



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

Service of Filing an Objection to a License

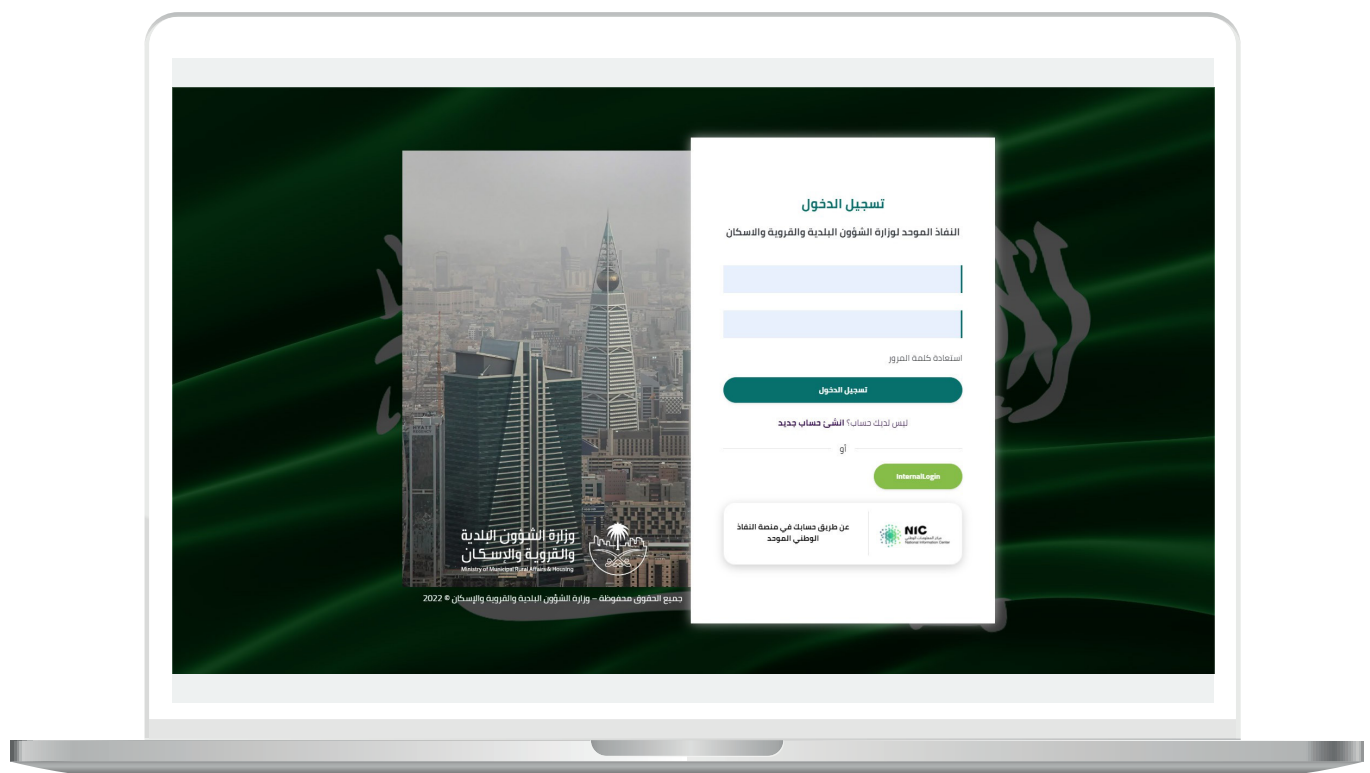
# That Does Not Belong to the Beneficiary

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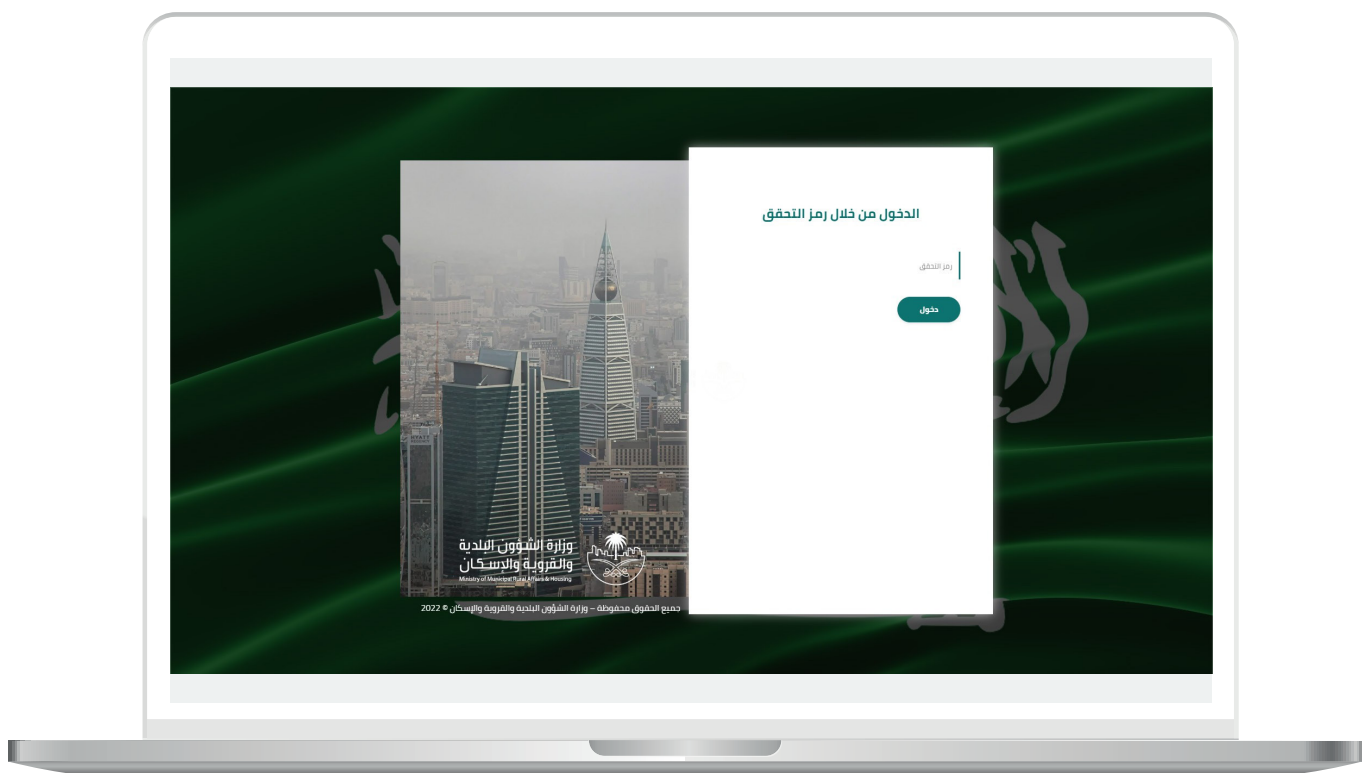
Beneficiary's  
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## Log in to the System

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



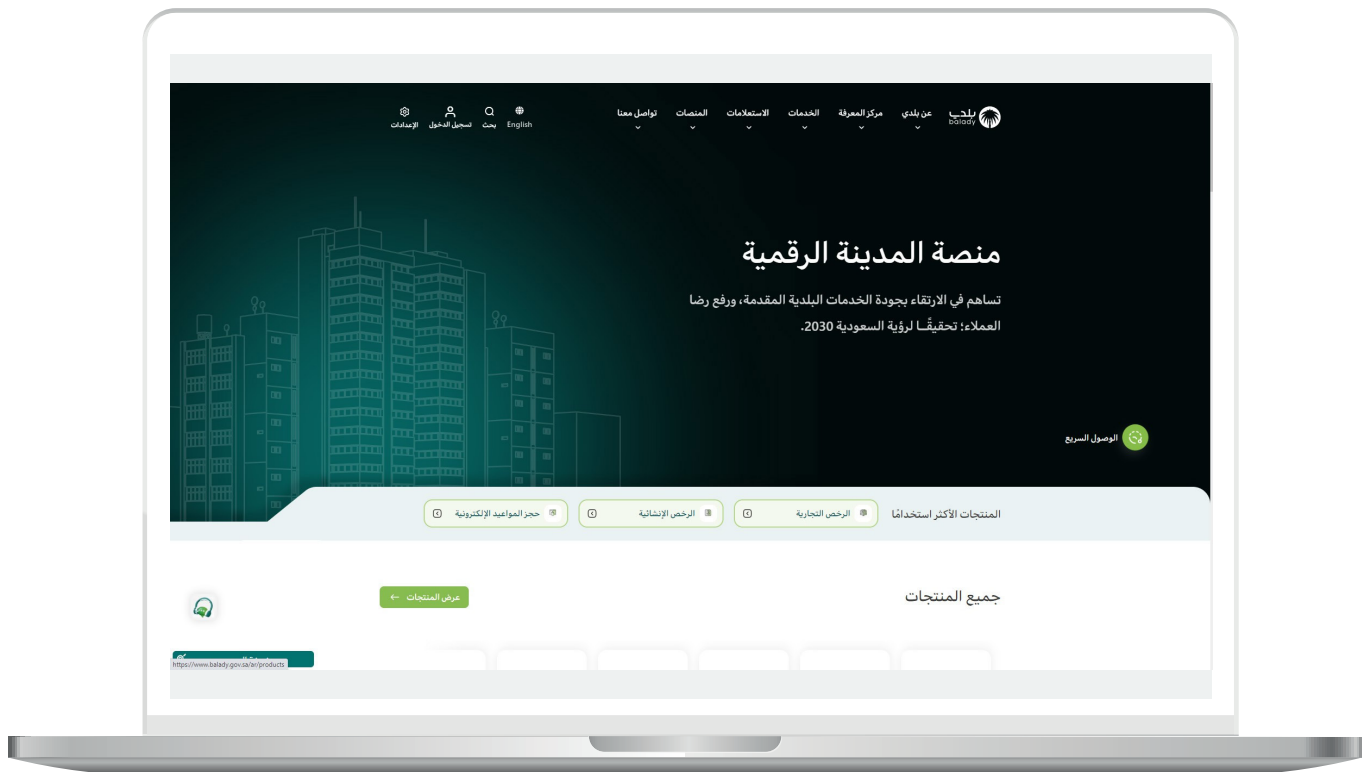
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



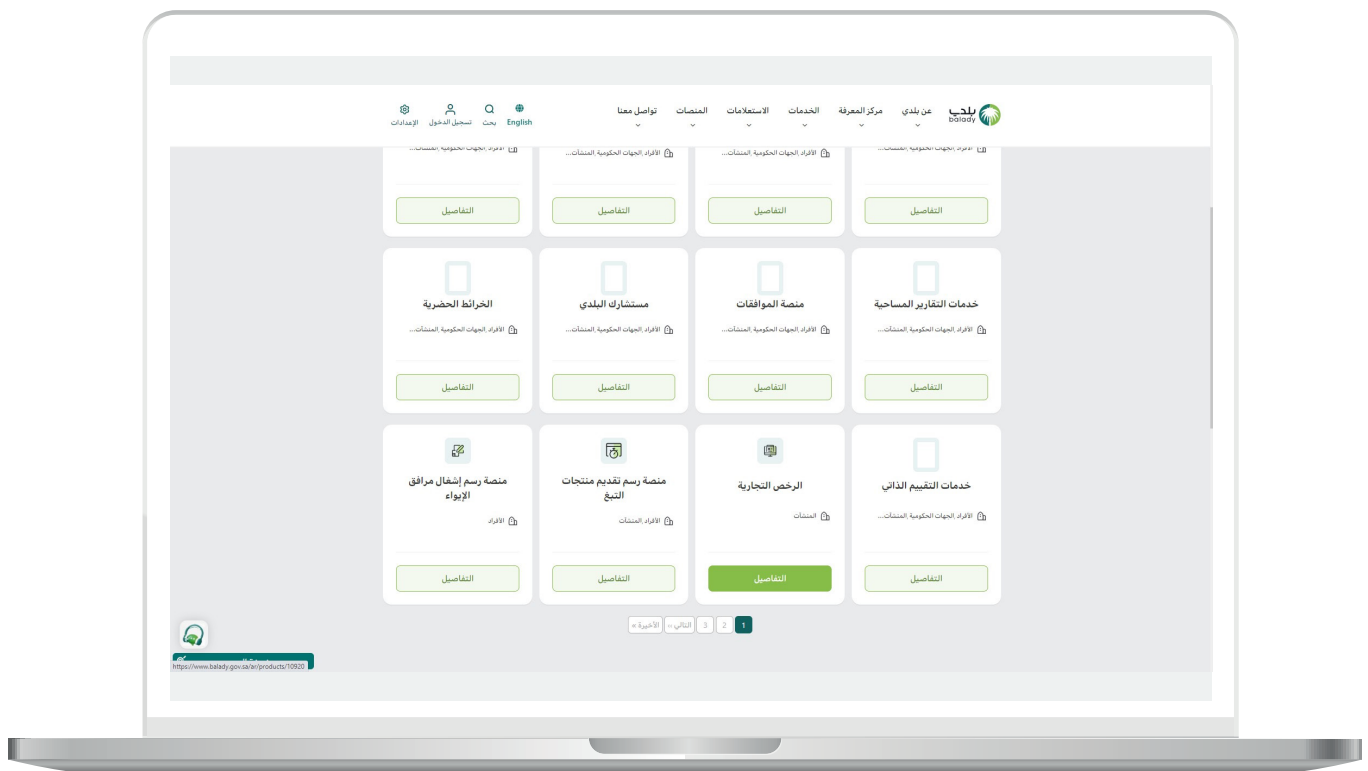
## Service Request Steps

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

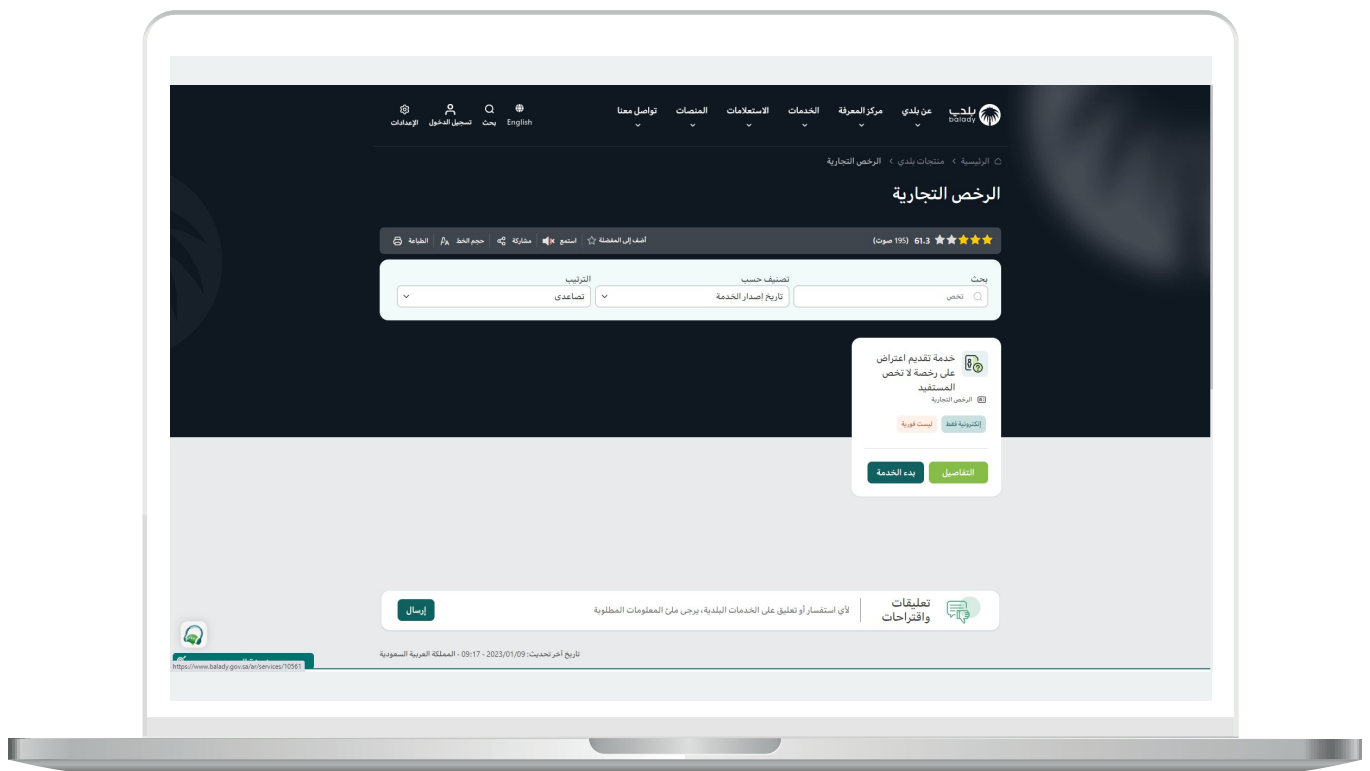
The user then clicks the **(View Products)** button.



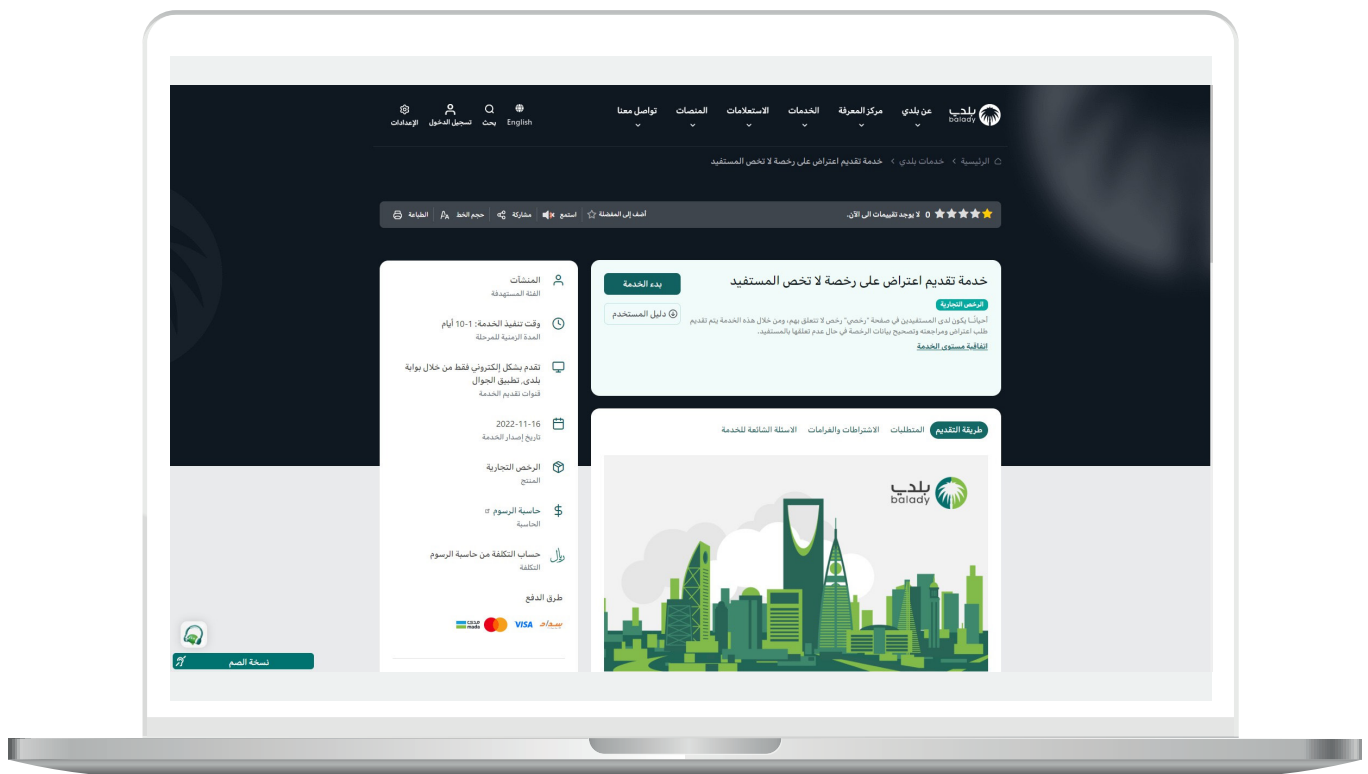
2) To begin the service application process, select the **(Commercial Licenses)** menu, as shown in the screenshot below.



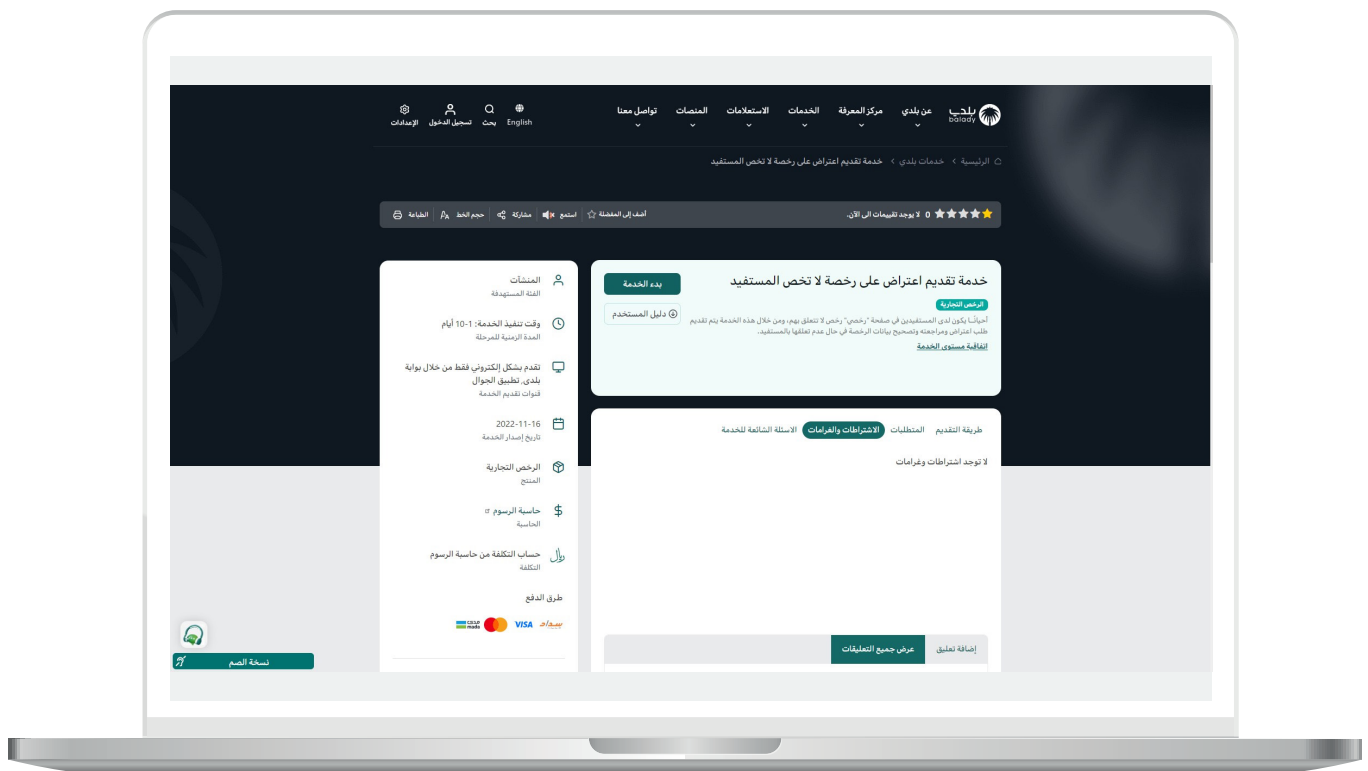
3) The user searches for **(Filing an Objection to a License That Does Not Belong to the Beneficiary)** as shown in the following screen.



4) The next screen appears, allowing the user to view (How to Apply, Requirements, Conditions and Fines, etc.).



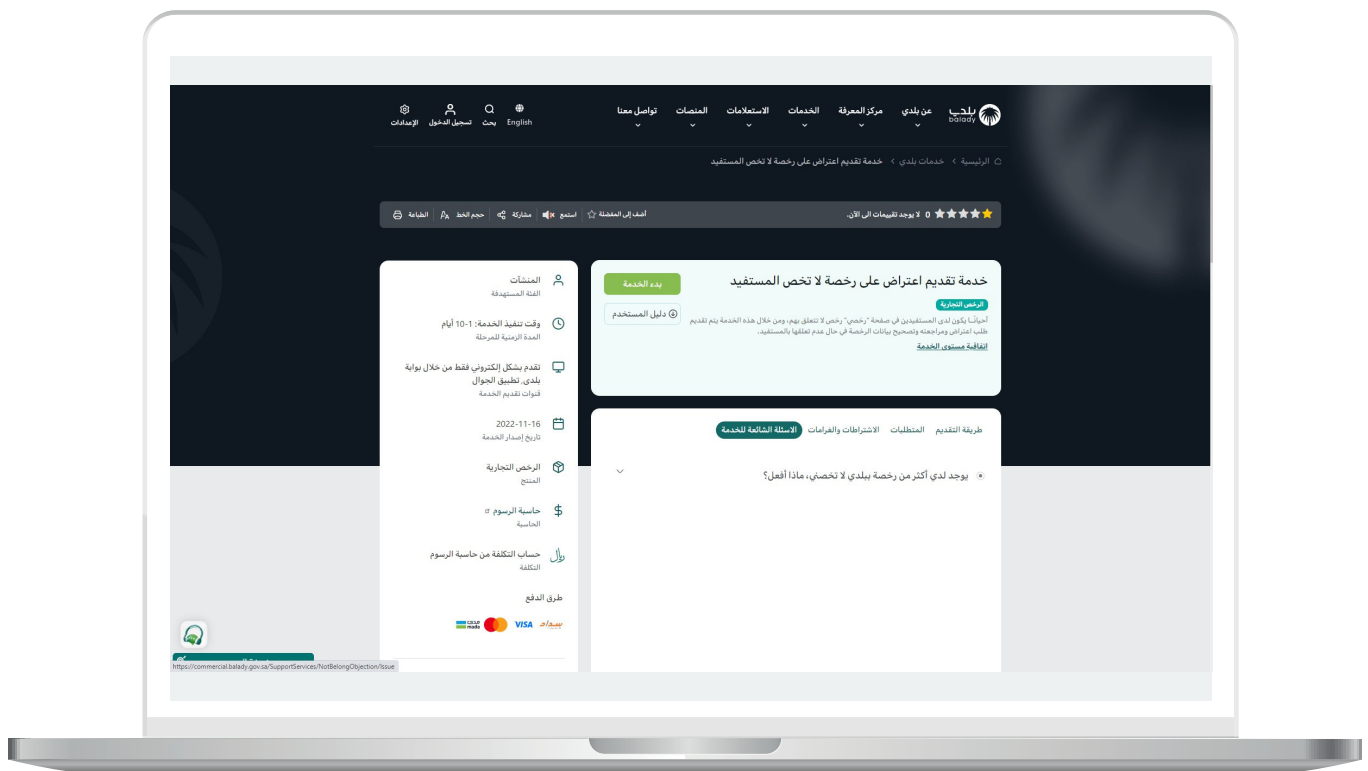
5) The following screen represents the **(Conditions and Fines)** section.





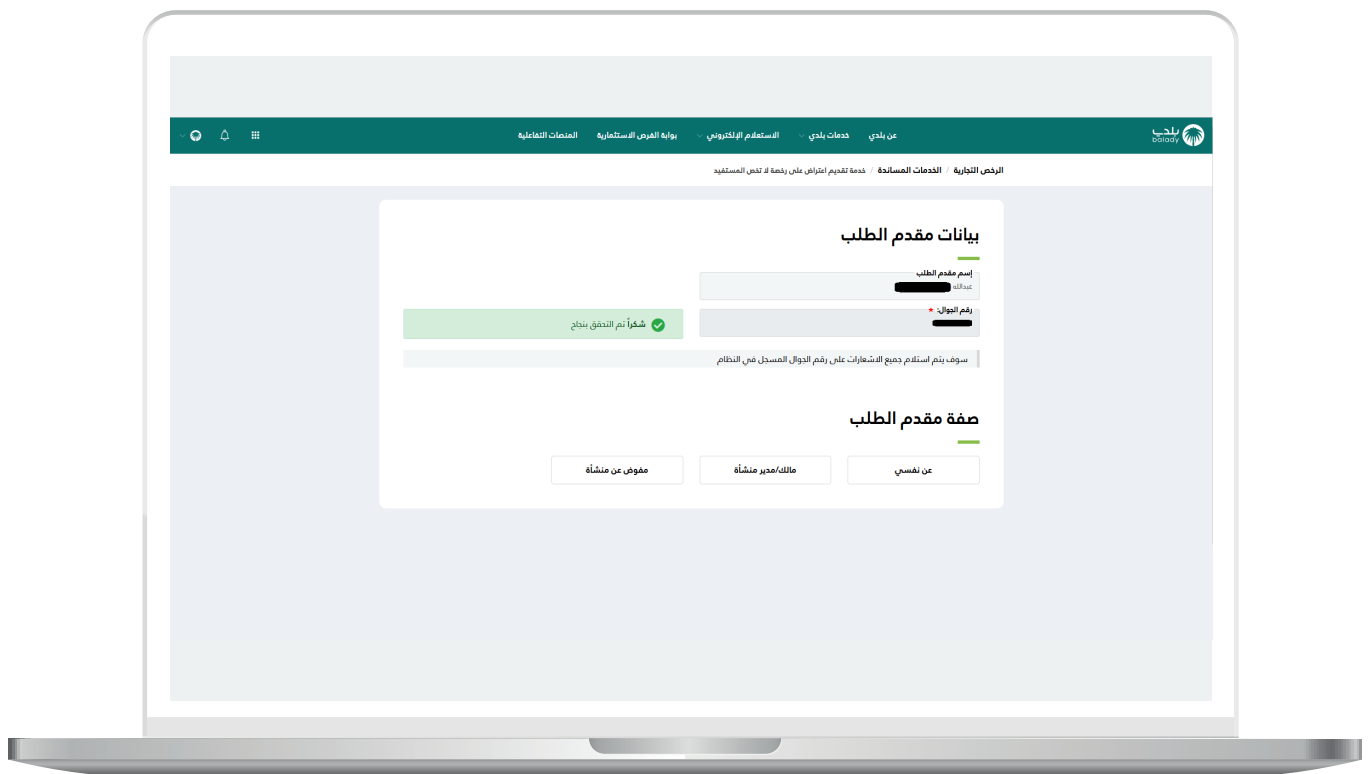
6) The below screen represents the (Frequently Asked Questions) section.

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

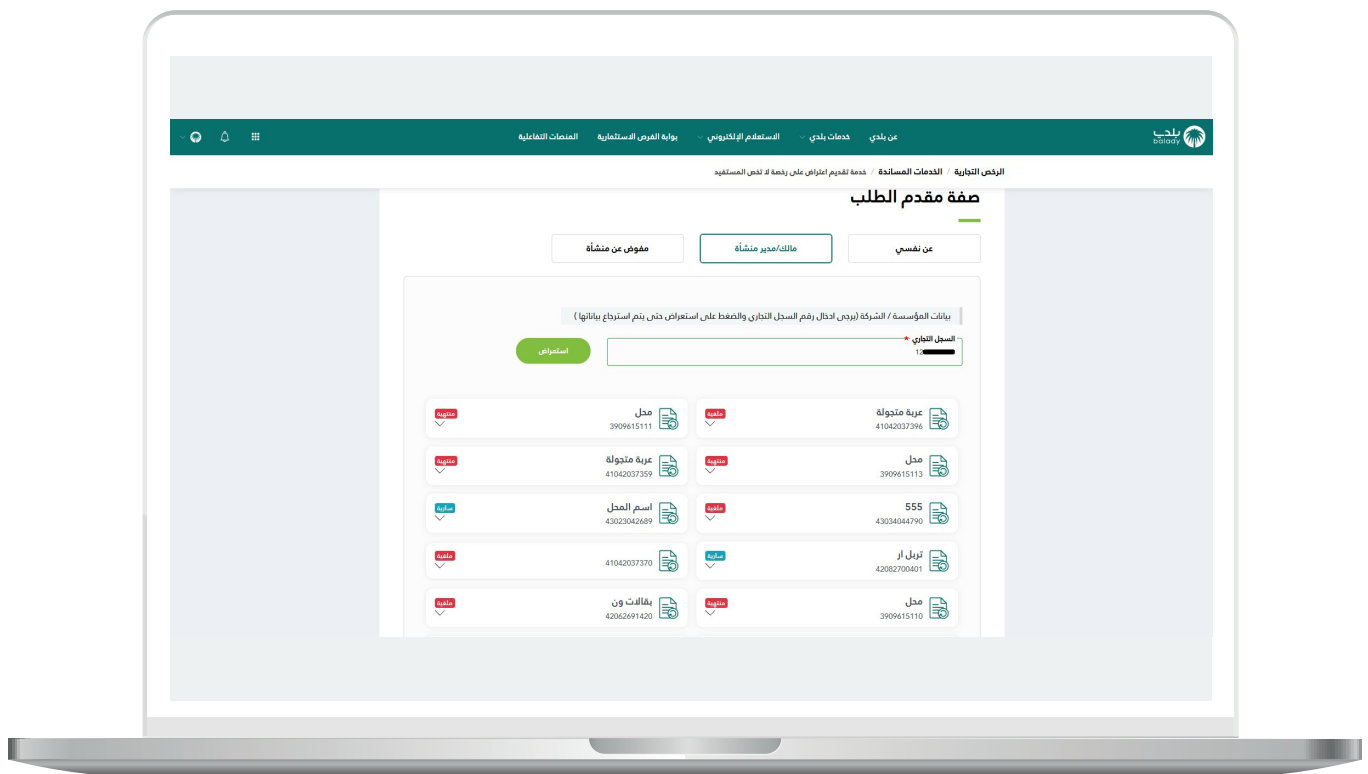


7) The next screen will appear, where the applicant's information is verified by entering the value in the field Mobile Number and clicking Verify.

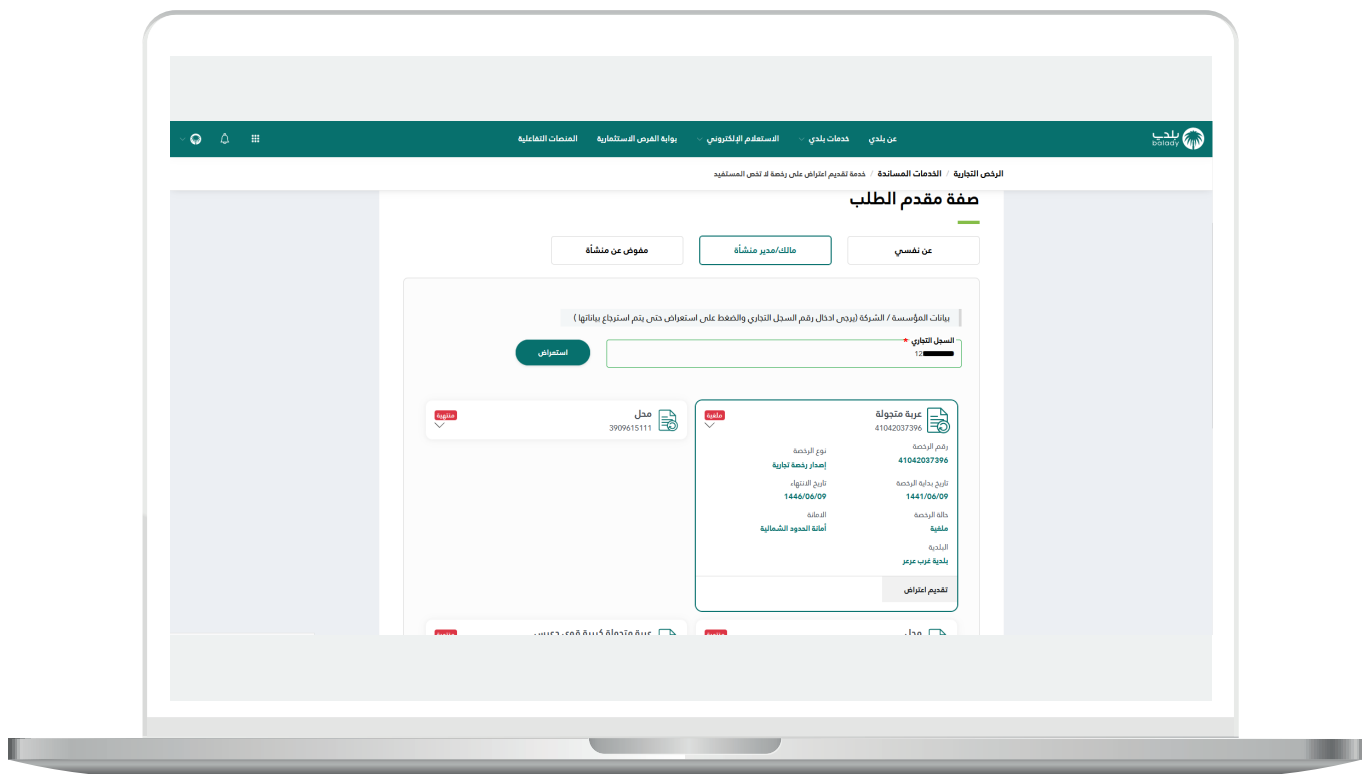
After receiving a confirmation message indicating successful verification, the user selects the Applicant Status, which includes (**For Myself, Owner/Establishment Manager, Authorized Representative for an Establishment**).



8) In the example below, the option (**Owner/Establishment Manager**) is selected. The system allows the user to verify the Commercial Register Number by entering its value in the (**Commercial Register**) field and clicking (**Browse**).



9) After selecting the license, its details are displayed. The user clicks **(Submit Objection)** to proceed.



10) The next screen appears, representing the Objection Request Details. The user clicks **(Submit Objection)** again to continue.

The screenshot shows a web application interface for filing an objection. The form is titled "بيانات مقدم الطلب" (Requester Data) and includes the following sections:

- بيانات مقدم الطلب (Requester Data):**
  - اسم المالك (Owner Name): [Redacted]
  - رقم الهوية (ID Number): [Redacted]
  - اسم المالك (Owner Name): [Redacted]
  - رقم الهوية (ID Number): [Redacted]
- نشاط أساسي (Basic Activity):**
  - نشاط الشركة (Company Activity): [Redacted]
  - نوع النشاط (Activity Type): [Redacted]
  - عدد سنوات التأسيس (Years of Establishment): 15
  - عدد سنوات العمل (Years of Work): 1
- الأنشطة المضافة (Additional Activities):**
  - اسم العمل (Work Name): [Redacted]
  - نوع العمل (Work Type): [Redacted]
  - عدد الفترات (Number of Periods): [Redacted]
- بيانات اللوحات (Panel Data):**
  - عدد لوحات (Number of Panels): [Redacted]
- موافقات الجهات الحكومية (Government Approvals):**
  - اسم الجهة (Authority Name): [Redacted]
  - رقم الجهة (Authority Number): [Redacted]
- التصاريح (Licenses):**
  - اسم الترخيص (License Name): [Redacted]
  - رقم الترخيص (License Number): [Redacted]

The form is displayed on a laptop screen, and the user is prompted to click the "Submit Objection" button to continue.

11) The user uploads the **(Objection Reason Attachment)** and enters the Objection Reason in the designated field.

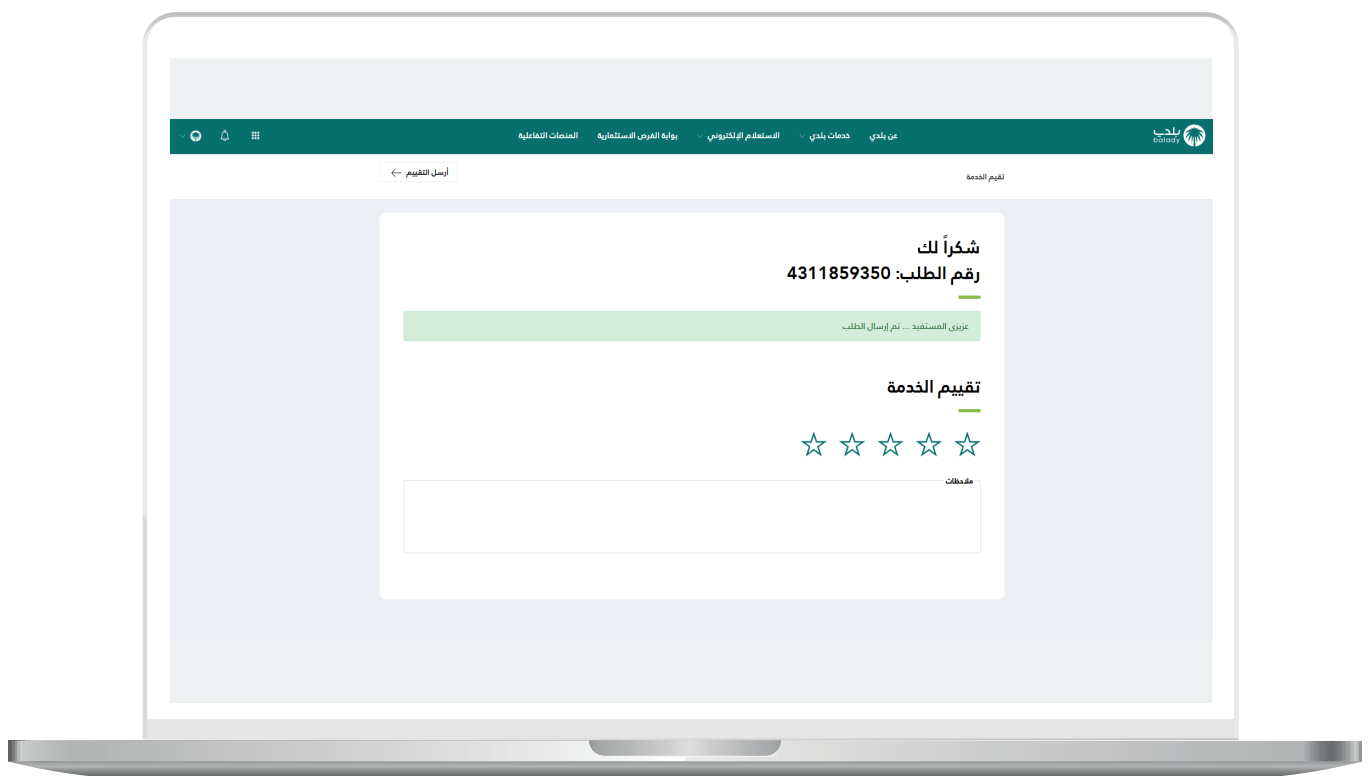
The user then agrees to the declaration confirming the accuracy of the provided information and clicks **(Submit Request)**.

The screenshot shows a web application interface for filing an objection to a license. The interface is in Arabic and includes the following elements:

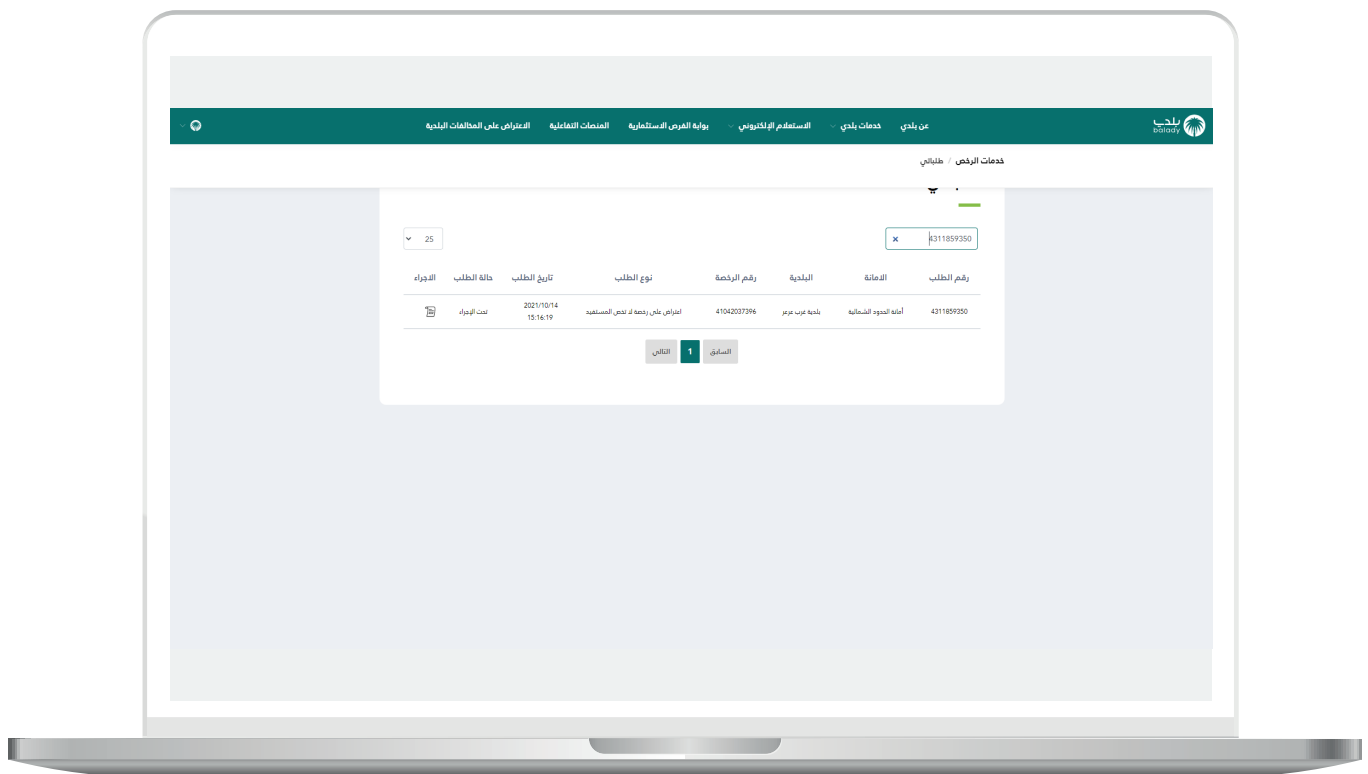
- Header:** Contains navigation links: 'عن بادي', 'خدمات بادي', 'الاستخدام الإلكتروني', 'رواية العرض الاستثمارية', 'المنتجات التفاعلية', and 'بداية'.
- Breadcrumb Trail:** 'الرخص التجارية' / 'الخدمات المساندة' / 'خدمة تقديم اعتراض على رخصة لا تخص المستفيد'.
- Main Content Area:**
  - Form Title:** 'تقديم اعتراض على رخصة لا تخص المستفيد'.
  - Attachment Upload:** A section labeled 'مرفق سبب الاعتراض' (Attachment: Reason for objection) with a file upload button and a text input field for the reason.
  - Declaration:** A section labeled 'أقرار صحة البيانات' (Declaration of data accuracy) with a checkbox and a text input field for the user's signature.

12) The request is submitted successfully, and a confirmation message appears, displaying the Request Number, as shown in the following screen.

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

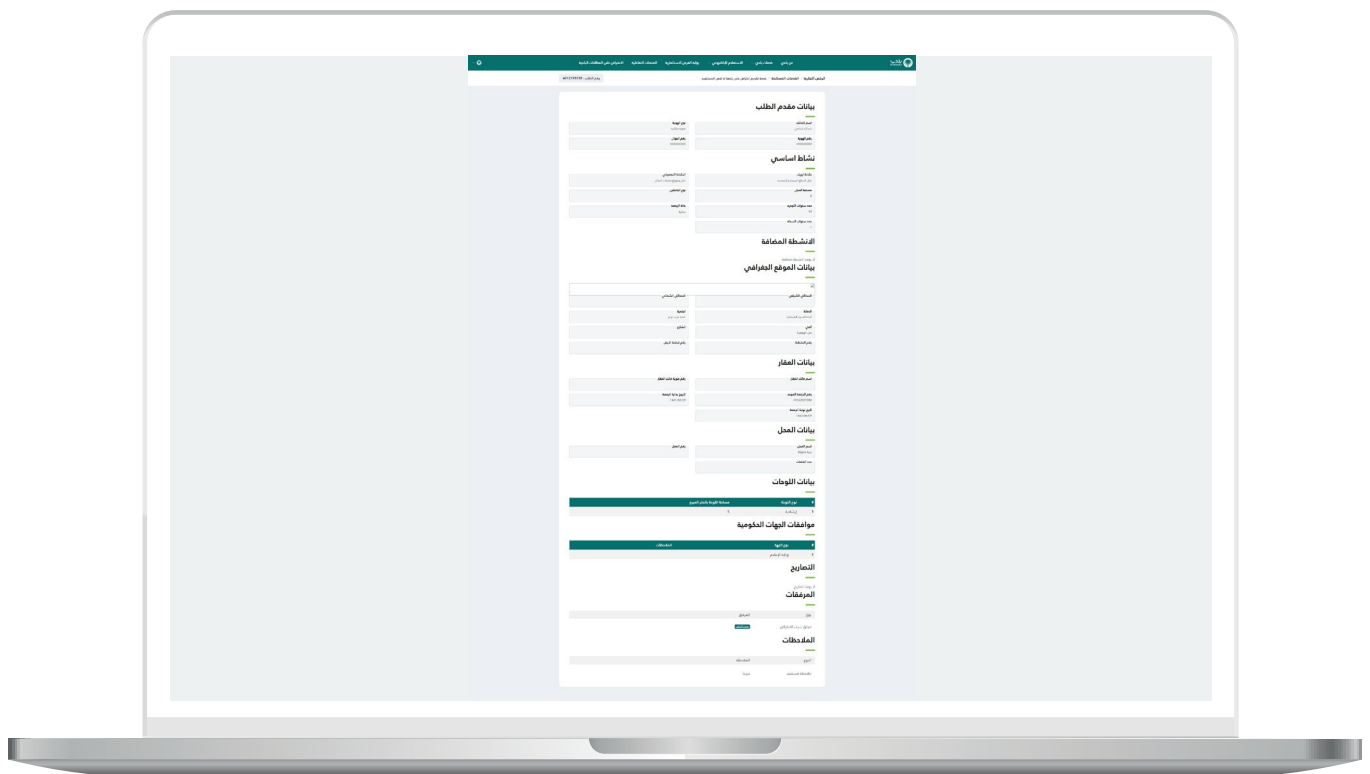


13) The user can track the request status from the **(My Requests)** screen as shown below.





14) After clicking the document icon, the application details will be displayed, as shown in the following screenshot.



 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

