وزارة البلديات والإسكان
Ministry of Municipalities and Housing

User Guide for the System of
Selling Copies of Approved Land Schemes

Purpose of the Document

The purpose of this document is to explain the procedures and configurations related to the service of selling approved land schemes copies within the municipality.

Accessing the Portal Content

The user can browse the portal content through the designated (**URL**), which is accessed by clicking on (**Final Approval of Land Schemes**) from the (**Balady**) portal services list, displaying the required service.
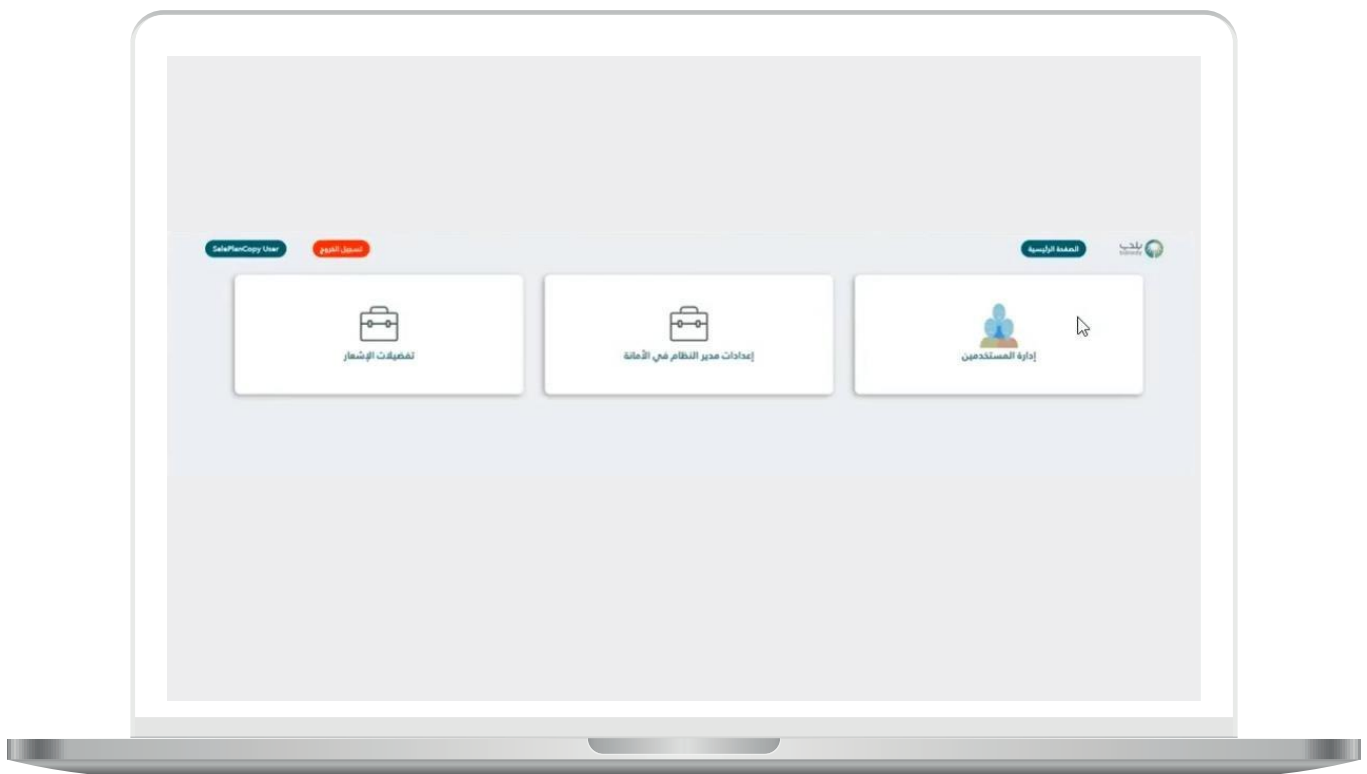
System Users

1) Ministry System Administrator

2) Municipality System Administrator

3) Request Reception / Request Review / Request Approval Staff
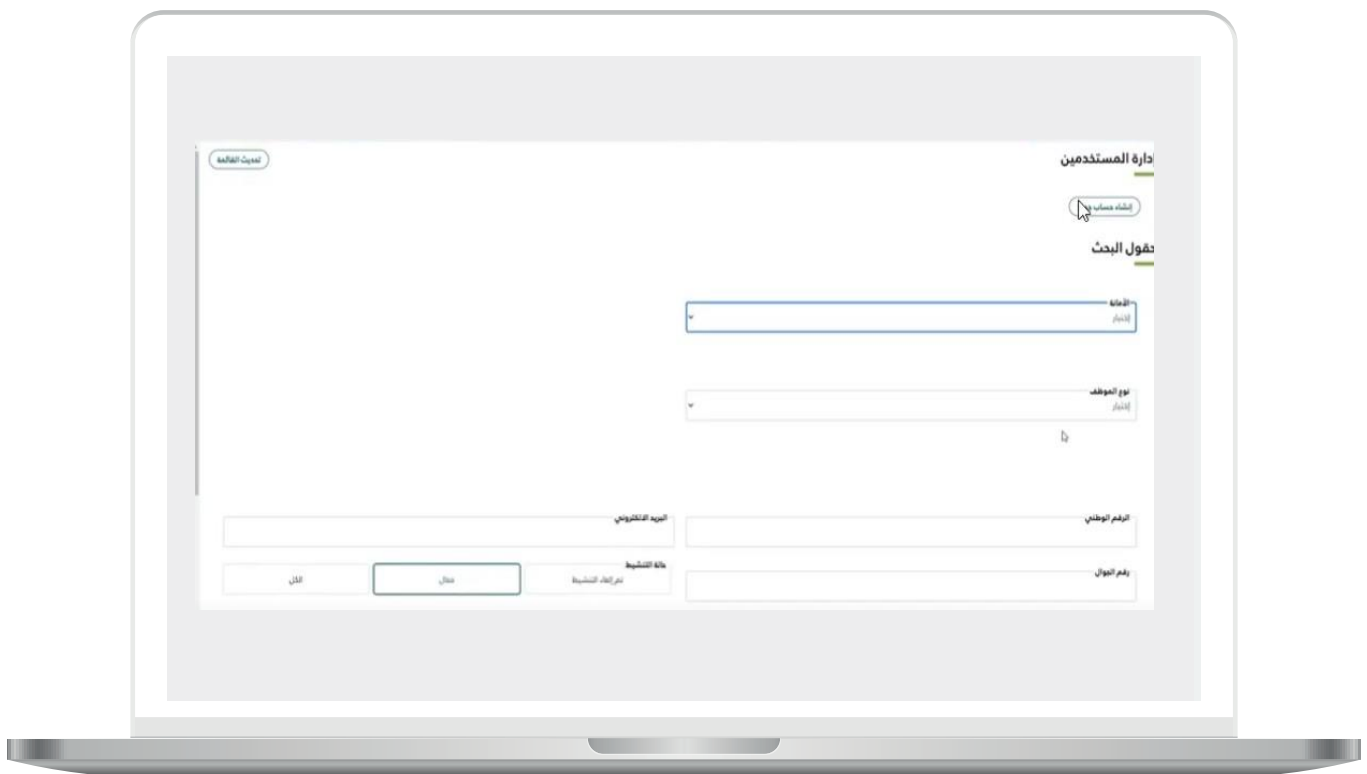
4) Archive Staff

5) Beneficiary Services Staff

1) Ministry System Administrator

User Management Screen
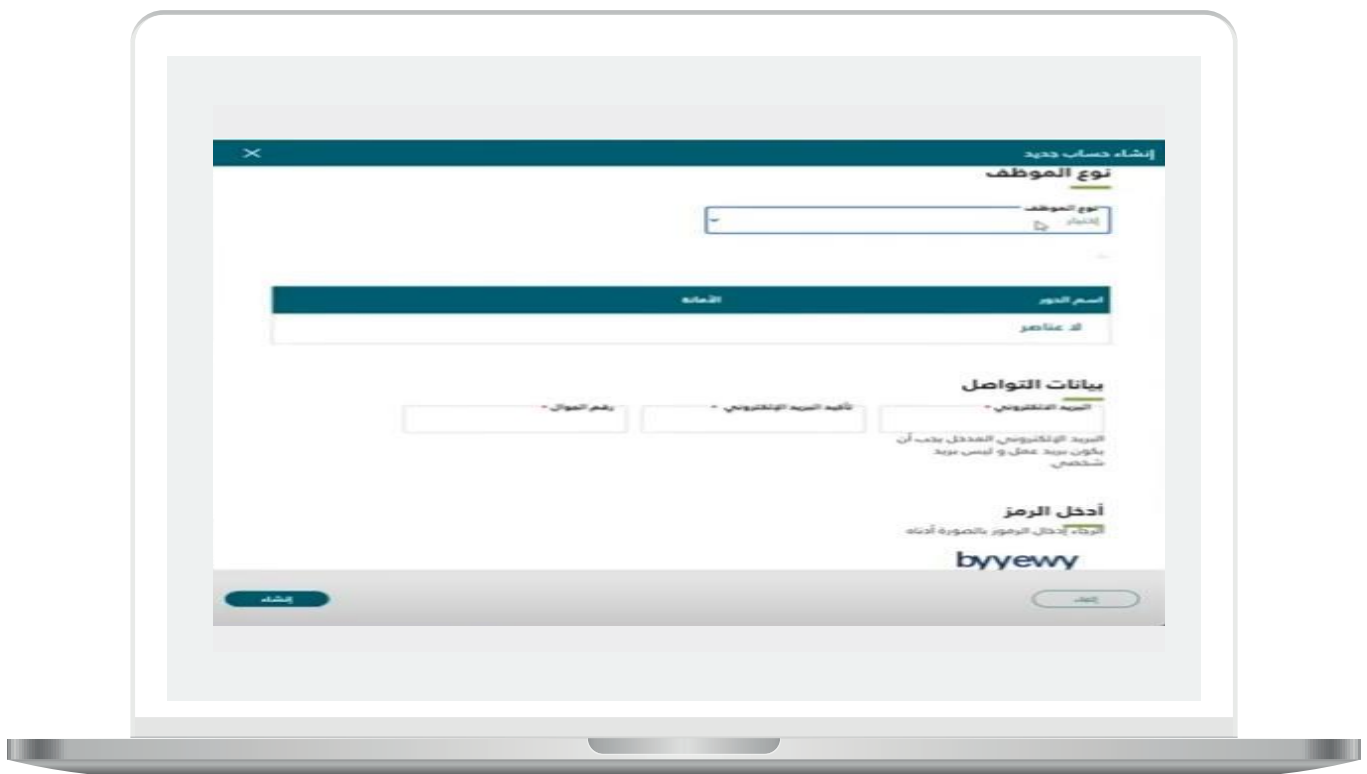
Click on (**Users Management**).
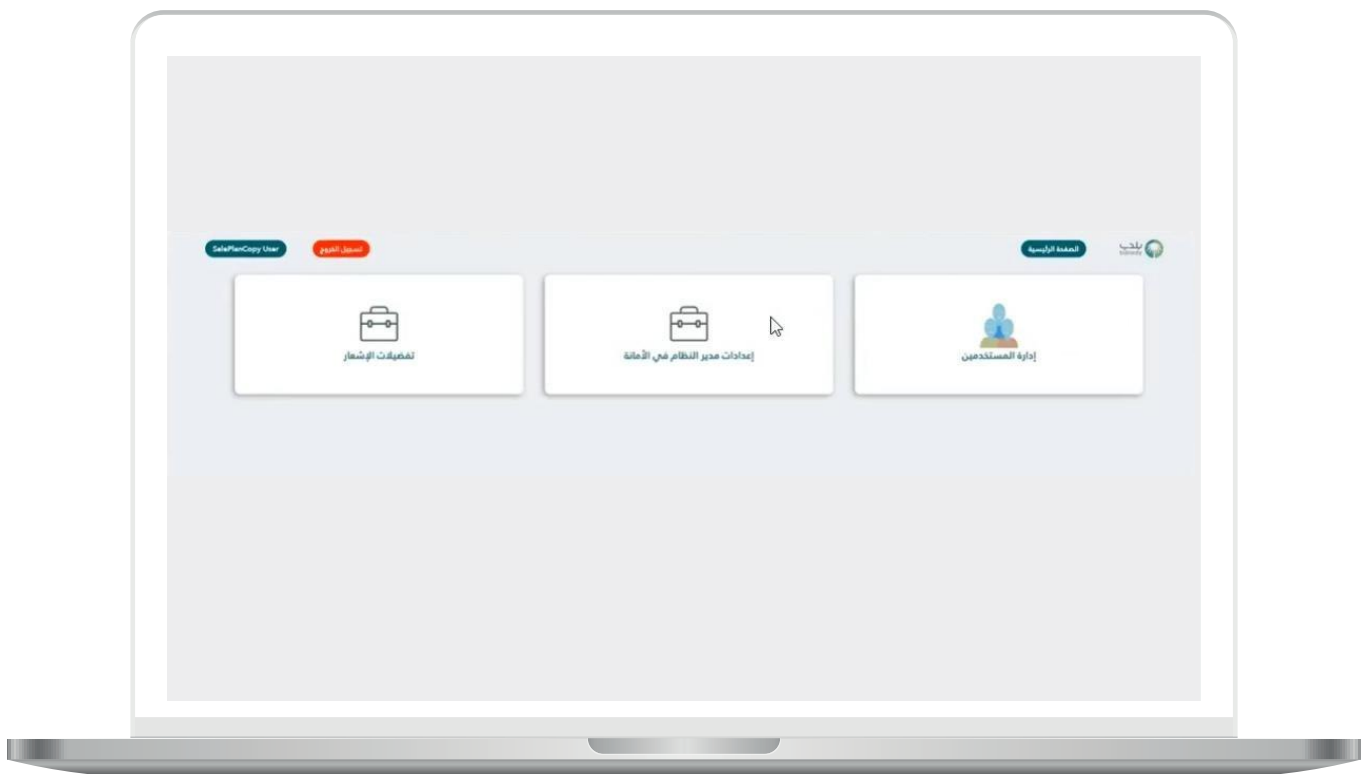
Click on (**Create New Account**)

fill in the required fields (**the Job Role, the National ID, the Mobile Number, the Email Address, etc.**), then click on (**Create**) button.
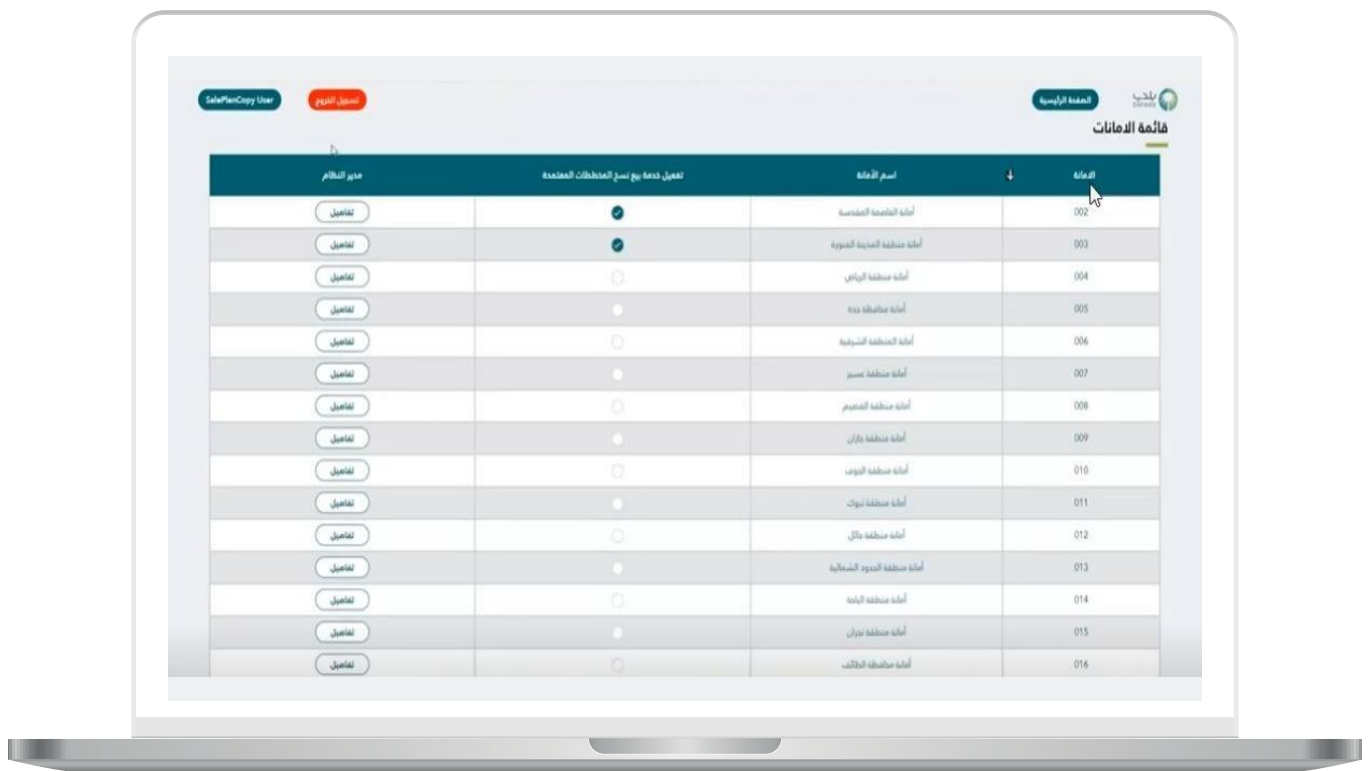
The new account will be created.

Municipality System Administrator Settings

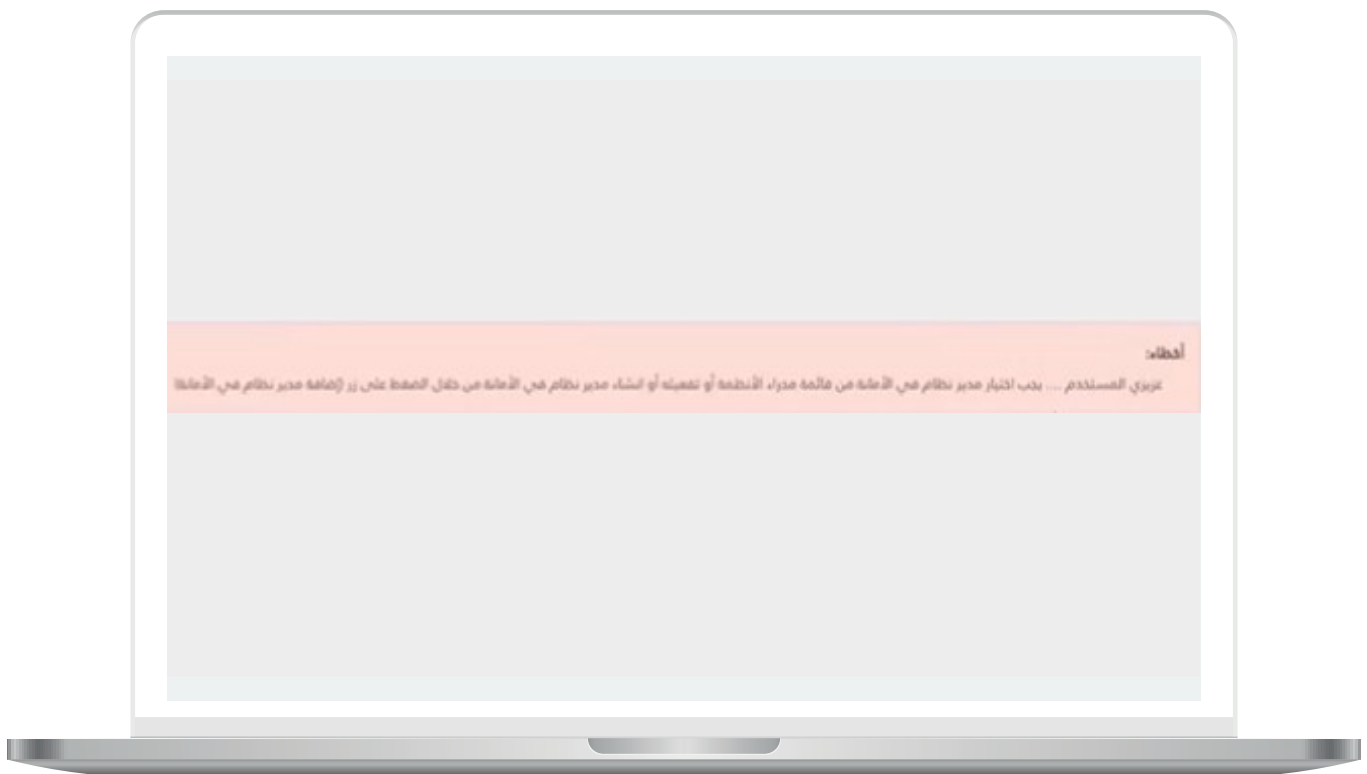To activate municipalities, click on the (**Municipality System Administrator Settings**).

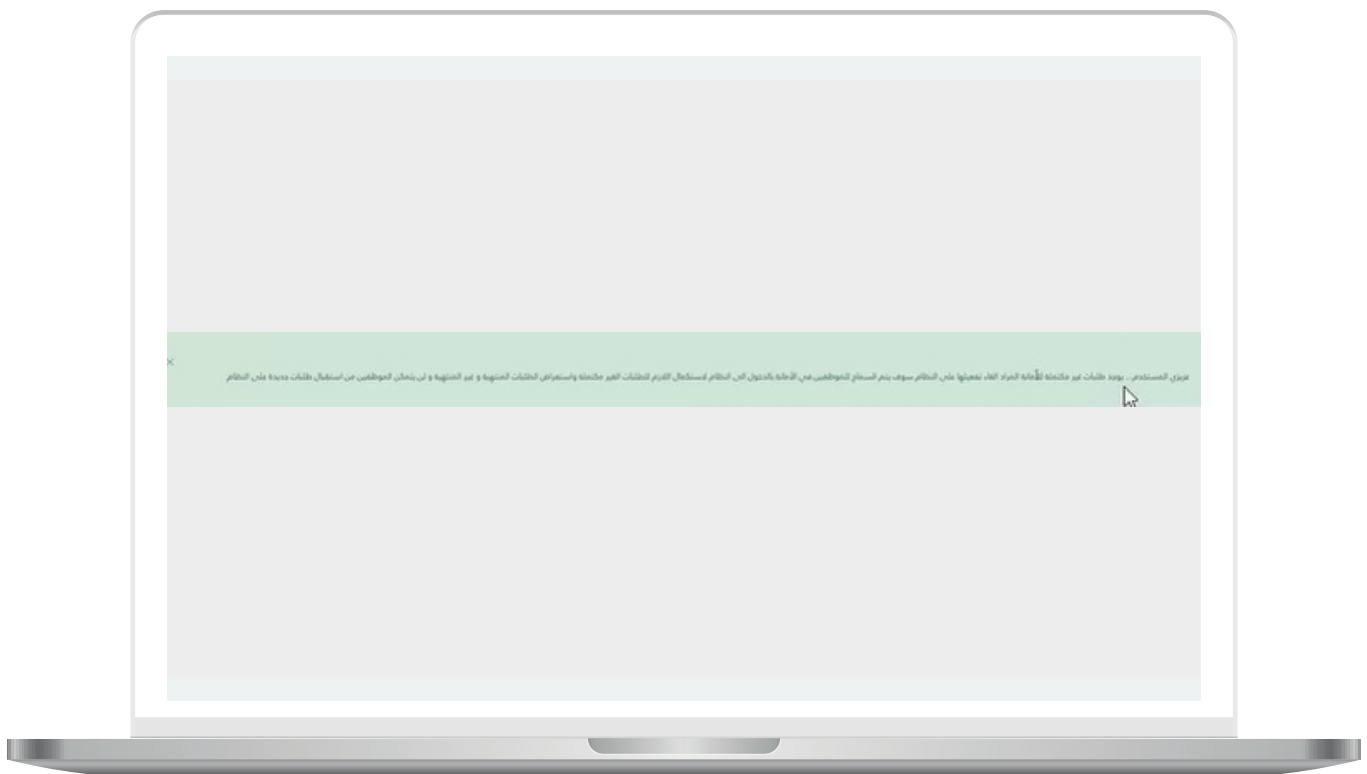The presence of a System Administrator for the municipality to be activated.

click on the (**Details**) button to preview (Municipality System Administrator   Details).

If the above condition is not met, a warning will appear stating (**No System Administrator Available for the Municipality**).
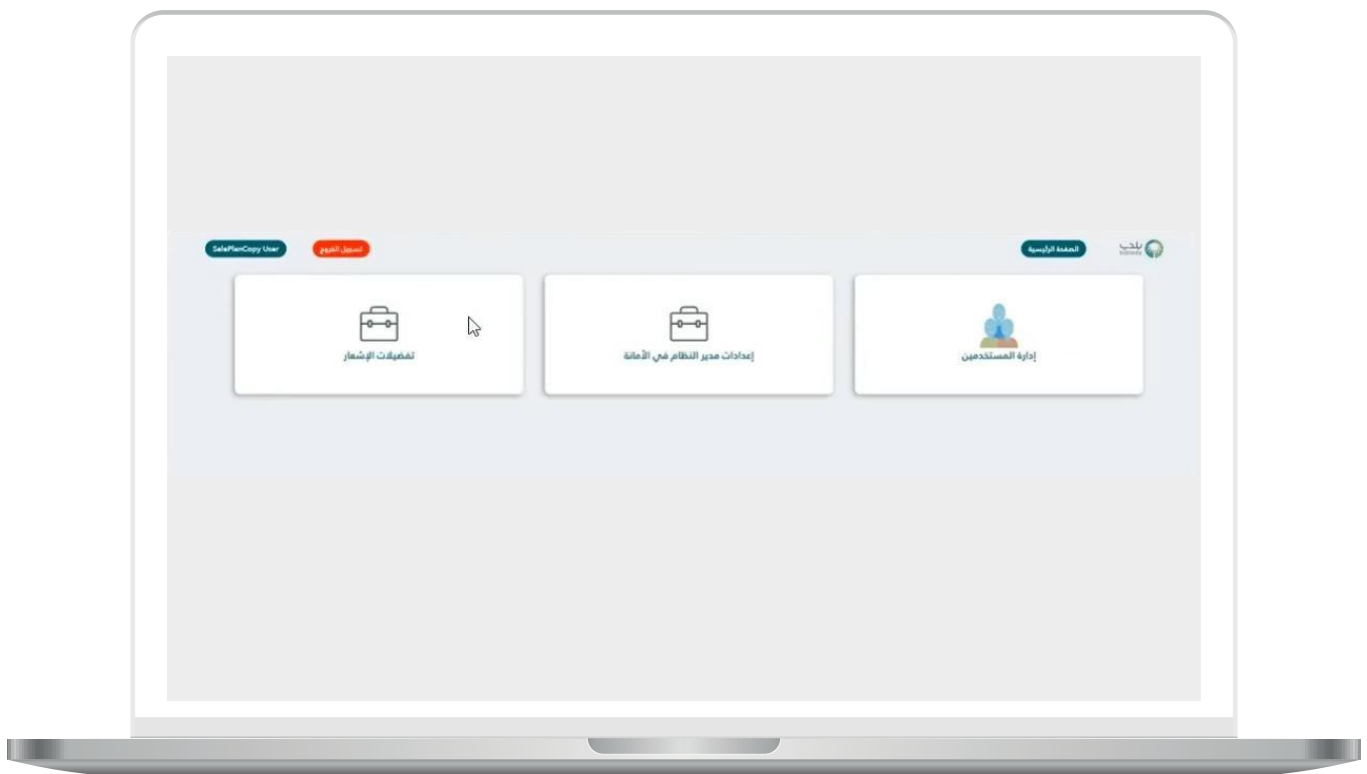
If the Ministry System Administrator wants to deactivate a specific municipality, a warning will appear indicating incomplete requests in the municipality.
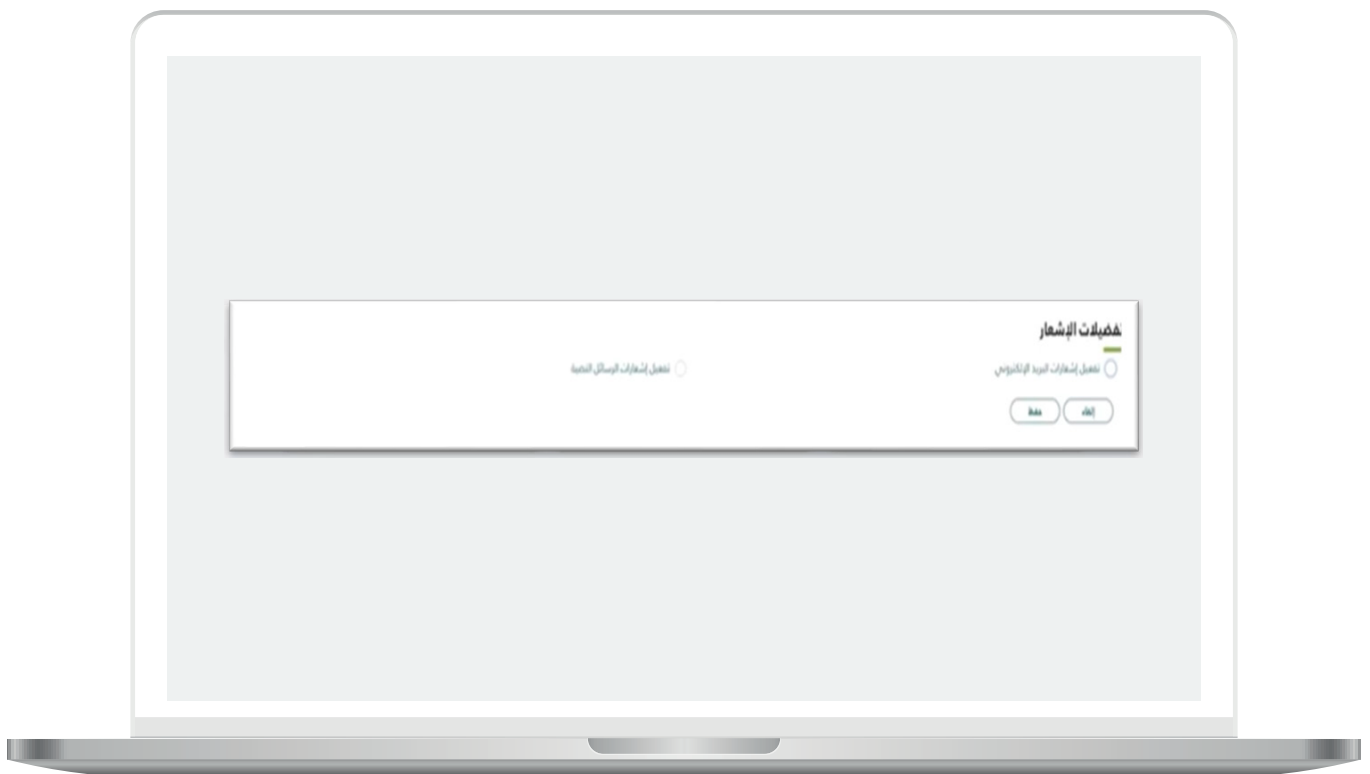
Notification Details

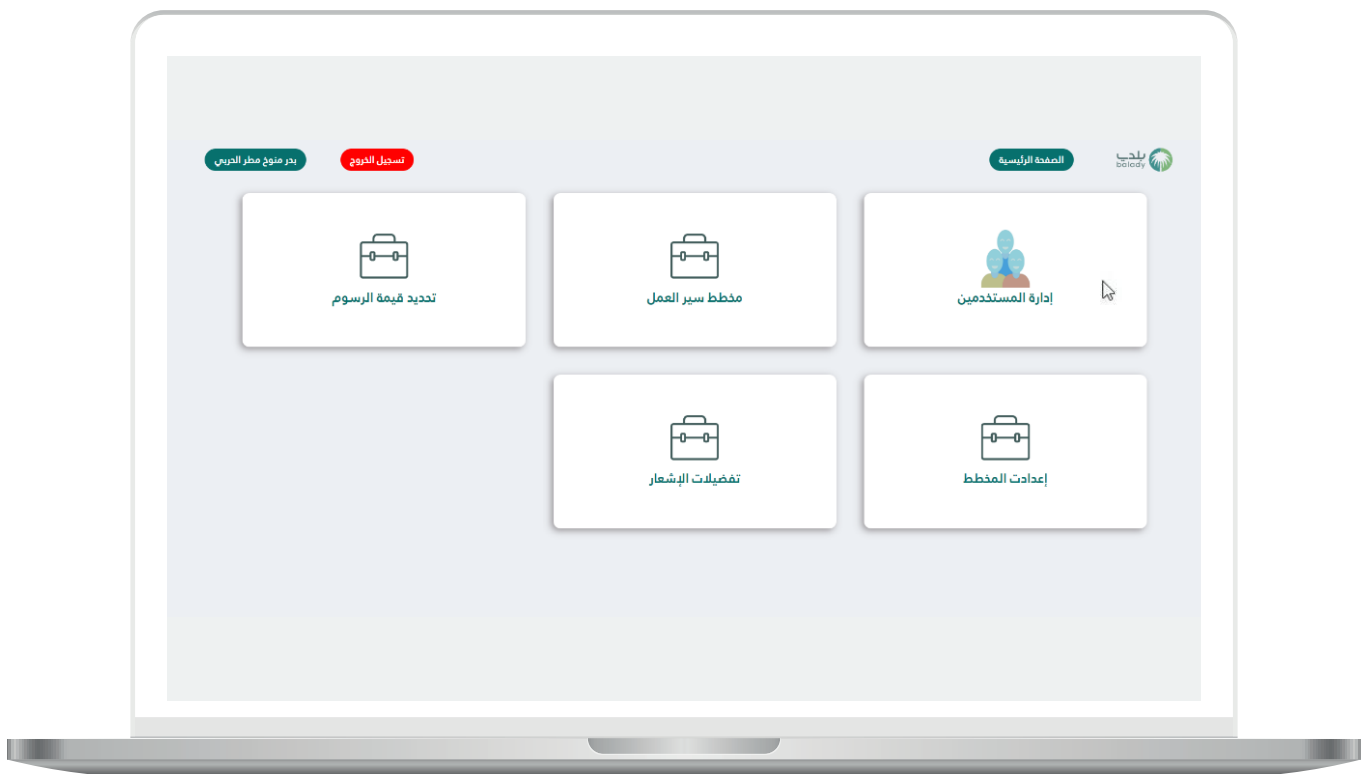When clicking the (**Notification Details**) button, notifications can be enabled and reviewed if available.

Notifications will be displayed on the following screen.

2)Municipality System Administrator

User Management Screen

Click on (**Users Management**).

Click on (**Create New Account**)

fill in the required fields (**the Job Role, the National ID, the Mobile Number, the Email Address, etc.**), then click on (**Create**) button.
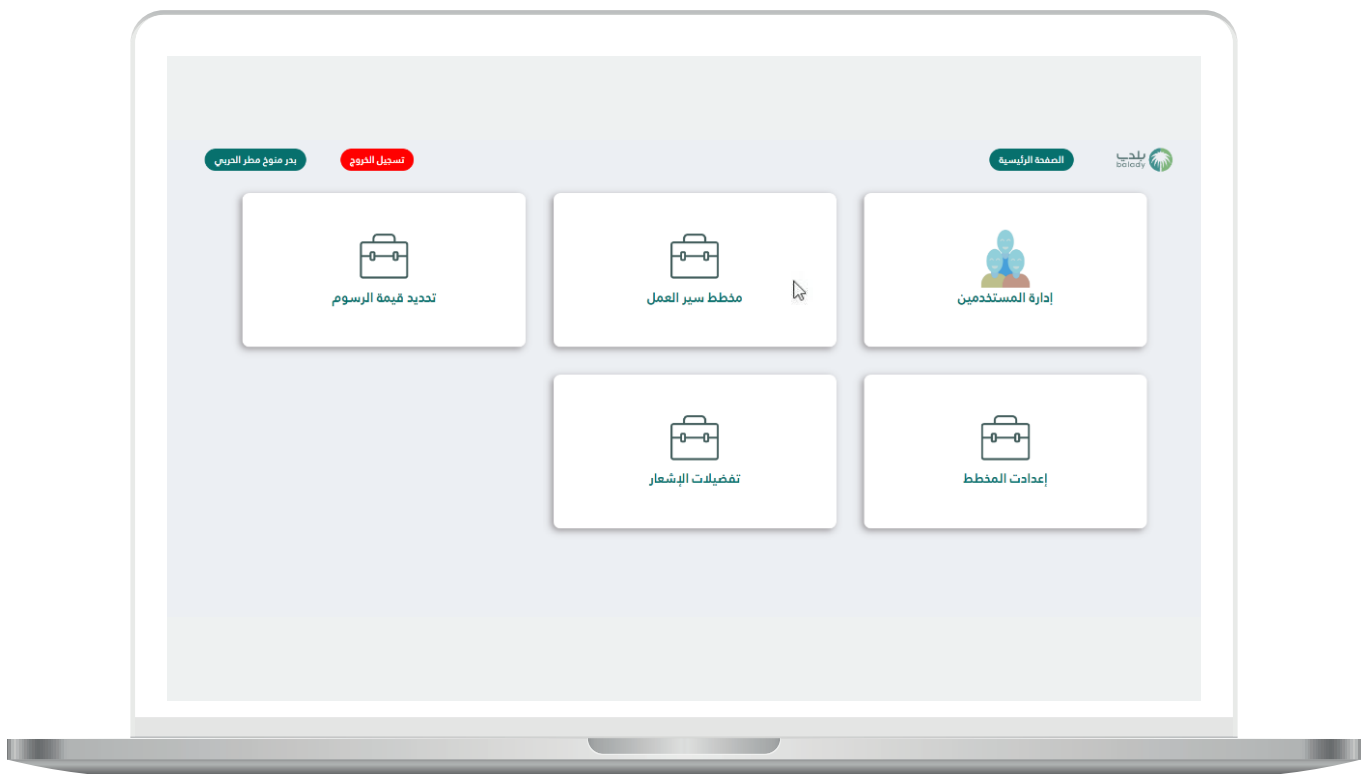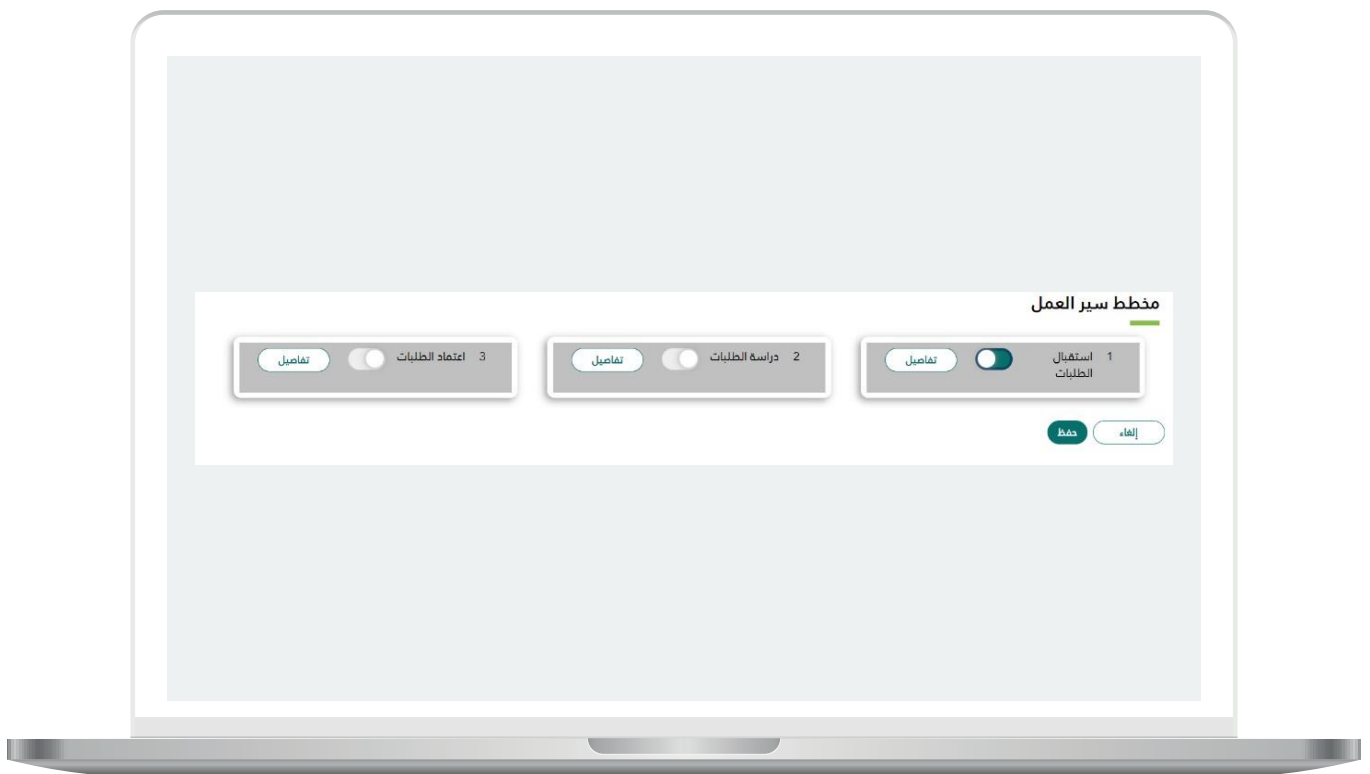
The new account will be created.

Workflow Diagram

To activate the workflow for requests, click on the (**Workflow Diagram**) button and activate the workflow for requests.
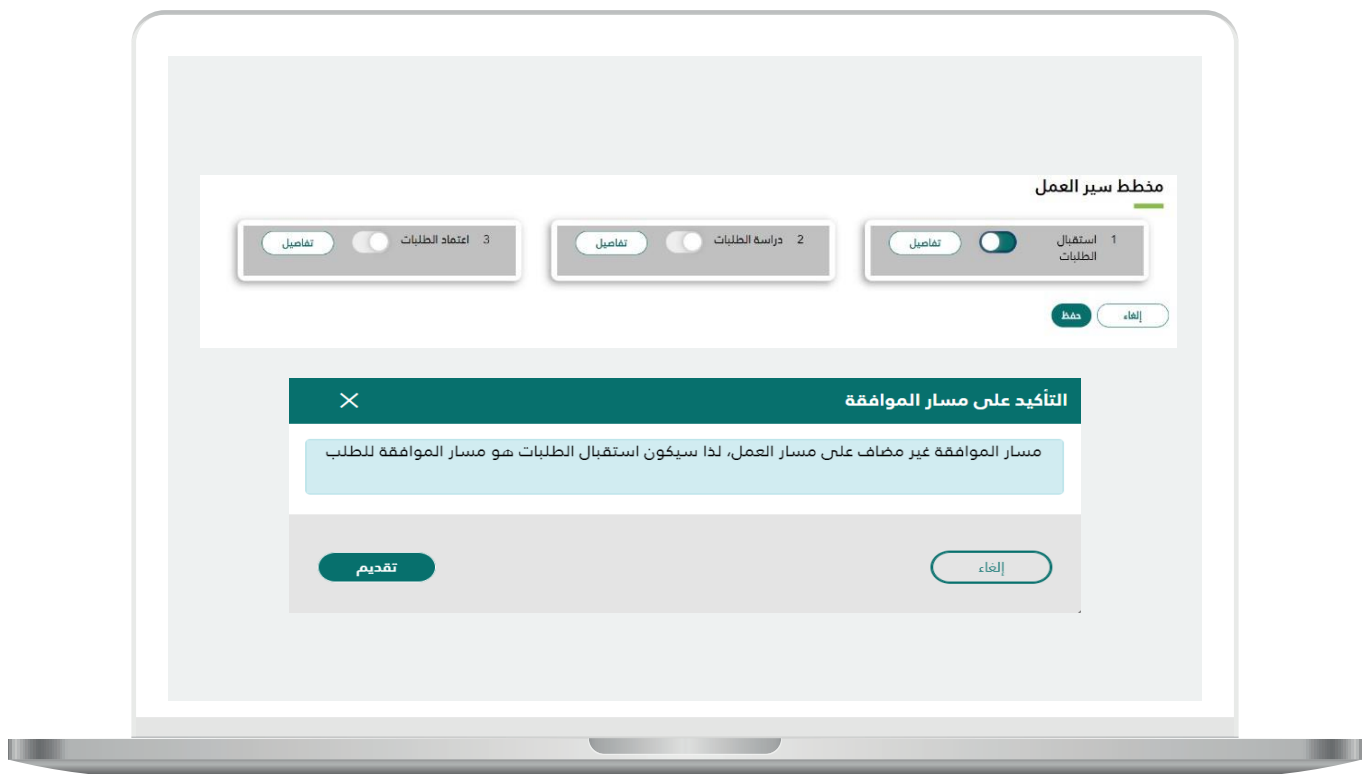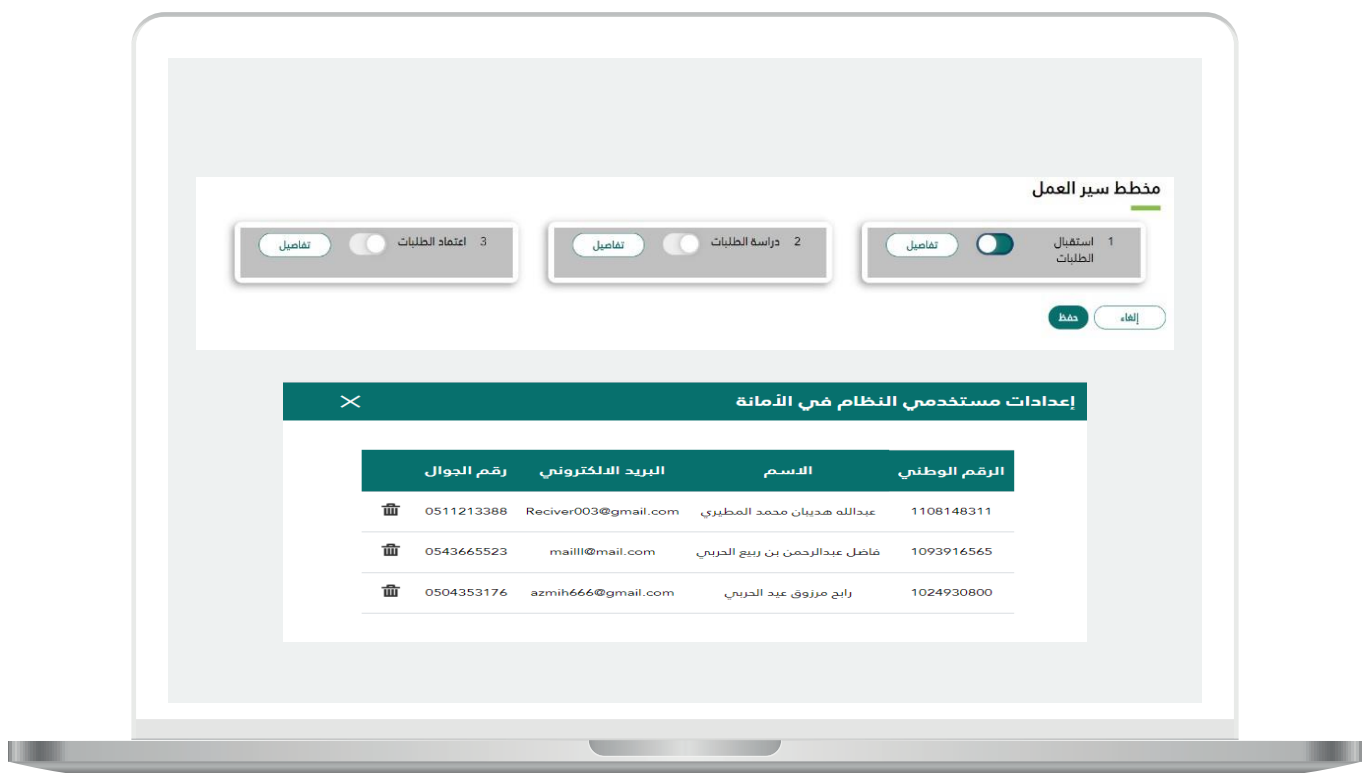
The screen will be display in the following order:

1) Request Reception.

2) Request Review.

3) Request Approval.

If only one step of the three is activated, the request will rely on the activated step, and a notification will appear stating this, as shown in the following image.

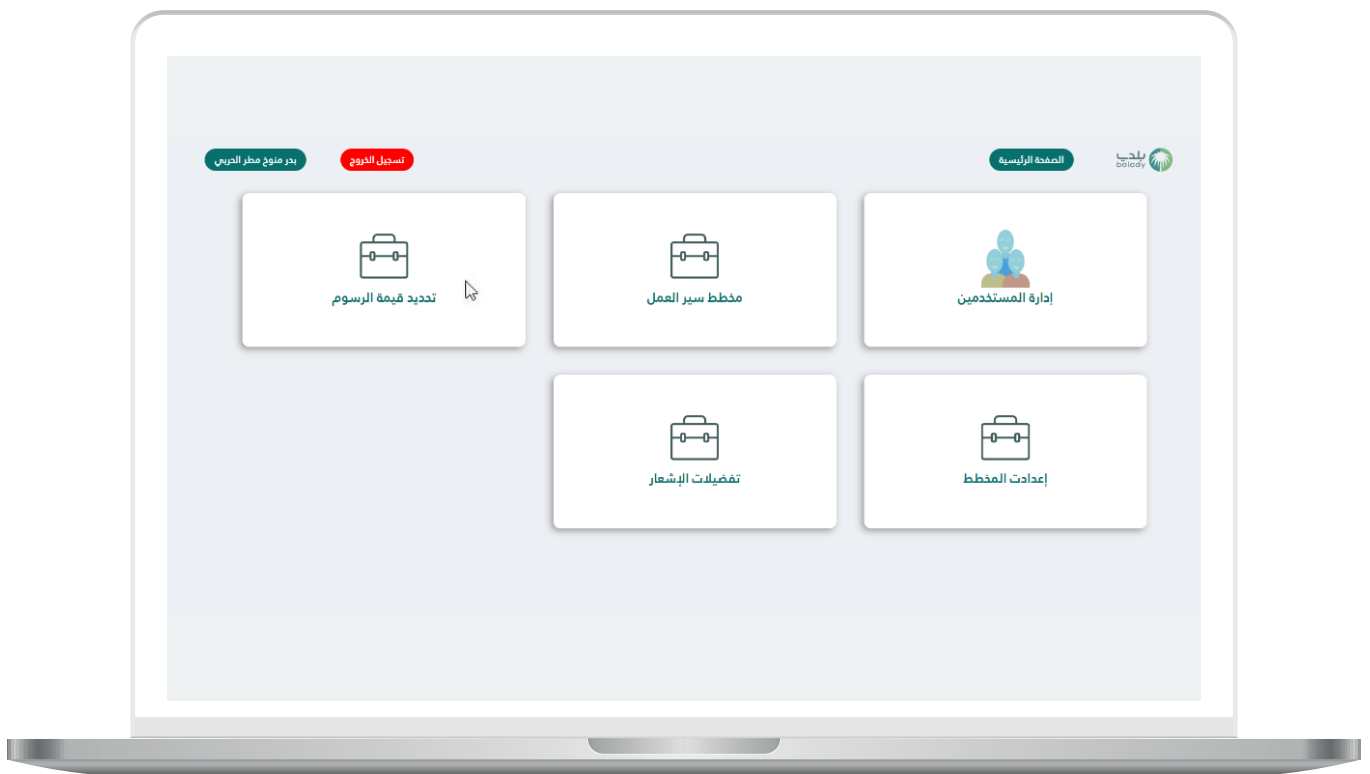Details of employees handling the specific role can also be displayed by clicking on the (**Details**) button.

Set Fees

When clicking the (**Set Fees**) button, the value of purchasing the land scheme copy will be set based on the type of applicant.
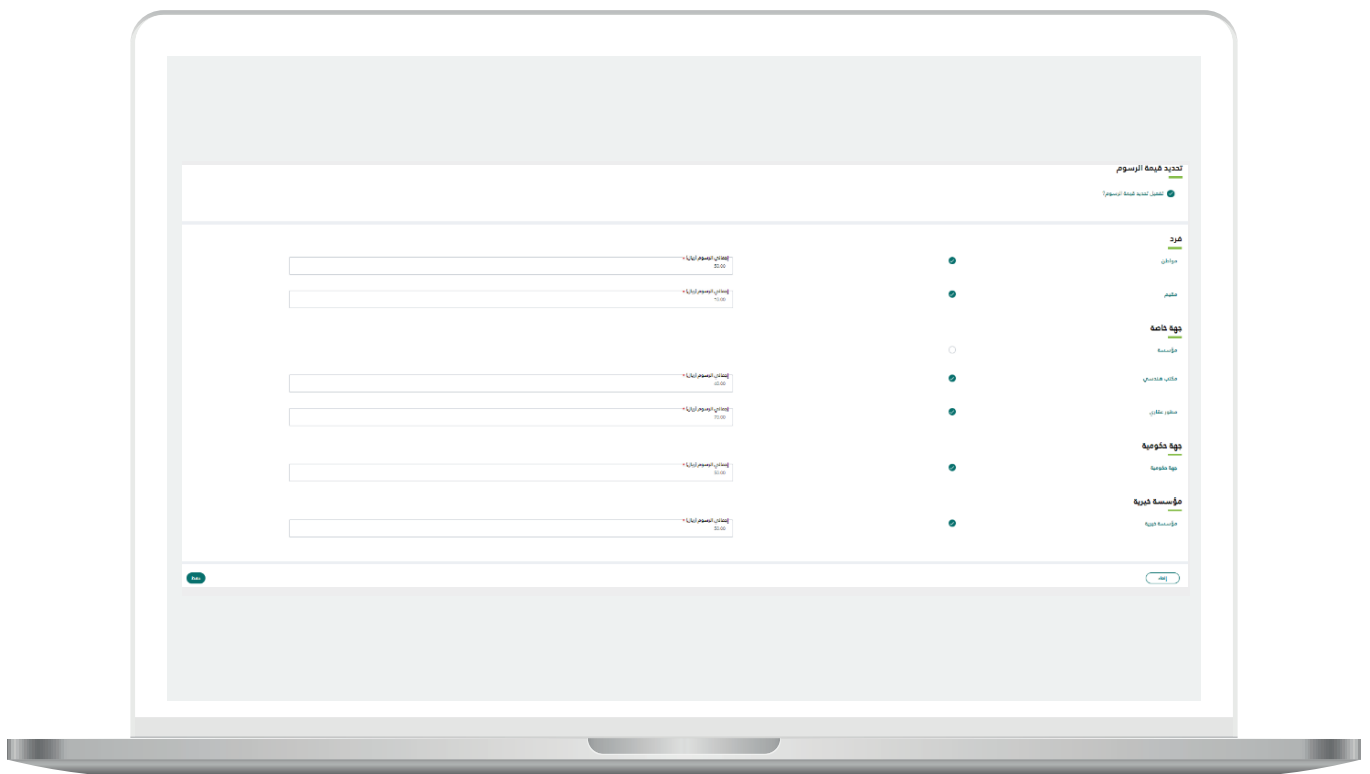
Types of applicants:

• Individual: Citizen, Resident.

• Private Entity: Company, Engineering Office, Real Estate Developer.

• Government Entity: Representative of a government entity.

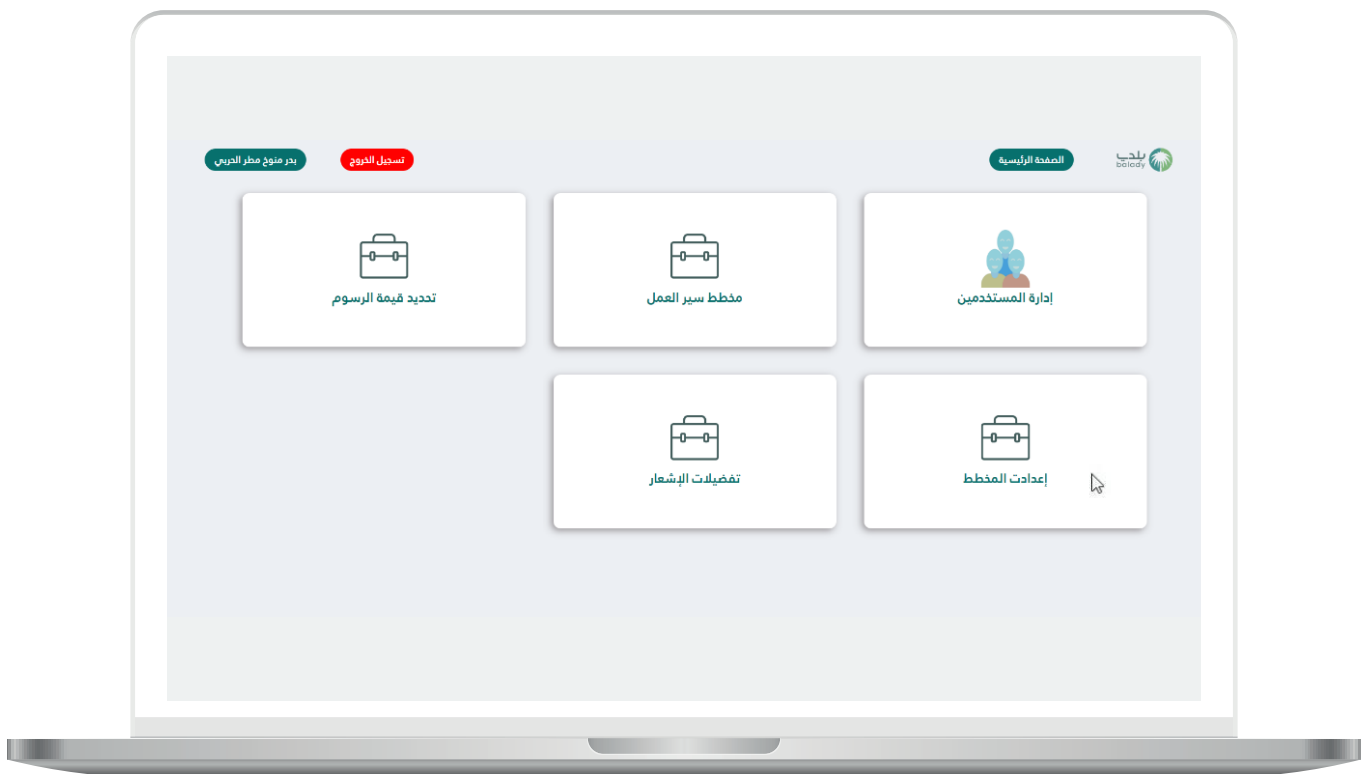• Charity Organization: Representative of a charity.

The total value of the fees for the schemes will be displayed according to the applicant type.

The municipality's system administrator can waive the fees entirely for the municipality and its types.
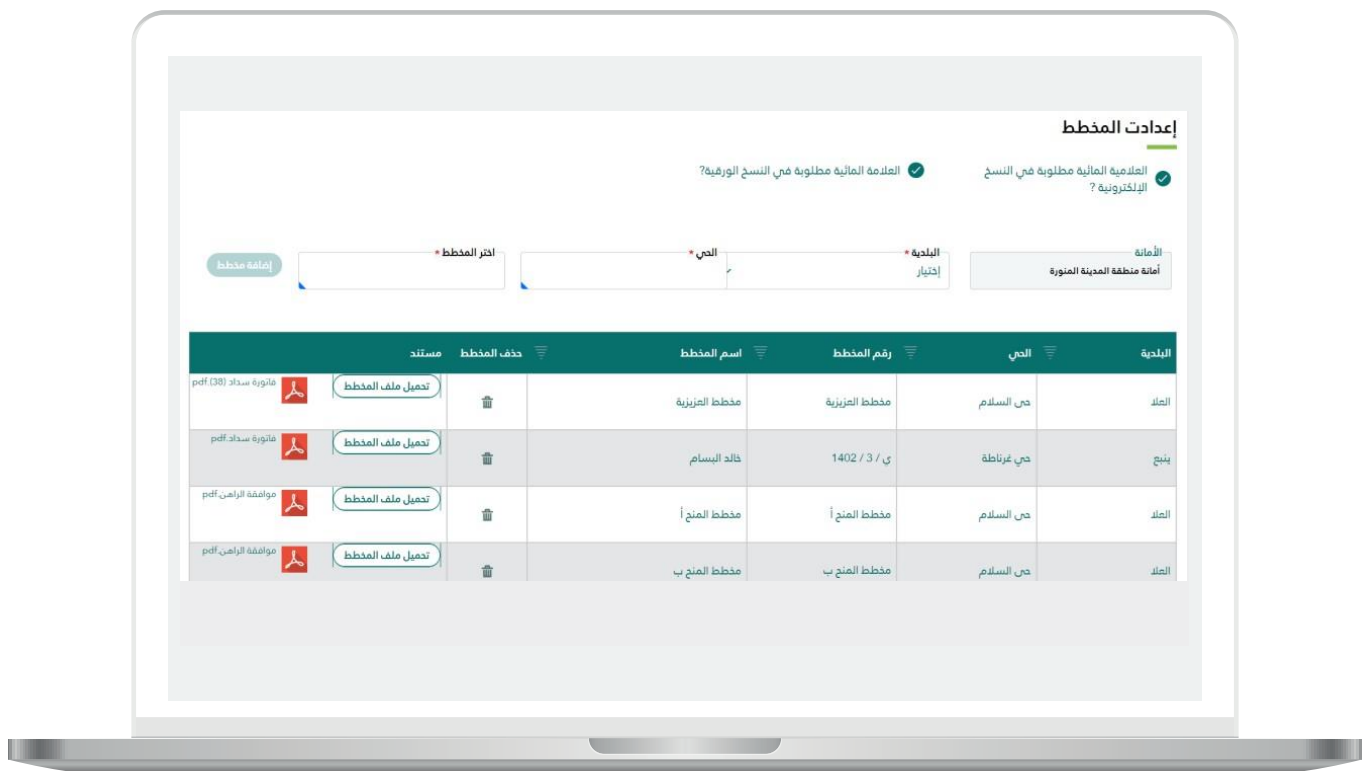
Land Schemes Settings

When clicking the (**Land Schemes Settings**) button, the system will allow the user to filter results through several fields.
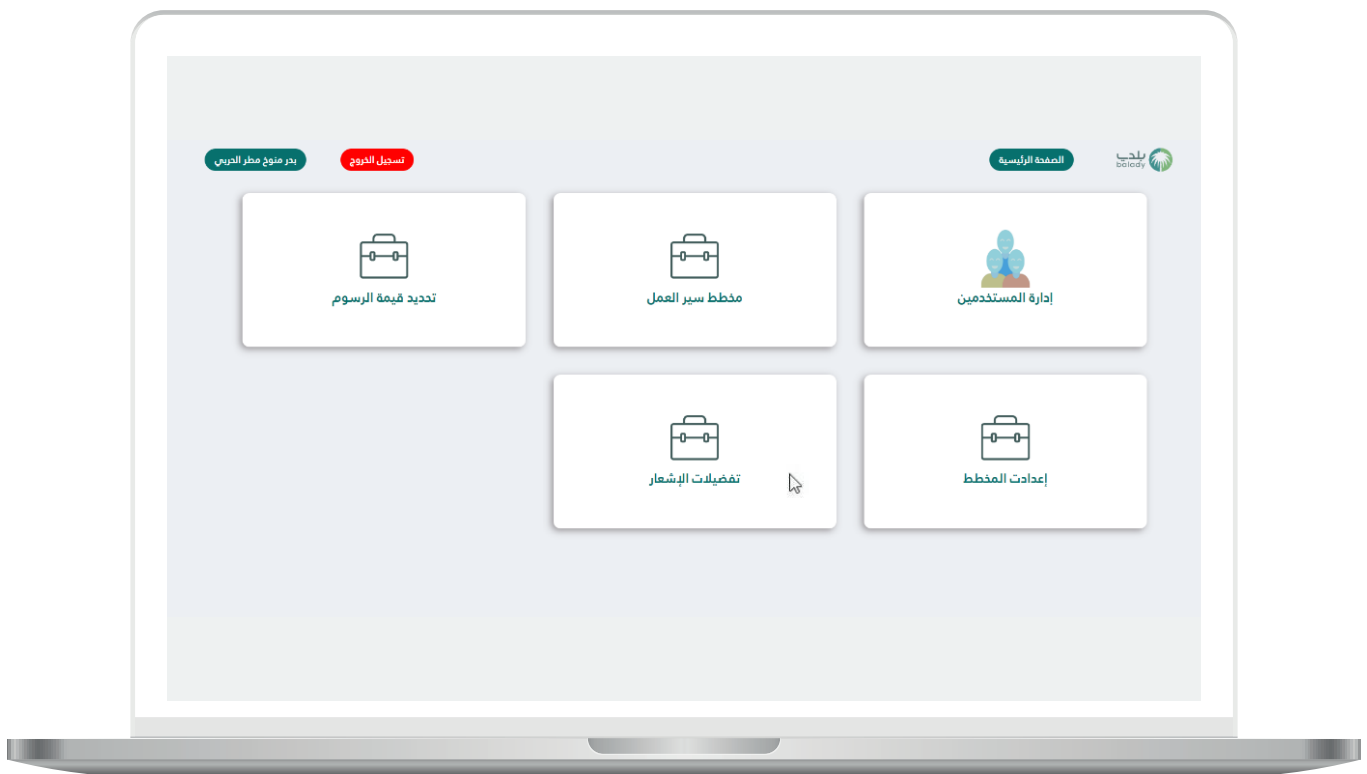
The screen will be display in the following order:

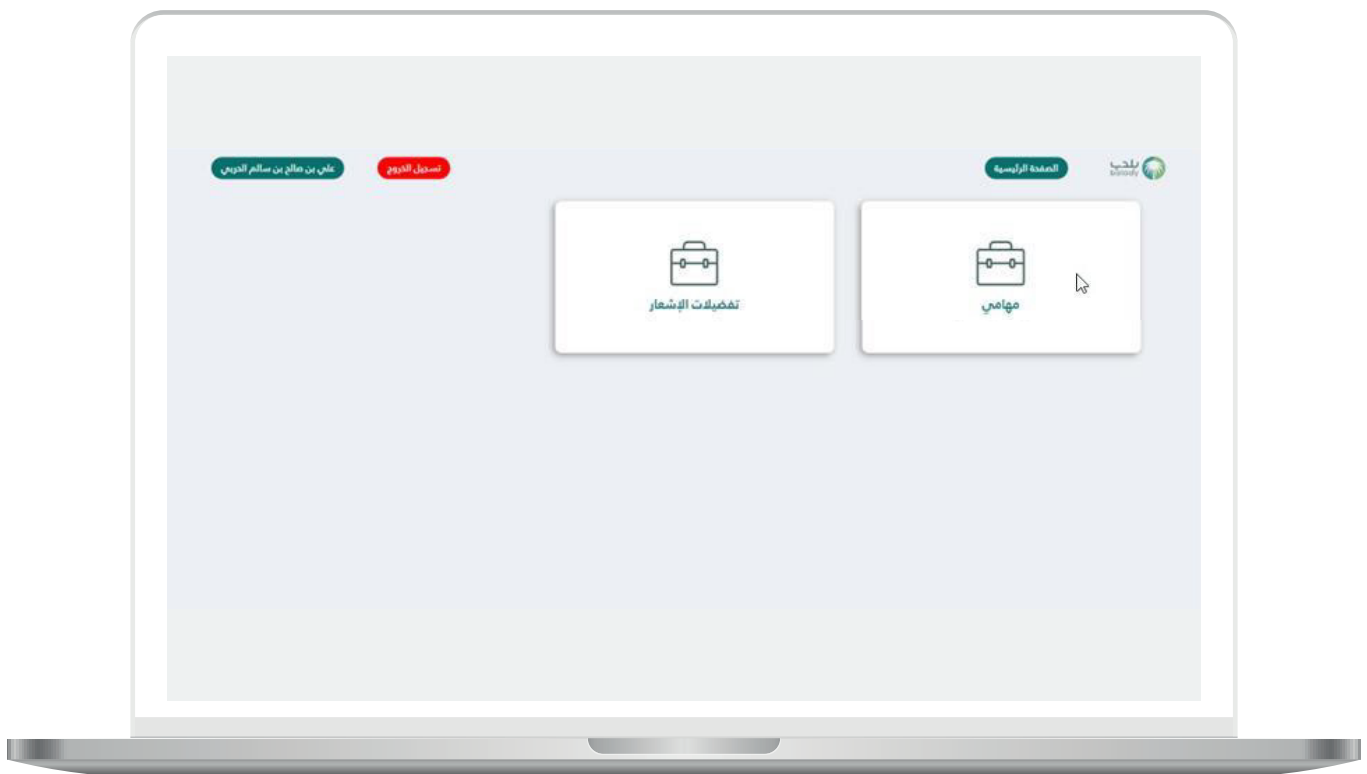1) Municipality.

2) District.

3) Land Scheme Name.

Notification Details

When clicking the (**Notification Details**) button, notifications can be enabled and reviewed if available.

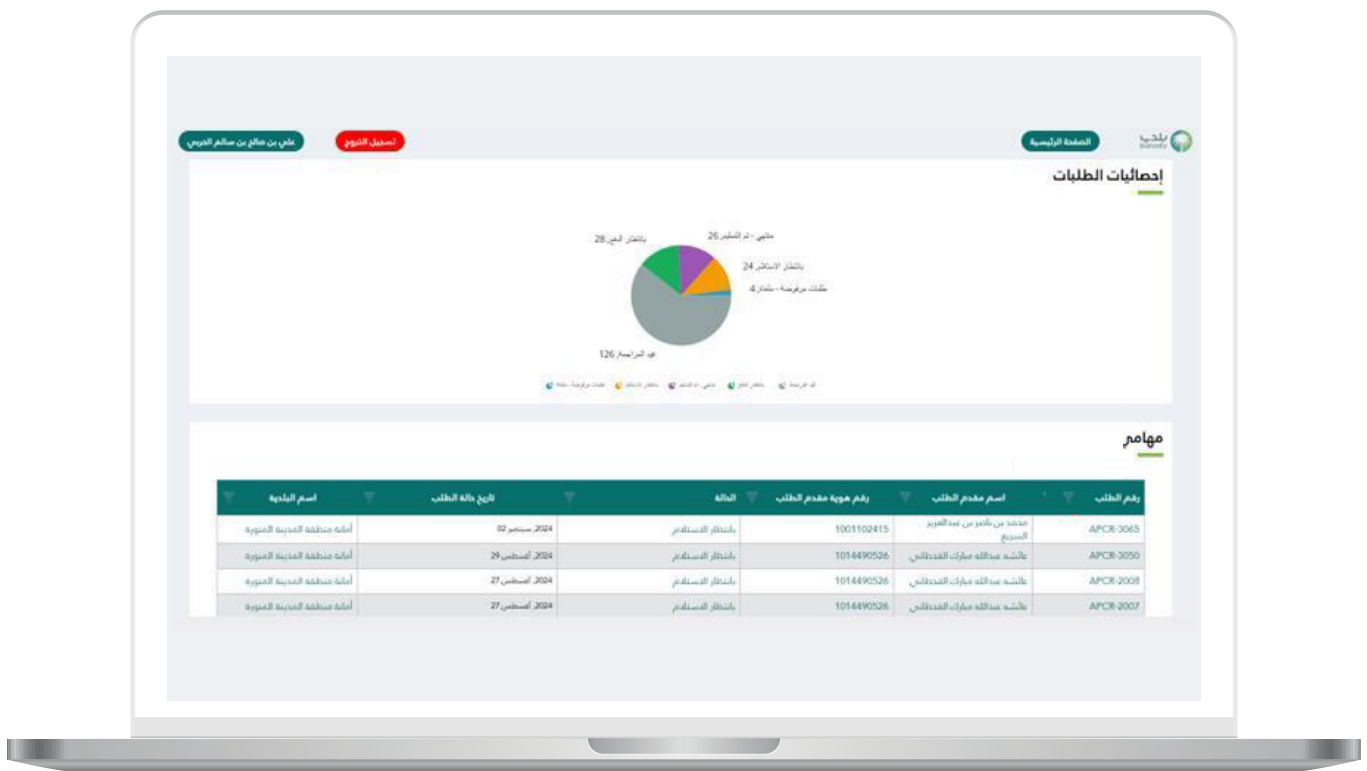## 3) Request Reception / Request Review / Request Approval

The system screens are similar for several users with the same procedures on the system, including Request Reception, Request Review, and Request Approval users. As previously explained, this is done through the municipality's system administrator in terms of settings based on the availability of users and the approval process for requests. This allows approval or rejection of the scheme requested by the applicant (**beneficiary**) according to the steps and screens below. After the user logs in with the appropriate permission, the available buttons will appear on the screen, as shown in the following screenshot.

My Tasks

After selecting the My Tasks screen, the system displays statistics of requests and a table of tasks (**My Tasks**) that the user needs to handle, as shown on the following screen.

Requests that require action by the user will be displayed. The user can click on the request number in the My Tasks table to proceed with the required actions.

The request screen will then appear, containing the details of the applicant (**Beneficiary**) and the list of specific land schemes intended for purchase. The system allows the user to either approve or reject each scheme individually, as shown on the following screen. The user must specify the reason for rejection if a scheme requested by the applicant (**Beneficiary**) is rejected.

Note 1:

When a plan is rejected by a user, considering the workflow order of requests, subsequent users will not be able to approve the previously rejected request.

Example:

The request will proceed according to the settings of the Municipality System Administrator:

1) Request Reception. 2) Request Review. 3) Request Approval.

If a plan is rejected by the Request Reception user, the Request Review and Request Approval users will not have the option to approve or reject it. The scheme will be considered rejected for sale. Additionally, if a Request Review user rejects a plan after it has been approved by the Request Reception user, the Request Approval user will no longer have the option to approve or reject the scheme. The scheme will be considered rejected for sale to the beneficiary.
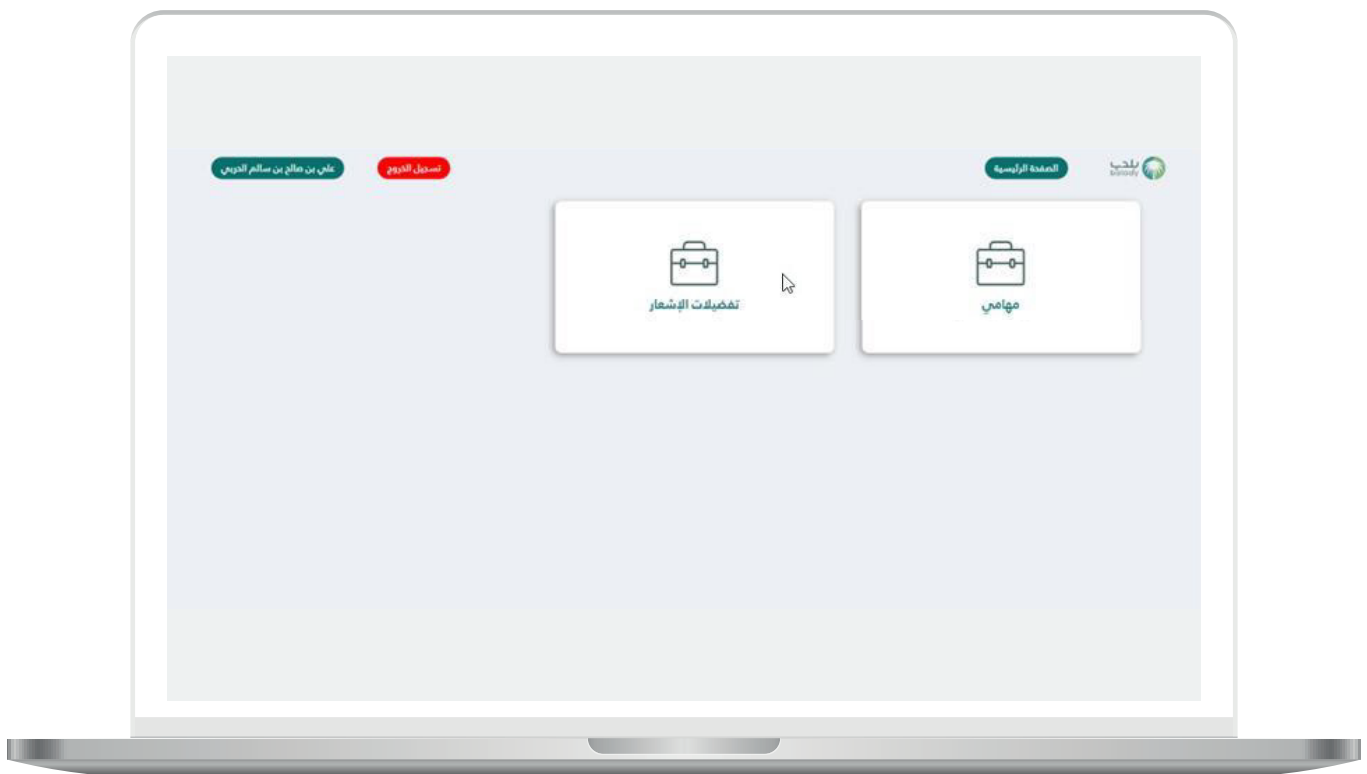
Note 2:

For requests that are approved only, a notification will be sent to the beneficiary's mobile or email (**based on their settings**) with the payment number. The invoice will include only the schemes that have been approved, and the amount will reflect the fees specified and added based on the applicant type, as determined by the Municipality System Administrator user.
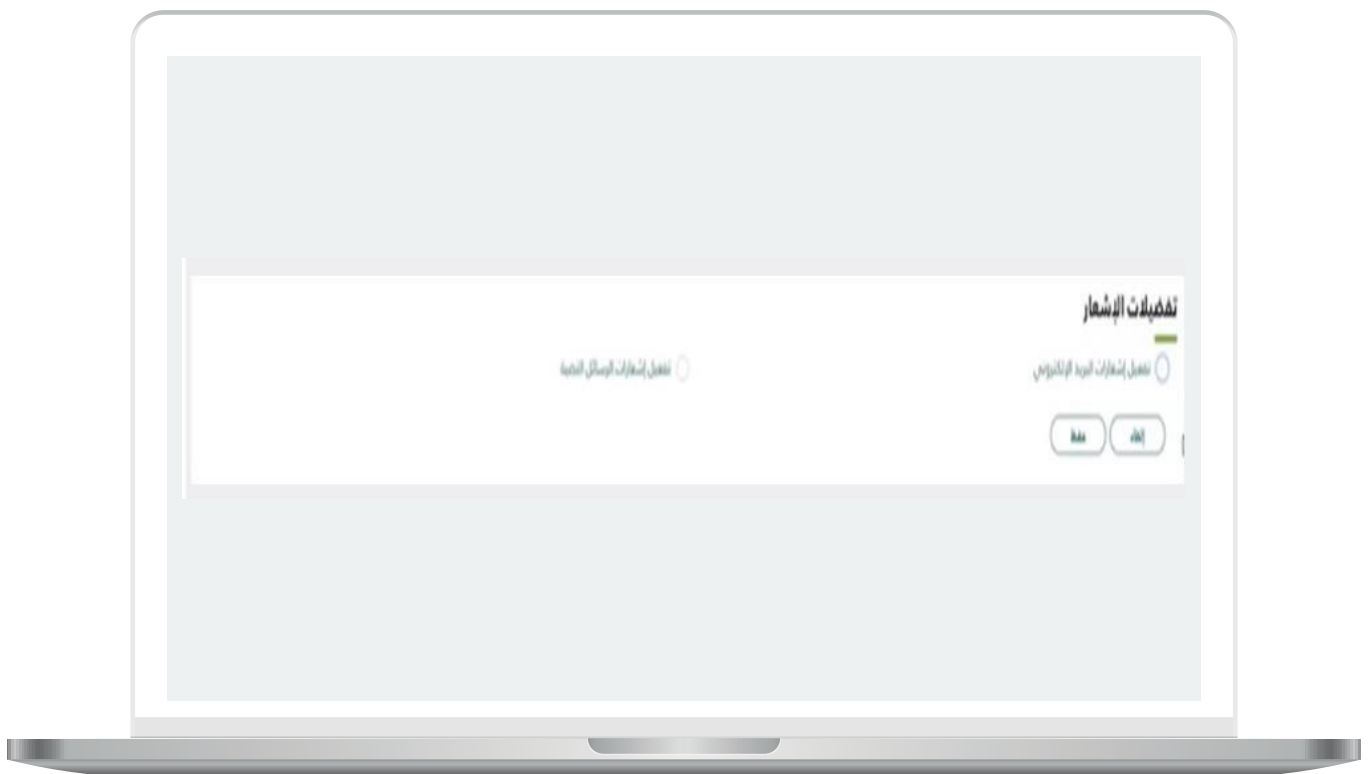
Notification Details

When clicking the Notification Details button, notifications can be enabled and reviewed if available.
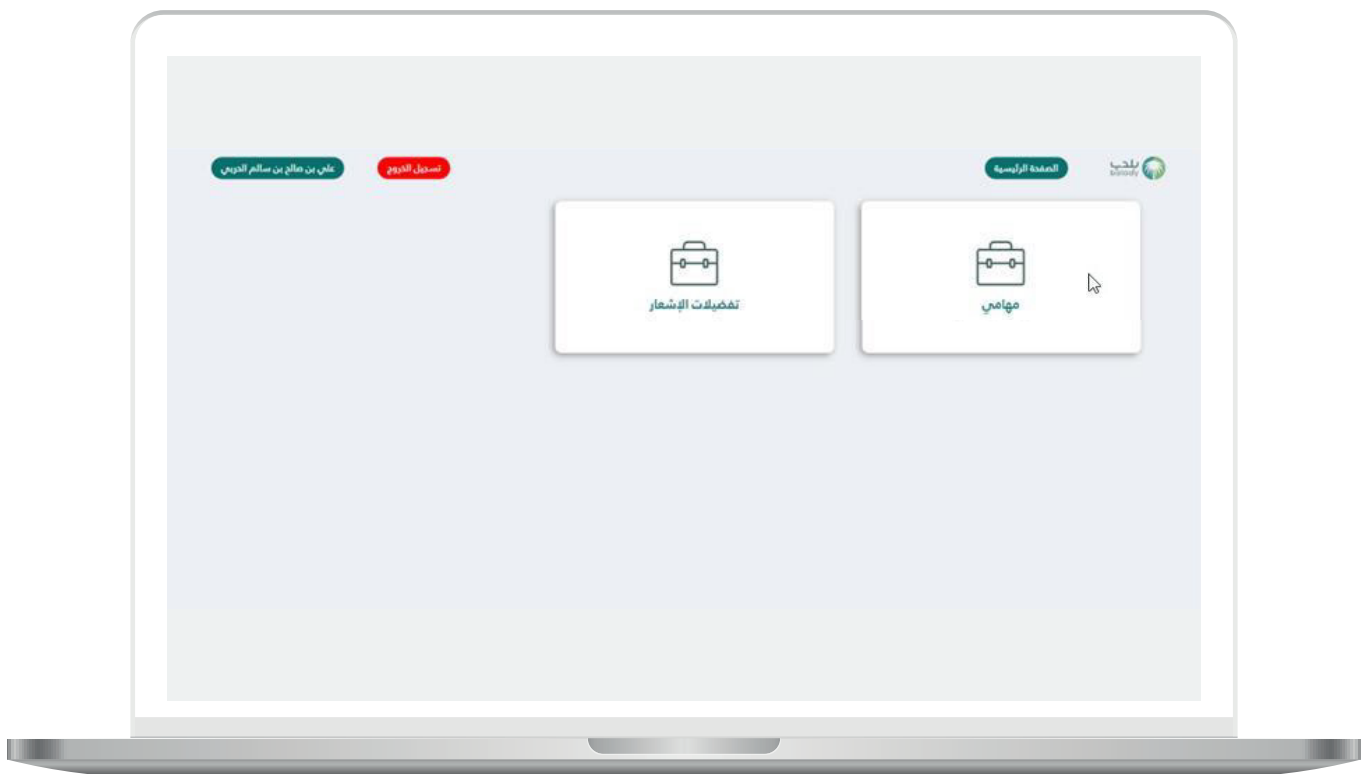
Notifications will be displayed on the following screen.

4) Archive Staff

If the beneficiary requests to receive the invoice in person, the archivist will see all requests with their statuses that were requested for manual delivery.
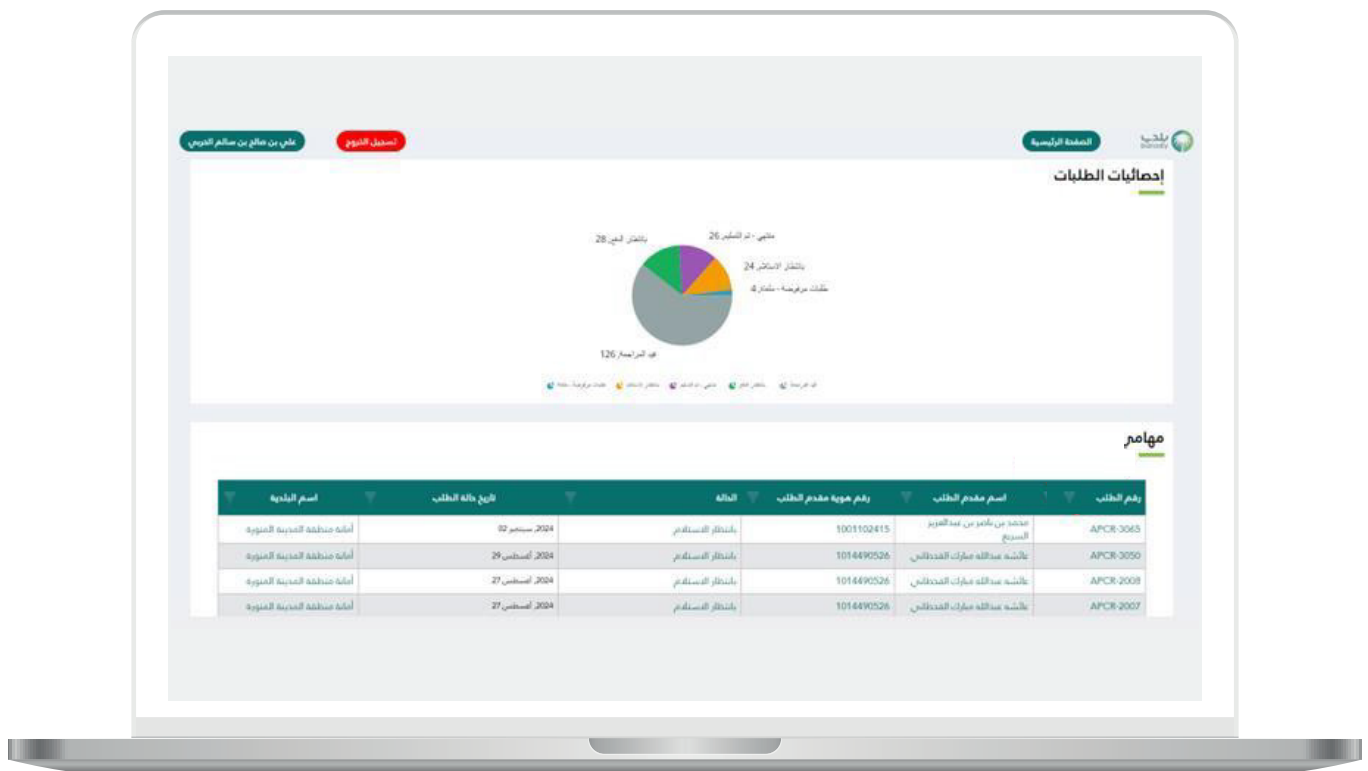
When clicking on the request number, the following will be displayed:
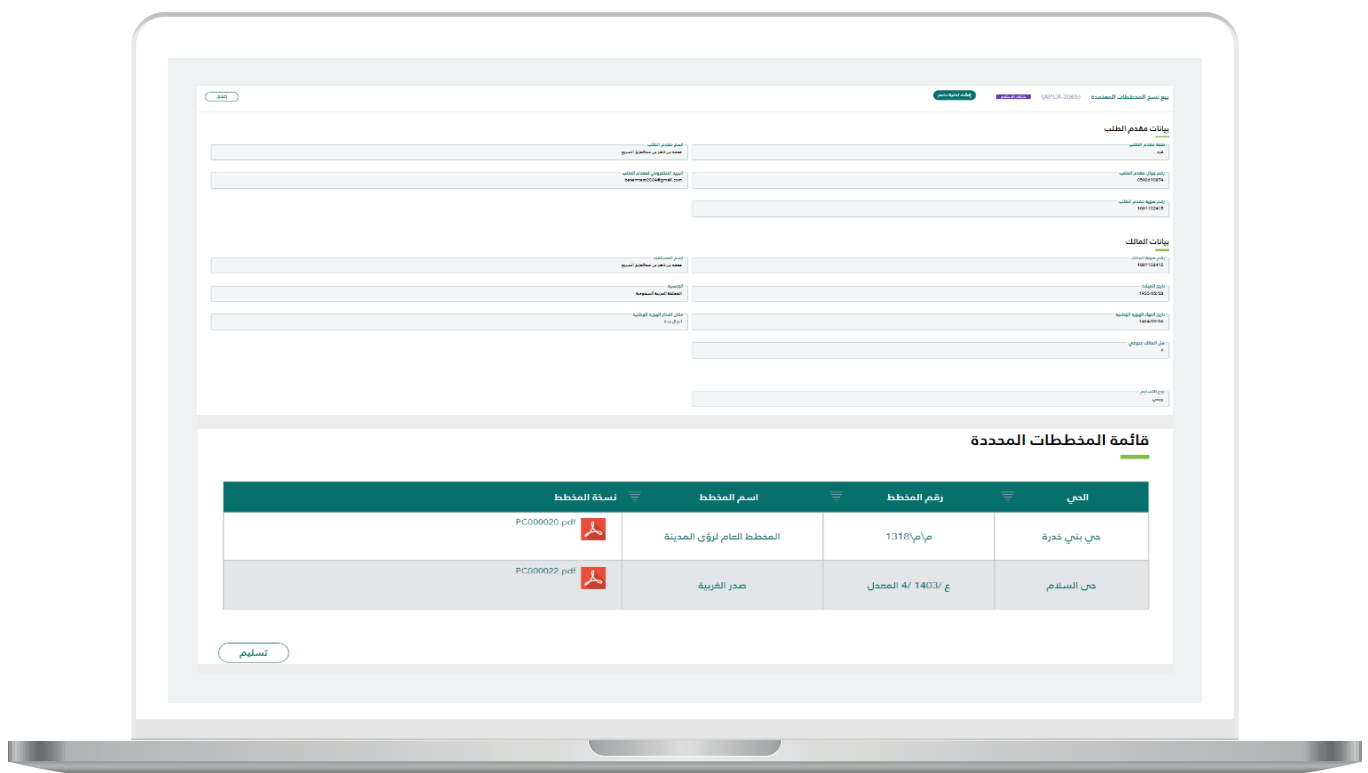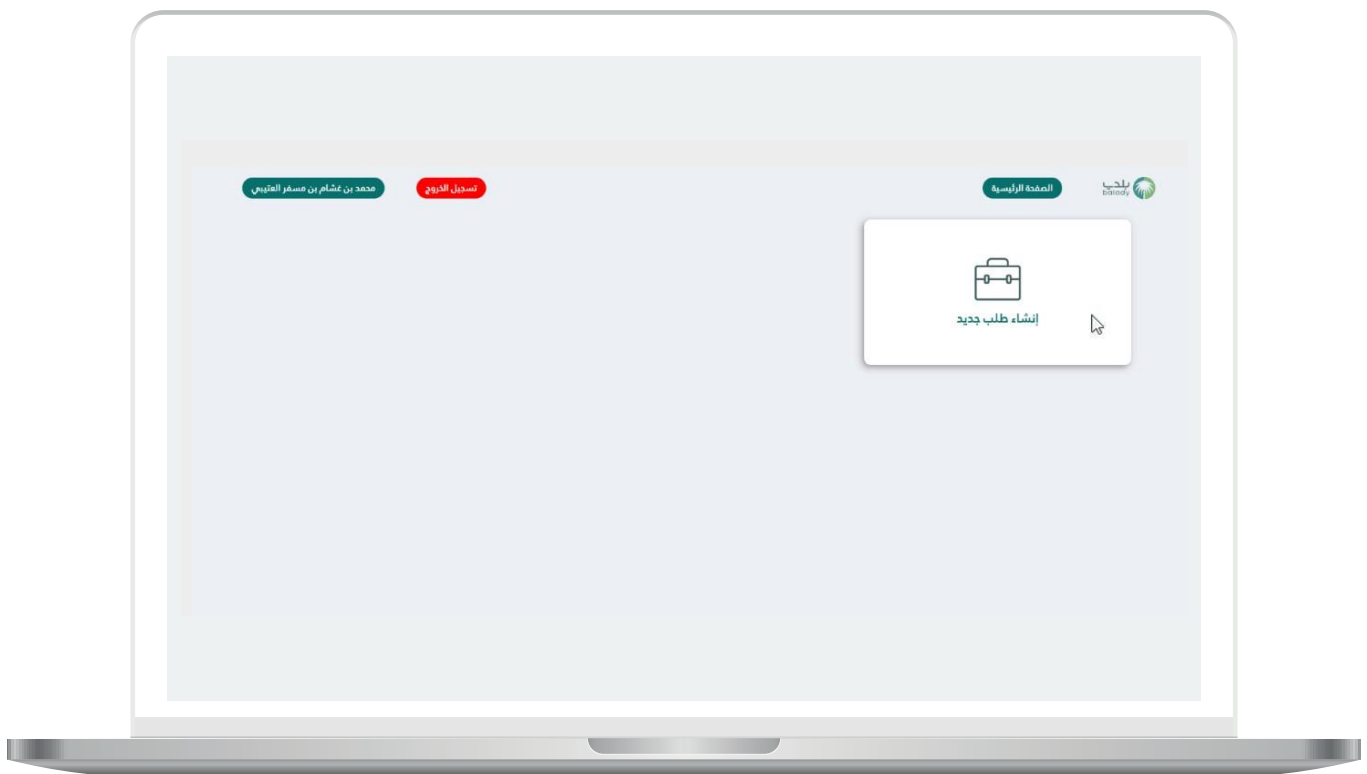
1) Details of the service provider.

2) Owner details.

List of selected schemes.

Details of Notifications

When clicking the (Notification Details) button, notifications can be enabled and reviewed if available.

5) Beneficiary Services Staff

The system enables the Beneficiary Services Staff user to submit requests for selling copies of approved schemes to the municipality, helping beneficiaries apply for the service within the ministry.

After logging into the system successfully, the following screen will be displayed.

The user clicks the (**Create New Request**) button.

The user must enter their National ID and Date of Birth correctly to retrieve accurate information electronically via the integration with the National Information Center.

If the data entered is incorrect or mismatched, the system will display an error message. The following screenshots show error messages and the beneficiary's details screen after retrieving the data correctly.

A screenshot of the error message.

A screenshot of the beneficiary's details screen after retrieving the data correctly.

The user must specify the Applicant Type as shown in the previous screen (**Individual, Private Entity, Government Representative, or Charity   Representative**).

After specifying the applicant type and completing the details according to their type, and proceeding to the next step, the system will display the Scheme Details step.

This includes the applicant's details, such as the Mobile Number and Email Address, which the user must verify by clicking the Verify button after entry. A verification code will be sent to the mobile or email based on the user's selection and entry.

The user must specify the Delivery Type (**Electronic or Paper**) as illustrated on the following screen.

The user must select the Municipality (**mandatory field**) and optionally the District to display the list of plans available under the municipality and district based on the selection, as shown on the following screen.

☎ |199040 Direct Contact Number
🐦 |@Balady_CS Customer Service