وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for

The Municipal Consultant

Contents

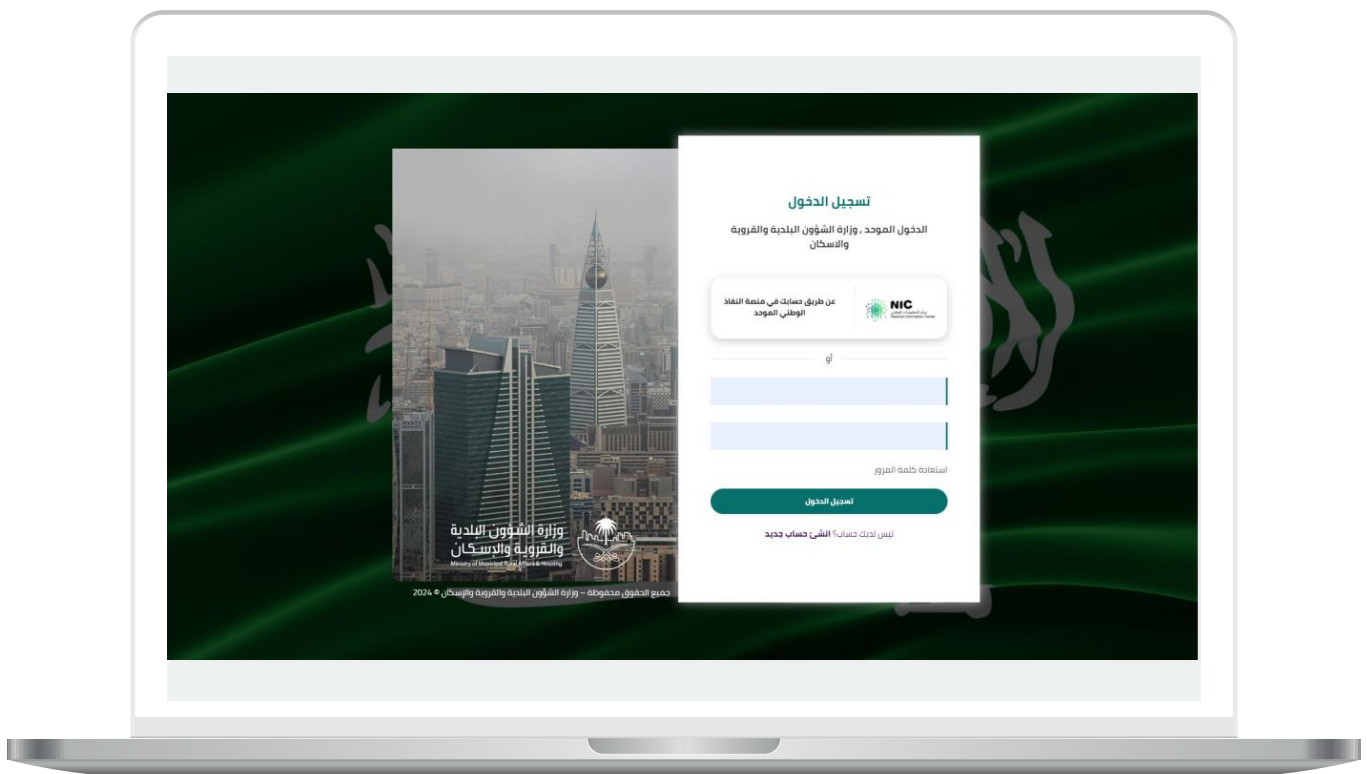## Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.
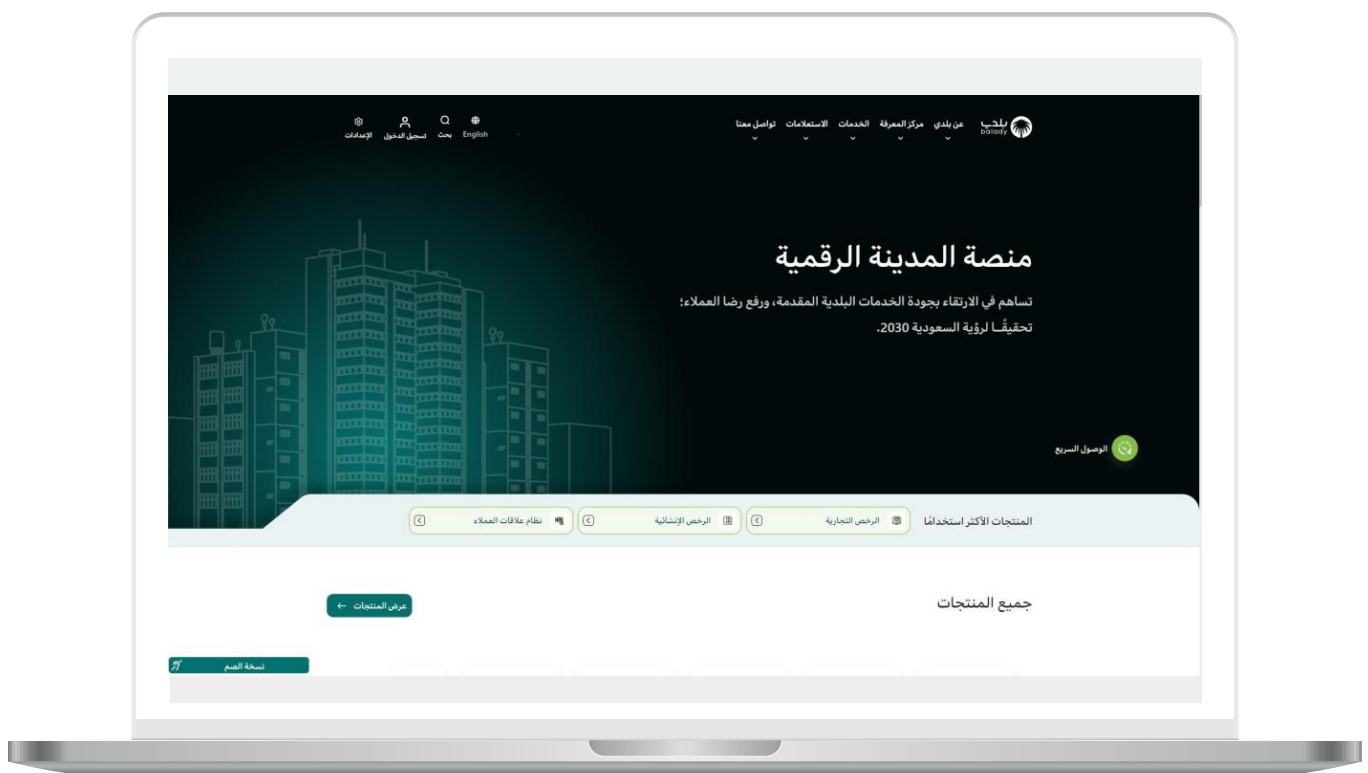
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.
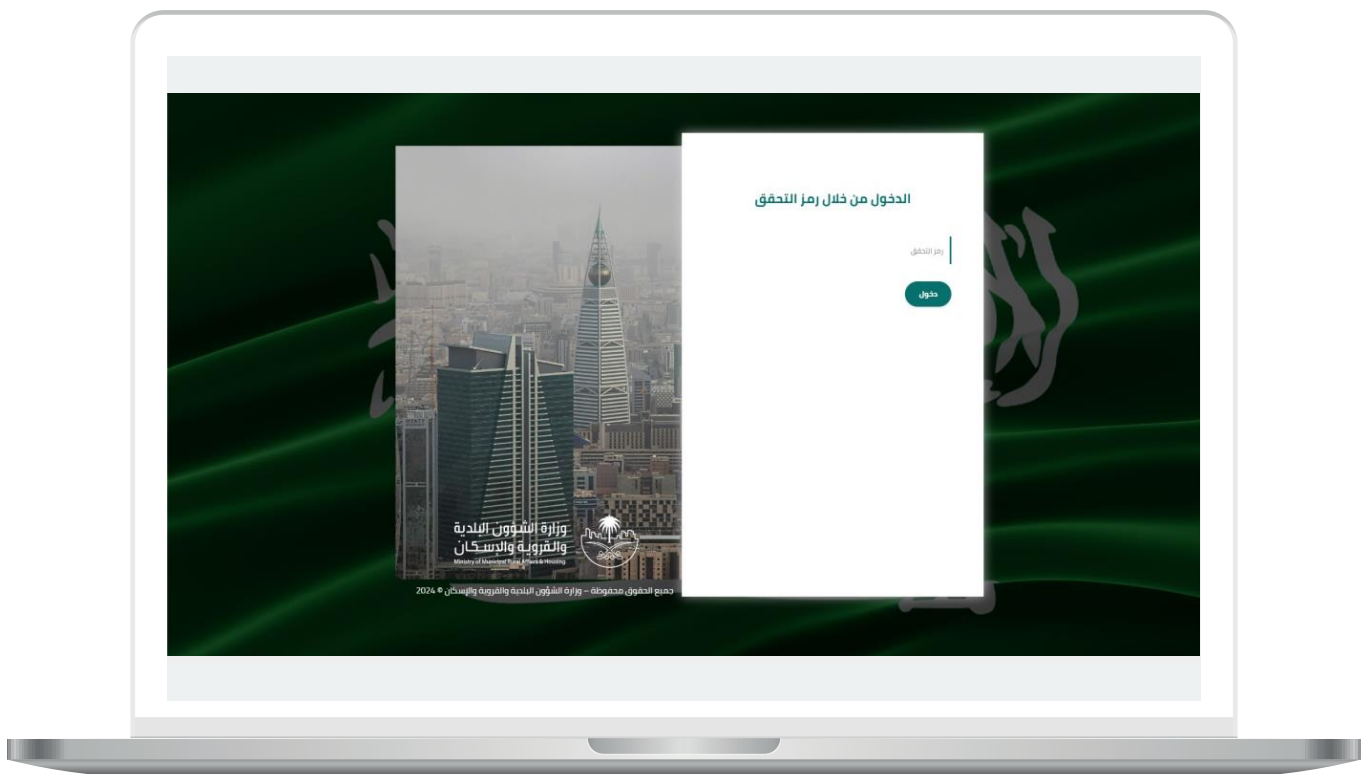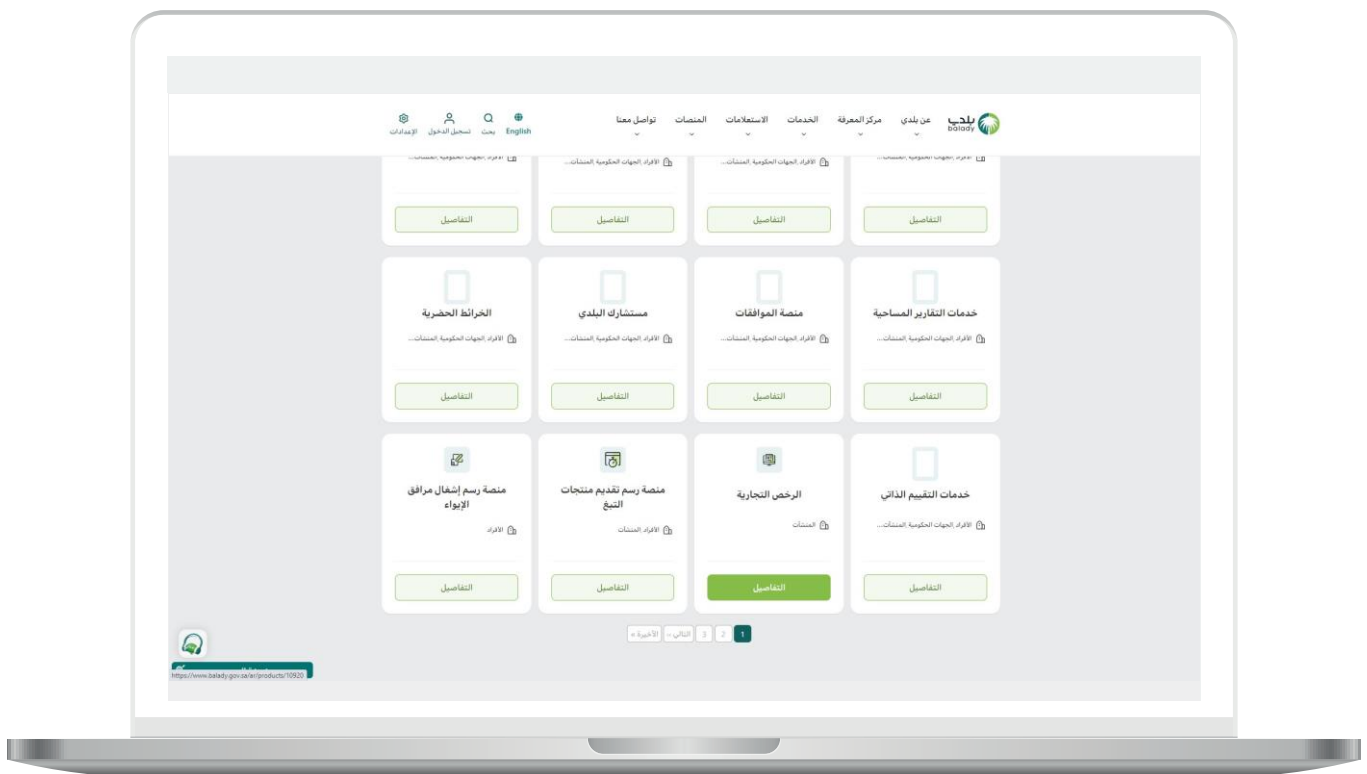
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

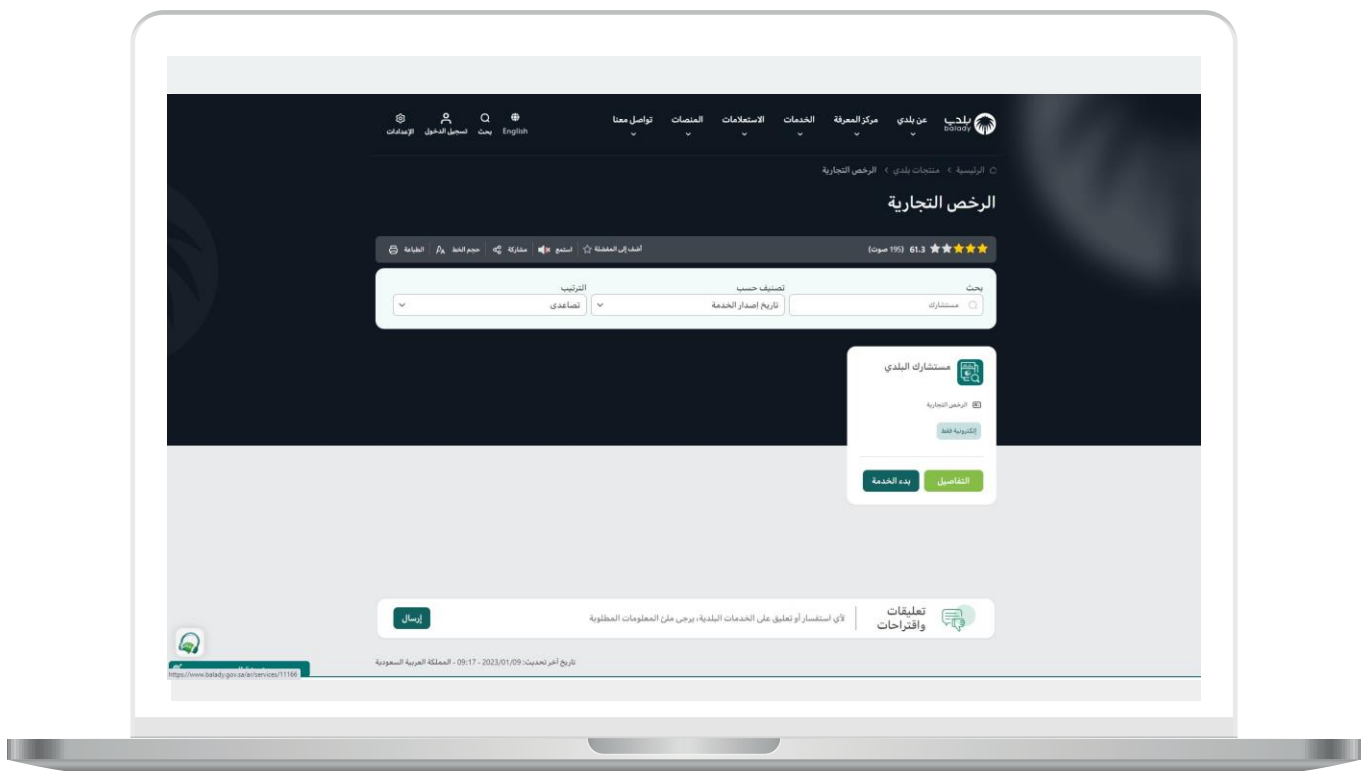The user then clicks the (**View Products**) button.

Steps of Service Request

1) To begin the service request, select (**Commercial Licenses**) menu, as shown in the screenshot below.
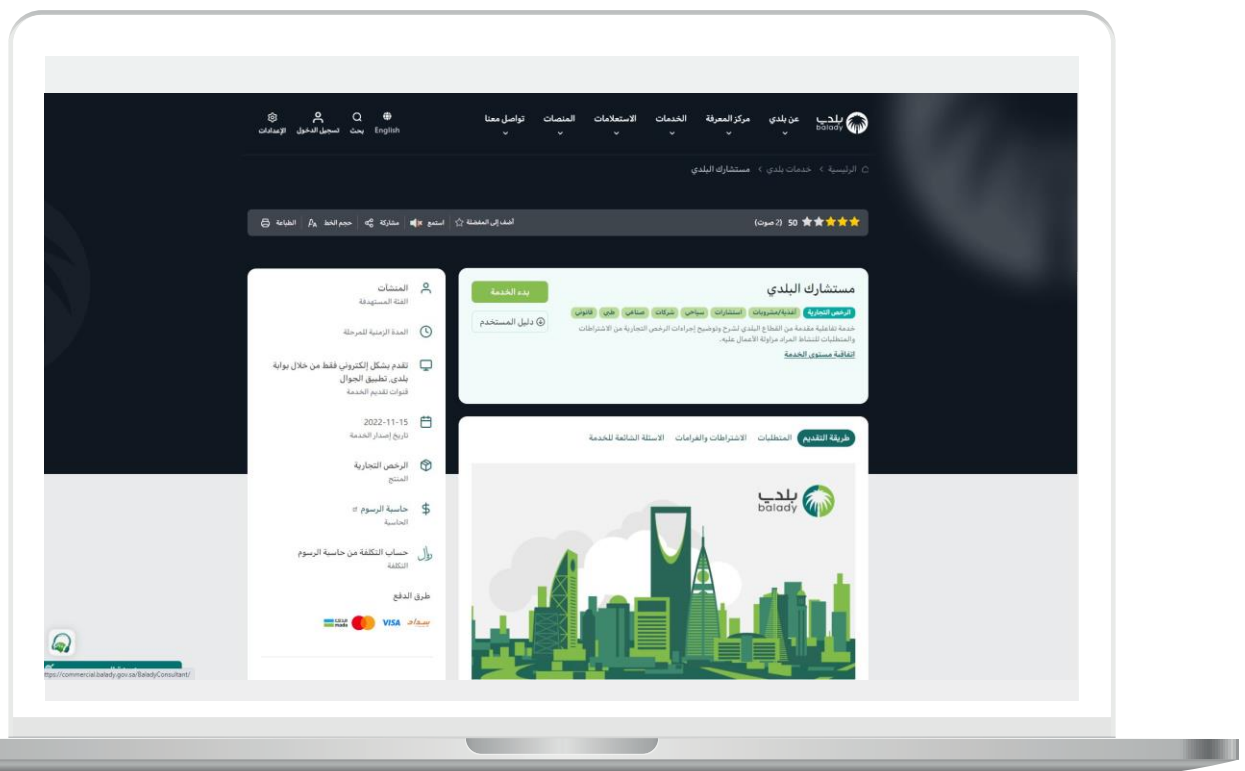
2) Then, search for the (**Municipal Consultant Service**).

3) The next screen appears, displaying information such as (**How to Apply, Requirements, Conditions and Fines, etc**.)

Click the (**Start Service**) button to proceed.

4) The system displays a screen where the user can search for a study by filling in one or more of the following search criteria: (**Study Number, Study Status**). Then, click the (**Search**) button.

Alternatively, a new consultation can be added by clicking (**New Consultation**).
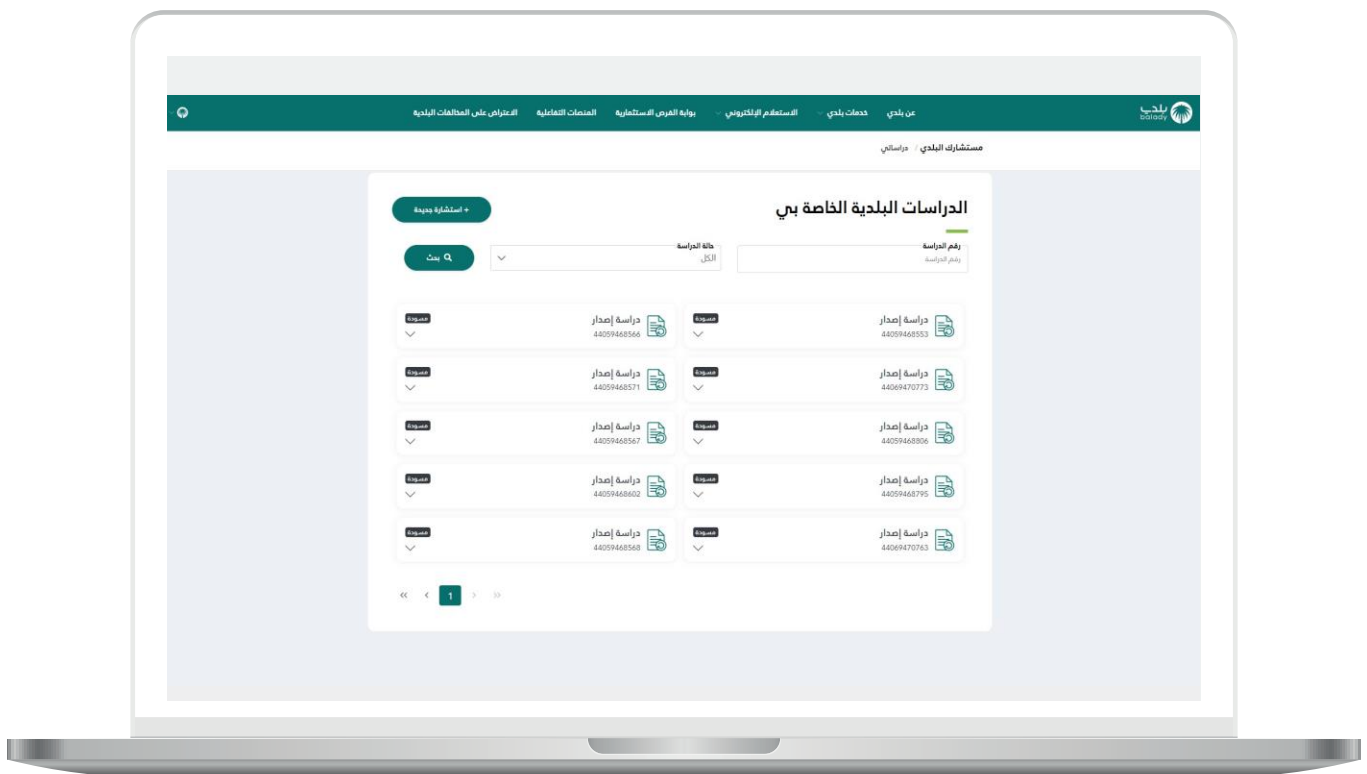
5) After clicking (**New Consultation**), the next screen appears, where the user selects values from the following dropdown menus: (**ISIC Activity, Detailed Activity**).
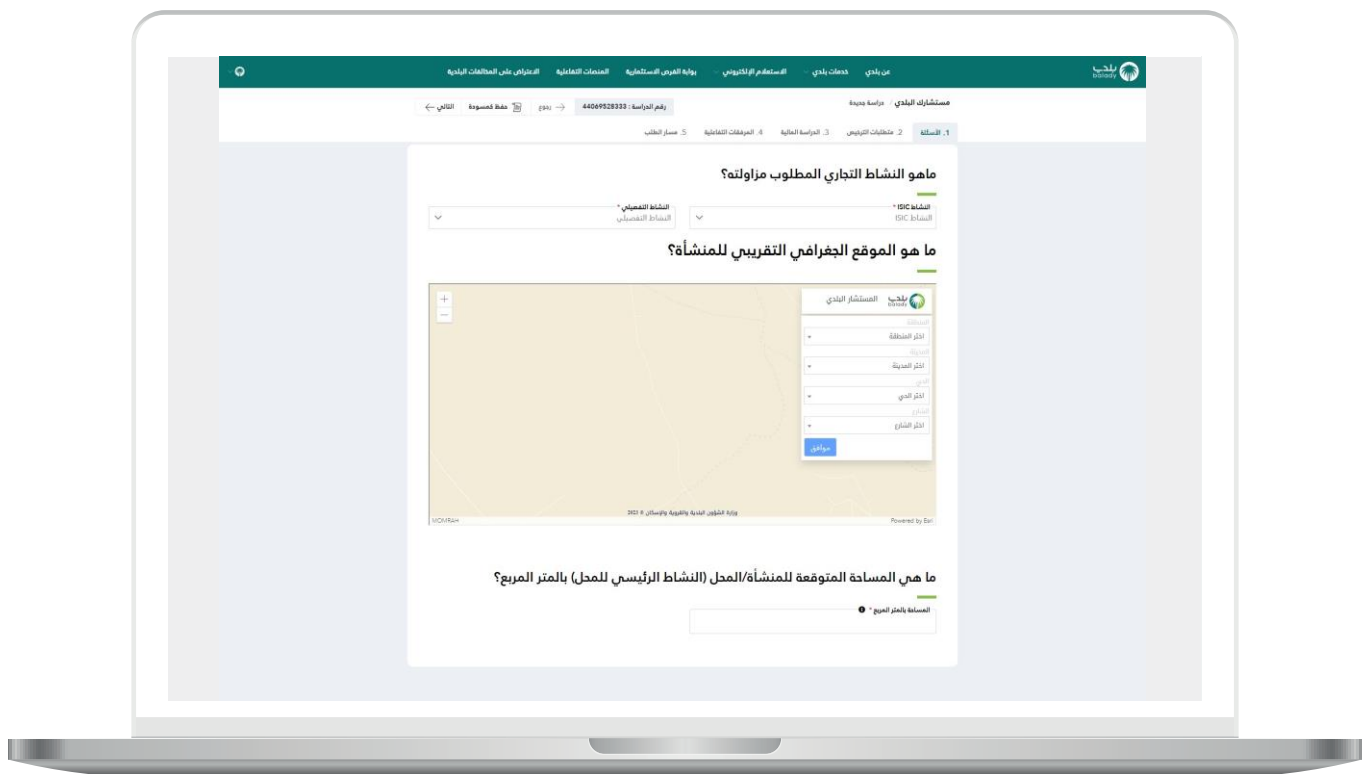
6) The user selects a location on the map using the following drop-down menus: (**Region, City, District, Street**). Then, click on the map.
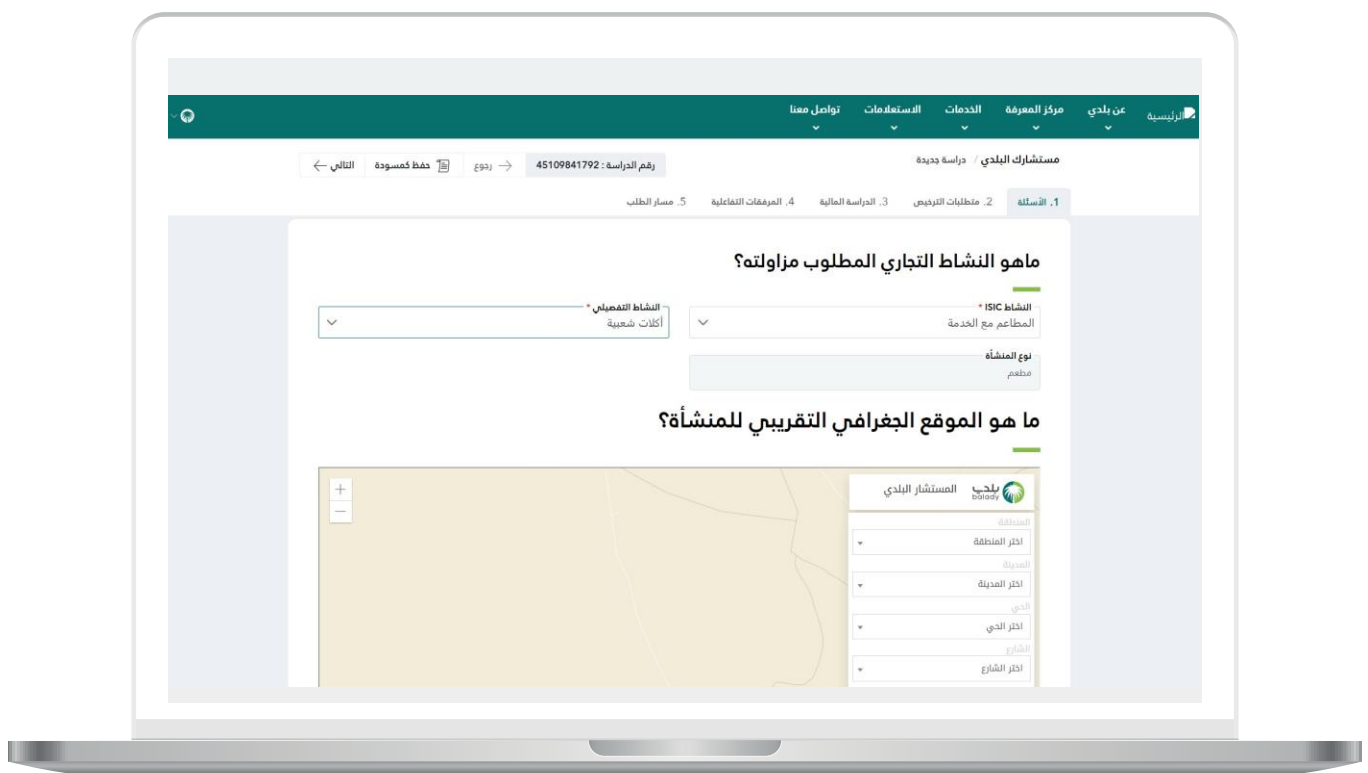
7) Click the (**Confirm**) button.
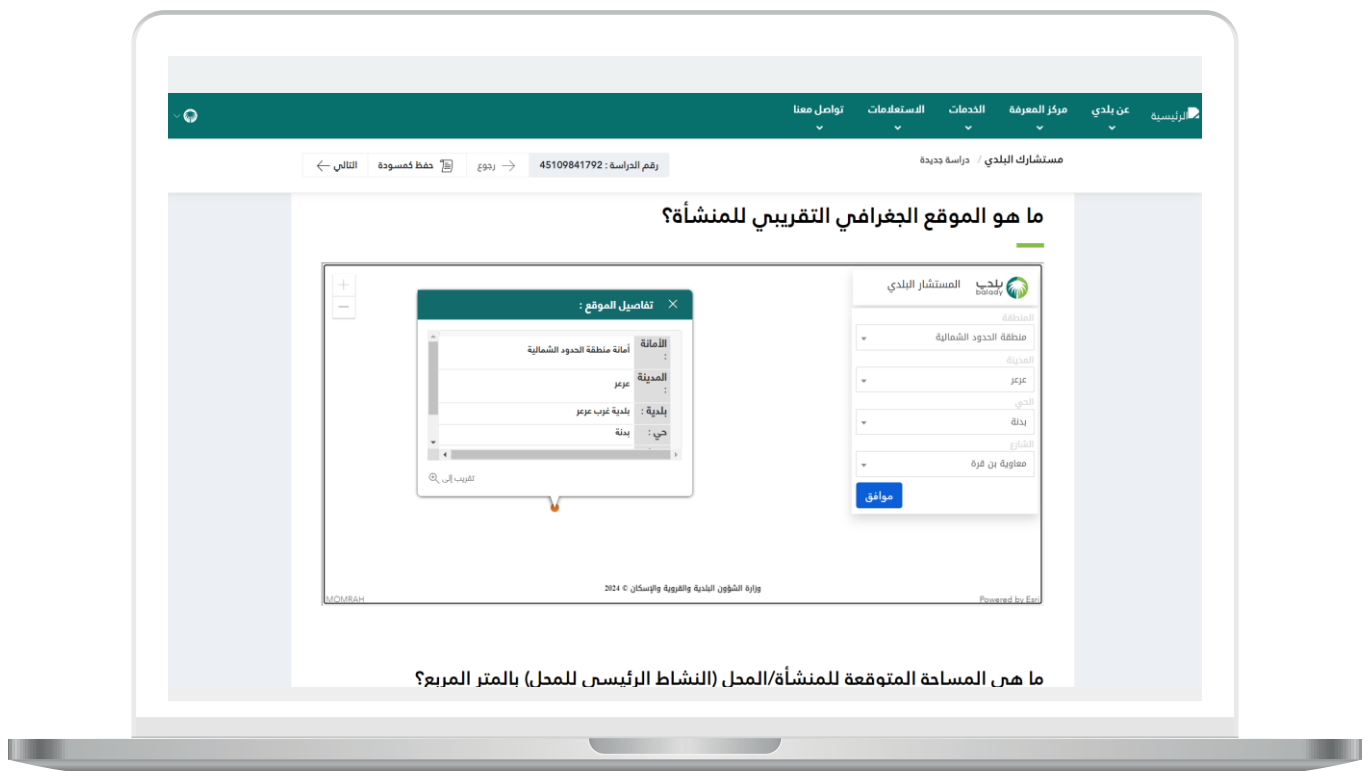
8) A confirmation message appears stating (**Saved Successfully**).
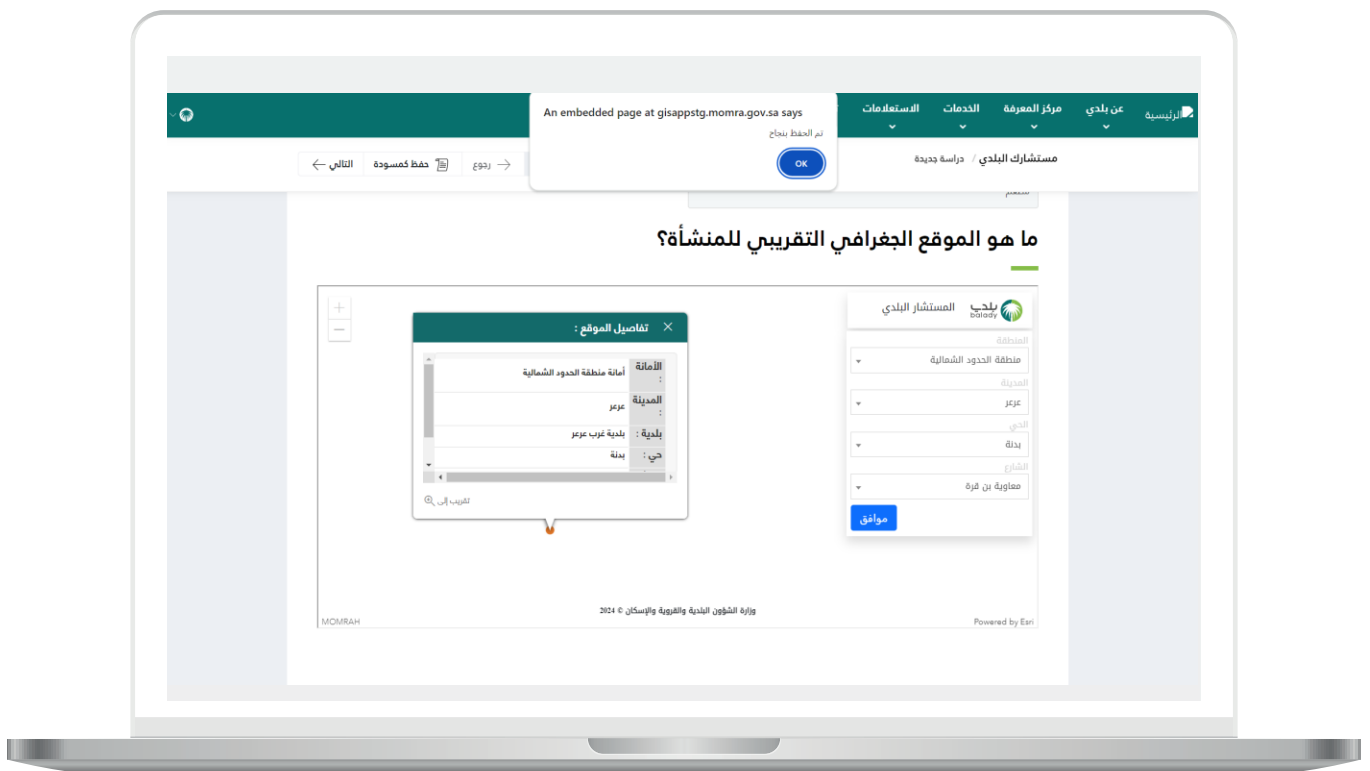
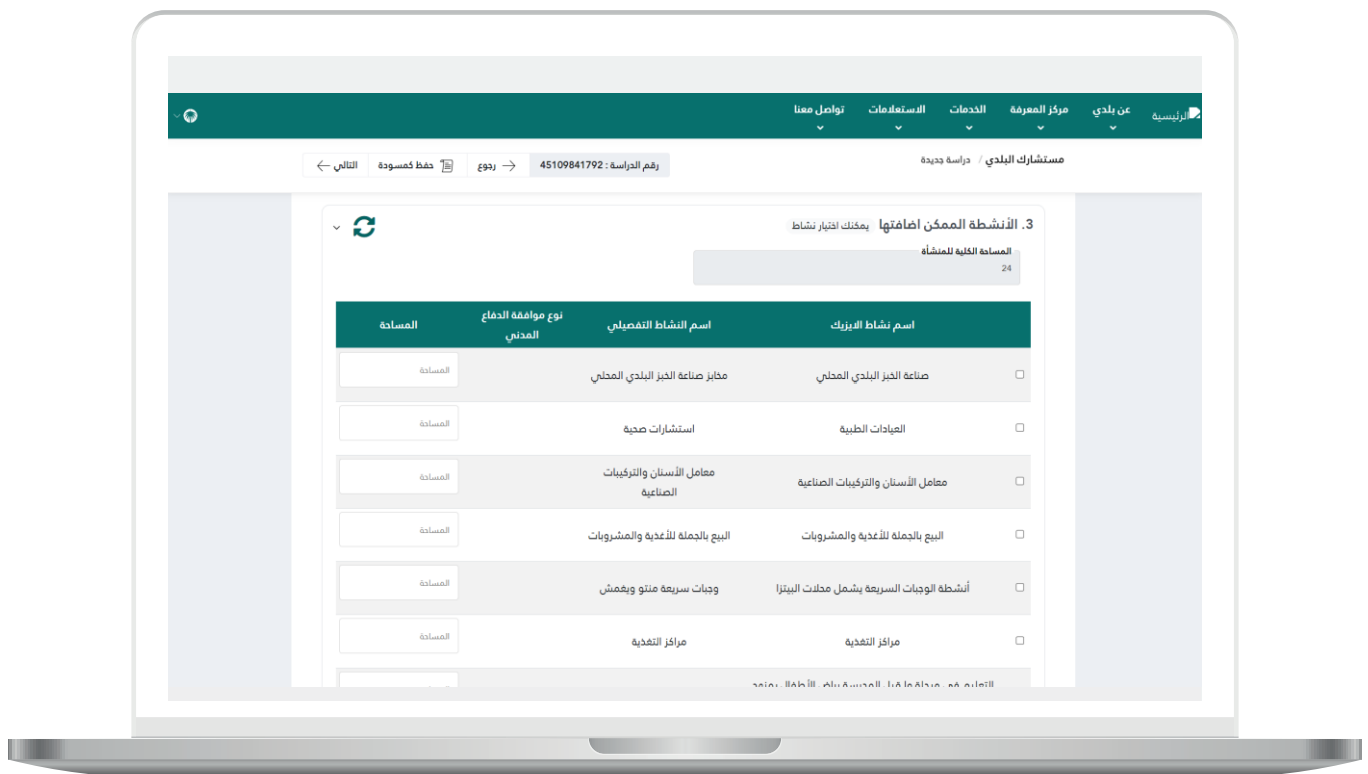9) The user enters the Area (**in square meters**) and clicks (**Next**).

10) The user proceeds to the Licensing Requirements stage, which includes the following sections: (**Initial Requirements for License Issuance, Permits, Addable Activities**).
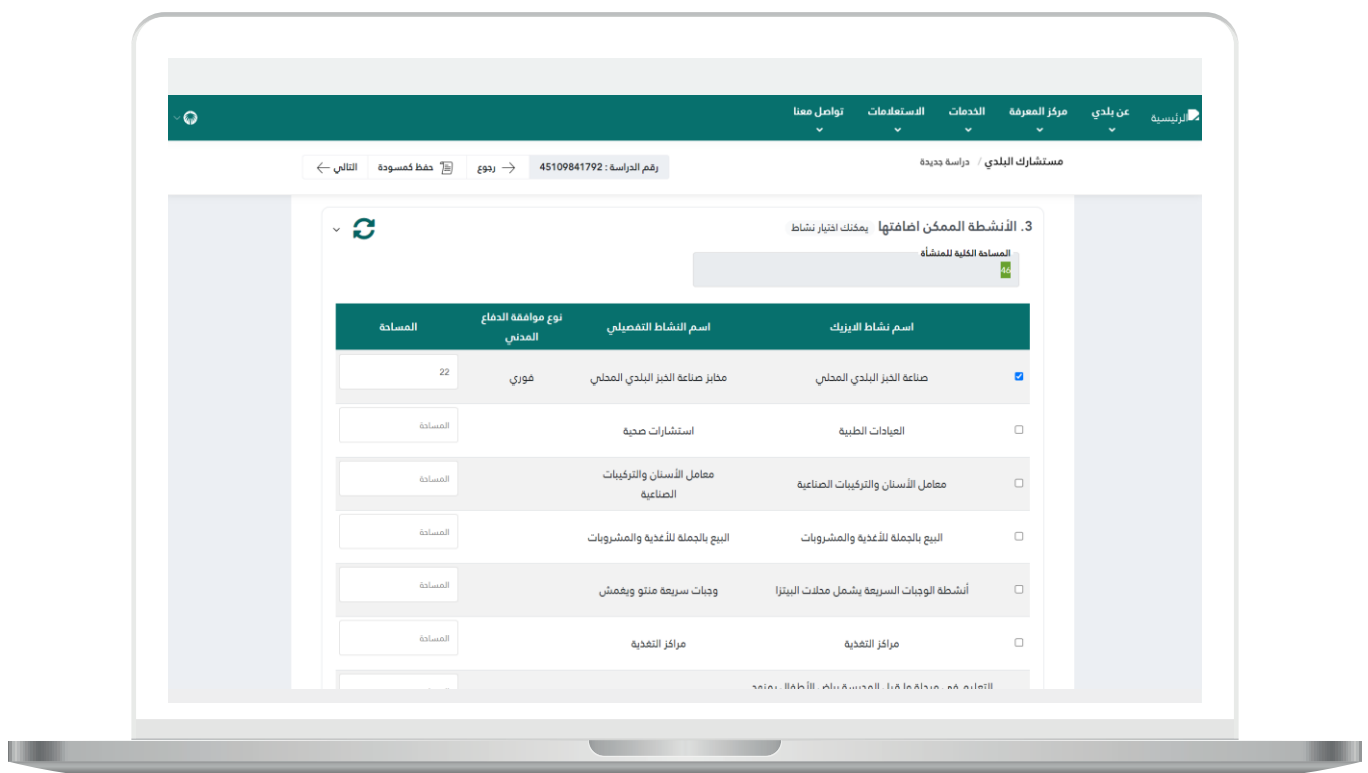
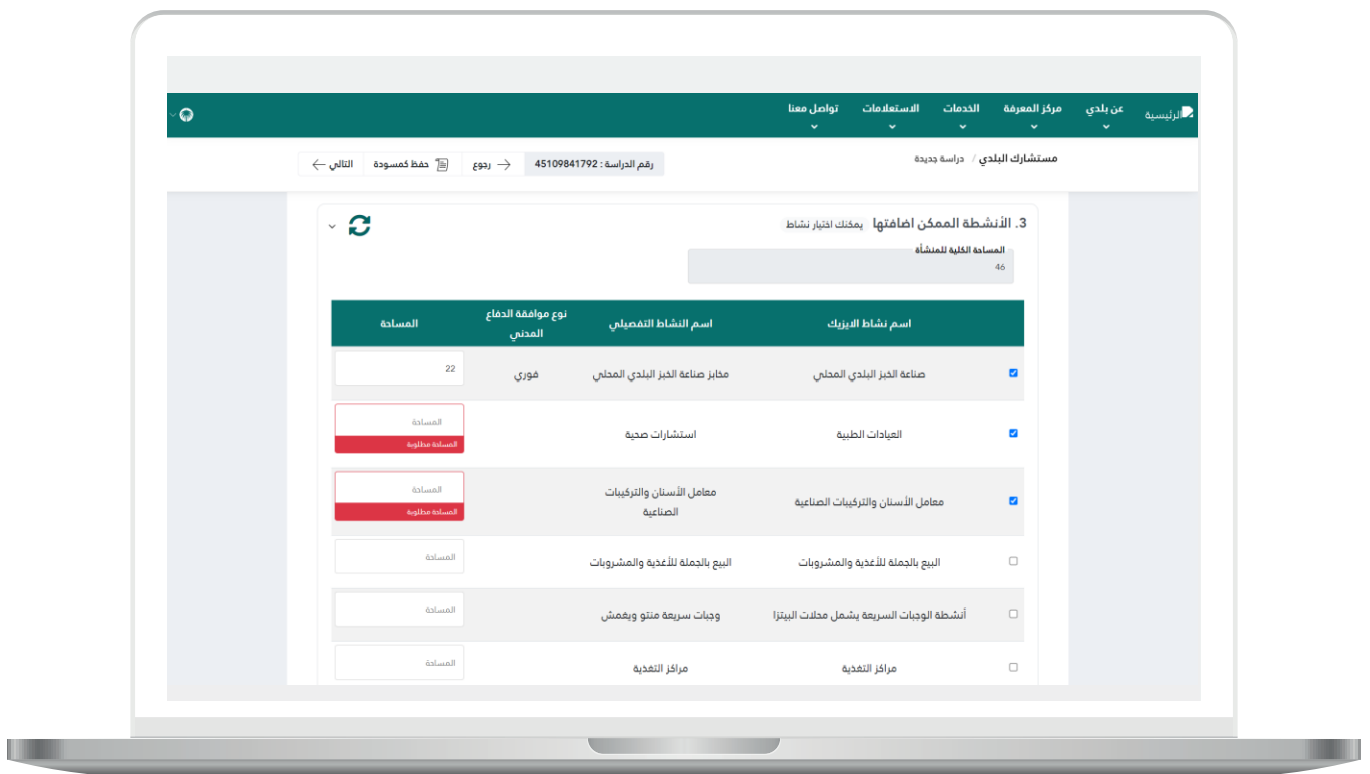11) In the Addable Activities section, the user selects the ISIC activity to be added by checking the checkbox.

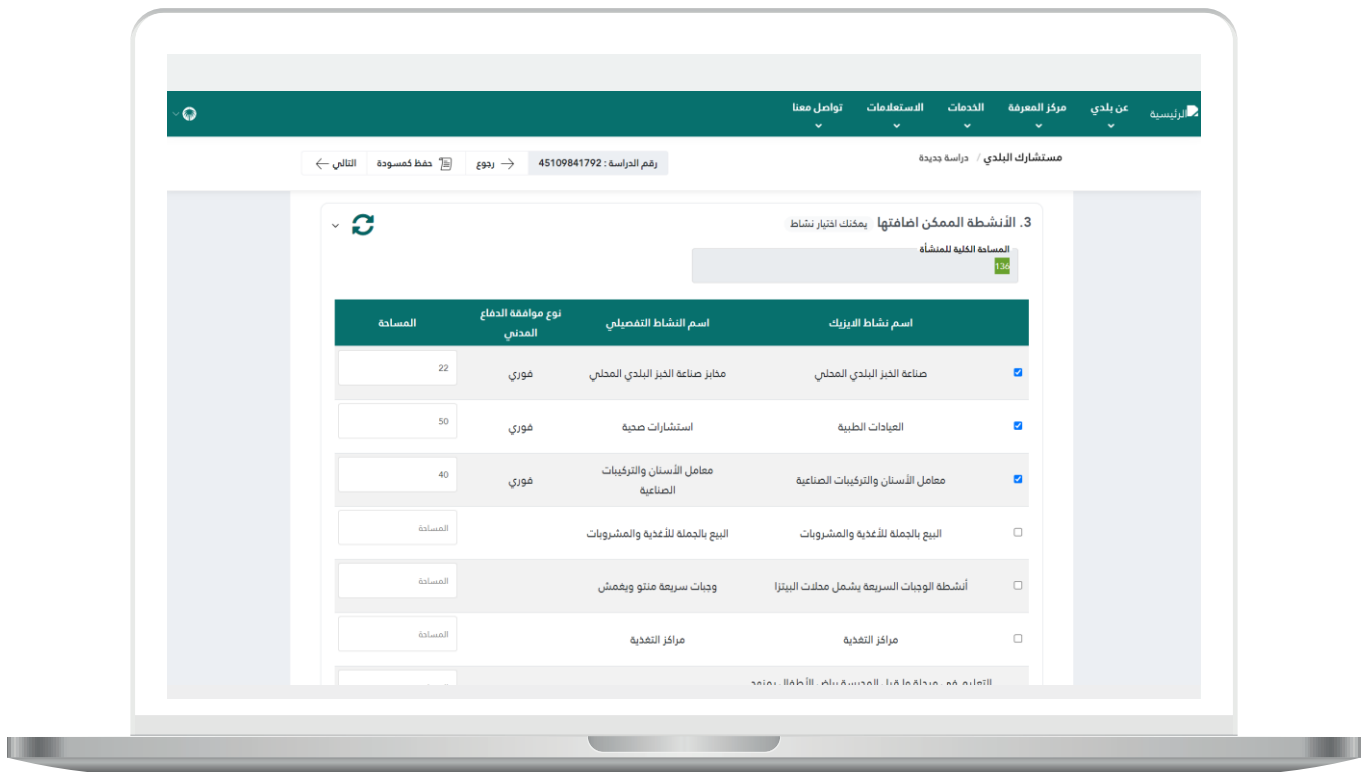12) After selecting an ISIC Activity, entering the (**Area**) field becomes mandatory.
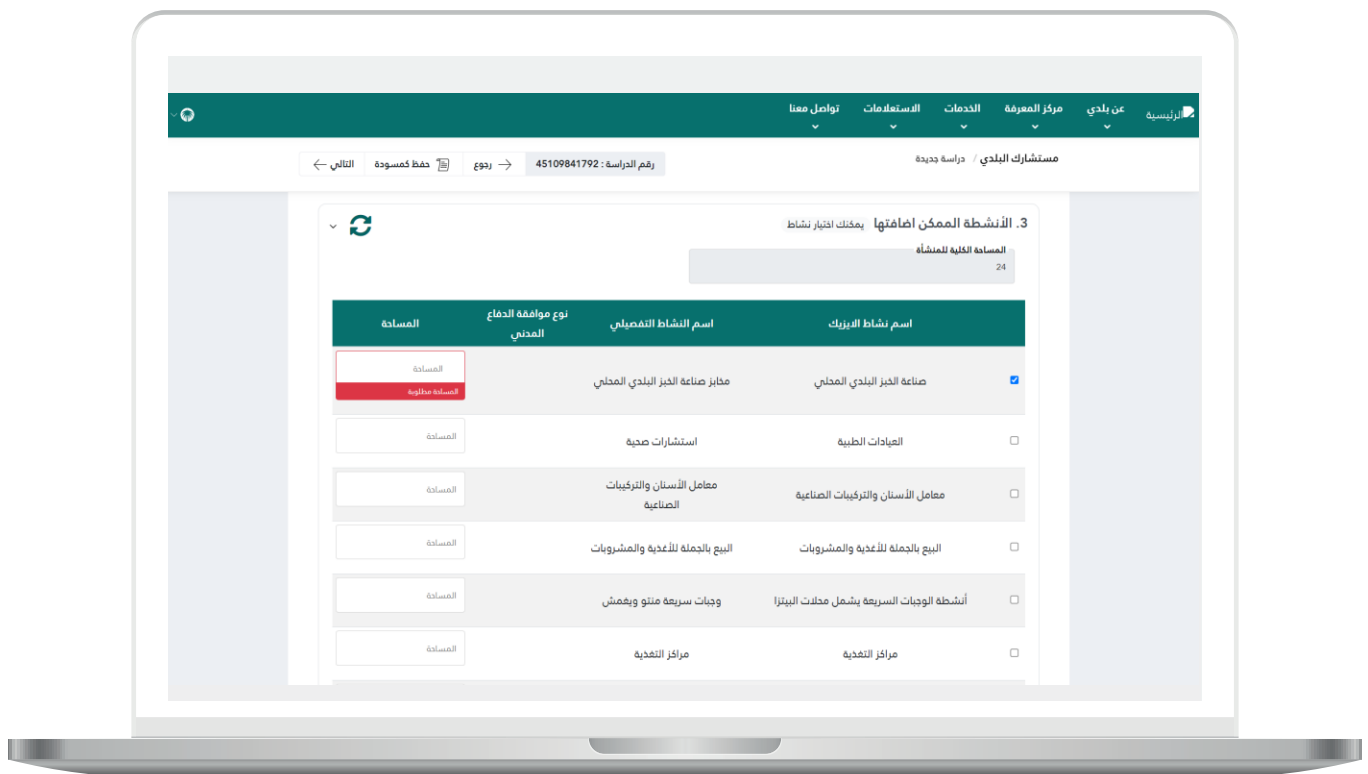
13) Once the (**Area**) value is entered, the system automatically updates the (**Total Facility Area**) field.

14) The user can select multiple ISIC Activities if needed.

15) When entering (**Area**) values for multiple activities, the system automatically updates the (**Total Facility Area**).
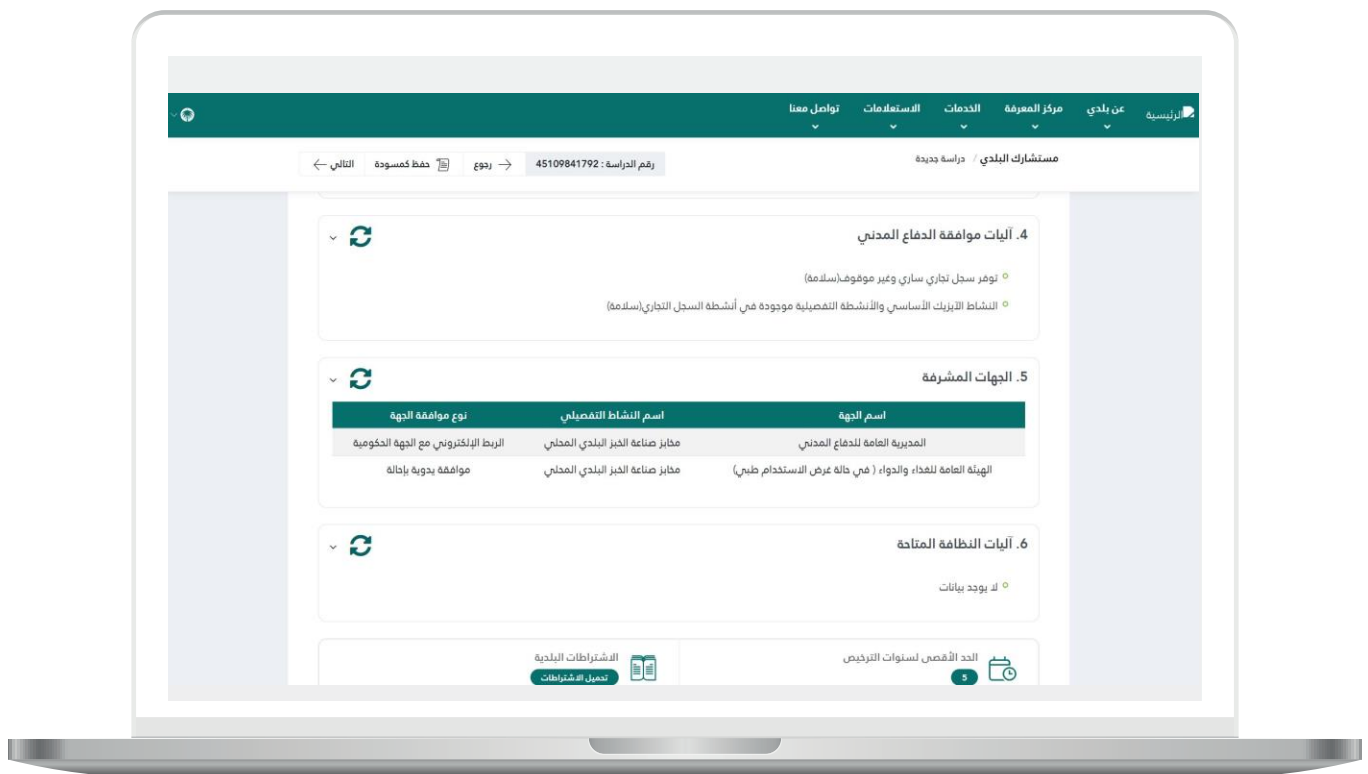
16) In the (**Supervising Entities**) section, values appear in the table based on the selected activities in the (**Addable Activities**) section.
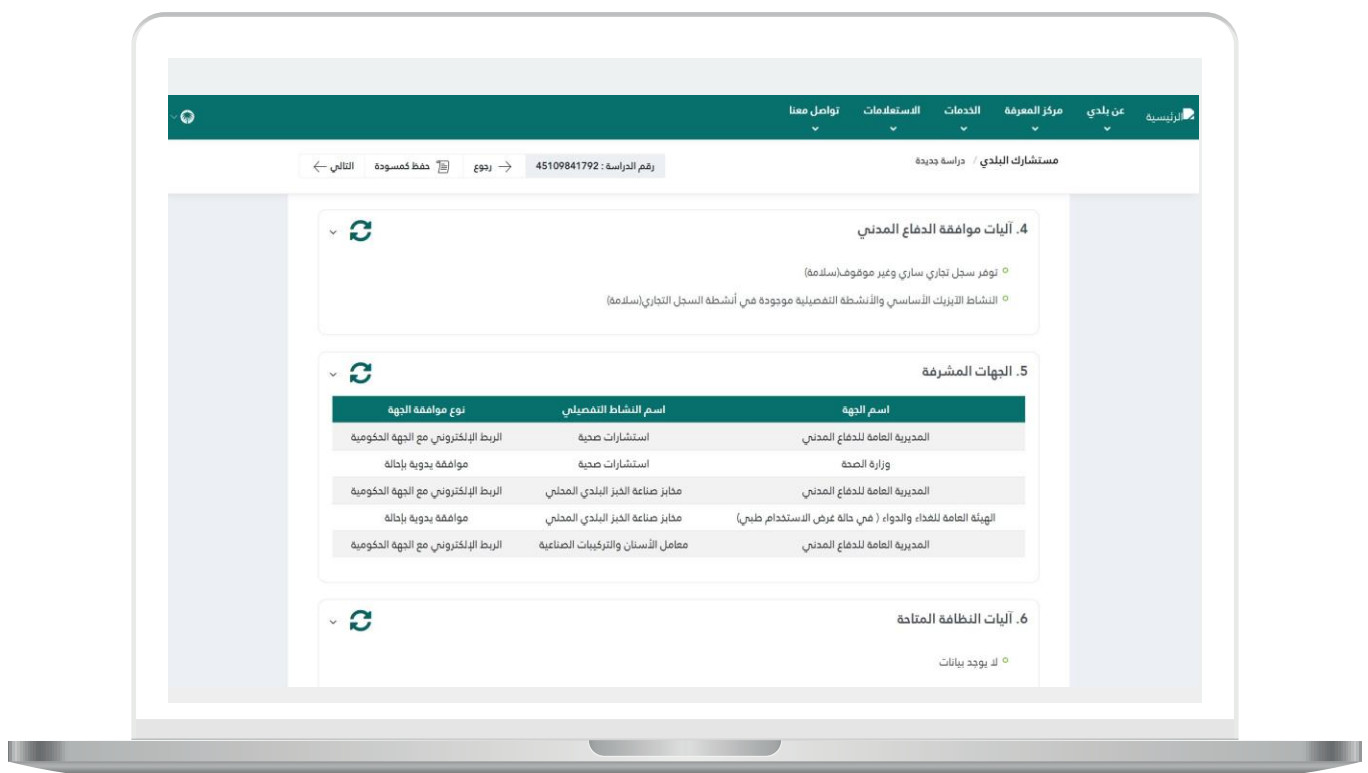
17) If two activities are removed from the (**Addable Activities**) section.
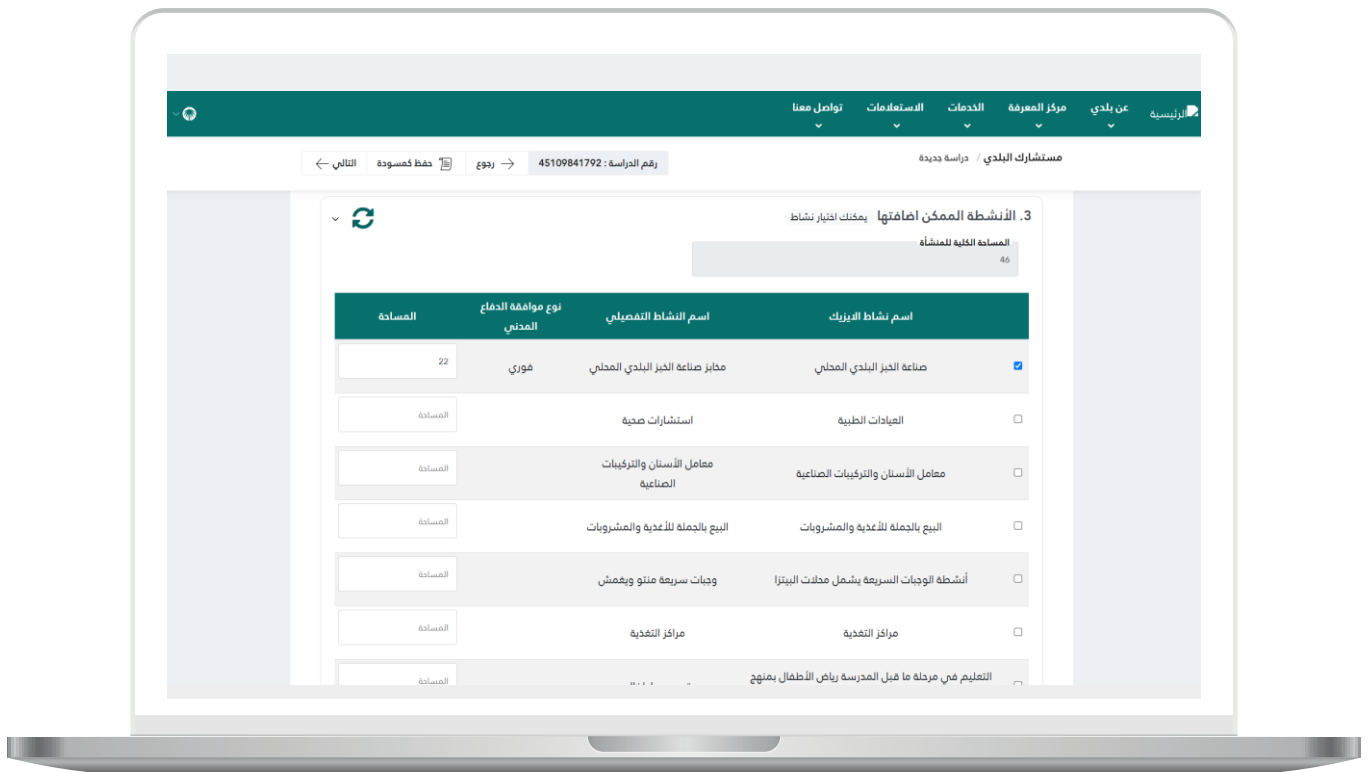
18) The changes will also be reflected in the (**Supervising Entities**) section.

19) In the (**Available Cleaning Methods**) section, the maximum license duration is displayed. The user can: (**View the Municipal Inspection Checklist, Download the requirements, View Signage Requirements**).

Additionally, in the (**Approved Advertising Agencies**) section, the user can click (**Download Offices list in PDF**) to download a list of approved advertising offices as a PDF file.
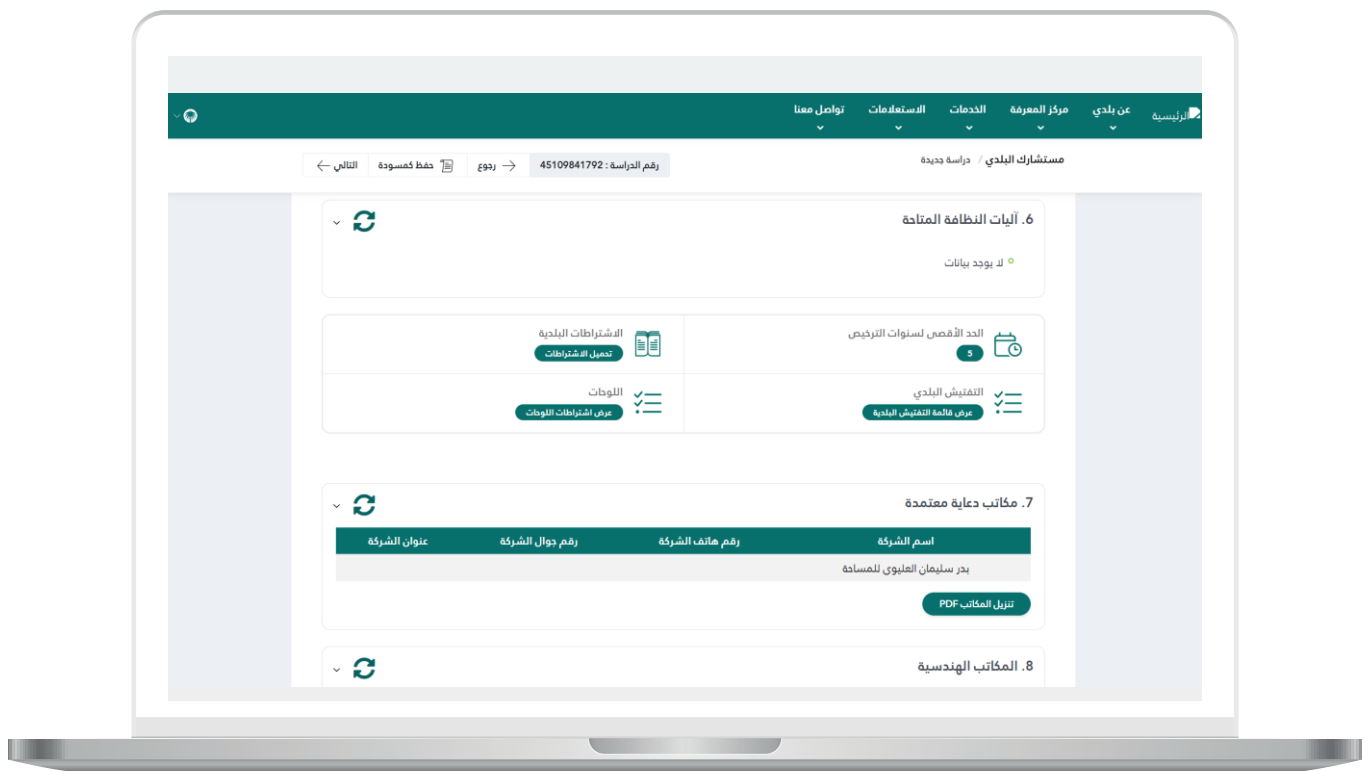
20) Click the (**Next**) button to proceed to the next stage.
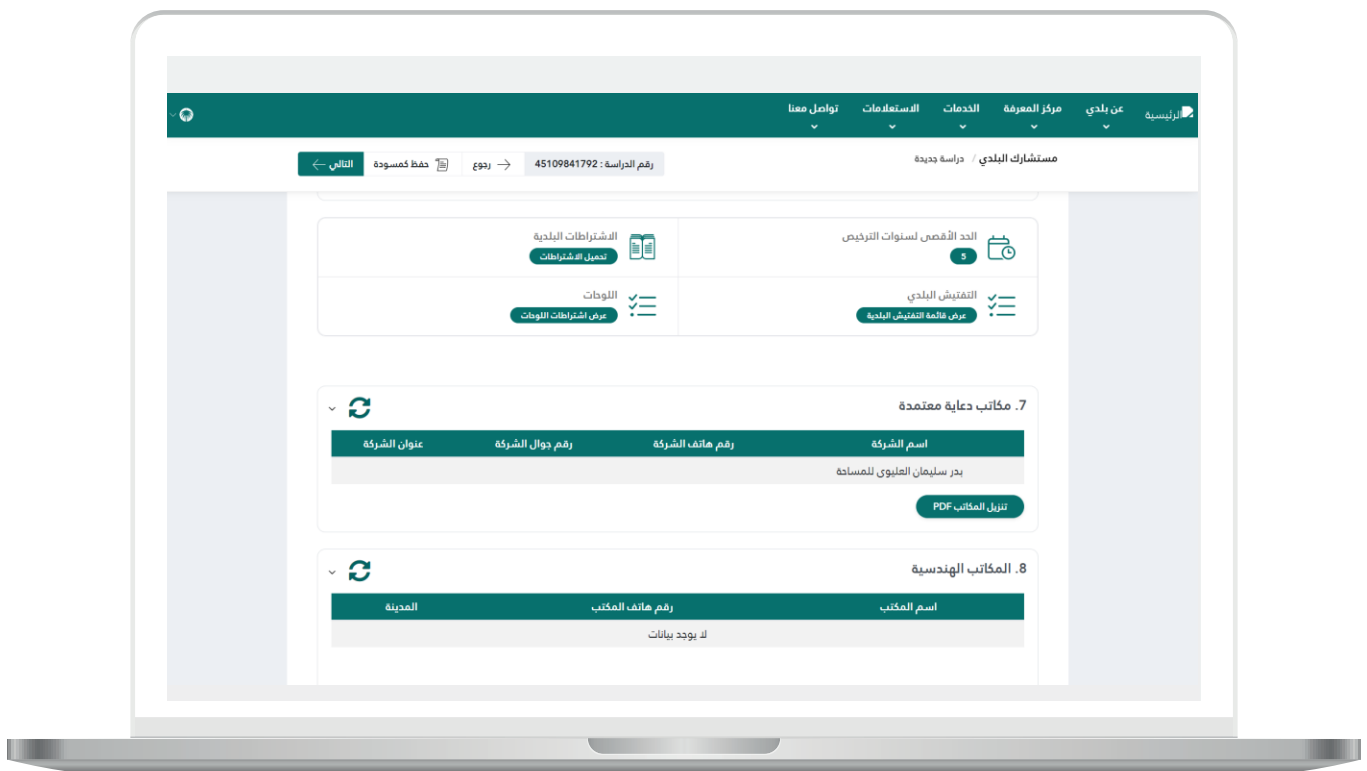
21) The beneficiary is directed to the (**Financial Study**) stage, where they fill in the required fields, including: (**License Duration in Years, Expected Area for Main Activity in the Shop**). The system automatically calculates the value of (**Total Facility Area**).

22) The screenshot below shows the values available in the (**License Duration in Years**) dropdown menu.
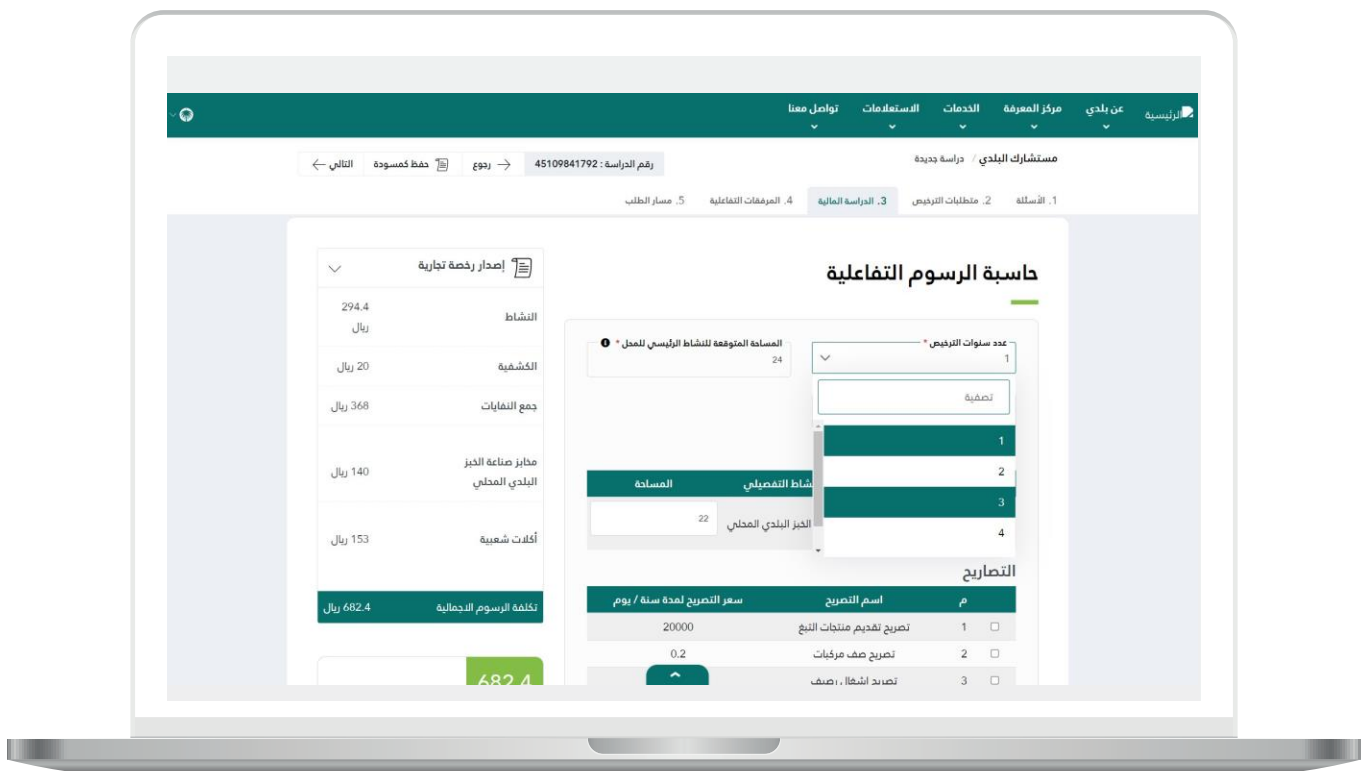
23) In the (**Addable Activities**) section, the user can modify the (**Area**) field, and the system automatically updates the (**Total Facility Area**) if the checkbox for the ISIC activity is selected.

24) If the ISIC activity checkbox is not selected, the value is deducted from the (**Total Facility Area**), as shown in the screenshot below.

25) If the ISIC activity checkbox is selected again, the system prompts the user to enter the (**Area**) value, as shown in the screenshot below.

26) The screenshot below shows another example of entering the (**Area**) value, where the system automatically updates the (**Total Facility Area**).

27) In the Permits section, the user can select the checkbox for any permit, and the system adds its value to (**Total Fees Cost**) on the left side of the screen.

The screenshot below shows an example where the user selects the (**Tobacco Product Sales Permit**).

28) The screenshot below shows an example where the user selects the (**Valet Parking Permit**), and the system adds its cost to (**Total Fees Cost**).

29) When modifying the following permit fields: (**Length, Width, Number of Days**) for the (**Sidewalk Occupancy Permit**), the system updates the value in (**Permit Price per Year/Day**).
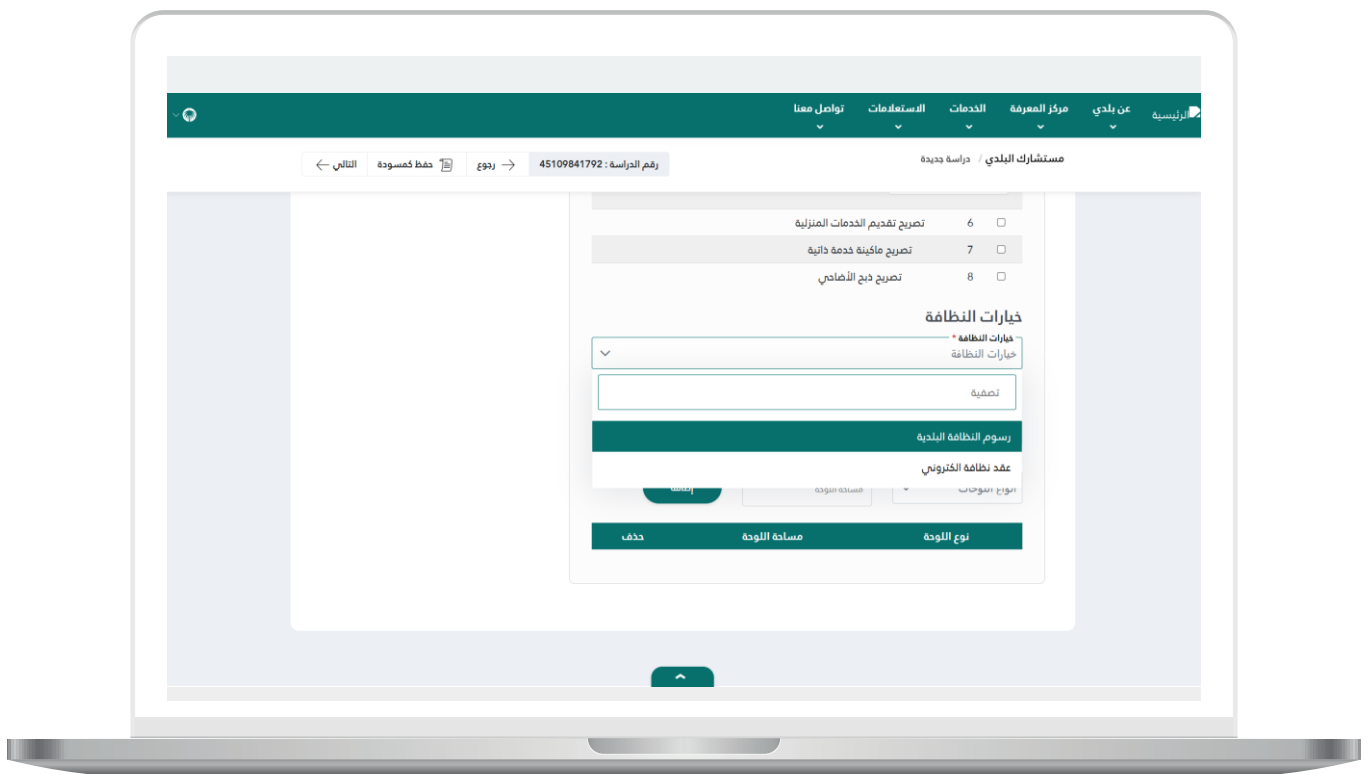
30) Similarly, for the (**Number of Carts**) field in the (**Non-Food Mobile Cart Permit**), the system updates the (**Permit Price per Year/Day**) value in the table.

31) The user selects (**Cleaning Options**) from the dropdown menu, as shown in the screenshot below.

32) The (**Waste Collection**) cost is then added to the (**Total Fees Cost**) on the left side of the screen.

33) Signage can be added by selecting one of the following values from the (**Sign Types**) dropdown menu: (**Informational, Advertising**). Then, the user enters the (**Sign Area**) value and clicks (**Add**).
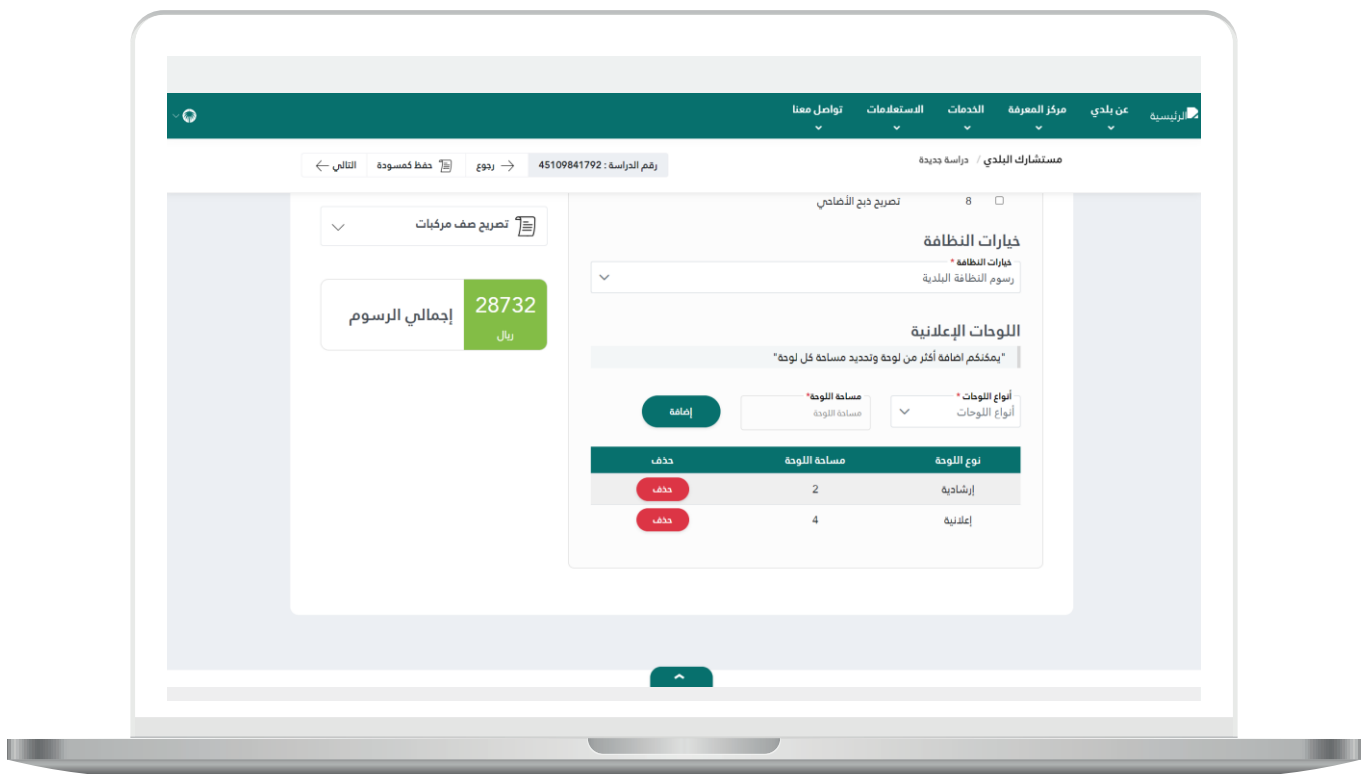
34) The cost is added to the (**Total Fees Cost**) on the left side of the screen. The user then clicks (**Next**) to proceed.

35) The beneficiary proceeds to the (**Interactive Attachments**) stage, where they select the Cleaning Mechanism from the following options: (**Municipal Cleaning Fees, Electronic Cleaning Contract**).

36) The user then needs to answers the following question: (**Do you have a trademark?**) by selecting (**Yes**) or (**No**).

37) If (**Yes**) is selected, the system adds the required attachment: (**Trademark Ownership Proof Document**) in the (**Required Attachments**) table.

38) Ownership proof must be provided using one of the following: (**Investment Contract, Lease Contract, Ownership Deed**). If (**Investment Contract**) is selected, the system presents the following options: (**Attached Investment Contract, Electronic Investment Contract**).

39) If Attached Investment Contract is selected, the system requires uploading: (**Investment Contract Document**) in the (**Required Attachments**) table.

40) If the user selects (**Electronic Investment Contract**), the (**Investment Contract Document**) will not appear in the (**Required Attachments**) table.

41) If the user selects (**Lease Contract**), the following options appear: (**Attached Lease Contract, Electronic Lease Contract**).

If (**Attached Lease Contract**) is selected, the system requires uploading the (**Lease Contract Document**) in the (**Required Attachments**) table.

42) If the user selects (**Ownership Deed**), the following options appear: (**Attached Ownership Deed, Electronic Ownership Deed**).

If (**Attached Ownership Deed**) is selected, the system requires uploading a (**Copy of the Building Ownership Deed**) in the (**Required Attachments**) table.

43) The user clicks (**Next**) to proceed.

44) The beneficiary then moves to the (**Request Workflow**) stage and clicks (**Issue Study**).
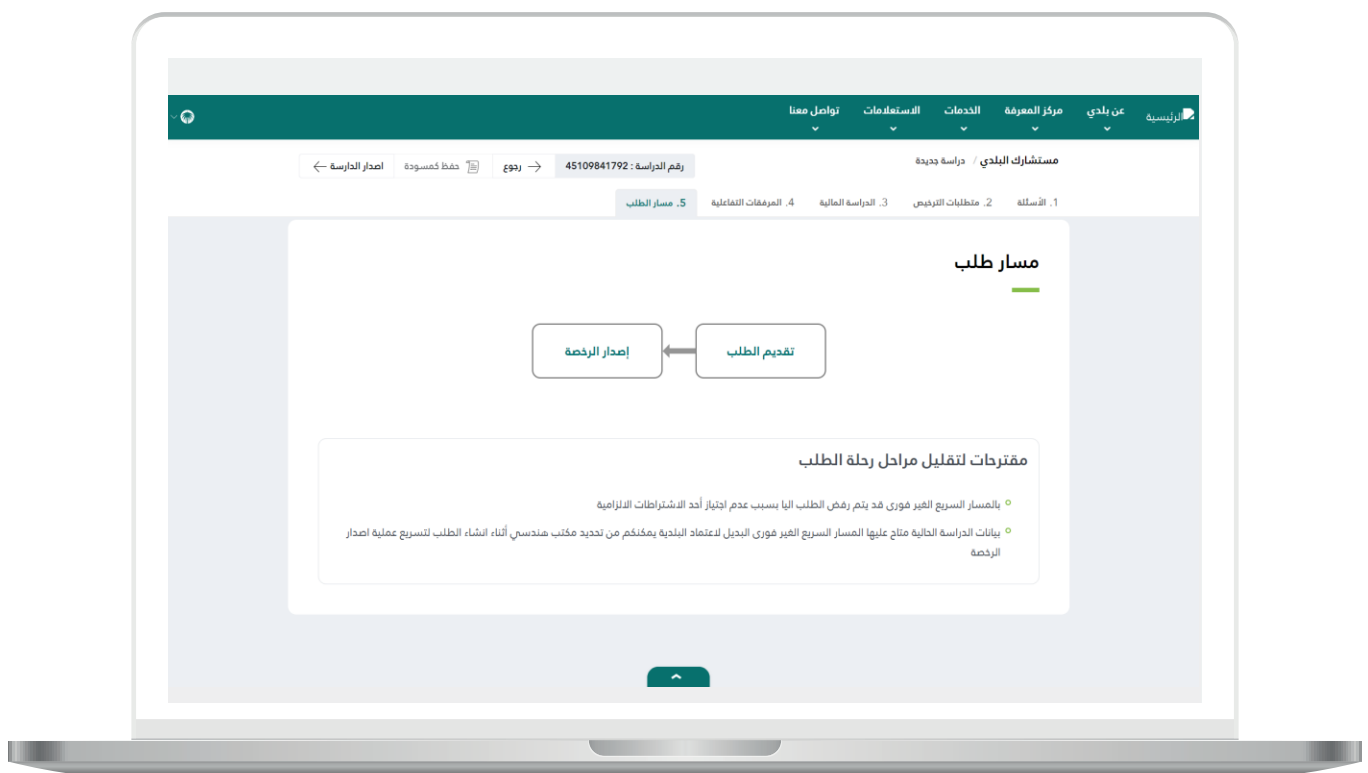
45) The next screen appears, allowing the user to print the study by clicking (**Print Study**) as well as

issue the license by clicking (**Issue License**).
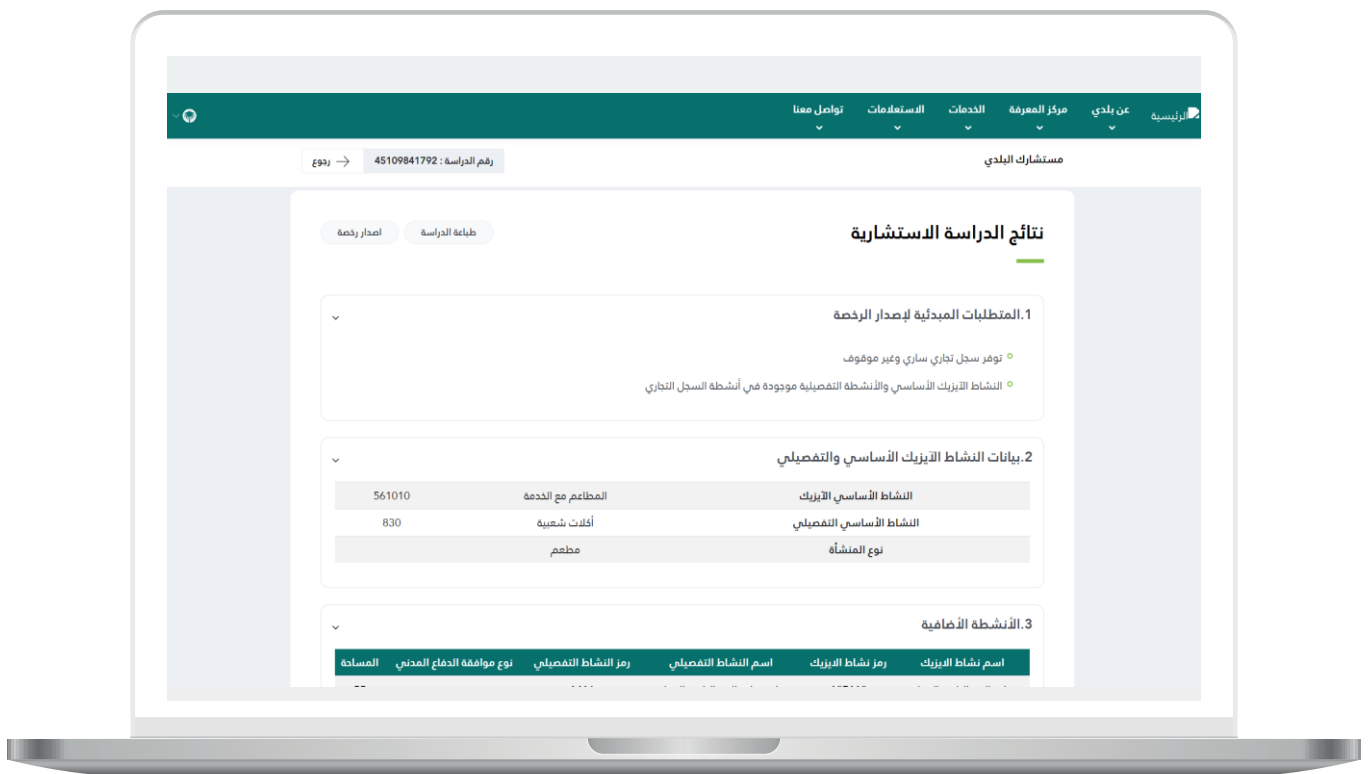
46) Clicking (**Print Study**) displays the print preview, where the user clicks (**Print**).
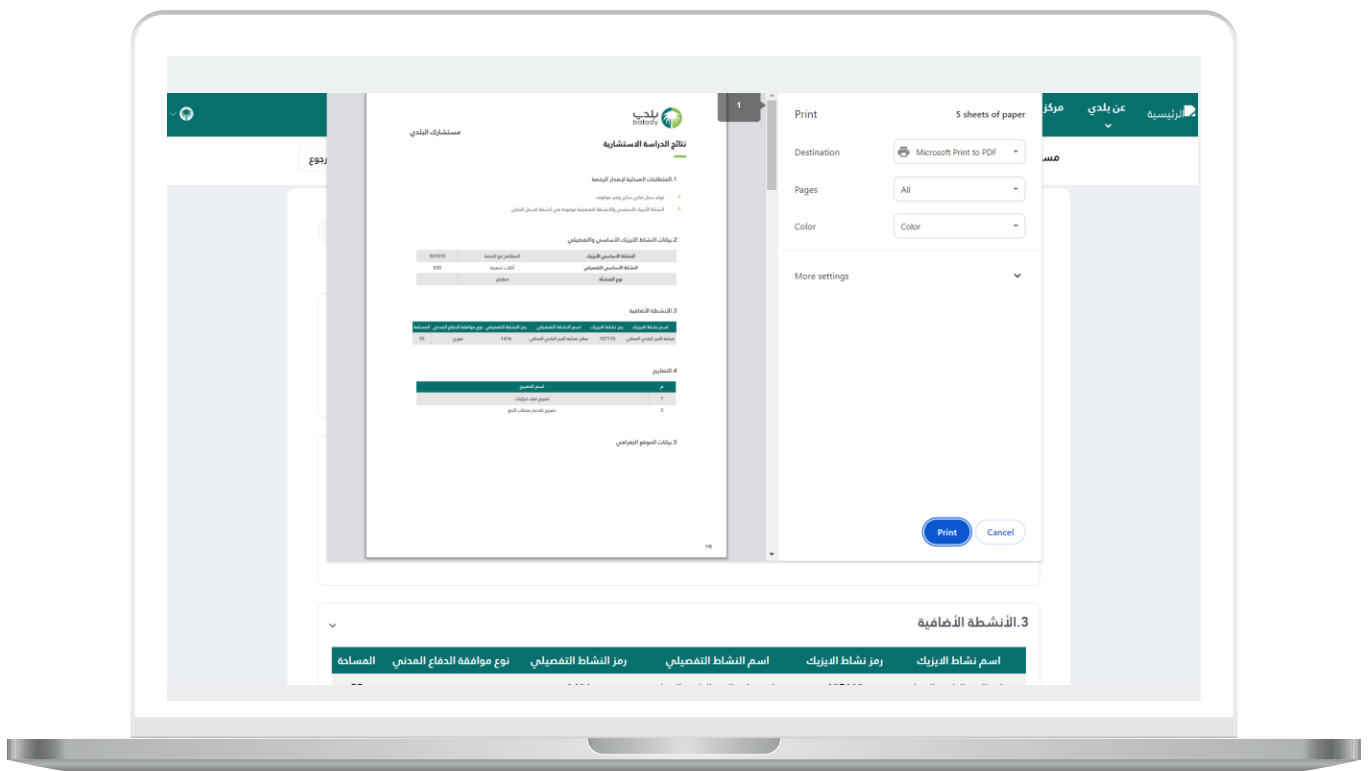
47) The following screenshot displays the sections: (**Additional Activities, Permits**).
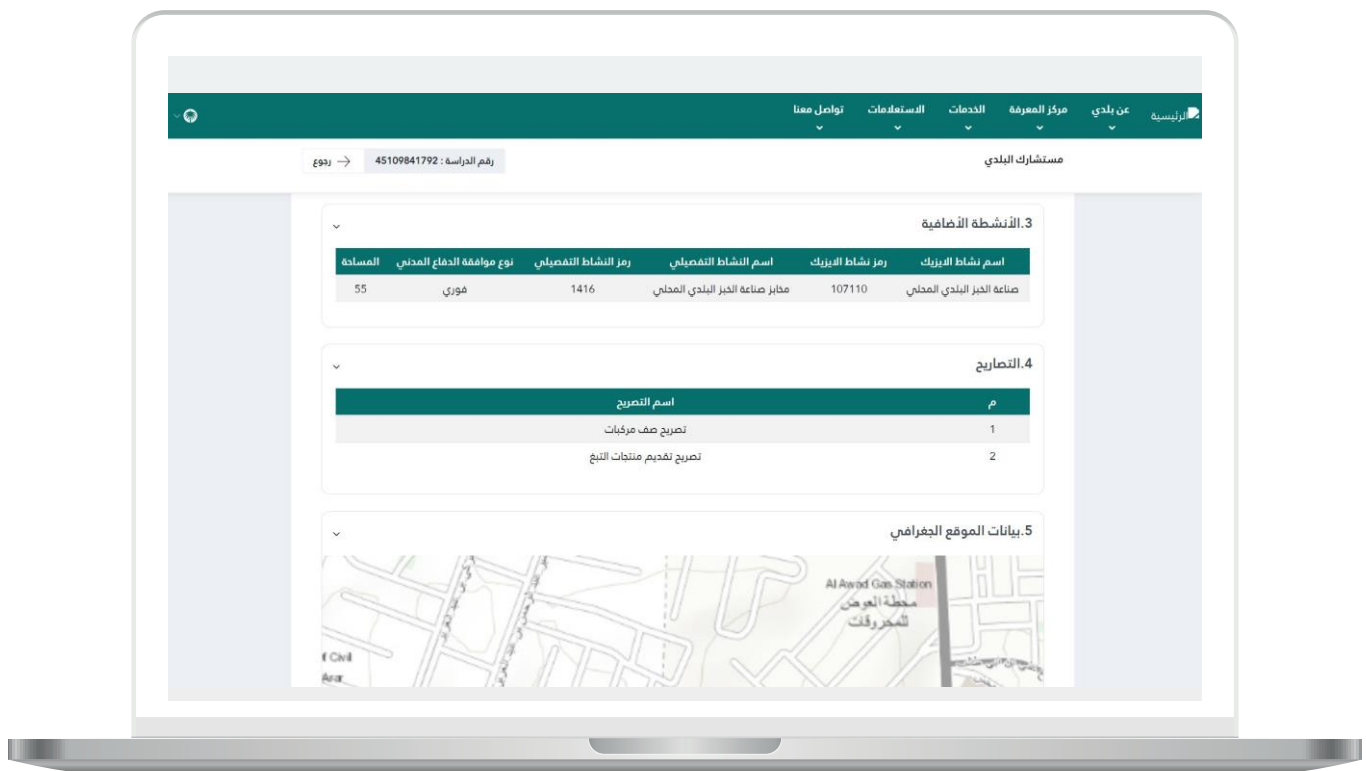
48) The following screenshot displays the section: (**Geographic Location Data**).

49) The following screenshot displays the sections: (**Ownership Proof Information, List of Government Authorities, List of Required Attachments**).

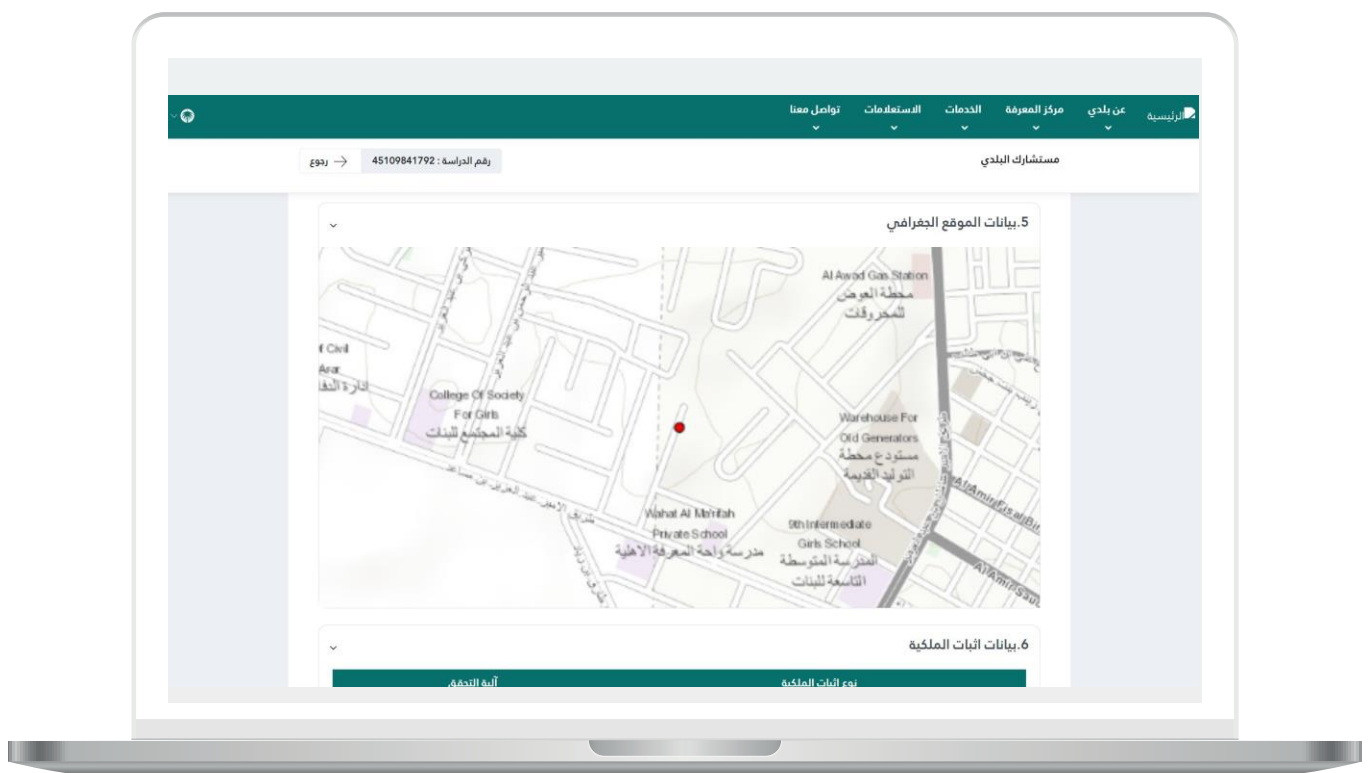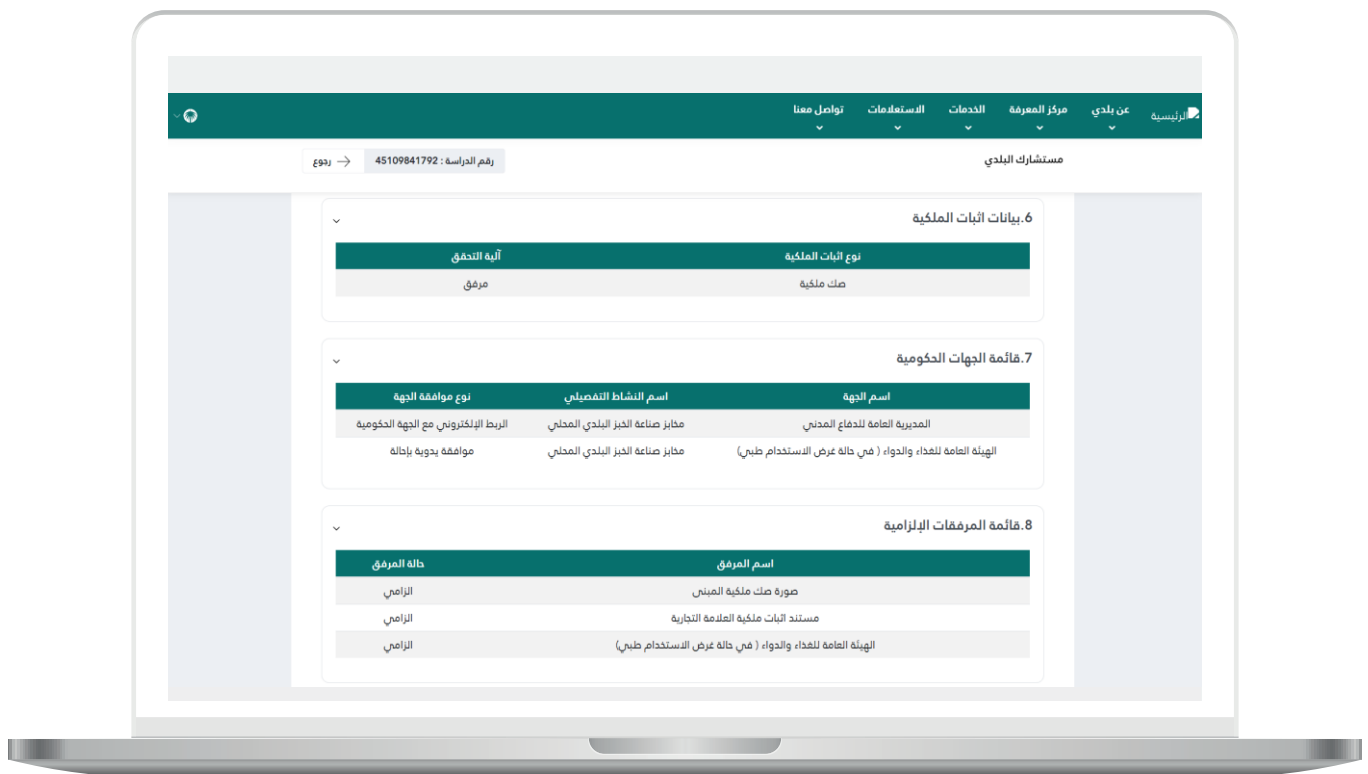50) The following screenshot displays the sections: (**Municipal Inspection Checklist, Civil Defense Approval Mechanisms**).

51) The following screenshot displays the sections: (**Request Journey Workflow, List of Approved Advertising Agencies**).

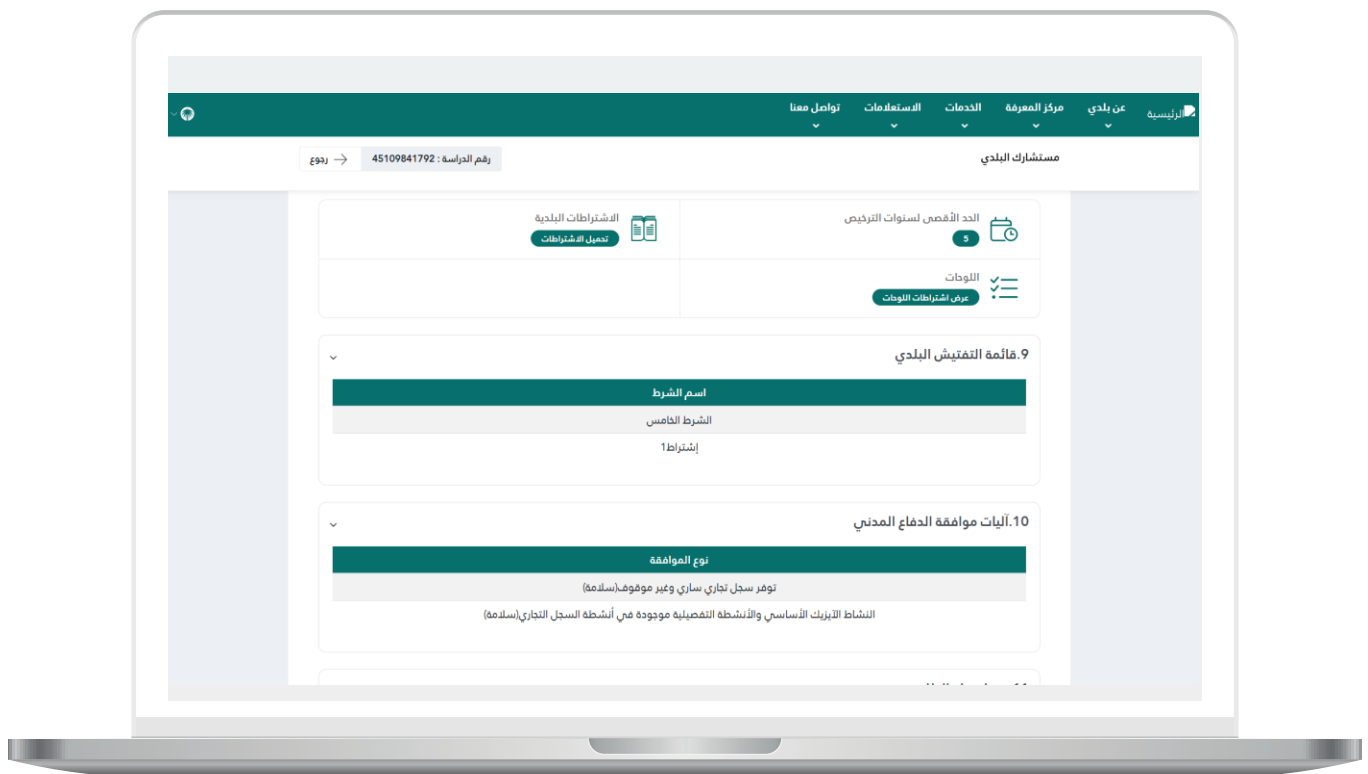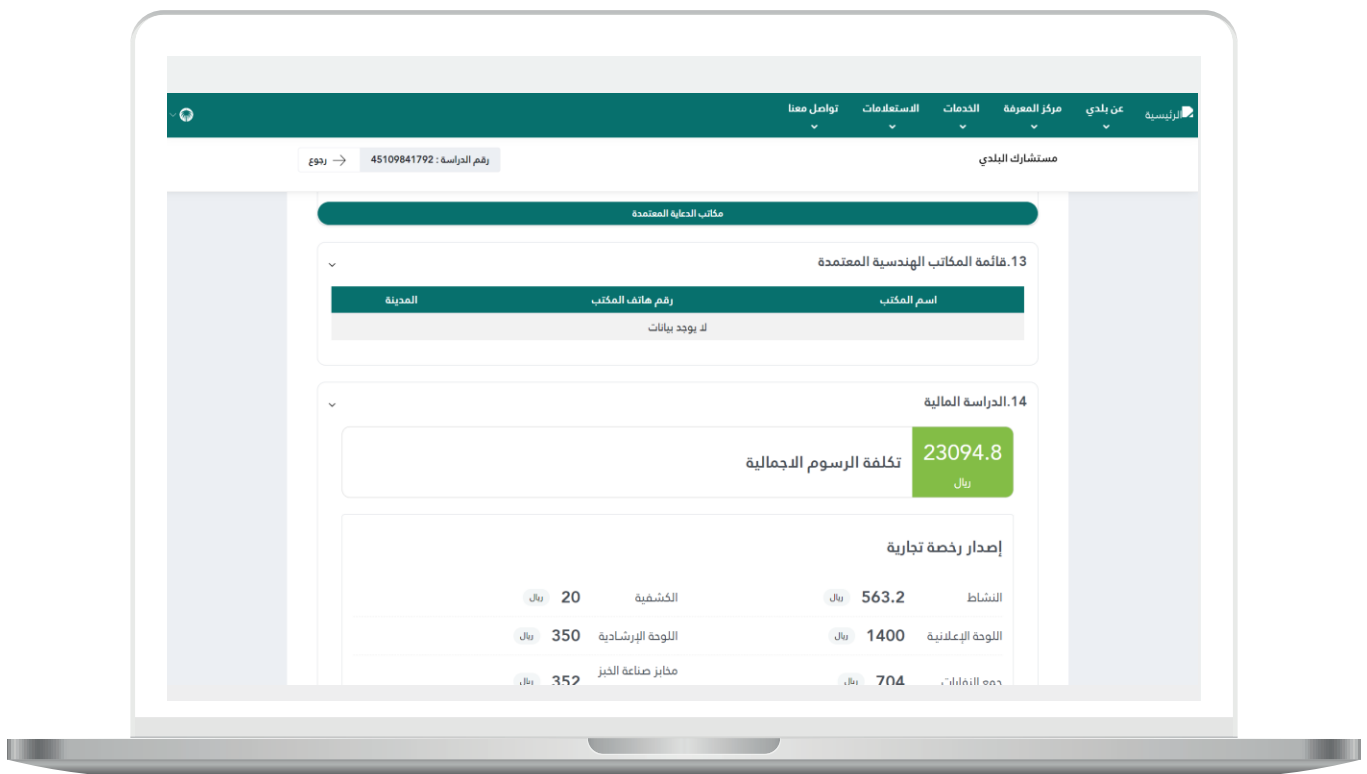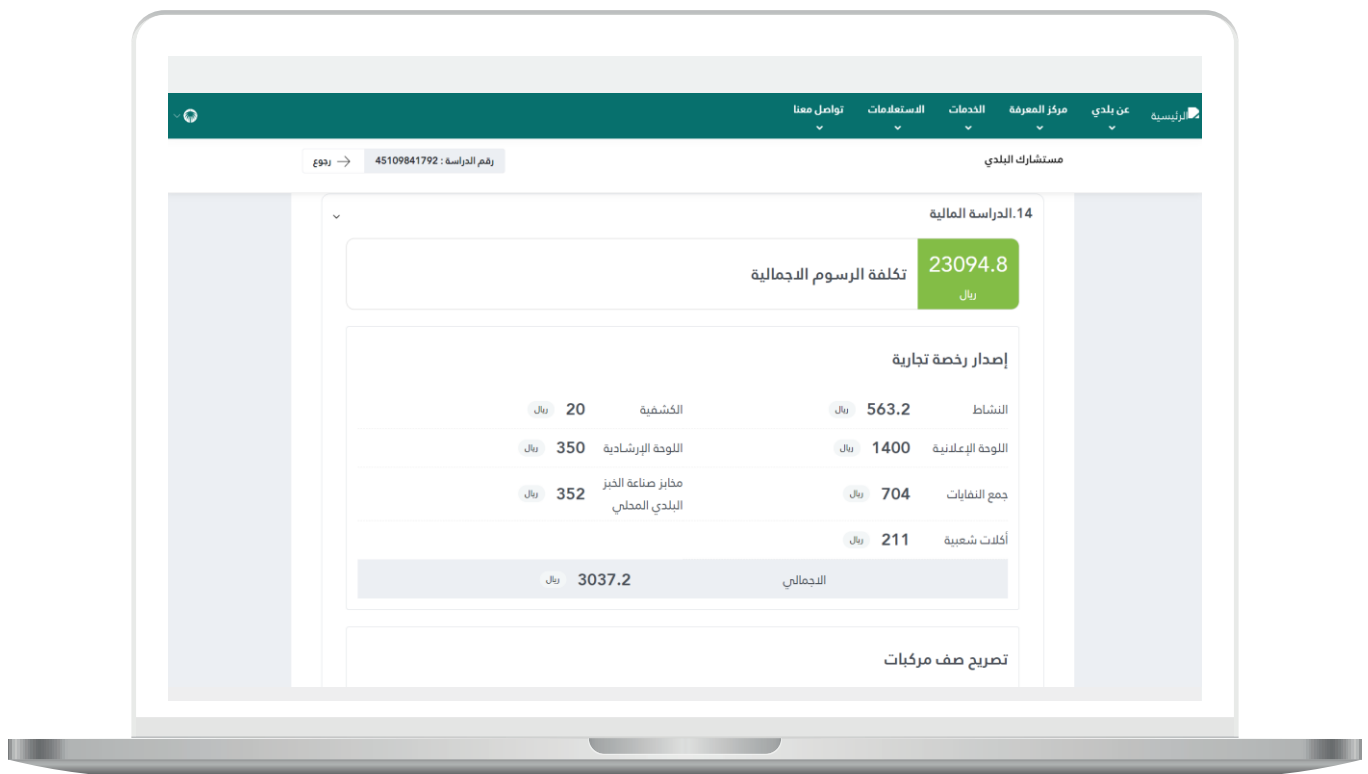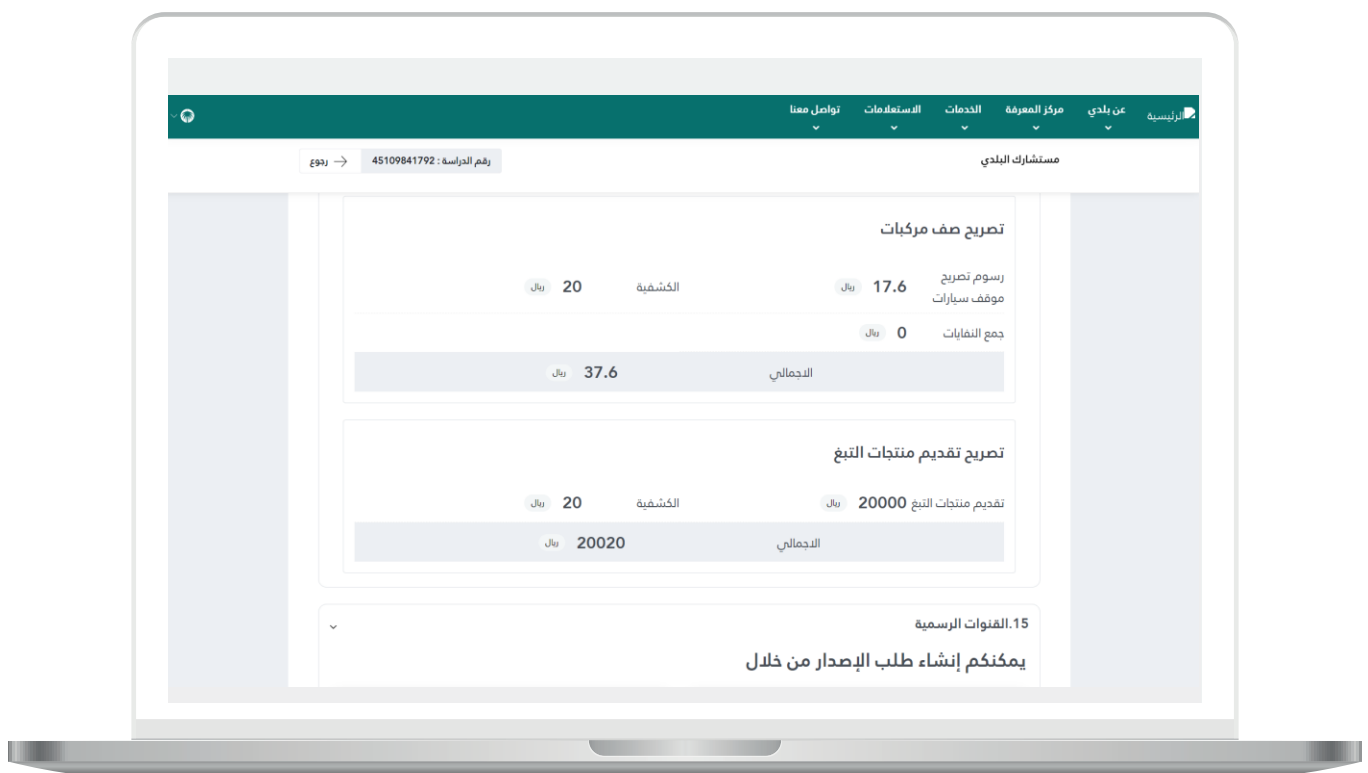52) The following screenshot displays the sections: (**List of Approved Engineering Offices, Financial Study**).
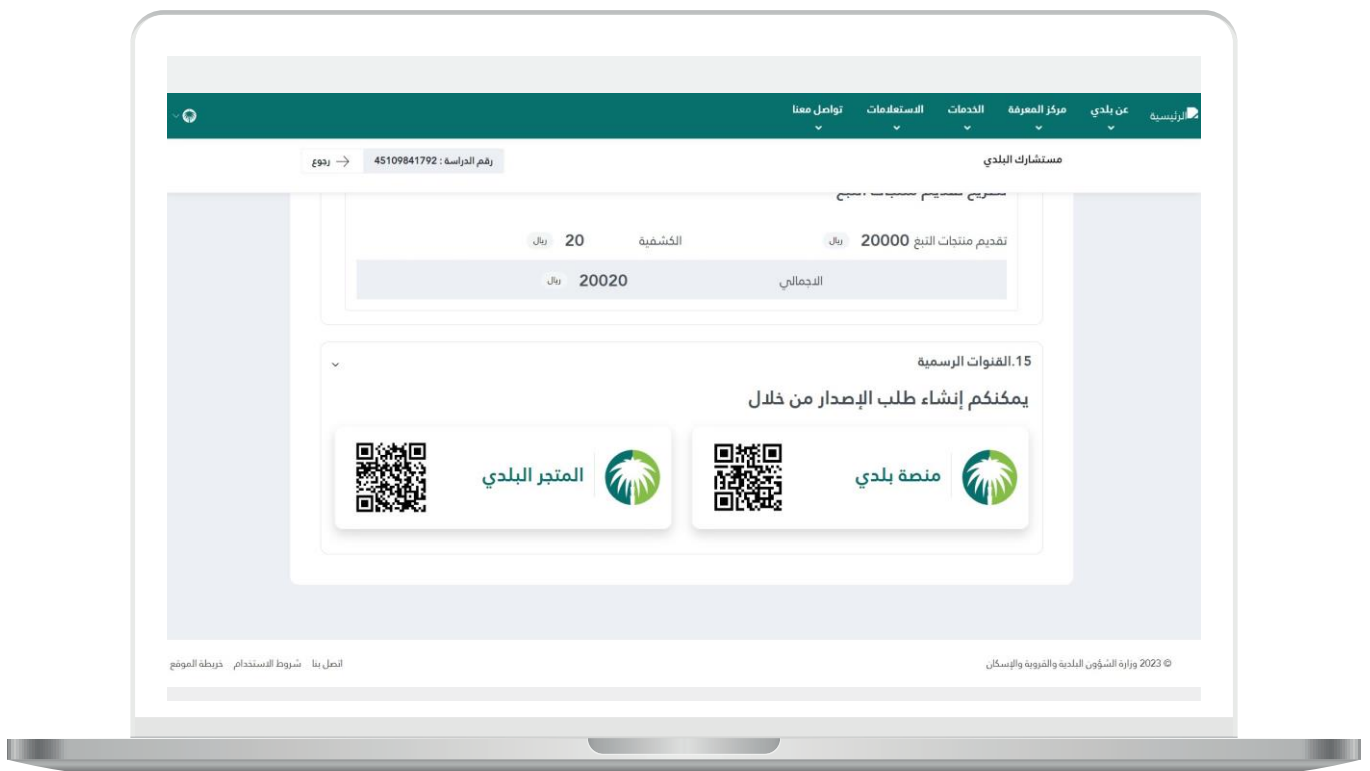
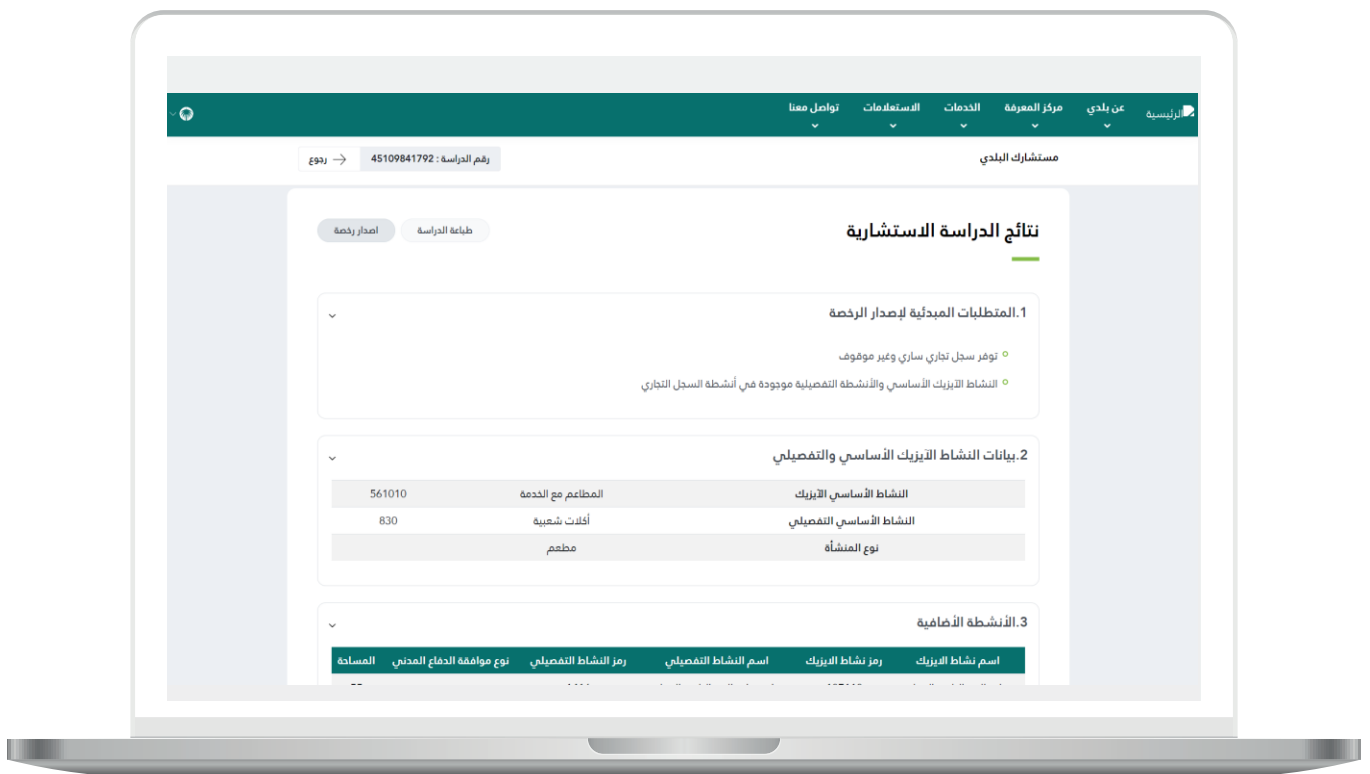53) The following screenshot displays the section: (**Total Fees Cost**).

54) The following screenshot displays the sections: (**Valet Parking Permit, Tobacco Product Sales Permit**).

55) The following screenshot displays the section: (**Official Platforms**).
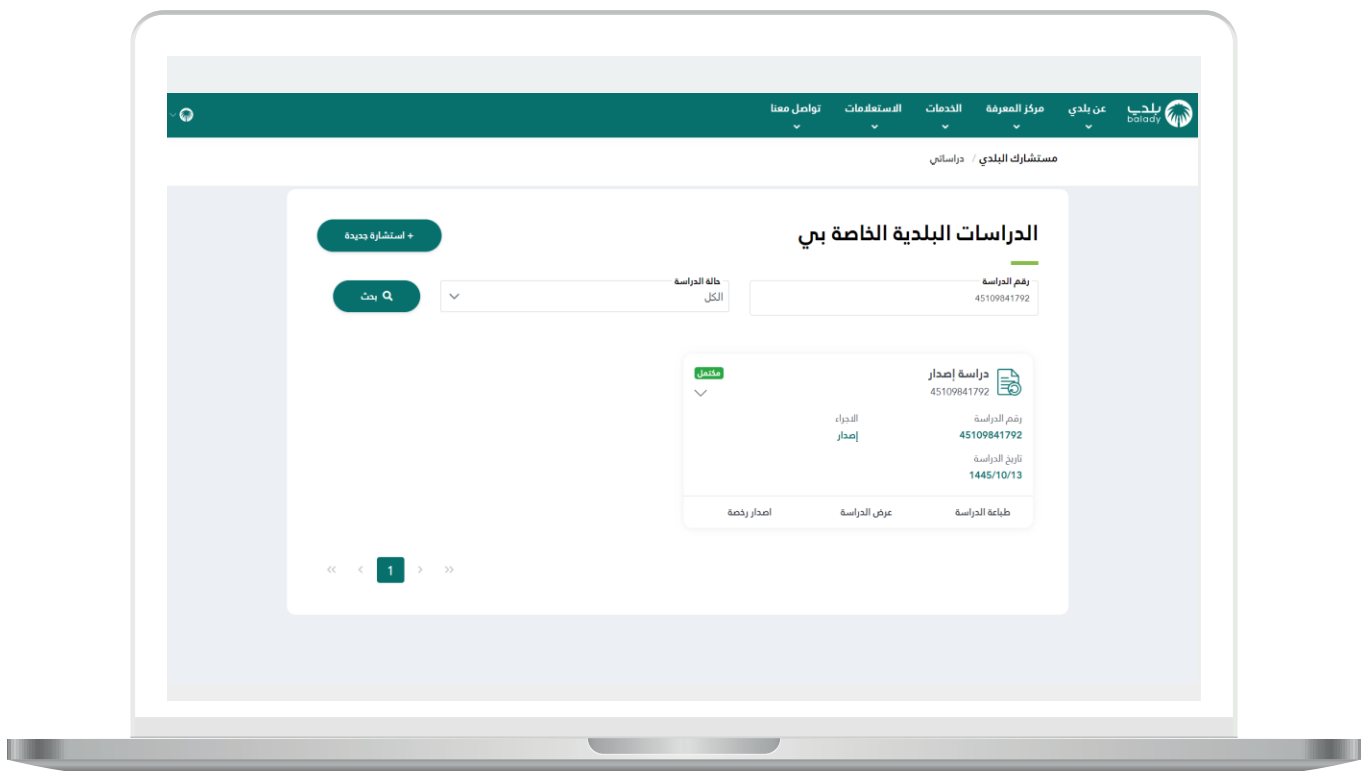
56) The user clicks (**Issue License**) to proceed.

57) The system redirects the user to the (**Commercial License Issuance**) service to complete the process.

58) After searching for the study, the system allows the user to take the following actions: (**Print Study, View Study, Issue License**).

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