وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for the Service

My Requests

Beneficiary Copy

المحتويات

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My Requests - City Service Providers Classification

This document explains the details of the following service:

- My Requests - City Service Providers Classification

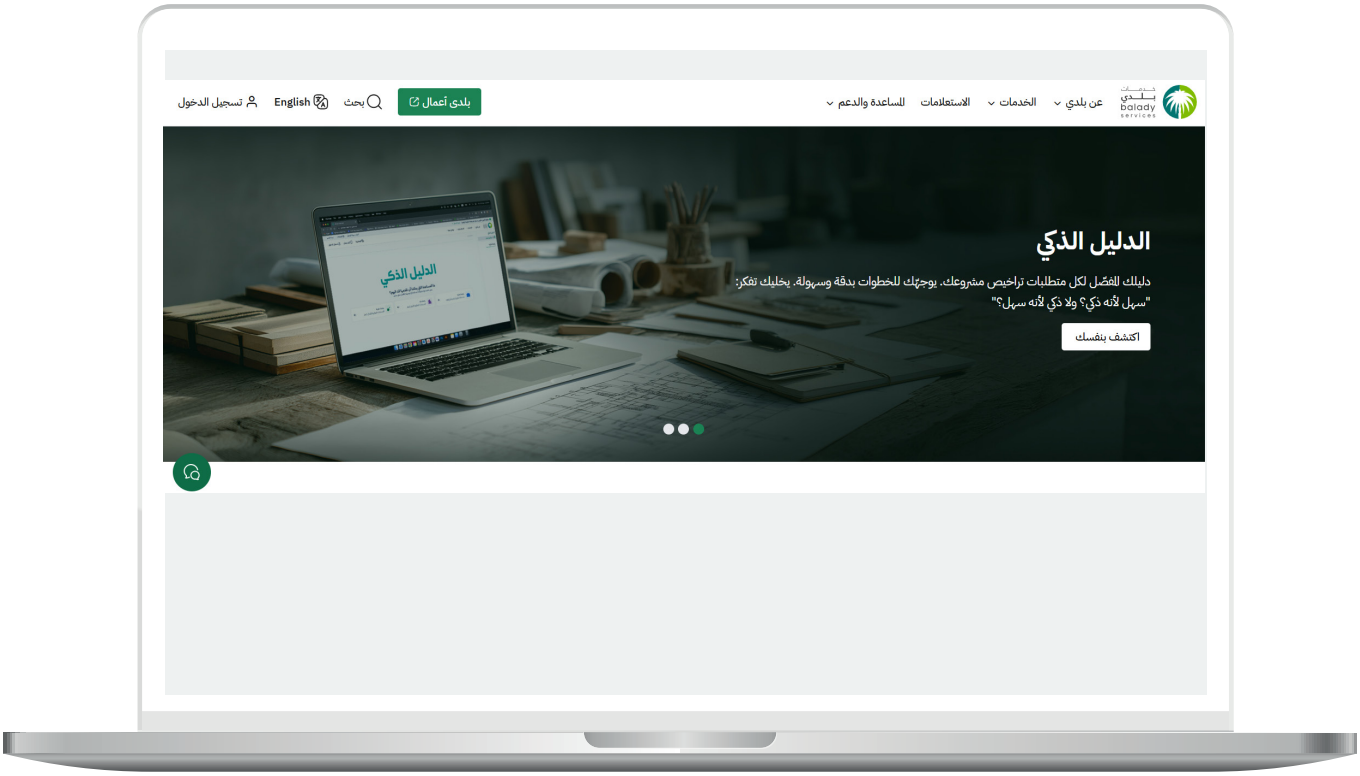
Users to Whom This Document Is Addressed

Establishments that carry out activities subject to classification in the following fields submit a classification request to enable them to provide their services after obtaining the Classification Certificate.

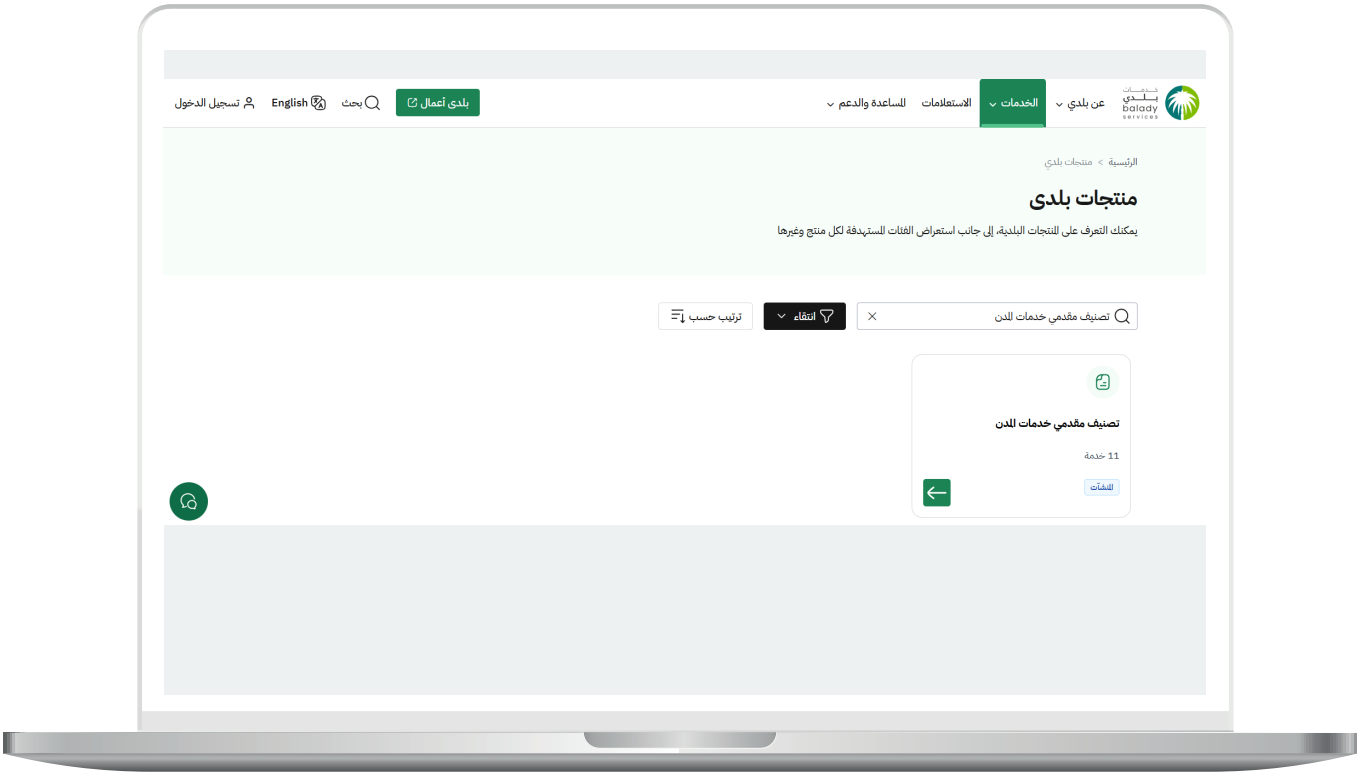
Establishment	1. Construction and Building.
	2. Operation, Maintenance and Services.
	3. Nutrition and Catering.
	4. Exhibitions and Conferences.
	5.Telecommunications and Information Technology.
	6. Real Estate Development.
	7. Engineering Offices.
	8. Surveying and Geospatial.
	9. Cybersecurity.

Logging In to the System

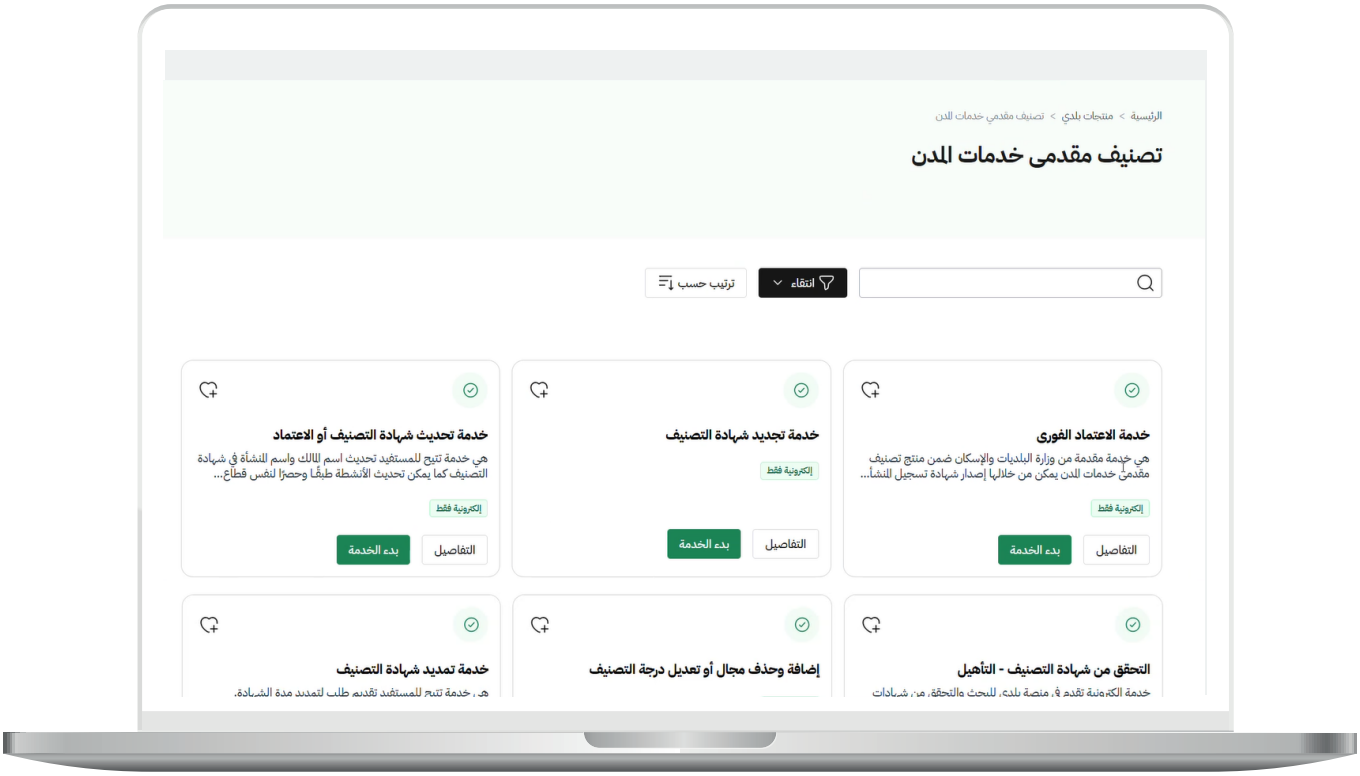
1) The User accesses the Balady platform.



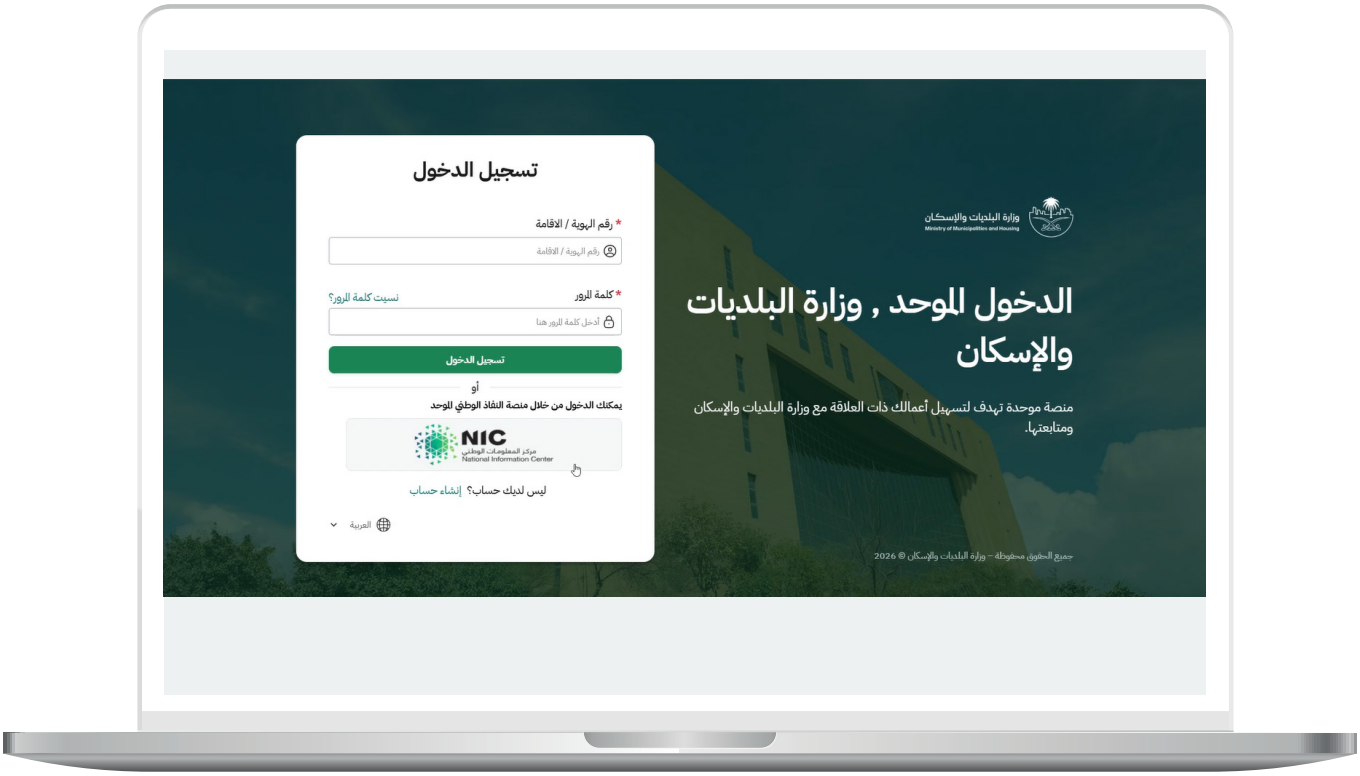
2) The User selects the (**Services**) menu and clicks (**View More**), then uses the search box to search for the (**City Service Providers Classification**) service and accesses it.



3) The User selects (**Adding and Deleting a Field or Modifying the Classification Grade**), then clicks (**Start Service**).

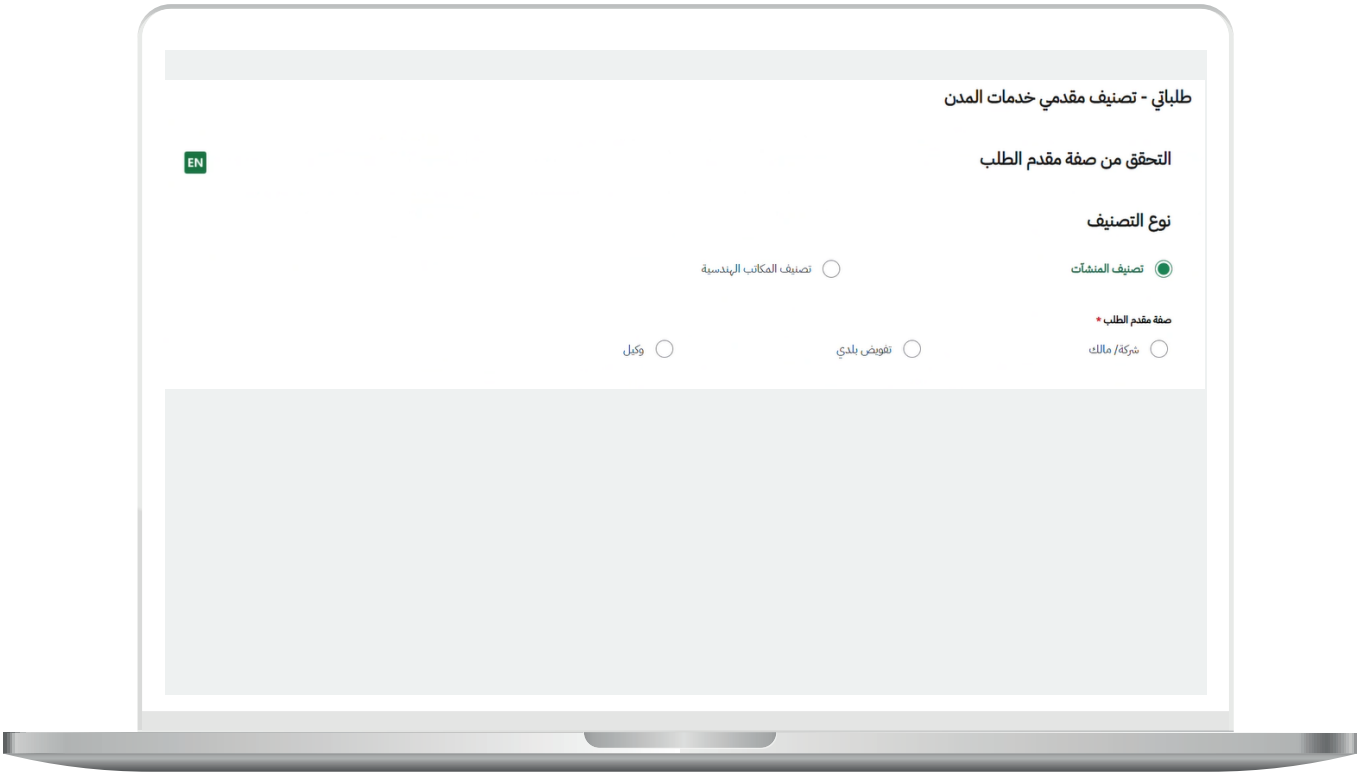


4) The User logs in to the system via National Single Sign-On (**Nafath**).

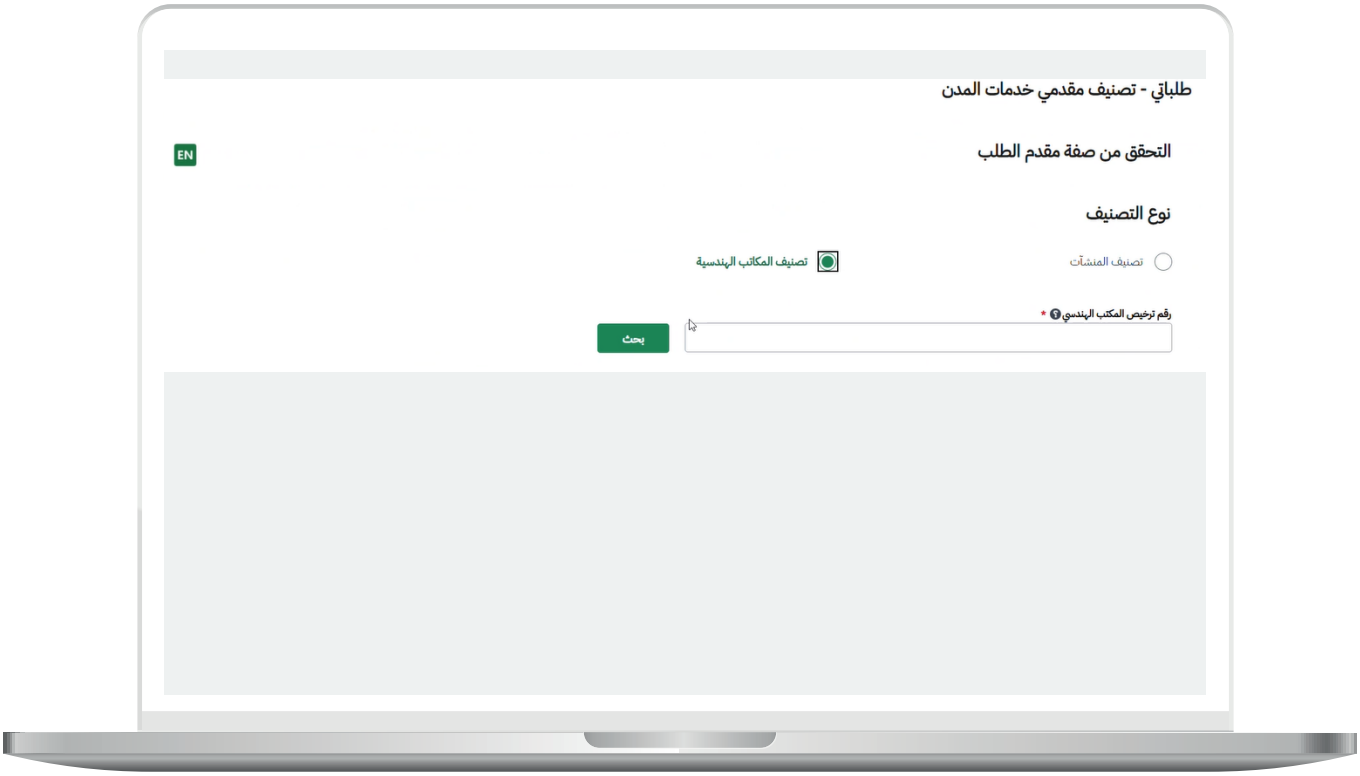


5) The User selects the classification type.

a. Establishments Classification.

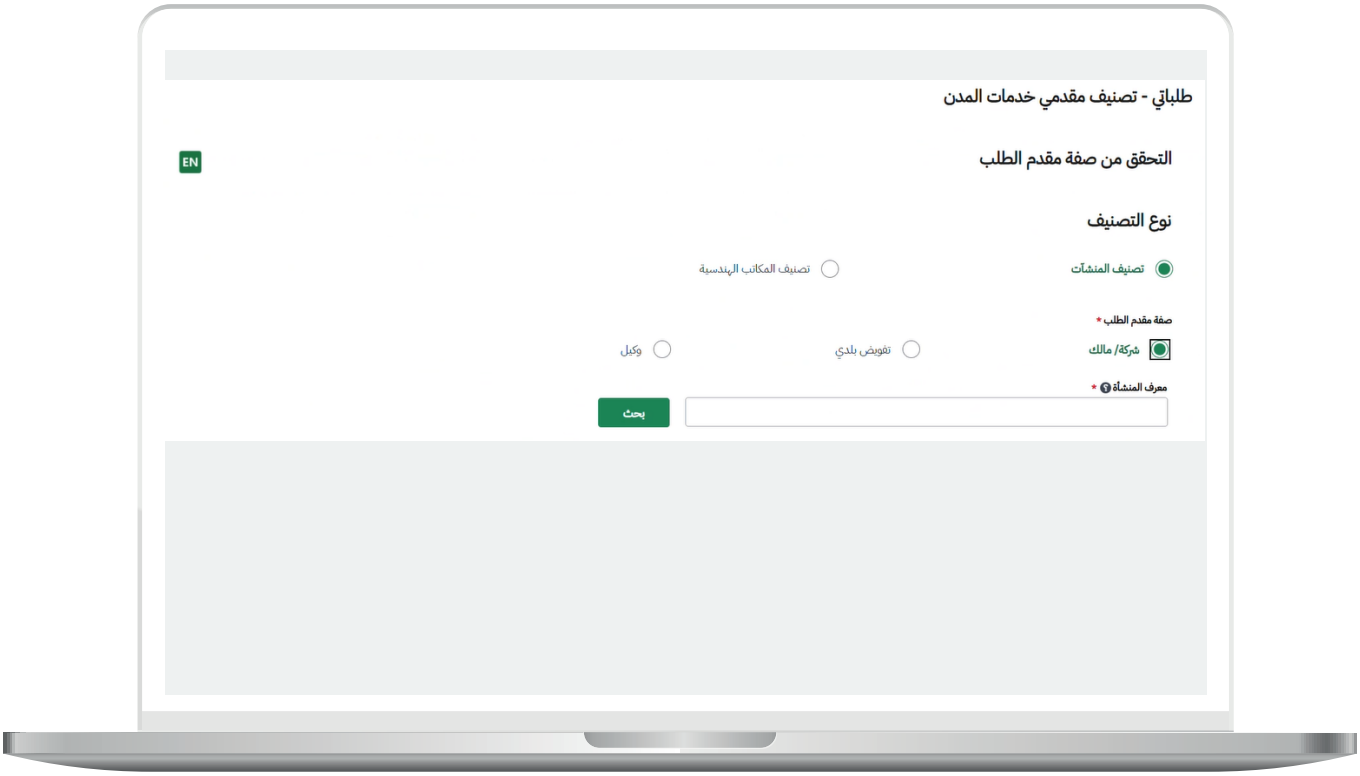


b. Engineering Offices Classification.

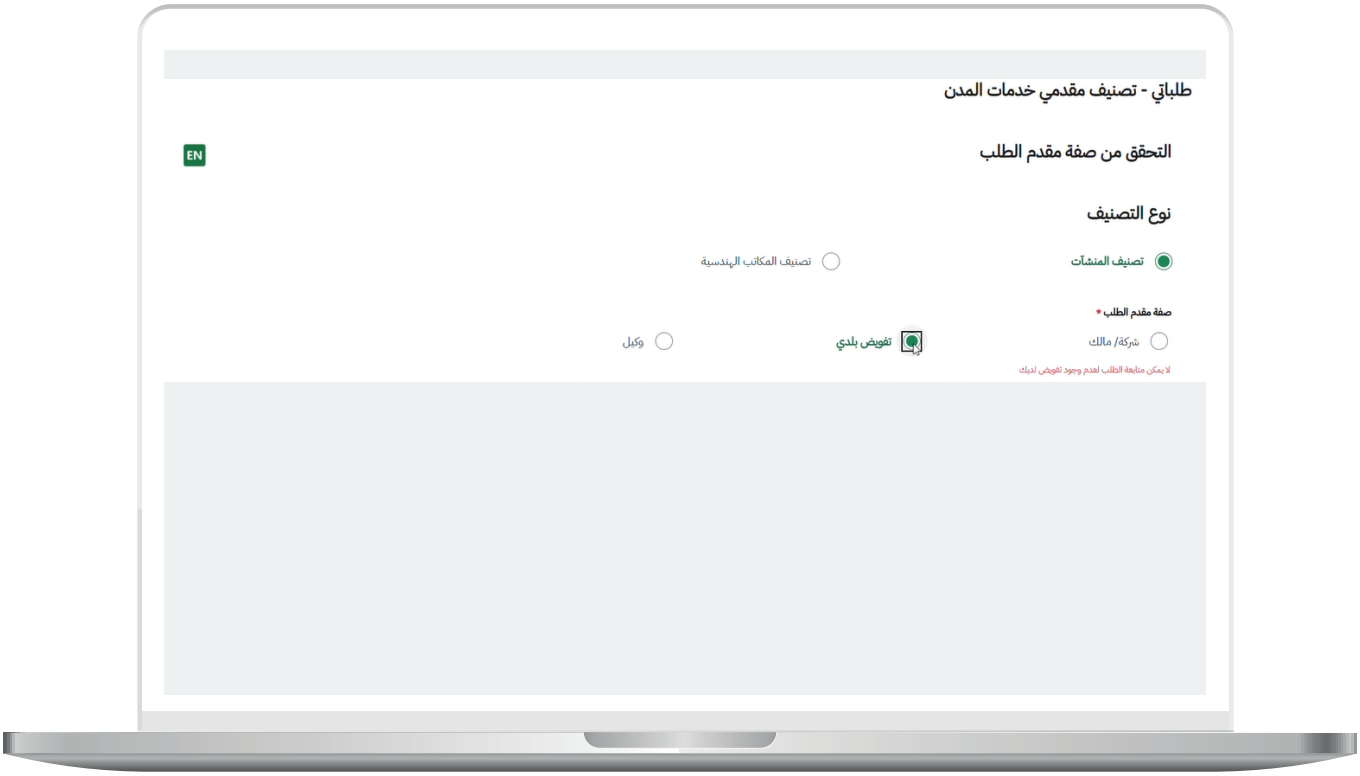


6) If (**Establishments Classification**) is selected, the User must specify the Applicant type.

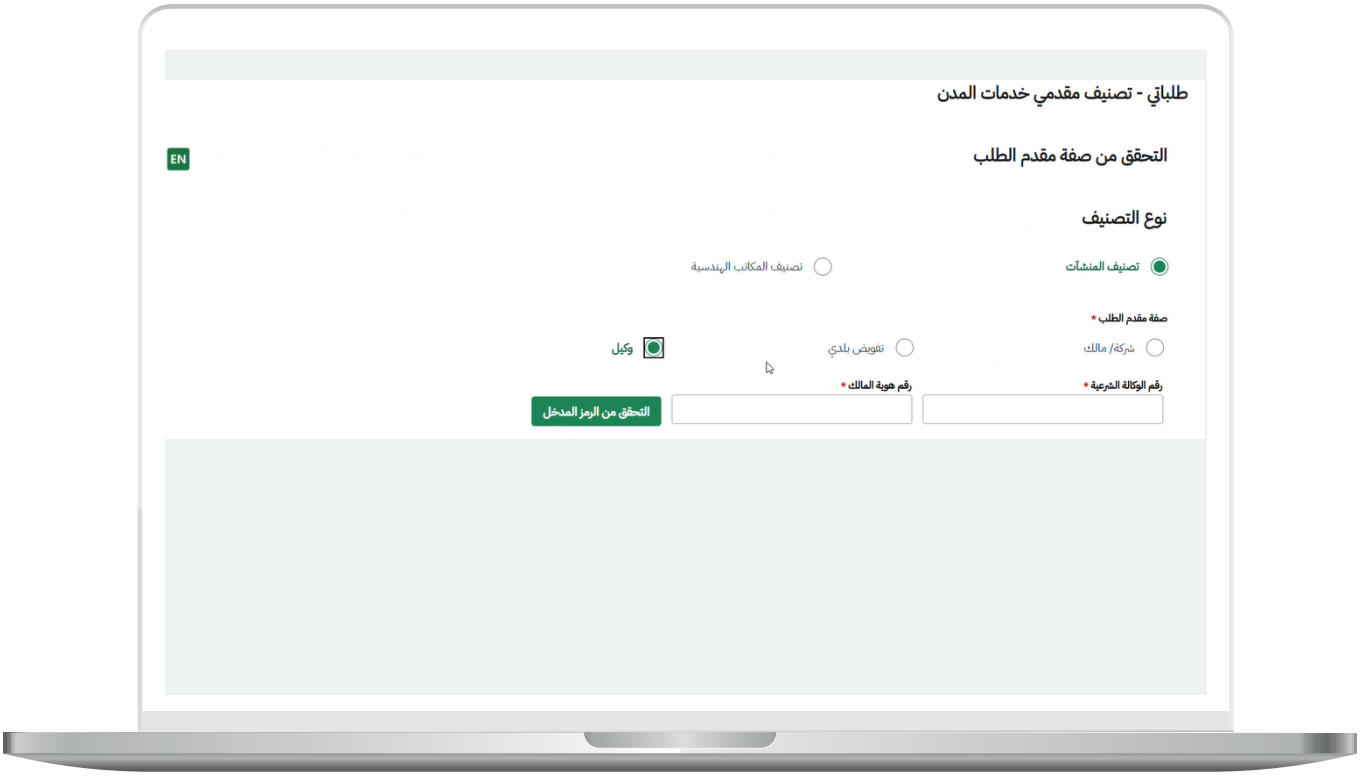
a. Company/Owner.



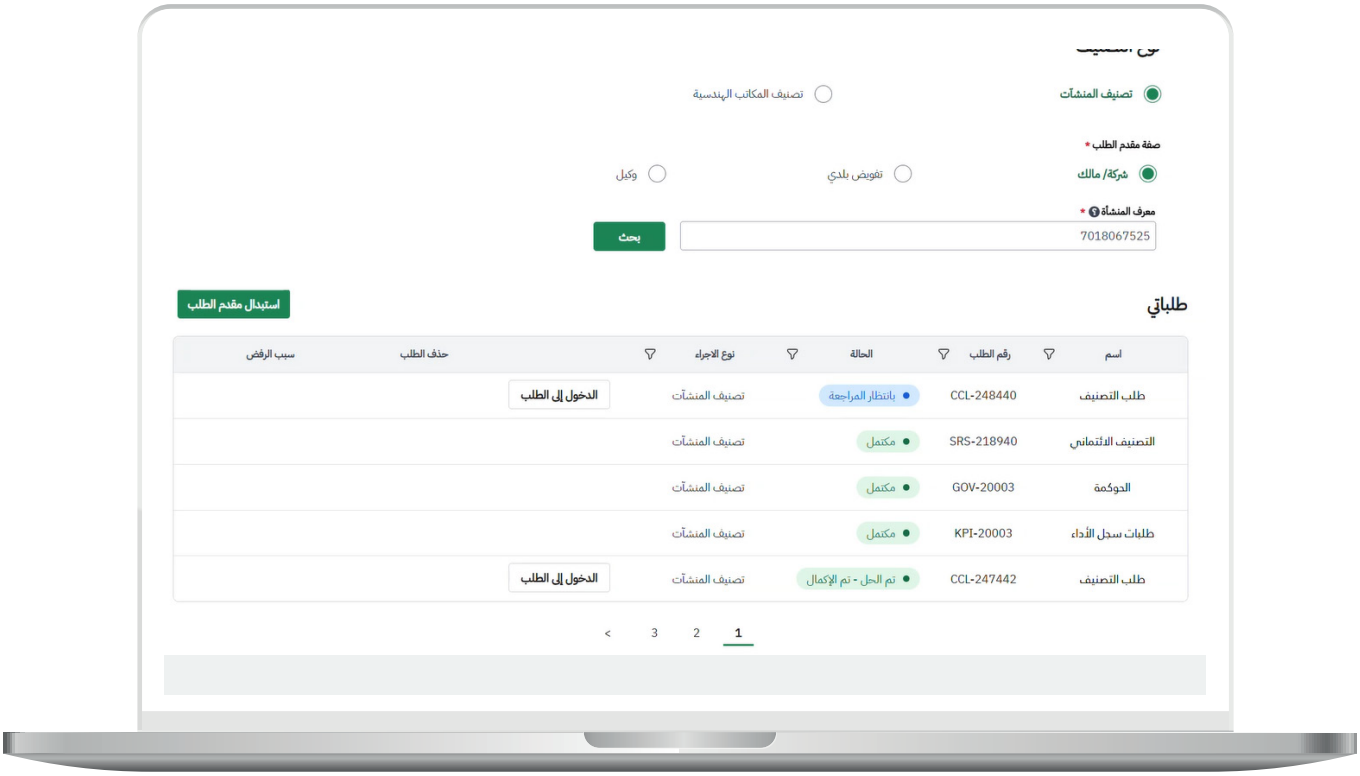
b. Balady Delegate.



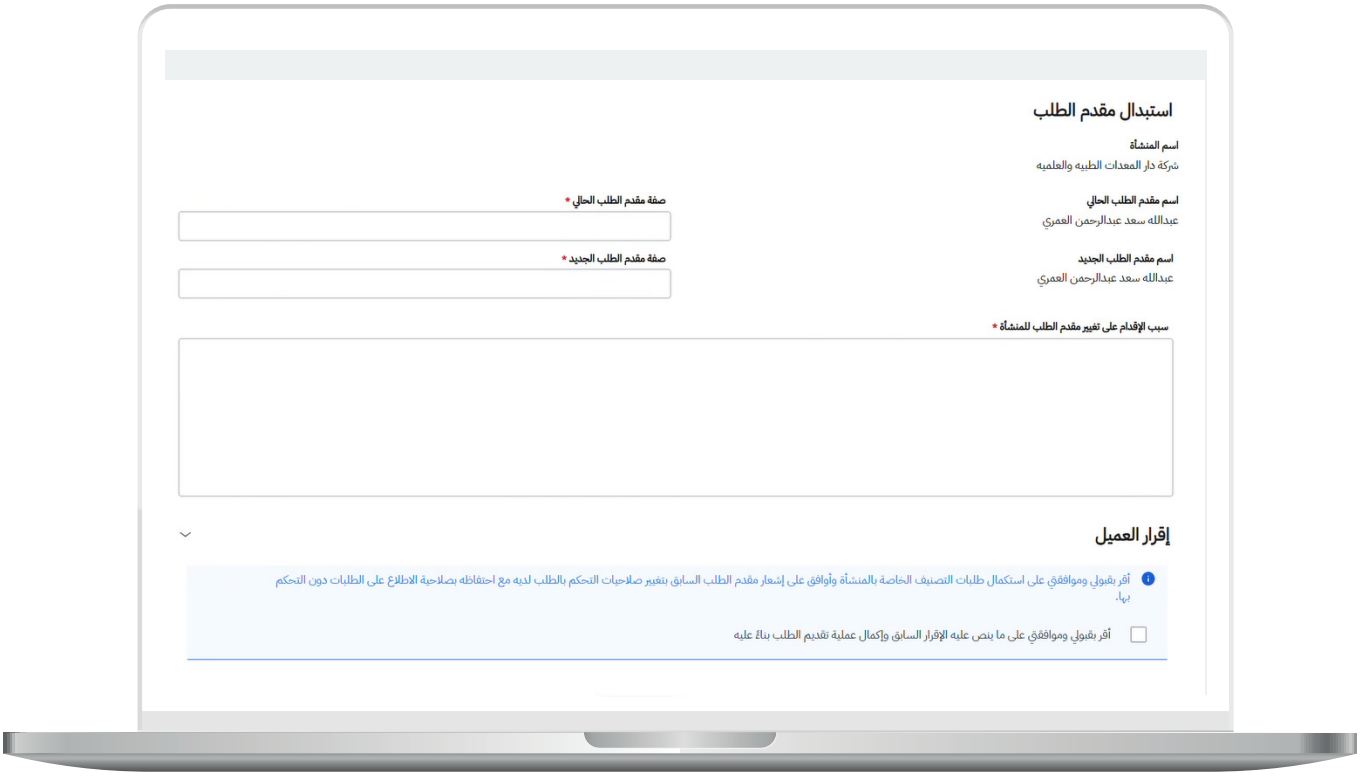
c. Agent.


طلباتي - تصنيف مقدمي خدمات المدن
EN
التحقق من صفة مقدم الطلب
نوع التصنيف
تصنيف المنشآت
تصنيف المكاتب الهندسية
صفة مقدم الطلب *
شركة/ مالك
تفويض بلدي
وكيل
رقم الوكالة الشرعية *
رقم هوية المالك *
التحقق من الرمز المدخل

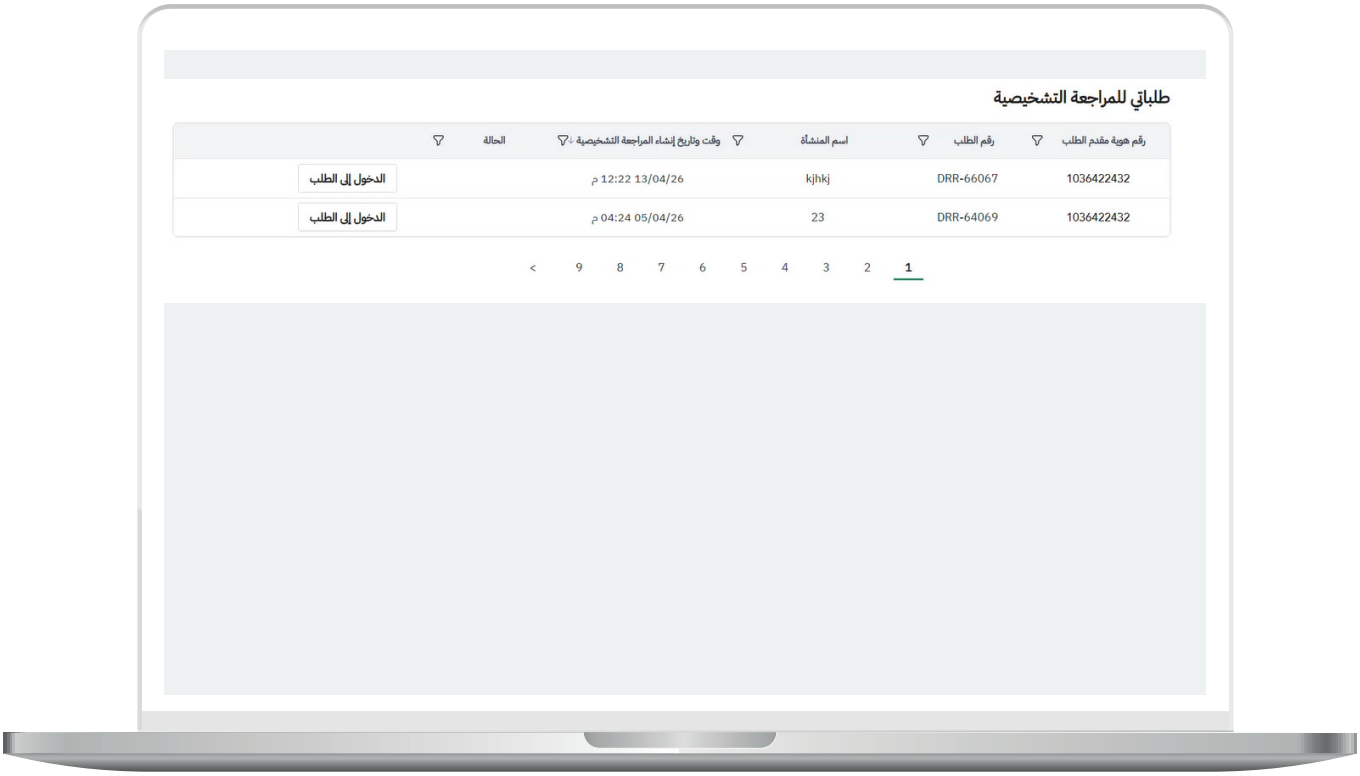
7) The system displays all the requests created by the Beneficiary, showing the status of each request. The screen also provides the (**Replace Applicant**) option.



8) When the (**Replace Applicant**) option is clicked, the system displays a dedicated screen, and the Beneficiary must enter the required data, then click (**Submit**).

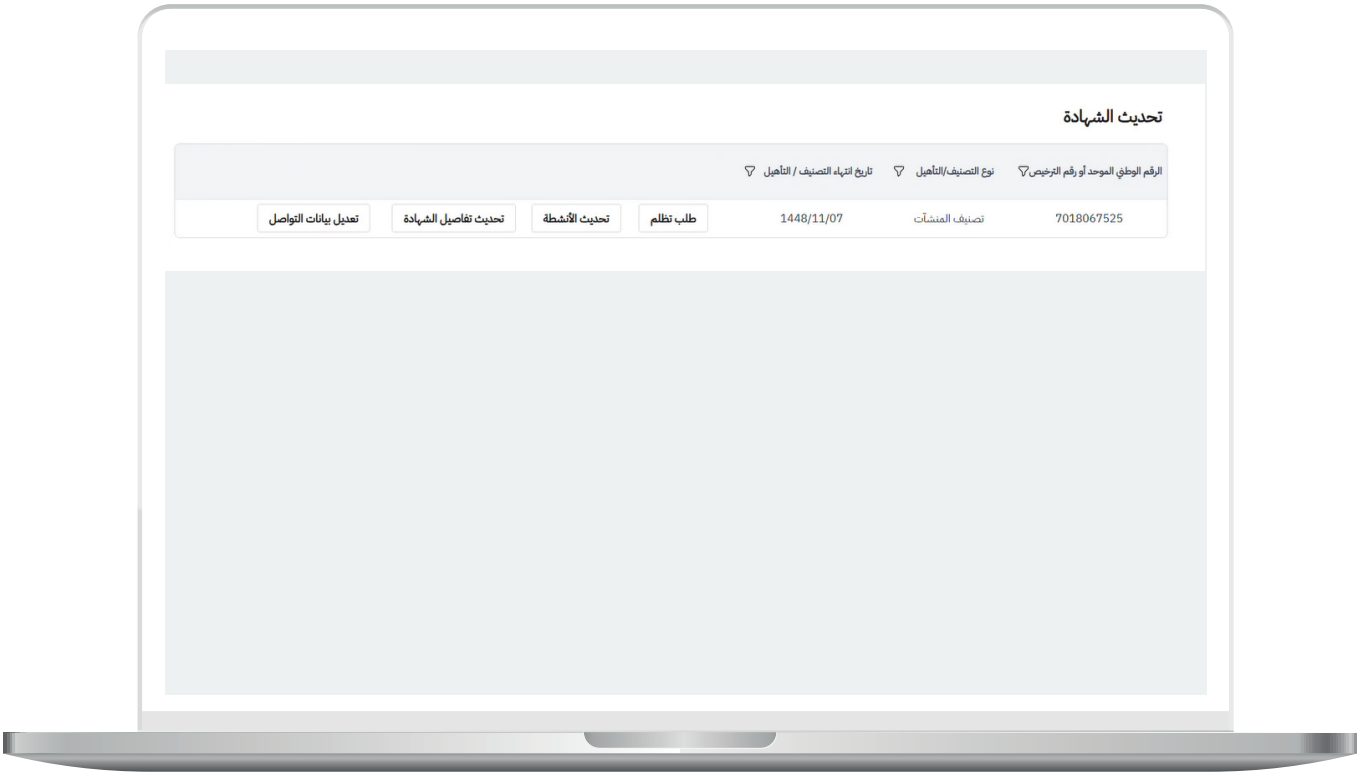


9) The system displays the (**My Requests for Diagnostic Review**) section, with the ability to view the status of each request.

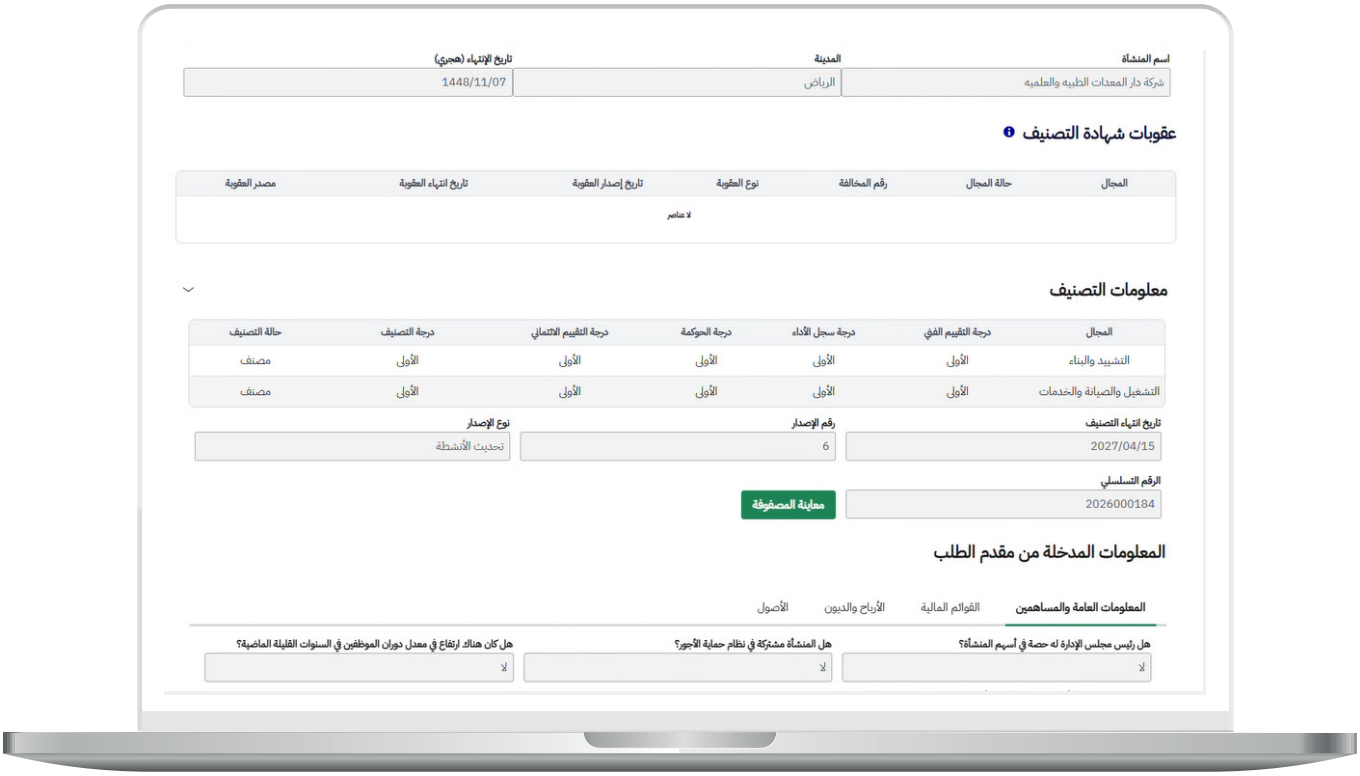


10) The system displays all requests and statuses in a table, and allows the Beneficiary to perform the following actions for each request:

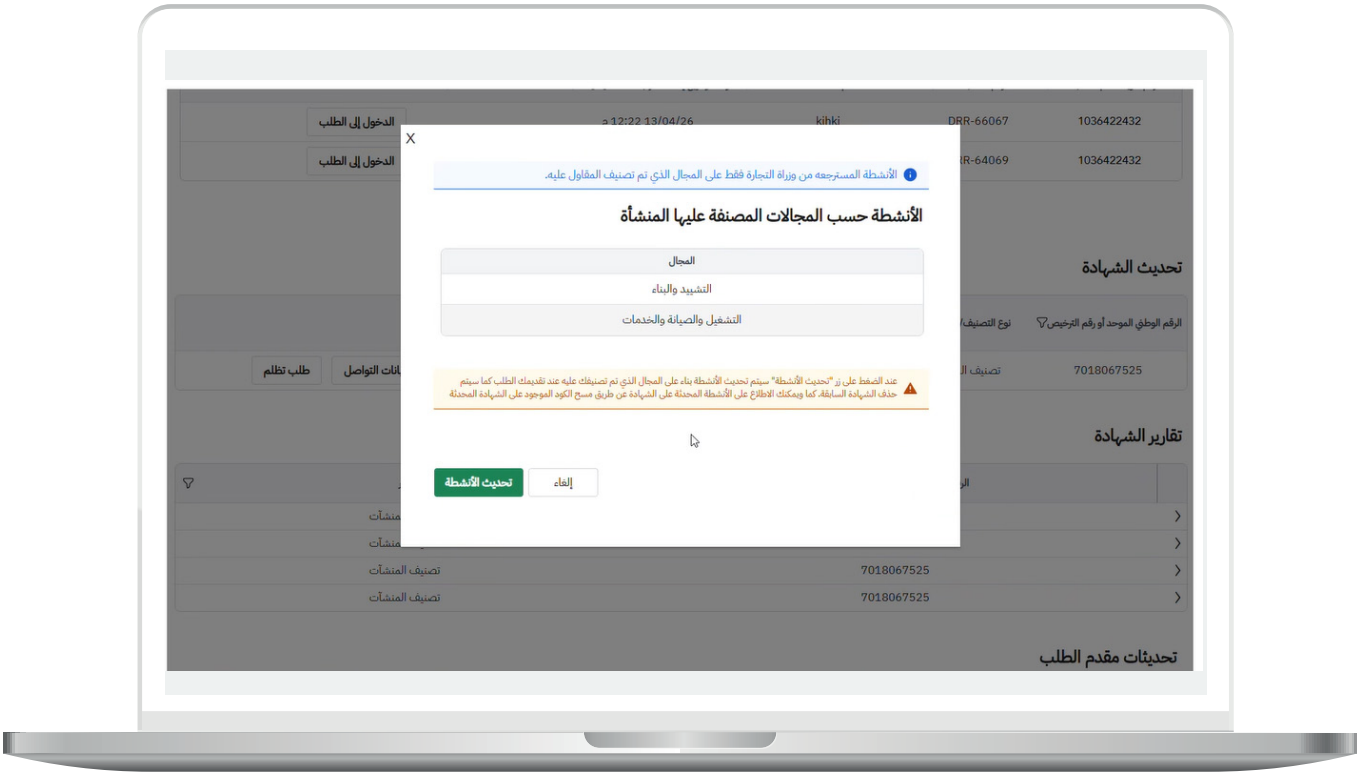
- Submit a Grievance Request
- Update Activities
- Update Certificate Details



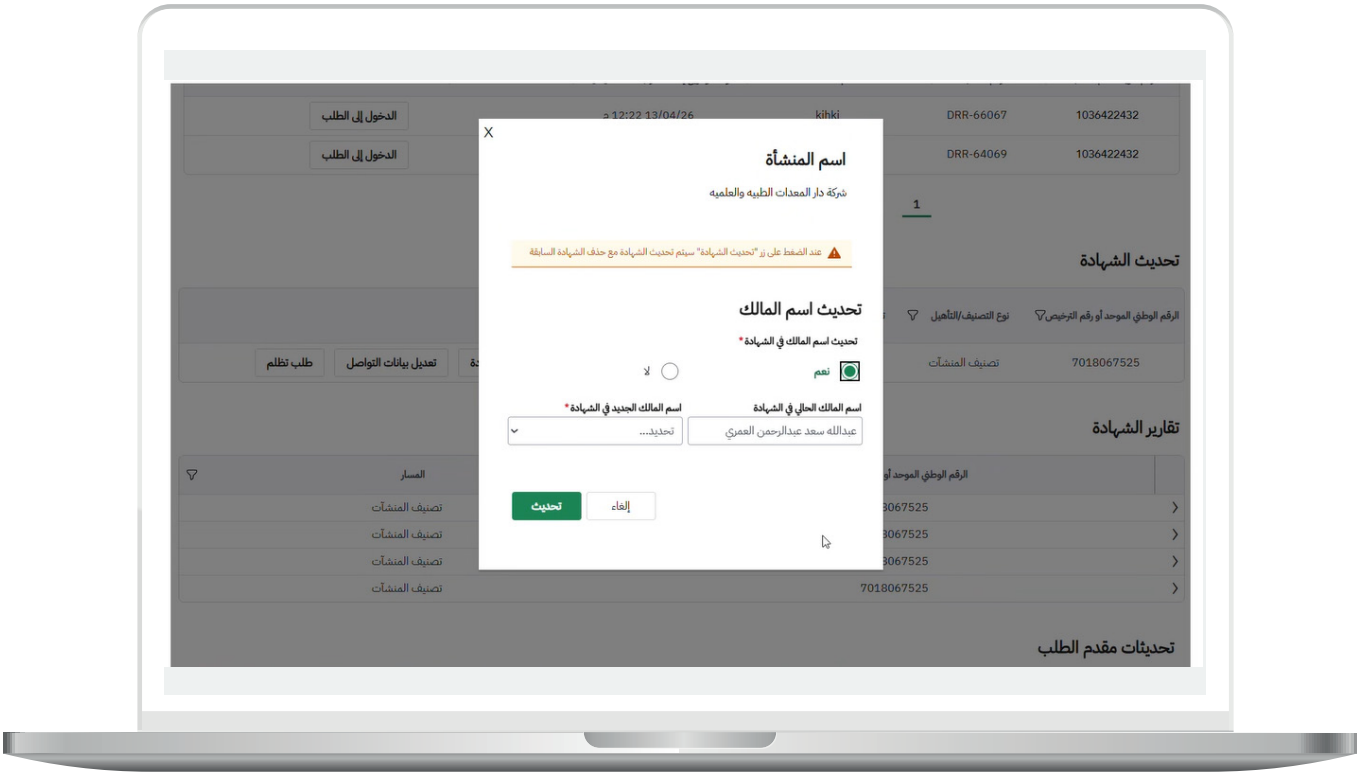
11) When the (**Grievance Request**) option is clicked, the system displays a pop-up screen containing the classification data, and the Beneficiary must enter the required data, then click (**Submit**).



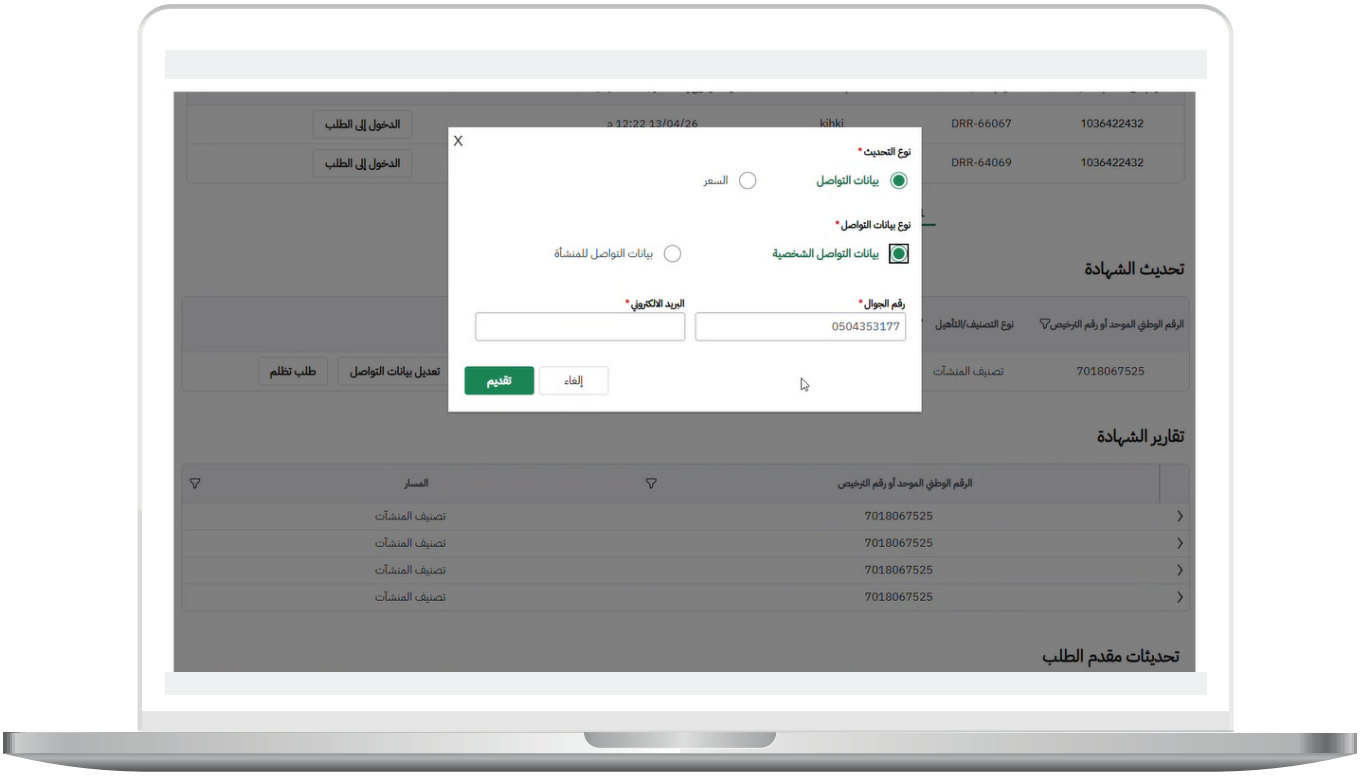
12) When the (**Update Activities**) option is clicked, the system displays a pop-up screen, and after the update is performed the new activities are reflected on the Classification Certificate, with the ability to print the updated certificate from the My Requests screen.



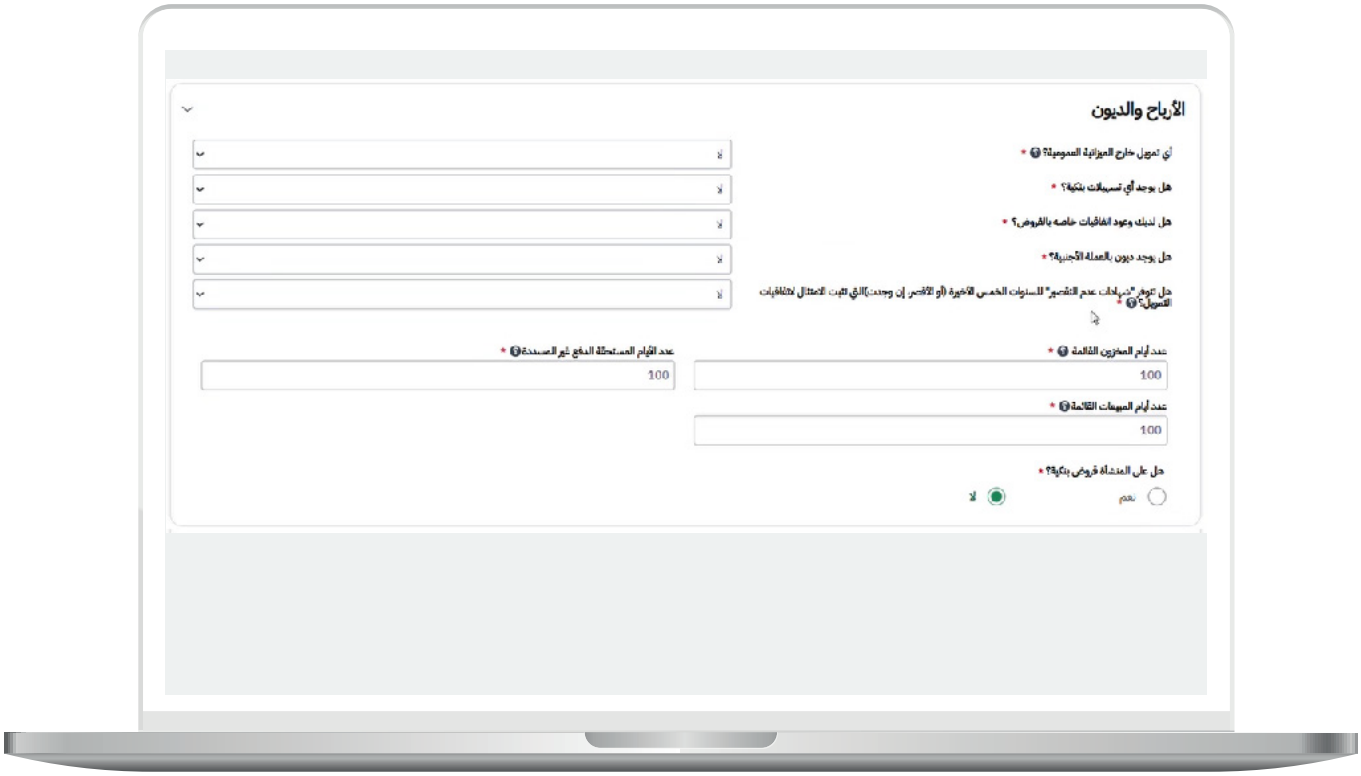
13) When the (**Update Certificate Details**) option is clicked, the system displays a pop-up screen containing the certificate data, and after the data is completed and (**Update**) is clicked, the certificate is updated, and the changes are reflected on it.



14) When the (**Update Contact Information**) option is clicked, the system displays a pop-up screen containing the Establishment Data, and after the data is completed and (**Update**) is clicked, the data is updated and reflected on the certificate.



15) Through the My Requests screen, the Beneficiary can view (**Certificate Reports**) and (**Applicant Updates**).



رقم التواصل المباشر 199040

العناية بالعملاء @Balady_CS