



Consumer Protection Center

Guidelines for Customers to Request Subsidized Flour

How to apply

To submit subsidized flour applications for local and automated bakeries, the applicant must follow the following steps:

1. Visit the website of the Ministry of Industry and Commerce or the government e-portal bahrain.bh. Choose the government service for subsidized flour applications. Register and log into the system using the E-key assigned to the authorized person by the commercial registry.
2. The entity should select one of the options: new request, subsidy renewal, or increasing the subsidized quota.
3. Enter the required data in the application and attach the relevant documents related to the type of bakery.
4. The request will be submitted to Consumer Protection Directorate for review and to ensure it meets the requirements for final approval. If approved, the applicant will be contacted and informed that the request has been processed, and a notification will be sent via SMS. If the request is rejected, the applicant will be contacted and advised to make the necessary changes by submitting a new request.
5. The appropriate quota of subsidized flour for the bakery is determined and is automatically reflected in Bahrain Flour Mills Company's systems. The bakery owner can then purchase the subsidized flour electronically through Bahrain Flour Mills Company's website.

Rules and Regulations

- 1- The applicant must possess an electronic key, which can be either the owner of the commercial registry or a person authorized by the owner of the registry. Any person authorized by the owner of the commercial registry can submit applications through the electronic system.
- 2- The commercial registry must have the activity of " Traditional Baker" or " Manufacture of bakery products - Workshop".
- 3- Inactive commercial registries are not eligible to submit subsidized flour requests.
- 4- The expiration date of the flour subsidy should align with the expiration date of the commercial registry, and the subsidy should be renewed after renewing the commercial registry.



- 5- In the case of a request for a new bakery, an inspection visit will be conducted by representatives of the directorate to the bakery before approving the request for obtaining the flour subsidy.
- 6- Traditional bakeries are entitled to submit subsidized flour quota increase requests once every year.
- 7- Subsidized flour quota increase request can only be submitted if a full year has passed since the last increase was granted to the traditional bakery.
- 8- Subsidized flour system platform will automatically adjust the quotas based on the number of workers currently registered under the commercial registration (CR) in Labor Market Regulatory Authority (LMRA) system. In cases where the registered number of workers falls below those documented in bakeries last quota renewal or quota increase request for any reason, the system will automatically reduce bakery allocated subsidized flour quota.

Required Documents

Required documents for the Traditional Bakery:

- 1 -Electricity bill for the bakery not exceeding two months.
- 2 -Medical examination certificate for Bahraini workers in the traditional bakery issued by the Ministry of Health.
- 3 -List of registered foreign workers in the traditional bakery from the Labor Market Regulatory Authority.

Required documents for the Automatic Bakery:

- 1 -Electricity bill for the bakery not exceeding two months.
- 2 -Letter specifying the daily production quantities of supported varieties (such as Slice, Roll, Lebanese bread).
- 3 -Production records for the automatic bakeries of the supported varieties (such as Slice, Roll, Lebanese bread).
- 4 -Distribution records to sales outlets for the supported varieties (such as Slice, Roll, Lebanese bread).
- 5 -Records of all sales outlets for the automatic bakeries for the supported varieties (such as Slice, Roll, Lebanese bread).
- 6 -Letter explaining the justifications for the visit to the bakeries and the supporting documents for it (in case of requesting an increase in the quota).



In case of authorization, the following is required:

- 1 -Letter of authorization from the owner of the registry or a power of attorney from the Authentication Office at the Ministry of Justice and Islamic Affairs.
- 2 -Smart card for the authorized person and the person being represented.