وزارة البلديات والإسكان

Ministry of Municipalities and Housing

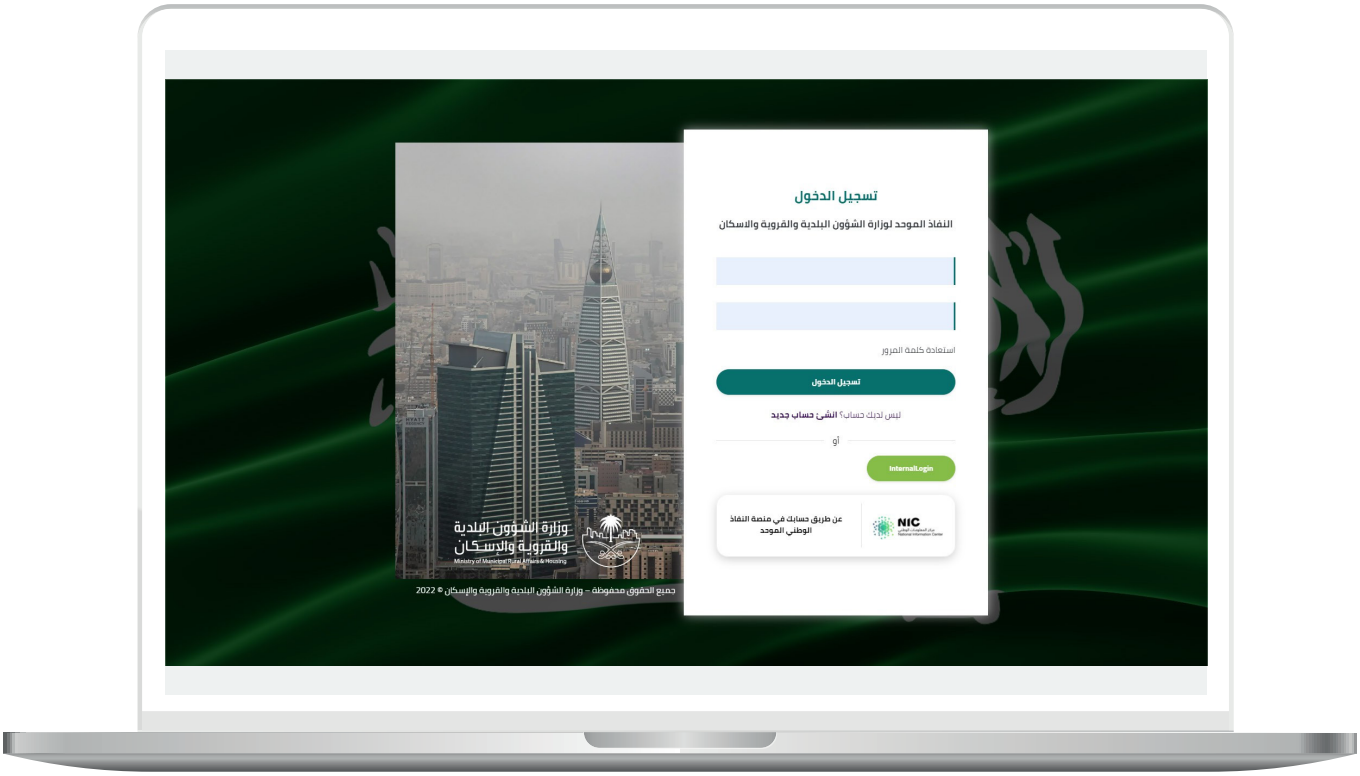
Service of Registering a Request for

Transporting and Preparing Deceased

Beneficiary's Copy

Logging into the System

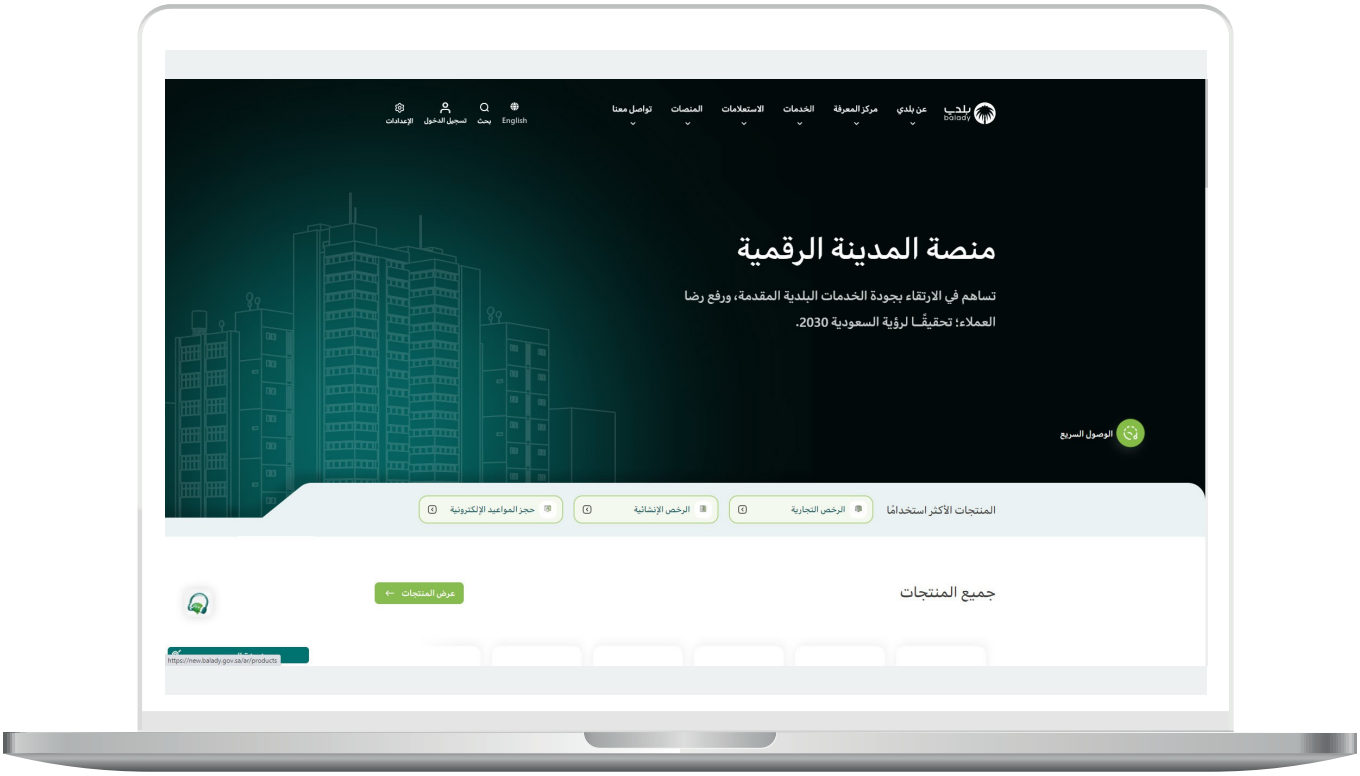
1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.



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.

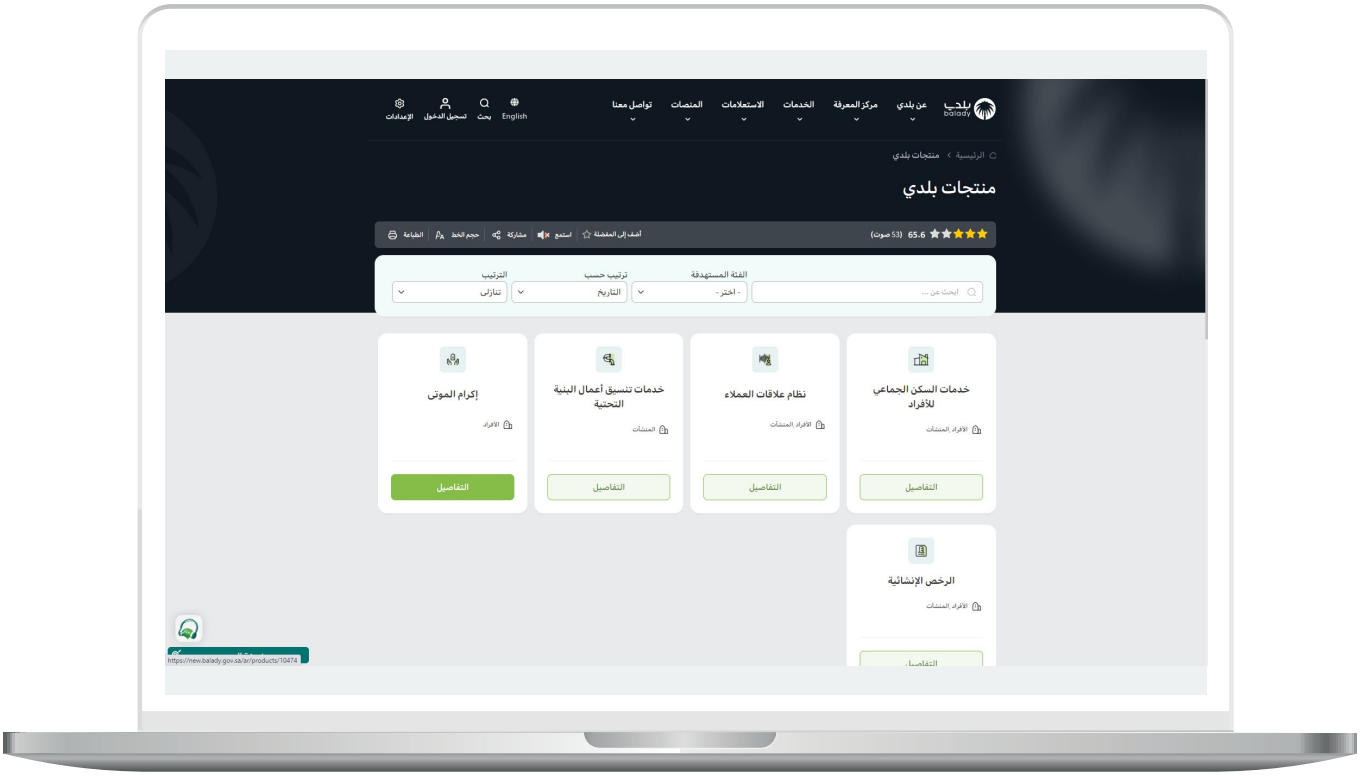
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

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

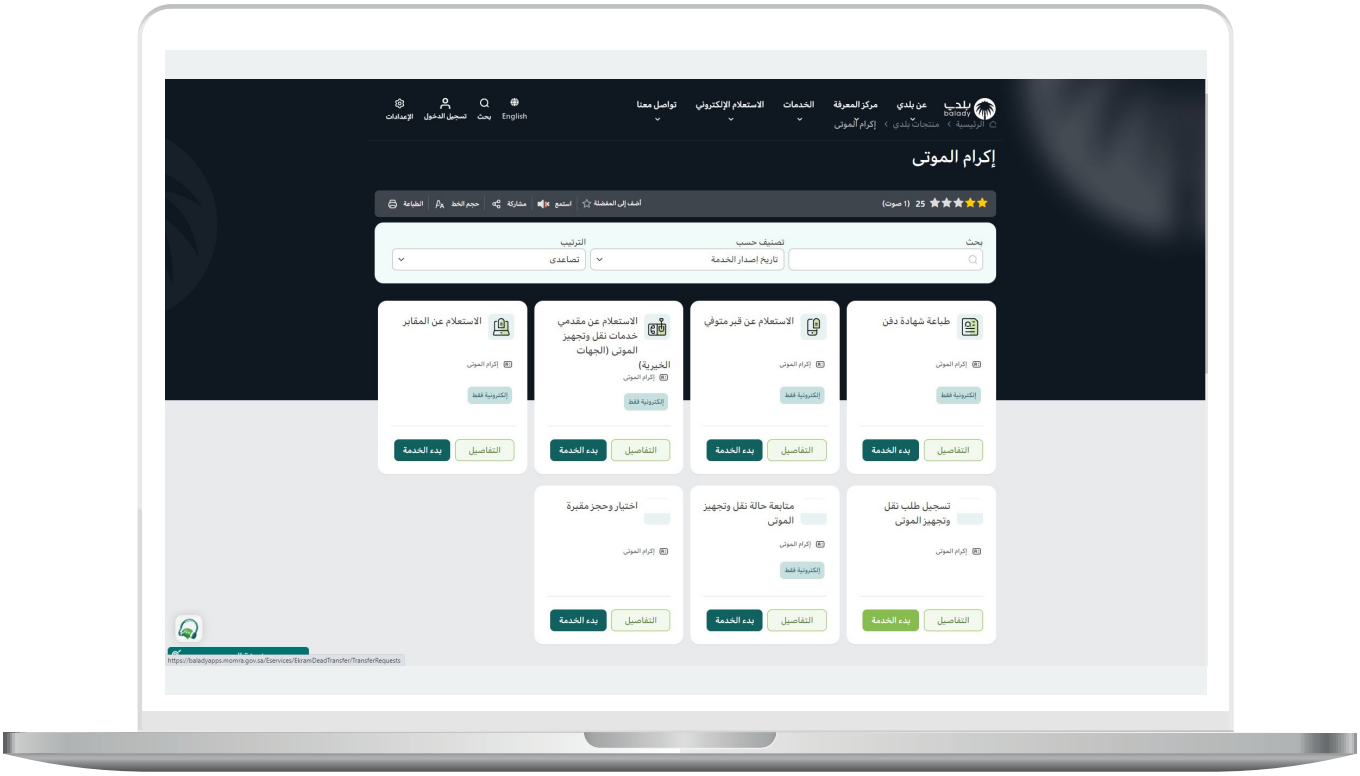


Steps to Request the Service

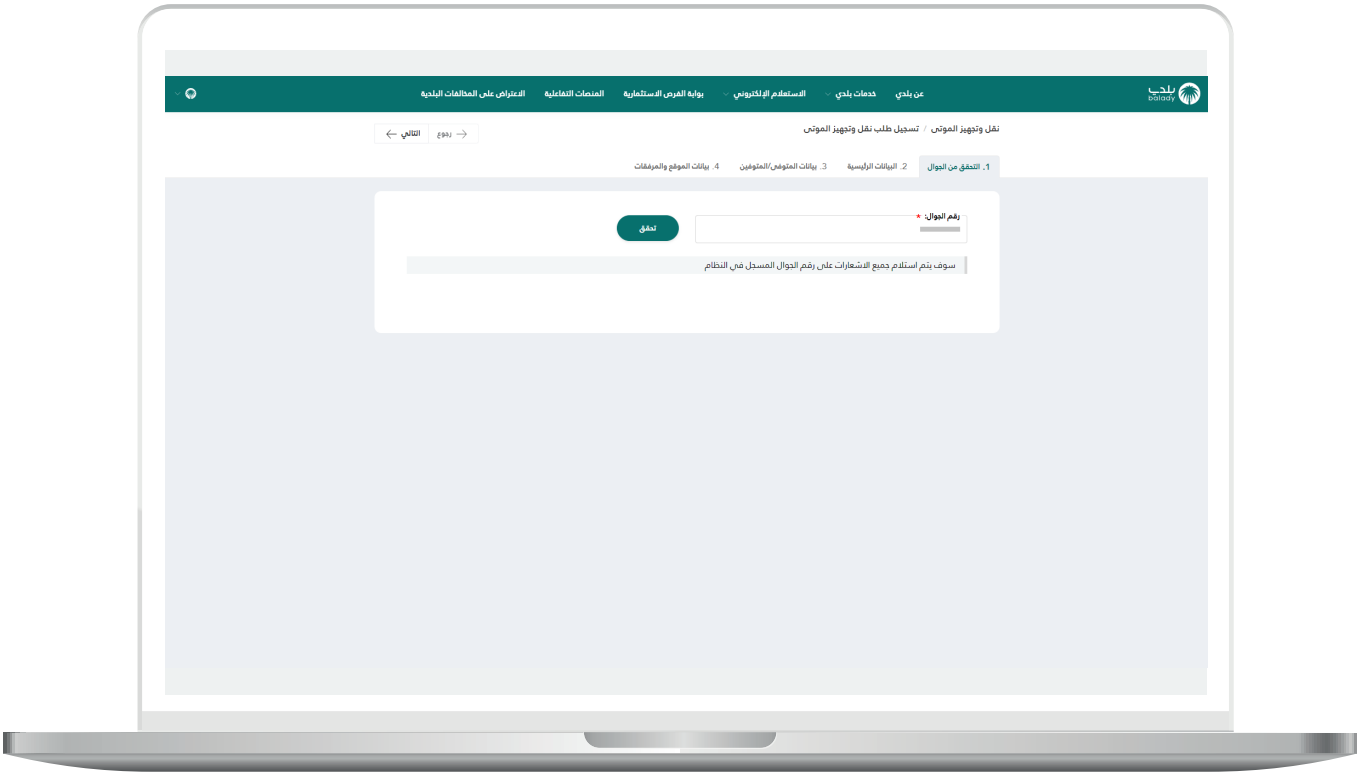
1) To begin the service request, select (**Honoring the Deceased**) as shown below.



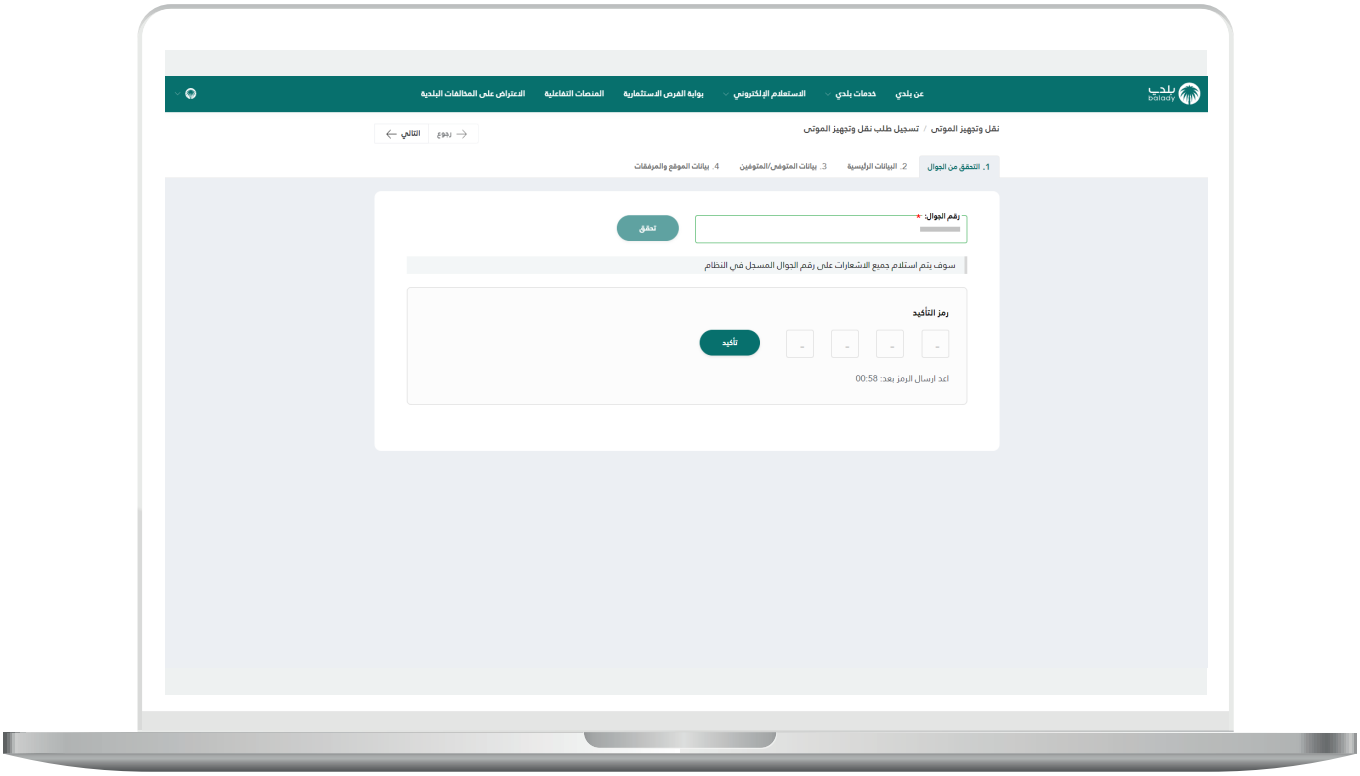
2) A screen appears displaying the services provided for honoring the deceased. Select (**Register a Request for Transporting and Preparing the Deceased**) as shown below.



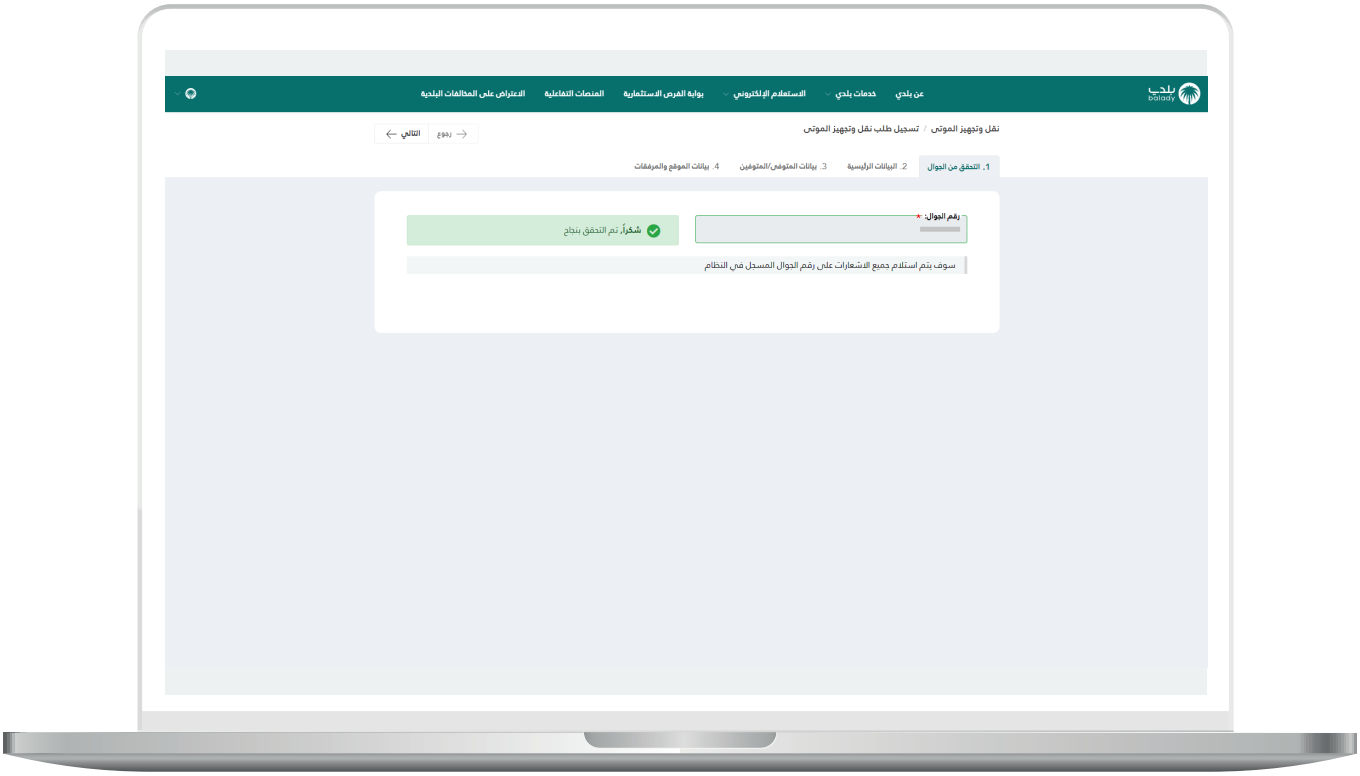
3) The following screen appears, where the user's mobile number is verified by entering the value in the (**Mobile Number**) field and clicking (**Verify**).



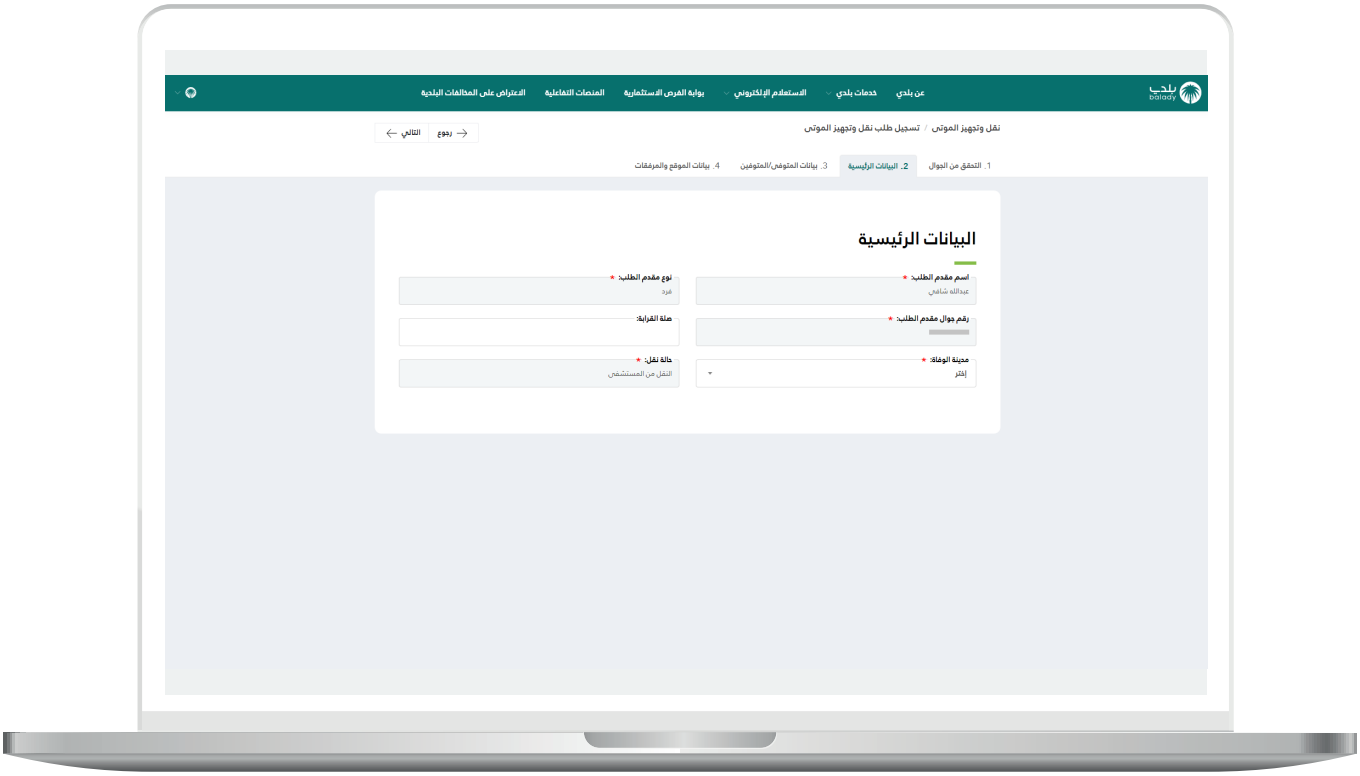
4) A confirmation code is then sent to the user's mobile. Enter the code in the (**Confirmation Code**) field and click (**Confirm**).



5) Once verification is successful, a confirmation message appears. The user then clicks (**Next**).

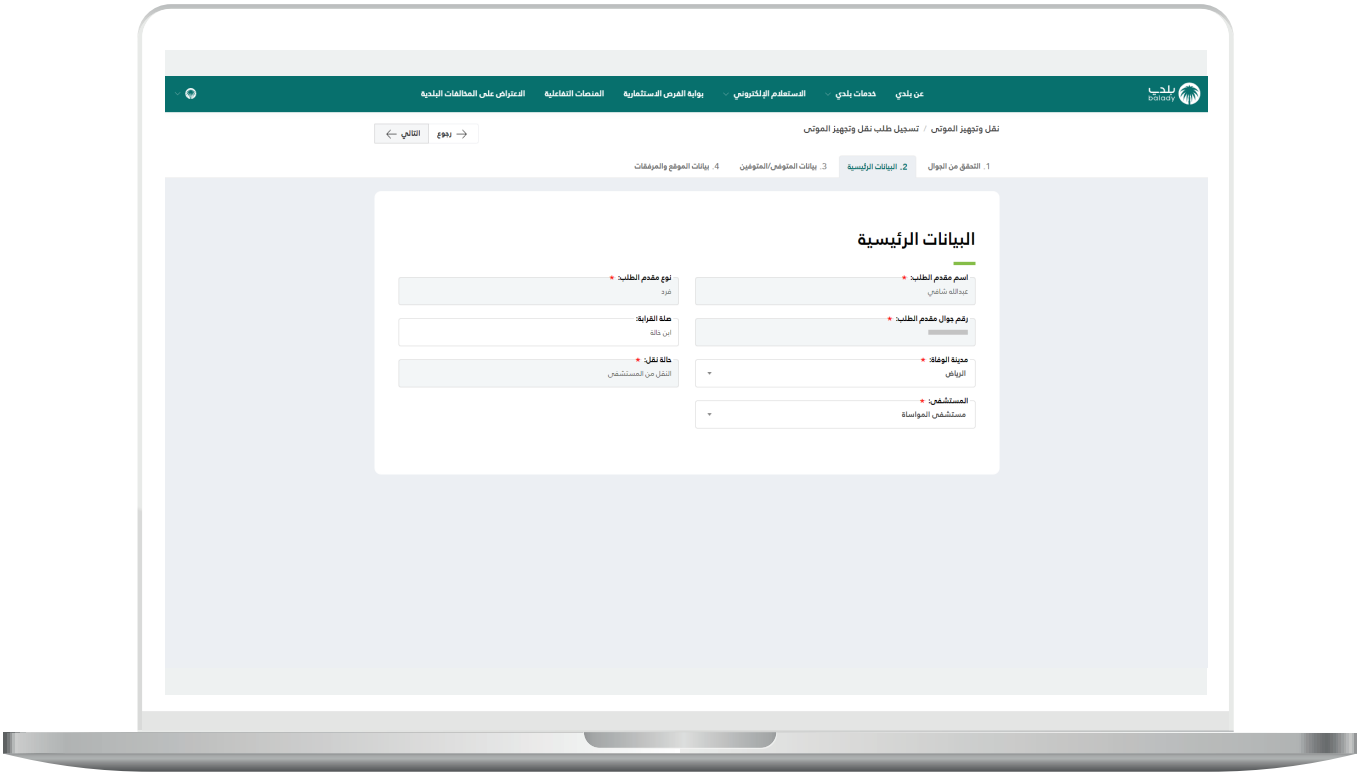


6) The user is directed to the (**Main Data**) stage, where the required fields and dropdown lists are completed.

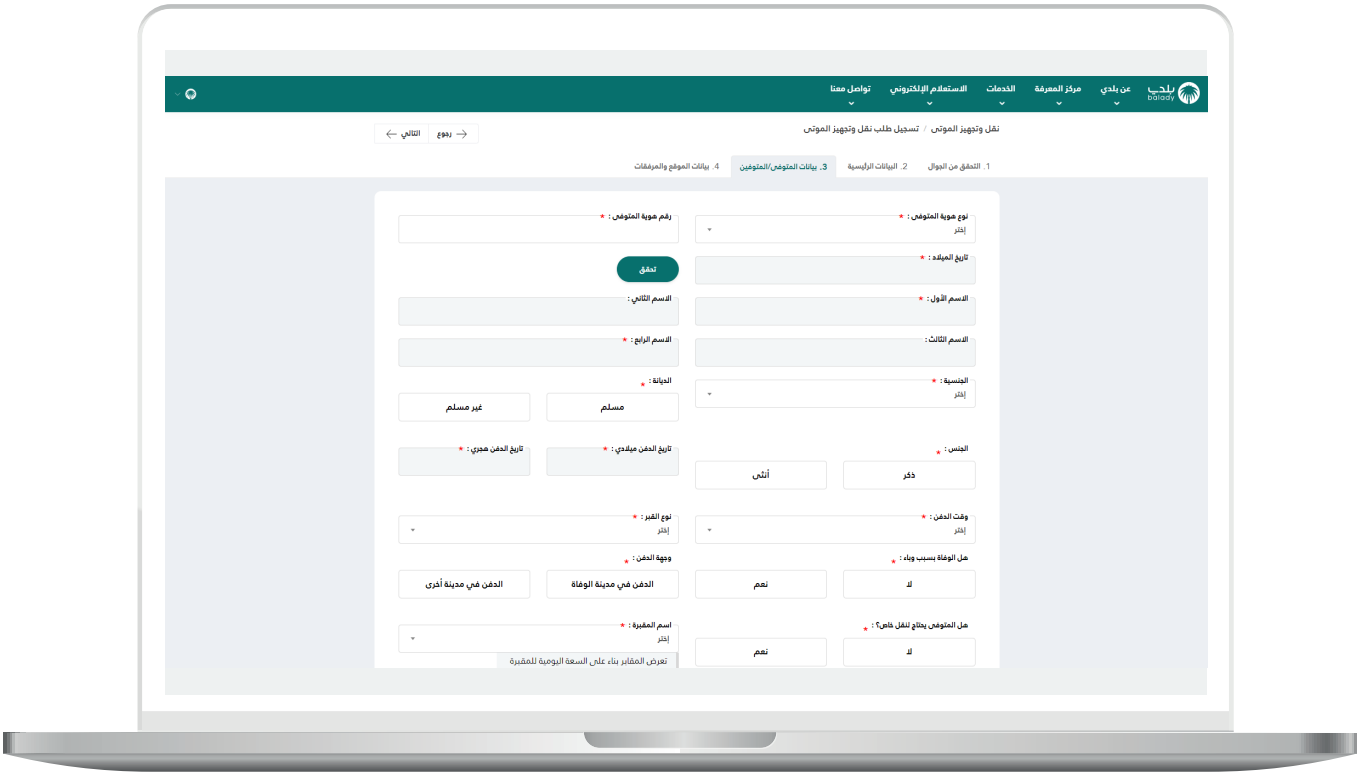


7) After selecting a value from the (**City of Death**) dropdown list, a new dropdown menu appears labeled (**Hospital**), where the user selects the appropriate option.

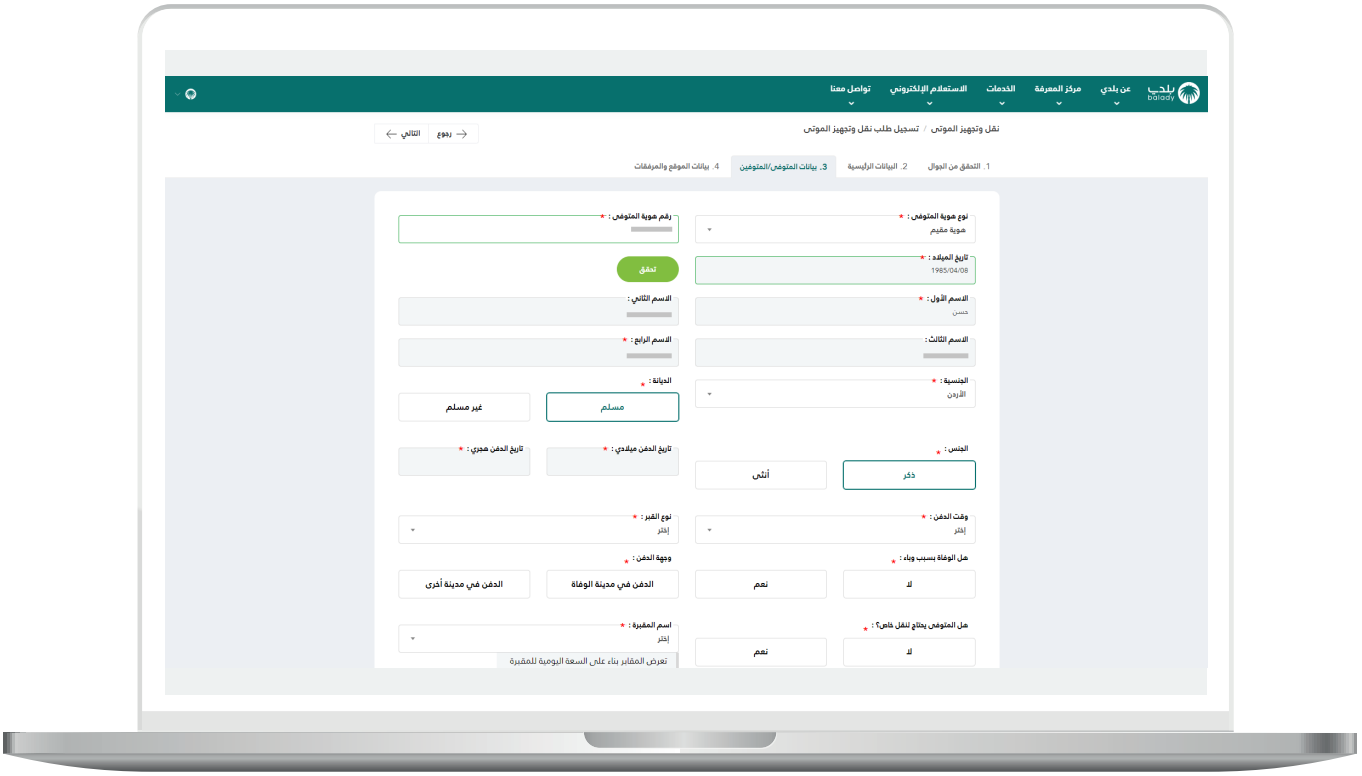
The user then clicks (**Next**).



8) The user is directed to the (**Deceased Information**) stage, where a value is selected from the (**Deceased Identity Type**) dropdown list, the (**Deceased Identity Number**) field is completed, and the (**Verify**) button is clicked.



9) The retrieved data is then displayed as shown below.

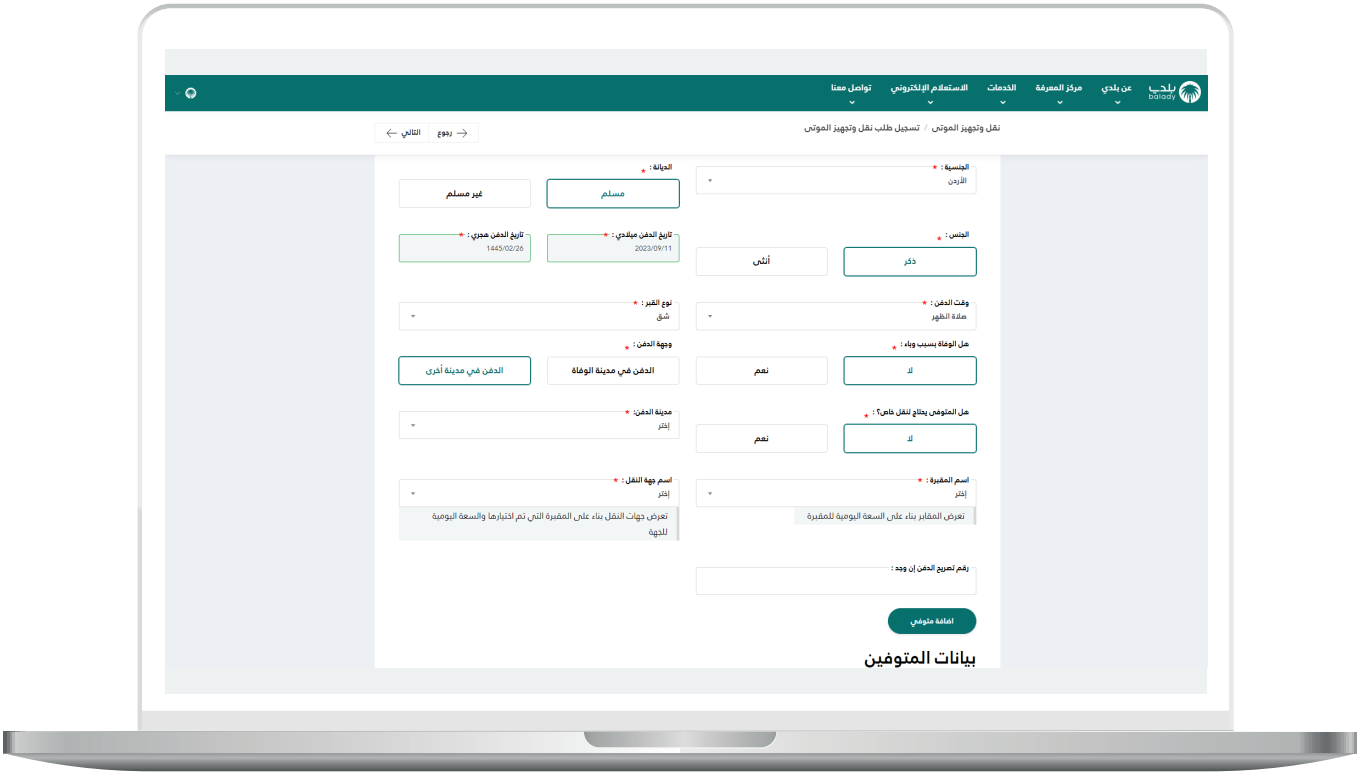


10) The user selects values for the following fields: (**Burial Date - Gregorian**), (**Burial Date - Hijri**) from the electronic calendar, (**Burial Time**), and (**Grave Type**) from the dropdown lists.

The following questions are answered: (**Is the death due to an epidemic?**) and (**Does the deceased require special transport?**).

If (**Yes**) is selected for (**Does the deceased require special transport?**), a new dropdown menu appears labeled (**Reason for Special Transport**), where the user selects the appropriate option.

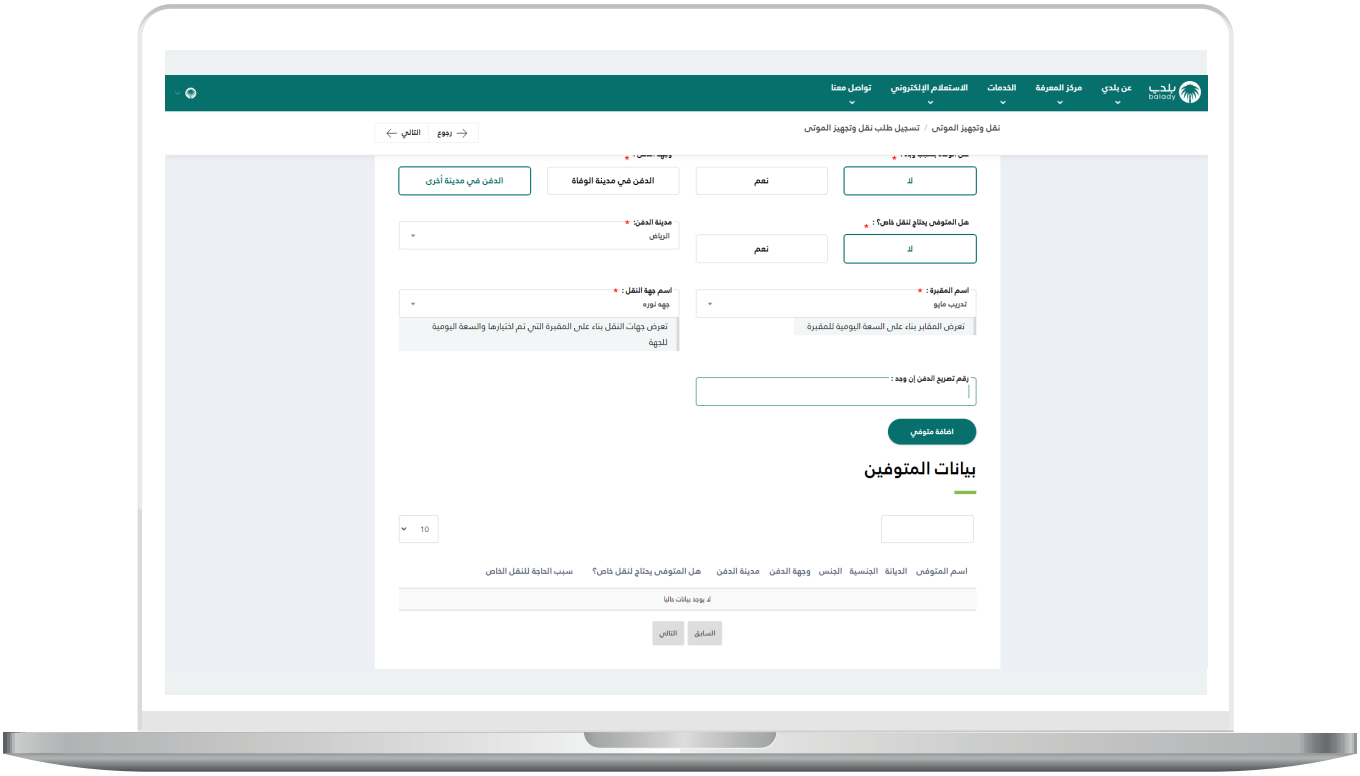
If (**Burial in Another City**) is selected, a new dropdown menu labeled (**Burial City**) appears.



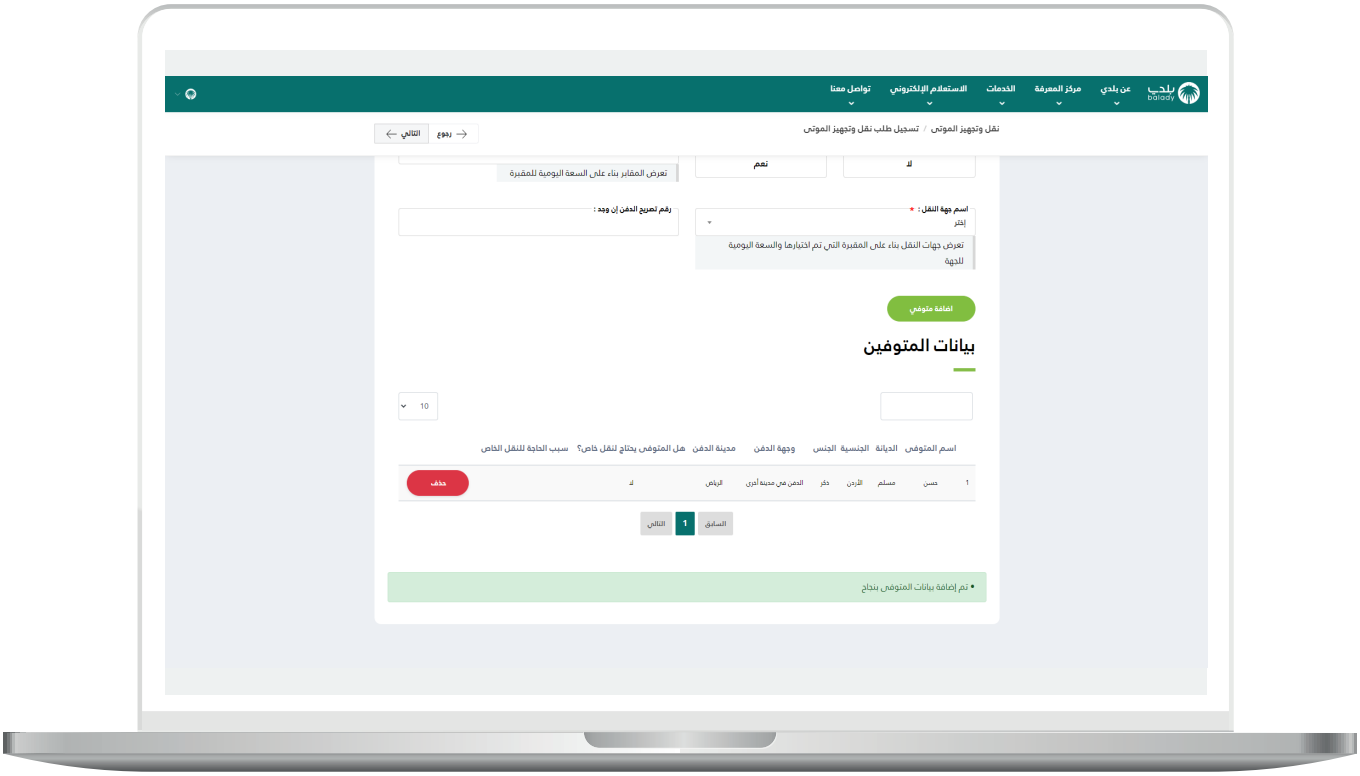
11) The user selects a value from the (**Cemetery Name**) dropdown list and chooses (**Transport Entity Name**).

If a burial permit exists, its value is entered in the (**Burial Permit Number, if available**) field.

After completing the entries, the user clicks (**Add Deceased**).

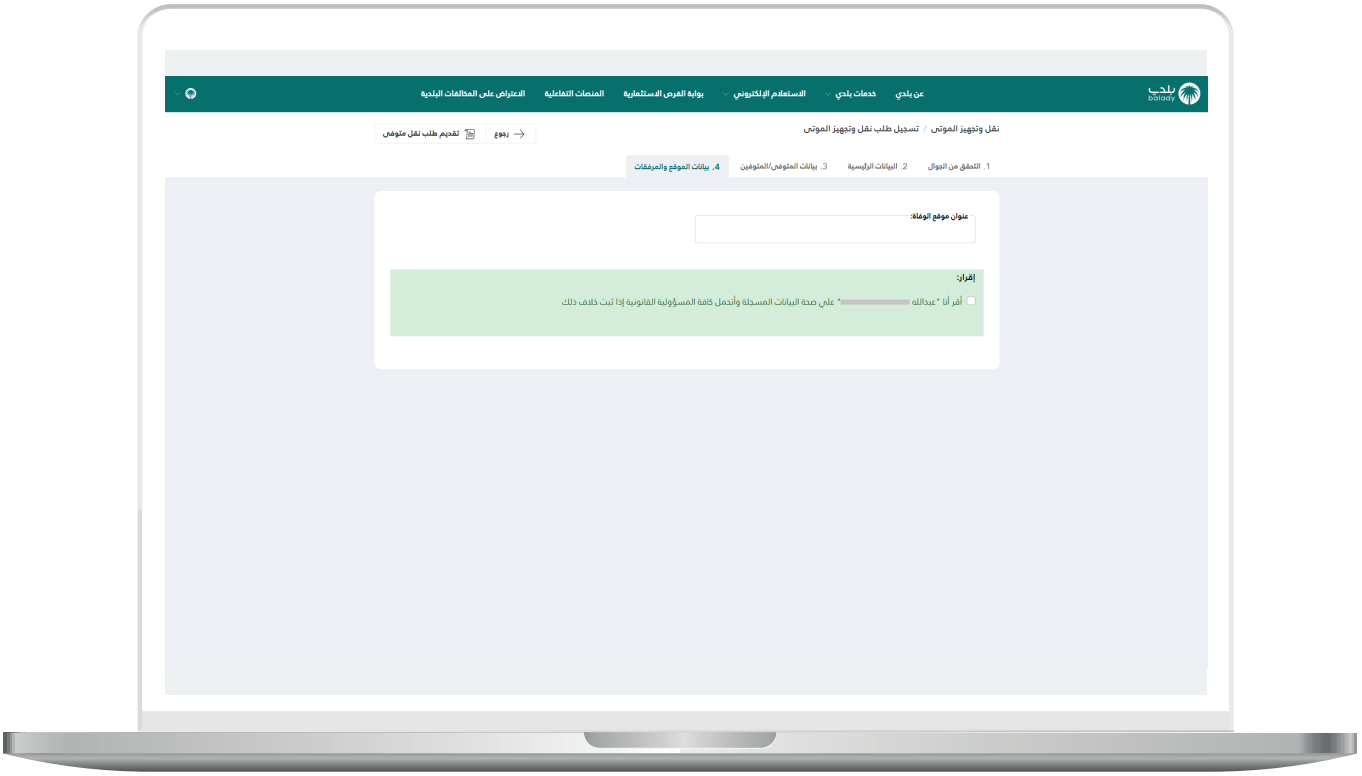


12) The deceased's details are successfully added, and a confirmation message appears. The user then clicks (**Next**).



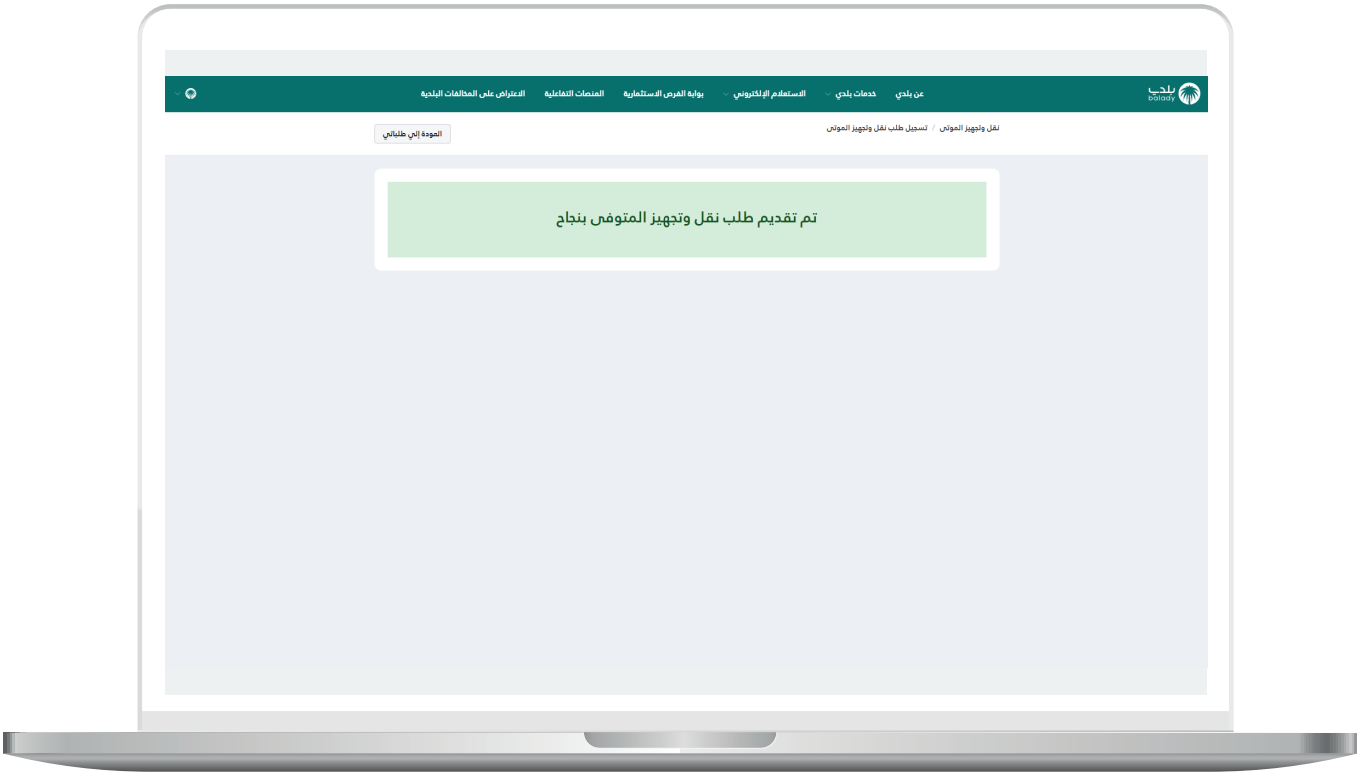
13) The user is directed to the (**Location and Attachments**) stage, where the (**Death Location Address**) field can be optionally completed.

he user agrees to the acknowledgment and clicks (**Submit Deceased Transport Request**).

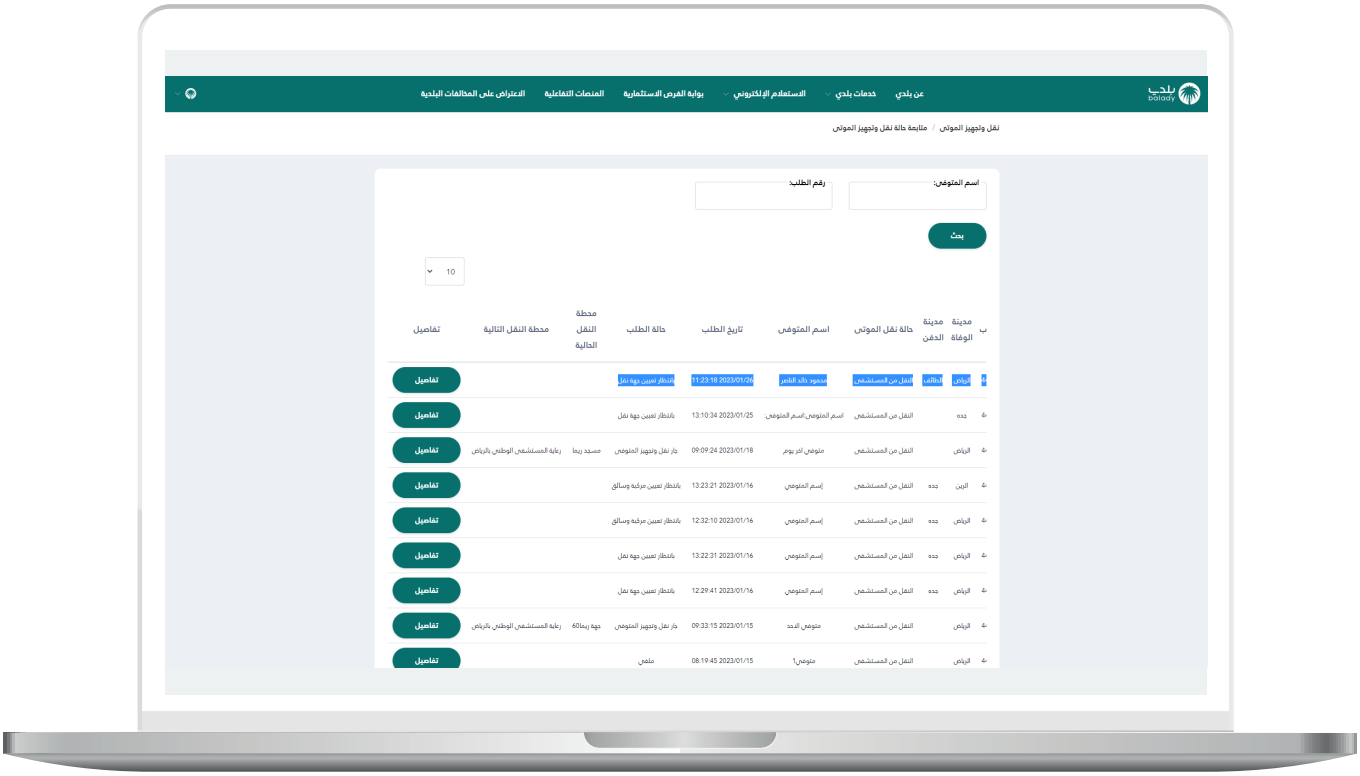


14) The transport request is successfully submitted, and a confirmation message appears.

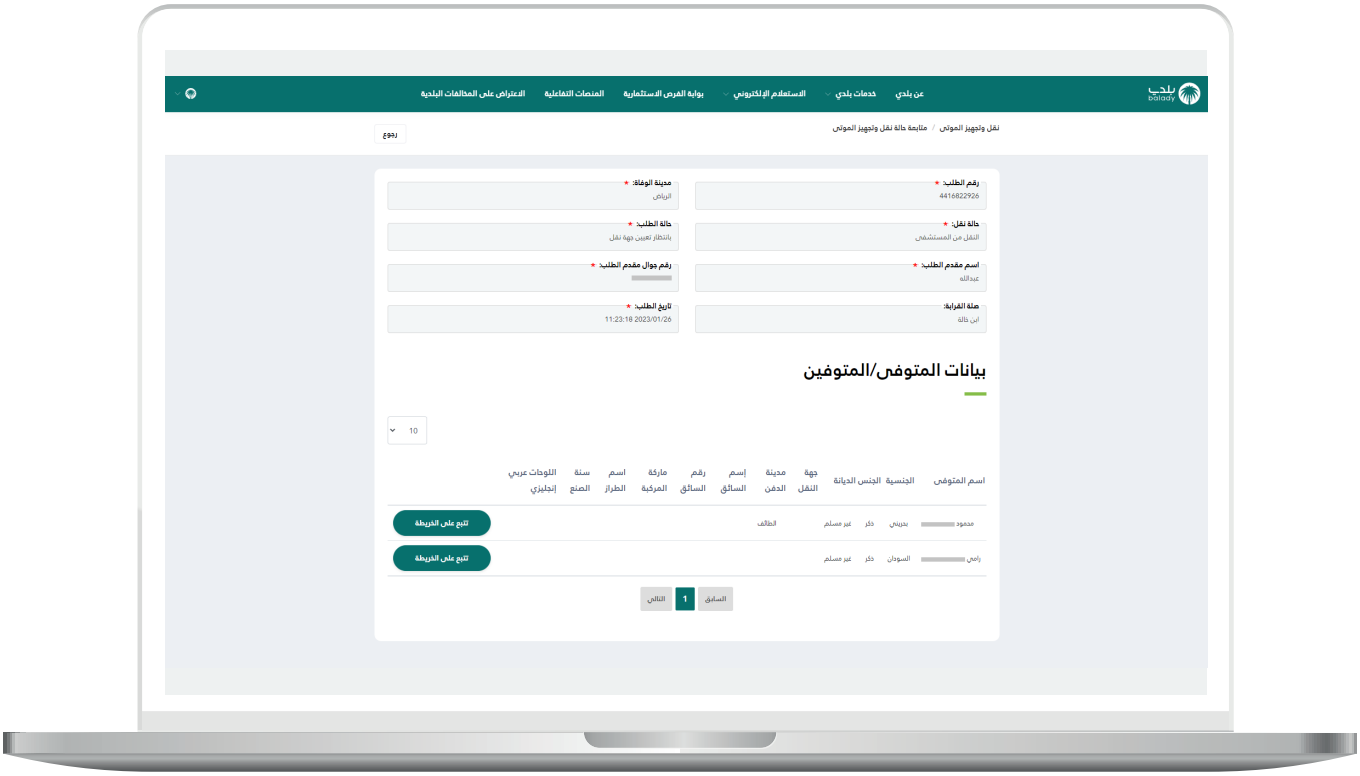
he user can navigate to the (**My Requests**) screen to track the request by clicking (**Back to My Requests**).



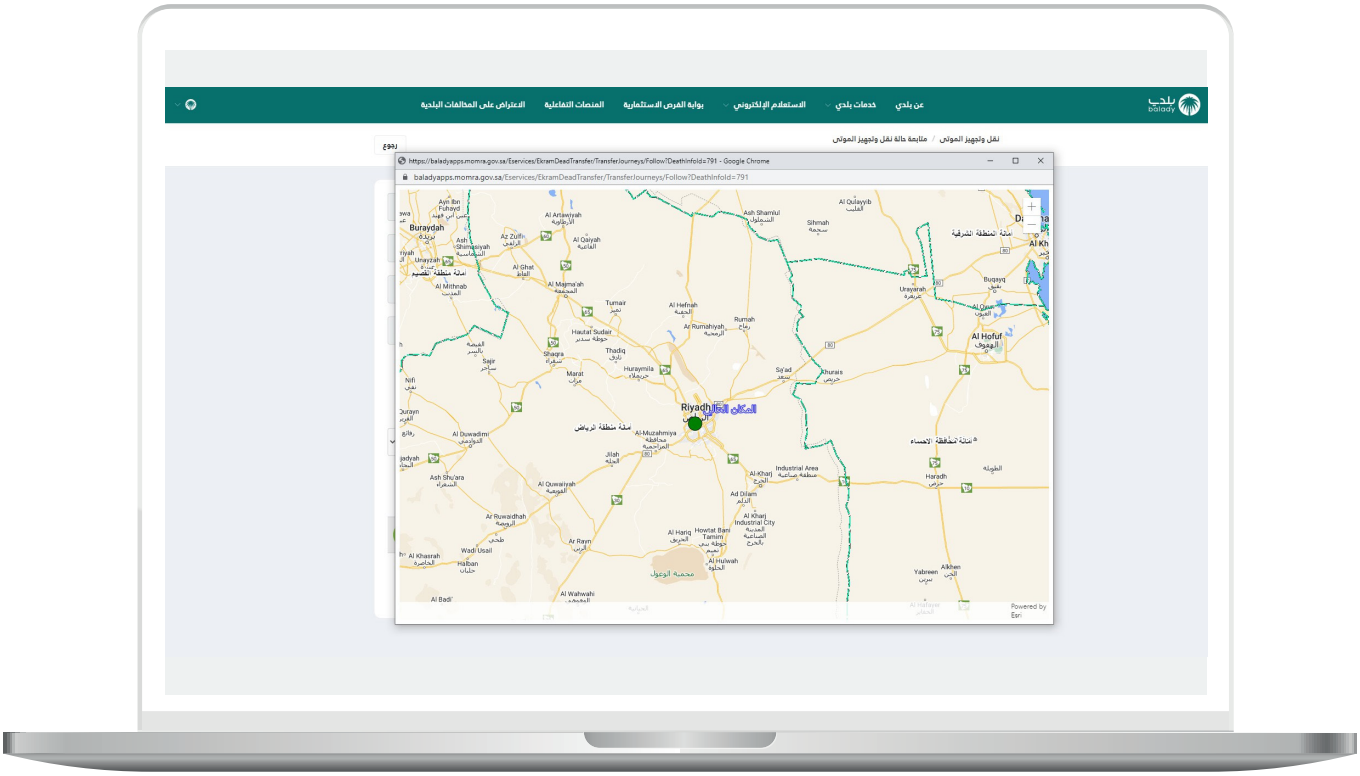
15) The user is then directed to the (**Track Deceased Transport and Preparation Status**) screen, where the new request appears. The (**Details**) button can be used to view the request details.



16) Clicking (**Details**) displays the request details as shown below, allowing the user to view the map by clicking (**Track on Map**).



17) Clicking (**Track on Map**) displays a map showing the current location.



199040 Direct Contact Number

@Balady_CS Customer Service