If **(Agent of the License Holder)** is selected, additional fields appear, including **(Power of Attorney Number, License Holder's ID Number, License Holder's ID Type, License Holder's Date of Birth)**. These must be filled in before clicking **(Verify)**.



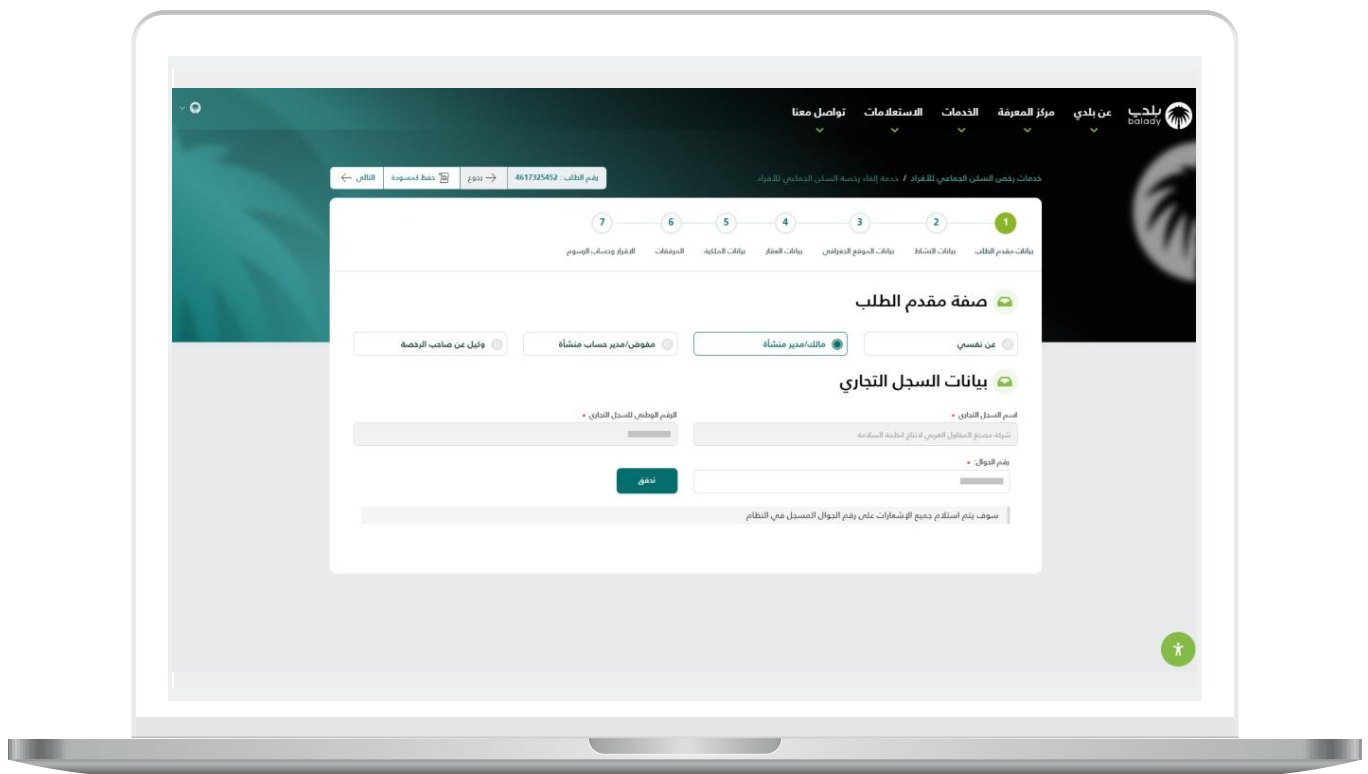
13) In this example, (Owner/Manager of an Establishment) was selected, and the (Commercial Register) field was completed before clicking (Browse). The system displays all licenses associated with the entered Commercial Register.



14) Selecting the license for cancellation brings up its details. The user clicks **(Proceed with Request)**.

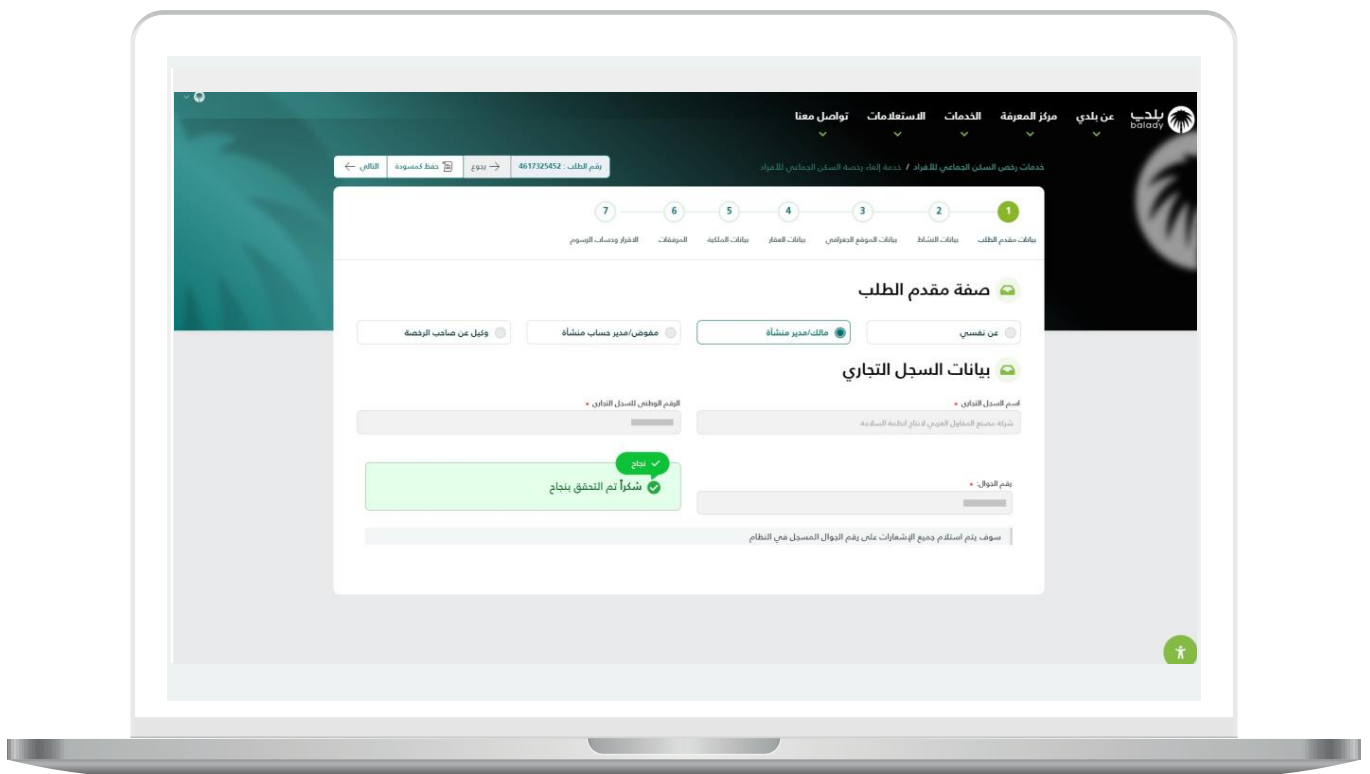


15) The user is then directed to the first stage, (**Applicant Information**), where the phone number must be verified. The user enters the number in the (**Phone Number**) field and clicks (**Verify**).



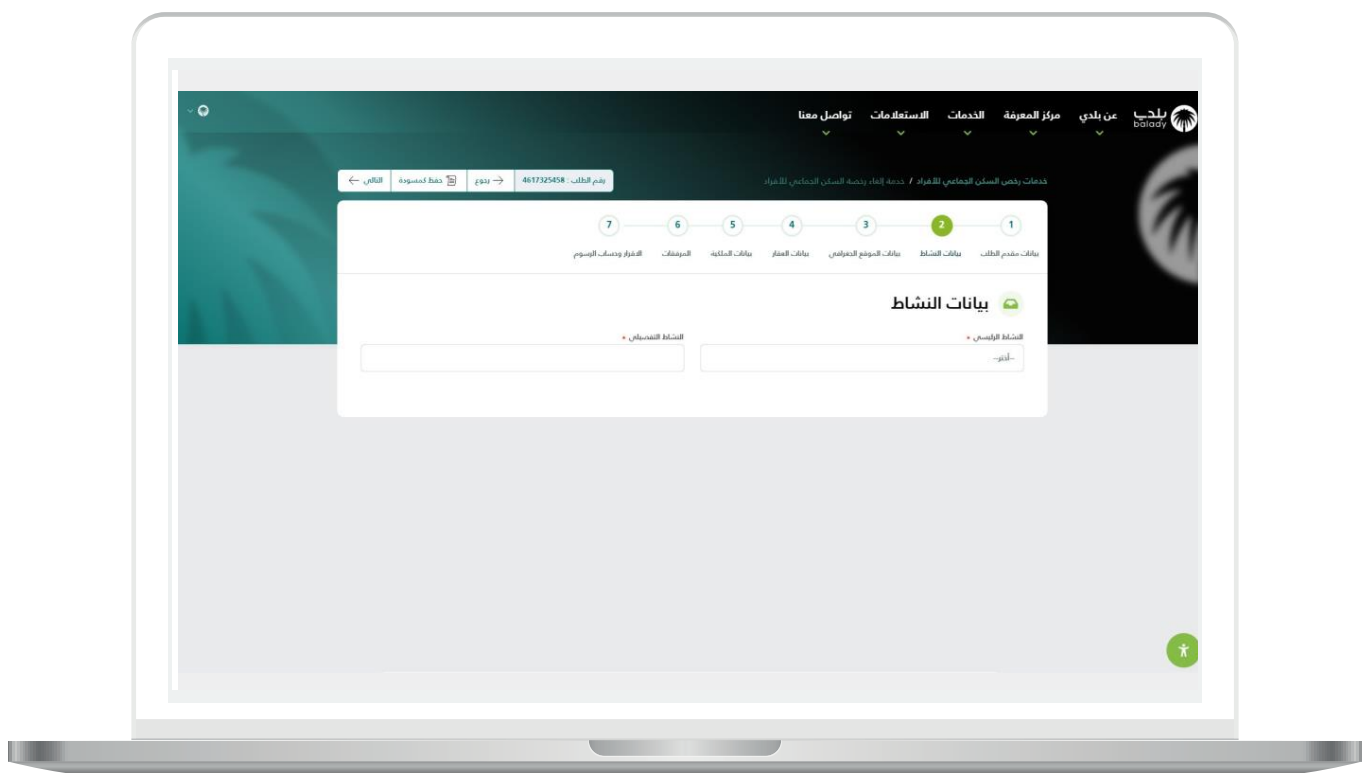
16) A verification code is then sent to the user's phone. The user enters the code in the **(Confirmation Code)** field and clicks **(Confirm)**.

17) A confirmation message appears stating **(Thank you, verification was successful)**. The user clicks **(Next)** to proceed, with the option to save the request as a draft using **(Save as Draft)**.

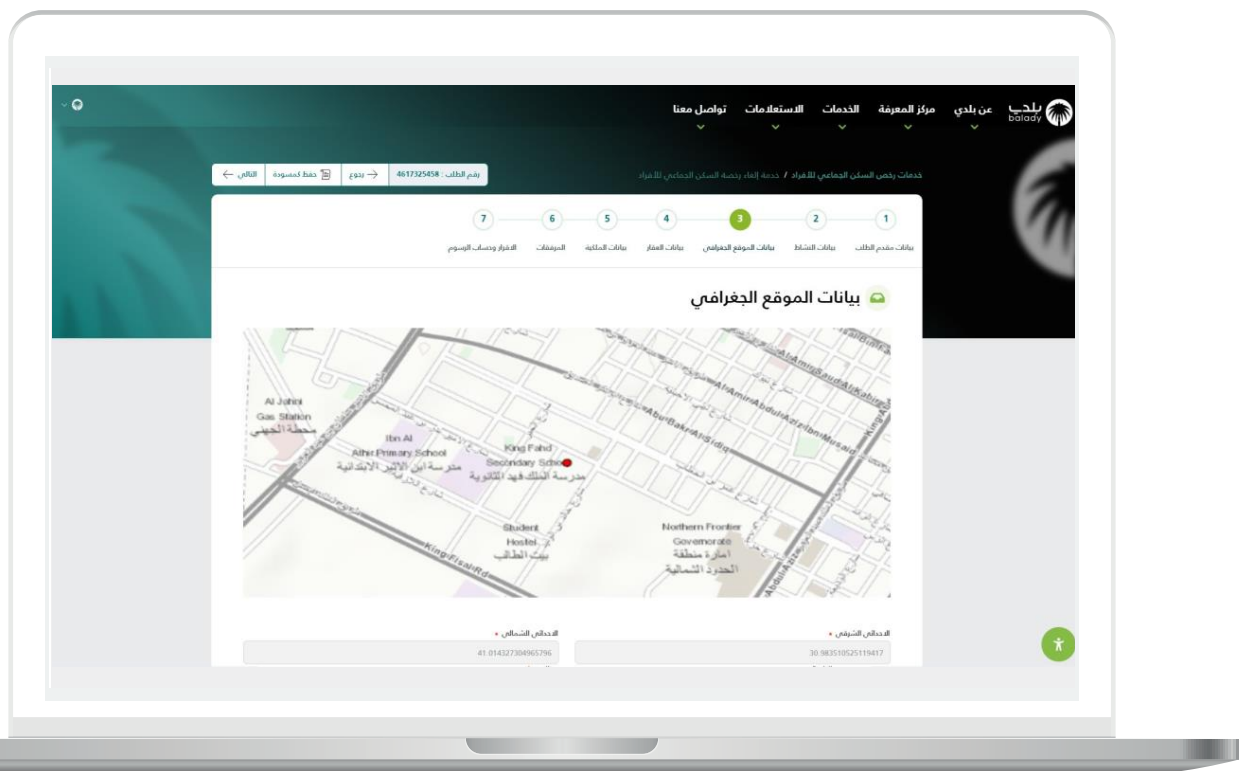


18) The **(Activity Information)** stage appears, displaying the following fields: **(Primary Activity, Detailed Activity)**.

The user then clicks **(Next)** to continue, **(Save as Draft)** to store the request, or **(Back)** to return to the previous stage.



19) The (Geographic Location Information) stage appears, with the first section shown below.



20) The second section of **(Geographic Location Information)** follows.

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

The screenshot shows a web application interface for entering geographic location information. At the top, there is a navigation bar with a back arrow, a search bar containing '461725458', and a 'Next' button. Below the navigation bar is a map showing a street grid with labels for 'Gas Station', 'Ibn Al Ather Primary School', 'King Fahd Secondary School', 'Student Hostels', and 'Northern Frontier Governorate'. Below the map, there are two columns of input fields. The left column contains fields for 'Phone Number' (41 0143273865796), 'Address' (أمانة الحدود الشمالية), 'City' (منى البادية), and 'Type of Location' (مركز البلدية). The right column contains fields for 'Phone Number' (30 98351025119417), 'Address' (الحدود الشمالية), 'City' (بغدادية الحدود)، and 'Type of Location' (شارع الدائري من الجهة الشمالية). At the bottom right of the form, there is a green circular button with a white arrow pointing right, labeled 'Next'.

21) The next stage, **(Property Information)**, appears as shown below.

The user clicks **(Next)** to continue. The request can be saved as a draft using **(Save as Draft)**, and the previous stage can be accessed using **(Back)**.

The screenshot displays the 'بيانات العقار' (Property Information) stage of the service. The interface includes a header with navigation links: 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستعلامات', and 'تواصل معنا'. Below the header is a progress bar with 7 steps, where step 4 is highlighted. The form contains the following fields:

- نوع العقار:
- العنوان:
- المدينة:
- الحي:
- الشارع:
- رقم البناء:
- عدد الوحدات:
- مساحة البناء:
- عدد دورات المياه:
- نوع المصاحف:

At the bottom right, there is a green circular button with a white arrow pointing right, labeled 'التالي' (Next).

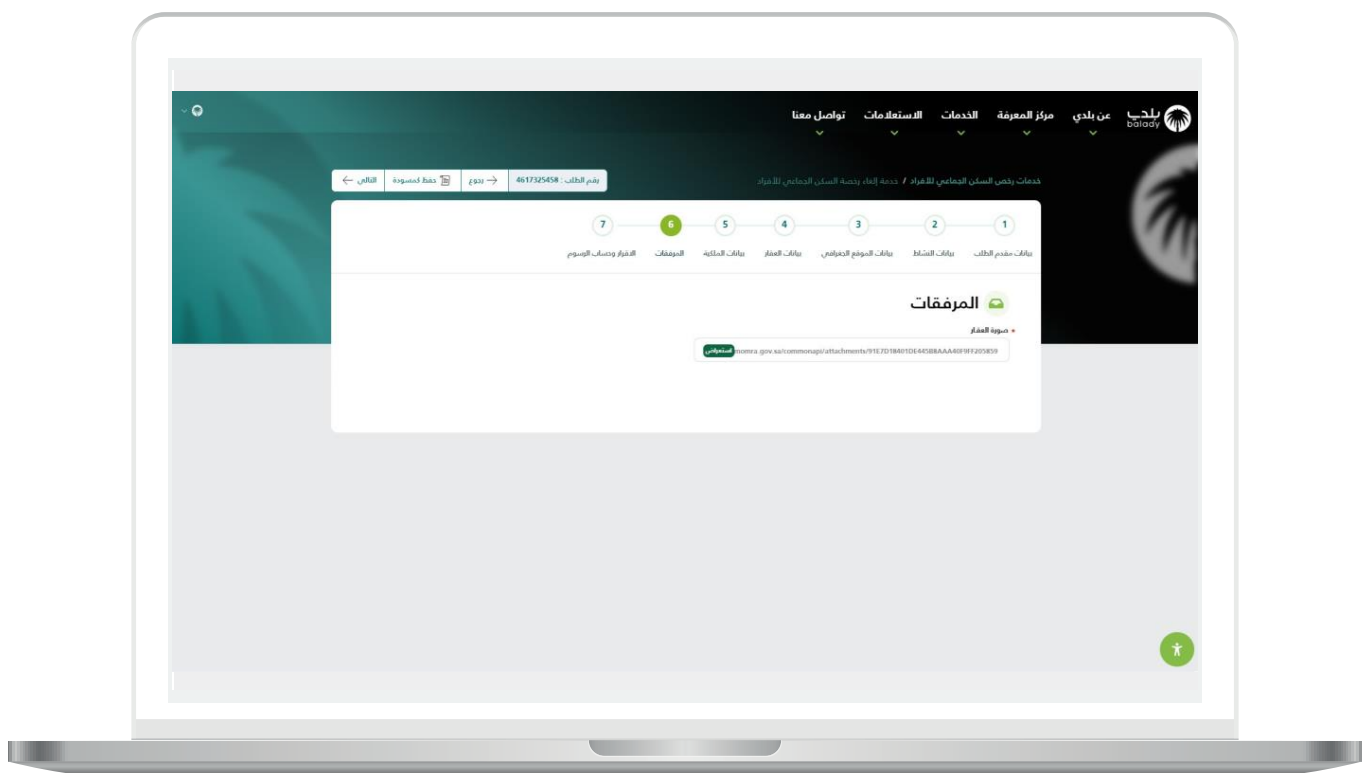
22) The (Ownership Information) stage then appears.

The user clicks (**Next**) to continue. The request can be saved as a draft using (**Save as Draft**), and the previous stage can be accessed using (**Back**).

The screenshot displays the 'نوع ملكية العقار' (Property Ownership Type) stage in the Balady app. The interface features a progress bar at the top with 7 steps, where step 5 is highlighted. Below the progress bar, there are input fields for 'نوع الملكية' (Property Type) with a dropdown menu, 'ملاحظات' (Remarks), and 'بيانات عقد البيع' (Sales Contract Data). The 'بيانات عقد البيع' section contains two columns of input fields for 'تاريخ بداية العقد' (Contract Start Date), 'رقم العقد' (Contract Number), 'رقم المبنى' (Building Number), and 'الرقم القوي' (Strong Number). The app header includes the Balady logo and navigation links: 'عن بلدي', 'مركز المعرفة', 'الخدمات', 'الاستعلامات', and 'تواصل معنا'.

23) The **(Attachments)** stage appears, where the attachment can be viewed using **(Browse)**.

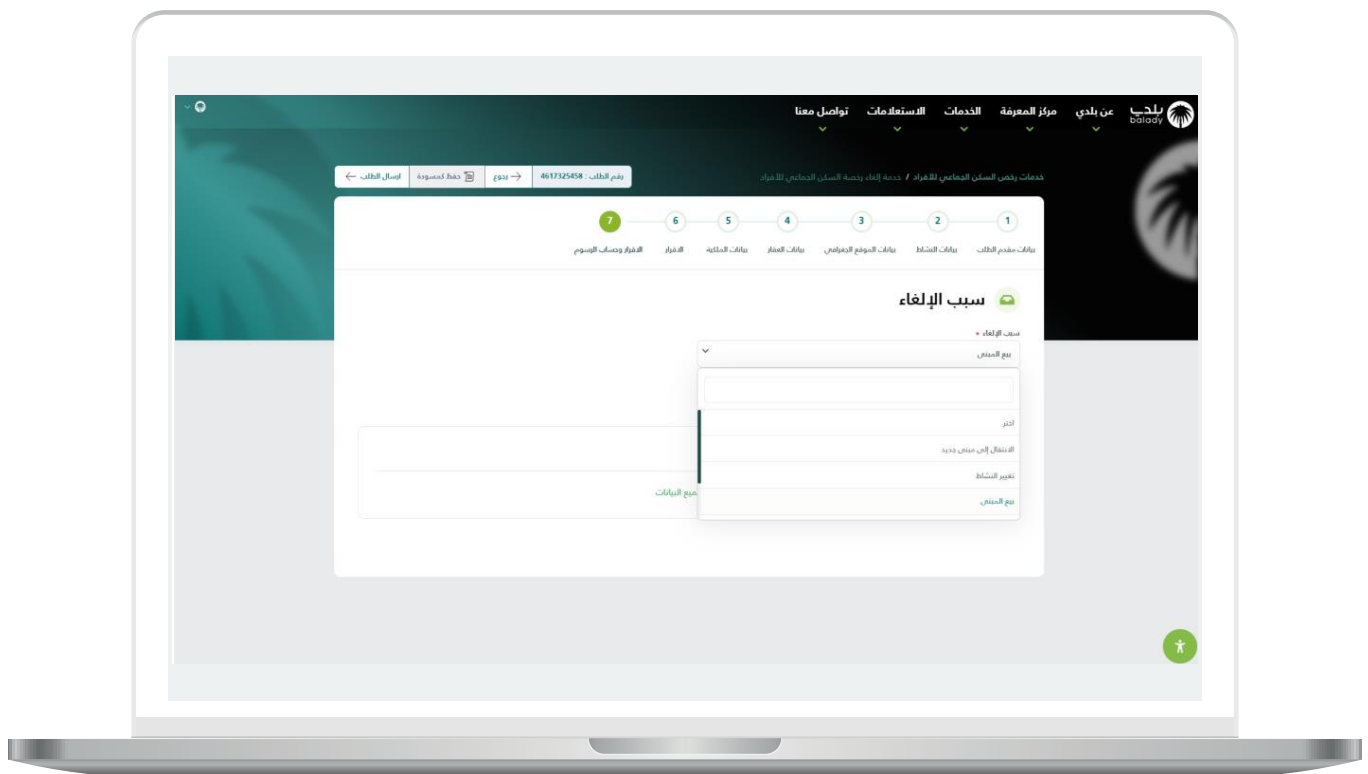
The user clicks **(Next)** to continue. The request can be saved as a draft using **(Save as Draft)**, and the previous stage can be accessed using **(Back)**.



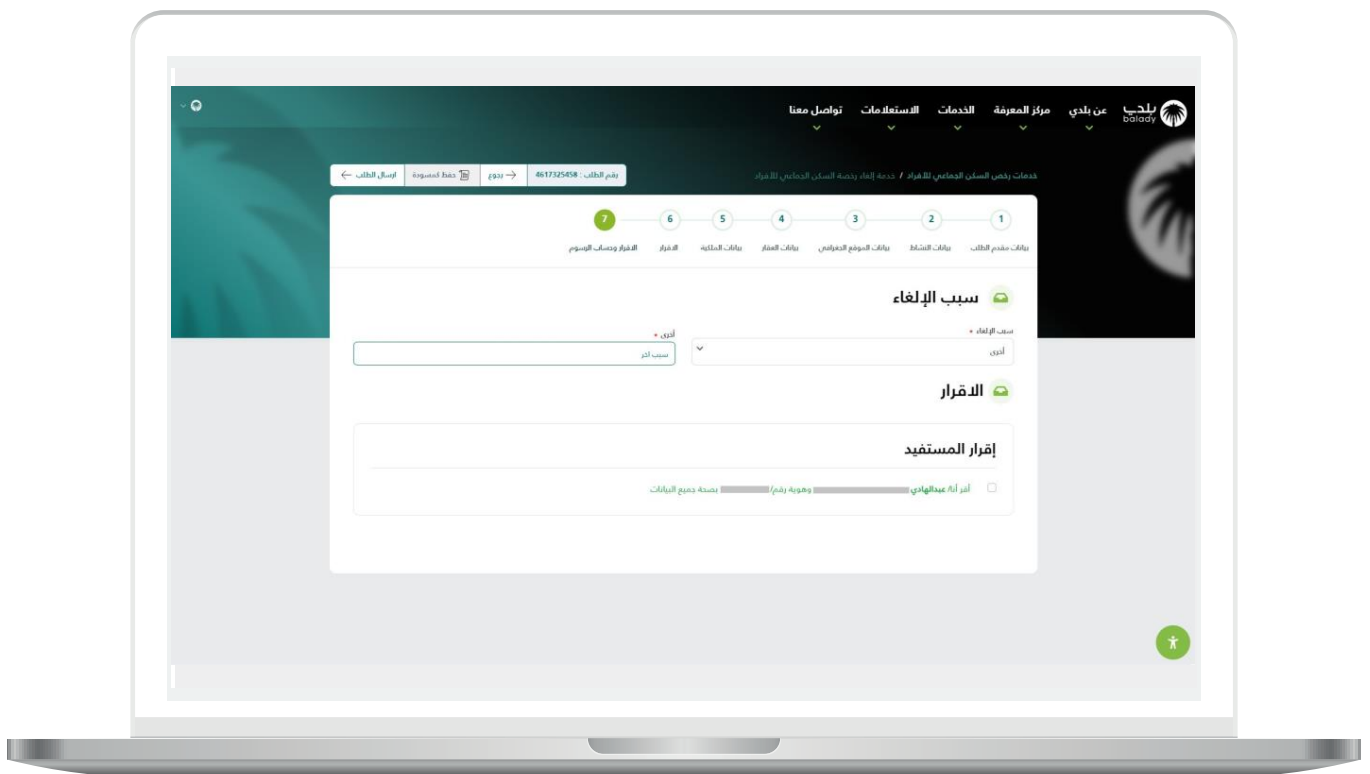
24) The **(Declaration and Fee Calculation)** stage appears, where the user selects the **(Cancellation Reason)** from the dropdown list, then checks the declaration box after reading the statement.

The screenshot displays a web application interface for the 'Declaration and Fee Calculation' stage. At the top, a navigation bar includes the 'Bilady' logo and a menu with options like 'الرئيسية', 'الخدمات', 'الأسئلة الشائعة', 'تواصل معنا', 'عن بلدي', 'مركز المساعدة', 'الخدمات', 'الأسئلة الشائعة', 'تواصل معنا'. Below the navigation bar, a header section contains a search bar with the text 'ابحث عن الطلب' and a button 'ابحث', along with a user profile section showing 'اسم الطلب: 4617325458' and a 'تدعم' button. The main content area features a progress bar with seven steps: 1. بيانات مقدم الطلب, 2. بيانات الشقة, 3. بيانات الموقع السكني, 4. بيانات العقار, 5. بيانات المالك, 6. القرار, and 7. القرار وصف الطلب. The current step is 7, 'القرار وصف الطلب'. Below the progress bar, there are three sections: 'سبب الإلغاء' (Reason for Cancellation) with a dropdown menu, 'القرار' (Decision) with a dropdown menu, and 'إقرار المستفيد' (Beneficiary Declaration) with a checkbox labeled 'أقر أنا، عبد الهادي' and a progress bar showing 'نسبة جميع البيانات: 100%'. A green circular button with a white star is located in the bottom right corner of the main content area.

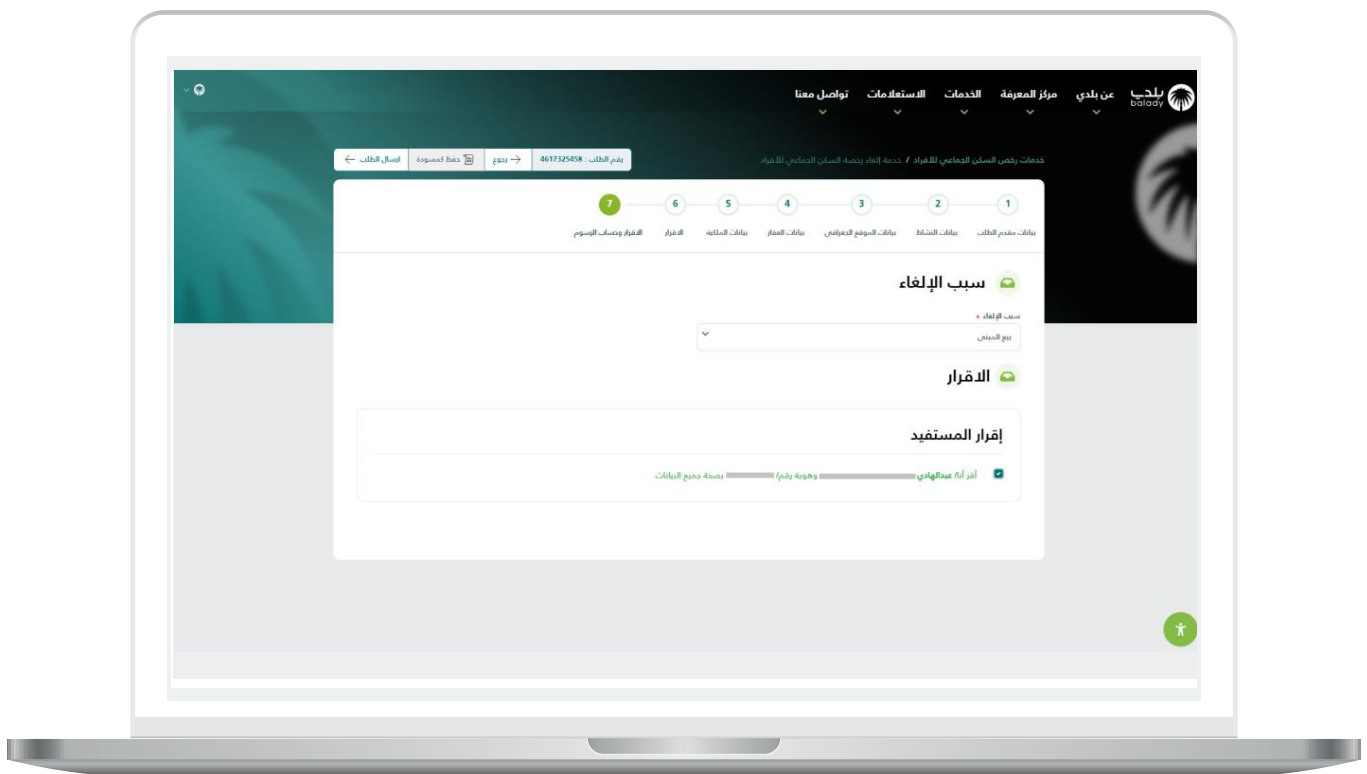
25) The system displays a list of **(Cancellation Reason)** in a dropdown menu.



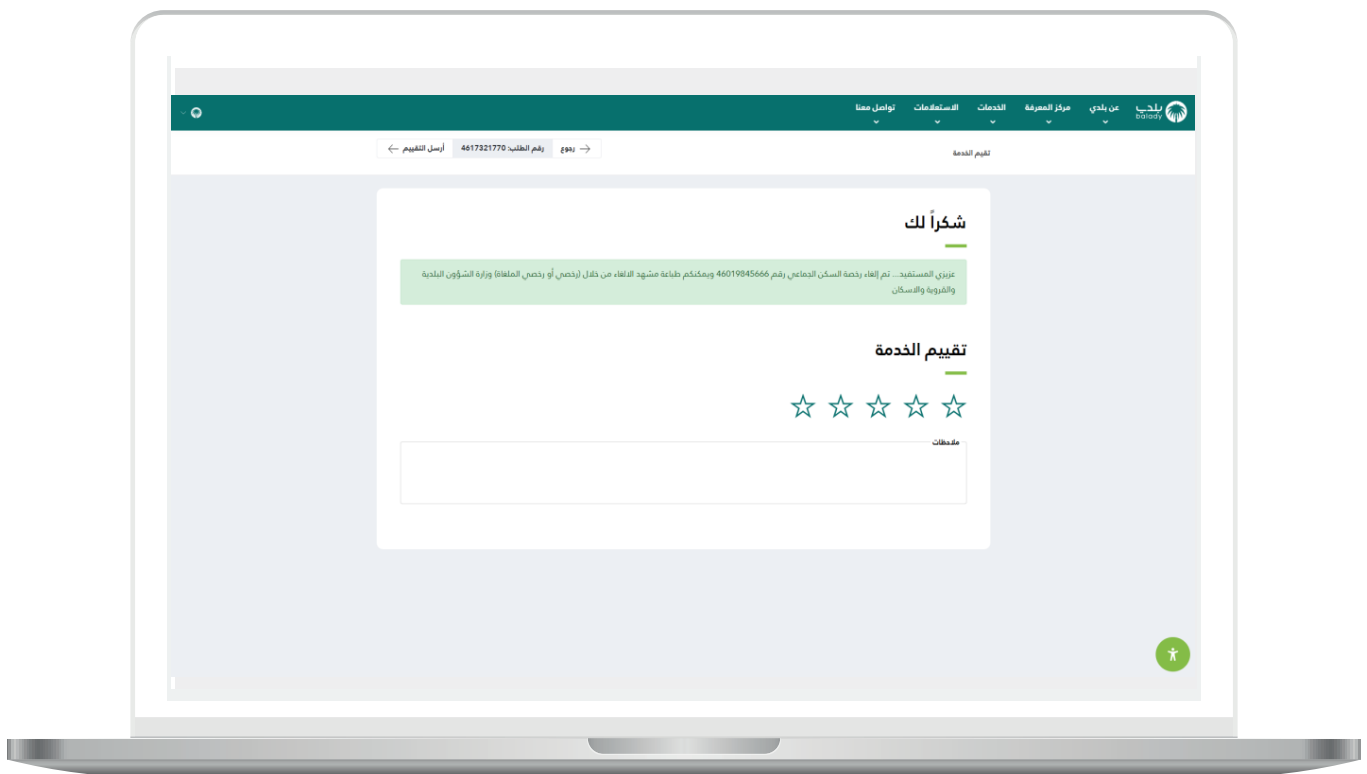
26) If the user selects **(Other)**, a new field labeled **(Other)** appears for entering the value.



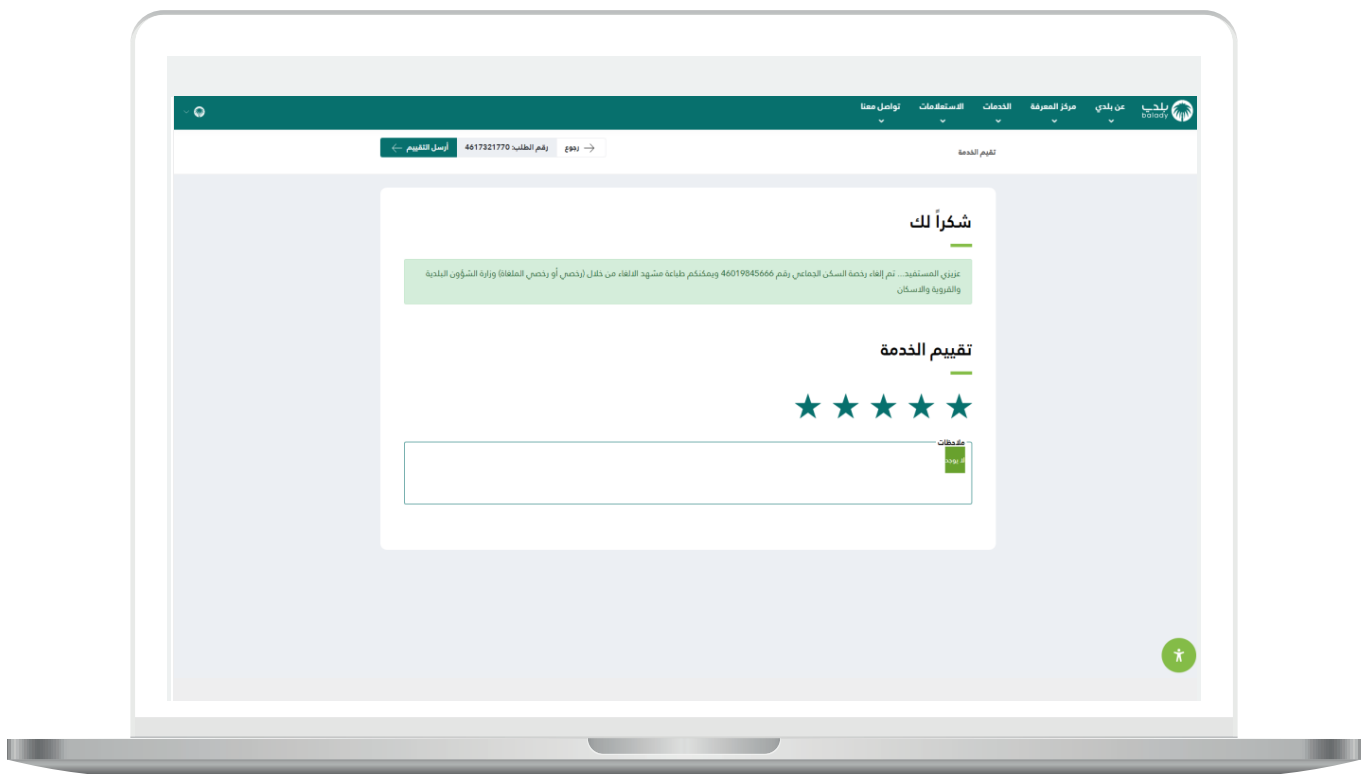
27) The user clicks the **(Submit Request)** button.



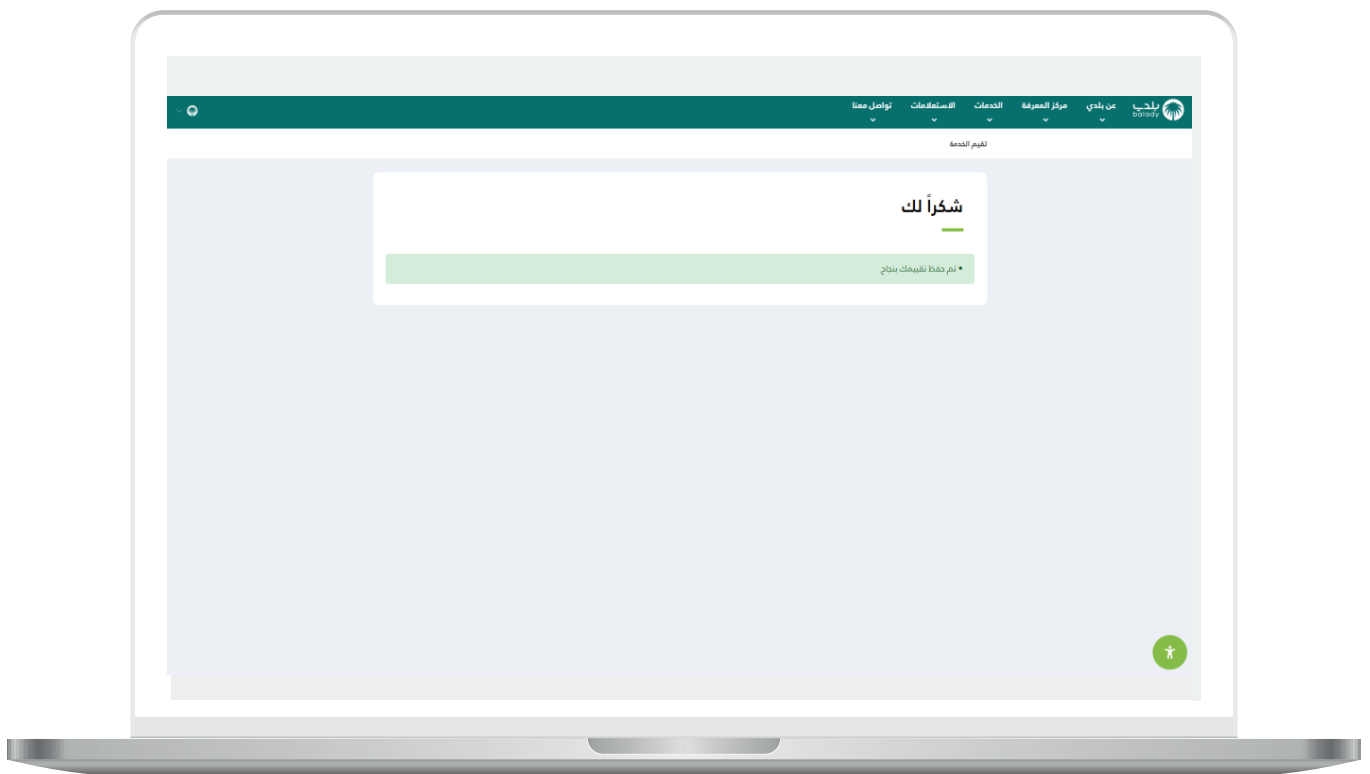
28) The license is canceled, and the system allows the user to evaluate the service by selecting the number of visible stars and entering comments in the **(Comments)** field.



29) Then, the user clicks the **(Submit Evaluation)** button.

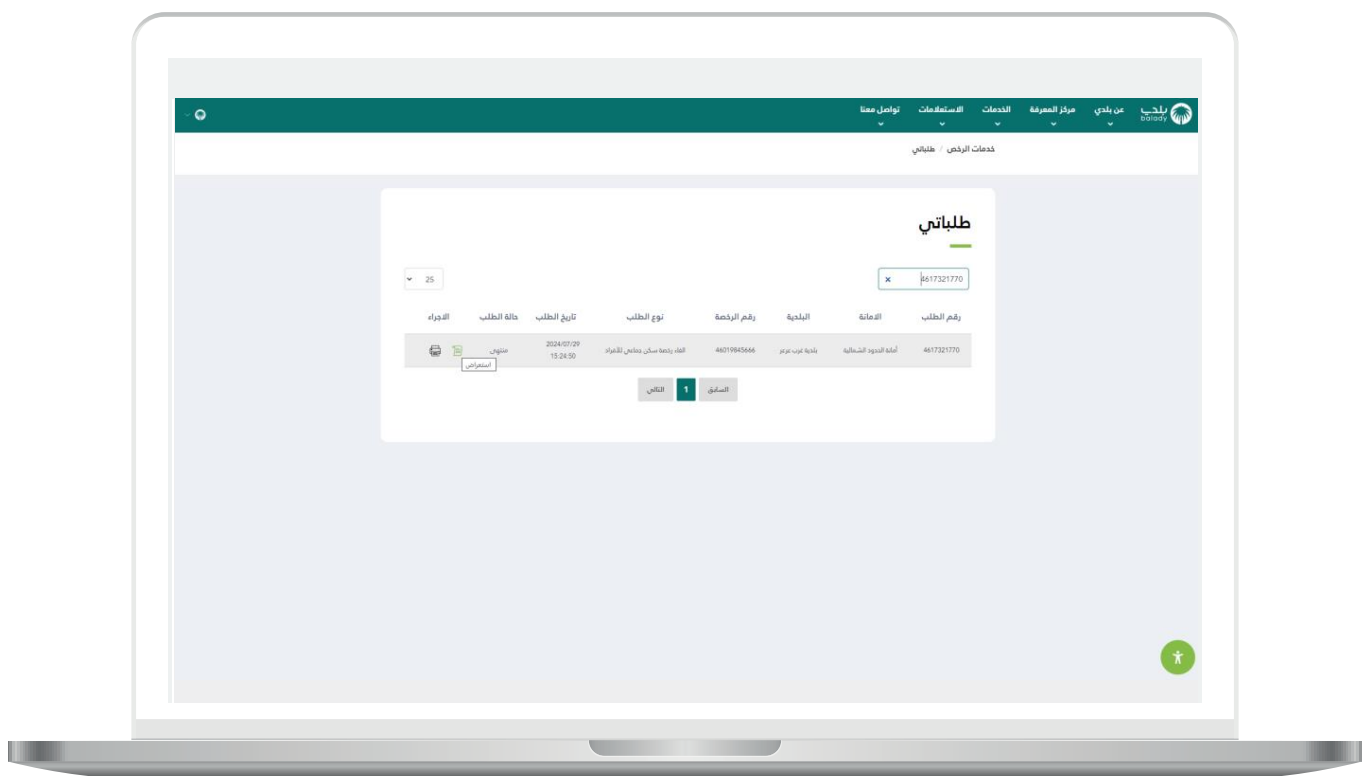


30) A message then appears confirming that (Your evaluation has been successfully saved).



31) The system then allows the user to search for the request through the **(My Requests)** screen, as shown below.

Clicking the document icon **(View)** displays the request details.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

