



وزارة الأشغال
Ministry of Works

Sanitary Complaints Submission

www.works.gov.bh

#فريق_البحرين
#TeamBahrain



Sanitary Complaints Submission

Welcome to the **Sanitary Complaints Submission** eService. This service is provided by the Ministry of Works to submit Sanitary Complaints.

Welcome to Ministry of Works eService

Sanitary Maintenance Request eService

Welcome to Ministry of Works, Sanitary Maintenance Request eService. Continuing our effort of providing higher standard of living and quality of life to the citizens of Bahrain, we provide this eService as another channel to submit Sanitary Complaints besides our toll-free hotline 80001810

-  **Submit Sanitary Maintenance Request**
Use this option to submit a new sanitary maintenance request. Please make a note of the request number, you would need it if you want to check the status of the request. Please do not submit multiple requests for the same problem. All requests are monitored and any misuse will be acted upon.
-  **Request for Exception from the Application of Sewage Fees**
Use this option to submit a request for exception from the application of sewage fees. Please make a note of the request number, you would need it if you want to check the status of the request. Please do not submit multiple requests for the same problem. All requests are monitored and any misuse will be acted upon.
-  **Check Sanitary Maintenance Request Status**
Use this option to check status of previously submitted maintenance request. To check the status you would need the request number and personal number which you got when you submitted the request.
-  **How Do I?**
Video presentation for 'How to submit new Request' and 'How to check the status of the request' using this eService.

This service is provided by Ministry of Works 

Click **“Submit Sanitary Maintenance Request”** to submit a new request

Sanitary Complaints Submission– Submit Sanitary Maintenance Request

After clicking “Submit Sanitary Maintenance Request”, this form will be displayed. Please read the instructions carefully and complete all required fields in – Part 1 Of 2

Welcome to Ministry of Works eService

Submit Sanitary Maintenance Request

Instructions :

- Enter at least one contact phone number without country code
- Enter the location description
- Enter the road number or the road name
- Select the problem from the list
- Use the remarks field to describe the problem in detail, or to mention any other remarks
- Enter mobile number to receive SMS

***Note :**

Maintenance Request relevant to only Sanitary Engineering Operations and Maintenance will be dealt with.

Applicant Details	
Applicant Name *	<input type="text"/>
Contact Number * <i>At least one value is required</i>	Telephone <input type="text"/>
	Mobile <input type="text"/>
Personal Number *	<input type="text"/>
Email *	<input type="text"/>

Sanitary Complaints Submission – Submit Sanitary Maintenance Request

To proceed with the request, fill in all the required information on the **Sanitary Maintenance Request Form – Part 2 of 2**. After filling out the form, click the **“Submit”** button. You will receive a new **Request Number**.

Location Details	
Address Description *	<input type="text"/>
Road * <i>At least one value is required</i>	Number <input type="text"/>
	Road Name / Avenue Name <input type="text"/>
Block Number *	<input type="text"/>
Building/House Number	<input type="text"/>

Problem Details	
Problem *	<input type="text" value="--- Please Select ---"/>
Remarks	<input type="text"/>

Items marked with * are required.

SUBMIT

CLEAR

CANCEL

Sanitary Complaints Submission– Submit Sanitary Maintenance Request

You can print this request for future reference. You may also attach related files

Welcome to Ministry of Works eService

Submit Sanitary Maintenance Request

***Note :**
Maintenance Request relevant to only Sanitary Engineering Operations and Maintenance will be dealt with.
If you want to take a copy of this service request for your future references, click on the "Print" button.

Maintenance Request successfully submitted. Please note the request number for your reference.

Sanitary Maintenance Request Details	
Request Number	25/1
Submission Date	24/11/2025 12:40 PM
Problem	Blockage
Applicant Name	HITENDRA

[PRINT](#) [ATTACH FILES](#) [EXIT](#)

Request for Exception from the Application of Sewage Fees

Click “Request for Exception from the Application of Sewage Fees” to submit your exception request.

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Sanitary Maintenance Request eService

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Request for Exception from the Application of Sewage Fees

Fill in all the required information in the form to submit your request – Part 1 of 3

Welcome to Ministry of Works eService

Submit Request for Exception from the Application of Sewage Fees

Instructions :

- Enter at least one contact phone number without country code
- Enter the location description
- Enter the road number or the road name
- Use the remarks field to describe the problem in detail, or to mention any other remarks
- Enter mobile number to receive SMS

Applicant Details	
Applicant Name *	<input type="text"/>
Contact Number * <i>At least one value is required</i>	Telephone <input type="text"/>
	Mobile * <input type="text"/>
Personal Number *	<input type="text"/>
Email *	<input type="text"/>
Electricity and Water Authority account number *	<input type="text"/>
Connected to sewage Network *	<input type="radio"/> Yes <input checked="" type="radio"/> No

Request for Exception from the Application of Sewage Fees

To proceed with the request, fill in all the required information on the **Exception from the Application of Sewage Fees Form – Part 2 of 3**

Location Details	
Flat	<input type="text"/>
Building/House Number *	<input type="text"/>
Road * <i>At least one value is required</i>	Number <input type="text"/>
	Road Name / Avenue Name <input type="text"/>
Block Number *	<input type="text"/>
Address Description	<input type="text"/>

Request Details	
Justification	<input type="text"/>

Request for Exception from the Application of Sewage Fees

Fill in all the required information on the **Exception from the Application of Sewage Fees Form – Part 3 of 3**.

Confirm the information and click the **“Submit”** button. After submission, you will receive a new **Request Number**.

Instructions :

- Select the document type you want to attach. Click on "Browse" then select a file name need to be attached
- Documents to be attached should be in BMP/PNG/PDF/JPG/JPEG/GIF format
- The file size should not exceed 3 MB
- Please attach all the required documents (if not) to submit the application correctly

Attachments	
File Type	Actions
Copy of the electricity and water bill *	<input type="button" value="Choose File"/> No file chosen
Copy of the smart card *	<input type="button" value="Choose File"/> No file chosen

Items marked with * are required.

Confirm the validity of the attached information and data.

SUBMIT

CLEAR

CANCEL

Sanitary Complaints Submission - Check Sanitary Maintenance Request Status

Click “Check Sanitary Maintenance Request Status” to check status of previously submitted maintenance request.

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Sanitary Complaints Submission- Check Sanitary Maintenance Request Status

Check the status of a previously submitted maintenance request using your **Request Number** received at submission and your **Personal Number**

Welcome to Ministry of Works eService

Check Sanitary Maintenance Request Status

Instructions :
Enter the request number and personal number whose status want to check

Search Criteria	
Request Number *	<input type="text"/>
Personal Number *	<input type="text"/>

Items marked with * are required.

SEARCH **CANCEL**

A thin vertical line, colored light blue at the top and fading to light grey at the bottom, positioned to the left of the text.

Thank you