



وزارة البلديات والإسكان

Ministry of Municipalities and Housing

Service of Requests for Changing the
Supervising Office and Contractor

Beneficiary's
Copy

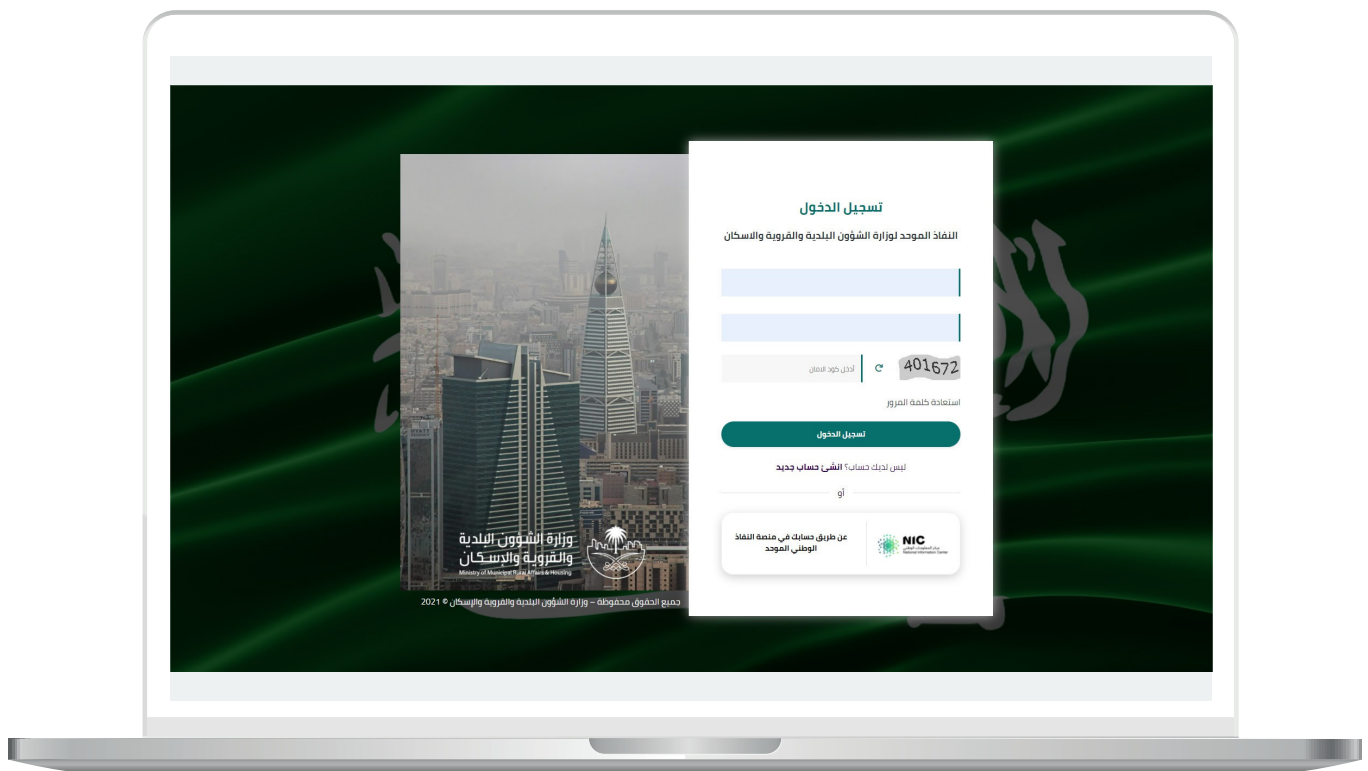
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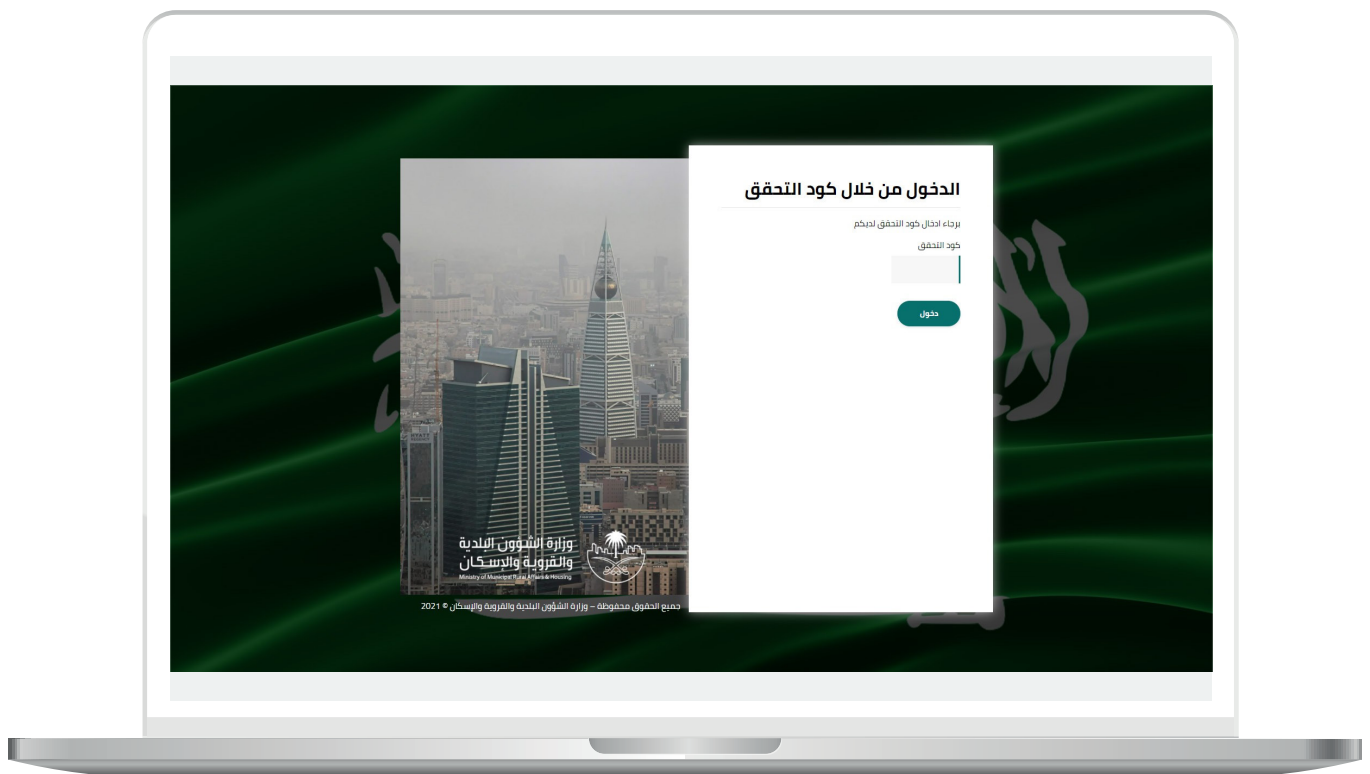


Log in to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password, Security Code**) and then clicks the (**Login**) button. The security code can be changed by clicking the circular arrow icon.



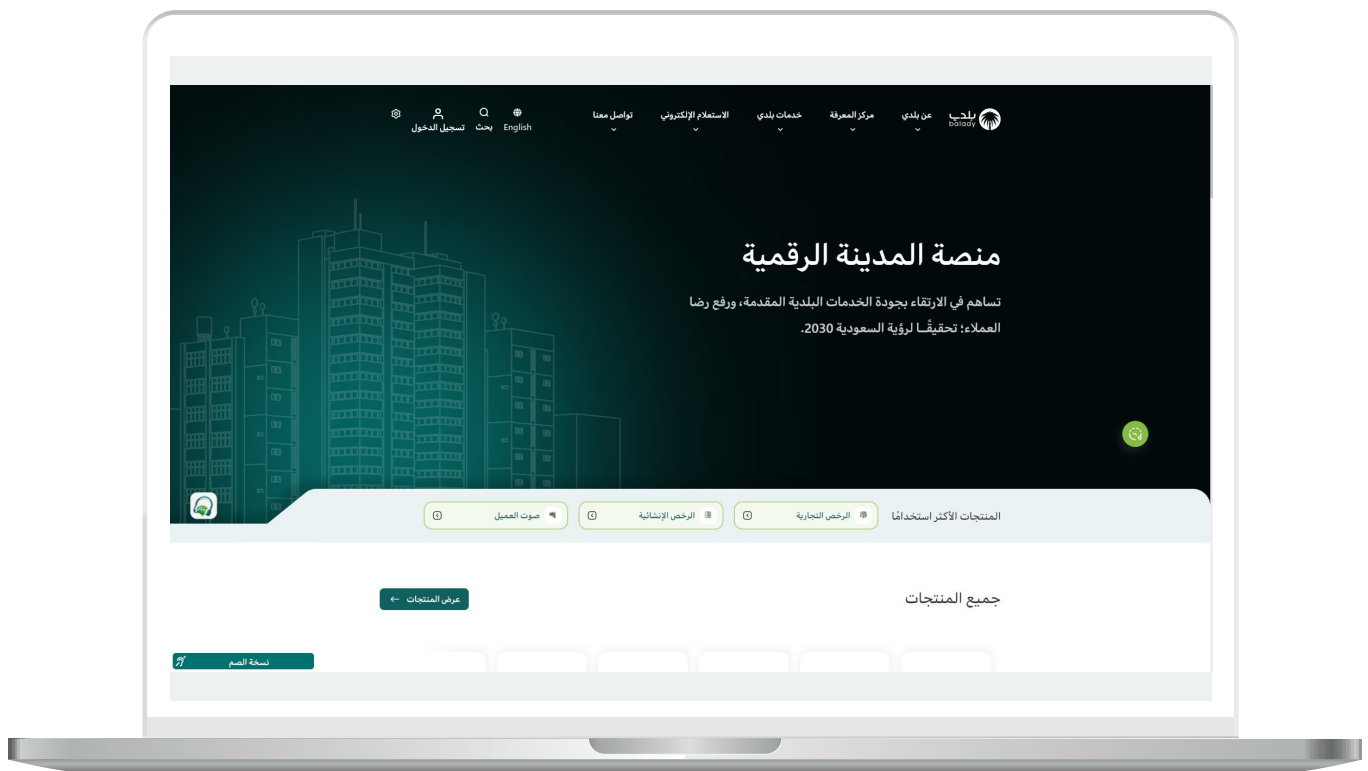
2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



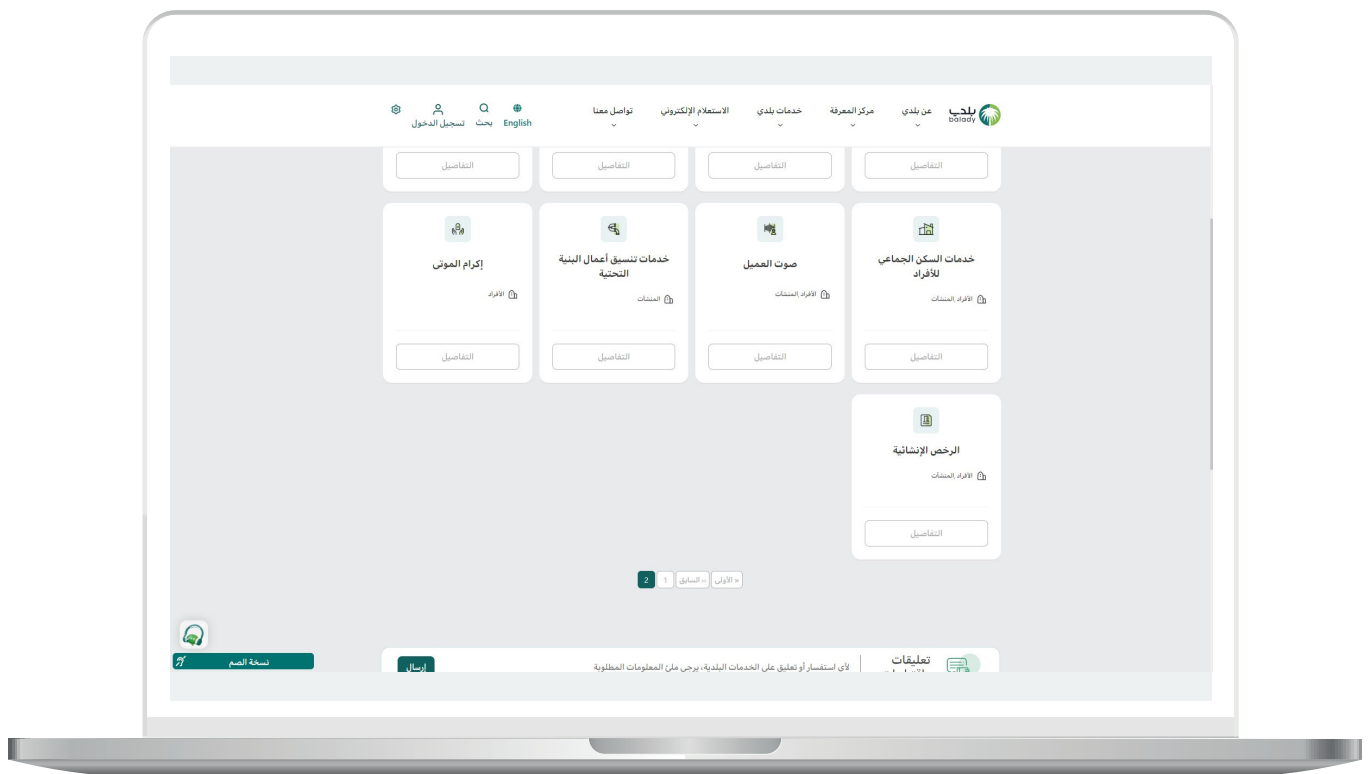
Service Request Steps

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

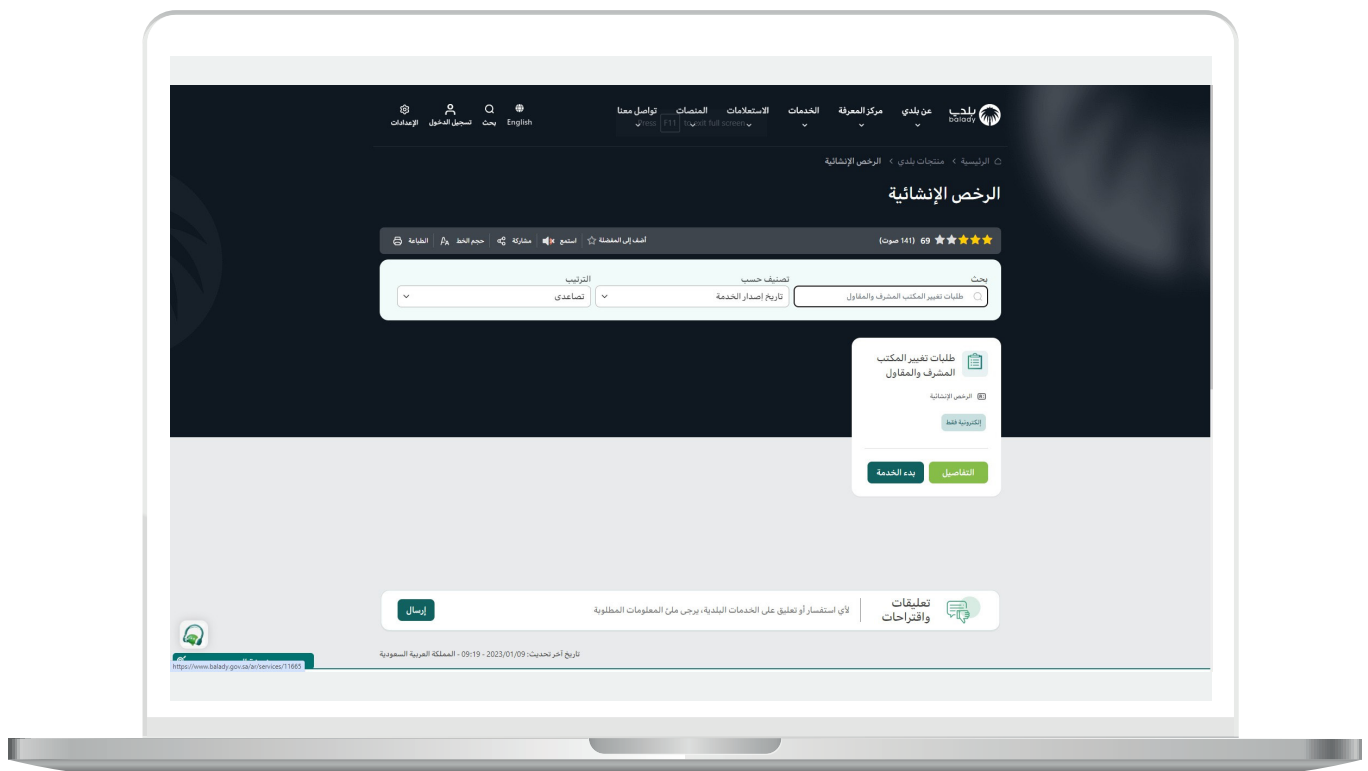
To start the service application, the user must click the **(View Products)** button.



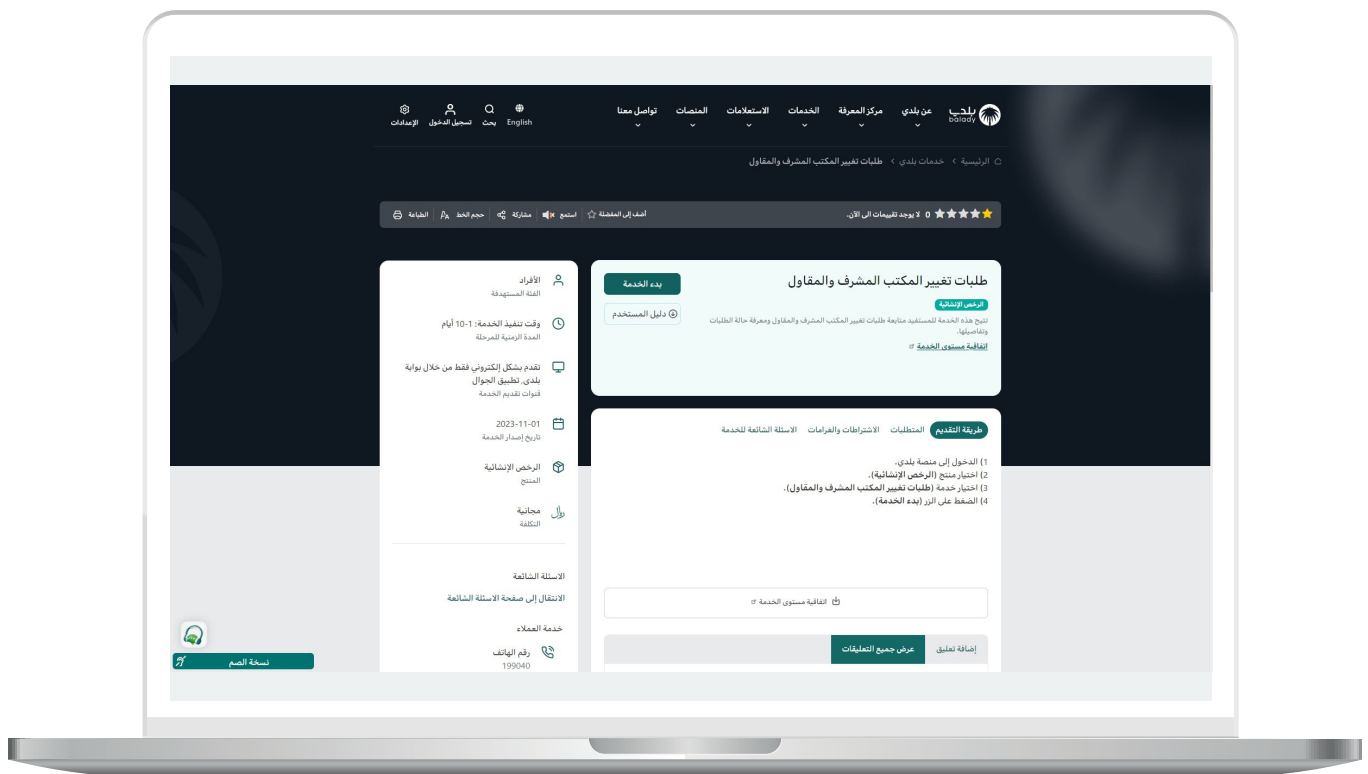
2) Then, the user selects **(Construction Licenses)**.



3) The **(Construction Licenses)** screen appears, where the user searches for **(Requests for Changing the Supervising Office and Contractor)**, as shown below, then clicks the **(Details)** button.

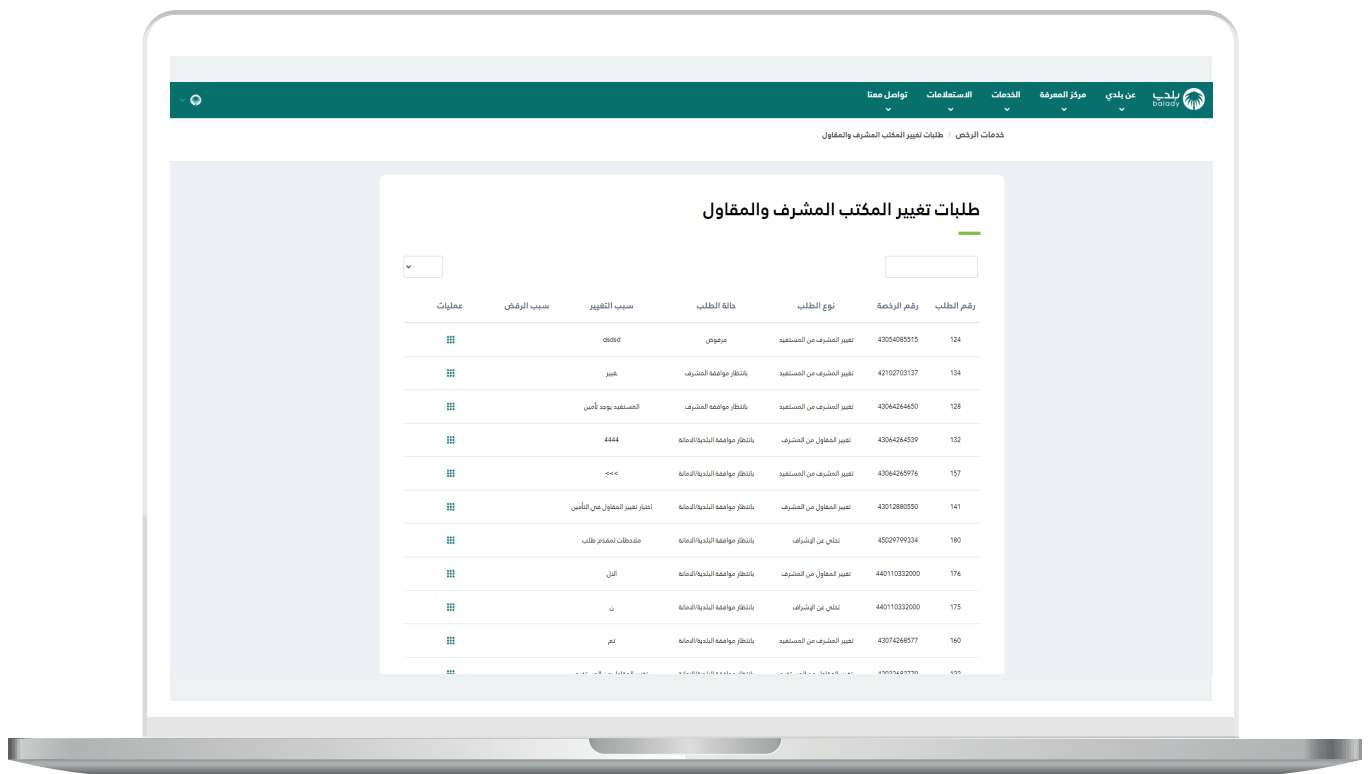


4) The next screen appears, representing the (Service Information) screen, where the user can view details such as (How to Apply, Requirements, Conditions and Fines, etc.).

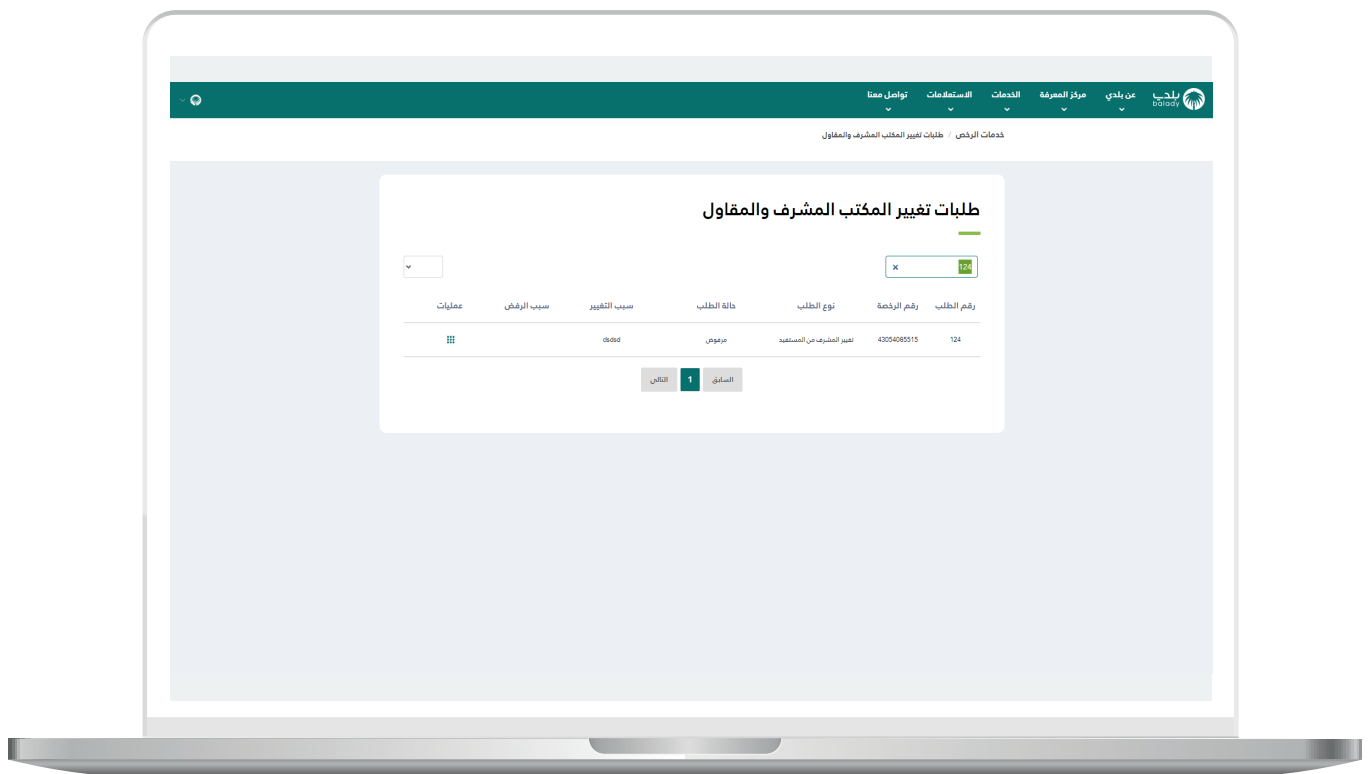


6) The user is then directed to the following screen, where the system displays all **(Requests for Changing the Supervising Office and Contractor)** associated with the current user.

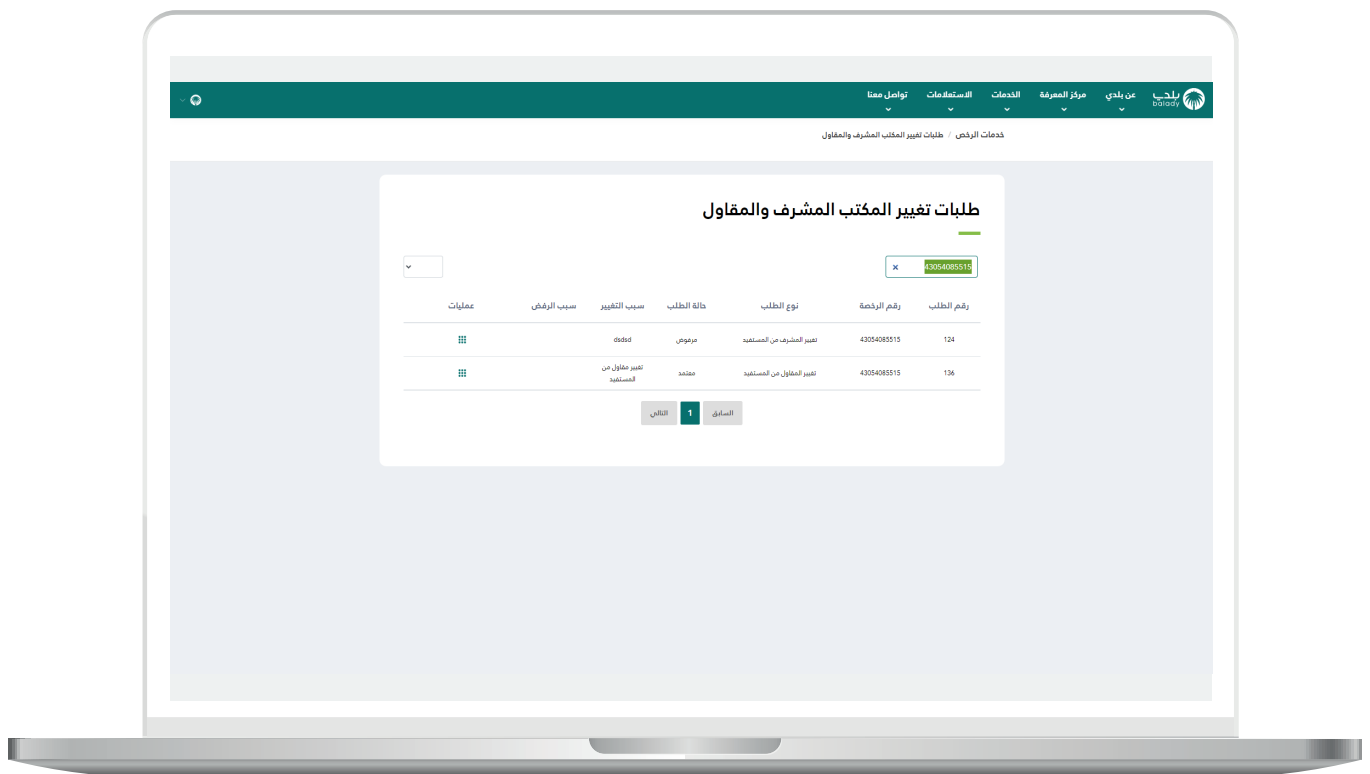
The search function allows the user to enter a value in the search field and press **(Enter)**.



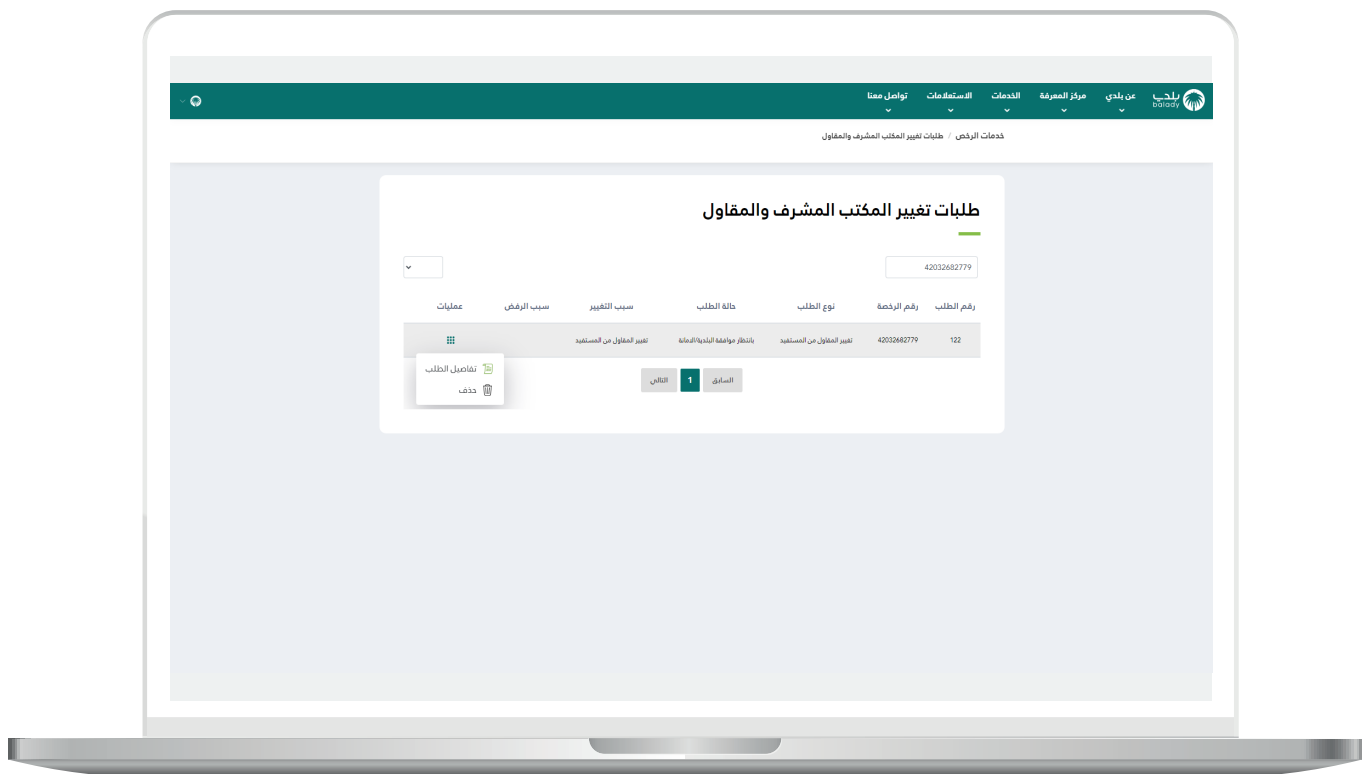
7) The following screen provides an example of a search using (Request Number).



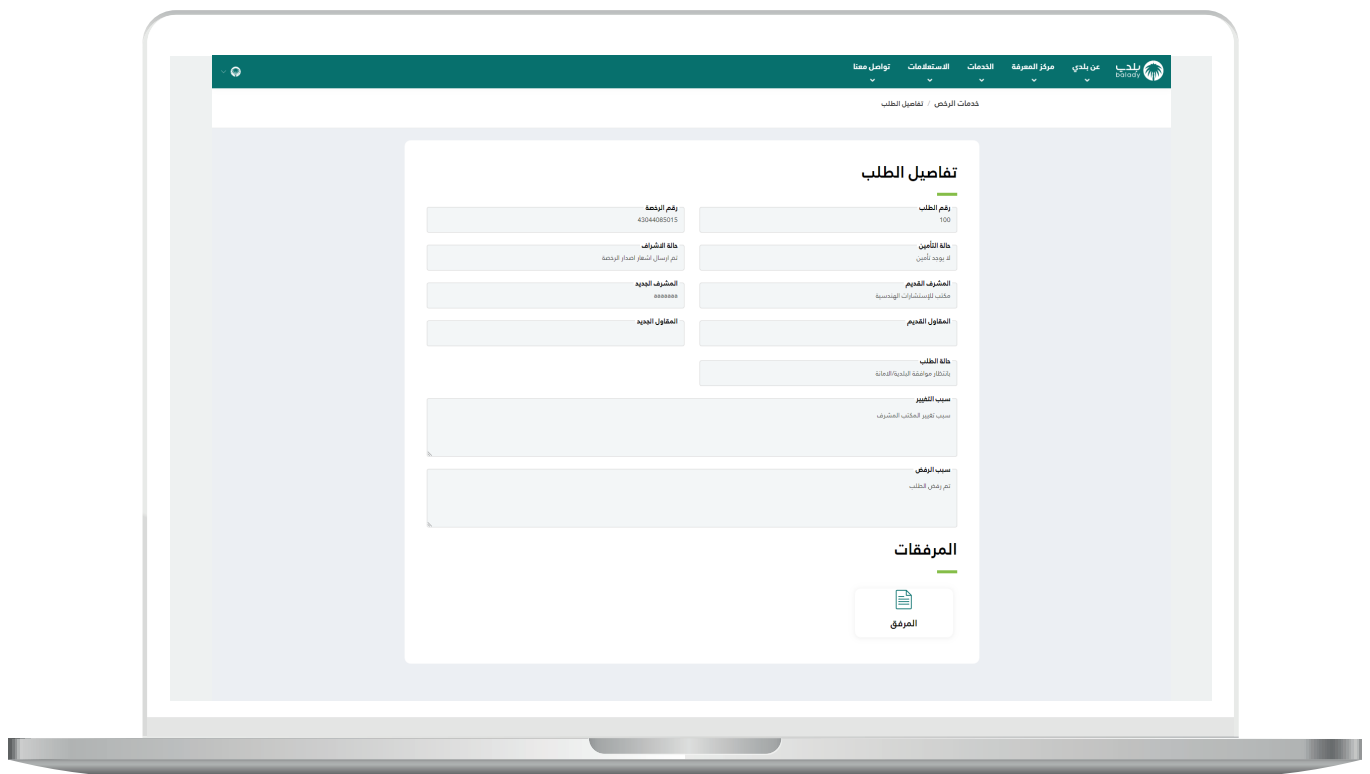
8) The following screen provides an example of a search using (Permit Number).



9) Clicking the green box in the **(Operations)** column displays the available operations: **(Request Details, Delete)**.

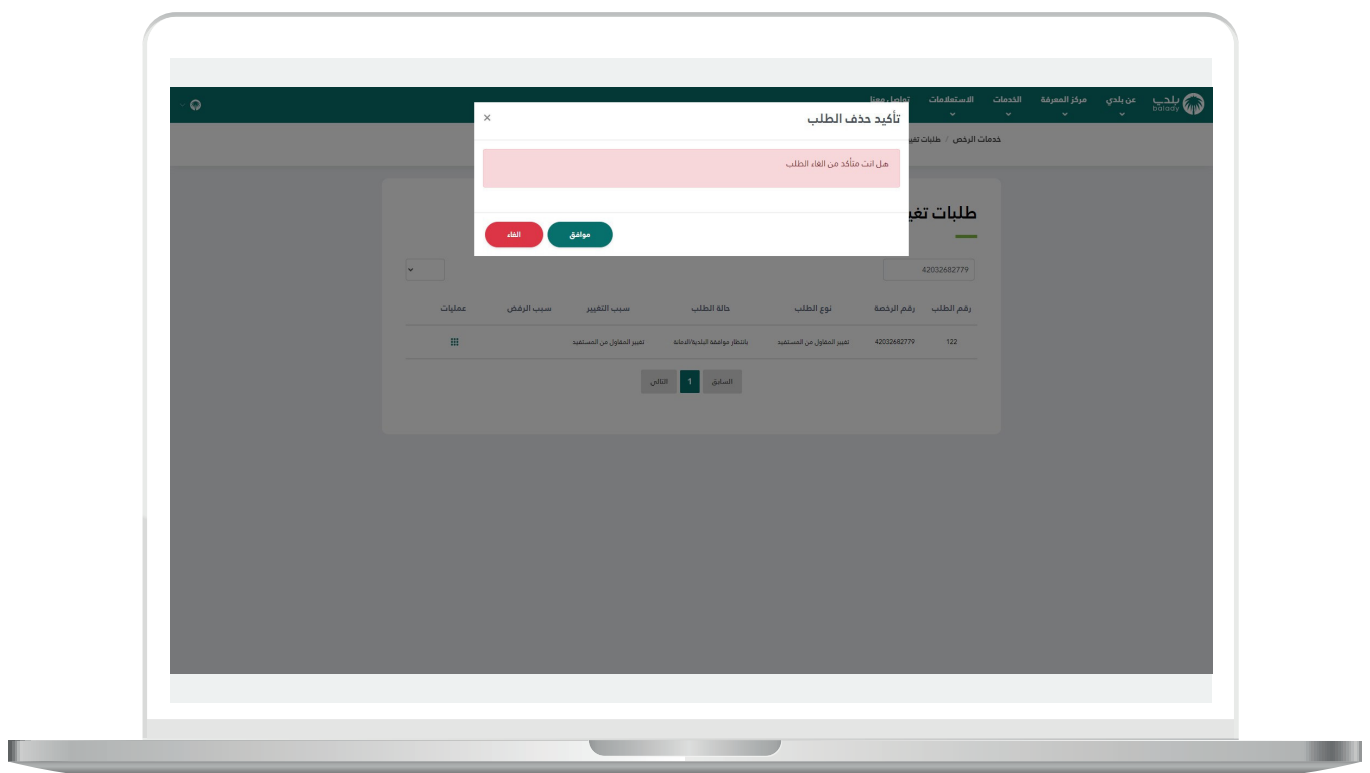


10) Clicking the **(Request Details)** button displays the request details, as shown below.



11) Clicking the **(Delete)** button triggers a confirmation message asking, **(Are you sure you want to cancel the request?)**, where the user must click **(Confirm)**.

The user can also cancel the action by clicking **(Cancel)**.



 | 199040 Direct Contact Number

 | @Balady_CS Customer Service

