



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the  
**Service of Control Panel**

---

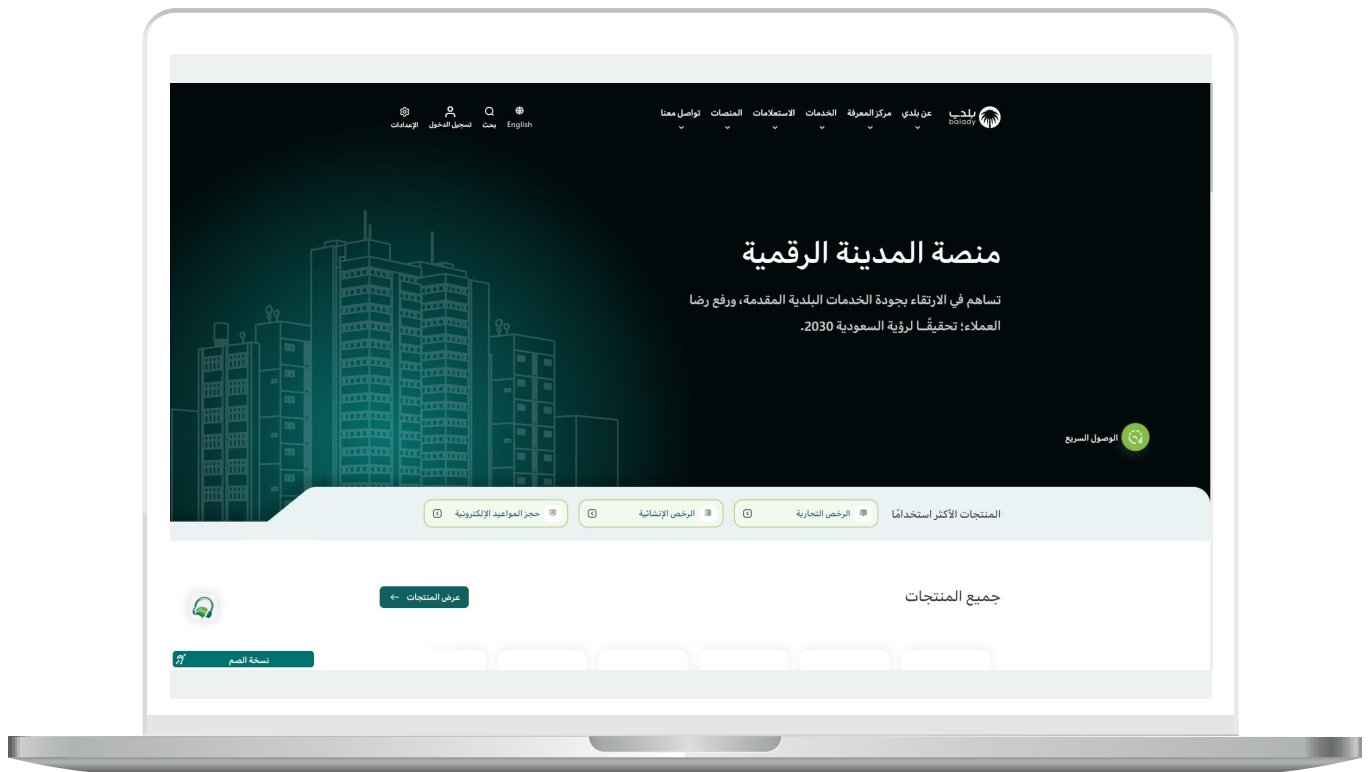
Beneficiary's  
Copy

## Contents

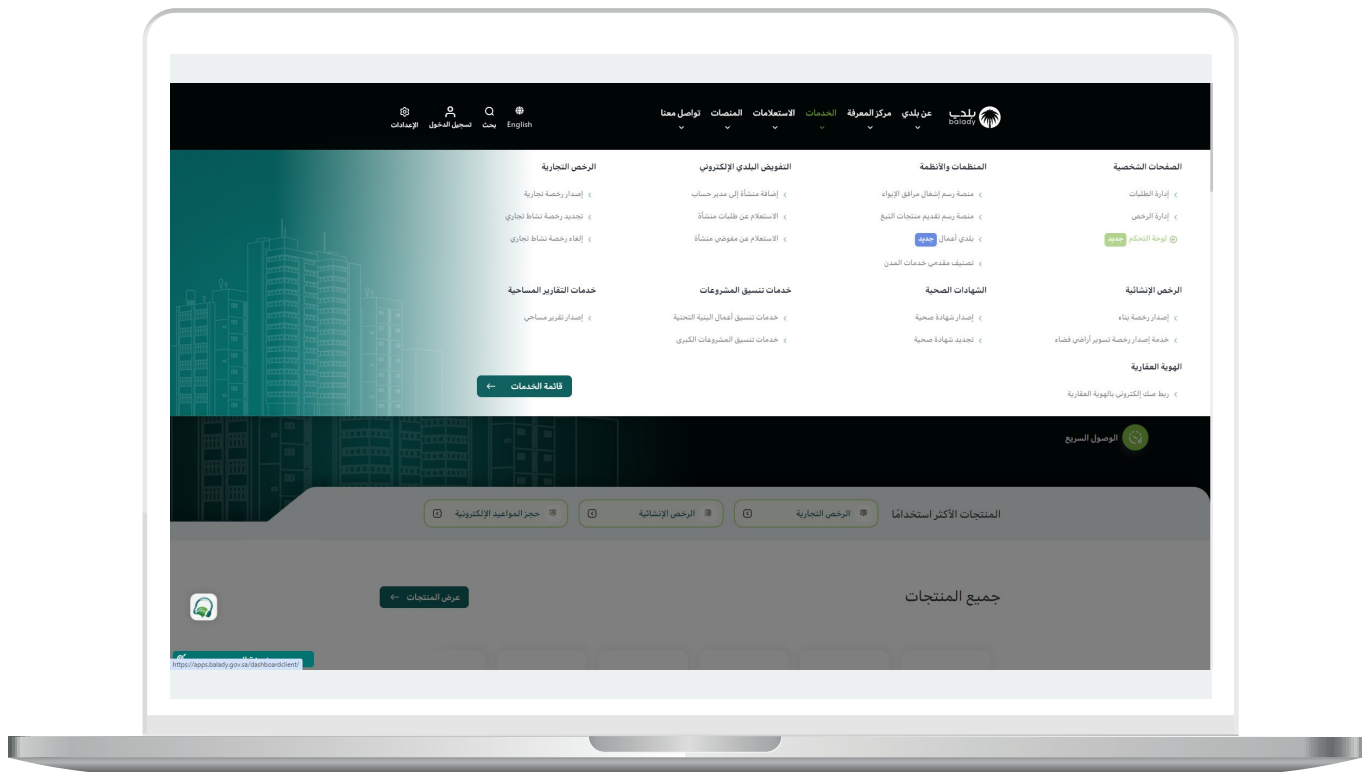
Login Process	03
Switching Between Accounts	09
Latest Updates on Requests and Licenses	13
Requests	43
Licenses	63
Printing Licenses for Requests Compiled in One Profile	76
Invoices	97
Violations	102
Objections and Grievances	115
My Powers of Attorney (POAs)	126
User Profile	155
New Request	158
Notifications	164
Balady Calendar	206
Logging Out	215

## Login Process

1) After accessing the (Balady) platform, the following screen will appear. Click on the (Services) menu.



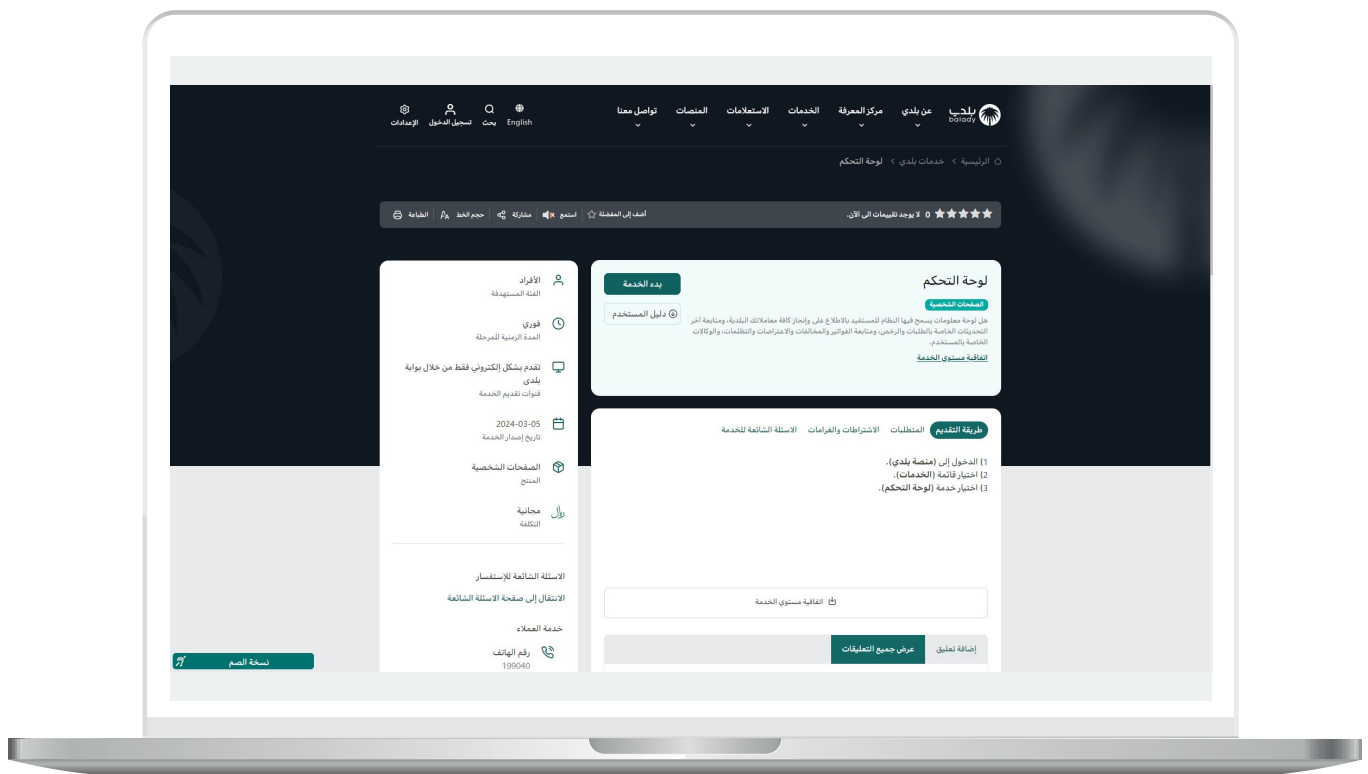
## 2) Select (Control Panel) from the (Personal Pages) section.



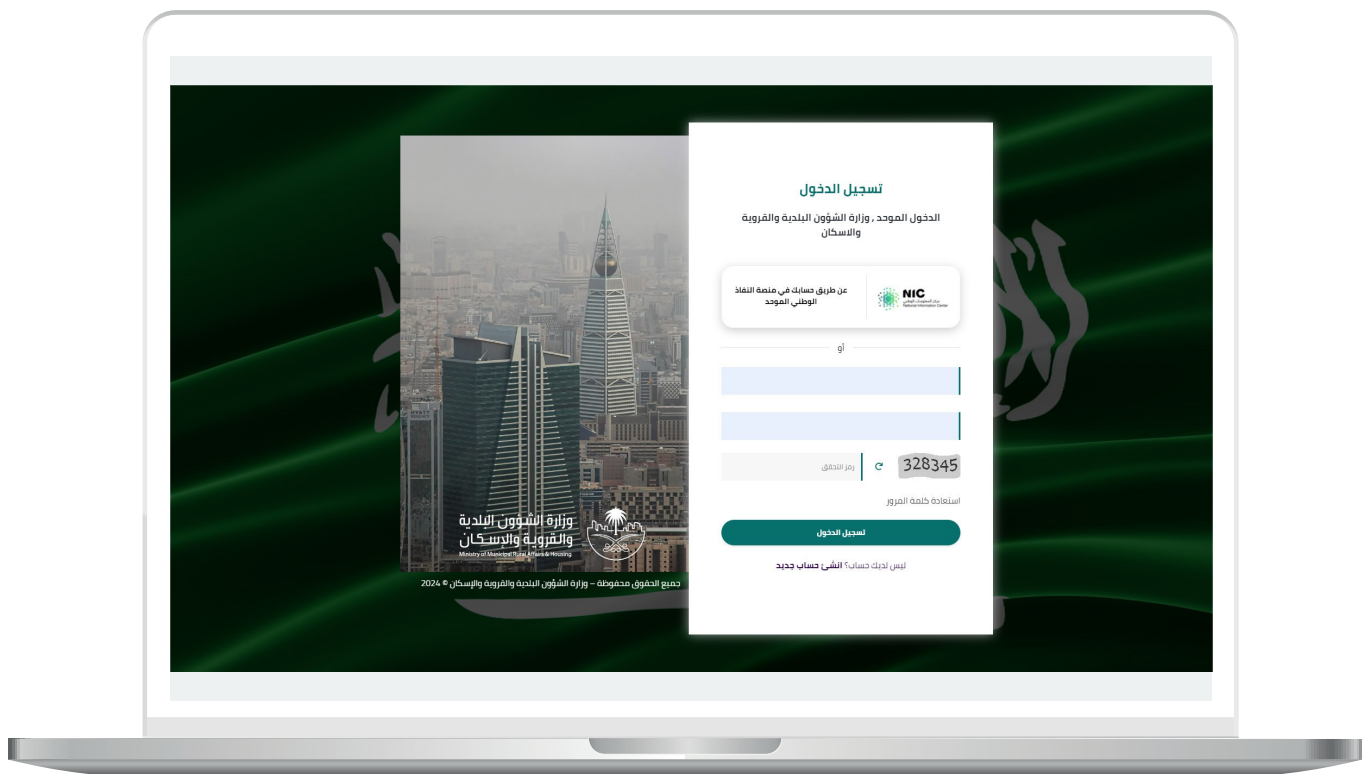


3) The **(Service Card)** screen will appear, allowing the user to view details such as **(How to Apply, Requirements, Conditions and Fines, etc.)**

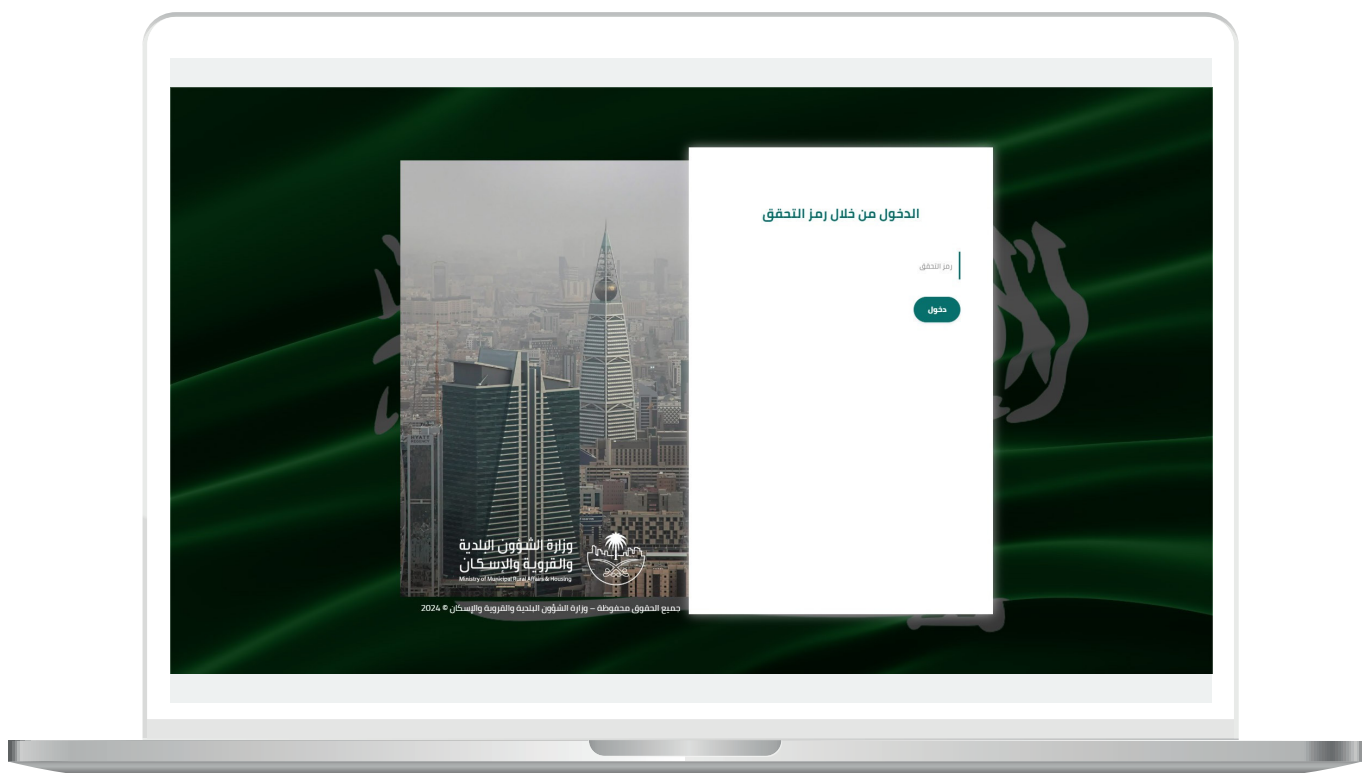
The user then clicks **(Start Service)**.



4) The user is redirected to the **(Login)** screen, where they must enter their **(National ID/Iqama Number, Password, Verification Code)**, then click **(Login)**.

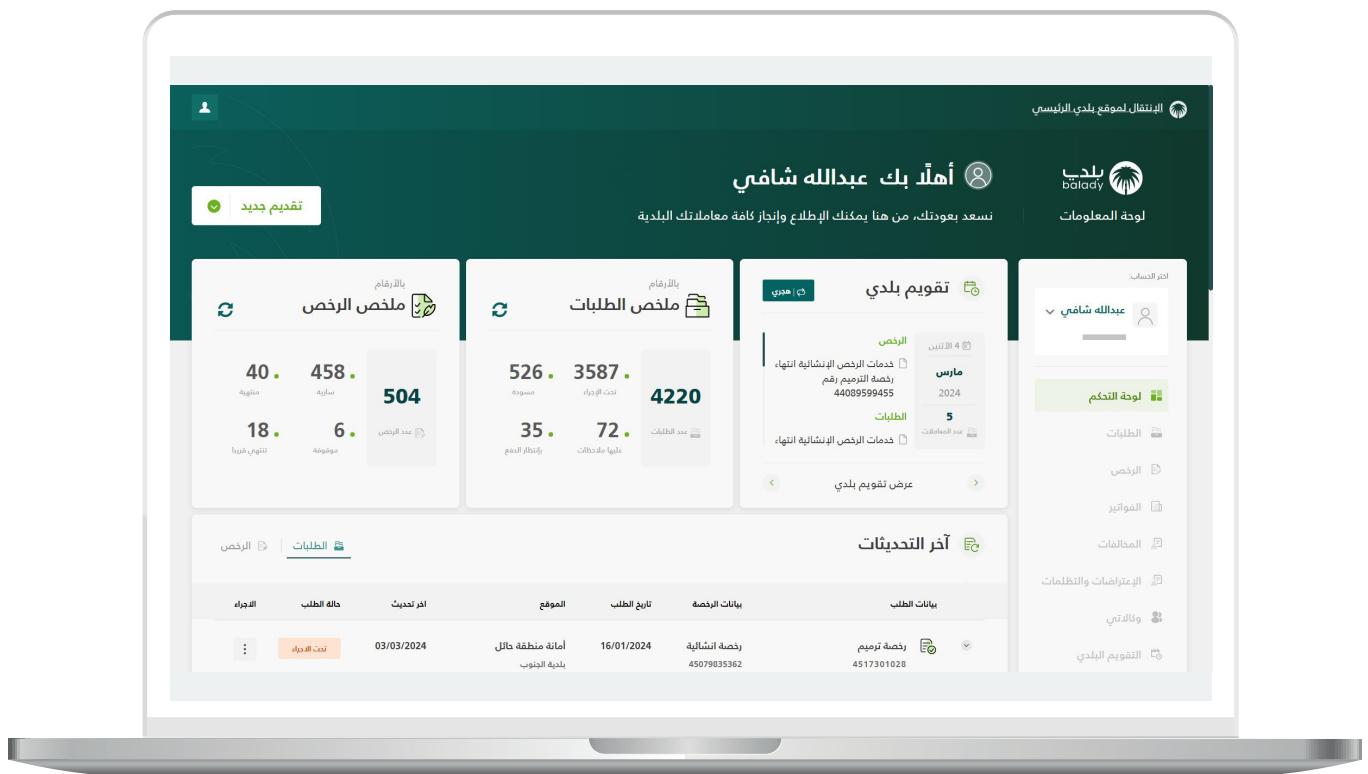


5) A Verification Code is sent to the user's registered mobile number. Enter the (**Verification Code**) in the designated field and click (**Enter**).



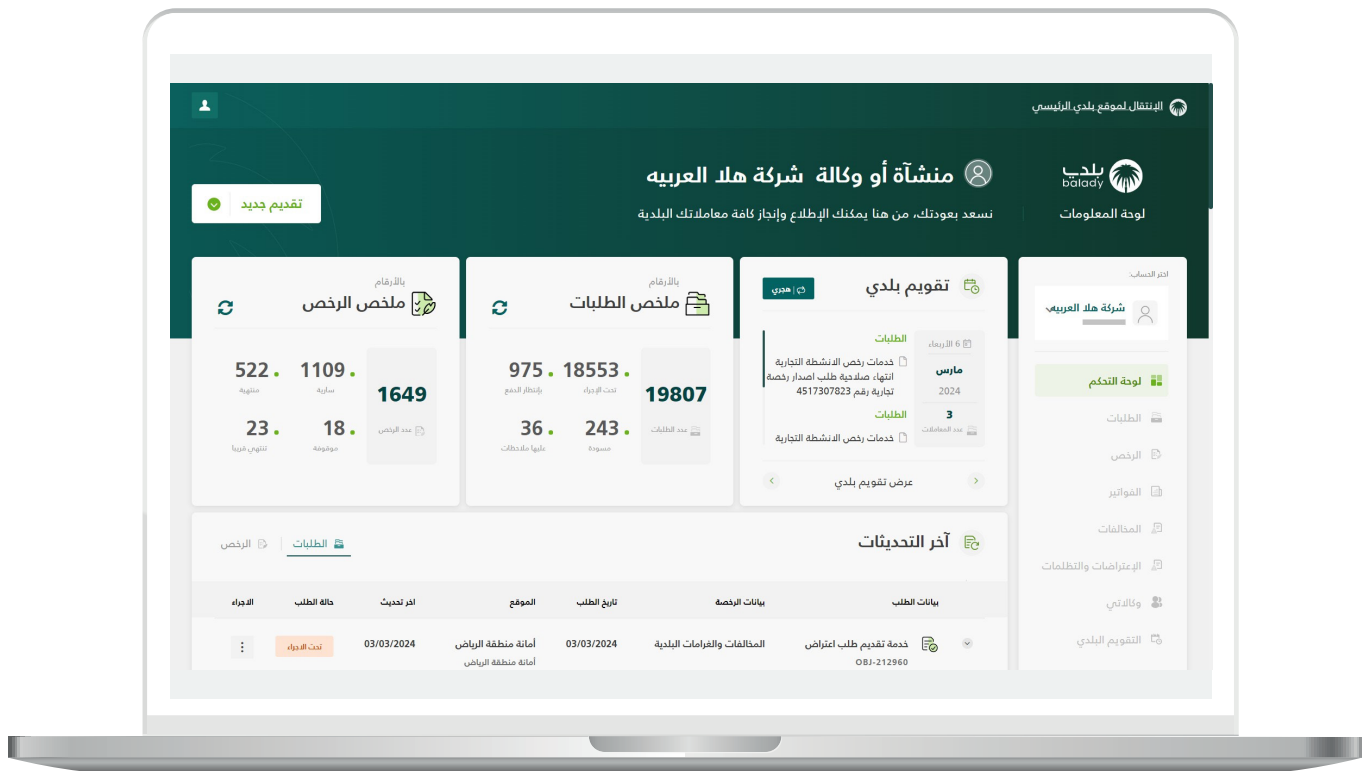
6) The (User Information Panel) will then appear, displaying: (Balady Calendar, Requests Summary, Licenses Summary, Latest Updates On Requests And Licenses, Control Panel, Requests, Licenses, Invoices, Violations, Objections And Grievances, etc.).

A detailed explanation of these sections will follow.





2) Clicking on an establishment account will switch the user's account to that establishment.





4) Clicking on the account switch option will complete the transition.

## Balady Calendar

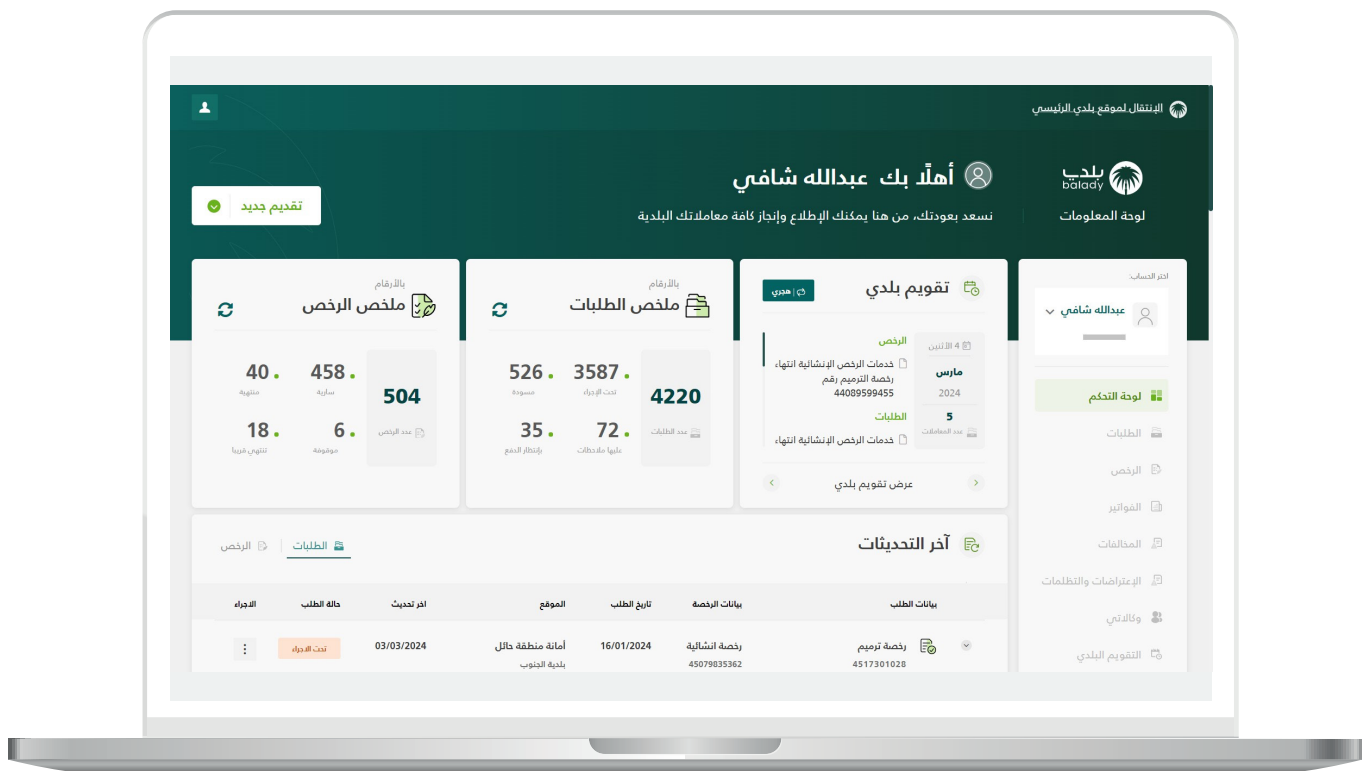
It displays the current date with the ability to switch between the Gregorian and Hijri calendars. Also, it allows users to view certain Requests and Licenses.

## Requests Summary

This section displays the following: (Total Number of Requests, Requests Under Processing, Draft Requests, Requests With Comments, Requests Awaiting Payment).

## Licenses Summary

This section displays the following: (Total Number of Licenses, Active Licenses, Expired Licenses, Suspended Licenses, Licenses Expiring Soon).





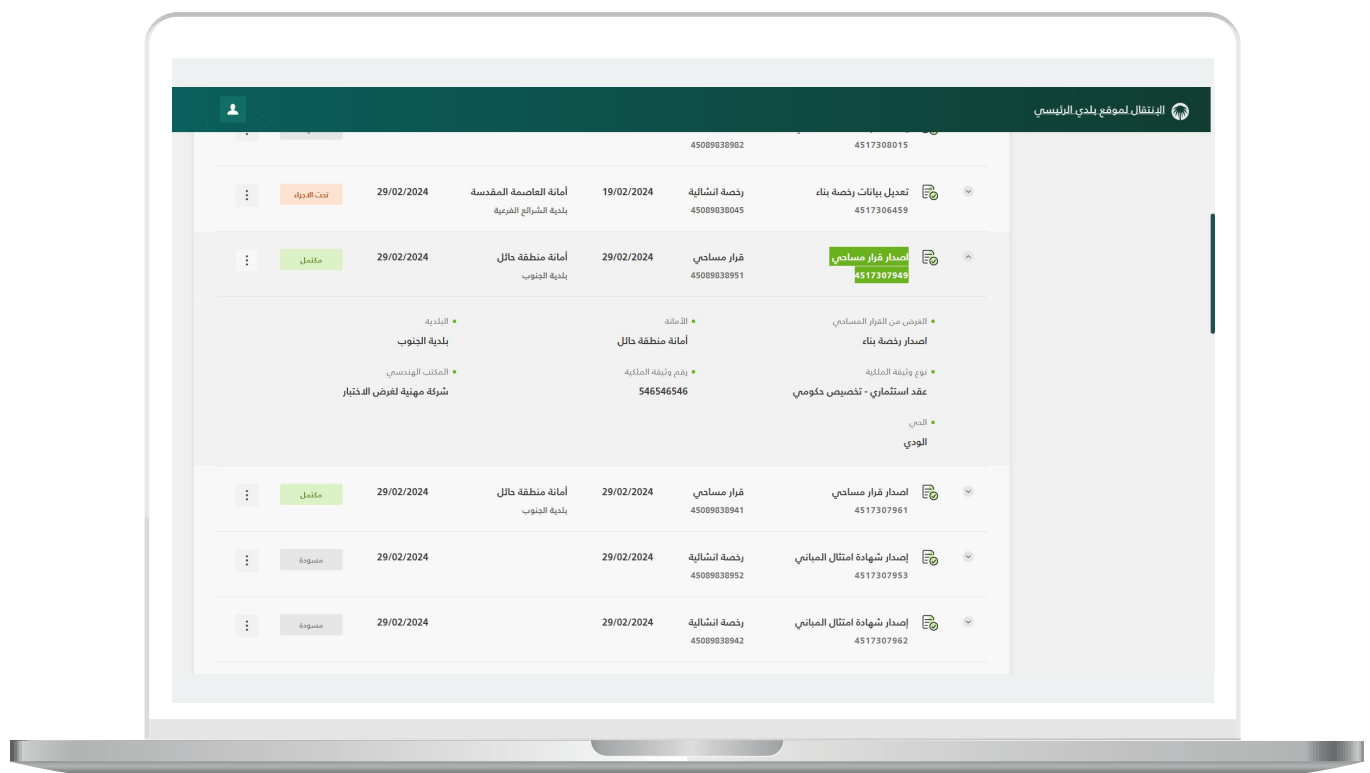
## Latest Updates on Requests and Licenses

1) This section displays (Requests and Licenses).

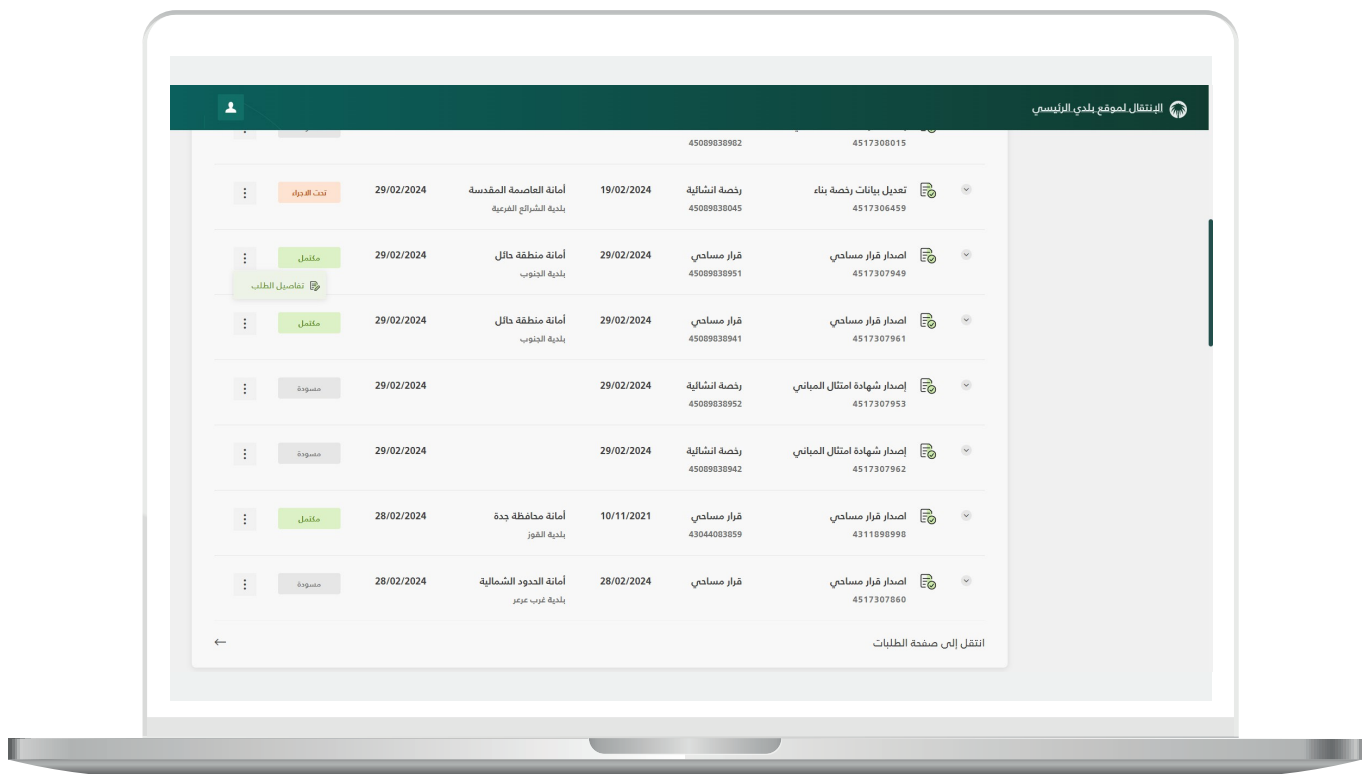
The following figure represents (Requests) and includes (Request Data, License Data, Request Date, Location, Last Update, Request Status, Action).

بيانات الطلب	بيانات الرخصة	تاريخ الطلب	الموقع	آخر تحديث	حالة الطلب	الاجراء
رخصة ترميم 4517301028	رخصة انشائية 45079835362	16/01/2024	أمانة منطقة حائل بلدية الجنوب	03/03/2024	تحت الدراء	...
إصدار شهادة امتثال المياني 4517308023	رخصة انشائية 45089838988	29/02/2024	أمانة العاصمة المقدسة بلدية العزيزية الفرعية	29/02/2024	معلقة	...
إصدار شهادة امتثال المياني 4517308015	رخصة انشائية 45089838982	29/02/2024		29/02/2024	معلقة	...
تعديل بيانات رخصة بناء 4517306459	رخصة انشائية 45089838045	19/02/2024	أمانة العاصمة المقدسة بلدية الشرايع الفرعية	29/02/2024	تحت الدراء	...
اصدار قرار مساحي 4517307949	قرار مساحي 45089838951	29/02/2024	أمانة منطقة حائل بلدية الجنوب	29/02/2024	مكتمل	...
اصدار قرار مساحي 4517307961	قرار مساحي 45089838941	29/02/2024	أمانة منطقة حائل بلدية الجنوب	29/02/2024	مكتمل	...
إصدار شهادة امتثال المياني 4517307953	رخصة انشائية 45089838952	29/02/2024		29/02/2024	معلقة	...

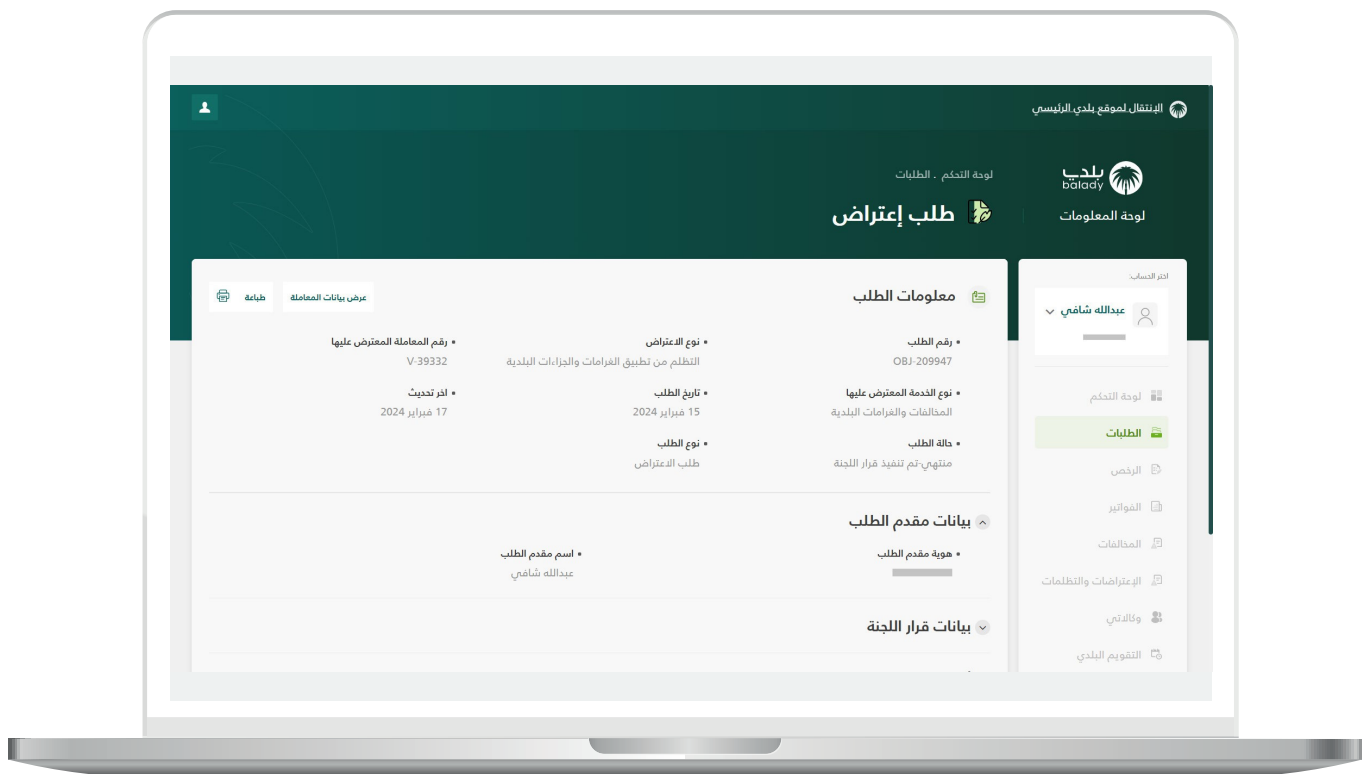
2) Clicking on the arrow displays the request details as shown in the figure below.



3) Clicking on the three vertical dots in the **(Action)** column reveals the **(Request Details)** option.

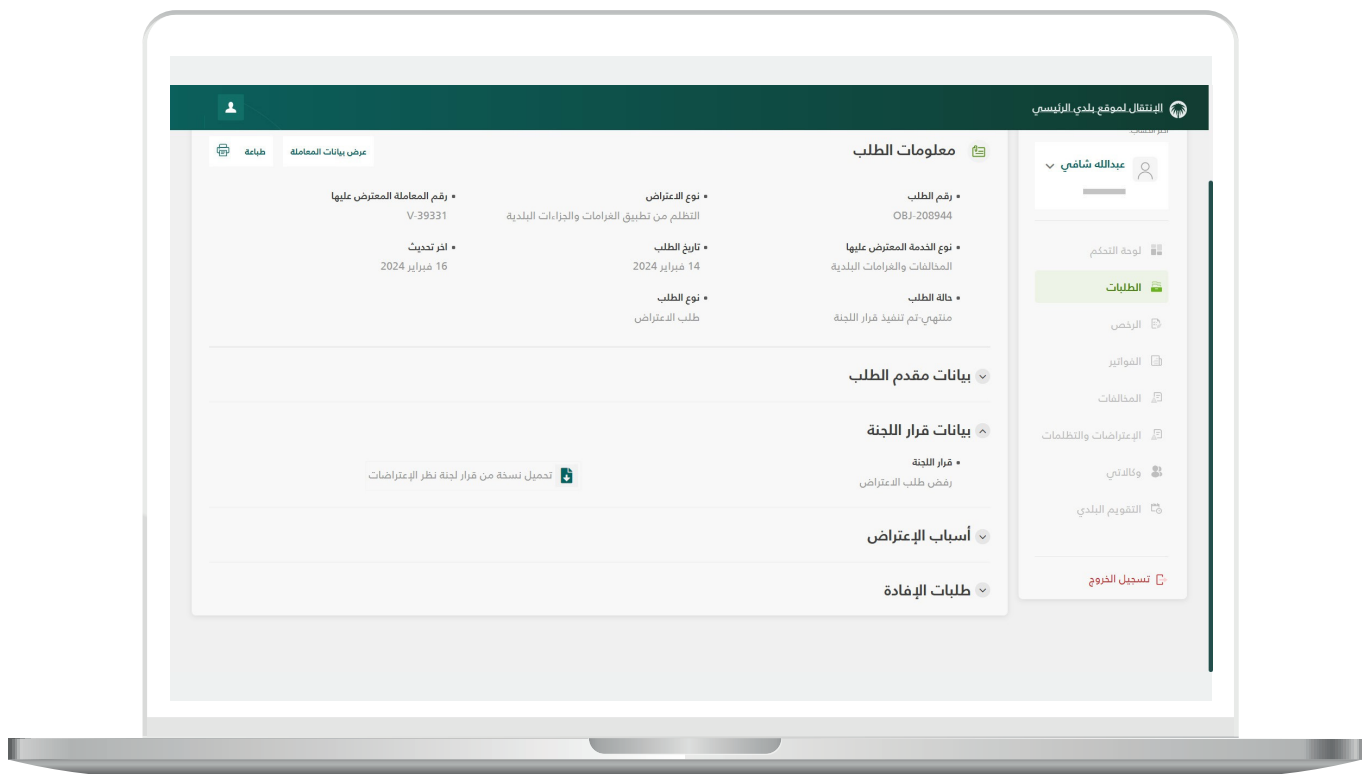


4) Clicking on **(Request Details)** displays the request details.



5) Scrolling down reveals additional sections related to the request. Users can view any section by clicking the arrow next to it.

In the **(Committee Decision Data)** section, users can download a copy of the Objections Review Committee Decision if an objection has been approved/rejected.



6) The following figure shows a copy of the Objections Review Committee Decision.

المملكة العربية السعودية

وزارة الشؤون البلدية والقروية والإسكان

بلدي  
balady

قرار لجنة التنظيم والشكاوى في تنظيم جوارك برقم 154966-OBJ بتاريخ 2023/10/11 رقم القرار 000106 تاريخ القرار 2023/10/18

الحدثة لله وحده، والصلاة والسلام على رسول الله، أما بعد:

أصبحت لجنة التنظيم والشكاوى المشقة بقرار من وزير الشؤون البلدية والقروية والإسكان بتاريخ 2023/08/31 رقم 9440، لتلك النظر في التظلم المشار إليه أعلاه، بتشكيلها المكون من

مطلبين بن غازي رئيساً

عضواً

عضواً

عضواً

عضواً

بيانات مقدم الطلب

الاسم

عبدالله الصقر

مكانه

عن نفسه

نوع الهوية

رقم الهوية وطنية

رقم السجل التجاري

رقم المنشأة الوطني

رقم الرخصة البلدية

الإقامة

أمانة منطقة الحدود الشمالية

البلدية

بلدية غروب عرعر

الشكاوى / بيانات التظلم

النظام من نوع التظلم

التظلم من عدم منح ترخيص بلدي

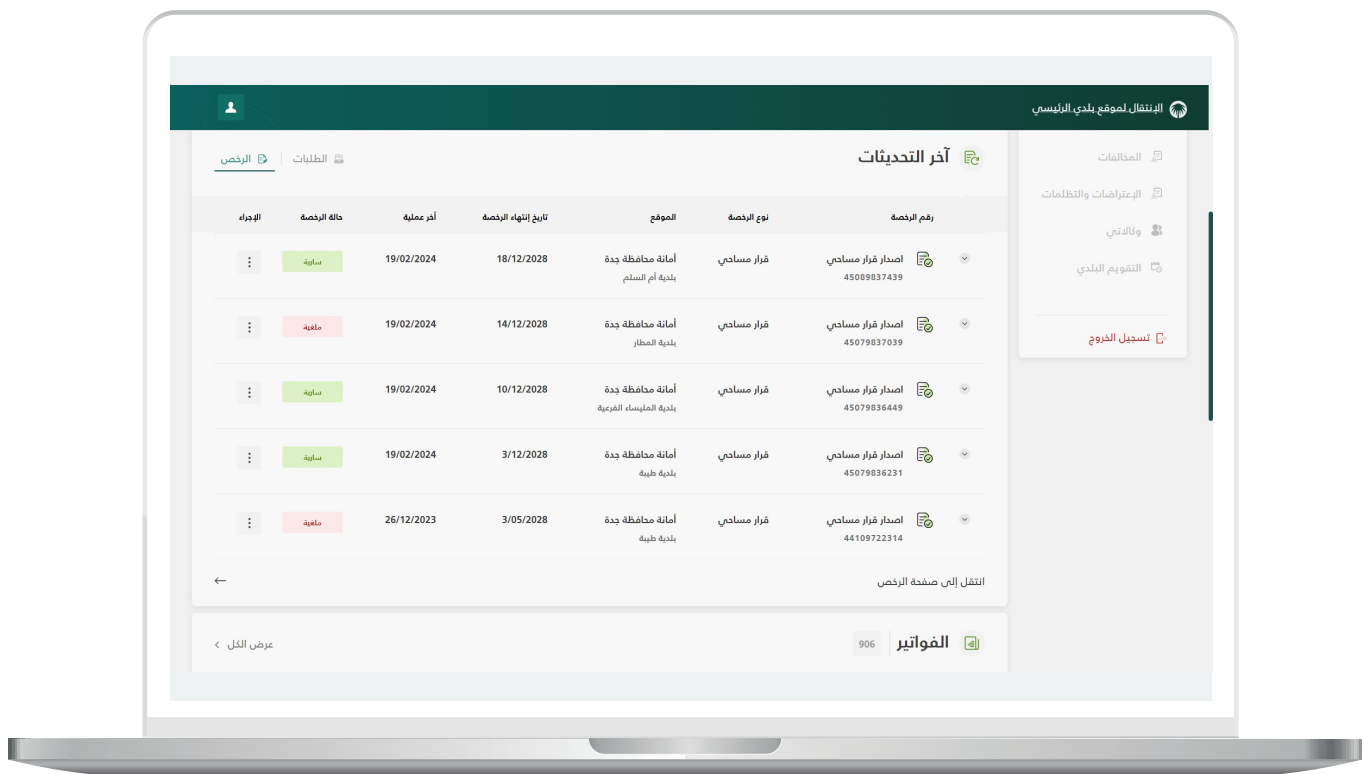
الخدمة المعترض عليها

إصدار تصريح موسمي

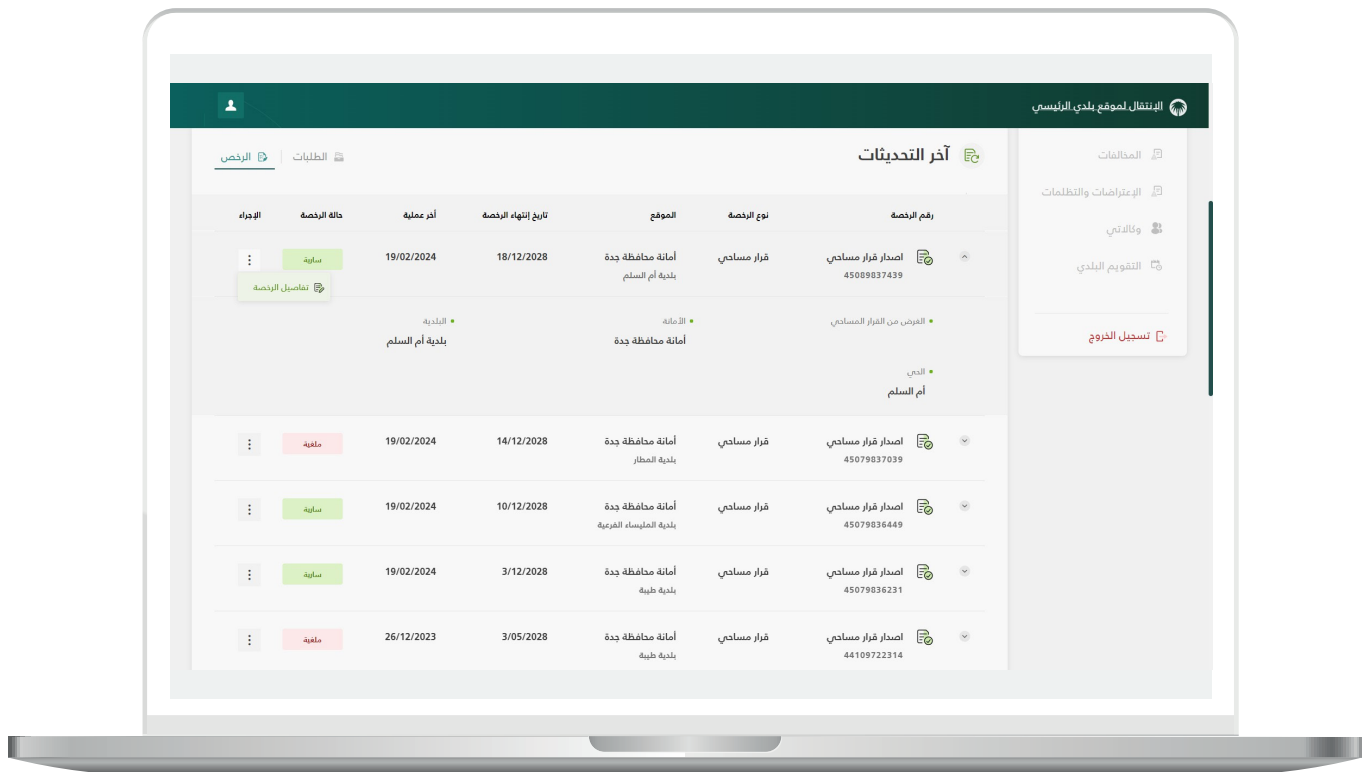
رقم المعاملة المعترض عليها

بيانات التظلم محل الاعتراض

7) The following figure represents the (Licenses) section, which includes (License Number, License Type, Location, License Expiry Date, Last Action, License Status, Action).



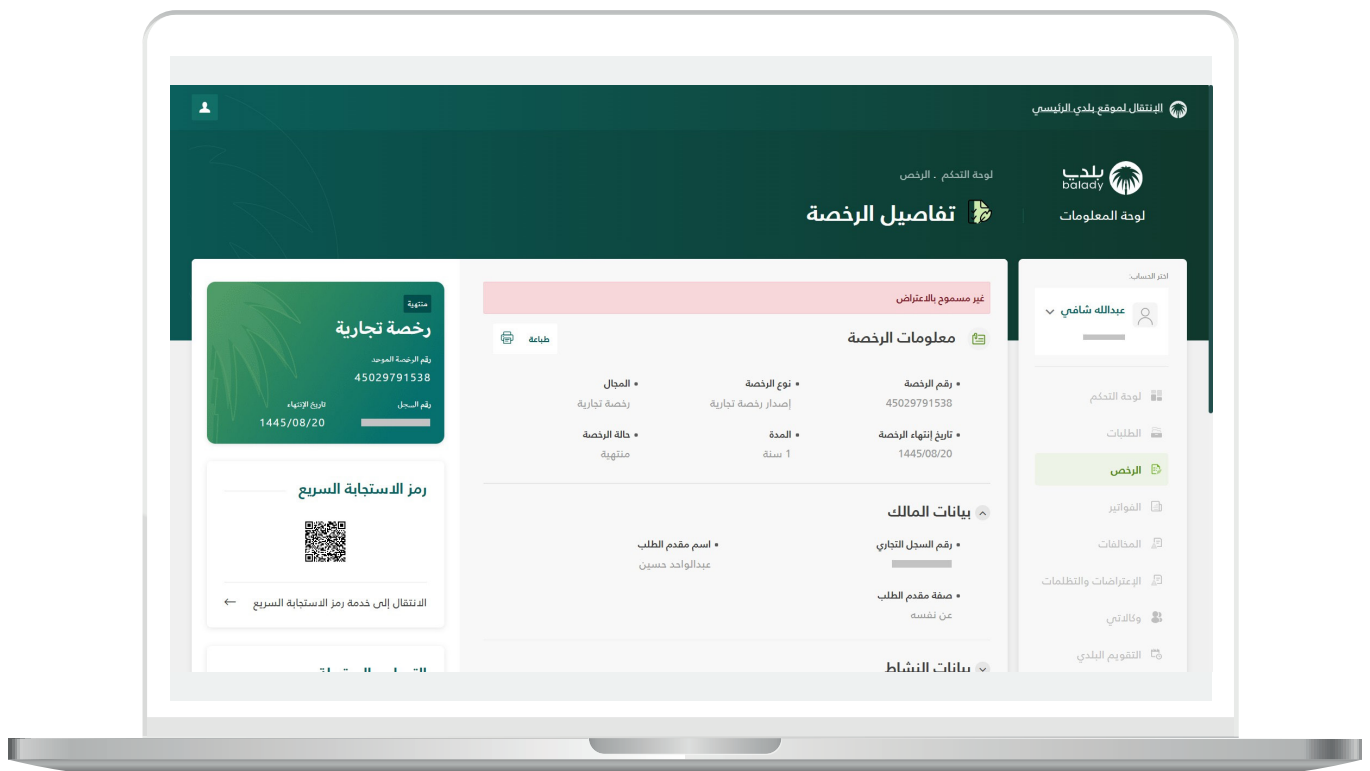
8) Clicking on the arrow displays the license details as shown in the figure below. Clicking on the three vertical dots in the **(Action)** column reveals the **(License Details)** option.



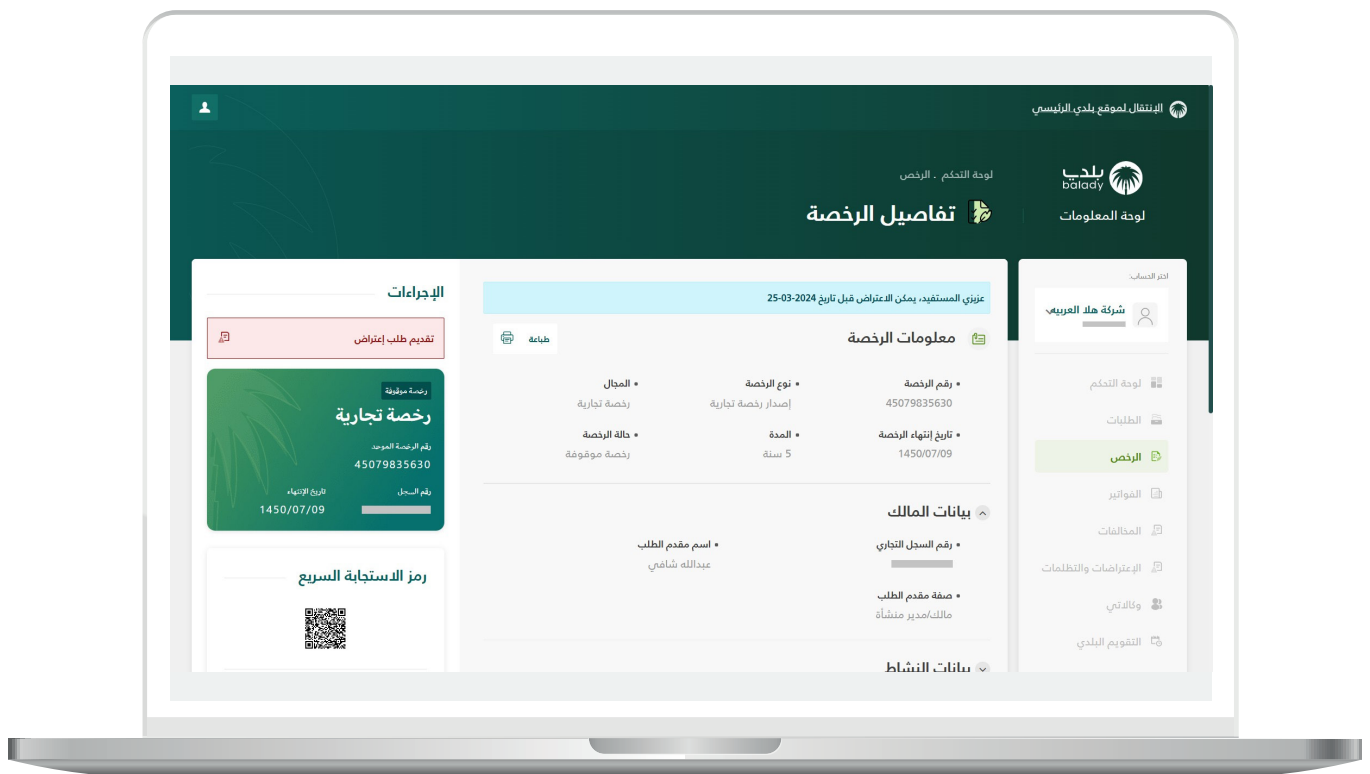


9) Clicking on **(License Details)** displays the license details, including **(License Information, Owner Data, Activity Data, etc.)**. On the left side of the screen, the License Card is displayed.

A red message appears indicating that objections are not allowed.

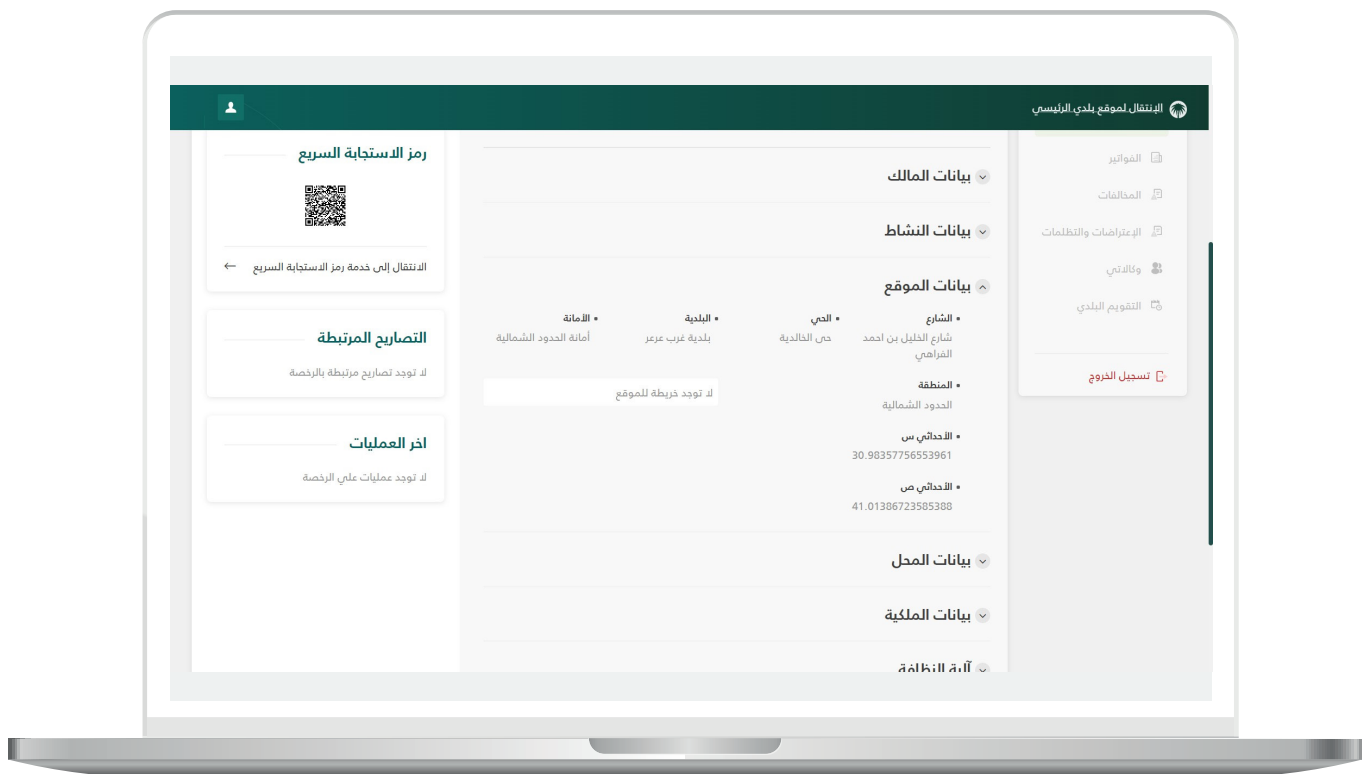


10) If objections are allowed, a blue message appears stating that users can file an objection before a specific date, along with the **(Submit Objection Request)** button.

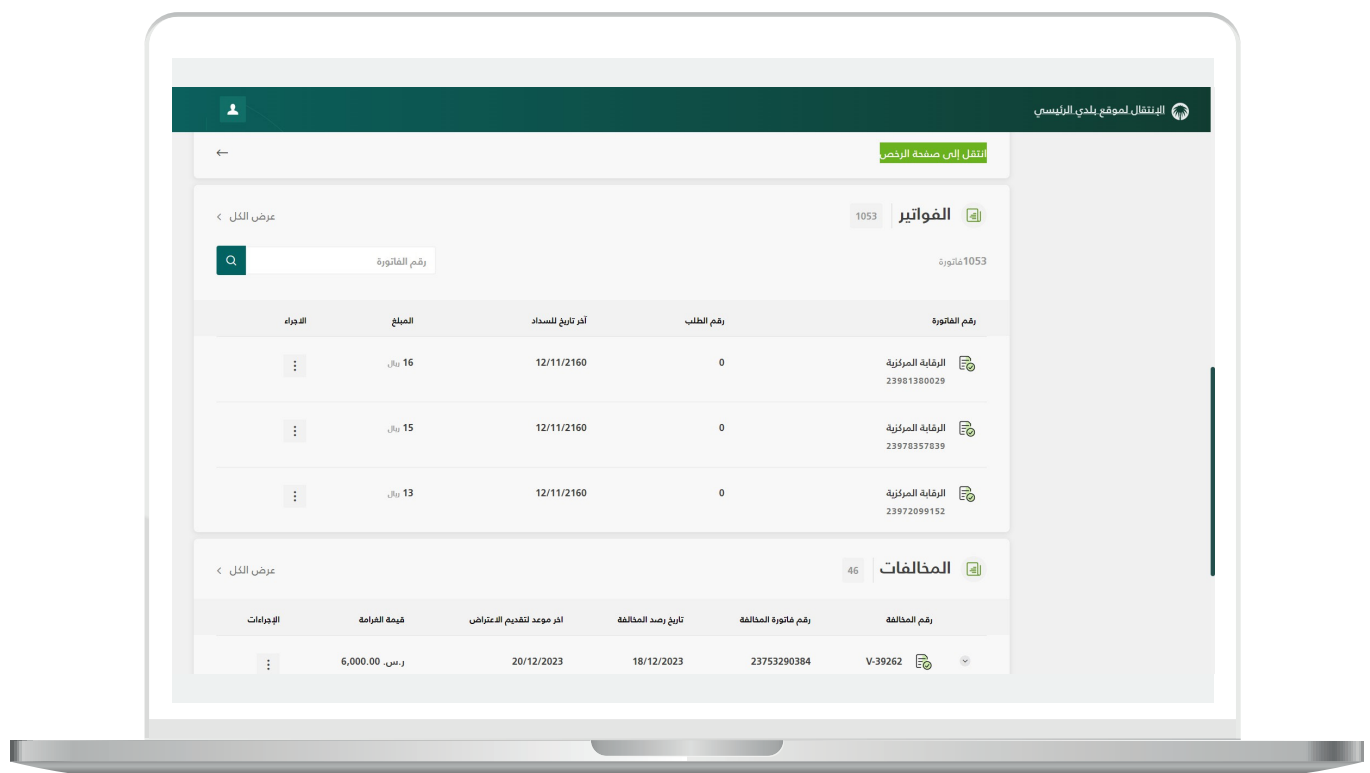


11) Scrolling down reveals additional sections related to the license, including (Owner Data, Activity Data, Location Data, Shop Data, Ownership Data, Cleaning Mechanism, Signboard Data, Attachments, List of Requests Submitted for the License).

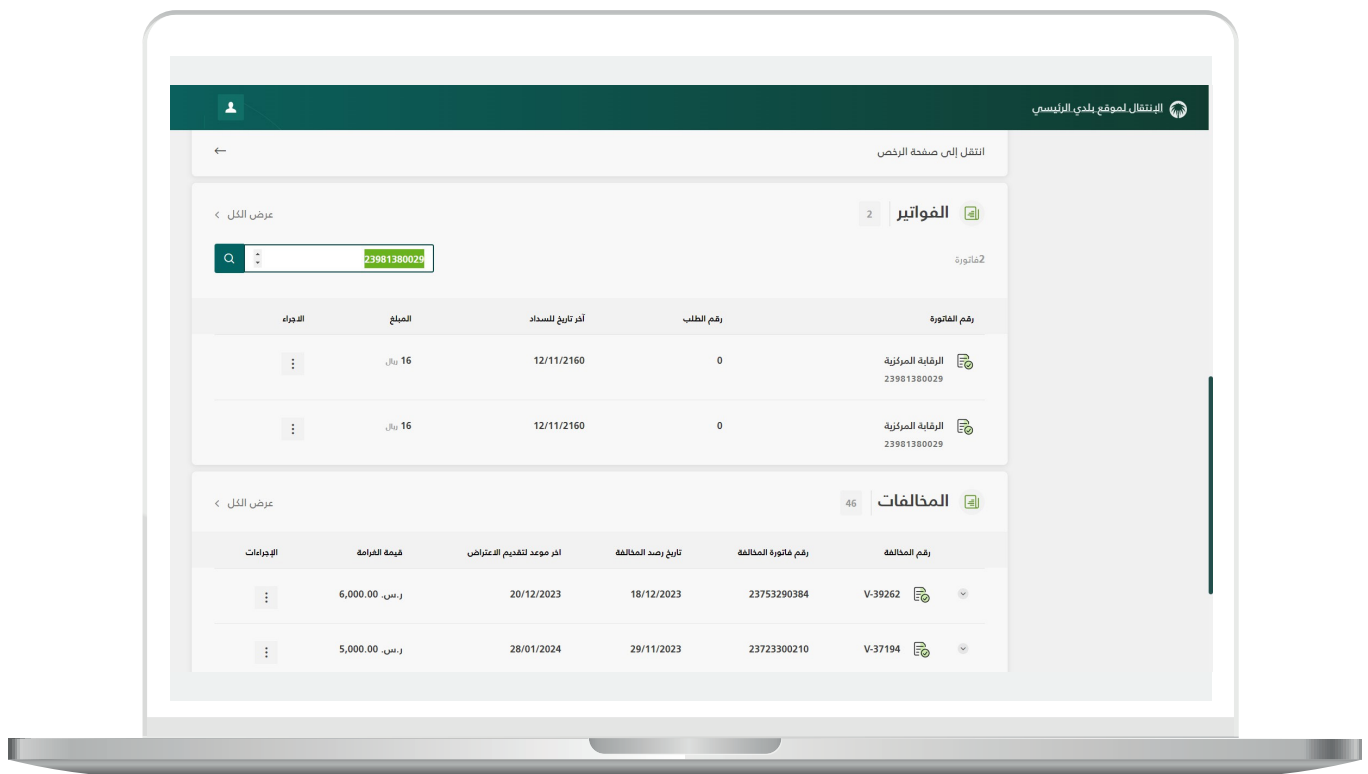
Users can view any section by clicking the arrow next to it.



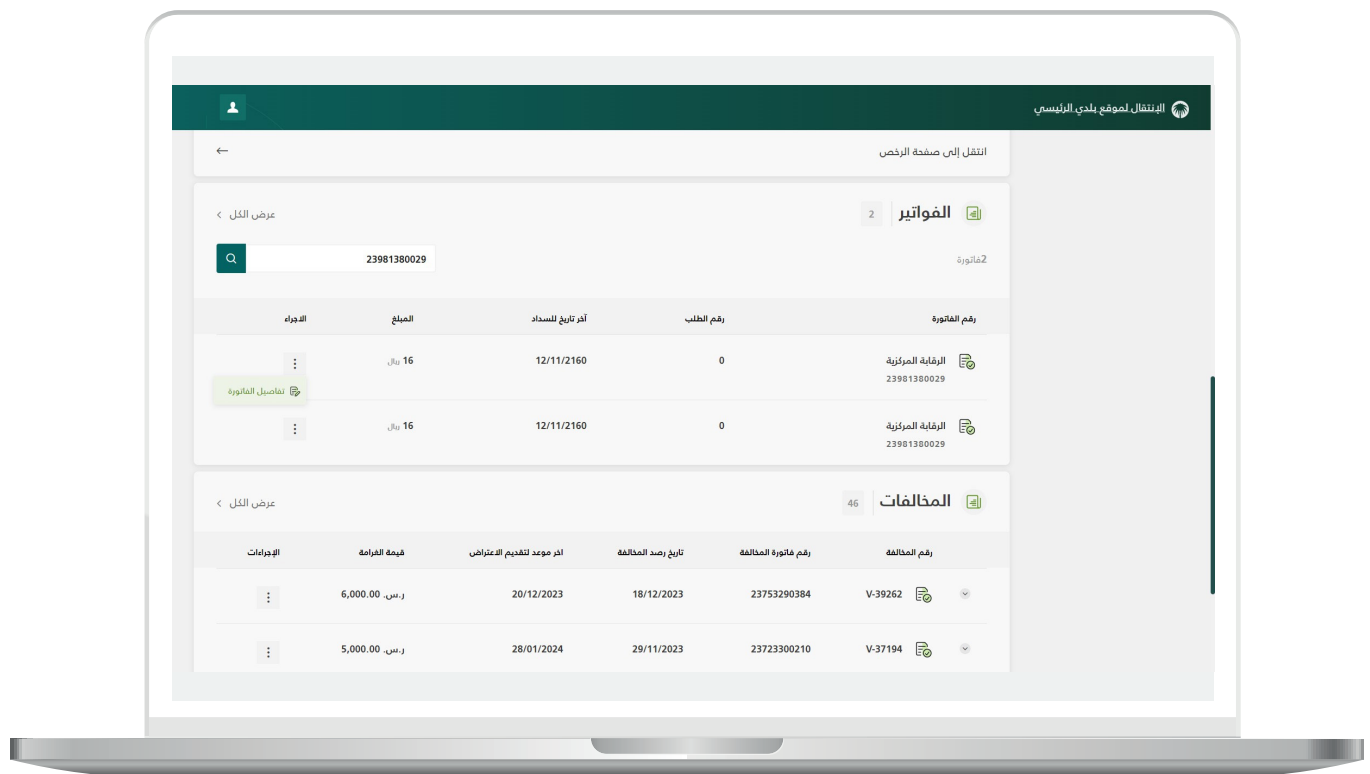
12) The following figure represents the **(Invoices)** section, which includes **(Invoice Number, Request Number, Last Payment Due Date, Amount, Action)**.



13) Entering the Invoice Number in the search field and clicking the magnifying glass icon will display the search result if available.

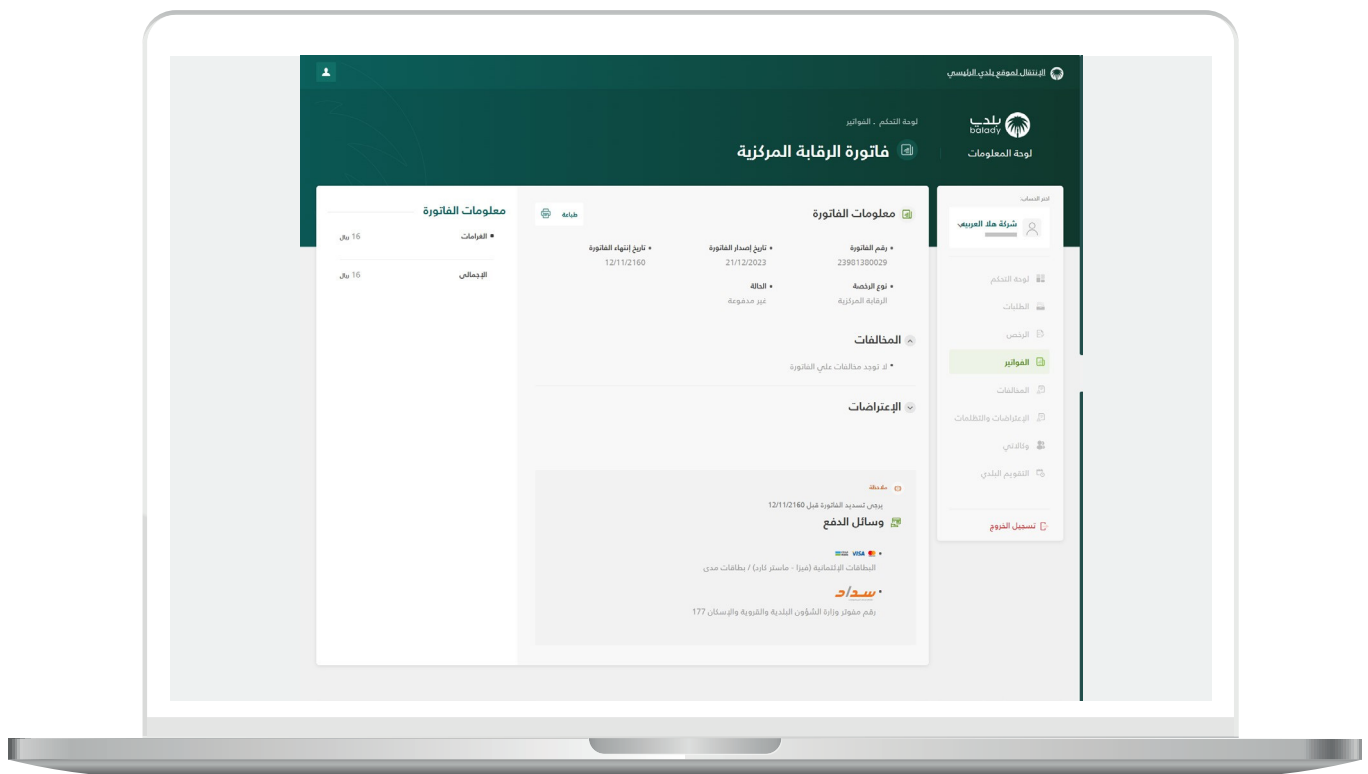


14) Clicking on the three vertical dots in the **(Action)** column reveals the **(Invoice Details)** option.

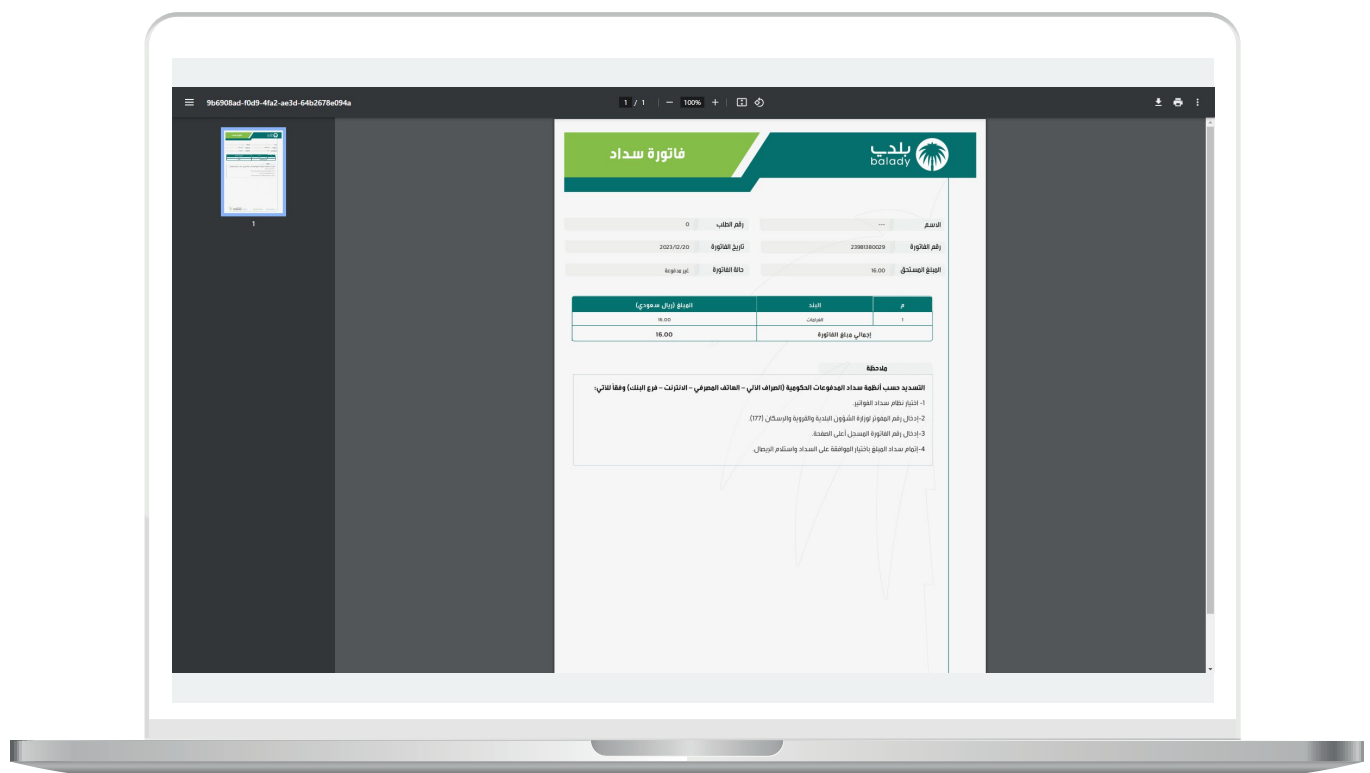


15) Clicking on **(Invoice Details)** displays the invoice information.

Users can print the invoice using the **(Print)** button.

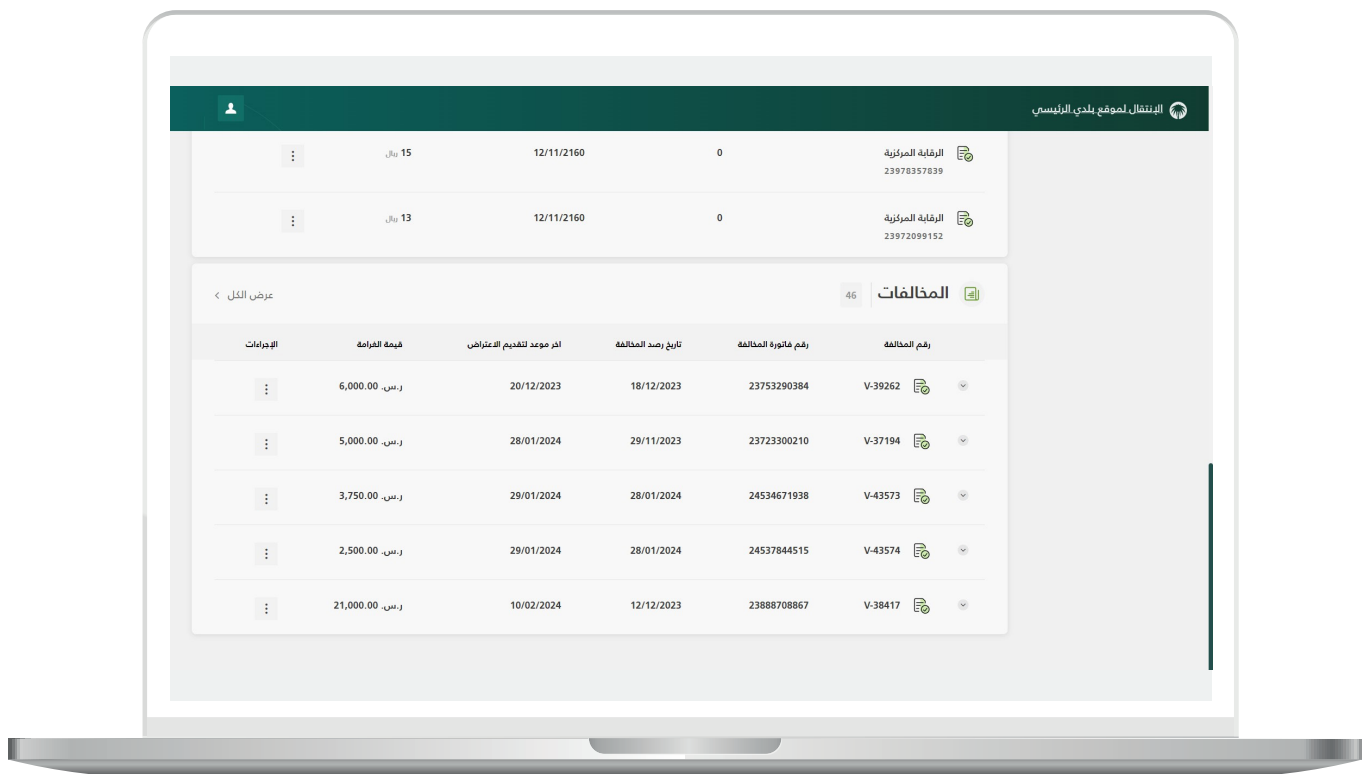


16) Clicking on the **(Print)** button generates a payment invoice as shown below.

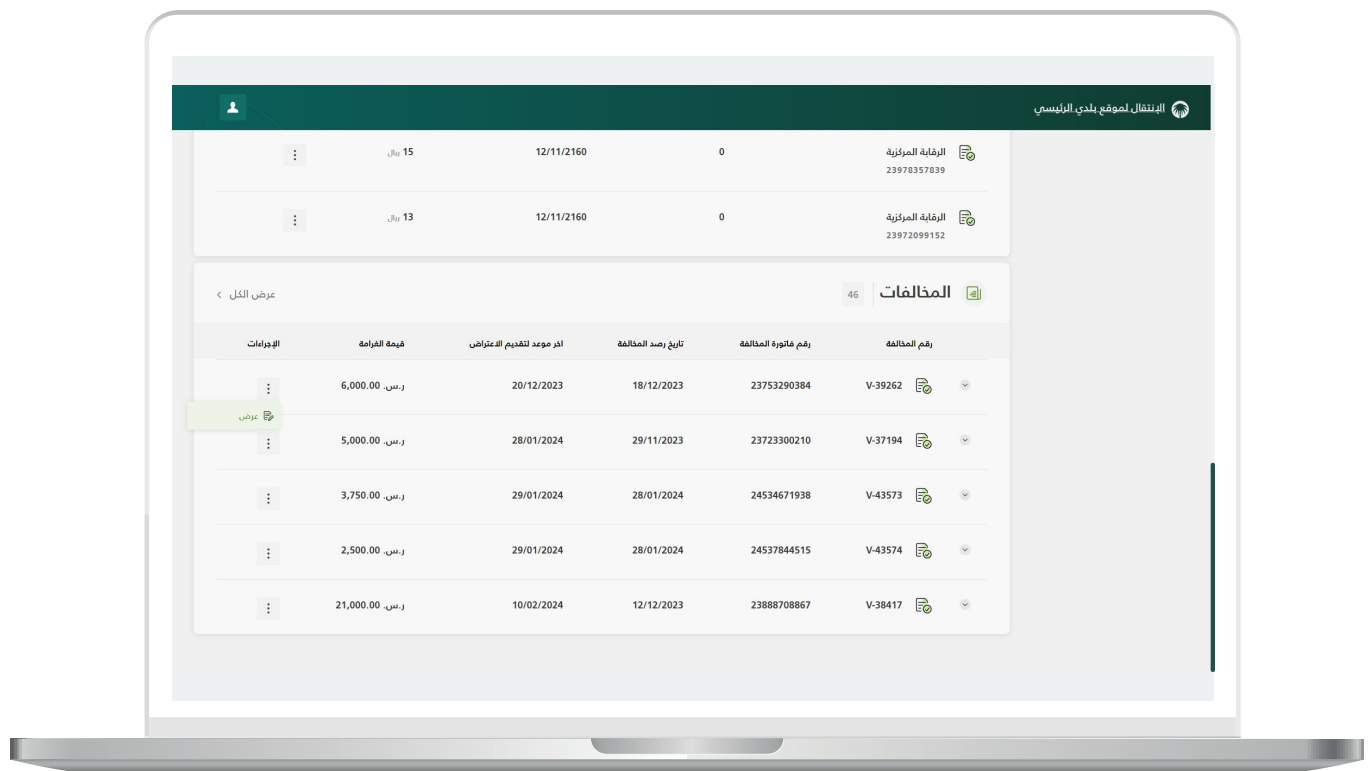




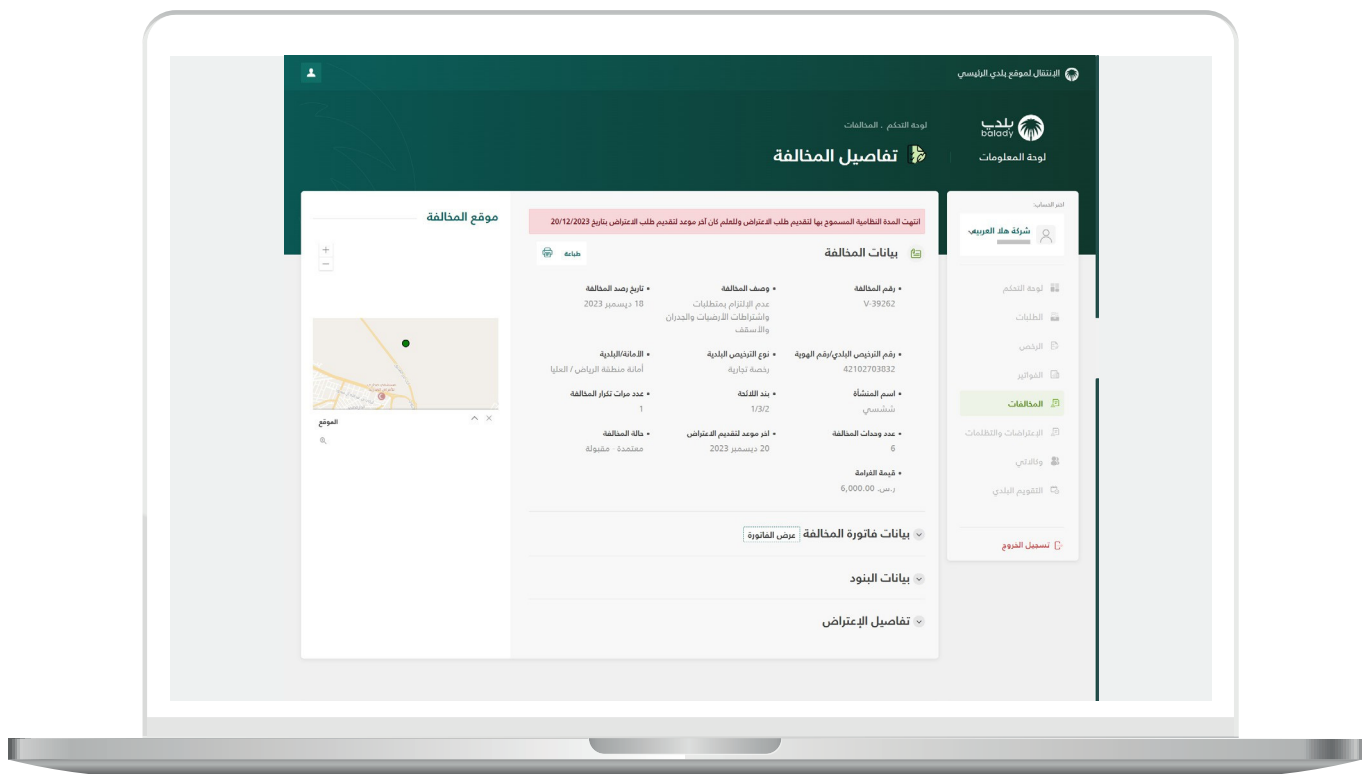
17) The following figure represents the **(Violations)** section, which includes **(Violation Number, Violation Invoice Number, Violation Detection Date, Last Date for Filing an Objection, Fine Amount, Actions)**.



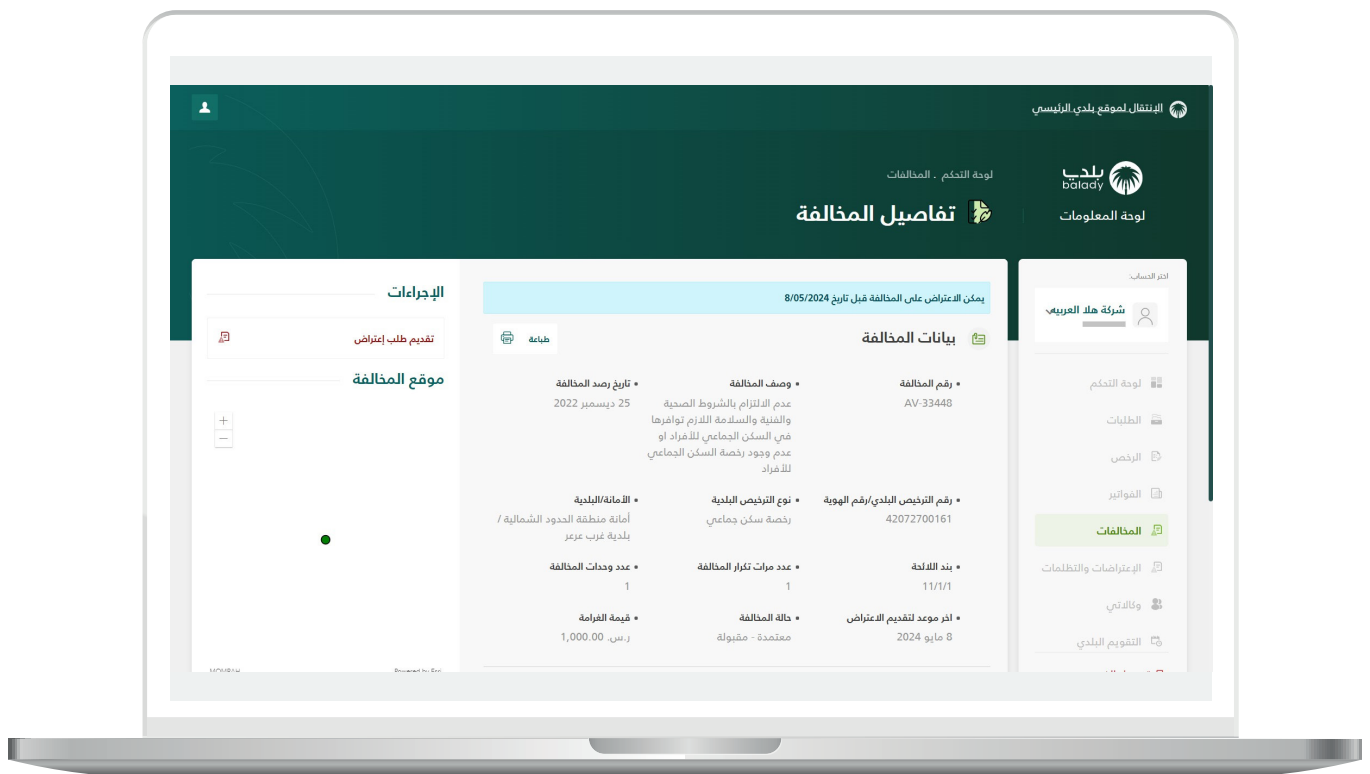
18) Clicking on the three vertical dots in the **(Actions)** column reveals the **(View)** option.



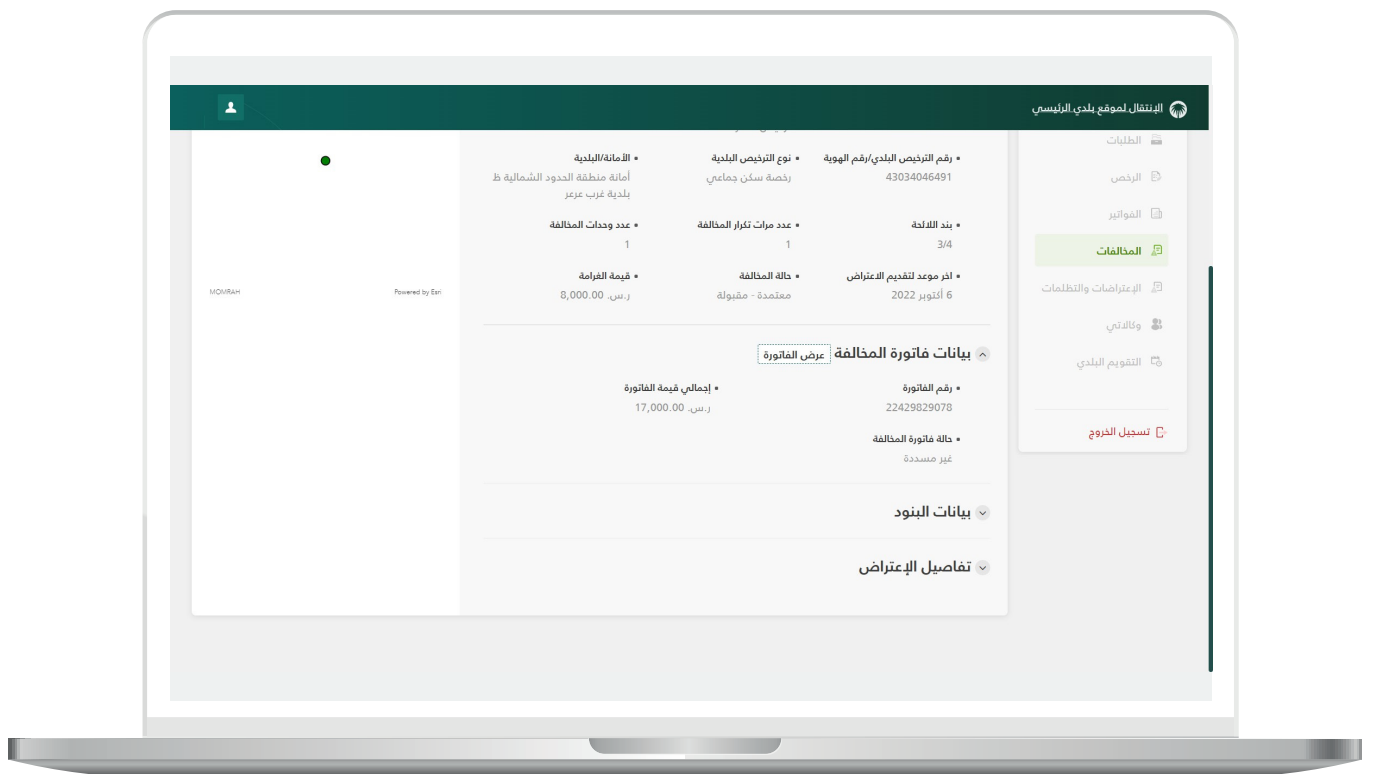
19) Clicking on **(View)** displays the Violation Details as shown below. A red message appears stating that the allowed period for filing an objection has expired.



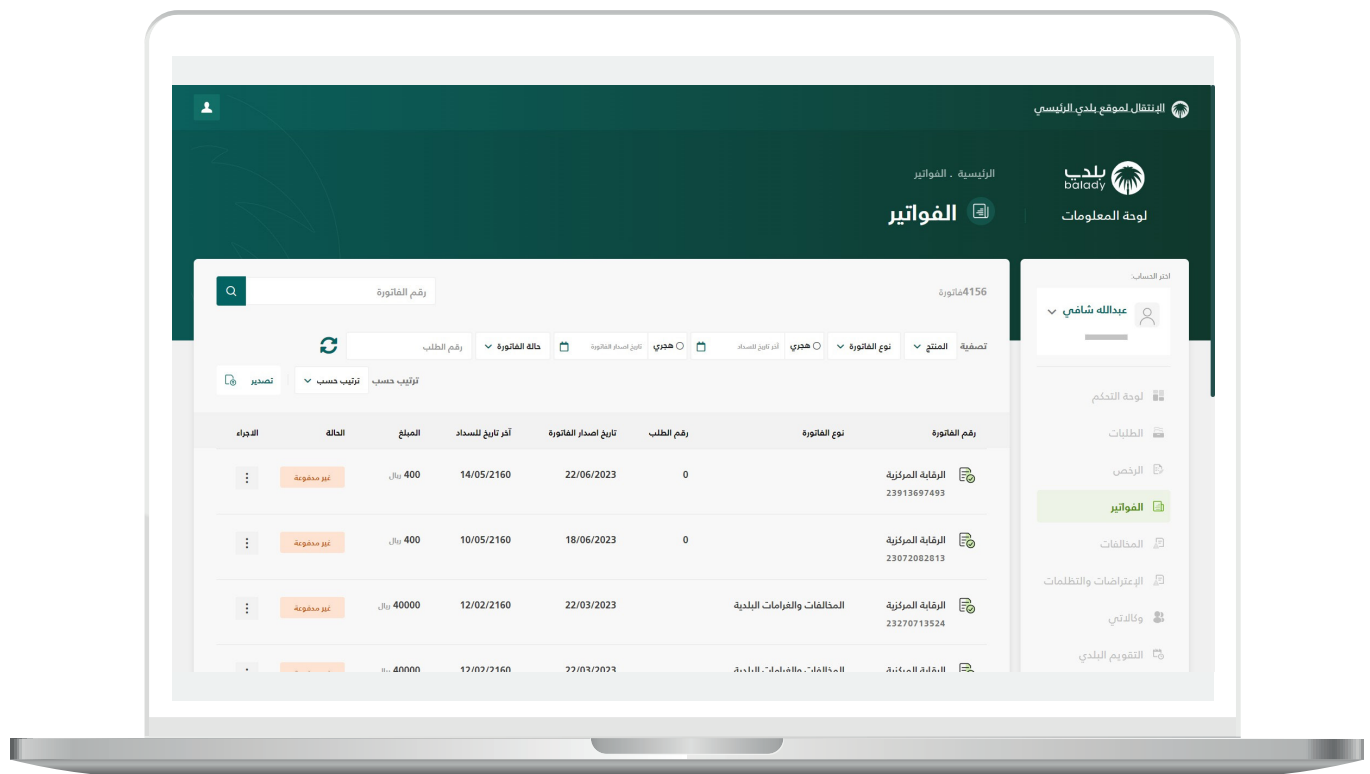
20) If objections are allowed, a blue message appears stating that users can file an objection before a specific date, along with the **(Submit Objection Request)** button.



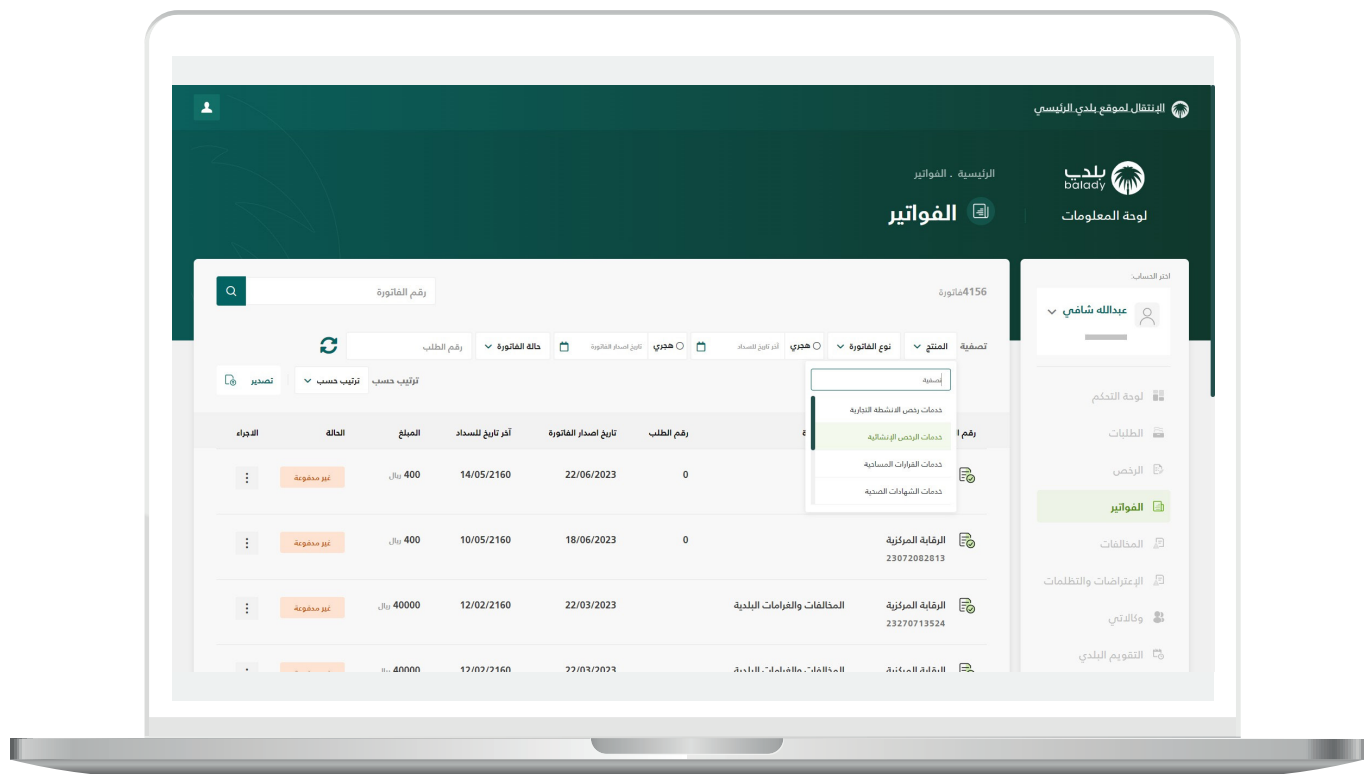
21) Users can view the violation invoice by clicking on the **(View Invoice)** button under the Violation Invoice Data section.



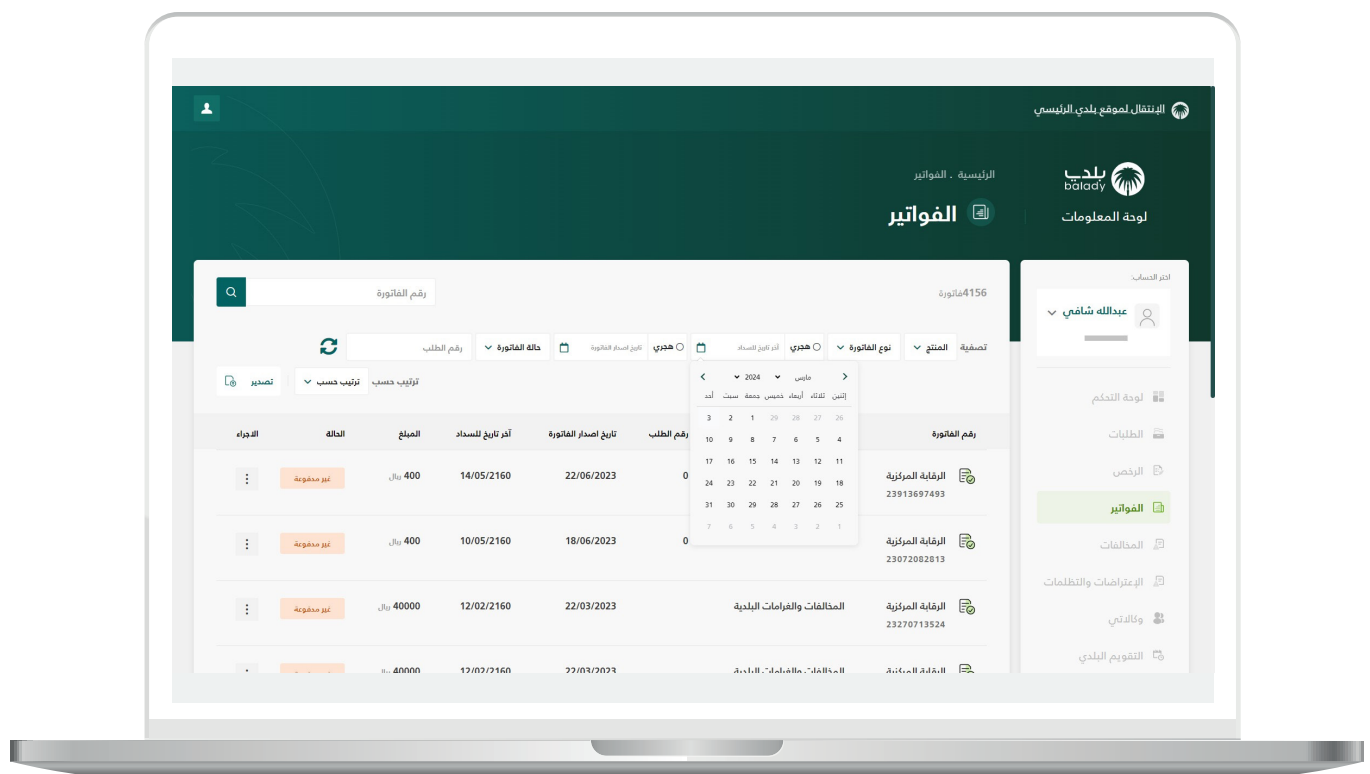
22) In the **(Invoices)** section, users can perform various actions, including.



## 23) Filtering Results based on (Product) or (Invoice Type).

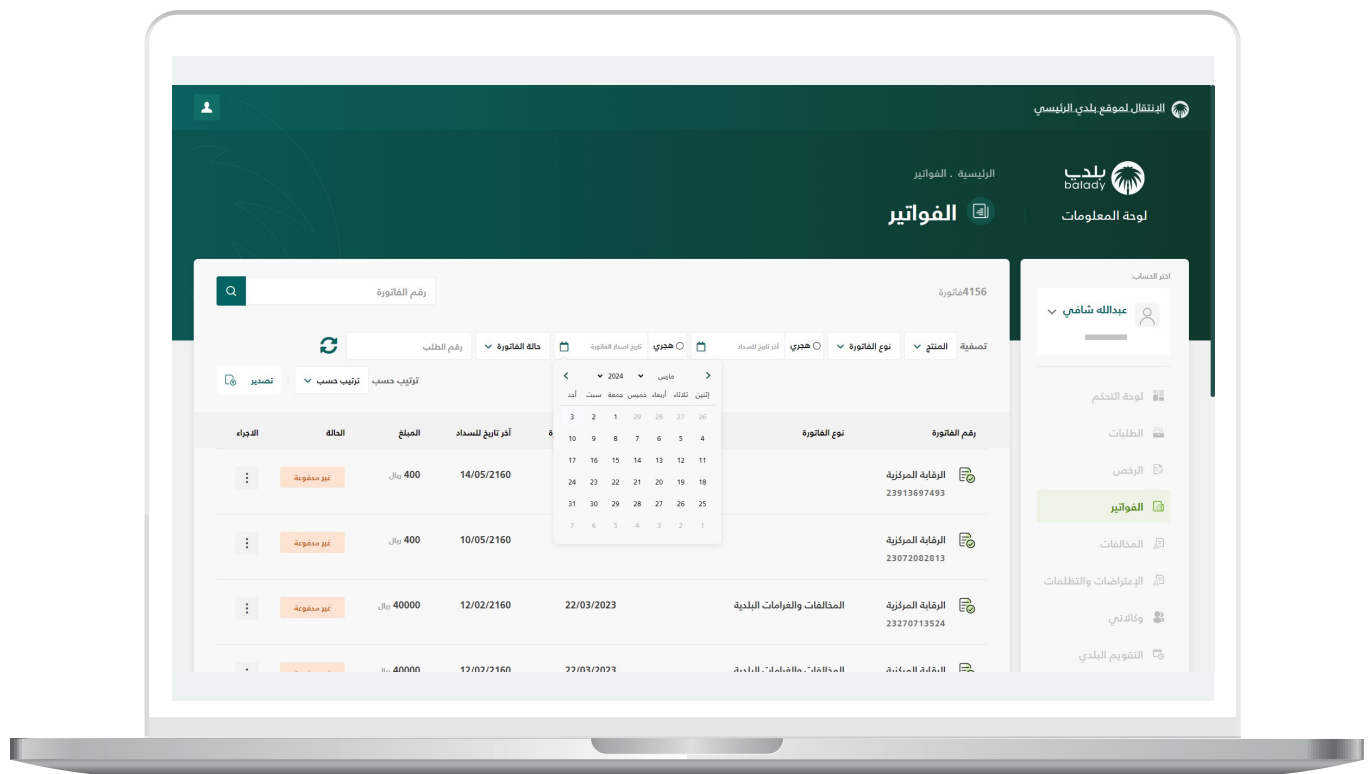


## 24) Filtering Results based on (Last Payment Due Date) with the option to select the calendar type (Gregorian, Hijri).

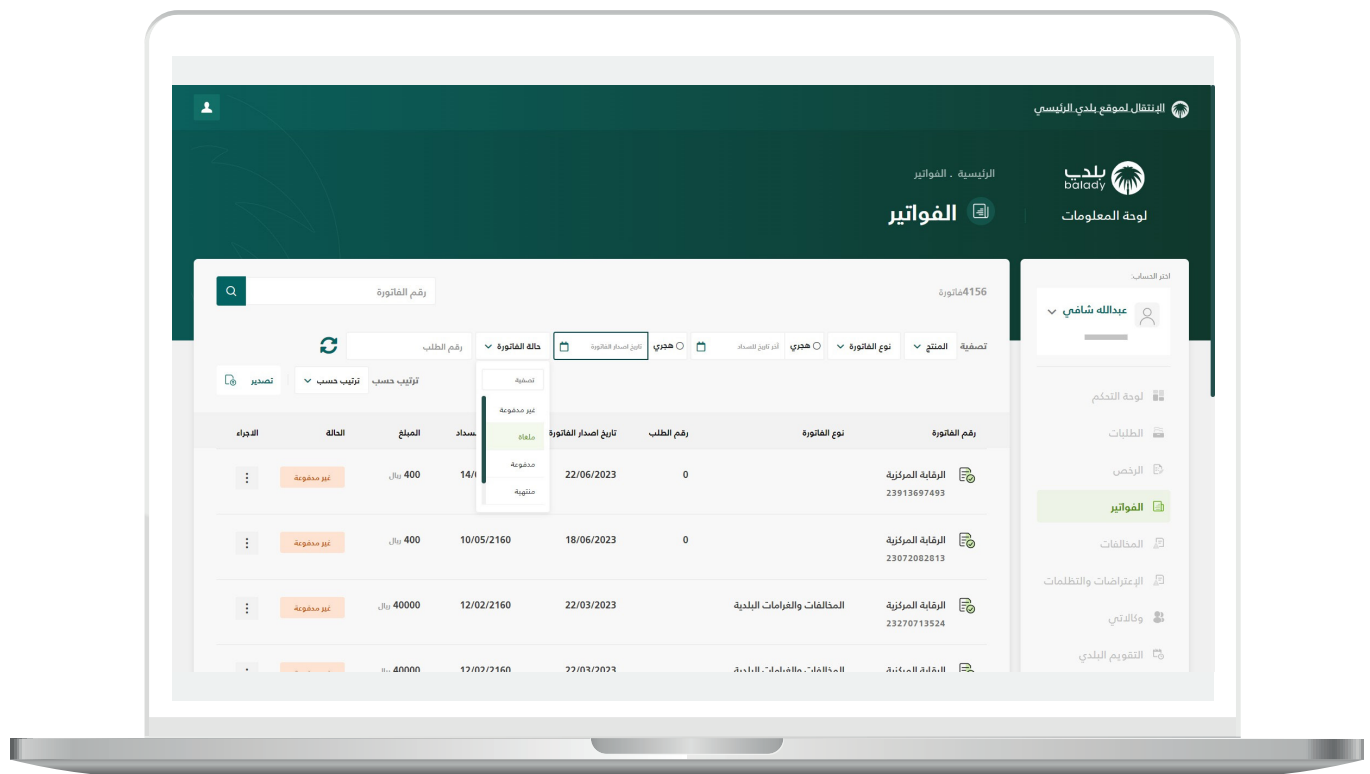




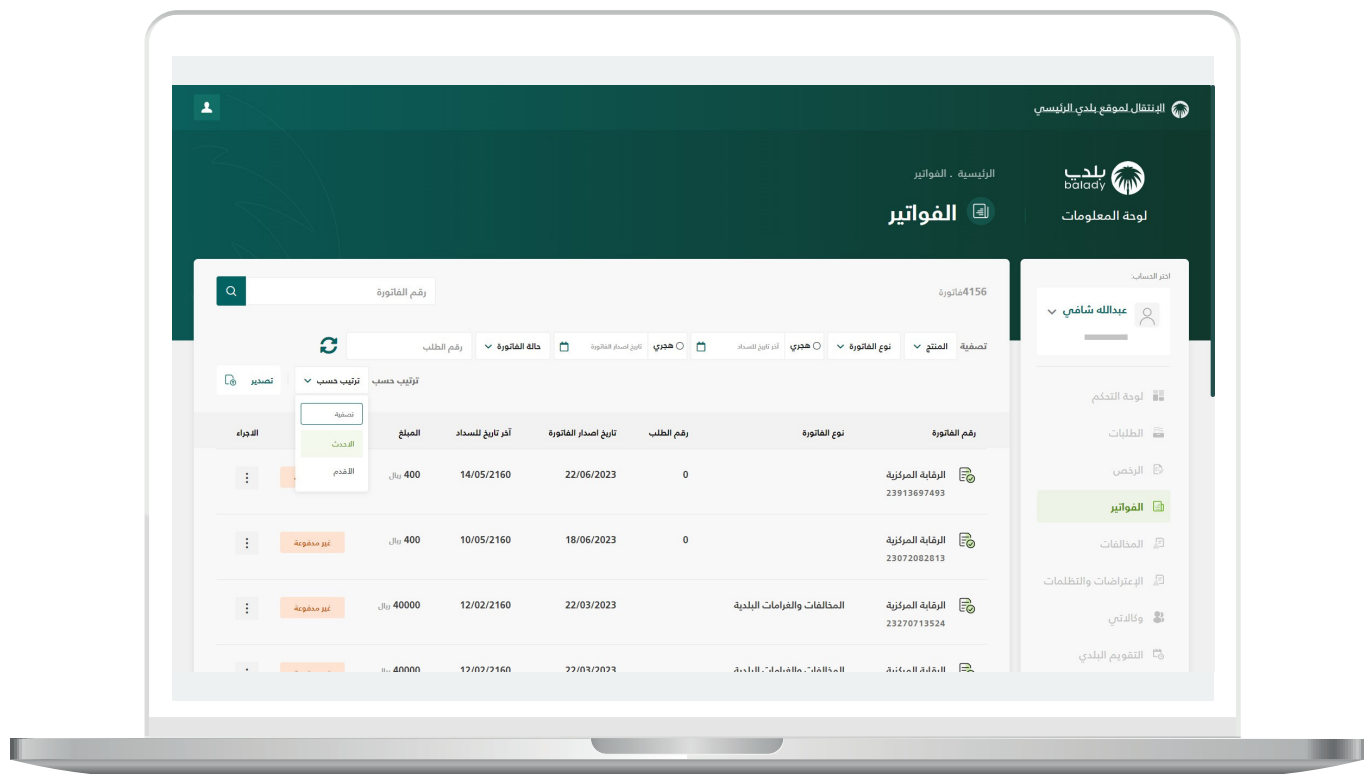
## 25) Filtering Results based on (Invoice Issuance Date).



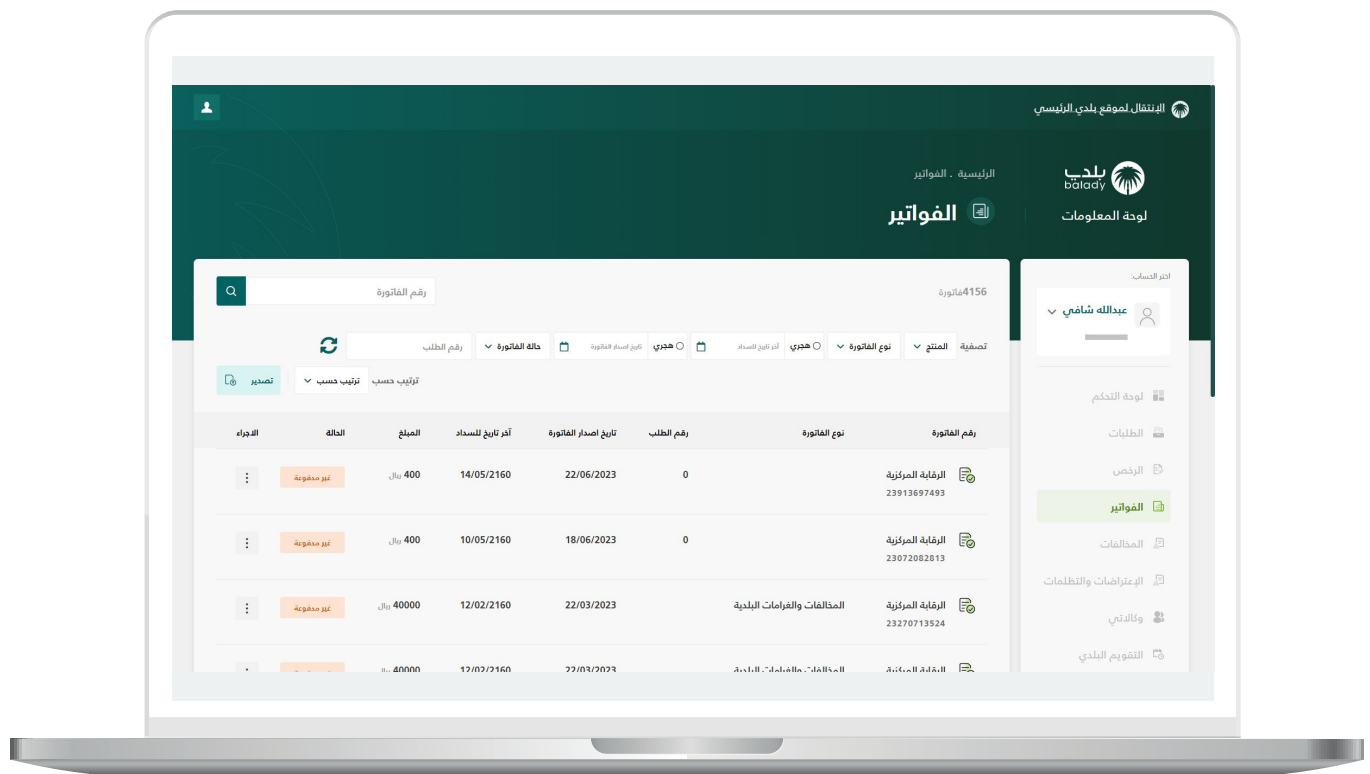
## 26) Filtering Results based on (Invoice Status).



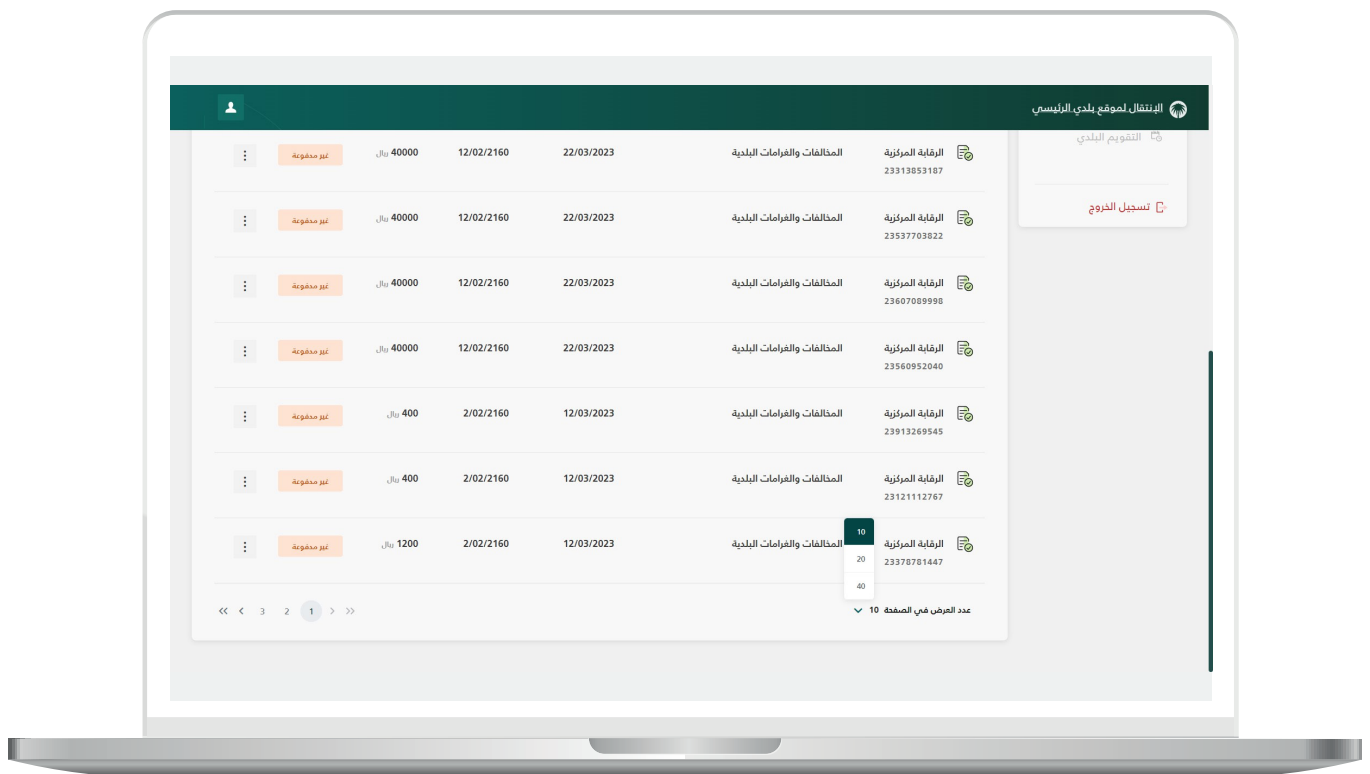
## 27) Sorting Results based on (Newest, Oldest).



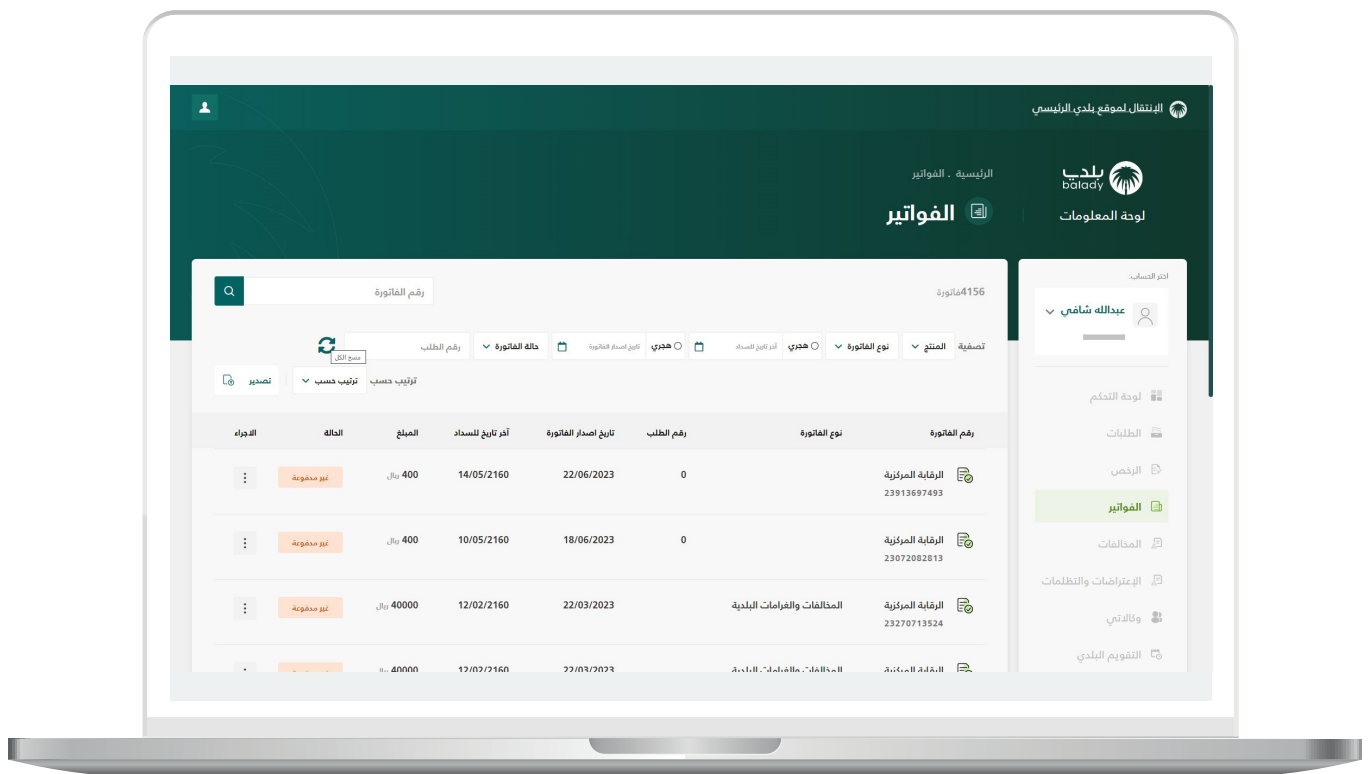
## 28) Exporting Data by clicking on the (Export) button.



## 29) Adjusting the Number of Displayed Results per Page with options (10, 20, 40).

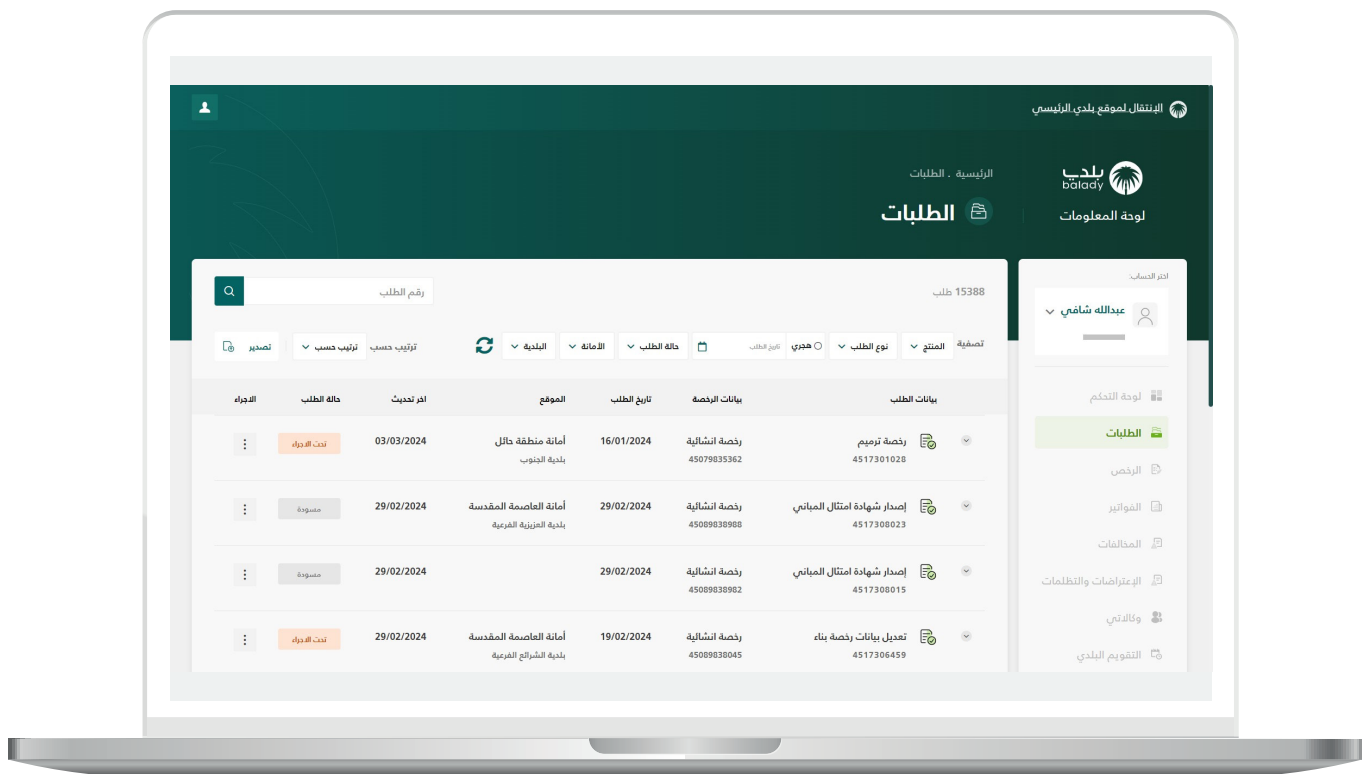


### 30) Resetting Search Filters by clicking on the circular arrow icon (Clear All).

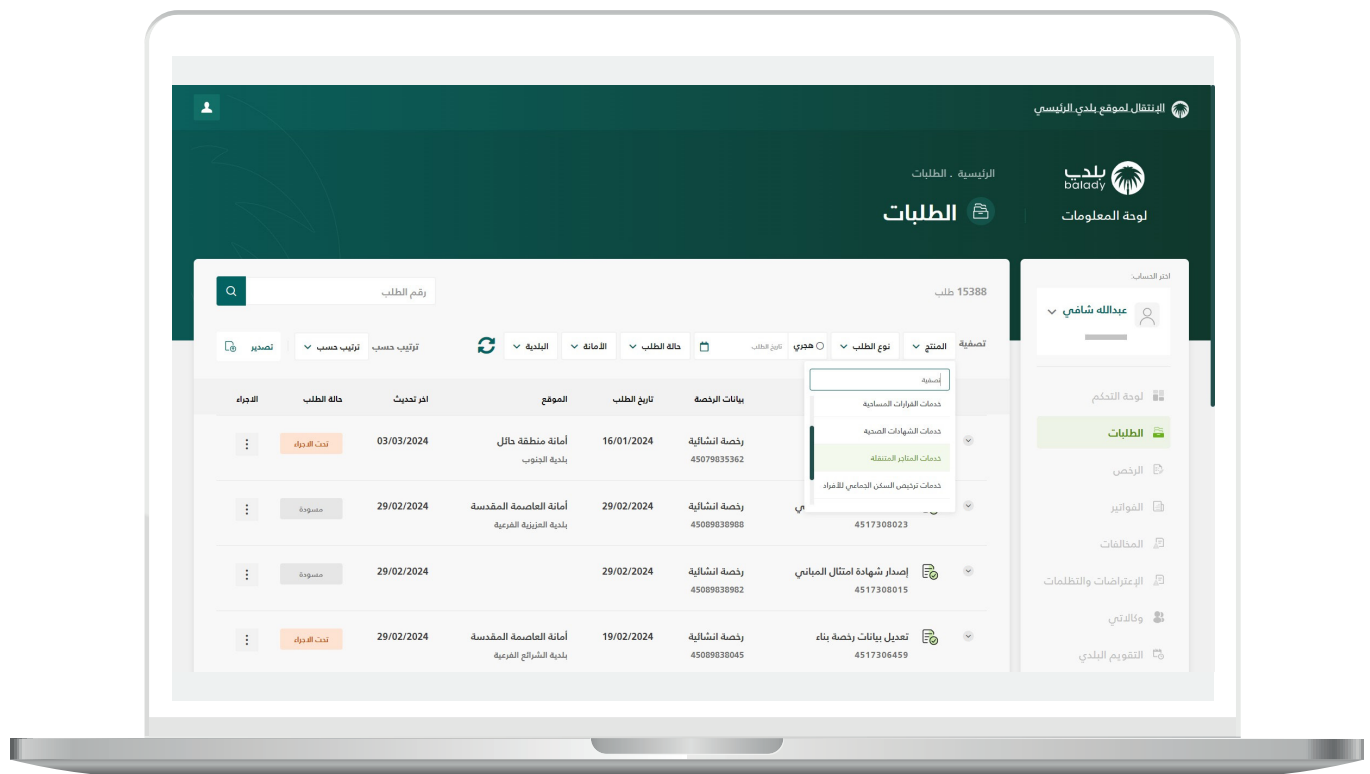


## Requests

1) In the (Requests) section, users can perform various actions, including.

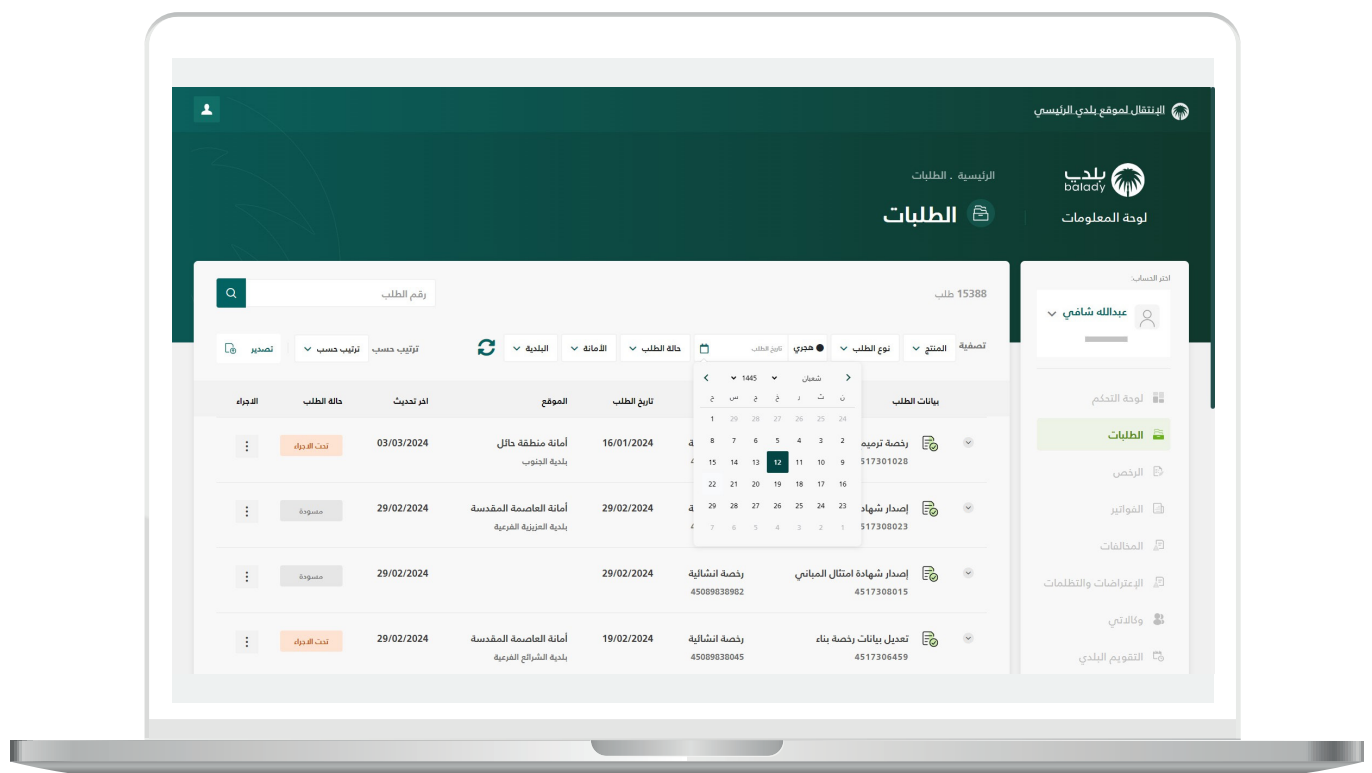


## 2) Filtering Results based on (Product) or (Request Type).

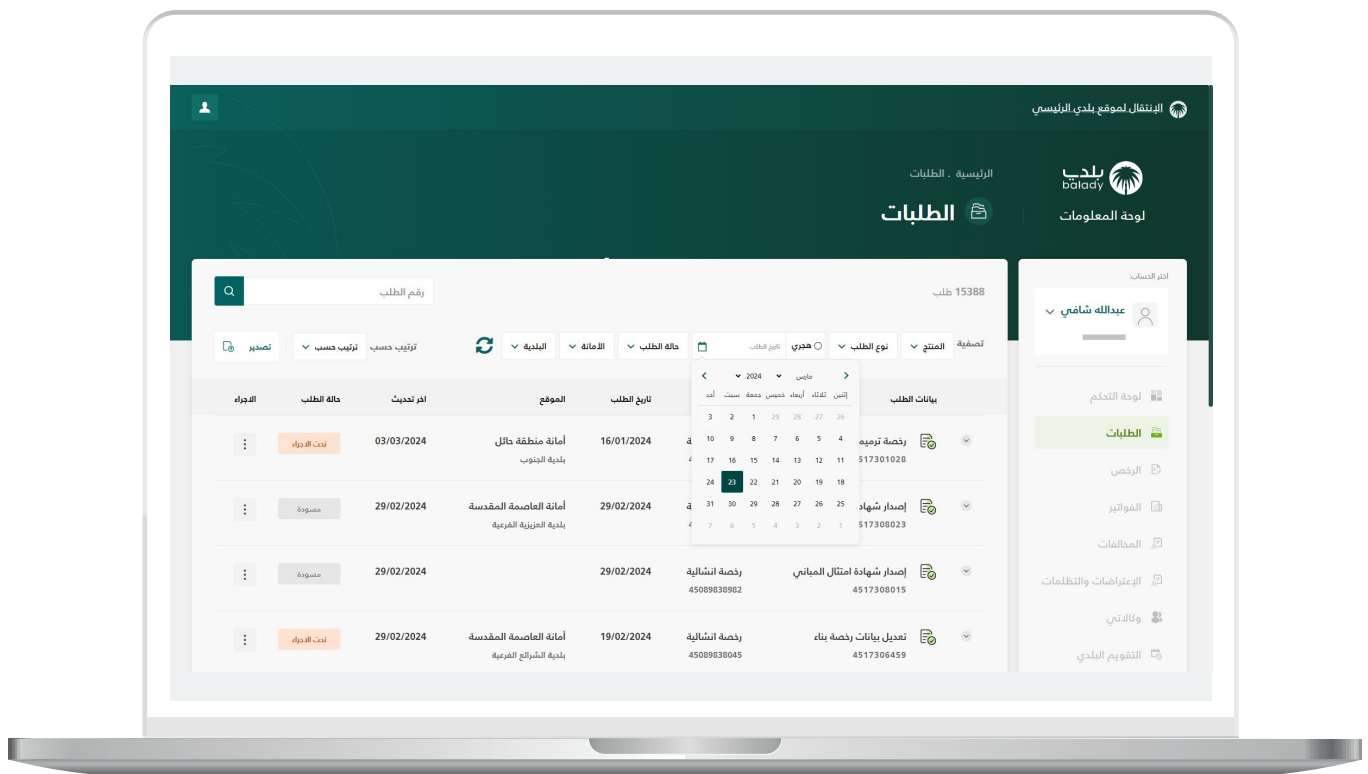




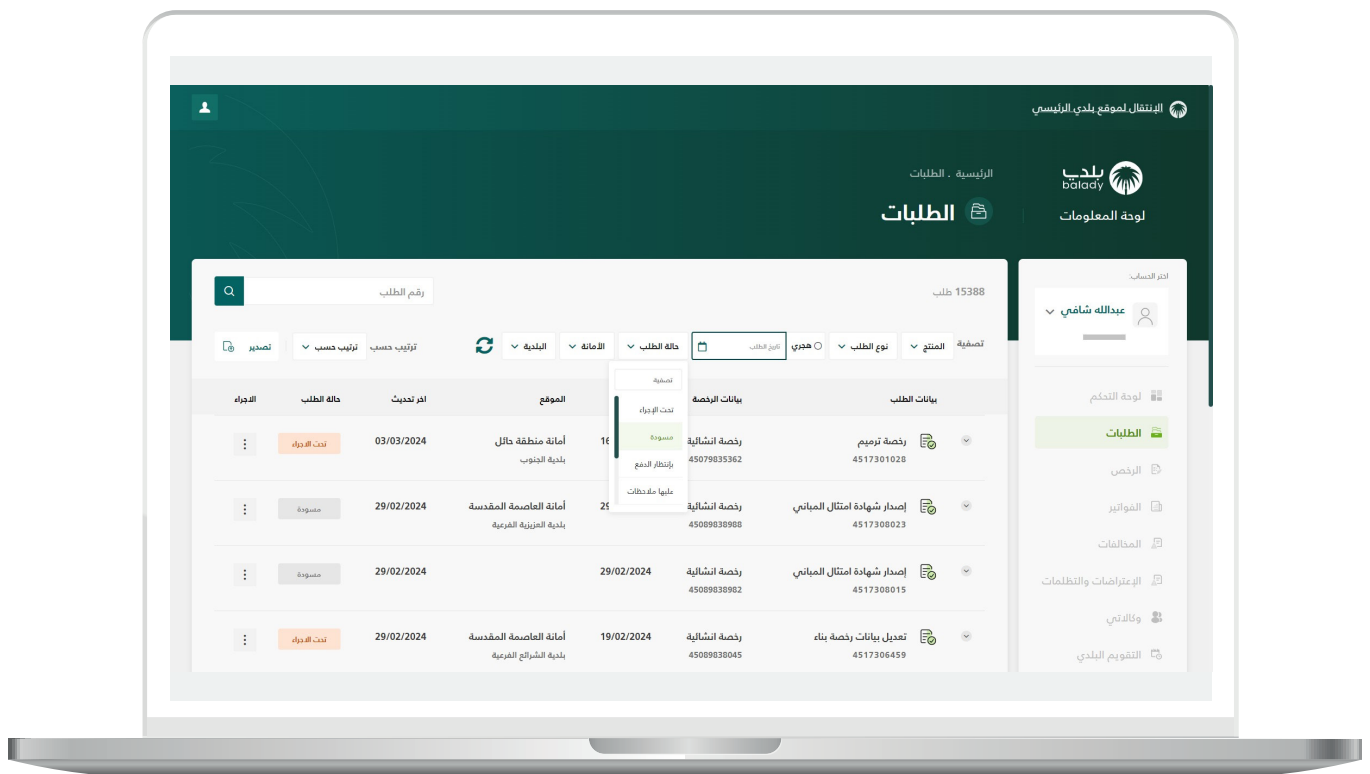
### 3) Filtering Results based on (Request Date) with the option to select the calendar type (Gregorian, Hijri).



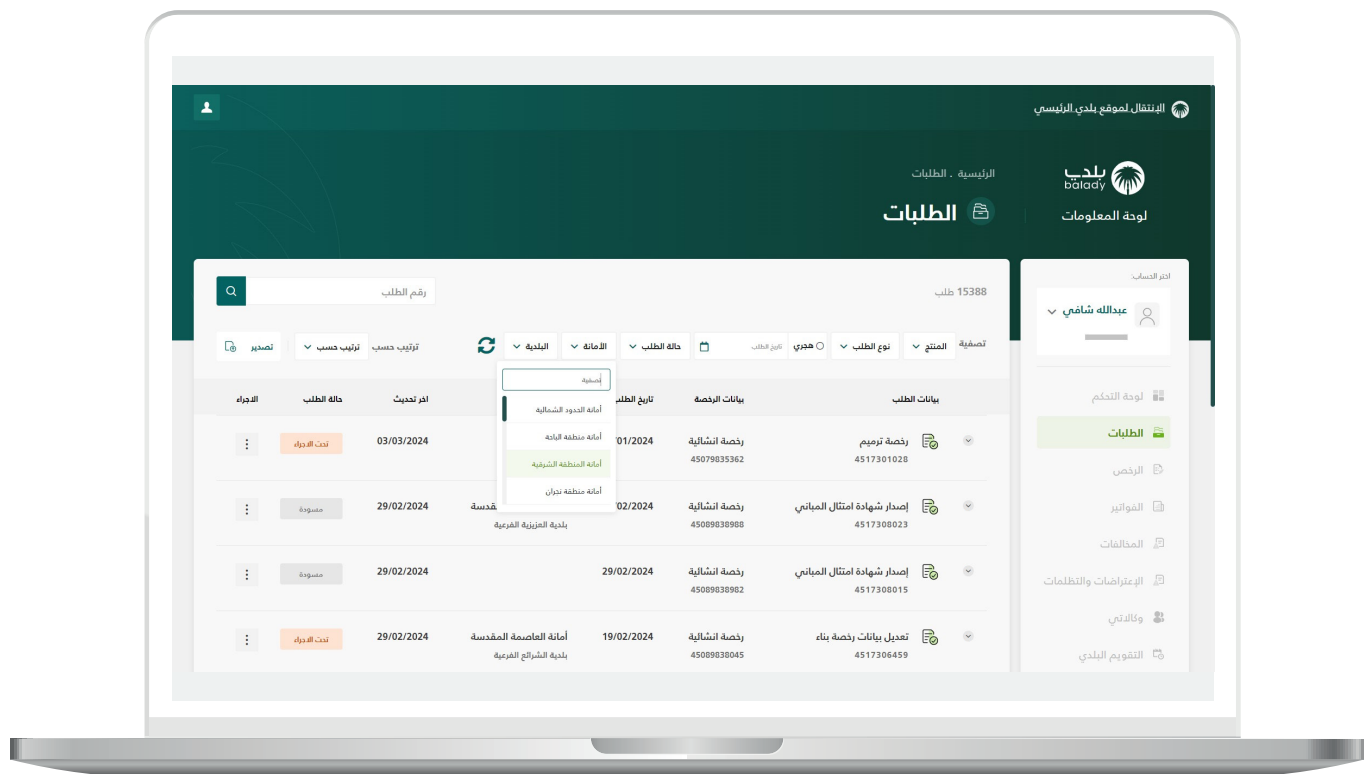
4) The following figure displays the Gregorian calendar after unchecking the (Hijri) option.



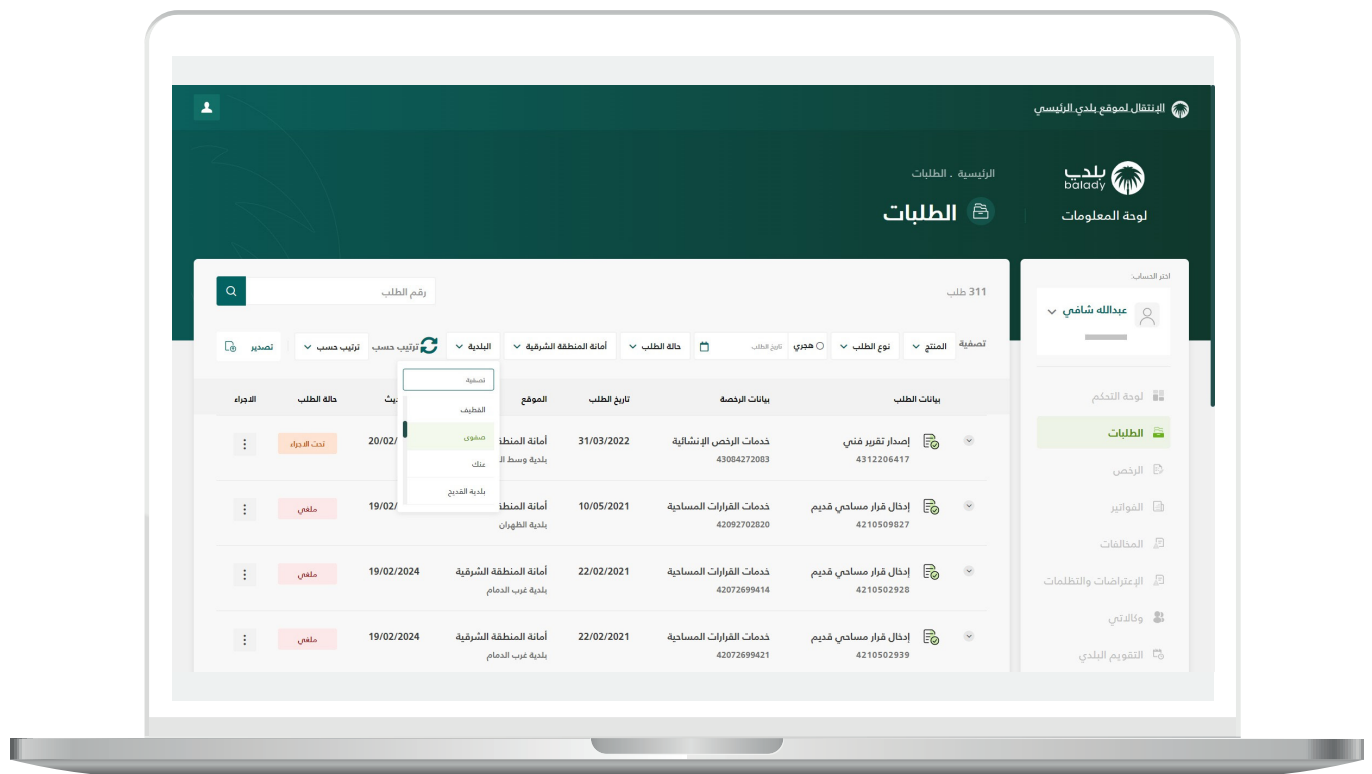
## 5) Filtering Results based on (Request Status).



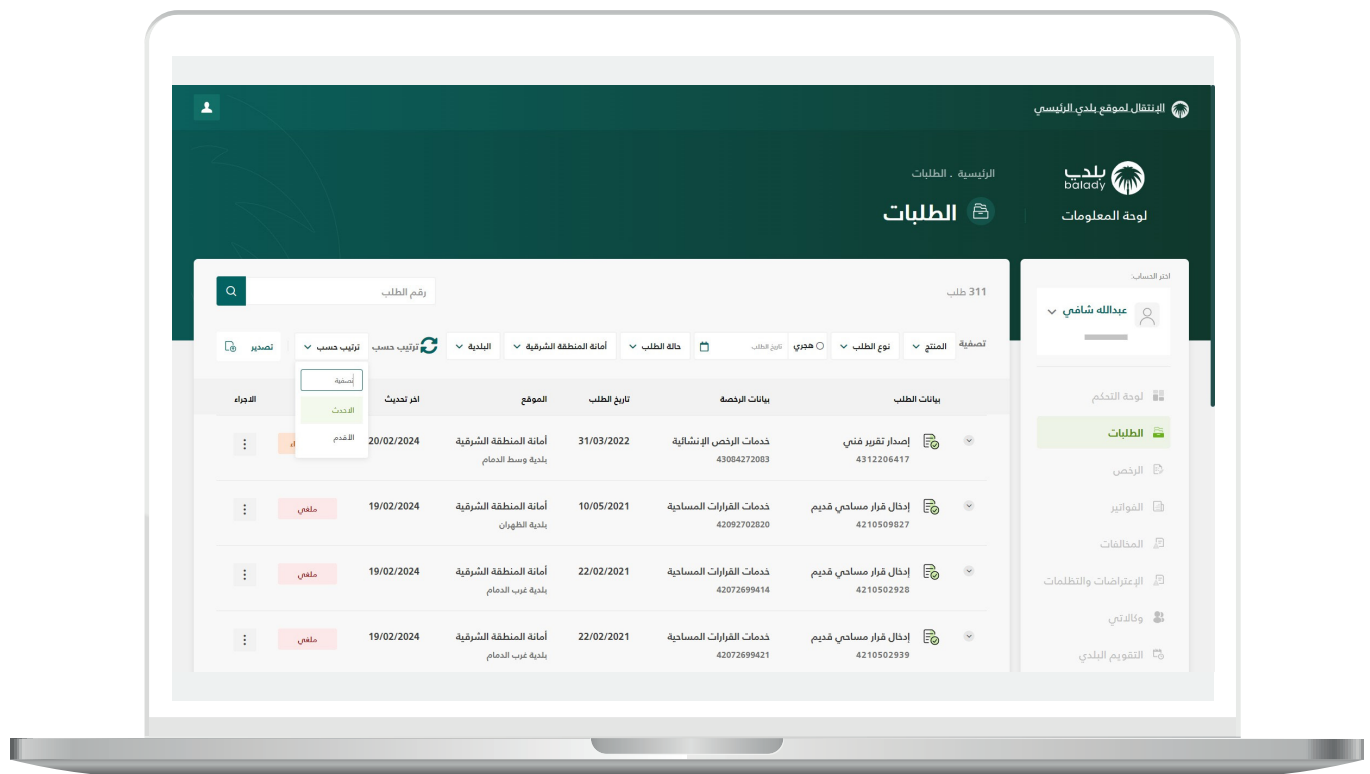
## 6) Filtering Results based on (Municipality).



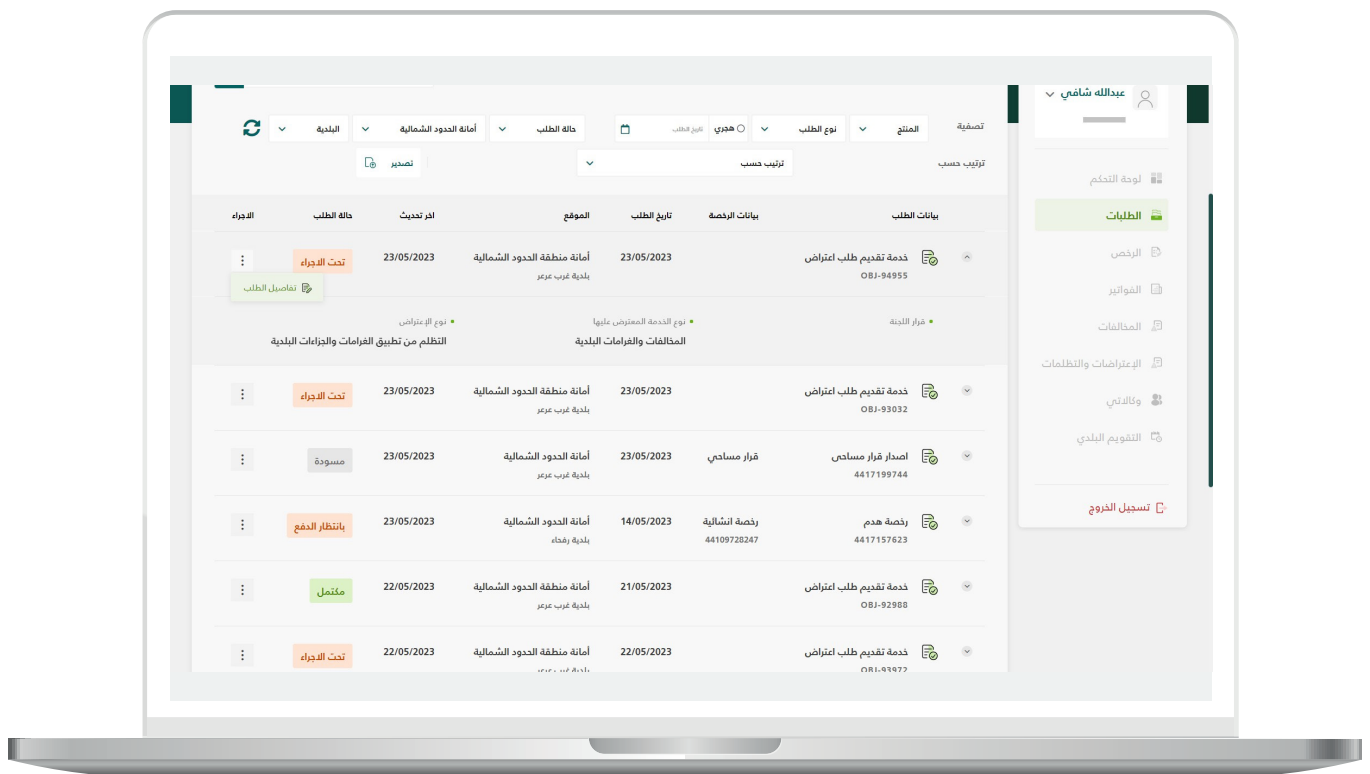
## 7) Filtering Results based on (Secretariat).



## 8) Sorting Results based on (Newest, Oldest).

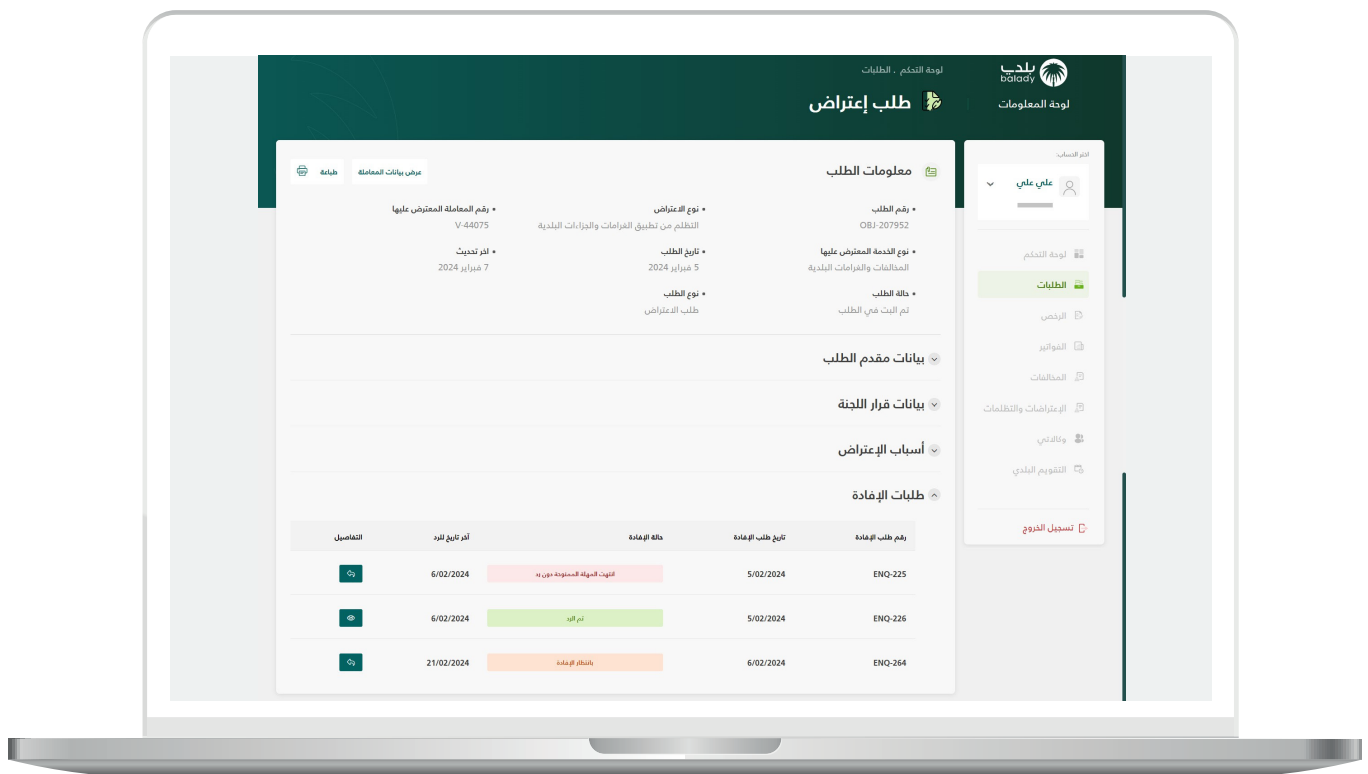


9) Clicking on the arrow displays the license details as shown in the figure below. Clicking on the three vertical dots in the **(Actions)** column reveals the **(Request Details)** option.



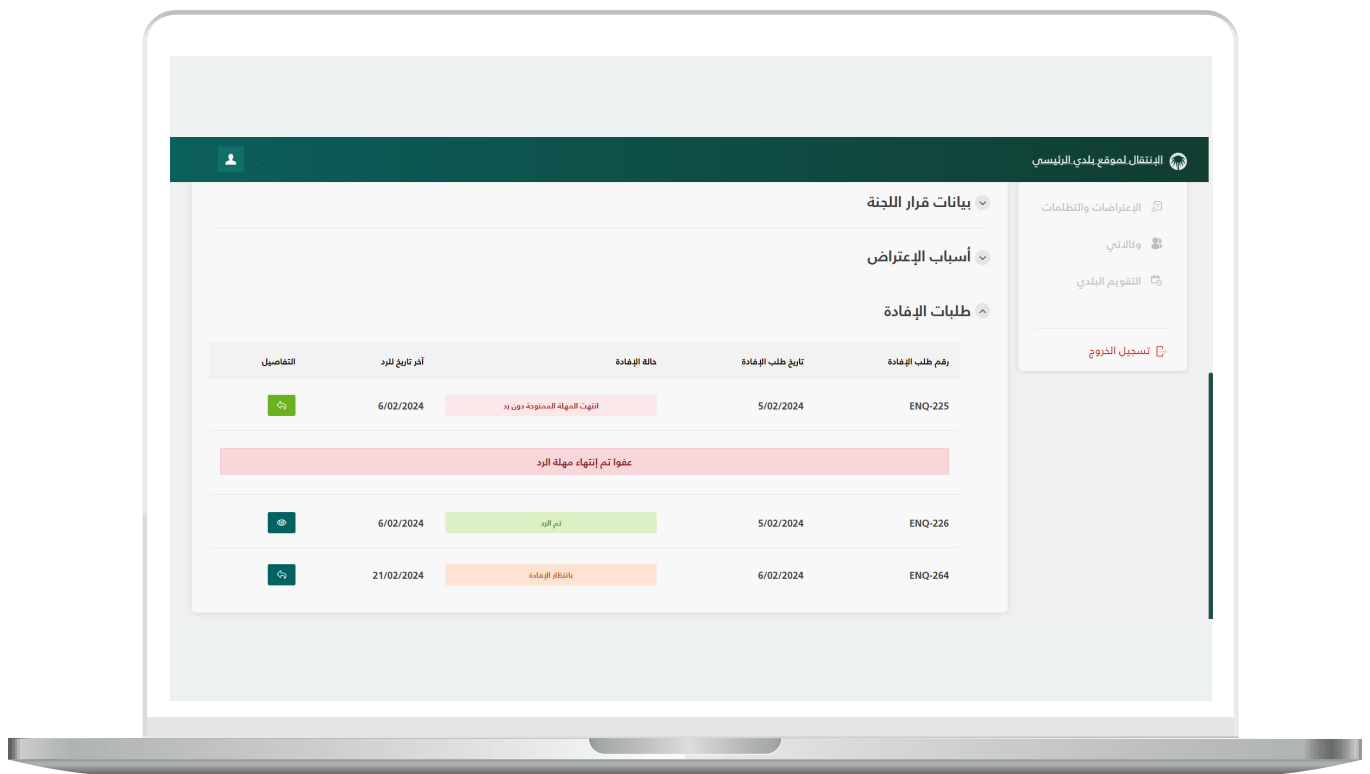
10) Clicking on **(Request Details)** displays the request details. On the left side of the screen, the buttons **(View Transaction Data, Print)** are available.

If there are Request for Clarification entries in this section, they will appear as shown below, categorized into three response statuses.

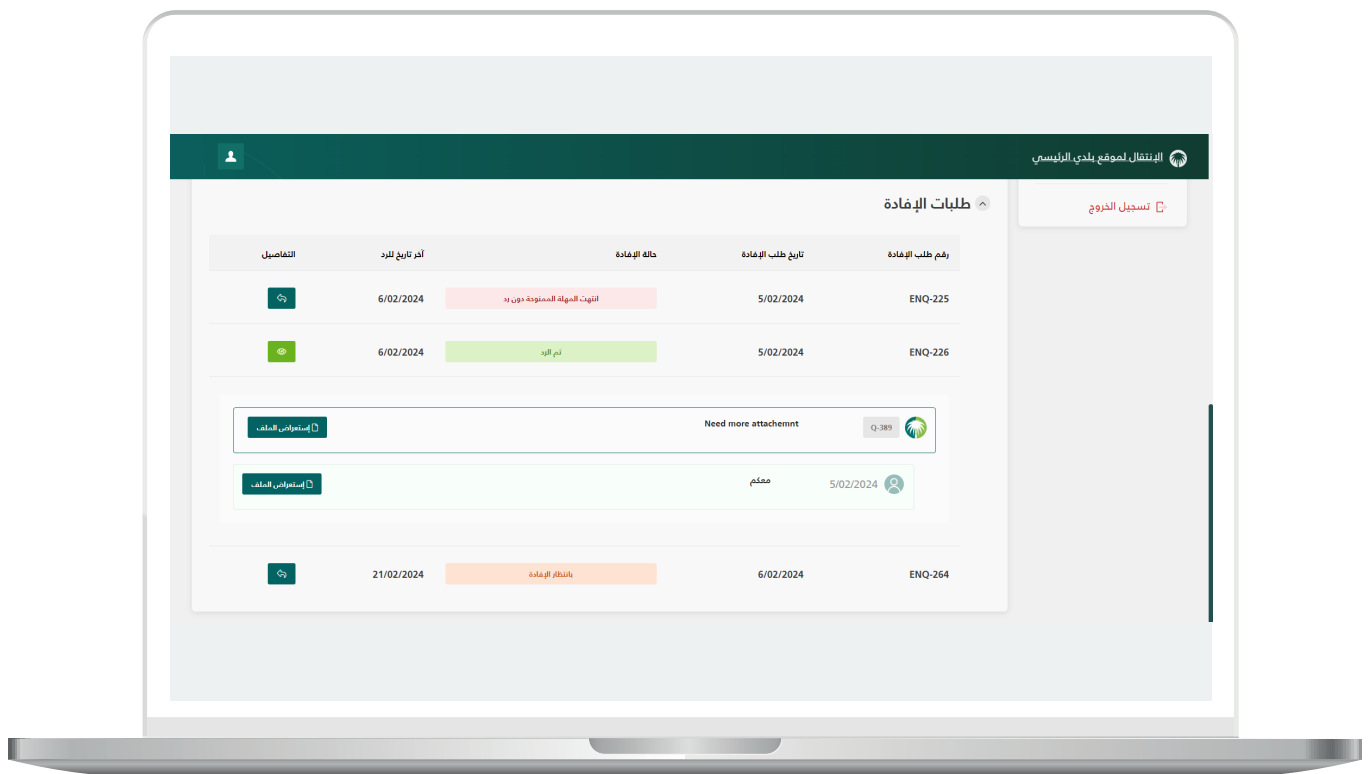




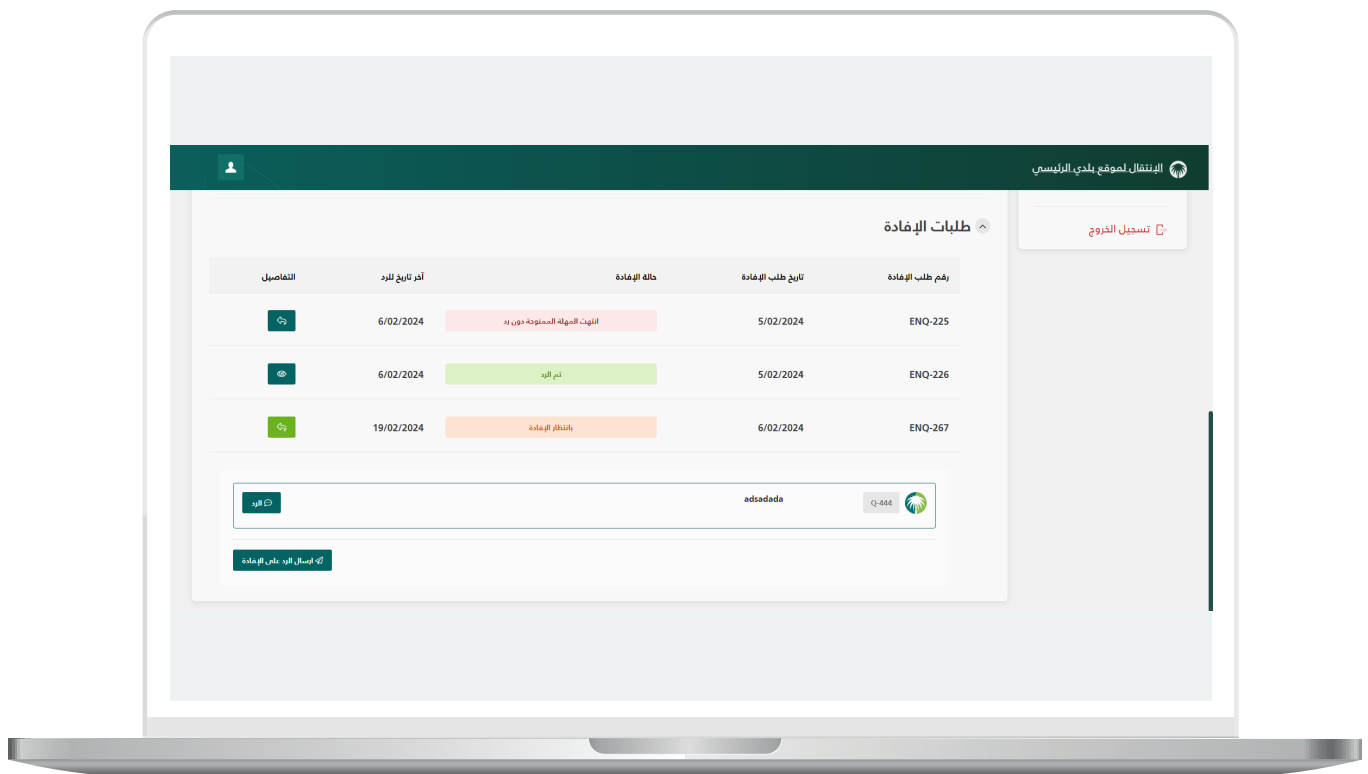
11) The first Status is (The Given Response Time Has Expired). Clicking on the details icon displays the message: (Unfortunately, the response period has ended).



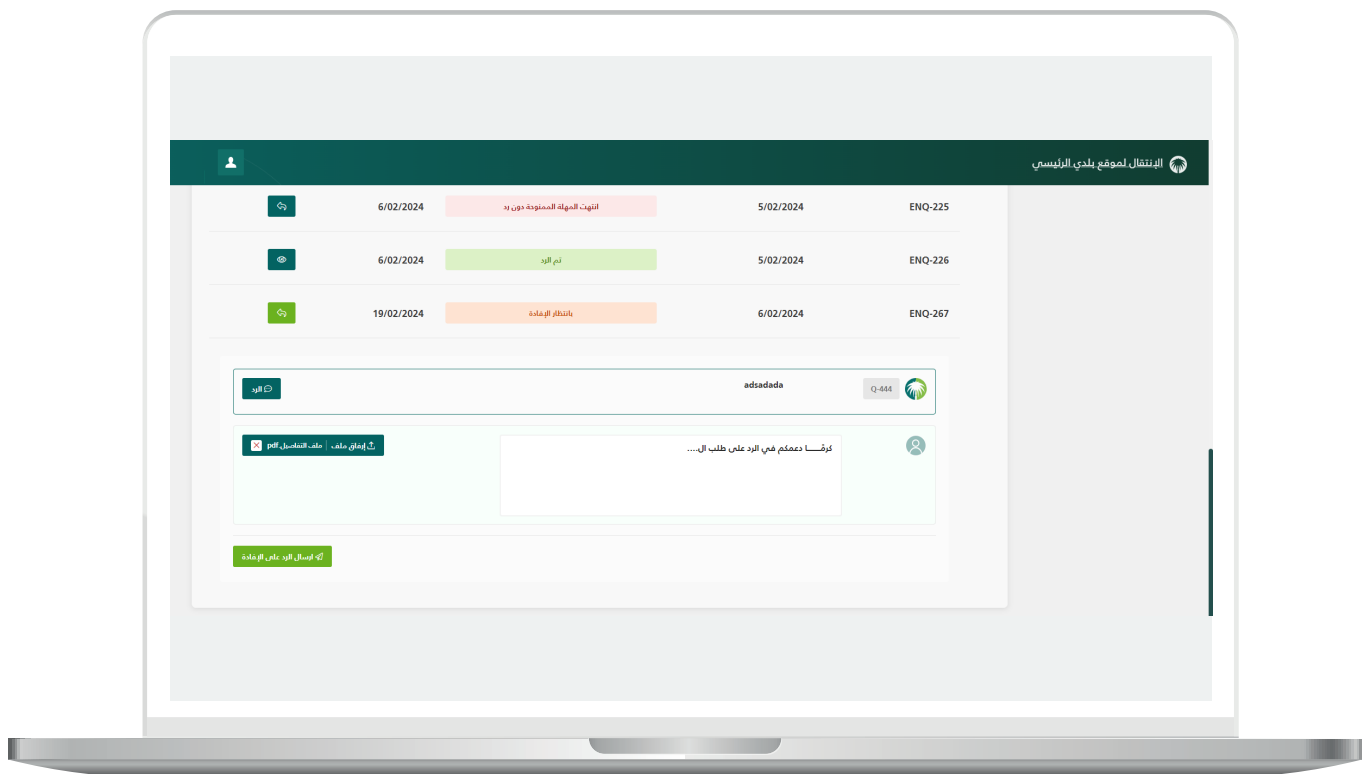
12) The first Status is (**Response Submitted**). Clicking on the details icon displays the response with an option to view the attachment using the (**View File**) button.



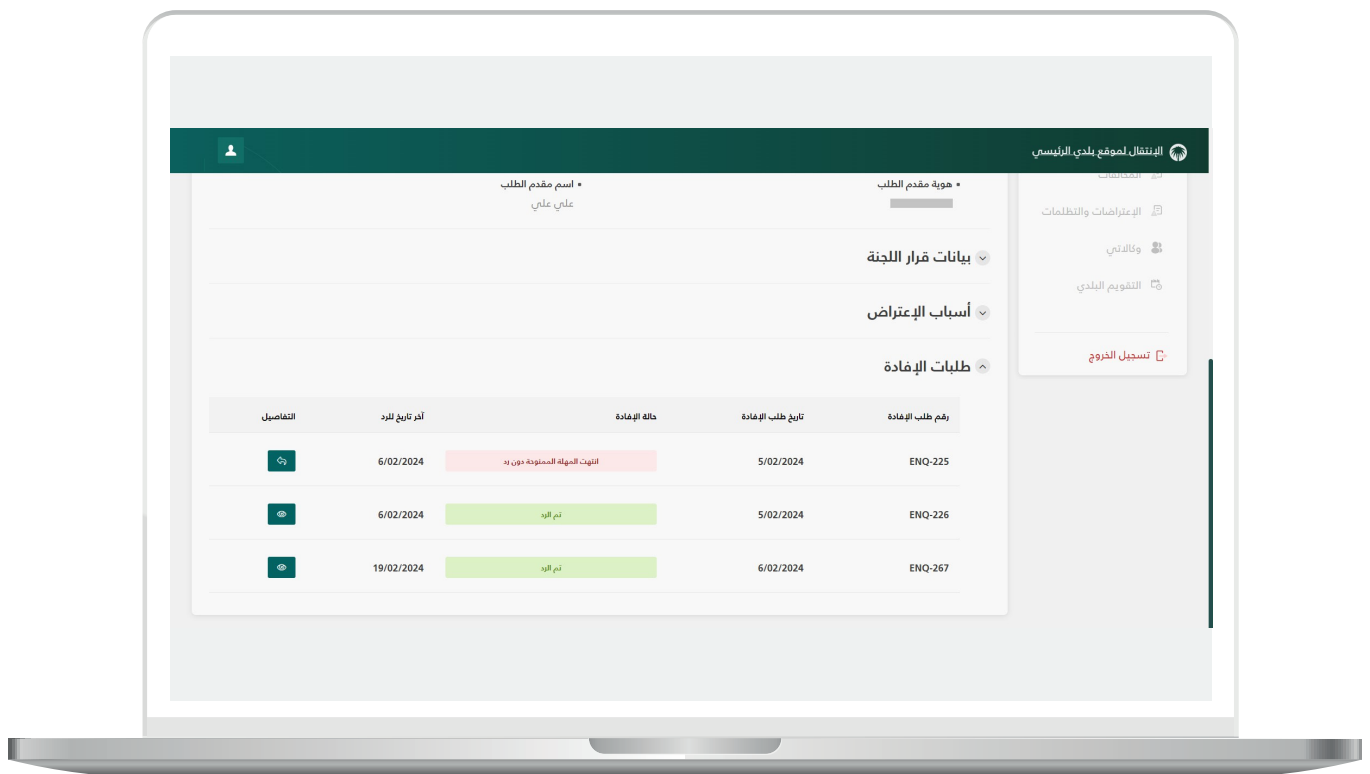
13) The third Status is **(Awaiting Response)**. Clicking on the details icon allows the user to respond by clicking on the **(Reply)** button.



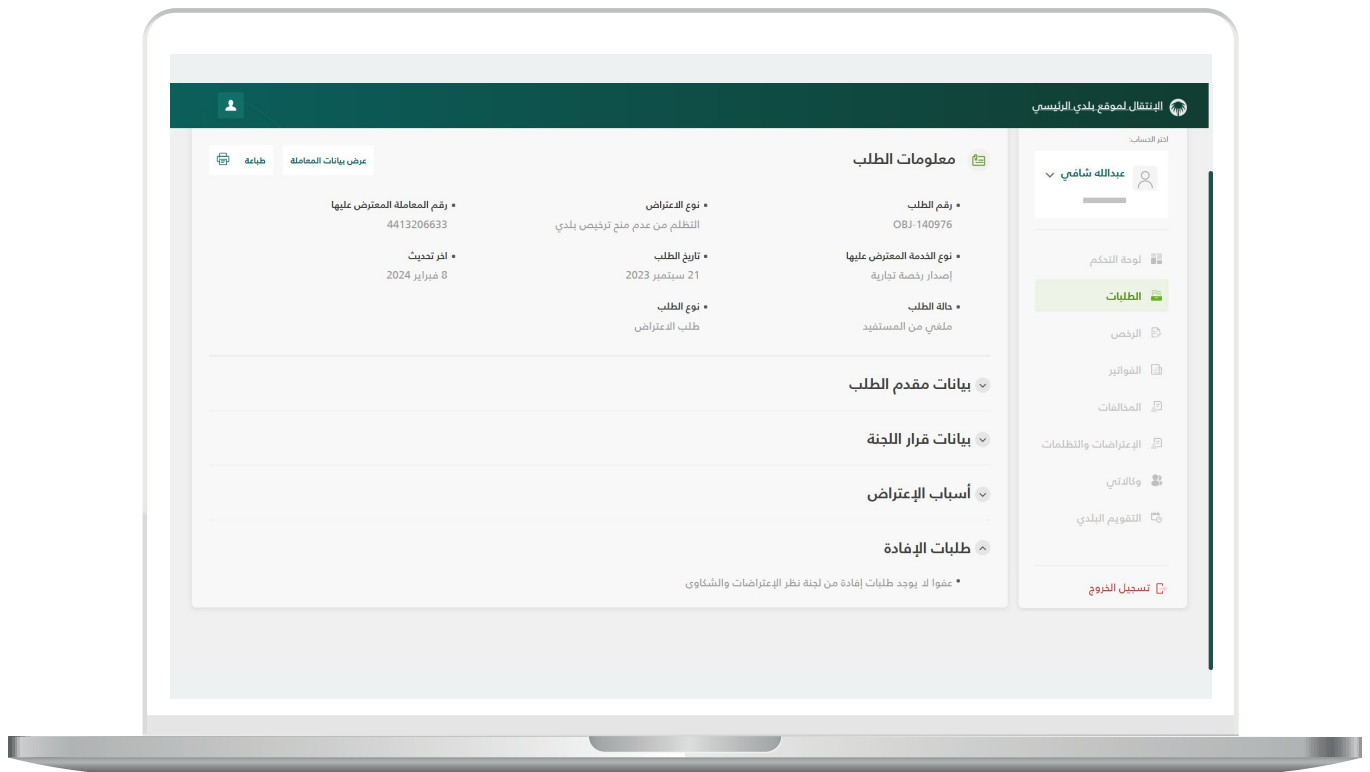
14) The user then enters a response in the empty field and clicks on **(Submit Clarification Response)** with the option to attach a file using the **(Attach File)** button.



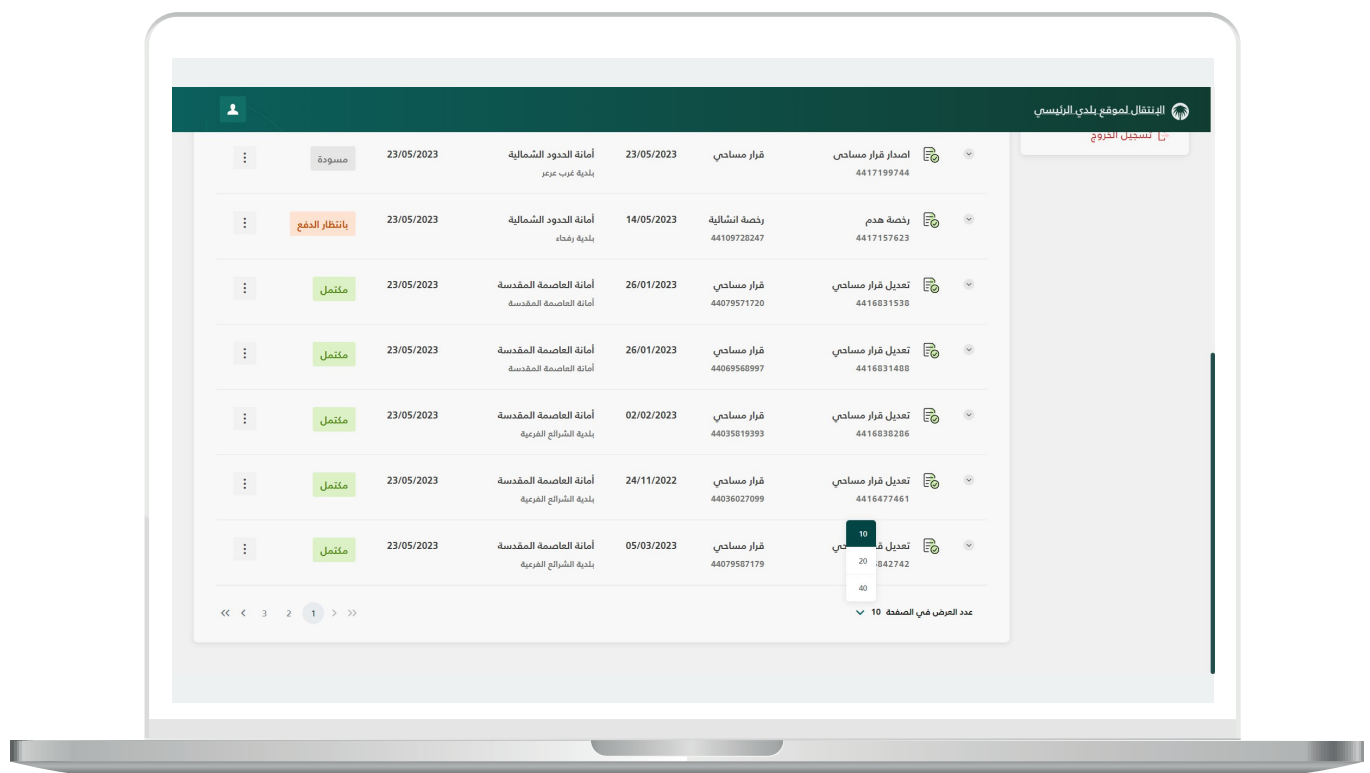
15) The clarification request status then updates to **(Response Submitted)**.



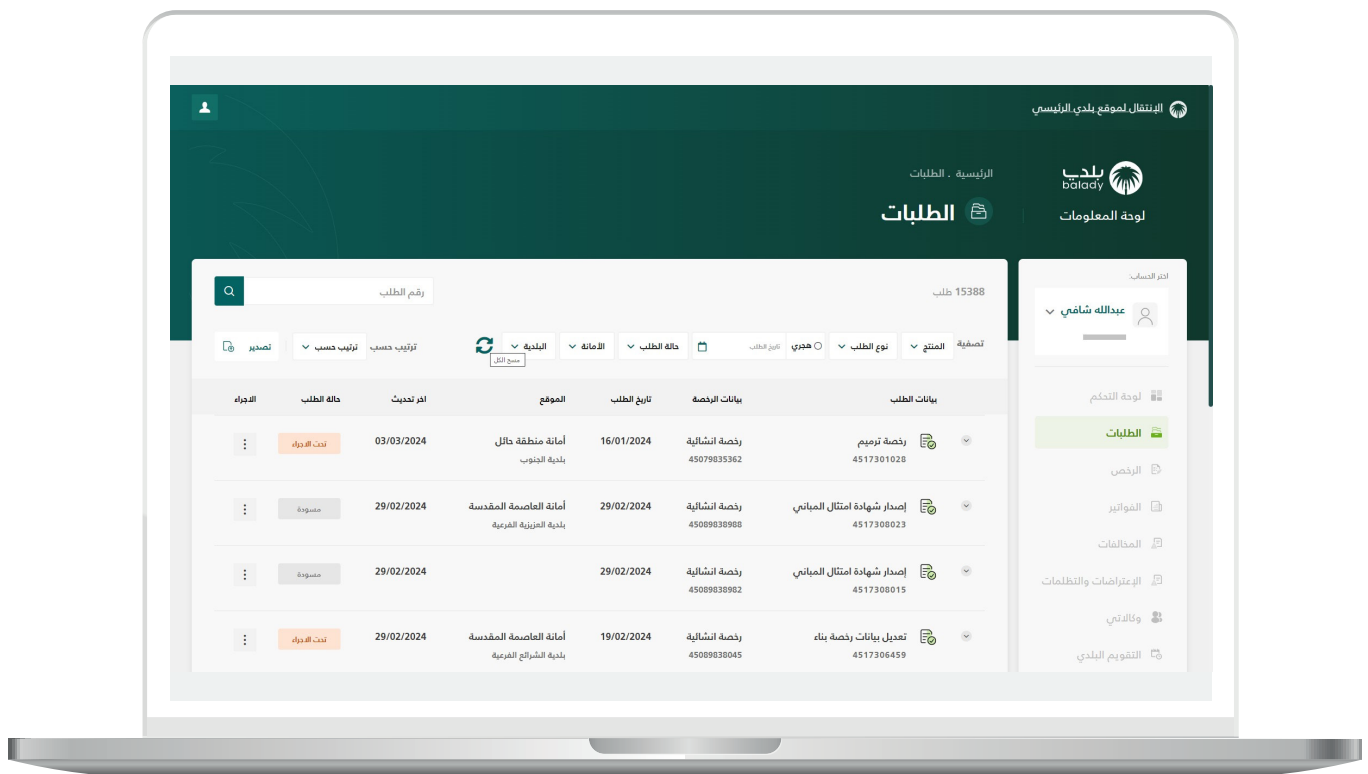
16) If no clarification requests are present, the following message appears in the **(Clarification Requests)** section.



17) Users can adjust the number of displayed results per Page with options (10, 20, 40).

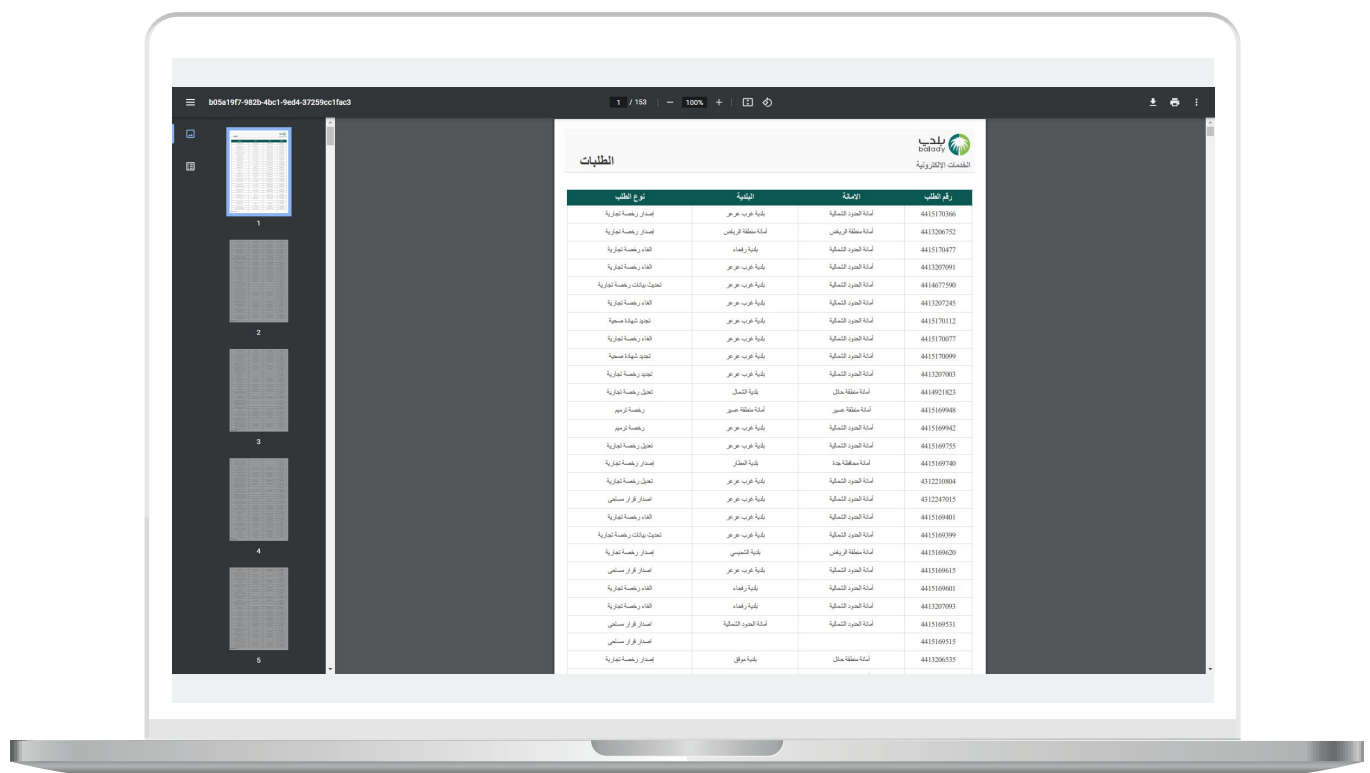


18) Users can reset Search Filters by clicking on the circular arrow icon (Clear All).

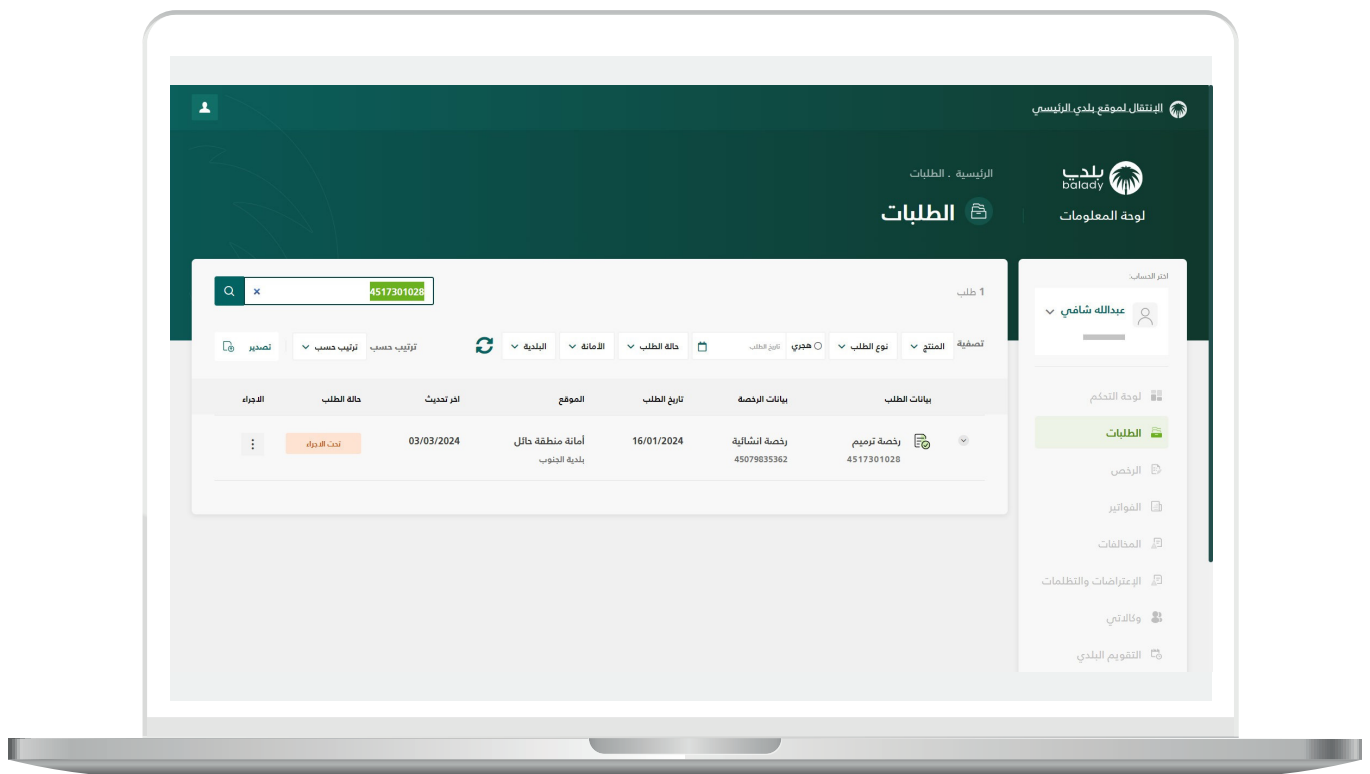




19) Clicking on the **(Export)** button displays the results, as shown in the following figure.

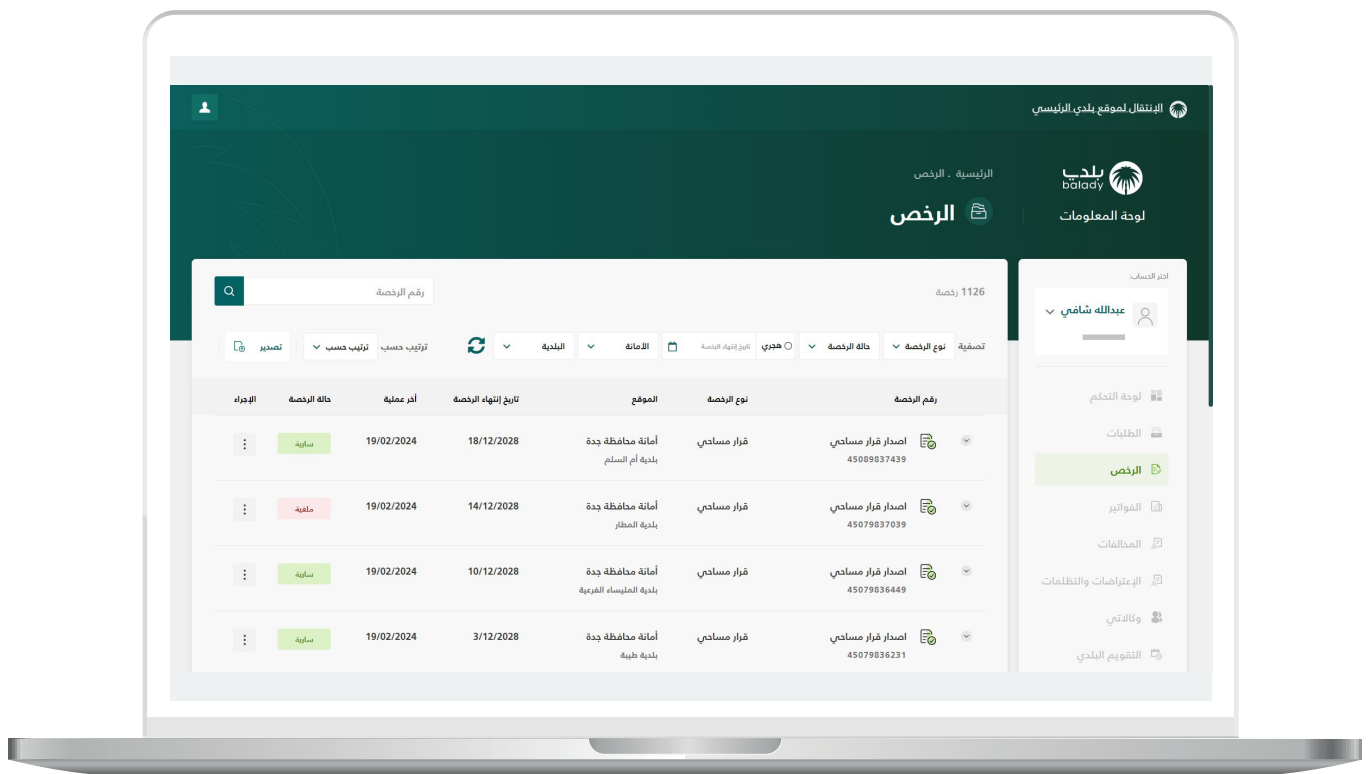


20) Entering the Request Number in the search field and clicking on the magnifying glass icon displays the search result, if available.

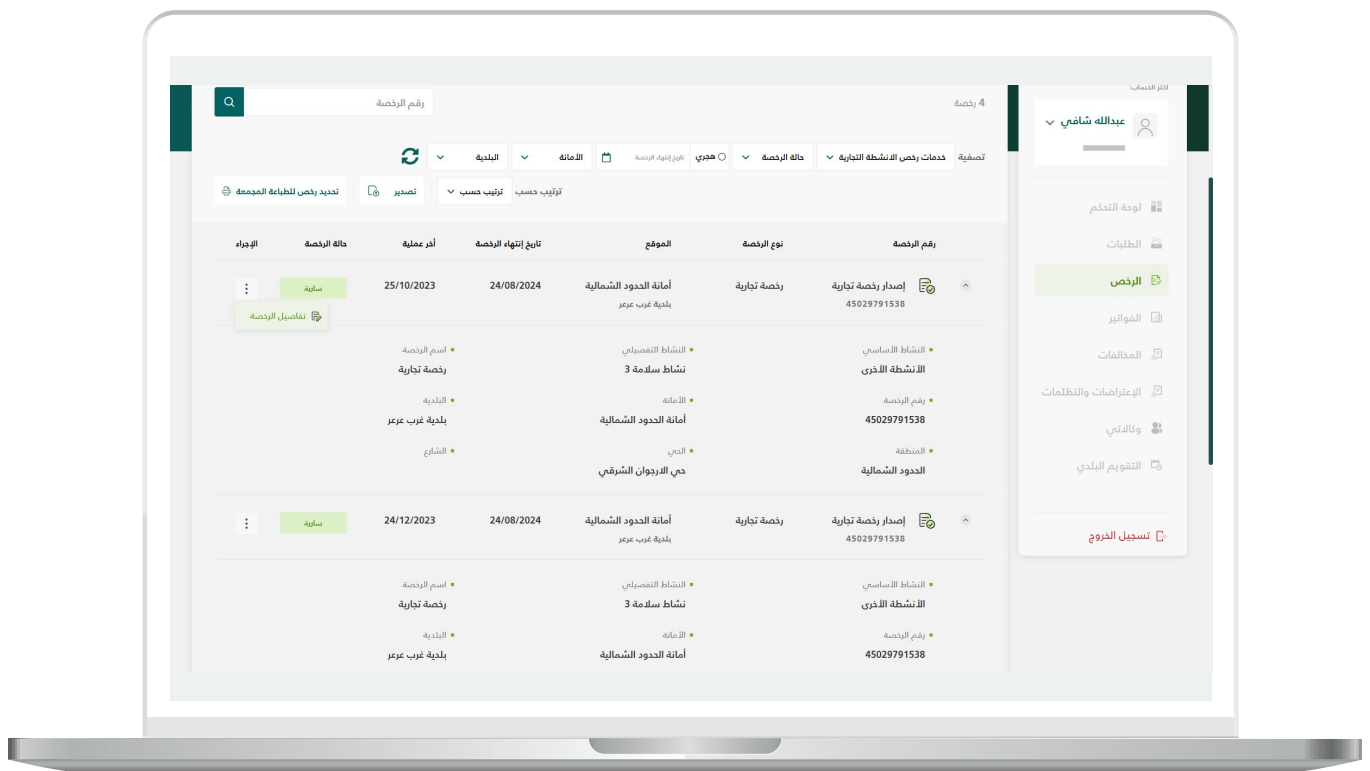


## Licenses

1) In the (Licenses) section, users can perform various actions as follows.

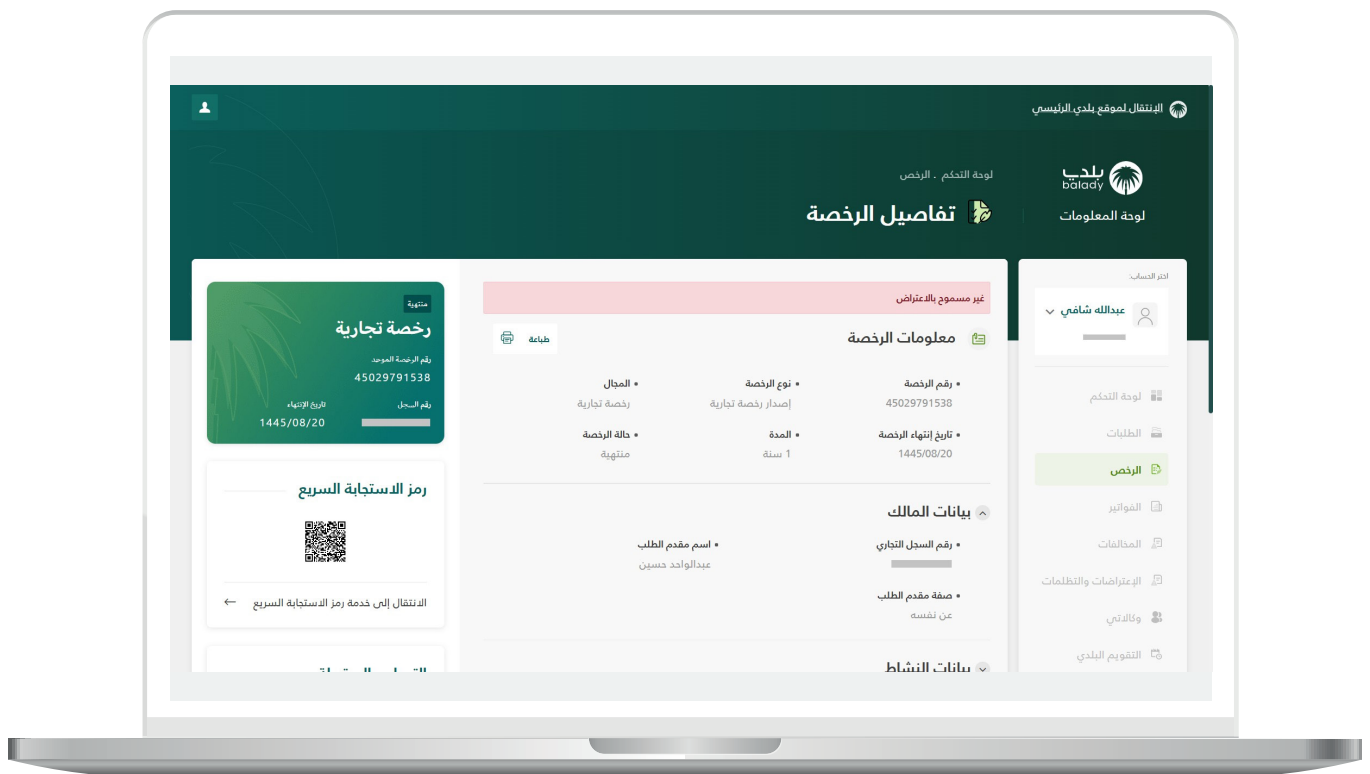


2) Clicking on the arrow will display the license details. After clicking on the three vertical dots in the **(Actions)** column, the **(License Details)** option will appear.

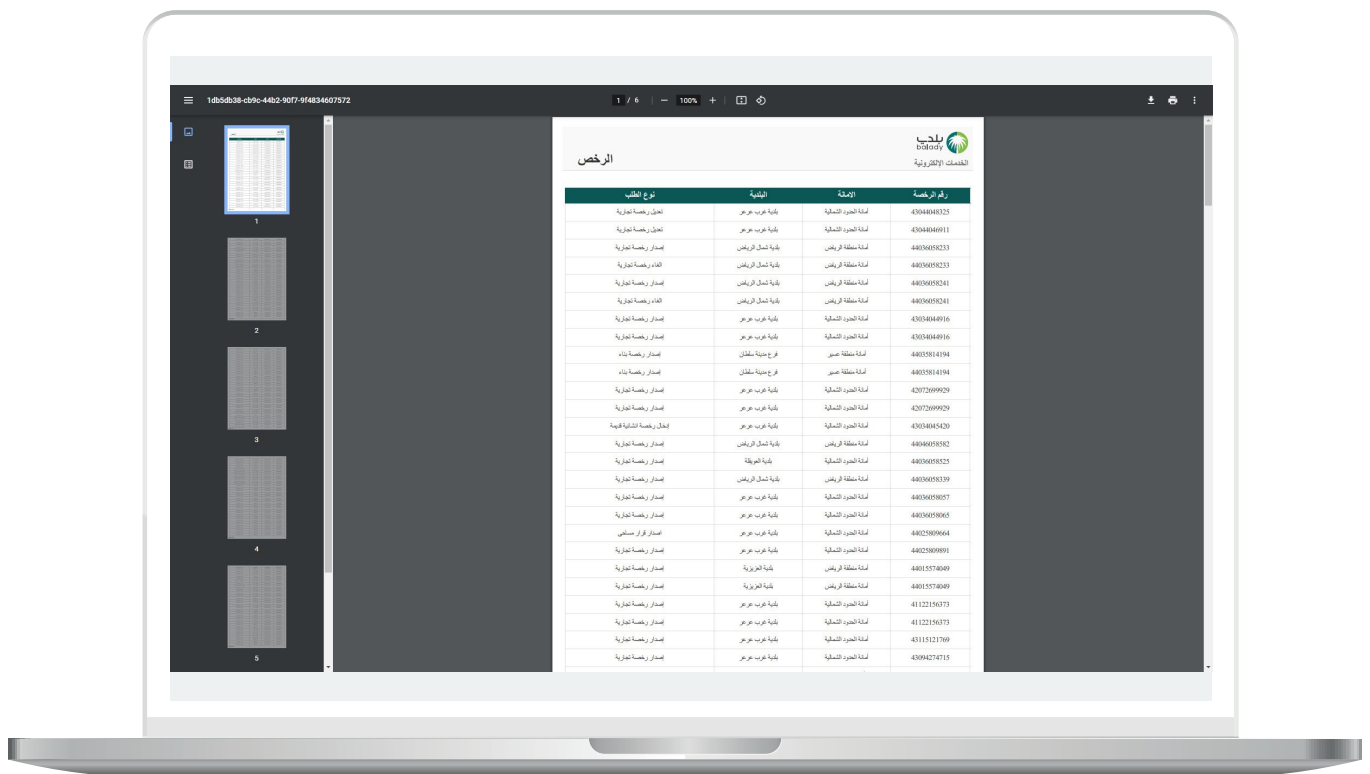


3) Selecting **(License Details)** will display detailed information about the license, including **(License Information, Owner Information, Activity Information, etc.)**

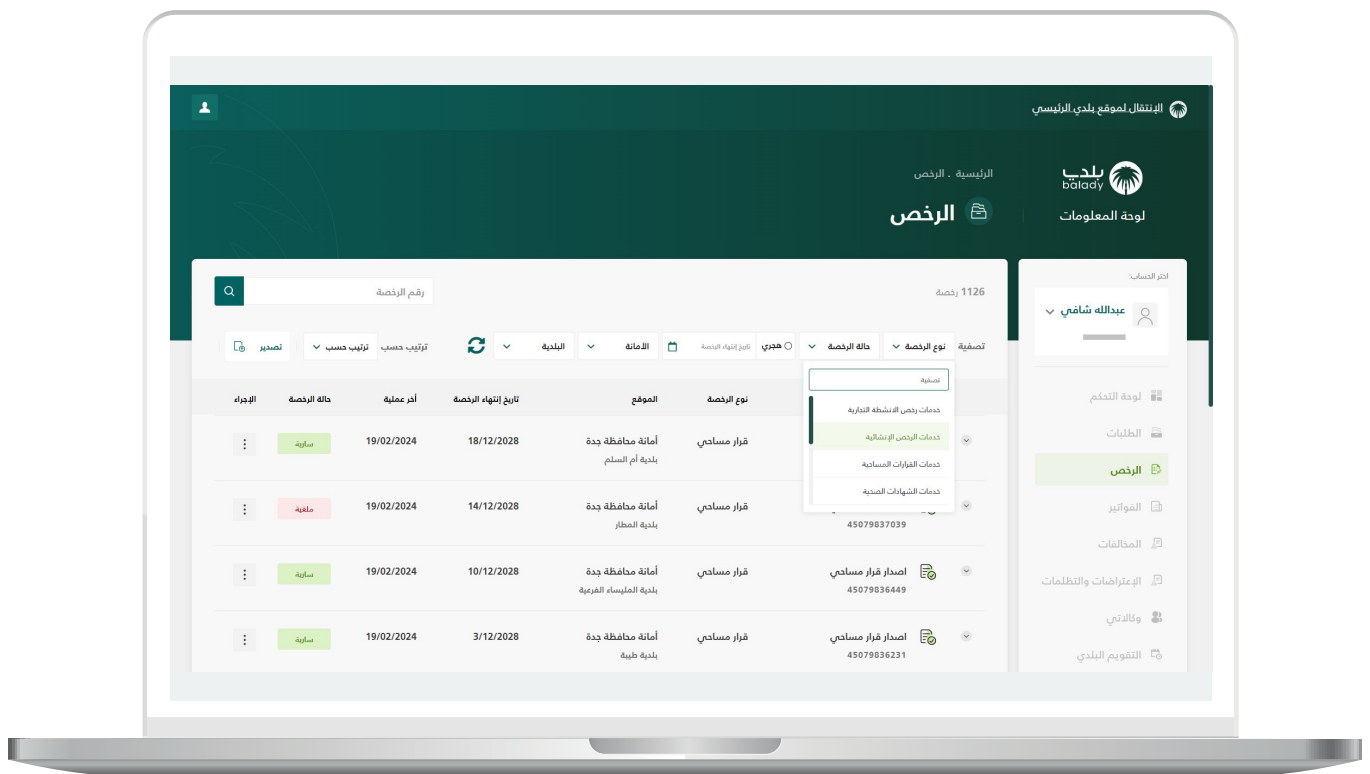
The **(License Card)** is displayed on the left side of the screen.



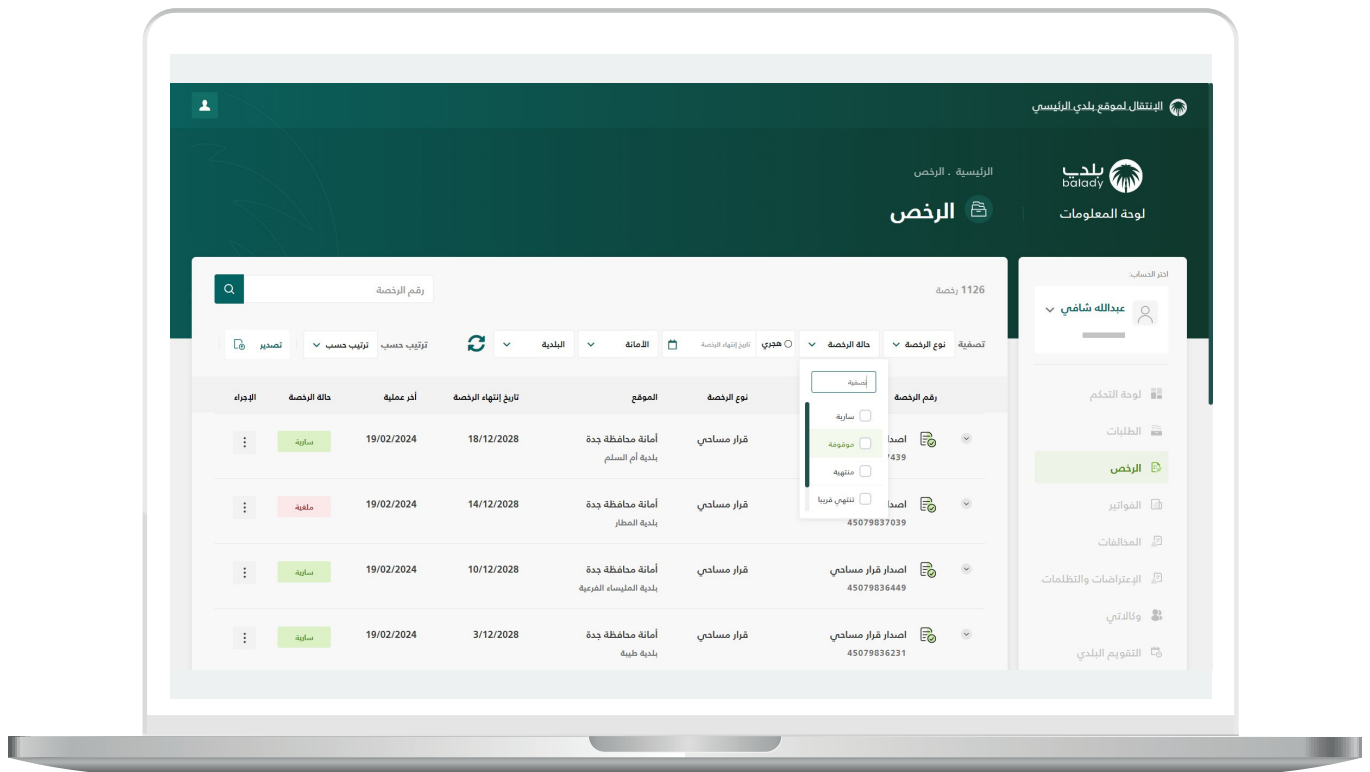
4) Clicking on the **(Export)** button displays the results, as shown in the following figure.



## 5) Users can filter results by (License Type).

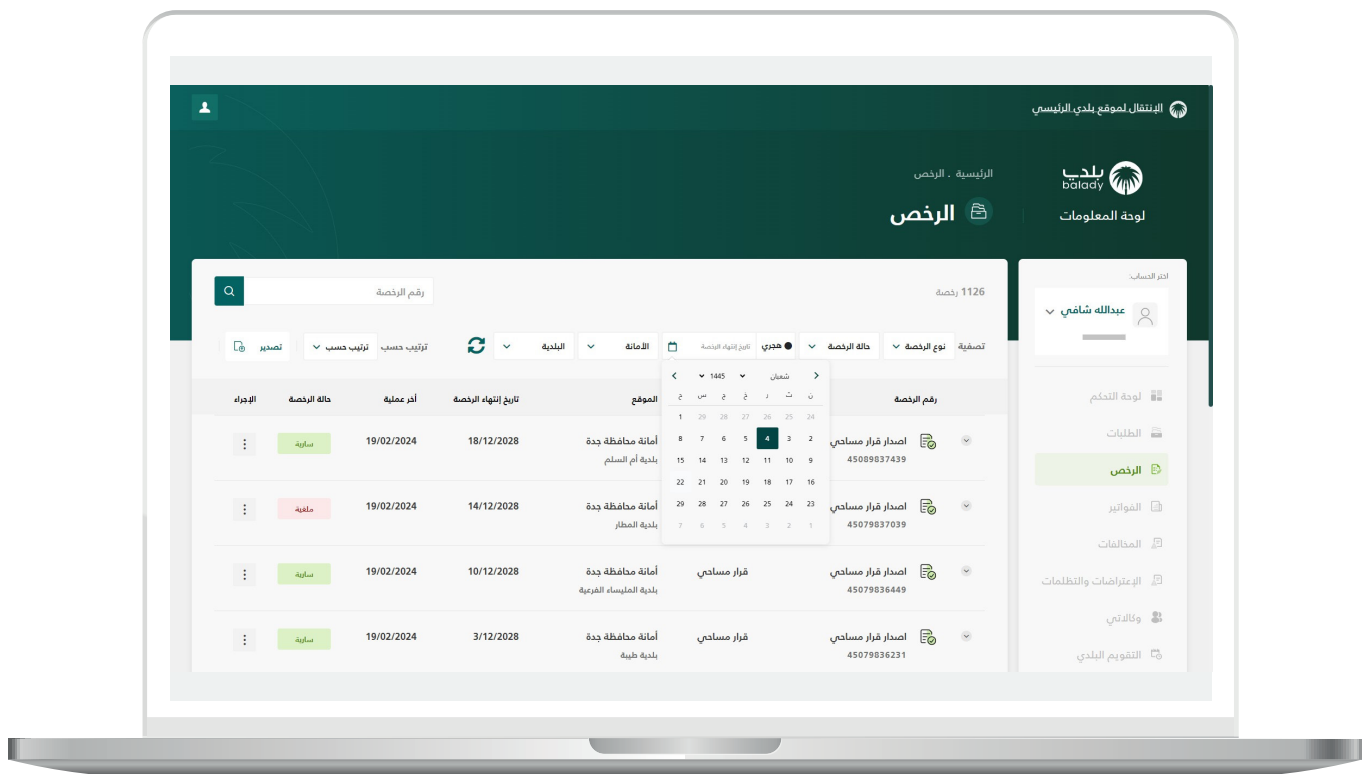


## 6) Users can filter results by (License Status).

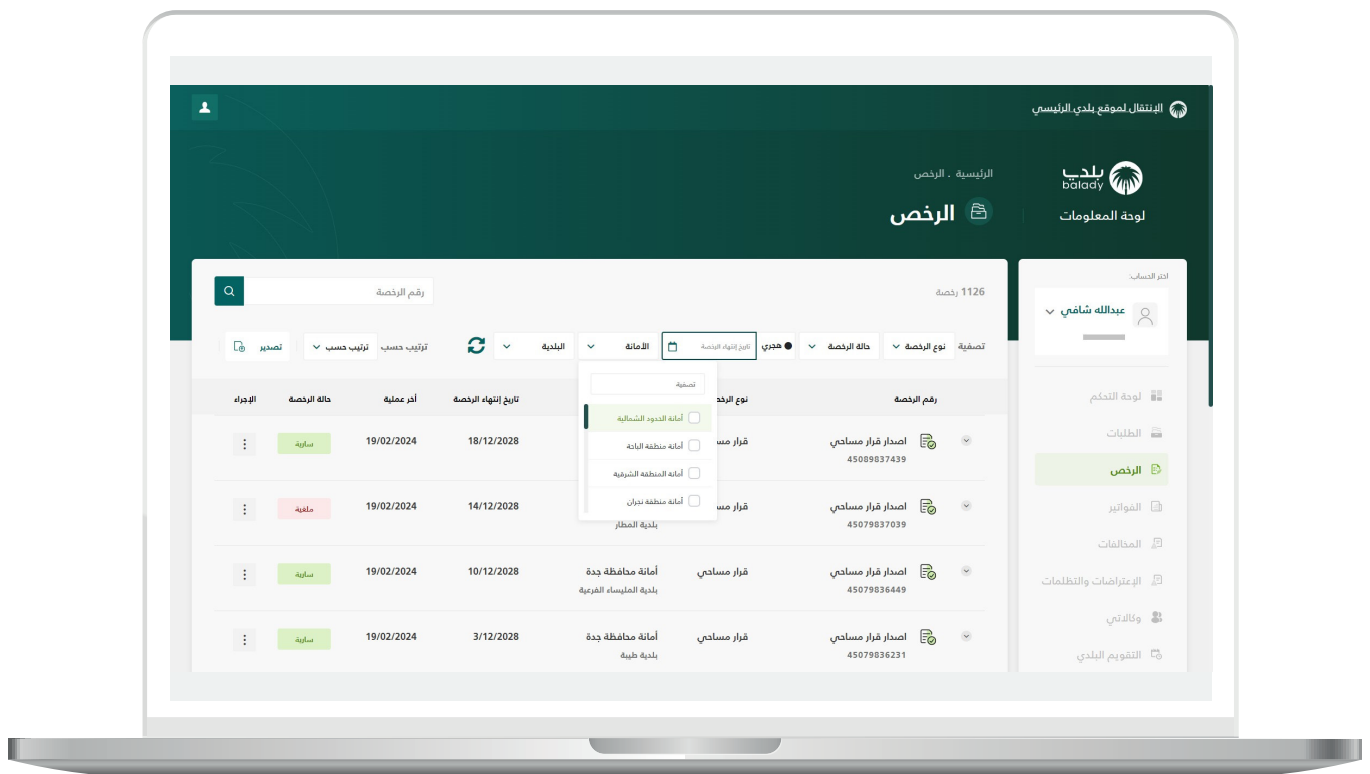




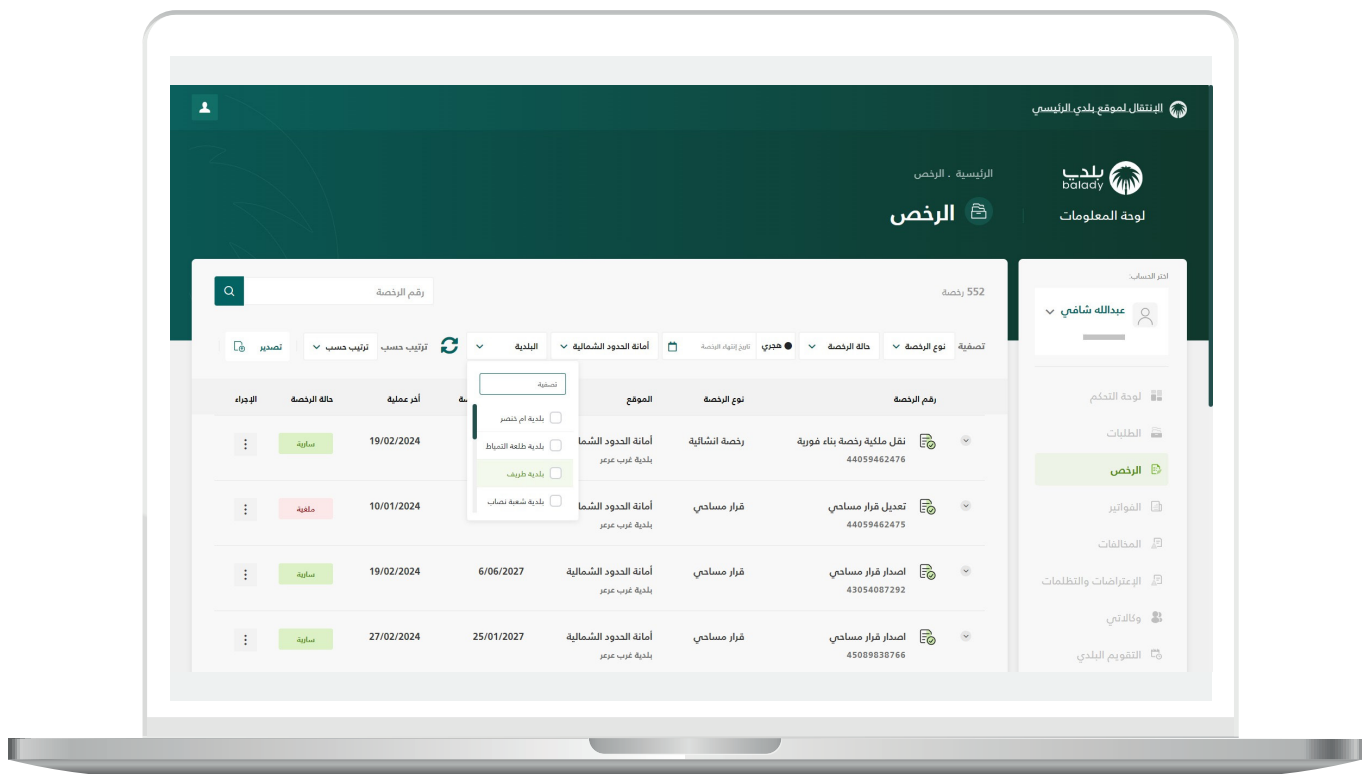
7) Users can filter results by (License Expiry Date) with the option to select the calendar type (Gregorian, Hijri).



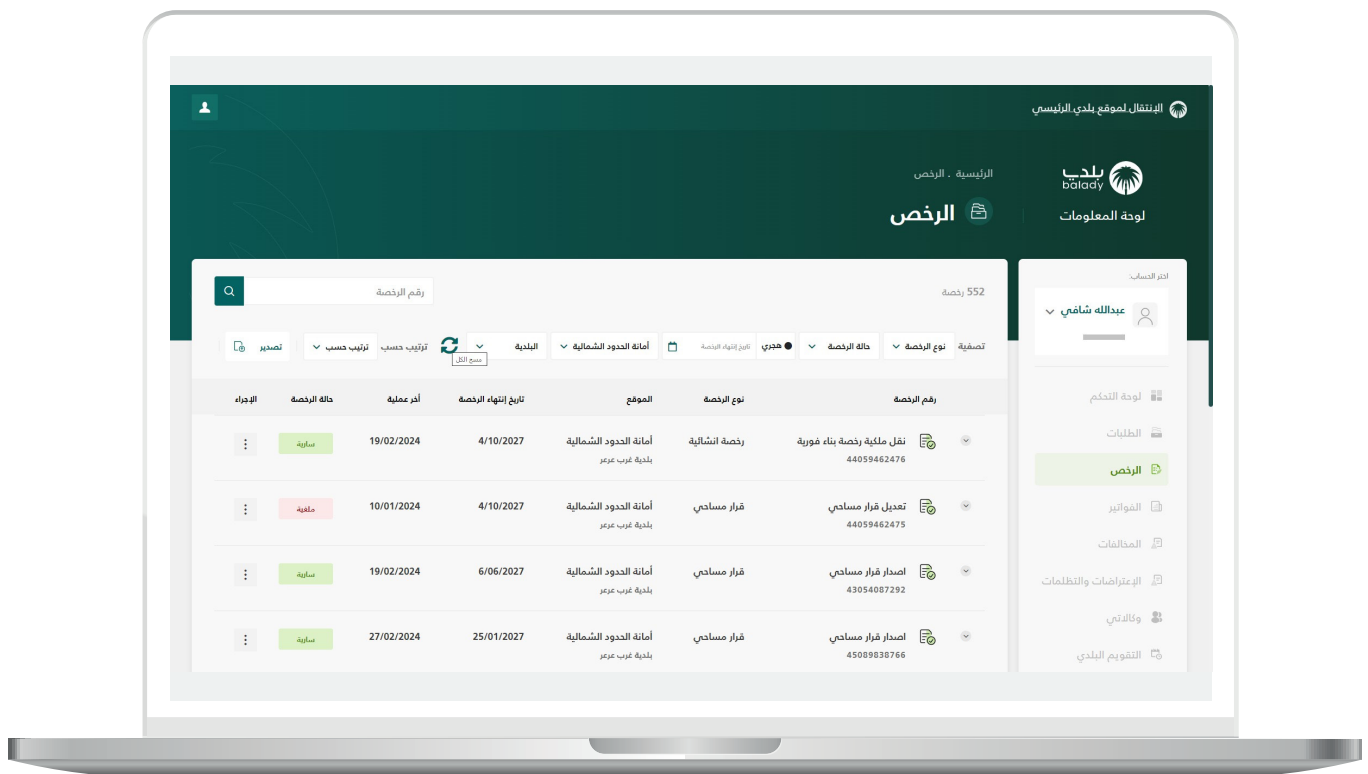
## 8) Users can filter results by (Municipality).



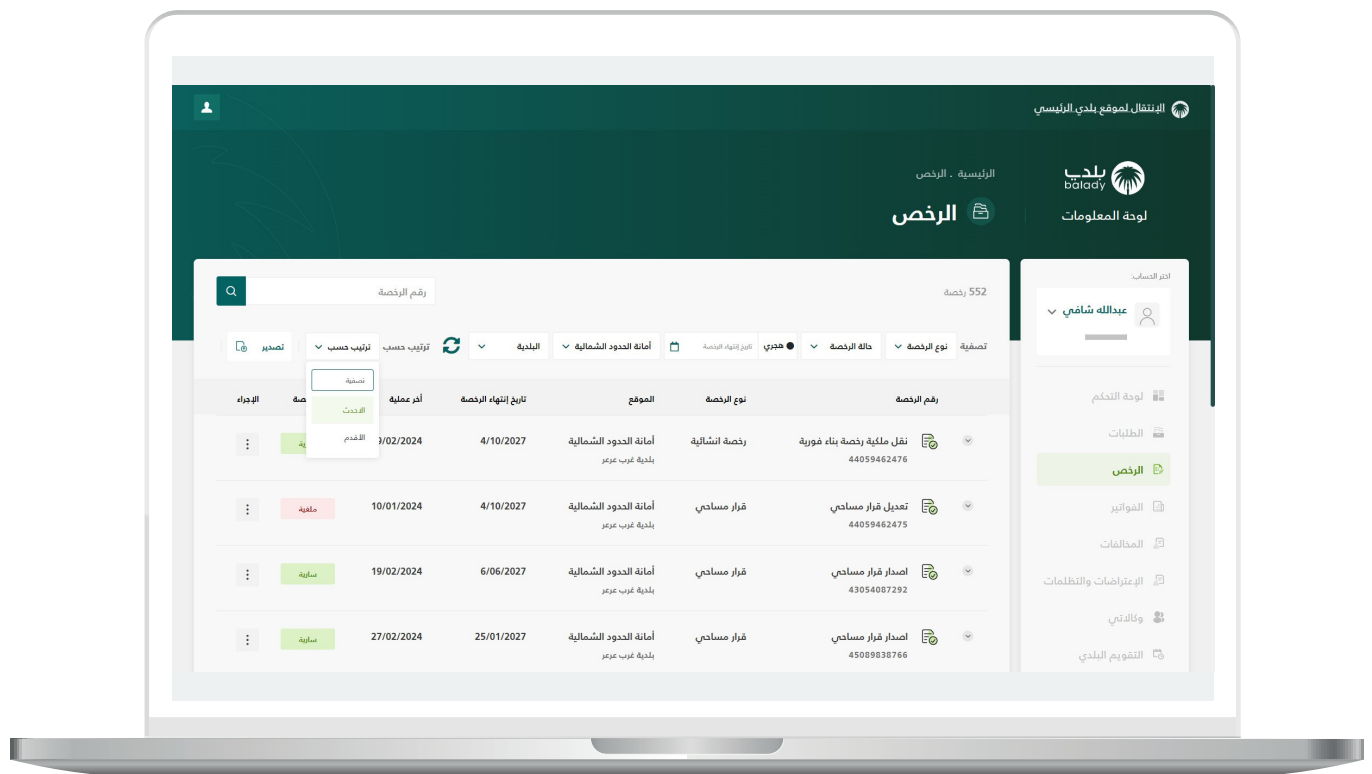
## 9) Users can filter results by (Secretariat).



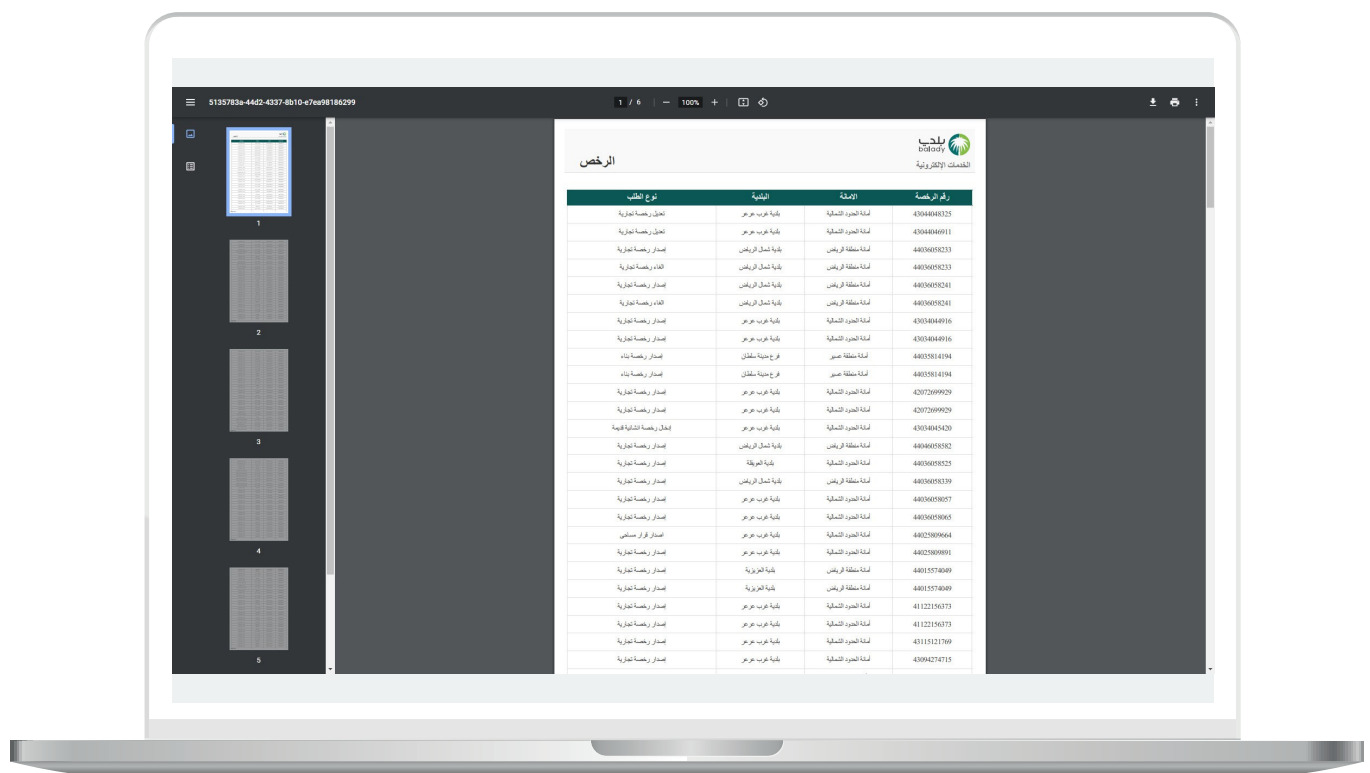
10) Users can reset Search Filters by clicking on the circular arrow icon (Clear All).



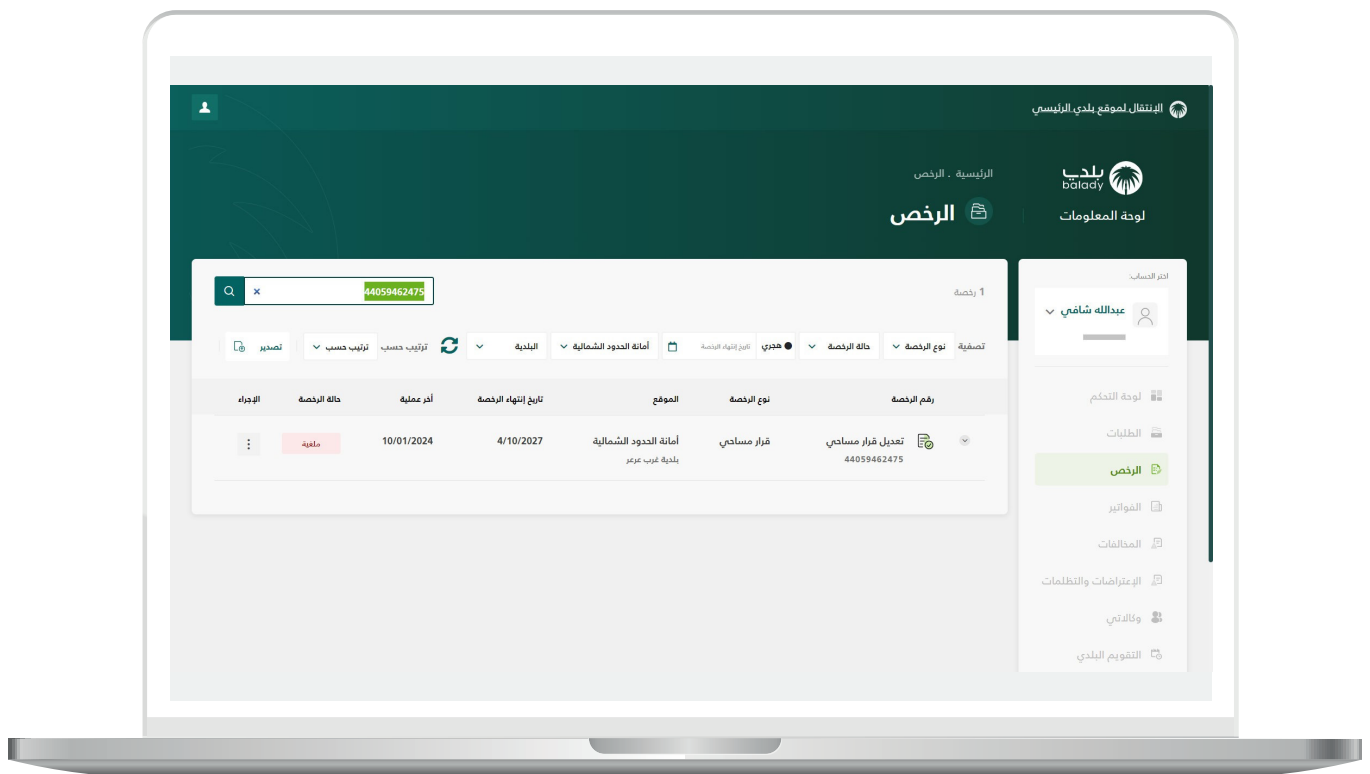
## 11) Users can sort results by (Newest, Oldest).



12) Clicking on the **(Export)** button displays the results, as shown in the following figure.

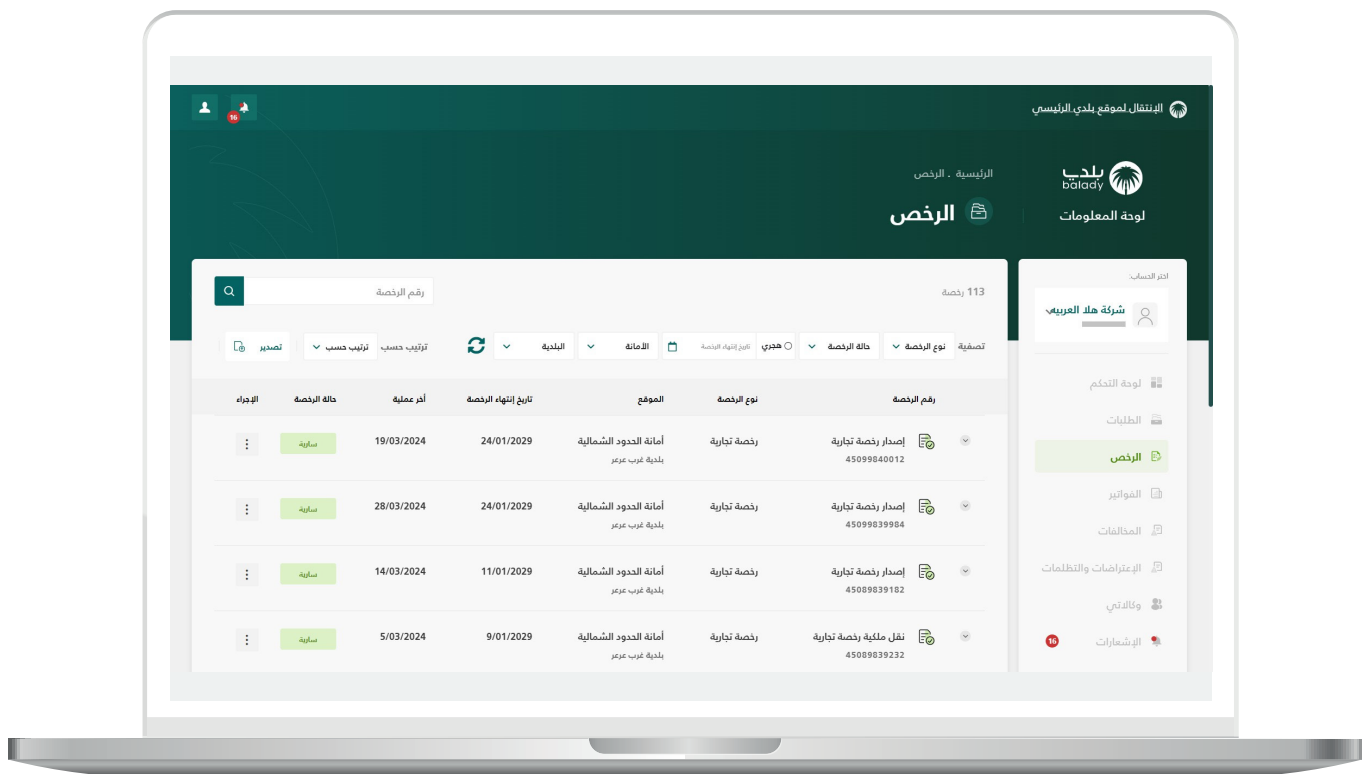


13) Entering the **(License Number)** in the designated field and clicking the magnifying glass icon will display the search result if found.



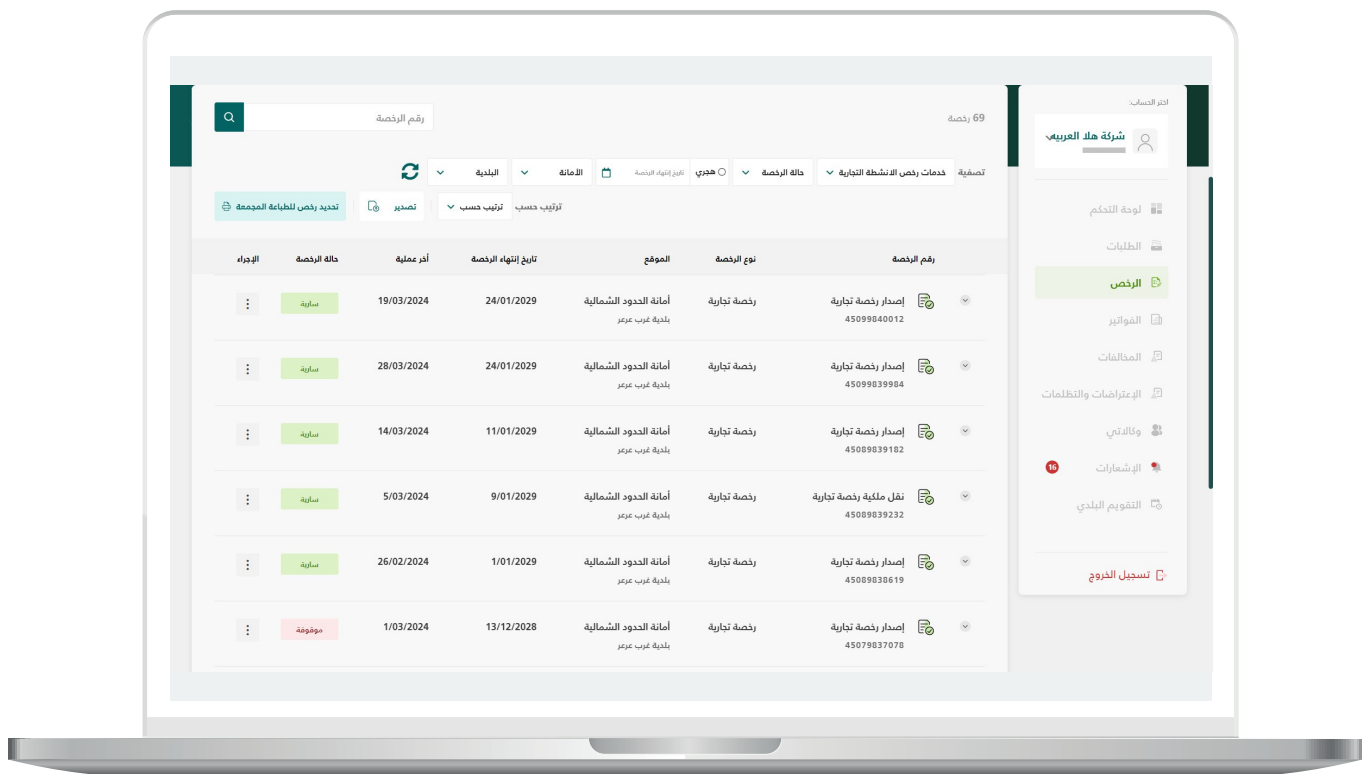
## Printing Licenses for Requests Compiled in One Profile

1) In the (Licenses) section, click on the dropdown menu (License Type).

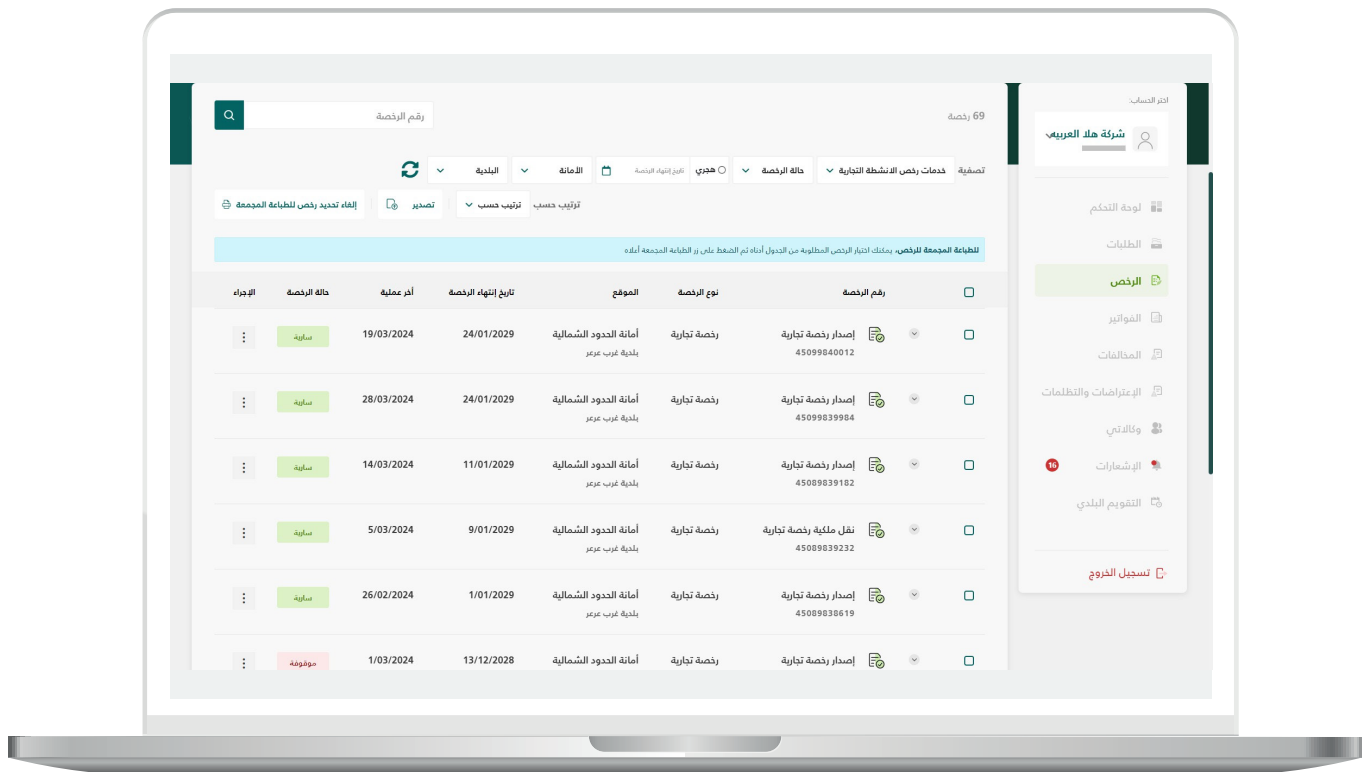




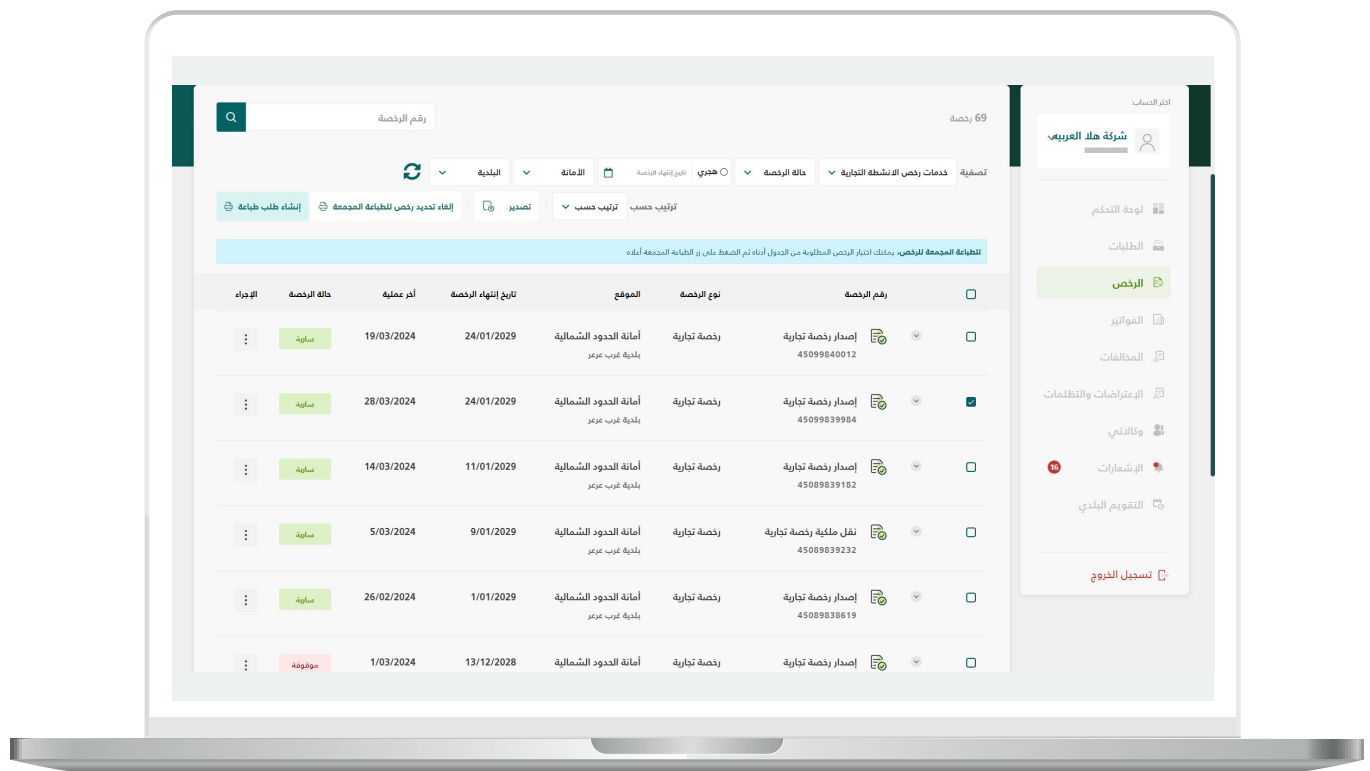
2) After selecting **(Commercial Activity License Services)**, a new button labeled **(Select Licenses for Batch Printing)** will appear.



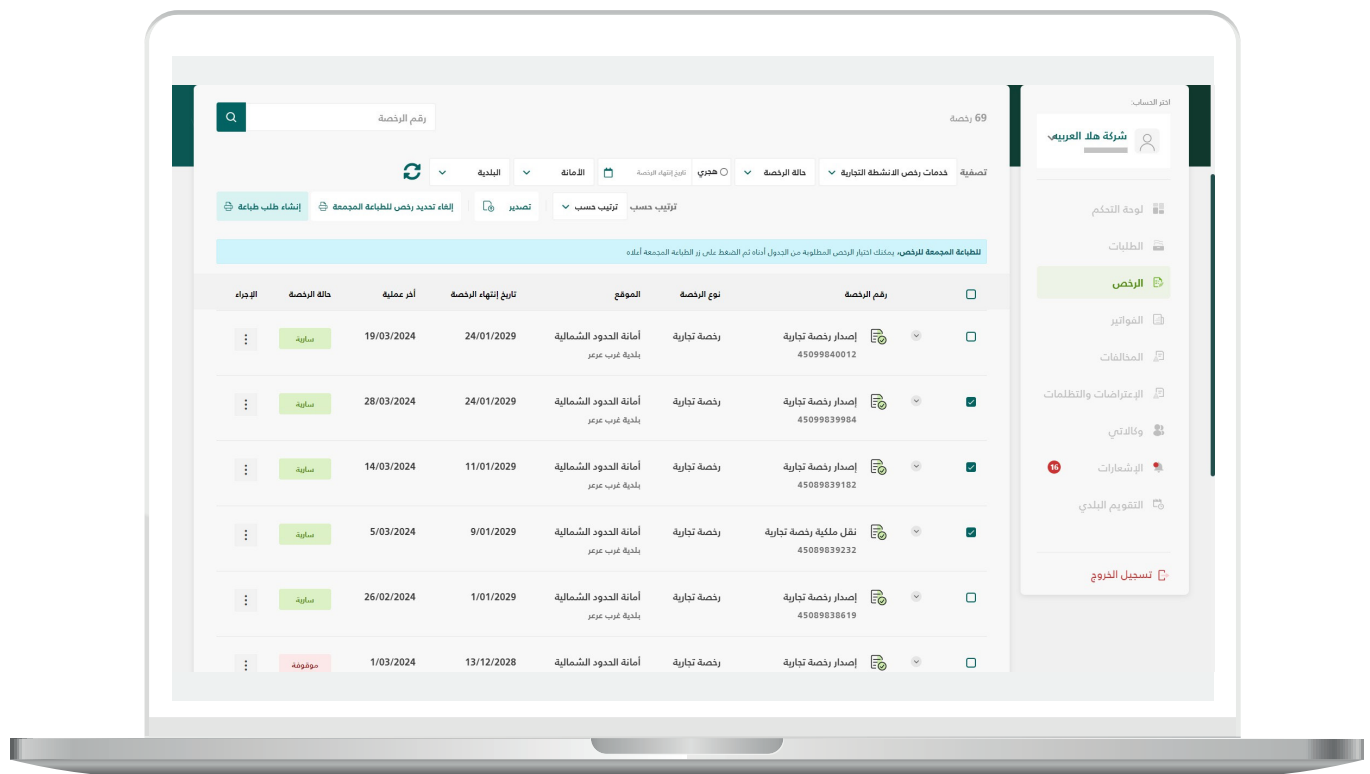
3) Clicking on **(Select Licenses for Batch Printing)** allows the user to choose one or more licenses for printing using the checkbox next to each license.



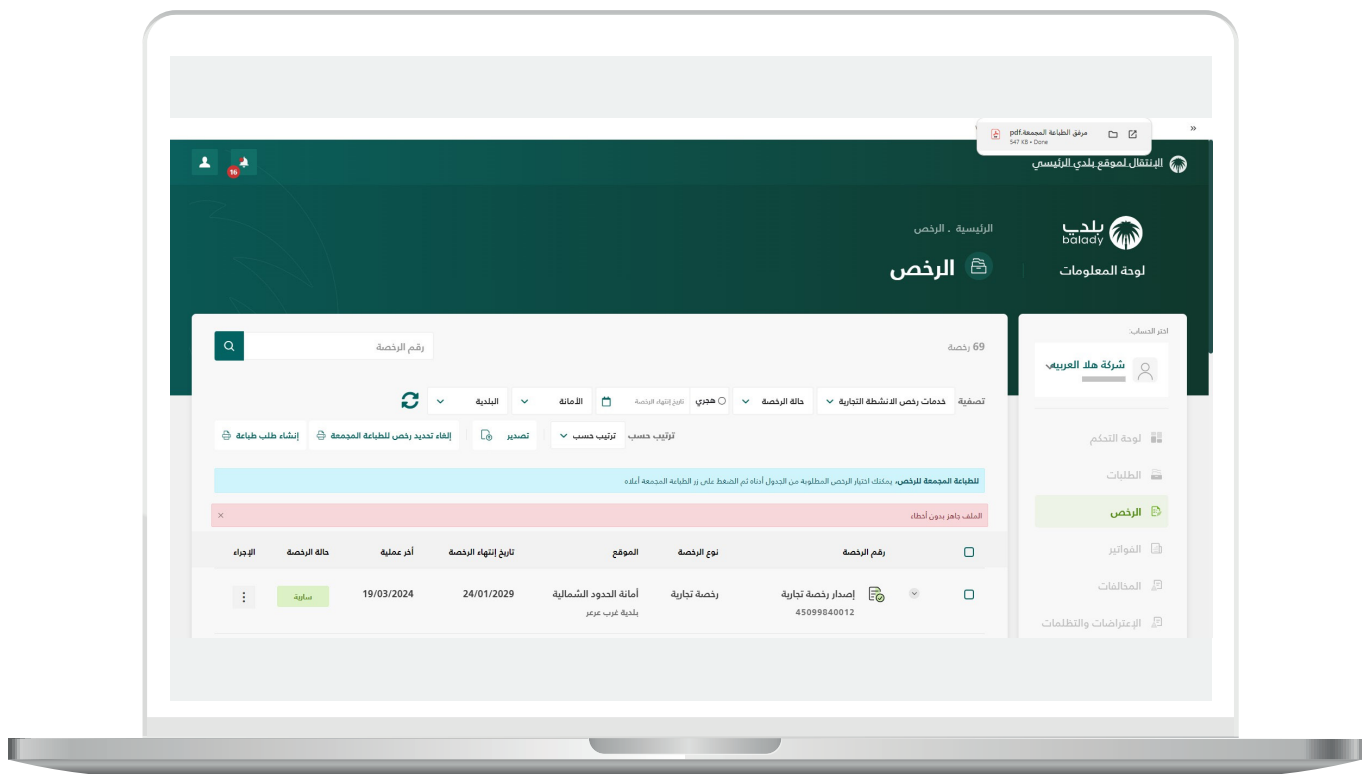
4) After selecting one or more licenses, a new button labeled **(Generate Print Request)** will appear.



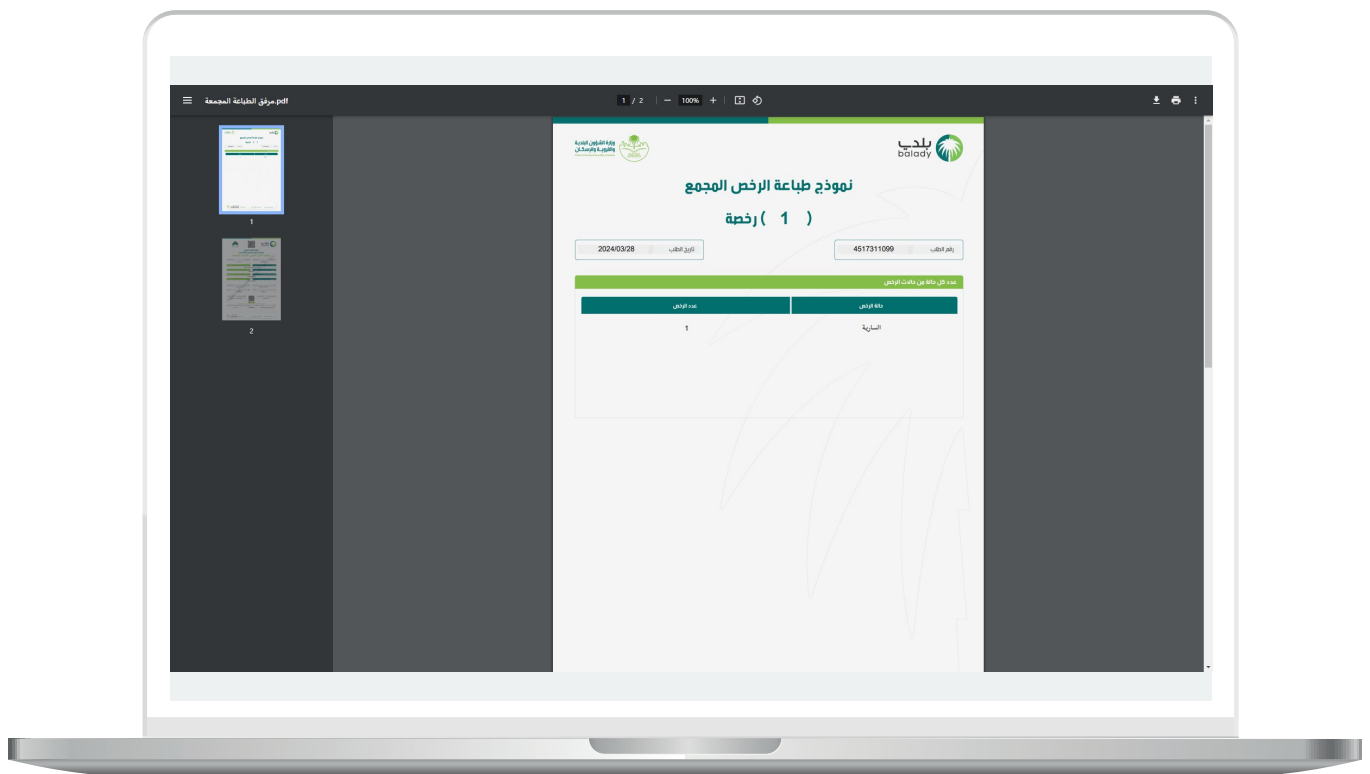
## 5) Multiple licenses can be selected for printing together.



6) Clicking on **(Generate Print Request)** downloads the batch print file, as shown below.



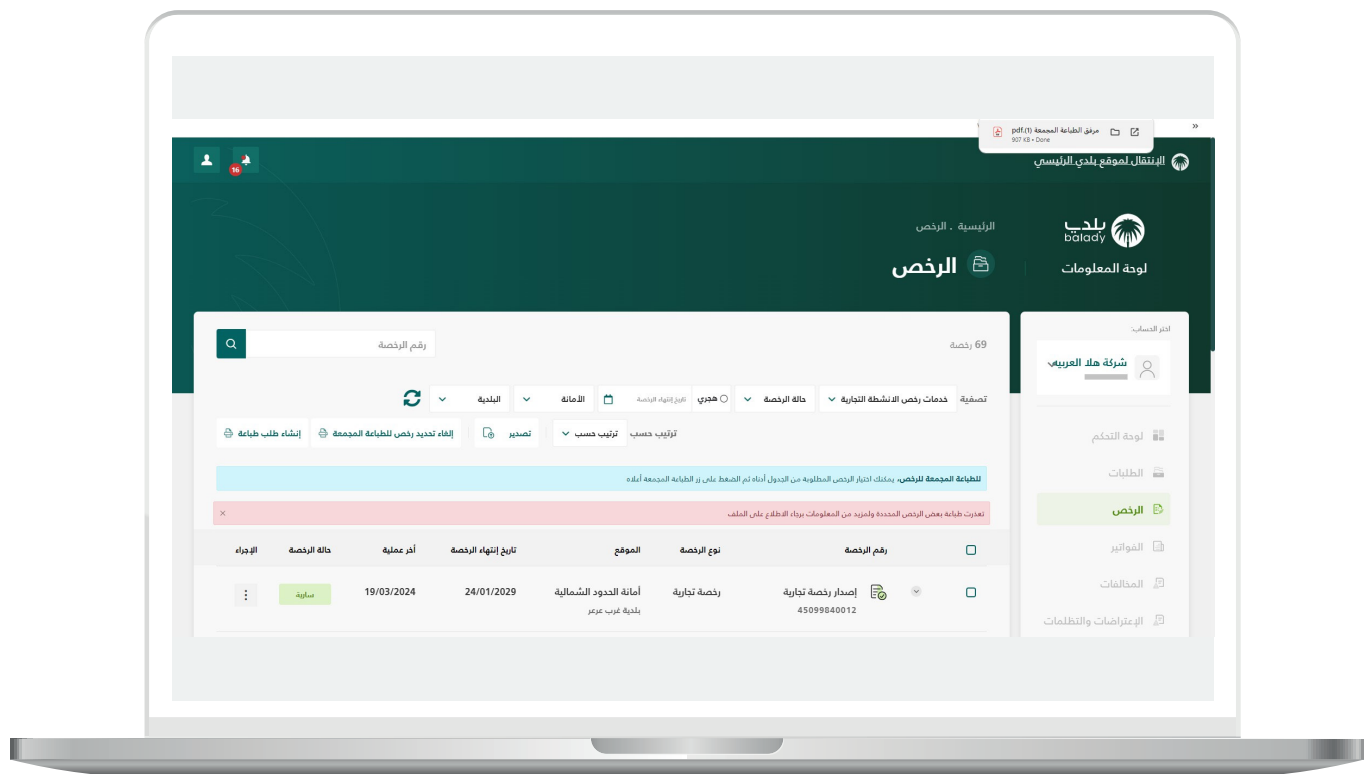
7) After opening the file, the first page will display the total number of printed licenses.



## 8) The second page.

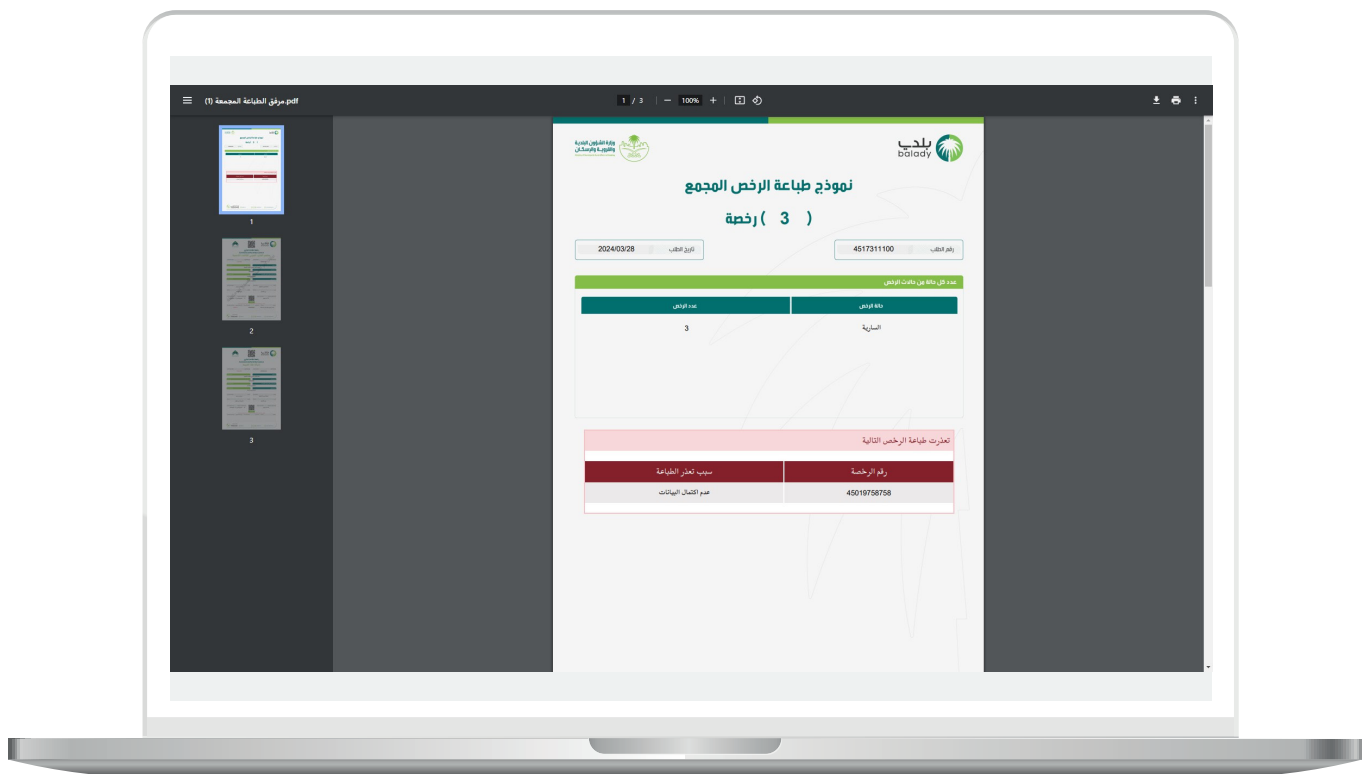


## 9) Another example of printing multiple licenses in one batch.

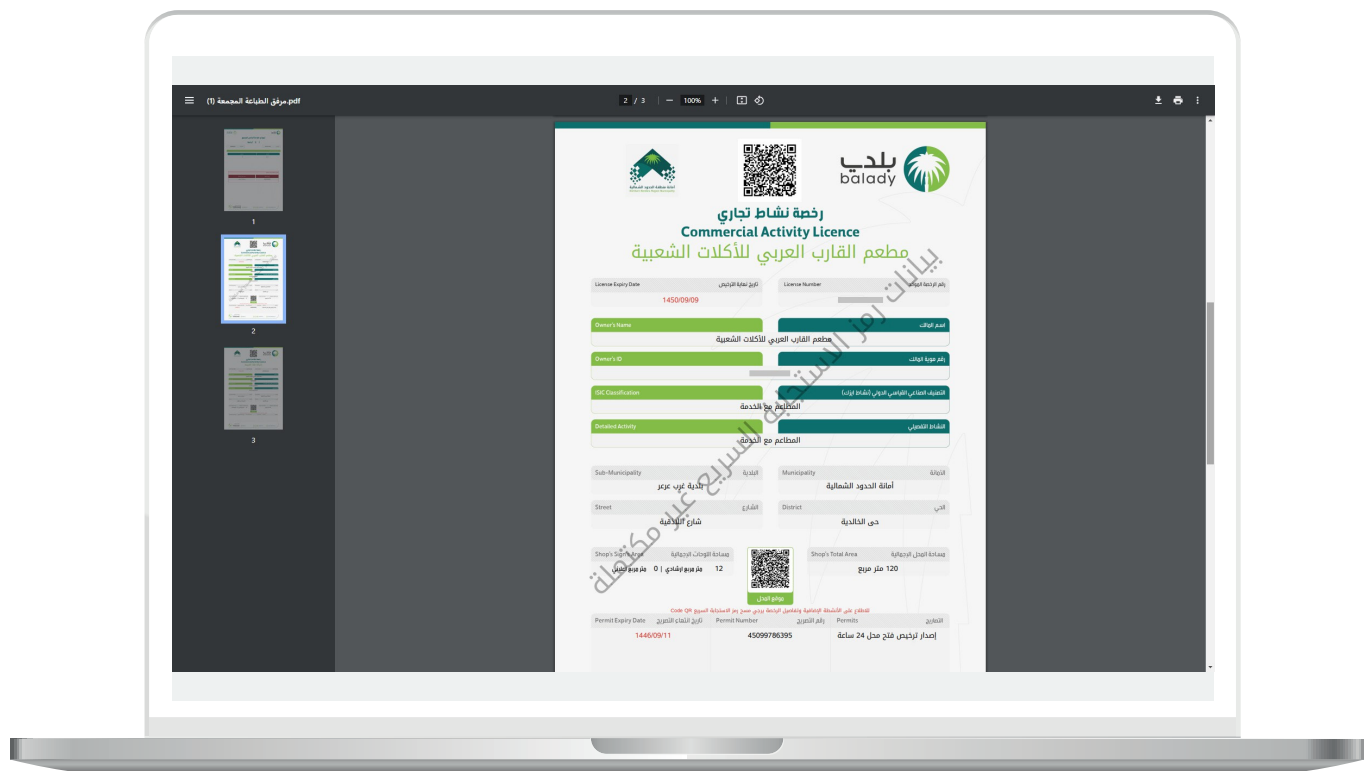




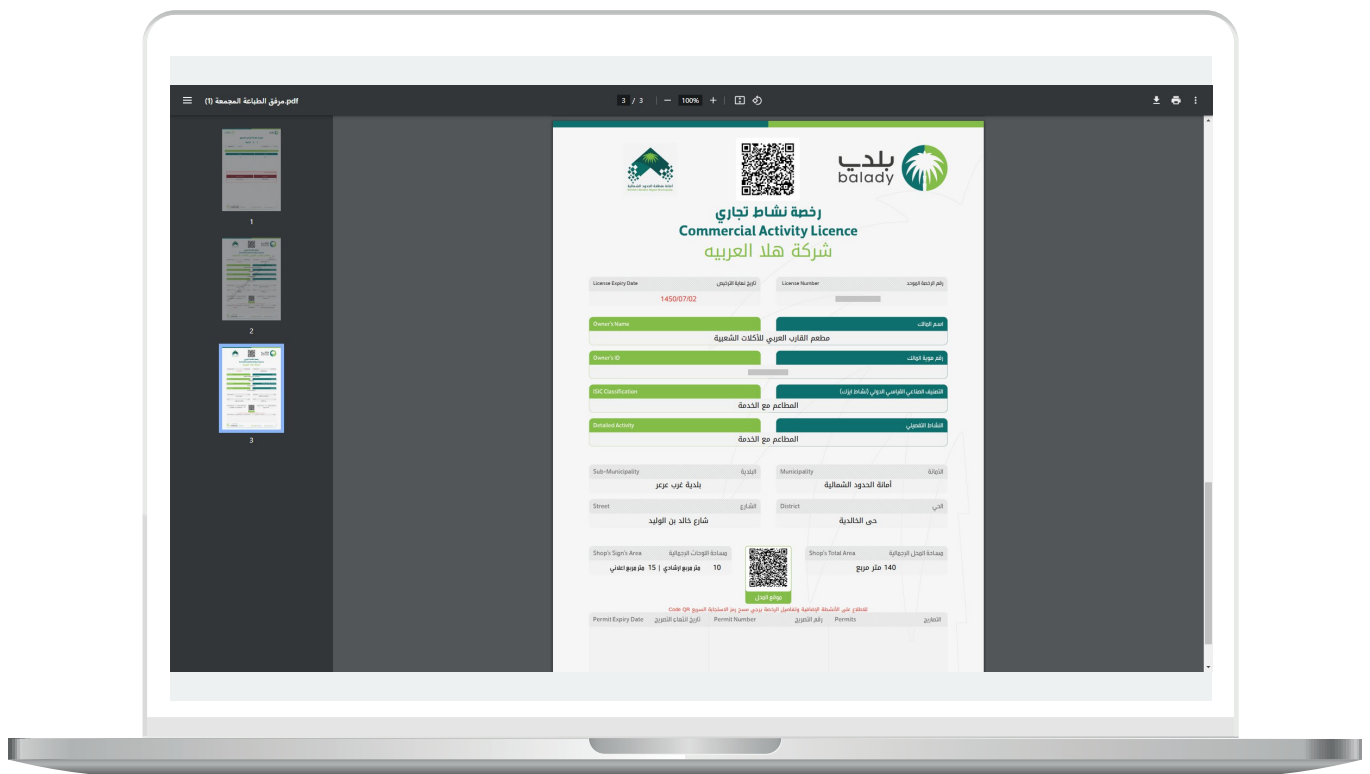
10) If certain licenses fail to print, a notification message will appear stating **(The following licenses could not be printed)** along with a list of unprinted licenses.



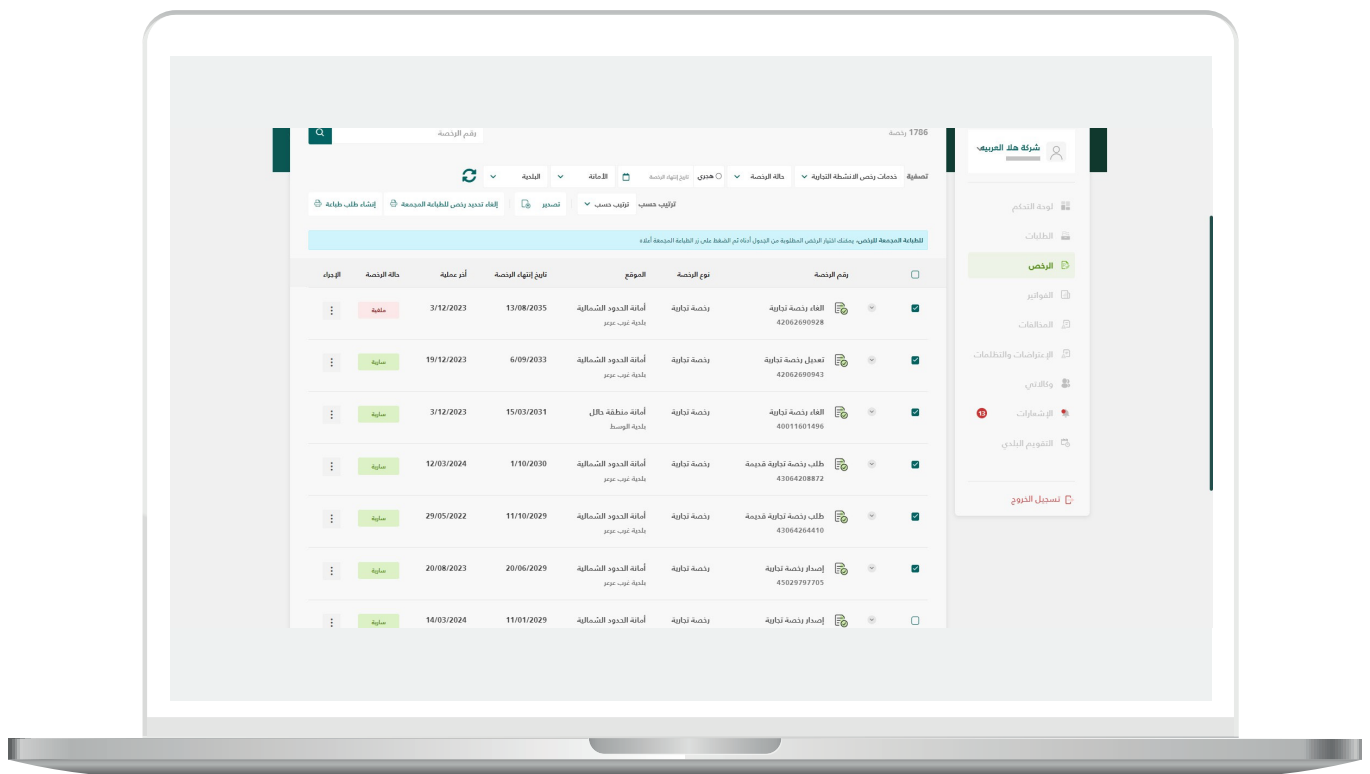
## 11) The first page.



## 12) The second page.

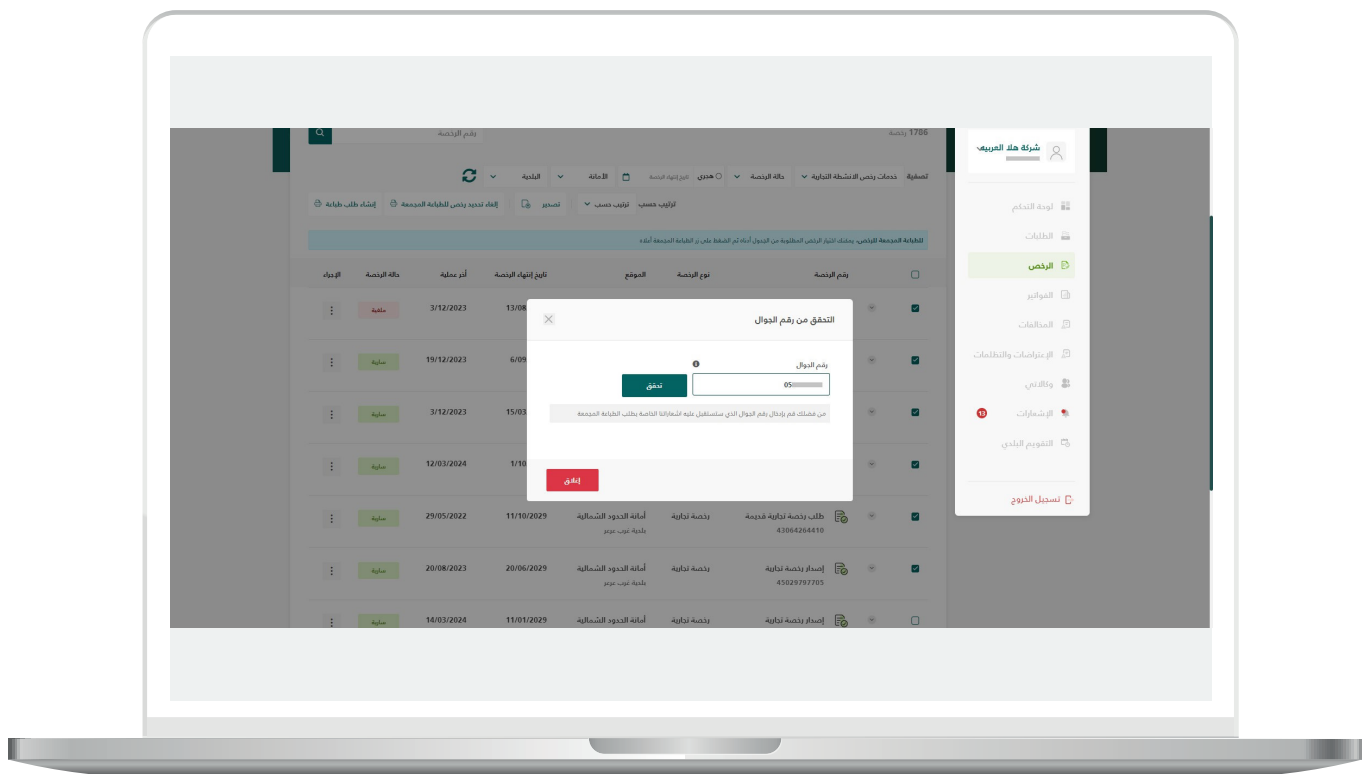


13) In the following example, the user selected (6) licenses for printing together.

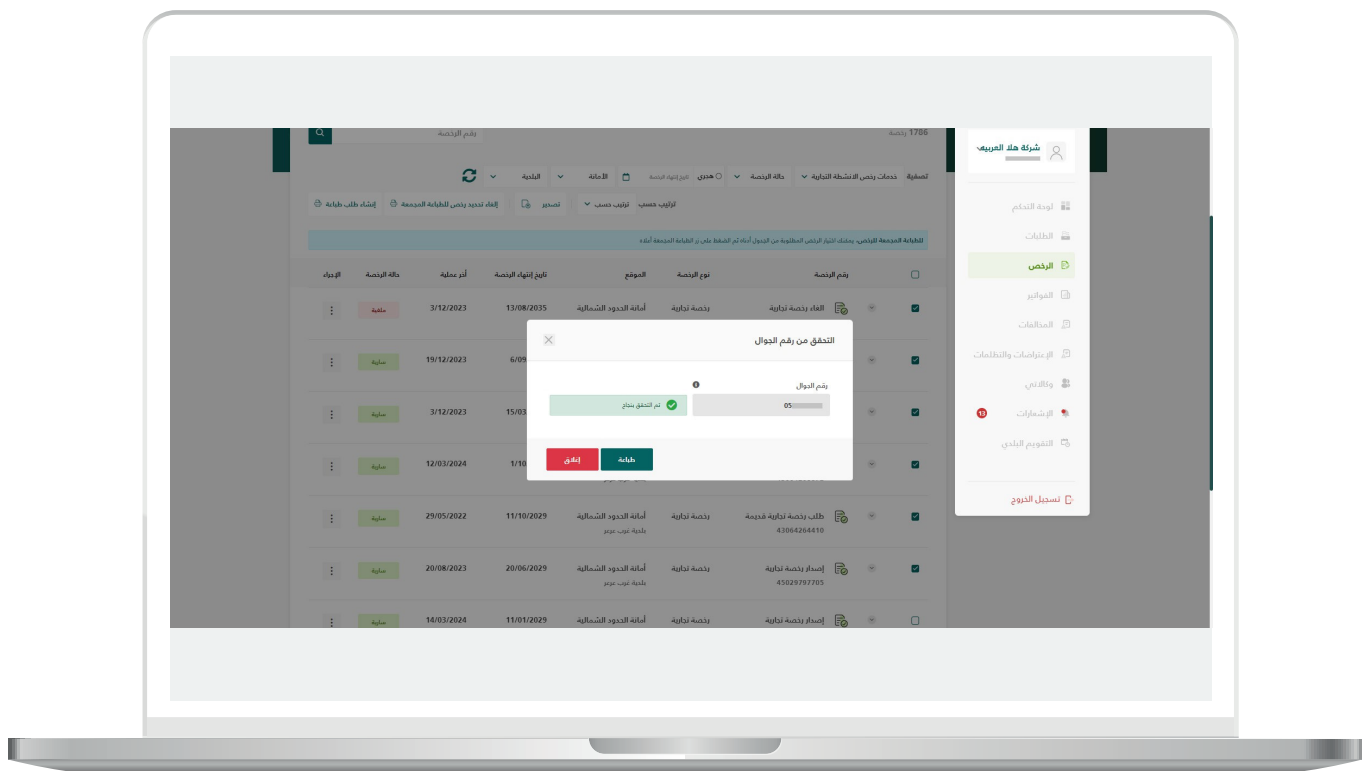


14) If the number of selected licenses is less than the system-defined limit for batch printing, the system will generate the file directly without requiring a **(Batch Print Request)**. The user can download the file immediately and proceed.

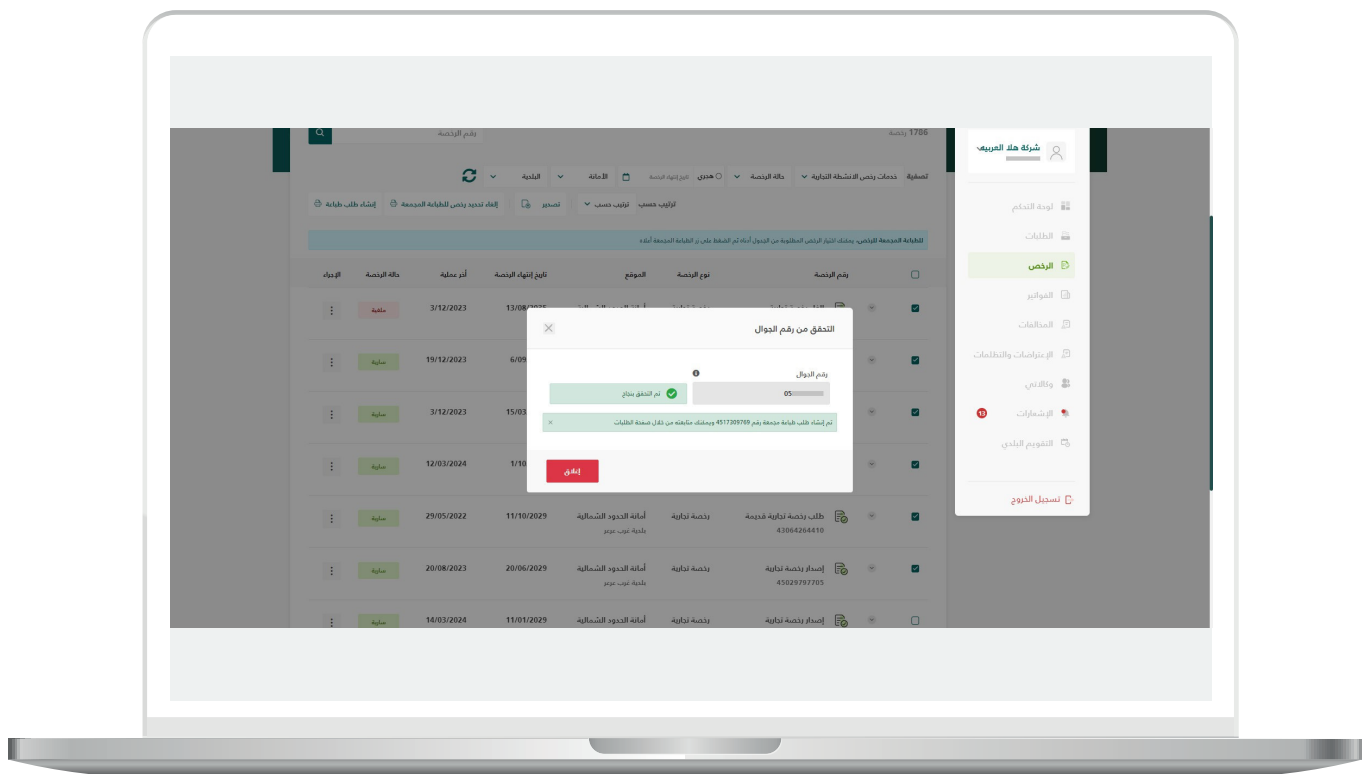
However, if the number of selected licenses exceeds the system-defined limit, a verification step will be triggered. A small pop-up will appear, prompting the user to enter their **(Mobile Number)** and click **(Verify)** to proceed with the batch print request.



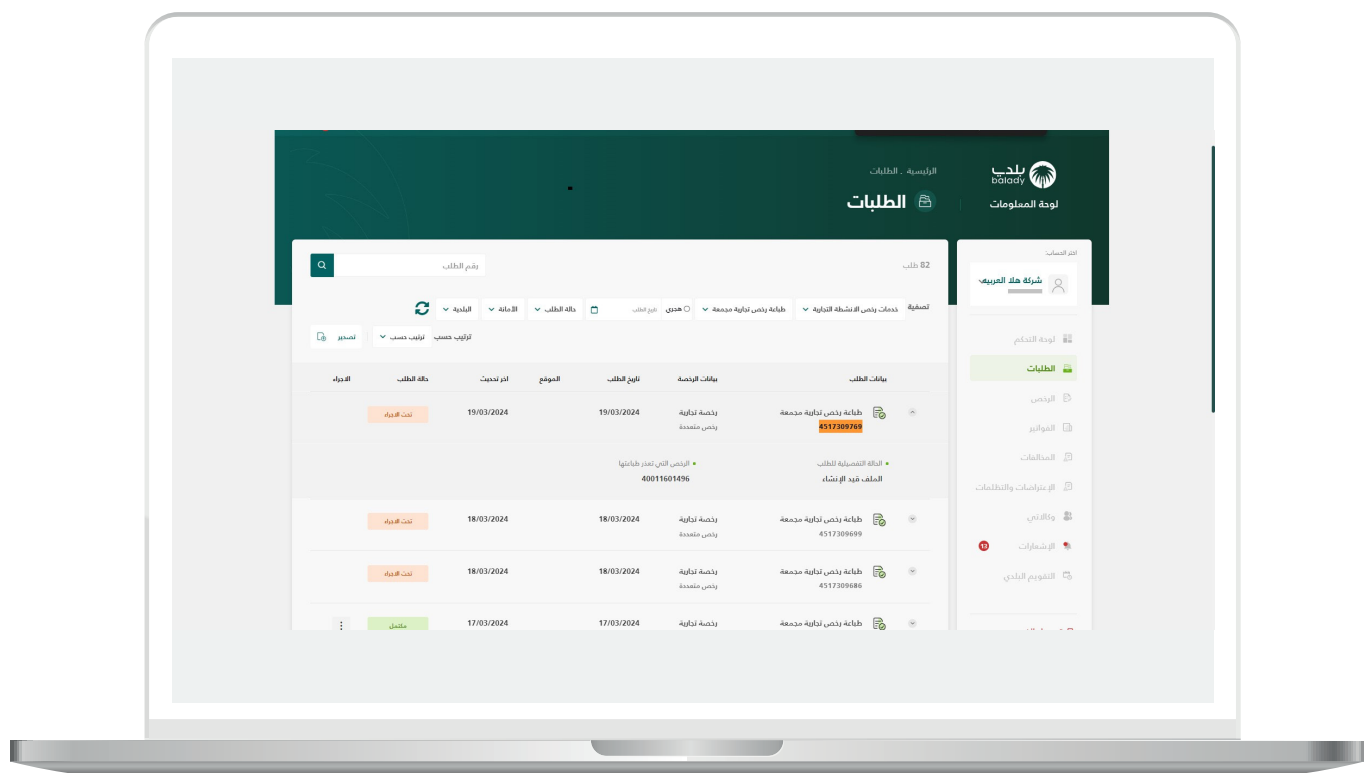
15) After receiving the verification code via SMS and entering it into the designated field, clicking on **(Verify)** will confirm the process with a message stating **(Verification Successful)**.



16) Clicking on **(Print)** will create a batch print request and display a request number, which can be tracked in the **(Requests)** section.

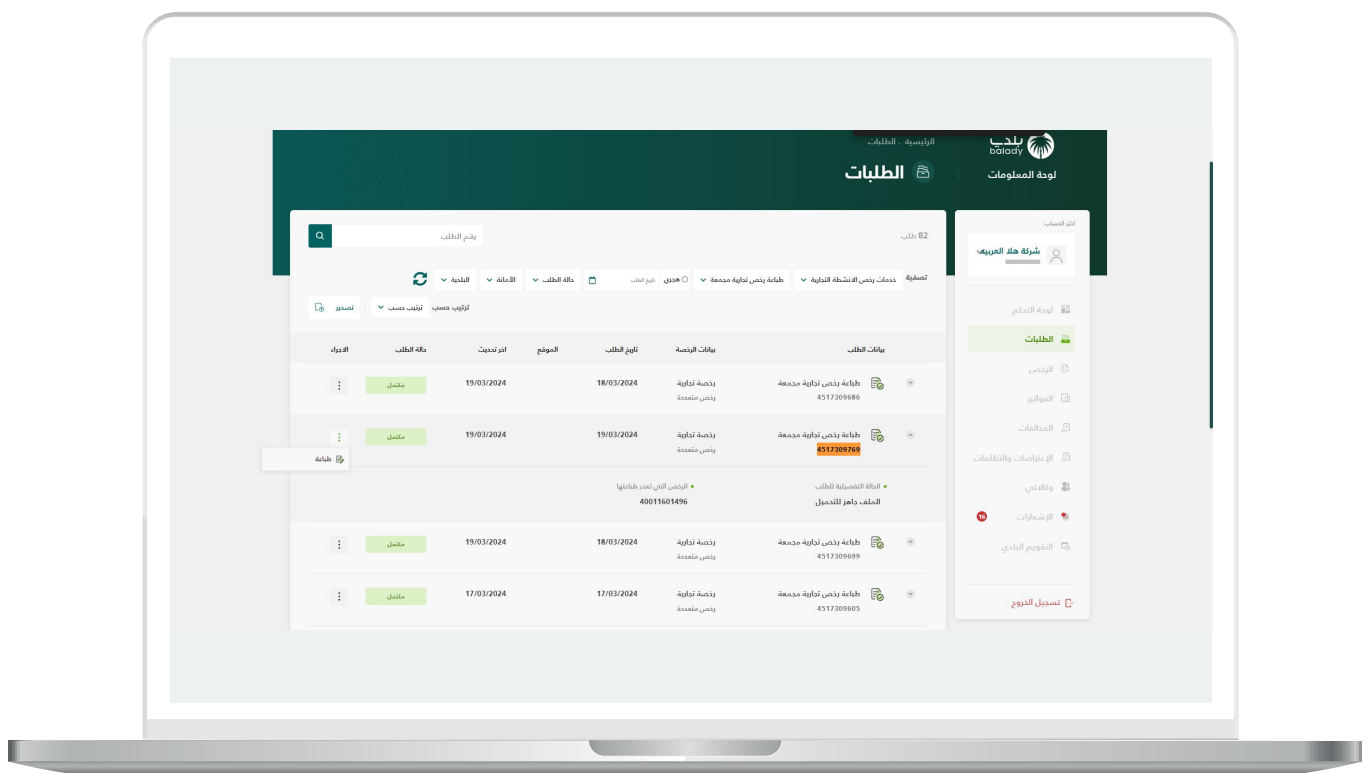


17) In the (Requests) section, the request will appear with the status (File Under Processing).

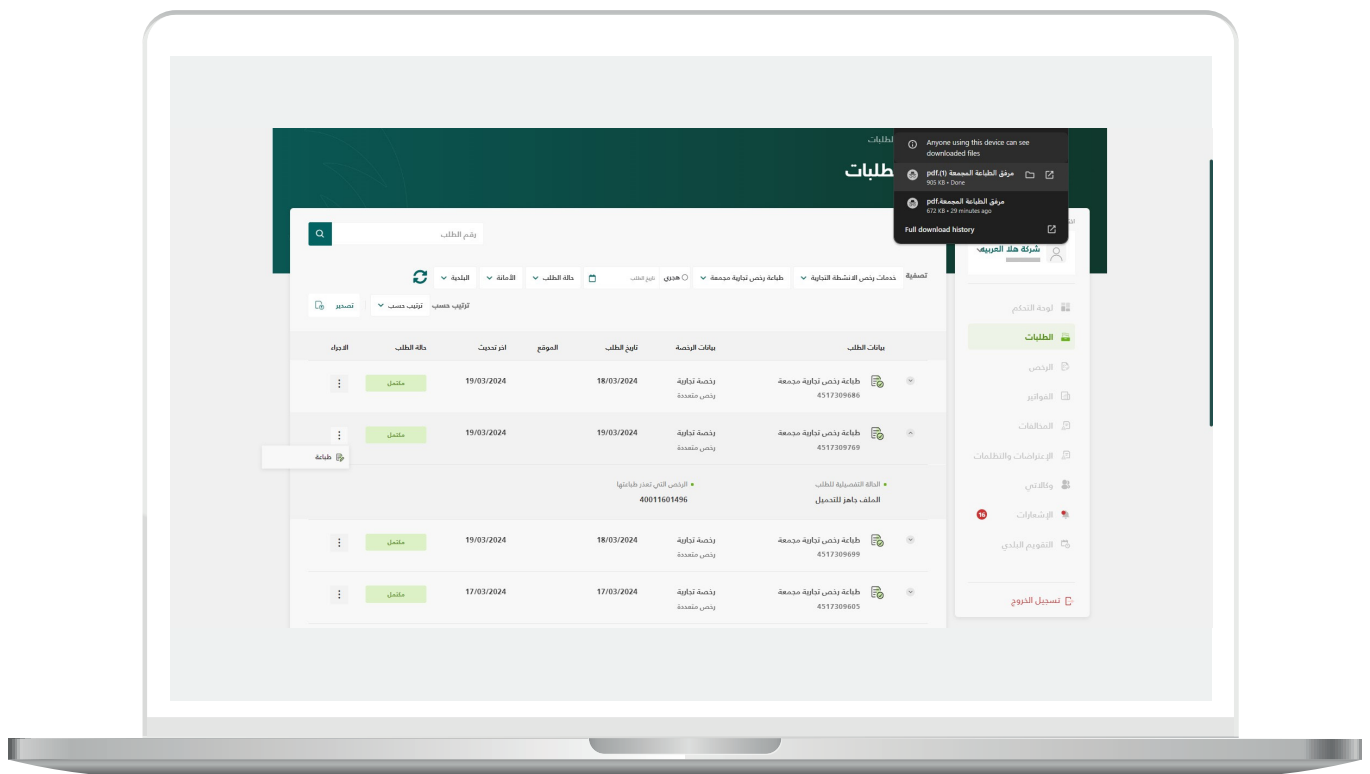




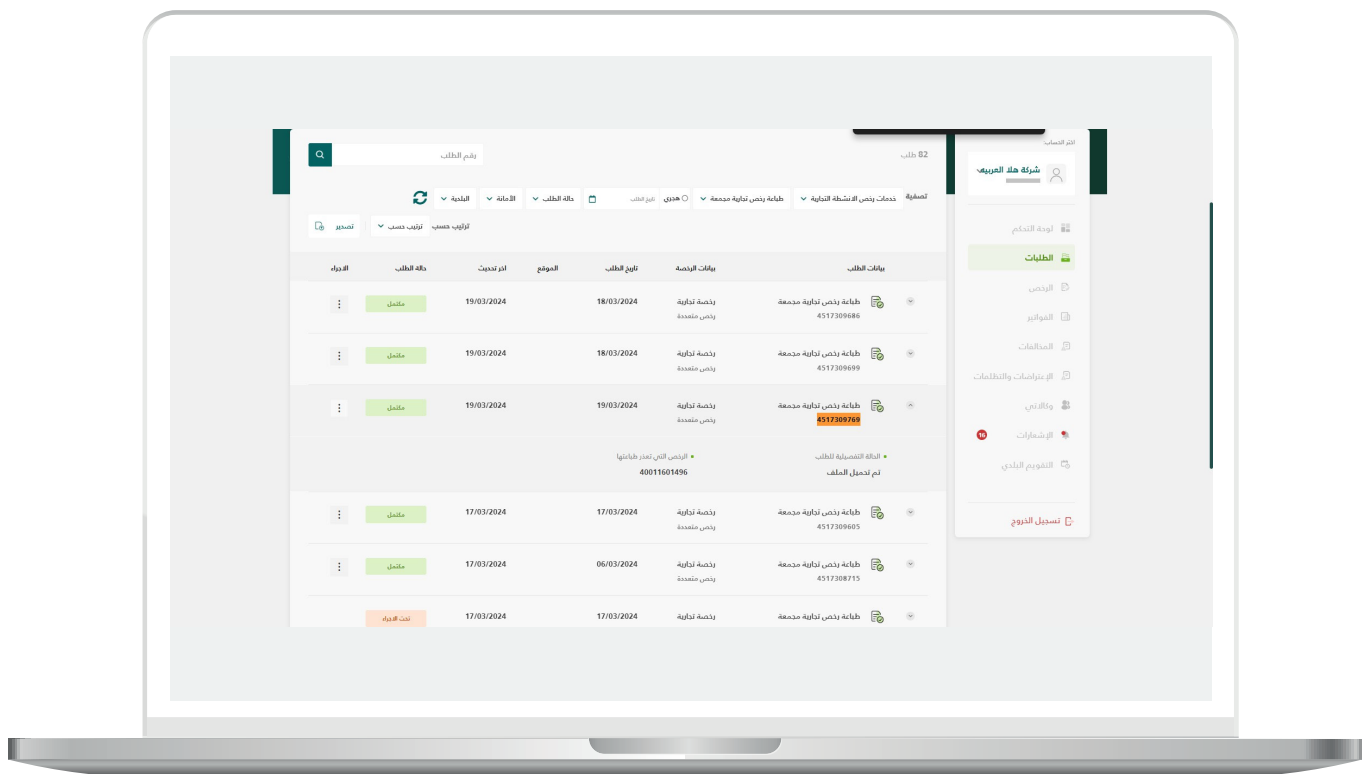
18) After one business day, the request status will change to **(File Ready for Download)**, and the file can be printed by clicking on the vertical three-dot menu under **(Actions)** and selecting **(Print)**.



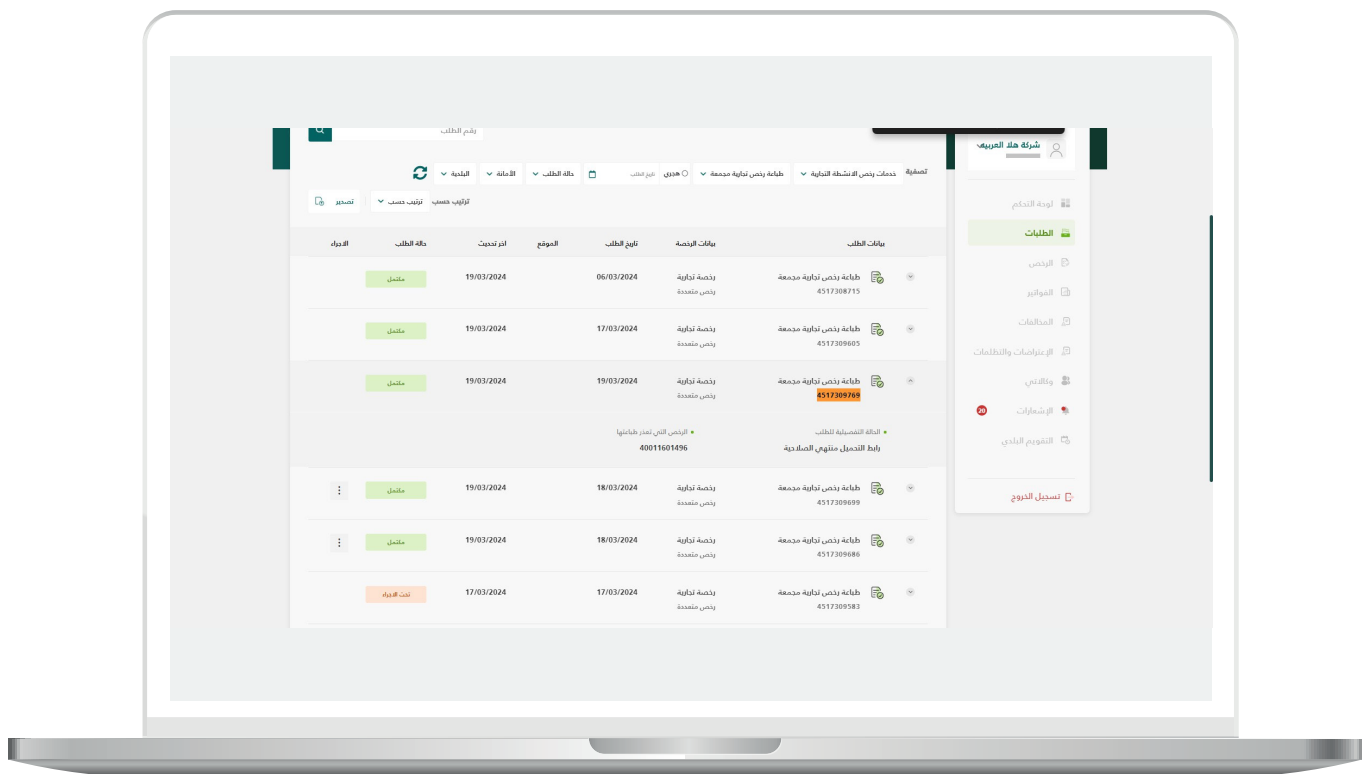
19) The file will then be downloaded to the user's device.



20) Once downloaded, the request status will update to **(File Downloaded)**.

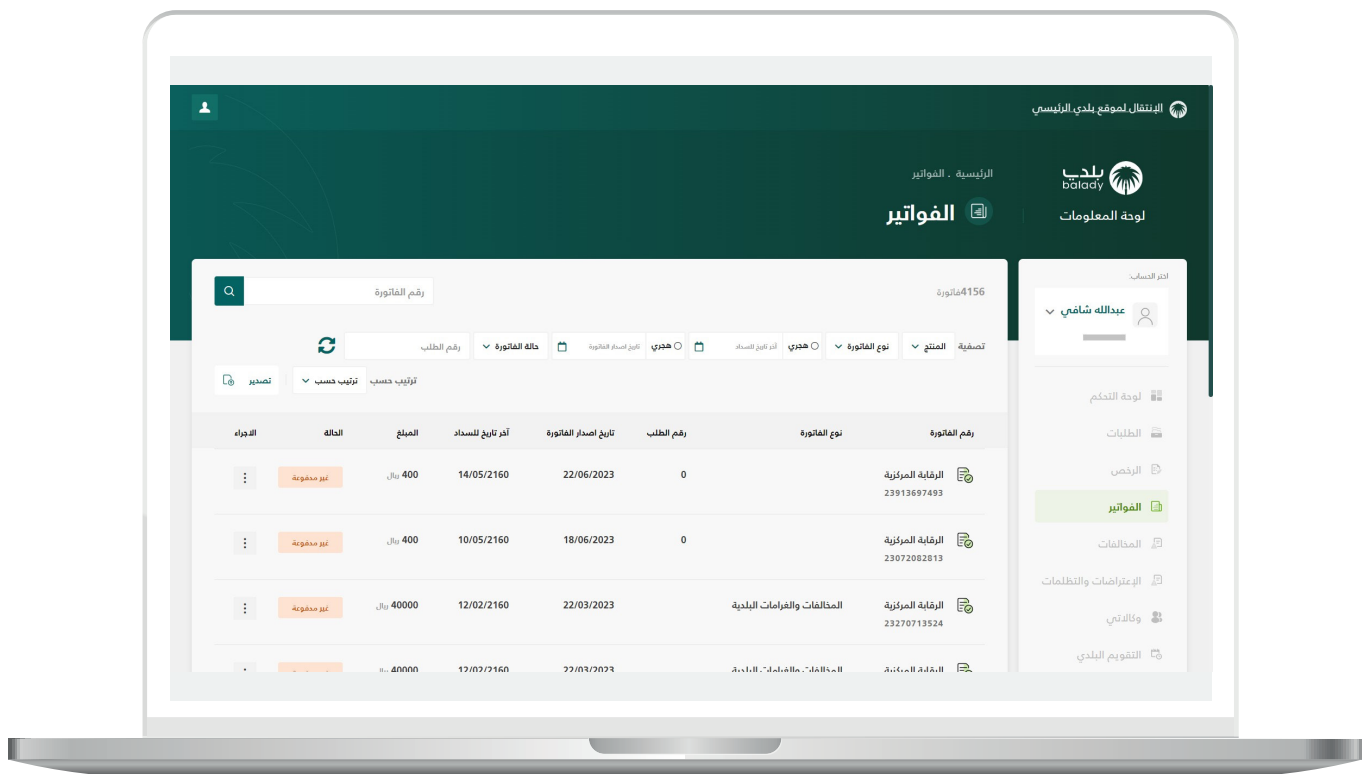


21) After the download link expires, the request status will change to **(Download Link Expired)**.

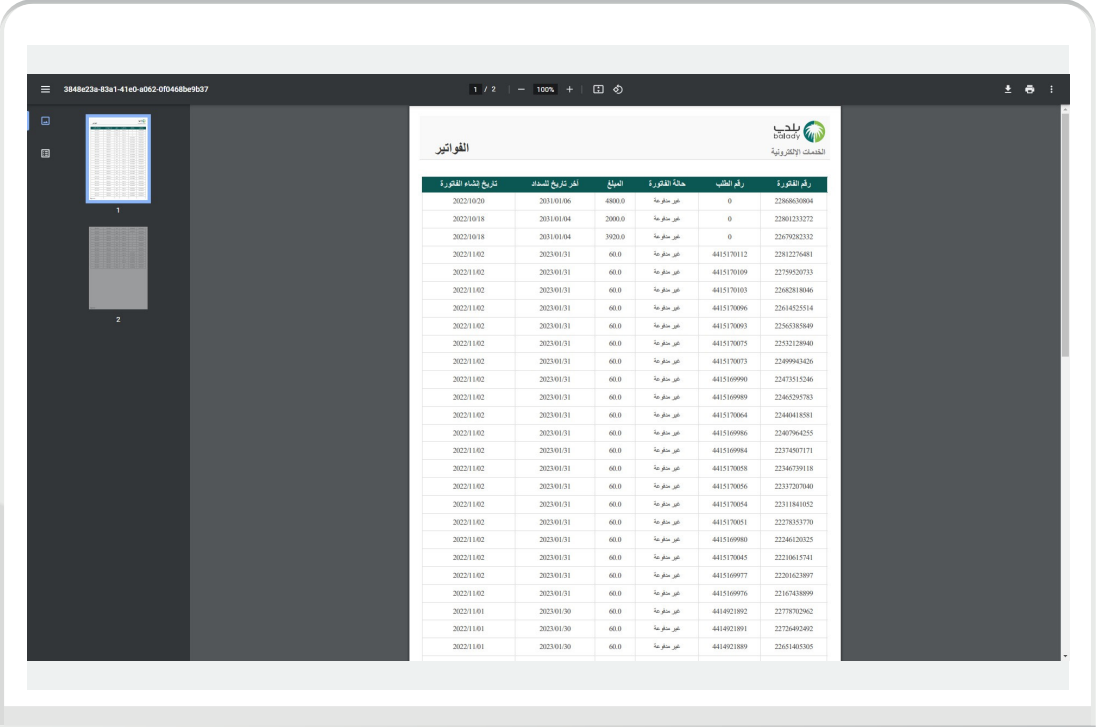


## Invoices

1) In the (Invoices) section, users can perform various operations as follows.

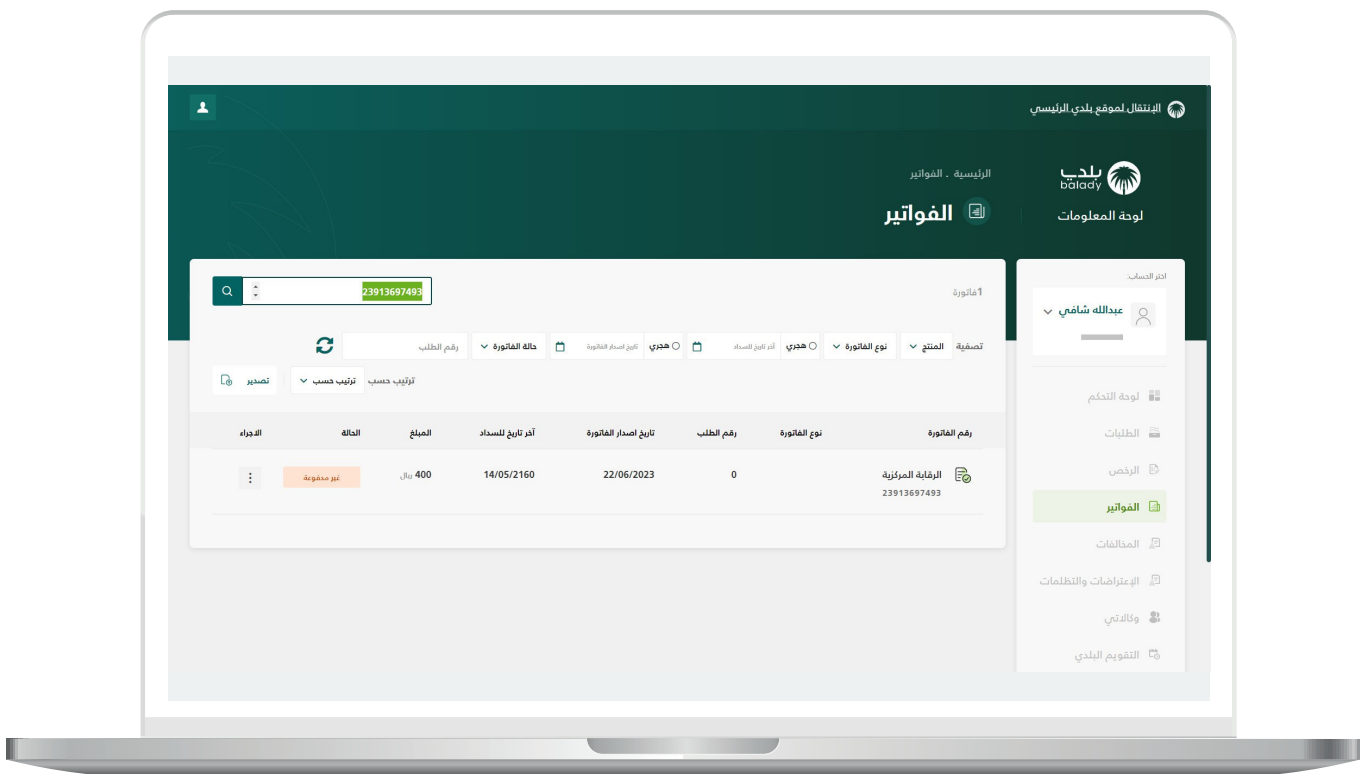


2) Clicking on the **(Export)** button displays the results, as shown in the following figure.



رقم الفاتورة	رقم الطلب	حالة الفاتورة	المبلغ	تاريخ التسداد	تاريخ إصدار الفاتورة
22368630804	0	غير مدفوعة	4800.0	2023/01/06	2022/10/20
223601213272	0	غير مدفوعة	2000.0	2023/01/04	2022/10/18
22479282332	0	غير مدفوعة	3920.0	2023/01/04	2022/10/18
22812276481	4415170112	غير مدفوعة	60.0	2023/01/31	2022/11/02
22759520733	4415170109	غير مدفوعة	60.0	2023/01/31	2022/11/02
22682818046	4415170103	غير مدفوعة	60.0	2023/01/31	2022/11/02
22614525514	4415170096	غير مدفوعة	60.0	2023/01/31	2022/11/02
22563585849	4415170093	غير مدفوعة	60.0	2023/01/31	2022/11/02
225232129440	4415170075	غير مدفوعة	60.0	2023/01/31	2022/11/02
22489945426	4415170073	غير مدفوعة	60.0	2023/01/31	2022/11/02
22473515246	4415169990	غير مدفوعة	60.0	2023/01/31	2022/11/02
22465295783	4415169989	غير مدفوعة	60.0	2023/01/31	2022/11/02
22440418581	4415170064	غير مدفوعة	60.0	2023/01/31	2022/11/02
22407964255	4415169986	غير مدفوعة	60.0	2023/01/31	2022/11/02
22374207171	4415169984	غير مدفوعة	60.0	2023/01/31	2022/11/02
22346729118	4415170058	غير مدفوعة	60.0	2023/01/31	2022/11/02
22337297040	4415170056	غير مدفوعة	60.0	2023/01/31	2022/11/02
22311841022	4415170054	غير مدفوعة	60.0	2023/01/31	2022/11/02
22278353770	4415170051	غير مدفوعة	60.0	2023/01/31	2022/11/02
22246120325	4415169980	غير مدفوعة	60.0	2023/01/31	2022/11/02
22210615741	4415170045	غير مدفوعة	60.0	2023/01/31	2022/11/02
22201623897	4415169977	غير مدفوعة	60.0	2023/01/31	2022/11/02
22167418899	4415169976	غير مدفوعة	60.0	2023/01/31	2022/11/02
22778762962	4414921892	غير مدفوعة	60.0	2023/01/30	2022/11/01
22726492402	4414921891	غير مدفوعة	60.0	2023/01/30	2022/11/01
22651405305	4414921889	غير مدفوعة	60.0	2023/01/30	2022/11/01

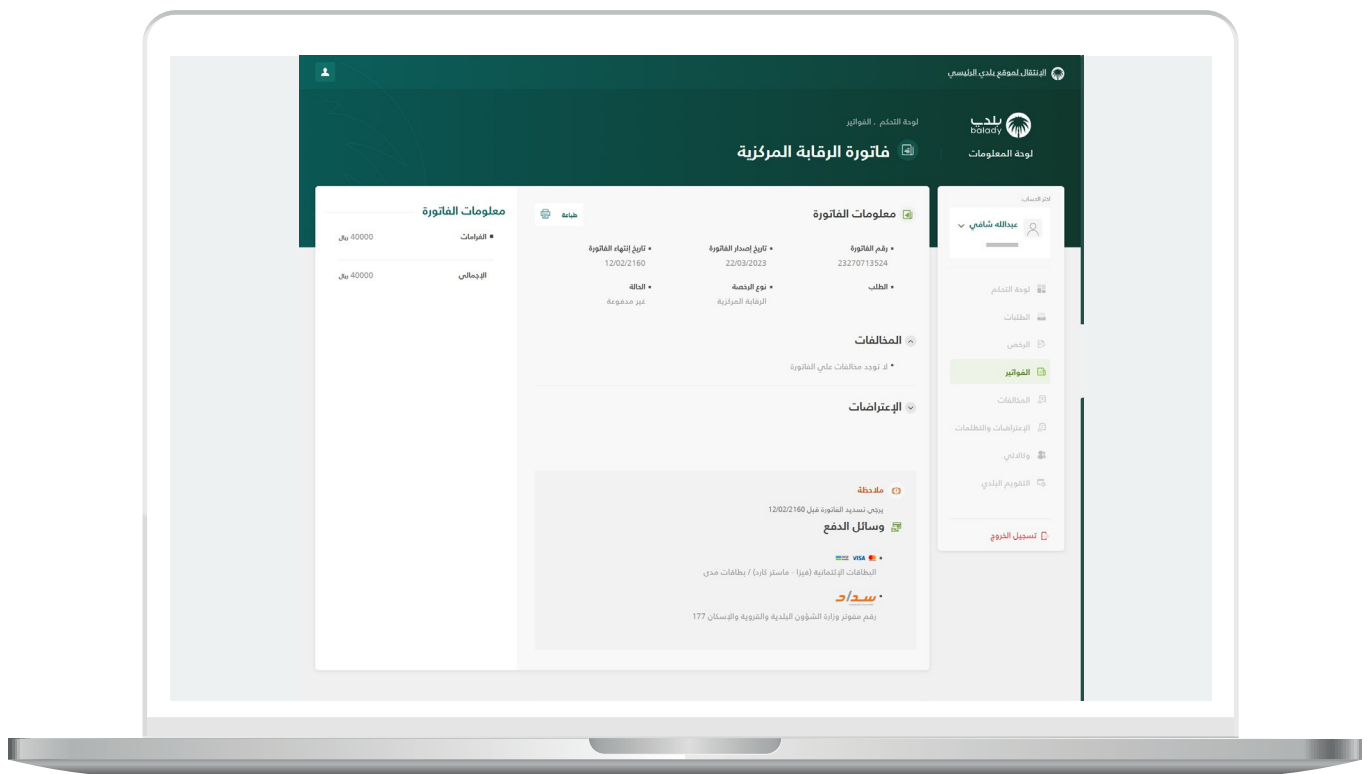
3) After entering the (**Invoice Number**) in the designated field and clicking the (**Search Icon**), the system will display the search results if the invoice exists.





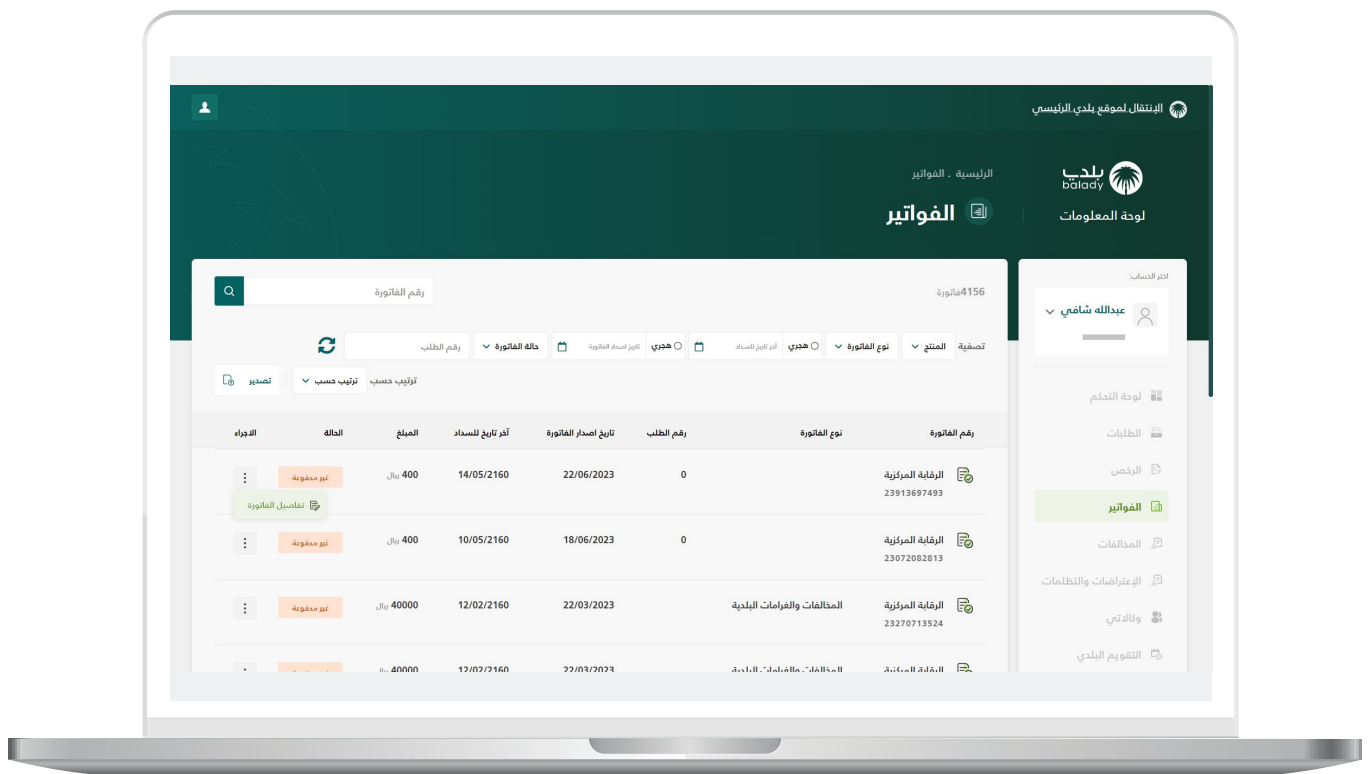
4) Clicking on **(Central Control)** will open the invoice details as shown below.

Users can print the invoice using the **(Print)** button.



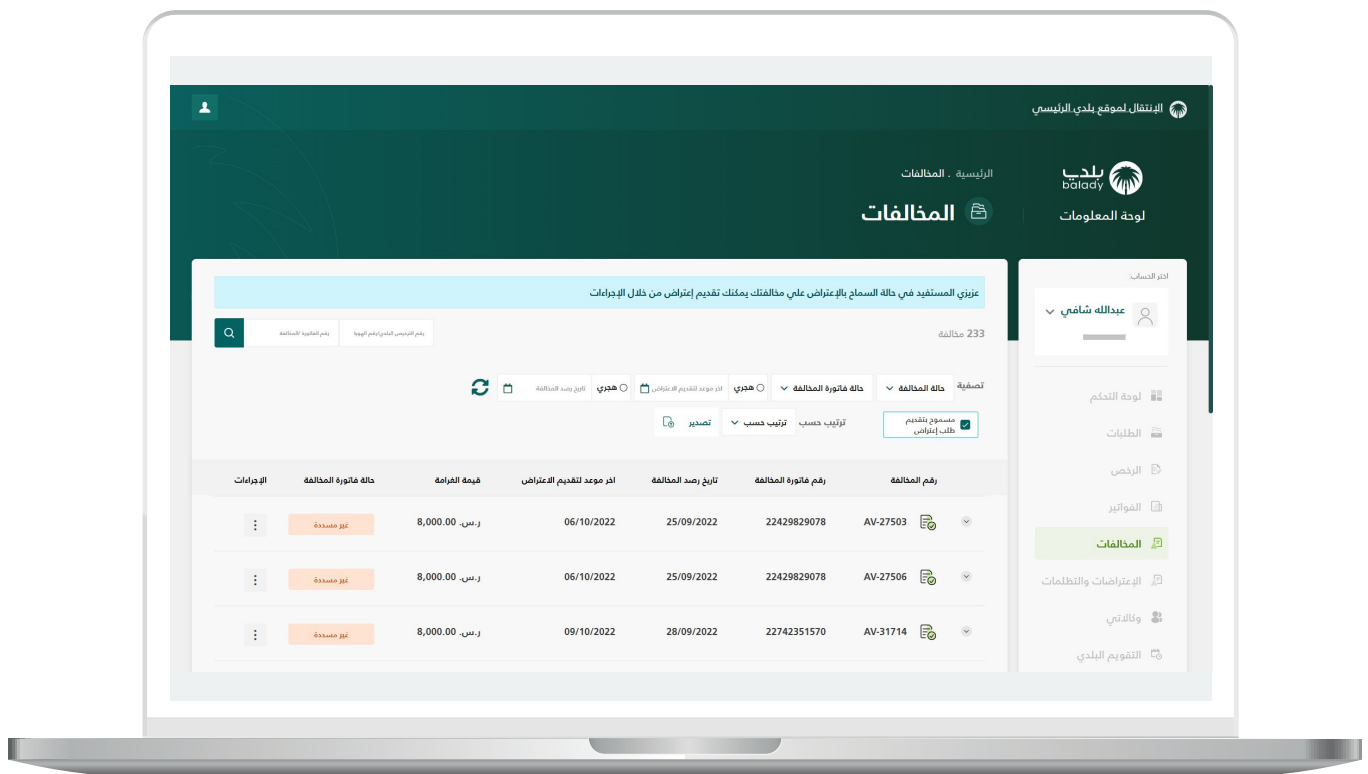


5) Clicking on the three vertical dots in the **(Action)** column reveals the **(Invoice Details)** option.

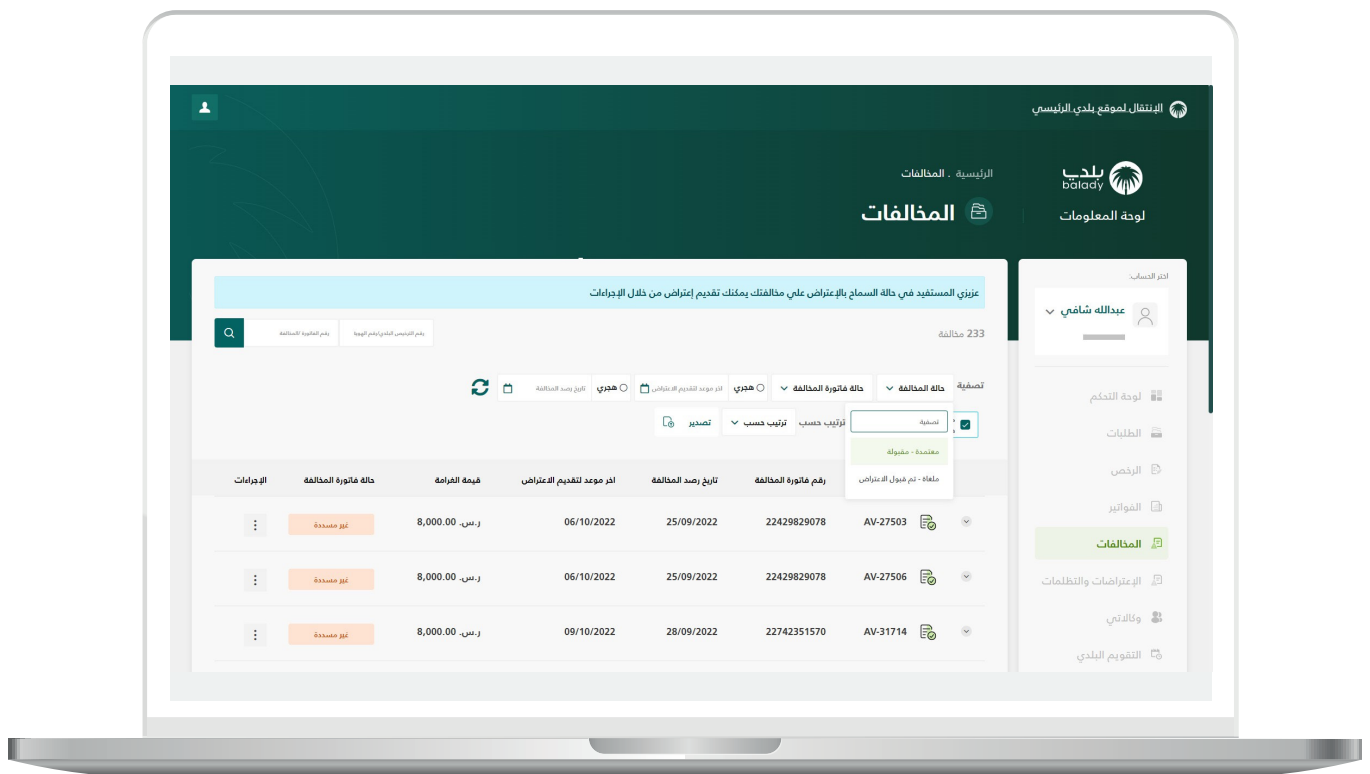


## Violations

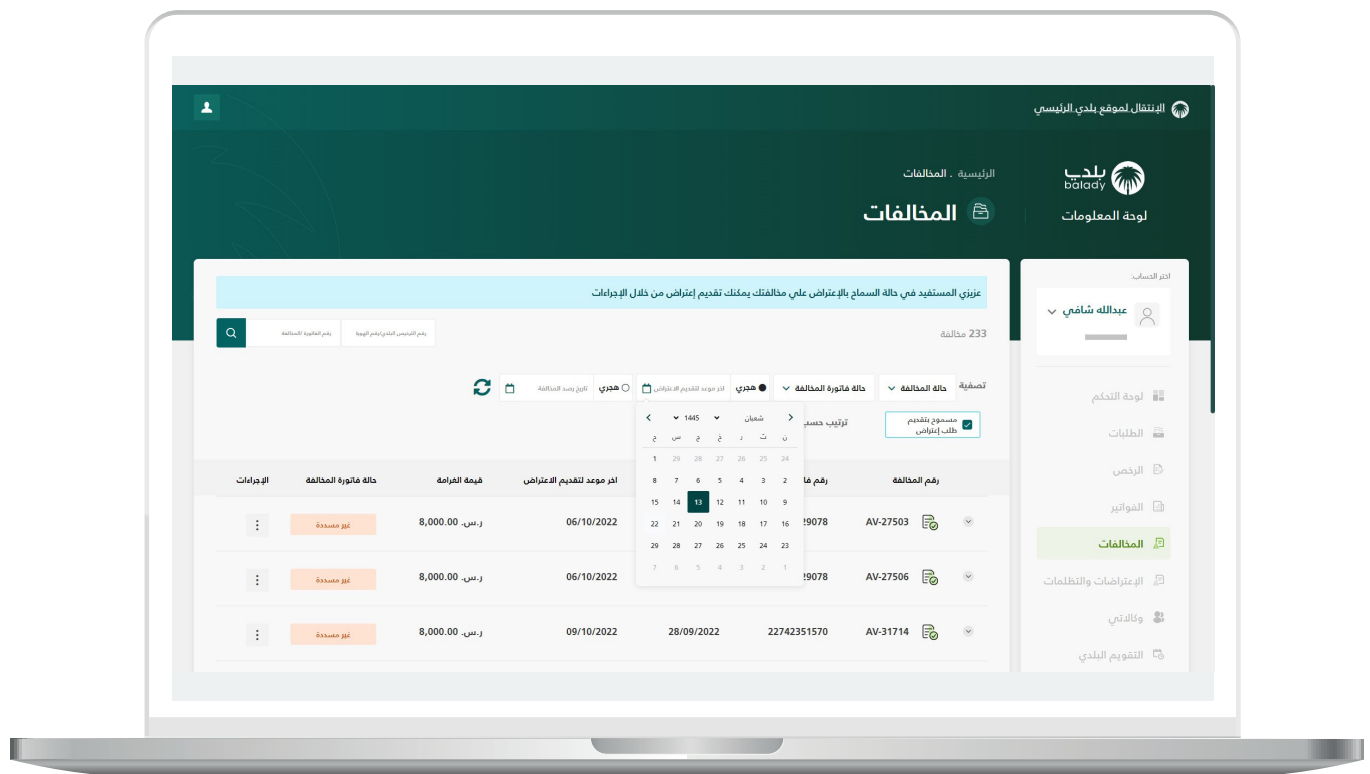
1) In the (Violations) section, users can perform various operations, as follows.



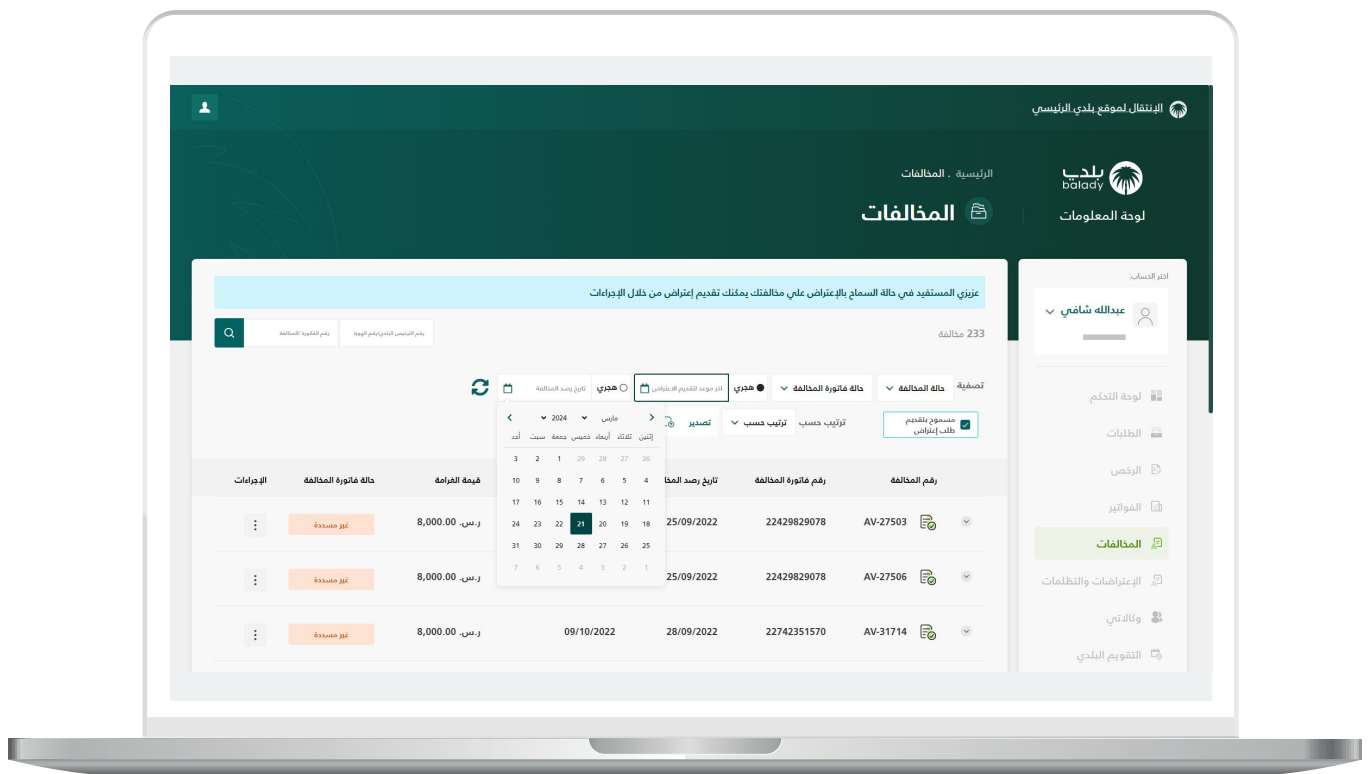
2) Results can be filtered by (Violation Status) or (Violation Invoice Status).



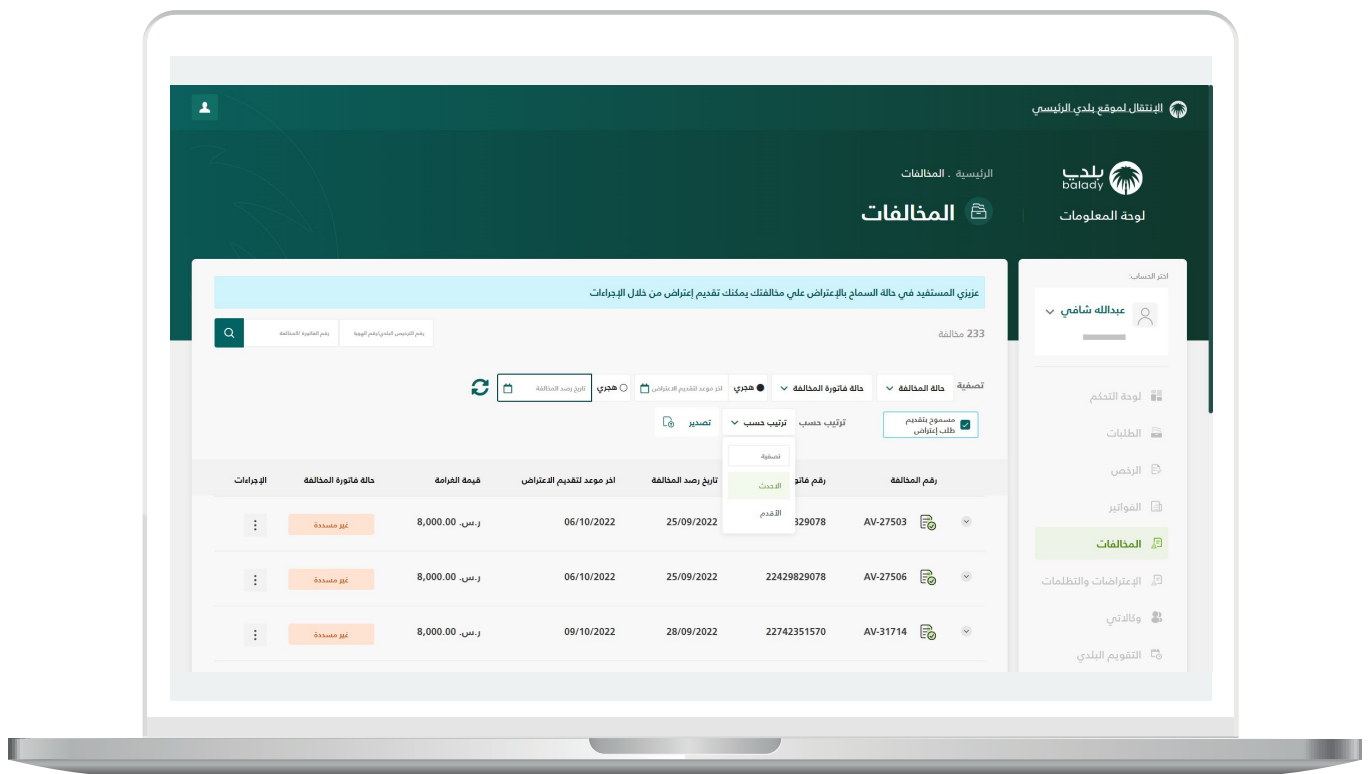
3) Results can be filtered by (Last Date to Submit an Objection) with the option to select the calendar type (Gregorian or Hijri).



4) Results can be filtered by (Violation Detection Date) with the option to select the calendar type (Gregorian or Hijri).

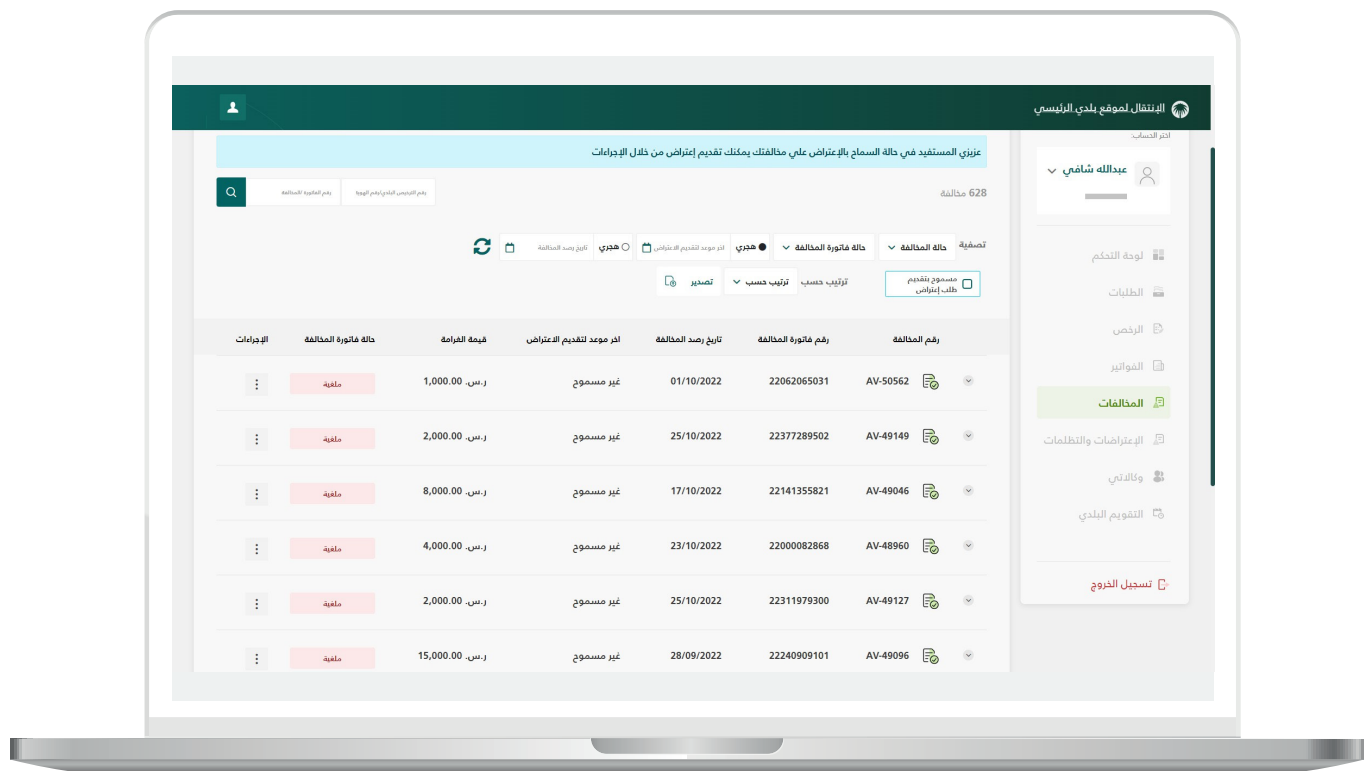


## 5) Users can sort results by (Newest, Oldest).

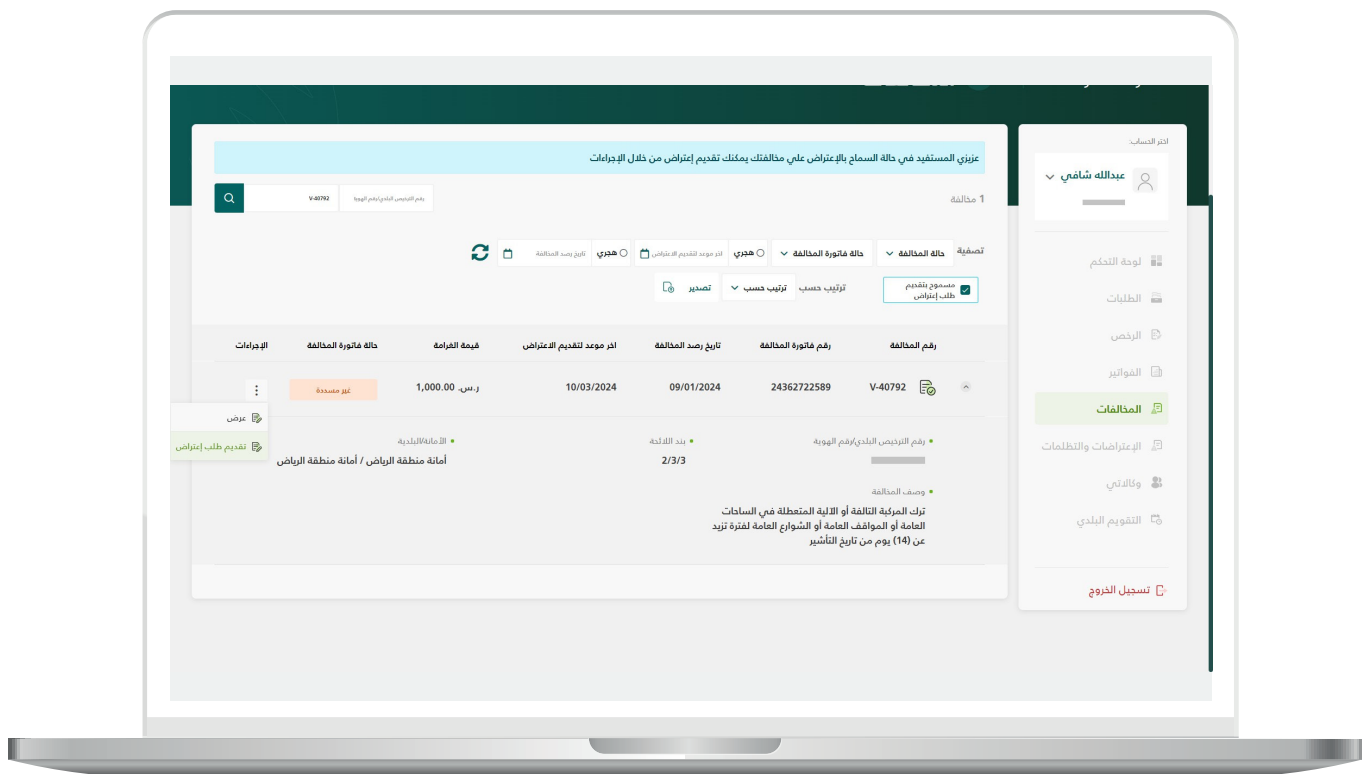


6) By unchecking the **(Allowed to Submit an Objection)** box, the system will display violations that cannot be appealed.

The default setting enables this box to display only violations eligible for objection.

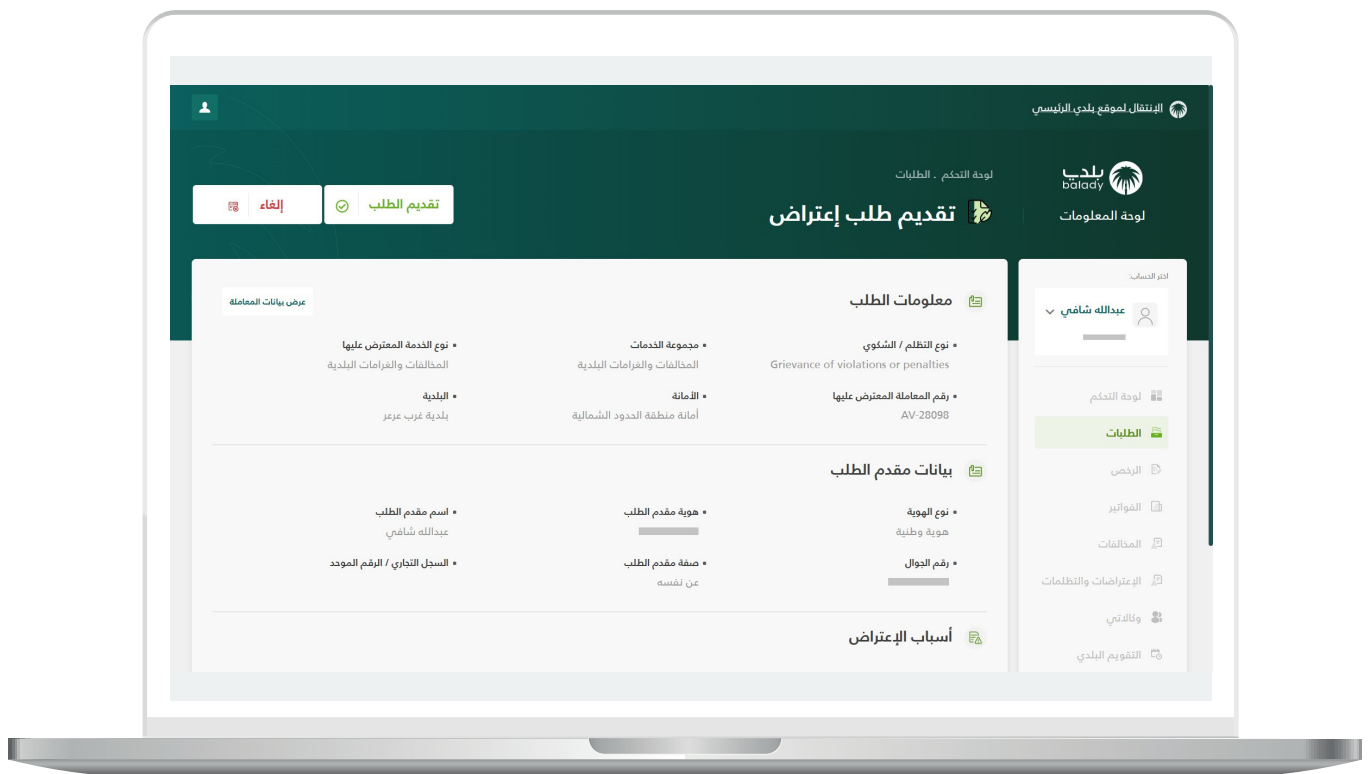


7) Clicking on the arrow expands the **(Violation Details)** as shown below. The vertical three-dot menu under **(Actions)** will reveal the options **(View, Submit an Objection)**.





8) Clicking on **(Submit an Objection)** will redirect the user to the next screen.



9) The user must enter the **(Reason for Objection)** in the designated field and upload a supporting document using the **(Upload File)** button.

**عرض بيانات المعاملة**

**معلومات الطلب**

- نوع الخدمة المعترض عليها: المخالفات والغرامات البلدية
- مجموعة الخدمات: المخالفات والغرامات البلدية
- البلدية: بلدية غرب عزعر
- الأمانة: أمانة منطقة الحدود الشمالية
- نوع التظلم / الشكوى: Grievance of violations or penalties
- رقم المعاملة المعترض عليها: AV-28098

**بيانات مقدم الطلب**

- اسم مقدم الطلب: عديله شافعي
- هوية مقدم الطلب: [Redacted]
- نوع الهوية: هوية وطنية
- رقم الدوال: [Redacted]
- السجل التجاري / الرقم الموحد: [Redacted]
- صفة مقدم الطلب: عن نفسه

**أسباب الاعتراض**

سبب الاعتراض: [Redacted]

المرافقات: [Redacted]

إضافة [Redacted]

تحميل الملف [Redacted]

الحد الأقصى للملف الواحد: 5MB  
 - مسموح بأنواع الملفات: pdf, doc, docx, xls, ppt, pptx  
 - يمكن رفع عدة ملفات بصيغة: jpeg, png, gif, doc, docx

أكثر الحسابات: عديله شافعي

لوحة التحكم

الطلبات

الرخص

الفواتير

المخالفات

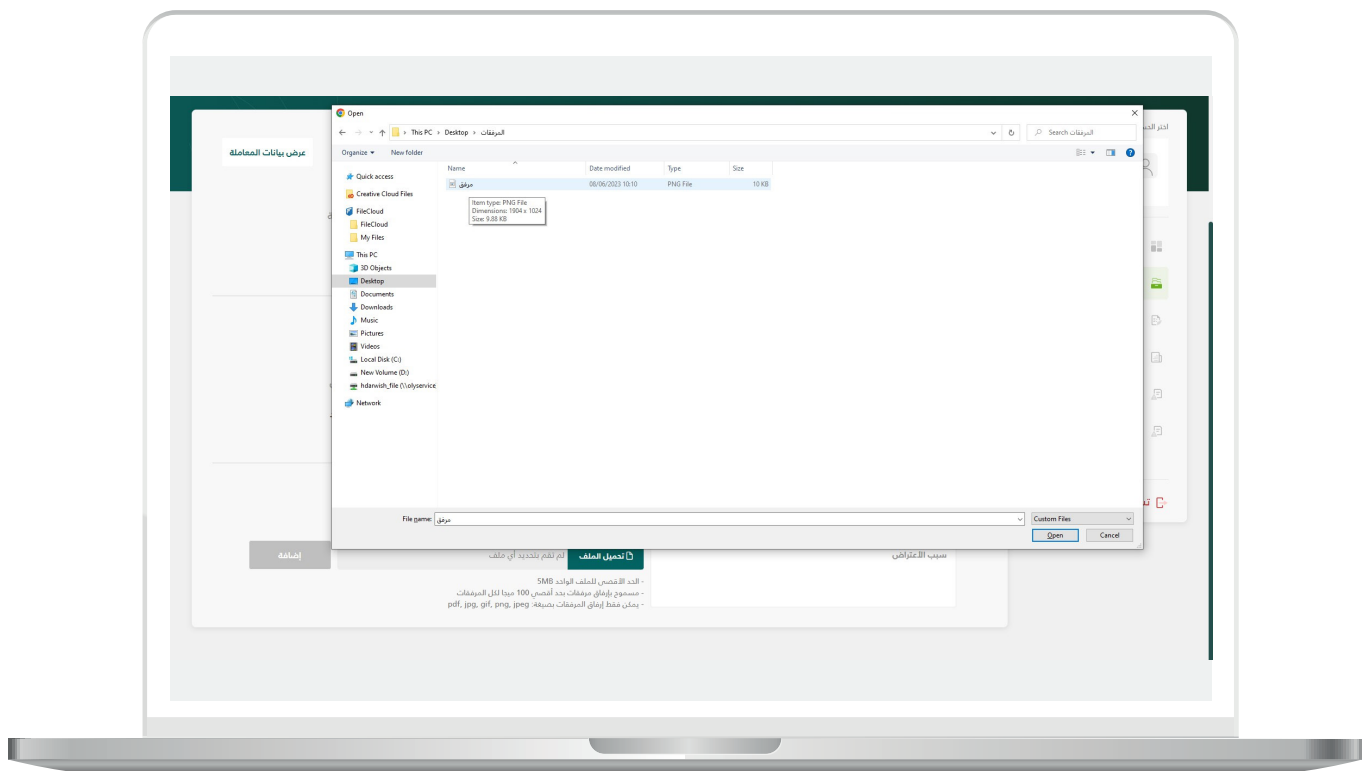
الإعتراضات والتظلمات

وكالاتي

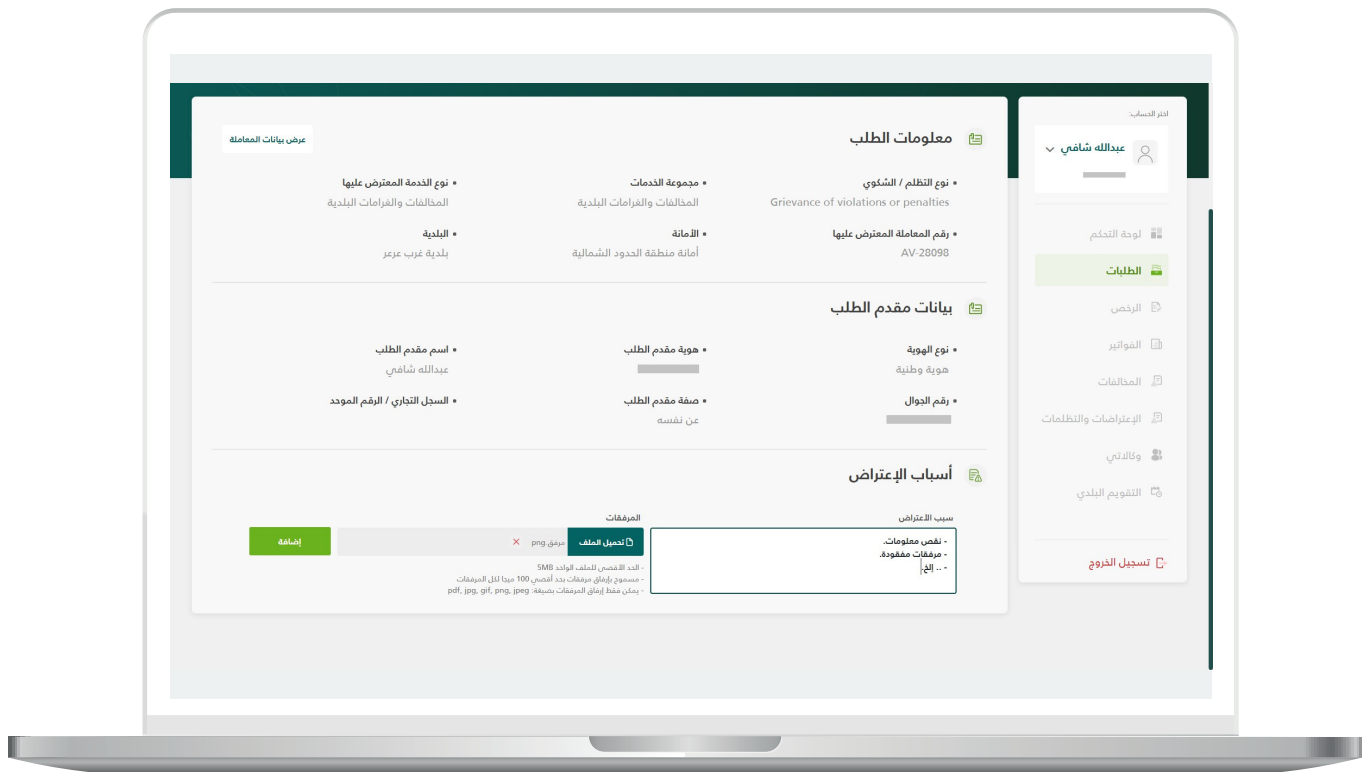
التقويم البلدي

تسجيل الخروج

10) Clicking on **(Upload File)** will open a small pop-up window where the user can select the document from their device.



11) The user then clicks on **(Add)** to attach the document.



12) After reviewing the details, the user clicks on **(Submit Request)**.

البنشغال لموقع بلدي الرئيسي

لوحة التحكم - الطلبات

بلدي beldy

لوحة المعلومات

تقديم طلب إعتراض

أنت الآن: **عبدالله شافعي**

لوحة التحكم

الطلبات

الخص

الوثائق

المخالفات

الإعتراضات والتظلمات

وثائقي

التقويم البلدي

عرض بيانات المعاملة

نوع الخدمة المعتبرة عليها

المخالفات والغرامات البلدية

البلدية

بلدية غرب عزير

مجموعة الخدمات

المخالفات والغرامات البلدية

الأمانة

أمانة منطقة الحدود الشمالية

نوع التظلم / الشكوي

Grievance of violations or penalties

رقم المعاملة المعتبرة عليها

AV-28098

بيانات مقدم الطلب

نوع الهوية

هوية وطنية

رقم الدوال

اسم مقدم الطلب

عبدالله شافعي

الاسجل التجاري / الرقم الموحد

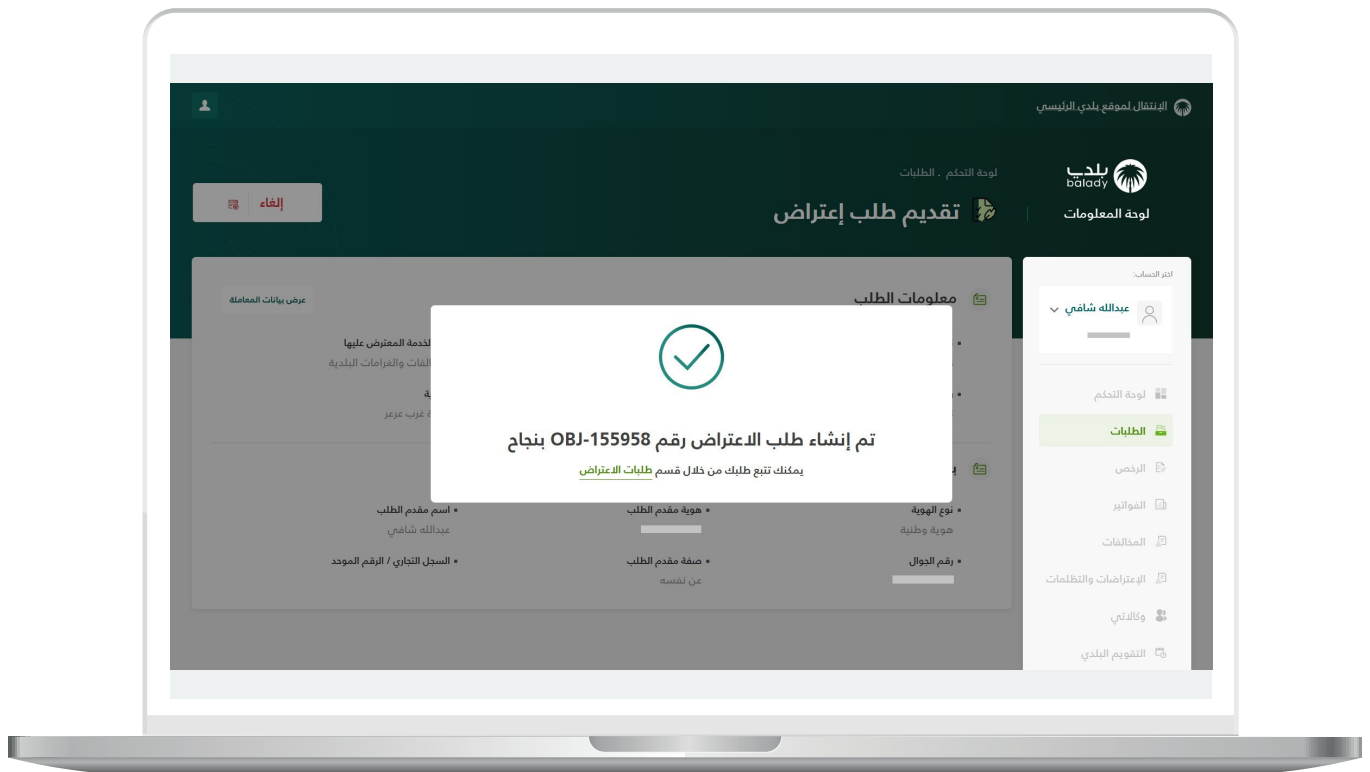
صفة مقدم الطلب

عن نفسه

أسباب الإعتراض

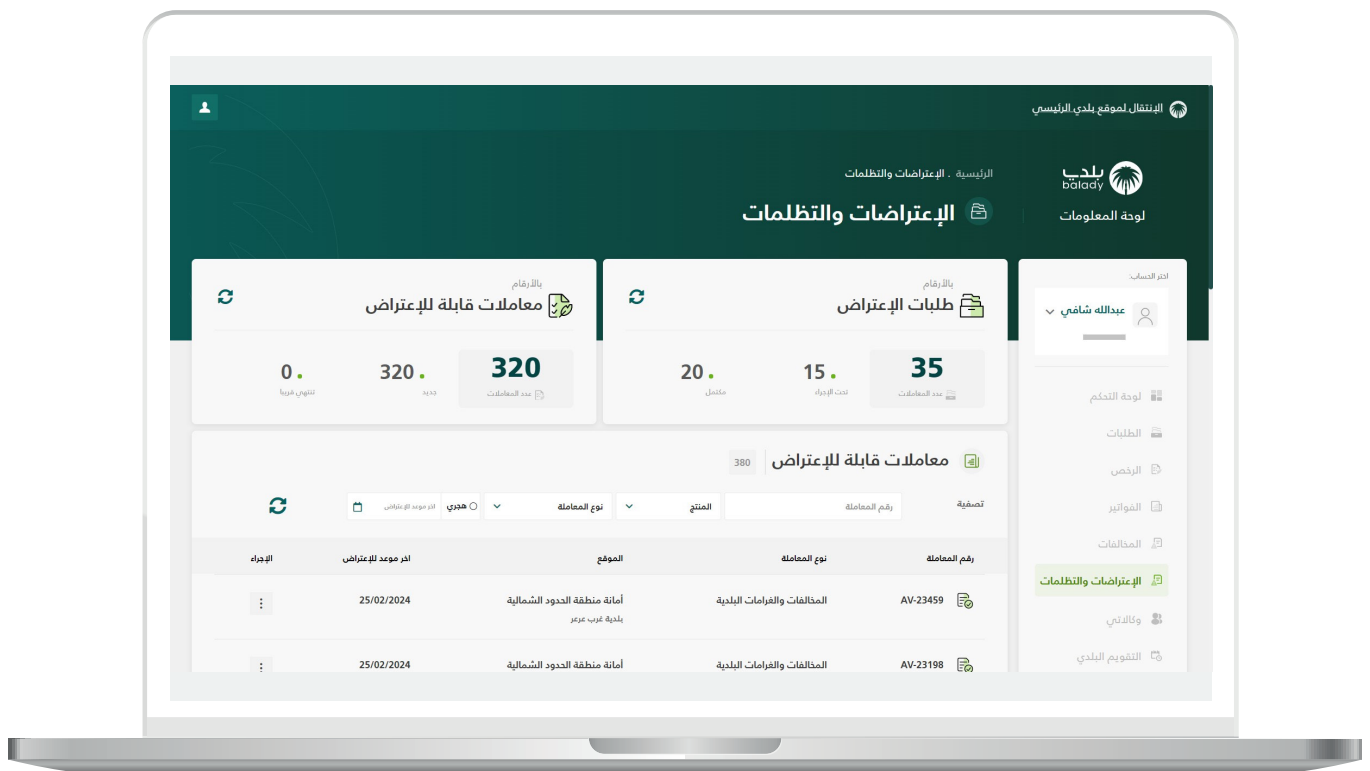
نوع الخدمة المعتبرة عليها

13) The objection request is successfully submitted, and a confirmation message will appear.

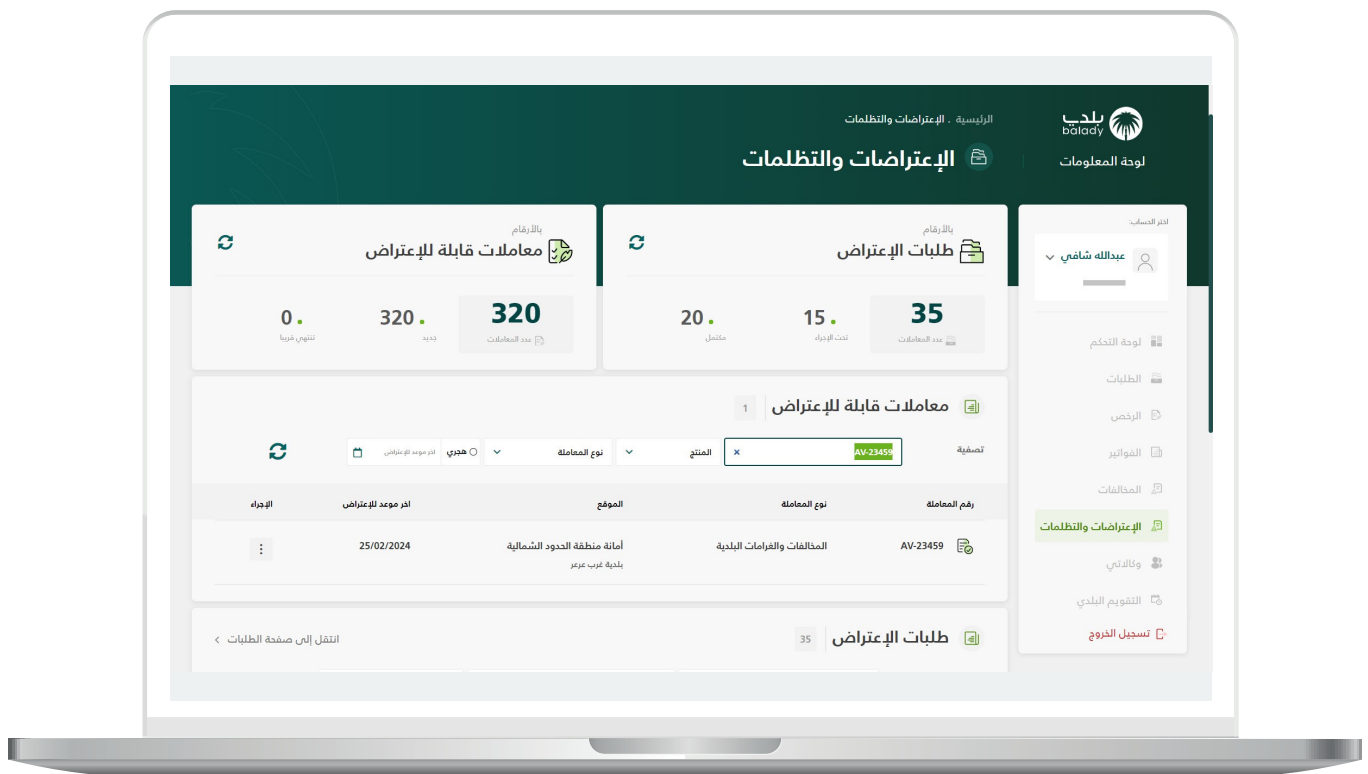


## Objections and Grievances

1) In the (Objections and Grievances) section, users can perform various actions, including viewing (Objection Requests, Transactions Eligible for Objection).

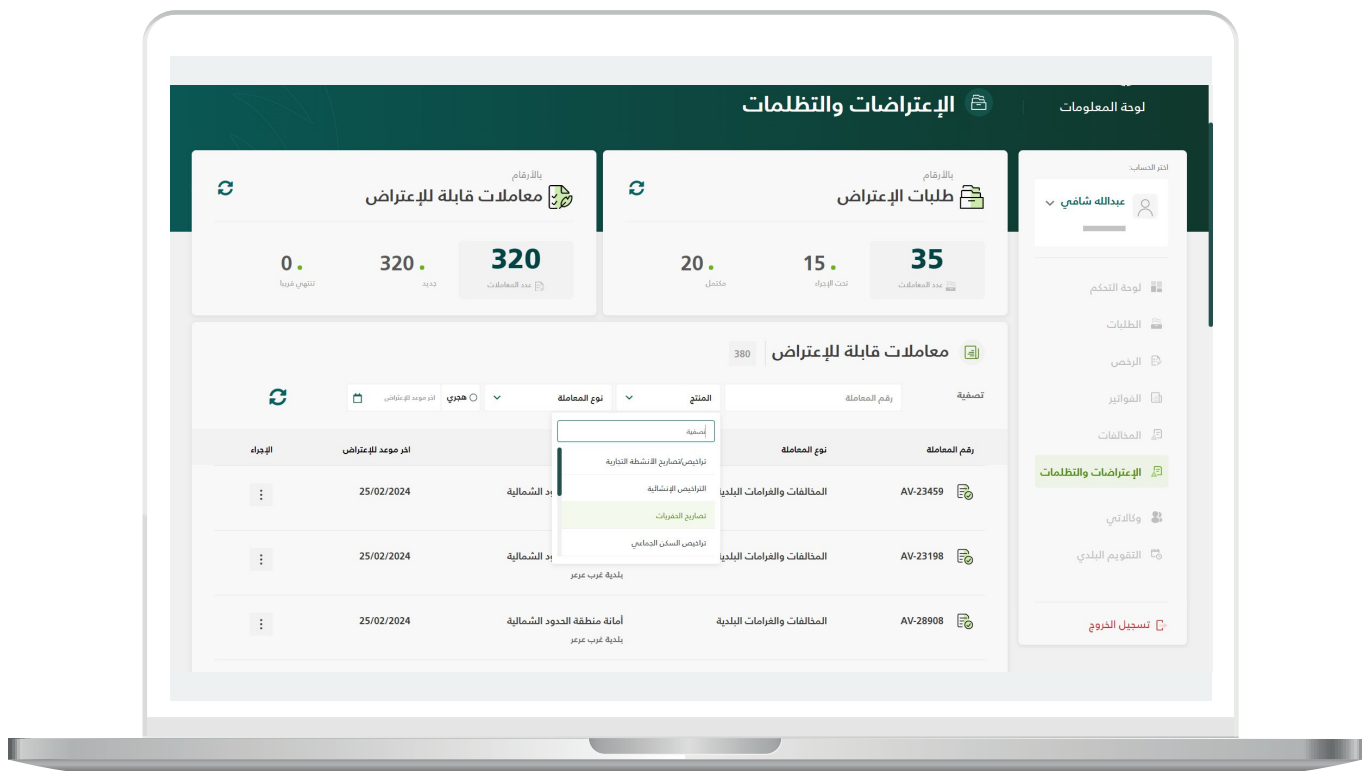


2) In the **(Transactions Eligible for Objection)** section, after entering the transaction number in the field, the system will display the search result if available.

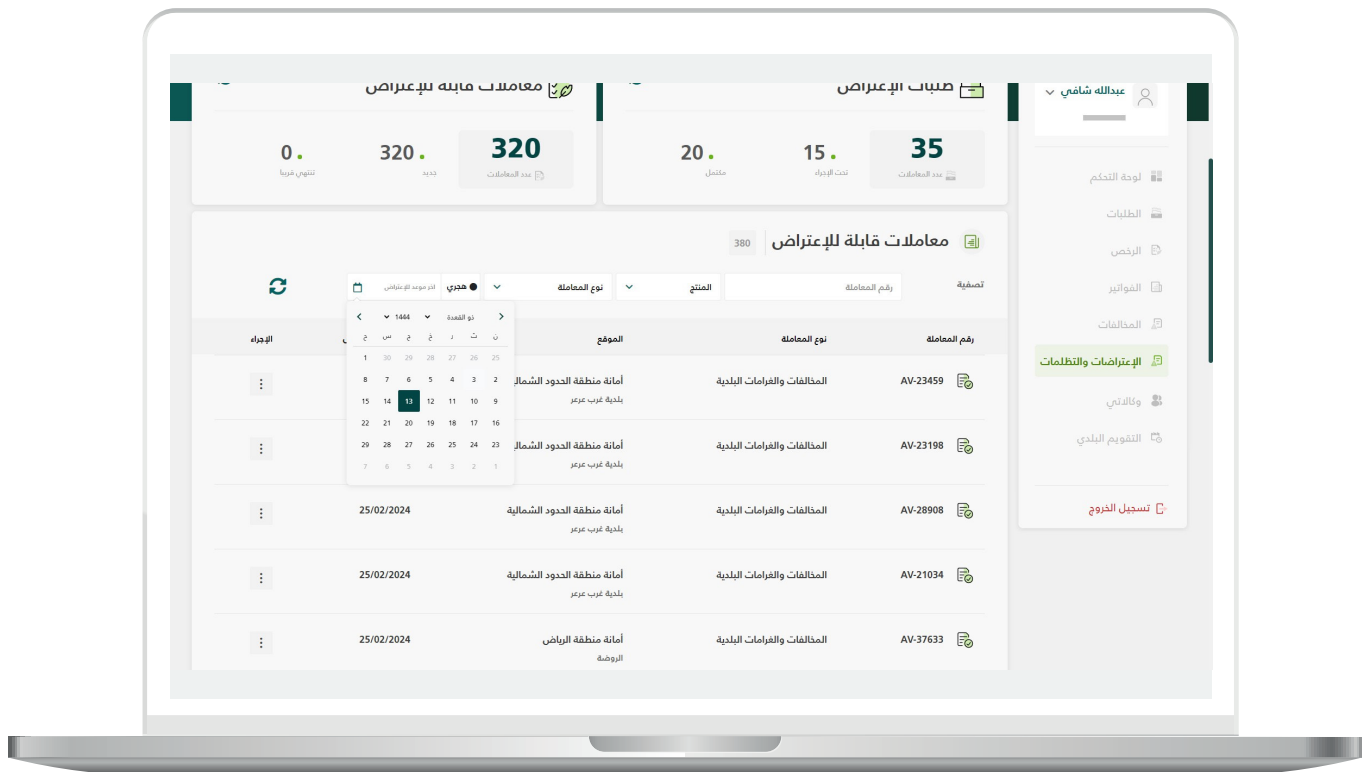




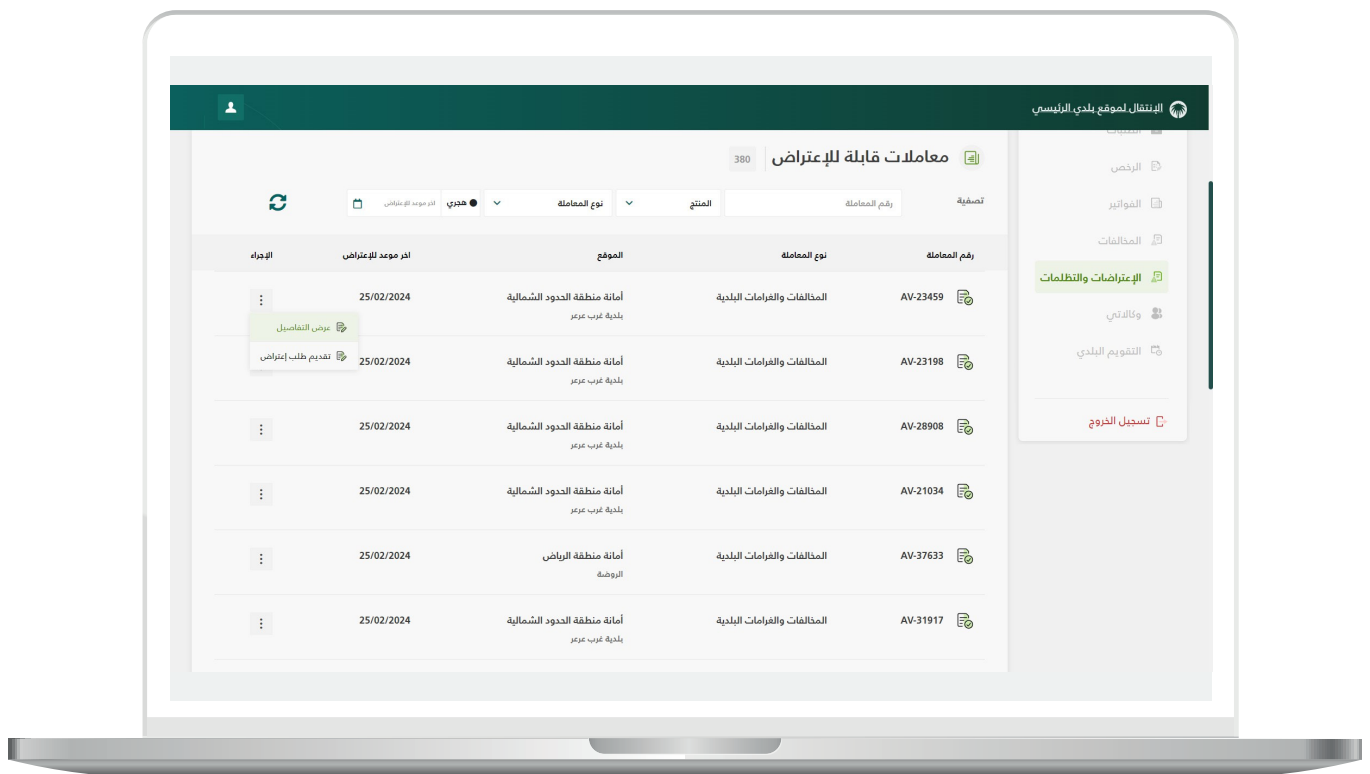
### 3) Users can filter results by (Product, Transaction Type).



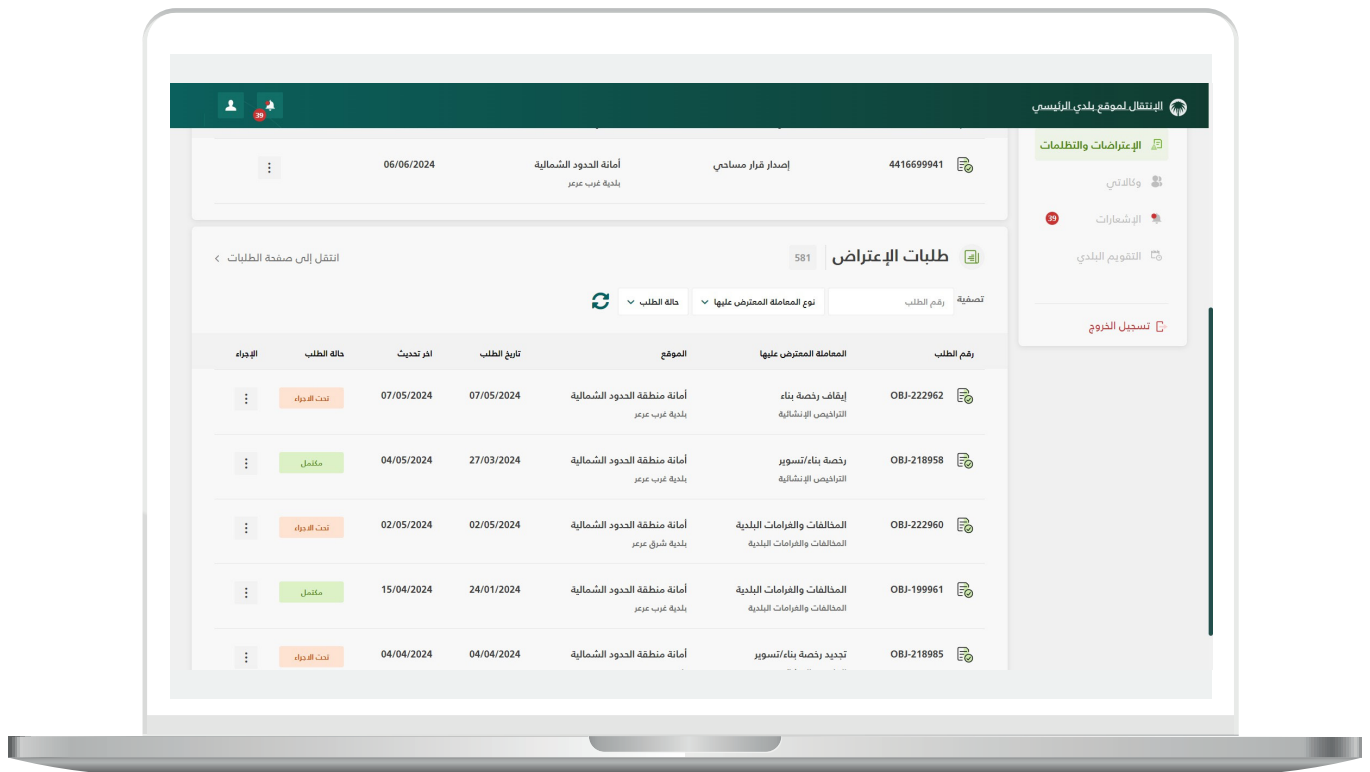
4) Users can filter results by (Last Date for Objection) with the option to select the (Gregorian or Hijri Calendar).



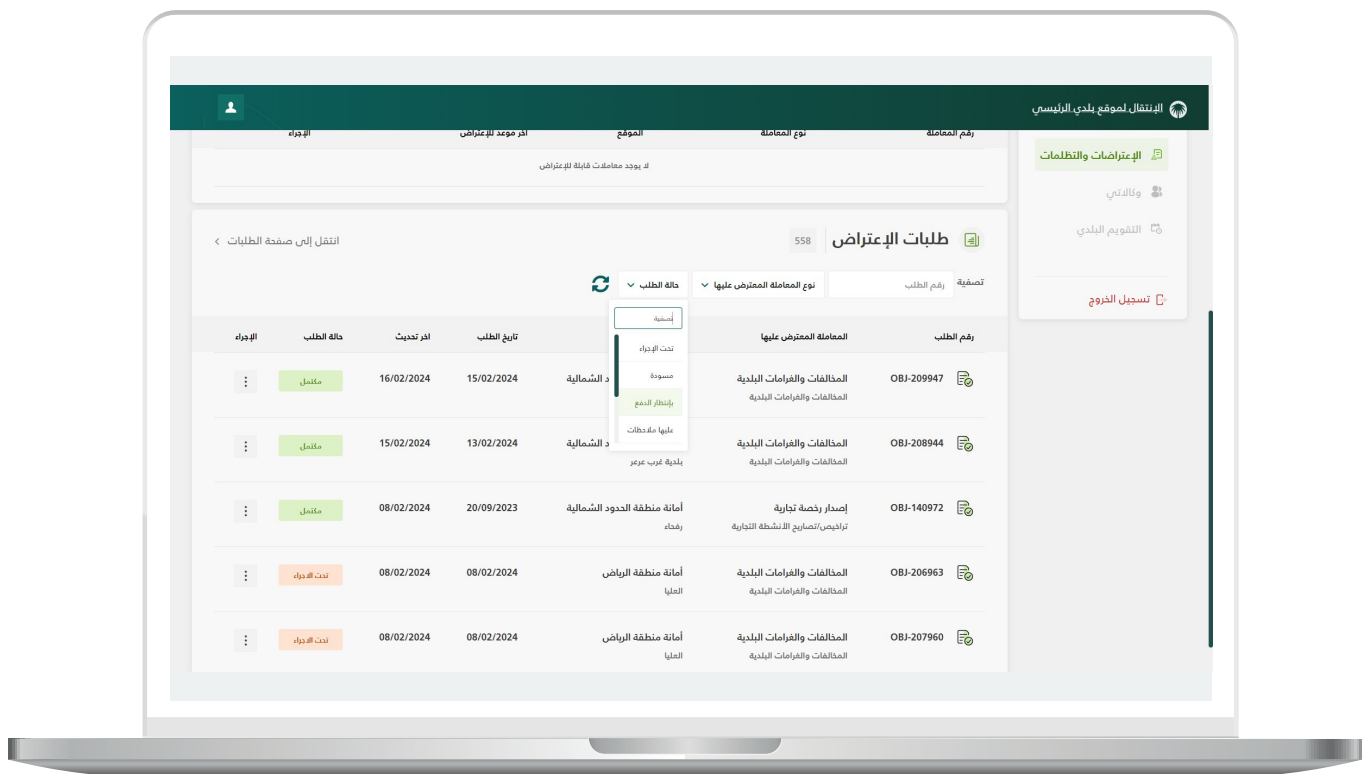
5) Clicking the three vertical dots in the **(Action)** column reveals the options: **(View Details, Submit Objection Request)**.



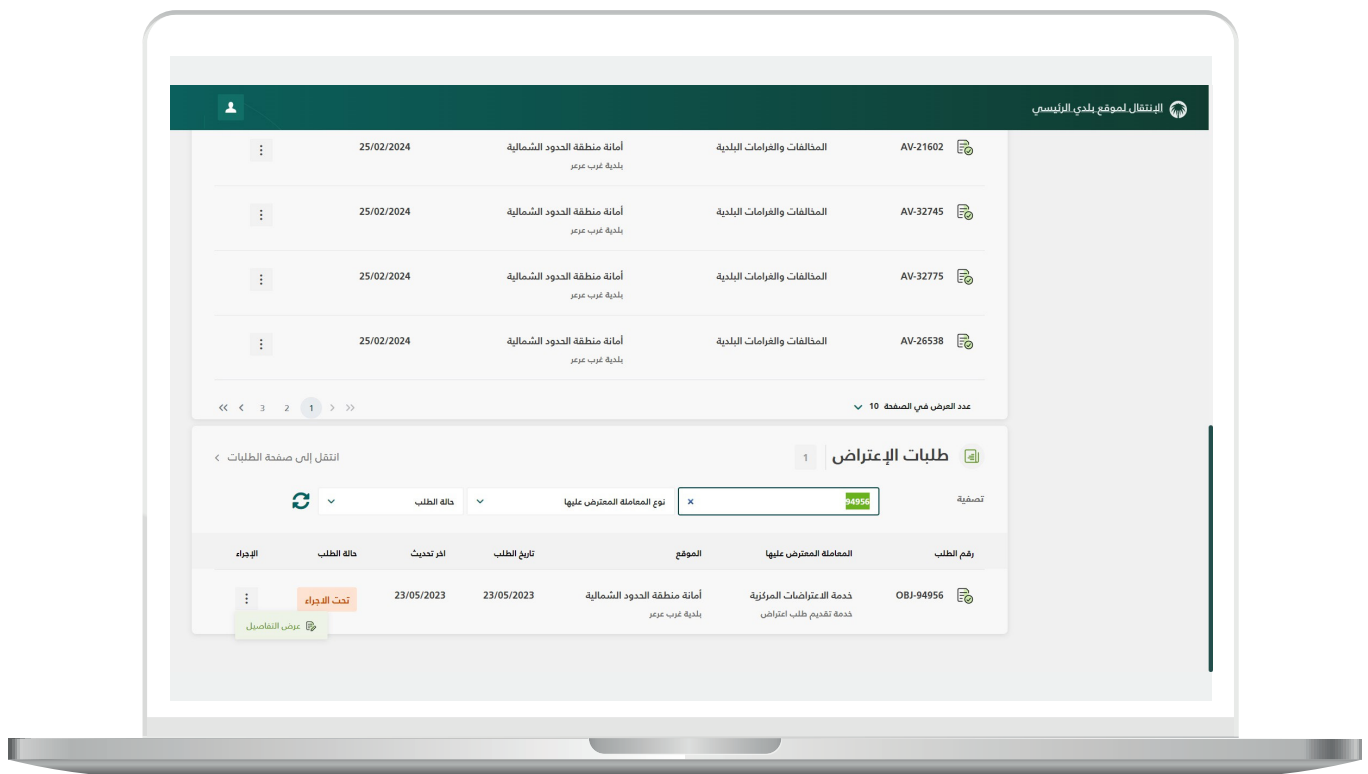
6) The following illustration represents the (Objection Requests) section.



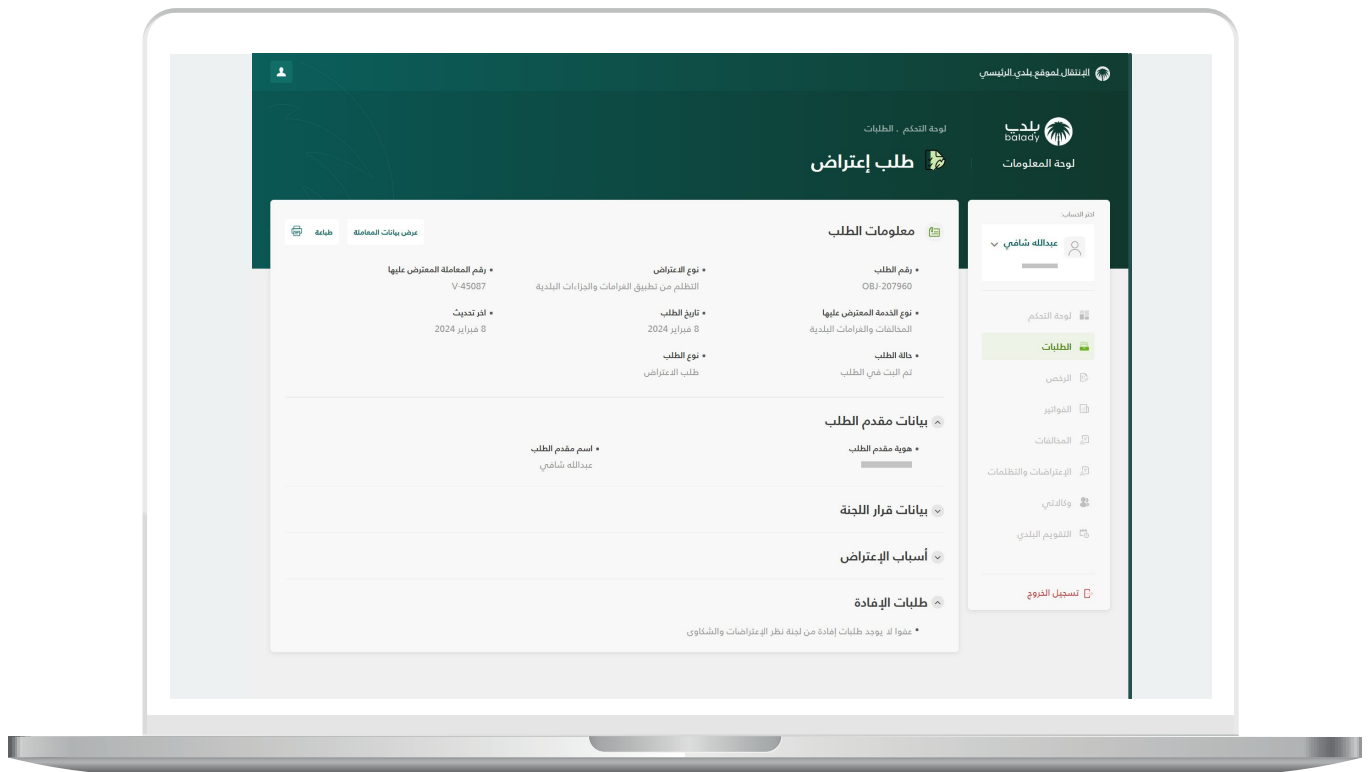
## 7) Users can filter results by (Request Status).



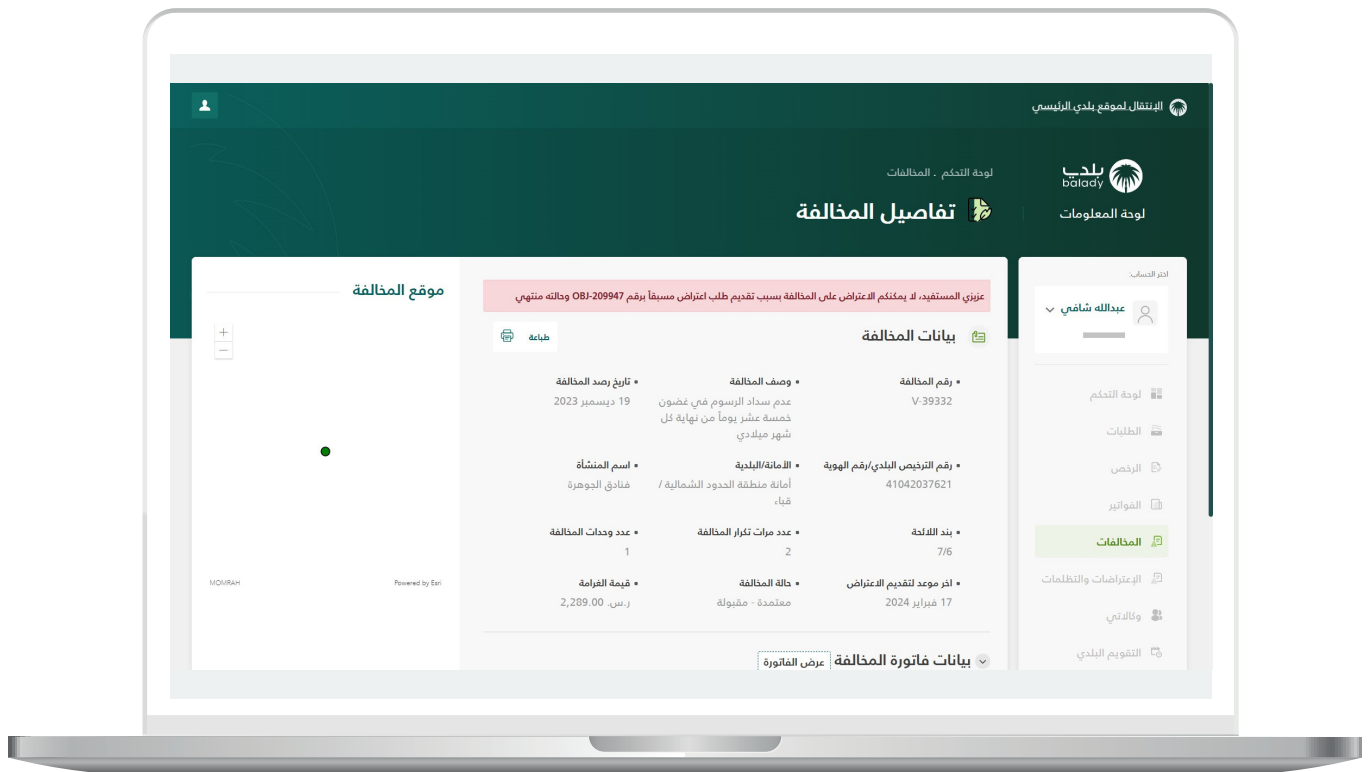
8) After entering the request number in the field, the system will display the search result if available. Clicking the three vertical dots in the (Action) column reveals the option (**View Details**).



9) Clicking the **(View Details)** button will display the objection request details.

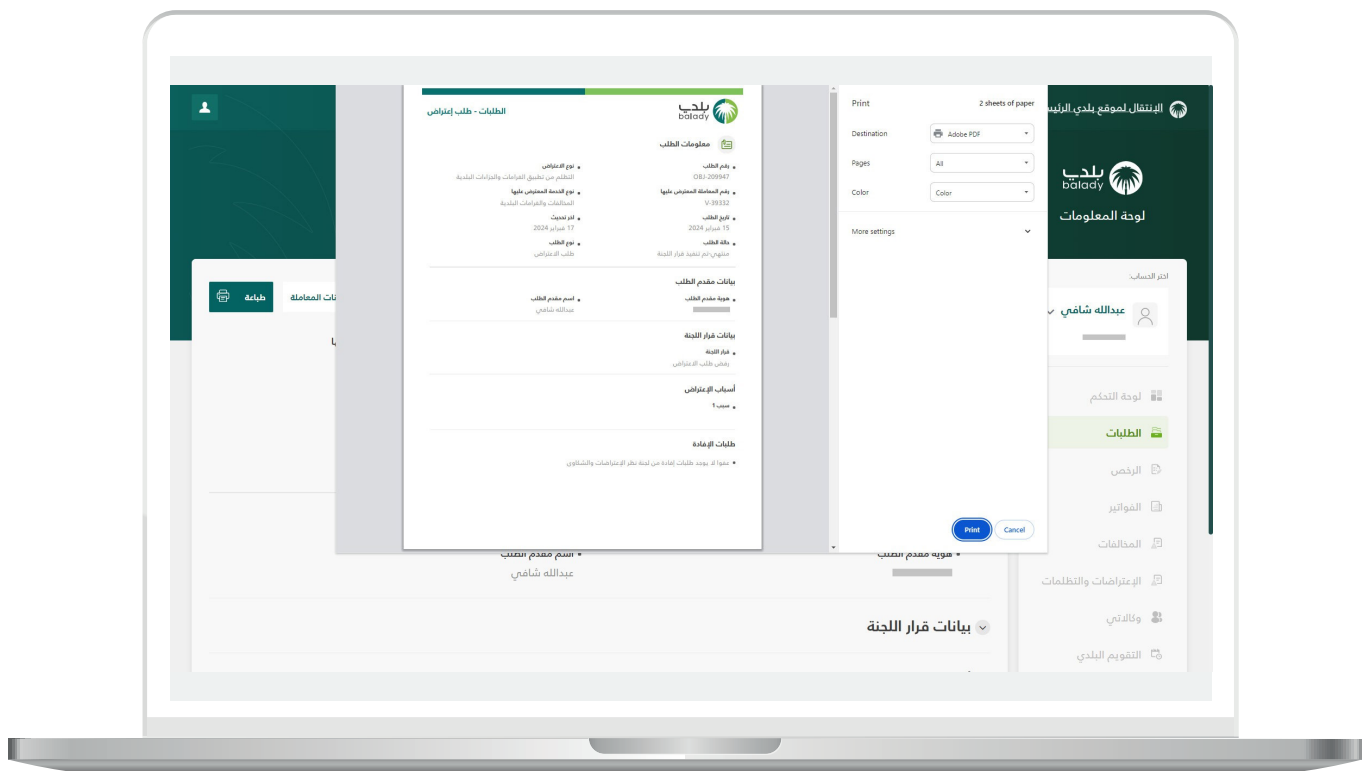


10) Clicking the **(View Details)** button will display the objection request details.



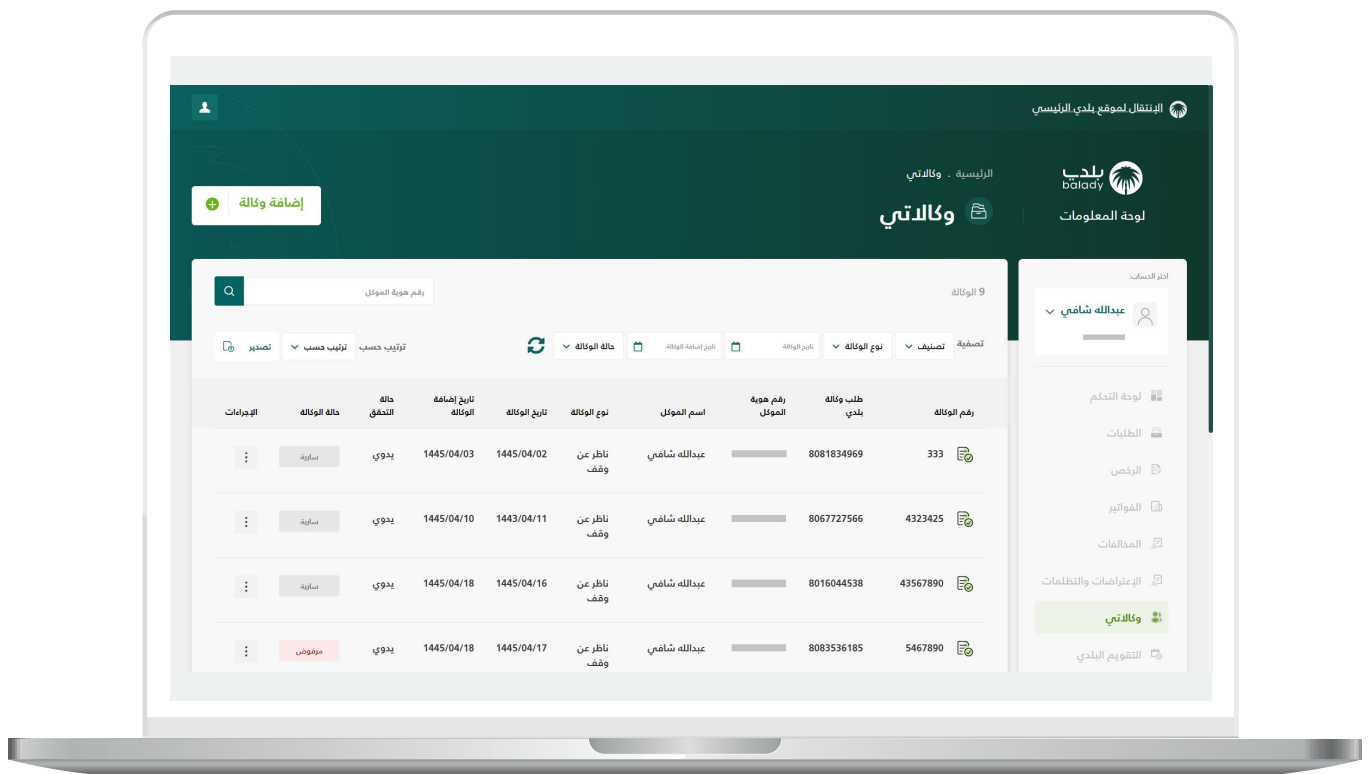


11) Clicking the **(Print)** button will generate a printed version of the violation.

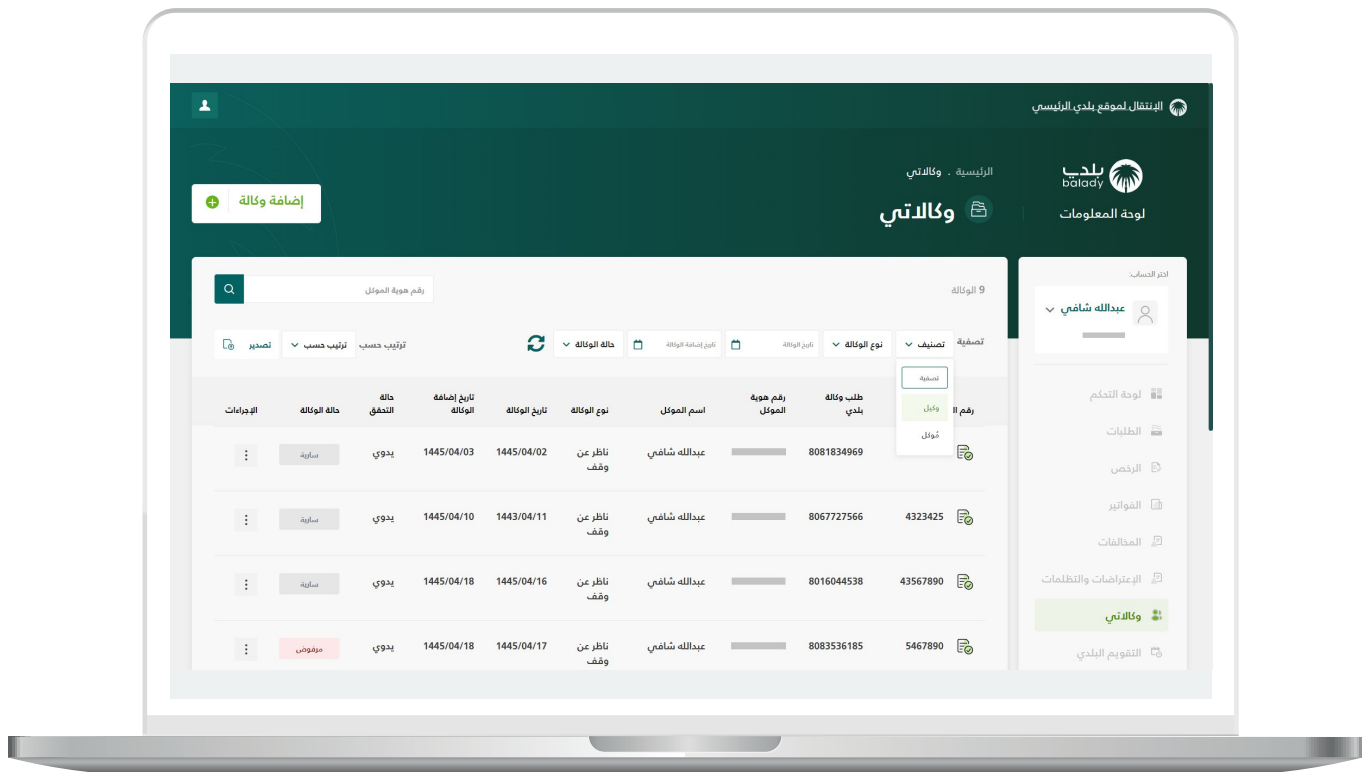


## My Powers of Attorney (POAs)

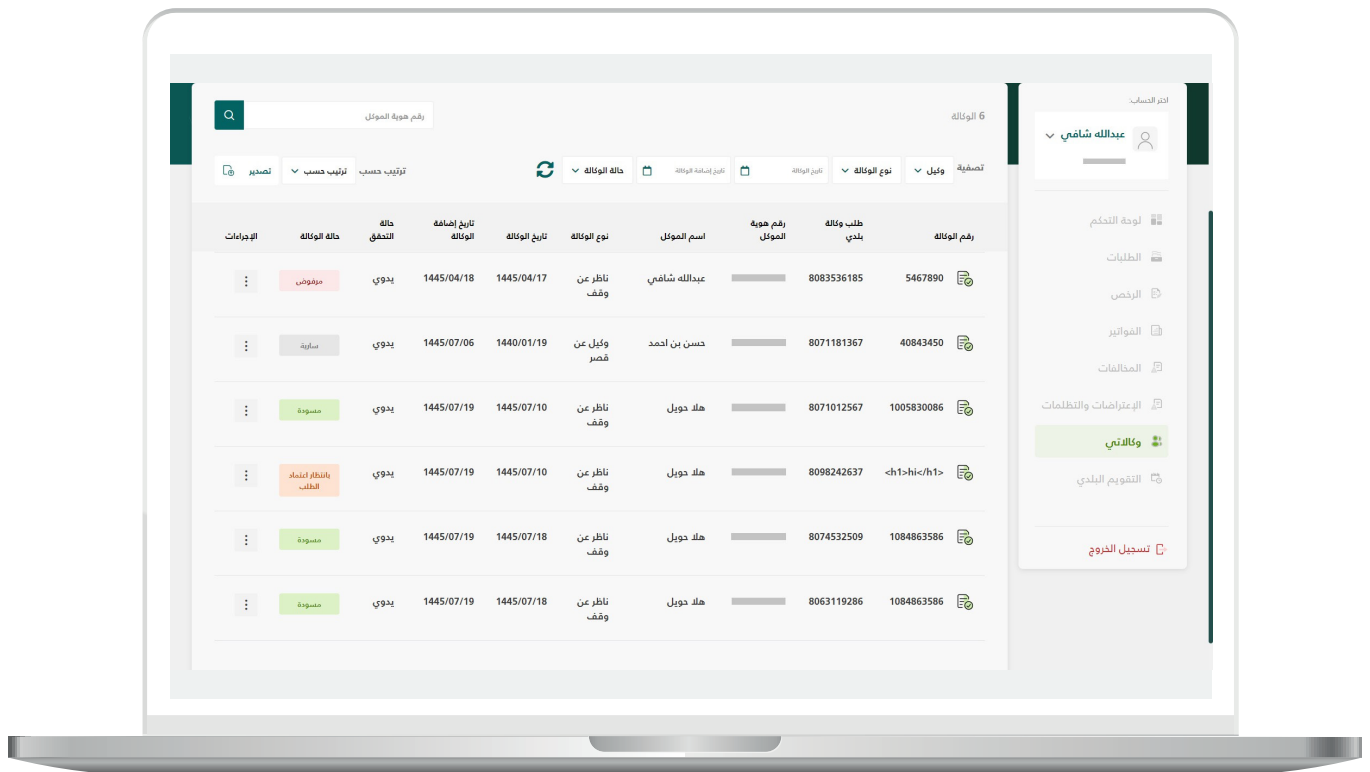
1) In the (My Powers of Attorney (POAs)) section, the user can perform various operations, as follows.



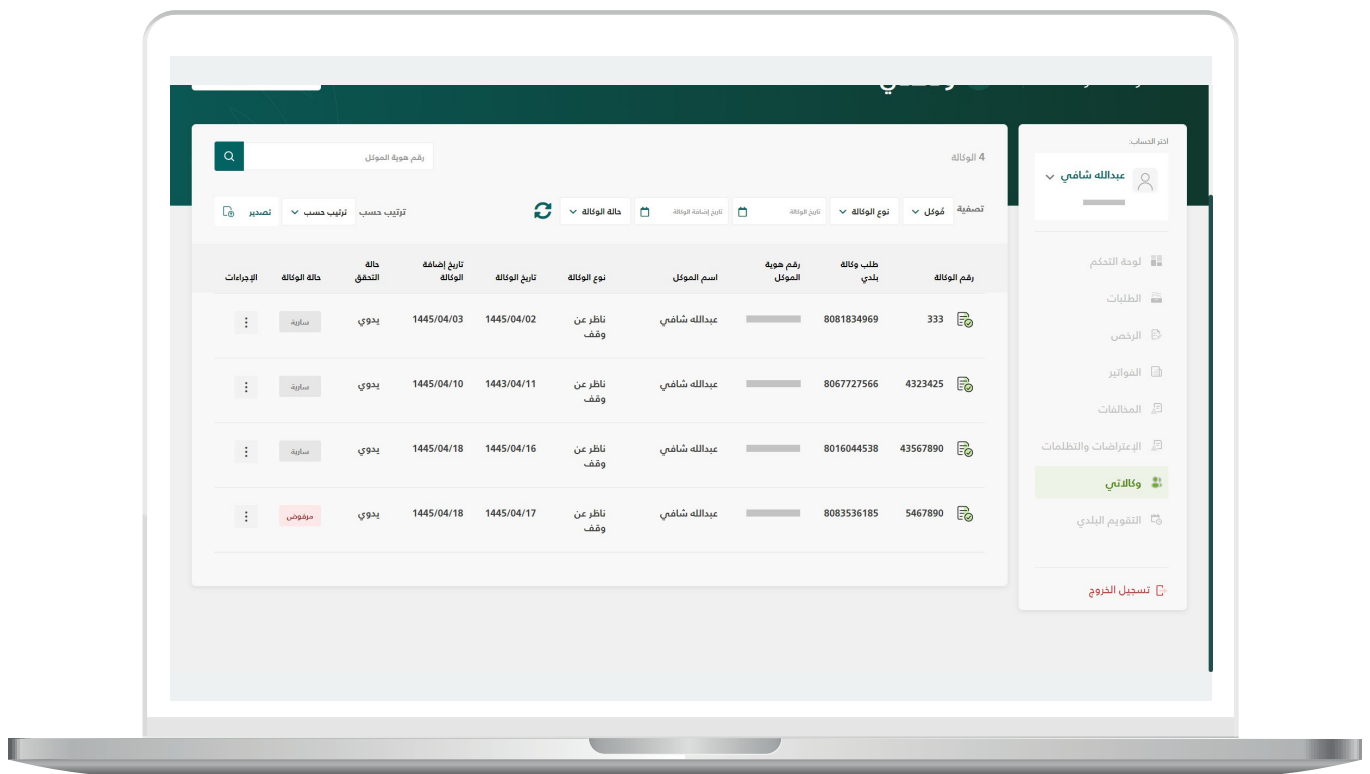
2) The results can be filtered by (Agent) or (Client).



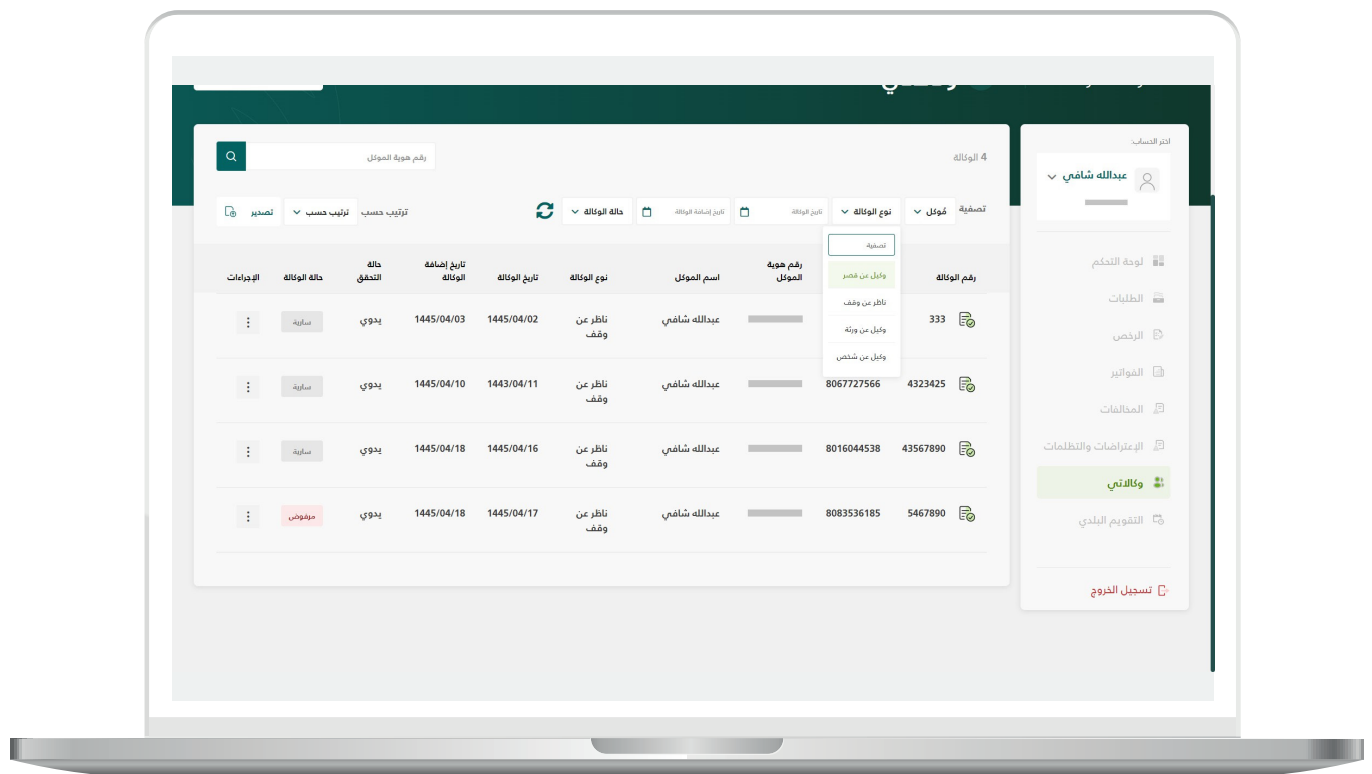
3) The result will then be displayed as follows.



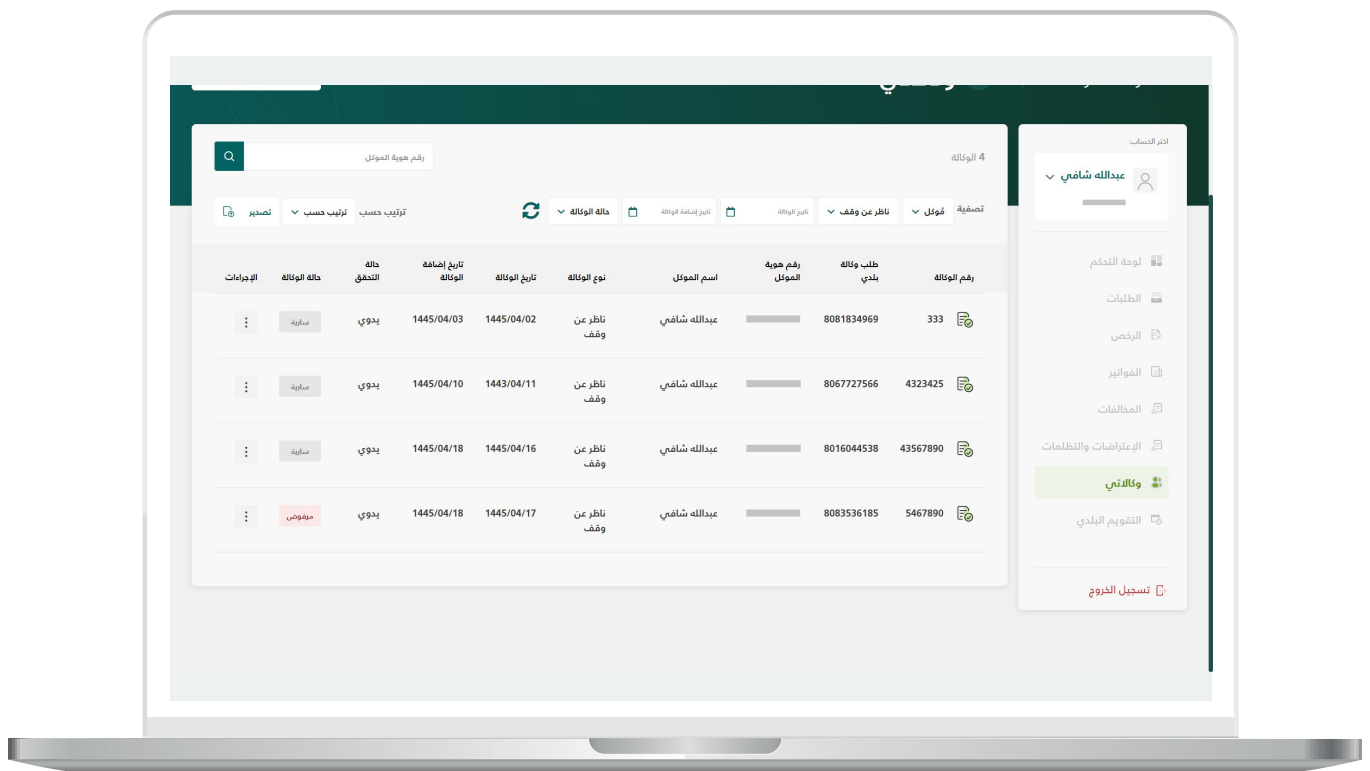
4) The following result appears when selecting **(Client)**.



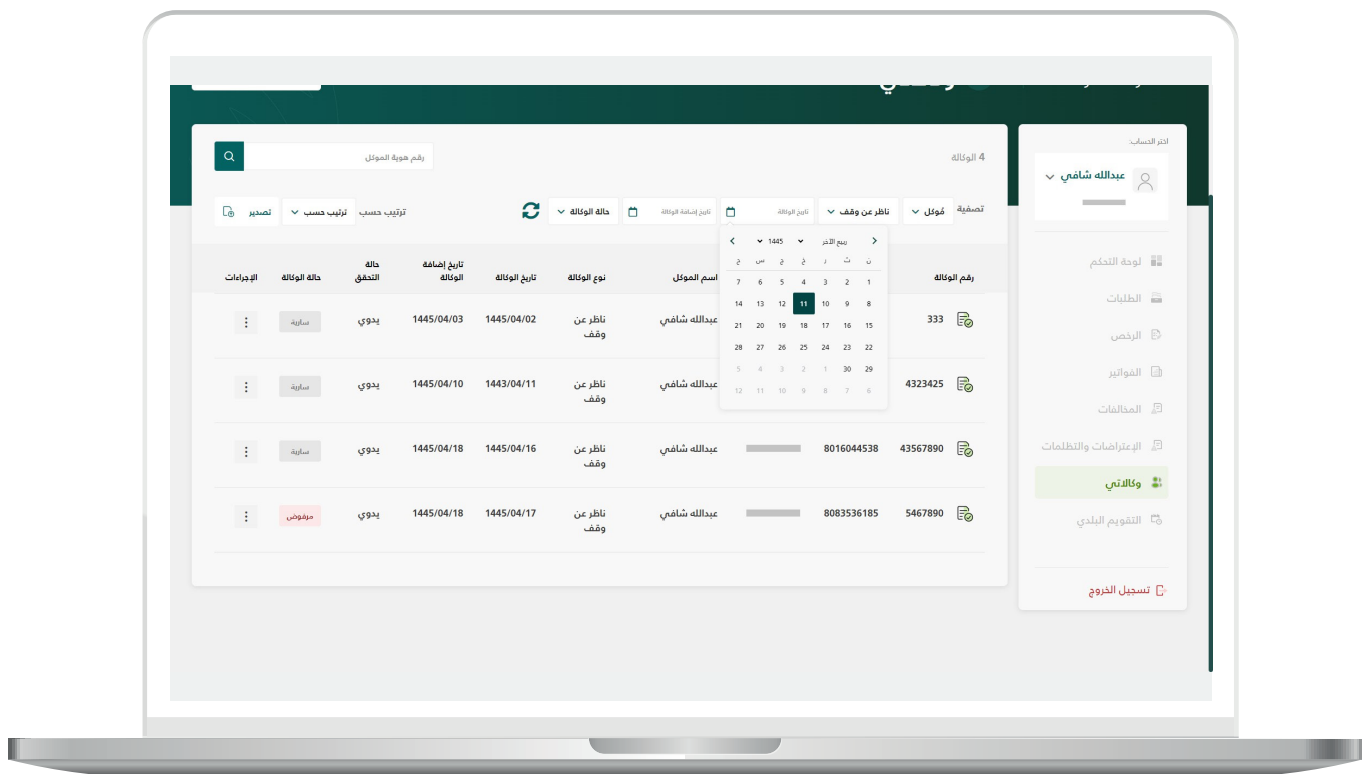
## 5) Results can be filtered by (Type of Power of Attorney).



6) The search results will then be displayed as follows.

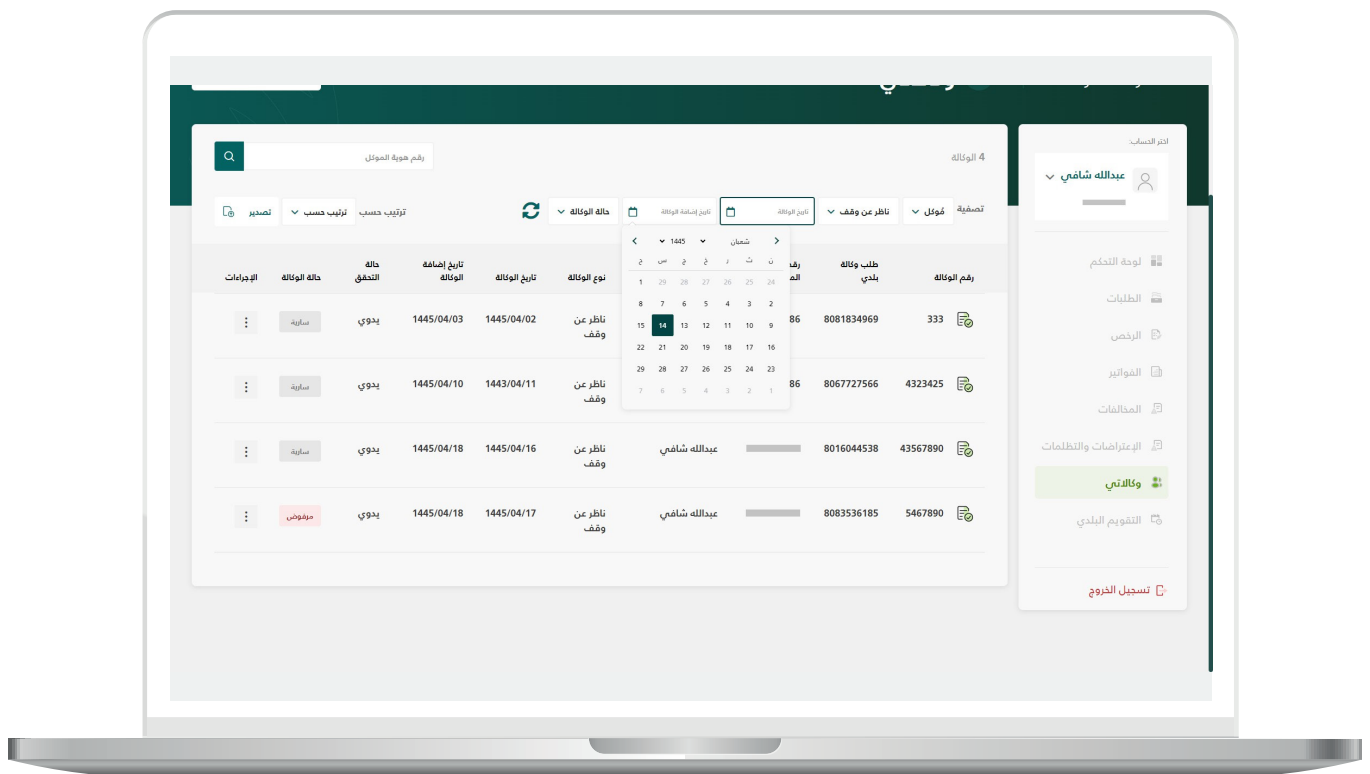


## 7) Results can be filtered by (Power of Attorney Date).

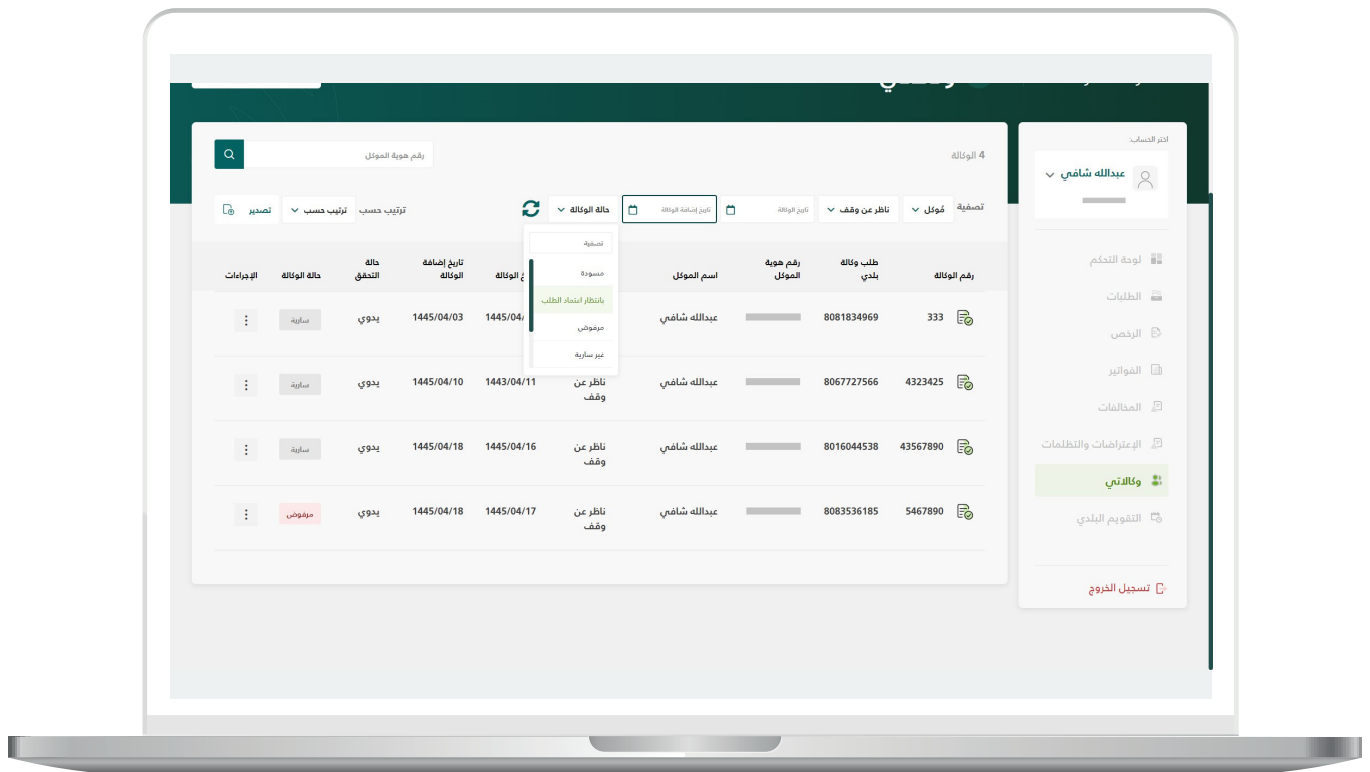




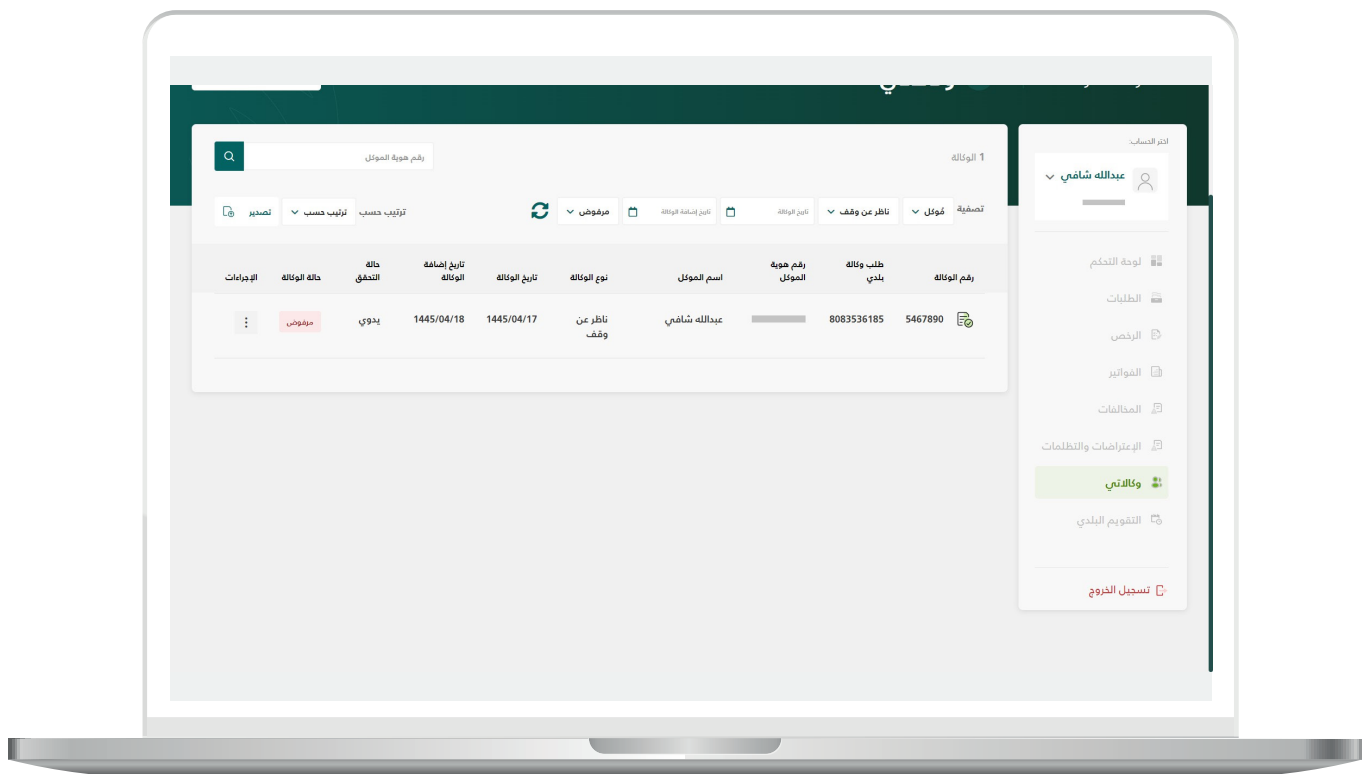
## 8) Results can be filtered by (Date of Power of Attorney Addition).



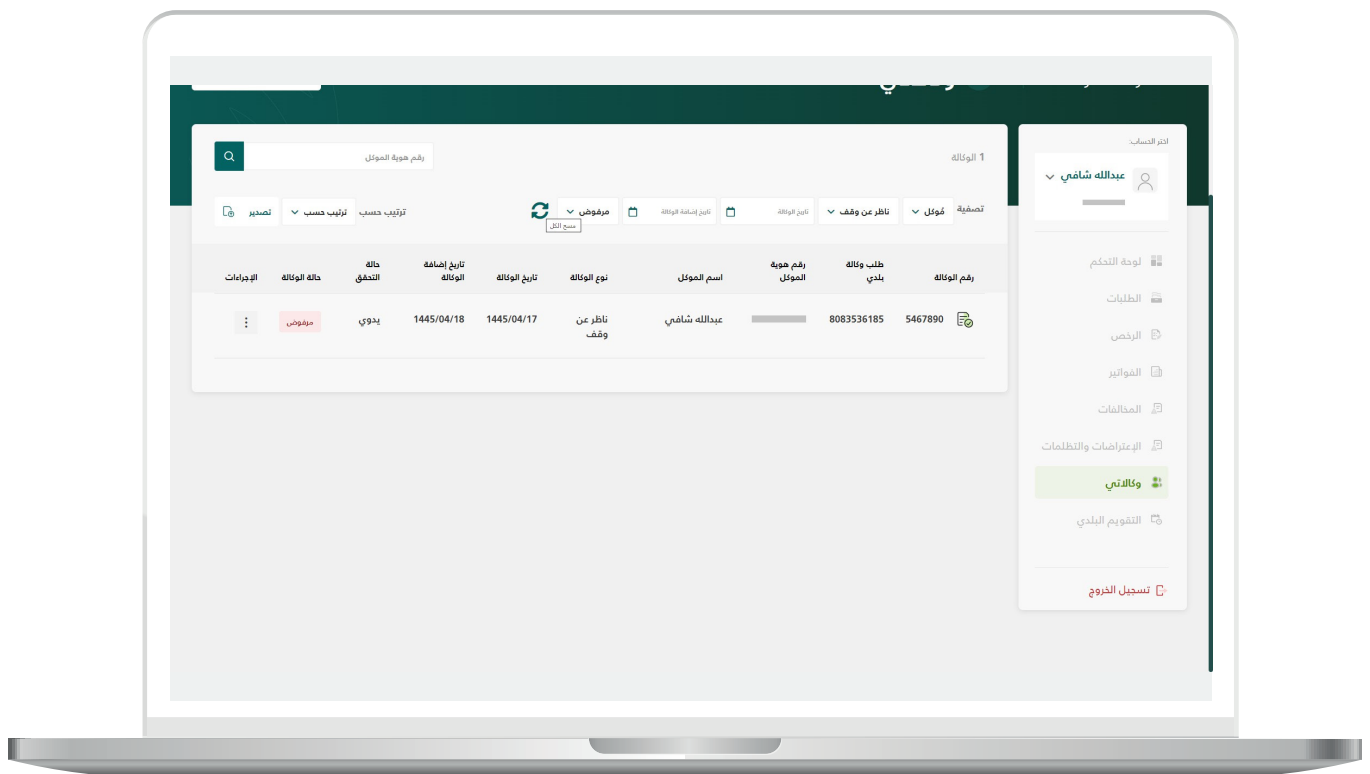
## 9) Results can be filtered by (Power of Attorney Status).



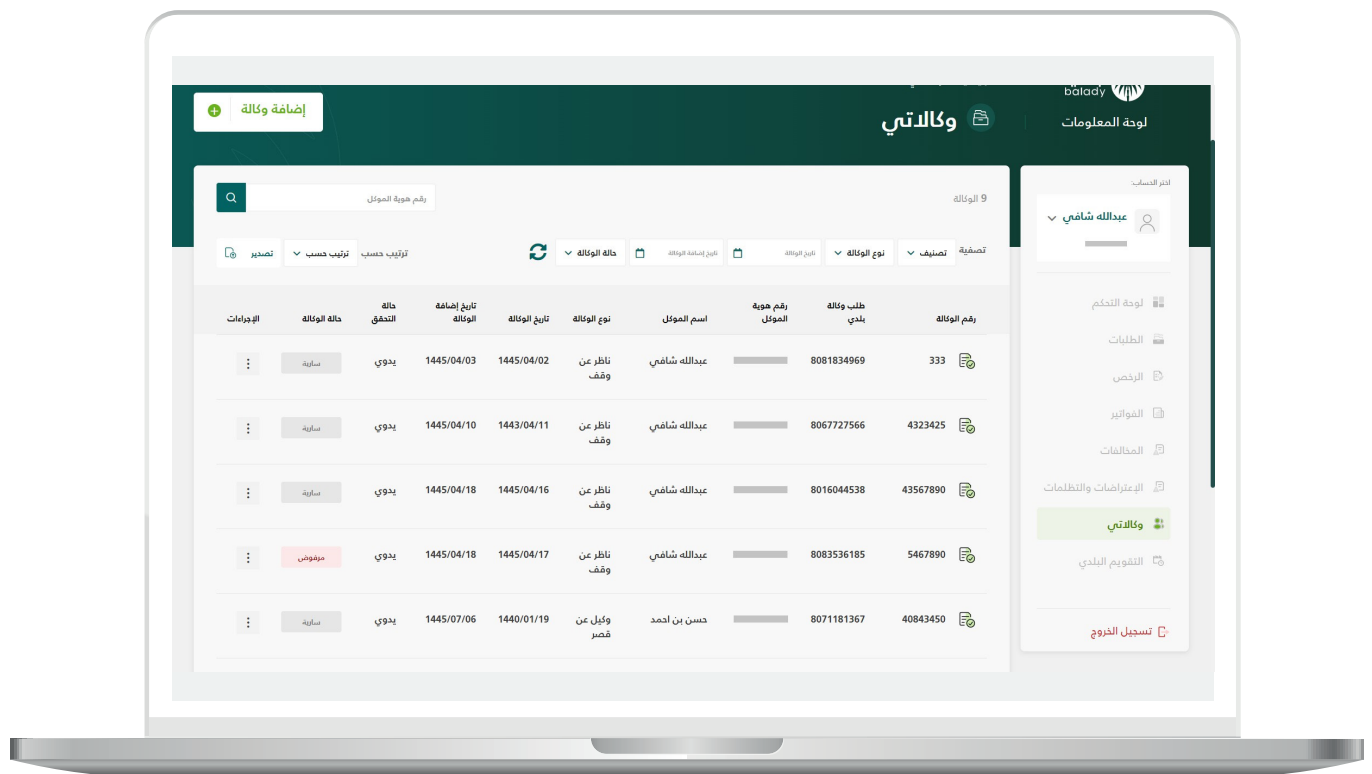
10) The search results will then be displayed as follows.



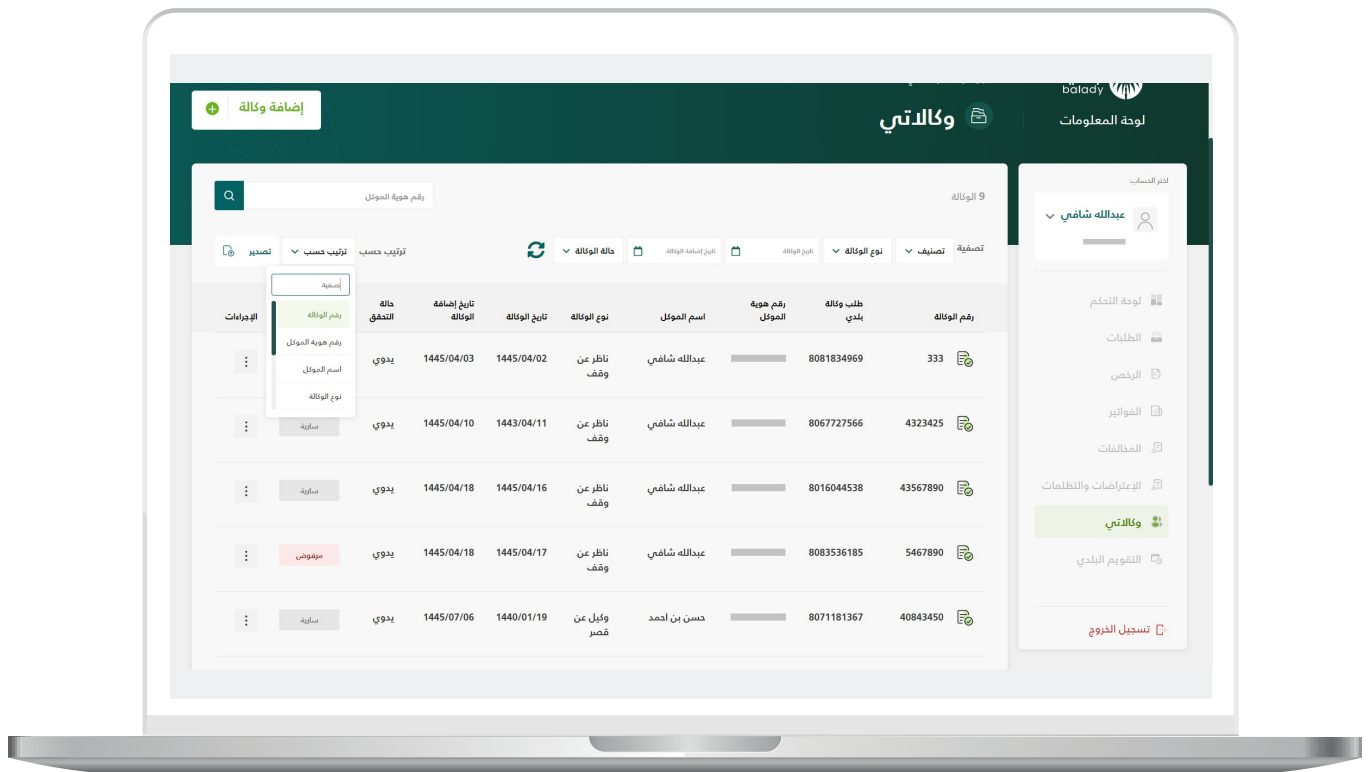
11) Clicking on the **(Clear All)** circular arrow icon clears all search filters.



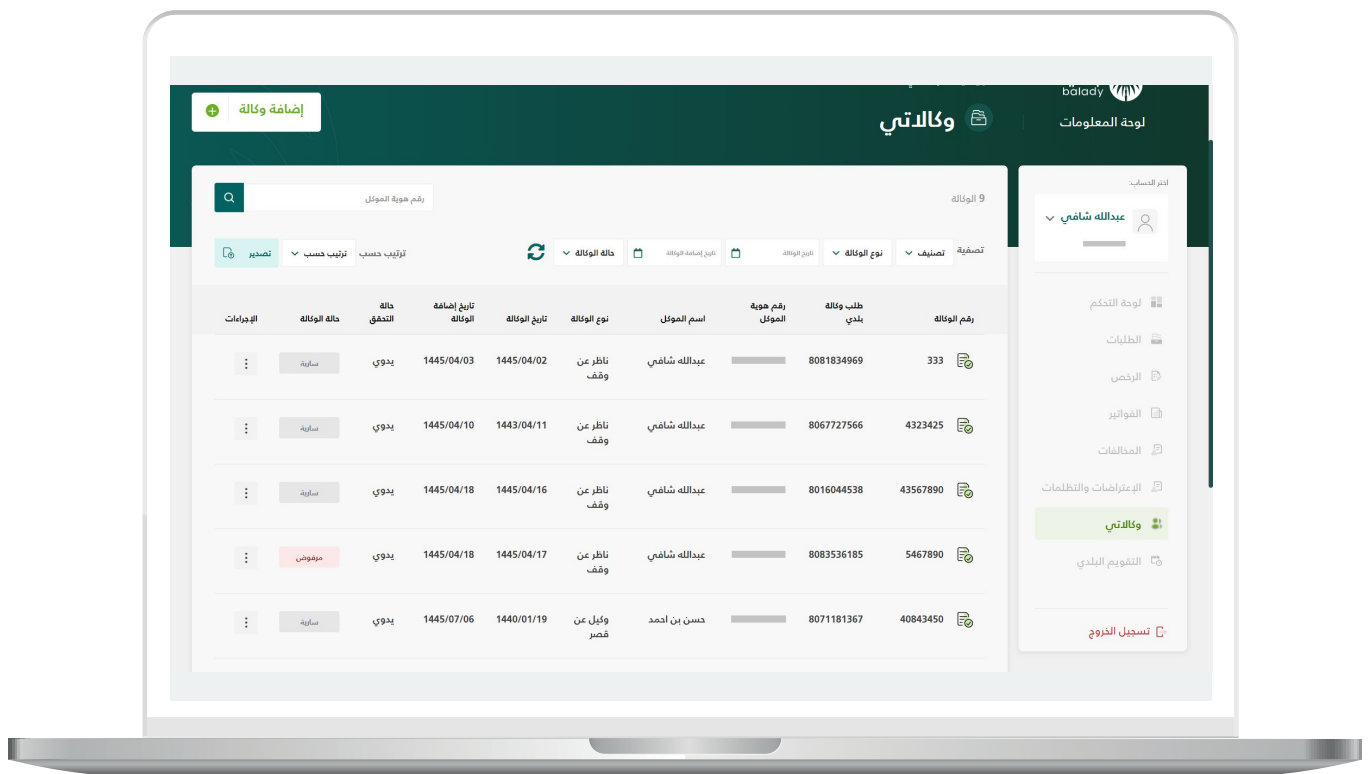
12) All search filters have been cleared.



### 13) Results can be sorted using the (Sort By) dropdown list.



14) The search results will then be displayed as follows. Users can export search results to an Excel file using the **(Export)** button.



15) The following image shows the exported Excel file.

1005830086 - Excel

FileHomeInsertDrawPage LayoutFormulasDataReviewViewHelpAccount

Tell me what you want to do

Font

Paragraph

Styles

Cells

Editing

Clipboard

Font

Paragraph

Number

Styles

Cells

Editing

Q20

T

S

R

Q

P

O

N

M

L

K

J

I

H

G

F

E

D

C

B

A

رقم الوثيقة

رقم هوية الموكل

اسم الموكل

نوع الوثيقة

التاريخ الوثيقة

الرقم

نوع الترخيص

حالة الوثيقة

333

عبدالله شادي

تأخر عن وقت

1445/04/02

1445/04/03

سارية

9323425

عبدالله شادي

تأخر عن وقت

1445/04/11

1445/04/10

سارية

1084863586

فلا حويل

تأخر عن وقت

1445/07/18

1445/07/19

ممنوعة

90841400

حسن بن احمد

وكل من الجسر

1440/01/19

1445/07/08

سارية

93567890

عبدالله شادي

تأخر عن وقت

1445/04/16

1445/04/18

سارية

5467890

عبدالله شادي

تأخر عن وقت

1445/04/17

1445/04/18

مرفوض

1005830086

فلا حويل

تأخر عن وقت

1445/07/20

1445/07/19

ممنوعة

<[1-9]\*/[1-10]

فلا حويل

تأخر عن وقت

1445/07/20

1445/07/19

بالتظلم اعقدت الطلب

1084863586

فلا حويل

تأخر عن وقت

1445/07/18

1445/07/19

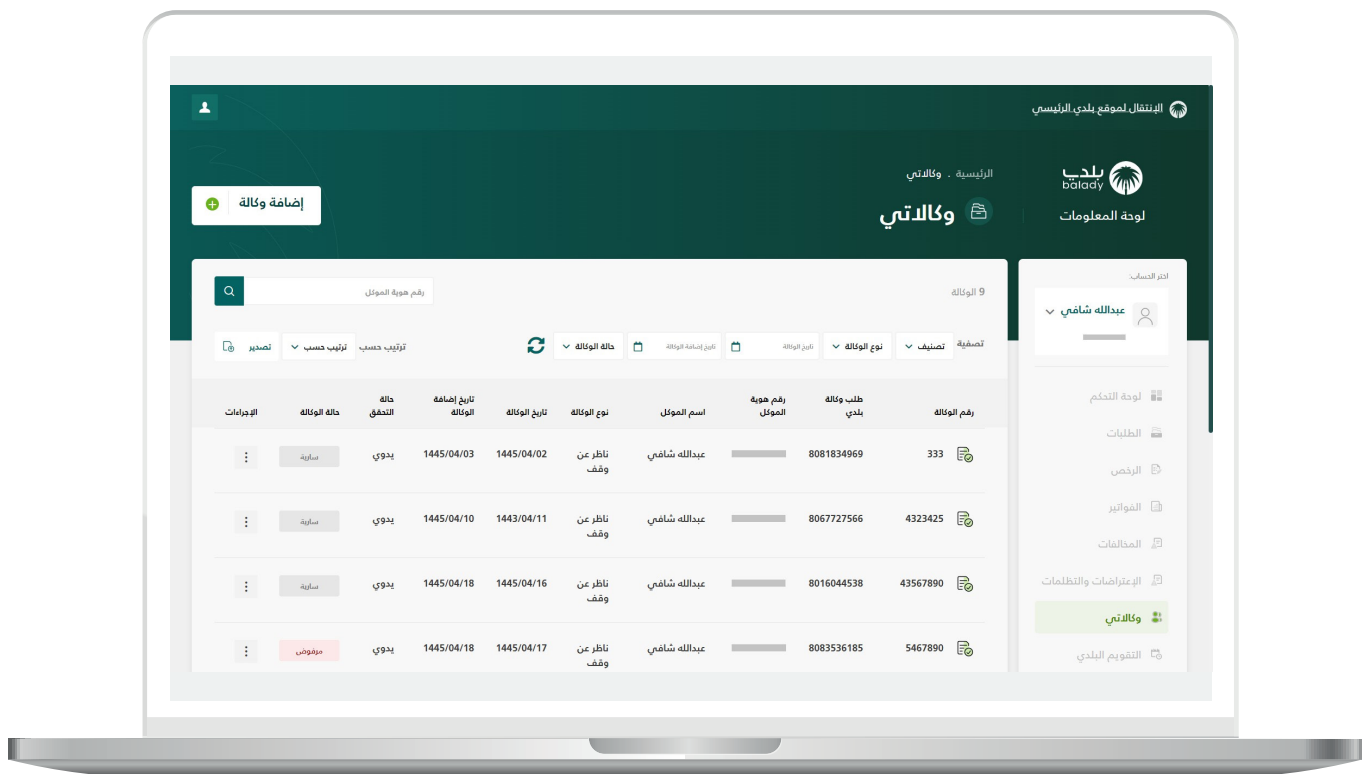
ممنوعة

Ready

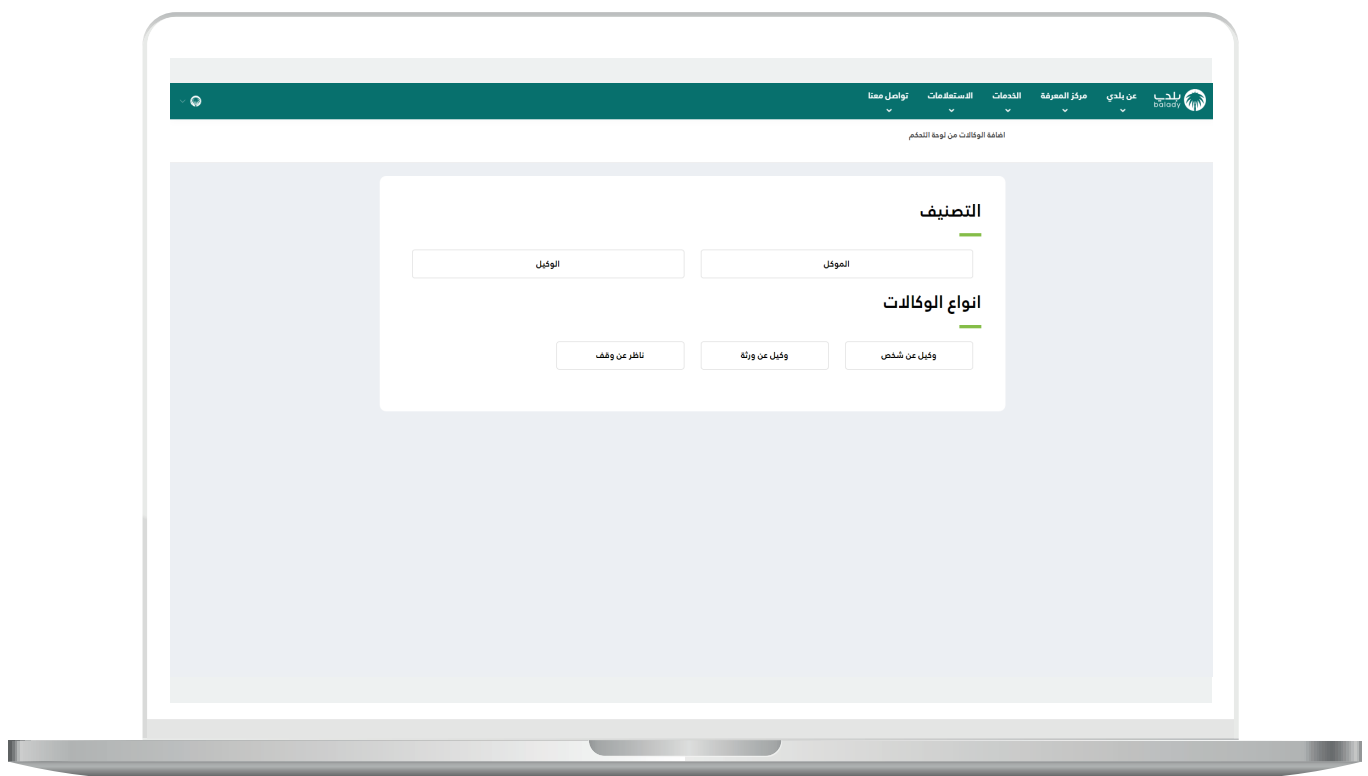
100%



16) A new Power of Attorney can be added using the (Add Power of Attorney) button.



17) The user will then be redirected to the next screen, where they can select **(Category)** and **(Power of Attorney Types)**.



18) If the **(Client)** option is selected, new fields will be displayed, as shown below.

التصنيف

إضافة الوكالات من لوحة التحكم

الوكيل

الموكل

رقم هوية الموكل \*

نوع هوية الموكل \*

تاريخ ميلاد الموكل \*

الوكيل \*

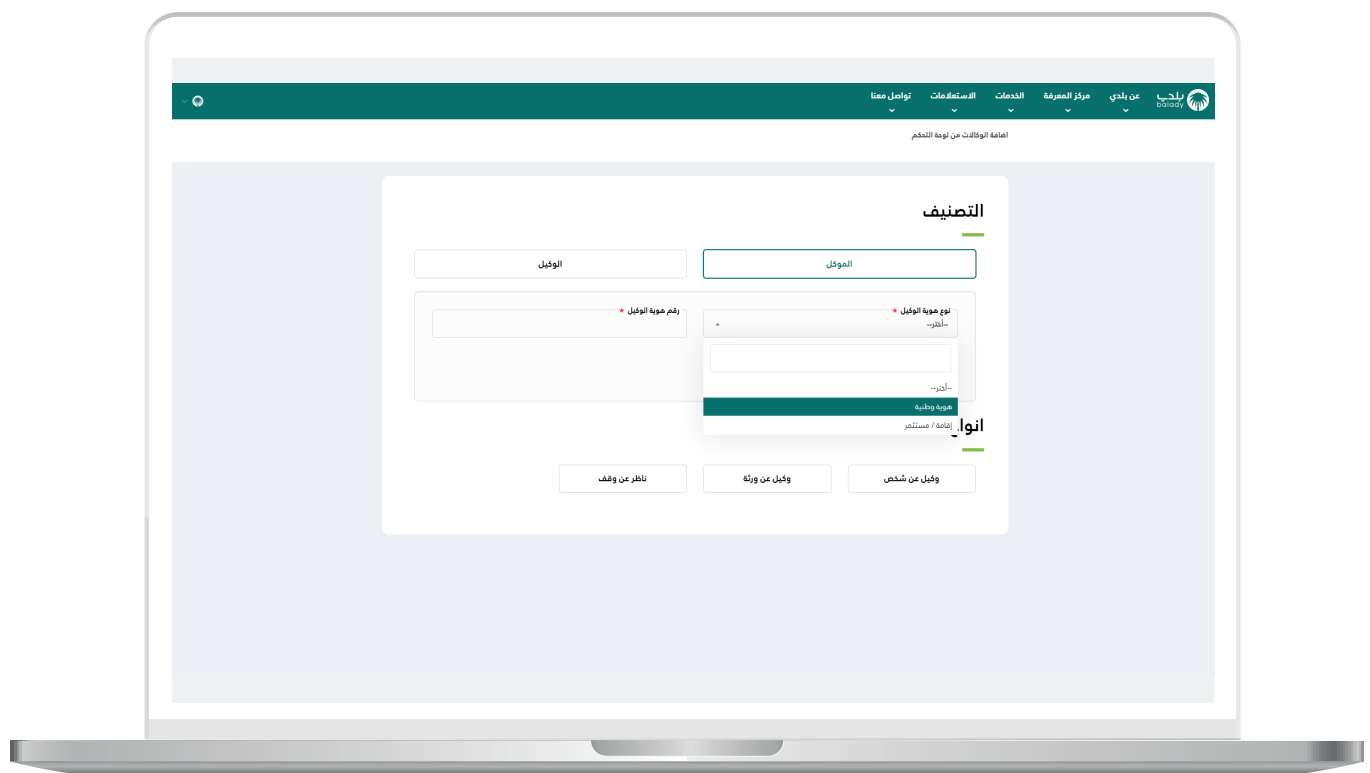
انواع الوكالات

ناظر عن وقف

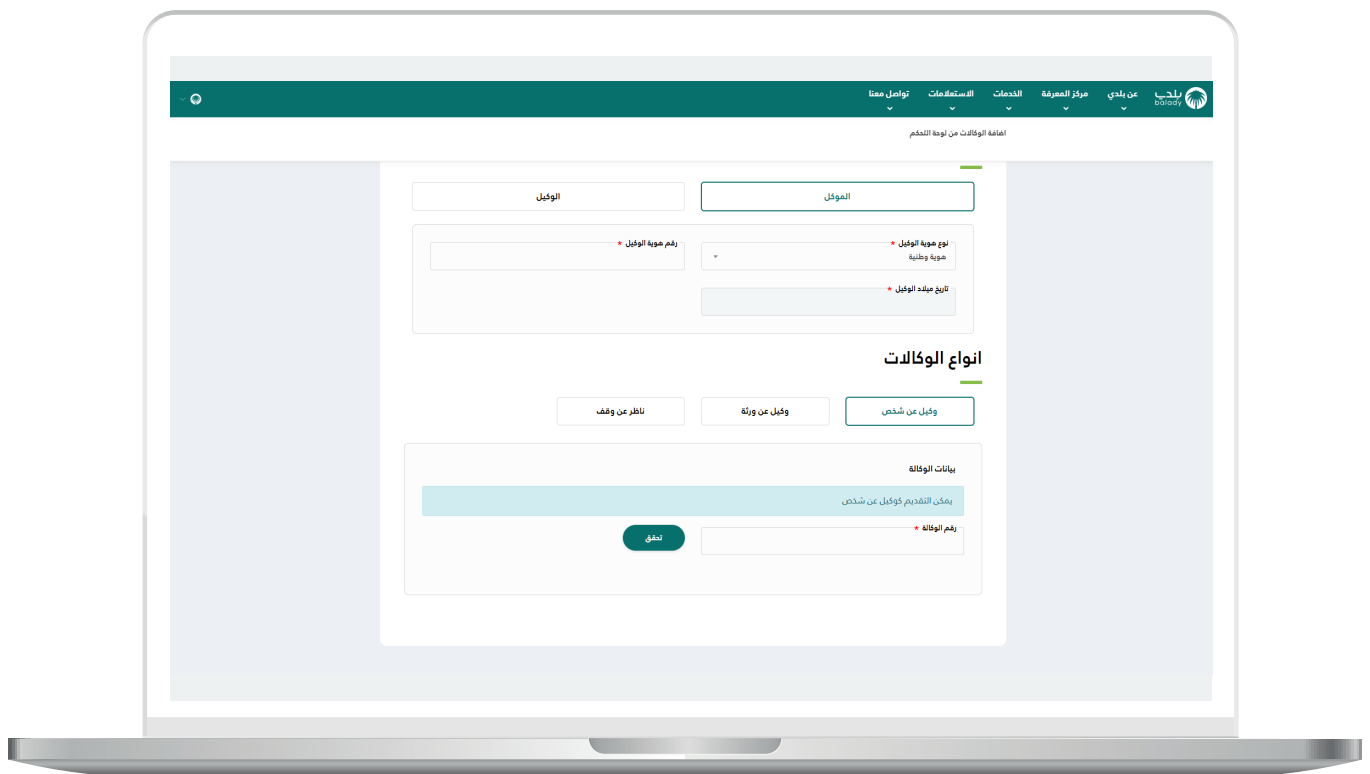
وكيل عن ورثة

وكيل عن شخص

19) The following image displays the available options in the (Agent Identification Type) dropdown list.



20) The following image displays the available options in the (Agent Identification Type) dropdown list.



21) If (Agent for Heirs) is selected, the following fields will appear: (Power of Attorney Number, Deceased's Date of Birth)—these must be completed before clicking the (Verify) button.

The screenshot shows a web form titled 'أنواع الوكالات من أمانة التحكم' (Types of Agencies from the Control Panel). The form is divided into two main sections: 'الوكيل' (Agent) and 'الموكل' (Principal).

**الوكيل (Agent) Section:**

- Field: رقم هوية الوكيل (Agent ID Number) - marked with a red asterisk.
- Field: نوع هوية الوكيل هوية وطنية (Agent ID Type: National ID) - marked with a red asterisk.
- Field: تاريخ ميلاد الوكيل (Agent Date of Birth) - marked with a red asterisk.

**الموكل (Principal) Section:**

- Field: نوع هوية الموكل (Principal ID Type) - marked with a red asterisk.
- Field: تاريخ ميلاد الموكل (Principal Date of Birth) - marked with a red asterisk.

**أنواع الوكالات (Types of Agencies):**

- وكيل عن شخص (Agent for a person)
- وكيل عن ورثة (Agent for heirs) - This option is selected and highlighted with a green border.
- ناظر عن وقف (Agent for a trust)

**بيانات الوكالة (Agency Data):**

- سند التقديم كوكيل عن ورثة (Submission document as agent for heirs) - This field is highlighted in light blue.
- رقم الوكالة (Agency Number) - marked with a red asterisk.
- تاريخ ميلاد المتوفي (Date of death) - marked with a red asterisk.
- تأكيد (Confirm) button - A green button at the bottom right.

22) If (Custodian of a Trust) is selected, the following fields will appear: (Trust Registration Number, Trust Date, Trust Name, Trust Registration Text). These must be filled out before clicking the (Submit Request) button.

انواع الوكالات

وكيل عن شخص    وكيل عن ورثة    ناظر عن وقف

بيانات الوكالة

سيتم التقديم كوكيل ناظر عن وقف. يرجى إرفاق الماك في خطوات المرفقات

رقم تسجيل الوقف \*    تاريخ الوقف \*

اسم الوقف

نص تسجيل الوقف \*

تقديم الطلب

23) If **(Agent)** is selected under **(Category)**, the following options will be displayed in the **(Power of Attorney Types)** section: **(Agent for an Individual, Agent for Heirs, Custodian of a Trust, Guardian of a Minor)**.

If any of the following options are selected: **(Agent for an Individual, Agent for Heirs, Custodian of a Trust)**, the same fields as in the **(Client)** selection will be displayed. If **(Guardian of a Minor)** is selected, the following fields will appear: **(Guardianship Deed Number, Deed Date, Guardianship Deed Text)**. These must be completed before clicking the **(Submit Request)** button.

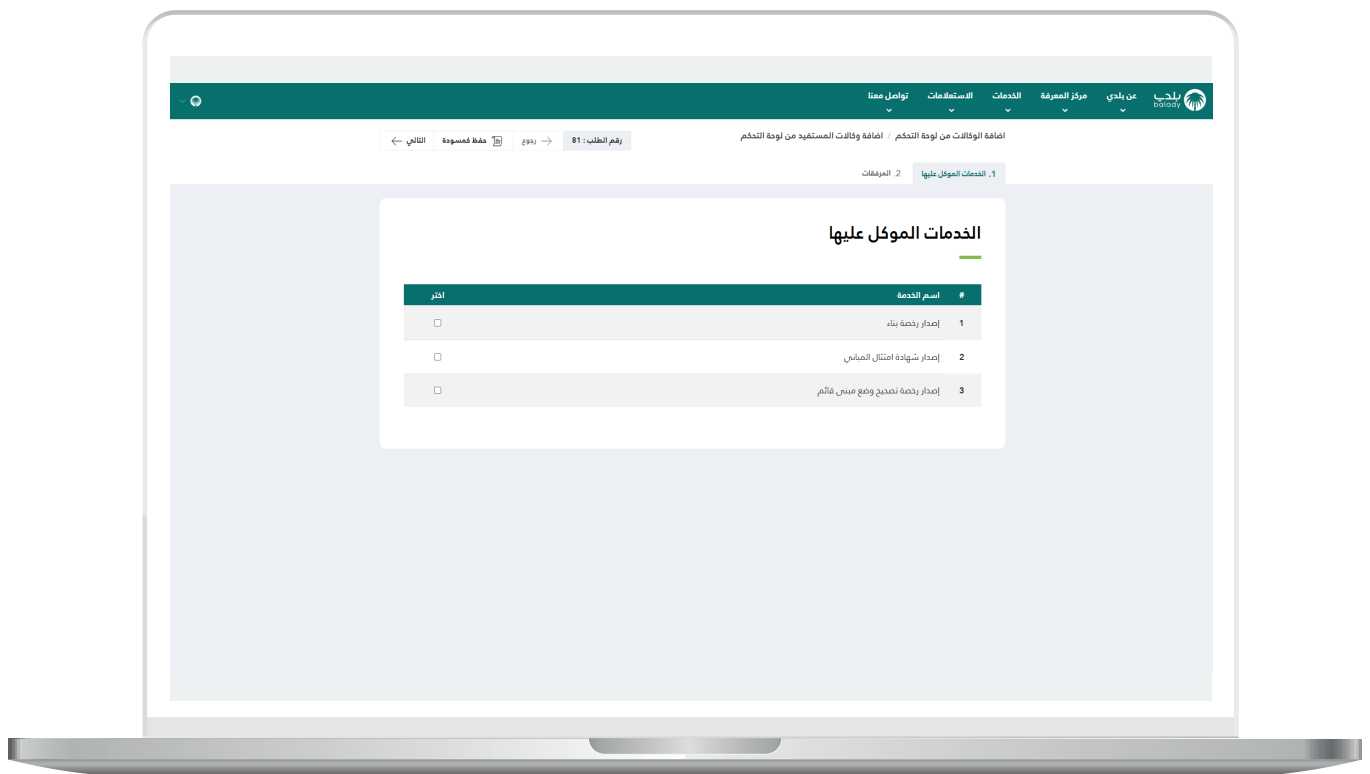
The screenshot shows a web application interface for a service control panel. The top navigation bar is dark green with white text and icons. The main content area is white and contains two sections:

**التصنيف** (Classification): This section has two tabs, 'الوكيل' (Agent) and 'الموكل' (Client). Under the 'الوكيل' tab, there are three input fields: 'رقم حصة الموكل' (Client's share number), 'نوع حصة الموكل' (Client's share type), and 'تاريخ حصة الموكل' (Client's share date).

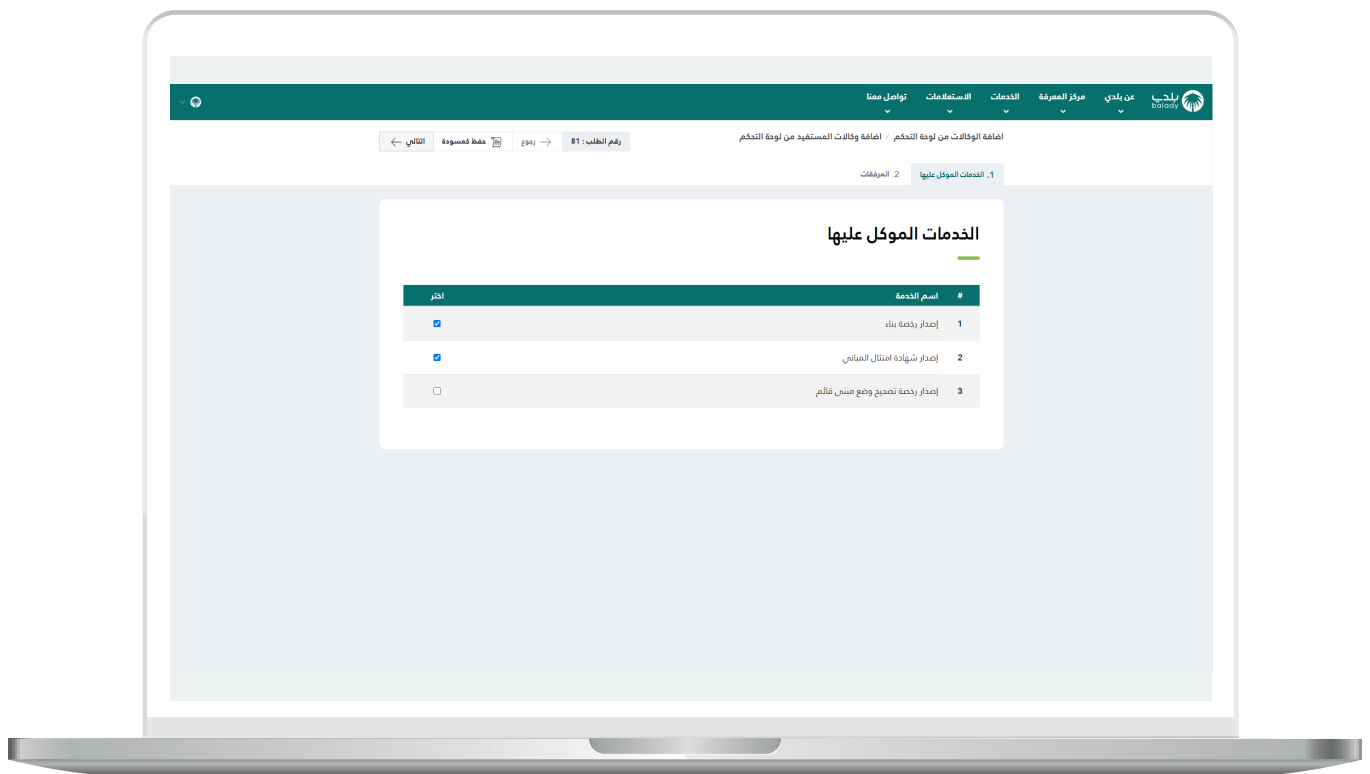
**انواع الوكالات** (Types of Agencies): This section has four buttons: 'وصي على الغير' (Guardian of a minor), 'نظير عن وقف' (Similar to a trust), 'وكيل عن ورثة' (Agent for heirs), and 'وكيل عن شخص' (Agent for a person). Below these buttons, there is a section titled 'بيانات الوكالة' (Agency data) which includes a text area for 'سبب التقديم كوصي عن شخص بإفراق المالك في خطوة الميراثات' (Reason for presenting as a guardian of a person by separation of the owner in the step of inheritance), a date field for 'تاريخ العقد' (Contract date), a text field for 'رقم عقد الوكالة' (Agency deed number), and a text field for 'نص عقد الوكالة' (Text of the agency deed). A green button labeled 'تقديم الطلب' (Submit request) is at the bottom right of this section.



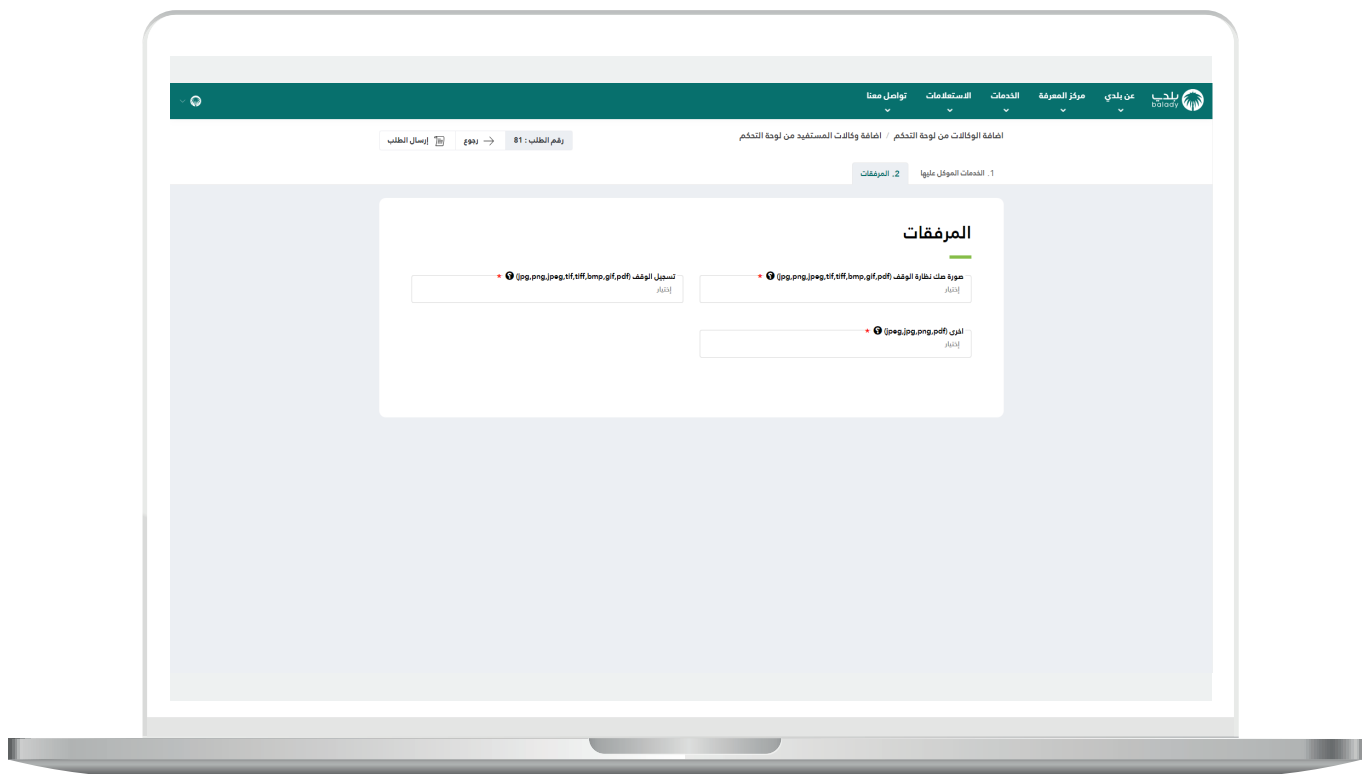
24) The user will then proceed to the **(Authorized Services)** step to select the relevant services.



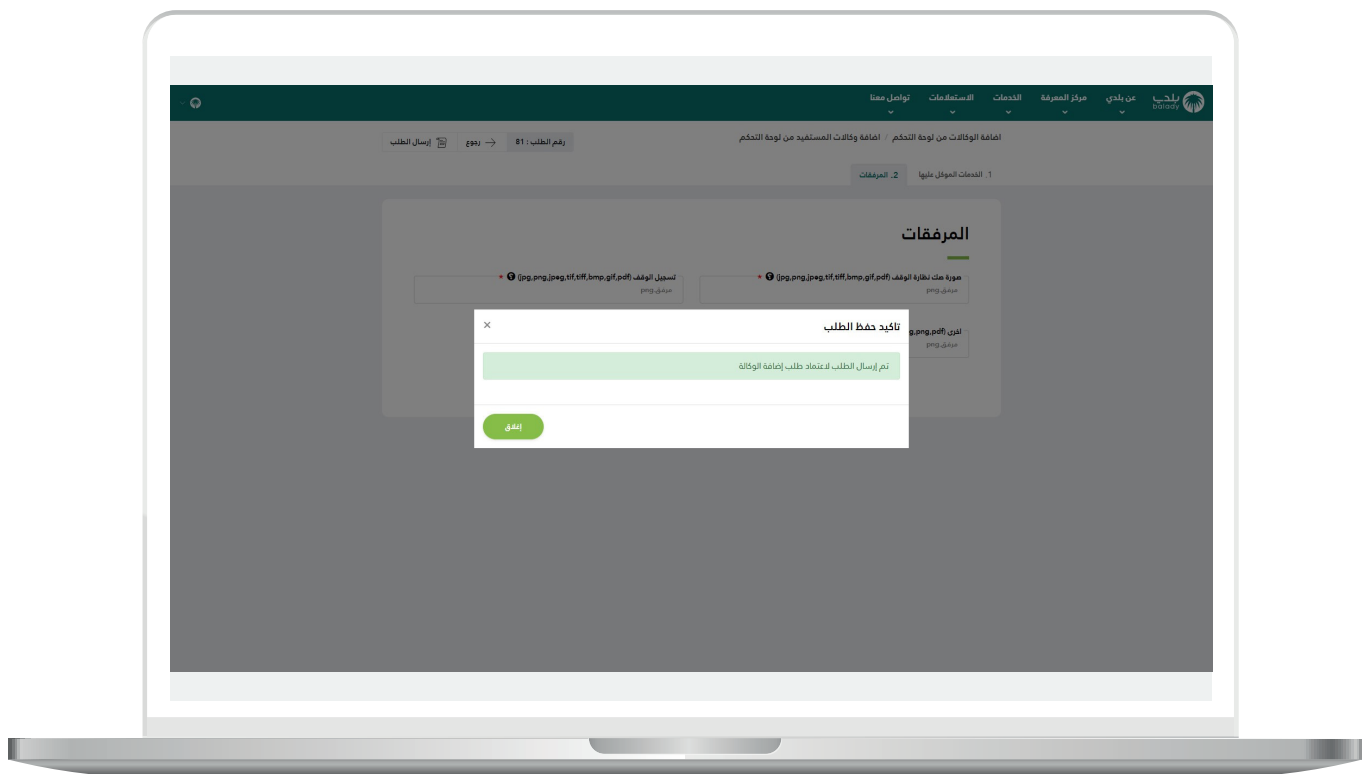
25) After selecting the services, the user clicks **(Next)**.



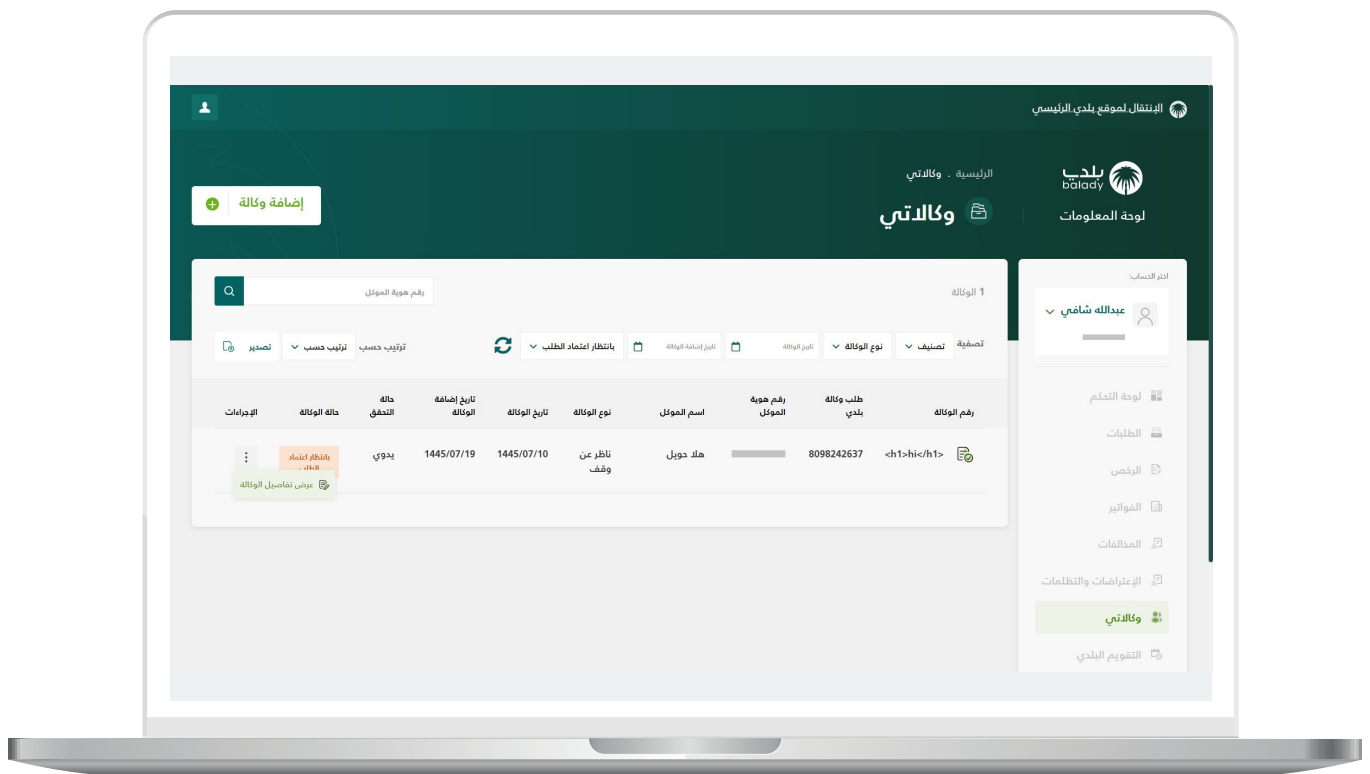
26) The user will then proceed to the **(Attachments)** step, where they can upload the required documents by clicking the designated field and selecting the file from their device. Afterward, the user clicks **(Submit Request)**.



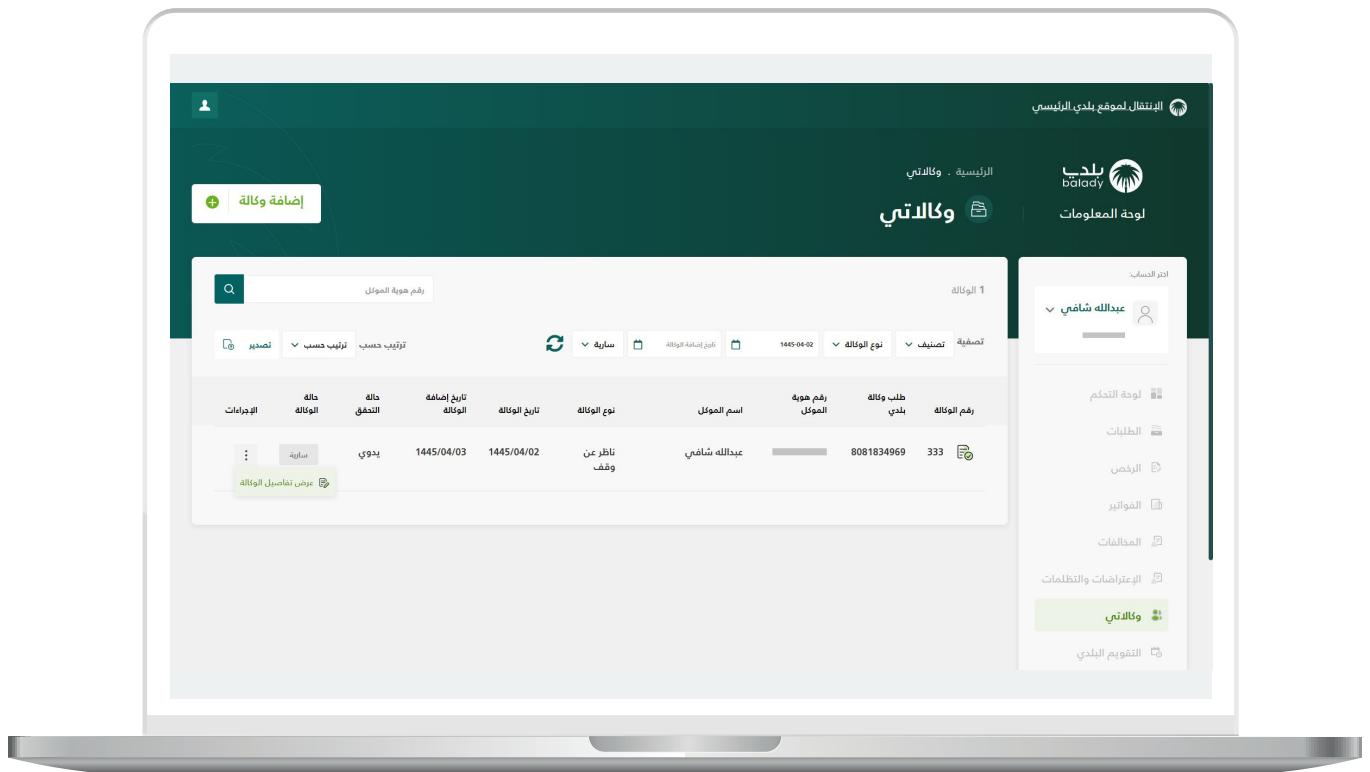
27) The request is successfully submitted, and a confirmation message is displayed.



28) The request will now appear in the **(My Powers of Attorney)** section with the status **(Pending Approval)**.

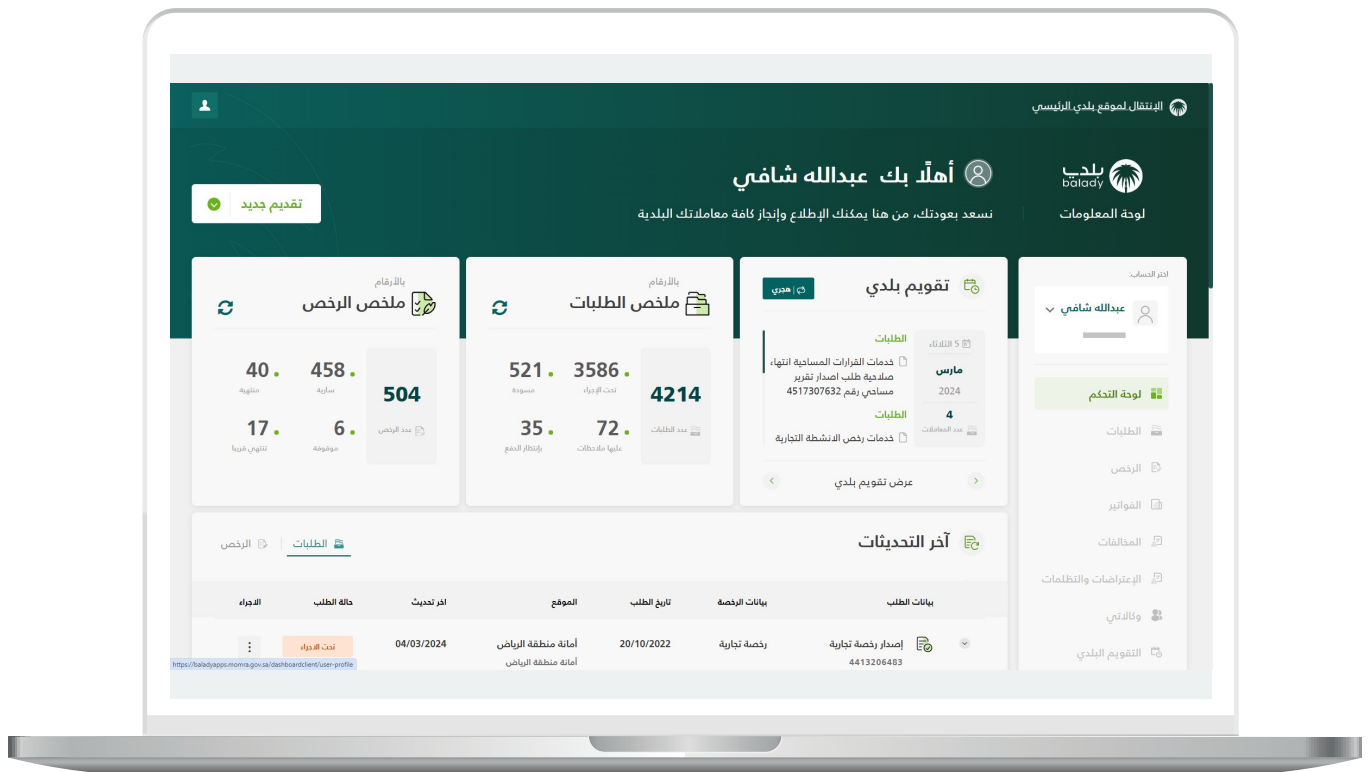


29) Once approved by an official, the status will change to **(Active)**.



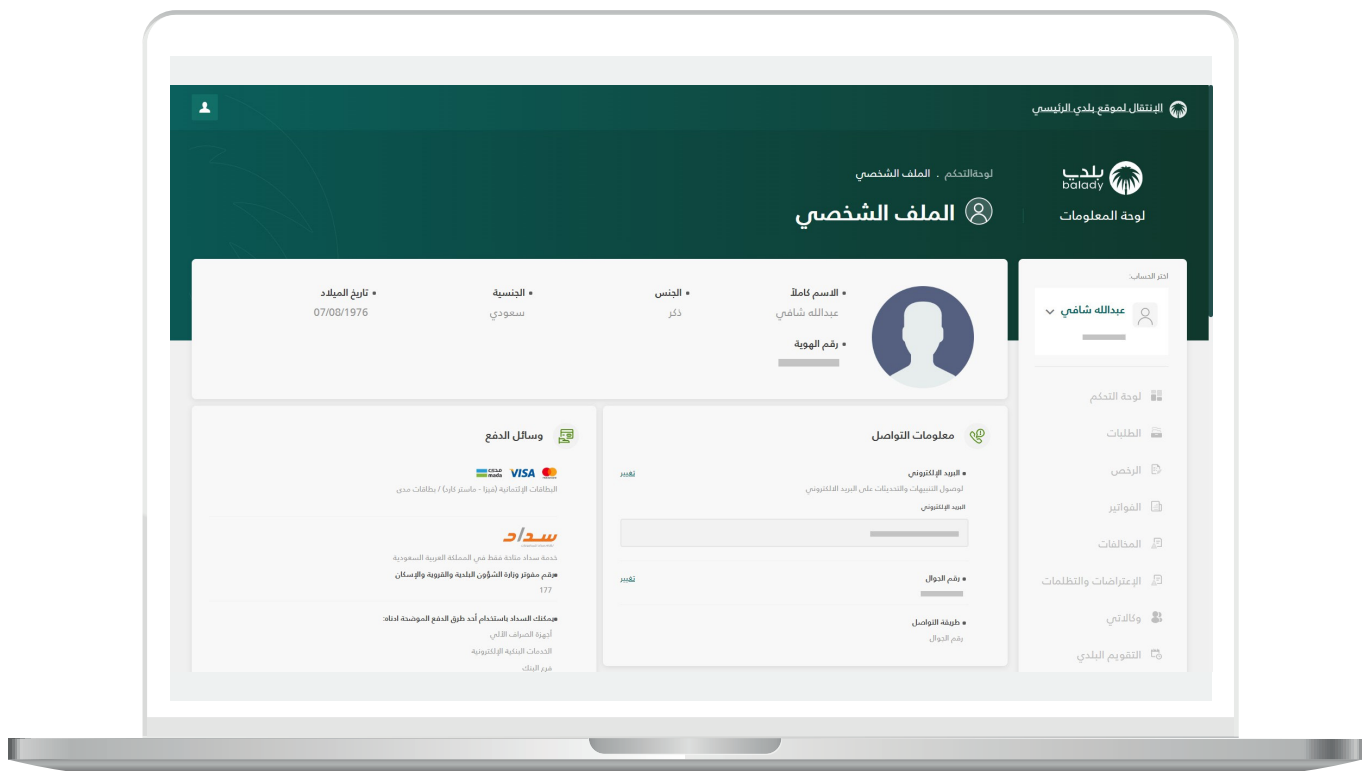
## User Profile

- 1) The user can view their (**User Profile**) information by clicking the employee icon located at the top left of the screen.



2) The (User Profile) information will be displayed, including (Full Name, Gender, Nationality, Date of Birth, and National ID Number).

Users can modify their (Contact Information) for individuals or businesses (Companies) by clicking the (Change) button.





3) Clicking **(Change)** will display the **(User Profile)** screen, allowing updates.

العربية

وزارة الشؤون البلدية والقروية والإسكان  
Ministry of Municipalities and Urban Planning and Housing

## الملف الشخصي

### تعديل البيانات

الاسم الأول (عربي)	الاسم الثاني (عربي)
الاسم الثالث (عربي)	الاسم الأول (انجليزي)
الاسم الثاني (انجليزي)	الاسم الثالث (انجليزي)
رقم الوثائق	اسم المستخدم
نوع الوثائق	تاريخ الميلاد
	النوع

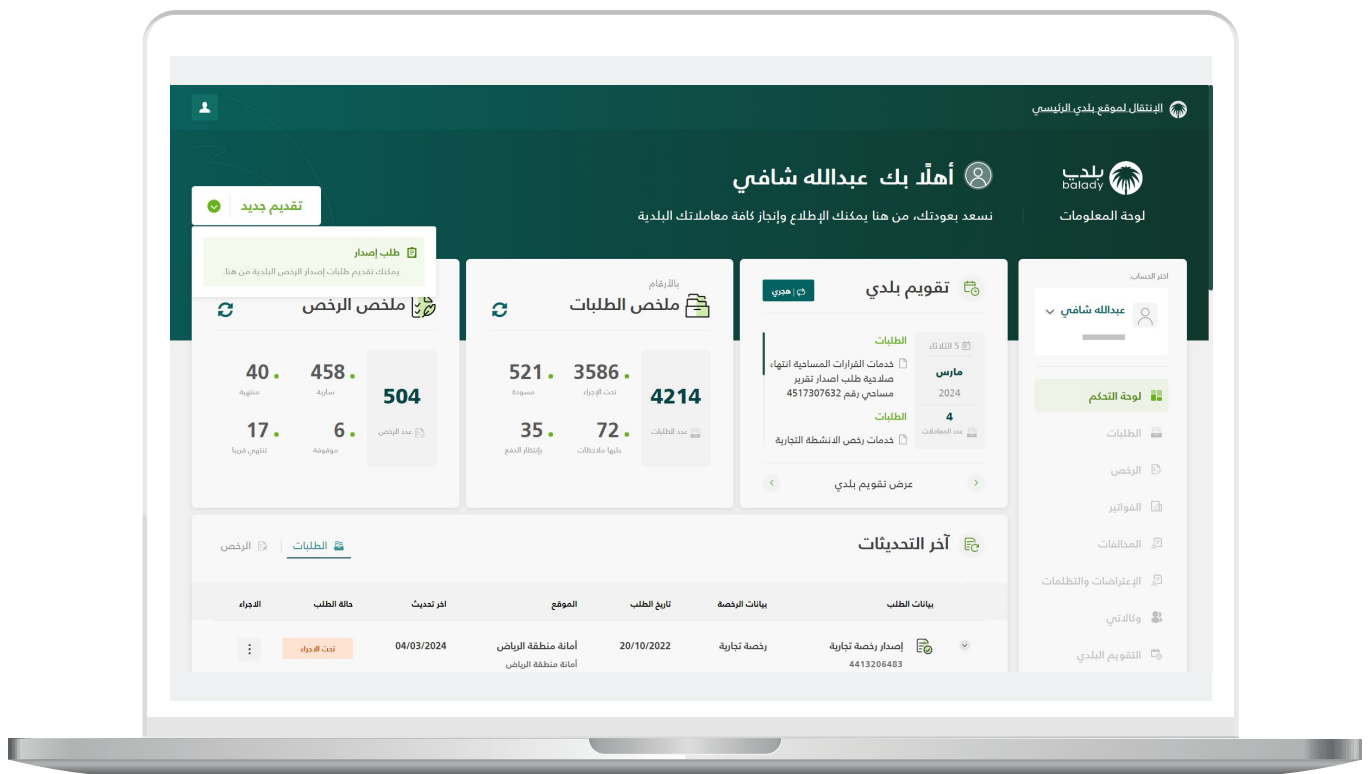
### بيانات الاتصال

رقم الجوال	البريد الإلكتروني
------------	-------------------

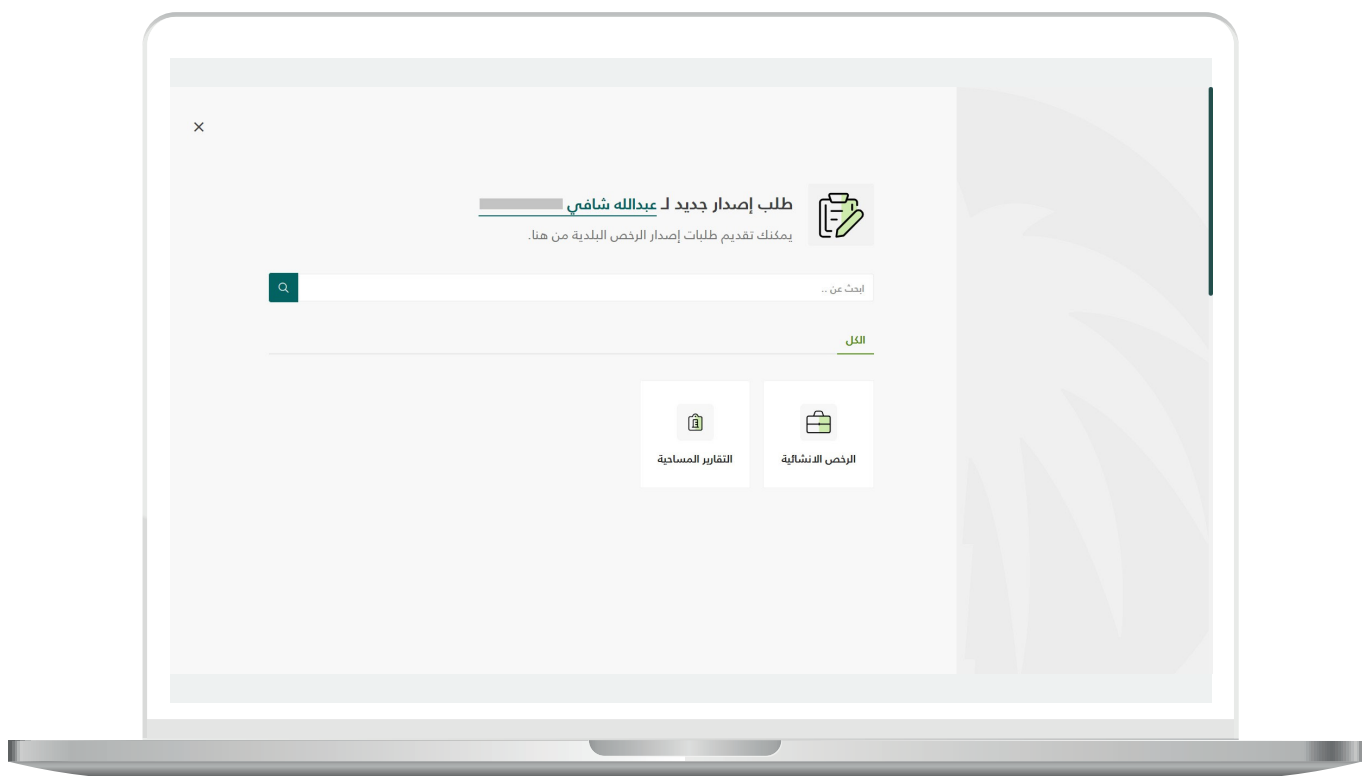
## New Request

1) The system allows users to submit a **(New Request)** by clicking the **(New Request)** button at the top left of the screen.

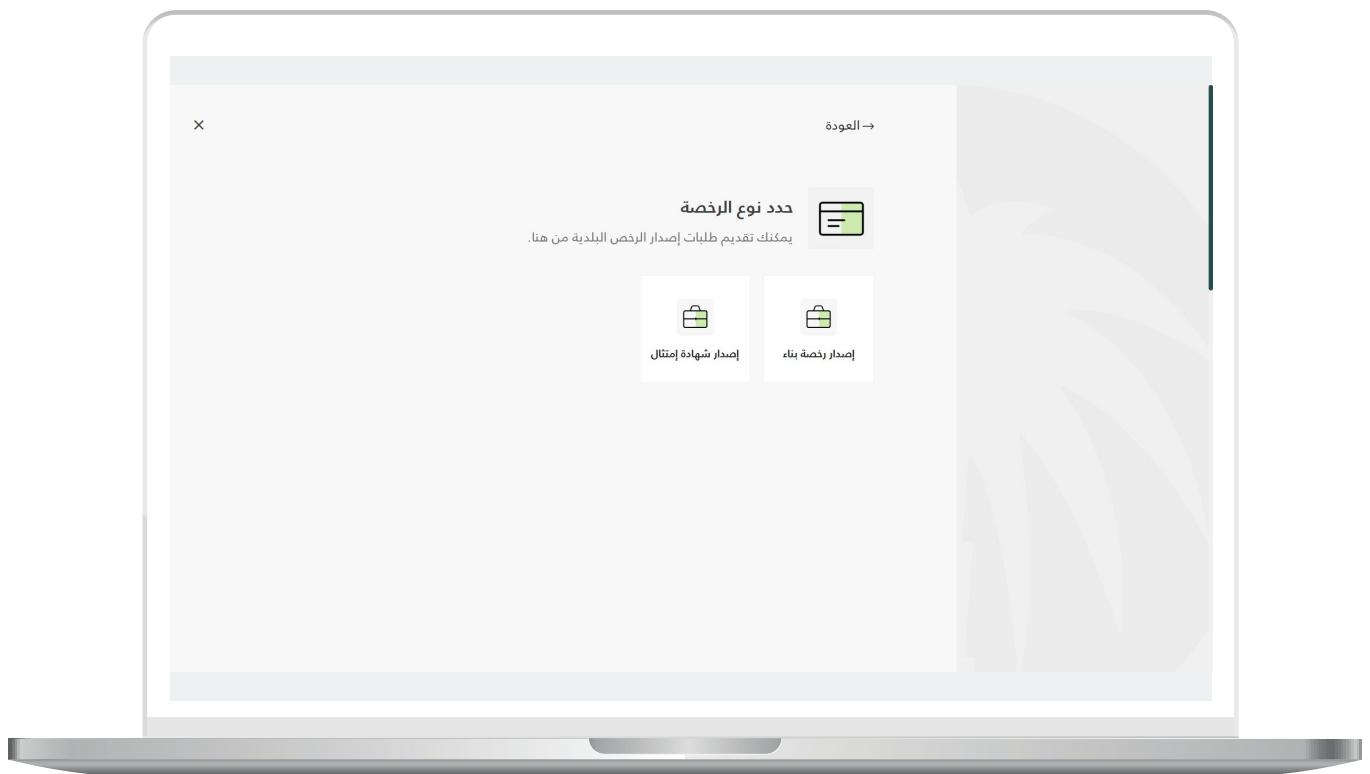
A dropdown list will appear containing **(Request Issuance)**.



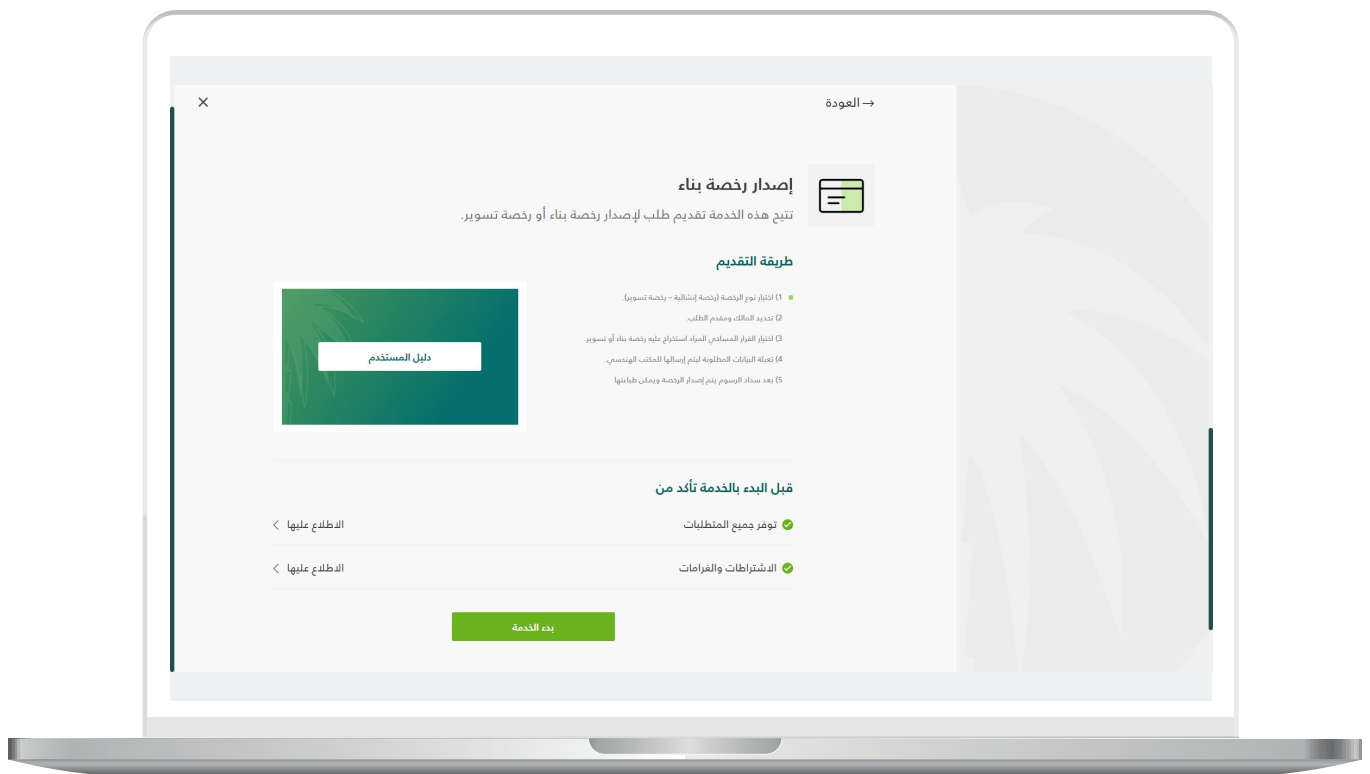
2) After clicking **(Request Issuance)**, the following screen appears, displaying available licenses, including **(Construction Licenses, Survey Reports)**.



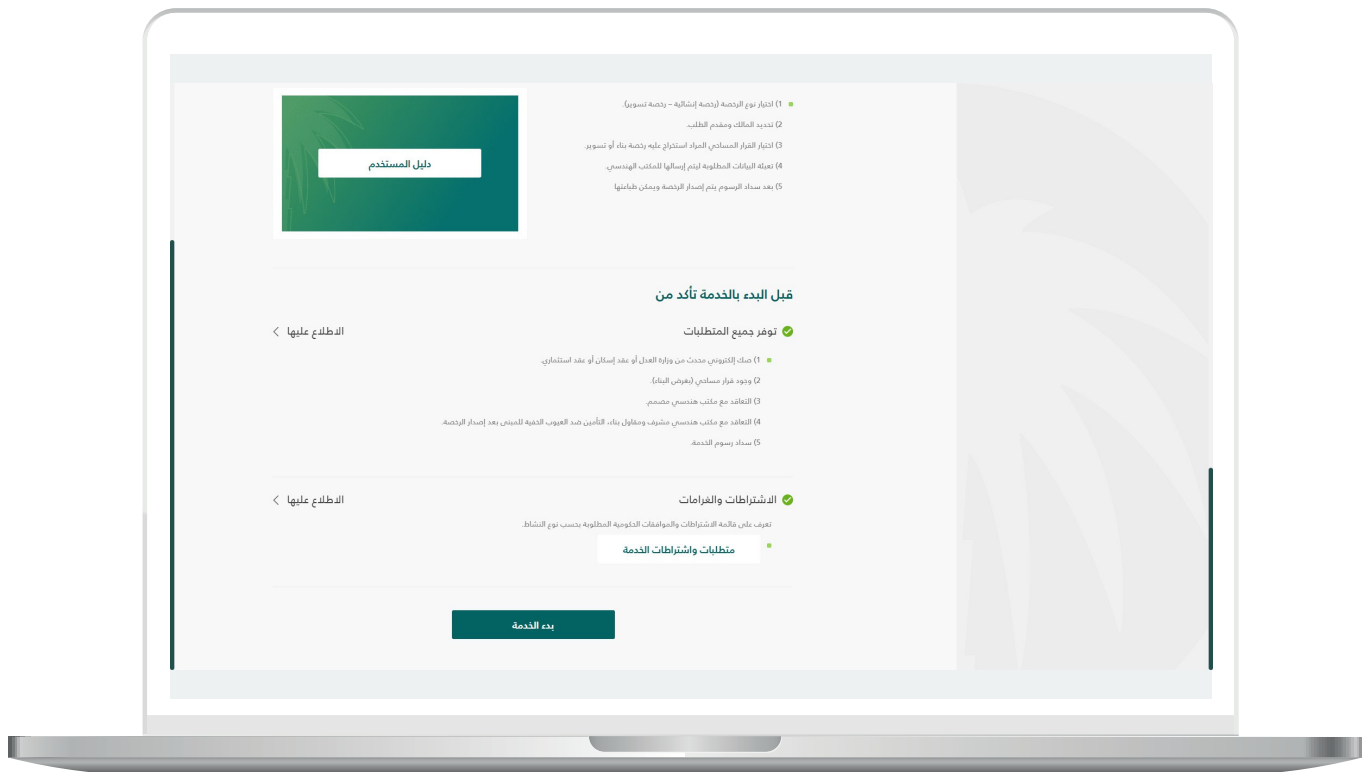
3) Clicking (**Construction Licenses**) will display the services available under this category.



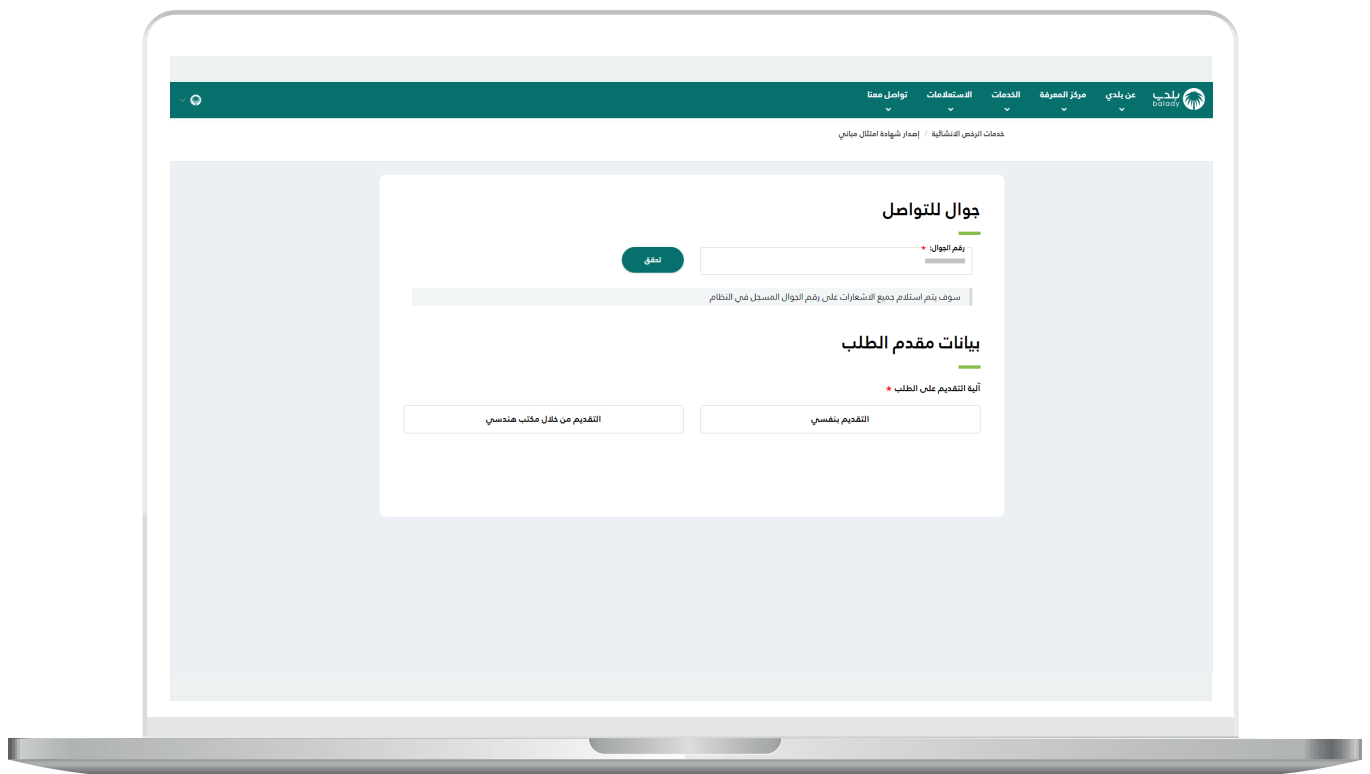
4) After selecting a service, the following screen appears, where users can initiate the service by clicking **(Start Service)**.



5) The following screen displays the (Service Requirements).

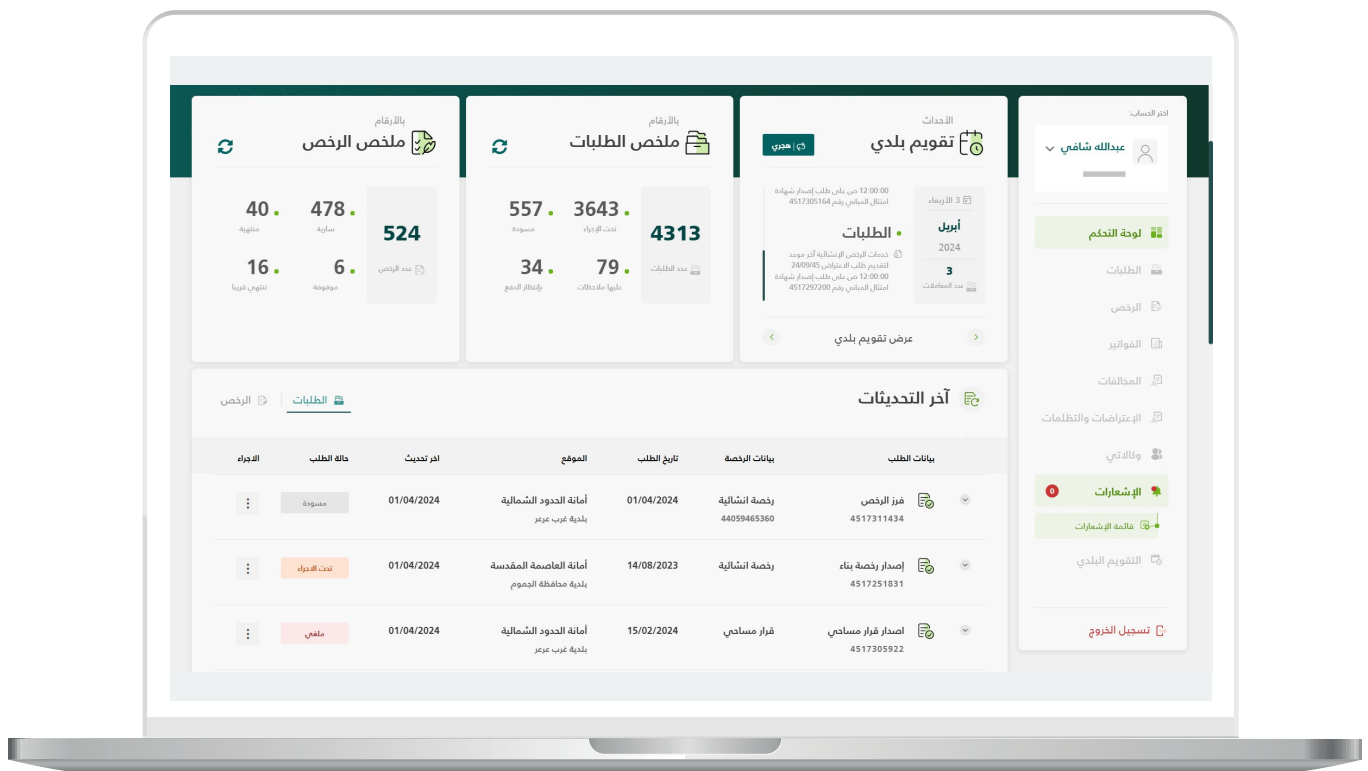


6) Clicking **(Start Service)** will navigate the user to the service page.



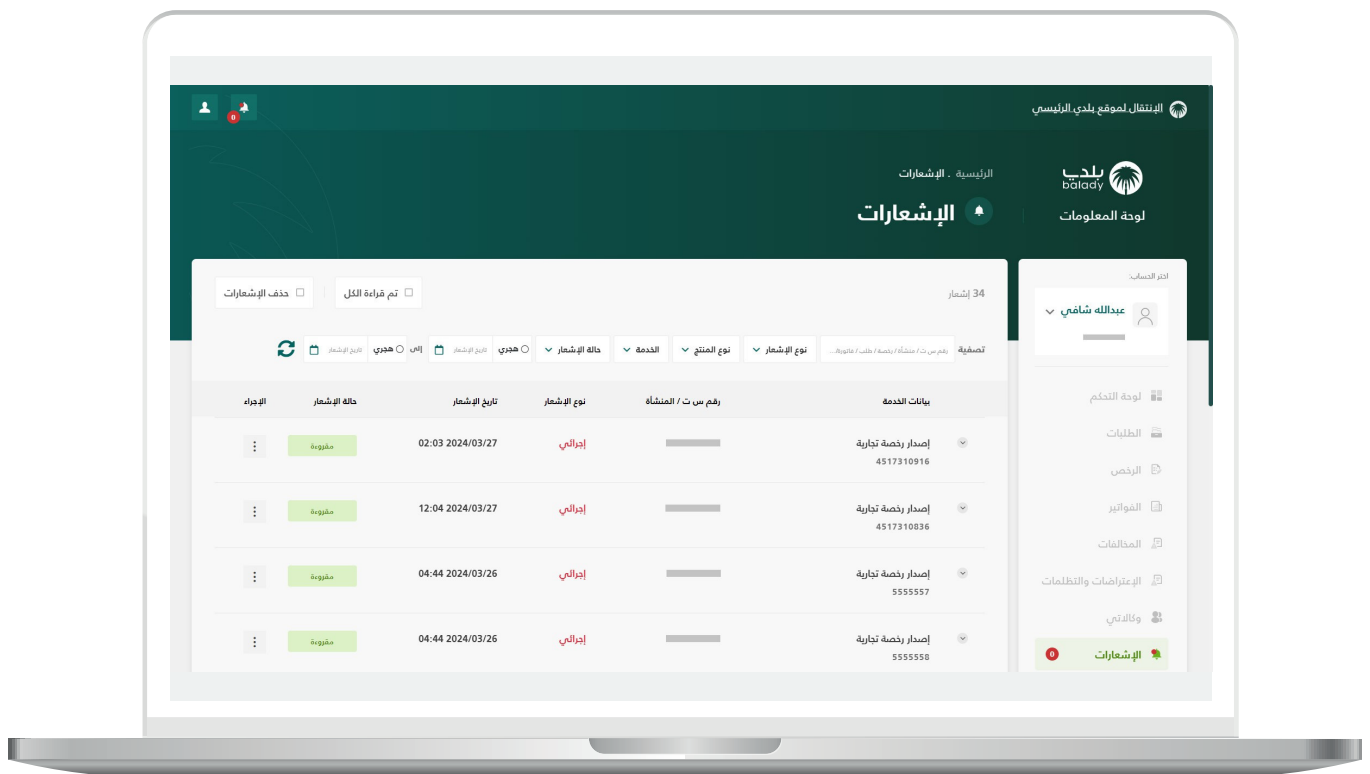
## Notifications

- 1) Users can access this section by selecting **(Notifications)** at the bottom right of the screen and then clicking **(Notification List)**.



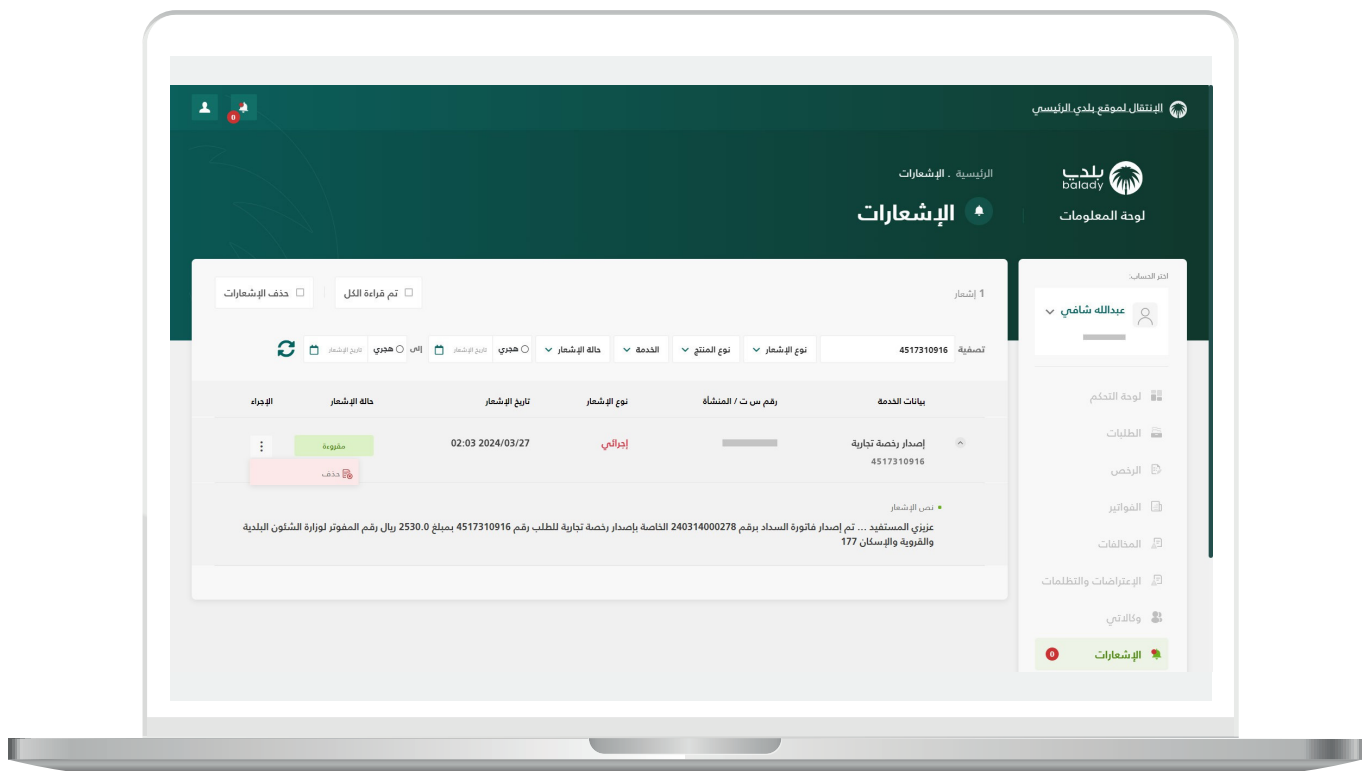


2) The **(Notifications)** screen appears as shown below, with the option to view notifications by clicking the bell icon at the top left of the screen.

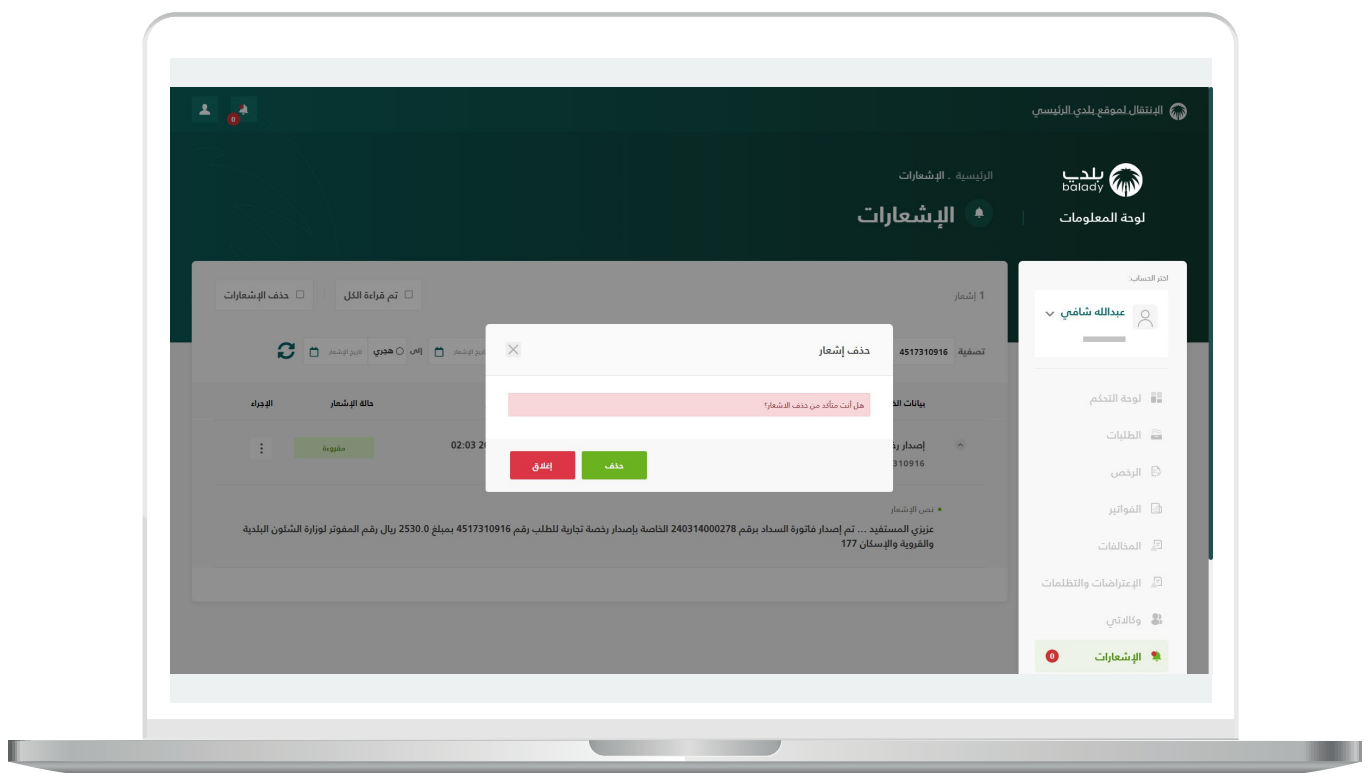


3) Users can search notifications using (Commercial Registration Number, License Number, Request Number, Invoice Number, etc.). In the example below, the search is conducted using the (License Number).

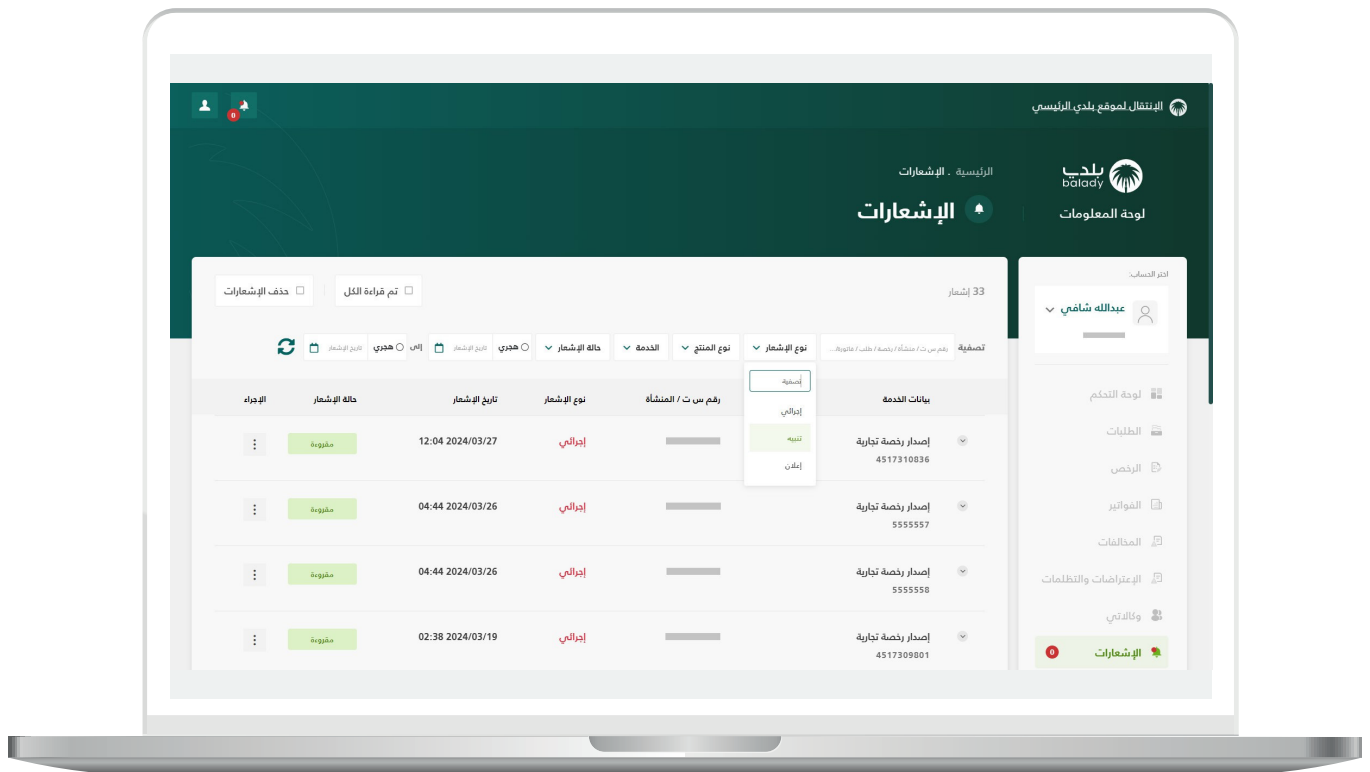
Users can view the Notification Text by clicking the arrow icon or delete the notification by clicking the three vertical dots in the (Action) column and selecting (Delete).



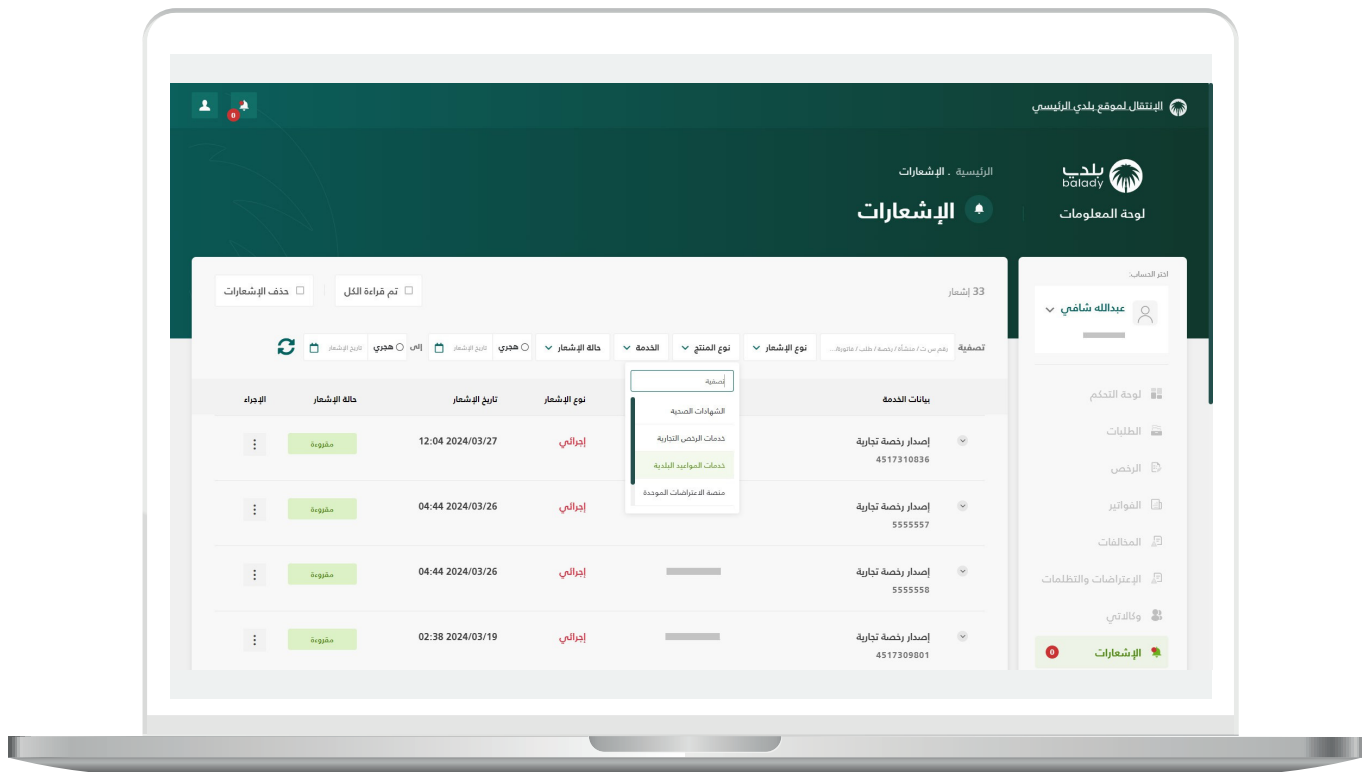
- 4) A confirmation message will appear, prompting the user to click **(Delete)** to confirm notification removal.



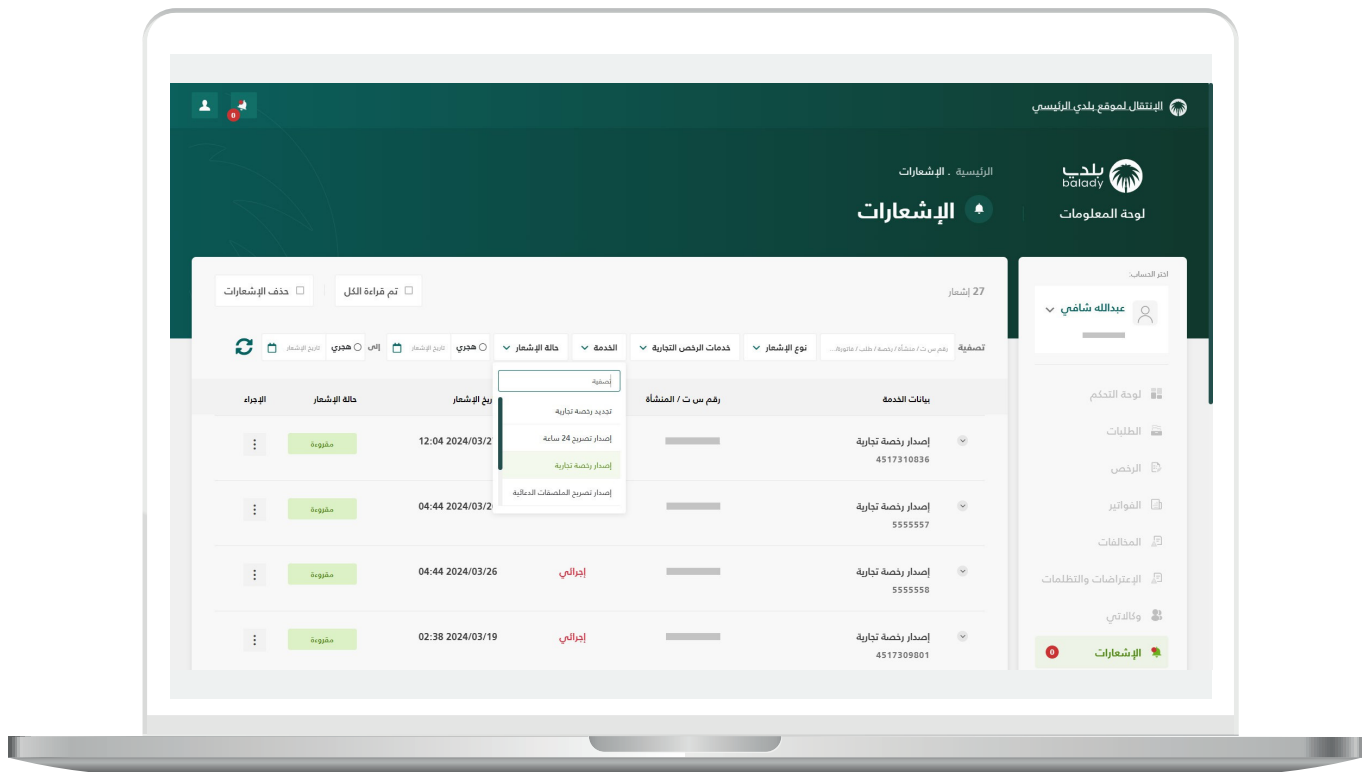
## 5) Results can be filtered by (Notification Type).



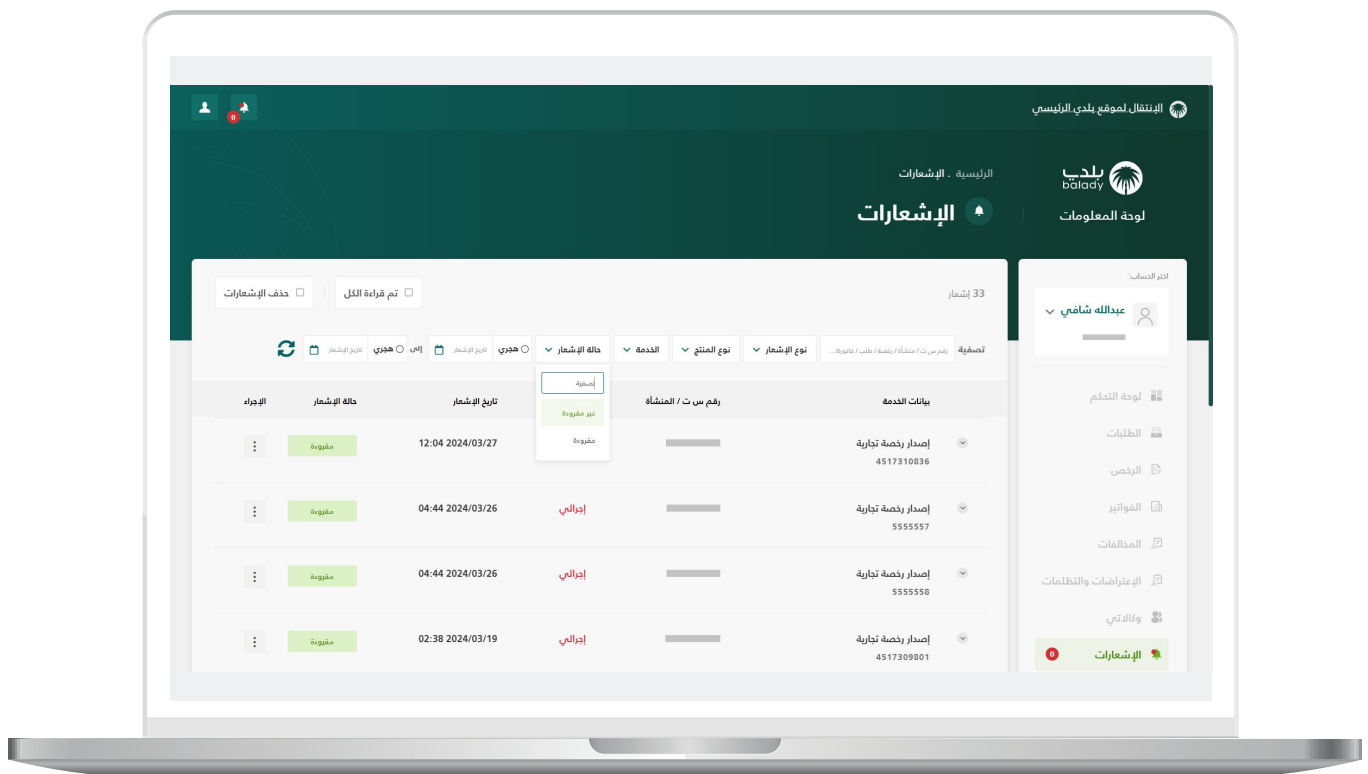
## 6) Results can be filtered by (Product Type).



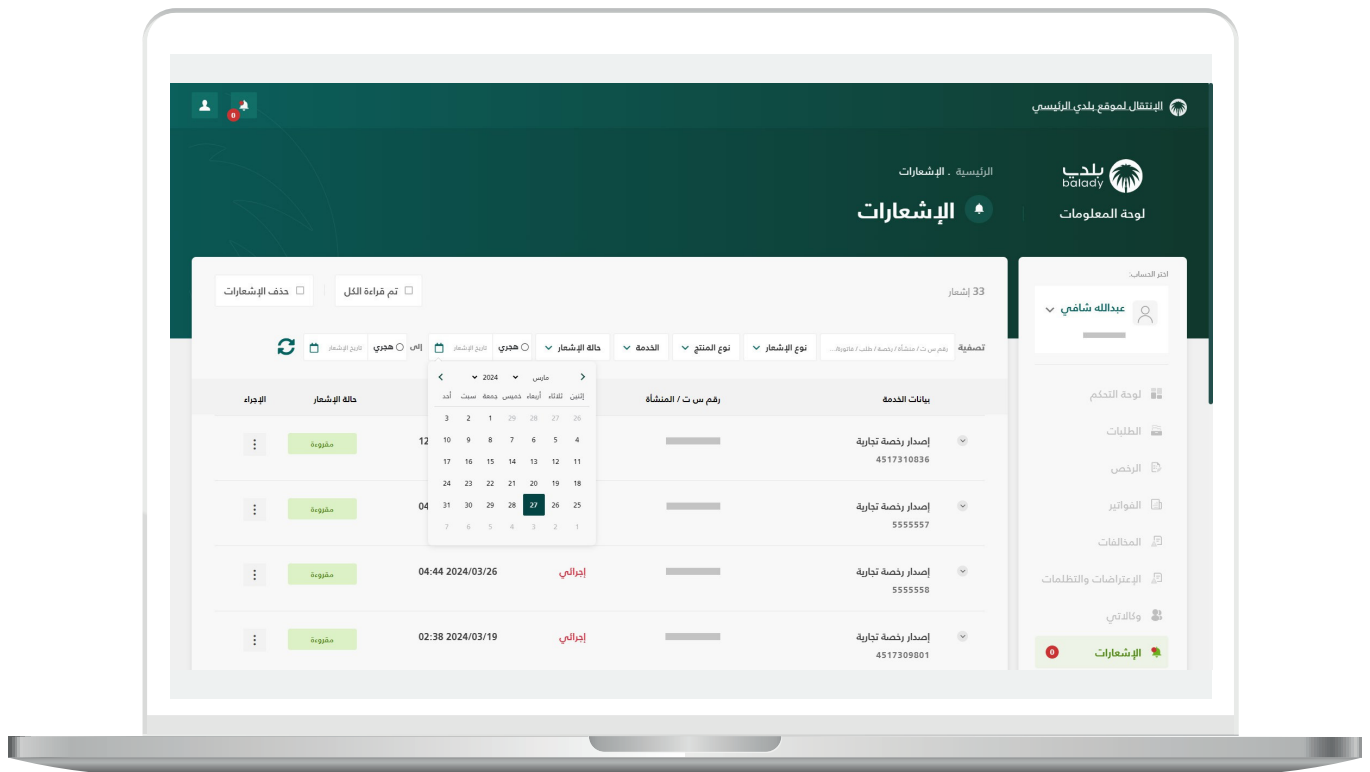
## 7) Results can be filtered by (Service).



## 8) Results can be filtered by (Notification Status).

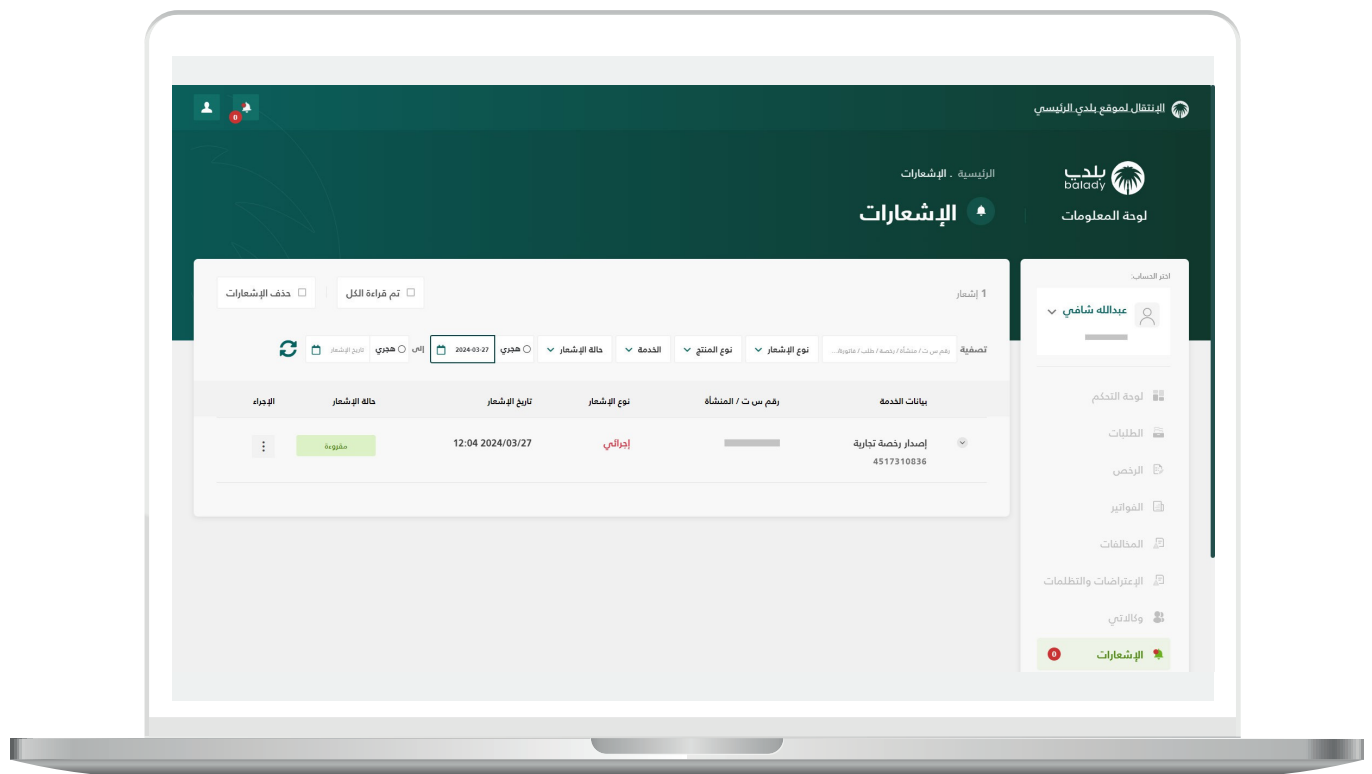


## 9) Results can be filtered by (Notification Start Date).

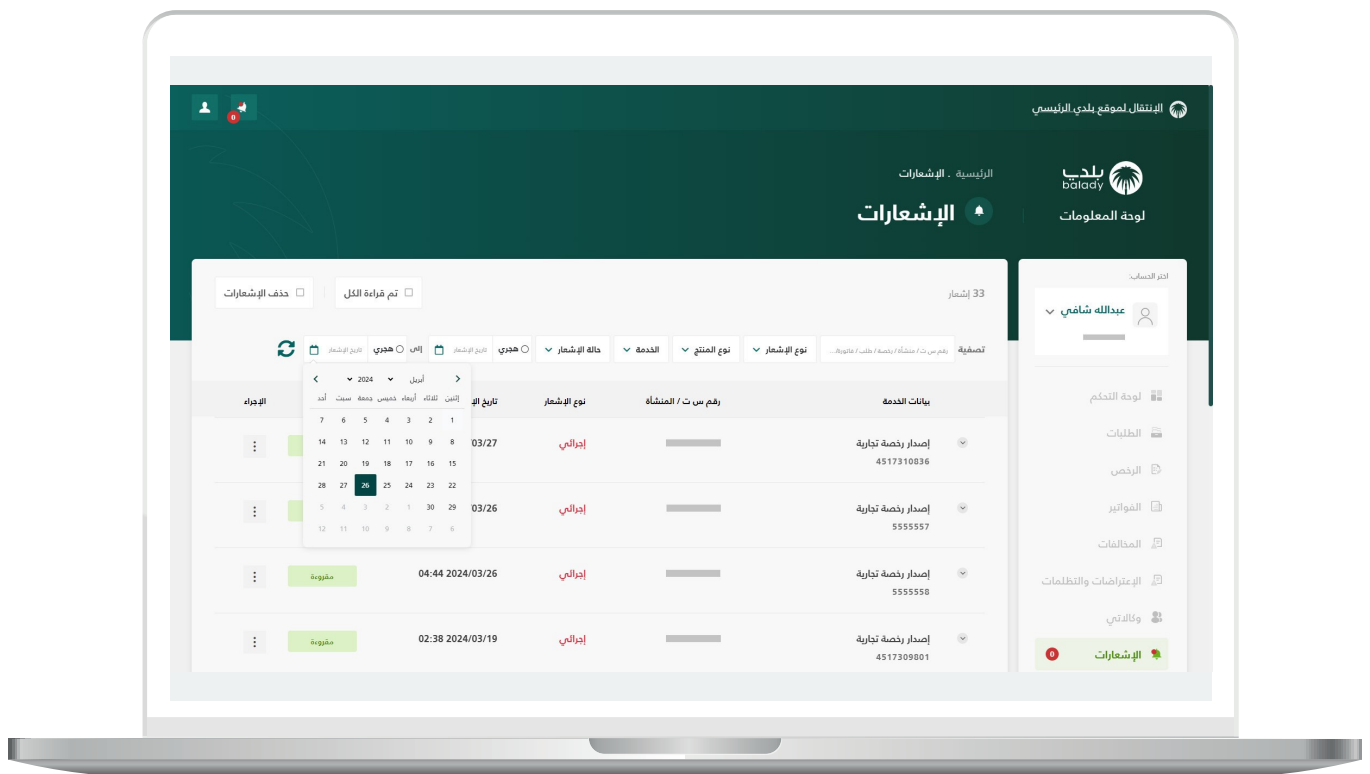




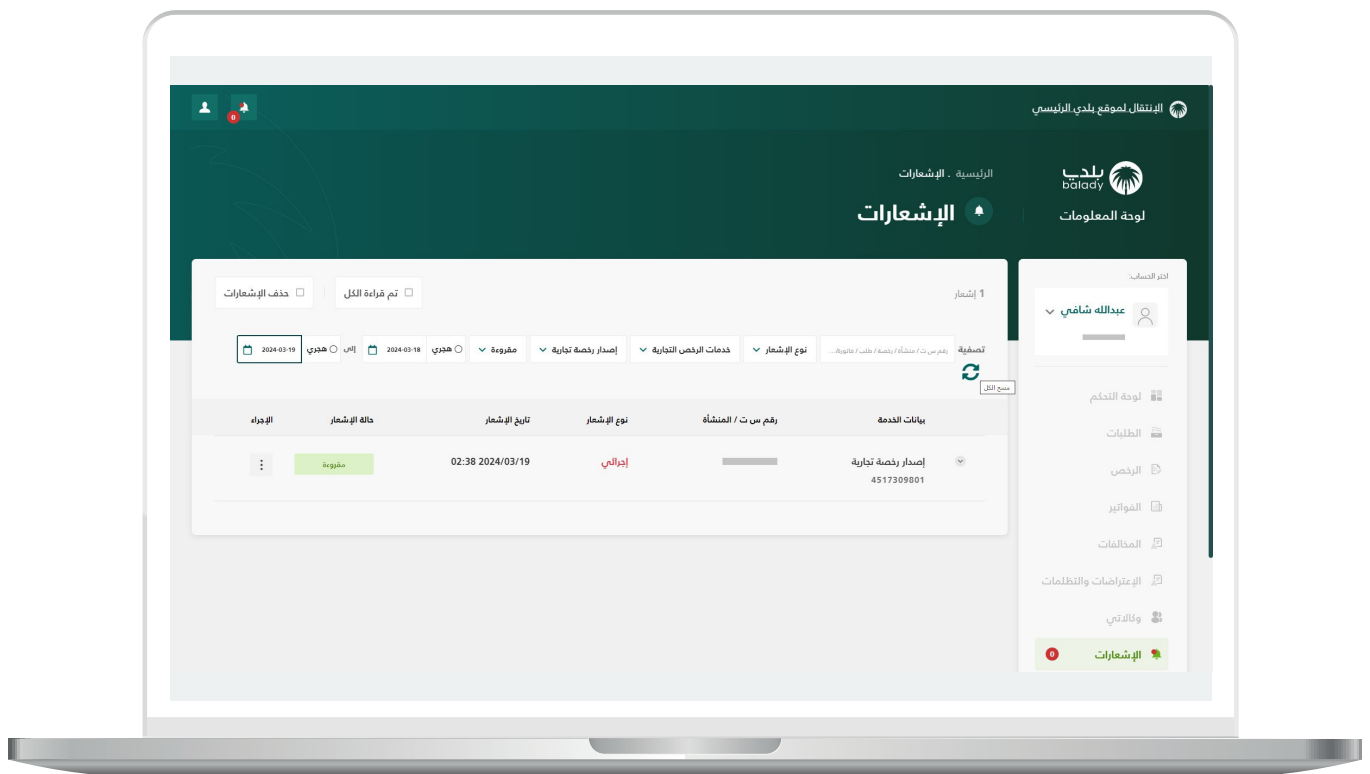
## 10) Example of filtering results by (Notification Start Date).



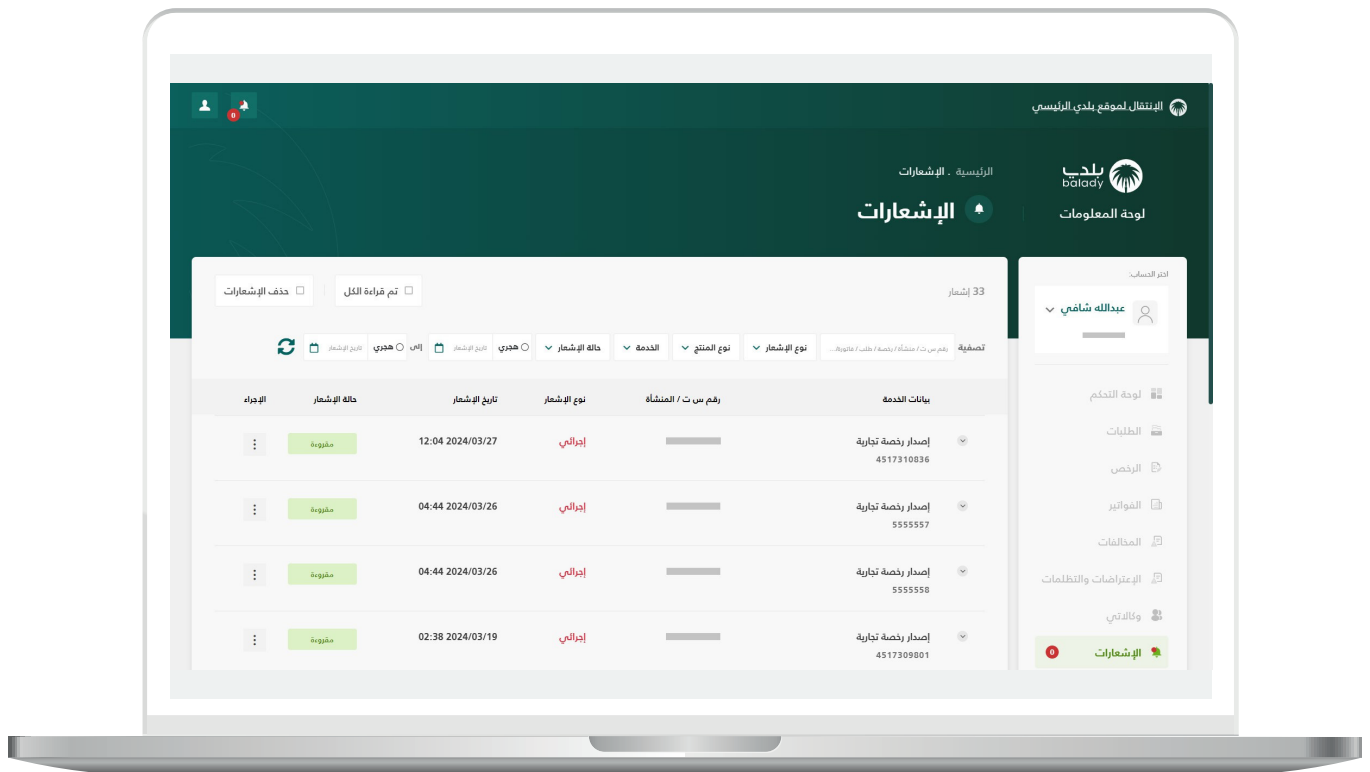
## 11) Results can be filtered by (Notification End Date).



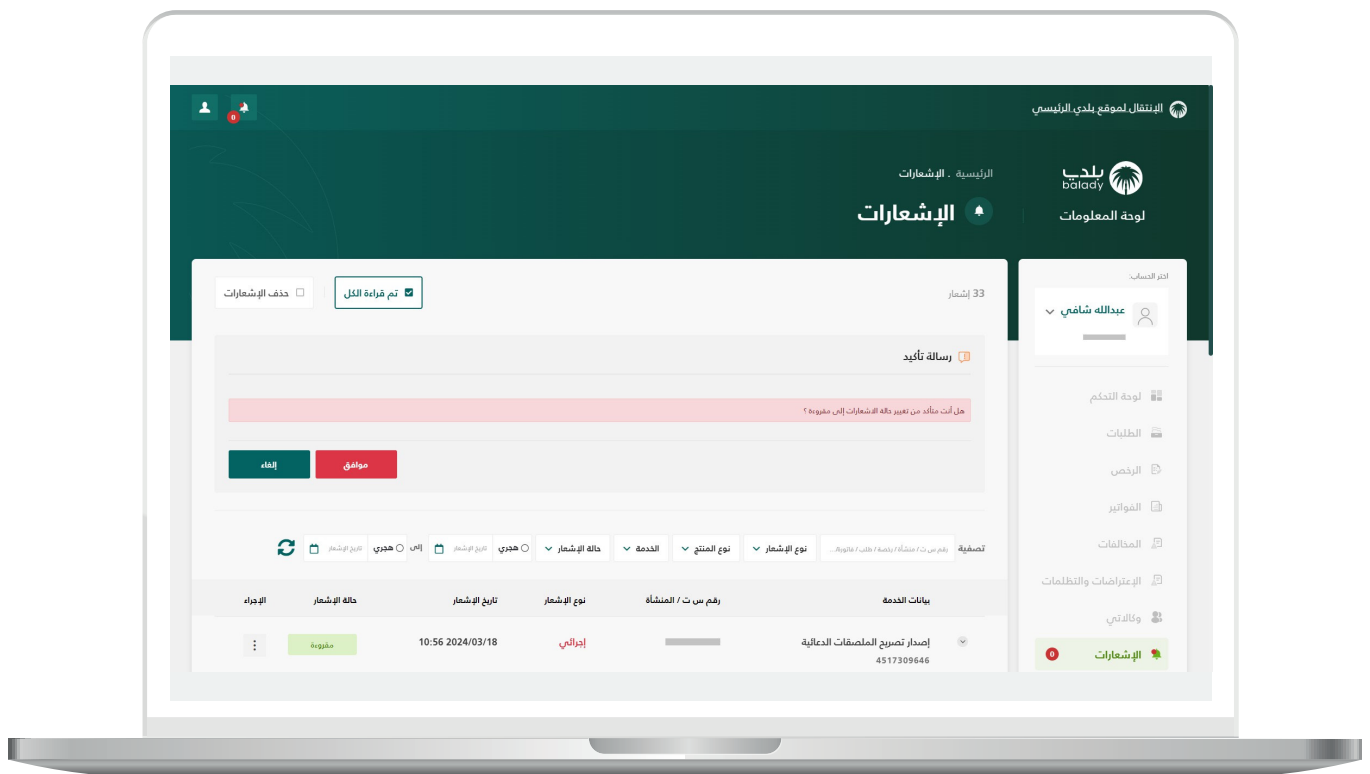
12) Search filters can be reset by clicking the circular arrow icon (Clear All).



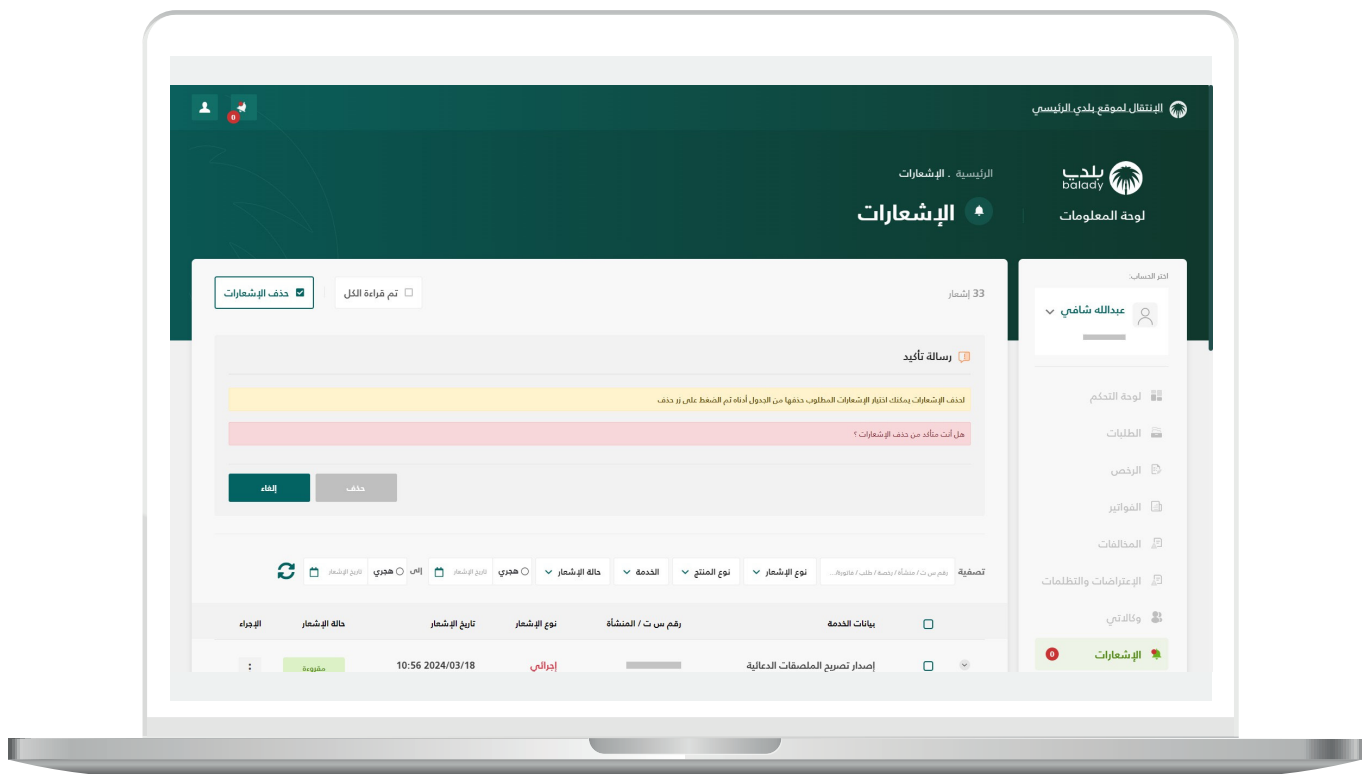
### 13) All search filters have been cleared.



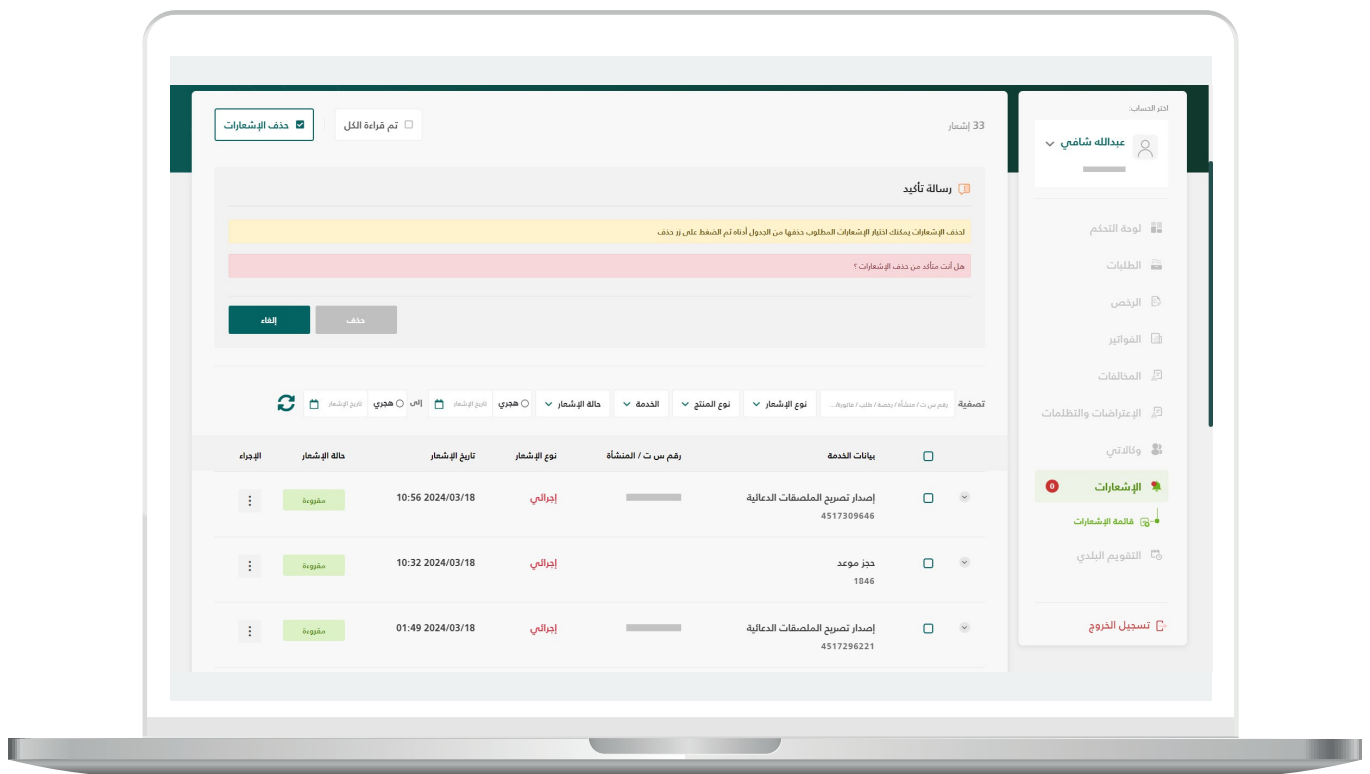
14) Selecting **(Mark All as Read)** will display a confirmation message asking the user to click **(OK)**.



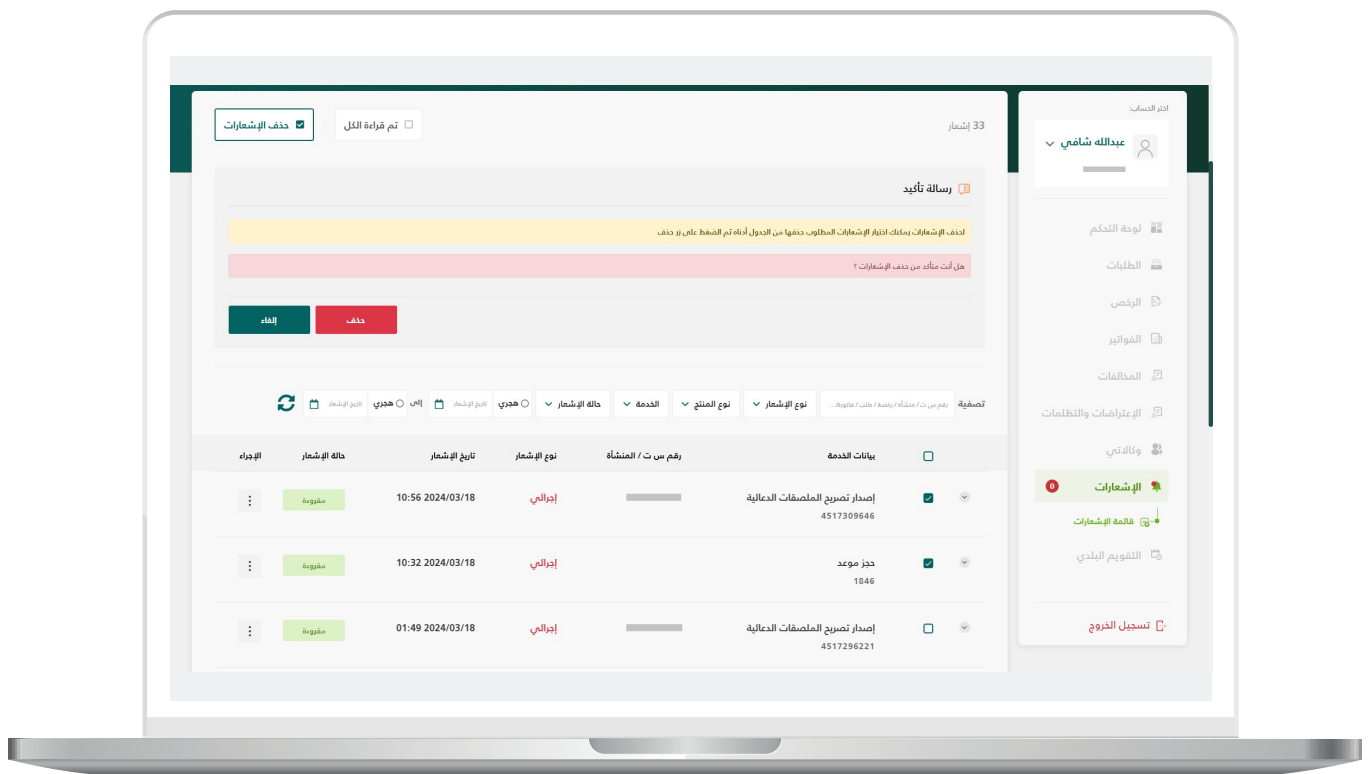
15) Selecting **(Delete Notifications)** will prompt a message asking the user to select the notifications they wish to delete.



16) The notifications are displayed in a table for selection.

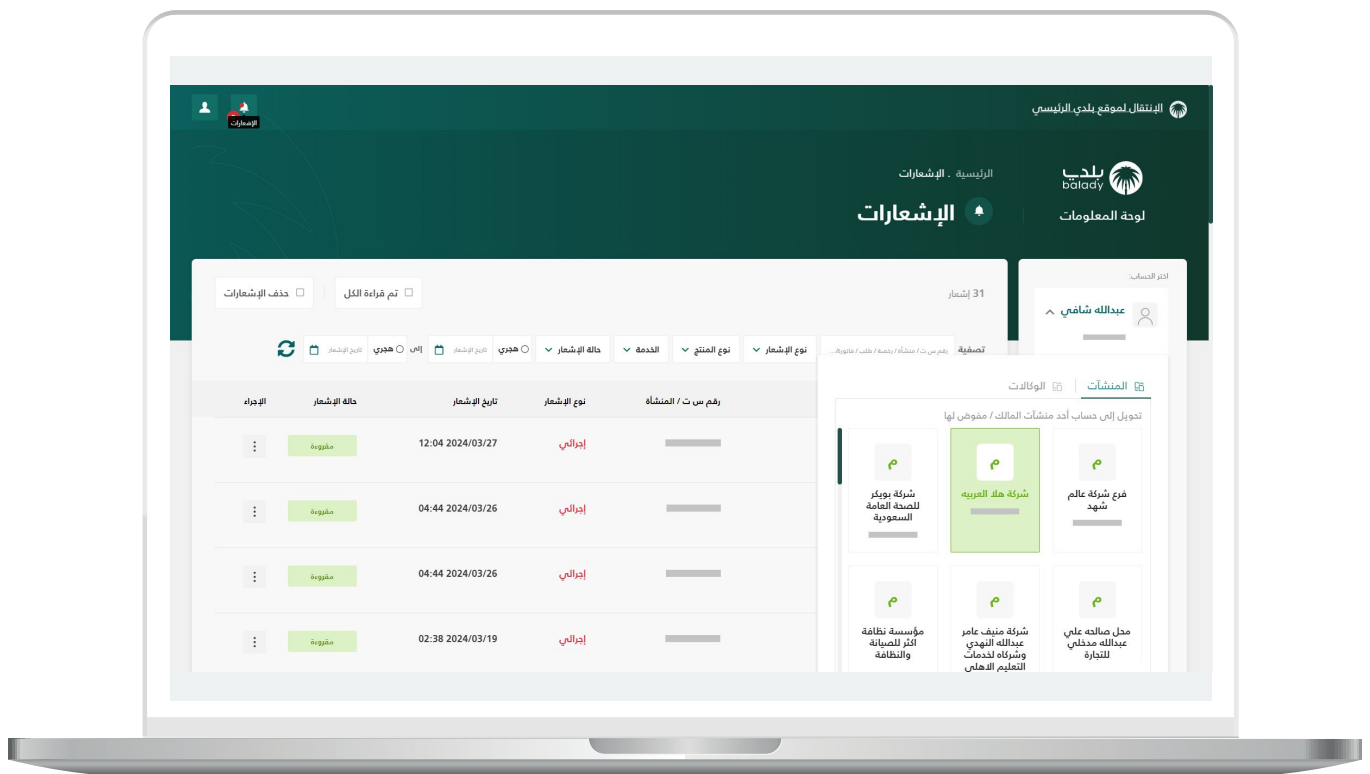


17) After selecting one or more notifications, the **(Delete)** button will be activated, allowing deletion of the selected notifications.

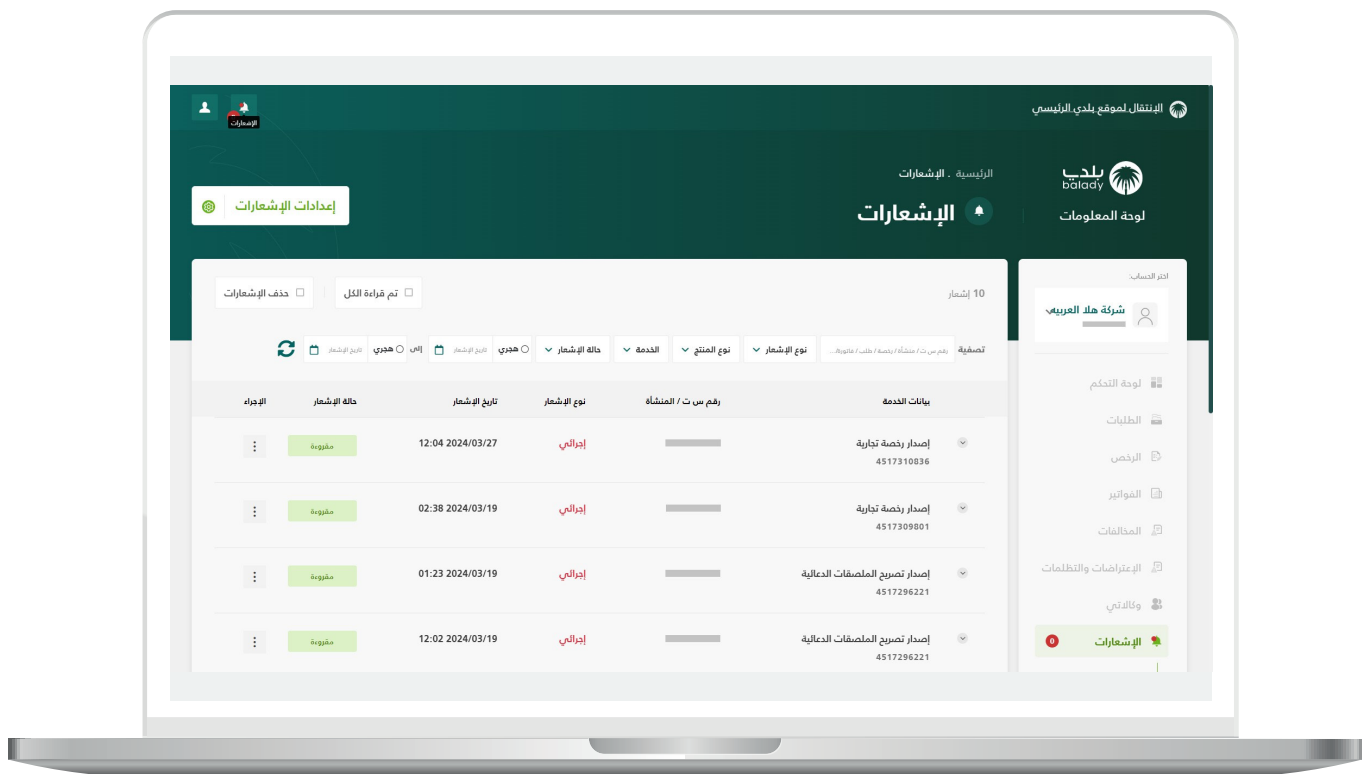




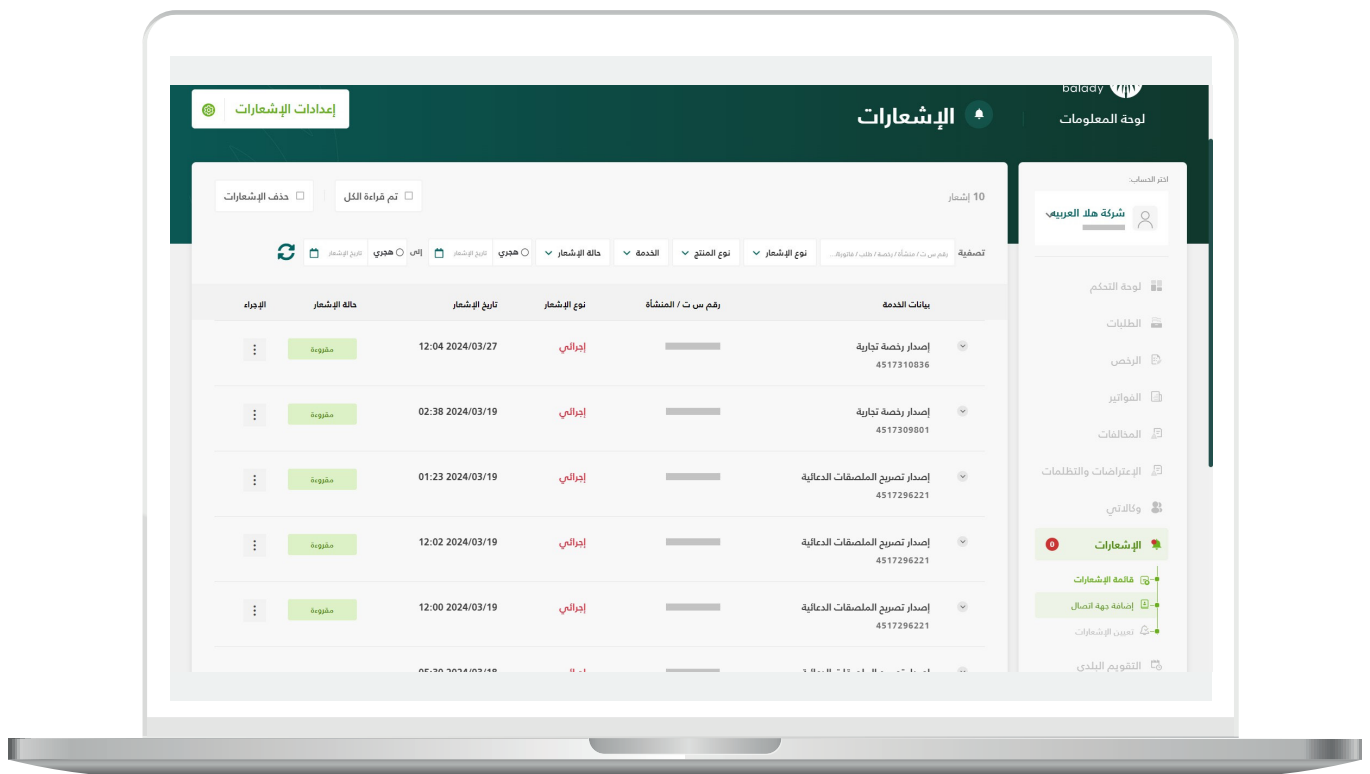
18) Users can switch between accounts by clicking their username and selecting one of the available (Establishments/Power of Attorneys), as shown below.



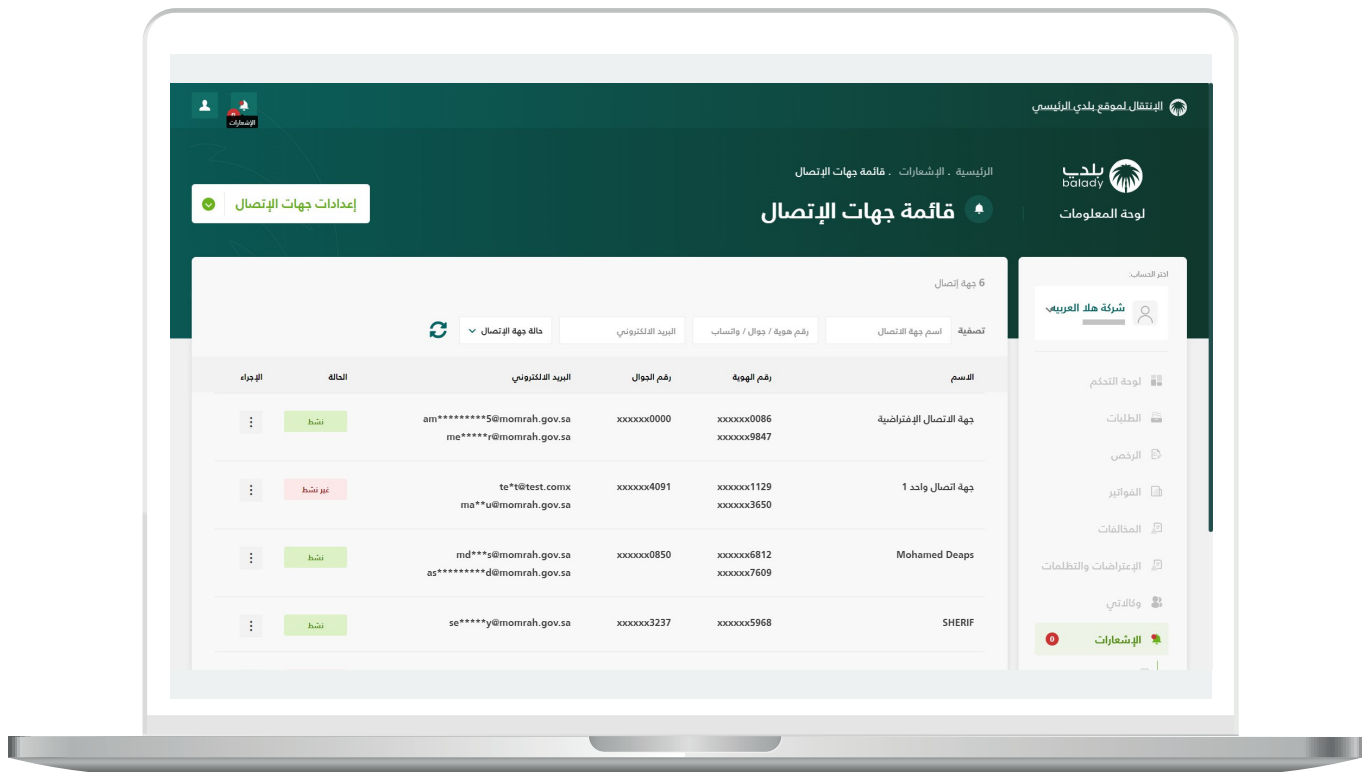
19) Upon selecting an (Establishment/Power of Attorney), a new button labeled (Notification Settings) will appear.



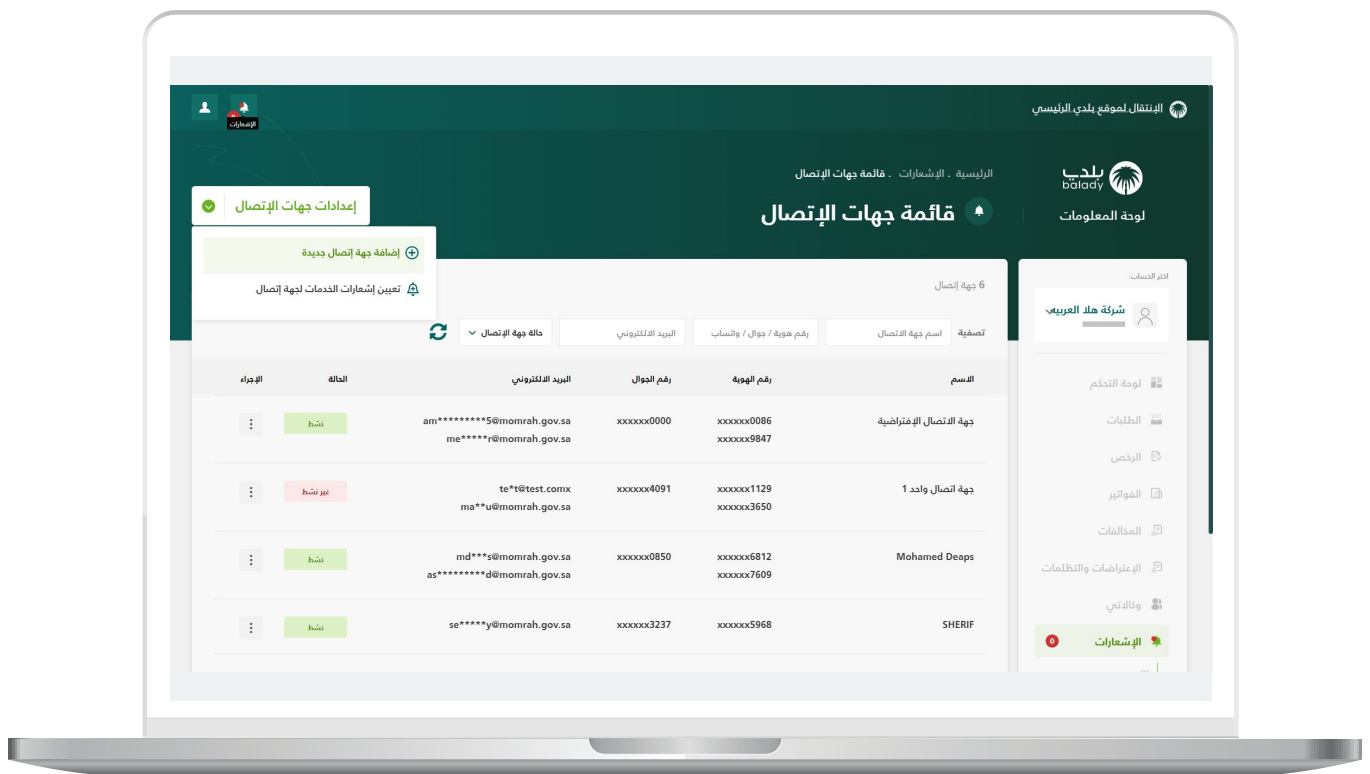
20) This section can also be accessed via (**Notifications**) at the bottom right of the screen, which includes the following options: (**Notification List, Add Contact, Assign Notifications**).



21) Clicking (**Notification Settings**) in the previous screen will display the screen below, which includes the (**Contact Settings**) button.

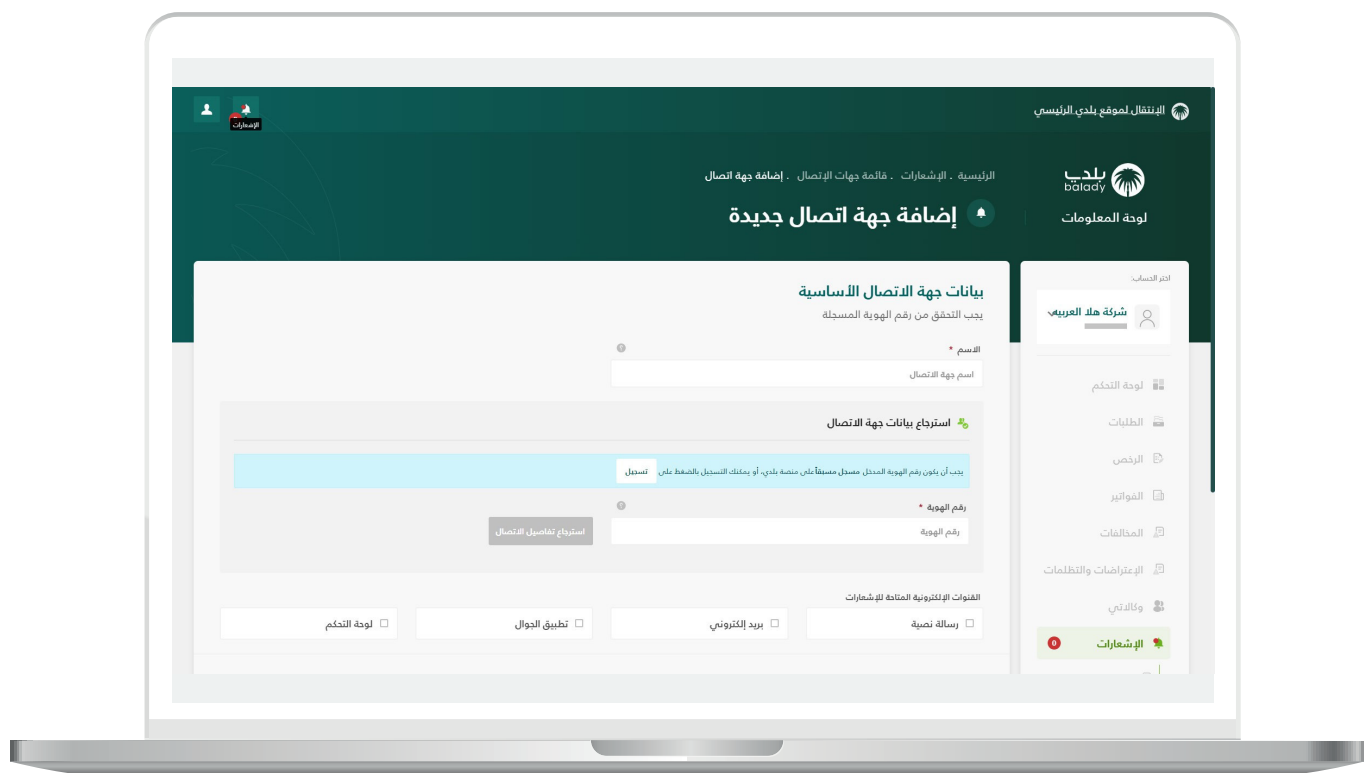


22) Clicking (Contact Settings) will reveal options to (Add a New Contact) and (Assign Service Notifications to a Contact).

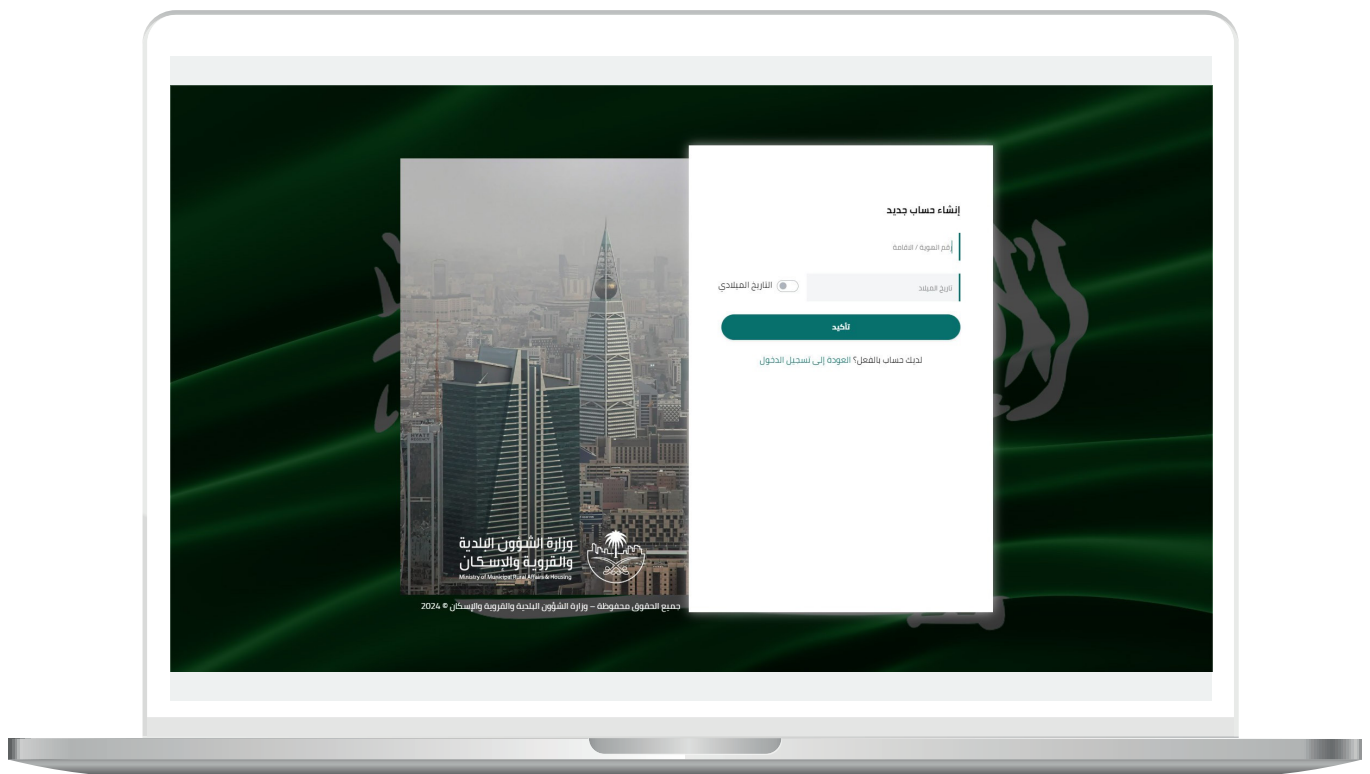


23) Clicking **(Add a New Contact)** will display the following screen, where the user enters the basic **(Contact Information)**.

The user enters the **(Name)** and **(National ID Number)** fields and clicks **(Retrieve Contact Details)**. The National ID Number must be previously registered on the Balady platform; otherwise, the user must click **(Register)**.



24) Clicking **(Register)** allows the user to create a new account by entering the required fields: **(National ID/Iqama Number, Date of Birth)** and clicking **(Confirm)** to complete the process.

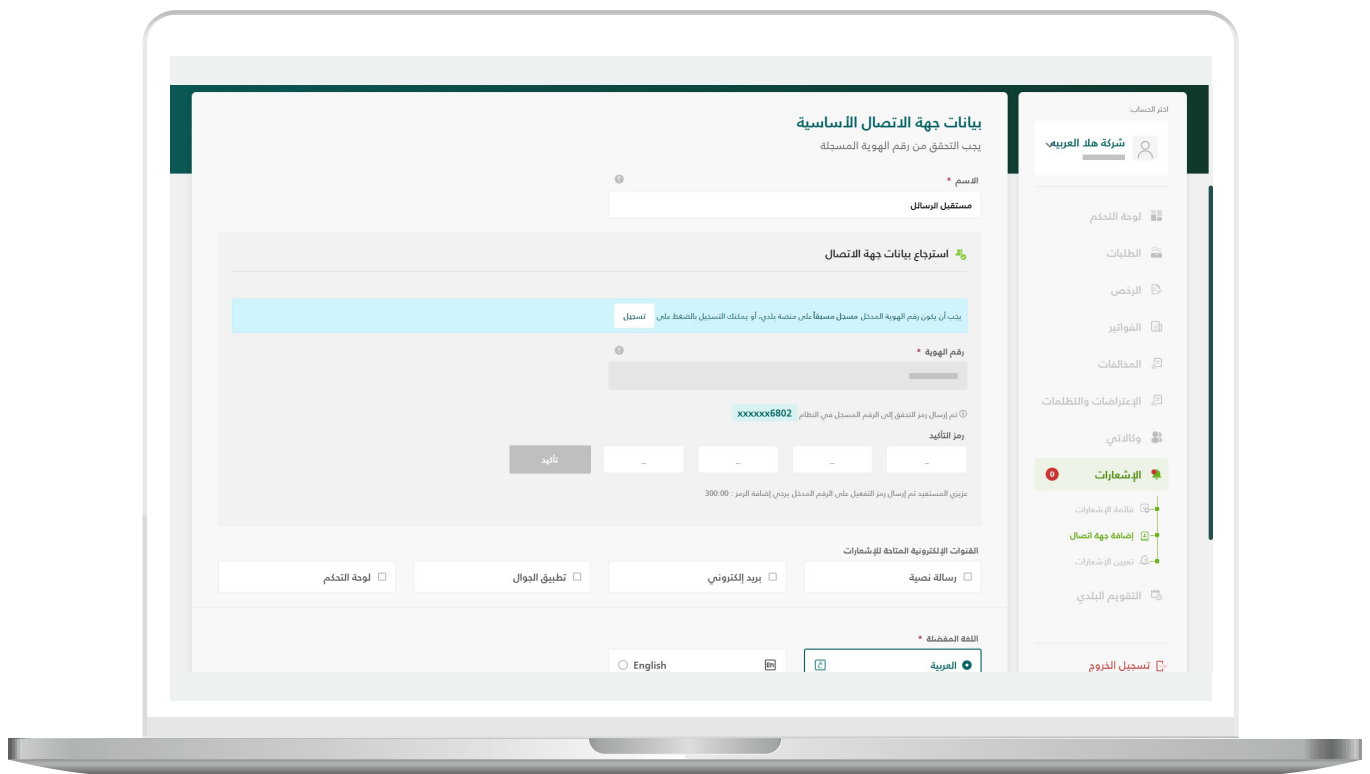


25) If an account already exists, the user enters the **(Name)** and **(Identification Number)** and clicks **(Retrieve Contact Details)**.

The screenshot shows a web application interface for managing contact information. The main heading is "بيانات جهة الاتصال الأساسية" (Basic Contact Information). Below it, a sub-heading says "يجب التحقق من رقم الهوية المسجلة" (Check the registered ID number). The form includes a "الاسم" (Name) field with a red asterisk, a "مستقبل الرسائل" (Message recipient) field, and a "رقم الهوية" (ID Number) field with a red asterisk. A green button labeled "استرجاع تفاصيل الاتصال" (Retrieve contact details) is positioned below the ID number field. There are also checkboxes for "رسالة نصية" (SMS), "بريد إلكتروني" (Email), "تطبيق الجوال" (Mobile app), and "لوحة التحكم" (Dashboard). A language selector is set to "العربية" (Arabic). On the right side, there is a sidebar with a search bar, a list of services, and a "تسجيل الخروج" (Logout) button at the bottom.

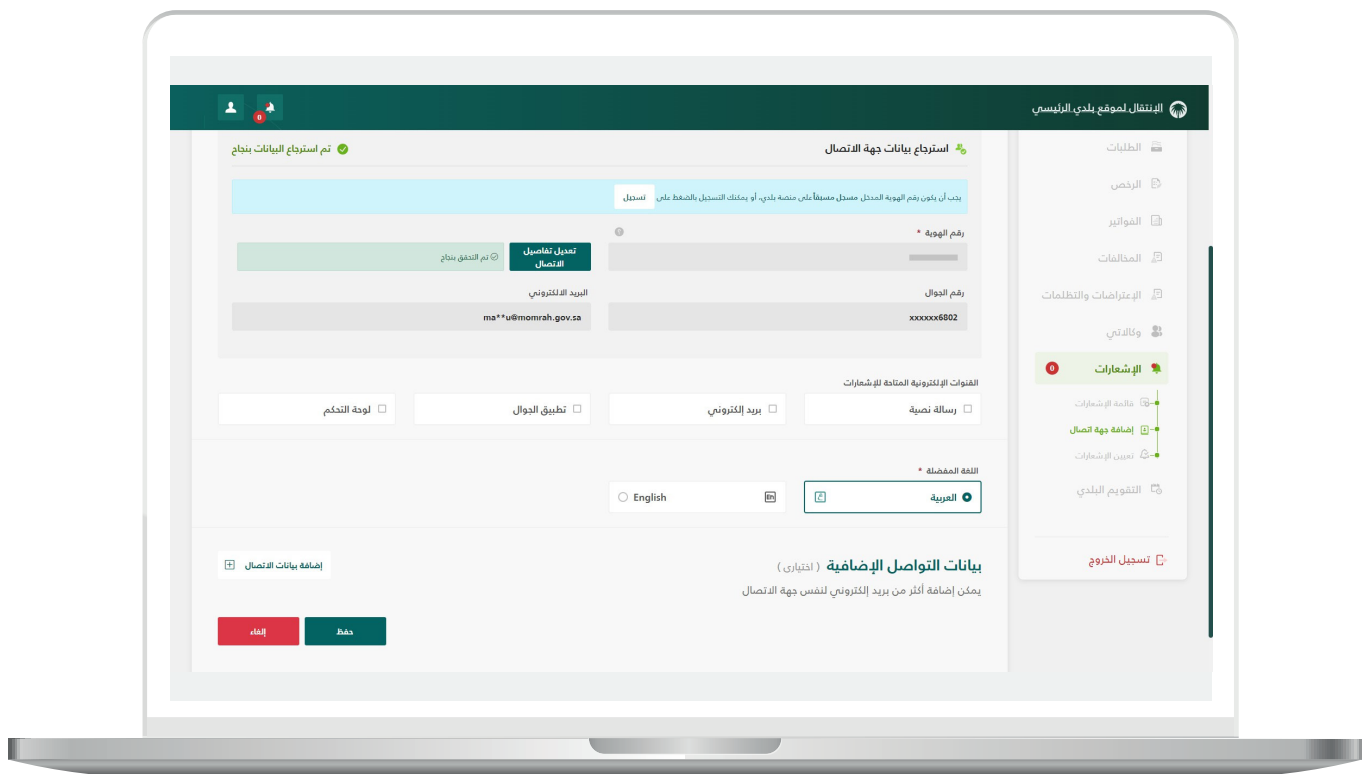


26) A verification code is sent to the user's mobile, which must be entered in the **(Verification Code)** field before clicking **(Confirm)**.



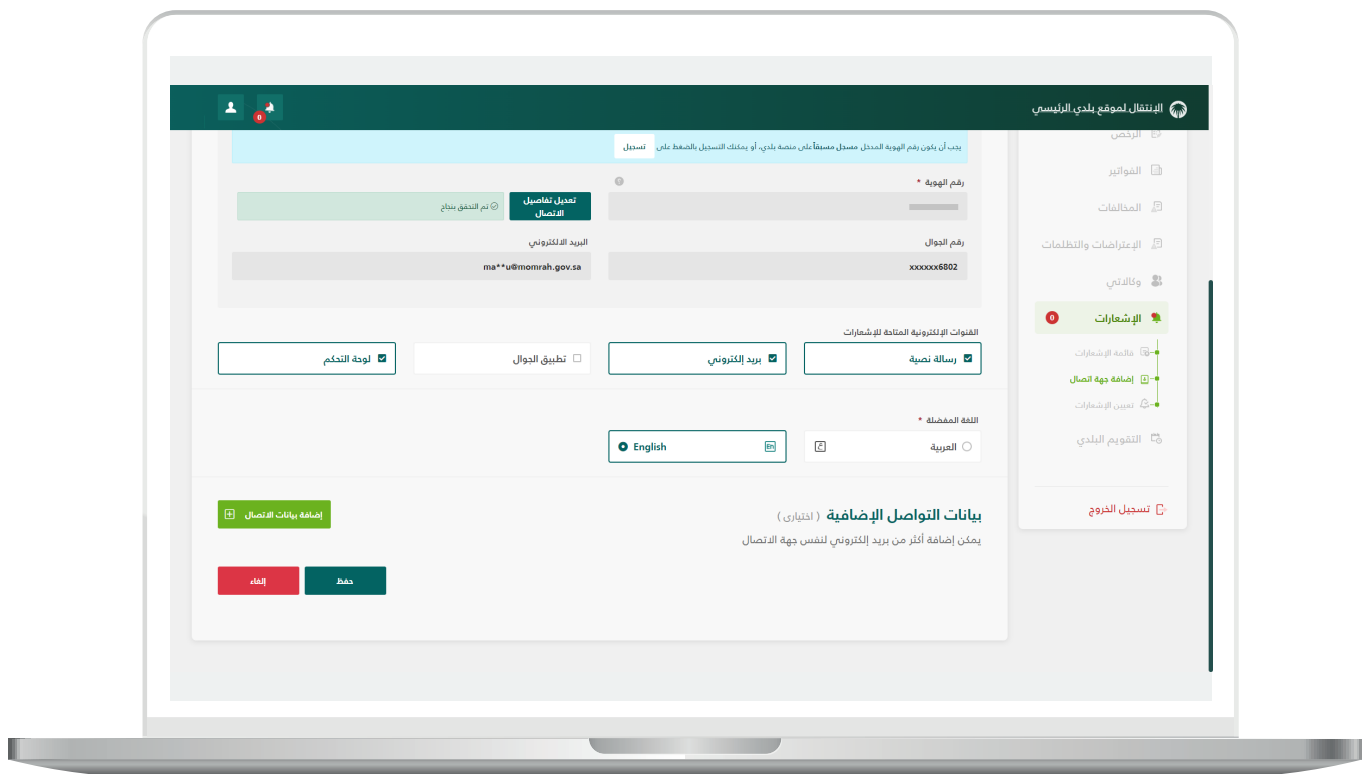
27) Once verified successfully, the user selects the available electronic (Notification Channels), which include (SMS, Email, Mobile App, Control Panel).

Users also choose their (Preferred Language) from (Arabic, English).

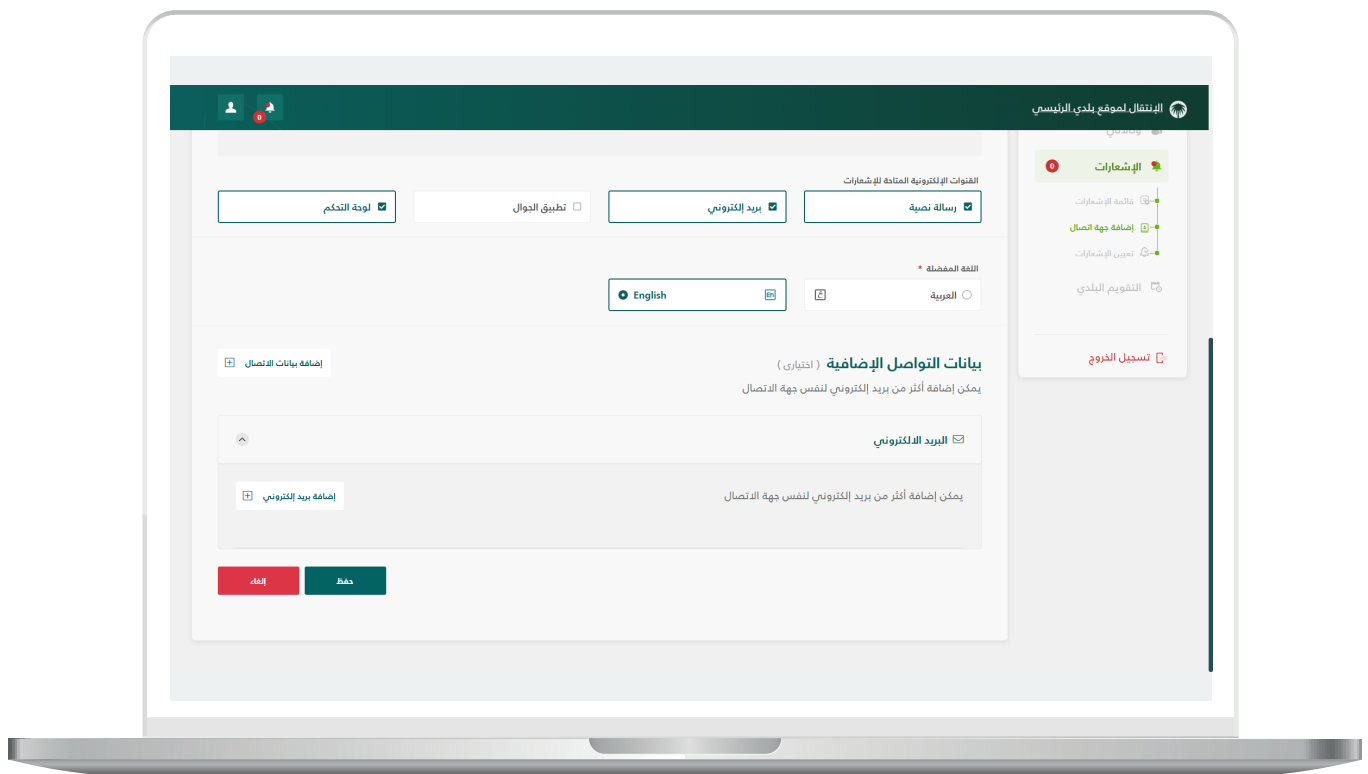


28) In **(Additional Contact Information)** section, users can add several emails addresses.

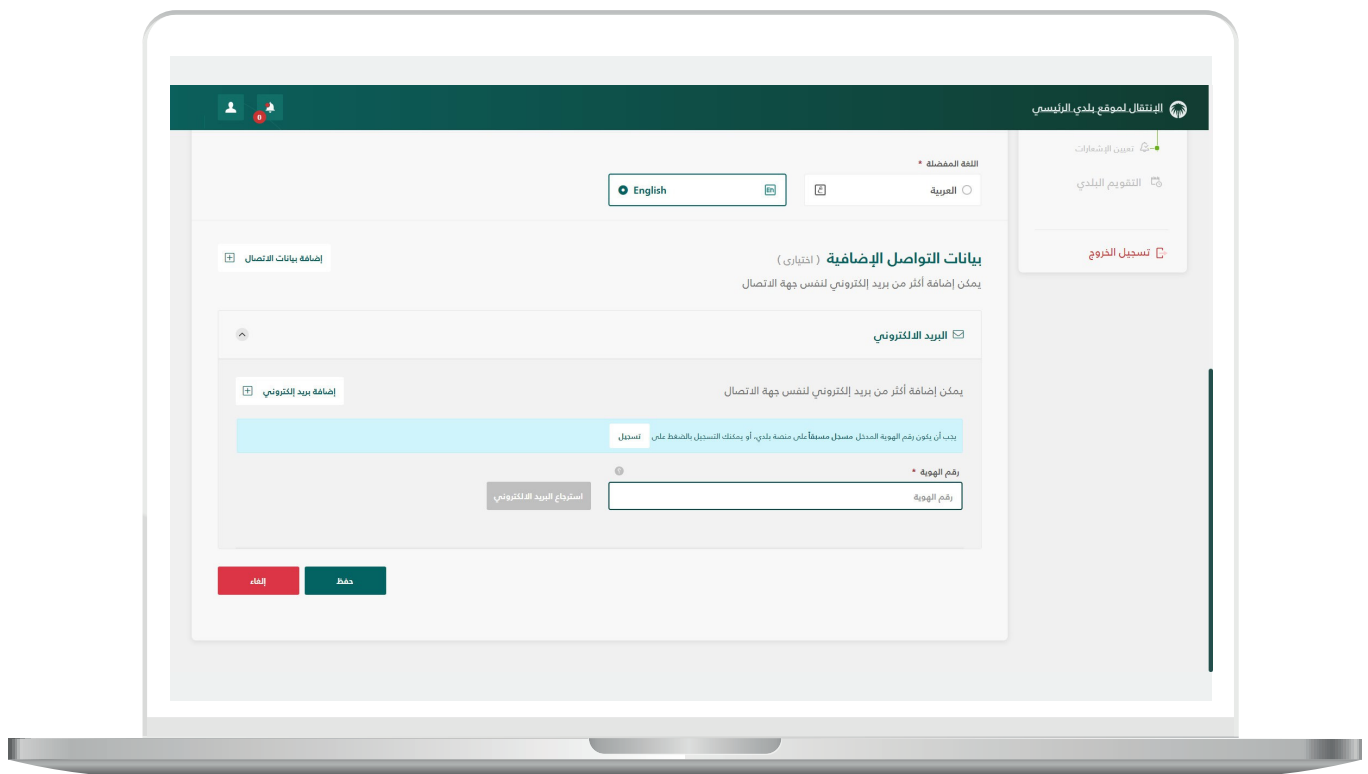
for the same contact by clicking **(Add Contact Information)**.



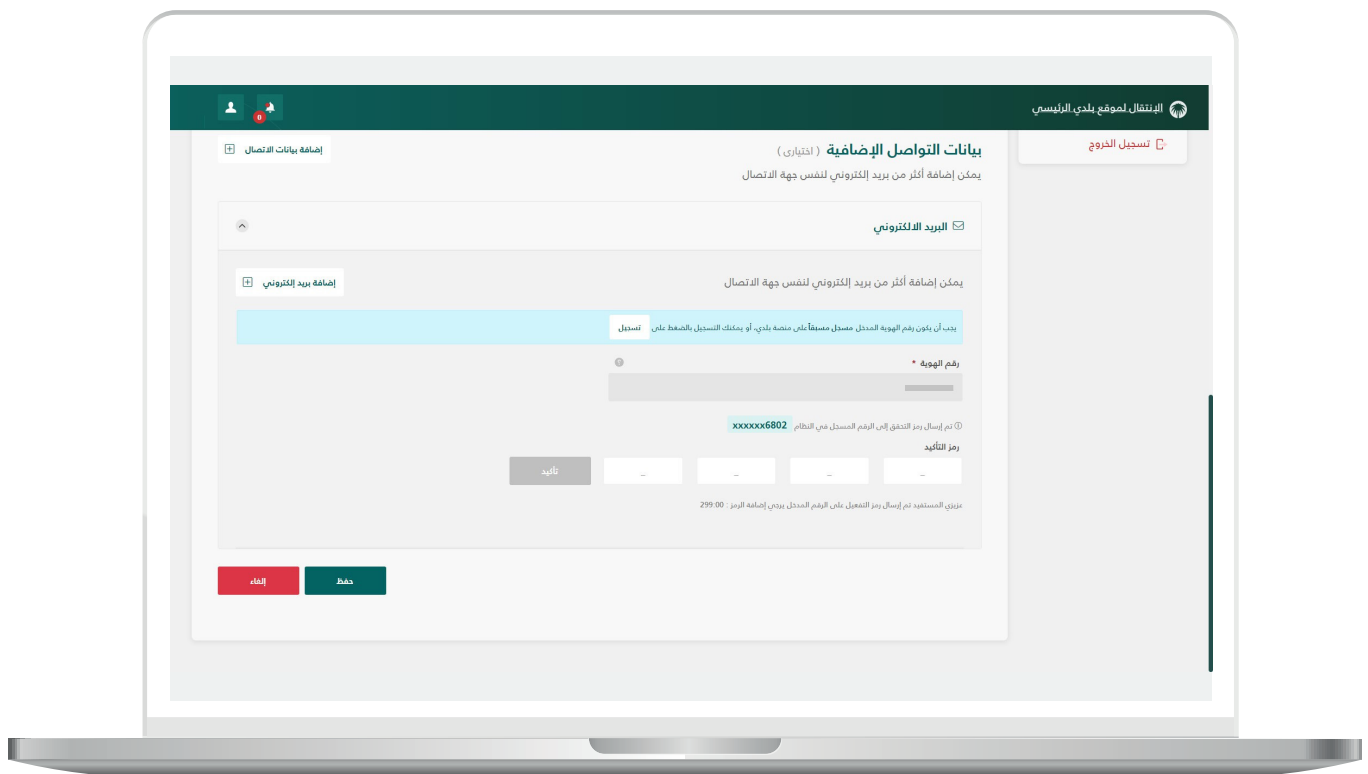
29) Clicking **(Add Contact Information)** reveals the **(Email Address)** section, where users click **(Add Email Address)**.



30) Clicking **(Add Email Address)** prompts a new field labeled **(National ID Number)**, where users enter their ID and click **(Retrieve Email Address)**.

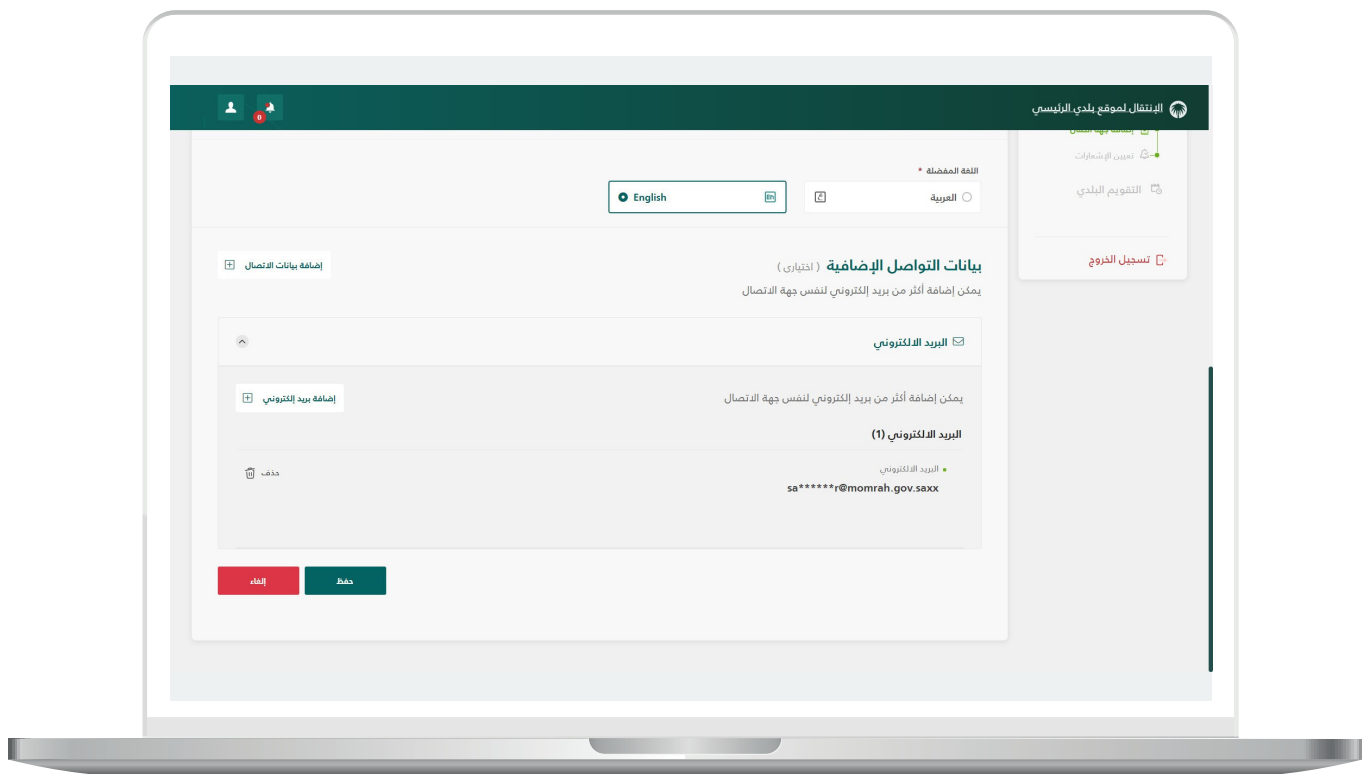


31) A verification code is sent to the user's mobile, which must be entered in the **(Verification Code)** field before clicking **(Confirm)**.

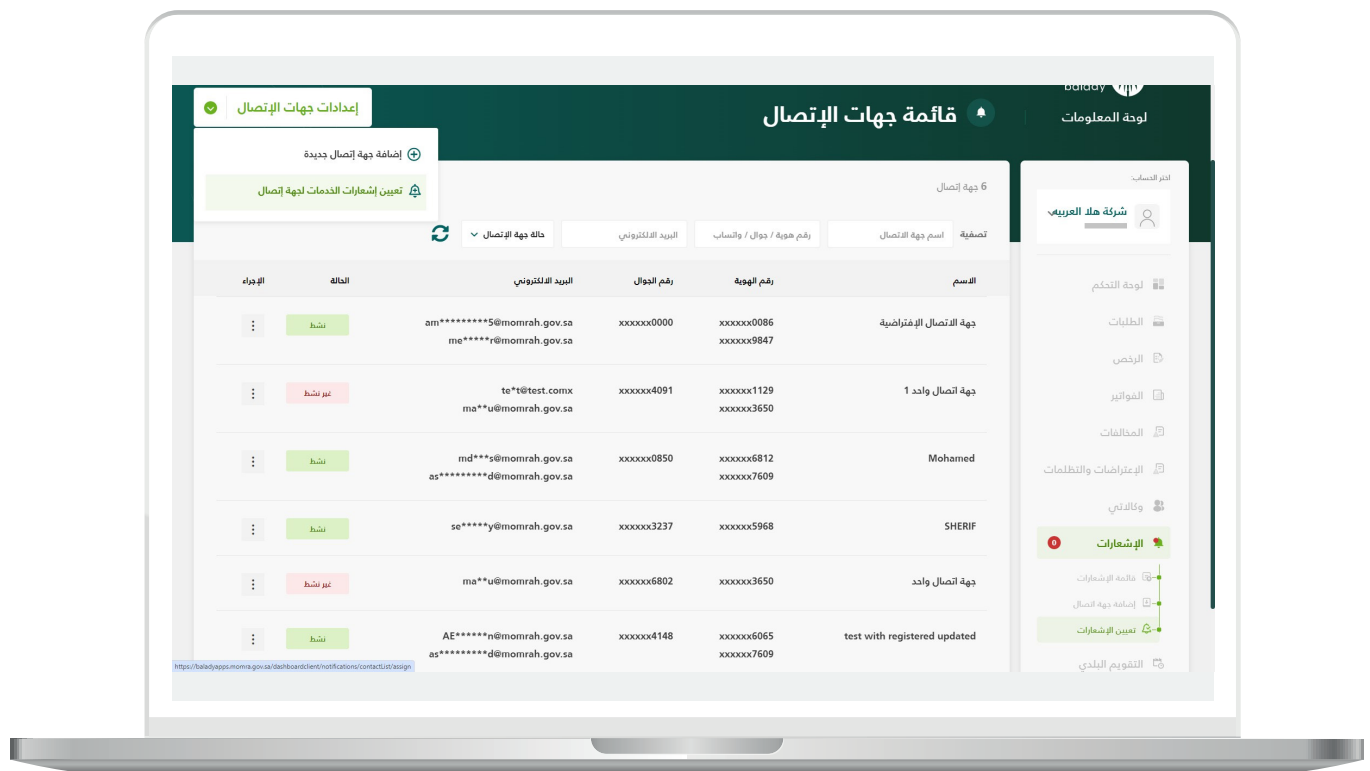


32) The email address is successfully added and can be deleted using the **(Delete)** button.

Once all details are entered, the user clicks **(Save)**.

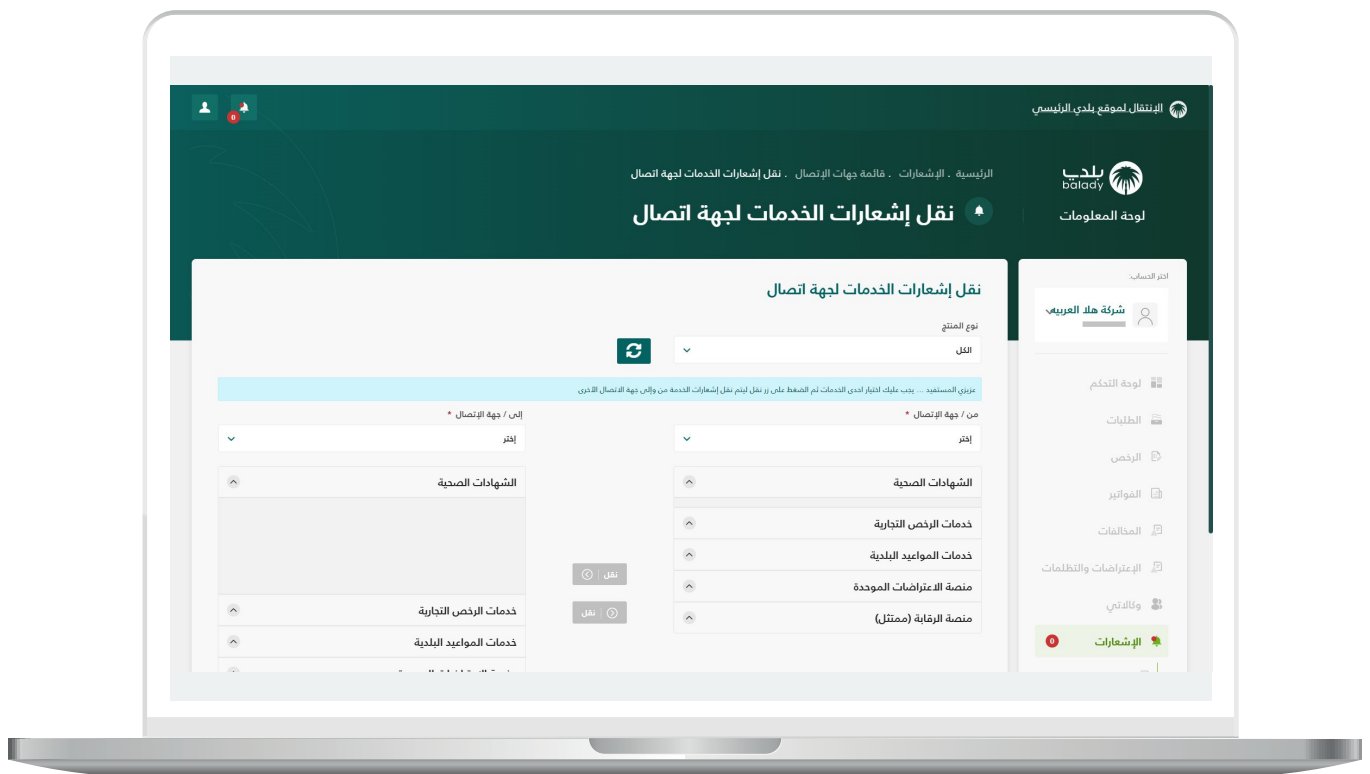


33) The (Assign Service Notifications to a Contact) option allows users to specify which notifications a selected contact will receive.



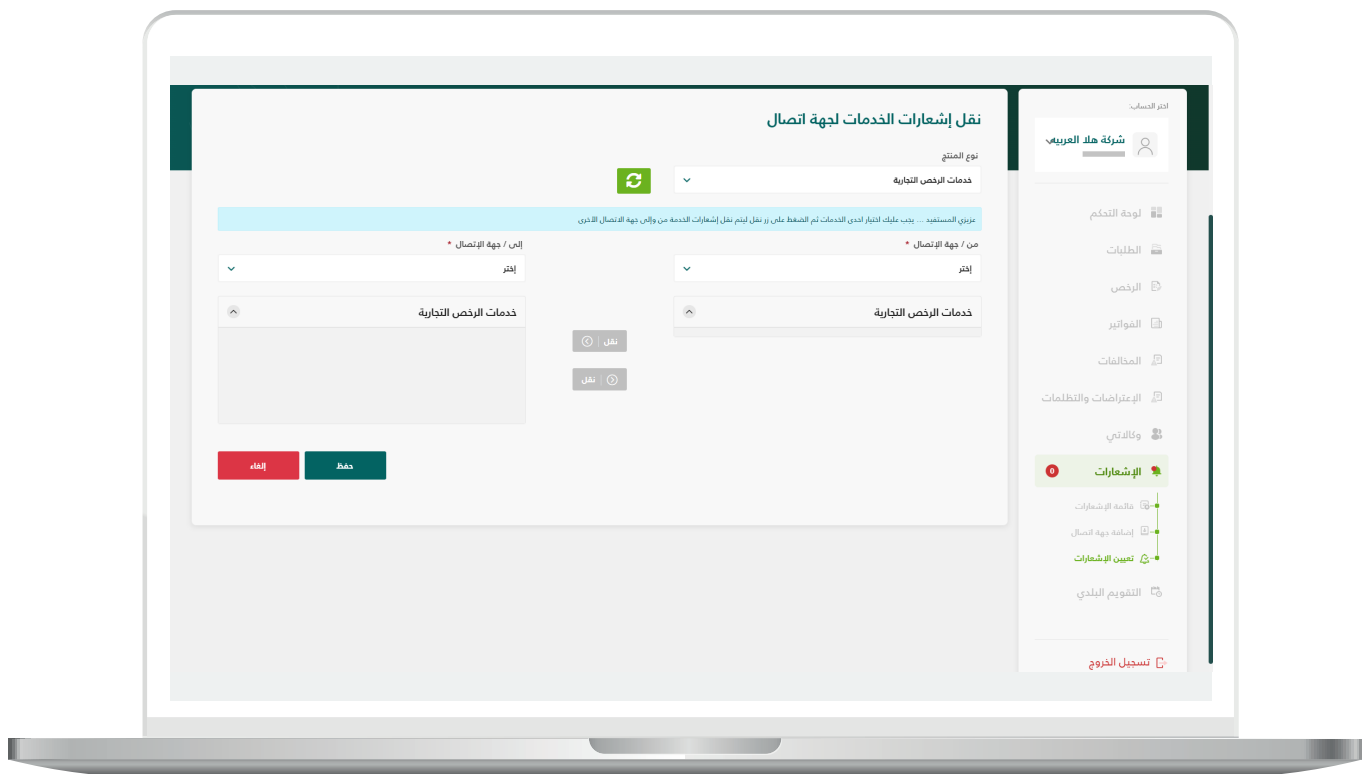


34) Clicking **(Assign Service Notifications to a Contact)** displays the following screen, where the user selects a value from the **(Product Type)** dropdown list.

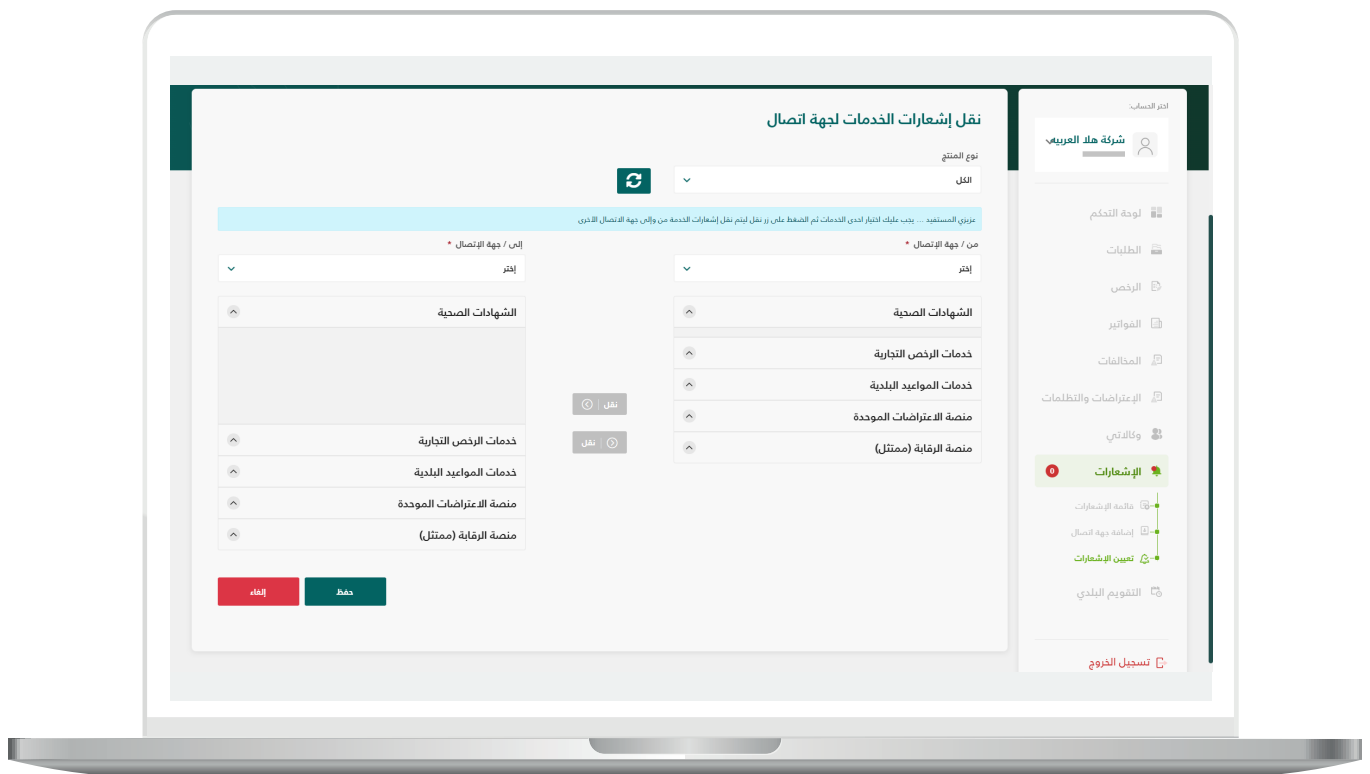


35) In the example below, the user selects (**Commercial License Services**), displaying the following sections: (**From/Contact**), (**To/Contact**).

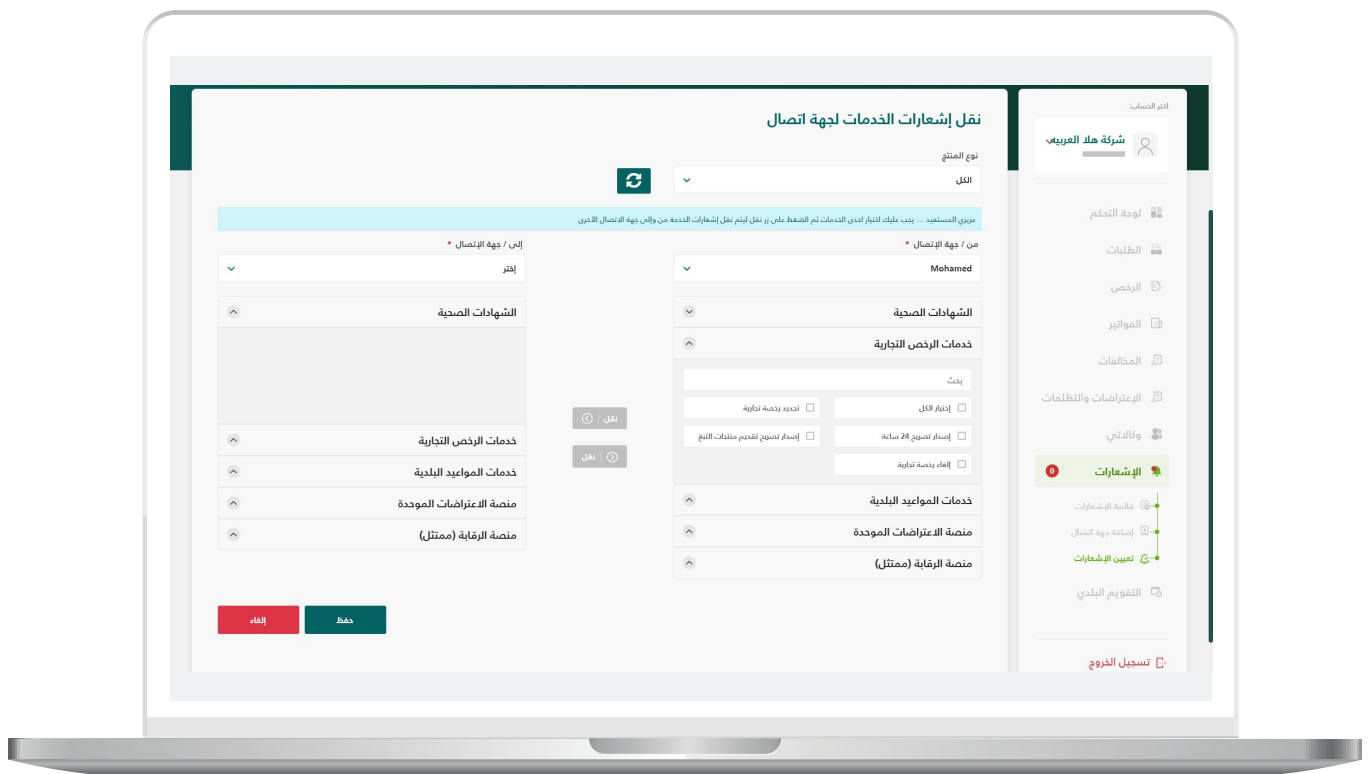
The (**Product Type**) field can be cleared by clicking the circular arrow icon.



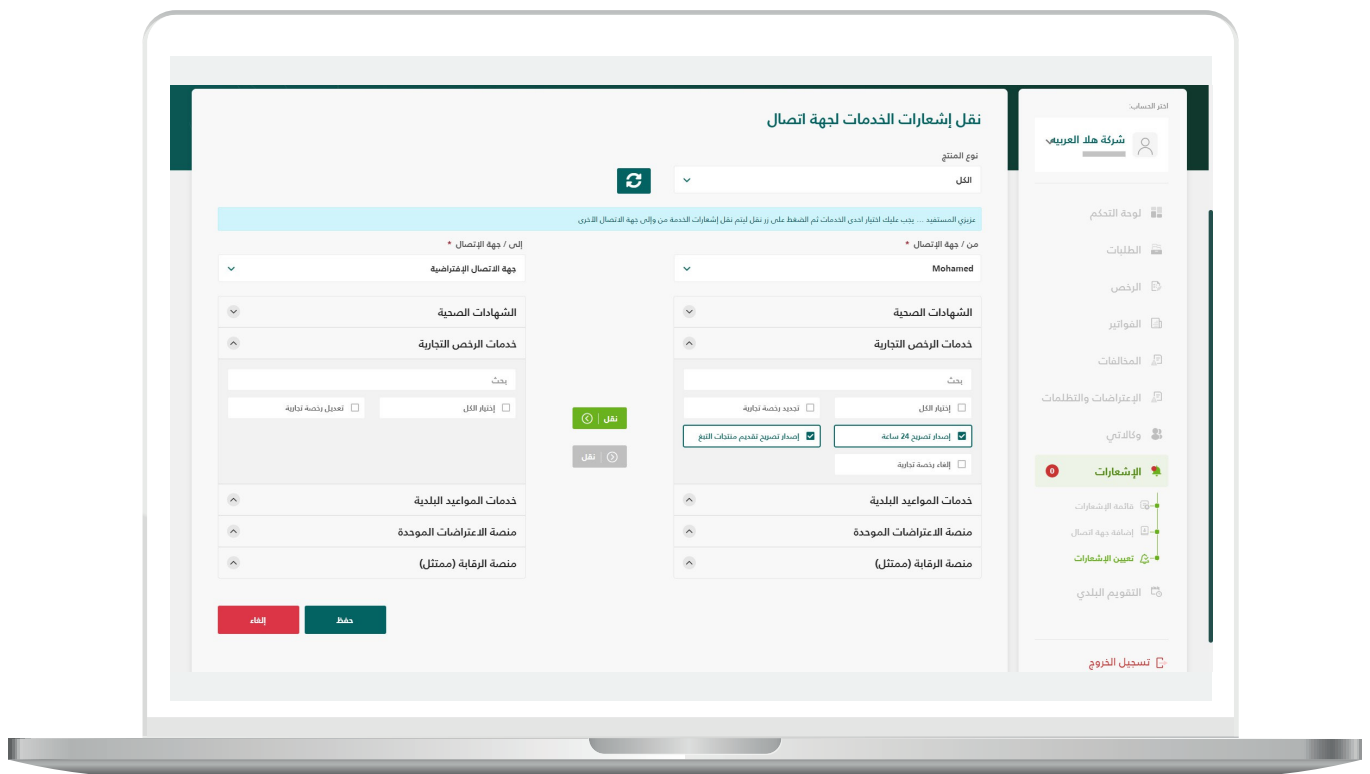
36) The (Product Type) dropdown is reset to (All), displaying all products.



37) In the following example, the **(From/Contact)** dropdown value is selected, and the product **(Commercial License Services)** is chosen, allowing the system to expand the product details and display available services.

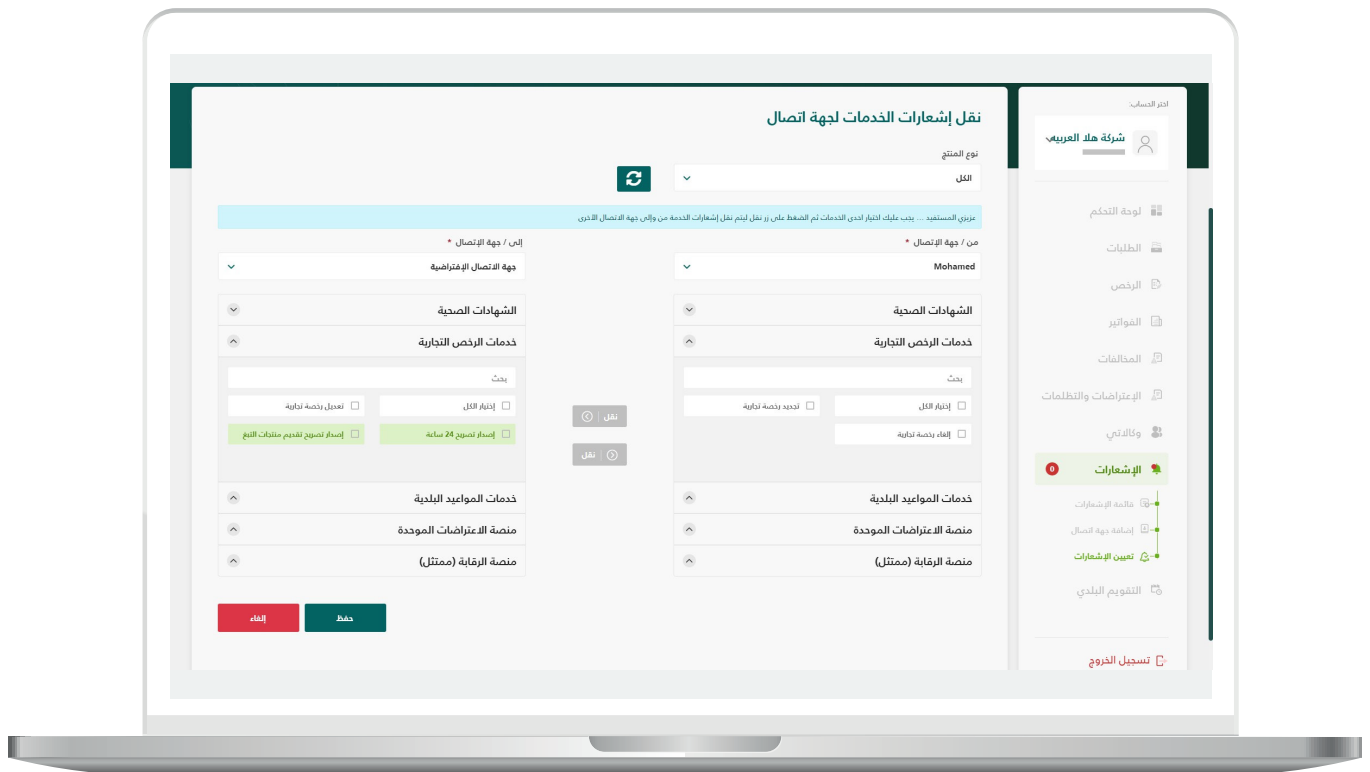


38) After selecting the Service(s) to be transferred from one contact to another, the **(Transfer)** button is activated.

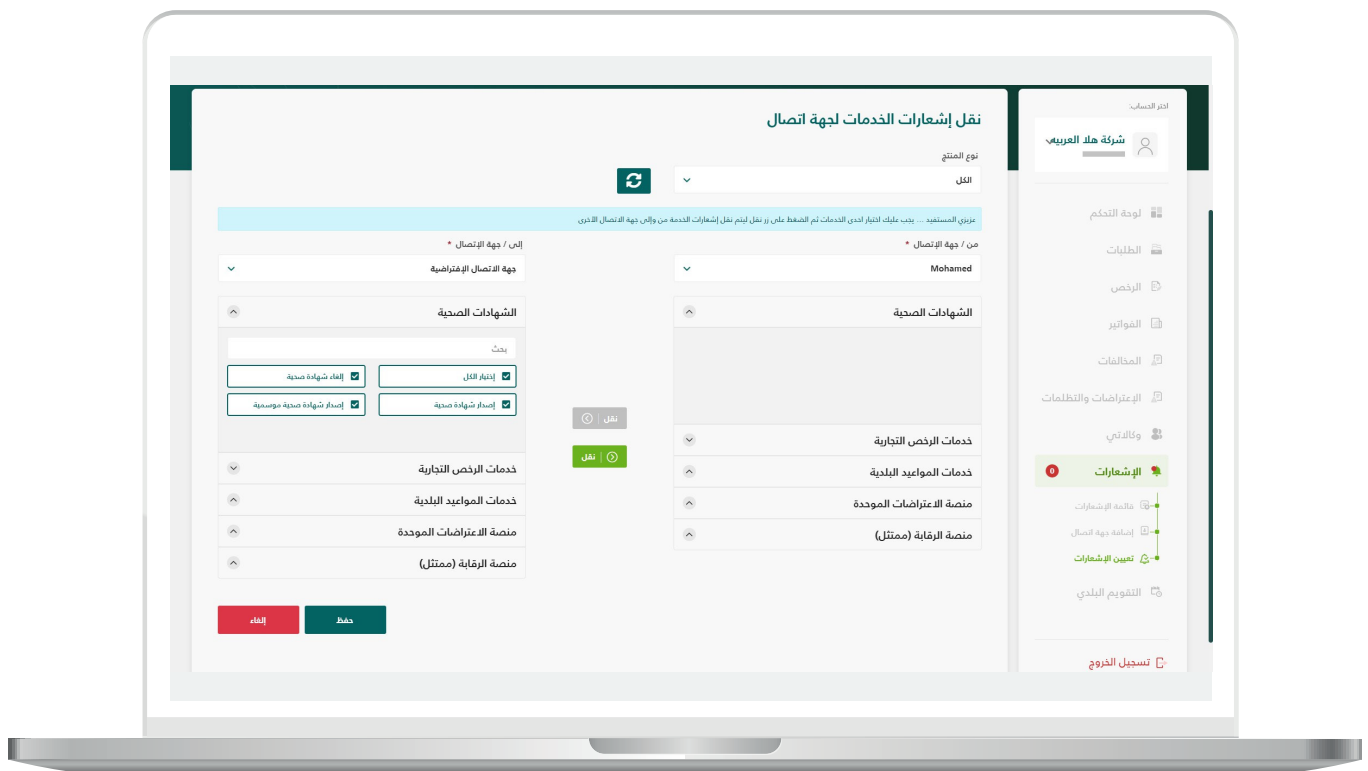




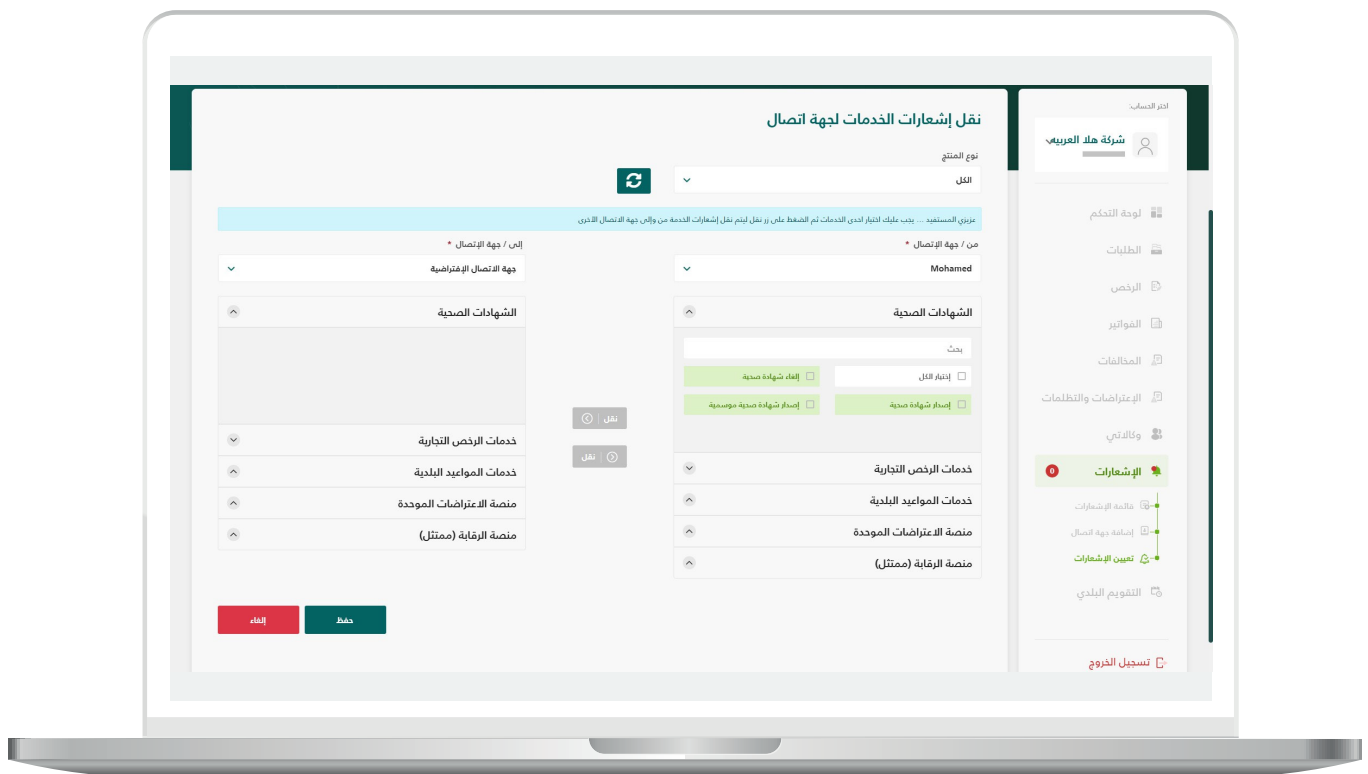
39) Clicking (**Transfer**) moves the selected services from (**Mohamed**) to the (**Default Contact**), displayed in green.



40) Similarly, all services under the **(Health Certificates)** category are selected for transfer in the opposite direction—from the **(Default Contact)** to **(Mohamed)**.

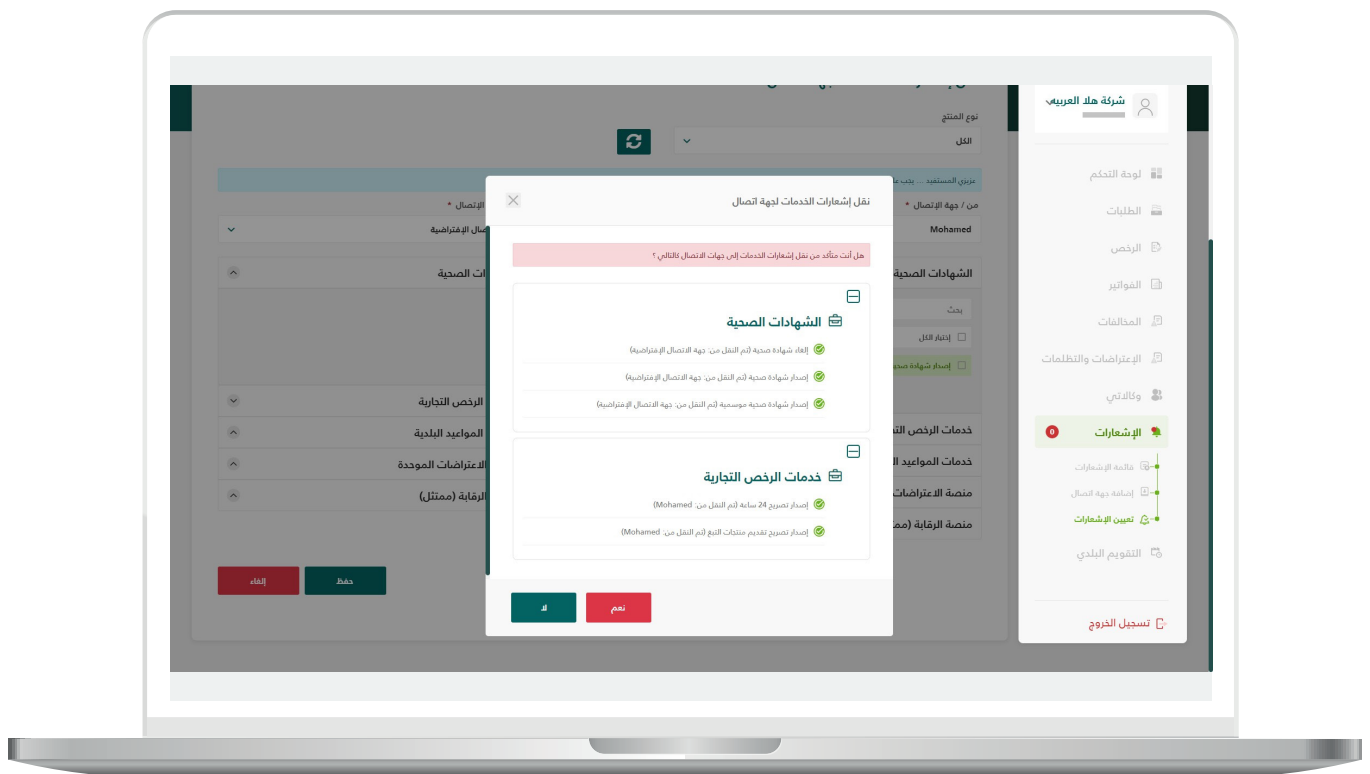


41) Clicking (**Transfer**) moves the selected services, displaying them in green. The user then clicks (**Save**).



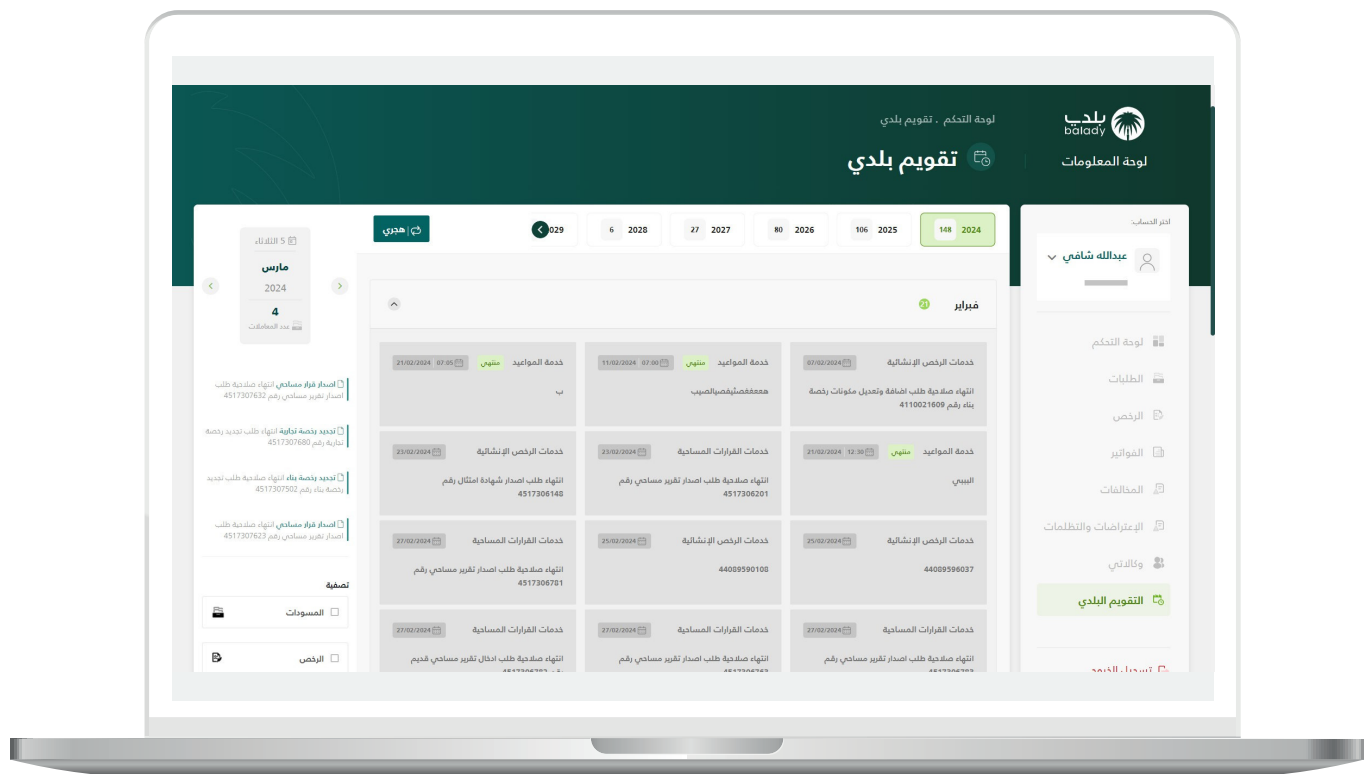


42) Clicking **(Save)** prompts a small confirmation window where the user must click **(Yes)**. The screen displays a summary of the services transferred between contacts.



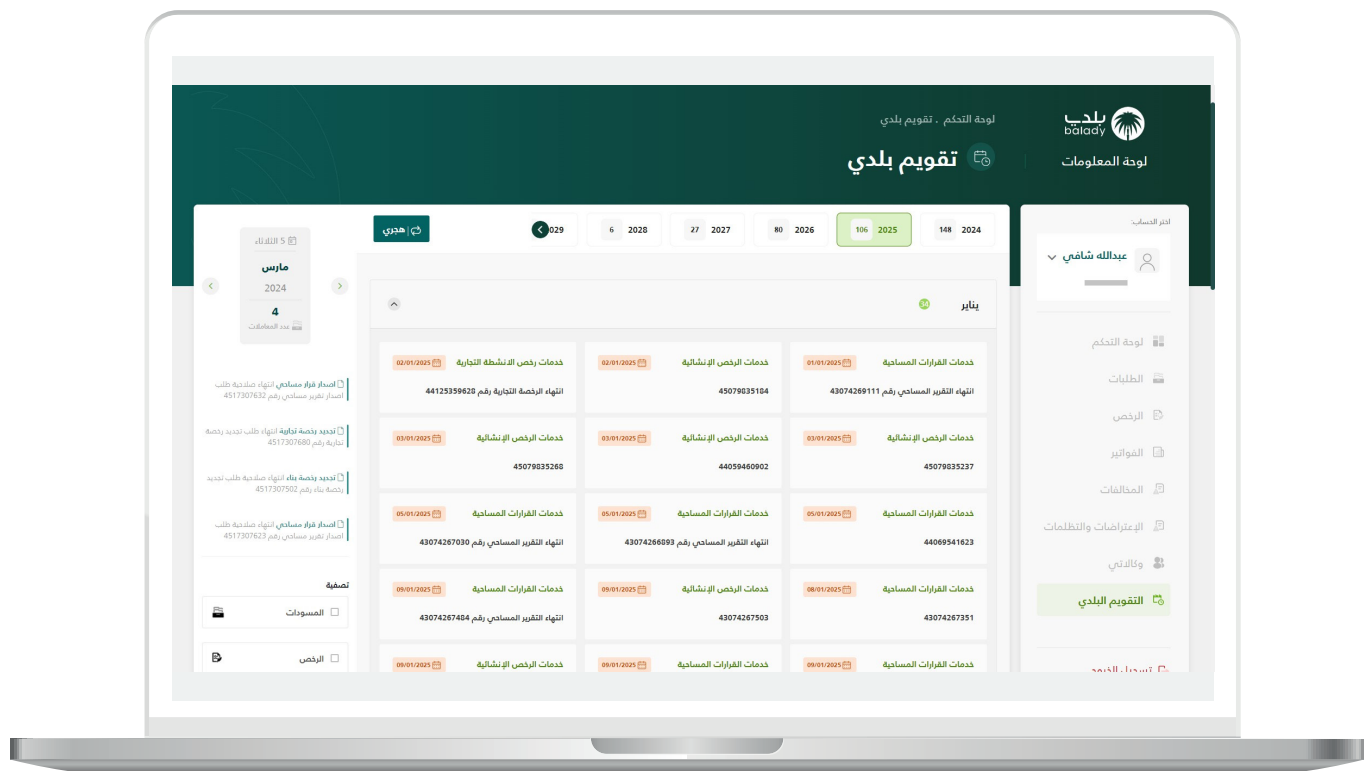
## Balady Calendar

1) In the (Balady Calendar) section, the user can view years, each accompanied by a number representing the total count of (Drafts, Licenses, Invoices, etc.).

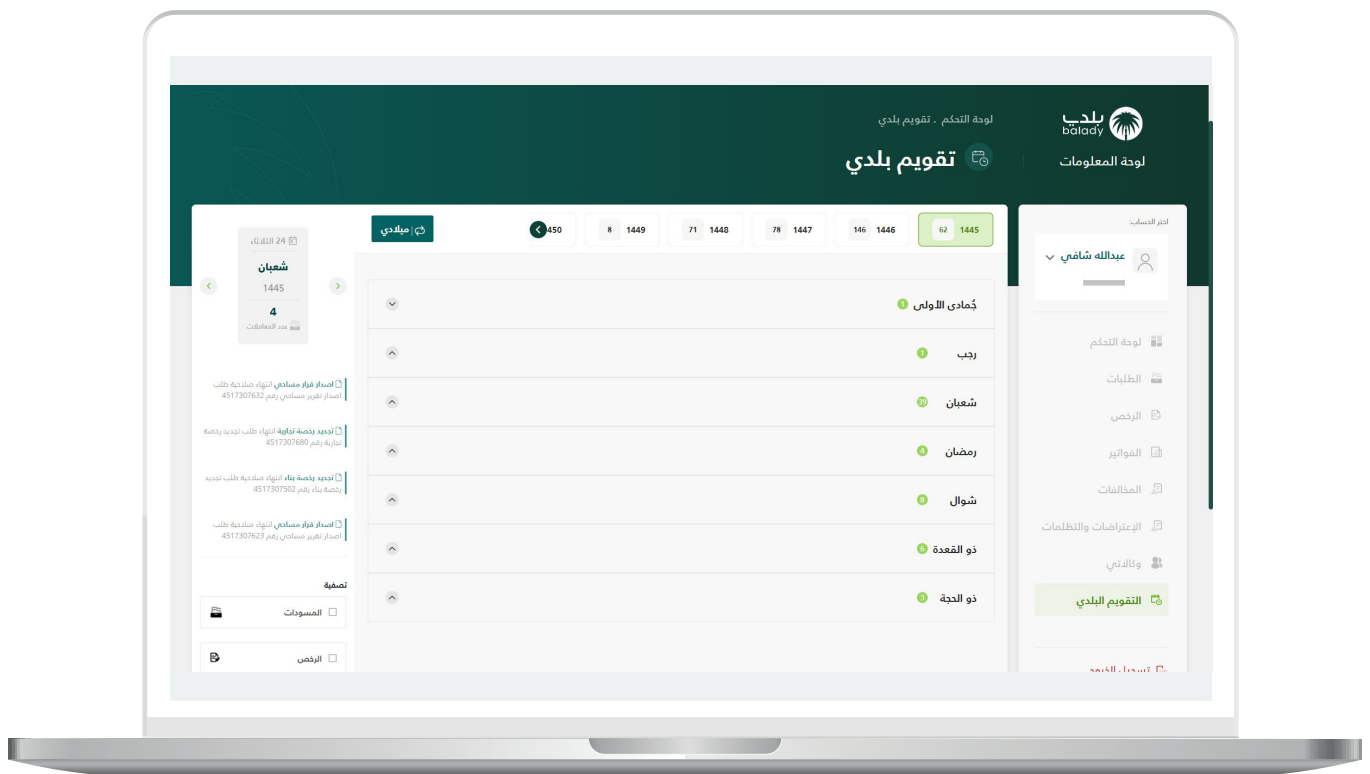


2) Clicking on a specific year, such as (2025), displays the months along with the total count of (Drafts, Licenses, Invoices, etc.) for each month.

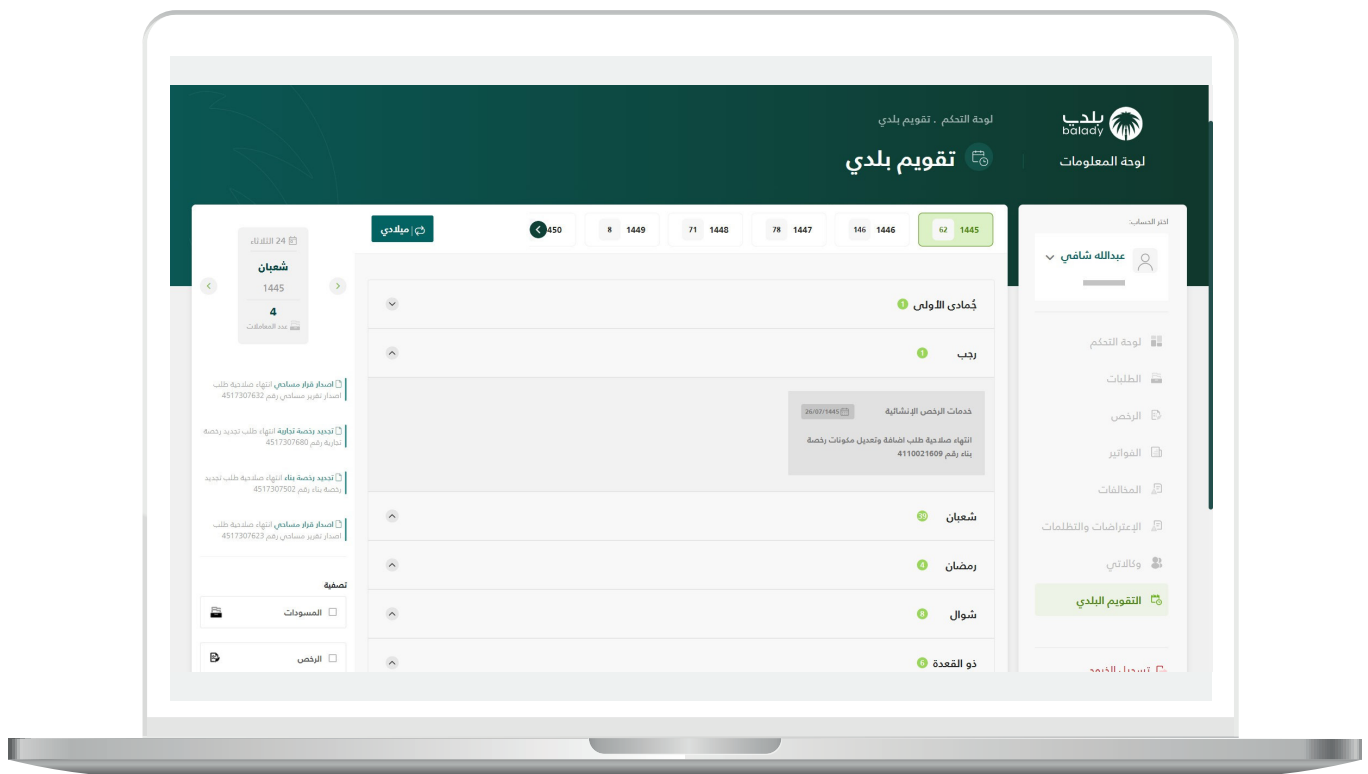
Expanding a month will display its contents as shown in the figure below.



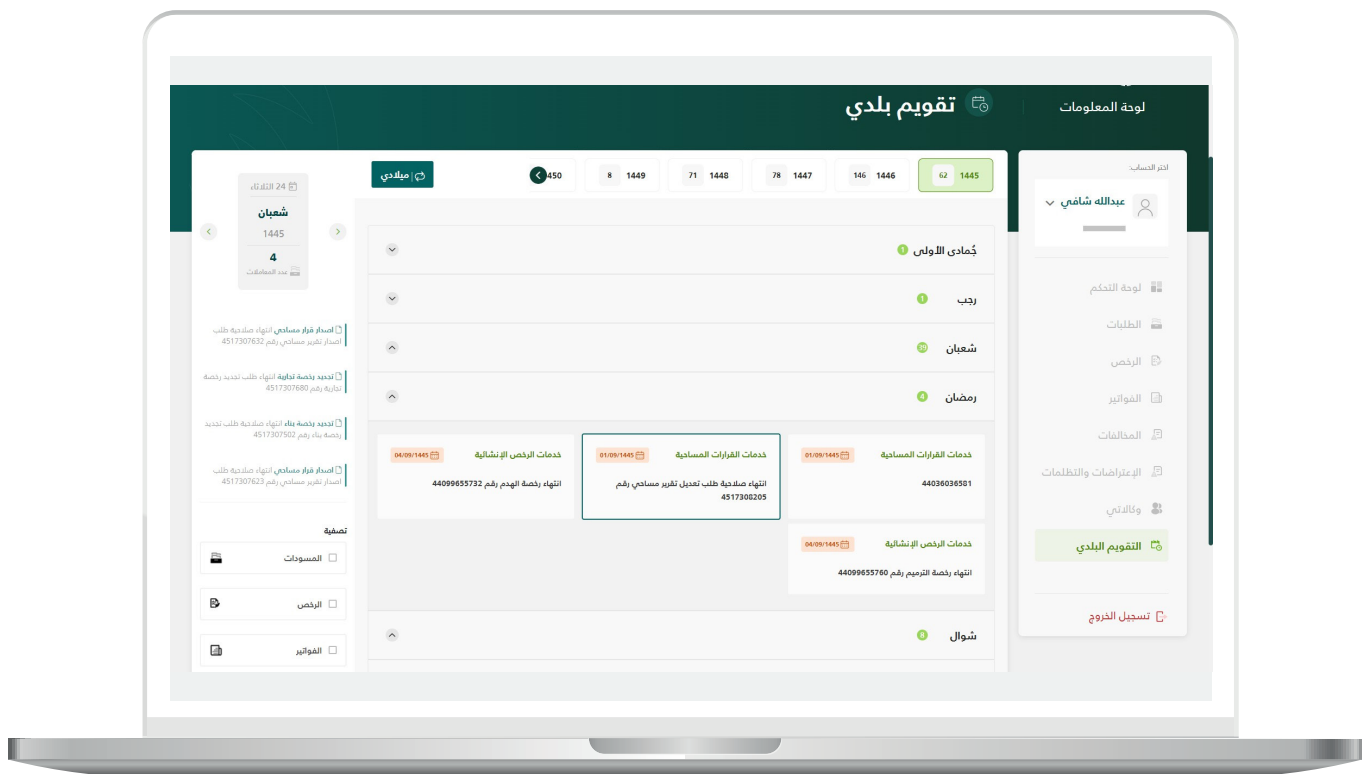
3) Clicking the **(Hijri)** button converts the calendar to the Hijri format, with the option to revert to the Gregorian format by clicking the same button.



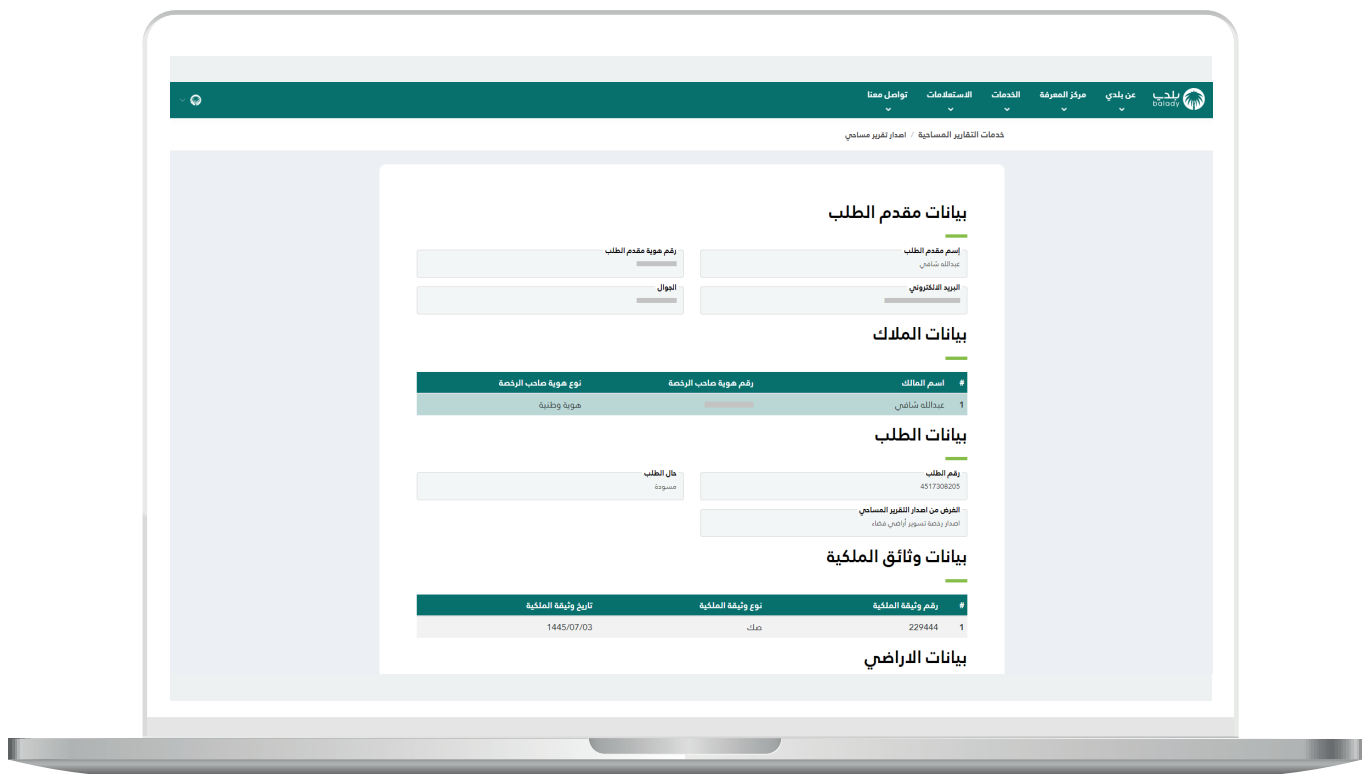
#### 4) Selecting a specific month reveals its contents.



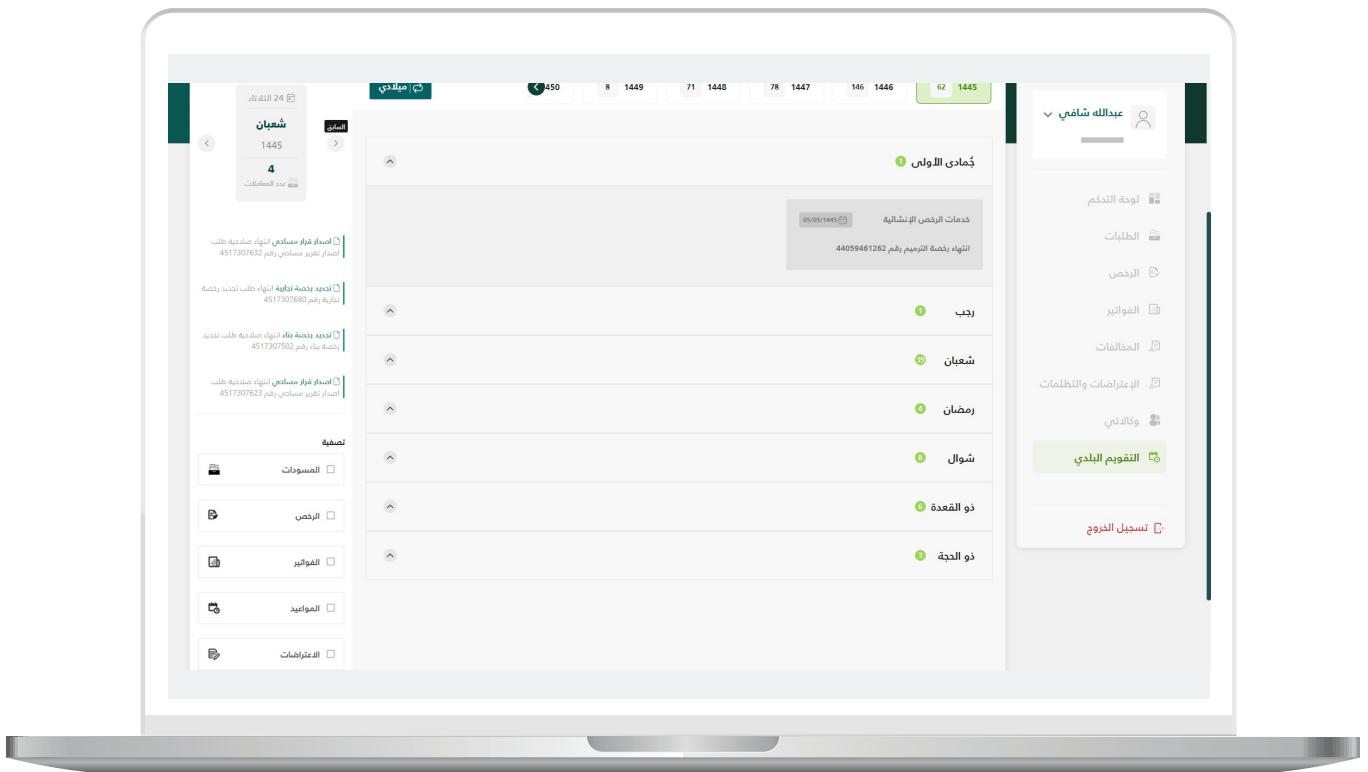
5) Here is another example of the contents of another month, which includes three notifications.



6) Clicking on a notification displays its details for the user.

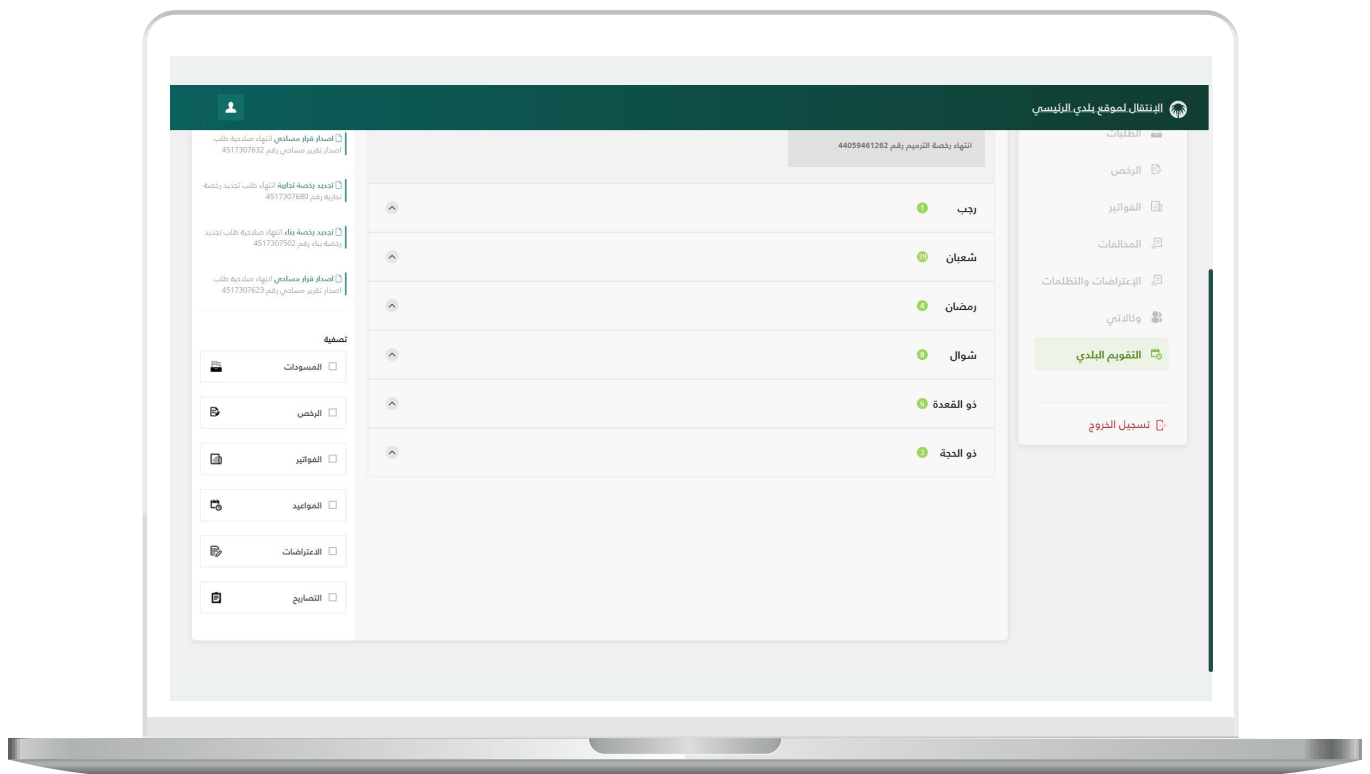


7) At the top left of the screen, users can navigate to the previous day's date by clicking the **(Previous)** arrow.

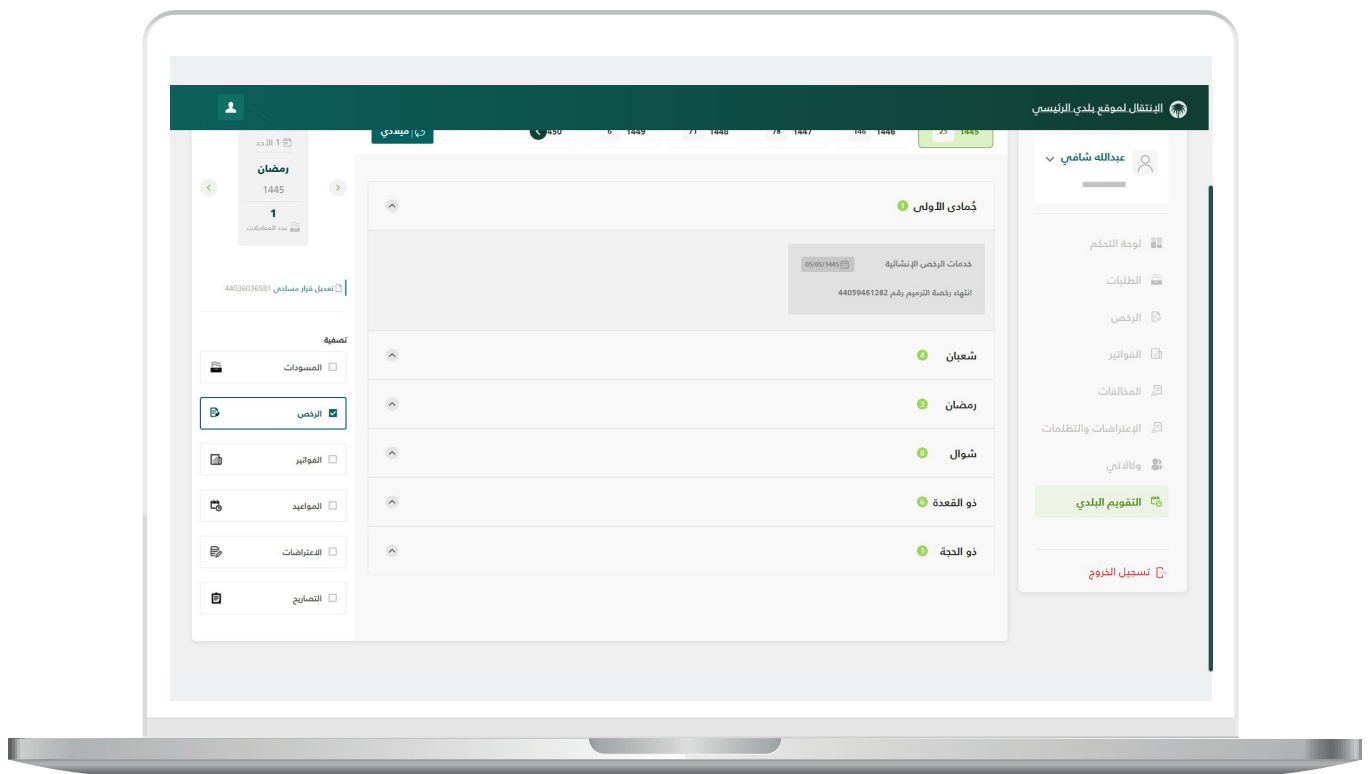




8) Users can filter results by selecting from the following options: (Drafts, Licenses, Invoices, Appointments, Objections, Permits).

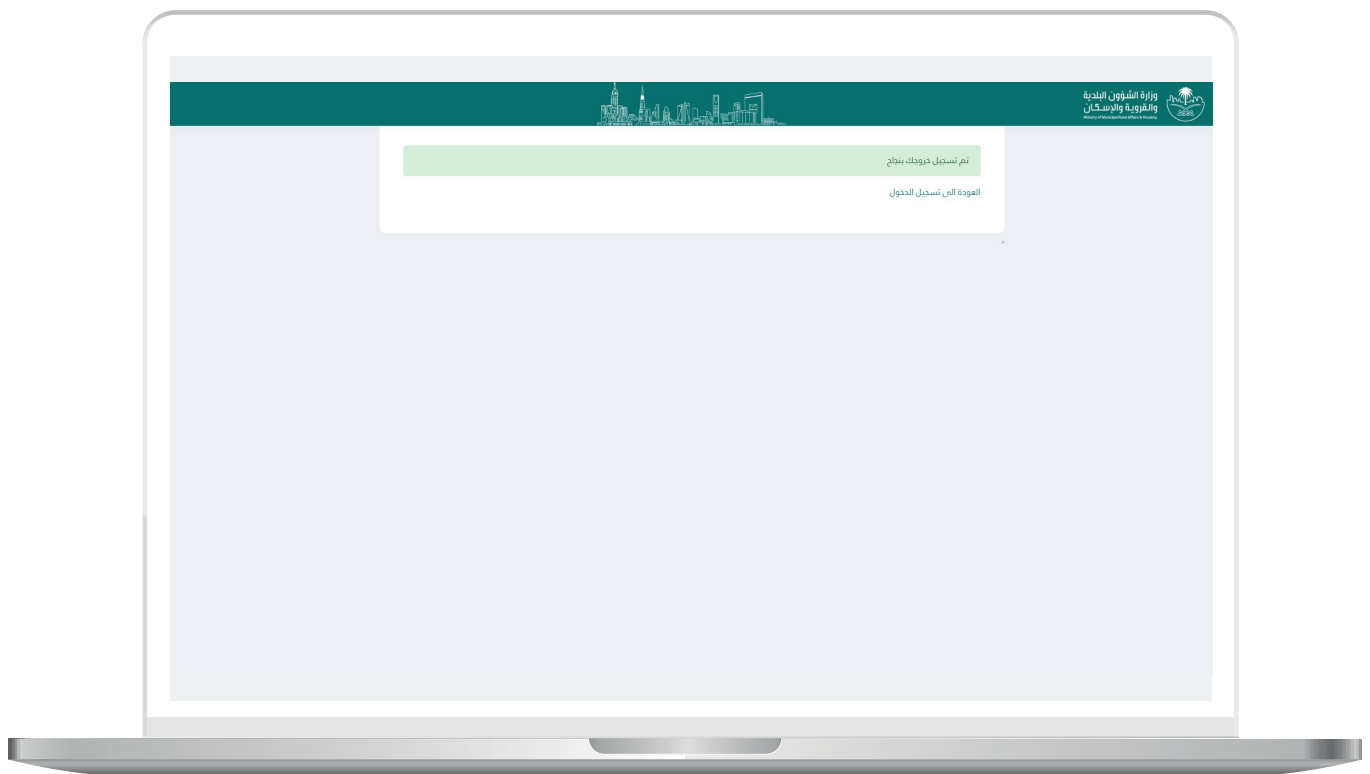


9) The results are filtered accordingly.



## Logging Out

After clicking the **(Log Out)** button, the user is successfully logged out of the system, with a confirmation message displayed.



 | 199040 Direct Contact Number

 | @Balady\_CS Customer Service

